



HydroHome Trial

A guide to getting your Smart Hub/Energy Bridge connected

(iOS/Android)

HydroHome
Your smart home application

Log into your HydroHome using the credentials for the trial.

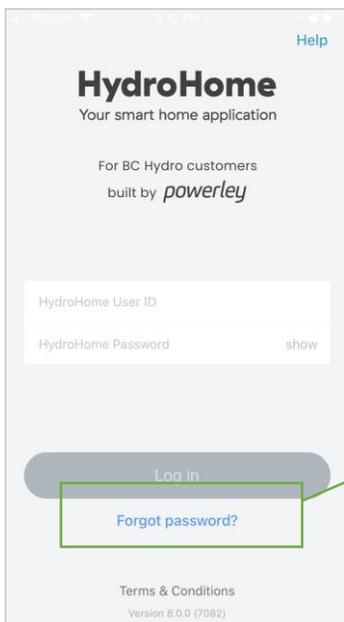
Your Username

- Is the email associated with your BC Hydro account

Your Password

- Was set up by you, through the welcome email we sent to you when you signed up for the trial

If you have forgotten your password, or have not yet been able to set one up there is a password reset link on the app log in screen.

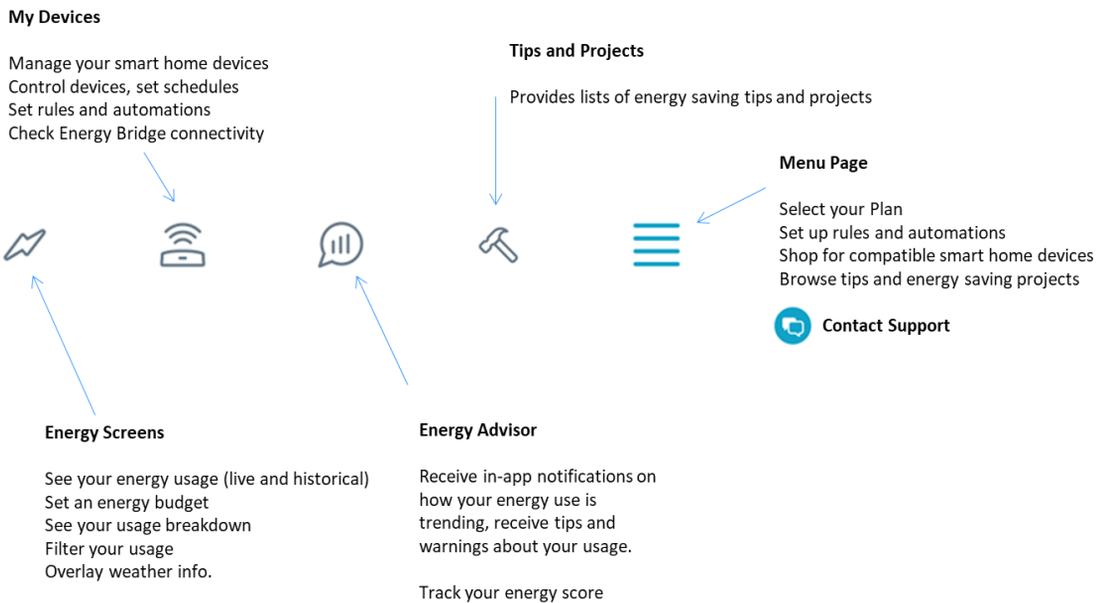


Use this “Forgot Password” feature to reset your password, or to create a new one for the first time.

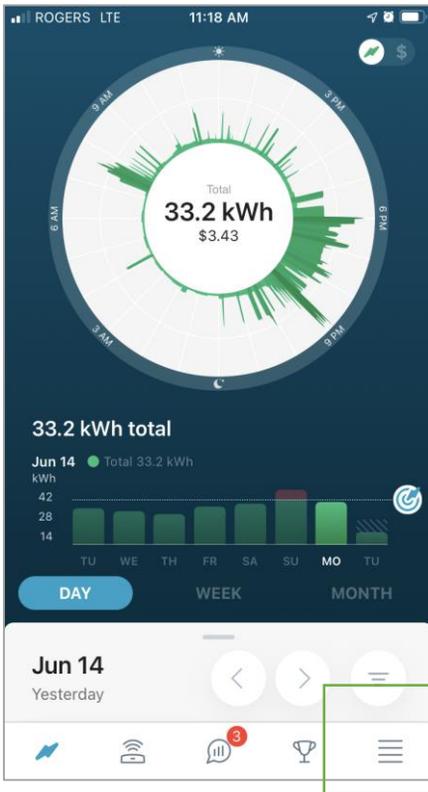
Remember to use the email associated with your BC Hydro account as your username.

Understanding the basic app navigation

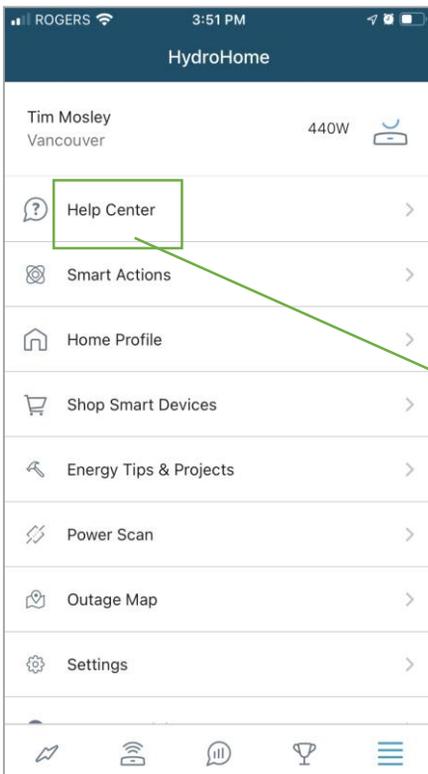
At the bottom of most screens of the app you will find this navigation bar.



Accessing the Help Centre, within the app



Select the main menu



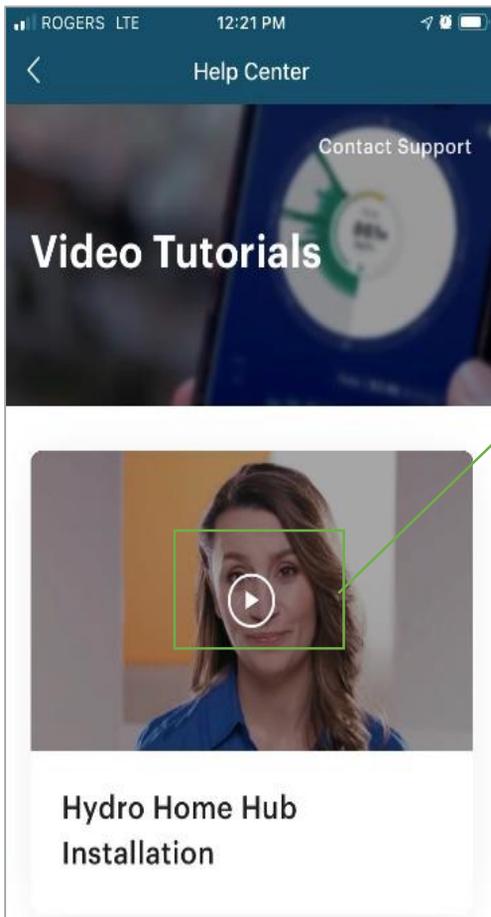
Select "Help Center"

This will take you to the Help Center area where you can learn more about the app and how to use some of the features.

Setting up your Energy Bridge or HydroHome hub

In the Help Center there is a video that demonstrates how to connect an Energy Bridge/HydroHome hub for the first time.

Look for “Video Tutorials. “

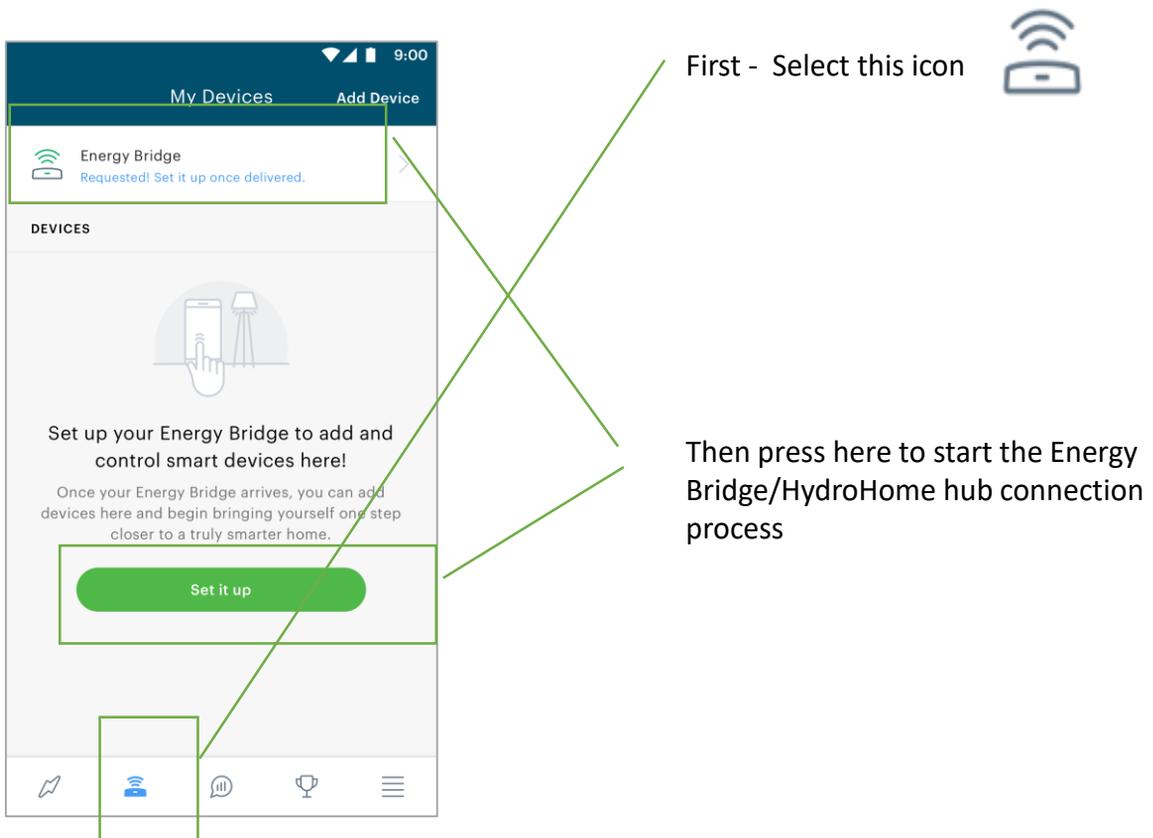


This video will offer guidance on how to connect your Hydrohome Hub.

For more assistance, the following pages also outline the steps you need to take.

Setting up your Energy Bridge or HydroHome hub

Select the “My Devices” icon from the main navigation bar at the bottom of the app.



Then follow these instructions below.



To start the Energy Bridge set up you will need to place your Energy Bridge in a room that is located within 25 feet of your BC Hydro Smart Meter.

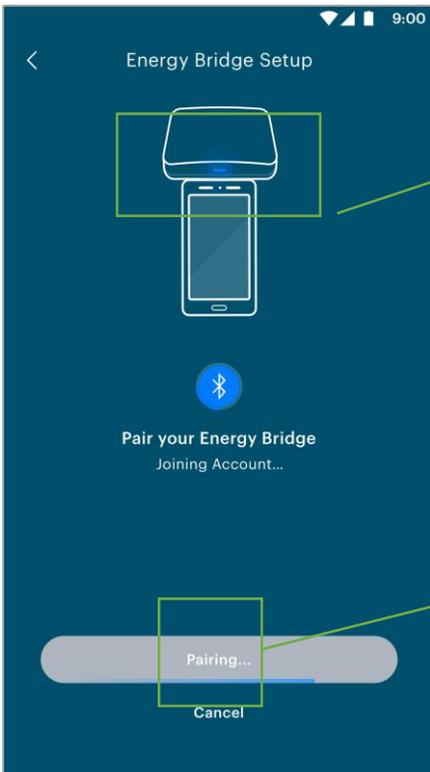
You will also need either a wired (ethernet) connection to your internet router or have your wifi password ready.

Start by connecting the Energy Bridge to the power using the power supply provided.

The green light should be on, it takes a few minutes.

You will now need to enable  Bluetooth[®] on the phone or tablet that is running the HydroHome app.

Press "Begin Setup"

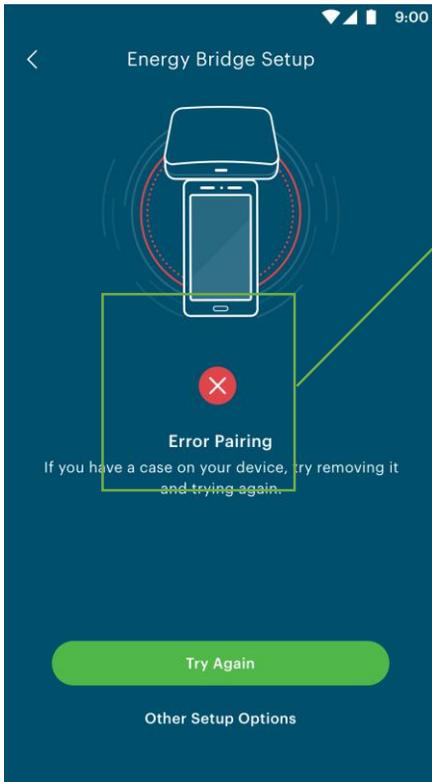


Place your phone right next to the Energy Bridge as shown.

The phone should be able to locate your Energy Bridge.

The light on the Energy Bridge will turn **blue**. You will see the screen on the phone change.

In a few moments it should connect.

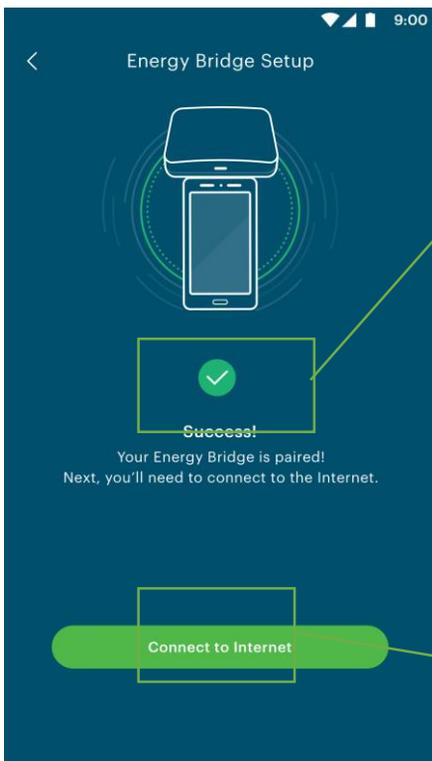


If you receive the error message, try again. Make sure your Bluetooth is on, and there are no other Bluetooth devices directly near the Energy Bridge that might cause interference.

Retry.

If this continues to fail please contact the in-app help desk through the main menu icon.

(see last page for more details)



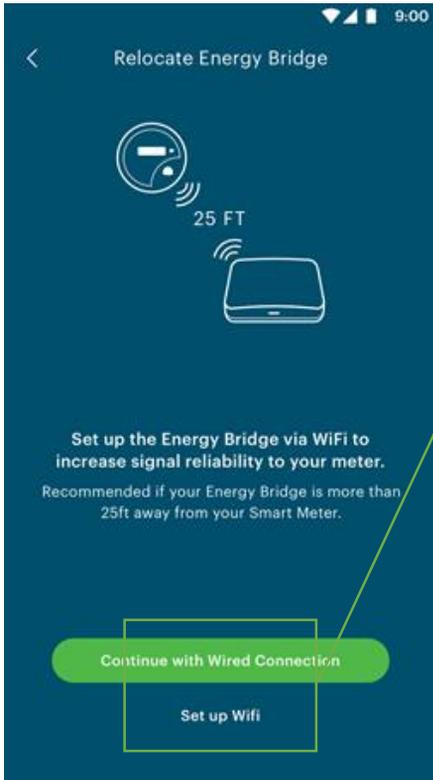
Once the energy bridge is paired to the phone you can now connect the Energy Bridge to the internet.

Your Energy Bridge must be within 25-35ft of your BC Hydro Smart meter. The nearer the better.

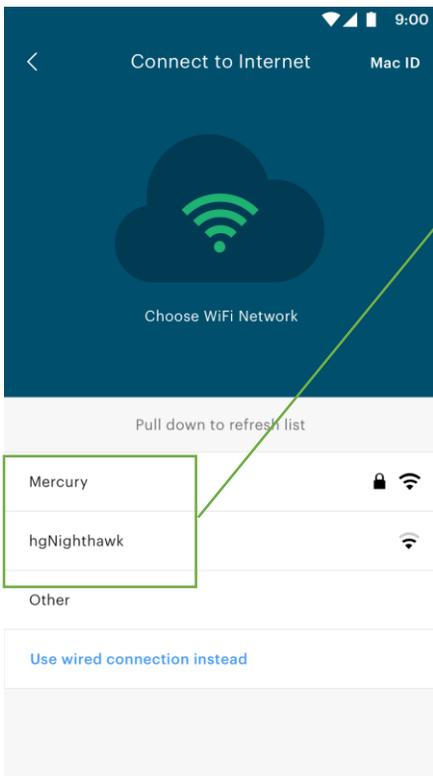
If your chosen Energy Bridge location allows for an ethernet wired connection to your internet router, this is often the best option.

Otherwise, you will need to connect your energy bridge to the internet via your **Wifi**.

Press "Connect to Internet"

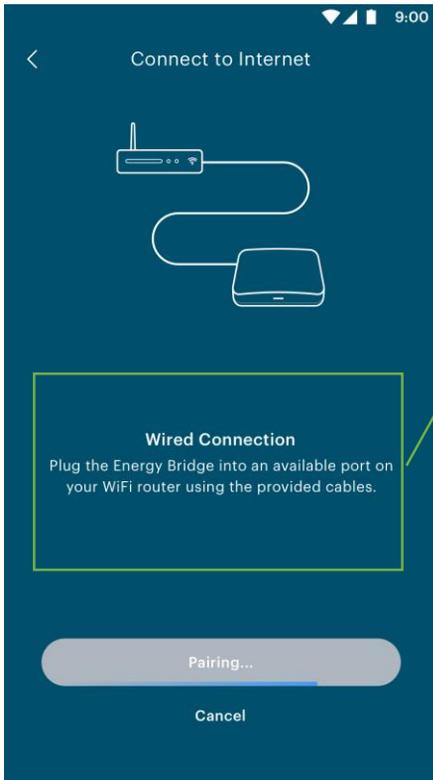


Select either Wired connection or the Wifi option depending on your home's setup, keeping all wireless distances to a suitable minimum.



If you plan to use Wifi

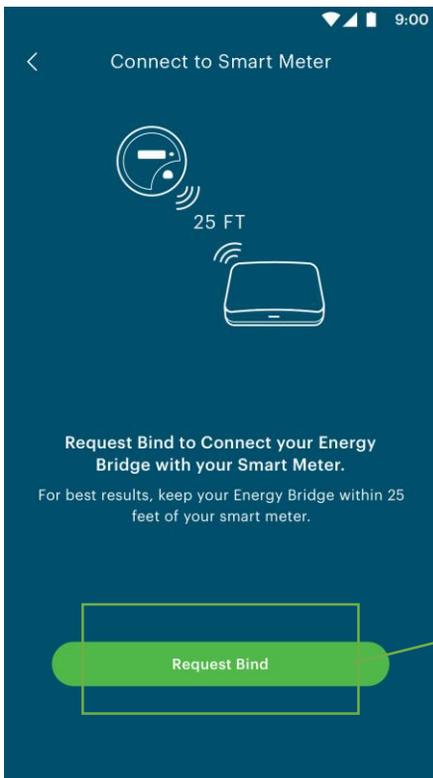
Select your Wifi service from the options presented and follow the screen prompts to enter your Wifi password.



If you plan to use an ethernet connected (wired) connection.

Make sure your energy bridge is connected via an ethernet cable to your internet router/modem.

Scroll down to the very bottom of all the displayed Wifi signals available to find the wired connection option.



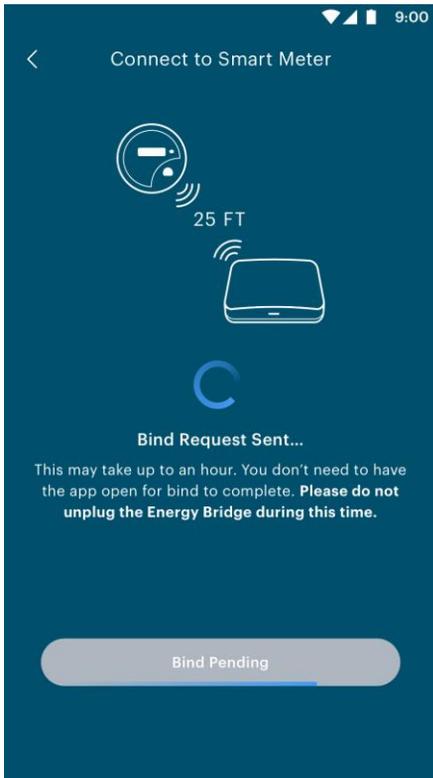
Once the Energy Bridge is connected to the internet, is it best to leave it for 30 mins to ensure that all firmware updates and security updates are loaded.

This happens automatically.

(Go have a cup of tea)

The final step is to bind the Energy Bridge to the Smart Meter, so you can receive live energy data.

PRESS "Request Bind"



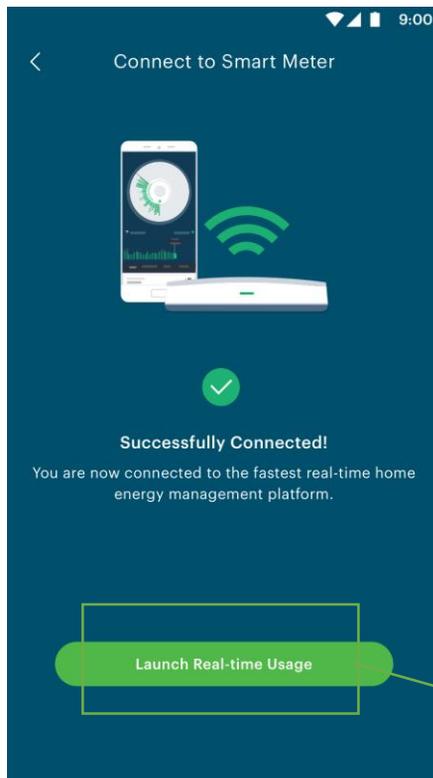
Binding can take up to 48 hours.

You do not need to have the app open at this stage, nor do you need to be near the bridge.

As long as the bridge is powered, it will start communicating with the smart meter if it is in range.

You have completed the set up.

NOTE- If after 48 hrs the device is still searching for the meter, please contact the in-app support.



When successful you should see this screen.

Make sure that your Smart hub/Energy Bridge continues to have a good internet connection and is also remains within range of your smart meter.

If you plan to connect smart devices to your Energy Bridge, you will also need to consider this when you decide where to place the Energy Bridge.

(having the energy bridge somewhat central in the house will give typically good results, but it does depend on your home's layout and the location of the smart devices you may introduce)

To see your energy data, press "Launch"



For more support

Use the In-App support on the main menu page of the app.

