



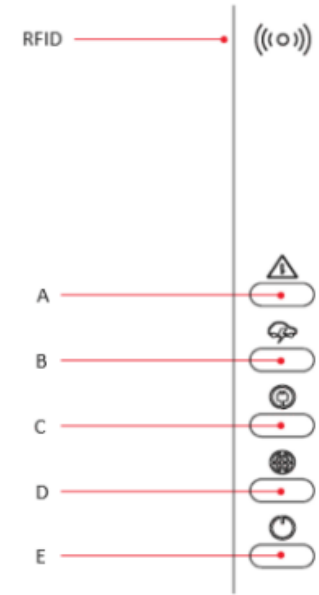
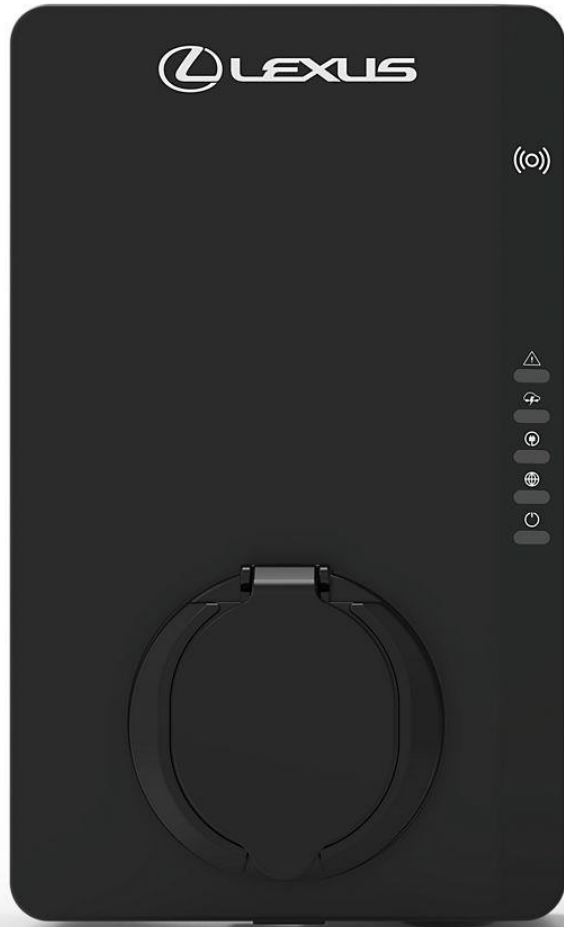
LEXUS
HOMECHARGE
USER GUIDE

CONTENTS

1. Lexus HomeCharge Basics
2. Adding Your Charger to the LexusLink+ app
3. Charging
4. Charging Schedules
5. Managing Access
6. Firmware Updates
7. Updating WIFI settings
8. Troubleshooting



LEXUS HOMECARGE BASICS



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

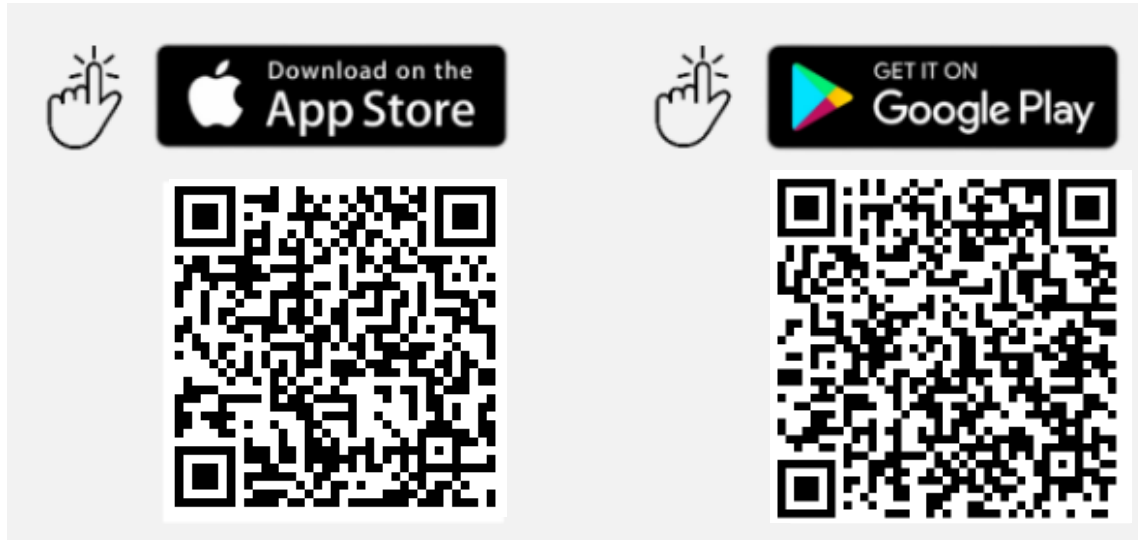




ADDING YOUR CHARGER TO THE LexusLink+ APP

LexusLink+ APP

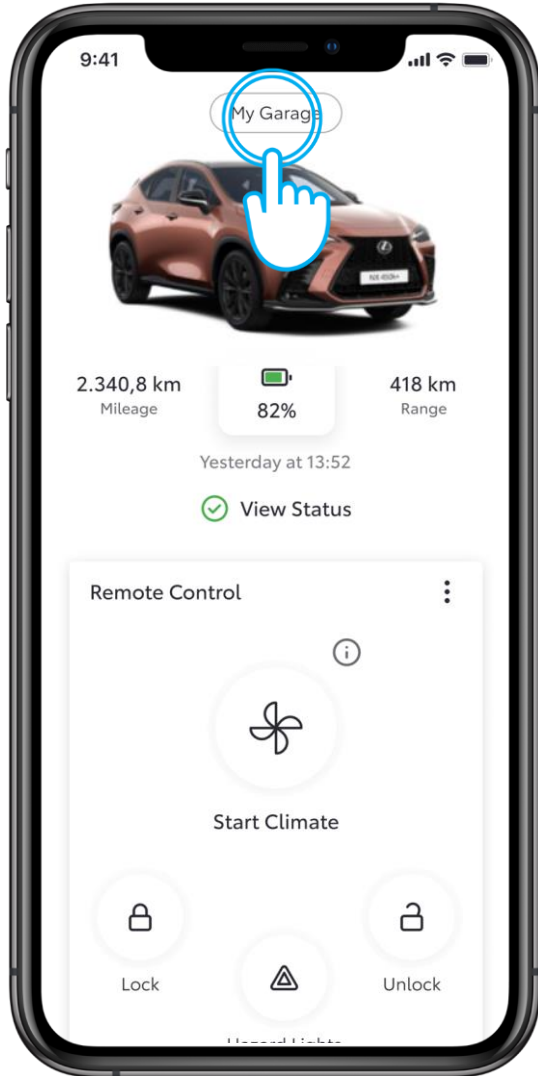
Please ensure that you have the latest version of the LexusLink+ app installed



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

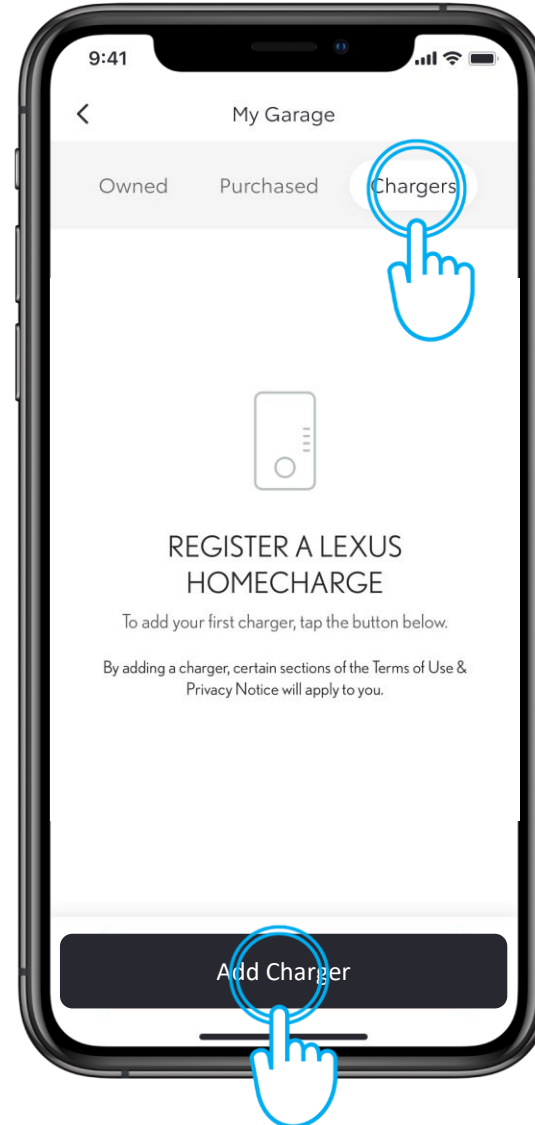


PAIRING YOUR LEXUS HOMECHARGE WITH THE LexusLink+ APP



STEP 1

Open the LexusLink+ app, log in using your credentials and tap on “My Garage”.



STEP 2

Tap on “Chargers” followed by “Add a Charger”.

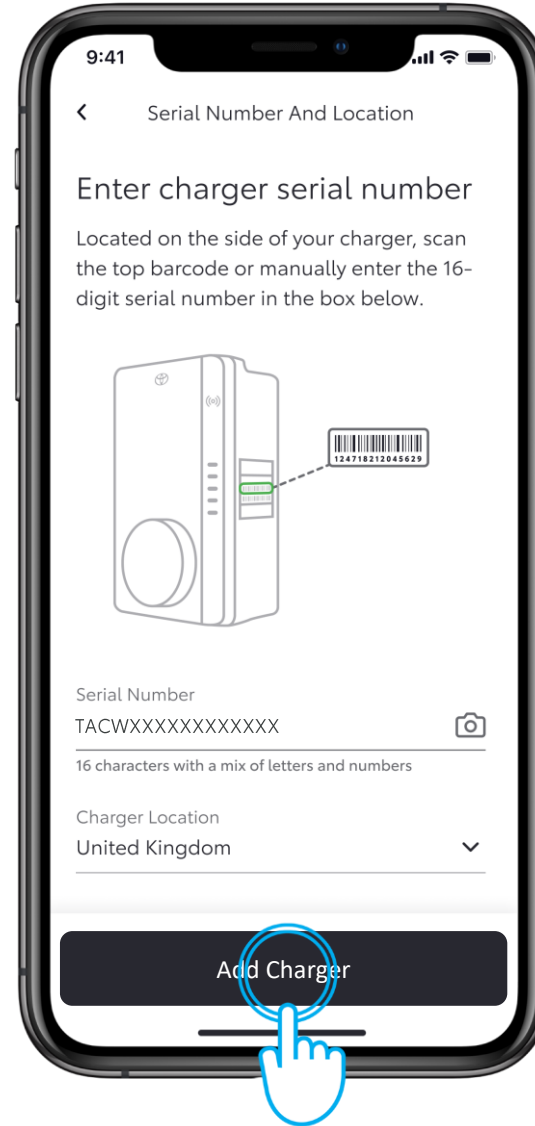


PAIRING YOUR LEXUS HOMECHARGE WITH THE LexusLink+ APP



STEP 3

Tap on "Continue"



STEP 4

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

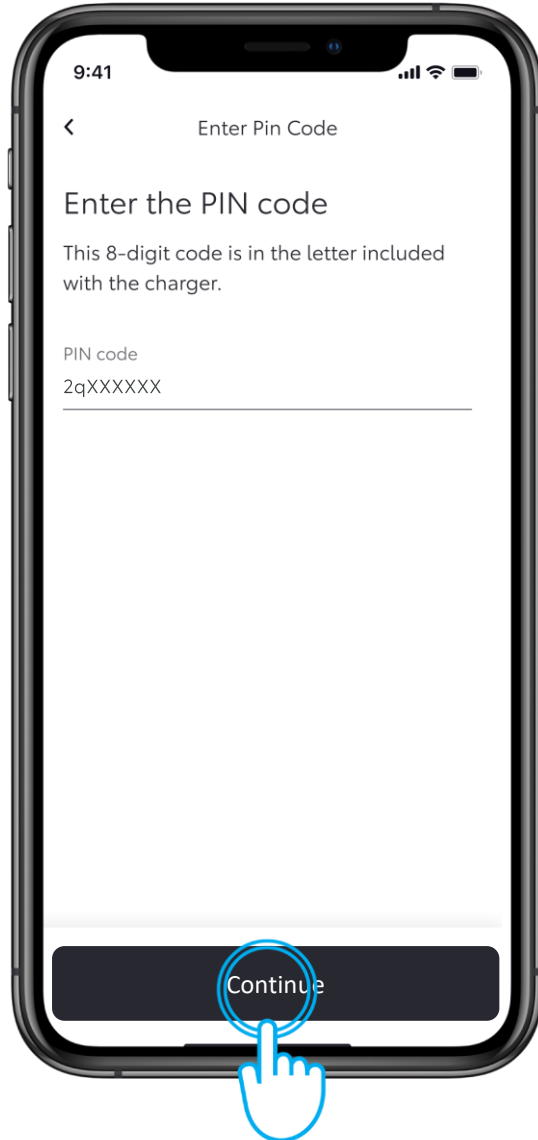
The serial number can be typed in or scanned using your mobile device's camera.

Once entered, tap on 'Add Charger'.

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



PAIRING YOUR LEXUS HOMECHARGE WITH THE LexusLink+ APP

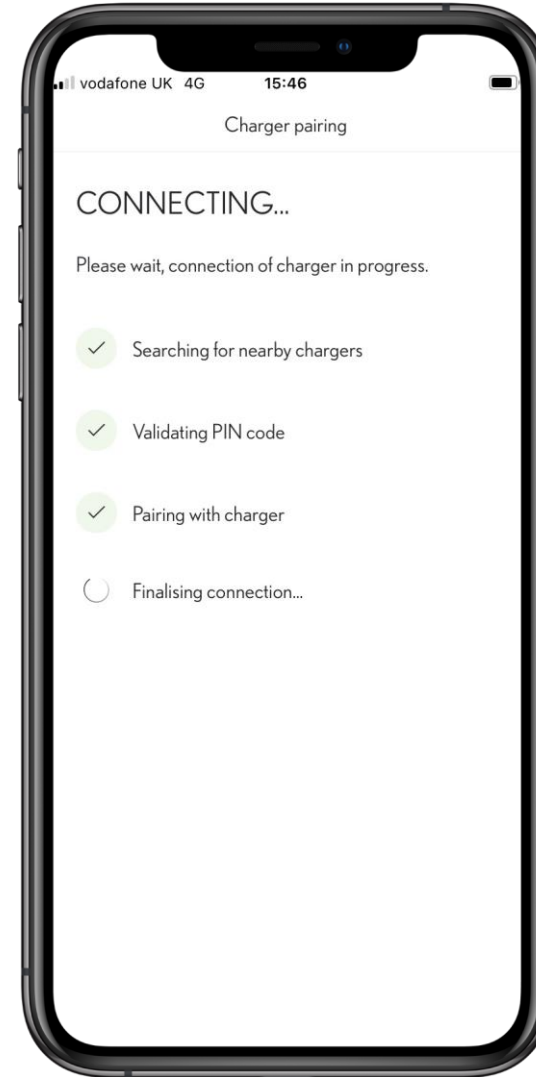


STEP 5

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

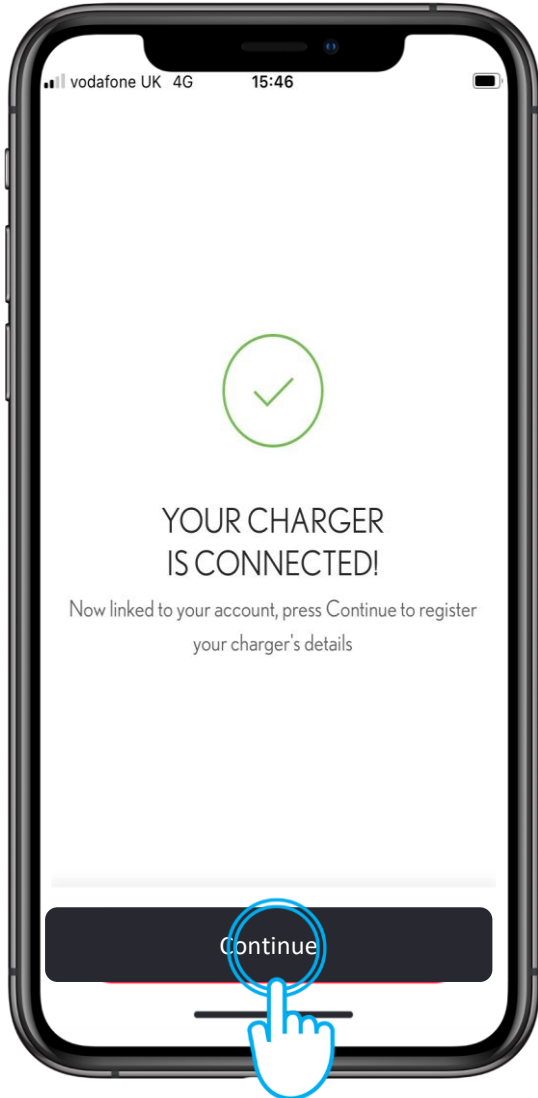
Tip: Please ensure that you have Bluetooth and Location services enabled for the MyToyota app



PAIRING YOUR LEXUS HOMECHARGE WITH THE LexusLink+ APP

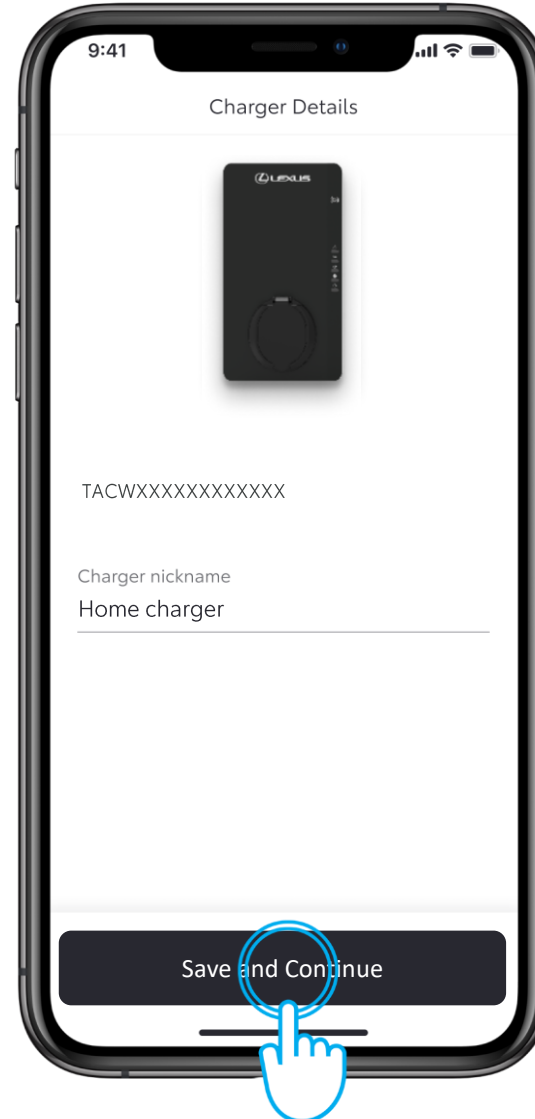
STEP 7

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

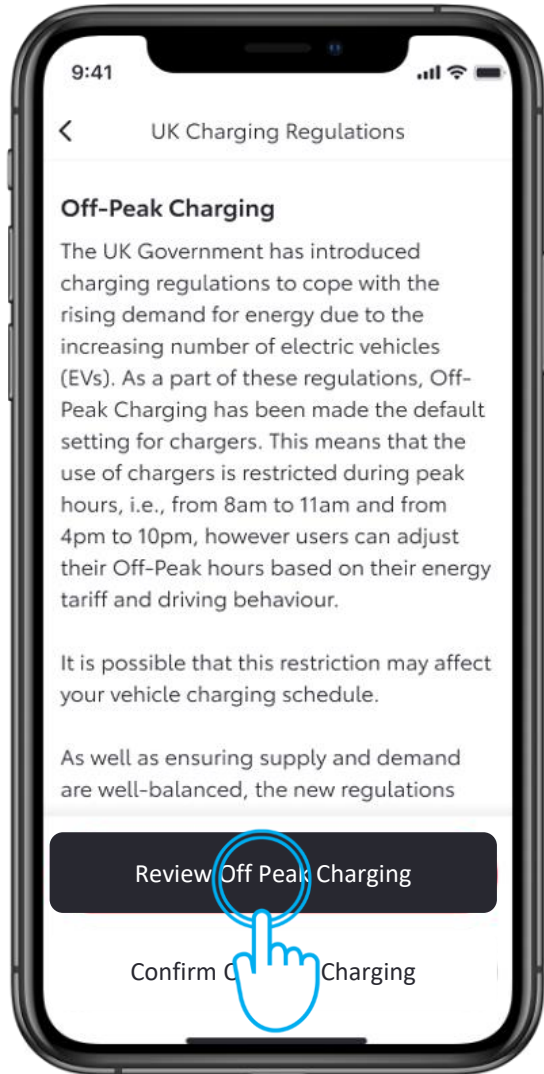


STEP 8

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



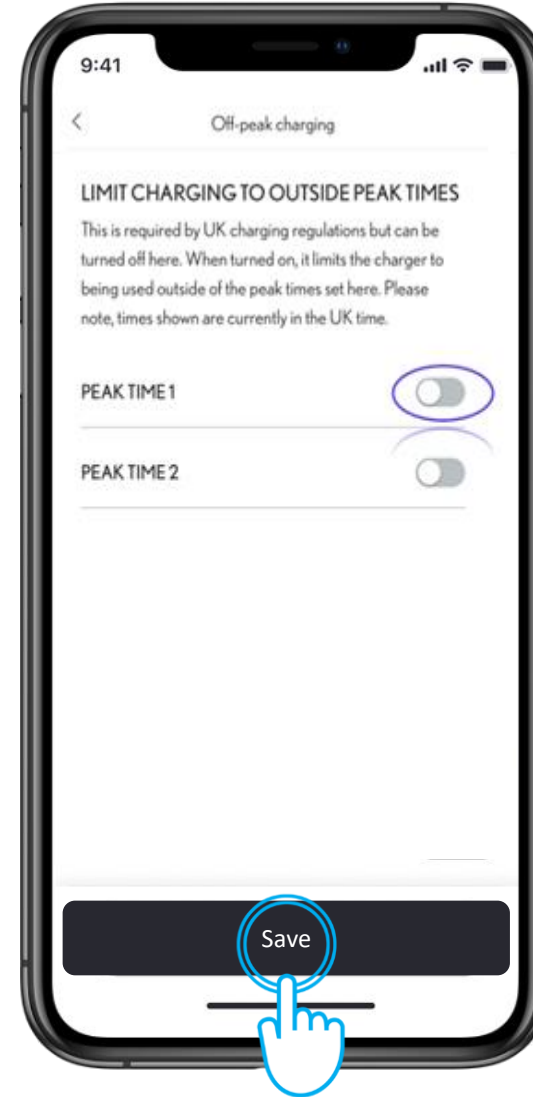
REVIEW OFF-PEAK CHARGING



STEP 9

After saving your Lexus 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

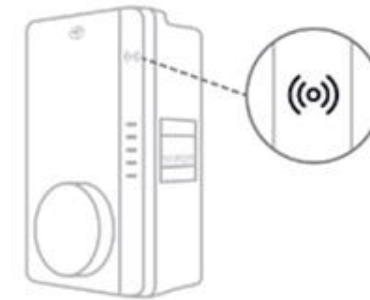
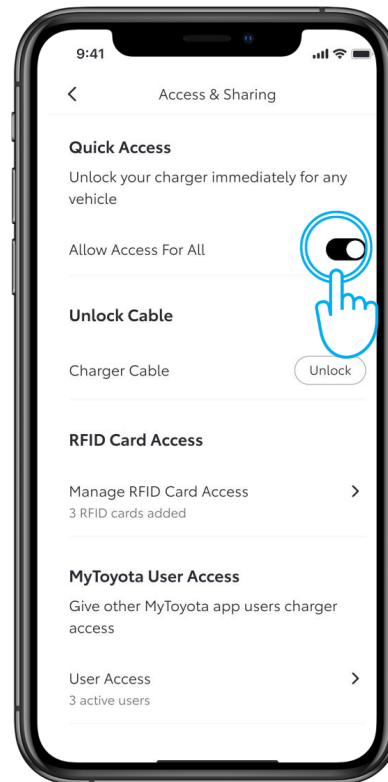
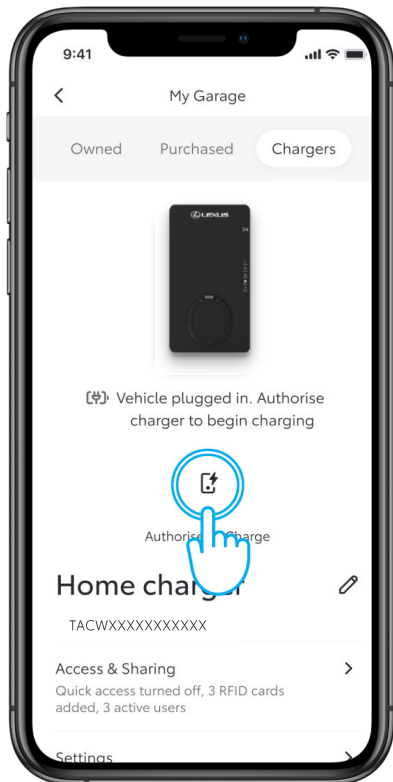
1. Authorisation in App

or

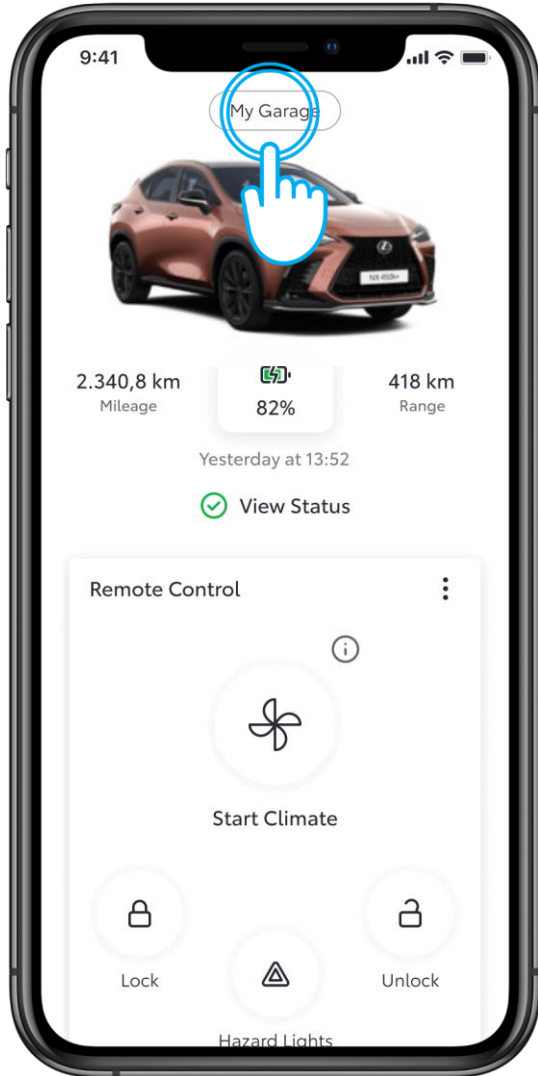
2. Allow access to all

or

3. RFID Card



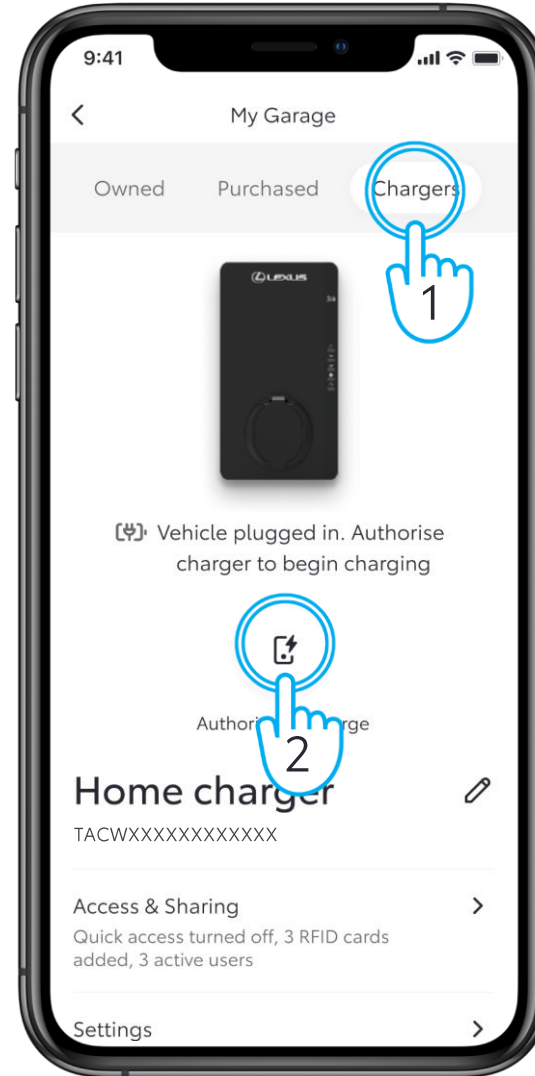
1. AUTHORISATION IN APP



STEP 1

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

Tap on "My Garage".

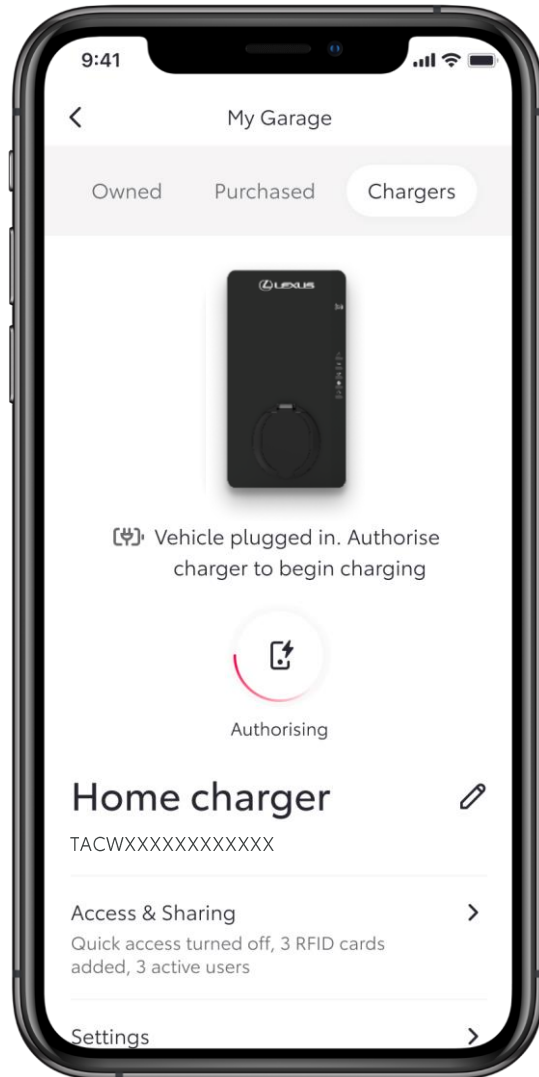


STEP 2

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

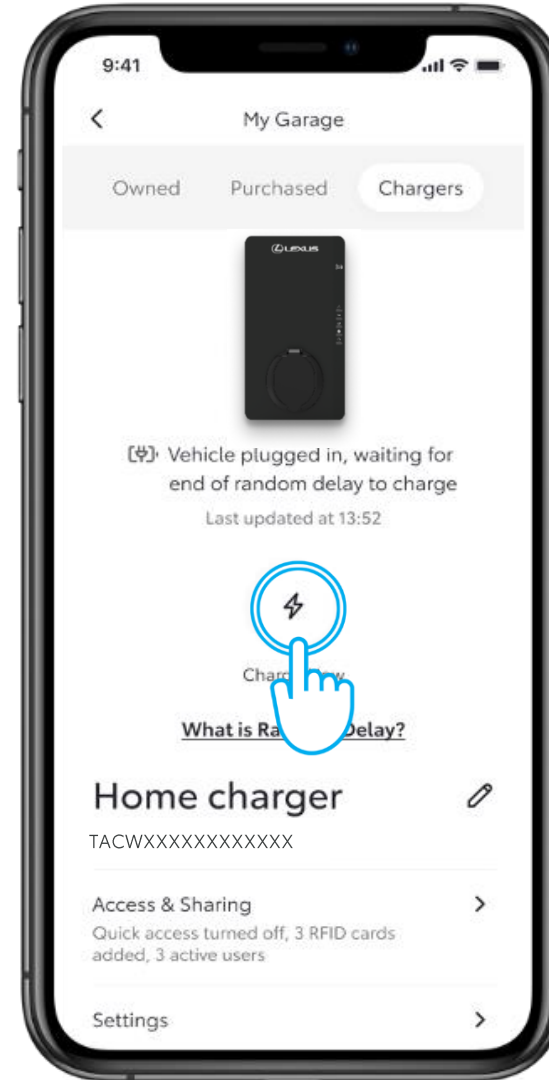


1. AUTHORISATION IN APP



STEP 3

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



STEP 4

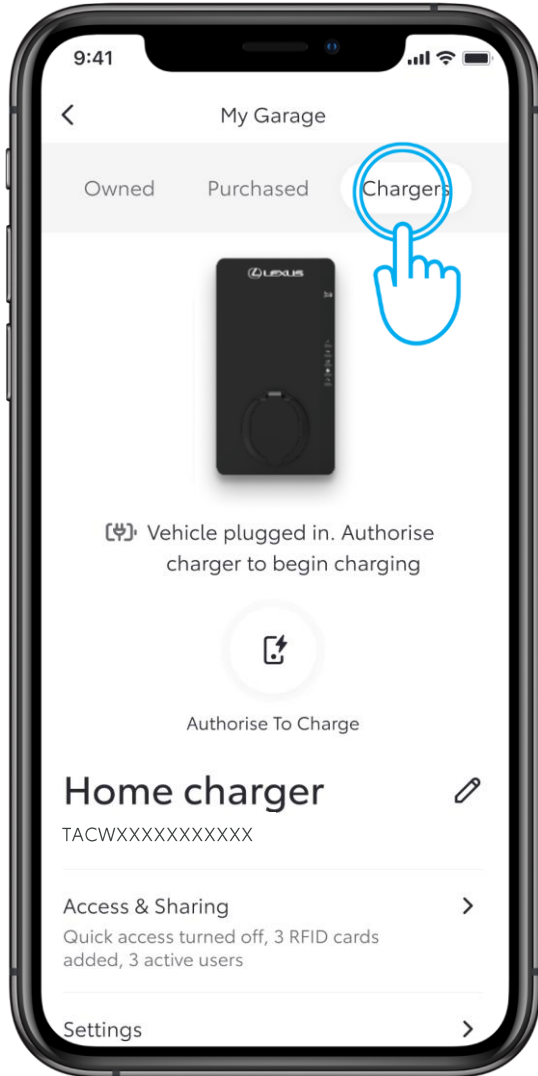
Wait for the end of the Random Delay for charging to start; or override by clicking and holding "Charge Now" for two seconds.

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.



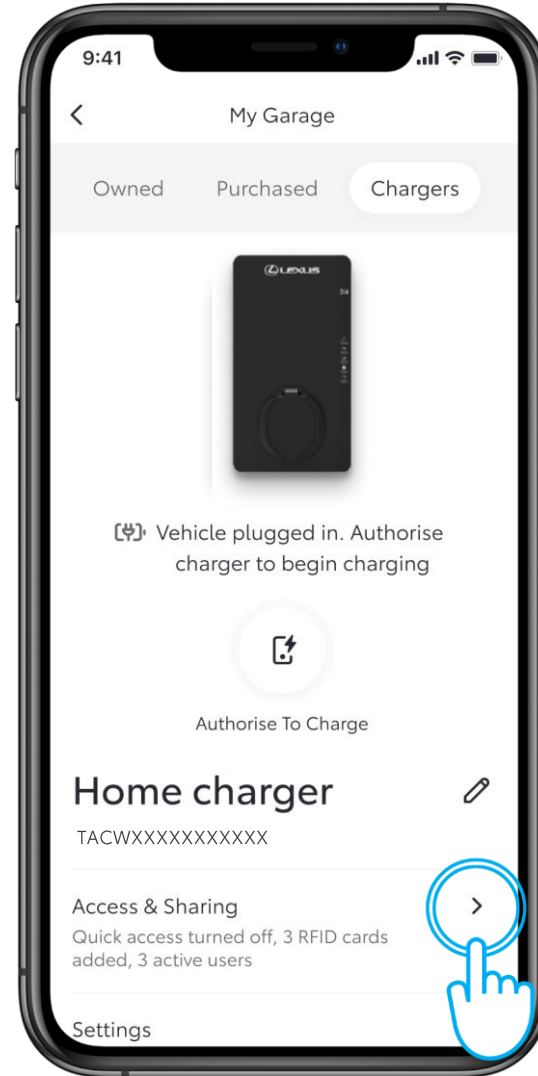
2. ALLOW ACCESS FOR ALL



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".

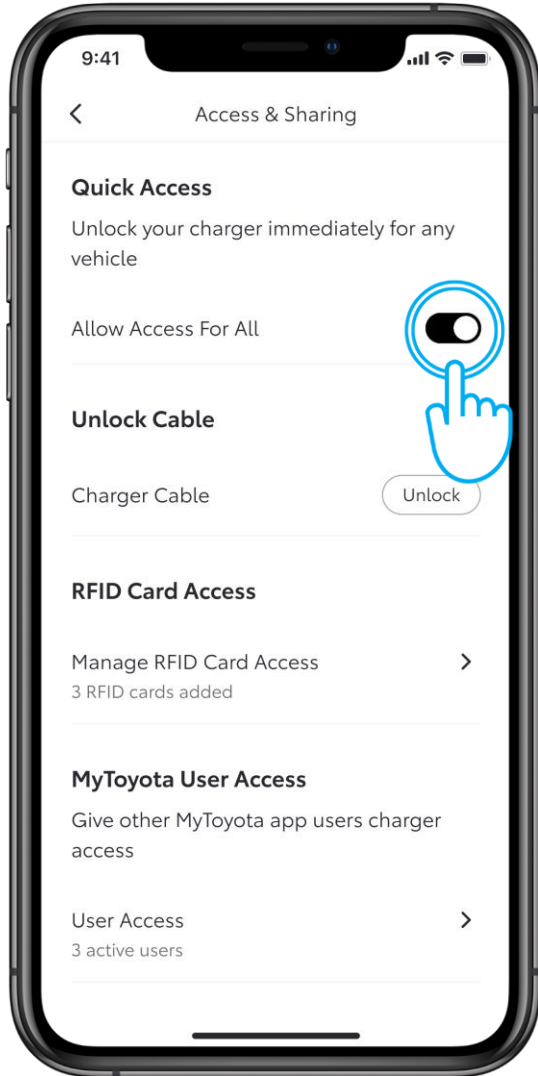


STEP 2

Tap on "Access & Sharing".

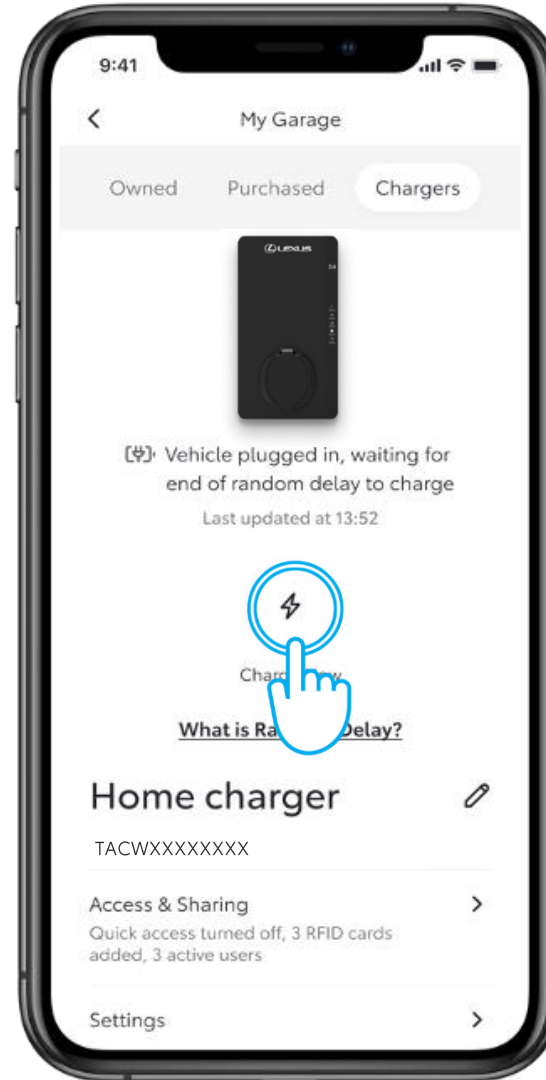


2. ALLOW ACCESS FOR ALL



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

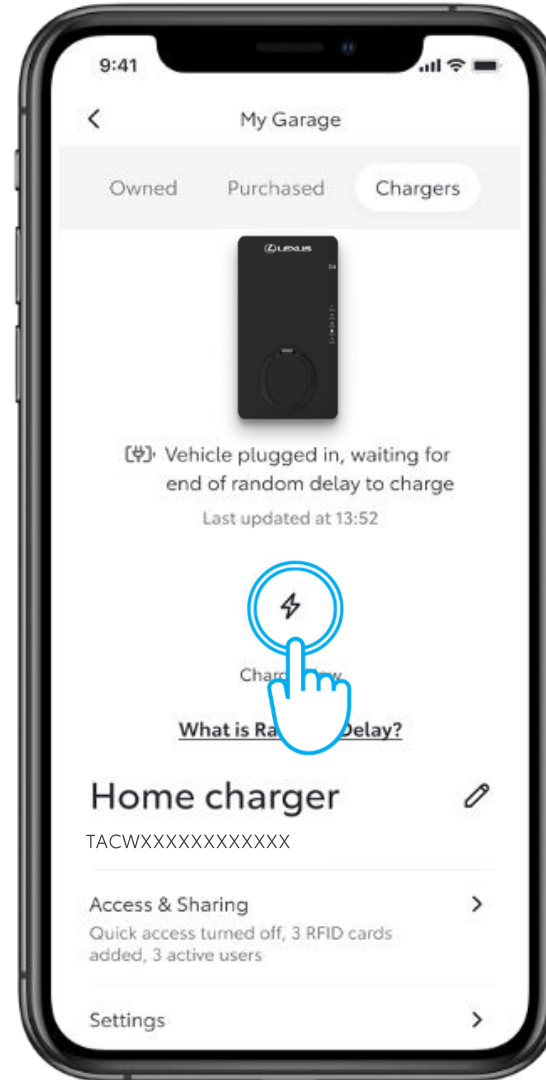
STEP 1

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

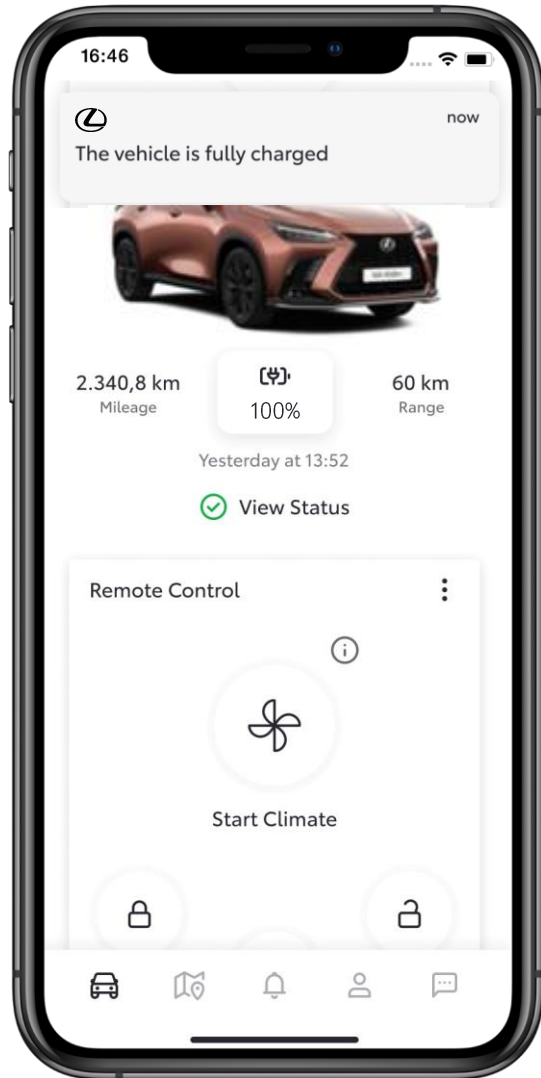
Wait for the end of the Random Delay for charging to start; or override by clicking and holding "Charge Now" for two seconds.

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

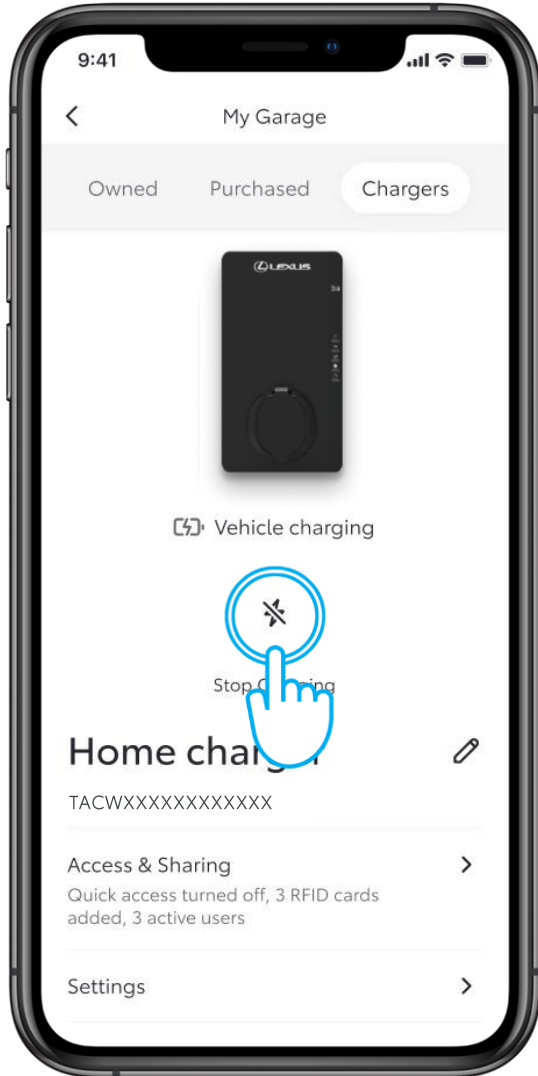


STEP 1

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



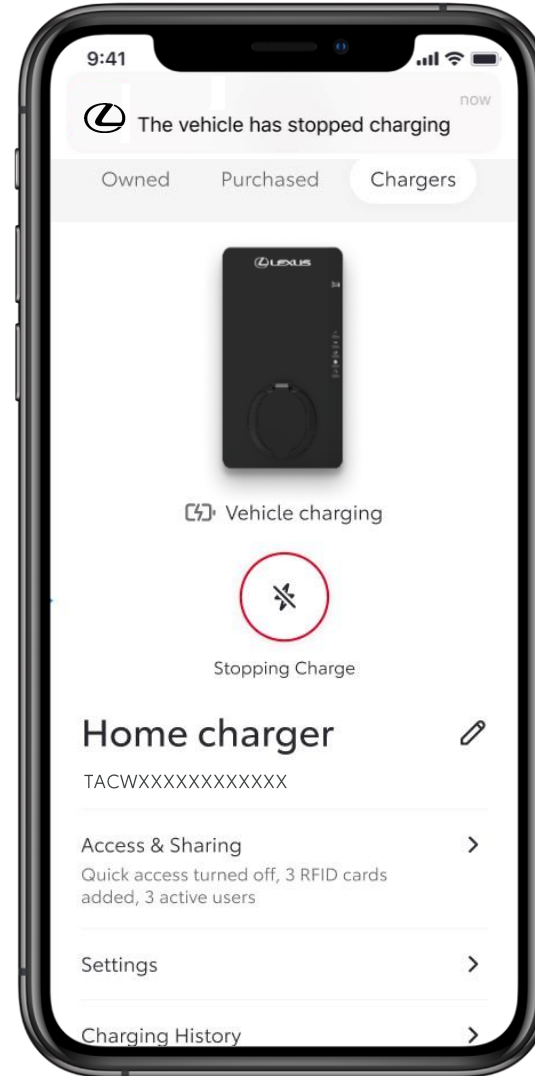
STOPPING CHARGING



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 LexusLink+ app confirming that charging has been stopped.

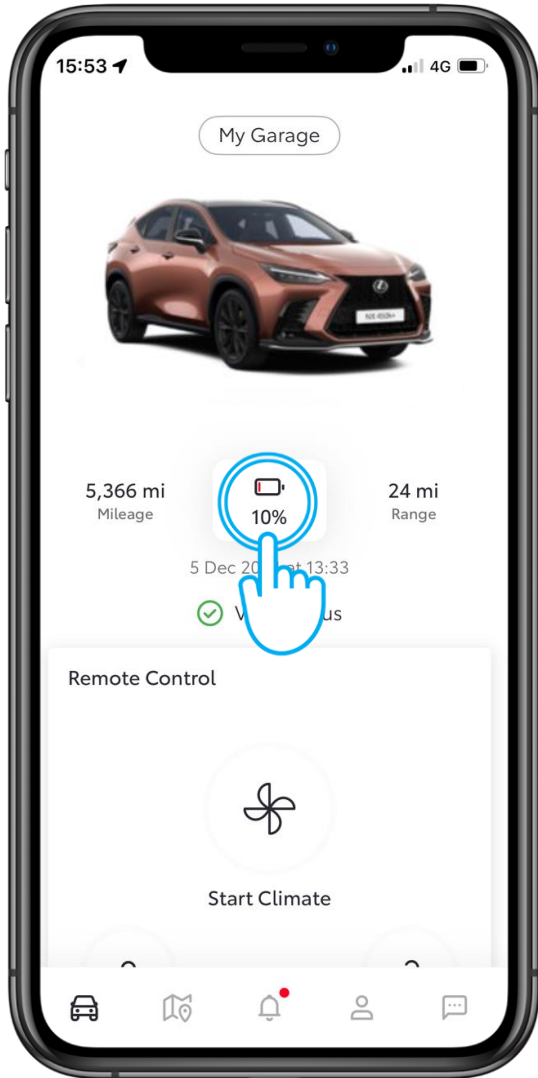




CREATING SCHEDULES

HOW TO SETUP AND USE SCHEDULES

CREATING A CHARGING SCHEDULE: IN THE APP



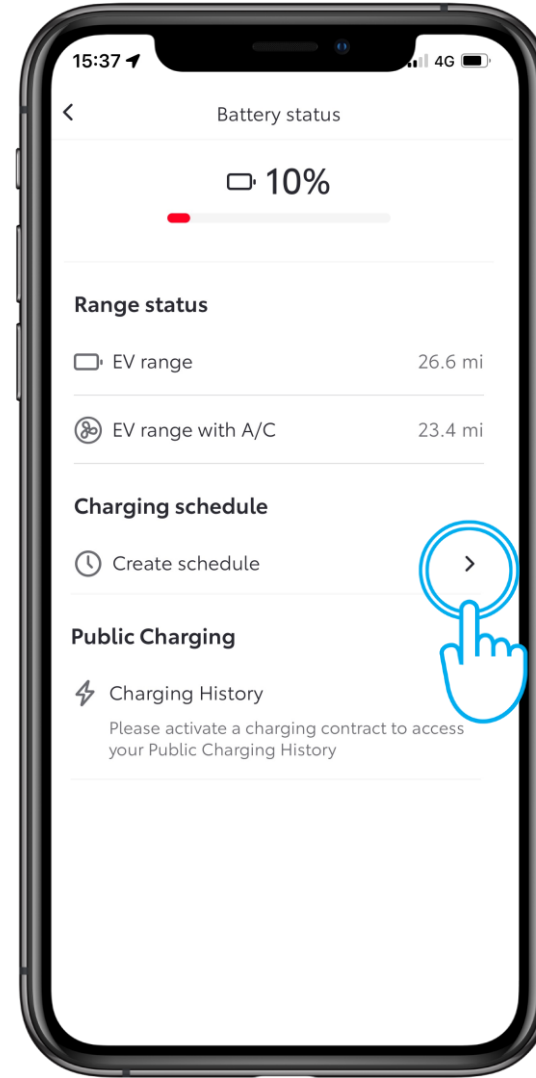
STEP 1

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.



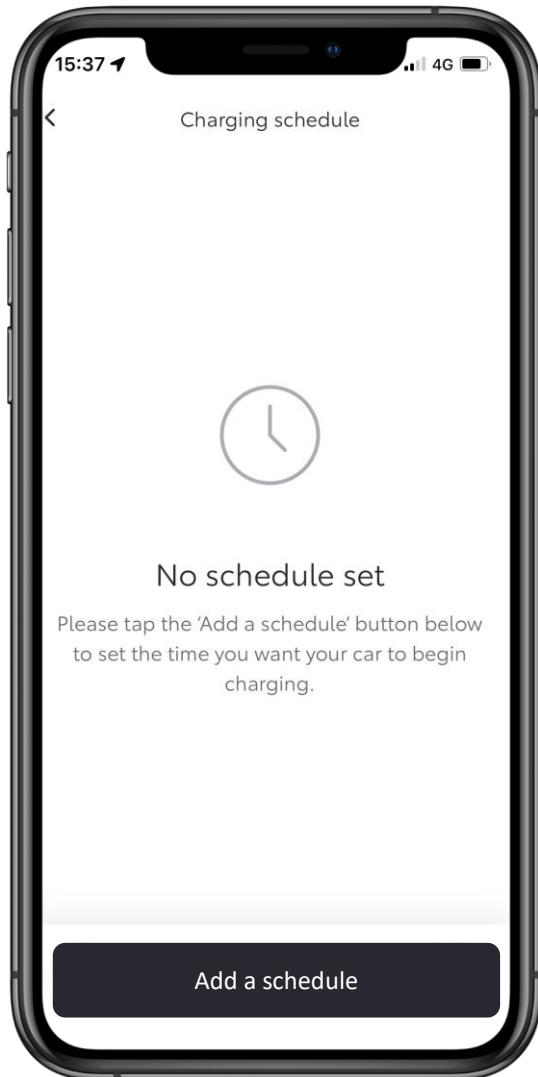
STEP 2

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

*Tip:
Screen labelling may vary slightly by model*

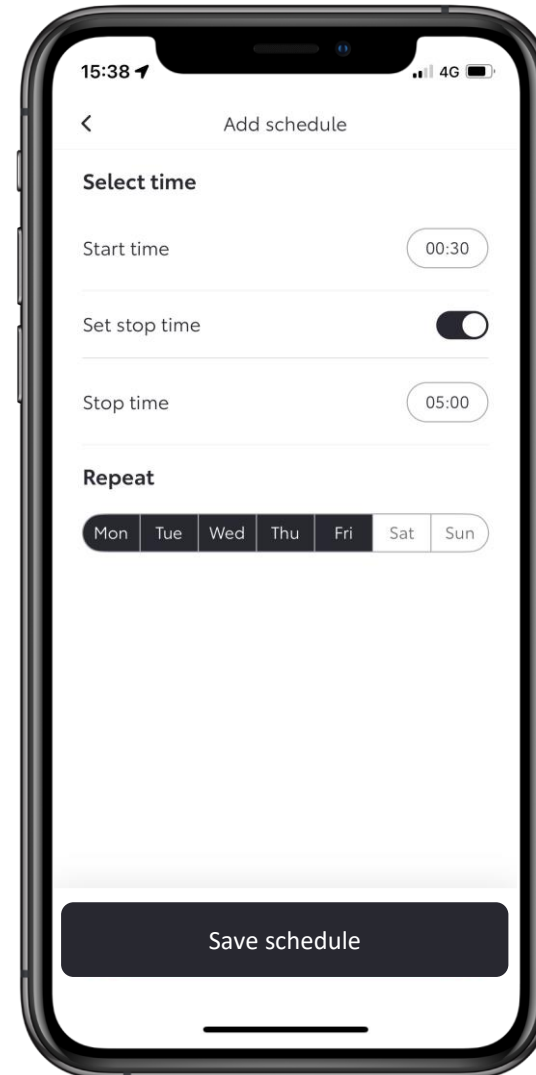


CREATING A CHARGING SCHEDULE: IN THE APP



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.

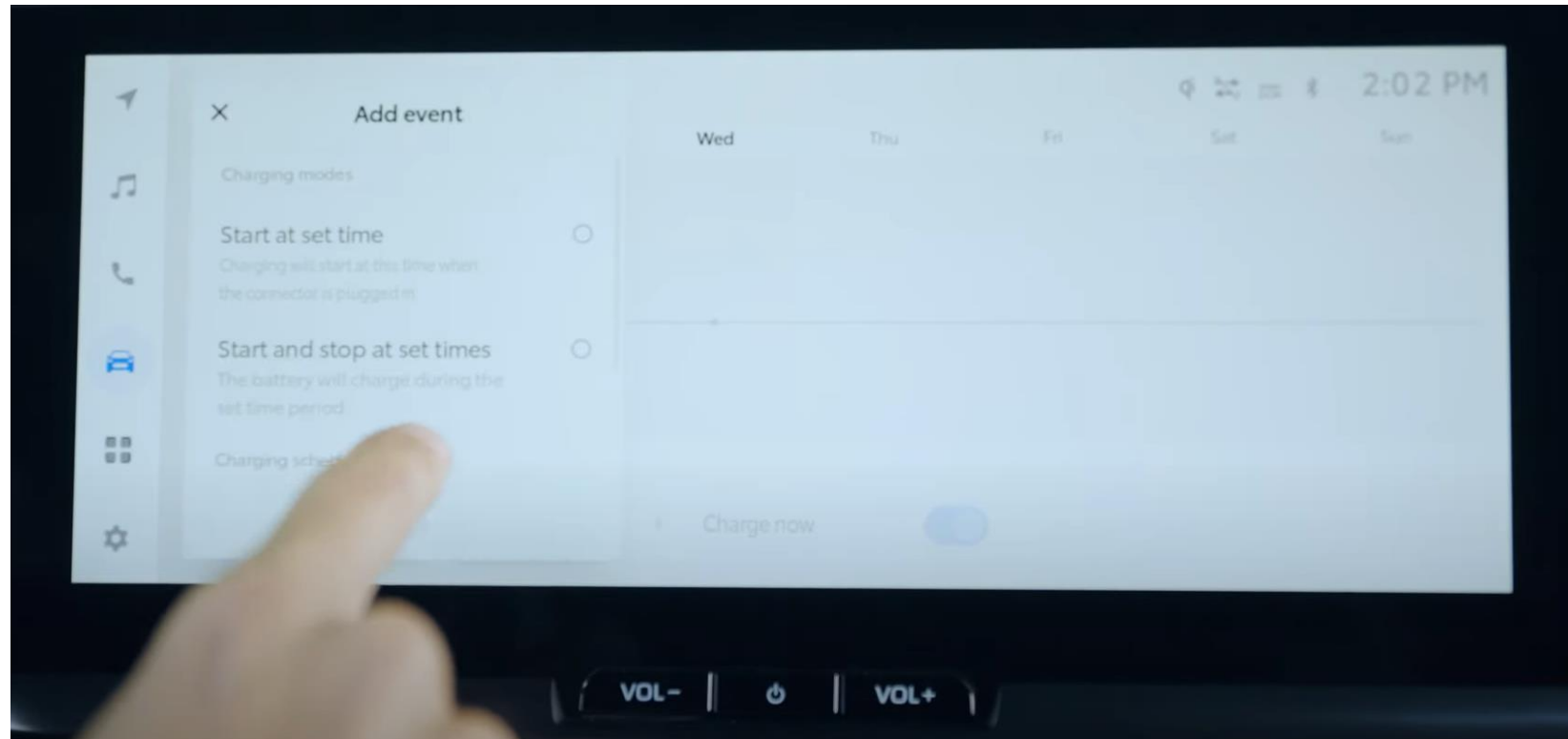


CREATING A CHARGING SCHEDULE: IN THE CAR

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

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

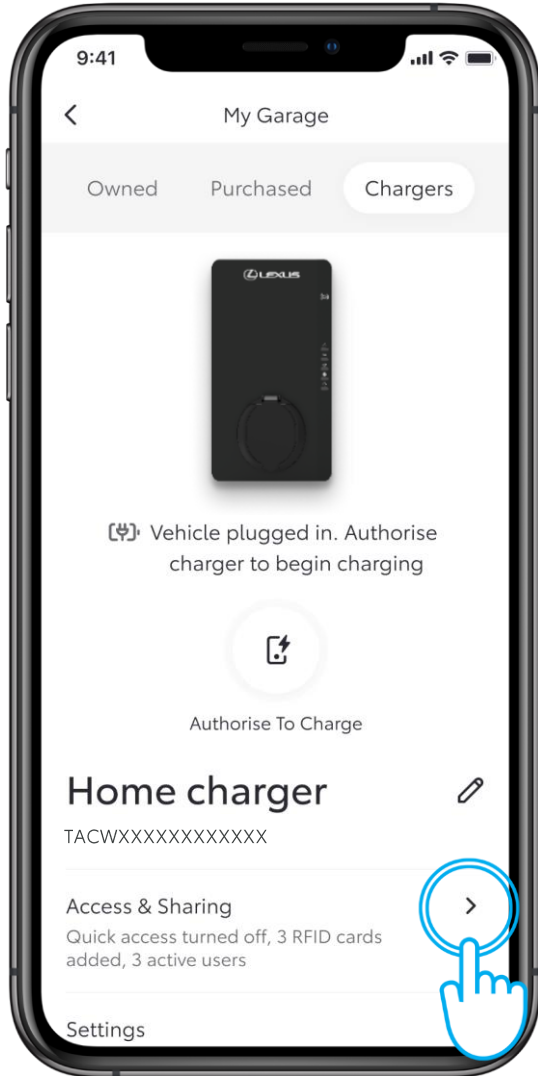
Please find a video walkthrough by scanning the QR code below:





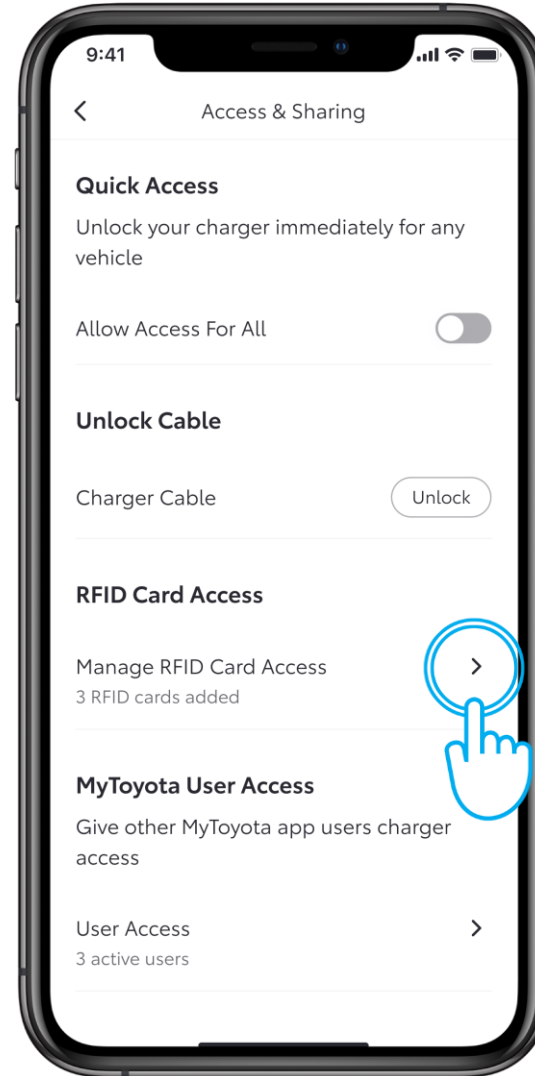
MANAGING ACCESS TO CHARGING

MANAGING ACCESS



STEP 1

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

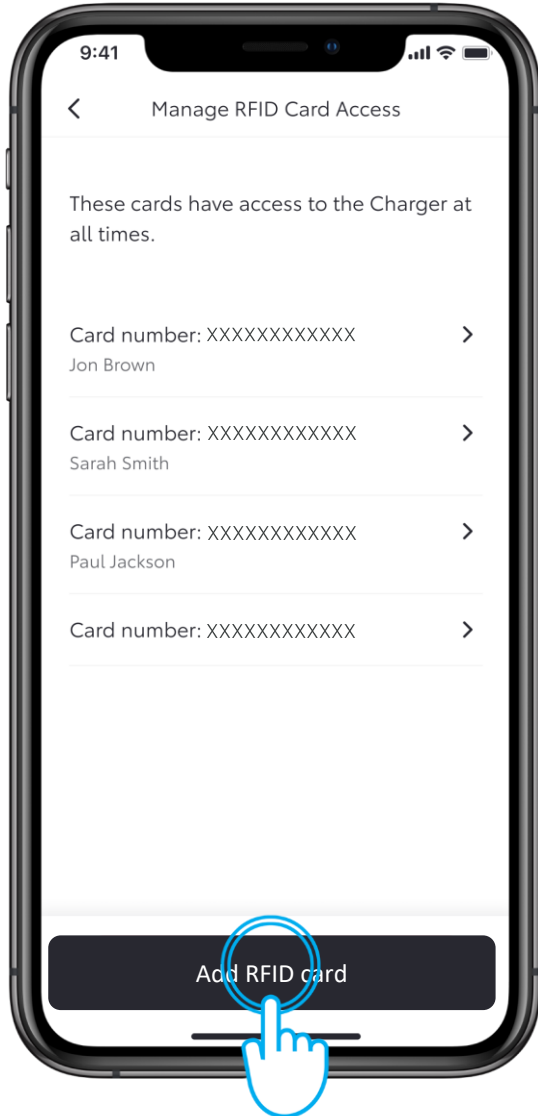


STEP 2

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



MANAGING ACCESS – ADDING AN RFID CARD



STEP 3

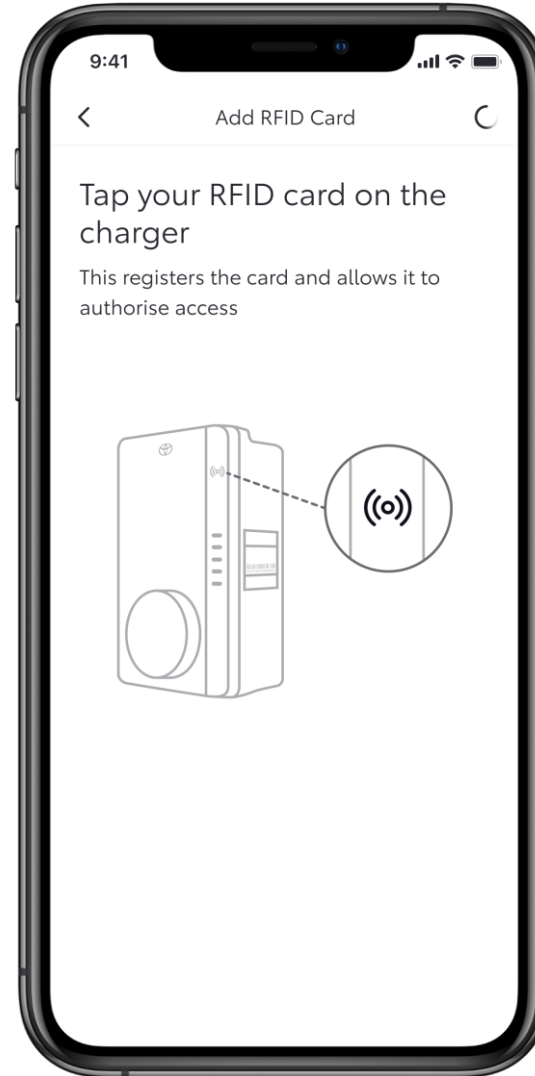
To add a RFID card, tap on “Add RFID card”.

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.

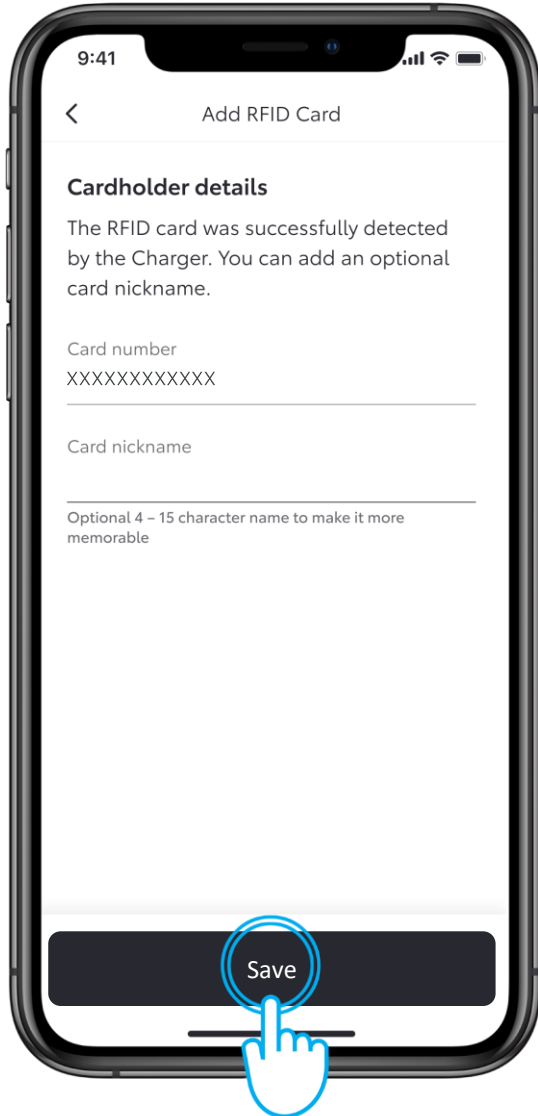


STEP 4

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

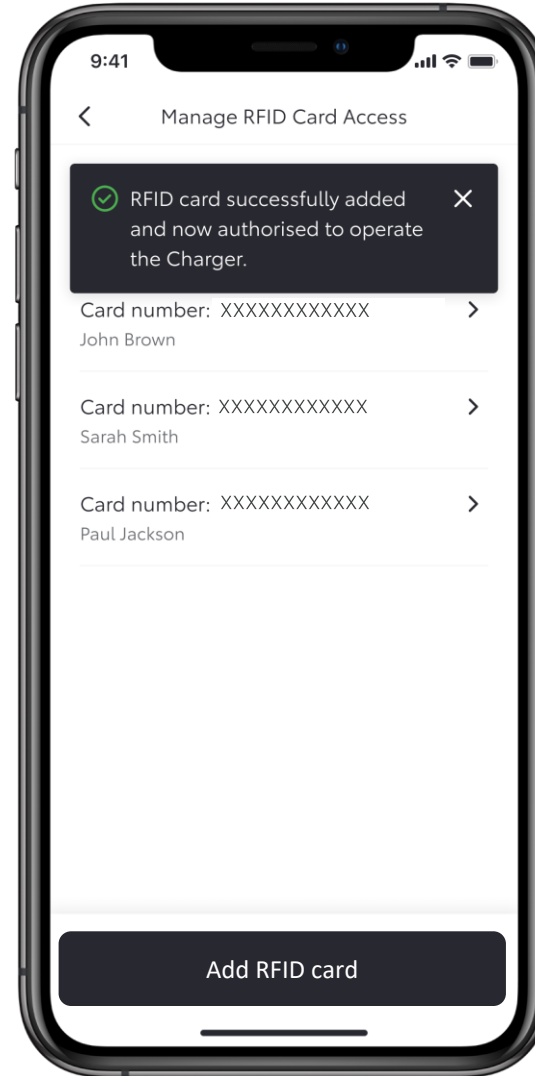


MANAGING ACCESS – ADDING AN RFID CARD



STEP 5

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

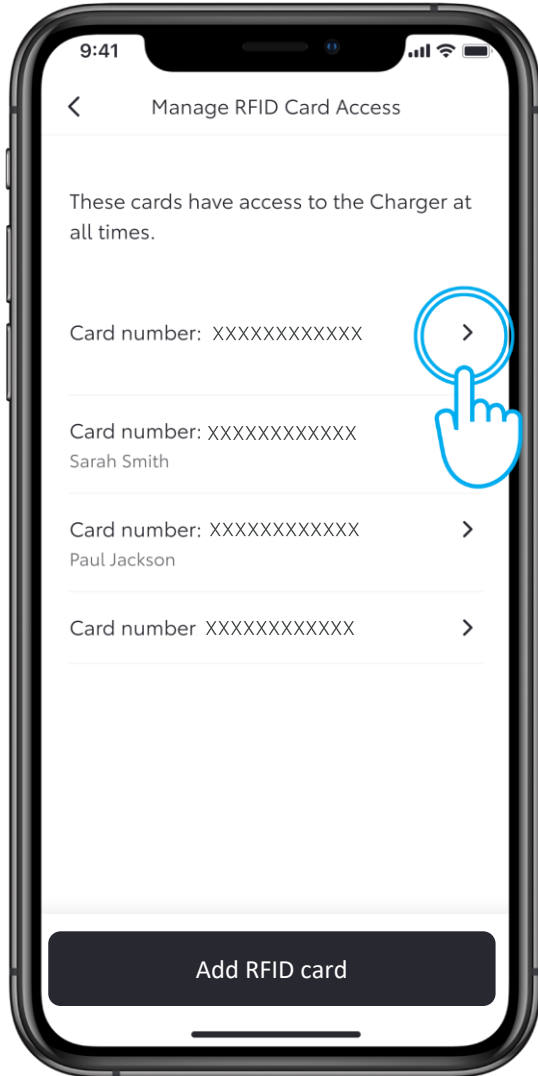


STEP 6

The card is then added to the LexusLink+ 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.

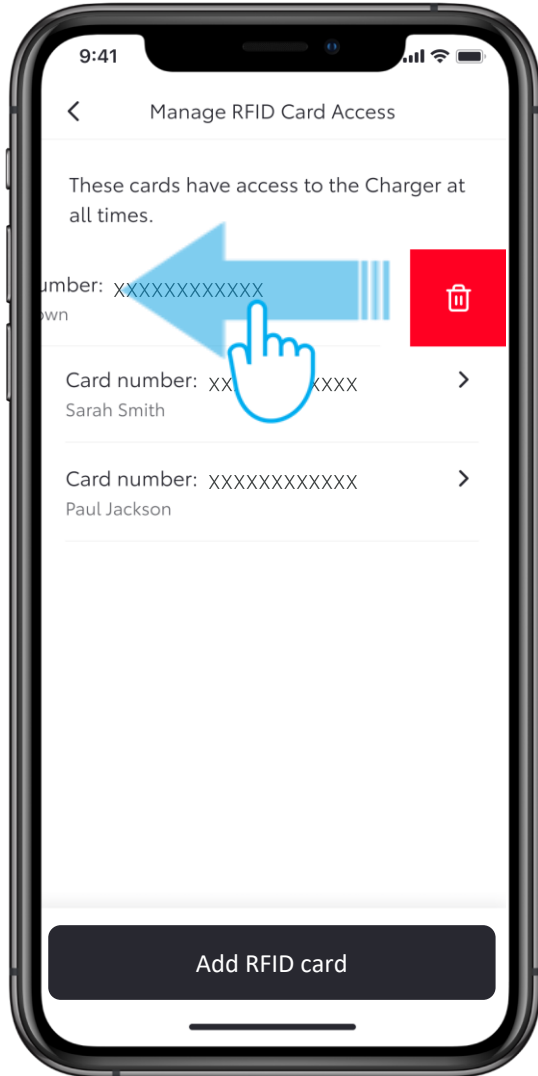


STEP 8

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

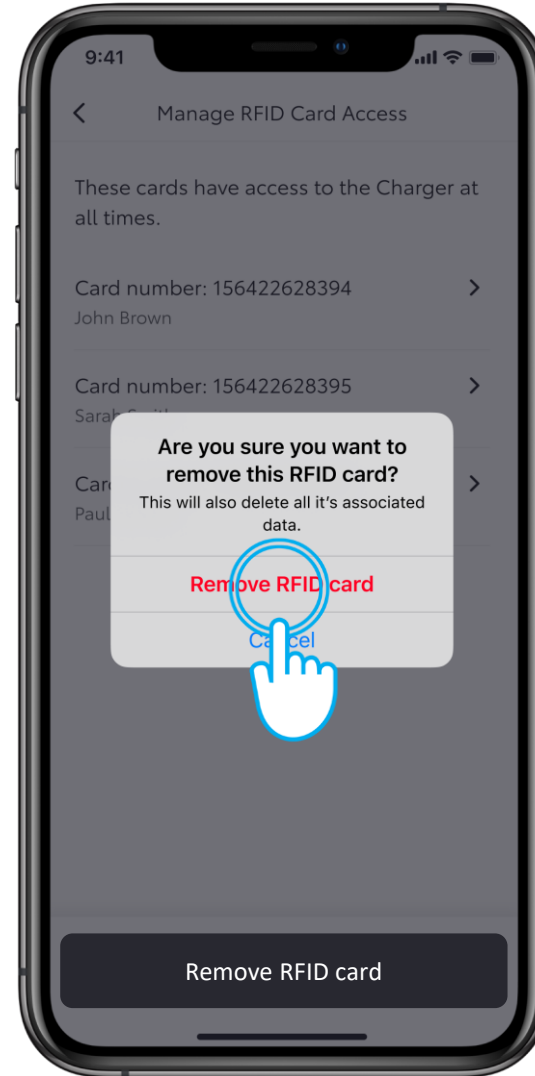


MANAGING ACCESS – REMOVING A RFID CARD



STEP 1

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

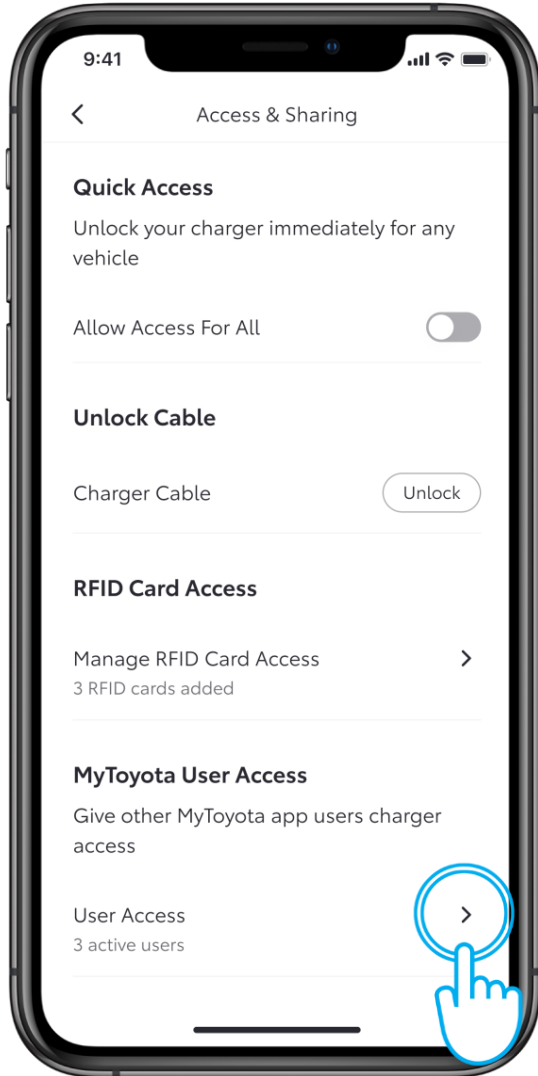


STEP 2

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



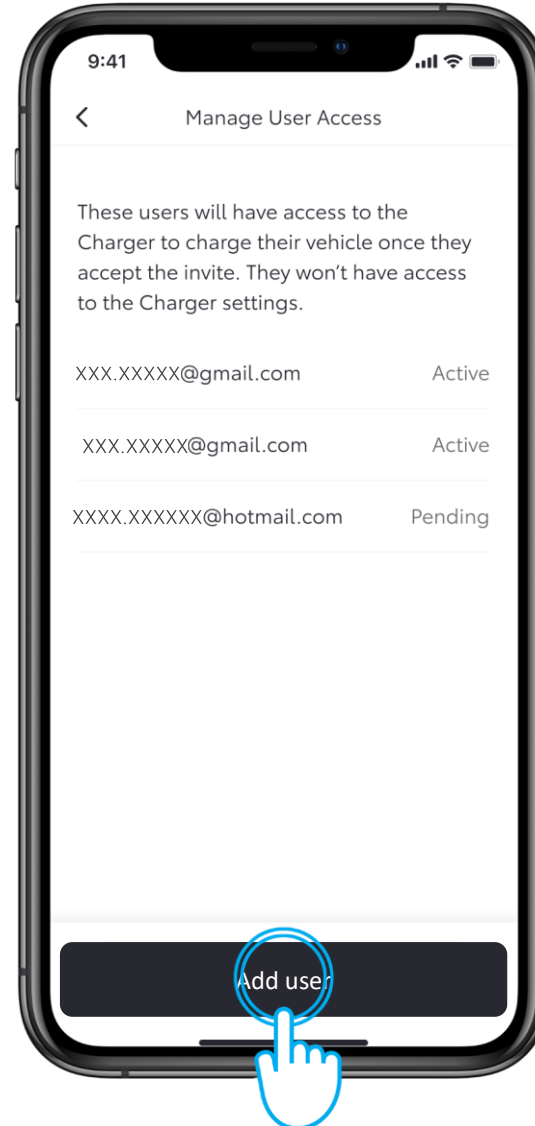
MANAGING ACCESS – ADDING A USER



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".

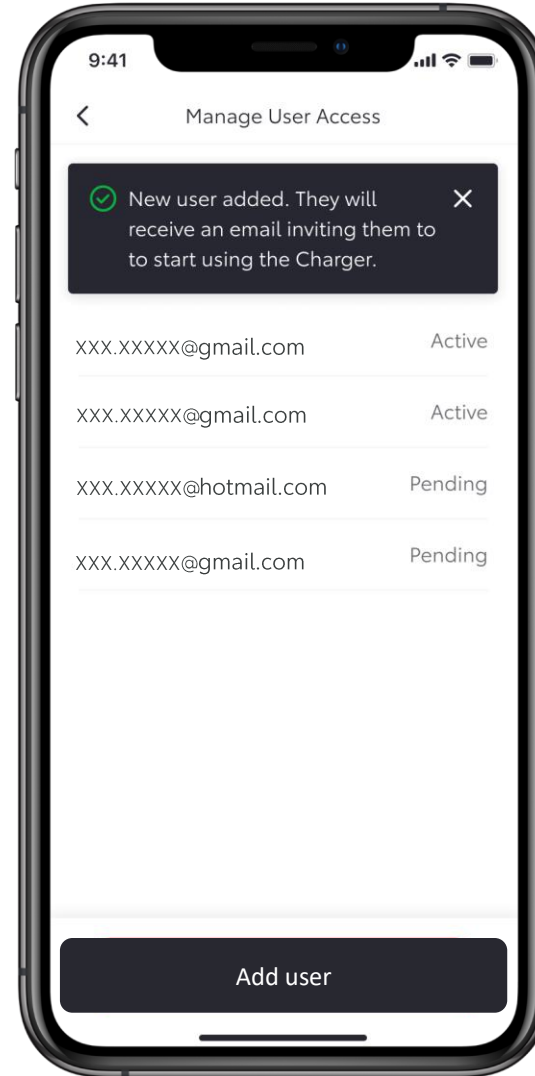


MANAGING ACCESS



STEP 3

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

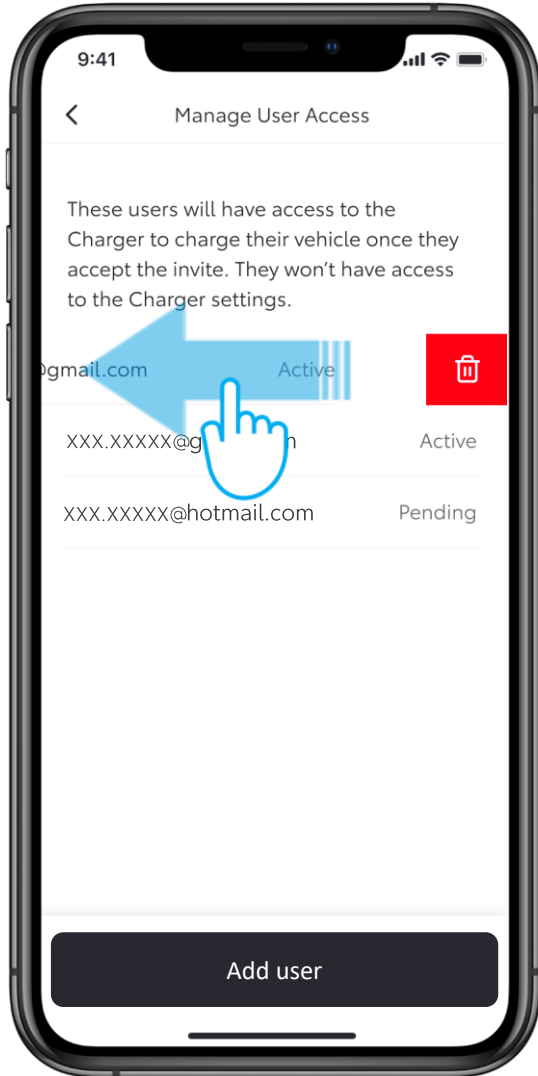


STEP 4

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

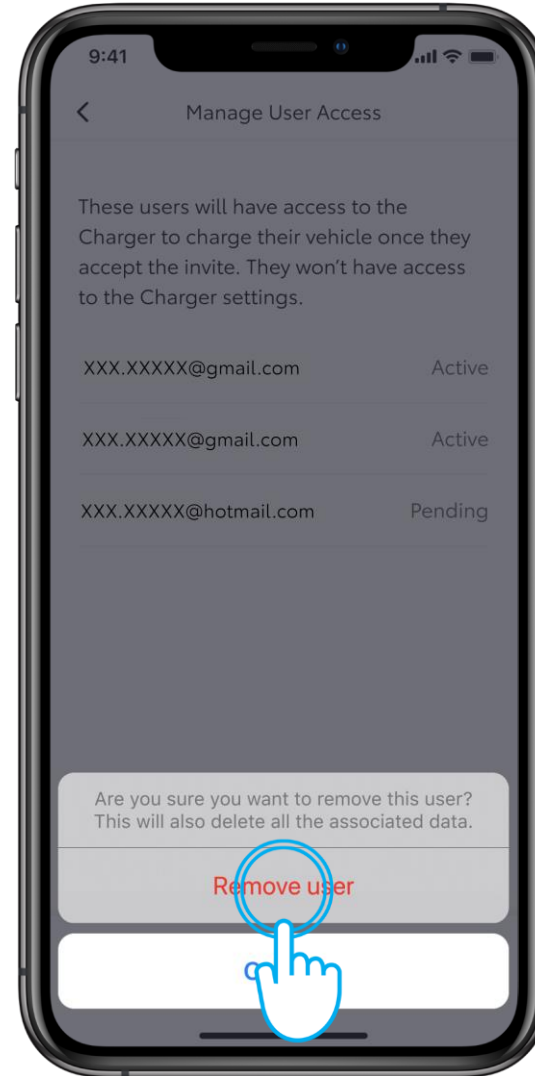


MANAGING ACCESS – REMOVING A USER



STEP 1

To remove a user, swipe left on that user.

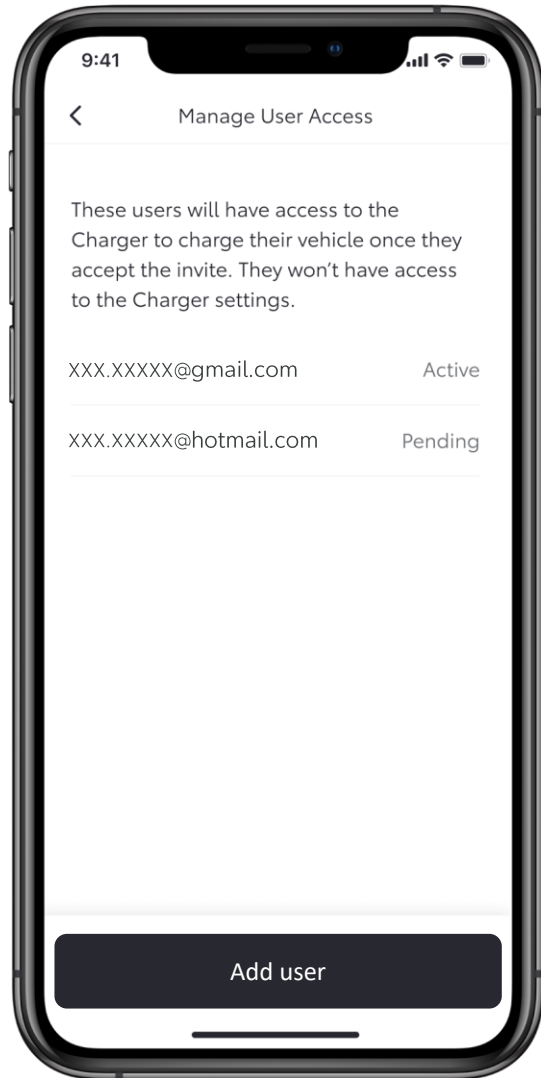


STEP 2

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



MANAGING ACCESS – REMOVING A USER



STEP 3

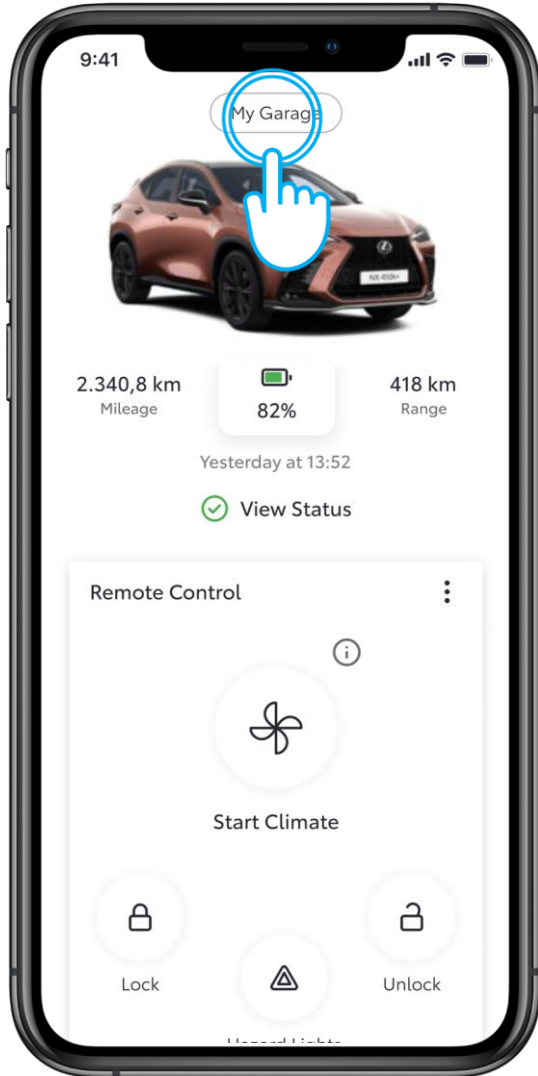
You will see that the user is removed from the list.





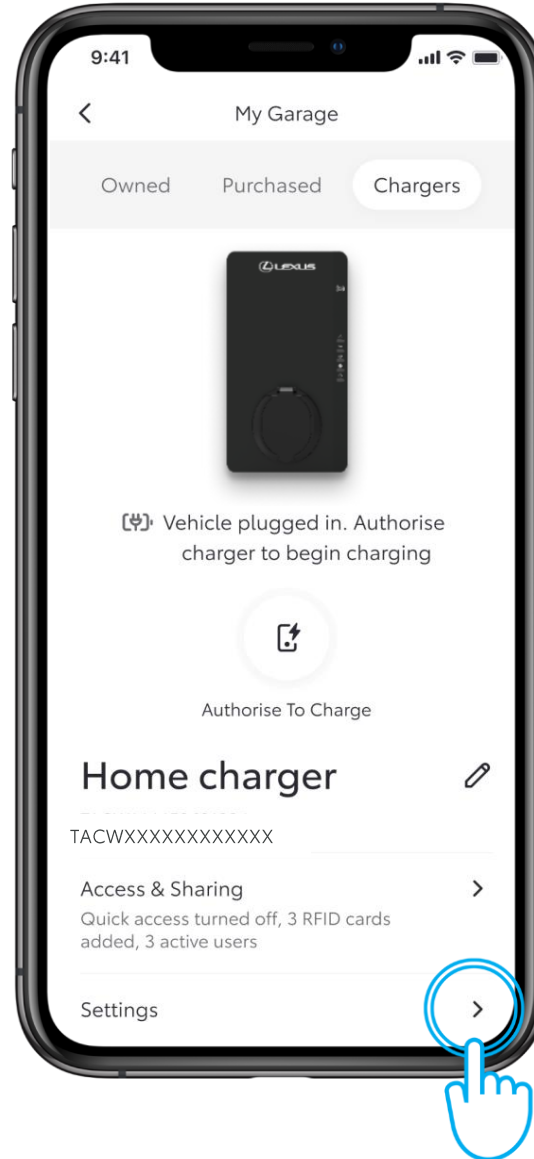
FIRMWARE UPDATES

FIRMWARE UPDATES WITH THE LexusLink+ APP



STEP 1

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

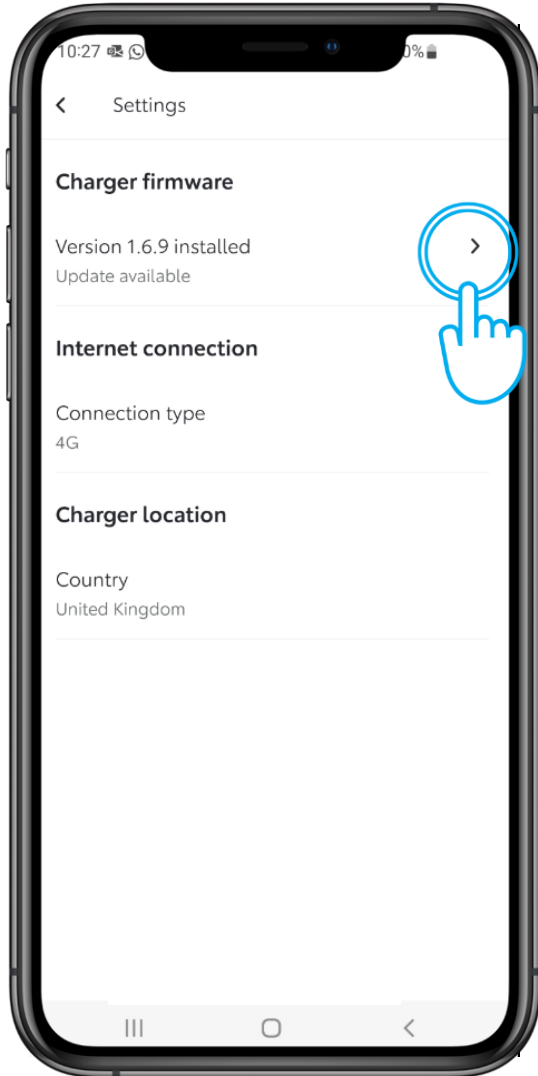


STEP 2

Tap on "Chargers" followed by "Settings".



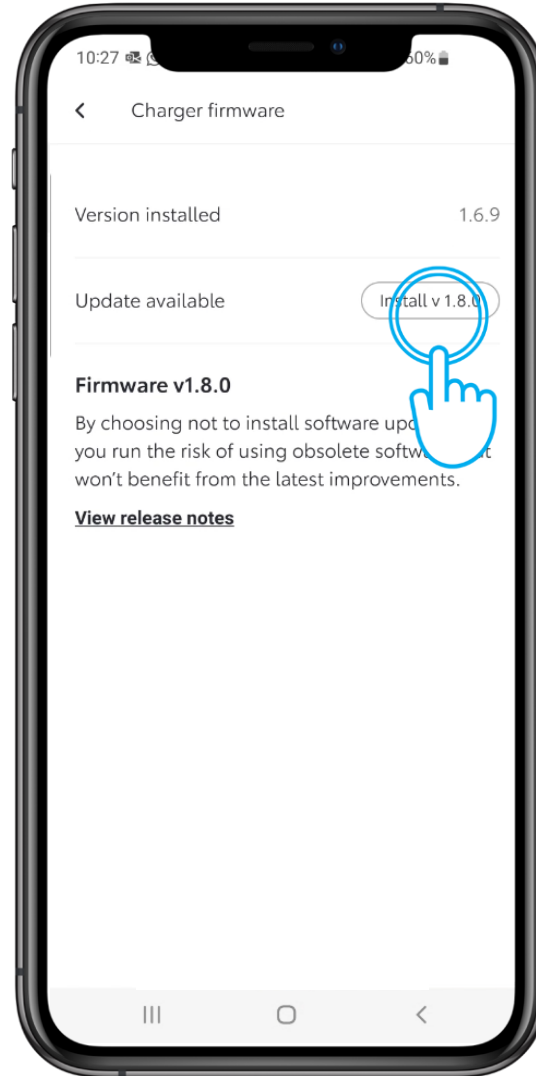
FIRMWARE UPDATES WITH THE LexusLink+ APP



STEP 3

Under the heading 'Charger Firmware' you can see the version your Lexus 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.

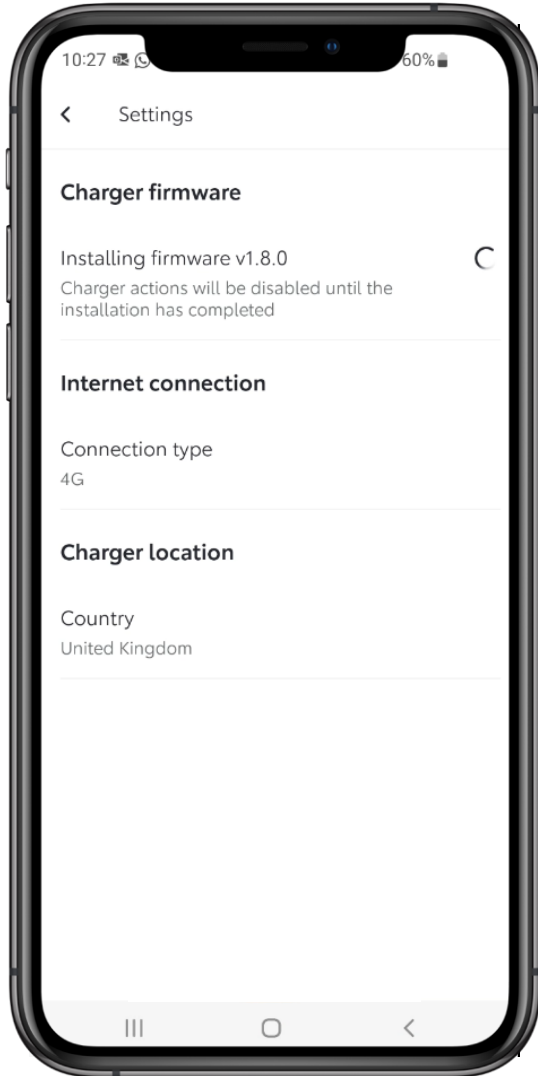
Please note your Lexus HomeCharge unit may need to complete more than one update to be running the latest firmware which will increase the estimated install time for the update.

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.



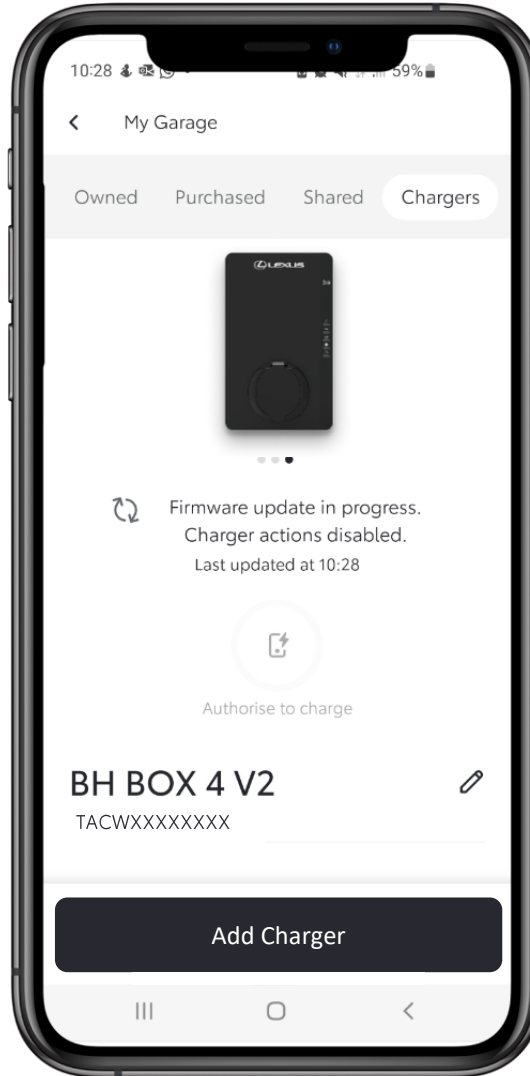
FIRMWARE UPDATES WITH THE LexusLink+ APP



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

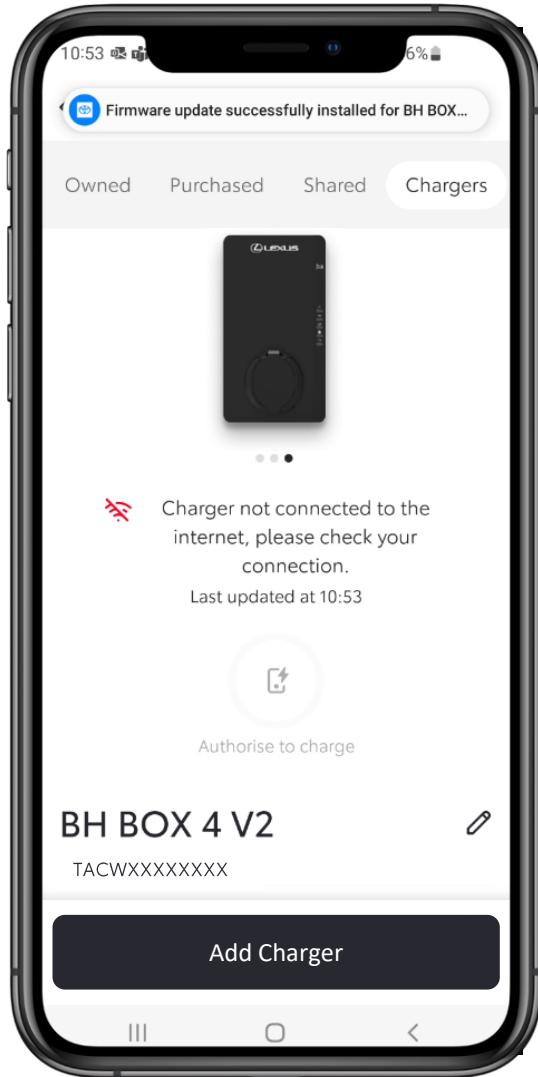


STEP 6

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



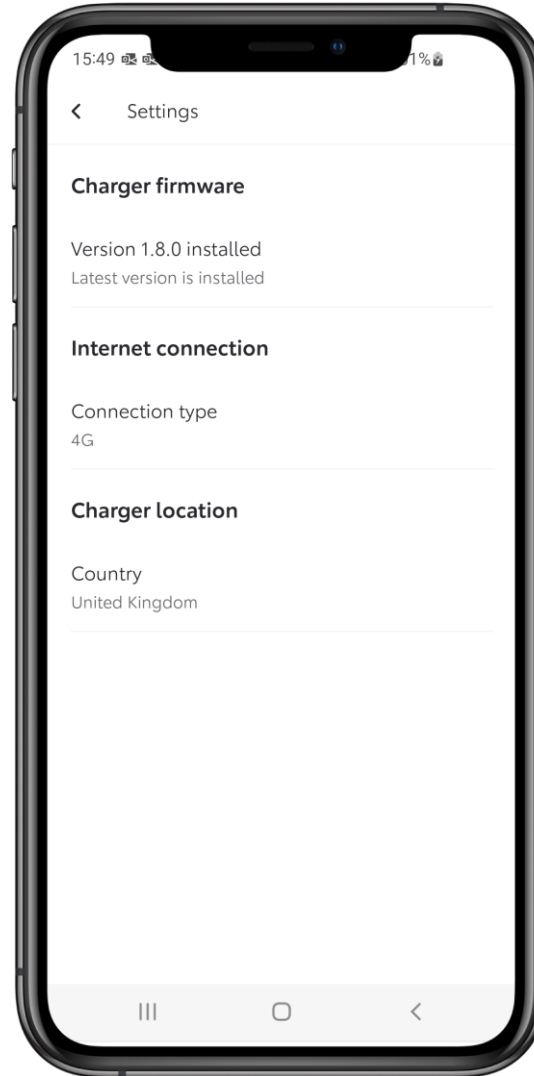
FIRMWARE UPDATES WITH THE LexusLink+ APP



STEP 7

To complete the update, your Lexus 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

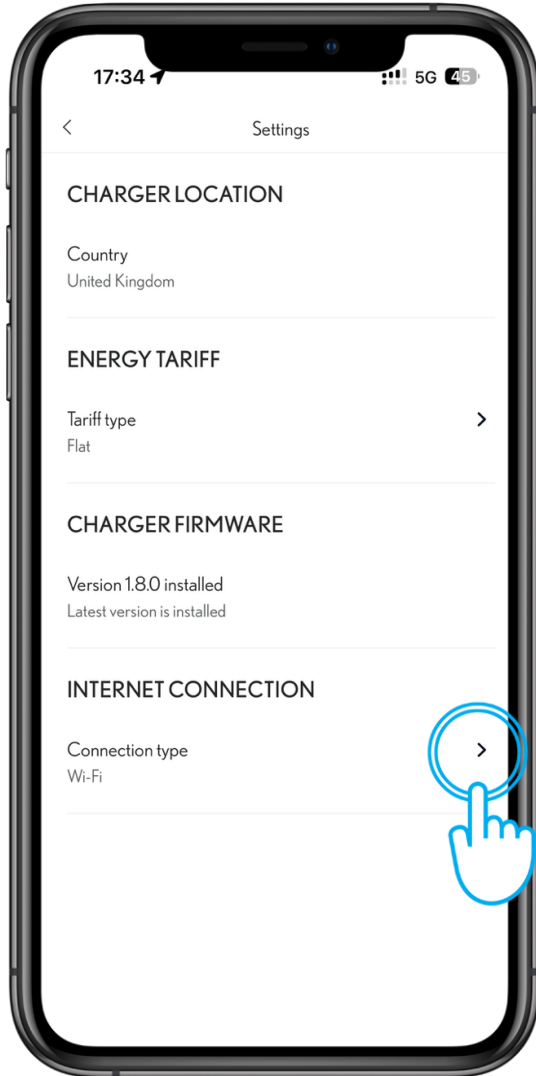
After a few minutes, the connection will return, and you can visit the Settings page to confirm the update was successful.





UPDATING WIFI SETTINGS

UPDATING WIFI SETTINGS



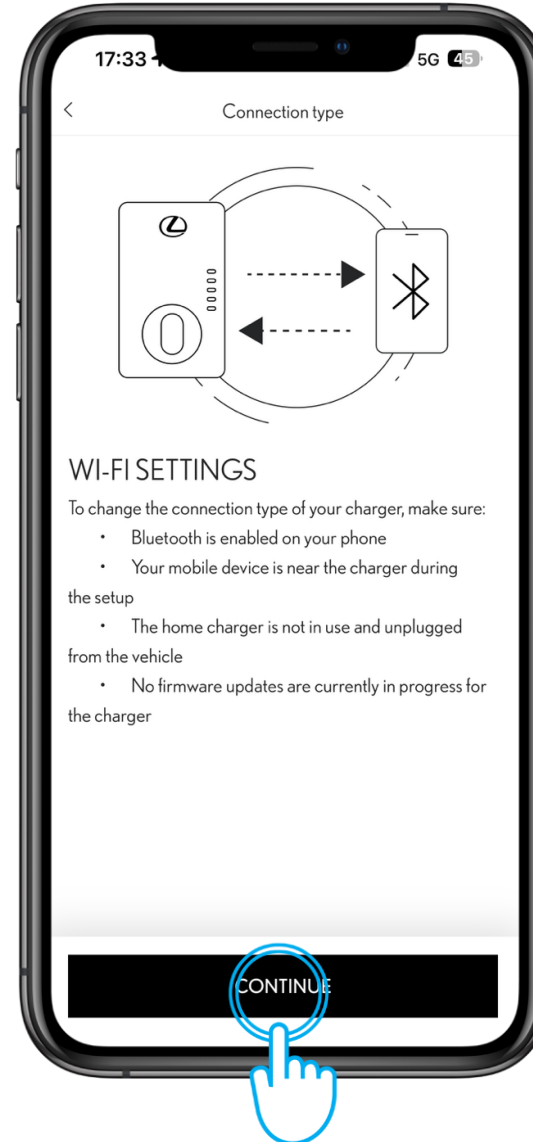
STEP 1

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

If your Lexus HomeCharge is set to WIFI and you wish to change your settings, you can do this within:

My Garage > Chargers > Settings

Please then click on "Connection Type".



STEP 2

Please click Continue to open the WIFI settings page.

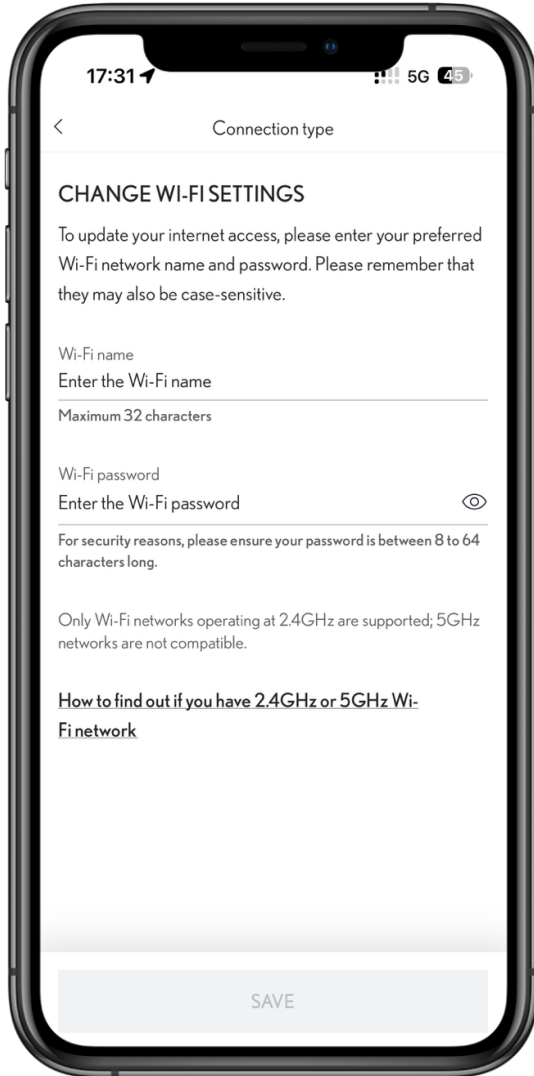
4G connected users:

Users connected to 4G are unable to switch to WIFI at this time via the app.

However, should you wish to switch from 4G to WIFI, you can do so by contacting British Gas for an engineer visit.



UPDATING WIFI SETTINGS

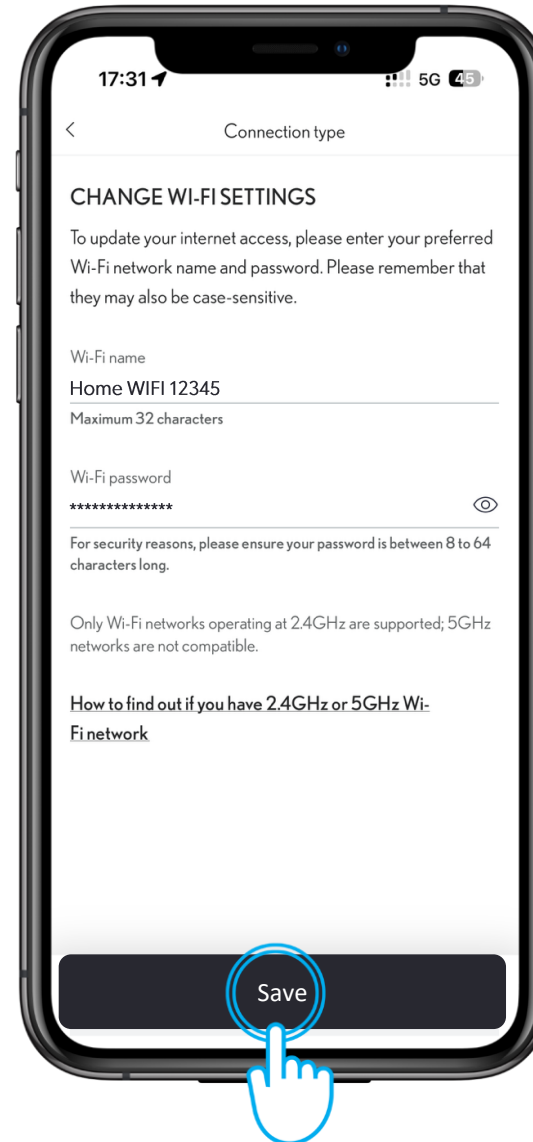


STEP 3

Please enter your chosen WIFI name (also known as the SSID on your router's description)

Please also enter your WIFI password.

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.

If you experience any issues with the changes, please ensure you have captured the WIFI name (SSID) and password correctly.

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.





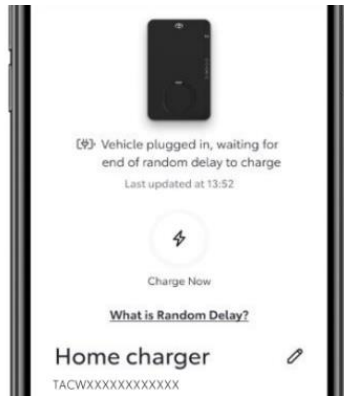
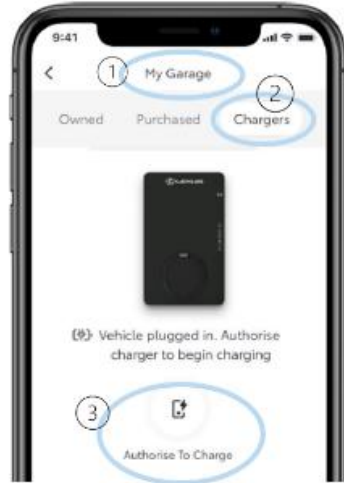
TROUBLESHOOTING

TROUBLESHOOTING

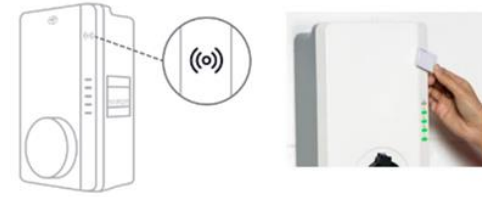
Why am I not able to charge?

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 LexusLink+

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

After plugging in the Lexus 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.

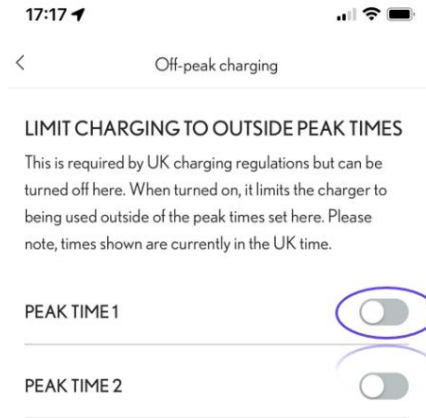


TROUBLESHOOTING

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
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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.

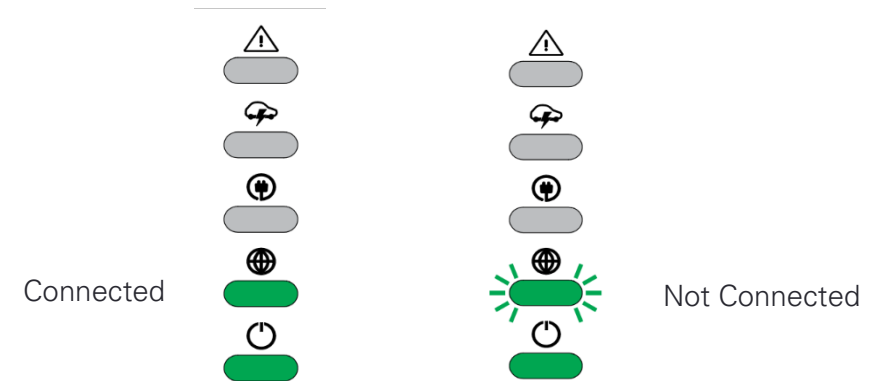
Within My Garage - > Charger - > Settings

*(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 Lexus HomeCharge Owner's Manual and the telephone number for our dedicated Lexus HomeCharge customer support team.





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