

# Waybox Pro Waybox Plus

User Manual

ENGLISH



enel\*way

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# 1. Notes

Before using this product make sure to read and understand fully the user manual and the relevant technical documentation inside the packaging.

You can contact your distributor or the manufacturer for any question regarding the use and safety of this product.

The user will be directly and exclusively responsible for any use of the product that does not comply with the methods of use and safety requirements indicated in the manual or the proper relevant documentation.

The information contained in the manual and all related rights are owned by Enel X Way. Any use not strictly necessary for operating the product, or not otherwise authorized, is prohibited.

Make sure that this is the latest revision of the manual by checking the Support Hub link that can be found either on the Welcome letter inside the packaging or at this address: <https://support-emobility.enelx.com/>

## 2. Getting to know your Waybox

Waybox is the innovative home charger that makes your charging experience smart, reliable, and cost-effective.

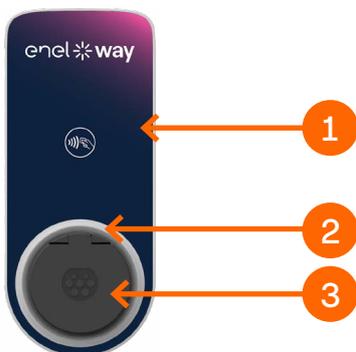
This manual will guide you through the main features of your Waybox, so you can get the most out of your charging experience.

### WAYBOX PRO/PLUS CABLE VERSION:



<b>1</b>	Cable
<b>2</b>	RFID Reader
<b>3</b>	LED Indicator
<b>4</b>	Connector

### WAYBOX PRO/PLUS SOCKET VERSION:



<b>1</b>	RFID Reader
<b>2</b>	LED Indicator
<b>3</b>	Socket

## 3. Waybox Modes

**Warning:** Before using your Waybox, we encourage you to follow all the steps to connect it to your Enel X Way account (as outlined in the Getting Online section). This will allow you to remotely schedule and start charging sessions, configure the power level, receive live notifications, get remote technical support, keep track of charging sessions and more.

Waybox allows you to charge in two modes: **Connect & Charge** or **Unlock To Charge**.

### 3.1 Connect & Charge Mode

**Note:** This mode is suggested when the Waybox is installed in areas with reserved access for the user.

This mode does not require any authentication before starting and ending a charging session. However, this mode does not allow for smart charging features (e.g. delayed and scheduled charging).

- > To start charging, simply plug in your vehicle.
- > To stop charging, send a stop command (from the Enel X Way App or from the vehicle) and then unplug your vehicle.

Waybox uses the Connect & Charge Mode by default.

**Note:** This mode is suggested when the Waybox is installed in areas with reserved access for the user.

### 3.2 Unlock To Charge Mode

**Note:** This mode is recommended when the charger is installed in areas with public access and when using the smart charging features. With scheduled charging, you can set up a recurring charging schedule, choosing the duration and days of the week. This feature is accessible through the Enel X Way App, and from the main screen of your Waybox. For more information on the feature and what you can do with the Enel X Way App, please refer to the app's Use Instructions and FAQs, available on our Support Hub.

In Unlock To Charge Mode, the Waybox only charges when it recognizes an authorized user. This means that charging sessions are started and stopped using either an authorized Enel X Way App account or a RFID card.

## 4. Getting Online

Your Waybox can be connected to Enel X Way smart charging platform through either a Wi-Fi or cellular internet connection. This allows you to control your Waybox anytime, from anywhere, using the Enel X Way App.

The Enel X Way App is available on the [iOS App Store](#) and [Google Play Store](#).

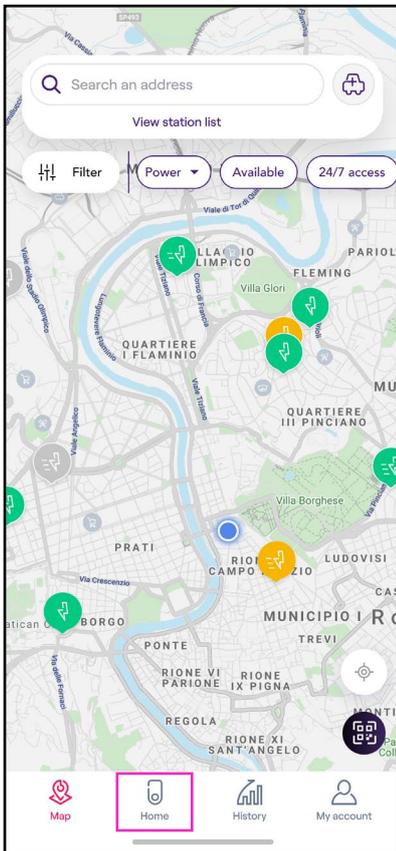
Scan the QR code below to download the app on your smartphone.



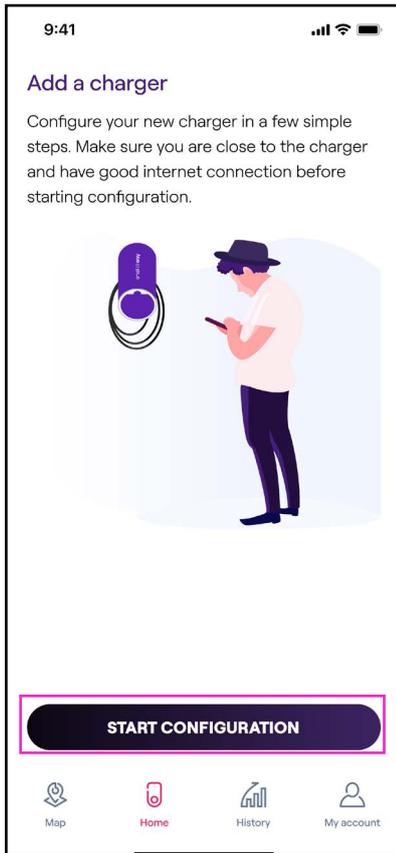
### 4.1 Getting Waybox online using cellular connectivity

**Note:** This configuration only applies to “Cellular” products

1. After launching the app, on the bottom of the of the main page, select **Home**

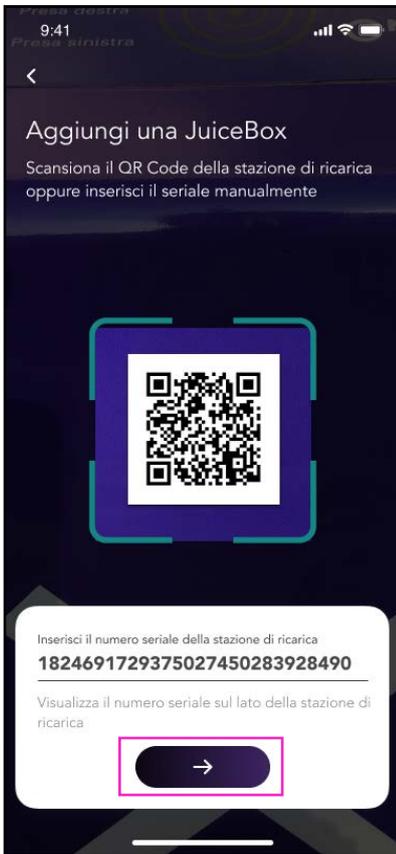


## 2. Select **START CONFIGURATION**.

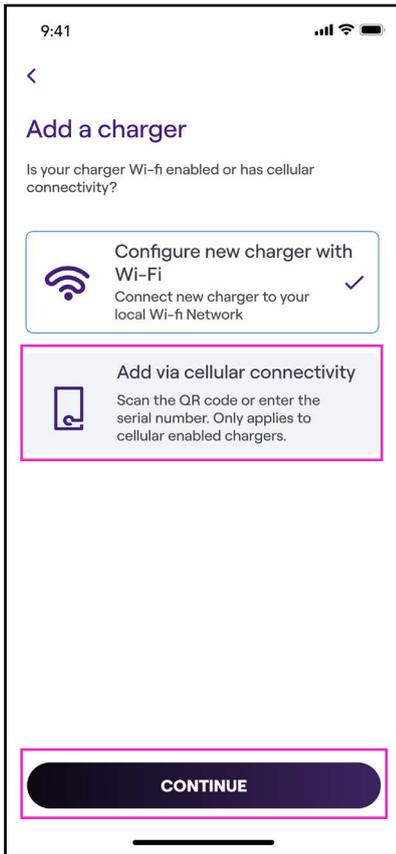


3. Scan or insert the serial number of your Enel X Way Waybox™. Once done, click on the **arrow** to proceed.

**Note:** The serial number is on the label on the right side of your Enel X Way Waybox™.

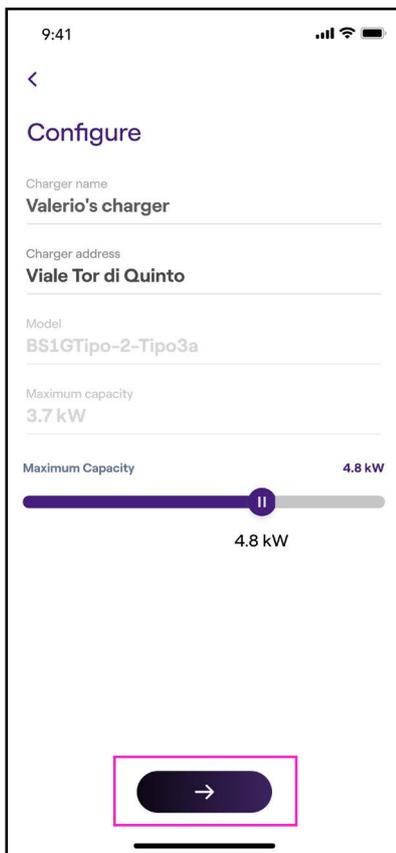


4. Select **Add via cellular connectivity** and click **CONTINUE** to proceed.



5. In the configuration screen, follow the steps below, then click on the **arrow** to proceed.

- > Enter a unique name for your Waybox.
- > Check the physical address of your Waybox (modify the address if it is not correct).
- > Select the default power level of your Waybox.



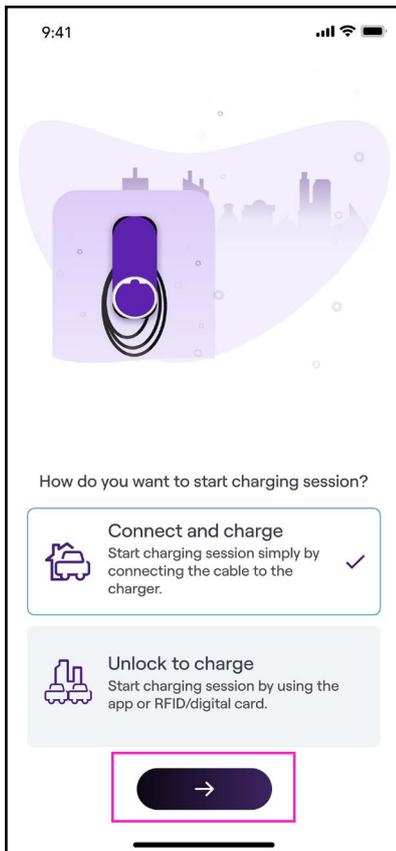
**Note:** The default power (in kW) defines the maximum power that the charger tries to supply to the car. Always remember that your car is able to limit or reduce the charging power.

**Note valid for Waybox Pro, Pro Cellular:** If a Waymeter enables Load Optimization Pro functionality (available only for Waybox Pro, Pro Cellular), the maximum power delivered by the Waybox will be the lower number between the cap set during the Waymeter's installation and the power level selected through Enel X Way App.

**Note:** The model and maximum power information are populated automatically and cannot be changed.

6. Select the mode of use of your Waybox, choosing between **Connect & Charge** or **Unlock To Charge**. Then click on the **arrow** to proceed.

**Note:** For more information on the modes of use, refer to the section **Charging your vehicle**.

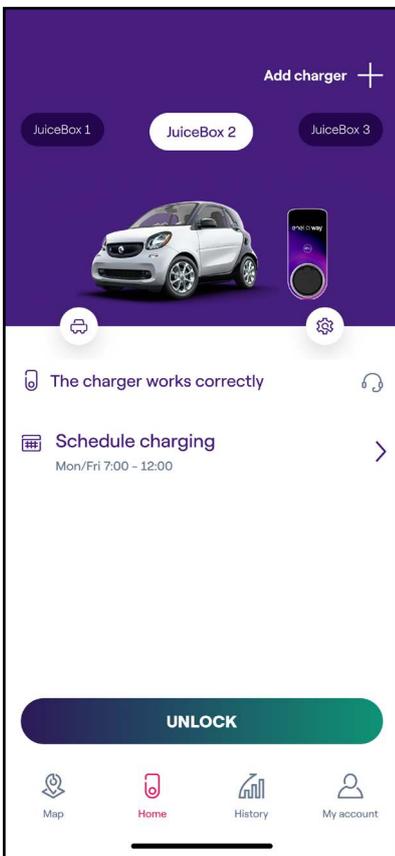


7. If you selected **Unlock to Charge**, you can also start your charging session with an RFID card.

**Note:** You can set up an RFID card with your account at any time. Go to **My Account > Enel X Way Card** section and follow the steps on screen.

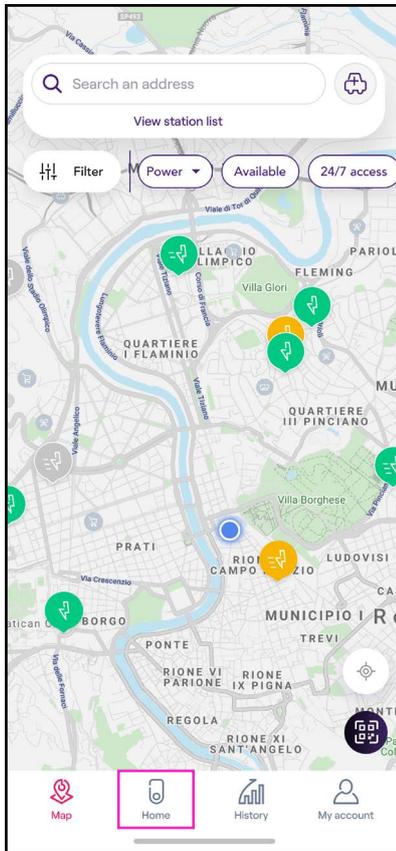
**Note:** If the Enel X Way Waybox™ is set in **Unlock To Charge** and no RFID card is registered, it is still possible to start a charging session with a start command from the Enel X Way App (refer to the section **Charging your vehicle**).

8. You did it! The Enel X Way Waybox™ is now online and ready to charge.

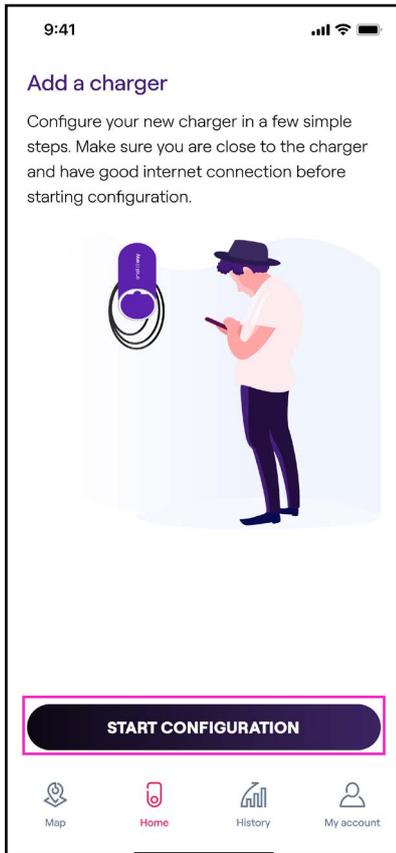


## 4.2 Association with a second account using Cellular connectivity

1. After launching the app, on the bottom of the main page, select **Home**.



## 2. Select **START CONFIGURATION**.

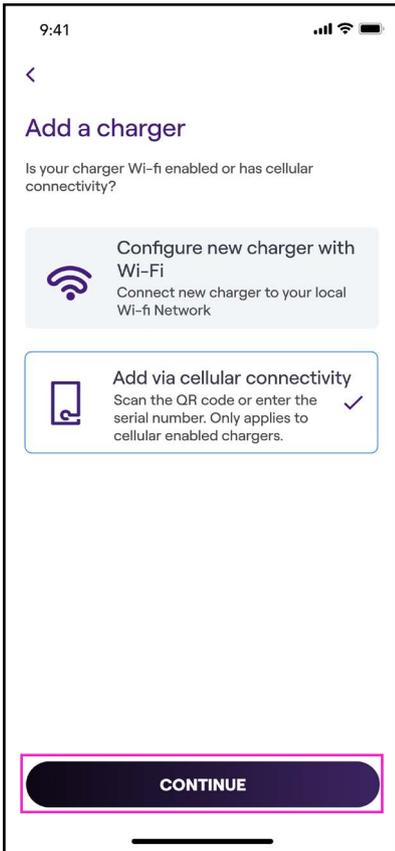


3. Scan or insert the serial number of your Waybox. Once done, click on the **arrow** to proceed.

**Note:** The serial number is on the label on the side of your Waybox.

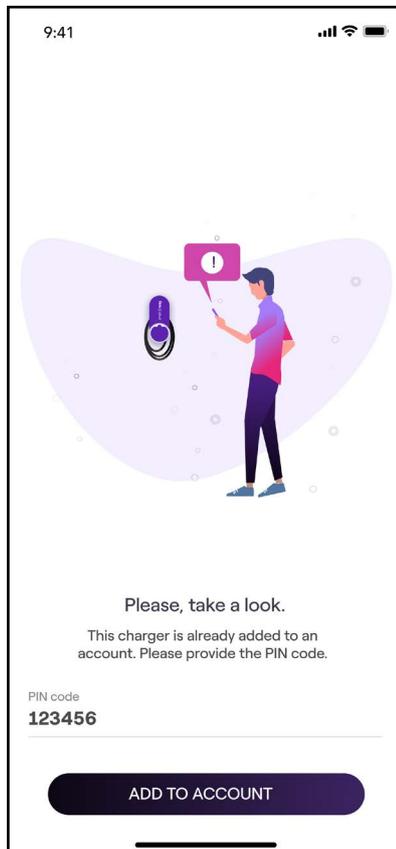


4. Select **Add via cellular connectivity** and click **CONTINUE** to proceed.

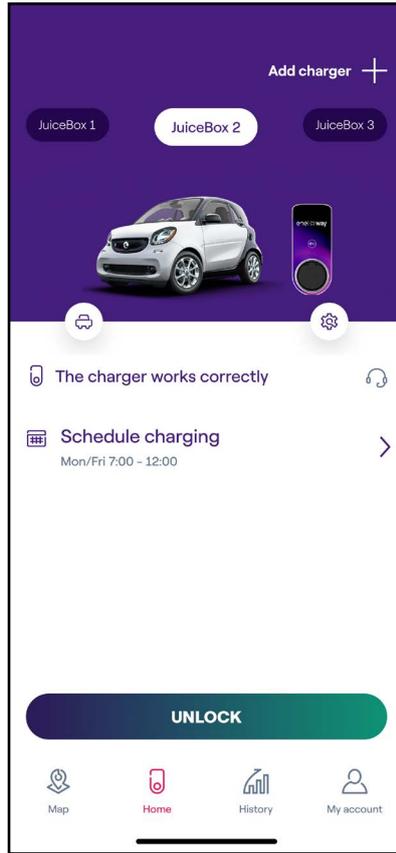
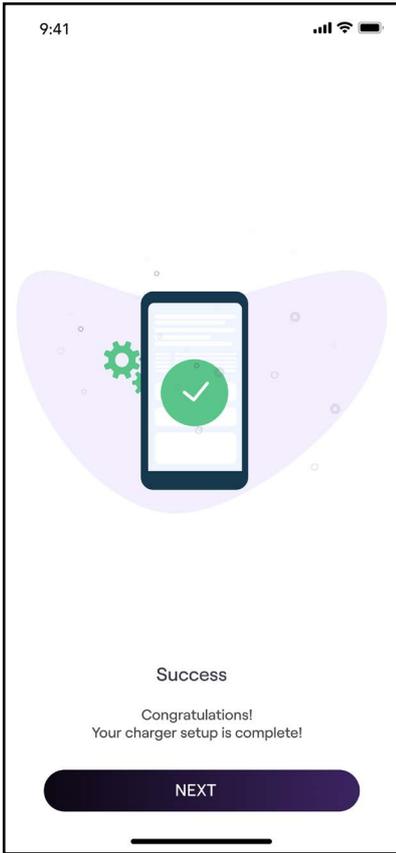


5. Enter the PIN code needed to complete the process. The PIN code should be shared by the user who first associated the Waybox to his/her account.

**Note:** The PIN code can be retrieved at any time by a user already associated in the settings menu of the Waybox, in the section Sharing.

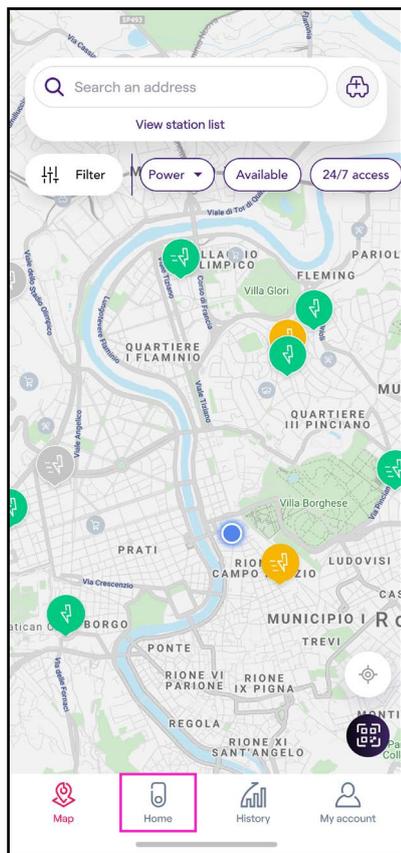


6. You did it! Your Waybox is now connected to your account.

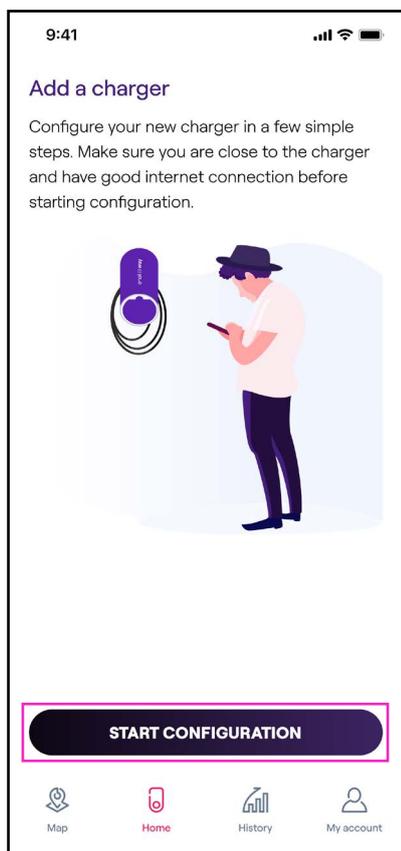


## 4.3 Getting Waybox online using Wi-Fi connectivity

1. After launching the app, on the bottom of the main page, select **Home**.

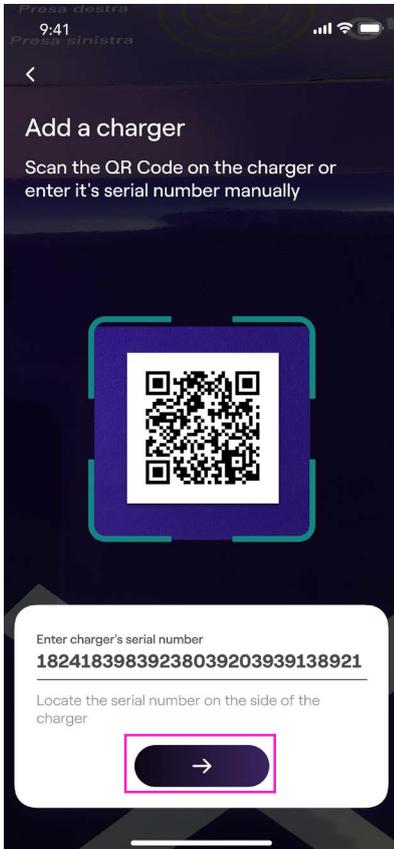


2. Select **START CONFIGURATION**.

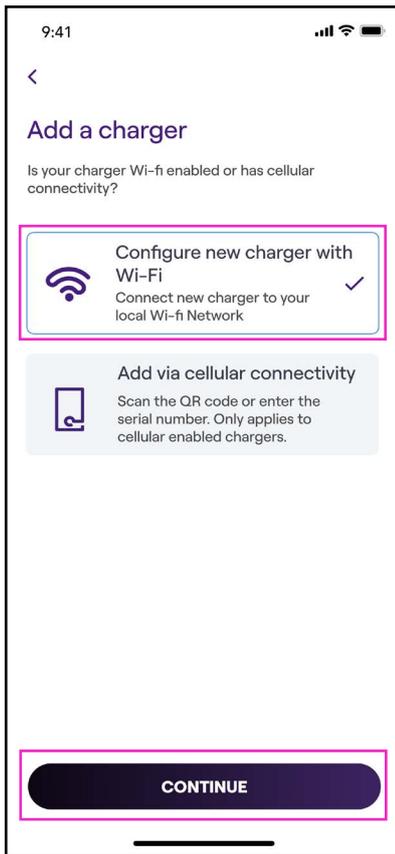


3. Scan or insert the serial number of your Waybox. Once done, click on the **arrow** to proceed.

**Note:** The serial number is on the label on the side of your Waybox.



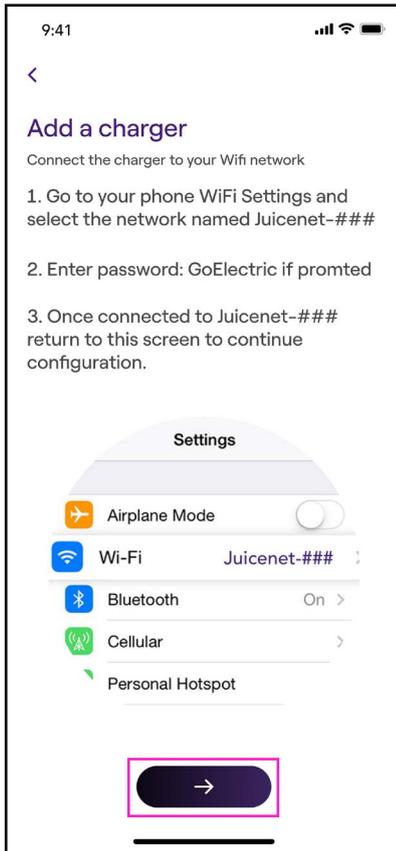
4. Select **Configure new charger with Wi-Fi** and click **CONTINUE** to proceed.



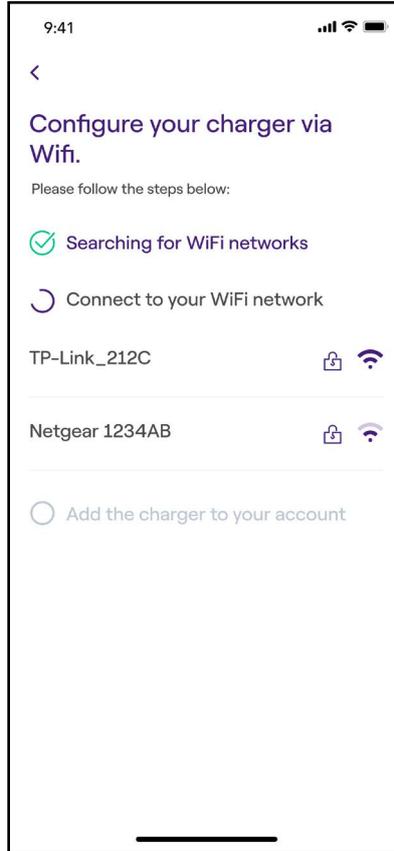
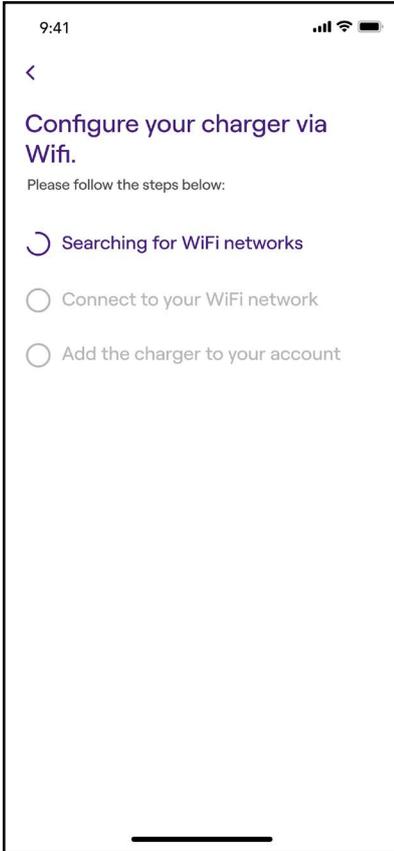
**Note:** Before you proceed to the following step, go to the **Settings** of your smartphone and disable the automatic connection of the device to the known networks present in the area. At the end of the process, when the Waybox will be online, you can activate again the automatic connection to the known networks present in the area.

5. Follow the onscreen instructions to connect your smartphone to Waybox’s hotspot. Once done, click on the **arrow** to proceed.

**Note:** You can access the hotspot for 1 minute after the Waybox is switched on. If a device is connected to the hotspot within the minute, the hotspot will remain active for 10 minutes. If the Waybox is already powered on before this step, disconnect it from power and re-connect again before proceeding.

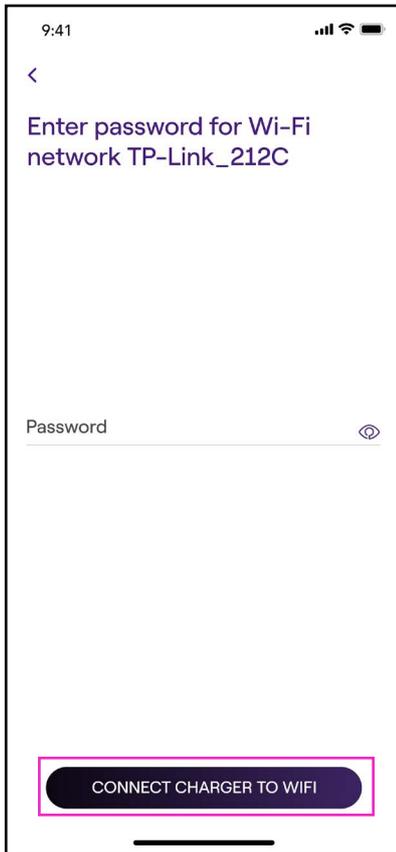


6. Wi-Fi networks are scanned and listed on the screen. Select the network you want to connect your Waybox to.



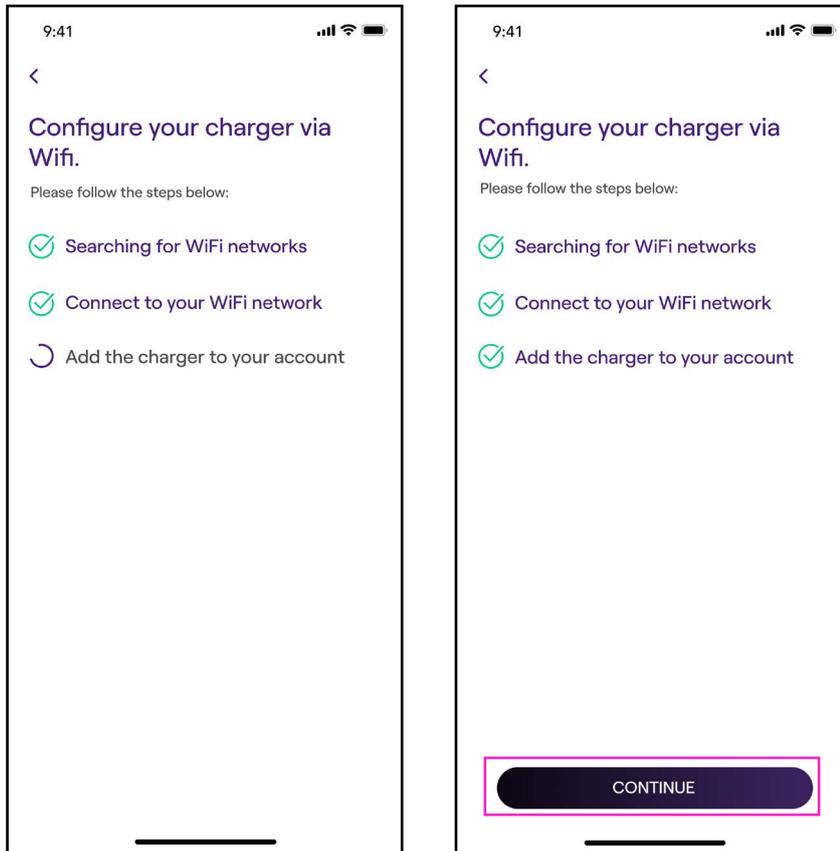
7. Enter the password of the selected network and select **CONNECT CHARGER TO WIFI**

**Note:** Once password verification is completed, the smartphone may not reconnect automatically to the hotspot of the Waybox. After 20 seconds, if you are not redirected to the following screen, go to the Settings of your phone and restore the connection to the hotspot of the Waybox.



8. Your Waybox is now connected to the Wi-Fi. Select **CONTINUE** to proceed to Waybox configuration.

**Note:** At the end of this stage, the LED of the Waybox will show a red colour, Waybox will reset and will then blink blue for a few seconds.



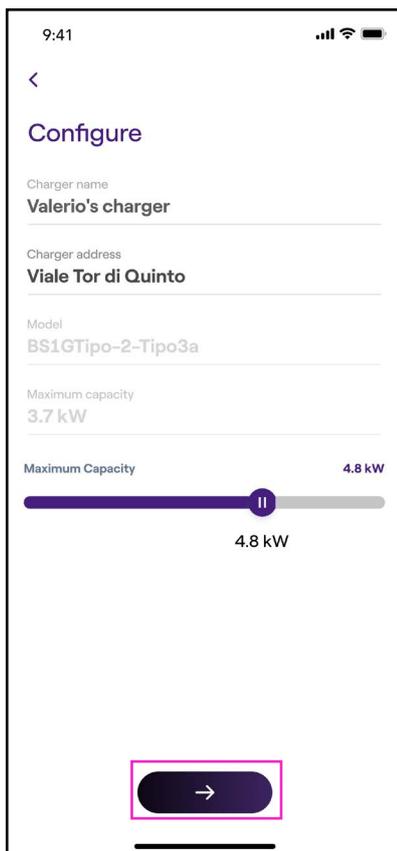
9. In the configuration screen, follow the steps below, then click on the **arrow** to proceed.

- > Enter a unique name for your Waybox.
- > Check the physical address of your Waybox (Modify the address if it is not correct).
- > Select the default power level of your Waybox.

**Note:** The default power (in kW), defines the actual power delivered from the charger.

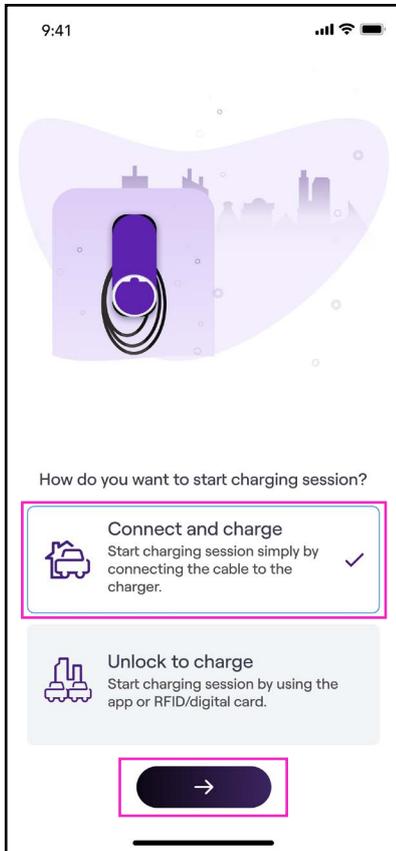
**Note valid for Waybox Pro, Pro Cellular:** If a Waymeter enables Load Optimization Pro functionality (available only for Waybox Pro, Pro Cellular), the maximum power provided by the Waybox will be the lower number between the cap set during the Waymeter's installation and the power level selected through Enel X Way App.

**Note:** The model and maximum power information are populated automatically and **cannot** be changed.



10. Select the mode of use of your Waybox, choosing between **Connect & Charge** or **Unlock To Charge**. Then click on the **arrow** to proceed.

**Note:** For more information on the modes of use, refer to the section **Charging your vehicle**.

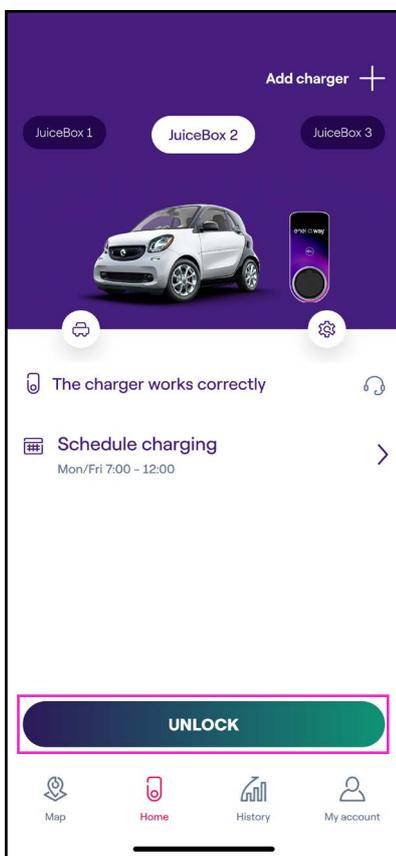


11. If you selected **Unlock to Charge**, you can also start your charging session with an RFID card.

**Note:** You can sync an RFID card with your account at any time, in **My Account > Enel X Way Card** section, and by following the steps on screen.

**Note:** If the Waybox is set in **Unlock To Charge** and no RFID card is registered, it is still possible to start a charging session with a start command from the Enel X Way App (refer to the section **Charging your vehicle**).

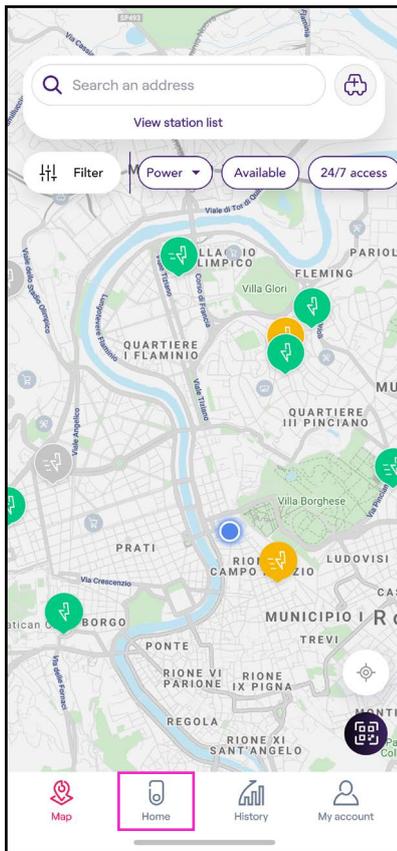
12. You did it! The Waybox is now online and ready to charge.



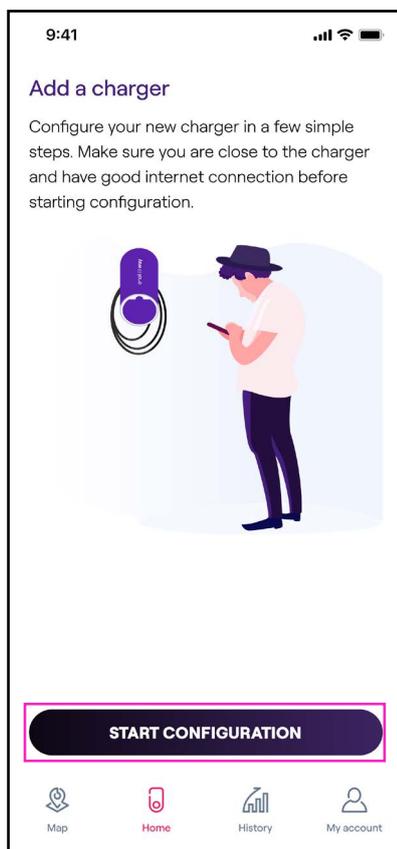
**Note:** Waybox does not support 2.4GHz Wi-Fi connectivity on channels 12, 13 and 14. Make sure your Wi-Fi router is not operating on those channels.

## 4.4 Add a Waybox already connected to Wi-Fi

1. After launching the app, on the bottom of the main page, select **Home**.

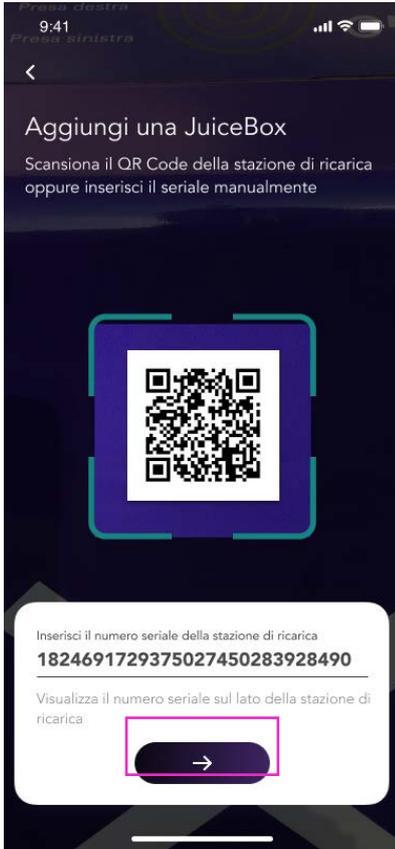


2. Select **START CONFIGURATION**.

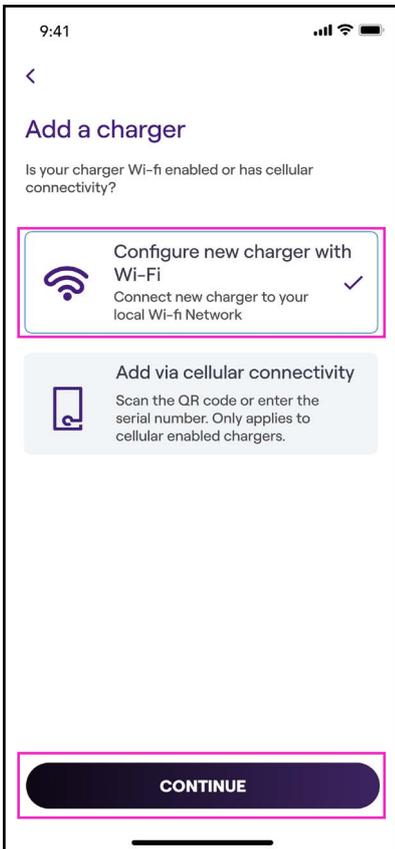


3. Scan or insert the serial number of your Waybox. Once done, click on the **arrow** to proceed.

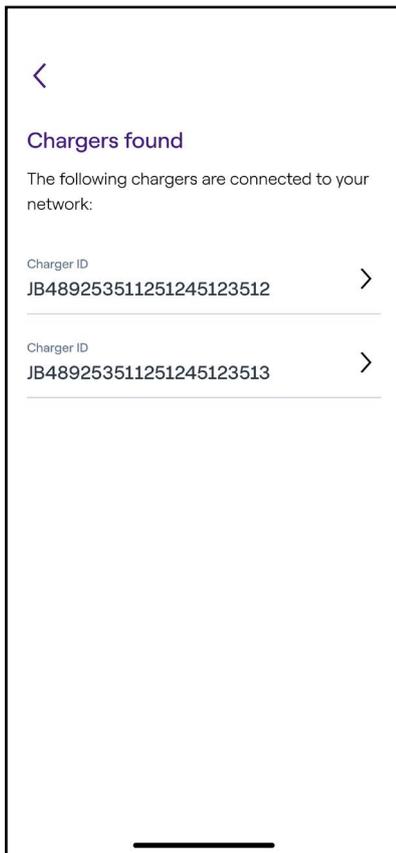
**Note:** The serial number is on the label on the side of your Waybox.



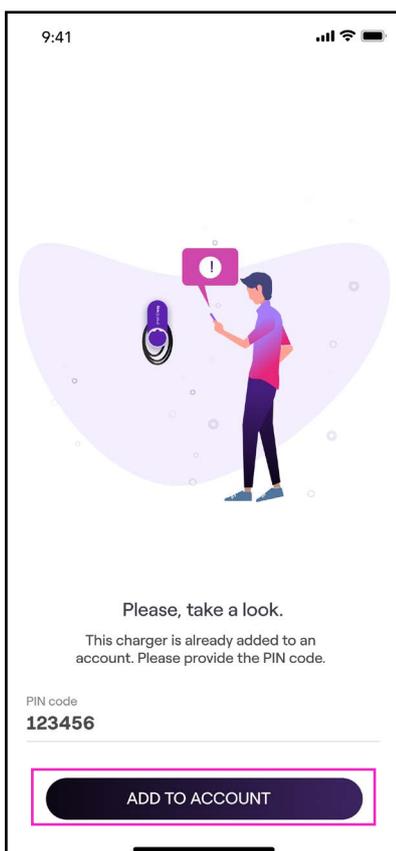
4. Select **"Configure a new charger with Wi-Fi"** and then **CONTINUE** to confirm.



5. The chargers connected to your network are listed on the screen. Select the charger to proceed.

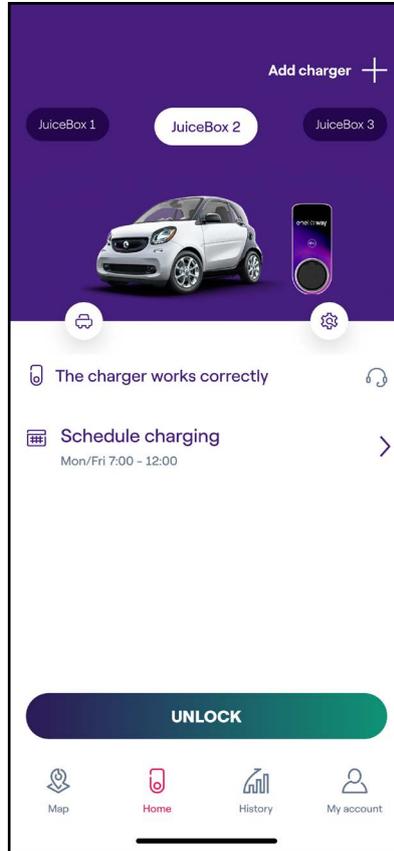
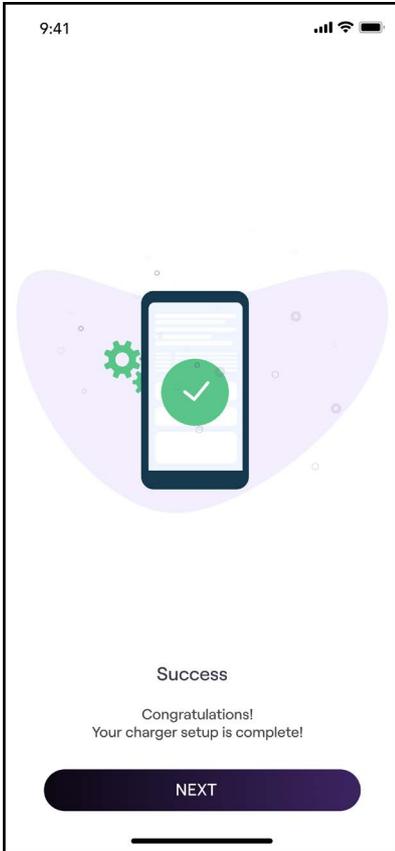


6. Enter the PIN code needed to complete the process, then **ADD TO ACCOUNT**. The PIN code should be shared by the user who first associated the Waybox to his/her account.



**Note:** The PIN code can be retrieved at any time by a user already associated in the settings menu of the Waybox, in the section **Sharing**.

7. You did it! Your Waybox is now connected to your account.



# 5. Charging your vehicle

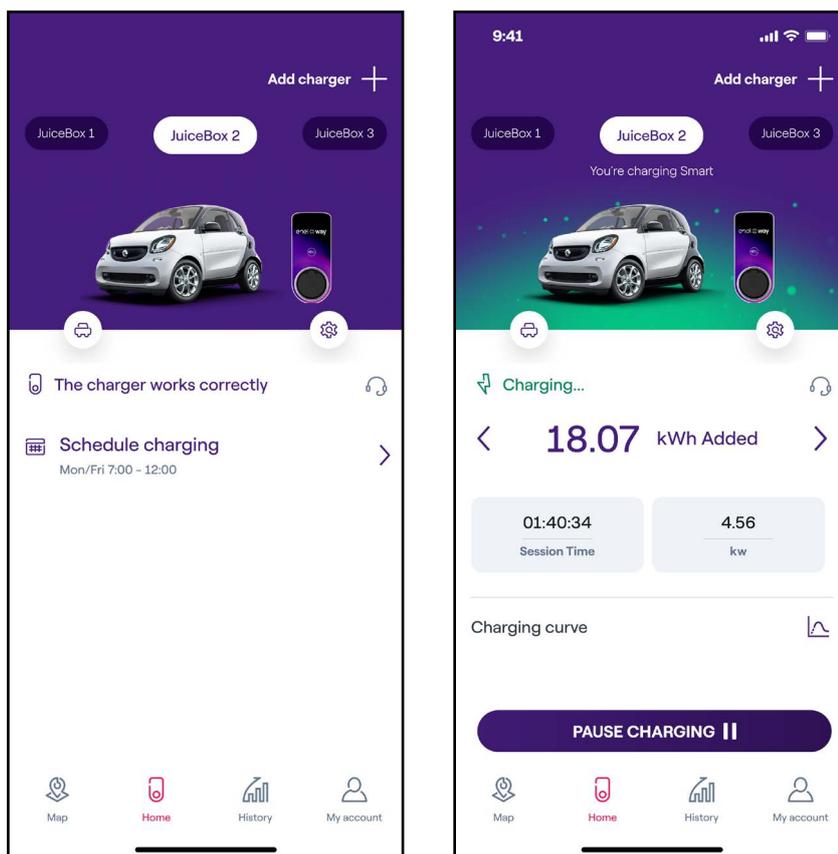
## 5.1 Connect & Charge Mode

This section describes how to charge a vehicle with a Waybox set in Connect & Charge mode.

To start charging, connect your vehicle to the Waybox:

- > **Cable version:** Connect the Waybox charging cable to your vehicle
- > **Socket version:** Connect your charging cable to the Waybox Socket and to your vehicle.

Charging starts automatically. Use the Enel X Way App to monitor your charging session. To do this, access the Home section.



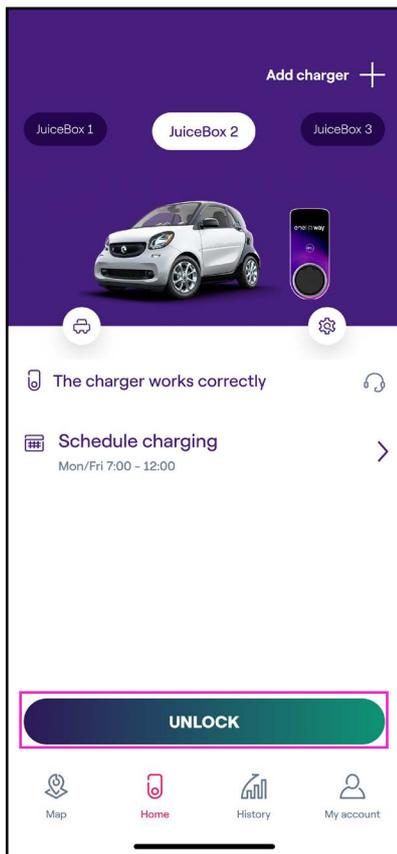
To stop charging, send a STOP command from your vehicle, then disconnect your vehicle from the Waybox.

## 5.2 Unlock To Charge Mode

This section describes how to charge a vehicle with a Waybox set in Unlock To Charge mode, using either Enel X Way App or a RFID card.

### USING THE ENEL X WAY APP TO START CHARGING IMMEDIATELY

To start charging, access the **Home** section on the Enel X Way App and press **UNLOCK**.

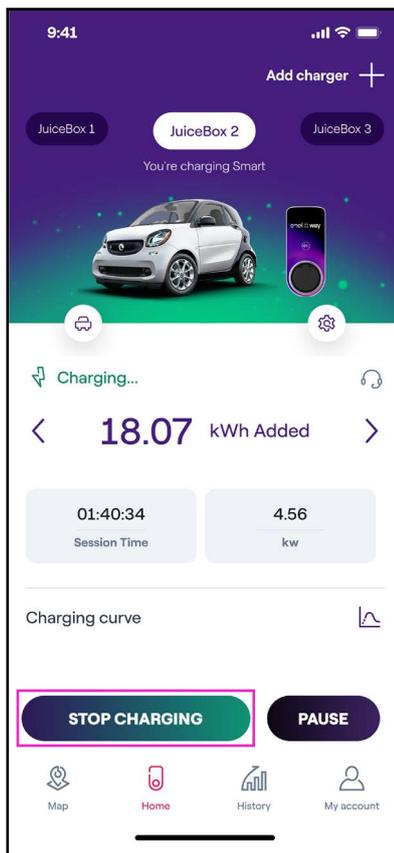


(as is screen)

Plug in your vehicle within 90 seconds to start charging.

- > **Cable version:** Connect the Waybox charging cable to your vehicle
- > **Socket version:** Connect your charging cable to the Waybox Socket and to your vehicle

Charging starts automatically. Once started, you can monitor your charging session on the screen.



To stop charging, select **STOP CHARGING** on the Enel X Way App. Charging stops automatically and the charging cable can be removed.

**Note:** It is also possible to issue a STOP command from the vehicle.

## USING A RFID CARD TO START CHARGING IMMEDIATELY

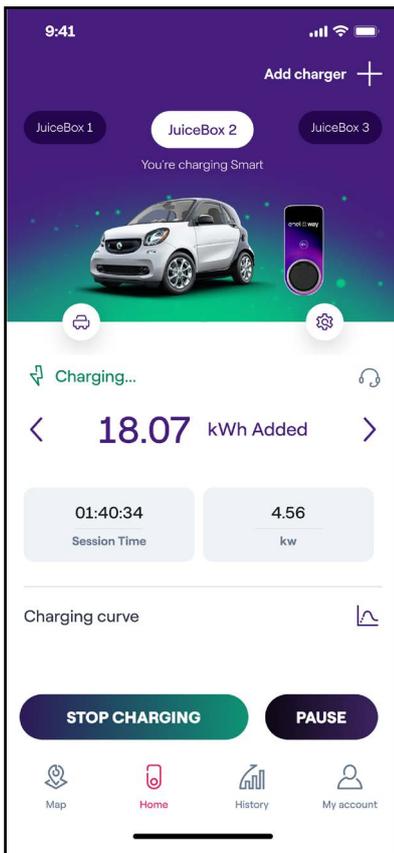
**Note:** You can associate an RFID card with your account at any time, in **My Account > Enel X Way Card** section and by following the steps on screen.

- > The Enel X Way Card will allow you to start your charging session if: Waybox has been paired with your Enel X Way account (as indicated in the Getting Online section).
- > Unlock to Charge mode has been selected.
- > Enel X Way Card has been paired with your Enel X Way account.

To start a charging session, tap your card against the RFID reader on the Waybox. Plug in your vehicle within 90 seconds of RFID authorization:

- > **Cable version:** Connect the Waybox charging cable to your vehicle
- > **Socket version:** Connect your charging cable to the Waybox Socket and to your vehicle

Charging starts automatically. Use the Enel X Way App to monitor your charging session. To do this, access the **Home** section.



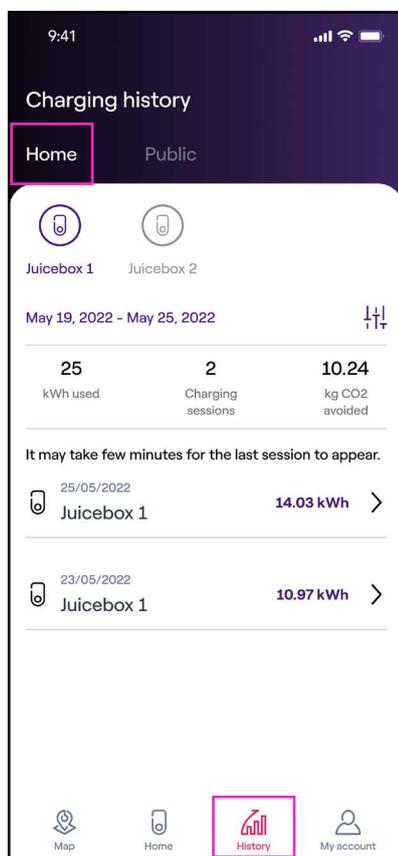
To stop charging, tap your card against the RFID reader on the Waybox. Charging stops automatically and the charging cable can be removed.

**Note:** It is also possible to issue a STOP command (from the Enel X Way App or from the vehicle).

## 6. Charging history

To see the history of the completed charging sessions, in the navigation bar select **History**.

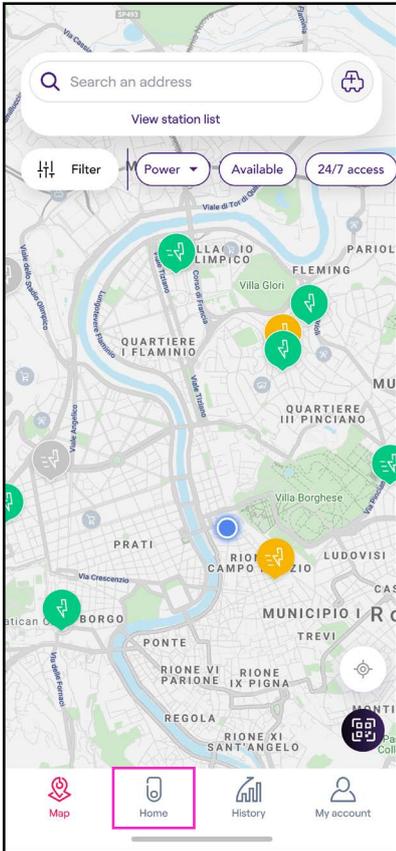
In the **Home** section, you can view your account's history of charging sessions made with your paired Waybox.



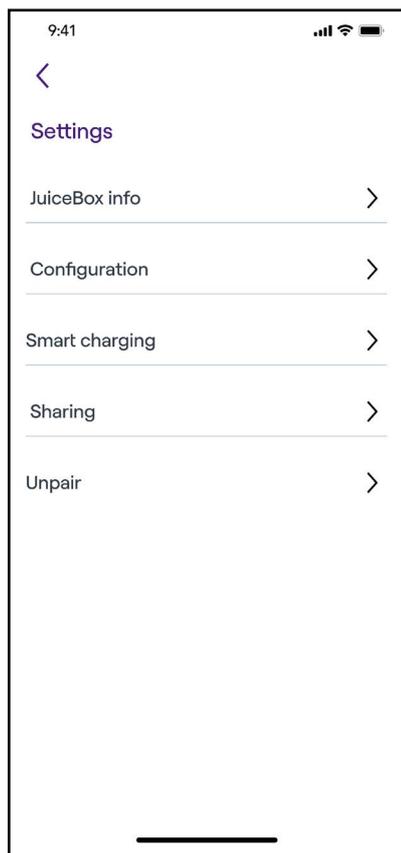
# 7. Settings

You can access the Waybox page in the following way:

Select **Home** on the bottom of the main page, then click on the settings symbol.



The settings menu provides access to the actions listed below:



- > **Waybox info:** the name of the Waybox and its address
- > **Configuration:** select the mode of use and the maximum power of the Waybox

**Note valid for Waybox Pro, Pro Cellular:** If a Waymeter enables Load Optimization Plus functionality (available only for Waybox Pro, Pro Cellular), the maximum power provided by the Waybox will be the lower number between the cap set during the Waymeter's installation and the power level selected through Enel X Way App.

- > **Smart charging:**
  - > Scheduled charging: set a recurrent charging time frame, selecting time and day of the week
  - > Tariff Optimization: automatically schedule EV charging sessions in the best daily window taking into consideration the electricity tariff cost, allowing you to save money
- > **Sharing:** retrieve the PIN code that allows an additional user to associate the Waybox to his/her account
- > **Unpair:** unpair the Waybox and remove it from your account

## 8. LED Indicator

You can access the Waybox page in the following way:

Select **Home** on the bottom of the main page, then click on the settings symbol.

COLOUR	MEANING
White	<ul style="list-style-type: none"> <li>&gt; <b>Solid:</b> Online</li> <li>&gt; <b>Blinking:</b> Online, waiting for cable insertion (90-second duration)</li> </ul>
Purple	<ul style="list-style-type: none"> <li>&gt; <b>Solid:</b> Offline</li> <li>&gt; <b>Blinking:</b> Offline, waiting for cable insertion (90-second duration)</li> </ul>
Green	<ul style="list-style-type: none"> <li>&gt; <b>Solid (single fast blink):</b> Charging session authorized from app or Enel X Way Card</li> <li>&gt; <b>Blinking:</b> Charging</li> </ul>
Yellow	<ul style="list-style-type: none"> <li>&gt; <b>Blinking:</b> Standby Waybox may be in «standby» mode for various reasons:               <ul style="list-style-type: none"> <li>&gt; Vehicle issue (e.g. battery fully charged, high battery temperature, interruption of charging on vehicle side)</li> <li>&gt; Waybox issue (e.g. Smart Charging profile set, current available from Load Optimization &lt; 6A)</li> </ul> </li> </ul>
Red	<ul style="list-style-type: none"> <li>&gt; <b>Solid (fast blink):</b> Enel X Way Card not authorized, or vehicle was not plugged in in time</li> <li>&gt; <b>Blinking:</b> Error</li> </ul>
Blue	<ul style="list-style-type: none"> <li>&gt; <b>Solid (temporary):</b> Waybox being switched on or restarting</li> <li>&gt; <b>Solid:</b> software error, get in touch with Enel X Way customer support</li> </ul>

## 9. The colour of sustainability

Your Waybox Plus and Pro has been produced with recycled plastic materials derived from the recycling of the ENEL group's meter shells that are being discarded.

The special manufacturing process foresees that the recycled plastic materials are mixed with materials loaded with glass fibre to guarantee mechanical, thermal and fire resistance equal or superior to an equivalent production deriving from the use of virgin polymer.

This may result in different colour shades on the manufactured components, due to possible differences already present on the parts entering the recovery chain and the variability of dispersion of the glass fibres to ensure mechanical and thermal resistance.

Small nuances, variations in tone or texture in no way affect the safety, quality and durability of your Waybox.