User Guide

COMMANDER 2
ENGLISH

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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 damage resulting 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 applicable regulations. The information provided in this User Guide does not relieve the user of responsibility of following 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 cracks, 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 shall void the manufacturer warranty.
- Unauthorised modifications or conversions are not permitted.
- Special precautions must be taken with electronic implants. Please contact the manufacturer of your medical device to find out the potential effects the charging process may have on it.
- Do not remove 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 it may be subjected to.
- The charging station does not have its own power switch. Always respect local electricity rules and regulations, as applicable.
- Wallbox chargers can only be used under the operating parameters specified and within an ambient-temperature range of -25ºC to 40ºC.
- 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.

Connector Recommendations

- Always check the charging cable and the contacts for damage and contamination before use.
- Never use a charging cable, the vehicle plug, or the infrastructure electrical outlet to charge if any of them are damaged.
- 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. Doing so is dangerous and may cause serious injuries or even death.
- Depending on the charging station and the electric vehicle, the time to complete the charging process and the unlocking may vary.
- Some vehicles can be started with the charging cable connected. Be sure to unplug before driving away.
- Do not use the charging cable with an extension cable or an adapter.
- If the connector emits smoke or begins to melt, do not touch the charging cable under any circumstances. If possible, stop the charging process. In all cases, disconnect the power supply from the Wallbox device.
- Keep the charging cable out of 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.

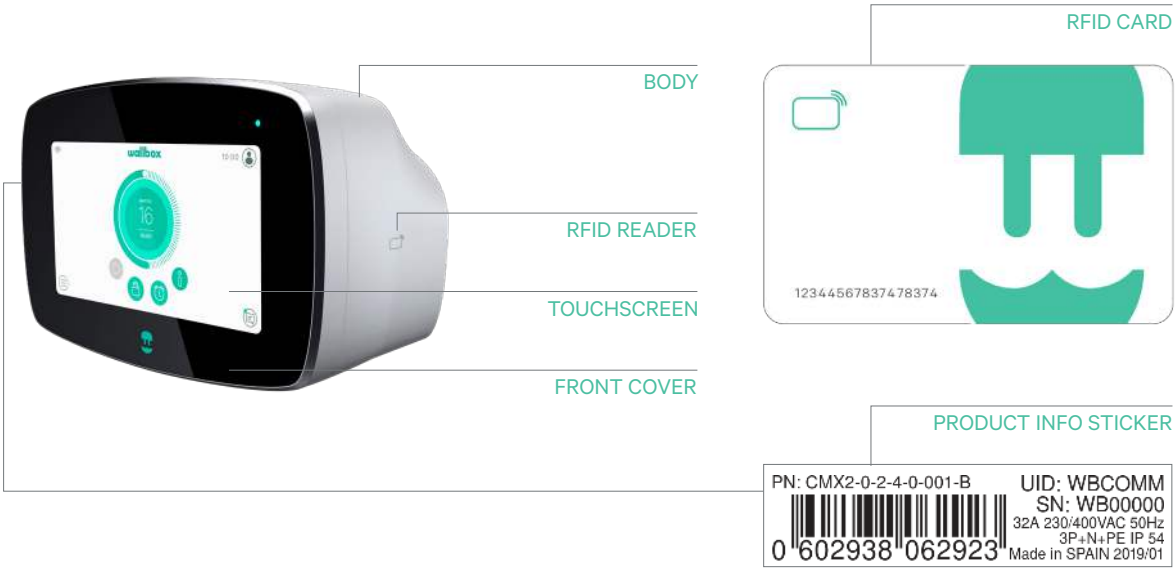
Important information for the correct disposal of the product in accordance with Directive 2012/19/EU. At the end of its useful life, the product cannot be disposed of as urban waste. It must be taken to a collection centre for special and differentiated waste or to a distributor that provides this service.

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 also explain the basic functionalities for your interaction with the Wallbox Commander 2.

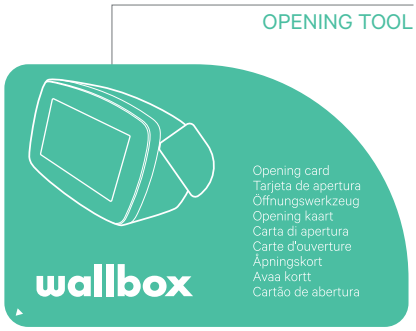
Get to know your Wallbox Commander 2

Before you start, please take a quick look over your Wallbox Commander 2.



Once your Wallbox Commander 2 is ready and powered on, you can operate it through a 7 - inch touchscreen display or the Wallbox mobile app.

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



Charger screen

This section will guide you through the user interface of the Commander 2.

START SCREEN

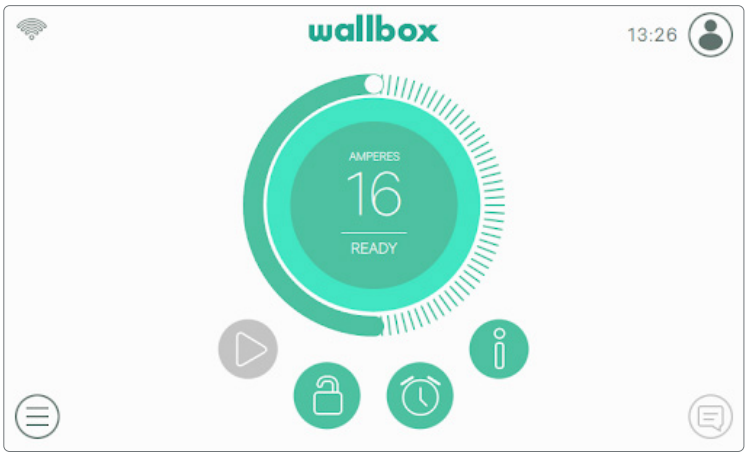
This screen is displayed on start up. Touch any point on the screen to start using the interface.

LOGIN

The first time you start the charger the default user called 'Wallbox' will log in automatically. There is no default PIN code for this user. The first time that you want to lock the charger you will be asked to configure a PIN code.

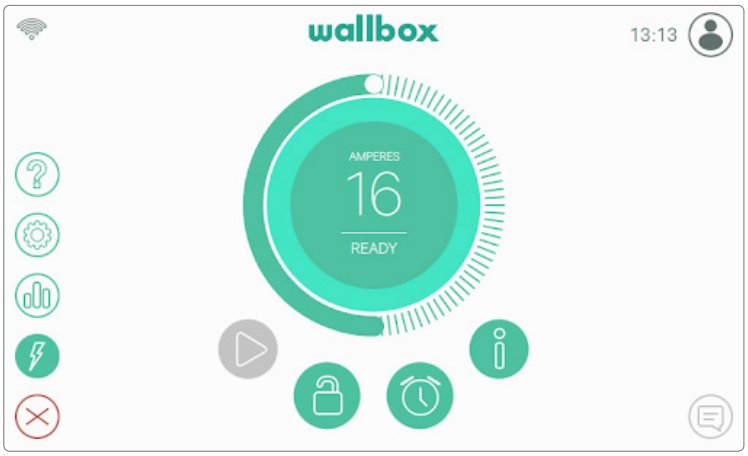
If the charger is locked, you will need to enter the PIN code to unlock it.

If multiple users are authorized to use the charger the login screen will show all the authorized users. Scroll to the sides to find and select the user. Use the Filter feature to speed up the search of users. Once selected, the PIN code of the user will be requested.



CHARGER MENU

Different aspects and features of the charger can be checked and configured in the Charger menu. The buttons to enter the different sections are displayed after pressing the Charger Menu button in the bottom-left corner of the screen.

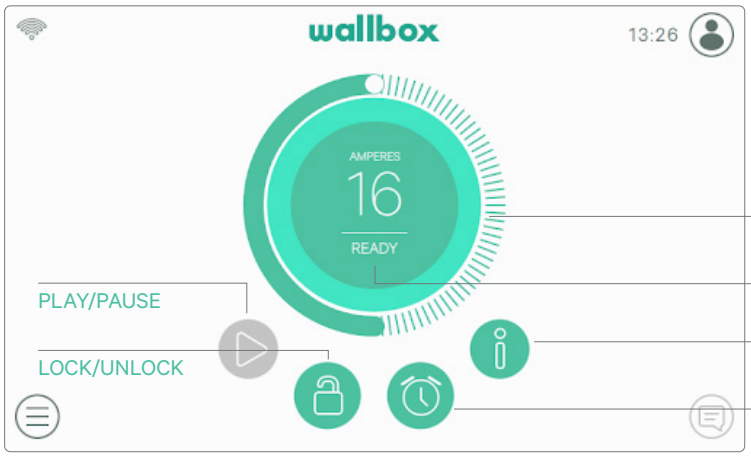


The available options are:

- Dashboard (default view)
- Statistics
- Settings
- Help

DASHBOARD

This screen shows at-a-glance information about the state of the charger . The state can be easily identified thanks to the colour signalling code in which each colour has a specific meaning. Additionally, the state of the charger can be found in the Notification area after pressing the Notification button.



READY STATE

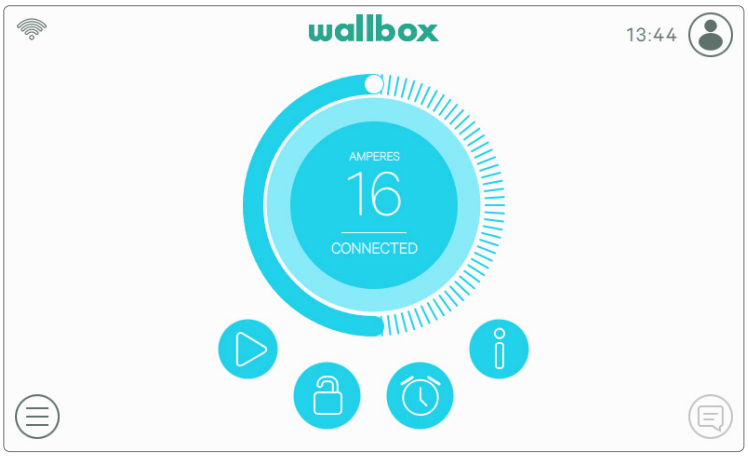
The charger stays in ready state when it is not connected to a car and ready to be used. This is shown in green.

CONNECTED STATE

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

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

- The car battery is fully charged.
- The transition between connecting the car and the start of charging.
- The transition between resuming the charge and the start of charging.



Charge paused: the user has paused the charge with the app or the touchscreen.

Schedule programmed: If there is a schedule programmed within the next 12 hours or the charging was stopped because a schedule has ended.

CHARGING STATE

The charging process has started and the car is being recharged for the next ride. This is shown in dark blue.

ERROR STATE

When the charger detects a system error or a fault, the screen turns red and a notification message will appear in the notification area.

Do not try to charge in this state. Contact Wallbox Service so they can advise you.

ACTION BUTTONS

The Play/Pause button allows you to pause the charging session and resume it.

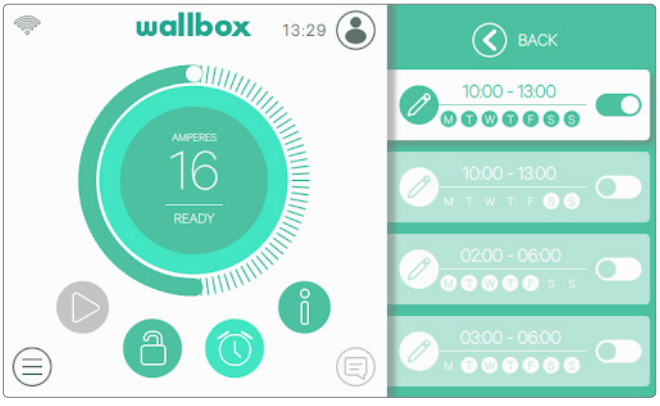
The Lock button allows you to lock the charger.

The Schedules button allows you to enter the menu for setting scheduled charging sessions.

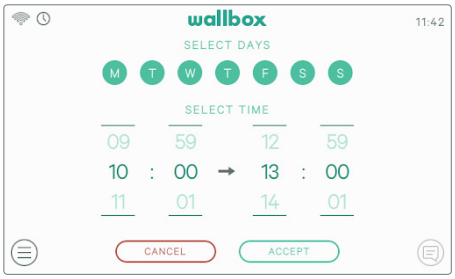
The Info button allows you to view information on the current charging session (kW, cost, etc.).

SCHEDULES

After pressing the Schedules button on the dashboard, the Schedules menu is shown in a popup side window. You can set up to 4 charging schedules in this menu. For example, you can schedule charging when the energy is cheaper.



By clicking on the Edit button you can select the time window where the schedule should work and the days that are convenient to you. Press Accept to save the changes.



CURRENT SESSION INFO

You can view updated information on the current charging session by clicking on the Info button. The information is displayed in a popup side window and includes accumulated cost, accumulated energy and instant power.

CHARGER SCREEN

Information about the connectivity state and specific status on the charger is displayed as icons in the top left corner. The list of icons is described below.

Connectivity icons

The charger is connected to a network using a Wi-Fi connection with a critically-low signal , your charger is very likely to disconnect.

The charger is connected to a network using a Wi-Fi connection with a low signal, your charger is likely to disconnect.

The charger is connected to a network using a Wi-Fi connection with a good signal, your charger is unlikely to disconnect.

The charger is connected to a network using a Wi-Fi connection with a very good signal, your charger is very unlikely to disconnect.

The charger is connected to a network using a Ethernet cable.

The charger is connected to the internet over the mobile network.

Your charger is synchronised to the myWallbox cloud platform.

Your charger is connected to your mobile.

Status icon

Your charger has a charging schedule configured.

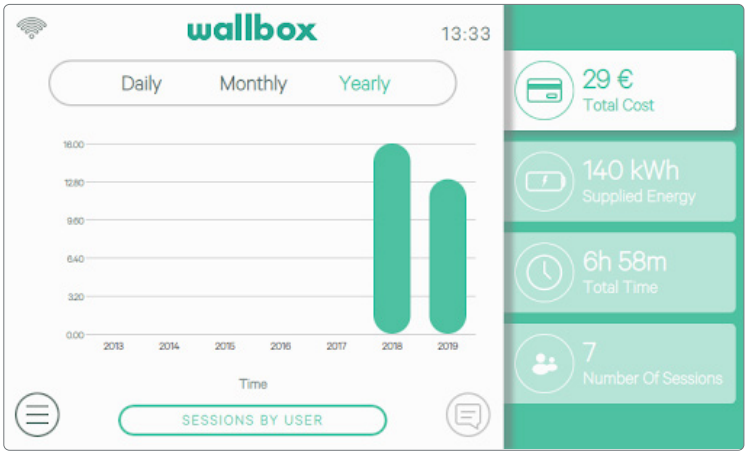
CURRENT USER

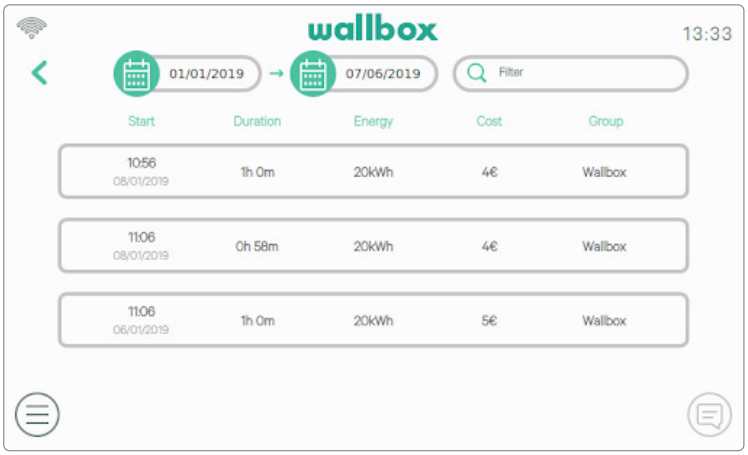
The name of the user currently logged in is displayed in a popup side window when the User button at the top right corner of the screen is pressed.

Only the PIN code of the default user can be changed from the screen. To do this, log in as the default user, press the "Change PIN" button and follow the steps that will be shown in popup windows.

STATISTICS

In the Statistics section you can find a summary of your charger activity on a daily, monthly and yearly basis. You can choose from among different indicators to display the information: total cost, total energy, total charging time and number of sessions.

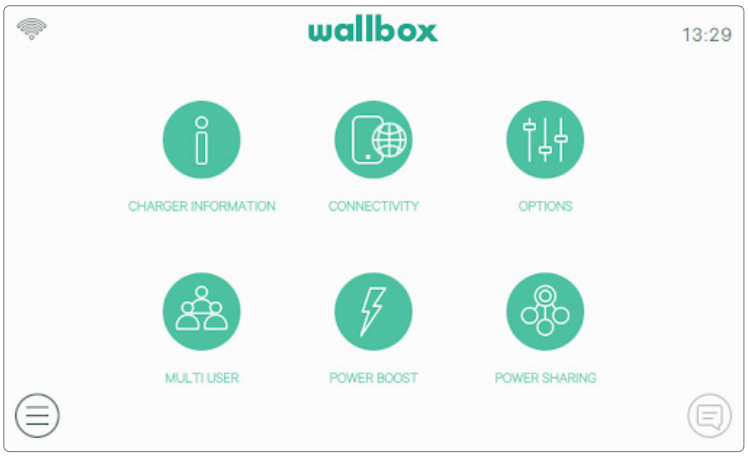




You can also view the list of charging sessions by user and filter by dates by pressing the "Sessions by user" button.

SETTINGS

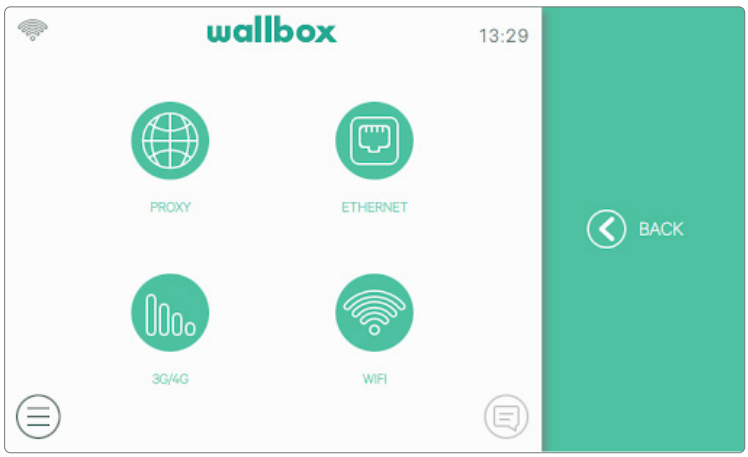
In this section you can configure all configurable aspects of your charger:



- Charger information
- Connectivity
- Options
- Multi User
- Power Boost
- Power Sharing

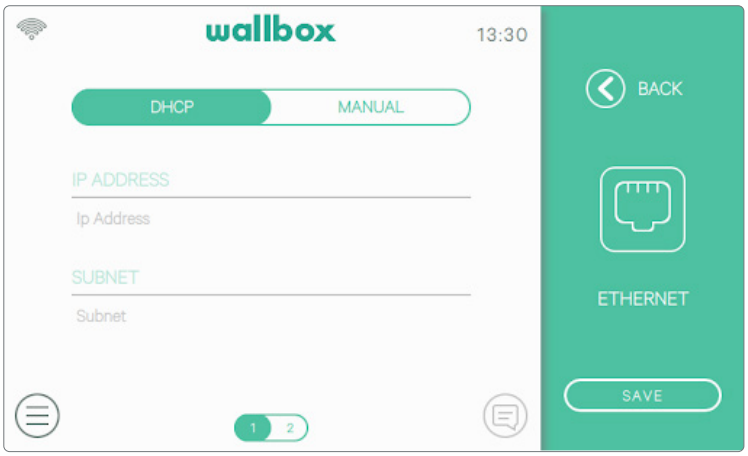
CHARGER INFORMATION

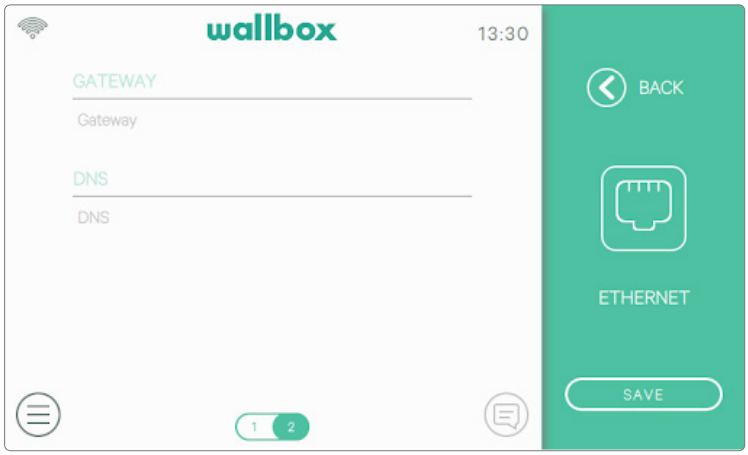
You can check specific information on the charger in this section such as its serial number, the software version and the maximum available current per phase.



CONNECTIVITY

Three options are available to provide internet access to the charger: Ethernet, WiFi and 3G/4G (optional feature, requires an accessory).





Ethernet

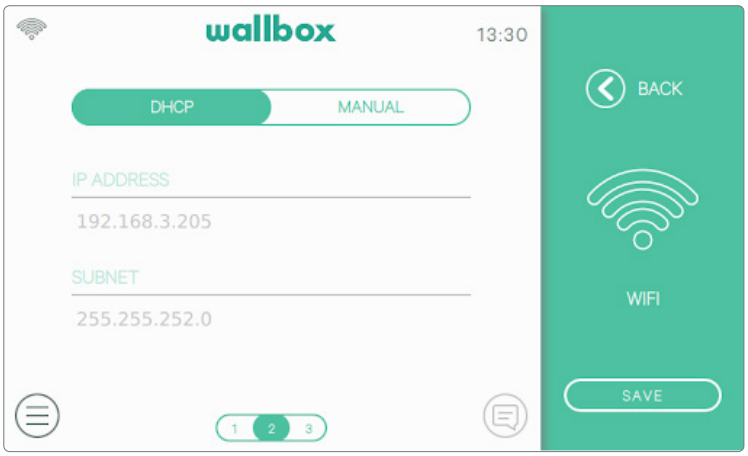
Automatic network configuration is enabled by default in this option via DHCP so the charger will obtain and set the network parameters automatically, provided that the network has an active DHCP server.

It is also possible to set these network parameters manually.

WiFi

To connect the charger to a WiFi network it is necessary to switch on the charger's WiFi connection by pressing the Enable button. Then select the network you want to connect to from the dropdown list of available networks and enter the password for the WiFi network. Press the Save button to save the configuration and connect. The charger will connect to the network and the WiFi icon will be displayed. The number of bars on the icon indicates the quality of the link.

The use of some special characters in the name or password of the WiFi network may not be supported.

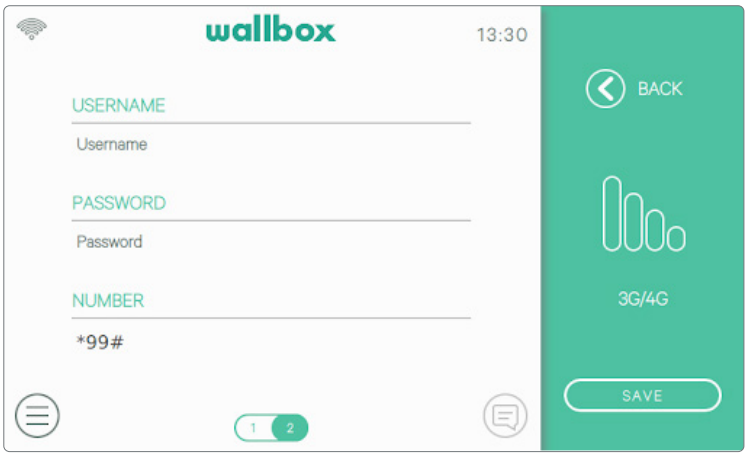


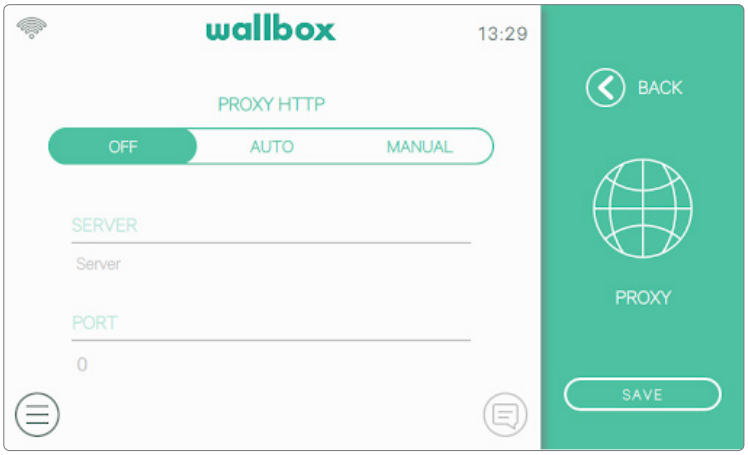
The network parameters are obtained automatically from the network's DHCP server and can be entered manually.

3G/4G

If the charger is equipped with a 3G/4G modem it can be configured in this screen. Switch on the 3G/4G connection and enter the configuration parameters provided by the SIM provider. Then press the Save button to save the configuration and start the connection process. Once a connection to the mobile network is established an icon will be displayed in the top-left corner. Note that this icon is static and does not indicate the quality of the connection.

For more information about the installation and setup of 3G/4G connectivity please download the Mobile Connectivity manual from www.wallbox.com.





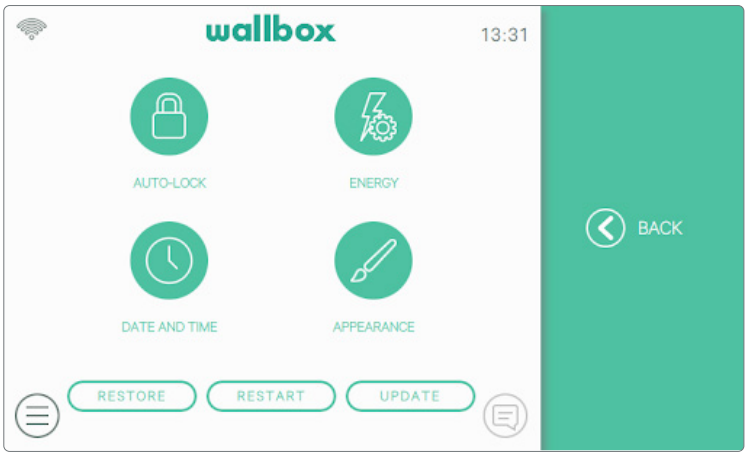
Proxy

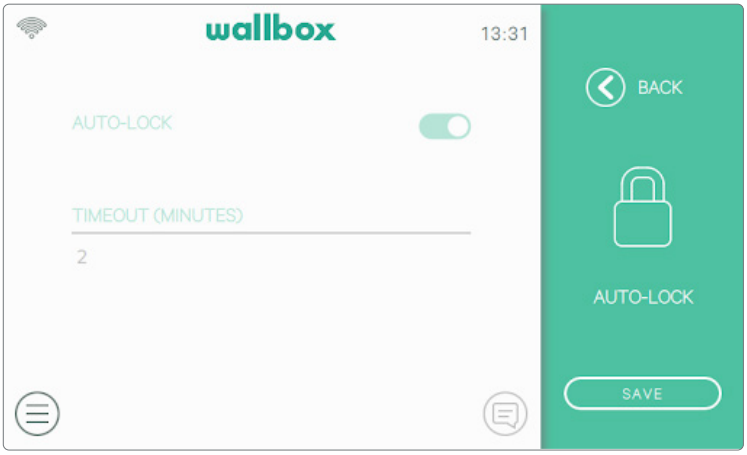
The charger can be configured to use a proxy server. By default this option is disabled. To enable this feature press Auto or Manual. For Auto, you only need to enter the proxy Server address. For Manual, you will also need to enter the proxy server port. Press the Save button to save the configuration.

OPTIONS

Enter this screen to:

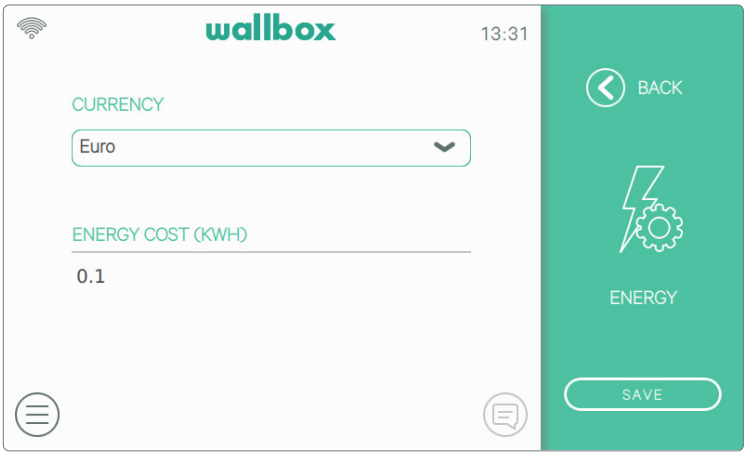
- Configure the Auto-lock feature
- Configure the Energy settings
- Set date and time
- Change appearance settings
- Restore the charger to factory state.
- Restart the charger
- Update the charger





Auto-Lock

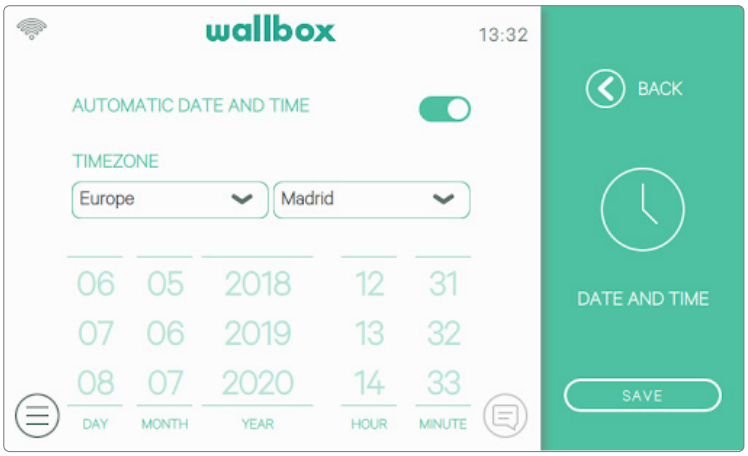
By activating this feature the charger will lock automatically after the configured period of time. Switch the Auto-Lock on, enter the timeout in minutes and press Save to save the configuration.



Energy

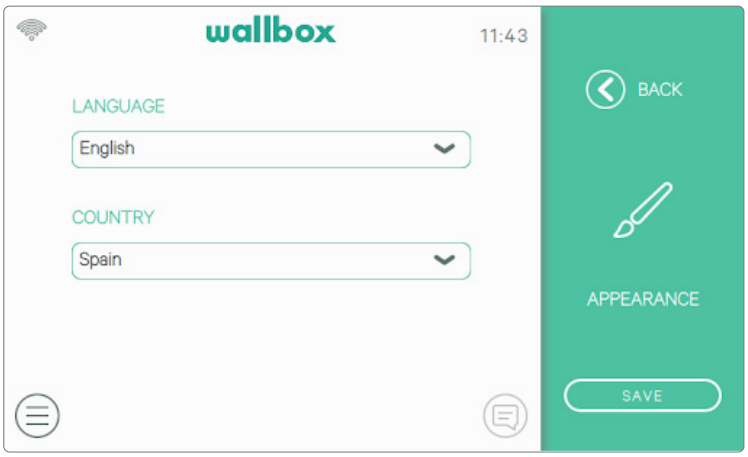
Manually adjust the tariff price to get a more precise summary of your expenses. Select your local currency from the drop-down menu.

The currency and energy cost settings are not synchronized with the myWallbox portal or the Wallbox app.



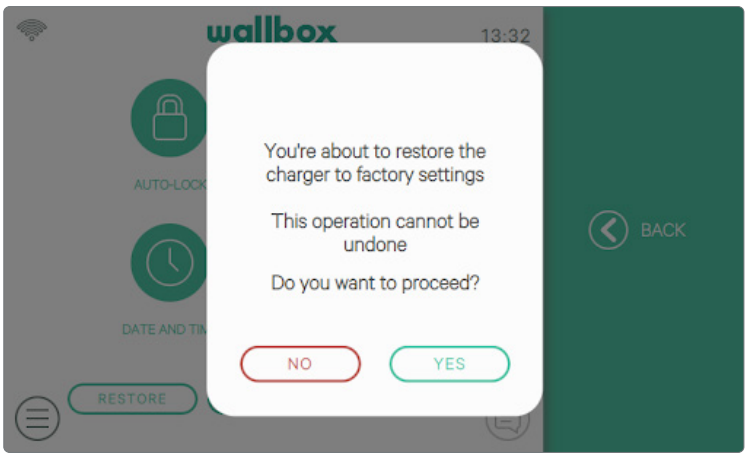
Date and Time

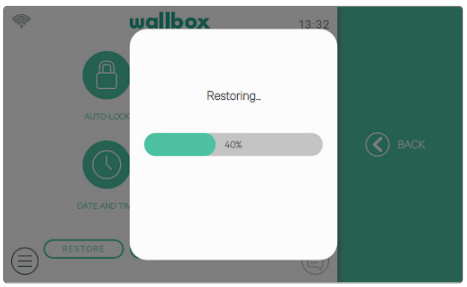
Enable Automatic Date and Time to let the charger obtain the date and time automatically when connected to the internet or set them manually if the charger is offline. Press the Save button to save the configuration.



Appearance

Use this screen to change the language of the interface and the country. Select your country to see the local Wallbox Service phone number in the Help section.

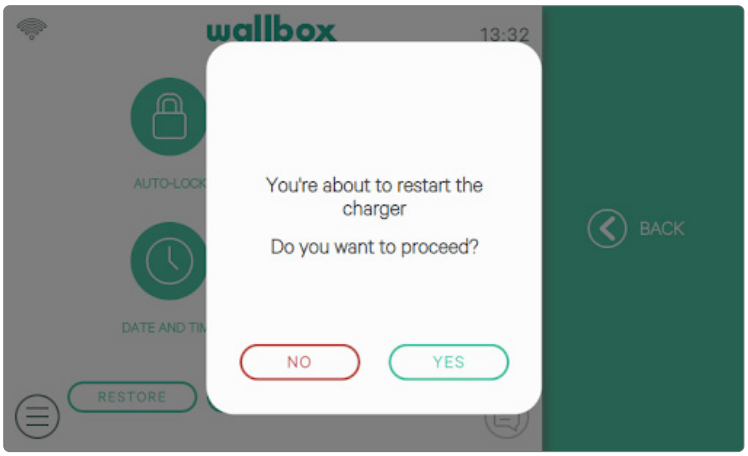




Restore

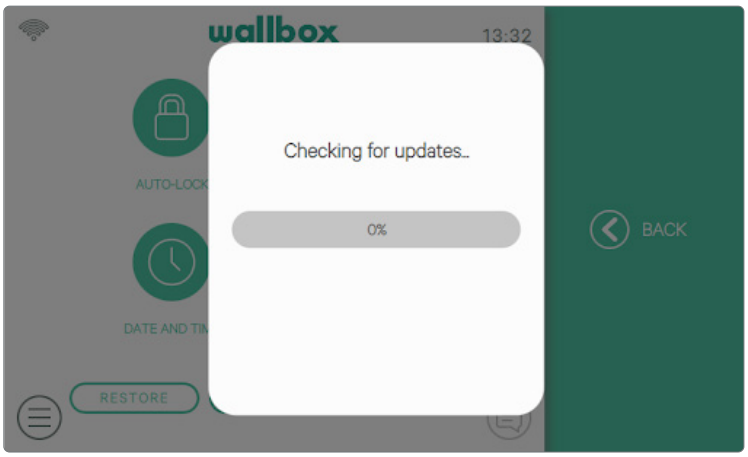
Restore your charger to factory settings.

WARNING After a restore, any of your personalised configurations and charging session history that is not yet synchronised with the myWallbox Portal, will be lost.



Restart

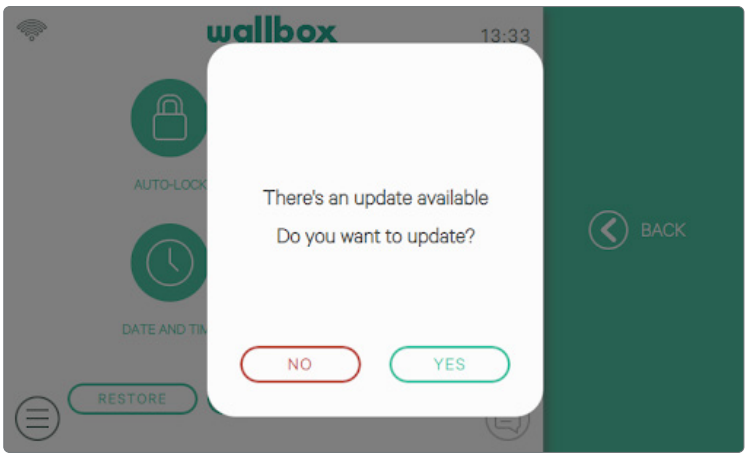
Restart your charger to clear your charger's system. No data or personalised configurations will be lost.



Updates

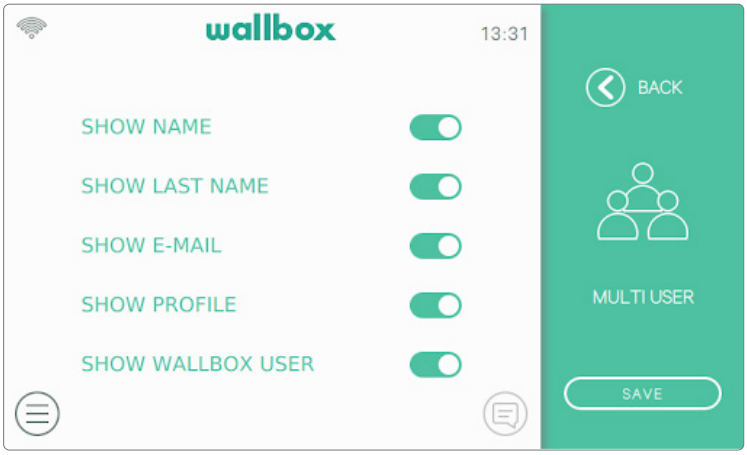
Check if any software updates are available in order to get the most out of your charger. We recommend you update your charger as soon as a new software version is available.

The software update feature requires the charger to be connected to the internet.



MULTI USER

This screen allows you to select which information to show on the login screen when the charger is in multi-user mode.



When you disable all of these options, the charger will request you to enter the email and PIN code of the user to login.

POWER BOOST

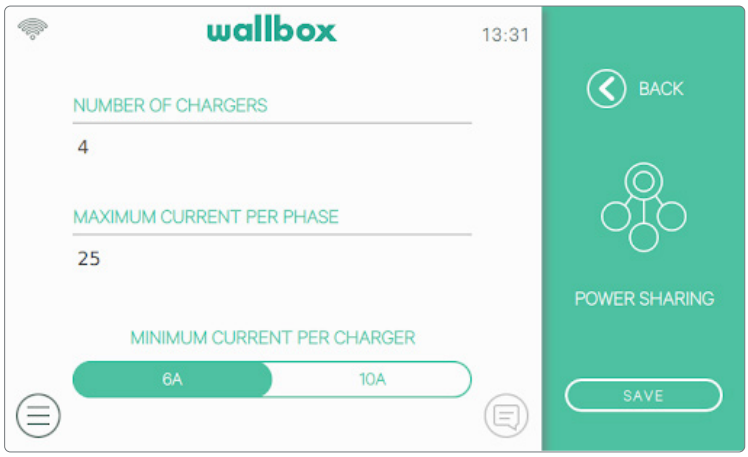
This screen allows you to configure the Power Boost functionality (optional feature, requires an accessory). The charger must be correctly connected to the power meter provided by Wallbox before starting the configuration. Switch on the Enable button and set the maximum current allowed by the electrical installation. Press the Save button to save the configuration.

Check the Notification area by pressing the Notification button on the Dashboard to view the status of the Power Boost.

For more information about the installation and setup of Power Boost please download the Power Boost manual from www.wallbox.com.

POWER SHARING

If the charger has been set as the Master of a Power Sharing Smart network, this screen will allow you to configure the functionality and check the status of the link to the Slave chargers.



Check the Notification area icon on the Dashboard to view the status of Power Sharing Smart.

For more information about the installation and setup of Power Sharing Smart please download the Power Sharing Smart manual from www.wallbox.com.

HELP

Enter this section to obtain the Wallbox Service contact details.

RFID Authentication

RFID Authentication

Wallbox Commander 2 can be unlocked by means of RFID (Radio Frequency Identification). The RFID technology makes possible to identify a user thanks to an RFID card that fits in a wallet and contains a unique identification code. Every authorised user must be provided with a RFID card.

In order to enable this feature, you only need to enter the RFID code printed on the Wallbox RFID card provided with your charger into your myWallbox account through the myWallbox portal (see "myWallbox portal" chapter for more details). 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 on authorized users. It may take up to 30 seconds for the charger to update user information after a modification in the myWallbox portal.

Now the system is ready to let the user unlock the charger with the RFID card. To do this, the user must hold the RFID card in front of the RFID reader on the charger at a distance of no greater than 5 cm. If the RFID code reading is correct and belongs to an authorized user of the charger, the charger will unlock immediately.

The following image shows the position of the RFID reader in the charger.

Discover myWallbox.

Wallbox App

1 Download the App

Before you start using your Wallbox charger, we recommend that you download the Wallbox app on your smartphone and create a myWallbox account for managing the charger remotely. The Wallbox app is available on PlayStore and AppStore.

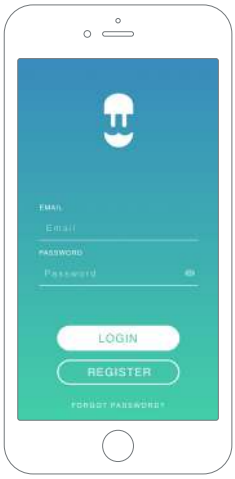
To download the Wallbox App, scan the QR code.

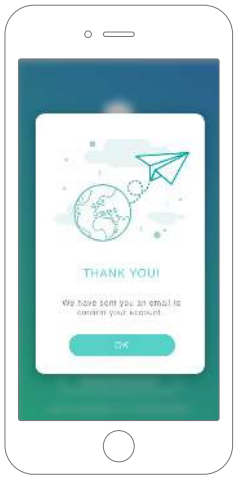
Download on the App Store

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 into 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 on the registration form. A confirmation popup will appear on the screen.

Wallbox App

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

Having opened the email, click on the "Confirm" button to start using your account.

3 Adding your first charger

If you do not have any chargers 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 on the outer surface of the charger.

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

4 List of chargers

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

- Charger name: by default, the charger's Serial Number is displayed. However, it is possible to edit it.
- Current connection type. An icon appears showing the internet connection type, these are: WiFi, 3G/4G and Ethernet. Bluetooth connection is only displayed when the charger is on and nearby.
- Charger status: If it is grey, the charger is unreachable, otherwise it will be green.

Wallbox App

5 Sync with your charger

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

6 Managing the charger

This screen is shown when you are connected to the charger. The controls on the upper half of the screen allow you to 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 to 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 and the days of the week as desired. Note that by default all week days will be active with a blue background.

Finally tap ACCEPT to send it to the charger.

STATISTICS

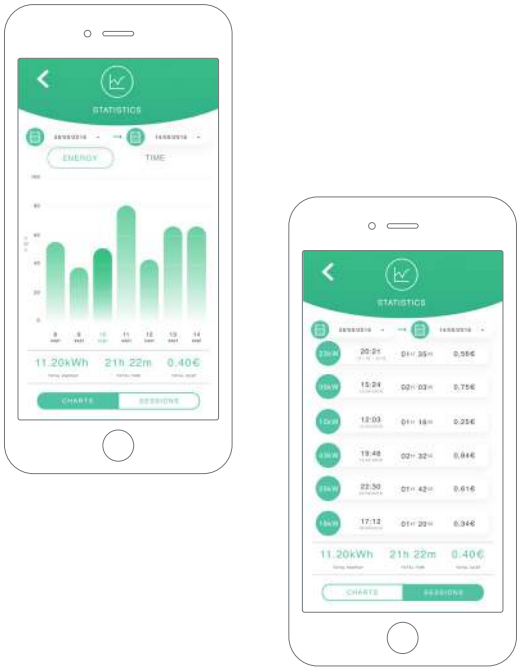
The bottom half of the screen, below the schedules, shows a summary of the current month's charging statistics.

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

Session filtering by date: You can select any date range to display the sessions between those dates.

Display of the data using the filter: When displaying the data you can view it in two ways: chart mode and list mode.

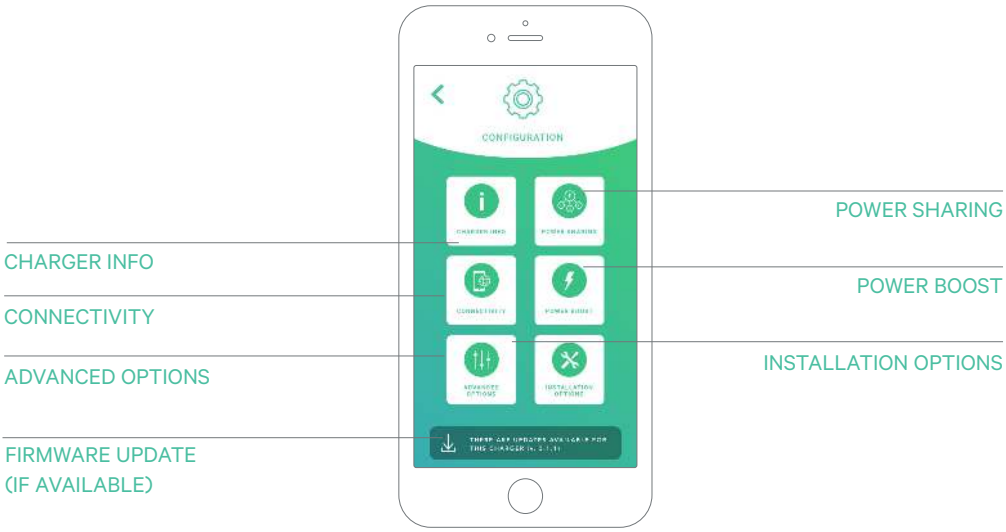
- Chart mode: This shows the data based on energy or charging time.
- List mode: This shows a list of all sessions between the dates selected.



Wallbox App

7 Configuration

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



CHARGER INFO

This shows information on the charger.

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

After every modification in this section, please be 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 charger's Wi-Fi connection can be activated or deactivated. Once activated, the list of available networks will appear, when you click on one of them you will be connected to the network or, if it is protected, it will ask you to enter the password.

To see further information on the network once connected, click the icon.

Ethernet

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

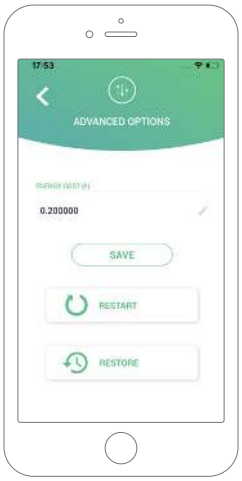
3G/4G

The charger's 3G/4G connection can be activated or deactivated. Once activated, it is possible to configure the 3G/4G connection data configuration 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 on your charger from this screen. You can also restart the charger here.



INSTALLATION OPTIONS

The charger installation options that can be carried out on this screen include:

- Configure the earthing system of the installation.
- Unlink the charger from your user account.

POWER SHARING

If your charger is going to be part of a Power Sharing Smart system, please ensure you have the instructions to perform this installation. If you are unsure about anything, contact your sales agent.

POWER BOOST

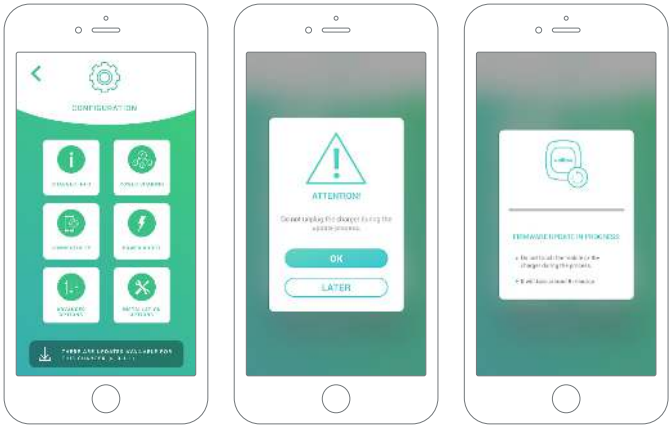
If your charger is going to be part of a Power Boost system, please ensure you have the instructions to perform this installation. If you are unsure about anything, contact your sales agent.

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. Tap the pop-up notification to start the firmware update process and follow the steps.

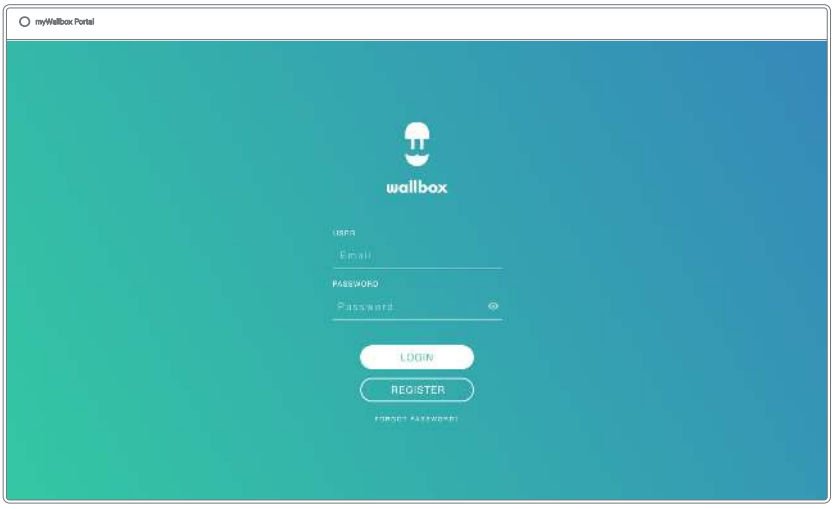
Note that the firmware update feature requires the charger to be connected to the internet.

At the end of the process, a confirmation message is shown:



myWallbox Portal

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

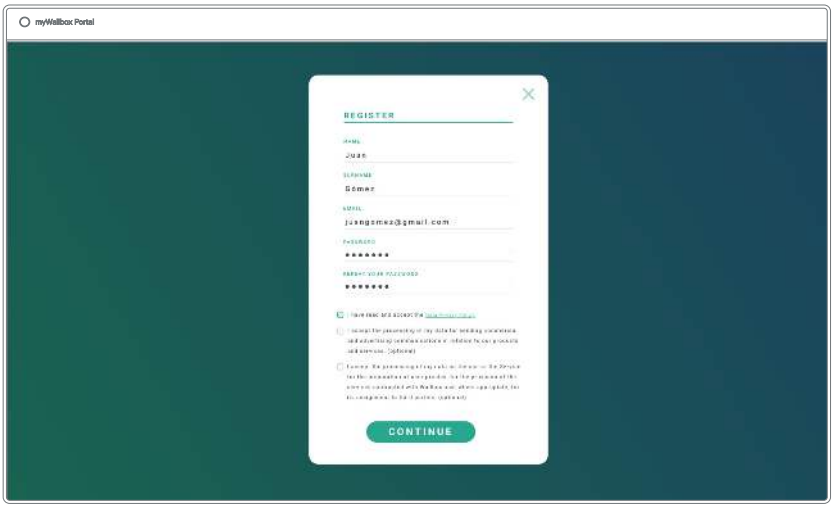


NOTE:

If you have already created an account using the Wallbox App, you can use the same username and password to log on to the website. Otherwise, you can create a new account now via the website.

Create a myWallbox account

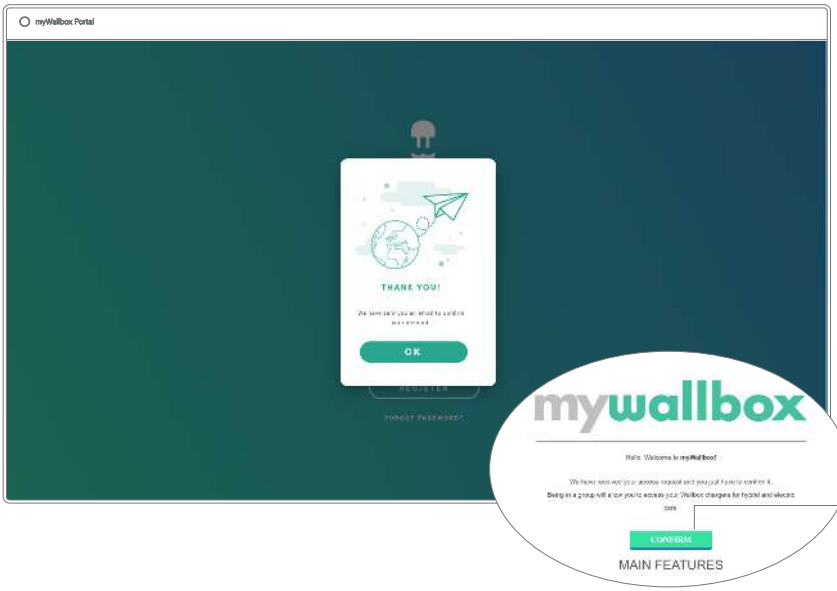
Click on the register button. A registration pop-up will appear.



Enter your personal details and continue.

myWallbox Portal

A confirmation pop-up will then appear.

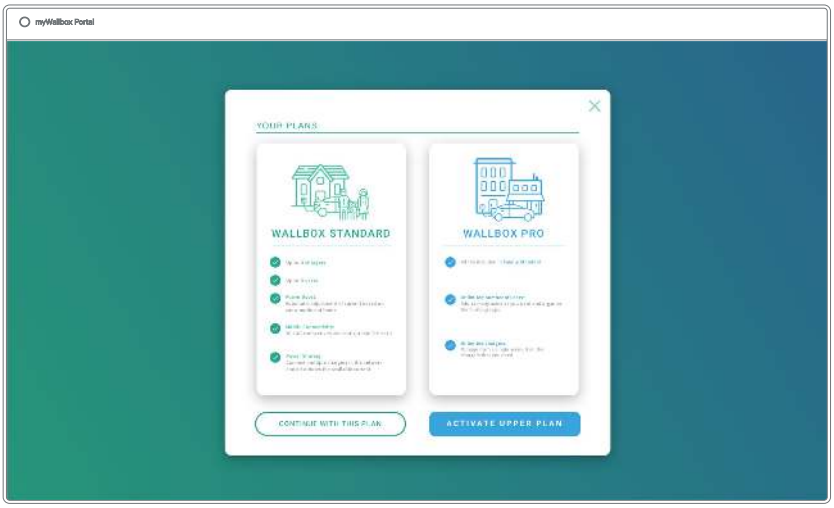


Then you will receive an email to confirm your account.

If you do not see the email in your inbox, please check the spam folder.

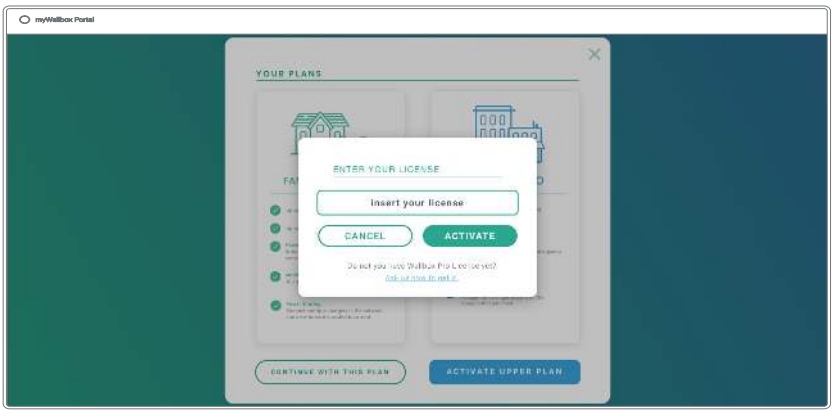
Having opened the email, click the "Confirm" button to start using your account.

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



If you have not purchased a licence you 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.



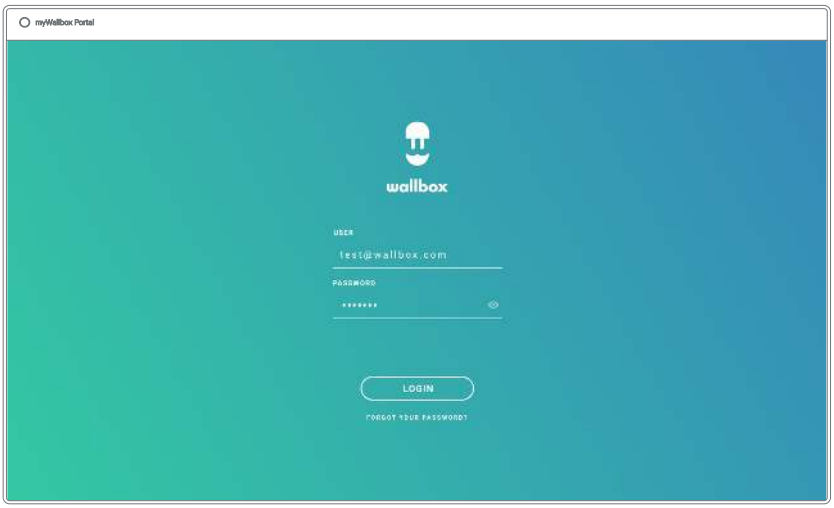
myWallbox Portal

Once your account has been 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 log in to the myWallbox website.

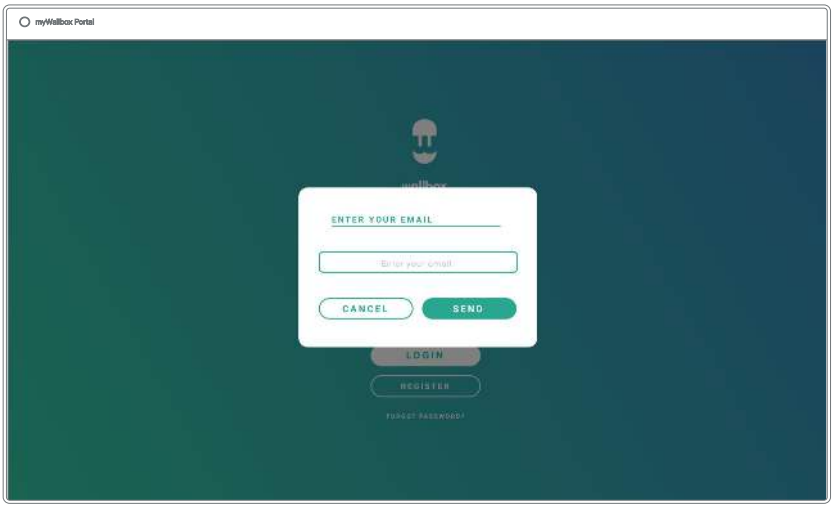


You will be redirected to the myWallbox main page.

FORGOTTEN PASSWORD

If you cannot remember your password, click on the “Forgot your password?” link under the login form.

Fill in the form with your email and continue.



A confirmation pop-up will then appear.

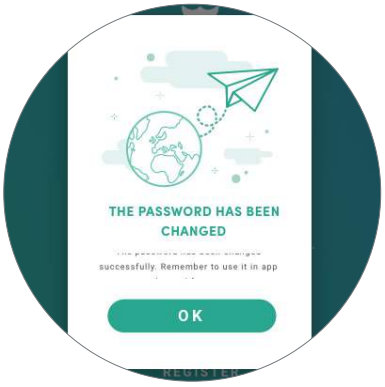
myWallbox Portal

You will then receive an email with instructions on how to create a new password. If you do not see the email in your inbox, please check the spam folder.

Having opened the email, click on the “restore password” button to start using your account.

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

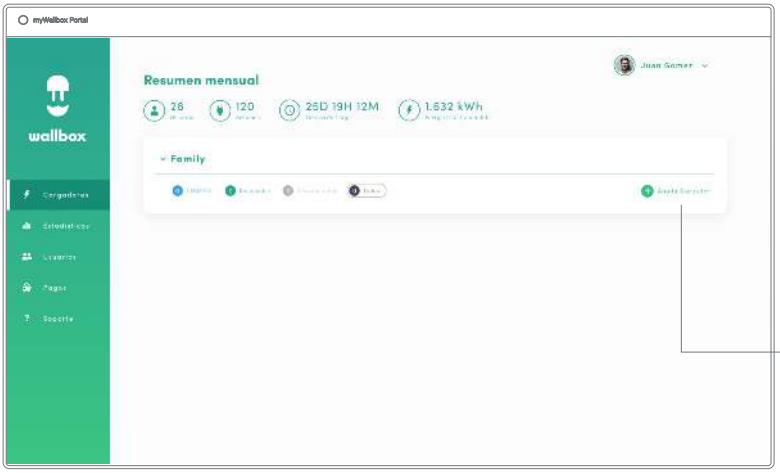
Enter your new password twice in the form and continue.



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.



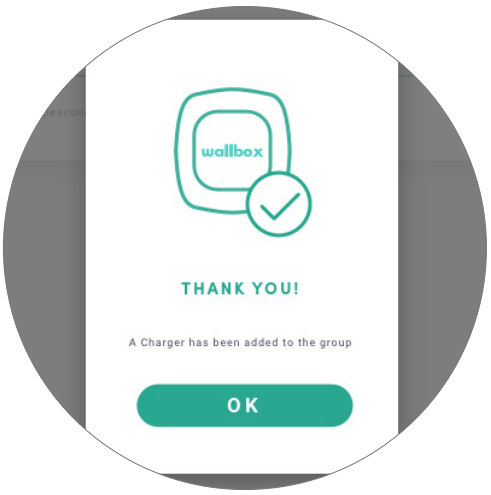
Add a charger to your account

From the myWallbox main page click “Add charger”.

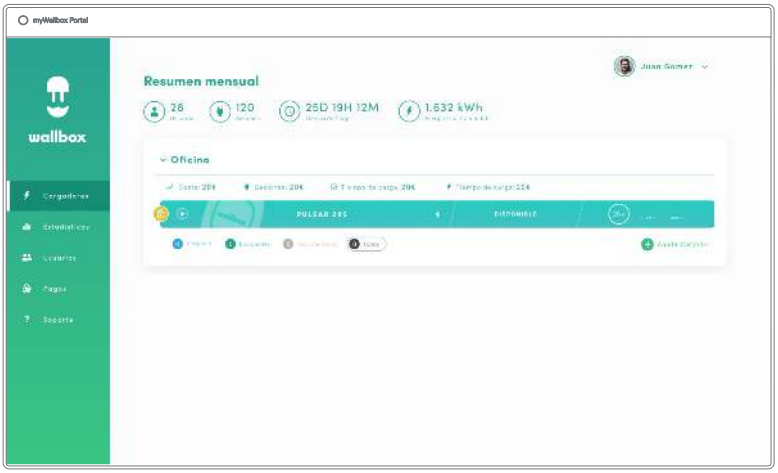
myWallbox Portal

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

You will then see a notification that the charger has been added successfully to your account.



The charger will then appear automatically in your chargers list.

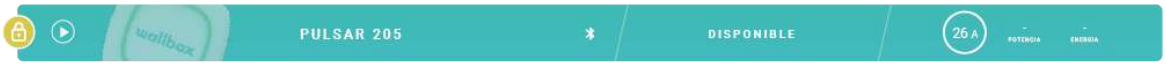


Please remember that Wallbox Standard customers are allowed a maximum of five users and two chargers. Wallbox Pro customers can add an unlimited number of users and chargers.

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: When yellow, the charger is locked. When green, the charger is unlocked.

Charger image.

Charger name / charger serial number. At first, 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 Not Configured
- 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 icon will redirect you to the charger's details page.

myWallbox Portal

Chargers

Access the charger details by clicking on the charger in charger list.

Here you can carry out the following:

- Modify the “charger name”.
- See charger info.
- Interact with the charger.
- See statistics graphs for the current year.
- See the list of sessions for the chargers.
- See the list of the users that have access to the charger, assign/unassign users to/from 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 from 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 hovering the cursor over the information button (“i” icon) displays the charger information.

myWallbox Portal

INTERACT WITH THE CHARGER

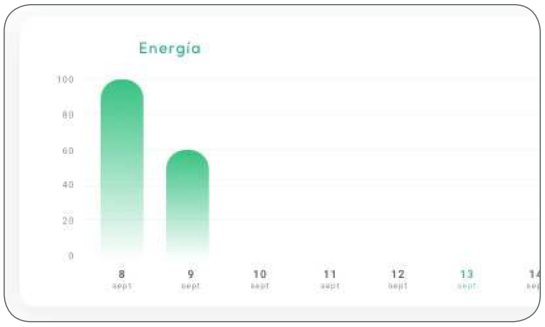
From the charger details page you can interact with your charger in the following ways:

- **Lock/unlock charger.**
  - Locked charger, action available.
  - Unlocked charger, action available.
  - If it is not 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.
  - If it is not available, the icon is displayed in grey but still displays if the charger is started/paused.
- **Modify current value.** Here you can modify the current Amp value by changing the position of the circle around the large circle. The new current is automatically displayed inside the circle.

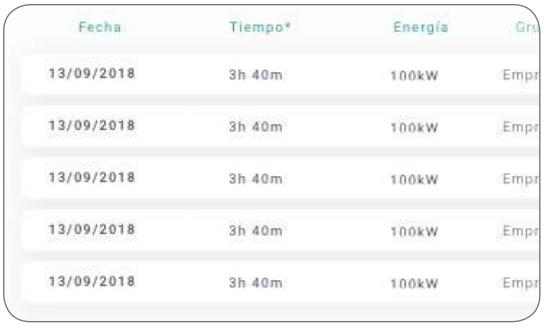
Remember that these actions are not immediate, it may take up to 30 seconds to apply them to your charger.

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 completed with the charger.

More information on the charging sessions can be found on the statistics page, where reports can also be downloaded.

myWallbox Portal

USERS LIST

List of users who have access to the current charger. The list shows which users are able to use the chargers and enables users to be assigned/unassigned to/from the charger. Only super administrators and administrators are able to see this list and interact with it.

Colour 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

You can access statistics from the main menu on the left-hand side of the myWallbox website.

View the sessions from all chargers you are currently linked to.

Available filters for the sessions include:

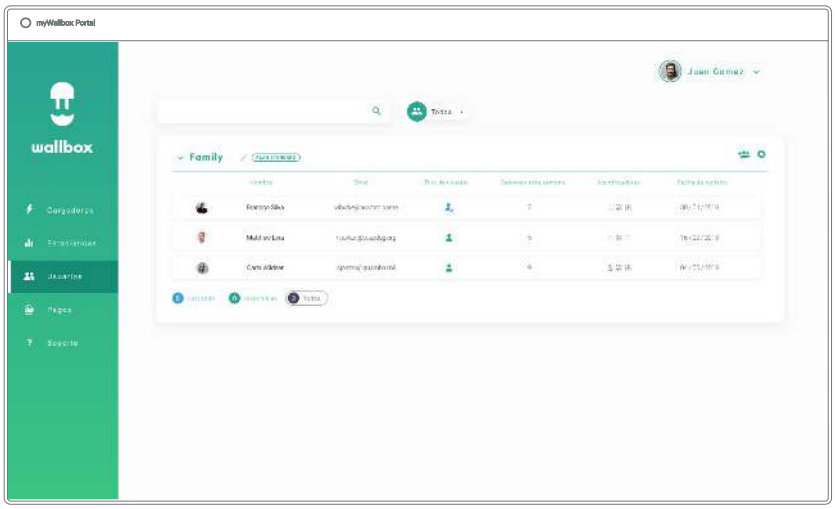
By group: filter by the different groups that are associated to your user.
By user: filter by the users in your groups.
By charger: filter by the chargers in your groups.
By start and end dates: select the start and end dates you wish to see.

myWallbox Portal

You can generate an Excel report at any time simply by clicking on “Generate report”.

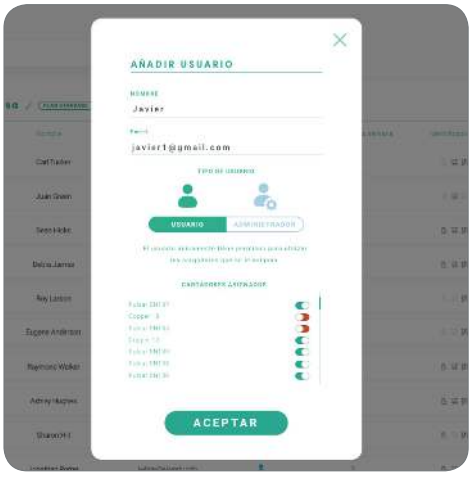
Users

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.

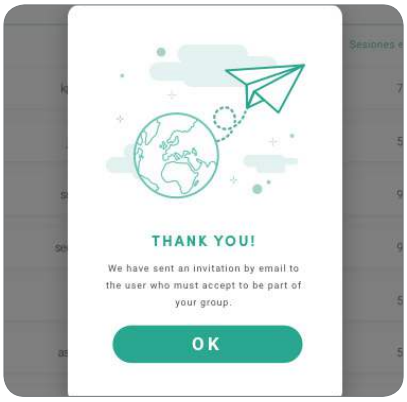


Fill in the user information and set user or administrator permissions.

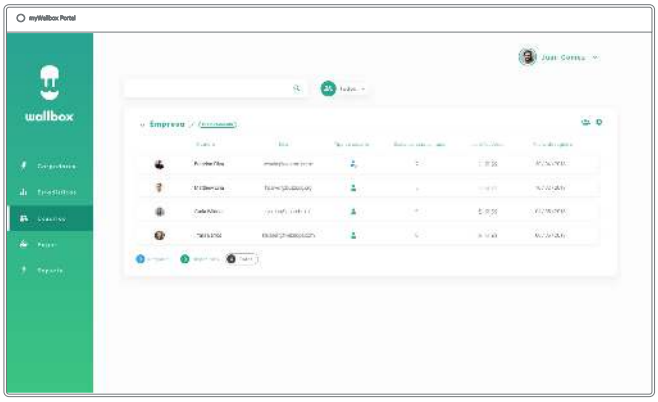
User: Allow them access to the chargers selected on the charger list below.

Administrator: Allow them access to all chargers from your group and 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 (if it doesn't appear, press Alt+F5 or refresh your browser).

USER INFO

Once the user is linked to the group, the main information for the user list can be seen.

The information shown here is:

User's name and surname.

User's email.

User type:
- Superadmin
- Admin
- User

Sessions count: Number of sessions completed by said user.

Identifiers: RFID, facial recognition and Commander 2 PIN. Enabled / Disabled value is given by saved data in the details of every user account.

- All enabled
- Just Commander 2 PIN enabled

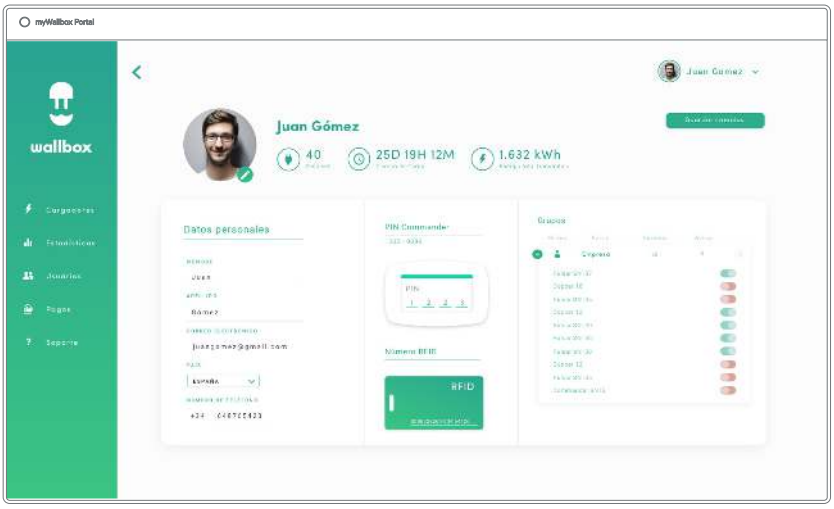
Registration date.

Delete button. Remove the user from the current group (does not delete the user's account). Not always available.

myWallbox Portal

USER DETAILS

A user's account details can be accessed by clicking on the user on the user list.



Here you can carry out the following:

- See the user's main details.
- See the list of the chargers assigned/not assigned to the user from the group, assign/unassign chargers to/from the user.

User info

User information can be viewed but not modified (except RFID value).

Charger list

List of chargers from users' groups. This list includes the option to see which chargers are available to the user and to assign/unassign the chargers to/from the user.

Colour meaning:

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

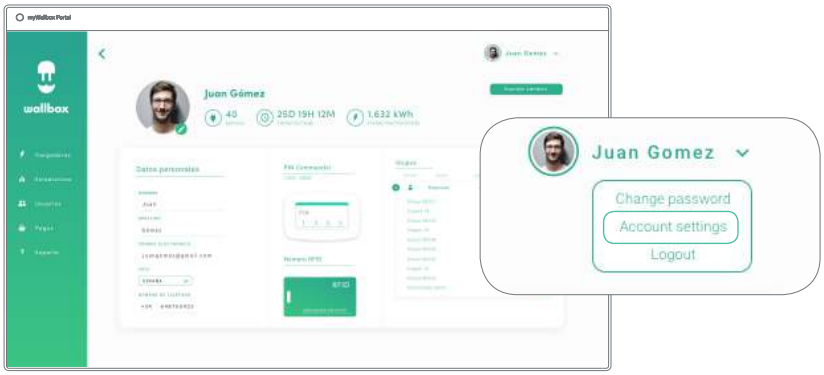
User assigned to the charger. By clicking on the switch, the user is unassigned.

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

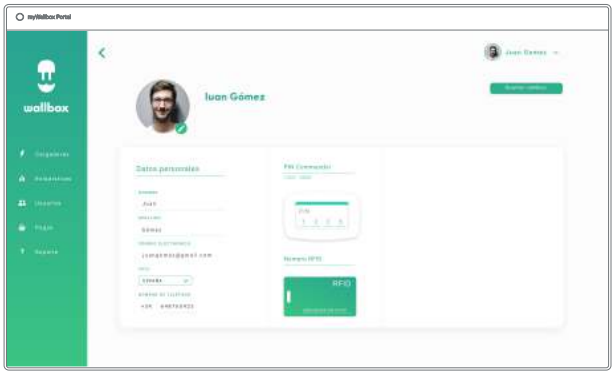
myWallbox Portal

User account menu

On the top-right hand side of the screen you can access the user configuration.



Here you can modify your user configuration.



MODIFY COMMANDER 2 PIN

Only necessary for locking/unlocking Commander 2 by PIN. Set by default to 1234.

Maintenance

The following precautions should be taken to ensure correct maintenance:

- The are no parts in your Wallbox that require user maintenance. Only a qualified electrician may open and modify your Wallbox.
- Remember to ensure 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 and dry or damp cloth. Do not use a spray or direct water stream to clean your Wallbox charger.
- The element or protection support provided as an accessory must be used to protect the connector from falling dirt and the elements.
- If the device needs to be opened, use only the tool provided for this procedure, which is included in the Wallbox box. The use of any other tool or means may damage the charger, which is not covered by the product warranty in this case.

Troubleshooting

GENERAL

Charger does not power up

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

Charging session did not start

This could be for any of the following reasons:

- 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, check 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 scheduled charge and make sure that the EV gun is not in the car. Then sync the app to the Wallbox and 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.

If the charger or the vehicle detects a temperature that is too high, the charging power is reduced for safety reasons.

Also, you may need to update the firmware of the Commander 2. Enter your Commander 2 and select Settings > Update and check if there is a pending firmware update to be done.

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 Commander 2.

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. Use the car's key to open the car. In some cars this action stops the charging session and the charging cable is unlocked.

The screen is completely black and does not react to touch

If the screen is completely black but the Commander 2 is turned on, start with a "clean state" by restoring and reinstalling the firmware using the Wallbox app on your phone.

Enter the Wallbox app with your account, activate Bluetooth and make sure that you are close to the Wallbox Commander 2. Select your Commander 2.

Then select the gear icon on the top right and select Advanced Options > Restore.

Once the system has reset to factory settings, go back to the Settings section and at the bottom there will be a small "pop-up" that will say "Updates are available for this device".

Click this message and make sure you do not turn off the phone or leave Bluetooth range for the duration of the installation as it may take a few minutes.

UPDATES

The software needs to be updated and I cannot update it

First of all, check you are properly connected to the internet. If you do not have an internet connection, use your mobile phone as a hotspot just for the update.

If your Commander 2 is indeed connected to the internet then do the following:

- On the Commander 2 select Settings >Restart. Let the device restart.
- Then select Settings > Options > Update.
- If there are still no updates to select then go into Settings > Restore. Let the device restore to factory settings.
- Then after a few moments let the Commander 2 connect to the internet and update the firmware by going to Settings > Update.

CONNECTION

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

If it is not possible to install the Wallbox Commander 2 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 Commander 2 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 Commander 2, the following ports will need to be open:
  TCP 80 Used for data transfer
  UDP 123 Used for time synchronisation
- Connect using a 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 Commander 2 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 Commander 2 select the hotspot you created with your Android phone.

Tip: Switching on the hotspot for the first time fills in default settings, such as 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 Commander 2 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, consult with your installer to make sure that the current selector is not at position 0.

No power to the charging station:

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

CHARGING LOGS

The charging logs do not appear on the myWallbox website or the Wallbox App

In order for the charging statistics to appear in the app or the myWallbox portal, the Commander 2 must be connected to the internet. 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 Commander 2 and make sure your Commander 2 is updated.
2. Remove the Wallbox app from your phone, redownload the app, connect to your Commander 2 using Bluetooth and allow the device to sync to your phone. This will allow the Commander 2 to send the statistics using Bluetooth instead of the internet.
3. Reset the charger system. On the Commander 2 go to: Settings > System > Restart.

Service

Need more assistance? You can reach out to us on:

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