

# OCULAR



## OCULAR IQ DUAL TOWER USER MANUAL

Version 2.0

IOCAP06C-7 4G / IOCAP06C-7T 4G  
IOCAP06C-22 4G / IOCAP06C-22T 4G  
IOCAP06C-22T 4G-CC

[ocularcharging.com.au](http://ocularcharging.com.au)  
[sales@ocularcharging.com.au](mailto:sales@ocularcharging.com.au)  
1300 912 650

# Welcome to your Ocular IQ Dual Tower



**Warning:** This product shall only be installed, repaired or serviced by an authorised electrician. All applicable local, regional and national regulations for electrical installations must be respected.

Enjoy your daily charging.

FAQs



[Access here](#)

Resource Library



[Access here](#)

Follow the links or scan to QR codes to access all our user manuals and technical documents. You will also find answers to the most common questions we receive

# How to start a charging session

The IQ Tower charger can be configured in several different ways including, plug and charge (no user authentication), press button to start (no user authentication), RFID authentication or start through OCPP. The selection and configuration of these different modes is set up during the commissioning of the charger by your installer.

## 1. Plug and Charge

- a. To start a charging session, simply plug the cable into the car and the charging will automatically start.
- b. To stop a charging session, you can either stop it through your car, or by pressing the silver button on the side of the charger. If both ports are charging at the same time, the corresponding button will stop charging on the same side of the charger.

## 2. Press Button to Start Charging

If the charger is configured with no user authentication and the side buttons are enabled for start & stop charging, while the plug-in and charge option is disabled, the charging session will not be automatically started, instead:

- a. To start a charging session, plug in the cable into the vehicle, press the button on the corresponding side of the charger to start a charging session
- b. To stop a charging session, you can either stop it through your car, or by pressing the silver button on the side of the charger, which will stop charging on the corresponding side of the charger.

## 3. RFID Authentication

- a. If the charger is set up to use RFID authentication, first plug the cable into the car, then select the correct port by pressing the button on the corresponding side of the charger, then swipe an activated RFID on the charger to start charging. (Note, the RFID information could be stored locally in a charger, or linked to a user in OCPP platform depending on how the RFID is set up.)
- b. To stop a charging session, start by pressing the button on the same side of the port to select it, then simply swiping the RFID card again or terminating the session through your car.

## 4. Start through OCPP

- a. If the charger has enabled OCPP, please following the OCPP provider's guidelines to start a charging session.
- b. If a RFID card is linked to an existing user's account in the OCPP platform, you can start a charging session by pressing the button on the corresponding side of the charger to select a port, then swiping the RFID and a charging session will be started under that user's account.
- c. To stop a charging session, you can terminate it through OCPP, through the car or swiping the RFID again after selecting the port by pressing the button.

# Troubleshooting

Problems	Solutions
<p>The charger is showing Suspended EVSE</p>	<p>a. Suspended EVSE means the charger has paused the charging session, this is because there's not enough power available to charge the car. In general, it requires more than 6.1 A to start a charging session. Once there's enough power, the session will be automatically started. If the problem persists, please contact us for further information.</p> <p>b. This could be because there's a limit set on how much the battery can be charged to on the car, and the limit has been reached. Please double check the settings on the vehicle, if the problem persists, contact us for further information.</p>
<p>My car charges slower than expected</p>	<p>a. Maximum allowable charging speed of the vehicle: different vehicles can charge at different speed, for example some cars can charge at a maximum of 11 kW if using a three phase AC charger, while others can charge at 22 kW if using a three phase AC charger.</p> <p>b. Charging speed setting on the vehicle: please double check on the vehicle's charging setting to make sure that there's not a charging speed limit set on the car.</p> <p>c. Single-phase or three-phase chargers: for a single-phase charger, it can deliver a maximum of 7 kW of power, and for a three-phase charger, it can deliver a maximum of 22 kW of power.</p> <p>d. Limited power: the charger's maximum charging speed can be limited due to limited power available, which results in a lower than expected charging speed.</p>
<p>How do I know which port is selected or which port's information is displayed on screen?</p>	<p>a. On the screen of IQ Tower, there is a symbol on each side of the screen indicating which port has been selected and which port's information is being displayed. To select a particular port, simply press the button on the same side of the charger, and the symbol for that port should be lighted up on the screen.</p>



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