BG | **SYNC EV**

New build EV charger guide

Packed with Smart technology, BG SyncEV charging stations are the perfect solution for electric vehicle charging in your new home

www.**syncev**.co.uk

Congratulations on your new home!

Dear Homeowner

Your home comes equipped with one of our fantastic BG SyncEV electric vehicle chargers, and this guide shows how to get the charger online once your internet and Wi-Fi is up and running to take advantage of the **Smart & Solar Charging** functions and features.

Don't worry if you haven't got your internet connection just yet, your charger can still be used in an offline state to plug and charge your vehicle.

Offline charging

Indicated by a Yellow light on the front of your charger, **Offline charging** means that you have no internet connectivity at present but can still charge the vehicle.

Simply connect the vehicle to the charger (using a suitable cable for a socketed charger (not supplied), or the attached cable on a tethered charger) to begin charging.

Note: this is the most basic charge mode and does not support Smart Charging functionality or features.

Charge modes

We understand how important it is to keep your EV charged and on the road, with this in mind your charger includes an indicator light that will tell you exactly what state the charger is in:

Green — Successfully charging

Yellow
Offline charging. This will charge the vehicle once plugged in. The light will turn green whilst charging

Blue
Online/Plug and charge mode. The charger is connected to the internet or the charger is in plug and charge mode and will work with our app supplier, Monta

Flashing Blue
Preparing. When the car is plugged in this indicates the vehicle has registered with the charger. If there is a timer set in the vehicle this state will continue until the scheduled time

Blank
No power to the unit. Check the consumer unit supplying the charger. Ensure the circuit breaker marked "EV Charger" (or similar) is switched on

Flashing Red — Error, contact Technical Support

Setup for Smart charging

Once you have Wi-fi available follow these steps to connect your charger to the internet. This will enable the use of our app for full Smart charging features and benefits. Note: if you have a 4G charger please skip straight to Step 5.

Step 1

Download the **BG EV Charging App** which you will use to setup your charger. Enable Bluetooth on your phone.

Download on the App Store

GET IT ON Google Play

This is the setup app only, not the app that you will be using to Smart charge your vehicle.

Step 2

Ensure the charge indicator is illuminated — if not this means there is no power to the charger and will need turning on at the consumer unit. Once illuminated open the **BG EV Charging App** and select your charger serial number. The password can be found on the Installation Manual identification label.

BG EV Charging

Bluetooth Devices

E2AN97Q8Q

Versa 2

Write down your serial number, you'll need this for future steps.

EV Charger Identification
Powered by Monta
Charger ID:
EBPAQP8AP
Password:
12345678
Wifi:2.4Ghz 802.11 b/g/n
URL https://app.monta.app/d/powered-by-monta?
model=syncev_wall_charger_2_socket&serial=
XXXXXXXXX

Example identification label

Step 3

Select Network Set Up on the app
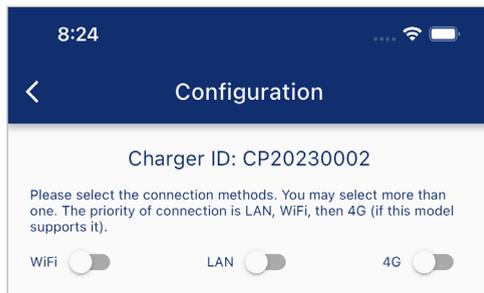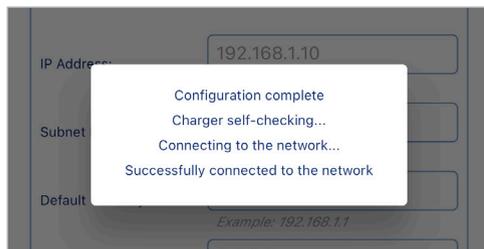
Network Set Up

Step 4

In the parameters page, select your Wi-Fi network name (SSID) from the drop down.
Enter your case sensitive Wi-Fi password.
These are the only settings you will need to change

If your network name isn't shown, please see the troubleshooting section for help connecting to your router.

8:24

< Configuration

Charger ID: CP20230002

Please select the connection methods. You may select more than one. The priority of connection is LAN, WiFi, then 4G (if this model supports it).

WiFi   LAN   4G

Scroll to the bottom of the page and press **Next**.

The charger will then run through self checking and connectivity checks, if successful the charger will reboot and save the settings.

IP Address: 192.168.1.10

Configuration complete
Charger self-checking...
Connecting to the network...
Successfully connected to the network

Subnet

Default   Example: 192.168.1.1

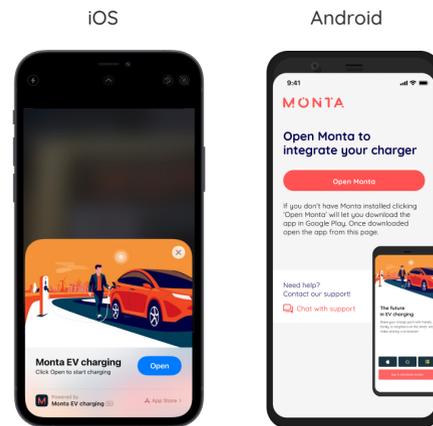If the charger does not successfully connect please see troubleshooting section.

Step 5

Download the Monta app

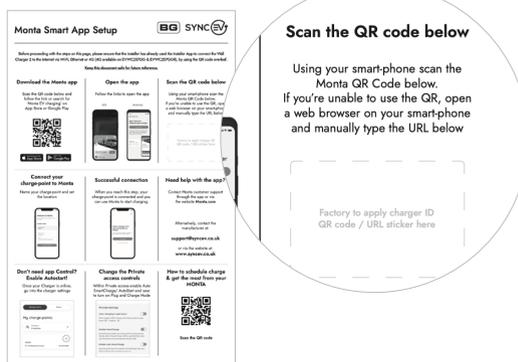Scan the QR code below and follow the link or search for 'Monta EV charging' on App Store or Google Play

Download on the App Store   GET IT ON Google Play

Follow the links to open the app

iOS   Android

MONTA

Open Monta to integrate your charger

Open Monta

If you don't have Monta installed clicking 'Open Monta' will let you download the app in Google Play. Once downloaded open the app from this page.

Need help?
Contact our support!
Chat with support

The future in EV charging

Monta EV charging
Click Open to start charging   Open

Step 6

Scan the QR code

Find it on your Monta Smart App Setup Guide

Monta Smart App Setup

Scan the QR code below

Using your smart-phone scan the Monta QR Code below.
If you're unable to use the QR, open a web browser on your smart-phone and manually type the URL below

Factory to apply charger ID
QR code / URL sticker here

Step 7

Connect your charge-point to Monta

Name your charge-point and set the location

9:41

Welcome to Monta

Let's connect your new charger in a few easy steps.

Charger details

Charge point X
#12345

Charge point name
Charger #1

Address
Test street 123, 2100 Copenhagen
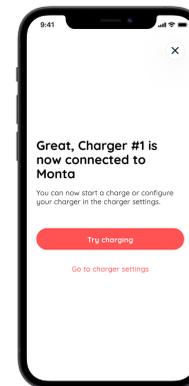
Connect to Monta
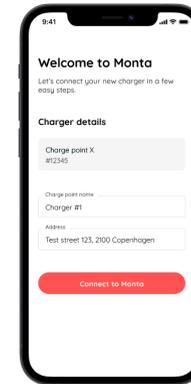
Step 8

Successful connection

When you reach this step, your charge-point is connected and you can use Monta to start charging

9:41

×

Great, Charger #1 is now connected to Monta

You can now start a charge or configure your charger in the charger settings.

Try charging

Go to charger settings

Need help with the app?

Contact Monta customer support through the app or via the website **Monta.com**
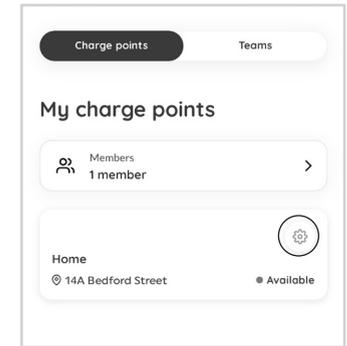Alternatively, contact the manufacturer at:

support@syncev.co.uk

or via the website at:
www.syncev.co.uk

Step 9

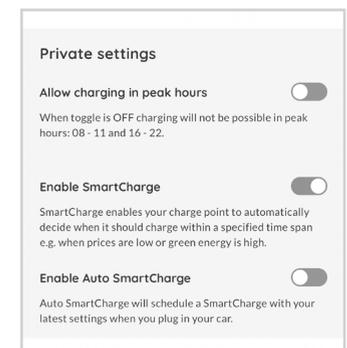### Don't need app Control? Enable Autostart!

Once your Charger is online, go into the charger settings

Charge points   Teams

My charge points

Members
1 member

Home
14A Bedford Street   Available

Step 10

Change the Private access controls

Within Private access enable Auto SmartCharge/ AutoStart and save to turn on Plug and Charge Mode

Private settings

Allow charging in peak hours

When toggle is OFF charging will not be possible in peak hours: 08 - 11 and 16 - 22.

Enable SmartCharge

SmartCharge enables your charge point to automatically decide when it should charge within a specified time span e.g. when prices are low or green energy is high.

Enable Auto SmartCharge

Auto SmartCharge will schedule a SmartCharge with your latest settings when you plug in your car.

How to schedule charge & get the most from your MONTA

Scan the QR code below

Troubleshooting

Where do I find my charger serial number?

✓ Included in your welcome pack is the installation manual for your charger. The Serial number is on page 2 on the top left hand side of this document.

My router doesn't appear in the drop down

✓ When stood by the charger does the router appear on your phone when searching for Wi-Fi? If not you may need a Wi-Fi extender closer to the charger.

✓ Smart products like the BG SyncEV charger work on the 2.4GHz network so wont show 5GHz networks. If your router is dual band (see the back of the router) you may need to change some settings to make the 2.4GHz network visible, either by temporarily switching off the 5GHz network until your charger has connected or by creating different network names for the 2.4GHz and 5GHz networks — consult the user guide for your router or speak with your network provider to find out how to do this.

I can't see the serial number of my charger in the BG EV Charging app

✓ Reboot the charger by turning the circuit off and on again — if left powered on for a long period of time with this will turn off for security reasons.

✓ Refresh the app by dragging down the screen it may take a minute or 2 for the unit to display once powered up.

My charger is flashing blue and not charging my vehicle

✓ This indicates preparing mode and will continue to do so until either the charging start time specified in the app or in the vehicle has been reached. We recommend only using one timer to avoid conflict.

I have entered my Wi-Fi details correctly and the indicator is blue, but the Monta app shows passive:

✓ In BG installer app check the following in configurations, **Server URL is "Monta", Charger Mode is "APP" and the Charger ID** matches the serial number of the charger.

Still need help?

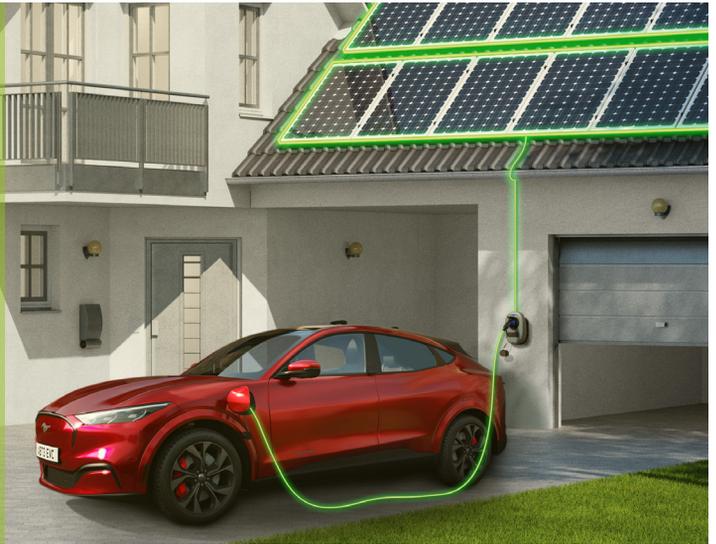Email or call our support team. Lines are open Monday — Friday 9am — 5pm.

support@syncev.co.uk

(01952) 983 940

SAVE MONEY & CHARGE SMART

NEW FEATURE
SolarCharge

Does your home have solar? Does your Charger have the CT clamp installed?

Wall Charger 2

Charge using excess Solar generation

- **Integrated solar:** Leveraging surplus green energy from solar to charge your car
- **Easily track usage:** Track your spending and consumption at home and on-the-go
- **Maximise energy efficiency:** Utilise surplus solar energy to charge your car for free
- **Low-cost charging:** Enable scheduled charging to get the most cost-efficient charge

Make your charger your own!

Full colour options available for your charger — purchasable from the BG SyncEV Website and have them delivered direct to your door.

Scan the QR code or visit **syncev.co.uk.**

Interchangeable faceplate
with 8 colours to choose from

FOR MORE INFOMATION ON SOLAR - AND HOW YOU CAN CHARGE YOUR VEHICLE FOR FREE, HEAD OVER TO **SYNCEV.CO.UK** FOR MORE DETAILS

BG **SYNCEV**

www.syncev.co.uk | support@syncev.co.uk | 01952 983 940

syncev_uk | | | @ syncev_uk