



SEVEN_{PRO}

VCHRGD Home App Guide



G E T T I N G S T A R T E D

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 charging sessions over time.

From smart tariff integrations & solar charging control, to remote authentication, RFID card registration & tamper detection logs. Not only is the VCHRGD Home App the door that opens you up to a world of lower cost, energy efficient charging, but also the lock that protects you from any misuse of your charger. Secure whether you're at home or out and about.

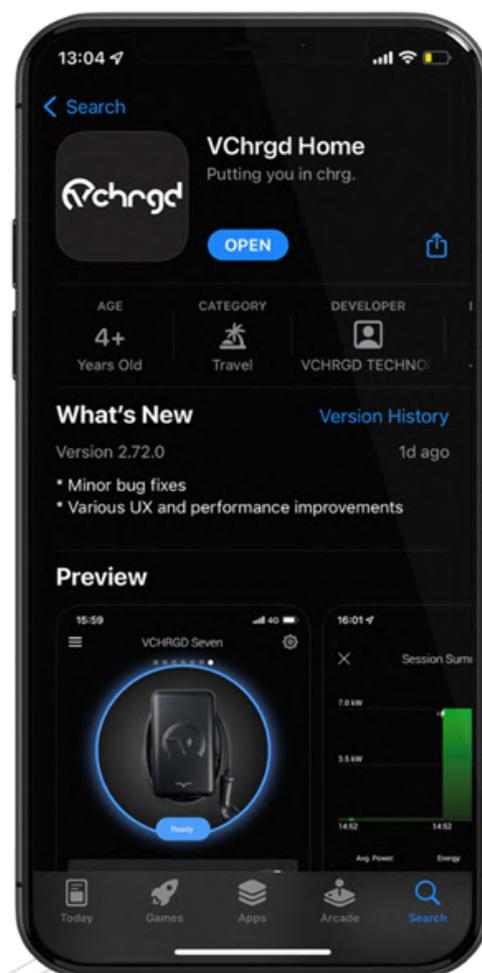
The perfect companion to your new EV charger and so simple to use, you'll be smart charging in minutes...whether you're a seasoned EV driver, or plugging in for the first time.

D O W N L O A D

Head to your mobile device's app store and download and install the VCHRGD Home App. For Android users you'll find us in the Google Play Store, and for iOS/Apple users head over to the Apple App store.

Simply search VCHRGD Home or VCHRGD to find us.

Alternatively click the icons below to link directly to the relevant store:

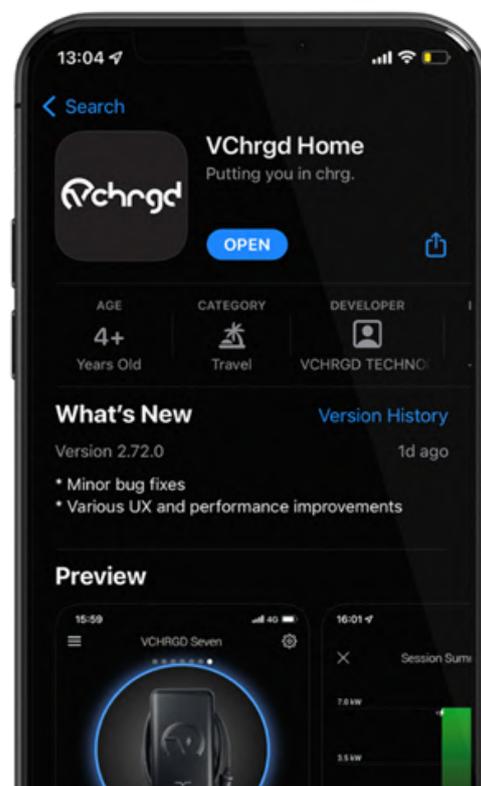


GETTING STARTED

INSTALL

Find and tap the VCHRGD Home Icon on your mobile phone or tablet to download the app. You may need to enter your ID and password or use face ID to approve the download of the app, depending on how you're set-up. When prompted, enable app permissions including location & camera access to make the most of the VCHRGD Home App.

Once you've successfully installed the app, tap open or head to your home page and click on the VCHRGD Home icon to open the app.



SIGN UP

Please note, that in order to connect your charger to your mobile app you will first need to create an account with us.

Underneath the Login button, tap 'Sign up' and enter your email and new password into the appropriate fields.

Tap 'Terms of Service & Privacy Policy' to read these before agreeing to set up your account. When you're happy to proceed, select 'I have read and I agree to the Terms of Service and the Privacy Policy'.

Then tap 'Next' to move on to setting up your user account.



GETTING STARTED

CREATE ACCOUNT

Enter your contact details into the text fields as appropriate. Please note that whilst not all fields are compulsory, the more information you provide, the easier it is for us to offer you technical and warranty support if you ever need us.

Tap submit once this section is complete and you're happy that all of the information provided is correct.

If you feel you've made a mistake then don't worry, you can always edit your profile details later on in the main menu after sign up.

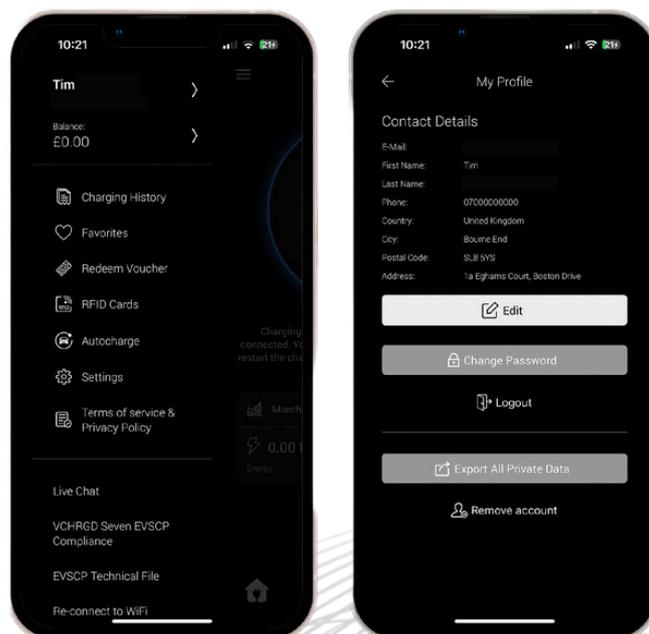


As per the terms and conditions of our Terms of Service and Privacy Policy, your personal data is protected, secured and will not be shared with or sold to any third parties. You can delete your account and any personal data that we hold about you in the app. As per your data protection rights, you can request any and all personal information that VCHRGD as an organisation hold about you by submitting a subject access request to info@vchrgd.com

EDIT PROFILE

If you wish to change any of your contact details, you can select your profile from the main menu (☰).

From here you can amend or remove any contact information, change your password, delete your account and export any personal information held on your account.



C O N N E C T

C O N N E C T Y O U R P R O

The next step is to connect to your Seven Pro charger, to successfully connect you'll require the 4-Digit ID and PIN provided with your charger.

These credentials can be found within the Keep Me Guide provided, along with QR code links to the Home & Installer app user guides.

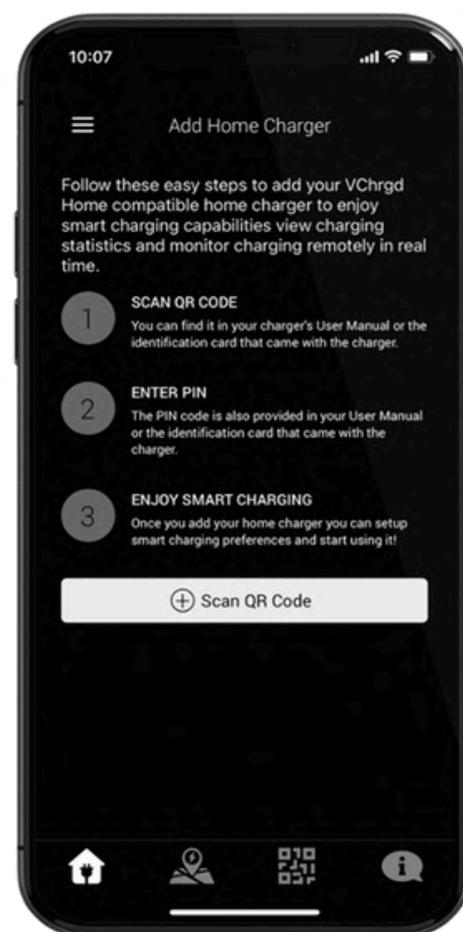
Once you have these to hand, you're ready to connect and set-up your VCHRGD Seven.

S E C U R E C L A I M

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.

Your QR code can be found in the Keep Me Guide or alternatively if you don't have a functional camera you can tap the 'Enter ID Manually' button and enter your ID and PIN when prompted.



• KEEP ME GUIDE

INSTALLER PASSWORD
SERIAL NUMBER
INSTALL APP QR CODE

Please ensure that you retain possession of the Keep Me Guide after you've set the app up, as you may require the installer password and login credentials in the future.

C O N N E C T

E N T E R P I N

Once you've scanned the QR code in the Keep Me Guide or entered the charger ID manually, you will be prompted to enter the 4-Digit Charger PIN.

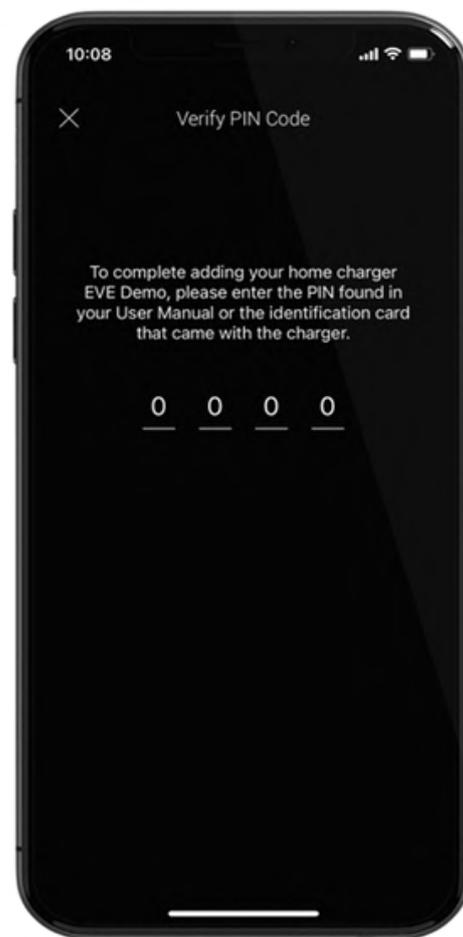
Upon entering this successfully, the 'Home Charger Added' screen will appear.

You have now connected your Seven Pro to the VCHRGD Home app and can move on to setting up for smart home charging.

Please note that if the Home App says that this charger ID was not recognised on our system, please navigate back to the home page and sign-up. This message is only displayed when a user hasn't created an account with us.

H O M E S C R E E N

Once you're connected to the charger successfully, the Home Screen will appear with an image of the charger. If your charger has already been commissioned and connected to your WiFi (or via GSM if you've ordered the 4G version), then you will see the home screen with a blue ring around an image of the charger and a 'Ready' status. From the home screen you can also access smart charging/schedule controls, your monthly charging history, configuration menu and our helpdesk and FAQs.



C O N F I G U R E

Now that your Seven Pro charger is connected to the Home App, you can start to configure your home charger to suit your needs.

From the 'Configuration' page you are able to customise the home page for your charger, set charging schedules, optimise solar charging, toggle security features and optimise your charger performance.

C O N F I G U R A T I O N

Tap the configure button, this will open the configuration screen and can also be accessed by tapping the  icon in the top right hand corner 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.

You can also review your security logs, prompt a firmware update if one is available, reboot your home charger and access this user manual from here.



S E C U R I T Y L O G S



U S E R M A N U A L



F I R M W A R E M E N U



C O N F I G U R E

Once you're in the configuration menu, you'll find that each menu item has a brief text description of the functions it controls below the title.

To select a menu item simply tap on the name of the feature you'd like to access and a new screen will open where the settings can be adapted to your preferences.

P E R S O N A L S E T T I N G S

The first 3 configuration menu items are aimed at personalising your Home App interface and settings.

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

By selecting 'Time Zone & Location' you can set the exact location of your home charger.

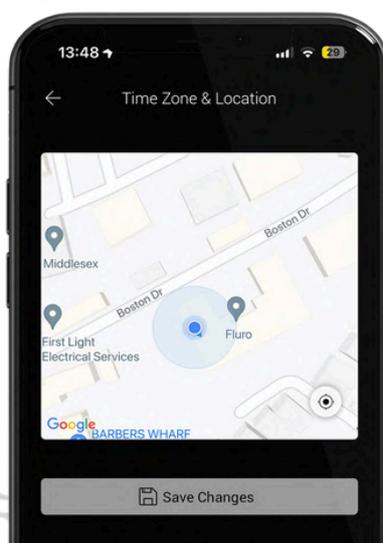
By selecting 'Photo' you can set the image that appears on your home charging screen. This could be a picture of your home charger on site, or anything you want it to be.



C H A N G E N A M E



C H A N G E L O C A T I O N



C H A N G E I M A G E



S M A R T C H A R G I N G

Setting up your smart charger to perfectly suit your needs couldn't be simpler for the Seven Pro, the next 5 settings in the Configuration menu are all focussed on smart charging settings and modes.

S C H E D U L I N G

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.

With a range of preconfigured tariffs to choose from, or flexible manual scheduling, the power to charge at home is in your hands.

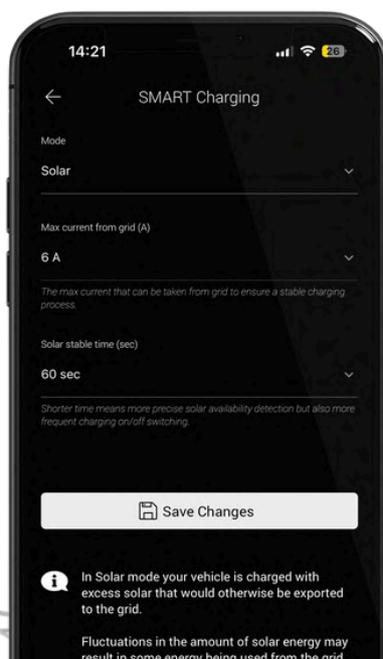
Enter the times for your day and night energy tariff rates (these are set by your energy provider). You can also enter your electricity rates for your day and night tariff, to allow the VCHRGD App to calculate the cost of your charging sessions



O F F - P E A K T A R I F F S



S O L A R S C H E D U L E



D Y N A M I C T A R I F F S



S M A R T C H A R G I N G

There are few different ways to configure your smart charging, but the key elements of each schedule are consistent across the smart charging feature. Here we're going to have a look at how to set up your scheduled smart charging.

B A S I C S C H E D U L I N G

Firstly select your preferred schedule type from the drop down list at the top of the page, you can select from the following:

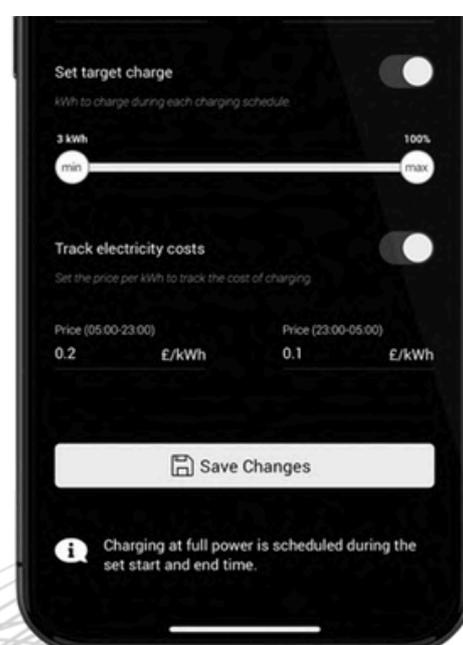
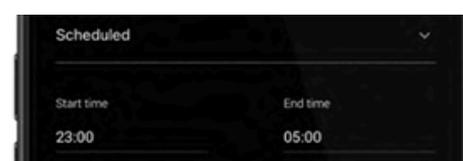
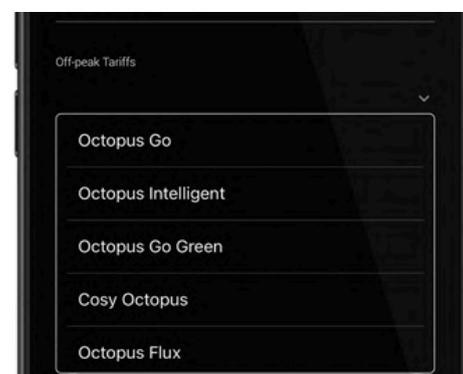
- Disabled: Scheduled charging is off
- Scheduled: Manually enter your times
- Dynamic Tariffs: Agile Octopus
- Off-Peak Tariffs: Varied Octopus tariffs including Octopus Go, Cosy Octopus etc.
- Solar: Solar only scheduling without any overnight charging

Once you've selected your preferred lead category, select your specific tariff from the list if required to do so. Otherwise move on to setting up your schedule.

For manual scheduling, simply set the times according to when your energy is cheapest.

Target charge allows you to set a minimum charge to deliver to the vehicle, if this cannot be achieved within your off-peak window then the charger will start immediately and charge the extra amount before going to sleep.

Finally you can track your electricity costs, remembering to enter the value after a 0. for example 30p/kWh would be 0.30 £/kWh.



S M A R T C H A R G I N G

U S I N G S O L A R

Solar charging is one of the enhanced features of the Seven Pro. If the unit has been installed with 1 or 2 CT clamps to monitor your grid export, or direct solar output, then you can set the charger up to use your solar power to charge the vehicle.

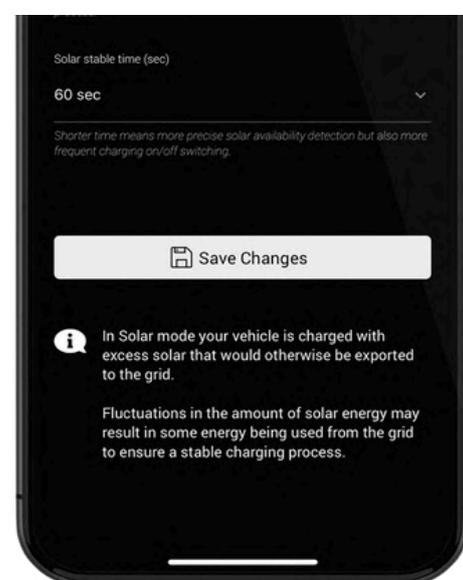
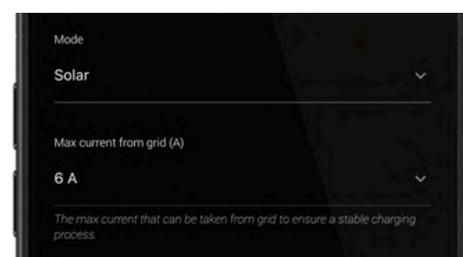
If you are in a scheduled mode, then you can add solar charging as a top up. Simply switch on 'Use Excess Solar', and then configure your solar charging with the fields that appear when the button is tapped and to the right.

Max current from grid sets a minimum level for the vehicle to charge at, this can be used for smaller solar arrays to top up your charge but will draw from the grid if solar output is low.

The 'Solar stable time' is how long the charger should monitor your power generation before adjusting output. Longer times mean a smoother charge, shorter times make the charger more responsive.

Once you're set up, tap 'Save Changes' before plugging your vehicle in to start charging.

WHEN THE ENHANCED SOLAR MODE IS ENABLED AND 2 CT CLAMPS ARE INSTALLED, YOU CAN SELECT EXCESS SOLAR (ONLY THE SOLAR POWER THAT YOU EXPORT TO THE GRID) OR ALL SOLAR TO USE ALL POWER GENERATED BY YOUR PANELS, WHICH WILL PRIORITISE CHARGING THE CAR ABOVE YOUR HOME AND BATTERY STORAGE. THIS FEATURE IS IN DEVELOPMENT FOR THE VCHRGD HOME APP AND GIVES YOU MAXIMUM CONTROL OVER HOW YOU USE THE ENERGY YOUR HOME GENERATES.



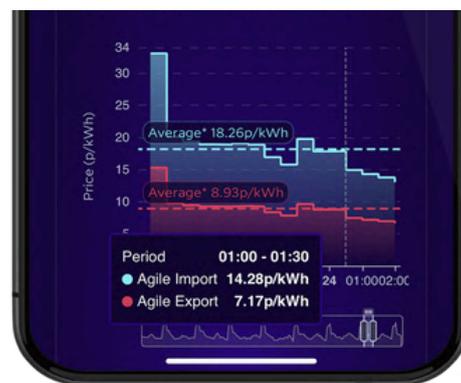
S M A R T C H A R G I N G

A G I L E O C T O P U S

The VCHRGD Home App has a number of pre-configured tariffs that you can choose from, with Agile Octopus being a dynamic one.

Dynamic tariffs, instead of utilising a standard daily time slot, will be adjusted each day dependent on the price target set by the customer, and the cost of energy provided by Octopus Energy for that 24 hour period.

Agile can still be used in tandem with your solar charging and target charge settings as we covered above, but is used best when you use the link in the main menu to check the Agile rates for the day and then set your price threshold to match.

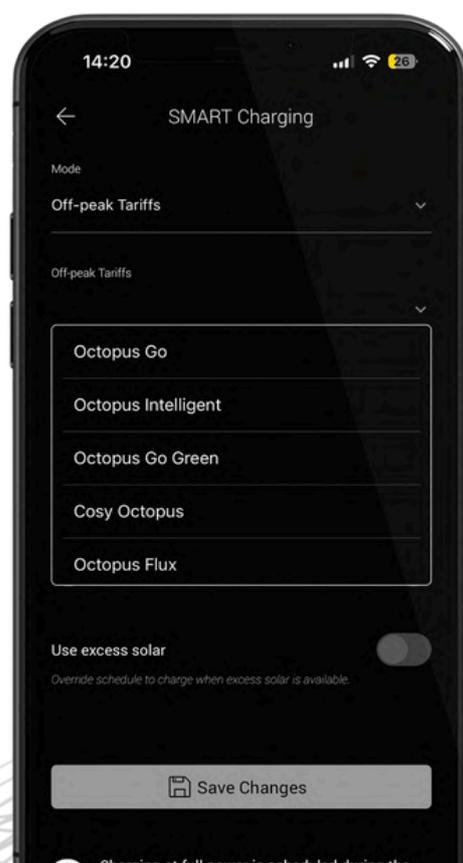


O F F - P E A K T A R I F F S

The VCHRGD Home App has a number of pre-configured time based tariffs from Octopus that you can choose from.

Simply select the tariff you would like to use, enter your postcode and save changes to use these off-peak tariffs.

Please note that the Intelligent Octopus tariff simply matches the time frame of the dynamic tariff, this is for customers who have 2 EV's of which only one is compatible and integrated with the Intelligent tariff.



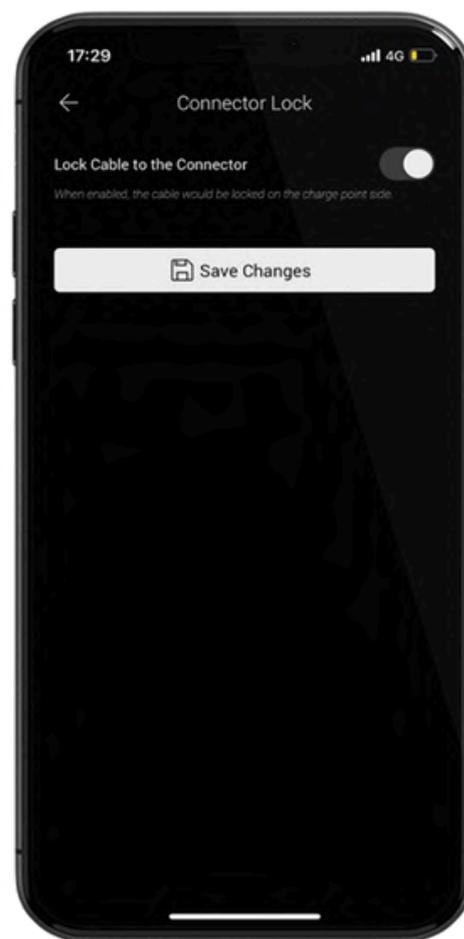
O T H E R F E A T U R E S

C A B L E L O C K

If you have an untethered Seven Pro, then you can turn it into a tethered using our simple connector lock feature.

Select the 'Connector Lock' feature from the configuration menu. You will see that the default setting is off, which means after your charge ends your cable unlocks allowing you to unplug.

By tapping 'Lock Cable to Connector' and saving changes you can lock your charging cable into place, even when you're not charging. This setting can also be used to toggle the lock on and off if your cable is stuck in the charging connector after a session.

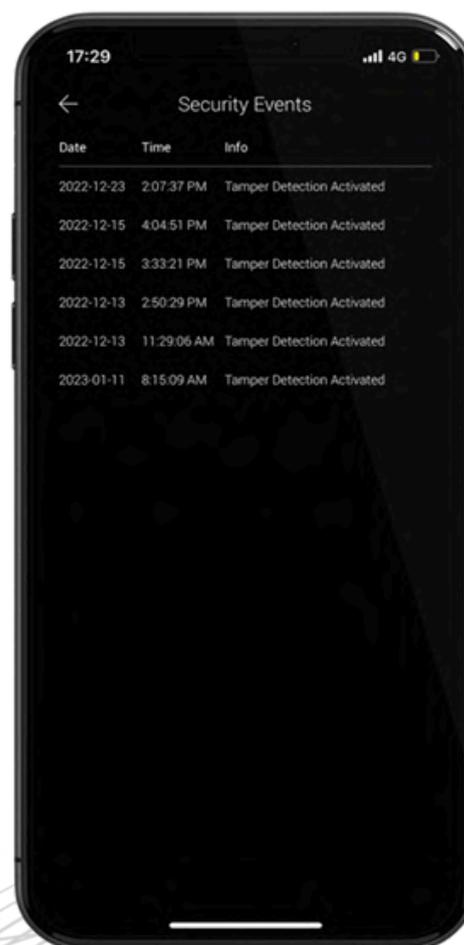


S E C U R I T Y L O G

As part of the EVSCP Smart Charging Regulations enacted 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 by tapping the  icon accessed from the home menu and selecting 'Security Events'. Tamper detection for the Seven Pro occurs when the front plate is removed and will stop your current charging session once activated.



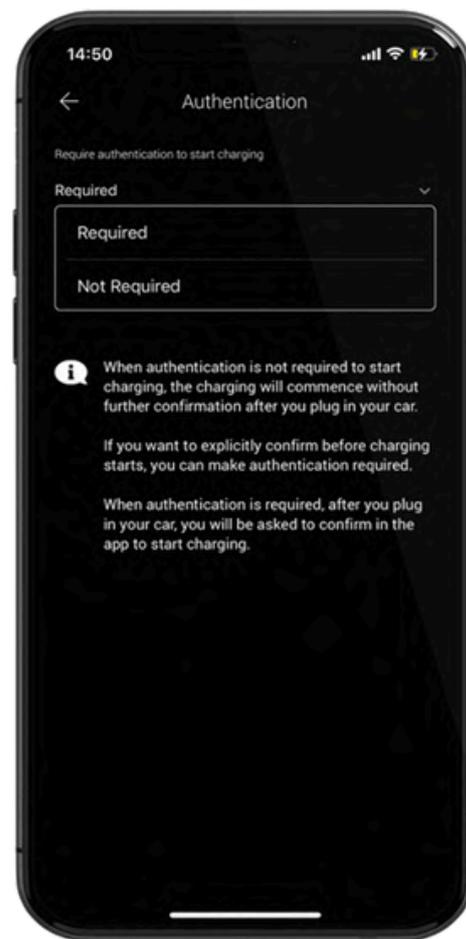
O T H E R F E A T U R E S

A U T H E N T I C A T I O N

Using authentication allows you to lock the charger digitally to prevent anyone charging without your authorisation.

The Seven Pro will arrive configured to allow charging without authentication, this allows your installer to test the charger quickly and easily.

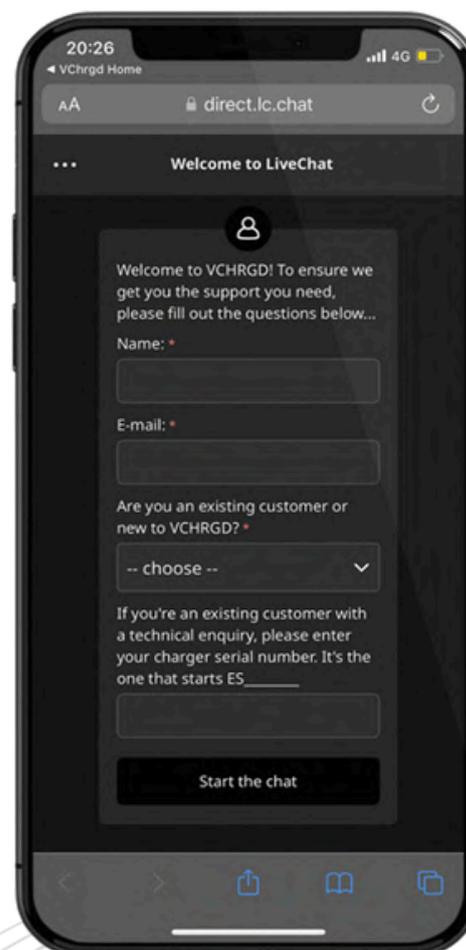
When Authentication is set to 'Required', your charger is essentially locked, meaning you can approve sessions through the app or with the RFID cards provided, if someone plugs in without your approval, they won't be able to charge and you'll be notified via a push notification.



L I V E C H A T

The in-app LiveChat feature puts our technical expertise right at your fingertips. You can access the LiveChat page in the main menu, this will open a separate browser window so you can still access the VCHRGD Home App whilst we support you.

Ensure that you keep your LiveChat open until your enquiry has been responded to. If you message us out of hours, please leave a best contact number and brief description of the issue you're having so that we can call you back once one of the team are available.



C H A R G I N G

S T A R T C H A R G I N G

When your Seven Pro is connected to the app and not currently plugged into a vehicle, you will see an image of the charger surrounded by a blue ring and a ready notification.

From this page you can toggle smart charging on and off to put in place the schedule you have set up, or to charge without a schedule set.

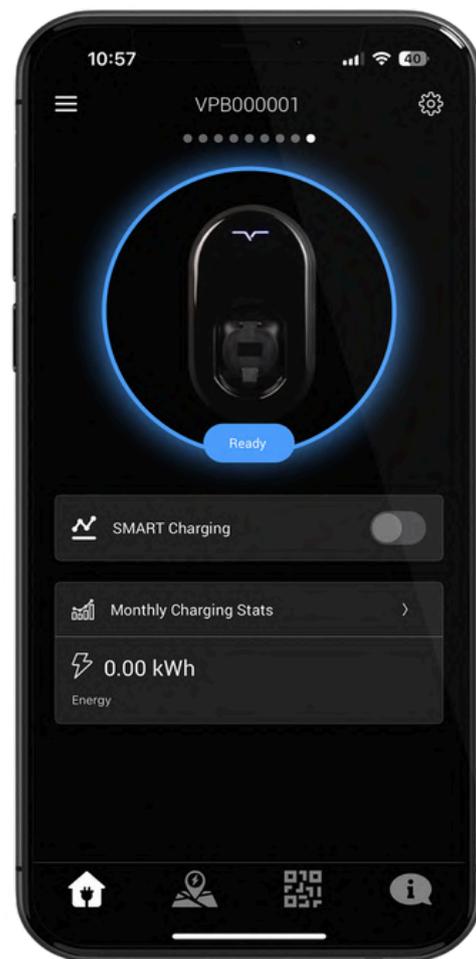
If smart charging is enabled, you can tap on the > symbol to navigate to the smart charging menu if required. You can also see a brief synopsis of your monthly charging history and access the charging history menu.

PLEASE NOTE

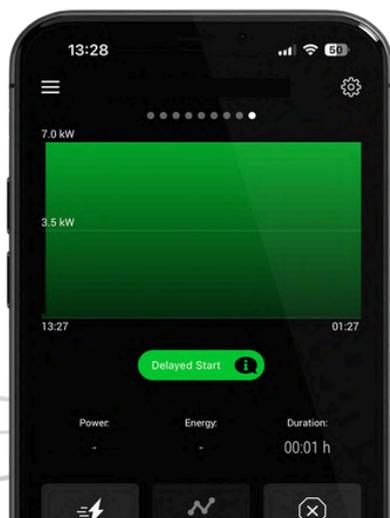
THE UK GOVERNMENT'S EVSCP REGULATIONS STATE THAT ALL CHARGERS MUST COME PRECONFIGURED WITH OFF-PEAK CHARGING.

THE SEVEN PRO IS PROGRAMMED TO CHARGE BETWEEN 22:00 – 06:00 AND CAN BE CHANGED OR OPTED OUT OF AT FIRST USE AND AT ANY TIME AFTER.

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 APP FOR EACH CHARGING SESSION OR SCHEDULED SESSION.



D E L A Y E D S T A R T



D E L A Y E D T I M E R



C H A R G I N G

S T A R T C H A R G I N G

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

If you have enabled authentication, once the car is plugged in you will see the charger image on the home screen change to 'Tap To Confirm Charge'.

If smart charging is enabled, tapping this icon will commence your charging schedule. If Smart charging is disabled, then this will commence a full power charge after the randomised delay has finished.

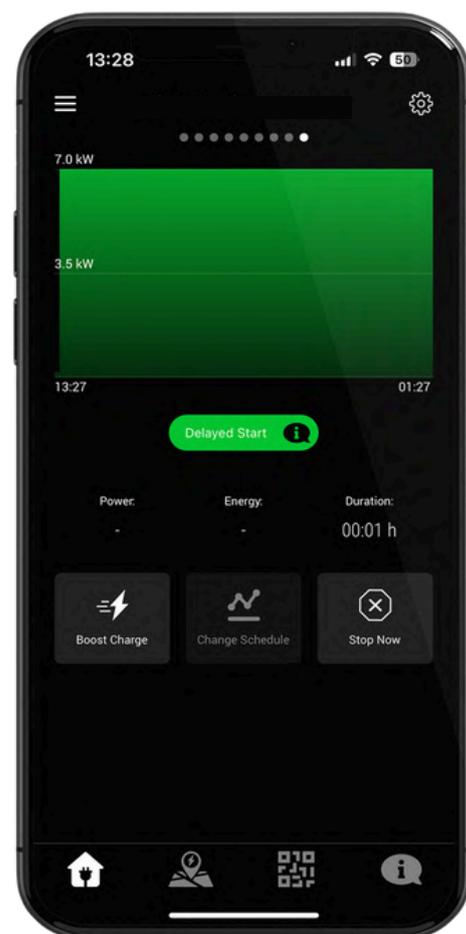


C H A R G I N G S C R E E N

Once the session has started, either after tapping to confirm if authentication is on, or if authentication is off this will happen immediately, the charging session screen will appear.

From here you can monitor your active charging session, check your session delay, monitor the power currently being sent, the energy delivered over the session so far and the time since you plugged in.

If you have set a schedule then you can tap the 'Boost Charge' to start charging right away, or use the 'Change Schedule' setting to change the timing and the 'Stop Now' button to end the session once completed.



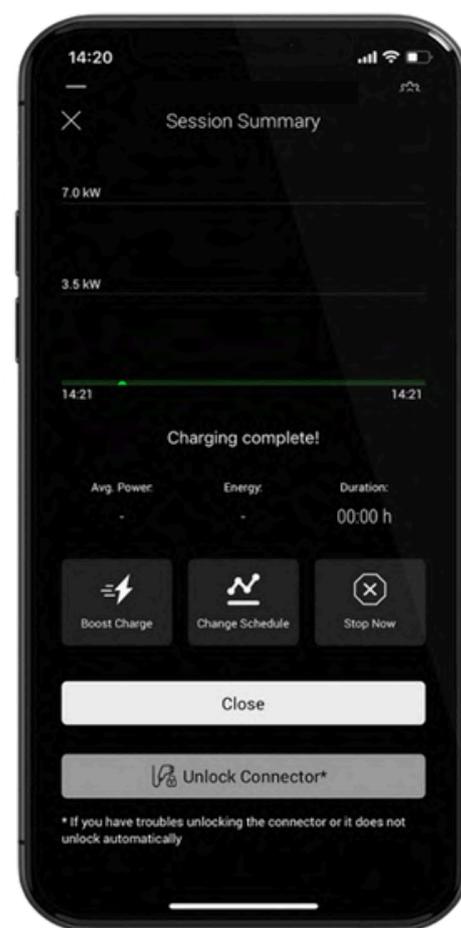
C H A R G I N G

S T O P C H A R G I N G

Once a charge session has completed, or if you select the 'Stop Now' option on your charging 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 followed, average power delivered, energy delivered and the duration of the charging session.

If you use the cable lock then you can also disable this temporarily after the session by tapping 'Unlock Connector'



S O L A R & D L M

Dynamic Load Management is an automatic feature of the charger if installed with the CT clamps provided.

The charger will decrease the charge power to protect the main fuse if load is high. This is a safety feature put in place to ensure you don't overload the main fuse's maximum rating.

The maximum home load current is configured by your installer at installation and cannot be overridden.

Solar charging can be set inside your schedule or standalone using the instructions outlined on page 10.



C H A R G I N G

C H A R G I N G H I S T O R Y

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.

Each session can be viewed individually including the graph for the session, or as a group on the main screen.

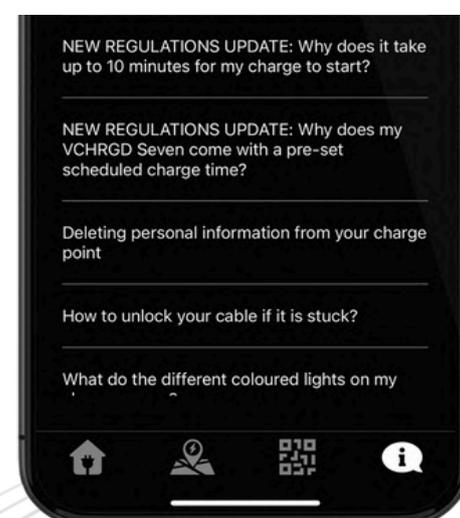
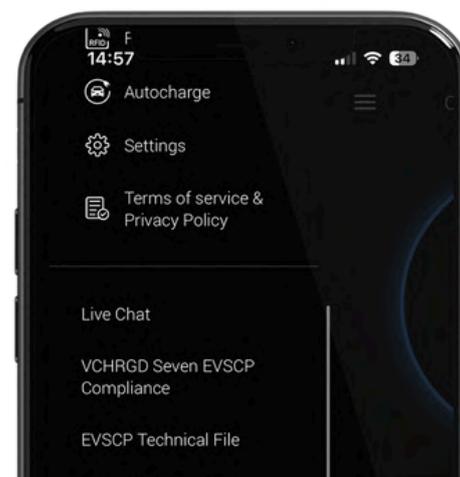


M A I N M E N U & F A Q S

From the main menu screen there are a number of useful links to guide you through use of the app, locate documents, access guides for tariffs and reconnect your charger to the WiFi.

You can also access your charging history, amend your profile information, register RFID cards and access our LiveChat page.

The Helpdesk section of the app can be accessed by tapping the info icon in the bottom right hand corner of the app. From here you can get in touch with our technical team directly and find a lot of useful answers to useful FAQs that our customers have.



W I F I C O N N E C T I O N

The VCHRGD Installer App is a tool designed to enable charge point installers and customers to quickly and easily reconnect their Seven Pro to new WiFi networks.

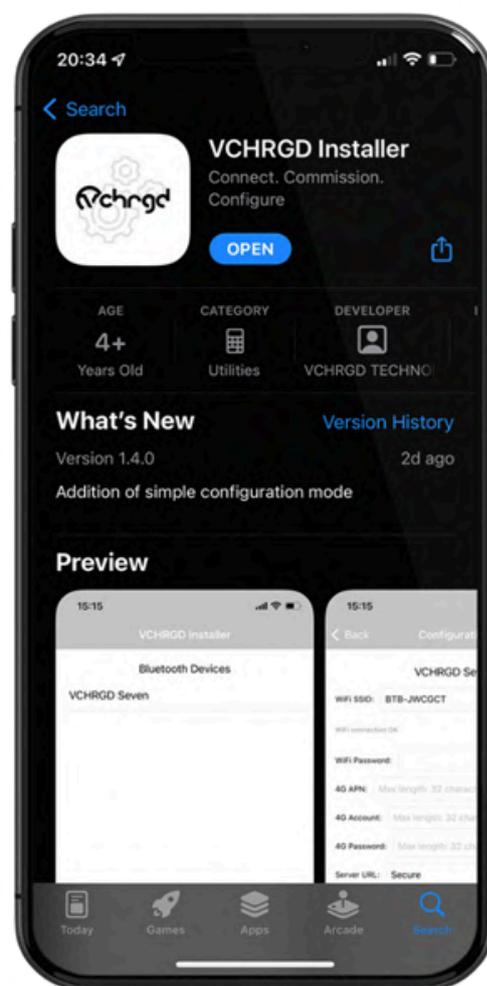
The VCHRGD Installer App connects to the charger via Bluetooth, so please ensure you have your WiFi details with you as you'll need to stand within 5-10 metres of the charge point throughout the process.

D O W N L O A D

Download and install the app from the Google Play or Apple store.

Search VCHRGD Installer or VCHRGD to find the app.

You can also find links to the VCHRGD Installer App in the Main Menu by tapping on Installer App Download



I N S T A L L & O P E N

Once you've downloaded the app from the relevant store, you can either tap Open in the app store to navigate directly to the VCHRGD Installer App, or find and tap the VCHRGD Installer Icon on your mobile phone or tablet. When prompted, enable Bluetooth or location permissions (required for Bluetooth scanning).

W I F I C O N N E C T I O N

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

If the connection attempt times out before connecting, wait and select the charger again once visible. You can also swipe down on the Bluetooth Devices screen to reload the list of visible devices.

C O N N E C T T O C H A R G E R

Select your charger from the list of devices and enter the installer password from the Keep Me Guide when prompted, you can then tap OK to connect.

If you have lost the installer password, please call VCHRGD technical support on **01494 370524** and quote the Magic No. for a temporary password.



• K E E P M E G U I D E

INSTALLER PASSWORD
SERIAL NUMBER
INSTALL APP QR CODE

Please ensure that you retain possession of the Keep Me Guide after you've set the app up, as you may require the installer password and login credentials in the future.

S I M P L E C O N F I G U R A T I O N

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

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



W I F I C O N N E C T I O N

W I F I S C A N

Select your WiFi from the area scan list by tapping on the down arrow to open the drop down list. This will display a list of WiFi networks that the charger can see. If your WiFi isn't on this list then you may require a booster to ensure connection at your charger site.

The Seven Pro operates on a 2.4GHz WiFi band, for some dual band routers you may need to temporarily disable 5GHz connections to connect the unit or create a dedicated 2.4GHz guest network.

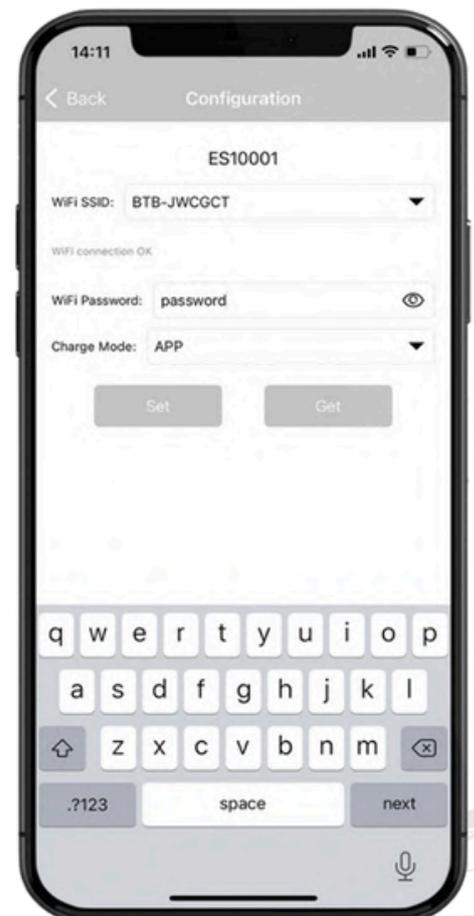


W I F I P A S S W O R D

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.

If you have recently changed your WiFi password from the credentials on the back of the router, it's possible to copy your password from the WiFi settings page of a mobile device connected to the WiFi. Once copied, you can paste the values into the WiFi password field.



W I F I C O N N E C T I O N

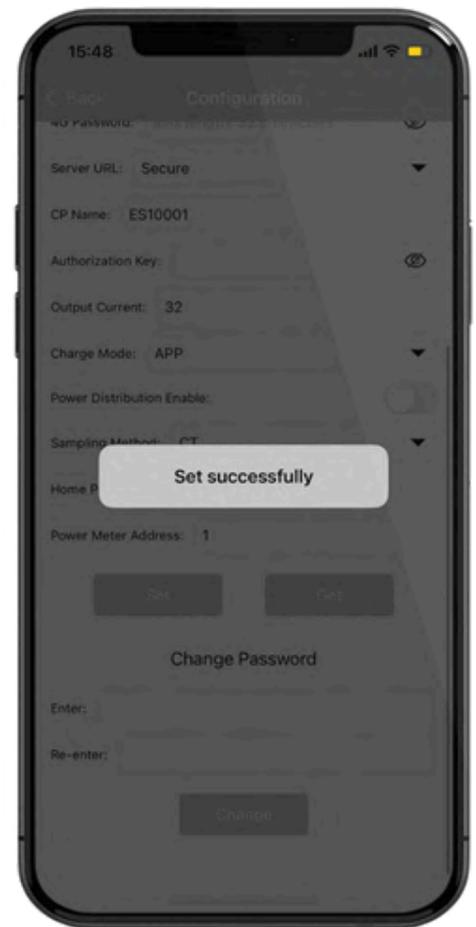
T A P S E T

After you're happy that you've selected the correct network and your WiFi password has been entered correctly, simply tap 'SET' to set the charger with the new WiFi Credentials.

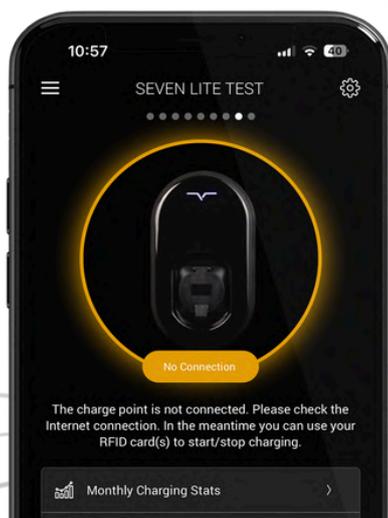
Please note that tapping 'GET' will pull the existing credentials from the charger and you will have to repeat the process. Please only do this if you feel you have made a mistake somewhere.

The app will give you a 'Set successfully' notification before exiting back to the Bluetooth devices page.

You can now navigate back to the VCHRGD Home App to check that the charger has connected to your home network. You should see the status indicator around the image of the charger change from 'Not Connected' to 'Ready'. It can take a few minutes for the charger to reconnect so don't worry if this doesn't happen right away.



C H A R G E R I S D I S C O N N E C T E D



C H A R G E R I S C O N N E C T E D

