

Voltaware[®]

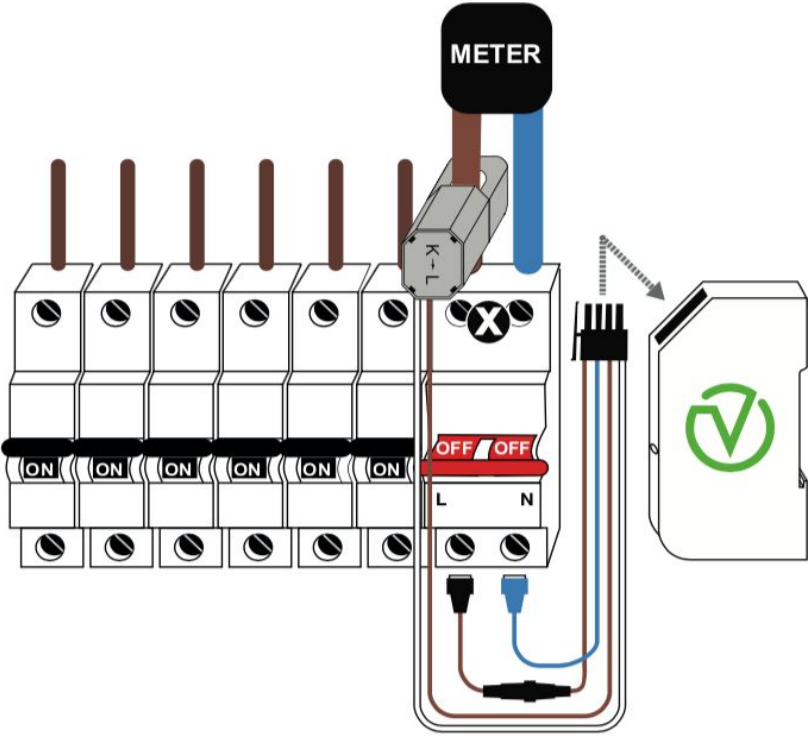
Sensor activation guide

Guide to activating your sensor using the app

Before installing and activating the sensor, you must keep in mind that the sensor needs to be installed by a **certified electrician**.



Please make sure the sensor is correctly installed and **emits a blue light.**



To activate the sensor through the app, follow these steps:

1

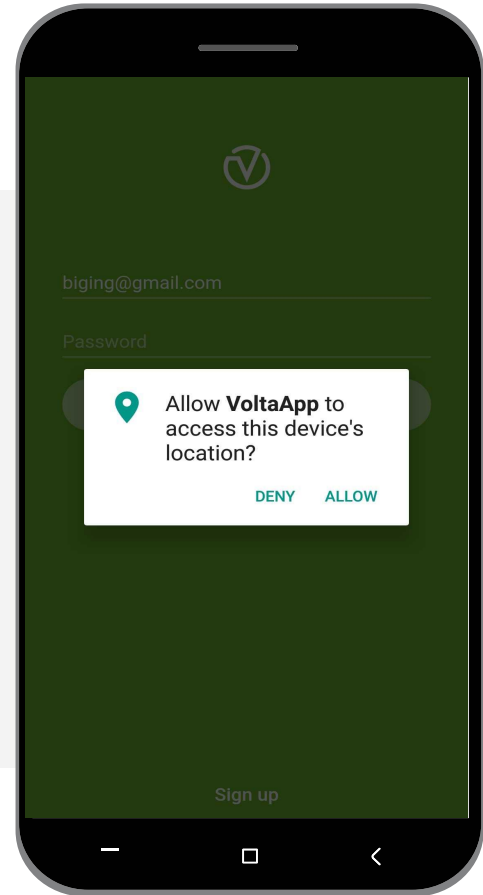
Download the “Voltaware Home” app from The App Store or The Google play store.

2

Open the “Voltaware Home” app.

3

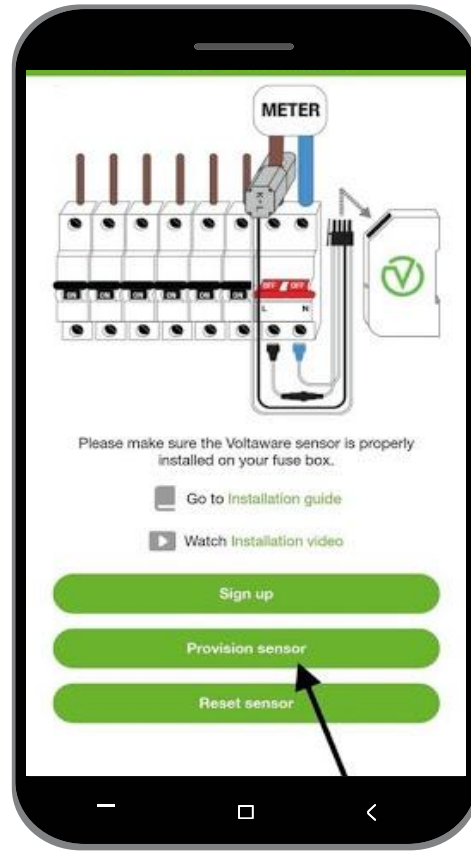
You will then be asked to “Allow” the VoltaApp to access your device’s location (this is necessary to activate the sensor).





4

Click on “*Sign up*”.

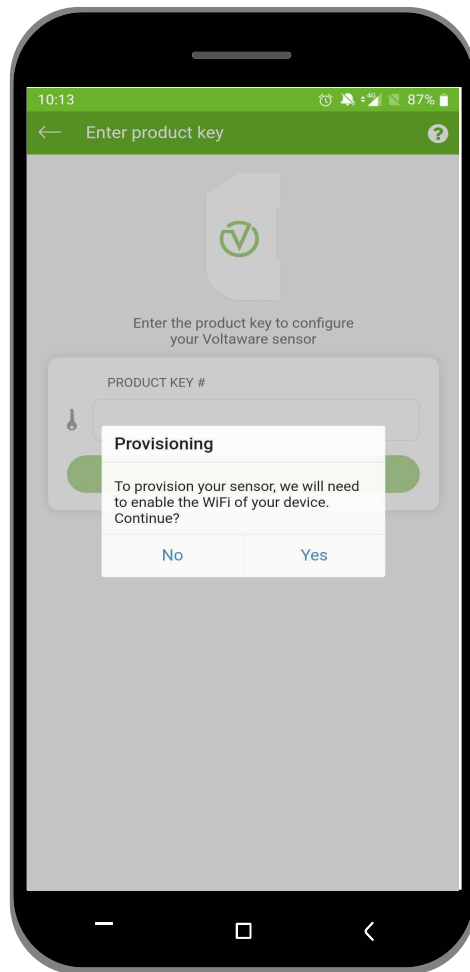


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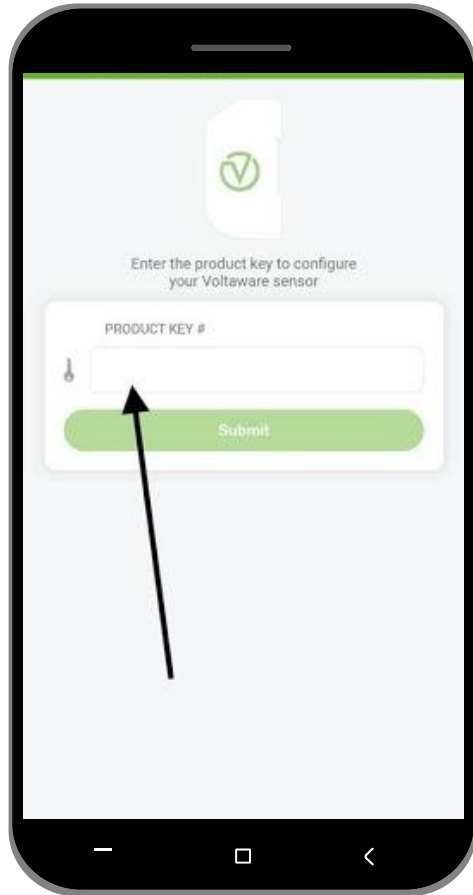
Click on “*Provision sensor*”.

6

If you have not activated your Wi-Fi, you will need to do it to provision your sensor.

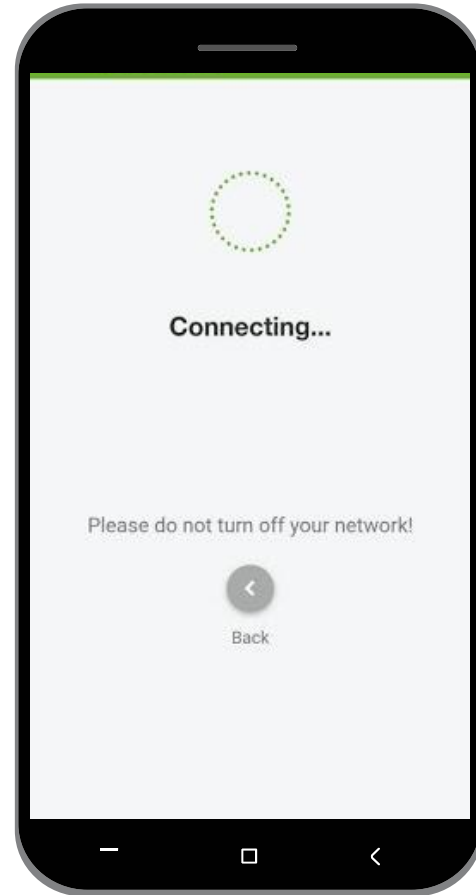


Your mobile phone will **automatically connect to VOLTA_XXXX**



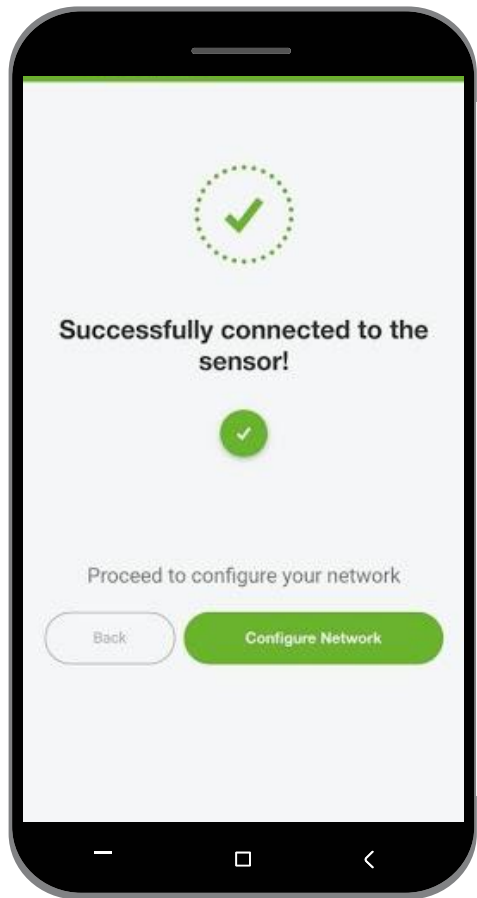
7

Insert your product key (you can find this on your smart cable box or on the sensor case).



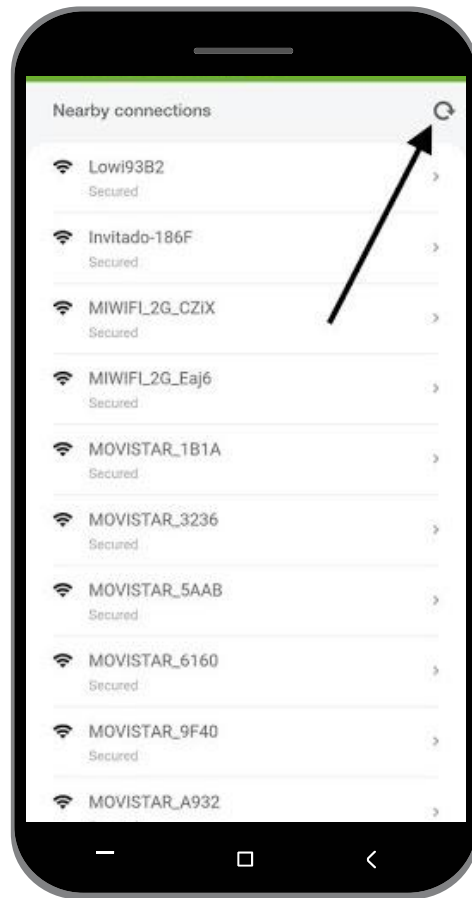
8

The app will verify the proximity, availability and status of your sensor. Please be patient.



9

After verifying the sensor status, you can click on "Configure network".

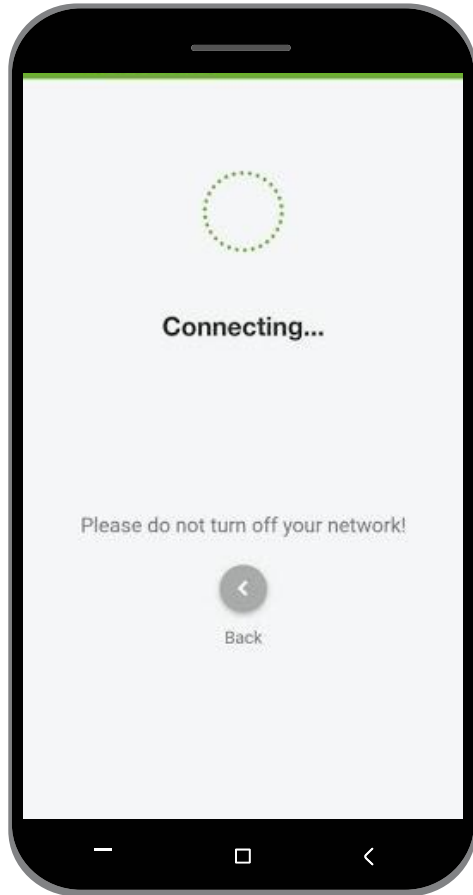


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Find your Wi-Fi network and select it. If you don't see it, click on the refresh button.

11

Input your network password and click on *“Connect now”*.

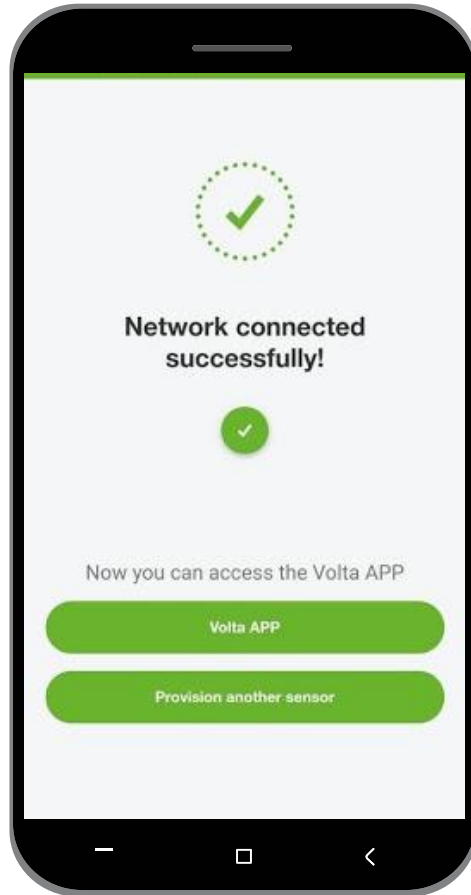


12

The sensor will try to connect to the selected network- this may take up to a minute.

13

After successfully connecting the sensor to the network, the sensor light should be green.



14

You can sign up and login to the Volta app or provision another sensor.

You have successfully
set up your sensor!

If you have any problems during the
process, please consult the
troubleshooting section below.

You can also refer to our customer
support page:

<https://voltaware.com/support>



Troubleshooting

1. **Installation & Setup**
2. **Sensor**
3. **Mobile App**

1. Installation & Setup

What do the lights on the sensor mean?

- Blue - Not provisioned
- Blinking Yellow - Attempting to connect to Wi-Fi
- Magenta - Connected to Wi-Fi but no server connection
- Green - Connected to Wi-Fi and server

How close to my router does the sensor need to be?

The router needs to be close enough for the sensor to be able to stay online. You can check the signal strength with your phone to determine whether the distance is sufficient.

Where can I find my sensor's product key?

The product key consists of the 4 digits of your sensor ID and the last 4 digits of your MAC address.

You can find both on the sticker that is on your sensor. If you need help in with your product key contact support@voltage.com with your sensor ID.

What if I move to a new house?

When moving the sensor from one fuse box to another, you simply need to reset your sensor to provisioning and repeat the process. Please update your Property Profile information if you do so.

1. Installation & Setup

After powering the device on, the LED stays in yellow blinking mode and doesn't connect to the WiFi access point.

This shows that the device is already provisioned to a WiFi access point. After the device is powered on, it tries to connect to the last saved provisioned WiFi access point.

If the device has been in this mode for a long time, it shows that the WiFi connection can not be established due to a weak WiFi signal coverage or because the WiFi password has been changed. You can connect to the device's internal access point (VOLTA_X) in order to reset the provisioned WiFi access point.

The device is connected to the WiFi access point successful but the LED is magenta.

This state indicates that the WiFi connection is established, but that Voltaware servers are not accessible. Most of the time, this is due to an issue with the internet connection, either because a router is blocking the traffic for the device or because the internet connection needs a login form to be filled.

For the first case (the router blocking the traffic), add an exception to the firewall for the device MAC address. For the second case (login form required), the network should be manually configured to allow the device connection without the need to fill out any login form.

1. Installation & Setup

The device is working correctly and the LED is green. I want to change the provisioned WiFi access point to another router, but I can not connect to the internal WiFi access point of the device because it is not available.

After five minutes of successful connection to Voltaware servers, the device turns off its internal WiFi access point due to security reasons and also to keep the WiFi frequency free for other access points. There are two ways to start the internal access point again:

1. If you know the IP address of the device in the network, you can open the internal web server by opening its IP address in the browser when you are connected to the same network. Thereafter, you can reset the provisioning via the *“Advanced”* tab
2. In case you don't have access to the network that the device is provisioned to, the device should be restarted by powering it off and on.

Is there any other way to test the device functionality before connecting it to the main WiFi access point?

You can use your mobile phone hotspot as a portable WiFi access point to check if the device is working correctly. Keep in mind that the mobile data should be active for the device to be able to connect to the internet. The device needs to be provisioned to the hotspot according to the installation manual.

2. Sensor

What's the difference between single-phase and 3-phase sensors?

Depending on the country you are located in and the place you want to install your sensor, you may have either a single-phase electrical installation or a 3-phase electricity installation.

Please consult an electrician if you are unsure of your installation, so that we are able to best advise you on what sensor to install. We have both a single-phase sensor equipped with a 30A clamp and a 3-phase sensor equipped with three 100A clamps.

If you have any doubts about this, you can send us an email to support@voltage.com and we will be happy to assist you.

Do I need to tell my energy provider about installing the sensor?

Since our sensor is non-intrusive, you don't need to inform your energy provider about the installation.

How much power does the sensor consume?

The sensor consumes an insignificant 1W.

2. Sensor

What should I do if I have received a damaged sensor (cable torn and/or sensor broken)?

If you are unsure about the integrity of the sensor you have received, please send us an email to support@voltaware.com with the sensor ID and some pictures so that we can assist you.

If my connection is down, will my sensor go back online automatically when the internet is back?

When the connection is down, your sensor will attempt to connect to internet on a regular basis until the connection has been reestablished. If the connection is down for a very long time, your sensor will try to reconnect less frequently.

However, you don't have to worry as our sensor continues to work as a meter while the connection is off, and your total consumption will be updated once the connection has been retrieved.

3. Mobile App

How many sensors can I see in my account?

In the app, you can see one sensor per account/email. However, only one sensor is necessary to see the entire consumption of your house.

When will I start seeing my electricity usage?

You can start seeing your Live consumption immediately upon installation. For the Day/Month disaggregation you should wait for midnight as that is the time when we upload/update the data for the previous day.

Why do I see “Sensor already activated/Invalid product key” messages being displayed during the sign-up process?

Please double check that you are entering the correct information, if you are sure this is the case, please send us an email to support@voltaware.com explaining your problem with your sensor ID and we will be happy to help you.

How often does the data update?

The data shown in the app is updated every time the sensor detects an event such as a power surge or draw.

3. Mobile App

How do you estimate my energy costs? Why is it different from what is shown on my electricity bill?

An energy meter is embedded in the sensor and the energy metering is stored in our database at least every 2 minutes. Then, we compute the energy cost by applying the tariff registered to this consumption.

If the cost difference is larger than 1% between your bill and Voltaware energy cost, this either means that the meter has a problem, that the Voltaware sensor has a problem or that the tariff registered is not correct.

Why am I not seeing live disaggregation in the app?

At the moment, we send our users a monthly disaggregated bill and display in the app their consumption patterns without appliance disaggregation.

Is it compatible with smart home applications?

Yes, it works with Amazon Alexa, Google Home, and Samsung Smart things. There are a list of questions for Amazon Alexa available at <https://voltaware.com/support>.