

LET'S GO BEYOND

# TOYOTA HOMECHARGE USER GUIDE

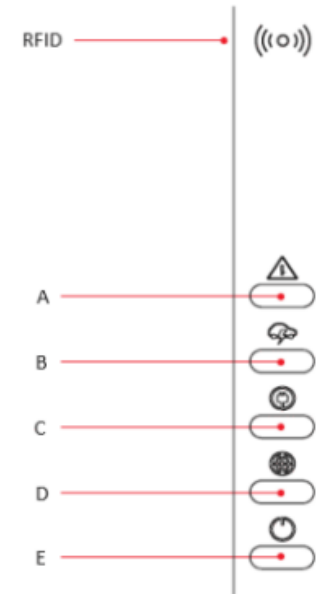
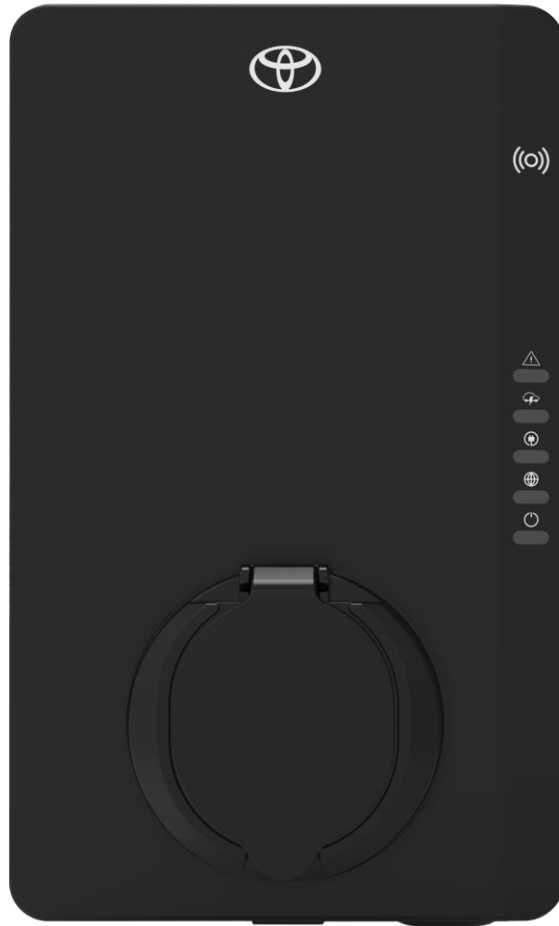


# CONTENTS

1. Toyota HomeCharge Basics
2. Adding Your Charger to the MyToyota app
3. Charging
4. Charging Schedules
5. Managing Access
6. Firmware Updates
7. Troubleshooting



# TOYOTA HOMECHARGE BASICS



Label	Status of the LED	Status of the EV Charger
A	Error LED	
		On Error Off No error
B	Charging LED	
		On EV is fully charged or has stopped charging Off Not charging Flashing Charging
C	EV link LED	
		On A car is connected. The connection is authorized. Off No car connected Flashing A car is connected, waiting for authorization
D	Internet connection LED	
		On Connected to the internet Off Not connected to the internet Flashing Trying to establish internet connection
E	EV Charger on/off LED	
		On The EV Charger is ON Off The EV Charger is OFF Flashing The EV Charger is in setup mode

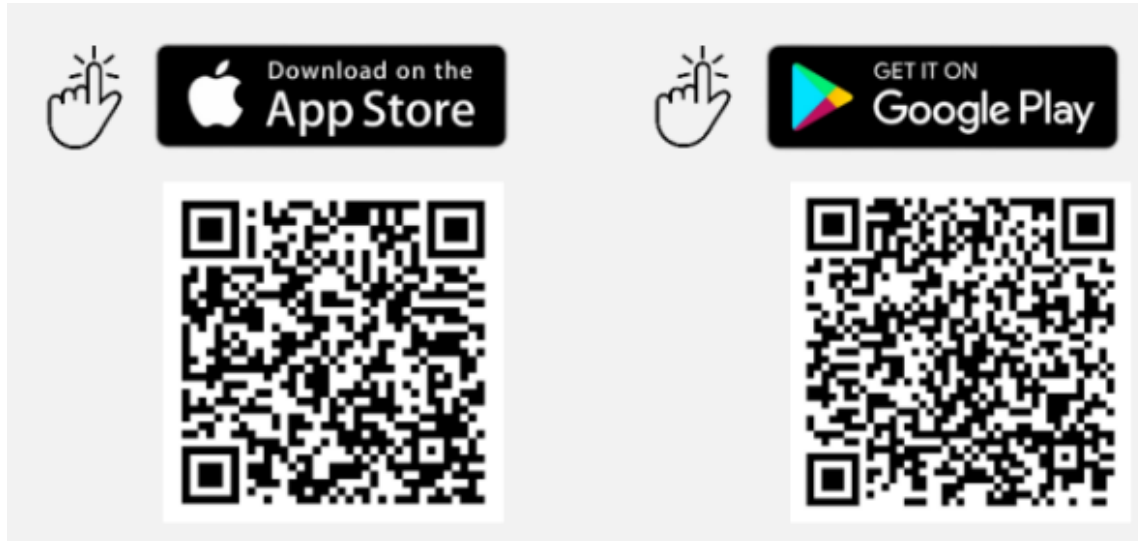




# ADDING YOUR CHARGER TO THE MyToyota APP

# MyToyota APP

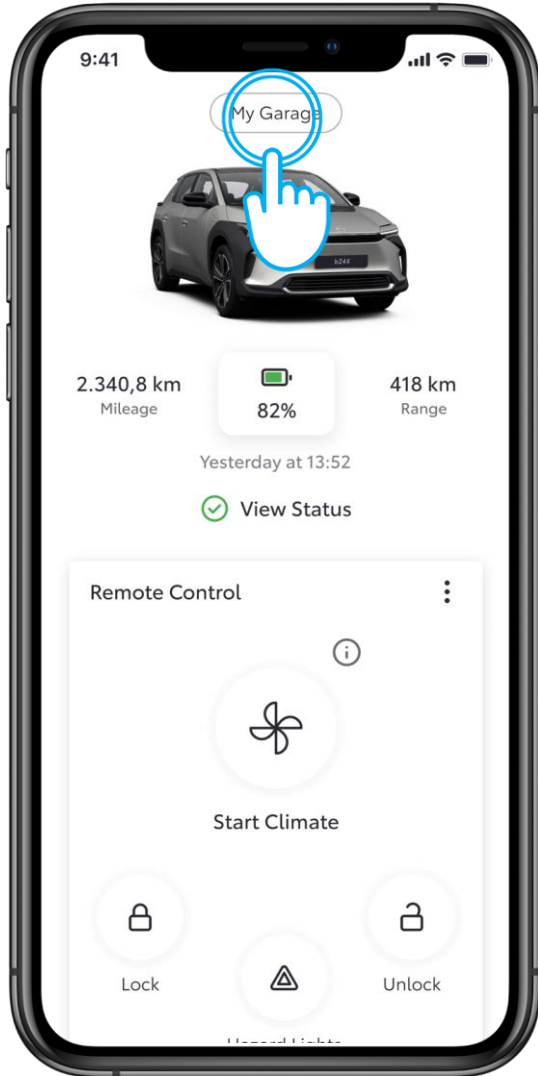
Please ensure that you have the latest version of the MyToyota app installed



Only this app will ensure the intended operation of your Toyota HomeCharge

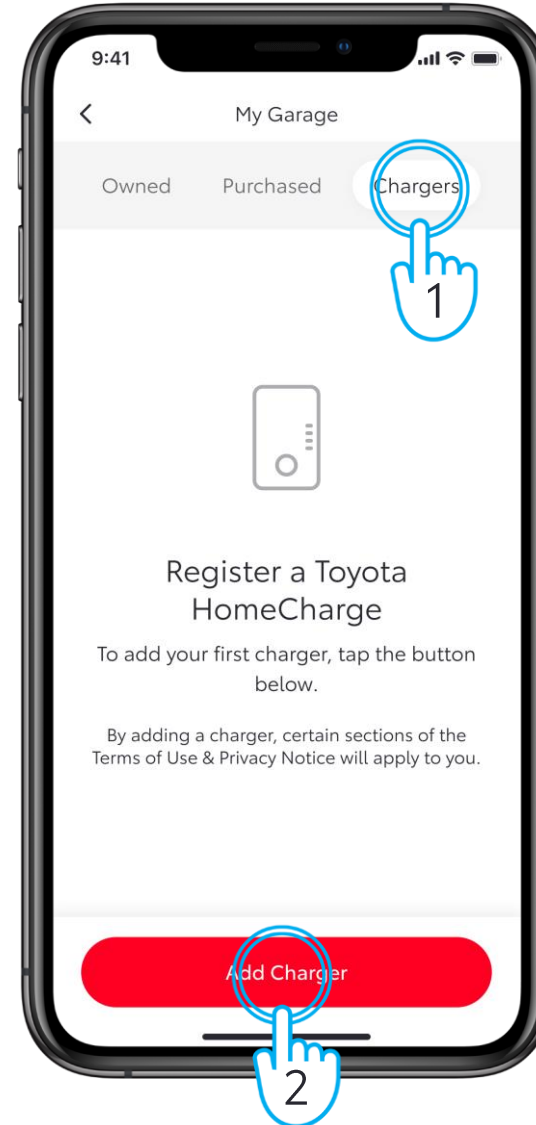


# PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP



## STEP 1

Open the MyToyota app, log in using your credentials and tap on "My Garage".



## STEP 2

Tap on "Chargers" followed by "Add a Charger".

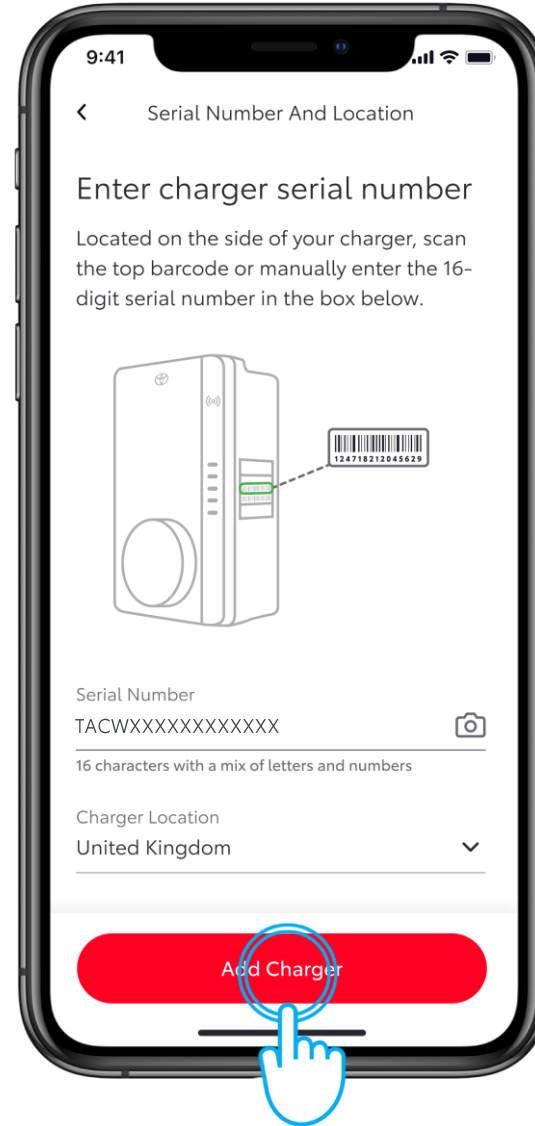


# PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP



## STEP 3

Tap on "Continue"



## STEP 4

Enter the serial number of your Toyota HomeCharge and its location\*. The serial number is located on the right-hand side of the box.

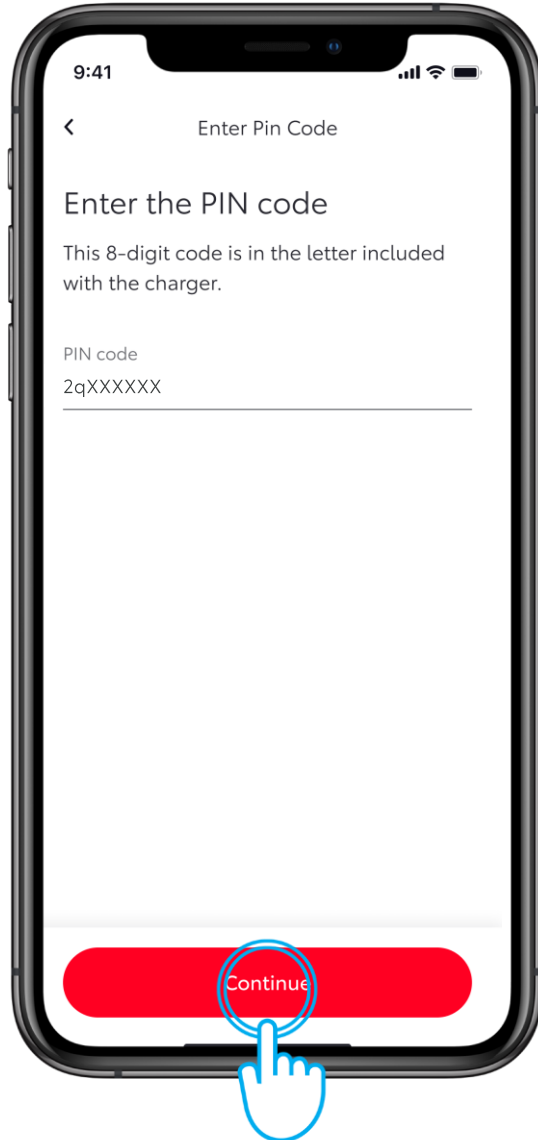
The serial number can be typed in or scanned using your mobile device's camera.

Once entered, tap on 'Add Charger'.

\*Please select the United Kingdom in the charger location to apply local settings



# PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP

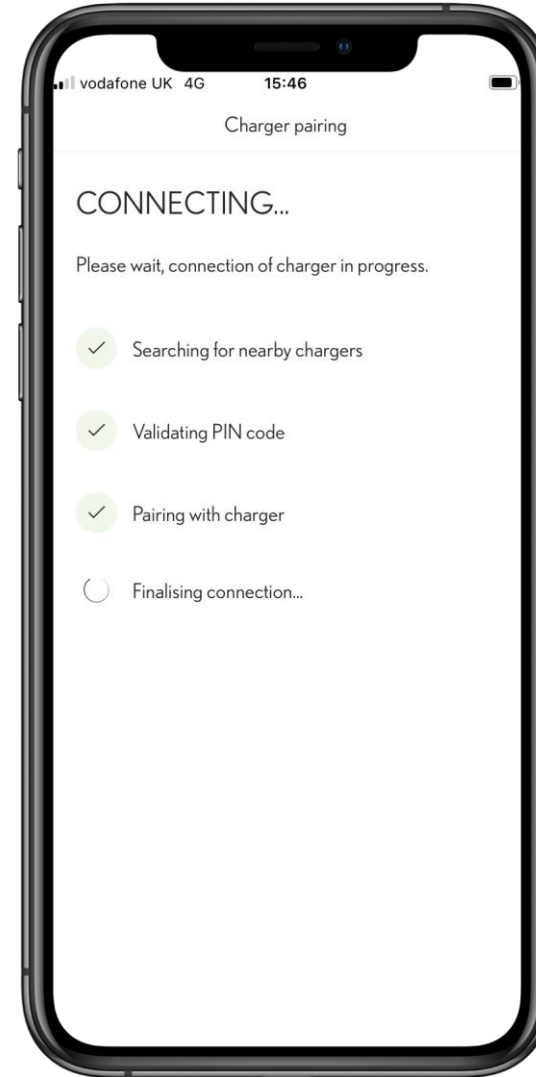


## STEP 5

Enter the 8-digit, PIN code that can be found on the card inside the leaflet, in the Toyota HomeCharge packaging.



Tap on "Continue".



## STEP 6

Allow a few seconds for the app to confirm the PIN code you entered is correct and establish a connection with the Toyota HomeCharge box.

*Tip: Please ensure that you have Bluetooth and Location services enabled for the MyToyota app*

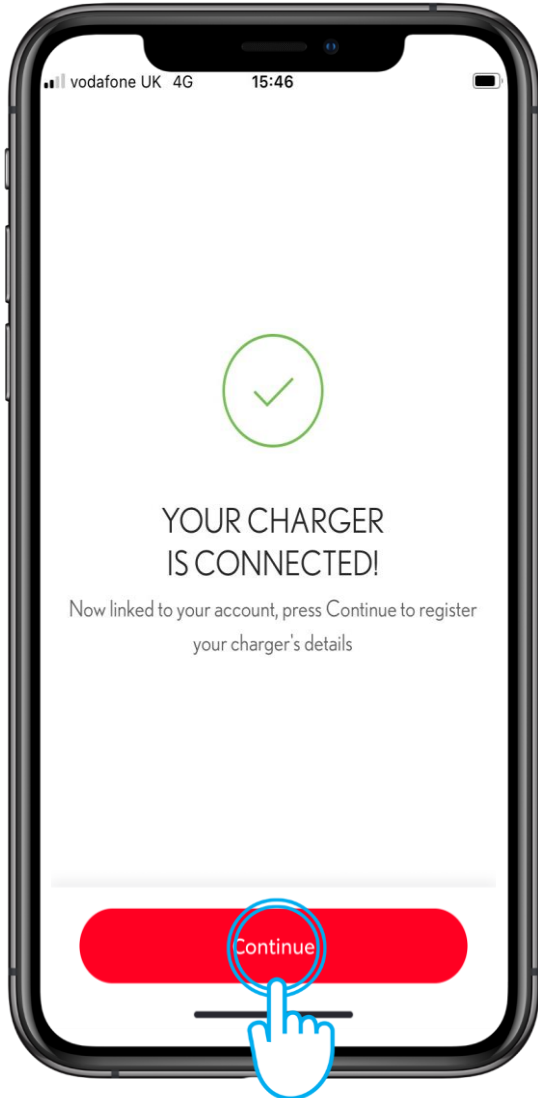




# PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP

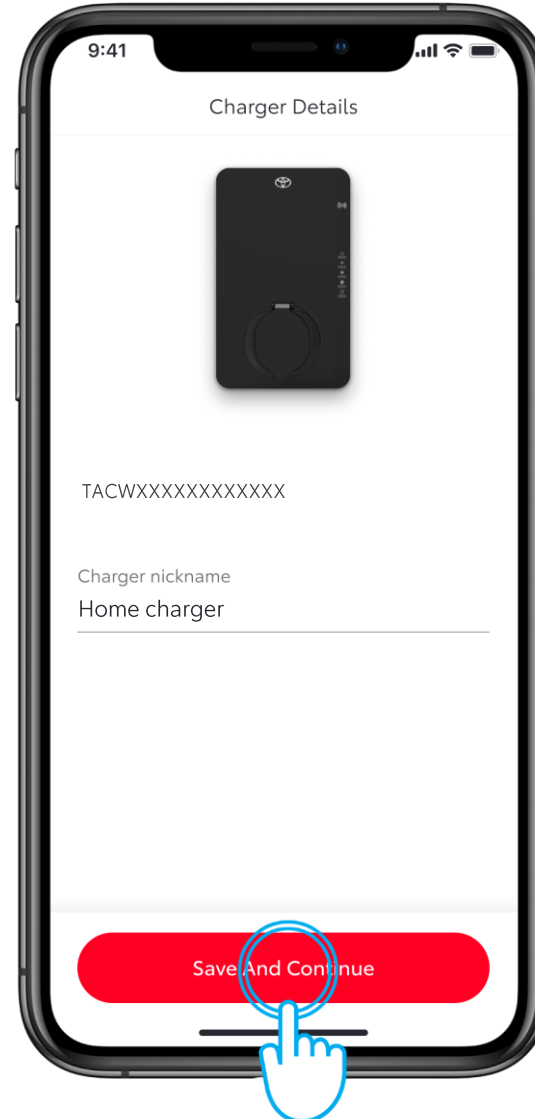
## STEP 7

After your charger has established connection with your MyToyota account you can click "Continue".

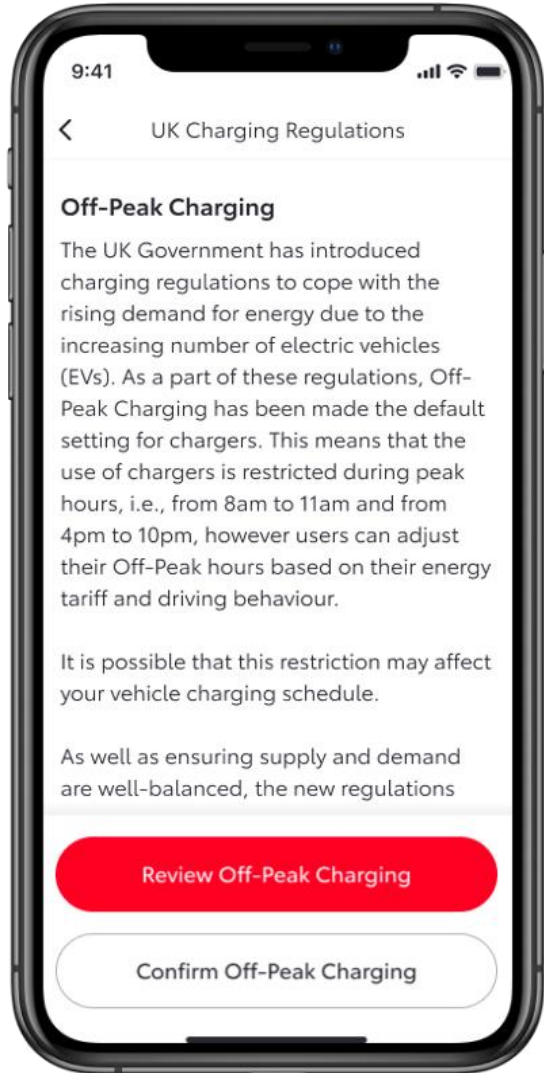


## STEP 8

Enter a nickname for your charger. Tap on "Save and Continue".



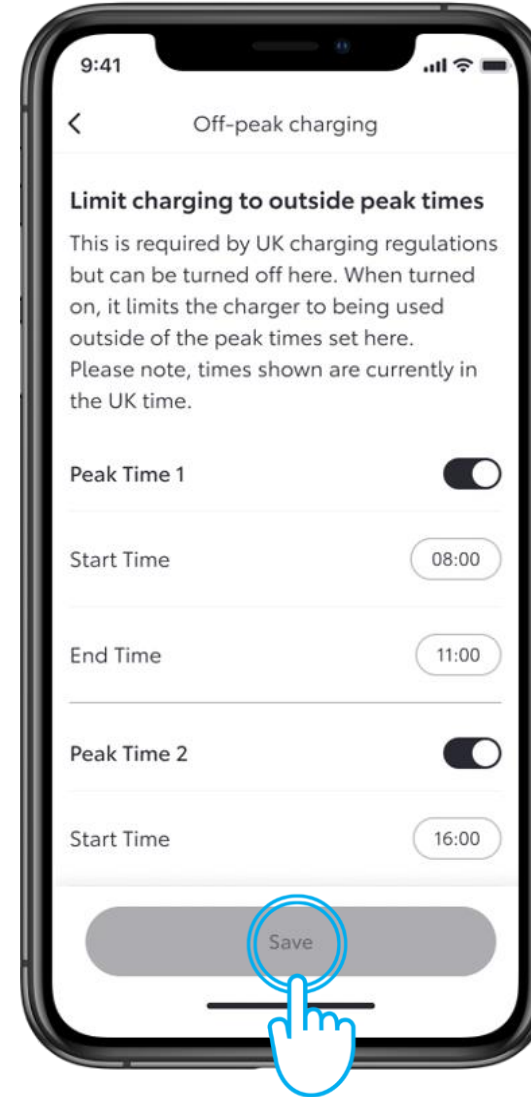
# REVIEW OFF-PEAK CHARGING



## STEP 9

After saving your Toyota HomeCharge unit you will be prompted about the UK Charging regulations regarding off-peak charging.

If you wish to charge at any time of the day click 'Review Off-Peak Charging'



## STEP 10

To turn-off Peak Time restrictions click on Peak Time 1 and Peak Time 2 via the toggles.

Then tap 'Save'





# CHARGING

# THERE ARE THREE WAYS TO CHARGE

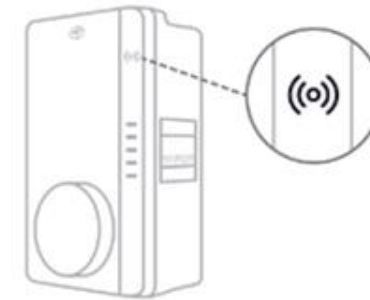
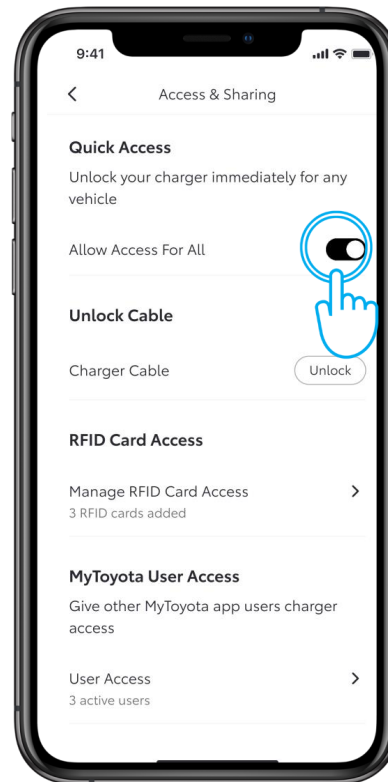
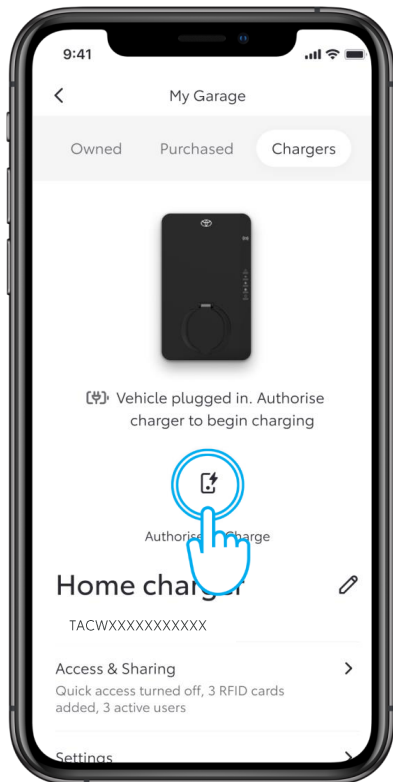
1. Authorisation in App

or

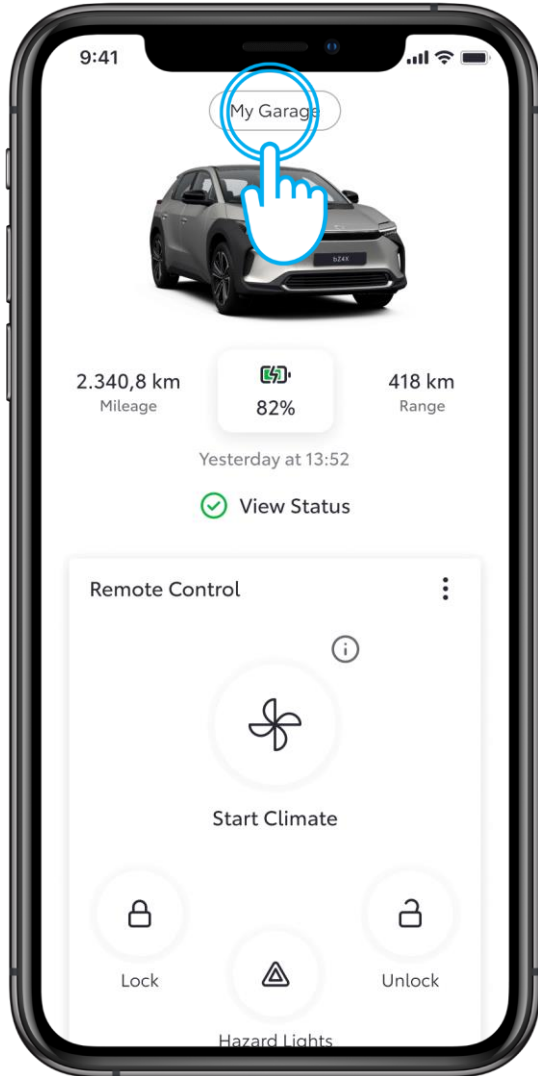
2. Allow access to all

or

3. RFID Card



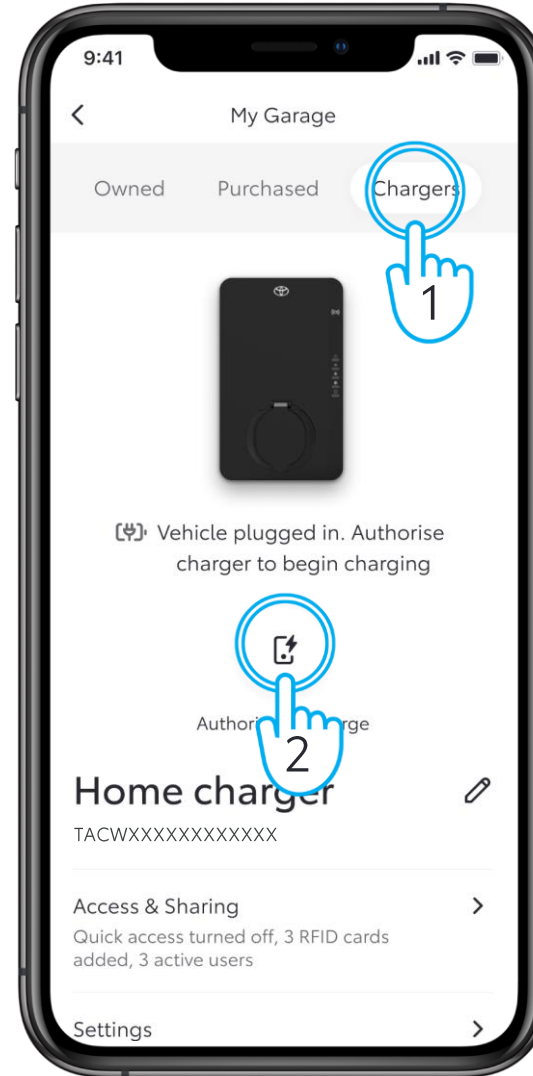
# 1. AUTHORISATION IN APP



## STEP 1

If the charger restricts access to all, authorisation is required.

Tap on "My Garage".

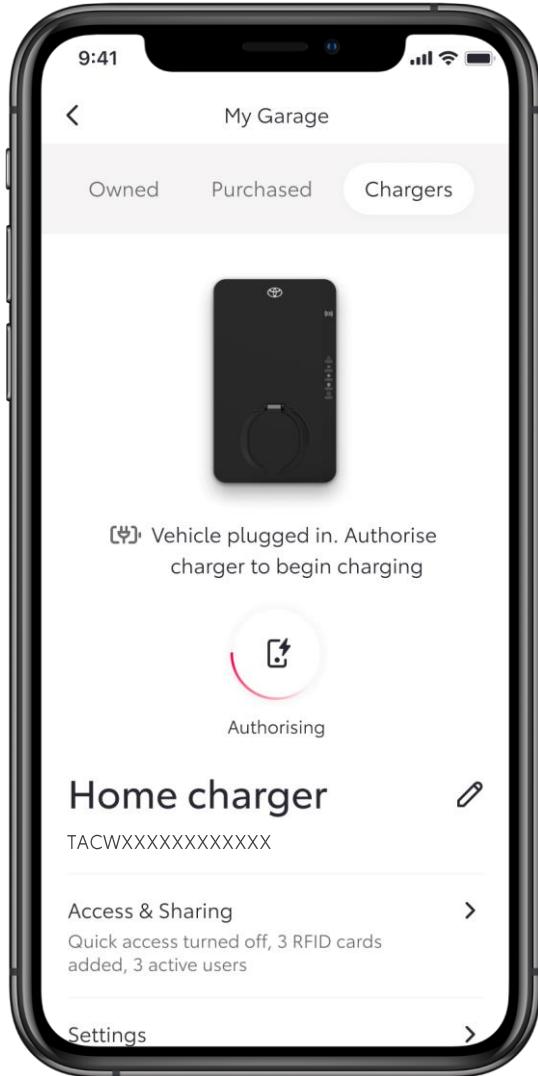


## STEP 2

Tap on "Chargers" followed by clicking and holding "Authorise To Charge" for two seconds

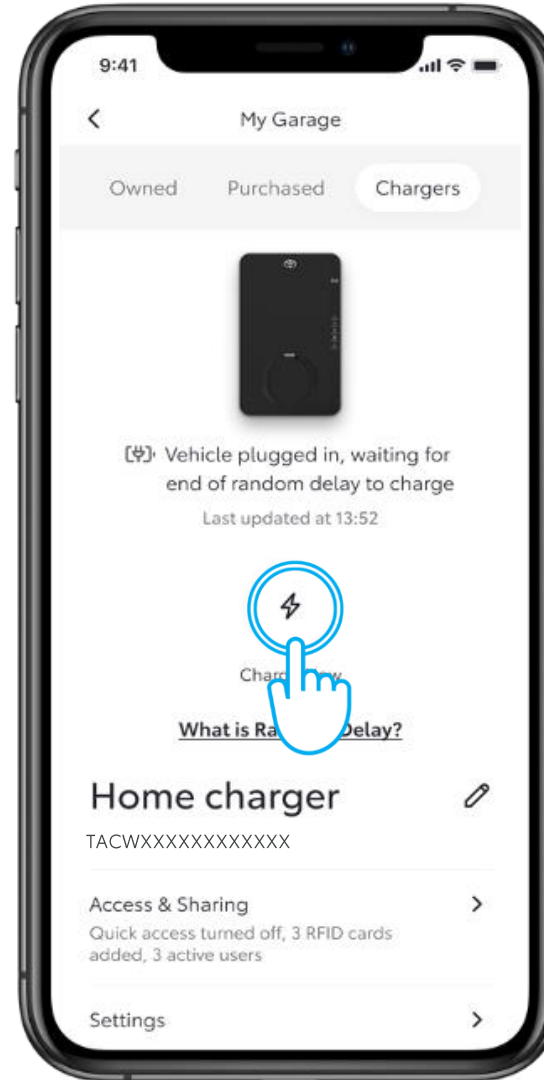


# 1. AUTHORISATION IN APP



## STEP 3

The screen will indicate that access is being authorised with a spinning red line around the button.



## STEP 4

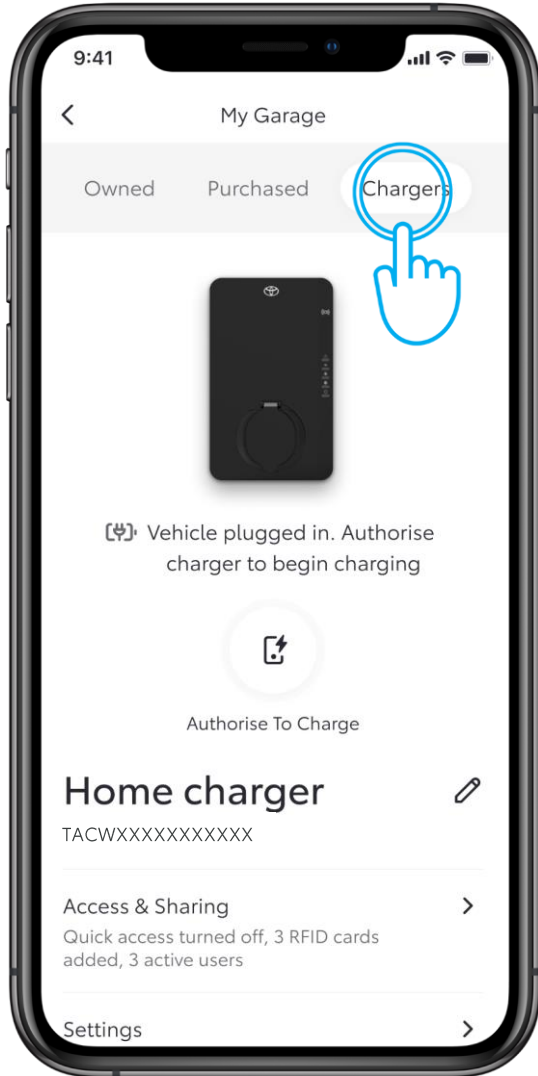
Wait for the end of the Random Delay for charging to start; or override by clicking and holding "Charge Now" for two seconds.

*What is Random Delay?*

*To prevent surges and to balance demand for charging electric vehicles, UK regulators require all charge points to include a random delay of up to 10 mins before charging commences.*



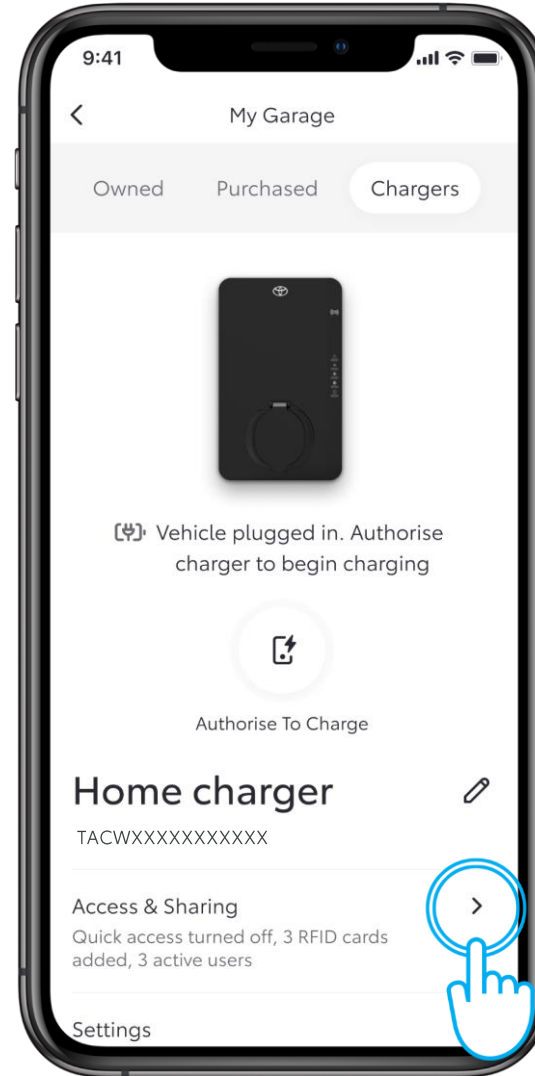
## 2. ALLOW ACCESS FOR ALL



### STEP 1

When the charger has the "Allow access to all" toggle enabled, just plug in your vehicle to start charging.

To check the access, click "My Garage" and tap on "Chargers".

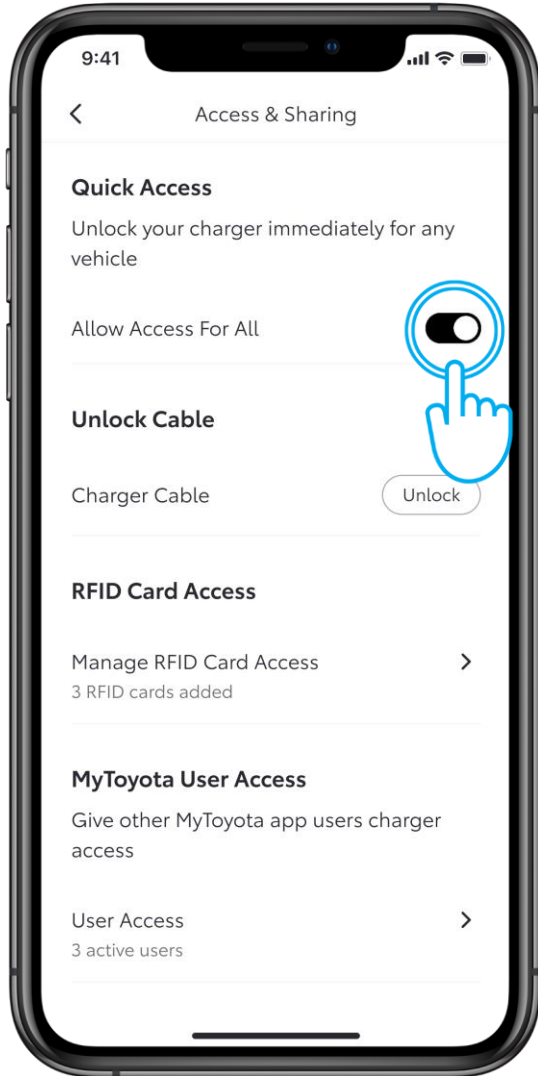


### STEP 2

Tap on "Access & Sharing".

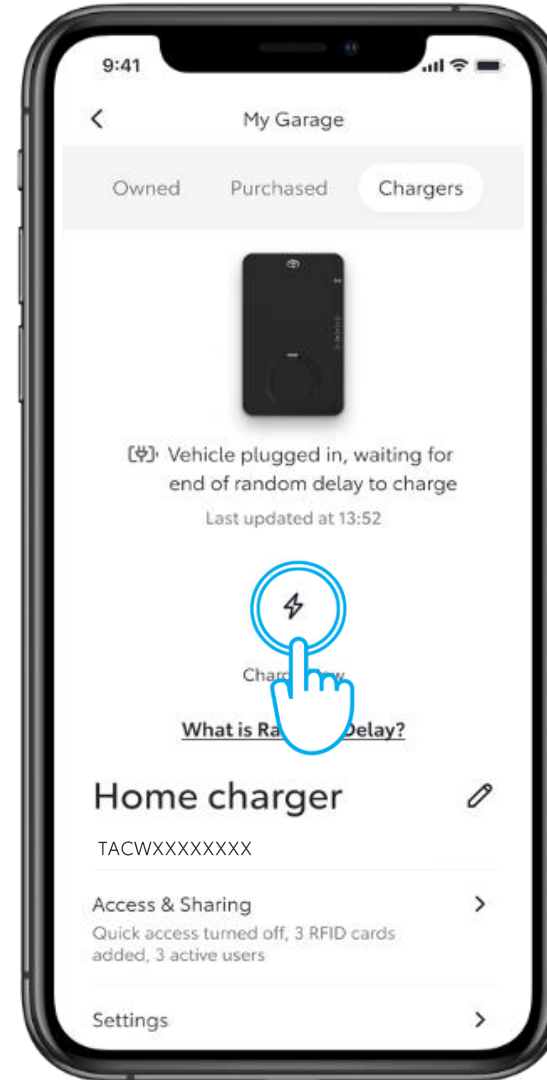


## 2. ALLOW ACCESS FOR ALL



### STEP 3

Check the toggle position is on to allow access for all.



### STEP 4

Wait for the end of the Random Delay for charging to start; or override by clicking and holding "Charge Now" for two seconds.

*What is Random Delay?*

*To prevent surges and to balance demand for charging electric vehicles, UK regulators require all charge points to include a random delay of up to 10 mins before charging commences.*





# 3. RFID CARD

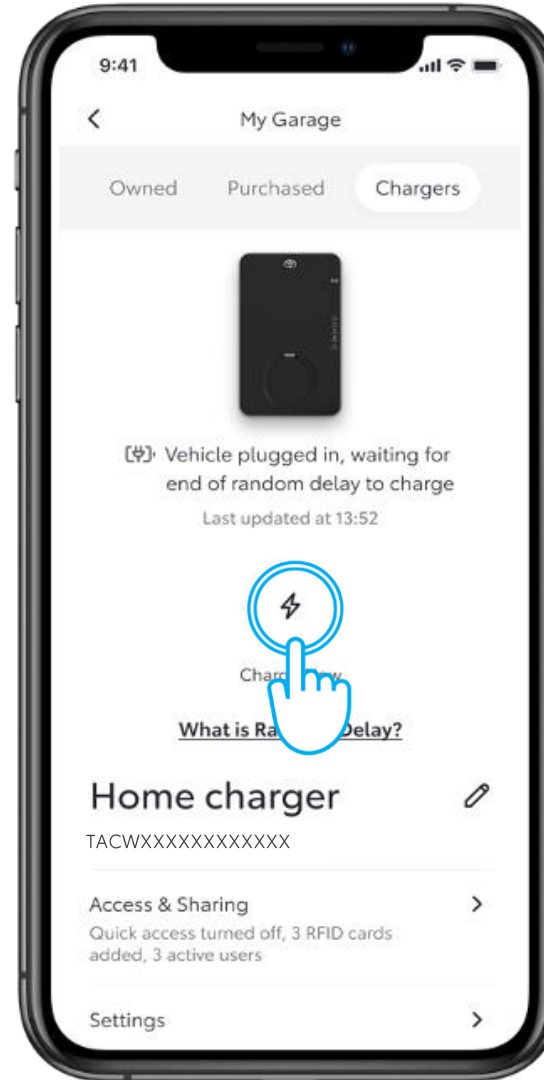
## STEP 1

Tap your RFID Card on the top right corner of your HomeCharge, as shown in the image below.

Your charger will bleep once, and the third (middle) light will change from flashing to solid green.



*Tip: if you are trying to use an unpaired RFID Card please jump to the Managing Access section of this Guide.*



## STEP 2

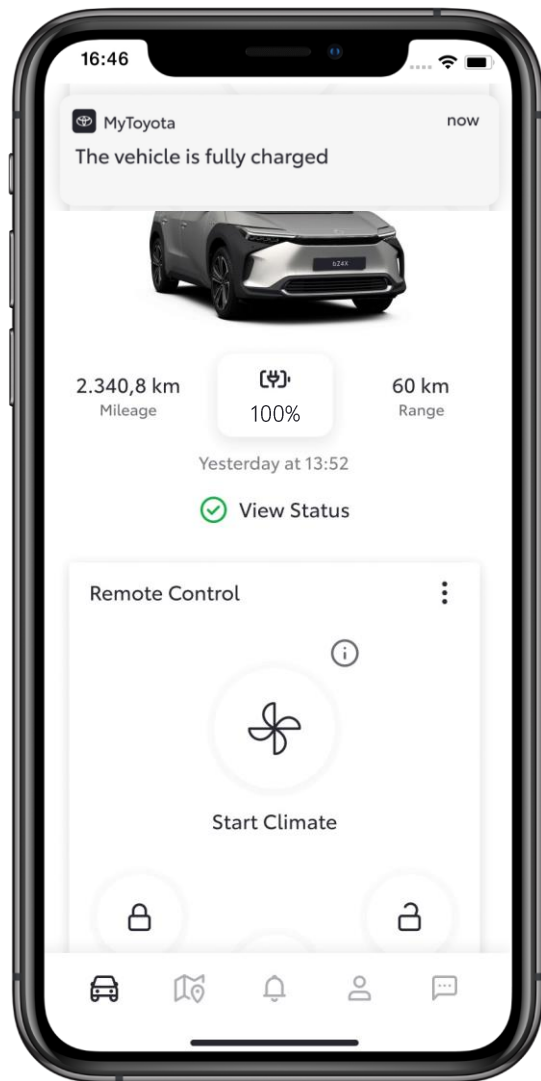
Wait for the end of the Random Delay for charging to start; or override by clicking and holding "Charge Now" for two seconds.

*What is Random Delay?*

*To prevent surges and to balance demand for charging electric vehicles, UK regulators require all charge points to include a random delay of up to 10 mins before charging commences.*



# CHARGING – VEHICLE FULLY CHARGED

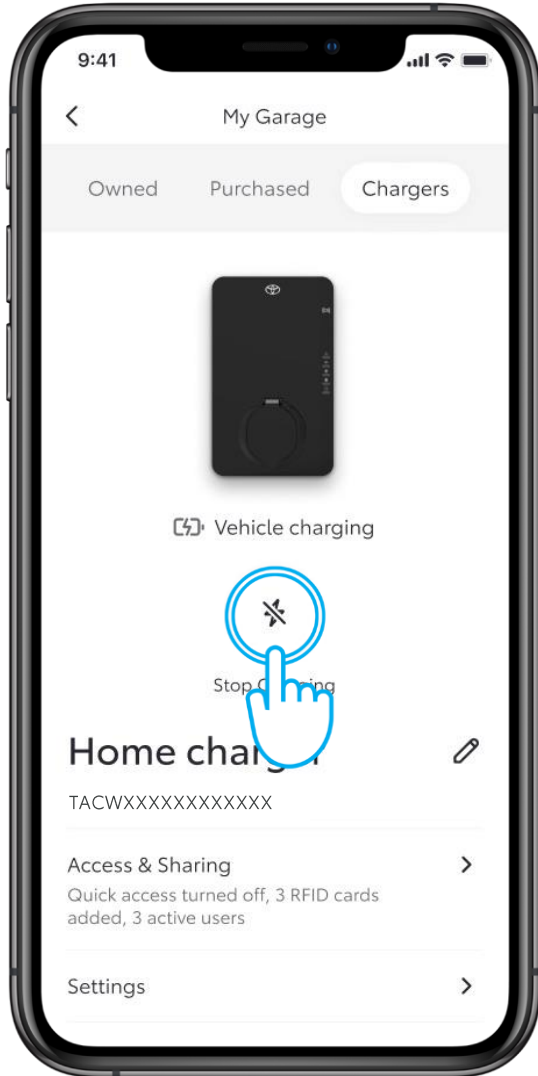


## STEP 1

Once the vehicle is fully charged, a notification will be received via the MyToyota app.

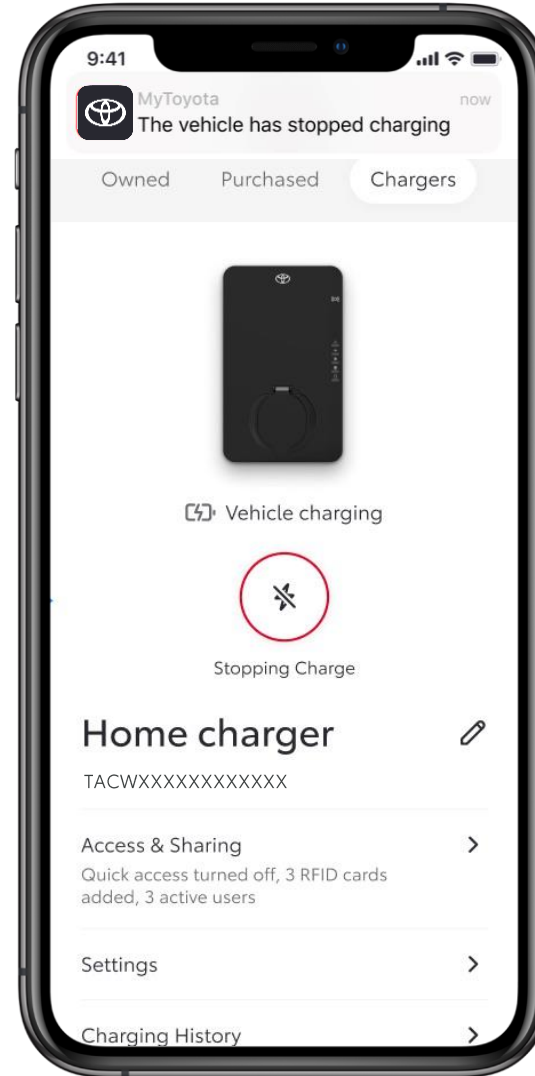


# STOPPING CHARGING



## STEP 1

To stop charging at any time, press and hold on the "Stop Charging" icon for two seconds.



## STEP 2

A notification will be received in the MyToyota app confirming that charging has been stopped.

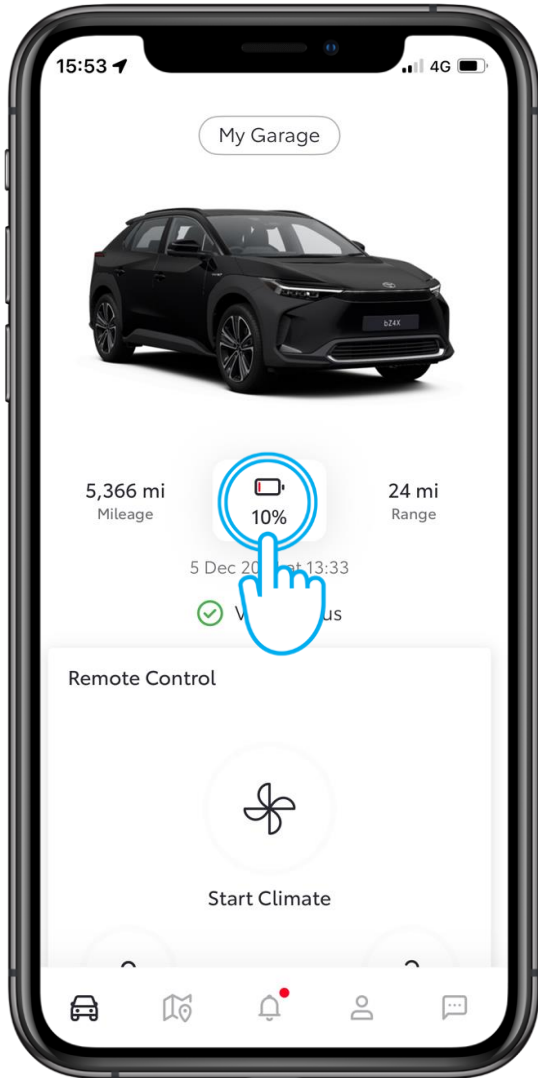




# CHARGING SCHEDULES

HOW TO SET UP AND USE SCHEDULES

# CREATING A CHARGING SCHEDULE: IN THE APP



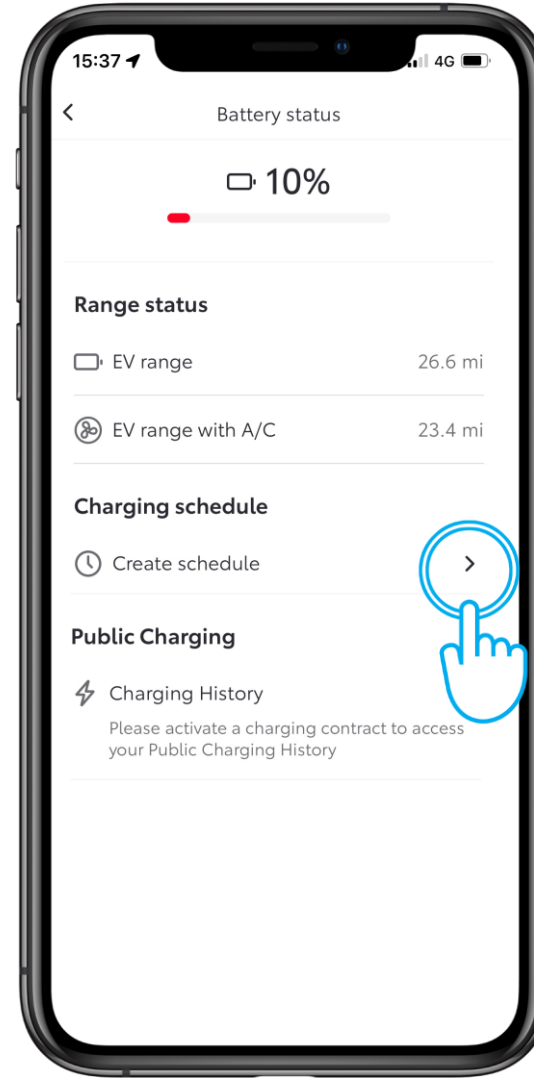
## STEP 1

To create a charging schedule:

Please click on the battery icon on the homepage.

*Why use a charging schedule?*

*An overnight charging time is usually used to utilise a cheaper off-peak energy or EV tariff.*



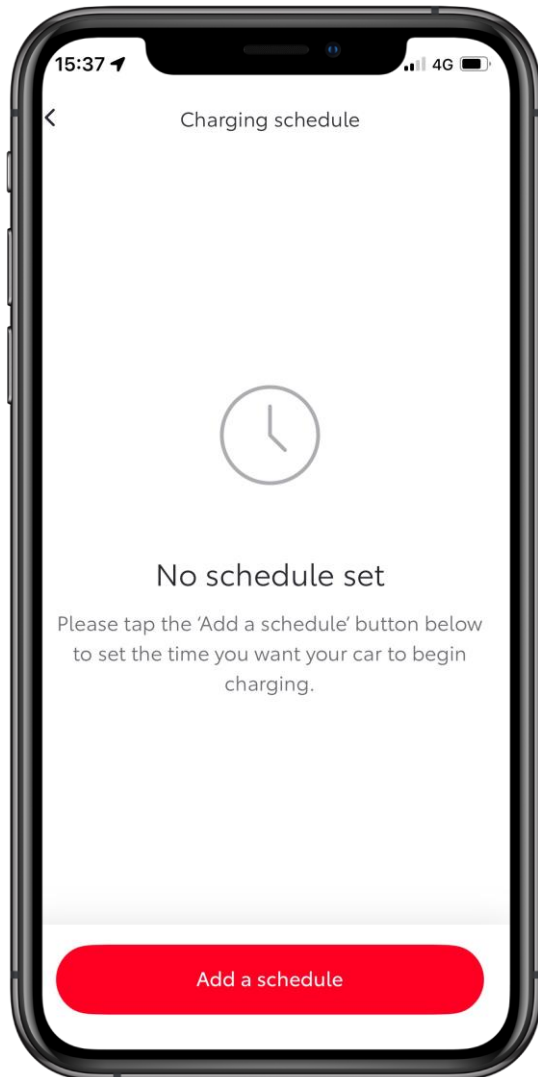
## STEP 2

Click on the Create Schedule option within the Battery Status page.

*Tip:  
Screen labelling may vary slightly by model*

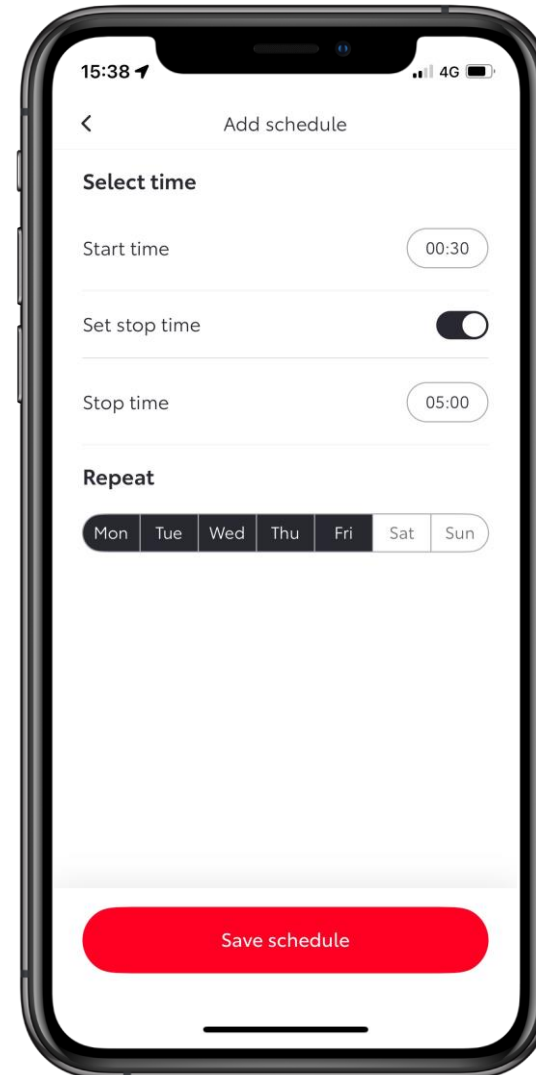


# CREATING A CHARGING SCHEDULE: IN THE APP



## STEP 3

Click 'Add a schedule'



## STEP 4

Choose the preferred times for the vehicle to charge..

Using the 'Repeat' function, you can repeat the same schedule over different days:

Finally, please tap 'Save schedule'.

**Tip:**

*Please remember to authorise the charging session each time you plug in!*

*This is to prevent unauthorised use of your charger.*

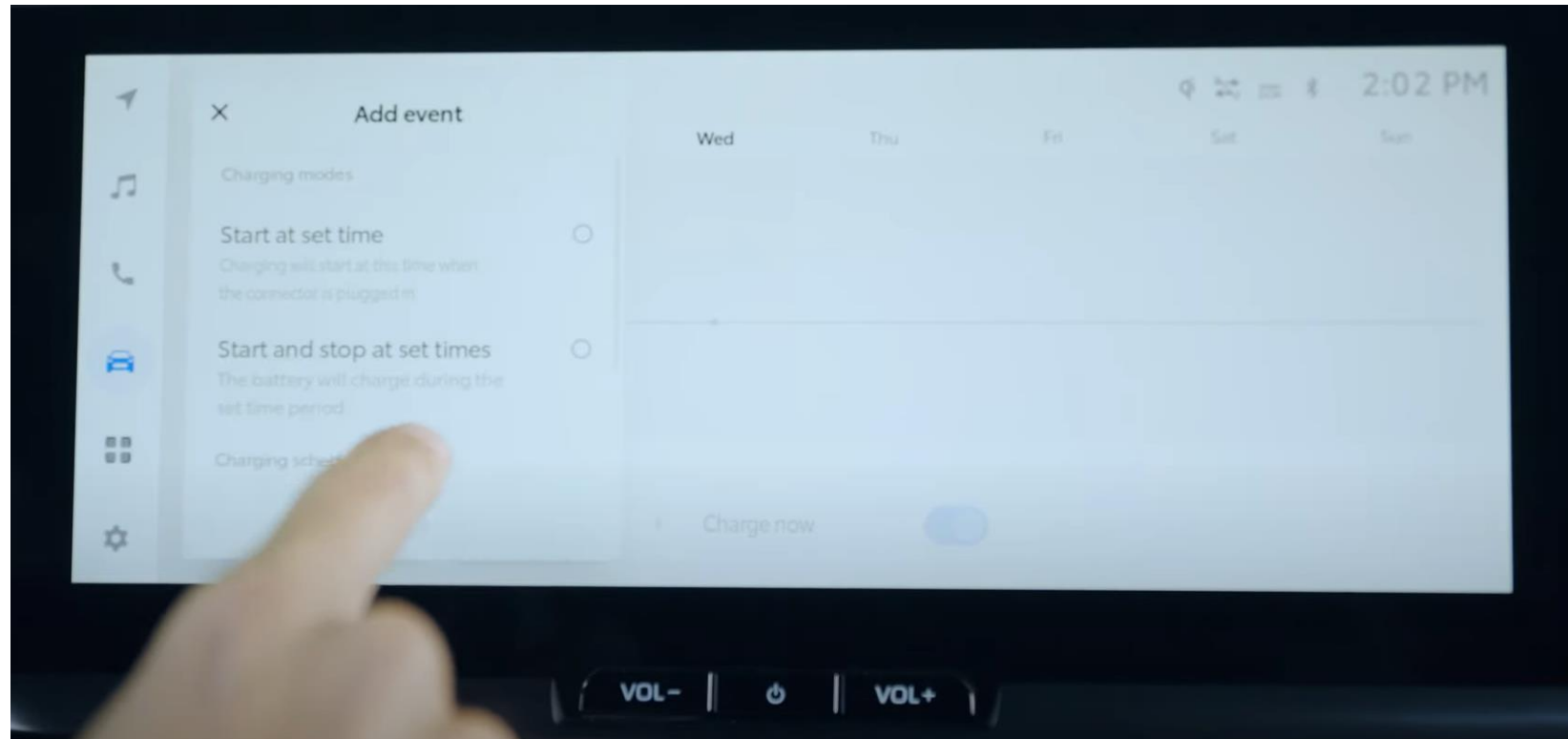


# CREATING A CHARGING SCHEDULE: IN THE CAR

You can also set a charging schedule via your vehicle's multimedia!

Charging schedules will automatically synchronize between vehicle and app, and vice-versa.

Please find a video walkthrough by scanning the QR code below:

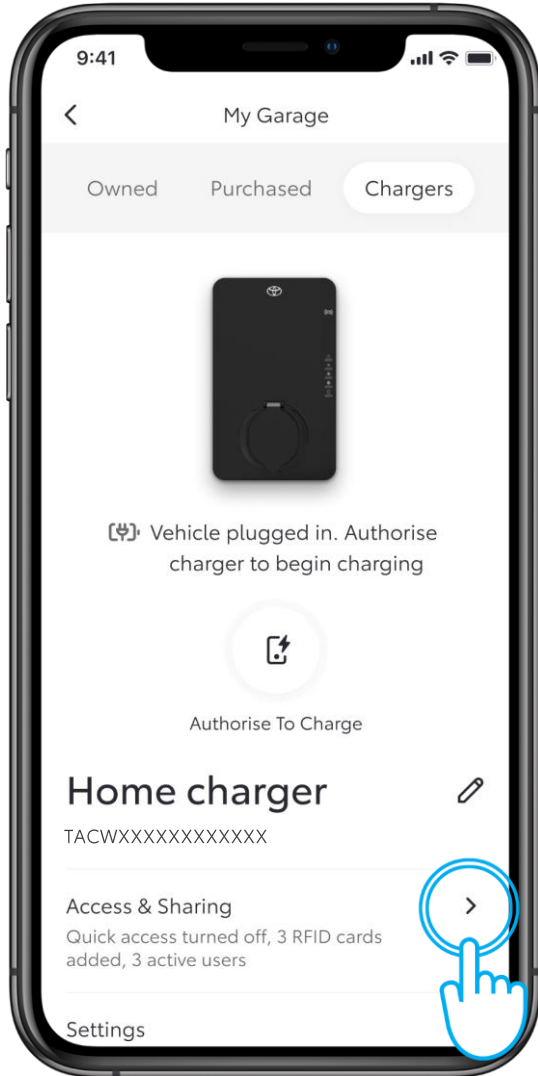




# MANAGING ACCESS

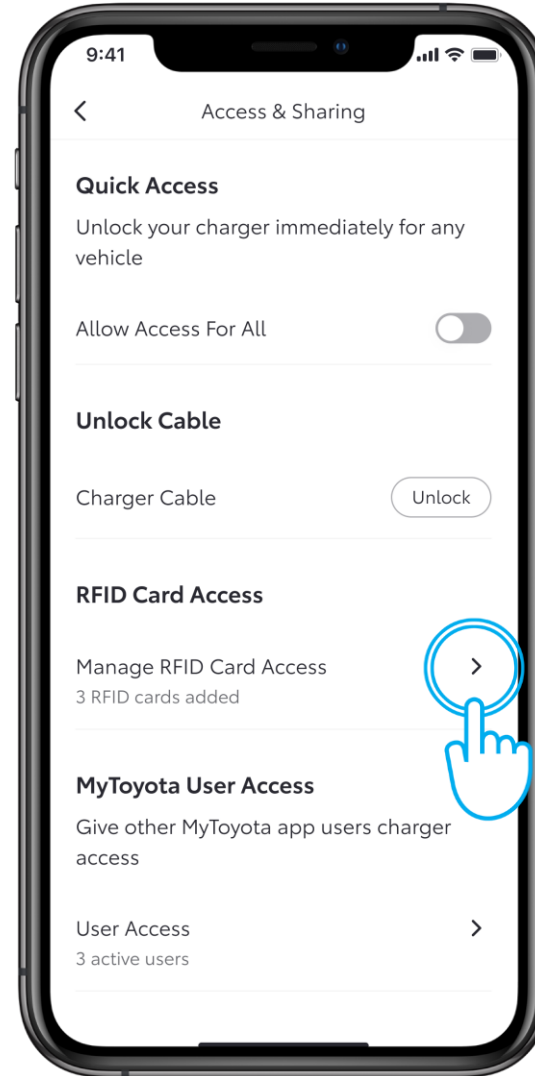


# MANAGING ACCESS



## STEP 1

To manage access to your charger, tap on "Access & Sharing".

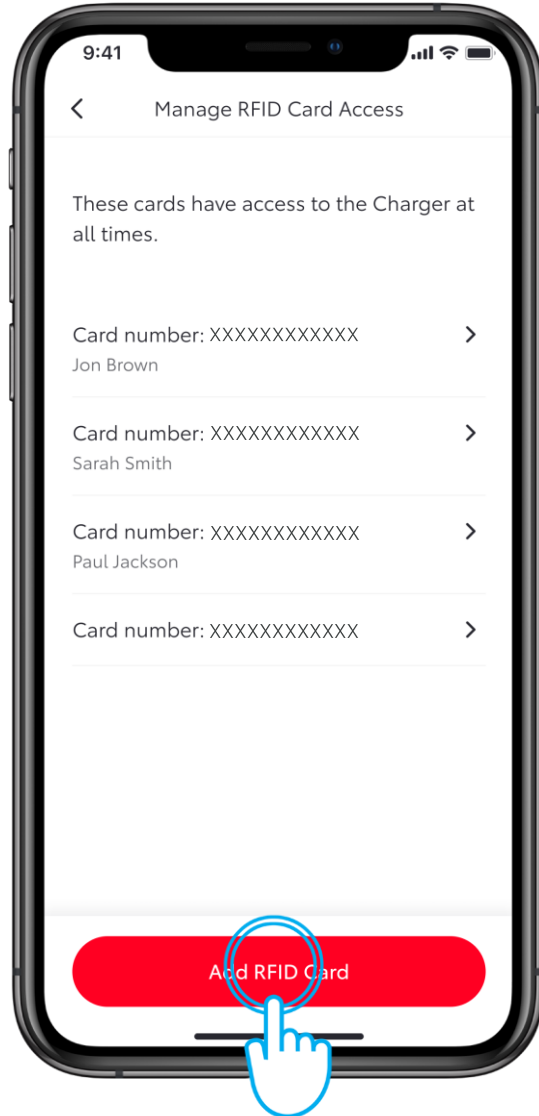


## STEP 2

To view or add RFID Card access, tap on "Manage RFID Card Access".



# MANAGING ACCESS – ADDING A RFID CARD



## STEP 3

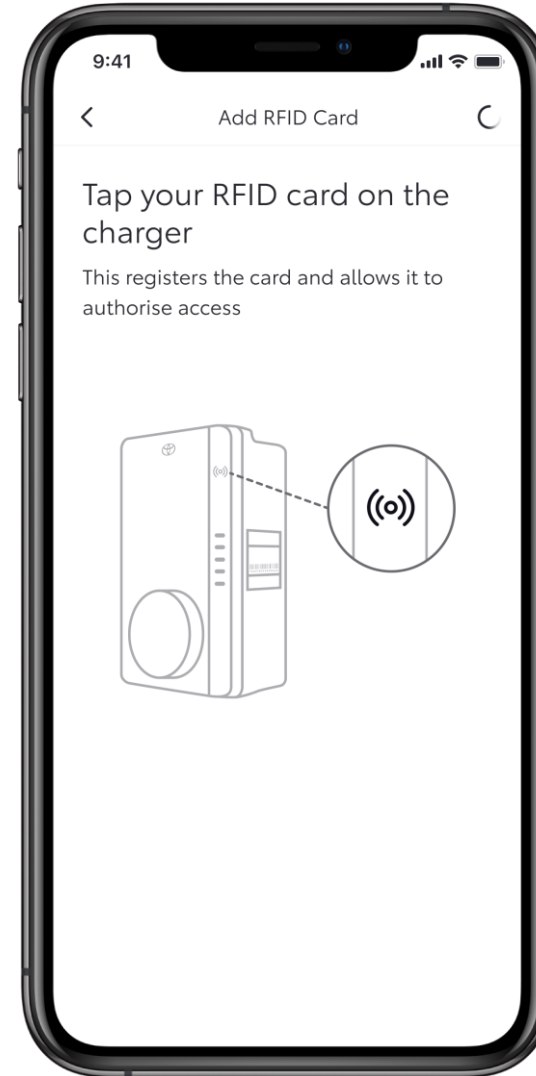
To add a RFID card, tap on “Add RFID card”.

Please ensure you have your RFID card with you (this was supplied with your charger)



We have already paired the plain RFID card with your box (pictured left).

The spare RFID card with logo (pictured right) can be paired by following the next steps.

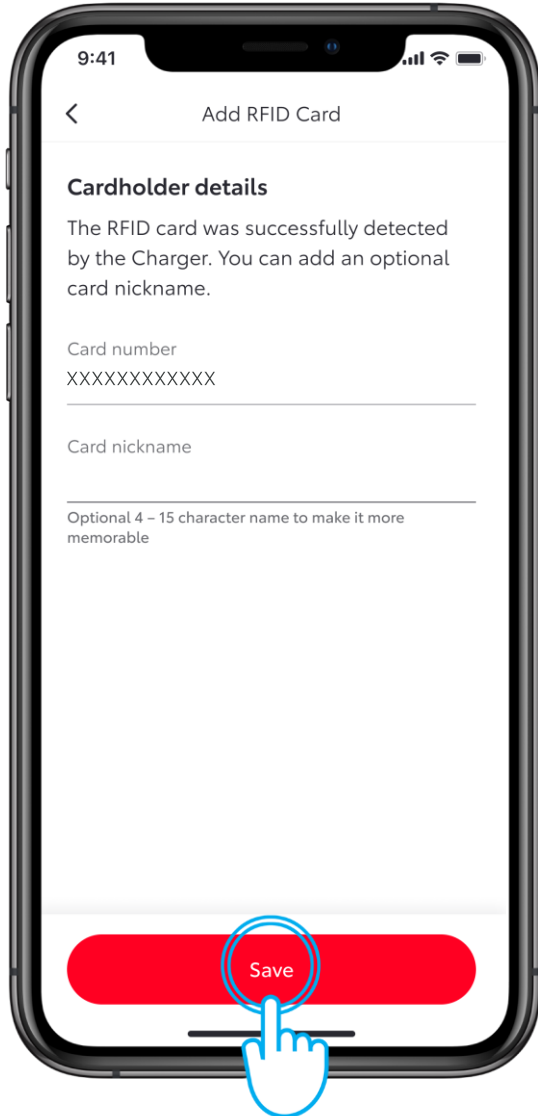


## STEP 4

Scan your RFID card on the top right side of the charger, over the semi-circle icon (pictured).

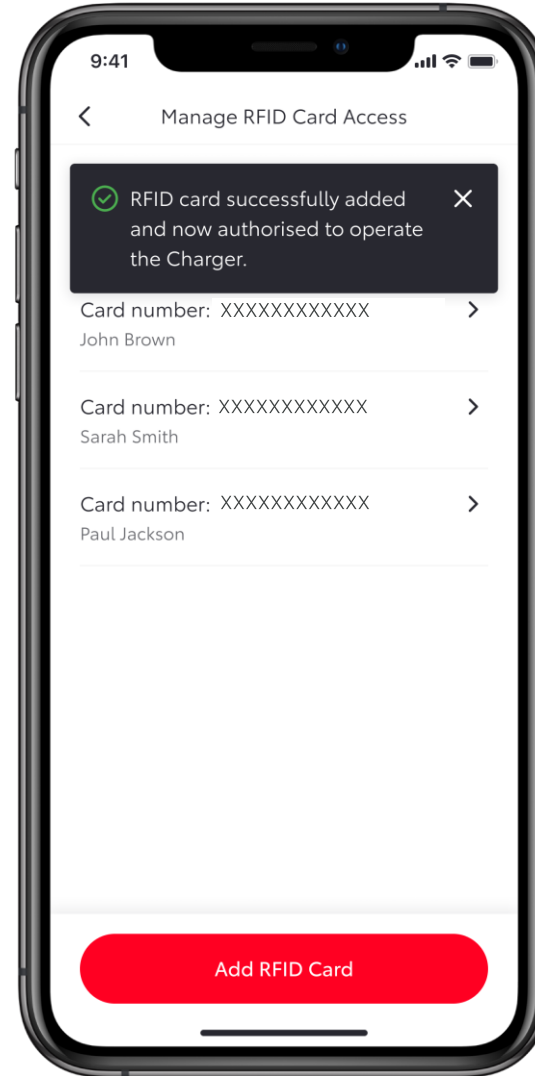


# MANAGING ACCESS – ADDING A RFID CARD



## STEP 5

You can then give the card a nickname and tap on "Save".

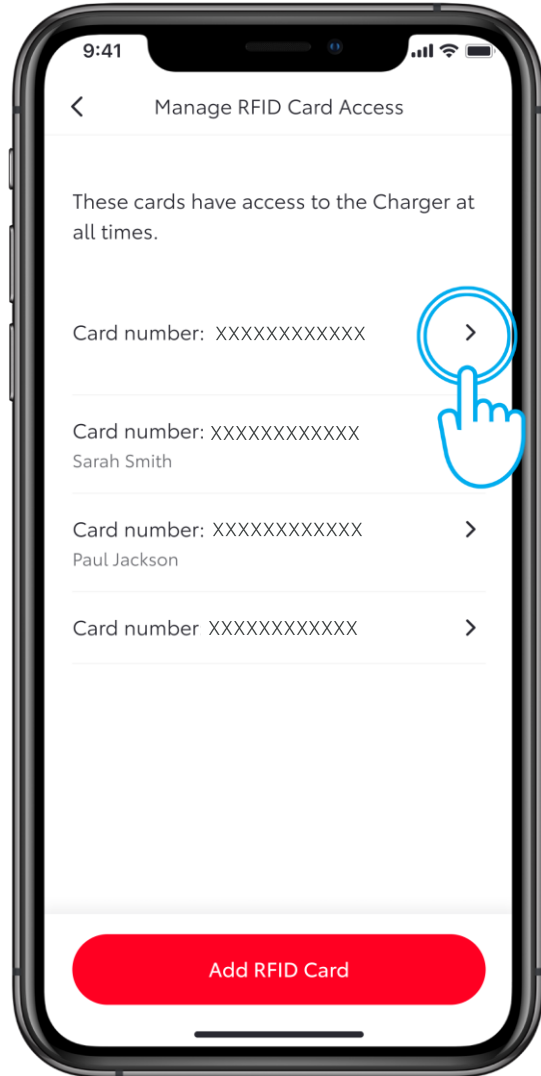


## STEP 6

The card is then added to the MyToyota app and can be used to operate the charger.



# MANAGING ACCESS – ADDING A RFID CARD



## STEP 7

To give a nickname to a card already in the app, tap on the card number.

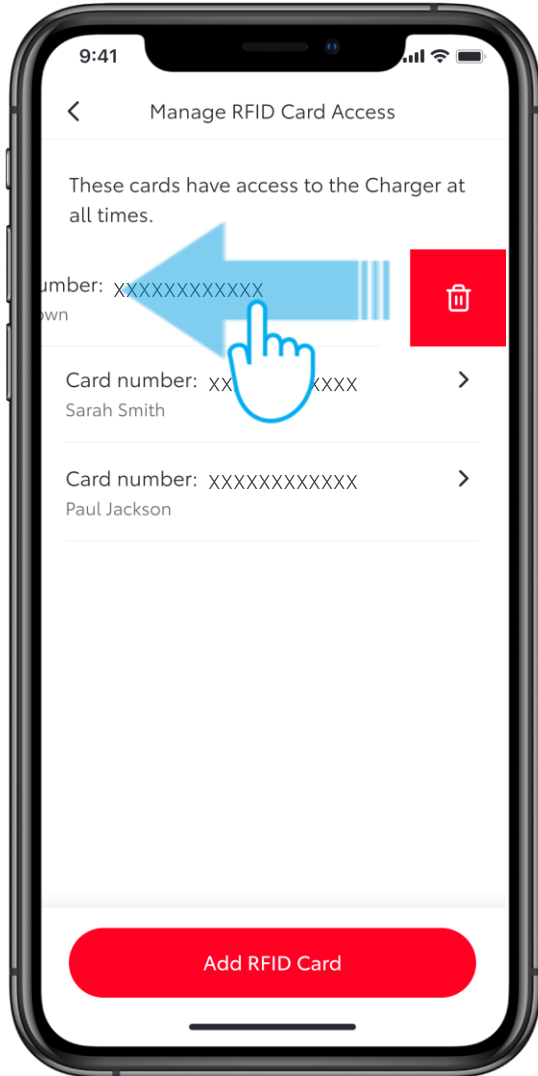


## STEP 8

Type in the card nickname and tap on "Save".

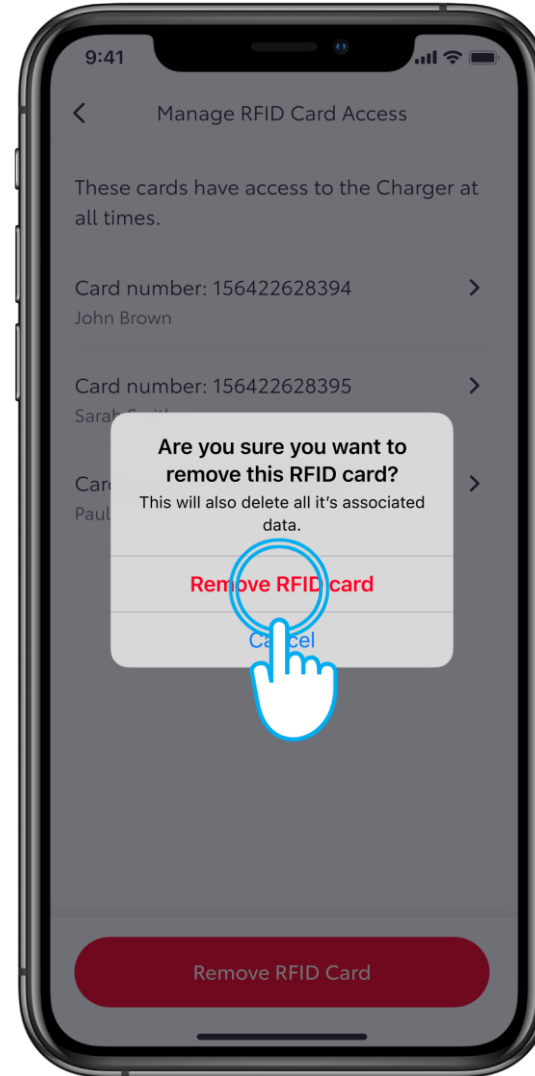


# MANAGING ACCESS – REMOVING A RFID CARD



## STEP 1

To remove a RFID card, swipe left on the RFID card to remove it.

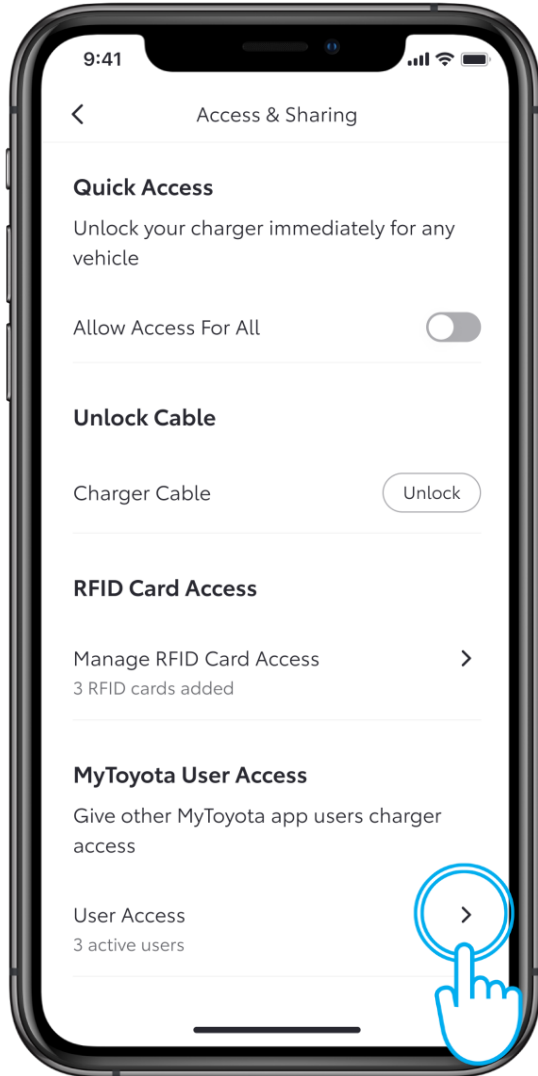


## STEP 2

Confirm the removal by tapping on "Remove RFID card".



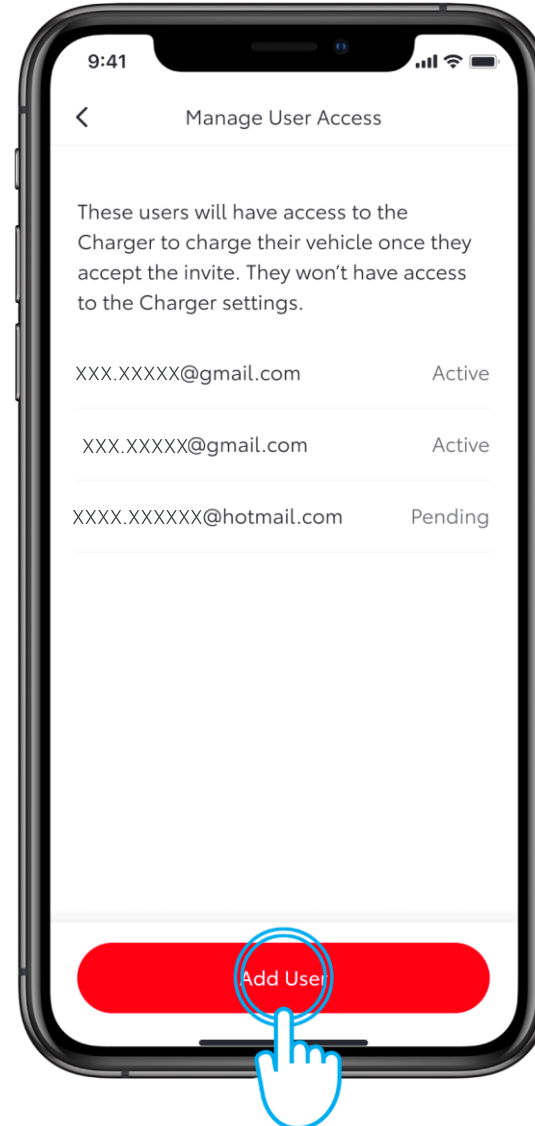
# MANAGING ACCESS – ADDING A USER



## STEP 1

If you would like to authorise someone else access your charger, you can do so via the MyToyota app.

To add or remove users, tap on "User Access".



## STEP 2

To add a user, tap on "Add User".

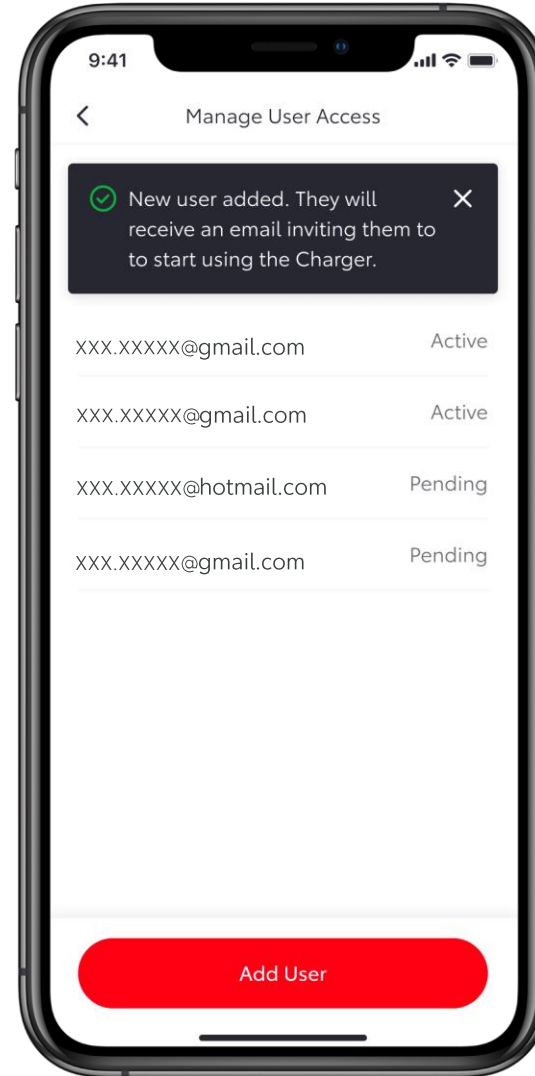


# MANAGING ACCESS



## STEP 3

Enter the new user's email address and tap on "Continue".

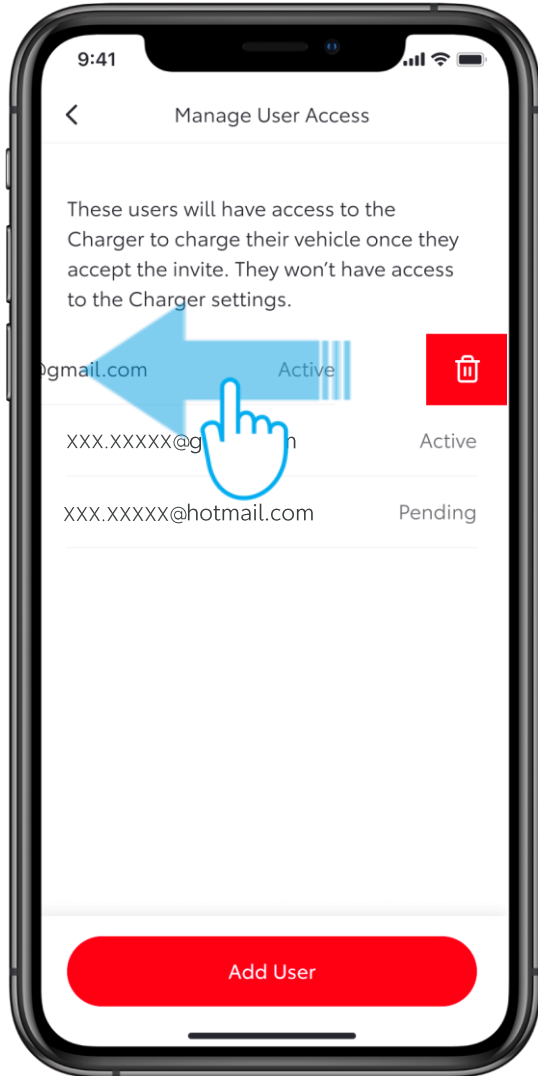


## STEP 4

The new user will be added, and they will receive an invitation by email to begin using the charger.

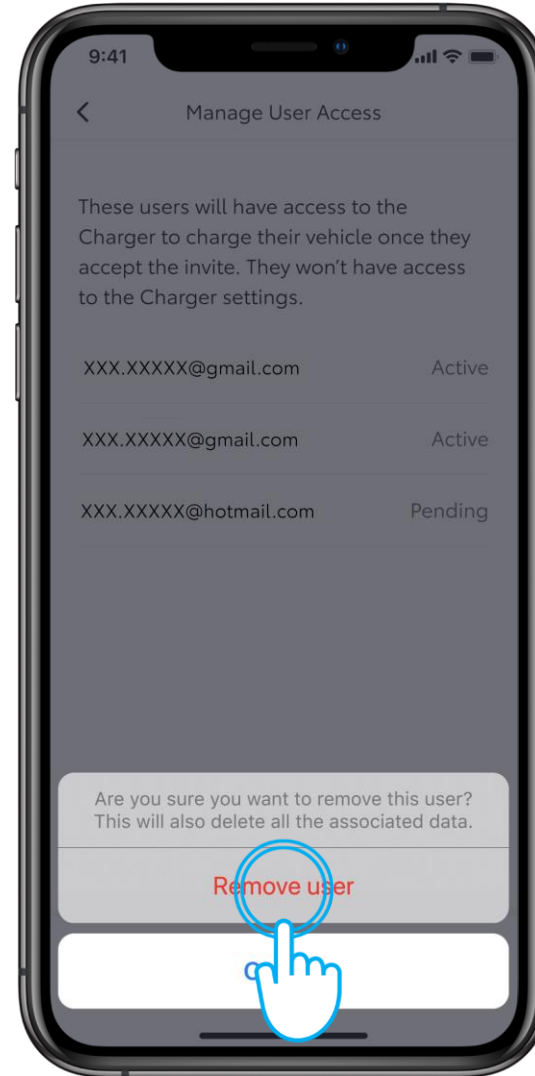


# MANAGING ACCESS – REMOVING A USER



## STEP 1

To remove a user, swipe left on that user.



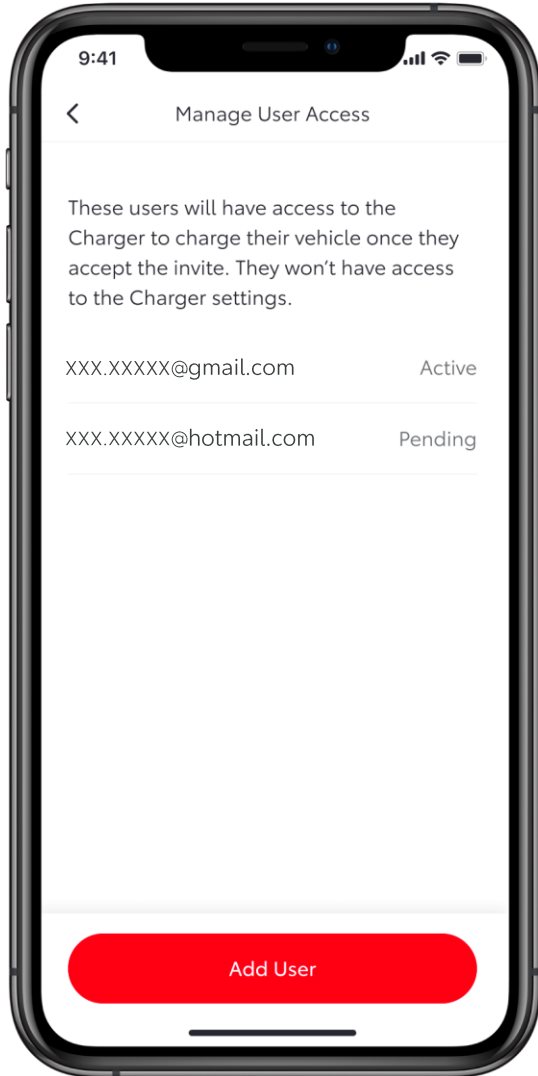
## STEP 2

To confirm the removal, tap on "Remove user".





# MANAGING ACCESS – REMOVING A USER



## STEP 3

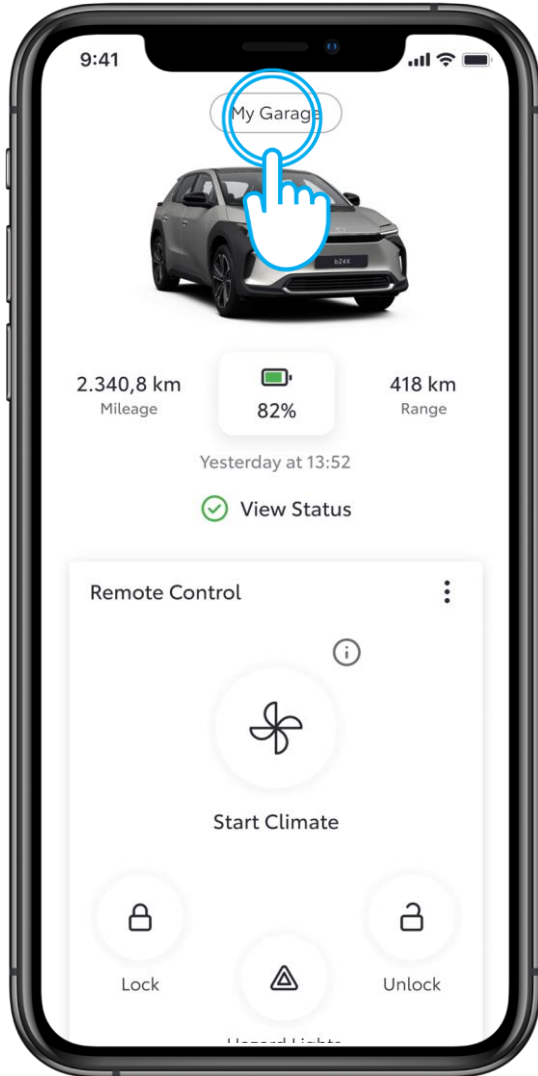
You will see that the user is removed from the list.





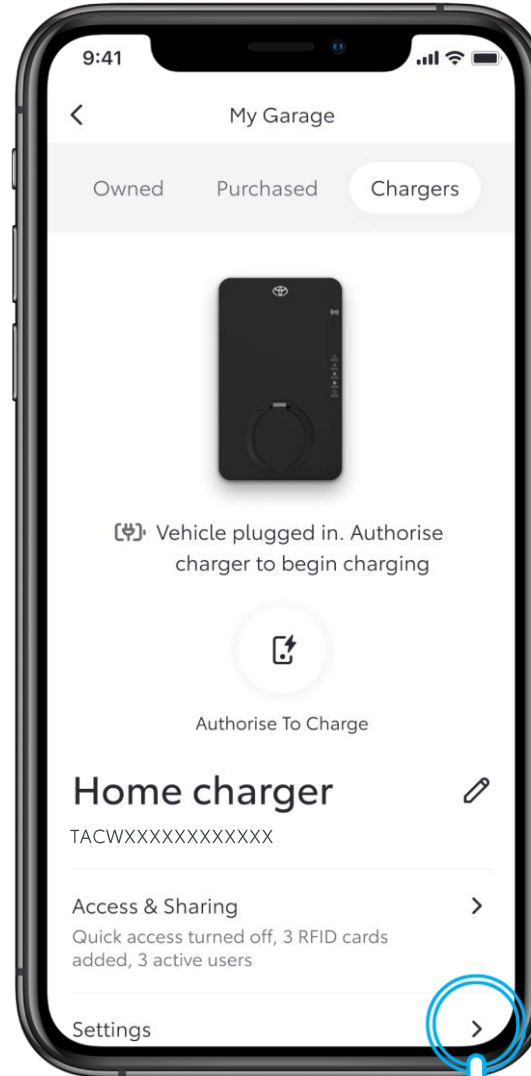
# FIRMWARE UPDATES

# FIRMWARE UPDATES WITH THE MyToyota APP



## STEP 1

Open the MyToyota app, log in using your credentials and tap on "My Garage".

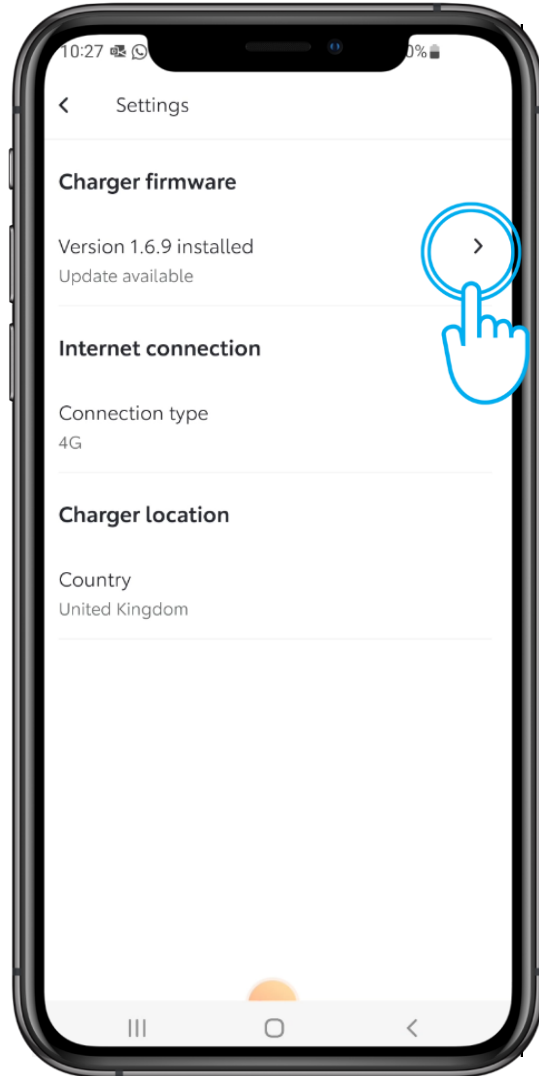


## STEP 2

Tap on "Chargers" followed by "Settings".



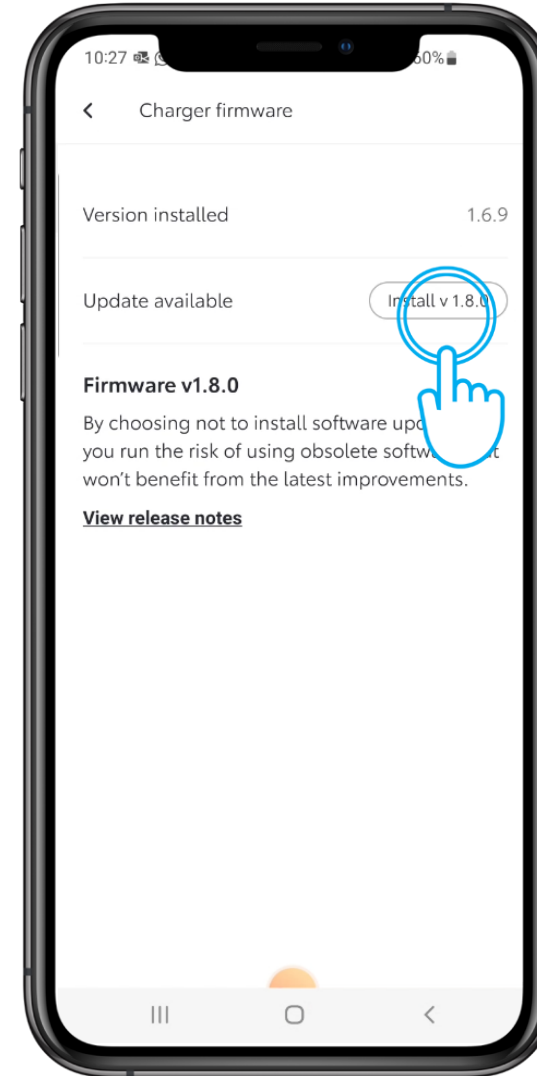
# FIRMWARE UPDATES WITH THE MyToyota APP



## STEP 3

Under the heading 'Charger Firmware' you can see the version your Toyota HomeCharge unit is currently operating. If you are running an old or outdated firmware version the arrow will appear.

Click the arrow to proceed.



## STEP 4

Tap on "Install v X.X.X" to begin the install.

The install will take between 10-20 minutes.

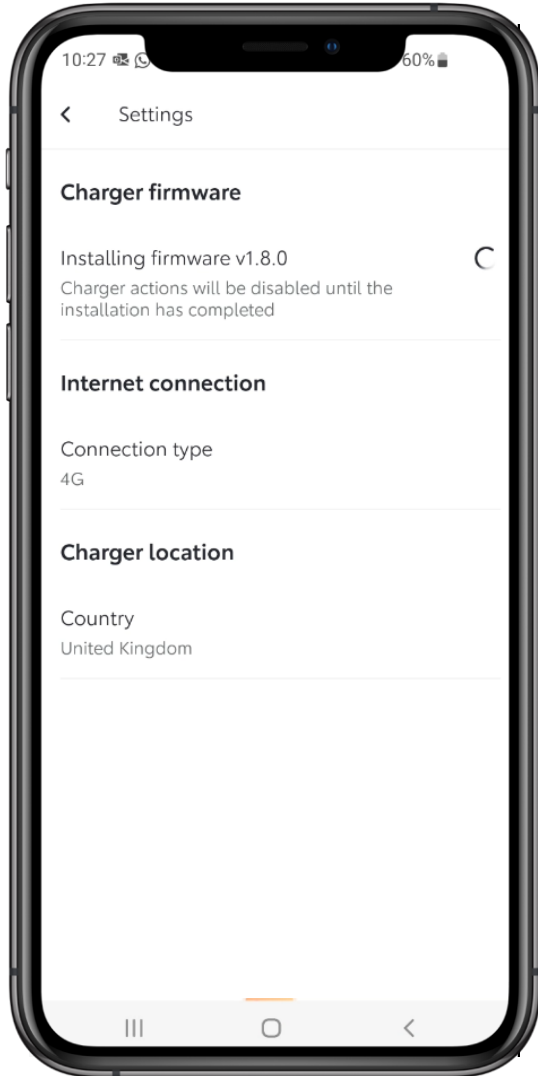
Please note your Toyota HomeCharge unit may need to complete more than one update to be running the latest firmware which will increase the estimated install time for the update.

For example, the image shown here requires two updates; the first is v1.6.9 to v1.7.1, the second to update from v1.7.1 to 1.8.0. You can see which updates you require by clicking to download the 'View Release Notes' option.

This example would therefore take between 20 to 40 minutes to complete.



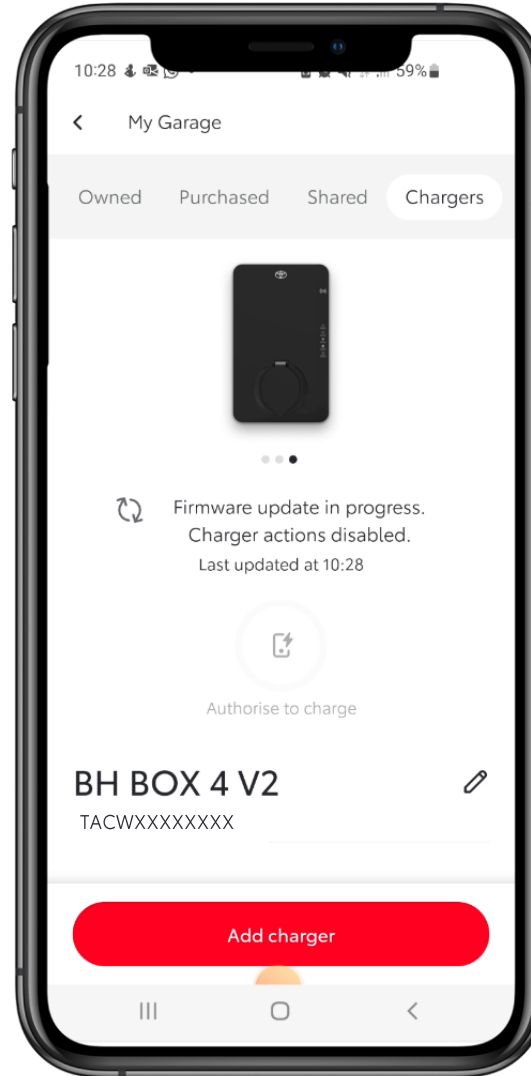
# FIRMWARE UPDATES WITH THE MyToyota APP



## STEP 5

After clicking to activate the update ("Install v X.X.X"), you will see the loading wheel and text confirming the update has begun.

Note the Toyota HomeCharge box must have an active and stable Wi-Fi connection to complete the update.

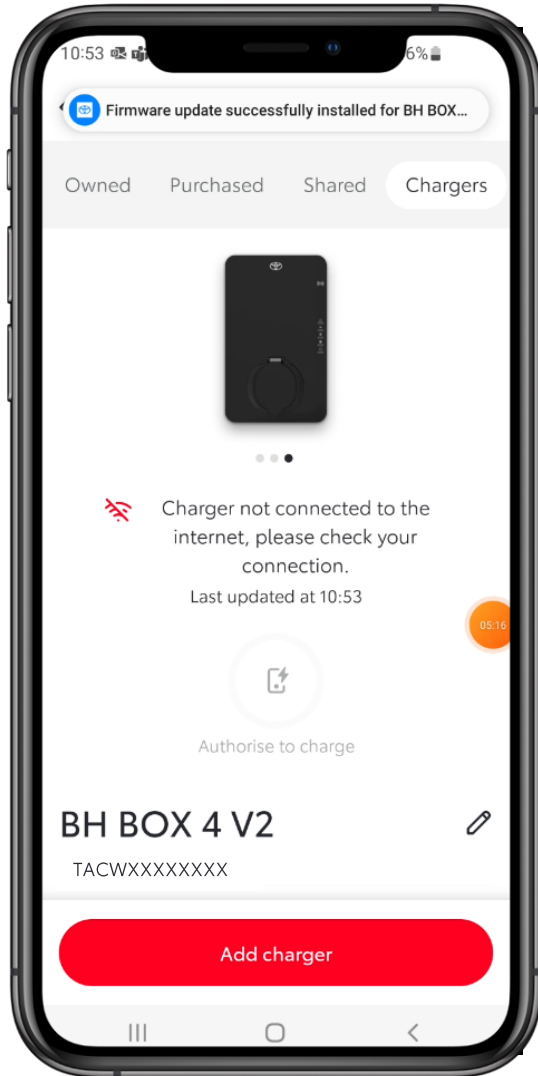


## STEP 6

For the duration of the install, you will be unable to use the Toyota HomeCharge box .



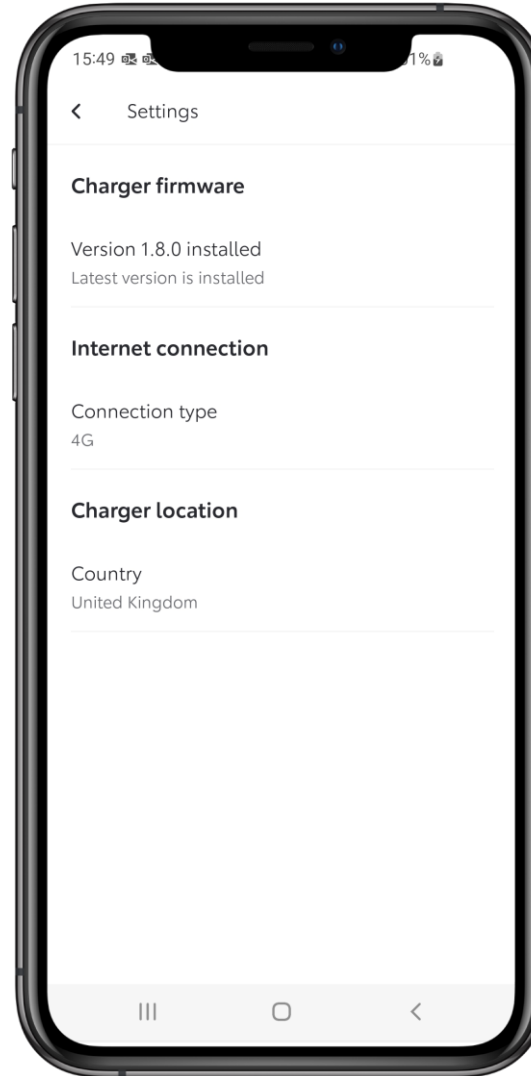
# FIRMWARE UPDATES WITH THE MyToyota APP



## STEP 7

To complete the update, your Toyota HomeCharge box will be required to perform a restart, you may notice the app update showing the internet connection is lost.

Please allow a few minutes for the power to turn back on and for the Wi-Fi connection to be reestablished.



## STEP 8

After a few minutes, the connection will return, and you can visit the Settings page to confirm the update was successful.





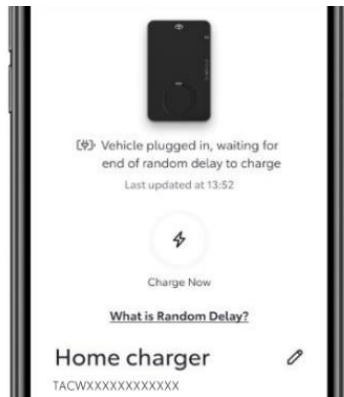
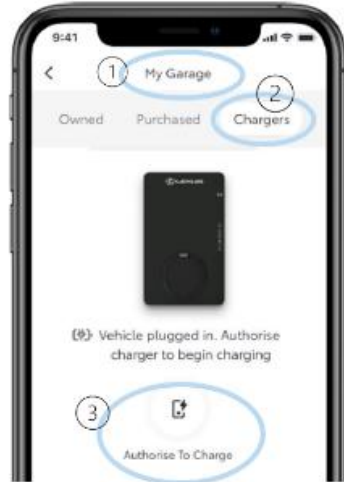
# TROUBLESHOOTING

# TROUBLESHOOTING

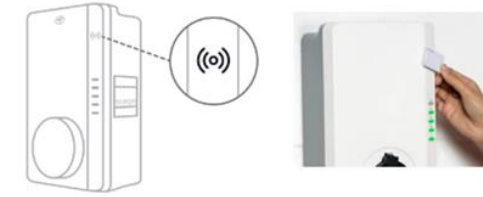
## Why am I not able to charge?

The most common reasons you may experience an issue with a charging session

1. Authorising the charge
2. Randomised Start Delay
3. Peak Hours restriction
4. Unlocking the car
5. Internet Connection



## 1. Authorising the charge



If "Allow Access for All" is disabled in the Access and Sharing section of My Toyota

To start charging, you will need to authorise the charging session, even if using a Charging Schedule.

After plugging in the Toyota HomeCharge to your vehicle, to start charging you must either tap on the top right of the charger with your supplied RFID card or click on "Authorise To Charge" within the App

## 2. Randomised Start Delay (always enabled)

To prevent surges from multiple chargers starting at the same time UK regulations require a randomised start delay of up to 600 seconds at the start of each charging session.

This can be overridden by pressing the "Charge Now" button to start charging.



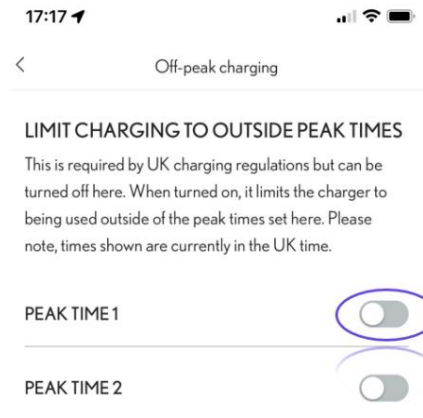


# TROUBLESHOOTING

## Why am I not able to charge?

The most common reasons you may experience an issue with a charging session

1. Authorising the charge
2. Randomised Start Delay
3. Peak Hours restriction
4. Unlocking the car



## 3. Peak Hours

Charging is prevented during Peak Hours due to pre-set Regulations.

Charging is disabled by default with the following hours  
08:00 - 11:00 and 16:00 - 22:00

However it can be easily disabled in the “Off-peak charging” section of the App.

## 4. Unlocking the Car whilst Charging

Should you unlock your vehicle whilst charging, the charging session will be interrupted and will need to be reauthorised:

- The car and the charger create a ‘digital handshake’ of agreement on power available and suitability to charge.
- Unlocking the car ends this agreement between the car and charger, unlocking the cable from the car side.
- To restart charging simply take out the cable from the car, then reinsert, and authorise charging via the app or your RFID card.



# TROUBLESHOOTING

## 5. Internet connection

At time of installation your charger would be connected to either 4G or WIFI.

If the internet connection is not established for your charger, you can use the authorised RFID cards to start charging sessions.

A linked RFID card will always allow you to start charging without internet. Please see the RFID charging section of this guide.

### Am I connected to WIFI or 4G?

You can easily check the selected connection type within the app.

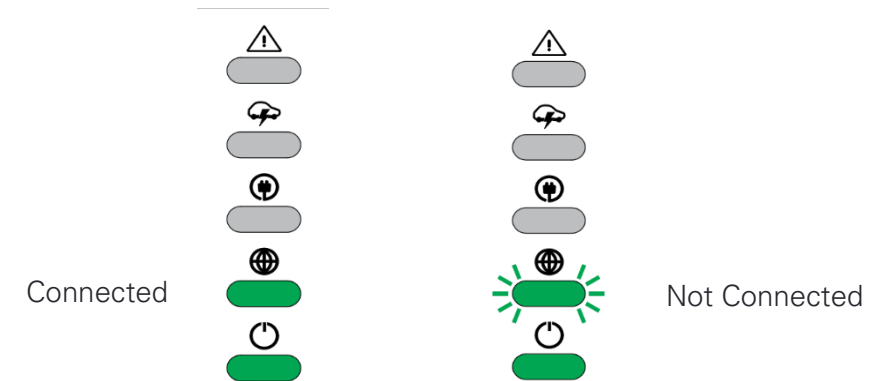
Within My Garage - > Charger - > Settings

*(To switch settings from 4G or WIFI requires an installer to visit :  
Please contact British Gas support)*

### Front panel Lights: How do I know the charger is online ?

The second LED indicator (from the bottom) on your charger will be solidly lit when the internet connection is established.

The LED indicator will be flashing when WIFI or 4G is not connected.



### How can I re-connect the internet if it is showing as Not Connected?

Please restart the charger, turning it off for 5 minutes and turning it back on again.

On restart, the charger will attempt to reconnect to the 4G network or your home WIFI

If you would like to change your WIFI name/password (e.g. new router), you can adjust the WIFI settings from within the Charger settings within the app.

Within My Garage - > Charger - > Settings -> Internet Connection



## NEED MORE HELP?

We're here for you!

Please follow the QR code to find your complete Toyota HomeCharge Owner's Manual and the telephone number for our dedicated Toyota HomeCharge customer support team.



# EVERY FEATURE COUNTS

Connected Services are continually improving, therefore visuals and app screens in this guide may slightly differ from those seen in your MyToyota app. 12/24 v2

