

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 +

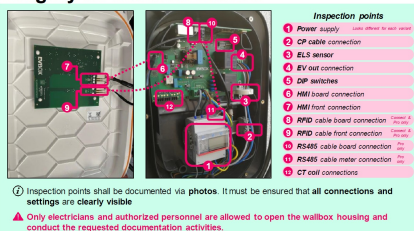
Levels

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

3. Technical Support Any brand

Wallbox

Imagery of Wallbox Interior



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	-> Solution	State	Notes
***	🔄 +	✗	
*	HMI cable		
b**	Starting	✓	

HMI States (cont)

b* Stuck. ✗ May be replaced with 2 min videoproof
** Critical.

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 ✗

Icon Meaning

Icon	Meaning
🔄	Have the wallbox switched off at the power supply cabinet. Have the wallbox switched on again for a reboot.



HMI States (cont)	HMI States (cont)	Escalation (TECH) (cont)	⚠️ Asset Not Paired
<div>R -> 🔄 + ❌ Manual</div> <div>* HMI cable pdf p.45</div> <div>* OR 🚗 x</div> <div>* 1h</div> <div>R 🚗 + 🔄 + ❌</div> <div>R 📶</div> <div>*</div> <div>*</div> <div>r ⚠️! -> 🔌 + ❌ May be</div> <div>r 🚗 + 🔄 replaced</div> <div>r out of</div> <div>r warranty</div> <div>R -> 🔄 + ❌</div> <div>R check</div> <div>R COMboard</div> <div>R OR 🚗 +</div> <div>🔄</div> <div>* -> check ❌</div> <div>* HEMS +</div> <div>Y Network</div> <div>* ⚙ +</div> <div>HEMS ⚙</div> <div>* -> check ❌ Manual</div> <div>* DIP pdf p.32</div> <div>R switches</div> <div>*</div>	<div>*** G Waiting for card ✔️</div> <div>*** g Starting ✔️</div> <div>*** r Card refused -> ❌</div> <div>⚙</div> <div>Manual link</div> <div>Escalation (TECH)</div> <div>Asset</div> <div>Sales Project</div> <div>Case Category Tree</div> <div>Serial number of the charging station</div> <div>Installed by</div> <div>Commissioning Protocol + With measured values + With stamp from electrical contractor</div> <div>Pictures of the installation (Internal wiring)</div> <div>Location of installation</div> <div>HMI Behavior</div> <div>What happens when the customer plugs in the cable</div> <div>Load management</div> <div>How are the DIP switches set</div> <div>Are CT coils installed and configured?</div> <div>Vehicle model that was loaded</div>	<div>Time period in which the problem occurs</div> <div>Timestamp to analyze the logs</div> <div>WLAN / LTE or LAN?</div> <div>Configuration Manager Accessible</div> <div>Connection through which app</div> <div>Exact description of the problem and since when did it occur</div> <div>Information from the backend what is the status of the box</div> <div>Video and proof of the problem if possible</div> <div>MSP: Unable to Unplug</div> <div>Troubleshoot Note</div> <div>Lock/Unlock Car</div> <div>Soft Reset Only do it if no from other cars are</div> <div>Management charging there</div> <div>Console</div> <div>Tell to ask Car manufacturer's Customer Service</div> <div>MSP: Common Issues</div> <div>Unable to use Plug and Charge Check if car is able. Check if Station is able.</div> <div>QR code not working Ask to seek help from the Station owner</div> <div>Charging not starting Unplug and retry. Check car settings.</div>	<div>Do not work. Make a post with the following:</div> <div>ASSET PAIRING PROCESS REQUEST</div> <div>Seriennummer (SN):</div> <div>Modell:</div> <div>Dealer Name (Wallbox Buyer):</div> <div>Order Number:</div> <div>Order Date:</div> <div>Delivery Date:</div> <div>KVPS No.:</div> <div>End Customer/Wallbox User Name:</div> <div>Elli Customer Number:</div> <div>Address:</div> <div>Email Address:</div> <div>Date of sale from dealer/electrical retailer to end customer: (name of electrical contractor, if applicable)</div> <div>Send to dealer Dealer Support Queue</div> <div>Attach billing documentation.</div> <div>Spare Part Request</div> <div>Create child case. Make a post with:</div> <div>1. Spare Part Requested</div> <div>2. Is ISP needed?</div> <div>3. Shipping address</div> <div>4. Free/Against charge</div> <div>5. Additional comment</div> <div>Send to Replacements & Spare parts Queue</div>