User Guide

COPPER SB

ENGLISH

wallbox

Contents

Safety Recommendations

The user must read and fully understand the safety instructions provided. Disregard of or actions contrary to the safety information and instructions contained in this manual and printed on the device may lead to electric shock, fire and/or severe injury and either damage to the vehicle or to the Wallbox device. Any resulting damage from such actions is excluded from the warranty. The installation of the Wallbox device must be performed by a qualified electrician in accordance with the perceptive regulation. The information provided in this Installation Guide does not relieve the user of responsibility to follow all norms and standards or local regulations that may apply. The Wallbox charger device has been designed, developed and manufactured to satisfy requirements, safety dispositions and norms in accordance with the directives presented in the declaration of conformity.

Legal Notice

This document is intended to be used as a reference guide for the operation of the charger. 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.

Safety Instructions

- Do not operate if physical defects such as cracking, breakage, corrosion, or other damage are observed. In this case, please contact your distributor.

- Only an authorised specialist and qualified personnel may open, disassemble, repair, alter or modify the Wallbox device. Unauthorised modification of the Wallbox equipment makes manufacturer warranty void.

- Unauthorised modifications or conversions are not allowed.

- Do not delete any warning on the device, such as safety symbols, warning notices, rating plates, identification plates or cable markings.

- Protect your Wallbox device from any impact which it may be exposed.

- The charging station does not have its own power switch. Always respect local electricity rules and regulations, as relevant.

- Wallbox chargers can only be used under the operating parameters specified and within -25ºC to 40ºC of ambient temperature.

- Do not use your Wallbox charger under adverse climatic conditions that could affect the vehicle or the Wallbox device. Do not open the cover in the rain.

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Connector Recommendations

- Always check the charging cable and the contacts for damage and contamination before use.

- Never use a damaged charging cable, the vehicle plug, or the infrastructure electrical outlet to charge.

- Never use contacts that are dirty or wet.

- Only connect the connector to vehicle plug and infrastructure electrical outlets that are protected against water, moisture and liquids.

- After stopping the charging process, the vehicle connector and the equipment plug can be disconnected. Never use force to disconnect the vehicle connector from the inlet or the equipment plug power outlet. Such dangerous activity can cause serious injuries or even death.

- Depending on the charging station and the electric vehicle, the time to complete the charging process and the duration of unlocking may vary.

- Some vehicles can be started with the charging cable connected. Be sure to unplug before driving of.

- Do not use the charging cable with an extension cable or an adapter.

- If the connector emits smoke or begins to melt, never touch the charging cable. If possible, stop the charging process. In any event, disconnect the power supply from the Wallbox device.

- Keep the charging cable out of the reach of children.

- Be careful with the connector, do not step on it or on the cable.

- The cable should NOT be tightened under ANY CIRCUMSTANCES while connected to the vehicle.

Important information for the correct disposal of the product in accordance with Directive 2012/19/EC. At the end of its useful life, the product should not be disposed of as urban waste.

It must be taken to a collection center for special and differentiated disposal or to a distributor that provides this service.

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Welcome to Wallbox.

Congratulations on your purchase of the revolutionary electric vehicle charging system designed with cutting edge technology to satisfy your daily needs.

This user guide will show you how to charge your electric vehicle and will also give you the basic functionalities for your interaction with the Wallbox Copper.

Get to know your Wallbox Copper SB

Before you start, please take a quick look over your Wallbox Copper.

LED

SOCKET OUTLET

FRONT COVER

FRAME

Once your Wallbox Copper is ready and powered on, you can operate it through the mobile app.

The software is specially designed to fully control and manage the charging process by simple commands, but remember that you will always be able to just plug and charge, it can be as simple as that.

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Charger Status

The LED on the front cover of your Copper charger will indicate the status of the charger with an intuitive colour code.

CABLE NOT CONNECTED

The charging cable is not connected to the socket outlet of the charger.

READY

The charger remains in this state when it is not connected to a car and ready to be used.

CONNECTED

The charger detects that it is connected to a car. There are few situations where the charger can remain in this state.

- Waiting for car demand: this situation occurs when the car is not willing to charge although the charger is ready. This is due to one of the following situations:

    Car battery is fully charged.
    The transition between connecting the car and start charging.
    The transition between resuming the charge and start charging.
    The car has a pending, programmed schedule within the next 12 hours.

- Charge paused: the user has paused the charge through the app or the gesture.
- Schedule completed: the charger is waiting for the next charging action.

CHARGING

The charging process has started and the car is being recharged for the next ride.

LOCKED

The charger is locked. Only an authorised user can unlock it. User authentication can be done via RFID card, Wallbox app or myWallbox portal.

ERROR

The charger is in fault mode. Do not try to charge in this condition. Contact Wallbox Service so they can advise you on this topic.

Lock / Unlock the charger

The Wallbox Copper can be locked to prevent unauthorised use. You can lock and unlock your Copper using the Wallbox app and the myWallbox portal.

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RFID authentication

RFID authentication feature is available in those units with RFID option from software version 3.4.0. If your charger has an older software version, please proceed to update it.

In order to use this feature, you only need to enter the RFID code printed on the provided Wallbox RFID card into your myWallbox account through the myWallbox portal. Note that only the Administrator of the charger can enter RFID codes in charger users' accounts.

The RFID authentication requires the charger to be online in order to update the information about authorized users. It may take up to 30 seconds for the charger to update user information after a modification in the myWallbox account.

Now the system is ready to let user unlock the charger with the RFID card. To do this, the RFID card must be hold in front of the RFID reader of the charger at a distance below 5 cm.

The following image indicates the position of the RFID reader.

Socket outlet interlock

The socket outlet of the charger features a mechanical interlock system to prevent charging cable disconnection under load. The plug is locked in the charger socket after the cable is connected to the car, and released when the cable is disconnected from the car.

Note that the mechanical locking of the charging cable connector to the vehicle socket inlet is managed by the vehicle. End the charging session from the vehicle before removing the charging cable. Check the vehicle user guide in order to ascertain how to do this because each vehicle has different requirements.

Discover myWallbox.
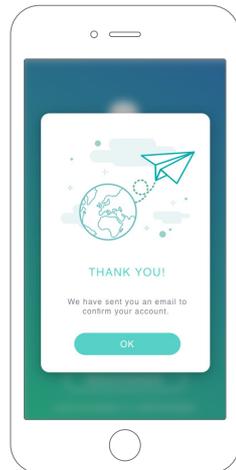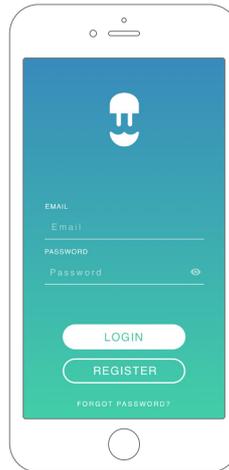
Wallbox App

1 Download the App
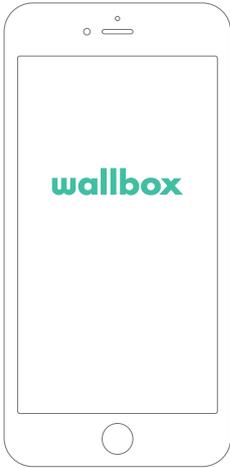
Before you start, we recommend that you download the Wallbox app on your smartphone and create a myWallbox account to manage the charger remotely. The Wallbox app is available on PlayStore and AppStore.

To download the Wallbox App, scan the QR code.

Download on the App Store

GET IT ON Google Play

2 Create a myWallbox account / Log in

If you are already a registered user, use your email and password to login in the app.

For the first time of use, you need an account to access the Wallbox App. Click the "Register" button so you can fill in your personal details in the registration form. A confirmation popup will appear on the screen.

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Wallbox App

You will receive an email in your inbox to confirm your account. In case you do not have the email in your inbox, please check the spam folder.

Once in the email, click on the "Confirm" button to start using your account.

MAIN FEATURES
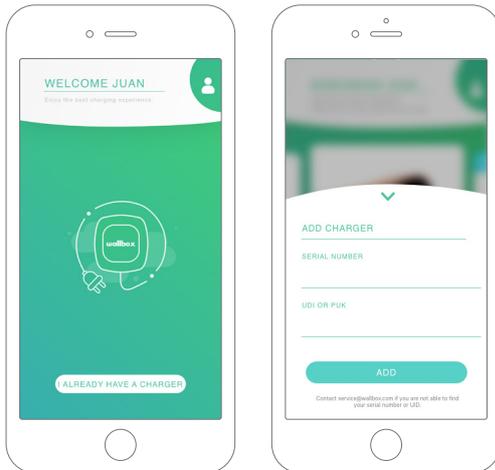
3 Adding your first charger

If you do not have any charger linked to your account yet, click on "I already have a charger" to add a charger to your account.

Enter the Serial Number and UID or PUK of the charger. This information can be found on the charger's installation manual and on the label that is on the outer surface of the charger.

Please remember that, Wallbox Standard customers are allowed to have a maximum of five users and two chargers. Wallbox Pro customers can add an unlimited number of users and chargers.

4 List of chargers

In this screen you will find the following information about the charger:

- Charger name: by default, the charger's Serial Number is displayed. Nevertheless, it is possible to edit it.

- Current connection type: Bluetooth connection is only displayed when the charger is on and nearby.

- Charger status: In grey, the charger is unreachable otherwise is green.

Wallbox App

5 Sync with your charger

When you connect to a charger the charging sessions are synchronized with myWallbox cloud through the app. The percentage of sessions synchronized is displayed.
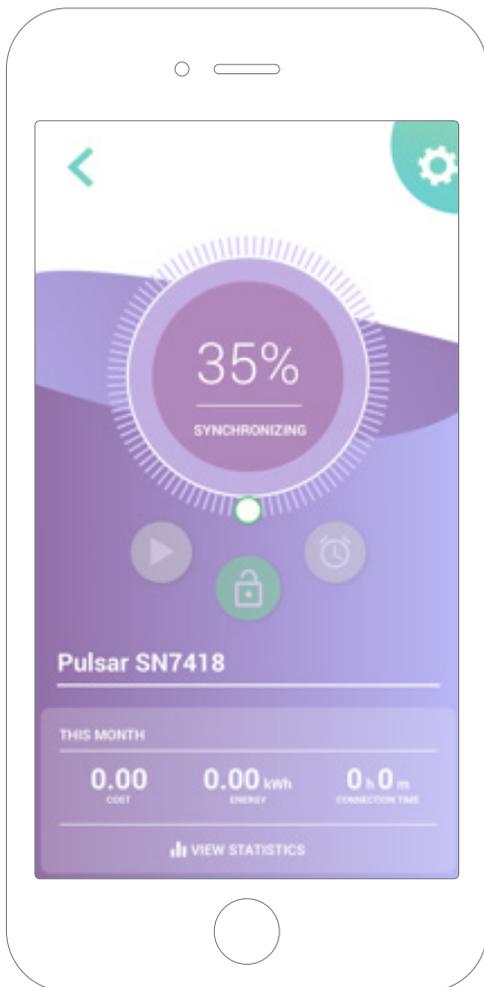
6 Manage the charger

This screen is shown when you are connected to the charger. The controls on the upper half of the screen let you perform the following actions:

- Select the charging current using the wheel.
- Lock/unlock charger.

    🔒 Charger locked, press to unlock.

    🔓 Charger unlocked, press to lock.

- Pause/Resume charge.

    ▶ Charge is paused, press to start charging.

    ⏸ Charging, press to pause

- Access the charger configuration menu. ⚙
- Schedule a charging session.

Wallbox App

SCHEDULES

The lower half of the screen shows the schedules programmed. In order to edit or delete a schedule, tap the three vertical points on the right of the schedule.

In order to set a new schedule tap on the clock button. The following menu will appear.

Select the START and END time of the schedule as well as the days of the week as desired. Note that by default all week days will be active in blue background.

Finally tap ACCEPT to send it to the charge.

STATISTICS

The lower half of the screen, below the schedules, show a summary of the charging statistics of the current month.

When you enter the statistics screen, the displayed sessions are of the current month. The screen can be divided into two parts:

Session filtering date: You can select any date range that you want and show the sessions between those dates.

Display of the data referring to the filter: When displaying the data you can see them in two ways: charts mode and list mode.

- Charts mode: This shows the data depending on energy or charging time.
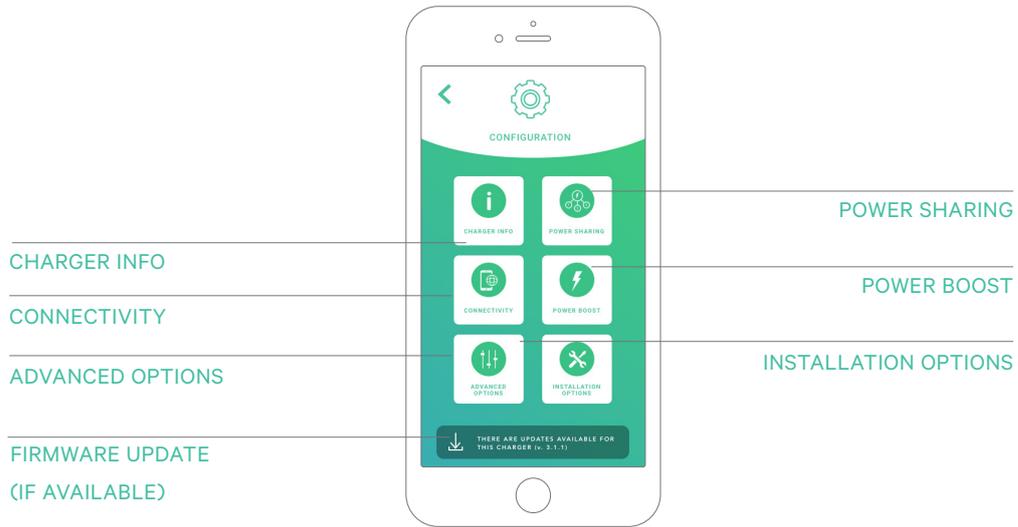- List mode: This shows a list of all sessions between those dates selected.

Wallbox App

7 Configuration

In the charger configuration link button, you will find the active configuration options of the charger:

CHARGER INFO

CONNECTIVITY

ADVANCED OPTIONS

FIRMWARE UPDATE
(IF AVAILABLE)

POWER SHARING

POWER BOOST

INSTALLATION OPTIONS

CHARGER INFO

This shows information regarding the charger.

- Name: Click to edit.
- Serial Number
- Charger version
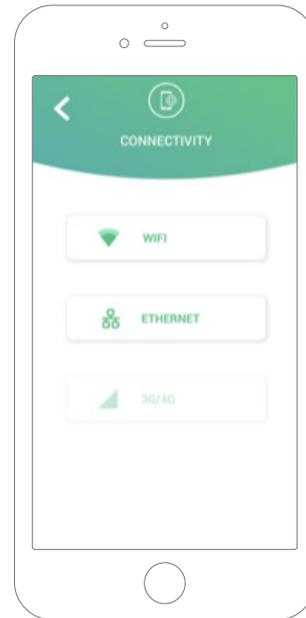- Max. current per phase
- Adjustable current limitation

After every modification in this section, please make sure to click "Save" to ensure the changes are saved.

Wallbox App

CONNECTIVITY

Our chargers have three Internet connection methods that you can configure:

- Wi-Fi
- Ethernet
- 3G/4G with dongle and mobile SIM card

Wi-Fi

The Wi-Fi connection of the charger can be activated or deactivated. Once activated, the list of available networks will appear, when you click on one of them, you will connect to the network or if it is protected, it will ask you to enter the password.

To know information about the network once connected, click the (i) icon.
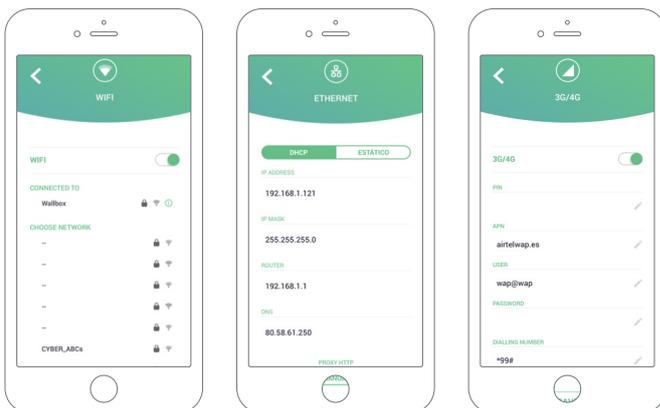
Ethernet

It is possible to configure the IP addresses and DNS configuration of Ethernet connection through the following screen.

3G/4G

This option is only available if the Family Pro license is active. The 3G/4G connection of the charger can be activated or deactivated. Once activated, it is possible to configure the data configuration of 3G/4G connection through the following screen.

Wallbox App

ADVANCED OPTIONS

In advanced options you can change the energy cost for the charger to make an estimated cost with its sessions. Also, you can perform a system restore to your charger from this screen.

INSTALLATION OPTIONS

The charger installation options that can be made in this screen include:

- Configure the earthing system of the installation.
- Unlink the charger from your user's account.
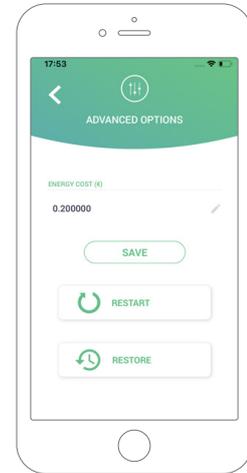
POWER SHARING

If your charger is going to be part of a Power Sharing Smart infrastructure, please be sure you have the instructions to perform this installation. In case of any doubt contact your sales agent.

POWER BOOST

If your charger is going to be part of a Power Boost infrastructure, please be sure you have the instructions to perform this installation. In case of any doubt contact your sales agent.

Wallbox App

FIRMWARE UPDATE

The firmware of the charger can be updated to incorporate new features and improvements. When a firmware update is available, a notification is displayed in the app. Tab the pop-up notification to start the firmware update process and follow the steps.
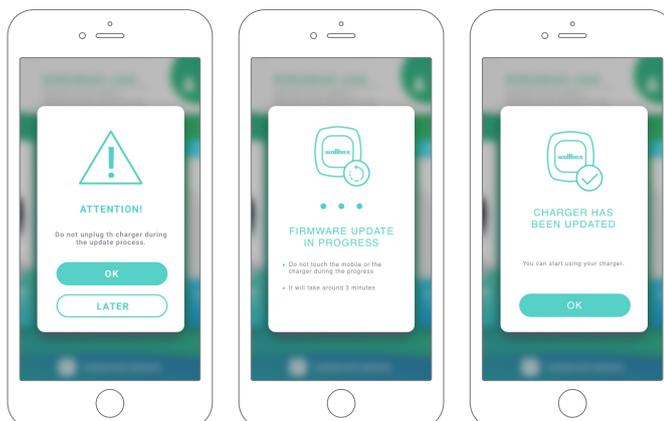

Note that the firmware update feature requires the charger to be connected to the Internet. At the end of the process, a confirmation message is shown.

8 Edit your profile

You can edit the information of your myWallbox account in this section. Edit your personal data, change your myWallbox account password or the currency you want to use.

You can also upload the picture of your face in order to enable the face recognition authentication in Wallbox Copper chargers.
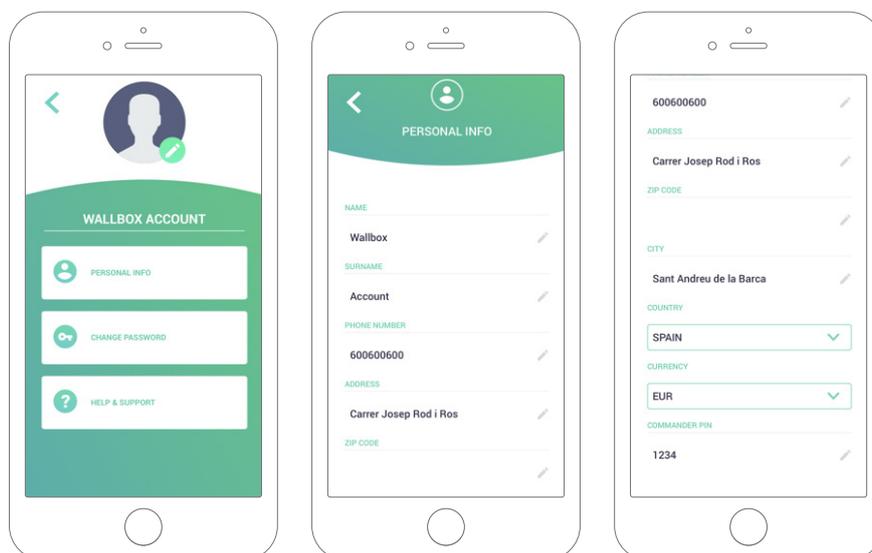
myWallbox Portal

First access to the myWallbox portal.   URL: https://my.wallbox.com/login
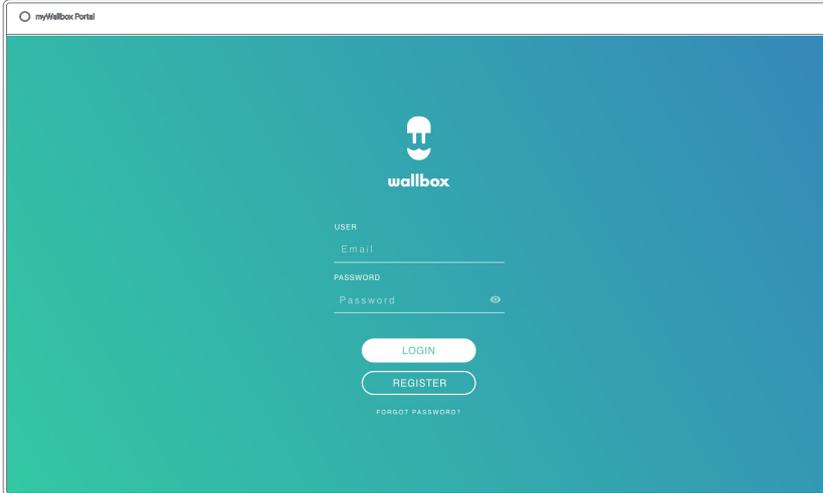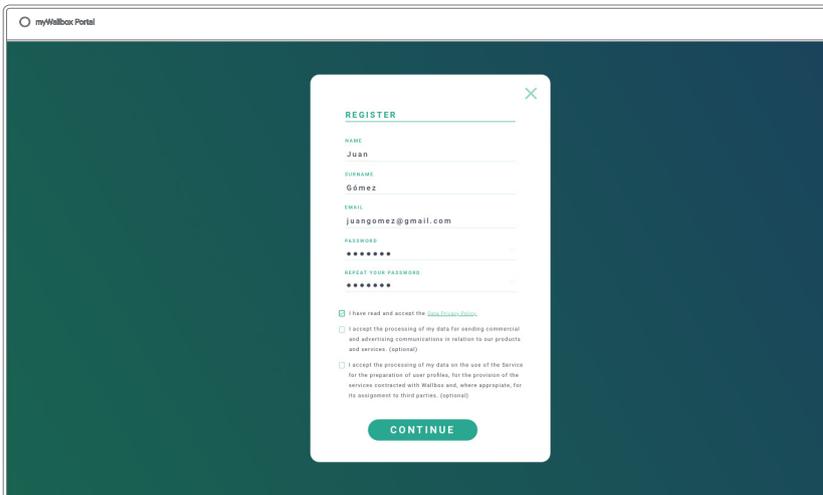

NOTE:

If you have already created an account using the Wallbox App, use the same username and password when entering the website. Otherwise, create a new account now via the website.
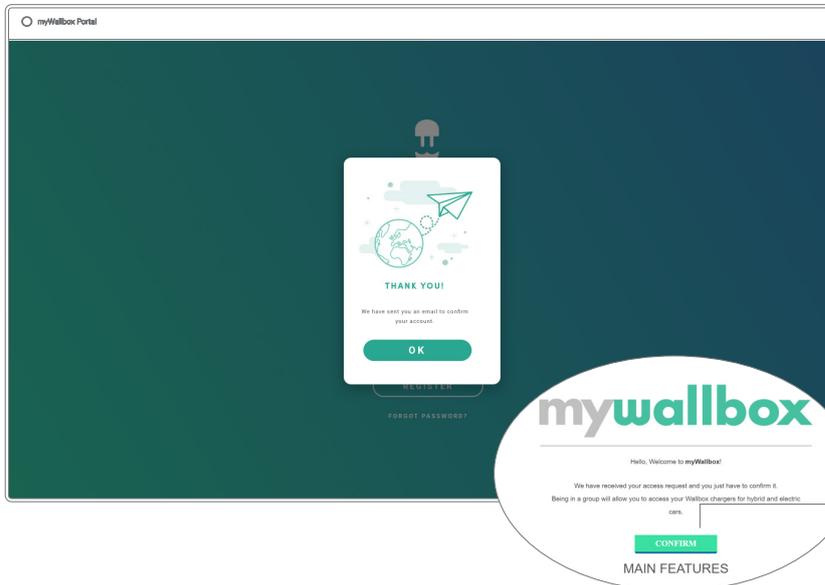
Create a myWallbox account

Click on the register button. A registration pop-up will appear.

Fill in your personal information and continue.

wallbox

myWallbox Portal

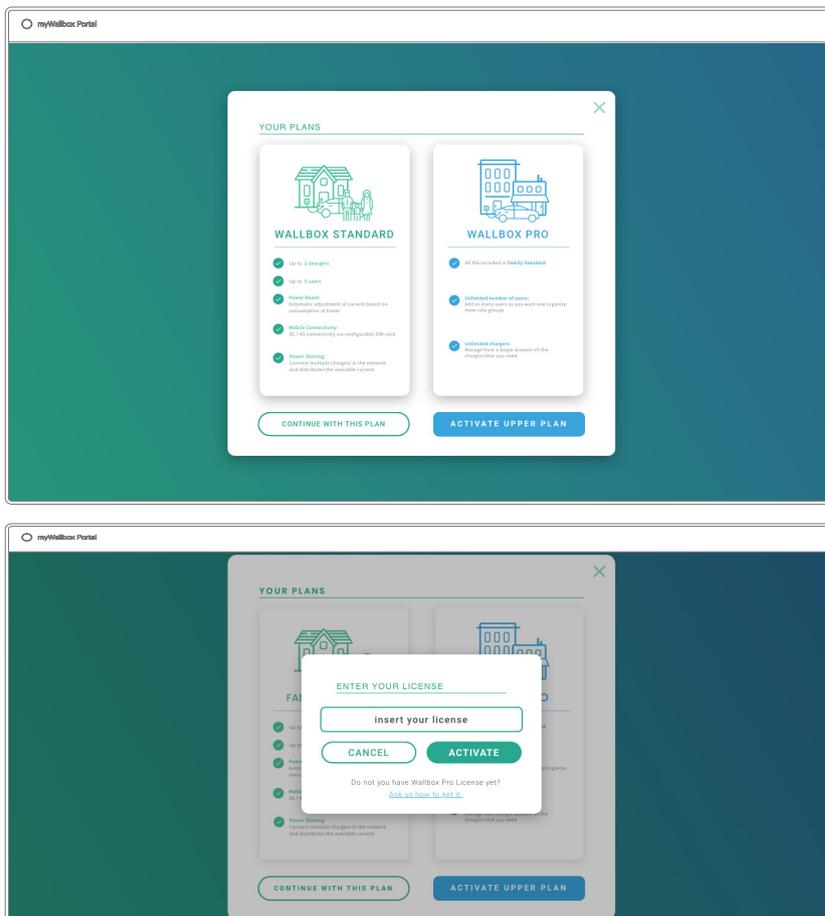After that, a confirmation pop-up appears.

Then you will receive an email in your inbox to confirm your account.

In case you do not have the email in your inbox, please check the spam folder.

Once in your email, click the "Confirm" button to start using your account.

After clicking "Confirm", you are redirected to a license registration pop-up.

If you have not purchased a licence your are a Wallbox Standard user, click on "Continue with this plan".

If you have purchased a Wallbox Pro license, click on "Activate Upper Plan" and follow the license flow.

myWallbox Portal

Once your account is created, you will belong to a group in which you are the super-administrator. When other users invite you to join their groups, you will not be the super-administrator. You will be just an administrator or user, depending on their group invitation specifications.

Access to the website

LOG IN

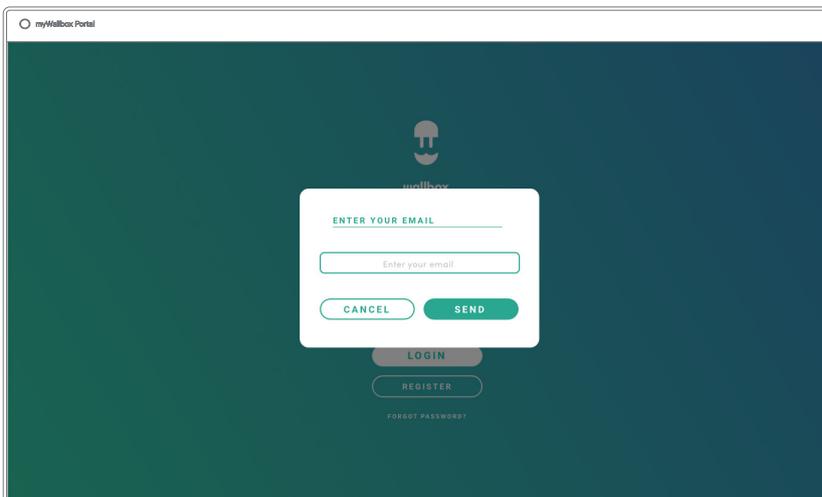Once your account is confirmed, you just need to login to the myWallbox website.
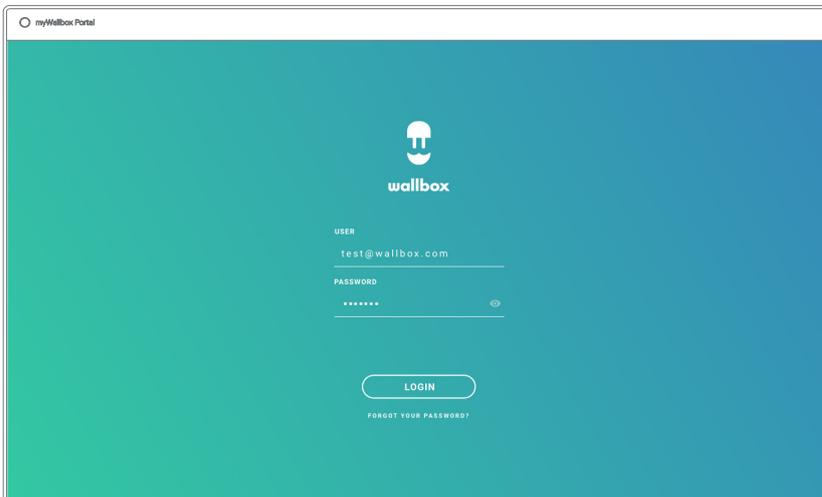
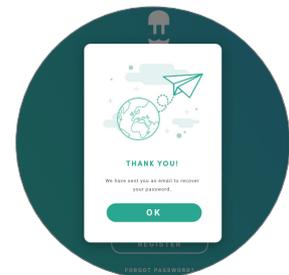You will be redirected to the myWallbox main page.

FORGOTTEN PASSWORD

If you do not remember your password, click on the "Forgot your password?" link under the login form.

Fill in the form with your email and continue.

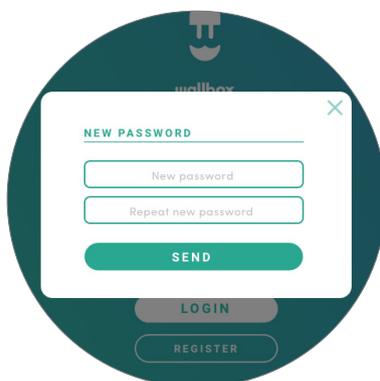After that, a confirmation pop-up appears.

myWallbox Portal

Then you will receive an email with the instructions on how to create a new password. In case you do not have the email in your inbox, please check the spam folder.
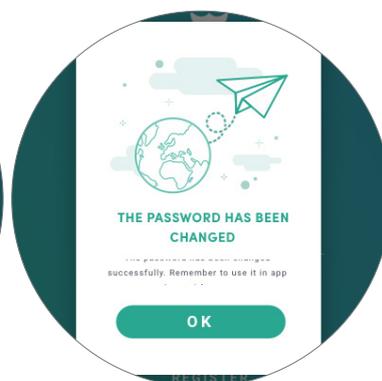

Once in your email, click on the "restore password" button to start using your account.

After clicking on this link, you are redirected to the site again and the restore password popup appears.

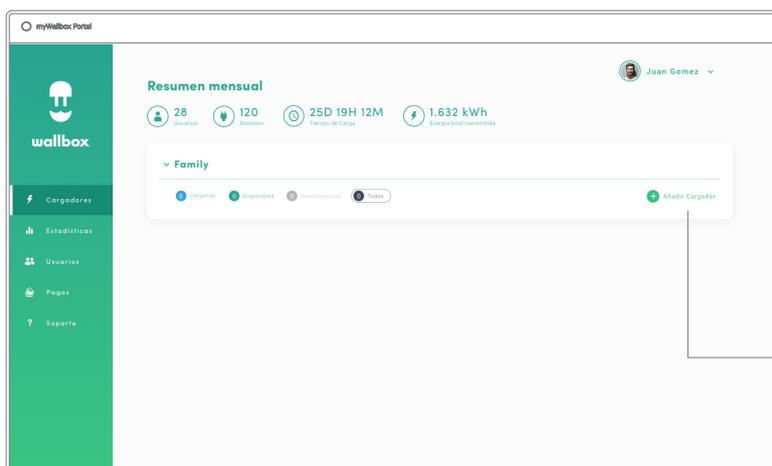Fill in the form with your new password twice and continue.

A confirmation popup appears. Now you are able to login with your new password.

First access

Once you are successfully logged into the myWallbox website, you are redirected to the myWallbox main page which shows the list of all chargers linked to your account.

Add a charger to your account

From the myWallbox main page click "Add charger".

myWallbox Portal

An "add charger" pop-up will appear. Enter your charger's Serial Number and UID. This information can be found on the charger's installation manual and on the label/sticker that is on the outer surface of the charger.

Then you will see a notification that the charger has been added successfully to your account.
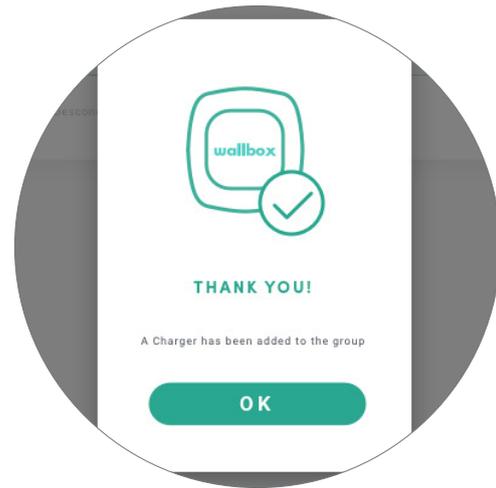
Then the charger appears automatically in your chargers list.
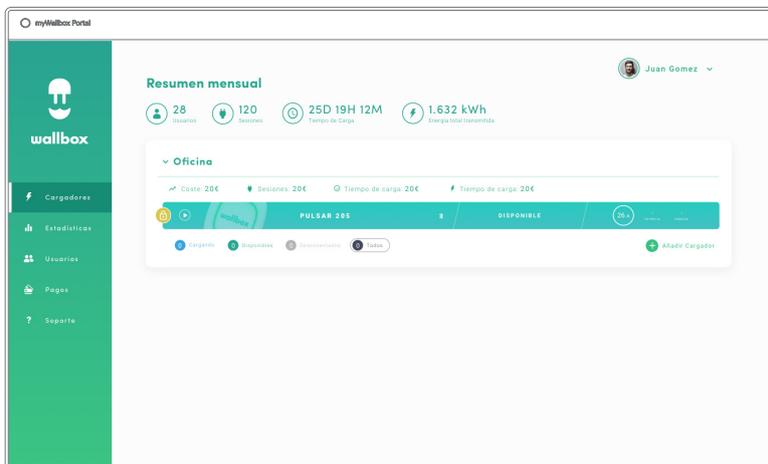
Please remember that, Wallbox Standard customers are allowed to have a maximum of five users and two chargers. Wallbox Pro customers can add an unlimited number of users and chargers.

myWallbox Portal

CHARGER INFO

Once the charger is linked to the account, it is possible to check the current charger info from the myWallbox user account..

The information that appears includes:

Locking status: In yellow, the charger is locked. In green, the charger is unlocked.

Charger image.

Charger name / charger serial number. In the beginning, the charger's Serial Number is displayed. However, you are able to modify the name in the charger details section and then the new name will appear instead.

Current internet connection type. An icon appears showing the connection from the first time the charger is connected to the Internet (before the first connection, there is no icon). Connection types displayed include: Wi-Fi, 3G/4G and Ethernet. Bluetooth connection is not displayed here.

Charger status:

- Offline
- Ready
- Power Sharing: Master Unconfigured
- Connected: Waiting for next schedule
- Connected: Paused by user
- Connected: Waiting for car demand
- Connected: end of schedule

- Charging
- Status not available
- Locked not charging
- Waiting for charger to unlock to charge
- Connected: in queue by Power Boost
- Error

When the charger is connected: **Current charge information.**
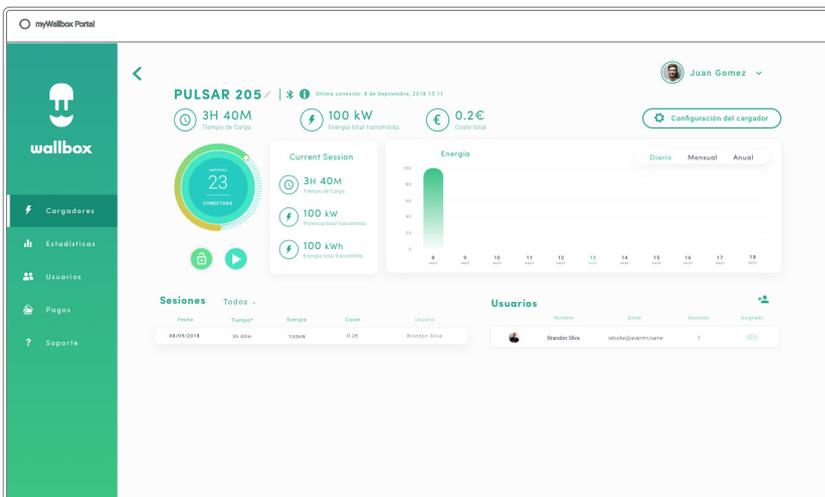
For a disconnected charger: **Last connection/synchronisation date.**

Clicking on the information element, you are redirected to the charger's details page.

myWallbox Portal

Chargers

Access the charger's details by clicking on the charger in chargers list.

From here you will be able to:

- Modify the "charger name".
- Get charger info.
- Interact with the charger.
- See statistics graphs for the current year.
- See the list of sessions of the chargers.
- Get the list of the users that have access to the charger, assign/unassign users from/to the charger.

MODIFY CHARGER NAME

When a name is not provided, the charger type and its Serial Number is displayed by default.

Click on the edit button (the pencil icon) to be able to modify the charger's name.

CHARGER INFO

Here you can find information about Internet connection type next to charger title. An icon appears showing the connection since the first time the charger is connected to Internet (before the first connection, there is no icon). Connection types displayed here include: Wi-Fi, 3G/4G and Ethernet. Bluetooth connection is never displayed here.

Also by placing the cursor over the information button ("i" icon) charger information appears.

myWallbox Portal

INTERACT WITH THE CHARGER

From the charger details page you can interact with your charger in the following ways:

- **Lock/unlock charger.**

  🔒 Locked charger, action available.

  🔓 Unlocked charger, action available.

  🔒🔓 In case of not being available, the icon is displayed in grey but still displays if the charger is locked/unlocked.

- **Pause/Resume charge.**

  ▶ Charge is paused, press to start charging.

  ⏸ Charging, press to pause

  ▶⏸ In case of not being available, the icon is displayed in grey, but still displays if charge is started/paused.

- **Modify current value.** Here you can modify the current Amp value by moving the circle position around the big circle. Automatically, the new current is displayed inside the circle.

> Take into account that these actions are not immediate, it may take up to 30 seconds to be applied to your charger.

STATISTICS / SESSIONS

Here you can retrieve information regarding the charging sessions.

Statistics graph for the current year.

Fecha	Tiempo*	Energía	Gru
13/09/2018	3h 40m	100kW	Empr
13/09/2018	3h 40m	100kW	Empr
13/09/2018	3h 40m	100kW	Empr
13/09/2018	3h 40m	100kW	Empr
13/09/2018	3h 40m	100kW	Empr

List of sessions performed with the charger.

In case of needing more information about the charging sessions and to download a report, it is necessary to do this from the statistics page.

myWallbox Portal

USERS LIST

List of users who have access to the current charger. The list includes the functionality of knowing which users are able to use the chargers and assigning/unassigning the users from the charger. Just superadmininstrators and administrators are able to see this list and interact with it.
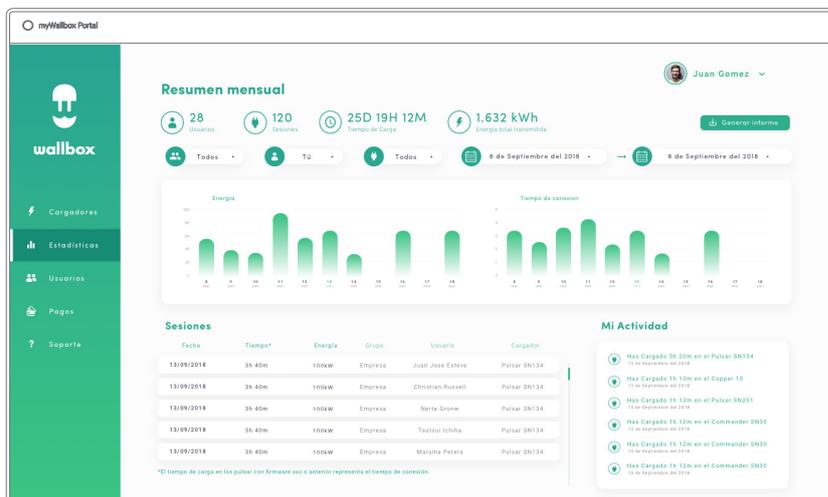

Color meaning:

- Not possible to modify the charger assignment as it is an admin user.

- User assigned to the charger. By clicking on the switch, the user is unassigned.

- User not assigned to the charger. By clicking on the switch, the user is assigned to the charger.

Statistics

Access statistics from the main menu on the left-hand side of the myWallbox website.

View the sessions from all chargers that you are linked to at this moment.

Available filters for the sessions include:

By group: filter by the different groups that are associated to your user.
By user: filter by users in your groups.
By charger: filter by chargers in your groups.
By start and end dates: select the start and end dates you wish to see.
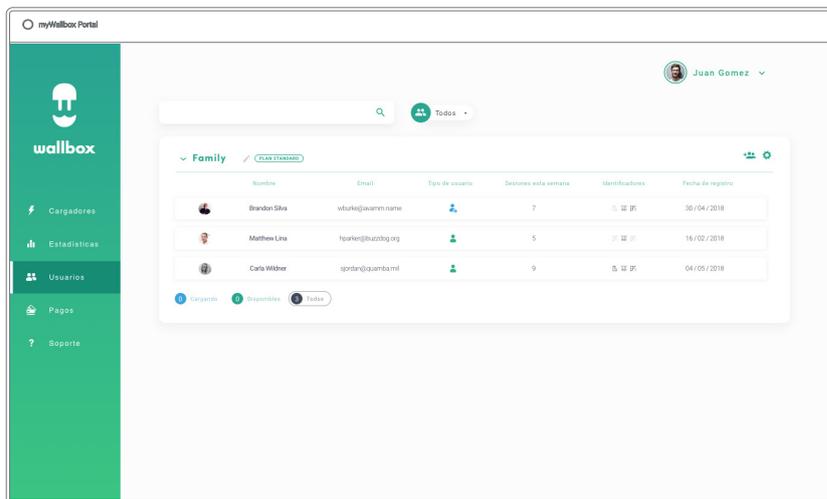
myWallbox Portal

At any moment you can generate an Excel report by just clicking on "Generate report".

Users

Manage the users that have access to the chargers.

ADD A USER TO YOUR GROUP

Add a new/existing user to the group to give them access to the chargers.
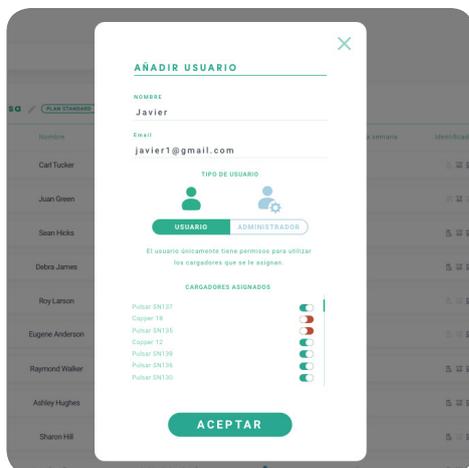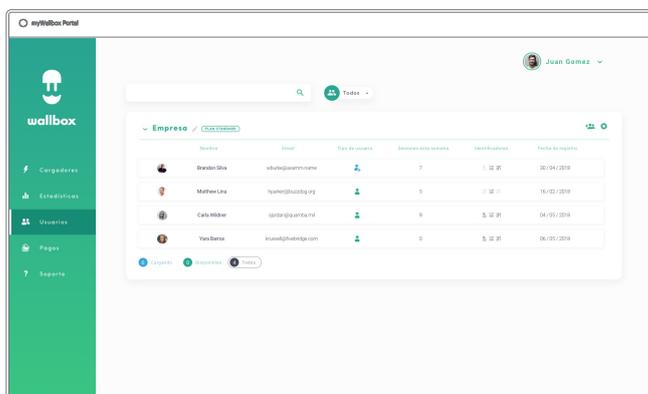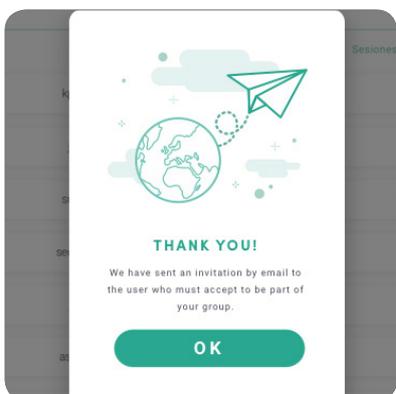

Fill in the user information and set user or administrator permissions.

User: Give them access to the chargers selected on the charger list below.

Administrator: Give them access to all chargers from your group and allow them to manage chargers and users there.

myWallbox Portal

Once the invitation is sent, a confirmation popup appears and confirms an invitation has been sent to the user.

Then invited user appears automatically in the users list (in case it doesn't appear, press Alt+F5 or refresh your browser).

USER INFO

Once the user is linked to the group, it is possible to see main information from the users list.
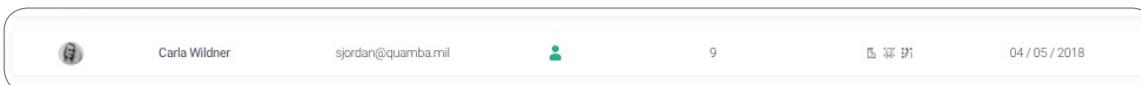
The information this element shows is:

User name and surname.

User email.

User type: Superadmin
 Admin
 User

Sessions number: Number of sessions performed by said user.

Identifiers: RFID, facial recognition. Enabled / Disabled value is given by saved data in every user account details.

 Just RFID enabled

Registration date.

Delete button. Remove the user from the current group (it does not delete the user account). It is not always available.

myWallbox Portal

USER DETAILS

Access to user account details by clicking on the user on users list.

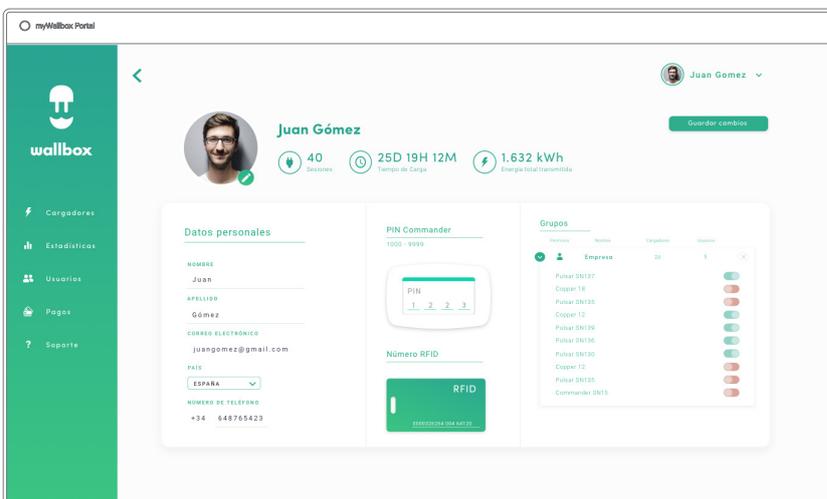From here you will be able to:

- Get the user's main information.
- Modify RFID value (only applies to Wallbox Commander 2 and Copper models).
- Get the list of the chargers assigned/not assigned to the user from the group, assign/unassign chargers from/to the user.

User info

User information is available to see, but not to modify, except RFID value.

Chargers list

List of chargers from users' groups. This list includes the functionality of knowing which chargers are available for the user and assigning / unassigning the chargers from the user.

Color meaning:

 Not possible to modify charger assignment as it is an admin user.

 User assigned to the charger. By clicking on the switch, user is unassigned.

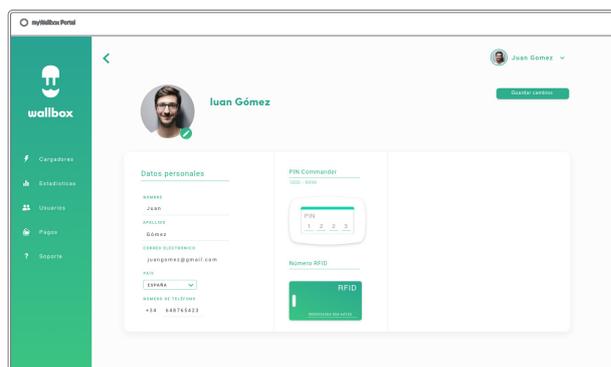 User not assigned to the charger. By clicking on the switch, user is assigned to the charger.

myWallbox Portal

User account menu

On the top-right hand side of the screen you can access the user configuration.
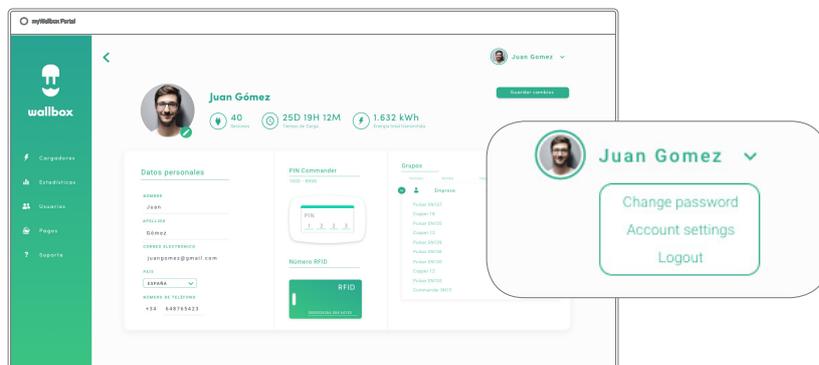
Here you will be able to modify your user configuration.

Maintenance

Take some precautions to ensure correct maintenance:

- The are no parts within your Wallbox that the user has to maintain. Only a qualified electrician may open and modify your Wallbox.
- Remember that you must make sure that the power supply is turned off before you start cleaning your charger.
- If you want to clean your Wallbox we recommend that you use a soft, dry or damp cloth. Do not use a spray or direct water stream to clean your Wallbox charger.
- It is mandatory to use the element or protection support provided as an accessory, in order to protect the connector from falling, dirt and other weather elements.

Troubleshooting

GENERAL

Charger does not power up

This could mean that there is no current reaching the Wallbox. The circuit breaker could be off or has tripped. Please check the circuit breaker and make sure that it is working. Press the test button on the circuit breaker - it should disconnect itself.

Charging session did not start

The reasons could be any of the following:

- The vehicle is scheduled to charge at a later time.
- The vehicle is completely charged.
- The vehicle may have an error, check the vehicle.
- The charging plug is not connected properly, reconnect the plug.
- The charging plug may be dirty or damaged, ensure that it is in good condition.
- The charging session was programmed when the EV gun was plugged into the car so the charging session was not taken into account. Please delete the programmed charge and make sure that the EV gun is not in the car. Then, sync the app to the Wallbox, then programme the charging session.

The vehicle has not charged completely, the charging time is greater than normal or the vehicle only charges at a low power

When the vehicle's charging session is almost complete, the charging speed begins to fall.

On the other hand, if the charger or the vehicle detects a temperature that is too high, the charging power is reduced for safety reasons.

wallbox

Also, you may need to update the firmware of the Copper. Enter your Wallbox app and select Settings and see if at the bottom there is a little pop up saying "Updates are available for this charger". If so, select this and update the firmware of the Copper.

If the vehicle only charges at a low power, and has never charged at a higher power, please check with the installer so they can check the current selector inside the Wallbox Copper.

The charging cable does not disconnect from the vehicle

The charging session has not been ended by the vehicle. End the charging session from the vehicle before removing the charging cable. Check the vehicle user guide in order to ascertain how to do this because each vehicle has different requirements.

CONNECTIVITY

The Wallbox app does not connect to the charger

Assure that the Bluetooth is enabled on your smartphone or tablet.
The BLE range is less than 10 metres - stay inside that range.
Turn off and on your phone's Bluetooth and try to connect again.
Close the Wallbox app and open it up again.
Check to see that the latest version of the app is downloaded on your phone. The easiest way to do this is to uninstall the Wallbox app and then reinstall it.

If you use Bluetooth with many other devices sometimes the signals get crossed so they cannot always communicate. If this is the case please turn on and off the Bluetooth and try connecting again to the Copper.

There is no Wi-Fi coverage where the charger is installed

If it is not possible to install the charger anywhere else, a Wi-Fi extender could be the solution. The charger can also be connected to the Internet with an Ethernet cable.

A subscription plan called "Wallbox Always Connected" can be purchased with our sales team so you can always have your charger always connected to the Internet.

There is Wi-Fi coverage, but there are connection problems

Check that your Wi-Fi network and Internet are working correctly.

- Try to connect another device and check that the network is active and can be connected to the Internet.
- Restart your router and check the connections.
- Open the ports on your router. In order to connect your charger, the following ports will need to be open:
  TCP 80 Used for data transfer
  UDP 123 Used for time synchronisation
- Connect using different Wi-Fi Network.

If you don't have another Wi-Fi network available, you can create a Wi-Fi network with your mobile phone data using a Wi-Fi hotspot. Here are the instructions on how to do so with your phone:

iPhone (iOS 12):

1. Settings
2. Mobile Data
3. Personal Hotspot
4. From the charger select the hotspot you created with your iPhone

Android (Pie):

1. Settings
2. Network & Settings
3. Hotspot & tethering
4. Wi-Fi hotspot
5. Select on
6. From the charger select the hotspot you created with your Android phone.

Tip: Switching on the hotspot for the first time fills in default settings, like a network name and password.

Connect your Wallbox to this new Wi-Fi network.

Wi-Fi network disconnections

If the charger has lost its Wi-Fi connection, simply restart your Wallbox Copper and it will automatically reconnect.

Check your Wi-Fi modem as well to make sure it is functioning properly.

Warning messages

Your power supply is constantly checked by the Wallbox in order to ensure safe operation. If one of the parameters is outside the correct operating range, the Wallbox will not allow you to charge your vehicle and will show you a warning message on the screen:

Unavailability of the charging station:

- Turn off the circuit breaker and wait a few seconds before turning it back on
- If this doesn't work then consult with your installer to make sure that the current selector is not at position 0, 8 or 9.

No power to the charging station:

- Disconnect the charging cable from the vehicle. Then turn off the circuit breaker, wait 10 seconds, then turn the circuit breaker back on. Then reconnect the charging cable to the vehicle.

The charging logs do not appear in the myWallbox website nor the Wallbox App

In order for the charging statistics to appear in the app or the myWallbox portal, the Copper must be connected to the Internet. Please first check the Internet connection.

If the charging statistics still do not appear, you can do the following:

1 Check for the latest version of firmware in your Copper and make sure that it is updated.

2 Remove the Wallbox app from your phone, redownload the app, connect to your Copper using Bluetooth and allow the device to sync to your phone. This will let the Copper send the statistics using bluetooth instead of Internet.

3 Reset the charger system. Inside the Wallbox app go to: Settings > Advanced Options > Restart.

Service

Need more assistance? You can reach out to us:

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