Home App
User Guide

Getting started.

At VCHRGD we think EV charging should be easy, and the VCHRGD Home App is designed to give you complete control over your charging, at home or on the go. The VCHRGD Home app is free to download and free to use. Complete with a comprehensive set of features allowing you to: schedule, authorise, monitor and track your charge sessions over time.

Download.

Download and install the App from the Google Play or Apple store. Search VCHRGD Installer or VCHRGD. To find the app.
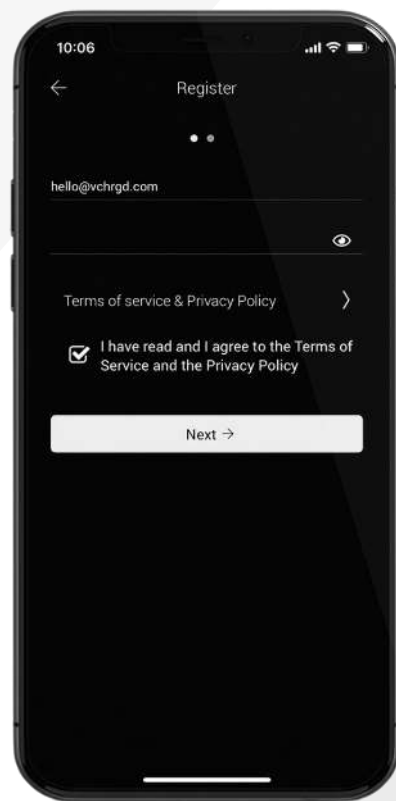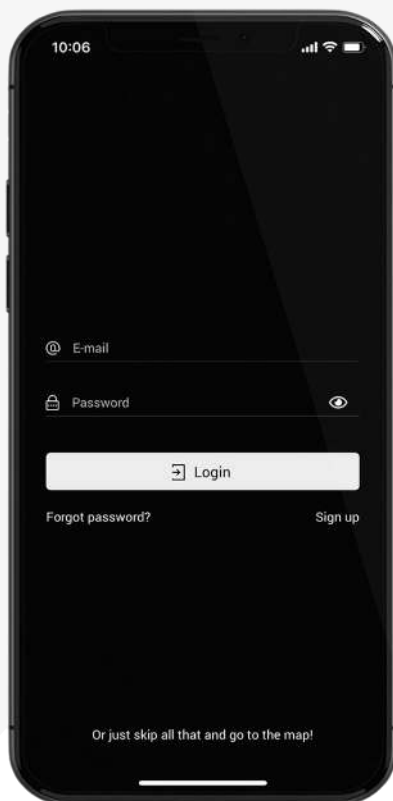

Install.

Find and tap the VCHRGD Installer Icon on your mobile phone or tablet. When prompted, enable app permissions including location & camera access to make the most of the VCHRGD Home app.

vchrgd

Sign Up.

Tap '**Sign Up**' and enter your email and password into the appropriate fields.

Tap 'Terms of Service & privacy Policy', to read.

When you're happy to proceed, select

'I have read and I agree to the Terms of Service and the Privacy Policy' and tap '**Next**'

Enter **your contact details** into the text fields, and tap submit once complete. This section is optional, however it does help us to identify you, in the event that you require support.

Once complete please tap '**Submit**' to move on to adding your charger.

Please note that you must have an account in order to add a charger.

As per the terms and conditions of our Terms of Service and Privacy Policy, your personal data is protected and secured and will not be shared with any third parties.
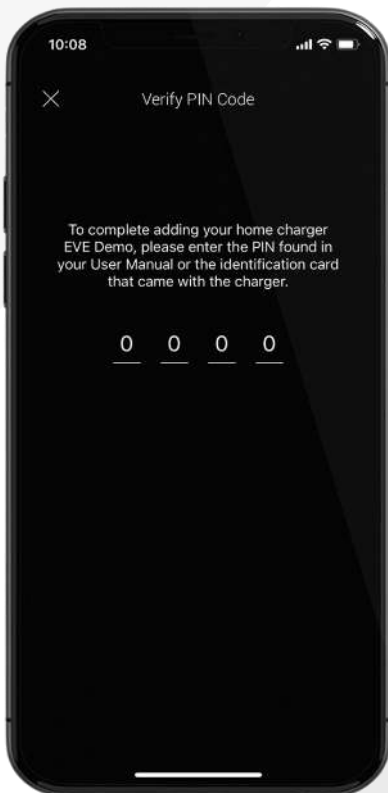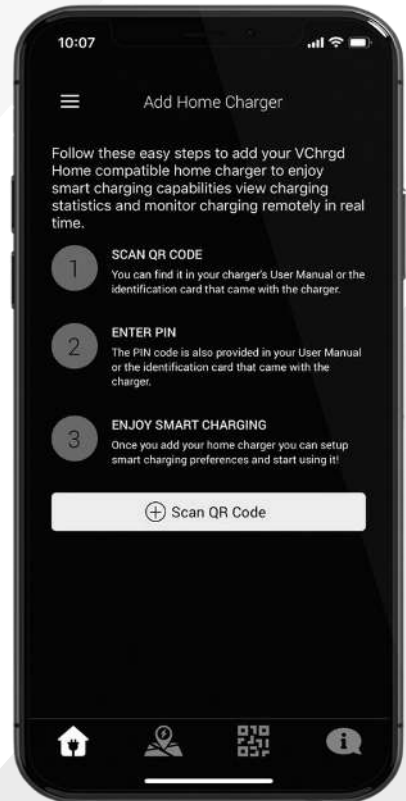
Connect.

Connect your charger.

The next step is to connect to your VCHRGD Seven charger, to successfully connect you'll require the 4-Digit ID and PIN provided with your charger. Once you have these to hand, you're ready to connect and set-up your VCHRGD Seven.

Once you've signed up, the Add Home Charger screen will appear.

Tap the 'Scan QR Code' button at the bottom of the page, this will open up another page with your camera output displayed in the centre of the screen.

At the bottom of this screen tap the 'Enter ID Manually' button

When prompted, enter the 4-Digit Charger ID. Once you have entered your ID, tap the 'Enter' button.

When prompted, enter your 4-Digit PIN. Once you've entered this successfully, the 'Home Charger Added' screen will appear.

You have now connected to your VCHRGD Seven

Note Your ID and PIN are provided on a label in the box, with your charger. In the event that you misplace your ID and PIN, you can always contact us at VCHRGD Technologies to recover them.

Configure.

The next step is to configure your VCHRGD Seven, from the 'Configuration' page you are able to customise the home page for your charger, set charging schedules, toggle security features and optimise your charger performance.

Now that you're connected to your VCHRGD Seven you can configure and customise it to meet your needs.

Tap the **configure** button, this will open the configuration screen, this can also be accessed by tapping the '**cog**' icon in the top right hand side of your home screen.

From this page you can use the customisation features to **personalise** your home screen, set your smart charging **schedule** and **optimise** your charge settings.

By selecting the '**Name**' option, you can change the name that appears above your charge on the home charging screen.

By selecting '**Location**' you can set the exact location of your home charger.

By selecting '**Photo**' you can set the image that appears on your home charging screen. This could be a picture of your home charger on site, or anything you want it to be.
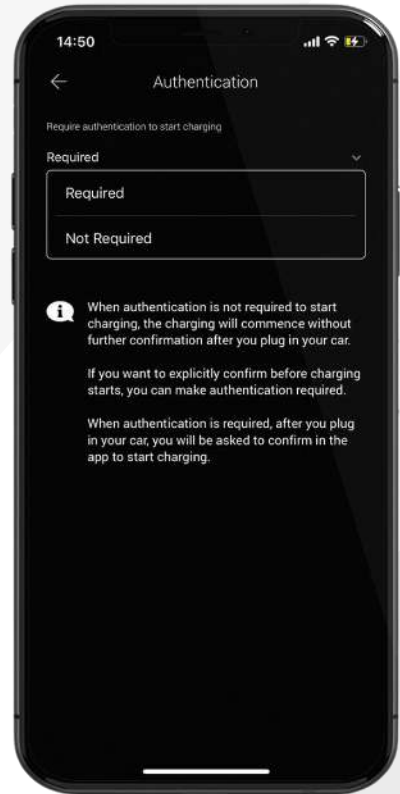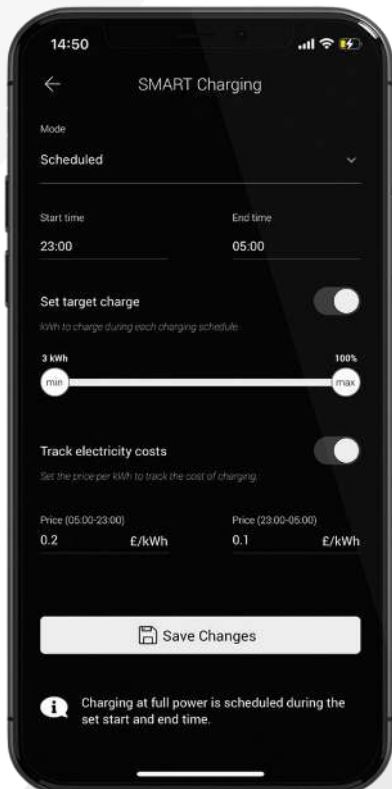
Configure.

Authentication.

Your VCHRGD Seven will arrive configured to allow charging without requiring **Authentication**. This means that you can plug-in and charge, without approving the charge session on your app.

We recommend that you change this setting to '**Required**' by selecting the drop-down menu and tapping 'Required' then 'Save Changes'. This means that your charger will now require you to approve charge sessions via the app, or using the **VCHRGD cards** provided.

> **Note** The VCHRGD Card authentication will also work once your Authentication mode is set to 'Required'. Giving you a high level of flexibility when it comes to charging modes.

Scheduling.

By selecting '**Smart Charging**' and selecting '**Scheduled**', you can configure your charging schedules.

This feature is to allow you to **charge only when it suits you**. Enter the times for your day and night energy tariff rates (these are set by your energy provider). You can also enter your electricity rates for your day and night tariff, to all the VCHRGD App to **calculate the cost** of your charging sessions

Configure.

Octopus Go.

The Octopus Go Tariff is designed for EV drivers who want to charge at home during the night when energy is **cheapest**. Simply enter your postcode if you haven't already, and the VHCRGD Home app will align with your tariff, including **tracking the cost** of charging sessions.
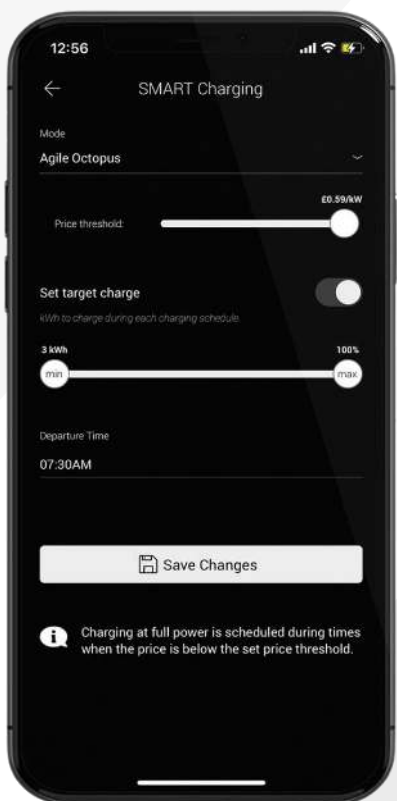
Once you've done this, you will still be able to set a **target charge**. This is to ensure that if your vehicle always takes as much charge as you need it to.

Agile Octopus.

With Agile Octopus, you get access to half-hourly energy prices, tied to **wholesale prices** and updated daily. So when wholesale electricity prices drop, so do your bills – and if you can shift your daily electricity use outside of peak times, you can **save even more**.

The VCHRGD Home app tracks your daily tariff by postcode, you can set an upper 'price threshold' so that you only charge when you're paying the prices you want to pay

Note The 'Set target charge' option can be used to define how much charge you want to deliver within the set time. If the desired target charge set here cannot be achieved within the scheduled time frame, then the charger will adapt the schedule, and increase power output to ensure that it is met. Additionally you can set a departure time, to ensure that you have the charge you need, when you need it
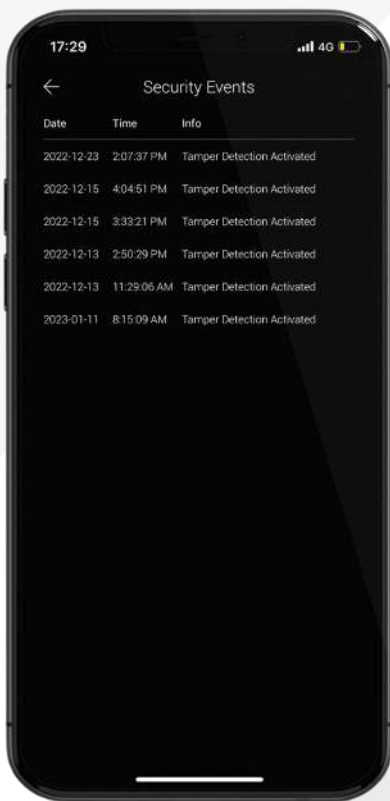
Vchrgd

Configure.

Cable Lock.

The untethered VCHRGD Seven has the ability to lock your charging cable into place, even when you're not charging.

Turning your **untethered** charger **into** a **tethered** one, at the touch of a button. Through the configuration page, tap the '**Connector Lock**' option.

Here you can dynamically lock the connector by tapping '**Lock Cable to Connector**' and saving changes.

Security Log.

As part of the EVSCP Smart Charging Regulations brought in by the UK government in 2022. All chargers sold since 31st December 2022 require a **tamper detection** sensor to be built in.

They also require the charger to notify users of any attempted tamper event.

You can access the **security log** of tamper events by tapping the ⚙ icon and selecting 'Security Events'.

Note The EVSCP regulations also state that all chargers must come preconfigured with off –peak charging. The VCHRGD Seven is programmed to charge between 22:00 – 06:00 and can be changed or opted out of at first use.
All domestic chargers are also required to apply a 0 -600 second randomised delay to the start of every charging session, this will be applied automatically by the VCHRGD Seven.
Firmware updates (if available) can be selected and pushed to the charger by the home user, this can be managed through the 'Firmware Update' menu.
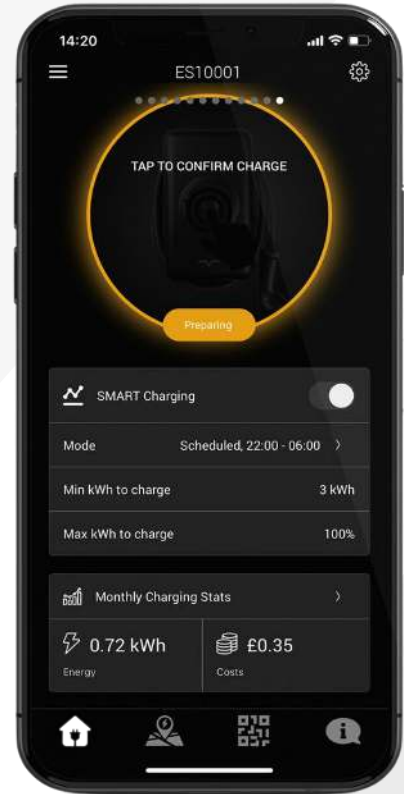
Charging.

Start Charging.

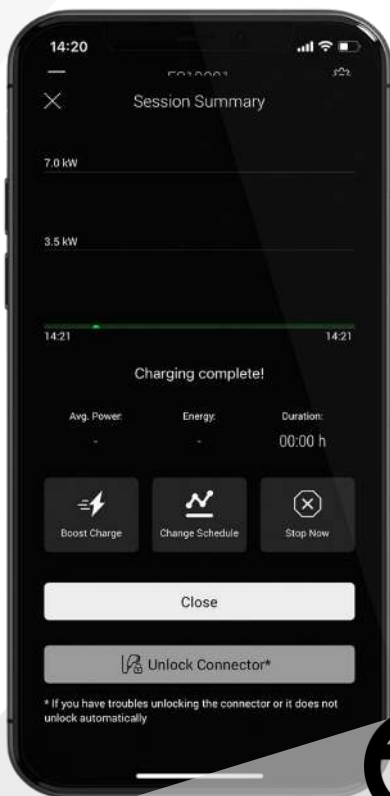Once you've configured your smart charging schedule, you're ready to plug your car in and start charging.

Once the car is plugged in, the you will see the charger image on the Home Charge screen change to 'Tap to Confirm Charge'. If smart charging is enabled then tapping this icon will commence your charging schedule. If Smart charging is disabled, then this will commence a full power charge.

Note Once you connect your car to the charger, the LED on the charger will change from solid blue, to flashing green. This indicates that the charger is ready, once you authorise the charge this will change to solid green, and you will hear the cable lock engage.

The charge schedule is visualised on a graph (as shown above), the high points indicate when the car will be charging at full-power and the low-points are the keep awake mode power output. Timings are indicated at the bottom of the graph and match the schedule that you've set.

Tapping 'Boost Charge' will increase the charge power to the full 7.4kW, and 'Stop Now' will stop it.

With the addition of the cable lock feature, you will now also see the option to unlock your connector at the end of a session.

This prevents users from accidently laving the cable lock engaged if they wish to remove the charging cable from the charger. If you wish to leave the cable locked then you can simply close the charging session.

Charging.

Stop Charging.

Once a charge session has completed, or if you select the '**Stop Now**' option on your charge screen, the charger will disconnect but **remain locked** (to ensure that your cable is safe if using an untethered unit.

Once the charge session is complete, you will be presented with a '**Session Summary**' screen. This contains the details of the session, such as the schedule that was followed, the average **power** delivered, the **energy** delivered, and the **duration** of the charging session.

Note When a charge session ends, the cable remains locked in order to prevent anyone other than the owner from disconnecting the cable. In order to disconnect the cable, unlock your vehicle, you will hear the cable lock disconnect and can now safely remove the cable from the charger and car.

Solar & DLM.

Solar charging and dynamic load management are **automatic** features of the charger. If installed with the **CT clamp** provided. The charger will monitor the home load and increase your scheduled charge, if load is low, to solar charge. Or decrease the charge power to protect the main fuse, if load is high. This is a **low cost** form of solar integration & DLM but we are working on even more **advanced integrations**.

Other Features.

Charging History.

By selecting the 'Charging History' option from the Menu, you can view previous charging sessions.

The date range is configurable but set at a default value of '30 days', to adjust this range tap the drop down and select the date range that suits you.
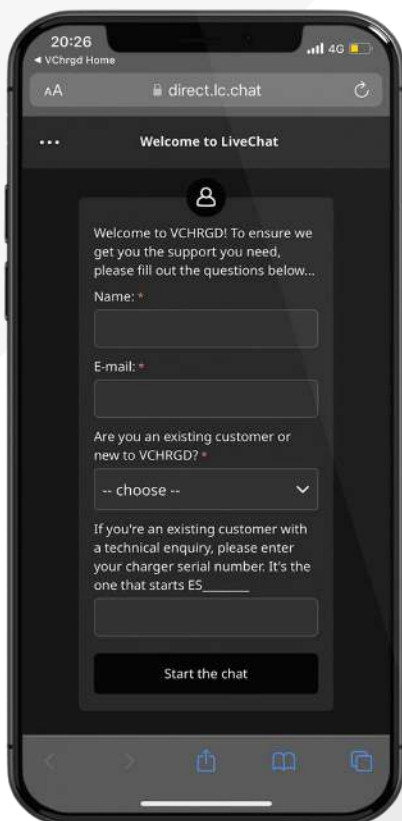
Tap the session you would like to view in more detail, and it will open the 'Session Summary' for that charging session.

Live Chat.

Our in app Live Chat feature puts our technical expertise right at your fingertips. Simply navigate to the Live Chat page in the main menu, enter your charger ID and a brief description of your question, and one of our technical team will be right there to support you.

Ensure that you keep your Live Chat open until your enquiry has been responded to. If we miss you over the weekend or bank holidays then one of the team will call you back as soon as they are available.
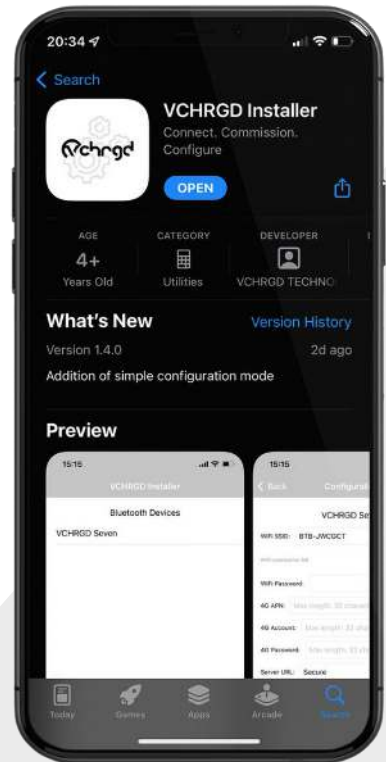

Vchrgd

Connect to WiFi.

The VCHRGD installer commissioning mobile app is a tool designed to enable charge point installers to quickly and easily set-up the VCHRGD Seven.
Connecting to the charger via Bluetooth, it allows installers to input WiFi credentials, set charge modes, set and change charger passwords define
maximum output current & configure
load management.

Download.

Download and install the App from the Google Play or Apple store. Search VCHRGD Installer or VCHRGD to find the app.

Install.

Find and tap the VCHRGD Installer Icon on your mobile phone or tablet. When prompted, enable Bluetooth or location permissions (required for Bluetooth scanning).
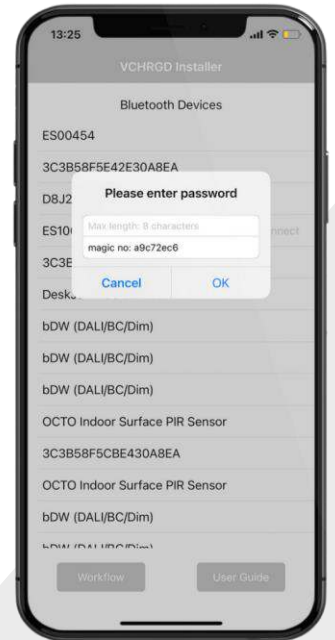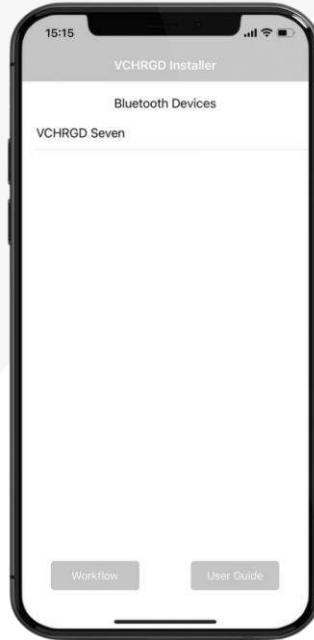
Connect.

Open VCHRGD Installer, and the available Bluetooth device list page appears, you should see your charger here.

NOTE: If the connection attempt times out before connecting, wait and select the charger again once visible.

Enter Password.

1. Select your charger from the list of devices
2. Enter the password from the install kit
3. Tap **OK** to connect

If you have lost the installer password then please call VCHRGD technical support and quote the **Magic No.** for a temporary password.

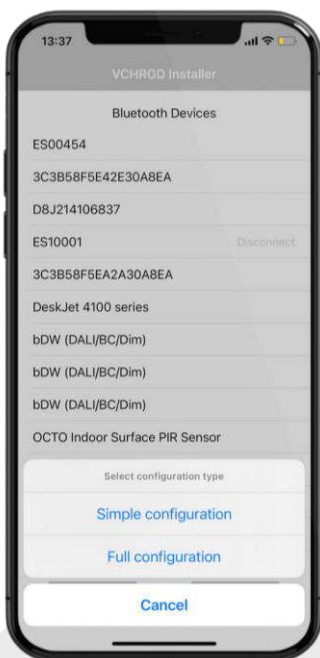ES00000 - APP ID: XXXX   PIN:XXX
Installer Password: XXXXXXX

Technical Support
+44 (0)1494 370524

Select Mode.

The installer app will now give you the option of **Simple** or **Full Configuration**.

Simple configuration allows you to connect the charger to WiFi and select the charge mode only.

Select **Simple Configuration** mode and then follow the instructions on the next page to set or change the WiFi details for your charger.
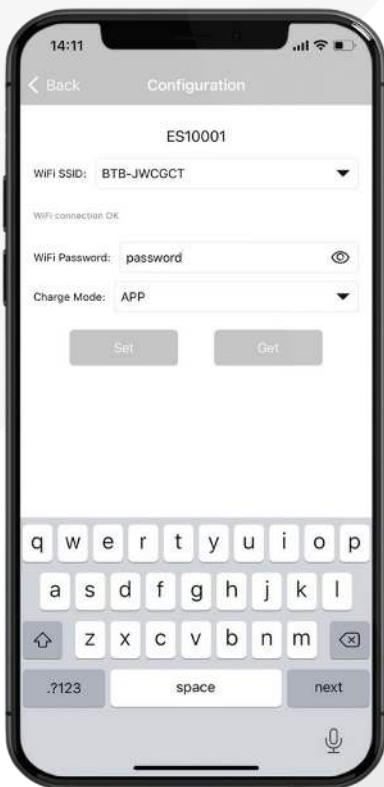
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Vchrgd

Connect.

Connectivity.

Select your WiFi from the area scan list. Please note that this is a **list of WiFi networks** that the charger can see. If your WiFi isn't on this list then you may require a WiFi booster to ensure connection at your charger site.

The VCHRGD seven operates on a **2.4GHz** WiFi band, for some dual band routers you may need to temporarily disable 5GHz connections to connect the unit.
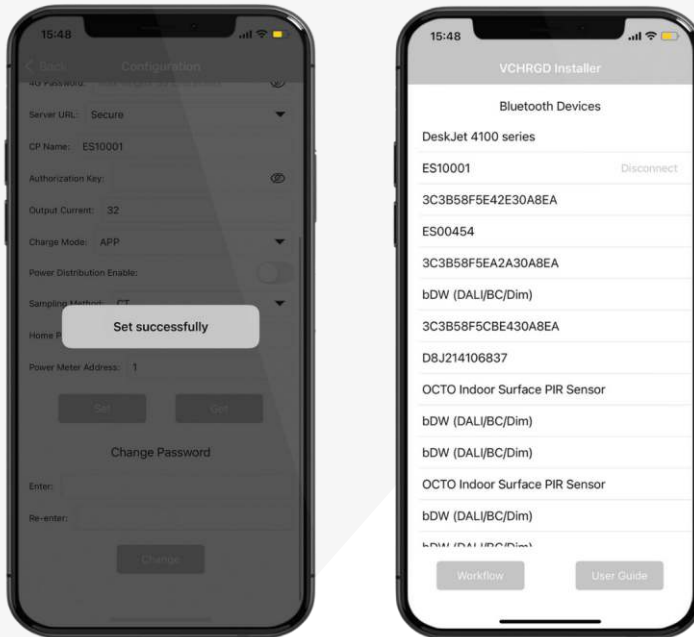
Enter Password.

Once you have successfully found and **selected your WiFi** from the dropdown list, you will need to enter your **WiFi password**.

Please note that this is **case sensitive**, and in 9/10 cases if the charger doesn't connect, it is due to a typo in the WiFi password, so please double-check before moving on.

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Connect.

Confirm.

After modifying the page parameter information, click the SET button to send it to the charging point.

You will then see **Set Successfully**

Tap the **< Back** button in the top left hand corner of the app.

You will return to the **Bluetooth Devices** screen, here you should see **Disconnect** next to the charger ID. Tap this to disconnect and complete the commissioning process.

Once complete the charger will reboot, flash blue and beep.

Thank you for choosing VCHRGD as your smart charging provider. If you ever require any support with your home or workplace charging, we are available through the Live Chat feature in the app, or you can contact us on the number below.

Technical Support
+44 (0)1494 370524

Vchrgd