

How to connect Zaptec GO, GO 2 and Pro EV chargers with Reduxi controller

Integrate Zaptec chargers with Reduxi for Dynamic Load Balancing with AI tools.

🔌 Zaptec Go · Go 2 · Pro · Reduxi Controller

🔑 Authorisation via the Zaptec Portal

🌐 Controller and charger can be on different networks

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Zaptec Go (photo: Wikimedia Commons)

Text description of this image

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1 Technical documentation

Documents and tools from Zaptec:

- [How to install Zaptec Go 2](#) – Installer guide: mounting, wiring, configuration in the Zaptec app
- [How to install Zaptec Pro](#) – Installer guide for the Zaptec Pro
- [Zaptec Installation Guide \(Zaptec Go and Go 2, Swedish\)](#) – Installation guide linked in the original article
- [Zaptec Portal](#) – Portal for the authorisation of Reduxi

2 Required equipment

You need these components:

- ☐ Zaptec Go, Zaptec Go 2 or Zaptec Pro charger
- ☐ Zaptec app on your smartphone (Android or iOS)
- ☐ Access to the Zaptec Portal
- ☐ Reduxi Controller
- ☐ Reduxi P1 Ultra
- ☐ Wi-Fi network for the charger
- ☐ Laptop or tablet with internet access to configure the device in Reduxi

3 Prepare the charger and the Reduxi system



Note

The Zaptec platform shares information between the Reduxi Controller and the charger and the other way round. The controller and the charger do not need to be on the same network. You can install chargers at different locations without constraints.

3.1 Zaptec app



Zaptec

Text description of this image

The application is available on Google Play: <https://play.google.com/store/apps/details?id=com.zaptec.zapapp>

The application is available on the Apple App Store: <https://apps.apple.com/no/app/zaptec/id1131162170>

3.2 Install the Zaptec Go, Go 2 or Pro

Follow the instructions from Zaptec: [Zaptec Installation Guide](#) (see also [Point 1](#)).

3.3 Install the Reduxi Controller and the P1 Ultra

When the installation of the Zaptec Go, Go 2 or Pro is completed, swap the connection of the charger from 4G to Wi-Fi.

Install the Reduxi Controller.

Install the Reduxi P1 Ultra.

4 Log in to the Reduxi web interface

You can open the Reduxi web interface in two ways:



REMOTE

Reduxi app

Via tunnel connection · works from anywhere



Web browser

In the local network · via IP address or reduxि.local



4.1 Via the Reduxi app

1

Open the app and log in

Launch the Reduxi app on your smartphone or tablet and log in with your credentials.

2

Open Reduxi devices

Tap the menu icon (three lines, top left) and select **Reduxi devices**.

3

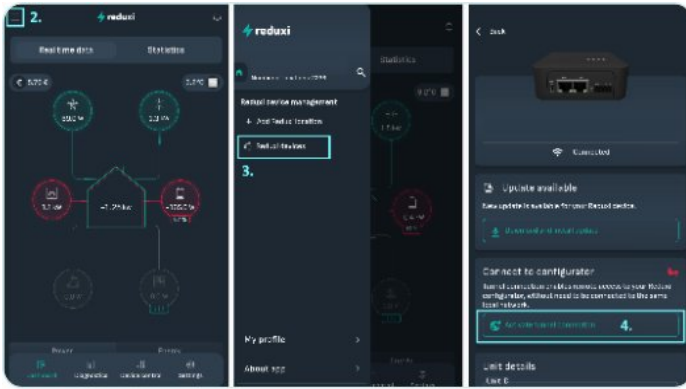
Activate the tunnel connection

Switch on the tunnel connection and wait a moment until it is active.

4

Open the configurator

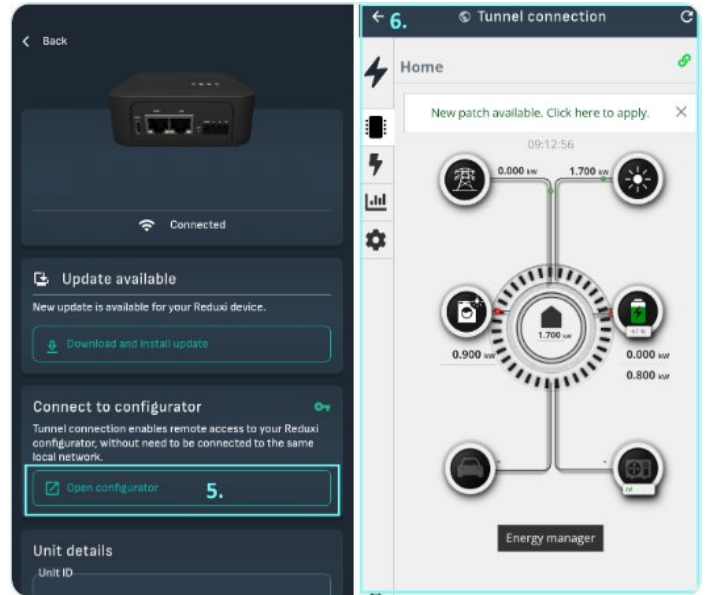
Tap **Open configurator**. The Reduxi web interface opens.



Activate the tunnel connection (step 3)

Text description of this image

Screenshot of three Reduxi mobile app screens side by side, with cyan boxes and number badges 2 to 4. Left screen (dashboard, dark theme): menu icon at top left marked with a box and badge 2; 'reduxi' logo; tabs 'Real time data' (active) and 'Statistics'; price 5.79



Open configurator (step 4)

Text description of this image

Screenshot of the Reduxi mobile app showing the 'Tunnel connection' screen with a 'New patch available' notification and a 'Home' button.

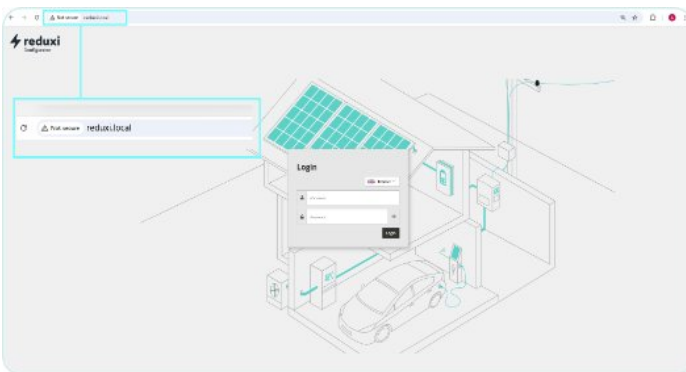
4.2 Via a web browser

1 Open the login page

On a device in the same network, open a web browser and enter the controller's IP address or <http://reduxi.local>. You can find the controller's IP address in your router's device list or in the Reduxi app under **Reduxi devices**.

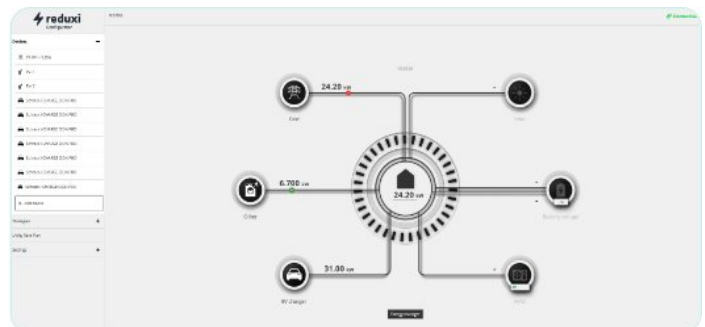
2 Log in

Username: **admin** · Password: **admin** (factory default)



Reduxi Controller login screen

Text description of this image



Controller web interface after login

2. Text description of this image

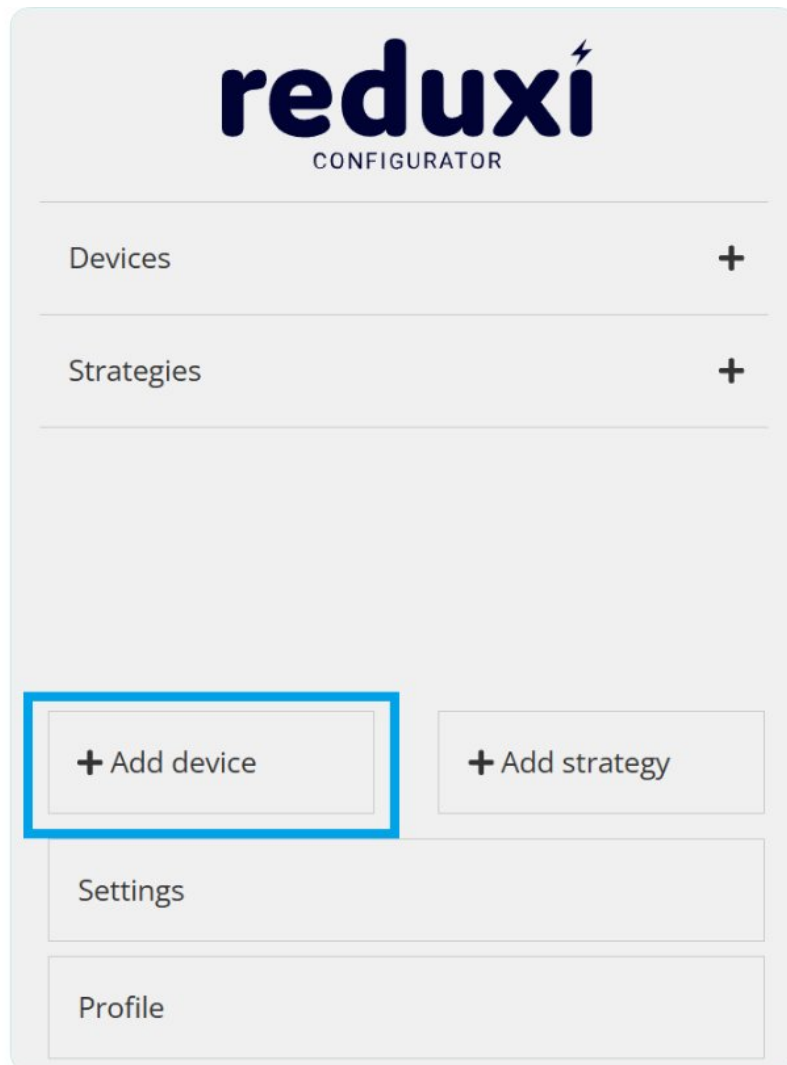
Screenshot of the Reduxi Configurator web interface

5 Add the Zaptec charger to Reduxi

Use these steps to add a Zaptec Go, Go 2 or Pro charger.

5.1 Basic settings

Log in locally to the [Reduxi Configurator](#) on the controller (see [Point 4](#)) and click **+ Add device**.



The Add device button

Text description of this image

In the first step (basic settings), select the basic parameters of the device. Example for a **Zaptec GO 2**:

- Device type: **EV charger**
- Type: **Zaptec GO 2**
- Name: a name of your choice

1

Basic settings

2

Communication channel

Basic settings

Device type *

EV charger

Type *

Zaptec GO + Zaptec GO 2

Name *

Zaptec GO + Zaptec GO 2

Back

Next

Basic settings: device type, type and name

Text description of this image

Click **Next**.

5.2 Communication settings

PARAMETER	VALUE
Authorisation option	Authorisation flow
Control type	All chargers
Installation ID	Not required

Click **Done**.

1

Basic settings

2

Communication channel

Communication channel and device configuration

There are no available connections.

Authorization option *

Authorization flow

Control type *

All chargers

Installation ID

Installation ID obtained on <https://portal.zaptec.com/> under "Installations -> (desired installation) -> Settings -> Copy installation ID"

Back

Done

Communication settings

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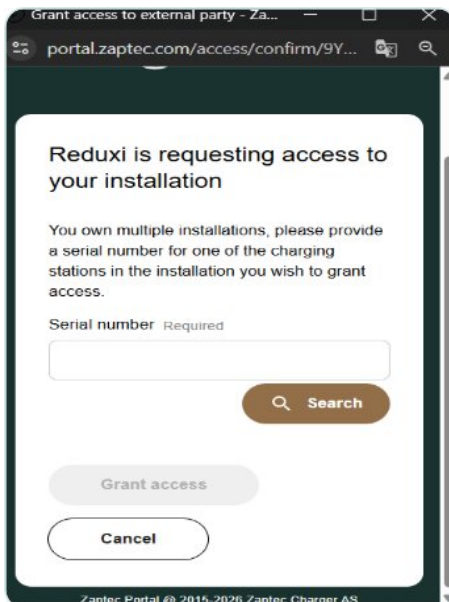
5.3 Give Reduxi access to the charger

After you click **Done**, a pop-up from the Zaptec Portal appears. Use it to give Reduxi access to your charger:

Log in to the Zaptec Portal.

Enter the serial number and click **Search** to find the chargers of your installation. You find the serial number on the front cover of the charger or in the Zaptec Portal.

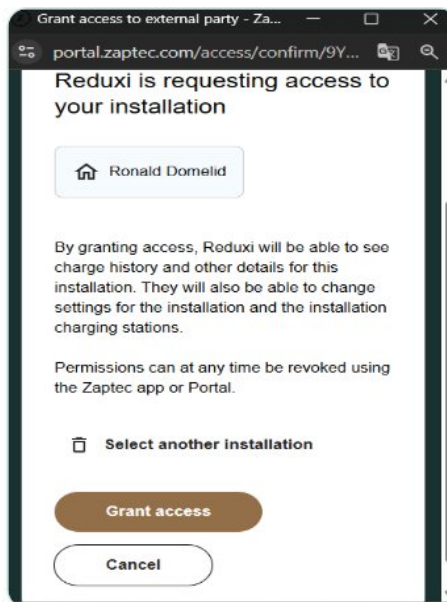
Select the installation and click **Grant access**. A message confirms the successful authorisation.



1. Enter the serial number and search

Text description of this image

Screenshot of a small browser



2. Select the installation and grant access

2. Text description of this image



3. Authorization successful

3. Text description of this image

Screenshot of a small browser

The Zaptec charger is now added to Reduxi.

6 Check the readings

6.1 Last measurements

Open the charger under **Devices** in the [Reduxi Configurator](#) and check the values as an additional test.

6.2 Enable control by Reduxi

For Dynamic Load Balancing with Reduxi, set the **control type** of the device to **AUTO**. Only then do strategy commands affect the charger. Define a strategy as described in [Strategies for Reduxi controller](#).

✓ Summary

Preparation (Points 1–3): Get the Zaptec documents. Install the charger, the Zaptec app, the Reduxi Controller and the P1 Ultra. Swap the charger from 4G to Wi-Fi.

Zaptec charger (Point 3): Install the Zaptec Go, Go 2 or Pro with the Zaptec installation guide.

Add to Reduxi (Points 4–5): Log in to the Reduxi web interface. Add the device as EV charger. Choose Authorisation flow and All chargers, click Done and grant access in the Zaptec Portal.

Go live (Point 6): Check the last measurements. Set the control type to AUTO. Define a strategy.

→ Common issues

ISSUE	SOLUTION
Charger is not found in the Zaptec Portal	Enter the serial number from the front cover of the charger or from the Zaptec Portal (see Point 5).
Charger stays offline after installation	Swap the connection of the charger from 4G to Wi-Fi (see Point 3).
Controller and charger are on different networks	This works. The Zaptec platform shares the data between them.
Open configurator does not open or stays empty	The tunnel is not active yet. Wait about 30 seconds and check that the controller is online.
Login with <code>admin</code> is rejected	The password was changed during installation. Ask the installer. The Reduxi account password does not work here.
<code>reduxi.local</code> does not load	Your device is not in the same network as the controller. Use the IP address or the tunnel connection.
Communication test fails, device shows offline	Check reachability, IP address / port / unit ID, and that the protocol is enabled on the device.

→ Related articles

Matching guides from the Reduxi knowledge base:



How to install Zaptec Go 2

Installer guide from Zaptec for the Go 2.



Device setup guides

All step-by-step guides for connecting devices to the Reduxi Controller



Strategies for the Reduxi Controller

Energy manager and other strategies explained