

Voltaware[®]

Voltaware App User Guide



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Getting Started

Introduction

The Voltaware Mobile app allows you to streamline their energy use in real-time and generate AI-driven energy insights down to the appliance level. It will help you take command of your energy use, reduce your carbon footprint and get on top of your electricity bill. Using the Volta app, you will be able to:

- Monitor the live power in your property to see if your house is busy or not
- Monitor your aggregated and disaggregated consumption down to an appliance level on a daily or monthly basis
- Set up multiple alerts to track your energy usage
- Monitor individual appliances
- Track your cost and consumption on a a daily or monthly basis
- Access your monthly reports
- Compare your consumption with peers

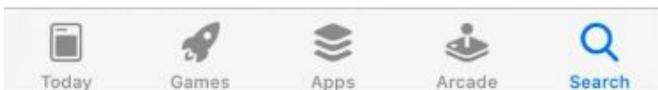
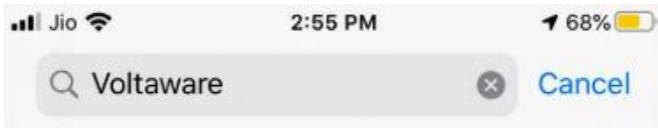
Compatibility

To use Voltaware, you need to have an Android smartphone with the 4.4 version or later or an iOS smartphone with iOS 10 version or later. Please note that the app is not optimised for tablets.

Getting Started

Installation

Search for 'Voltaware Home' in the **App Store** or **Play Store** in order to install the Voltaware app.



Voltaware Home
Voltaware Ltd

3.4 ★
22 reviews

7.7 MB

3+
Rated for 3+ Ⓞ

1K+
Downloads



About this app →

Voltaware Home Energy Monitoring

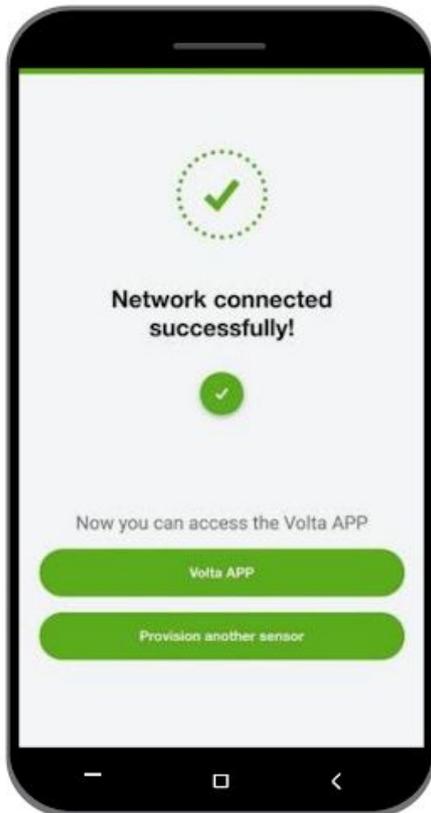
Tools

Ratings and reviews ⓘ →

Getting Started

First steps

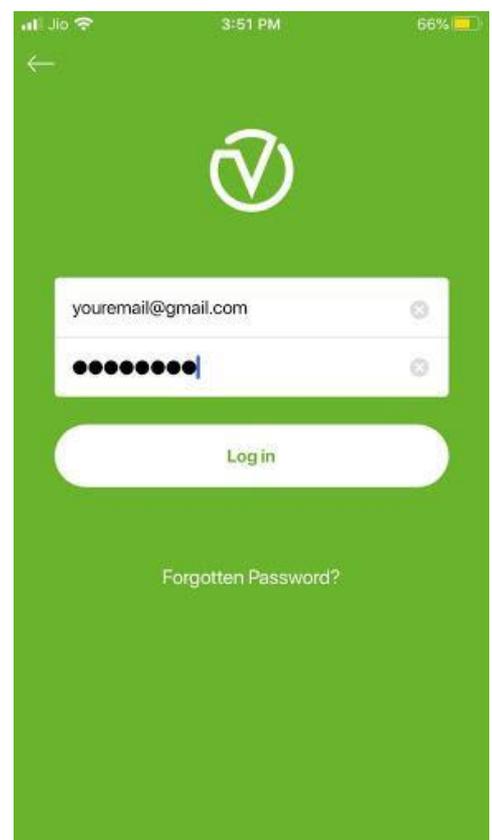
Before signing up on the app, you need to:



- Make sure the sensor is correctly installed and emits a green light ([more info here](#)).
- Pair the sensor with your Wi-Fi to activate the mobile app ([more info here](#)).

Login

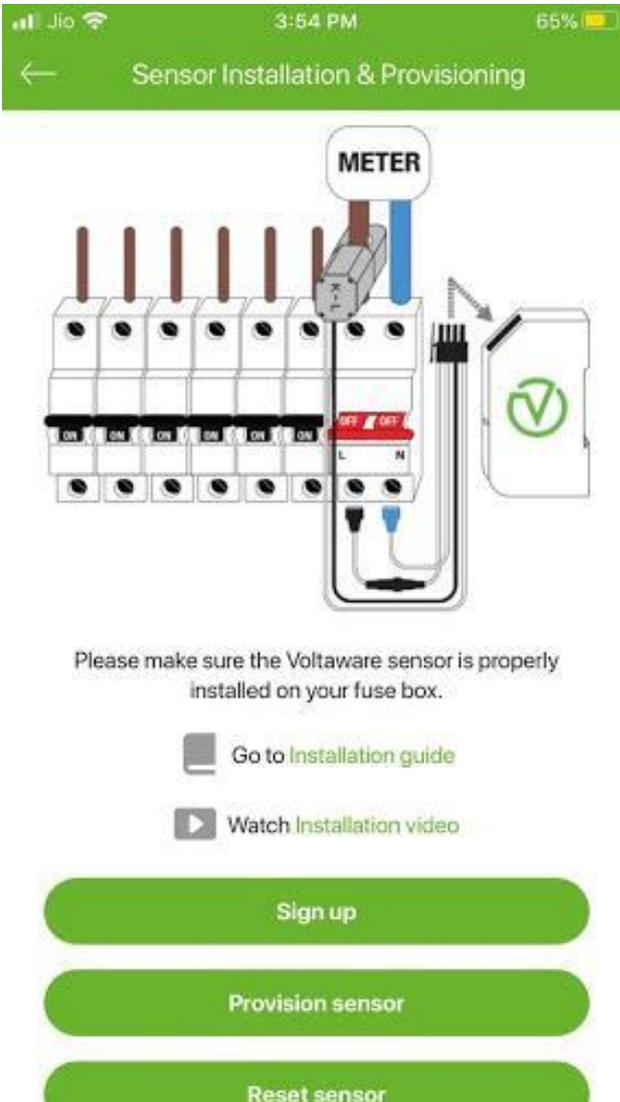
If you already signed up for the latest version of the mobile app, click on login and enter your registered email address + password to access your account. If you are a new user, click the Sign Up button to complete the process.



Getting Started

Sign up

At the Sensor Installation & Provisioning page, if you have already provisioned your sensor and it is emitting a green light, select the Sign up button. Insert your product key which is printed on your sensor and on its package and click on the Submit button.



3:54 PM 65%

Sensor Installation & Provisioning

METER

Please make sure the Voltaware sensor is properly installed on your fuse box.

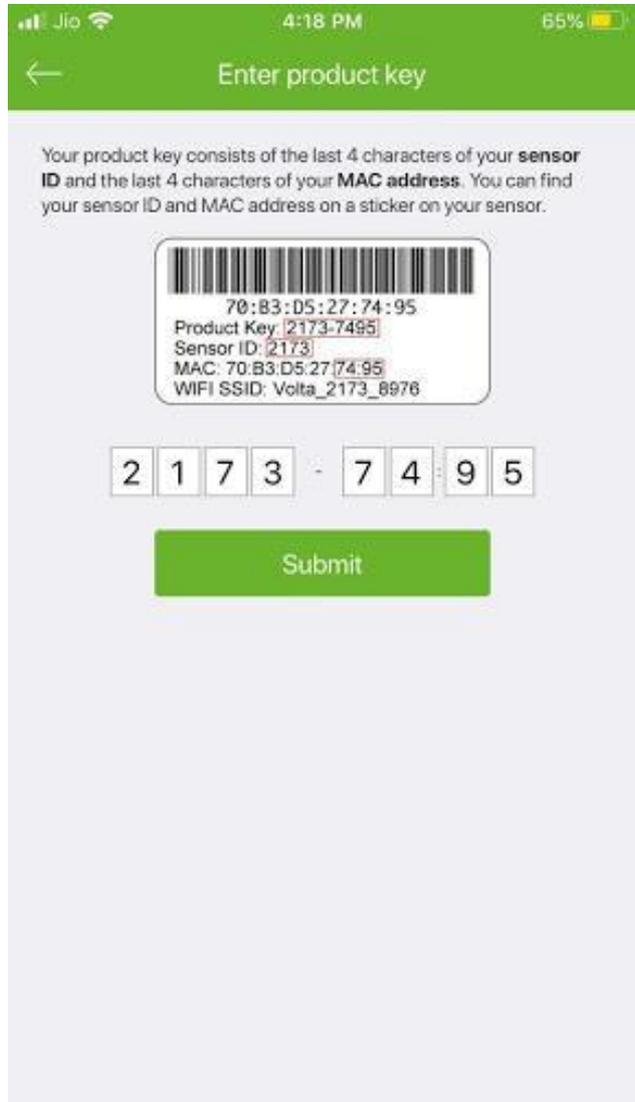
[Go to Installation guide](#)

[Watch Installation video](#)

Sign up

Provision sensor

Reset sensor



4:18 PM 65%

Enter product key

Your product key consists of the last 4 characters of your **sensor ID** and the last 4 characters of your **MAC address**. You can find your sensor ID and MAC address on a sticker on your sensor.



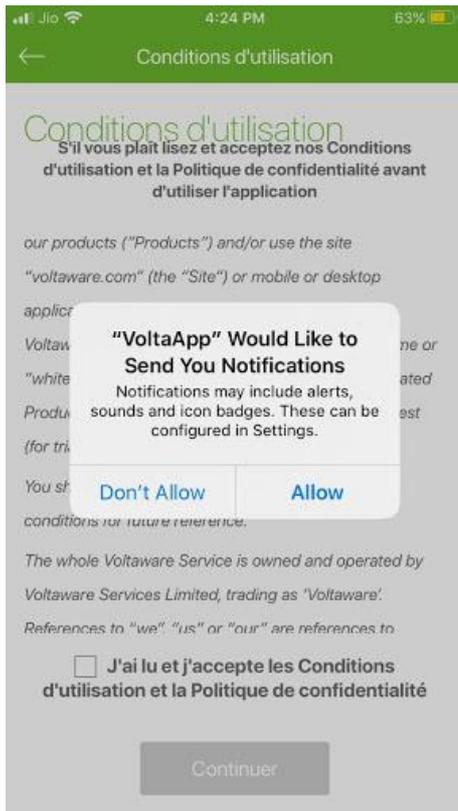
70:83:D5:27:74:95
Product Key: 2173-7495
Sensor ID: 2173
MAC: 70:83:D5:27:74:95
WIFI SSID: Volta_2173_8976

2 1 7 3 - 7 4 9 5

Submit

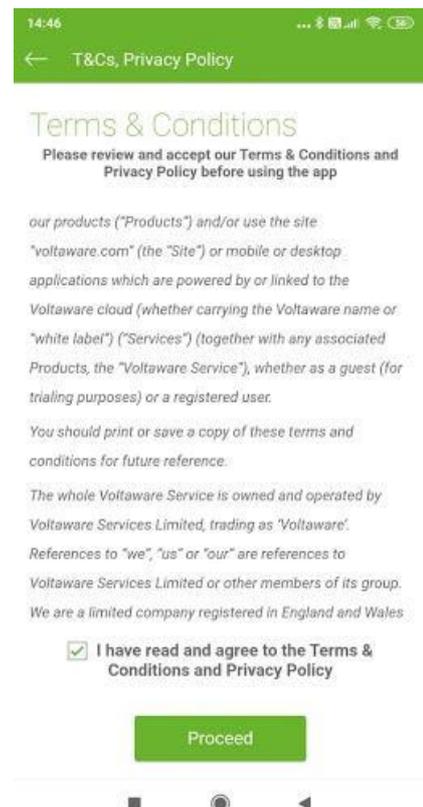
Getting Started

Sign up



You will be asked to give permission to send push-on notifications for alerts. Please select the Allow button if you wish to receive these notifications.

Read and accept the Terms & Conditions by ticking the checkbox to finish the sign up process.



Configuring your account

It's mandatory to configure your account after the initial sign up, as it will help us to provide you with the best results. You need to update the following four sections.

- Property details and list of appliances
- Energy provider details
- Privacy settings
- Personal details



We will now configure your account in a few quick steps

Confirm

You need to click on Confirm



Configuring your account

Property profile

Select your property type and update all the requested information (home size, number of people living, number of bedrooms, etc...). This step is very important for Voltaware as it will help our team optimise your disaggregation results.

Click on Next once you have completed these steps.

14:46

← Property Profile

Where is your Voltaware sensor installed?

Home

Office

Commercial

Industrial

Progress indicators: 1 of 4 steps completed.

14:47

← Home Next

Tell us a bit more about your home.

Size m² (approx)

0 150 250+

No. of people living there

4

No. of bedrooms

2

Home type

Flat

House

Do you generate power?

Yes

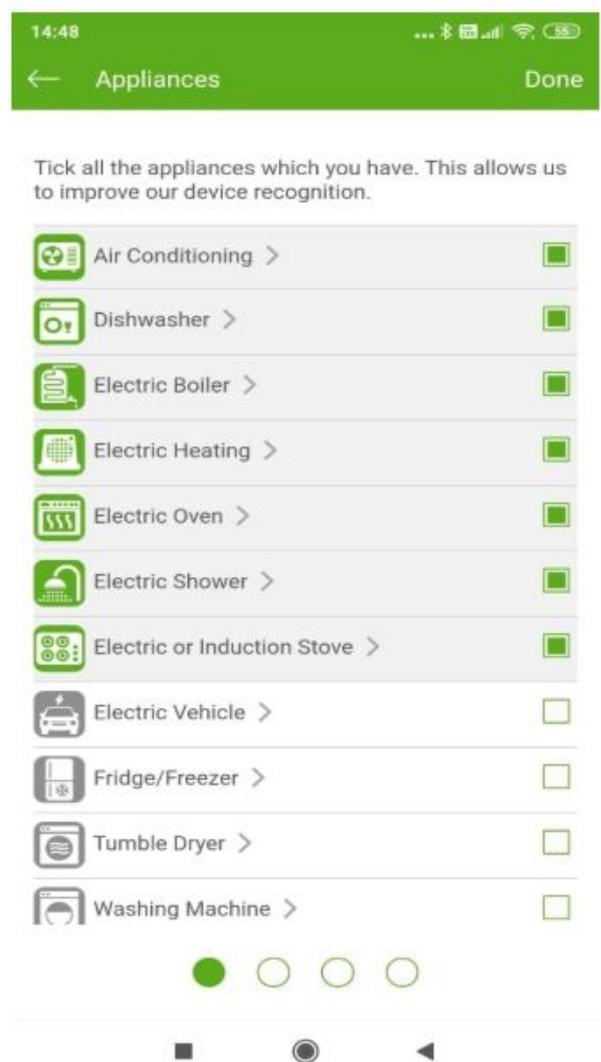
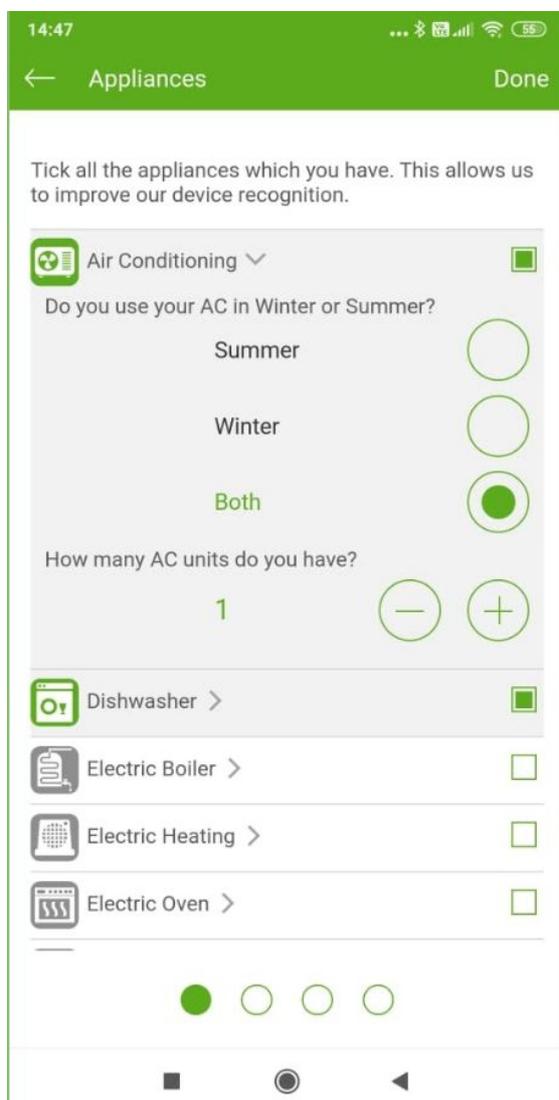
No

Progress indicators: 1 of 4 steps completed.

Configuring your account

Register all your appliances to help us optimise our device recognition. Select the types of appliances in your home and the number of each individual appliance.

Click on **Next**.



Note: Only select the appliances which you currently have.

Configuring your account

Please verify the details you've entered one final time and **Confirm** once you are done.

14:49 ... Bluetooth Signal Strength Wi-Fi Battery

← Property Profile

Property Type
Home

Size m² (approx)
150

No. of people living there
4

No. of bedrooms
2

Home type
House

Do you generate power?
No

Appliances
1 Air Conditioning, used in Both
1 Dishwasher
1 Electric Boiler
1 Electric Heating
1 Electric Oven
1 Electric Shower
1 Electric Stove
1 Induction Stove

Confirm

● ○ ○ ○

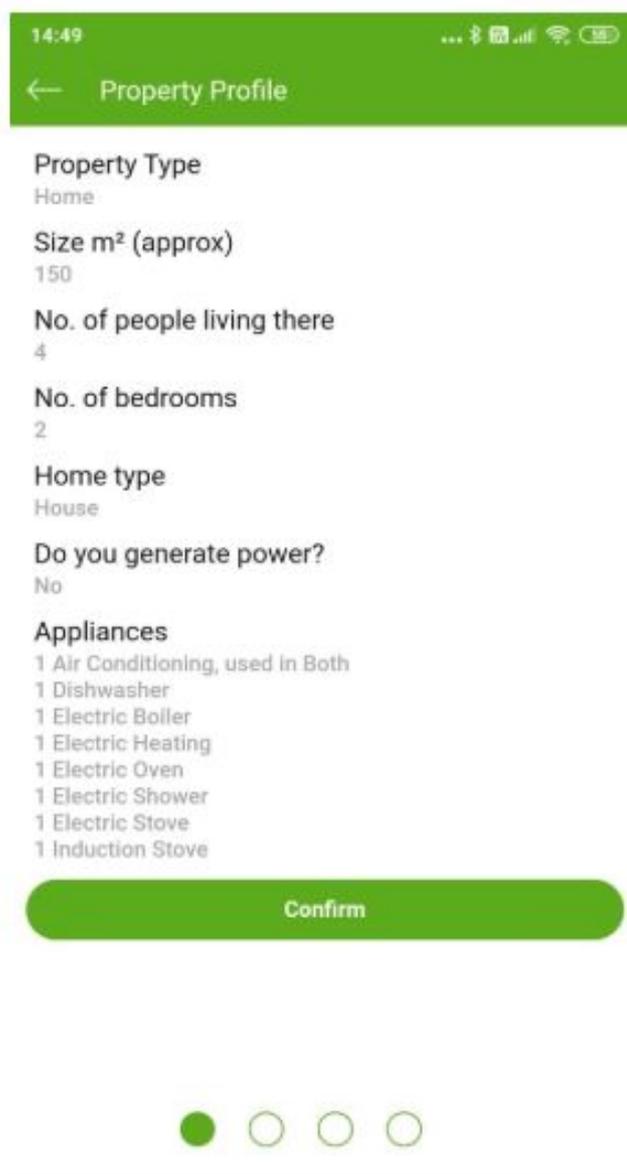
■ ● ◀

Configuring your account

Energy provider details

Once you have set out the property details, you need to select your correct tariff or create a new one.

The account is already set with a default tariff. If this tariff is the same as the one in your home, please select **Keep Tariff**. If the tariff you have is different, please select **Change Tariff** and update the information accordingly.



14:49

← Property Profile

Property Type
Home

Size m² (approx)
150

No. of people living there
4

No. of bedrooms
2

Home type
House

Do you generate power?
No

Appliances

- 1 Air Conditioning, used in Both
- 1 Dishwasher
- 1 Electric Boiler
- 1 Electric Heating
- 1 Electric Oven
- 1 Electric Shower
- 1 Electric Stove
- 1 Induction Stove

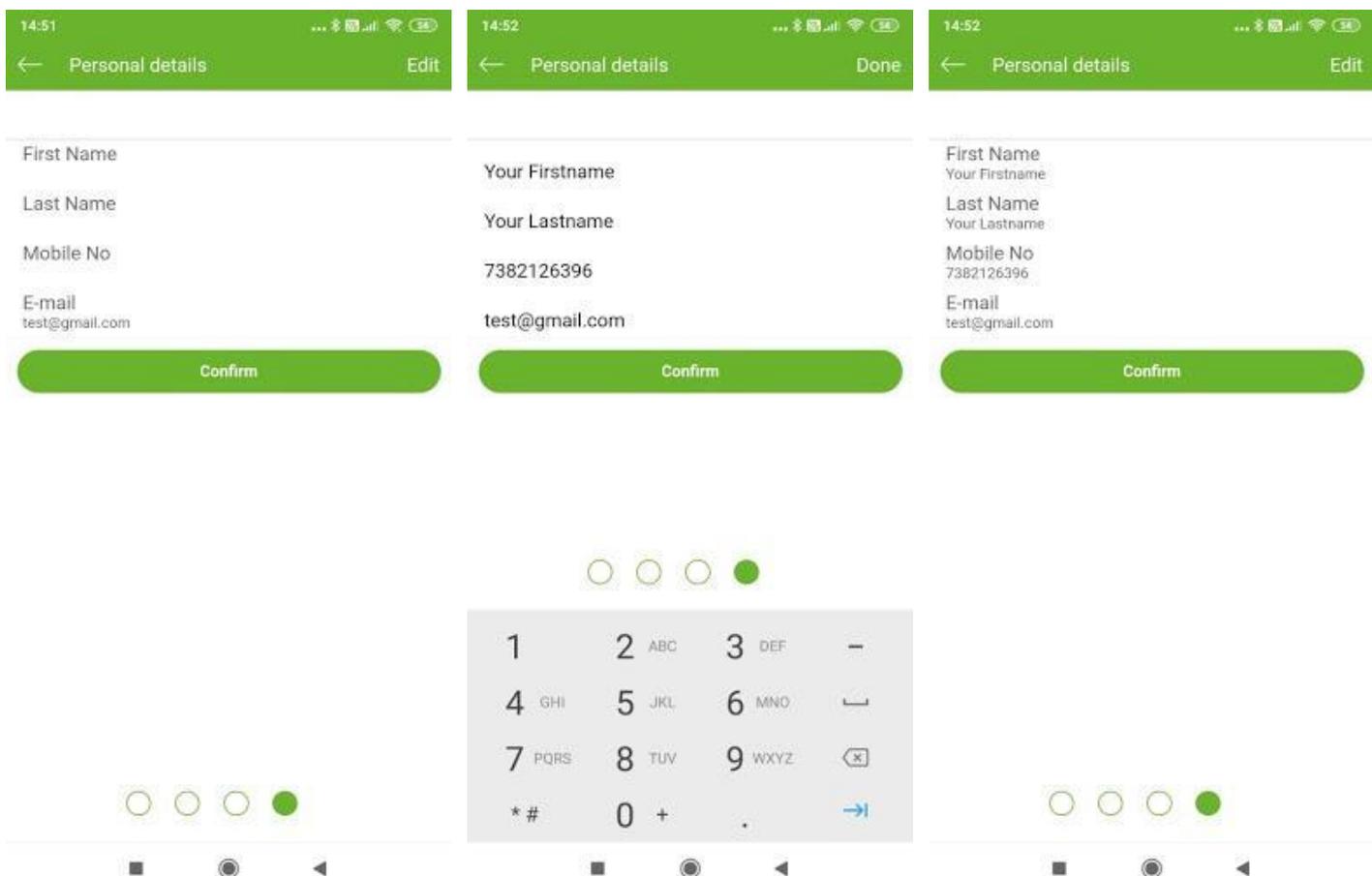
Confirm

● ○ ○ ○

Configuring your account

Personal details

The final step is to update your personal details: first name, last name, mobile number and confirm your email address and **Edit**. Click on **Confirm** once you are done with this step.



As soon as you receive the notification that your account has been successfully set up; you can now use the Voltaware app to track your energy consumption.

Real-time monitoring

Thresholds

The current status of the house can be seen in 3 states with corresponding colours:

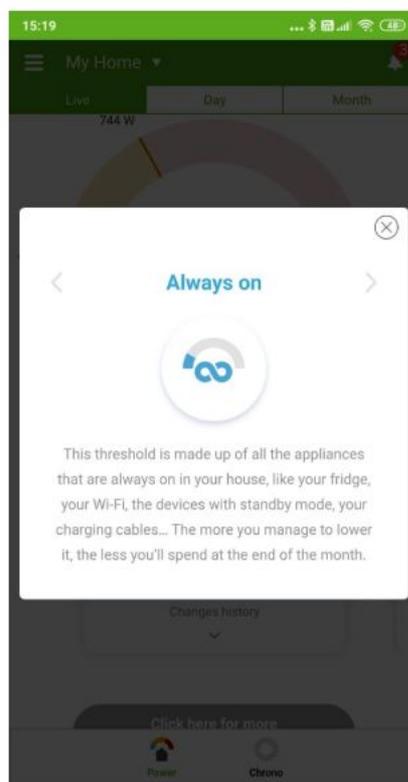
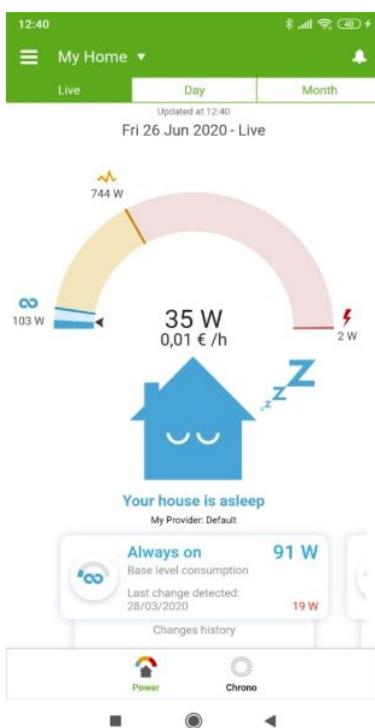


Your house is asleep

Your house is awake

Your house is busy

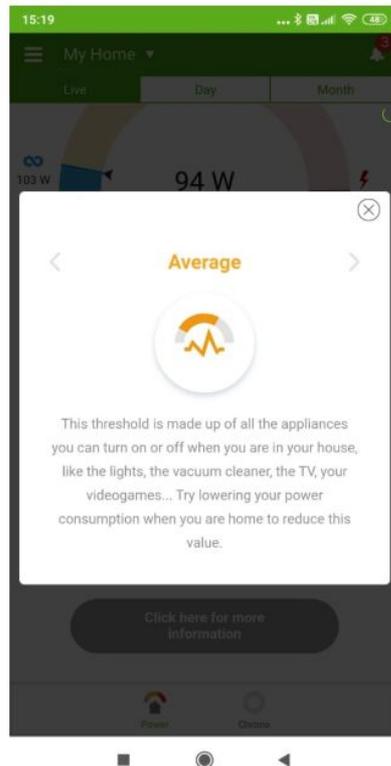
Your house is asleep



When the status of your house is displayed as asleep, it means the house is in an **always-on** state and the house consumption is at base level.

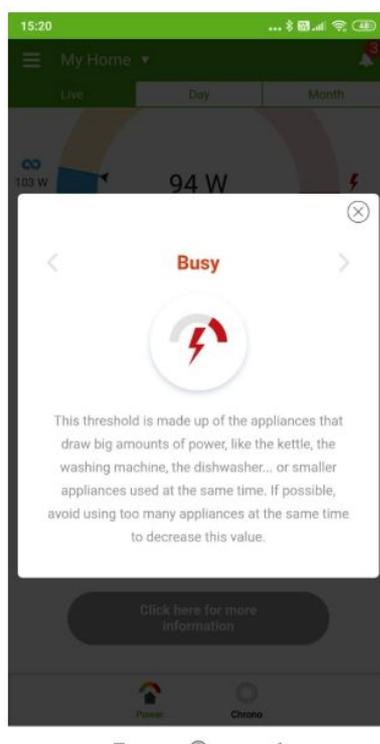
Real-time monitoring

Your house is awake



When the status of your house is displayed as average, it means it is in a **Normal state** and multiple appliances are being used.

Your house is busy

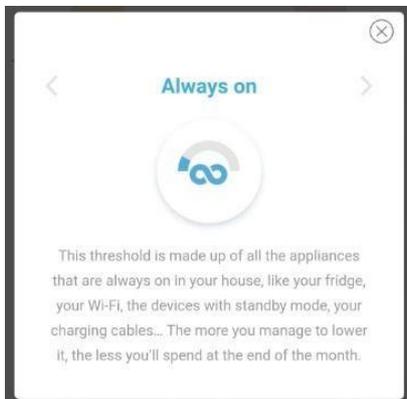
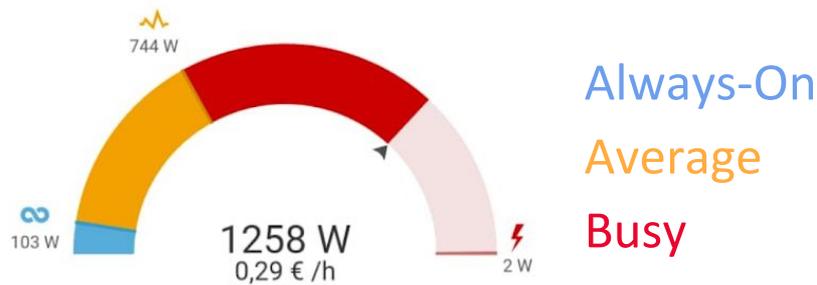


When the status of your house is displayed as busy, it means the house is in an **Excess state** and the house consumption level is higher than normal.

Real-time monitoring

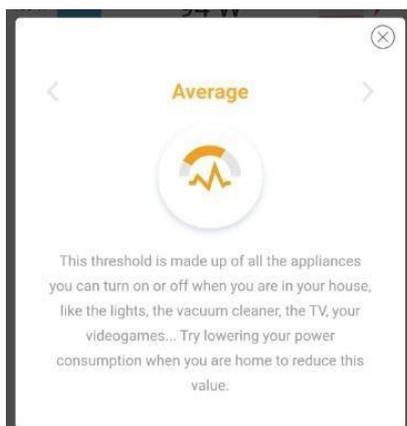
Speed meter and Live

The speedometer shows the value of your home power across three thresholds:



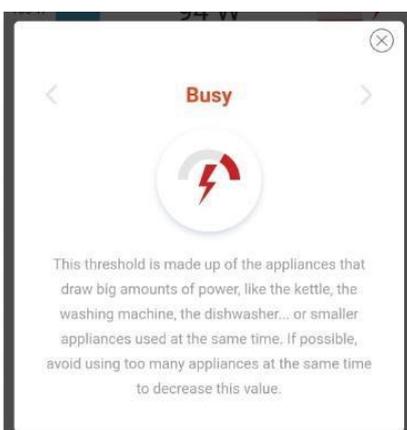
Here are some of the common examples of appliances **always-on**:

- Fridge
- Wi-Fi
- Charging cables
- Standby devices



Here are some of the common examples of appliances **average**:

- Lights
- Vacuum cleaner
- TV
- Video games

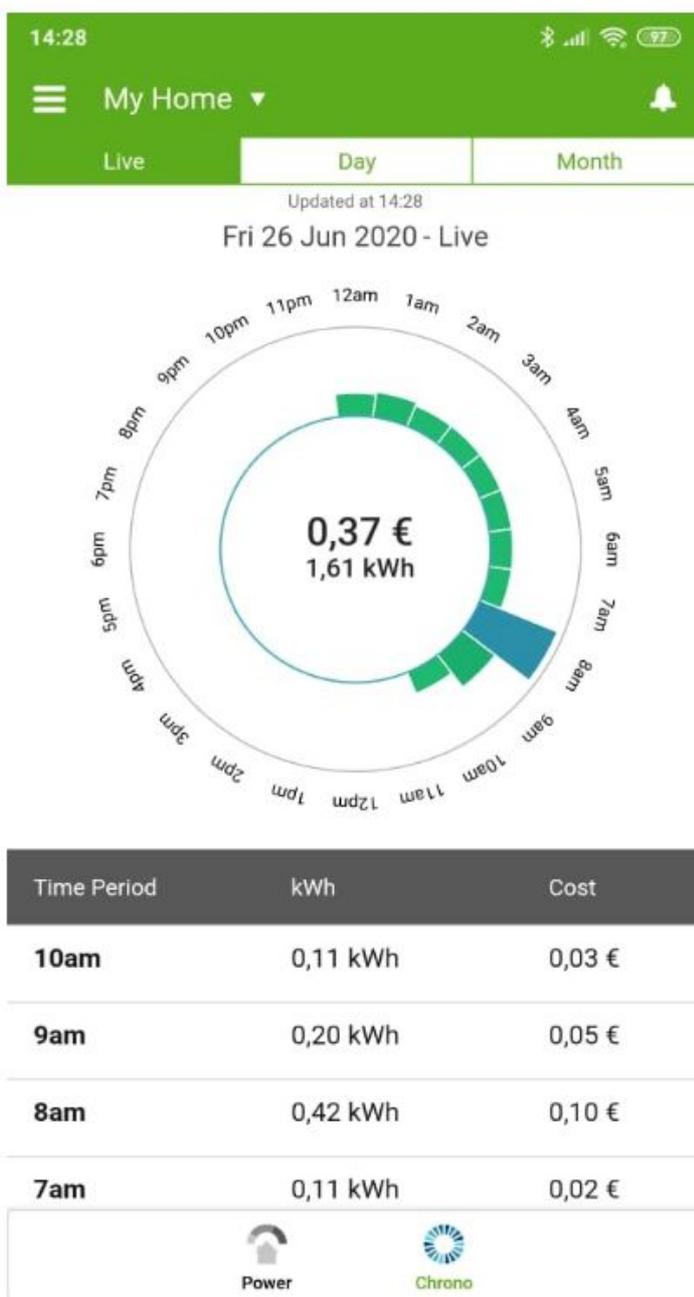


Here are some of the common examples of appliances **busy**:

- Kettle
- Washing machine
- Dishwasher
- Tumble dryer

Real-time monitoring

Chrono View



Tap on the **Crono** icon under the **Live** tab to view the activity of your home during the day or month.

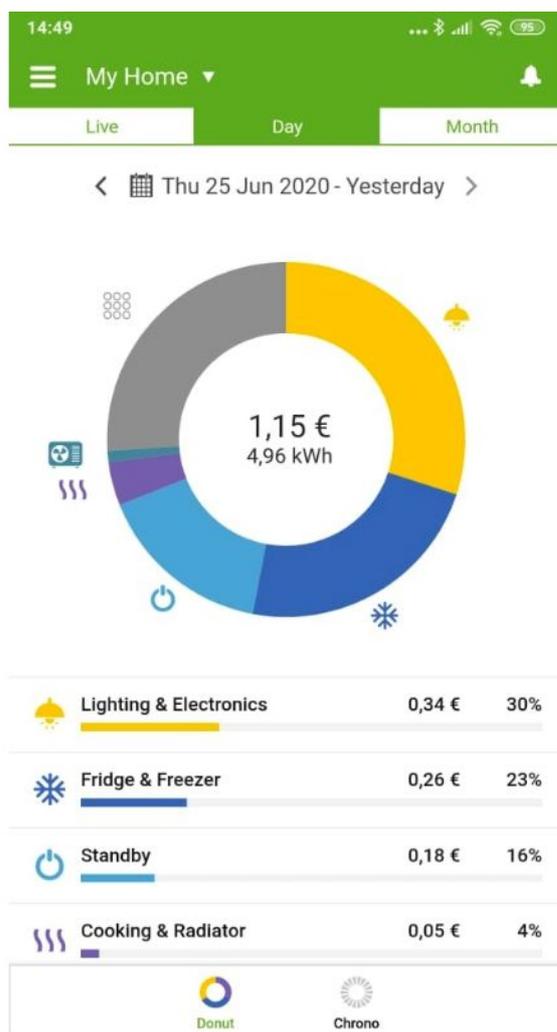
Energy disaggregation

Daily disaggregation

If you click on the day tab, you will see your energy breakdown at the appliance level for the previous day or month.

The daily disaggregation results are available around midnight the next day. If you have just installed the sensor, you should wait until after midnight to view it. During this time, the day tab won't be accessible.

Daily Donut



The category **Standby** includes the appliances which continuously draw low power but can add up over time it and ultimately increase your energy bill.

Energy disaggregation

Daily disaggregation



Here are some of the common examples of appliances in **standby** power:

- TV
- DVD or Blu-Ray players
- Satellite TV box
- Video game console



The category **Others** represents all appliances which are not yet recognised by our system. The Voltaware data science team is continuously refining and adding new models, so over time the percentage of others will be decreasing.

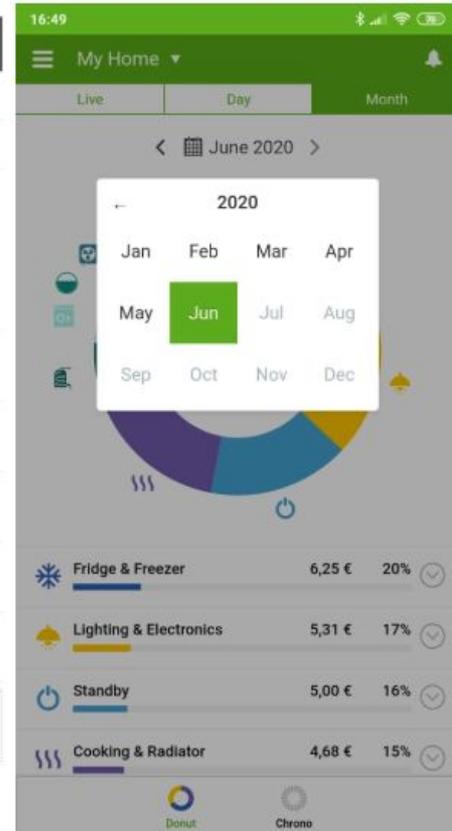
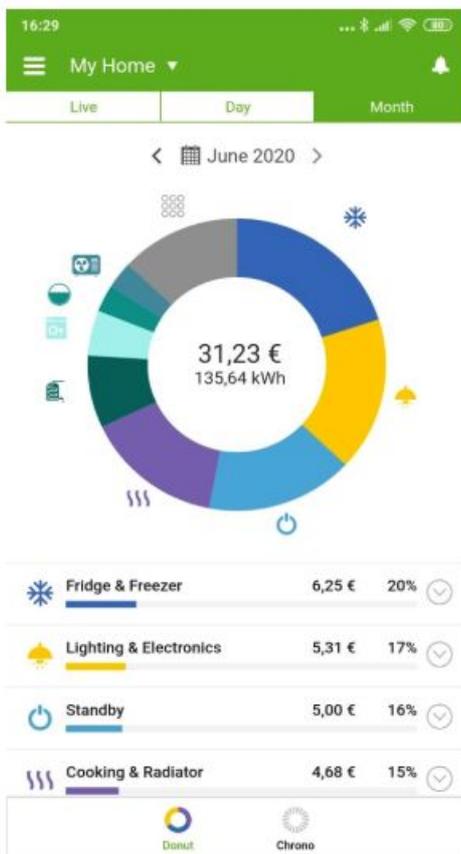


Please give us some feedback about your disaggregation breakdown, as it will help our data science team optimise its results.

Energy disaggregation

Monthly disaggregation

On the month section, you can view your monthly appliance breakdown. You can also compare the consumption of specific appliances against the previous month.

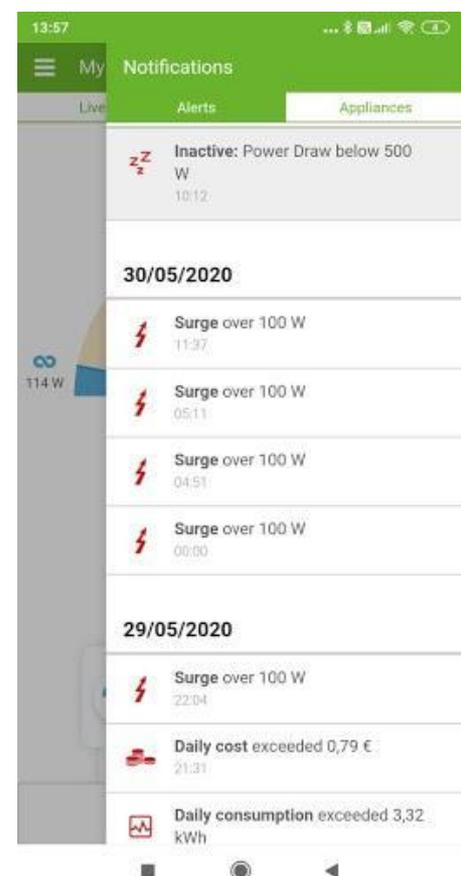
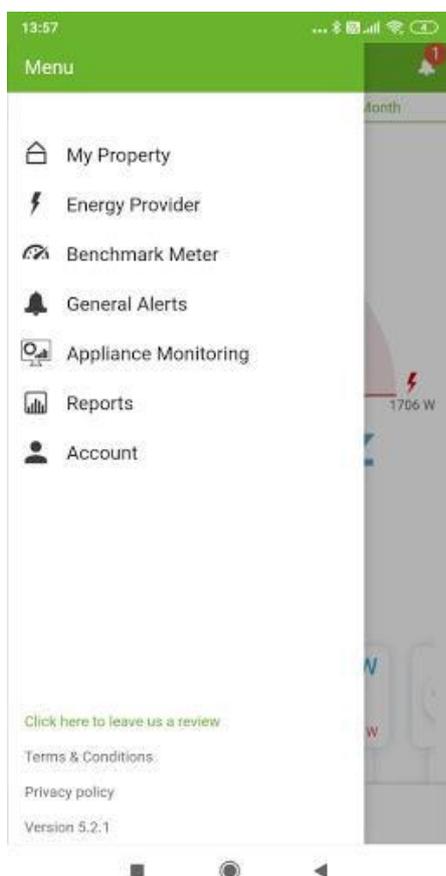


Alerts

Voltaware offers different types of alerts to help you track your energy use:

- Cost
- Consumption
- Inactivity
- Lifestyle
- Surge

Alerts can be disabled at any time.

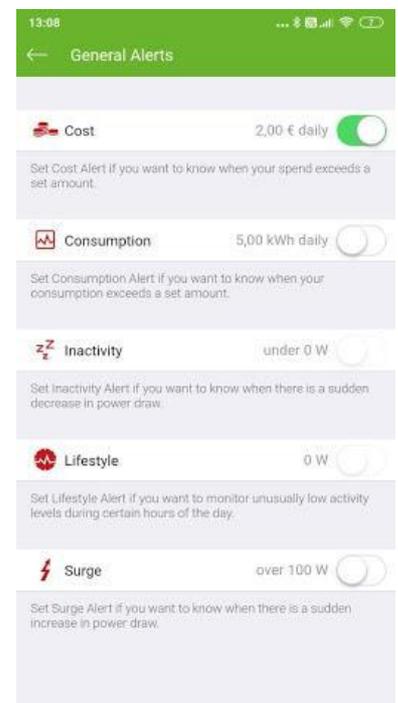
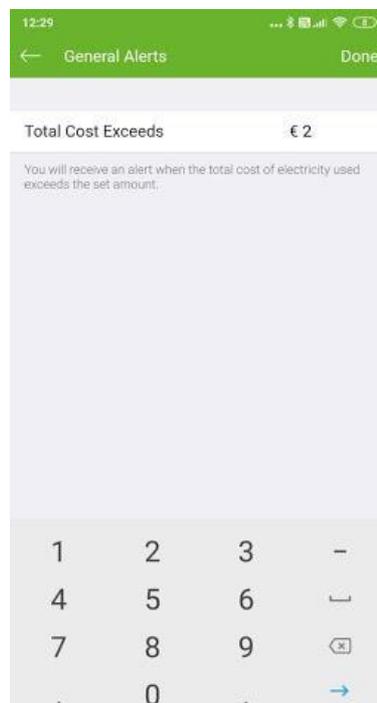
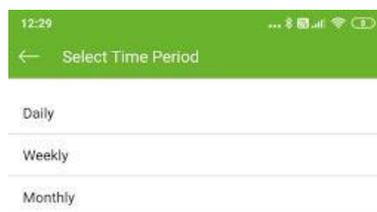
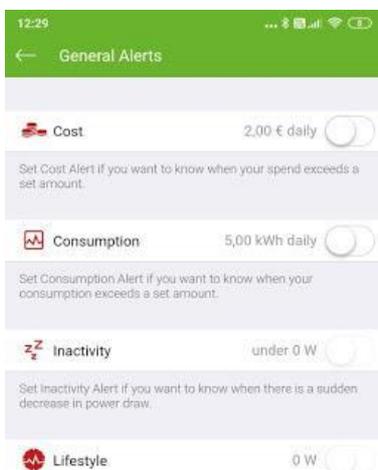


Alerts

Cost alert

Cost alerts can be set if you want to be notified if your daily, weekly or monthly cost exceeds a specific amount. To set up the cost alert, you need to:

- Tap on the cost alert
- Select the time period
- Enter the amount you specific amount

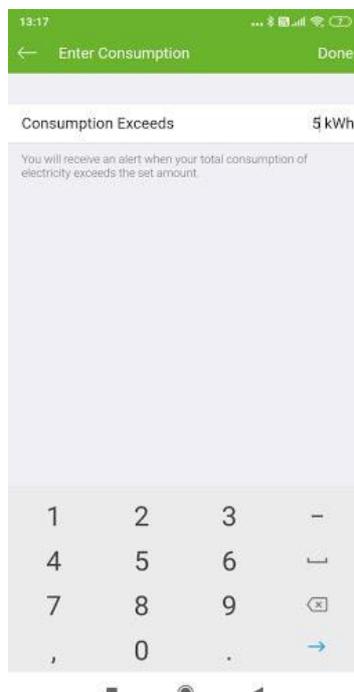
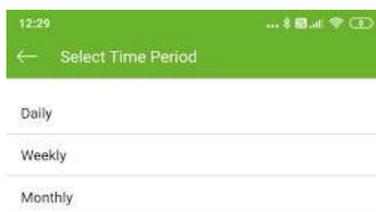
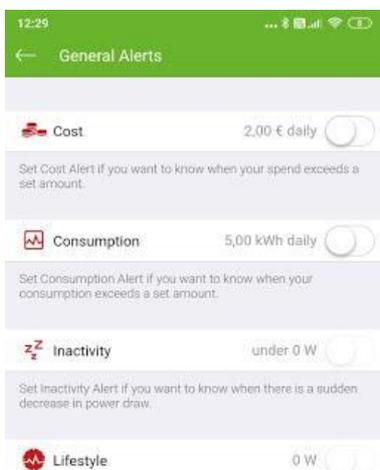


Alerts

Consumption alert

Consumption alerts can be created if you want to know when your daily, weekly or monthly consumption exceeds a specific amount. To active the consumption alerts, you need to:

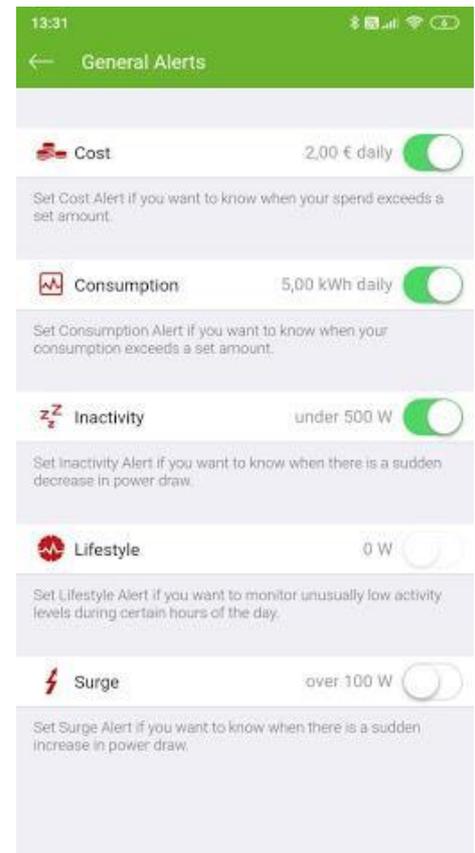
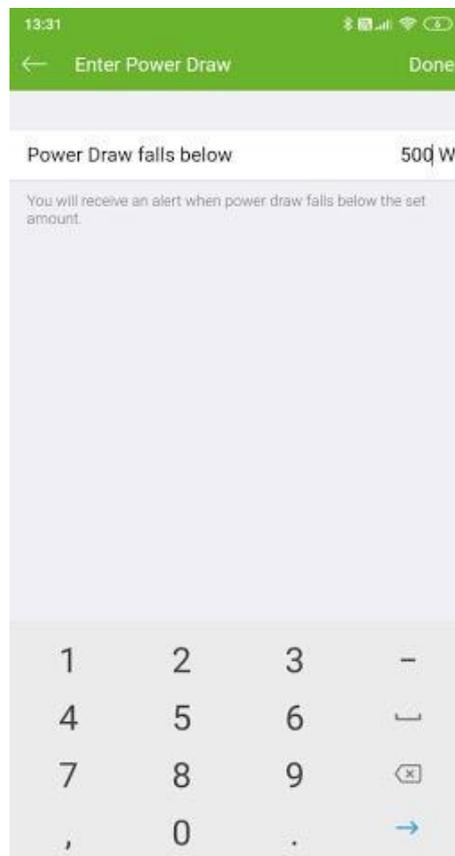
- Tap on the Consumption alert
- Select the time period
- Enter the specific consumption amount



Alerts

Inactivity alert

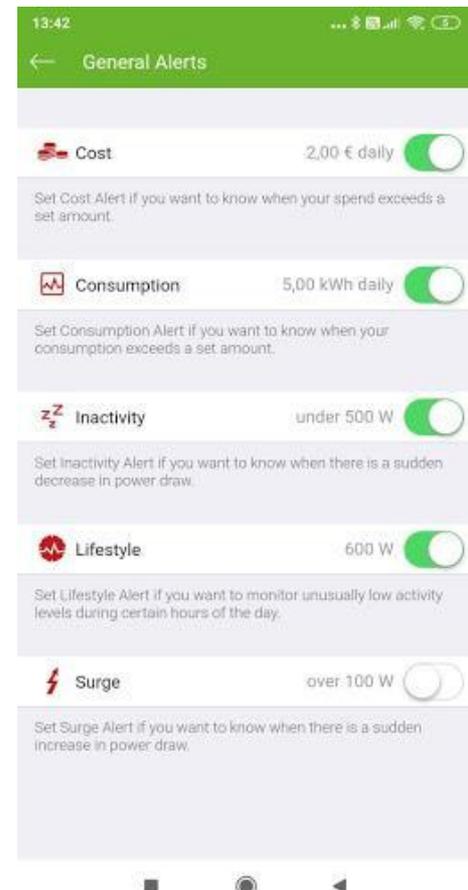
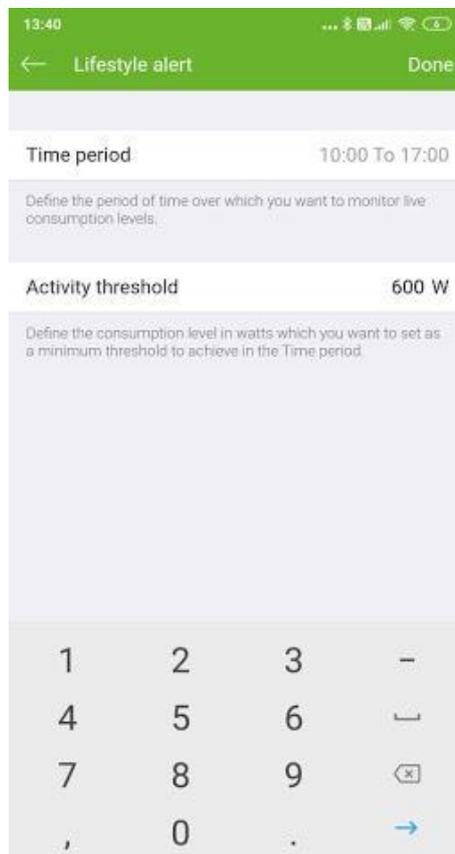
Inactivity alert can be set if you want to know when there will be a sudden decrease in power draw of the house.



Alerts

Lifestyle Alert

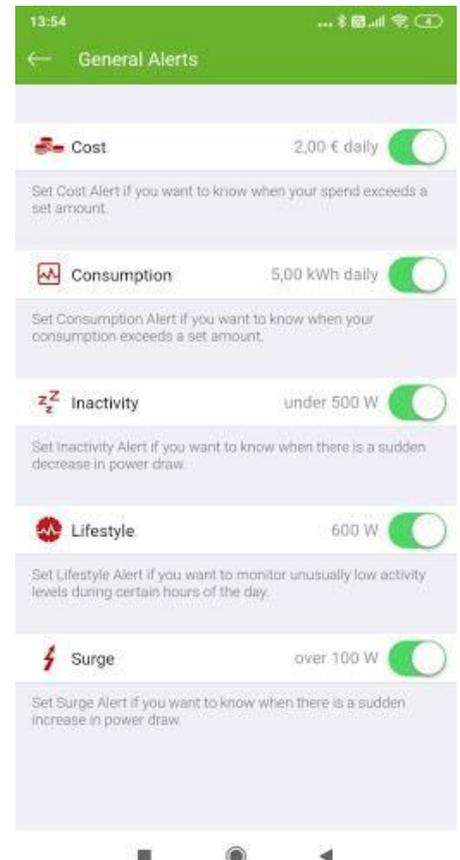
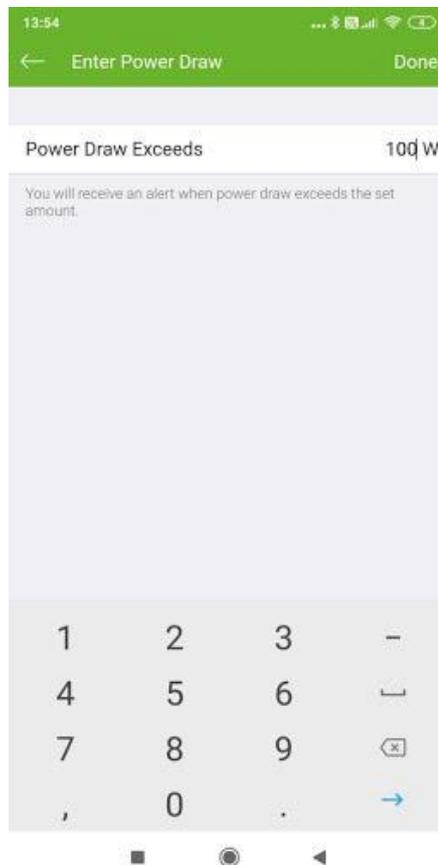
Lifestyle alert can be set if you want to monitor unusually low activity levels during certain hours of the day of the house.



Alerts

Surge Alert

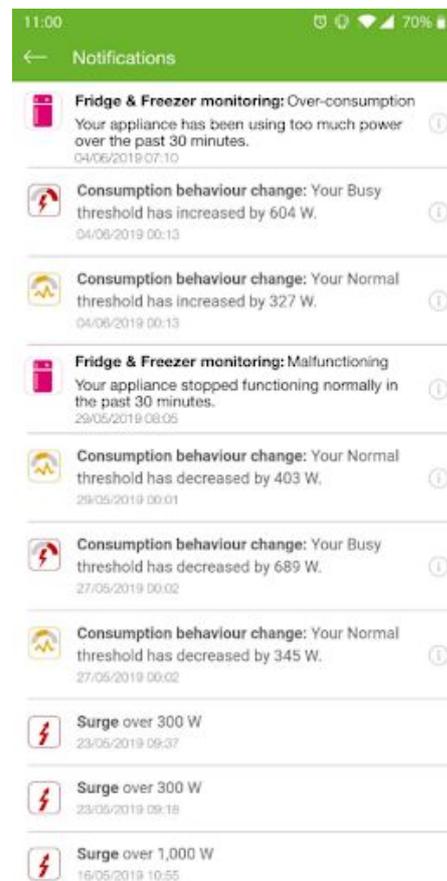
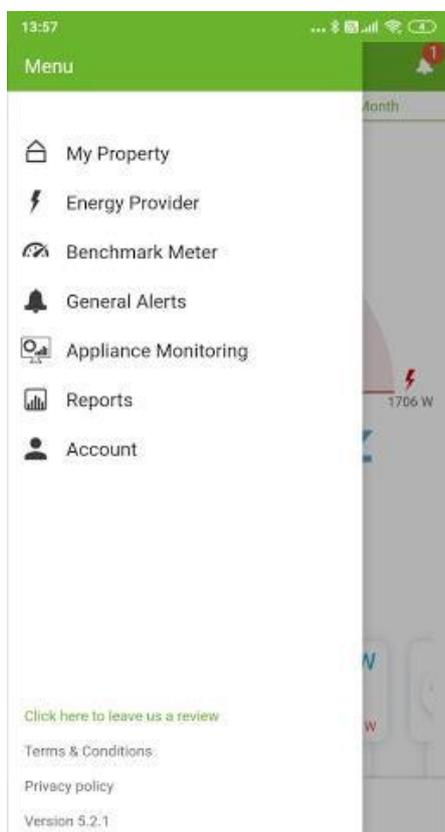
Surge alerts can be set if you want to know when there is a sudden increase in power draw of your house.



Alerts

Appliance Monitoring

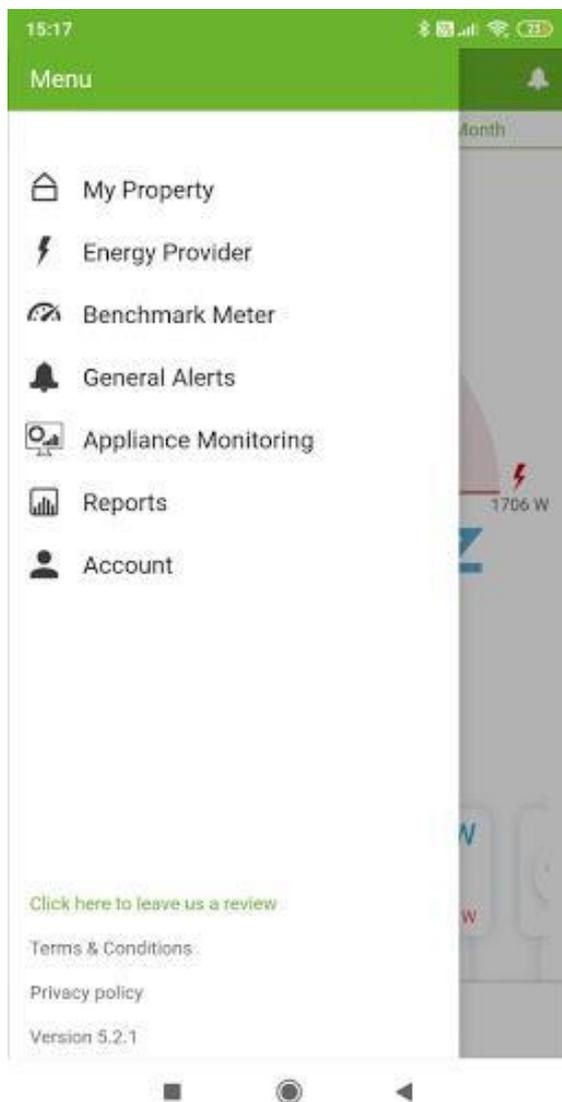
Appliance monitoring alerts can be set if you want to receive an alert in case some appliances have an unusual behaviour. Currently we are monitoring the fridge and freezer.



You can give us feedback about the accuracy of these alerts.

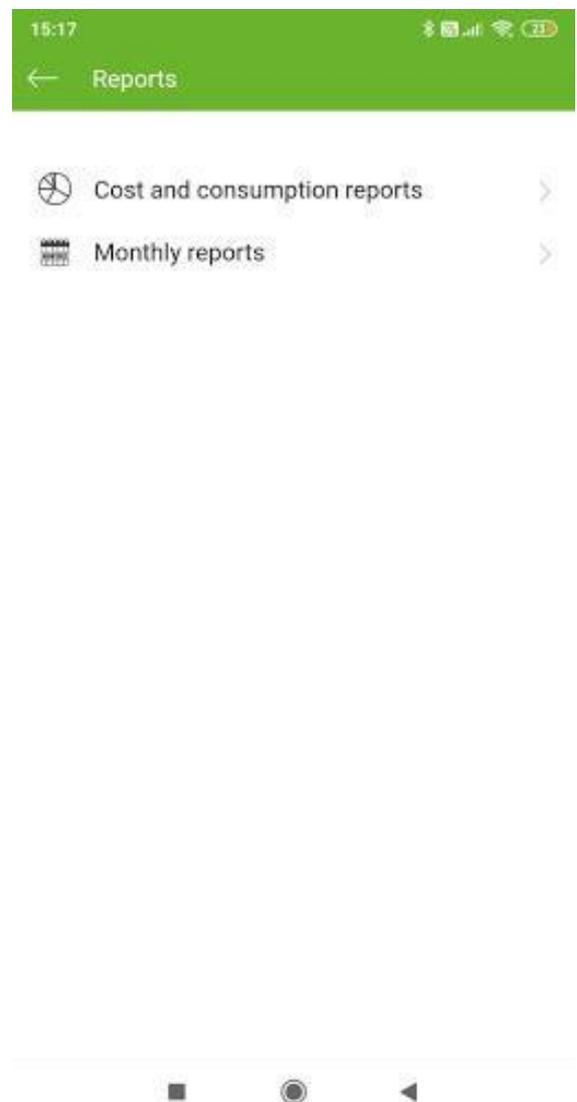
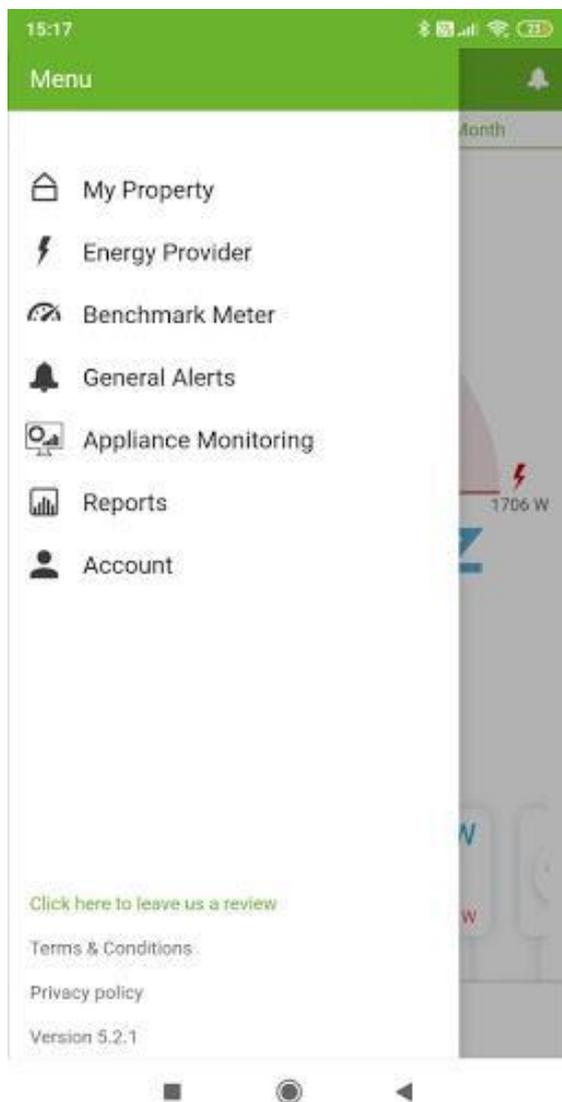
Reports

Voltaware will send you monthly reports to your registered email address that summarise your monthly consumption. Each report will be generated on the 5th of each month. You will also be able to access this report and consumption graphs on the Volta app in the Reports section below:



Reports

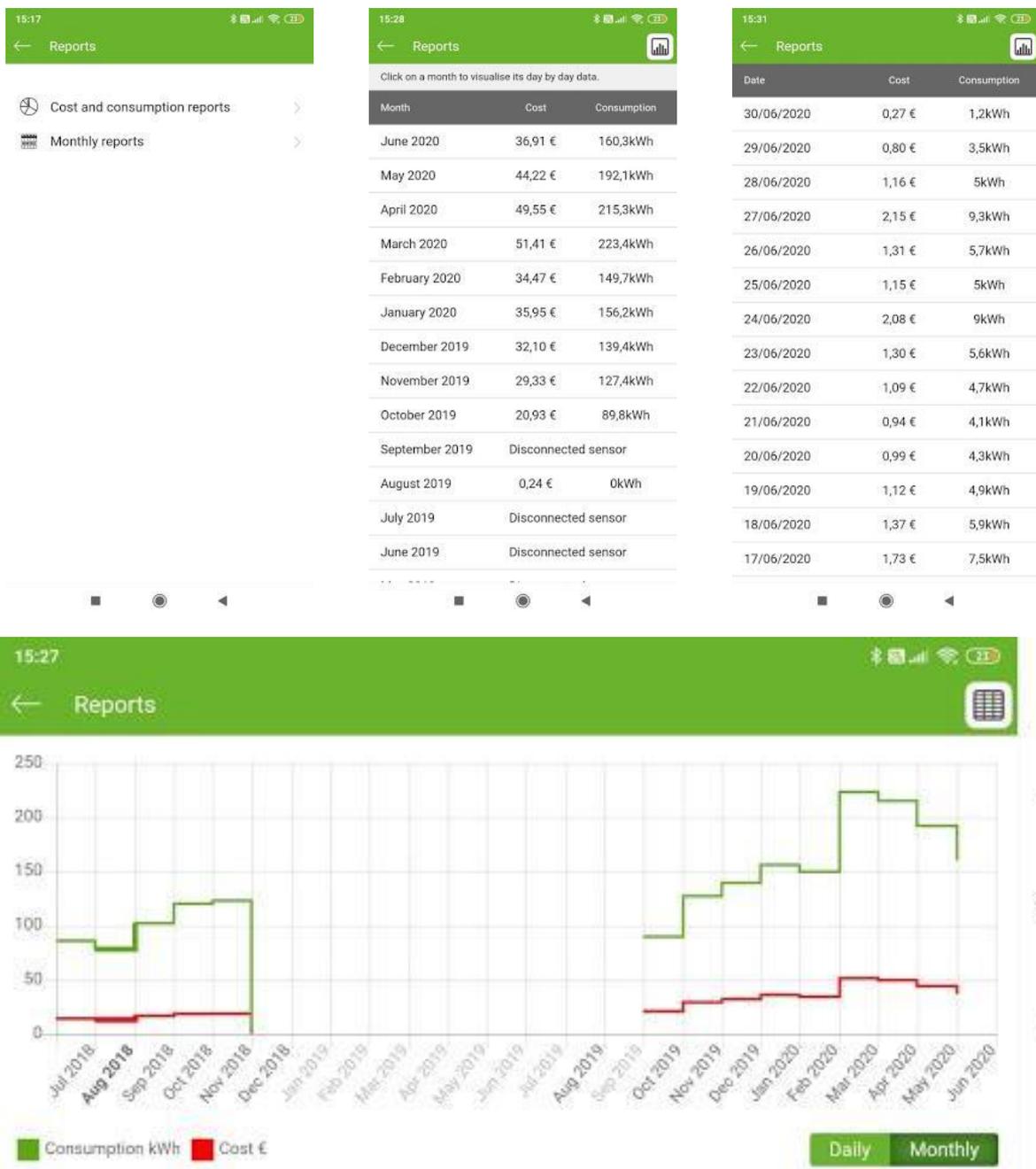
Voltaware will send you monthly reports to your registered email address that summarise your monthly consumption. Each report will be generated on the 5th of each month. You will also be able to access this report and consumption graphs on the Volta app in the Reports section below:



Reports

Cost and Consumption

Cost and consumption reports give you an overview on your daily and monthly energy use. To access these reports, you need to select **Cost & Consumption reports** in the Report tab.



Note: If the sensor is not connected for a specific period, "Disconnected sensor" will appear in the report.

Reports

Monthly report

Monthly reports are sent to all our users by email on the 5th of every month. You can visualise it in the app too, it will contain the following information:



- Total cost and consumption
- Monthly appliance breakdown
- Highs and Lows
- Daily consumption in graphs
- Tips & recommendations
- Carbon footprint
- Device recognition improvement

Always Learning

The Voltaware data science team is regularly testing and refining our machine learning models by adding training data from more test homes, covering new geographies and appliances.

Voltaware collects constant feedback on the quality and accuracy of our results from thousands of users who use the Voltaware app to further improve our results and customer satisfaction levels.

As Voltaware collects more data, we are able to release new features and deliver deeper insights, so please keep an eye out for new releases!

Troubleshooting Guide

You can find some of our FAQs below. If you can not find what you are looking for, please go to [support](#).

How does Voltaware Home App work?

To use the Voltaware App, you must have a Voltaware Sensor correctly installed and download the Voltaware App from the Android/ IOS stores. You then need to open the app, provision the sensor on your Wi-Fi by following the steps from the sign up screen and using the product key printed in the box.

After this, you will need a valid email address and password to log in. You will need to set up your personal electricity tariff in your account so we can convert your consumption to cost and display this on the app.

How can I tell if someone is at home?

You can refer to the live screen in order to see if your house is active or not and set up inactivity alerts.

How can I check my carbon footprint?

You will receive this information on a monthly basis in your email report.

How can I reset my password?

To reset your password, follow these steps in the app:

- Open the "Voltaware Home" app and Tap Login
- Tap "Forgotten Password"
- Enter the registered email address and tap "Submit"
- You will receive an email with the login credentials

Troubleshooting Guide

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 access this information on the sticker located on your sensor, or on the product key sticker in the box your sensor was packed in.

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

Double check that you are entering the correct product key. If you are certain that this is the case, get in touch with your utility. If you received the sensor from Voltaware, please email support@voltaware.com outlining your problem using your registered email address and including your sensor ID in the email.

How can I change my email address?

To change your email address, follow the steps below in the app:

- After logging into the app, navigate to the Account by tapping the Menu Icon at the top left corner
- Tap "Personal Details" and edit the email address
- Tap "Done"
- Your old email address will be replaced with the new email address

Troubleshooting Guide

How can I change the language?

To change the language in the app, follow these steps:

- After logging into the app, go to the "Account" screen by tapping the "Menu" icon at the top left corner
- Tap "Select Language"
- Select the preferred language and tap "Confirm"
- Your language will be changed into your preferred language

Is there a way to reset the account?

The account can be reset by getting in touch with your utility. If you have obtained the sensor from Voltaware, email support@voltaware.com using your registered email address. The account reset deletes the registration details of the account.