Connecting a Zaptec charger to WIM

YOUR DETAILS FOR WIM

WIM's OCPP URL	In the email you received from WIM

Copy the URL from the email or from this PDF instead of typing it.

You connect Zaptec chargers, such as the Zaptec Go and the Zaptec Pro, to WIM in the Zaptec Portal. You set your installation's authentication to OCPP and enter WIM's OCPP URL. This then applies to every charger in that installation. Zaptec fills in each charger's serial number itself.

What do you need?

- **WIM's OCPP URL:** WIM's OCPP URL. It is in the email that came with this guide.
- **A Zaptec Portal account** with owner or service rights on the installation. If only your installer has those rights, let your installer do the connecting. Rather have us do it? Email us and we will agree on how you give us access to your installation.
- **Internet on the chargers:** wifi, a network cable or the charger's mobile connection.

Switch the chargers over while they are online and nobody is charging.

You connect through Zaptec's cloud. Zaptec then keeps managing the phases and the power, as it does now; WIM handles access, the sessions and the settlement. Zaptec also has an OCPP mode on the charger itself. That mode switches Zaptec's power management off, and Zaptec chargers cannot be part of WIM's load balancing. So do not choose that mode without talking to us first: with several chargers on a tight grid connection, the main fuse could trip.

How to connect your Zaptec

1. **Log in to the Zaptec Portal** and open your installation.
2. **Go to Settings, then the Authentication tab.** By default it says Zaptec Authentication.
3. **Choose OCPP 1.6J cloud.** You then see fields for URL, Initial device password, Default ID tag and Authorization required. If OCPP 1.6J cloud is not in the list, or you do not see those fields, do not save anything. Send us a screenshot of the options, and we will work out together which one it is.
4. **Under URL, enter:** WIM's OCPP URL/{deviceId}. Type /{deviceId} after it exactly as shown, with the curly brackets. Zaptec puts each charger's serial number there.
5. **Leave Initial device password and Default ID tag empty.**

6. **Switch on Authorization required.** The charger then reports every charging session with its charge card to WIM, so we know who is charging.
7. **Click Save.** The chargers then connect to WIM.

If you prefer to set it per charger in the Zaptec Portal, the OCPP fields are at the bottom of that charger's Settings tab. They only appear once the installation is set to OCPP. A URL on the installation takes precedence over a URL on the charger.

The names in the portal can differ slightly by version and language. If you see something else, send us a screenshot.

Good to know

- **Every charger in the installation moves.** If you only want some of them at WIM, those chargers need their own installation.
- **Load balancing:** Zaptec chargers can be managed by WIM, but cannot be part of WIM's load balancing. Zaptec's own power management keeps working through the cloud. Read Is my charger suitable for WIM?

Does it work?

Within a few minutes after saving, the chargers report to WIM. We see them come in and set up your rate and access. Then you will hear from us.

Still not connected after fifteen minutes? Check:

- **Internet.** The Zaptec Portal shows whether the chargers are online.
- **The URL.** Copy it from the email again and compare it character by character, with /{deviceId} after it.
- **A restart.** If that does not help, restart the chargers from the portal.

Still stuck? Email the model, serial numbers and a photo of the screen to info@wim.energy. More about connecting, also for other brands, is in Connecting your charger to WIM: a guide per brand.