LET'S GO BEYOND

TOYOTA HOMECHARGE

USER GUIDE
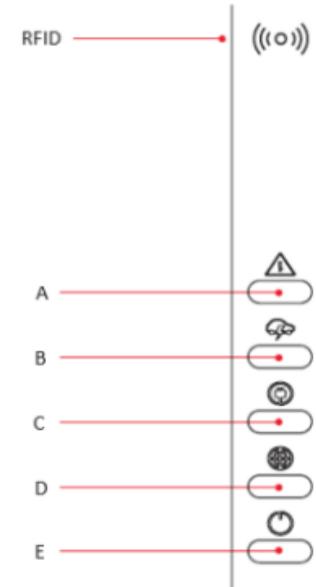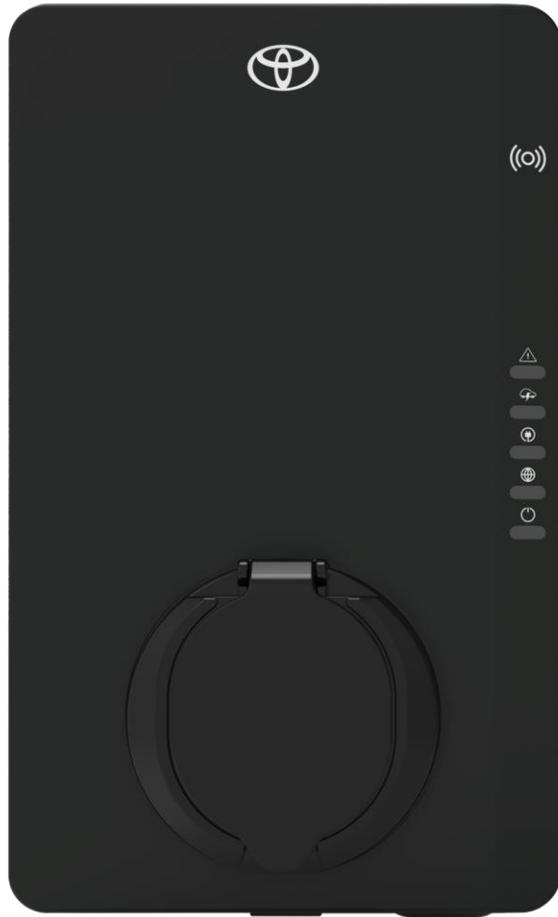
CONTENTS

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

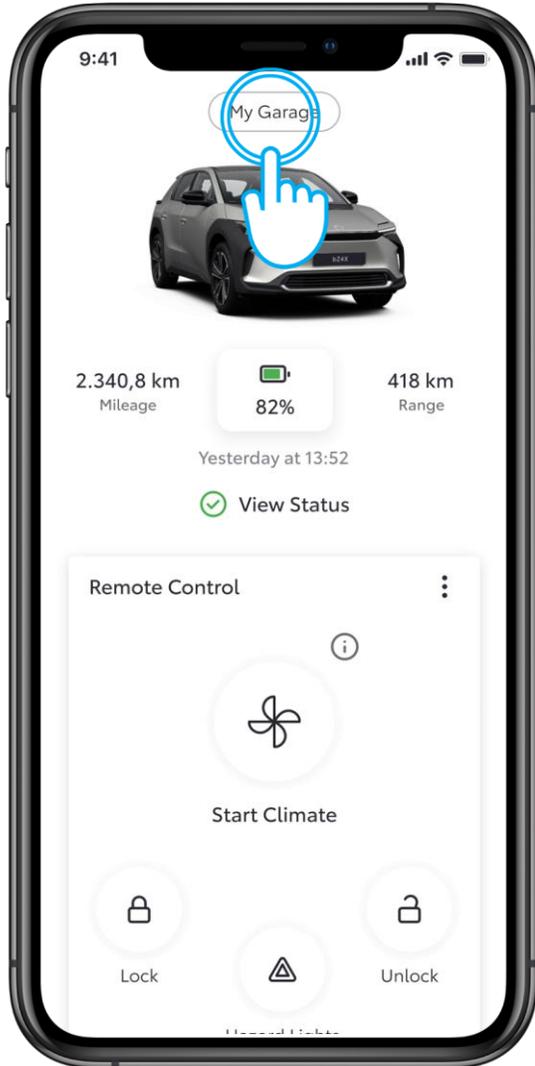# ADDING YOUR CHARGER TO THE MyToyota APP

MyToyota APP

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

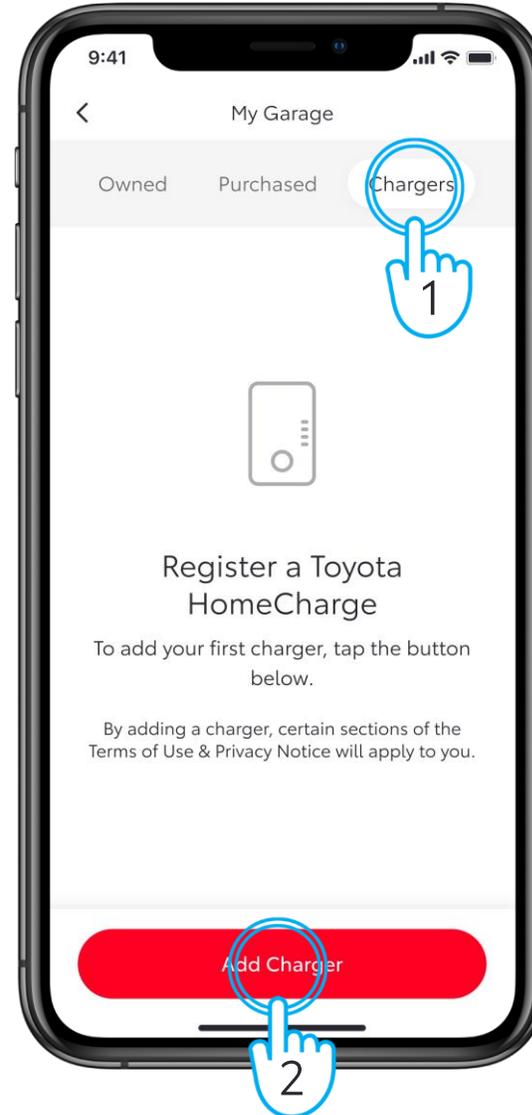Only this app will ensure the intended operation of your Toyota HomeCharge

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

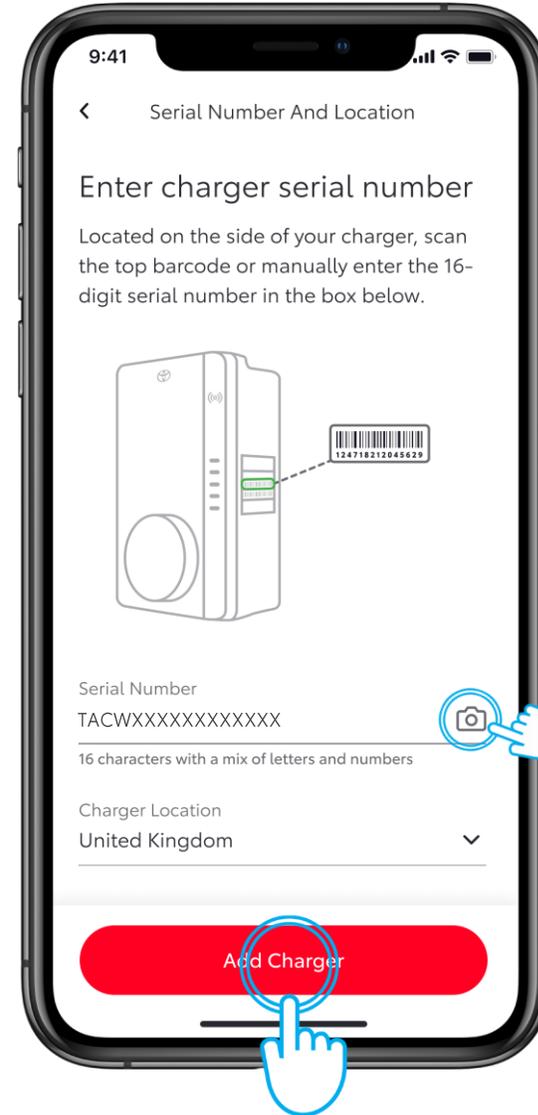Tap on "Chargers" followed by "Add a Charger".

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
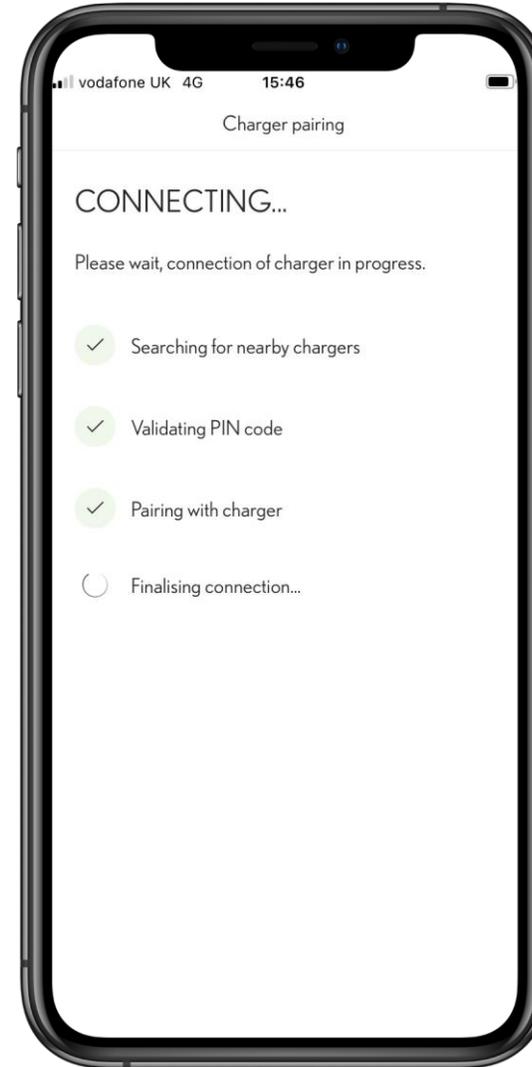
PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP

STEP 5

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

PIN CODE
2qXXXXXX

PRODUCT CODE
TACW7

ABB

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

---

Phone 1 (left)

9:41

< Enter Pin Code

Enter the PIN code

This 8-digit code is in the letter included with the charger.

PIN code
2qXXXXXX

Continue

Phone 2 (right)

vodafone UK 4G   15:46

Charger pairing

CONNECTING...

Please wait, connection of charger in progress.

✓ Searching for nearby chargers

✓ Validating PIN code

✓ Pairing with charger

○ Finalising connection...

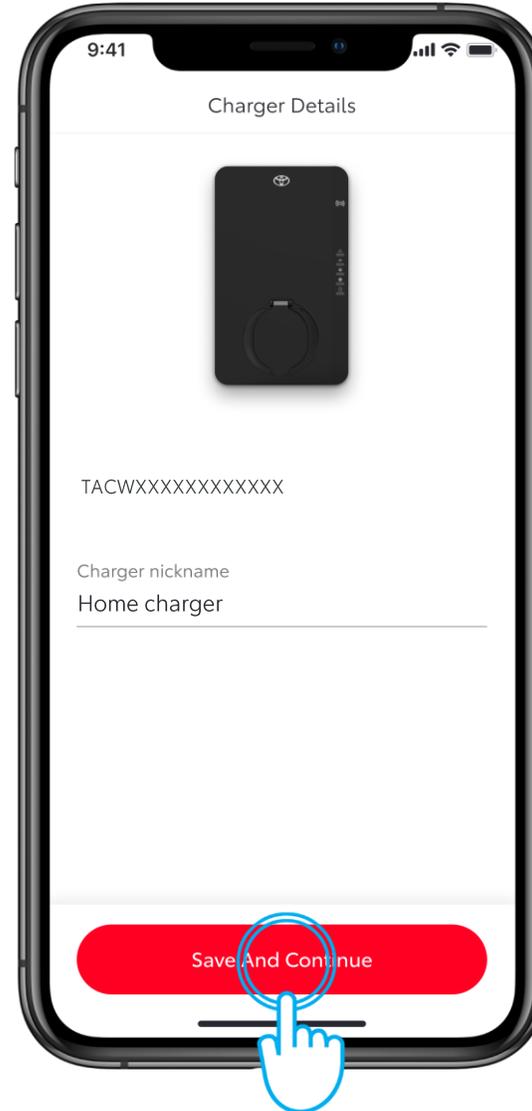# PAIRING YOUR TOYOTA HOMECHARGE WITH THE MyToyota APP

STEP 7

After your charger has established connection with your MyToyota account you can click "Continue".
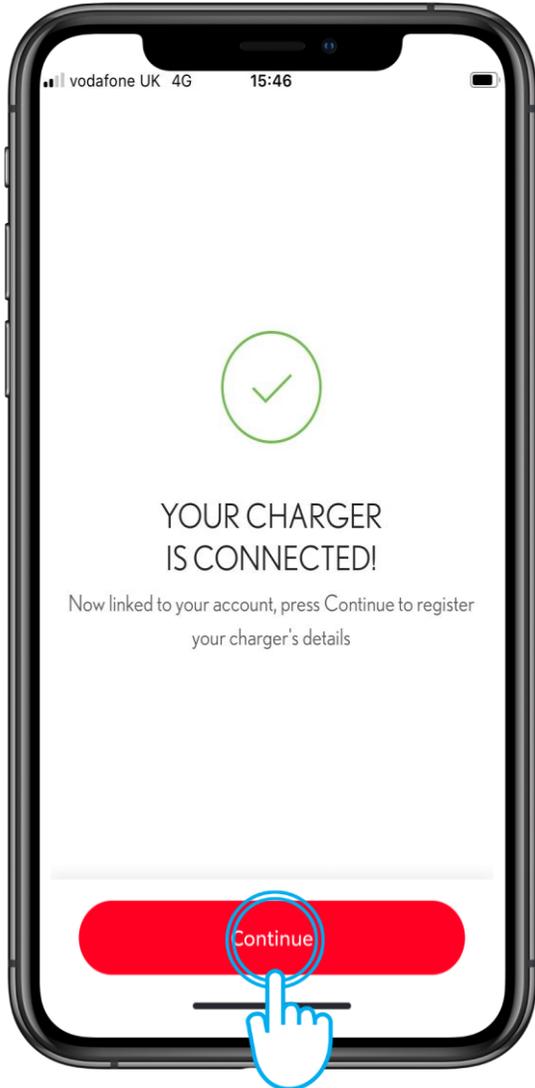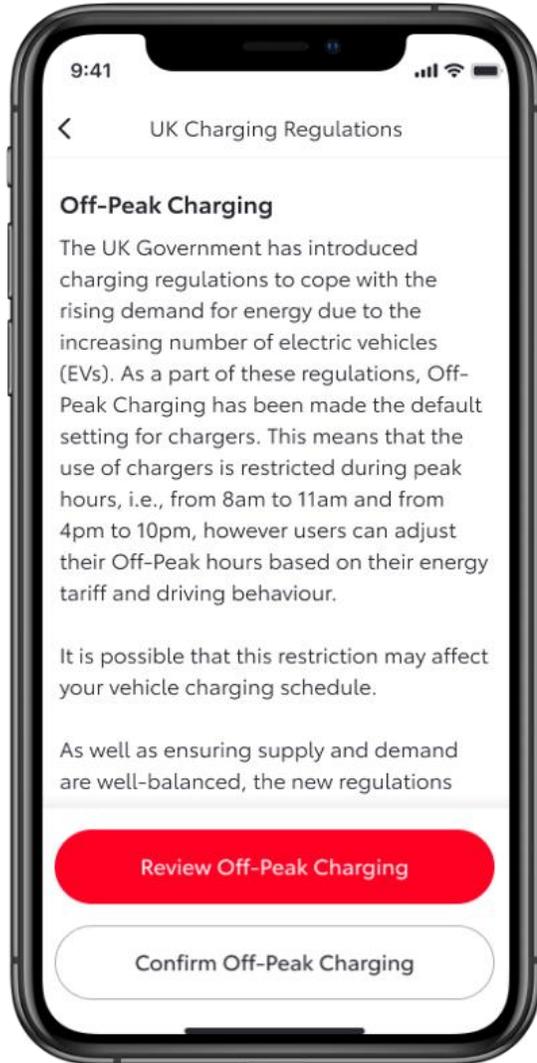
STEP 8

Enter a nickname for your charger. Tap on "Save and Continue".
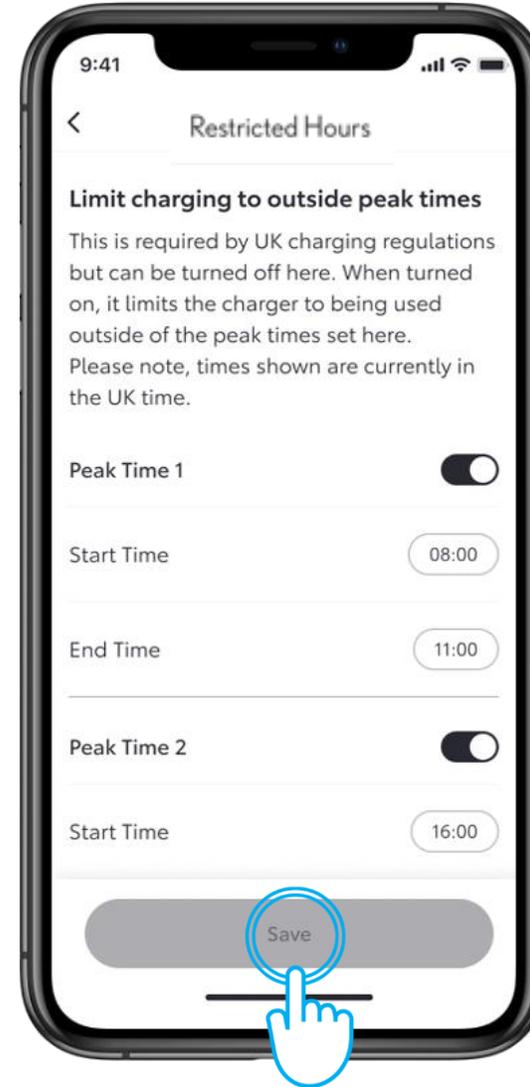
REVIEW OFF-PEAK CHARGING

STEP 9

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

We recommend you choose the option to "Review Off-Peak Charging" and disable the Restricted Hours.

By disabling the options shown on the right, you can charge at any time during the day.

STEP 10

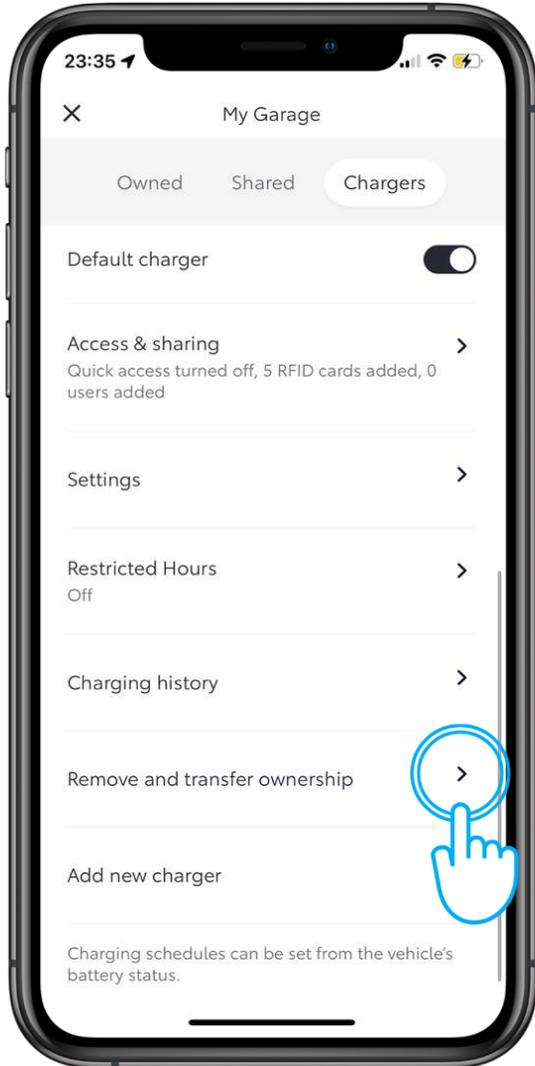To turn-off Restricted Hours, click on Peak Time 1 and Peak Time 2 via the toggles.

Then tap 'Save'.

Completed!

That's all!
Now you can enjoy your Toyota HomeCharge.

REMOVING / READDING THE CHARGER

STEP 1

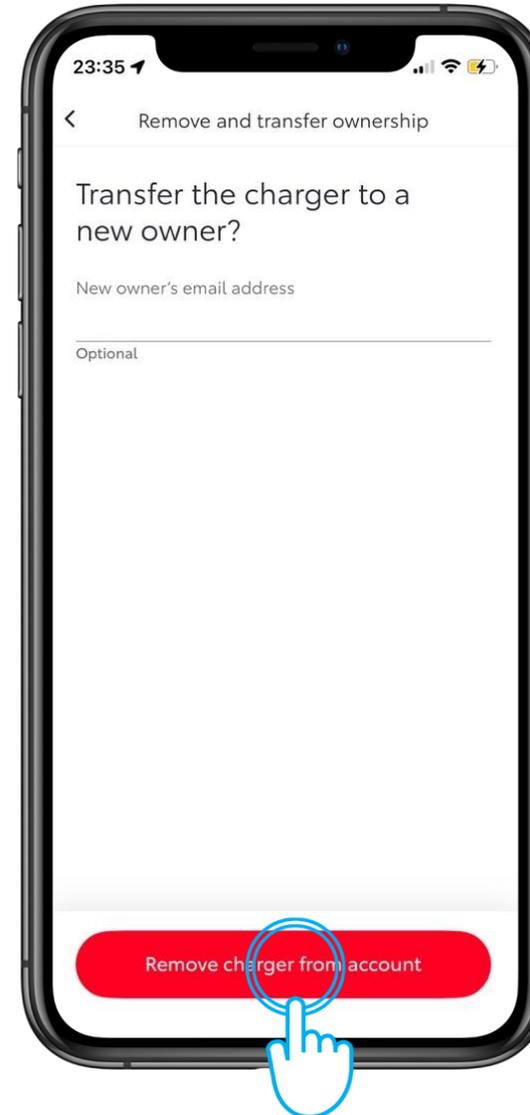To remove and re-add your HomeCharge:

Please scroll up in the "Chargers" page to find the option:

"Remove and transfer ownership".

Note:
If you intend to re-add the charger to your account or another account, please ensure you have the PIN code to your charger before removing it.

The PIN code should be provided by your installer within the information booklet:

STEP 2

Click "Remove charger from your account" to complete the removal.

It can now be added to another account, or you can re-claim the charger.

Note:
If you wish to transfer the charger to a new owner, please enter their MyToyota account email into the field before completing the charger removal.
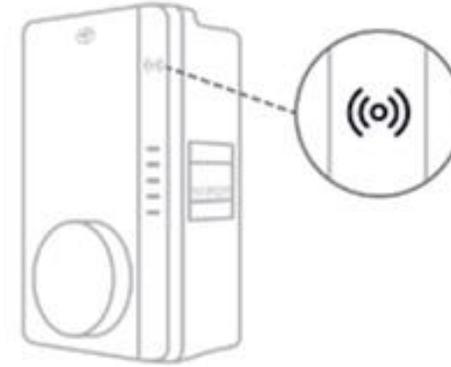
CHARGING

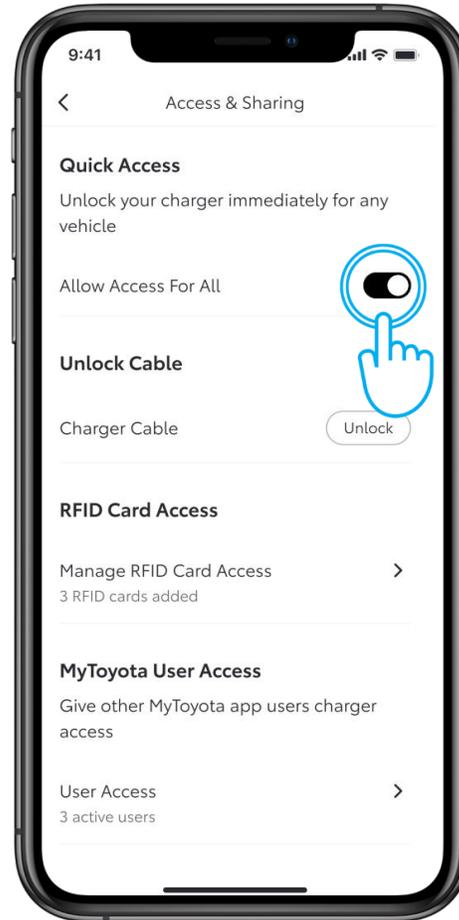# THERE ARE THREE WAYS TO START A CHARGE
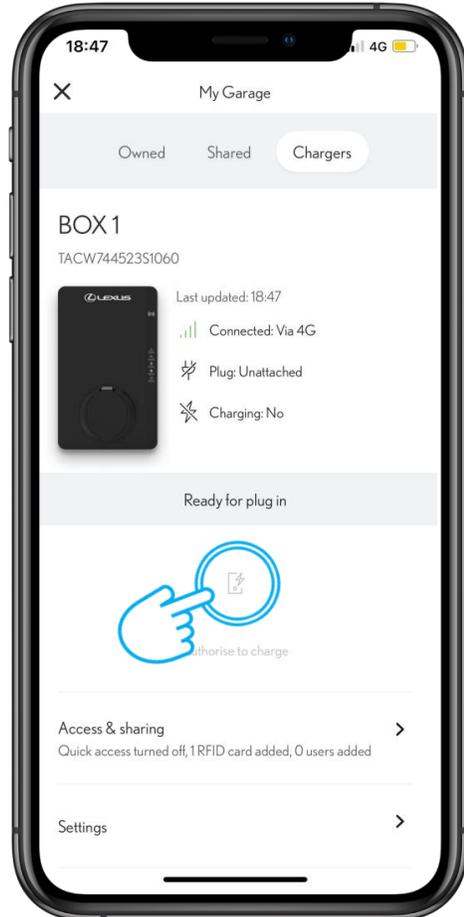
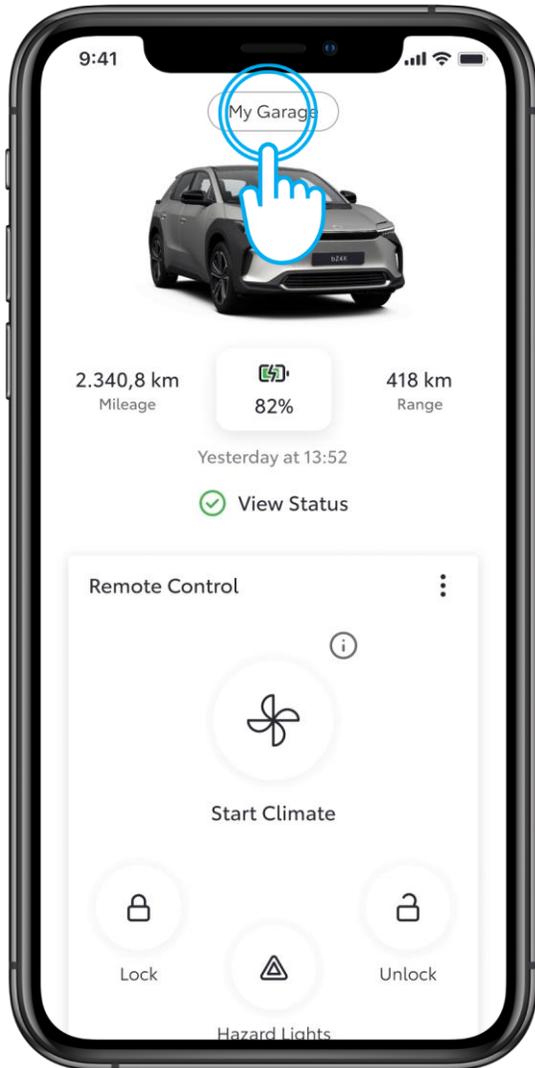1. Authorisation in App   or   2. Allow access to all   or   3. RFID Card
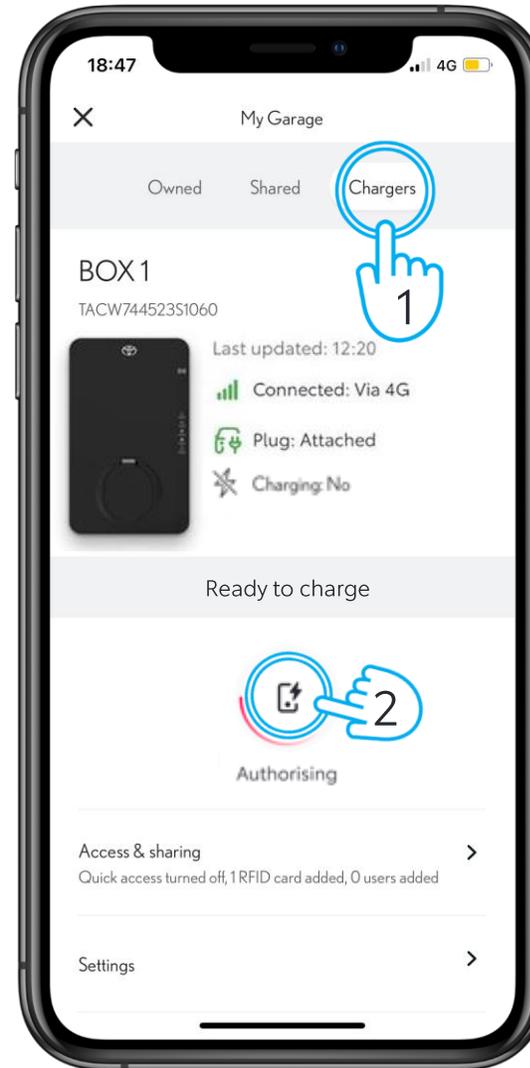
1. AUTHORISATION IN APP

STEP 1

By default settings, authorisation is required to start a charging session.

This prevents unwanted use of the charger.

Tap on "My Garage".

STEP 2

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

1. AUTHORISATION IN APP
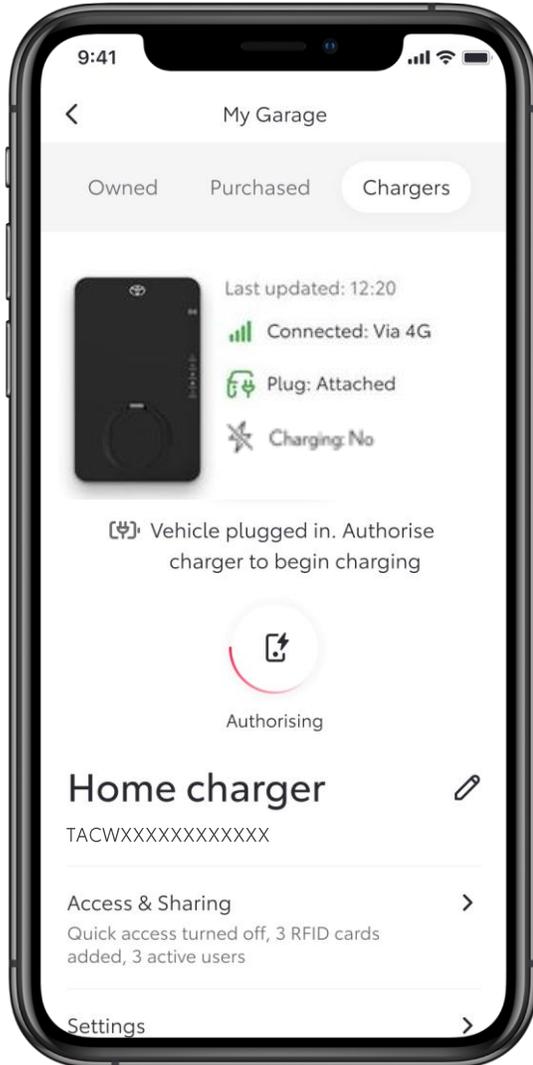
STEP 3

The screen will indicate that access is being authorised with a spinning red line around the button.
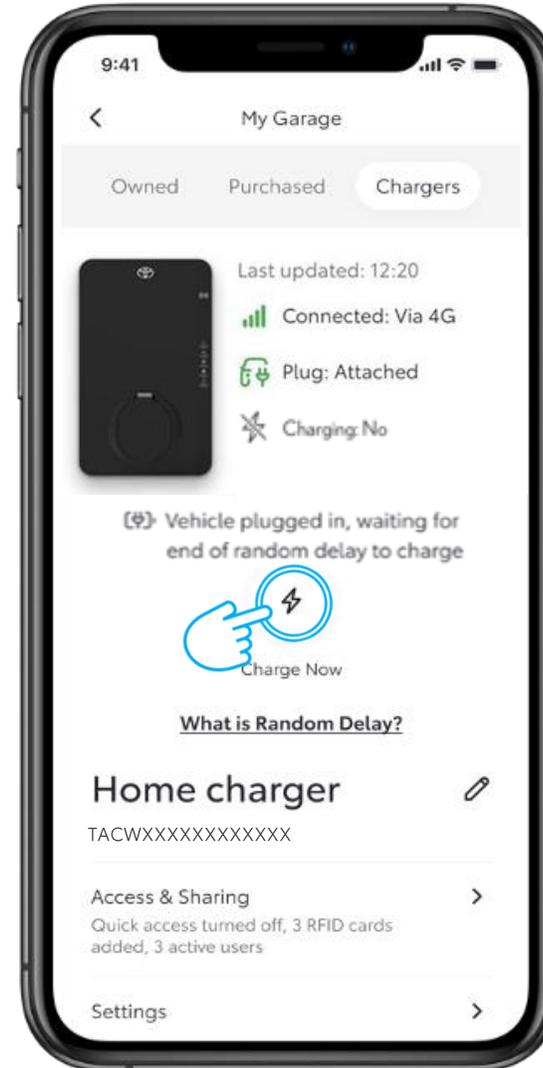
STEP 4

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
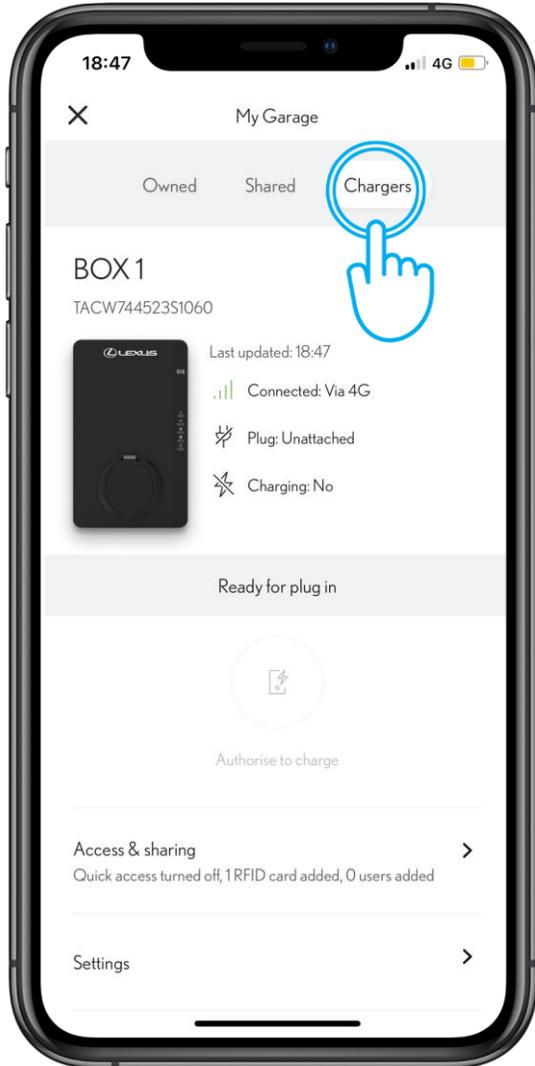
STEP 1

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".
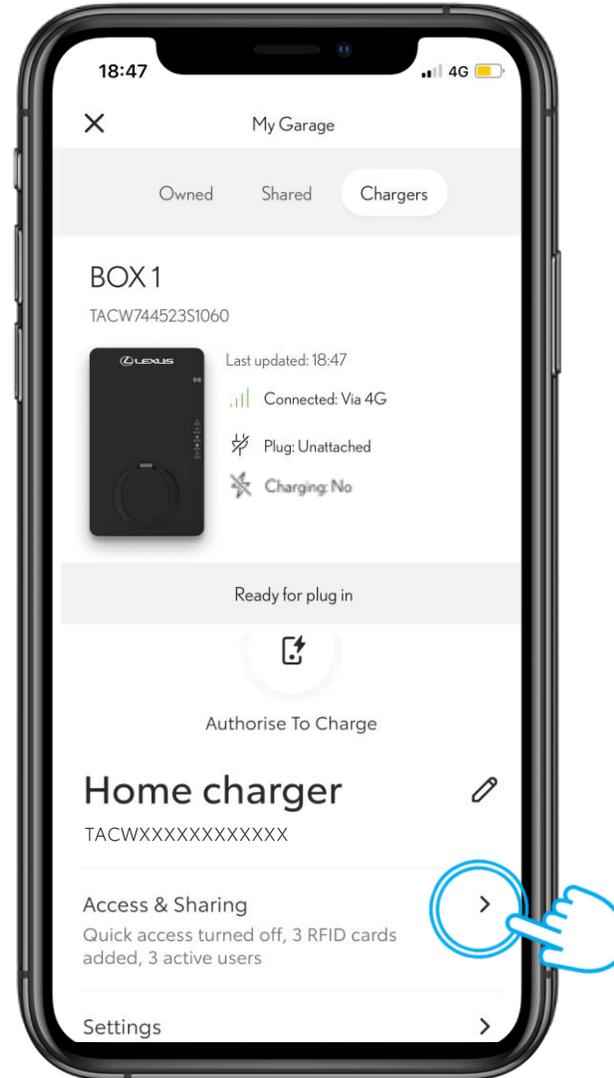
STEP 2

Scroll down to locate the charger's various settings and options.

Tap on "Access & Sharing".

2. ALLOW ACCESS FOR ALL
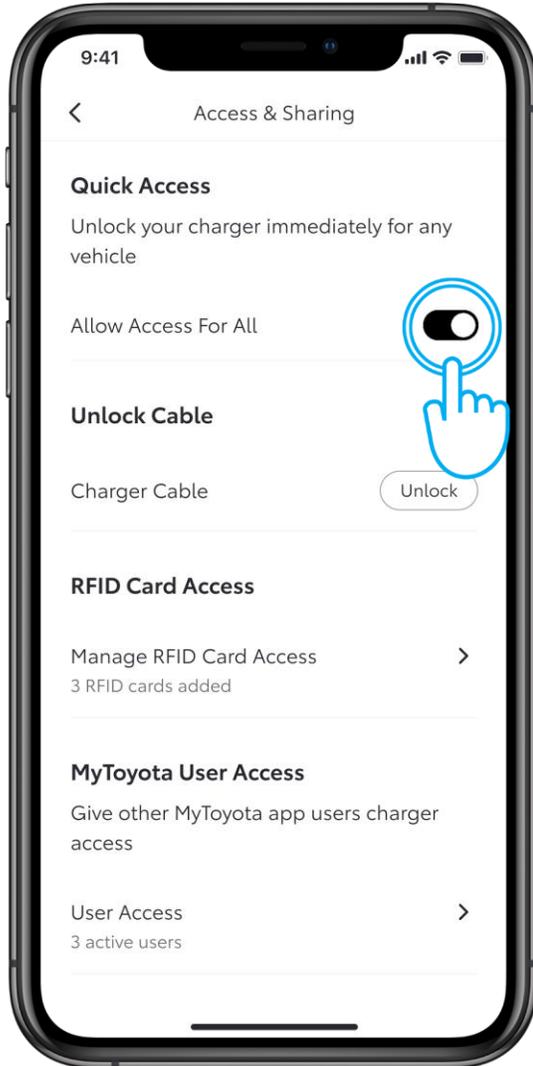
STEP 3

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

You can now plug your car into the charger, and do not need to 'authorise' the charging session.

This also means that the charger will attempt to automatically charge when any vehicle is plugged into it.
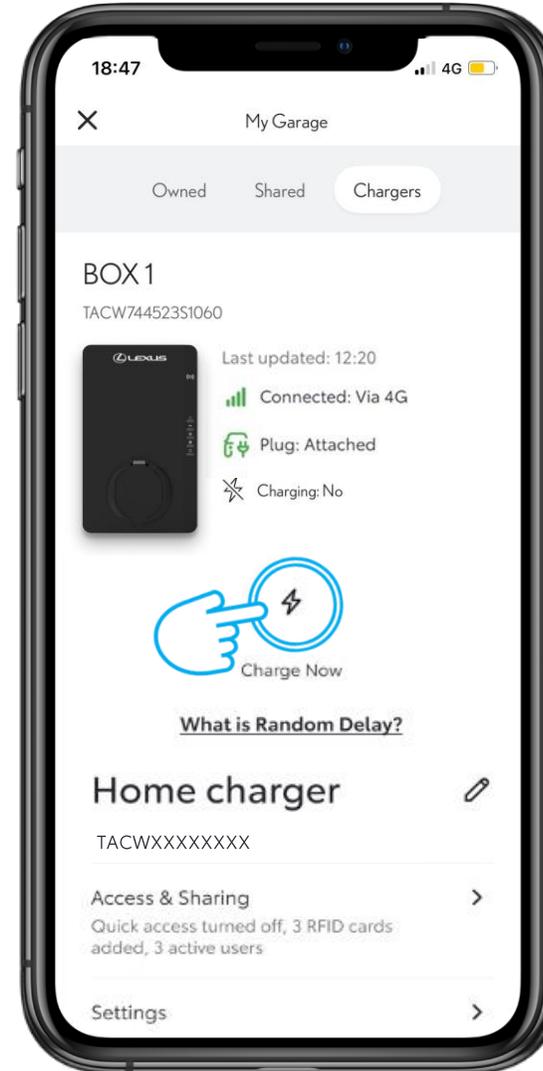

STEP 4

After connecting your vehicle, 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.
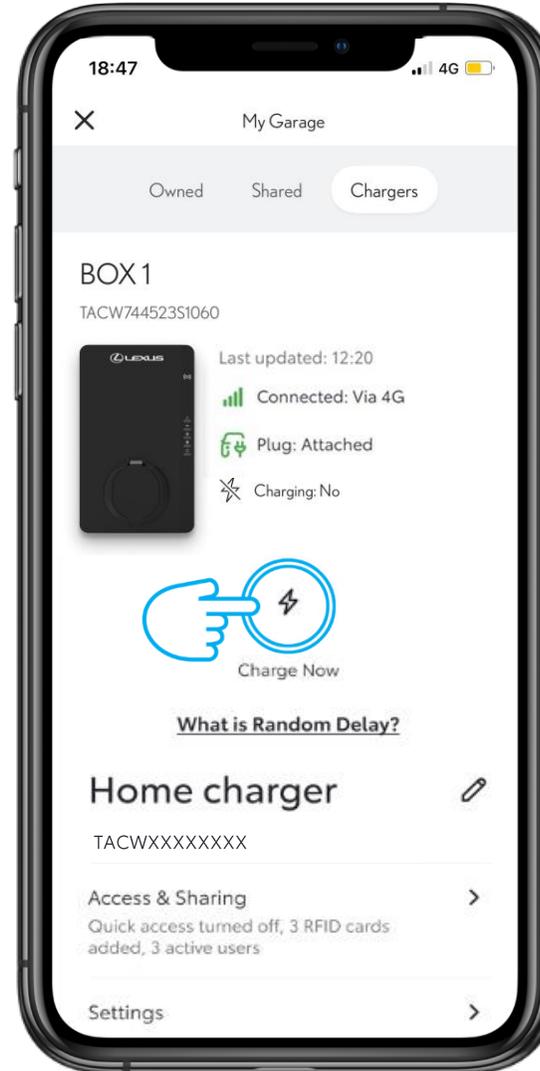
STOPPING CHARGING
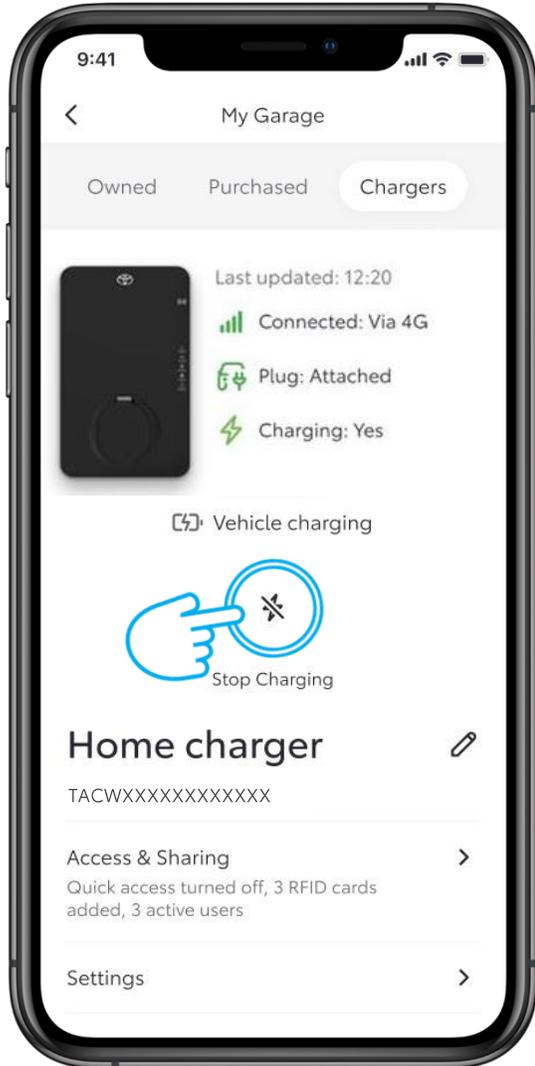
STEP 1

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

Note:
Please note stop a charge via the app will not release or unlock the cable from the car. You can do this by pressing the 'unlock' button on your keyfob.

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

TO START CHARGING – USING A CHARGING SCHEDULE

STEP 1

Please ensure that after you create your charging schedule, you 'Authorise' the charging session via either the MyToyota App (shown here)

Or by tapping your RFID card on the charger.

This authorisation step is still required when using a charging schedule to ensure the charging starts at the scheduled time.

STEP 2

If you have a schedule but do not wish to wait for charging to start, you can override the schedule via MyToyota app or via the driver's screen of your vehicle. *

* Note: if you unlock your vehicle to open the door, you will end any current or scheduled charging session and need to re-start.
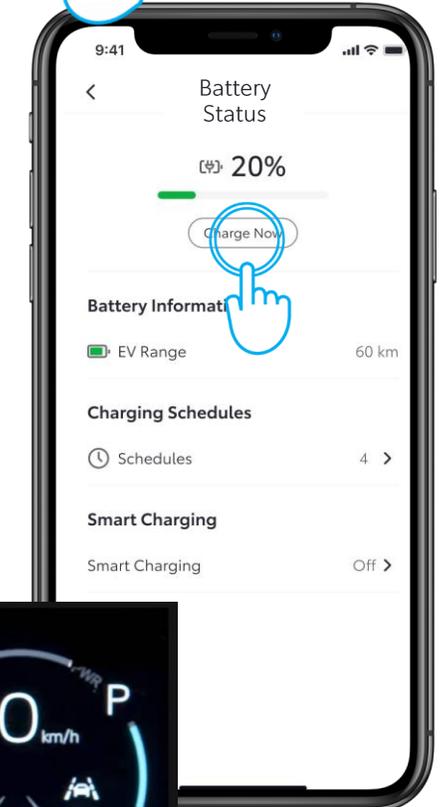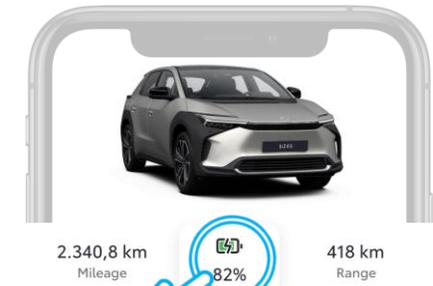
CREATING A CHARGING SCHEDULE: IN THE CAR
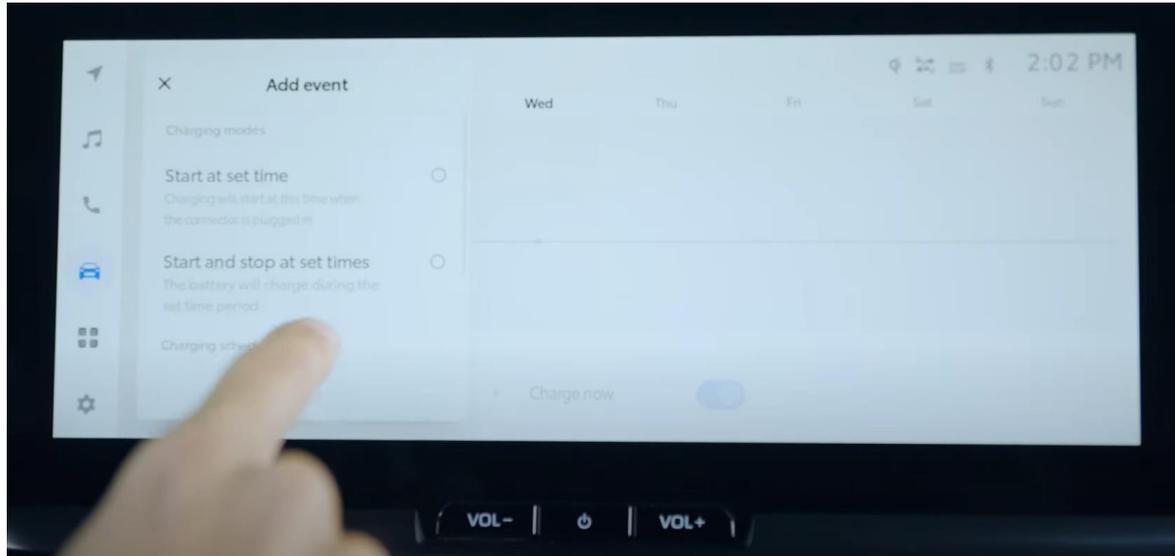
Please find a video walkthrough by scanning or clicking the QR code.

You can set a charging schedule via your vehicle's multimedia screen.

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

Tip:

Vehicles which require permanent schedules to be set in-car and not via the app:

RAV4 PHEV

Vehicles which allow full Charging Schedules to be configured via the App:

bZ4X, C-HR PHEV, Prius PHEV

CREATING A CHARGING SCHEDULE: IN THE CAR

STEP 1

To create a charging schedule:

Please click on the car con, then within the 'Vehicle', choose 'Charging Schedule'.

STEP 2

Click on the Add Event option within the Battery Status page.

Choose your preferred type of Schedule and enter the start time.

CREATING A CHARGING SCHEDULE: IN THE APP
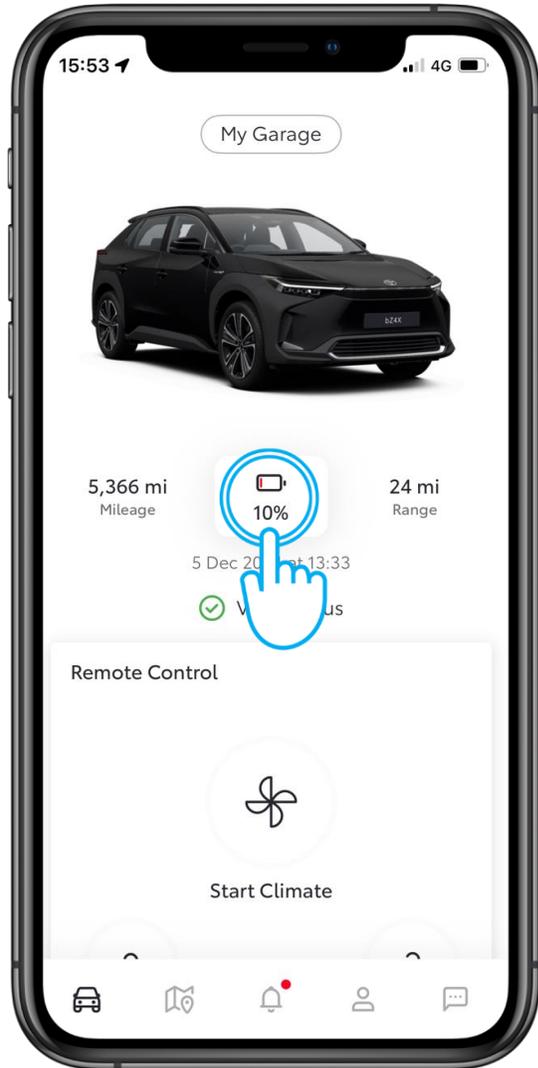
STEP 1

To create a charging schedule:

Please click on the battery icon on the homepage.
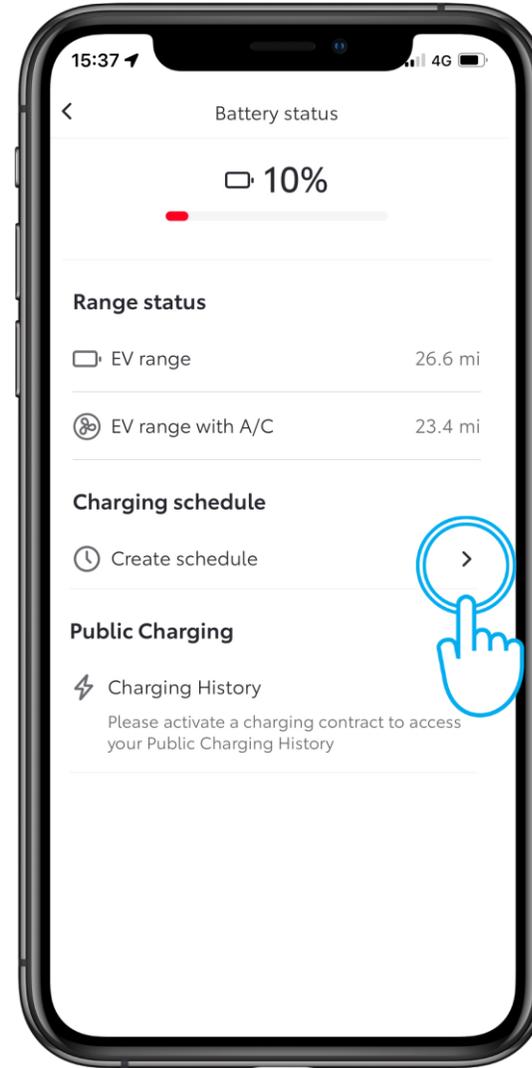
STEP 2

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

Tip:

Vehicles which require permanent schedules to be set in-car and not via the app:

Toyota: RAV4 PHEV

Vehicles which allow full Charging Schedules to be configured via the App:
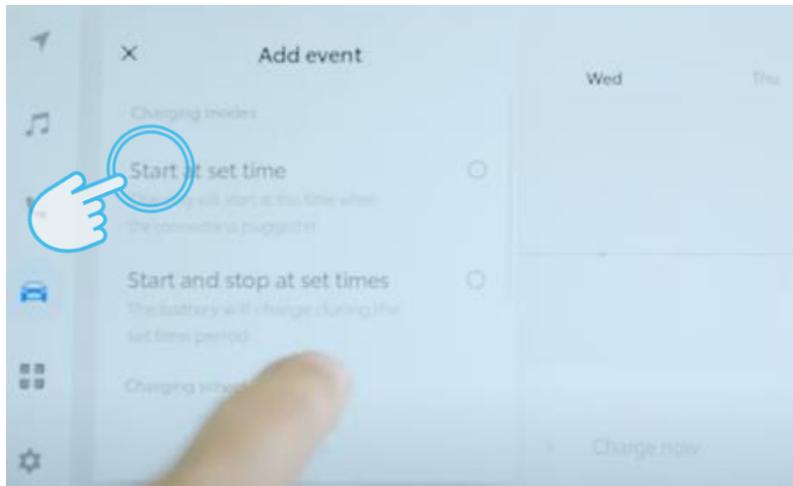
Toyota: bZ4X, C-HR PHEV, Prius PHEV

CREATING A CHARGING SCHEDULE: IN THE APP
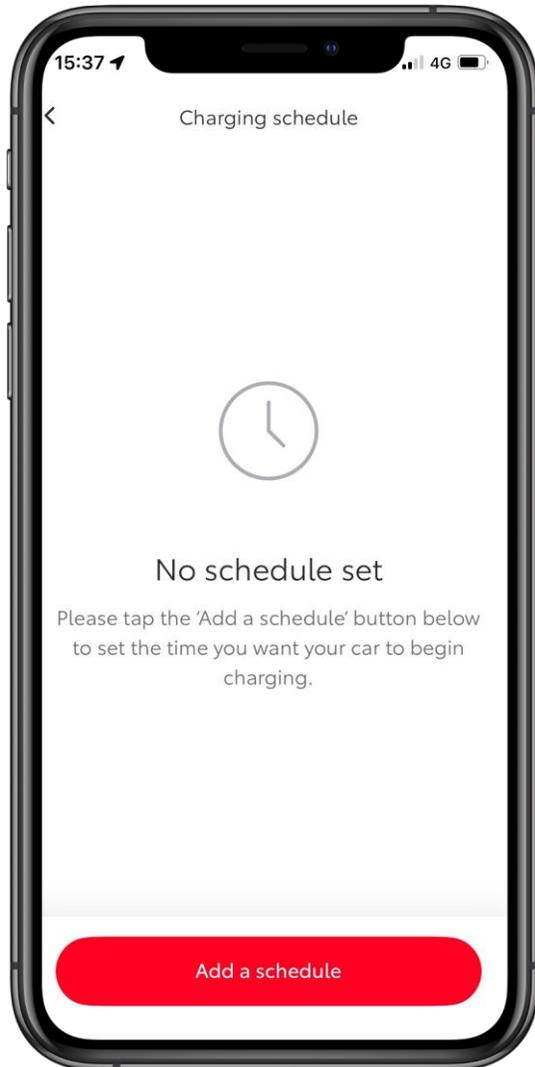
STEP 3

Click 'Add a schedule'
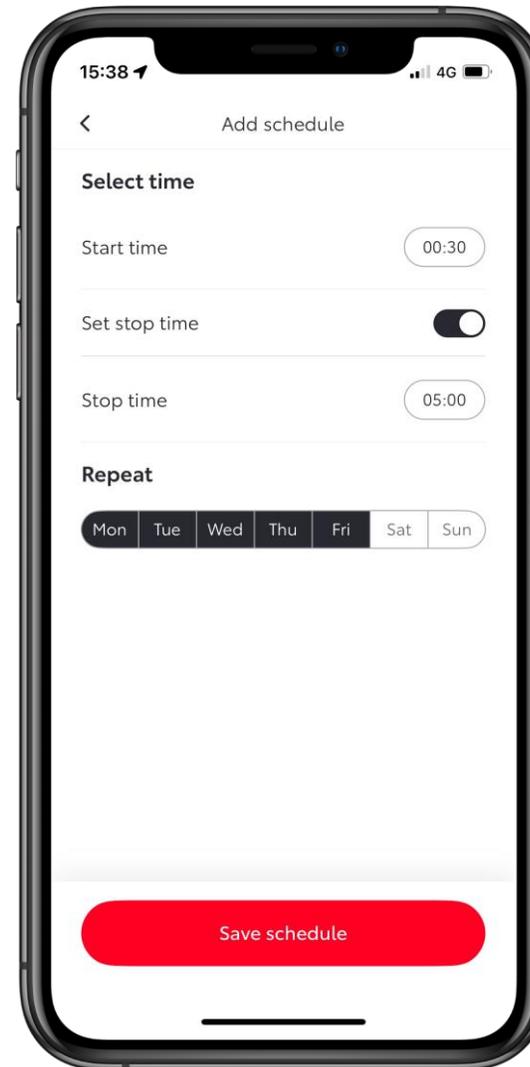
STEP 4

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.*

MANAGING ACCESS

MANAGING ACCESS
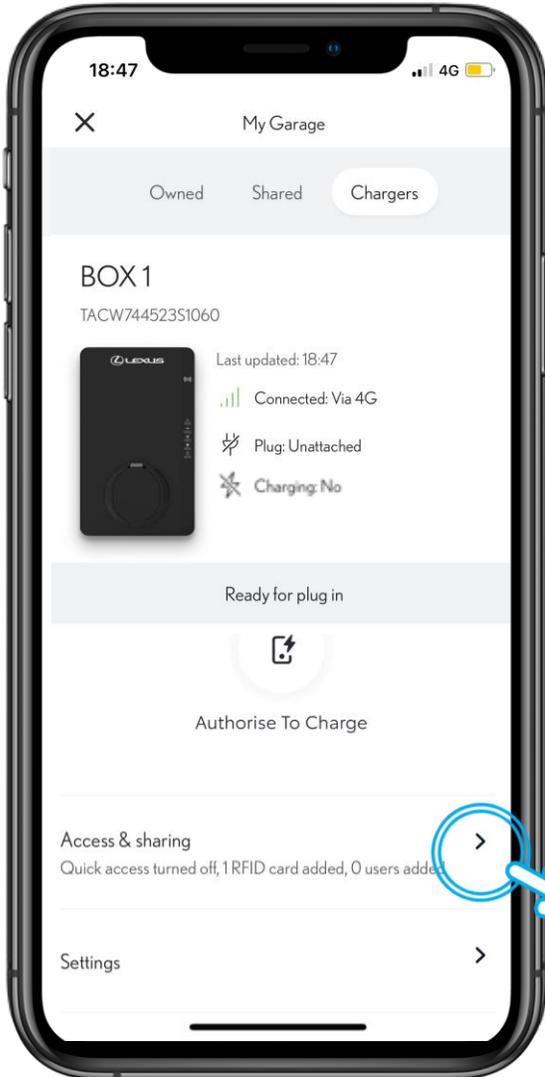
STEP 1

To manage access to your charger, tap on "Access & Sharing".
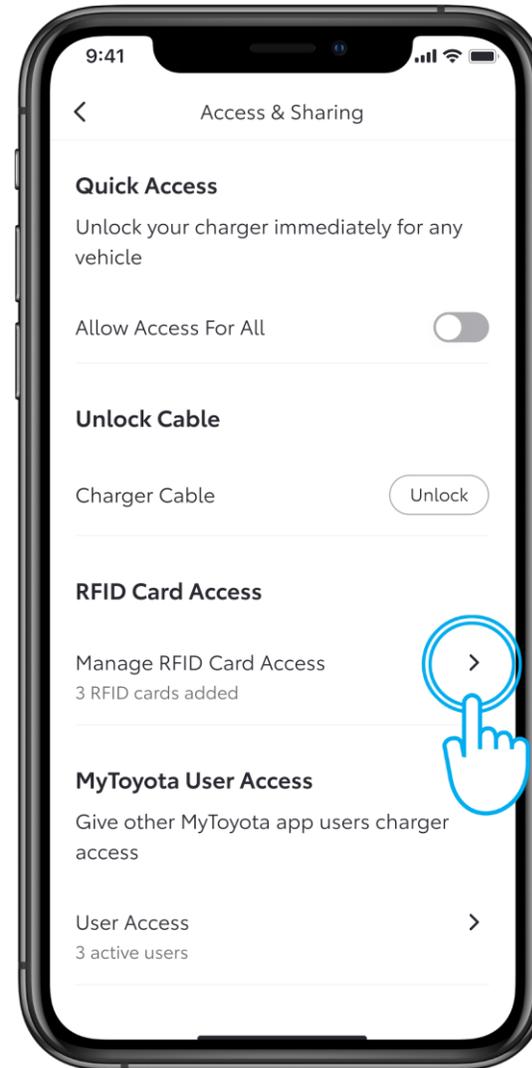
STEP 2

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

MANAGING ACCESS – ADDING A RFID CARD
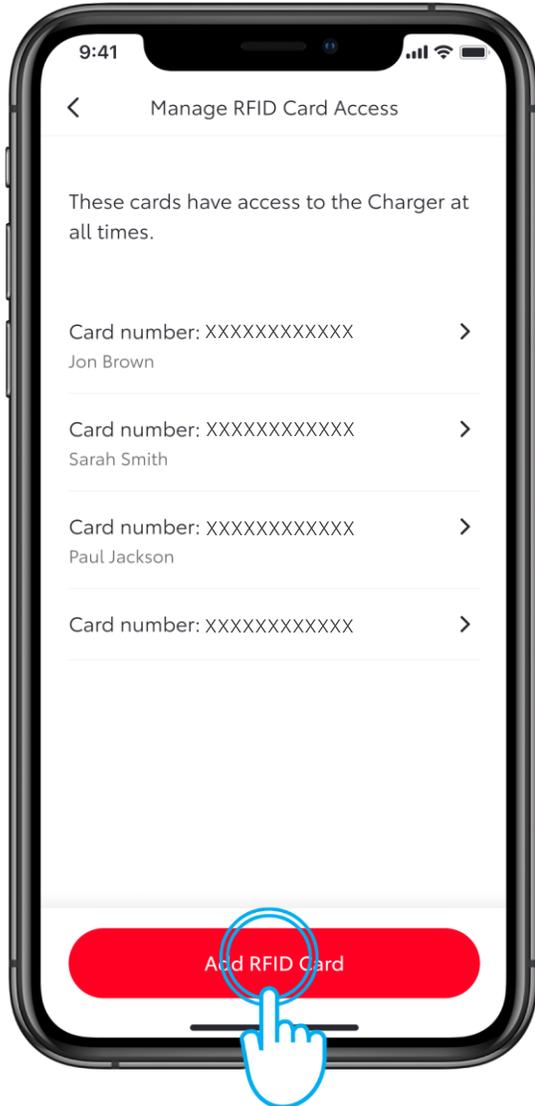
STEP 3

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
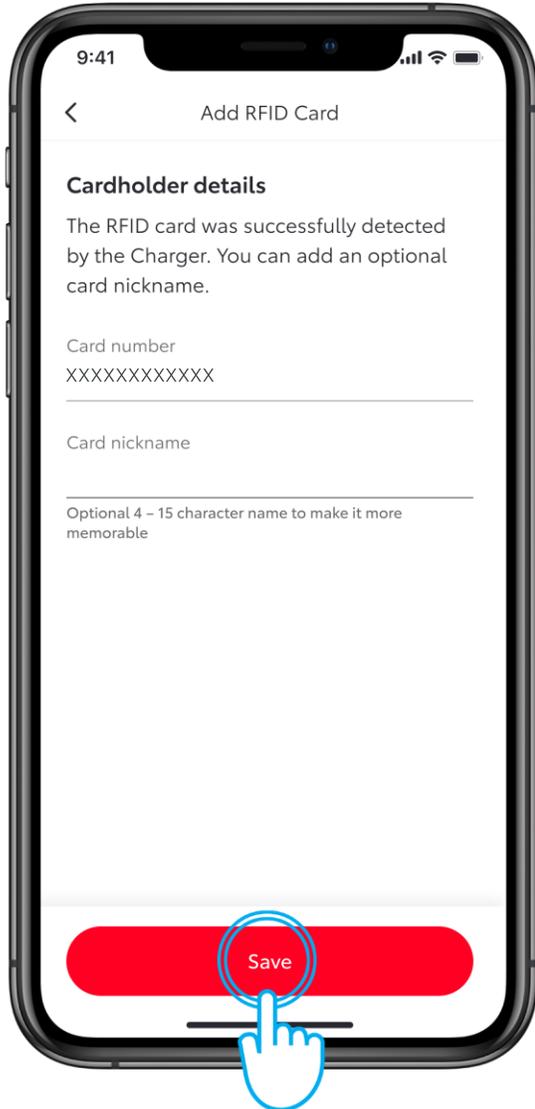
STEP 5

You can then give the card a nickname and tap on "Save".
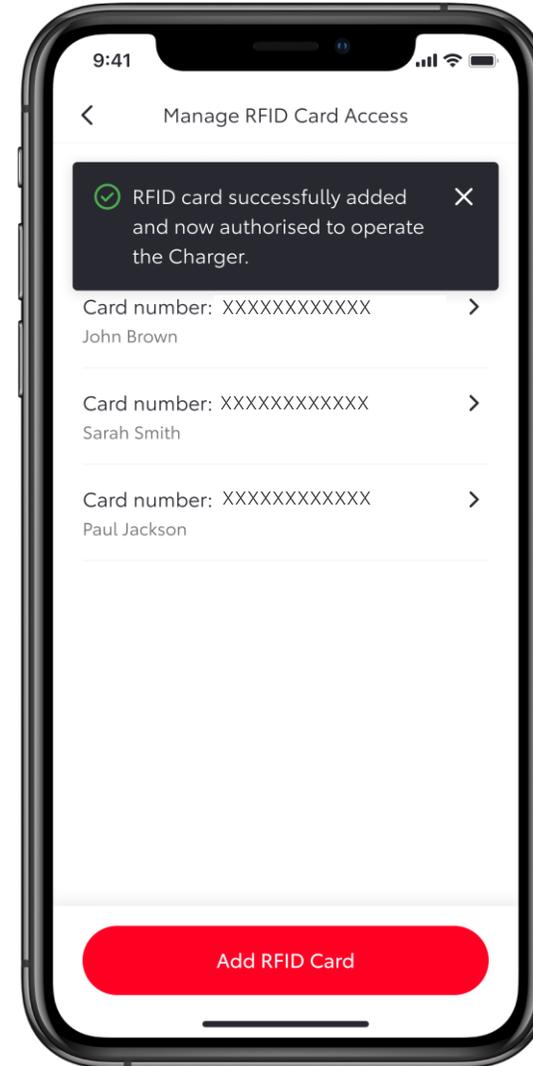
STEP 6

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

MANAGING ACCESS – ADDING A RFID CARD
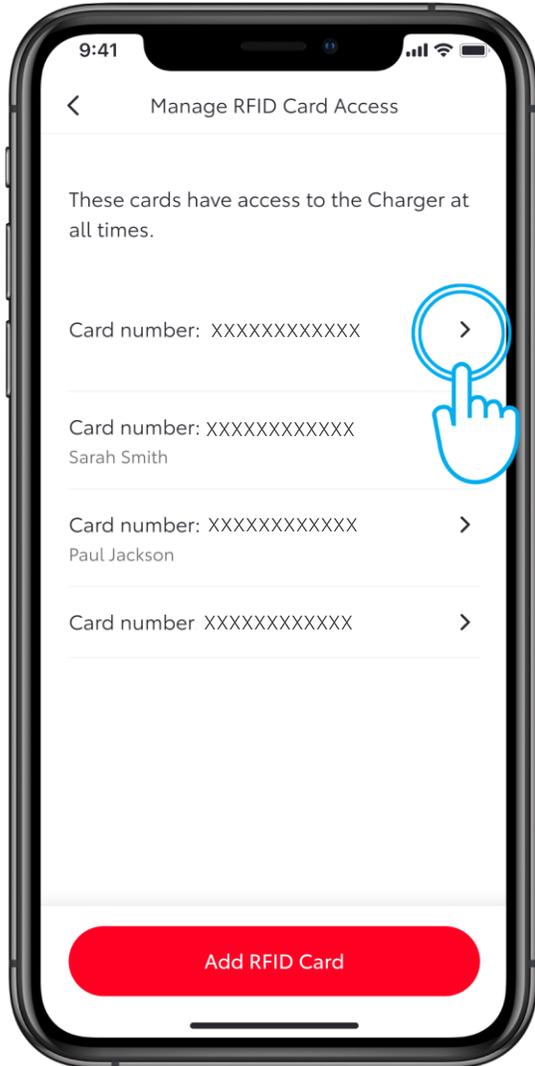
STEP 7

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
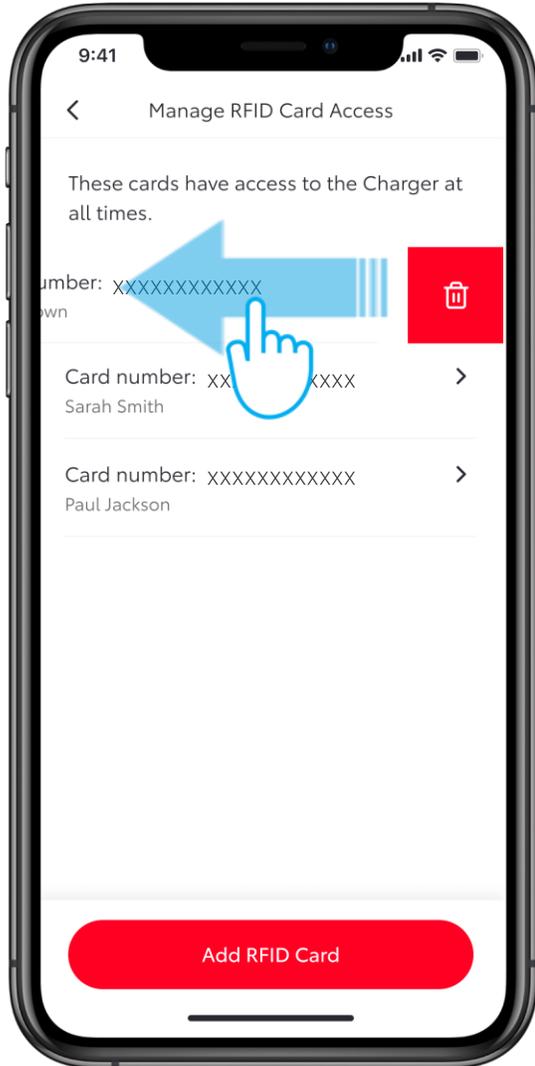
STEP 1

To remove a RFID card, swipe left on the RFID card to remove it.
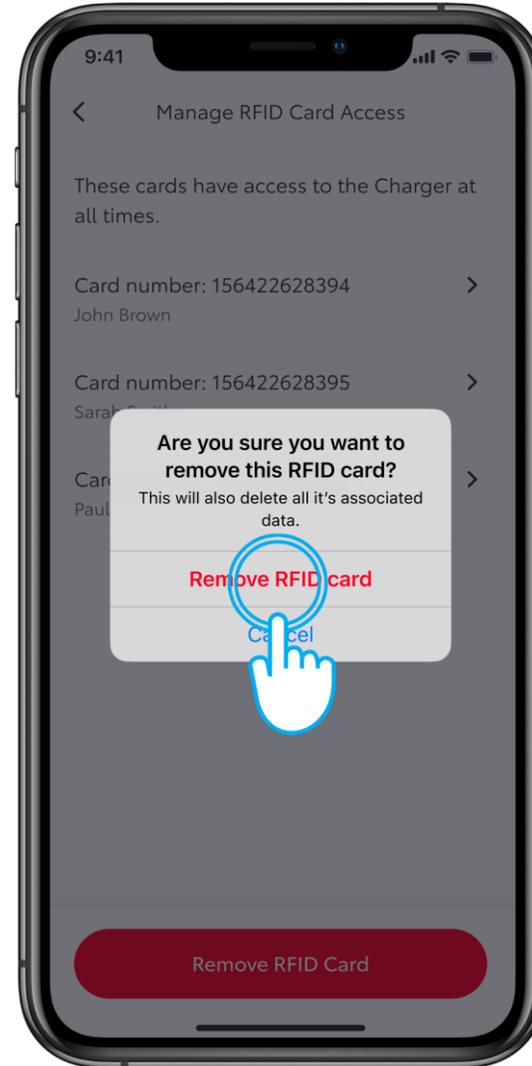
STEP 2

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

MANAGING ACCESS – ADDING A USER
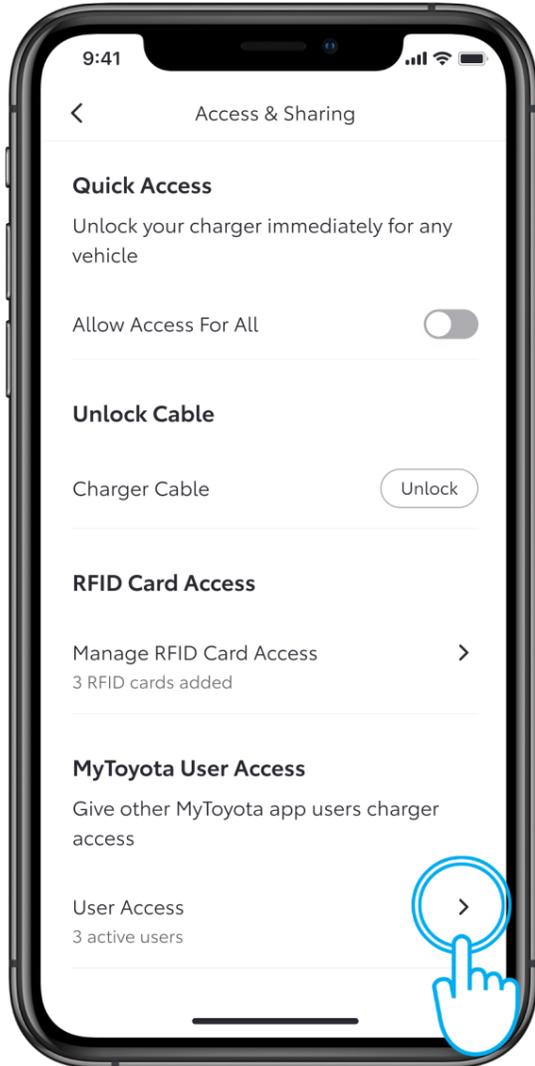
STEP 1

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".
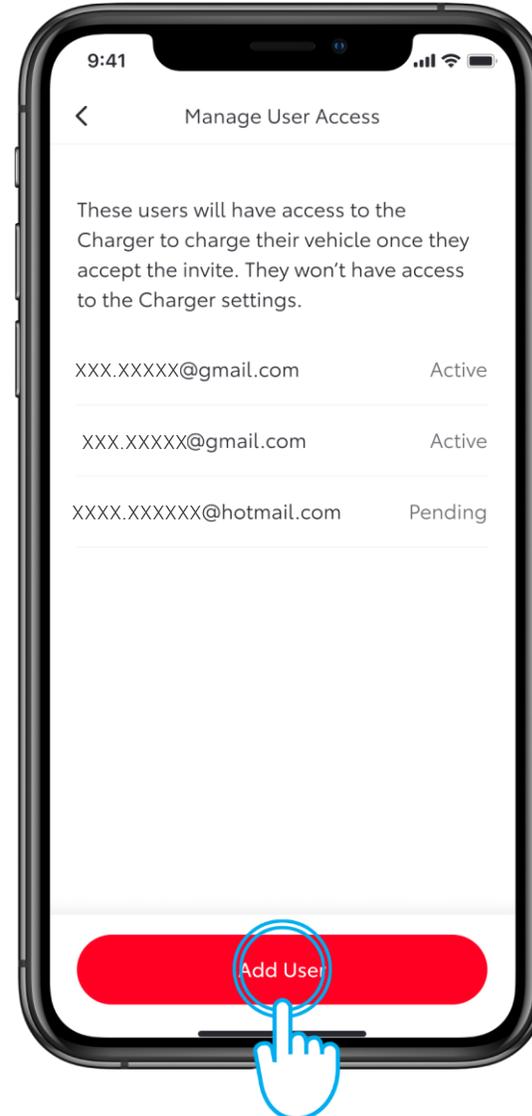
STEP 2

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

MANAGING ACCESS

STEP 3

Enter the new user's email address and tap on "Continue".
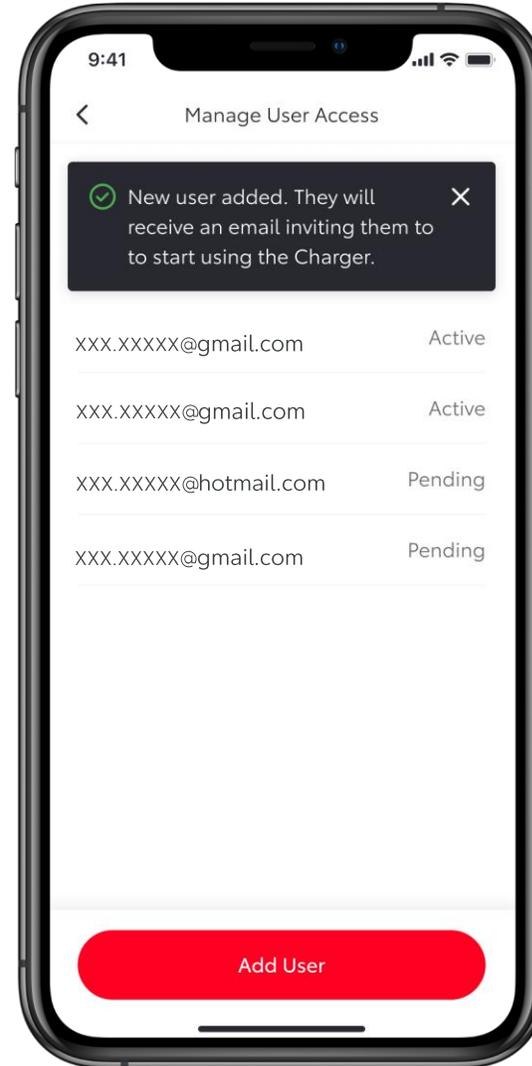
STEP 4

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

9:41

Add User

User's email address
XXX.XXXXX@gmail.com

The email address they will use for the MyToyota app

Continue

9:41

Manage User Access

New user added. They will receive an email inviting them to to start using the Charger.

XXX.XXXXX@gmail.com	Active
XXX.XXXXX@gmail.com	Active
XXX.XXXXX@hotmail.com	Pending
XXX.XXXXX@gmail.com	Pending

Add User

MANAGING ACCESS – REMOVING A USER
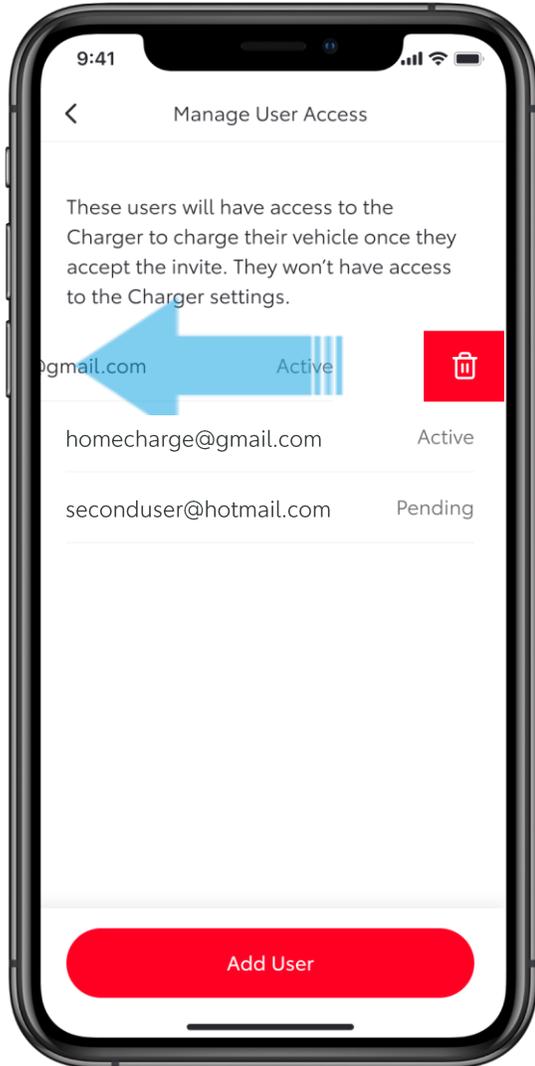
STEP 1

To remove a user, swipe left on that user.
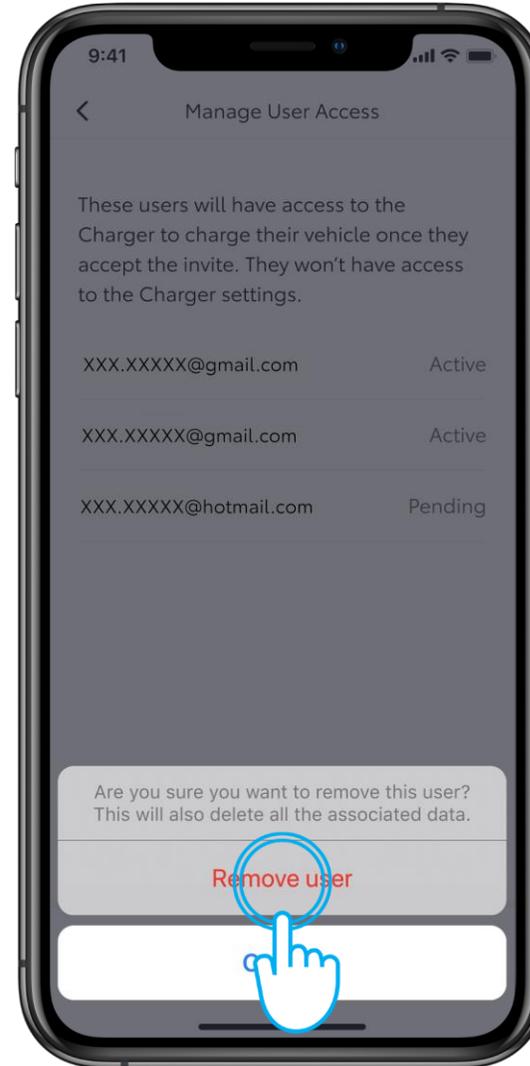
STEP 2

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

FIRMWARE UPDATES

FIRMWARE UPDATES WITH THE MyToyota APP
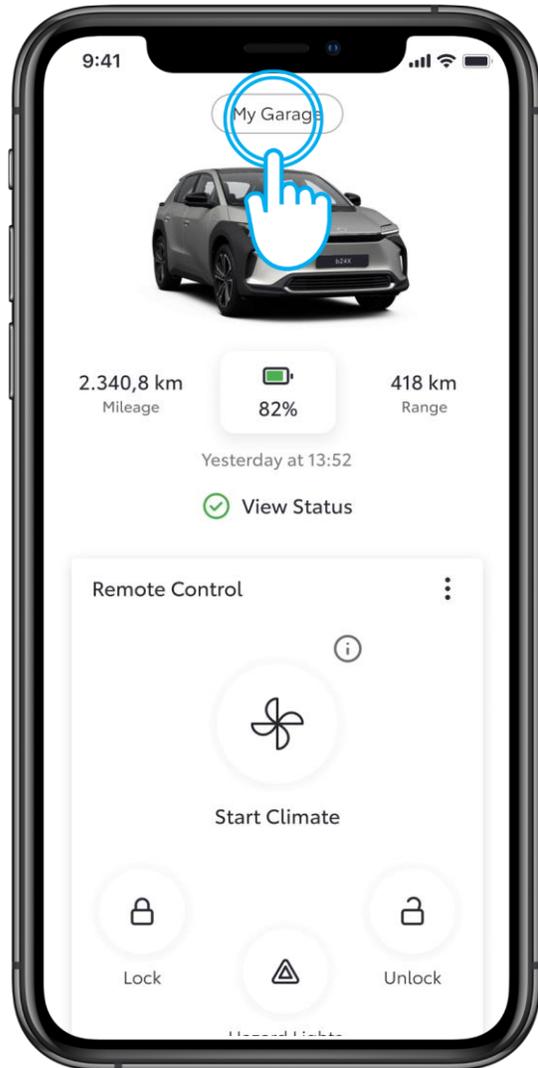
STEP 1

Within the MyToyota app, tap on "My Garage".
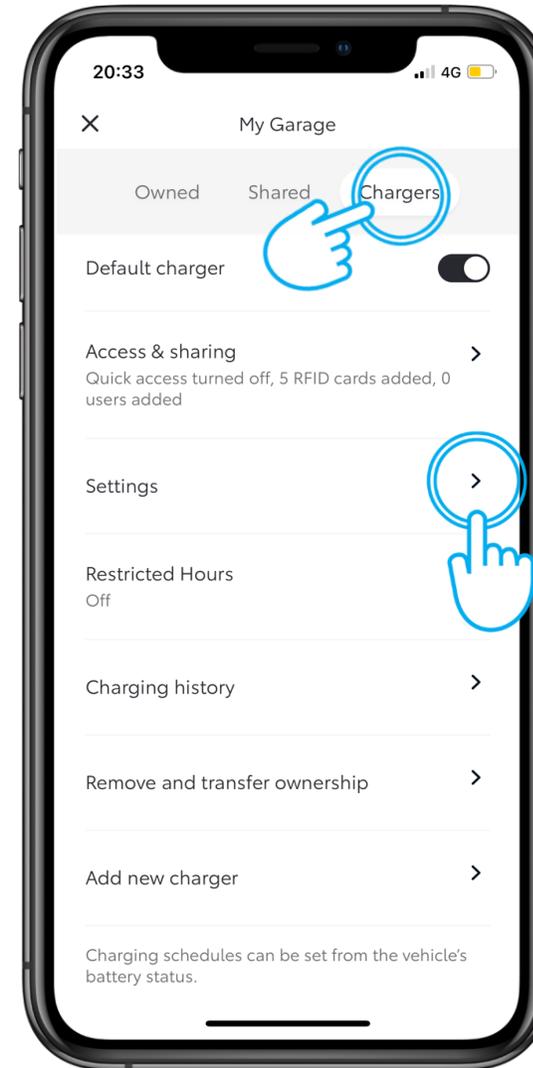
STEP 2

Tap on "Chargers"

Scroll up to locate "Settings".

Tip:
'Firmware updates' describe software updates available for the charger itself.

The charger's firmware is updated via the MyToyota App.

Updates will be made available when any new features are introduced to the HomeCharge ecosystem.

Please ensure to check occasionally for any new updates.

FIRMWARE UPDATES WITH THE MyToyota APP
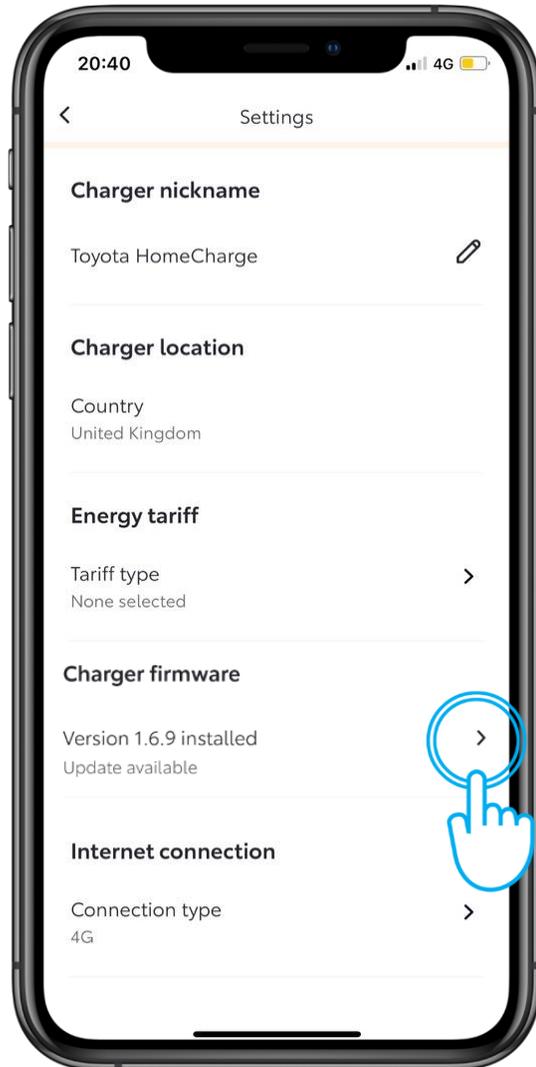
STEP 3

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.
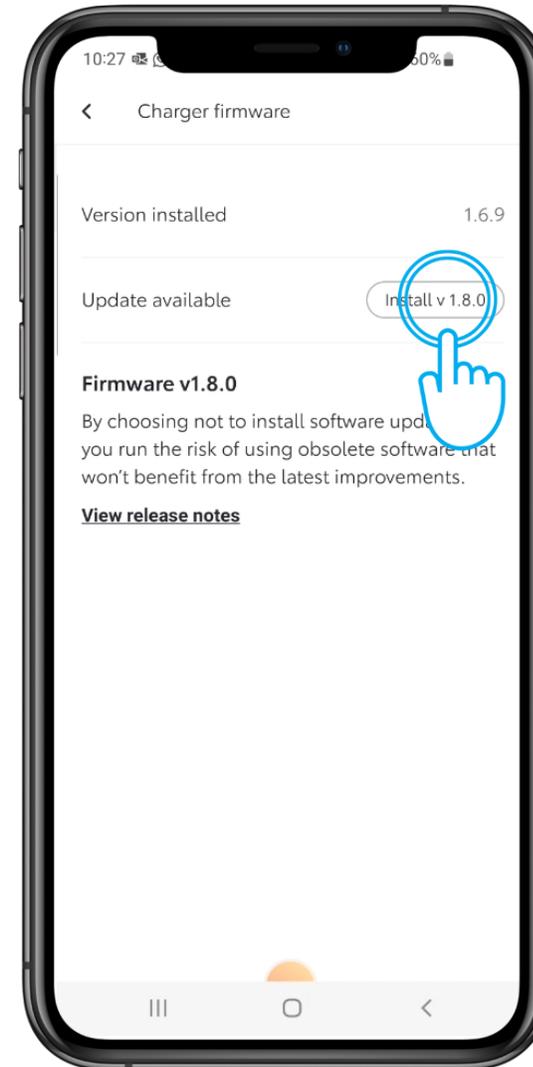
STEP 4

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
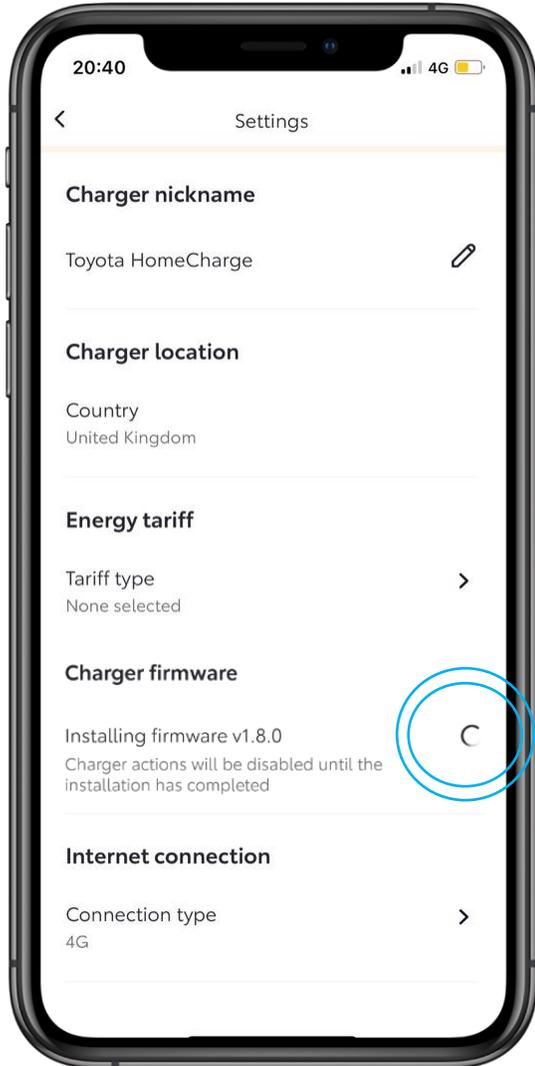
STEP 5

After clicking to activate the update, you will see the loading wheel and text confirming the update has begun.

Note the Toyota HomeCharge must have an active and stable internet connection to complete the update.

For the duration of the install, you will be unable to charge.

Please note the charger's LED lights will illuminate during the update process, including the red 'warning light'.
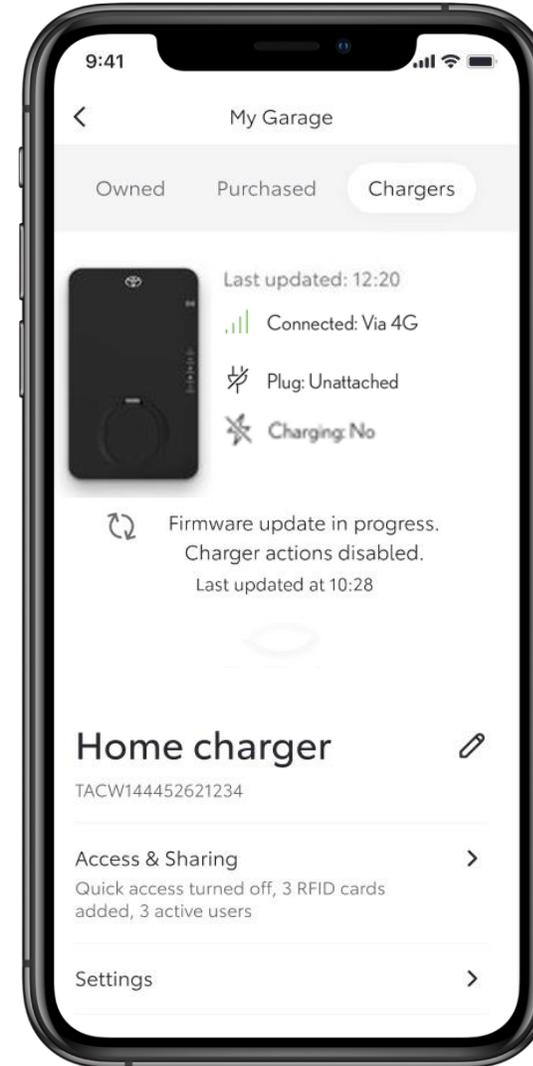
STEP 6

At the end of the update, the charger will turn off and on again, which may prompt a 'lost internet connection' notification in the app.

After turning back on, please wait for the internet connection to establish.

You can visit the Settings page to confirm the update was successful.
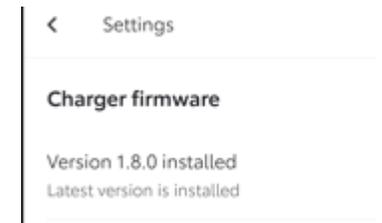
CHANGING INTERNET SETTINGS

CHANGING INTERNET SETTINGS
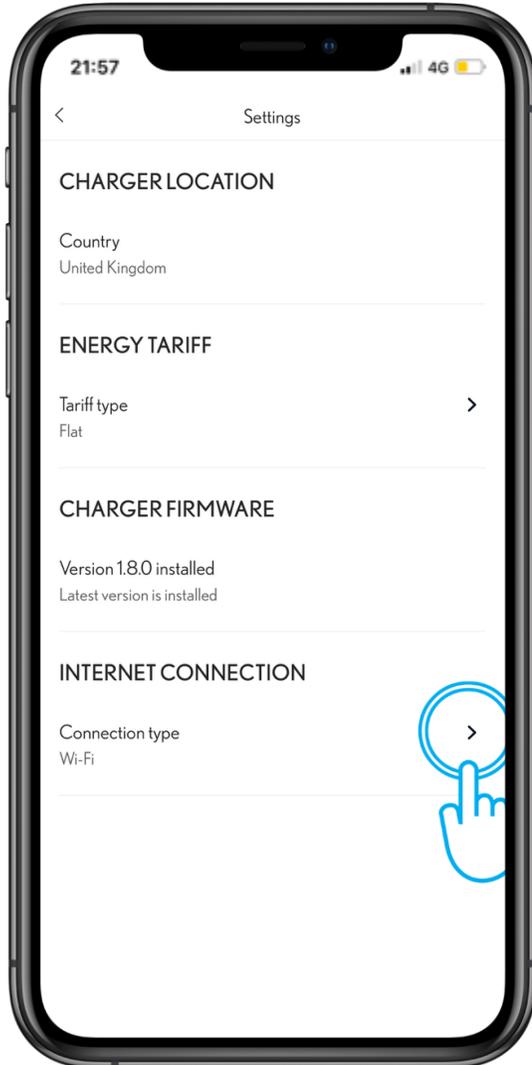
STEP 1

Your Toyota HomeCharge will be configured through either 4G or WIFI by the installer.

You can change between 4G and WIFII via the MyToyota App.

To change internet connection settings, you can do this within:

My Garage > Chargers > Settings

Please then click on "**Connection Type**".

STEP 2

Please follow the advice shown and click Continue to open the Change Connection page.

CHANGING INTERNET SETTINGS
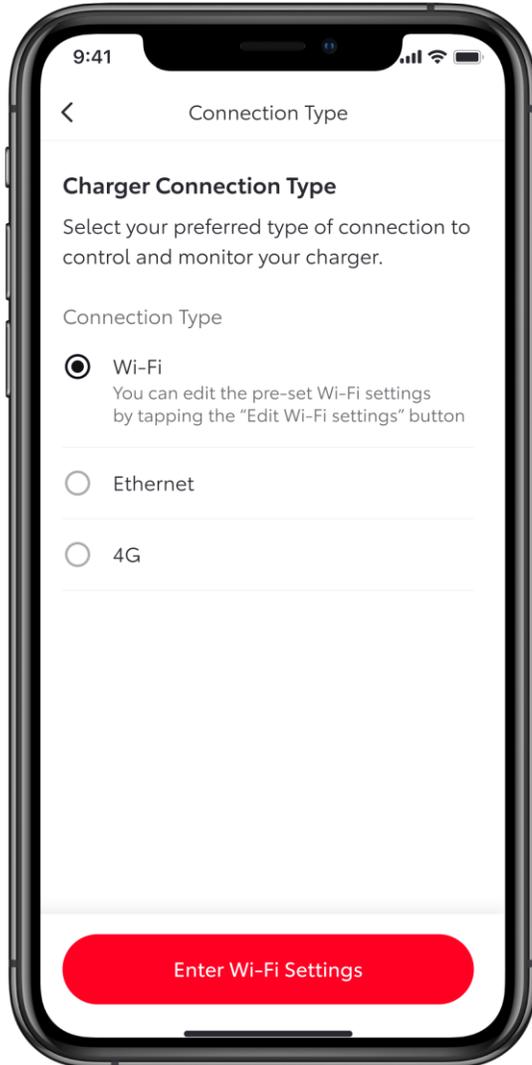
STEP 3

Choose your preferred connection type between 4G, WIFI and Ethernet.

This is useful if your charger loses internet connection for any reason.

If choosing 4G. Simply save the settings and the charger will attempt to connect to 4G.

Depending on the 4G signal in your area, you may or may not wish to use WIFI instead.

Note: Ethernet physical connection

Please note you will require an engineer to support you in connecting an Ethernet cable, if you wish for a hard-wired connection.

CHANGING INTERNET SETTINGS

STEP 3

If choosing WIFI:

The App will obtain the WIFI name that your mobile or tablet is connected to automatically.

Please check the WIFI shown is correct and enter your home's WIFI name if not.

After entering your WIFI password, please press Save to confirm the settings.

Tip: This information is usually displayed on your WIFI router and should be checked for case sensitivity.
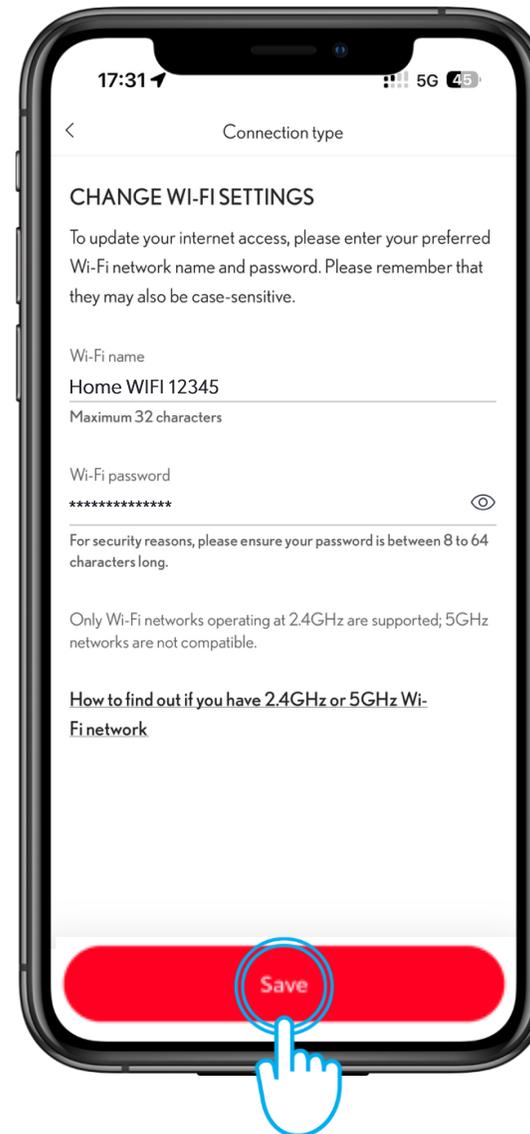
STEP 4

Click Save to complete the settings change.

Note:

If your router is configured to support 5GHz connections only:

It is necessary adjust your router's settings to support 2.4GHz with dual band, and there is additional information on this in the app.

Please consult with your router's manual if unsure.

Screen (Step 3)

17:31   5G   45

<   Connection type

CHANGE WI-FI SETTINGS

To update your internet access, please enter your preferred Wi-Fi network name and password. Please remember that they may also be case-sensitive.

Wi-Fi name
Enter the Wi-Fi name

Maximum 32 characters

Wi-Fi password
Enter the Wi-Fi password 👁

For security reasons, please ensure your password is between 8 to 64 characters long.

Only Wi-Fi networks operating at 2.4GHz are supported; 5GHz networks are not compatible.

How to find out if you have 2.4GHz or 5GHz Wi-Fi network

SAVE

Screen (Step 4)

17:31   5G   45

<   Connection type

CHANGE WI-FI SETTINGS

To update your internet access, please enter your preferred Wi-Fi network name and password. Please remember that they may also be case-sensitive.

Wi-Fi name
Home WIFI 12345

Maximum 32 characters

Wi-Fi password
************** 👁

For security reasons, please ensure your password is between 8 to 64 characters long.

Only Wi-Fi networks operating at 2.4GHz are supported; 5GHz networks are not compatible.

How to find out if you have 2.4GHz or 5GHz Wi-Fi network

Save

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. Restricted Hours

4. Unlocking the car

5. Internet Connection

6. Red Warning Lights
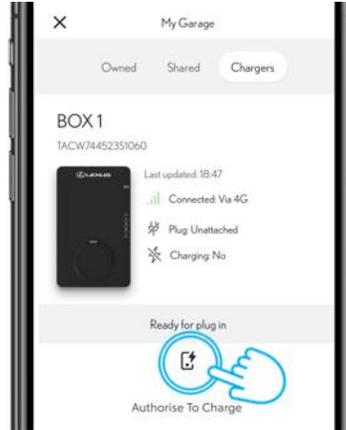
1. Authorising the charge
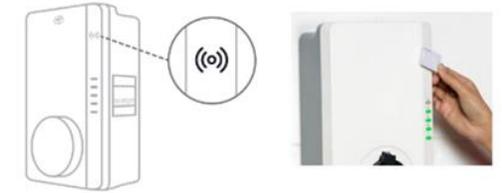
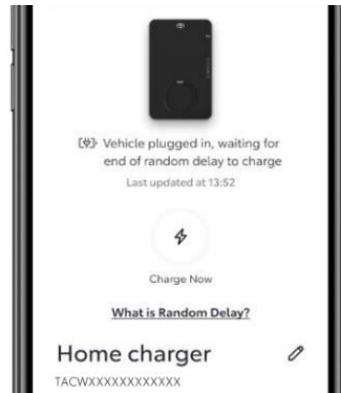*If "Allow Access for All" is disabled in the Access and Sharing section of My Toyota*

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.
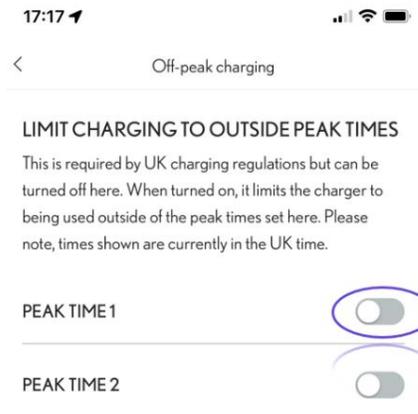
TROUBLESHOOTING

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. Restricted Hours

4. Unlocking the car

5. Internet Connection

6. Red Warning Light

3. Restricted Hours
By default, 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, this restriction can be easily disabled in the "Restricted Hours" 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.

How do I change between 4G and WIFI ?

If you experience any internet connection issues, or wish to change between 4G and WIFI:

You can do so easily from the App. Please visit:

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

Please see more details on this within the "Changing Internet Connection" pages earlier within this guide.

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.

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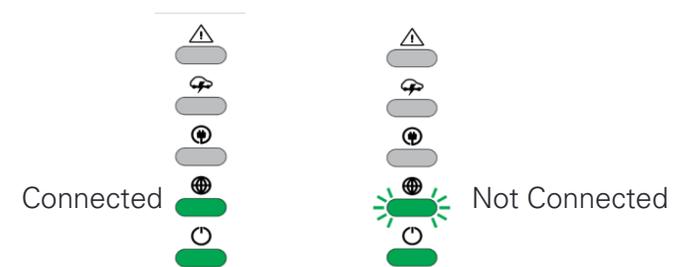
How can I re-connect the internet if it is showing as Not Connected?

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

TROUBLESHOOTING

6. Red Warning Lights

The top light on the charger will illuminate in red when updating firmware, or when the charger has a fault. The known faults and ways to resolve are described below.

If none of the advice here helps, please contact Toyota Customer Support to arrange an engineer visit.

1) The charger is updating its firmware.

2) Firmware is on a bridge firmware (1.7.1 firmware).

3) Locking mechanism has faulted.

1. Firmware is updating

This is normal. The charger will illuminate all LED lights while updating. The device will also reboot during this process.

Action:
If a firmware update fails for any reason, you can re-start the firmware update again from within the Toyota or Lexus App.

2. Firmware is on a 'bridge' version

Firmware level 1.7.1 is a 'bridge' firmware which is non-operative, and must be updated further to 1.8.X and above for the charger to become operational.

An update from 1.6.9 to 1.8.x will pass through 1.7.1, and can occasionally get 'stuck' mid-update.

Action:
This is the only situation in which you can update the firmware, whilst the red light is illuminated.

3. Locking mechanism has faulted

Please firstly check the car has been unlocked, and the car-side cable removed.

If then you are unable to remove the cable from the charger:

Action:
Please use the 'Unlock Cable' function in the MyToyota, found under:
My Garage > Chargers > Access & Sharing > Unlock Cable

If that does not release, please reboot the charger, turning it off and on again via the Matt-E trip switch.

If that does not allow the charger to release, you will need to request an engineer visit to help. Toyota GB Customer Support can assist you in arranging an engineer.

EVERY FEATURE COUNTS

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.