

Accessing Charger Histories



This guide will show you how to check and/or change your charger's history records. This information can be handy for diagnosing discharged batteries, or battery issues in general. These records can confirm the charging times and conditions that can help educate customers for better charging of their batteries.



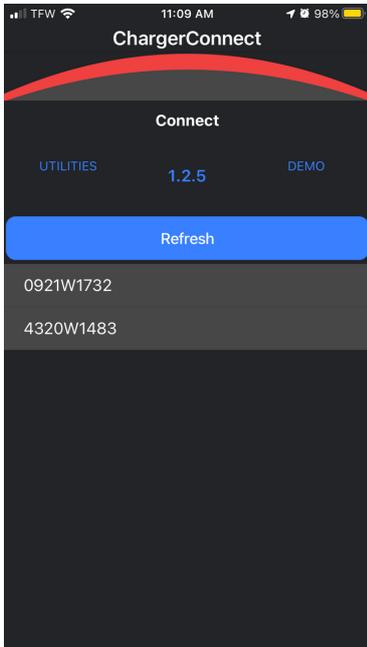
Start by turning the key off, with vehicle in neutral. Connect the charger cord to your charging port and verify the LED on the cord is on, as well as the LED on the charging port. Next, check that the three LED's are lit on the end of the charger itself. These lights should indicate at least a boot-up sequence, indicating there is boot-up power available.



You will need to look on the charger's information sticker for the charger ID number. As shown, it is located right below the bar code. It may be helpful to use a smartphone camera and take a picture of the sticker, since it is usually difficult to see it at the angle that the chargers are mounted into the vehicles.



On your smart phone, you can download the Lester Charger Connect app. This app will allow you to communicate with the Lester charger in Star vehicles. Once you have downloaded and started the app, you will see this screen. The app will continue to install and open.

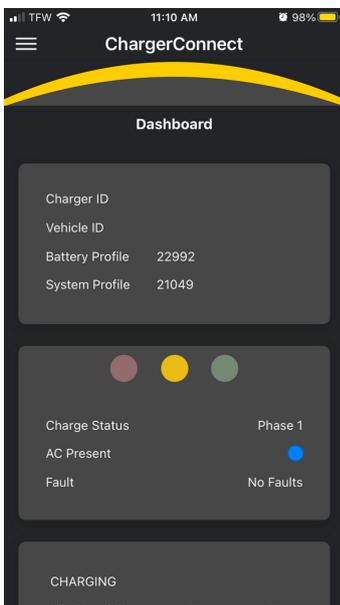
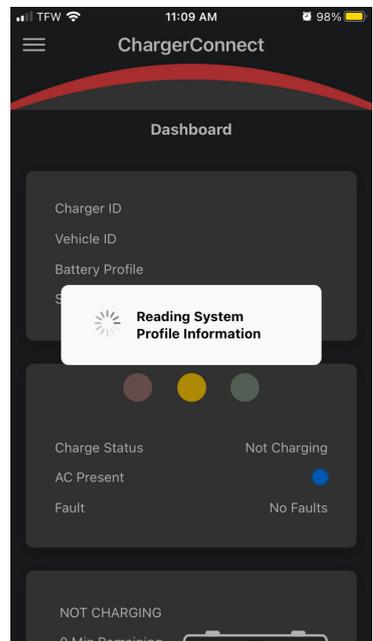
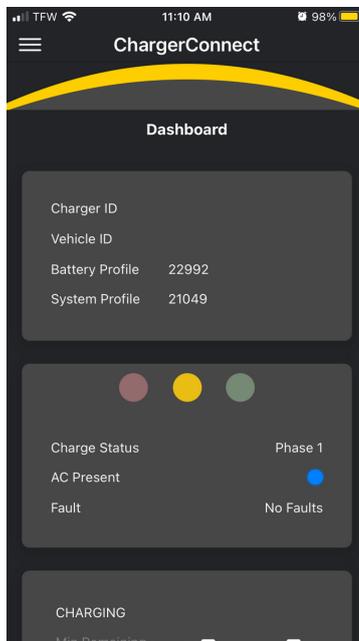


Once the app is open, it will automatically begin to search for nearby chargers that can be connected to. This is why the charger cord needs to be connected and the charger operating.

The list will populate with the accessible chargers within range of your phone. Click on the charger that matches the number you recorded from the charger's information sticker.

This will start the connection process, with your specific charger.

When you've clicked on the correct charger, you will see this screen. It will automatically read the system information from the charger.

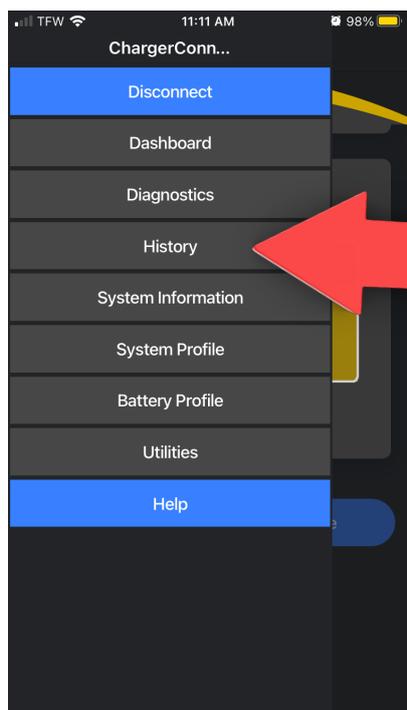
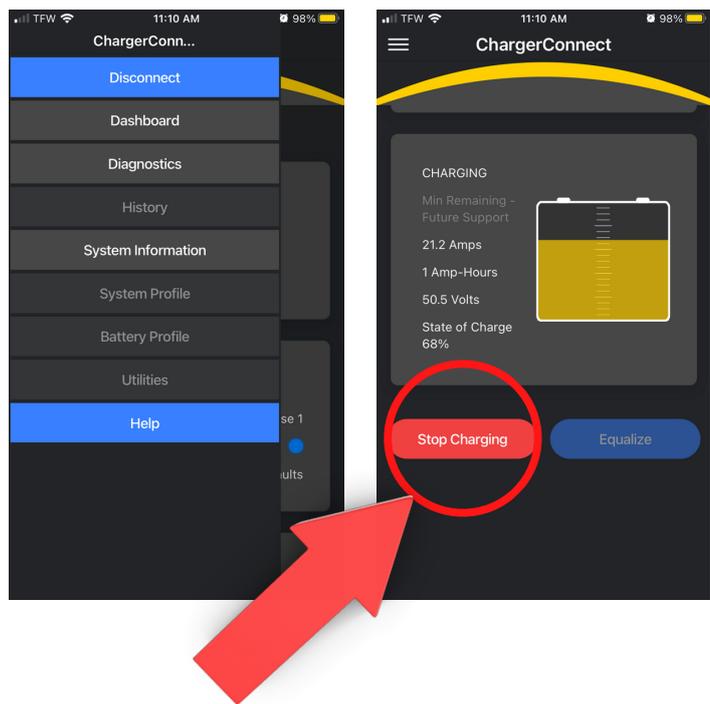


When the app has connected to the charger, you will be brought to the Dashboard. This is the main screen for viewing useful information.



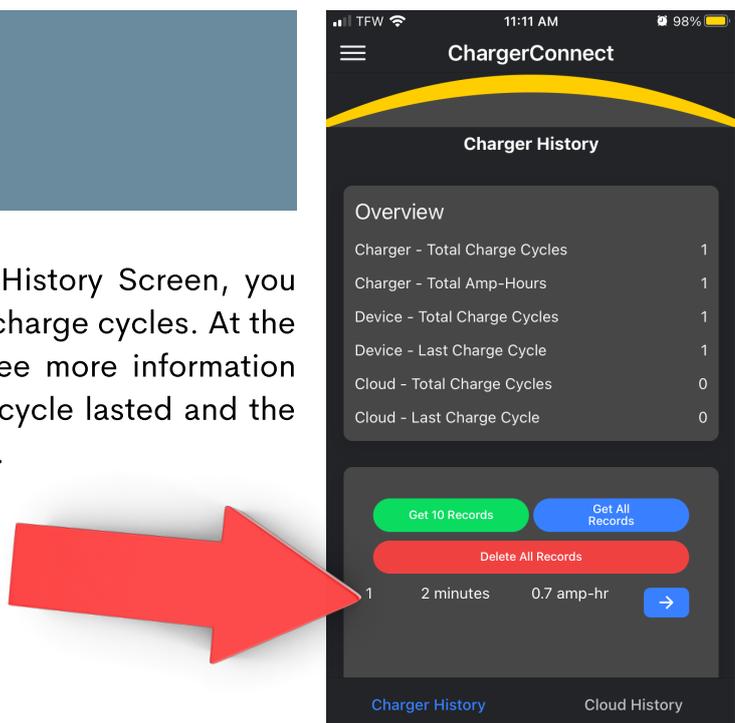
When you click on the menu button, at the top left corner of the screen, you will see some options are "grayed out" until you click the Stop Charging button on the main Dashboard screen.

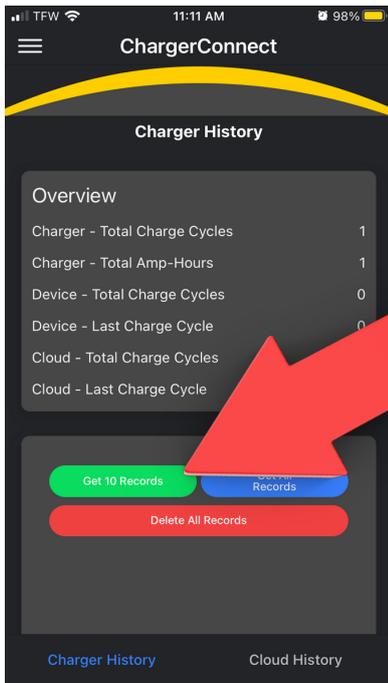
Once you hit Stop Charging, all the options will become available in the menu screen.



You will now be able to use the menu button to select History. This will take you to the area where you can view the charging records for your battery system.

Once you're inside the Charger History Screen, you will be able to see the number of charge cycles. At the bottom of the screen, you will see more information such as the amount of time each cycle lasted and the amount of amps per hour charged.

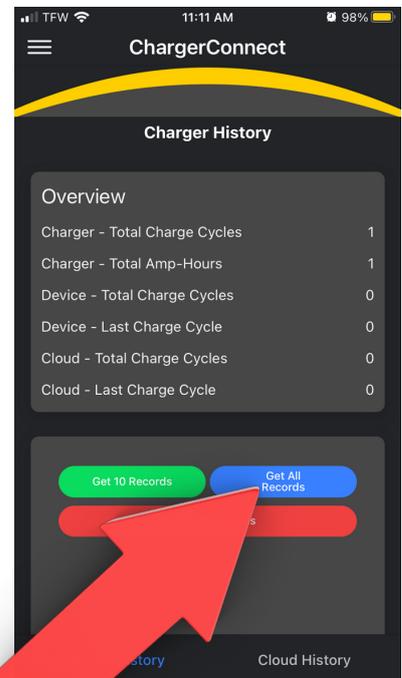




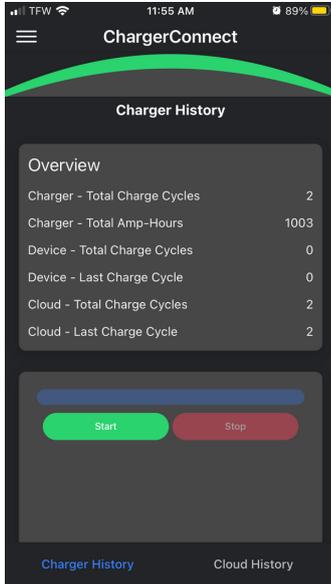
By clicking on the Get 10 Records button, you can access 10 more charger cycles that were stored. With this information, you can find issues such as power outages at customers' homes, or multiple insufficient charge cycles.

It is important to check these charger records whenever there are repeated instances of batteries being overly discharged, or when there is a question whether an issue is battery related as opposed to charger related.

To get all charger records, you can click the blue Get all records button. This will allow you to see all the records the charger has. When using the green Get 10 Records button or the Get All Records button, the records are now stored in your phone. Now we can upload the records to the Cloud, so that they can be accessed by Star technical support or Lester technical support.

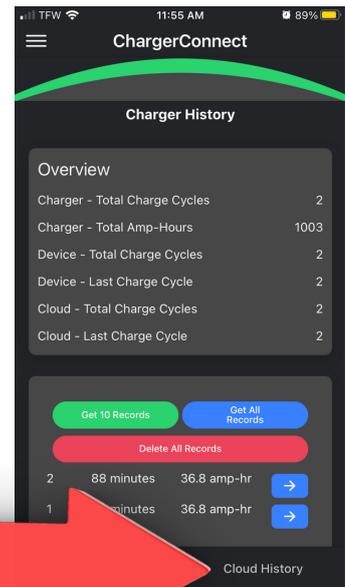


Uploading your charger histories to the Cloud.

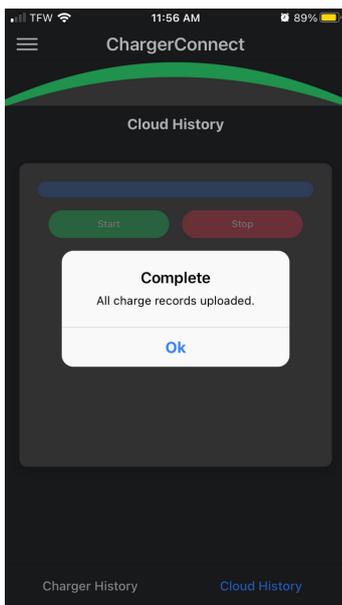
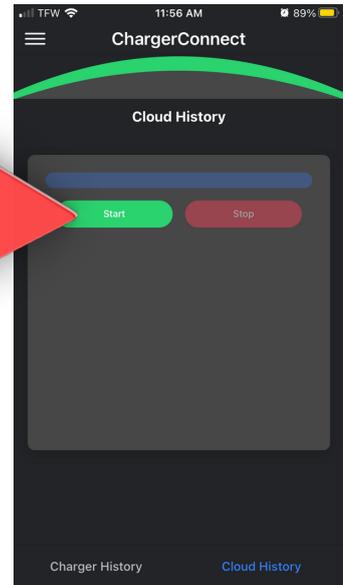
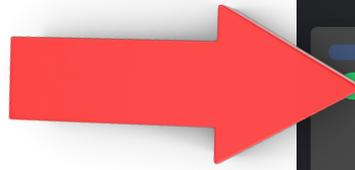


Once you've clicked either of the buttons to get records, you will be brought to this screen. Click on the Start button, to begin the download process. You will see the progress bar moving across the screen, showing how much time is left for the full download.

When the download is complete, you will see this screen. The charger histories will be shown at the bottom, of the screen, and you can scroll down to see more. But to upload the histories to the Cloud, you just need to click the Cloud History button at the bottom right.



At this screen, you'll simply click the Start Button. This will start uploading all the records you've captured, to the Cloud.



You will see a notification pop up, indicating that the upload took place successfully.

We, Star tech support, will now be able to access the records remotely. **Be sure to have your charger ID number ready, when you call or email tech support. We won't be notified that records have been uploaded, unless you contact us.**