

User Guide



AC EV CHARGER

Smart Connected Charging for Home and Business
Type 2 Socket & Tethered Cable Models

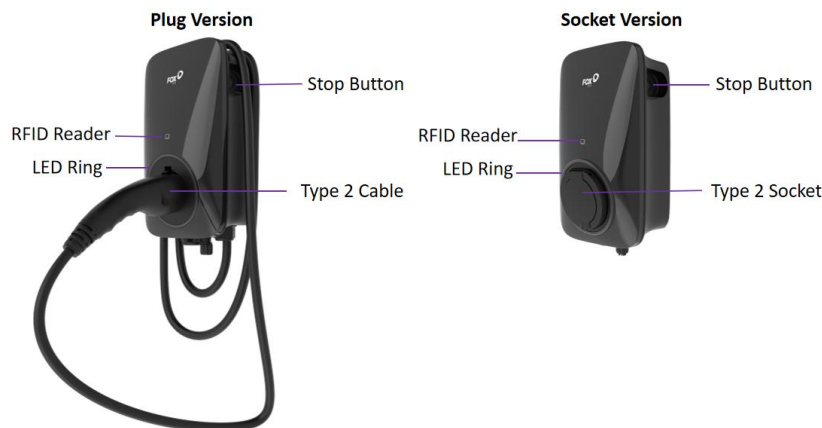
To prevent damage to the product caused by improper use, please carefully read this manual before operation.

1 Meet Your Charger

Before You Start

Once your charger has been installed and powered on by a qualified installer, it's ready to charge your vehicle. If this is your first FoxESS charger, you'll want to download the FoxSwitch app and create an account so you can unlock smart features like remote charging, scheduling, charging history, and firmware updates — all from your phone.

For safety information, refer to the Installation Guide.



2 Get Started

Step 1 – Download the Mobile App

FoxESS offers two apps, depending on how your charger is set up — choose the one that matches your system.

- **FoxSwitch** – for standalone EV chargers. Use this to control and monitor your charger remotely.
- **FoxCloud 2.0** – for chargers integrated with a FoxESS solar and energy storage system. Use this to manage charging and energy devices together, in one place.

Scan the QR code below, or search in the App Store or Google Play.



FoxSwitch



FoxCloud 2.0

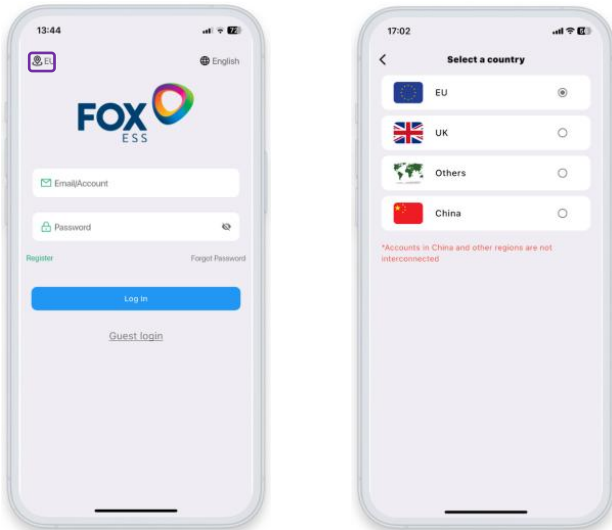
Note:

This guide walks you through FoxSwitch. If your charger is part of a solar and storage setup, see the FoxCloud User Guide instead.

Step 2 – Create an Account

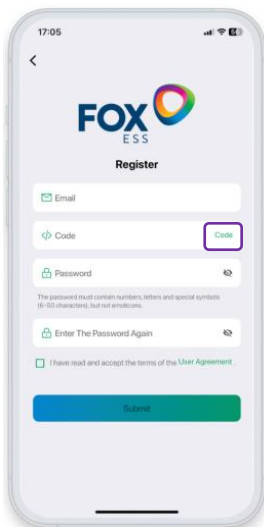
The first time you open FoxSwitch, you'll have the chance to create your account — it only takes a minute.

1. Open the app and select your country or region.



2. Enter your email address, then tap Get Code.
3. Check your inbox and enter the verification code in the app.
4. Create a password, confirm it, accept the User Agreement, and tap Register.

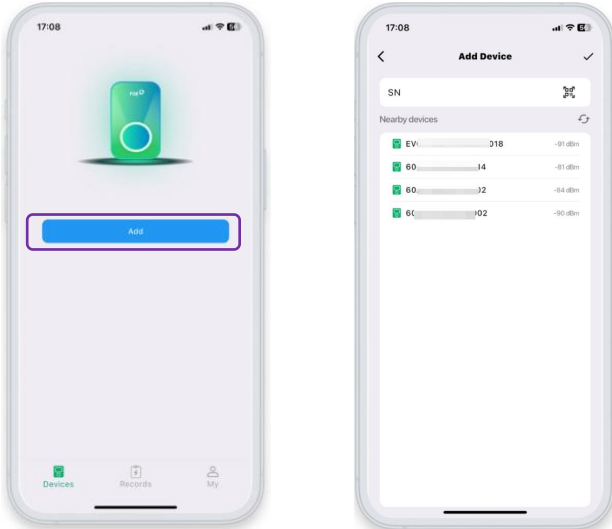
You'll be signed in automatically and taken straight to charger setup.



Step 3 – Add Your Charger

Once you're signed in, add your charger to your account so FoxSwitch can start managing it for you.

1. On the home screen, tap Add. If prompted, allow Bluetooth access so FoxSwitch can scan for nearby chargers.



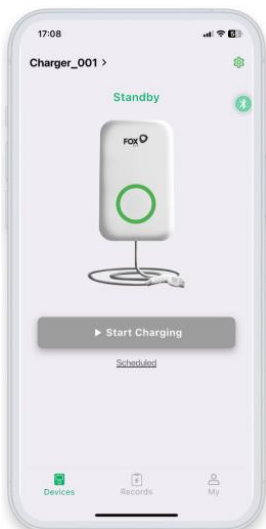
2. Choose how you'd like to add your charger:

- ① **Auto Scan** – Select your charger from the list of nearby devices.
- ② **QR Code** – Scan the code on the side of the charger (you may need to allow camera access).
- ③ **Manual Entry** – Enter the charger's serial number (SN).

You can find the SN on the product label on the side of the charger.



3. Once added, your charger will appear in your device list, ready to connect.



Step 4 – Connect via Bluetooth

After you've added your charger to your FoxSwitch account, you're ready to connect to it for the first time with your mobile device.

1. Make sure Bluetooth and Location Services are enabled on your phone, and allow the app to access them.
2. If Bluetooth is enabled, your charger will connect automatically — no need to pair it manually. The app opens straight to your charger's control screen.



3. If the connection doesn't happen automatically, just tap Connect to try again.



4. Once connected, the Bluetooth icon will light up in the app.

Note:

Give the charger about 2 minutes after power-on before pairing, and stay within 2 m (6 ft) with a clear line of sight for the most reliable connection.

Charging more than one unit? Tap the charger name in the upper-left corner to switch between them.

3 Connect to the Internet

Your charger supports Wi-Fi, Ethernet (LAN), and optional 4G cellular connectivity, depending on your product model and installation. This section walks you through connecting to Wi-Fi using the FoxSwitch app.

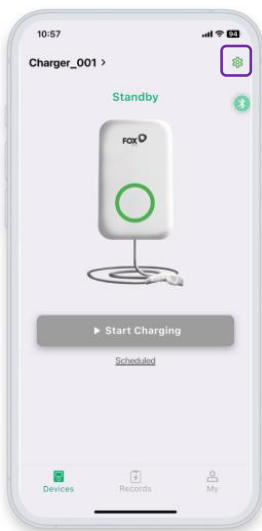
Note:

Don't worry — your charger can still charge your vehicle without a network connection. A network connection simply enables remote management features. Wi-Fi, Ethernet (LAN), and optional 4G cellular all provide the same remote management functions. Ethernet (LAN) and 4G cellular are normally set up by your installer, so you don't need to do anything.

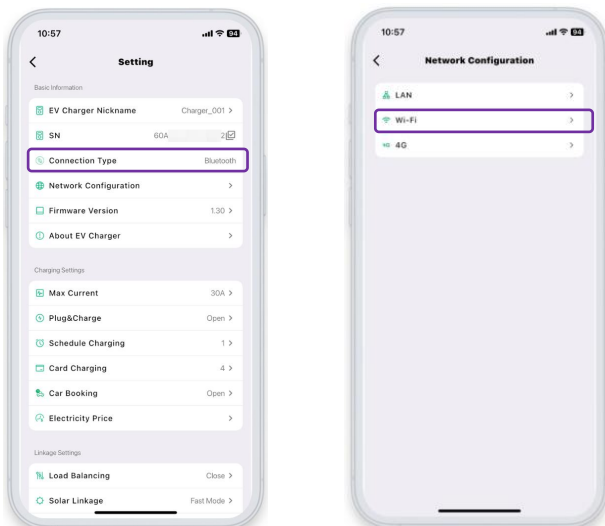
Connect to Wi-Fi

Before setting up or changing your Wi-Fi connection, make sure your charger is already connected to the FoxSwitch app via Bluetooth.

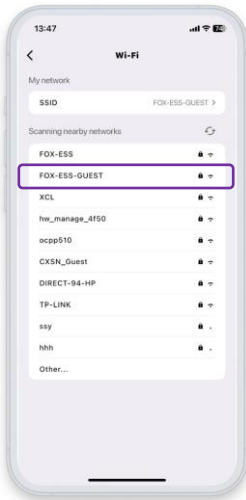
1. On the device control screen, tap the gear icon in the upper-right corner to open Settings.



2. Tap Network Configuration, then Wi-Fi.



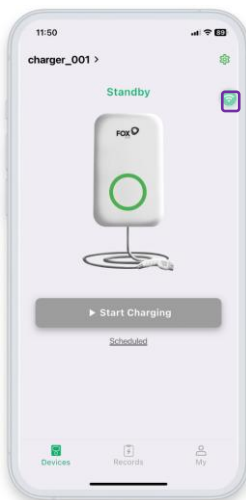
3. Select your Wi-Fi network from the list. Don't see it? Just enter your network name (SSID) manually.



4. Enter your Wi-Fi password and tap Confirm.



5. Give it a moment, then check that the Wi-Fi icon lights up in the app — this confirms your charger is connected to the network.

**Note:**

This charger connects to 2.4 GHz Wi-Fi only — 5 GHz networks aren't supported, so double-check which band your router is broadcasting if the network doesn't appear.

4 Charge Your Vehicle

Charging Modes

Every driver charges a little differently — some want full control over every session, some just want to plug in and walk away, and some need to keep the charger locked down when it's not in use. Your charger supports three modes to match, and you can switch between them any time in FoxSwitch as your routine changes.

Mode	How it works	Typical use
Controlled (Default)	Start charging from the FoxSwitch app or with an authorised RFID card.	Recommended for most users
Plug & Charge	Charging starts automatically as soon as the connector is plugged in.	Convenient for home charging
Locked	Charging is disabled until unlocked. Returns to the previous mode once unlocked.	Prevents unauthorised use

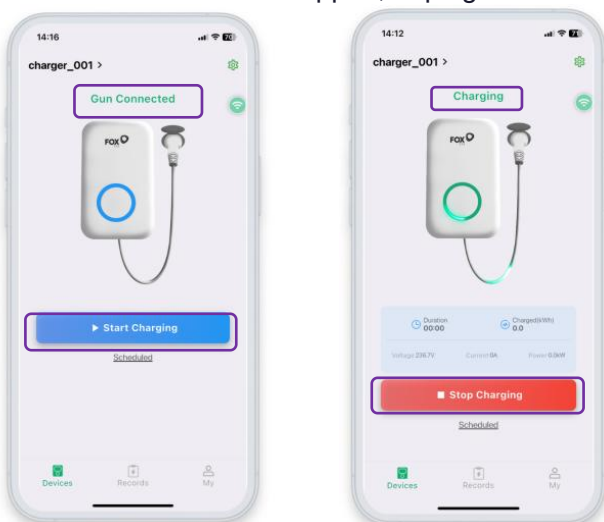
Note:

- By default, the charger operates in **Controlled** mode. You can enable **Plug & Charge** or **Locked** mode in FoxSwitch under **Settings > Charging Settings**. Turning off **Plug & Charge** returns the charger to **Controlled** mode.
- Plug & Charge here refers only to automatic charging start, and is unrelated to ISO 15118 Plug & Charge authentication.

Charge Your Vehicle

Charging your vehicle takes just a few seconds. The exact steps depend on the current charging mode.

1. Insert the connector fully into the vehicle.
2. **Start charging:**
Tap **Start Charging** in FoxSwitch or swipe an authorised RFID card.
If Plug & Charge is enabled, charging starts automatically after you connect the vehicle.
3. Check the app or the LED ring to confirm that charging is in progress.
4. When you're ready to stop, tap **Stop Charging** in FoxSwitch, swipe an authorised RFID card, or press the Stop button on the charger itself.
5. Once the session has stopped, unplug the connector.



Note:

For the complete FoxSwitch App User Manual and other detailed guides, see the QR code in **Troubleshooting & Support**.

5 Status LED

You can tell what your charger is doing just by glancing at the LED ring — no need to open the app. Use the table below any time an LED pattern doesn't look familiar.

LED Status	Meaning	What to do
Breathing Green	The charger is powered on and ready for charging.	Plug the connector into your vehicle.
Solid Blue	Vehicle connected, waiting to start charging.	Start charging using the app or an authorised RFID card.
Flowing Blue	Charging is in progress.	No action needed.
Breathing Blue	Charging has been temporarily paused by your vehicle or the load management system.	No action needed. Charging resumes automatically once conditions allow.
Solid Green	Charging is complete.	Unplug the connector or start another charging session.
Solid Yellow	Locked mode is enabled.	Unlock the charger in the app.
Solid Red	A fault has been detected on the vehicle, the grid, or the charger.	See “Troubleshooting & Support” for next steps.

6 Troubleshooting & Support

Running into an issue? Most common problems can be solved in a minute or two using the steps below — no need to call support first.

Common Issues

Common Issue	What to do
Charger appears offline in the FoxSwitch app	● Check that your home network is available. ● Restart the charger. ● If it's still offline, reconnect it to Wi-Fi in the FoxSwitch app.
Charging does not start	● Check your vehicle's charging schedule — if a schedule is set, it won't start charging until the scheduled time arrives. Some vehicles also require the doors to be locked before they'll accept a charge. ● Make sure the connector is fully inserted into the vehicle. ● In Controlled mode, start charging in the FoxSwitch app or swipe an authorised RFID card.
Unable to connect via Bluetooth	● Enable Bluetooth and Location Services on your phone. ● Stay within 2 m (6 ft) of the charger. ● Wait at least 2 minutes after powering on the charger before pairing.
Status LED is solid red	● Open the FoxSwitch app to view the fault details — it will show the specific issue and the recommended steps to resolve it. ● If the issue persists, restart the charger. ● If the red LED remains on, contact customer support.
Charger is locked	● Unlock the charger by tapping the Unlock button on the main screen, or by going to Settings and turning Locked off. ● If the charger is offline, reconnect via Bluetooth first, then follow the instructions above.

Need More Help?

Still need help? Contact our support team.

- Website: www.fox-ess.com
- EV Charger Support: ev@fox-ess.com

Scan the QR code on the last page for the latest product documentation and additional support resources.



Cybersecurity Vulnerability Disclosure

FoxESS is committed to maintaining the cybersecurity of its products. If you discover or suspect a cybersecurity vulnerability affecting this EV charger, please submit a detailed report through the FoxESS Support Portal:

[security@fox-ess.com]

Please include the product model, serial number, firmware version, a description of the issue, steps to reproduce it, and any relevant screenshots, logs, or supporting evidence.

FoxESS will assess the report and provide an initial response within 7 working days. If the vulnerability is confirmed, FoxESS will provide a remediation plan within 30 working days. Once the solution is confirmed, FoxESS will implement the corrective action and verification within 30 working days.

Cybersecurity support is provided in accordance with the applicable product support policy. Product warranty terms are subject to the warranty documentation supplied with the product and may vary by region.