

Clipsal Cortex Schneider Charge Troubleshooting Manual – End-User

Introduction

The Clipsal Cortex Meter is easy to install and commission. It measures energy usage of the main circuits and appliances in real-time. It can integrate a compatible Electric Vehicle (EV) Charger into the Home Energy Management System (HEMS), currently supporting the Schneider Charge EV Charger for monitoring and control.

Benefits Of Integration of the EV Charger with the Cortex HEMS

Setting up the Electric Vehicle (EV) charger to integrate with the Clipsal Cortex Home Energy Management System (HEMS) allows the system to intelligently manage energy, channel excess solar to your car, or charge during cheaper off-peak hours.

How to check the Charging Rate on Cortex

1. Open the Clipsal Cortex app.
2. Go to the Live tab.
3. Tap the EV Charger tile.
4. While the vehicle is charging, you can view:
 - Charging Power (kW) – the current charging rate.
 - Charging Status (Charging, Paused, Plugged In, etc.).
 - Charging Current (A) – the current being supplied to your vehicle.

How to adjust the Charging Current on Cortex

1. Open the Clipsal Cortex app.
2. Open the Live tab.
3. Select the EV Charger.
4. Locate the Current/Power Throttle slider.
5. Drag the slider to increase or decrease the charging current.
6. The charger will adjust the maximum current supplied to the EV.

Notes:

- The EV must be plugged in, and the charger must be online.
- The maximum charging current cannot exceed the charger's configured installation limit.
- If smart charging (SmartSave) mode is enabled, Cortex may automatically adjust the charging current based on available solar generation or site conditions.
- The actual charging rate will be affected by several factors when SmartSave has been selected

- Amount of available Solar Energy
- Cost of electricity updated on Cortex app.
- Grid availability
- EV Car Battery charging limits

How to enable Time Schedule on EV Charger and its benefits

1. Open the **Clipsal Cortex** app.
2. Go to the **Live** tab.
3. Select the **EV Charger**.
4. Tap **Time Schedule**.
5. Select **Repeat** and choose the days you want the schedule to apply.
6. Tap **Start** and select the time you want charging to begin.
7. Tap **End** and select the time you want charging to stop.
8. To create additional charging periods, tap **+ Add Timer**.
9. Tap **Save** to apply the changes.
10. Ensure the EV has been plugged into the charger.

Time Schedule Benefits

- Time Schedule allows you to automatically charge your EV during your preferred times, such as overnight or during off-peak electricity periods.
- You can create multiple charging schedules by adding additional timers and selecting different days and times to suit your routine.
- Once saved, the EV charger will automatically start and stop charging according to your configured schedule, providing a convenient and consistent charging experience.

How to enable SmartSave on EV Charger and its benefits

1. Open the Clipsal Cortex app.
2. Go to the Live tab.
3. Select the EV Charger.
4. Tap SmartSave to enable SmartSave mode.

SmartSave Benefits

- For the best performance, keep your vehicle plugged in whenever possible. Cortex will automatically start and pause charging.
- SmartSave automatically charges your EV when plugged in using depending solar energy available and cost of electricity, helping to maximise your savings.
- Please ensure that you have updated the energy rates from your energy provider on Cortex. Refer to Bills Upload section.

How to Enable Manual Mode on the EV Charger and Its Benefits

1. Ensure the EV has been connected to the Charger.
2. Open the Clipsal Cortex app.
3. Go to the Live tab.
4. Select the EV Charger.
5. Tap Manual to enable Manual mode.

Manual Mode Benefits

- Manual mode gives you direct control over your EV charger, allowing you to manually turn charging On or Off whenever required.
- This mode is useful when you want to start charging immediately without waiting for a Time Schedule or SmartSave to control the charger.

Reconnecting Your EV Charger to Wi-Fi

1. Open the **Clipsal Cortex app** and go to the Live page.
2. When charger is offline, you will see an error on the EV charger switch. Tap on the charger switch.
3. A message will appear saying “**Charger disconnected from the Internet.**”
4. Tap on the **(+) icon**, then tap on “**here**” to begin the reconnection process.

Enable Wi-Fi Setup on the Charger

5. Follow the below instructions:
 - Turn the charger OFF and back ON again (power cycle)
 - Once the charger is back ON, press and hold the **Wi-Fi button** on the **right-hand side of the charger for 5 seconds**

- **The light on the button will start blinking**, which means the charger Wi-Fi access point has been activated for Wi-Fi reconnection
6. Tap **Next** in the app.
 7. Scan the **QR code** located on the right-hand side of the charger.

Connect the Charger to Your Home Wi-Fi

8. Your phone will ask you to join the charger's Wi-Fi network — tap **Join**.
9. Enter the **PIN** provided by your installer (if not provided this can be obtained from the installer) and tap **Next**.
10. Enter your **home 2.4 GHz Wi-Fi name (SSID)** and **Wi-Fi password**.
11. Tap **Next** to save the details.

Finish Setup

12. The app will now connect the charger to your home Wi-Fi network.
13. Tap **Join** when prompted.
14. Once completed, you will see a confirmation message that the charger has connected successfully.

Important Notes

- This setup must be completed using **Clipsal Cortex app**.
- Keep Wi-Fi enabled during the process.
- Stay close to the charger during the setup process.
- Make sure your home Wi-Fi signal is strong near the charger