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## LEXUS PUBLIC CHARGING NETWORK

## HOW TO GUIDE

## CONTENT

#### 01 Creating a Lexus Link+ Account

02 Activate smart charging service in the app

#### 03

## Creating Lexus Charging Network contract

#### 04

Finding Charge Stations 05 Unlocking Charge Stations 06 Rating charging stations 07 Viewing charging account details

Creating a Lexus Link Account



## CREATE A LEXUS LINK ACCOUNT

Create a Lexus Link account. This can be done either on Lexus Link App, or My Lexus portal. If you already have a Lexus Link account, simply log in with your credentials on the App.



#### ACCOUNT CREATION VIA THE APP



#### ACCOUNT CREATION VIA THE WEB PORTAL

- A. Open Lexus Link+ App on your smartphone
- B. Choose "Don't have an account?"
- C. Follow the steps
- D. You will receive an email to activate your account
- E. Validate your account

Your account is now ready.

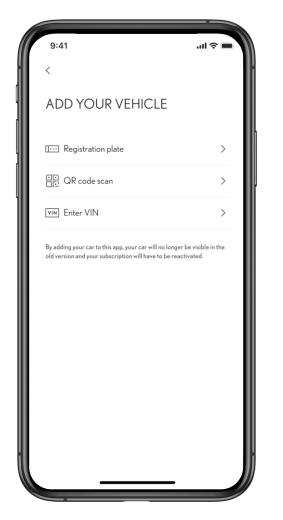
- A. Visit <u>https://www.Lexus.co.uk/</u>
- B. Click on this icon "aabileta" at the top right hand corner
- C. Select "Sign in/Register"
- D. Follow the registration process for a new Lexus Link user
- E. You will receive an email to activate your account
- F. Validate your account

Your account is now ready.

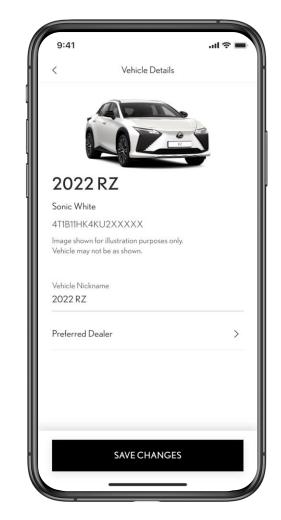




Click to add your car CLEXLE

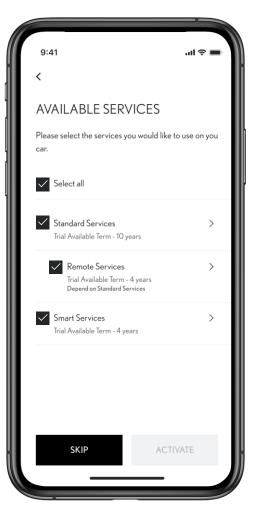


Choose to add your car by either Reg/Vin Look up or opt to scan the QR code (*Only with Smart Connect Vehicles*)

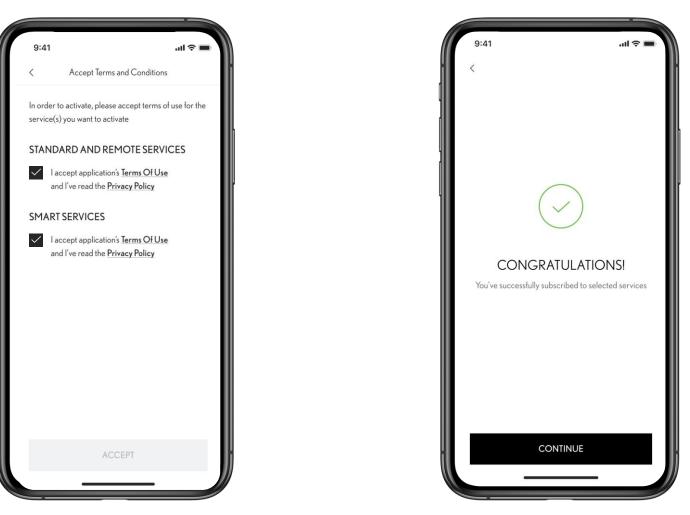


Confirm the vehicle found is correct

## ACTIVATE CONNECTED SERVICES



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Please follow the instructions shown on the screen to activate the Connected Services from the Connected Services Centre in your Lexus Link+ app.

Activate smart charging service in the app



## ACTIVATE SMART CHARGING SERVICE

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| < Connected Services C                               | entre             |
| ALTI   |                   |
| TRIAL SERVICES                                       |                   |
| Standard Services<br>Active<br>Expires on 3 May 2033 | >                 |
| Remote Services<br>Active<br>Expires on 3 May 2027   | >                 |
| Smart Services<br>Active<br>Expires on 3 May 2027    | >                 |
| EXTERNAL SERVICES                                    |                   |
| Charging Network                                     | >                 |
|  |                   |
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| III C  | > <               |

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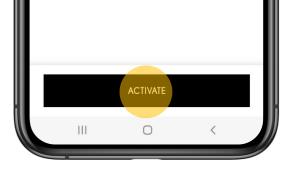
#### STEP1

In the Connected Services Center, under the External Services, tap on "Charging Network".



Charging Network gives you access to more than 430.000 charging points in Europe. You can find charging stations around a given location and see real-time prices. Just go to a charging station, unlock using your RFID or application and pay seamlessly at the end of the month – automatically.

Click below to read more and subscribe via the website.



#### STEP 2

Tap on "Activate".

Creating Lexus Charging Network Contract



## CREATING LEXUS CHARGING NETWORK CONTRACT



### STEP1

You will then be navigated to the Digital Charge Solutions portal.

Tap on the country in which you need to create a charging contract.

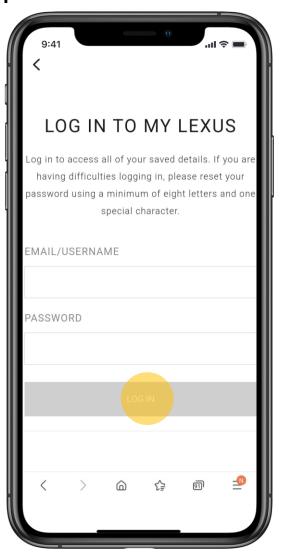


#### STEP 2

Tap on 3 Lines "Menu" and select "Sign in"

10

## **CREATING LEXUS CHARGING NETWORK CONTRACT**

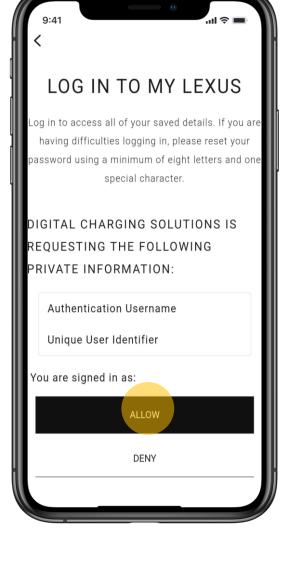


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#### STEP 3

Enter your Lexus Link+ Username and password. Tap on "Log in".

If you have forgotten the password, you can reset it on the Lexus regional site.



#### STEP 4

Tap on "To allow" to accept that Digital Charge Solutions can access your data.

## CREATING LEXUS CHARGING NETWORK CONTRACT

#### Vehicle details

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Get started by entering your vehicle details, and receive special tariff packages tailored for you.

VIN (Vehicle Identification Number)

This service is reserved for Toyota Charging Network customers. Therefore, we need to verify that your VIN is valid for our service. STEP 5

The Lexus Charging Network contract creation flow consists of 6 steps.

Enter the  $\ensuremath{\mathsf{VIN}}$  number of your car.

Note to find VIN: In most modern Lexus cars, you'll find a visible Vehicle Identification Number through a special cut-out at the bottom of the windscreen. Additional VINs are printed on tamperproof stickers located just inside the shut line of the front nearside door. Earlier models may have a metal plate instead of a sticker.

| 9:41 0 .ul 穼  |   |
|---|---|
| Ølexus  | Ξ |
| Select your tariff  |   |
| provided by Digital Charging Solutions GmbH   |   |
| REGISTER  |   |
| 6 MONTHS NO BASE FEE FOR FULLY ELECTRIC VEHICLES & 1<br>MONTH NO BASE FEE FOR PLUG-IN HYBRID ELECTRIC<br>VEHICLES | 1 |
| LEXUS CHARGING NETWORK  |   |
|   |   |
| Fixed fees  |   |
| One-time activation fee   |   |
| 0.00 GBP  |   |
| Base fee  |   |
| 4.95 GBP / month  |   |
|   | - |
|   |   |
|   |   |

#### STEP 6

Digital Charge Solutions displays the applicable Tariff plan.

Tap "Select" to continue.

## **CREATING LEXUS CHARGING NETWORK CONTRACT**

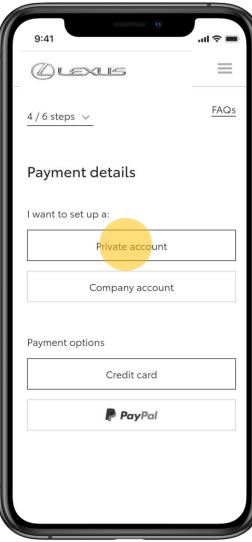
Enter your personal details and

STEP 7

address.

| 9:41  | • ■ ≎ الد         |
|---|-------------------|
| Olexus  | =                 |
| 3 / 6 steps 🗸                                   | FAQs              |
| Your details                                    |                   |
| Your key to one of the world charging networks. | 's largest public |
| Salutation                                      |                   |
| Please select 🗸 🗸 🗸                             |                   |
| First name                                      |                   |
|   |                   |
| Last name                                       |                   |
|   |                   |
|   |                   |
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#### STEP 8

Enter payment details.

Digital Charge Solutions uses this payment method for your charging session and monthly subscription payments.

If you enter a business credit card, Digital Charge Solutions requires additional details.

13

## CREATING LEXUS CHARGING NETWORK CONTRACT

Tap on "Send me a charging card".

Digital Charge Solutions ships the

card to the address that you have

It usually takes 5-7 working days for

If you already have a card, you can

enter the number of the charging

that is already mapped to another

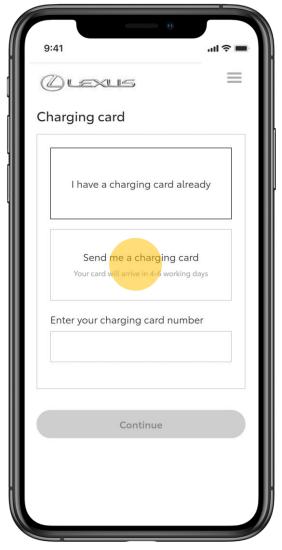
Lexus Charging Network contract.

card. You cannot use a charging card

the card to be shipped to you.

STEP 9

specified.



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|---|---------|
| Ølexus  | =       |
| 6/6 steps 🗸   | FAQs    |
| Confirmation  |         |
| Vehicle details   | ß       |
| <b>VIN</b><br>JTMGBRFV60V000000   |         |
| Your details  | ß       |
| <b>Personal Details</b><br>John Doe<br>Killeen Rd, Fox-And-Geese<br>Common, Dublin<br>Ireland |         |
| Payment details   | ß       |

#### STEP 10

Please review the details you have entered.

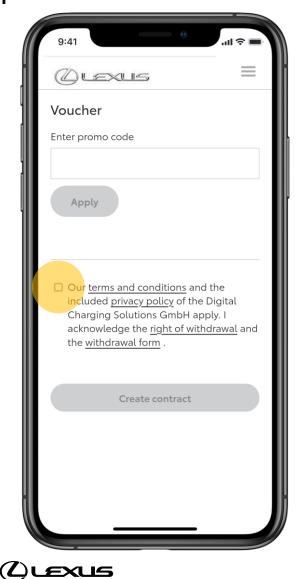
## **CREATING LEXUS CHARGING NETWORK CONTRACT**

Please read and agree to Lexus

Charging NetworkTerms and

STEP 11

conditions.



## Olexus Discover all app functionalities now and get started right away Download the MyT app Download on the App Store Go to contra<mark>ct</mark> Map Service Tariffs Switch country

#### STEP 12

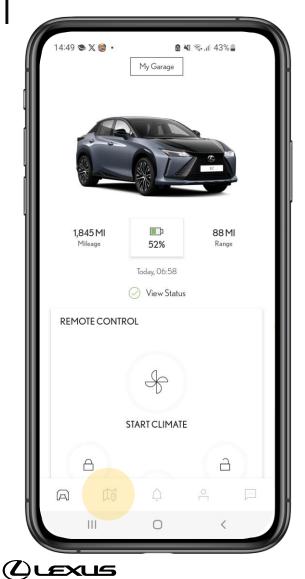
This completes creating the Lexus Charging Network contract.

15

Finding charging stations



## **FINDING CHARGING STATIONS**



#### STEP1

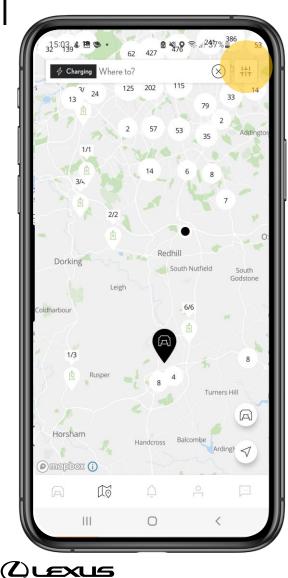
On the homepage tap on the unified map icon.



#### STEP 2

View the zoomed-out version of the map, you can tap a cluster to zoom in.

## ZOOMING IN AND APPLYING FILTERS



### STEP 3

You can zoom in on the map to view individual charging stations.

Depending on your preferences, use the icon in the top right corner to filter the charging stations.

|                              |                 | 0              |
|------------------------------|-----------------|----------------|
|                              | Filter          | ×              |
| Type 2                       | CCS             | CHAdeMO        |
| 😯<br>Type 1                  | Type 3          | ⊖<br>Household |
| Charging Speed               |                 | 0              |
| 0 KW 22 KW<br>Payment Access |                 | 50 KW +100 KW  |
| RFID                         | <b>L</b><br>App | FZ<br>Free     |
| Charging cable               | attached        |                |
|                              | Apply filter    | s              |
| 3                            | Reset filt      | ers            |
| _                            |                 | _              |

#### STEP 4

You can select charging type, speed, access type, etc. and apply filters.

The map displays an updated view of charging stations.

18

## VIEWING CHARGING STATION DETAILS

| 17:55 <b>👚 🗗 🌜 •</b> |                    | क्ति.॥  61%              |
|----------------------|--------------------|--------------------------|
| Cha                  | arging Station Det | ail                      |
| SHELL BURGH          | HEATH              |                          |
| Shell Recharge Bri   | ighton Rd, KT20 6  | SU Tadworth              |
| 🐯<br>Type 2 (AC std) | ccs                | ↔<br>CHAdeMO (DC Rap     |
| Speed                | 44 KW AC           |                          |
| Availability         | 1/1                |                          |
| Cable(s)             | 1                  | PRICE LIST               |
| Access               | APP, RFID          |                          |
| OPERATOR DETAILS     | 5                  |                          |
| () Open 24/7         |                    | YES                      |
| _ Contact            |                    | 08000294601              |
| Operator             | AL                 | LEGO CUSTOMER<br>SERVICE |
| My review            |                    |                          |
| Share your experie   | ence and help othe | ers                      |
|                      | 20                 | <u>↑</u>                 |
| UNLOCK               | NAVIGATE           | SHARE                    |
| 111                  | 0                  | <                        |

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#### STEP 5

Tapping an individual charging station displays the details of the station.

To view pricing information, tap "Price List".

|   | 17:55 🚮 🖬 🎖 🔹                     |             |
|---|-----------------------------------|-------------|
|   |                                   | Price List  |
|   | ENERGY-BASED FEE<br>Billed per Wh | GBP0.32/KWH |
|   | (i) >0 kW                         |             |
|   |                                   |             |
|   |                                   |             |
|   |                                   |             |
| L |                                   |             |
|   |                                   |             |
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| L |                                   |             |
|   |                                   |             |
|   |                                   |             |
|   |                                   |             |

#### STEP 6

The Prices screen displays the pricing applicable to the selected charging station.

If it is time-based fee, you need to ensure that you do not park your vehicle at the charging station for a long duration.

Unlocking charging stations



## **UNLOCKING A CHARGING STATION**

17:55 10 4 . 🖞 🏹 💐 🛛 🕤 📶 61% **Charging Station Detail** SHELL BURGH HEATH Shell Recharge Brighton Rd, KT20 6SU Tadworth (•**x**•) CCS CHAdeMO (DC Rapid ype 2 (AC std Speed 44 KW AC G Availability 1/1 Cable(s)PRICE LIST APP. RFID Access OPERATOR DETAILS () Open 24/7 YES Contact 08000294601 ALLEGO CUSTOMER E Operator SERVICE My review Share your experience and help others 20 ı^ı UNLOCK NAVIGATE SHARE Ш  $\bigcirc$ 

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## METHOD1

STEP1

If you have selected a charging station in the Lexus Link app, you can tap the "Unlock" button to unlock the station.

You can also unlock a charging station using the charging card given by Digital Charge Solutions. You do not need to use the Lexus Link app then.



#### STEP 2

The QR code scanner appears. Scan the QR code on the charging station to unlock it.

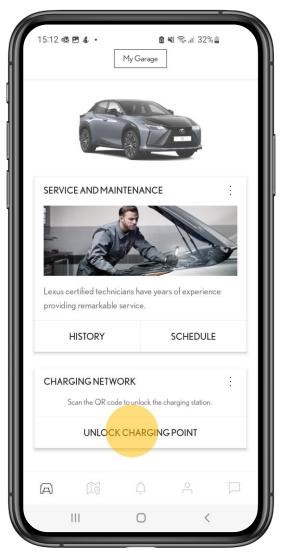
The QR code translates to the charging station ID and thus the charging station gets unlocked.

Sometimes, the Charge Point Operators add marketing details to the QR code to promote their services. In such cases, the QR code does not translate to the charging station ID and you receive an error.

As a workaround, tap "Enter Station ID" to manually enter the ID to unlock the charging station.

NOTE: If you do not see the scanner, ensure that you have enabled Camera permission to Lexus Link+ app. 21

### UNLOCKING A CHARGING STATION



#### METHOD 2

#### STEP1

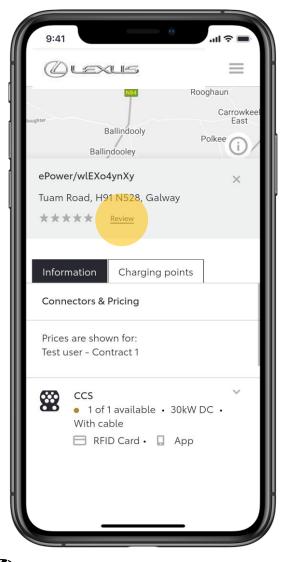
If you have already driven up to a charging station, you do not need to find the charging station on the map.

Tap the "Unlock charging station" button on the Home screen.

Rating charging stations

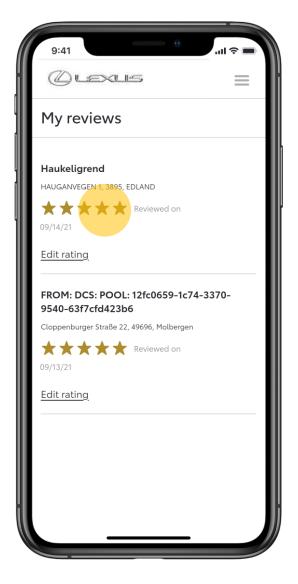


## **RATING A CHARGING STATION**



## STEP1

On the charging station details screen, tap "Review"



#### STEP 2

You can provide star ratings to the selected station.

You can view your previous rating as well.

NOTE: You need to create a Lexus Charging Network contract and be signed in to rate a charging station.

Viewing charging account details



## **VIEWING CHARGING ACCOUNT DETAILS**

| 14:49 🖻 🕲 🗙 🔸  | <b>8</b> ×    | क्ति.⊪ 43% <b>∎</b> |   |
|--|---------------|---------------------|---|
| < Connected Se                                       | rvices Centre |                     |   |
| JTJA   |               |                     |   |
| TRIAL SERVICES                                       |               |                     |   |
| Standard Services<br>Active<br>Expires on 3 May 2033 |               |                     | > |
| Remote Services<br>Active<br>Expires on 3 May 20     | 27            |                     | > |
| Smart Services<br>Active<br>Expires on 3 May 2027    |               |                     | > |
| EXTERNAL SERVI                                       | CES           |                     |   |
| Charging Network<br>Active                           |               |                     | > |
|  |               |                     |   |
|  |               |                     |   |
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## STEP1

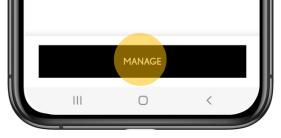
On the Connected Services Center, you see Smart Charging under the Activated tab now because the service is activated.

Tap "Smart Charging".



Charging Network gives you access to more than 430.000 charging points in Europe. You can find charging stations around a given location and see real-time prices. Just go to a charging station, unlock using your RFID or application and pay seamlessly at the end of the month – automatically.

Click below to read more and subscribe via the website. Activation Date 2 Aug 2023



#### STEP 2

Tap "Manage".

26

## VIEWING CHARGING ACCOUNT DETAILS

| 14:20 🖥 📫 🖬 •  | 0<br><b>2 2 * 4 3</b> 48% |   |
|----------------|---------------------------|---|
|                |                           | П |
| 0              | tch country               |   |
| Belgium        |                           |   |
| Denmark        |                           |   |
| Finland        |                           |   |
| France         |                           |   |
| Germany        |                           |   |
| Ireland        |                           |   |
| Italy          |                           |   |
| Norway         |                           |   |
| Portugal       |                           |   |
| Spain          |                           |   |
| Sweden         |                           |   |
| Switzerland    |                           |   |
| United Kingdom |                           |   |
|                |                           | ^ |

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Select your country.

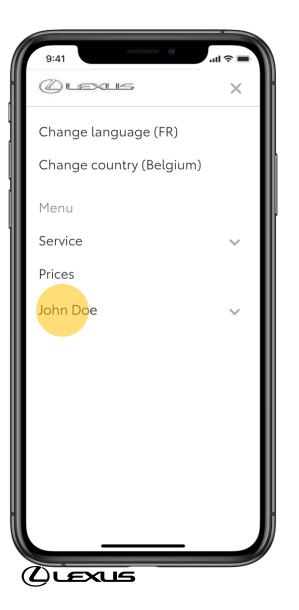


#### STEP 4

Tap the menu icon in the top right corner.

27

## **VIEWING CHARGING ACCOUNT DETAILS**



#### STEP 5

On the Lexus Charging Network menu, tap your name to expand the menu.

| 9:41             | .ul 🗢 🗩 |
|------------------|---------|
| Olexus           | ×       |
| Service          | ~       |
| Prices           |         |
| John Doe         | ^       |
| Dashboard        |         |
| Loading sessions |         |
| Contracts        |         |
| Invoices         |         |
| My reviews       |         |
| Account          | $\sim$  |
| Sign out         |         |
|                  |         |
|                  |         |
|                  |         |
|                  |         |

### STEP 6

Tap "Dashboard" to view the summary of your charging sessions.

## VIEWING CHARGING ACCOUNT DETAILS

| 9:41   |   |
|--|---|
| Olexus   |   |
| WE ARE HAPPY TO SEE YOU<br>AGAIN, JOHN DOE<br>Here is an overview of your recharge<br>account. |   |
| John Doe<br>Private account  | > |
| Last invoice<br>€ 1.07   | > |
| Contract   |   |
|  |   |
|  |   |

#### STEP 7

On the Dashboard, you can see the last invoice and your contract details.

| 9:41  | l 🗢 🖿 |
|---|-------|
| Olexus  |       |
| ACCOUNT   |       |
| Contact address   |       |
| name<br>John Doe  |       |
| E-mail<br>john.doe@gmail.com                                      |       |
| Address<br>Killeen Rd, Fox-And-Geese<br>Common, Dublin<br>Ireland |       |
| Telephone<br>+31 99 123456789                                     |       |
|   |       |
|   |       |
|   |       |

#### STEP 8

From the menu, you can select "Account" to view account details.

## VIEWING CHARGING ACCOUNT DETAILS

| COADING SESSIONS<br>the transactions displayed vary depending<br>in the information transferred by the<br>operator of the charging station. Temporary<br>telays may therefore occur. Figures include<br>(AT, but not additional charges,<br>international roaming costs or taxes, see<br>invoices for a full breakdown of public<br>harging costs.<br>John contract |
|---|
| the transactions displayed vary depending<br>on the information transferred by the<br>operator of the charging station. Temporary<br>lelays may therefore occur. Figures include<br>(AT, but not additional charges,<br>international roaming costs or taxes, see<br>hvoices for a full breakdown of public<br>harging costs.                                       |
| on the information transferred by the<br>operator of the charging station. Temporary<br>lelays may therefore occur. Figures include<br>(AT, but not additional charges,<br>international roaming costs or taxes, see<br>hvoices for a full breakdown of public<br>harging costs.  |
|   |
| September ~   |
|   |
|   |
| 0 0 0.00<br>min kWh EUR   |
| nin   |

#### STEP 9

You can view monthly charging session details.

| 9:41                                  | . III           | \$ <b>•</b> |
|---------------------------------------|-----------------|-------------|
| Olexus                                |                 | ≡           |
| INVOICES                              |                 |             |
| Please find your monthly bills below. | public recharge | 2           |
| 2021                                  |                 | ~           |
| August 1, 2021 - August 3             | 1, 2021         | C           |
| 🗅 твеоооо1007                         | EUR 1.27        | <u> </u>    |
|                                       |                 |             |
|                                       |                 |             |
|                                       |                 |             |
|                                       |                 |             |
|                                       |                 |             |

#### STEP 10

You can view and download invoices.



Connected Services are continually improving, therefore visuals and app screens in this guide may slightly differ from those seen in your Lexus Link+ app.