

Mobile Connectivity

Installation and User Guide

Summary:

Your Wallbox charger can be fitted with a 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 should perform the installation.
- ⚠ Refrain from touching the charger and the connector cable when charging and for at least 10 minutes after disconnecting.
- ⚠ Before the installation of the 3G/4G USB stick, ensure that the power supply is off, and no voltage is present during installation or when mounting and unmounting the charger. After installation, the charger must be properly closed.
- ⚠ 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, Quasar or Copper C/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

Remove the cover of the 3G/4G stick and insert the SIM card in the SIM Card socket. Ensure that the SIM card is correctly oriented. The SIM card must be oriented according to the mark.

STEP 2

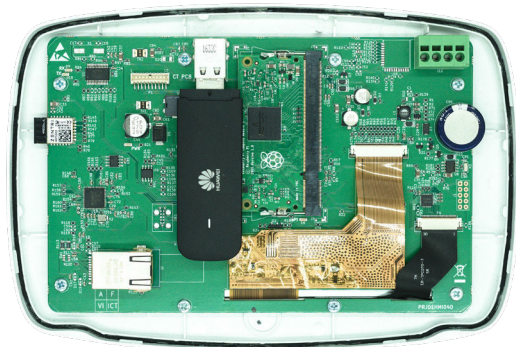
Power off the charger and remove the cover following the instructions in its installation manual.

For instructions on removing the cover of Quasar, refer the section on page 9.



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),
Copper C cover (mid) and
Quasar 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.

For instructions on removing the cover of Quasar, refer the section on page 9.

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

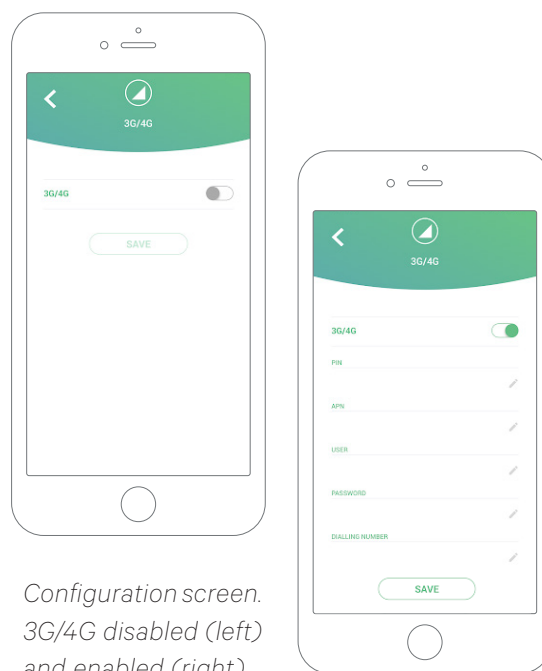
Enter in the Charger Configuration menu, enter in Connectivity menu and select 3G/4G.

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 available 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 gray 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 sufficient 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 to the USB connector of the charger cover.

Charger is not appearing online over 3G/4G after configuration

- Wait for three 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. Ensure 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.

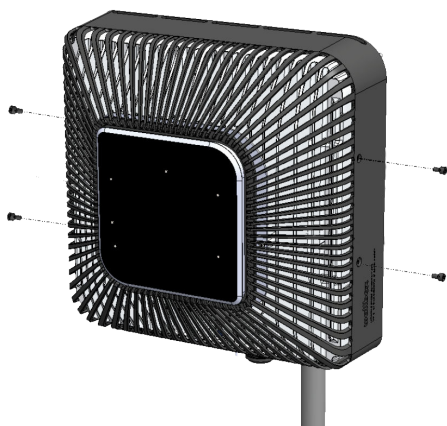
9. Legal Notice

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.

10. Opening Quasar's Cover

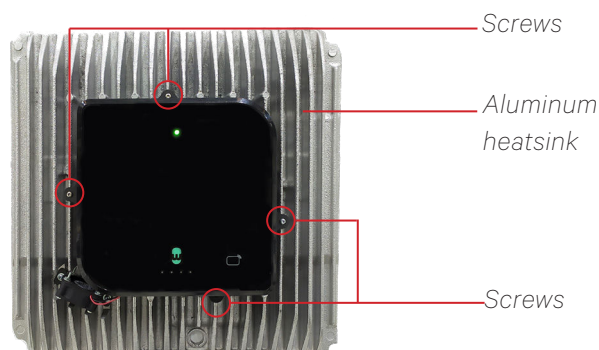
STEP 1

Remove the plastic frame by removing the four screws from the charger's cover frame using T25 screwdriver.



STEP 2

Separate the cover from the aluminum heat sink by removing the four screws indicated in the figure below using T10 screwdriver.



Quasar without the cover

STEP 3

Remove all the screws from the cover and open the cover body using T20 screwdriver.



STEP 4

Ensure that the cable remains connected to the cover and the circuit board.



Reconnect the cable if it gets disconnected while opening the cover.
A mechanical blocker is present to prevent incorrect positioning of the cable.

11. Closing Quasar's Cover

STEP 1

Place the cover on the circuit board and ensure that the cable remains connected.



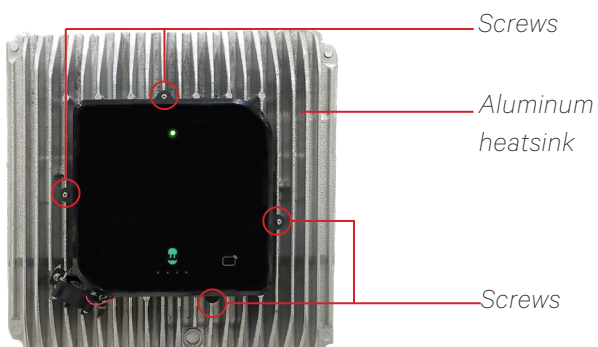
STEP 2

Fix the cover by inserting the removed screws using T20 screwdriver.



STEP 3

Fix the cover to the aluminum heat sink by inserting the removed screws using T10 screwdriver.



Quasar without the cover

STEP 4

Attach the plastic cover by inserting the removed screws using T25 screwdriver.

