



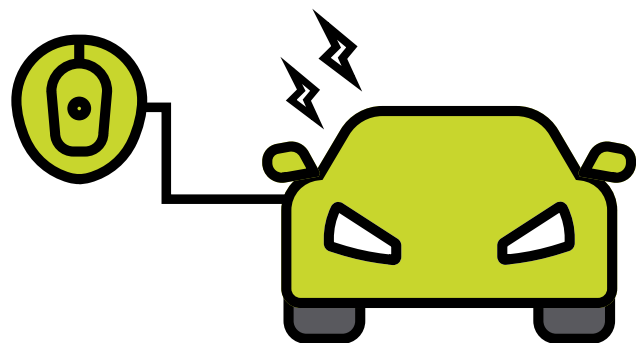
User guide
Solo 3S

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

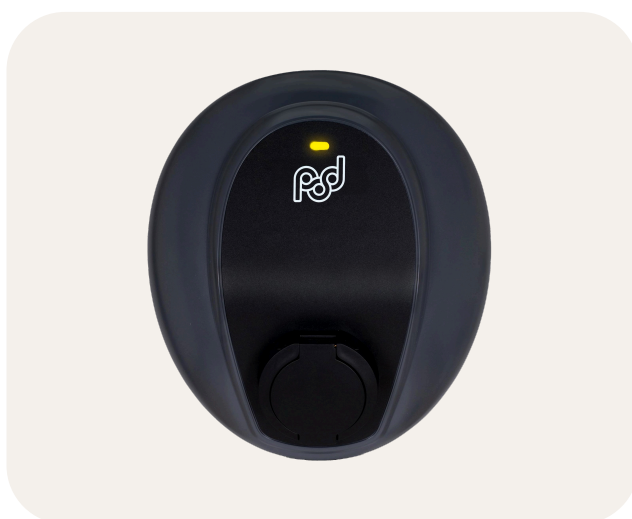
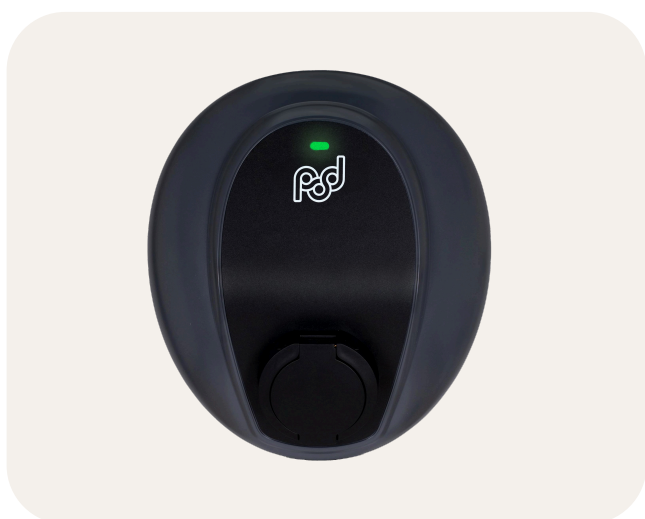
Start charging

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.

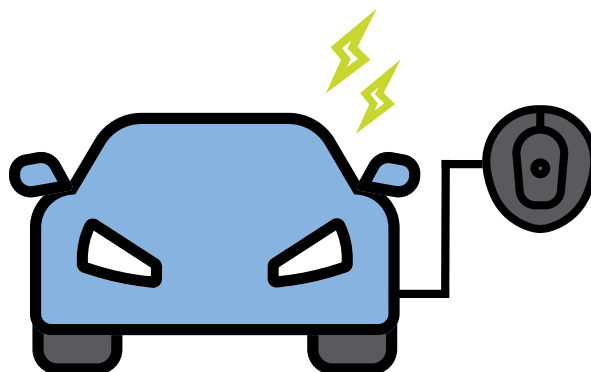
Your charger will follow a default schedule, charging every night between 00:00 and 05:00, until you download the Pod Home app.

Enable smart charging there, and we'll take care of the rest. Just tell us when you need your vehicle ready by, and we'll charge it when energy's cheapest and demand on the grid is lowest.

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.



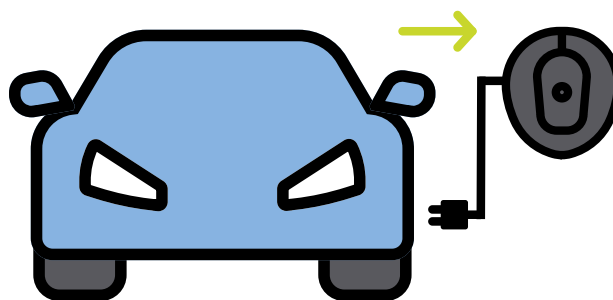
Note: Charging during overnight periods is highly recommended, as energy rates are typically at their lowest.



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

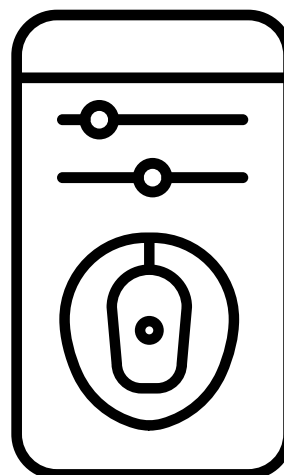


Remove the cable from the charger (untethered only)

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 vehicle or vehicle's smartphone app have been disabled if you wish to control your charger from the Pod Home 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:

	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).
	Flashing yellow	Your charger is paused and not charging right now. This usually means: Charging is scheduled for a later time OR The charger is locked with a key lock OR Your charger is locked in the Pod Home app with Remote Lock.
	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.



How to connect to Wi-Fi

Connecting your charger to Wi-Fi is easy. 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 the app. Use the icons below to download the Pod Home app.

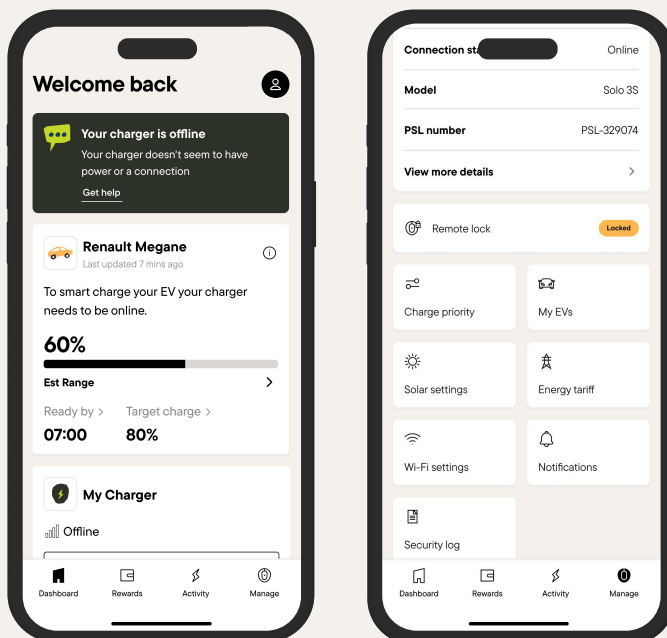


For Android devices, download on the [Google Playstore](#).



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

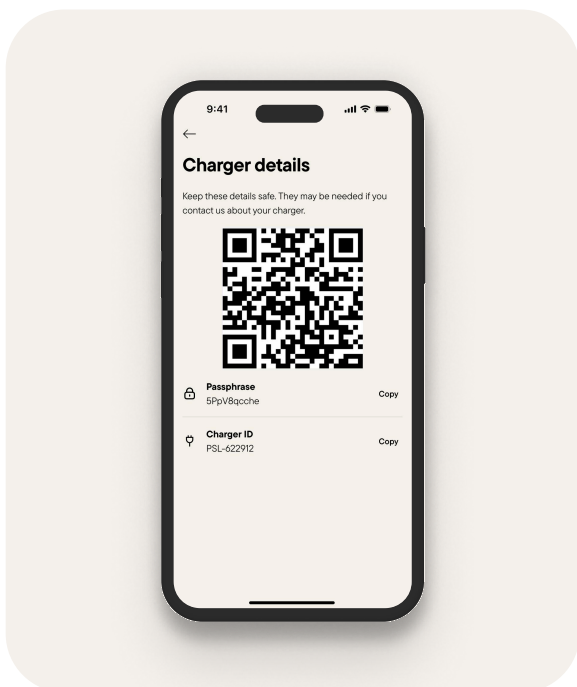
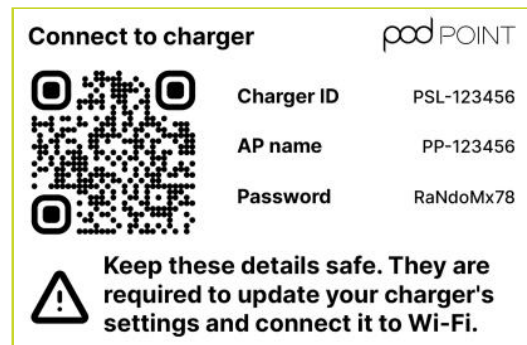
2. Head to Wi-Fi settings



Head to Wi-Fi settings in the **Manage** section

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.



4. Connect to charger QR code in app

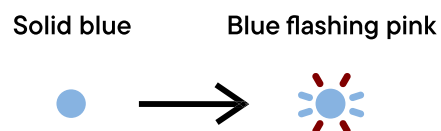
If you are unable to locate your 'Connect to charger' sticker in your fuse box, you'll be able to find this information in the app.

In the Pod Home app, head to 'My charger' in the 'Account' section and then 'View more details' in 'Manage'.

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

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 us, here at Pod.



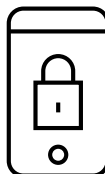
The Pod Home app

The Pod Home app is 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.



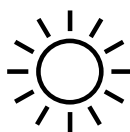
Secure your charger

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



Charge activity

See an overview of your estimated total charging costs and energy usage, plus detail on individual charging sessions by selecting a session from the activity list.



Solar charging mode

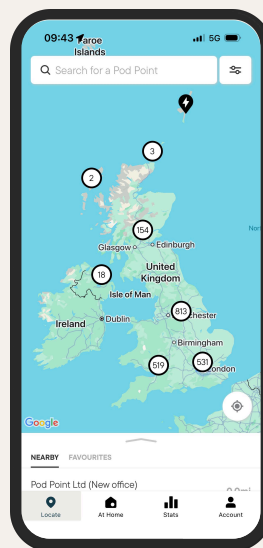
If you have solar panels at your home or plan on getting them in the future, you can harness zero-cost solar charging at times, all through the app.

We're continuously updating and innovating our 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.

Looking for public charging?

Download the Pod Point driver app, to gain access to one of the UK's largest public charging networks, for when you need to charge away from home.

Download here: <https://go.podenergy.com/>





Still have questions?

You can find out more via **the Pod Home app guide**, or **click here** to contact our Support Team directly.

