# EO GENIUS 2

## ↘ INSTALLATION & COMMISSIONING GUIDE

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**Important:** Read carefully before use. Keep for future reference.

# → 1.0 INTRODUCTION

This document is intended for both Small and medium-sized enterprises (SME) and Charge point operators (CPO) installation purposes and details how to install and configure the EO Genius 2. It covers the physical installation and the software configuration required to enable the charger to communicate to the appropriate OCPP back office.

It includes:

+ How to mount and wire up the EO Genius 2.
+ How to access the charger's user interface.
+ How to  configure your Genius 2 for your respective software:
  + SME
  + CPO
+ Charger's LED status light.

*It is important to note that the information in this document is subject to change without notice as the EO Genius 2 product evolves, please download the latest version from [www.eocharging.com/support.](www.eocharging.com/support.)*

### HOW DO I KNOW WHICH SOFTWARE CONFIGURATION SET UP TO FOLLOW?

SMEs include fleet operators and the majority of commercial installs. SMEs represent 99% of all businesses in the EU and is the default way to configure your EO Genius 2 for the majority of EO's customers found by following section 4.0.

CPOs build EV charging stations, install hardware from a variety of electric vehicle supply equipment (EVSE)vendors, and ensure optimal ongoing EV charging operations. They usually have their own back-office portal which will require different configuration settings which can be found by following section 7.0.

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## 1.1 HIGH LEVEL SEQUENCE

The high-level installation sequence is:

+ Physically install the product.
+ Power up the unit.
+ When the LED turns from white to blue, then the Wi-Fi hotspot is available.
+ Join the Wi-Fi hotspot (which is available for 10min) at https://10.10.10.1.
+ Configure the unit and log out.
+ When the hotspot turns off then the charger will connect to the configured Cloud based Charging Station Management System.

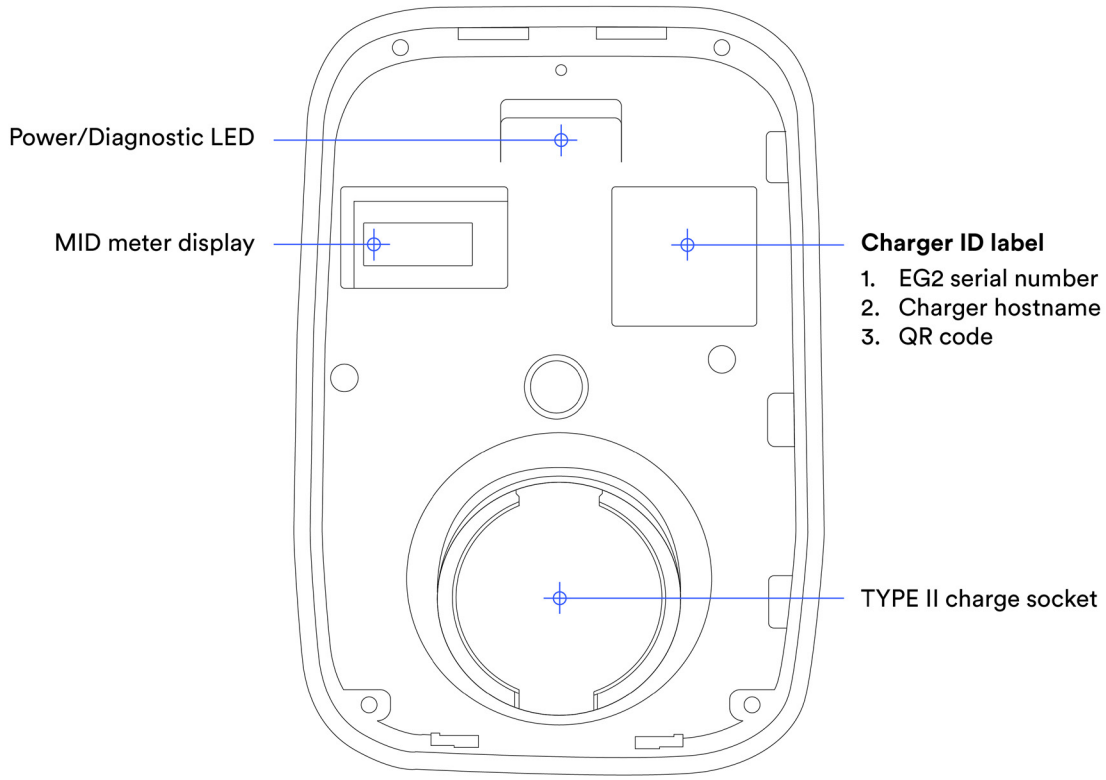



Figure 1: EO Genius 2 labelled backplate.

## 1.2 PRE-INSTALLATION INFORMATION

**Network (LAN) connectivity:**

When using a hard-wired connection to a LAN, make sure a working connection to the client's network is available prior to installation or your chargers will fail the online tests.

**Wi-Fi connectivity:**

If the Genius 2 is to use Wi-Fi for its internet connection to a back-office platform, before fitting the device in place, it is recommended that the strength and integrity of the Wi-Fi signal is checked. If a weak Wi-Fi signal is present, then there is a chance that the installation of the EO Genius 2 may fail. To check that the Wi-Fi signal is strong enough please complete the following steps:

1. Utilise a suitable Wi-Fi analyser mobile device app to verify signal stability, strength, and interference levels.
2. Using a mobile device, connect to the premises' Wi-Fi router.
3. Measure the data rate and signal noise. The data rate should be greater than 5mbs and using an appropriate mobile app, measure the signal noise [RSSI] value which should be circa -60dBm.

If the Wi-Fi is not suitable, a couple of options exist:

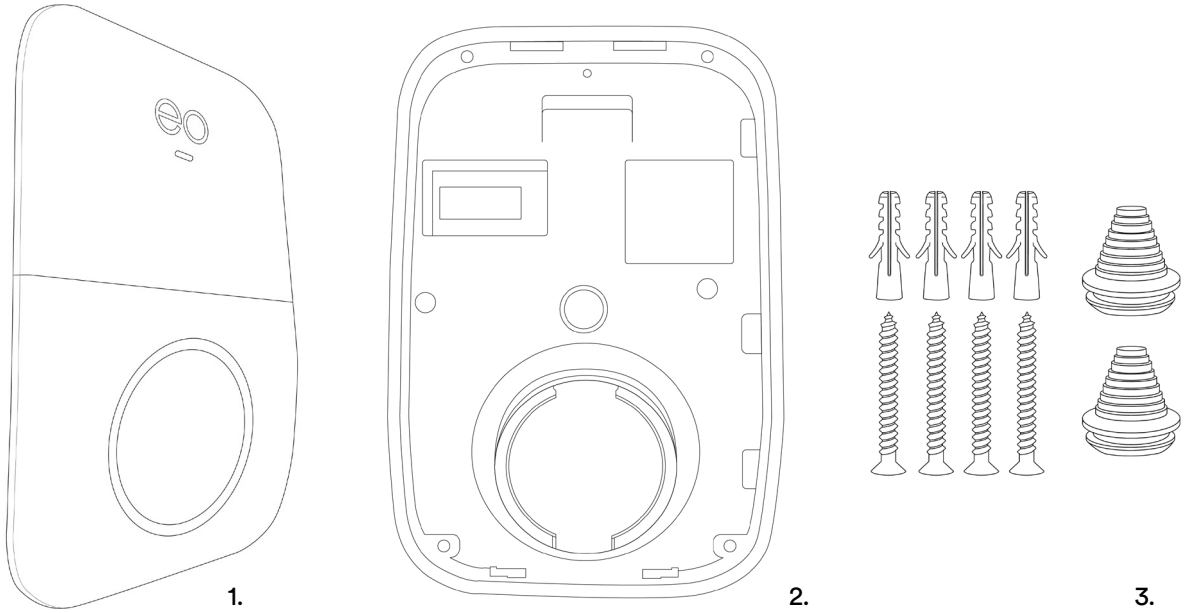
1. Install a 2.4gHz Wi-Fi booster.
2. Use the hard-wired ethernet option.
3. Request a charger with the 4G GSM internal modem.

# ↘ HARDWARE INSTALLATION

# → 2.0 INSTALLATION INSTRUCTIONS FOR EO GENIUS 2

## 2.1 CHARGER INSTALLATION INSTRUCTIONS

1. What is in the box.



1. 2. 3.

Figure 2: Box contents.
1. EO Genius 2 fascia
2. Genius 2 housing
3. stepped grommets and charger mounting screws

2. Remove the EO Genius 2 from the packaging. The fascia should be put to one side and left in its wrapping. Using a long reach 4mm hex key, loosen the centre two housing securing screws followed by the four outer screws.

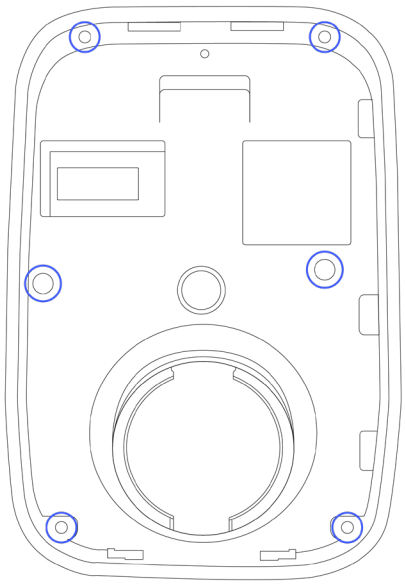


Figure 3: EO Genius 2 backplate.

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3. On the bottom of the base, pop out the caps from the cable entry holes. Fit the appropriate glands or stepped grommets for the incoming cables. There are four cable entry holes available:
    a. Power – rear entry [green]
    b. Power – bottom entry [red]
    c. CT clamps [yellow]
    d. Ethernet [blue]

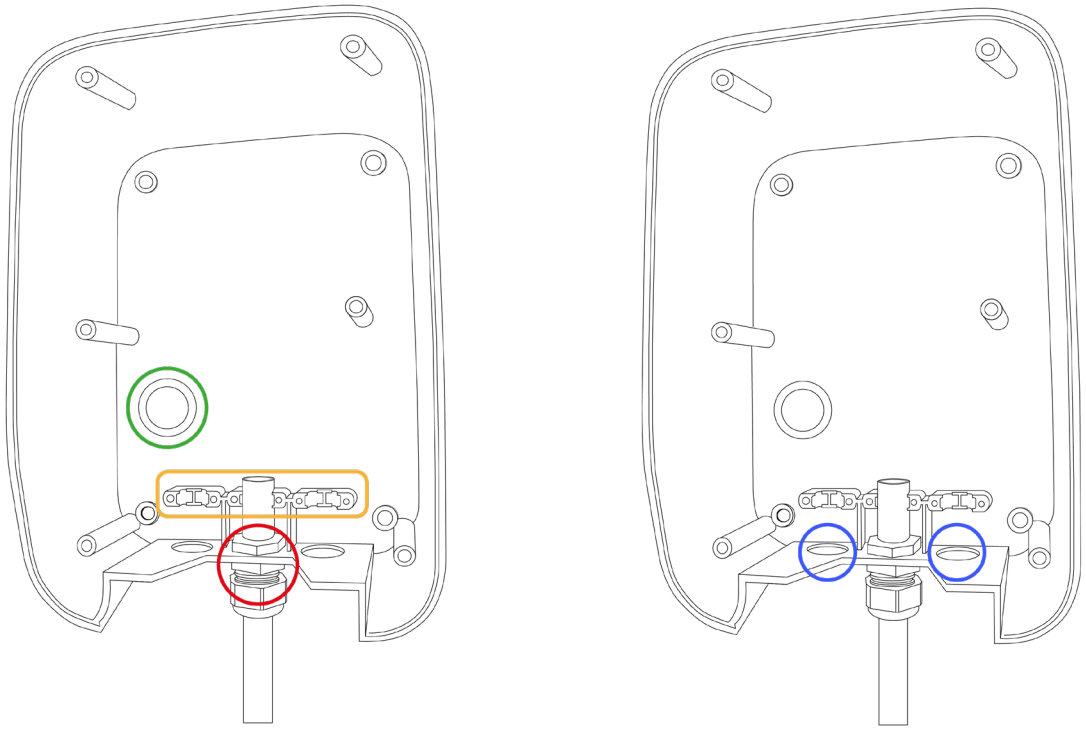

Figure 4: EO Genius 2 rear housing.

The number of glands required will be dependent on the specific installation requirements of each site. When fitting the charger to an EO Post, we recommend you use the rear entry aperture as it accommodates wiring through to the post wiring access port.

4. Offer the base of the EO Genius 2 or the enclosed template up to the installation location. Please make sure the surface is flat and level.

   Level the EO Genius 2 base and mark the position of the four holes. Take the EO Genius 2 base away and drill the four holes.

   Do not drill through the EO Genius 2 base or base screw holes.

5. Attach the EO Genius 2 base to the wall using four screws. Ensure that the base is the correct way up and that it is flush against the wall. For uneven surfaces we recommend using the optional backplate.

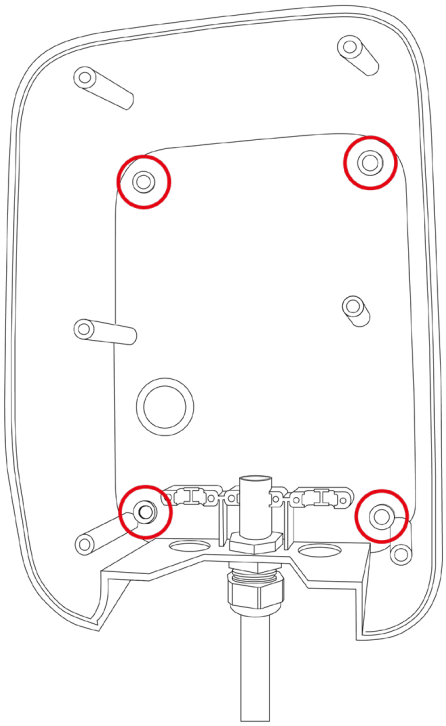

Figure 5: EO Genius 2 rear housing displaying 4 rear entry holes.

6. For installation to an EO Post, make sure all necessary cables have been routed up through the post, and secure the backplate to the post using the fixings supplied within its packaging. Offer up the EO Genius 2 rear case to the backplate and secure the 5mm hex bolts provided in the backplate fixing kit.

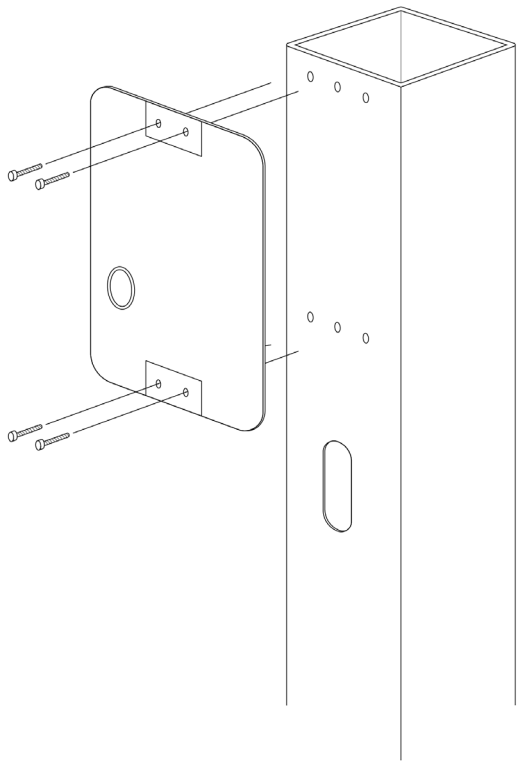

Figure 6: EO Genius 2 backplate post mounting.

7. Strip and prepare the power cable and feed it into the desired entry point, depending on your installation type. The figure below shows the cable routed through the rear.

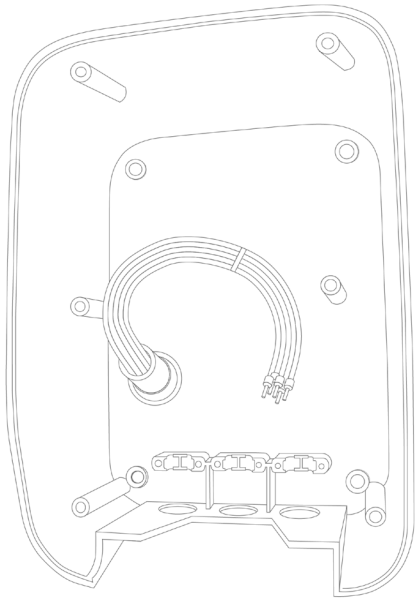

Figure 7: EO Genius 2 with rear cable routing.

8. For wall mounting, either of the cable entry positions can be used. We strongly recommend the use of ferrules where multi-strand wires are being used. This will therefore increase the contact area between the connector and wire, reducing any risk of heat generation during operation. Strip back 30 to 40cm of outer sheath allowing for efficient internal routing.

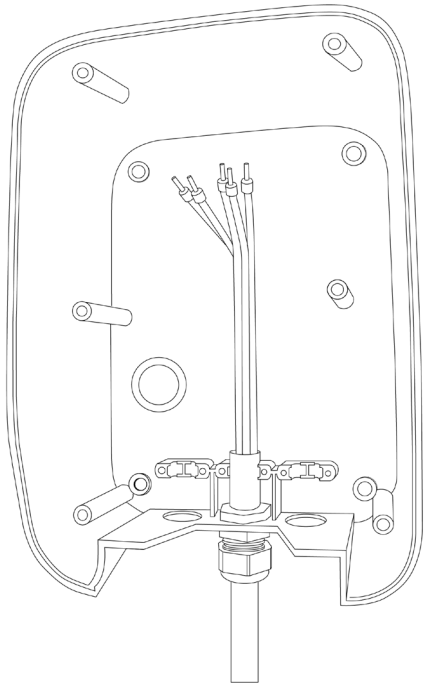

Figure 8: EO Genius 2 with bottom cable routing.

9. Feed the other end of the cable into the base EO Genius 2 ready for connection to the charger cartridge.

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10. Secure both the power and Ethernet LAN cables to the rear housing.

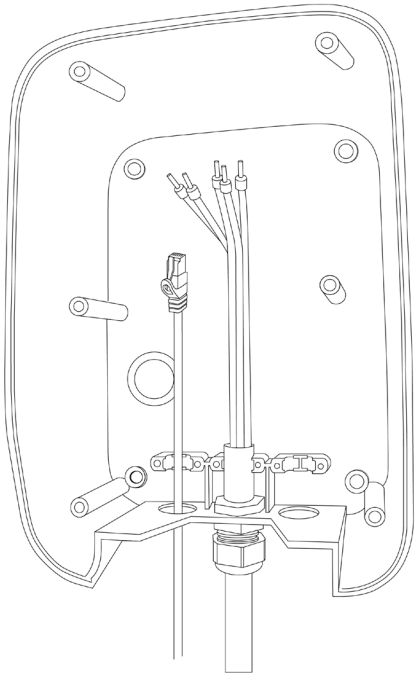


Figure 9: Ethernet and power cables secured to rear housing.

11. Connect the power cables to the DIN rail power connector of the EO Genius 2. Insert a small flat-blade screwdriver into the DIN rail terminal to allow the power cable to be inserted. Remove the screwdriver to secure the power cable in place. We strongly recommend the use of ferrules where cable type permits.

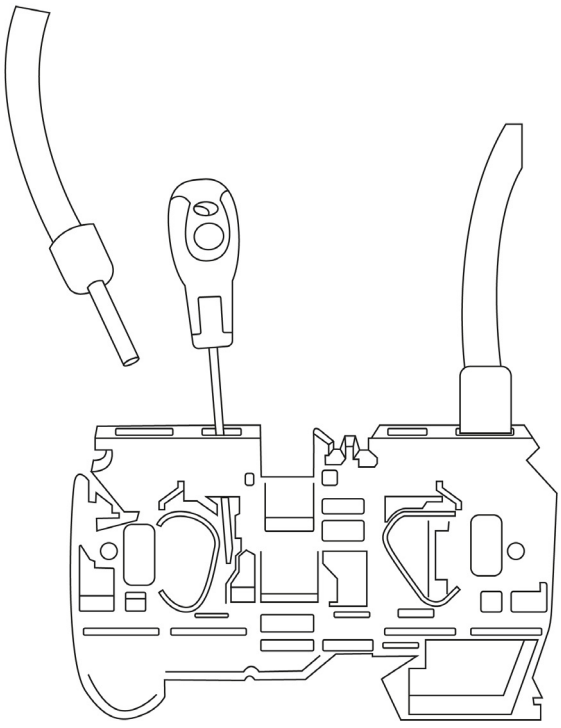
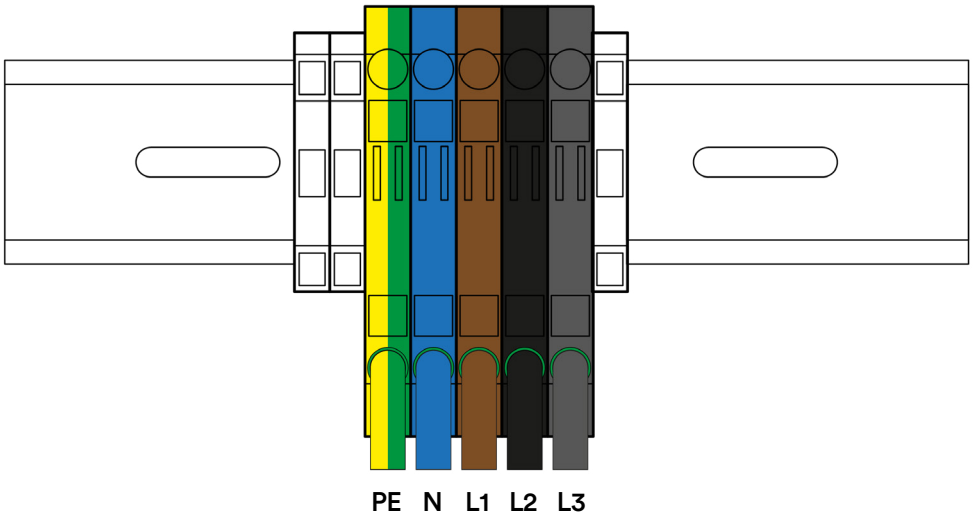


Figure 10: DIN Rail.




PE = Protective Earth
N = Neutral
L1 = Line/Phase 1
L2 = Line/Phase 2
L3 = Line/Phase 3

Figure 11: DIN Rail colour coding.

12. With all cables connected position them so that you can close the EO Genius 2 front plate to the EO Genius 2 rear housing, making sure that no cables are trapped.

    Secure the Genius 2 cartridge to the EO Genius 2 rear chassis. We recommend starting with the two centre bolts followed by the four corner ones.

    **Note:** Do not over tighten these bolts.

**Note:** Attaching the Fascia to the EO Genius 2 should be carried out after **all testing is complete.**

Figure 12: EO Genius 2.

## 2.2 IMPORTANT CHARGER INFORMATION

| Topic | Note |
|---|---|
| Characteristics of power supply input | Permanently connected to 230V or 110V AC supply |
| Characteristics of power supply output | Supplies 230V AC to the vehicle |
| Normal environmental conditions | Can be installed indoors or outdoors |
| Access requirements | Can be installed with no access restrictions |
| Mounting method | Stationary equipment intended for surface or post mounting |
| Protection against electric shock | Class I equipment |
| Charging mode | Mode 3 charging equipment |
| Ventilation during the supply of energy | Does not support ventilation during charging |
| Ingress protection | IP54 |
| Mechanical strength | IK08 |
| Operating temperature | -25°C to +50°C |
| Height of installation | The charging equipment should be mounted with the bottom face of the enclosure at least 0.9m above ground level |
| Usage of adaptors/cord extension sets | Adaptors and conversion adaptors sets are not permitted to be used with the equipment. Cord extension sets are not permitted to be used |
| Maximum altitude | 9000m |
| Pollution degree | Pollution Degree 2 |
| Type of earthing system | TN, IT, TT |
| Skill level | Operation by ordinary – Installation by skilled authorised electrician |

| Topic | Note |
|---|---|
| EMC classification | EN 61851-21-2;2021<br>Residential & Non-Residential<br>EN 55032:2015 + A1:2020 Class B<br>ENSI EN 301 489-1 V2.2.3:2019<br>EN 300 328 V2.2.2:2019<br>EMC Directive 2014/30/EU & UK Electromagnetic compatibility Regulations 2016 |
| Nature of Short-circuit protective device | Upstream RCD Type A required<br>Internal: 6mA DC Leakage, PEN, LoE, LoN |
| Dimensions and weight | Genius 2 3PH UK (EG203-PME-DCL) 3.628kg<br>Genius-2 1PH UK (EG201-PME-DCL): 3.338kg<br>Genius-2 3PH INT (EG203-DCL): 3.55kg<br>Genius-2 1PH INT (EG201-DCL): 3.25kg<br>Genius-2 3PH UK Tethered (EG203-PME-DCL-T2T): 6.644kg<br>Genius-2 1PH UK Tethered (EG201-PME-DCL-T2T or T1T): 5.348kg<br>Genius-2 3PH INT Tethered (EG203-DCL-T2T): 6.56kg<br>Genius-2 1PH INT Tethered (EG201-DCL-T2T or T1T): 5.25kg<br>Dimensions : 330mm x 220mm x 130mm |
| Access restrictions | Both restricted and unrestricted |

*The installer must select the RCD and earthing configuration by following the current local regulation & best practices. Also refer to the current IET code of practice.*

Where the EO Genius 2 includes DC leakage protection a Type A RCD can be fitted at the supply, otherwise, a Type B RCD or equivalent should be used. EO recommends a 40A supply for on 32A charging station. Overcurrent protection (e.g. MCB) should be installed upstream of the charging station.

# → 3.0 WIRING CONNECTIONS

It is possible to configure the EO Genius 2 to connect to either TN or IT grid types which are shown in the following section.

## 3.1 PHYSICAL CONNECTIONS

| Wiring system | Power connections on EO Genius 2 | | | | |
|---|---|---|---|---|---|
| | **PE** | **N** | **L1** | **L2** | **L3** |
| TN (400V) | PE | N | L1 | L2 | L3 |
| IT (230V) | PE | L1 | L2 | L3 | |

PE = Protective Earth
N = Neutral
L1 = Line/Phase 1
L2 = Line/Phase 2
L3 = Line/Phase 3

## 3.2

The phase rotation and grid selection (IT/TN) should be set as per the instructions.

The EO Genius 2 is now physically installed and the commissioning of the charger can now begin.

**Congratulations**, you have successfully completed the hardware installation for the EO Genius 2. There are now two different ways our charger can be configured:

SMEs include fleet operators and the majority of commercial installs. SMEs represent 99% of all businesses in the EU and is the default way to configure your EO Genius 2 for the majority of EO's customers found by following section 4.0.

CPOs build EV charging stations, install hardware from a variety of electric vehicle supply equipment (EVSE)vendors, and ensure optimal ongoing EV charging operations. They usually have their own back-office portal which will require different configuration settings which can be found by following section 7.0.

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# ↘ COMMERCIAL SOFTWARE CONFIGURATION

# → 4.0 SOFTWARE CONFIGURATION OF THE EO GENIUS 2

The following steps should be taken by the installer to prepare the EO Genius 2 so that it can be connected to a 3rd party back-office or the EO Cloud using the OCPP protocol.

SMEs include fleet operators and the majority of commercial installs. SMEs represent 99% of all businesses in the EU and is the default way to configure your EO Genius 2 for the majority of EO's customers found by following section 4.0.

The main sequence of steps will be as follows:

1. The charger should be connected to power and switched on.
2. Log in to the Genius 2 user interface.
3. Configure the device parameters.

After all the above is carried out, the unit will be ready to connect to a back-office of choice.

## 4.1 INITIAL STEPS

1. Ensure that the EO Genius 2 is powered up.
2. Locate the device User Interface (UI) username and password which can be found in the charger packaging and put them in a safe place as these are specific to each charge point.

During 'Power Up' the LED will be white whilst the unit is booting up. When the device is ready, the LED will turn green. At this point the user interface can be accessed.

## 4.2 LOG IN TO THE GENIUS 2 USER INTERFACE.

For the commissioning of the EO Genius 2, the charger has an internal UI.

You will need to access each charger interface, in turn, to carry out configurations.

The charger interface is available via a Wi-Fi hotspot. The Wi-Fi hotspot is available for 10 minutes after powering up the charger.

1. When powering up the EO Genius 2, a Wi-Fi hotspot is emitted for 10 minutes by default, allowing a connection to be made with a laptop.
2. The hotspot name is represented as the charger hostname, for example, eo-1234567891234. The password for joining this hotspot can be found on the label stuck to the inside of the packaging (see following page).

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OTP Code: ######

Serial Number:
EM3-0015

Web Portal Login:

UN: Installer

PWD: WORDWORD#

WiFi Hotspot Login:

SSID: eo-00000000000000000

PWD: WORDWORD#

Figure 13: Example hotspot password label found in the Genius 2 packaging.

3. Once connected to the charger Wi-Fi hotspot open your web browser and enter the following IP address 10.10.10.1 in the search bar.

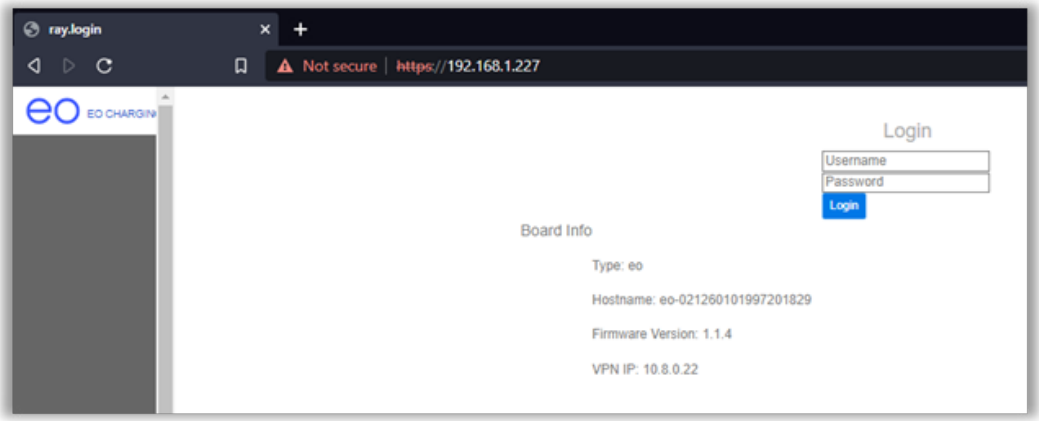


Figure 14: EO Charging UI login page.

You should reach the UI login page where you will need to enter the username which is ***"Installer"*** and the unique password which can be found on a label stuck to the inside of the charger packaging, see figure 14 for an example of credentials label for reference.

**Note:** Each charge point will have its unique passcode. We recommend you retain all labels and hand these to your client for safe keeping as may be required at a later date.

The image below shows a typical example of a Genius 2 system connected to a LAN.

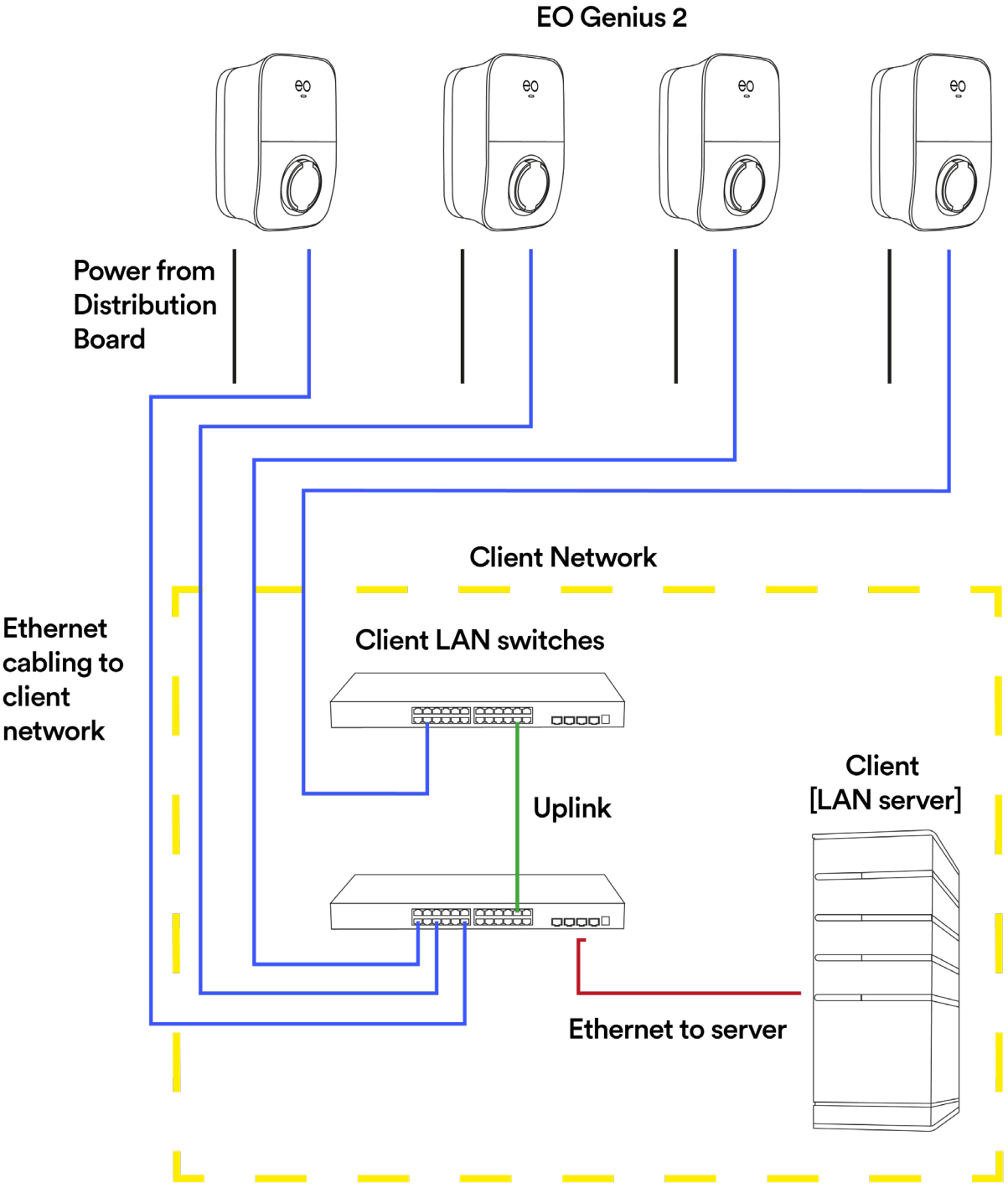


Figure 15: LAN connection diagram.

## 4.3 CONFIGURE THE DEVICE PARAMETERS.

Once the installer is logged in then there are several pages that can be configured by the installer:

### 4.3.1 INFO PAGE

Once logged in you are presented with the general Info screen showing such details as:

1. Charger connection status.
2. IP address.
3. Charger Hostname/Serial number.

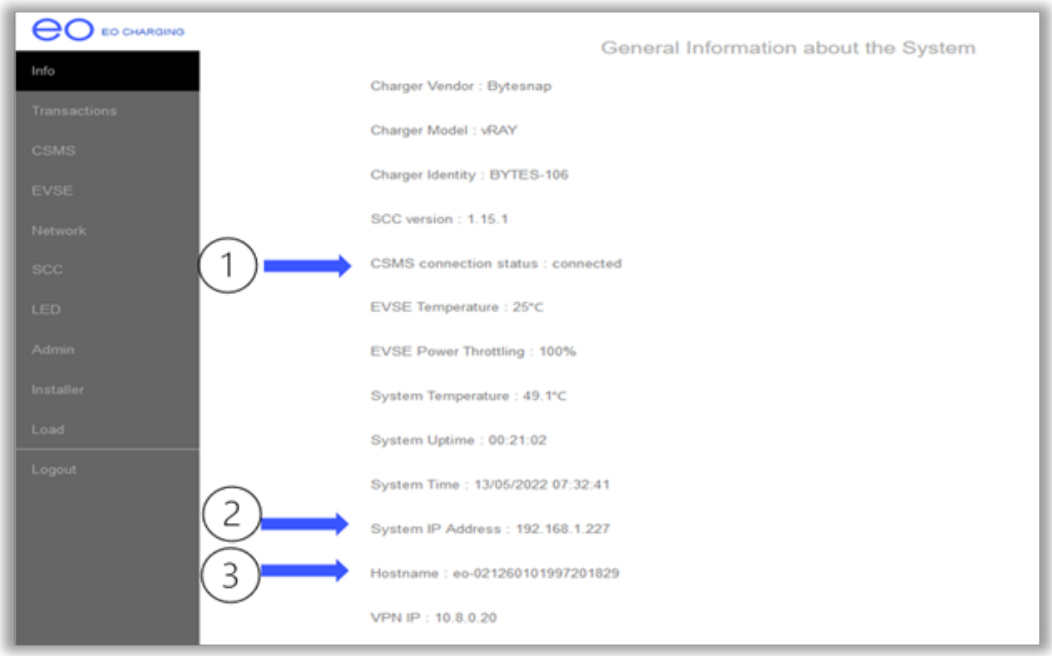


Figure 16: Device information page.

### 4.3.2 CSMS PAGE

1. The charger's online status will display here once commissioned or connected to a LAN.
2. The connection URL of the OCPP server.
3. Make sure the toggle "Authorisation via CSMS server" is off for remote authorisation via a back office.
4. RFID can be enabled or disabled.

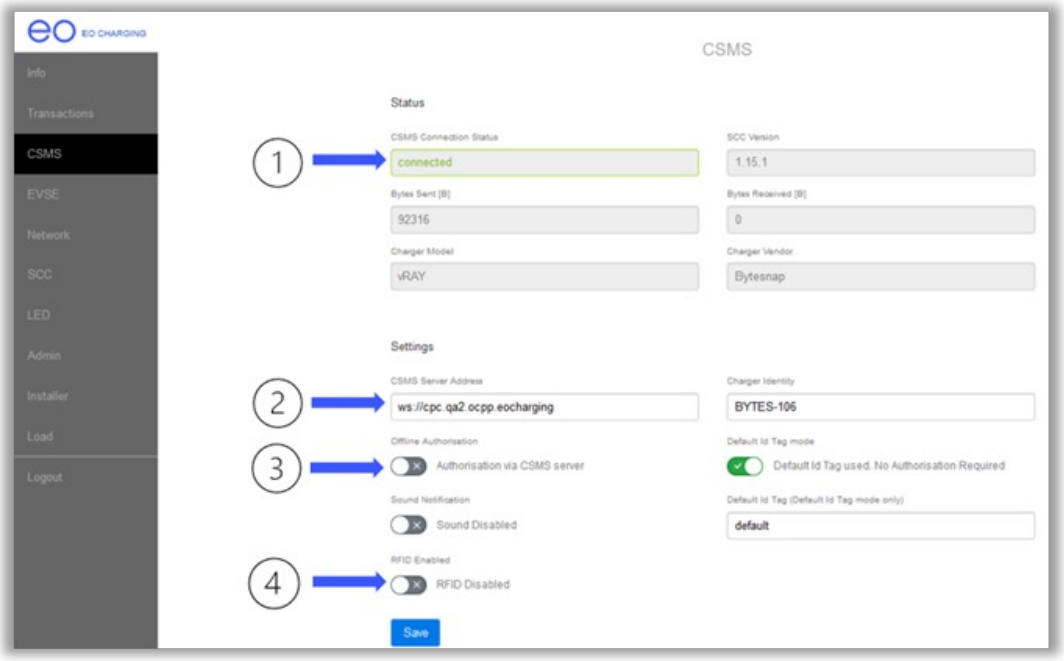


Figure 17: EO charging SME software CSMS page.

### 4.3.3 NETWORK PAGE

1. Network status settings are available here for LAN connectivity. In most applications, DHCP assignment will be required however Static IP address can also be set by way of the toggle.
2. If connecting the charger using Wi-Fi, the router SSID and password can be entered here. If you click on the “Refresh List” button, then a list of available Wi-Fi SSIDs is available.
3. Make sure to set the toggle for DHCP or STATIC IP assignment.
4. Do not modify any of the ad hoc Wi-Fi configuration settings.

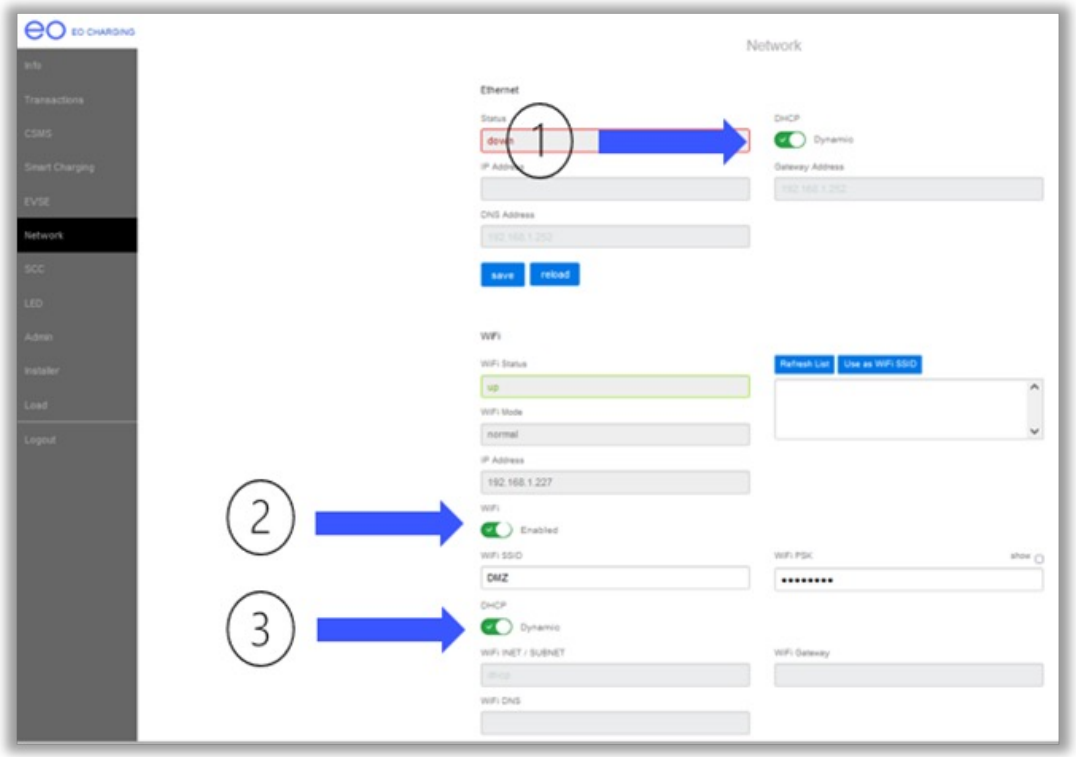


Figure 18: EO charging software network page.

## 4.3.4 INSTALLER PAGE

1. Check your time zone and adjust it as required.
2. Set the charger maximum out value in Amps. This value should not exceed 32Amps.
3. Enter your name, company, and email address.
4. From the drop-down box, select the phase connection to the charger.

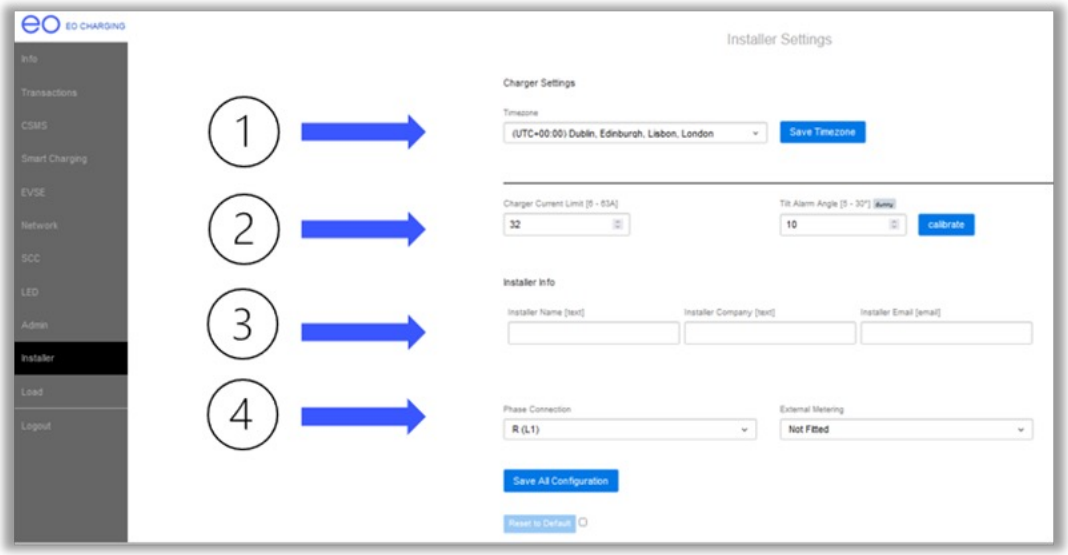


Figure 19: EO charging software installer page.

### 4.3.5 LOAD PAGE

1. Toggle on/off as required.
2. Set the desired safety margin in Amps.
3. Select static or Dynamic balance.
4. Make sure to enter the site value. This will be the site or distribution board load capacity.


Figure 20: EO charging load balancing page.

## 4.3.6 SMART CHARGING PAGE

A charging profile is enabled by default.

This may need to be adjusted to suit clients charging requirements. This setting can only be changed via the charger UI so any future changes to this setting would need to be amended here.

The randomised delay is set to 600s or 10 minutes. This setting forces the charger to offer power to a vehicle anywhere between 0 and a 10 minute interval. The value can be amended if required.

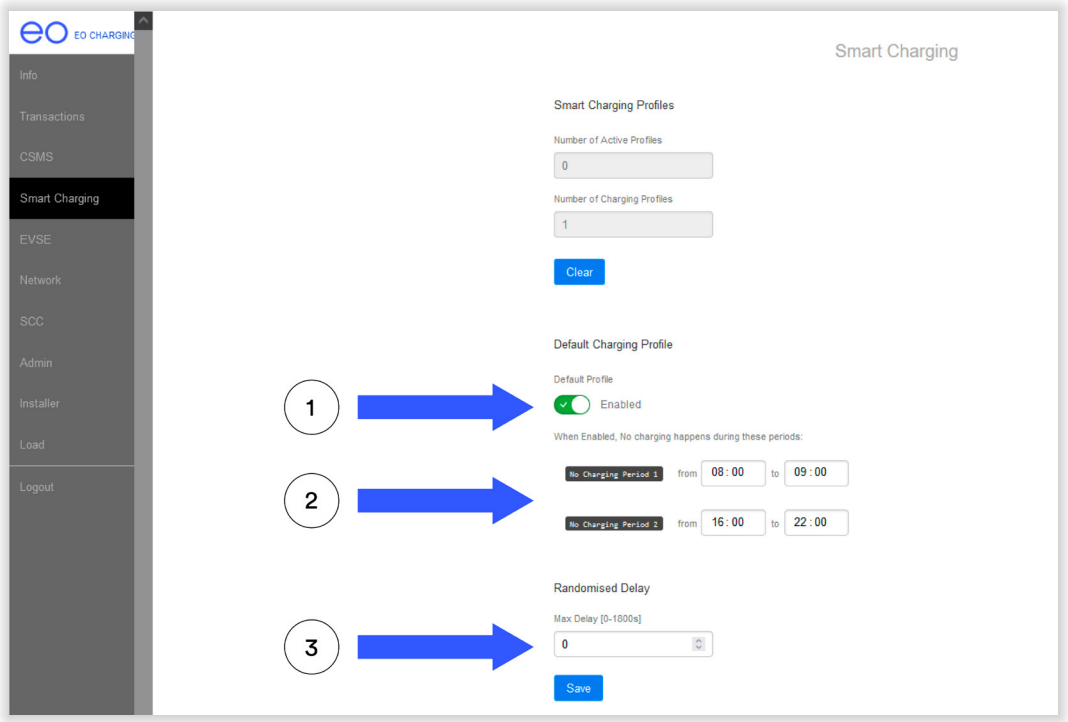


Figure 21: EO charging software smart charging page.

# → 5.0 EO GENIUS 2 POWER UP

The EO Genius 2 has a status LED on its front face providing the user with its current status. Below describe the interpreted LED flash codes.

## 5.1 CHARGER STATUS LIGHT ON POWER-UP

The following LED sequence should be observed:

| LED colour | State | Notes |
|---|---|---|
| Not illuminated | Power off | No power is available EVSE |
| LED solid white | Initialising | Initialising |
| LED pulses blue | Ready | The unit has started up successfully and is ready to charge |

## 5.2 NORMAL OPERATION

| LED colour | State | Notes |
|---|---|---|
| LED pulses blue | Ready | Ready to charge |
| LED pulses green | Cable is inserted | EO Genius 2 is communicating with the vehicle and trying to start a charging session |
| LED solid green | Charging | A charging session has started successfully |
| LED pulses blue | Cable is removed | Ready to charge |
| LED solid yellow | Paused | The EO Genius 2 has been put on pause by the third-party OCPP server |
| LED pulses red | Fault condition | A fault has occurred and the communication logs and, if necessary, the diagnostic logs should be consulted |

# → 6.0 FINAL NOTES

All charging stations installed should be completely tested and signed off as functioning using dedicated EV test equipment.

An electrical and charger test certificate should be left with the client once all work is complete where appropriate.

## 6.1 FURTHER TECHNICAL SUPPORT

All EO Charging technical documentation is published in the EO Resource Centre, this is found at: **https://www.eocharging.com/support.**

The EO Support team can be reached at:

Email: **support@eocharging.com**

Phone: +44 (0) 333 77 20383

We now offer 24-hour phone support, 7 days a week for EO customers - select the 'Technical Support' option.

*This document contains information that is subject to change without notice.*

The latest version of this publication can be downloaded at:
**https://www.eocharging.com/support/commercial-solutions/eo-genius-2**

# ↘ CHARGE POINT OPERATOR SOFTWARE CONFIGURATION

# → 7.0 SOFTWARE CONFIGURATION OF THE EO GENIUS 2 FOR CPO CUSTOMERS

The following steps should be taken by the installer to prepare the EO Genius 2 so that it can be connected to a 3rd party back-office or the EO Cloud using the OCPP protocol.

CPOs build EV charging stations, install hardware from a variety of electric vehicle supply equipment (EVSE) vendors, and ensure optimal ongoing EV charging operations. They usually have their own back-office portal which will require different configuration settings which can be found by following section 7.0.

The main sequence of steps will be as follows:

1. The charger should be connected to power and switched on.
2. Log in to the Genius 2 user interface.
3. Configure the device parameters.

After all the above is carried out, the unit will be ready to connect to a back-office of choice.

## 7.1 INITIAL STEPS

1. Ensure that the EO Genius 2 is powered up.
2. Locate the device User Interface (UI) username and password which can be found in the charger packaging and put them in a safe place as these are specific to each charge point.

During 'Power Up' the LED will be white whilst the unit is booting up. When the device is ready, the LED will turn green. At this point the user interface can be accessed.

## 7.2 LOG IN TO THE GENIUS 2 USER INTERFACE.

For the commissioning of the EO Genius 2, the charger has an internal UI.

You will need to access each charger interface, in turn, to carry out configurations.

The charger interface is available via a Wi-Fi hotspot. The Wi-Fi hotspot is available for 10 minutes after powering up the charger.

1. When powering up the EO Genius 2, a Wi-Fi hotspot is emitted for 10 minutes by default, allowing a connection to be made with a laptop.
2. The hotspot name is represented as the charger hostname, for example, eo-1234567891234. The password for joining this hotspot can be found on the label stuck to the inside of the packaging (see following page).

↘

OTP Code: ######

Serial Number:
EM3-0015

Web Portal Login:

UN: Installer

PWD: WORDWORD#

WiFi Hotspot Login:

SSID: eo-00000000000000000

PWD: WORDWORD#

Figure 22: Example hotspot password label found in the Genius 2 packaging.

3. Once connected to the charger Wi-Fi hotspot open your web browser and enter the following IP address 10.10.10.1 in the search bar.

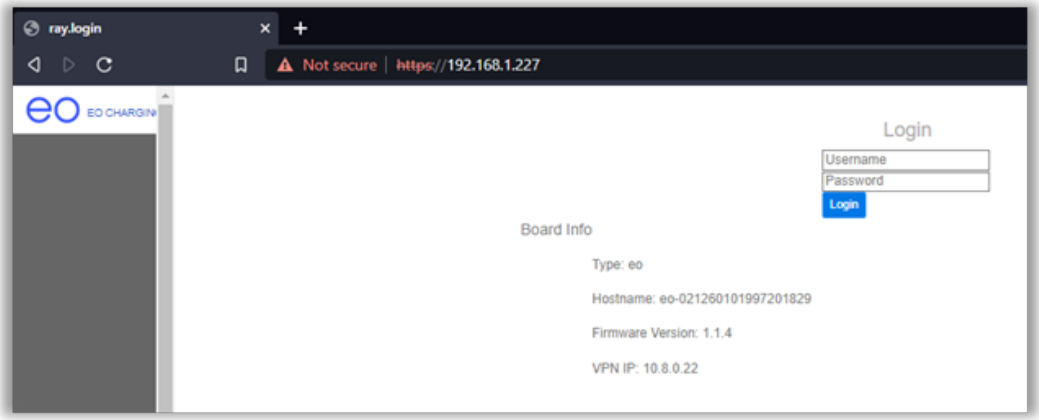


Figure 23: EO Charging UI login page.

You should reach the UI login page where you will need to enter the username which is *"Installer"* and the unique password which can be found on a label stuck to the inside of the charger packaging, see figure 14 for an example of credentials label for reference.

**Note:** Each charge point will have its unique passcode. We recommend you retain all labels and hand these to your client for safe keeping as may be required at a later date.

The image below shows a typical example of a Genius 2 system connected to a LAN.

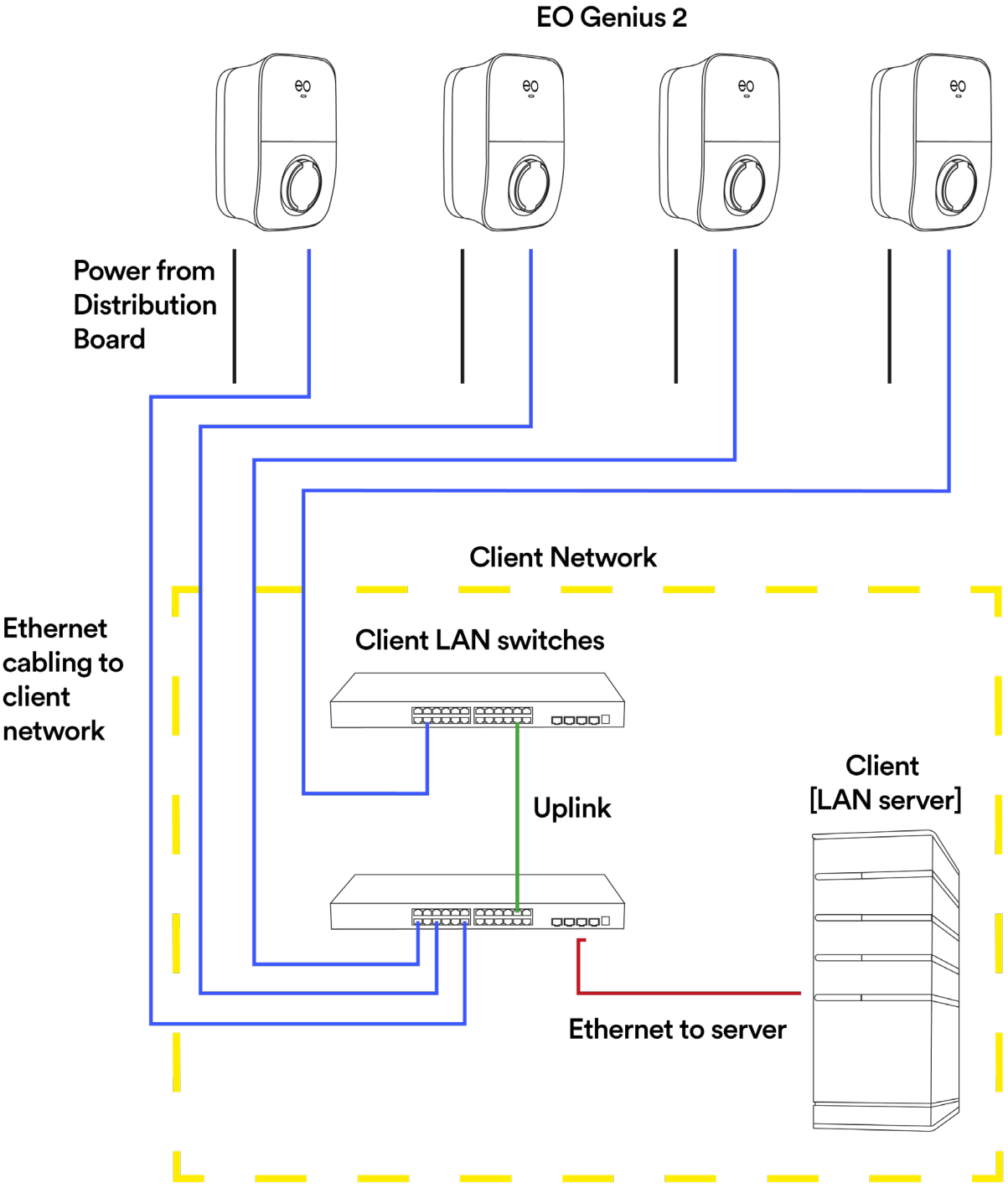


Figure 24: LAN connection diagram.

## 7.3 CONFIGURE THE DEVICE PARAMETERS

Once the installer is logged in then there are several pages that can be configured by the installer:

### 7.3.1 INFO PAGE

Once logged in you are presented with the general Info screen showing such details as:

1. Charger connection status.
2. IP address.
3. Charger Hostname/Serial number.

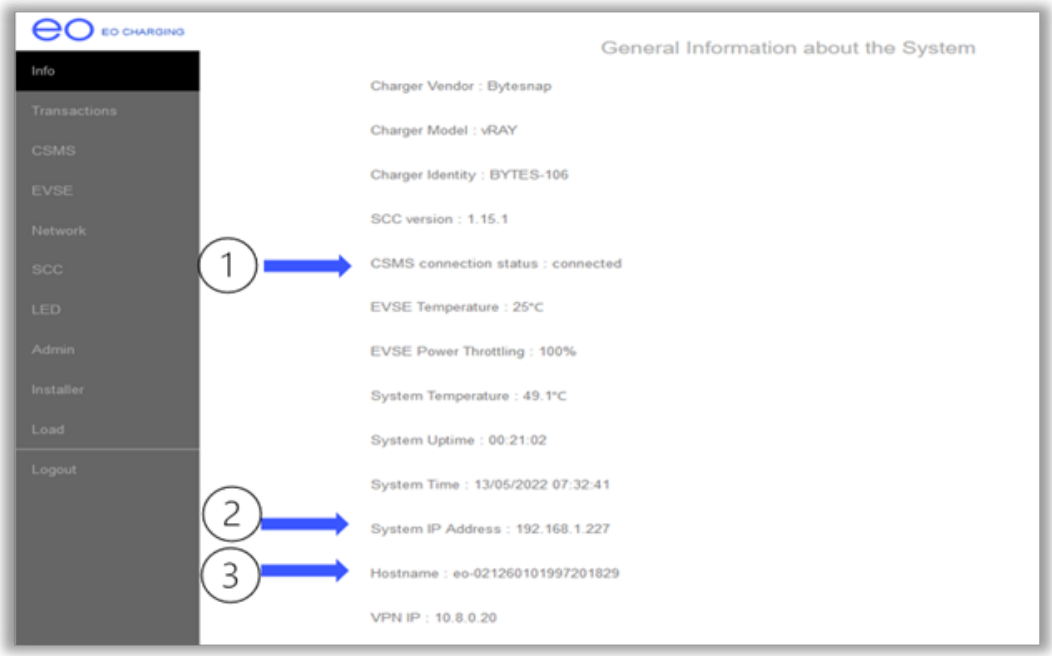


Figure 25: Device information page.

## 7.3.2 CSMS PAGE

+ Select the CSMS page

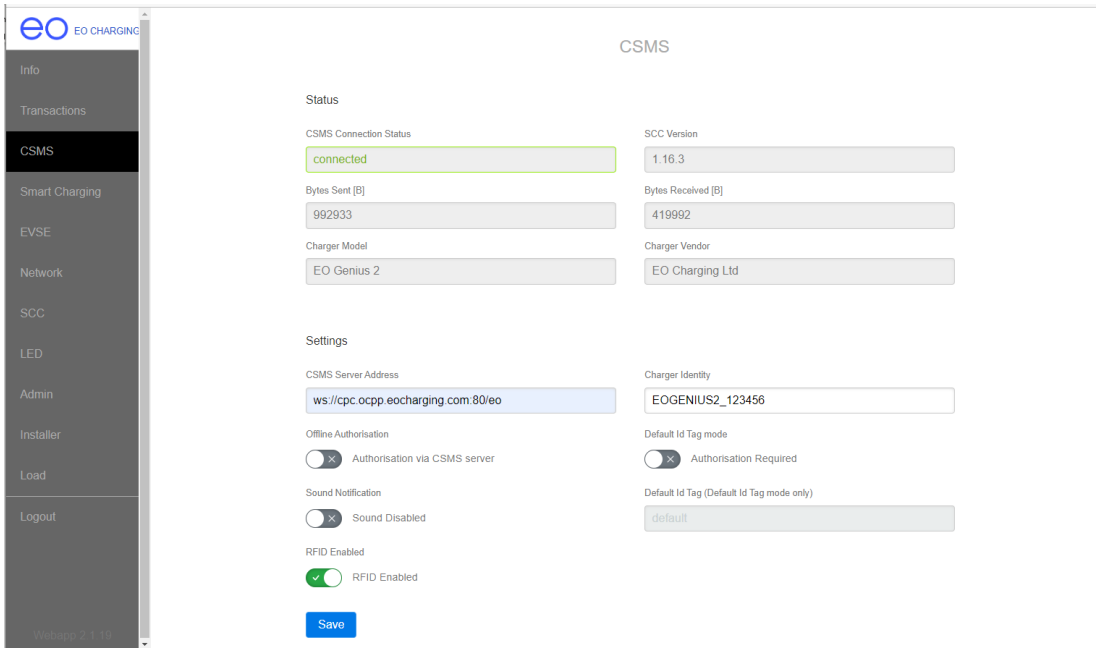


Figure 26: EO charging software CSMS page.

+ Please enter the below details
  + CSMS server address – this is the CPO OCPP URL
  + Charger identity – this is the OCPP ID
+ Click save
+ Reset the device by either
  + Power cycling the device
  + Clicking on SCC restart on the admin page

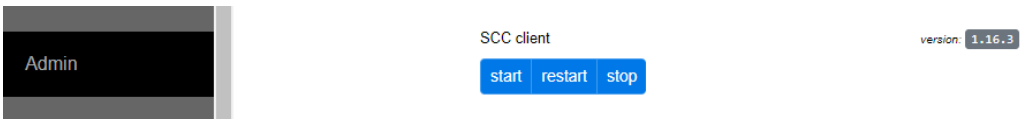


Figure 27: Admin page SCC Client restart.

### Verify connection

When the charging station has restarted then it should automatically connect to the CPO server.

### 7.3.3 NETWORK PAGE

1. Network status settings are available here for LAN connectivity. In most applications, DHCP assignment will be required however Static IP address can also be set by way of the toggle.
2. If connecting the charger using Wi-Fi, the router SSID and password can be entered here. If you click on the “Refresh List” button, then a list of available Wi-Fi SSIDs is available.
3. Make sure to set the toggle for DHCP or STATIC IP assignment.
4. Do not modify any of the ad hoc Wi-Fi configuration settings.

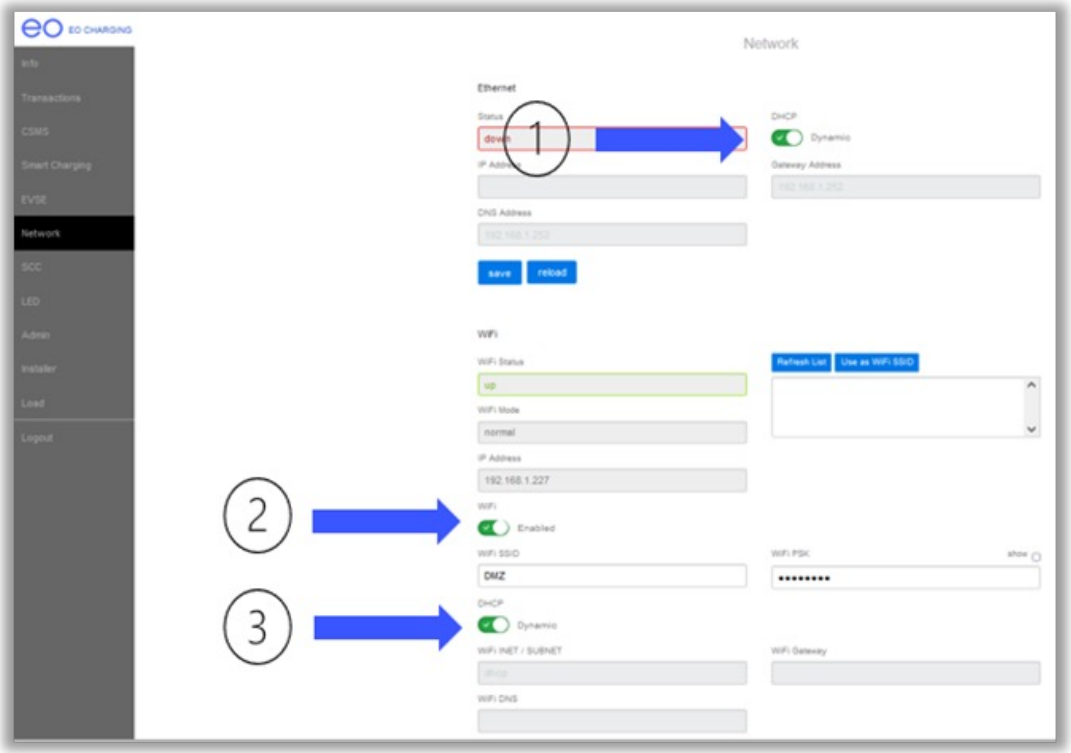


Figure 28: EO charging software network page.

## 7.3.4 INSTALLER PAGE

1. Check your time zone and adjust it as required.
2. Set the charger maximum out value in Amps. This value should not exceed 32Amps.
3. Enter your name, company, and email address.
4. From the drop-down box, select the phase connection to the charger.

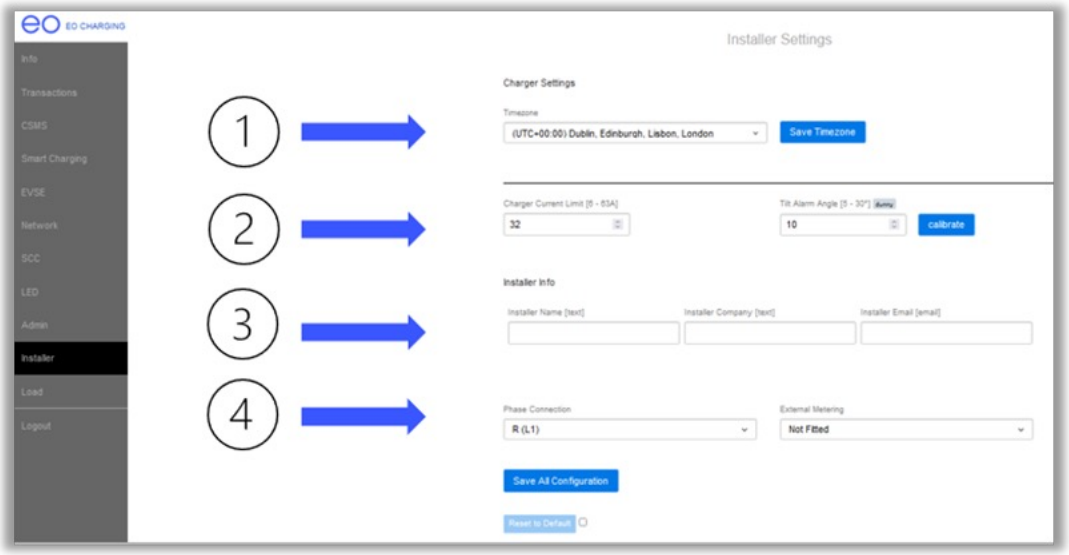


Figure 29: EO charging software installer page.

### 7.3.5 LOAD PAGE

1. Toggle on/off as required.
2. Set the desired safety margin in Amps.
3. Select static or dynamic balance.
4. Make sure to enter the site value. This will be the site or distribution board load capacity.


Figure 30: EO charging software smart charging page.

## 7.3.6 SMART CHARGING PAGE

A charging profile is enabled by default.

This may need to be adjusted to suit clients charging requirements. This setting can only be changed via the charger UI so any future changes to this setting would need to be amended here.

The randomised delay is set to 600s or 10 minutes. This setting forces the charger to offer power to a vehicle anywhere between 0 and a 10 minute interval. The value can be amended if required.

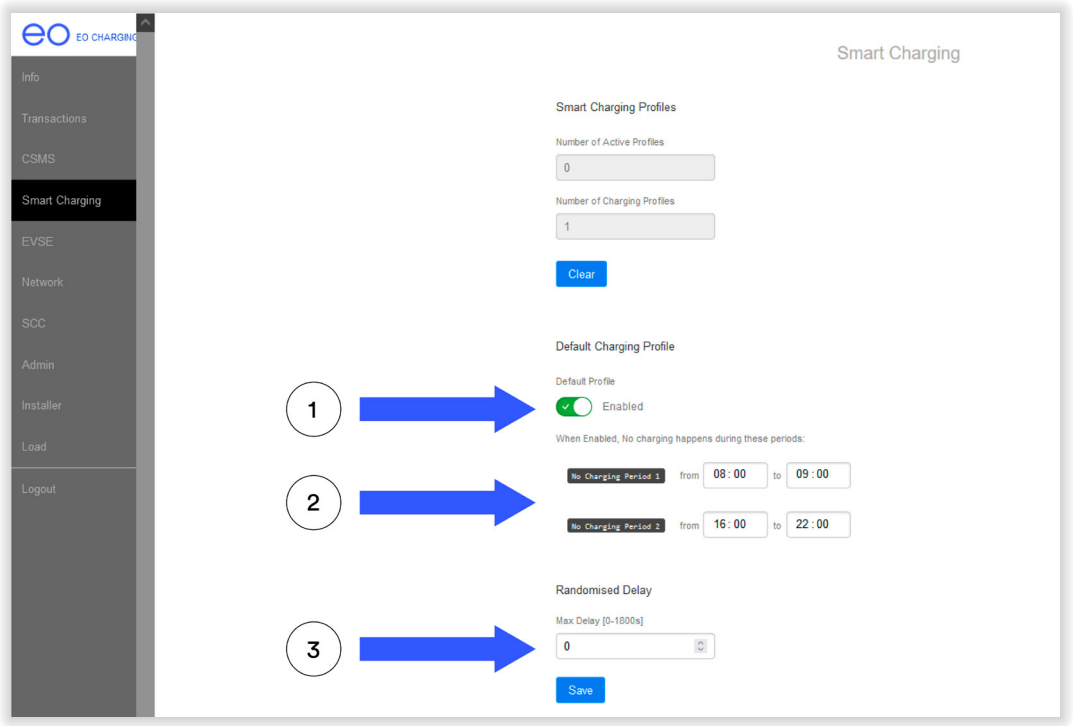


Figure 31: EO charging software smart charging page.

# → 8.0 EO GENIUS 2 POWER UP

The EO Genius 2 has a status LED on its front face providing the user with its current status. Below describe the interpreted LED flash codes.

## 8.1 CHARGER STATUS LIGHT ON POWER-UP

The following LED sequence should be observed:

| LED colour | State | Notes |
|---|---|---|
| Not illuminated | Power off | No power is available EVSE |
| LED solid white | Initialising | Initialising |
| LED pulses blue | Ready | The unit has started up successfully and is ready to charge |

## 8.2 NORMAL OPERATION

| LED colour | State | Notes |
|---|---|---|
| LED pulses blue | Ready | Ready to charge |
| LED pulses green | Cable is inserted | EO Genius 2 is communicating with the vehicle and trying to start a charging session |
| LED solid green | Charging | A charging session has started successfully |
| LED pulses blue | Cable is removed | Ready to charge |
| LED solid yellow | Paused | The EO Genius 2 has been put on pause by the third-party OCPP server |
| LED pulses red | Fault condition | A fault has occurred and the communication logs and (if necessary) the diagnostic logs should be consulted |

# → 9.0 ADDITIONAL INFORMATION

## 9.1 FIRMWARE UPDATES

Periodically new firmware images will be released by EO to the CPO customers. EO mandates that these new firmware images must be uploaded to the Genius 2 charging stations as soon as possible as they may contain security improvements.

### 9.1.1 RECEIVING THE FIRMWARE IMAGES

1. Contact **cposupport@eocharging.com** and ask to be put onto the firmware image release mailing list.
2. Periodically **cposupport@eocharging.com** will send out new firmware images with release notes.

### 9.1.2 APPLY THE IMAGES

The firmware images can either be applied via the CSMS using the standard OCPP firmware update commands or they can be applied to the device directly:

1. Log onto the charging station
2. Go to the Admin page
3. Upload the zip file


Figure 32: EO Charging Software Systems updates.

## 9.2 SECURITY

By default, over 100 common root certificates have been preloaded onto the Genius 2. However, if a custom root certificate needs to be added to the charging station then the following sequence should be followed:

1. Connect to the CSMS using the ws connection.
2. Use the OCPP Install Certificate command to download the new certificate.
3. Change to the wss connection and the EO Genius 2 should now be able to connect to the CPOs CSMS.

↘

## 9.3 TROUBLE SHOOTING

In the case of problems, EO Support may request the diagnostic logs from the charging station. These logs can be accessed from the Admin page.

1. Load the Admin page.
2. Click on the “download” button in the SCC logs.
3. A compressed file will be downloaded.
4. Email the downloaded log file to EO Support.


Figure 33: EO Charging Software Systems logs.

## 9.4 FINAL NOTES

*All charging stations installed should be completely tested and signed off as functioning using dedicated EV test equipment.*

*An electrical and charger test certificate should be left with the client once all work is complete where appropriate.*

# → 10.0 FURTHER TECHNICAL SUPPORT

All EO Charging technical documentation is published in the EO Resource Centre, this is found at: **https://www.eocharging.com/support.**

The EO Support team can be reached at:

Email: **support@eocharging.com**

Phone: +44 (0) 333 77 20383

We now offer 24-hour phone support, 7 days a week for EO customers - select the 'Technical Support' option.

*This document contains information that is subject to change without notice.*

The latest version of this publication can be downloaded at:
**https://www.eocharging.com/support/commercial-solutions/eo-genius-2**