



User guide

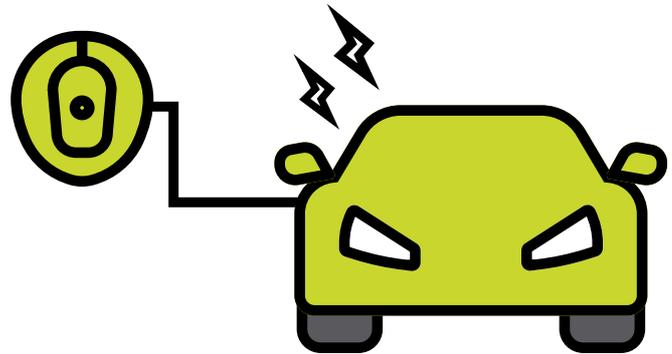
# Solo 3S

# Introduction

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

For commercial **Solo** chargers, please see our user guide [here](#).

For **Solo 3** home chargers, please refer to this user guide [here](#).



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# How to use your charger

## Start charging

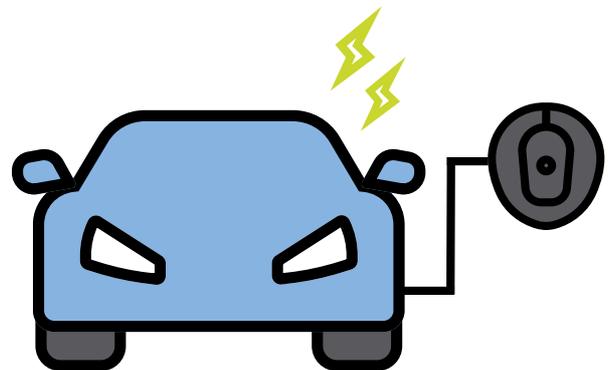
Once your charger has been installed at your home, you can use it to charge your EV. To start, you need to plug your vehicle in. You should notice the LED light turn **green** on your home charger after a few moments, indicating your car is charging.

A default overnight charging schedule will be applied if you've paired the charger with your Pod Point app account. This will appear Monday-Sunday 00:00-05:00.

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



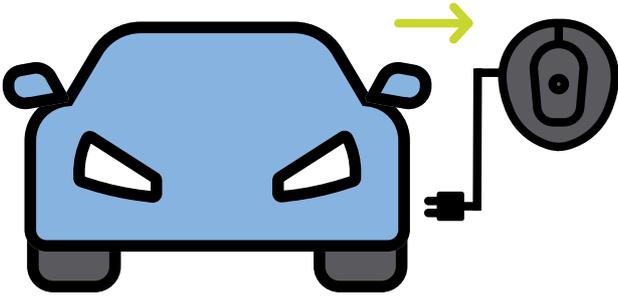
**Note:** Charging during overnight periods is highly recommended, as energy rates are typically at their lowest.



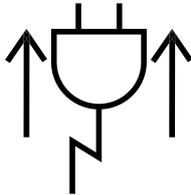
# How to use your charger

## Stop charging

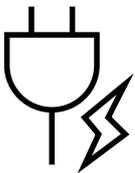
If your vehicle is following a charge schedule, it will stop charging automatically when the schedule ends. If you need to stop the charge early, you can follow these steps:



Unlock your vehicle



Remove the cable from the vehicle

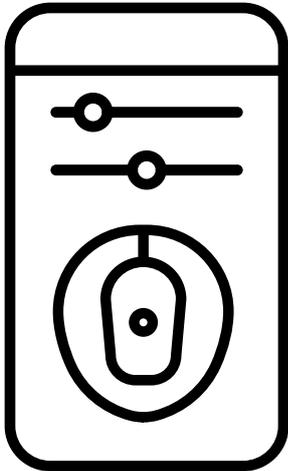


Remove the cable from the charger (untethered only)

**Please note:** Some vehicles have an unlock button located on the charge port. Tethered chargers must be holstered to protect the cable after use. Untethered cables must also be removed and stored in a dry location.

### In-vehicle settings

Many new electric vehicles offer charge settings or scheduling features built into their infotainment systems. You'll need to ensure any charge schedules or settings within your car or car's smartphone app have been disabled if you wish to control your charger from the Pod Point app.



# Status lights

The LED light on the front of your Solo 3S indicates its current status. You'll see one of the following appear on your home charger:

	<b>Flashing white</b>	Your charger is powering on or updating its software.
	<b>Solid blue</b>	Your charger is in standby mode, is not connected to Wi-Fi or is trying to reconnect.
	<b>Blue flashing pink</b>	Your charger is connected to Wi-Fi and communicating with Pod Point.
	<b>Solid green</b>	Your vehicle is charging.
	<b>Flashing green</b>	Your vehicle is fully charged (or your in-vehicle settings have paused charging).
	<b>Solid yellow</b>	Your vehicle is plugged in, your scheduled charge is set, and your charger is waiting to start charging. Alternatively, the Auto Power Balancing system is active, or the charger has been securely locked using Off mode.
	<b>Red or flashing red</b>	There is a fault with your charger. Reset the charger by turning it off and on again at the fuse box 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/fuse switch, usually found in your consumer unit/fuse box. You may find the breaker switch in a different location from the fuse box.

To test the power, push the breaker switch down until you hear a click. Lift the switch back up. It should stay in position if it's working properly. If this doesn't resolve the issue, you may have a fault with the breaker switch or the charger.



# How to connect to Wi-Fi

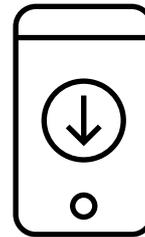
Connecting your charger to Wi-Fi is easy. Which app you use depends on how you got your Pod Point:

- **Purchased through Pod Drive?** Use the **Pod Home** app.
- **Purchased outright?** Use the **Pod Point** app.

Follow the simple steps below, to get you up and running.

## 1. Download the app

Everything you need to connect your charger to Wi-Fi can be done from either app. Use the icons below to download the right app for you.



### The Pod Home app

(for Pod Drive customers)



For iOS devices, download on the [App Store](#).



For Android devices, download on the [Google Playstore](#).

### The Pod Point app

(for non-Pod Drive customers)



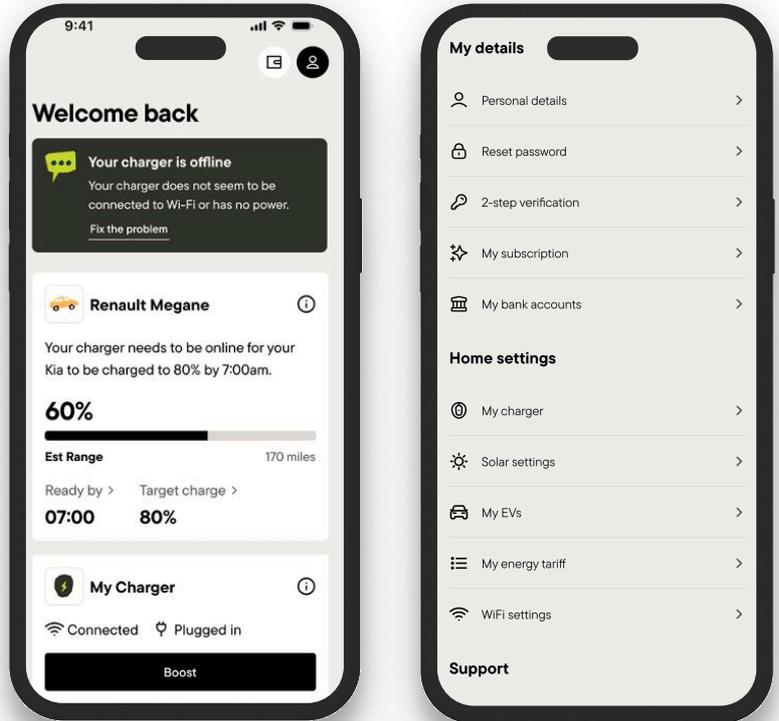
For iOS devices, download on the [App Store](#).



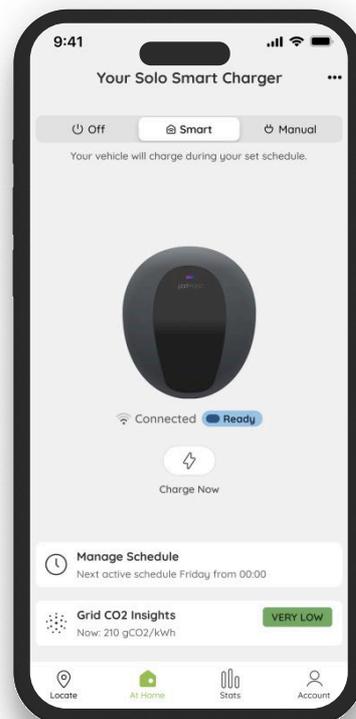
For Android devices, download on the [Google Playstore](#).

## 2. Head to Wi-Fi settings

**Pod Home app:** Head to Wi-Fi settings in the Account section



**Pod Point app:** Head to the At Home tab. Click **☰** the icon in the top right corner as shown in the screenshot above.



### 3. Connect to Wi-Fi

Follow the on-screen instructions within the app to connect your charger to Wi-Fi. You may need your charger's connection QR code, example below. This is a sticker that is usually applied to your fuse box after installation.

Connect to charger pod POINT



Charger ID	PSL-123456
AP name	PP-123456
Password	RaNdoMx78

 **Keep these details safe. They are required to update your charger's settings and connect it to Wi-Fi.**

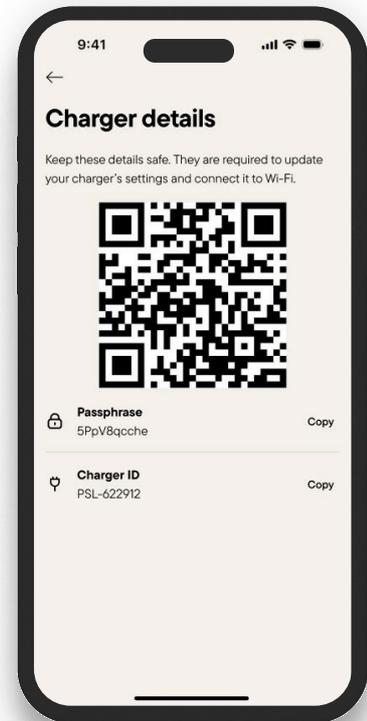
### 4. Connect to charger QR code in app

If you are unable to locate your 'Connect to charger' sticker in your fuse box, you'll be able to find this information in the app.

**Pod Home app:** Head to 'My charger' in the 'Account' section and then 'View charger details'

**Pod Point app:** Head to the 'At Home' tab and scroll down to 'Network'. Here, you can tap 'Connect to charger' info to find out your Charger ID and password.

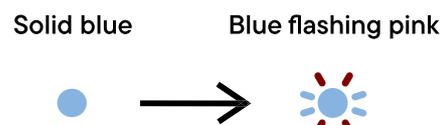
**Note:** Pod Point home chargers only support 2.4GHz Wi-Fi frequency.



Example taken from Pod Home app

### 5. You're connected

Once you're connected to Wi-Fi, the solid blue LED light on the front of the charger may start flashing pink. This shows it's communicating with Pod Point.



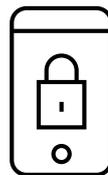
# Our apps

The Pod Point and Pod Home apps are available for both iOS and Android and unlock a host of smart features such as:



## Charging schedules

Charge for less with charging schedules aligned to your energy tariff's cheapest hours.



## Secure your charger

Our apps allow you to remotely secure your charger and stop unauthorised use in just a few taps.



## Charge on the Pod Point Network

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



## Solar charging mode

If you have solar panels at your home or plan on getting them in the future, you can harness zero-cost solar charging at times, all through the app.

We're continuously updating and innovating our smart features, aimed at improving convenience, reducing your costs and cutting your carbon. We often release new and improved features on the app, so ensure your charger is connected to Wi-Fi and your app is always up to date.

## Still have questions?

Browse our [Help Centre](#) for in-depth articles and guides, or [click here](#) to contact our Support Team directly.

