



QUICK START GUIDE

# myWallbox app

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# Quick Start Guide

Once installed, a **Wallbox charger** is immediately ready for use. However, we recommend following this **Quick Start Guide** to maximize its full potential and use all its intelligent functionalities with the **myWallbox app**.

Complementary to this guide, you can consult our help content on the [Wallbox Support website](#).

# Connecting your charger to the myWallbox app

## Downloading and installing the myWallbox app

To take advantage of all your charger's functionalities, you should download and install the myWallbox app on your smartphone.

The myWallbox app is available for both **iOS** and **Android** devices.



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

## Creating a myWallbox account

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

1. Open the myWallbox app.
2. You can register for an account using one of the following methods:
  - Register using your Apple account,
  - Register using your Google account,
  - Register using your email.
3. Accept the Data Privacy Policy Terms and Conditions, and tap Register.
4. You will receive an email to confirm your account. In case you did not receive anything, please check your spam folder.
5. Open the email and tap the Confirm button to start using your account.

# Connecting your charger to the myWallbox app

## Adding your charger to your myWallbox account

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

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

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

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

# Connecting your charger to myWallbox app

## Connecting to your charger via Bluetooth

Once you link your charger to your myWallbox account, you can connect to your charger through Bluetooth. Follow the steps below to connect your app and your charger via Bluetooth:

**NOTE:** You must connect to your charger via Bluetooth before you can connect it to Wi-Fi.

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

Your charger is now connected to the myWallbox app.

# Connecting your charger to myWallbox app

## Connecting to your charger to your Wi-Fi

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

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

1. Log in to the myWallbox app.
2. Select your charger from the list.
3. Your charger needs to be currently connected through Bluetooth to be able to connect to the Wi-Fi. If you are not yet connected to your charger via Bluetooth, follow the steps in the previous section to do so.
4. Tap the Settings gear icon.
5. Tap **CONNECTIVITY**.
6. Tap **WIFI**.
7. Toggle on the Wi-Fi button to display the list of available networks.
8. Press your Wi-Fi name and you will connect to that network automatically. If your Wi-Fi is protected by a WPA/WPA2 key, you will be prompted to enter it.
9. Once connected, a network icon will appear next to your charger's name.

# Using your charger's features

## **Adjusting your charger's power (amperage)**

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

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

The amperage is now adjusted.

# Using your charger's features

## Unlocking/Locking your charger

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

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

**NOTE:** If there are multiple users linked to a charger, only the Super-admin can activate or deactivate the Auto-lock.

1. Log in to the myWallbox app.
2. Tap your charger.
3. Tap the Settings icon.
4. Enter "**Advanced Options**".
5. Auto-lock is enabled by default. Switch the button to the off position to disable it.  
Note that you can also set a timer after which the charger will automatically be locked.
6. Click **SAVE**.

The Auto-lock is now set up.

# Using your charger's features

## Starting/pausing your charging session

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

However, there are some exceptions:

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

To force start/pause a charge:

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

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

# Using your charger's features

## Managing your scheduled charging session(s)

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

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

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

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

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

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

# Using your charger's features

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

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

# Using your charger's features

## **Accessing your charging session data**

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

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

# Using your charger's features

## Switching your charger's LED on/off

Pulsar Plus's LED is always on by default, but you may need to switch it off for various reasons. Pulsar Plus's (running software version 5.11 or higher) LED can be switched off anytime with the myWallbox app:

- 1.** Log in to the myWallbox app.
- 2.** Select your charger.
- 3.** Tap the cogwheel icon in the top right corner to access the charger's settings.
- 4.** Tap **Advanced options**.
- 4.** Set the **"LED Always on"** switch to the off position to turn off the LED. Follow the same step to switch it back on.
- 4.** Tap **"Save"**.

Once you turn the switch to the off position, the LED will still be lighting while the action is performed and will turn off after 8 seconds without interaction.



[support.wallbox.com/na/](https://support.wallbox.com/na/)