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Wallbox Pulsar

User Guide



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 and will also give you the basic functionalities for your interaction with the Wallbox Pulsar.

Get used to your Wallbox Pulsar

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



Once your Wallbox Pulsar is ready and powered on, you will operate it through Wallbox mobile app. The software is specially designed to fully control and manage the charging process by simple commands, but remember that you will always be able to just plug and charge, it can be as simple as that.



Contents

1.	Charge your vehicle.....	4
2.	Register at myWallbox.....	5
3.	Download the application.....	7
4.	Update the firmware.....	8
5.	Wallbox App.....	10
5.1	Main screen.....	10
5.2	Create a schedule.....	11
6.	Log.....	12
7.	Troubleshooting.....	13
7.1	General.....	13
7.2	Connectivity.....	13
7.3	Warning messages.....	13
7.4	Updating the firmware.....	13

1. Charge your vehicle

The device has a LED Halo that indicate with a simple light information the actual status of its operation:



- STANDBY mode (green)
- READY mode (turquoise)
- READY with SCHEDULE mode (turquoise blinking)
- CHARGING mode (blinking blue)
- BLUETOOTH mode (purple)
- LOCKED mode (yellow)
- ERROR mode (red)

- STANDBY mode (green)

The charging system remains in this position when the user has not connected the vehicle. Low consumption mode.

- READY mode (turquoise)

The connected mode is a transition state. There are two scenarios:

1. The charger is connected to the vehicle and the communication between them is being established. While waiting to complete this command and start the charging process, the device remains in this position.

2. The charger, while connected to the vehicle, detects whether the charging process has been successfully completed or if the vehicle does not allow for further charging. (For example: some vehicles perform scheduled charging). The charger remains in this state until the vehicle has been disconnected or the vehicle resumes charging.

- READY with SCHEDULE mode (turquoise blinking)

It is very common to schedule your charges for reasons ranging from available power, efficiency, costs or lifestyle programming. The Wallbox Pulsar setting for schedule is programmed through the mobile app.

If you connect the vehicle 12h before the schedule, the vehicle will start charging automatically.

● CHARGING mode (blinking blue)

Once the secure connection between the loading system and the vehicle has been established, the charging process begins. At this moment, the light indicator will show the blinking blue light.

To reach this mode, the charging system ensures the connection is secure.

This limits the maximum current that the vehicle can request and parameters that all internal operational variables (temperature, voltage, current, etc.) are within the security ranks.

The process will stop when:

1. The vehicle charging is complete
2. The user unlocks and releases the charging connector from the vehicle
3. The charging process is interrupted due to a fault with either the vehicle or the charger.

*The charging power can be regulated by the charger in certain circumstances and those circumstances cause a security problem for the vehicle.

● BLUETOOTH mode (purple)

During the process of pairing between the charger and the mobile app, the light shows purple colour to inform about connectivity progress.

● LOCKED mode (yellow)

The Wallbox Pulsar can be locked from non-authorized use. To lock the charger, it is necessary to be connected with the mobile app.

● ERROR mode (red)

The following conditions can lead to the Error Mode:

- a. The charger has found a network problem that does not allow safe charging.
- b. The vehicle communicates an error through the Control Pilot and deactivates the charging process.
- c. The charger detects an error or abnormal activity through the internal real - time monitoring system

2. Register at myWallbox.

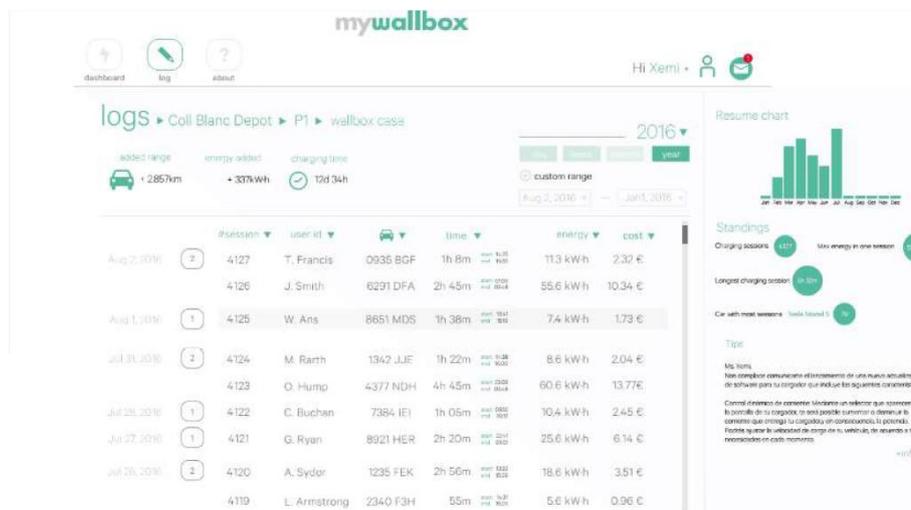
To register at myWallbox, access to wallbox.com/mywallbox/ and select create an account.

The screenshot shows the myWallbox registration page. At the top, there is a navigation menu with links: home, products, installation, support, about us, blog, FAQ, contact us, and mywallbox. Below the navigation menu, the myWallbox logo is displayed. The main content area contains a registration form with two input fields: 'Email address' and 'Password'. Below the input fields is a green 'Sign in' button. At the bottom of the form, there are two links: 'Forgot your password?' and 'Create an account'.

1. Fill your user data and business data.
2. You will receive and email to **confirm** your account. Follow the link and set your password.
3. After setting the password, enter the information of your charger: S/N (Serial number) and UiD (unique identifier). This information can be found on the label located at the left side of your charger.



4. Once registered you will have access to the myWallbox web and Wallbox app.
5. You will see the following information:

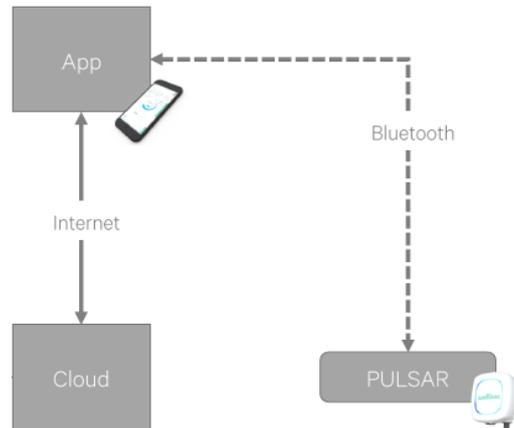


- Real-time monitoring and Reporting
 - Consumption
 - Charging time
 - Charging cost
 - Charging usage
- Charging profiles
- Charging report (day/week/month/year)

3. Download the App

The Pulsar charger communicates via Bluetooth with your mobile phone and use the phone internet connection to update and synchronize data.

Before using the Wallbox application for the first time with your Pulsar charger, you might need to update the firmware.



The App can be downloaded from Google Play and the Apple Store, you can scan the QR code or click on the image.



Once installed write your myWallbox user account and password and login.

vodafone ES 14:34 48 %

Usuario

Contraseña

Login

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4. Update the firmware

- Ensure that the charger remains in operation throughout the process.
- The charger should not be connected to the vehicle.

Start the app and enter your myWallbox user account and password.



Once logged in, you will access the main screen of the application. Select in the upper right corner the charger shaped icon. You will access to the chargers list.

Two chargers will be shown, one offline with the serial number of your charger and another named AMS - ####. Select the charger called AMS - #### (For example AMS-8F1F).





Wait a few seconds to establish communication (about 3 seconds) and the firmware update screen will appear.

The updating process consists of two phases.

Click on update firmware and it will start the first part of the update. Once the first phase is completed, you will be asked to restart the charger. Proceed to disconnect the line switch of the charger and wait a few seconds before reconnecting.

Once reconnected, select again the charger (AMS - ####) and click again "Update firmware"

The second phase requires about 5 minutes to complete, do not use your mobile phone or charger during this time. The update first will update the kernel and you will see a fixed green light on the charger, when finished, the light will turn off and automatically start updating the firmware, you will see on the Pulsar a light blue LED doing a 360 circle.



Once the process is finished, it will appear the list of chargers again, select your charger to connect. If asks to update again, please close the app and

start it again.

After upgrading the firmware, it will only appear the charger that corresponds to the serial number. If you select your charger, you will see on you Pulsar a purple light indicating that is connecting. Now you can start using the Wallbox application for your Pulsar charger.

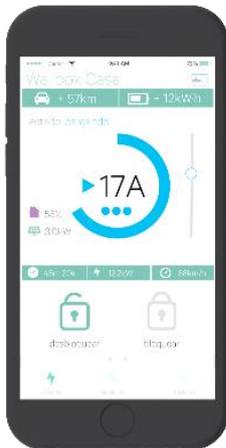


Your Pulsar is now identified with its serial number, it can be seen at the top of the main screen.

5. Wallbox App

5.1 Main screen

The main screen shows that your Pulsar is either not connected or the charging process is completed. You can select also the output current and lock your charger.



Real-time information

- Time (min)
- Power (kW)
- Speed (km / h)
- Added range (km)
- Added energy (kWh)



Speed load setting Level output current (A)



Lock and unlock the charger

5.2 Create a schedule

Programador

Editar +

10:45 21:49

06:53 09:56
Mon,Tue,Fri,Sun

19:11 16:11
Wed,Thu,Fri,Sat,Sun

It is very common to schedule your charges for reasons ranging from available power, efficiency, costs or lifestyle programming.

The Wallbox app uses a simple and intuitive interface that lets you define different hour intervals that can repeat daily or weekly.



Now you can select the days of the week and the time that will be charging.



If you connect the vehicle 12h before the schedule, the vehicle will start charging automatically

You can easily check or uncheck by pressing or sliding the button.

Activated schedule

Deactivated schedule

6. Log

You can monitor your daily/weekly/monthly charging sessions or customize the periods to be displayed.

The information is presented in:

- Charging period leading Stats
- Escalade graph
- List of period sessions

The cost of the electricity is set at 0,2 €/kW by default.



Charging information

- Time
- Consumed power
- Added range

Selection of year

Graphical information

Selection of month

Selection of week

7. Troubleshooting

7.1 General

Charger does not power up

No voltage supply – Circuit Breaker is OFF or tripped.

Turn ON the Circuit breaker.

Check that the RCD is ON. Press the test button of the RCD, the RCD should turn off.

Charging schedule has not started

The vehicle is programmed for a later charging time.

The vehicle is fully charged

The vehicle has an error, check the vehicle

The charging plug is not correctly connected, reconnect the plug

The charging plug could be damaged or dirty

Vehicle not fully charged or increased charging time or charging at low power

When the vehicle is almost full, the charging begins to slow down.

If the charger or the vehicle detects an elevated temperature, the power is reduced

Charging cable plug cannot be disconnected

The charge has not been ended by the vehicle. End the charging session from the vehicle or from the Wallbox.

7.2 Connectivity

No cell phone coverage in the installation location

It is possible to update and interact with your Pulsar using only the Bluetooth connection of your phone. Once the phone recovers the connectivity, the app will send the charging logs to the myWallbox server.

Disconnections from the Bluetooth

If the charger has lost its Bluetooth connection, just select again your Wallbox from the list and automatically it will connect again.

7.3 Warning messages

Your network supply is continuously checked in order to assure safety operation, if one of these parameters is not in range the charger will impede to energize the vehicle and it will show a red light:

The following conditions can lead to the Error Mode:

- The charger has found a network problem that does not allow safe charging.
- The vehicle communicates an error through the Control Pilot and deactivates the charging process.
- The charger detects an error or abnormal activity through the internal real - time monitoring system

The electrical installation should be checked. Check the current selector.

7.4 Updating the firmware

No Bluetooth device is visible on the phone.

The Bluetooth module of the Pulsar charger can be seen on the charger list of the Wallbox app.

If it is not visible, reboot your Pulsar.

The app crashed during update

Try to reboot your phone and start the updating process again.

No LED lights on after the update

If the lights of the pulsar are off, it means that the update process has not finished correctly. Close the app and start the update process again.