



## myWallbox App User Guide

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## myWallbox App User Guide



### Quick Start Guide

Once installed, a Wallbox charger is straight away ready for use. However, we recommend following this Quick Start Guide to maximise its full potential and use all its intelligent functionalities with the myWallbox app. Complementary to this guide, you can consult our help content on the Wallbox Support website.

### Connecting your charger to the myWallbox app

Downloading and installing the myWallbox app

To use all your charger's functionalities, you need to download and install the myWallbox app on your smartphone. The myWallbox app is available for both iOS and Android devices.



***Scan the QR code above to download the myWallbox app.***

### Creating a myWallbox account

Once the myWallbox app installed, you need to create an account.

1. Open the myWallbox app.
2. You can register for an account using one of the following methods:
  - Register using your Apple account,
  - Register using your Google account,
  - Register using your email.

3. Accept the Data Privacy Policy Terms and Conditions, and tap Register.
4. You will receive an email to confirm your account. In case you did not receive anything, please check your spam folder.
5. Open the email and tap the Confirm button to start using your account.

## **Connecting your charger to the myWallbox app**

### **Adding your charger to your myWallbox account**

You are ready to add your charger to your newly created account.

The QR code located on your charger makes it easier to link it to your myWallbox account. By just scanning the QR code located on the charger's left lateral, all needed information (Serial Number, UID, Country, and state or region) are automatically added.

1. Log into the myWallbox app by filling in your credentials.
2. Tap ADD CHARGER.
3. Scan the QR code placed on the left lateral of your charger. In case there is an issue with the QR code, tap the ADD MANUALLY button.
4. Make sure the Serial Number, UID, Country, and state/region entered are correct and tap CONFIRM.

Your charger is now linked to the account. You can move on to the next steps.

## **Connecting your charger to myWallbox app**

### **Connecting to your charger via Bluetooth**

Once you link your charger to your myWallbox account, you can connect to your charger through Bluetooth.

1. Ensure that the Bluetooth feature is enabled on your smartphone and Location Permission is given for the myWallbox app. Stay near the charger without any wall or obstruction for an optimal Bluetooth connection.
2. Launch the myWallbox app on your smartphone and log in to your account.
3. Select your charger from the charger list.
4. If not already granted, your smartphone will ask for Bluetooth permission. Tap "Accept".
5. Your charger will start communicating with the myWallbox app. The connection process can take several seconds.
6. Once connected, the app background will turn to the charger LED's status colour and display the mention "CONNECTED". Your charger is now connected to the myWallbox app.

## **Connecting to your charger to your Wi-Fi**

Wi-Fi connectivity allows remote control of your device and access to advanced features like charging session data reports and remote software updates.

Before starting, ensure a functional Wi-Fi connection is available near your charger. If there is no internet connection available around you, you can use your smartphone as a Wi-Fi hotspot.

1. Log in to the myWallbox app.
2. Select your charger from the list.
3. Your charger needs to be currently connected through Bluetooth to be able to connect to the Wi-Fi. If you are

not yet connected to your charger via Bluetooth, follow the steps in the previous section to do so.

4. Tap the Settings gear icon.
5. Tap CONNECTIVITY.
6. Tap WIFI.
7. Toggle on the Wi-Fi button to display the list of available networks.
8. Press your Wi-Fi name and you will connect to that network automatically. If your Wi-Fi is protected by a WPA/WPA2 key, you will be prompted to enter it.
9. Once connected, a network icon will appear next to your charger's name.

**NOTE: This feature is not available for Pulsar chargers.**

## Adjusting your charger's power (amperage)

Suppose your charger shares a high voltage circuit with other appliances. In that case, you may want to temporarily reduce the amperage used to charge your vehicle while operating other appliances to prevent a blackout, or to maximise its charging power for a short period to charge your vehicle faster.

1. Log in to the myWallbox app.
2. Tap your charger.
3. Ensure that your charger is connected to the app via Bluetooth.
4. Wait until the Bluetooth connection between your app and your charger is established
5. Tap the power adjustment wheel on the charger app screen and scroll clockwise or counterclockwise to adjust the amperage. The amperage is now adjusted.

## Unlocking/Locking your charger

The Auto-lock feature automatically locks your charger once your charging session ends, in order to protect it from unauthorized use. You can also set a time after which your charger will automatically lock.

Once the Auto-lock is activated, users will have to authenticate themselves to use the charger. Please, note that the Auto-lock is activated by default.

1. Log in to the myWallbox app.
2. Tap your charger.
3. Tap the Settings icon.
4. Enter "Advanced Options".
5. Auto-lock is enabled by default. Switch the button to the off position to disable it.

**Note that you can also set a timer after which the charger will automatically be locked.**

6. Click SAVE. The Auto-lock is now set up.

## Starting/pausing your charging session

When the EV gun is plugged into the vehicle, the charge starts automatically.

However, there are some exceptions:

- If you have a scheduled charge in place, the charging session will start at the defined time.
- When the vehicle is fully charged. In this case, you might need to start/pause a charge manually.

To force start/pause a charge:

1. Log in to the myWallbox app.
2. Select your charger.
3. Wait until the Bluetooth connection between your app and your charger is established (the wheel background turns green and the mention "CONNECTED" appears).
4. To Start a charge: Tap the pause icon on the charger app screen. The chargers' LED and the app wheel will pulse blue.

To Pause a charger: Tap the pause icon on the charger app screen. The chargers' LED and the app wheel will turn light blue (turquoise).

## **Managing your scheduled charging session(s)**

With the myWallbox app, you can create, delete and manage scheduled charging sessions .

NOTE: if your charger is locked when you connect your EV, the scheduled charging session will not be able to start. You need to unlock the charger to allow the scheduled charging session to start.

To create a scheduled charging session, follow the steps below:

1. Log in to the myWallbox app.
2. Select your charger.
3. Wait until the Bluetooth connection between your app and your charger is established
4. Tap + Add schedule.
5. Define the start/end times and the day(s) the scheduled charging session will take place.
6. Tap Add schedule to validate.
7. Your schedule is ready and will now display on the control screen of your charger under "Upcoming schedule".  
You will receive a notification on your smartphone 10 minutes before the beginning of the scheduled charge.
8. If you connect your car and a scheduled charge is active your charger's LED will blink in turquoise.

To delete a scheduled charging session, follow the steps below:

1. Once connected to the myWallbox app, select your charger from the list.
2. Tap "Upcoming schedule".
3. Select the scheduled charging session you want to delete.
4. Tap "DELETE" at the bottom of the screen and validate your choice in the confirmation box that appeared.
5. Your scheduled charge is now deleted.

## **Using your charger's features**

To modify a scheduled charging session, follow the steps below:

1. Once connected to the myWallbox app, select your charger from the list.
2. Tap "Upcoming schedule".
3. Select the scheduled charge you would like to modify
4. Set the new date/time of your scheduled charge.

5. Tap “SAVE” to keep the changes.

### **Scheduling a Smart-charging session (Pulsar Max only)**

Smart-charging, available only for Pulsar Max, allows you to automatically charge your vehicle in the most cost-effective periods according to your location. As well as allowing you to take advantage of the lowest electricity rates, it also takes the strain off your city’s electricity grid, which has a beneficial impact on the environment. To activate and set up Smart-charging, follow the steps below:

1. Log in to the myWallbox app.
2. Select your charger.
3. Make sure your charger is connected to the app through Bluetooth.
4. A Smart-charging pop-up appears. The pop-up gives you details about when the Smart-charging sessions would take place, and how much you could save by using them.
5. Tap “Add off-peak schedule now” to activate the feature. If the proposed schedule doesn’t fit your needs, you will be able to modify it in the next panel.
6. The Smart-charging planning displays. You can modify the times/dates the Smart-charging will take place.
7. Tap “Add schedule” to calidate.

The Smart-charging schedule is configured. For Smart-charging to run smoothly, make sure the charger is plugged into the car and that the charger is unlocked when Smart-charging is to begin.

If you missed the Smart-charging pop-up, remember that it will reappear the next 3 times you visit your charger main screen.

### **Accessing your charging session data**




You can display all your charging sessions’ statistics directly in the myWallbox app. Statistics are useful to understand your energy consumption, costs, and charging history. You can filter your statistics by dates and even visualize them as a graph:

1. Log in to the myWallbox app.
2. Select your charger.
3. On the chargers’ main screen, tap Statistics.
4. You can visualize all your charging session’s statistics from here.

Bear in mind that if you do not have a MID meter installed with your charger, you will not receive statistics about energy and cost.

***Read More About This Manual & Download PDF:***

**Documents / Resources**

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References

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