

Fast Charging

Solo 3

**Commercial & Shared Residential
User Guide**

This user guide has been written for drivers using the Solo 3 in either a commercial or shared residential setting (e.g. drivers in flats or apartments with shared charging). 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](#).

Alternatively if you're charging on-the-go in a public place on the Pod Point Network please check our [Pod Point Network page](#) to find specific charging instructions for the variety of chargers available on our network (including rapid charging).

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

- 1 **Charging using the Pod Point App**
- 2 **Plug & Play charging (no app required)**
- 3 **A guide to the Solo 3's status lights**

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.



1 Charging using the Pod Point App

1. Download the Pod Point App



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



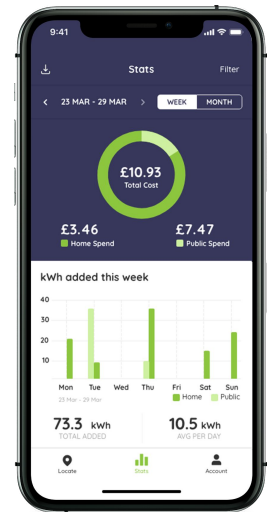
For Android devices, download on the [Google Play Store](#)

If you're using a public charger on the Pod Point Network, you can either create a Pod Point account in our app to use our network or alternatively, use guest access.

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 you're a residential driver with shared charging, please ensure your property manager has been notified of your Pod Point Account email address and has set you up as a user with access to 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.

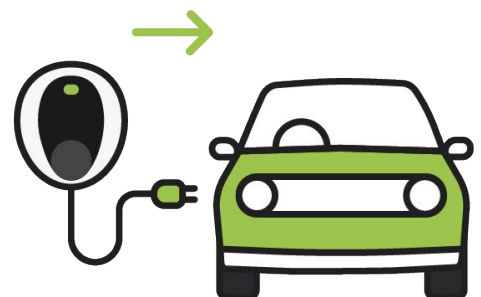
You can also search by the address or postcode of the chargepoint.

If you're a residential driver with shared charging and cannot see the charger in-app, it's likely that you haven't been granted access by your property or facilities management. Please contact them for further information.



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

Using an appropriate charging cable, plug in to the Solo 3 first and then your vehicle. Charging will start immediately and will be signalled by a solid green light on the Solo 3. For security, the charging cable will be locked when charging starts.



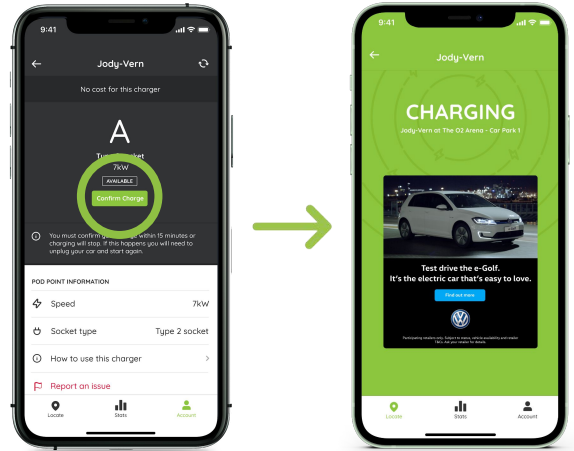
4. Confirm your charge within 15 minutes

To use our Solo 3 chargers you will need to confirm charge within 15 minutes of your charging session starting via the Pod Point App.

Charging will stop if your session is not 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.

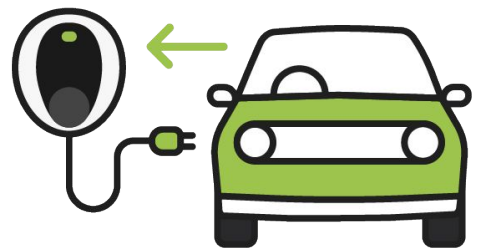


Tip: The quickest and easiest way to start charging is to plug in immediately, then find and confirm your charger within 15 minutes.

5. Stopping a charge

Once your vehicle is fully charged the Solo 3'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.

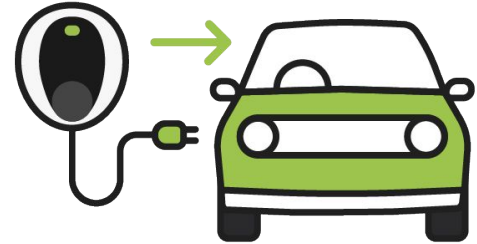


1. Starting a charging session

The Solo 3 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 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.



Need for more charging info specific to your vehicle?

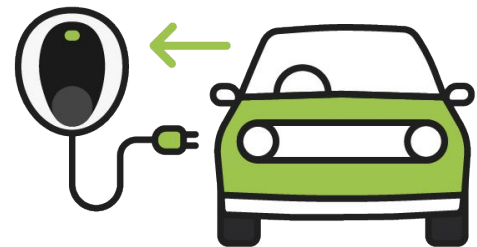
Check our [vehicle charging guides](#).



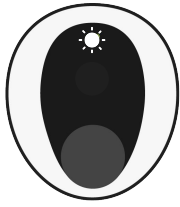
Tip: Refer to the charger's operating hours in the app to see when charging is supported.

2. Ending a charging session

- A flashing green light suggests 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](#)



← The Solo 3's status light is located here

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

Solid green



The Solo 3 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 3 is in standby mode.

Blue with flashes of pink



The Solo 3 is communicating with Pod Point.

Solid yellow



The Solo 3 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 3 is either locked by the key-lock, or paused by the Auto Power balancing system.

Solid/ flashing red



There is a fault with the Solo 3.

Solid white



The Solo 3 has lost its Wi-Fi connection.



For support visit help.pod-point.com



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Website: pod-point.com

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