



# OCULAR IQ COMMERCIAL USER MANUAL

Version 2.0

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# Welcome to your Ocular IQ COMMERCIAL



**Warning:** This product shall only be installed, repaired or serviced by an authorised electrician. All applicable local, regional and national regulations for electrical installations must be respected.

Enjoy your daily charging.

### FAQs



[Access here](#)

### Resource Library



[Access here](#)

Follow the links or scan to QR codes to access all our user manuals and technical documents. You will also find answers to the most common questions we receive

# How to start a charging session

The IQ Commercial charger can be configured in several different ways including, plug and charge (no user authentication), press button to start (no user authentication), RFID authentication or start through OCPP. The selection and configuration of these different modes is set up during the commissioning of the charger by your installer.

## 1. Plug and Charge

- a. To start a charging session, simply plug the cable into the car and the charging will be automatically start.
- b. To stop a charging session, you can either stop it through your car, or by pressing the silver button on the side of the charger.

## 2. Press button to start charging

If the charger is set with no user authentication but the plug-in and charge option is not enabled, the charging session will not be automatically started, instead:

- a. To start a charging session, plug in the cable into the vehicle, press the button on the side of the charger to start a charging session
- b. To stop a charging session, you can either stop it through your car, or by pressing the silver button on the side of the charger.

## 3. RFID authentication

- a. If the charger is enabled using RFID authentication, first plug the cable into the car, then swipe an activated RFID on the charger to start charging. (Note, the RFID information could be stored locally in a charger, or linked to a user in OCPP platform depending on how the RFID is activated.)
- b. To stop a charging session, you can do it by swiping the RFID card again, pressing the silver button on the charger or by terminating the session through your car.

## 4. Start through OCPP

- a. If the charger has enabled OCPP, please following the OCPP provider's guidelines to start a charging session.
- b. If a RFID card is linked to an existing user's account in the OCPP platform, you can start a charging session by simply swiping the RFID and a charging session will be started under that user's account.
- c. To stop a charging session, you can terminate it through OCPP, by pressing the sliver button on the charger or through the car or swipe the RFID again if it was used to start the charging.

# Troubleshooting

| Problems                              | Solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The charger is showing Suspended EVSE | <p>a.SuspendedEVSE means the charger has paused the charging session, this is because there's not enough power available to charge the car. In general, it requires more than 6.1 A to start a charging session. Once there's enough power, the session will be automatically started. If the problem persists, please contact us for further information.</p> <p>b.This could be because there's a limit set on how much the battery can be charged to on the car, and the limit has been reached. Please double check the settings on the vehicle, if the problem persists, contact us for further information.</p>                                                                                                                                                                                                    |
| My car charges slower than expected   | <p>a.Maximum allowable charging speed of the vehicle: different vehicles can charge at different speed, for example some cars can charge at a maximum of 11 kW if using a three phase AC charger, while others can charge at 22 kW if using a three phase AC charger.</p> <p>b.Charging speed setting on the vehicle: please double check on the vehicle's charging setting to make sure that there's not a charging speed limit set on the car.</p> <p>c.Single-phase or three-phase chargers: for a single-phase charger, it can deliver a maximum of 7 kW of power, and for a three-phase charger, it can deliver a maximum of 22 kW of power.</p> <p>d.Limited power: the charger's maximum charging speed can be limited due to limited power available, which results in a lower than expected charging speed.</p> |



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