

CT4000

ChargePoint® Networked Charging Station

Field Upgrade Procedure: CAT M1 MultiTech Modem

This document describes the steps to add a LTE Cat M1 MultiTech modem to a CT4000 charging station. The modem comes attached to the supplied mounting bracket. The mounting bracket mounts to the CT4000 without tools. The supplied antenna attaches with pressure sensitive adhesive. The modem gets power from, and communicates with, the CT4000 via the supplied USB cable.



IMPORTANT: This must be performed by personnel experienced with installing and servicing ChargePoint stations. For detailed instructions for head removal and replacement, refer to the “Removing and Installing Cable and Head Assemblies” guide for the CT4000 at: chargepoint.com/guides

Supplied Items:

- a. Modem
- b. Mounting bracket
- c. USB cable
- d. Screw and washer
- e. Antenna
- f. Installation instructions



You Will Need:

- ChargePoint card, enabled for use on pay stations.
- T25 Security Torx driver - Wiha PN 36281
- Phillips screwdriver (not shown)
- Needle nose pliers (not shown)



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- 8 mm (5/16 in) combination wrench
 - Clean towel or paper towels (not shown)

Overview of Steps

1. Confirm Software Version
2. Lift the Head Assembly from the Body
3. Remove the Head Assembly from the Body
4. Install the Antenna
5. Install the Modem
6. Replace the Head Assembly in the Body

Confirm the Software Version on the CT4000

CT4000 v4.3.5.47 or later supports the MultiTech USB LTE modem. On the CT4000 screen, select Help > About to determine the version. If the software version is lower than v4.3.5.47, call ChargePoint Support at 1-877-850-4562 (Mon - Fri, 5 AM PST - 6 PM PST) to update.

Lift the Head from the Body

1. Lift the head from body 102 mm (4 in).
2. Insert the T25 Torx tool into the hole in the right-side rail to hold the head up in the enclosure.

Remove Head Assembly from Body

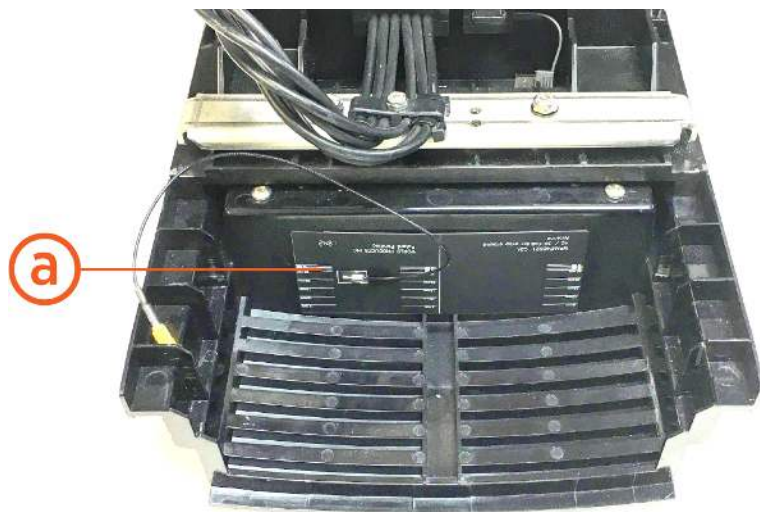
1. Lift the cover of the power plate until it catches and remains in the upper position.
2. Unplug the power connector.
3. Lift the head up and out of the body and set it face down on a clean, dry towel.

Install the Antenna

1. Clean the mounting surface.
2. Remove the liner from the adhesive.

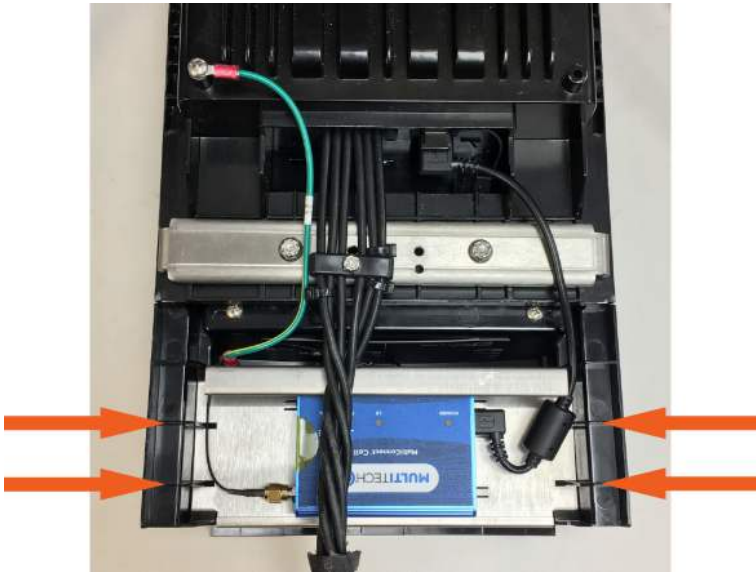


3. Apply the antenna (a) to the back of the head as shown. Press firmly to ensure proper adhesion.



Install the Modem

1. Press the modem and its bracket into the back of the CT4000 until the bracket is fully seated.



2. Install the USB cable. The "A" end goes into the bottom of the CT4000 and the "Mini B" end goes into the modem to form a drip loop at the modem end.
3. Connect the antenna cable to the modem as shown. Ensure the antenna cable and ferrite is tucked in beneath the modem bracket to prevent catching on the housing when the head is replaced.
4. Attach the green ground wire to the rear of the housing using the screw and washer provided. The washer goes between the lug and the housing.

Replace the Head Assembly in the Body

1. Re-install the head. Refer to "Removing and Installing Cable and Head Assemblies" guide for the CT4000 at: chargepoint.com/guides as necessary.
2. Connect the power connector.
3. Lower the power plate cover.
4. Wait for at least two minutes for the station to boot and the modem to report signal strength. It must indicate -75 dBm or greater. If the station does not boot, call ChargePoint Support at 1-877-850-4562 (Mon - Fri, 5 AM PST - 6 PM PST).



chargepoint.com/support

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