

Fast Charging

Solo Charger - Commercial

S3 | S7 | S22 User Guide

This user guide has been written for business drivers using the Pod Point Solo Charger.

There are multiple methods available to authenticate your charging session. These methods will typically be set up when your chargers are installed. This user guide covers in-app (Pod Point App) and Plug & Play authentication methods only.

To find out the methods of authentication available and in more detail, please speak with the relevant person within your organisation.

- 1 Pod Point App Charging
- 2 Plug & Play Charging
- 3 A guide to the Solo's status lights



1 Pod Point App Charging

1. Download the Pod Point App

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



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

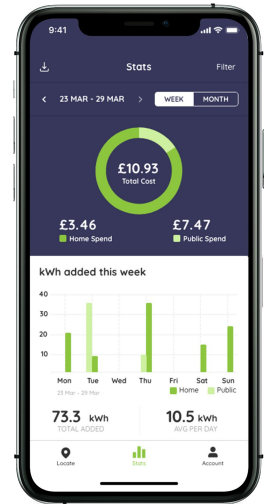


For Android devices, download on the [Google Play store](#).

You can either create a Pod Point account in our app to use our network or alternatively, use guest access.

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

If the chargers are configured as private, you'll need an account with the email address you signed up with to authenticate charging.

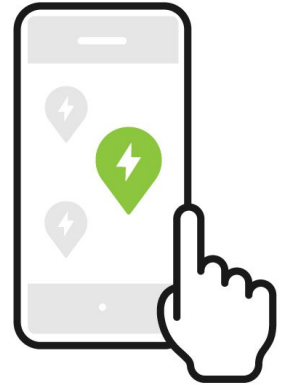


2. Find your charger in-app

Use the name of your charger to locate it within the Pod Point App. The name can be found on the sticker on the front of the Solo.

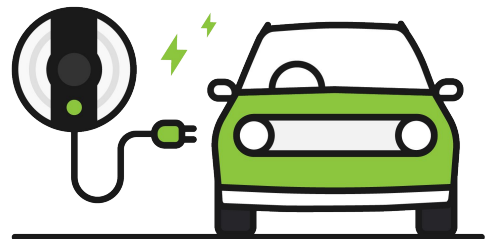
If your chargers are public you can also search by the address or postcode of the chargepoint.

You can also find all of our public chargers on our online [Charge Map](#). ([charge.pod-point.com](#))



3. Connect your vehicle to start

Using an appropriate charging cable, plug the cable into the car. Charging will start immediately and a solid green light will start to show on the Solo to indicate it's charging. For security, the charging cable will be locked into the Solo when charging starts.

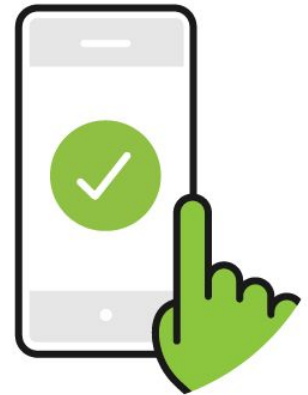


4. Confirming your charging session

Within 15 minutes of charging, the charging session will have to be confirmed via the Pod Point App

Drivers can create a user account with Pod Point and authenticate in-app each time they wish to charge. Once authenticated in-app, a confirmed charging session can successfully continue.

In the 15-minute time frame after plugging in energy will be flowing without authentication. This allows users the time to authenticate the charge without losing charging time.



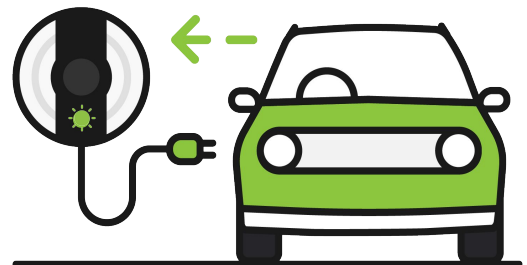
Note: The charging will stop after 15 minutes if the session is not confirmed.

5. Finishing a charging session

Once your EV is fully charged, charging will stop. To stop early, simply remove the cable from your vehicle.

Flashing green light indicates that the vehicle's battery is fully charged or charging has paused/stopped.

The charging cable can now be unlocked from the Solo charger if applicable and you can disconnect the car from the chargepoint.

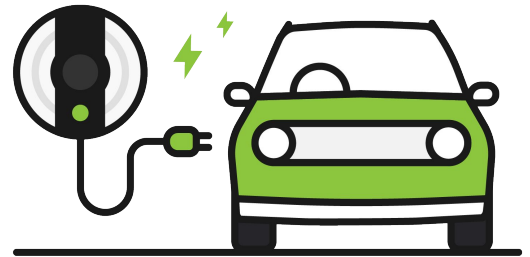


1. Starting a charging session.

The Solo 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 charger. 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's within that time.



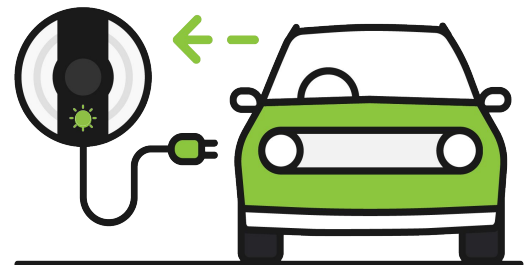
Need for more charging info specific to your vehicle?
Check our [vehicle charging guides](#).



Tip: The quickest and easiest way to start charging is to plug in immediately, then find and confirm your charger within 15 minutes.

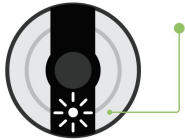
2. Ending a charging session

- The charging session is finished when the Solo starts flashing a green light.
- The vehicle and cable can now be unplugged from the charger



For more information on the Solo's status lights, please check the next page.

Status light guide



The Solo's status light is located here.

Our guide to all lights shown by the Solo are as below:



Starting a charging session

To start charging, simply plug in the charging cable to your vehicle. The status light will turn a solid green after a few seconds, which means you have successfully started charging your EV.



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

Tip: Refer to the charger's operating hours in the app to see when charging is supported.

Stopping a charging session



Stopping a charging session is easy; simply unlock and disconnect the charging cable from your vehicle and the Solo will turn itself to standby - signified by a solid blue light.

The Solo may also communicate with Pod Point during this time, signified by pink flashing at the same time.

Error states and contacting support



If the Solo Charger has an error this should be reflected in its status lighting colour (typically solid or flashing red).

We encourage our commercial/business customers to reach out their Pod Point account manager as a first port of call - after that, please contact our customer support team (020 7247 4114)



Solid green

The 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

The Solo is in standby mode.



Blue with flashes of pink

The Solo is communicating with Pod Point.



Solid Yellow

The Solo has a schedule and is currently outside the scheduled hours.



Flashing Yellow

The solo is locked (keylock active)



Solid/flashing red

There is a fault with the Solo charger



For support visit help.pod-point.com



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Website: pod-point.com

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