Question

How do I set up the eBox without a backend so that a vehicle charges automatically as soon as it is connected to the eBox?

(Status: 22.04.2024)

1. Please download the free eConfig app from the Compleo provider from the App Store and Google Play Store. Note: This app for the current eBox generation also works for your eBox from the former manufacturers CCT Abwicklungs GmbH or CCS-Abwicklungs AG. The companies Compleo Charging Solutions GmbH & Co. KG and Compleo Charging Software GmbH will inform you about your options. The companies assume no liability. You have no claim against Compleo Charging Solutions GmbH & Co. KG and Compleo Charging Software GmbH. Technical changes and errors excepted.
2. Please have the PUK of your eBox ready. The PUK is noted on the back of your eBox manual.
3. Open Bluetooth and remove the Bluetooth pairing of your eBOX, if it is still included, or remove the eBOX from the device list.
4. Open the eConfig app, switch Bluetooth on - and switch off WLAN and mobile data as recommended.
5. Switch on Bluetooth on your eBOX now as described in the app (eBox smart & eBox professional: Press the button with the Buletooth sign for 3-5 seconds until it flashes).
6. Select the eBOX in the Bluetooth settings and connect.
7. The eBOX is displayed as a connected device (device paired). Switch back to the eConfig app.
8. You will see the current "Technical settings" of your box, take a screenshot of the top and bottom half of the screen. This will ensure that you know the values for "Phase" and "Charging current". This data should also be noted in your installation documents. If you are not sure, ask your installer.

The power to move

9. Click on "Reset eBOX", the eBOX will reset with the factory settings.
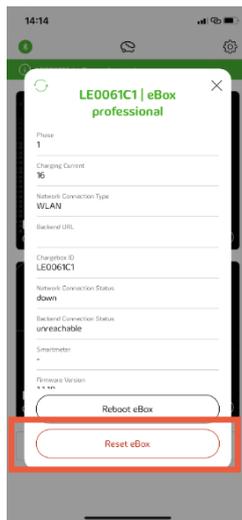
10. Remove the Bluetooth pairing again or remove the eBOX from the device list.

11. Repeat steps 3–8 and click on the "X" shown above on the right hand to close the window (alternatively, click in the gray background to close the window) and start the new setup of your eBOX.
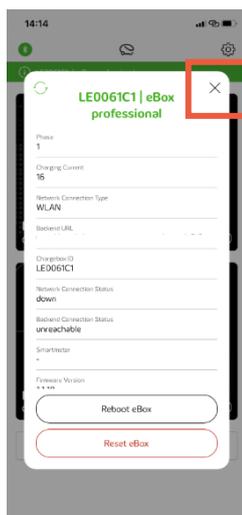
12. Please reconfigure your eBox with the eConfig app via "Business / Commercial". Do not be confused by the terminology!

13. Now set the values 1, 2 and 3 according to your installation. Click on " Proceed".

14. You need a default setting for backends even you are not using one. E.g. click on "LAN". On the next screen, select "DHCP" and click "Proceed". This default setting applies even if your eBOX smart does not use a LAN connection.
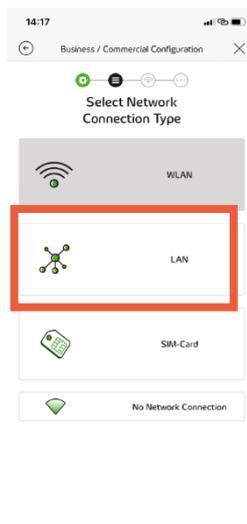
15. The eBox is now configured. When "Your eBox is connected to your LAN" is displayed, click on the cross. The configuration is now complete. Charging processes now start as soon as a vehicle is connected to the eBox.