



# 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](http://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 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, ev.energy



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

## 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:

### Step 1

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



*Note; 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 it's not on it 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 the serial number of your charger. The default password is **12345678**

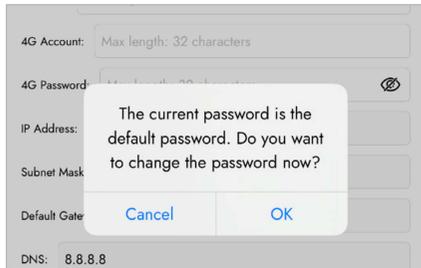


*Note; Write down your serial number, you'll need this for future steps.*

### Step 3

When you connect to your charger for the first time you will be prompted to change the password from **12345678** to one of your own choosing.

We recommend changing the password and writing the new code down as you will need this to get back into the parameters page in future.



### 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.



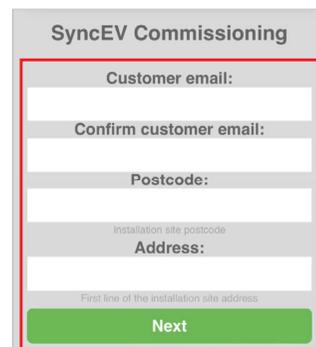
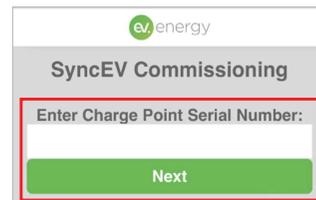
Scroll to the bottom of the page to press **Set**.



### Step 5

Once set the charger will reboot and after a couple of minutes the indicator will turn blue confirming the charger is now connected to the internet and ready to be added to the **ev.energy smart charging community & app**.

Scan this QR code, and follow the instructions to enter the following information:



Click **Next** to continue. It should take ~2 minutes to register your charger with ev.energy.

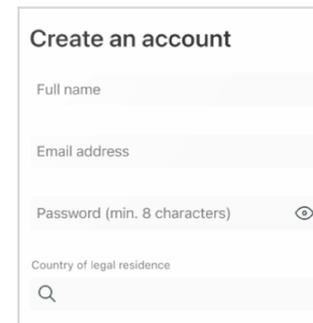
### Step 6

Download the **ev.energy app** - this is the app that you will use to Smart charge your vehicle



### Step 7

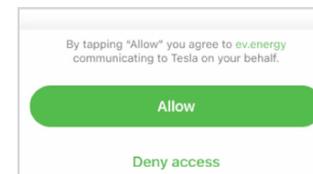
Open the app and create an account:



Click **Create account** to continue

### Step 8

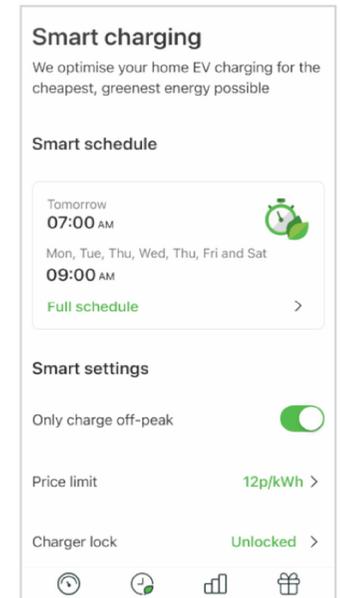
Add your vehicle, charger, address, and energy tariff details.



When prompted, click **Allow** to continue and allow ev.energy to communicate with your vehicle.

### Step 9

Turn on Smart Charging and set your ready-by time. **ev.energy** will do the rest.



**That's it! You're all set for...**

- ✔ Smart charging
- ✔ Charge history and summary
- ✔ Statistics
- ✔ Charger locking
- ✔ Rewards



# 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 the bottom right 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 setup app shows offline?

- ✔ In the parameters page check the **Server URL** is 'Home Charge' and the **CP Name** is 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](mailto:support@syncev.co.uk)

(01952) 983 940



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