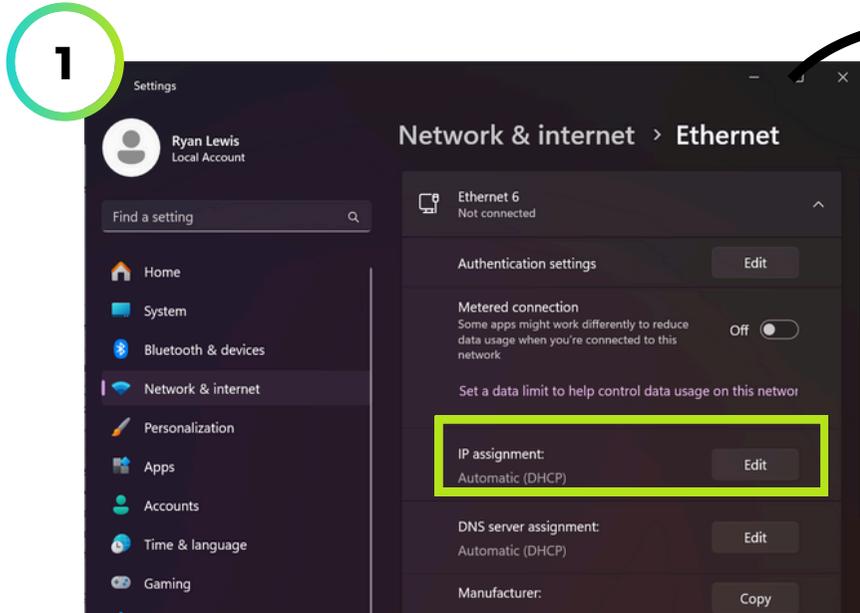


# Alfen Double Pro-Line

## Cleenergy EV Platform Onboarding Guide

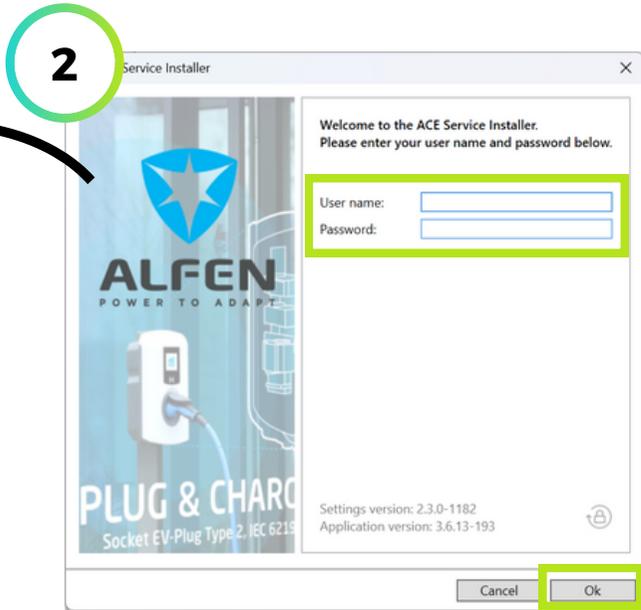
- **Please Note: Alfen ACE Service Installer** is required to commission and onboard the Double Pro-Line charge point.
- Use the following link to download ACE Installer for your laptop  
**[Alfen ACE Service Installer Download](#)**
- **Register as a user** via Alfen's support channels before attempting the onboarding process

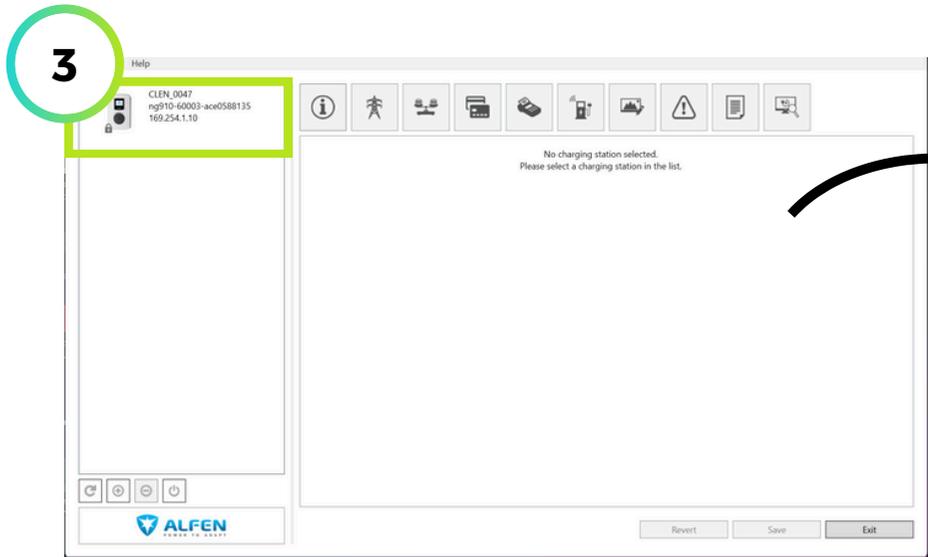


1. Use a RJ45 Ethernet cable to connect your device to the charge point. Please ensure your IP Assignment is set to Automatic (DHCP) as highlighted.

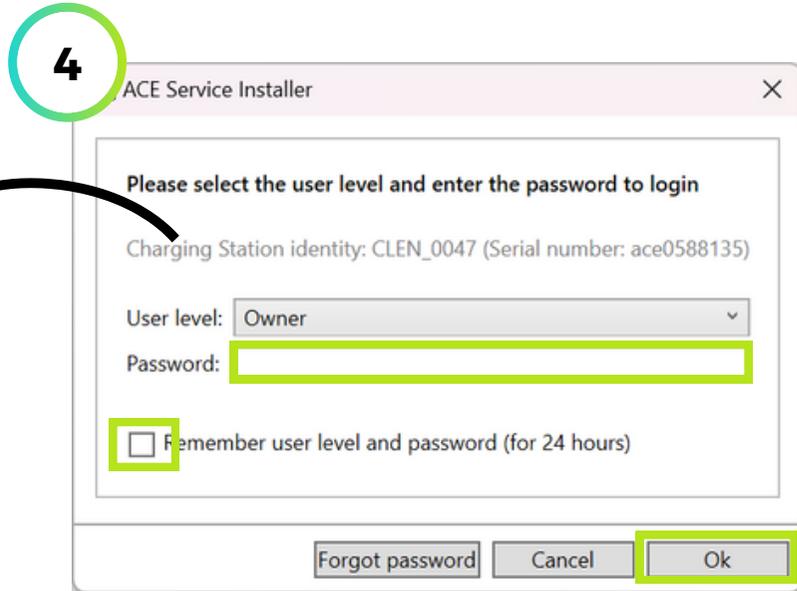
Please note: Refer to your device manufacturer's instructions if unsure on how to complete this step as this will vary from device to device.

2. Open ACE Service Installer on your device and log in using the Alfen-issued credentials.

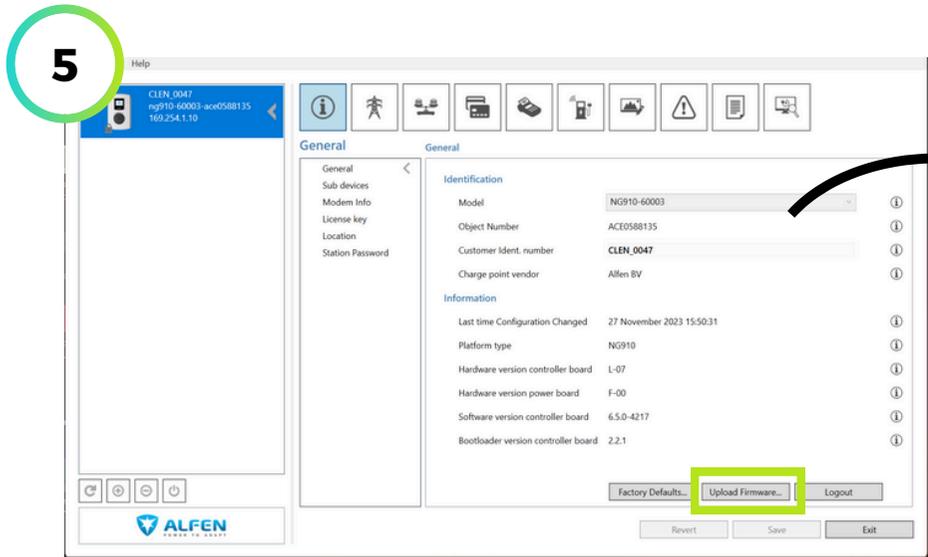




3. On the home screen, your charge point should be displayed in the left-hand column. Select the charge point to proceed.

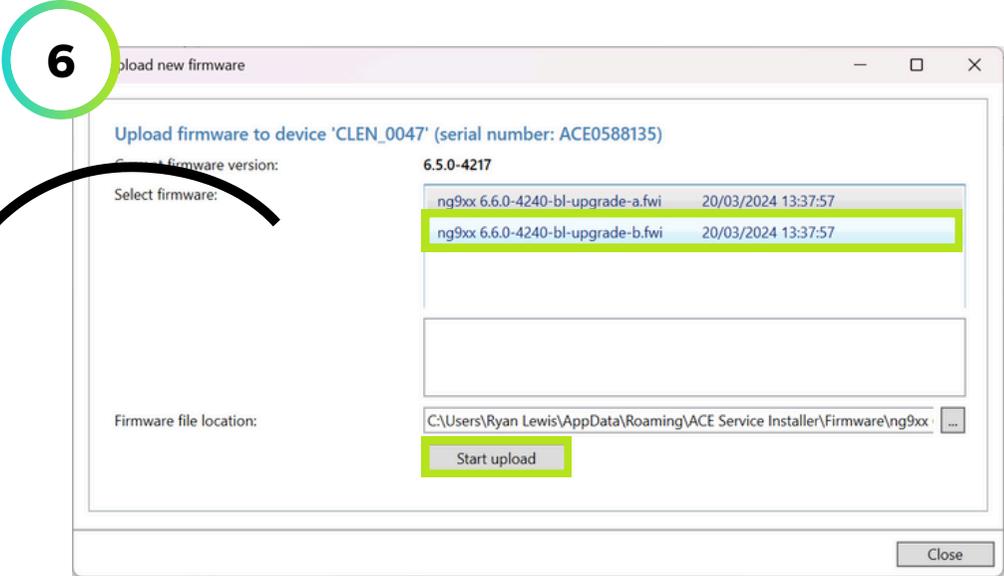


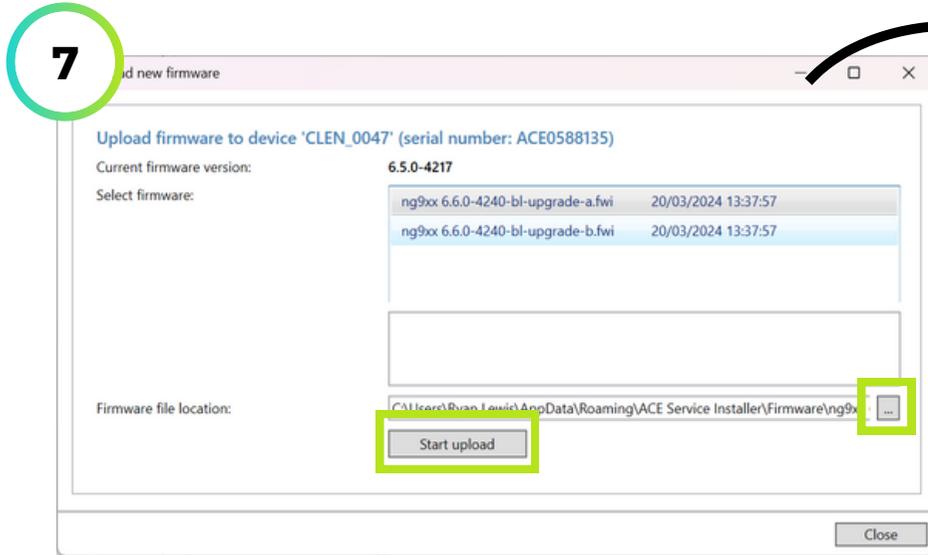
4. Enter the password supplied with the charge point documentation, tick the highlighted box to avoid having to enter the password repeatedly and select OK to proceed.



5. At the bottom of the General Menu, select Upload Firmware.

6. 2 types of each firmware version will usually be displayed. If available select the version identified as **upgrade-b** then **Start Upload**. You will be prompted to **reboot the charge point** to complete the update.

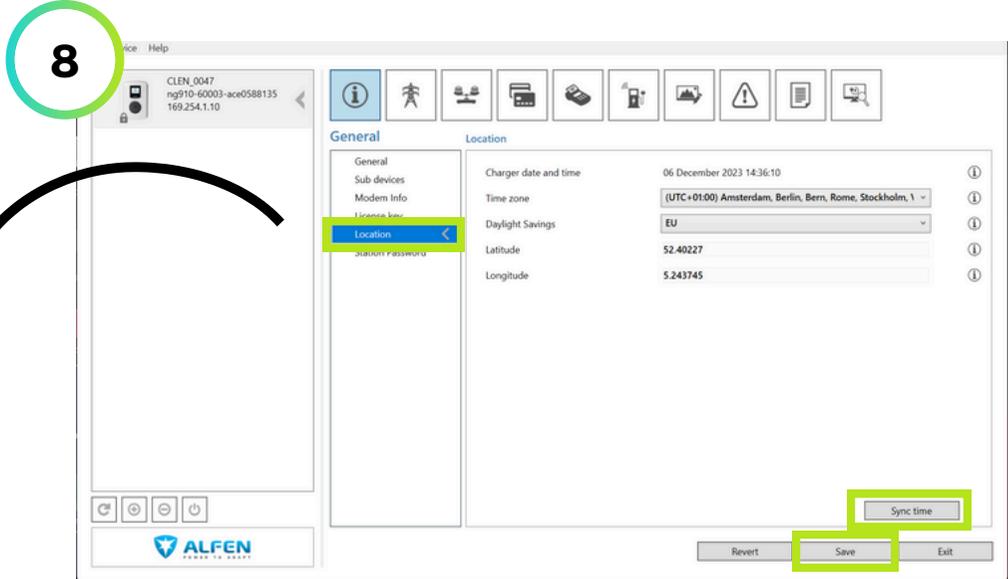


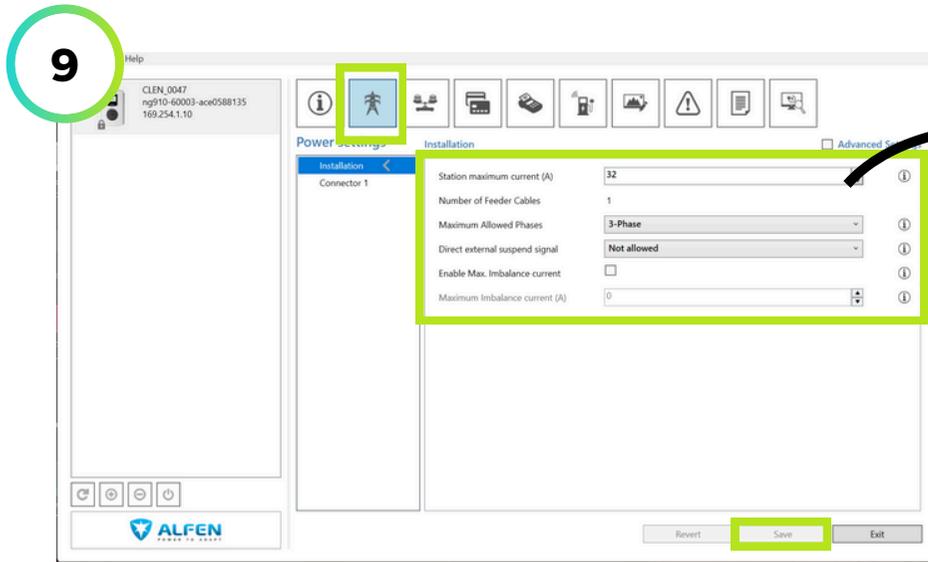


7. Once the charge point has rebooted, select the 3 dot icon as highlighted and choose the security certificate as supplied by Clenergy EV. Select **Start upload** to proceed.

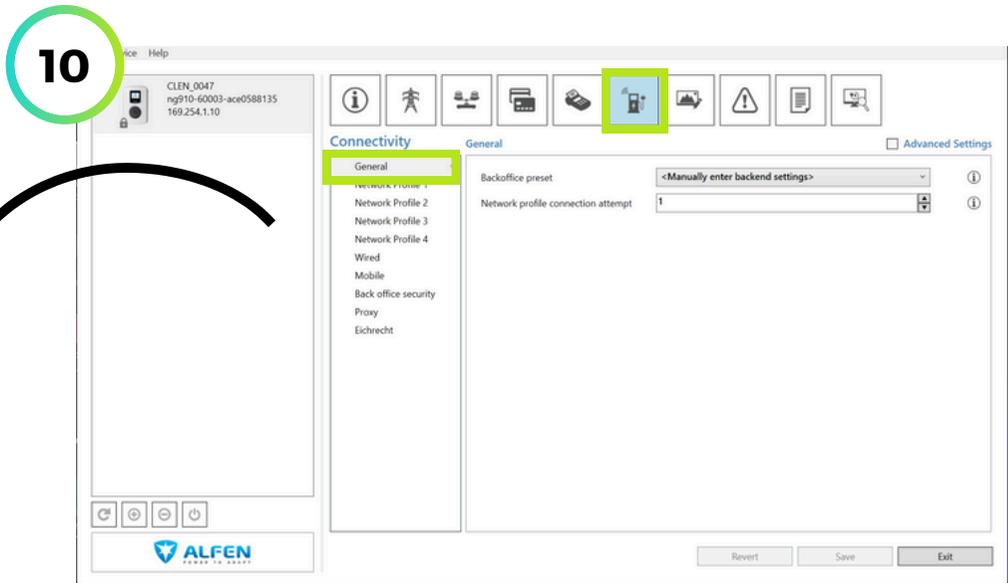
**Please note:** Depending on the firmware, the above step may not be required.

8. On the **General** menu, select **Location** then **Sync time** and **Save** to update the date/time settings for your region.

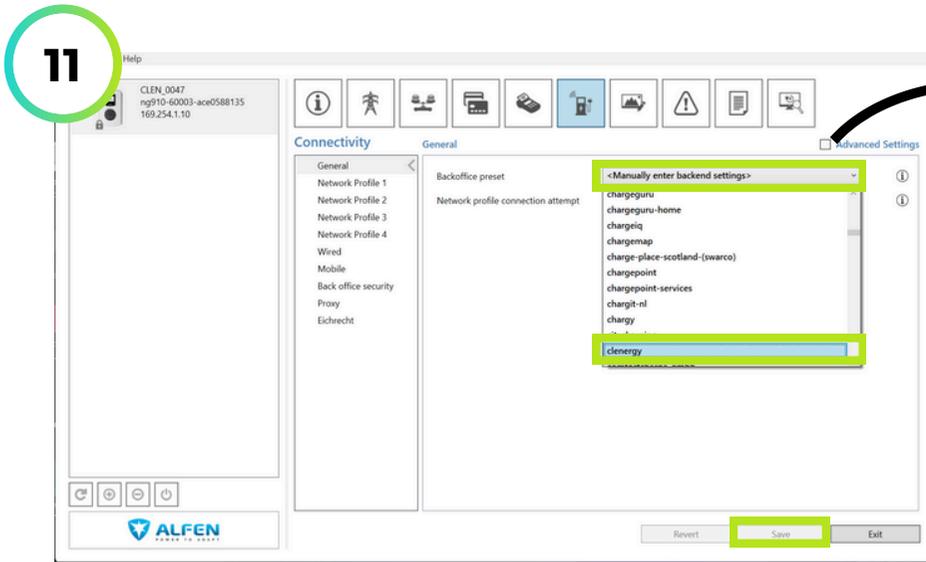




9. Select the Power settings menu and configure the fields as appropriate for your installation then select Save.



10. Select the Connectivity menu then the General sub-menu.



11. In the **Backoffice preset** field, select **Clenergy** from the drop-down menu. Then select **Save** and allow the charge point to reboot. In the **Network profile connection attempt** field, it is recommended to **reduce the number to 1**.

12. Use the **Network Profile options** to prioritise which methods of connection the charge point utilizes or **enable/disable the types of connection** as required by your installation. Select **Save** to complete the onboarding process.

**Please note:** If connecting using **4G/SIM** please use the following credentials:  
 APN: eapn1.net  
 Username/Password: clenergy

