

Setting Up Your Sapphire

*Before we begin, if you are unable to locate the **wall mounting bracket**, check the small slit in the styrofoam packaging.*

Below is a step-by-step guide on how to get your new Sapphire EV charger up and running.

Before continuing, please ensure that your smartphone is connected to a 2.4 GHz (2G) frequency Wi-Fi network, not a 5 GHz (5G) frequency Wi-Fi network.

Most home Wi-Fi networks will have both 2G and 5G options that look something like this:

Format #1

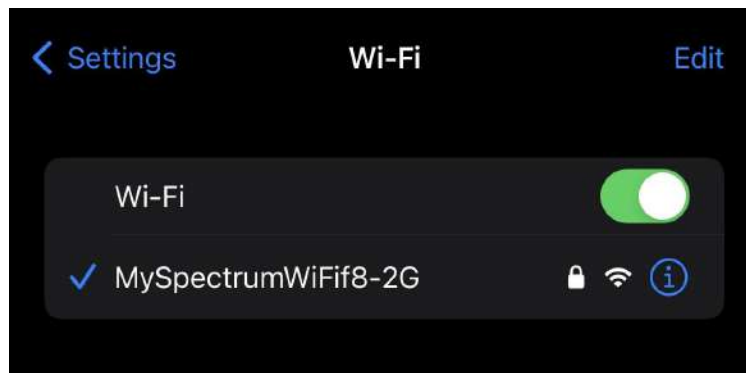
- SampleWifiName-2G ← *This is the network you want to be connected to.*
- SampleWifiName-5G

Format #2

- SampleWifiName ← *This is the network you want to be connected to.*
- SampleWifiName-5G

Format #3

- SampleWifiName-2.4Ghz ← *This is the network you want to be connected to.*
- SampleWifiName-5Ghz



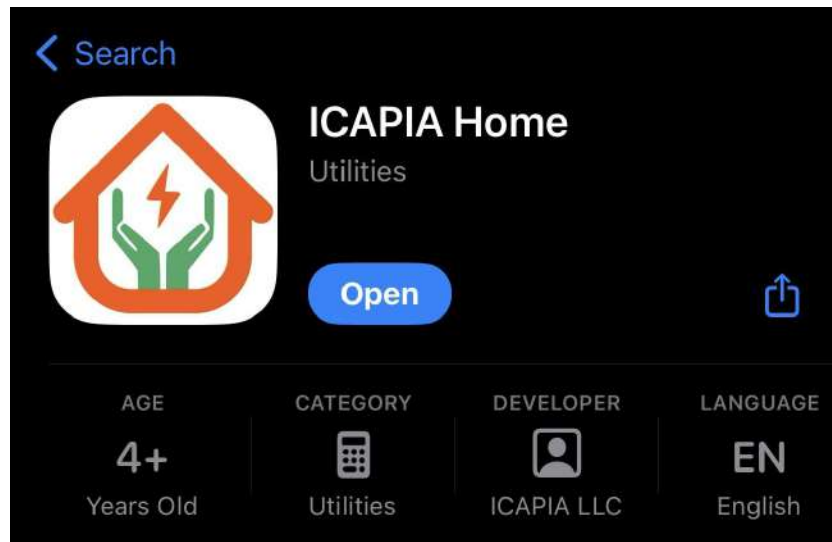
If you are on an iPhone and need a way to check which frequency your Wi-Fi network is operating on, download Apple's [AirPort Utility](#) app from the App Store. This app will allow you to check whether your Wi-Fi network frequency is 2G or 5G.

If you are on an Android smartphone and need a way to check which frequency your Wi-Fi network is operating on, download the [WiFi Analyzer](#) app from the Play Store. Open the app and look for your Wi-Fi network. If it says ~2400 MHz under your Wi-Fi network name, then it is a 2G network.

Part 1 - Download the ICAPIA Home App

The ICAPIA Home app can be used to interface with your Sapphire charger remotely. You can start and stop charges, schedule future charges, and more.

1. If you are using an iPhone, open the App Store. If you are using an Android, open the Play Store.
2. Search for “ICAPIA Home” and click the first result
3. Download and install the app.



4. Open the app and create an account with your email address or phone number (or continue as Guest).



ICAPIA HOME

Your assistant to manage the EV charging

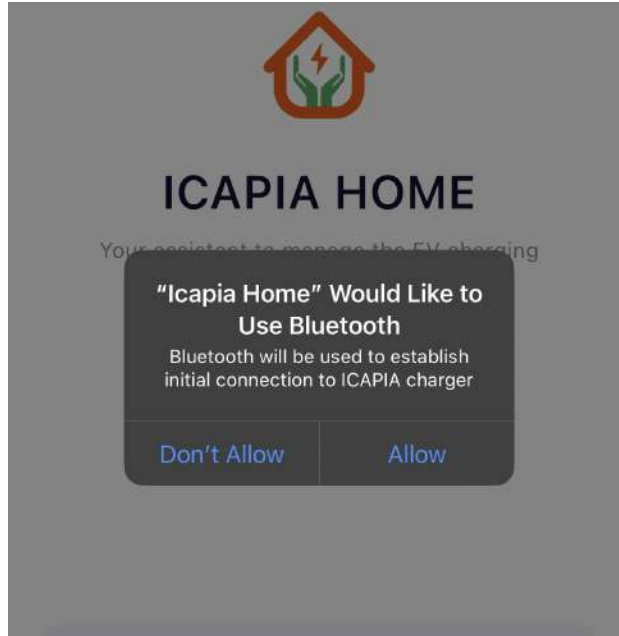
Sign up

Sign in

[Continue as guest](#)

By logging in, you agree to our [Terms and Conditions](#)
and [Privacy Policy](#)

5. When prompted, please grant the app access to your location and bluetooth services.



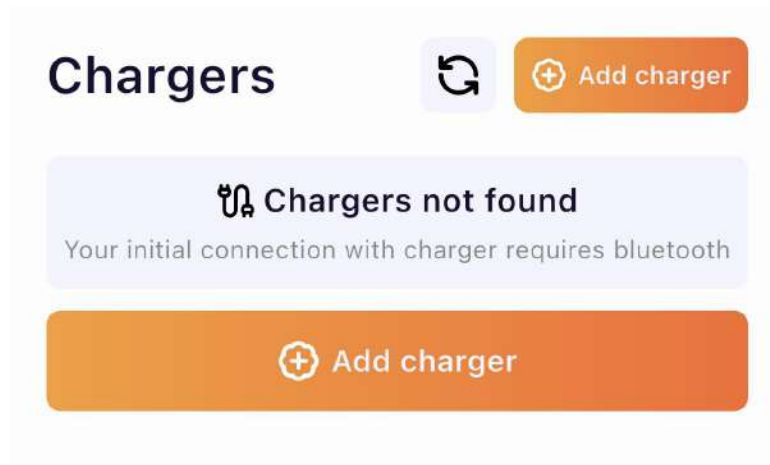
6. Continue to Part 2.

Part 2 - Powering On the Sapphire Charger

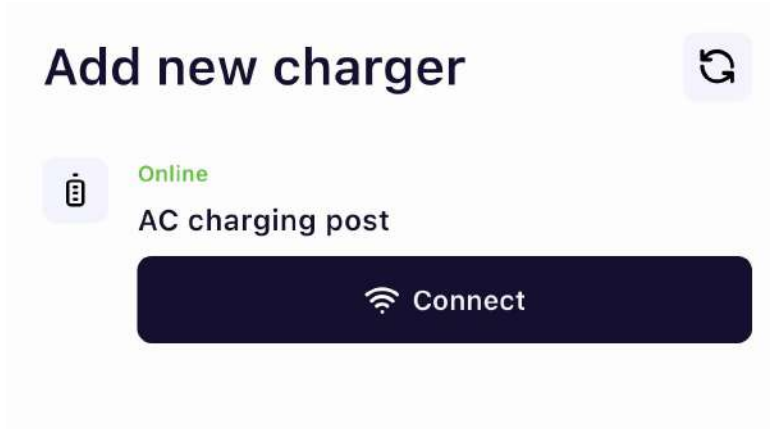
1. Open and remove the Sapphire charger from the packaging.
2. [Optional] Mount the Sapphire charger to a wall. Instructions for this can be found in the provided User Manual.
3. Plug in the Sapphire charger to a nearby power outlet. The Sapphire charger should power on automatically and beep two times.
4. If the status on screen reads **Err:Reset**, rotate the red knob on the right side of the charger clockwise. The status on screen should now say **Ready**.
5. Continue to Part 3.

Part 3 - Connect the Sapphire Charger To Your Wifi

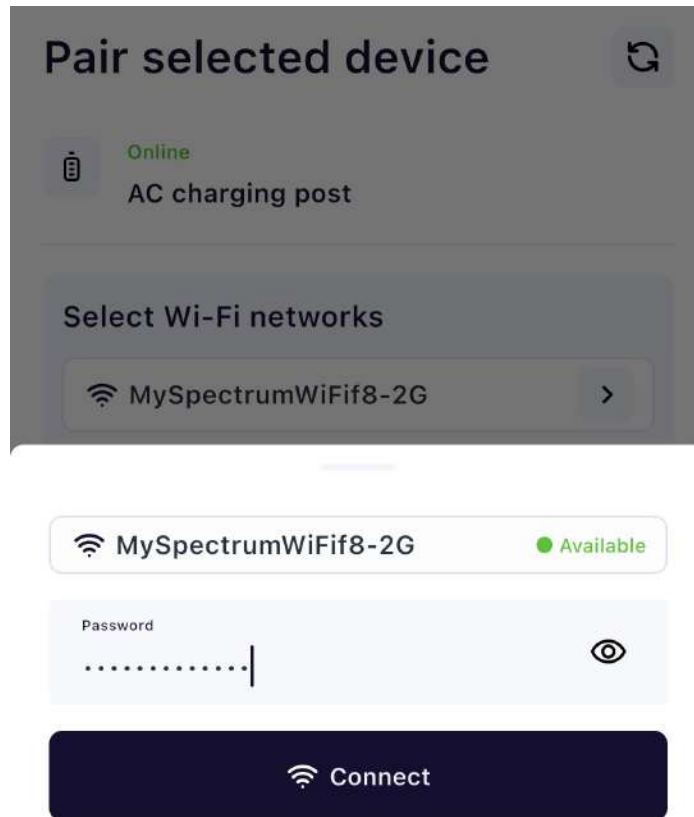
1. Return to the ICAPIA Home app.
2. Click the orange “Add charger” button.



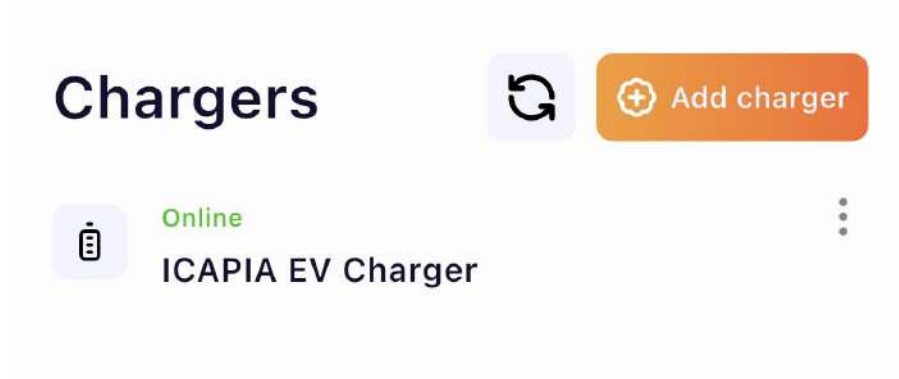
3. Wait a few seconds and your Sapphire charger will appear as an option titled "AC charging post".



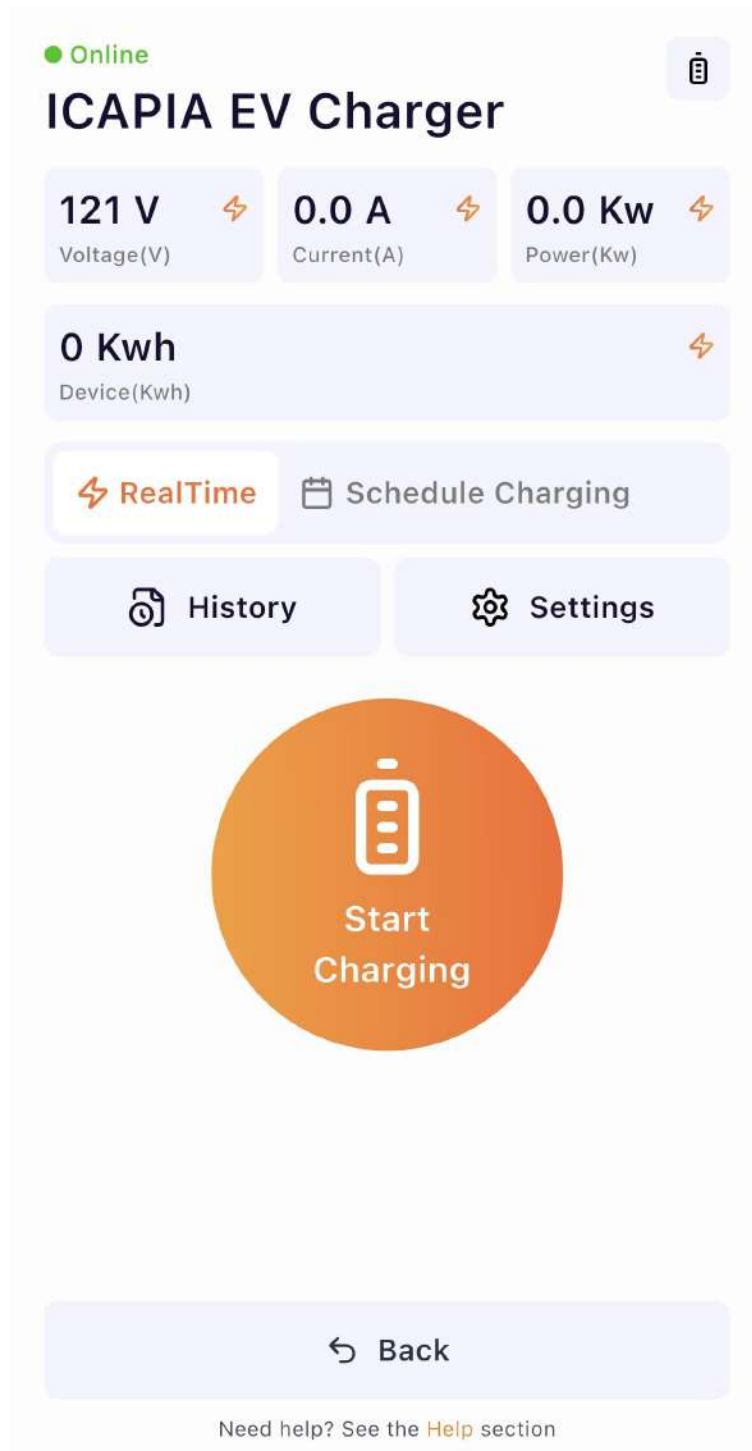
4. Tap the "Connect" button on the AC charging post list entry.
5. Select your Wi-Fi network and enter the Wi-Fi password. Then, click Connect.



6. You will then be taken back to the Chargers list in the app.
7. Wait a few seconds for the Sapphire charger to successfully connect to the Wi-Fi. Once it has connected, it will appear in the Chargers list in the app.
 - a. If the Sapphire charger for some reason does not appear on the Chargers list within 45 seconds, please retry steps 1-7.



8. Once your Sapphire charger appears in the Chargers list, tap on it. You can now explore the various features such as scheduled charging.



Part 4 - Button Functionalities On the Sapphire Charger

There are 4 buttons on the Sapphire charger, each having a unique functionality.

Button 1 - Disable or Enable RFID (Plug-and-Charge Mode)

This button is used to disable or enable RFID mode, or “Plug-and-Charge Mode”. Hold the button down for 5 seconds until the on screen status changes to “Tap the Card”. Then, tap the provided RFID card on the Sapphire charger. You should hear a single beep and the on screen status should read “Disable RFID” or “Enable RFID”.

“Disable RFID” means that you can plug the charge gun into your EV and the charging will begin immediately with no further intervention required.

“Enable RFID” means that you will need to scan the RFID card on the Sapphire charger once the charging gun is plugged into your EV to begin charging.

Button 2 - The ‘A’ Button

This button, when tapped, will control the amperage of the charge. It can cycle between **12A**, **24A**, **28A**, **30A**, **32A**, **40A**, and **48A**.

When held for 10 seconds, this button will disconnect the Sapphire charger from your Wi-Fi network.

Button 3 - The Clock Button

Tapping this button will allow you to set a delay for when the Sapphire charger should begin charging your electric vehicle once the charging gun is plugged in. The delay options are set in hours and you can choose a delay time from 0 to 15 hours.

Button 4 - The ‘T’ Button

Tapping this button will allow you to set a time in hours for when the Sapphire charger should stop charging your electric vehicle. The scheduled stop options are set in hours and you can choose a scheduled stop time from 0 to 15 hours.

Removing Power Cable from Sapphire EV Charger

If you're opting for a hardwired installation of your Sapphire EV charger, refer to the guide below for instructions on removing the included power cable.

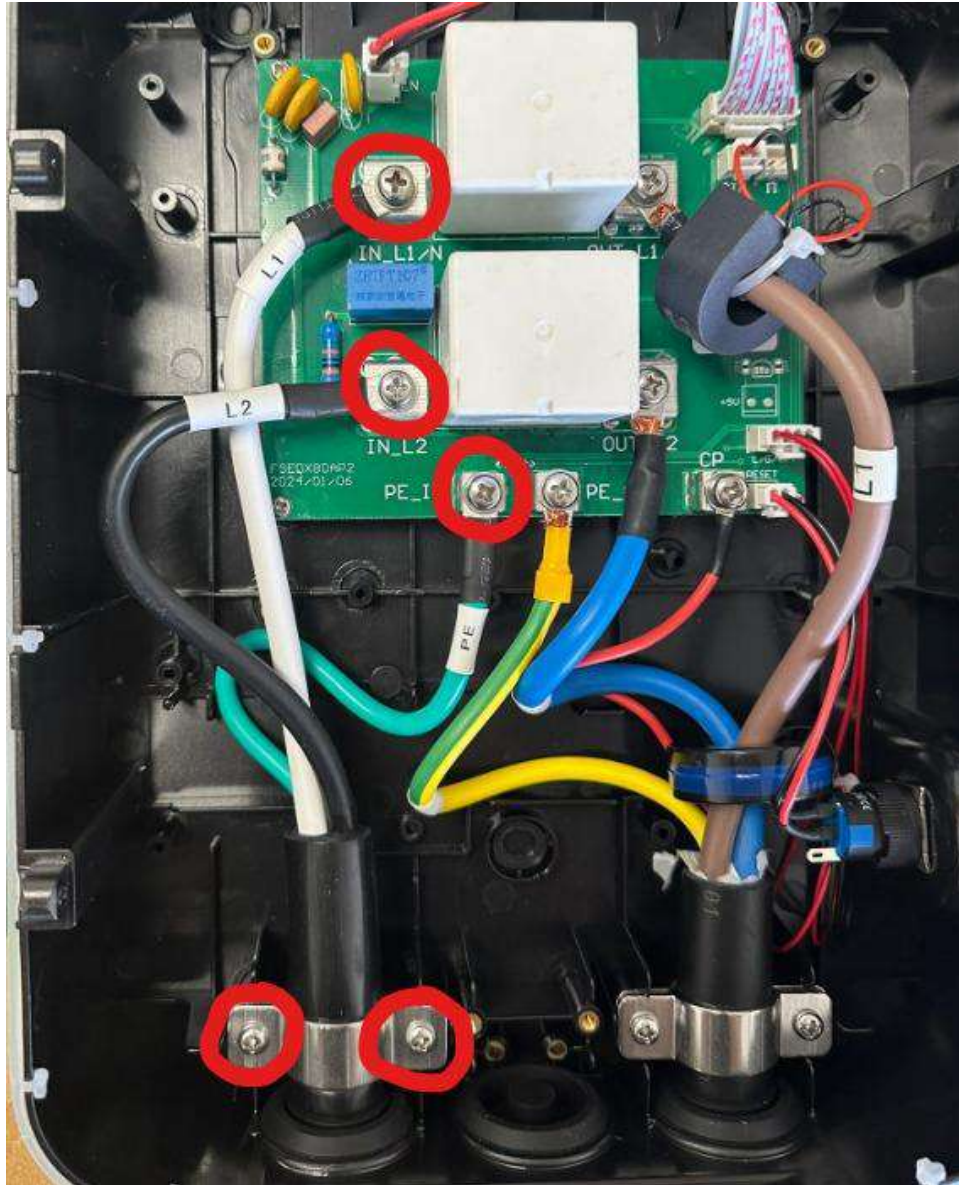
Step 1: Using a T10 screwdriver, remove the four screws on the exterior of the Sapphire—two on the left and two on the right.



Step 2: Lift the front panel and position it above as shown.



Step 3: Identify the L1, L2, and PE input wires towards the left and unscrew them. Then, unscrew the power cable harness located below.



Step 4: Gently pull and slide the power cable out of the Sapphire chassis.

