

# User Manual



## FoxSwitch APP

To prevent damage to the product caused by improper use, please carefully read this manual before operation.

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# 1 Download and Install the App

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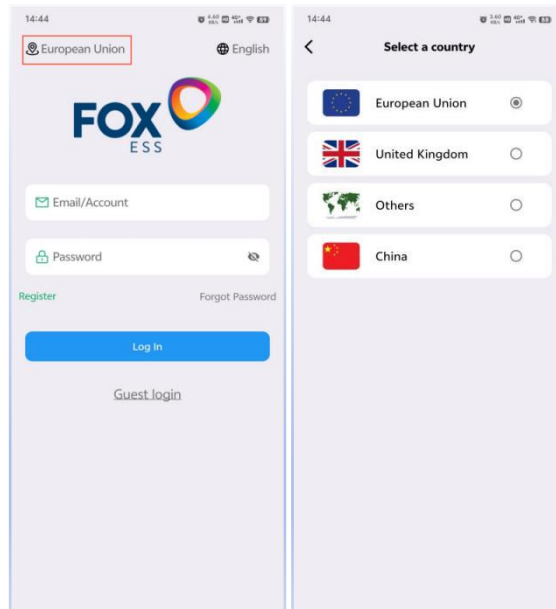
You can download and install the App by scanning the QR Code or searching for "FoxSwitch" in the App Store and Google Play.



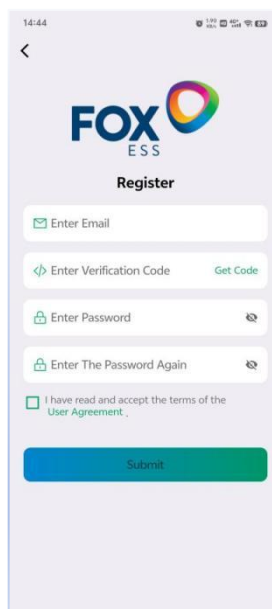
## 2 Account register

The first time you use the FoxSwitch App, You'll need to register an account.

- Open the App, select a country or region. Please select your country or region.



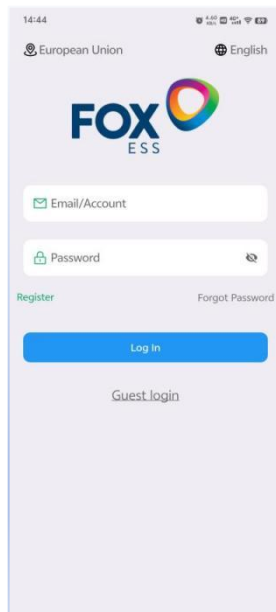
- Fill in Account Register Information



- Enter your E-mail and click Verification Code. Check the received verification code in your E-mail and fill it in the verification code input box. Enter your password and verify again, check and agree with the User Agreement, and then click Register.

# 3 Log in

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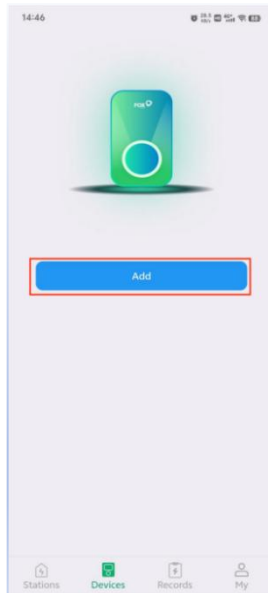


- You shall log in for the first time with the registered account and password.
- If you have questions about the entered password, please click the icon on the right side of the password box to display or hide the password.
- If you have forgotten the account login password, please click the Forget password? option to reset the password.
- You can also click the Register button in this page to register a new account.

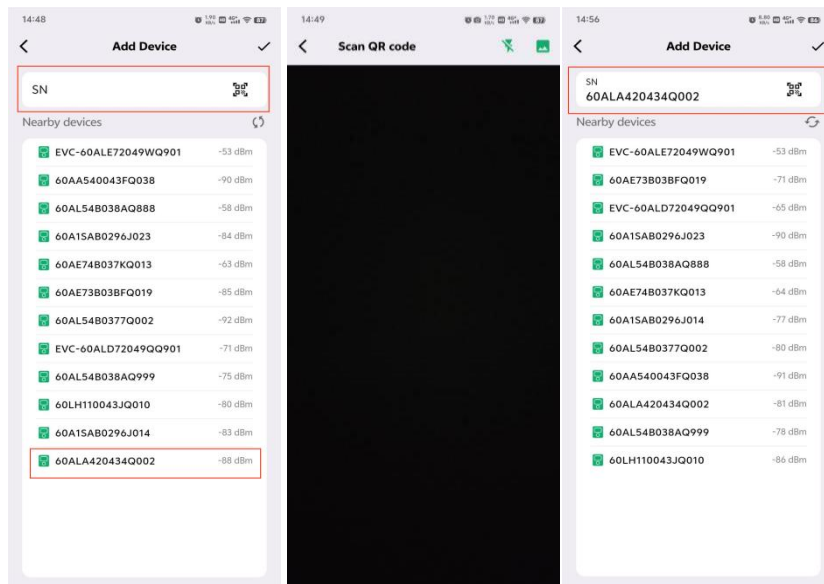
# 4 Adding, binding and Bluetooth connection of EV Charger

## 4.1 Add and bind EV Charger

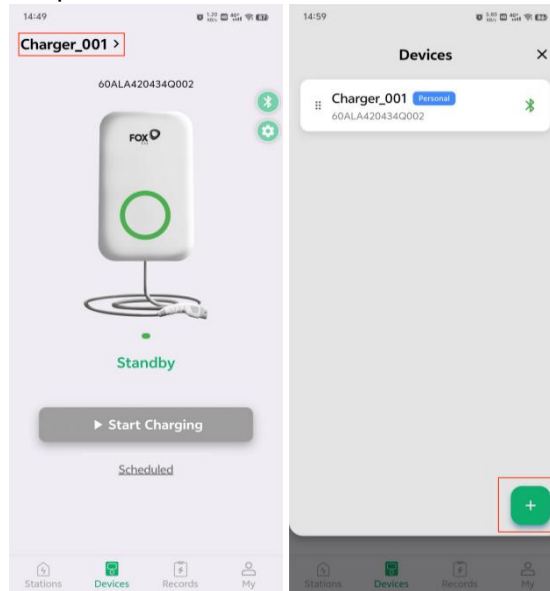
- Click the "Add" button on the App device page.



- You can directly click on the nearby devices scanned or scan the QR code of the EV Charger or manually input the serial number of the EV Charger. When scanning, you need to grant the app the permission to use the camera, then input the name of the EV Charger, click the confirm button on the upper right corner to add the EV Charger to be bound. After the binding is completed, the EV Charger will be displayed in the device list.

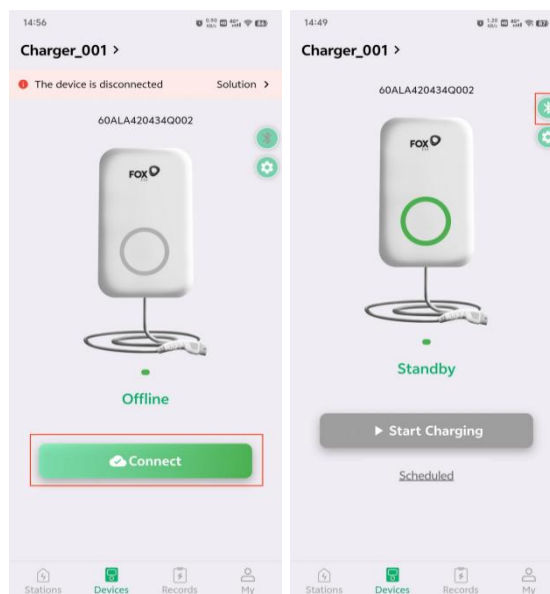


- You can click on the SN in the upper part of the device page, select the SN of the device you want to connect in the pop-up device list, and enter the corresponding device connection control interface, and you can also click on the Add button in this interface to add multiple devices.



## 4.2 Connect the EV Charger with bluetooth

Click the connect button in the device control interface to make a Bluetooth connection. For the Bluetooth connection, you must turn on the Bluetooth and positioning services of your mobile phone, and grant the app the permissions to access the location information and Bluetooth devices. The Bluetooth icon will be highlighted after a successful Bluetooth connection.

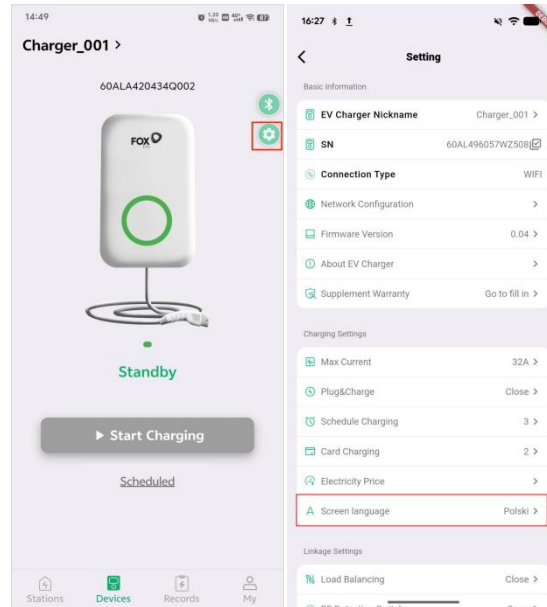


### Note:

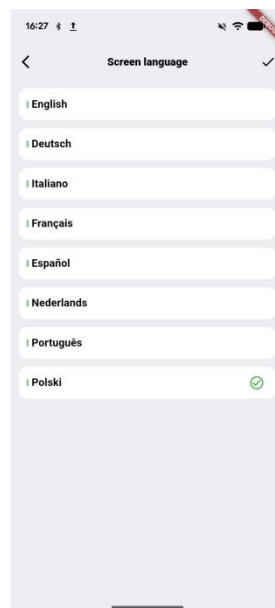
To ensure the stability of Bluetooth connection, please connect to the EV charger 2 minutes after powering on the EV charger. In the Bluetooth mode, you may enter the EV Charger Control interface to set the EV charger.

# 5 EV Charger screen language setting

- Select the device for which you need to set up the network ,and then click the settings icon to enter the settings interface.Click the screen language settings button in the settings interface to enter the screen language settings interface.



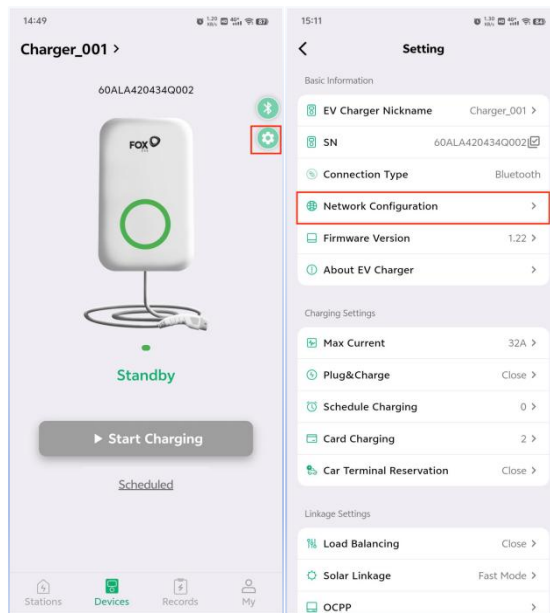
- Select the language you want to display on the screen.



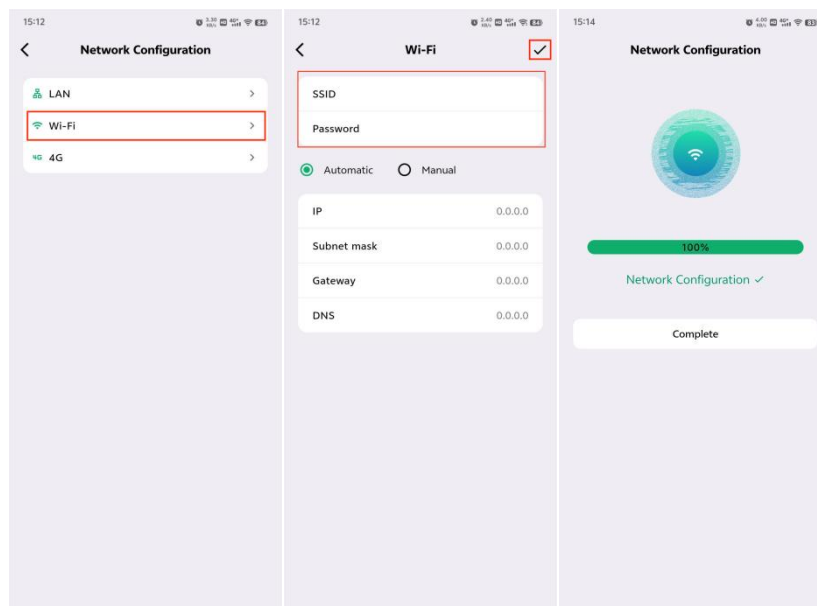
# 6 EV Charger network connection setting

## 6.1 WIFI network connection setting

- Select the device for which you need to set up the network, and then click the settings icon to enter the settings interface. Click the network settings button in the settings interface to enter the network settings interface.

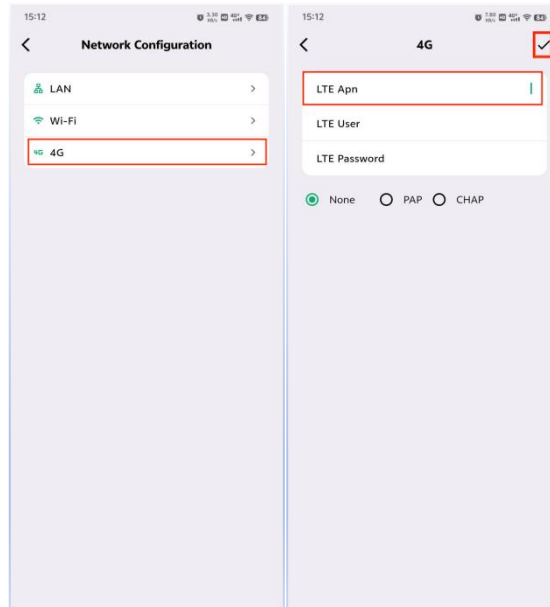


- Click the WIFI icon to enter the WIFI parameter setting interface, in the WIFI setting interface, enter the name and password of the WIFI you need to connect and then click the confirmation icon in the upper-right corner to complete the WIFI setting.



## 6.2 4G network connection setting

- Click the 4G icon to enter the 4G parameter setting interface, the built-in 4G card can be directly clicked on the upper right corner of the confirmation icon to complete the 4G setup.

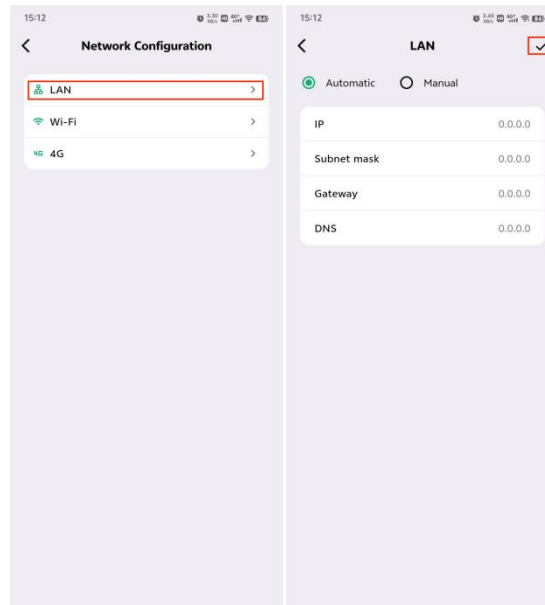


### Note:

4G hardware is optional configuration flow rate is 100M/month, please check whether your EV Charger includes this function, if the SIM card is provided by the customer, it is recommended that the flow rate is not less than 100M/month.

### 6.3 LAN connection setting

- Click the LAN icon to enter the LAN parameter setting interface. The APP will automatically detect the LAN port connection status and automatically assign an IP address to the device (DHCP mode).



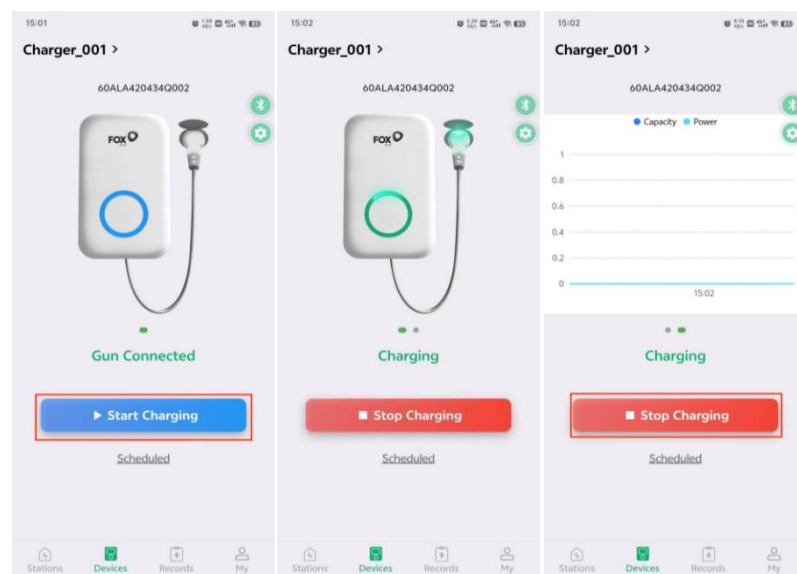
To customize settings, users can switch to manual mode on the operation interface, enter a fixed IP address and other network parameters, then click the confirmation icon to save and return to the settings menu.

If no changes are needed, directly click the confirmation icon in the upper right corner to complete the LAN settings.

# 7 EV Charger foundation function use and setting

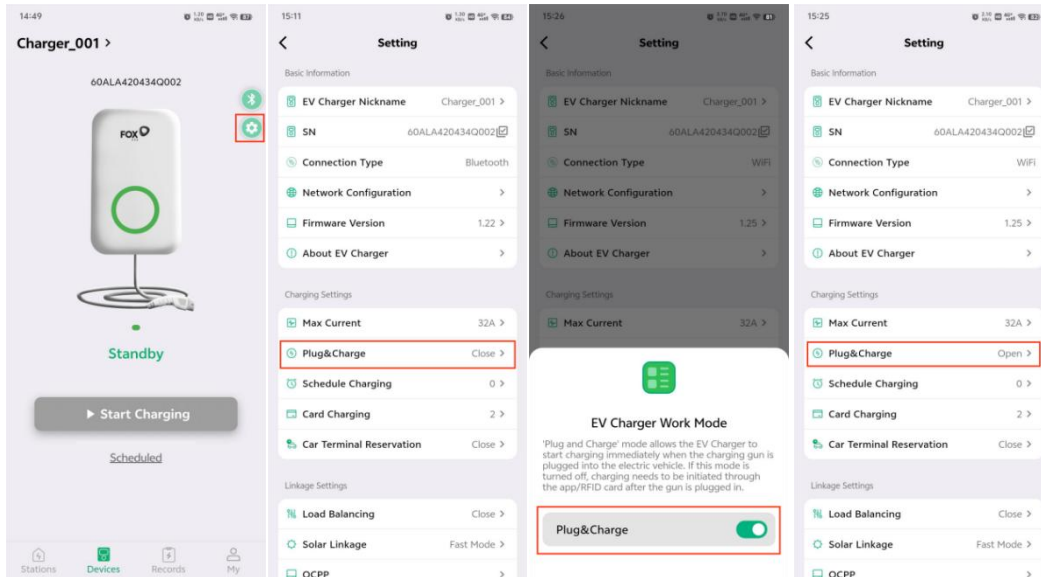
## 7.1 Charging start and stop

- After connecting the charging cable of the EV Charger with the vehicle correctly, you can click the "Start Charging" button in the control interface of the EV Charger to start charging. During this period, you can swipe the interface to the left to view data such as the charging quantity and charging power.
- Click the "Stop Charging" button to end the charging process.



## 7.2 Plug & Charge setting

- When the EV Charger is in standby mode, you can click the settings button in the EV Charger control interface to enter the settings interface. In the settings interface, click Plug & Charge to enter the setting item, and you can enable or disable Plug & Charge.



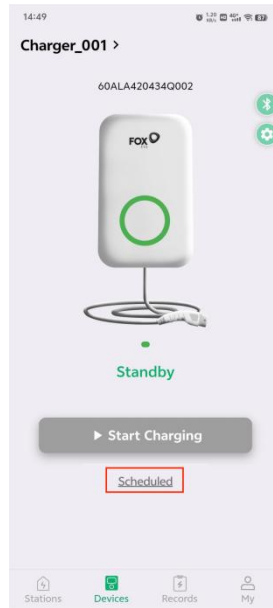
- After turning on the Plug & Charge mode, charging will start immediately after correctly connecting the EV Charger charging gun cable to the vehicle, and there is no need to authorize charging by using App or RFID card.

## 7.3 Scheduled charging setting

- When EV Charger is in standby mode and Plug & Charge is off, you can directly enter the scheduled charging setting interface for scheduled charging setting by clicking the button of scheduled charging setting in the EV Charger control interface.

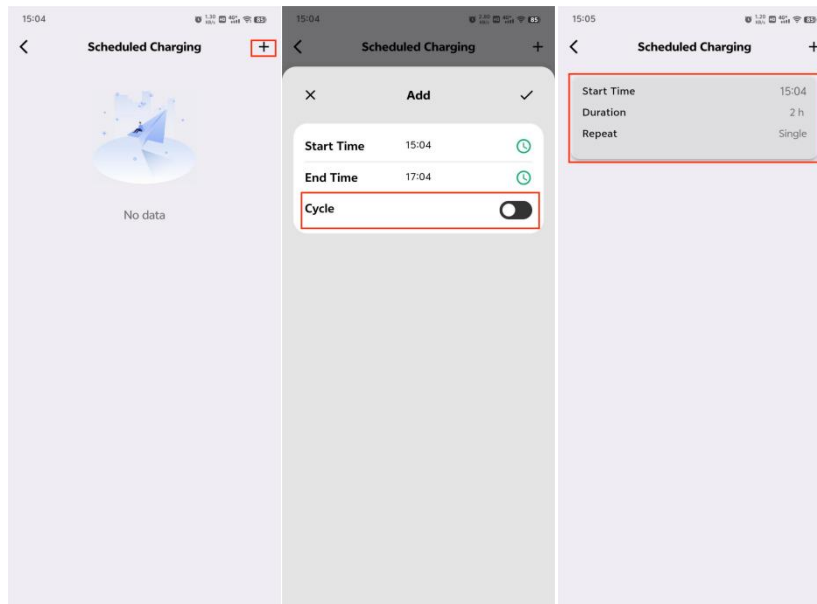
### Note:

When using scheduled charging, the EV Charger charging gun cable must be correctly connected to the vehicle before the set start charging time, and the charging can only be started automatically when the scheduled time point is reached, connecting the charging gun cable to the vehicle between or after the scheduled charging time will not automatically turn on charging. Plug and play charging mode can not set scheduled charging, when using scheduled charging, please do not set the scheduled charging time on the vehicle center control, the vehicle must support the EV Charger CP signal wake-up.



### 7.3.1 Single scheduled charging setting

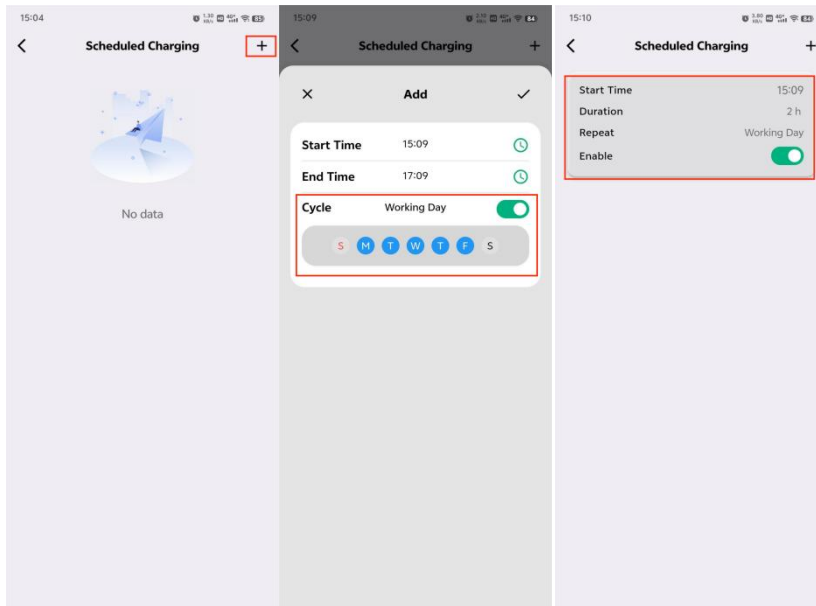
- In the scheduled charging setting interface, click the "+" icon in the upper right corner to add a new scheduled charging setting. Set the start time and end time of the scheduled charging respectively. Select "Off" for cycle. Finally, click the confirmation button in the upper right corner to complete the single scheduled charging setting.



### 7.3.2 Cycle scheduled charging setting

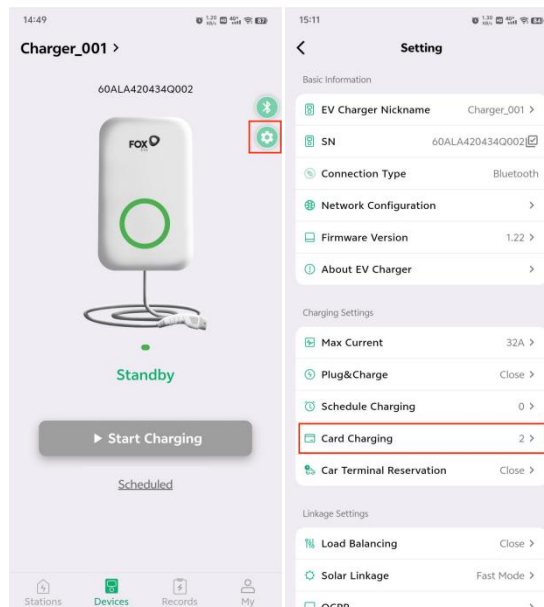
- In the scheduled charging setting interface, click the "+" icon in the upper right corner to add a new scheduled charging setting. Set the start time and end time of the scheduled charging. Select "On" for cycle and the days of the week that need to be

charged. Finally, click the confirmation button in the upper right corner to complete the cycle setting of the scheduled charging.



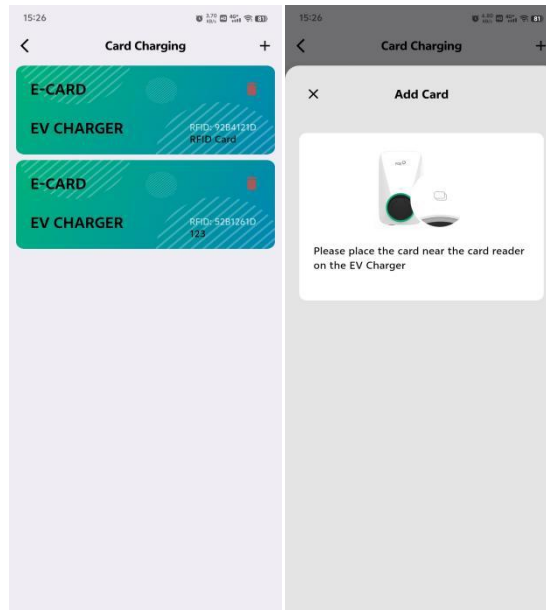
## 7.4 RFID card management

- You can enter the settings interface by clicking the settings button in the EV Charger control interface. On the settings page, click the charging card button to enter the RFID management interface.



### 7.4.1 Add the RFID card

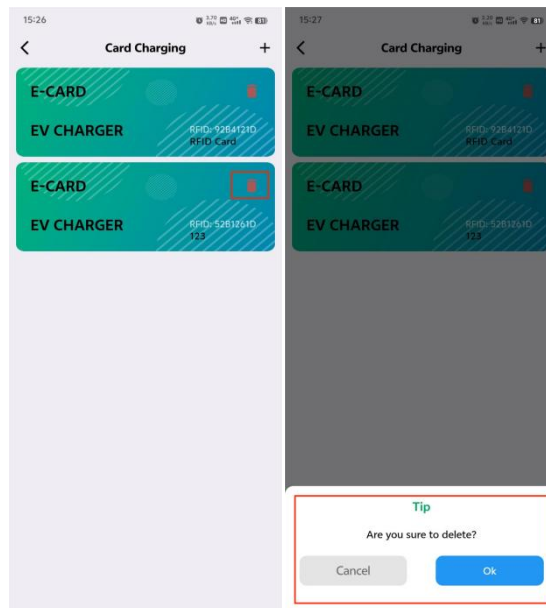
- Click the "+" button in the upper right corner of the RFID card management interface and you will hear a beep. Place the RFID card in the swipe area of the EV Charger to add the RFID card. You can use the RFID card to control the start and stop of the EV Charger.



Number of Additional Cards Specification		
A-Series (E-2 / E-A Version)	7kw, 11kw models	8 cards per unit
	22kW model	100 cards per unit
A-Series (E-B Version)	All power levels	16 cards per unit
L-Series,C-Series	All power levels	16 cards per unit

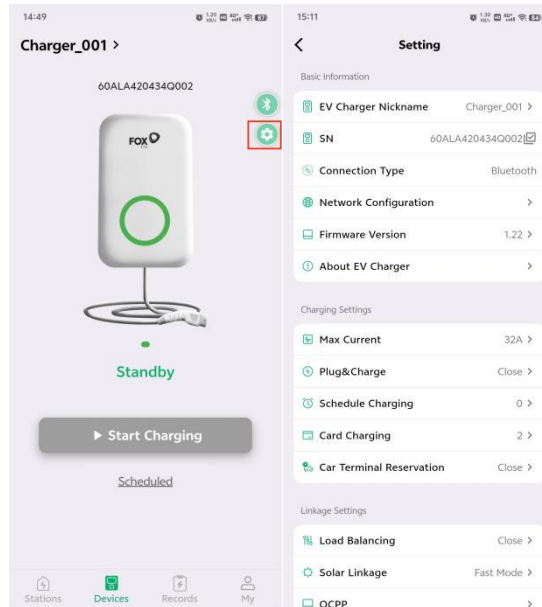
### 7.4.2 Delete RFID card

- In the RFID card management interface, select the RFID card that needs to be deleted , click the Delete button to delete the RFID card.



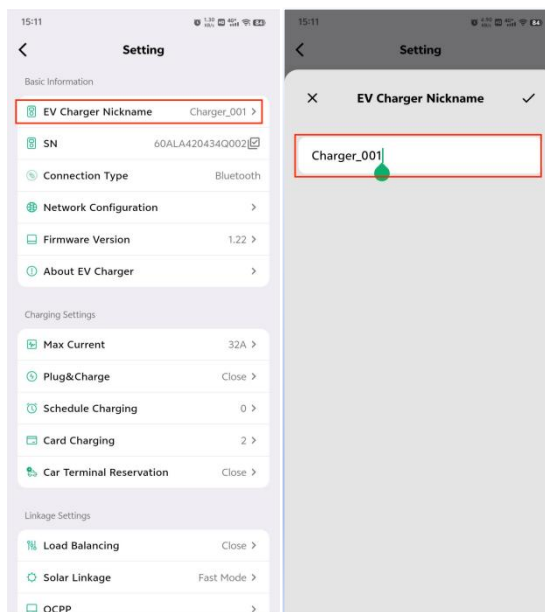
# 8 EV Charger function setting

- Click the Setup button in the upper right corner of the EV Charger control interface to enter the EV Charger setup page.

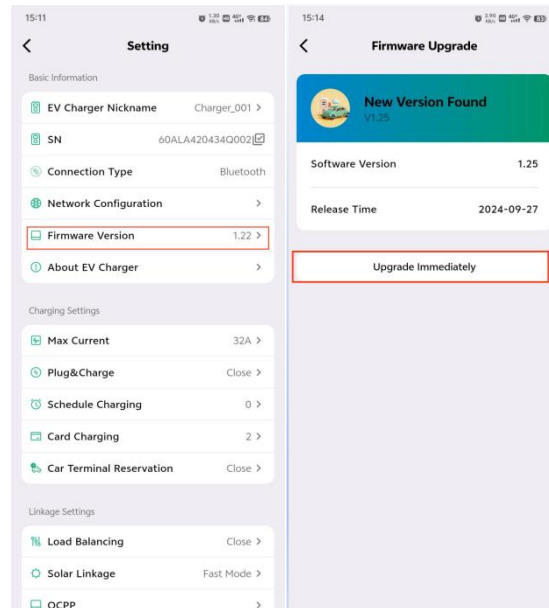


## 8.1 EV Charger basic Information

- Click "EV Charger Nickname" you can modify the name of this device, click the confirmation button in the upper right corner to complete the modification of EV Charger name.



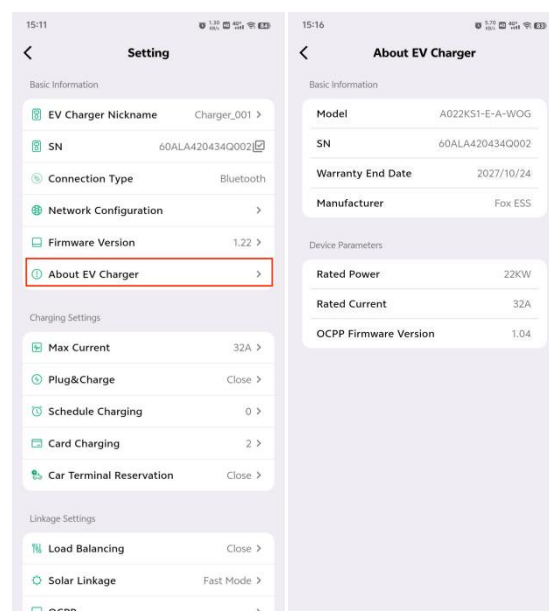
- Click “Firmware Version” to enter the Firmware Version Upgrade interface to upgrade the device firmware.Packing List



### Note:

To ensure the firmware upgrade stability, it is recommended to perform upgrade when the EV Charger is in standby mode.

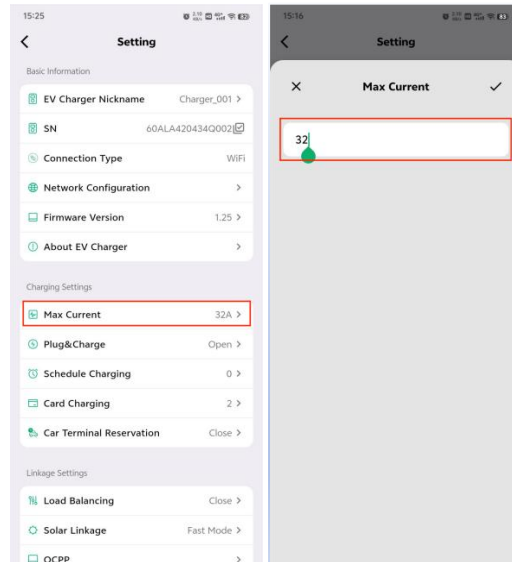
- Click on “About EV Charger” to enter the equipment details page, you can view the model , SN, warranty period, basic equipment parameters and other information.



## 8.2 Charging setting

- Maximum current setting

Click “Max Current” to enter the current setting interface, you can set the maximum charging current allowed by EV Charger, click the confirmation button on the upper right corner to complete the current setting.

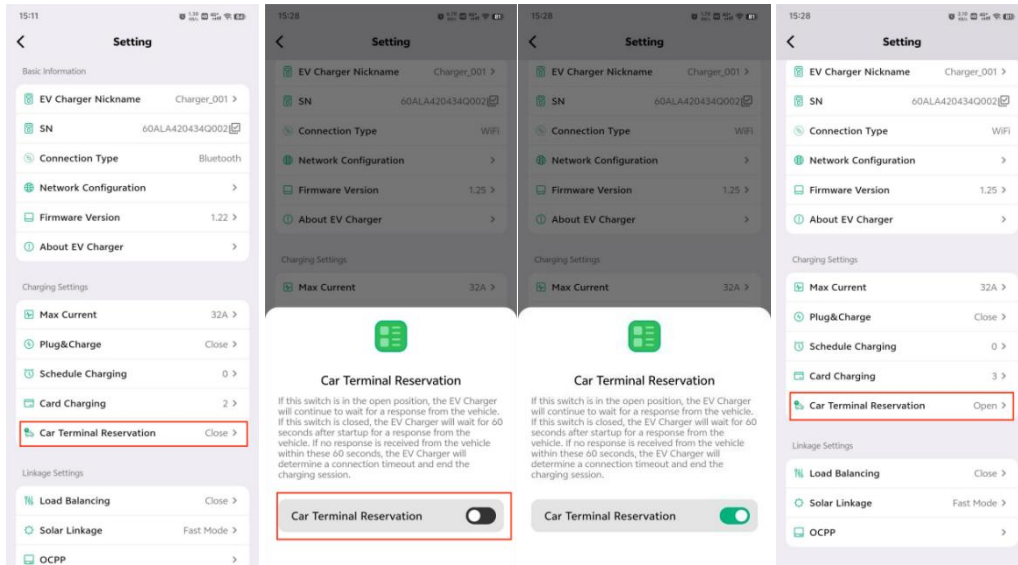


**Note:**

The current range that can be set is 6~32A.

- Plug & Charge refer to section Plug & Charge Setup 6.2
- Scheduled charging refer to section for Scheduled charging setup 6.3
- Card charging Refer to section RFID setup 6.4
- Car Terminal Reservation

Click "Car Terminal Reservation" to enter the Car Terminal Reservation setting interface, you can set whether to turn on the Car Terminal Reservation function or not, after turning on the Car Terminal Reservation to start charging, EV Charger will continue to wait for the charging response from the vehicle end. If you do not turn on Car Terminal Reservation, the EV Charger will end the charging if the vehicle does not respond within 60 seconds after the charging is started.

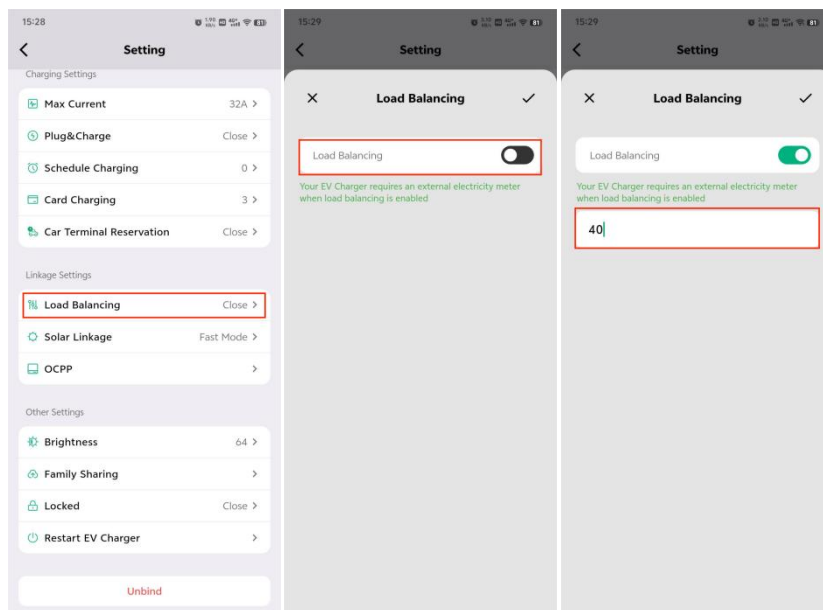


### 8.3 Linkage setting

- Load balancing setting

Turn on the load balancing function, EV Charger can obtain the current data of home load in real time through the smart meter, and adjust the charging current of EV Charger in real time according to the current threshold set by load balancing.

Click “Load Balancing” to enter the Load Balancing Setting Interface, where you can turn on the Load Balancing function and set the Load Balancing current value (the set current value should be less than the maximum current allowed by the entry main gate).



**Note:**

Turning on and using the load balancing function requires the installation of an additional meter (the meter is an optional accessory). Turning on this function without an external meter will cause the EV Charger to enter a fault state.

- Solar linkage setting

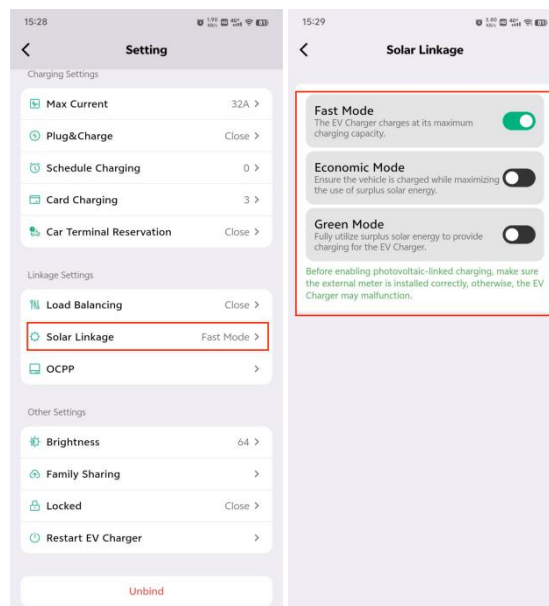
By selecting the Solar linkage as Green Mode or Economy Mode, EV Charger can obtain the inverter's power generation current data in real time through the smart meter, and then control EV Charger to use solar energy only or prioritize solar energy according to the Solar linkage mode you selected.

Click "Solar linkage" to enter the Solar linkage setting interface, in the Solar linkage setting interface, you can choose to turn on the Solar linkage mode as fast mode, economic mode or green mode.

① Fast Mode: EV Charger is not affected by PV power generation, and EV Charger will charge with the maximum charging current allowed by itself.

② Economy mode: EV Charger uses PV power generation as much as possible for charging, and when the PV power generation does not meet the minimum starting current of EV Charger, it will take power from the grid to continue charging.

③ Green Mode: The EV Charger only uses PV power generation for charging, when the PV power generation does not meet the minimum starting current of the EV Charger, the charging will be suspended, and will start charging again when the PV power generation meets the starting demand of the EV Charger.

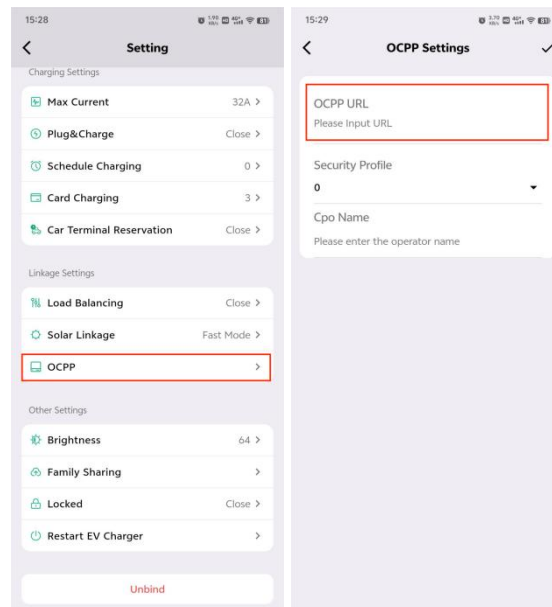


**Note:**

Turning on and using the Solar linkage function requires the installation of an additional meter (meter is an optional accessory), turning on this function without an external meter will cause the EV Charger to enter a fault state.

- OCPP setting

Click “OCPP” to enter the OCPP setting interface, if you need to use the OCPP function, please ask the charging platform operator you need to access the platform's server URL address, in the OCPP setting interface "OCPP URL" enter the platform's server URL address, other parameters remain default, click on the Confirm in the upper right corner to complete the OCPP configuration.

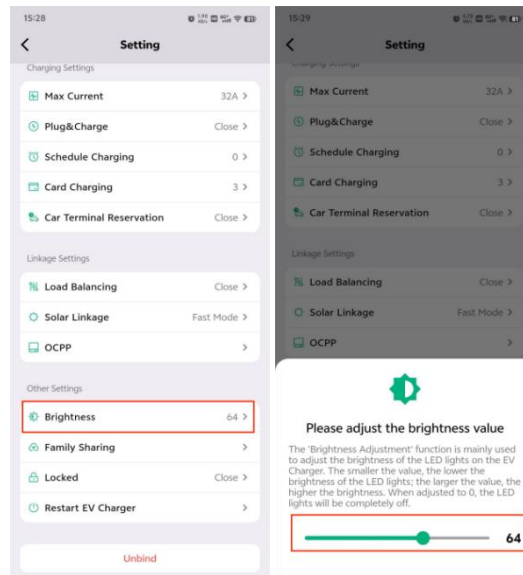
**Note:**

OCPP is optional, please confirm if this function is available to your EV charger.

## 8.4 Other setting

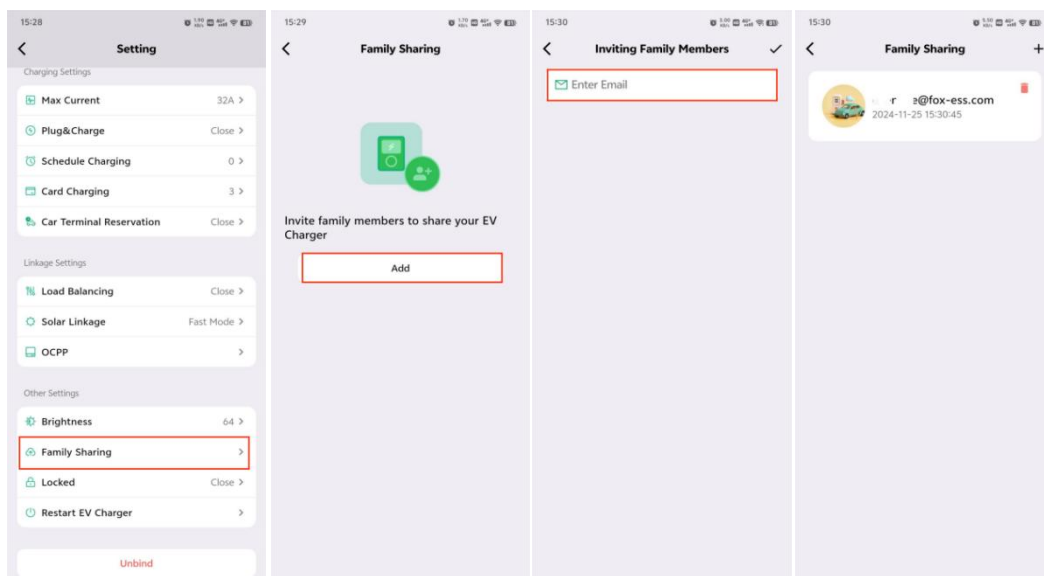
- LED brightness adjustment

Click “Brightness” to enter the LED Brightness Adjustment Setting Interface, in the LED Brightness Adjustment Setting Interface, you can slide left and right to adjust the brightness of EV Charger LED indicator. The smaller the value, the lower the brightness, the larger the value, the higher the brightness, the brightness adjustment range is 0-100.



- Family sharing

Click “Family Sharing” to enter the Family Sharing setting interface, click Add button in the Family Sharing setting interface, enter the name of the account you need to authorize in the pop-up Add page and click the Confirm icon in the upper-right corner to complete the addition, add the authorized sub-accounts to control EV Chargers under the account.

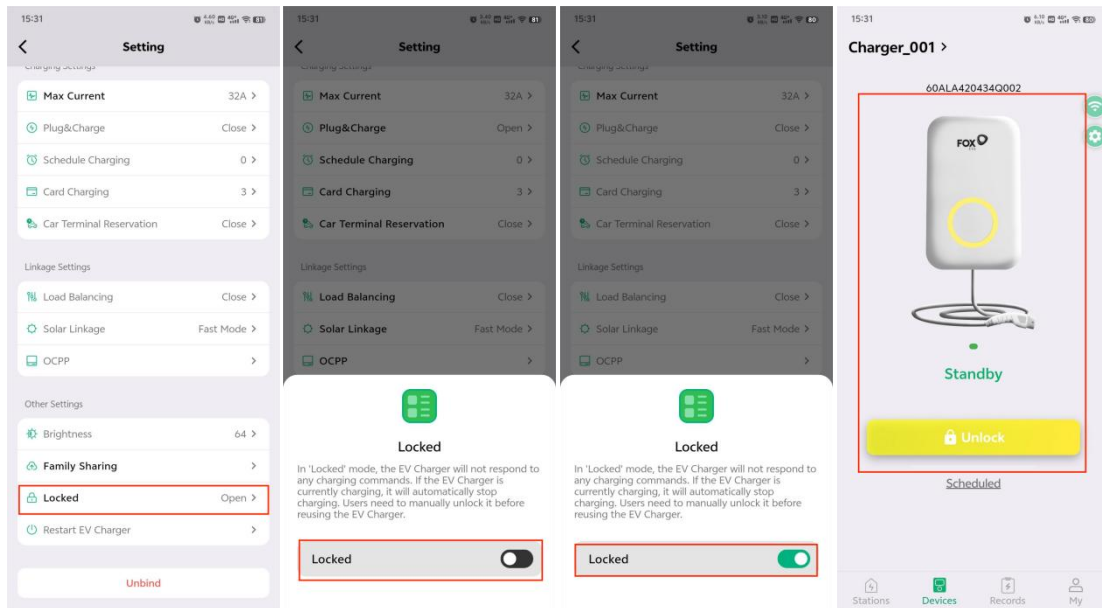


**Note:**

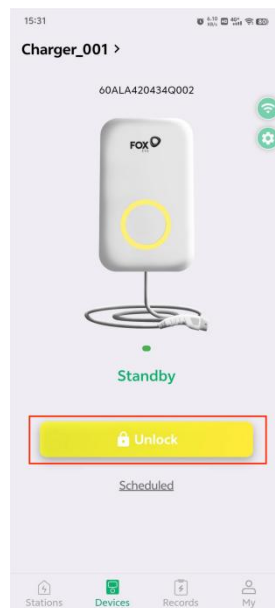
Authorized sub-account should be registered in FoxSwitch in advance, and each account can authorize up to 10 sub-accounts.

- Locked

Click “locked” to enter the device locked setting interface, turn on the locked switch and click confirm, the EV Charger will enter the locked mode, the EV Charger is not allowed to charge under the locked mode.

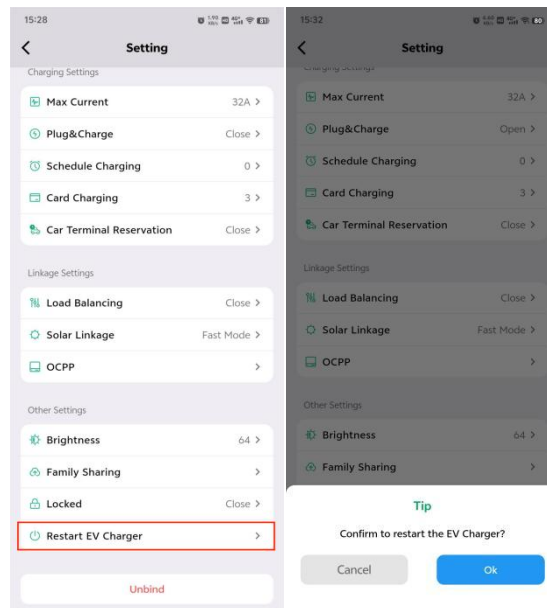


In the lock mode, you can unlock by clicking the unlock button in the EV Charger control interface.



- Restart EV Charger

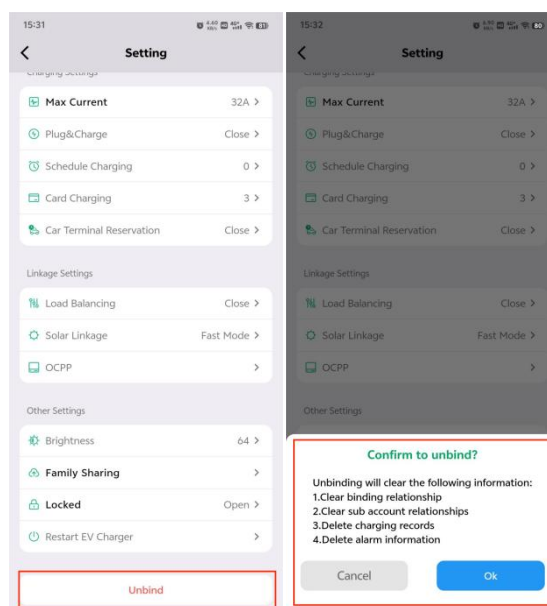
Click “Restart EV Charger”, and then click the Confirm button in the pop-up dialog box to perform the reboot operation of EV Charger.



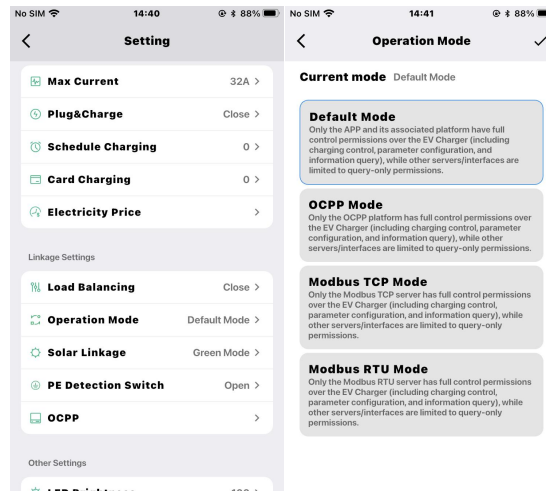
## 8.5 Unbind

- Device unbinding

Click the “Unbind” button, click the Confirm button in the pop-up interface to unbind the account from the EV Charger, the account will not be able to view and control the EV Charger after unbinding.



## 8.6 Operating Modes



Function / Interface	Default Mode	OCPP Mode	Modbus TCP Mode	Modbus RTU Mode
Bluetooth Access	Full access	Limited access*	Limited access**	Limited access**
Modbus TCP	Read-only	Read-only	Full access***	Read-only
Modbus RTU	Read-only	Read-only	Read-only	Full access***
OCPP Connection	Disabled	Enabled	Disabled	Disabled

**Note:**

Limited access (OCPP Mode): Supports information query, firmware upgrade, remote trigger, OCPP parameter configuration, and network settings modification

Limited access (Modbus Modes): Supports information query, firmware upgrade, remote trigger, and network settings modification

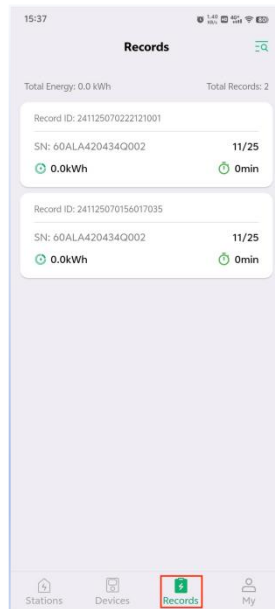
Full access: Includes read/write operations and device control

Read-only: Only data monitoring is allowed, no control operations

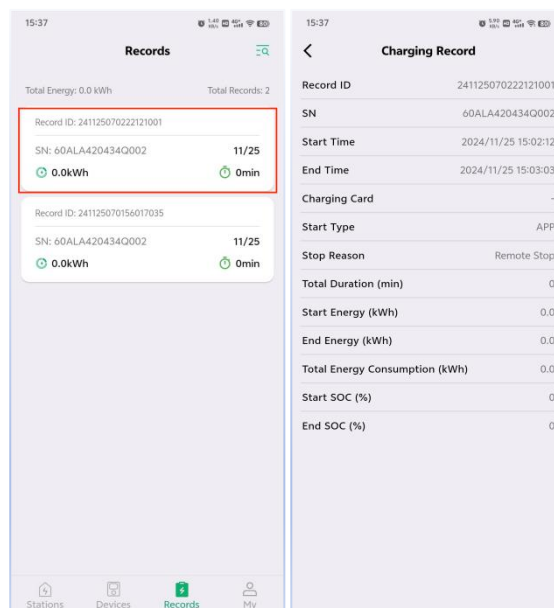
Disabled: Connection is not allowed

# 9Record

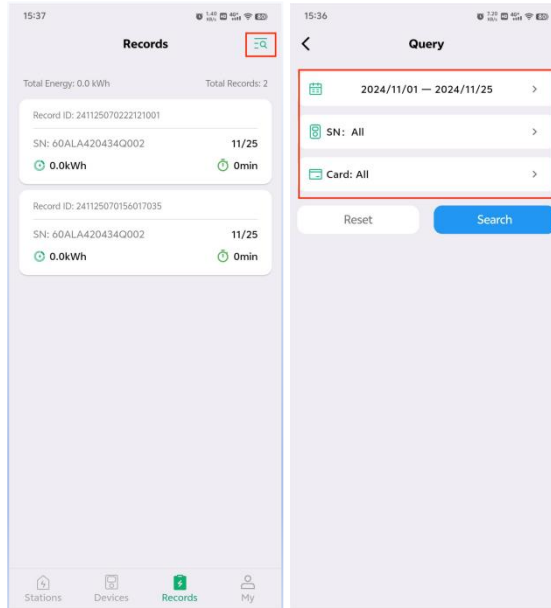
- Click on “record” to enter the charging record view interface.



- Click on a charge record to go to the Charge Record Details page to view the details of that record.



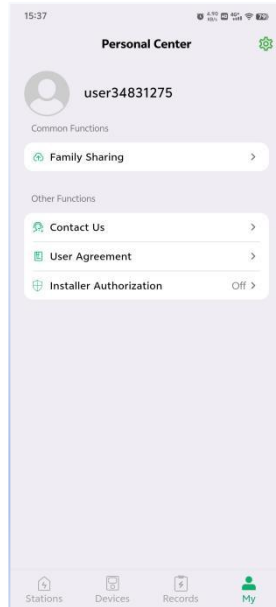
- Click on the charging record filter icon in the upper right corner to enter the charging record filtering page, in the filtering page according to the time, EV Charger SN, RFID card number for charging record search and filtering.



# 10 Personal center

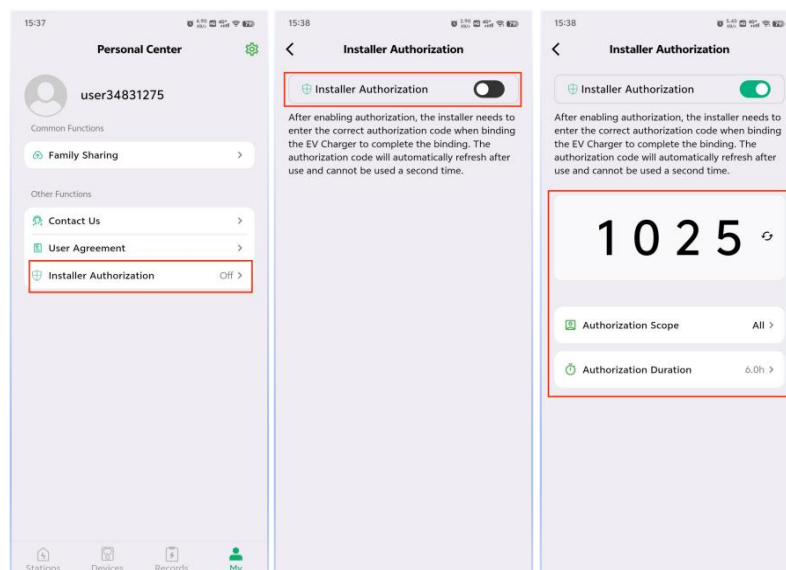
## 10.1 Personal center

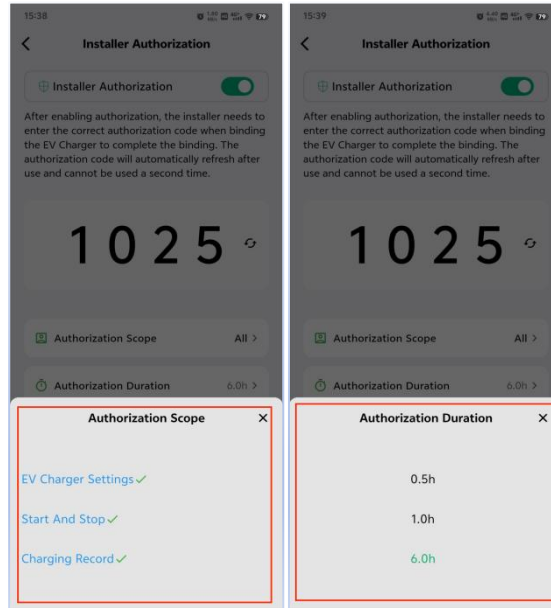
- Click “My” to enter the personal center interface, where you can view common information such as family account sharing and so on.



- Family Sharing refer to section Family Sharing Setup 7.4
- Installer Authorization

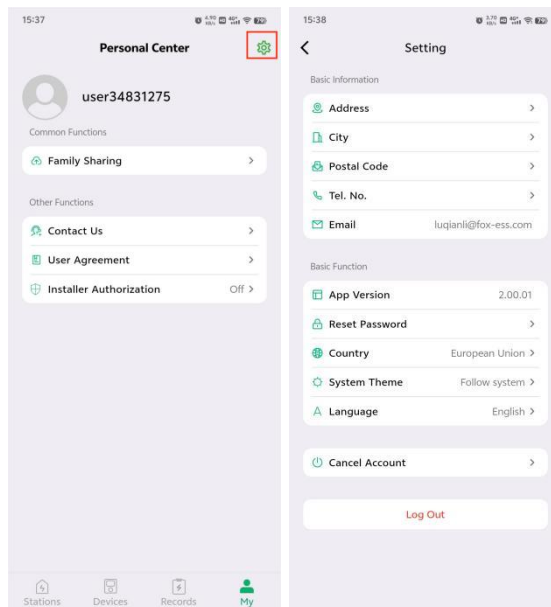
Click the Installer Authorization option to enter the installer authorization interface. On this interface, you can authorize the installer account to bind your EV Charger and customize the permissions and time given to the installer account.





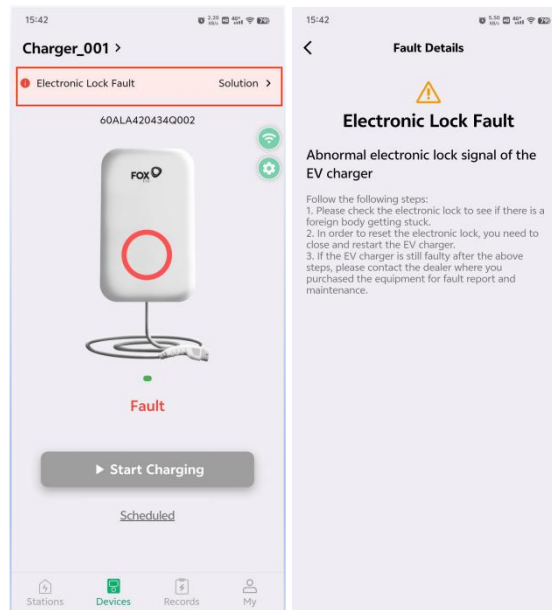
## 10.2 Personal center setting

- Click the setting button in the upper right corner of the Personal Center to enter the setting page, where you can reset your account password, switch the region of account registration, switch the theme of the App system, log out of your account, log out of login and so on.



# 11 Failure information query

- When EV Charger has a fault, a fault alarm will Appear in the EV Charger control interface, click on the fault message to enter the fault list page, click on the selected fault to view the fault details and processing measures.



# 12Appendix

## 12.1 Quality Guarantee

FOXESS CO., Ltd. (hereinafter referred to as "the Company") will, for products found to be faulty during the warranty period, repair the product free of charge or replace it with a new one.

### Supporting Documentation Required

When requesting warranty service, the customer must present the original purchase invoice indicating the date of purchase. Furthermore, the product's trademark must be clearly visible. The Company reserves the right to decline warranty coverage if these conditions are not met.

### Relevant Conditions

- Non-conforming products replaced under warranty shall be disposed of by the Company.
- The customer must allow the Company a reasonable period of time to complete repairs on faulty equipment.

### Warranty Exclusions

The Company reserves the right to decline warranty coverage under the following circumstances:

- The entire machine or specific components have exceeded the free warranty period.
- Damage incurred during transportation.
- Faults resulting from incorrect installation, modification, or use.
- Operation in environments that exceed the limits specified as harsh in this manual.
- Malfunctions or damage caused by installation, repair, alteration, or disassembly performed by service organizations or personnel not authorized by the Company.
- Use or installation outside the scope defined in the relevant international standards.
- Damage caused by abnormal natural disasters.
- Damage resulting from storage conditions that do not meet the requirements stated in the product documentation.
- Any losses arising from failure to adhere to the safety precautions outlined in this manual.

If a product failure is caused by any of the above circumstances and the customer still requests repair services, the Company's authorized service organization may, upon assessment, provide repair services subject to a charge.

### Other Provisions

The Company reserves the right to change product dimensions and parameters based on its latest documentation without prior notice.

## 12.2 Contact Us

If you have any questions about the product, please contact us:

- Fox ESS Headquarters: No.939, Jinhai Third Road, New Airport Industry Area, Longwan District, Wenzhou, Zhejiang, China.
- Wuxi R&D Center: No. 37 Huaqing Avenue, Wuxi Economic Development Zone (Intersection of Huaqing Avenue and Huayun Road)
- Wuhan R&D Center: 6th Floor, Block A, Tower T4, CHINA PROCUREMENT CENTER, No.789 Gaoxin Avenue, East Lake New Technology Development Zone, Wuhan City, Hubei Province, P.R. China
- Shanghai R&D Center: No.1255, Jinhai Road, Pudong New Area, Shanghai, China
- After-Sales Service Hotline: 400 1888 900
- Contact Telephone (Wenzhou): 0577-88159999
- Contact Telephone (Wuxi): 0510-68092998
- Contact Us: [info@fox-esscom](mailto:info@fox-esscom)
- Contact Us (EV Charger): [ev@fox-esscom](mailto:ev@fox-esscom)
- After-Sales Service: [service@fox-esscom](mailto:service@fox-esscom)