United Chargers Portal

Connection Guide and User manual

OPEN CHARGE ALLIANCE

UNIT=D chargers

Charger Models

acharger.ca accepts the following models from United Chargers:

Grizzl-E Smart
• GRS-14-24-P
• GRS-6-24-P

Grizzl-E Smart
Avalanche Edition
• GRS-14-24-AB

Grizzl-E Smart
Extreme Edition
• GRS-14-24-PC

Device Set Up

In this Section:

Charger Serial Number

The Serial Number is critical for all Connectivity of the Grizzl-E Smart EV Charger.

Before starting, find the Serial number located on the charging label.

Grizzl-E Smart
GRS-14-24-P

c(UL)us LISTED **[E510712]**
EV Supply
Equipment/Charger

FC Contains FCC ID:
2ABPY-5B5BD9

Serial Number
[GRS-401100069f]

Type 4X Enclosure
MFG:2021/03/29

In/Out 208-240VAC, 60Hz, 40A Max
Temperature rating:
-22F to 122F (-30C to 50C)

# Login to acharger.ca

Create an Account

1. Go to https://acharger.ca
2. Select the **Login** button.
3. Select the Sign Up button.
4. Enter your Full Name and Email Address.
5. Create a Username and Password.
6. Select the **Register** button.

Login to Account

1. Select the **Login** button.
2. Enter Username and Password.
3. Select the **Sign In** button.

Forgot Password

1. Send an email to info@unitedchargers.com.
2. Include the following information:
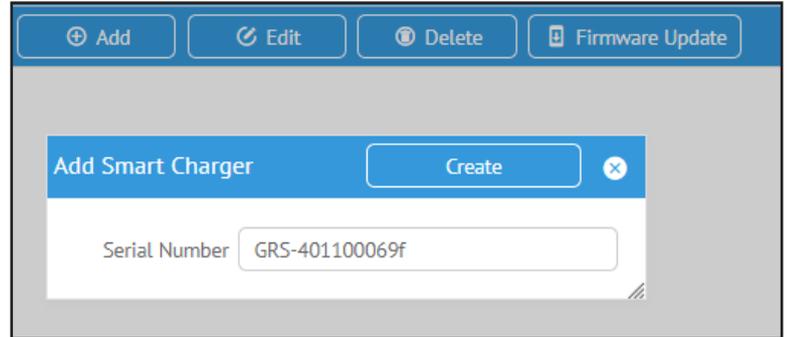- Username
- Email
- Charger Serial Number
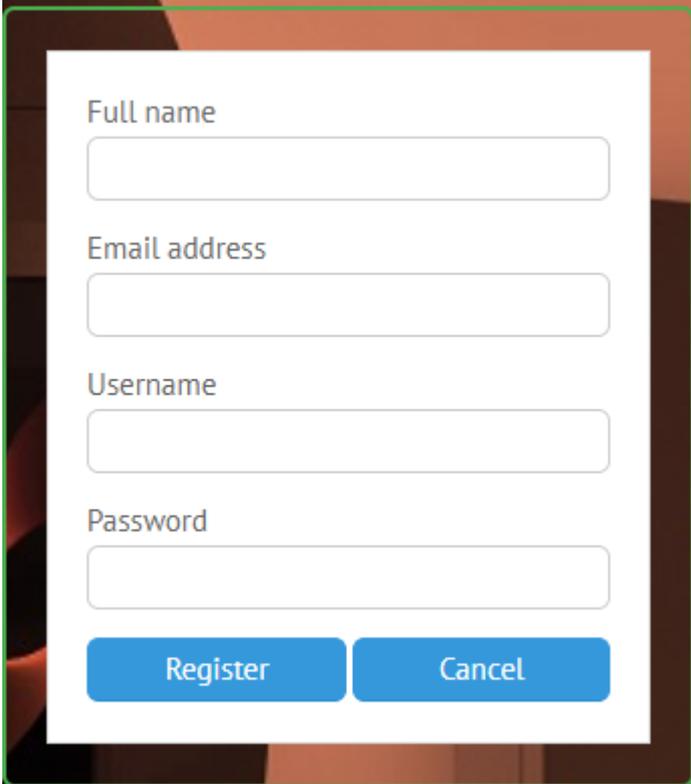
Add Device

Once you have logged on to acharger.ca:

1. Go to the **Charging Stations** tab.
2. Select the **Add** button from the top menu.
3. Enter the Charger Serial Number into the Serial Number Field.
4. Select the **Create** button.

UNIT꞊D chargers

Wi-Fi Configuration

Grizzl-E Smart only connects to a 2.4ghz Wi-FI frequency. Ensure your network has a dedicated 2.4ghz WI-Fi band with its own SSID. Before connecting Grizzl-E Smart, check the network frequency in network properties on your PC or Android.

For Dual Band 2.4ghz/5ghz Routers, do one of the following:

- Use a separate SSID for the 2.4ghz and 5ghz networks — for example, network_name and network_name-5G. If the network already has separate SSIDs use the 2.4ghz one. If the networks do not have a separate SSIDs, contact your internet service provider to create a separate SSID.
- On Routers that have the ability, turn off 5G band and connect to 2.4ghz band.
- Install a 2.4ghz Wi-Fi extender with a separate extension network for the charger.
- Grizzl-E Smart will charge with or without a Wi-Fi connection, Without a Wi-Fi connection OCPP Smart Features will not be available.

Before connecting to the network, check the signal strength of the Wi-Fi:

1. Plug in the charger. Ensure indicator light is alternating Blue and Purple.
2. Open the W-Fi settings on your phone or desktop.
3. Select the network **UC_Smart_[ChargerSerial#]**.
4. Open the internet browser on your device.
5. Enter the IP address 192.168.4.1 into the browser search bar.
6. A webpage will load select the **Show Available Networks** button.
7. A list of available networks will display with RSII Strength and Encryption Type.

Signal Strength

RSII in dBm	Signal Strength
50	Excellent
60	Very Good
70	Good
80	Low
90	Very Low
0	No Signal

The RSSI must be between 50-79 to update the charger and use smart features. If the RSSI reading is above 80 install a Wi-Fi repeater to increase the signal strength or move the Wi-Fi router closer to the charger.

Connect Charger To Wi-Fi Network
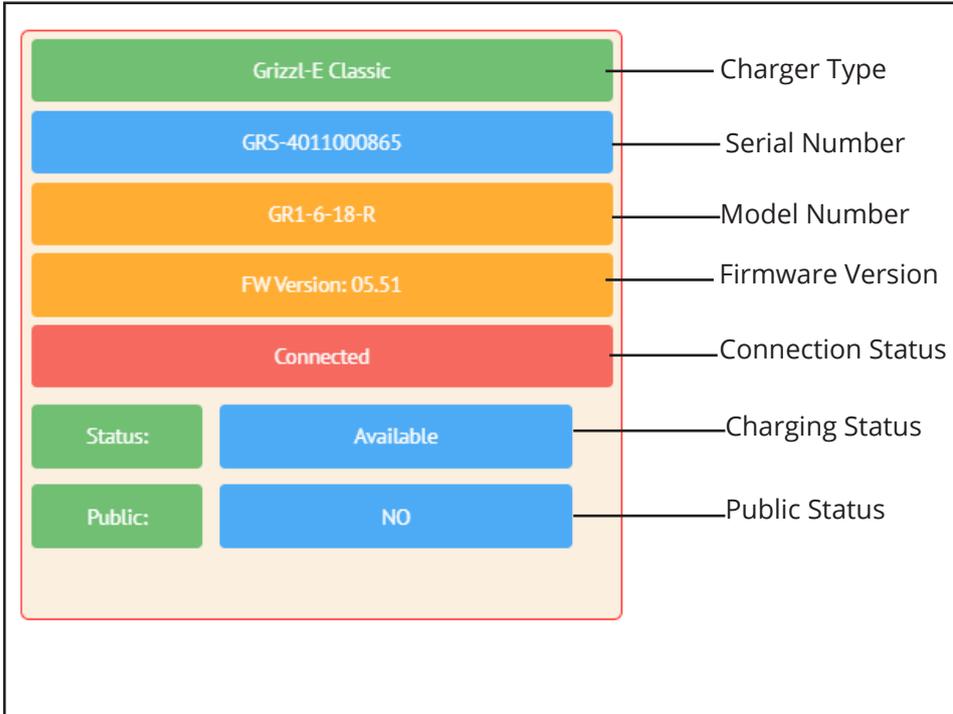
To connect your Grizzl-E Smart to Wi-Fi:

1. Plug in the Charger.
2. Open the Wi-Fi settings on your computer or cell phone.
3. Select the network **UC_Smart_[ChargerSerial#]***.
4. Open your browser.
5. Enter the IP address **192.168.4.1** into the browser search bar.
6. A webpage will load. **Select the Enter Router Credentials** button.
7. Enter the SSID** and Password for your Wi-Fi network. Leave acharger.ca in the Portal URL.
8. Verify that you are connected. If connection is successful the indicator light will alternate between Blue and Light Blue.
9. Disconnect your smartphone from UC_Smart_#### and re-connect to your local network.
10. Close the browser page.

AA	192.168.4.1	↻

Smart Grizzle network configuration

In order to configure the internet connection
Please enter your router SSID and Password
You can also enter your portal URL
Or leave this field with the default value

Enter router credentials

Show available networks
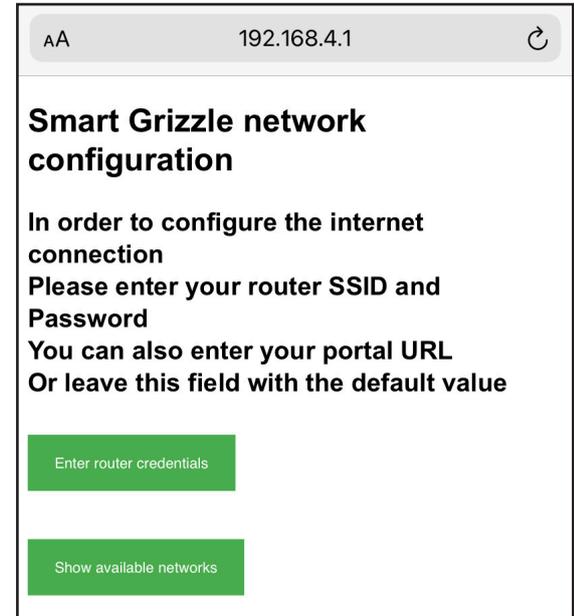
*Note: Your device may state that the Wi-Fi network is not connected to the internet. Continue without Internet until the end of the procedure.
**SSID is the network name.

Ensure Device is Connected

Grizzl-E Classic	— Charger Type
GRS-4011000865	— Serial Number
GR1-6-18-R	— Model Number
FW Version: 05.51	— Firmware Version
Connected	— Connection Status
Status: Available	— Charging Status
Public: NO	— Public Status

After Connecting the device to the Wi-Fi network and adding the device to acharger.ca ensure the device is connected to acharger.ca.

The connection status will show red with Connected.

If the device shows as Not Connected to the acharger.ca portal try the following steps:

- Ensure the Indicator light on the device is alternating between Blue and Light Blue.
- Wait 2 minutes for the charger and portal to establish a connection.
- Refresh the acharger.ca page and log back in.
- Ensure the serial number on acharger.ca matches the one on the label.

Update Charging Station Firmware

1. Ensure the device shows as Connected on acharger.ca. Ensure the charger is not connected to the vehicle.
2. On the Charging Stations tab select the Smart Charging Station. The outline box will appear red when the station is selected.
3. On the selected charger view the **Firmware Update** button in the top menu. The Firmware Update button will be available and will display the latest firmware version if an update is available. If an update is not available the button will be greyed out.

4. Select the **Firmware Update** button. The Firmware Update box will open.
5. Select the **Start Upload** button.
6. Wait for Upload Stage 1 and Upload Stage 2 to complete. Do not interrupt Wi-Fi connection or disconnect the unit's power during the update. When the update is complete both stages will be at 100% and the charger indicator light will go back to Blue/Light Blue alternating.
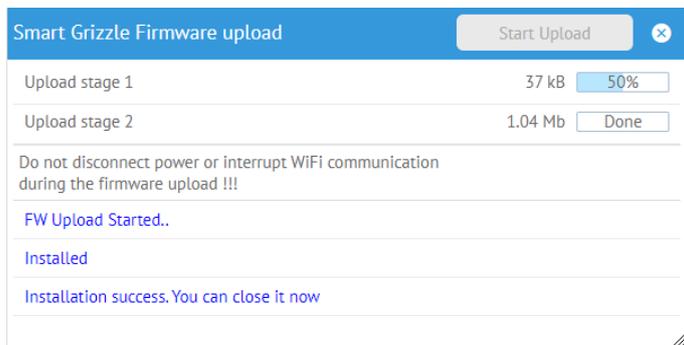
Note: If you get a message stating:

Your station firmware version must be 05.26 and greater. Please contact manufacturer.

Power cycle the charger by unplugging it and plugging it back in to synchronize the firmware with the portal.