

### Phone Call

Hello  
Welcome to Elli Customer Service

( for AUDI customers )  
My name is

What can I do for you?

For Outgoing Call, choose line  
**B2C & Elli Produkte**

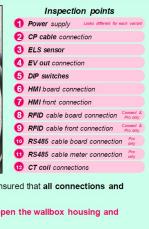
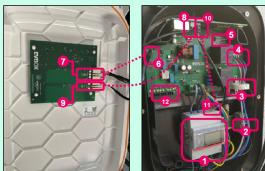
Phone numbers should have **00** instead of +

### Levels

Case	Product	Level
Record	Line	
Type		
6. CIC	ELLI or AUDI	1st Level
6. CIC Charging	Any other brand	2nd Level
3. Technical Support	Any brand	

### Wallbox

#### Imagery of Wallbox Interior



① Inspection points shall be documented via photos. It must be ensured that all connections and settings are clearly visible.

⚠ Only electricians and authorized personnel are allowed to open the wallbox housing and conduct the requested documentation activities.

### Icon Meaning

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⌚ Have the wallbox switched off at the power supply cabinet. Have the wallbox switched on again for a reboot.

### Icon Meaning (cont)

🚗 If the vehicle is connected to the wallbox, disconnect it. Do not reconnect until wallbox is idle.

ⓘ Inspect the charging cable and the connector for dirt or damage.

⚙️ "Settings"

B, G, R, Y stand for **Blue**, **Green**, **Red**, **Yellow**.

UPPERCASE = **STEADY**  
lowercase = **blinking**

They refer to LEDs **left to right**  
( wallbox, vehicle, home system, RFID )

### HMI States

HMI → State Notes  
Solution

\*\*\* ⚡ + ✗

\* HMI cable

b \* \* Starting ✓

\*

### HMI States (cont)

b \* Stuck. ✗ May be replaced with 2 min videotoproof

B → ✗

\* \* Hotspot

\* Config.

G Ready ✓

\*\*

\*

G 🚗 + ⚡ ✗ OR Soft Reboot

G Auto full ✓

G OR

\* \* Pause

G Working ✓

g \*

\*

### HMI States (cont)

g \* \* → Use OK Card or with no control + ⚡

G R \* \* 🚗 + ⓘ ✗

Y g \* \* → ⓘ ✗

Y Y \* \* Suspended ✓

Y \* Y \* High Consumption → Power Limitation

Y Y Y \* High Consumption ✗



HMI States (cont)		HMI States (cont)		Escalation (TECH) (cont)		⚠ Asset Not Paired	
R →  +	✗ Manual	*** G	Waiting for card	✓	Time period in which the problem occurs	Do not work. Make a post with the following:	
*	HMI cable	pdf p.45	*** g	Starting	✓	Timestamp to analyze the logs	ASSET PAIRING PROCESS REQUEST
*	OR  x		*** r	Card refused -> 	✗	WLAN / LTE or LAN?	Seriennummer (SN):
*	1h					Configuration Manager Accessible	Modell:
R  +  +	✗					Connection through which app	Dealer Name (Wallbox Buyer):
R  +							Order Number:
*							Order Date:
*							Delivery Date:
r  ! ->  +	✗ May be replaced						KVPS No.:
r  + 							End Customer/Wallbox User Name:
r	out of						Elli Customer Number:
r	warranty						Address:
R →  +	✗						Email Address:
R check							Date of sale from dealer/electrical retailer to end customer:
R COMboard							(name of electrical contractor, if applicable)
R OR  + 							Send to dealer Dealer Support Queue
*	-> check	✗					Attach billing documentation.
*	HEMS +						
Y Network							
*	 +						
HEMS 							
*	-> check	✗ Manual					
*	DIP	pdf p.32					
R switches							
*							