

# Home Energy Gateway Use & Care Manual

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### **Chapter 1, 2, etc.**

## ***Product Overview***

Thank you for purchasing the GE Home Energy Gateway. This device is designed to help you manage your home energy consumption and cost. The HEG will help you shift energy intensive tasks from high cost periods to lower cost periods of the day. Changing your energy usage to take advantage of variable pricing and adjusting your thermostat settings can have an impact on your energy bill and carbon footprint.

Note: In order to monitor the energy use of your appliances, the appliances must be demand response enabled and must be equipped with the appropriate Zigbee communications module. Please consult your appliance owner's manual for more details.

## ***Box Contents***

**This section will contain a picture of everything that comes in the box. Below is initial list.**

- Home Energy Gateway.
- Ethernet cable.
- Installation CD.
- Quick start guide.

## ***System View***

**Manual will contain a picture of the HEG with arrows & text for the Leds, reset button, Ethernet port.**

A description of each should then be given below.

- AC plug. Provides power the HEG.
- Ethernet port for connecting to an existing Ethernet network.
- Reset button. This button is used to cycle power on the HEG and also reset the HEG to its factory default settings.
- LED indicators. These indicators are used to represent system status and will provide system diagnostics in the event of a failure.

## ***System Requirements***

In order to install the Home Energy Gateway, you must have the following:

### **Operating System requirements:**

Mac OS X version 10.4.1 or later, Windows 7, Windows Vista SPX, or Windows XP SPX.

## **Internet Browser requirements**

- Internet Explorer 8 or higher
- Chrome 4
- Safari 4
- Mozilla Firefox 3
- Opera 10

## **Software requirements:**

- Adobe Air version 2.0 Beta

## **Wireless Network requirements:**

- In order to access the HEG via wireless network, the computer must have a compatible 801.11a, 801.11b, or 801.11g wireless adapter.

## ***Recording Your Home Energy Gateway Product Information***

In the following table, please fill in all the required information of your device. This information can be found on the label on the bottom side of the device. Also, please record the purchase date and any other notes such as your operating system and software versions. This information will be necessary for setup and technical support.

Serial Number:
Model Number:
MAC Address:
Installation Code:
Purchase Date:
System Notes (passwords/software revs/etc):

## ***Home Energy Gateway installation***

During installation, the setup software will install the HEG client application on your computer. This program will allow you to configure your HEG network (add/remove devices) and then view your total energy consumption.

### **To install the Home Energy Gateway:**

- Insert the CD into your computer's CD-ROM drive.
- Click "Setup Home Energy Gateway". If you do not see this screen, access the setup CD directly. To do so, perform the following steps for your specific operating system.
  - Windows 7.
    - Go to Start -> Computer. Double click your cd-rom drive.
  - Windows Vista.
    - Go to Start -> Computer. Double click your cd-rom drive.
  - Windows XP.
    - Go to Start -> My Computer and select your cd-rom drive. Double click on setup.exe.
  - Mac OS X.
    - Double click the cd on your desktop. Double-click on Setup.
- Read the Software End User Agreement. To accept the agreement, and continue with the installation click Next.
- Follow the steps as outlined in the installation CD (wizard).

## ***Appendix A: Safety Precautions***

**When using this electrical device, basic safety precautions should be followed, including the following:**

- Use this device only for its intended purpose as described in this Owner's Manual.
- Read all the instructions before using this device.
- This device is a high-voltage component and therefore should not be opened for any reason, even when the device is unplugged.
- Never force a connector into the Ethernet port. If the connector does not attach with a reasonable amount of force, they do not match. Verify the connector matches the port and that it is orientated correctly.
- During standard use of this device, it is normal for the case to get warm. The case functions as a cooling surface that transfers heat from inside the unit to the cooler air outside.

### **How to connect electricity**

- This device is equipped with an integrated 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of an electric shock hazard.
- The wall outlet and circuit should be checked by a qualified electrician to make sure the outlet is properly grounded.
- If the outlet is a standard 2-prong wall outlet, it is the consumers responsibility and obligation to have it replaced with a properly grounded 3-prong wall outlet.
- Operate this device only from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- The only way to turn off power to this device is to disconnect it from the power source.
- When connecting or disconnection this device, always hold it by its sides. Keep fingers away from the metal part of the plug.

### **Avoid wet locations.**

- **Warning:** To reduce the risk of electrical shock or injury, do not use this device in or near wet locations.
- Keep this product away from all liquids.

### **Other safety related tips.**

- Unplug the device from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- **Warning:** Do not attempt to open or disassemble this device. You run the risk of electric shock and voiding the limited warranty. No user-serviceable parts are located inside the device.

## ***Appendix A: Troubleshooting & Customer Support***

**TBD**

## ***Appendix B: Product Specifications***

**TBD**

### ***C: Warranty Information***

All warranty service provided by our Factory Service Centers, or an authorized Customer Care technician. To schedule service, visit us on-line at [GEAppliances.com](http://GEAppliances.com), or call 800.GE.CARES (800.432.2737). Please have the serial & model numbers available when calling for service.

For The Period Of:

**One year** from the date of the original purchase

GE Will Replace:

Any part which fails due to a defect in materials or workmanship. During this limited **one-year warranty**, GE will also provide, **free of charge**, all labor and related service to replace the defective part.

## ***D: Regulatory Information (FCC, etc.)***

### **FCC Compliance Statement**

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This product has been tested and found to comply with the limits of a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment or devices.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult a dealer or experienced radio / TV technician for assistance.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

"CAUTION : Exposure to Radio Frequency Radiation.

Antenna shall be mounted in such a manner to minimize the potential for human contact during normal operation. The antenna should not be contacted during operation to avoid the possibility of exceeding the FCC radio frequency exposure limit. The minimum separation distance of 20cm from the antenna to the body of user required."

## ***E: Software License Agreement (including Open Source Software references)***