User Guide
Solo 3

pod POINT

Introduction

This user guide is intended for Pod Point Solo 3 chargers that have been installed on domestic or residential properties

For commercial Solo 3 chargers please see our user guide **here**.

# How to use your charger

Start Charging

Once your charger is installed, it is ready to be used. Simply plug your vehicle in and the LED should turn **green** after a few moments, indicating the vehicle is charging.

If you have paired the charger with your Pod Point App Account, a default overnight charging schedule will be applied.

If there is an active charging schedule set, the status light will turn **yellow** when you first plug in and **green** when it reaches set charging hours.

We highly recommend charging during overnight periods as this is when your carbon footprint and energy rates are typically at their lowest.

You can deactivate Charge Scheduling and return the charger to manual mode at any time in the app. For more information please see the app user guide.
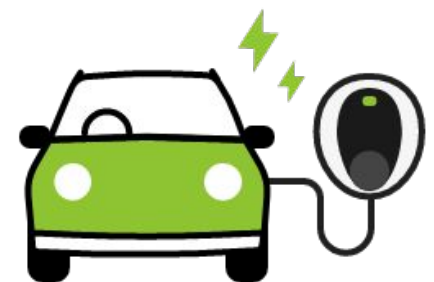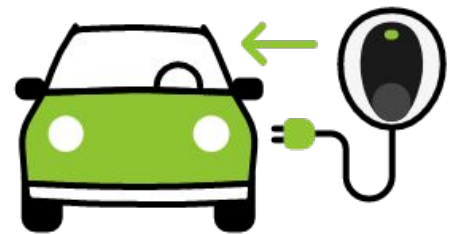
Stop Charging

If your vehicle is following a charge schedule, it will stop charging automatically when the schedule comes to an end. Otherwise, you can follow these steps:

1. Unlock your vehicle.
2. Remove the cable from the vehicle.
3. Remove the cable from the charger (Universal only).
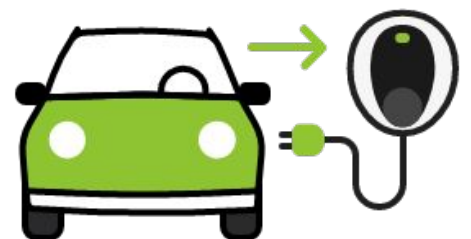
Note: Tethered cables must be holstered after each use to protect the cable socket from water or debris. Separate cables used with Universal chargers must also be removed and stored in a dry location after use.

⚙ In-vehicle Settings

Many new electric vehicles come with charge settings or scheduling features built into their infotainment systems. Please ensure any scheduled settings in your vehicle or vehicle's smartphone app have been disabled if you wish to control your charger from the Pod Point App.

Status Lights

⚪	**White**	Your charger has lost it's Wi-Fi connection.
🔵	**Blue**	Your charger is in standby mode.
🔵	**Blue flashing Pink**	Your charger is communicating with Pod Point.
🟢	**Green**	Your vehicle is charging.
🟢	**Flashing Green**	Your vehicle is fully charged (or your in-vehicle settings have paused charging).
🟡	**Yellow**	Your scheduled charge is set and your charger is waiting to start its charge.
🟡	**Flashing Yellow**	Your charger is locked by the key-lock, or paused by the Auto Power Balancing system.
🔴	**Red or Flashing Red**	There is a fault with your charger. Reset the charger by turning it off and on again at the fusebox before contacting support.

No light at all?

If your charger's status light is off, this can be a sign there is no power to the charger. Trace the cable back to the breaker switch which is usually found in the consumer unit/fuse board (although it can be separate depending on installation).

Push the breaker switch down until you hear a *click* and then bring it back up again and it should stay in the 'on' position if working correctly. If this does not work, you may have a fault with the breaker switch or the charger.


Breaker Switch

How to connect to Wi-Fi

Please note: Customers who have paired their charger to their app account can follow the in-app instructions to connect it to Wi-Fi. To access these at a later date then click on the (?) in the **At Home** tab.

If you have not yet connected to the Pod Point App please follow the manual instructions below. Before you start, have your home's Wi-Fi ID and password ready as you will have 10 minutes to complete the rest of the steps. If you do not complete within the 10 minutes you may have to reset the charger and start again.

1. Reset the charger

- Turn your charger off at the consumer unit or fuse board.
- Wait 10 seconds.
- Turn your charger back on.
- You will now have only 10 minutes to complete the following steps.
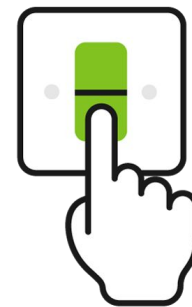
2. Connect to your charger

- Open your phone's Wi-Fi connection menu.
- Your charger should be visible as a network named **podpoint**.
- Select **podpoint** to connect your phone to the charger.

3. Enter the IP address

- To open your charger's Wi-Fi connection menu, first open your phone's internet browser.
- In the address or search bar, enter the following IP address: **192.168.101.1**
- If this does not work, you may have an earlier model, in which case please try: **192.168.1.1**
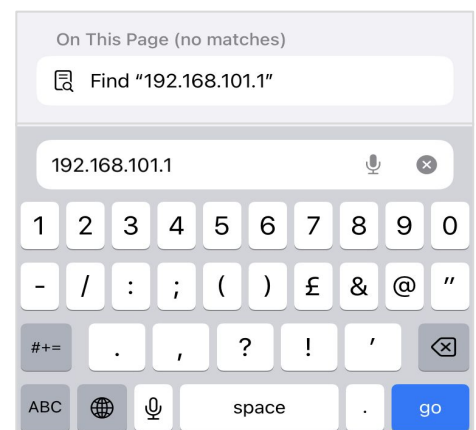
Note: If neither IP address works, reset the charger and try again. If this still does not work please contact support.

How to connect to Wi-Fi

4. Connect to your home Wi-Fi network

- Entering the IP address in Step 3 should bring up a list of nearby Wi-Fi networks for your charger to connect to.

- Select your home Wi-Fi network and enter the password.

Note: The charger is only compatible with 2.4 GHz Wi-Fi networks.
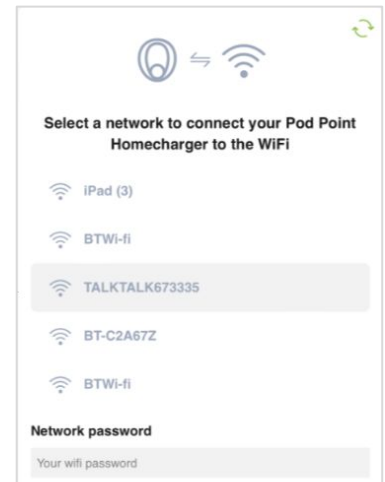
5. Charger connected!

- If successful your charger should now be connected to your Wi-Fi. This may take a minute or two to update the LED, which should turn blue. It may start flashing pink which means it's communicating with us.

Note: Some earlier models may take a bit longer to update. Resetting the charger again should speed up the process. If it has still not updated within 15 minutes, try the process again.

Further information

For further information on troubleshooting Wi-Fi or additional functions such as deleting Wi-Fi credentials, please see our detailed Wi-Fi Connection guide in our **customer documents** section on the website.

The Pod Point App

Download the Pod Point App, available for both iOS and Android, to get access to all your chargers smart features such as:

Charge Scheduling

Set custom charging times for periods when energy is cheapest and less carbon intensive to produce.

Charging Stats

View weekly, monthly or yearly statistics such charging costs and energy consumed to gain better insight into your spending habits.
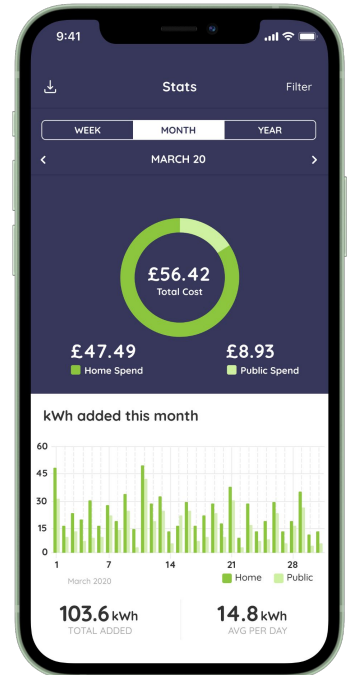
Charge on the Pod Point Network

Gain access to the UK's largest public charging network for when you need to charge away from home.

Expense Reporting

Export mileage and charging costs at the tap of a button, making expense reporting hassle-free.

And more!

We are continuously updating and innovating our smart features, aimed at improving convenience, reducing cost and cutting carbon for our customers.

Ensure your charger is connected to Wi-Fi and you have the latest mobile app version installed to keep up to date with the latest features.

For an in-depth guide on how to setup and make the most of the app, check out our **App User Guide**.

Still have questions?

Find many more in-depth articles on our Help Centre or get in touch via these links.

help.pod-point.com

pod-point.com/contact

Join our EV community

Say hello to thousands of other EV drivers by sharing a picture of your Solo and tag us on any of the channels below.

Need advice? The EV community is a knowledgeable and helpful bunch - just give them a shout, we were all new to charging once!

Search **Pod Point** on social media: