

Webasto Charge Connect App User Manual

Webasto Charging Systems

21 March 2023

Webasto ChargeConnect App (WCC) User Manual

WCC Account

- Downloading the App
- Registering your User Account
- Logging in to the App
- Resetting your Password
- Changing your Password
- Deleting your User Account
- Logging out from User Account

App Dashboard

- Dashboard Home Screen
- Navigation Menu
- Notifications
- Charging Consumption
- Quick Selection Features

Charging Station Administration

- Claiming a Charging Station
- Managing Charging Stations
- Sharing a Charging Station
- Configuring Charging Stations
- Firmware updates
- Restarting a Charging Station
- Removing a Charging Station from Account

Charging Sessions

- Scan & Charge
- 1-Click Remote Start
- Active Charging Session
- Charging History
- Exporting Charging Data
- Vehicle Driver Logbook

Group Management

- Creating a Group
- Creating Multiple Groups
- Inviting a Member to a Group
- Deleting a Member from a Group
- Accepting a Group Invitation
- Adding a Charging Station to a Group
- Defining a Charging Costs for a Group
- Booking a Charging Station

Authorization Tags

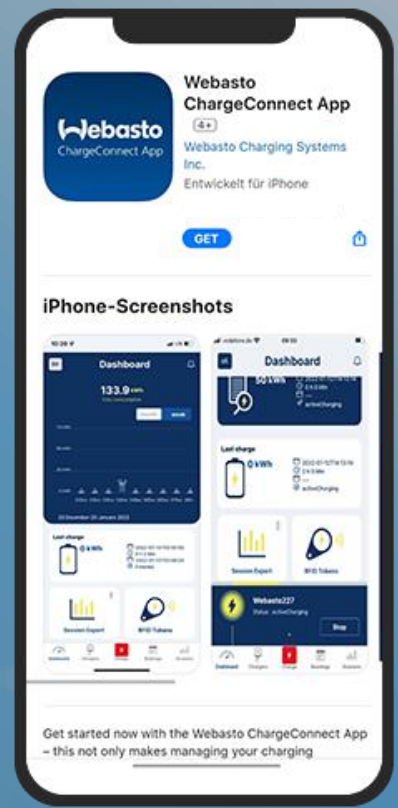
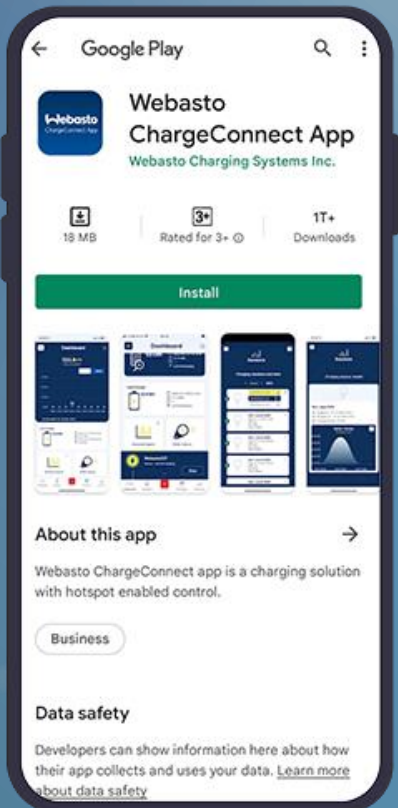
- Adding a Physical RFID Card
- Adding a Virtual Authorization ID
- Selecting a Virtual Authorization Tag

WCC Account



WCC Account

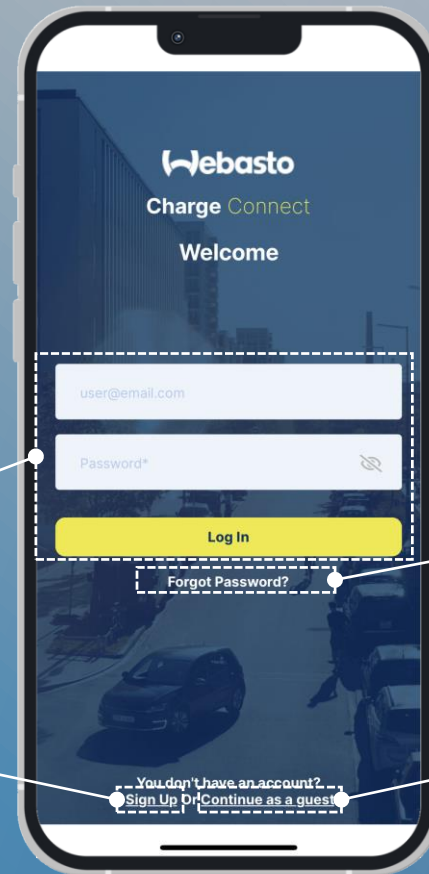
Downloading the WCC App



Scan the appropriate QR code above, or follow these steps:

1. Open the **Google Play Store** or the **Apple App Store**.
2. Search for **Webasto ChargeConnect App**.
3. Select the App and download it to your smartphone.
4. Then open the App and start the setup.

WCC Account Login Screen



Log in to the App with an existing User Account here.

Create a new User Account here.

Reset your Password here, if you have forgotten your existing Password.

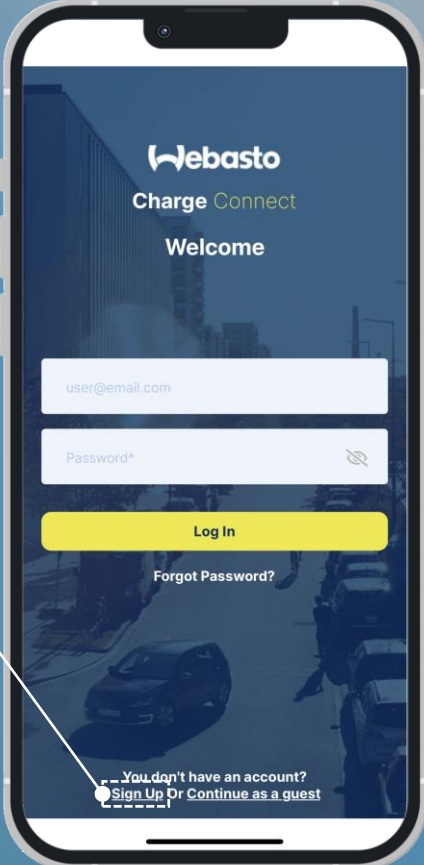
Log in as Guest here (*when sharing a charging station temporarily*).

WCC Account

Registering your User Account

! Account registration is free of charge.

Select **Sign Up** to create a new User Account.



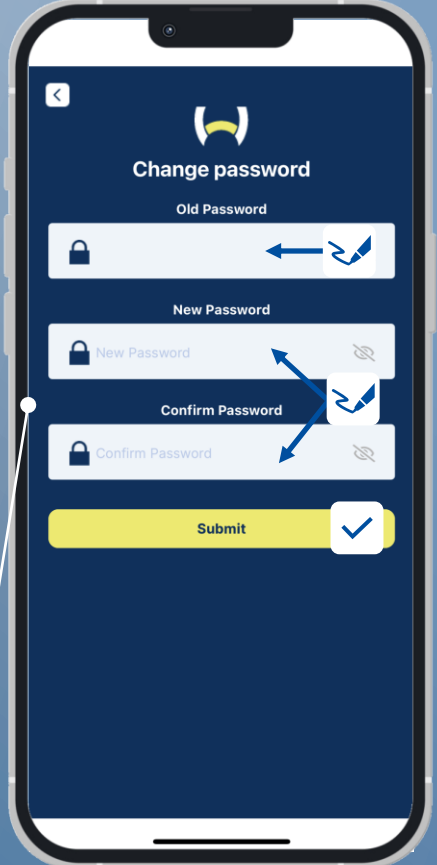
Enter your user data:

- First name
- Last name
- Email address

Select the tick box to agree to the Terms & Conditions, and the Privacy Policy.

Select **Sign Up** to confirm the User Account creation.

Enter the initial Password (sent to you by email) and then enter a new Password.

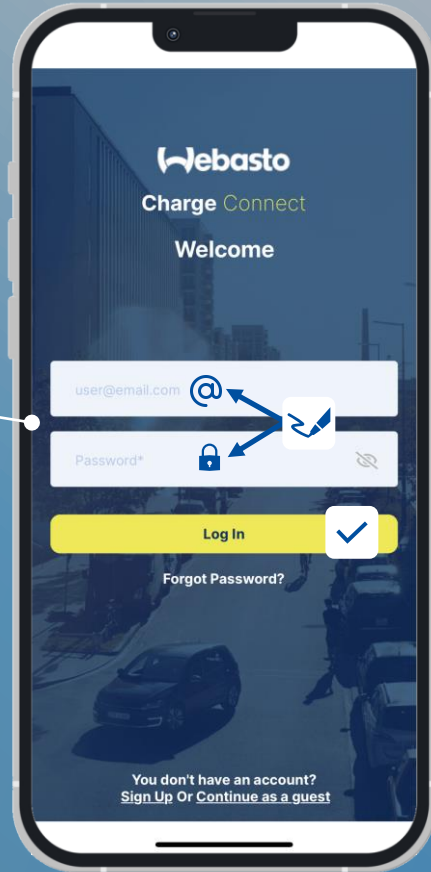


WCC Account

Logging in to the App

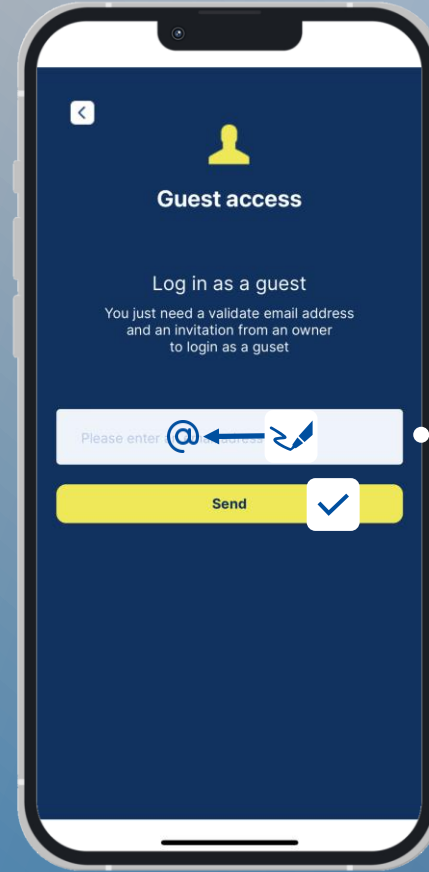
Logging in with your User Account

Enter the email address of the User Account and the password.



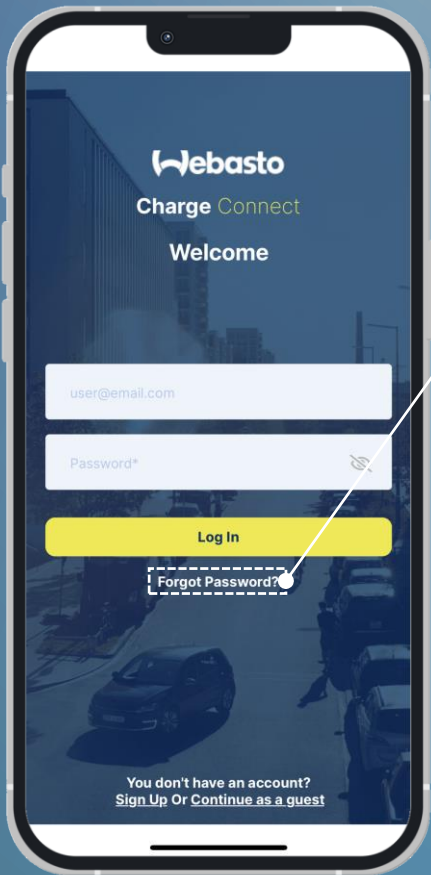
Logging in as a Guest user

After the owner of a charging station has temporarily shared their charging station, they will receive an email. You must have the sender's email address, and enter it here, to log in as a Guest user.



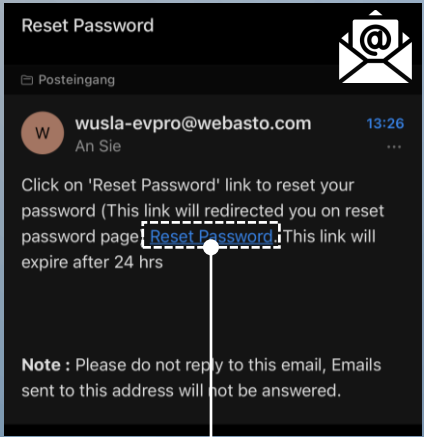
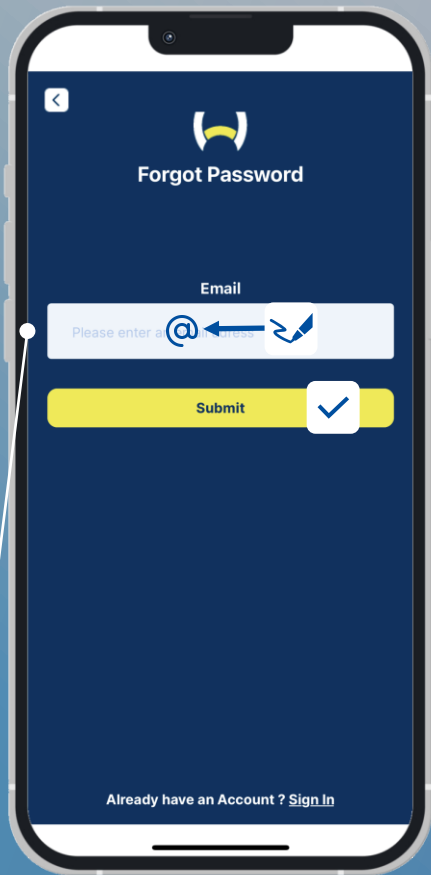
WCC Account

Resetting your Password



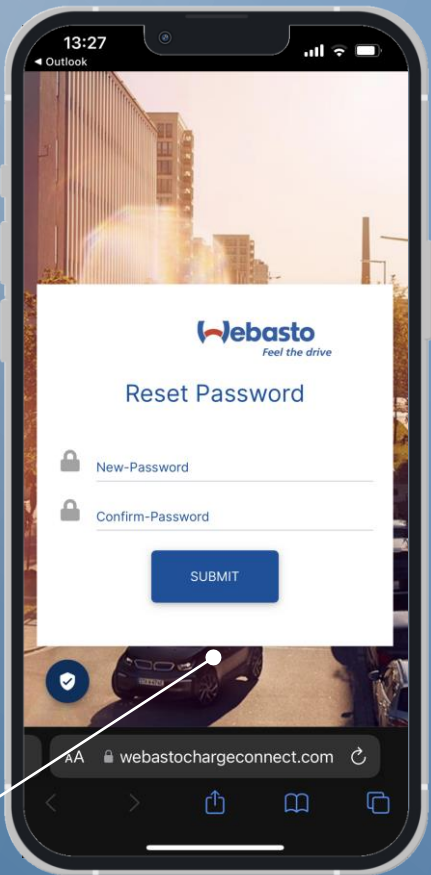
Select **Forgot Password** on the start screen.

Enter the email address of the User Account, and then select **Submit** to confirm.



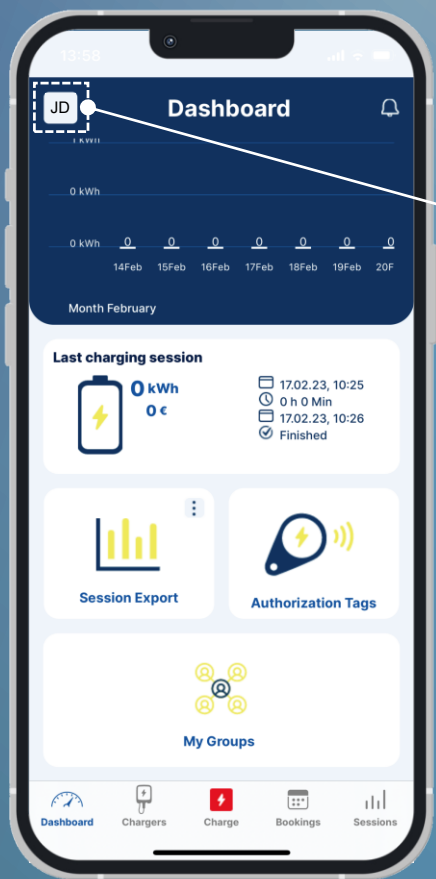
The request is sent to the email address entered before. In the email the password reset can be performed.

Enter new password twice and confirm.

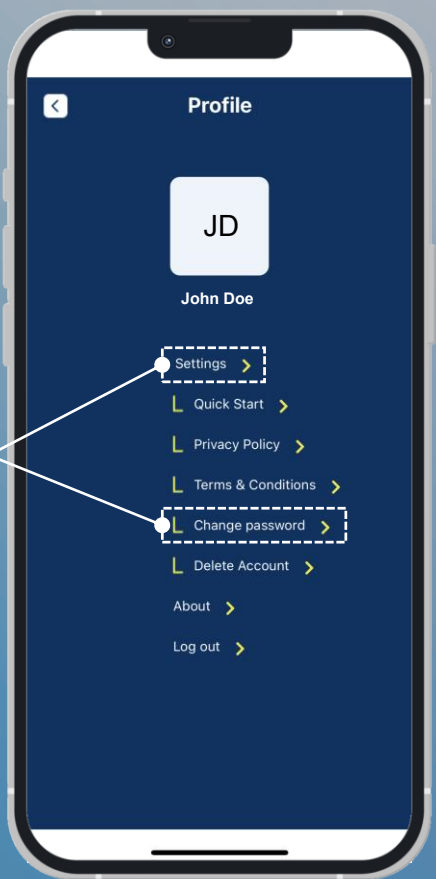


WCC Account

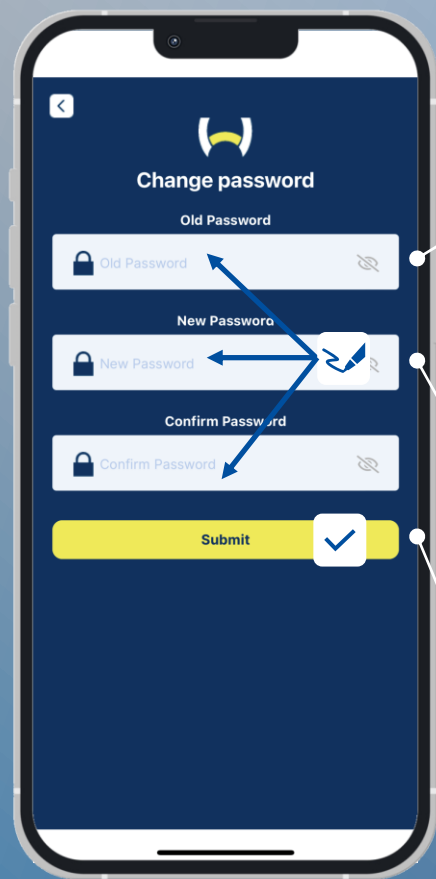
Changing your Password



Select your name initials to open your User Account profile.



Select **Settings** and then select **Change password**.



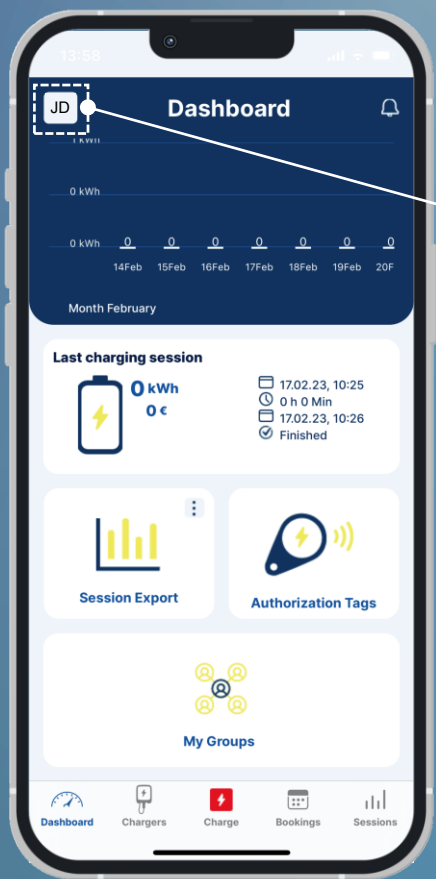
Enter your current password for security purposes.

Enter your new password
Confirm your new password to make sure you are entering the new password correctly.

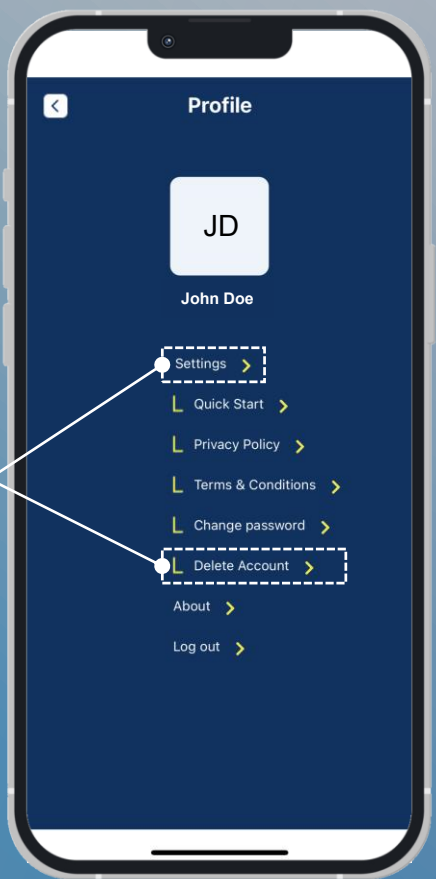
Select **Submit** to apply the password change.

WCC Account

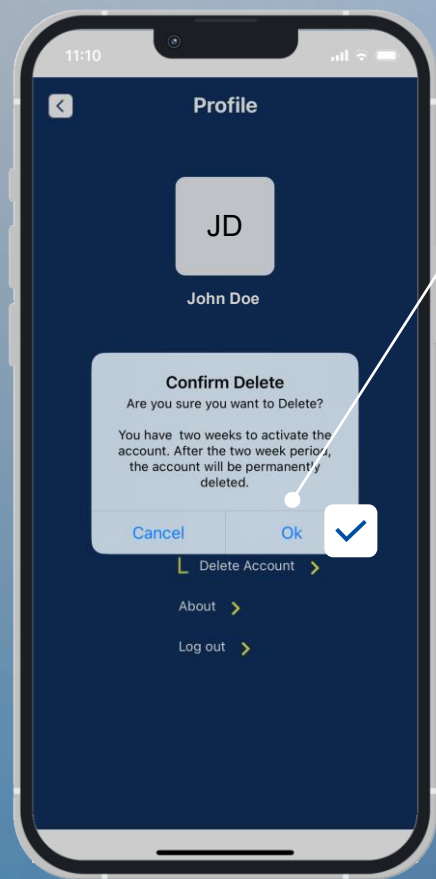
Deleting your User Account




Select your name initials to open your User Account profile.



Select **Settings** and then select the **Delete Account** option.

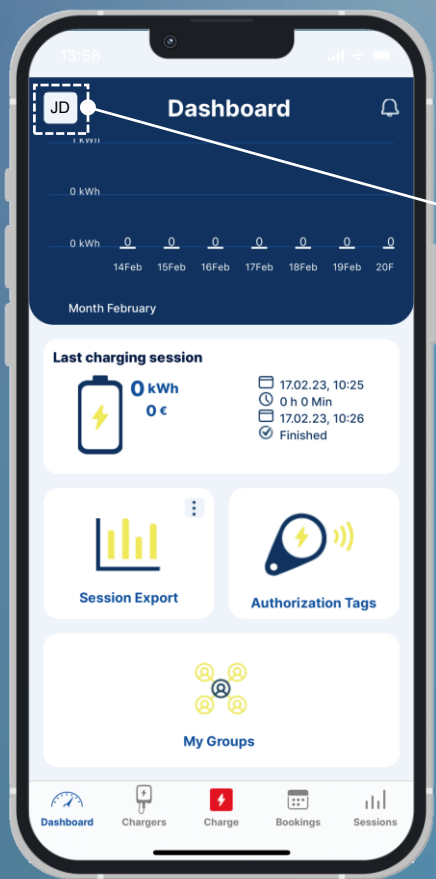


To delete your account, you must select **Ok** in the **Confirm Delete** screen.

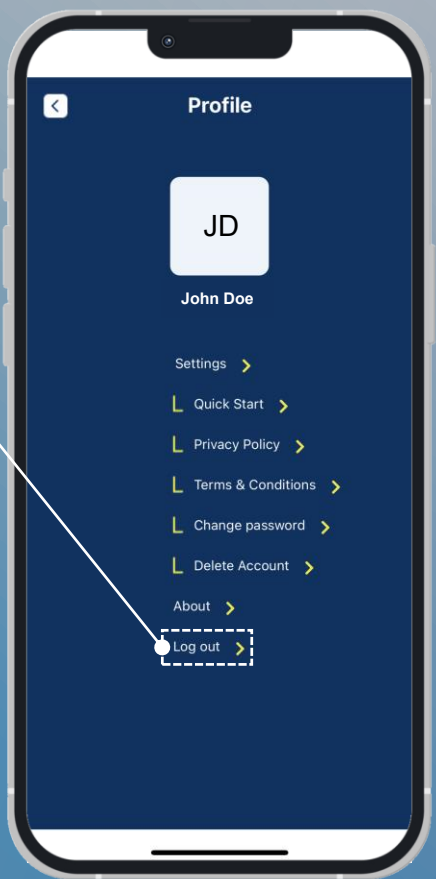
 To reactivate the user account, log in again within 14 days, entering email address and password.

WCC Account

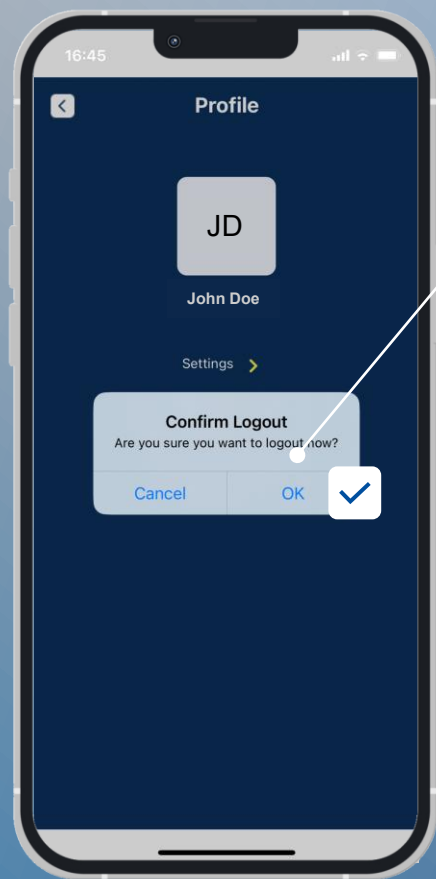
Logging out from your User Account



Select your name initials to open your User Account profile.



Select the Log out option.



To log out of your user account, you must select **Ok** in the **Confirm Logout** screen.

App Dashboard



App Dashboard

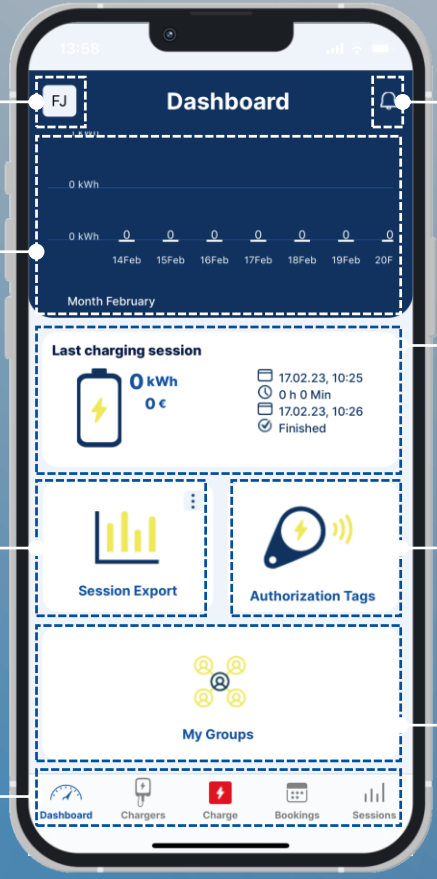
Dashboard Home Screen

User Account area

Overview of **charged energy** over a period of 30 days or 7 days.

Feature to **export** all charging data.

Navigation menu listing all major functions.



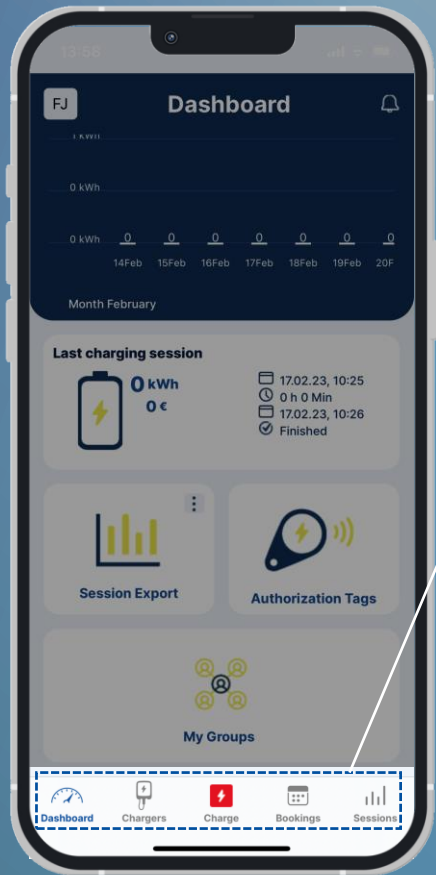
Bell indicating new **notifications**.

Overview of the **most recent charging session**.

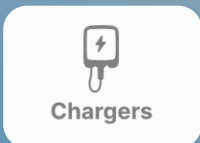
Feature to create and manage physical or virtual **authorization tags**

Feature to create and manage **groups**.

App Dashboard Navigation Menu



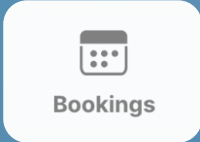
Select **Dashboard** from the Navigation Menu to view current charging data at any time, giving access to 'Group Management', 'Authorization Tags', and 'Export' feature, and displaying important notifications.



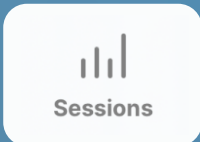
The **Chargers** option from the Navigation Menu enables owners to add your charging station(s) to their account. Invited users can see their shared charging stations. Users can mark their preferred charging stations as favourites.



To start a charging process, you must select the **Charge** option from the Navigation Menu. You can then either start the charging process via **QR code scanning** or start your favorite charging stations using the **1-Click Remote Start** option.



The **Bookings** option in the Navigation Menu enables you to reserve usage rights to a charging station at a selected time. This option is only available for groups which have this function activated.



The **Sessions** option in the Navigation Menu enables you to view recordings of any charging session.

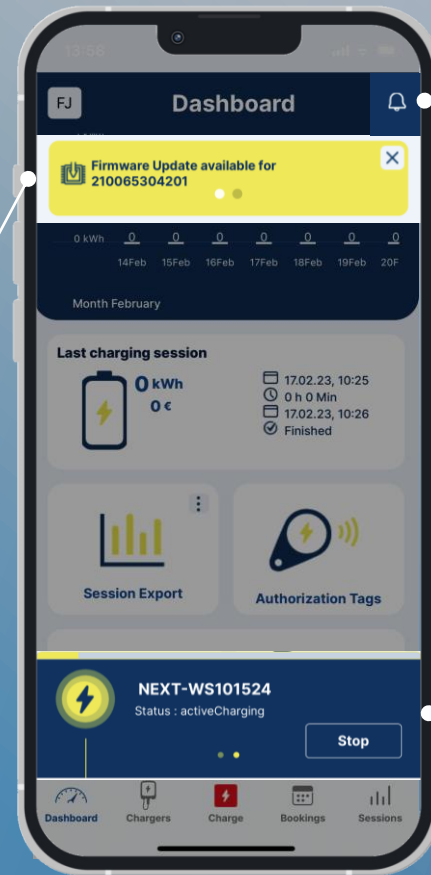
App Dashboard Notifications



Webasto charging stations regularly receive firmware updates.

As soon as a new firmware version becomes available, this information is displayed on the WCC App Dashboard.

You can then install the firmware update over the air (OTA) via the App.

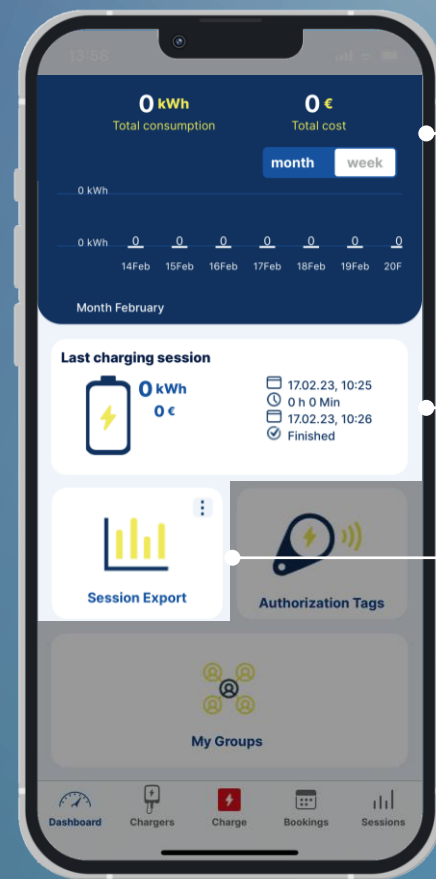


Bell indicating new **notifications**.
When important news becomes available, this will be announced using the bell icon.

The Dashboard shows an active charging session in a separate bar with details.

App Dashboard

Charging Consumption



The consumption chart shows the kWh charged over a selected period. This can be shown over the past 30 days (month) or over the past 7 days (week). The accumulated total consumption, including the total costs, is also displayed for the selected period.

Last charging session displays the charged kWh over the most recent session. The costs are also calculated if you define a tariff for the group. You can also view the exact session start and end times. To view further details of the last charging session, select the *Sessions* option from the Navigation Menu, and then select the corresponding charging session.

Every charging session is recorded and stored in the database. You can use the Session Export feature to download charging data. Supported file formats for export: **PDF**, **XLS**, and **CSV**. Selected files are sent to the user's email address.

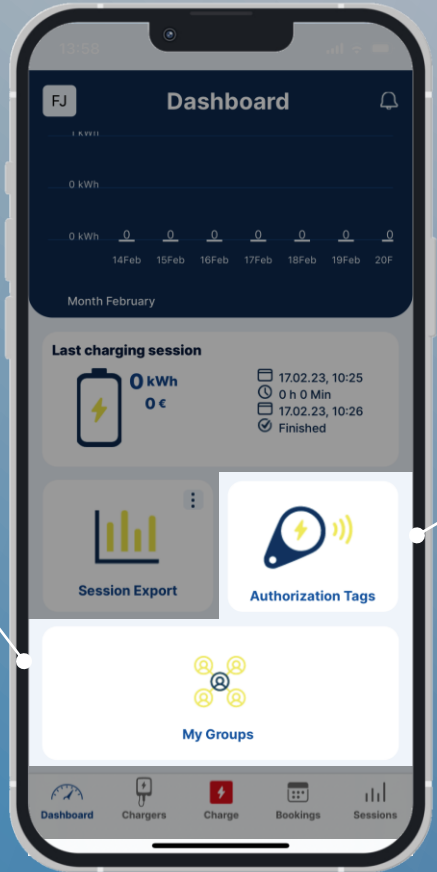


App Dashboard

Quick Selection Features

The **My Groups** option enables you to:

- create your own group.
- add/remove charging stations to/from groups.
- invite members to a group.
- define a charging tariff for a group.
- view all shared groups.



The **Authorization Tags** option enables you to:

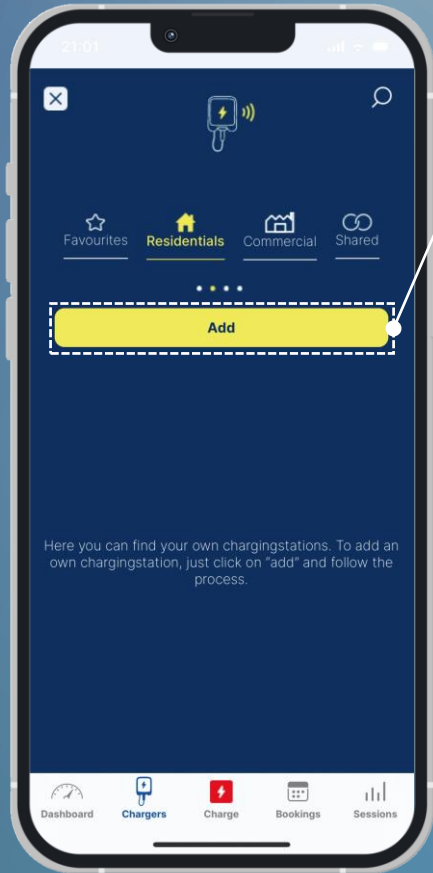
- add a **physical** RFID tag, or
- create a **virtual** authorization tag.

Charging Station Administration



Charging Station Administration

Claim a Charging Station

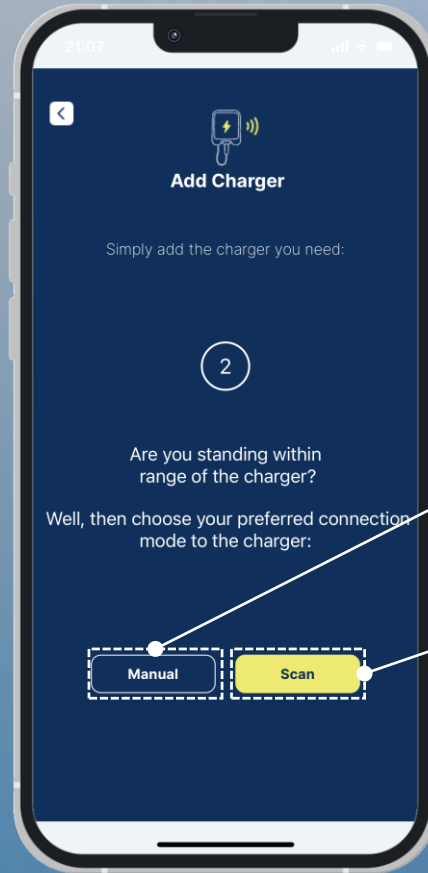
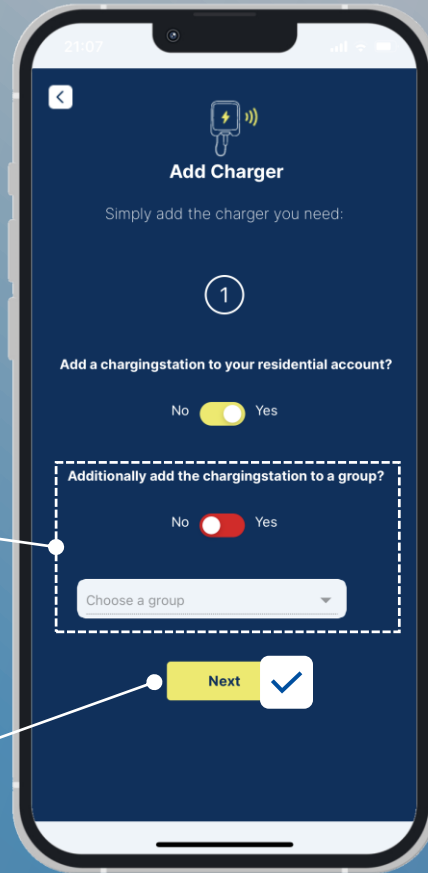


Select the **Chargers** function from the Navigation Menu.

Next, select the **Add** button in the Residential tab.

Optionally, the charging station can be added directly to an existing group.

Select **Next** button to continue.



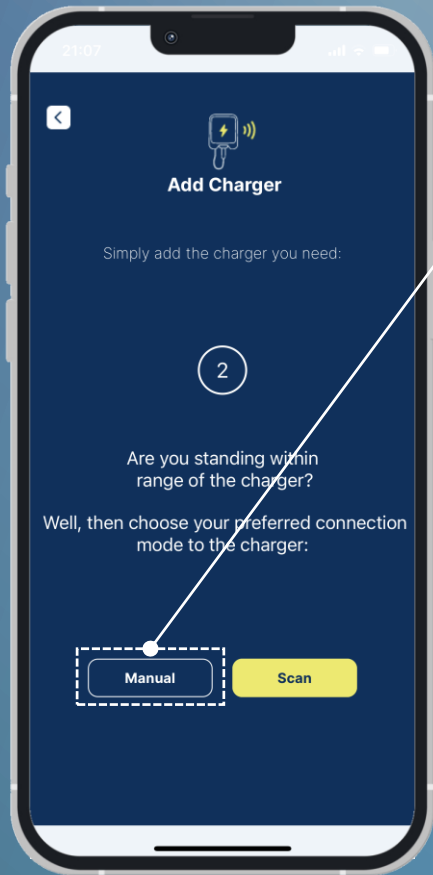
! Because the app connects to the charging station's hotspot, you need to be close to the charging station.

You can add the charging station in the following ways:

- **Manual:** by entering the credentials from your user manual.
- **Scan:** by scanning the QR code in your user manual.

Charging Station Administration

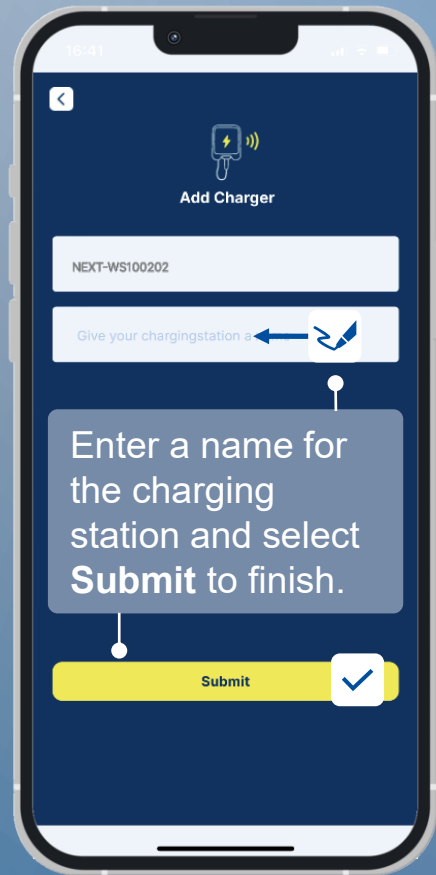
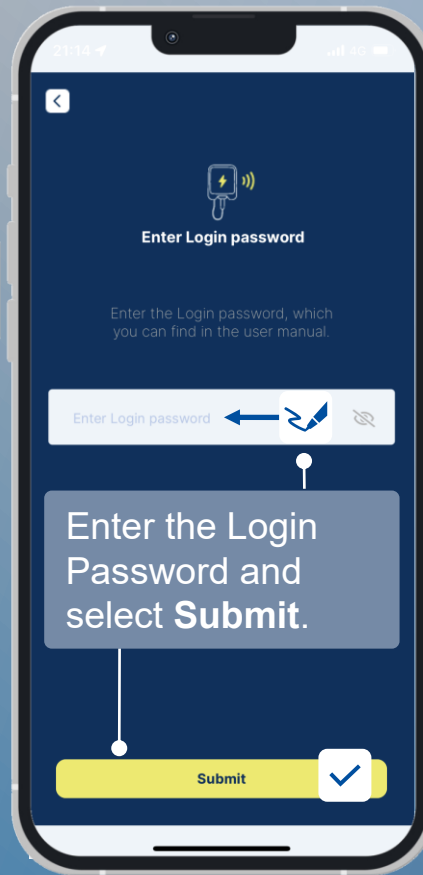
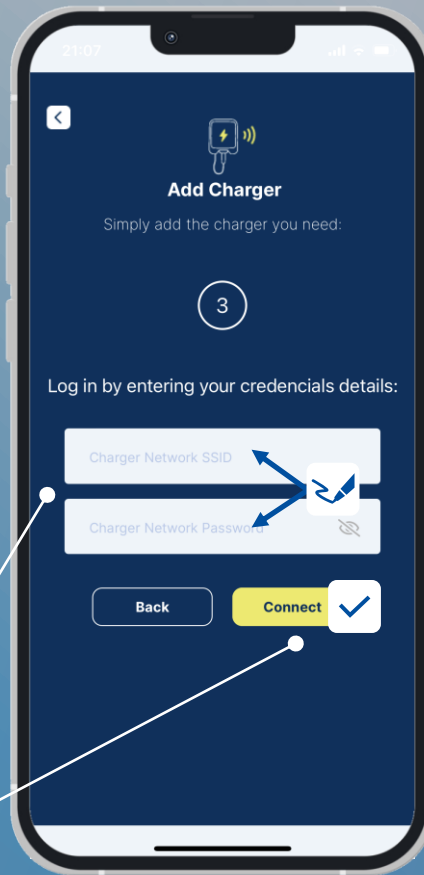
Claim a Charging Station: Manual



Select **Manual** from the **Add Charger** screen, if you want to add the charging station by entering the credentials from your user manual.

Enter the **Charger Network SSID**. Then enter the **Charger Network Password**

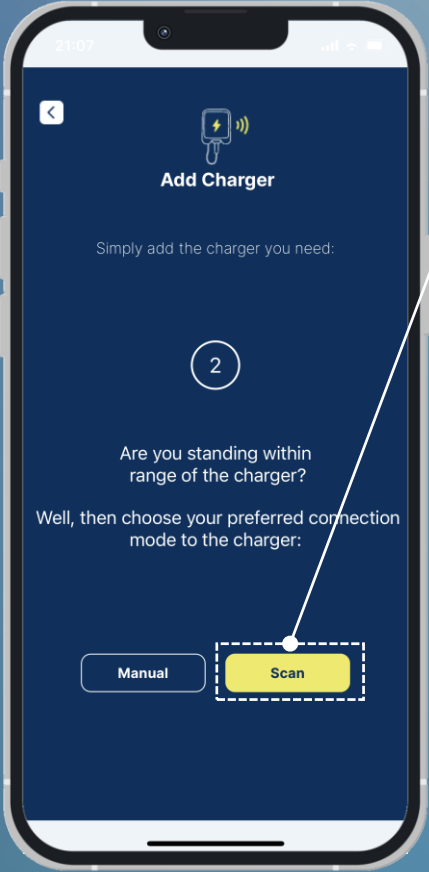
Select **Connect** button to continue.



Enter a name for the charging station and select **Submit** to finish.

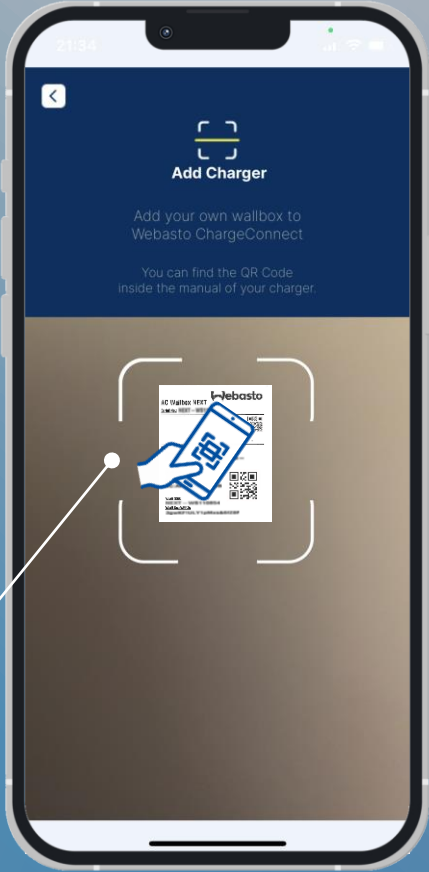
Charging Station Administration

Claim a Charging Station: Scan



Select **Scan** from the **Add Charger** screen, if you want to add the charging station by scanning the QR code from your user manual.

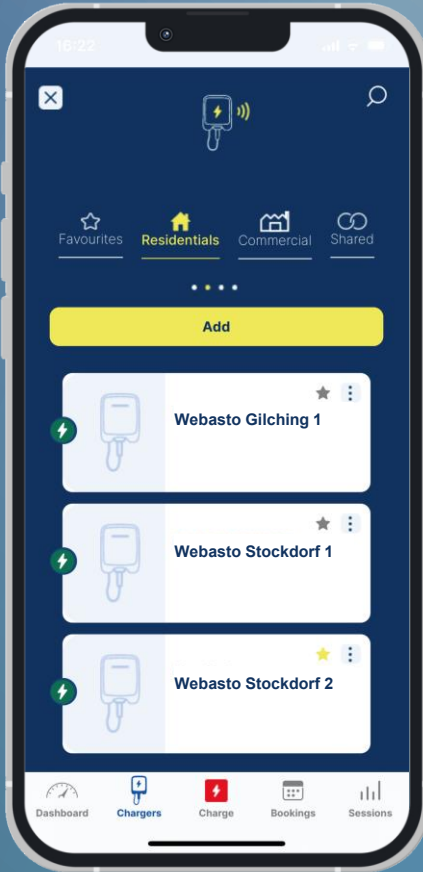
The QR scanning window opens. Using the App to scan the QR code.



Enter a name for the charging station and select **Submit** to finish.

Charging Station Administration

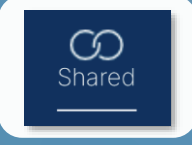
Managing Charging Stations



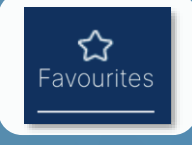
The **Residential** tab lists all owned charging stations that you have added to the account. You can also add new stations here.



The **Commercial** tab lists all charging stations which are in groups to which you have access.



The **Shared** tab lists all stations which are with someone else by the owner.



The **Favourites** tab lists charging stations that have been marked as favorite under the **Residential** tab.

Charging Station Administration

Managing Charging Stations: the Residentials Tab

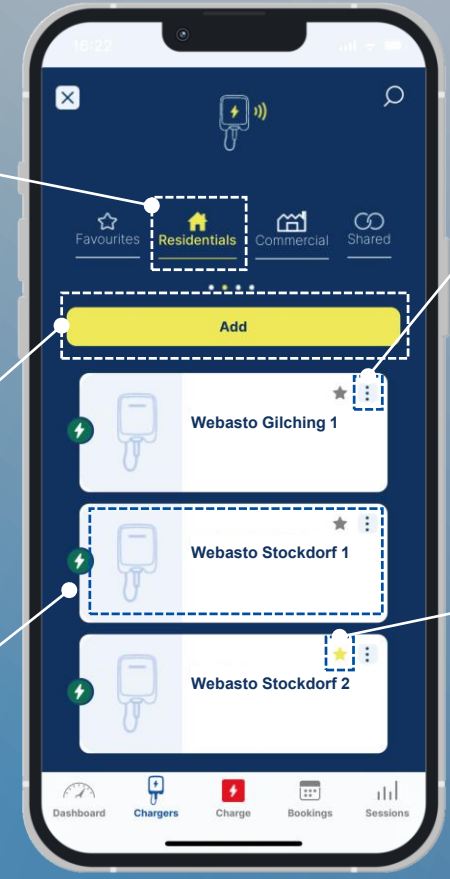
The **Residentials** tab is for charging station owners only.

Colors indicate the charging station status:

- Green = Online
- Red = Offline

The **Add** button enables you to add new charging stations to the account.

Select a given charging station tile to open its setting window.



Select the more actions button (3 dots icon), to access further commands for the charging station.

Share	Share via email	Restart	Restart the charging station
Users	View all shared users	Delete	Remove charging station from account
Start	Perform a remote start		

Click the star icon to mark a given charging station as a favorite. This changes the color of the star icon from **grey** to **gold**. You can find all favorite charging stations under the Favorites tab. For a **1-Click Remote Start** via the Charge function the given charge station must be in the favorite list.

Charging Station Administration

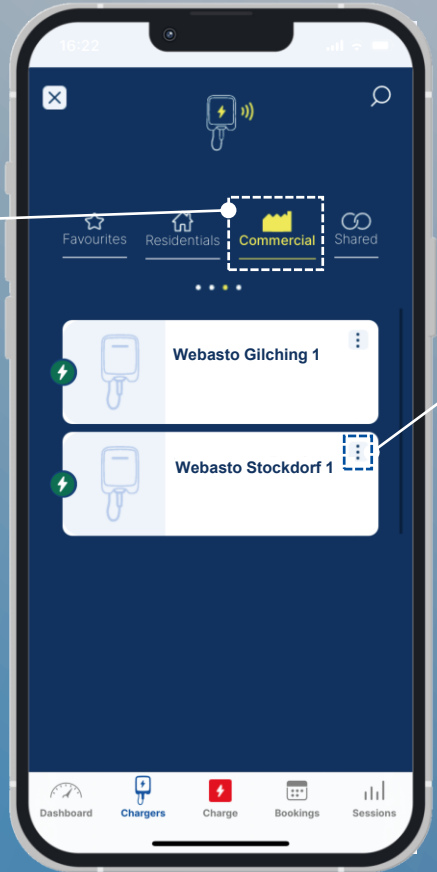
Managing charging stations: the Commercial tab

The **Commercial** tab is for users of a group.

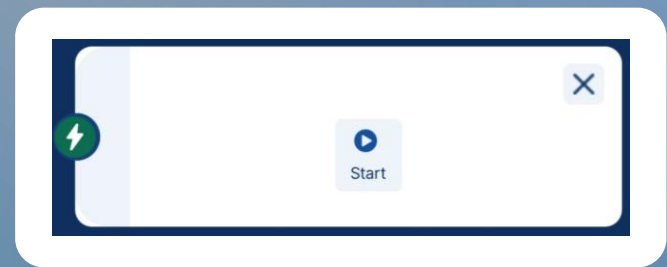
The tab lists all charging stations to which a user has usage rights as a result of their invitation and membership of a group.

Colors indicate the charging station status:

- **Green** = Online
- **Red** = Offline



Select the more actions button (3 dots icon) to perform a **1-Click Remote Start** for this station.



Charging Station Administration

Managing charging stations: the Favorites tab

The **Favorites** tab helps you create fast selections where there are many charging stations.

Colors indicate the charging station status:

- **Green** = Online
- **Red** = Offline



The more actions button (3 dots icon) opens the same settings as the Residentials tab.

By clicking on the gold star symbol again, the favorite status can be removed.

Favorites are necessary to execute 1-Click Remote Starts via the Charge function.

Charging Station Administration

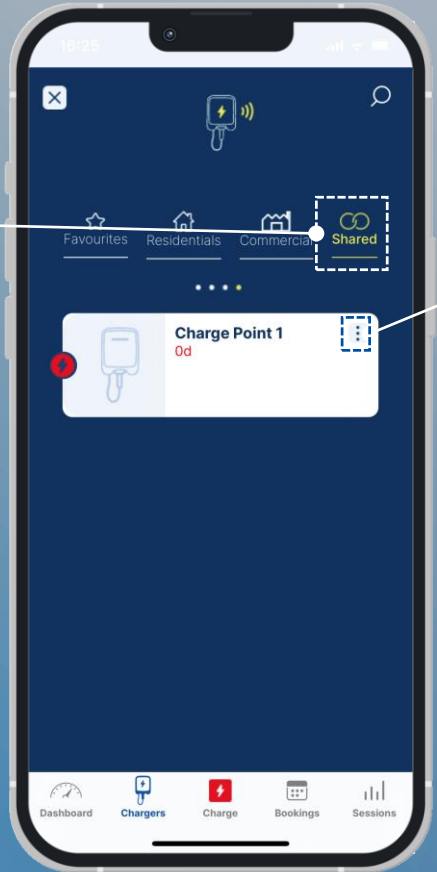
Managing charging stations: the Shared tab

The Shared tab is for users with whom the use of a charging station has been shared.

The tab lists all the charging stations to which a given user has usage rights.

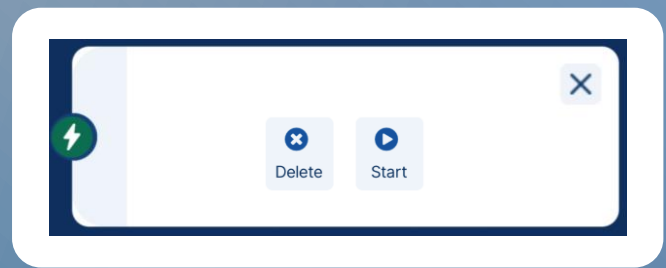
Colors indicate the charging station status:

- **Green** = Online
- **Red** = Offline



Select the more actions button (3 dots icon) to perform a **1-Click Remote Start** for the selected station.

You can also delete the selected charging station by selecting **Delete**.



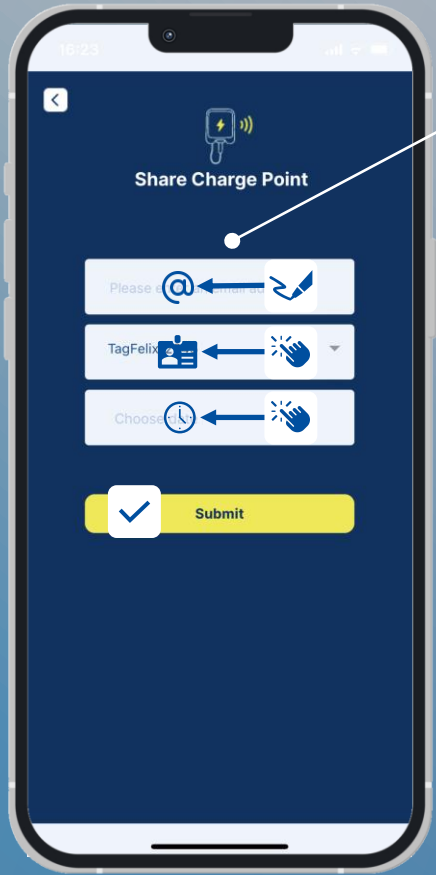
Charging Station Administration

Sharing a Charging Stations



In the **Residentials** tab, select the charging station to be shared.

Select the more actions button (3 dots icon) to open the menu, and then select the Share option.



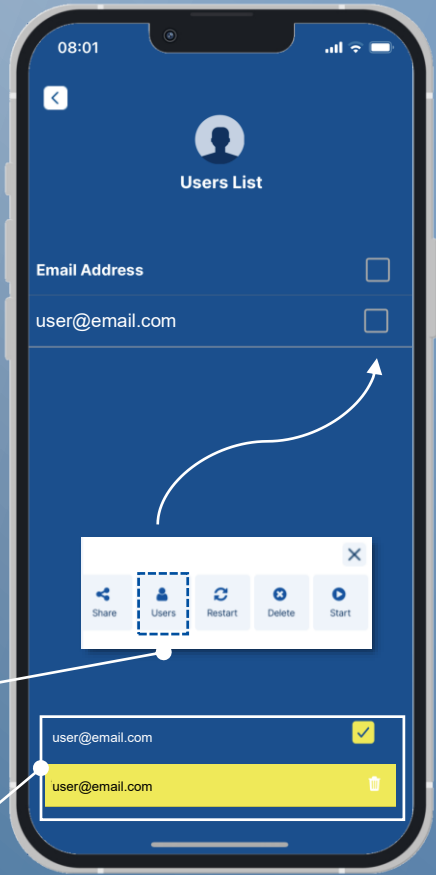
Enter the recipient's email address, and then select an authorization tag to identify the charging sessions.

Lastly, define a charging station availability expiration date.

The recipient receives an email, and can then view the charging station under the **Shared** tab.

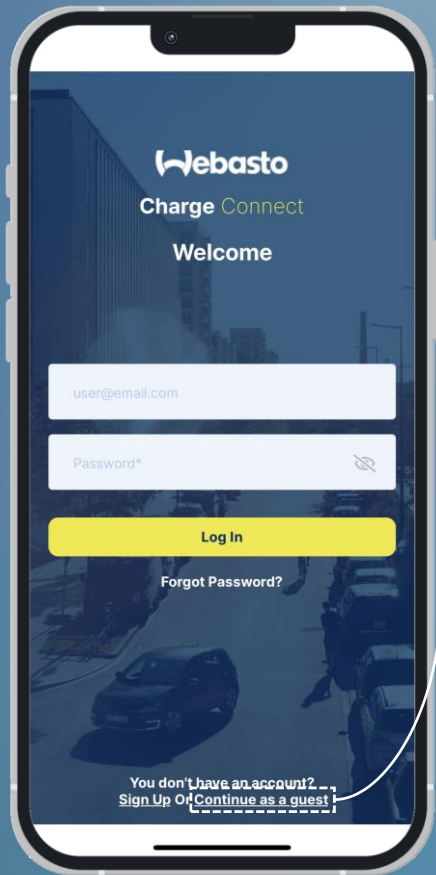
By opening the function menu of the charging station again, the **Users** button shows which users currently have access.

By selecting the user, they can be removed.

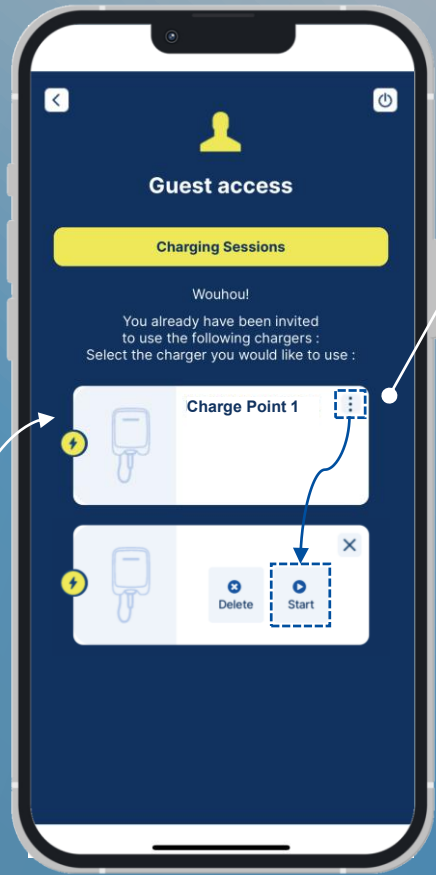


Charging Station Administration

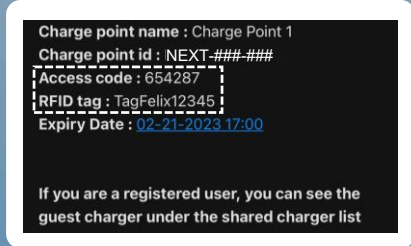
Sharing a Charging Stations: Guest Access



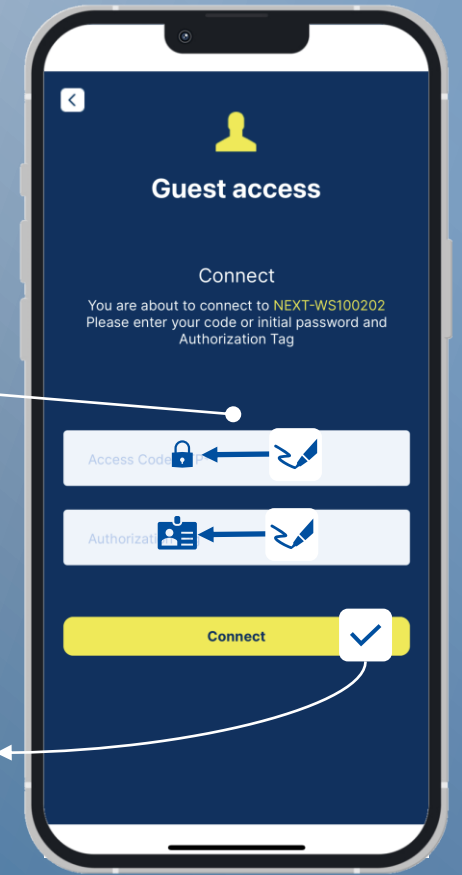
Log in as a guest from the start screen of the App. Then all charging stations shared with this email address will be listed.



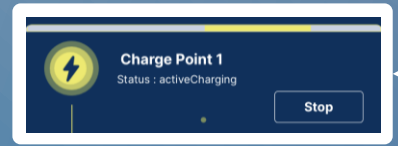
Users can start a charging session by clicking the more actions button (3 dots icon) of a given charging station.



Enter the access code and the RFID tag provided in the received email.

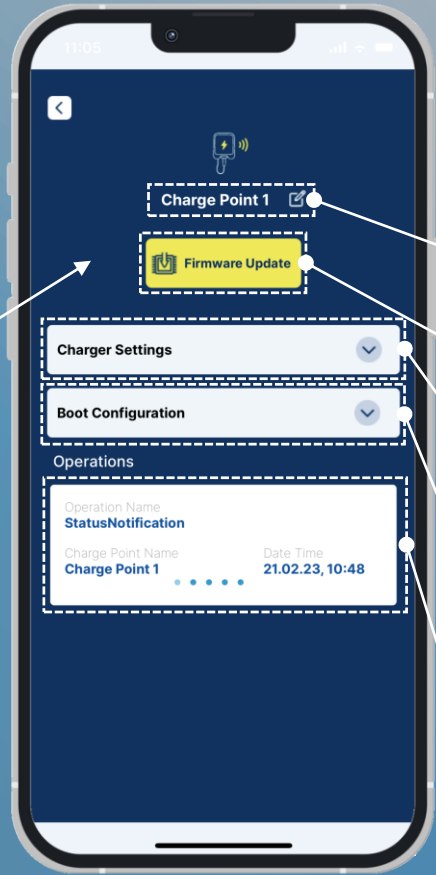
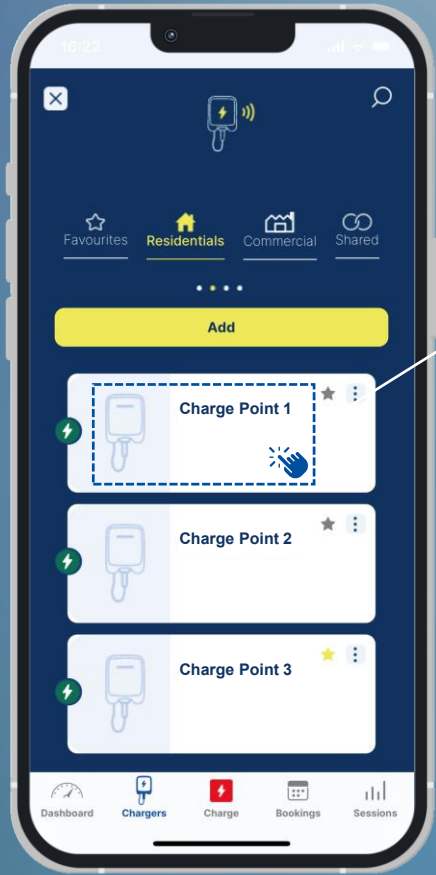


The ongoing charging session is shown on the "Guest access" home screen as an animation.



Charging Station Administration

Configuring Charging Stations



- Select a given charging station by clicking a given charging station in the Residentials tab of the Chargers menu.
- Select to change the charging station name.
- Select to install a new firmware update.
- Select to change charging station settings.
- Select to view the charging station startup configuration (firmware version, model, serial nr, partn nr., etc.)
- Overview of the last performed operations of the charging station.

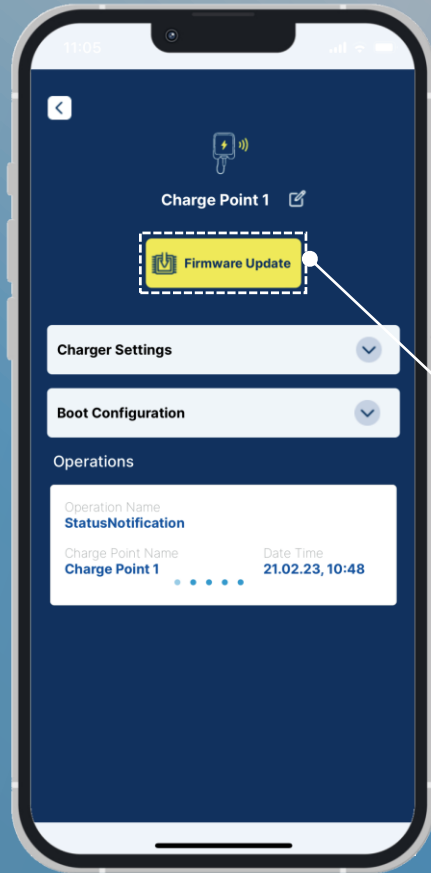
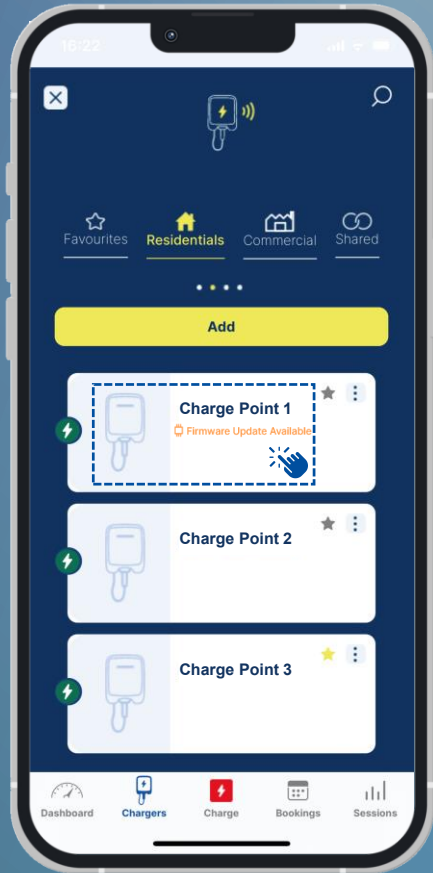
Use the slider to select Free charging ON or OFF

Save any changes.

Adjust the brightness of the LEDs on the housing up or down.

The image shows the 'Charger Settings' screen for 'Charge Point 1'. It features a 'Free Charging' toggle switch (currently OFF), an 'LED Intensity' slider (set to 'Mid'), and a 'Save' button. A dashed box highlights the 'Free Charging' toggle.

Charging Station Administration Firmware Updates



Select a given charging station by clicking a given charging station in the Residentials tab of the Chargers menu.

Firmware Update Available

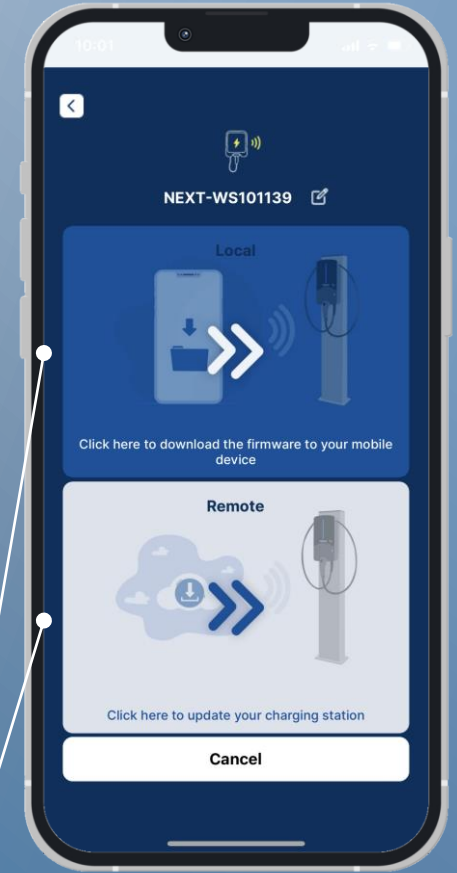
The availability of a new firmware update is shown by a notification in the charging station.

Select the **Firmware Update** button to start the installation.

You can install the firmware update in the following ways:

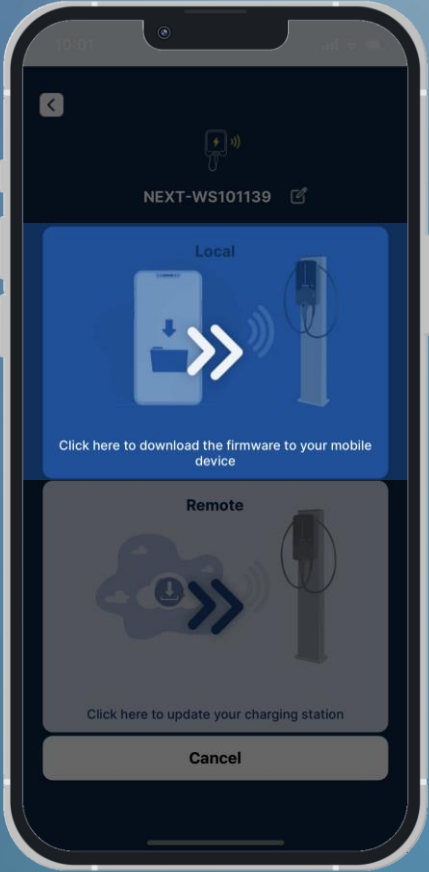
Local installation
directly at the charging station.

Remote installation
from a network at any location.



Charging Station Administration

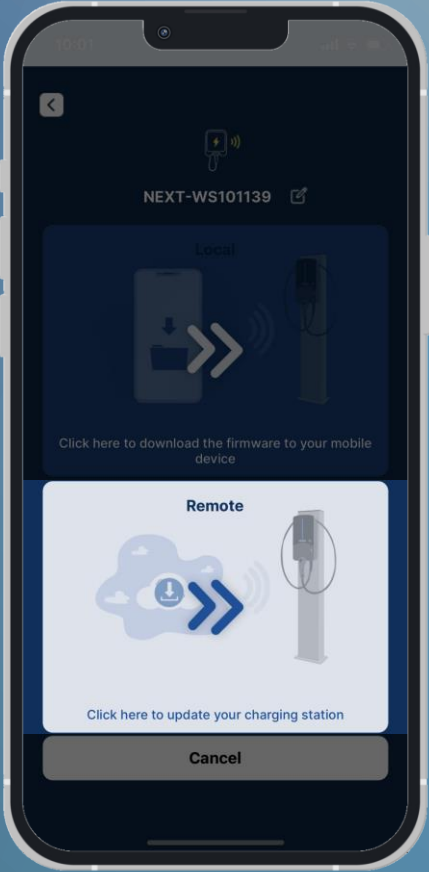
Firmware Updates: Local Installation



The instructions for installing firmware updates by using the Local Installation method will be made available soon.

Charging Station Administration

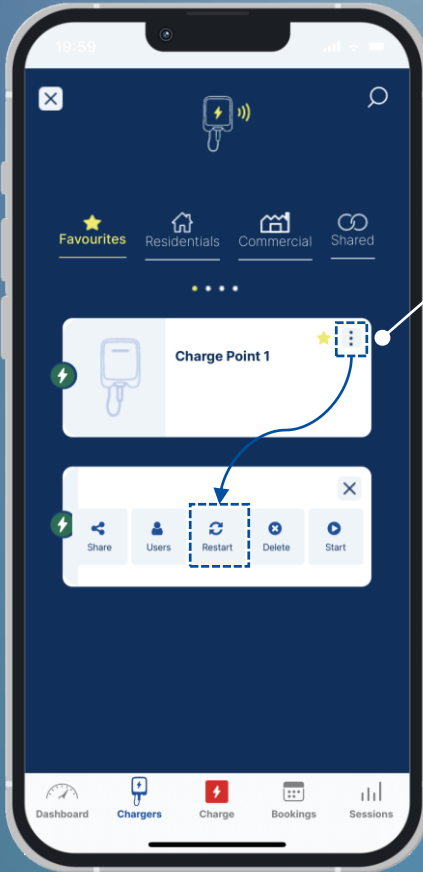
Firmware Updates: Remote Installation



The instructions for installing firmware updates by using the Remote Installation method will be made available soon.

Charging Station Administration

Restarting a Charging Station



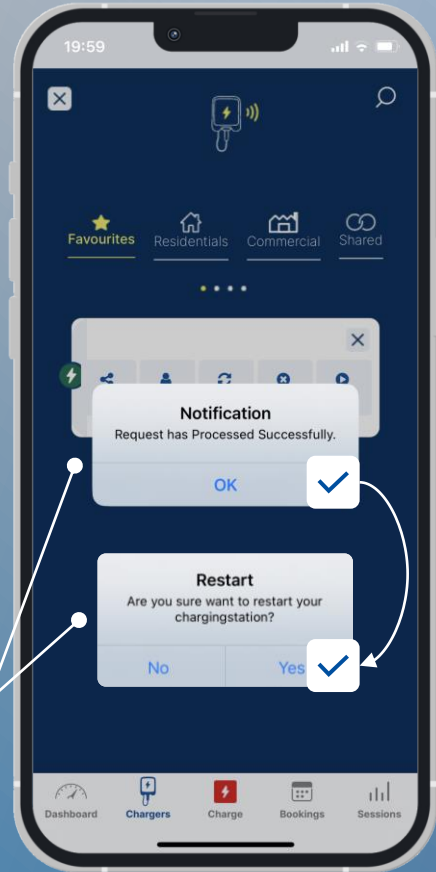
Select the **Chargers** function from the Navigation Menu.

Next, select the charging station in the wanted tab.

Select the more actions button (3 dots icon) to access remote commands.

Select the **Restart** button to restart the charging station.

To restart your charging station, you must select **OK** in the **Notification** screen. Then you must select **Yes** in the **Restart** screen to confirm the restart finally.



You may hear a sound from the charging station to confirm the restart. Additionally, the LED color changes.



Charging Station Administration

Removing a Charging Station from Account



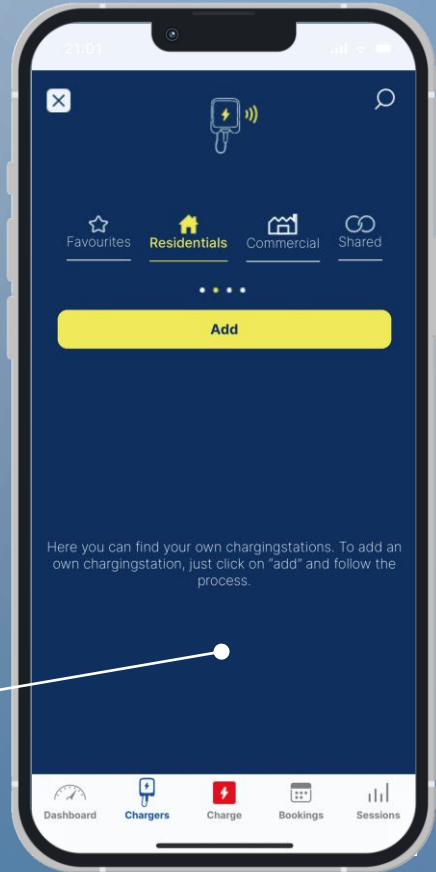
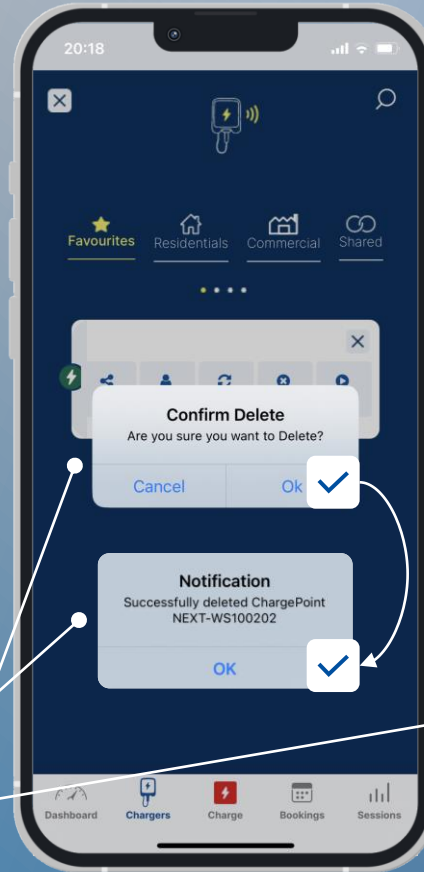
Select the **Chargers** function from the Navigation Menu.

Next, select the charging station in the wanted tab.

Select the more actions button (3 dots icon) to access remote commands.

Select the **Delete** button to remove the charging station from your User Account.

To remove your charging station, you must select **OK** in the **Confirm Delete** screen. Then you must select **OK** in the **Notification** screen. The charging station is no longer displayed in the **Residentials** tab.



Charging Sessions



Charging Sessions

Scan & Charge

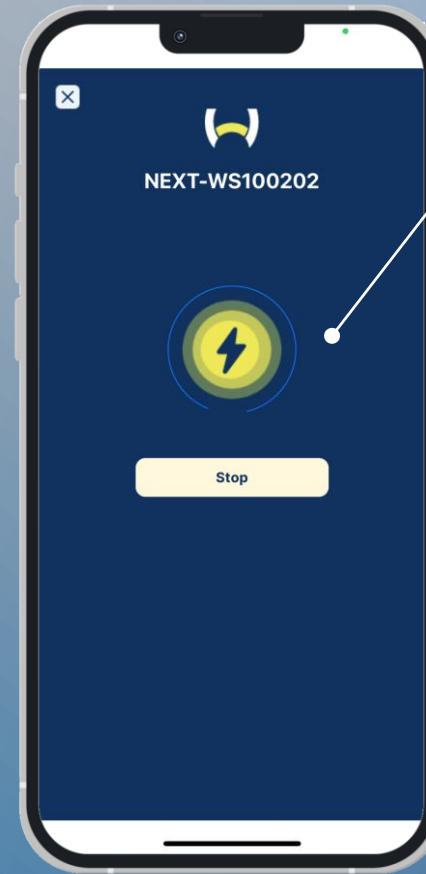


Select the **Charge** function from the Navigation Menu.

The QR scanning window opens by default.

Using the App, scan the QR code sticker on the charging station housing.

The position of the sticker on the picture is only an example. This may vary depending on the charging station.



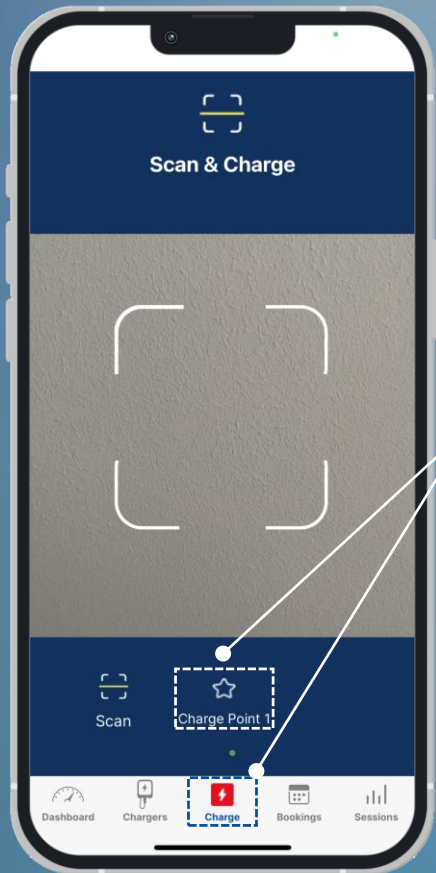
After successfully scanning the QR code, a loading pop-up opens.

You may hear a cracking sound from the charging station to confirm the charging start, and the LED color changes.



Charging Sessions

1-Click Remote Start | #1

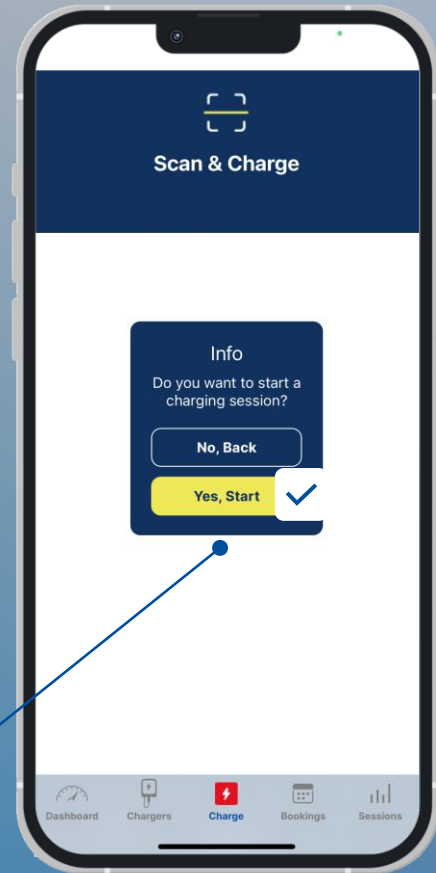


Select the **Charge** option from the Navigation Menu.

If a given charging station is marked as a favorite, then it is shown for selection here.

Select the favorited charging station to start a charging session.

Click the **Yes, Start** button to confirm the start of the charging session.

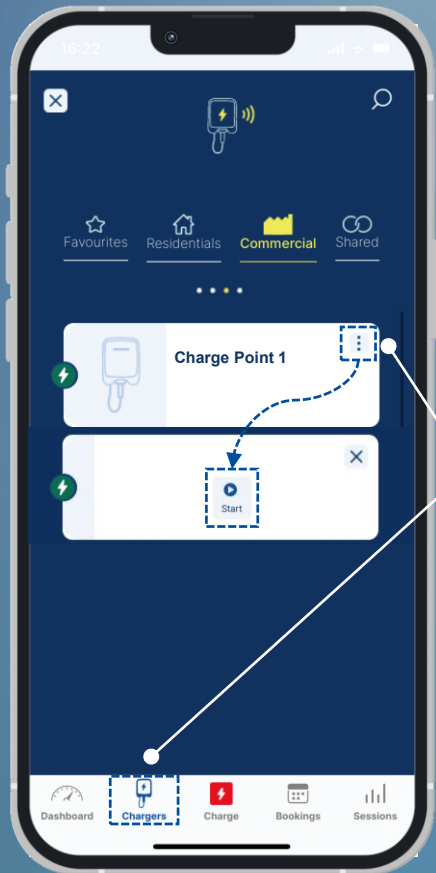


After you have started the charging station successfully, you may hear a cracking sound from the station to confirm the charging start. The LED color changes also.



Charging Sessions

1-Click Remote Start | #2



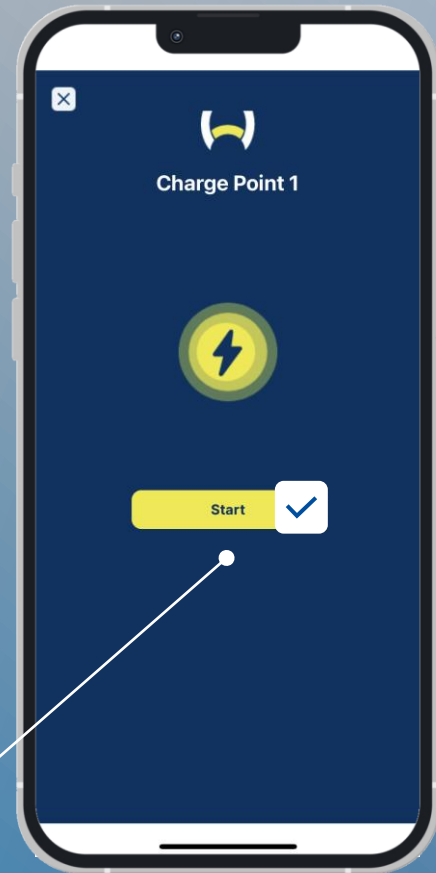
Select the **Chargers** function from the Navigation Menu.

Next, select the charging station in the wanted tab.

Select the more actions button (3 dots icon) to access remote commands.

Select the **Start** button to start the charging session.

Select the **Start** button to confirm.



After you have started the charging station successfully, you may hear a cracking sound from the station to confirm the charging start. The LED color changes also.

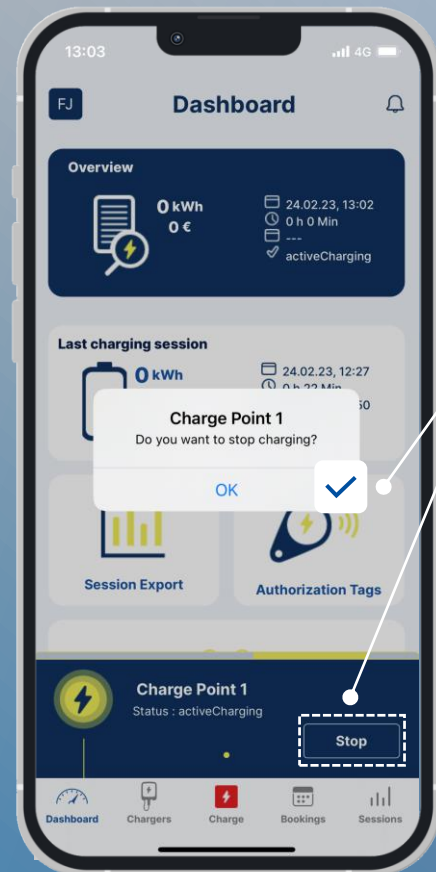
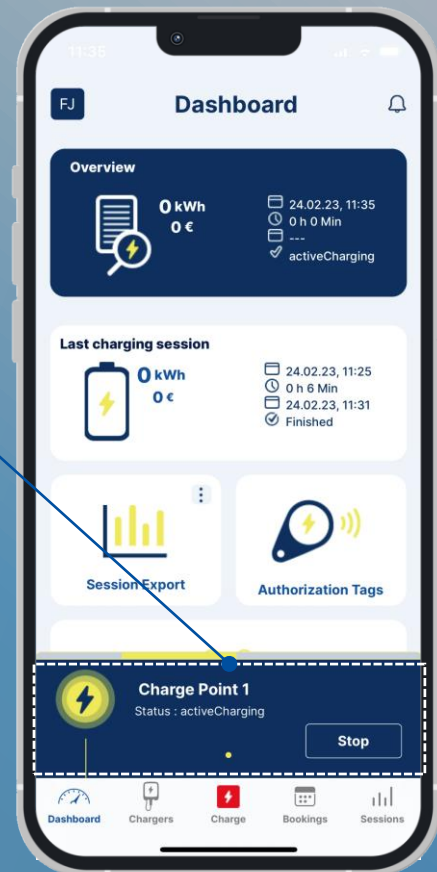


Charging Sessions

Active Charging Session

Active charging sessions are displayed as an animation in the lower part of the Dashboard screen.

The status **activeCharging** and the charging station name are displayed.



To stop the charging session, select the **Stop** button, and then click **OK** to confirm.

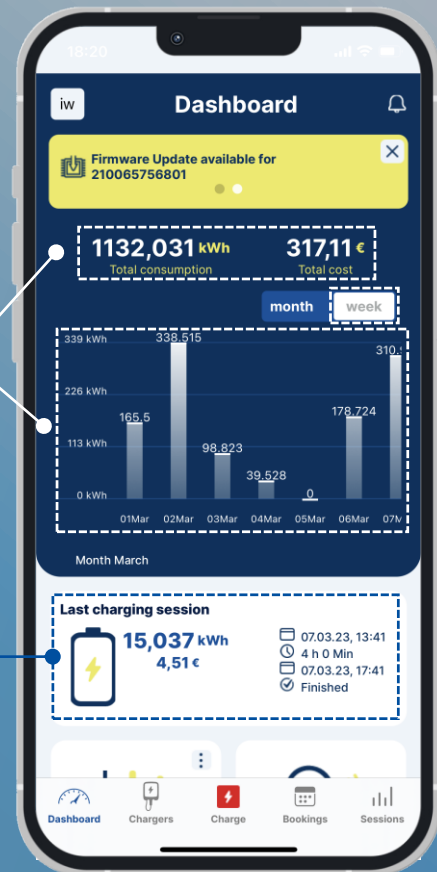
Charging Sessions

Charging History: Dashboard

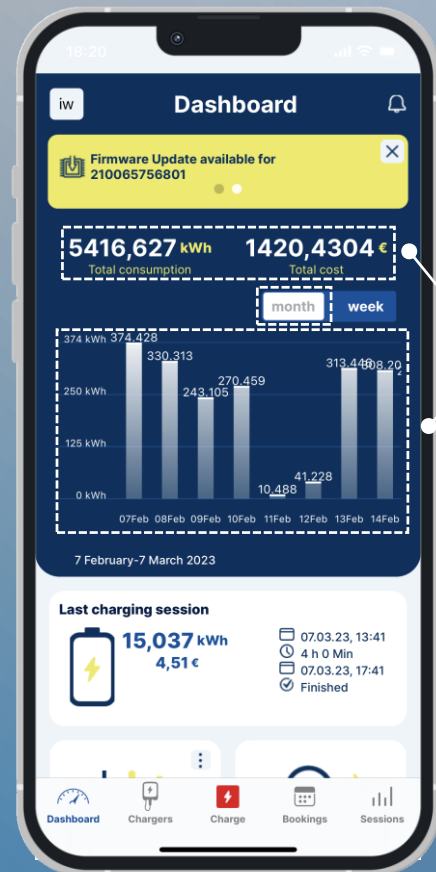
A chart on the dashboard shows the total use of your own charging stations.

If you select the **Week** button, then the selected kWh used, including the total costs of the last 7 days, are shown.

Last charging session shows the most recent charging session at your own charging stations. Also shown are the kWh used, the costs, the date, the time, and the duration.



If you select the **Month** button, then the kWh used, including the total costs of the last 30 days is shown.



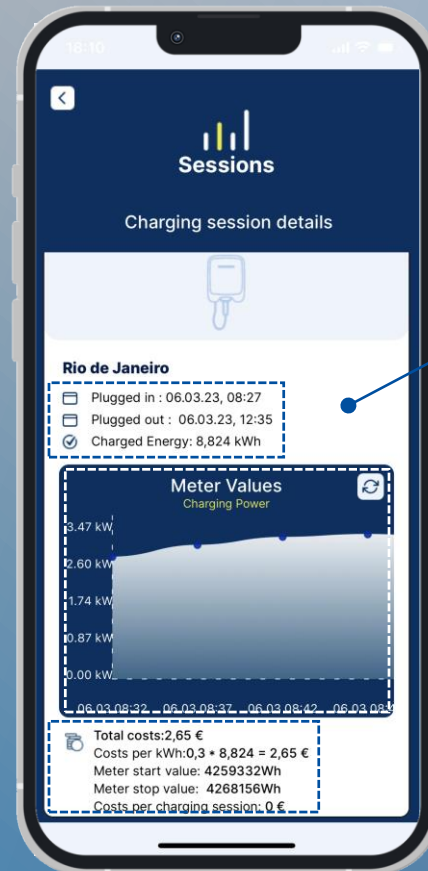
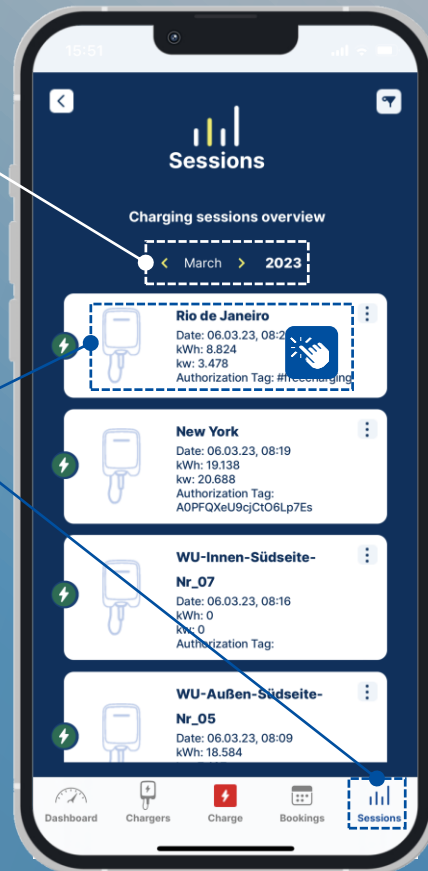
Charging Sessions

Charging History: Archive

It is possible to switch between the months.

On the navigation bar under the tab **Sessions** all charging sessions are displayed.

More details are displayed by clicking on the widget needed.



The following data is displayed per charging session:

- Plug-in date and time
- Unplug date and time
- Charged energy in kWh
- Costs per kWh
- Costs per charging session
- Total costs
- Meter start value
- Meter stop value
- Charging power in kW over time

Charging Sessions

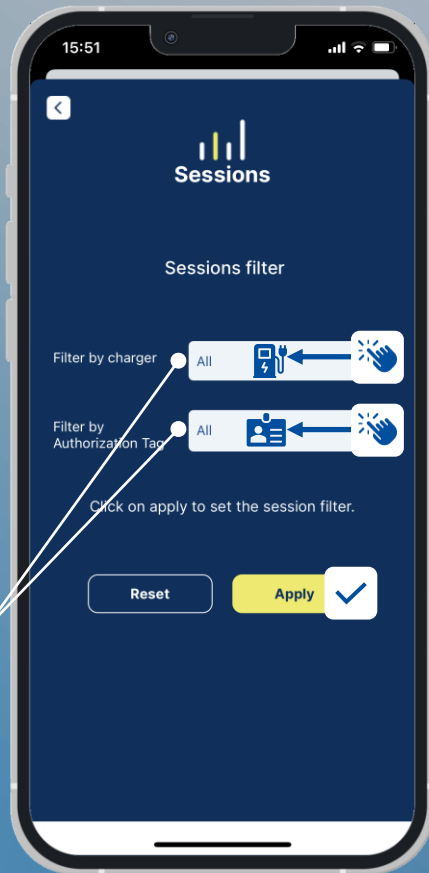
Exporting Charging Data: Comprehensive Data



To filter charging data, select **Sessions** from the navigation bar.

The **Filter** button is in the top right corner.

You can filter by **charging station** or **authorization tag**. You can use the drop-down lists to further filter data.



Afterwards, the filtered view can be exported as


- PDF,
- XLS,
- or CSV

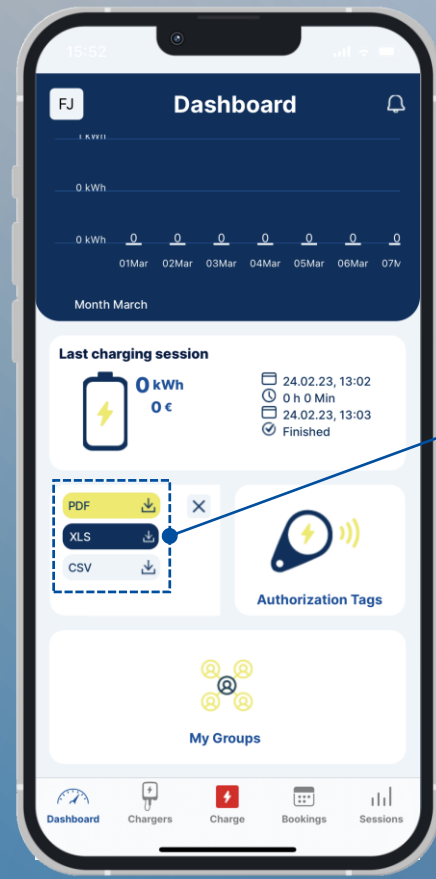
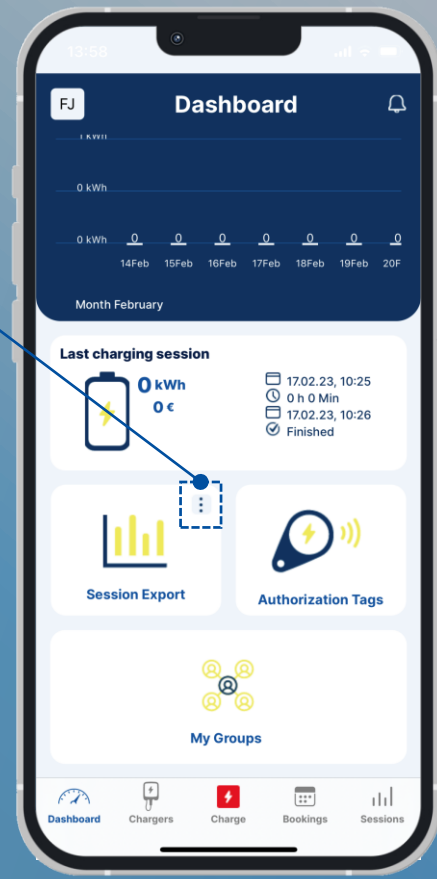
The file will be sent to the user's email address.

Charging Sessions

Exporting Charging Data: Filtered Data

In the **Session Export** feature on the Dashboard, click the more actions button (3 dots icon) to access download options.

 The Session Export function downloads all existing charging data.



Next, select the export format:

- **PDF** (Adobe)
- **XLS** (Microsoft Excel)
- **CSV** (Comma Separated Values)

The file is sent to your email address

Charging Sessions

Exporting Charging Data: Single Charging Session

You can export a single charging session through the **Sessions** function in the navigation menu.

To export a charging session, you must select the more actions button (3 dots icon) of the related charging session.



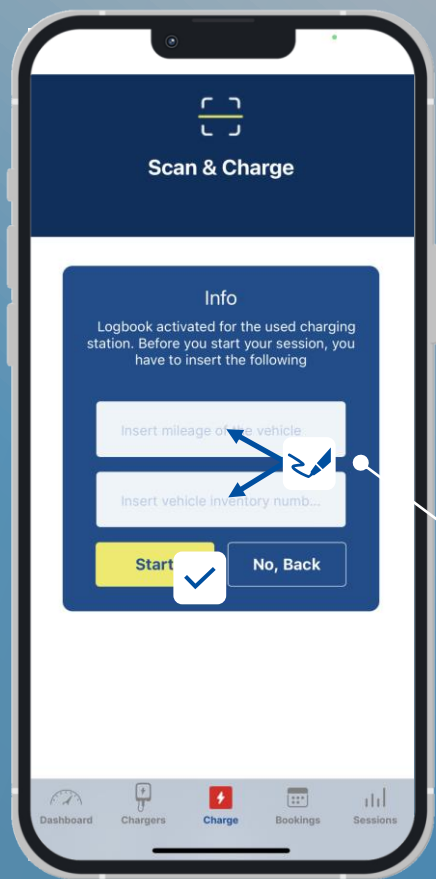
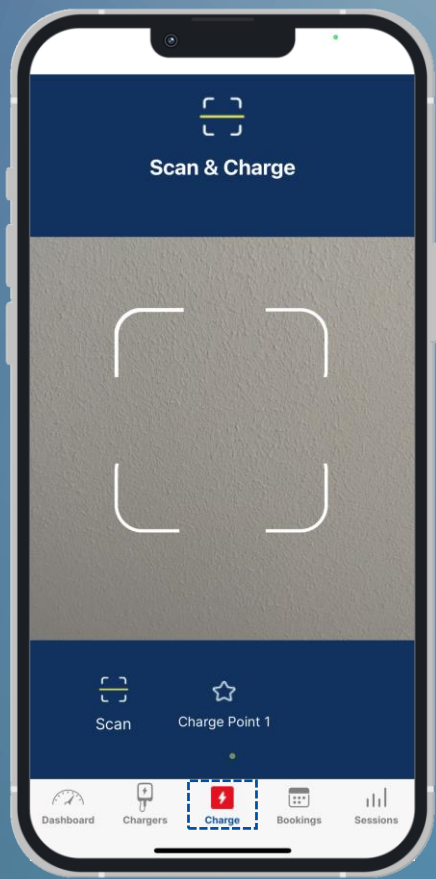
Next, select the export format:

- **PDF** (Adobe)
- **XLS** (Microsoft Excel)
- **CSV** (Comma Separated Values)

The file is sent to your email address

Charging Sessions

Vehicle Driver Logbook



! You must activate the 'Vehicle driver logbook' function in the WCC Web Portal per charging station. For further information, refer to the user manual for the WCC Web Portal. See: <https://charging.webasto.com/int/products/documentation/>

Start a charging session through **Scan & Charge** or through **1-Click Remote Start**.

In the next window, enter the following logbook data:

- **Mileage**
- **Vehicle ID**

When done, select the **Start** button to begin the charging session.



Documentation is logged per charging process in the WCC Web Portal.

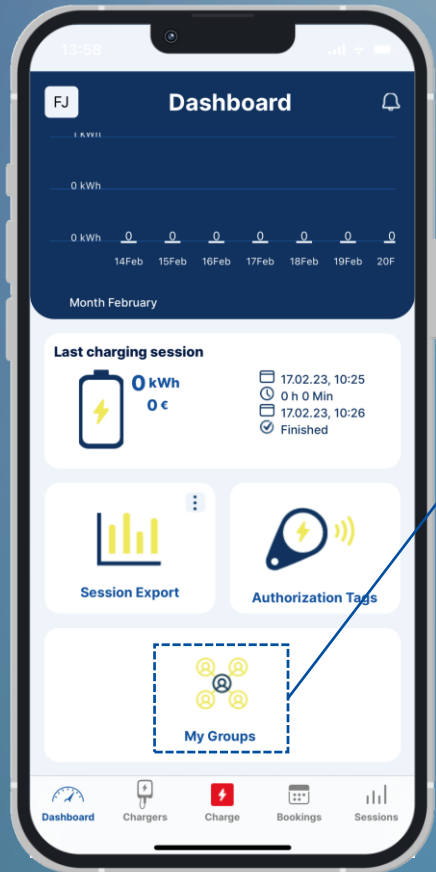
Vehicle mileage	59613
Vehicle inventory number	TestVehicle

Group Management



Group Management

Creating a Group



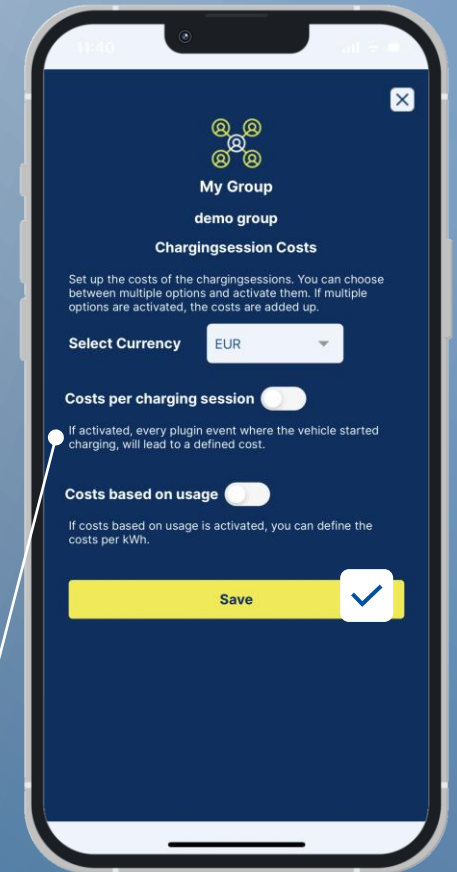
! A group can only be created by people with an own charging station in their WCC account.

Select **My Groups** from the Dashboard.
If no groups exist, then a window for creating new groups opens automatically.

To create a group, enter the:

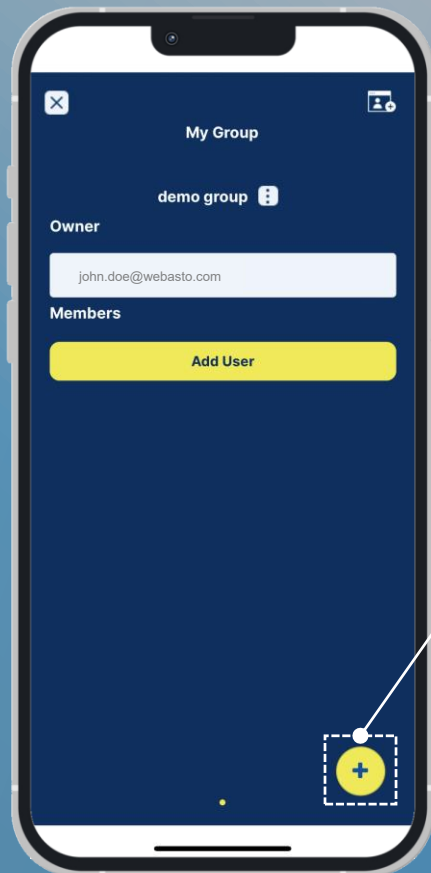
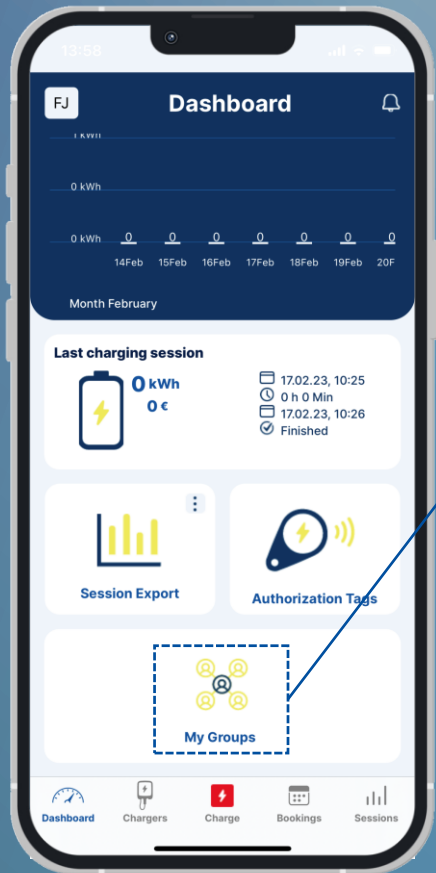
- Name of the group
- City + Zip code + Address

To finish the group creation, you can define charging costs for this group.



Group Management

Creating Multiple Groups

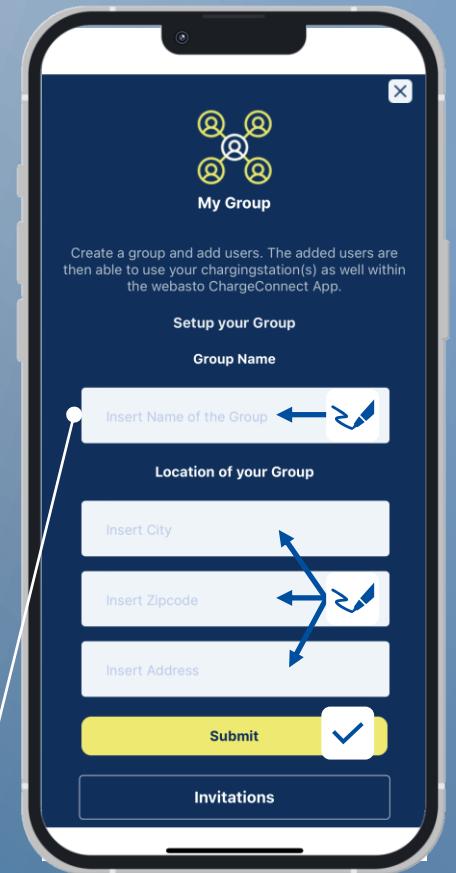


! Only Premium Users can create multiple groups.

Select **My Groups** from the Dashboard. Existing groups are shown on the **My Group** screen. Swipe left and right to switch between groups.

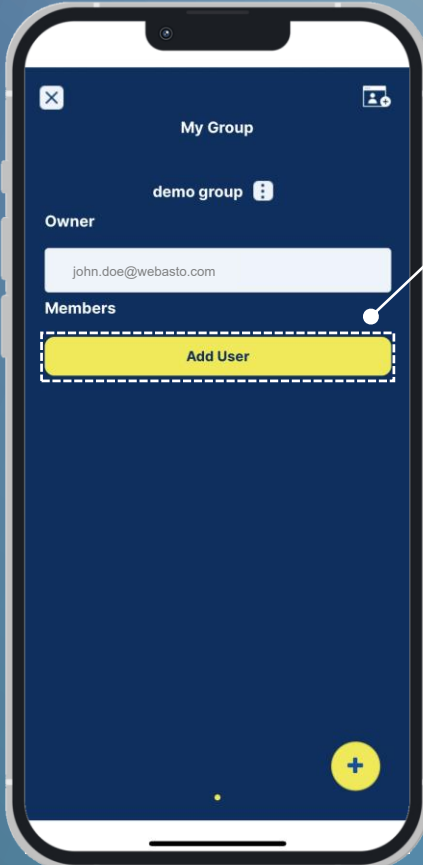
To create extra groups, select the **Add button (+)** in the lower right corner. This opens a setup screen for the new group

Enter the Group details, and then select the **Submit** button.



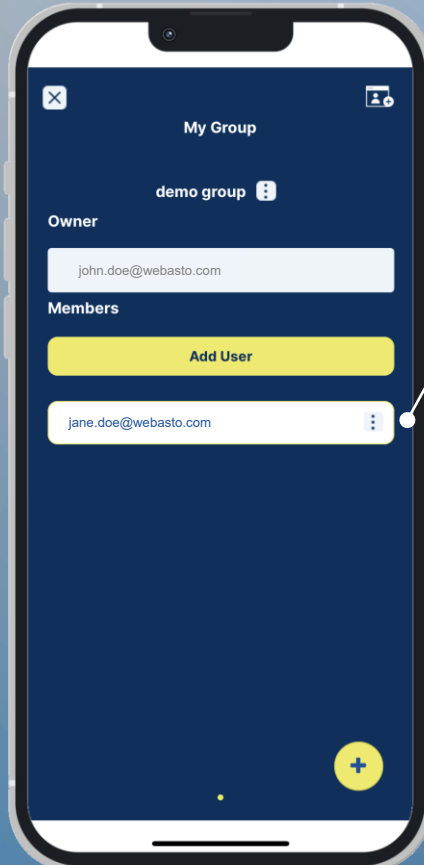
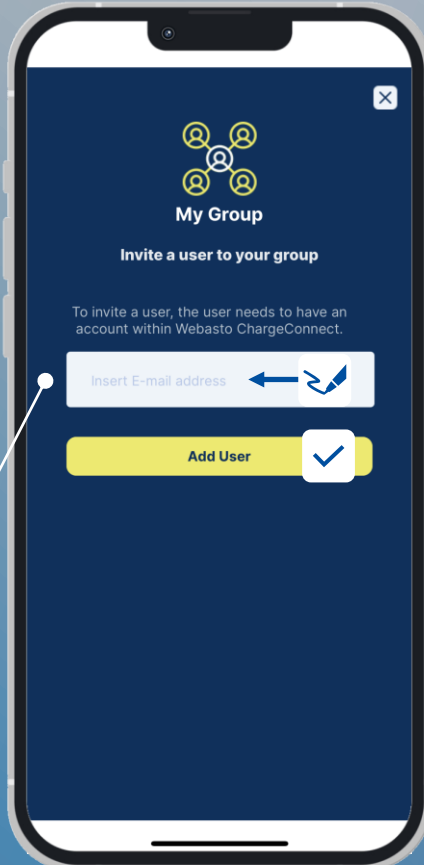
Group Management

Inviting a Member to the Group



Select the **Add User** button to invite members to the group.

Enter the user's email address, and then confirm the invitation by selecting the **Add User** button. The user receives an invitation.



The **My Group** screen enables group owners to view the members of each group.

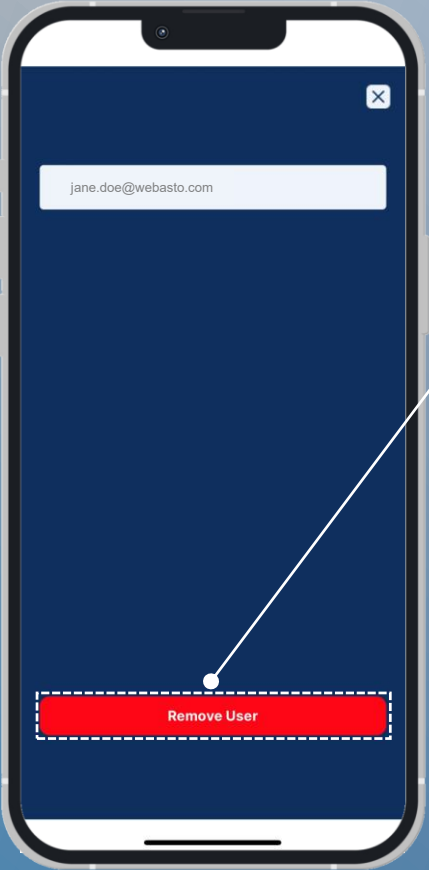
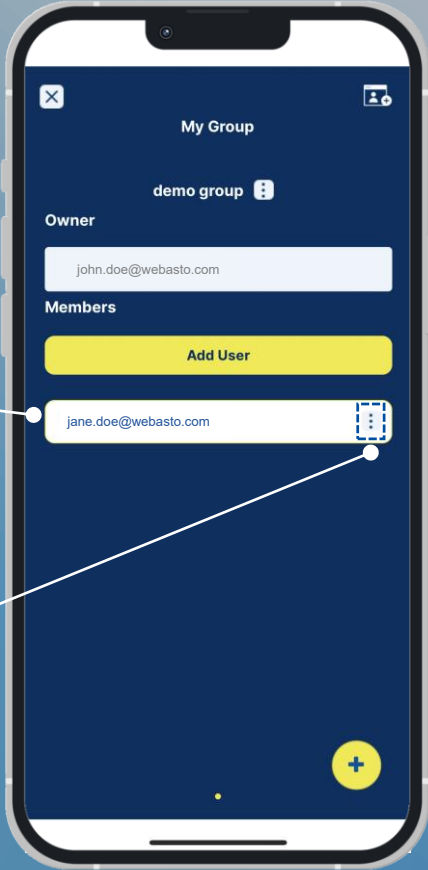
Group Management

Deleting a Member from a Group

⚠ As soon as a user is removed from a group, the access authorization to the charging stations of this group expires. The user can no longer find the charging stations in the app.

In the **My Group** screen group owners can view the members of each group.

Select the more actions button (3 dots icon) to access user details.



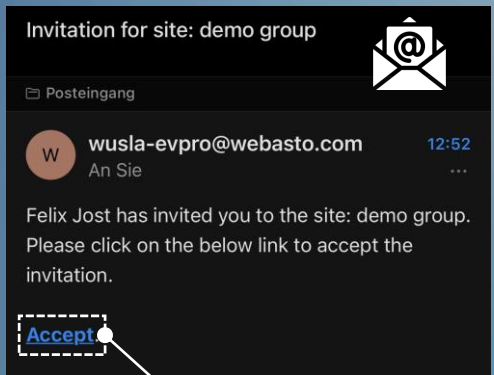
Select the **Remove User** button to delete the selected user from the group.

Confirm the deletion by selecting **YES** in the **Notification** window.



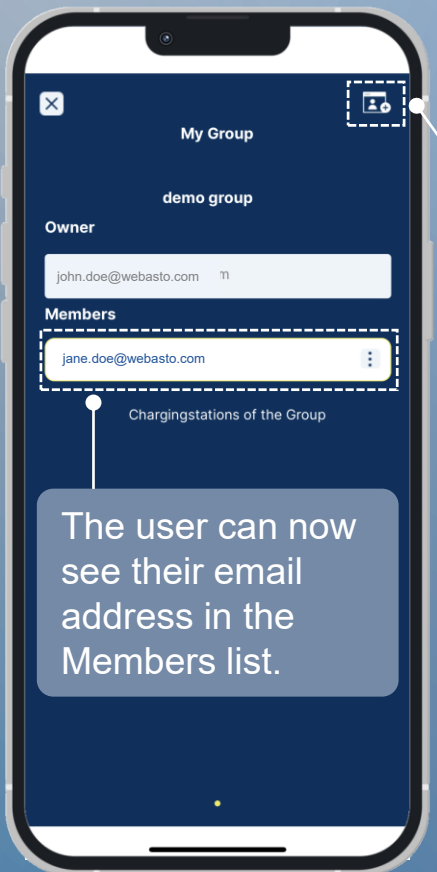
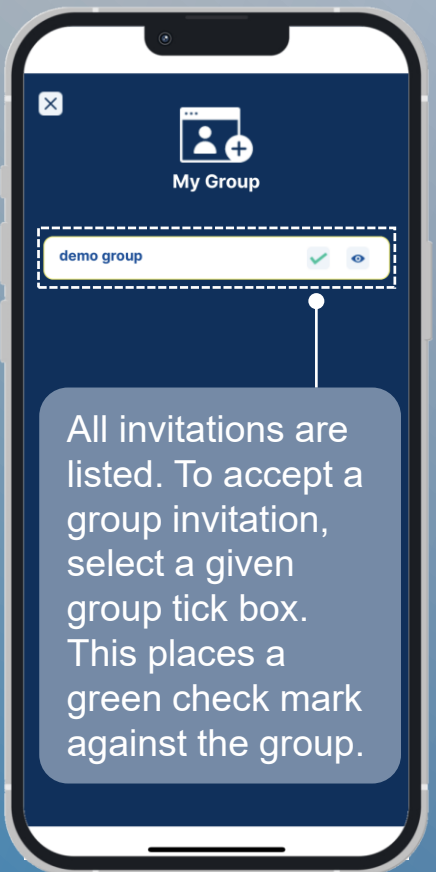
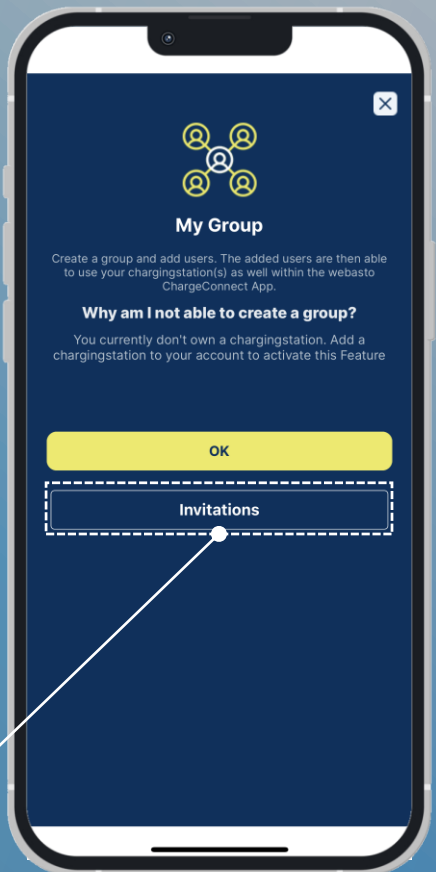
Group Management

Accepting a Group Invitation



The invited user receives an email and can confirm the invitation by selecting the **Accept** link.

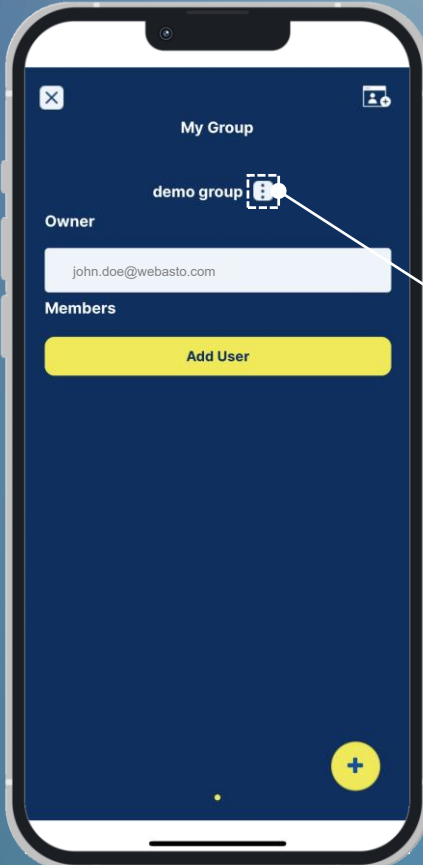
The user can also see the invitation in the App using the **Invitations** button on the **My Group** screen.



If the user is already in a group, they can see any pending invitations under the **group invitation** icon in the top right.

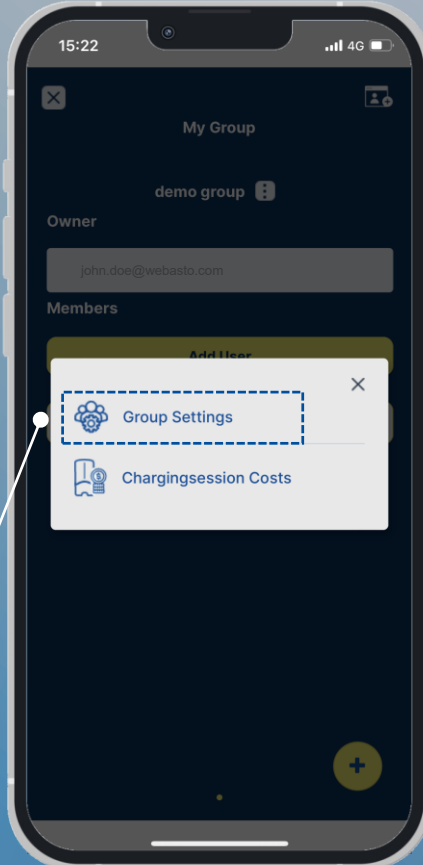
Group Management

Adding a Charging Station to a Group



From the **My Group** screen, select the corresponding group by swiping left or right. Then select the more actions button (3 dots icon).

To add Charging stations, select **Group Settings**.

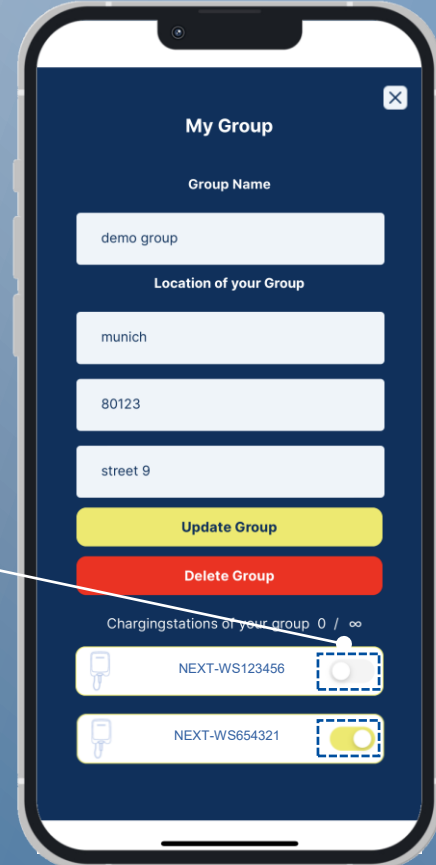


Note that each charging station can only be in one group at a time. If you add a given charging station to a given group, then you cannot add it to another.

All the account owner's charging stations are listed per group.

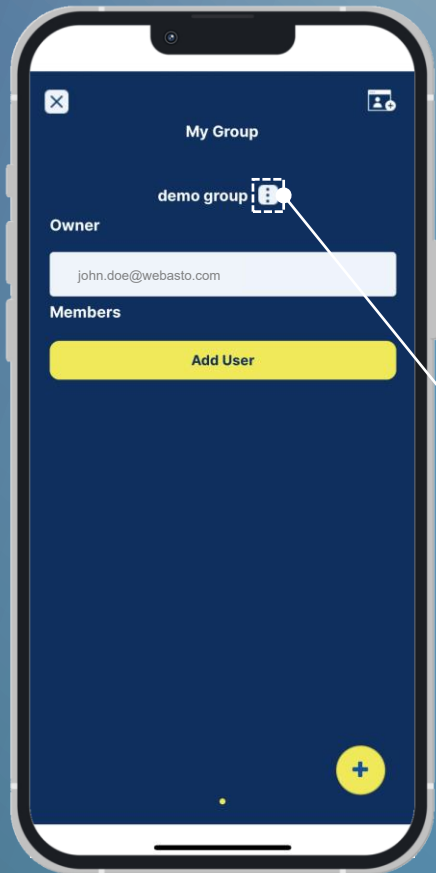
Use the sliders to add or remove charging stations from a group.

- **Grey** sliders mark removed stations.
- **Yellow** sliders mark added stations.



Group Management

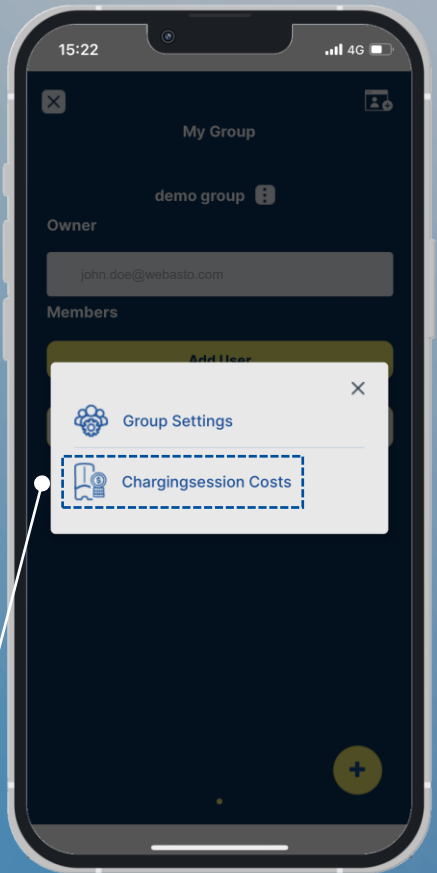
Defining Charging Costs for a Group



! You can set one charging tariff per group. The charging costs are shown for every charging session.

From the **My Group** screen, select the matching group by swiping left or right. Then click the more actions button (3 dots icon) to open the function screen.

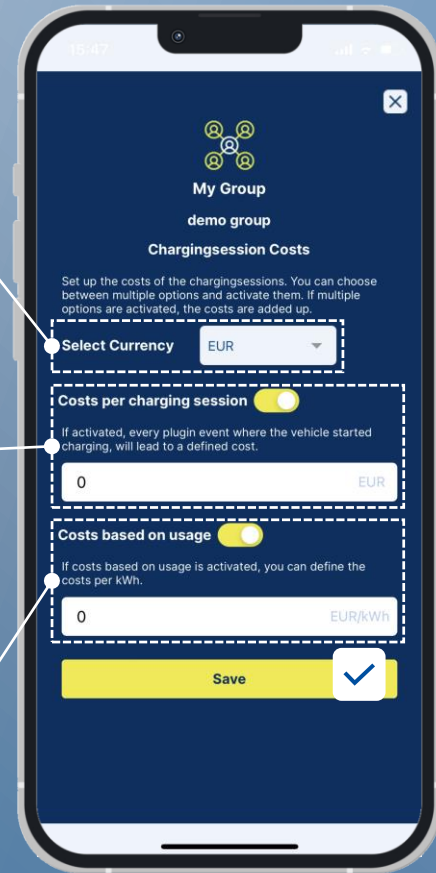
Select the **Charging Session Costs** button to set charging costs / tariffs.



Select your currency. *Euros* for example: **EUR**

Set the fixed cost per charging session. This is included as a fixed amount per session.

Set the usage-related cost. This is calculated according to the charged kWh.



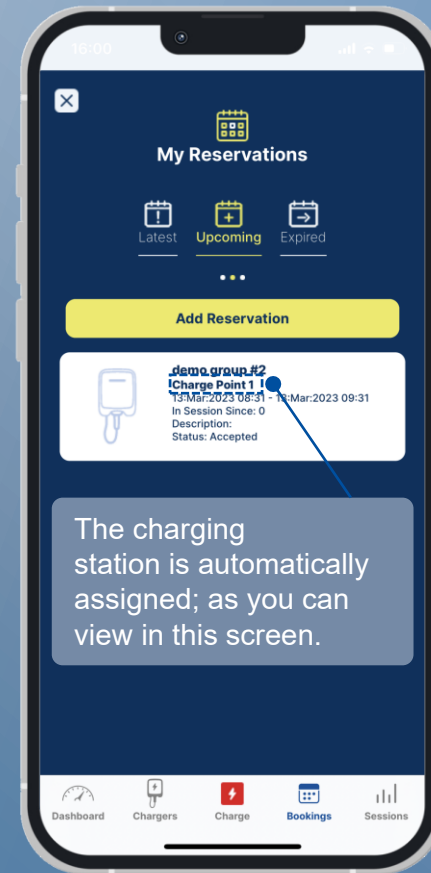
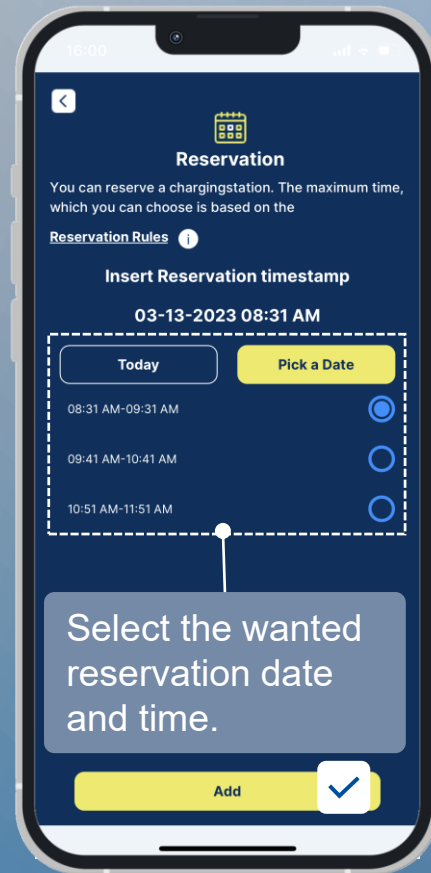
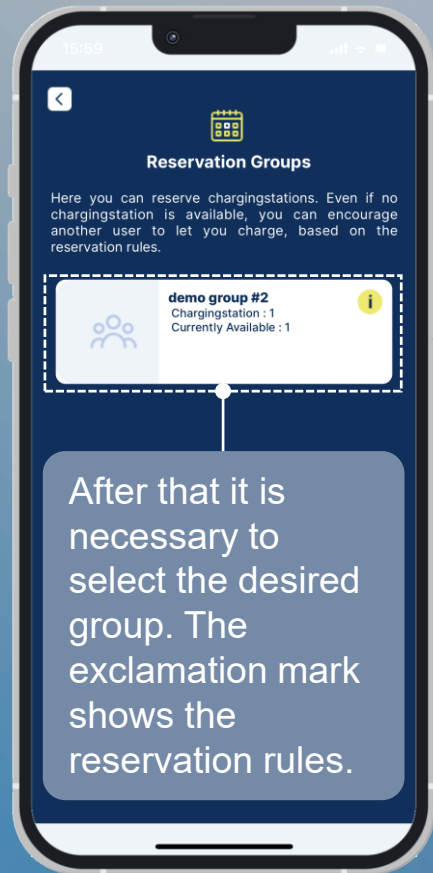
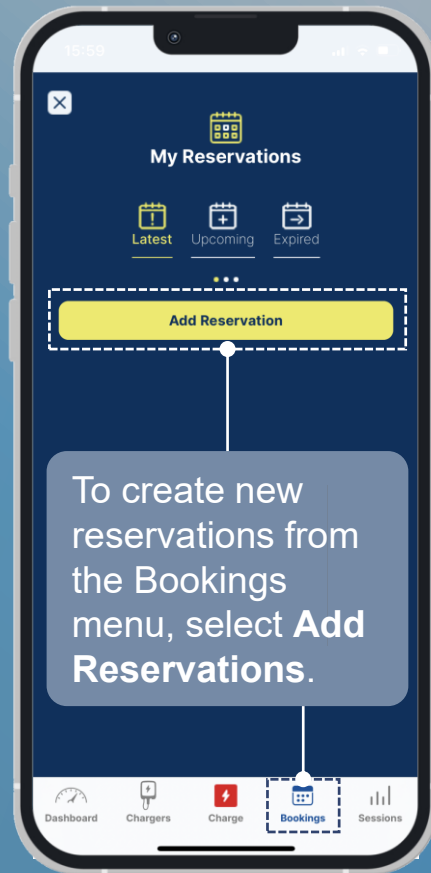
Group Management

Booking a Charging Station

Reservations can only be activated by premium users. The feature must be activated per group in the WCC Web Portal. Further information can be found in the user manual for the WCC Web Portal.

The Booking menu enables you to make new reservations and to view or delete existing bookings.

When a reservation is active, only the person making the reservation can start a charging session.

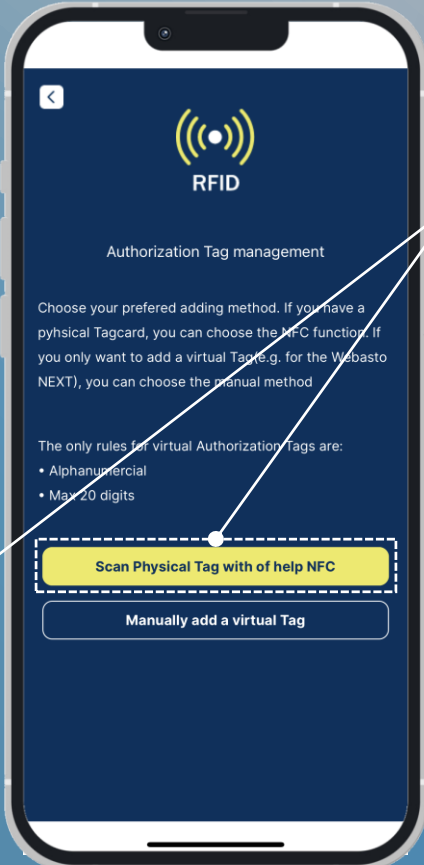
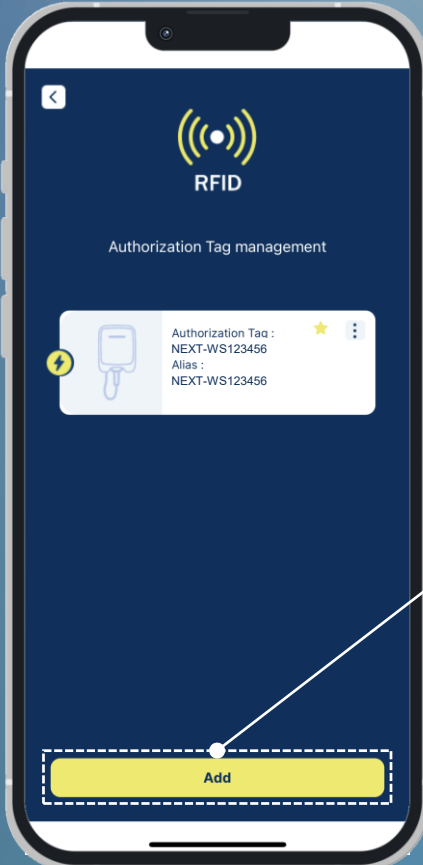


Authorization Tags



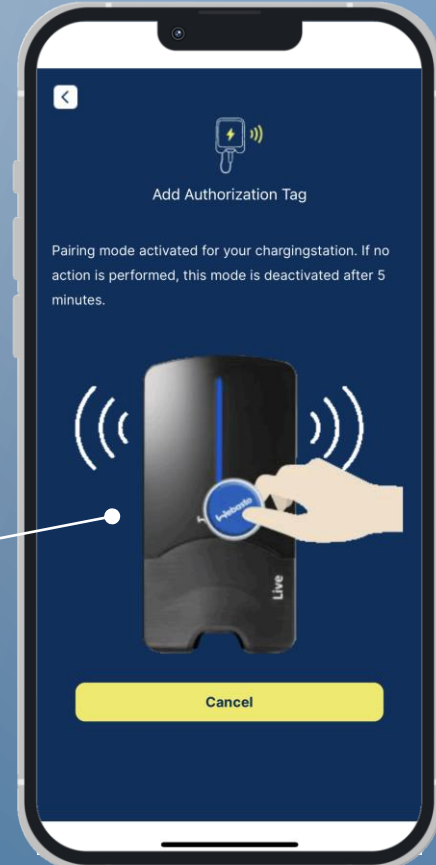
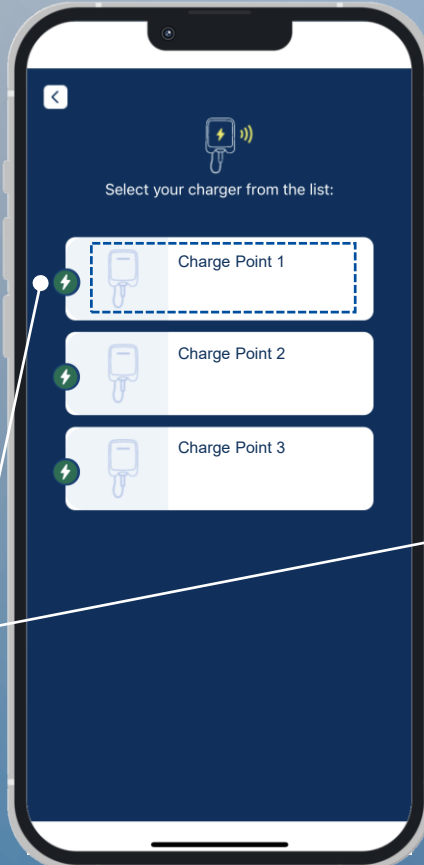
Authorization tags

Adding a Physical RFID Card



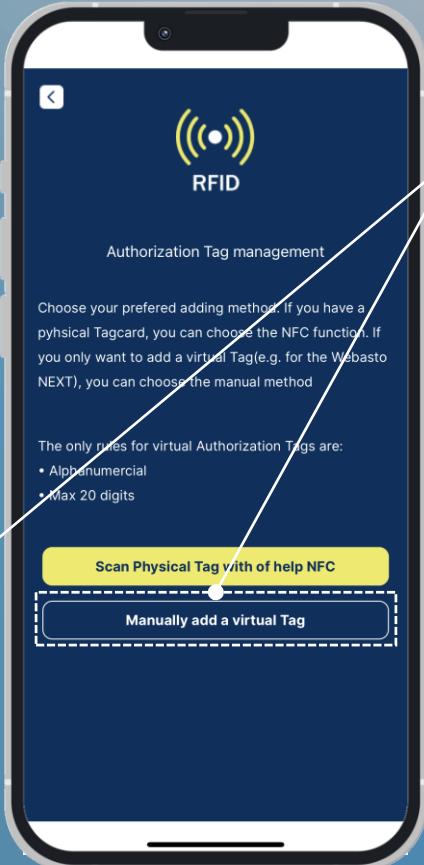
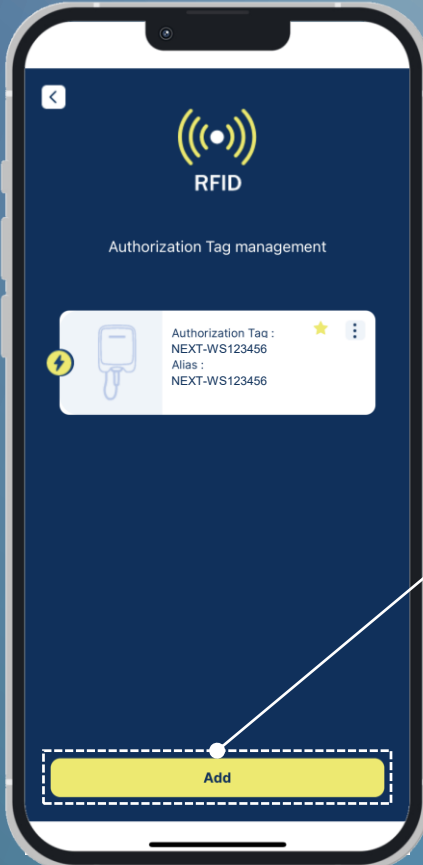
From the Dashboard, open the **Authorization Tags** menu. Select the **Add** button to start adding tags. Then select the **Scan Physical Tag** button to add an RFID card.

Select the relevant charging station. You must hold the cards against the charging station's RFID reader. A clicking sound from the charging station confirms that the cards have been added successfully.



Authorization tags

Adding a Virtual Authorization ID



From the Dashboard, open the **Authorization Tags** menu. Select the **Add** button to start adding a tag. Select the **Manually add a virtual Tag** button to create a virtual tag.

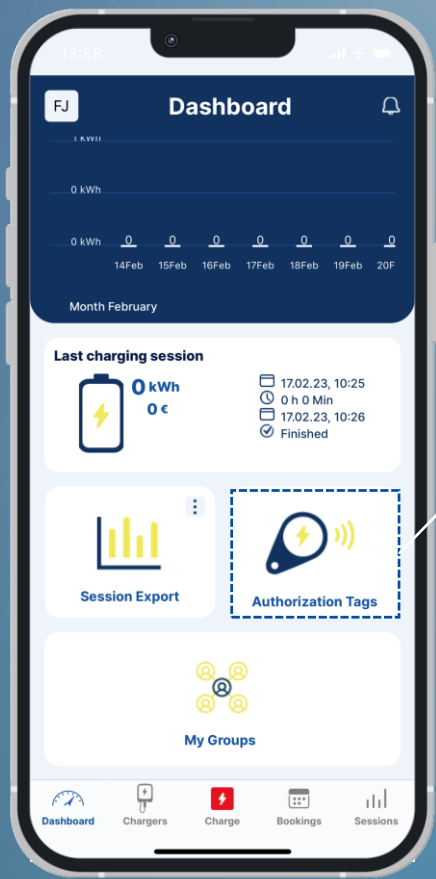
You must now enter a unique tag ID. This can be any name for a virtual tag, but it can only be used once within the entire WCC cloud.

You must also enter an Alias. This Alias then shows the virtual tag and helps for better assignment. You can set any name for the Alias .



Authorization tags

Selecting a Virtual Authorization Tag



From the Dashboard, open the **Authorization Tags** menu. All authorization tags belonging to the account are displayed here.

Click the star icon to mark the related Authorization Tag as a favorite. The **current favorite is highlighted in yellow**. The current tag is used for all charging sessions that are started using one of the virtual access methods (**Scan & Charge** or **1-Click Remote Start**).

Click the more actions button (3 dots icon) to edit or delete the Authorization Tag. When editing, you can also change Alias name.