Lexus HomeCharge - Guide

THE NEW LEXUS LINK+ APP
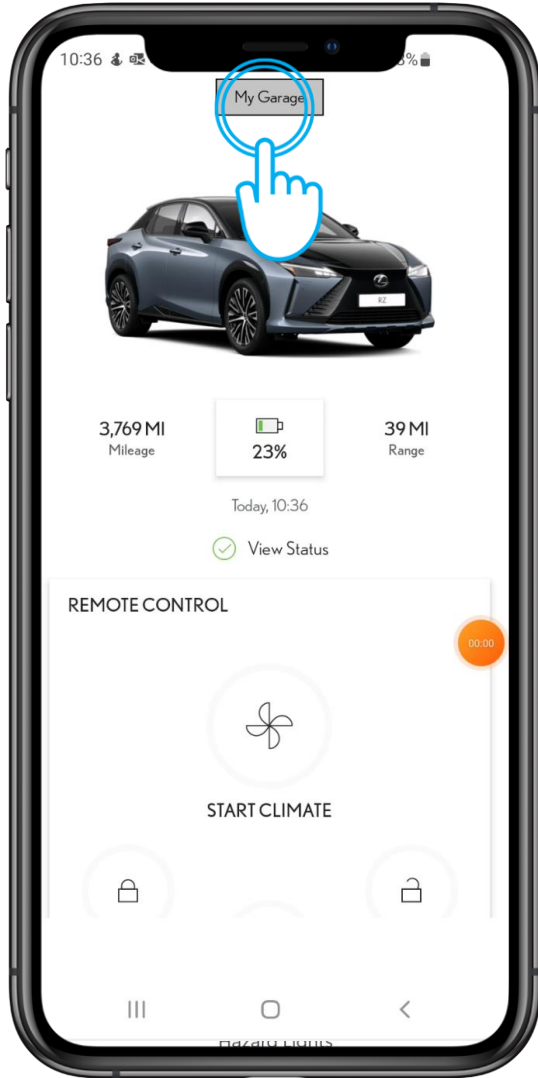
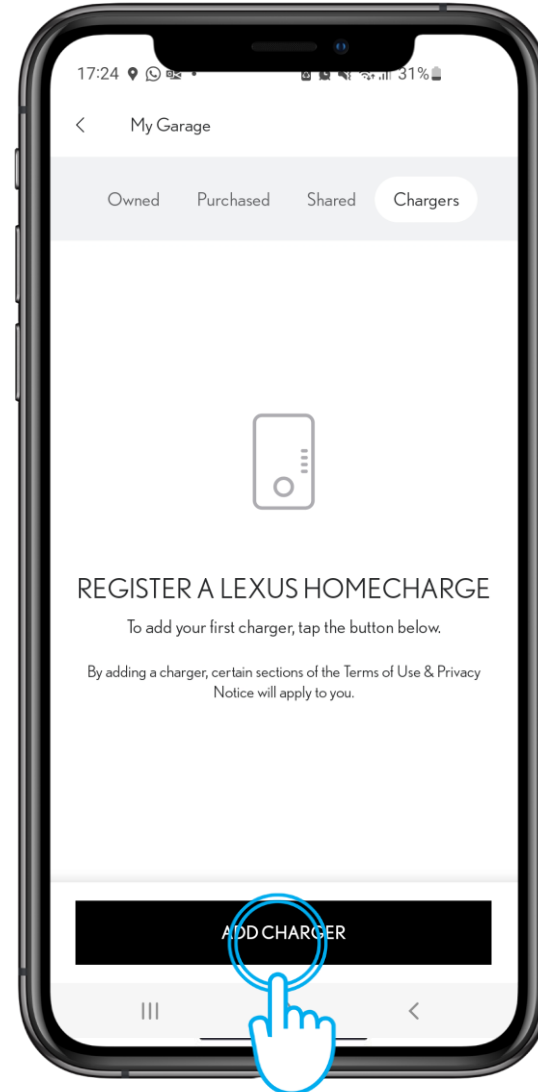# TABLE OF CONTENTS

ON BOARDING

ONBOARDING WITH THE Lexus Link+ APP

STEP 1

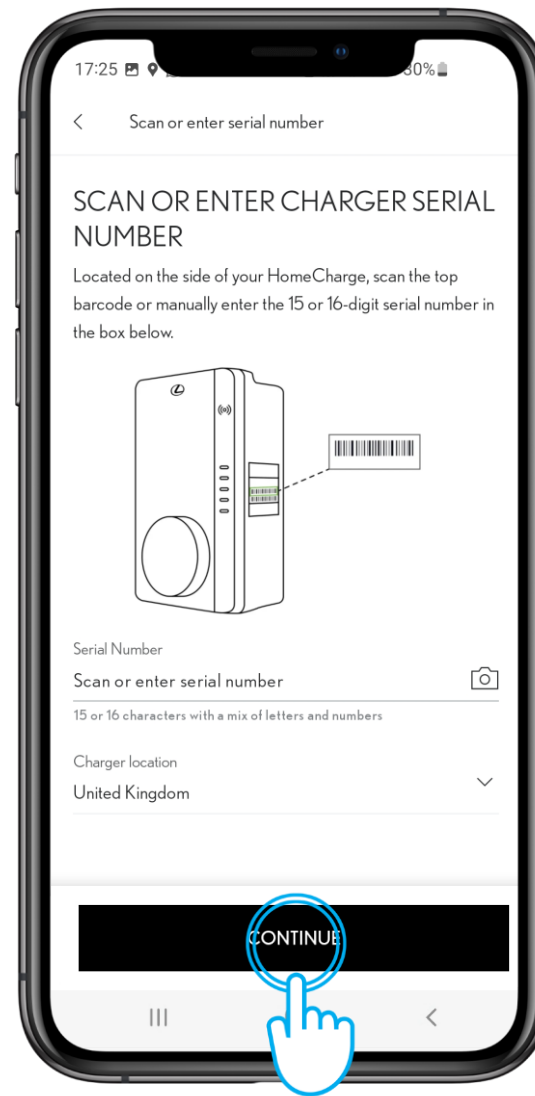Open the Lexus Link+ app, log in using your credentials and tap on

"My Garage".

STEP 2

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

ONBOARDING WITH THE Lexus Link+ APP

STEP 3
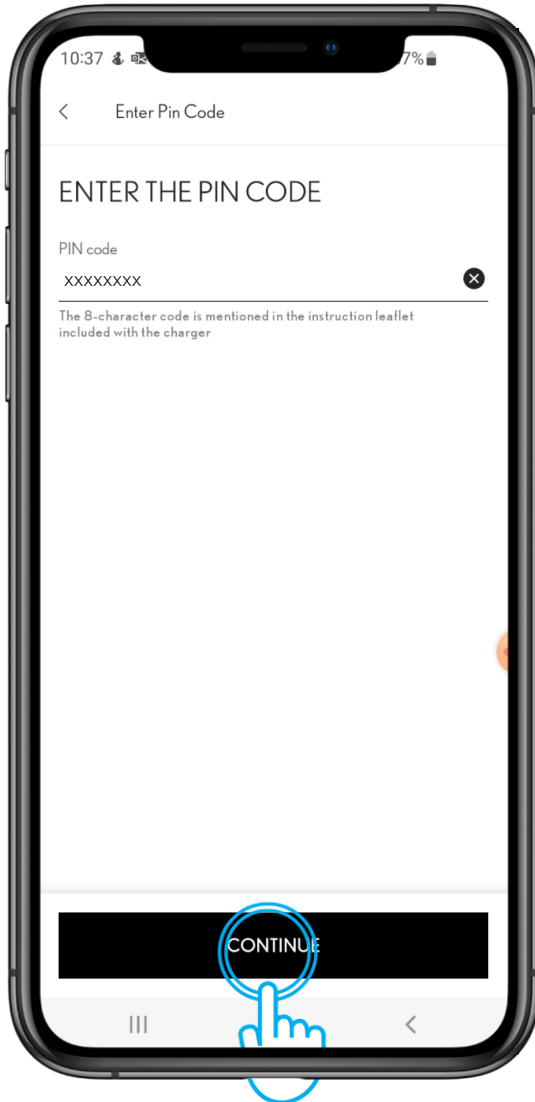
Tap on "Continue"

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'.

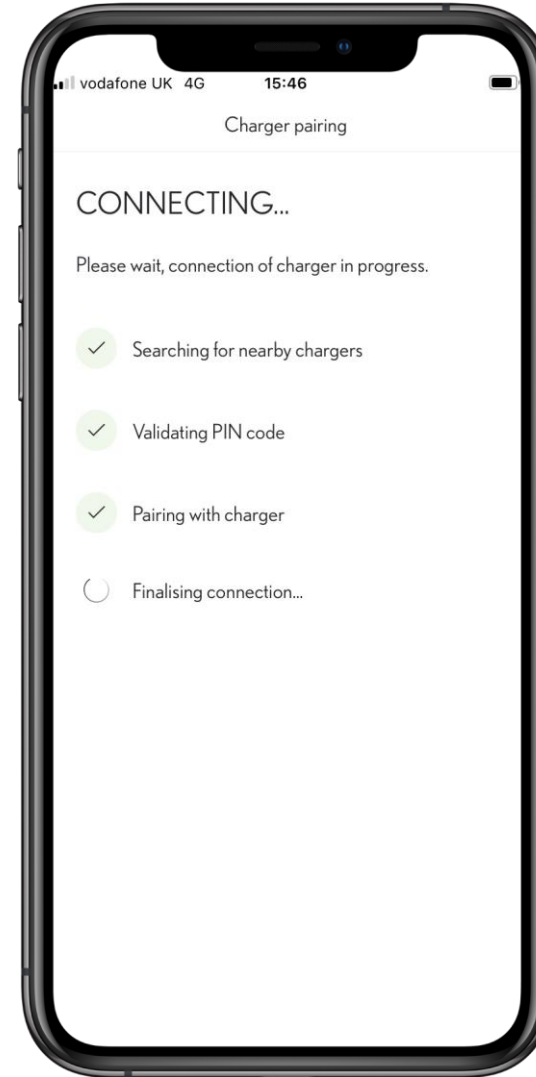*You must provide the correct country location to avoid any legal issues.

ONBOARDING WITH THE Lexus Link+ APP

STEP 5

Enter the 8-digit alphanumeric PIN code that can be found on the card inside the leaflet, in the Lexus HomeCharge packaging.
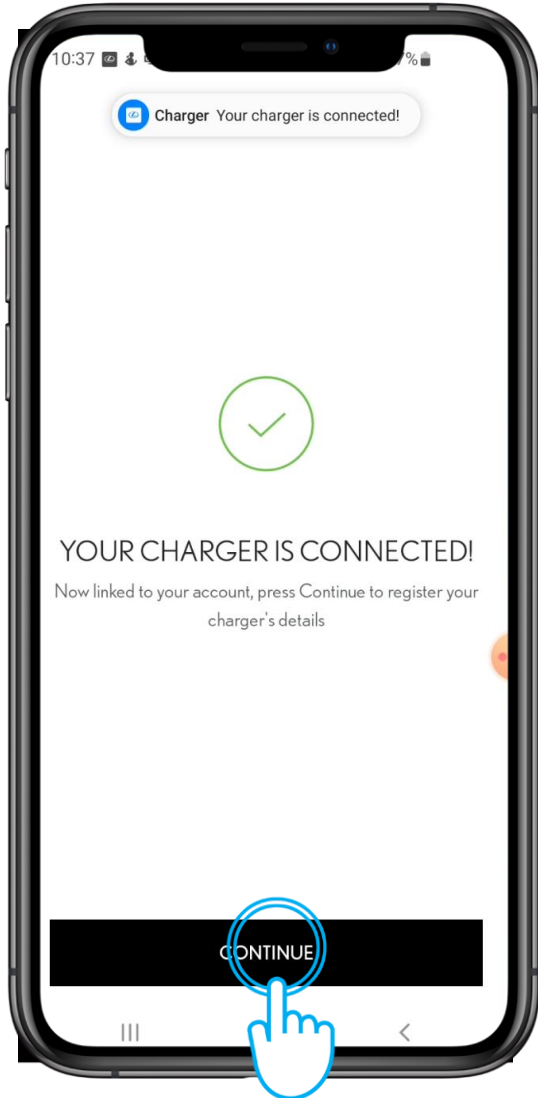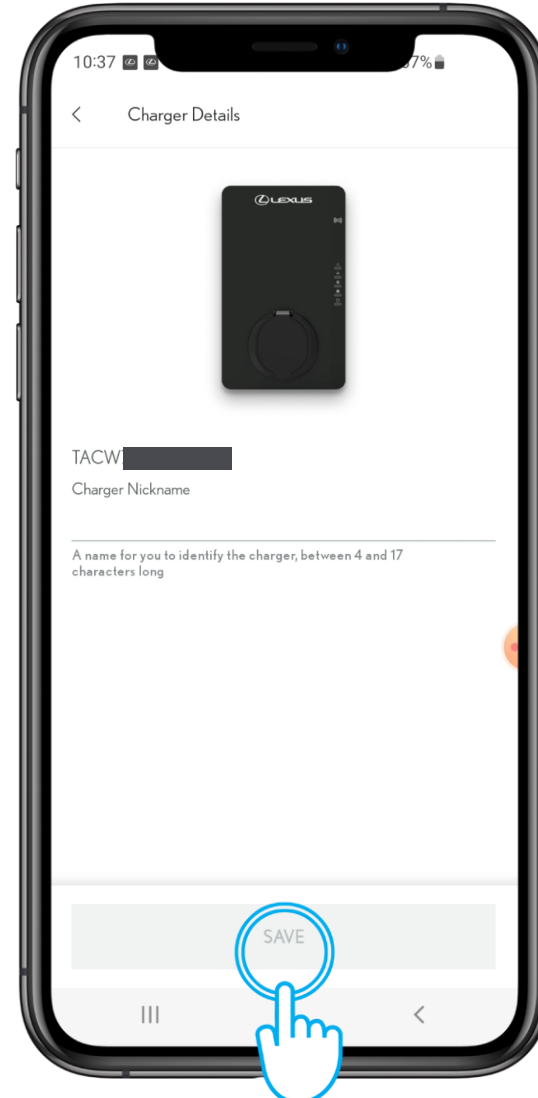
Tap on "Continue".

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.

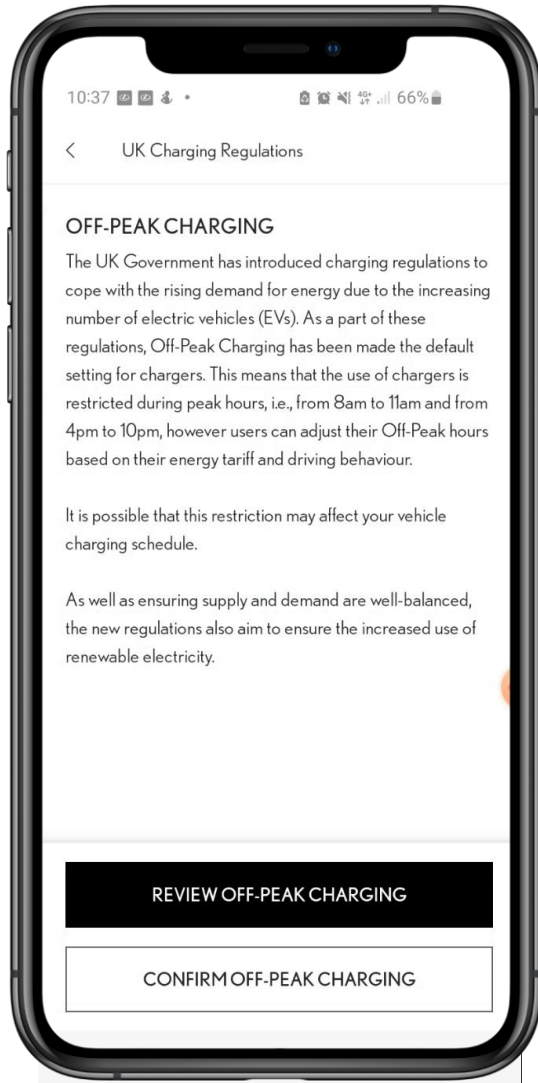# ONBOARDING WITH THE Lexus Link+ APP

STEP 7

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

STEP 8

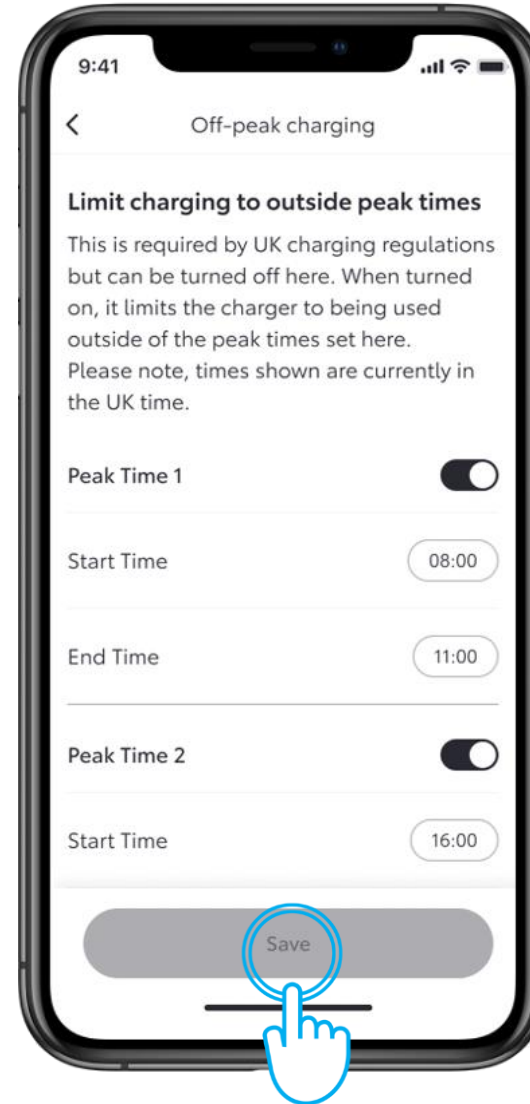Enter a nickname for your charger. Tap on "Save and Continue".

ONBOARDING WITH THE Lexus Link+ APP

STEP 9

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

You can either accept the off-peak hours by selecting "Confirm Off-Peak Charging" or choose to modify the times to suit your needs by selecting "Review Off-Peak Charging".
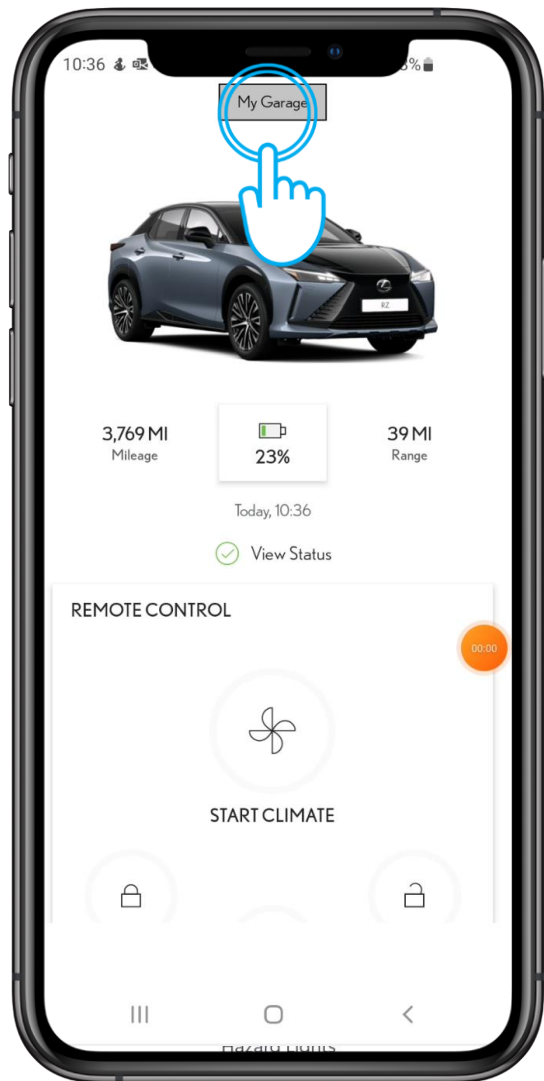

STEP 10

If you choose to "Review Off-Peak Charging" you can set the peak times you would like to avoid charging and click "Save" to save your preferences.
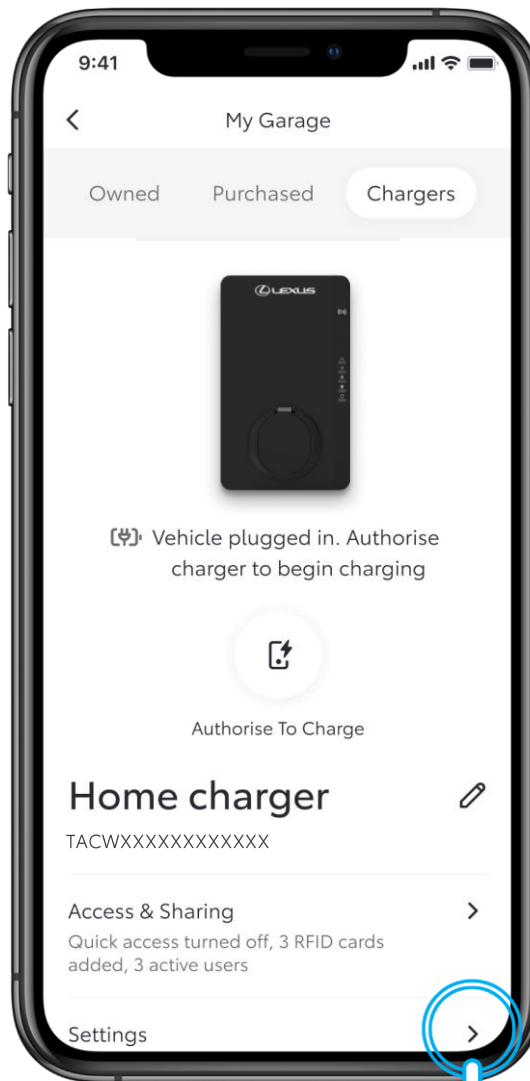
FIRMWARE UPDATES

FIRMWARE UPDATES WITH THE Lexus Link+ APP

STEP 1

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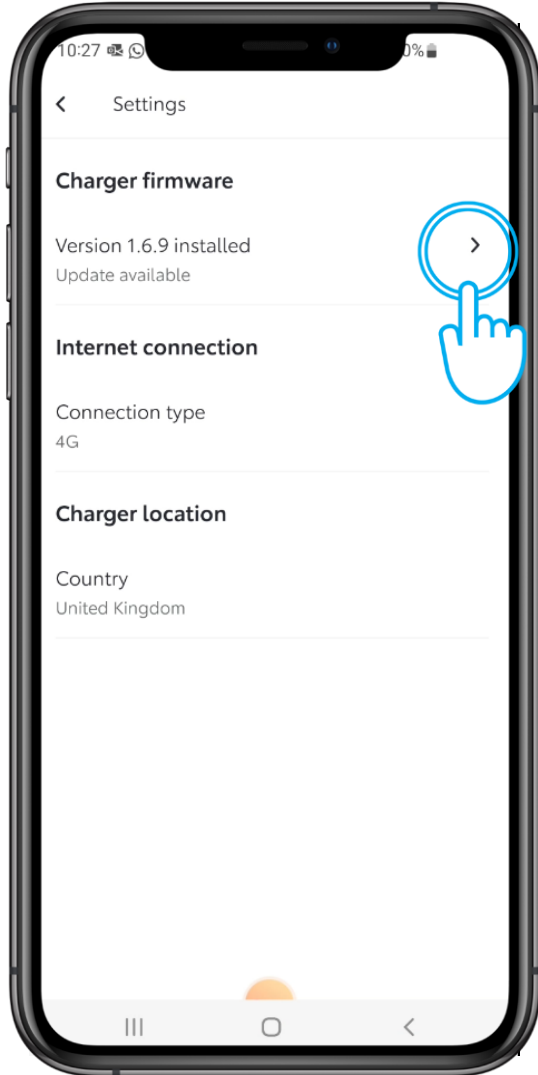
"My Garage".

STEP 2

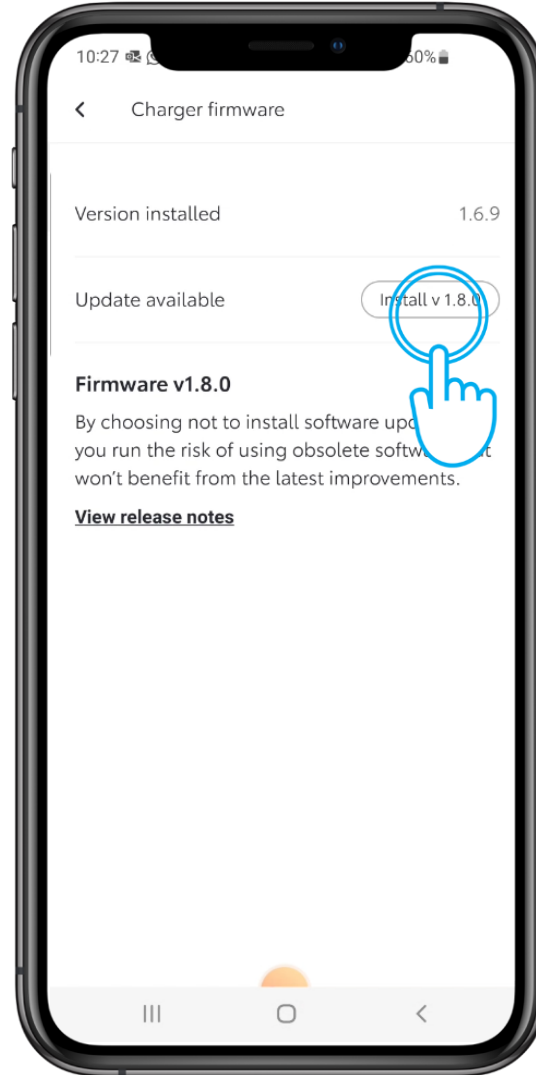Tap on "Chargers" followed by "Settings".

FIRMWARE UPDATES WITH THE Lexus Link+ 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

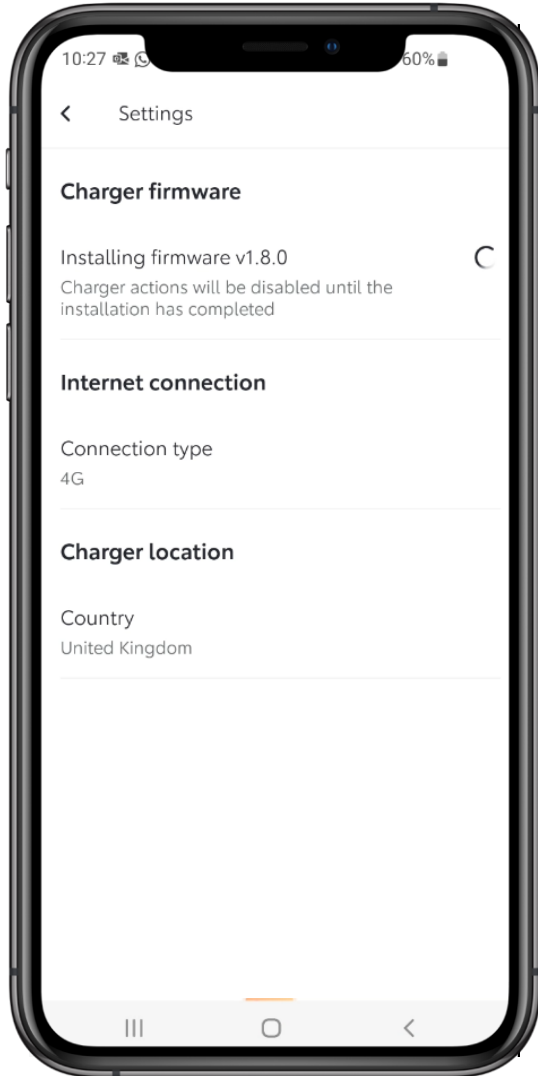Tap on "Install v X.X.X' to begin the install.

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.

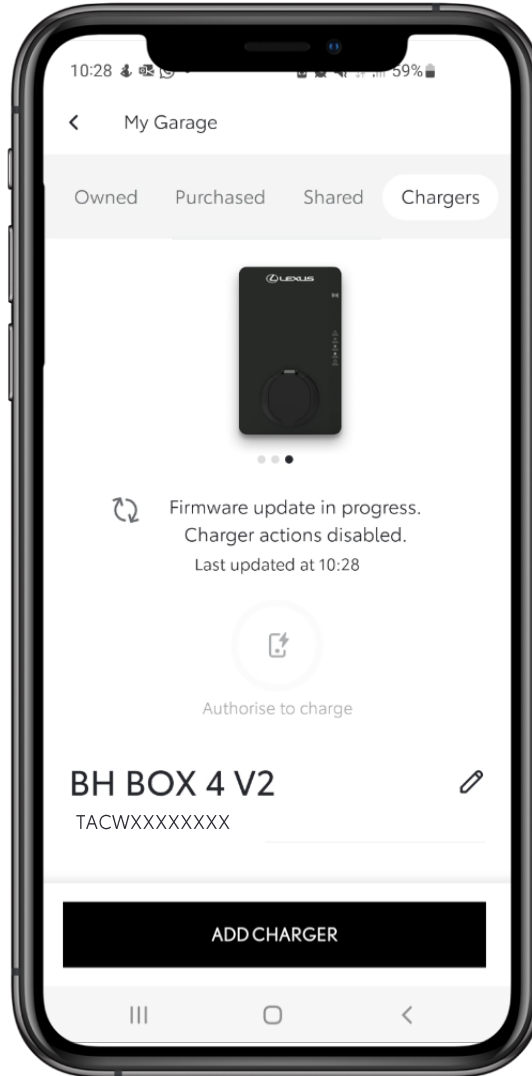This example would therefore take between 20 to 40 minutes to complete.

FIRMWARE UPDATES WITH THE Lexus Link+ 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.
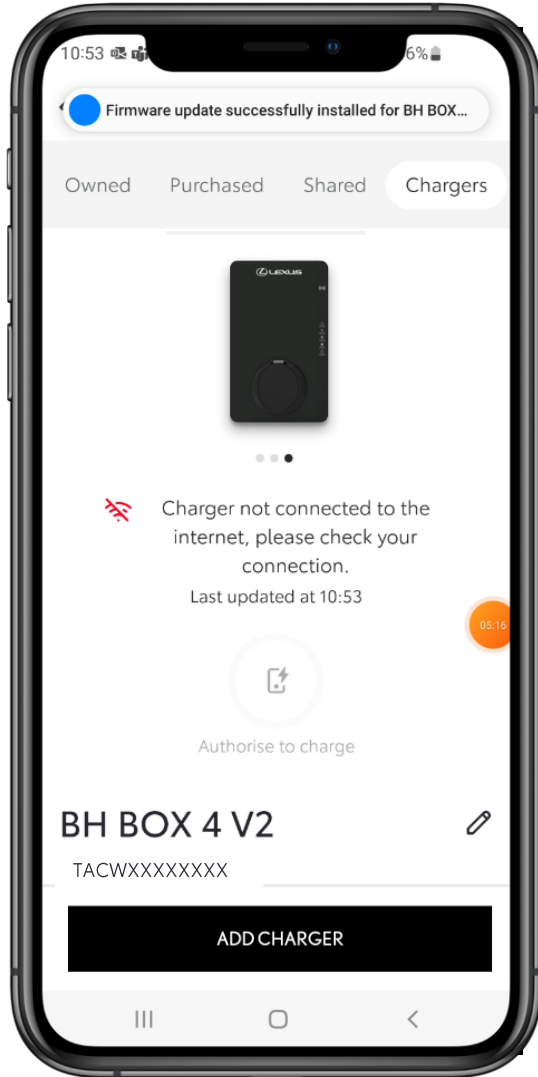
Note the Lexus HomeCharge box must have an active and stable Wi-Fi connection to complete the update.

STEP 6

For the duration of the install, you will be unable to use the Lexus HomeCharge box .
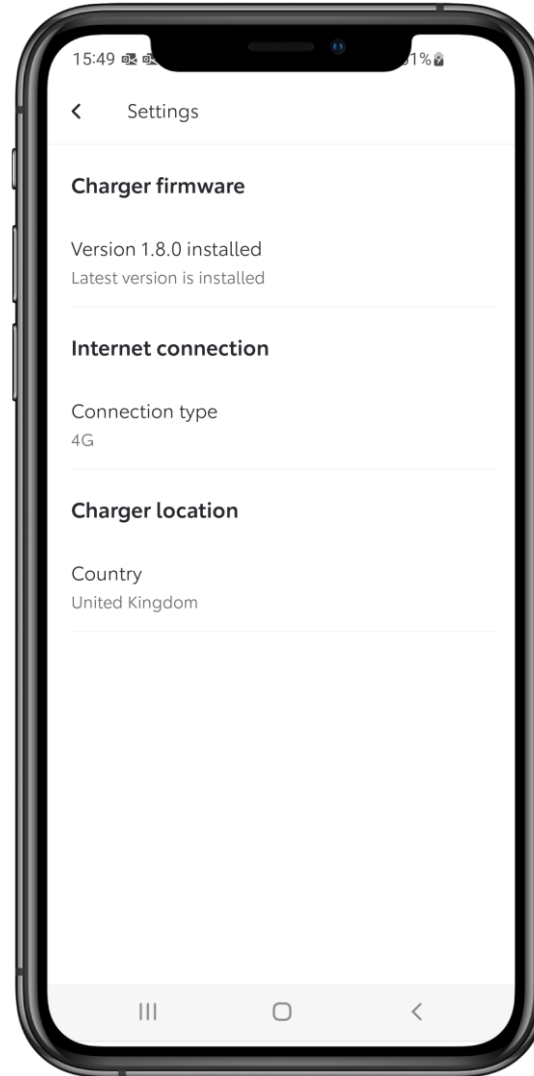
FIRMWARE UPDATES WITH THE Lexus Link+ APP

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.
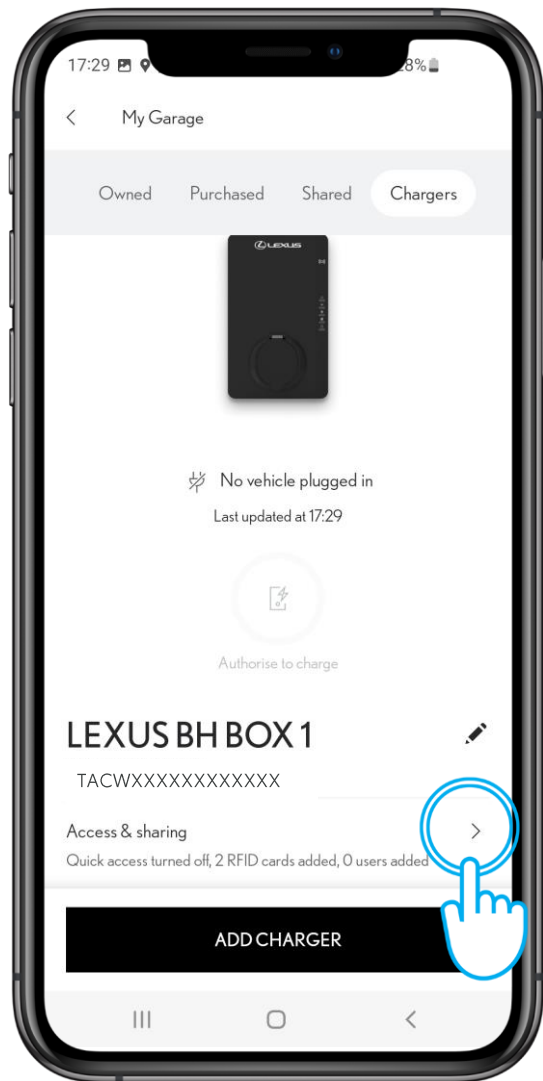

STEP 8

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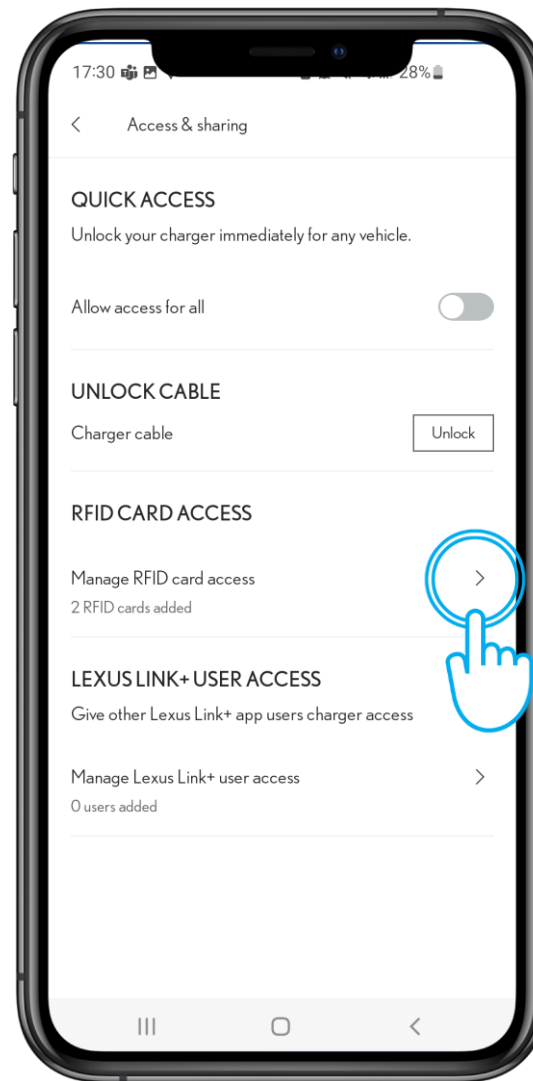
MANAGING ACCESS
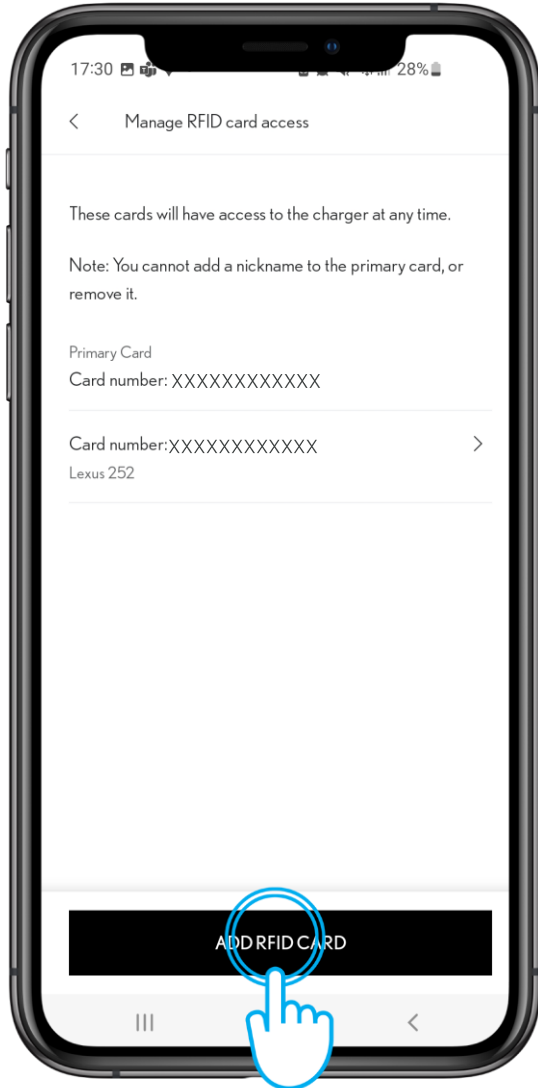
MANAGING ACCESS

STEP 1

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

STEP 2

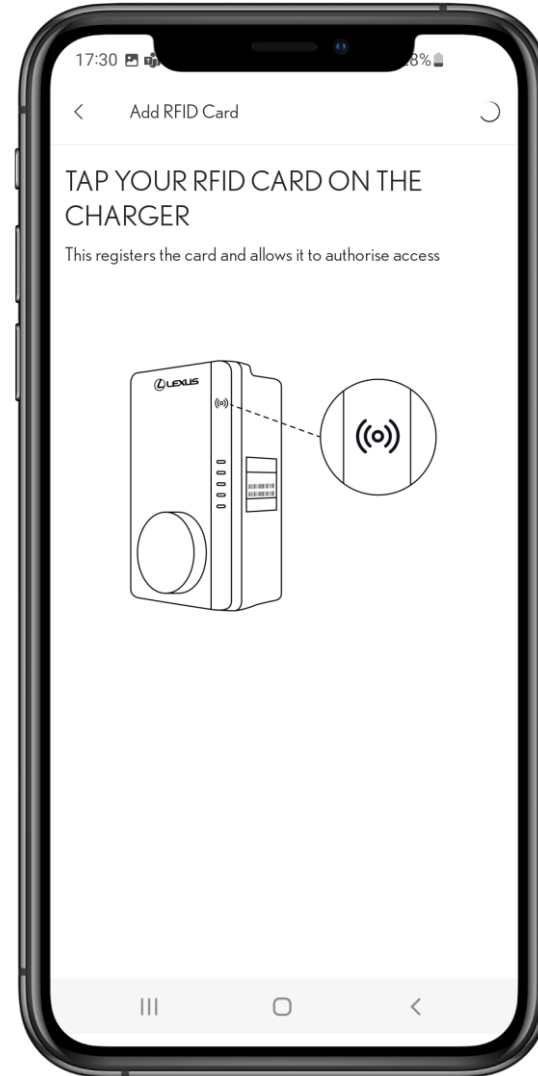To view or add RFID access, tap on "Manage RFID Card Access".

MANAGING ACCESS – ADDING A RFID CARD

STEP 3

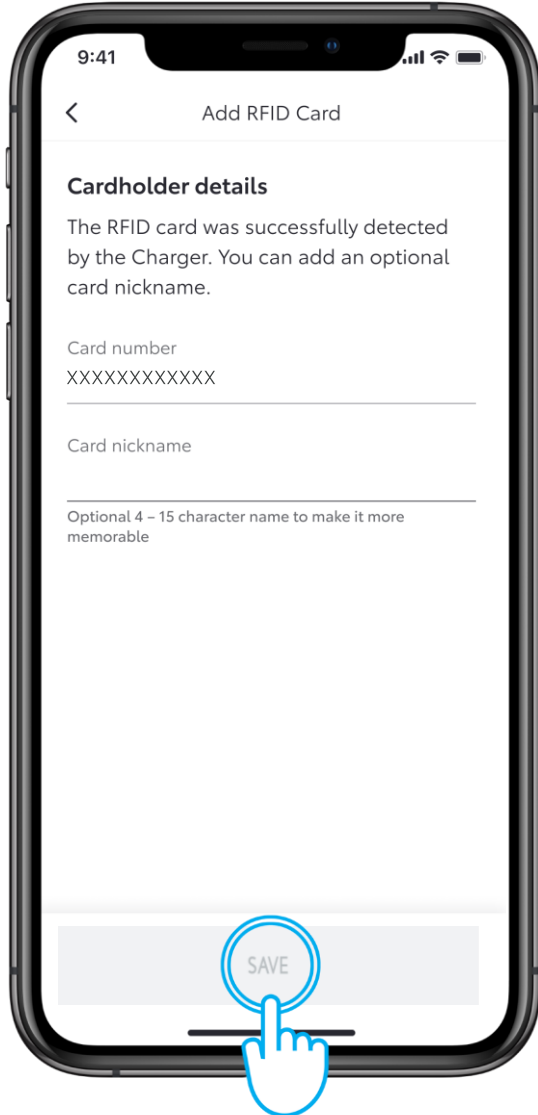To add an RFID card, tap on "Add an RFID card"

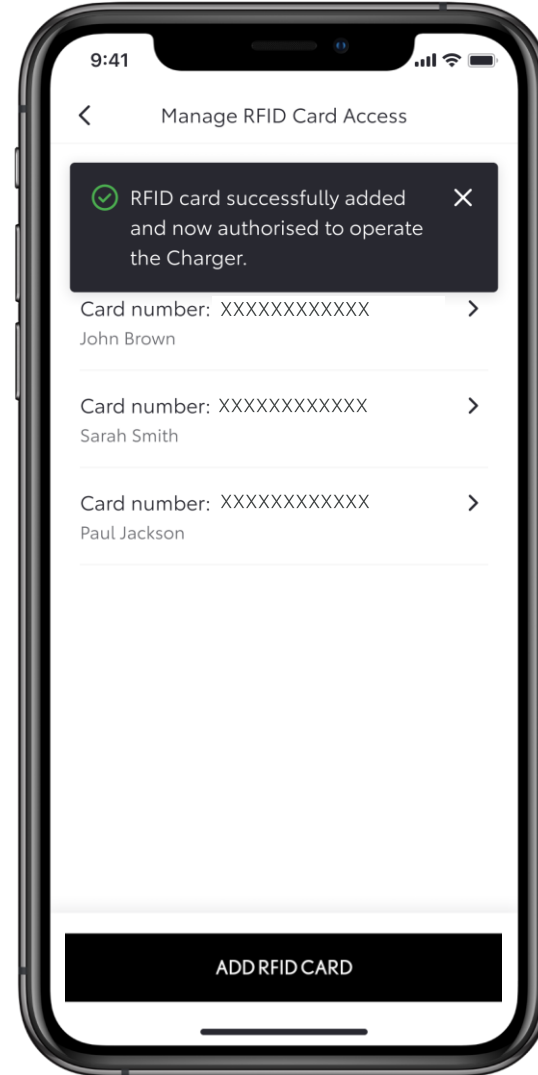Ensure you have your RFID card with you, this was supplied with your charger.

STEP 4

Scan your RFID card on the top right side of the charger, over the semi-circle icon (pictured).
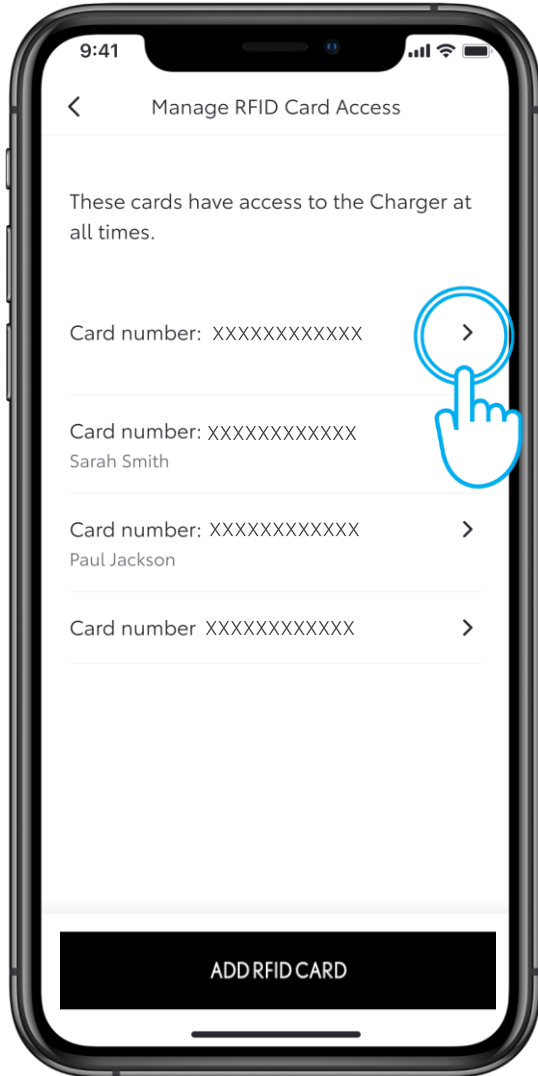
MANAGING ACCESS – ADDING A RFID CARD

LEXUS

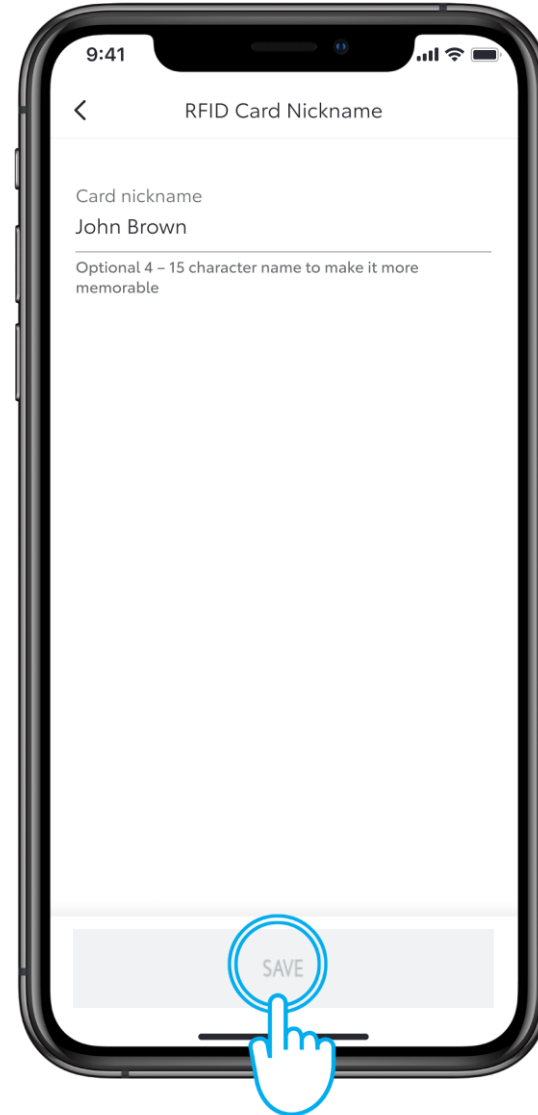## STEP 5

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

Add RFID Card

Cardholder details

The RFID card was successfully detected by the Charger. You can add an optional card nickname.

Card number
XXXXXXXXXXXX

Card nickname

Optional 4 – 15 character name to make it more memorable

SAVE

STEP 6

The card is then added to the Lexus Link+ app and can be used to operate the charger.

Manage RFID Card Access

✓ RFID card successfully added and now authorised to operate the Charger. ✕

Card number: XXXXXXXXXXXX >
John Brown

Card number: XXXXXXXXXXXX >
Sarah Smith

Card number: XXXXXXXXXXXX >
Paul Jackson

ADD RFID CARD

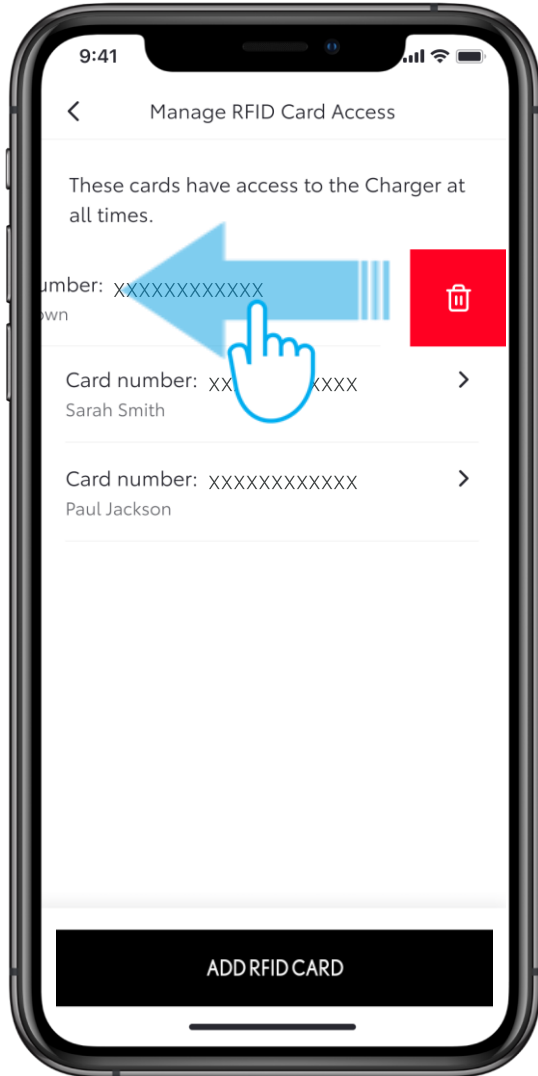# MANAGING ACCESS – ADDING A RFID CARD

STEP 7

To give a nickname to a card already in the app, tap on the card number.
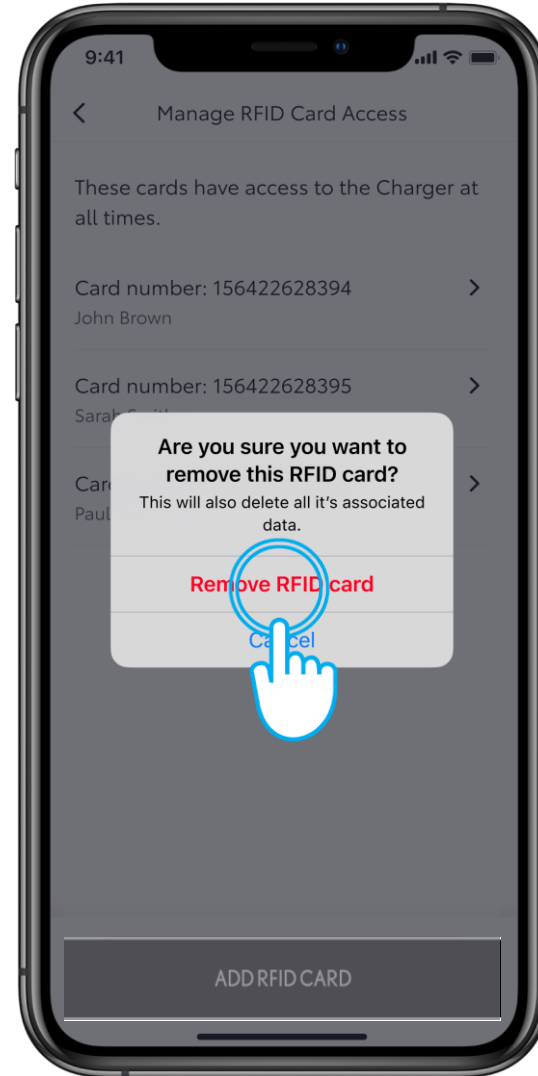
STEP 8

Type in the card nickname and tap on "Save".
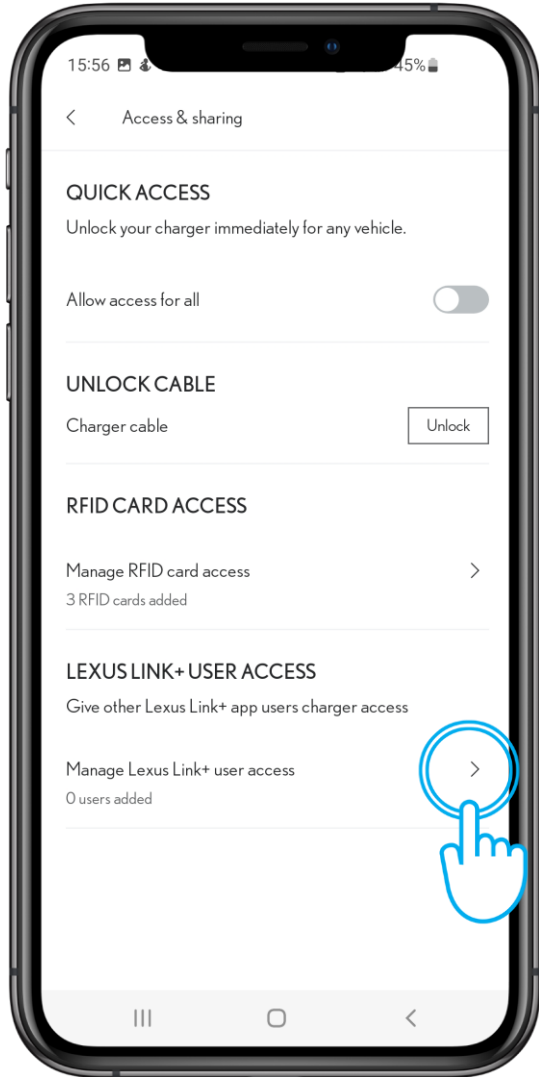
MANAGING ACCESS – REMOVING A RFID CARD

STEP 1

Swipe left on a 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 Lexus Link+ app.

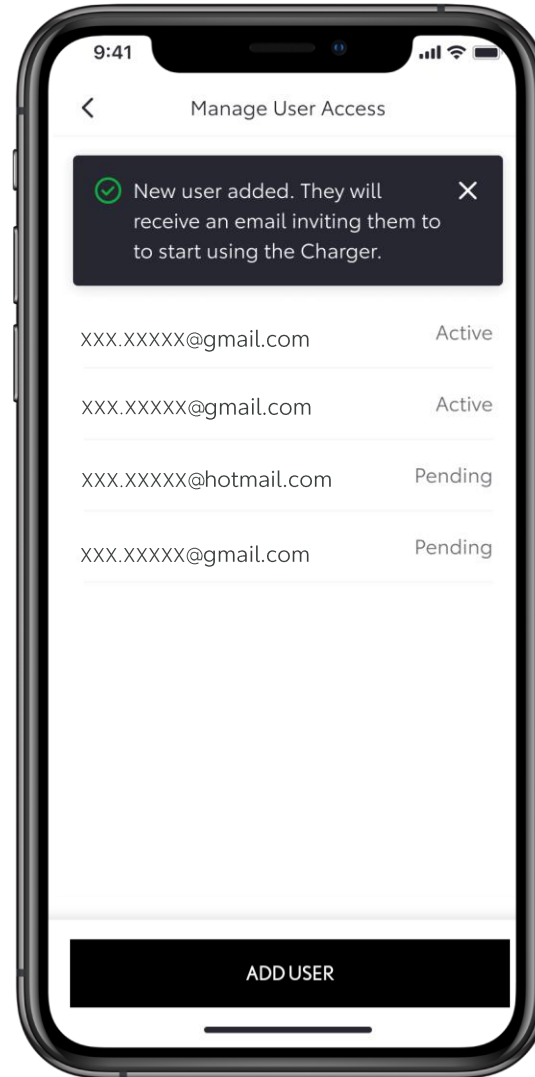To add or remove users, tap on "Manage Lexus Link+ User Access".

STEP 2

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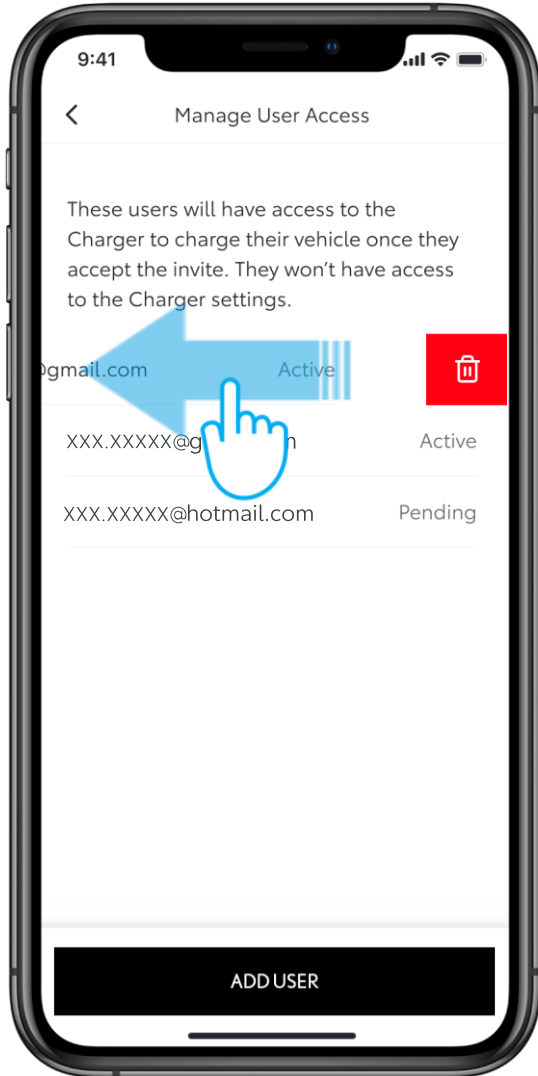
MANAGING ACCESS

STEP 3

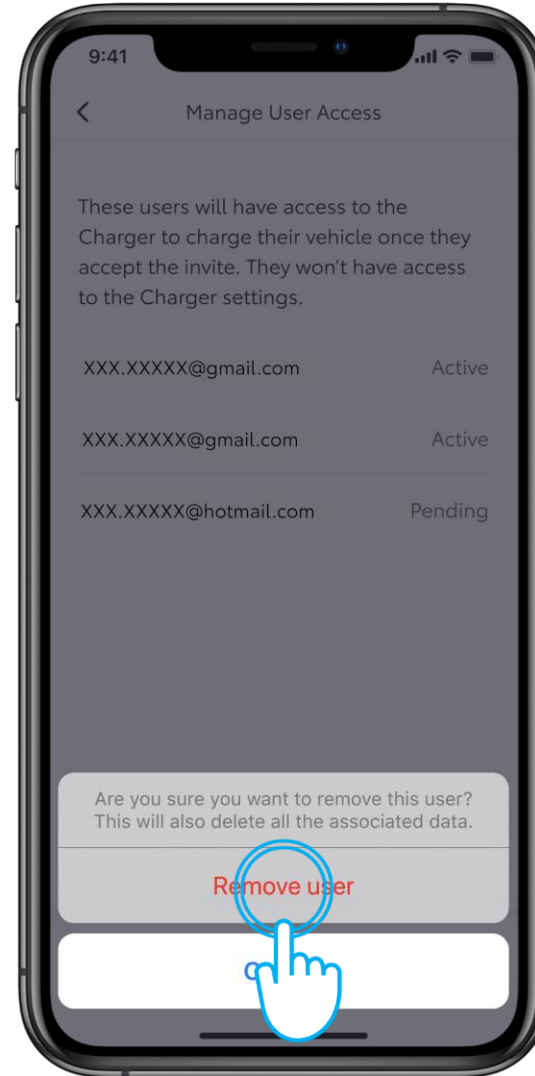Enter the new user's email address and tap on "Continue".

STEP 4

The new user will be added and they will receive an invitation by email to begin using the charger.
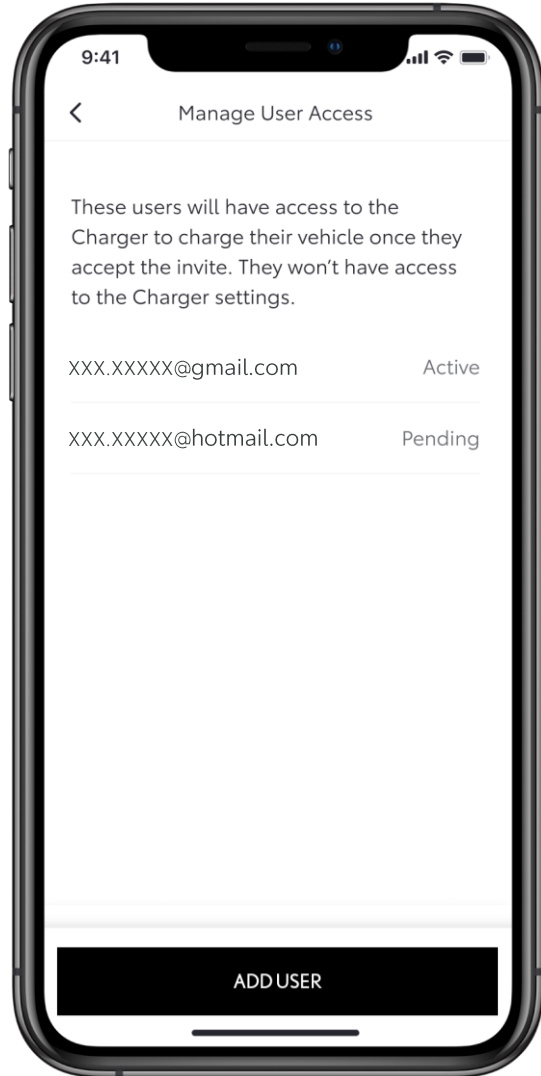
MANAGING ACCESS – REMOVING A USER

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.

CHARGING

TO START CHARGING

STEP 1

There are three ways to charge your vehicle:
1. Authorisation in App
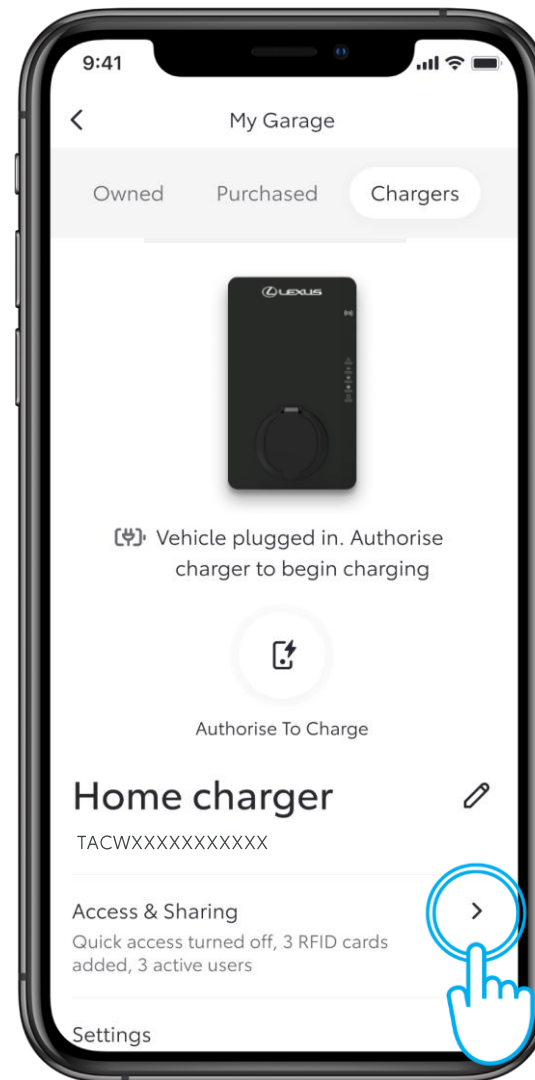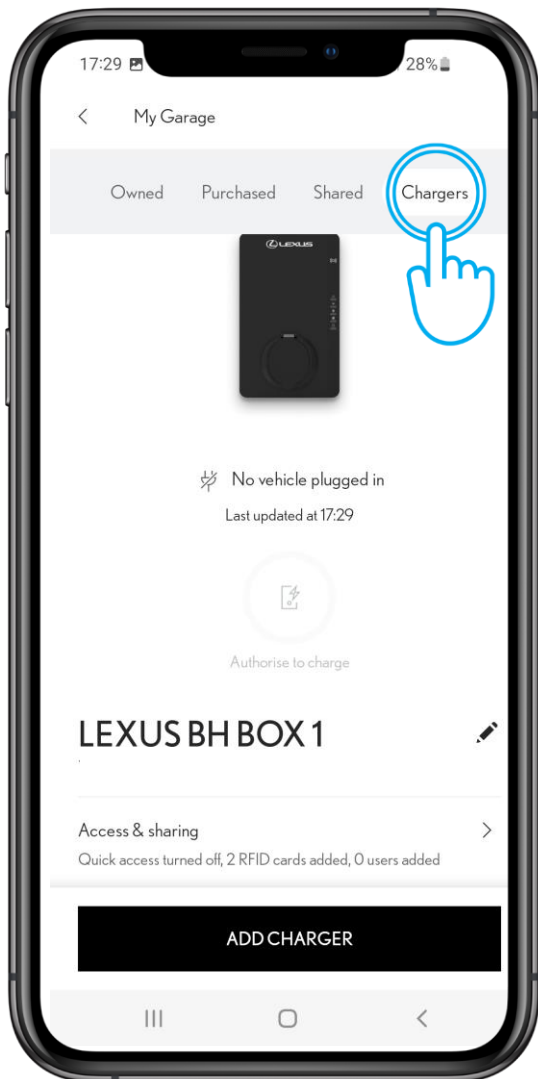2. Allow access to all
3. RFID card, tap on HomeCharge

Note: Make sure there are no pre-set charging schedules in the vehicle's multimedia which would override your action. Refer to your Owners Manual for further guidance.

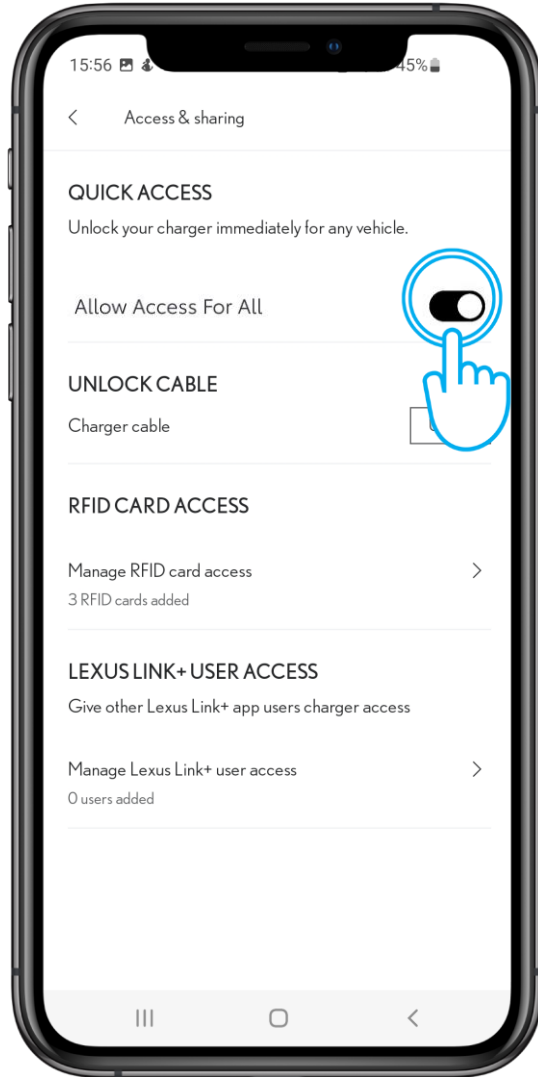If the charger has the "Allow access to all" toggle enabled, just plug in your vehicle to start charging.

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

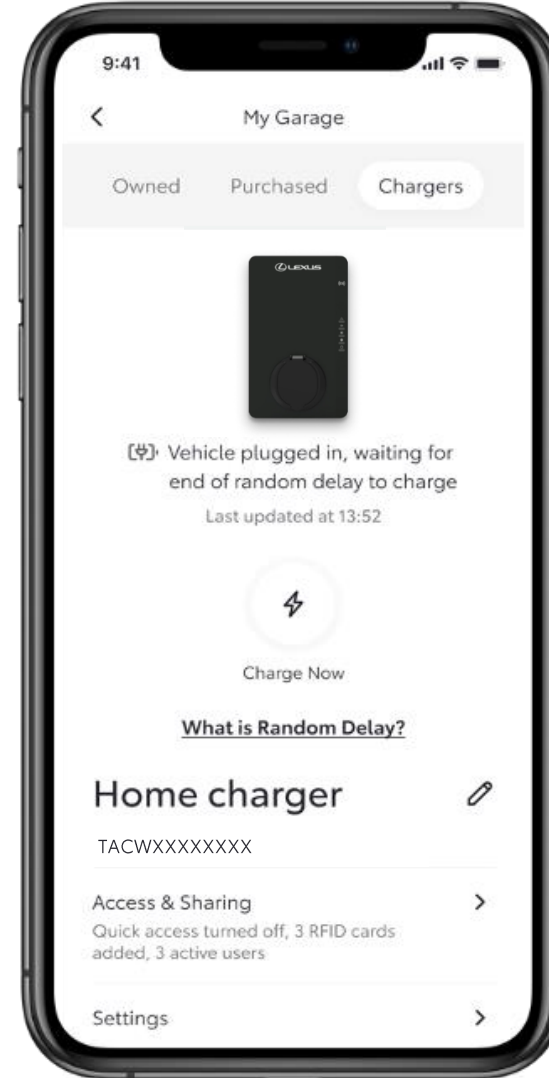## STEP 2

Tap on "Access & Sharing".

.

TO START CHARGING

LEXUS

STEP 3

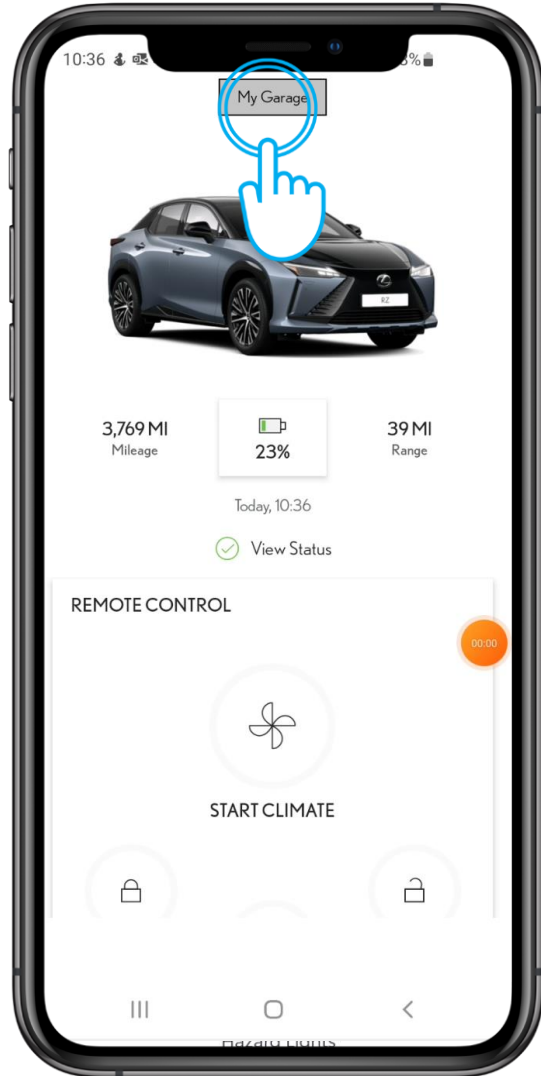Check the toggle position is on to allow access for all.

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 minutes before starting the charging process.
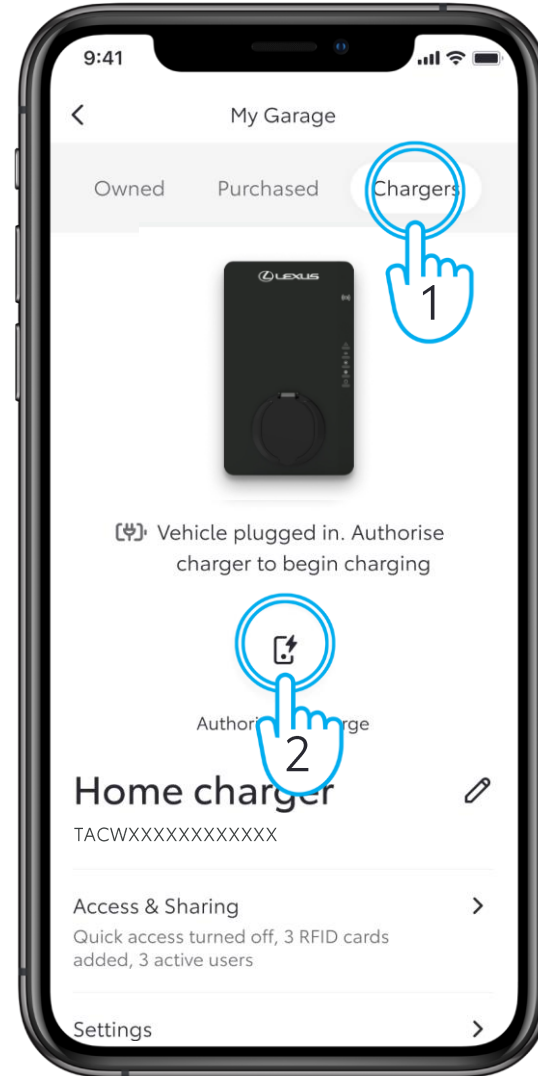
TO START CHARGING – AUTHORISING TO CHARGE

STEP 1

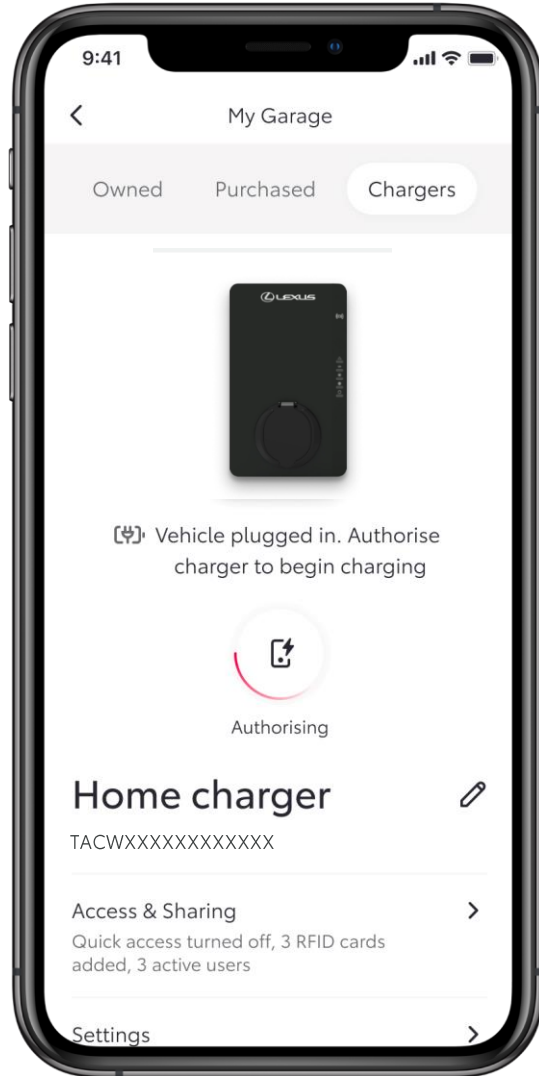If the charger restricts access to all, authorisation is required.
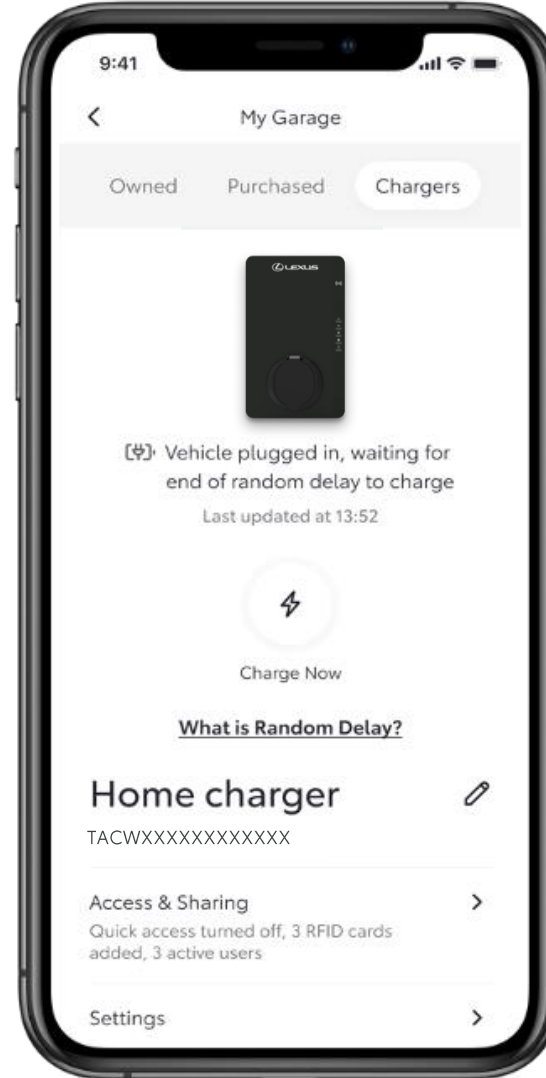
Tap on "My Garage".

STEP 2

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

TO START CHARGING – AUTHORISING TO CHARGE

STEP 3

The screen will indicate that access is being authorised with a spinning red line around the button.
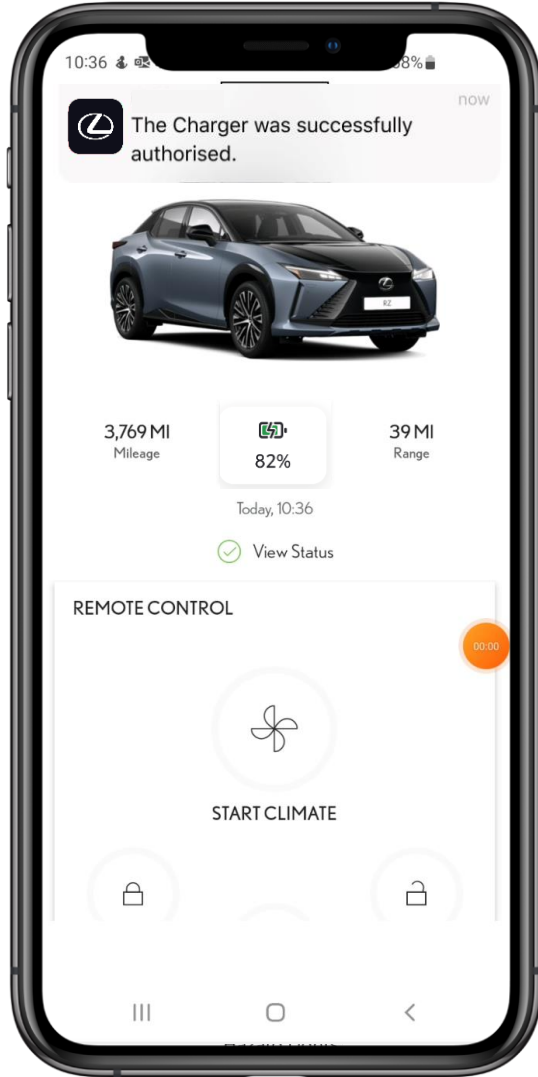
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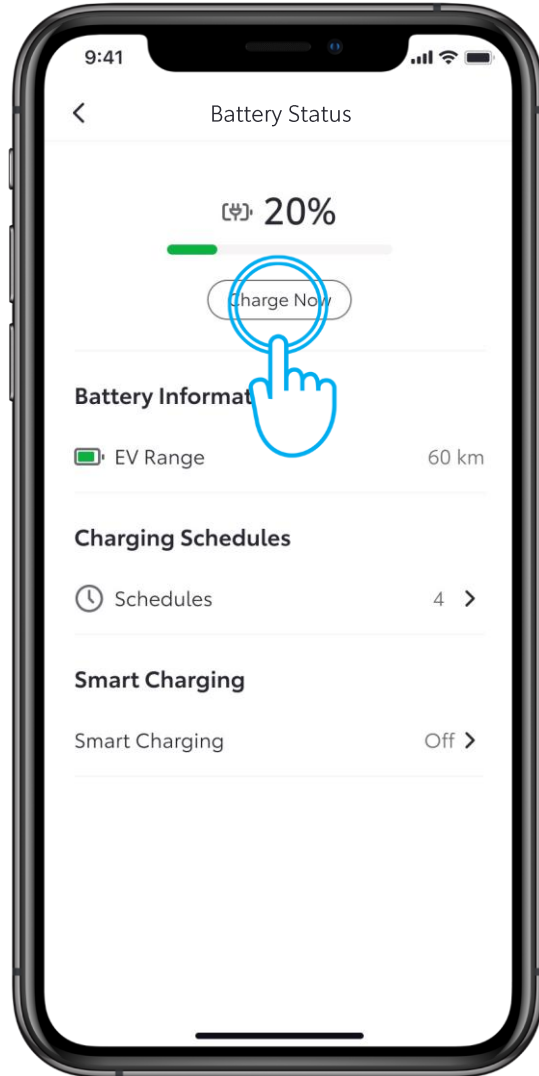
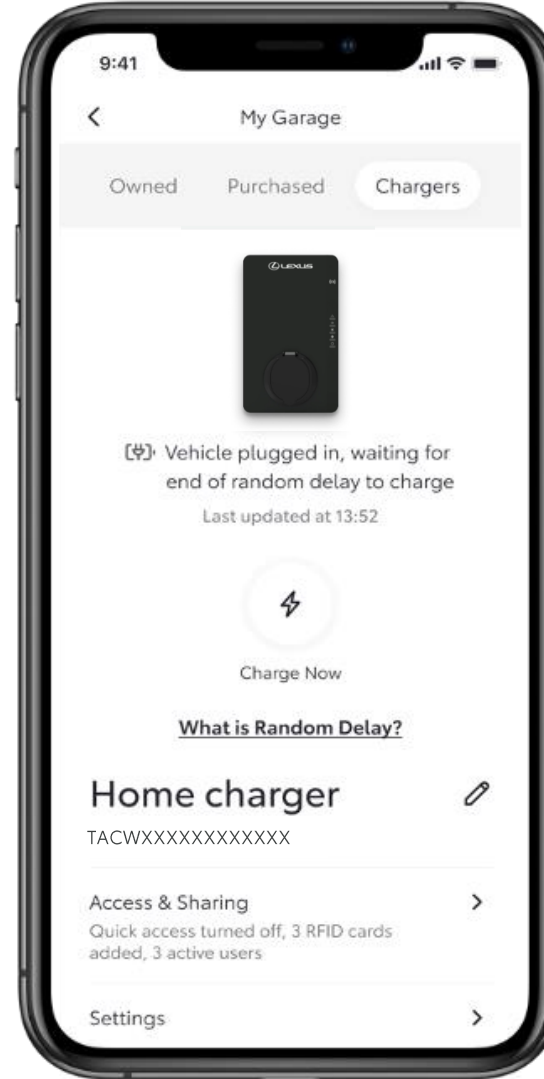# TO START CHARGING – AUTHORISING TO CHARGE

STEP 5

A notification will confirm when a charging session has been successfully authorised, and charging will begin.

TO START CHARGING – OVERRIDING A SCHEDULE

STEP 1

If charging does not start after authorisation due to a pre-set schedule on vehicle, you can override the schedule via the Lexus Link+ app or via the multimedia of your vehicle (pictured below).

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.
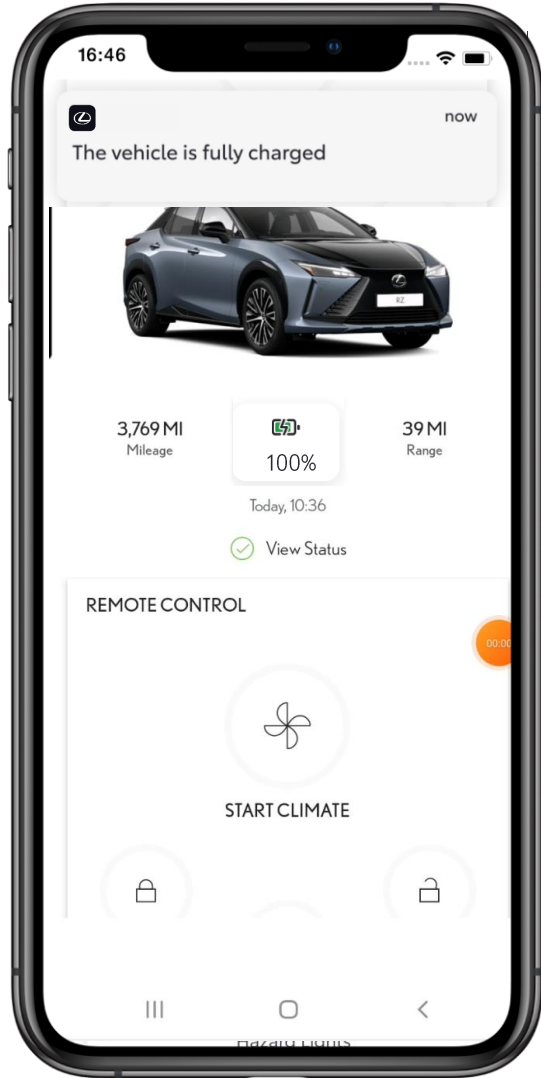
*What is Random Delay?

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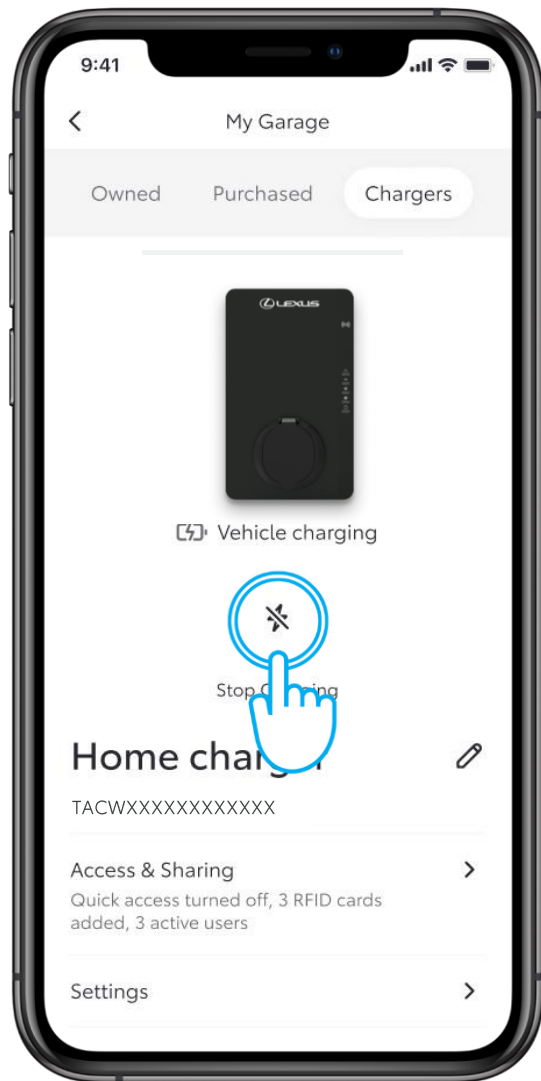
CHARGING – VEHICLE FULLY CHARGED

STEP 1

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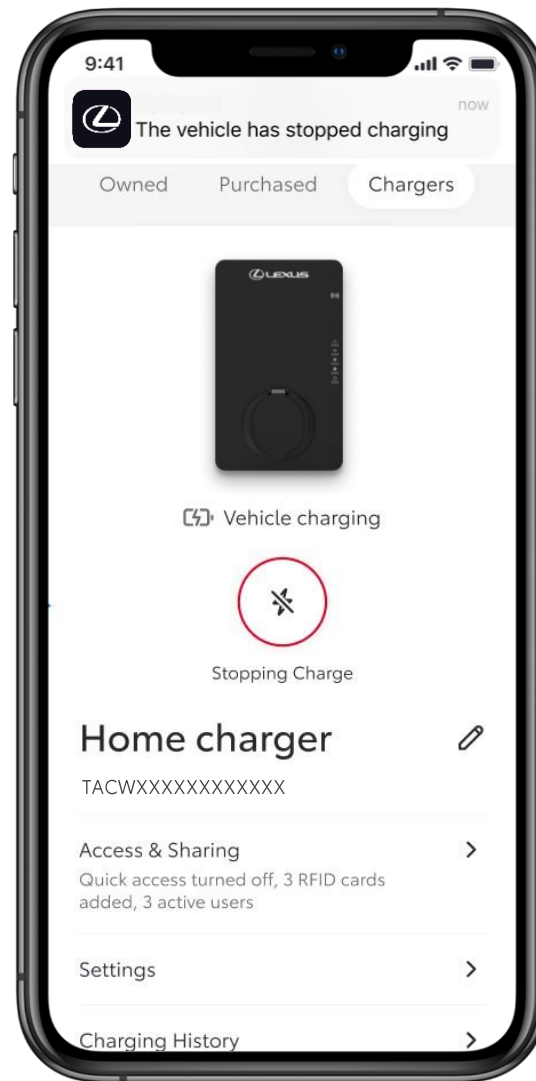be received via the Lexus Link+ app.

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 Lexus Link+ app confirming that charging has been stopped.