Fast Charging

Solo Pro

Commercial User Guide

Solo Pro - Commercial

Purpose of this guide

This user guide has been written for drivers using the Solo Pro in a commercial setting (e.g. office based charging for employees and visitors). If you're a business driver charging from home, please use our home charging user guide, which can be found on our **technical documents web page**.

In this guide, you'll find information on:
- The three ways the Solo Pro can be used to charge your vehicle.
- What the various status light colours mean on the Solo Pro.

Drivers in flats and apartments: If you're a residential driver with shared charging, you'll need to be set up on your specific private network, or have access to an authorised RFID card, in order to access your chargers. Please speak with your property/facilities manager to complete this as you won't be able to see your chargers on our app without having an account set up.

Three ways to charge using the Solo Pro

Depending on how the Solo Pro has been set up, you can charge your vehicle by following one of the methods below:

1 **Using the Pod Point App**

2 **Using an authorised RFID card**

3 **Plug & Play charging (no app required)**

Note: It's likely your chargers will be set up to accept one of the above authentication methods. If you're unsure which method your chargers require, please speak with the person who has set up your charging.

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1. Download the Pod Point App

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

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

If you're a commercial/fleet/workplace driver, please ensure your Pod Point account email matches your organisation's domain (e.g. "@mybusiness.com"- typically your work email address) as this will normally be used when allowing access to workplace/business charging).

If payment is required to charge, you will need to top-up the full amount onto your digital wallet or provide your card details.

2. Find your charger in-app

Use the unique 8 letter name of the charger (e.g. John-Jane) to locate it within the Pod Point App. The name can be found on the sticker on the front of the unit.

You can also search by the address or postcode of the chargepoint.

3. Plug in to the Solo Pro first, then your vehicle

Using an appropriate charging cable, plug in to the Solo Pro first and then your vehicle. Charging starts once the charge is confirmed via the app or by tapping an RFID card and will be signalled by a solid green light on the Solo Pro. For security, the charging cable will be locked when charging starts.

4. Confirm your charge in the app to start the charge

To use our Solo Pro chargers, you will need to confirm your charging session starting via the Pod Point App or by tapping a valid RFID card. Charging won't start until your session is confirmed.

To confirm your charge simply tap the "Confirm Charge" button in-app.

You will then see the next screen which confirms you have started charging.
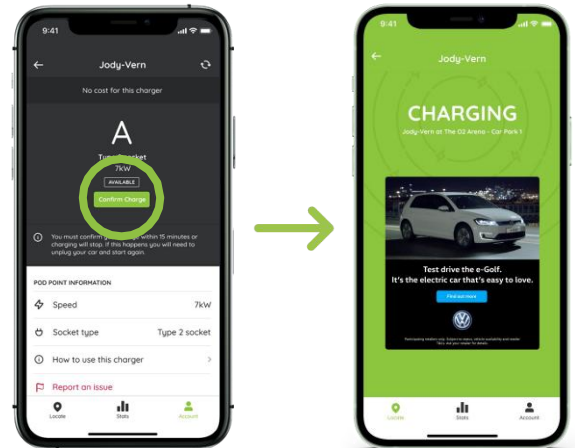
5. Stopping a charge

Once your vehicle is fully charged the Solo Pro's status light will be flashing green and the charge will stop automatically.

Alternatively, if you would like to stop charging before your battery is full, simply unlock your vehicle and unplug the cable from your vehicle first and then the chargepoint socket.

1. Confirm your charging via RFID card to start the charge

You can also use a Solo Pro charger by tapping a valid RFID card.

To confirm your charge, simply tap an authorised RFID card on the charger. Your facilities manager or administrator of the chargers can request RFID cards from Pod Point.

Charging won't start until your session is confirmed.

2. Stopping a charge

Once your vehicle is fully charged the Solo Pro's status light will be flashing green and the charge will stop automatically.

Alternatively, if you would like to stop charging before your battery is full, simply unlock your vehicle and unplug the cable from your vehicle first and then the chargepoint socket.

1. Starting a charging session

The Solo Pro will be universal and can be used with either a Type 1 or Type 2 charging cable.

Using your charging cable, connect your vehicle to the Solo Pro. Charging will start immediately, the cable will be locked and a solid green light will be shown via the status light.

However, if the status light is yellow, a schedule is set for that day, and your EV will only start charging once it is within that time.

2. Ending a charging session

A flashing green light suggests that charging has stopped, which usually means the vehicle's battery is full.

Unlock your vehicle and remove the charging cable from your vehicle first.

The charging cable can now be unplugged from the charger.

Explore what else the Pod Point App can do

Find a place to charge on the Pod Point Network

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The Solo Pro's status light is located here.

What do the status lights on the Solo Pro indicate?

Light colour		Description
	Flashing white	The Solo Pro is powering on or updating its software
	Solid green	The Solo Pro 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).
	Fast flashing green	RFID card accepted (server has authorised RFID tag so charging can commence).
	Green flashing blue	Awaiting RFID card authorisation (awaiting response from server after scanning RFID tag).
	Solid blue	The Solo Pro is in standby mode
	Blue with flashes of pink	The Solo Pro is communicating with Pod Point

●	**Solid yellow**	The Solo Pro has a schedule and is currently outside the scheduled hours (refer to the charger's operating hours in the app to see when charging is supported).
☀	**Flashing yellow**	The Solo Pro is either locked or paused by the Auto Power balancing system.
●	**Solid red**	There is a fault with the Solo Pro
☀	**Flashing red**	Authorisation time out (server does not respond after scanning an RFID tag).
☀	**Fast flashing red**	RFID rejected (server has rejected RFID tag so charging cannot commence).

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