

KUKO Charge

App User Guide

20260323
English

The App may be updated, please refer to the latest software version for specific use.

Main Account: A user who bind a Wallbox via the Add Device function.

Sub-Account: A user whose email address has been added by the Main Account via the Device Sharing function.

Each Wallbox can only have one Main Account user, and each user can be the Main Account or Sub-Account of different Wallbox.

User Permissions		
Functions	Main Account	Sub-Account
Start and Stop Charging	√	√
Scheduled Charging	√	×
Device Settings	√	×
View Charging Records	√	√
Delete Device	√	×
Personal Information Settings	√	√
Switch to Bluetooth Version	√	×
Parking Spot Monitor	√	×
Sentry Events	√	×

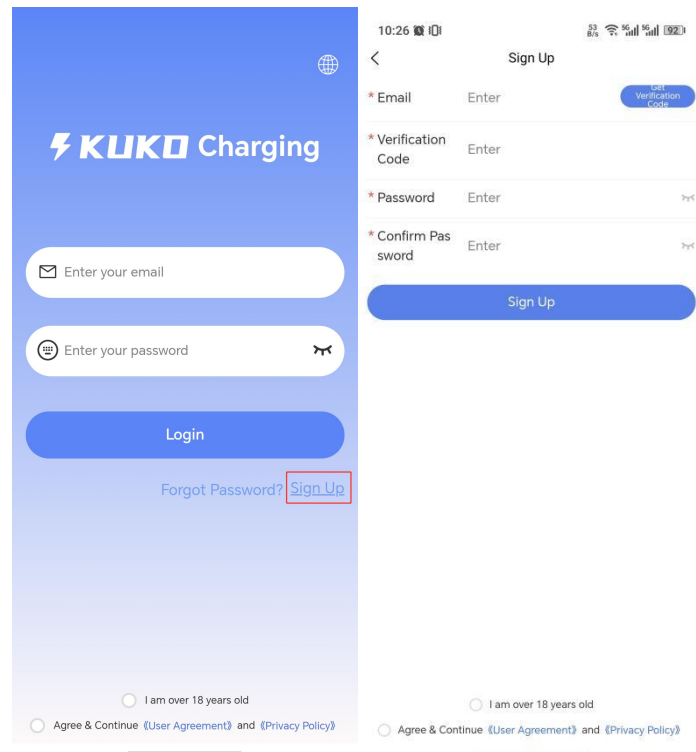
1 App Install

For Android phones users, please scan the QR code to download and install the KUKO Charge App. For iPhone users, please search for KUKO Charge in the App Store.

2 Register and Login

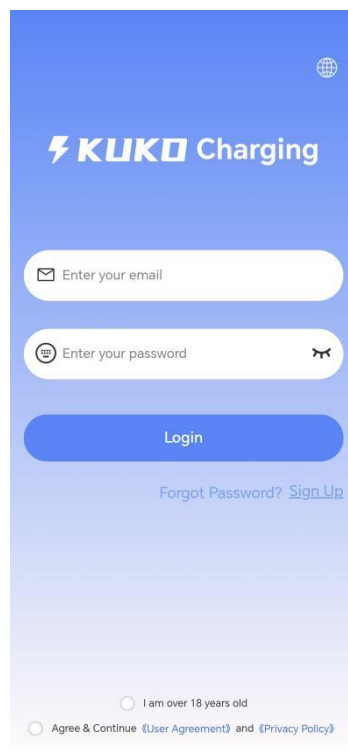
2.1 Register

After installing the app, open it, tap "Sign Up", check the boxes for " Agree & Continue " and "I am over 18" at the bottom of the page, fill in your email address and other information, then tap "Sign Up".

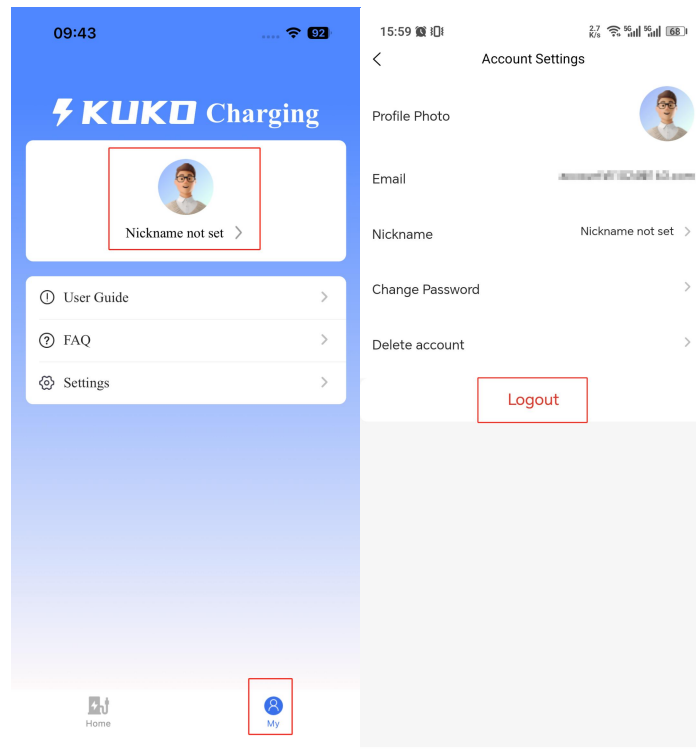


2.2 Login and Logout

Log in with your email and password.

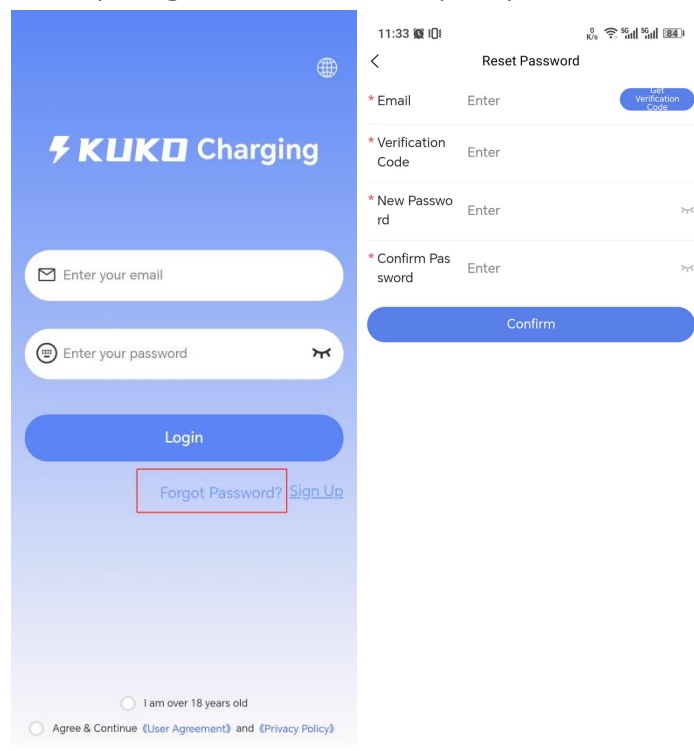


Logout: Tap **My** → **Profile Photo** → **Logout**.



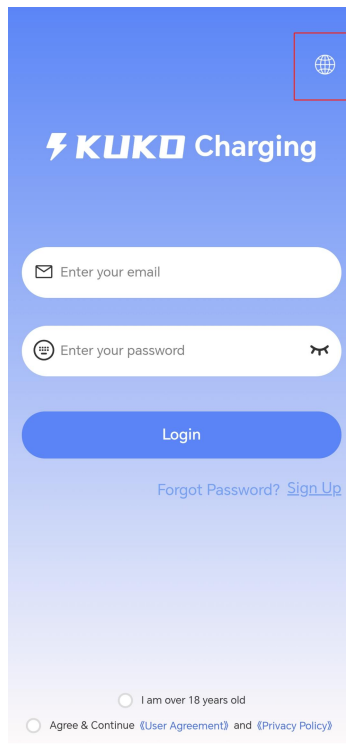
2.3 Forgot Password

If you forget your password, tap **Forgot Password**, reset your password, and then log in again.



2.4 Switch Language

Tap the globe icon in the upper right corner to switch to other languages.



3 Wallbox Operation

For details on the operation of the Wallbox, please refer to the User Manual.

3.1 Add Device

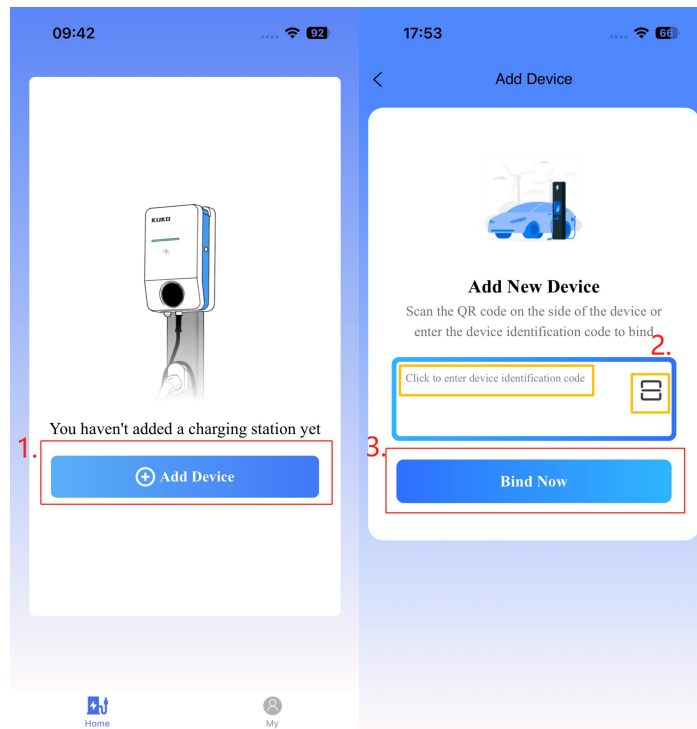
There are two methods for binding a device: scanning the QR code or manually entering the Device ID.

1. QR Code Scanning

Home → Add Device → QR Code Scanning Icon (at the inner right side of the input field) → **Scan QR Code** on your Wallbox → **Bind Now**.

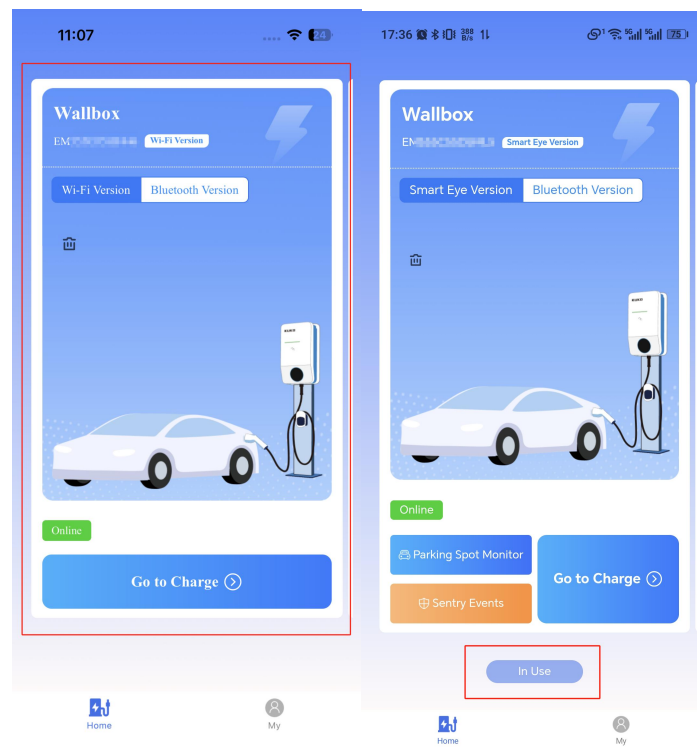
2. **Manual Entry:** Enter the Device ID directly into the input field and bind your Wallbox.

After successful addition, the device card of the Wallbox will appear on the home page.



3.2 Device Card

The homepage displays the device cards of the bound Wallboxes, each of which has its own device card. If your App account contains more than one Wallbox, please tap the **Use** button beneath the device card to select the Wallbox you want to use.



3.3 Bluetooth Version Switch

If the Wi-Fi or 4G connection is poor, you can switch to Bluetooth mode. This allows you to connect your phone directly to the Wallbox via Bluetooth and continue using the app for control and settings.

Switch to Bluetooth Version: Turn on the mobile phone's Bluetooth and approach the Wallbox. Ensuring the Wallbox is in **Available** state. Tap **Home → (Switch Button on the Device Card) Bluetooth Version → Confirm**. Please reconfigure the **Scheduled Charging** and **Device Settings** of the Wallbox after switching to Bluetooth mode.

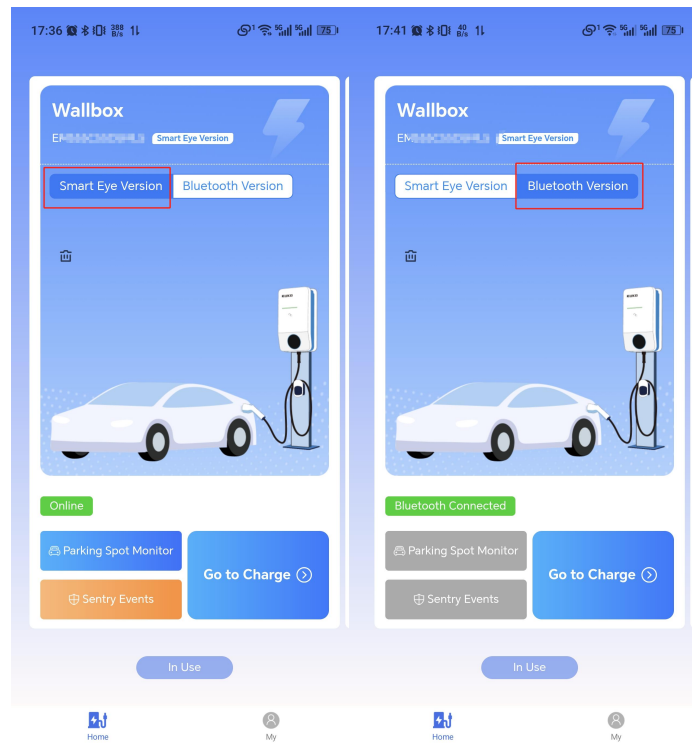
Note: In Bluetooth Mode, functions of Device Network Status, Parking Spot Monitor, and Sentry Events will be disabled.

Note: In Bluetooth Mode, charging records will not be saved and displayed.

Note: The Bluetooth connection supports only one user at a time. To connect another user, the current Bluetooth connection must be disconnected first.

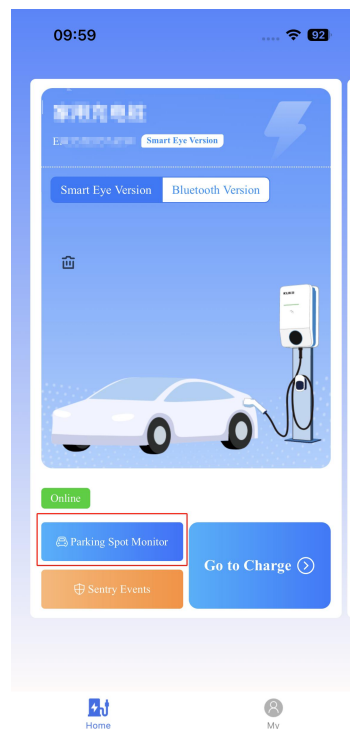
Switch Back to the Original Version: Turn on the mobile phone's Bluetooth and approach the Wallbox. Ensuring the Wallbox is in **Available** state, tap **Home → (Switch Button on the Device Card) Wi-Fi Version/4G Version/Smart Eye Version → Confirm**. After switching it back, you will need to reconfigure **Scheduled Charging** and **Device Settings**.

Note: Only the main account can perform the switch. After successful switching, all users of this Wallbox will see the updated Device Card on their home page.



3.4 Parking Spot Monitor

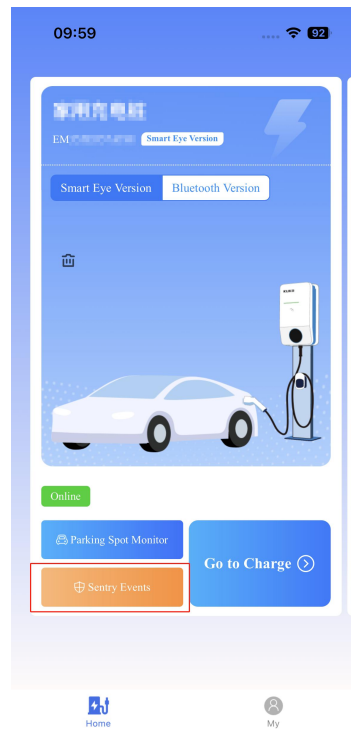
With the device online, tap **Parking Spot Monitor** on the home page device card to view the real-time video of the parking space. Only the main account has the permission to enable Parking Spot Monitor. This function is only available for the Smart Eye version.



3.5 Sentry Events

With the device online, tap **Sentry Events** on the device card to view the previous alarm

information and corresponding videos from the Wallbox. To enable **Sentry Mode**, tap **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Sentry Mode**. Only the main account has permission to enable Sentry Mode. This function is only available for the Smart Eye version.

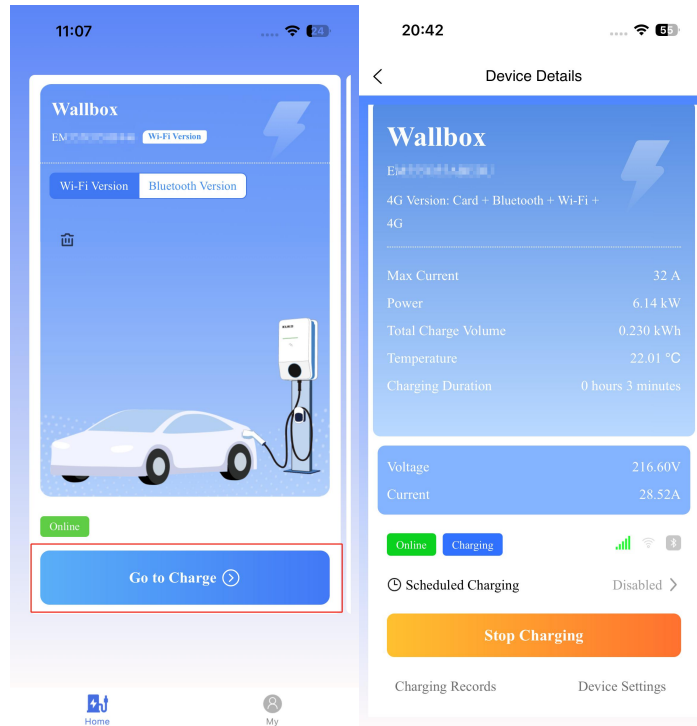


3.6 Device Details

The Device Details page displays information such as Device Name and Device ID. You can pull down to refresh the Device Details page to update relevant information.

Wallbox has four status description:

1. **Available:** The Wallbox is in normal standby state.
2. **Plugged In:** The connector is connected to the vehicle but charging has not started yet.
3. **Charging:** The Wallbox is charging.
4. **Fault:** device fault, and the fault type will be displayed.

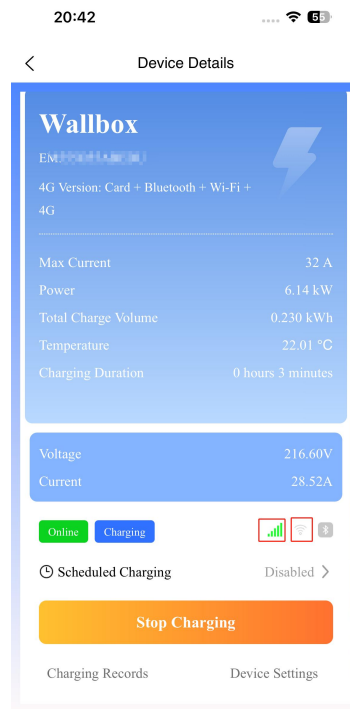


3.7 Network Configuration

When the device needs to connect to your Wi-Fi network or requires changes to its 4G configuration, you can configure the corresponding network parameters via the App. Turn on Bluetooth of your phone, then tap the **4G or Wi-Fi signal icon** on the Device Details page to view or modify their information.

4G: you can view and change the SIM card's APN.

Wi-Fi: you can view and change Wi-Fi SSID and password.

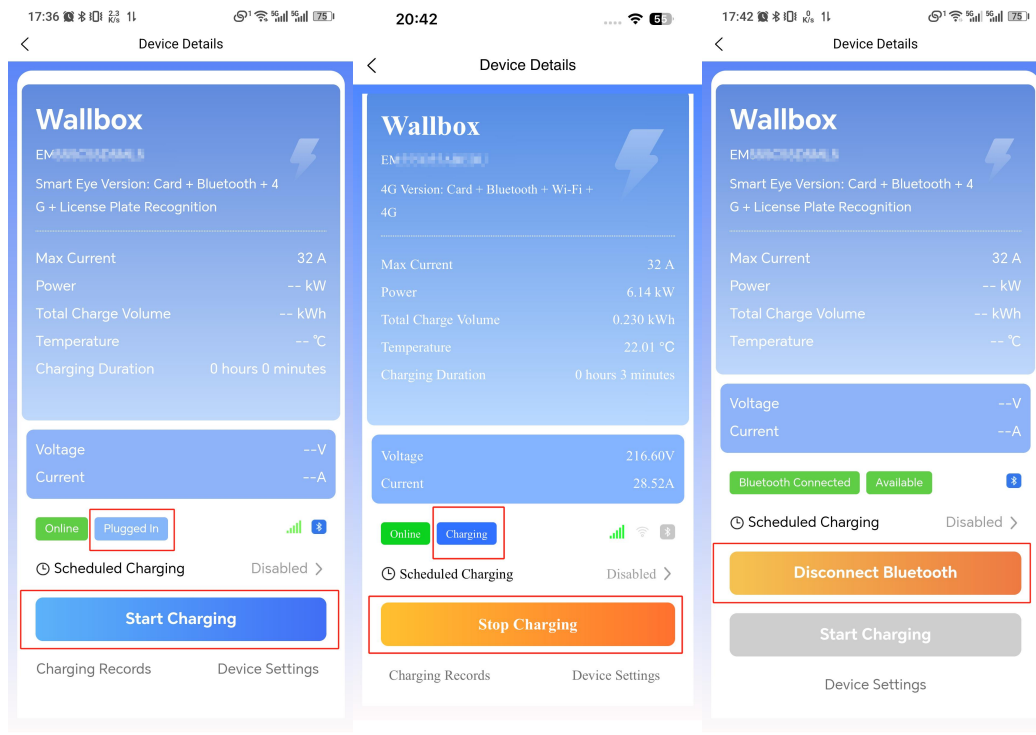


3.8 Start Charging, Stop Charging and Pair Bluetooth

Start Charging: Ensure the device is online or Bluetooth is connected, the Wallbox status in the App will change to **Plugged In**. Once the connector is plugged in, you can tap the **Start Charging** button.

Stop Charging: When the Wallbox status is charging, you can tap the **Stop Charging** button to end the current charging.

Pair Bluetooth: The first-time Bluetooth connection requires manual tapping **Pair Bluetooth**. In subsequent use, Bluetooth will attempt to reconnect automatically. Should this fail, please tap the **Pair Bluetooth** button to connect manually. Only after successful Bluetooth connection can you tap Start Charging / Scheduled Charging / Device Settings to proceed to the next step.



3.9 Scheduled Charging

To enable scheduled charging, follow these steps in the App: **Home** → **Go to Charge** (on the Device Card) → **Scheduled Charging**.

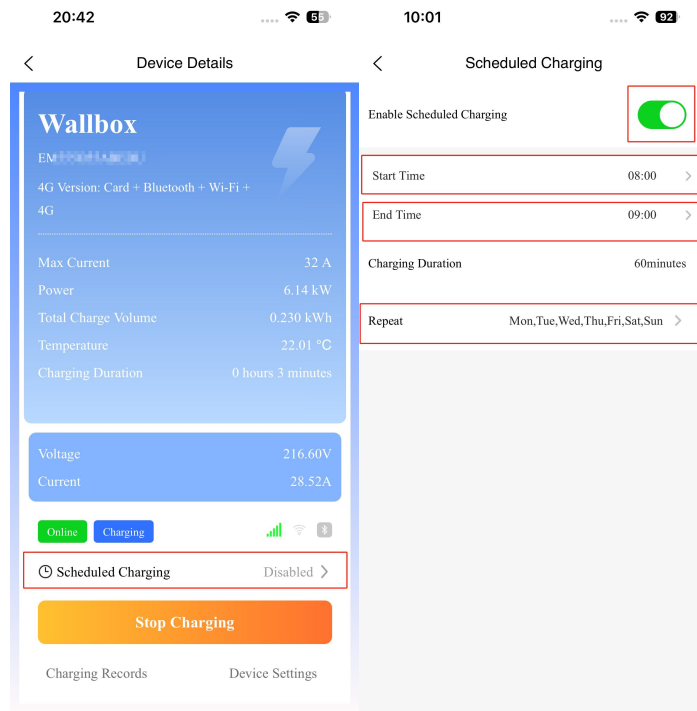
Then turn on **Enable Scheduled Charging**, and modify the **Start Time**, **End Time**, and **Repeat** according to actual needs. A pop-up window “Saved Successfully” will appear after successful modification.

Note: If End Time $\leq$ Start Time, the End time will be automatically adjusted to the same time on the next day.

Note: For the scheduled charging feature to work, you must plug in the charging connector before the scheduled Start Time. If you plug in after the Start Time, you need to tap the **Start Charging** button to start charging manually.

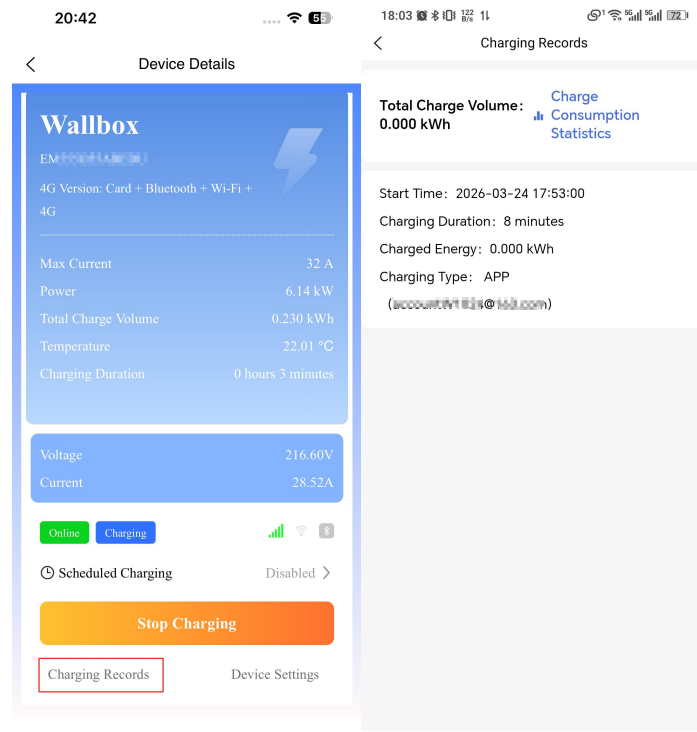
Note: After the **Scheduled Charging** is completed normally, or if you accidentally end charging during the scheduled time period and want to continue charging, you do not need to plug out. Instead, tap the **Start Charging** button to manually start charging.

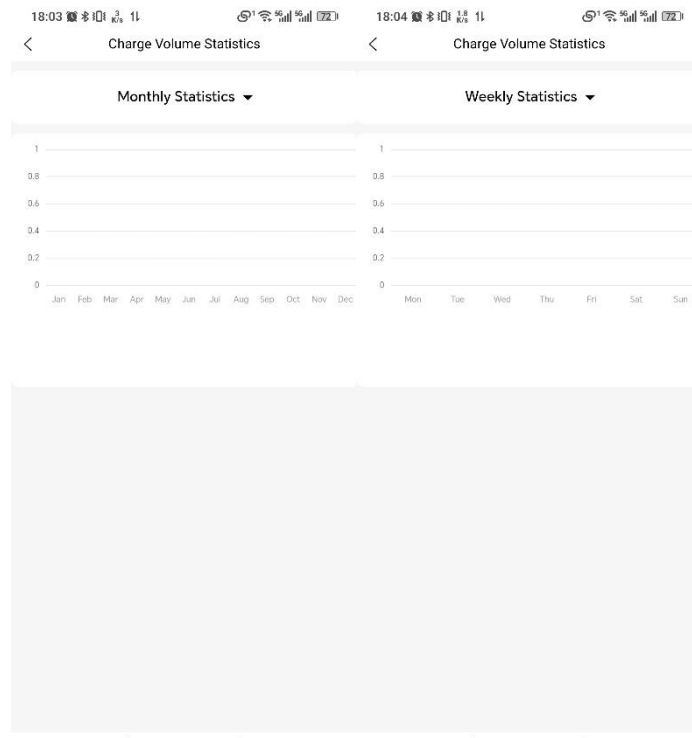
Note: **Scheduled Charging** is mutually exclusive with **Plug-and-Charge**. You can only enable **Scheduled Charging** when **Plug-and-Charge** is disabled.



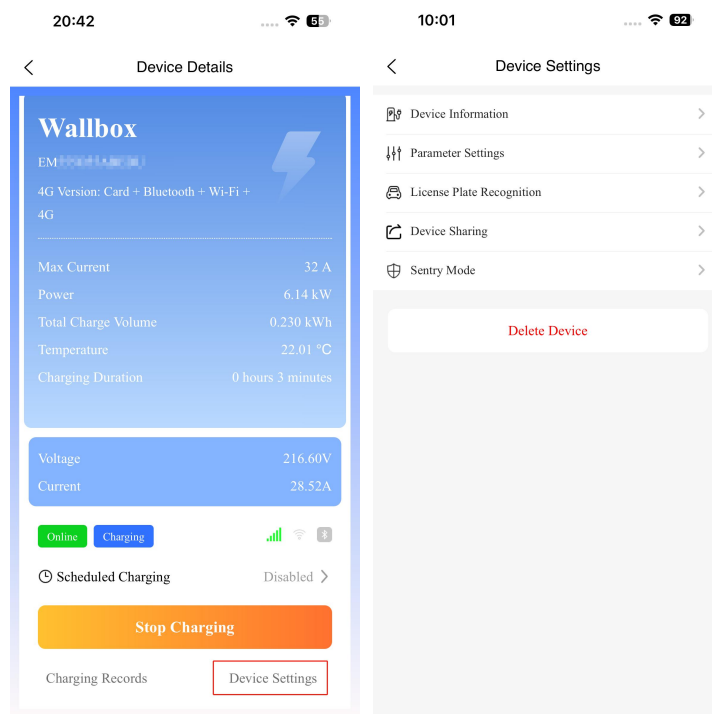
3.10 Charging Records

To view Charging Records (Total Charge Volume, and Charge Consumption Statistics), follow these steps in the App: **Home** → **Go to Charge** (on the Device Card) → **Charging Records**.



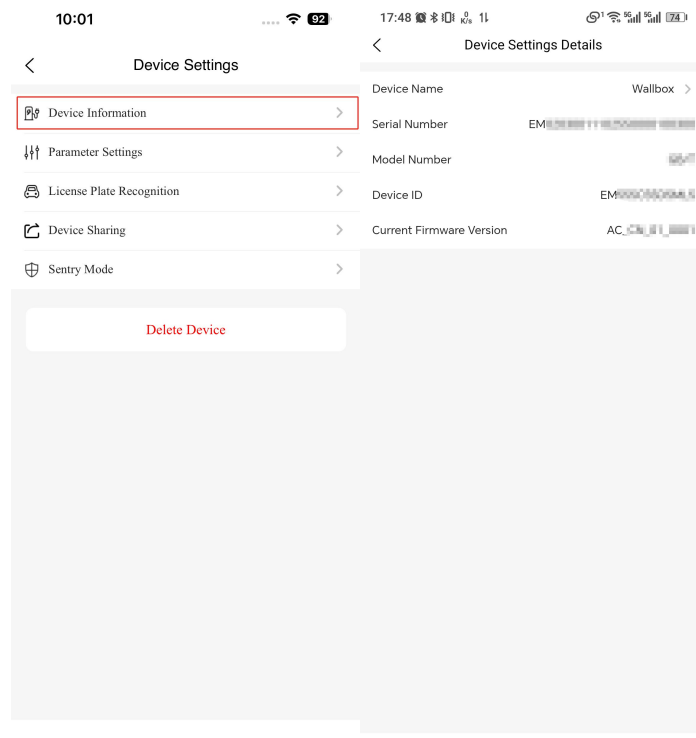


3.11 Device Settings



3.11.1 Device Information

To view device information such as Device Name, Serial Number, Model Number, and Device ID. Follow these steps in the App: **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Device Information** → **Device Name** → **enter new name** → **Confirm**. You can modify the Wallbox name by entering a new name.



3.11.2 Parameter Settings

To view or set the device parameters, follow these steps in the App: **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Parameter Settings**.

A pop-up window “Edited Successfully” will appear after successful modification.

1. Max Current

This Max Current will be used as the rated output current of the Wallbox.

2. LED Brightness

Pull the bar to a reasonable position according to the desired brightness and stop.

3. Authorization Settings

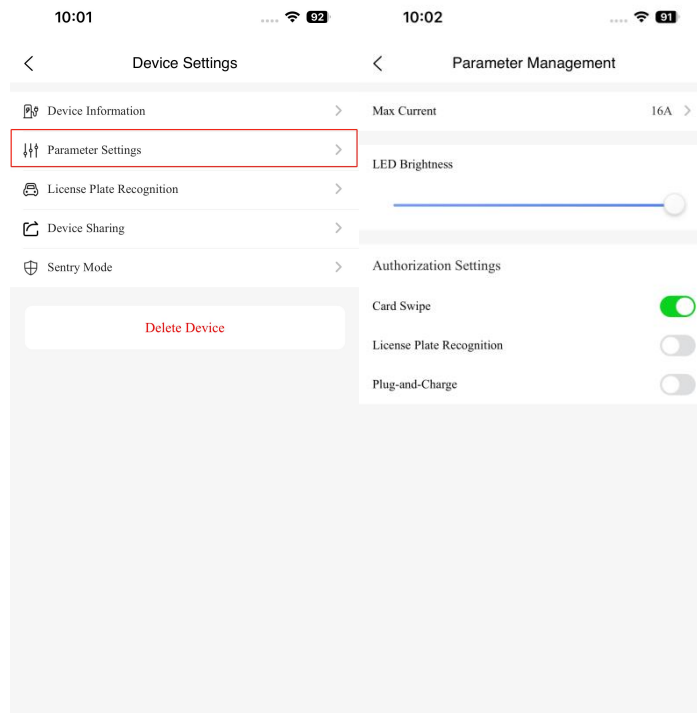
There are three methods to authorize and start a charging session.

- Card Swipe
- Plug-and-Charge
- License Plate Recognition

It is recommended to keep the **Card Swipe** method enabled (except when using the Plug-and-Charge method).

Note: Among the authorization methods, **Plug-and-Charge** is mutually exclusive with others. When **Plug-and-Charge** is enabled, other methods will be automatically disabled. Conversely, when **Plug-and-Charge** is disabled, other methods will be automatically enabled.

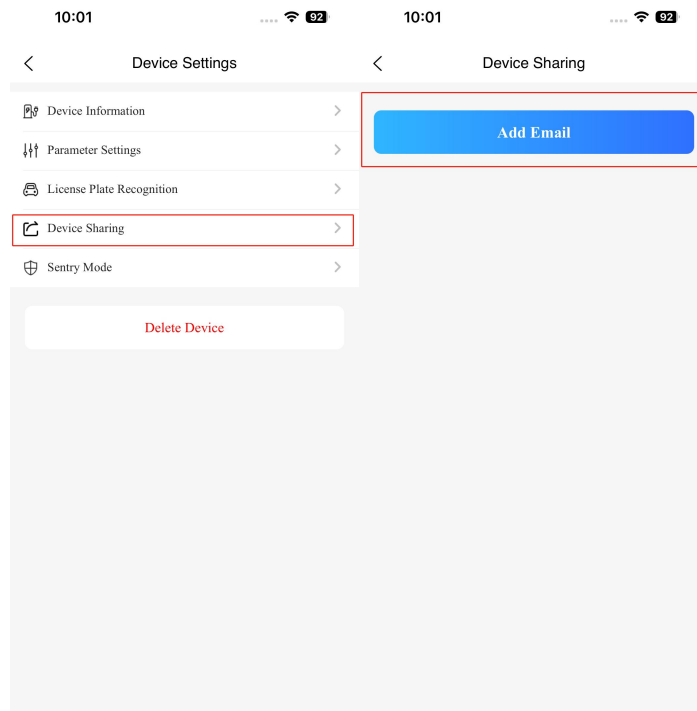
Note: **Plug-and-Charge** is mutually exclusive with **Scheduled Charging**. You can only enable **Scheduled Charging** when **Plug-and-Charge** is disabled.



3.11.3 Device Sharing

To share the Wallbox with others, follow the steps to add sub account: tap **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Device Sharing** → **Add Email** → **enter Email** → **Confirm**. A pop-up window “Added Successfully” will appear after successful addition. The Wallbox device card will appear on the sub-account's app homepage.

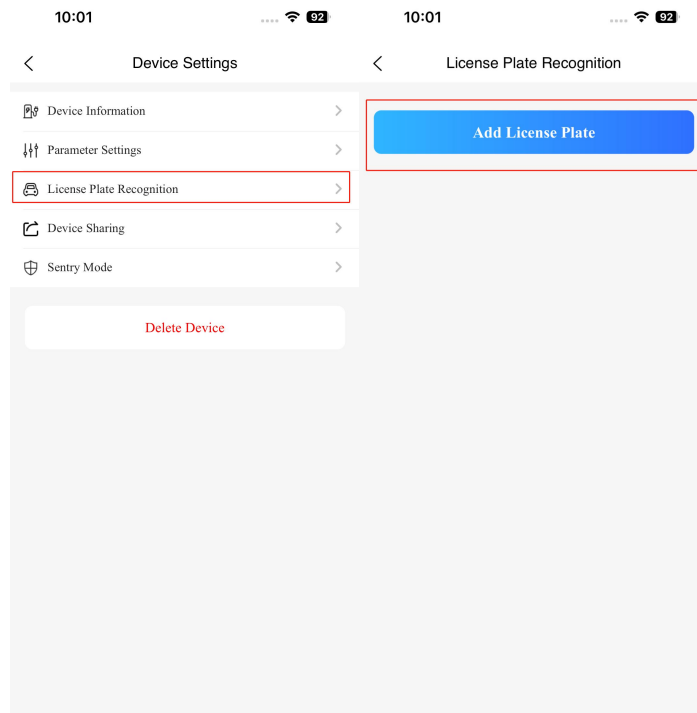
Note: Before being added as a sub account, the email should be registered in the App in advance. The main account can temporarily suspend sub account; the homepage of the sub account will no longer display the Wallbox until the main account re-enable the sub account again.



3.11.4 License Plate Recognition

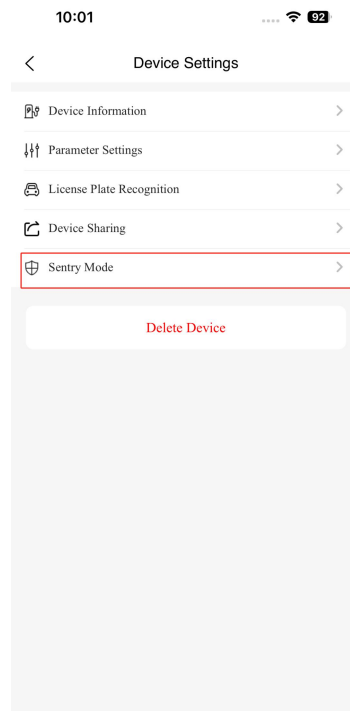
To enable the License Plate Recognition, you need to add the corresponding license plate number in advance. Follow these steps in the App: **Home → Go to Charge** (on the Device Card) **→ Device Settings → License Plate Recognition → Add License Plate → enter license plate number → Confirm.**

Currently, the system can add up to 5 license plate numbers. Each license plate number can be disabled or enabled, and can also be deleted. To turn on the License Plate Recognition authorization method, go to **Device Settings → Parameter Settings** in the App. This function is only available for the Smart Eye version.



3.11.5 Sentry Mode

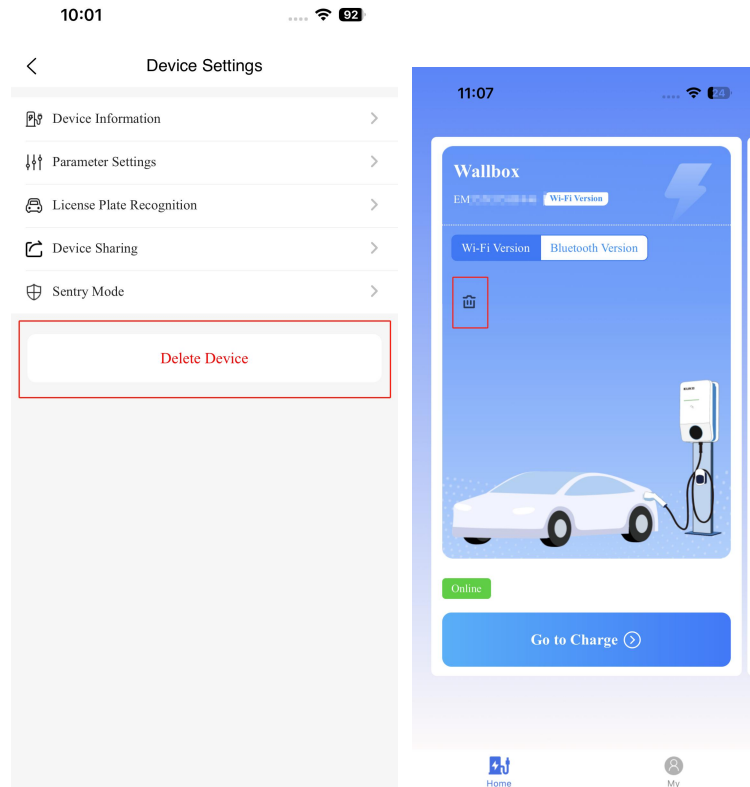
To enable Sentry Mode, tap **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Sentry Mode**. Video recording (duration: 15 seconds) will be triggered by any moving object detected near the vehicle, except for vehicles with license plates added in the **License Plate Recognition**. And you will receive a sentry event notification on the App. Tap **Home** → **Sentry Events** (on the Device Card) to view sentry events. After turning off Sentry Mode, you can still view previous sentry events. Sentry events include events time, events video viewing, and moving object detection results. Only the main account has permission to enable the function and view the records. This function is only available for the Smart Eye version.



3.11.6 Delete Device

Delete Wallbox: Tap or operate **Home** → (Gray Trash Can on the Device Card) **Delete Icon** → **Confirm**, or tap or operate **Home** → **Go to Charge** (on the Device Card) → **Device Settings** → **Delete Device**.

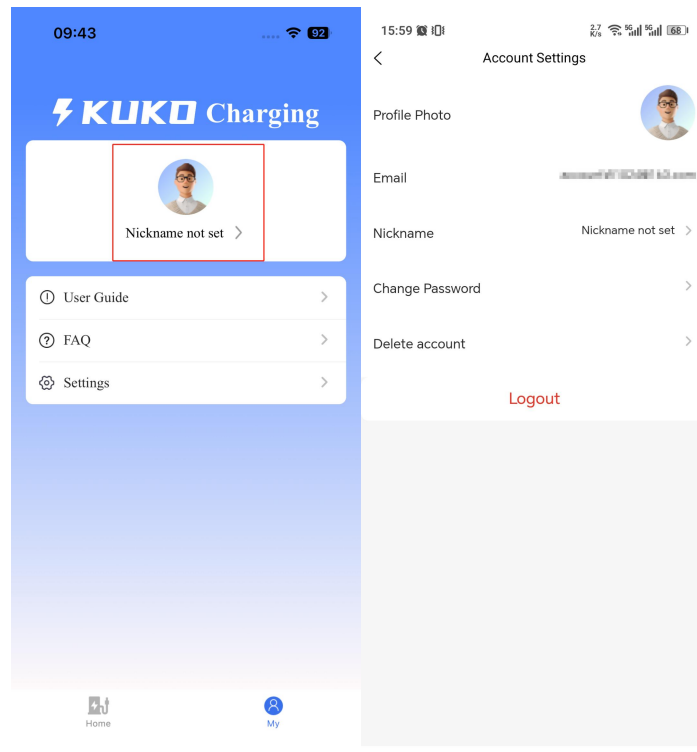
Only the main account can delete a device. Once deleted, the device will also be removed from all associated sub-accounts. If the Wallbox is added again, only the previous charging records can be seen, other configurations are reset to factory defaults.



4 My

4.1 Personal information

Tap the Profile Photo or Nickname to enter the personal information editing page, where you can modify the user Profile Photo and Nickname. The Nickname is limited to 10 characters.



4.2 User Guide

Tap **User Manual** to view the Wallbox user manual.

