

# Brownfield Charger Configuration and Pinpointing Training Guide

## Objective

This training document provides detailed instructions to configure Eaton chargers already installed in the field (Brownfield Chargers) to operate with ChargePoint Cloud Software.

The configuration includes the following processes:

- Replacing and configuring the SIM card.
- Updating charger network & OCPP settings.
- Pinpointing the charger's exact location using the Installer App.

## Prerequisites

Ensure that the following items are available before starting:

- Replacement SIM card sent by ChargePoint (One per charging station).
- Activation Sticker sent by ChargePoint (One per charging station).
- Make sure charger can be powered on before making any changes and accessible via screen interface.
- ChargePoint Installer App installed on smartphone.
- Reliable 4G cellular signal at the charger site.

## Charging Station Configuration

### Step 1: Verify Materials

Confirm that you have the following materials:

- New SIM card from ChargePoint
- Activation Sticker to be applied after configuration update



**NOTE:** This SIM card and activation sticker set should be provided to the Eaton Commissioner by the Eaton Product Team or Solution Architect Team. The Eaton team should have recorded this combination in the Supplemental Information Form, prior to the Commissioner's arrival onsite. Ensure that the same set of SIM card and activation label associated with the respective charging station serial number has been provided to the Eaton Commissioner. Failure to follow this process may result in Charging Station activation issues.

## Step 2: Replace the Existing SIM Card

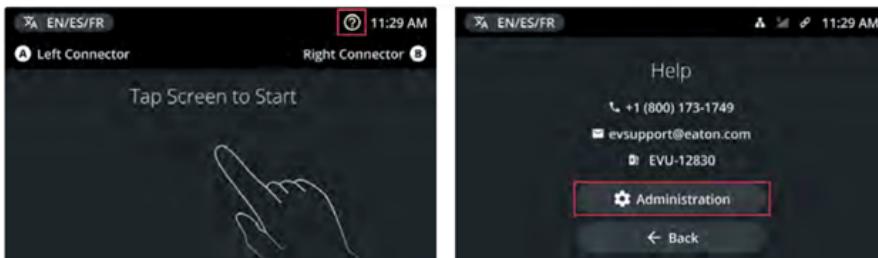
To replace the existing SIM card, complete the following steps:

1. Power off the charger.
2. Remove the existing SIM card.
3. Insert the new ChargePoint SIM card.
4. Power the charger back on.

## Step 3: Set Up Station Settings

To set up station settings, complete the following steps:

1. Access the station configuration through the station front door screen UI by hitting the **Help** symbol and select **Administration**.



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2. Enter the station password and tap Confirm.



The station password has to be provided by the station owner. If forgotten, you'll have to reset the password and power cycle the station.

## Step 4: Configure Network Settings

To configure network settings, complete the following steps on the charger screen:

1. Navigate to **Settings** → **Network Settings**.
2. Configure the following parameters:
  - **Connection Method:** 4G
  - **APN:** cp-on-ramp-1.swir
  - **Station ID:** Select **About Equipment** and enter the activation sticker MAC without colons in the **OCPP ID** field (example Id is 0224B1FFE001234 when MAC is 0224:B1FF:FE00:1234).

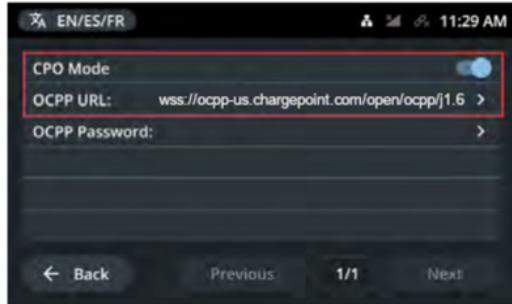


3. To set up station OCPP backend configuration, configure the following CPO settings:

- Enable **CPO Mode**.
- Enter the **OCPP URL**.



**NOTE:** US URL: <wss://ocppna.chargepoint.com/open/ocpp/j1.6> Canada URL: <wss://ocpp-ca.chargepoint.com/open/ocpp/j1.6>

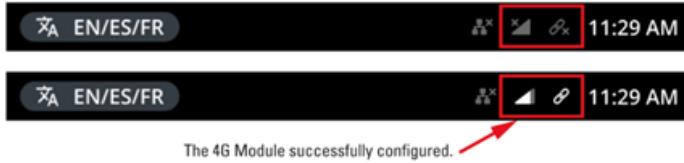


## Step 5: Reboot and Validate Connection

To reboot and validate the connection, complete the following steps:

- Reboot the charger.
- After start-up, ensure that the network connection icon appears.

Wait approximately 1 ~ 2 minutes. If the signal icon is white as shown in the second image below, the 4G module has successfully been configured.



- If connection fails, recheck the APN configuration and the SIM installation. Retry rebooting the charger.

## Step 6: Apply Activation Sticker

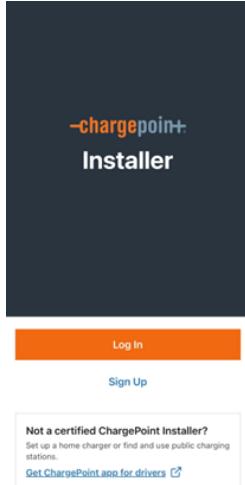
Once the charger is online, affix the activation sticker to the charger in a visible location i.e. front face of the charger.

## Pinpointing the Charger Using the Installer App

### Step 1: Install and Set Up the App

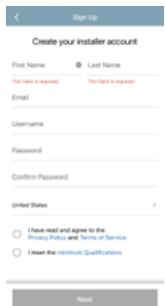
To install and set up the app, complete the following steps:

1. Download the ChargePoint Installer App from the App Store or Google Play.
  - **Google:** <https://play.google.com/store/apps/details?id=com.chargepoint.ServicePro&hl=en>
  - **Apple:** <https://apps.apple.com/us/app/chargepoint-installer/id1613254700>
2. Tap **Sign Up.**



**NOTE:** There is no training needed for the Eaton Commissioner doing onsite field services for Eaton Hardware.

3. Tap **View Qualification** and enter the following information:
  - a. **First Name:** Enter your first name.
  - b. **Last Name:** Enter your last name.
  - c. **Email:** Enter your email address. Sign up using an email address that is accessible on your phone.
  - d. **Username:** Enter an username for the installer account.
  - e. **Password:** Enter a password for the installer account.
  - f. **Confirm Password:** Re-type the password to confirm your password.
  - g. **Location:** Select your location.



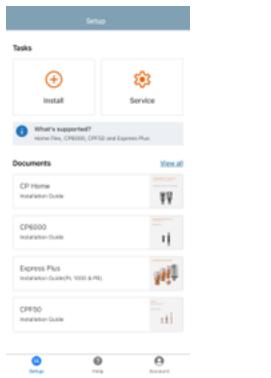
4. Enter your phone number and tap **Send** to get a code for verification.



## Step 2: Begin Installation

Follow the instructions below:

1. Open the app and tap **Install**.

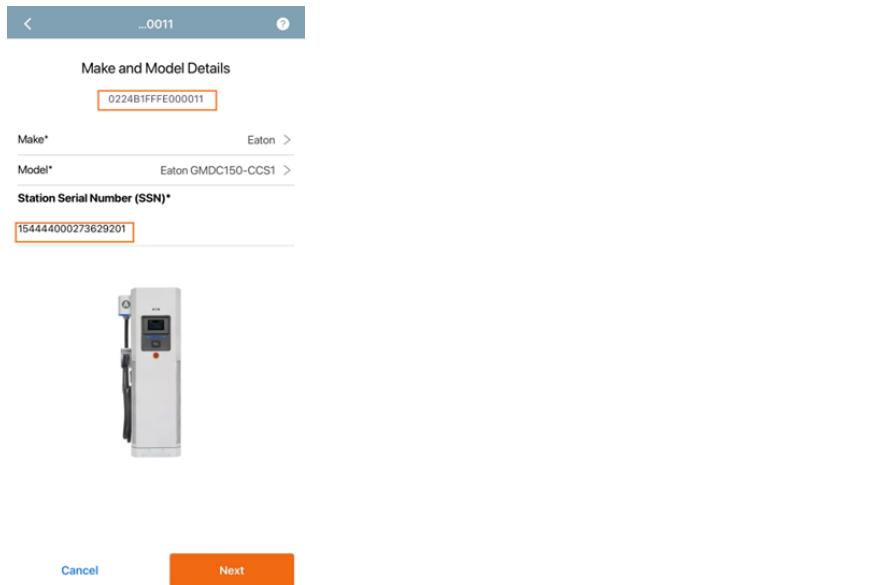


2. Scan the QR code from the activation label you placed earlier.
3. Specify **Eaton** as the charger **Make**.
4. Select the correct model from the drop-down list based on the hardware in the field.

## Step 3: Verify Hardware Details

To verify the hardware details, complete the following steps:

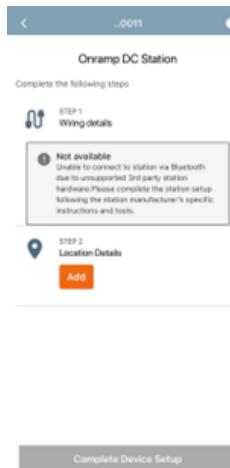
1. Confirm that the MAC address displayed in the app matches the one on the charger.
2. Enter the correct serial number of the charger.
3. Tap **Next**.



## Step 4: Enter Location Details

To enter the location details, complete the following steps:

1. Under **Location Details** tap **Add**.

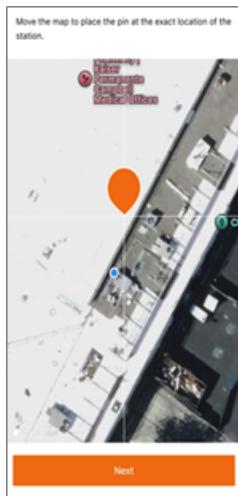


2. Enter the site address.

3. Verify the address on the next screen.



4. Drag the map pin to the exact parking spot where this charger is installed.
5. Tap **Next**.
6. Enter your address and tap **Verify** to confirm the address.
7. Pin the location on the map and tap **Next**.

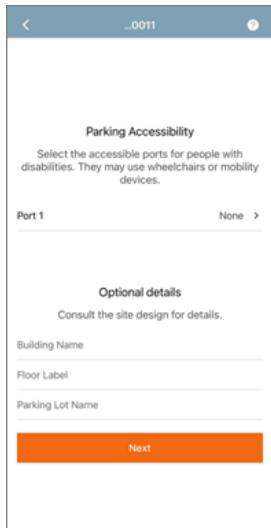


## Step 5: Add Parking & Optional Details

To add parking and optional details, complete the following steps:

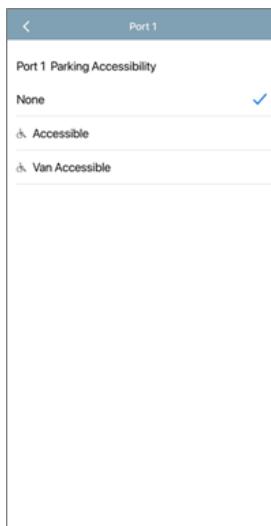
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1. Complete **Parking Accessibility** information for every port.



2. Enter the following optional meta-data under **Optional Details** if needed:

- Building Name
- Floor Label
- Parking Lot Name



## Step 6: Capture Installation Photo

Follow the on-screen prompt to take a clear photo of the installed charger.

1. Tap **Add a photo** to add pictures of the station and its surroundings.



2. Tap **Retake photo** if you want to retake and replace the picture.
3. Leave comments if any and tap **Done**.

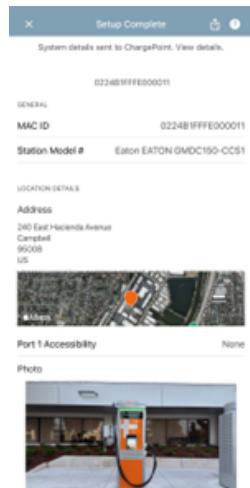


**NOTE:** Verify the preview matches the physical installation. The photo should always be taken in horizontal mode.

## Step 7: Complete the Setup

To complete the setup, tap **Done** after finalizing the photo.

Your charger is now fully on-boarded to ChargePoint Cloud.



Click the export icon to save a summary (PDF) of the confirmation. You can exit the screen by tapping the **X** icon.

## Validation Checklist

Make sure to validate the following checklist to confirm successful configuration:

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- New SIM installed and charger connected to network.
- APN and OCPP settings saved correctly.
- QR code scanned successfully.
- MAC & Serial numbers match the physical unit.
- Pin dropped at the correct parking spot.
- Required fields in Installer App completed.

## Charging Station Activation

At this point the installer should call activation services at 1-888-234-5195 to inform the ChargePoint team about the station being pinpointed and to get the station activated.

Eaton Commissioner should plan to be on call with ChargePoint team while ChargePoint team is activating charger.

## Support Contact

For issues or escalations, contact: 1-888-234-5195.

While contacting support, please have following items handy:

- Charger Serial Number.
- Site Address.
- Screenshot of the step where issue occurred.