

# IQ PORTABLE QUICK GUIDE

Powered by Exploren Software



## Initial set up

To begin, **download the Exploren app** and set it up using your **work credentials** provided by your **Fleet Manager**.

## Pairing the Charger with the app

1. Often the unit will be pre-commissioned to your account if not follow instructions below.
2. Locate the **Station ID** on the Exploren sticker (side of the IQ Portable unit).
3. Scan the **QR code**.
4. Enter the **4-digit PIN** from the Quick Start Guide.
  - If you've misplaced the PIN, contact your **Fleet Manager**.

*Refer to Page 6 for setup instructions.*

## EVERYDAY USE

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### Starting a charge

1. Plug the unit into a **powerpoint**.
2. Wait **60 seconds** for the unit to connect to the internet.
3. Open the app and confirm the unit is **online**.
4. Plug the charger into your **EV**.
5. Start charging:
  - a. Use the **app** to begin the session, or
  - b. Tap your **Exploren RFID card**.

### Stopping a charge

To stop charging, choose one of the following:

- Press **Stop** in the app,
- Tap your **RFID card again**, or
- Press and hold **STOP button** on the unit
- **Unlock the charging cable** from your EV.

## TROUBLESHOOTING & QUICK FIXES

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Issue	Solution
Not connecting to internet	Power off at the powerpoint → Wait 90 seconds → Re-check app pairing
Missing history	Wait 90 seconds to sync or try to rest the app. If offline, history will upload once back online
Poor reception	Ensure 2+ bars of signal. Move unit to an area with stronger reception

## FREQUENTLY ASKED QUESTIONS

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### **What happens when my car is full or hits the set % limit?**

The charger enters a paused state and checks every 30 minutes to offer power. To end the session, simply unlock the cable from your EV.

### **Can I leave the portable charger turned on?**

Yes. You can leave it on or mount it using the hanging bracket. It consumes minimal power while idle and remains available for daily use.

### **How do I turn the unit off?**

1. **Disconnect** the cable from your EV.
2. Wait **90 seconds** for data to upload.
3. Turn off the unit at the **powerpoint**.

 Do not turn off the unit while charging at the powerpoint. Stop charging and then turn off.

### **How do I check if the unit is online?**

- Check the **IQ Portable screen**: must show **2+ bars** of signal.
- In the **app Home screen**, the unit will display as **Online**.
  - If only 1 bar or greyed out, the unit is **Offline**. Validate via the **app**.

### **How can I change the electricity rate?**

Contact your **Fleet Manager** to update electricity rates in the system. You can view your **monthly usage and cost** in the app's home section.

### **My unit won't connect to the app.**

1. Turn the unit off and on at the powerpoint.
2. Wait 90 seconds.
3. Ensure the unit is paired to your account.

### **My charging history isn't showing.**

1. Wait up to **90 seconds** for data sync.
2. If the charger was offline when charging ended, the history will upload once it's back online.
3. Ensure the unit is online **regularly**.

### **Will RFID work when the unit is offline?**

Not by default. Units are programmed to work only online for accurate data transfer. Speak to your **Fleet Manager** if offline RFID use is needed.

### **Can I remove authentication in the app?**

Most fleets require **app or RFID authentication** to track energy use. Please contact your **Fleet Manager** regarding this setting.

### **Can I set the portable unit on a schedule?**

This feature is usually **an advanced feature** to keep usage simple due to the slow charge rate. Speak to your **Fleet Manager** for options.

## **WHEN TO CALL FOR SUPPORT**

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### **Contact support only if:**

- You've tried all troubleshooting steps and the charger still isn't working
- The **Station ID sticker** or **PIN** is missing

## **CONTACT INFORMATION**

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### **Fleet Manager:**

- (Contact for PINs, settings, electricity rates)

### **Exploren Support:**

- [help@exploren.com.au](mailto:help@exploren.com.au)

## SCREEN AND BUTTONS OVERVIEW



No	Item	No	Item
1	Number of phases	9	Lifetime energy delivered
2	Status indicator	10	Session duration
3	Charging current	11	Internal temperature
4	Input voltage	12	Serial number
5	Session energy	13	4G/ Wi-Fi status
6	Charging power	14	Bluetooth status
7	OCPP status	15	Maximum charging speed
8	RFID reader status		



## STATUS ICONS

There are four icons located on the bottom of the screen for 4G/ Wi-Fi, Bluetooth, OCPP server connection, and RFID reader status. Depending on the colour, they represent different meanings:

Colour	Meaning
White	The function is up and running
Green	Connection is established
Red	4G/Wi-Fi has no signal when 1 bar or less
Grey	The function is turned off

LED Status Meaning:

Colour	Meaning
Static Green Light	Charger is Ready/ Preparing/ Suspended EVSE or Suspended by EV
Flashing Green Light	Charger is charging
Flashing Red light	Charger is faulty



### AMPS BUTTON:

This button is DISABLED when the charger is setup on Exploren.



### STOP BUTTON:

Long press the STOP button to stop charging.

# HOW TO SET UP EXPLOREN APP

## Download and set up Exploren app:

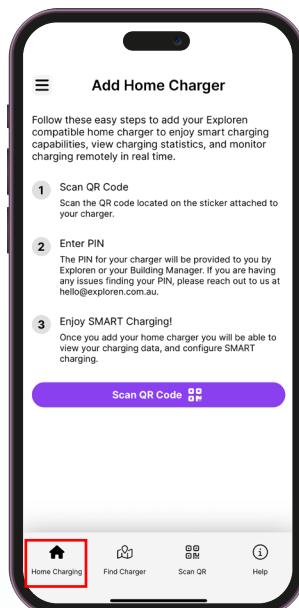
Exploren allows you to add a home charger to the app, giving you insight into your charger's status, your charging history, smart scheduling, and more! Follow the steps below to add a home charger to the Exploren app.

- 1 Download the Exploren app from the Apple Store or the Google Play Store. Search "Exploren" or scan one of the QR codes. Sign up using your company email address.

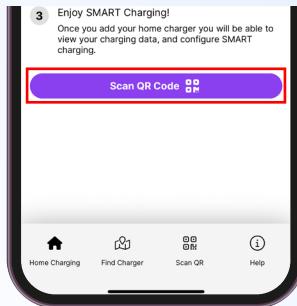
Your charger may come linked to your app already. If paired, ignore this step.



- 2 Navigate to the Home tab on the Exploren app. Tap on the far-left icon along the bottom of the app.



**3** Tap the **Scan QR Code** button.



**4** Scan the QR code on your EV charger, or enter the 4-digit station ID. Your charging station will have an Exploren sticker on it; it will look similar to the image.

If your charging station is missing this sticker, call us at **1300 755 087** or email us at **help@exploren.com.au**.



**5** Enter the 4-digit PIN for your charger.

You should have been provided a 4-digit pin by either your fleet manager or from us at Exploren. If you're having trouble identifying the pin, call us at **1300 755 087** or email us at **help@exploren.com.au**.

Your charger will now be connected to the Exploren app. You can now start and stop charging sessions using the following instructions.

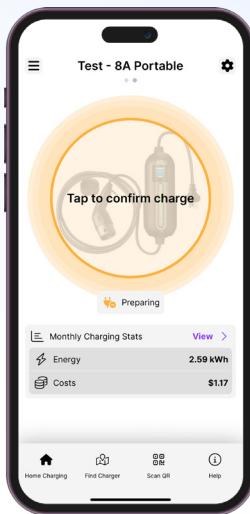
**Pin Number** \_\_\_\_\_  
**Station ID** \_\_\_\_\_

# HOW TO USE

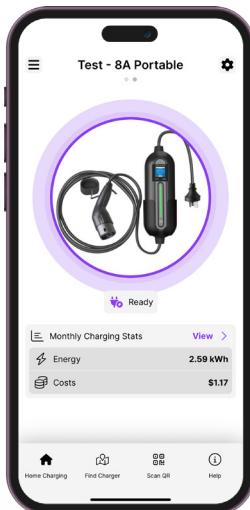
## SECTION 1: START AND STOP FROM EXPLOREN

- 1 To start charging through the Exploren app, first plug the charger into the wall outlet, if it's the 7kW or 22kW version, please tighten the screw collar to secure the connection and then turn on the isolator. Wait for the charger to connect to internet and the server, the Exploren app will show **Ready** once it's connected, this can take up to 2 minutes.

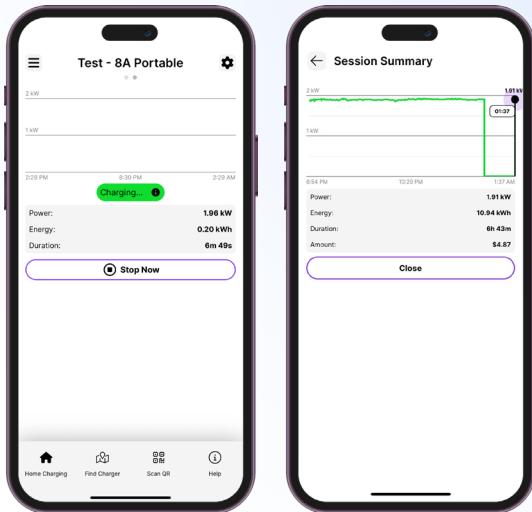
Please allow the unit to come online before plugging in. The unit will say **Ready**.



- 2 Once the charger is online and ready, plug the charger into the car and the Exploren app ask you to confirm the charging, tap on the charger image to start charging or via an RFID linked to your account - see RFID section.



3 Once the charging started, you will see the charging speed, duration and total energy. To stop charging, press the Stop button on the app, you can also stop by long pressing the physical STOP button on the charger or stop from your car (check owner's manual for instructions). A summary page will show after the charging is finished.



## Offline charging:

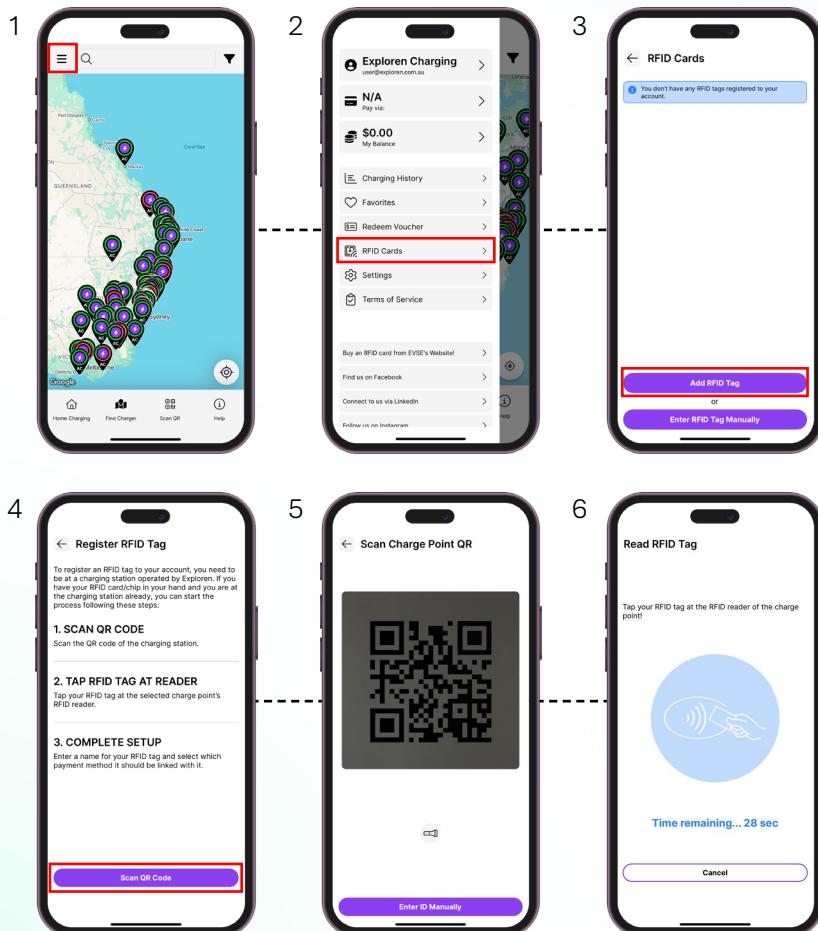
In OCPP mode, if the charger goes offline, you can still charge with the RFID card associated with your account, and the offline charging records will be uploaded to the server once it is back online. Up to 50 offline charging records can be stored in the charger.

It's important to regularly check the Explore app Home section to ensure all electricity, pricing and energy data is being transmitted. If the charger is offline. Please reboot and ensure it comes back online. If unable to get the unit online. Please reach out to Explore.

## SECTION 2: HOW TO PAIR RFID WITH EXPLOREN ACCOUNT

Your Portable may come with RFID preconfigured. If so, skip this step.

1. Ensure your charger is plugged in, powered on, and connected to the internet. Open the Exploren app and click the menu button.
2. The menu will appear with a range of options available. Choose RFID cards.
3. Choose add RFID Tag.
4. Read the Instructions and choose Scan QR Code.
5. Scan the QR code on the Exploren sticker of the charger. You can also enter the charger ID manually. The charger ID can be found on the sticker on the side of the charger.
6. The screen should appear. Scan your RFID tag on the RFID section within 30 seconds to complete the process. If charger has an RFID card pre-commissioned it will show in the RFID section.



## WAYS TO CHARGE WITH RFID

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The two RFID cards included in the box should be pre-linked to your Exploren account, if they are not linked, please refer to the adding RFID section

### To start charging:

1. Plug the charger into the wall outlet, if it's the 7kW or 22kW version please tighten the screw collar to secure the connection and then turn on the isolator.
2. Wait for the charger to connect to internet and the OCPP server, the top right corner should show Ready if it's connected, this can take up to 2 minutes.
3. Plug the charger into the vehicle, and tap the RFID card on the RFID reader.
4. The charger will make a beeping sound, and, on the screen, it will show Starting indicating the charging has started.

### To stop charging:

1. You can stop charging from:
  - a. the **vehicle**,
  - b. the **RFID card** or
  - c. the **Stop button** on the charger.

To stop with the **vehicle**, use the vehicle app or screen to unlock connector or stop charging.

To stop with the **RFID card**, simply tap the same RFID used to start charging on the RFID reader, the screen will show Stopping indicating the charging is stopping.

To stop with the **Stop button**, long press the STOP button and the screen will show Stopping.

2. After the charging has stopped, unplug the charger from the vehicle and place the rubber cap back onto the connector.
3. You can leave the unit on or remove from the wall if you wish.
4. If the charger doesn't start charging after swapping the RFID card, it means the card is not linked to your Exploren account.

### 3. PLUG AND CHARGE MODE

If you wish to get reimbursement for the charging, please contact your fleet manager if plug and charge is acceptable.

If the charger is set to plug and charge, you can start a charging session by simply plugging the charger into your car. To stop charging, push the STOP button on the front of the charger. You can also stop charging from your car (check car owner's manual for instructions).

To set the charger to plug and charge on the Exploren platform, first go to the Exploren app and select the Home tab, then select the setting button on the top right corner of the screen and press "Configuration".

Then go to "Authentication", select "Not Required" from the drop-down menu and click "Save Changes"

