



# **Pheilix Smart**

## **APP Manual Instruction**

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## **1. Product Overview**

### **1.1 Preface**

“Pheilix Smart” is an intelligent management and public charging service application designed and developed by Shanghai Pheilix Technology Co., Ltd. for the new energy market. Users can quickly find available charging stations nearby through their mobile phones, and navigation becomes faster, providing convenience for new energy users during their travels.

### **1.2 Conditions of Use**

- Supports Android 10 and above.
- Supports IOS 11 and above.
- Internet access is required, supports 3G and above networks; supports WIFI access to the internet.

### **1.3 APP Download**

Search for “Pheilix Smart” on Google Play or the Apple Store.

## **2. Registration and Login**

### **2.1 Registration**

Open the ‘Pheilix Smart’ App and click ‘Create an account’ enter your email account. A verification code will be sent to your email address, which should be entered into the verification code field. Next, enter your username and password (which can either be all numbers or letters and should be at least six characters long). Confirm the password and enter the specific operator code (which can be obtained from the salesperson or installation personnel). Finally, click "Register" to complete the process

### **2.2 Login**

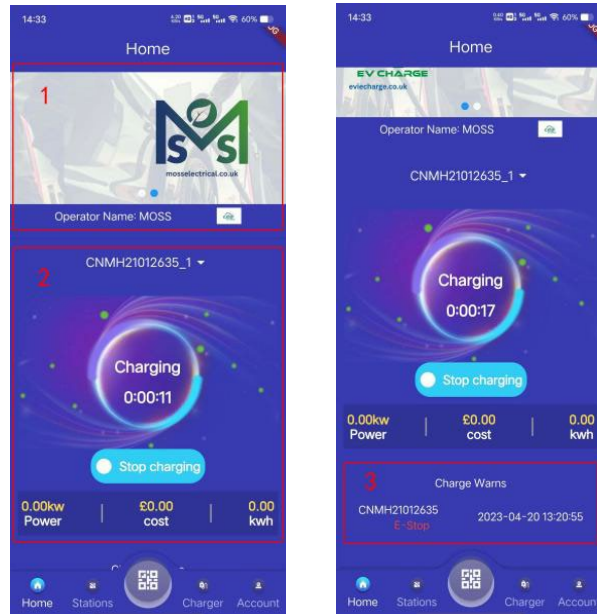
After registering for an account, users can log in directly using their username and password. The language preference can also be selected on the login page.

### **2.3 Password Recovery**

Method 1: Click "Forgot Password" on the login page to access the password reset page and set a new password. Verify the email address, then enter the new password and click "Reset Password."

Method 2: Reset the password within the personal information settings.

### 3. Homepage



#### 3.1 Carousel Display

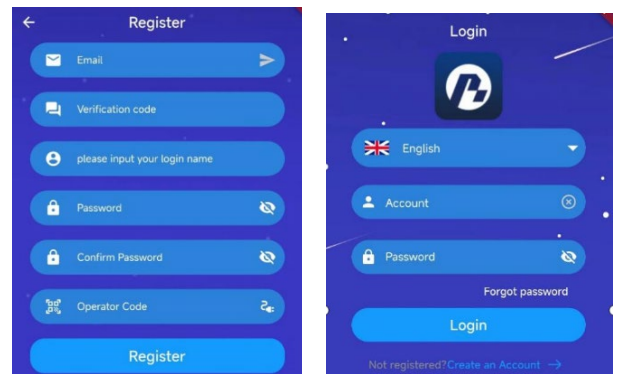
This feature displays information or promotional content pushed by the operators, such as promotional activities or brand images.

#### 3.2 Charging Information and Fee Calculation

This feature displays information on the private charging pile being charged under the user's app account, or on the commercial charging pile started under the user's app account. The information includes charging status, charging duration, charging power, etc. If it is a commercial pile, the fee calculation will be displayed below.

#### 3.3 Charging Pile Alarm Information

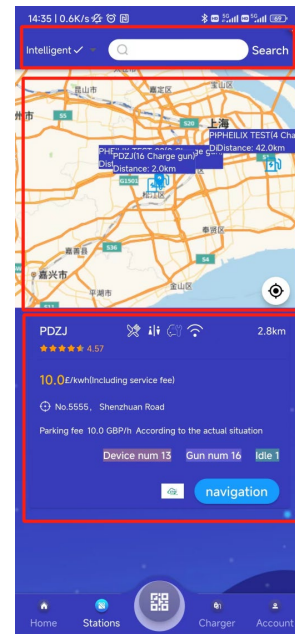
This feature displays fault alarm information for the charging pile under the user's app account, showing only the latest three error messages. For more alarm information, the operator can be consulted.



## 4. Charging Station

The charging station page displays the filtering function for charging stations, the geographic location of the charging stations, and a list of specific charging station information.

- Keyword Filtering and Search: This feature allows users to filter and search for information on charging stations based on specific keywords.
- Map: The map function displays charging stations located near the user's current location.
- Charging Station List: This feature displays a list of specific charging station information, including the number of charging points and charging guns, the overall charging status, and navigation capabilities.



### 4.1 Intelligent Sorting

Clicking on "Intelligent" provides access to keyword information, such as distance, price, and services, which can be used to filter charging stations.

### 4.2 Searching



In the "Search" feature, users can input key words of charging station information such as the name to filter charging stations. After entering the information, click on "Search" to filter results

### 4.3 Map



The map function displays charging stations within 100 kilometers.



The radius of the user's current location.



shows the user's location. The map can be zoomed in or out by clicking on the bottom right button.

### 4.3.1 Charging Points Information

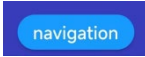
Clicking on a charging station name on the map opens a pop-up box displaying detailed information about the charging station.



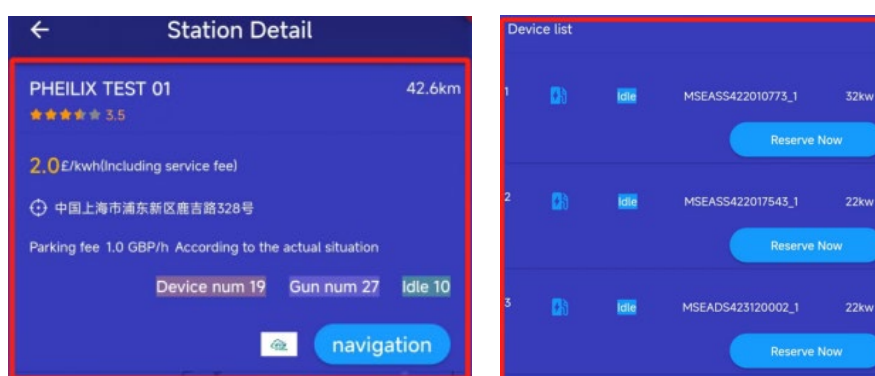
## 4.4 List

The "List" feature displays a list of detailed information about charging stations, including the station name, amenities, distance from the user's location, rating, charging prices (including charging and service fees), location information, parking fees (which are for reference only and vary based on actual circumstances), number of charging stations and guns, and number of available guns. Navigation to charging stations can also be accessed through this feature.

### 4.4.1 Navigation

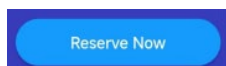
 The "Navigation" button allows users to select a navigation software to navigate to the charging station location. If the user has not installed a map application, a prompt will appear saying "No map app detected. Please install a map app."

### 4.4.2 Survey of Charging Points



Clicking on the charging station list will lead to the details page of the charging station. The top section displays the charging station's general information, while the bottom section shows a list of charging piles, including their corresponding IDs, status, distance, and other related details.

### 4.4.3 Reservation of Charging Points



The 'Reserve Now' button allows users to reserve the charging station, and a pop-up window will appear to provide necessary reservation information, as well as the reservation fee which varies based on the charging station's location (refer to the displayed fee on the pop-up window for accuracy). Clicking on "OK" confirms the reservation. Reservations are valid for half an hour, and users must arrive at the charging location within that time frame. Any reservation exceeding the allotted time will be automatically canceled, and no refund of the reservation fee will be given.

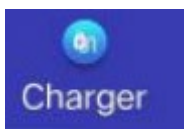
### 5. Charging Via Scanning QR number



Click on the QR code located below the screen and scan the QR code on the charging gun to charge.

### 6. My EV Charging Station

"My charging station" page provides users with functions such as checking the status of their home charging station, remotely controlling their home charging station, and configuring their home charging station.



- 1) Selected charging gun and optional charging gun list
- 2) Charging gun status and operation buttons
- 3) Home charging station options

#### 6.1 Start charging

After selecting the charging gun and when the charging gun status is Preparing, click on "Off-Peak Charge". If charging is done during peak hours, it will start charging after a randomized delay.

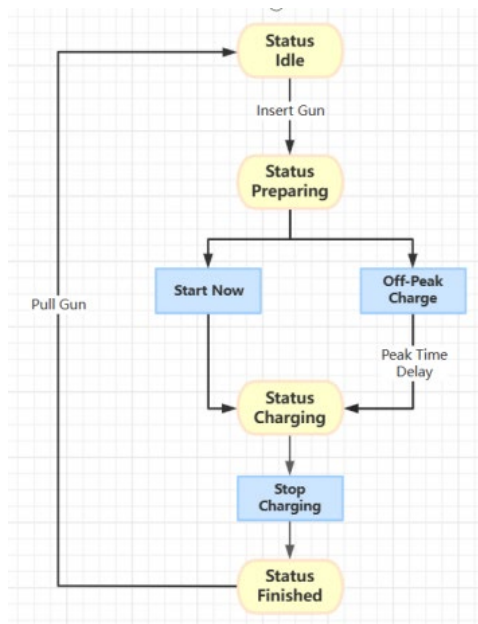
Clicking on "Start Now" will skip the wait time during peak hours or randomized delay and start charging immediately.

#### 6.2 Stop charging

When the charging gun status is Charging, click on "Stop Charging" to stop charging. After stopping, the charging gun status will change to Finished.



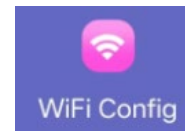
**Charging process schematic:**



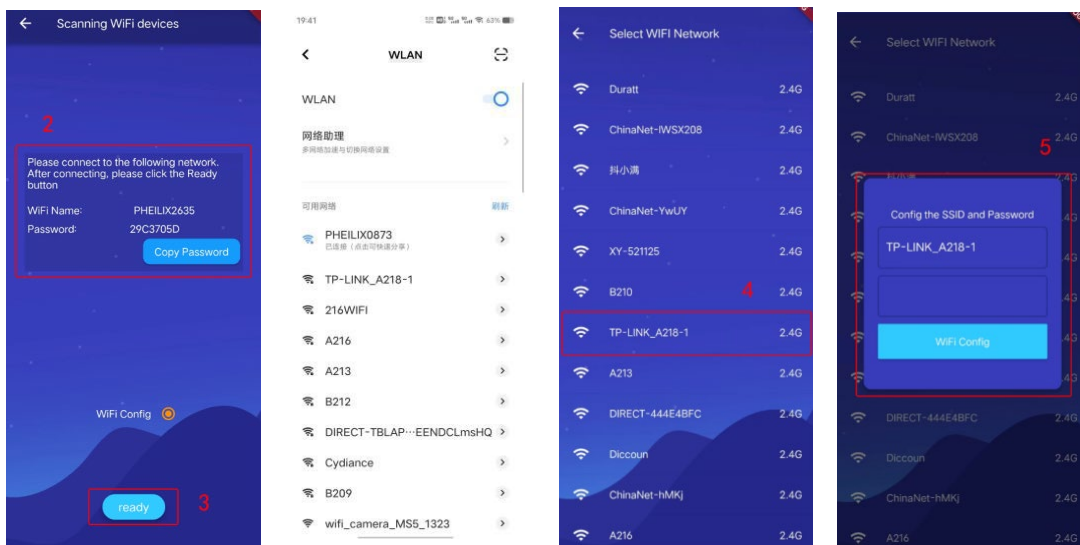
**6.3 Wi-Fi Configuration**

This function requires setting the charging station to Wi-Fi configuration mode. The steps to configuring Wi-Fi are as follows:

1. On the "My Charging Station" page, click the "Wi-Fi Config" button.

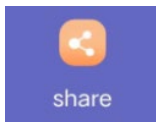


2. Follow the prompts to navigate to your phone's Wi-Fi settings page and connect to the corresponding Wi-Fi network.





3. Click "Ready".
4. Select the desired Wi-Fi SSID to connect to.
5. Enter the password and click "Wi-Fi Config".
6. When the prompt "Submission Successful" appears, it indicates that the configuration process is complete. You can now exit the current interface.

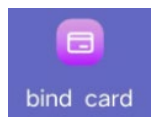
#### 6.4 Share



To share your charging station with other users, navigate to the Share page by clicking the "Share" button on the "My Charging Station" page. Enter the login account name or email of the user you wish to share the station with and click "Share". Upon successful sharing, you will be redirected to the "Shared Stations" page where you can view a list of shared stations.

#### 6.5 Binding/Unbinding RFID Cards to Charging Stations

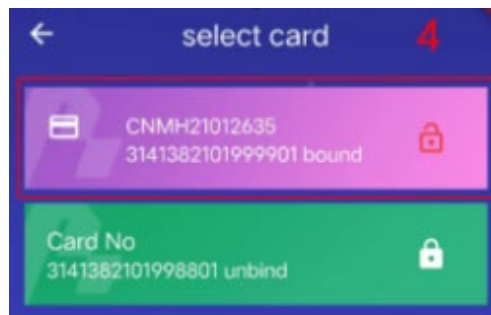
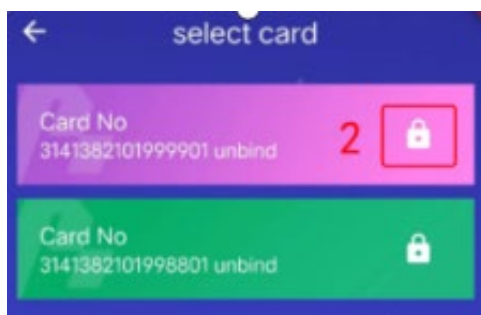
Steps for Binding/Unbinding:  



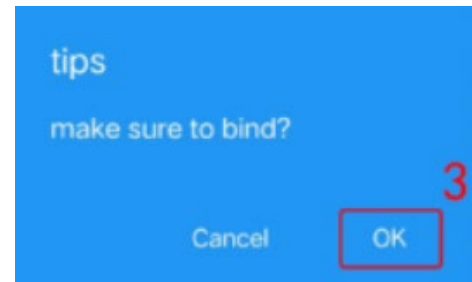
1. Click the "Bind Card" button on the "My Charging Station" page.
2. Select the card that needs to be bound or unbound and click the corresponding button on the right side.

##### Bind

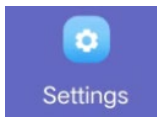
##### Unbind



3. After the dialog box pops up, click "OK". If the card status and button change, the binding or unbinding process has been successful.



## 6.6 Settings

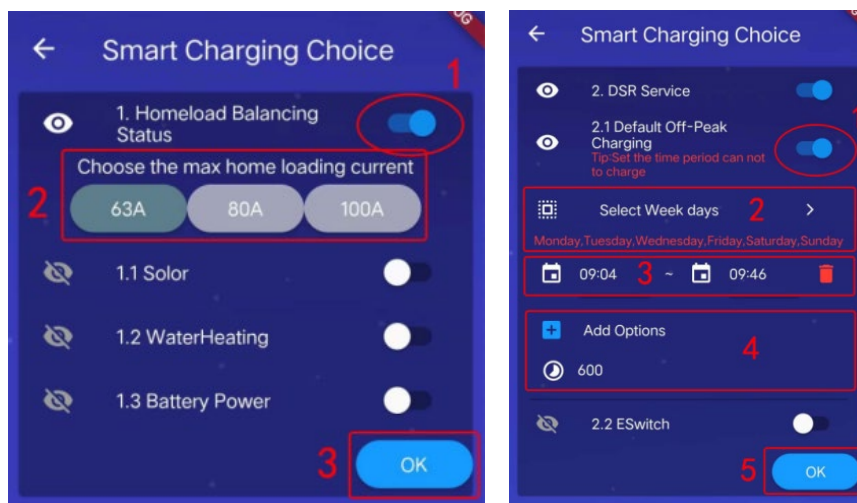


Click the "Settings" button on "My Charging Station" page to enter the setting page.

### 6.6.1 Home Load Balancing Status (Applicable to home charging stations)

Operational Steps:

1. Open "Home Load Balancing Status".
2. Select the maximum home load current and click "OK" to complete the setting.

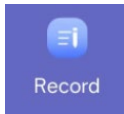


### 6.6.2 Off-Peak Charging

Operational Steps:

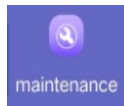
1. Open "Default Off-Peak Charging".
2. Set the dates for enabling off-peak charging (recurring every week).
3. Edit or add peak periods and set the delay time (which ranges from 0 to 30 minutes).
4. Click "OK" to complete the setting.

## 6.7 Charging Record



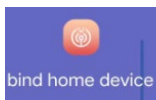
Click "Charge Record" on "My Charging Station" page to view charging records.

## 6.8 Maintenance



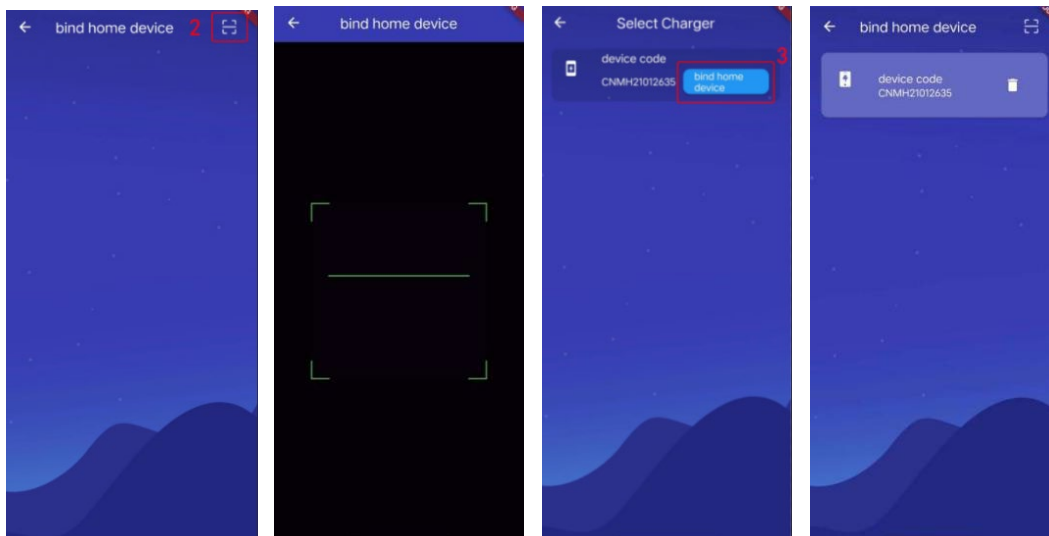
Click "Maintenance" on "My Charging Station" page, enter the maintenance page, fill in the fault information, and click "Submit" to report.

## 6.9 Binding Home Charging Station



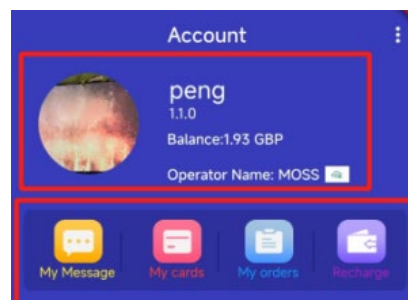
Operation Steps:

1. Click "Bind Home Device" on "My Charging Station" page.
2. After entering the "Binding Home Charging Station" page, click the button on the upper right corner.
3. Scan the QR code of the charging station, and then click "Bind Home Device".



## 7. My Account

- User's partial information, software version information, account balance, and supplier name.
- Information about the software.



## 7.1 User Information Settings

Click on the avatar to enter the user information page, where personal basic information can be set.

### 7.1.1 Reset Password



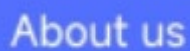
Click on "Reset Password" to enter the password reset page, where the password can be reset.

## 7.2 Logout



On the "My Account" page, click on the three dots in the upper right corner to find the logout button. Clicking it will log out the user's account, and the account cannot be logged in again after that.

## 7.3 About Us



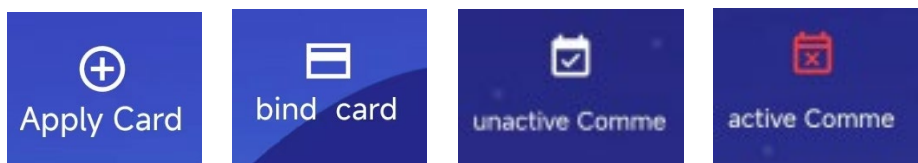
On the "My Account" page, click on the three dots in the upper right corner to find the "About Us" button. Clicking it will lead to the "About Us" page, which displays information about the software.

## 7.4 My Messages

Click on "My Messages" to enter the message center page, which is divided into two parts. The left side displays the system message list, and the right side displays the user's feedback message list.

## 7.5 My Cards

The "My Cards page" displays a list of card information that the user has applied for, including buttons to apply for a new card and to bind a card. Each card on the list displays the card number, activate commercial charging station function, bind charging station list, and loss reporting function.



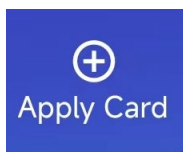
Tapping the activate commercial charging station button opens the commercial charging station function, allowing the user to use the charging station. The white icon indicates that the commercial station function is activated, while the red icon indicates that it is not activated.

Tapping on the bind charging station list brings the user to the page that displays the list of bound home charging stations. Each entry on the list comes with a "unbind home charging station" button on the right, which allows the user to unbind the station.



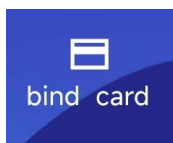
The loss reporting function allows the user to report a card as lost. Once reported, the card cannot be used again until the user chooses to undo the loss report. The red icon indicates that the card has already been reported as lost, while the white icon indicates that the function has not been used.

### 7.5.1 Card Application



Tapping the card application button opens a pop-up window that displays the user's delivery information, which can be edited, as necessary. Once the information is confirmed by the user, the card application is successfully submitted.

### 7.5.2 Card Binding



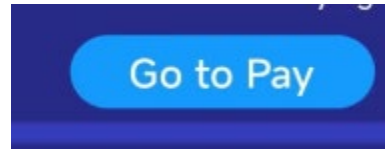
After receiving the card, the user can tap the card binding button to enter the card binding page. The user needs to enter the card number and tap the binding button to complete the binding process. After that, the user can use the card to charge their electric vehicle.

## 7.6 My Orders

The My Orders page displays the order history, including information on the start and end times of each charging session. The user can filter the orders by start and end times, as well as by order status.

### 7.6.1 Payment for Orders

Orders from the same operator are paid directly from the user's balance or credit card. For orders from different operators or orders that have been

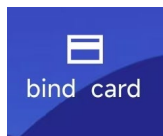


interrupted before payment, the user must manually pay by tapping the "Go to Pay" button and can only use a credit card to complete the payment. Tapping the button redirects the user to a credit card payment page.

### 7.7 Recharge

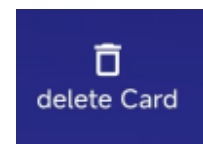
The Recharge page displays recharge amounts and the corresponding minimum recharge amounts for each currency.

### 7.8 Credit Card



For users with no bound credit card, the Credit Card page displays a "Bind Card" button that, when tapped, opens the Bind Credit Card page where the user can enter the correct information and bind a credit card to their account.

For users with a bound credit card, the Credit Card page displays the card information and an "Unbind Card" button. Only one credit card can be bound to an account.



### 7.9 My Sharing List

The My Sharing List displays a list of charging stations that the user has shared with others. Each entry displays the charging station number and the shared user's account. There are buttons to view order information and delete shared charging stations.

### 7.10 Shared Charging Stations

The Shared Charging Stations page displays a list of charging stations that other users have shared with the current user. Tapping on a charging station from the list displays the list of available charging guns.



Charging guns in the "Finished", "Idle", and "Preparing" states can be selected for charging. Tapping the "Start Charging" button redirects the user to the Charging Details page, where

more information on the charging session is displayed. The user can choose to start charging immediately.

Charging guns in the "Charging" and "Suspended EVSE" states cannot be selected for charging, and the system will prompt the user accordingly. Payment can be made using the account balance or a credit card. If no credit card is bound, the user can tap the "Bind Credit Card" button on the right to access the binding page.

### **7.11 My Bookings**

The My Bookings page displays a list of reserved charging stations, including the station number, request time, and reservation time. The request time indicates the time that the reservation was submitted, while the reservation time indicates the expiration time of the reservation. Reservations will be automatically canceled after half an hour, and no refunds will be given.

### **7.12 Charge Statistics**

The Charge Statistics page displays graphical information on past charging history. The user can filter the display by time period.

### **7.13 Charging Records**

The Charging Records page displays a list of all past charging sessions.

### **7.14 Feedback**

The Feedback page allows users to submit feedback on software problems they encounter. The page supports uploading up to three images.

### **7.15 Check for Updates**

By tapping on the "Check for Updates" button, the user can verify whether there are any available software updates that can be installed.

### **7.16 Logout**

Tapping on the "Logout" button will log the user out of their account



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