



# Network Integration

## ChargePoint® Networking

### Networking Guide

# Important Safety Instructions

## Save These Instructions



**IMPORTANT:** Under no circumstances will compliance with the information in a ChargePoint guide such as this one relieve the user of the responsibility to comply with all applicable codes and safety standards. This document describes approved procedures. If it is not possible to perform the procedures as indicated, contact ChargePoint. **ChargePoint is not responsible for any damages that may result from custom installations or procedures not described in this document or that fail to adhere to ChargePoint recommendations.**

## Product Disposal

Do not dispose of as part of unsorted domestic waste. Inquire with local authorities regarding proper disposal. Product materials are recyclable as marked.



## Document Accuracy

The specifications and other information in this document were verified to be accurate and complete at the time of its publication. However, due to ongoing product improvement, this information is subject to change at any time without prior notice. For the latest information, see our documentation online at [chargepoint.com/guides](https://chargepoint.com/guides).

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## Symbols

This guide and product use the following symbols:



**DANGER:** Risk of electric shock.



**IMPORTANT:** Crucial step for installation success.



Read the manual for instructions.

This document describes the steps to configure a charging station to the ChargePoint network. This involves updating the SIM card and completing the pinpointing process. 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



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**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](https://chargepoint.com/installers) or [chargepoint.com/eu/installers](https://chargepoint.com/eu/installers)

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If you have any questions or difficulties during networking, support phone numbers are available at [chargepoint.com/support](https://chargepoint.com/support).

# Before You Begin

1. Before visiting the station site, go to <https://docs.chargepoint.com/ref-docs/content/pdfs/pdfs.htm>. 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 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 networking (e.g., 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 networked.



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**DANGER: RISK OF SHOCK.** Before performing any procedure, the technician must disconnect the power to the charging station at the service panel. Follow local code to de-energize the applicable circuit and lock out/tag out the disconnect before proceeding. Use a multimeter to test that power is off. Keep power off for the circuit until all cover panels are correctly reinstalled and the work is complete. FAILURE TO FOLLOW THESE INSTRUCTIONS CAN RESULT IN SERIOUS INJURY, LOSS OF LIFE, OR PROPERTY DAMAGE.

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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.
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.

CP-ACTIVATION-STICKER



MAC:   
Activation Password:

# Pinpoint the Station

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

### If your smartphone has QR scanning:

1. Activate your phone camera or a QR Code scanning app.
2. Point the camera at the QR code on the activation sticker. You are automatically redirected to the installer pinpointing page.
3. Log into the ChargePoint installer site using your ChargePoint installer login.
4. Confirm the MAC address and activation password are automatically entered and are correct.

CP-ACTIVATION-STICKER



MAC:   
Activation Password:

### If your smartphone does not have QR scanning:

1. Using your smartphone, navigate to o.chargepoint.com.
2. Log into the ChargePoint installer site using your installer login.
3. Enter the MAC address and activation password printed on the activation label.
2. Give the ChargePoint site permission to access your location. Your GPS coordinates 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 the image of the equipment shown on the app matches the station.
5. Enter the serial number shown on the manufacturer type plate.
6. Begin entering the address of the charging station. Select the address from the list of valid addresses.

CP-ACTIVATION-STICKER



MAC:   
Activation Password:



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

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 parking lot 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 onscreen guidance from your camera app to upload a photo.

# Verify the Station Configuration

1. Secure the cabinet and re-energize 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 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 the station networking is correct and complete. Support phone numbers are available at [chargepoint.com/support](https://chargepoint.com/support).

## Limited Warranty Information and Disclaimer

The Limited Warranty you received with your charging station is subject to certain exceptions and exclusions. For example, your use of, installation of, or modification to, the ChargePoint® charging station in a manner in which the ChargePoint® charging station is not intended to be used or modified will void the limited warranty. You should review your limited warranty and become familiar with the terms thereof. Other than any such limited warranty, the ChargePoint products are provided "AS IS," and ChargePoint, Inc. and its distributors expressly disclaim all implied warranties, including any warranty of design, merchantability, fitness for a particular purposes and non-infringement, to the maximum extent permitted by law.

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[chargepoint.com/support](https://chargepoint.com/support)

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