



FORD CHARGE STATION PRO (FCSP) SETUP & CONNECTIVITY GUIDE

1. Pre-Requisites Prior to Getting Started

- a. Ensure charger is properly installed, powered on, and functioning.
 - a. A blue or green light should be visible on the charging station.
- b. Ensure there is an active Wi-Fi network and signal that is password protected, present at the charger.
 - a. It is recommended to use a network that is 2.4GHz, however the charger is compatible with both 2.4 and 5 GHz networks.
 - b. Ensure that the mobile phone using the Ford Charge Station Pro mobile application is connected to that Wi-Fi network.
 - c. The network connection should have at least 3 bars of signal strength in the Wi-Fi icon found on a device that is paired to the network at the planned charging station location.

Recommended signals:



Potentially unreliable signals – may need a Wi-Fi network extender to increase signal strength:



- c. Ensure that the mobile phone's Bluetooth is turned OFF.
- d. Ensure that the mobile phone is logged into a customer's FordPass account.

2. Setup & Wi-Fi Pairing Overview

- Step 1: Navigating to Charger Setup in FordPass
- Step 2: Download the FCSP mobile application
- Step 3: Accept Terms & Conditions displayed in the FCSP mobile app
- Step 4: Locate FCSP CHARGE STATION ID in the Wi-Fi network list
- Step 5: Enter FCSP password
- Step 6: Connect phone to FCSP
- Step 7: Find home Wi-Fi network and enter Wi-Fi password



FCSP – 80A Setup & Troubleshooting

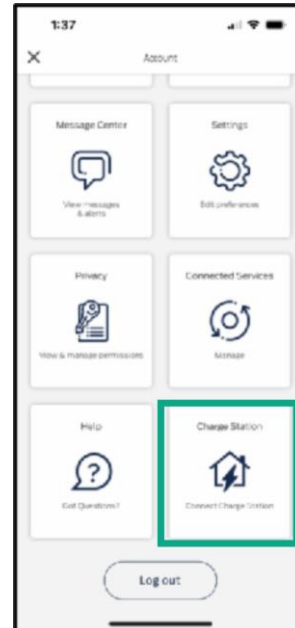
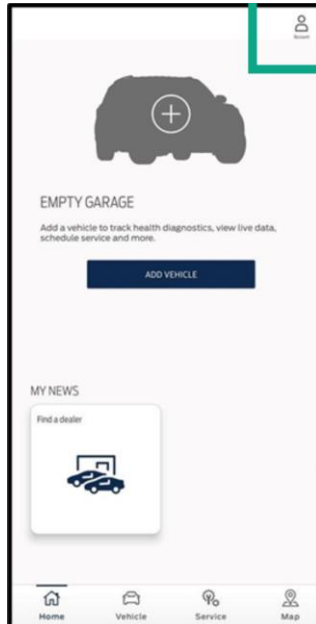
- Step 8: Wait for charger to connect to Wi-Fi
- Step 9: Finish Setup

3. Setup Instructions & In-Moment Troubleshooting Tips

Step 1: Navigating to Charger Setup in FordPass

- From the Home Screen in the FordPass App, user should select the “Account” menu in the top right-hand corner of the screen. From there, select “Charge Station.”

Screens in FordPass App:

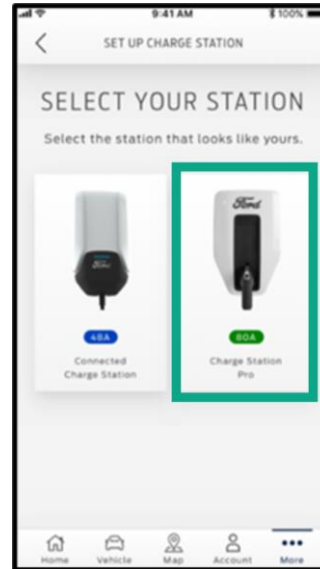
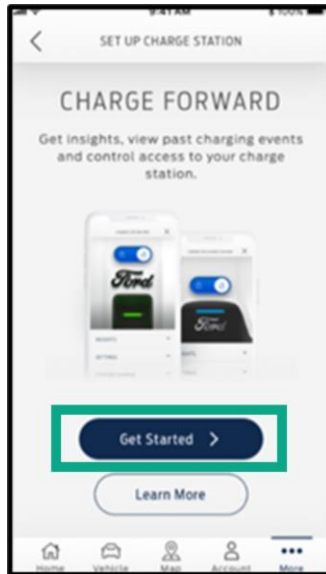


- Then, tap “Get Started,” followed by selecting which charging station the user has. In this case, the user will select “80A Charge Station Pro.”

Screens in FordPass App:

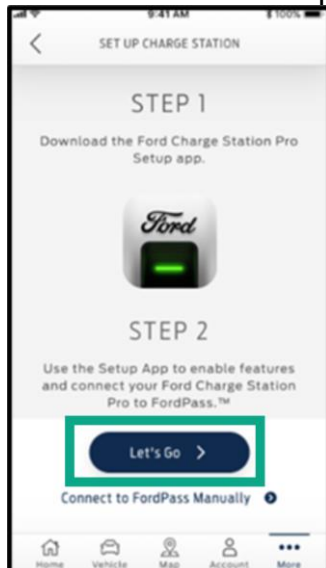


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- The Customer will then select “Let’s Go.”

Screen in FordPass App:



- Note: if the user has not already downloaded the Ford Charge Station Setup App, they will be redirected to their mobile app store page to download. If they have the app already downloaded, the app will open.

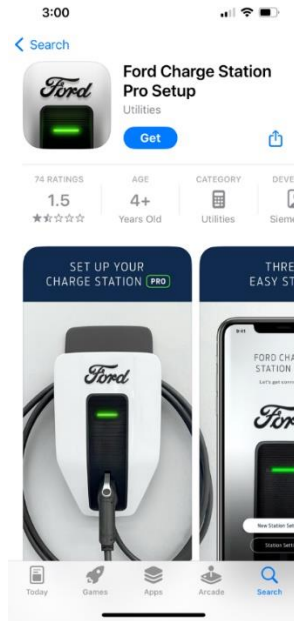
Step 2: Download the FCSP Setup Mobile Application

- Download the Ford Charge Station Pro Setup mobile application from the App Store or Google Play Store. Then, open the application.
 - Note: The App Developer is listed as “Siemens AG.”

FCSP Setup App in Download Store:

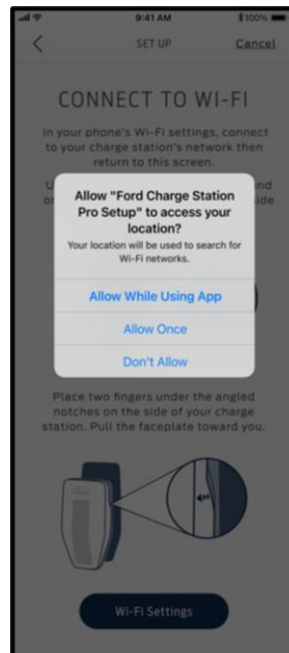


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- Note: the user may be prompted with the following notification for the Setup App to access their location. The user must select one of the “Allow” options as the location services allow the App to find nearby Wi-Fi networks, including the Charging Station’s network system. The Setup process will not work if location services are not enabled.

Screen in FCSP Setup App:

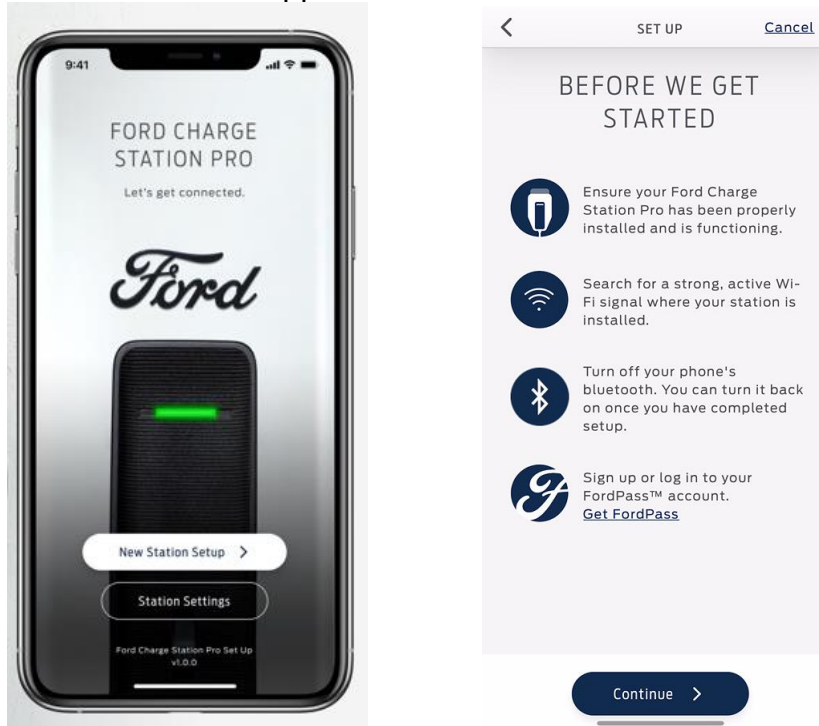




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- Click “New Station Setup,” then click “Continue” on the “Before We Get Started” screen if all pre-requisites have been met.

Screens in FCSP App:



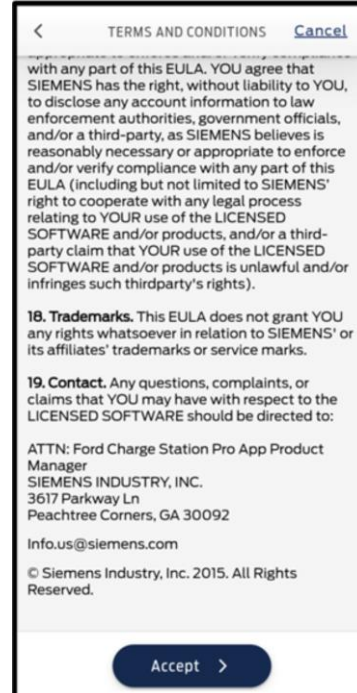
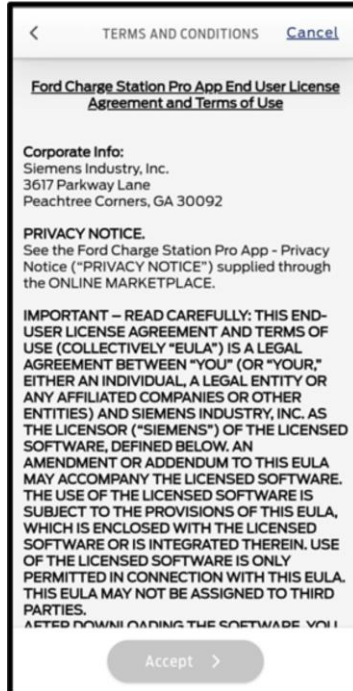
Step 3: Accept Terms & Conditions Displayed in the FCSP Mobile App

- Click “Accept” to accept the Terms & Conditions and proceed.

Screen in FCSP Setup App:



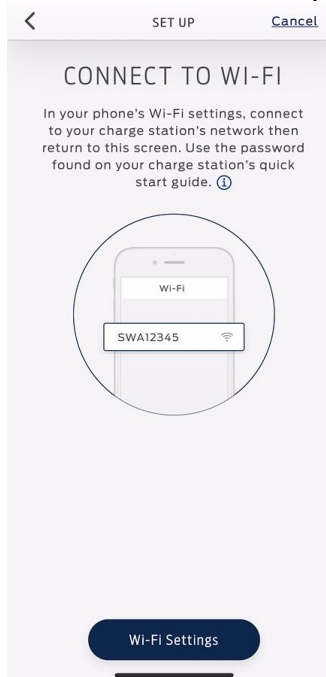
FCSP – 80A Setup & Troubleshooting



Step 4: Locate the FCSP's CHARGE STATION ID in the Wi-Fi Network List

- On the next screen titled "Connect To Wi-Fi," click on Wi-Fi Settings at the bottom. This will bring user to the Wi-Fi settings on their mobile phone.

Screen in FCSP Setup App:

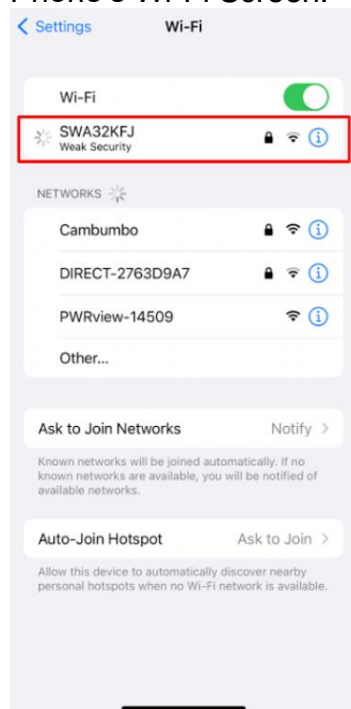




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- Choose the Charge Station ID of the FCSP from the list of available networks.
 - The Charge Station ID begins with an “SWA” and is the same as the serial number that is listed on the front page of the installation manual and under the decorative cover of the charger.
 - Note: Chargers that have a Charge Station ID of SWA48XXX or earlier (e.g., SWA47XXX, SWA46XXX, etc.), come out of the box with an older firmware version. These chargers must be connected to Wi-Fi in order to update the latest firmware. Chargers with a Charge Station ID of SWA49XXX will come out of the box with the latest firmware version.

Phone's Wi-Fi Screen:



FCSP Installation Manual Front Page:
Cover:

Location Under Decorative



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Ford Charge Station Pro
Installation Guide
80 AMP WALLBOX
Electric Vehicle Charging Station
Ford Customer Support In the US: Call 1 (800) 392-3673
In Canada: Call 1 (800) 565-3673

Wi-Fi Password

Charge Station ID SWAxxXX N	
MAC Address xx : 08 : E1 : xx : xx : D5	
Access Code NxxX7d0xxXx4	
FoMoCo	

REL7940 R09
NUNL38-12C023-4E



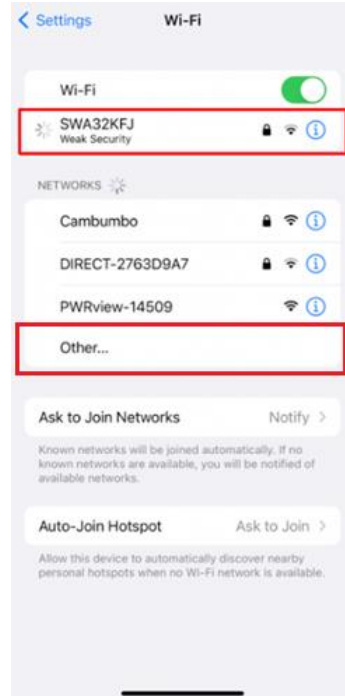
- Troubleshooting Tips:
 - The Charge Station ID may take up to 10 minutes after initial power-up or power-cycle to appear on the network list.
 - If the Charge Station ID does not appear after 10 minutes, check the following:
 - Confirm that the phone is physically close to the charger, with nothing in between that could block the signal.
 - No previous attempts to connect the charger (electrician/installer) that would have already connected the charger to the internet. This would result in the charger no longer presenting itself in “Access Point Mode”).
 - If possible, have the user check their home’s Wi-Fi router to see if the charger is currently / already connected to the network.
 - Ford Customer Support can review to confirm no previous status update.
 - User can also check the charger settings but must be on the same Wi-Fi network that would have been previously used to connect it.
 - Use another device, such as a laptop, tablet, or phone, to view the list of available networks. Although a laptop can’t be used to setup the charger, it can still recognize if the charger is in “Access Point Mode” and verify the Charge Station ID and password (Station ID and Access Code).



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- If the Charge Station ID does not appear on other devices and can't be resolved per above, perform the following.
 - User can manually enter the Charge Station ID and access code by selecting “Other” (IOs) or “Add Network” (Android) in the list of available networks.

Phone's Wi-Fi Screen:



- Select “WPA2/WPA3” (IOs) or “WPA/WPA2” (Android) for the Security setting. Enter in the Charge Station ID for the name and Access Code for the password.

Phone's Wi-Fi Screen in 'Other' Menu:



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Enter network information

Cancel Other Network Join

Name SWA32KFJ

Security WPA2/WPA3 >

Password

- After the above is confirmed and the user selects “Join,” and this does not work, force close all apps on the mobile phone, power cycle the charger, wait 10 minutes, and start the entire process over.
- If this does not resolve the error after 3 full attempts of force closing all apps, power cycling the charger, and waiting 10 minutes, contact Ford Customer Support.

Step 5: Enter the FCSP Password

- When prompted, enter the password for the charger. The password (labeled as “Access Code”) is also located on the front page of the Installation Manual and under the decorative cover of the charger.

Phone’s Wi-Fi Password Screen:
Cover:

Sticker on Manual & Under

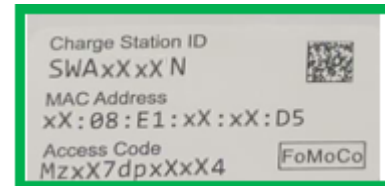


FCSP – 80A Setup & Troubleshooting

Cancel Enter Password Join

Password

You can also access this Wi-Fi network by bringing your iPhone near any iPhone, iPad, or Mac which has connected to this network and has you in their contacts.

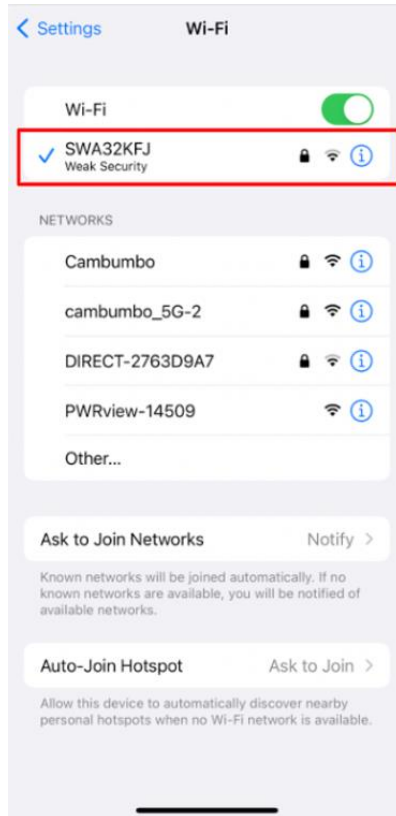


- Once the password has been entered and it is showing a successful connection on the Wi-Fi Screen list, switch back to the FCSP Setup App.

Phone's Wi-Fi Screen:



FCSP – 80A Setup & Troubleshooting



- Troubleshooting Tips:
 - If an “Incorrect Password” error appears, confirm the following:
 - Check if there are any characters that could have been misinterpreted, such as an upper-case I / lower case L / number 1-, or upper-case o / number 0, and attempt alternate combinations of these characters.
 - After the above is attempted and no success, force close all apps on your phone, power cycle the charger, wait 10 minutes, and start the process over.
 - If still no success, contact Ford Customer Support to confirm information and try again.

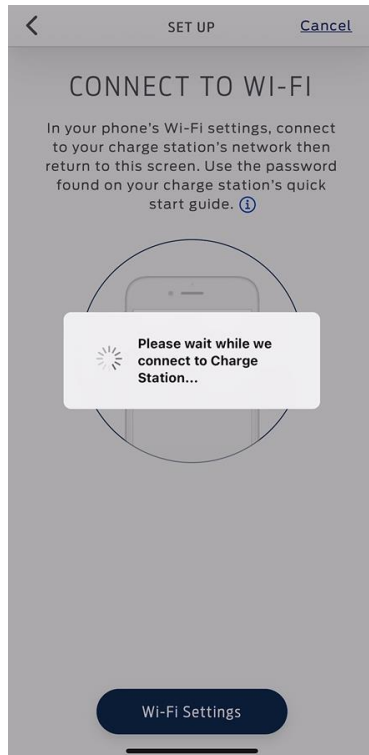
Step 6: Connect the Phone to the FCSP

- Once user is back in the FCSP Setup App, the phone will connect to the charger.

Screen in FCSP Setup App:

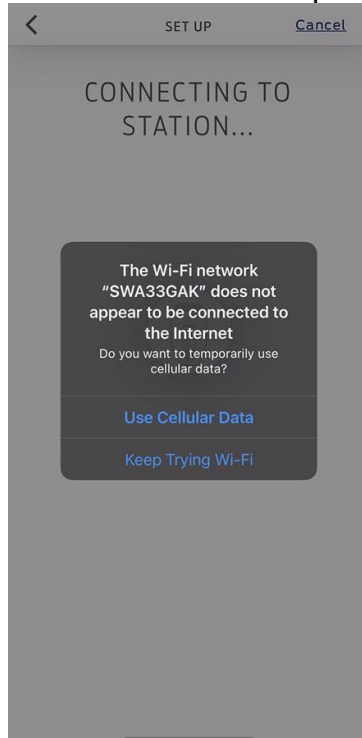


FCSP – 80A Setup & Troubleshooting

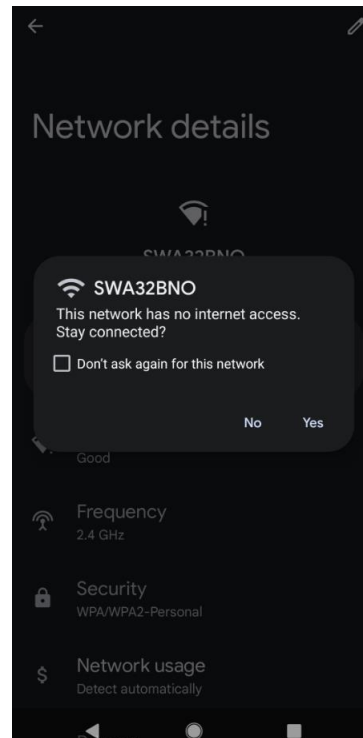


- If a Wi-Fi internet connectivity or access notification pops up (see relevant screens below for IOs. And Android), click “Keep Trying Wi-Fi” or “Stay Connected.”

Screen in FCSP Setup App (IOs):



Android Screen:





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- Troubleshooting Tips:
 - The Wi-Fi Assist feature may be enabled on a user's phone. To help expedite and bypass the Wi-Fi internet connectivity and access notifications above, the user can temporarily disable the Wi-Fi Assist feature by turning off cellular data or navigating to the phone's Cellular Settings to only turn off the feature specifically. Doing this forces the phone to connect to a network that is not connected to the internet or does not have internet access.

Step 7: Find the Home's Wi-Fi Network and Enter Password

- Once the user's phone has connected to the charger, a "Connected" screen should appear in the FCSP Setup App. Click on "Find Networks" to allow the charger access to the user's home Wi-Fi.
- Choose the network that the charger should connect to and enter its password.

Screens in FCSP Setup App:



FCSP – 80A Setup & Troubleshooting

The image displays three sequential screenshots of the FCSP 80A setup application interface on a mobile device.

Top Left Screenshot: The screen is titled "SET UP" with a "Cancel" link. It shows a "CONNECTED" status with a message: "Your Ford Charge Station Pro is ready to connect to your home network." Below this is a large circular graphic of the charge station. At the bottom is a "Find Networks" button with a right arrow.

Top Right Screenshot: The screen is titled "Set Up" with a "Cancel" link. It shows a progress indicator with three steps (1, 2, 3), where step 2 is active. The title is "SELECT HOME NETWORK" and it says "STEP 2 OF 3" and "4 Networks Found". Below are four network options, each with a lock icon and a "Select" link: "My Home WIFI", "ATTUFI886534", "9485 XFINITY", and "NEXTDOORWIFI". At the bottom is a "Join Other Network" option with a right arrow and a "My Wi-Fi Isn't Working" button.

Bottom Screenshot: The screen is titled "Set Up" with a "Cancel" link. It shows a progress indicator with three steps (1, 2, 3), where step 2 is active. The title is "ENTER PASSWORD". Below are two input fields: "Network Name" (containing "My Home WIFI") and "Password" (containing "Enter Password"). There is a checkbox labeled "My network does not have a password" which is checked. At the bottom is a "Connect" button with a right arrow.

- Troubleshooting Tips:
 - If the signal strength icon next to the desired network is low or the desired network is not listed:
 - Confirm that the network is active and available. (Optional: use a second device such as another phone, tablet, or laptop to confirm the home Wi-Fi network is still available). Mesh networks or extenders should not pose



FCSP – 80A Setup & Troubleshooting

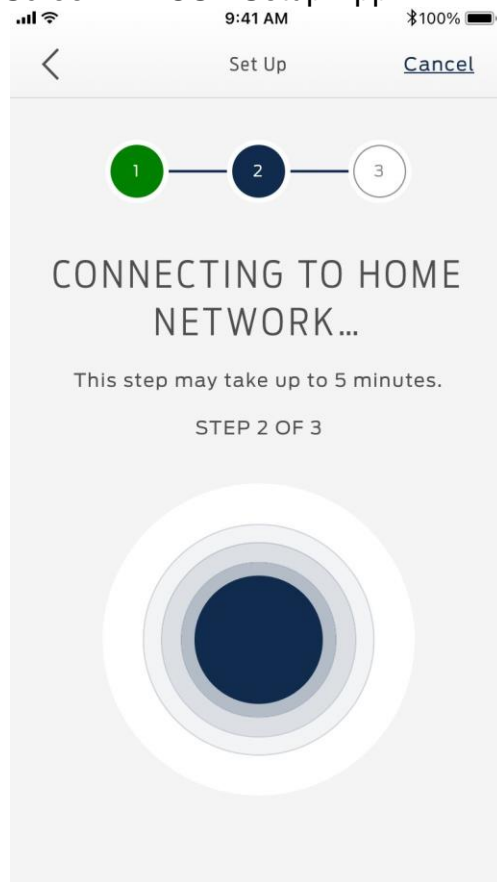
an issue to establishing Wi-Fi connection. Again, 2.4 GHz networks are recommended as they have a higher signal strength at further distances, however, both 2.4 and 5 GHz Wi-Fi networks are compatible.

- If a network is listed as available that has a special character in it (even if not the desired network for the charger), it may cause the Setup app to show no available Wi-fi networks. The user will then have to manually enter the home Wi-Fi network credentials by selecting “My Wi-Fi Isn’t Listed” and enter the home network name and password manually.
- A network with special characters in its name and password can be used, however, it will need to be manually inputted as the Setup app may not identify it.
- If the network is confirmed and available and has sufficient signal, select “My Wi-Fi Isn’t Listed” and enter the home network name and password manually.

Step 8: Wait for Charger to Connect to Wi-Fi.

- The connection process can take up to 5 minutes.

Screen in FCSP Setup App:

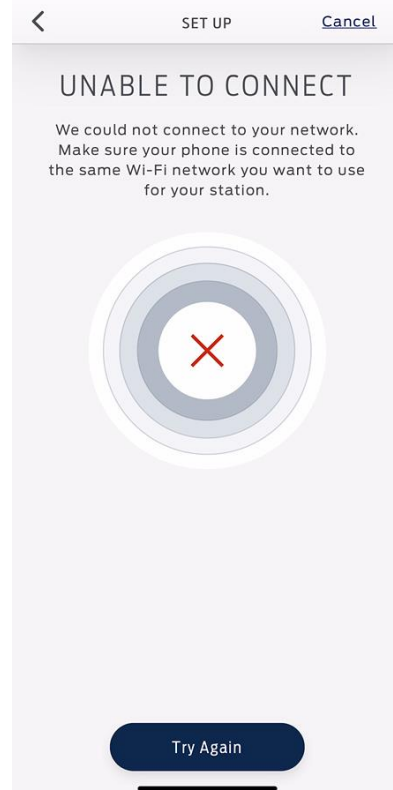




FCSP – 80A Setup & Troubleshooting

- Troubleshooting Tips:
 - If the “Unable to Connect” screen appears, ensure that the phone is connected to the home Wi-Fi network by going back to the phone’s Wi-Fi settings screen and then back to the FCSP Setup App, then choose “Try Again.” Repeat this process up to 2 more times.
 - Note: the charger’s CHARGE STATION ID should NOT appear in the list of available networks in the phone’s Wi-Fi settings screen at this point.

Screen in FCSP Setup App:



- If still unable to connect, perform the following:
 - Ensure that the phone is reconnected to the same Wi-Fi network that the charger attempted to connect to.
 - Note: after the credentials are passed to the charger, the charger drops its connection from the phone to connect to Wi-Fi, and the phone may automatically reconnect to a different network.
 - Some phones may default to cellular if the charger Wi-Fi (CHARGE STATION ID) has no internet connection. Turning off a phone’s cellular data temporarily may resolve this.



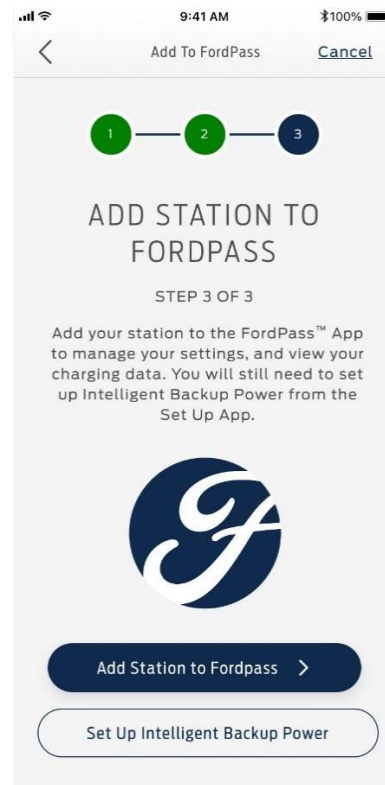
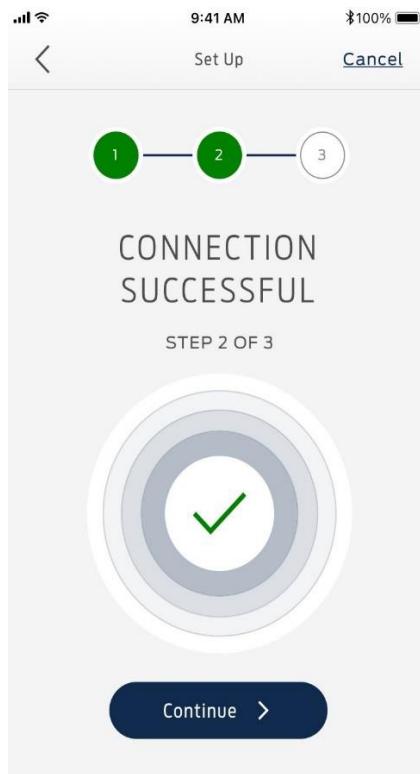
FCSP – 80A Setup & Troubleshooting

- Choose “Try Again,” and confirm the home’s Wi-Fi network name and password are correct. Re-enter that information.
- If no success, power cycle both the charger and the home’s Wi-Fi router, force close all apps on the mobile phone, wait 10 minutes, and start the entire process over. Contact Ford Customer Support.
- Note: user may need to contact their internet service provider.

Step 9: Finish Setup

- A “Connection Successful” screen will appear upon establishing connectivity between the charger and the home’s Wi-Fi.
- Select “Continue,” then “Add Station to FordPass.” This will redirect to FordPass.

Screen in FCSP Setup App:



- In FordPass, follow the prompts to complete the setup.
 - Confirm Charge Station ID and Access Code (Password) are correct.
 - Name the charge station.
 - Set permissions, then click “Save.”



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CHARGE STATION PRO

ADD YOUR STATION IN FORDPASS™

Confirm the addition of your new charge station.

Station ID
1QE4 4567 5E78 P864

Station Password
90-453-689

Next >

Home Vehicle Service Map

CHARGE STATION PRO

NAME YOUR CHARGE STATION

Name

Next >

Home Vehicle Service Map

CHARGE STATION PRO

SET PERMISSIONS

Access Control ☐

Allows you to lock and unlock your charge station to keep others from charging without your permission.

Save >

Home Vehicle Service Map

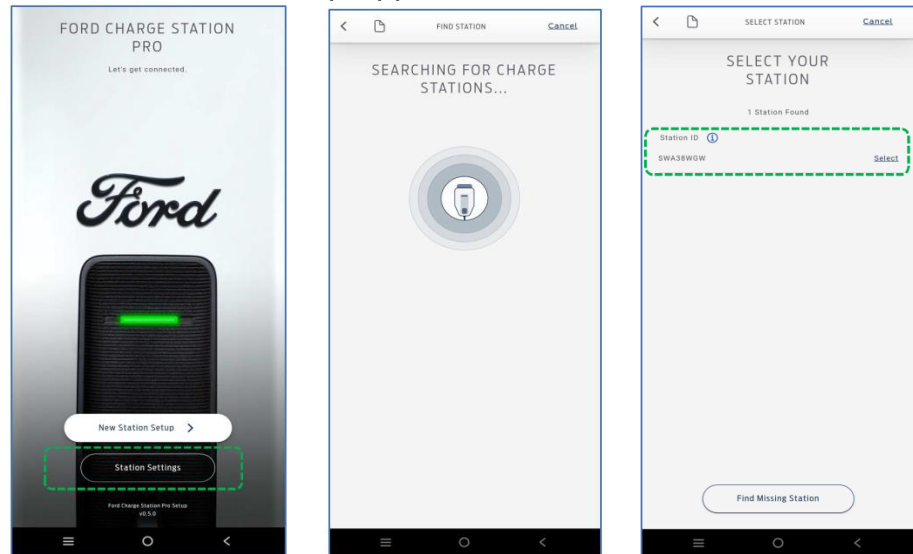
- Troubleshooting Tips:
 - Note: a user can continue on in the FCSP Setup App as required if they have a Intelligent Backup Power (IBP) system installed. See the IBP Setup knowledge articles for more information.



FCSP – 80A Setup & Troubleshooting

- Note: the charger's CHARGE STATION ID should NOT appear in the list of available networks in the phone's Wi-Fi settings screen at this point.
- Note: the user can check Wi-Fi connection to the charger by using the "Station Settings" option in the FCSP Setup App from the home screen.

Screens in FCSP Setup App:

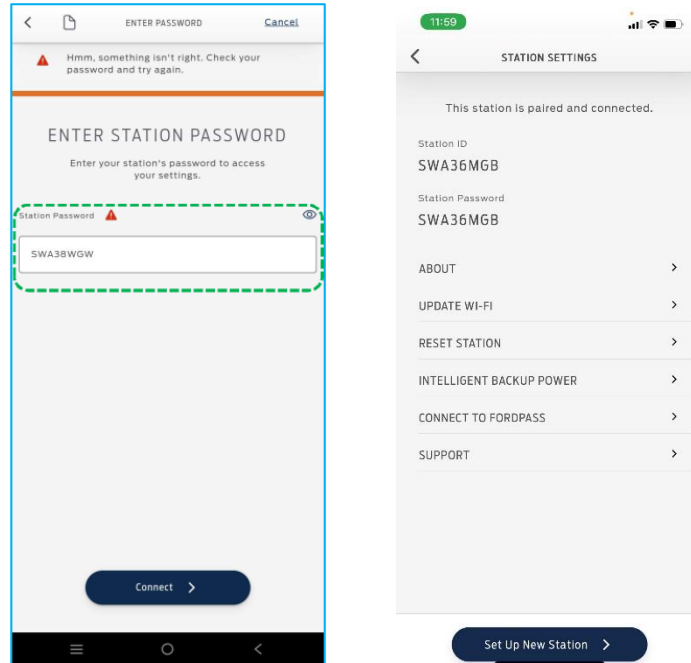


- Locate the Charge Station Pro in the drop-down list. If it does not automatically appear, check to see if the charger is in "Access Point Mode" (meaning that the charger is either not setup or can't connect to the previously desired network)
- Enter the password that was used to previously set up the charger (Access Code).
- The station settings screen will appear. If the Station ID and Password ("Access Code") are the same, contact Ford customer support.

Screens in FCSP Setup App:



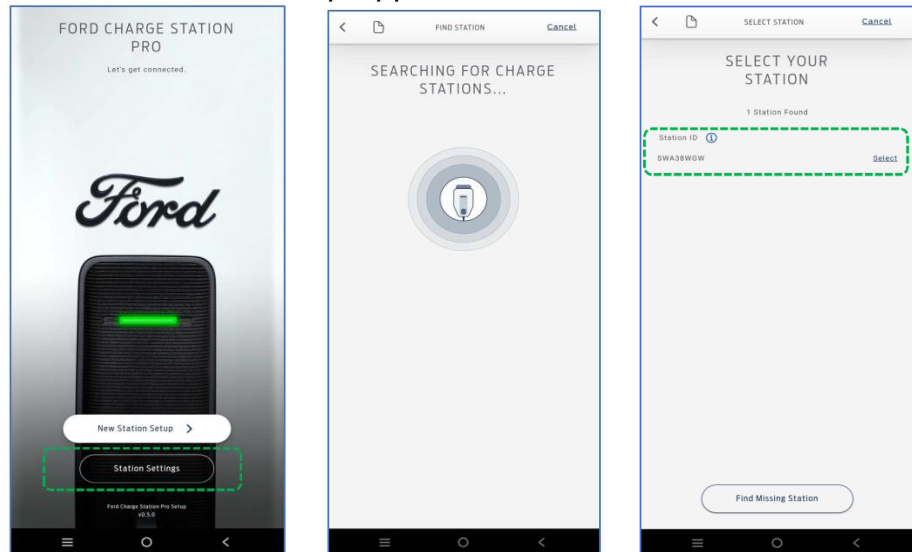
FCSP – 80A Setup & Troubleshooting



IF NEEDED: Factory Reset Instructions:

- Factory Reset: The user must have successfully connected their charger to the home's Wi-Fi to be able to initiate a factory reset via the FCSP Setup App.
 - From the Setup App home screen, select “Station Setting” then select Charge Station Pro, then type in the station password (“Access Code”).

Screens in FCSP Setup App:





FCSP – 80A Setup & Troubleshooting

ENTER STATION
PASSWORD

Enter your station's password to access
your settings.

Station Password ✓

tbi658cx9

Connect >

- Choose “Reset Station.”

STATION SETTINGS

This station is paired and connected.

Station ID
1QE4 4567 5E78 P864

Station Password
90-453-689

ABOUT >

UPDATE WI-FI >

RESET STATION >

INTELLIGENT BACKUP POWER >

CONNECT TO FORDPASS >

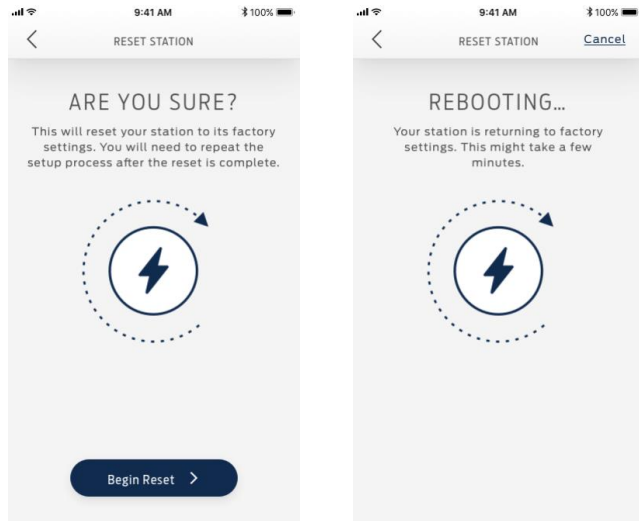
SUPPORT >

Set Up New Station >

- Choose “Begin Reset.”



FCSP – 80A Setup & Troubleshooting



- Once complete, the user can restart the Setup process from the beginning.
- Note: the factory reset will remove any Wi-Fi network information or Intelligent Backup Power setup that was previously completed and will return the station to “Access Point Mode.”



FCSP – 80A Setup & Troubleshooting

TROUBLESHOOTING CHARGER FAULTS

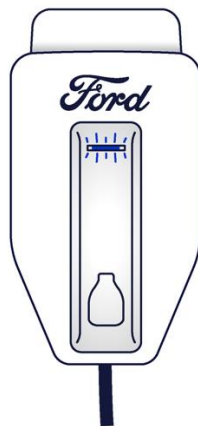
If a customer experiences a charging fault, they can look for the following indicators and follow the stated instructions to resolve. Additional support is available by contacting CRC. customer who is experiencing a charge fault, please direct them to the Customer Relationship Center (CRC) at 1-800-392-FORD (3673) for instructions to resolve the fault.

Intermittent Charging Faults with FCSP Using Charge Scheduling

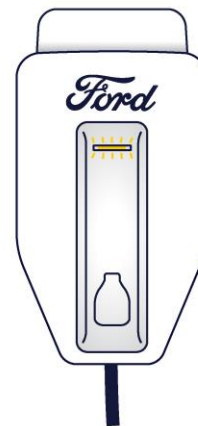
Owners of 24MY and 25MY F-150 Lightning and 25MY Mustang Mach-E using the Ford Charge Station Pro (FCSP) may encounter an intermittent charge fault. An issue may occur when a charging schedule is active and the vehicle is connected before the scheduled start time, potentially preventing the vehicle from charging as expected.

1. Yellow Light on Ford Charge Station Pro

- a. **Identifying a Fault:** When plugging in outside of the set charging schedule, the light pulses blue (normal). If the light turns solid blue, no action is needed, and charging will occur as scheduled. If a **yellow light** appears after approximately one minute, a fault has occurred.



Pulsing blue light, normal

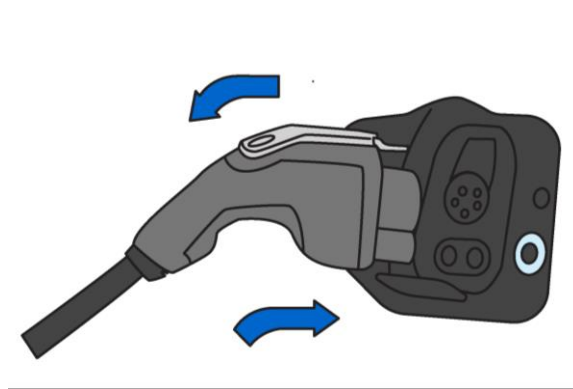


Solid yellow light, fault

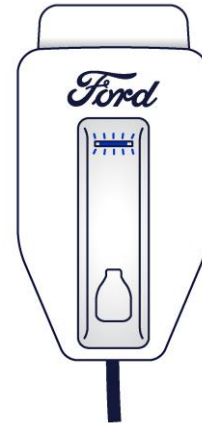


FCSP – 80A Setup & Troubleshooting

- b. **Resolving the Fault:** Unplug the coupler from the vehicle, then firmly plug it back in until the light turns **solid blue**. A solid blue light confirms the fault is cleared, and charging will occur as scheduled. This will need to be repeated any time you experience the fault.

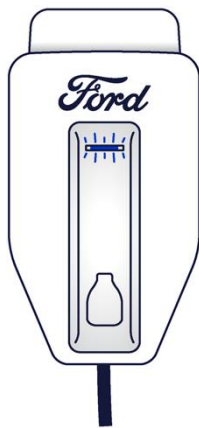


Unplug coupler, then
firmly plug back in

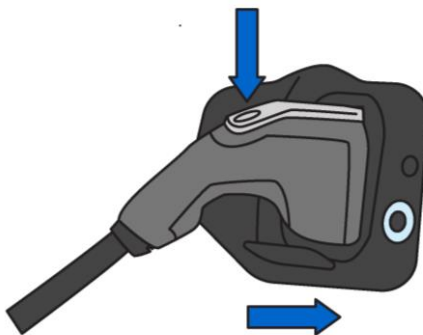


FCSP light will turn
solid blue

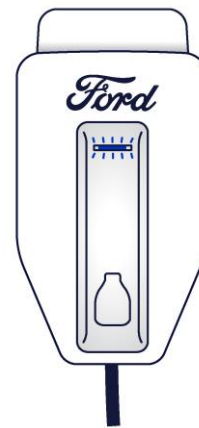
- c. **Proactive Measure:** To help prevent future faults, while the blue light is pulsing, press the handle button while the coupler is in the port, release, ensure the coupler is seated, and confirm a solid blue light.



Pulsing blue light will
appear



Press handle button while
coupler remains in the port



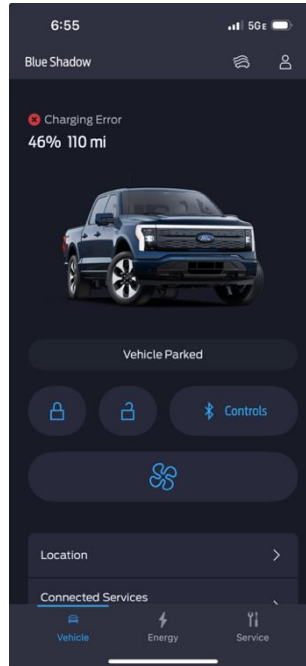
FSP light will turn
solid blue



FCSP – 80A Setup & Troubleshooting

2. Fault in FordPass App

- a. **Identifying a Fault:** An error will appear on the vehicle's home screen in the FordPass app and read "Charging Error."



- i. **Note:** If "waiting to charge" is displayed on the home screen before the scheduled charging window, this is normal and not a fault.

- b. **Resolving the Fault:** If an error appears in the app, return to the vehicle and unplug/re-plug the coupler as described in step 1.b.

3. **Workaround for Persistent Issues:** For ongoing faults, consider deleting the charging schedule for the location with FCSP in FordPass and/or vehicle HMI and managing charging manually.