



**HYDRA**<sup>®</sup>  
**ELECTRIC VEHICLE CHARGERS**

## **HYDRA CUBUS APP USER GUIDE**

### **H CHARGER APP**

The H Charger app is often used by the installer in order to connect the Hydra Cubus to the network whether this be Wifi, 4G or Ethernet. It is important to keep the password on hand so you can use it again when you change network, add solar compatibility and setting up dynamic load balancing.

**You can view the guide to setting up the app on pages 2 to 9.**

### **NEXUS CLOUD APP**

The Nexus Cloud App is used by the customer to start the charge, change smart charging options (what time you start and stop charging) and more.

**You can view the guide to setting up the app on pages 10 to 15.**



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## **H CHARGER**

Connecting the charger to the network

### **H CHARGER APP USER GUIDE**

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# DOWNLOAD & LOG IN



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## DOWNLOAD THE APP

For iPhones, please use App store to search “**HCharger**” to download and install the app.

For Android phones, please use Google Play to search “**HCharger**” to download and install the app.

	 GET IT ON <b>Google Play</b>	Android phone	Android 6.0 and above <i>(8.0+ recommended)</i>
	 Download on the <b>App Store</b>	iPhone 6 and above	iOS 12.4 and above

Scan these QR codes for easy access:

App Store

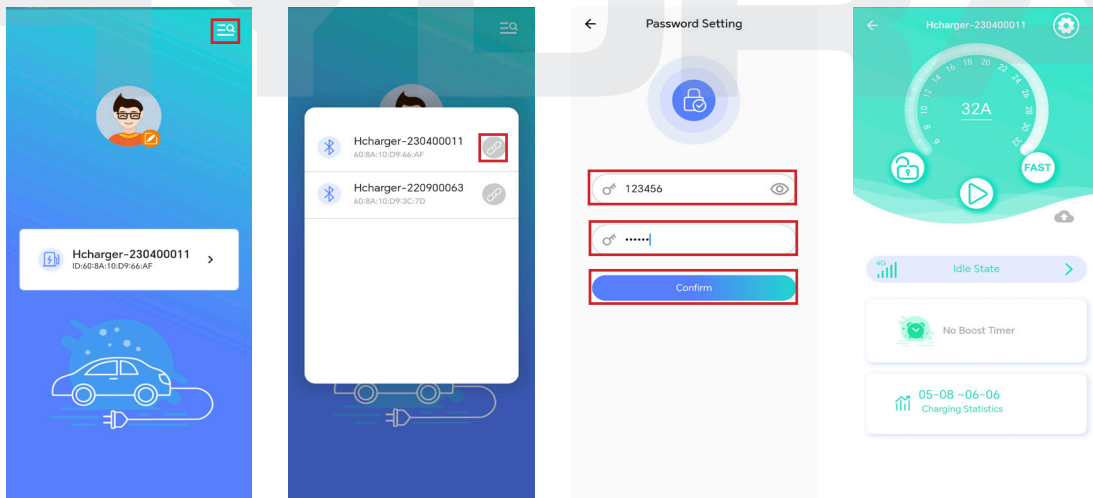


Google Play



## LOG IN TO THE APP

Log in to the Hcharger APP, click the Menu to find your charge point, pair the device and create a password. Please write the password down on the first page of the installation manual provided in the charger’s box and hand it to the customer. Be sure to make this something memorable as it will be needed should the network connection details change such as changing WiFi provider or if additional features are required such as solar compatibility



# CONFIGURATION & CONNECTING VIA WIFI

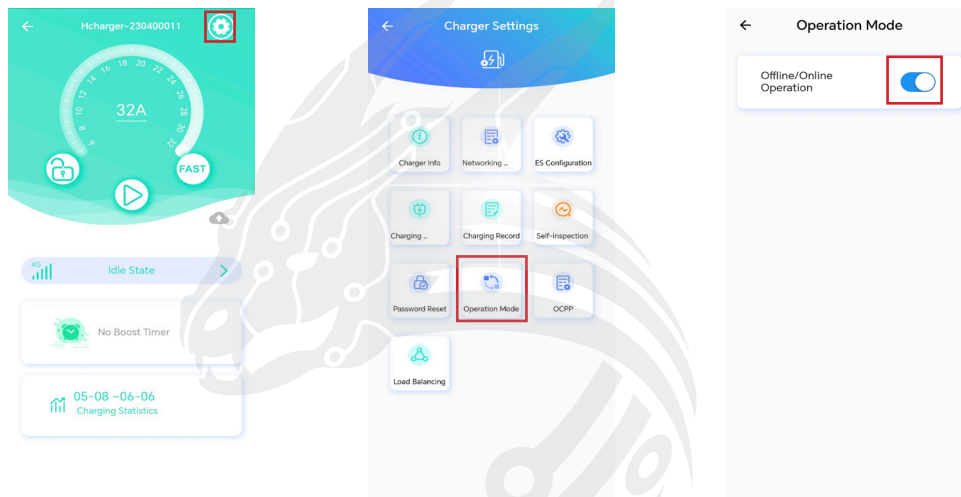


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## OPERATION MODE CONFIGURATION

Click the settings wheel on the top right of the page, then Click Operation Mode, then toggle the operation mode of the charger to online. (Only when the charger is idle. No charging plug is inserted)

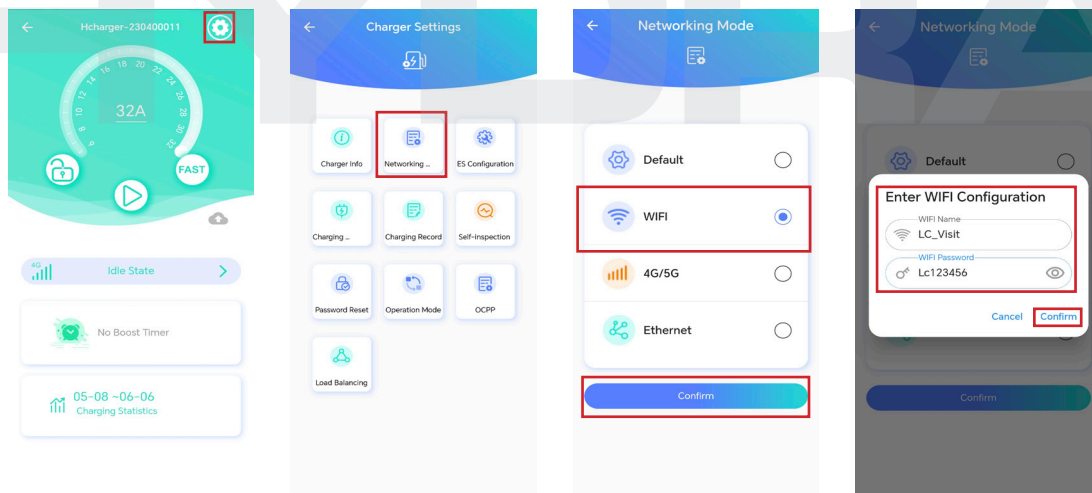
Click the back button 2 times to return to the charging screen.



## CONNECTING VIA WIFI

Click the settings wheel in the top right to enter the charge points configurations. Connect to the OCPP platform through WiFi or 4G or Ethernet by clicking network. Connecting to the OCPP platform through WiFi:

Configure WiFi (input the WiFi name and WiFi password) and Click confirm.



Click to confirm and the WiFi module restarts (wait for approximately 15 seconds);

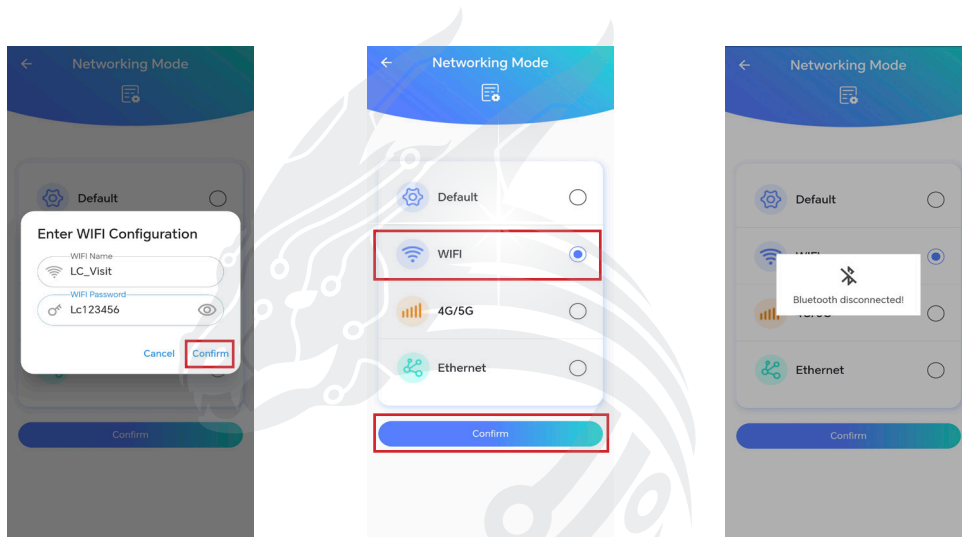
# WIFI CONFIRMATION & FINAL CHECKS



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## WIFI CONFIRMATION

Click confirm again on the WiFi configuration and on the network mode screen. A pop up of bluetooth disconnected will appear.



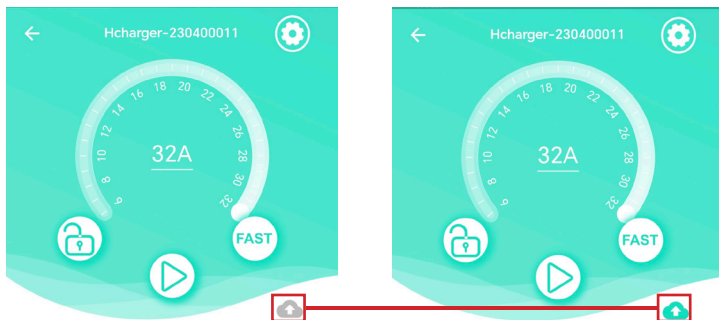
## WIFI FINAL CHECKS

Power on the charger and wait until the LED light turns green(slow flashing) Log back into the Hcharger APP.

The following symbol represents a successful connection to the network through WiFi;



The following symbol indicates successful connection to the OCPP platform. This can take up to a maximum of 5 minutes.



You can now Exit out of this app and download the Hydra Nexus app (please see page 10)

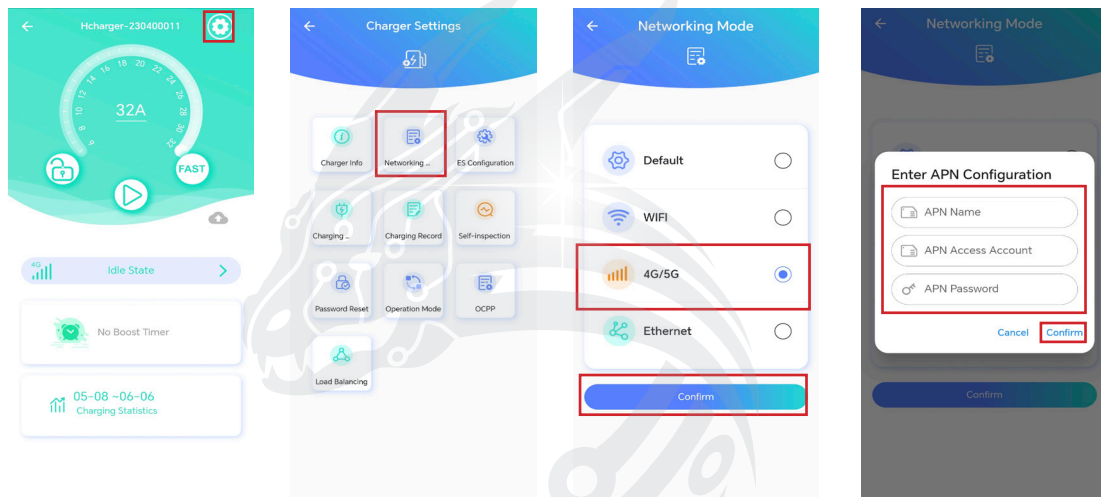
# CONNECTING VIA 4G & 4G CONFIRMATION



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## CONNECTING VIA 4G

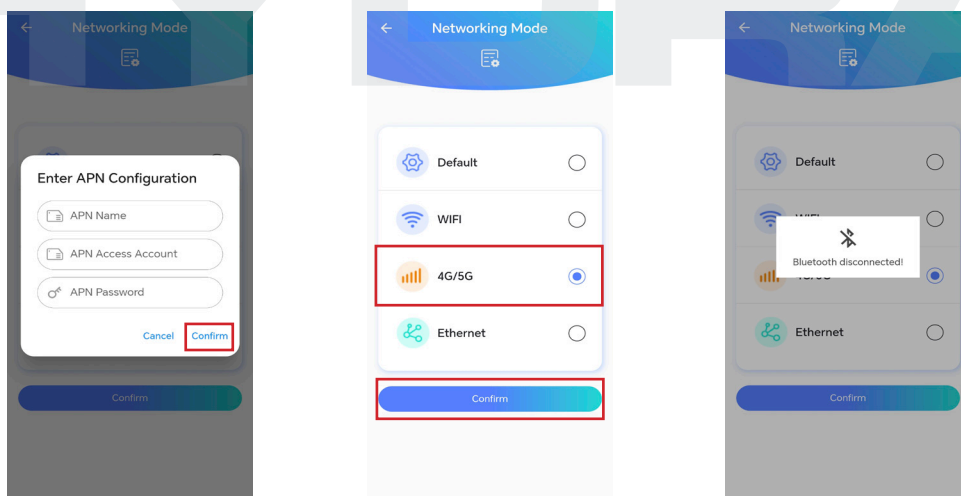
Configure 4G (if the SIM card needs to configure APN, write the APN parameter in the 4G option; If the SIM card does not need to be configured with an APN, no content will be written in the 4G option. Simply click confirm);



Click to confirm and the 4G module restarts (wait for approximately 15 seconds);

## 4G CONFIRMATION

Click confirm again on the wifi configuration and on the network mode screen. A pop up of bluetooth disconnected will appear.



# 4G FINAL CHECKS & CONNECTING VIA ETHERNET



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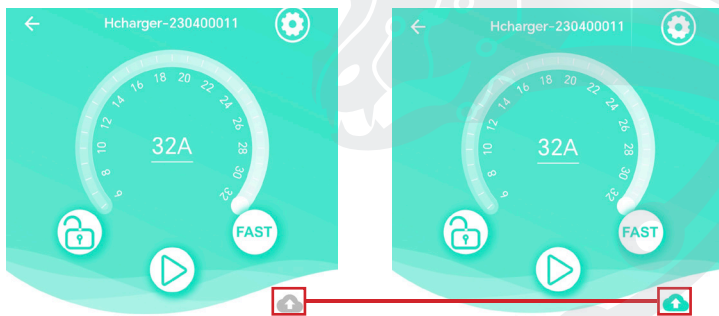
## 4G FINAL CHECKS

Power on the charger and wait until the LED light turns green(slow flashing) Log back into the Hcharger APP.

The following symbol represents a successful connection to the network through 4G;



The following symbol indicates successful connection to the OCPP platform. This can take up to a maximum of 5 minutes.

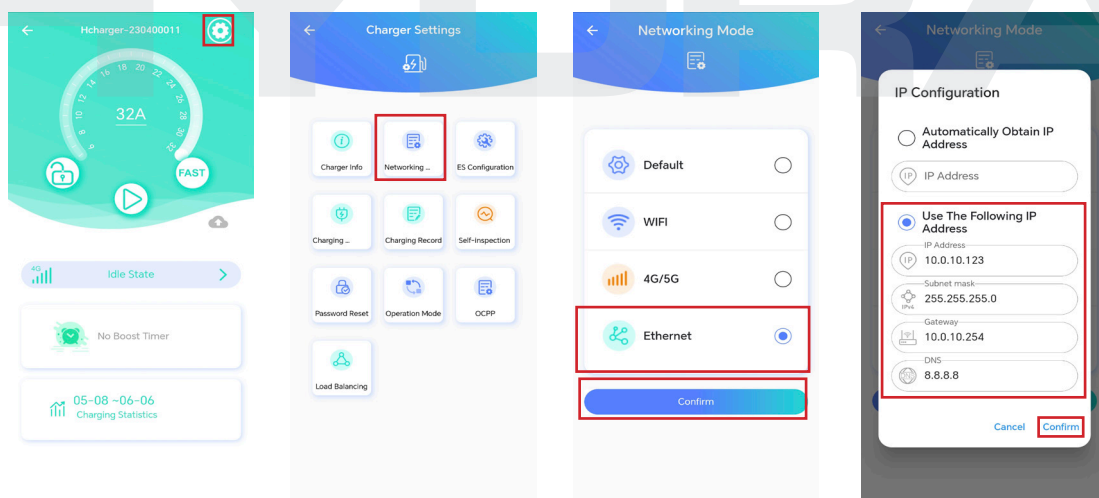


You can now Exit out of this app and download the Hydra Nexus app (please see page 10)

## CONNECTING VIA ETHERNET

Connecting to the OCPP platform through Ethernet:

Configure Ethernet (Enter Ethernet IP address);



Click to confirm and the Ethernet module restarts (wait for approximately 15 seconds);

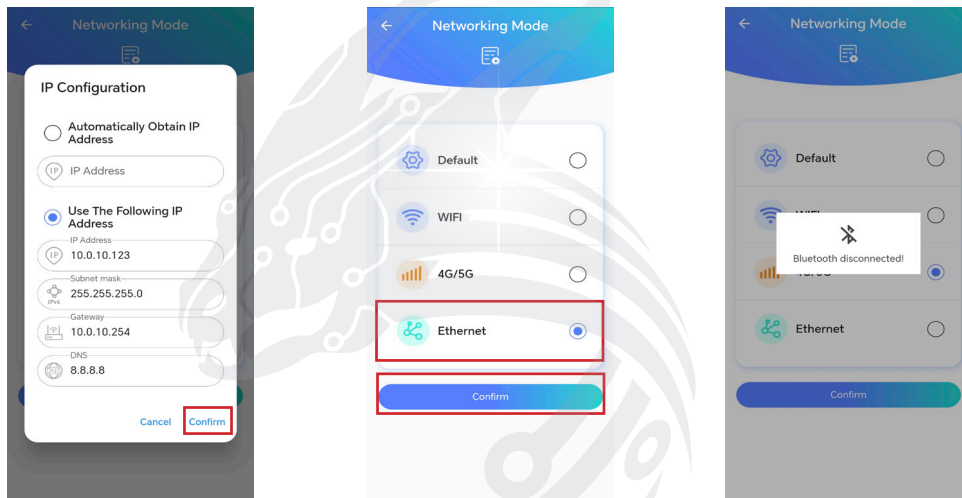




# ETHERNET CONFIRMATION & ETHERNET FINAL CHECKS

## ETHERNET CONFIRMATION

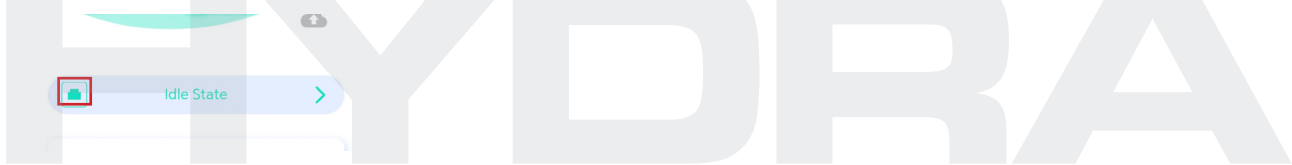
Click confirm again on the wifi configuration and on the network mode screen. A pop up of bluetooth disconnected will appear.



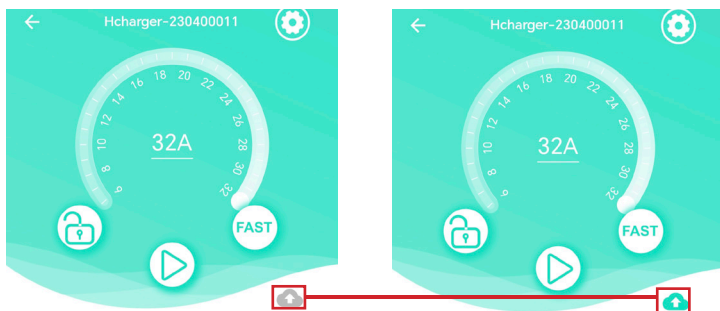
## ETHERNET FINAL CHECKS

Power on the charger and wait until the LED light turns green(slow flashing) Log back into the Hcharger APP.

The following symbol represents a successful connection to the network through Ethernet;



The following symbol indicates successful connection to the OCPP platform.

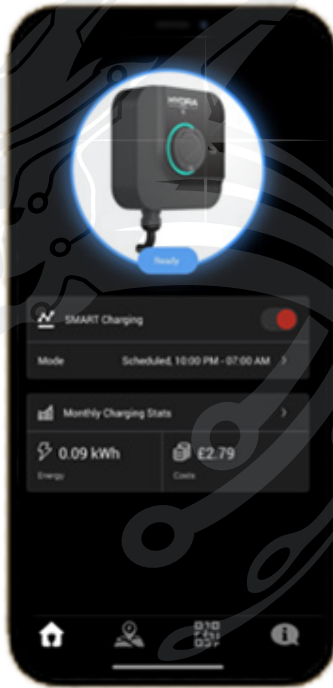


You can now Exit out of this app and download the Hydra Nexus app (please see page 10)



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## **Nexus Cloud**

Hydra Cubus EV Charger SmartPhone APP

### **NEXUS CLOUD APP USER GUIDE**

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# DOWNLOAD & REGISTER



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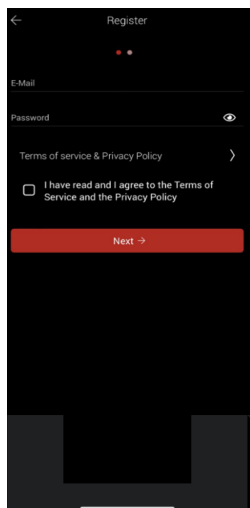
## DOWNLOAD THE APP

For iPhones, please use App store to search “**Nexus Cloud**” to download and install the app.

For Android phones, please use Google Play to search “**Nexus Cloud**” to download and install the app.

		Android phone	Android 6.0 and above (8.0+ recommended)
		iPhone 6 and above	iOS 12.4 and above

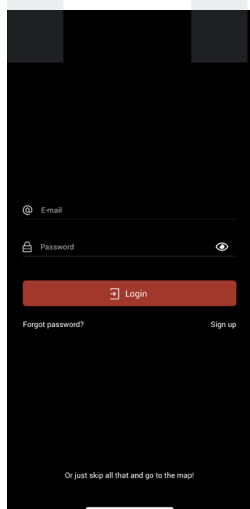
## REGISTER AND LOGIN



### REGISTER

In order to **Sign Up** to the Nexus Cloud App you would need to complete the registration. An **email** and **password** is required, followed by a box to tick for the the agreement of the terms and conditions.

Your password must be a minimum of 8 characters and contain at least 1 upper case letter and 1 lower case letter. You can also include special characters such as **!@£\$%^&\*()\_+®**



### LOG IN

Enter your **Email Address** in the ‘**Email**’ section and enter your password in the ‘**Password**’ section then click ‘**Login**’ to log in.

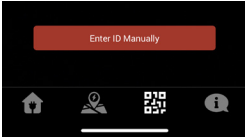
Please note - only one individual Nexus account can be used to operate the charge point, so each potential user will need to use the same login details as the owner.

# PAIRING & BASIC CHARGING

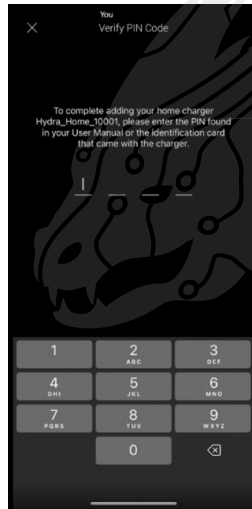
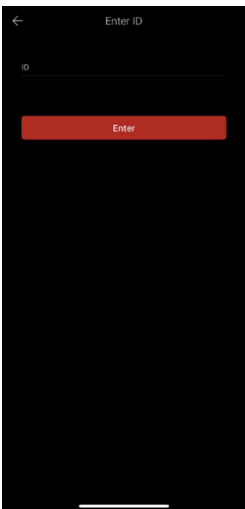


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## PAIRING

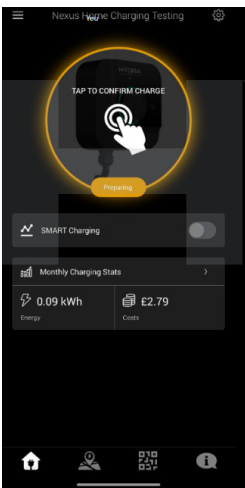


To initially pair the Hydra Cubus to your app you will need to click QR code symbol which can be seen at the bottom of the app (2nd in from the right)



Then enter the 5 digit EVSE ID code which can be found on your installation/user manual. You will then be prompted to enter the 4 digit pin found with the ID code, also found in the mentioned manual.

## BASIC CHARGING



Once paired, your Hydra Cubus will be found in the house symbol which can be found at the bottom of the app (1st in from the left), this is where you will complete all operations for your Hydra Cubus.



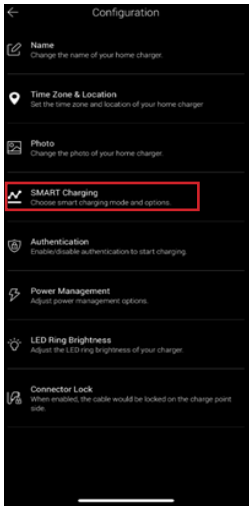
To start a charge with no smart charging, its as simple as plugging in the car and pressing the image prompt pictured.

# SMART CHARGING & PLUG AND CHARGE

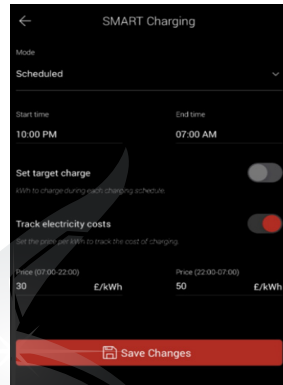


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## SMART CHARGING



To enable smart charging features such as scheduled charging, cost tracking and target kWh charges you will need to click the settings cog in the top right corner of the home page then click 'SMART Charging' with a graph symbol next to it.

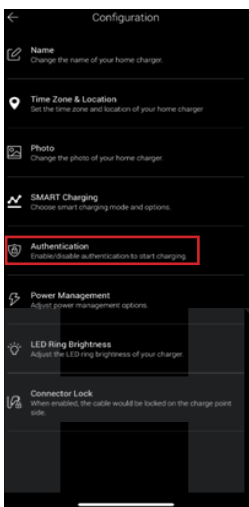


Click the drop down and select scheduled.

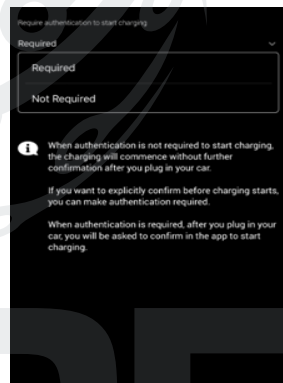
From here you can select your scheduled charging times, set kWh targets for charging sessions in addition to entering your electricity cost so that you can track them.

Please remember to save any changes.

## PLUG AND CHARGE



If you would like to plug and charge you can go to the cog wheel on the home charging main menu to get to the settings where you will find 'Authentication' with a lock symbol next to it.



Changing this to not required will allow you to start charging as soon as you plug the charging lead in.

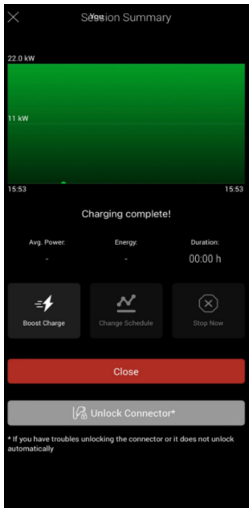
Please note you can stop the charge either via the app or by unplugging the car first.

# CHARGING & CUBUS COLOURS



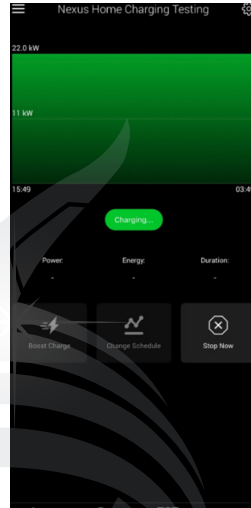
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## CHARGING



Once the charge has started the app will display a graph where you can see the kW over time. There is an option here to stop the charge as well.

You can stop the charge either via the app or via your EV.



If you stop the charge via the app please remember to unlock the connector.

Please note on the socketed models you may need to slightly push in the tether into the charger before pulling it out to remove the tether.

## CUBUS COLOURS



Green flashing light – not connected to network.

Solid Green – Connected to network and ready to charge



Blue light with fast flash – Plugged and waiting to charge

Blue light with slow flash – charging



Red light – fault detected

Please note that the charger may be a pink colour on initial load but it will change to green to connect to the network.



## TECHNICAL HELP

If any issues arise during the servicing or you notice anything wrong with the chargers, please call 01268 205 121 and ask for the Technical Department. If the issue isn't urgent, you can also email [support@hydraev.co.uk](mailto:support@hydraev.co.uk).

You can also access technical support via our website: [www.hydraev.co.uk/support](http://www.hydraev.co.uk/support)

The screenshot shows the Hydra website's support page. At the top, there is a navigation bar with the Hydra logo, contact information (sales@hydraev.co.uk, 01268 205121), and a search bar. Below the navigation bar, the page title is "SUPPORT". A paragraph explains that the chargers are designed to be robust and reliable, but offers assistance if needed. Three main service tiles are featured: "Register Your Charger" (emphasizing the importance of registration for warranty and technical support), "HydraHome APP" (describing its functionality for monitoring and controlling the charger), and "Technical Support" (offering assistance with technical issues). Below these tiles, a section titled "Before you contact us please try the following:" lists several checks to perform before contacting support, such as ensuring the emergency stop button is not engaged, checking the charging lead connection, and verifying the charger is online. Further down, there are three more service tiles: "FAQ" (frequently asked questions), "PDF Library" (downloadable manuals and user guides), and "Warranty" (details of the 5-year extended warranty). At the bottom, there are three final tiles: "EVC Spares" (contact for spare parts), "EVC Accessories" (range of accessories like cables and pedal mounts), and "Leave a Review" (invitation to provide feedback).





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