



Important information!

SERVICE BULLETIN ONLY for EUROPE

excluded **Italy** and **Spain**

Dear Customer,

To assure you the best experience with the Waybox, we recommend **updating** it immediately after installation and before commissioning with the Enel X Way app.

To update your Waybox in the safest and easiest way we have developed a dedicated application,

JB4Installers App

This app is not available for the Waybox 2.01



Please contact the Enel X Way Customer Support to request the download and authorization to use the app.

Please send an email to one of the following email addresses providing the email address you will use to log in to the application and the full name of the installer and company.

enelxway.english.support@enel.com -> Customer support in English

enelxway.german.support@enel.com -> Customer support in German

enelxway.french.support@enel.com -> Customer support in French

Once this is done, you will receive a link to your email address to activate your account. After the registration, you will receive another email to activate your account, download and install the JB4Installers app.

Here the links to download the user manual of the JB4Installers app:

> [English](#)

> [German](#)

> [French](#)