

### Getting Started

This quick start guide explains how to get One up and running. For more information, and for a full range of manuals, guides and downloads, visit [support.volttime.com](https://support.volttime.com)

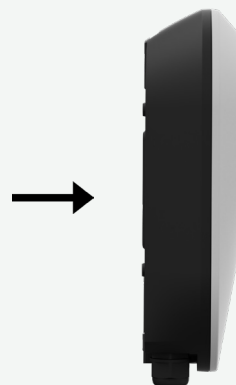
### Login details

#### Serial number

The serial number can be found on the 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](https://support.volttime.com)



### Smart Charging

Don't have Smart Charging yet?  
You're **wasting hundreds!**

Upgrade now



After processing your payment, we will upgrade your charger. You can always reach us at [support.volttime.com](https://support.volttime.com).

### Volt Time App

#### 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. This way you can target a net-zero usage, saving hundreds every year.

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.

#### Learn More

To learn more about these functions, visit [volttime.com/app](https://volttime.com/app)

#### Dynamic Energy Prices

For dynamic energy contracts, you can setup the charger so it automatically picks the cheapest moments in the day to charge!

#### Off-peak hours

In case you have a High/Low energy tariff, you can set a schedule so the charger will only charge when the Low tariff is active.

#### Peak Shaving

To prevent your building from using too much power in total, you can set a limit and avoid extra costs.



#### 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.

#### 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!



## Start charging

### To start your charging session:

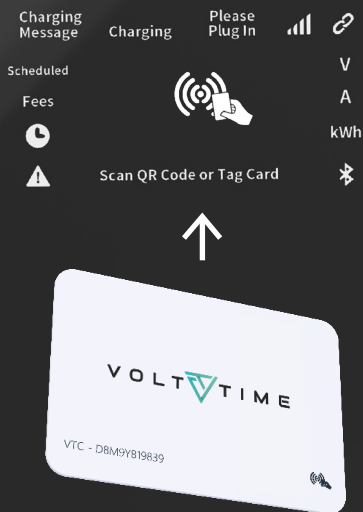
- Plug the charging cable into the car.
- Lock the car.
- If applicable, then hold the charge card in front of the card reader.

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 (embedded behind the display)
- Unlock the car.
- Remove the charging cable from the car.
- **WARNING:** The charging cable connector must be shielded from rain. If it is not, the rubber dust cover should be removed, because it will **collect water**. To prevent corrosion, a Volt Time Cable Holder is highly recommended. If you don't have one, contact your installer!

## 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](https://support.volttime.com) for more information.

### Charging cable won't unlock:

- Make sure your car is unlocked.
- Try unlocking the cable via the car's app or dashboard.
- Still not working? Turn charger off and on via switch in meter cupboard (fusebox).

### 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.
- Check [status.volttime.com](https://status.volttime.com) for outages

### 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".

### Locked or "unavailable" charger:

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

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