

# Wallbox In App Resource Guide

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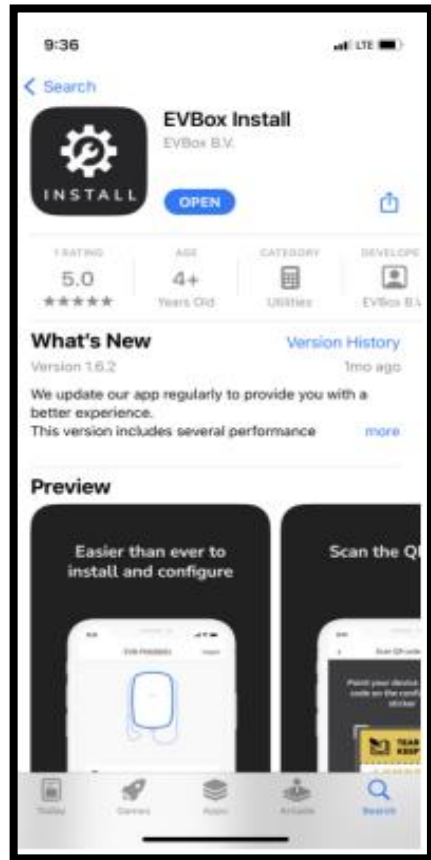
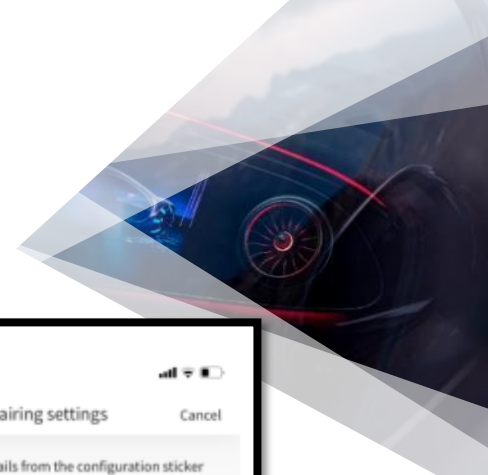


# 1. Wallbox Activation and Pairing

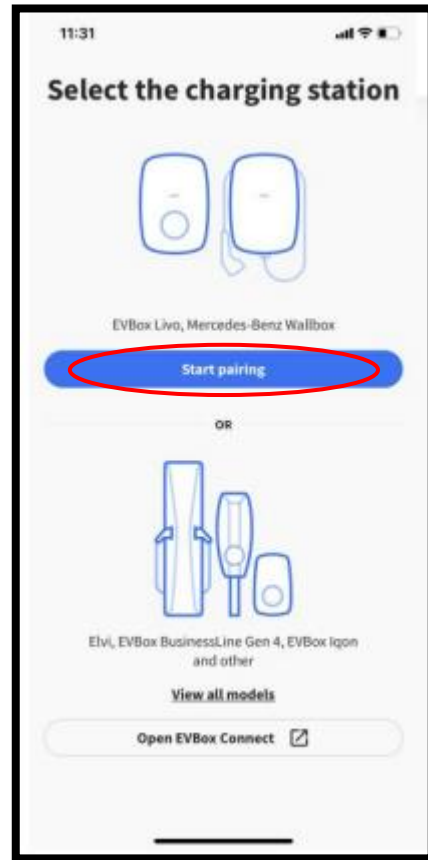
Mercedes-Benz



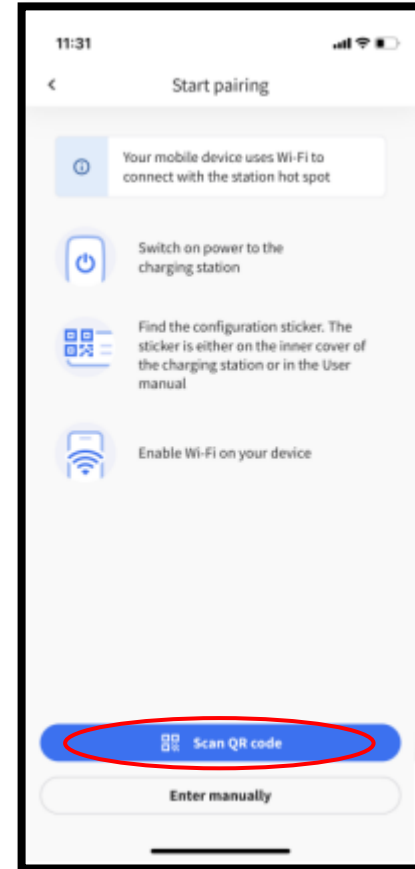
# Activate the Wallbox in the EVBox Install app



1. Download the EVBox Install app from the App Store/ Google Play Store.



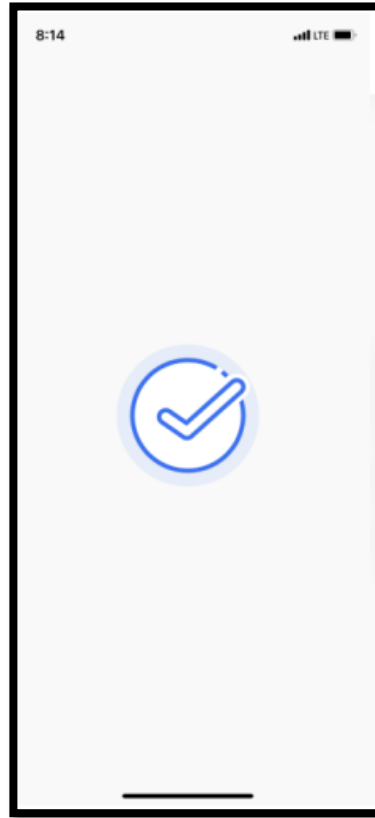
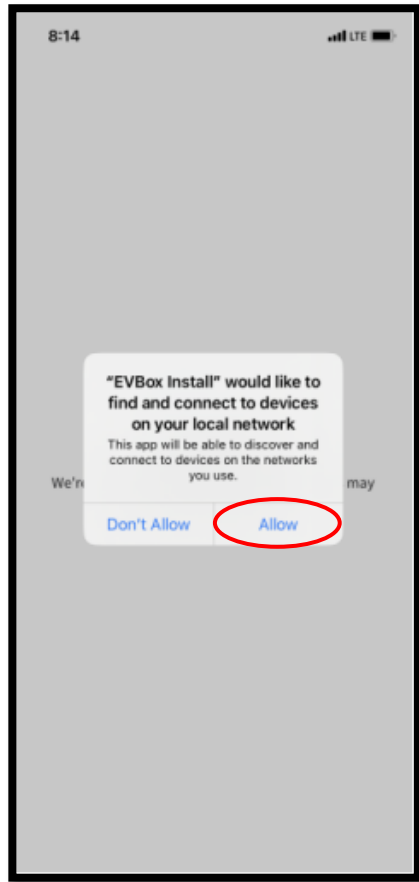
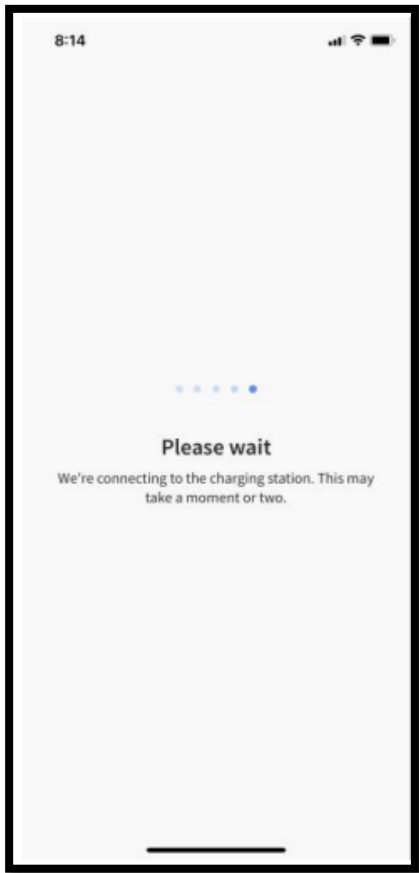
2. Open the EVBox Install app and start pairing.



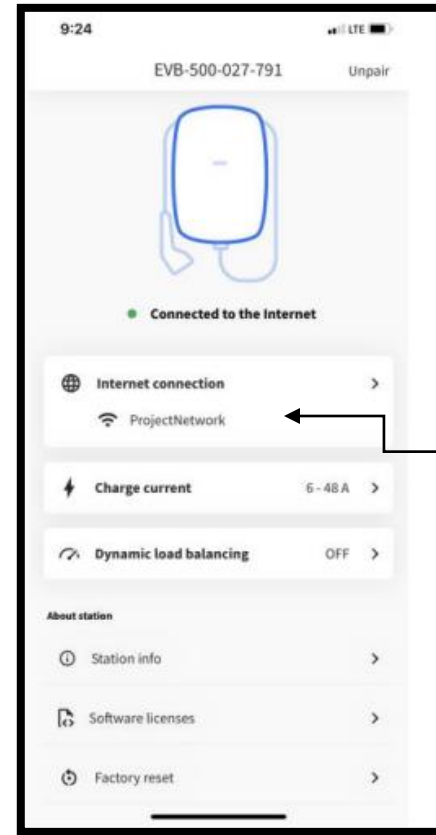
3. Scan the QR code that came attached to the interior cover of the wallbox. The installer may have placed the sticker on the back of the operator's manual.



4. If these fields do not populate automatically, manually enter them using the information on the QR code sticker. Press 'Pair.'



The wallbox is now activated.



**Note:** If customer needs to change their home Wi-Fi password, they will need to make an update in the EVBox Install app or follow the instructions in the operator's manual.

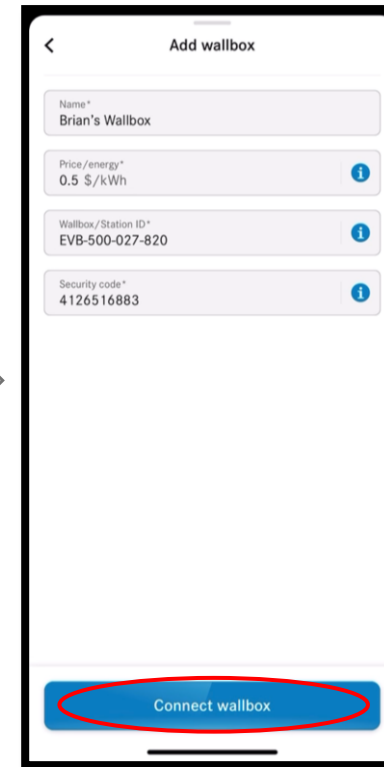
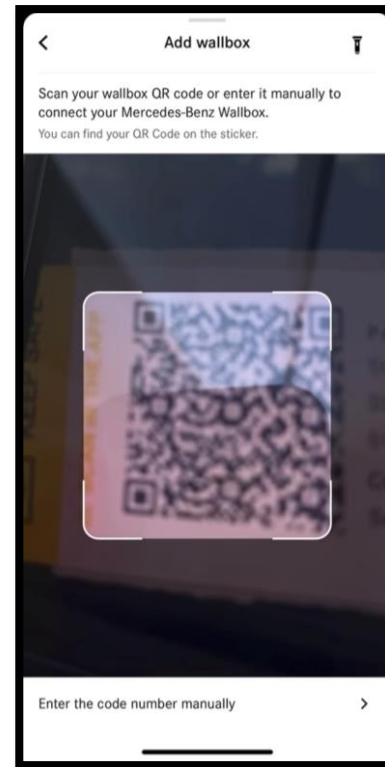
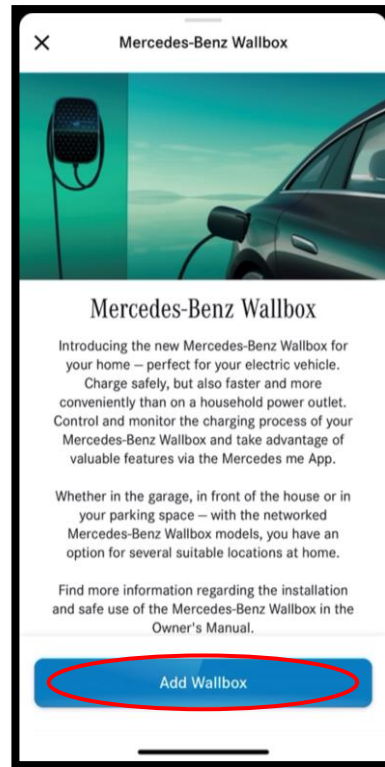
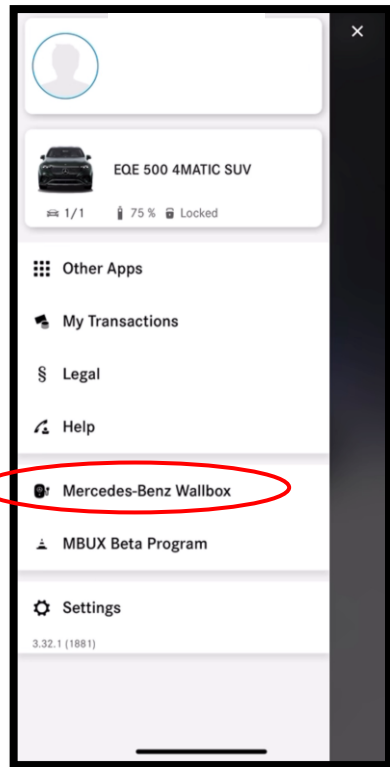
5. Allow the EVBox install app to connect to the box. We recommend standing near the wallbox for this step. Select 'Allow' when prompted to connect to other network devices.

6. Make sure the wallbox is configured properly to the customer's home Wifi. Consult with the installing electrician for the correct charge current.

# Pair the Wallbox to Mmc



**Note:** The customer must be using Mercedes me connect version 3.38.0 or newer. Software version can be found in the bottom left corner of the main menu, under the 'Settings' icon.

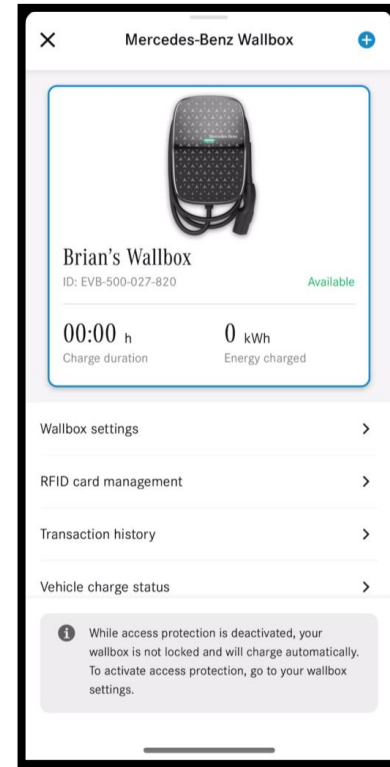
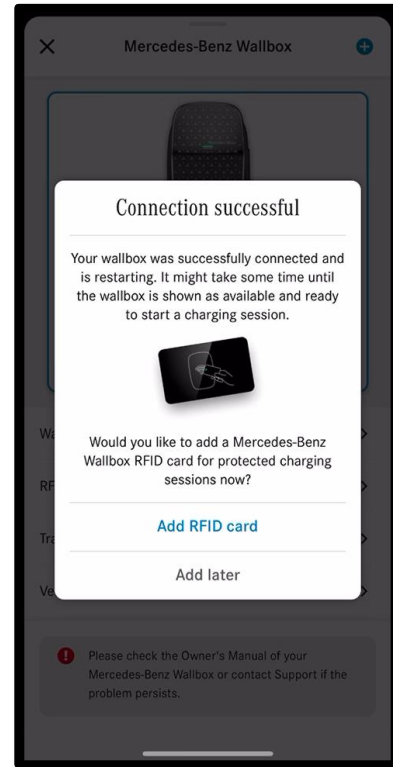


1. Open the Mercedes me connect app and open the Mercedes-Benz Wallbox menu. Select 'Add Wallbox.'

2. Scan the QR code that came attached to the interior cover of the wallbox. The installer may have placed the sticker on the back of the operator's manual.

3. Name the wallbox and enter the energy rate charged by the utility company. This will be used to calculate the price of the wallbox's charging sessions.

# Finish Pairing



Optional: Pair the RFID card to the wallbox or do so later.

The wallbox is now paired and ready for use.

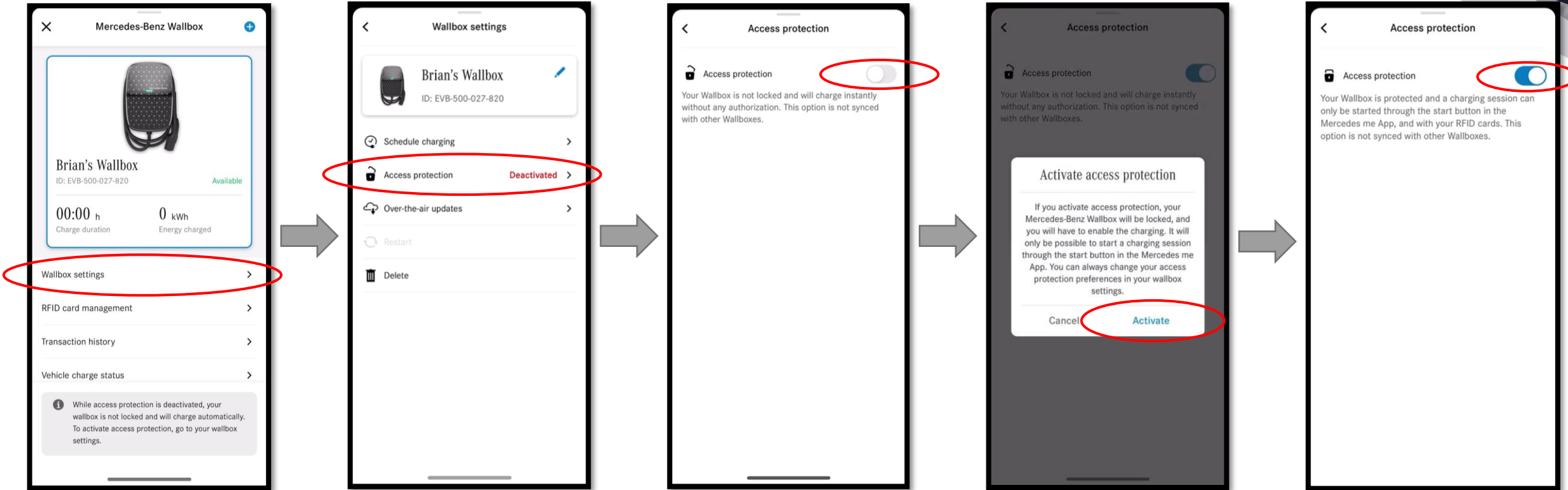
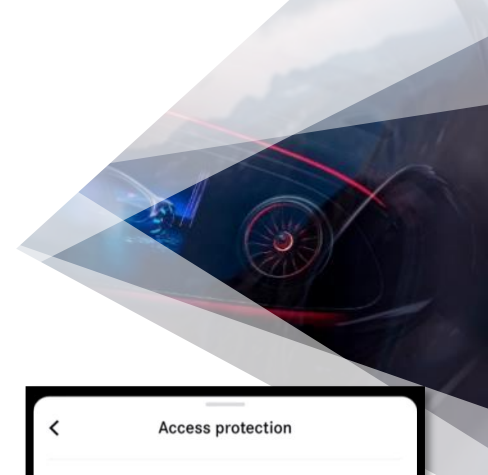
# 2. Access Protection

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# Activate Access Protection



1. To activate Access protection, open the Wallbox menu and select 'Wallbox settings.' You'll see the current status of Access protection on this screen. To change the status, select 'Access protection'.

2. Toggle Access protection on and select 'Activate' when prompted.

Access protection is now activated.

# Charging with Access Protection

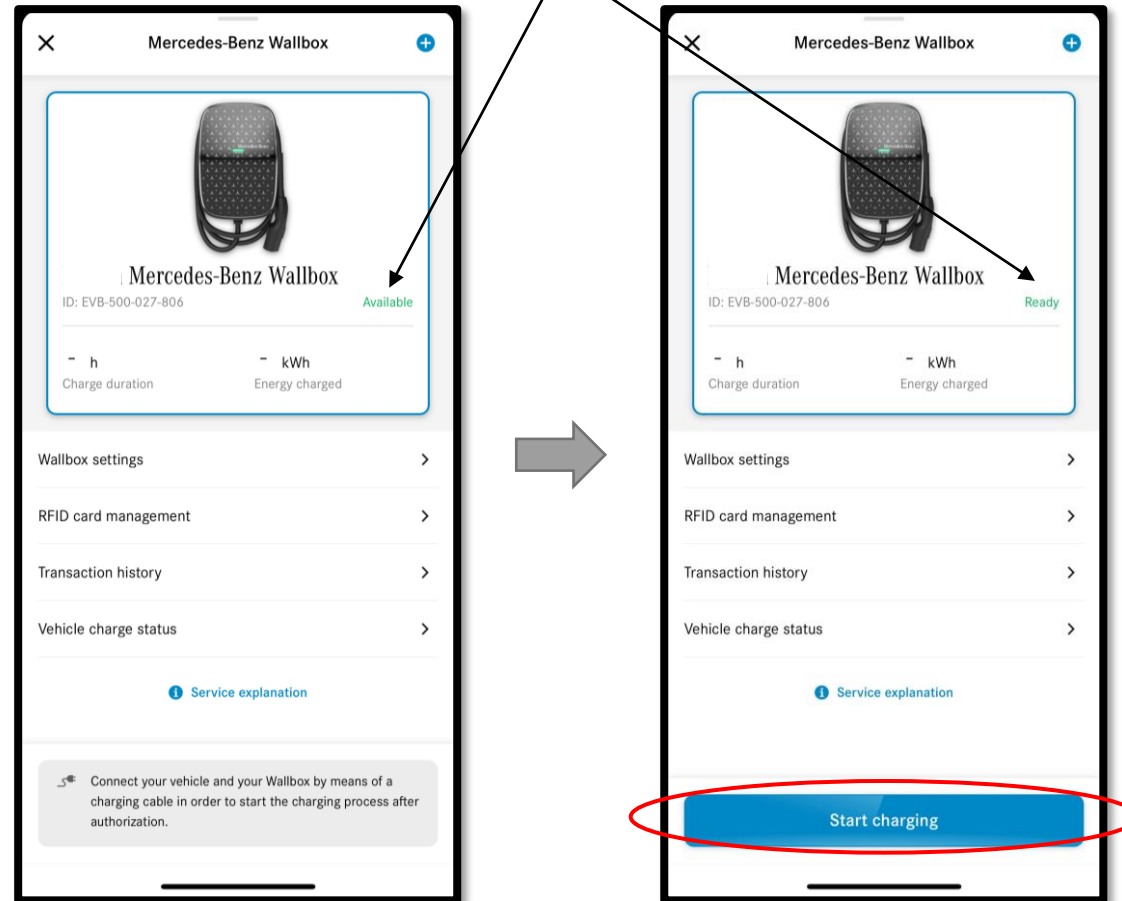


Access Protection prevents any unwanted users from charging on the Wallbox. When activated, no vehicle will be able to charge unless a session is manually activated via the app or by touching the RFID card to the wallbox.

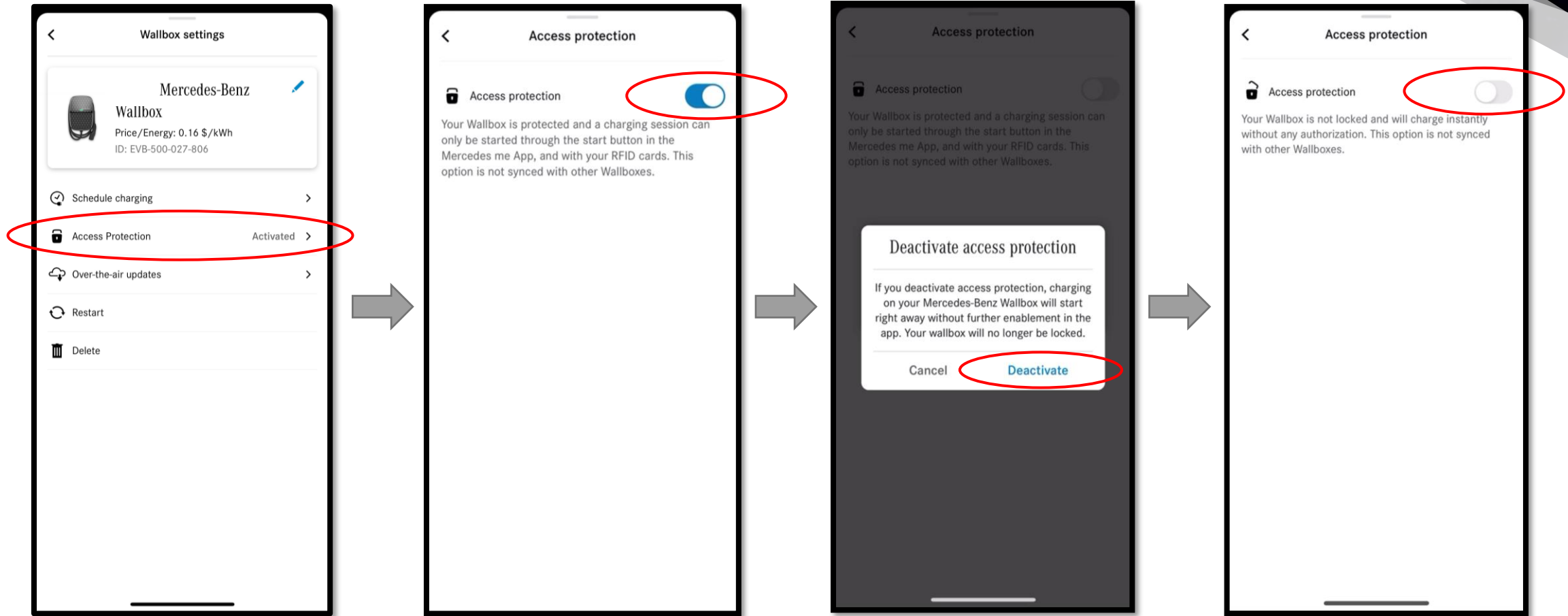
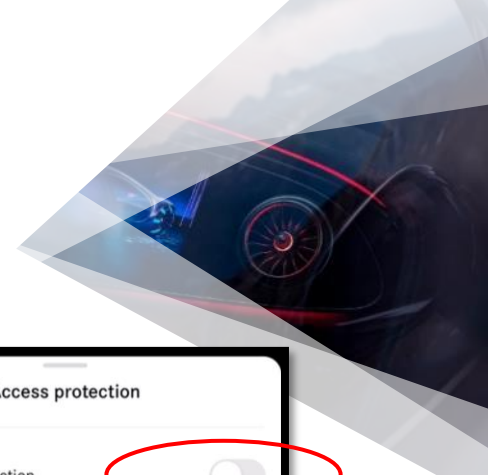
The app will notify customers when their vehicle is plugged into the Wallbox and will prompt them to start a session.

**Note:** For vehicles that are not paired to the customer's account, they will not receive a notification.

Wallbox status changes from 'Available' to 'Ready' when plugged in. Select 'Start charging' to start the session.



# Deactivate Access Protection



To deactivate Access protection, open the wallbox settings menu and select 'Access Protection.' On the following screen, toggle Access Protection off. Select 'Deactivate' when prompted.

Access protection is now deactivated.

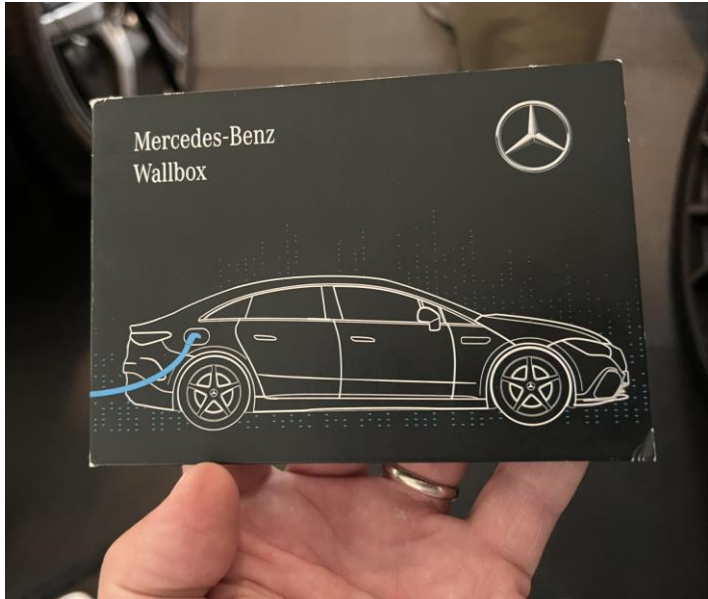
# 3. Wallbox RFID Card

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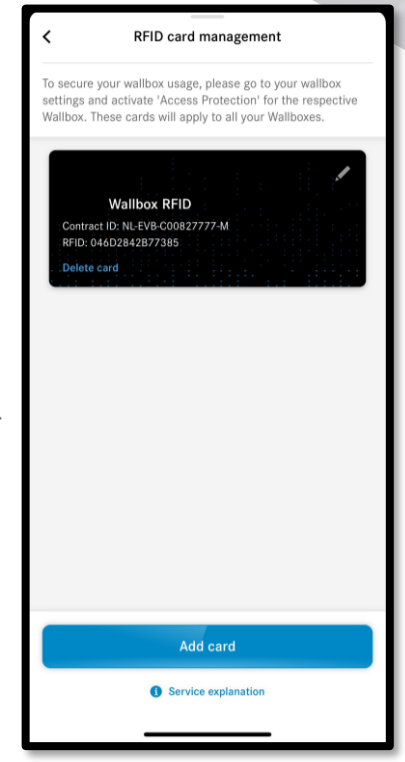
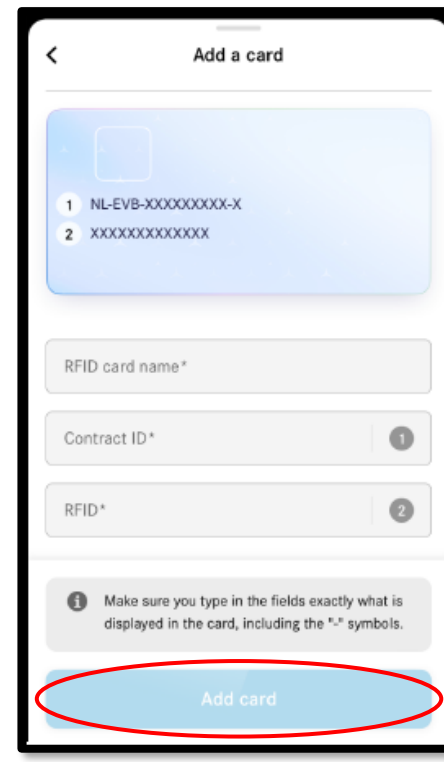
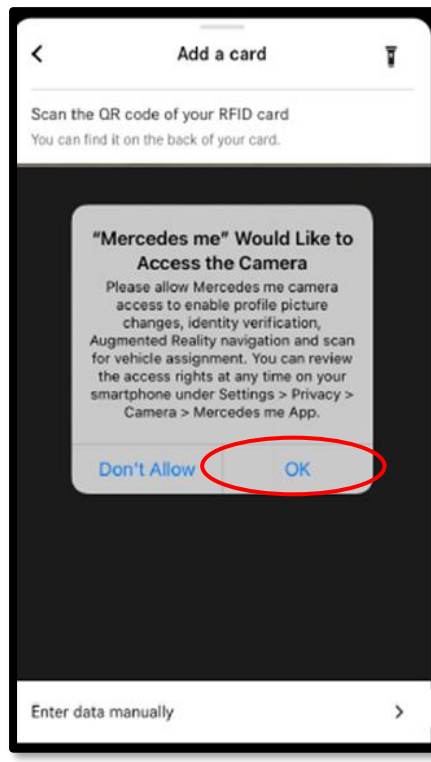
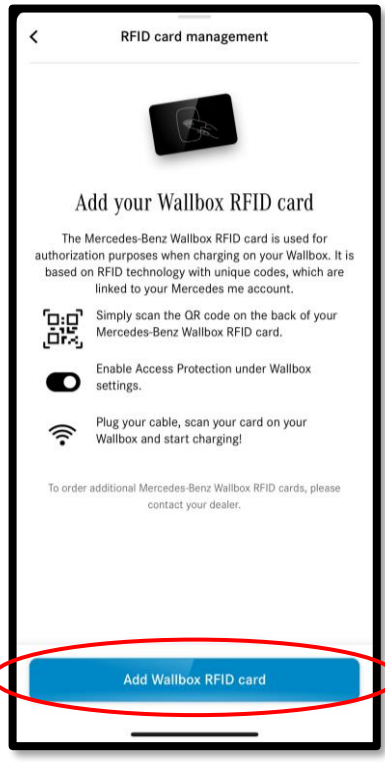
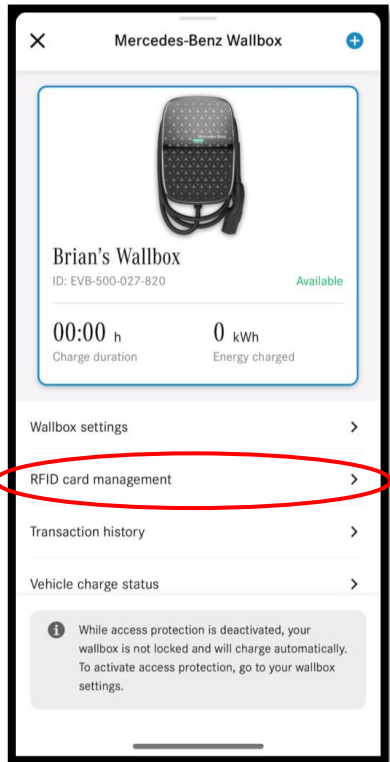
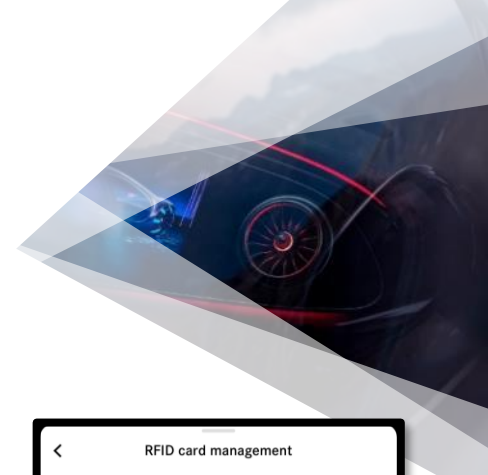


# Where to locate the RFID

You will find the RFID card in the pocket of the Mercedes-Benz Wallbox Pamphlet. Note the QR code on the back of the RFID card used for card activation.



# Add an RFID Card



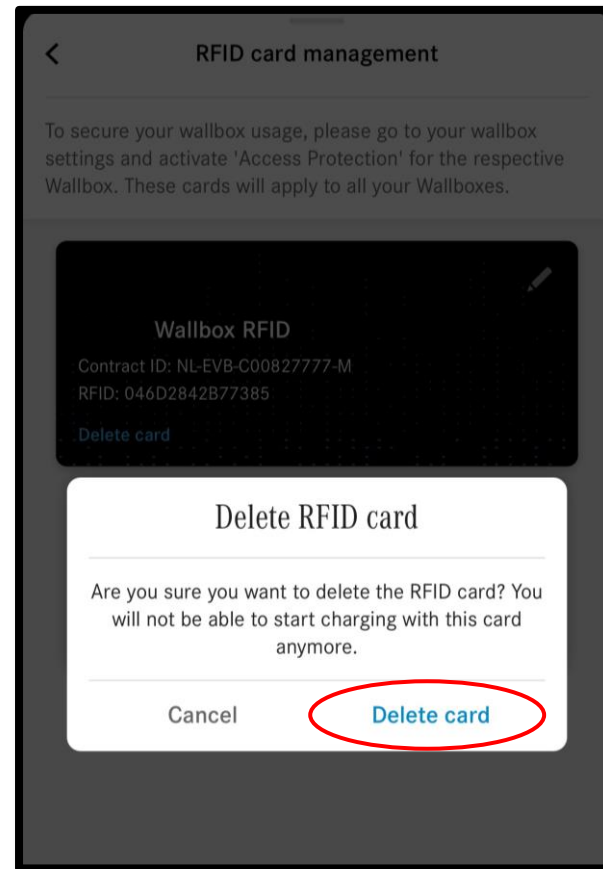
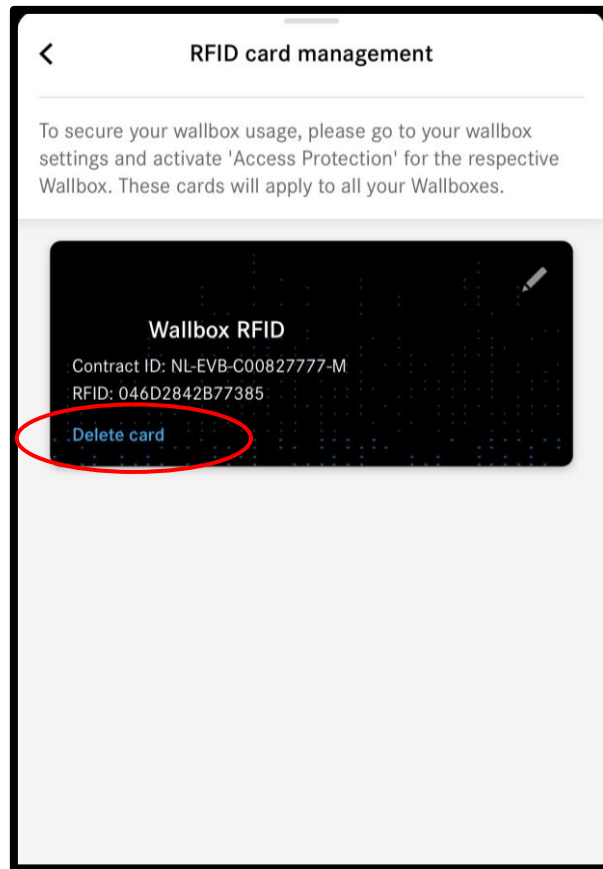
1. To add an RFID card, open the RFID card management from the Wallbox menu and select 'Add Wallbox RFID card.'

2. Allow the Mercedes me connect app to scan the QR code on the RFID card. Otherwise, enter the information from the RFID card manually.

3. Give your RFID card a name and finish by selecting 'Add card.'

The RFID card is now added.

# Delete an RFID Card



Within RFID card management, select 'Delete card' on the RFID card you wish to delete. Then confirm 'Delete card' when prompted.

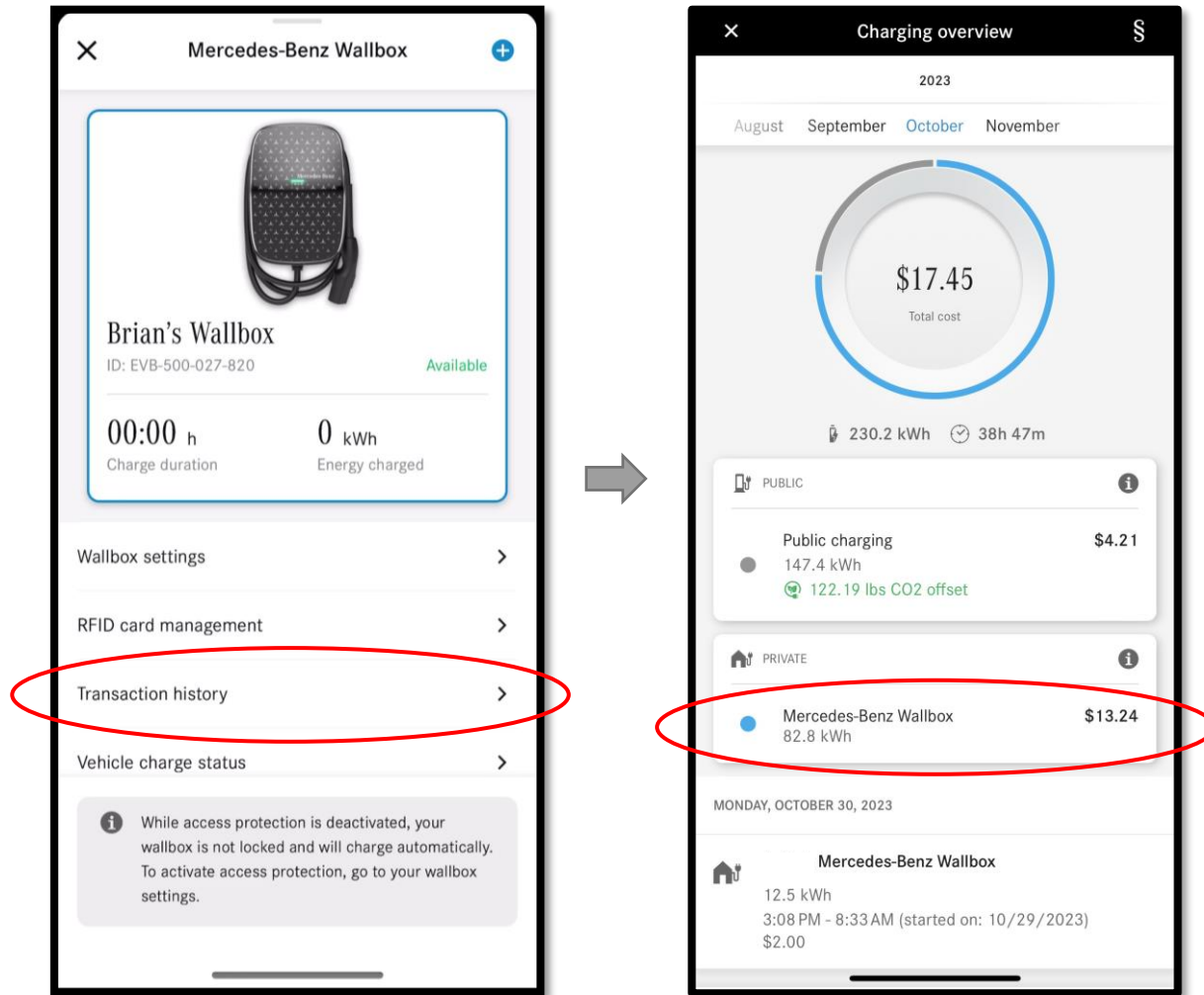
# 4. Transaction History

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# Transaction History



In this section, customers can view their public and private charging history. Public and Mercedes-Benz Wallbox sessions are summarized at the top of the screen, showing the kWh and cost.

**Note:** The wallbox cost is calculated based on the energy rate entered by the customer when the wallbox was paired to the app.

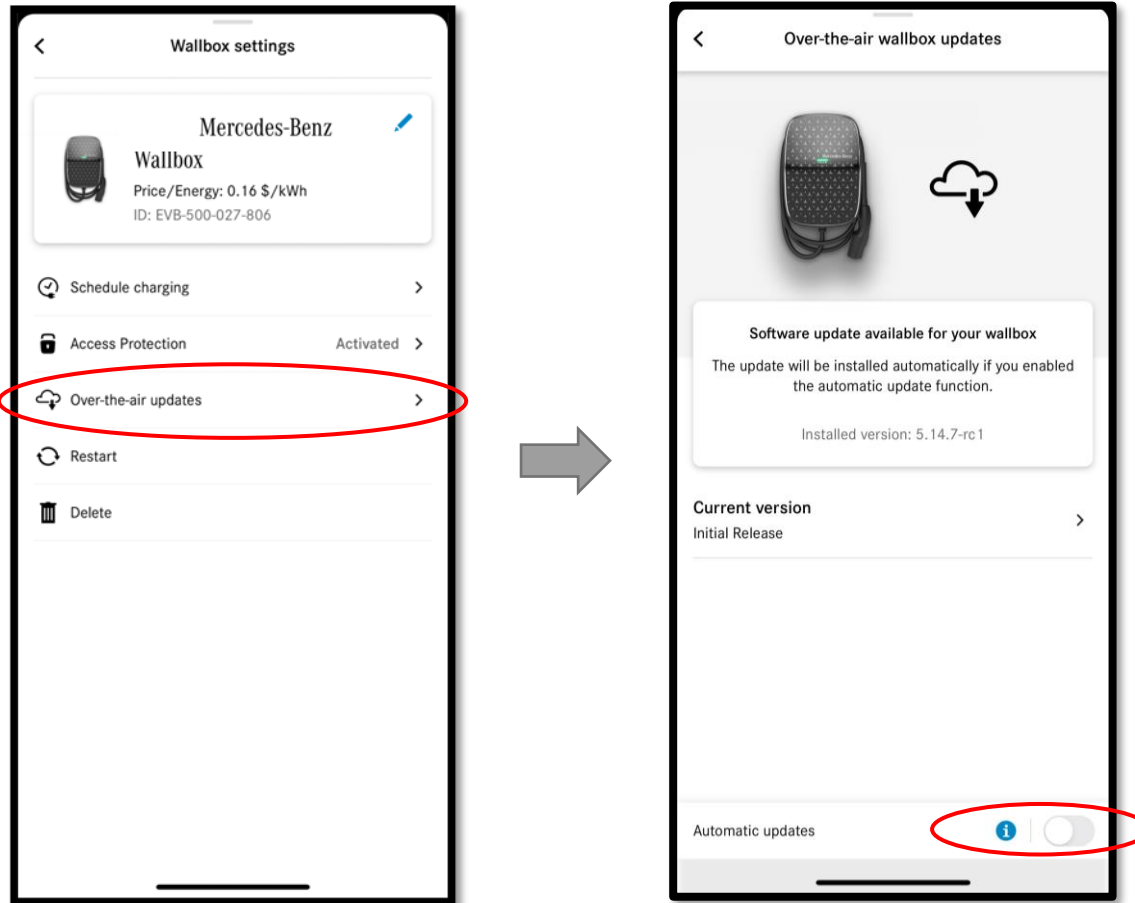
**Note:** Only vehicles paired with the customer's Mercedes me connect app will contribute to the transaction history. Other vehicles' sessions will not be displayed, and the cost will not be included.

# 5. Over-the-Air Update for Wallbox

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# Enable Over-the-Air Updates for Wallbox



From the Wallbox settings menu, select 'Over-the-air updates.' On the following screen, you can see the current software version and if an update is available. Toggle the switch at the bottom right corner of the screen to enable automatic updates.

We recommend activating automatic updates, so customers receive the latest releases with security and improvements and new features.

# 6. LED Status Descriptions

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# LED Status Descriptions



LED Indicator	Color	State Description
	White	Charging station is starting, or software is updating.
	White	Charging station is waiting for configuration using the Install App.
	White	Charging station is paired with the Install App.
	Green	Idle. Charging station is ready to charge.
	Green	Authentication required. Swipe your card or use the app.
	Green	Waiting for authentication to be verified.
	Green	Connect the vehicle to the station. Make sure that the plug is pushed in all the way.
	Blue	The vehicle is charging.
	Blue	The vehicle is charging slowly because of load balancing.
	Blue	Charging is paused by the vehicle. Check the vehicle for more information.
	Blue	Charging paused because there is insufficient power. Charging will resume automatically.
	Orange	The vehicle is charging slowly because of a high station temperature.
	Orange	Charging paused. Charging will resume automatically.
	Orange	Charging paused. Station cooling down. Charging will resume automatically.

# LED Status Descriptions



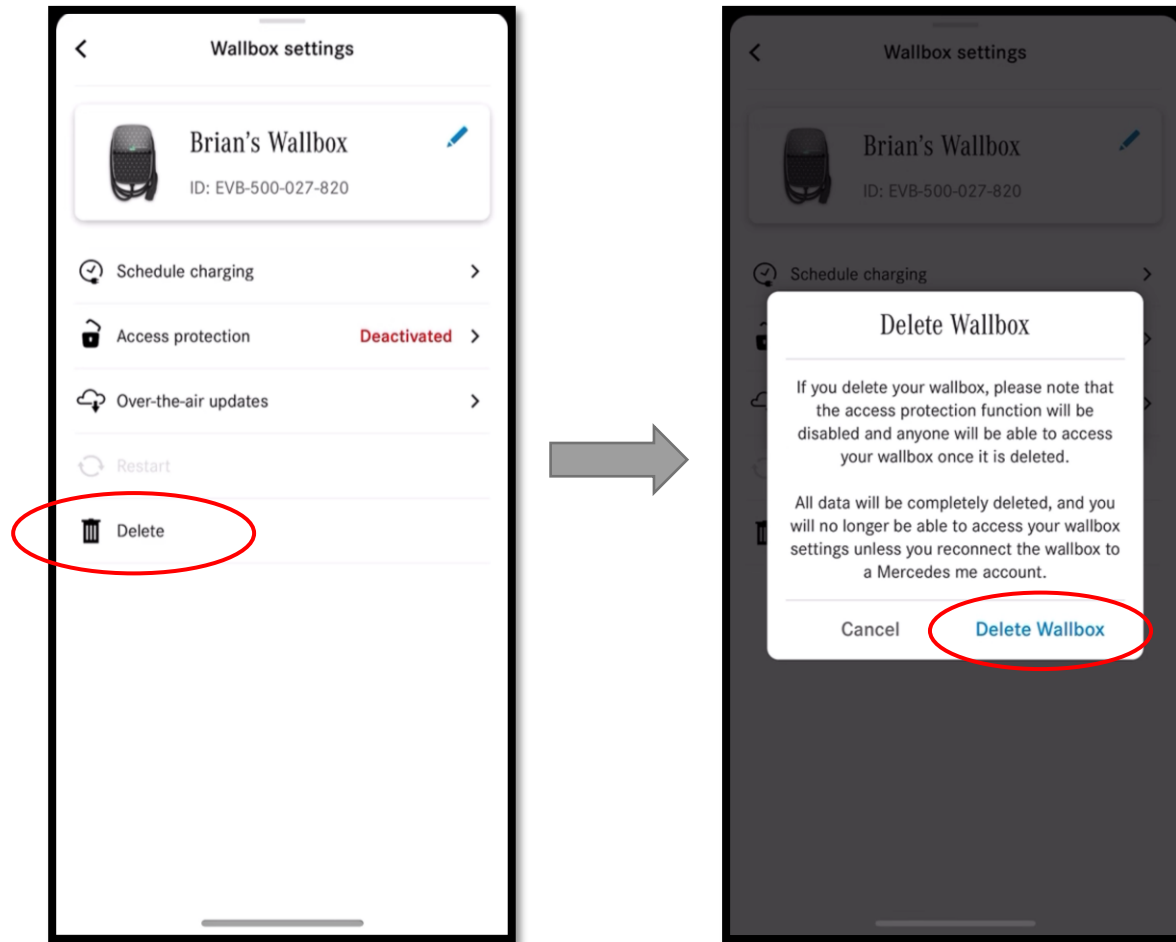
LED Indicator	Color	State Description	Action
	Red	Charging session has failed.	Disconnect the vehicle. If the red LED goes off, connect the vehicle and try again.
	Red	Authentication failed. If this state remains after 5 seconds, the charger cannot communicate with the Charging Management Platform.	Check the charging station Internet connection.
	Red	Charging session has failed.	Disconnect then reconnect the vehicle and try again. If the charging session fails again, check the charging information shown in the vehicle.
	Red	The charging station is rebooting.	Wait until the station is available again. This can take several minutes.
		If the charging station does not reboot, switch off power to the station at the power supply. Wait 5 seconds, then switch on power again.	Wait until the station has rebooted. This can take several minutes.

# 7. Wallbox Deletion

Mercedes-Benz



# Delete a Wallbox



To delete a wallbox, enter the wallbox settings menu and select 'Delete.' When prompted, confirm 'Delete Wallbox.'



Thank

You

