

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 are a business driver charging from home, please use our home charging user guide, this can be found on our [technical documents web page](#) - via pod-point.com

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. Without an account set up - you won't be able to see your chargers on our app.

1 Charging using the Pod Point App

2 Plug & Play charging (no app required)

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 most likely to of 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 the charger you need using its name

If you've given our app permission to use your location, it may load with your nearest charger automatically - if not, or you're unsure:

Find the name of your charger towards the top of the Solo, it is 2x 4 letter names (John-John) - enter this into the search bar on the Pod Point App and you'll see the charger you need to use.

Residential drivers with shared charging should ensure they're set up as a user on the building's shared charging to be able to "see" their chargers in-app. If in doubt, please speak with your property or facilities management.

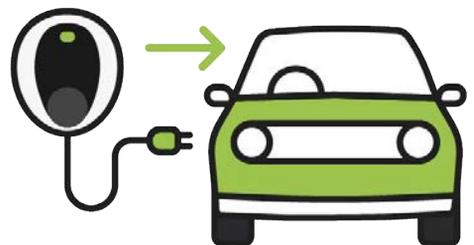


3. Plug-in to the Solo 3 first, then your vehicle

Using an appropriate charging cable, plug-in to the Solo 3 first and then your vehicle, charging should start fairly quickly and will be signalled by a solid green light on the Solo 3.

For security, the charging cable will be locked into the Solo 3 when charging starts.

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



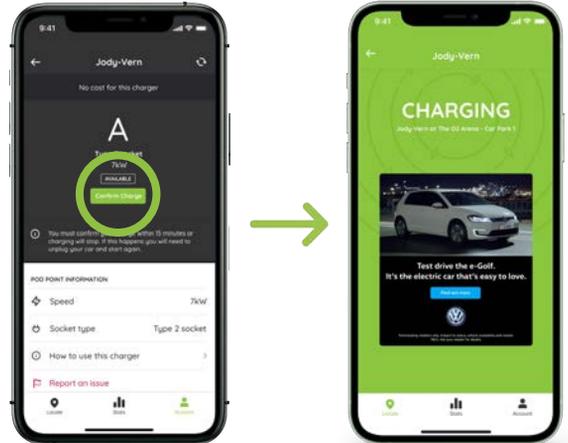
4. Confirm your charge within 15 minutes

You'll need to confirm your charge in-app once charging has started within 15 minutes otherwise charging will stop, this is done by tapping the button highlighted in the green circle on the right.

Once your charge is confirmed, you'll be able to continue charging as normal for however long is required.

You'll know when a charge has been confirmed as you'll see the next screen located on the furthest right here >.

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



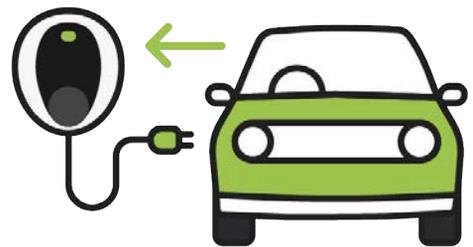
5. Stopping a charge

Once your EV is fully charged, charging will stop.

To stop early, unlock your vehicle and simply remove the cable from your vehicle.

A 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 3 if applicable and you can disconnect the car from the Solo 3.



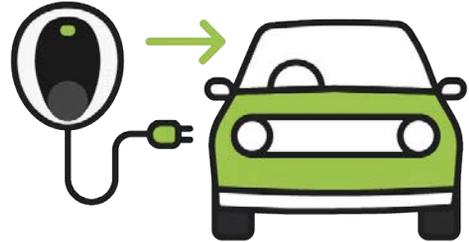
1. Starting a charging session.

The Solo 3 will be either universal or tethered with a Type 1 or Type 2 charging cable.

- Plug in to the Solo 3 first (socketed), then to your vehicle.
- Charging will start immediately and the Solo 3 status light will be solid green.
- The cable will be locked to the vehicle charging socket when charging starts for security reasons.

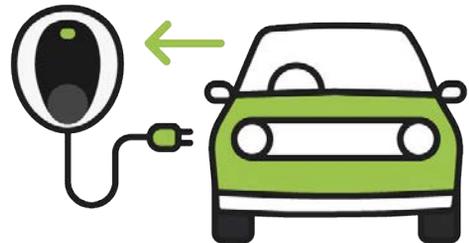
Need for more charging info specific to your vehicle?

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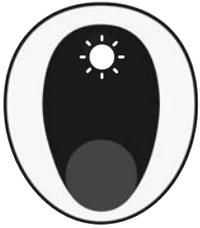


2. Ending a charging session

- A flashing green light suggests charging has stopped, this 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

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.

Flashing blue/pink



The Solo 3 is communicating with Pod Point.

Solid white



The Solo 3 has lost its Wi-Fi connection.

Flashing yellow



The Solo 3 is balancing the rate of charge via Auto Power Balancing feature (charging is paused)

Solid/ flashing red



There is a fault with the Solo 3.



Call us for support on **020 7247 4114**



Email us at **support@pod-point.com**



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Website: **pod-point.com**

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