

Wallbox: "Connection failed" error and sessions no longer synchronize

Symptoms

Your Wallbox charging station continues to charge the vehicle normally, but you notice one or more of the following issues:

- The message **"Connection failed"** appears in the Wallbox app.
- New charging sessions are no longer visible on our dashboard.
- The station's data appears frozen or is no longer being updated.
- Sessions are visible in the Wallbox app, but not on our platform.
- Restarting the station from the circuit breaker does not fix the issue.

Probable Cause

In the observed case, the station was functioning correctly and still communicating with Wallbox services. The issue was instead originating from the Bluetooth connection recorded on the phone.

A faulty or expired Bluetooth connection may prevent the Wallbox app from correctly communicating with the station. This may also delay the update of data accessible via the Wallbox API.

This issue does not necessarily mean the station is defective, especially if the vehicle continues to charge normally.

Solution

1. Check the sessions in the Wallbox app

Open the Wallbox app and check if the latest charging sessions appear there.

- **Sessions are visible:** the station is likely transmitting its data correctly to Wallbox. The issue may originate from the synchronization with our platform.
- **Sessions are not visible:** check the station's Internet connection and its Bluetooth connection.

2. Forget the phone's Bluetooth connection only

On your phone, delete the recorded Bluetooth connection for the station.

On iPhone

1. Open **Settings**.
2. Select **Bluetooth**.
3. Locate the Wallbox station.
4. Tap the information icon ⓘ.
5. Select **Forget This Device**.

On Android

1. Open **Settings**.
2. Select **Bluetooth** or **Connected Devices**.
3. Locate the Wallbox station.
4. Select **Forget**, **Unpair**, or **Remove Device**.

3. Re-pair with the Wallbox app

1. Position yourself near the station.
2. Enable Bluetooth on your phone.
3. Open the Wallbox app.
4. Select your station.

5. Follow the instructions to re-establish the Bluetooth connection.

After pairing, the message "**Connection failed**" should disappear.

4. Synchronize the station on our platform

On our website or app:

1. Open the **My Stations** section.
2. Select the relevant station.
3. Tap **Synchronize**.
4. Wait a few minutes, then check the latest sessions.

Important

Do not delete the station from your Wallbox account.

The procedure only involves forgetting the Bluetooth connection in the phone's settings. Do not use the option to delete or completely remove the station from the app or Wallbox account unless instructed by technical support.

If the issue persists

Check the following:

- The station appears as connected in the Wallbox app.
- The latest sessions are visible in the Wallbox app.
- The phone is close enough to the station.
- Bluetooth and Wallbox app permissions are enabled.
- A manual synchronization has been performed in **My Stations**.

If sessions appear in Wallbox but not on our platform after synchronization, the issue may be related to a delay in the Wallbox API or temporarily cached data. Contact our support by indicating:

- The approximate date and time of the missing session.
- The name or number of the station.

- Whether the session is present in the Wallbox app.
- A screenshot of the error message, without personal information.

Observed Result

In the documented case, forgetting the Bluetooth connection in the phone's settings, then re-pairing in the Wallbox app allowed to:

- Make the message "**Connection failed**" disappear.
- Restore communication with the station.
- Update the missing sessions on the dashboard