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 +	
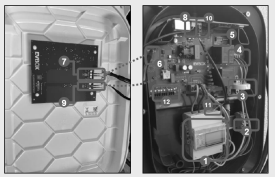
Levels

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

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

Icon Meaning (cont)

Icon	Meaning
🚗	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 **B**lue, **G**reen, **R**ed, **Y**ellow.

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)

HMI	-> Solution	State	Notes
b * * *	Stuck. Critical.	✖	May be replaced with 2 min videoproof
B * * *	-> Hotspot Config.	✖	
G * * *	Ready	✔	
G * * *	🚗 + ⟳	✖	OR Soft Reboot
G G * *	Auto full OR Pause	✔	
G g * *	Working	✔	

HMI States (cont)

HMI	-> Solution	State	Notes
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	✖	

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Not published yet.
Last updated 28th April, 2023.
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HMI States (cont)

R * * *	-> ↻ + HMI cable OR 🚗 x 1h	✖	Manual pdf p.45
R R * *	🚗 + ↻ + ⬜	✖	
r r r r	⚠! -> ⏻ + 🚗 + ↻	✖	May be replaced out of warranty
R R R R	-> ↻ + check COMboard OR 🚗 + ↻	✖	
* * Y *	-> check HEMS + Network ⚙ + HEMS ⚙	✖	
* * R *	-> check DIP switches	✖	Manual pdf p.32

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