Fast Charging

Solo Smart Charger - Domestic

User Guide

Solo Smart Charger

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This user guide is for drivers charging from home with a Wi-Fi enabled Solo Smart Charger (typically installed after 01/2018)

1. Connect your Solo Smart Charger to Wi-Fi

Your Solo Smart Charger should be connected to Wi-Fi during installation by your Pod Point Expert. If this is not possible or has not been completed, please see below for a quick guide on how to do it:

1

Find the "podpoint" Wi-Fi network on a mobile device and press connect.

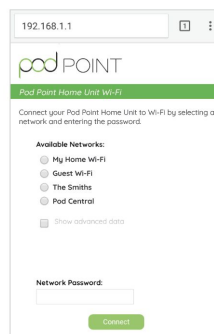For Android users, you need to press YES on the pop-up message.

2

Open your web browser, type in the sequence below of numbers and full stops into the address bar.
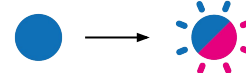
192.168.1.1

3

Pick your home Wi-Fi network from the list and type the password.

Press "**Connect**".

4

The new settings will take 5-10 minutes to activate. You can activate them immediately if you switch your charger off and on again. Status light should go blue with a short pink flash every few seconds.

If the status light remains white, you may need to restart the unit again and verify the settings.

2. Download the Pod Point App

The Pod Point App is available for both iOS and Android mobile devices.

Download on the App Store

For iOS devices, download on the **App Store.**

GET IT ON Google Play

For Android devices, download on the **Google Play Store.**

The Pod Point App is compatible with Android devices running Android OS 5.0 API 21 (Lollipop, released 2014) and above. For Apple devices, compatible with iPhones running iOS 9 (released 2015) and above.
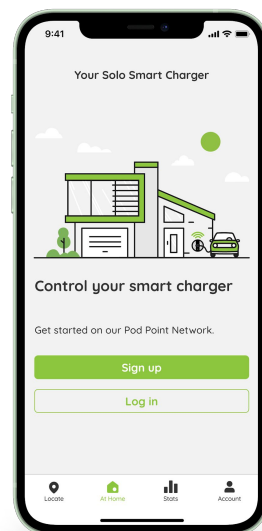
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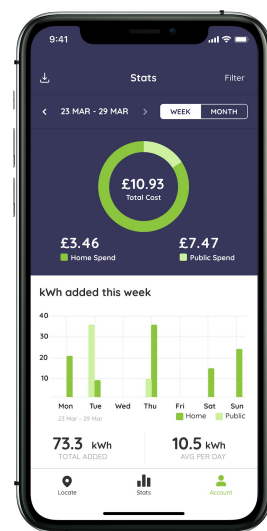
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3. Log in or create a Pod Point account

- If you haven't charged on the Pod Point Network already, you'll need a Pod Point Account. If you've already got one, log in!

- If you're creating an account It's really important you use the same email address you used when your Solo Smart Charger was purchased on our website Pod-Point.com.

Note: *Connecting your Solo to the Pod Point App relies on the email address used to purchase the Solo and your Pod Point account to match.*

Note: *If your Solo wasn't purchased via Pod-Point.com then we'll need to setup your account on our internal systems to ensure you can connect the Solo to the Pod Point App. To do this, please contact our support team.*

4. Connect your Solo with the Pod Point App

Your Solo Smart Charger should be connected to the Pod Point App during installation by your Pod Point Expert. If this is not possible or has not been completed, please follow the below steps*:

- **Open the Pod Point App** > Click Account on the bottom right hand side of the screen

- **Login to your Pod Point Account**

- Scroll down and click on **"Add your home Pod Point"**

- **Enter your Solo's PSL number** located on the sticker at the bottom of the charger. *

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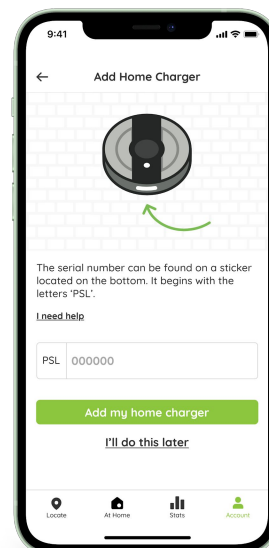
5. Solo status light guide

Your Solo's status light is located here:
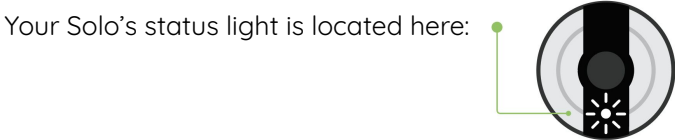
On activation, it will light white, however It will light various colours to show the action it is performing or its status. Our guide to all lights shown by the Solo is below:

Solid green

Your Solo is charging your vehicle.

Flashing green

Your EV's battery is full.
Or
Your EV is waiting to start a scheduled charge (set by your vehicle)

Solid blue

Your Solo is in standby mode.

Flashing blue/pink

Your Solo is communicating with Pod Point.

Solid yellow

A timed charging session has been scheduled (in-app), waiting to charge.

Flashing yellow

Your Solo is locked. (keylock active)

Solid/ flashing red

There is a fault with your Solo.

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6. Starting a charging session

To start a charge, simply plug in your charging cable to your vehicle and the Solo Smart Charger status light will turn a solid green, you have successfully started charging your EV.

7. Stopping a charging session

Stopping a charging session is easy, simply unplug and disconnect the charging cable from your vehicle and your Solo Smart Charger will turn itself to standby - shown by a solid blue light. The Solo may also communicate with Pod Point during this time, shown by pink flashes at the same time.
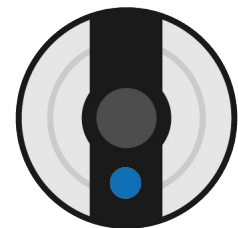
8. Using vehicle-set scheduled charging

If your EV supports scheduled charging, set your required charge session using your vehicle and plug-in as soon as you park.

The Solo will flash green to signal that its waiting for a vehicle-set scheduled charging session.

Note: *Any vehicle-set scheduled charging will interrupt using remote charge scheduling within the Pod Point App - to use Charge Scheduling feature in-app please disable any vehicle set scheduled charging schedules.*
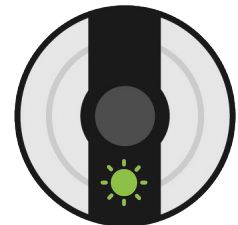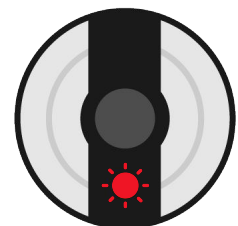
9. Error states and contacting support

If your Solo Smart Charger has an error this is typically reflected in its status lighting colour (solid or flashing red)

If you do experience any issues, please try resetting the Solo by switching it off and on at the consumer unit (fuse box).

If issues persist, please contact customer support on 020 7247 4114.

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Charge Scheduling

Charge Scheduling is a feature in the Pod Point App and allows you to remotely schedule a charging session from your smartphone.

Before you get started:

- Make sure you have downloaded the Pod Point App, created a Pod Point account and are logged in.

- Your Solo Smart Charger needs to be connected to your Wi-Fi (see Step 1) and paired with your Pod Point Account in the Pod Point App with your PSL number (go to Step 4 to see how).

- If your EV can set a charge schedule itself (vehicle-set-charging) please ensure this feature is disabled as the two schedules will conflict.

Getting started

- Log in to the Pod Point App and tap on the **"At home"** icon at the bottom of the screen.

- Tap on **"Manage schedule"** icon to set your charging schedule.

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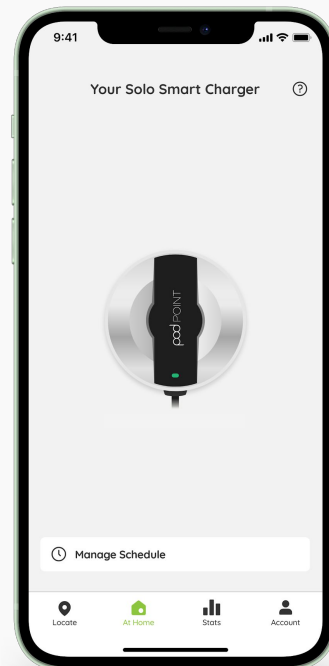
Setting a schedule

A) To set a schedule - tap the day you'd like to schedule a charge for (so it turns dark green).

B) Set the time you'd like charging to start and end. If you set the end time past midnight, you'll see that the charge will end the following day.

Note: *It can take up to 5 minutes for charging to start from the time set.*

C) Tap on the "Schedule active" toggle so that its green (toggled right) - your schedule is now active for that day. If the toggle is left grey (toggled left) - your Solo will start charging as normal as soon as plugged in as normal.

Note: *Each day will have its own active toggle - please ensure this is toggled right (green) for all the days you wish to program a charge.*

D) Schedule any other charging sessions you'd like to program by tapping on each individual day.

E) Tap the "Save" button to save all the changes you have made to your charge schedule.

Note: *Your charging schedule will repeat on a 7-day rotation as default - to stop the repetition of charging schedules please set each day as inactive by toggling "Schedule active" to the left (grey).*
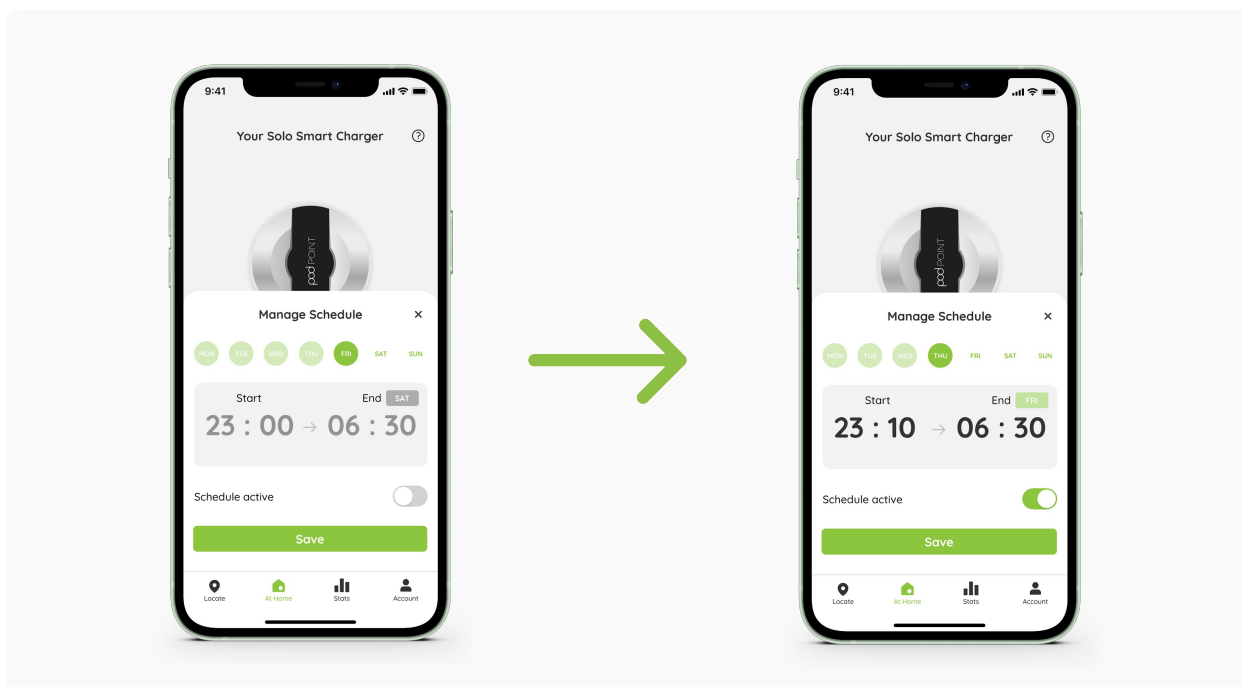
Overlapping charging sessions: You'll be unable to schedule charging sessions in the Pod Point App that overlap with each other. Charging sessions can be scheduled within 15 minutes of each other.

Stopping a scheduled charging session

A)   To stop an already scheduled charging session on any day - simply toggle "Schedule active" to the left (so it shows grey)

B)   Tap the "Save" button at the bottom of the screen to save your changes and confirm cancellation.
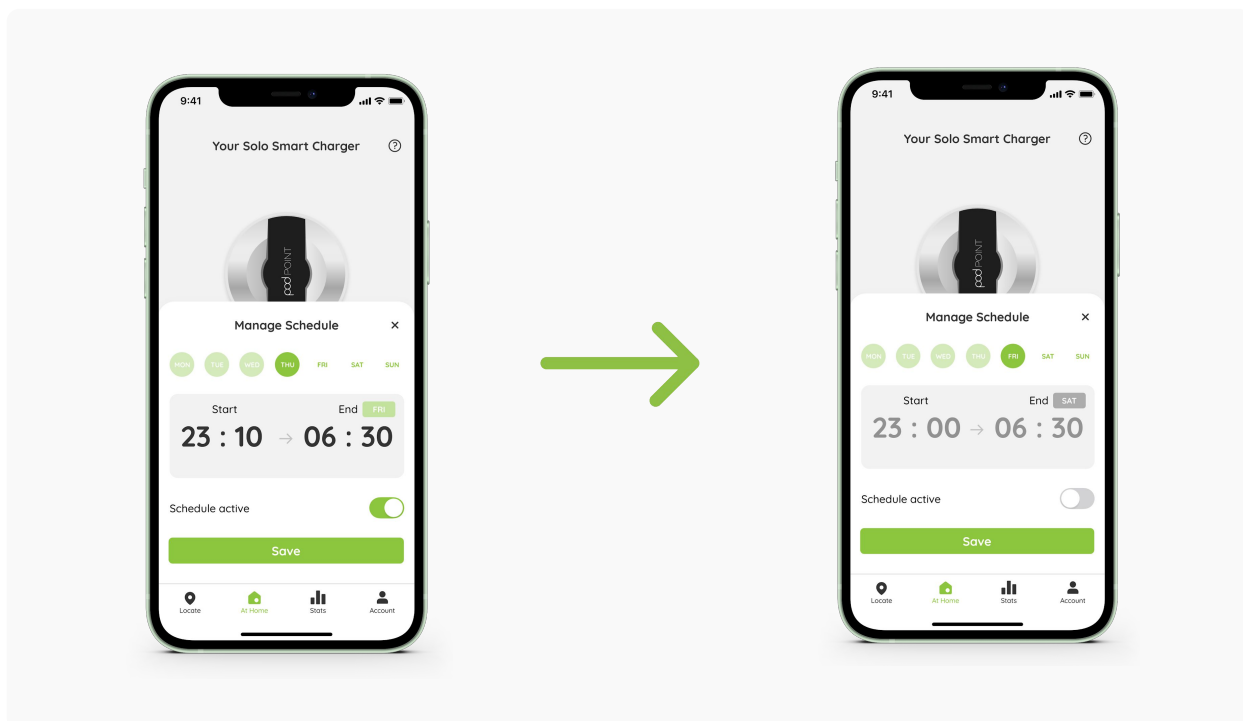

10. Scheduled charging is set (in-app)

Once your charge session has been scheduled in the Pod Point App, after 5 minutes you'll see a solid yellow light on your Solo - this shows your schedule has been set and the Solo is waiting to charge.

If your Wi-Fi signal drops whilst waiting to charge, your Solo will automatically default to charging your EV.

If your Wi-Fi signal drops within a scheduled charge, your Solo will continue to charge until your EV's battery is full.
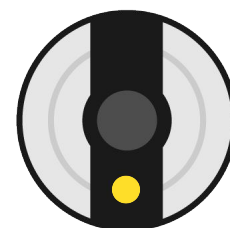
📞 Call us for support on **020 7247 4114**

✉️ Email us at **support@pod-point.com**

🐦 Tweet us at **@Pod_Point**

📍 Website: **pod-point.com**

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