



USING THE
UNICO POWER
APP

GETTING SET UP

BEFORE YOU START

Charging activation is completed using any web browser – Mobile or Desktop, Windows, or Mac. There may be slight differences from the screenshots in this guide depending on how you are activating, but because we used a web based application, we can assure you it will work. If you'd like, our App is downloadable in both the Google Play Store and App Store.

Before attempting your first charging session, ensure that you have followed the instructions below to set up your new Account and log in.

If you run into any issues during the sign-up process, please contact your building representative or you can always reach out to Unico Power at **support@unicopower.com**.



To create a new Unico Power account, please choose the sign-in method that you will use to sign in. If you already have an account, [sign in here](#).



Sign up using Google



Sign up using Facebook



Sign up with Apple

[Site](#) | [Terms](#) | [Privacy](#) | [Contact Us](#)



To manage your EV charger, please sign in. If you do not have an account yet, [sign up here](#).



Sign in with Google



Sign in with Facebook



Sign in with Apple

[Sign in with password](#)

[Site](#) | [Terms](#) | [Privacy](#) | [Contact Us](#)

STEP 1: THE APP

Open app.unicopower.com in a web browser or download the App in the App Store/ Play Store. After you sign-up / log-in, you will be prompted to accept the terms and conditions.

STEP 2: CREATE ACCOUNT

Then you will be asked to enter the Serial Number (SN) or your Building's Address to register for a charging station that you plan to use. You can also use the registration code for shared station or building (Figure 1).

STEP 3: PAYMENT SET-UP

To set-up for our monthly billing system, enter your information in the [Settings](#) page, under Billing Information. We only collect card information from users that are not billed directly by their building. Others only enter name and billing address / email. Card information is sent directly to Stripe, a PCI-compliant payment processor. Unico Power never possesses the full card number, only a revocable code used to bill it (Figure 2).

STEP 4a: SELECTING A SHARED CHARGER

Once Billing / Payment information is completed, you will be taken to the "Charge" screen that lets you select which of the shared chargers you want to use (Figure 3). If you did not start by plugging in your car, you will need to plug into one of the available chargers to proceed

STEP 4b: PRIVATE/DEDICATED EV CHARGERS

Once Billing / Payment information is completed, you will be taken to the "Charge" page and you this "Charge" page will also be added to your Account screen (Figure 3.1).

Registration

Cerebro™ Power Management: EV Charging

We need to know which charging station(s) this account (@gmail.com) can access.

Please enter the serial number (SN) for a charging station that you plan to use, or the sign-up code if provided.

The serial number is on a label on the charging station (usually on the lower left side), and is a series of 12-17 characters to the right of "SN" (mostly in the format 3UP0-1-1234-12345). For shared stations, any serial number of a shared station will also allow use of the other shared stations in the building, or you may use a sign-up code from your building's landing page. For private stations, if you received a sign-up code, you must use that code instead of the serial number.

If you cannot find the serial number or sign-up code, please click Contact Unico Power below and send us the building's address and the parking stall level/number.

or (for **shared** charging stations):

Figure 1: Registration Code / Serial Number (SN) Page

Account Settings

Cerebro™ Power Management: EV Charging

This account () is not associated with a building! **Please complete sign-up first.**

\$ Billing Information

Monthly fees begin accruing once billing information is saved. If at any point you do not need charging for a long time, you can use the [Account Deactivation form](#) (below) to avoid fees.

We need the following information to generate documents and charge bills. Details must match the payment card that you wish to use. The full card information is only handled by [Stripe](#), a PCI-compliant payment processor, never by Unico Power. However, **only enter card details with a trusted device and internet connection.**

Full name

Country or region

Address

Card number

Expiration

CVC

By providing your card information, you allow Unico Power Corp to charge your card for future payments in accordance with their terms.

Figure 2: Billing Information

STEP 5: ACTIVATION

Once plugged into your Charger:

- For Shared/Visitor - click **Activate** (Figure 3)
- For Private Chargers - click **Allow for one session** (Figure 3.1).

STEP 5.1: CHARGER STATUS (Charge)

You will be able to see the Charger Status screen now. Charging will start when “activated” or “allowed for one session” but it can take up to 1 minute for the session to begin. Once you get used to our system, you can leave at anytime, but for the first session, you will probably want to see the charging session start for yourself.

- To have your charger always enabled, you can click the **Always allow charging** button.
- This will allow you to just plug-in and charge without going through the App (Figure 3.2).

The charger may go through a few different states before it starts charging. The state of *sleeping* means that the Energy Management System (EMS) in the building is deciding how much charge current the charger should get. A number of factors go into the calculation, and it will take a moment to decide what your charger should do next.

Information on the most recent/current charging session will be displayed (top right), prior to charging starting, you may see your previous session's information (Figure 3.2).

Select a charging station

Cerebro™ Power Management: EV Charging

Your account can use the shared charging stations at , listed below. You can enable charging on any station that was not already activated by someone else and shows an Activate button. We recommend plugging your EV in before activating, because any charging station that has been activated for at least five minutes will be disabled again if the system detects that no EV is plugged in. The account that begins a charging session can track or manage its progress, and will be billed during the next month for the electricity that was used during the session.

Location	Name	Status	Activate
P2, S165	SS3-01	charging	Already activated
P2, S166	SS3-02	disabled (EV unplugged)	Activate
P2, S167	SS3-03	disabled (EV unplugged)	Activate

If you have any problems activating your desired charger, please use the Urgent Support button on the Help page.

Figure 3: Shared EV Charging “Charge” Page

Charger Status

Cerebro™ Power Management: EV Charging

Viewing charger: EVSE 27 (P6 S-)

Status: **unavailable (disabled)** as of 1/23/2025, 2:38 PM.

The control system is set to: **block charging until enabled**.

You can change this:

Always allow charging

Allow for one session

Technical problems? Have questions or feedback?

Contact Unico Power

Charging Speed

The charger last measured a current of **0 A**. At the reported voltage of **208 V**, the charging power was **0.0 kW**.

The charger is offering up to **0 A** (which may vary **32 - 32 A** while charging).

Boost priority

You have **3 / 3** boost tokens for speeding up charging this month.

Figure 3.1: The Status Screen (unavailable/disabled)

Charger Status

Cerebro™ Power Management: EV Charging

Viewing charger: EVSE 13 (P3, Stall)

Status: **charging (18 A)** as of 1/23/2025, 2:44 PM.

The control system is set to: **always allow charging**.

You can change this:

Block charging

Allow for one session

Reboot (for issues)

Technical problems? Have questions or feedback?

Contact Unico Power

Charging Speed

The charger last measured a current of **18 A**. At the reported voltage of **208 V**, the charging power was **3.74 kW**.

The charger is offering up to **20 A** (which may vary **20 - 32 A** while charging).

Boost priority

You have **3 / 3** boost tokens for speeding up charging this month.

Figure 3.2: The Status Screen (available/enabled)

APP OVERVIEW

CHARGER STATUS

The main page. From here you can access details on the charger you're plugged into, your previous charging session, our **Contact Unico Power** button, and the Boost priority button.

BOOST PRIORITY BUTTON

The Unico Power Energy Management System (EMS) balances loads in your building to ensure that all vehicles get charged, while at the same time ensuring that your Utility charges are minimized. As a result, at certain times, charge rates on the chargers will be reduced.

The **Boost priority** button allows an owner who has a higher need for charging faster to be allocated a more substantial portion of the available power for the charging session.

Each owner is allocated a three Boost tokens each month. Hit the button, and a window pops up asking you to confirm that you want to Boost. One thing to note, your charger will get a higher portion of the available power during the Boost session, but in cases where the building is at peak demand, your charger may still be set to a lower charge rate until the peak demand period subsides (Figure 4).

Charger Status

Cerebro™ Power Management: EV Charging

Viewing charger: EVSE 13 (P3, Stall)

Status: **charging (18 A)** as of 1/23/2025, 2:44 PM.

The control system is set to: **always allow charging**.

You can change this:

Block charging **Allow for one session**

Reboot (for issues)

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Charging Speed

The charger last measured a current of **18 A**. At the reported voltage of **208 V**, the charging power was **3.74 kW**.

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Boost priority

You have **3 / 3** boost tokens for speeding up charging this month.

Figure 4: Boost Button

ACCOUNT

The 'Settings' page (Figure 5). Here you have access to your billing information, your Electric Vehicle details for better customization, account management, and account security.

DEACTIVATION + RACTIVATION

During extended absences, you have the option to temporarily deactivate your Account to avoid paying for our charging services.

To Deactivate Temporarily:

- Enter the date (in the date box provided) that you'd like your account to be reactivated on then click **Deactivate Temporarily**

To Deactivate Indefinitely:

- Click the **Deactivate Indefinitely** button.
- For Shared EV charging accounts, your account will deactivate the moment you click this button.
- For Private EV charging accounts, you will receive a pop-up message that asks you to confirm your deactivation and that this will unlink your account to your EV charger.

The status of your Account will always be displayed under the Temporary and Permanent Account Deactivation section on the 'Settings' page (Figure 6).

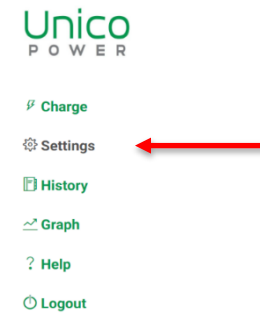


Figure 5: Account Section Options

Temporary and Permanent Account Deactivation

Maintaining charging stations and providing support cost us, but you can avoid all fees during long periods when when you do not need charging (travel, lack of an EV, moving out, etc.) by deactivating your account.

You can deactivate your account at any time (please first unplug your EV). Charging becomes unavailable until the account is reactivated. If you plan to charge again, you can make the deactivation temporary and schedule it to reactivate in the early morning of any future day at least two weeks after the deactivation date (monthly fees will resume, and any charging stations will require enabling before use). In an emergency, you can reactivate immediately, at the cost of losing your fee savings for the month. Any fees from before deactivation or after reactivation will be reflected in the usual bill after the end of the month.

Your account is **active** and has no scheduled deactivation.

Deactivate Indefinitely OR **Deactivate Temporarily** and reactivate on

Login Settings

Unico Power lets you benefit from the security of leading technology companies' OAuth services. The security of your UP account depends on the security of the external account that you use. You can make both safer by choosing strong passwords and setting up **multi-factor authentication** on that account.

Allow your account to be accessed through the following outside accounts that have the email address (contact us to set a different sign-in address):

☐ Facebook ☒ Google ☐ Apple

Update Login Settings

app.unicopower.com says

Are you sure? Indefinite deactivation will disconnect any chargers from your account in one hour, allowing others to register them and requiring you to repeat part of the sign-up process if you need them again later. To keep your linked chargers, click Cancel and deactivate temporarily instead.

OK **Cancel**

Figure 6: Account Deactivation (Temporary and Indefinitely)

LOGIN (SECURITY) SETTINGS

We value the security of our customers. Using the leading OAuth technology, the Unico Power app provides added security, depending on the external account used during sign-up.

SESSIONS

This page lists the charging sessions associated with your Account. A Session lasts from the time when a vehicle is plugged in to when it is unplugged. Costs represent the amount(s) charged per charging session by your building. They do not include taxes or flat fees (Unico Power's monthly administrative fee, or your building's monthly fee, if applicable).

- *Note that estimated energy is just that, an estimate based on the time, voltage, and current. It is a reasonable estimate, but does affect your billing, since your invoice is based on a rate per minute of charge, or on a flat rate that was determined by your building management.*

From here you'll be able to access your charging sessions based on a selected time period (Figure 7).

GRAPH

Here you can get a detailed view on your charging sessions. A green line on the graph will show the current (Amperage) level that your charger is delivering. The current level will vary over time, depending on what else is going on in the building (Figure 8).

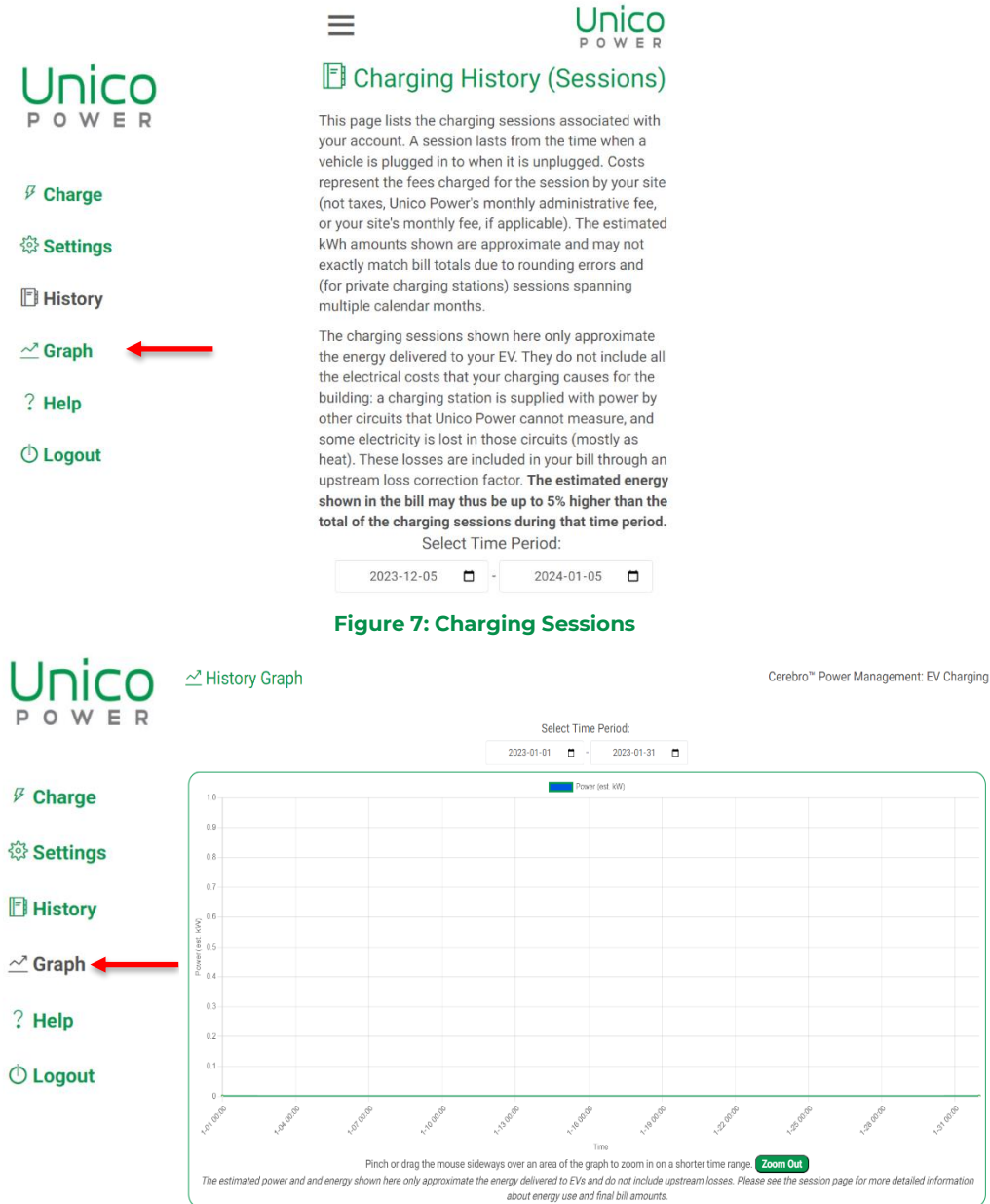


Figure 8: History Graph

GENERAL INQUIRIES / CONTACT

On this page, you can access Frequently Asked Questions and our Contact Support Button.

To reach out to our Technical Support Team, click the green “Contact Unico Power” button to open the form.

- For inquiries about sign-up and billing – Use **Accounts**
- For charging problems or other questions – Use **Support**
- For feature requests or feedback – Use **System development**
- For more **Urgent** charging support you can select Support **AND** Urgent at the same time.

Our Unico Power customers will always have priority, and by going through the Unico Power App, you will receive a more immediate response to your ticket (Figure 9).

? Frequently Asked Questions

Cerebro™ Power Management: EV Charging

Thank you for using Unico Power's energy management system. You can click any question below to reveal information on that subject, or contact us using the buttons at the bottom.

Search questions:

General Charging

How often should I charge my car?

Why is the charging station disabled?

Why is the charging station sleeping?

Why does it take up to 45 seconds to enable my charger?

How do I end my charging session?

How can I make my EV stop charging at 80%?

Charging Speed

Why is the charging current changing?

Why is it charging slowly?

What does the Boost button do?

Tesla EV Charging

Why does my trigger not always fully engage?

Why can I not use the scheduled charging feature in the Tesla App?

Why is the Tesla App notifying me that my charging session is being interrupted?

Accounts and Billing

How can I update my payment information?

How do I know my payment information is secure with Unico Power?

When will I be billed?

In my bill, what are the Account Management, Device Management, and Payment Processing fees?

What is the Usage fee and how is it calculated?

Why does my EV app show lower received energy than my bill or charging sessions?

How can I avoid paying fees while traveling or after moving away?

How can I share access to my Private EVSE with another person or a different email address that I control?

How can I delete my personal information?

Web App / Other

How do I add the app to my home screen?

Technical problems? Have questions or feedback?

Contact Unico Power

Have a problem, question (not covered in Help) or suggestion? What is it about?

☐ Accounts (sign-up, billing)

☒ Support (any other questions or charging problems)

☐ System development (feature requests / feedback) - NO CHARGING SUPPORT OR URGENT ISSUES

☐ Urgent: this is preventing me from charging (leave station enabled and vehicle plugged in so that we can observe) or involves a risk to my station or account (please stay safe and follow your best judgment)

You do not need to provide contact information or the charger status shown in the app. If there is a problem, we will take remote measures as soon as possible, and (if you chose Accounts or Support) follow up with you by email. To respect our team members, please only send one message at a time.

Brief description

Send Cancel

Figure 9: FAQ & Support



HAPPY CHARGING