# Account

## Account overview

The account area is where you can edit and set up your system details and preferences. The main account holder should fill this out upon installation.

## Account details

Enter the account holder name here, as well as the prefered contact email address of the main account holder. This will be the default email address for this account.

You can also change your password here - you will need to enter the previous password in order to do this.

If you have forgotten your password, go to www.jupitersmarthome.com where you will see a 'forgotten password' link - follow this for further instructions.



## Contact details

In this section the default contact telephone and SMS numbers can be entered. These are the contact numbers that will be used for your alerts to yourself from the system.

Your address can also be added in here. This includes your zip code which is used by the system to report local weather forecasts in the temperature widget.

If this is left blank, your system will not report any external weather or temperature.
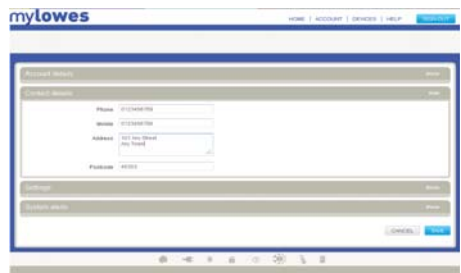


## Settings

Set your system time zone here. The system will use this for all timings on the system, meaning you can accurately see what is happening both in real time, and historically.

To ensure your cost data and predictions are correct, you will need to enter the tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier.

The PIN will be required to control your system via SMS and email, so should be a number that is easily remembered and known only to you. It is not a good idea to use the same PIN as your bank card.
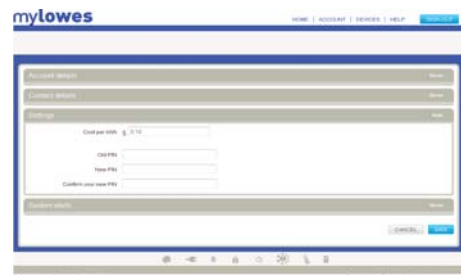


## System Alerts

The system alerts can be used to keep you informed of the health of your system. For example; if a battery runs out the relevant device will go missing and will no longer be active on your system.

If selected, you will be sent an alert when this is running low, meaning you can change the battery before it dies.

You can set up alerts for the following:

- Failures (warnings include: system offline, device offline)

- Warnings (warnings include: device battery low)

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### Where can I change my password?

Head to 'account' and then 'account details'.

You will need to enter the previous password in order to do this.  If you have forgotten your password please refer to the 'forgotten password' question below.

### I have forgotten my password, what do I do?

If you have forgotten your password, log out or go to www.jupitersmarthome.com where you will see a 'forgotten password' link - follow this for further instructions.

### How do I edit my contact details?

Head to 'account' where you can then edit these in the following ways:

Account details - in this section you can enter the prefered contact email address of the main account holder. This will be the default email address for this account.

Contact details - in this section the default contact telephone and SMS numbers can be entered. These are the contact numbers that will be used for alerts to yourself from the system.

### How do I change my tariff?

To ensure your cost data and predictions are correct, you will need to enter a tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier.

To edit the tariff amount, head to your 'account' and then 'settings'

### How do I change my PIN?

Please head to your 'account' and then 'settings'. Here you can edit your PIN. This will be required to control your system via SMS and email, so should be a number that is easily remembered and known only to you.

It is not a good idea to use the same PIN as your bank card.

### How do I edit my zip code?

Head to 'account' and then 'contact details'.

Your zip code can be added or edited in here - this is used by the system to gather local weather forecasts and temperature in the temperature widget. If this is left blank, your system will not report any external weather forecast or temperature readings.

### What are the system alerts and how do I edit them?

Head to 'account' and then 'system alerts'.

Here you can select which of the below alerts are active on your system.

- Failures (warnings include: system offline, device offline)

- Warnings (warnings include: device battery low)

# Intruder Alarm

### Changing the alarm mode

The alarm can be controlled on your website by dragging the slider to the required mode. Please note that it is not possible to go directly from night to away mode, or vice versa, you must first go into mode.

The alarm can be set using a SmartKeyfob . Press the away button (the button with the stickman outside the house) once to set the alarm to away mode. Hold down the away button for three seconds to set the alarm to night mode. Press the home button (stickman inside the house) once to set the alarm to home mode or cancel an activated alarm.

You can also control your alarm using SMS or email. Send an SMS to **+44 78-6001-5215 or 010-4478-6001-5215** and type your command followed by your PIN, or email **remote@jupitersmarthome.com** with the command and your PIN in the subject line. For a list of commands you can use, please check the remote control help guide.

Should you attempt to arm the system while a SmartContact sensor is open, the system will display a warning. You may still arm the system - however the indicated sensor will need to close and then open before it will trigger the alarm.
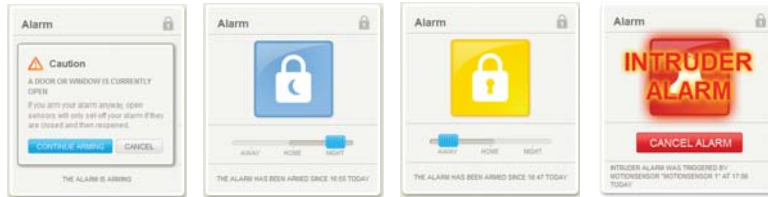


When the intruder alarm is activated, the alarm widget will flash and inform you of this. The widget shows which sensor triggered the alarm and at what time this happened. The hub will now be playing an alarm, warning any intruder that the alarm has been activated and the homeowner has been notified.

To cancel the alarm either select 'cancel alarm' on the widget, click the home button on your SmartKeyfob or send a command via SMS or email.

### Away and Night mode

Having the away and night mode allows you to customise your alarm depending on how much coverage is required.

For example, you may wish to have all your SmartMotion sensors and SmartContact sensors active on away mode, but only the SmartContact sensors at night, meaning you can move around while at home, but still keeping your home secure.

### Alarm overview

Clicking the intruder alarm widget navigates to an overview of the alarm system.This view shows the current alarm mode as well as which sensors on your system are in use and currently active with the intruder, panic and emergency alarms.

You will also be able to see whether any SmartContact sensors are currently opened or closed.



### Devices

This section allows you to decide which devices are to be active for away and night mode on your intruder alarm system, emergency alarm and also your panic button.

Simply tick and untick the devices where required.

Ensure you select 'submit' when you are happy with any changes you make - alternatively select 'reset' to return these settings to default set up.



### Settings

You can decide on timings on your alarm, so for example allowing yourself more time to leave the house after arming, or reducing the time between sensors being triggered and the alarm sounding.

You can also decide on how many sensors it will take for the alarm to be triggered in away or night mode. This feature gives you more control when setting up your intruder alarm, giving you the option to decide when you want to be alerted if there is a problem in your home.

If you choose two devices to be triggered, the system will go into a state of alert for 5 minutes and you will receive an alert if a second device is triggered within this time. This will inform you that there is an issue that really should be investigated.

You may wish to disable sounds when arming the alarm or for when it is triggered; once again these options can be changed here for away and night mode.

The final settings option is to auto reset your alarm. If the alarm is activated it will sound for 15 minutes before turning itself off. Here you can select whether the alarm should auto-reset, and if so, for how long.





| | |
|---|---|
| DELAY BETWEEN SETTING AND ACTIVATION | 1 SECOND |
| DELAY BETWEEN TRIGGER AND ALARM | 10 SECONDS |
| NUMBER OF DEVICES REQUIRED TO SET OFF ALARM | 2 DEVICES |
| PLAY SOUNDS WHILE ARMING | NO |
| PLAY SOUNDS WHEN TRIGGERED | YES |
| ALARM AUTO RESETS AFTER BEING TRIGGERED | 5 MINUTES |

## Alerts

Should the alarm be triggered and not be cancelled, the alarm will sound for 15 minutes. In here you can set the alarm to reset again after this time for both away and night mode.

Ensure you select 'submit' when you are happy with any changes you make - alternatively select 'reset' to return these settings to default set up.

When an alarm on your system is activated you will most likely want yourself and others to be notified. This section allows you to decide who will be notified in such an event, and how this will happen.

You can add new alerts within this screen too, by manually adding the contact you would like to receive the alert, how they will be notified and for what event they are being notified of.

The option to edit, add or delete new contacts is also found here.
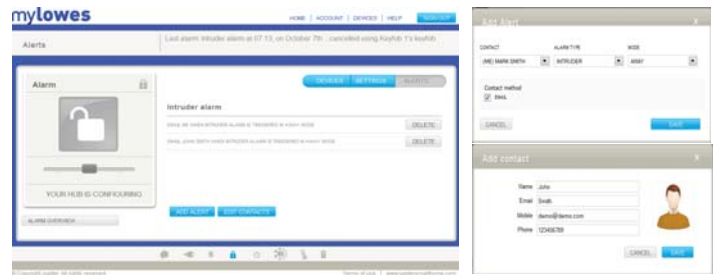
# FAQs

### I have lost one of my SmartKeyfobs, what do I do?

First of all, head to 'devices' on your website where you will see all the devices currently linked to your system. Check to see if the SmartKeyfob you have lost is still showing signal range – if it is and it's been more than 10 minutes since you lost it, then the SmartKeyfob is still within or close to your property.

If there is no signal showing and you are sure you have lost it, then to prevent someone else using it to disarm your alarm – simply head to the 'manage' option for that SmartKeyfob within the devices section. This will open up a new window which gives you the option to 'remove device' . Select this and the device will no longer appear on your system, and more importantly will no longer be able to control the alarm.

### Why can't I arm or disarm my alarm?

One of the requirements of the intruder alarm service is to have a working SmartKeyfob. You cannot use this without a SmartKeyfob installed, so you will need to add one of these to the system.

You will also need a device installed that can trigger the alarm, these must be set up in the active mode in the 'alarm configuration' and then 'devices' area for the relevant alarm mode.

### Why will my device not trigger the alarm?

First of all, head to the devices section on your website where you will see all the devices currently linked to your system. Check the relevant device is present on the system, and has a good battery life showing.

Secondly, please check that the device is set up in the active devices for the required mode. You can do this by going to the 'alarm configuration' area where you can choose which sensors are active within which modes.

### How do I rename a SmartKeyfob?

Go to the 'devices' section on your website where you will see all the devices currently linked to your system – then select 'manage' for the relevant device. This will open up a pop up box where you can edit the name of that SmartKeyfob.

### How do I set the SmartHub to silent?

You can sert the SmartHub to be silent both when the system is arming or disarming, or when the alarm has been triggered. and 'play sounds when triggered'.

These can be edited for away as well as night mode.

# SmartCamera

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## SmartCamera overview

The SmartCamera widget will allow you to view live footage from the dashboard. Click the play button on the widget to view your camera feed in real time, or increase the video size by selecting the enlarge icon to the bottom right of the video screen.

If you have more than one SmartCamera on your system, the drop down allows you to select which SmartCamera to view.

The widget will also inform you of the remaining space on the selected SmartCamera, telling you how much recording time you have remaining.
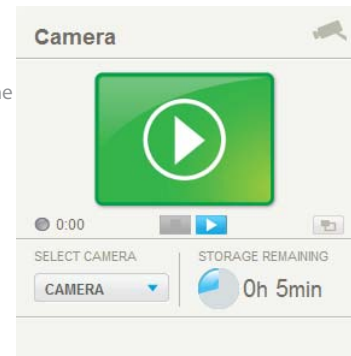
## Setting your camera to record

As you watch a live stream it is also recorded. The widget will show a red light when this is happening.

You can also set the SmartCamera to record automatically when the intruder alarm is triggered - this can be set to various time amounts or not turned on at all.

Within your SmartCamera widget there is a link to 'edit selected camera' - in here you can set-up automatic recording and change the SmartCamera name.
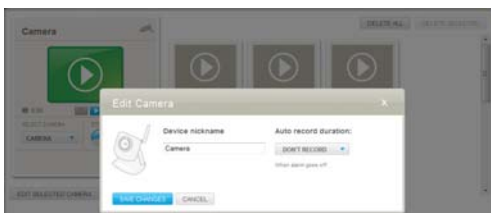
## Viewing your recordings

Past recordings are available in the dashboard; click to view them. You may also delete recordings that you no longer need here.

To auto delete past recordings when storage capacity is reached, head to 'account' and then 'settings'.

Tick the selection for 'auto-delete the oldest camera recordings when the total space used is above 250MB?'

## Setting your camera to wireless

To make your SmartCamera work wirelessly, it must be installed and connected to a spare network port on the same router your hub is connected to, using the cable supplied.

1.  Head to 'devices' and you will now see your camera listed along with your other system devices. Select 'manage' next to the camera, this will open a pop up box where you can configure the camera

2.  You will see the wireless network and security options; this allows you to set up the SmartCamera to be connected wirelessly.

3.  You will see a wireless network drop down menu, this will show you all available wireless networks that your SmartCamera can see. Select the appropriate option,  which would be the same router your hub is connected to.

    You will now need to enter the correct security type and password, which will be case sensitive.

4.   Now remove the power and ethernet cable from your SmartCamera and then reinsert the power cable only.

5.  Wait five minutes and then go to your homepage. You now be able to view live and recorded footage on your SmartCamera widget.

If at any time you wish to reconnect the SmartCamera using an ethernet cable, you will need to reconnect it (once again to the same router the hub is connected to) and then remove and reinsert the SmartCamera power cable.

What is the storage capacity policy for cameras?

The SmartCamera is able to store 250MB of video footage, which amounts to just over 7 hours of footage.

How can I clear old video recordings that I no longer want?

You can select the recordings individually using the tick box on each one, then choosing to 'delete selected'. You can also 'delete all' recordings at once.

To auto delete past recordings when storage capacity is reached, head to 'account' and then 'settings'. Tick the selection for 'auto-delete the oldest camera recordings when the total space used is above 250MB?'

Do I need any software on my computer to view my SmartCamera?

For you to be able to view live and saved videos, you will need to have QuickTime installed on your computer. This is one of the most common free video viewers and is normally pre-installed on most computers.

If you do not have QuickTime installed you will be prompted to download it. To download this please visit www.quicktime.com

If for some reason you are unable to view video, please check that you are running the latest QuickTime plugins - new versions are available quite often so do check that there are no further plugins for you to download.

How do I set my SmartCamera up to record automatically?

You can also set the SmartCamera to record automatically when the intruder alarm is triggered - this can be for various time periods or not at all.

Within your SmartCamera widget there is a link to 'edit selected camera' - in here you can set up automatic recording, the time it will record for and you can also edit the SmartCamera name.

Why is my SmartCamera not showing as available?

If the SmartCamera is showing as not available, then please do the following:

If the SmartCamera is connected via wireless connection, first of all check that your SmartCamera is within range of your Wi-Fi network. Following this, please restart your wireless router and unplug your camera. When the internet comes back, please plug the power cable back into your SmartCamera.

If the SmartCamera is connected via ethernet cable, remove the power cable and then restart your router. Once the internet is back, plug the power cable back into your SmartCamera.

Either of these should cause the camera to show up as present within a few minutes.

Why is my SmartCamera showing as available but not letting me view any footage?

The small button above the lens is a privacy button, meaning no live footage can be seen or recorded. If this is illuminated green then it is on, press it once to switch off.

For you to be able to view live and saved videos, you will need to have QuickTime installed on your computer. This is one of the most common free video viewers and is normally pre-installed on most computers.

If you do not have QuickTime installed you will be prompted to download it. To download this please visit www.quicktime.com

If for some reason you are unable to view video, please check that you are running the latest QuickTime plugins - new versions are available quite often so do check that there are no further plugins for you to download.

# Devices

## Devices overview

The devices overview allows you to see all the devices currently installed on your system, and lets you see the status of these at a glance.

You will see the following information for each device:

- device type
- device name
- current status
- battery level
- signal level

## Adding new devices

Should you wish to add any devices to your system, these will need to be powered up and then placed within 6 feet of the SmartHub. Once done, please select 'add devices'.

Your SmartHub will now switch to search mode and start to look for any new and available devices.

As these join the SmartHub, a picture of each device will pop up on screen.

When all the device icons have appeared, select 'continue'.



## SmartHub and device information

By selecting the 'manage' button next to any device a new window will appear, giving you further information on that device.

For any device you will be able to edit the name and for SmartPlugs you can also edit the device icon. You can also edit the behaviour of your SmartLamp in this screen.

When selected for the SmartHub, you will see information on its power and internet connection, the SmartHub IP address and how long the SmartHub has been running.

Selecting the 'manage' option on a device will also cause that device to start flashing, making it easier to identify which device you are viewing.



## Door / Window status

To check if a specific SmartContact sensor is open or closed you'll need to leave the devices section and head to intruder alarm.

In here, you'll see all the devices which are active on the alarm, including SmartContact sensors. If you open and close a specific sensor, you'll see the status of the sensor change accordingly, to OPEN or CLOSED.

This can be useful when placing a SmartContact sensor, checking that it shows as open and closed before you secure it into place with the sticky pads.

# Devices

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### How do I add a new device?

Should you wish to add any devices to your system, these will need to be powered where necessary and placed within 3 yards of the SmartHub. Once done head to your 'devices' section and then please select 'add devices'.

Your SmartHub will now switch to search mode and will start to look for new and available devices. As these join the SmartHub, a picture of each device will pop up on screen. When all the device icons have appeared, select 'continue'.

### How do I remove a device?

Within the devices section you will see all your installed devices listed. By selecting the 'manage' option next to each device you will open a new page where you will see an option to remove the device. Select 'remove device' here and the device will disappear from your devices list and will no longer be active on your system.

### How do I rename a device?

Within the devices section you will see all your installed devices listed. By selecting the 'manage' option next to each device you will open a new page where you have the option to change its name to suit its location or owner (SmartKeyfob).You can also rename the hub in this way and choose a new icon for the SmartPlug to reflect which appliance is plugged into it.

### Where can I see further information about my SmartHub?

By selecting the 'manage' button next to any device; a new window will appear, giving you further information on that device.

The SmartHub pop up will give you information on its power and internet connection, the SmartHub IP address and firmware version and also how long the SmartHub has been running.

### How do I check the battery level of a device?

Within the devices section you will see all your installed devices listed. Next to each there is a battery level indicator which shows you the level of the battery in that device. When this indicator shows only one red bar remaining, it would be advisable to replace this battery soon as the device will not function when this fails.

### How do I check the signal level of a device?

Within the devices section you will see all your installed devices listed. Next to each there is a signal level indicator which shows you the signal strength of that device. While it is prefered if the signal level is at full strength, any signal reported will mean the  device is talking to the SmartHub. If the device status says 'searching'and there is no signal level reported, that device is possibly out of range and should be moved closer to the SmartHub.

### I have more than one of the same device, how do I know which is which?

By selecting the 'manage' button next to any device a new window will appear, giving you further information on that device.

The device will also start to flash, meaning it is easier to identify which device you are viewing.
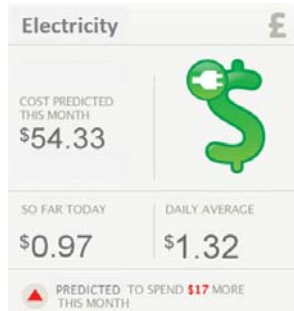
# Electricity

## Electricity overview

From the main dashboard you can view your predicted expenditure, as well as your daily cost and average.

You will also get information on how you are performing in comparison to your usage the previous month.



As well as your cost prediction for the month; the color of this $ sign shows how your predicted cost for this month compares with the cost of last month. If it is green, you are predicted to spend less this month. If it is red, you are predicted to spend more. If it's amber you are predicted to spend about the same as last month.

Your power usage so far today, as well as the daily average use

Real time cost prediction.



## Cumulative

This graph shows your electricity cost so far this month (in orange) and the predicted cost for the rest of the month (in grey).

You can choose to set your graph for today, yesterday, the previous week, month or even year. You may also choose custom dates. These predictions are based upon your previous usage.

## Comparison

Here you can see what your actual and predicted usage is, using the same format of orange (actual) and grey (predicted) to differentiate between the two.

The same date formats can be selected from, meaning you can choose between more immediate targets as well as more long term aims.





## Setting your tariff

To ensure your cost data and predictions are correct, you will need to enter a tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier.

To edit the tariff amount, head to your 'account' and then 'settings'

# Electricity

### How does the system work out my predicted cost?

The prediction is based on the amount of electricity you have used so far this month and how much you have tended to use in the past.

So where it gives you a daily prediction, that is based on what you've spent on the same day of the week in previous weeks and months.

### Why has my predicted cost changed?

If you are now getting a different cost prediction figure, it is likely that your usage has gone below or above your average and predicted amount. Therefore, your predictions will adjust to match this.

### The predicted cost / actual usage does not match my electricity bill, why is this?

The cost prediction gives a good indication of your energy usage to help you track your progress in reducing your energy co     nsumption and your bills.

It cannot measure consumption with 100% accuracy. It is also necessary to check that the tariff information you have entered in your online account is the same as that used to calculate your bill.

Please note that the cost prediction cannot take into account extra charges such as standing charges which may be included in your bill.

### How do I enter my electricity tariff?

To ensure your cost data and predictions are correct, you will need to enter the tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier. To edit the tariff amount, please head to 'account' and then 'settings'.

### Why has the '$' sign on my Cost Prediction widget changed color?

The 'S' will move from green to red as you get closer to your previous months expenditure.

### How can I control my system remotely?

You can control and monitor your home via SMS on your cell phone or by using email. Have your PIN handy.

The number to text is **: +44 78-6001-5215 or 010-4478-6001-5215** and the email address to send these commands to is **remote@jupitersmarthome.com.** You should save this in your address book.

### If you are the main user of your system:

By setting your cell phone number to be the default on your system, your phone will be automatically recognised as the system owner. To do this, head to 'account' and then 'contact details'. Change the SMS number in here.

### Interacting with your own home:

Simply send one of the remote commands (see below) followed by your PIN.

| | |
|---|---|
| status 1234 | will let you know the current status of the system |
| arm 1234 | will arm the system to away mode for you |
| night 1234 | will arm the system to night mode |
| disarm 1234 | will disarm the system |
| cancel 1234 | will clear the alarm if it is currently going off |
| log 1234 | will provide you with the last entry from history log |
| help 1234 | will provide you with some guidance on the commands |

You will get an SMS back with a response.

### If you aren't the main user of an system:

In this case, the server won't automatically know which system you want to interact with, as you could be a friend on several systems.

So when you want to control or monitor a system, you will always need to specify which home you are trying to contact, by sending a connect message containing the email address or cell phone number of the main user of that system, and their PIN. Once you have done this, you will receive a confirmation SMS, and then you can send normal remote commands.

As an example, if Sue wants to set the alarm for her house, for which the system main user is her husband Bob, she sends the following:

connect NNN NNN NNNN 1234

where the cell number is Bob's mobile, and 1234 is his PIN. Or she could send:

connect bob@bobsemailprovider.com 1234

Once she has received the confirmation SMS, Sue can send normal remote commands.

### Controlling your SmartPlugs by SMS and email

| | |
|---|---|
| sma lis XXXX | will provide you with a list of all your SmartPlugs, and the power they are measuring |
| sma xxx on XXXX | will switch SmartPlug xxx on |
| sma xxx off  XXXX | will switch SmartPlug xxx off |

If you only have one SmartPlug, the XXX can be left blank. If you have more than one SmartPlug, the XXX should be used for entering as much of the plug's name as necessary to make it unique, so if you have, for example, SmartPlugs named 'kitchen refridgerator' and 'kitchen microwave', you would need to write at least 'kitchen r' or 'kitchen m'.

You will be sent an error message if you try to switch on a SmartPlug that is already switched on or is non existant.

### How do I change my PIN?

Please head to your 'account' and then 'settings'. Here you can edit your PIN. The PIN will be required to control your system via SMS and email, so should be a number that is easily remembered and known only to you.

It is not a good idea to use the same PIN as your bank card.

# SmartPlugs

## What is a SmartPlug?

The SmartPlug is used to control and monitor the energy usage of any appliance plugged into it.

They can be controlled or monitored in the following ways:

Remotely - switch the SmartPlug on or off by clicking the green power button on your SmartPlug widget.

Send a remote SMS to either **: +44 78-6001-5215 or 010-4478-6001-5215** or an email to **remote@jupitersmarthome.com.** For a full list of commands please refer to the Remote Control help guide.

Manually - simply press the button on the front of the SmartPlug to on or off.

## SmartPlugs widget

You can monitor the usage and control any SmartPlugs you have on the system, via the appliances widget.

The main widget itself will give you an overview of your SmartPlug, with further options inside.

Once the widget has been selected, a large appliances screen will open.

You can now see a graph area, showing further information as well as your energy usage over customisable time frames using the drop down menu.
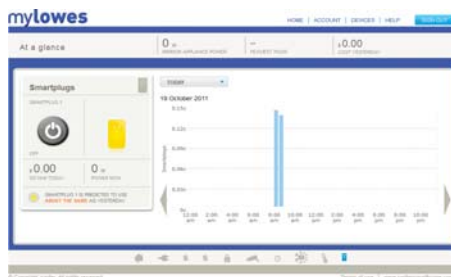


The green power button here can be used to turn the SmartPlug on or off remotely.

The icon here can be changed to represent what the SmartPlug is controlling. To do this, head to 'devices' and then 'manage' for the required SmartPlug.

Your current power usage and cost so far today

Real time cost prediction.



## Customising your graphs

You can switch between SmartPlugs if you have more than one on your system, by selecting from the drop down menu above the graphs.

The other drop down menu allows you to select either set or customisable timeframes by which your graphical data is shown.

The color of the selected SmartPlug icon will change according to your usage compared to the previous day - going from green (using less power) to amber and then red as it uses more than the previous day.

## Setting your tariff

To ensure your cost data and predictions are correct, you will need to enter a tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier.

To edit the tariff amount please head to 'account' and then 'settings'
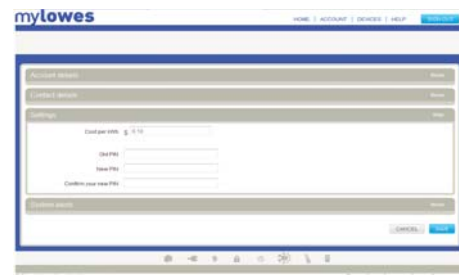


# FAQs

## Why is my SmartPlug not working?

Head to the devices section on your website where you will see all the devices currently linked to your system. Check the relevant device is present on the system, and has a good battery life showing.

## How do I change my SmartPlug icon?

The SmartPlug icon here can be changed to represent what the SmartPlug is controlling.

To do this, head to 'devices' and 'manage' for the required SmartPlug and select an icon from the list given.
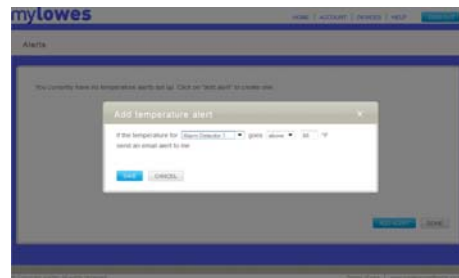
# Temperature

## An overview

Some of the monitoring devices on your system contain a small thermometer, allowing you the option to remotely monitor the temperature of your home.

By selecting the temperature widget, you will be taken to an overview of the temperature readings that your devices are reporting.





## Temperature alerts

Email alerts can be set up to keep you updated with the temperature of your house.

The system can email you if a certain device goes above, or falls below, a certain temperature.

As an example, if your conservatory SmartMotion drops below 60°F you could have an electric heater linked to a SmartPlug in your conservatory. You could then remotely switch this on from your website, and switch if off when the room has sufficiently warmed up again.

These can be set up by following the 'set up alerts' link at the bottom left of your widget.

## Modifying your graphs

The temperature graphs can be modified using the drop down menus.

The date period can be adjusted as required, as can the option of which device you would like to report data for. To set a device to be your default, select it from the from the drop down menu and then select 'make default'.
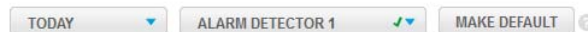


## At a glance

By heading to 'account - settings' and entering your zip code, you will at a glance see data for both the temperature inside your house and the weather outside too.
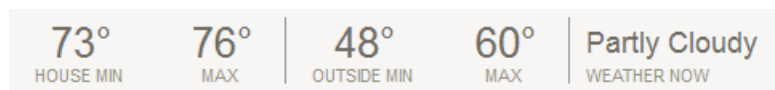


# FAQs

**How does the system work out my internal and external temperatures and the weather?**

Head to your temperature widget and above the graph you will see a drop down menu listing all the temperature enabled devices. Select which one you would like to be your internal temperature reading and then select 'make default'- you will see a green tick appear next to the device chosen.

The external temperature and current weather is calculated based on the zip code entered on the account.

**How do I set up temperature alerts?**

Within your temperature widget there is an option to 'set up alerts'.

Here you can add and edit alerts for devices and temperatures reached – deciding who is contacted and by which method (SMS or email) is done.

# Thermostat

## Thermostat overview

The thermostat widget on the dashboard gives you control of the heating and cooling in your home.

You may also configure your SmartKeyfobs so that heating and cooling changes automatically as you come and go through the day; adjust the automatic time schedules to best suit you lifestyle or simply turn the temperature up and down.
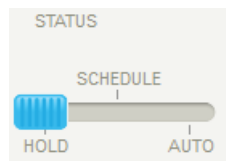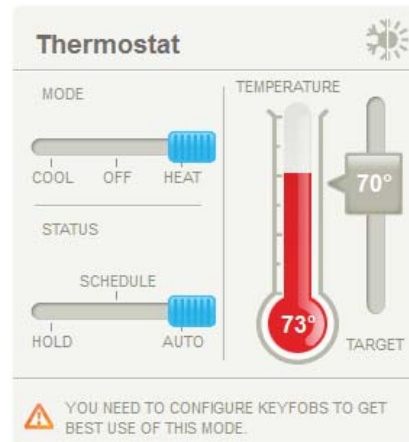


### Hold (Cool / Heat)

Where you wish to set a temperature target at any time, then once reached the tenperature will stay at this level until changed

## Auto (Cool / Heat)

Setting up your online thermostat for Automatic Control

1.      Click on the Thermostat widget on your dashboard to enter the detailed screen
2.      Switch to Heating or Cooling mode as required
3.      Set the Temperature slider to Auto
4.      Check your temperature schedule and adjust the temperatures for 'Night' and 'Day' as required.
5.      Set an Away temperature for when you are out of the house. The Away temperature setting is located at the bottom of the screen.
6.      Select 'set up keyfobs' to decide which SmartKeytfobs will be active.
7.      Save your settings by clicking on the 'Submit' button at the bottom of the screen.
8.      Your SmartKeyfobs are already set up to operate your Thermostat. Just attach them to your house keys to enjoy the convenience of automatic Thermostat control.
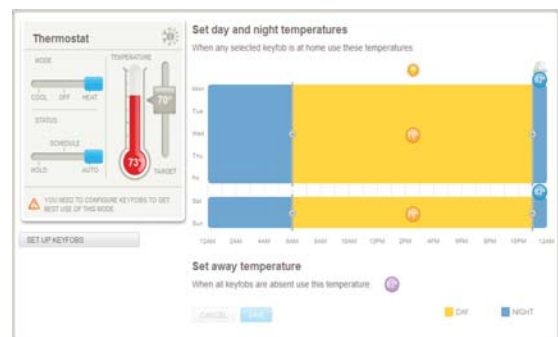


## Heating schedule (Cool / Heat)

By setting up an automatic heating schedule you can set your heating to suit your home. You can ensure your house is at a comfortable temperature when you're at home as well as knowing you're not wasting unnecessary energy when you're out, therefore saving you money.

The 'Simple' mode allows you to change either weekdays or weekends, while the 'Advanced' mode lets you edit times and temperatures on a day by day basis.

Drag the borders to set up your prefered time periods for each day; then select the temperatures icon in each period to adjust your required termperature level.

Remember, if you make changes don't forget to click 'submit' to save them.

Your new schedule will be sent to your in-home heating controller within two minutes.



The automatic schedule can be overridden at anytime, so if you come home earlier than expected or want to change the temperature slightly, that can still be done.

## Using your thermostat manually

To manually adjust the temperature in your home:

1.      Touch the large number on your In Home Thermostat
2.      Use the arrow icons to adjust the temperature.
3.      Press the house to save your adjustment.

Press the mode button on the right hand side of your In Home Thermostat to change modes. You can cycle through Heat, Cool or Off by pressing this button.

# Thermostat

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Q) I want to turn my thermostat ON/OFF now, how can I do this?

A) From the dashboard you can use the slide bar on the main widget to change the heating status to 'OFF'. If you wish to turn the heating or cooling system ON then please choose either 'Auto', 'Schedule' or 'Hold'.

Q) I want to set up my system to automatically change when we are in and out of the home, how do I do this?

A) From the dashboard select the Thermostat widget. This will open up a larger and more detailed screen where you can edit your automatic heating schedule and edit it to change as required when your designated SmartKeyfobs are present or not.

Q) I want to set up a Heating Schedule for my home.

A) From the dashboard select the Thermostat widget. This will open up a larger and more detailed screen where you can edit your heating schedule.

Q) What happens if I make changes on the thermostat rather than online?

A) Any changes you make on the thermostat will be copied online, and vice versa. For example, increase the target temperature on your thermostat and within two minutes your online target temperature will change accordingly.

Q) Won't my home freeze if I switch the Remote Heating Control to 'OFF'?

A) Even when your thermostat is off your system will continue to monitor the temperature in your home. If it gets too cold the system will automatically switch on, ensuring your home does not freeze.

Q) The heating controller is not changing the temperature, why not?

A) There can be a delay of up two minutes between making changes to the temperature on the site and the heating controller showing this. If it still does not you can press the "+" button on the controller once to view the temperature it is currently set to aim for.

Q) Where can I view the battery level and signal of my thermostat?

A) In the Devices section on your dashboard you will see the current status of any devices installed on your system.

Q) My thermostat is showing as 'searching' in my device list, what should I do?

A) In this case the device isnot currently communicating with your SmartHub. To correct this, remove the batteries from the controller for 10 minutes, then put them back in again. If it does not reconnect, contact Customer Support.

Q) Why does my heating switch on 30 minutes before I've set it to?

A) The heating schedule works on the basis that your home will take 30 minutes to warm up. Therefore; if you've set your home to be 20°C at 10:00 the system will switch on at 09:30 to ensure that by 10:00 the house is at it's required temperature.

# Time of use


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## An overview

The Time of Use widget allows you to see what times of the day you are using the least and most energy, as well as how much this is costing you.

The data is split into four time periods:

**Morning (7am-9am)** would generally cover the period where the household gets up and gets ready for school or work.

**Day (9am-6pm)** is likely to be one of the least active periods of the day, with people out of the house.

**Evening (6pm - Midnight)** begins as the house members arrive home from school or work, the evening meal is prepared and many other electrical appliances are used. This would also see household lights being used as daylight ends.

**Night (Midnight - 6am)** is likely to give you your 'Always on' figure, as just appliances such as the refridgerator are left in use while the household sleeps. Alternatively, some households may run the washing machine or dishwasher overnight.

You will also see here your average daily expenditure.
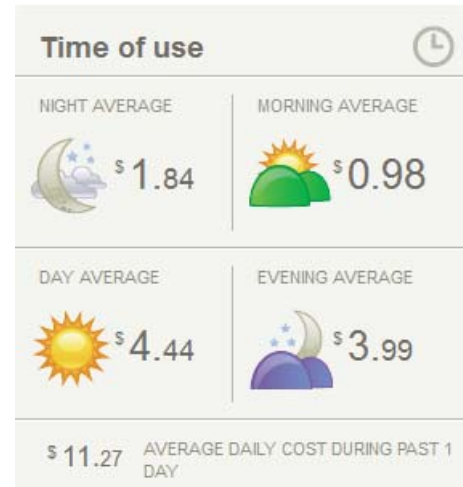


## Reading your graph



You can view your time of use data in more detail, seeing how much you're using at what times of day.

As the data builds up over time you could well see daily patterns appearing here.

## At a glance

Above the graph you will see some of your average figures at a glance, as well as the heaviest usage hour of your day.



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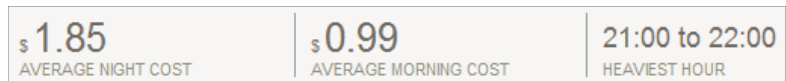
# FAQs

### How does the system work out my daily usage?

The averages given are based on the amount of electricity you have used over the last 30 days, including timed usage throughout each day. From this, it forms a picture of how much you're spending and at what times.

The average does cover weekdays as well as weekends, which may account for a more balanced graph than you'd expect.

### The predicted cost / actual usage does not match my electricity bill, why is this?

Jupiter cost prediction gives a good indication of your energy usage to help you track your progress in reducing your energy consumption and your bills.

It cannot measure consumption with 100% accuracy. It is also necessary to check that the tariff information you have entered in your online account is the same as that used to calculate your bill.

Please note that the cost prediction cannot take into account extra charges such as standing charges which may be included in your bill.

### How do I enter my electricity tariff?

To ensure your cost data and predictions are correct, you will need to enter the tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier. To edit the tariff amount, please head to 'account' and then 'settings'

### Why am I using electricity overnight when everyone is in bed?

This will be your base load, which is the appliances that never switch off (your refridgerator for example).

# Whole Home Power

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## Electricity overview

From the main dashboard you can see what you're using right now, with the dial signifying how this compares to the previous days usage

You will also get information on your cumulative usage as well as your current daily average.
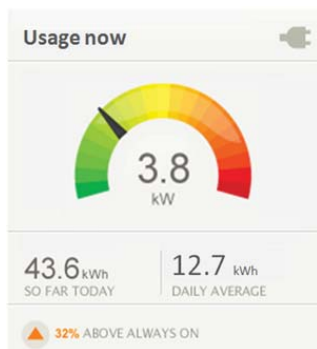


This is your current usage. Watch the dial swing from Green to Red as you approach, and then go over your previous days usage*

Your power usage so far today, as well as the daily average use

How much energy you are using compared to your 'always on' amount.



## Reading your graph

Once inside the Whole Home Power widget, you can see an overview of your energy usage on a broader scale.

This will show how much energy you've used throughout the day, week, month, year or during custom dates you select.

## At a glance

Above the graph you will see a few figures available at a glance, these are as follows:
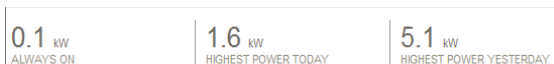


-        Always on. This will be your base load, which is the appliances that never switch off (your refridgerator for example). This is also know as the 'baseload'.

-        Highest power today is the figure where you energy usage has reached its peak today.

-        Highest power yesterday allows you to see what the peak of your usage was, this is useful for comparison and target purposes.

# FAQs

### How can I view my Whole Home Power data?

Head to your Whole Home Power widget and you will see your power usage in real time, power usage so far today and your average daily usage.

### Why is my Whole Home Power not showing any data?

Head to the devices section on your website where you will see all the devices currently linked to your system. Check the relevant device is present on the system, and has a good battery life showing.

If there is still no data reported, please contact Customer Support.

### How do I enter my electricity tariff?

To ensure your cost data and predictions are correct, you will need to enter the tariff amount that you pay for your electricity. This can be found on your paper or online bill, or by contacting your supplier. To edit the tariff amount, please head to 'account' and then 'settings'

### Why has the power now icon changed colour?

The colour of the plug icon will in the main widget will change colour according to your usage compared to the previous day - going from green (using less power) to amber and then red (as it uses more than the previous day).