CT4000

ChargePoint® Networked Charging Station

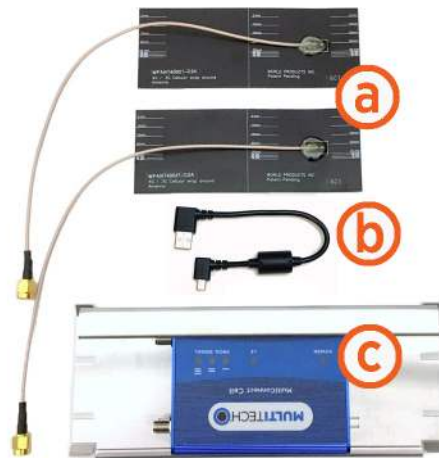### Field Upgrade Procedure: CAT 3 MultiTech Modem

This document describes the steps to add a LTE Cat 3 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 antennas attach 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. Antennas (2)

b. USB cable

c. Modem / mounting plate assembly

d. SIM card (Installed in modem)

e. Installation instructions

You Will Need:

- ChargePoint card, enabled for use on pay stations.
- T25 Security Torx driver - Wiha PN 36281
- 8 mm (5/16 in) combination wrench
- Needle nose pliers (not shown)
- 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 Antennas
5. Install the Modem
6. Connect the Antenna cables
7. Install the USB cable
8. Replace the Head Assembly in the Body
9. Apply power
10. Confirm proper operation / connection to NOS

Confirm the Software Version on the CT4000

CT4000 v4.3.5.48 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 v4.3.3.56, call ChargePoint Support at 1-877-850-4562 (Mon - Fri, 5 AM PST - 6 PM PST).

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 Antennas

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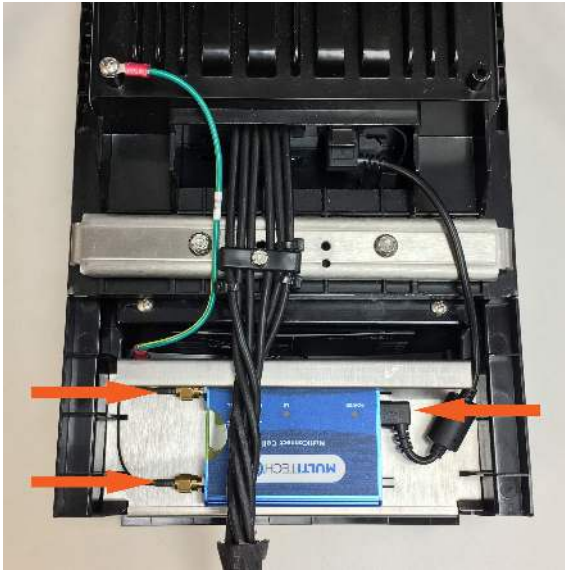2. Remove the liner from the adhesive.

3. Apply the antennas to the back of the head as shown. Press firmly to ensure proper adhesion.

Install the Modem

1. Cut out and remove the portion of the label that covers the groove. Slide the modem onto the bracket as shown below.
2. Press the bracket into the back of the CT4000 head until it is completely seated.

3. Connect the antenna cables as shown. Ensure the antenna cables and ferrite is tucked in beneath the modem bracket to prevent catching on the housing when the head is replaced.

4. Confirm the modem has a SIM card installed and that it is fully inserted. It may be pre-installed and there may be yellow tape over the SIM opening. Do not remove the tape.

5. Install the USB cable. Connect the "A" end to USB jack in the bottom of the CT4000 and the "Mini B" end to the modem to form a drip loop at the modem end as shown. Be sure all cables are tucked in behind the bracket so they don't snag on the housing when the head is replaced.

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).

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