

Network Integration

ChargePoint® Networking

Networking Guide

This document describes the steps to re-network a charging station to the ChargePoint network. This involves updating the SIM card and completing the pinpointing process. Re-networking requires one person and about 30 – 60 minutes to complete.

You Will Need

- Laptop with hardware requirements as defined by the station manufacturer's commissioning instructions (refer to the section "Before You Begin")
- A smartphone with a camera
- Damp cloth for wiping down the exterior of the station
- ChargePoint Network Integration kit:
 - ChargePoint compatible SIM card
 - MAC address label
 - ChargePoint branding label
- Valid ChargePoint installer account credentials



Important: You must be a licensed electrician and complete online training to become a ChargePoint-certified installer. **If you do not complete installation training, you cannot access the ChargePoint Network to complete pinpointing and station setup.**

To complete online training and become a certified installer, refer to ChargePoint University at: chargepoint.com/installers or chargepoint.com/eu/installers

If you have any questions or difficulties during re-networking, support phone numbers are available at chargepoint.com/support.

Before You Begin

1. Before visiting the station site, go to <https://chargepoint.box.com/v/onramp-renetworking>. Bookmark or download the latest copies of:
 - Each station's manufacturer's instructions
 - The document showing the minimum software or firmware version supported by ChargePoint for re-networking
 - The checklist of required station verification steps
2. Review the station manufacturer's instructions for:
 - Requirements for hardware (laptop or similar) needed to communicate with the station
 - Physical access to the station SIM card
 - Procedures to commission the station
3. Check with the station owner or facility manager for site access and any station credentials or settings to be configured after re-networking (username and password etc.).

Update the SIM Card

1. Once you are onsite, take a photo of the station before making any changes.
2. Before beginning work, use the manufacturer's instructions to check that the station model, condition and software version meet ChargePoint requirements.
3. Complete the checklist of required verification steps for each station being re-networked.



DANGER: RISK OF SHOCK. Before opening the station cabinet:

Disconnect the power to the station at the service panel. Follow standard practice and local regulations to de-energise the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep the power off for this circuit until the cabinet is secured and the work scope has been completed. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY OR LOSS OF LIFE.

4. Follow the manufacturer's instructions to open the station cabinet and replace the existing SIM card with the ChargePoint compatible SIM card.

Apply ChargePoint Labels

1. Identify the station manufacturer type plate. This is usually located on a cover panel or inside the cabinet door.
2. Use a damp cloth to clean the surface next to the plate and allow it to dry. Apply the CP-ACTIVATION-STICKER.
3. Identify a location on the front or side of the station that is easily visible to drivers using the station, and is big enough for the ChargePoint branding label to lie flat without covering existing branding or instructions.

CP-ACTIVATION-STICKER



MAC: _____
Activation Password: _____

-
4. Use a vertical or horizontal edge on the station as a reference to align the label.
 5. Use a damp cloth to clean the surface next to the plate and allow it to dry. Apply the ChargePoint branding label.

Pinpoint the Station

1. Enter the MAC address and activation password printed on the activation label.

If your smartphone has QR scanning:

- a. Activate your phone camera or a QR Code scanning app.
- b. Point the camera at the QR code on the activation sticker. You are automatically redirected to the installer pinpointing page.
- c. Log in to the ChargePoint installer site using your ChargePoint installer login.
- d. Confirm the MAC address and activation password have been automatically entered and are correct.

CP-ACTIVATION-STICKER



MAC: _____
Activation Password: _____

If your smartphone does not have QR scanning:

- a. Using your smartphone, navigate to o.chargepoint.com.
- b. Log in to the ChargePoint installer site using your installer login.
- c. Enter the MAC address and activation password printed on the activation label.

CP-ACTIVATION-STICKER



MAC: _____
Activation Password: _____

2. Give the ChargePoint site permission to access your location. Your GPS co-ordinates are required to complete the pinpointing process.
3. If prompted, confirm that you are installing a new charging station.
4. Select the station manufacturer and model shown on the manufacturer type plate. Ensure that the image of the equipment shown on the app matches the station.
5. Enter the serial number shown on the manufacturer type plate.



Important: Verify the station serial number before proceeding. It cannot be changed after completing the configuration.

6. Begin entering the address of the charging station. Select the address from the list of valid addresses.
7. Drag the map to place the pin in the exact parking space for this charging station.
8. Enter additional station details that would help a driver find it, such as car park name, building name, floor and parking restrictions, if applicable.
9. Take a photo in landscape orientation of the charging station and its surroundings, to help drivers find the station. Follow the on-screen guidance from your camera app to upload a photo.

Verify the Station Configuration

1. Secure the cabinet and re-energise it according to manufacturer instructions.
2. Check the station display for any error messages. Use the manufacturer instructions to resolve any errors.
3. For stations with a screen, verify that the ChargePoint logo is visible.
4. For stations with a screen, navigate the UI to verify the MAC address displays correctly and matches the one on the CP Activation Sticker.
5. Call ChargePoint Support to verify that the station networking is correct and complete. Support phone numbers are available at chargepoint.com/support.

