e·on next

How to reconnect.

For **Android** smartphone/tablet users.

When to use this handy guide:

- You can't connect to my eBox and/or the charger shows 'offline' in the E.ON Drive or E.ON Home app.

- You've updated your WiFi network and/or password.

- You're moving from the eCharge+ app to the E.ON Drive or E.ON Home app.

- You've just moved in and you have an E.ON Drive charger installed by your developer or the previous occupier.

If you have an Apple iOS device (iPhone or iPad), the steps listed here will differ. Please ask our support team who'll be happy to give you instructions for iOS devices.

Just moved in or haven't got the app?

If you don't have an E.ON Drive account, please call us on **0333 202 4417** and **select option 2**. Our support team will be happy to help. Please provide the serial number of your charger so we can check it's online and assign it to you.

Good to know.

We know technology isn't everyone's friend. Have a read through the following steps, and if you need us to guide you, please call us on **0333 202 4417** and **select option 2**. We'll be happy to help.
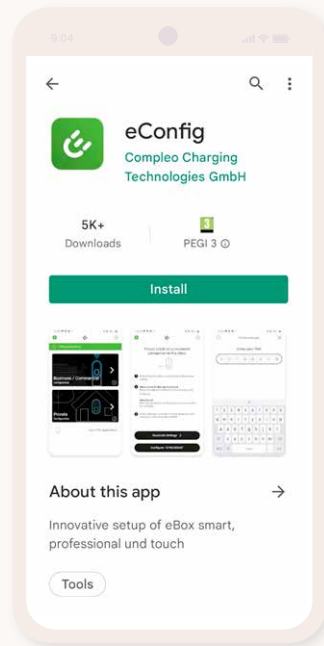
A step-by-step guide to reconnecting.

Before you start.

Make sure you stop any active charging sessions and disconnect your vehicle from the eBox.

What you'll need:

- WiFi password
- Smartphone or tablet with Bluetooth
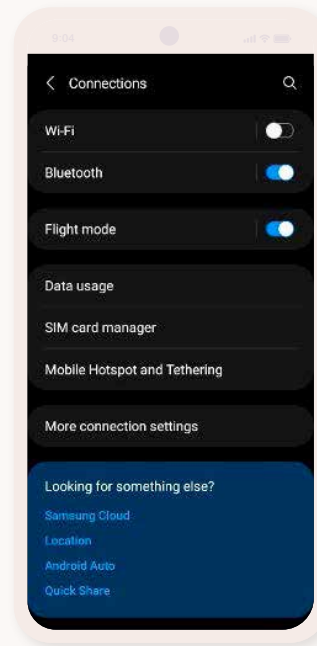- PUK code (You can find this in the user manual that came with the charger)

It should take around 15 minutes to go through this guide.

1.

Please go to the Google Play Store.

Search for 'eConfig'. The app should look like this.

2.

You'll need to turn off your mobile data and WiFi to complete Steps 3-14.

The easiest way to do this is:

1. **Go to settings.** (This should be a cog on your home screen, or you may have to swipe up to find the settings icon.)
2. **Tap 'Connections'.**
3. **Select 'Flight Mode'** (To disable your Mobile Network, WiFi and Bluetooth.)
4. **Turn on 'Bluetooth'**, after turning on flight mode.
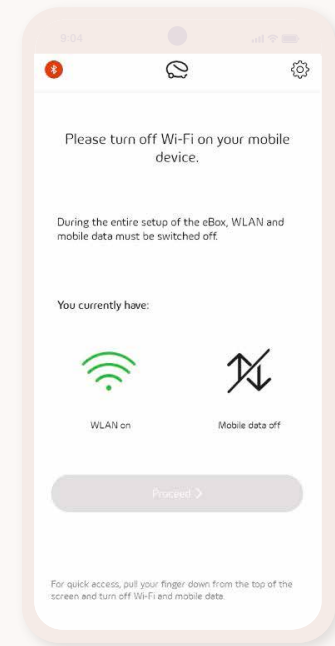
3.

Open the eConfig app.

If you have **turned off** your WiFi and Mobile Data connection, the '**Proceed**' button will be active.

Tap '**Proceed**'.

If you are not able to proceed, make sure you have turned off your WiFi and Mobile Data connection. You need to do this in order to complete the next steps.

The screen above shows WiFi is still active. **Please make sure you've turned off the WiFi on your mobile device.**

a

b
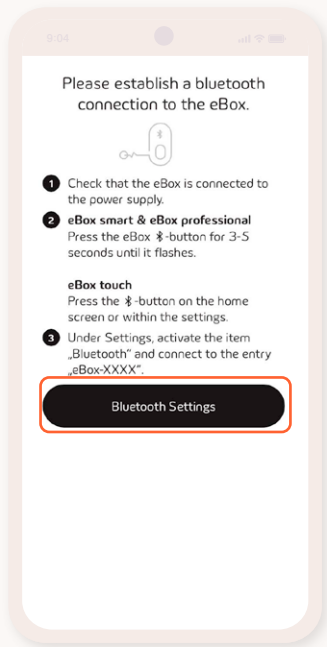
4.

Go to your eBox.

Press and hold the **bottom button**, marked ✳, for 3-5 seconds. The button should light up and flash softly.

When this happens, tap '**Bluetooth settings**' on the eConfig app.

The eConfig app showing '**Bluetooth settings**' above.

If your eBox has not had a firmware update for some time, the behaviour of your lights and colour may differ.

The button is not a physical button. It's touch sensitive, but don't worry, you won't feel any movement, and the light will come on after you remove your finger.
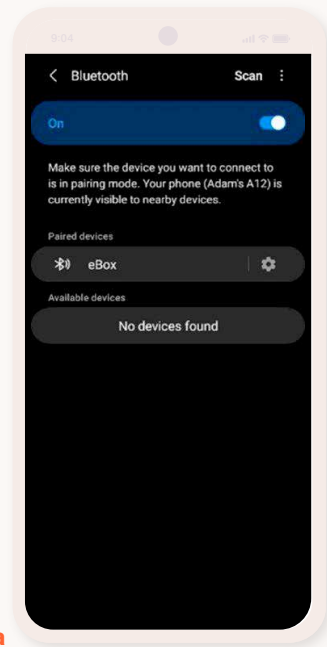
5.

Connect to your eBox.

Find the eBox in your '**Available devices**' list in '**Bluetooth settings**'. Your eBox will be called '**eBox xxxx**'. (xxxx will be replaced with the identity of your own eBox.)

Tap on it to connect.

If you've paired successfully, the Bluetooth light will stay solid blue on your eBox.

If the light goes out, please press and hold the ✳ button again until the light flashes blue, to re-enable Bluetooth on the charger.
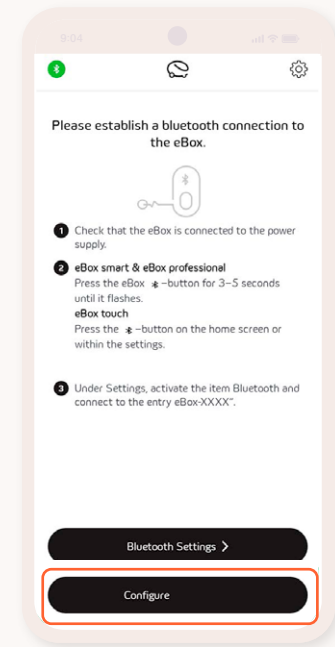
If your '**Paired devices**' list looks like image (**a**) above, tap the name until it says '**Connected**'.

Make sure your device shows as 'Connected', like image (**b**).

If your eBox does not appear, make sure the light is still flashing on the charger and then tap 'Scan' on your mobile device.
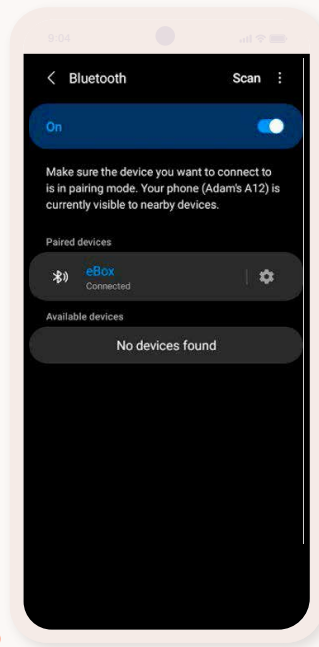
6.

Go back to the eConfig app.

A '**Configure LP XXXXX**' button will appear under '**Bluetooth settings**'.

Tap this button.

Still having problems?

If the '**Configure**...' button doesn't appear after a few seconds, here are some steps to check you have paired your eBox correctly:

Is the blue light on the ✱ button (third down from the top) on the charger solid blue?

Yes – you're connected to the charger correctly. Please close and then reopen the app.

No, it's flashing blue – your phone did not pair to the eBox correctly. Please repeat Step 5 .

No, the light is off – your eBox has turned off its Bluetooth. Please repeat Steps 4-5.

Some customers have reported that Bluetooth may not connect on first attempt. If this happens, please repeat Steps 4-5.
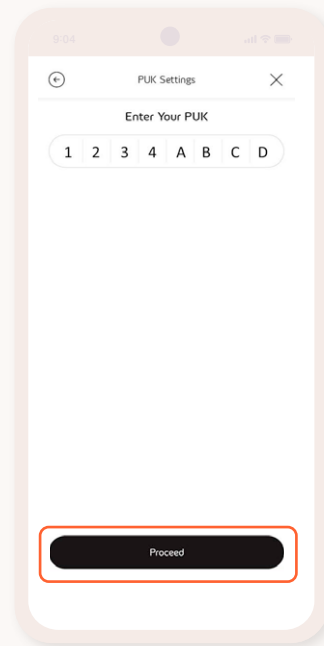
7.

Enter your PUK code.

You can find your PUK code on the manual that came with your charger.

If you can't find your manual, we'll be happy to confirm your PUK code. Please call us on **0333 202 4417** and **select option 2**. Our support team will be happy to help.

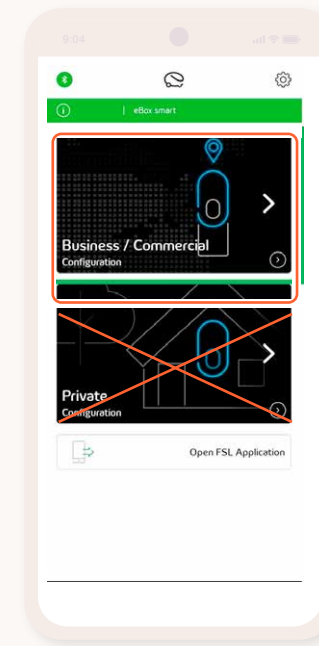Once you've entered your PUK code, tap '**Proceed**'.

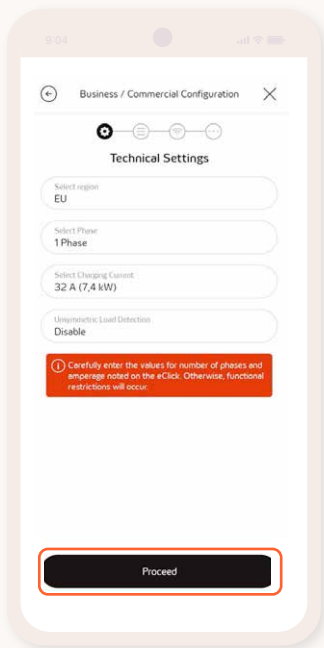Please don't share your PUK code with anyone else.

8.

Tap the cross in the right-hand corner of the pop-up box.

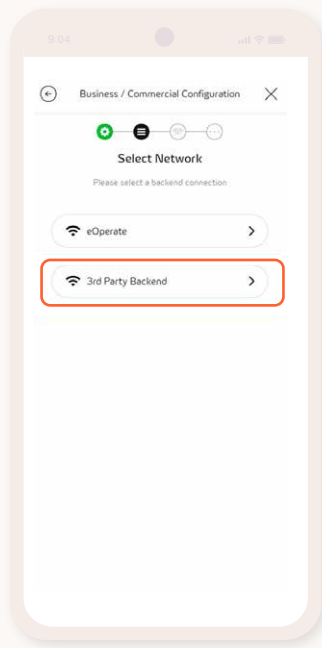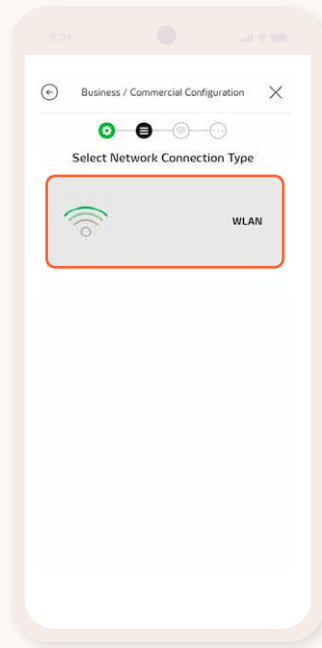Please don't tap '**Private**'. E.ON chargers don't use this setting.

9.

Scroll to the bottom and tap 'Proceed'.

Warning: Don't adjust any electrical settings without consulting our support team. Adjusting electrical settings without authorisation may result in your charger not working correctly or damaging your installation.

10.

Tap '**WLAN**'.

11.

Select your WiFi network. Then enter your **WiFi password.**

Select DHCP, then tap '**Proceed**'.

If your WiFi network is hidden, you can enter the details of your network manually at the bottom of the screen. Just tap '**Enter Details Manually**'.

Your eBox only supports 2.4GHz WiFi bands. If you're having trouble finding your WiFi network, please call us on **0333 202 4417** and **select option 2**. Our support team will be happy to help.

Please note, our team will never ask for your WiFi details! For your security, please don't provide these details to anyone else.

If you use a password manager for your WiFi credentials, please don't use autofill. Enter the credentials manually or by copy and paste. Using autofill may result in the charger not connecting to WiFi and you'll be unable to proceed.

Selecting 'Manually' instead of DHCP will result in your charger not connecting to your WiFi correctly. Make sure DHCP is selected. If you're an advanced user, you may want to use this setting to assign a fixed IP address. (If you don't know what this means, don't worry, DHCP is the option you need.)
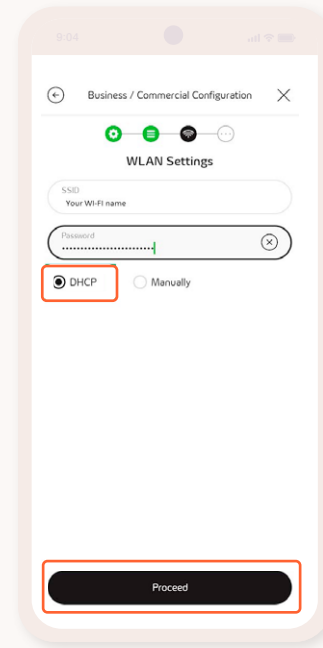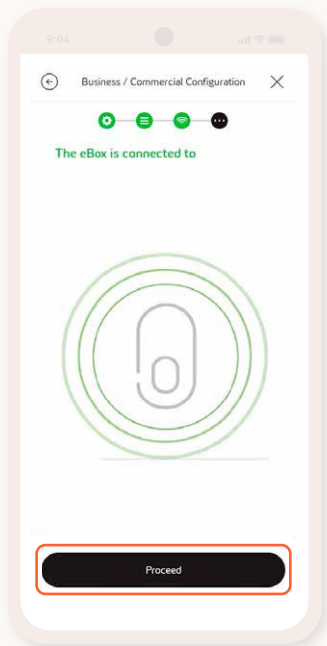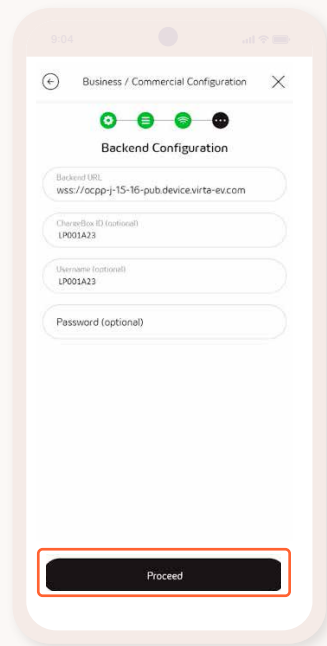
12.

Your eBox has been connected.

The eConfig app will count down, then display that your eBox is connected.

Tap '**Proceed**'.

13.

Check the details below match.

Backend URL: (Please enter exactly to ensure connection)

(WiFi Connected)
wss://ocpp-pub-prod.eondrive-broker.eon-cp.com/ws

(SIM Connected)
ws://ocpp-int-prod.eondrive-broker.eon-cp.com:10000/ws

ChargeBox ID: This should be the serial number of your box and will start LP or LE. **This should already be filled out – so you shouldn't need to change this.**

Username: This should match the ChargeBox ID field above.

Password: Don't change this field. It will appear blank for security reasons.

Tap '**Proceed**'.
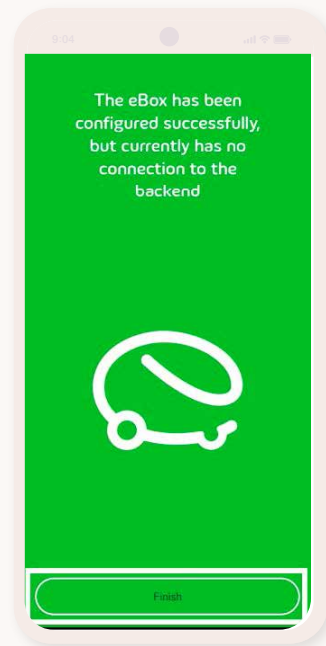
14.

You're connected.

You should see a message confirming you've successfully reconfigured your eBox.

Your eBox will reboot (all the lights will go off).

Wait until the light(s) reappear, then check your E.ON Drive or E.ON Home app. The charger should be back online.

Don't Forget: You disabled your WiFi and mobile data connection at the start of the process.

Don't forget to turn these back on by following Steps 1-3 and turning off 'Flight mode'. Your E.ON Drive or E.ON Home app won't update until you do this.

Need help?

If your charger still appears offline, or you experience any difficulty, please contact us on **0333 202 4417** and **select option 2**. Our support team will be happy to help.

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