

Fast Charging

Solo Charger - Commercial

S3 | S7 | S22 User Guide

This user guide has been written for business drivers using the Pod Point Solo Charger.

There are multiple methods available to authenticate your charging session. These methods will typically be setup when your chargers are installed. This user guide covers in-app (Pod Point App) and Plug & Play authentication methods only.

To find out the methods of authentication available and in more detail, please speak with relevant person within your organisation.

- 1 Pod Point App Charging
- 2 Plug & Play Charging
- 3 A guide to the Solo's status lights



1 Pod Point App Charging

1. Download the Pod Point App

The Pod Point App is available for both iOS and Android mobile devices.



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



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

Depending on how your chargers are configured, to authenticate charging with the Pod Point App you'll need a Pod Point Account.

Please ensure the email address you use to sign up with, matches your organisation's domain as this will normally be used when setting up your organisation's chargers.



2. Find your charger in-app

Use the name of your charger to locate it within the Pod Point App. The name can be found on the sticker on the front of the Solo.

If your chargers are public you can also search by the address or postcode of the chargepoint.

You can also find all of our public chargers on our online [Charge Map](#). (charge.pod-point.com)

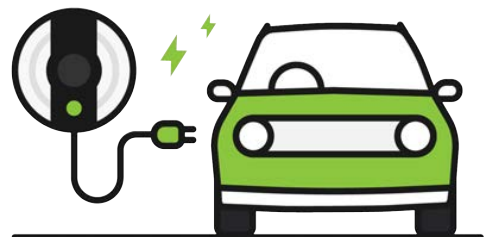


3. Connect your vehicle to start

Using an appropriate charging cable, plug the cable into the car (and into the Solo if its a socketed model). Charging will start immediately and a solid green light will start to show on the Solo to indicate it's charging.

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

After more charging information on your vehicle? Check our [vehicle charging guides](#).

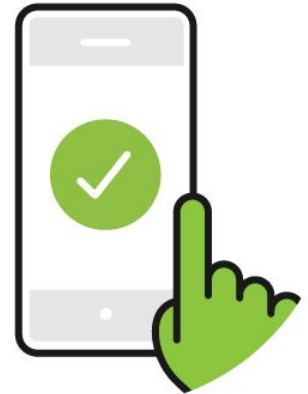


4. Confirming your charging session

Within 15 minutes of charging, the charging session will have to be confirmed via the Pod Point App

Drivers can create a user account with Pod Point and authenticate in-app each time they wish to charge. Once authenticated in-app, a confirmed charging session can successfully continue.

In the 15-minute time frame after plugging in energy is flowing without authentication. This allows users the time to authenticate the charge without losing charging time.



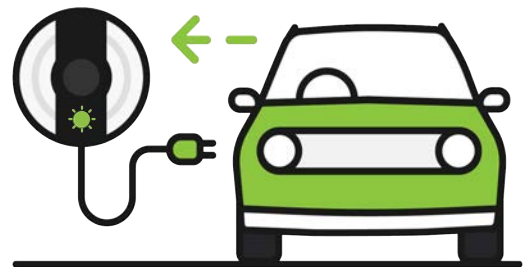
Note: The charging will stop after 15 minutes if the session is not confirmed.

5. Finishing a charging session

Once your EV is fully charged, charging will stop. To stop early, simply remove the cable from your vehicle.

Flashing green light indicates that the vehicle's battery is fully charged or charging has paused/stopped.

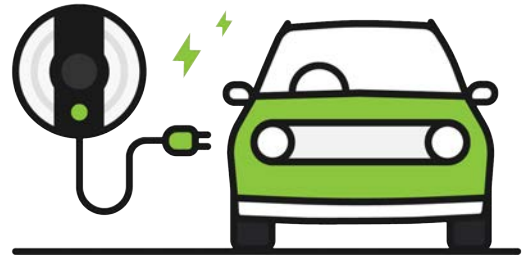
The charging cable can now be unlocked from the Solo charger if applicable. And you can disconnect the car from the chargepoint.



6. Starting a charging session.

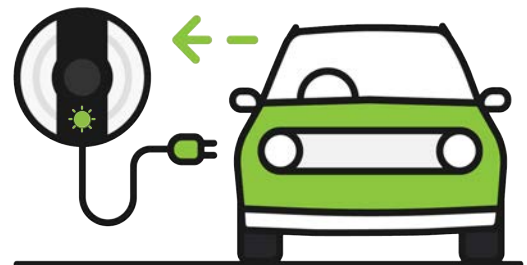
The Solo Charger will be either universal or tethered with a Type 1 or Type 2 charging cable.

- Plug in your car
- Charging will start immediately and the Solo status light will be solid green
- The cable will be locked to the vehicle door when charging starts for security reasons



7. Ending a charging session

- The charging session is finished when the Solo starts flashing a green light.
- The vehicle and cable can now be unplugged from the charger



For more information on the Solo's status lights, please check the next page.

Status light guide



The Solo's status light is located here.

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



Starting a charging session

To start a charge, simply plug in your charging cable and the Solo Charger's status light will turn a solid green, you have successfully started charging your vehicle.



Stopping a charging session

Stopping a charging session is easy, simply unlock and disconnect the charging cable from your vehicle and the Solo Charger will turn itself to standby - signified by a solid blue light.

The Solo may also communicate with Pod Point during this time, signified by the pink flashing at the same time.



Error states and contacting support

If the Solo Charger has an error this should be reflected in its status lighting colour (typically solid or flashing red)

We'd encourage our commercial/business customers to reach out their Pod Point account manager as a first port of call - after that, please contact our customer support team (020 7247 4114)



Solid green

The Solo 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 is in standby mode.



Flashing Blue/pink

The Solo is communicating with Pod Point.



Flashing Yellow

The solo is locked (keylock active)



Solid/flashing red

There is a fault with the Solo charger



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



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



Tweet us at **@Pod_Point**



Website: **pod-point.com**

pod POINT