CleverCharge
Users Manual

CleverCharge
By Danlaw

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1. Introduction

This user's guide is designed to provide a detailed overview of the functions, features, and configuration options of the CleverCharge home level 2 EV charger system, all of which are exclusively controlled by the CleverCharge App.

To get started:
1. Install your CleverCharge Level 2 EV charger. See Installing your CleverCharge Level 2 EV Charger section below for more information.

2. Install the CleverCharge app on your smartphone or smart tablet device. See Downloading and Installing the App section below for more information.

2. Installing Your CleverCharge Level 2 EV Charger

Ensure the CleverCharge level 2 EV charger has been installed according to the installation manual, is connected to your home power source* and is currently powered on. You will know CleverCharge is powered on when the LED lights are illuminated.

Installation manual available at
CleverCharge.com/manuals

* Ensure adherence to all applicable local electrical codes during installation has been followed.

3. Downloading and Installing the App

The CleverCharge app is available for both Android and Apple iOS devices and can be downloaded in their respective app stores.

Navigate to your device's app store and search "CleverCharge," or scan the QR codes with your device's camera.

Once installed, see the CleverCharge app setup section below.

Google Play   App Store

4.1 Out-of-Box Experience

4.1.1 Create an Account

On the first use of the CleverCharge app, you will be directed to create an account.

1. When the app starts, please click "create account."
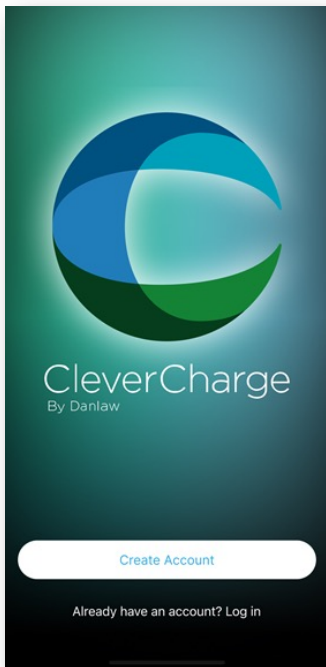
2. On the next screen, choose "create account" from the three available setup options
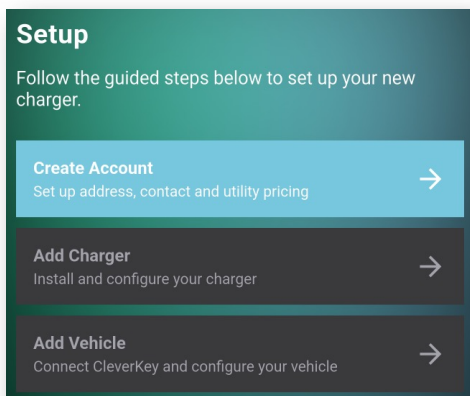
3. At the create account screen, enter the following information:
- Username (enter a unique username that you want to use)

- Email address

- Confirm email address

- Phone number

- Password (enter a unique password that you want to use)

- Confirm password

4.1.1 Create an Account

4. Click the blue link text to review the End User License Agreement (EULA), then click the checkbox to confirm and agree.
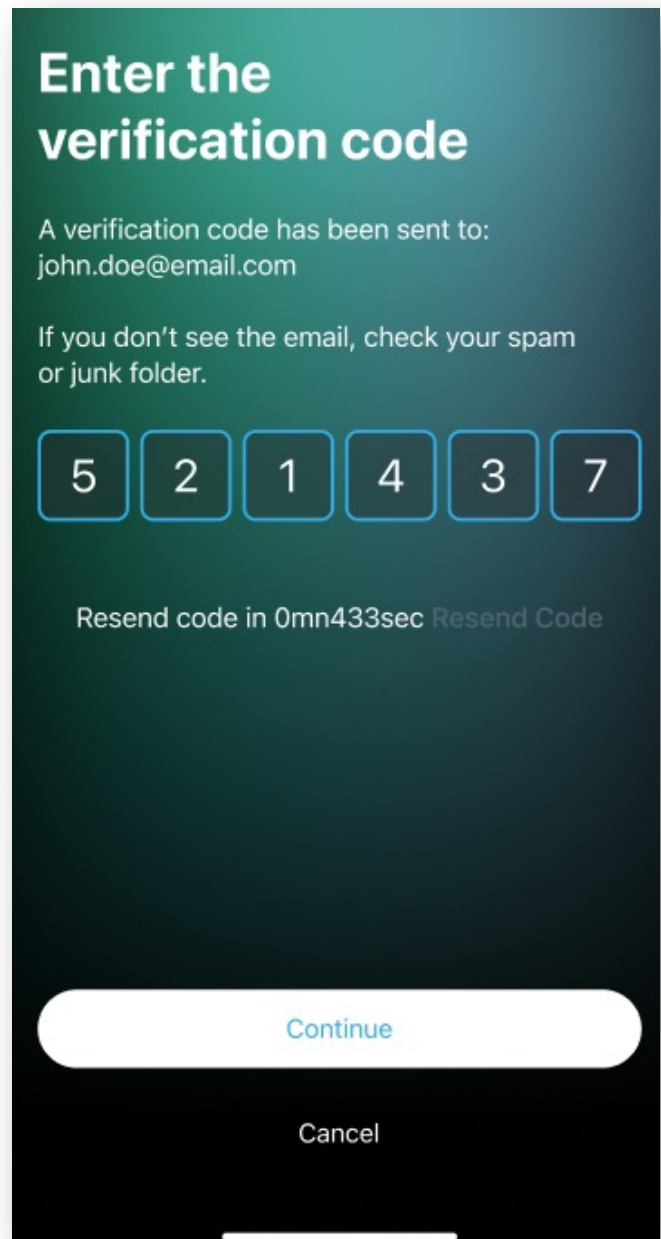
- You have the option to allow the app to remember your credentials. Please indicate your preference by checking or unchecking the checkbox.

- When you have entered all information, the continue button will become clickable. Click "continue."

5. A verification code will be sent to the email address you entered previously. Enter this code and click "continue:"

- If you do not see the code in your inbox, please check your email spam folder.

4.1.1 Create an Account

6. On the next screen, create and define your first household. Enter the following information and click "continue:"
• Household name
  - Household address
  - Street Address
  - City
  - Zip Code
  - Country
  - State
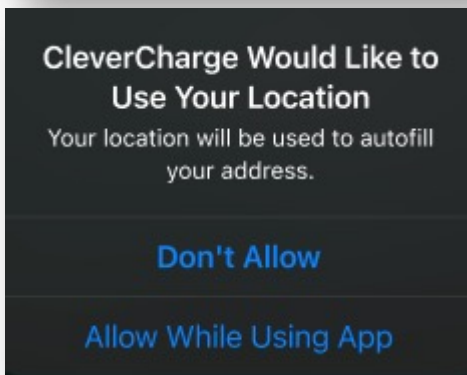
• You may enter your address credentials manually or use the "use my current location" feature to autofill your address.
  - If you use this feature, you must allow the application to know your location. Choose "allow while using app."

4.1.1 Create an Account

7. On the next screen, specify how you would like the CleverCharge app to provide electricity cost estimates, then click "continue."

Charger Estimates Cost
Select this option to allow the CleverCharge app to estimate your utility rates based on your address and known utility providers in your area.

Manual
Select this option to manually specify your utility rates.

8. This concludes account creation.

You can continue to charger setup, or you can choose to configure your charger later by clicking "set up later."

Choosing "set up later" will bring you to the app main screen, where you will have the option to add a charger later on.

4.1.2 Charger Setup / Add Charger

After account creation, you need to begin the process of setting up your charger.

Whether you were directed to charger setup by having clicked "continue to charger setup" on the previous screen,
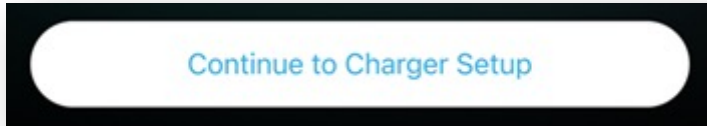
Or clicked "add charger" from the app main screen,
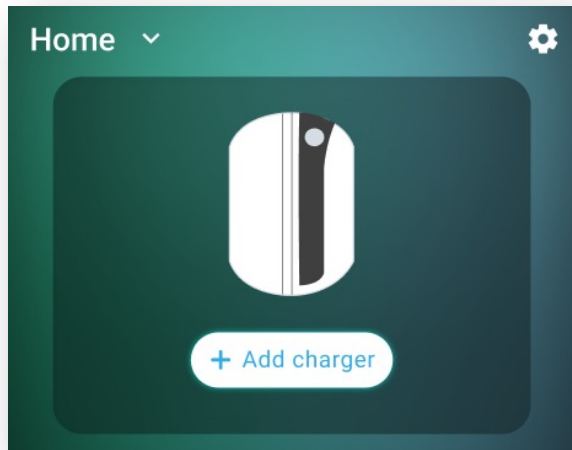
The next steps to set up your charger are the same.

4.1.2 Charger Setup / Add Charger

1. Install your charger according to the Installation Manual instructions. Ensure your charger is powered on, and click continue:

- When CleverCharge is powered on for the first time, the red Wi-Fi LED will be illuminated, indicating the charger is not yet connected to Wi-Fi.

- IMPORTANT: DO NOT connect the charging cable to a vehicle at this time.

2. Click "scan QR code," which directs you to the QR code on the right side of your charger.

- Allow the application to use the camera on your smart device to scan the QR code:
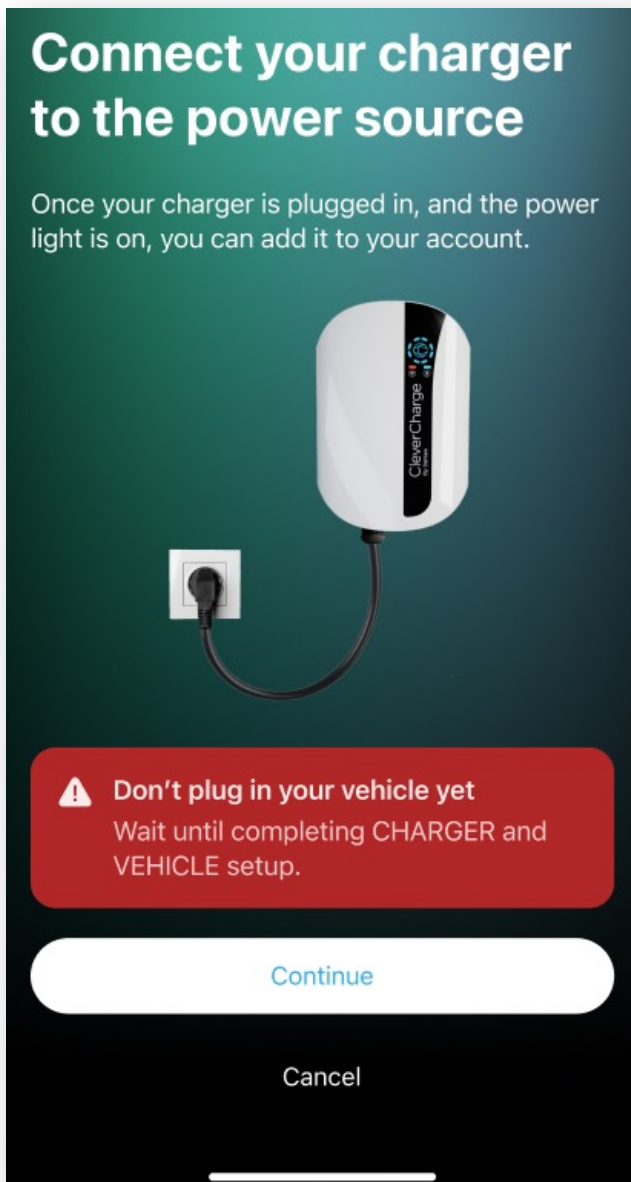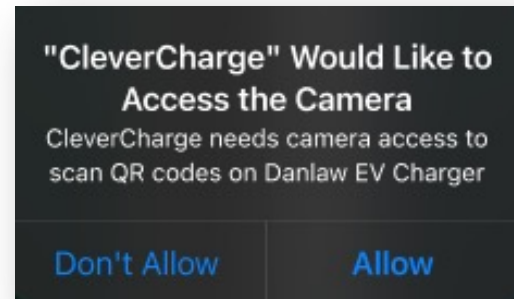
4.1.2 Charger Setup / Add Charger

3. With a successful scan of the QR code, the application will use a Bluetooth connection to find the charger.

- Allow the application to find nearby Bluetooth devices:
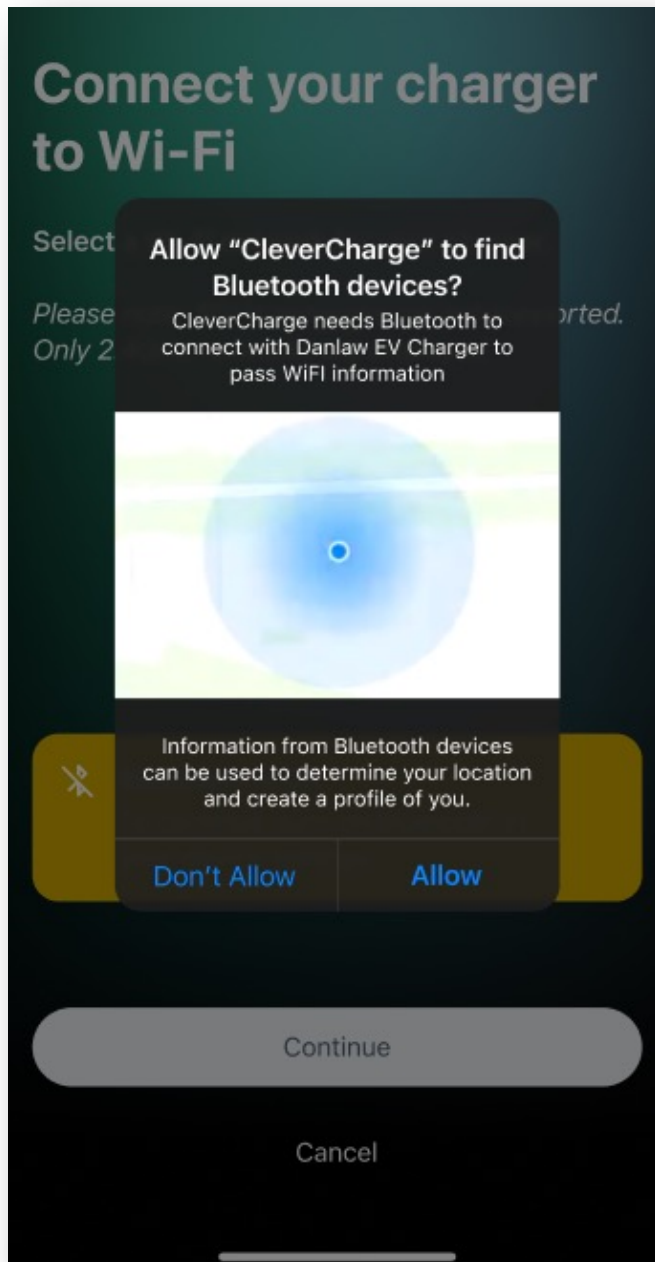
4. Once connection to your charger has been established via Bluetooth, you will be prompted to finish your charger Wi-Fi connection.

- Choose your Wi-Fi from the available networks listed and enter any required credentials or passwords.NOTE: 5GHz-only Wi-Fi networks are not supported. If your Wi-Fi network is not visible in the list, configure your Wi-Fi router to allow both 2.4GHz and 5GHz networks.
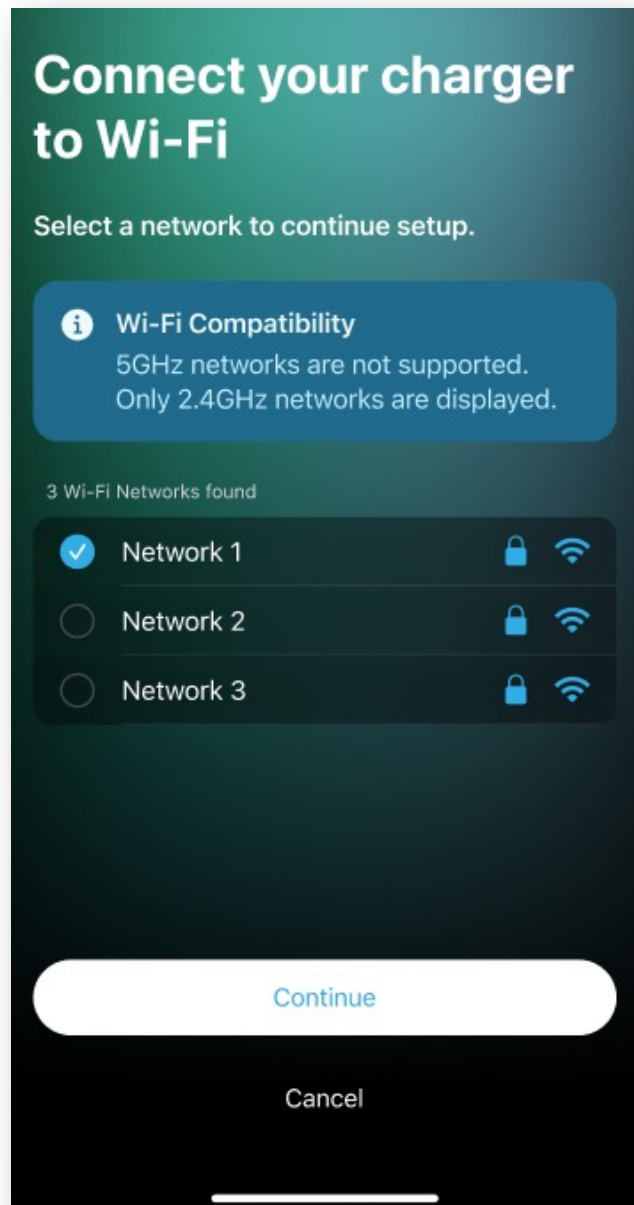
4.1.2 Charger Setup / Add Charger

5. The app will begin to connect your charger to your Wi-Fi network and the internet:
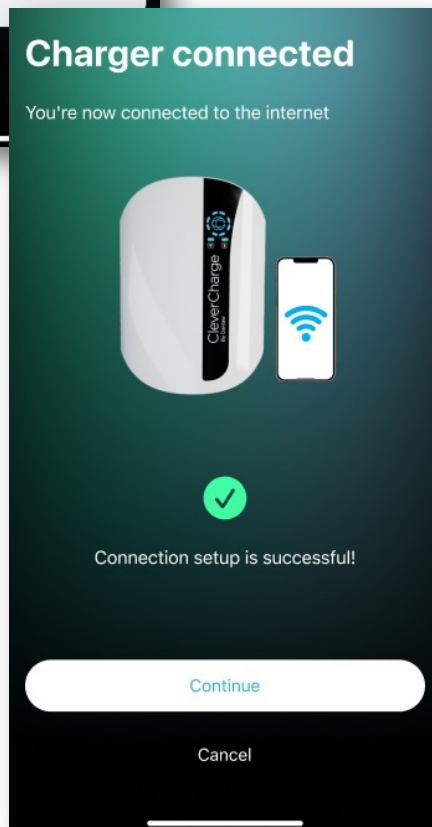
6. The final parts of charger setup requires the following information. Click "continue" when complete:
• Charger name
• Circuit breaker size*
• Max charge current*
• Charge authorization settings

*__NOTE__: Information or knowledge of your CleverCharge installation is required to complete these screens. If you do not know this information, an electrician may be needed.

__Circuit Breaker Size__ – This refers to the amperage (A) of the circuit breaker in your electrical panel that supplies power to your CleverCharge level 2 home EV charger.

__Max Charge Current__ – This setting lets you choose the maximum charging amperage (A) your CleverCharge level 2 home EV charger will draw.

For full charging power and speeds, set max charge current to the highest allowed value – up to 80% of your circuit breaker's rating.

• For reduced charging power and lower speeds, set the max charge current to a value below 80% of your circuit breaker rating. This can be helpful when using backup power sources, like a home generator, to avoid overloading the system while charging your EV.
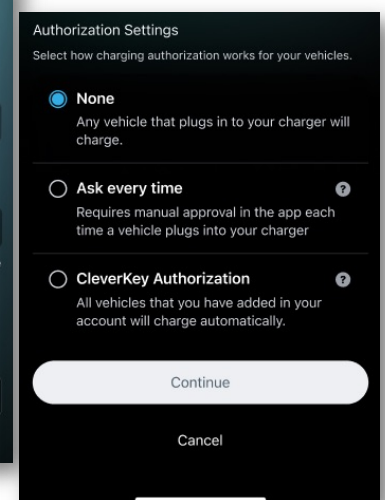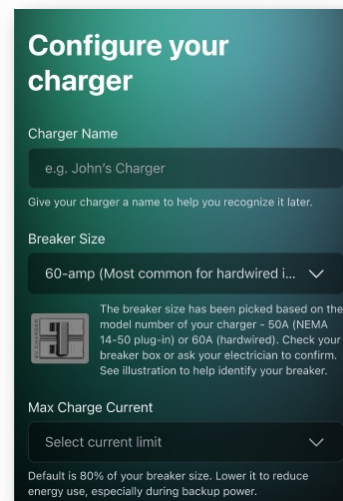
__DANGER / CAUTION__: If you select a circuit breaker size that is larger than the one actually installed, and then set the max charge current above what your real circuit can support, you may overload the circuit that powers CleverCharge. This will cause the breaker to trip and interrupt charging.

4.1.2 Charger Setup / Add Charger

7. This concludes Charger Setup / Add Charger.

RECOMMENDED: A vehicle should be added next. Refer to Section 4.1.3 Vehicle Setup / Add Vehicle. DO NOT connect the charging cable to a vehicle at this time.

OPTIONAL: You may use CleverCharge without adding a vehicle. If you do not wish to add a vehicle right now, or you are unable to utilize CleverKey on your vehicle, you may stop here and click "set up later" to bypass the requirement to add a vehicle. Vehicles can always be added later. Not adding a vehicle will still allow CleverCharge to be used like a traditional smart charger. Note that many of CleverCharge's advanced clever AI features will not function without a vehicle or CleverKey being added.
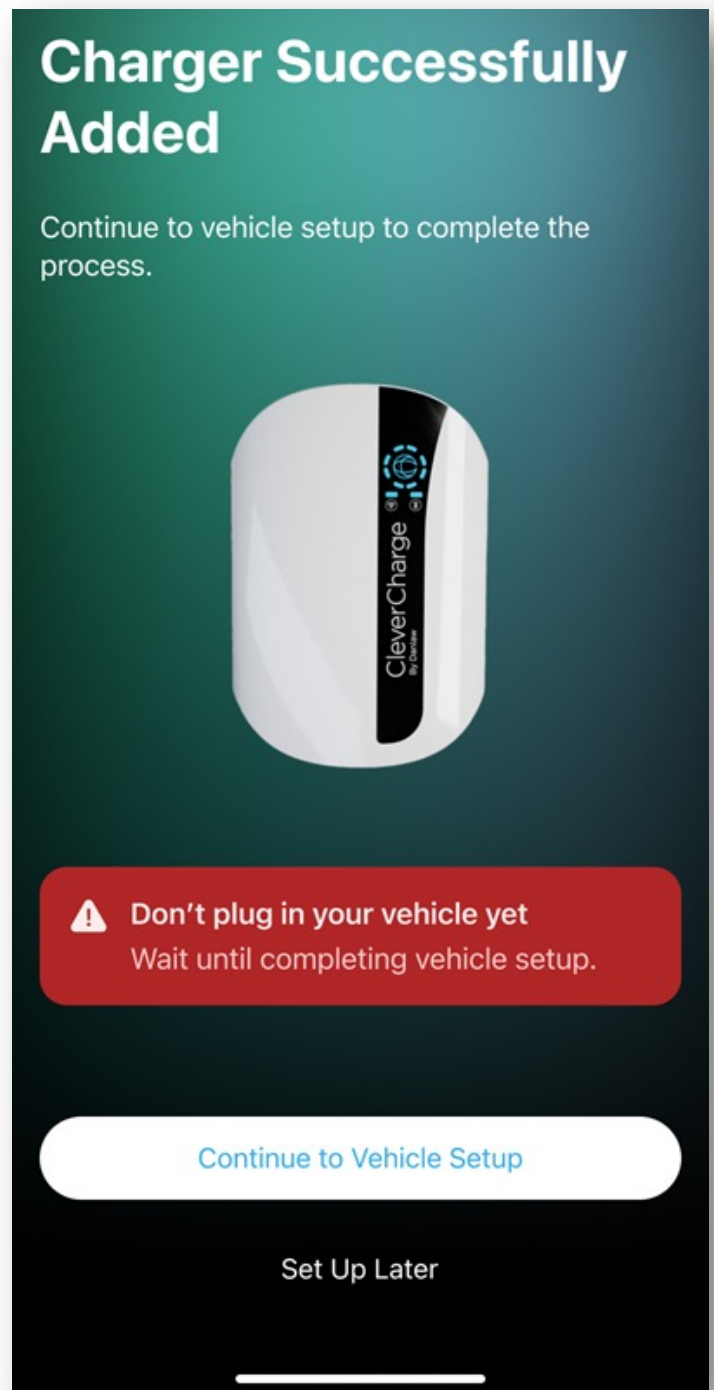
4.1.3 Vehicle Setup / Add Vehicle

To add a vehicle to the CleverCharge app, you must use a CleverKey.

Additional CleverKeys can be purchased online:
https://www.clevercharge.com/shop

https://www.amazon.com/stores/page/476A1E78-7A73-4560-A65F-00AC0D69993F

1. Locate your CleverKey, have your vehicle keys ready, turn your vehicle on, then click "continue:"
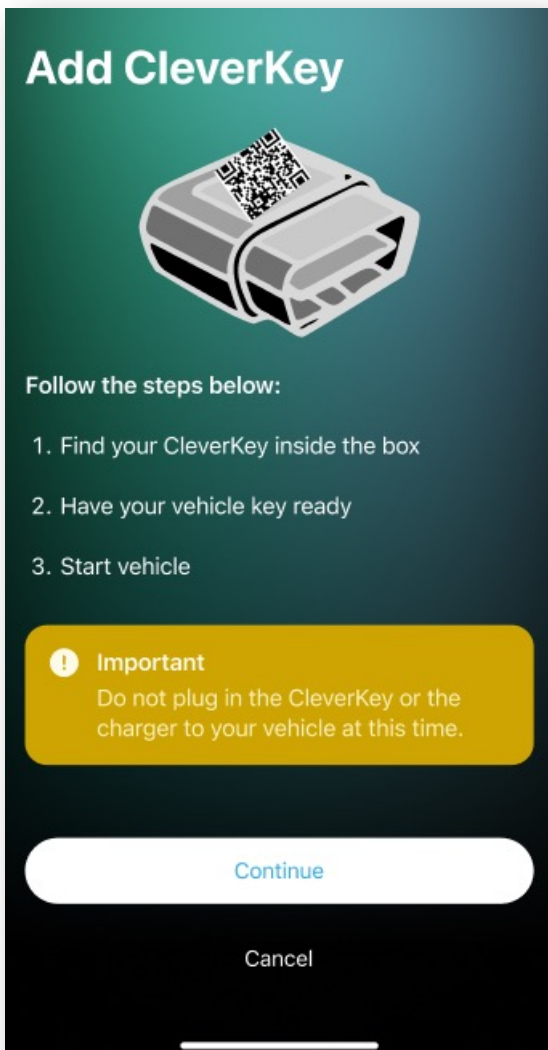
2. Use your smartphone to scan the QR code on your CleverKey to retrieve the CleverKey ID, then click "continue:"
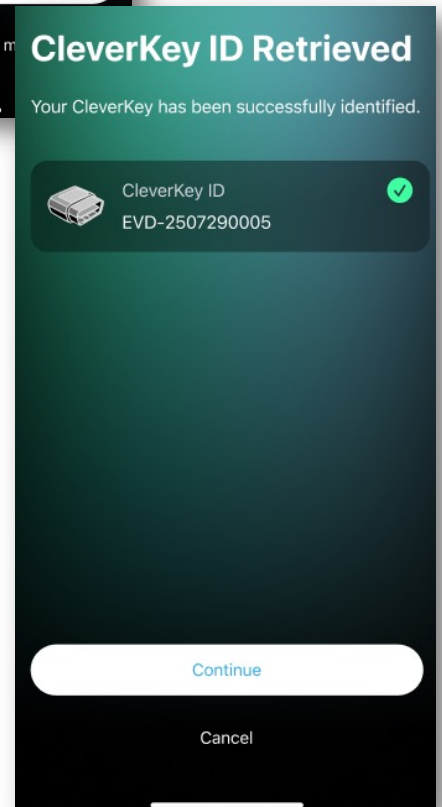
4.1.3 Vehicle Setup / Add Vehicle

3. Install CleverKey to your vehicle, then click "continue":
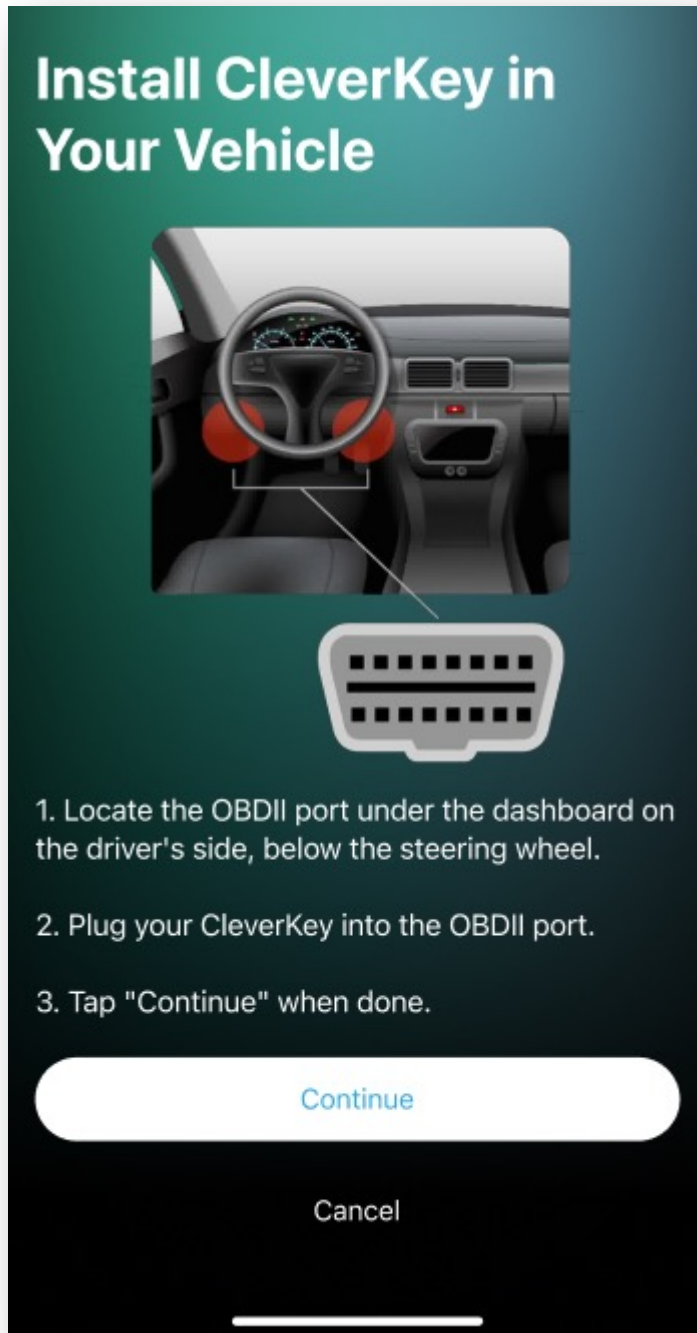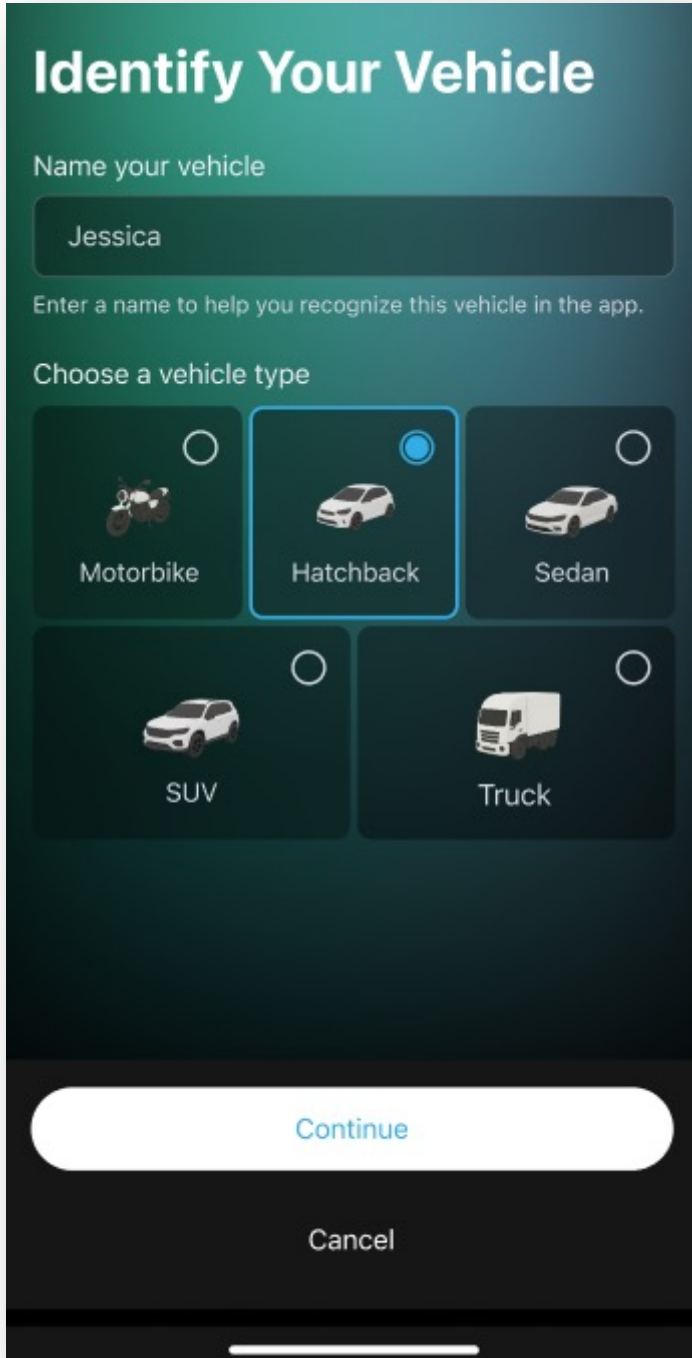
4. The app will locate and set up your CleverKey. CleverKey will then read and retrieve the Vehicle Identification Number (VIN) from your vehicle. Click "continue:"
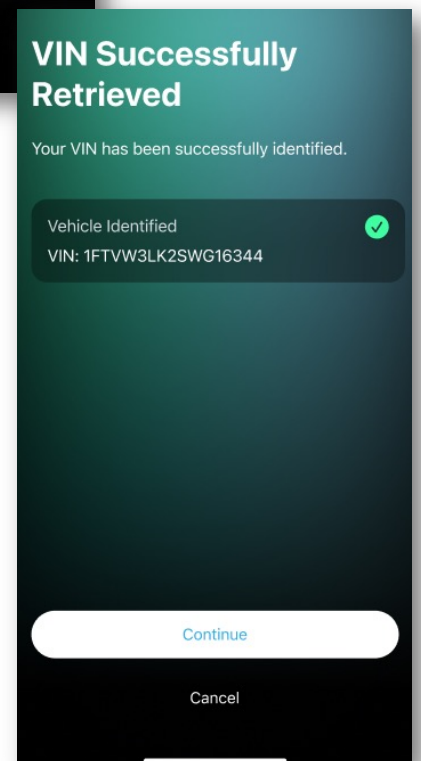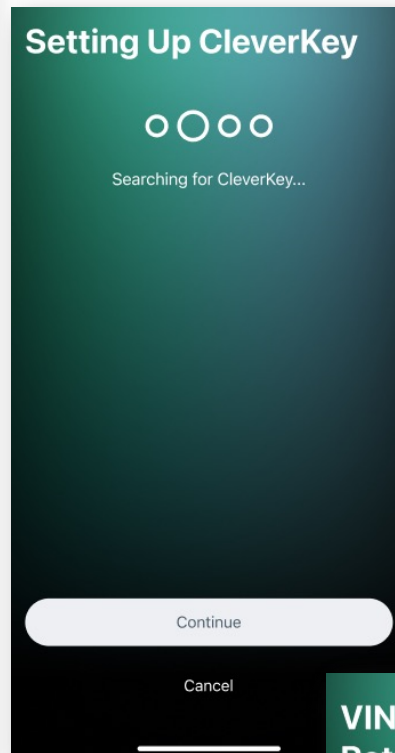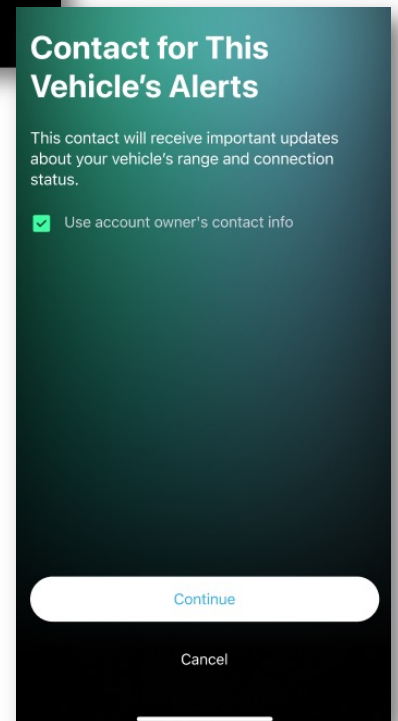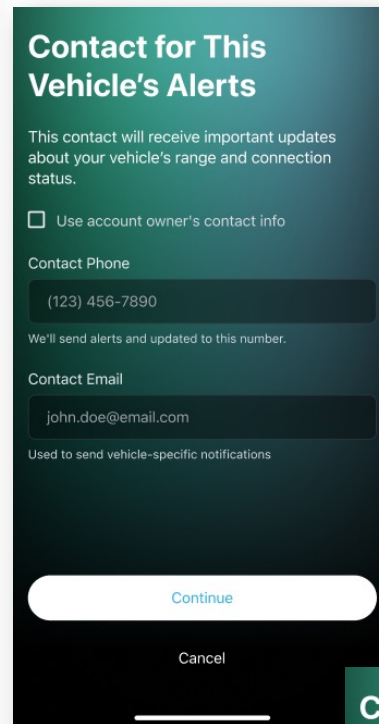
4.1.3 Vehicle Setup / Add Vehicle

5. Once your VIN has been identified, create a name and choose the icon your vehicle will use in the app, then click "continue:"

6. Configure the alert contact parameters for this vehicle, then click "continue:"

- You can use the default account information (checkbox) or specify new recipient values for text message and email alerts for the vehicle being added.

4.1.3 Vehicle Setup / Add Vehicle

7. This concludes vehicle setup / add vehicle.
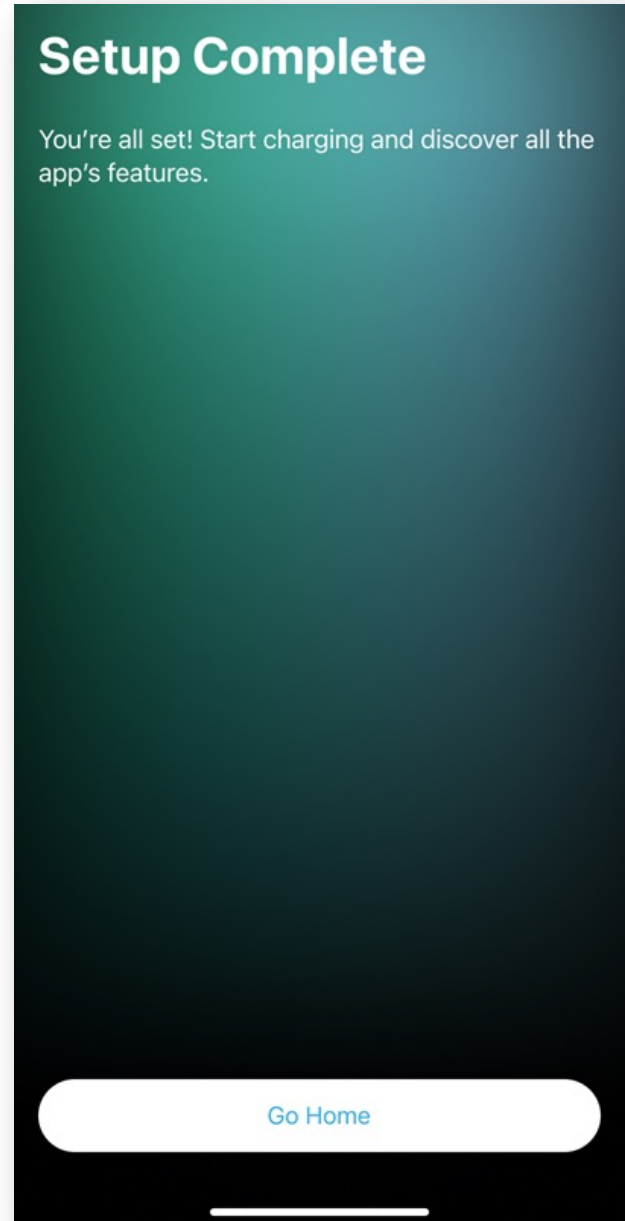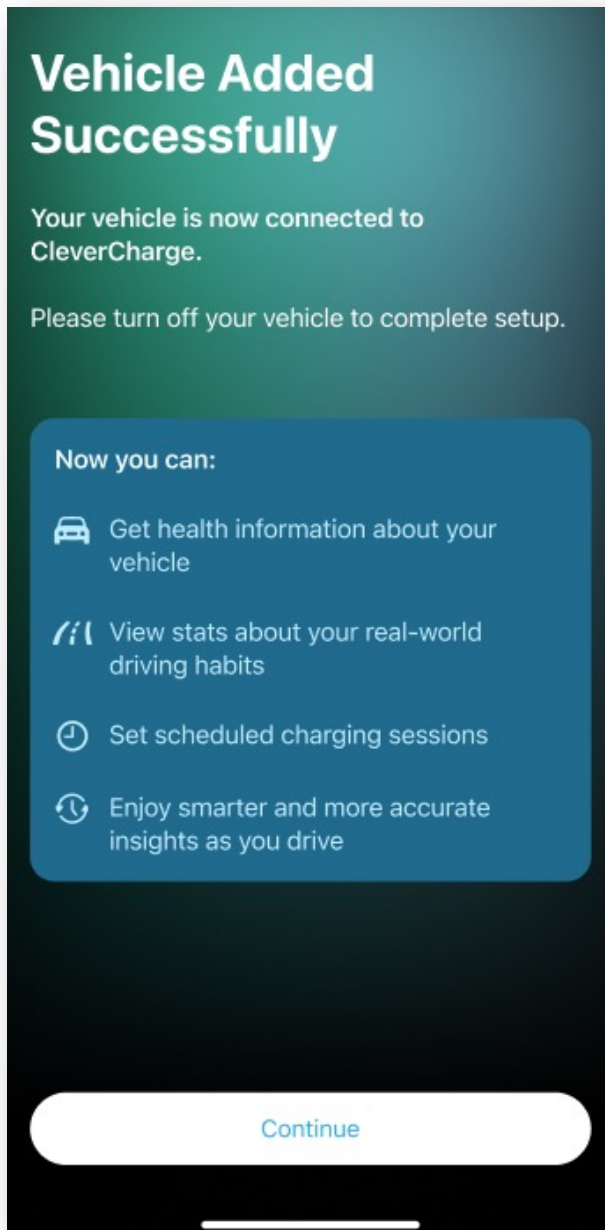
Clicking "go home" will take you to the main screen. Refer to for more information.

5.1 CleverCharge Overview

CleverCharge provides a centralized view of:
- All of your household EV chargers.

- All of your households (primary residence, secondary residence, etc.)

- Which vehicles are at which household.

- What vehicles are charging on which charger, at which household.

- The range (in miles) each vehicle currently has.

- The health (readiness) of each vehicle.

- The estimated time at which each vehicle will be done charging, for all vehicles charging.

- The last range and health (readiness) status of each vehicle away from a Household.

5.2 CleverCharge Standard Smart Features

CleverCharge has these smart features:
- Wi-Fi connection to your home Wi-Fi for:
    - Over-the-air (OTA) firmware updates.
    - Phone app feature support.

- Phone app smart features:
    - Remote start and stop charging.
    - App Authorization for every use of the charger (i.e. for outside charger installations to control who can access the charger).
    - Setup of a charging schedule to allow charging to be performed at the lowest energy rates possible.

- Text or email alerts:
    - Charging complete alert
    - Charge connection nighttime alert

5.3 CleverCharge Clever AI Features (Powered by CleverKey)

With use of the CleverKey, CleverCharge expands the role of the home EV charger into a home charge management system with Clever AI features that no other smart EV charger has.

CleverKey is an OBDII (On-Board-Diagnostics) device that connects into each of your vehicles, allowing CleverCharge to access key information about your vehicle.

Clever AI features will only be available if CleverKey is supported on your vehicle. Explore our CleverKey vehicle compatibility chart to see if your vehicle is compatible: https://www.clevercharge.com/documentation

Clever AI Features (Powered by CleverKey):
- Range shown for each Vehicle (in miles) - CleverCharge AI calculates mileage values based on actual performance and driving conditions you experience each day.
- Charge Reports – Shows an estimated driving cost for each vehicle, based on its charging and usage.
- Charging Clever AI Alerts – Flexible alerts that can happen at any time of the day. Clever AI monitors your routine and tomorrow's expected mileage, then notifies you when charging is needed to meet that range for tomorrow.
- Arrival Clever AI Alerts - When you arrive home, Clever AI evaluates your vehicle's available range against tomorrow's expected mileage and alerts you if charging is required.
- Nightly Clever AI Alerts - Just in case you forgot to plug in, Clever AI calculates the number of miles you will drive tomorrow and reminds you in the evening if you need to charge. This ensures you'll have the range you need in the morning.
- Vehicle Energy Report - The CleverCharge vehicle energy report estimates how much you spend on each vehicle every month by charging at home, and how much you spend charging at fast charging stations away from home.
- Vehicle Trip Reports - CleverKey records the miles you travel and estimates how much you spend on each trip for each vehicle.
- Vehicle In-Range - CleverCharge detects when any of your vehicles with a CleverKey are in the garage (in Bluetooth range) of any of your households. Vehicles automatically show up at the household where they were last present in the CleverCharge phone app.
- Vehicle Health - CleverCharge queries your vehicle for diagnostic trouble codes. If issues are found, the app will display an indicator that the vehicle has a health issue.
- All Vehicle Charge Status - CleverCharge pairs with the CleverKey in all your vehicles, allowing the phone app to show you which vehicles are charging on which charger.
- CleverKey Smart Authorization – Using CleverKey, CleverCharge can be set up to only allow vehicles that are assigned to you to charge in your household. For vehicles that do not have a CleverKey, the CleverCharge app will ask the account owner to authorize the charge. Vehicles with a CleverKey assigned to your account will automatically be authorized to charge. This feature is meant to avoid unauthorized vehicle charging, if your CleverCharge is located outdoors or in a common area.

6. Main Screen Items

1. Household Selection Menu

2. Settings Menu

3. Charger Tile(s)

4. Vehicle Tile(s)

5. Home Button

6. Schedule Button

7. Reports Button
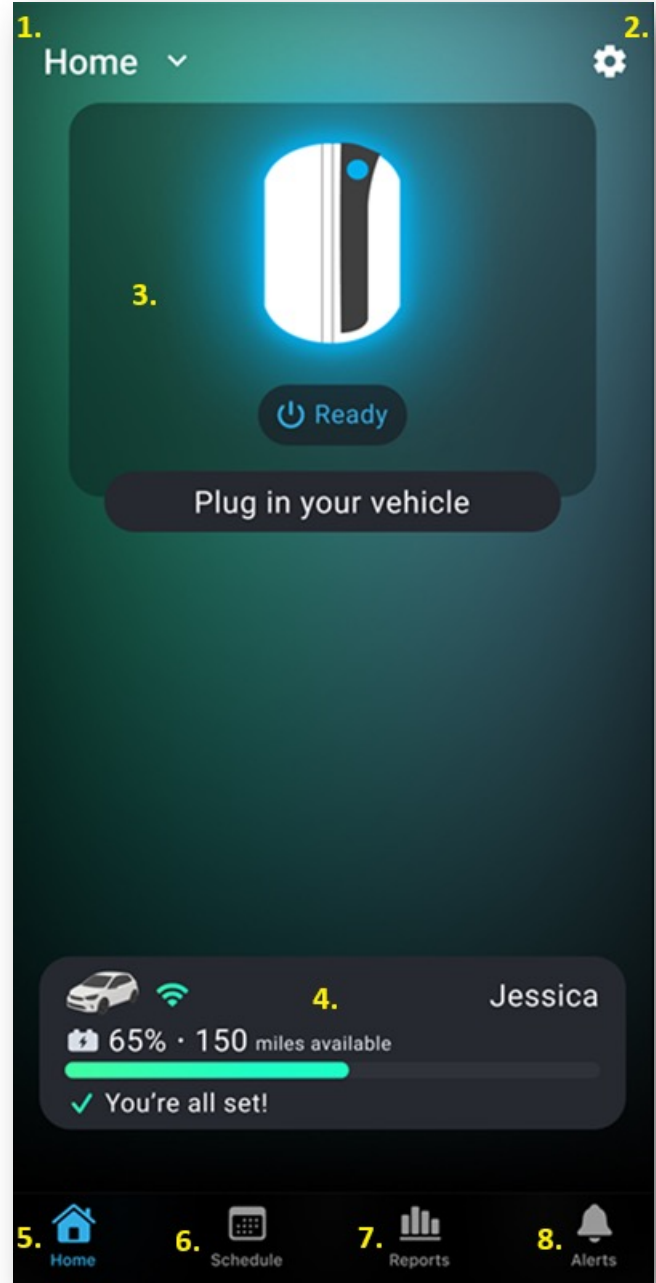
8. Alerts Button

6.1 Household Selection Menu

Clicking the household selection menu dropdown
will show you all available household locations
configured in your account.
- You can also use this menu to add new
  household if you have more than one residence.
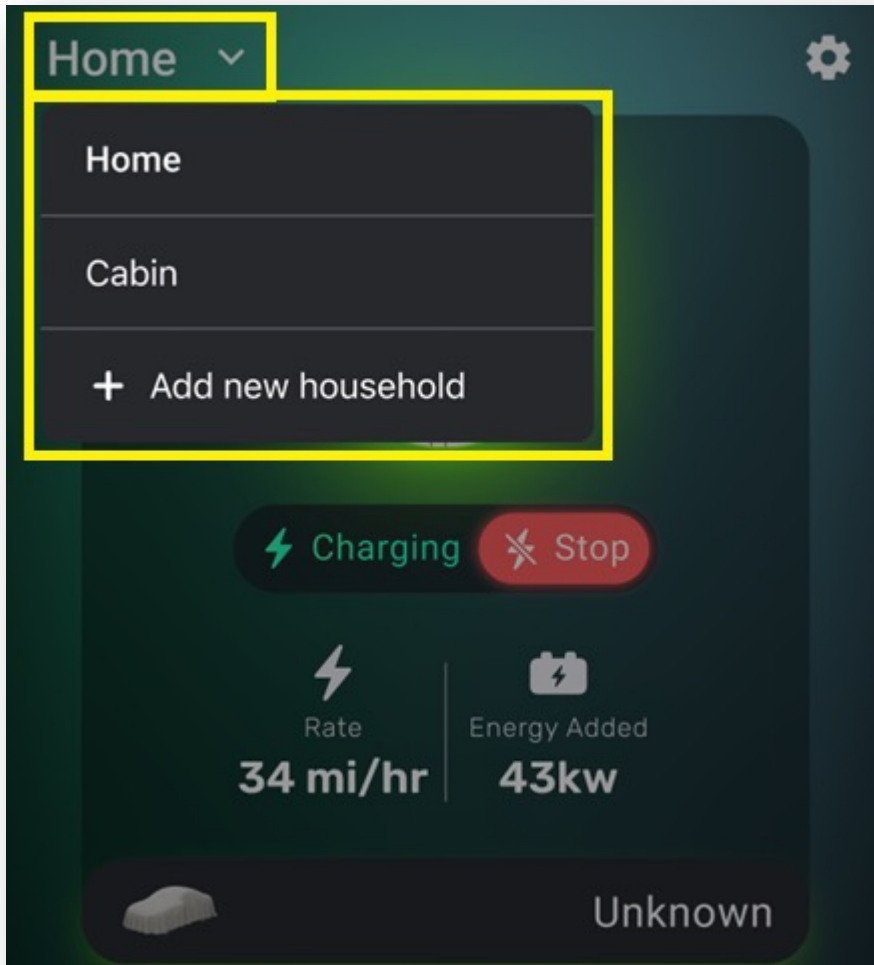
6.2 Settings Menu

The settings menu allows you:
- Access to the account menu; see Section 6.2.1
  for more details.

- Ability to log out of the app.

- Links to the CleverCharge website for:
  - Additional help and support.
  - Viewing and purchasing of CleverCharge
    accessories.

- Ability to view app version and cloud server
  information.
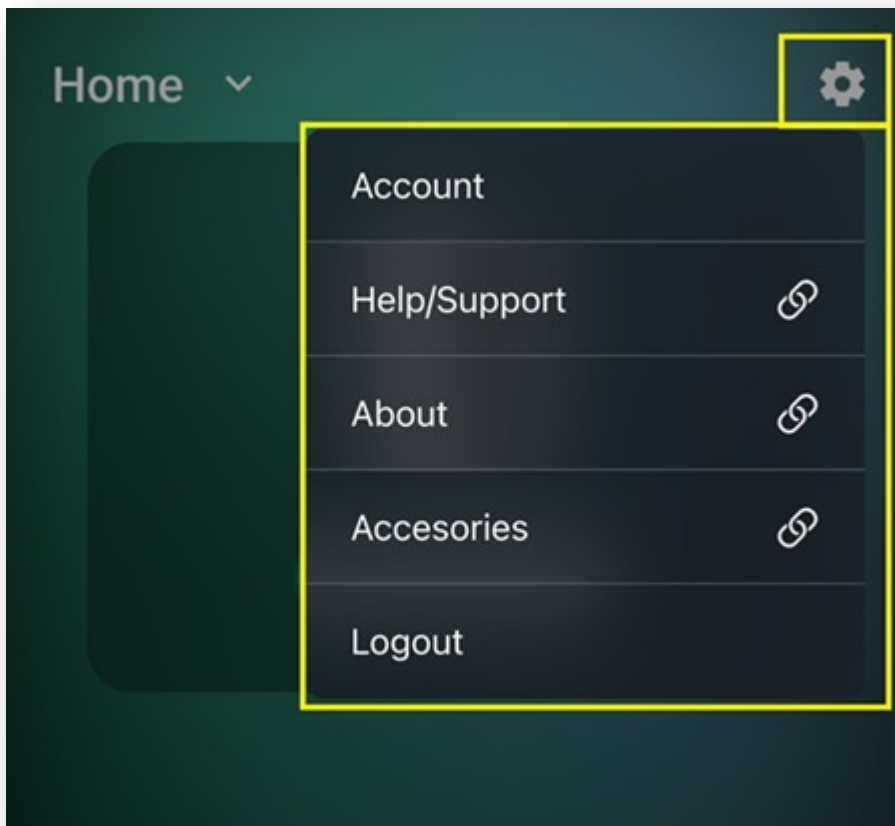
6.2.1 Account Menu

View all of your account details at a glance:
- View your contact information and the details of your vehicle(s) and household(s) (click on a vehicle or household item to view more information).

- You can also use this menu to add household or add vehicle.

6.3 Charger Tile(s)

Within the CleverCharge app, the charger tile provides charging information and charging controls for a single charger, all in one easily accessible location.

A charger tile is dynamic; it will change colors and configuration based on what the charger is doing, and whether a vehicle is connected to it.

- Once the charging cable is connected to a vehicle, a vehicle tile will latch onto a charger tile.

- If you connect the charging cable to a vehicle without a CleverKey, an "unknown" vehicle tile will latch onto a charger tile.

6.3.1 Charger Tile Carousel

If you have multiple chargers installed at a single household, this will be visualized using a swipeable charger tile carousel.

- Swipe left or right to view the different chargers within a household.

NOTE: If you only have one charger in your household, you will only see one charger tile.
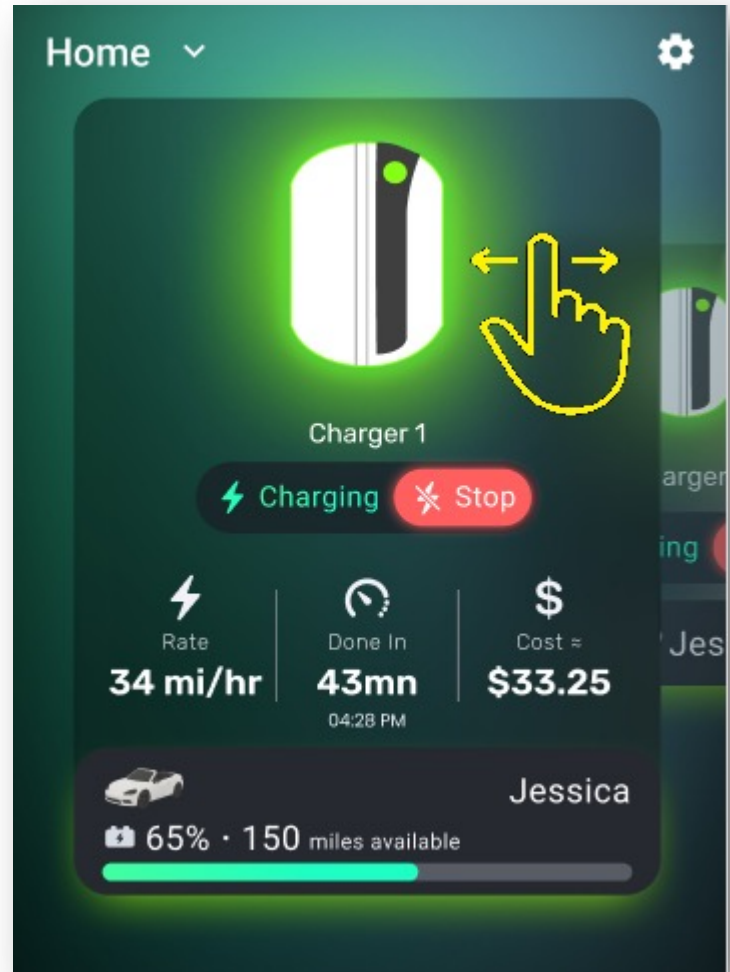
6.3.2 Charger Icon Background Color Descriptions
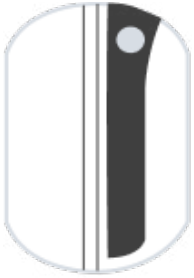
Charger Offline

Charger Ready

Charging

Paused or Waiting
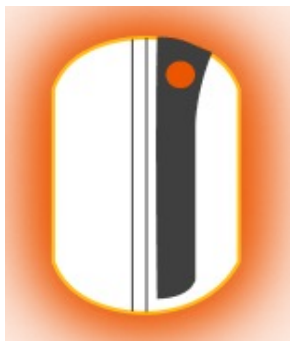
Error

6.3.3 Charger Icon Background Color Descriptions

Offline — Charger is offline / not connected to the Internet

Ready — Charger is idle and ready; plug in vehicle

Ready | Start — Charger is idle and ready; press start to begin charging

Scheduled | Start — Charger is idle, ready to charge per configured schedule; press start to begin charging and override schedule for this session

Charge completed — Charger is idle; charging session has completed

Charging | Stop — Charger is charging; press stop to end charge

Paused | Start — Charger has paused; press start to resume charging

Waiting on vehicle — Charger is waiting on vehicle to begin charge session

Waiting | Start — Charger is waiting on vehicle to begin charge session; press start to manually begin charge session

Waiting your approval | Start — Charger is waiting on your approval to begin charging; press start to begin charge session

Waiting for authorization | Approve — Charger is waiting on your approval to provide authorization; press approve to begin charge session

Error — An error has occurred

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6.3.4 Charger Tile Common Examples
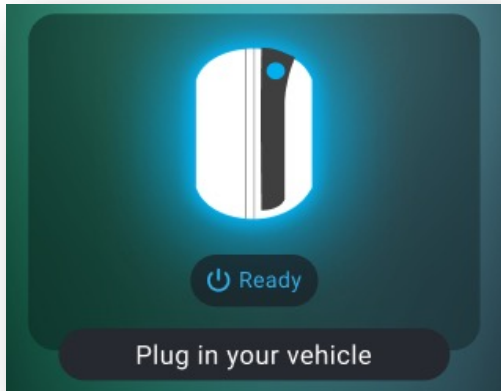
6.3.4.1 Charger Idle (No vehicle Connected)
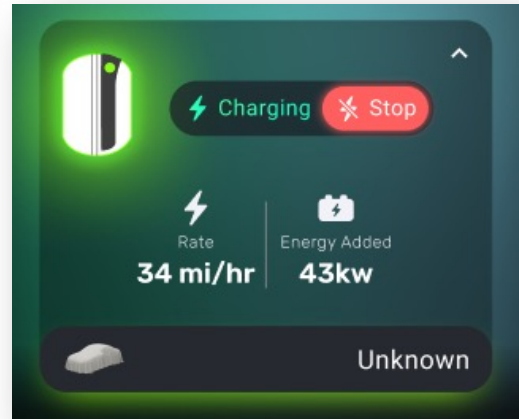
6.3.4.3 Charger Active Charging (Unknown vehicle Being Charged; No CleverKey)
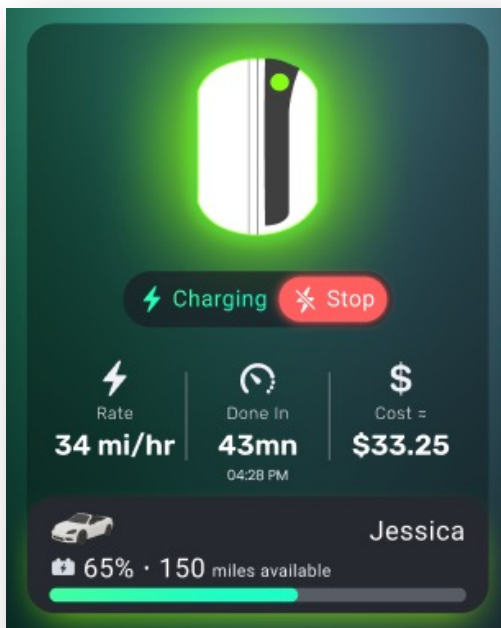
6.3.4.2 Charger Active Charging (Known CleverKey Equipped vehicle Being Charged)
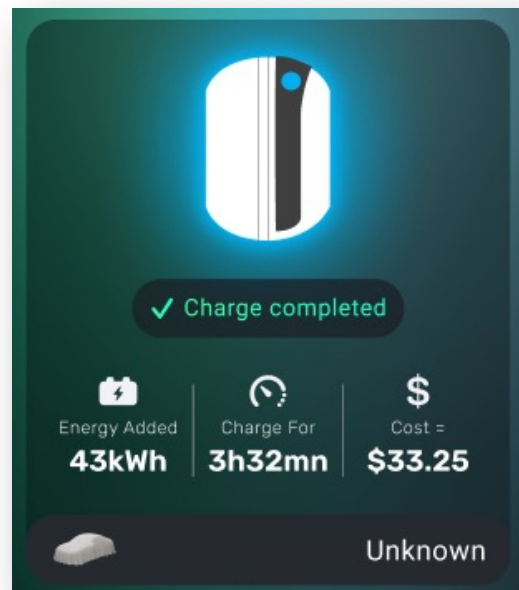
6.3.4.4 Charge Complete

6.4 Vehicle Tile(s)
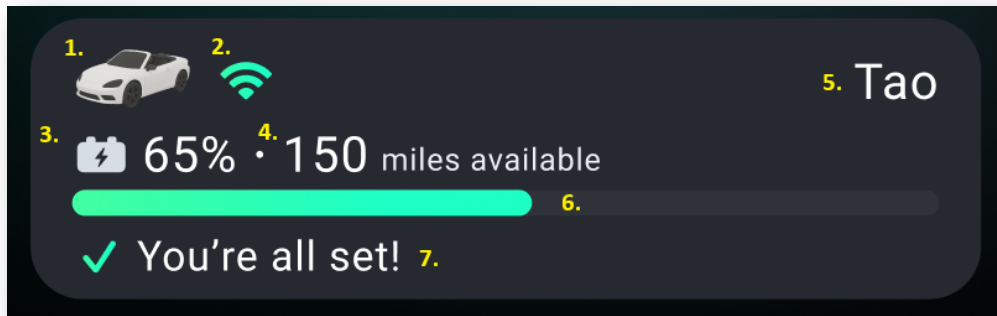
1. Vehicle Icon

2. CleverKey to Charger Connection Icon

3. Battery State of Charge (%)

4. Battery Range in Miles

5. Vehicle Friendly Name

6. Battery Level Indicator

7. Clever AI Vehicle Readiness Assessment

Vehicle tile(s) can be found in two places:
1. In the bottom half of the home screen. If the vehicle tile is positioned here, this indicates the vehicle is currently disconnected from the charger's charging cable.

2. In the upper half of the home screen, touching bottom of a charger tile. If the vehicle tile is positioned here, this indicates the vehicle is currently connected to the charger via the charging cable.
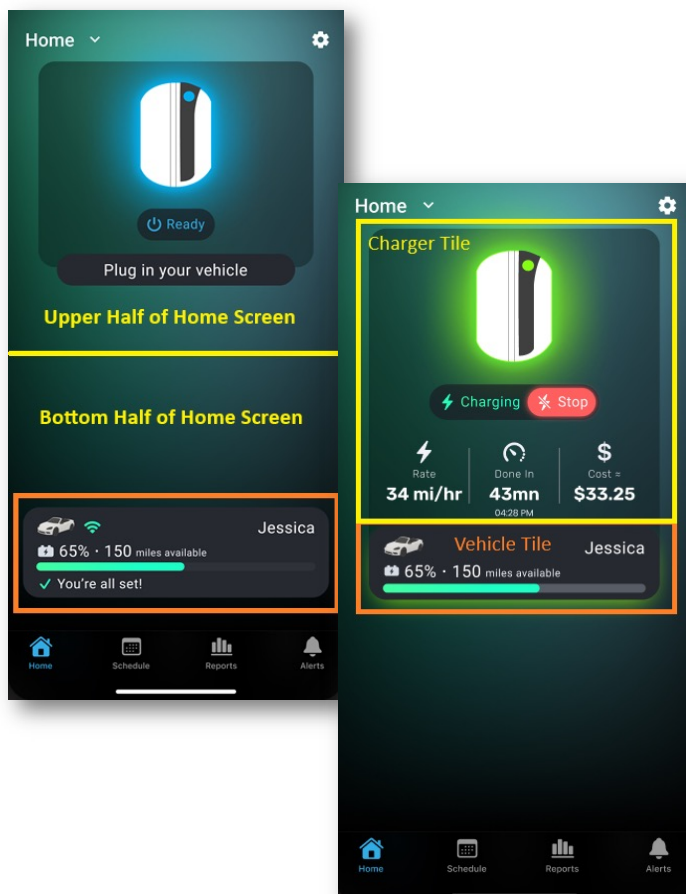
NOTE: If a vehicle without a CleverKey is connected to the charger, vehicle tile information will not be available. The vehicle tile will indicate an unknown vehicle is connected to the charger:
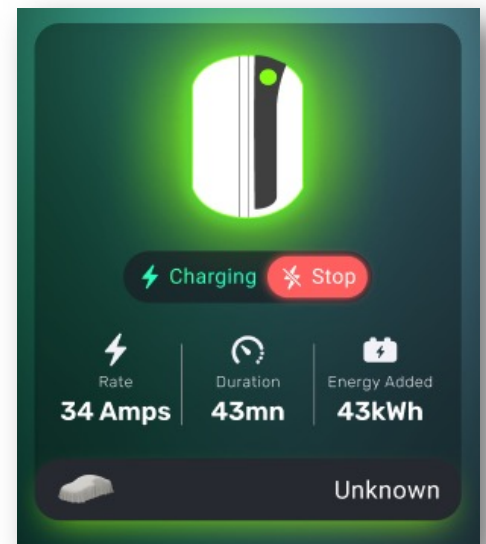
6.4.1 Multiple Vehicle Tile(s)

If you have multiple vehicles in your household with their own CleverKeys, these vehicles will show up along the bottom half of home screen as available to the household charger(s). Each will contain their own vehicle-specific vital information:
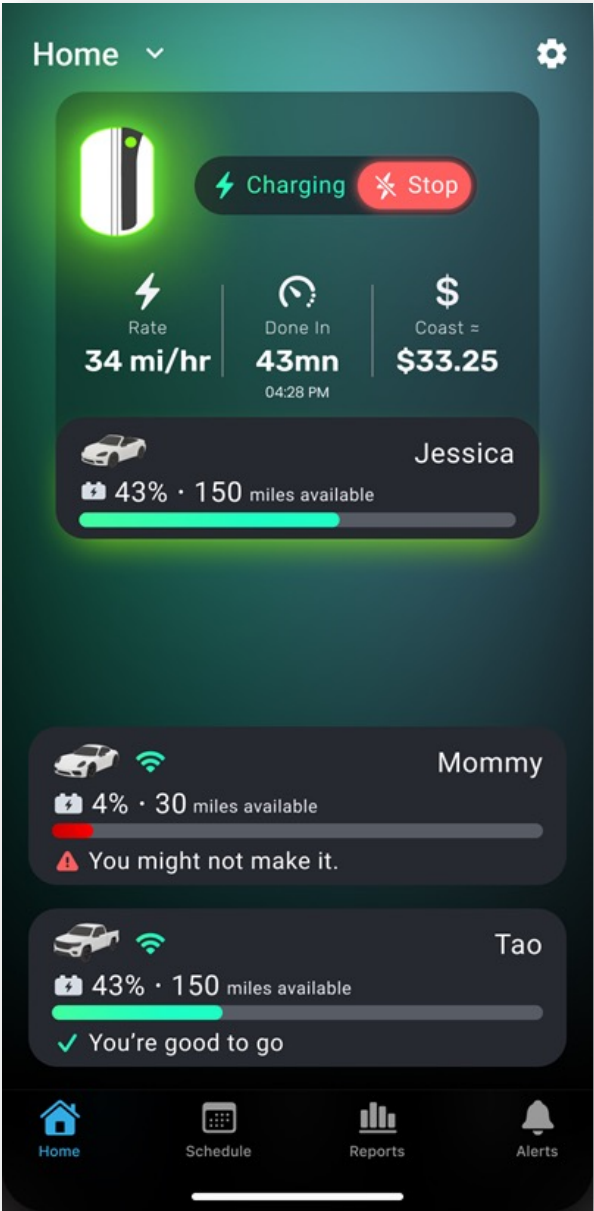
NOTE: If a vehicle in the bottom half of the home screen is not in range of the charger, the WiFi symbol will not be present, or will indicate "disconnected," and the Clever AI Vehicle Readiness Assessment will indicate "offline." The last known vitals for this vehicle will be displayed in the tile:
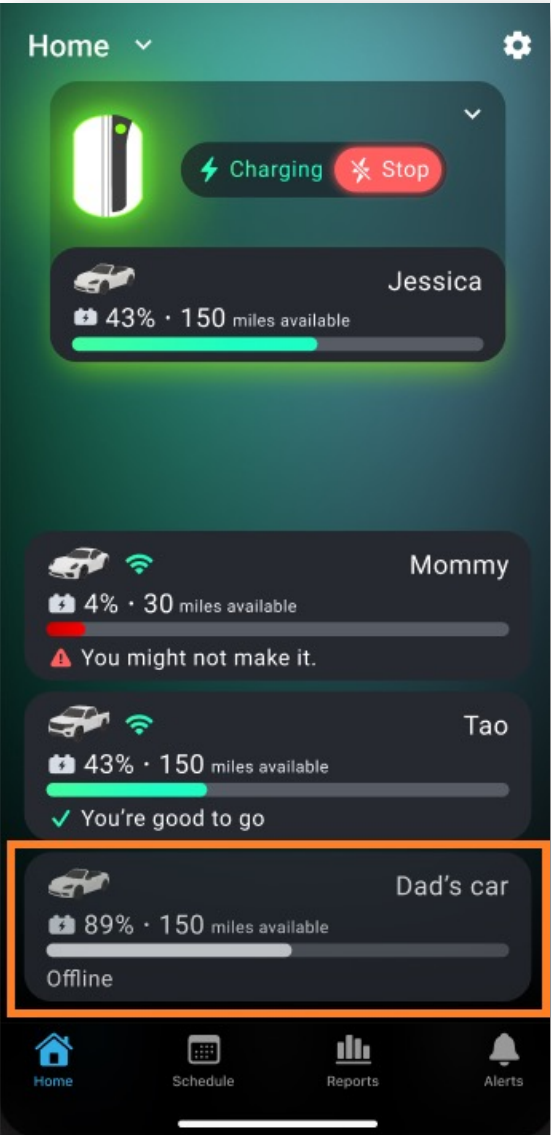
6.5 Home Button

Returns you to the main home screen. See Section 6 for more details.

6.6 Schedule Button
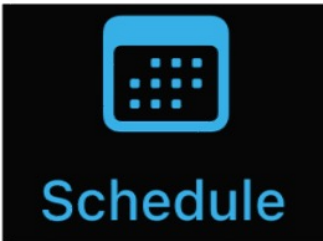
Brings up the scheduled charging configuration menu.

Clicking on a charger from the list will allow you to enable, disable and configure a charge schedule for the selected charger:
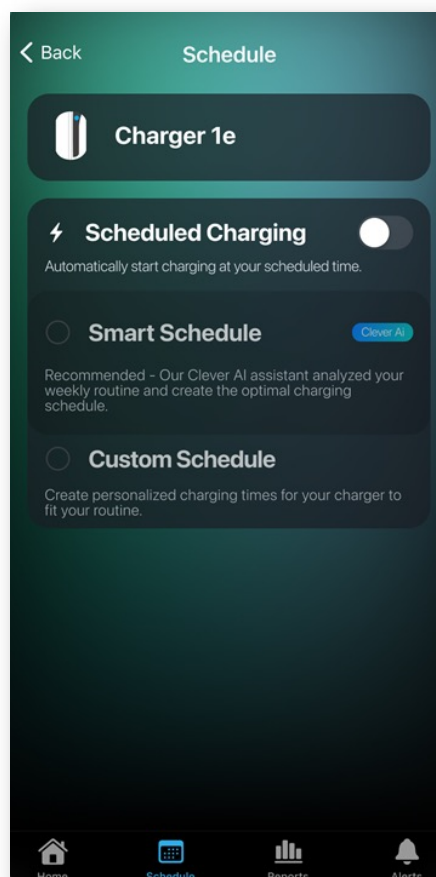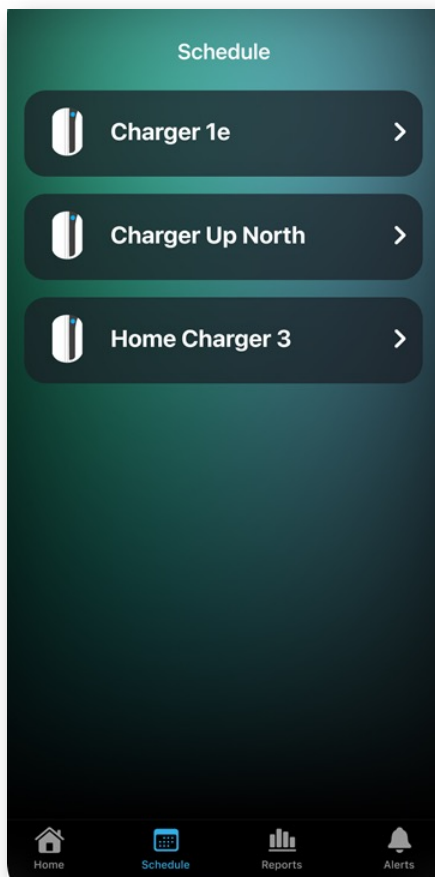
6.6.1 Scheduled Charging

Charging schedules are useful to specify periods of time when vehicle charging is allowed.

This feature gives control of when charging is allowed to occur and control of charging costs over time. This is especially important in areas where rates for electricity differ throughout the day and year.

Toggling the scheduled charging switch on or off allows you to enable or disable the schedule option for a charger.

NOTE: Like all home EV chargers, CleverCharge cannot override any charging schedule settings programmed in your vehicle. If your vehicle has a charging schedule enabled, you'll need to turn it off. Otherwise, your vehicle may not begin charging even when plugged in. Disabling the vehicle's schedule ensures smooth, uninterrupted charging with CleverCharge.

For instructions on how to disable this setting within your vehicle, check your vehicle's owner's manual.
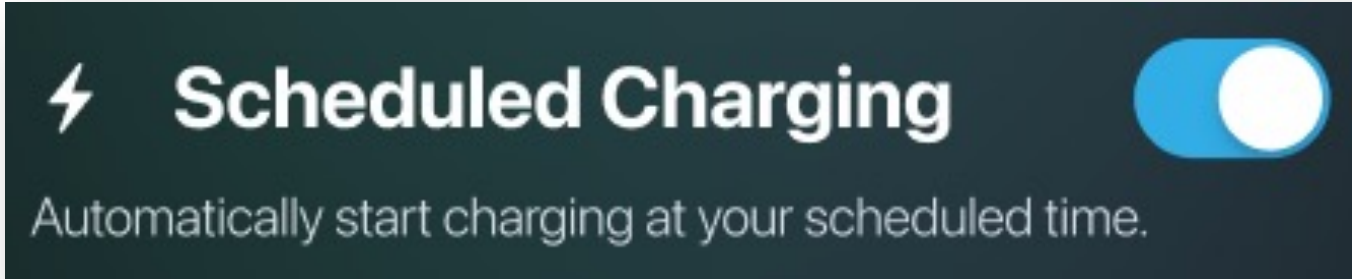
When enabled, you can choose from the following scheduling options:
- Smart schedule; see Section 6.6.2 for more details.

- Custom schedule; see Section 6.6.3 for more details.

6.6.2 Smart Schedule

Use the smart schedule option to take advantage of Clever AI.
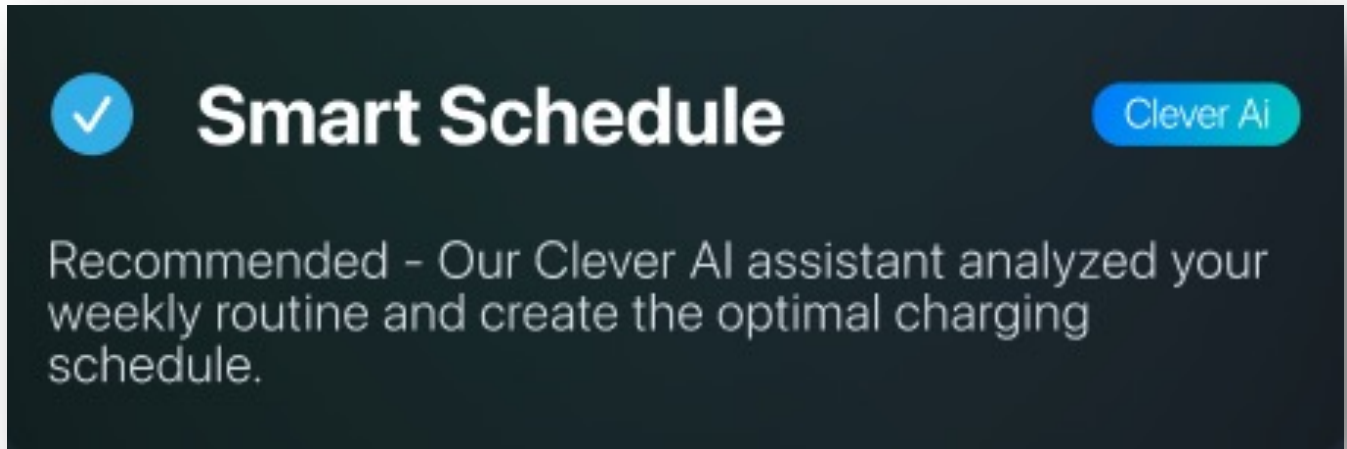
Clever AI learns your charging patterns over time to build and optimize a charging schedule for the conditions you use most.

Simply turn this feature on and use your charger normally to begin training this feature.

6.6.3 Custom Schedule

Use the custom schedule option to manually specify a schedule that fits your unique needs and use cases.
- See Section 6.6.3.1 below for more information about weekday and weekend schedules.
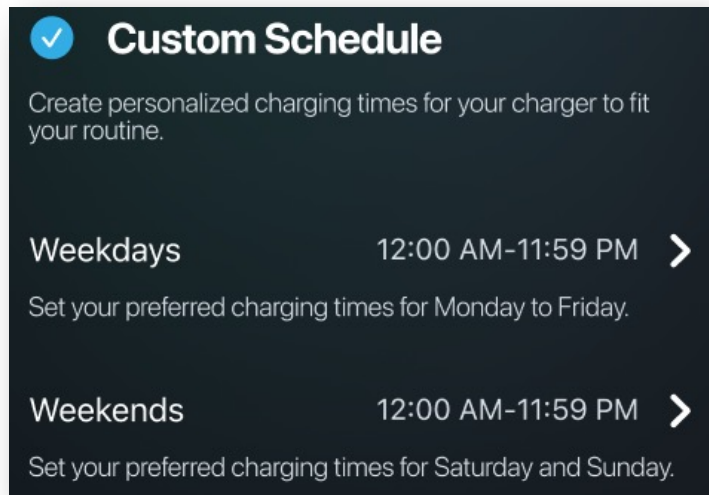
6.6.3.1 Weekday and Weekend Schedules
Clicking on weekdays and weekends, you can specify your allowed charge times for those days of the week.

Use the Circular 24-hour wheel to place your start time and end time points, then click "save."
- To allow charging at all times, toggle the switch for charge all weekdays / weekend to the on position.
  - Scheduled time allotment value will indicate 23:59 hours of scheduled charging duration.

- To completely remove the ability to charge during weekdays, click the red "no charging for weekdays / weekends" trash can icon.
  - Scheduled time allotment value will indicate zero (0) hours of scheduled charging duration.
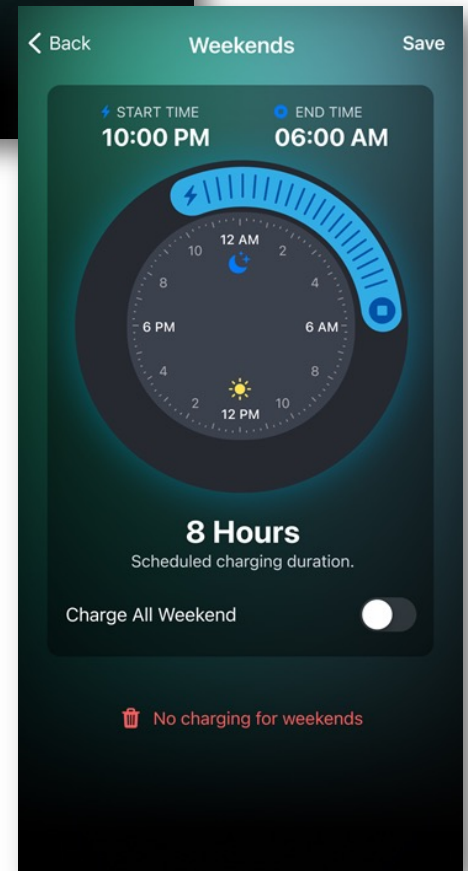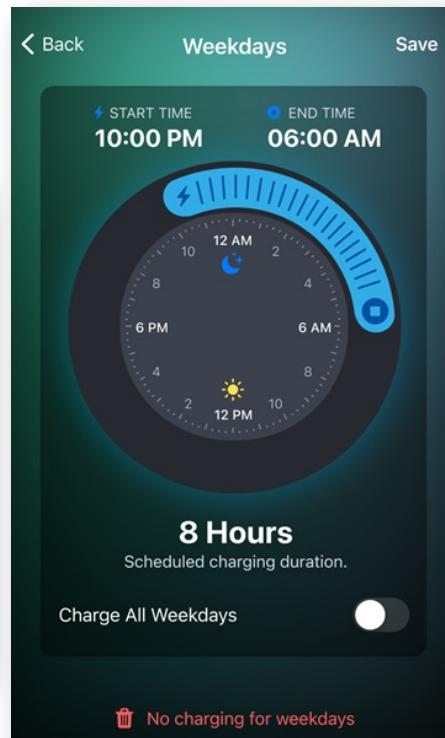
6.7 Reports Button

The reports screen provides a summary analysis of charging activity for a selected period of time.

In the reports screen, you can view charging activity and usage expressed in kilowatt hours (kW) or in U.S. dollars ($).

- The kW unit is useful to understand how much energy a vehicle has used over a period of time.

- The $ unit is useful to understand how much a vehicle's energy has cost over a period of time.

You can also view detailed information about vehicle trip (see Section 6.7.2) and vehicle charge (see Section 6.7.3) events.

1. Report time window adjustment
   Section 6.7.1

2. View trips button
   Section 6.7.2

3. View charge events button
   Section 6.7.3

4. Report unit selection adjustment
   Section 6.7.4

5. Home vs. public charging data identifier
   Section 6.7.5

6. Vehicles in Report" setting
   Section 6.7.6
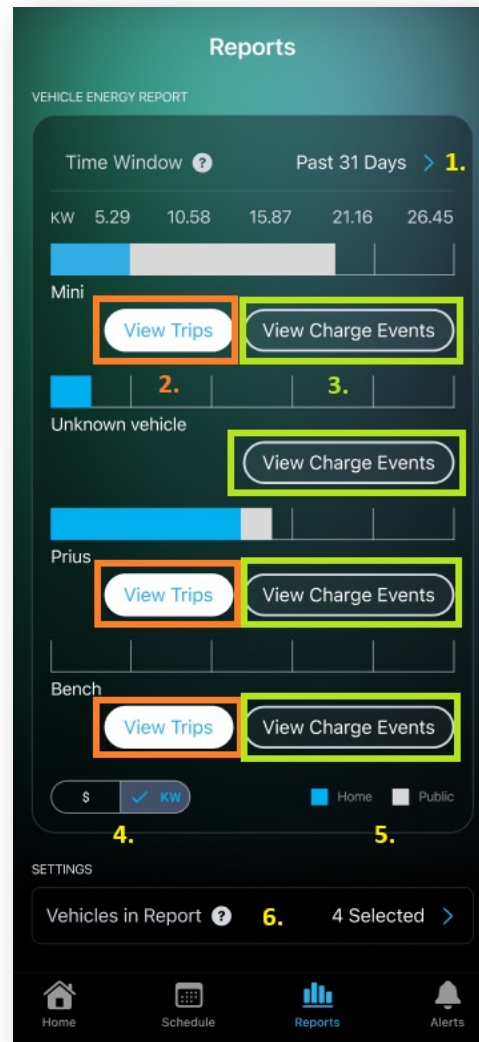
6.7.1 Report Time Window Adjustment

Use this to set a time period for the records included in the report.
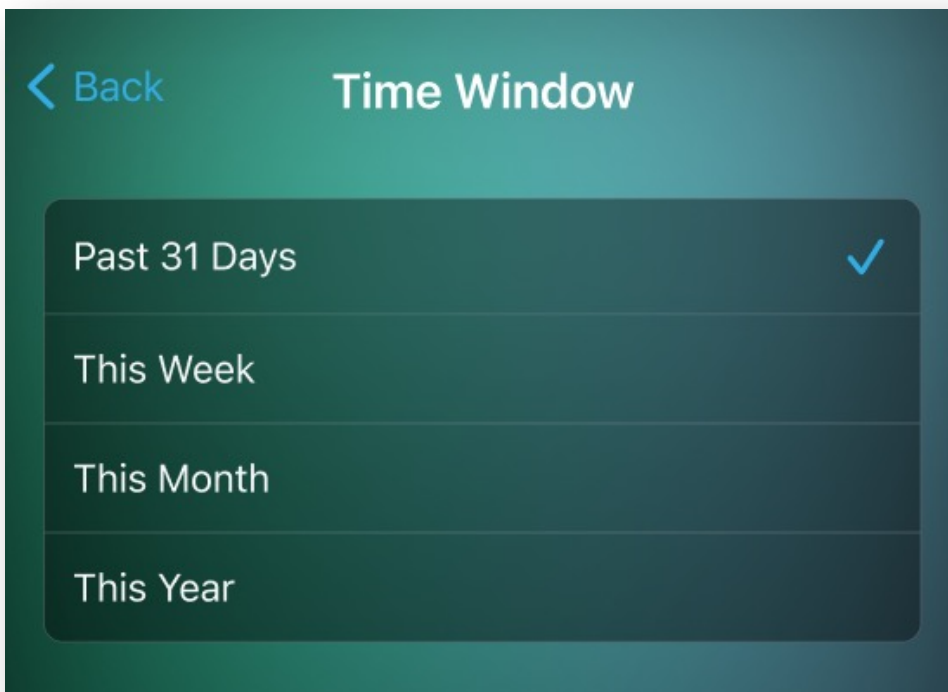
6.7.2 Vehicle Trip Events

Trip events are exclusively powered by CleverKey. A trip begins the moment you start or turn your vehicle on, and ends when you turn your vehicle off.

NOTE: Only vehicles equipped with a CleverKey can generate trip events and related report data. If a vehicle appears in the app as "unknown" (does not use a CleverKey), the "view trips" button will not be available in the reports screen for the unknown vehicle.

Clicking the "view trips" button for a vehicle provides you a snapshot of the trips your vehicle has made, including summary analysis of:
- Distance travelled during a trip (in miles).

- What the estimated energy cost* of a trip was (in dollars).

The app displays these records in table format:

< Back   **Trips**   ⚙

This Year

Vehicle	Start	Time	Distance	Cost
Ford	6/5 3:20 PM	-	0.00 mi	0.00
Ford	6/5 7:37 AM	15 min	7.46 mi	0.49
Ford	6/5 6:38 AM	24 min	22.37 mi	1.47
Ford	6/5 6:01 AM	30 min	23.61 mi	1.55
Ford	6/4 11:40 PM	8 min	3.11 mi	0.20
Ford	6/4 10:52 PM	5 min	3.11 mi	0.20
Ford	6/4 10:30 PM	5 min	1.86 mi	0.12
Ford	6/4 10:15 PM	3 min	1.86 mi	0.12
Ford	6/4 7:06 PM	17 min	16.78 mi	1.10
Ford	6/4 6:19 PM	18 min	16.16 mi	1.06
Ford	6/4 5:40 PM	15 min	6.84 mi	0.45
Ford	6/4 2:13 PM	44 sec	0.00 mi	0.00
Ford	6/4 7:43 AM	16 min	7.46 mi	0.49
Ford	6/4 6:46 AM	49 sec	0.00 mi	0.00
Ford	6/3 11:30 PM	6 min	3.11 mi	0.20
Ford	6/3 10:52 PM	5 min	3.11 mi	0.20
Ford	6/3 9:31 PM	7 min	3.11 mi	0.20
Ford	6/3 9:06 PM	6 min	3.11 mi	0.20
Ford	6/3 8:02 PM	4 min	1.86 mi	0.12
Ford	6/3 6:59 PM	11 min	6.84 mi	0.45
Ford	6/3 5:52 PM	17 min	6.84 mi	0.45
Ford	6/3 5:11 PM	15 min	6.84 mi	0.45

*Based on your configured electricity pricing rate settings in CleverCharge app.

6.7.3 Vehicle Charge Events

Charge event records and reports are available for any vehicle that connects to your charger (including non-CleverKey vehicles).

NOTE: When a vehicle without a CleverKey connects to your charger, the vehicle appears as "unknown" on the reports screen. Unknown vehicles will only have a "view charge events" button available.

Clicking the "view charge events" button provides a snapshot of what took place during a given charging session, including a summary analysis of:
- What vehicle was charged:
  - If the vehicle is CleverKey equipped, the vehicle name will appear.
  - If not equipped with CleverKey, vehicle name appears as "unknown."

- When a charge session started.

- How long a charge session took.

- The total power used by a vehicle during a charge session.

- The estimated energy cost* of the power used to charge a vehicle.

The app displays these records in table format:

< Back — **Charge Events** — ⚙

This Year

CleverCharge - Outdoors

Vehicle	Start	Duration	KW Used	Cost
Mini	6/5 3:05 PM	31 min	3.81 KW	0.76
Mini	6/4 10:44 AM	6 min	0.74 KW	0.15
Mini	6/3 12:03 PM	41 min	5.08 KW	1.01
Mini	6/3 12:00 PM	1 min	0.22 KW	0.04
Mini	6/2 1:02 PM	10 min	1.25 KW	0.25
Mini	6/2 12:31 PM	3 min	0.36 KW	0.07
Mini	5/30 2:05 PM	3 min	0.46 KW	0.09
Mini	5/30 12:09 PM	83 min	10.17 KW	2.02
Mini	5/30 11:56 AM	10 min	1.28 KW	0.25
Mini	5/30 11:40 AM	1 min	0.18 KW	0.04
Mini	5/22 3:20 PM	34 sec	0.07 KW	0.01
Mini	5/22 3:17 PM	32 sec	0.06 KW	0.01
Mini	5/22 3:03 PM	14 sec	0.03 KW	0.01
Mini	5/22 2:56 PM	4 min	0.56 KW	0.09
Mini	5/22 2:41 PM	-	0.00 KW	0.00
Mini	5/22 2:40 PM	15 sec	0.03 KW	0.00
Mini	5/22 2:39 PM	1 min	0.14 KW	0.02
Mini	5/22 2:26 PM	4 sec	0.00 KW	0.00
Mini	5/22 2:25 PM	1 min	0.04 KW	0.01
Mini	5/22 2:23 PM	45 sec	0.09 KW	0.01

*Based on your configured electricity pricing rate settings in CleverCharge app.

6.7.4 Report Unit Selection Adjustment

The unit selection adjustment allows you to change the kinds of values expressed on the reports main screen.

You can choose to express units in kW (kilowatts) or $ (dollars).

Reports Main Screen in kW:
*   Note how the reports scale changes numerical values to align with the unit's choice (orange boxed area; this is in kW / kilowatts).
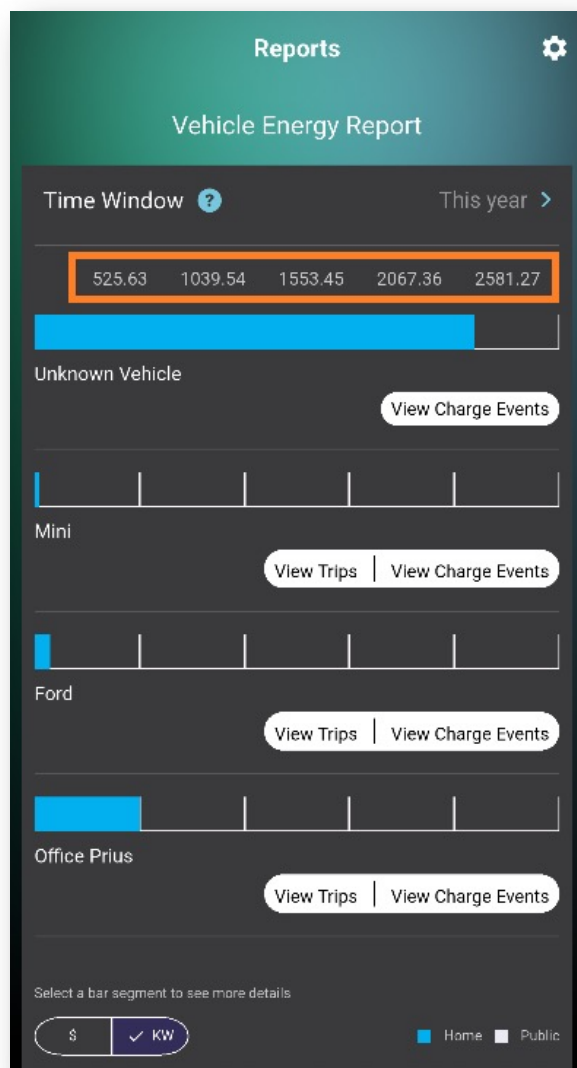
Reports Main Screen in $:
*   Note how the reports scale changes numerical values to align with the unit choice (orange boxed area; this is in $ / dollars).

6.7.5 Home vs. Public Charging Data Identifier

The reports main screen provides an additional data dimension: charge session location information in the form of a stacked bar.
The stacked bar provides differentiation between:

- Charge Session data originating at home (using your CleverCharge home level 2 charger).

- Charge session data originating at public charging stations (charging the vehicle away from home).

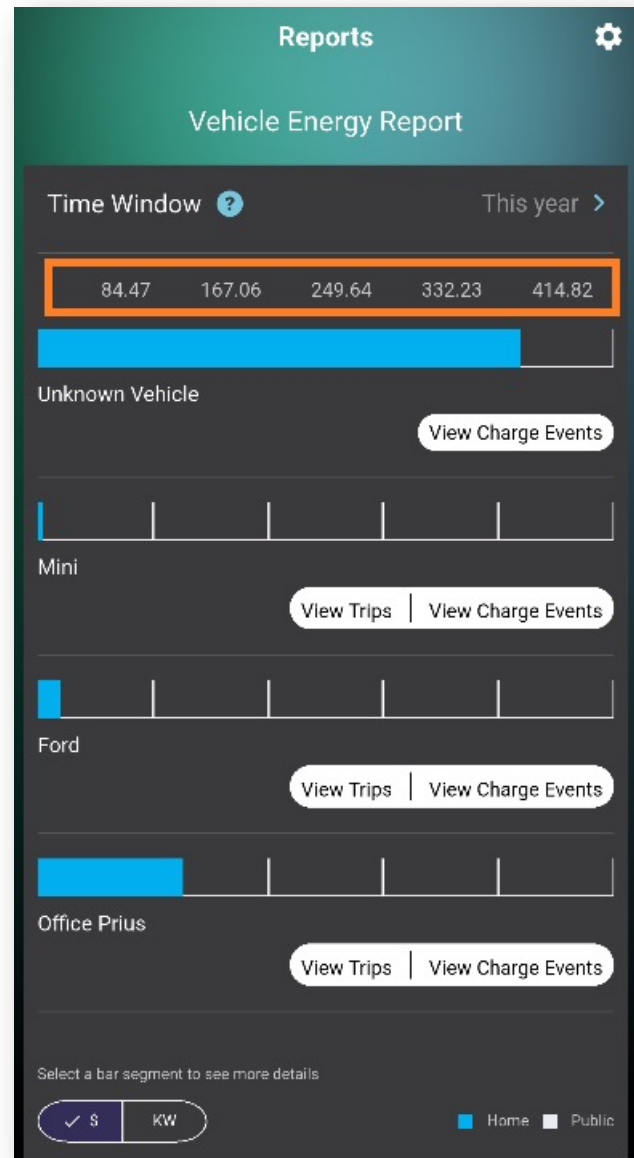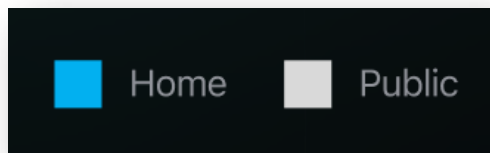When available, vehicle charging cost estimates ($) and charging kW used (kW) are expressed together in a single bar using color to differentiate between home vs. public charging activities.

Charge Session Color Key / Legend:

You can easily view overall vehicle charging cost estimates ($) and charging kW used (kW) for each charge session location type during normal vehicle operation.

Example of a report where vehicles have activity and data from both charge session location types:
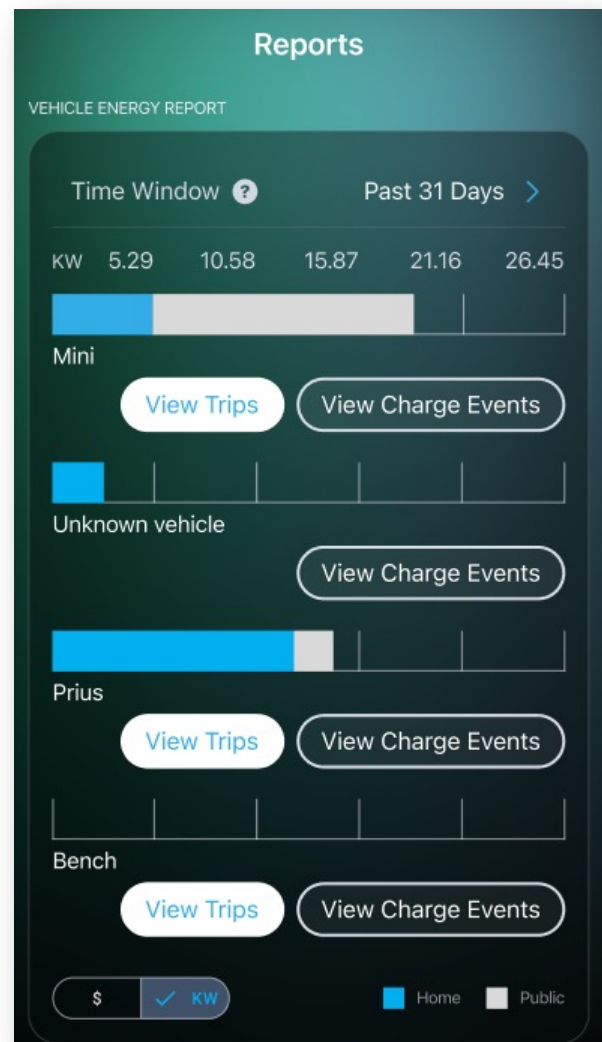
NOTE: Report information about public charging station activities are only available when your vehicle is equipped with a CleverKey. Unknown vehicles will never indicate public charging activities and will only indicate home charging activities.

6.7.6 "Vehicles In Report" Setting

The "vehicles in report" setting allows you to
choose which vehicles you want to see in the report
overview.
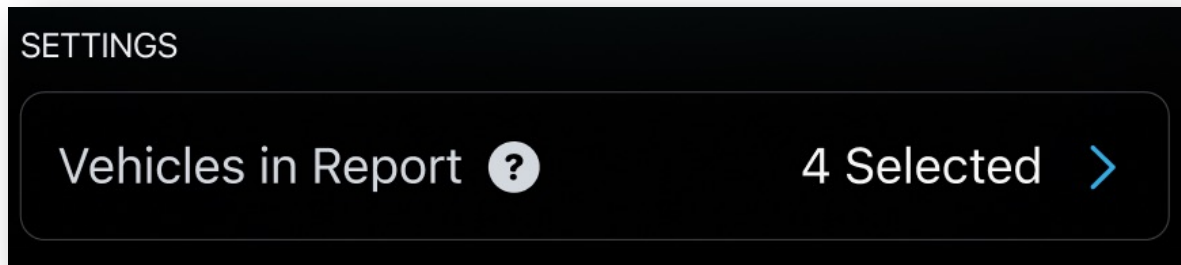
Simply click the "vehicles in report" button, make your
vehicle selection(s), then click "back" to return to the
reports main screen to see selected vehicle data:
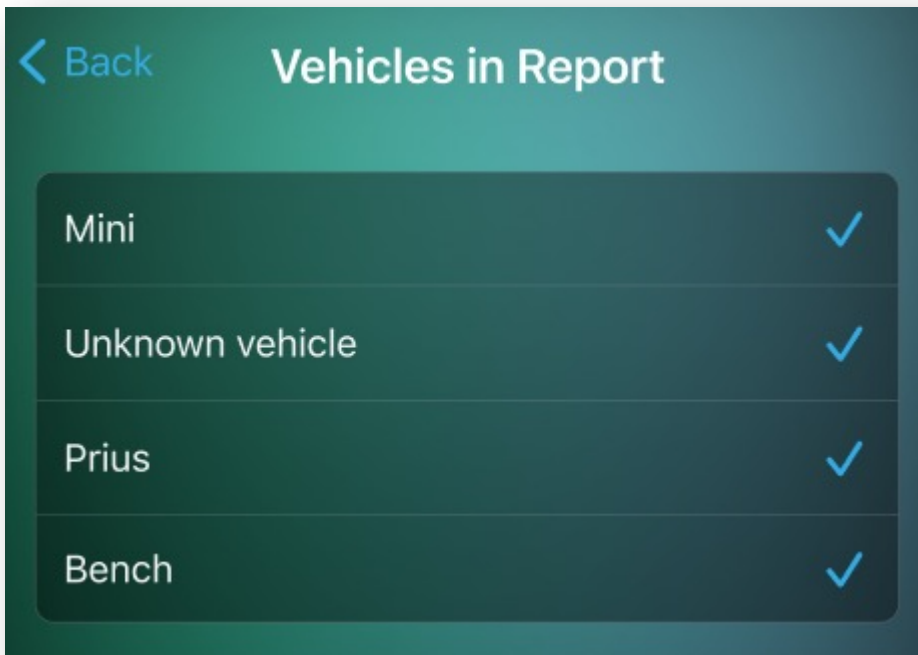
6.8 Alerts Button

Brings up the charger and vehicle alerts configuration menu:

Click on a charger under "charger alerts," or a vehicle under "vehicle alerts" to set up independent alerts and alert configurations:

6.8.1 Charger Alerts

Configure charger-specific alerts through this menu.

Enable / Disable / Configuration of Text Message Alert Delivery
- Add the phone number you wish to receive charger-specific alerts to.

Enable / Disable / Configuration of Email Message Alert Delivery
- Add the email address you with to receive charger-specific alerts to.

Enable / Disable Time-Based Alerts
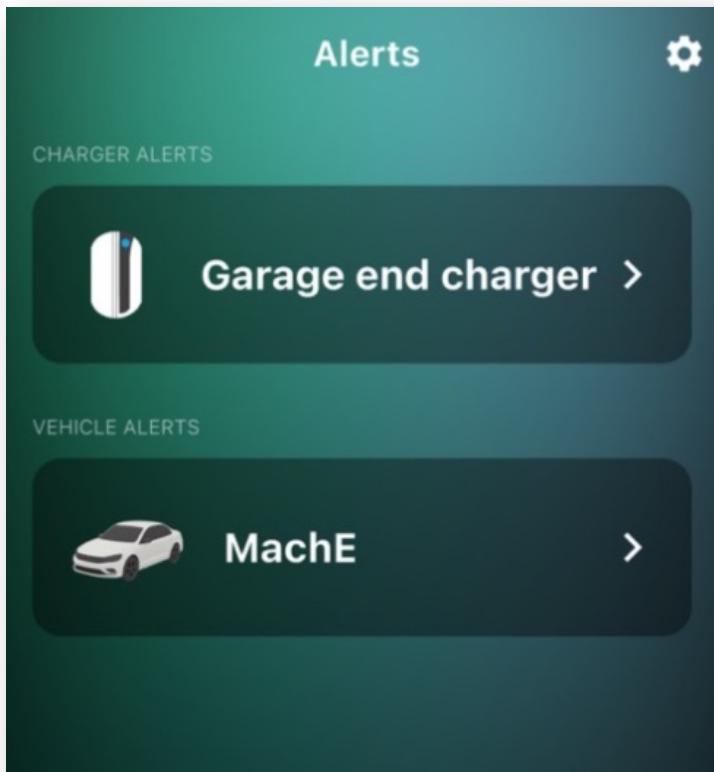- *Plug-In Reminder Alert:* receive a notification if the charger is not plugged into the vehicle at your specified time.
- Ensures scheduled charging and overnight charging are successful, and proper range is added to the vehicle before use the following day.

Enable / Disable Charging Status Alerts
- *Charging Session Error:* Get notified of any errors that occur during a charging session.
- *Vehicle Fully Charged:* Get notified when a vehicle has charged completely, up to any specified charging limit(s).

Authorization Status Alerts
- *Authorization Alert:* Get notified of pending authorizations to charge.
- Useful to know when a vehicle is plugged in and ready to charge, giving you control of when to allow a charging session to begin.

6.8.2 Vehicle Alerts

Configure vehicle-specific alerts through this menu. With vehicle smart reminders, Clever AI monitors your driving and charging routines to help plan an optimal charging schedule. Vehicle smart reminders are based entirely around your personal vehicle usage and CleverCharge charging routines, always ensuring you have optimal range for the day ahead.

To enable or disable Clever AI vehicle smart reminders, toggle the text and/or email switches to turn that specific alert on or off.
- Enabling the text and/or email alert will prompt you to enter a phone number and/or email address in which to receive vehicle alerts.

Once text and/or email alerts are enabled, you will receive the following smart reminder alerts:

Smart Plug-In:
- *Low Miles Arrival*: Sent when you arrive home but don't plug in your vehicle, and Clever AI determines you won't have enough range for tomorrow's driving needs.

- *Nightly Low Miles:* Sent when your vehicle hasn't been plugged in by the time it normally is, and Clever AI calculates that you may not have enough range for the next day without charging.

Smart Charging
- *Vehicle Fully Charged Alert:* Sent when your vehicle has completed charging, up to any charging limits you've set.
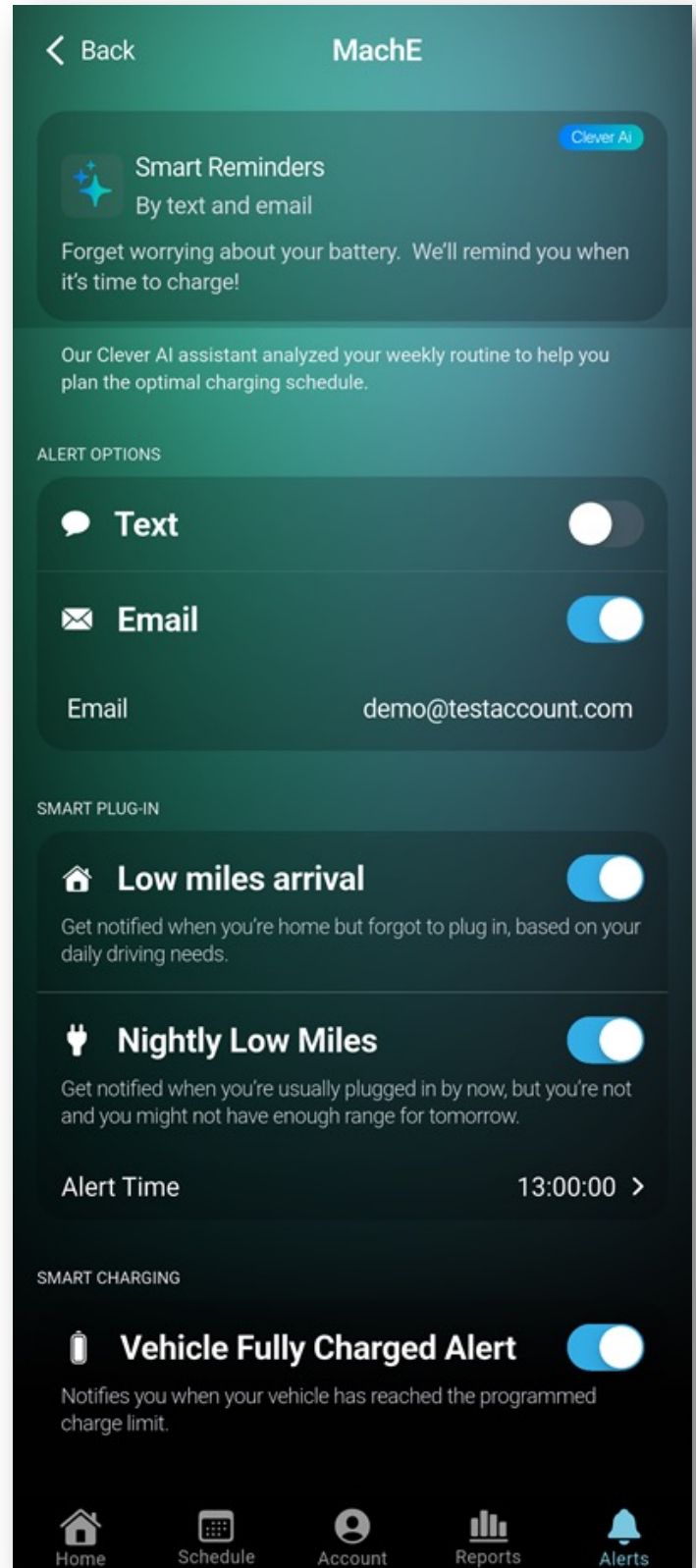
7. Help and Support

Need additional help and support? Take advantage of the following resources:

7.1 CleverCharge Support Knowledge Base

Visit the CleverCharge Knowledge Base for FAQ and troubleshooting information, or to learn technical specifications of CleverCharge.

www.clevercharge.com > Support > Knowledge Base
- Frequently Asked Questions (FAQ)
- Install and Setup
- Troubleshooting Guide
- Technical Information
- Terms and Acronyms
- Product Specification

7.2 CleverCharge Manuals and Documentation

All manuals and documentation pertaining to CleverCharge products can be found on our website at the following location:
www.clevercharge.com > Support > Resources

7.2.1 CleverCharge Manuals
- CleverCharge Home Installation Manual
- CleverCharge Home Quick Start Guide
- CleverCharge Home User's Guide
- CleverCharge Home Retractor Installation Manual

7.2.2 CleverCharge Documentation
- CleverKey Vehicle Compatibility Chart
- CleverCharge Error Code Chart

7.3 Web, Email, and Phone Support

If you require assistance with Warranty, Returns, or are simply looking for an answer that has not been addressed in our Knowledge Base or product documentation, please contact our support team using any of the following methods:

7.3.1 Website Chatbot

You can create a support ticket by using the chatbot at www.CleverCharge.com. Look for the chat bubble in the lower corner of the website:
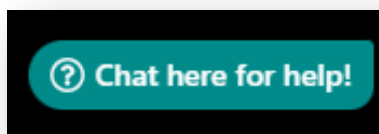
Click this bubble to begin chatting and follow the prompts to contact our support team.

7.3.2 Support Email

Email our support team directly at:
support@clevercharge.com
During normal business days, we strive to answer all support emails within 24-48 hours.

7.3.3 Support Phone

Call our support team directly at:
1-888-258-4286
Our call support team is proudly based in the USA and operates during normal business hours during Eastern Standard Time.

Hours of Operation:
Weekdays (Monday – Friday) 9AM – 5PM EST
Weekends (Saturday – Sunday) Closed - Unavailable

Social Media

Visit us on social media to stay up to date with the latest CleverCharge news and events:

CleverCharge
By Danlaw