Getting Started

This quick start guide explains how to get One up and running. For more information, visit our website volttime.com or for other manuals visit volttime.com/manuals

Login details

Serial number

The serial number can be found on the left side of the One charging station. You will need it for using the Volt Time App, among other things. You will also find the serial number on the pin code sticker.

PIN

The charging station's PIN code is unique and can be found on the sticker in your meter box or given to you by the installer. Lost sticker or pin code? Check support.volttime.com
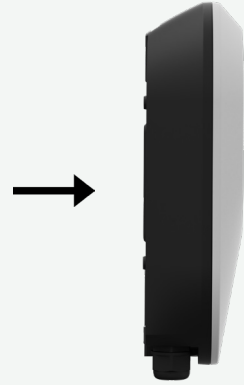
Load & Solar

Load balancing

By cleverly and dynamically reading the consumption of the property, your charging station can always use the maximum power for your car. So you always charge quickly without blowing your fuses!

Solar balancing

Do you have solar panels? With Solar Balancing, a combination of Load balancing and Solar Balancing is used or charging completely on excess solar energy.

Note! When a solar mode is set, charging is only performed on **excess** solar power. If all solar power is used up in the property, charging will stop.** Find more information here:

volttime.com/solar

Volt Time App

The Volt Time App is the free add-on for Volt Time chargers. Packed with options to make charging your EV smarter and easier.

Charging settings

With the app, you have an overview of charging transactions, access to authorisation settings and can easily switch between the dynamic charging modes. So you have full control over how you charge your car!

Setting up Plug and Charge

Want to charge without having to authorise each time? Switch on Plug & Charge via the app. Add a card you want authorised automatically, and your car will start charging as soon as you plug in the cable.

Reimbursement

Do you drive for business and want to settle electricity costs automatically (such as via E-Flux or Last Mile Solutions)? Then make sure your charge card is set up properly with this party. You can contact the seller of your charging station about this.

Adding the card in the Volt Time app is not necessary.

support.volttime.com
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**See volttime.com/manuals for the most recent guides and features.

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Start charging

To start your charging session:

- Plug the charging cable into the car.
- Lock the car.
- If applicable, then hold the charge card in front of the pass reader.

The display will indicate the status of the charging station. For status indication, see the table below.

To end the charging session:

- Hold the charge card in front of the reader.
- Unlock the car.
- Remove the charging cable from the car.

Troubleshooting
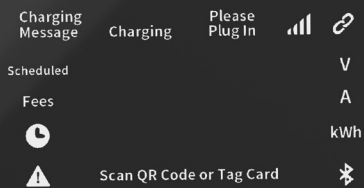
My card is rejected:

- In case of automatic, business settlement: contact the seller or charging station operator.
- For private use or a manual settlement: add your card using the Volt Time app.
- You can tell the card is rejected if the "Charging Message" icon doesn't appear.

My charger does not charge in Solar mode:

- Do you generate enough excess power to charge the car? Power generation alone is not enough, you need surplus. See support. volttime.com for more information.

Charging cable won't unlock:

- Make sure your car is unlocked.
- Still not working? Turn charger off and on via switch in meter cupboard.

Charger offline:

- Restart the charger and wait 15 minutes. The charger may lose connection.
- End the charging session. Turn the charger off and on using the switch in the fuse box.

Can't charge:

- Unplug the cable, make sure the charger reads "please plugin".
- Now, scan your charging card. Listen for audio feedback.
- Now plug the cable into the car.
- Now lock the car. The charger should start charging, the display says "Charging".

My charger reports an error

- If you already have the app, the charger may be locked in the app. If not:
- The installer did not configure the charger.
- Contact the installation party.

Charging Message | Charging | Please Plug In | llll | 🔗
Scheduled | V
Fees | A
🕐 | kWh
⚠ | Scan QR Code or Tag Card | ✳

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VTC - D8M9Y819839

Interface	Status	Interface	Status
Blank	Product is booting.	Charging Message **Charging**	Charging
Scan QR Code or Tag Card Please Plug In	Standby, ready to use.	Charging Message	Waiting for (solar) power **or** the car is finished charging.
llll	Charger has internet connection.	⚠	Error. Check error codes at **support.volttime.com**
🔗	Charger is connected to the app.	~~Scan QR Code or Tag Card~~	Charger is locked via the app **or** charger is not configured.
Scheduled	Charger has a scheduled charging profile.	🕐	Charger is displaying the time.
Charging Message Please Plug In	Card is scanned, car is not connected.	V	Charger is displaying the voltage on the AC IN power cable.
Scan QR Code or Tag Card	Car is connected, card is not scanned.	A	Charger is displaying the charging speed in amps.
🔊	Card is scanned, charger has booted or charging has started.	kWh	Charger is displaying the session's total energy charged.
✳	Charger connected to a device via Bluetooth.		