




cord

Connecting your
Cord charger
to Octopus Energy



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Part 1

Before you start

This guide walks you through how to

- Set up your Cord charger in the EVChargo app
- Link your charger to Octopus Energy for smart charging

What you need

- Cord charger installed and powered on
- **EVChargo app** downloaded on your phone
- Octopus Energy app installed and logged in
- Your electric vehicle ready to plug in

Part 1: EVChargo app setup

Get started with EVChargo

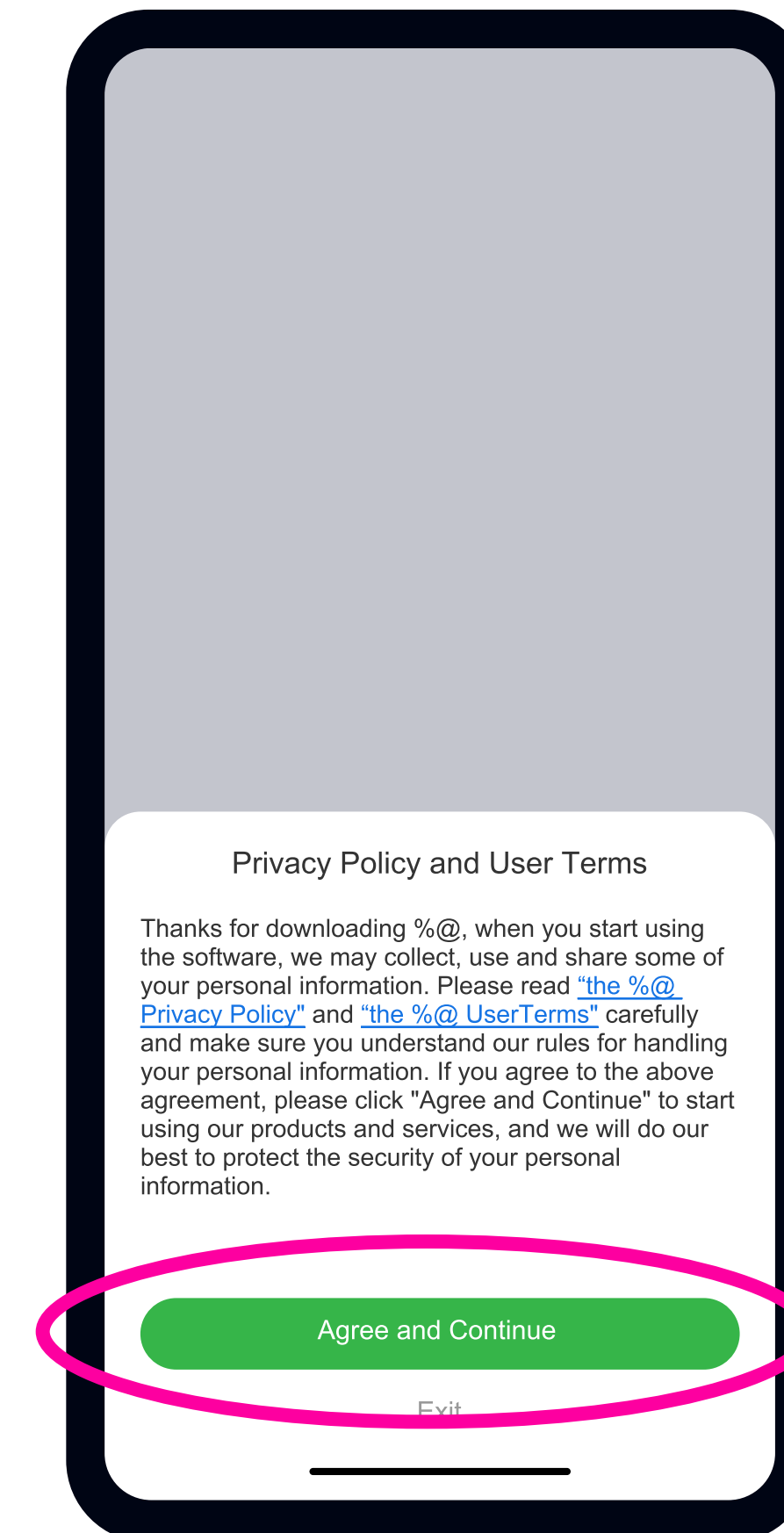
1. Download the app

- Download EVChargo app (green "E" logo)
- Open app and accept Terms & Conditions

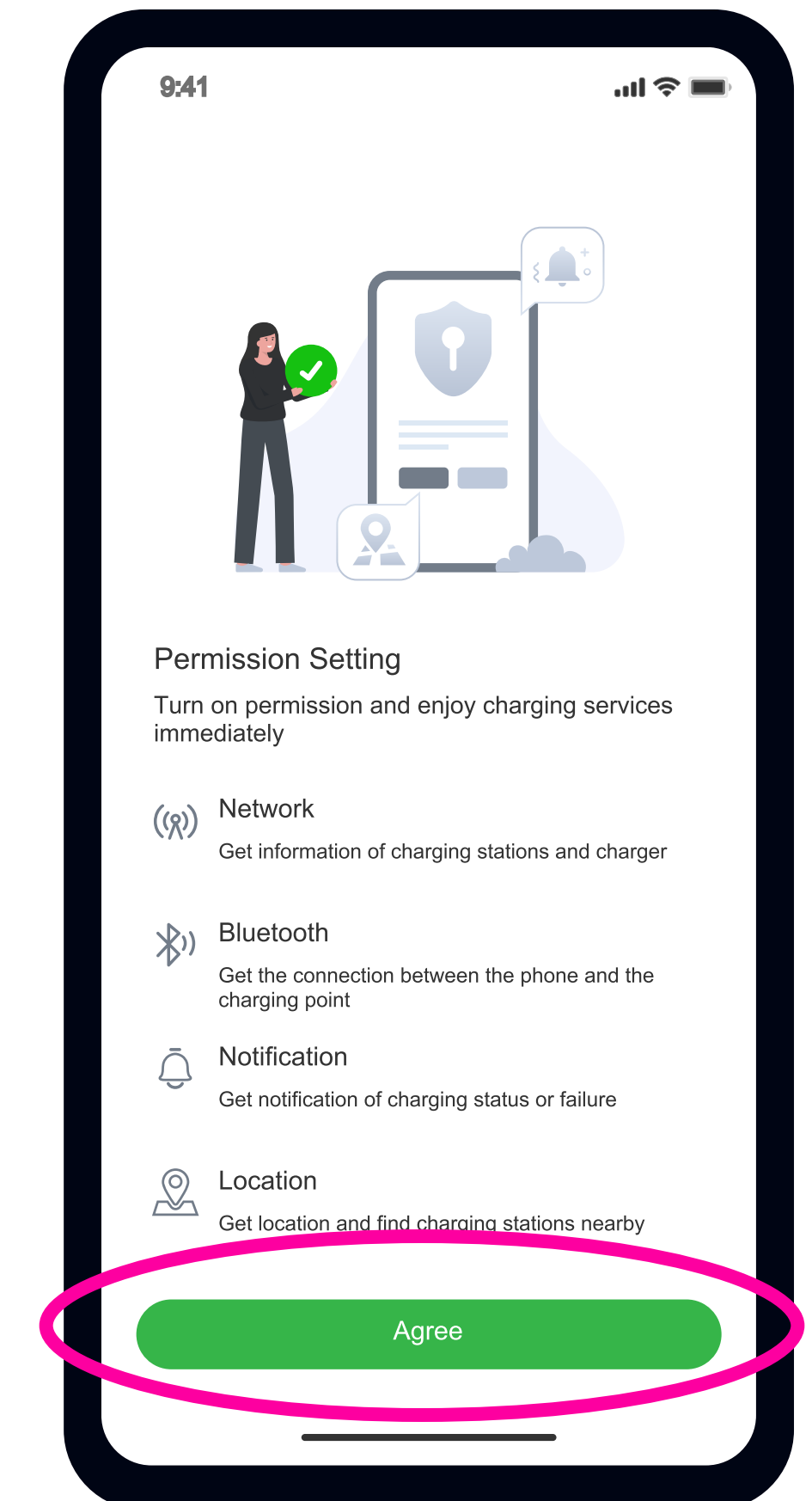
2. Initial setup

- Tap "Agree" for both screens
- Grant permissions
(Network, Bluetooth, Notification, Location)

Terms and condition



Accept permissions



Part 1: EVChargo app setup

Create your account

3. Sign up for an EVChargo account

- Enter email address
- Select "United Kingdom"
- Tap "Continue"


4. Verify email

- Check inbox for 6-digit code
- Enter code and continue

Create account

9:41

Create new account Skip



Email
example@examplemail.com

Country
United Kingdom

Continue

Already registered? Sign in

Verify account

9:41

Verification code verify Skip

The verification code has been sent to
example@examplemail.com

Verification Code

1 2 3 4 5 6

Didn't receive the verification code? Resend

1 2 3
ABC DEF
4 5 6
GHI JKL MNO
7 8 9
PQRS TUV WXYZ
0

Part 1: EVChargo app setup

Create your account

5. Set password

- Create strong password (8+ characters with numbers, letters, special characters)
- Re-enter to confirm
- Accept terms and tap "Sign up"

6. Select usage

- Choose "I am charging points owner"
- Your charger appears with serial number
- Tap on your charger

Set password

9:41

< Set password Skip

Password

Please enter the password

Password must include

- ★ 8 or more characters
- ★ Numbers (0~9)
- ★ Letters (a~z or A~Z)
- ★ Special characters (~,!,@,#,\$,%,..,-,_)

Re-type Password

Please re-enter the password

I read and accept the: [Privacy Policy](#) and [User Terms](#)

Sign up

Select usage

9:41

Select your usage scenario

I am car owner, I want to find a charging station near me for charging

I am charging points owner and I want to control my charging points

Note: The Home page will show your current usage scenario. You can change it in Settings-Home Page Setup

Important

Reboot charger

Follow these steps to reboot your charger:

- Turn OFF at breaker/isolator
- Wait 10 seconds
- Turn back ON
- Wait for restart (1-2 minutes)

Part 1: EVChargo app setup

Connect to charger

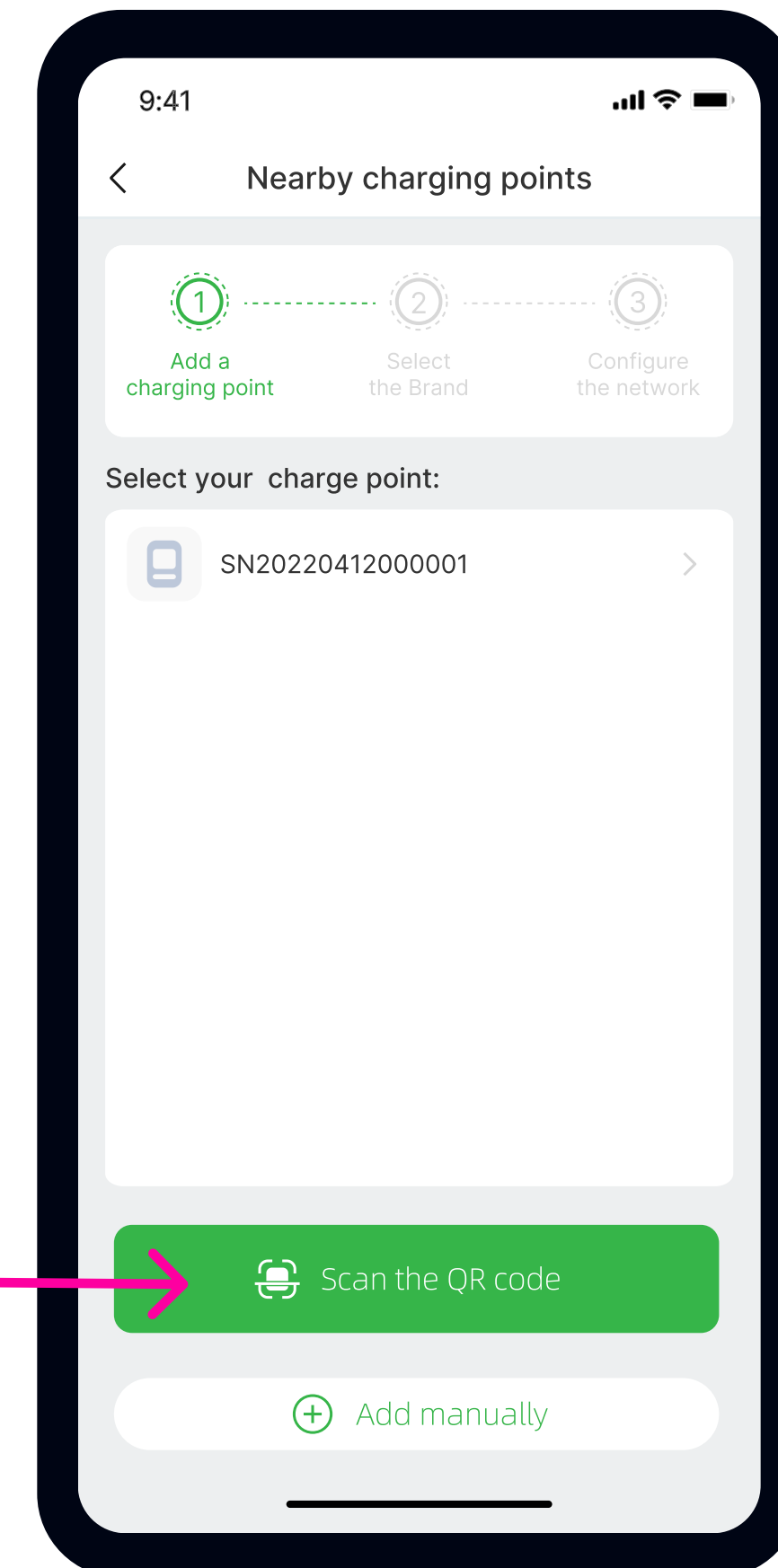
7. Select your charger

- The screen shows "Select your charge point" with your charger's serial number listed. How you proceed depends on your charger model

Got a Cord Zero?

- Tap "Scan the QR code" and scan the code on your charger label
- When prompted "Do you want to bind your charge point to the app and join the Wi-Fi hotspot?", tap **Confirm**
- When your phone asks to join the Wi-Fi network, tap **Join**. Then **skip to Step 10**

App discover charger



Part 1: EVChargo app setup

Connect to charger

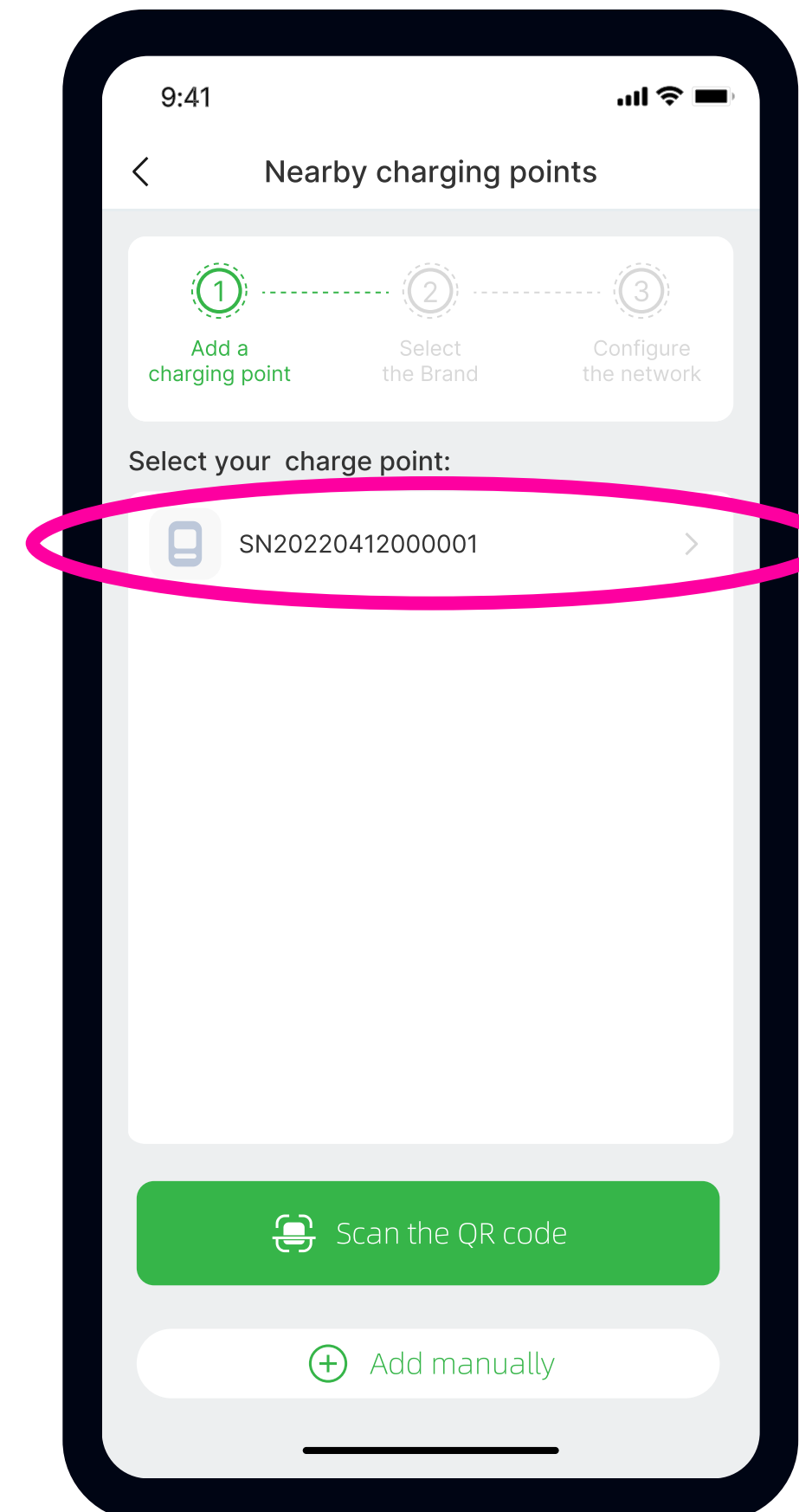
For Cord One / Cord Lite

- Find your charger's serial number in the list (e.g. SN10052507011698)
- Tap on it to continue
- Follow **Step 8** onwards

If charger doesn't appear

- Go to phone Settings → Turn OFF mobile data completely
- Ensure you're within range (5-10 metres)
- Check charger is powered on
- Turn charger off and on again
- Restart app and try again

App discover charger



Part 1: EVChargo app setup

Connect to charger

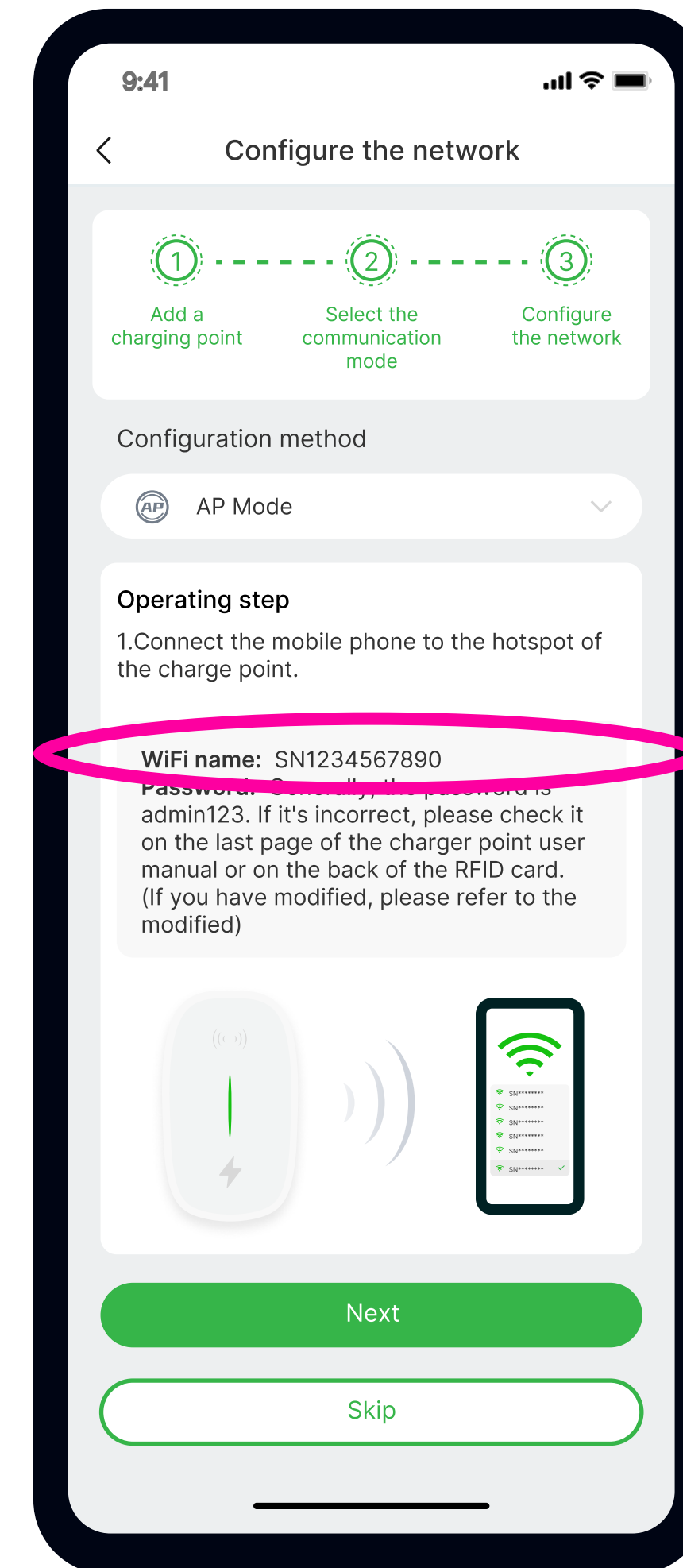
8. Note Wi-Fi details shown

- Screen now shows "Configure the network"

IMPORTANT: Don't press any button yet

- And head to phone settings

Note Wi-Fi name



Part 1: EVChargo app setup

Connect to charger

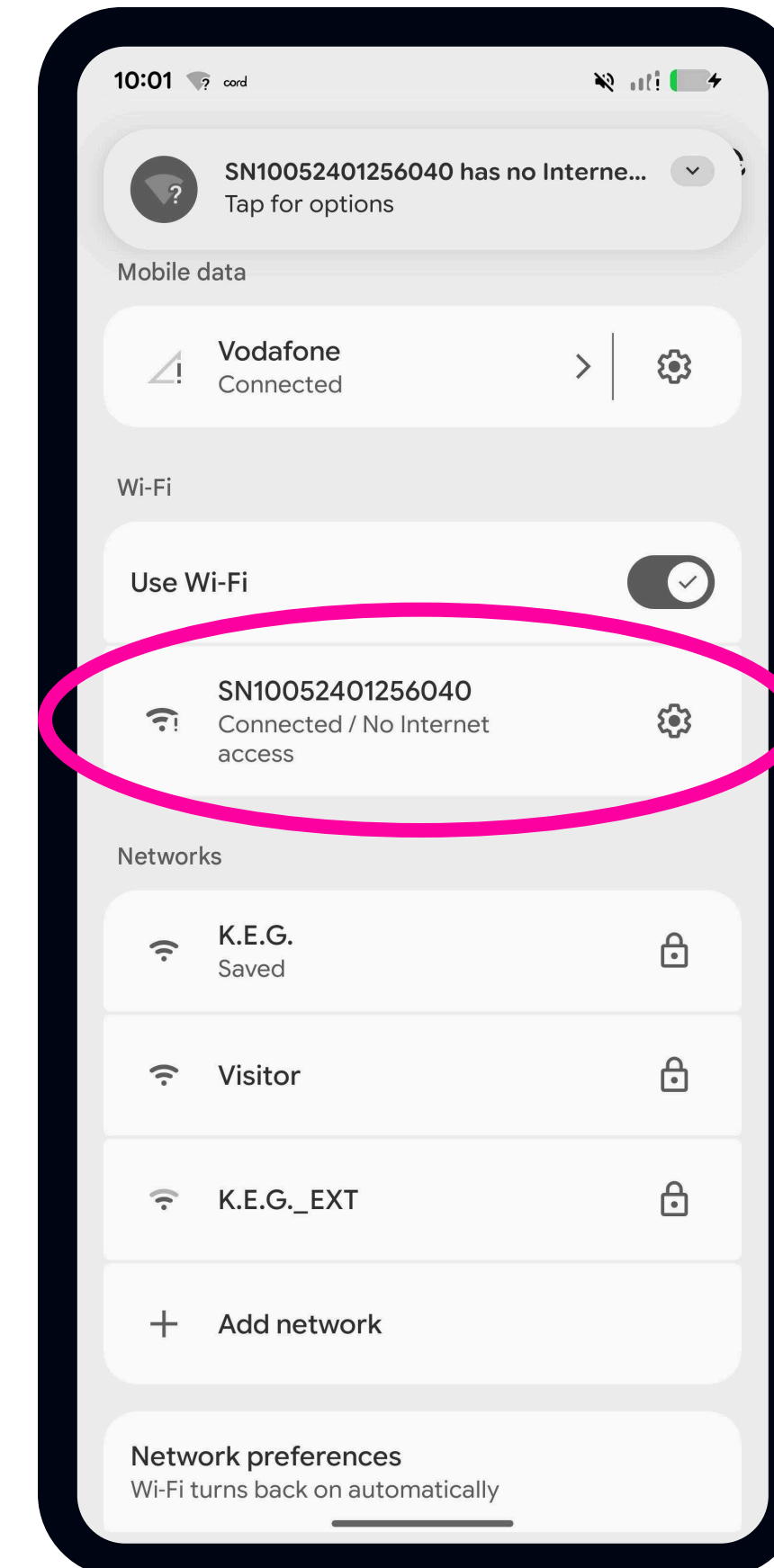
9. Connect to charger WiFi

- Go to phone Settings → WiFi
- Find charger network (matches name shown in app)
- Enter password:
 - **Cord One:** admin123
 - **Cord Zero/Lite:** Check sticker on side of charger or instruction manual
- Wait for connection confirmation

If can't connect to WiFi

- Double-check mobile data is OFF
- Verify password
- Move closer to charger

Select charger Wi-Fi



Part 1: EVChargo app setup

Connect to charger

10. Return to app and continue

- Return to EVChargo app
- Tap green "Next" button

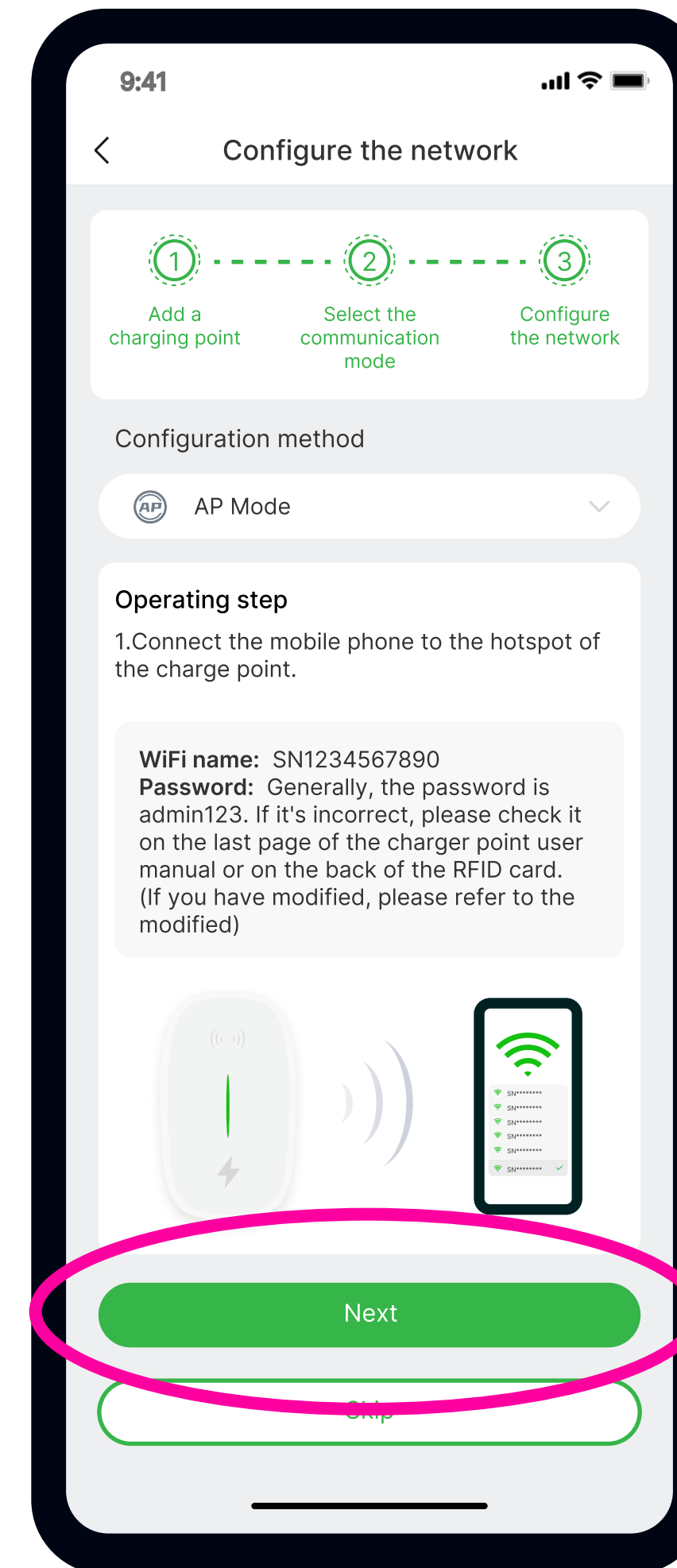
11. Enter 4-digit PIN

- Enter charger PIN code
- Find on: printed on label, side of the charger
- Tap "Sign in"

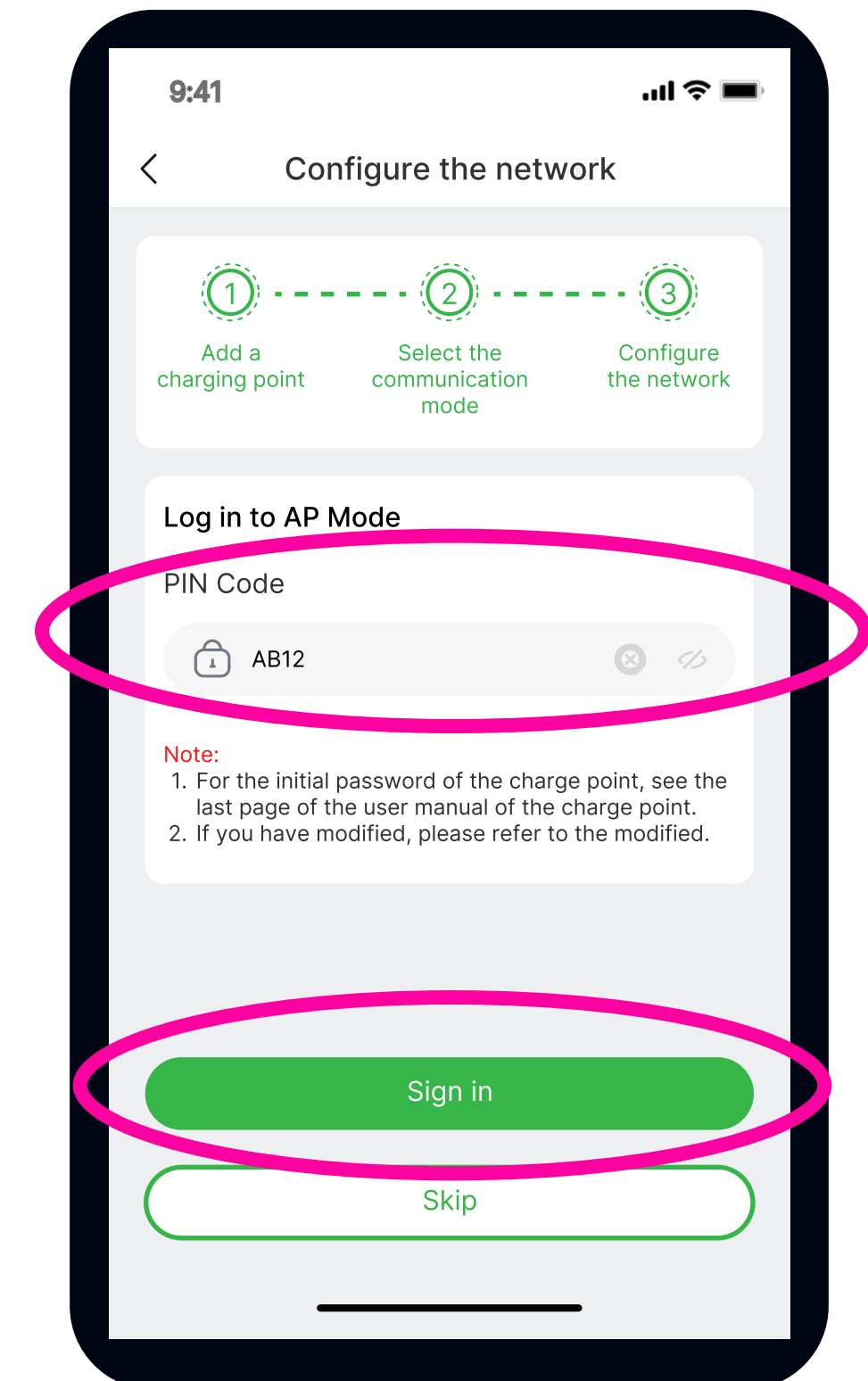
If PIN fails

- Check label on charger side for correct PIN
- Contact Cord customer support if PIN can't be found

Tap "Next"



Enter charger pin



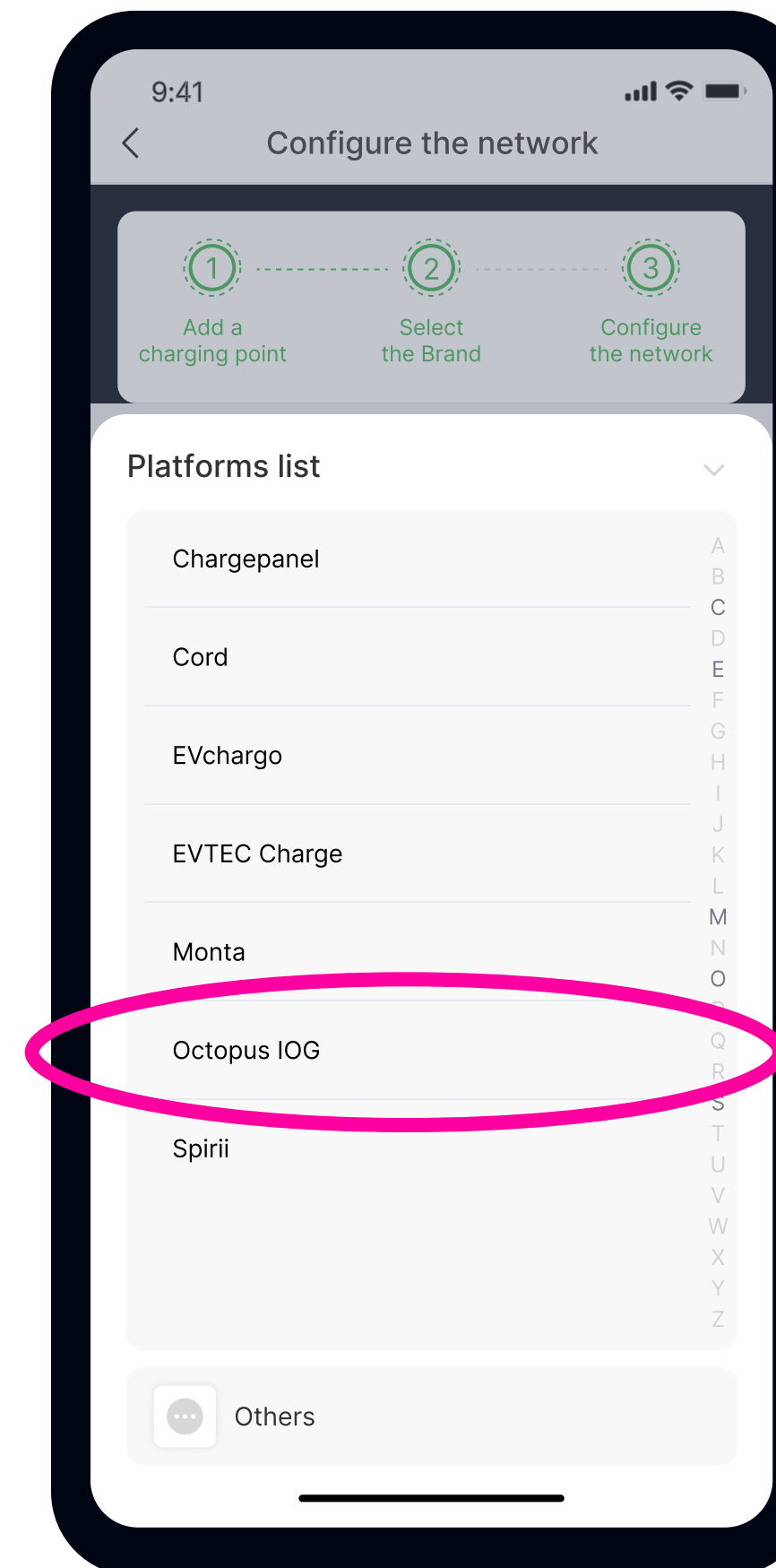
Part 1: EVChargo app setup

Configure the network

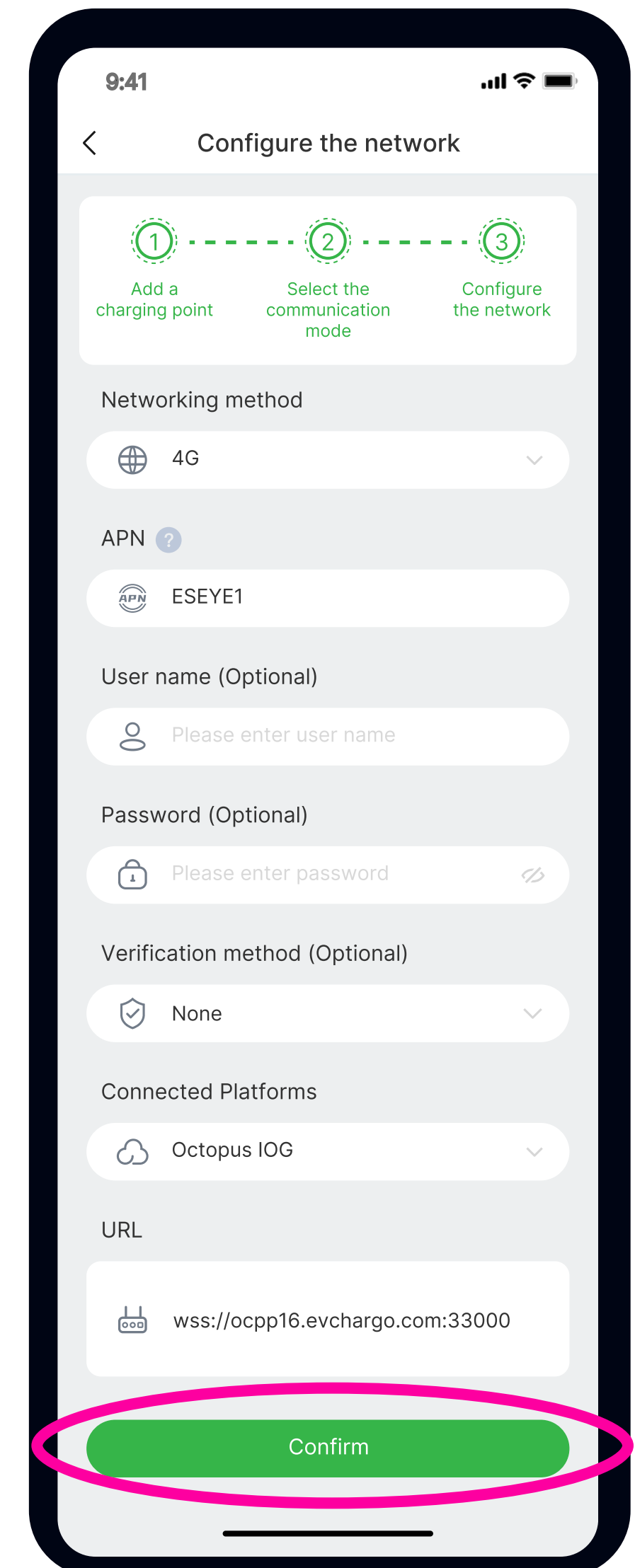
12. Select platform

- After entering your PIN, a platform list automatically appears
- Scroll down and select **Octopus IOG**
- Tap “Confirm” to continue

Select “Octopus IOG”



Select connected platforms



Part 1: EVChargo app setup

Load balancing (if appears)

This screen may appear depending on your charger model.

If it doesn't appear, skip to the next step.

13a. Turn on load balance:

- Toggle Load Balance to ON

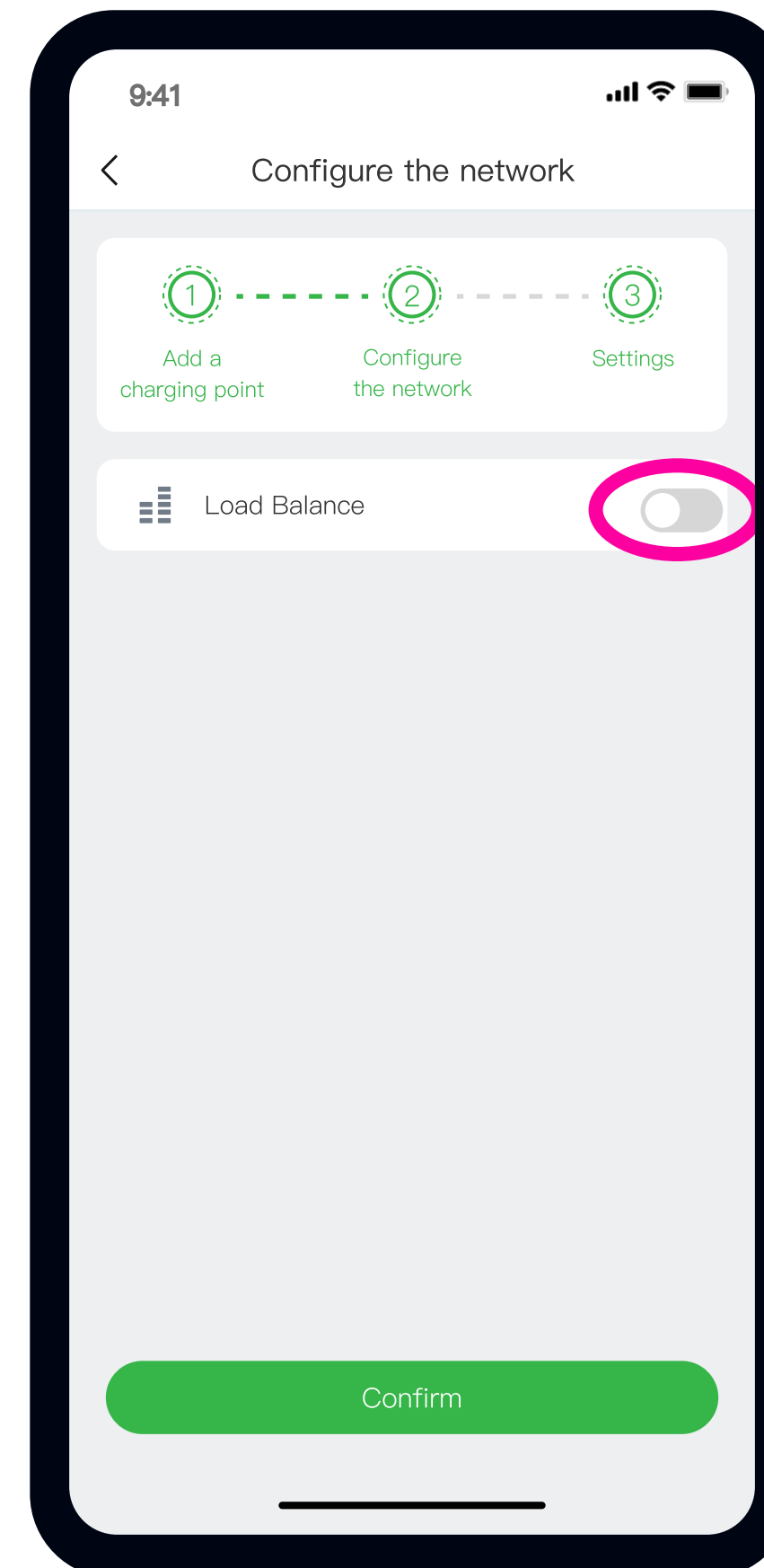
13b. Configure as follow:

- **Monitoring method:** select CT
- **Max load current:** This should show the value your installer configured. If blank or you're unsure, enter your home's main fuse rating (typically 60, 80, or 100A). If you don't know this value, contact Cord support.

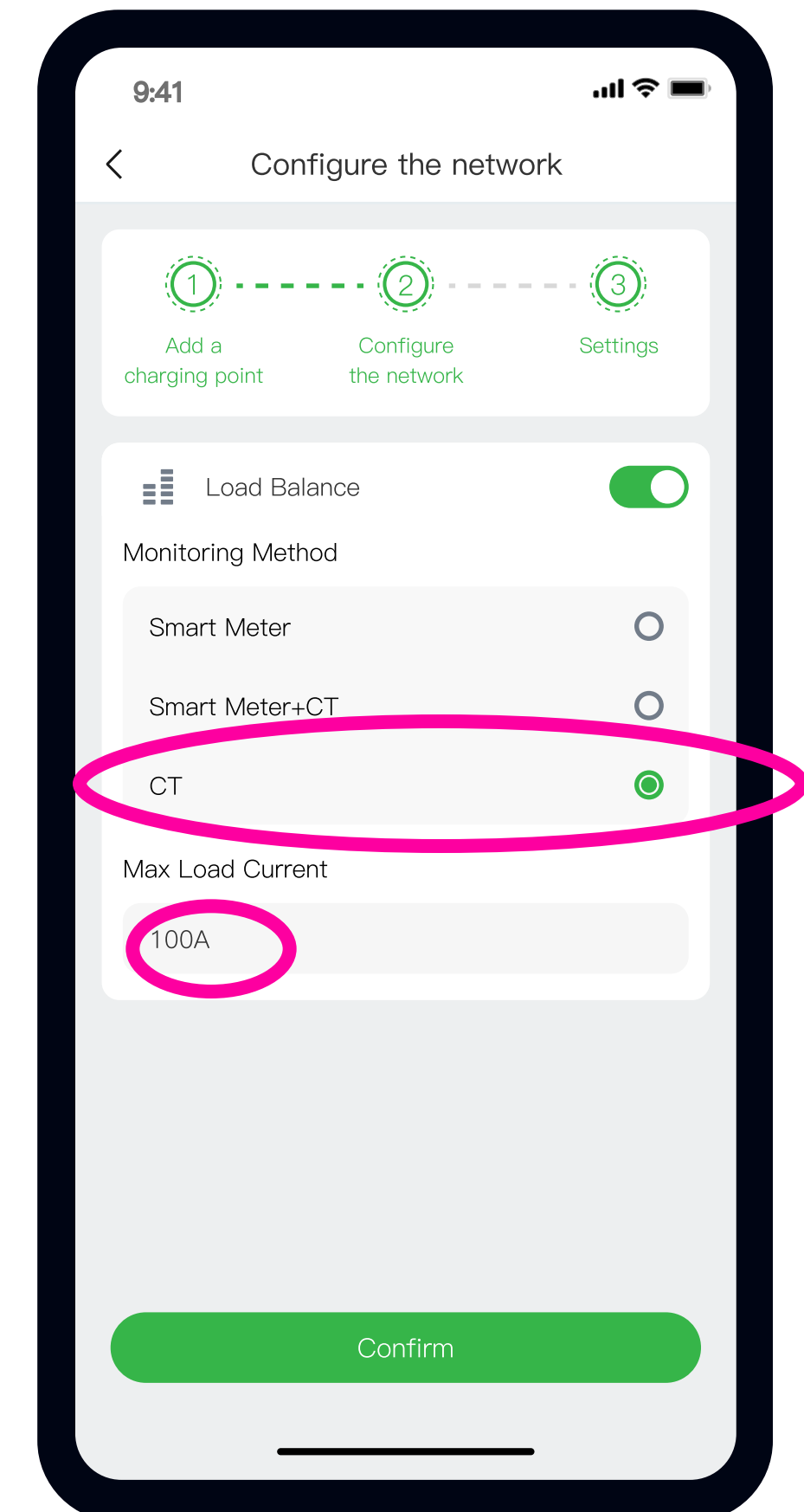
13c. Confirm settings:

- Tap green "Confirm" button

Select connected platforms



Tap "Done"



CT must be selected.

- If you select Smart Meter or Smart Meter+CT, your charger will not work correctly.

Part 1: EVChargo app setup

Complete EVChargo setup

14. Tap “Done” on confirmation screen

- Screen shows "Configuration finished"
- Tap green "Done" button

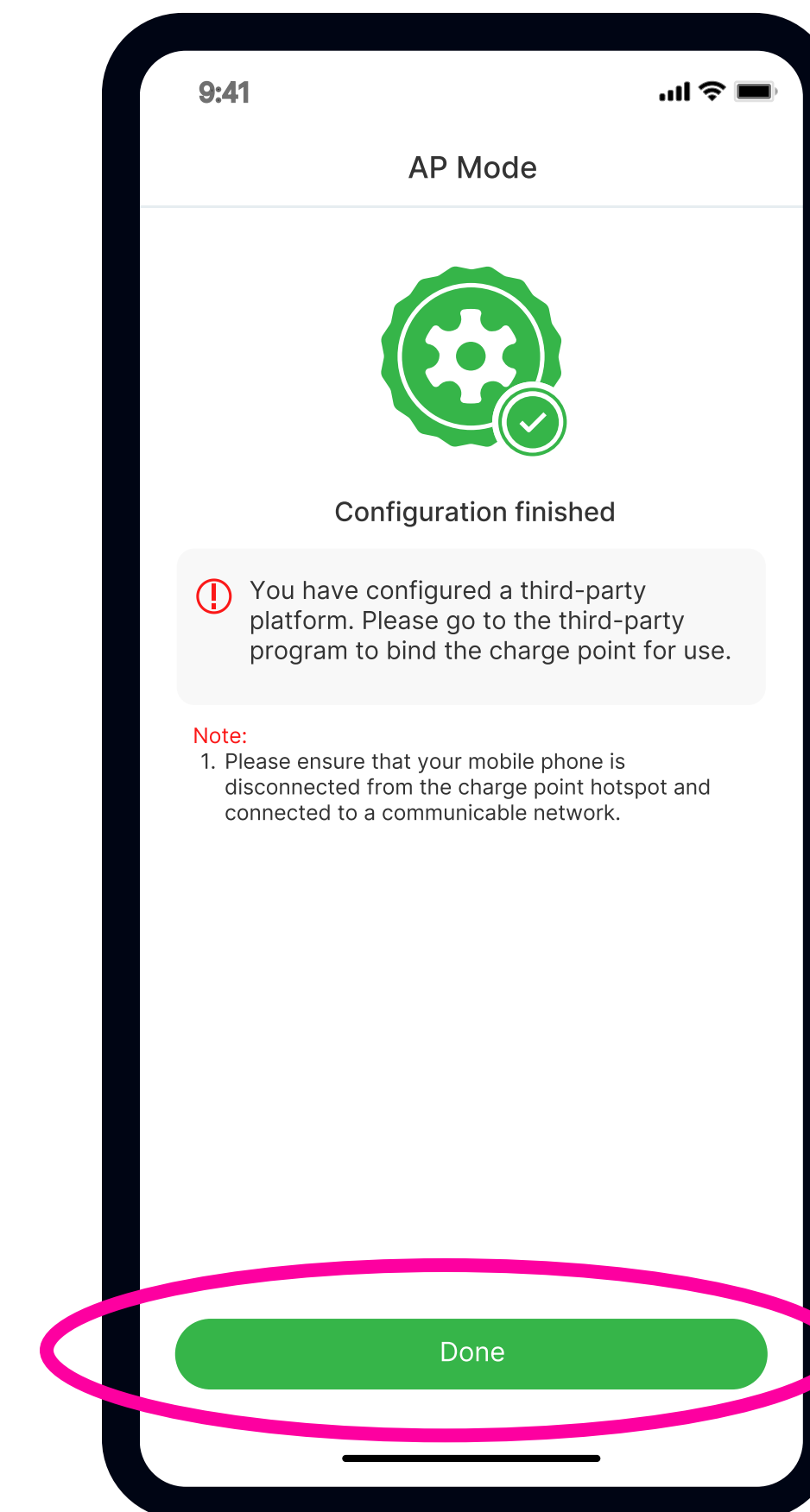
After pressing Done

- Turn mobile data back ON
- Reconnect to home WiFi

You must tap Done.

- If you close the app without tapping Done, your charger will not be registered and Octopus won't be able to find it. You'll need to repeat the setup process.

Tap “Done”



Part 2

Octopus Energy app setup

Open Octopus Energy app

- Log into your account
- Navigate to “Devices” tab at the bottom

Part 2: Octopus Energy app setup

Getting started with Octopus

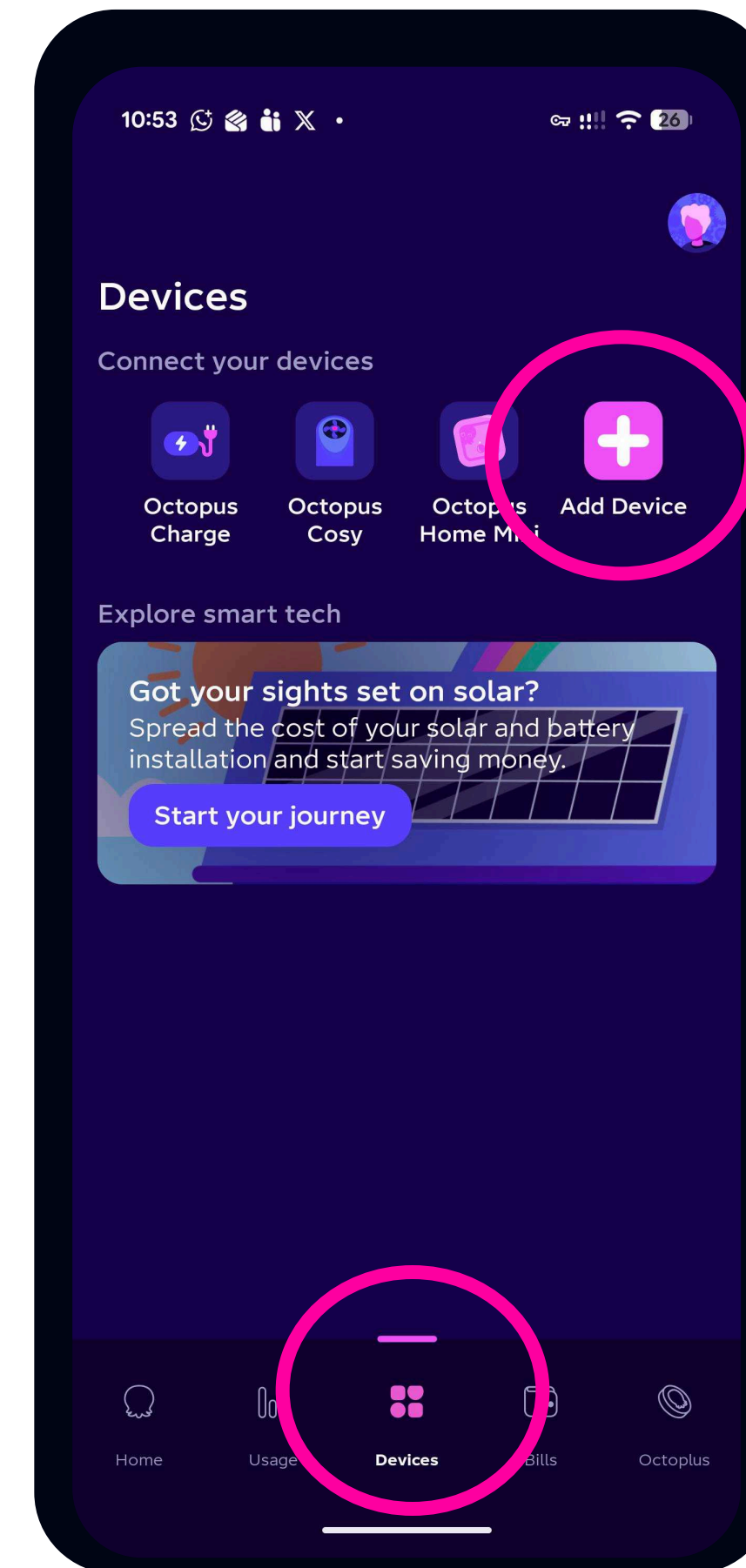
14. Navigate to Devices

- Tap "Devices" tab at bottom
- Tap pink "Add Device" button

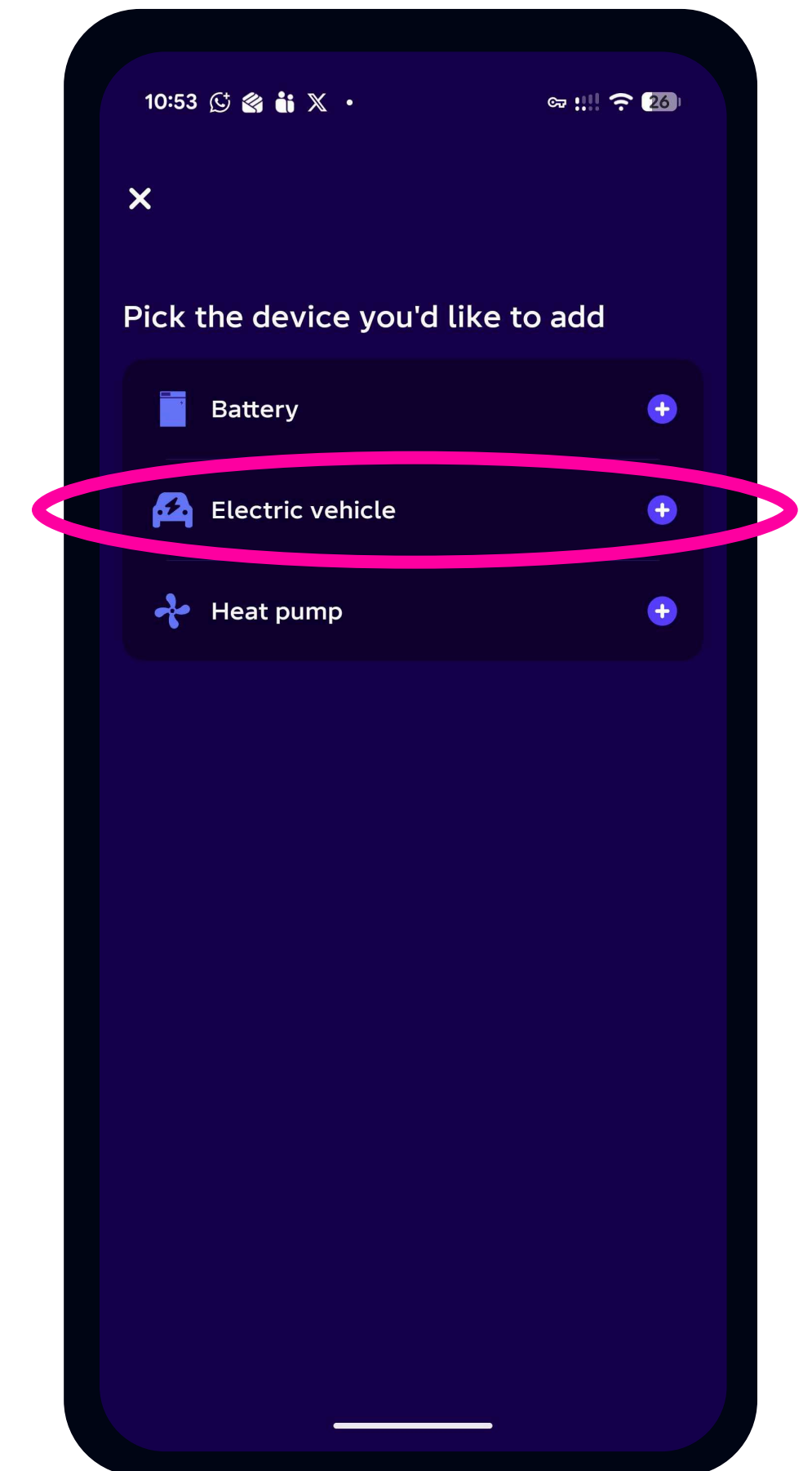
15. Choose device type

- Select "Electric vehicle"

Add device



Select "Electric vehicle"



Part 2: Octopus Energy app setup

Confirm ready and select car

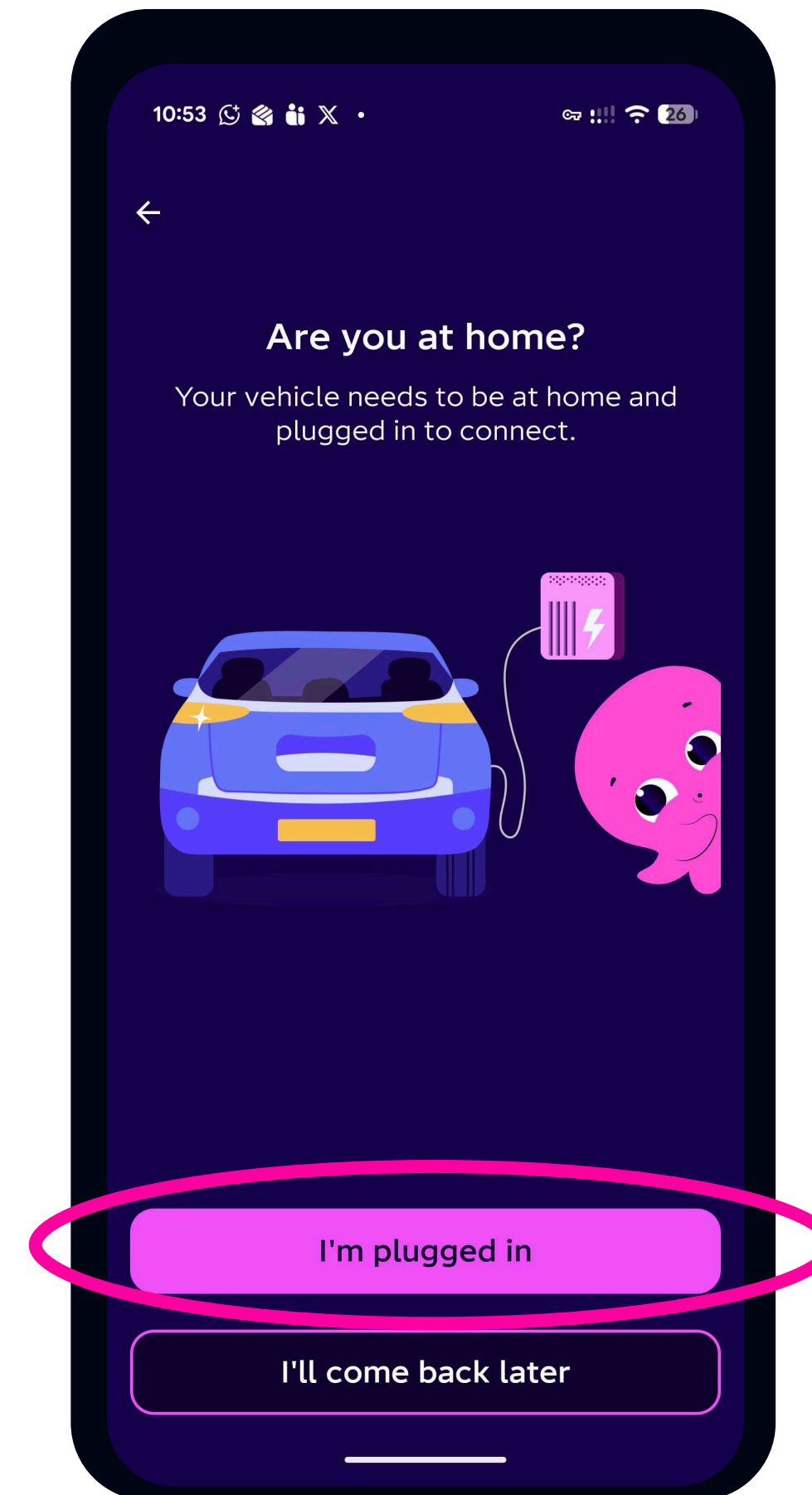
16. Are you at home?

- Plug car into Cord charger
- Tap pink "I'm plugged in"

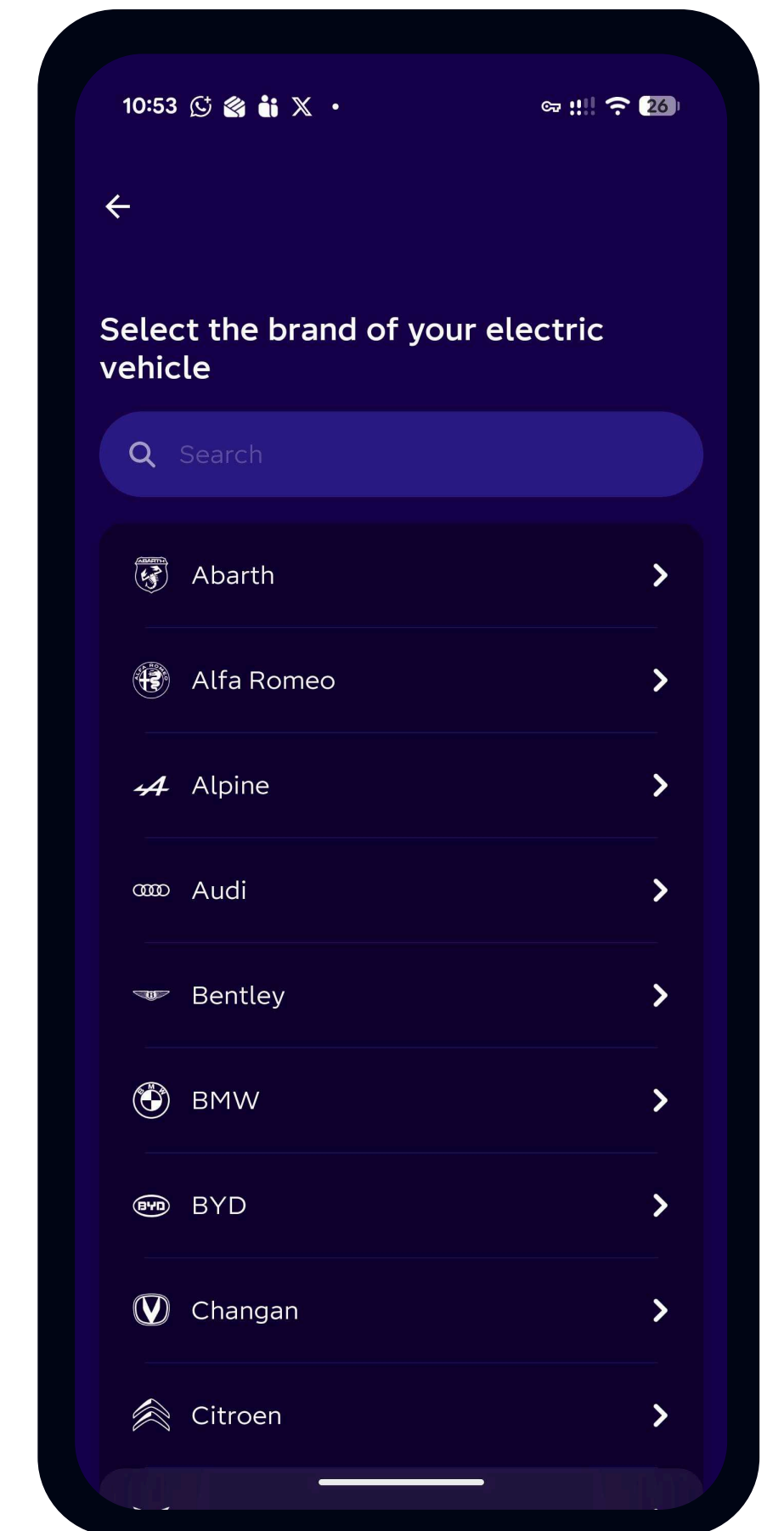
17. Choose car brand

- Search or scroll list
- Select your car manufacturer and model name

Plug in your car



Enter your electric vehicle brand



Part 2: Octopus Energy app setup

Select your charger

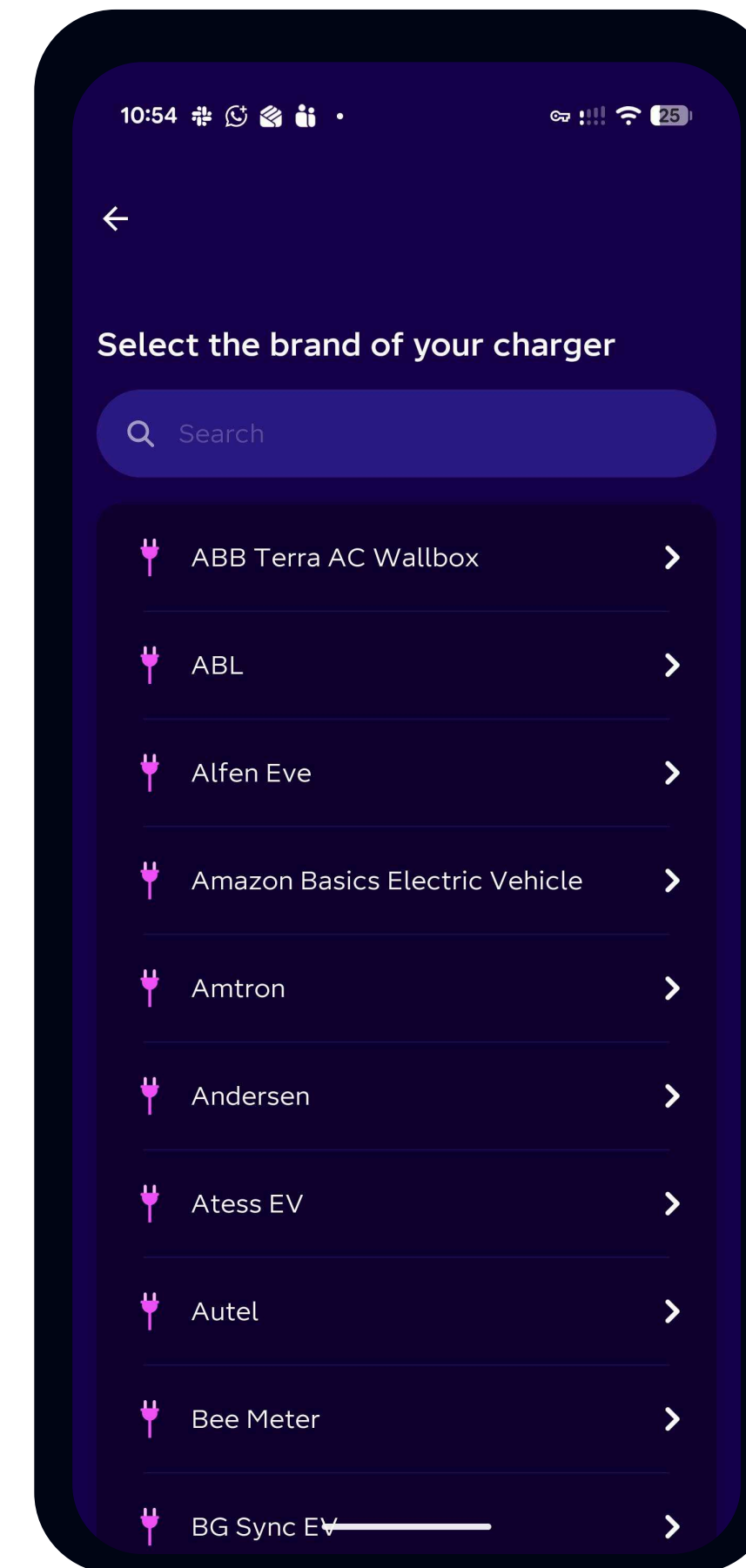
18. Choose charger brand

- Type "Cord" in search
- Tap "Cord" from results

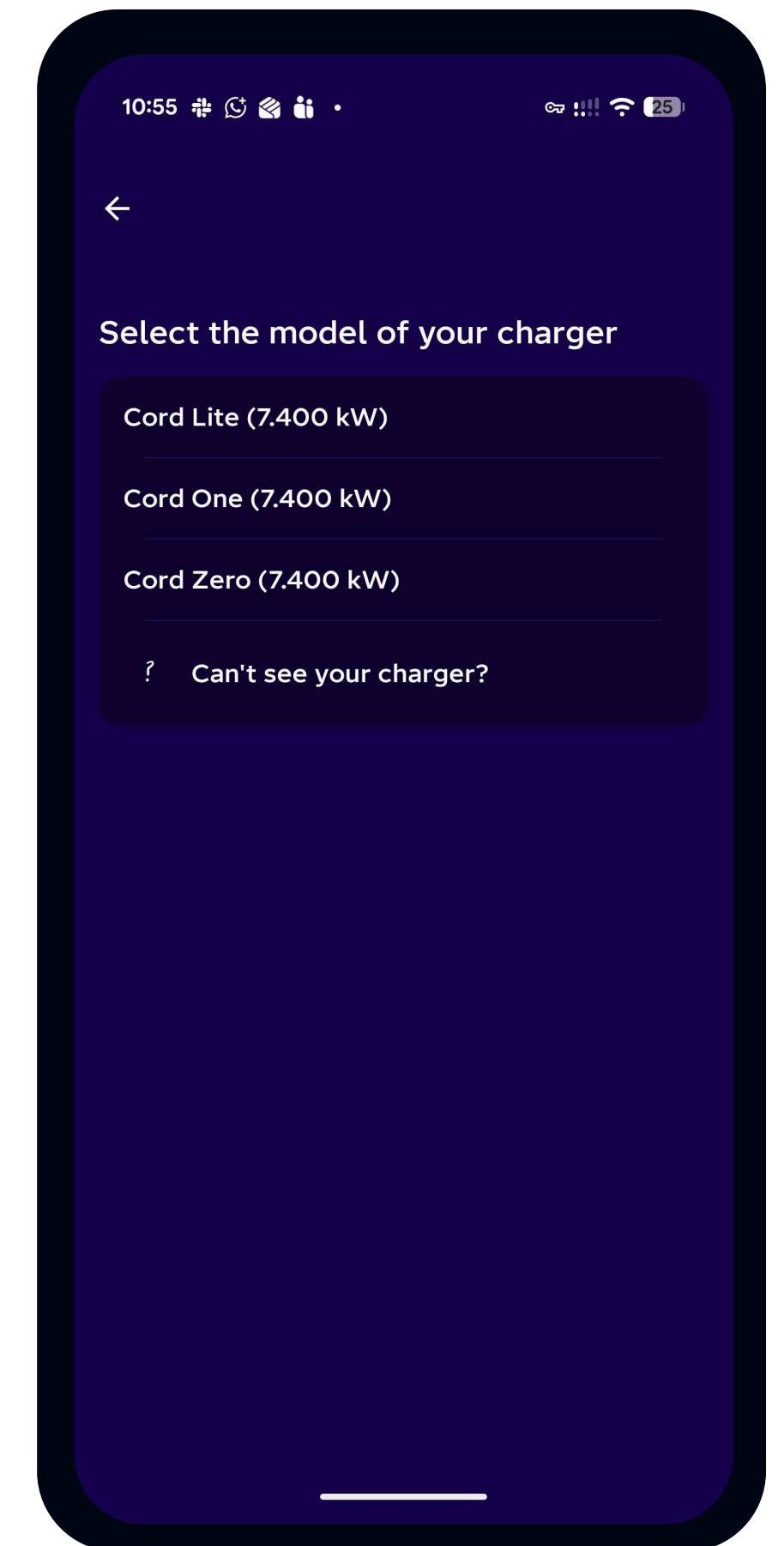
19. Choose Cord model

- Choose your Cord charger model from one of the three from the list

Choose "Cord"



Choose charger model



Part 2: Octopus Energy app setup

Connect and complete

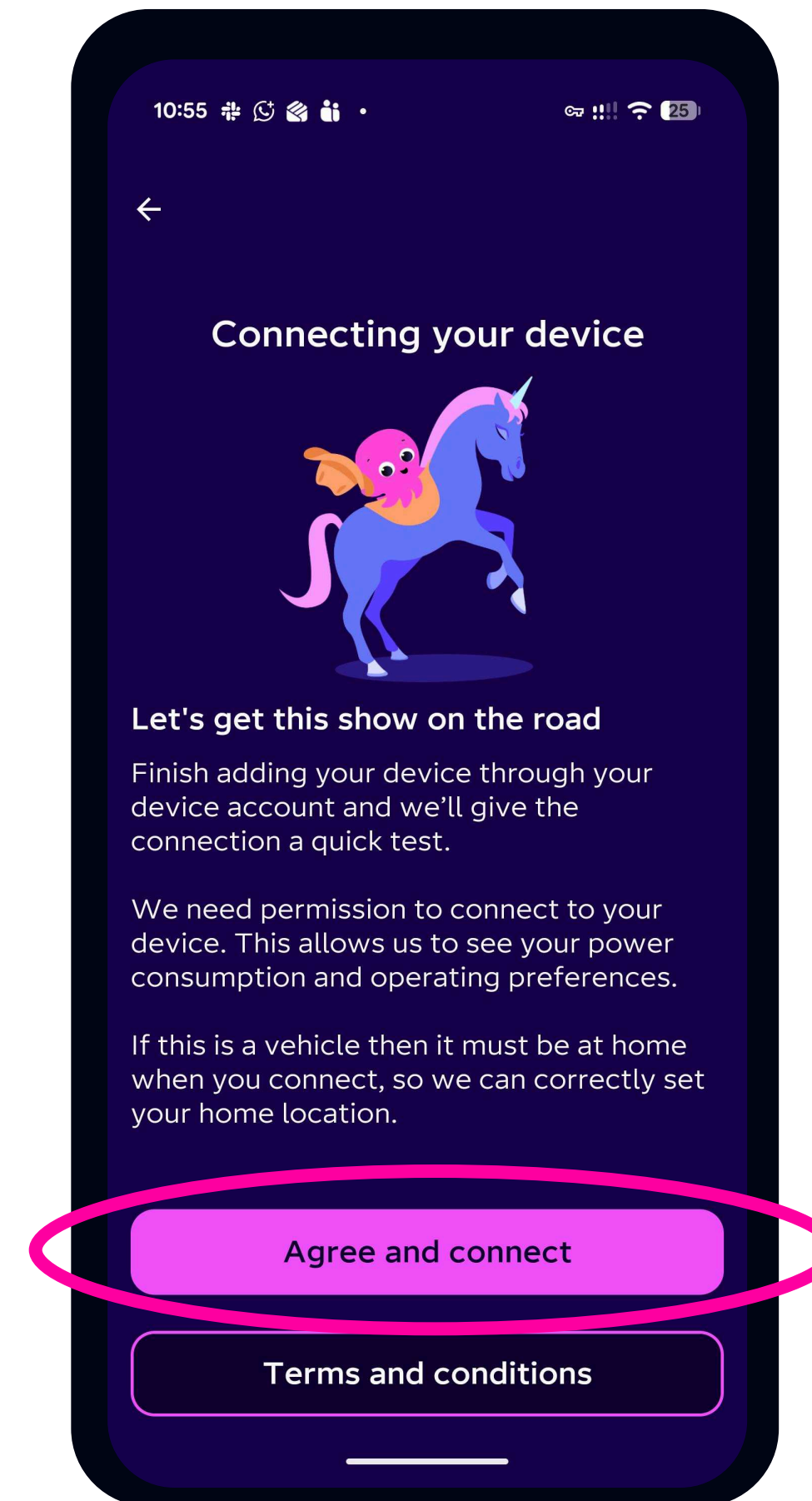
20. Grant permissions

- Read connection request
- Tap pink "Agree and connect"

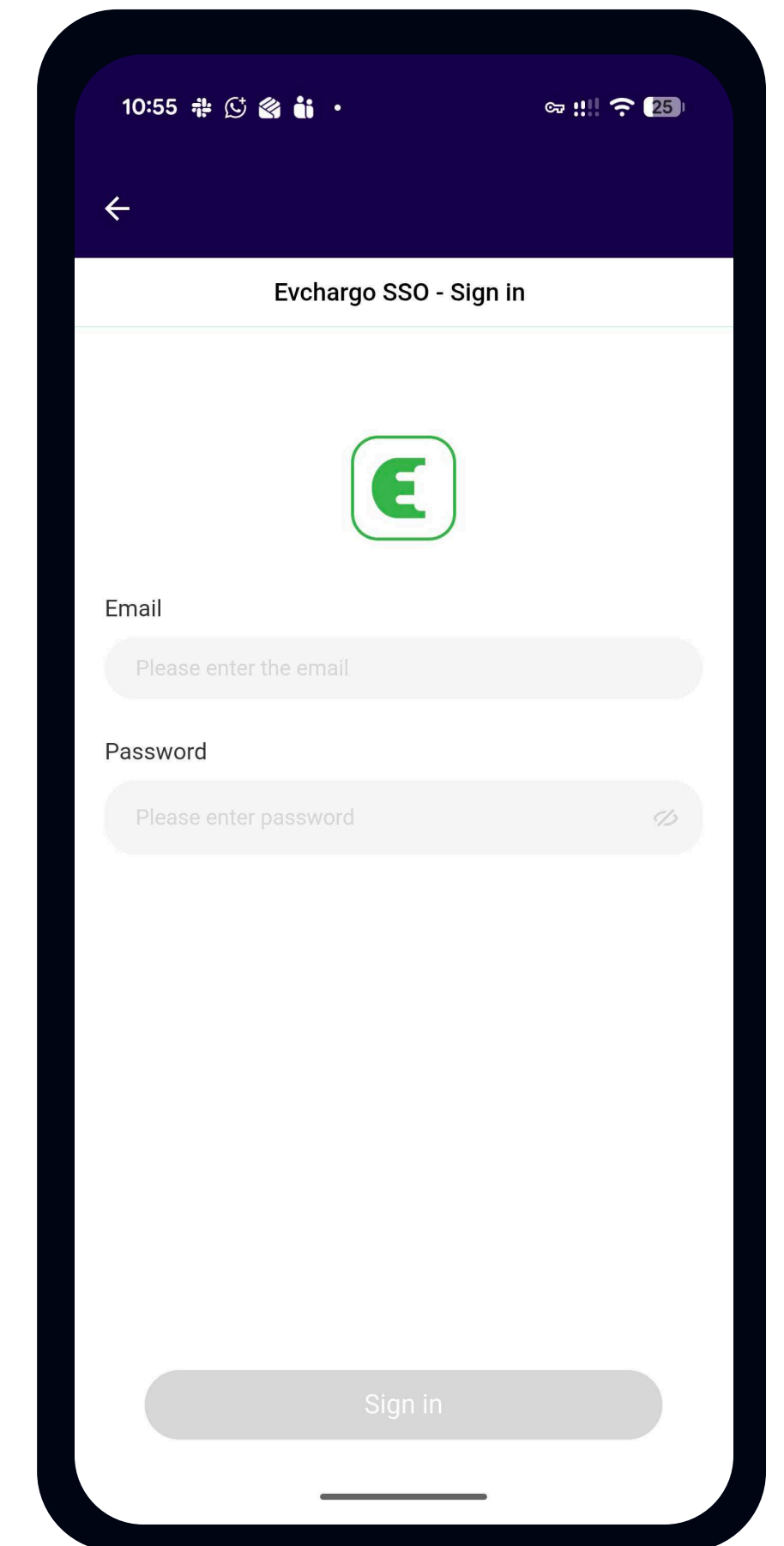
21. EVChargo login

- Enter EVChargo email
- Enter EVChargo password
- Tap "Sign in"

Agree and connect



Log into EVChargo



Part 2: Octopus Energy app setup

Connect and complete

All done!

- Your setup is complete!

You now have two options

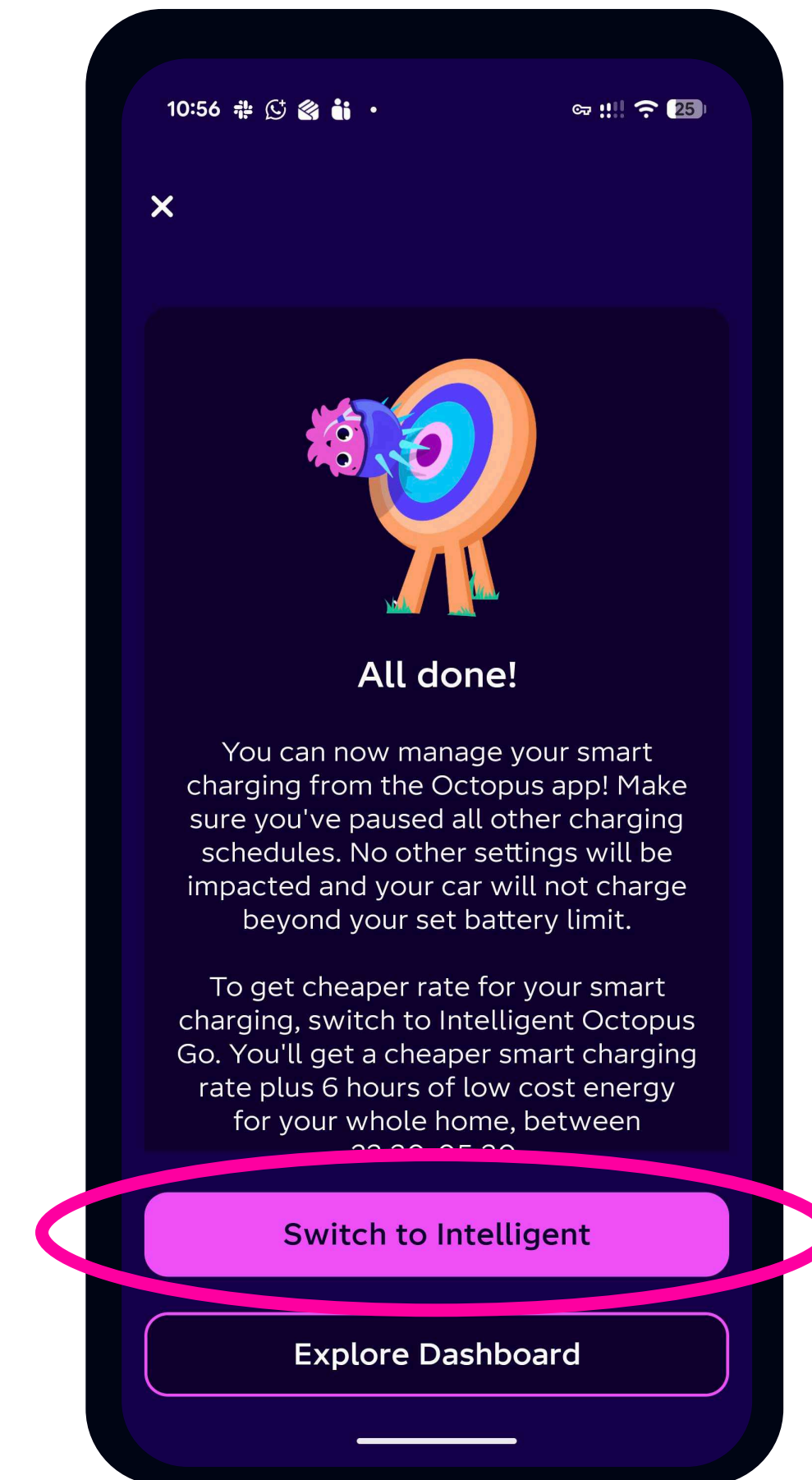
Option 1: Switch to Intelligent Octopus Go

- Smart charging at cheap rate

Option 2: Stay on current tariff

- Tap "Explore Dashboard"
- You can still:
 - Control charging remotely
 - Set charging schedules
 - Monitor energy usage
 - Switch to Intelligent later

Plug in your car





cord