Connecting an Alfen charger to WIM

YOUR DETAILS FOR WIM

WIM's OCPP URL	In the email you received from WIM
Charge point ID	At the bottom of the box sticker; leave it as it is in the charger

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

You connect an Alfen charger, such as the Eve Single or Eve Double, to WIM in the charger's back office settings. WIM Energy is in Alfen's list of back offices, so usually you only choose WIM Energy and restart the charger. You do this with the MyEve app on your phone, or with the ACE Service Installer on a Windows laptop. Both have the same menus.

What do you need?

- **A free Alfen account** for the MyEve app. MyEve is Alfen's app for setting up the charger; Eve Connect, the app for daily use, cannot do this.
- **Your charger's serial number and password.** The serial number starts with ACE. Both are on the password card that came with the charger.
- **Internet on the charger:** a network cable to your router, wifi or a SIM card.
- **Only if WIM Energy is not in the list:** WIM's OCPP URL: WIM's OCPP URL. It is in the email that came with this guide.

Do this when no car is charging. The charger restarts at the end.

In the MyEve app

1. **Install the MyEve app** and log in with your Alfen account. Connect to your charger with the serial number and the password from the password card. Tip: let your phone read the password with the camera. On the card, an l and a 1, or an O and a 0, look very much alike.
2. **Update the firmware** if the app offers it. Older firmware sometimes lacks settings.
3. **Go to Advanced** and accept the warning. Then open Connectivity, then General.
4. **Under Back office preset, choose WIM Energy.** Save.
5. **Leave the Charge point ID as it is.** It is the name your charger uses to report to WIM: your charger's Charge point ID. It is also at the bottom of the sticker on the box, usually a few capital letters with four or five digits. Do not change it, and send it to us if you have not done so yet.
6. **Restart the charger.**

WIM Energy not in the list?

Then you enter the address yourself:

1. **Under Connectivity, General, Back office preset, choose Manually enter backend settings.** Set Protocol to OCPP 1.6 and save.
2. **Open Connectivity, then Wired.** Under Back office URL, paste: WIM's OCPP URL. Leave Back office path, username and password empty.
3. **If the charger uses a SIM card,** enter the same URL under Mobile.
4. **Save and restart the charger.**

With the ACE Service Installer

The ACE Service Installer is the Windows version of the MyEve app, with the same names and menus. You need a Windows laptop with the ACE Service Installer, an Alfen account and a network cable to the charger. Log in, choose the charger, enter the password from the password card and follow the same steps as above: Connectivity, General, Back office preset WIM Energy, save and restart.

Does it work?

Within a few minutes after the restart, the charger reports to WIM. We see it come in and set up your rate and access. Then you will hear from us.

Still not connected after fifteen minutes? Check:

- **Internet.** MyEve shows whether the charger is online. Without internet, the app sometimes cannot even find the charger.
- **The connection.** Under Connectivity you see the connection method: Wired for a network cable or wifi, Mobile for a SIM card, or Auto. Choose what fits your charger.
- **The SIM card.** A SIM card from your previous back office can be locked to other back offices. Then you need a different SIM card. Read Do I need a SIM card in my charger?
- **The Charge point ID.** If it was changed, set it back or send us what it says now.
- **The URL.** If you entered it yourself, copy it from the email again and compare it character by character.

Still stuck? Email the model, Charge point ID 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.