



# User Guide

QUASAR  
ENGLISH

wallbox

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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 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 User 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 installation and 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 authorized specialist and qualified personnel may open, disassemble, repair, alter or modify the Wallbox device. Unauthorized modification of the Wallbox equipment makes manufacturer warranty void.
- Unauthorized 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 -25°C to 40°C 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.

## Identifying Symbols



Caution



Risk of electric shock



Hot Surface, risk of burn

## 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 off.
- 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.



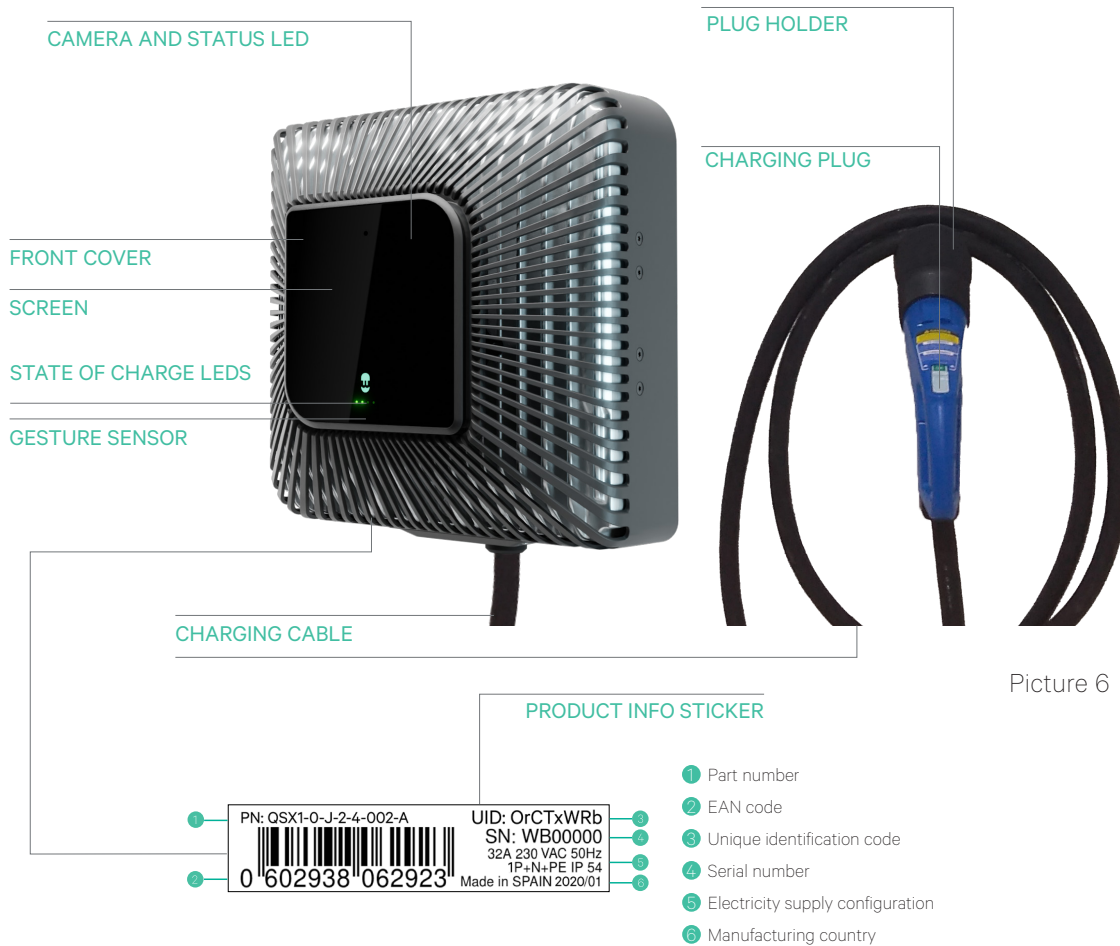
Important information for the correct disposal of the product in accordance with Directive 012/19/EC. At the end of its useful life, the product will not be disposed of as urban waste. It must be taken to a collection center for special and differentiated waste or to a distributor that provides this 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 will also show you the basic functionalities for your interaction with the Wallbox Quasar.

## Get to know your Wallbox Quasar

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



\*Camera, Screen and Gesture Sensor are optional features.

Once your Wallbox Quasar 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 and discharging process by simple commands, but remember that you will always be able to just plug and charge, it can be as simple as that.

## Charger Screen\*



After a few seconds, the screen will be automatically switch off in order to save power. Move your hand near the gesture sensor in order to switch it on again.

### Charger information

In this area, the following information is displayed:

- State of charge "SOC": the level of charge of the battery, in percentage.
- Current limit settled, in amperes.
- Power being charged/discharged, in kilowatts.

\*Available only for Standard Version of Quasar



## Charger Status LED

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



### READY

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



### CONNECTED

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

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

Vehicle battery is fully charged.

The transition between connecting the vehicle and start charging/discharging.

The transition between resuming the charge/discharge and start charging/discharging.

The vehicle is not switched off or locked.

The charger is waiting for a better time to charge/discharge based on electricity costs or the electricity distributor commands.

The vehicle has a pending, programmed schedule within the next 12 hours.

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



### CHARGING

(LED blinking) The charging process has started and the vehicle is being recharged for the next ride.



### DISCHARGING

(LED blinking) The vehicle is being discharged and power is being generated to the electrical grid, based on the V2G/V2H configuration.



### LOCKED

(LED blinking) The charger is locked. Only an authorized user can unlock it. User authentication can be done via RFID vehicle, Face Recognition, 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.



## State of Charge LEDs

The 4 LED's indicate the battery status in blocks of 25% each:



### First LED Blinking

The battery is charge state is between 0 to 25%



### Second LED Blinking

The battery is charge state is between 25% to 50%



### Thrid LED Blinking

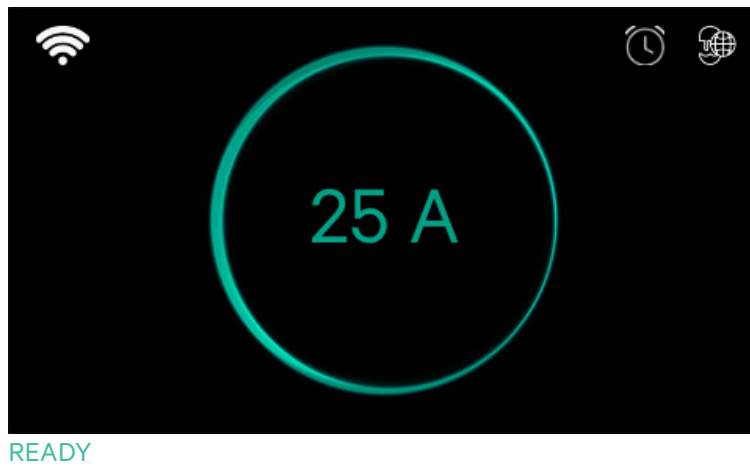
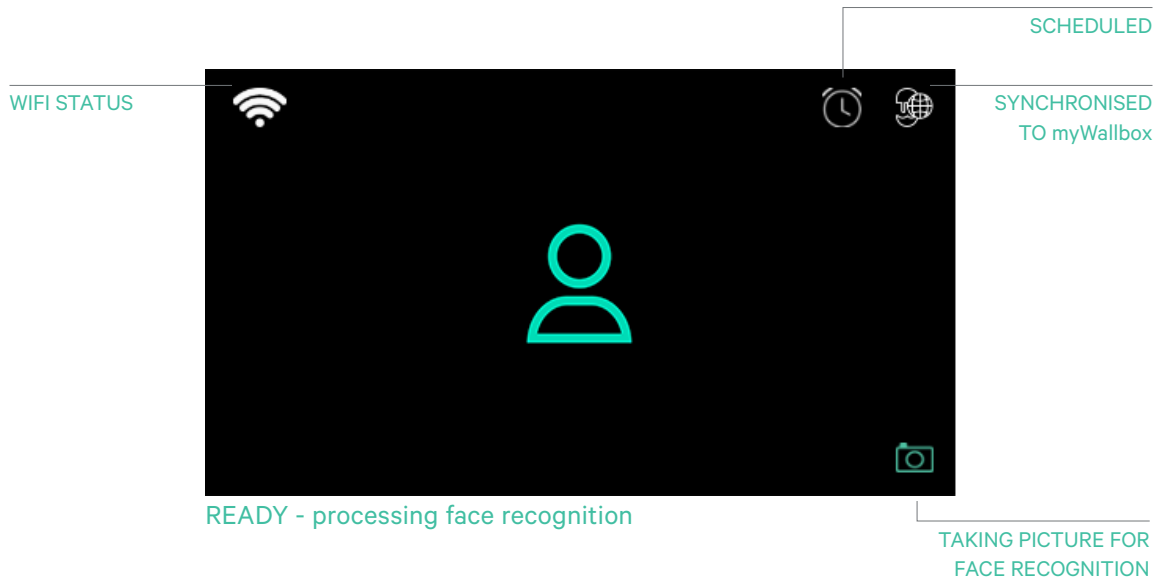
The battery is charge state is between 50% to 75%



### Fourth LED Blinking

The battery is charge state is between 75% to 100%

## Charger Status Screens



## Charger Status Screens



CONNECTED



PAUSED

## Charger Status Screens

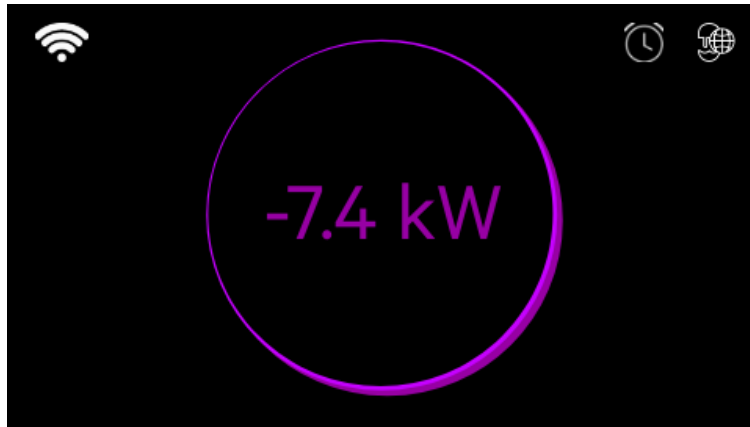


STARTING TO CHARGE

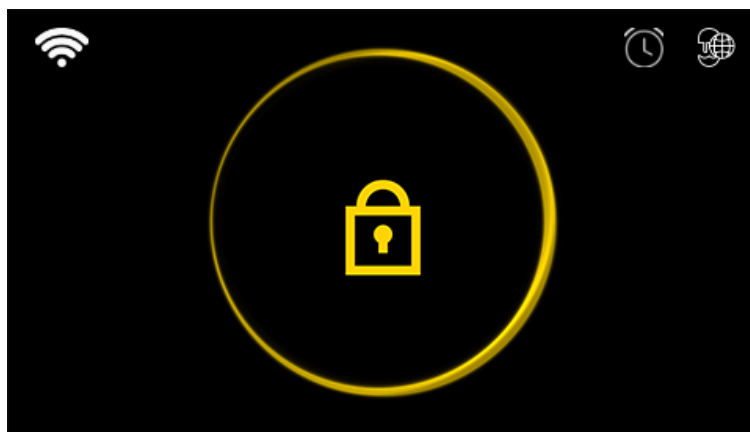


CHARGING

## Charger Status Screens

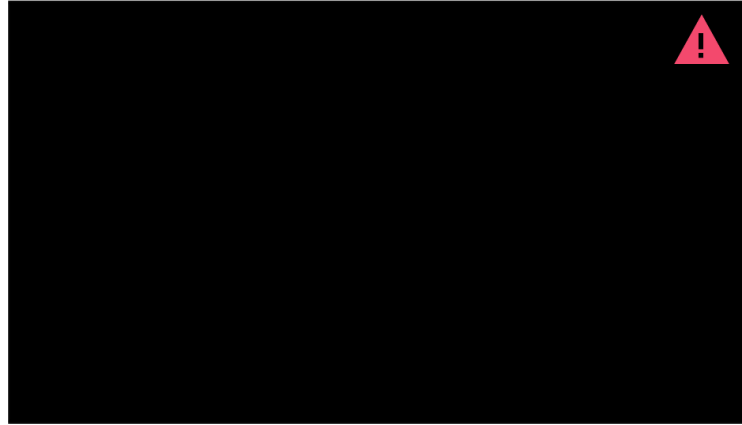


DISCHARGING



LOCKED

## Charger Status Screens



ERROR

## Icon area

Additional information about the status on the charger is displayed as icons on the charger screen. The list of icons is described below.



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



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



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



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



Your charger is synchronised to the myWallbox cloud platform



Your charger is using face recognition to identify the user



Your charger has a schedule programmed



Your charger is in fault mode.



## Lock / Unlock the charger

The Wallbox Quasar can be locked to prevent unauthorized use. You can lock it by moving your hand to the left and unlock it with face recognition. You can also lock and unlock your charger using the Wallbox app and the myWallbox portal.

## Gesture sensor

Your Wallbox Quasar has a gesture sensor so that you can control it with simple gestures without having to use external devices. Make sure you move your hand close to the charger near the sensor shown in the image below.



- Move your hand upwards to increase the charging power.
- Move your hand downwards to reduce the charging power.
- Move your hand to the left to lock the charger. This gesture is enabled as soon as the user has connected to the charger with the Wallbox app.
- While charging, move your hand to the right to pause charging. Move your hand to the right again to resume the charging.
- Move your hand in any direction to turn on the screen or to start face recognition authentication.

## Face Recognition Authentication

**Note: This feature is only available when your Wallbox Quasar is connected to the Internet.** Before using this feature you need to add your front profile photo in your myWallbox account using the Wallbox app (see “Edit your profile” section). Now you can unlock your Wallbox Quasar using face recognition authentication. To do so, use the corresponding gesture to start the process and the charger will take photo of you automatically. The camera icon will appear on the charger screen. It may take a few seconds for the charger to unlock.

## RFID authentication

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.

## Charging plug operation

WARNING: 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.



Review the instructions on the charging plug labels.

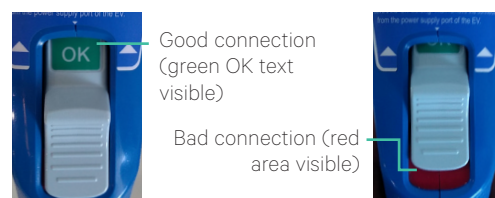
### To connect

1. Open the vehicle's inlet cap (check the vehicle's user manual to know where it is and how to open it).
2. Hold the charging plug by its grip.
3. Slide the release button and hold it while removing the plug from the holder.
4. Connect the charging plug to the vehicle inlet.
5. Verify the release button is well connected (see picture 6).

Picture 5.



Picture 6.



Picture 7.

### To disconnect

1. Wait until the charging plug light (red colored) is off. It can take up to 10 seconds after stopping the charger (check either this manual or the vehicle's manual for instructions about stopping the charger).
2. Hold the charging plug by its grip.
3. Slide the release button and hold it while removing the plug from the inlet.
4. Roll the hose around the plug holder (see picture 7).
5. Connect the charging plug to the plug holder.
6. Verify the release button is well connected (see picture 6).



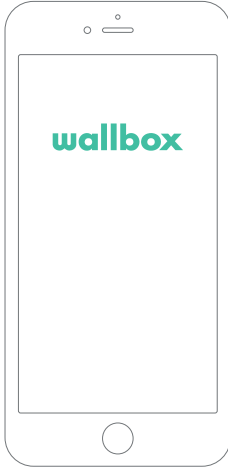
wallbox

Discover myWallbox.

wallbox

## Wallbox App

### 1 Download the App



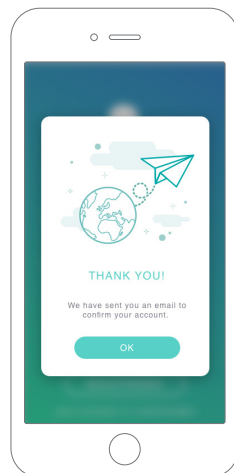
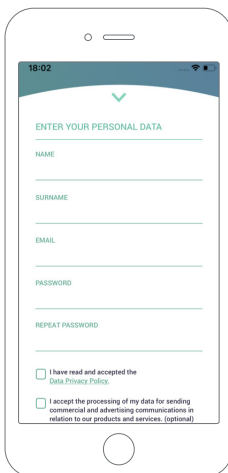
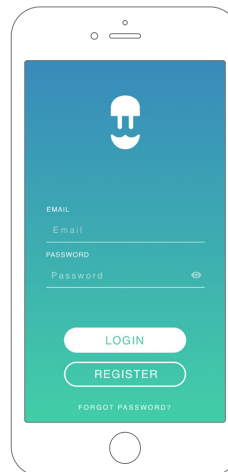
Before you start using your Wallbox charger, we recommend that you download the Wallbox app on your smartphone and create a myWallbox account for managing the charger remotely. The Wallbox app is available on PlayStore and AppStore.

To download the Wallbox App, scan the QR code.



### 2 Create a myWallbox account / Log in

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

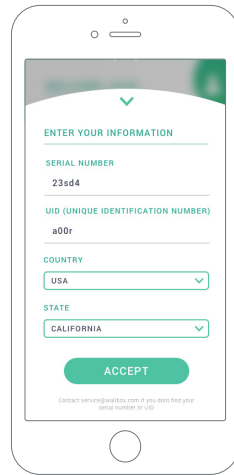
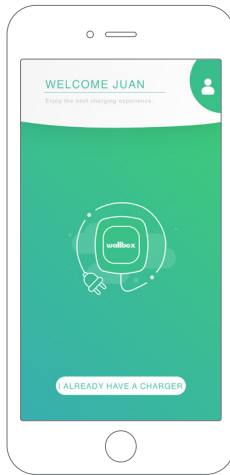
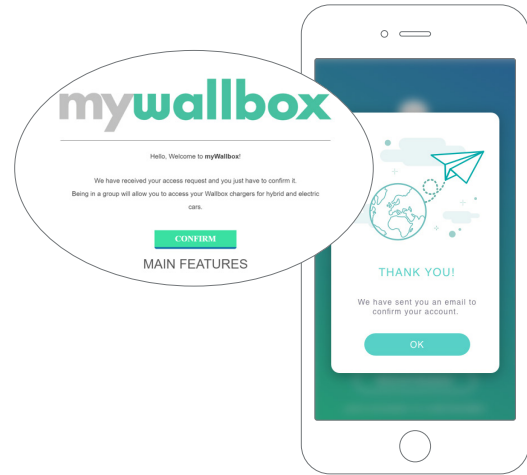


For the first time of use, you need an account to access the Wallbox App. Click the "Register" button so you can fill in your personal details on the registration form. A confirmation popup will appear on the screen.

## 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.



### 4 List of chargers

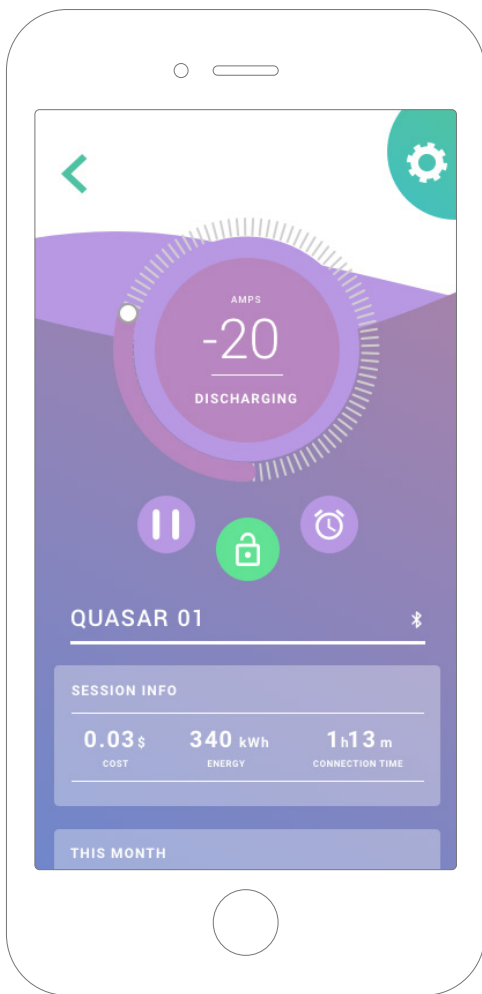
On this screen you will find the following information about the charger:

- 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

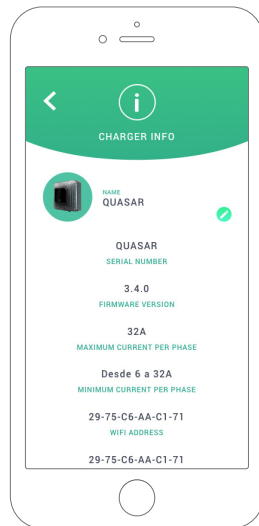
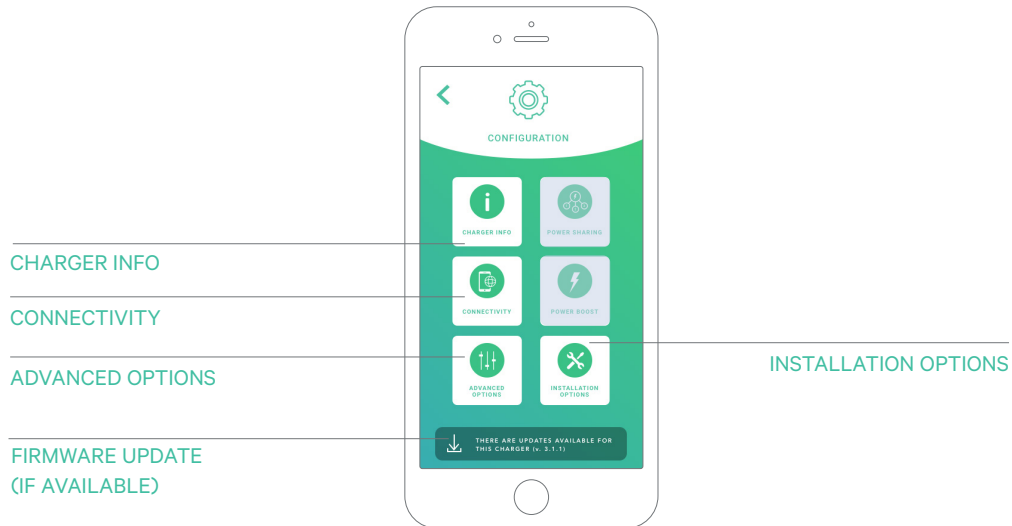
This screen is shown when you are connected to the charger. The controls on the upper half of the screen allow you to perform the following actions:

- Select the charging current using the wheel.
- Lock/unlock charger.
  -  Charger locked, press to unlock.
  -  Charger unlocked, press to lock.
- Pause/Resume charger.
  -  Charger is paused, press to start.
  -  Charging/Discharging, press to pause.
- Access the charger configuration menu. 
- Schedule a charging session.

## 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

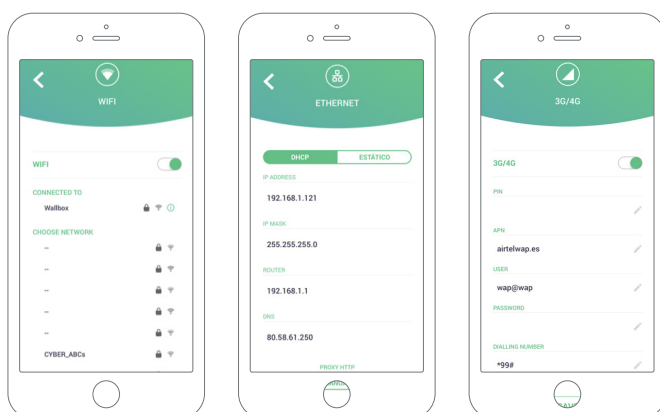
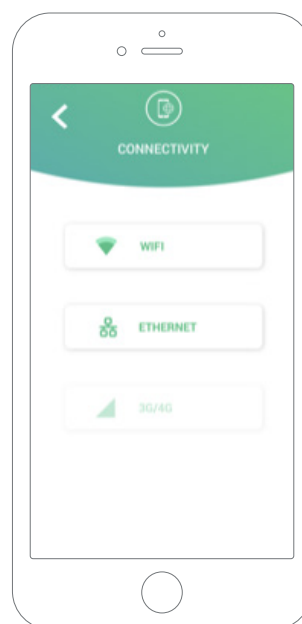
Our chargers have three internet connection methods that you can configure:

- 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.

#### V2G

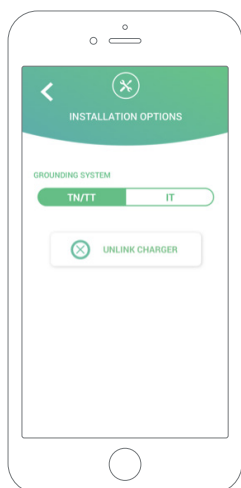
The Vehicle to Grid(V2G) feature can be configured through the Installation Options screen in the Configuration menu of the my Wallbox app. By selecting the applicable normative settings on the Grid Codes screen, the V2G feature can be enabled.



Before applying changes to these settings, check the local regulations and the electricity supplier requirements regarding to vehicle to grid, vehicle to business and vehicle to home features. Wrong settings may cause problems, disruptions and equipment damage to the electrical system and to the distribution network. Wrong use may be subject to fines.



## Wallbox App



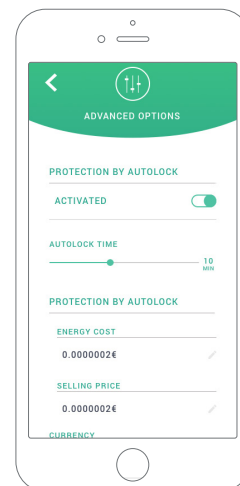
### ADVANCED OPTIONS

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.

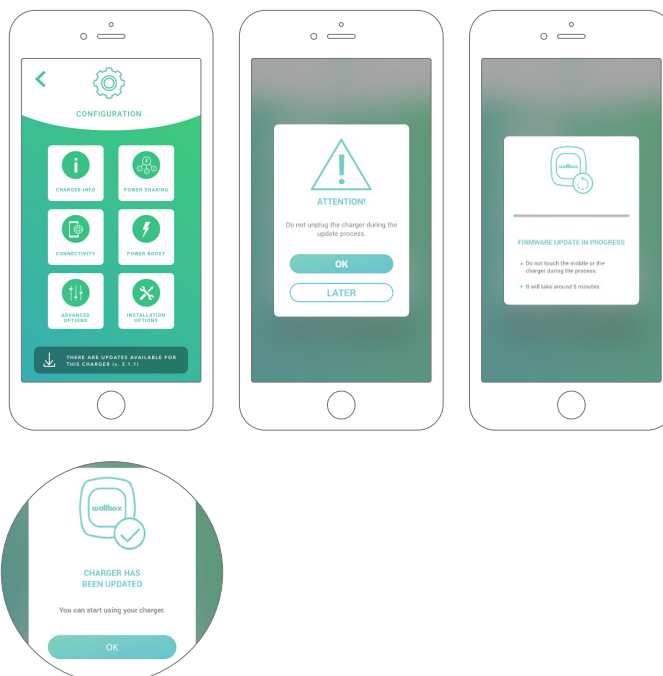


### FIRMWARE UPDATE

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.

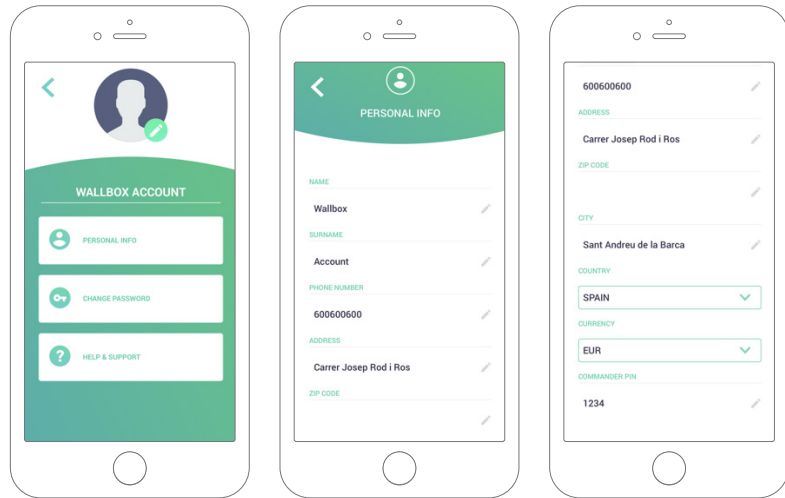
At the end of the process, a confirmation message is shown:



## 8 Edit your profile

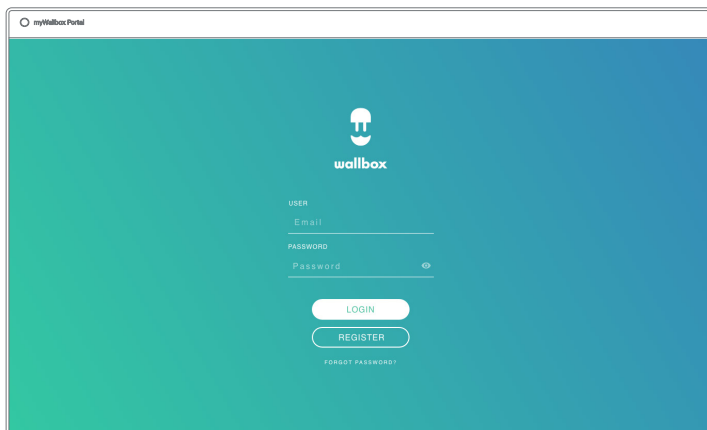
You can edit the information of your myWallbox account in this section. Edit your personal data, change your myWallbox account password or the currency you want to use.

You can also add a picture of you to your myWallbox profile.



## myWallbox Portal

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

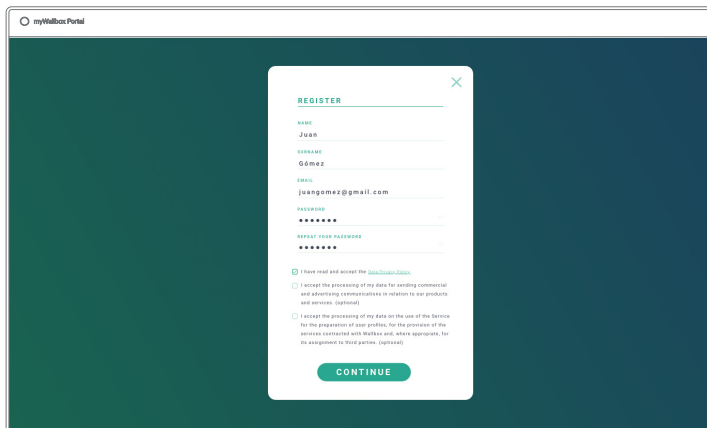


NOTE:

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.

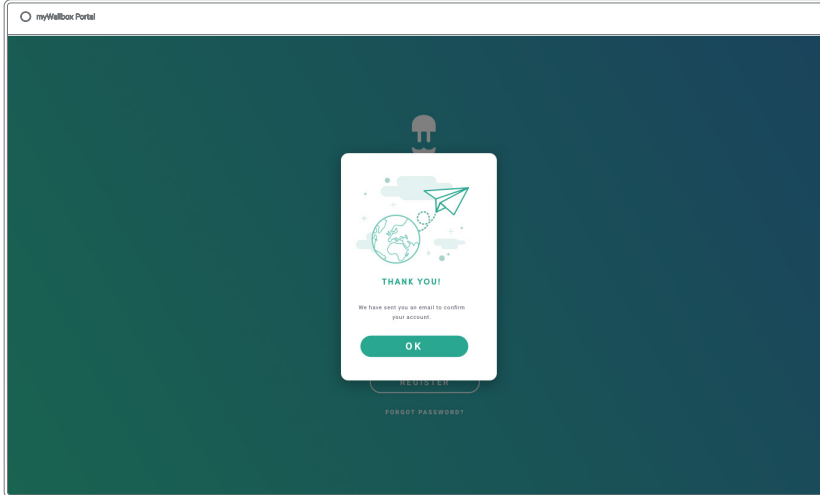


Enter your personal details and continue.

wallbox

## 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.



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

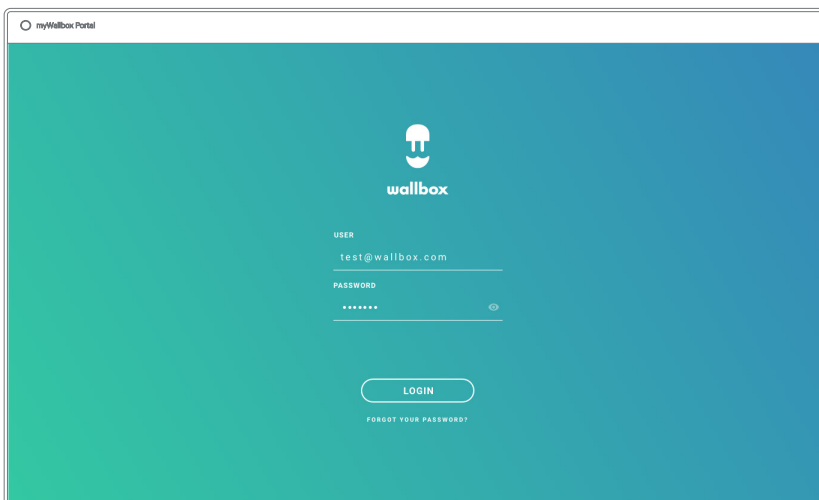
## myWallbox Portal

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.

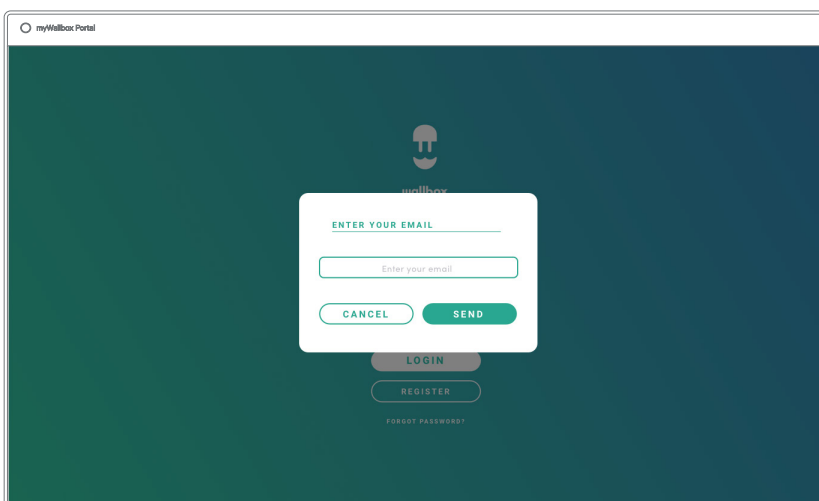


You will be redirected to the myWallbox main page.

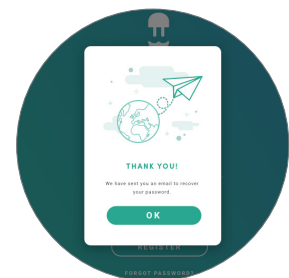
#### FORGOTTEN PASSWORD

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.



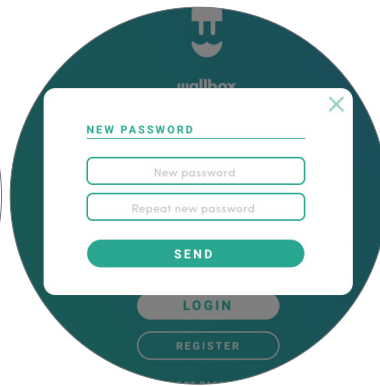
# wallbox

## 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.

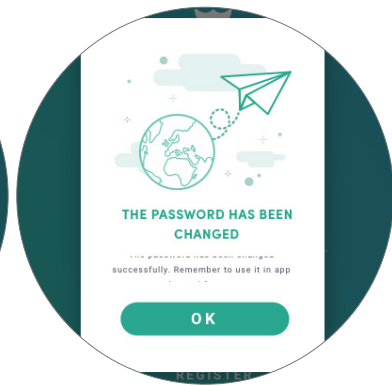


Having opened the email, click on the “restore password” button to start using your account.



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

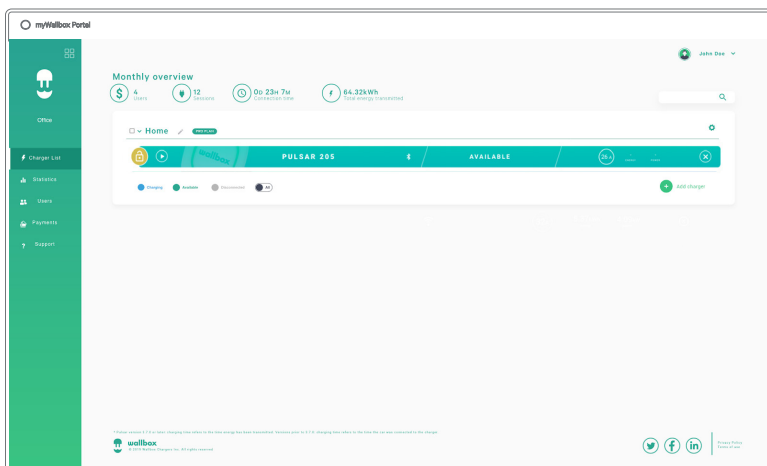
Enter your new password twice in the form and continue.



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.



## 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
- 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
- Error
- Discharging (V2G)

When the charger is connected: **Current charge information.**

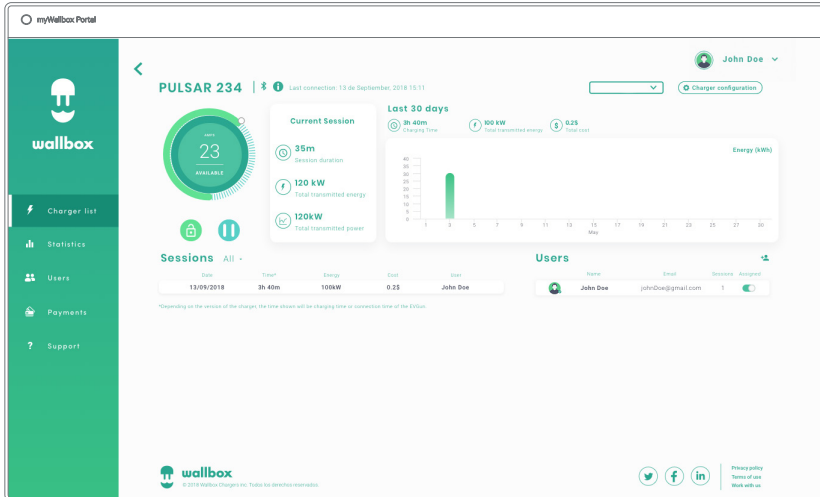
For a disconnected charger: **Last connection/synchronisation date.**

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.

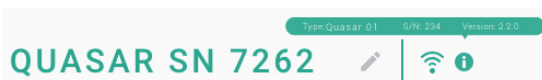
Click on the edit button (the pencil icon) to be able to modify the charger’s name.



### 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:

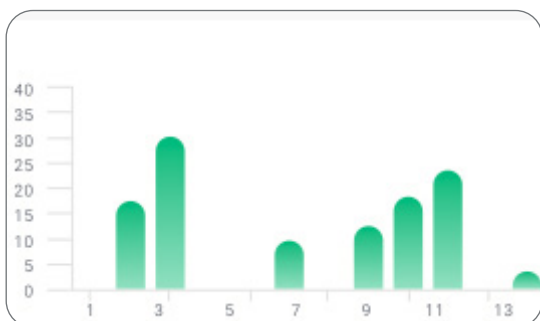


- **Lock/unlock charger.**
  -  Locked charger, action available.
  -  Unlocked charger, action available.
  -   If it is not available, the icon is displayed in grey but still displays if the charger is locked/unlocked.
- **Pause/Resume charger.**
  -  Charger is paused, press to start.
  -  Charging, 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 charger sessions.



Statistics graph for the current year.

Sessions All -		
Date	Time*	Energy
13/09/2018	3h 40m	100kW
13/09/2018	4h 22m	140kW
13/09/2018	5h 20m	210kW
13/09/2018	1h 12m	50kW
13/09/2018	1h 12m	43kW
11/09/2018	30m	20kW

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.

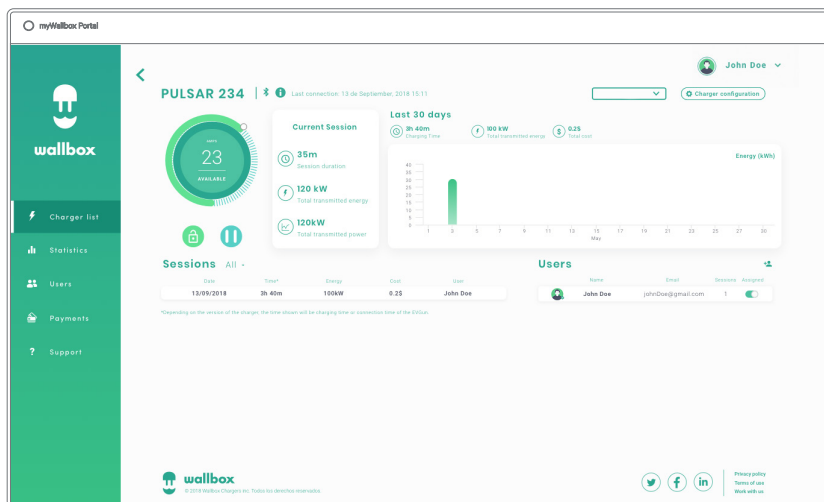
Users				
	Name	Email	Sessions	Assigned
	Waiano Akarana	wburke@avamm.name	1	<input type="checkbox"/>
	Lucas Simões	emoore@trunyx.com	1	<input checked="" type="checkbox"/>
	Laura Sofía Ureña	dryan@tazzy.org	1	<input type="checkbox"/>

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:

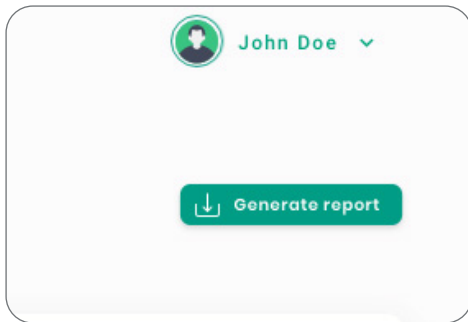
**By group:** filter by the different groups that are associated to your user.

**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.

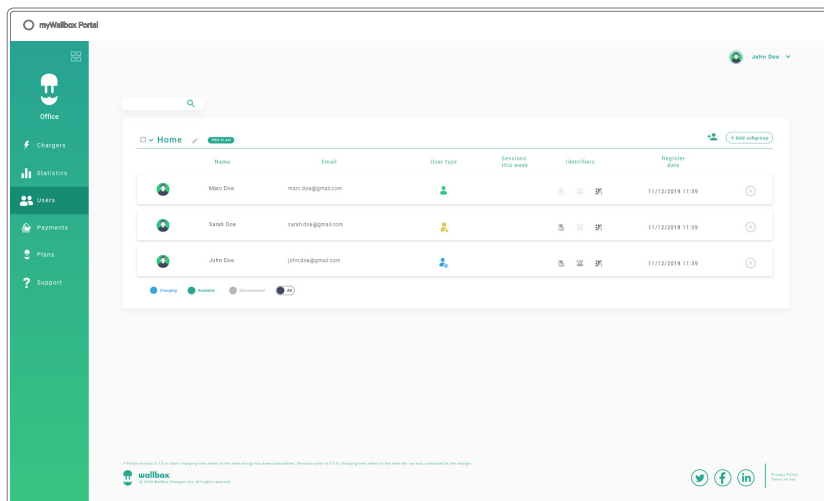
## myWallbox Portal



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

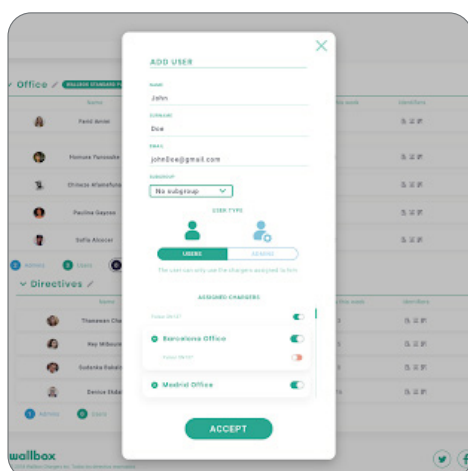
## Users

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.

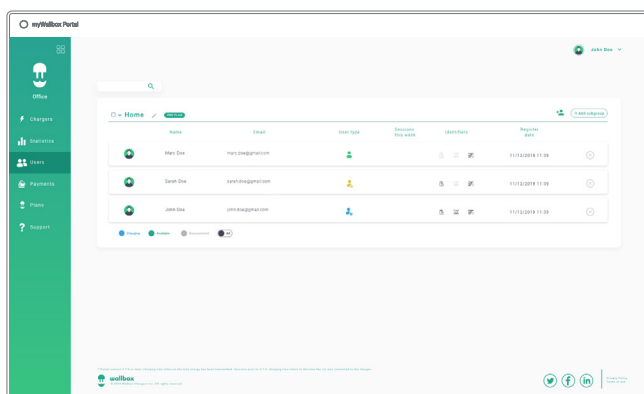
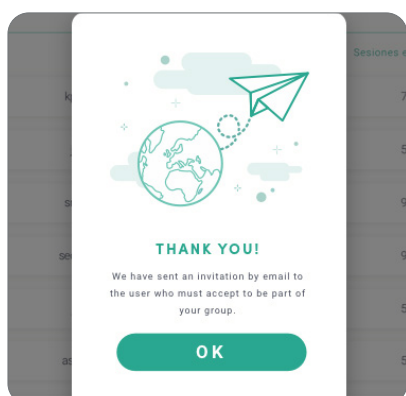


Fill in the user information and set user or administrator permissions.

**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

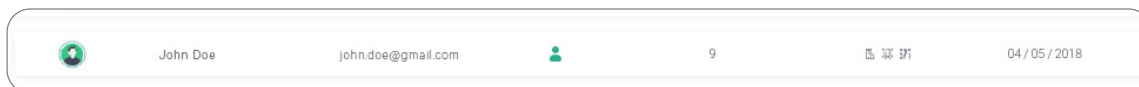


Once the invitation is sent, a confirmation popup appears and confirms an invitation has been sent to the user.

Then invited user appears automatically in the users list (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. Enabled / Disabled value is given by saved data in the details of every user account.

All enabled

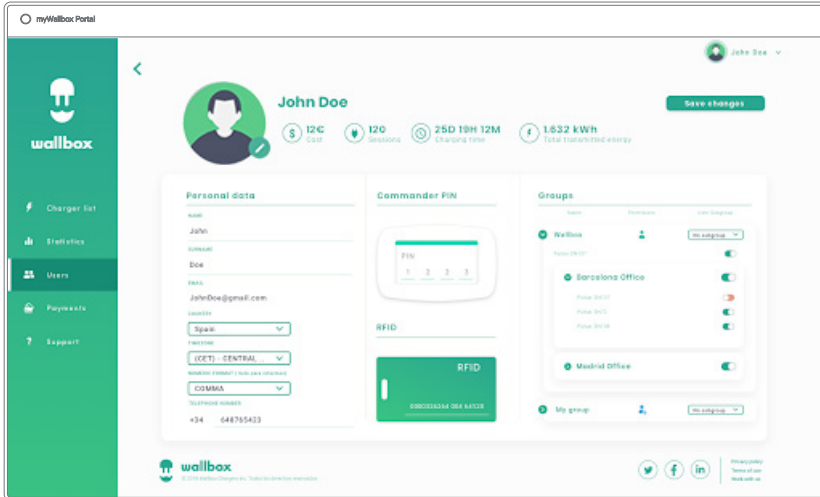
**Registration date.**

**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:

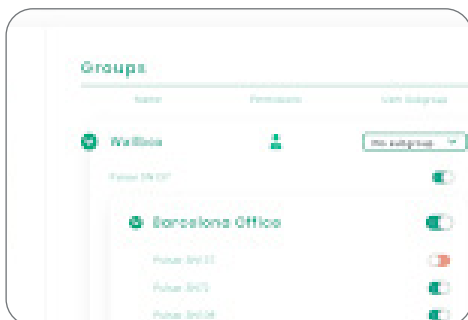
- See the user's main details.
- See the list of the chargers assigned/not assigned to the user from the group, assign/unassign chargers to/from the user.

## 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.



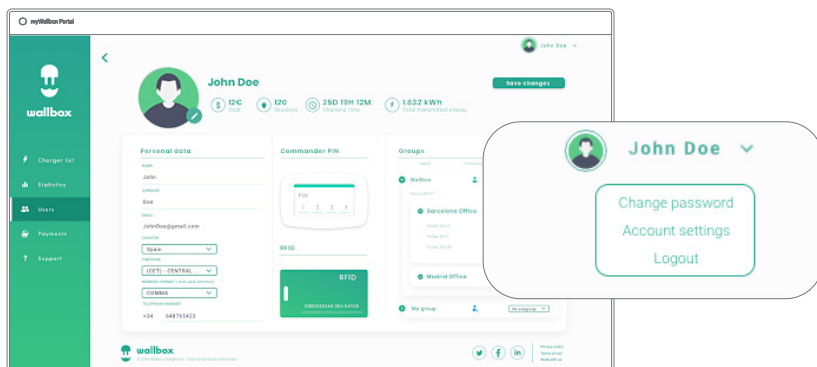
Colour meaning:

- 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.

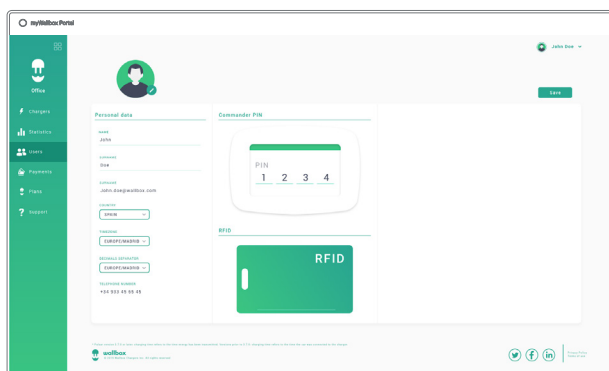
## myWallbox Portal

### 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.



## Maintenance

- Take some precautions to ensure correct maintenance:
- There are no parts within your Wallbox that the user has to maintain. Only a qualified electrician may open and modify your Wallbox.
- Make sure that the power supply is turned off for at least one hour, 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 plug holder provided, 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 vehicle 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 vehicle. 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. The charging process will automatically stop when the battery reaches 97% (The battery will never be fully charged to 100%). This is an intentional behavior, necessary to allow the charge download process (V2G) to work properly.

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.

Also, you may need to update the firmware of the charger. 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 charger.

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 charger.

#### **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.

#### **The screen is completely black and won't react to gestures**

Please make a gesture right of the corner of the Wallbox charger for 10 seconds and see if the screen turns on.

If the screen is completely black but the charger is turned on, let's start with a "clean slate" by restoring and reinstalling the firmware using the Wallbox app on your phone.

Please enter the Wallbox app with your account, activate bluetooth and be close to the Wallbox charger. Select your charger.

Then please select the gear icon on the top right and then 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 the Bluetooth range for the duration of the installation as it may take a few minutes.

## 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 meters - 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.

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

If it is not possible to install the Wallbox 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 13):

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

Android 10:

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.

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.

Please note that tethering might or might not be included in your plan as a part of your data allowance. Additional data consumption might result in additional cost.

Make sure to contact your mobile service provider for additional details.

### Wi-Fi network disconnections

If the charger has lost its Wi-Fi connection, simply restart your Wallbox Quasar 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.

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.



## CHARGING LOGS

### 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 charger must be fully synced to the Wallbox app on your phone via Bluetooth.

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

- 1 Check for the latest version of firmware and make sure your charger is updated.
- 2 Remove the Wallbox app from your phone, redownload the app, connect to your charger using Bluetooth and allow the device to sync to your phone.
- 3 Restore the charger: Inside the Wallbox app, go to: Settings > Advanced Options > Restore. Then allow the charger to restore to factory settings. Then reload the firmware by selecting Settings and then clicking the popup at the bottom of the screen saying "Updates are available for this device".

Please note that restoring the charger to factory settings will result in deletion of the saved charger statistics permanently.

## Service

Need more assistance? You can reach out to us:

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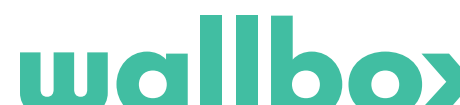
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The Wallbox logo is displayed in a large, bold, teal font at the bottom right of the page.