SIEMENS

VERSICHARGE™

Quick Setup Mobile Application Guide FAQs

usa.siemens.com/versicharge

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1. How to Set Up an Account

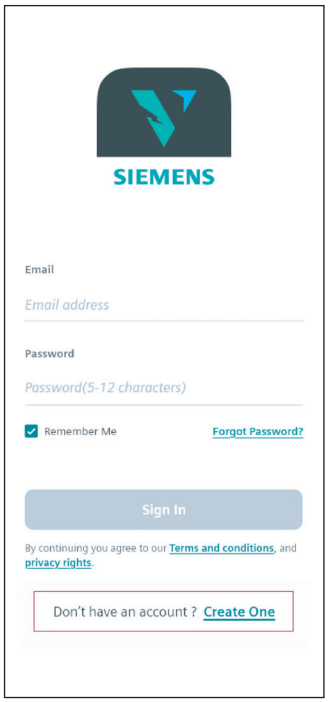
1.1 I do not have an account.

NOTE: Only one charger may be added per mobile app account.

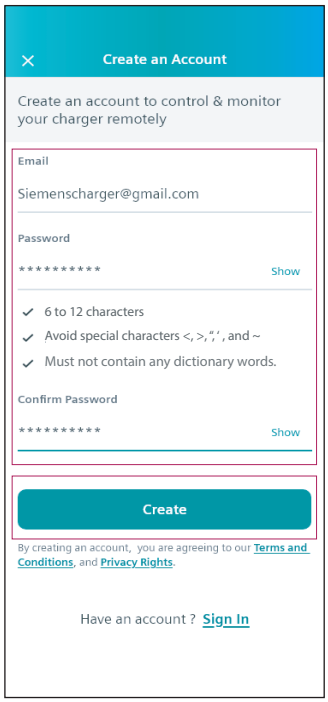
1.1.1. Install the VersiCharge Mobile Application from Google Play Store or Apple App Store.

1.1.2. View End User License Agreement and Terms of Use.

Create an Account



Select *Create One*.



Put in your email and create and confirm your password. Click *Create*.

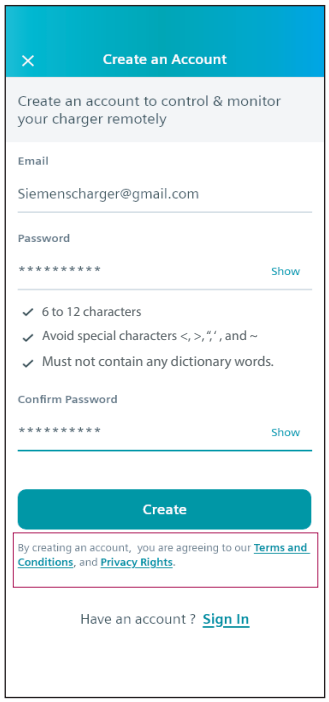
Password:

Must be at least 6 and not exceed 12 characters in length

Contain at least one number, one uppercase and lower case letter

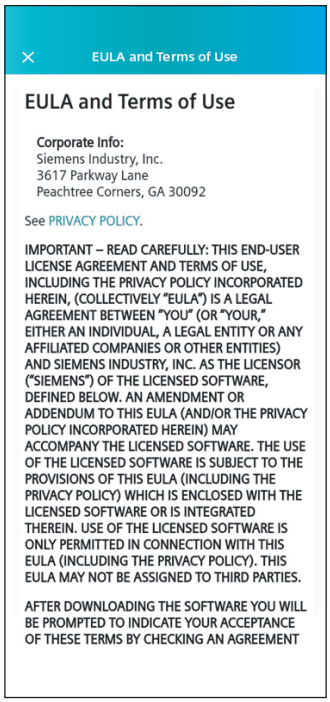
Allowed special characters are #, ?,!,$,%,^, &, *, and -

Must not contain any one of the following passwords pass123, password123, admin, guest, test, root, system or super.

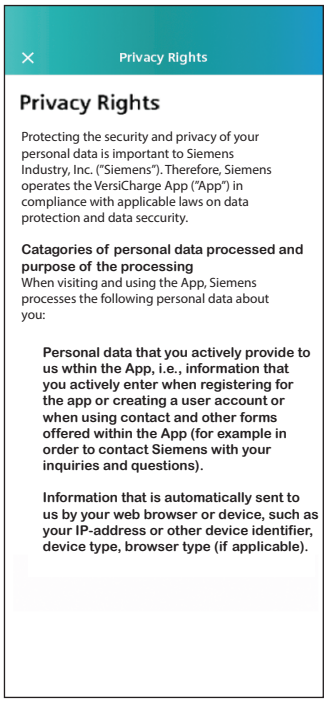


Click on the link *Terms and Conditions or Privacy Rights* to view these.

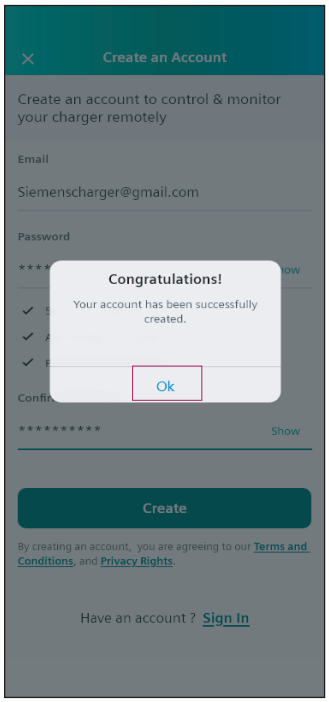
NOTE: By selecting Create you agree to the Terms and Conditions.



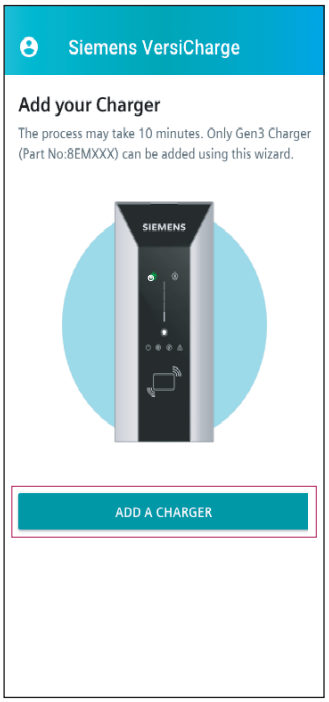
View the End User License Agreement (EULA).



View *Privacy Rights*.



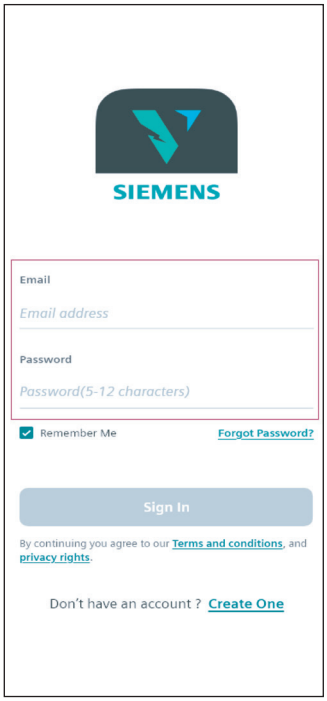
Select *OK* to be brought to the *Add a Charger* page to add your charger to your account.



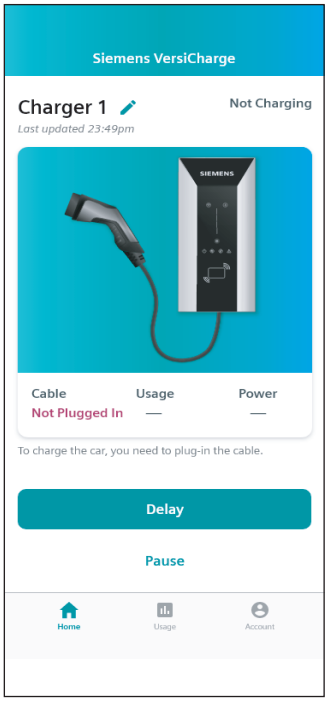
NOTE: *Add a Charger* will be the landing page until a charger has been added to the account.

1.2. I have an account.

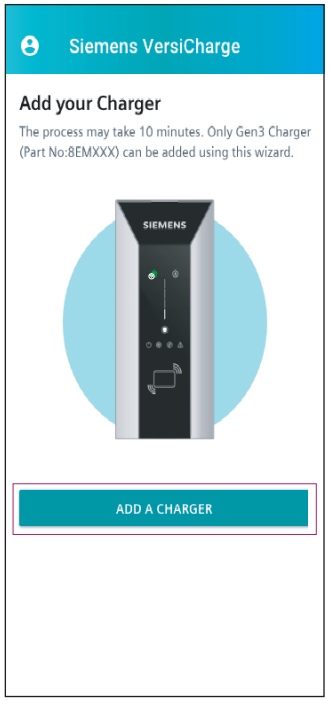
Sign in by inserting your email and password in the appropriate fields and click on "Sign in". Follow screens to either the charger Home page or to the *Add your Charger* page.



1. Fill in the email address associated with the charger account and the password. Select Sign in



2. The Charger Home Page appears, or if you haven't added a charger yet, you will be brought to *Add A Charger.*



3. Select *Add a Charger* and follow the prompts to add your charger to the account.

2. How do I add a charger to my account (see also Connect Your Charger and the table below):

Wi-Fi LED Light Sequence When Adding a Charger

Description of Sequence	LED Color (Blinking)	LED Color (Steady)
Power up		
Software loading		
Software running		
Charger in Access Point (AP) mode		
Receiving connection credentials		
Received connection credentials		
Connecting to network		
Connected to network		
Connecting to VersiCloud		
Connected to network, registered and connected to VersiCloud		

NOTE: Grey LED Color indicates no lit LED.

Operating and Fault Light States After a Charger has been Added

Light State	Description	Solution
Normal Operation		
Light #1	Ready to Charge – Power On – Light steady white	Connect EV. Begin charge.
Light #2	Car Connected - Light steady white	Disconnect the EV connection cable.
Light #5 (4 Min.) Light #5 (1 Min.)	No Internet Light blinking white for 4 min. and green for 1 min.	1. Mode: Wi-Fi - Check router 2. Mode: Cellular - Check cellular network settings, if APN and Modem dial string setting are correct, call carrier. 3. Mode: Ethernet - Check cable /network connection.
Light #5	Lost communication with VersiCloud	1. Slow blinking blue - weak signal (if it's Wi- Fi network, try Wi-Fi extender, if cellular - contact carrier, add a signal booster). 2. Fast blinking blue - power cycle, if issue persists, call Tech Support.
Light #5	Connected to the Internet and VersiCloud – Light steady white	No Action.
Light #7	Time Delay Light - Delay 2 hours – Light blinking white	Wait for charge.
Light #7	Time Delay Light - Delay 4 hours – Light blinking white	Wait for charge.
Light #7	Time Delay Light - Delay 6 hours – Light blinking white	Wait for charge.
Light #7	Time Delay Light - Delay 8 hours – Light blinking white	Wait for charge.
Light #7	Time Delay Light - Delay 8 hours - Light solid blue	Pause state for RFID enabled units only.
Light #9	Touch Sensitive Button – Press Button for 5 seconds to maximize power level.	Cancel the remote power setting by pressing button 5 seconds continuously and maximizes Power.

Light State	Description	Solution
Faults		
Light #9	#9 – Touch Sensitive Button – Reset Ground Fault – Press once to reset the unit.	The unit is in a fault state. Press one time to reset the ground fault.
Light #4	#4 Fault occurring – Light flashing red	Power cycle/turn breaker off and then on
Light # 4 Light # 7	#4 + #7 (4 hr. delay light) – Lights steady red	Call Tech Support
Light # 4 Light #7	#4 + #7 (2 hr.+4 hr. delay light) – Both lights are steady red	Call Tech Support
Light #4 Light # 7	#4+ #7 (2 hr. delay light) – Fault occurring	Call Tech Support
Light # 4 Light # 7	#4+ #7 (2 hr. + 6 hr. delay light) – Fault occurring	Call Tech Support
Light # 4 Light #7	#4+ #7 (2 hr.+ 8 hr. delay light) – Fault occurring	Call Tech Support
Light # 4 Light #7	#4+ #7 (2 hr. + 4 hr. + 6 hr. +8 hr. delay light) – Fault occurring	Call Tech Support
Light #4 Light # 7	#4+ #7 (4 hr. delay light) – Fault occurring	Call Tech Support
Light #4 Light #7	#4+ #7 (4 hr. + 6 hr. delay light) – Fault occurring	Call Tech Support
Light #4 Light #7	#4+ #7 (6 hr. delay light) – Fault occurring	Call Tech Support
Light #4 Light #7	#4+ #7 (8 hr. delay light) – Fault occurring	Call Tech Support
Light # 4 Light # 7	#4+ #7 (4 hr. + 6 hr. +8 hr. delay light) – Fault occurring	Call Tech Support

Steady light –

Flashing light –

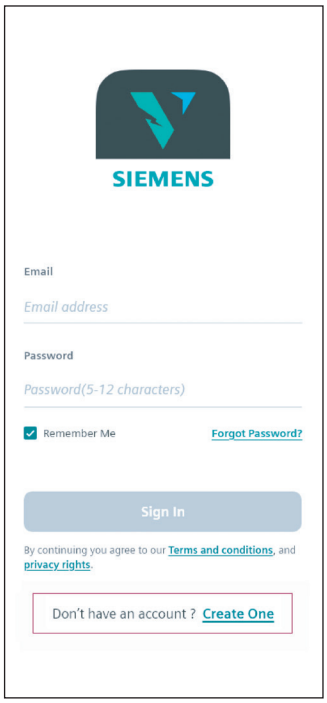
Touch Senstive Button -

NOTE:
Light #1 is the Power Status LED.
Light #2 is the Car Connected Status LED.
Light #5 is the WI-Fi LED status.
Light #4 is the LED Fault light.
Light #7 is the Time Delay LED Light bar with 2, 4, 6, and 8 hour delay lights – some combination of lights 4 and 7 indicate the fault.
Light #9 is the Touch Sensitive Button.

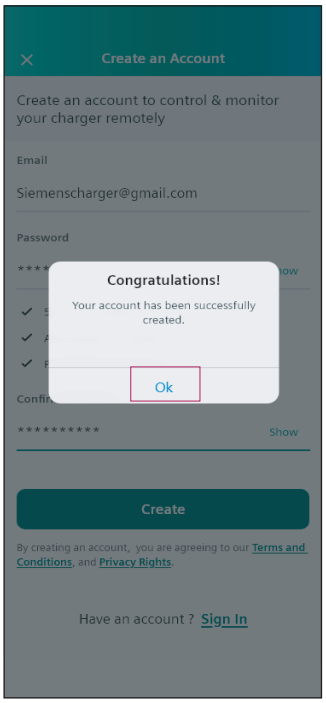
NOTE: Some errors are not caused by the VersiCharge, but by EV compatibility or by settings which are turned on in the EV. See the Faults table above.

If the unit is going into a fault state, check the settings in the EV. Many EVs have a setting for time-of-charge, for example, in which the user defines the charging time. Settings like this will override all commands within the VersiCharge for safety reasons and will stop charging. Adjusting the EV settings will resolve this.

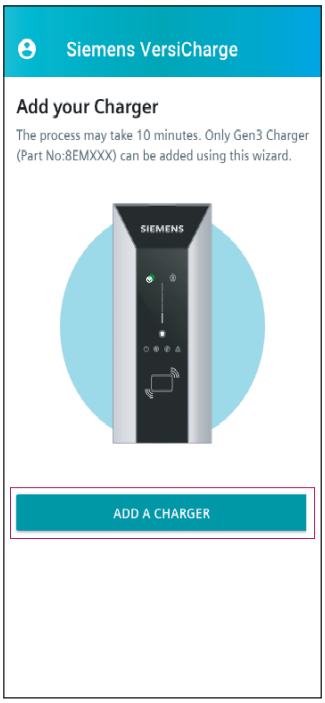
1. Open the mobile app. The Home page will be either :
   - Create an Account or
   - Add a Charger if a charger hasn't been added yet.



Select *Create*.



Account successfully created. Select *OK*.



Follow the *Add a Charger* prompts until successfully added to the account.

NOTES:

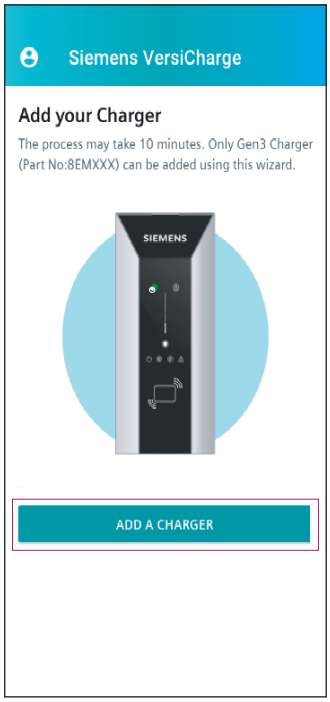
1. Add a Charger is the landing page until a charger has been successfully added to the account.

   See Connect Your Charger for your specific phone's operating system. Follow "Add a Charger" prompts until your charger has been successfully connected.

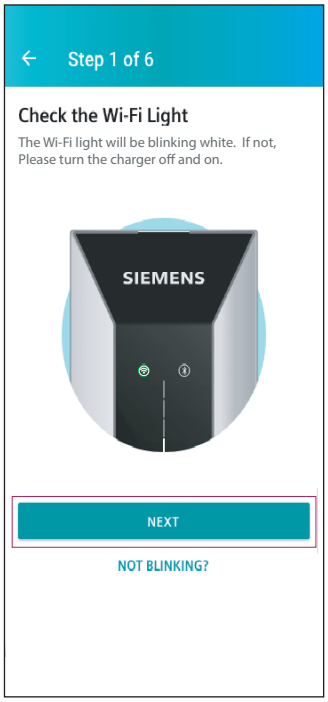
2. Commissioning may take time (5-10 minutes). The charger is designed to self-recommission or go back to the Add a charger process, if either the commissioning or Add a charger process fails in the first attempt.

2.1. Android – Connect Your Charger

Follow the screen prompts to *Name your charger*. Once the charger is named and connected to the network, the new landing page will be your charger's Home page and will display the charger's name.

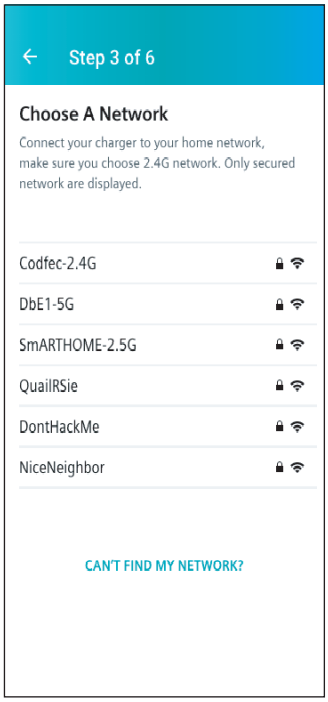


Select *Add a Charger*.



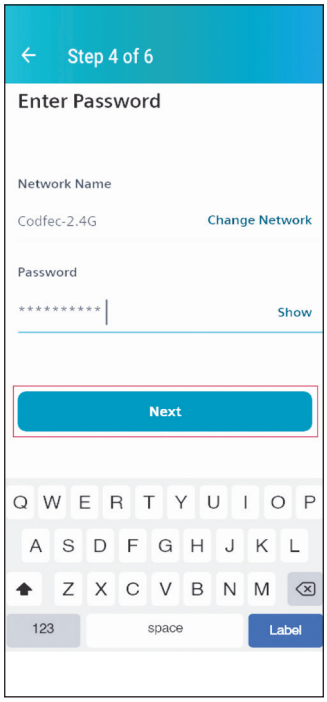
Select *Next*.

Select charger *.



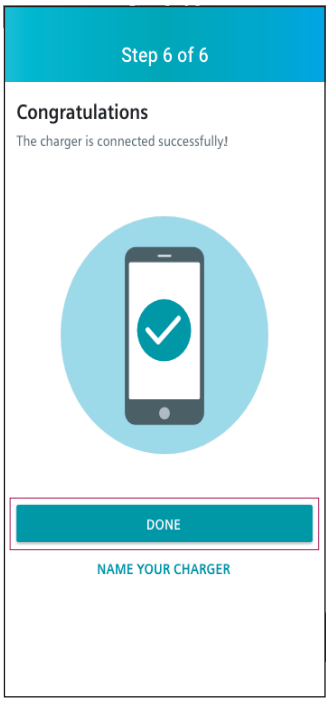
Select Choose a Network by clicking on the network.

***NOTE:** If more than one charger is available to choose from, select the SSID that matches the charger's serial number which can be found on the label on the unit. If it is already registered, a dialog box will come up and offer the opportunity to choose another charger.

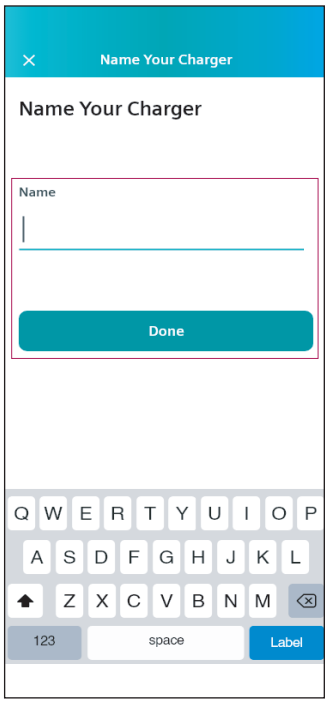


Enter Network password. Select *Next*.

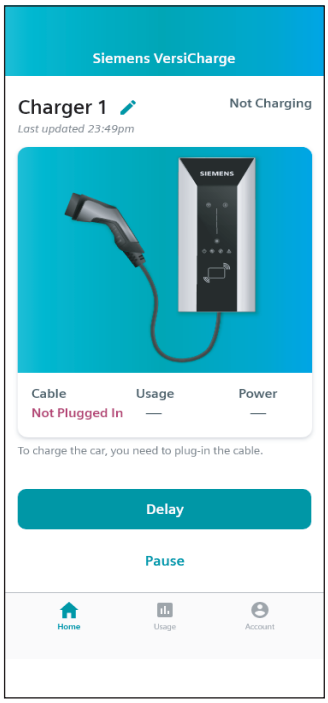
Wait for the charger to connect with the Siemens Cloud. For information about the LED lights during commissioning, see the Wi-Fi LED Light Sequence When Adding a Charger table under section 5.2 above.



Select *Done*.



Enter Charger Name Select *Done*.

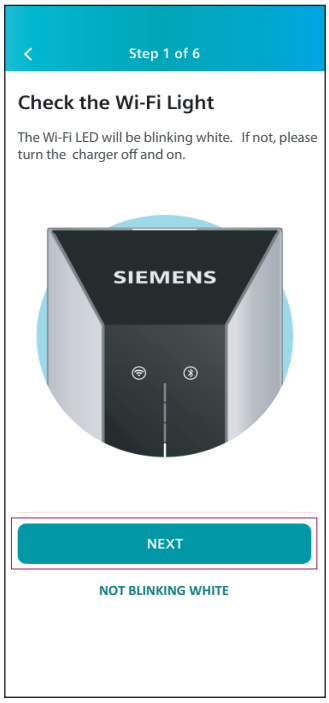


You will be brought to the Charger Home page.

2.2. iOS – Connect Your Charger

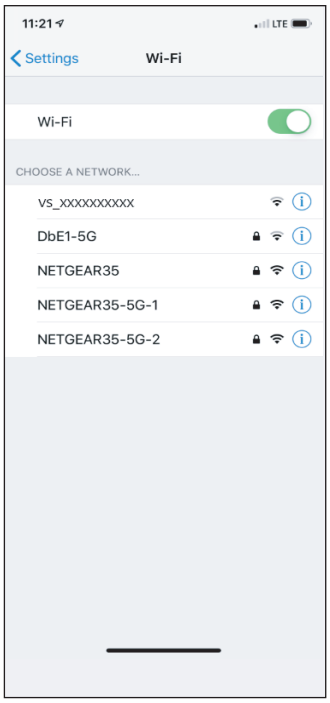
Follow these six steps to setup and name your charger.

Select *Add a Charger.*



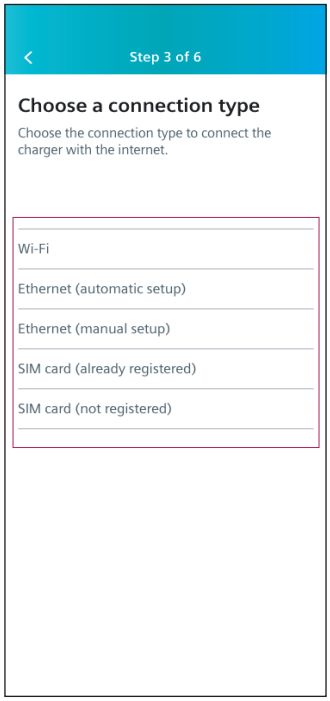
Select *Next.*

Select *Go to Settings.*



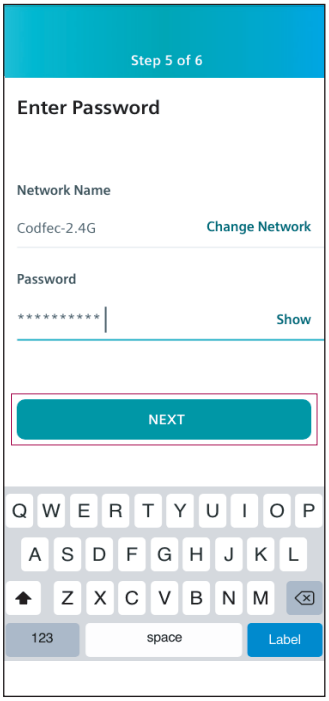
Turn *Wi-Fi* ON and select the VersiCharge network (vs_xxxxxxxxxx).

Select *Next*.

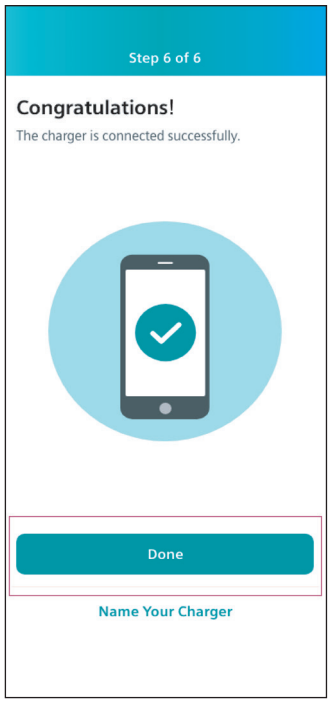


Choose a Connection Type.

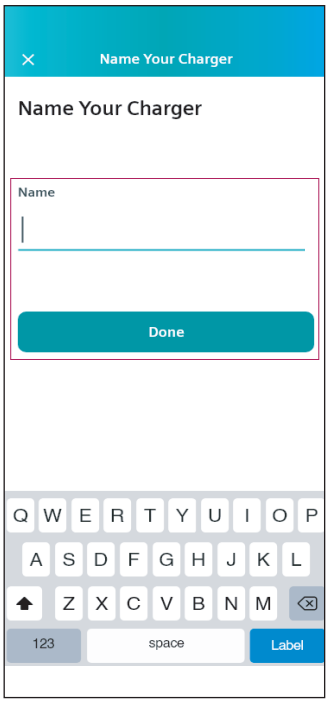
Choose a Network.



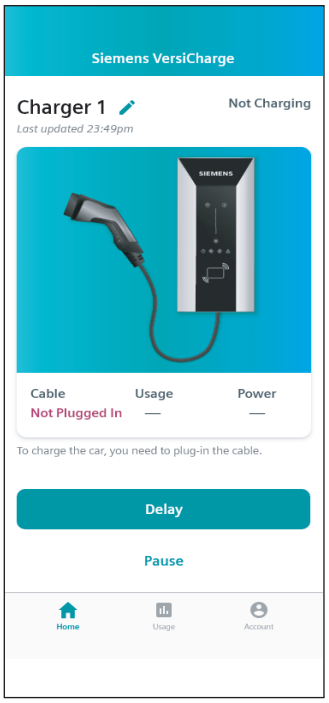
Enter Password and Select *Next*.



Select Done.



Name your Charger
Select *Done*.



Home Page.

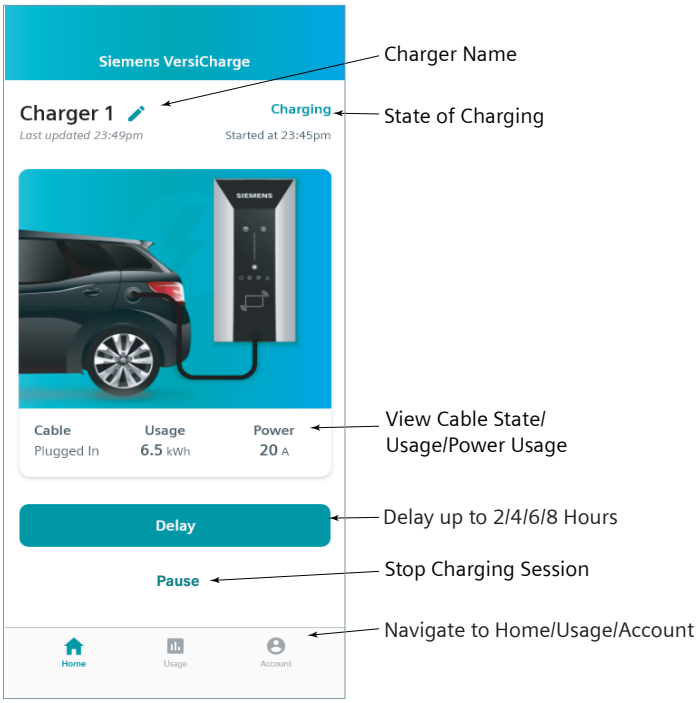
3. How to use your VersiCharge Mobile App

Find the VersiCharge Mobile App on your phone by looking for the VersiCharge Logo on your phone.

3.1 VersiCharge Mobile App Screen

1. Home – Charger Page – see the charger name, charger status, cable state, usage, power, and set Delay times here.
2. Usage – See the power usage by Week, Month, or Previous Year.
3. Account – Navigate to Profile, My Charger, Push Notification, Contact Us, VersiCharge, Corporate Information and Usage from page. The bottom navigation menu is always available to navigate to Home (charger page), Usage, and Account information.
4. Profile – edit and update account email or password here.
5. My Charger – update your email account, view power level, and view the serial number and firmware version.
6. Push Notification (note this should be on to receive alerts for the charger and charging sessions) – this is either on or off. On is the desired setting.
7. Contact Us – view Siemens phone and email should you need to contact someone for help with your VersiCharge.
8. VersiCharge – find all the information about your VersiCharge unit.
9. Corporate Information– find the corporate address, all legal information, Terms and Conditions here.

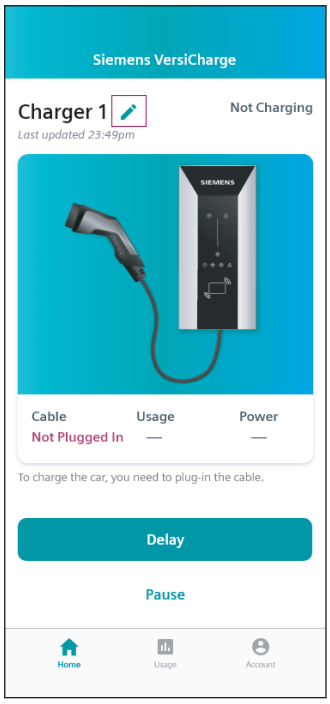
3.1.1. Home Page



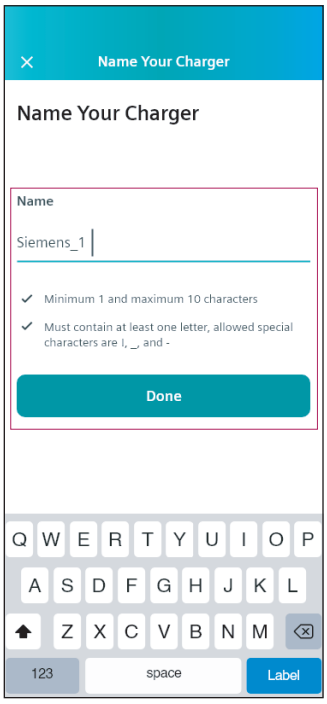
From the Home page the user can view the charger name (by selecting the pencil the user can edit the charger name), state of the cable, state of Charging, navigate to Delay a charge, Stop a charging session, view Usage. Select the Usage icon on the bottom menu to view power usage by day, week, month or year. Select the user Account on the bottom menu to update/edit personal account information.

From the Home page you can: A. edit the charger name, B. delay a charging session; or C. stop an in-process charging session; view the state of the cable, state of the charger, or navigate to the Usage or Profile pages.

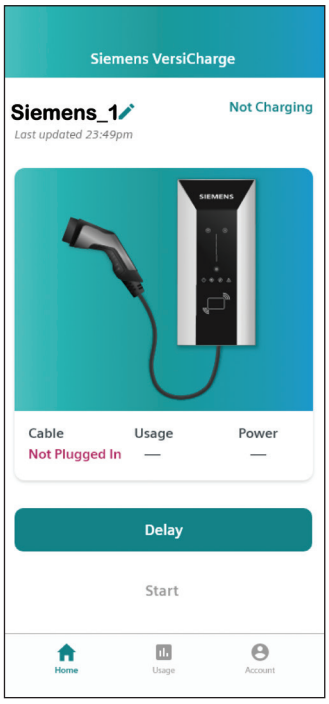
3.1.2. Edit charger name



Select the pencil.

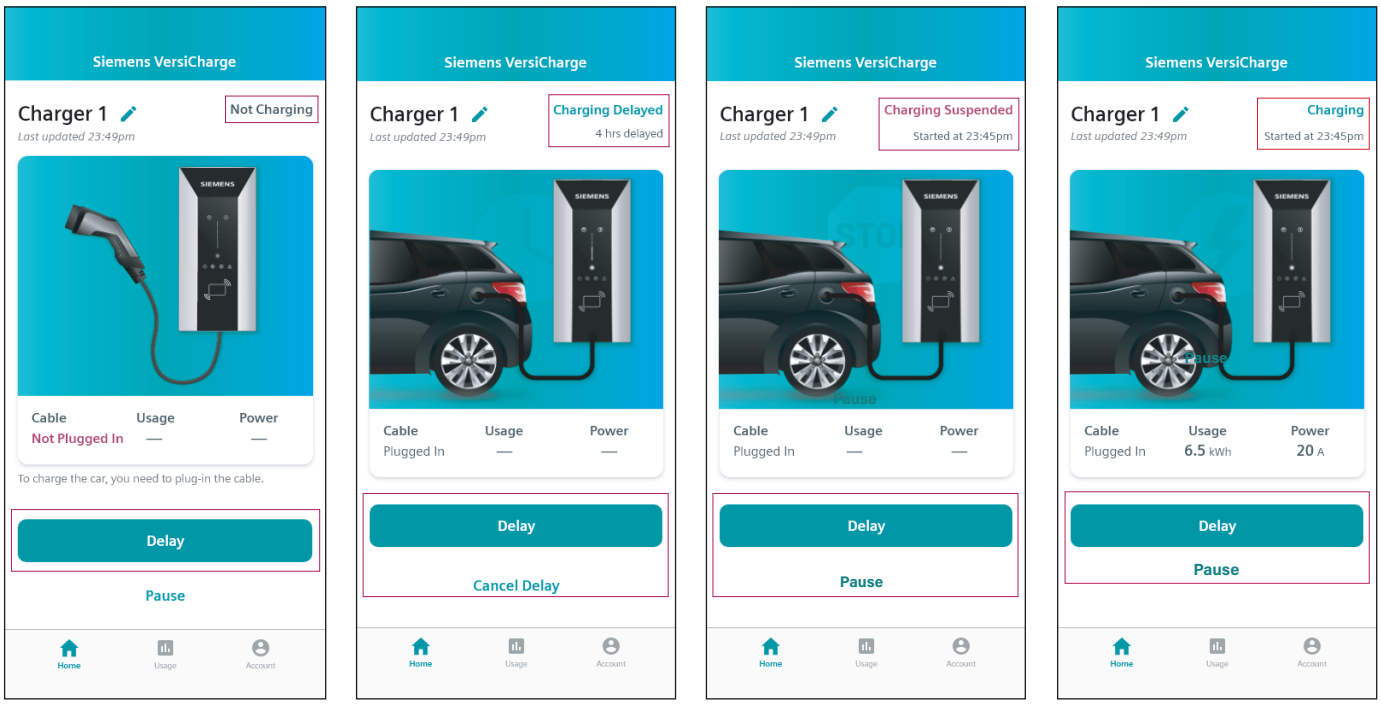


Name your charger and Select *Done*.



Charger Home page.

3.1.3. View state of Charger and plug state

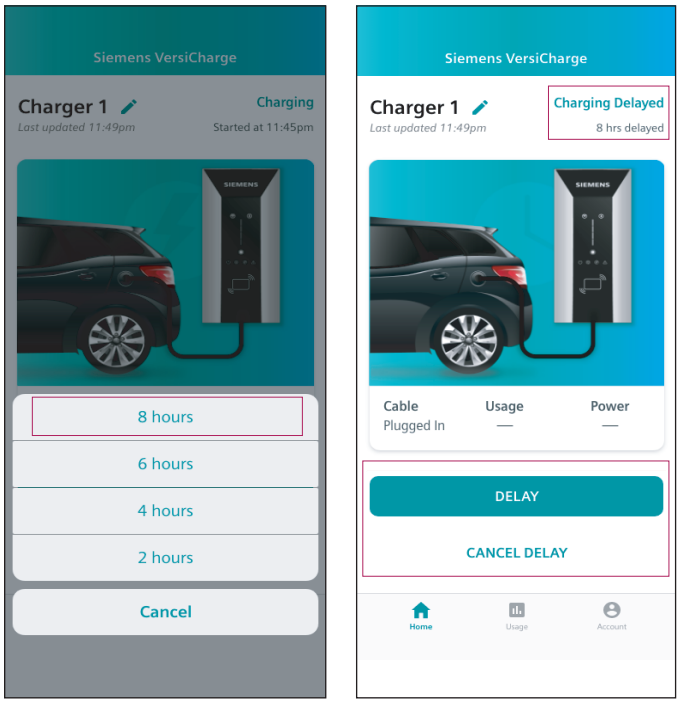


When not plugged in, or a charge delay has been set, the charger connector will appear unplugged on the Charger page and the charger status will appear as Not Charging.

Once the charger is connected and ready to charge a vehicle, the graphic on the home page will change; the graphic will appear to be attached to a vehicle and the state of Charging will be Power Initializing when not in Delay mode or Paused.

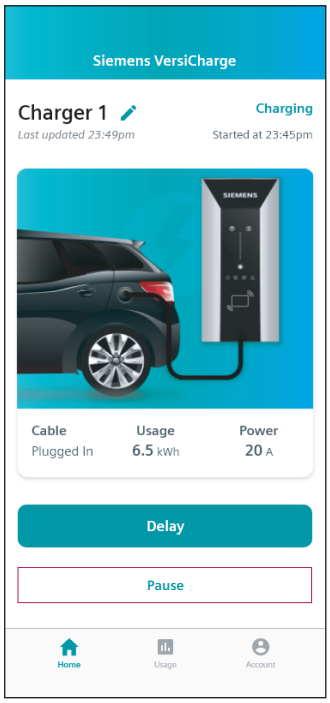
3.1.4. Set Delay time

The Delay button allows the user to select 2, 4, 6, or 8 hour delays. Click the required delay and the charger will begin counting down to charging based on the time selected. In the top, right-hand corner the state of Charging will be Charging Delayed with the time delay displayed under the state of Charging. Cancel Delay may be selected at any time up until charging begins.

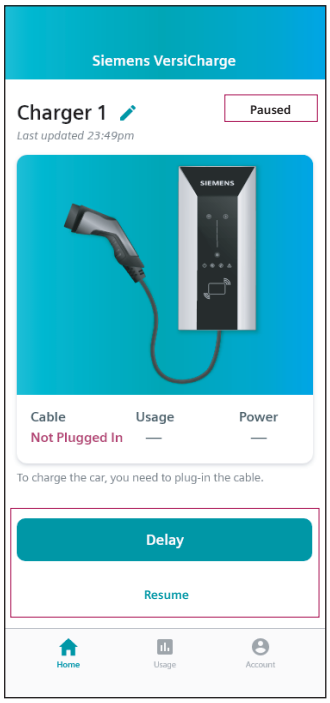


3.1.5. Stop a charging session in process

Select the Pause button and the state of Charging will change to Charging Suspended. Select the Resume button to continue charging.



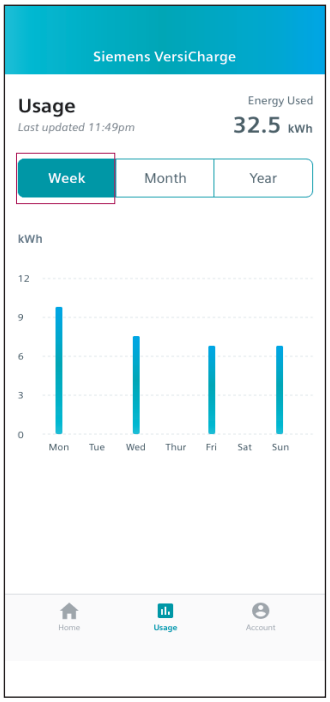
Select *Pause*.

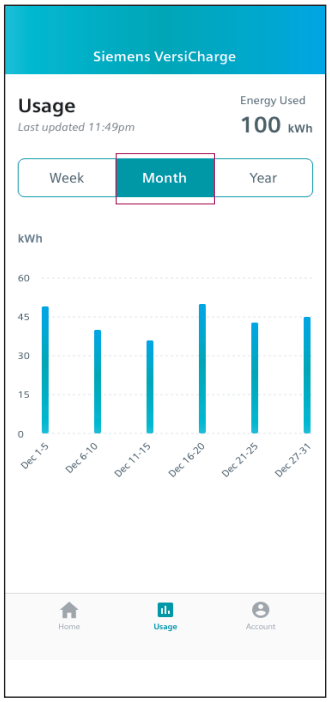


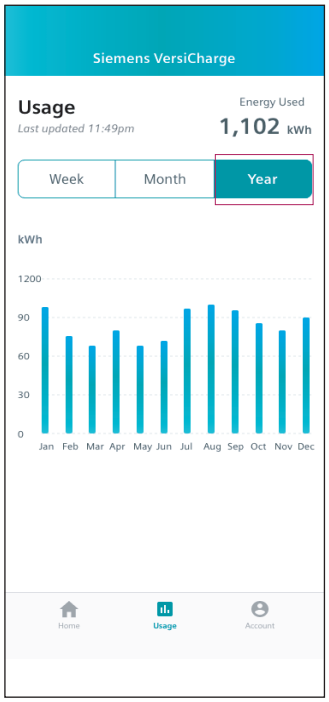
Select *Resume* to begin charging.

3.1.6. Usage

Select the period you want to view.







View usage by week, month, or year. (**NOTE:** Year refers to charges done during the last 12 month period.)

3.1.7. Account

From the Account page navigate to view your Profile and change your account password, view My Charger information (see the email address attached to the charger, power level, firmware version, and serial number), view Contact Us to get help, view the VersiCharge software information, and view the Legal information (Privacy Information or Terms and Conditions).

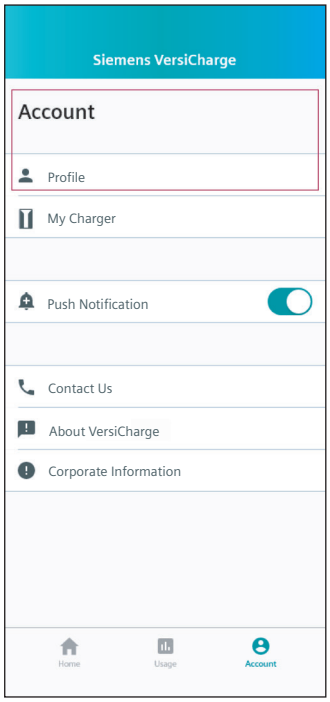
3.1.8. Profile

Change your password.

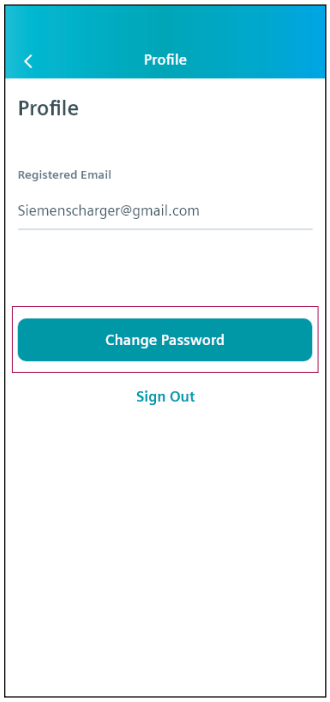
Password:

- Must be at least 6 and not exceed 12 characters in length.
- Contain at least one number, one uppercase and lower case letter.
- Allowed special characters are #, ?,!,$,%,^, &, *, and -
- Must not contain any one of the following passwords pass123, password123, admin, guest, test, root, system or super.

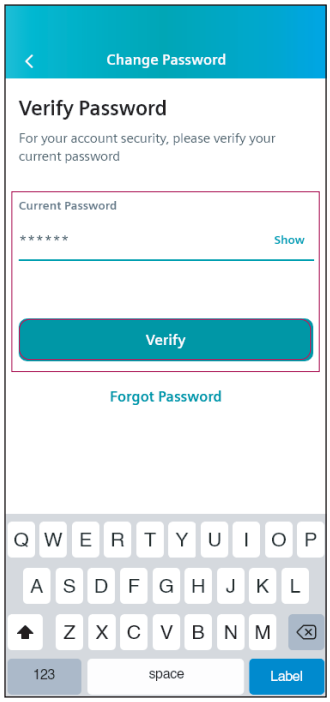
If the password is incorrect, a dialog box will pop up and allow reentry.



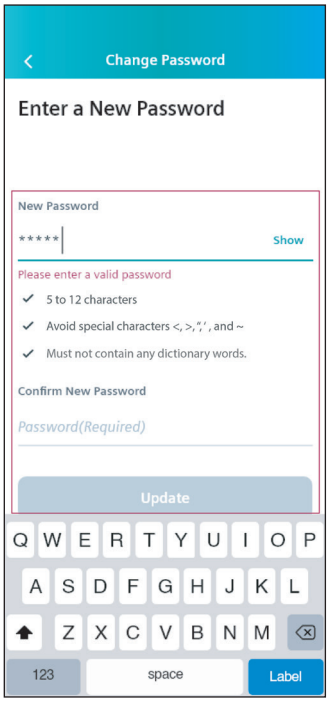
From the Profile page:



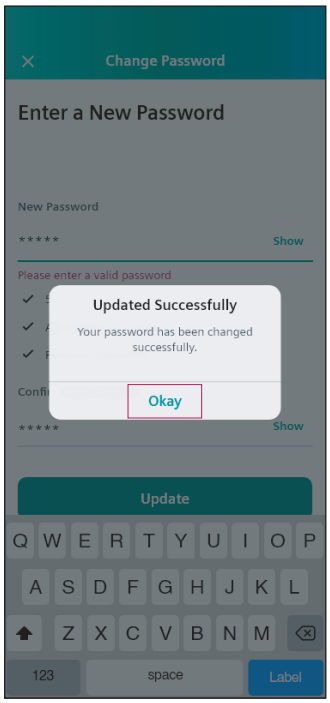
Select *Change Password*.



Enter the old password; select *Verify*.

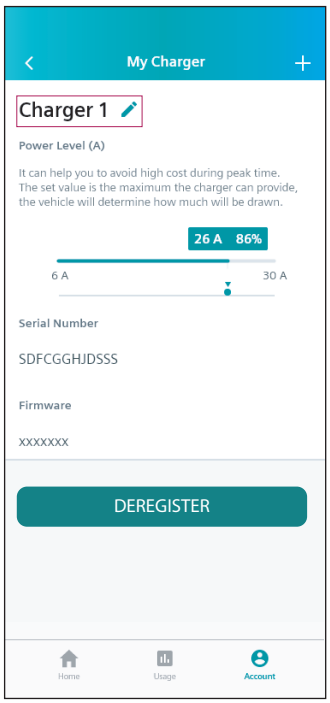


Enter the new password, confirm it, select *Update*.



Updated Successfully; select *Okay*.

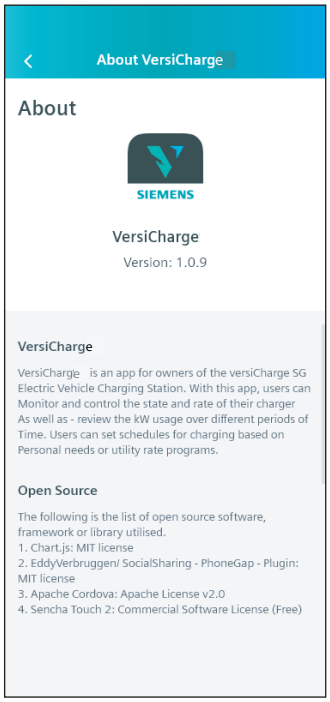
3.1.9. My Charger



Select the pencil next to the charger name to change/ update this. View the power level, serial number, and firmware version.

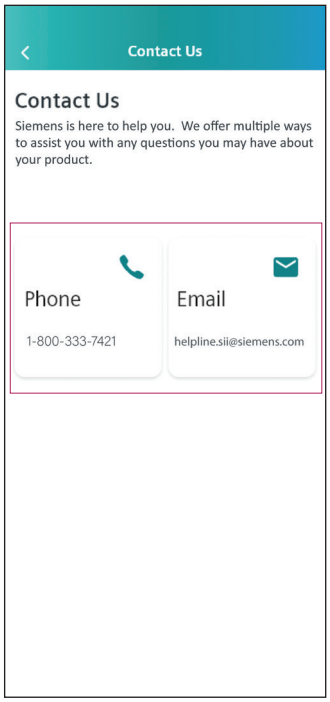
3.1.10. About VersiCharge

Select About VersiCharge from the Home Page to leave a review, or find out more about your VersiCharge:



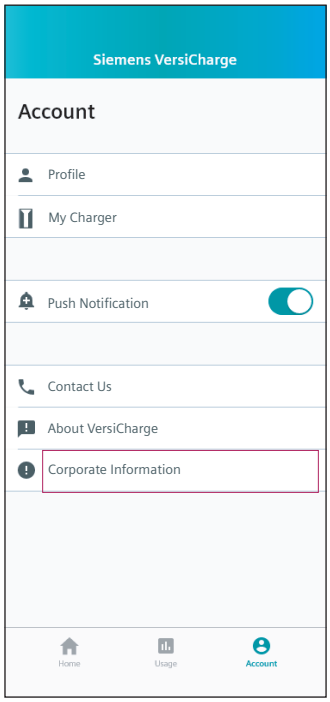
3.1.11. Contact Us

Select Contact Us from the Home Page and view Siemens phone number, address, and email.

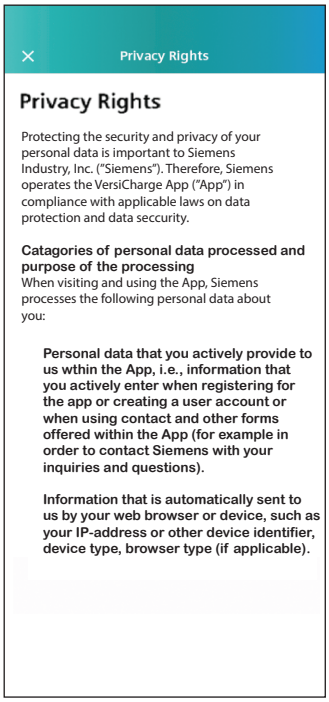


3.1.12. Corporate Information

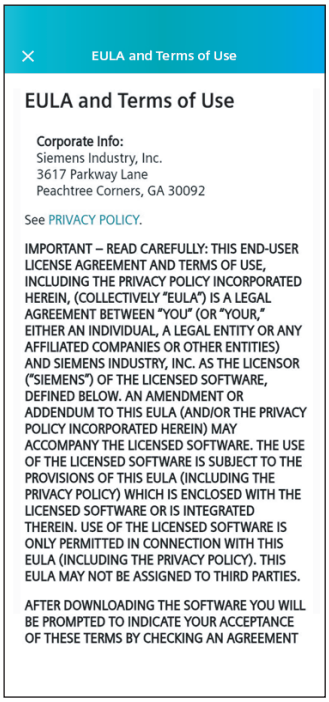
Find disclaimers and privacy rights and terms and conditions on this page:



Corporate Information.

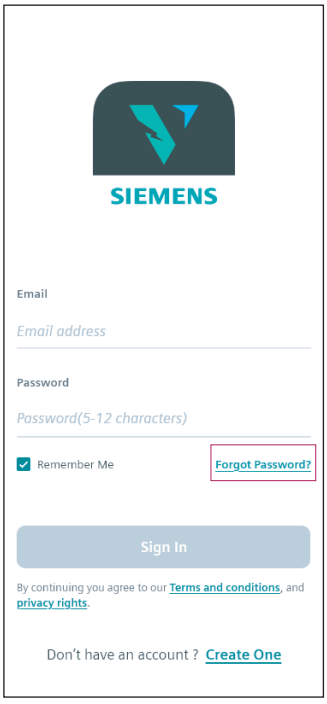


Privacy Rights.

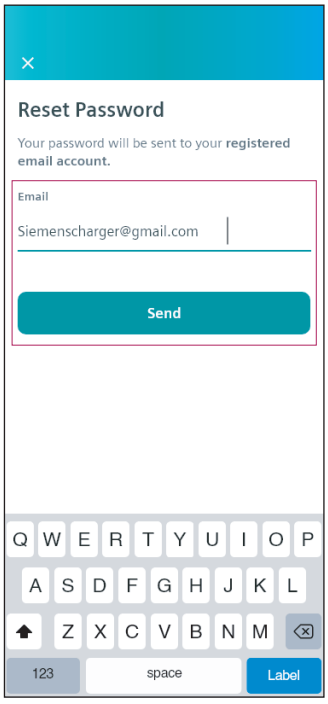


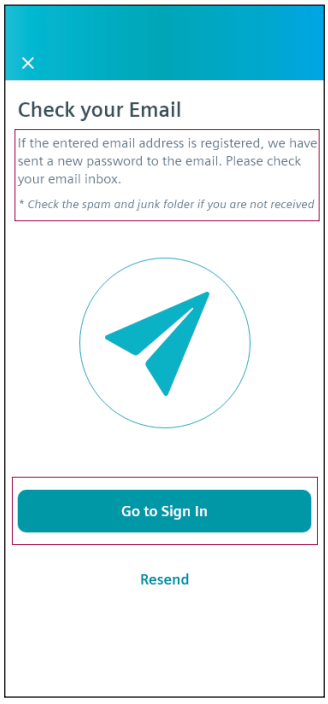
End User License Agreement and Terms of Use.

3.2. Forgot My Password



Select *Forgot Password*.



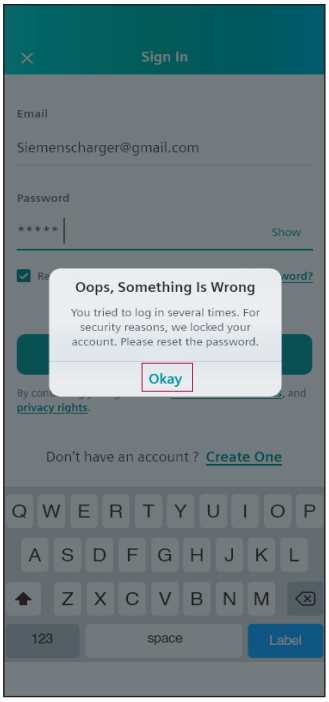


Insert email; select *Send*. Check email for a link to reset the password and follow the screens.

Password:

- Must be at least 6 and not exceed 12 characters in length
- Contain at least one number, one uppercase and lower case letter
- Allowed special characters are #, ?,!,$,%,^, &, *, and -
- Must not contain any one of the following passwords pass123, password123, admin, guest, test, root, system or super.

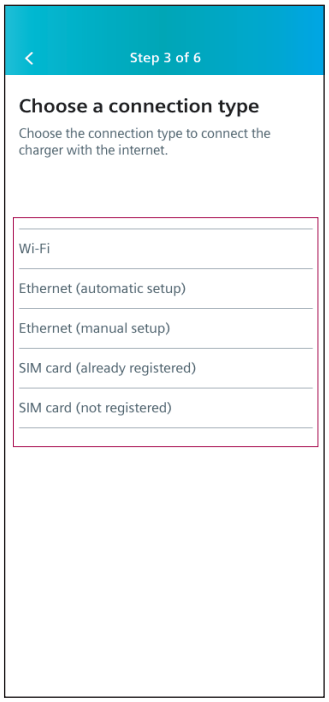
3.3. Locked Out of My Account



Select *Okay* and see *Forgot My Password* to reset.

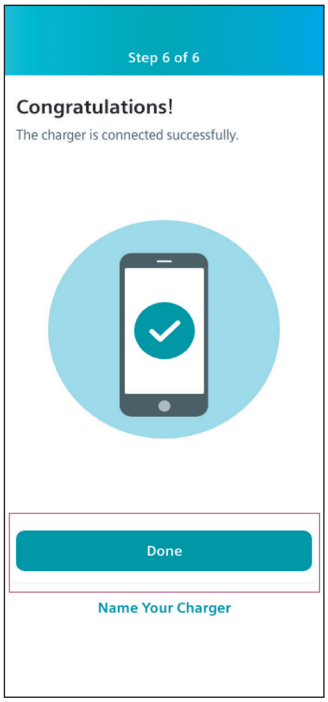
4. SIM Card Registration (Already Registered)

NOTE: This feature may not be available for all variants of VersiCharge.



Select *SIM card (already registered)*.

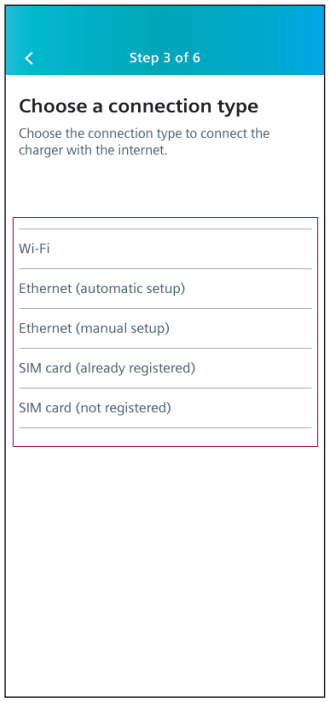
Charge connects to Cloud.



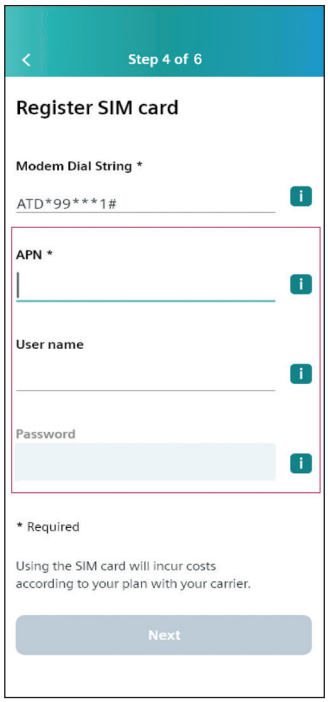
Select *Done*.

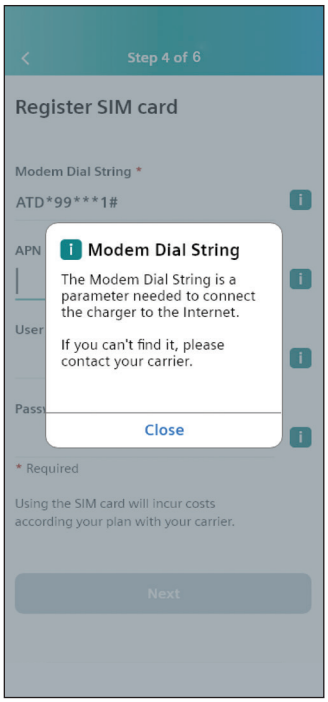
5. SIM Card Registration (Not Registered)/Troubleshoot (for more information see Android/iOS –Connect Your Charger)

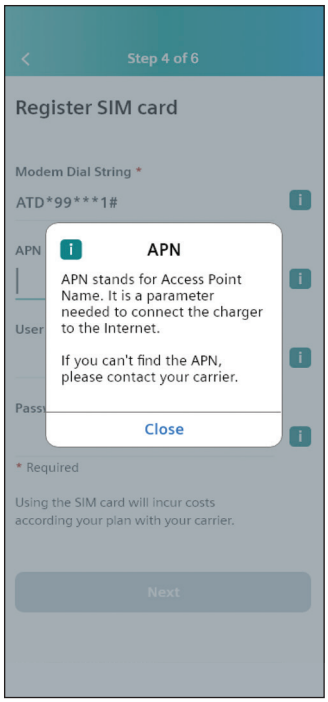
At step 3, when the connection type is SIM Card (already registered), follow the following screens:

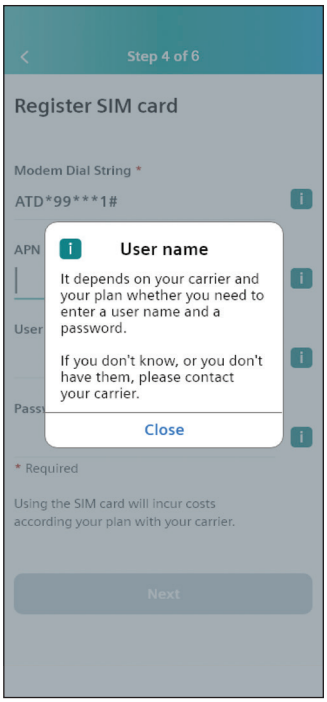


Select a SIM Card (either already registered or not registered) as a connection type.

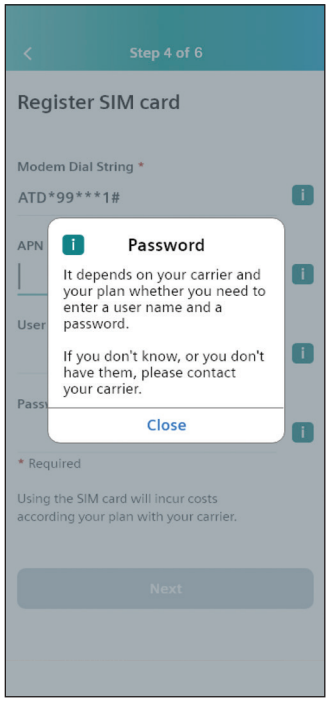


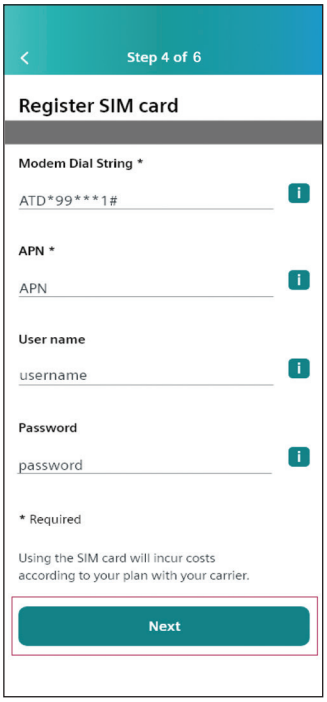






Fill in the APN, username, and password fields. ATD*99***1# is a default value, check with your carrier for the actual Modem Dial String.

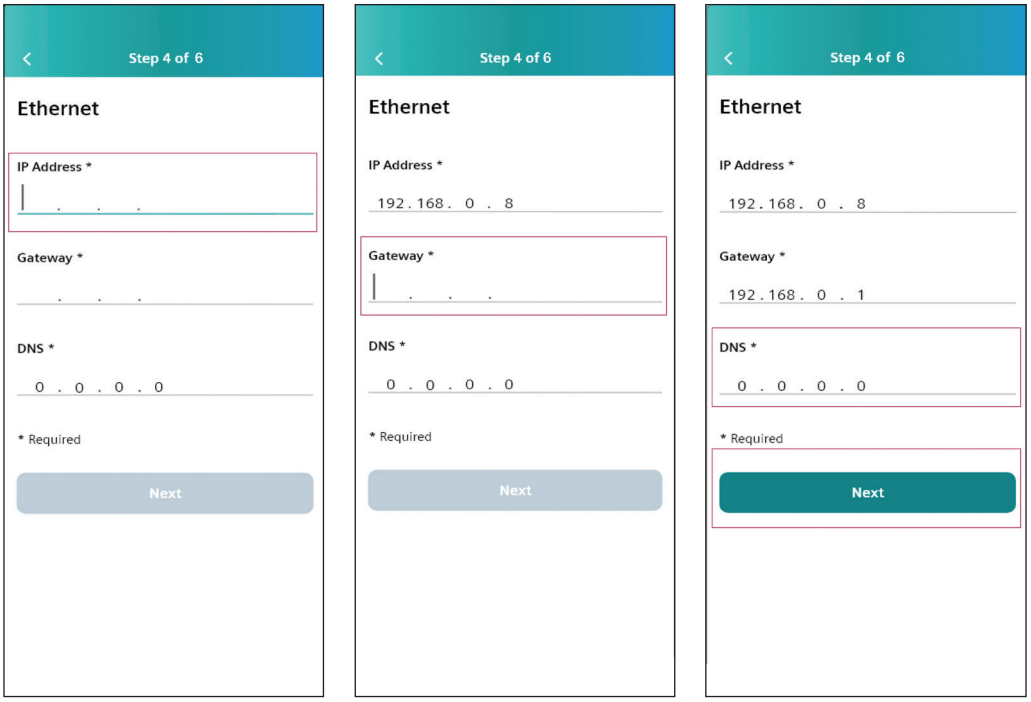

Step 4 of 6
Register SIM card
Modem Dial String *
ATD*99***1#
APN
Password
It depends on your carrier and your plan whether you need to enter a user name and a password.
If you don't know, or you don't have them, please contact your carrier.
Close
* Required
Using the SIM card will incur costs according your plan with your carrier.
Next


Step 4 of 6
Register SIM card
Modem Dial String *
ATD*99***1#
APN *
APN
User name
username
Password
password
* Required
Using the SIM card will incur costs according to your plan with your carrier.
Next

Select *Next*.

6. Manual Setup of Ethernet – Android/iOS

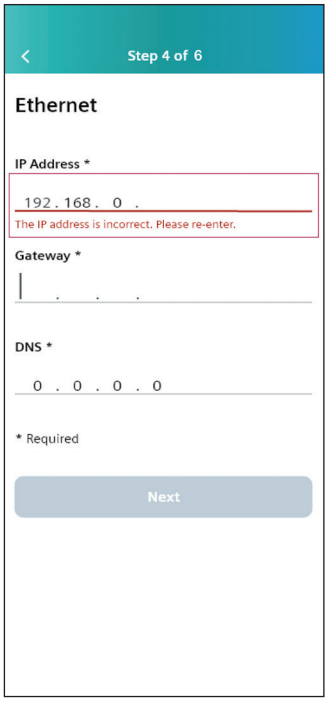
NOTE: This feature may not be available for all variants of VersiCharge.



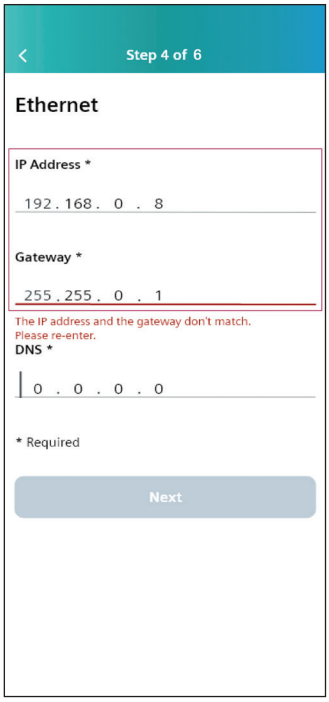
Fill in the open fields and select *Next*.

7. Troubleshooting Manual Setup of Ethernet – Android/iOS

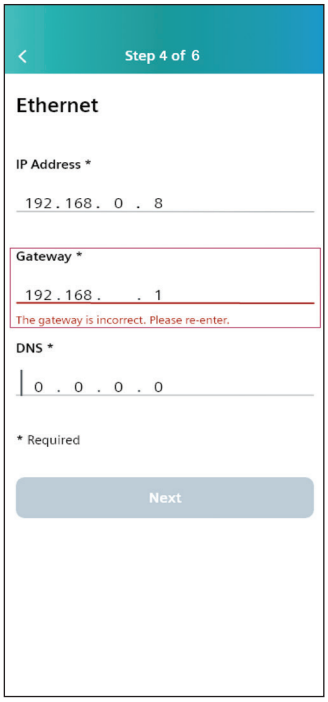
NOTE: This feature may not be available for all variants of VersiCharge.



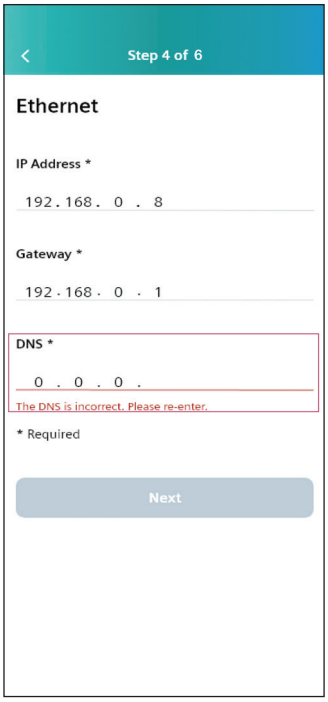
Re-enter the IP Address.



IP address and gateway do not match, re-enter.



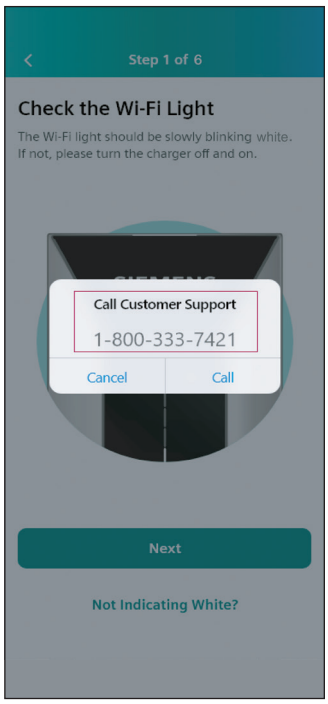
Gateway is incorrect, re-enter.



DNS is incorrect, re-enter.

8. Troubleshooting Android – Connect Charger

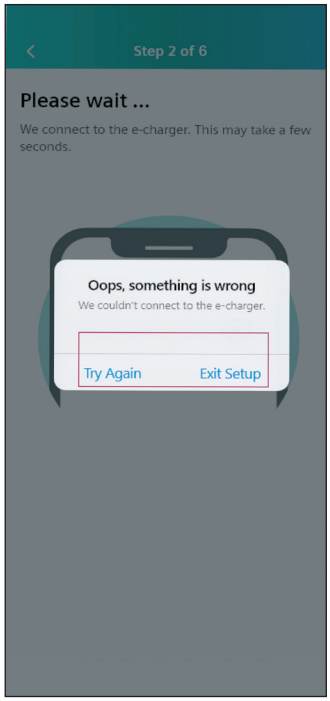
8.1. Wi-Fi Light Not Blinking White (stopped at Step 1)



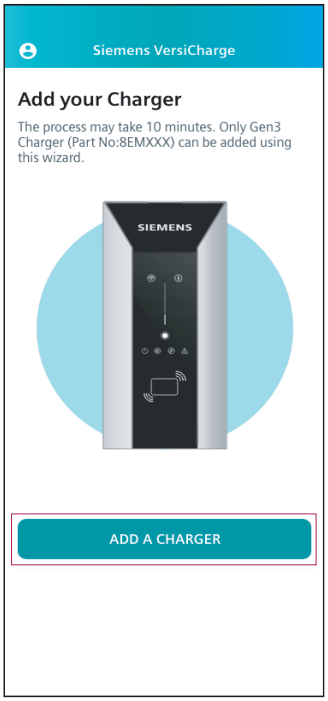
HINT: If the Wi-Fi light is not slowly blinking white:

1. Ensure the charger has power.
2. If the charger has power and the Wi-Fi screen is not slowly blinking white, note what lights are blinking/steady (see Table 1 in Section 2) and call customer service at 1 (800) 333-7421.

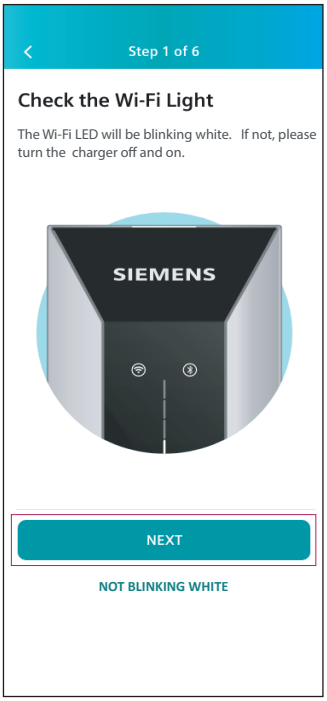
8.2. Could not find a charger – Android Only – (Stopped at Step 2)



Select *Try Again*.



Select *Add A Charger.*



Select *Next*.

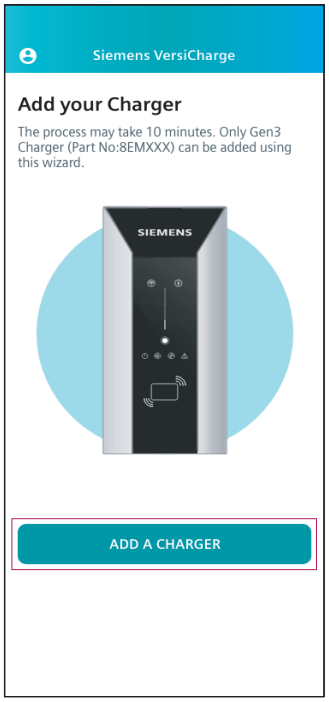
Once the charger is found select *Next* and follow steps 2 thru Step 6 until the charger is connected.

HINT:

- Check that the Wi-Fi setting has been turned ON.
- Check router. Do a Google search to be sure router has Internet access.
- Verify that the charger is powered on and that the Wi-Fi LED is in AP mode and broadcasting its SSID: vs-ABCDEFG001.
- If the above are verified and the charger is not found, call customer service.

8.3. Connection Failed – Could not Connect charger to mobile app (Stopped at Step 2)

Select *Try Again*.



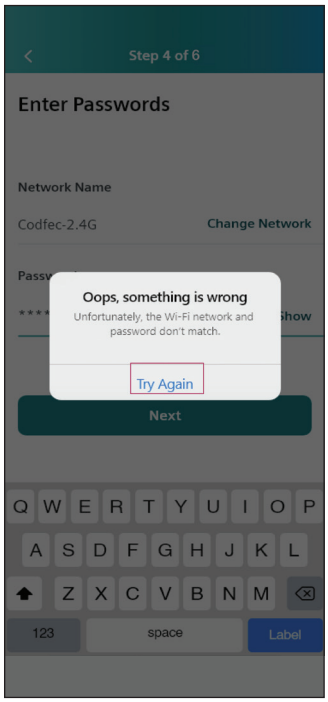
Select *Add A Charger.*

Select *Next, follow Steps 2 to 6 to finish.*

HINT: If the charger is not found:

1. Check that the charger has power.
2. Check the network signal strength using Wi-Fi Analyzer or a similar application. If the network is weak at the charger, consider adding a signal extender.

8.4. Connection Failed During – Couldn’t connect to Wi-Fi – SSID and password don’t match (Stopped at Step 5)



Select *Try Again*.

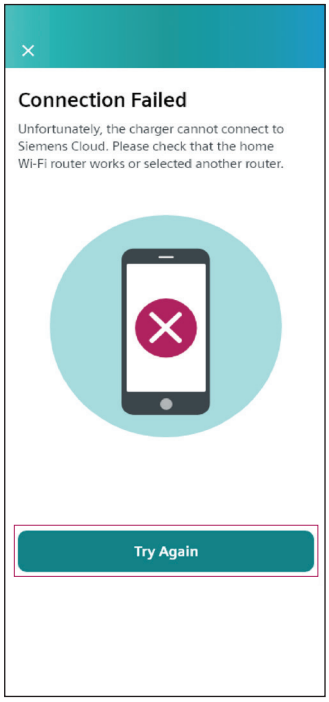
Select *Add A Charger.*

Follow the screens until successfully connected.

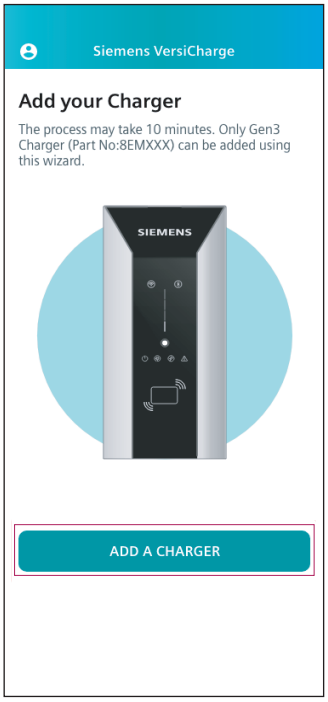
HINT: if the VersiCharge cannot connect to the network:

1. Check that the network selected is correct and secure.
2. Check that the password is correct (passwords are case sensitive).

8.5. Connection Failed – Couldn't connect the charger to the Siemens cloud (Stopped at Step 5)



Select *Try Again*.

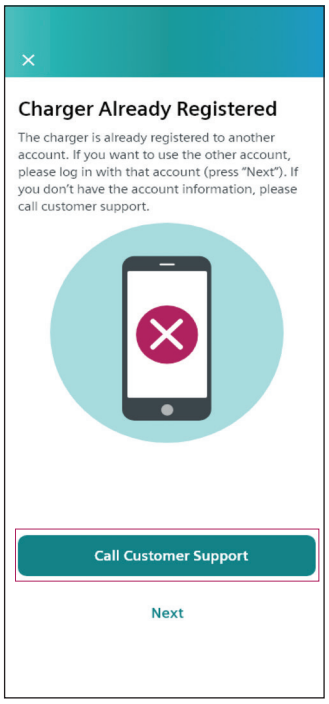


Select *Add A Charger until the cloud connection is made*.

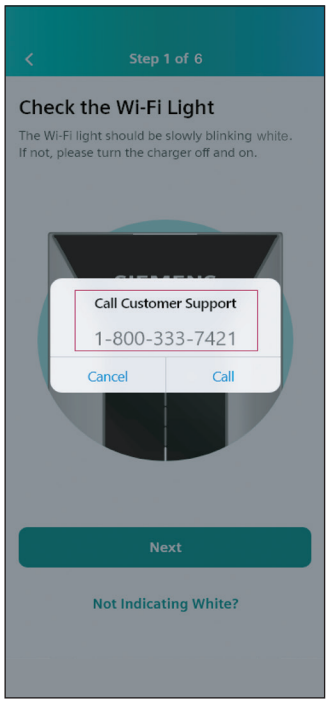
HINT: If the charger cannot connect to the Siemens cloud:

1. Check that the router has Internet access by doing a Google search or similar standard web activity on a web enabled device such as your mobile phone while connected to the same router the charger is trying to use to connect to the cloud.
2. Check router strength at the charger using Wi-Fi Analyzer or a similar application.
3. If the signal is weak, consider adding a network extender. Recommissioning of the charger will be required to ensure the charger considers the extender its primary connection point and no longer the router.

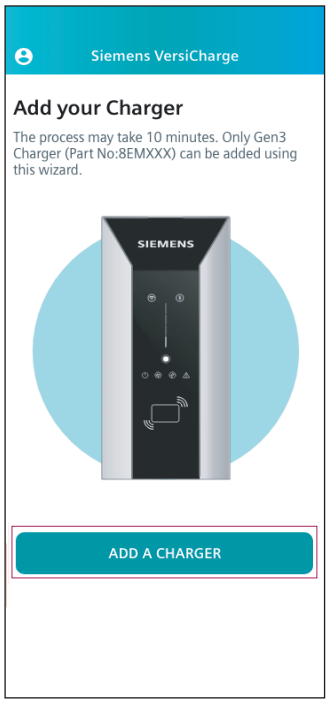
8.6. Connection Failed – Charger already registered (Stopped at Step 5)



Select *Call Customer Support*.



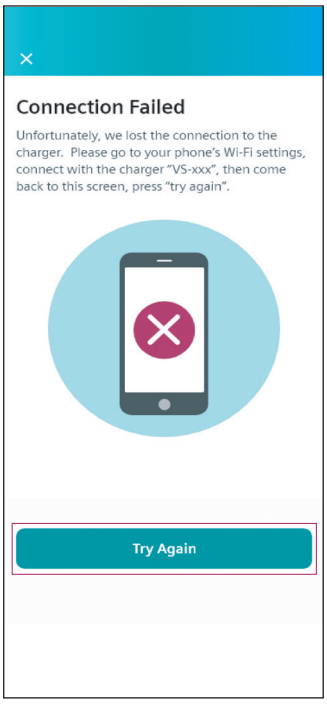
Call Customer Support and select *Cancel*.

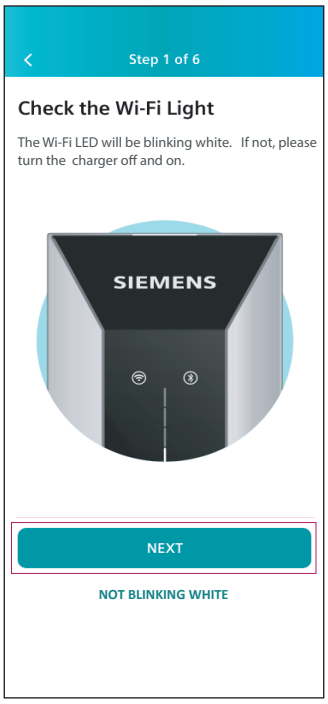


Registration will begin with *Add a Charger*.

HINT: The VersiCharge Mobile application can only register one charger.

8.7. Connection Failed – Lost connection to charger





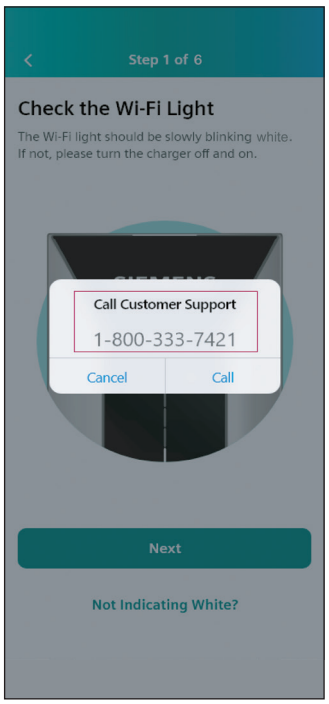
Select *Try Again* and follow prompts from steps 1 through 6 to complete charger setup.

8.8 No Internet Connection

Check Internet connection.

9. Troubleshooting iOS – Connect Charger

9.1. Wi-Fi Light Not Slowly Blinking White (stopped at Step 1)



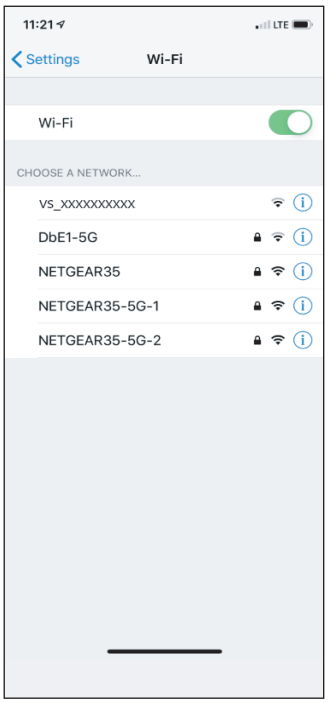
HINT: If the Wi-Fi light is not slowly blinking white:

1. Check that the charger has power.
2. If the charger has power and the Wi-Fi screen is not slowly blinking white, note what lights are blinking/steady (see Table 1 in Section 2) and call customer service at 1 (800) 333-7421.

9.2. Wi-Fi Not Turned On (stopped at Step 2)

Wi-Fi on your device has not been turned on.

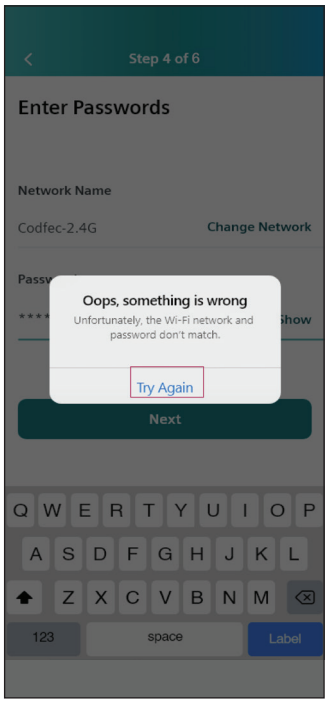
Select *Go to Settings*.



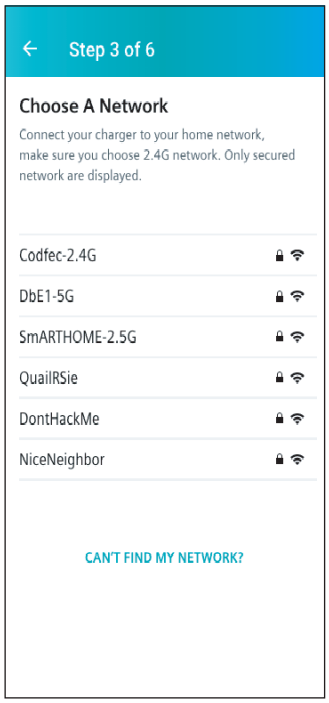
Turn on Wi-Fi.

(Follow steps 3 through 6 in Connect Your Charger.)

9.3. Connection Failed – Couldn't connect to Wi-Fi – SSID and password don't match (Stopped at Step 5)



Select *Try Again*.



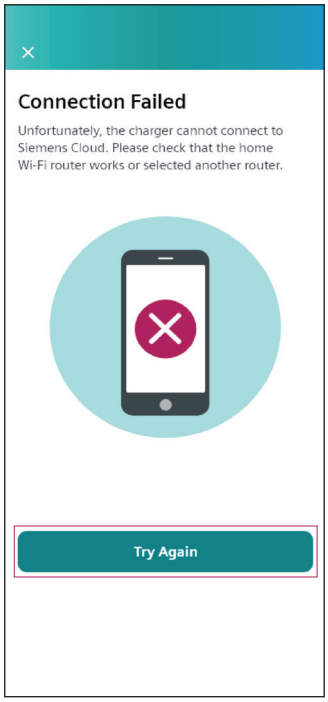
Choose a Network.

Input network password and Select *Next*.

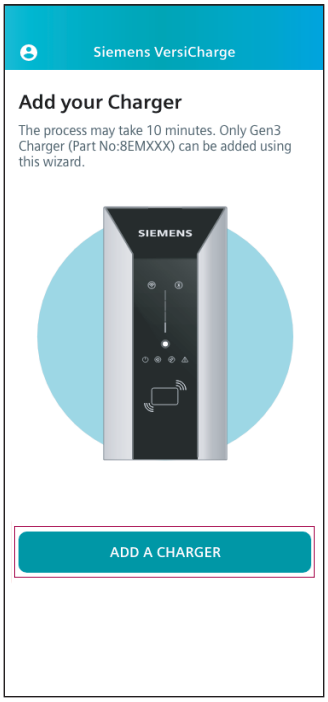
HINT: If VersiCharge cannot connect to the Wi-Fi router:

1. Check to be sure the network is secure (VersiCharge only supports a secure network).
2. Check that the password is correct (NOTE: passwords are case sensitive; be sure the caps lock is off).

9.4. Connection Failed – Couldn't connect the charger to the Siemens cloud (Stopped at Step 5)



Select *Try Again*.

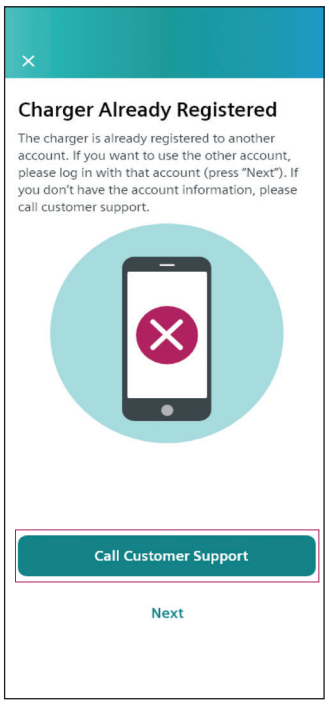


Select *Add a Charger* until the cloud connection is made.

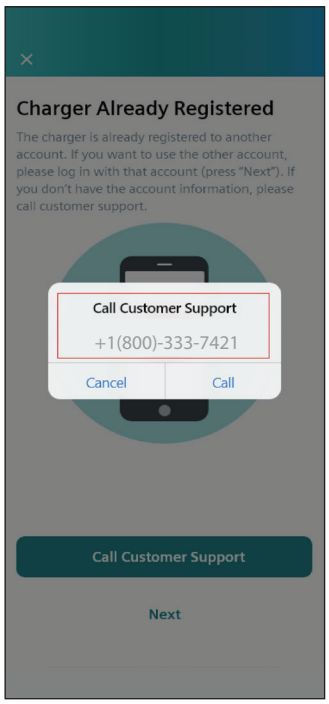
HINT: If the charger cannot connect to the Siemens cloud:

1. Check that the router has Internet access by doing a Google search or similar standard web activity on a web enabled device such as your mobile phone while connected to the same router the charger is trying to use to connect to the cloud. If the search is successful, the router is running.
2. Check router strength at the charger using Wi-Fi Analyzer or a similar application.
3. If the signal is weak, consider adding a network extender.

9.5. Connection Failed – Charger already registered (Stopped at Step 5)



Select *Call Customer Support.*



Select *Call Customer Support.*

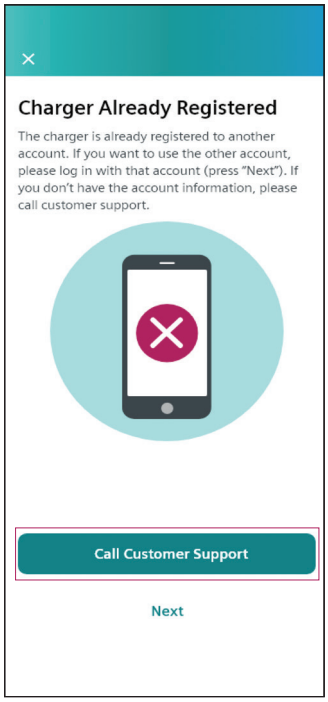
Follow the screens to add the new charger.

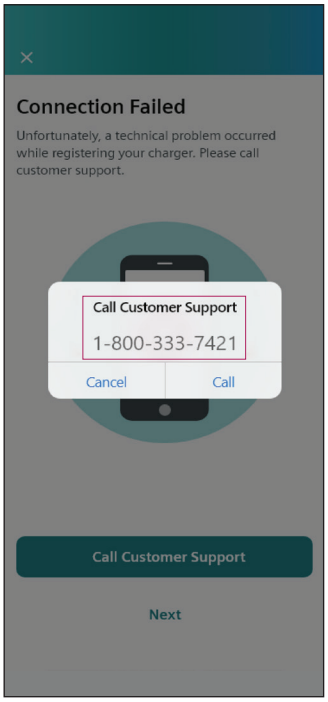
Save the account and login information so you have it for future use. Once this is completed, the charger is ready for use with your Smartphone.

Password:

- Must be at least 6 and not exceed 12 characters in length
- Contain at least one number, one uppercase and lower case letter
- Allowed special characters are #, ?,!,$,%,^, &, *, and - Must not contain any one of the following passwords pass123, password123, admin, guest, test, root, system or super.

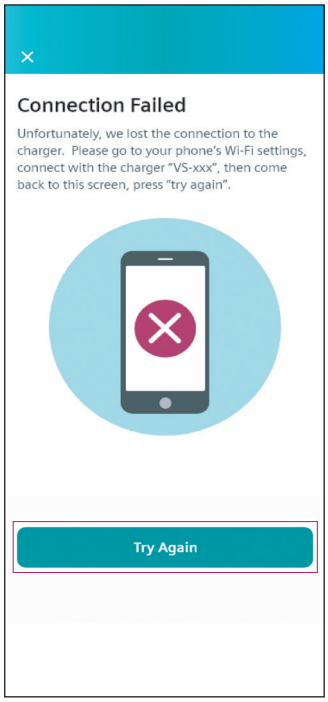
9.6. Connection Failed – Technical problem occurred





A technical problem occurred during registration. See Section 2, Table 1, above and call Customer Support with the light status and follow Steps 1 through 6.

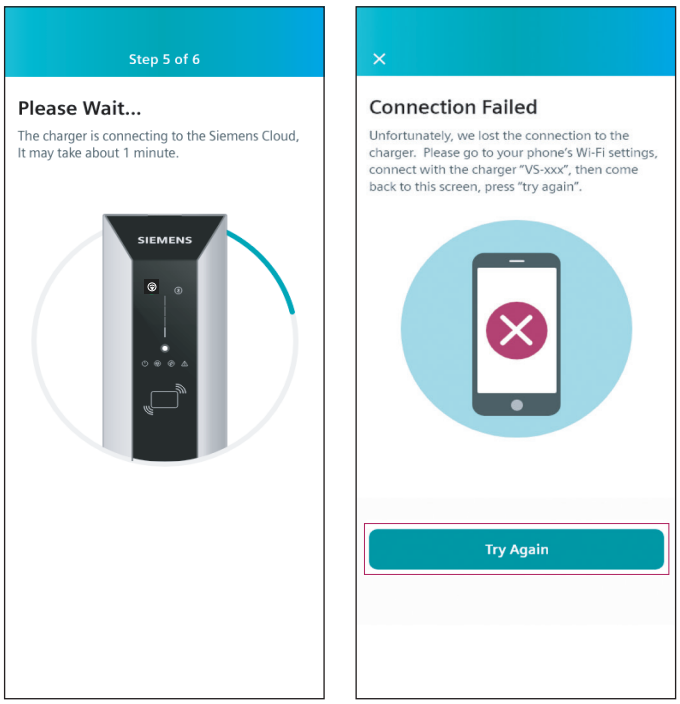
9.7. Connection Failed – Lost connection to charger



Select *Try Again*.

Begin again at Step 1 through Step 6.

9.8. No Internet Connection/Internet Connection Has Been Lost



The Internet connection has been lost. Select *Try Again*, then go to the Wi-Fi settings and select the VS_xxxxx... charger.

10. How do I Register my VersiCharge – usa.siemens.com/versicharge

11. Where is the VersiCharge Configuration Tool download – usa.siemens.com/versicharge

12. Where is the VersiCharge Configurator Tool Manual – usa.siemens.com/versicharge

13. Where is the VersiCharge Configuration Tool Installation Manual – usa.siemens.com/versicharge

14. How do I Configure my VersiCharge – usa.siemens.com/versicharge

Notes:

Notes:

Notes:

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