

# User Guide

## Solo 3S

PP-D-MK0054-1



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

For commercial Solo 3 chargers, please see our user guide [here](#).

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



Page 3  
**How to use your charger**



Page 4  
**Your charger's status lights explained**



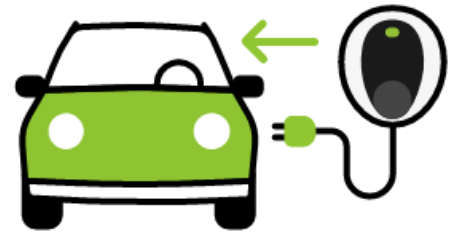
Page 5  
**How to connect your charger to Wi-Fi**



Page 7  
**Getting started with the Pod Point App**

## 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.



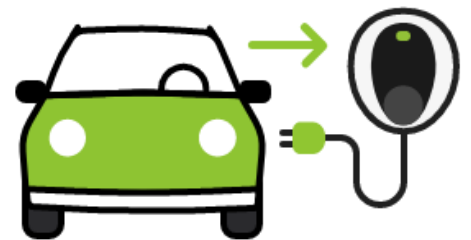
Charging during overnight periods is highly recommended, as energy rates are typically at their lowest.

At any time, you can deactivate **Charge Scheduling** and return your charger to manual mode in the app. For more information, see the app user guide [here](#).

## 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:

1. Unlock your vehicle
2. Remove the cable from the vehicle
3. Remove the cable from the charger (universal only)



**Please note:** tethered chargers must be holstered to protect the cable after use. Universal 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.

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, is not connected to Wi-Fi or is trying to reconnect.



### 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.



### 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 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.



Breaker switch / fuse switch (above)

## 1. Download the Pod Point App

Everything you need to connect your charger to Wi-Fi can be done from the Pod Point App. Simply, search **Pod Point** in your phone's app store.



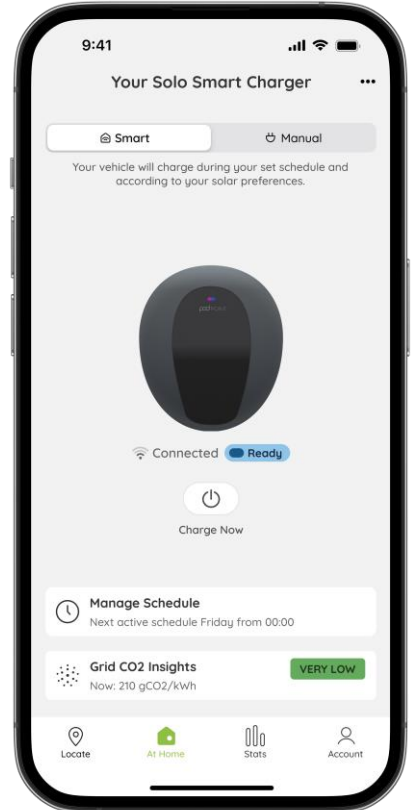
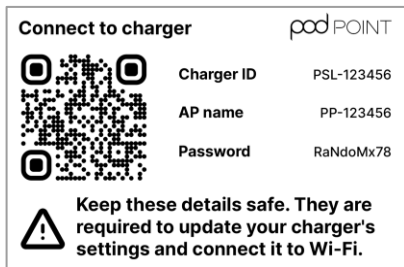
## 2. Head to the At Home tab

Once you're logged in, head to the **At Home** tab. Click the **☰** icon in the top right corner as shown in the screenshot on the right.

## 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.

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



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

## 4. 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.



Download the Pod Point App, available for both iOS and Android to unlock a host of smart features.



## Charge Scheduling

Charge for less, by setting custom charging times for when energy is cheapest.



## Charging Stats

View weekly, monthly or yearly stats such as charging costs and energy usage, to gain better insight into your charging habits.



## Charge on the Pod Point Network

Gain access to one of the UK's largest public charging network 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.



## And more!

We are 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.

For an in-depth guide on how to set up and make the most of the app, check out our [App User Guide](#).

### Still have questions?

Find many more in-depth articles on our Help Centre or get in touch via these links.

[help.pod-point.com](https://help.pod-point.com)

[pod-point.com/contact](https://pod-point.com/contact)

## 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:

