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wallbox Pulsar Plus NA Compact and Efficient Charger User Guide

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Get to know your Wallbox Pulsar Plus

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Once installed and powered on following the instructions in the installation guide, your Pulsar Plus is ready to charge your vehicle. If this is your first Wallbox charger, you will want to download the myWallbox app to your mobile device and create a myWallbox account to register, connect, and control your charger's smart features

Downloading the myWallbox app

To access and manage your charger's smart functions from your mobile device (smartphone or tablet), you must first download the my Wall box app and create your my Wall box account.

Creating your my Wall box account

The first time you launch the myWallbox app, you will have the opportunity to create your myWallbox account.

1. Launch the myWallbox app on your mobile device.
2. Tap Register.

3. Provide your personal details on the registration form.

4. Tap Accept.
5. Check your email account for your confirmation e-mail and follow the instructions to confirm your account

registration.

6. After your account is confirmed, return to the app to complete the charger set-up.
7. Tap Register.

Basics – Setup

Adding/linking your charger to your myWallbox account

1. Launch the myWallbox app and login.
   Note: Your login username and password are the same that were generated when you created your myWallbox account. In case you have forgotten your login information, tap the Forgot Password option to generate a new password
2. On the app home screen, tap "I already have a charger".

3. On the "Add Charger" screen, add the serial number and UID number for the charger you are registering
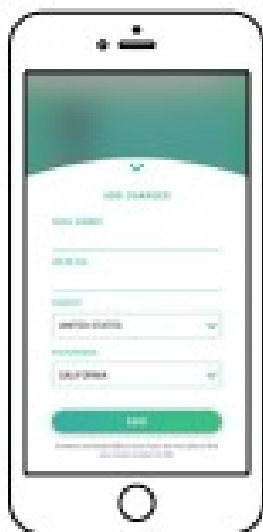
.
4. Ensure that the location setting is correct for your state/province.
5. Tap ADD.

Locating your serial number and UID

Your charger serial number and UID are located on the product label placed on the side of your charger.
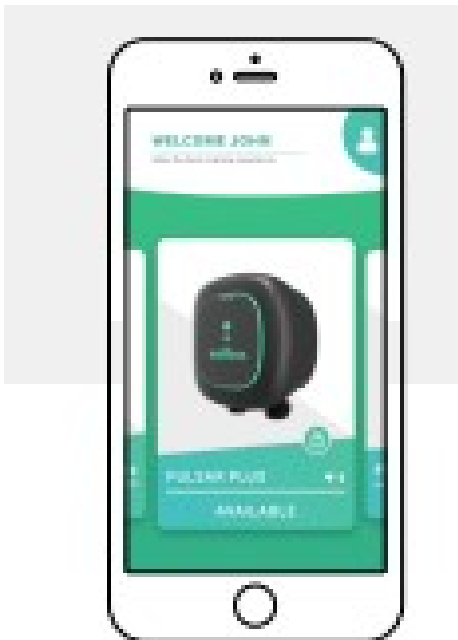

Connecting via Bluetooth

After you have linked to and registered your charger via the myWallbox app, you are ready to connect to your charger for the first time with your mobile device.

Note: In order to configure a Wi-Fi connection you first need to connect to your charger via
Bluetooth following these instructions. Once connected via Bluetooth, go to Connecting your charger to a Wi-Fi network.
You do not need a Wi-Fi connection to manage and control your charger–you can perform these functions via Bluetooth alone. Please note, however, that you will require a Wi-Fi connection in order to access additional smart home features like voice control.

1. Ensure that Bluetooth is enabled on your mobile device. For the best Bluetooth connection, stand near to the charger with your mobile device without any wall or obstruction in between.
2. Launch the myWallbox app on your mobile device and login.
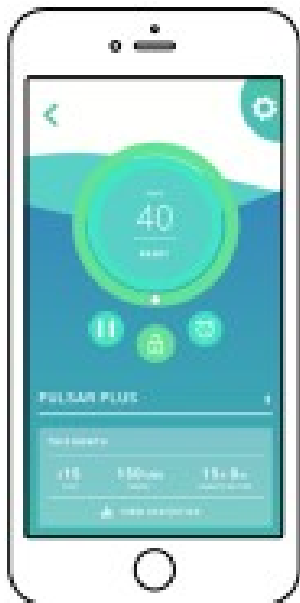3. Select your charger from the charger list.

4. Your charger will communicate with your mobile device and activate the connection.

   The connection process can take several seconds. While connecting, the app background will appear purple

5. Once connected, the app background will appear in the status color of the charger (see the "Charger status:

   Understanding the Pulsar Plus LED status lights" section). If the charger image in the app background is grey, you are not connected to your charger (see "Troubleshooting").

Connecting your charger to a Wi-Fi network

Before you can add and connect to your charger via your Wi-Fi network you must first connect to your charger via Bluetooth.

Note: You do not require an active Wi-Fi connection to use your charger, however connecting your charger to Wi-Fi will enable additional features, including voice control via your Amazon Alexa or Google Assistant-enabled smart devices. When both connections are available, you can use either Bluetooth or Wi-Fi to manage your charger.

1. Tap the gear icon in the top right corner to go to Configuration

2. On the Configuration screen, tap the "Connectivity" icon then tap "WIFI".

3. Enable the Wi-Fi toggle to activate the Wi-Fi connection. Wait several seconds until the network list appears.

4. From the network list, tap on your network and enter your network password when prompted. It can take up to 30 seconds to establish the Wi-Fi connection.

5. The charger view and the charger list will now show an active Wi-Fi symbol

6. If you need information about your Wi-Fi connection or need to configure a manual connection, tap the information (i) icon next to the connected network name on the Configuration > Wi-Fi screen.

Basics – Usage

Understanding the Pulsar Plus Status Colors

When powered on, you can check the status of your Pulsar Plus charger quickly and easily by the color of the LED halo on the front of the charger and from the colors displayed in the myWallbox app when your charger is selected:

Green	Light blue	Light blue (pulsing)	Dark blue (pulsing)	Yellow	Red
No EV is connected to the charger. Charger is ready to use.	Waiting for the EV to start charging or the car is fully charged. Note, it can take several seconds in waiting mode before charging starts.	Scheduled charge. A schedule has been set by the user.	Charging is in process.	The charger is locked and will not charge.	An error has been detected on the EV, grid or the charger. See "Troubleshooting".

Note: The current status colors will also be visible on the charger screen in your my Wall box app.

No EV is connected to the charger. Charger is ready to use.	EV is connected to the charger. Charger is connecting.	Charger is connected.	Charging is in progress.	Disconnected.

Adjust the charging current

There are two ways to manage the charging current of your charger:

1. During hardwire installation, your installer will have set the physical current selector switch inside the charger to the appropriate amperage suitable for the connected circuit. This is to ensure that neither the charger nor your vehicle draws more than 80% of the connected circuit's maximum rating (per the National Electrical Code).
2. Using the my Wallbox app.

| Amps	Circuit Breaker Rating
16A	20A
32A	40A
20A	25A
40A	50A
24A	30A
48A	60A

When would I adjust the amperage?

Shared circuit. If your charger shares a high voltage circuit with other appliances, you may want to temporarily reduce the amperage available to charge your vehicle
when operating those other appliances to ensure you do not overload the circuit.

To adjust the amperage setting:

On the charger app screen, click on the power adjustment wheel and scroll clockwise or counterclockwise to adjust to your preferred power setting.

- Scroll anti-clockwise to reduce the amperage.
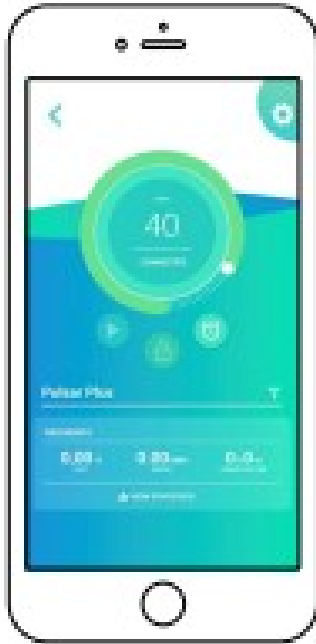
- Scroll clockwise to increase the amperage.

Note: You cannot exceed the maximum power capacity of your charger. If your installer has set the physical current selection switch to a lower amperage, you cannot exceed that amperage setting.
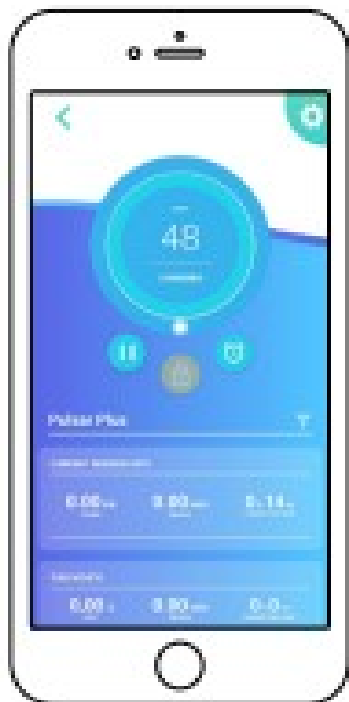
Start/pause the charging

When the EV connector is plugged into the vehicle, charging starts automatically. There are some exceptions, for example when there is a scheduled charge, or when the connected vehicle is fully charged (see "understanding Pulsar Plus LED lights").
When your charger is connected to your vehicle, the LED halo on the charger and the color of the charger app screen will be first light blue (turquoise)–this indicates your charger is ready to charge–and then turns to a blinking darker blue once the charging process has been accepted by the vehicle.

1. To stop/pause a charging session (while charging is in process)

   Click the pause icon on the charger app screen. The LED halo on the charger will turn light blue (turquoise)

   and the charger app screen will be light blue (turquoise).

2. To start/restart a charging session (from a previously paused session or to overwrite a schedule).

   Click the arrow icon on the charger app screen. The LED halo on the charger will change to pulsing blue and the charger app screen will change to blue, indicating charging has resumed.
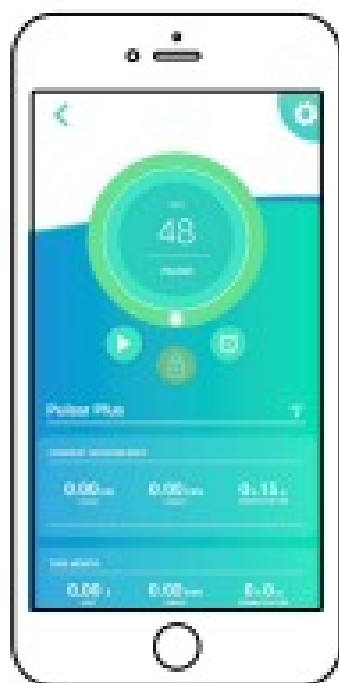
Note: If a charging session has been scheduled, the charger status lights will be pulsing light blue (turquoise) and the charger will not automatically start charging. You can manually override a set schedule following the start instructions above.

Lock/unlock the charger

If your charger is installed at a location where someone outside your household might be able to access and use your charger, or if you want to otherwise restrict the use of your charger (for example, to prevent a user from charging during peak utility rate hours), you can use myWallbox to lock or unlock your charger and prevent

unauthorized use.

1. To lock: Click the green lock icon on the charger app screen. When locked, the yellow lock icon will appear.
2. To unlock: Click the yellow lock icon on the charger app screen. When unlocked, the green lock icon will appear.

Schedule charging sessions

To set a charging schedule, launch and log into the myWallbox app on your mobile device and select your connected charger.
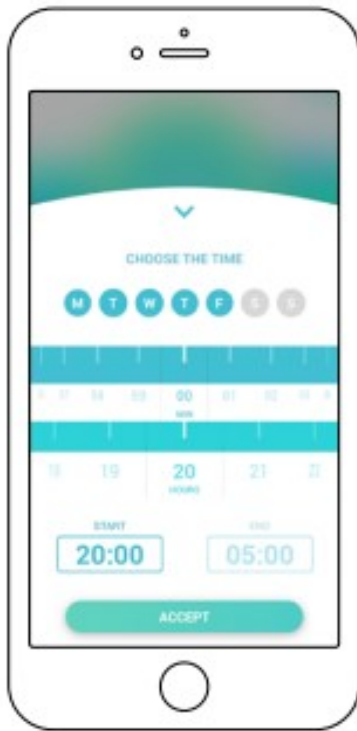On the charger app screen, below the charger controls and charger name, is the charger schedule.

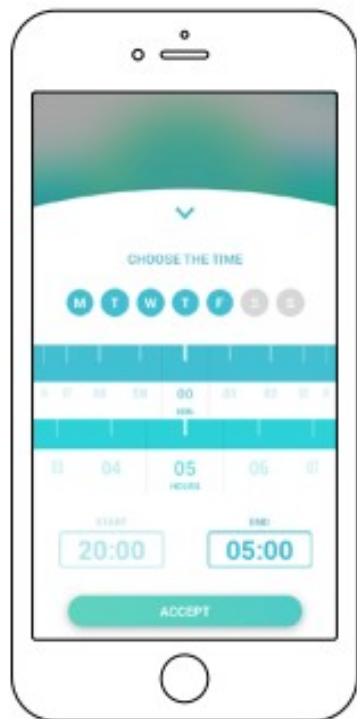## To schedule one or more charging sessions

1. Tap the clock icon on the charger app screen.

2. The weekly calendar and time selection wheels will appear.
3. Select the start time box. Use the time selection wheels to set the time you want to start your charging.

4. Select the end time box. Use the time selection wheels to set the time you want to end your charging.

5. Tap "Accept" to send the schedule to the charger.

Note: You can set different schedules for different days, just be sure to tap "Accept" to save your current schedule before creating a new schedule.
Schedule #1: Select the days you want to set with this schedule, choose the start/stop times, and then tap Accept.
Schedule #2: select the days you want to set with this alternate schedule, choose the start/stop times, and tap Accept.

ADDITIONAL INFORMATION

For more information on additional functionalities of myWallbox app and portal, scan the following QR code or click the link below:
https://support.wallbox.com/na/knowledge-base/reviewing-andpersonalizing-charger-and-charging-sessions/

For basic troubleshooting of your charger, scan the following QR code or click the link below:
https://support.wallbox.com/na/knowledge-base/troubleshooting/

If the resolution requires the support of our service department, please address your issue to:
Phone: (888) 787-5780
Mail: service.na@wallbox.com

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