

Aussie Home Energy Monitoring System #1 FAQ



Welcome to the FAQ for Aussie Home Energy Monitoring System #1 HUB and Dashboard.

Where do I find the installation information?

A fully detailed document on how to install your System #1 HUB and configure the dashboard is on our [SUPPORT](#) page.

Why is my System #1 transmitter seen as an System #2 transmitter?

This could be because you are being misled by your HUB picking up an System #2 transmitter from next door or elsewhere in your home. You need to move the HUB outside of the range of the System #2 transmitter, or turn off the System #2 transmitter during the initial scan.

If there are no System #2 transmitters in range, then generate another sid for the transmitter in question. See the next question.

How do I change the sid of a System #1 transmitter?

The System #1 transmitter sid range is from 1 to 4096. This is set at a random figure.

To change the sid of the transmitter, press in the red button of the transmitter for nine seconds and release. The LED on the transmitter will be flashing quicker than normal and will take two minutes to return to the same. You will notice the re-scan of the System #3 dashboard will show no data for the old sid transmitter, as it now has a new sid.

From experimentation run the re-scan process twice after two minutes of pressing the button on the transmitter. The second scan finding the new sid transmitter.

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You may have to delete the old sid transmitter from the dashboard if the dashboard does not self adjust to the changes, due to dashboard having a memory of the old transmitter for some length of time.

NOTE: If you cannot see one of your transmitters, this could be due to it having the same sid as the other. If this is suspected then generate another sid. If both transmitters had the same sid of 77, then only one transmitter will be seen by the HUB.

Why does my dashboard sometime have a different version number?

This depends on the hardware type you are using. System #1 devices will show 2.3.8 whilst System #2 show 2.3.7

How do I delete all of the transmitters from my dashboard?

The only way to do this is to add `/deletedevice/sid` to the address field in your browser as there is no delete link shown when there is only one transmitter. The reason for this is the system assumes you have at least one transmitter. Thus adjust your browser address link to www.energyhive.com/settings/deletedevice/sid and refresh. The sid value being the number between 1 and 4096.

This will delete the device and may show an 'internal error' but works all the same. Your dashboard will now show no devices.

How do I change the order of the circuits in the dashboard?

If you want the circuits to appear in a certain order such as:

Import, Solar, Hot Water

You need to add the transmitters in that order to the dashboard. If they are listed in that order from top to bottom during a scan they will appear as such. Otherwise scan add one transmitter, then re-scan again and add the remaining transmitters.

NOTE: Best to add the Total Power transmitter first.

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What do the flashing lights on the System #1 HUB mean?

The lights (LEDs) on the HUB are illuminated as follows for normal operation:

- Green LED on
- Yellow LED flickering in sync with an ethernet port on the router / modem
- Red LED power on

Lights at back of LAN port:

- Green LED on
- Yellow LED flickering [Note if you lose the internet there will be reduced activity on this LED]

How do I connect the System #1 HUB?

You need a spare LAN port on your modem / router. By default your modem / router should see the HUB on auto pilot using DHCP protocol. If you cannot see the HUB you will need to login to you modem / router and investigate. Setting the HUB MAC Address to static can in some cases solve the issue.

How long does it take to connect the HUB and configure the online energy monitoring dashboard?

Approximately five to ten minutes.

New questions

If you have a question that is not included here, then please forward via email and we will supply an answer and add it to this FAQ.

Visit [SUPPORT](#) for installation and configuration instructions