

# User Guide application

## TechnoVE Connect



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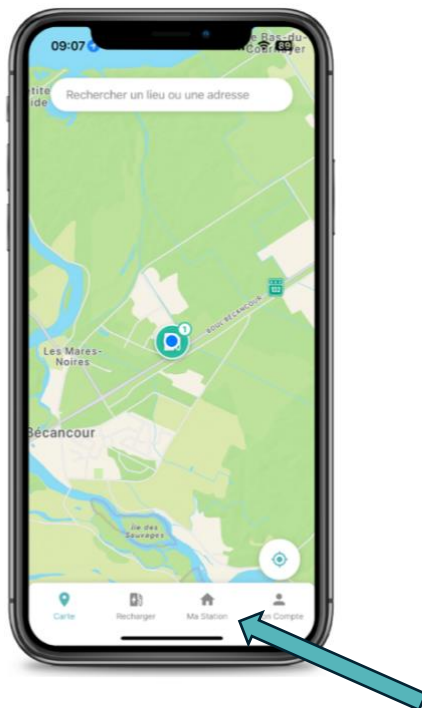
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## Residential usage

### 1. My station section

To use your home charging station, please access the "My station" section at any time.

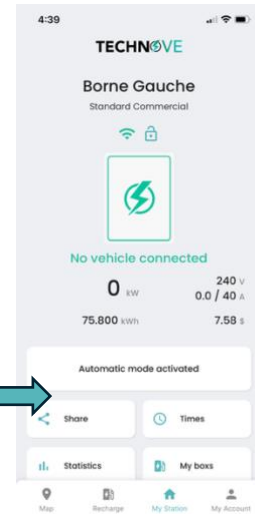
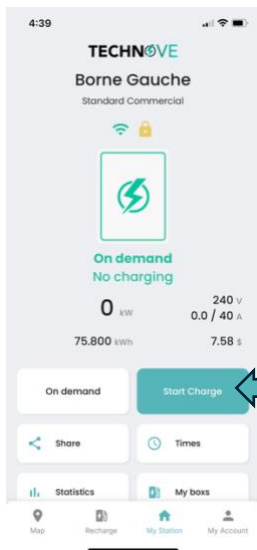


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## 2. Automatic Mode – On-Demand Mode

### Automatic Mode:

The station starts charging as soon as the vehicle is plugged in if it requires charging, or according to the programmed schedule if one is set.



### On-Demand Mode:

Charging must be started manually by pressing the 'Start' button. La charge doit être activée via le bouton Démarrer.

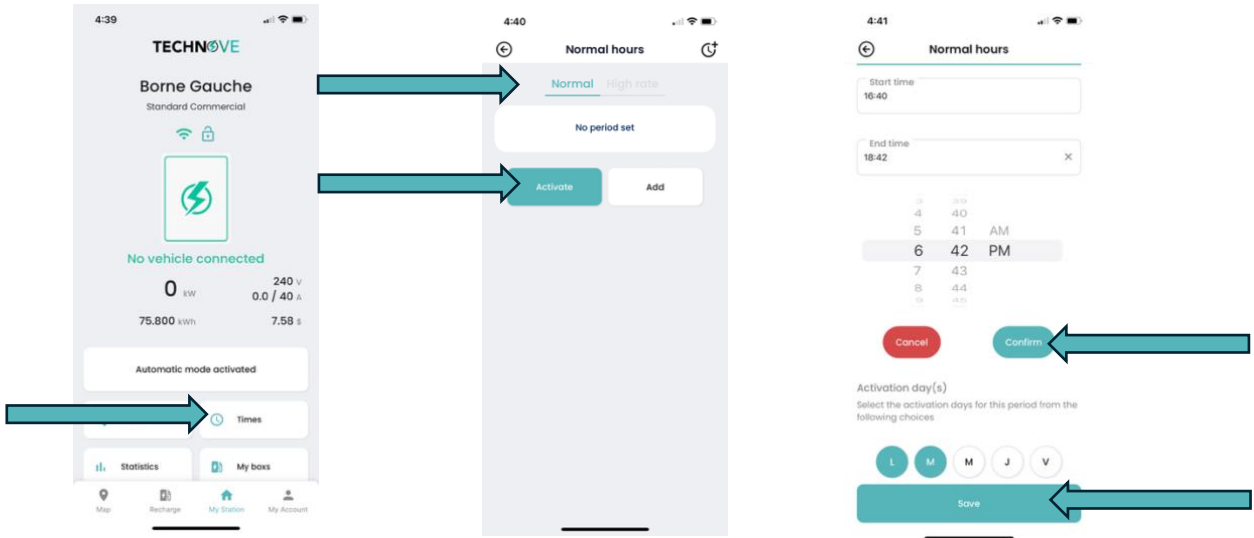
## 3. Schedule

### How to configure a charging schedule:

Click the 'Times' button. Then, in the Normal menu, click 'Add'. Next, select the desired hours and days, then click 'Save'.

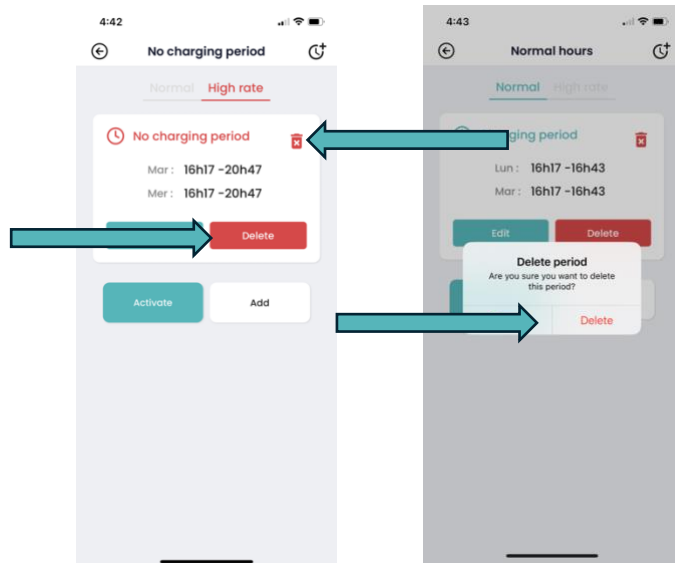


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*Note: If charging must occur from 8:00 PM to 6:00 AM, two separate schedules are required: the first from 20:00 to 23:59, and the second from 00:00 to 06:00*

Once the schedule is created, return to the previous menu (if schedules do not appear, go back to the home screen and then to Schedule again). Then, select 'Activate' to enable a schedule. To stop a charging schedule, use the 'Deactivate' button. To permanently delete a schedule, click 'Delete', then confirm again.

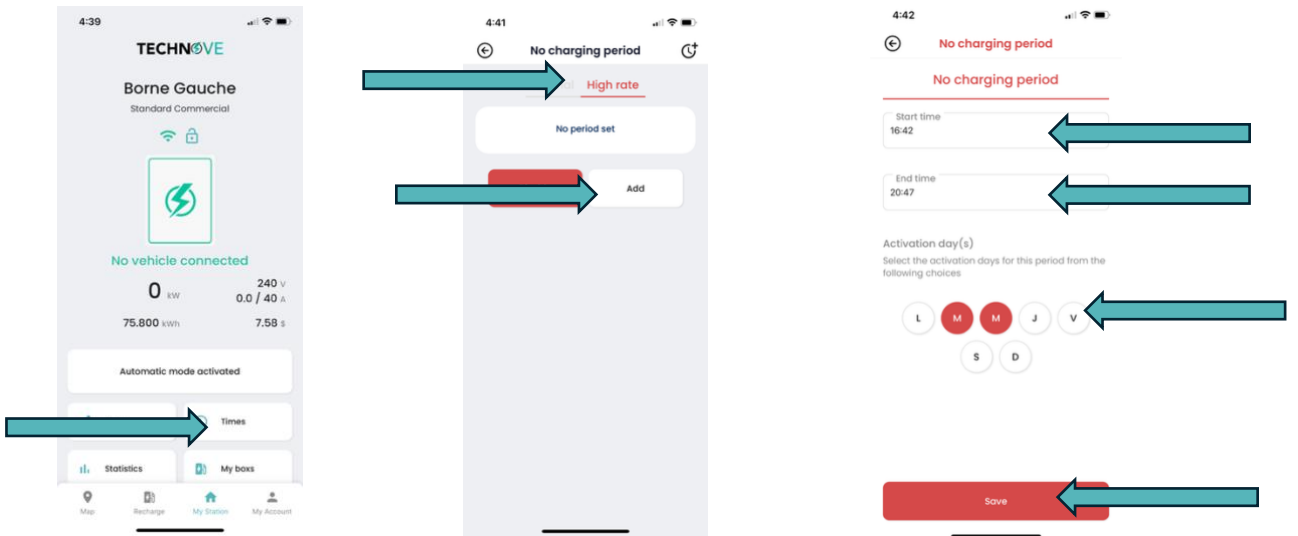


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**How to configure a high-rate period:**

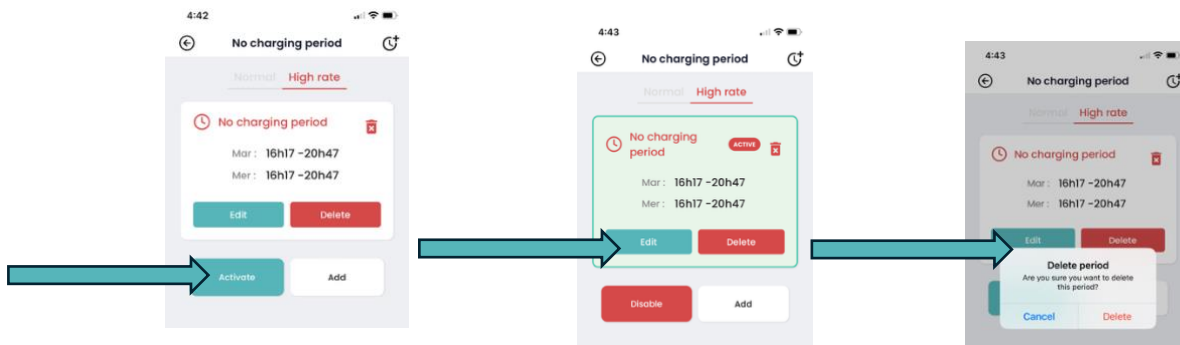
*(This feature is used to define times during which the charging station will NOT charge.)*

Click the 'Schedule' button. Then, in the 'High Rate' menu, click 'Add'. Select the desired hours and days, then click 'Save'.



*Note: As with a charging schedule, if the period must extend from 8:00 PM to 6:00 AM, two different schedules are needed — the first from 20:00 to 23:59 and the second from 00:00 to 06:00.*

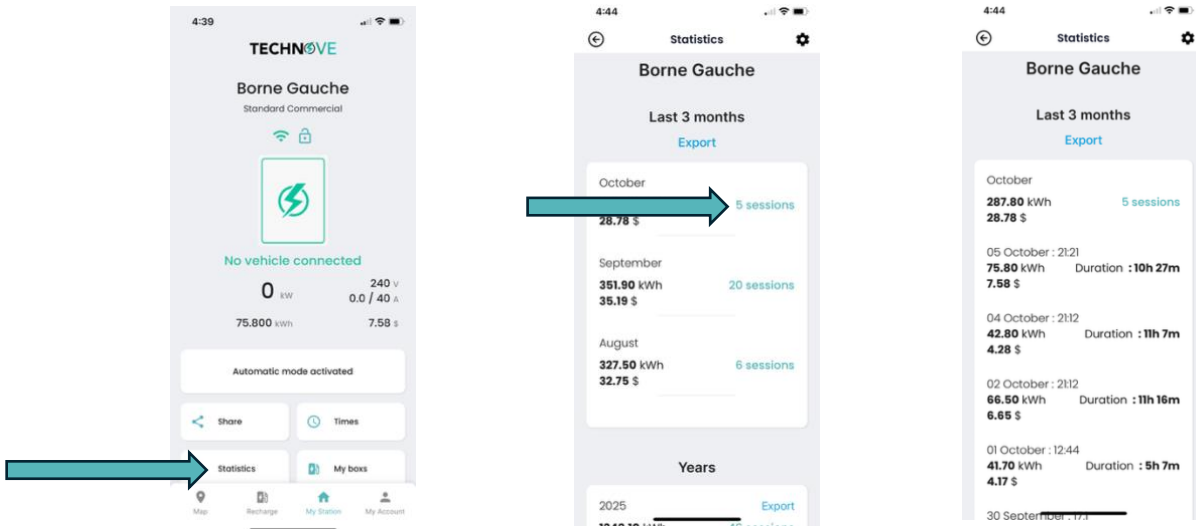
Once the schedule is created, return to the previous menu. Then, select 'Activate'. To stop the high-rate period, select 'Deactivate'. To permanently delete a high-rate period, click 'Delete' and confirm again.



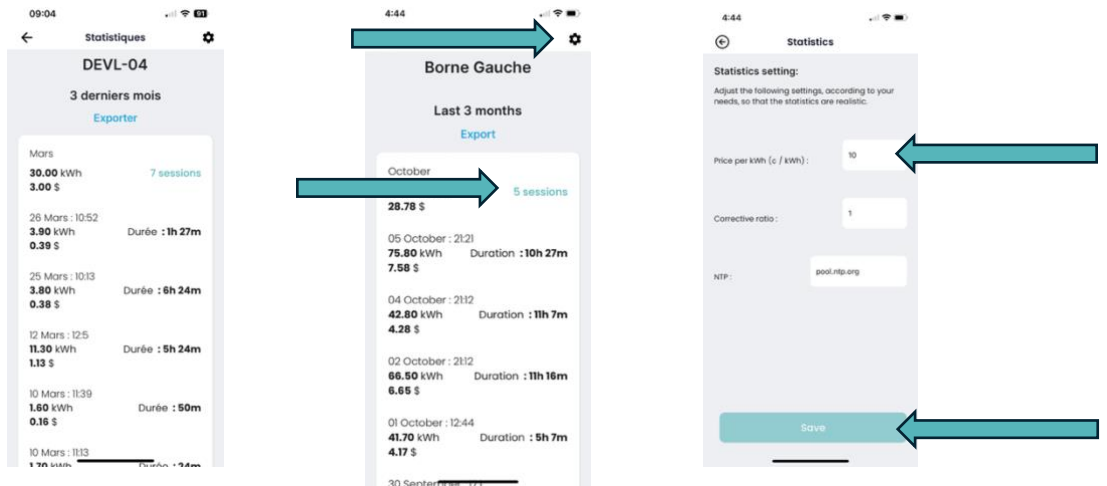
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### 4. Statistics

To view your charging statistics, click the 'Statistics' button. For detailed information, click 'Sessions'.



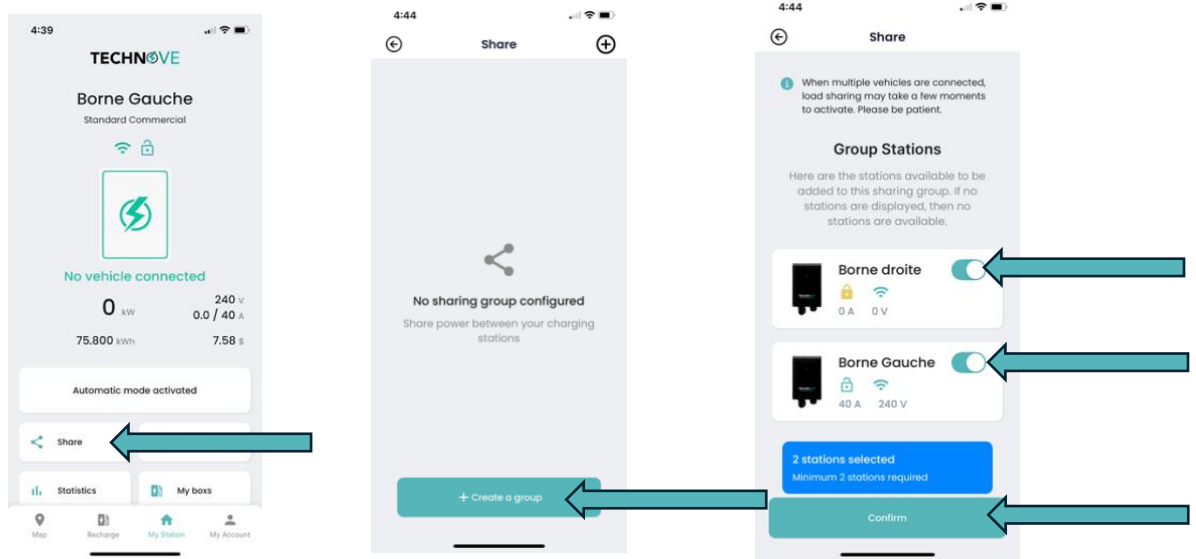
Displayed prices are based on an average of \$0.10/kWh. If you want to adjust the displayed prices with your actual Hydro-Québec rates, select the gear icon and enter the desired amount, then click 'Save'.



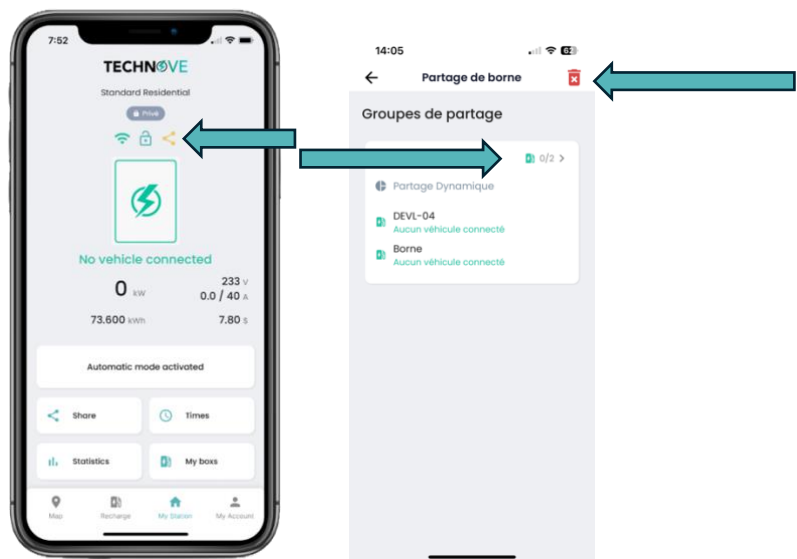
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## 5. Sharing

Click the 'Share' button, then '+Create Group'. Check the stations you want to include in the sharing group, then confirm.



Once sharing is confirmed, it will be visible and can be modified. A sharing symbol will appear, indicating that these stations are working in shared mode.



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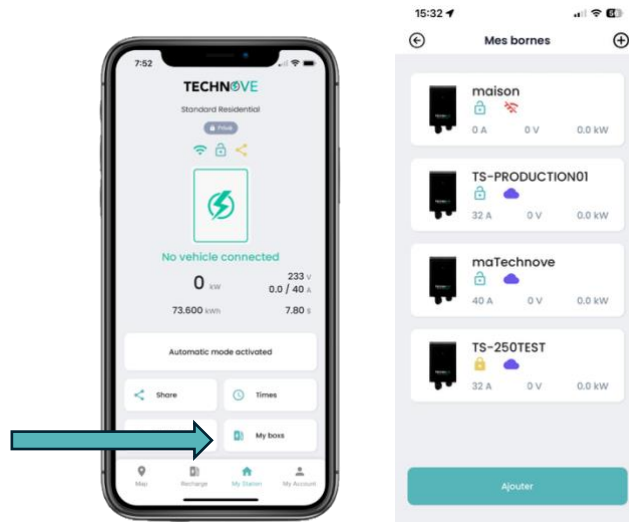
If there are more than two stations in the group, you can remove stations from sharing: select the small arrow, check the station to remove, and click 'Delete'. You can also add a third or fourth station to the group by using the 'Add' button.

To delete sharing, use the trash can icon, then confirm.

Note: For sharing to work properly, all stations must be connected to the same Wi-Fi network. They will automatically adjust charging power depending on the number of connected vehicles. Example: 50%-50% if two vehicles are charging, or 100% if only one vehicle is plugged in or the other has finished charging.

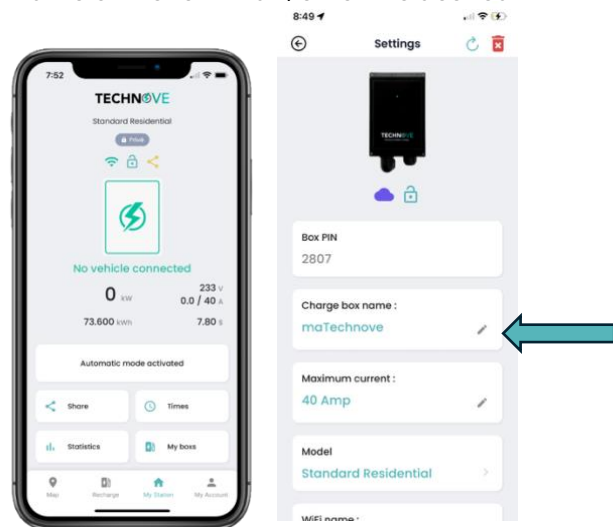
## 6. My boxes

This area displays all your terminals. To add one, click on "Add".



## 7. Name of the box

It is possible to assign a name to your charging station by modifying it. To do this, click on the pencil-shaped icon in the area titled "name of the terminal". enter the desired name and confirm your choice.

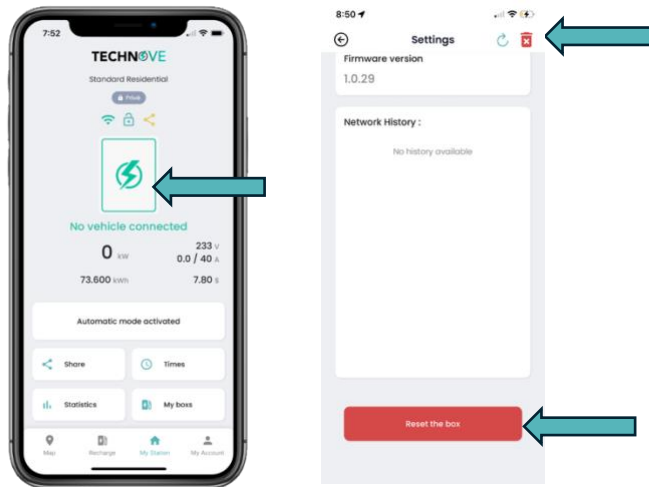


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### 8. Reset

By pressing "reset", all information related to the terminal will be deleted from the application; remember to make a backup before. This will return your charging station to factory condition.

If you simply want to remove it from the phone, use the trash can icon: the terminal will retain its settings (schedule, Wi-Fi, etc.).

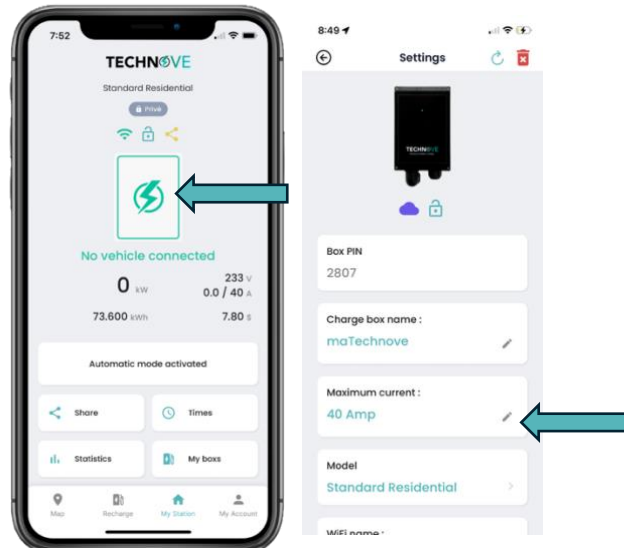


### 9. Amperage adjustment

You can change the amperage of the terminal, except on shared terminals.

*Note that a terminal of 40A or less cannot be set to 48A.*

To proceed, select your terminal, then click on the pencil icon in the "current maximum" section. Then, choose the desired amperage and confirm.



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## 10. Time of the charging stations

Select the appropriate time zone (New York for Quebec) to align the kiosk with your phone's time.

It is important that the time is identical on both devices for the use of charging schedules.

Please start by changing the time zone, then once the change is made, click on the button "synchronize the time change".



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## Use on public charging stations

The app gives you access to a network of public charging stations, allowing you to easily recharge while on the go.

### 1. Interactive map

The stations near your position are displayed.

Choose a charging station, check its features, connect your vehicle and start the charging if you wish.

The information available will be as follows:

- Identification of the terminal
- Connector Type
- Recharge Level
- Available power
- Applicable Rate
- Real-time status

### 2. Wallet and payments

Thanks to the integrated secure wallet, allowing easy payment management. It is also possible to top up your balance manually or automatically.

Click on "My account", then on "Wallet". Top up your wallet, change the card associated with it or create an automatic payment.

### 3. Reload Section

In this section, you can quickly access the nearest charging stations, consult the available sites, easily find the charging stations you have recently used and view your history of charges.

### 4. Recharge Section

Thanks to the integrated secure wallet, you can easily manage payments. You can also top up your balance manually or automatically. Click on "My Account" then on "Wallet." Add funds to your wallet, change your linked card, or set up automatic payments.



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## FAQ

### Frequently Asked Questions

- What is the PIN for?

The PIN is used to connect the station to a new device. To connect from another device, simply be on the same network as the station, then start a search in the app. The station will be detected, and you'll need to enter the PIN to complete setup.

- The station cannot find my personal Wi-Fi network. What should I do?

Your network must be configured on the 2.4 GHz frequency band. This can be changed by contacting your Internet provider. Also, make sure to disable VPNs and enable location access on your phone.

- The station does not appear in my device's Wi-Fi list. What should I do?

Once connected to your personal Wi-Fi network, the station no longer broadcasts its own Wi-Fi signal. To connect, simply ensure your phone is on the same network as the station, then launch a search in the app. The station will appear, and you'll just need to enter the PIN to complete setup.

- I changed Internet provider. How can I update my station?

1. Go to 'My Stations', then select the corresponding station.
2. Delete the station using the trash can icon.
3. Turn off the station breaker for 2 minutes.
4. Turn the breaker back on and check if the station appears in your phone's Wi-Fi list (repeat if necessary until the station is detected).
5. Set up the station again as a new installation (if it still doesn't appear, restart your phone and try again).

- I added my station, but the app says 'Out of Range'. What should I do?

Make sure you are near the station to receive its Wi-Fi signal. Then open your



phone's Wi-Fi settings, find the station's network, and connect manually (password: abcde12345).

Once connected, open the app. It may take a few minutes for the station to appear as connected (if needed, refresh by swiping down). When the station is accessible, go to 'My Stations', select your station, and click the pencil icon next to 'Wi-Fi Name'. Select your personal network and enter your password.



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