

# Tesla Onboarding Guide for FirmEcharge

## What you will need

These instructions assume:

- You are connecting a **Tesla, Inc.** vehicle
  - You are using a **laptop running Google Chrome**
  - Your laptop has Bluetooth
  - You have your **physical Tesla key card**
  - Your laptop has NOT previously been paired with the vehicle
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### **BEFORE YOU START**

You must be:

- Sitting inside the vehicle
  - Vehicle awake (screen on)
  - Key card with you
  - Laptop Bluetooth ON
  - Using **Google Chrome** (not Safari, not Edge)
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### **STEP 1 – Temporarily Stop the Tesla App (On Your Phone)**

Your phone's Tesla app can interfere with Bluetooth pairing.

On your phone:

1. Open **Settings**
2. Go to **Apps**
3. Select **Tesla**
4. Tap **Force Stop**
5. Confirm

Then:

- Turn OFF Bluetooth on your phone (temporary precaution)

⚠ Do NOT open the Tesla app again until the process is complete.

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### ◆ STEP 2 – Ensure Laptop Bluetooth Is ON

On your laptop:

- Turn Bluetooth ON
- Do NOT manually pair the laptop with the car via system settings
- Do NOT search for devices in Windows/macOS Bluetooth menu

Chrome will handle Bluetooth automatically.

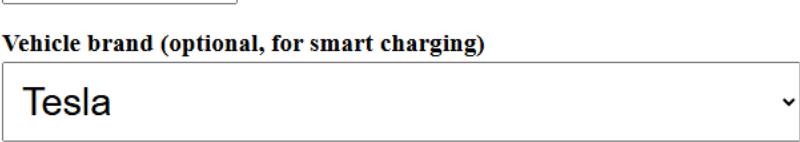
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### ◆ STEP 3 – Start FirmEcharge → Enode Connect

1. Open **Google Chrome**
2. Go to FirmEcharge

[Home - Smart EV Charging Service](#)

3. Click the Subscribe button and fill out the information requested.
4. When you get to the section on supported vehicles choose Tesla:



The screenshot shows a form field with the label "Vehicle brand (optional, for smart charging)". The field contains a dropdown menu with "Tesla" selected. Below the field is a section titled "Optional: Solar Details" with a note: "If you have solar installed, you can enter your solar details below. Otherwise, leave these fields blank."

5. You will be taken to an Enode connection page for Tesla.
6. Follow the instructions (generally this involves clicking the continue button).
7. Sign in to your Tesla account when prompted

Note the next stage takes a few minutes as a lot of hand shaking takes place between our process and Tesla, occasionally it may time out and you have to start again, please be patient.

It will eventually display a page to enter the confirmation code sent to your Tesla account.

8. Open the email account you use for Tesla and copy the confirmation code over to this screen.
9. Continue until prompted to connect via Bluetooth

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#### ◆ STEP 4 – Bluetooth Connection to Vehicle

When Chrome asks to select a device:

1. A popup will appear listing available Bluetooth devices. This should include your vehicle (e.g., "Model 3", a long text string, or a key symbol).
2. Click the continue button to accept this vehicle.

If you don't see it:

- Make sure vehicle is awake
- Make sure phone Bluetooth is OFF
- Close and retry

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#### ◆ STEP 5 – Key Card Verification (Important)

At some point you will be instructed to:

Tap your Tesla key card on the centre console.

Do this by:

- Placing the key card on the designated spot (behind cupholders on a **Tesla Model 3**)
- Hold it there for several seconds
- Wait for confirmation on the car screen

This step authorizes the installation of a new secure key.

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#### ◆ STEP 6 – Completion

Once complete:

- You should see confirmation in FirmEcharge
- The vehicle is now connected

You may now:

- Turn Bluetooth back ON on your phone
  - Re-open the Tesla app
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### AFTER COMPLETION – Restore Tesla App

On your phone:

1. Turn Bluetooth back ON
2. Open Tesla app
3. Confirm vehicle connects normally

Phone Key and app functionality should work as before.

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### SPECIAL SECTION – If Phone Audio / Calls Don't Work After Testing

If earlier you were asked to “Forget” Bluetooth pairing between your phone and the car and cannot reconnect:


This is usually because only one side forgot the pairing.

Follow this exact reset procedure.

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### Step A – Remove Old Pairings on BOTH Sides

On Phone:

1. Settings → Bluetooth
  2. If Tesla appears under Paired Devices
  3. Tap  icon
  4. Select **Unpair**
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### On Tesla Screen:

1. Tap Bluetooth icon
2. Go to Bluetooth Settings
3. Under Paired Devices
4. If your phone appears
5. Tap → **Forget Device**

Both sides must forget each other.

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### Step B – Reboot Bluetooth

On Phone:

- Turn Bluetooth OFF
- Wait 10 seconds
- Turn Bluetooth ON

On Tesla:

- Turn Bluetooth OFF in settings
  - Wait 10 seconds
  - Turn Bluetooth ON
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### Step C – Re-Pair for Audio and Calls

Important: Start pairing from the car.

On Tesla screen:

1. Bluetooth Settings
2. Tap **Add New Device**

On Phone:

1. Open Bluetooth settings
2. Wait for "Tesla Model 3" to appear

3. Tap it
4. Confirm pairing codes on both screens

Calls and audio should now work normally.

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### Important Notes

- The laptop is NOT permanently paired to the vehicle.
  - This process does NOT interfere with phone key functionality.
  - The Tesla app is not required for the FirmEcharge connection process.
  - The key card is required for security approval.
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### Why We Do It This Way

Tesla requires:

- Account login (cloud authentication)
- Bluetooth connection to the vehicle
- Physical key card tap to approve installation of a secure key

This ensures only authorized owners can grant access.

### Step 1 – Start the Connection

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1. Open this service on **the same phone that has your Laptop, in Chrome**

## Connecting to FirmEcharge

Start by opening a browser on your phone (the same one you have your Tesla app installed on) and going to [Home - Smart EV Charging Service](#).

<https://www.firmecharge.co.nz>

Open the Subscribe link: You should see:

## Subscribe to our service

**To use our service, first subscribe below.**

We offer two ways of connecting to our service.

If you can talk to your vehicle via your phone then we should also be able to talk to it directly.

If your vehicle is on our supported vehicles list (see pull down menu below)

then we will redirect you to a page to give us permission to monitor your charging.

If your vehicle isn't on our currently supported list, no problem.

You can still connect via a smartplug. We'll send you a free smart plug to get started.

## Add Subscriber

First Name:

Last Name:

Address - Number and Street:

Etc.

When you get to this box:

Vehicle brand (optional, for smart charging)

Select Tesla from the drop down menu.

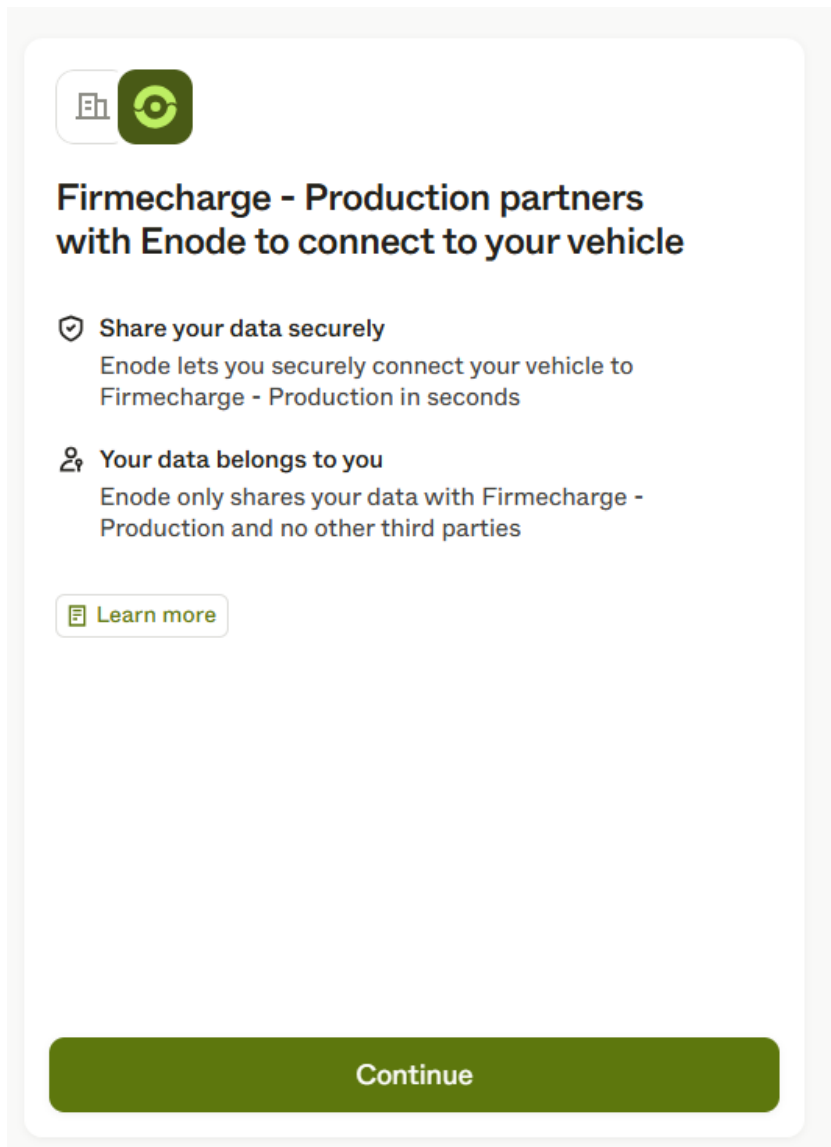
That will take you to the process to connect your Vehicle.

### Connecting Your Tesla to Smart Charging

Tesla requires a one-time in-person authorization step before remote charging control can work.

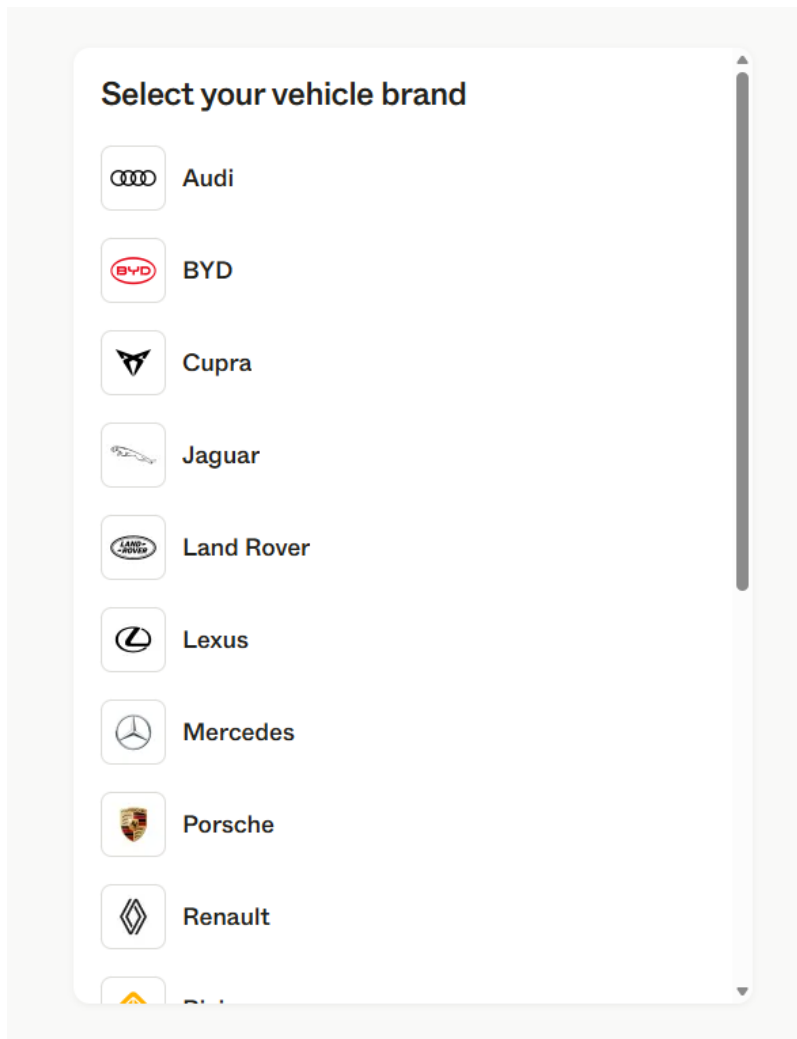
This only needs to be completed once.

To do this you will be presented with a screen like this:

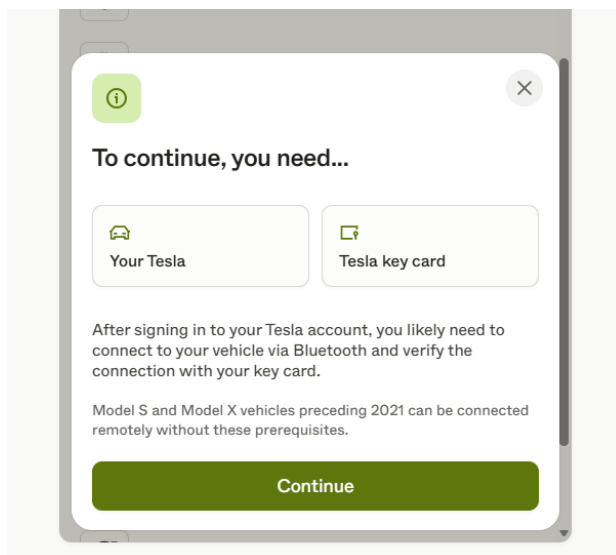


Click Continue


Then select Tesla from this pull down list:



Then you should see this screen:



Then you will have to grant permissions for us to charge your vehicle:



**Firmecharge - Production is requesting the following access to your Tesla vehicle in order to provide their services to you.**


↳ Firmecharge - Production requests access to

- Read vehicle data
- Read vehicle location
- Control vehicle charging

By continuing, you agree to Enode accessing the requested data according to our [privacy policy](#), in order to share it with Firmecharge - Production.

**Continue**

You will be asked to sign into your Tesla account with your Tesla account email address and password:



**Sign in to your Tesla account**

Sign in using your Tesla account details to connect your vehicle to Firmecharge - Production.

E-mail address

Password

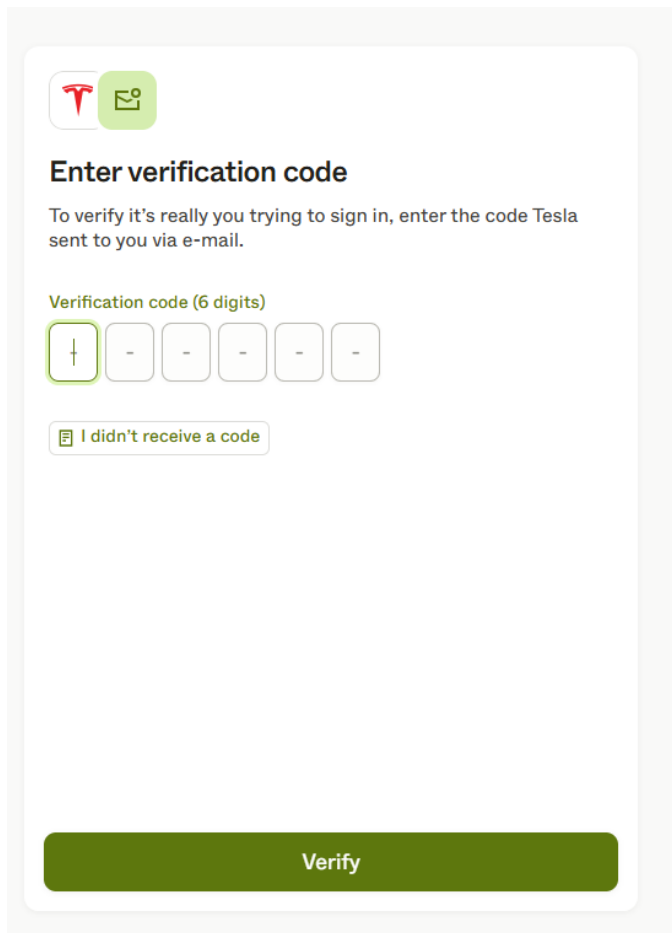
I need help signing in

**Sign in**

**After some time** (apologies a lot of handshaking with Tesla is taking place at this point, please be patient):

You should then be asked to enter a code sent to the email you use for your Tesla account. (This is the bit where you need access to the email you use for your Tesla account. Because you will need to copy the code sent to your Tesla email).

You should be presented with a screen like this:

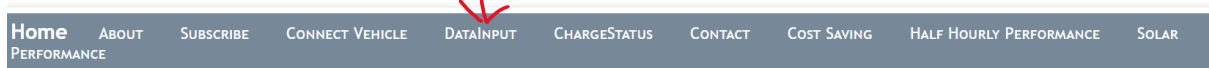
The image shows a mobile application screen for entering a verification code. At the top left, there are two icons: the Tesla logo (a red 'T') and an email icon (a green envelope). Below these icons, the text reads "Enter verification code". Underneath that, a smaller line of text says "To verify it's really you trying to sign in, enter the code Tesla sent to you via e-mail." Below this is the label "Verification code (6 digits)". There are six input fields for digits, each containing a hyphen (-). The first field is highlighted with a green border. Below the input fields is a link that says "I didn't receive a code" with a small icon of a document. At the bottom of the screen is a large green button with the word "Verify" written on it.

You will need to copy the verification code sent to your Tesla email address to enter it here.

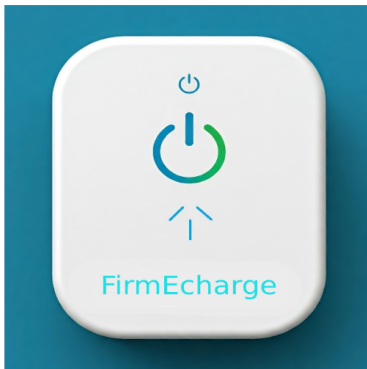
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Then, eventually it will confirm you have been connected and, again after a delay, take you back to the subscription screen.

And you can choose to start setting up your charging, by clicking the Data Input button:



**Welcome to FirmEcharge.**



**Our service is designed to help you save money on your electricity costs by charging your EV when electricity is cheapest and greenest.**

(We use smarts to find cheapest spot prices)

## **How to Set Up Tesla Phone Key (If Needed)**

Most Tesla owners already have this set up, but if not:

1. Sit inside your vehicle.
2. On the car touchscreen:
  - Go to **Controls** → **Locks**
3. Tap **Keys**.
4. Tap **Add Key**.
5. Open the Tesla app on your phone.
6. Follow the prompts.
7. When instructed, place your physical **Tesla Key Card** on the center console to authorize the phone.

Once complete:

- Your phone will unlock the car automatically when you approach.
- You can drive without using the key card.

After this works, return to the connection process below.

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## **Step 2 – Go to Your Vehicle**

Tesla requires you to be physically at your vehicle to complete setup.

Before continuing, make sure:

- ✓ You are near your car
  - ✓ Bluetooth is turned ON on your phone
  - ✓ You are logged into the Tesla app
  - ✓ Your phone has internet access
  - ✓ The vehicle is awake (open a door or sit inside)
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## **Step 3 – Automatic Secure Pairing**

While you are near the vehicle:

- Your phone will automatically connect to the car via Bluetooth.

- A secure key for this service will be installed in the vehicle.

You do NOT need to:

- Enter a Bluetooth code
- Open the car's Bluetooth menu
- Re-pair your key card
- Re-set up Phone Key

Simply remain near the vehicle for up to 60 seconds.

When complete, your vehicle will be authorized for remote charging control.

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### **After Setup**

Once connected:

- Your charging schedule will run automatically.
- You do NOT need to be near your car in the future.
- Your phone does NOT need to be present for daily charging routines.

This Bluetooth step is required only once.

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### **Tesla Troubleshooting Checklist**

If pairing fails, check the following in order:

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#### **1 Is Bluetooth ON?**

On the phone:

- Settings → Bluetooth → ON
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#### **2 Is the Tesla App Logged In?**

Open the Tesla app and confirm:

- You are logged in
  - You can see your vehicle
-

### **3 Is the Vehicle Awake?**

The vehicle must not be asleep.

Wake it by:

- Opening a door
  - Unlocking it
  - Sitting inside
- 

### **4 Are You Physically Close?**

Stand within a few metres of the car.

Bluetooth Low Energy range is short.

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### **5 Close and Reopen the Tesla App**

Force close the Tesla app.

Reopen it.

Retry.

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### **6 Toggle Bluetooth Off → On**

Turn Bluetooth off.

Wait 5 seconds.

Turn it back on.

Retry.

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### **7 Restart Phone (Last Resort)**

If still stuck, restart the phone.

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### **8 If Still Failing**

Common causes:

- Phone Bluetooth permissions disabled for Tesla app
- Phone in battery-saving mode blocking background Bluetooth

- Very weak mobile data signal