

# Mobile Connectivity

## Installation and User Guide.

**Summary:**

Your Wallbox charger can be fitted with an 3G/4G USB stick to enable internet connection anywhere through the mobile network.

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## 1. Important Notes

- ⚠ The charger must be installed following the respective installation manual, that is delivered with the charger.
- ⚠ Only the 3G/4G USB stick that is provided by Wallbox is compatible with this feature.
- ⚠ Only qualified technicians are allowed to perform the installation as it is described in this document.
- ⚠ Before the installation of the 3G/4G USB stick, the Wallbox must be powered off and its cover removed. After, the Wallbox must be properly closed, as defined in its installation manual.
- ⚠ The availability and performance of the charger connectivity over the mobile network will depend on the coverage provided by the network operator in the given location.

## 2. Required Material and Tools

Provided by Wallbox:

- Wallbox Commander, Commander 2 or Copper C/S/SB
- 3G/4G USB stick

Additionally Required:

- Standard size Subscriber Identity Module (SIM) card with an active data plan.
- Philips and Torx screwdrivers
- Opening Card for Commander and Commander 2.

## 3. Installation of the 3G/4G USB Stick

### STEP 1

Insert the SIM card in the 3G/4G USB stick by removing its cover and inserting the card in the SIM card socket. The SIM card must be oriented according to the mark.

### STEP 2

Power off the charger and remove the cover following the instructions of its installation manual.



### STEP 3

Connect the 3G/4G USB stick in the USB port on the cover as shown in the figures below.



*Commander cover with  
3G/4G USB stick*



*Commander 2 cover with  
3G/4G USB stick*

In Commander, only WiFi USB stick or 3G/4G USB stick can be used at a time.



*Copper S/SB cover (left)  
and Copper C cover (right)  
with 3G/4G USB stick*

### STEP 4

Connect the cover and close the charger as described in its installation manual. Power on the charger.

## 4. Software Version

Please check that your charger runs on the latest software version. You can check this by connecting to it with the Wallbox App and reviewing the software version in the *Charger Info* section.

## 5. Configuration

The configuration parameters of the 3G/4G USB stick depends on your SIM card provider. Please contact your SIM card provider to know the correct parameters.

### Wallbox App

You can configure the mobile connectivity via the Wallbox App. If you do not have an account yet, please register and add your charger using the SN and UID.

#### STEP 1

Login to the Wallbox App, approach the charger and wait until the Bluetooth is synchronized.

#### STEP 2

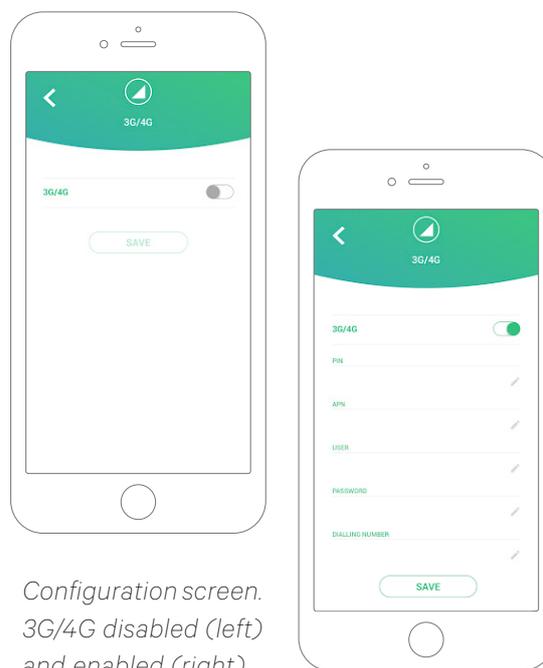
Enter in the Charger Configuration menu, enter in Connectivity menu and select 3G/4G.

#### STEP 3

Switch on the 3G/4G option using the toggle switch and enter the configuration parameters of your SIM provider (see Fig. 4). Save the configuration by pressing the Save button at the bottom of the screen.

Parameters:

- PIN: Personal Identification Number. Security code of the SIM card. A SIM card without a PIN could also be used.
- APN: Access point name.
- User (provided by SIM provider)
- Password (provided by SIM provider)
- Dialling number (provided by SIM provider). By default \*99#



Configuration screen.  
3G/4G disabled (left)  
and enabled (right)

The charger may take up to 3 minutes to establish the connection with the mobile network. After saving the configuration, go back to the chargers list screen. The 3G/4G icon will be displayed on the charger as soon as it gets online.

## 6. Connection Status

You can check the status of the charger in the myWallbox portal or in the Wallbox app.



This icon indicates that the Internet connection is done through the mobile network.

If the charger is online it is displayed in blue background in the list of chargers. If offline, it is displayed in grey background.

### Wallbox App



### myWallbox portal



## 7. 3G/4G Data Usage

Thanks to mobile connectivity you can take advantage of the advanced features of the myWallbox platform regardless the location of your Wallbox charger. The charger regularly shares data with myWallbox platform in order to let you keep track of the charger status, monitor charger usage and perform remote actions at any moment.

The 3G/4G data consumption depends on the usage of the charger.

Wallbox recommends to contract a data plan of at least 1.5GB/month\* to ensure enough data in all scenarios.

\*3G/4G data consumption may vary depending on the charger software version.

## 8. Troubleshooting

### The 3G/4G connectivity option is disabled

- It may be caused by the charger not detecting the 3G/4G USB stick. Check that the 3G/4G USB stick is correctly plugged in the USB connector of the charger cover.

### **Charger is not going online over 3G/4G after configuration**

- Wait 3 minutes and check again.
- Check that your app is correctly connected to the charger over Bluetooth. You can easily check this by performing a lock/unlock action from the app.
- Go to 3G/4G configuration screen and check that the 3G/4G switch is in ON position. If it is not, then switch it on.
- The previously saved configuration will be shown except for the parameters PIN and Password which are hidden for security reasons. Assure that the name of APN, User and Dialling Number are correct.
- Enter again the correct PIN code and Password and save the configuration. ATTENTION: Saving a configuration with empty PIN and Password parameters may wrongly configure the 3G/4G USB stick.
- If previous steps did not solve the problem, check that the SIM card is correctly introduced in the 3G/4G USB stick.

## **9. Legal Notice**

This document is intended to be used as a reference guide for the operation of the charger and the 4G/3G USB stick. The product images shown are for illustration purposes only and may not be an exact representation of the product. Wallbox reserves the right to make changes to the specifications and processes of the product and documentation at any time without prior notice.