



Network Preparation Guide

For Plugzio Wi-Fi or Ethernet Connected
EV Chargers



General Networking Requirements



This quick pre-installation guide helps your property's IT Team prepare your network environment and accessories needed to integrate seamlessly with Plugzio EV charging devices.

Following these steps helps ensure smooth activation, stable connectivity and minimal troubleshooting.

Note:

- Plugzio devices are **low-bandwidth IoT clients** that communicate outbound to Plugzio Cloud.
- Devices are **certified to UL standards**, meeting industry safety and electrical compliance requirements.

NETWORKING REQUIREMENTS AT A GLANCE

PLUGZIO DEVICES REQUIRE	PLUGZIO DOES NOT
Reliable IP Assignment	Broadcast own SSID
Stable Outbound Internet Access	Run DHCP
DNS Resolution	Accept Inbound Connections
HTTPS (TCP 443) Outbound Connectivity	

DHCP & IP Addressing Requirements

Plugzio devices rely on stable DHCP behavior.

Before installation:

- Ensure the DHCP scope has at least **20% free leases**
- Set lease times to **12–24 hours**
- Confirm there are no rogue DHCP servers
- Avoid overlapping subnets or double-NAT environments





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Validate Wi-Fi Coverage at Installation Points

EV chargers are often installed in areas with challenging Radio Frequency (RF) Conditions. Before Installation:

- Confirm RSSI of **-65 dBm or better** at each stall
- Ensure network is **only on 2.4 GHz** (No 5GHz, or 2.4 + 5GHz combination)
- Check for channel congestion or interference
- Avoid daisy-chained Wi-Fi extenders or network switches
- Ensure APs/extenders are not overloaded with clients

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Create a Dedicated SSID (Recommended)

A separate SSID for IoT/EV improves reliability and security.

Recommended Configuration:

- **Security:** WPA2-Personal
- **Encryption:** AES/TKIP
- **Frequency:** 2.4 GHz only
- **Wi-Fi Type:** 802.11 b/g/n

Network Requirements:

The SSID must:

- Not use MAC filtering or MAC whitelisting
- Not require guest login, captive portals, or Terms of Service acceptance
- Be broadcast (no hidden SSIDs)
- Use a simple SSID name (no spaces or special characters)

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Plugzio Default Network (For Testing & Provisioning Only)

All Plugzio devices can connect to the default network below:

- **SSID: Plugzio**
- **Password: WelcomePlugzio**

NOTE: For security reasons, the default network **should not** be used as a permanent production network as the credentials are publicly available.

Once devices are online, **assign a custom SSID and password through your Plugzio management dashboard**. Detailed setup instructions are available [here](#), or contact Plugzio Customer Support for assistance.

For large-scale deployments, Plugzio can also generate a custom secure Plugzio network. Contact us at help@plugzio.com for more details.

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VLAN Segmentation

If your network supports VLANs:

- Assign Plugzio devices to a dedicated VLAN
- Reduce broadcast traffic and simplify troubleshooting
- Apply firewall rules specific to IoT devices

**1**

Confirm Physical Cabling

Verify that all Ethernet cabling meets the following requirements:

- Use **Cat5e or better** ethernet cable
- Ensure cable runs are **properly terminated and tested**
- Avoid **unmanaged switches in outdoor or exposed environments** unless rated for those conditions
- Maximum cable length must be **less than 300 ft (100 m) end-to-end**

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Verify Switch Configuration

- Enable DHCP on the target VLAN or subnet
- Set the switch port to **access mode**, not trunk mode
- Disable port security features that may block new MAC addresses unless intentionally configured

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Power and Surge Protection

- If using Power over Ethernet (PoE), confirm the switch meets the required power budget
- For non-PoE devices, ensure outlets are properly grounded and surge-protected

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VLAN Segmentation (Recommended)

If segmenting:

- Assign the switch port to the designated IoT/EV VLAN
- Apply the same firewall rules used for Wi-Fi devices

FOR PROPERTY MANAGERS

Got Questions About your Networking Setup?

To ensure proper network configuration, have your IT administrator connect with Plugzio's Tech Team before installation

 HELP@PLUGZIO.COM

 [BOOK A TIME WITH OUR TEAM TO VERIFY YOUR CONFIGURATION](#)

