

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
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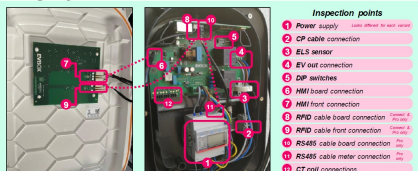
6. CIC Charging	ELLI or AUDI	1st Level
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6. CIC Charging	Any other brand	2nd Level
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3. Technical Support	Any brand	
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Wallbox

Imagery of Wallbox Interior



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

Icon	Meaning
🔄	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	-> 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 + ⚙️

GR** 🚗 + 🔌 ✗

Yg** -> 🔌 ✗

YY** Suspended ✓

Y*Y* High Consumption -> Power Limitation ✓

YYY* High Consumption ✗



HMI States (cont)	
R -> ↻ + ✘	Manual pdf p.45
* HMI cable	
* OR 🚗 ✘	
* 1h	
R 🚗 + ↻ + ✘	
R 📶	
*	
*	
r ⚠️! -> 🔌 + ✘	May be replaced
r 🚗 + ↻	out of warranty
r	
r	
R -> ↻ + ✘	
R check	
R COMboard	
R OR 🚗 + ↻	
* -> check ✘	
* HEMS +	
Y Network	
* ⚙️ +	
HEMS ⚙️	
* -> check ✘	Manual pdf p.32
* DIP	
R switches	
*	

HMI States (cont)	
*** G	Waiting for card ✓
*** g	Starting ✓
*** r	Card refused -> ✘
⚙️	
Manual link	
Escalation (TECH)	
Asset	
Sales Project	
Case Category Tree	
Serial number of the charging station	
Installed by	
Commissioning Protocol + With measured values + With stamp from electrical contractor	
Pictures of the installation (Internal wiring)	
Location of installation	
HMI Behavior	
What happens when the customer plugs in the cable	
Load management	
How are the DIP switches set	
Are CT coils installed and configured?	
Vehicle model that was loaded	

Escalation (TECH) (cont)	
Time period in which the problem occurs	
Timestamp to analyze the logs	
WLAN / LTE or LAN?	
Configuration Manager Accessible	
Connection through which app	
Exact description of the problem and since when did it occur	
Information from the backend what is the status of the box	
Video and proof of the problem if possible	
MSP: Unable to Unplug	
Troubleshoot	Note
Lock/Unlock Car	
Soft Reset from Management Console	Only do it if no other cars are charging there
Tell to ask Car manufacturer's Customer Service	
MSP: Common Issues	
Unable to use Plug and Charge	Check if car is able. Check if Station is able.
QR code not working	Ask to seek help from the Station owner
Charging not starting	Unplug and retry. Check car settings.

⚠️ Asset Not Paired
Do not work. Make a post with the following:
ASSET PAIRING PROCESS REQUEST
Seriennummer (SN):
Modell:
Dealer Name (Wallbox Buyer):
Order Number:
Order Date:
Delivery Date:
KVPS No.:
End Customer/Wallbox User Name:
Elli Customer Number:
Address:
Email Address:
Date of sale from dealer/electrical retailer to end customer: (name of electrical contractor, if applicable)
Send to dealer Dealer Support Queue
Attach billing documentation.
Spare Part Request
Create child case. Make a post with:
1. Spare Part Requested
2. Is ISP needed?
3. Shipping address
4. Free/Against charge
5. Additional comment
Send to Replacements & Spare parts Queue

