



TCHARGE® HM10 Home AC Charger

Mobile Application (APP) User Guide



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Important

Before operating or maintaining this unit, please read this manual carefully and pay extra attention to the safety warnings and precautions.

For Service and Support:

Web: <http://www.blueview-usa.com/>

Tel: +1 (317) 772-1526

Email: info@blueviewelectricity.com

Safety Information

For your own safety and the safety of others as well as to prevent damage to the device and vehicles upon which the device is used, it is important that the safety instructions presented throughout this manual be read and understood by all persons operating or coming into contact with the device.

Safety Instructions

The safety messages herein cover situations BLUEVIEW is aware of. BLUEVIEW cannot know, evaluate, or advise you as to all the possible hazards. You must be certain that any condition or service procedure encountered does not jeopardize anyone's personal safety.



SAFETY WARNINGS

- Read all the instructions before you use this device.
- Do not install or use the device near materials, chemicals, or vapors that are flammable, explosive, harsh, or combustible.
- Turn off the power at the circuit breaker before installing or cleaning the device.
- Children around this device should be supervised when the device is in use.
- This device must be grounded through a permanent wiring system or an equipment-grounding conductor.
- Use the device only within the specified operating parameters.
- Do not use the device if it is defective, appears cracked, frayed, broken or otherwise damaged, or fails to operate.
- Do not use the device if the flexible power cord or EV cable is frayed, broken, or otherwise damaged, or if it fails to operate.
- Do not attempt to disassemble, repair, tamper with or modify the device.
- Handle the device with care during transportation. In order to prevent damage to it and to any of its components, do not subject it to strong force or impacts, pulls, twists, tangles, or drags. Do not step on the device.
- Do not insert fingers or foreign objects into any part of the device.








CAUTION

- Do not use private power generators as a power source for charging electric vehicles (EVs) with this device.
- Do not operate the device in temperatures outside its working temperature range.
- Incorrect installation, operation, or testing of the device could potentially damage the battery or other components of an EV as well as the charger device itself.

Find Other Tools for Your Home Charger!

For a **TCHARGE® HM10** home charger, you will receive an installation manual together with this APP manual in the charger's package. However, you can still scan the QR code below to find the newest version (if there are updates) of the installation manual.

Scan the following QR codes to access useful tools for **TCHARGE®** home AC chargers:

Type	Instructions	
Installation Manual	For the latest version of TCHARGE® HM10 home charger installation manual , please scan the QR code to the right to open or download the document.	
Android Devices Download	Search " TCharge " in Google Play or scan the QR code to the right to install the home charging APP on your Android device.	 
iOS Devices Download	Search " TCharge " in APP Store or scan the QR code to the right to install the home charging APP on your Apple device.	 

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1. Using This Manual

1.1 Purpose

The purpose of this manual is to offer guidance regarding the use of **TCHARGE®** home charging mobile application (APP) for **TCHARGE®** HM10 home AC charger.

1.2 Applicable Products

This document applies to **TCHARGE®** HM10 AC Charger.

Caution: Injury, death, and/or property damage may occur if you use this equipment in a manner other than as described in this manual or other related documents.

1.3 Definition of Warning Symbols




Symbol	Meaning
	<p>WARNING signs indicate significant dangers.</p> <p>This sign indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury to the operator or to bystanders.</p> <p>Operations after the WARNING sign can only be performed once the indicated conditions are fully understood and met.</p>
	<p>CAUTION signs indicate potential risks.</p> <p>This sign indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury to the operator or to bystanders.</p> <p>Operations following the CAUTION sign should only be performed once the indicated conditions are fully understood and met.</p>
	<p>HINT signs indicate tips or useful information.</p> <p>This sign marks tips and useful information worthy of notice.</p> <p>Contents following HINT signs will not contain information that warns of hazardous or harmful functions.</p>

Table 1.1 Definition of Related Warning Symbols

2. General Setup before Using the Charger

TCHARGE® HM10 home AC charger is specifically designed to charge private-owned electric vehicles (EVs) in residential settings. It must be configured through the **TCHARGE®** home charging mobile APP before use.







Note

For guides on hardware installation of the **TCHARGE®** HM10 charger, please see the **TCHARGE® HM10 Charger Installation Manual** document packed together with the product.

2.1 Download the APP

To download the **TCHARGE®** home charging APP, search for “TCharge” in either **Google Play store** (for Android devices) or **Apple Store** (for iOS devices).

You may also scan the following QR codes to access the downloading links directly:

Device Type	Instructions	
Android Devices	Search “TCharge” in Google Play or scan the QR code to the right to install the home charging APP on your Android device.	 
iOS Devices	Search “TCharge” in APP Store or scan the QR code to the right to install the home charging APP on your Apple device.	 



Important Note

Since the mobile application is frequently updated, you may find designs and functions in the **TCHARGE®** home charging APP different from descriptions in this guide. If you want to see the most recently updated version, please scan this QR code here:

Scan this QR code to download the latest version of this home charging APP guide!



2.2 Registering an Account and Sign In

2.2.1 Registering and Sign In

Upon launching the **TCHARGE®** home charging APP, you will be taken to the **User Login** page as depicted to the left in **Figure 2.1**. If you are a first-time user, you can register a **TCHARGE®** user account by clicking on **Create account** (marked as **A** in **Figure 2.1**) on this page.

- In cases where the **User Login** page does not show up automatically, you can **click on other buttons on the APP** and the page will pop out.



Important Note

Most functions of the **TCHARGE®** home charging APP would not be available for you if you do not have a user account. Please make sure to create your user account first.

On the **Create an account** page opened (**Figure 2.1** right), follow these steps to create your own **TCHARGE®** charging management system account:

- 1) Enter your **email address**, **account nickname**, and **password** (**B1** in **Figure 2.1**).



Note

You will log in with your **email address** and **password** in the future. The nickname is just a casual ID for the system to address you conveniently.

- 2) **Re-enter the password** in the last text box (**Re-enter password**) for verification (**B2** in **Figure 2.1**).
- 3) In **Android version**, you would need to **select agree for term of use and privacy policy**. (**C** in **Figure 2.1**)
 - The **iOS (Apple) version** would consider you agree to the term and policy as default when you create your account and sign in, hence no requirement for such agreement selections.
- 4) Click on **Register** button to finish creating your account (**D** in **Figure 2.1**)

If your registration is successful, **TCHARGE®** system will **send a confirmation email to the email address** that you used to create your account.

After having successfully created your account, you may enter your email address and password again on **Sign In** page, then click on "**Sign In**" button to log in (**E** in **Figure 2.1**); in **Android version**, you need to select agree for term of use and privacy policy again on this step (**C**).

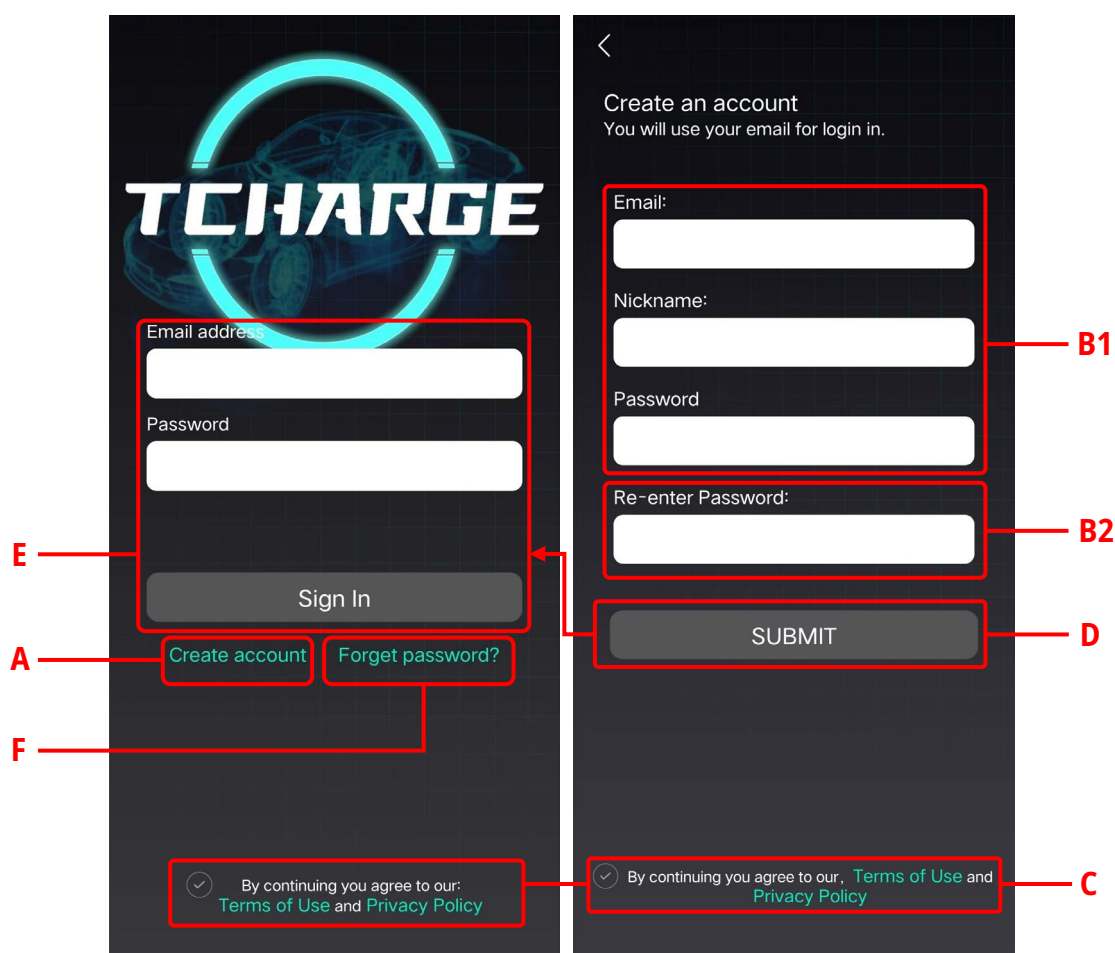


Figure 2.1 Register and Sign In

2.2.2 Forget Password

If you forget the password to your **TCHARGE®** account, you can use the reset password feature in the APP to reset your password.

- 1) On the **Sign In** page, click on "**Forget password?**" (F in Figure 2.1) to open **Reset Password** page (Figure 2.2 left).
- 2) Enter your **email address** (G1 in Figure 2.2), then click on "**Get Code**" button (G2 in Figure 2.2) to receive a verification code **in your email**. Please remember to **check your junk mail** if you do not see the code in your inbox!
- 3) Enter the verification code you receive in the textbox in the second row (H in Figure 2.2). Click "**Reset Password**" button below (J in Figure 2.2) to proceed to password resetting (Figure 2.2 right).
- 4) Key in the new password you want to use and confirm it once more (K1 in Figure 2.2), then click on "**Confirm**" button to finish resetting your password (K2 in Figure 2.2).

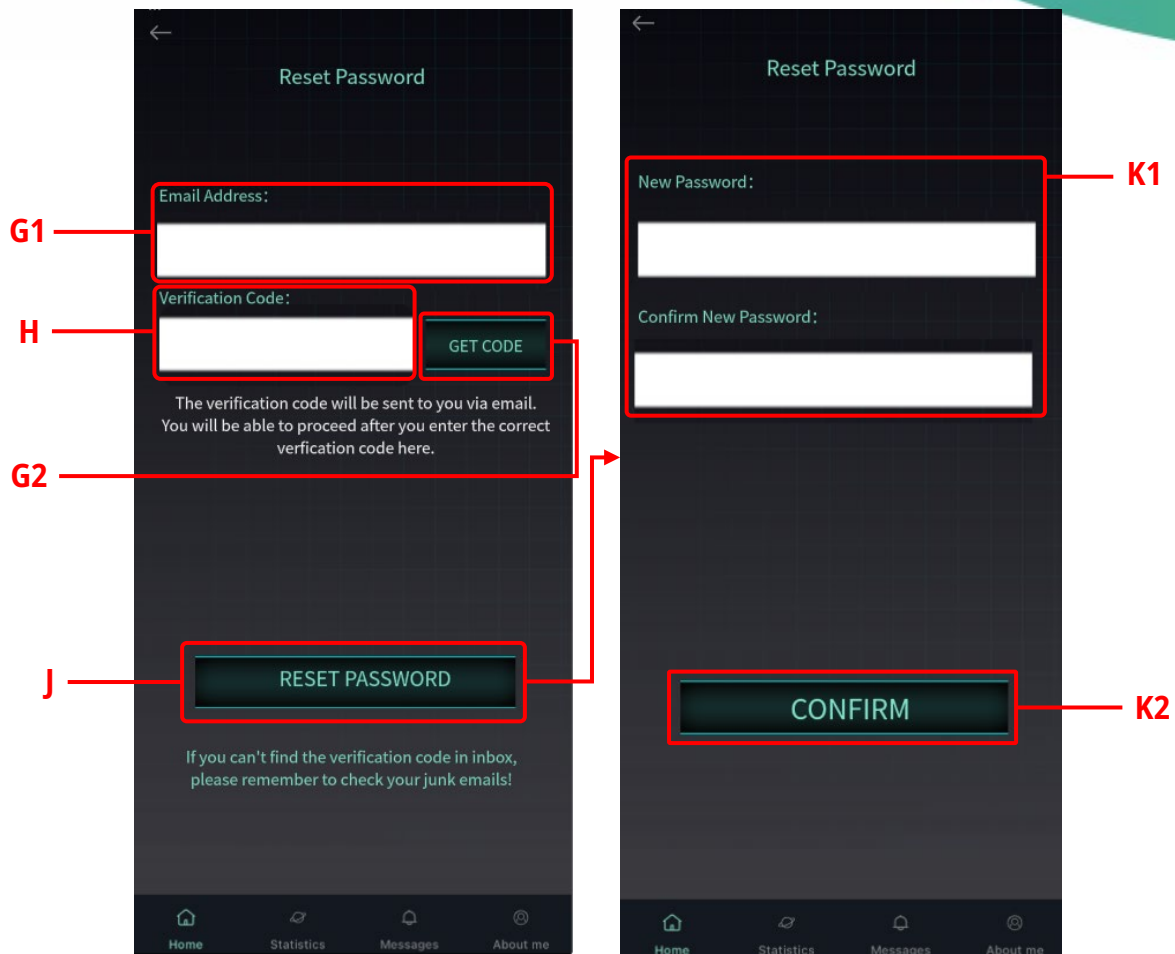


Figure 2.2 Reset Your Password

3. Configuring Wi-Fi for Your Charger

Before using your **TCHARGE®** HM10 charger at home, you need to **connect the charger to your home wireless network**. This process must be done through **TCHARGE®** home charging APP.

Following steps below to configure Wi-Fi network connection on your home charger.

- 1) The **TCHARGE®** HM10 charger has a built-in hotspot. When the hotspot is activated, it can be found in the list of nearby Wi-Fi hotspots on your mobile device. It is named in the pattern of **M3C-XXXXXXX** (Xs here represent 8-digit numbers) and has no password. This hotspot is activated within **10 minutes** every time the charger is powered up. Prepare your mobile device with the APP installed on it. **Power up your charger once again if necessary (shut off the power supply temporarily, then restore)**.
- 2) You can use the APP's QR-code-scan-connection function to **connect your mobile device to the charger's hotspot**.
 - To find the **configure charger Wi-Fi** function, either go to the **Homepage** through the navigation bar at bottom and click on **"Connect Your Charger to Wi-Fi"** button

(marked as **A** in **Figure 3.1**), or go to the **About me** tab through the navigation bar (**B1** in **Figure 3.1**) and select “**Config Charger Wi-Fi**” (**B2** in **Figure 3.1**)

- You can also connect your mobile device directly to the built-in hotspot of your charger with your mobile device's Wi-Fi setup functions.

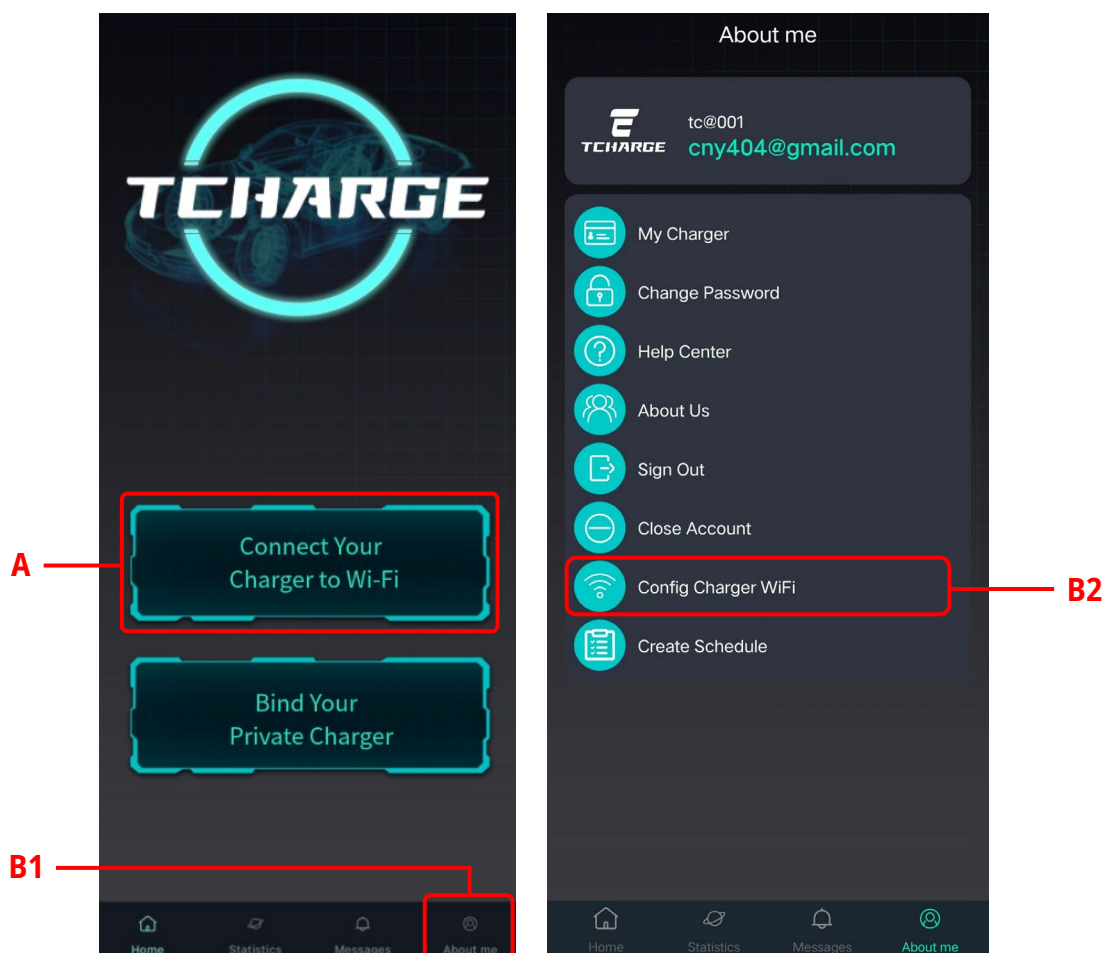


Figure 3.1 Finding Config Charger Wi-Fi Page

Important Notes



- Because of the possible requirement of cutting off the power supply to your charger, it is recommended to **install the charger on a circuit with its own circuit breaker, or in proximity to your home electric panel**. Please **refer to the installation manual for more information**.
- In cases where you have **multiple TCHARGE® HM10** chargers to be configured on site, to avoid confusion, you may **power on the chargers one at a time**. This will make hotspots of each charger easier to track.

3) On Wi-Fi configuration page (Figure 3.2 left), click on QR code scanning icon in the center (marked as **C** in Figure 3.2) to open your mobile device's camera. Scan the QR code on the label to the side of the charger with the camera. The APP will analyze the code and connect your mobile device to the charger's hotspot.

- You can also skip this step if you have already connected your mobile device to the charger's hotspot. Click on "Skip" button (**D1** in Figure 3.2) if you want to do so. However, please note that the next step will not succeed if your mobile device is not connected to your charger's hotspot.
- A message on this page will inform you of the name of the network your mobile device is connected to (**D2** in Figure 3.2). Please ensure that your device is connected to the correct charger's hotspot before you skip this step.



Note

Please note that when your mobile device is connected to the charger's hotspot, it will lose internet connection temporarily. Internet connection is not required for the remaining steps of TCHARGE® HM10 charger's Wi-Fi configuration.

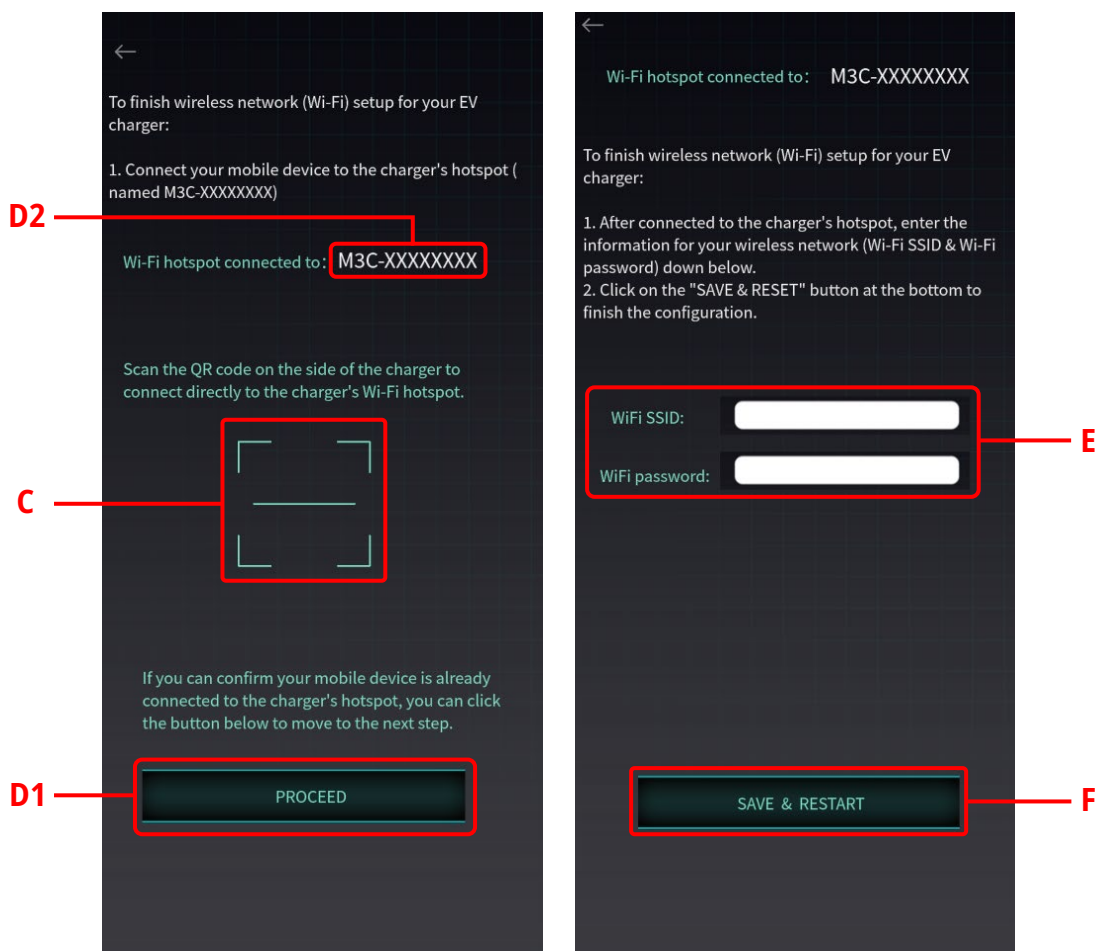


Figure 3.2 Configuring TCHARGE® HM10 Charger's Wi-Fi Connection

- 4) On the next page (**E** in **Figure 3.2**), enter the **name (Wi-Fi SSID)** and **password** of your home Wi-Fi hotspot.
- 5) Click on **“Save and Restart”** button at the bottom (**F** in **Figure 3.2**) to save the configuration and reboot the charger.

After successful configuration, your **TCHARGE®** HM10 charger will reboot first, then you will see the Wi-Fi connection icon appear on the charger’s screen display. The LED light signal will also give out indications of network connected status in some scenarios. You may refer to **TCHARGE® HM10 AC Charger Installation Manual** document for more details.

4. Binding a Charger

4.1 Bind Your Charger to Your Account

After set up the Wi-Fi network connection on your charger, you may now bind your charger to your **TCHARGE®** home charging APP account to control it remotely.

This is easily done with the following steps:

- 1) On the **Homepage** of the **TCHARGE®** home charging APP, click on **“Bind Your Private Charger”** button (marked as **A** in **Figure 4.1**) to open **Bind Your Charger** page (**Figure 4.1** right).
 - You can also access this feature from **My Chargers** option in **About me** tab (also refer to **Figure 4.2** below).
- 2) **Enter the charger code** by **scanning the QR code found on the label on the side of the charger** with the scanning function (**B** in **Figure 4.1**).
 - This will be the **same code used for connecting to charger hotspot** if you have used that feature as described in **Step (3), Part 3**.
- 3) You can choose to nickname your charger here for better identification purposes. (This nicknaming step is not compulsory for using the charger, but it is highly recommended.)
- 4) Click on **“Confirm”** button (**C** in **Figure 4.1**) to finish binding your charger.

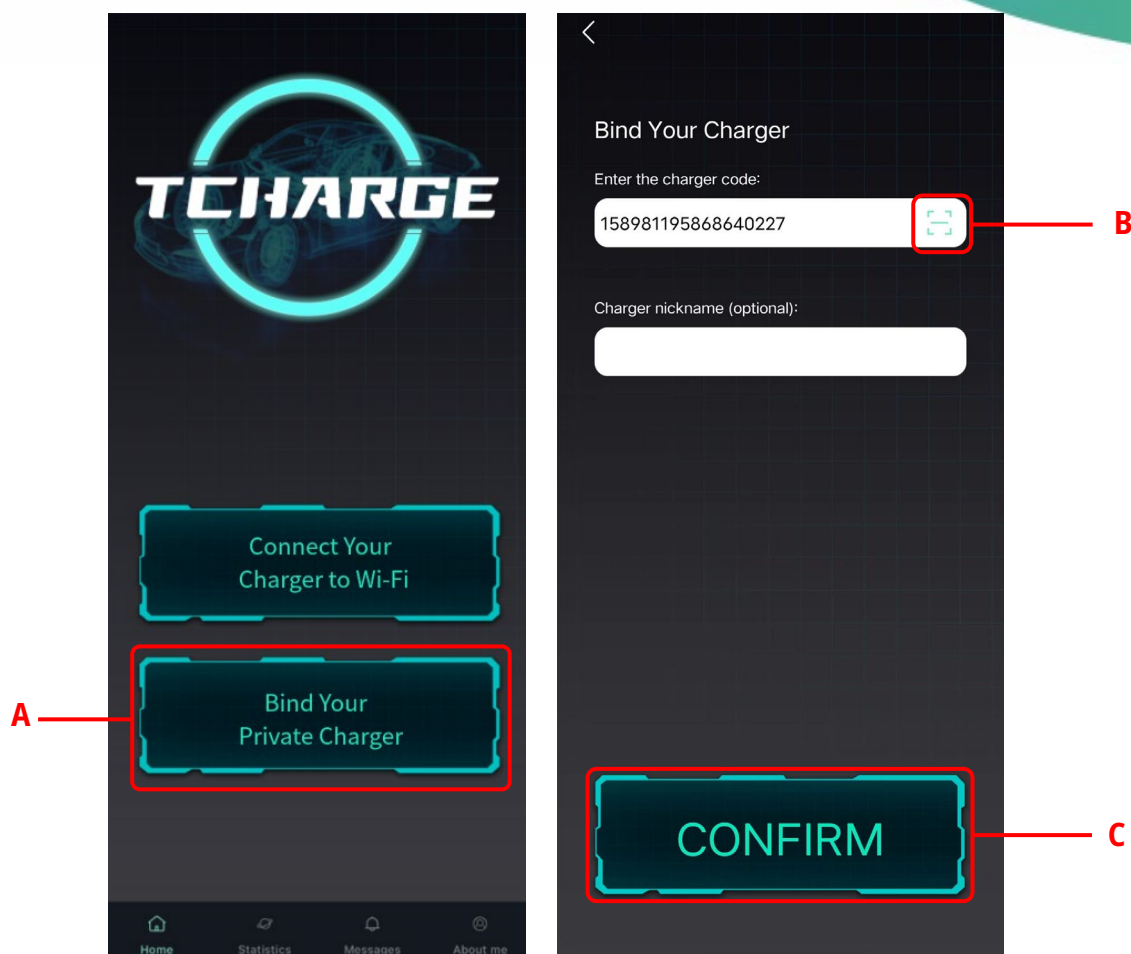


Figure 4.1 Binding Your Charger

4.2 Unbind Your Charger

You can also choose to unbind a charger that you no longer want to bind with your account.

- 1) From the “About me” tab, choose “My Charger” (D in Figure 4.2) to open my charger list page (Figure 4.2 right)
- 2) Click on “Remove” to the right of the profile of the charger that you want to unbind (E in Figure 4.2) to unbind the charger.

For better management of chargers bonded with your account, it is recommended to nickname every charger when you bind your account with them.

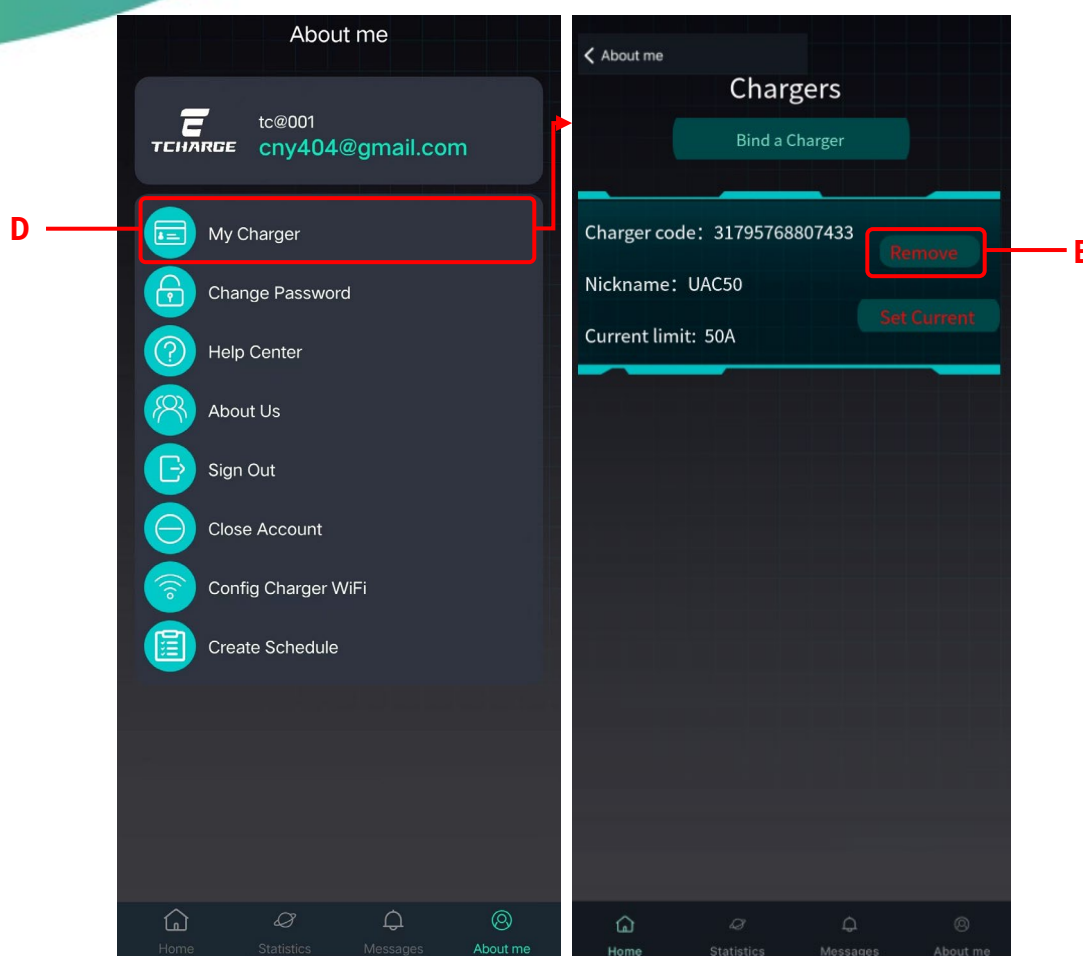


Figure 4.2 Unbinding a Charger

5. Charging Your Vehicle

After binding your charger to your APP account, you are ready to charge your EV with TCHARGE® HM10 home charger via home charging APP.

- 1) When at least one of the chargers **bonded with your account** is **powered on**, the **Homepage** of the APP will display the image and message as shown on the left of **Figure 5.1**, indicating the charger to be ready and available.
 - If there are multiple chargers bonded with your account, you may **click on the arrow buttons** to the sides of the Homepage (**A** in **Figure 5.1**) to find the charger you intend to use. For each charger that you have given a nickname, the nickname will be noted on top of that charger's respective profile.
- 2) **Connect the charger's connector (charging port)** with your vehicle (or another vehicle that you want to charge). The image and message on the Homepage will become the ones shown on the right of **Figure 5.1** once a secure connection is established.

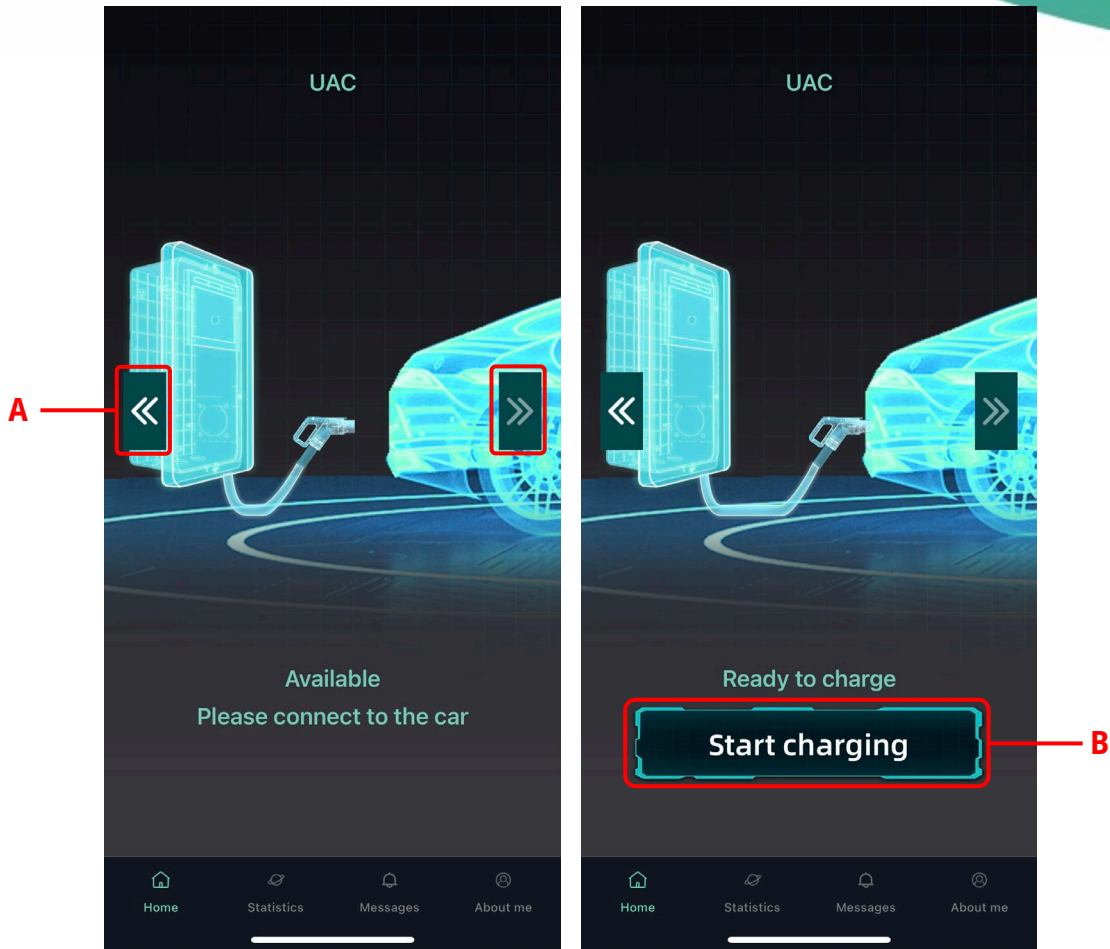


Figure 5.1 Start Charging

- 3) Click on “**Start Charging**” button (B in Figure 5.1) to start charging.
- 4) During the charging process, the Homepage will display charging statistics (Figure 5.2 left), showing measures of **charging current**, **charging voltage**, **total charged energy** (in kWh) and **duration of the current charging session** (C in Figure 5.2).
 - If you want to stop charging before the vehicle is fully charged, click on the “**Stop charging**” button (D in Figure 5.2).
- 5) After the vehicle is fully charged or the charging session is stopped by clicking “Stop charging” button as described in **step (4)**, the “finishing charging” screen will display (Figure 5.2 right).
 Summary of the charging session (**total energy charged**, **duration of the charging session**, **maximum current** and **voltage** recorded throughout the session) will be shown on the top (E in Figure 5.2).
 - You may see a summary of your finished charging sessions on **Messages** tab. See **Part 7** of this manual for details.



Figure 5.2 Charging In Progress Page and Finishing Charging Screen

6. Account and Charging Settings

Account and charging setting functions for TCHARGE® home charging APP are mostly found under "About me" tab.

6.1 Change Your Account Password

To change the sign-in password for your account:

- 1) Choose "Change Password" on "About me" tab (A in Figure 6.1) to open change password page (Figure 6.1 right).
- 2) Enter your old and new password (B), then click on "Confirm" button to finish password setting (C).

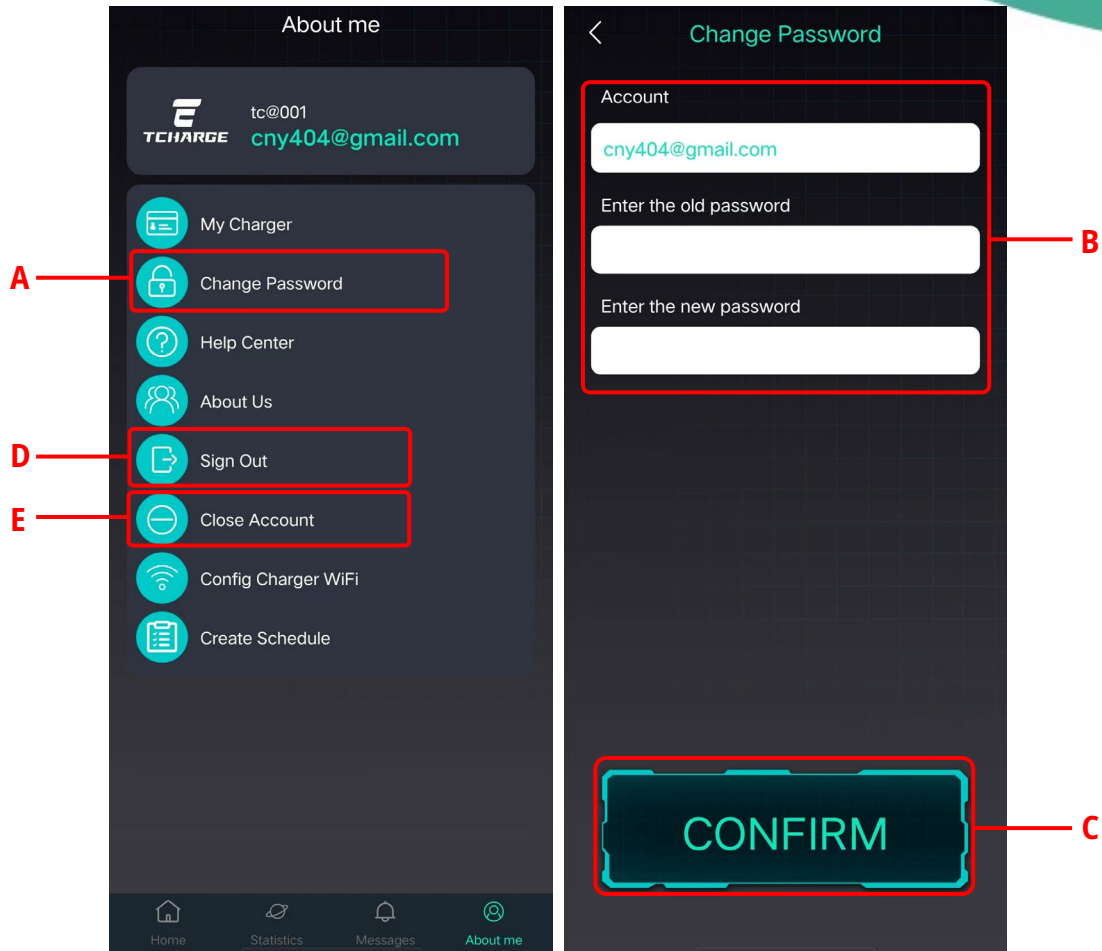


Figure 6.1 Changing Password, Sign Out, and Close Account

6.2 Sign Out and Close Account

You can sign out your account by choosing “Sign Out” on “About me” tab (D in Figure 6.1).

In case you no longer want to use your account, you can close the account by choosing “Close Account” on “About me” tab (E in Figure 6.1).



Note

To avoid accidental losses of data, data from closed accounts will be stored on TCHARGE® server of for a while. If you close your account by mistake, you can contact TCHARGE® team for an account restoration.

- If you do not want TCHARGE® team to keep your data after you choose to close your account, you can also make a request of clearing data to our team directly.

6.3 Set a Charging Schedule

Set up a charging schedule is a very useful feature for using your home charger. This function will **allow the charger to automatically start charging your vehicle at a specific point of time** if you have connected the charger to your vehicle. In other words: no longer need to tap RFID cards or check your APP. **Simply remember to plug the connector of TCHARGE® home charger into your vehicle after coming home**, and the charger will do the charge for you by itself!

To create a charging schedule, select “Create Schedule” from the **About me** tab (A in Figure 6.2).

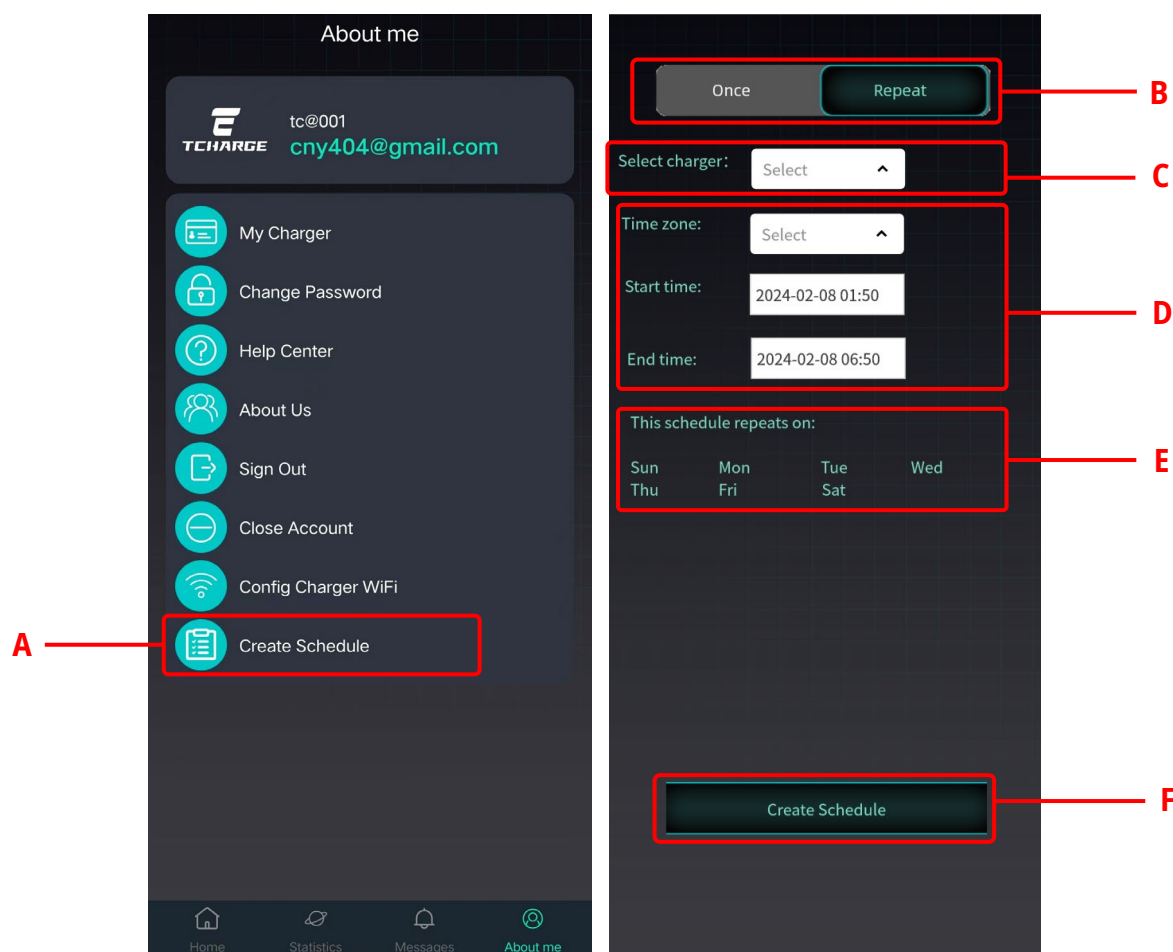


Figure 6.2 Creating a Charging Schedule

On the create schedule page (Figure 6.2 right), set the following parameters:

- 1) Set if it is a **one-time** charging schedule, or if it **will be repeated** on certain days of a week (B in Figure 6.2).
- 2) Select the charger to be scheduled from the drop down menu “Select charger” (C in Figure 6.2)
- 3) Set the **start and end date and time of the scheduled charging session**, as well as the **time zone used** to calculate this schedule. (D in Figure 6.2)

- 4) If selected “repeat” in step (1), select the day in a week that you want this charging session to apply. (E in Figure 6.2; this option will only be available if you select “repeat” on top) **Blue text means a day is selected, while white text represents not being selected.**

After all parameters are set, click on “Create Schedule” button to create the charging schedule. (F in Figure 6.2)

With the schedule set, the charger will automatically start charging at the set start time **if it is connected to an EV**. It will stop charging at the set end time **if it is still in a charging session**. (If the car’s battery becomes full before the set end time, the charging session will finish in advance.)

6.4 Set Maximum Charging Current

Although TCHARGE® HM10 charger has its own rated charging current output, for some locations of installation, the electric circuit providing power input for the charger may not be able to handle current of such volume.

In some other cases, you may want to limit the maximum charging current when using the charger to protect the life span of your vehicle’s battery.

For these cases, you may want to set a **maximum charging current output value** for your TCHARGE® HM10 charger.

To adjust your charger’s maximum charging current output through TCHARGE® home charging APP, follow the instructions below.

- 1) Open **my charger list** from **About me** tab (Figure 6.3 left; also see Figure 4.2 on page 10 for reference).
- 2) Find the charger that you want to limit its charging current output, then click “Set current” on the charger’s profile (A in Figure 6.3)
- 3) On the setting page (Figure 6.3 right), select the maximum current output value that you want to apply to the charger (B in Figure 6.3).
- 4) Click on “Confirm” button to finish setting (C in Figure 6.3).

Notes



- For maximum current setting, our system only accepts values that are **integers** and fall **within the range available in the drop-down menu** at this point. Set for an invalid value will not result in success.
- Also, please note that a charger’s current output is always limited by its hardware. **Setting a number higher than a charger’s rated current output value on the APP will not make the charger’s actual current output exceeding its rated output.**

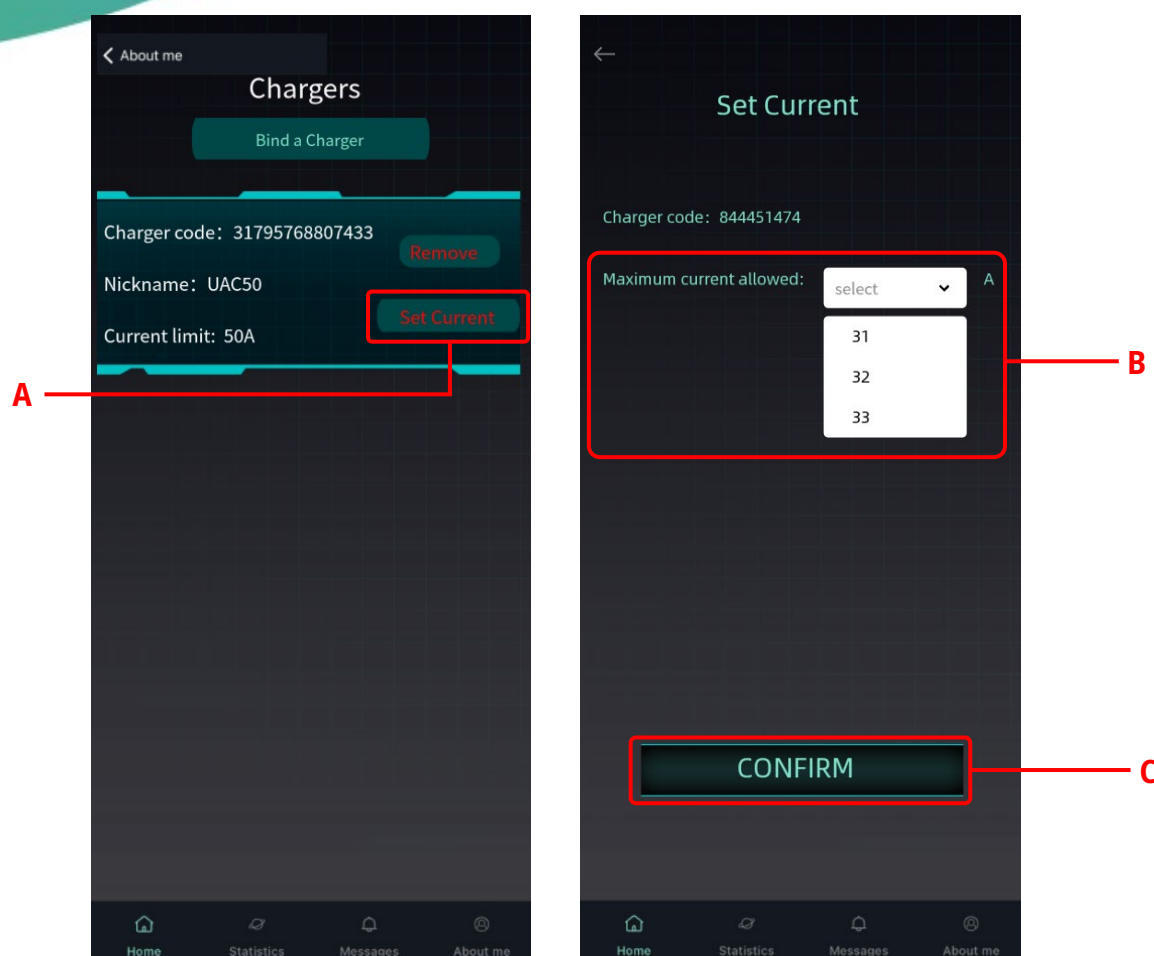


Figure 6.3 Set Maximum Charging Current

7. Messages and Statistics

Messages tab and **Statistics** tab (both are accessible via buttons in navigation bar at bottom) display your charging records and statistics.

- For **Messages** tab, click on **Messages** button on the **navigation bar** (A in Figure 7.1). You can see a summary of your past charging sessions on this tab.
- For **Statistics** tab, click on **Statistics** button on the **navigation bar** (B in Figure 7.1). You can browse combined statistics of your charging sessions on the basis of day, month, or year by your choice (C in Figure 7.1).



Figure 7.1 Messages and Statistics

8. APP Language

For users in some countries, **TCHARGE®** has developed localized language versions of **TCHARGE®** home charging APP. The APP will switch to a local language version when the system language of your mobile device is set as that language, given that such language version of **TCHARGE®** home charging APP is available.

If your system language is set to English or another language where the corresponding version of **TCHARGE®** home charging APP is not yet available, **TCHARGE®** home charging APP will display English as default.

9. Service and Support

If you encounter problems while installing, configuring, or using the charger, please reach out to our technical support team.

For services in U.S. or Canada, please contact **BLUEVIEW** with the following information:

Web: <http://www.blueview-usa.com/>

Tel: +1 (317) 772-1526

Email: info@blueviewelectricity.com






10. Compliance Information

The product is in conformity and certified with the following technical standards:

- IEC 61851-1
- IEC 61851-21-1
- EN 61000-3-3
- IEC 62196-1

Search for Other TCHARGE® Product Documents!

Use the following tips and QR codes to access more useful tools and documents for TCHARGE® EV charger products.

Type	Instructions	
HM10 Charger Installation Manual	For an electronic version of TCHARGE® HM10 home charger installation manual , please scan the QR code to the right to access the document.	
Android Devices APP Download	Search "TCharge" in Google Play or scan the QR code to the right to install the TCHARGE® home charging APP on your Android device.	 
iOS Devices APP Download	Search "TCharge" in APP Store or scan the QR code to the right to install the TCHARGE® home charging APP on your Apple device.	 

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