

# HIVE



## Hive EV Charging



EO Mini Pro 3 User Guide

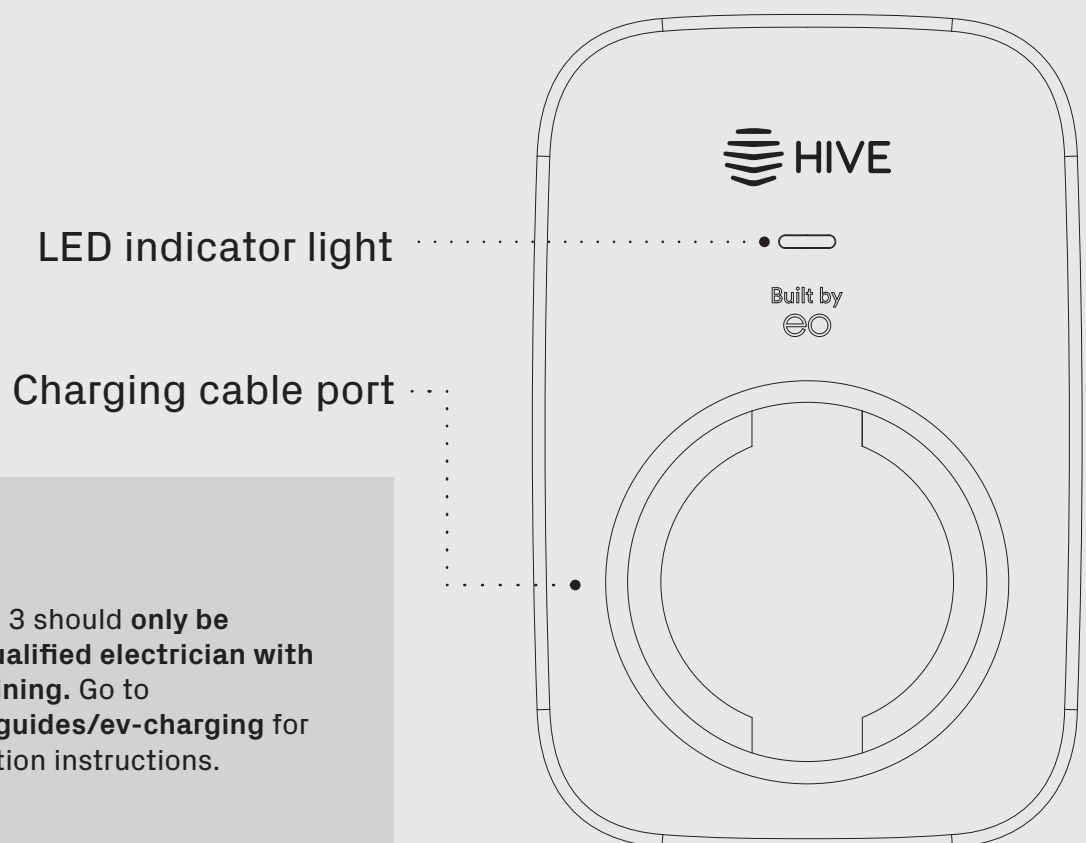
# Welcome to Hive EV Charging

Hive EV Charging is the simple, effective way to charge your electric vehicle (EV).

You can stay on top of your charging costs with the Hive app's smart functionality – including off-peak scheduling and real-time charging insights.

This guide tells you everything you need to know to get set up and start charging.

## Untethered charger



### Important

Your EO Mini Pro 3 should **only be installed by a qualified electrician with the relevant training**. Go to [hivehome.com/guides/ev-charging](https://hivehome.com/guides/ev-charging) for detailed installation instructions.

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### 1 Getting started

#### Installing your charger:

Your EO Mini Pro 3 EV charger should only be professionally installed by a fully qualified and accredited installer.

#### Download the Hive app:

Use Hive's award-winning app to make the most of your EO Mini Pro 3. Make use of smart charge features that let you optimise your charger:

- ① Download the Hive app to your phone or tablet
  - a. **Apple App Store**
  - b. **Google Play**
- ② Log in, or click 'Create account' if you don't already have one
- ③ On the Home screen tap 'Add', then follow the instructions to add your EV charger

## 2 Onboarding your charger

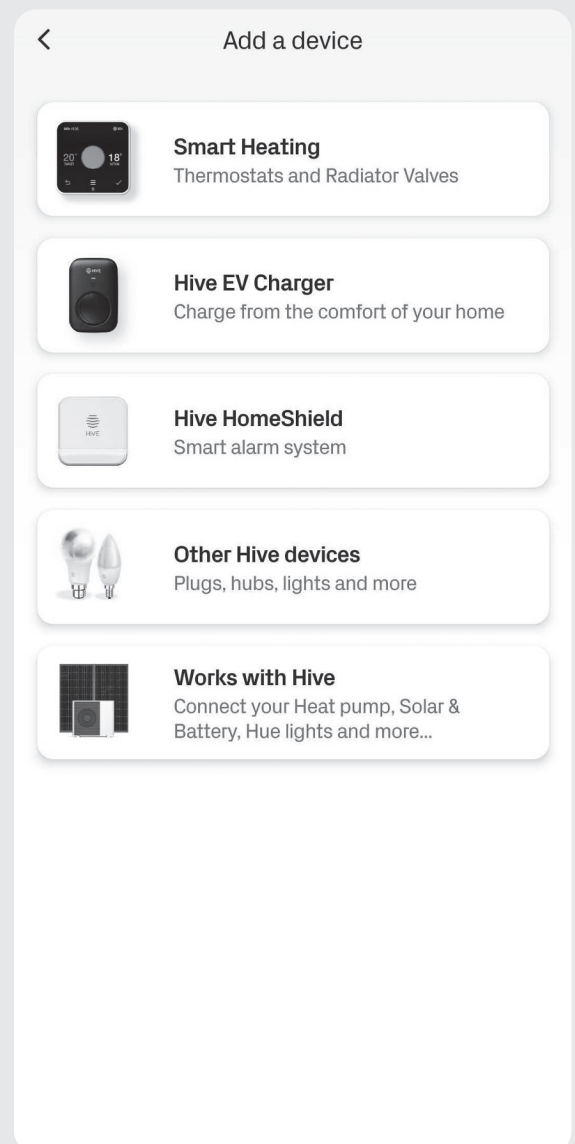
You can easily set up your EO Mini Pro 3 in the Hive app. Just follow the prompts onscreen, and before you know it you'll be a few taps away from charging your car at home.

### To get started, you'll need:

- Your Charger ID – found on the device label or in your quick-start guide
- Your Charger PIN – this will be in an email from Hive sent after your device is installed

#### Important

If you haven't got your Charger PIN yet, visit [hivehome.com/contact-us](https://hivehome.com/contact-us) or call us on 0333 202 1054.



### 3 Getting to know your charger

Sleek and understated, the EO Mini Pro 3 is one of the most compact chargers on the market. And it's kitted out with the latest smart functionality to make charging simple.

#### Randomised delay

In compliance with The Electric Vehicles (Smart Charge Points) Regulations 2021, there will be a random delay of up to 10 minutes before a scheduled charge will start. Charging sessions initiated outside of schedules will not be subject to this randomised delay.

#### Using the charger without the app

Your EO Mini Pro 3 charger is configured to use GSM mobile signal to connect to the Hive app. However, if you live in an area with poor GSM mobile signal, your engineer can set up the charger to operate in 'plug and charge' mode. That way you can charge your EV without having to use the Hive app.

#### Accessing the charger portal locally

If your engineer has configured your charger to work in 'plug and charge' mode (also referred to as 'dumb' mode), or if Hive's support team need you to access your charger locally, you can find the local access details on the customer details label (attached to the Quick Start Guide in the box your charger came in).

**Note:** Only to be used if charger is being used in 'dumb' mode.



#### HIVE EV CHARGER – CUSTOMER DETAILS



WIFI HOTSPOT LOGIN:

SSID: HECXXXXX

PWD: password21

WEB PORTAL LOGIN:

URL: 10.10.10.1

UN: EV

PWD: password23

SERIAL NO: EO-1234567890123456

CHARGER ID: HECXXXXX

## 4 Charger settings

### Configure your charger, your way

Your EO Mini Pro 3 works best with the Hive app. You can set it up how you want on the 'Settings' menu, accessible through the cog icon in the top right of the charger control screen.

#### Charger

See your charger details, update your charger's name and enable/disable secure charging.

#### Schedule

Check or update your EO Mini Pro 3's schedule settings. You can configure how and when your charger works.

#### Tariff

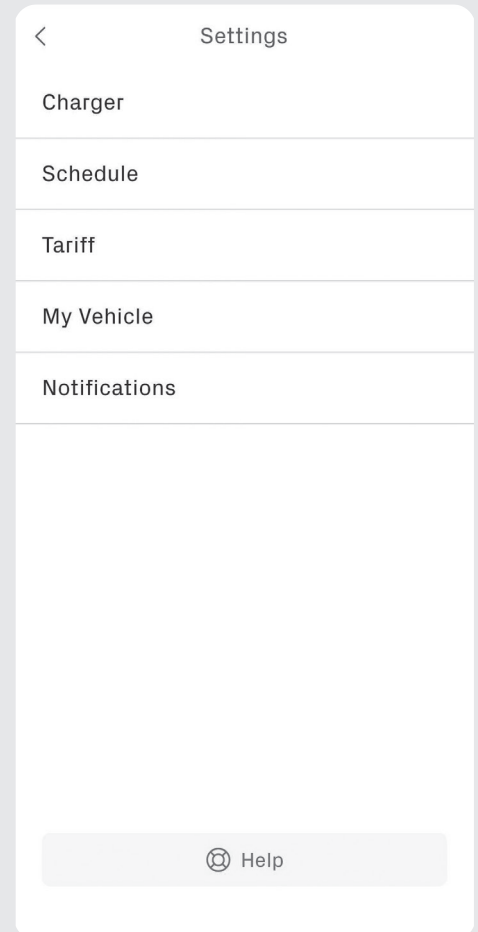
Link your charging schedule to your energy tariff. If you've got a dedicated EV tariff, you can enjoy cheaper overnight charging.

#### My vehicle

View or update your EV details. This helps accurately calculate the range added on each charge.

#### Notifications

Configure what notifications you want to receive from your EO Mini Pro 3.



## 5 Schedules

### Optimise your charging to meet your needs

A range of schedule configuration options are available on your EO Mini Pro 3, all easy to set up and change.

#### Eco

Link your charging schedule to your energy tariff. If you've got a dedicated EV tariff, you can enjoy even cheaper overnight charging.

#### Custom

Set your own charging schedule – perfect if you want direct control over when you want your charge sessions to happen.

#### No schedule

Simply plug in and charge. With no defined schedule, you can charge as and when needed.

#### My vehicle

View or update your EV details. This helps accurately calculate the range added on each charge.

**Note:** If you have enabled secure charging via your charger on the 'Settings' page, you'll receive a notification that you need to approve when plugging in your vehicle so you can start your charge session.

<

Schedule

☐

FreeCharge

12 months FREE

☐

Off-peak

☒

Custom

Choose when you would like to start and stop charging. You can override this at anytime.

Start Time

23:30

End time

05:30

☐

No schedule



## 6 LED lights

The EO Mini Pro 3 has an LED light on the front of the device which will indicate a range of device states.

### During device switch on:

LED colour	State	Notes
Not illuminated	Power off	No power is available
LED solid white	Initialising	Initialising
LED pulses blue	Ready	The unit has started up successfully and is ready to charge*

\*Once the LED pulses blue, it may take up to a further 10 minutes for your charger to connect to the Hive platform, allowing you to control your charger from the Hive app

### During normal operation:

LED colour	State	Notes
LED pulses blue	Ready	Ready to charge
LED pulses green	Cable is inserted	EO Mini Pro 3 is communicating with the vehicle and trying to start a charging session
LED solid green	Charging	A charging session has started successfully
LED pulses blue	Cable is removed	Ready to charge
LED solid yellow	Paused	The EO Mini Pro 3 has been put on pause
LED pulses red	Fault condition	A fault has occurred

## 7 Troubleshooting and further support

Your EO Mini Pro 3 is designed to give you many years of efficient and safe charging. You can easily resolve most issues by following the troubleshooting instructions in the app.

### Get help online

[hivehome.com/contact-us](https://hivehome.com/contact-us)

### Got a question?

You could find the answer in our community.

[community.hivehome.com](https://community.hivehome.com)

### Call us

Our dedicated EV team are on hand to support you with your EO Mini Pro 3.

To reach them please call:

**0333 202 1054**

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Centrica Hive Limited declares that the radio equipment types  
HIVE-EV-01 & HIVE-EV-02 complies with: EU Directive 2014/53/EU  
& UK SI 2017 No. 1206.

Full declaration text available at: [hivehome.com/compliance](https://hivehome.com/compliance)  
Frequency: 2400 – 2483.5 MHz Max Radiated Power: < 20d Bm  
Frequency: 633 – 1910 MHz Max Radiated Power: < 21d Bm

To avoid environmental and health problems due to hazardous substances in electrical and electronic goods, appliances marked with a crossed out wheeled bin should not be placed into your household rubbish bin. Instead, when they are unable to be re-used, they should be recycled. Your local authority will be able to advise you on the location of the nearest recycling centre that is authorised to accept this type of waste. Please recycle responsibly.

