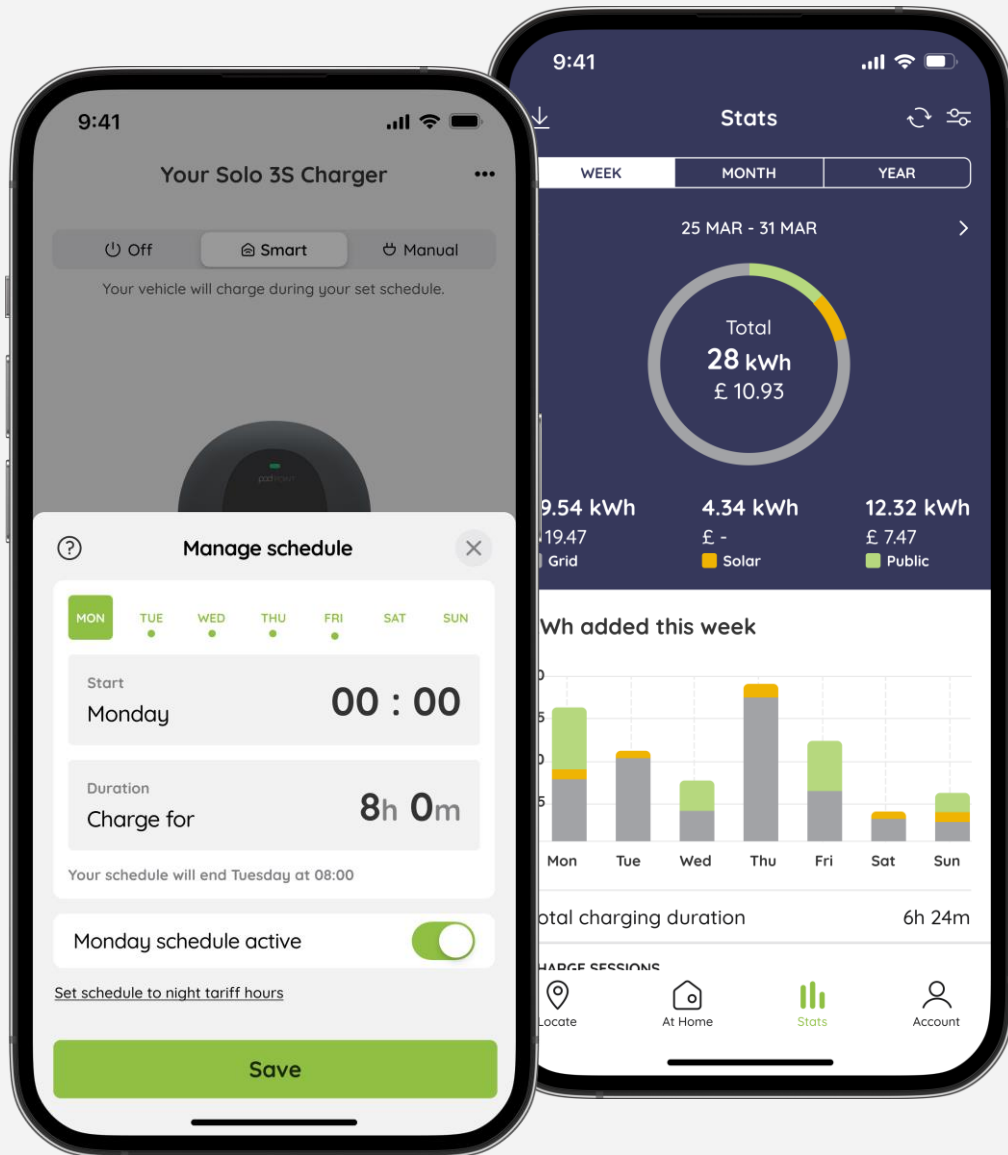


# User Guide

## Pod Point App



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## Downloading the Pod Point App

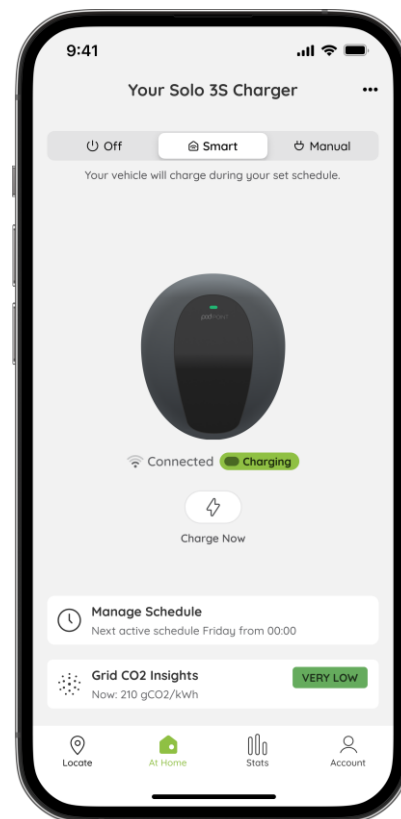
Get ready to join **over half a million people** already using the Pod Point App for their home, work and public charging needs.

To download the Pod Point App, head to your smartphone's app store and search for **Pod Point**.

Once the app is installed, follow the prompts to create your account and set up your charger.

As soon as your account is activated, you can take advantage of our useful tools and smart features, helping save charging costs and providing convenience.

You'll want to keep your app up-to-date to access the latest features on your charger.



## Creating a Pod Point account

Creating a Pod Point account allows you to access your home charger's smart features and use our public charging network.

After downloading the Pod Point App, you can log in to an existing account or sign up for a new one. Creating an account is quick and easy - just provide your name and email. You'll also need to create a password for your account.

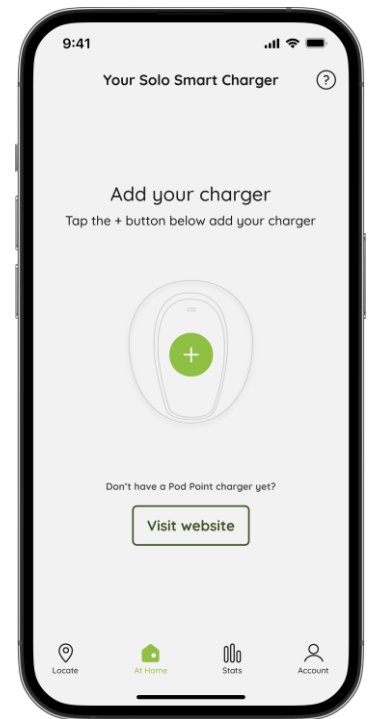
Once your account has been created, you'll be able to start pairing your charger.

**Note:** If you purchased a home charger online, please use the same email address you used at checkout. This allows the charger to link to your account without verification emails required.

## Pairing your home charger with our app

To get the most from your home charger, you'll need to link it to your Pod Point account. You'll have access to handy features and information about your charging use, including stats.

1. Select the **At Home** tab located in the navigation bar at the bottom of the screen.
2. Tap the plus icon in the middle of the screen.
3. Locate the PSL barcode on the bottom of your charger and scan it using your mobile device's camera, or alternatively enter the PSL number manually.



**Please note:** Customers who have purchased a new build property with a charger already installed will be prompted to register their account details on the app.

If you used the same email address to order your charger and set up your Pod Point Account, your charger will link to your account without the need for a verification email.

If you used a different email address for each, you'll receive a verification email to the email address you used to order the charger. You'll need to click the link in that email to pair your charger to your account.

Customers who have paired their charger to their app account, can also follow the in-app instructions to connect it to Wi-Fi. To connect to Wi-Fi or change your details later, tap the symbol in the top corner.

## Connecting your charger

Once you've paired your charger, head to the **At Home** tab. Click the **☰** icon in the top right corner as shown in the screenshot on the right.

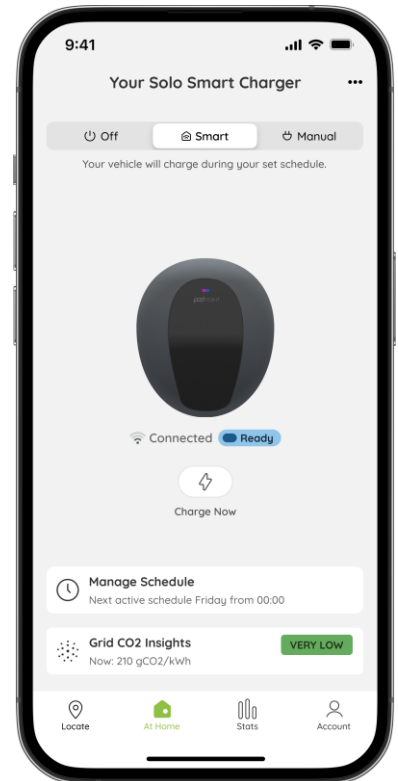
### 1. Connect to Wi-Fi

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.

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

### Example: Charger connection QR code

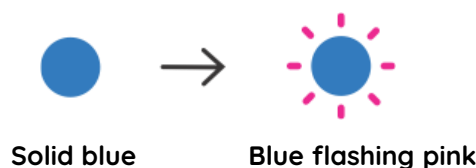
<b>Connect to charger</b>		pod POINT	
	<b>Charger ID</b>	PSL-123456	
	<b>AP name</b>	PP-123456	
	<b>Password</b>	RaNdoMx78	
	<b>Keep these details safe. They are required to update your charger's settings and connect it to Wi-Fi.</b>		




**Note:** If you are struggling to locate your connection sticker, please contact Pod Point Customer support on 020 7247 4114.

### 2. 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. You'll also see the same LED light on the **At Home** tab and the charger status will be set to **Connected**.

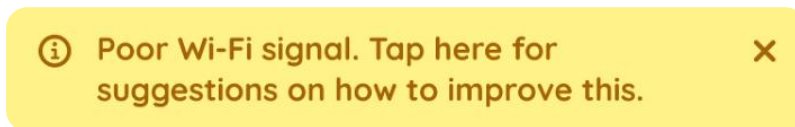


## Checking your Wi-Fi signal

Once your charger is paired with the Pod Point App you can then view the Wi-Fi signal in the **At Home** tab by checking the  icon under the Solo 3S.

### Weak or no signal


A banner will appear in the **At Home** tab above your charger icon. You can tap on the banner for suggestions on how to improve your Wi-Fi signal.



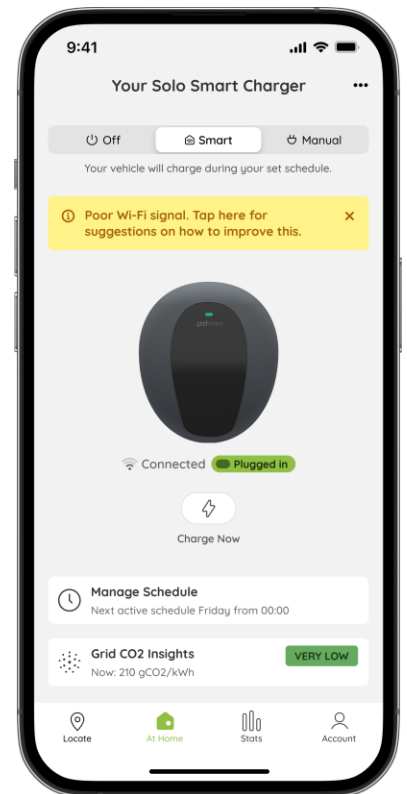
If you're offline, you'll see a prompt to Connect your charger to Wi-Fi in the **At Home** tab. The LED light on the front of your charger will also appear blue.

### Reconnecting to Wi-Fi

When resetting your Wi-Fi connection to your charger, you may need to unplug your router and wait 10 seconds. When you plug it back in, it may take a few minutes for your devices and charger to reconnect. If this resolves the issue, your charger will change its status to Connected.

If the issue continues, your charger will remain Offline. To reconnect to Wi-Fi, on the **At Home** tab, click the  icon and then select "Update Wi-Fi connection". The app will then prompt you to follow the stages of connecting to Wi-Fi.

You will need to locate the 'connect to your charger' QR code (this is a sticker that is using stuck to your fuse box) and have your Wi-Fi credentials to hand before you start.



## LED 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:



### Flashing white

Your charger is powering on or updating its software.



### Solid blue

Your charger is in standby mode and not connected to Wi-Fi or it is trying to reconnect to Wi-Fi.



### Blue flashing pink

Your charger is connected to Wi-Fi and communicating with Pod Point.



### Solid green

Your vehicle is charging.



### Flashing green

Your vehicle is fully charged (or your in-vehicle settings have paused charging).



### Solid yellow

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.



### Red or flashing red

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

There is no power to your charger. For further details on how to resolve this, please view the [Solo 3S User Guide](#).

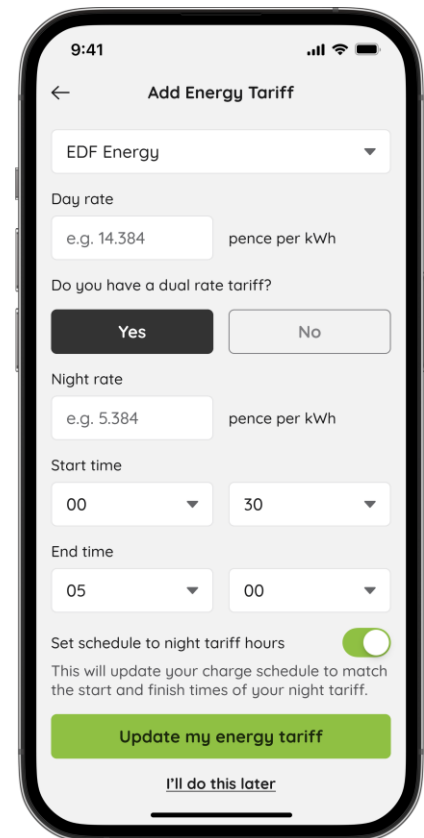
## Adding your electricity tariff

With the ability to enter your energy tariff information, you'll have better insight into the costs of charging your electric vehicle at home.

Open the **At Home** tab from the navigation bar and select **Add Energy Tariff**.

Select your supplier from the drop-down menu and enter your tariff. You can usually find your tariff:

- on your latest energy bill
- on your supplier's online portal
- by contacting your energy supplier



If you have a separate nighttime tariff, tap Yes under “**Do you have a dual rate tariff?**”. You can enter your nighttime tariff here, ensuring your charging cost information remains accurate.

You'll also have the option to set your charging schedule to fit these hours automatically.

## A word on tariffs

Many energy suppliers are now offering cheaper nighttime tariffs for customers, and with many electric vehicle owners charging overnight, switching to a dual tariff can save you money in the long run.

Please remember to update your tariff whenever you change provider or renew your energy contract to ensure your charging cost information remains accurate.



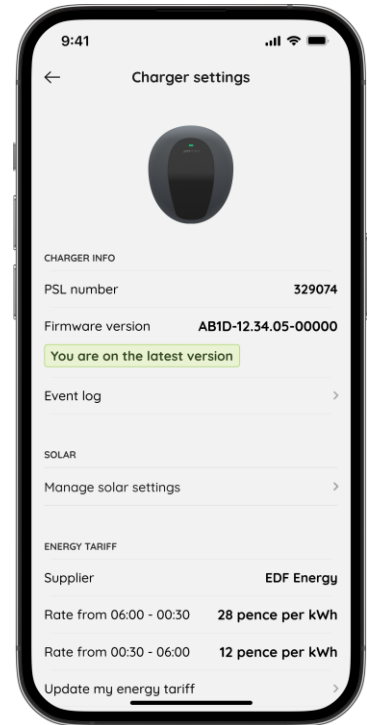
## Staying up-to-date

When your charger connects to Wi-Fi, it'll receive automatic over-the-air software updates. Staying connected ensures your charger always has the latest features and new releases.

To check your charger is on the latest firmware version, select the **At Home** tab and click on the **⋮** icon to view **Charger settings**.

You should see a green box below your firmware version that confirms this.

If you aren't on the latest version, please check your charger is connected to Wi-Fi. Once connected it should automatically update.

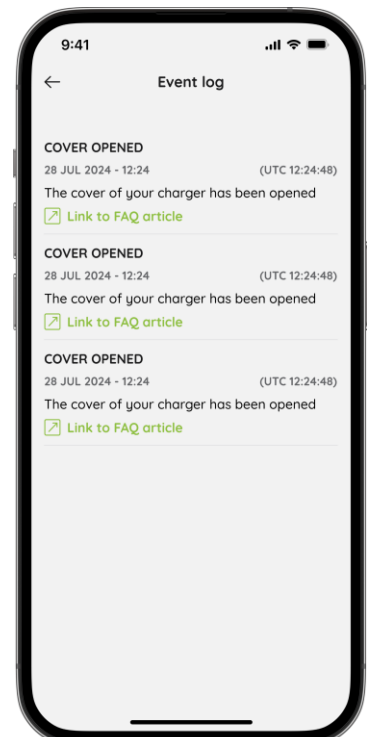


## Event Log

The charger will notify you of any important information within the Event Log.

To access this, select the **At Home** tab, click on the **⋮** icon and tap **Event Log** the box underneath firmware version.

Each Event Log item will have a link to our Help Centre within it, detailing what the event means and if there are any actions you need to take as a result.



## Vehicle compatibility

Many new electric vehicles include charge settings or scheduling features built into their infotainment systems.


For the following Solo 3S features to work effectively, please ensure any scheduled settings within your vehicle or vehicle's smartphone app are disabled.




## Charge modes

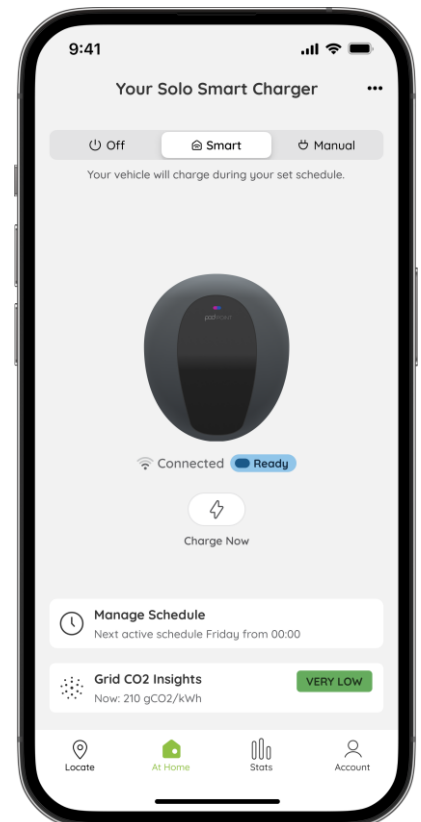
You can choose **Smart** or **Manual** modes to start charging once your charger has paired with the app.

You can find this by selecting the **At Home** tab on the navigation bar and switching between the modes at the top of the screen.

 **Manual mode** - Your vehicle will charge when it's plugged in. Charging will stop when your EV has a full charge or you remove the cable.

 **Smart mode** - Your vehicle will charge according to the default, custom set schedule, or your solar preferences. You can find and set these schedules under **Manage Schedule** in the **At Home** tab.

If you have solar panels installed at your home, you can also take advantage of any excess solar energy to charge your car. For further details, see [page 14](#).



When you first connect your charger to Wi-Fi, a default overnight charging schedule will be set from Monday-Sunday 00:00-05:00. This schedule typically falls in line when energy is cheapest and there's less carbon intensity on the grid (making it more environmentally friendly).

Your vehicle will charge according to your default or custom schedule when your charger is in **Smart mode**. When your vehicle is plugged in, a **solid yellow** light on your charger will indicate that it's ready and waiting for a scheduled charging session to kick in.

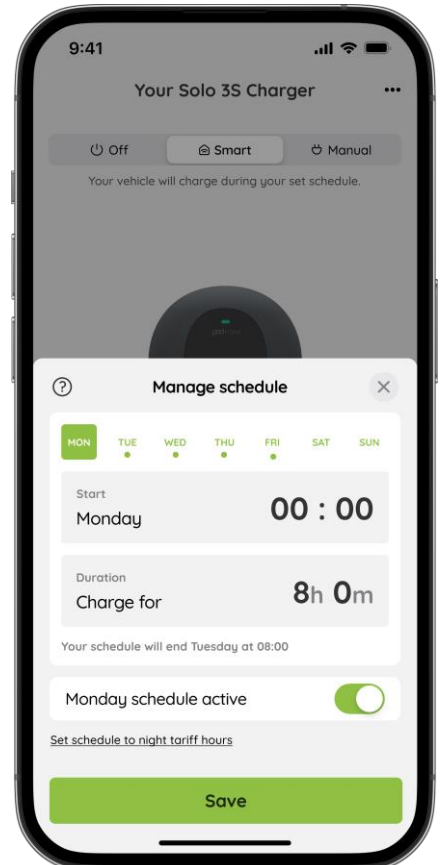
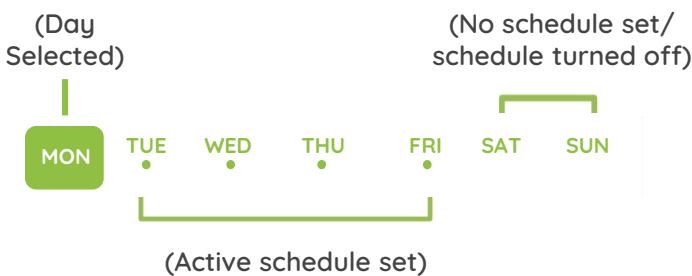
If a day has no charging schedule set or it is deactivated, you can select **Charge Now** or **Manual mode** to start charging instead.

Please note that due to the **Smart Charge Points Regulations**, it can take up to 10 minutes for a charging schedule to begin and end.

## Editing or setting a new schedule

To edit or create a new schedule, you'll need to select the **At Home** tab on the navigation bar and tap **Manage Schedule** at the bottom. It should bring up a screen similar to the image on the right.

The little green dot indicates which day(s) have an active schedule set. Tap on the day of the week you wish to edit, which will be highlighted in a green square.

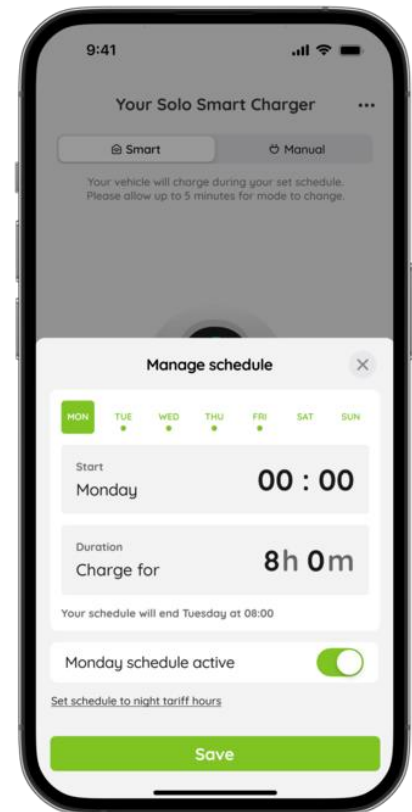


## Editing or setting a new schedule

Choose when you want the charging session to start and how long you would like it to charge for. The app will then calculate when the charge will end.


When selecting a charge duration, if applicable, charging will continue into the following day.

For example, if you select **Tuesday**, set a start time of **23:00** and a duration of **6h 0m**, it will charge overnight until Wednesday at 5am.



**Note:** if you have a separate Wednesday schedule starting before 05:00, the schedules would overlap and create a conflict.

If there is an overlap with another schedule, you will see a red warning message telling you that a neighbouring day will change accordingly. The affected day will be highlighted with a red square.

You can activate or deactivate a day's schedule by tapping the  toggle on/off. When you deactivate a day's schedule, you'll need to hit **Charge Now** or enter **Manual mode** to start charging.

Once you're happy, remember to hit the **Save** button whenever you've made alterations to a schedule.

You can automatically set your schedule to match your nighttime tariff by clicking the link above the **Save** button.

## Charging outside your schedule

Should you need to charge outside your set schedule, there are two options available to you:

### Charge Now

Charge Now allows you to temporarily charge outside your set schedule without the need to edit it.

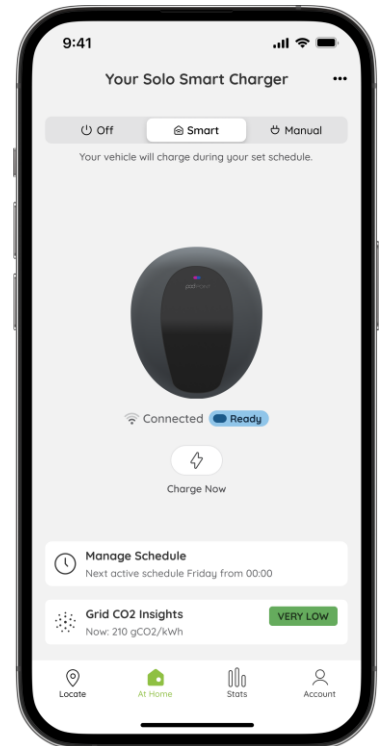
Simply hit the ⚡ button below the image of your charger and select the length of time you wish to start charging.

Once your Charge Now session has finished, your charger will seamlessly revert to its set schedule.

### Manual mode

You may want to charge in Manual mode if you're driving more often during the week. By turning Manual mode on, your EV will start charging whenever it's plugged in, letting you top up when you need to.

It's easy to switch back and forth in the app. When you're ready to switch back to **Smart mode**, simply activate it in the app. Your charging schedules and solar settings will be reactivated when you switch back.

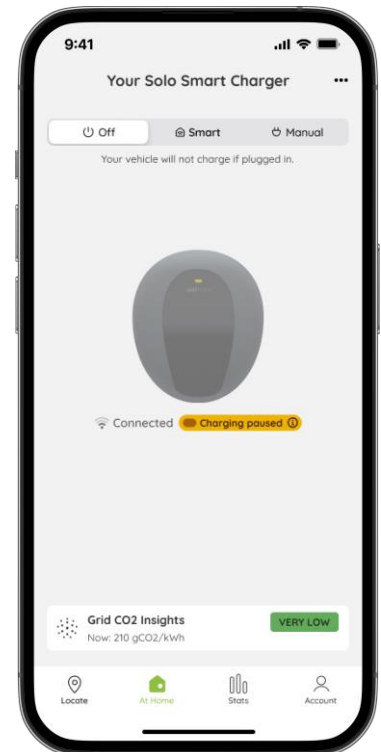


## Activating Off mode

Off mode enables you to remotely secure your charger, allowing you to stop it from being used without permission.

To activate **Off mode**, first make sure your vehicle is unplugged. Next, in the app, navigate to the **At Home** tab and select  on the toolbar at the top. The charger LED will be yellow when in **Off mode**.

In order to use **Off mode**, please ensure your charger is connected to Wi-Fi and you have version 3.27.5 or later of the Pod Point app installed.



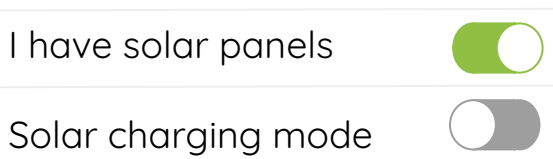
**Please note:** If your charger goes offline, **Off mode** will persist and can only be deactivated once your charger is reconnected to Wi-Fi.

## Finding Solar charging mode in the app

For solar charging mode, navigate to the **...** icon in the top right corner of the **At Home** tab. Once there, select **Manage solar settings**. Smart mode must be selected to use Solar charging mode.

### Solar settings

If you have solar panels or have just had them installed, head to the **Manage solar settings** screen and check that “**I have solar panels**” has been toggled on. This should give you the option to turn on **Solar charging mode**.



**EVs can only begin charging when receiving a minimum of 1.4kW of power.**  
Please keep this in mind when configuring your solar settings.

### Solar charging mode

Once Solar charging mode is toggled on, you will see two possible solar settings to choose from: **Solar only** or **Solar & Grid**.

### Solar only mode

Solar only mode allows you to charge your car purely on excess solar energy alone, as long as you have at least 1.4kW available. If excess solar energy dips below 1.4kW, your charging will pause.

**Note:** Available excess solar energy may vary throughout the day depending on weather conditions and other household appliance usage.



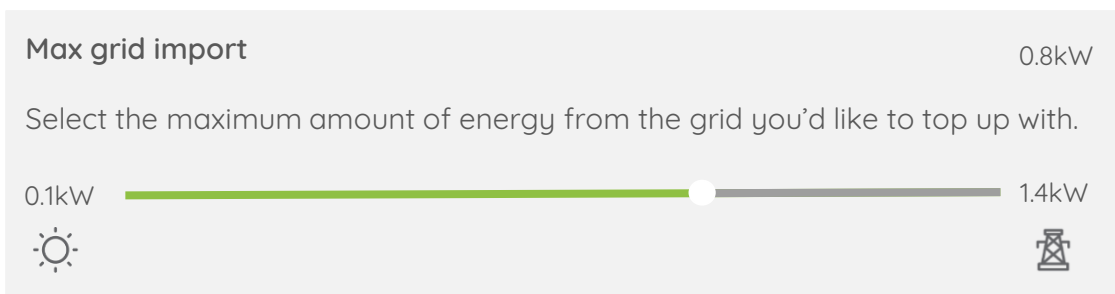
## Solar & Grid mode

In Solar & Grid mode, you can top-up using the National Grid when available excess solar energy drops below 1.4kW.

You may want to choose this option if your excess solar energy is regularly below the 1.4kW minimum threshold and you still want to use your excess solar energy in a cost-effective way.

### Choosing your maximum grid import

When in Solar & Grid mode, at the bottom of the screen, you'll notice a slider appear. Here, you can customise how much energy you're happy to import from the grid.



### Example

In the example above, the slider shows that a maximum of 0.8kW can be imported from the grid when 0.6kW of excess solar is available. So, in this circumstance, the charger will draw 0.8kW from the grid to meet the minimum threshold of 1.4kW.

### When more solar becomes available

Energy from the National Grid is only used to top-up your charge to the minimum threshold of 1.4kW. As more excess solar energy is produced, less energy is imported from the grid. If there's 1.4kW or more of excess solar energy available, no energy will be imported from the grid.

**EVs can only begin charging when receiving a minimum of 1.4kW of power.**

Please keep this in mind when configuring your solar settings.



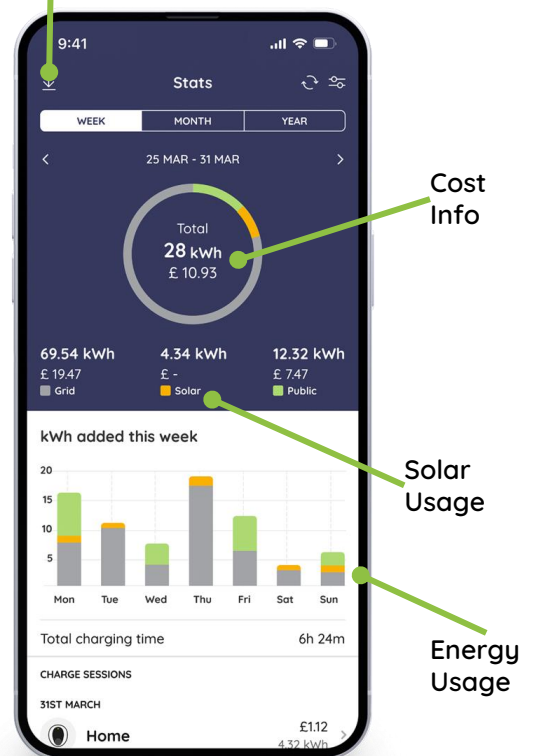
## Your charging stats

You can see a weekly, monthly and annual breakdown of your charging costs and energy usage by heading to the **Stats** tab on the navigation bar.

Your charge stats will update whenever you unplug your vehicle from a Pod Point charger.

In this screen, you'll be able to see how much grid and solar energy you have used in your charging sessions at home.

Export

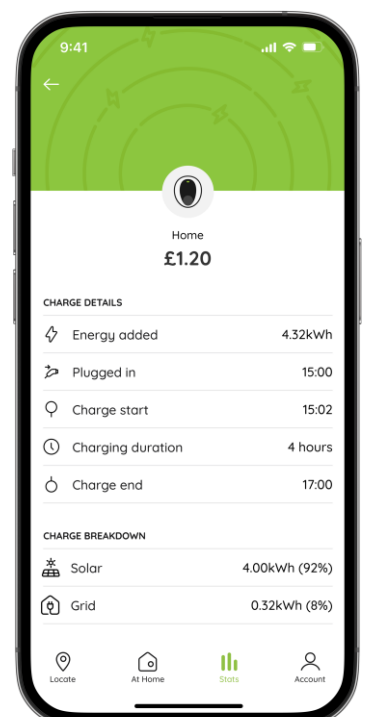


**Note:** If you haven't entered your home electricity tariff, Pod Point assumes a predicted default cost per kWh.

## Individual charge sessions

When viewing the week or month view on the **Stats** tab, you can scroll down to see individual charging sessions. Tap an individual session to open the details.

These values may differ when using public chargers depending on charging availability or if you run out of credit whilst plugged in.



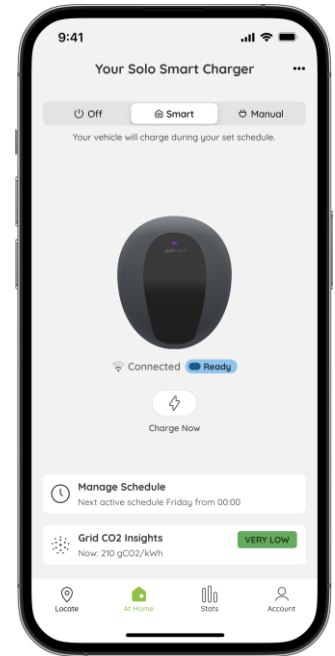
## Grid CO<sub>2</sub> Insights

The electrical demand on the National Grid varies throughout the day and by region. The higher the intensity, the more CO<sub>2</sub> emissions the grid is producing to generate electricity.

You can view a forecast of your local grid's carbon intensity, provided by National Grid, via the Pod Point App.

Using this data, you can make informed choices about when you charge. Specifically, charging during periods of low carbon intensity can further reduce your carbon footprint.

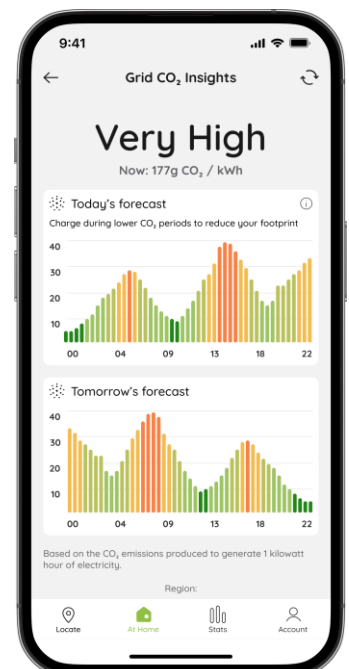
**Tip:** Green electricity tariffs do not always equal 100% renewable energy supply to your property. For more information, find out [here](#).



## How to use it


1. Navigate to the **At Home** tab.
2. At the bottom of the screen, you can see a current carbon intensity overview, shown in grams of CO<sub>2</sub> per kilowatt hour (kWh).
3. Clicking this will show you more detailed information, including the forecast for the current day and the following day.
4. You can also see information for a different time of the day by tapping and holding on any bar on the chart.

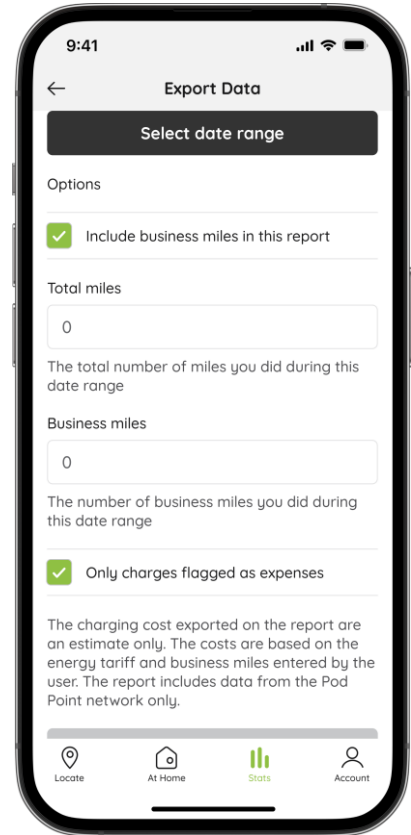
**Tip:** The location is based on the latitude/longitude of your charger. If for any reason you need to change this you can do so by selecting the drop-down menu underneath the graph.



## Exporting your charging stats

You're able to receive a **Charge Activity Report** of your charging stats sent to your Pod Point Account's email address:

1. Navigate to the **Stats** tab.
2. Tap the export  icon in the top left corner.
3. Select the date range you wish to export.
4. Enter your total mileage and business mileage (optional).
5. Tap **Done** to receive a spreadsheet of your charging activity to your email address.



## Example of Charge Activity Report

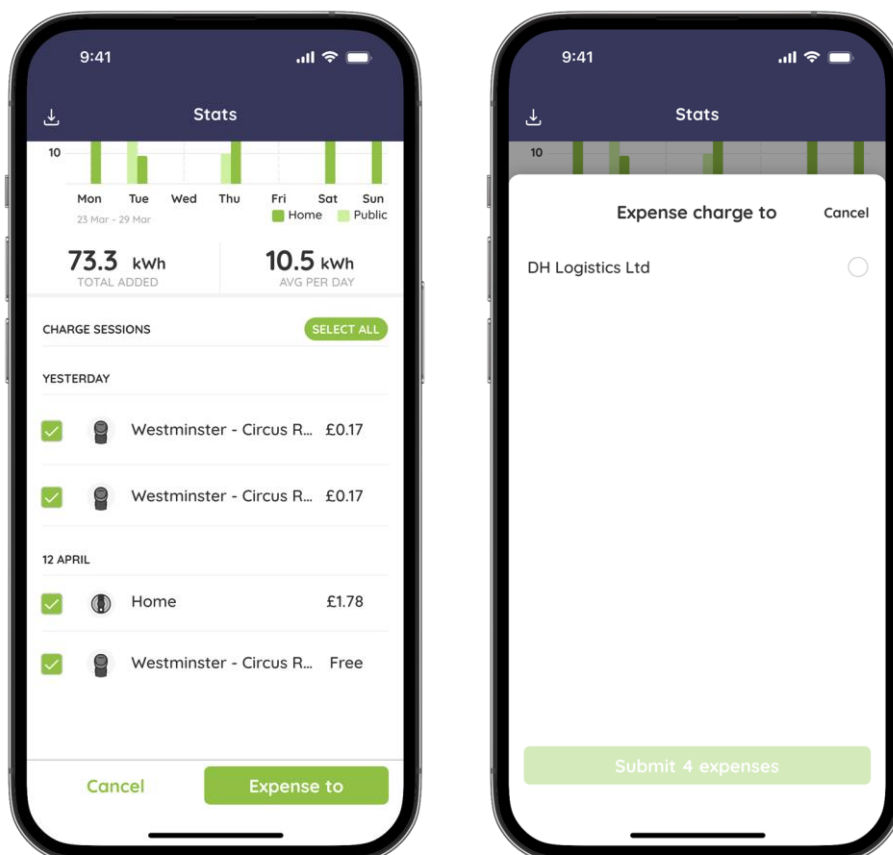
	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1	First name	Last name	Date	Start time	End time	Charging duration	Total duration	Cost	Total kWh Consumed	kWh Grid (Home)	kWh Solar (Home)	Location type	Location	
2	John	Doe	10/04/2024	11:25	14:52	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
3	John	Doe	09/04/2024	13:50	15:20	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
4	John	Doe	08/04/2024	13:46	19:46	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
5	John	Doe	07/04/2024	13:42	13:43	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
6	John	Doe	06/04/2024	13:37	13:37	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
7	John	Doe	05/04/2024	13:34	13:35	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
8	John	Doe	04/04/2024	13:31	13:32	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
9	John	Doe	03/04/2024	13:25	13:25	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
10	John	Doe	02/04/2024	11:59	11:59	3 hours 41 minutes	3 hours 41 minutes	£23.50	30.12			public	Pod Point - Shop	
11	John	Doe	01/04/2024	12:19	12:19	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	18.71	0	home		
12	John	Doe	31/03/2024	11:54	11:55	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	18.71	0	home		
13	John	Doe	30/03/2024	19:39	19:41	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	18.71	0	home		
14	John	Doe	29/03/2024	11:26	11:29	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
15	John	Doe	28/03/2024	09:22	09:23	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
16	John	Doe	27/03/2024	10:30	11:52	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
17	John	Doe	26/03/2024	12:54	12:55	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
18	John	Doe	25/03/2024	11:53	11:54	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
19	John	Doe	24/03/2024	12:13	15:55	3 hours 41 minutes	9 hours 24 minutes	£6.11	18.71	14	4.71	home		
20														
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## Fleet expensing

You can send charging sessions to your Fleet Manager, if your company uses Pod Point's Fleet Management Service.

1. Navigate to the **Stats** tab.
2. Scroll down to your charging sessions.
3. Tick the individual charging sessions you wish to expense or tap **Select All** if appropriate.
4. Tap **Expense To**, select the relevant company, and tap **Submit**.

**Note:** If the company you wish to expense to is not visible in the app, please contact that company's Fleet Manager to be granted access. Please ensure your Pod Point Account's email address is used and correct on their system.



## Need help?

Get in touch with our support team at:  
[pod-point.com/contact-us](https://pod-point.com/contact-us)

## 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:

