EcoStruxure™ Energy Hub

Mobile app starter guide

7EN02-0470-02

04/2024

Public

Schneider Electric

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Electrical equipment should be installed, operated, serviced and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

As standards, specifications and designs change from time to time, please ask for confirmation of the information given in this publication.

Safety Information

Important Information

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, service or maintain it. The following special messages may appear throughout this bulletin or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.

The addition of either symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.

This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER

DANGER indicates a hazardous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a hazardous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a hazardous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

Please Note

Electrical equipment should be installed, operated, serviced and maintained only by qualified personnel. No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction, installation, and operation of electrical equipment and has received safety training to recognize and avoid the hazards involved.

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Safety Precautions

During installation or use of this software, pay attention to all safety messages that occur in the software and that are included in the documentation.

The following safety messages apply to this software in its entirety:

⚠ WARNING

INACCURATE DATA RESULTS

- Do not incorrectly configure the software or the devices.
- Do not base your maintenance or service actions solely on messages and information displayed by the software.
- Do not rely solely on software messages and reports to determine if the system is functioning correctly or meeting all applicable standards and requirements.
- Consider the implications of unanticipated transmission delays or failures of communication links.

Failure to follow these instructions can result in death, serious injury, equipment damage, or permanent loss of data.

⚠ WARNING

HAZARD OF FIRE

- Do not use Energy Hub as a safety system for your facility.
- Do not rely solely on software messages and reports to determine the correct operation of your building systems.
- Do not base your maintenance or service actions solely on information provided by the software.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

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⚠ WARNING

MISSED ALARMS

- Do not use Energy Hub for critical applications where human or equipment safety relies on alarming.
- Use reliable communication networks to connect devices, equipment, communication gateways, and Energy Hub.
- Consider the impact of unexpected transmission delays or communication failures.
- Configure alarms correctly.
- Do not disable notifications for important alarms.
- Send alarm notifications to more than one person.
- Check for email and mobile push notifications regularly.
- Do not solely rely on notifications. Check alarms regularly in Energy Hub.
- Do not let the Energy Hub subscriptions expire.

Failure to follow these instructions can result in death, serious injury, or equipment damage.

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices to help prevent unauthorized access to the software.

Failure to follow these instructions can result in death, serious injury, equipment damage, or permanent loss of data.

Work with facility IT System Administrators to ensure that the system adheres to the site-specific cybersecurity policies.

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Overview

Energy Hub

Energy Hub is a cloud-based software solution for managing your electrical system. It helps you track and analyze data from your electrical system and it can help you increase the safety, reliability, efficiency, and compliance of your facilities. Use Energy Hub to monitor the power reliability of your electrical distribution system and to manage your electrical distribution system assets.

IMPORTANT: The energy and status data shown in Energy Hub is not real-time data. Energy Hub shows the latest logged data for the equipment or monitoring devices. Data updates can take up to 15 minutes.

Web and mobile apps

You can access Energy Hub on a computer with the Energy Hub web app, or on a mobile device with the mobile app. Web and mobile apps share the same system configuration and the same energy data.

For information on how to configure and use Energy Hub, and for important safety and cybersecurity information, go to the **Energy Hub online help**.

App download links

NOTE: The mobile app is only available for certain countries and regions.

App	QR code	Link	Description
iOS		iOS app	For iOS mobile phone or tablet version 15.0 or later.
Android		Android app	For Android mobile phone or tablet version 7.0 or later.

App features

The Energy Hub mobile app has two modes: **Site manager** and **Energy Hub**. The Energy Hub user role determines the mode a user is in. Users with a **Site manager** role are in Site manager mode, users with other roles are in Energy Hub mode.

Site manager is focused on energy consumption and the operational status of essential systems such as lighting and refrigeration.

Energy Hub mode is focused on detailed energy system data, such as equipment status, operating conditions, and alarm management.

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Site manager mode

Site manager mobile app mode includes the following features:

- Home
  - View information based on energy usage types (Comfort, Lighting, Refrigeration, Other)
  - View energy consumption of individual loads
  - View on/off status for loads, such as lighting
  - View temperature for refrigeration, such as a cold room
  - View alarms and alarm history
  - Receive alarm notifications (email or mobile push)
- Energy
  - View energy consumption for a selected period, such as a day or a month
  - View energy consumption and cost for a location
  - View energy consumption and cost by energy usage type, such as lighting, refrigeration, or plug loads
- Setup
  - Manage your user account profile
  - Manage alarm rules
  - Change notification settings
  - Change organization settings
- Help and Support
  - About Energy Hub Site manager
  - Documentation
- Legal information
  - Consent management
  - Privacy Notice
  - Terms of Use
  - Open-source licenses

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Energy Hub mode

Energy Hub mobile app mode includes the following features:

- Inbox
  - View alarms list
  - View alarm details
  - Acknowledge alarms
  - Share an alarm notification
  - Receive alarm notifications (email or mobile push)
- Investigate
  - View energy system data for a location or equipment
  - View equipment status
  - View equipment details
- Setup
  - Add sites
  - Add equipment (assets)
  - Manage users and user permissions
  - Manage subscriptions
  - Change regional settings
  - Change notification settings
  - Change language settings
  - Manage alarm settings
- Help and Support
  - Download user guide
  - Contact us
  - Give feedback
  - About Energy Hub
- Legal information
  - Terms of Use
  - Consent management
  - Privacy Notice
  - Open-source licenses

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Functionality

The following shows screen captures of the main features and functions of the Energy Hub mobile app. The images show the mobile app user interface as it appears on an iOS mobile device in dark mode.

NOTE: The examples and screen captures shown in this guide are for illustration purposes only. They are not intended to give guidance on configuration settings or application details. For guidance on configuration of your system or other application details, consult a qualified professional.

Site manager mode

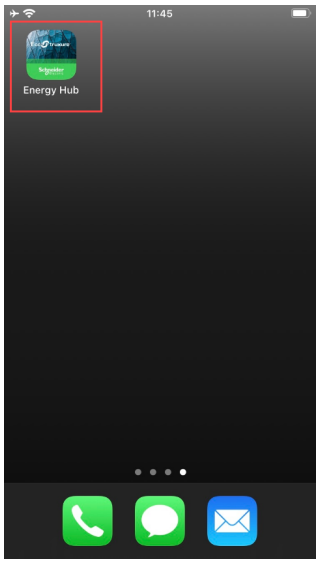
(For information on Energy Hub mode, see Energy Hub mode.)

Basics
Data access
Setup

Basics

App icon
First-time startup
Login
Logout
App menu
Help and support
Legal information
Light and dark modes

App icon



iOS

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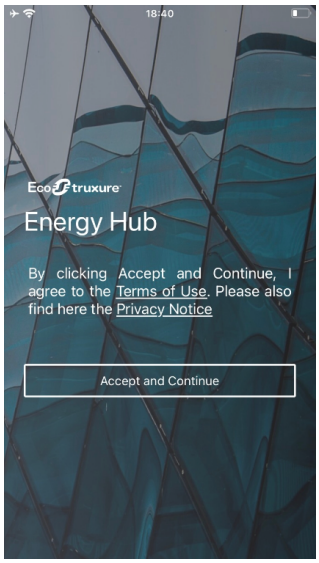
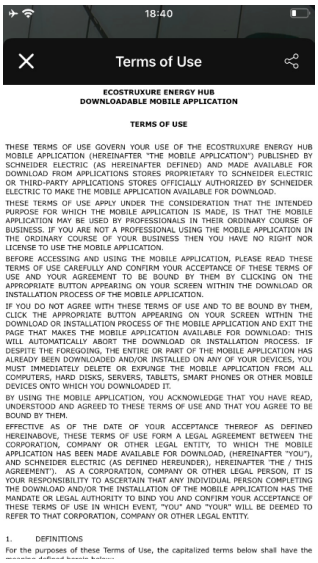
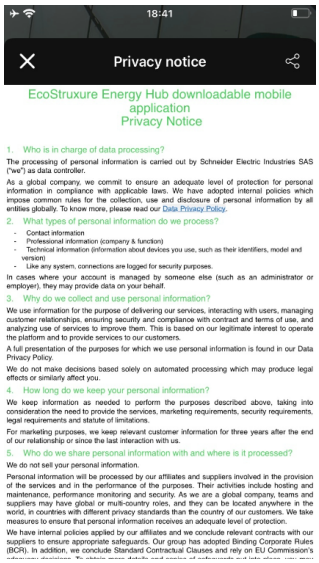
First-time startup



Initial startup



Terms of use



Privacy notice

Login

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices to help prevent unauthorized access to the software.

Failure to follow these instructions can result in death, serious injury, equipment damage, or permanent loss of data.

Work with facility IT System Administrators to ensure that the system adheres to the site-specific cybersecurity policies.

RECOMMENDATION: Enable two-factor authentication for your Energy Hub mobile app to help prevent unauthorized access to the software. To enable two-factor authentication, select **Manage user account** from the main app menu and follow the instructions.

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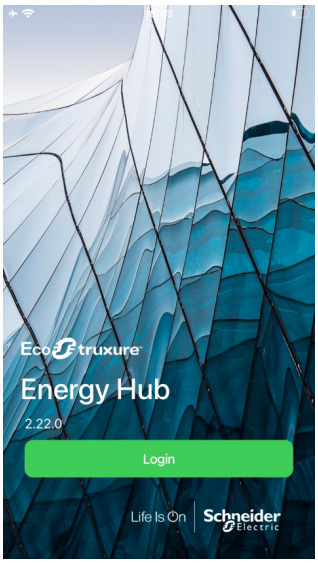
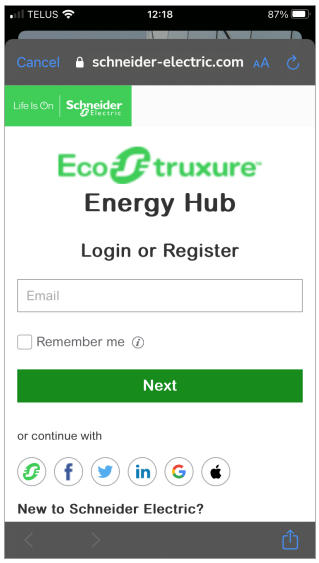
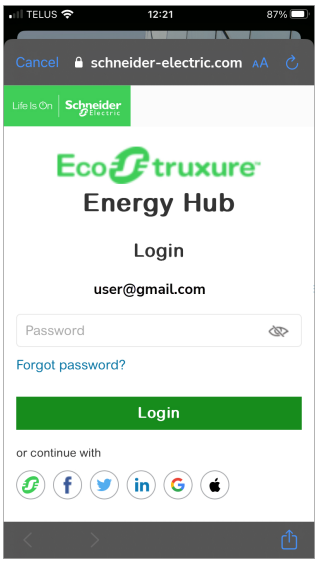


Login

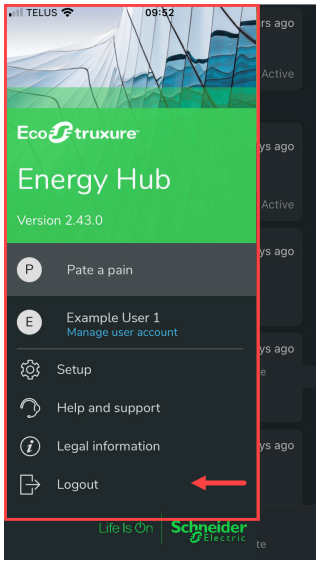


Enter email



Enter password

Logout



App menu > Logout

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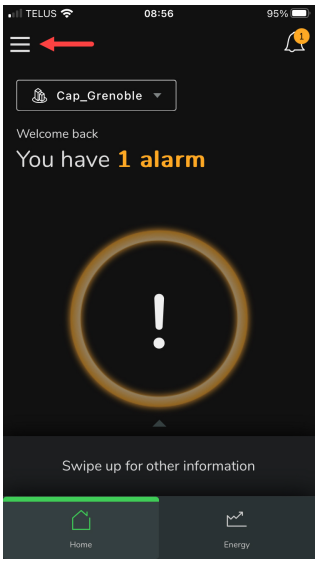
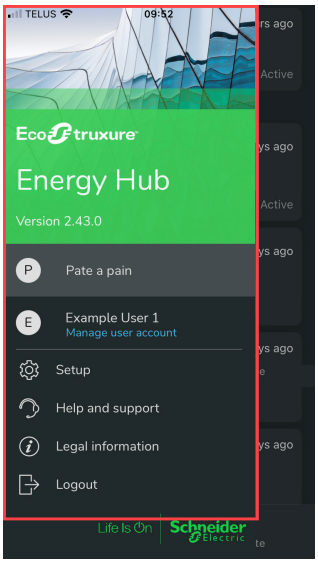
App menu

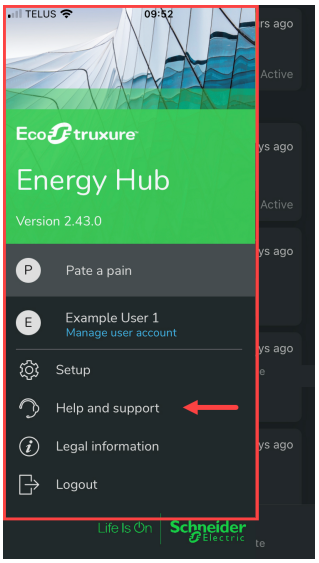


Select options menu

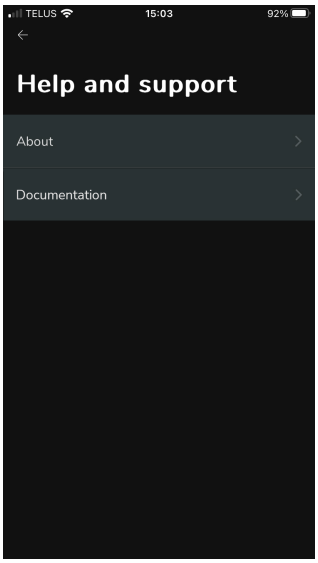


App menu

Help and support



Help and support



Help and support options

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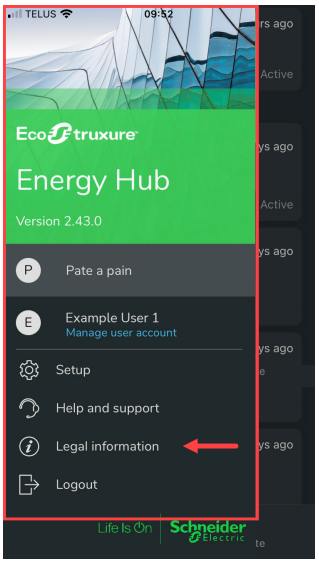
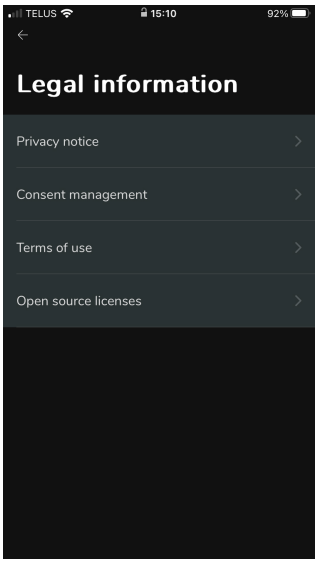
Legal information



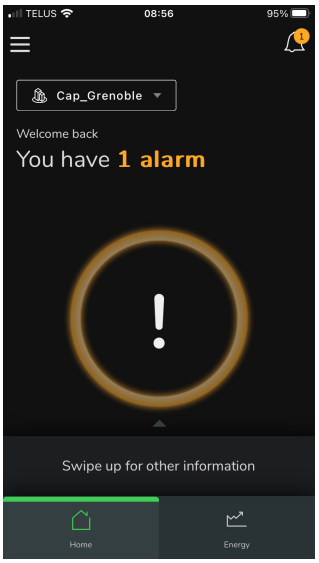
Legal information



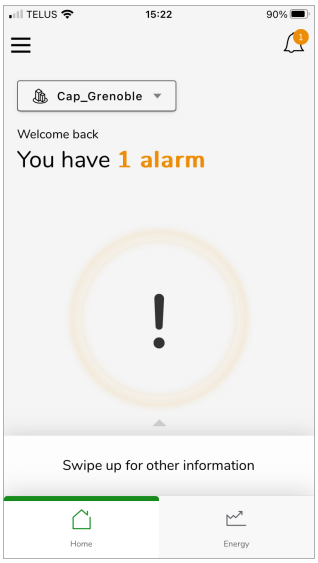
Legal information options

Light and dark modes

NOTE: Light and dark mode are controlled by your mobile device settings.



Dark mode



Light mode

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Data access

Home

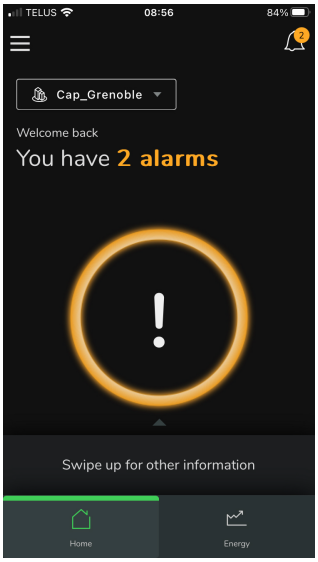
Alarms and alarm notifications
Load on/off status
Cold room temperature

Energy

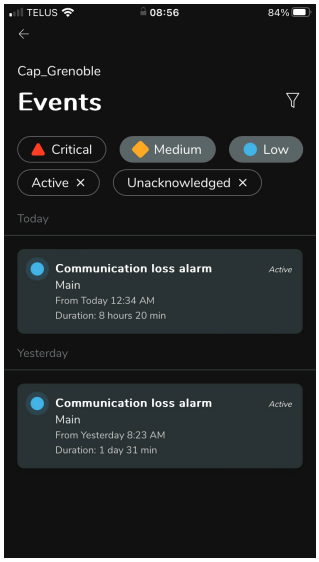
Energy consumption targets
Energy consumption trends
Energy consumption by location or energy usage type
Energy consumption comparison

Home

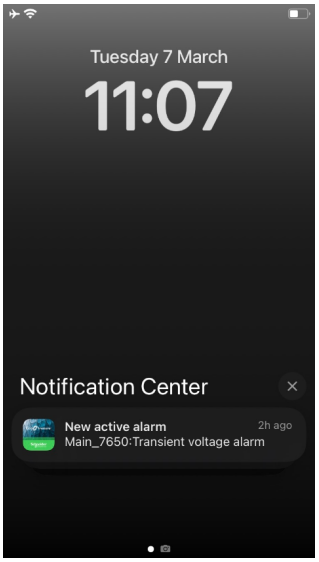
Alarms and alarm notifications



Number of active alarms



Alarm details



Mobile push notifications

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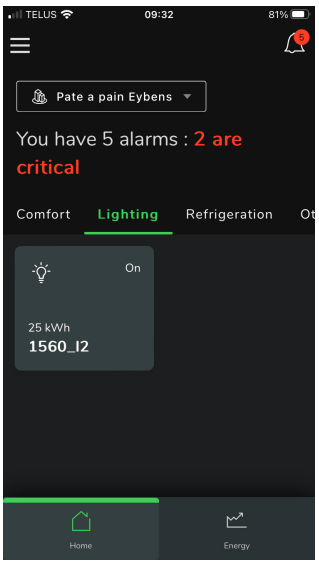
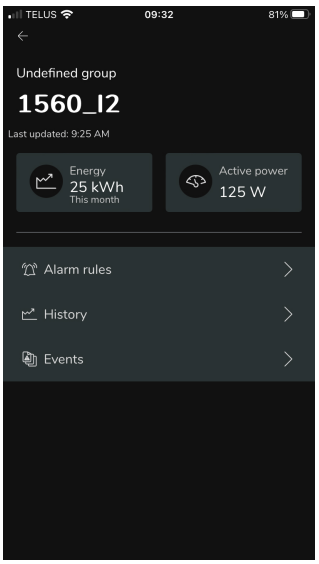
Load on/off status

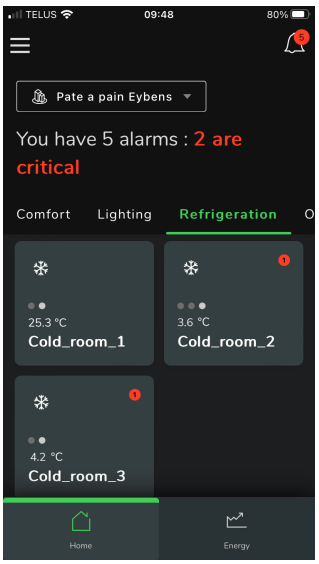


Load on/off status

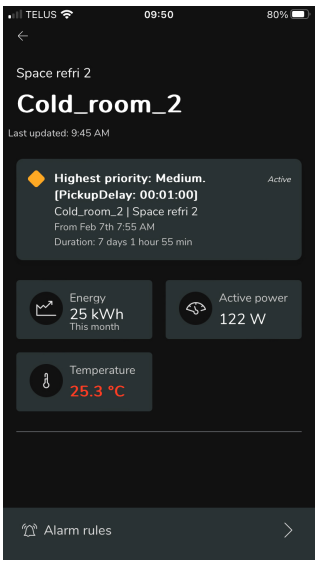


Energy and power totals

Cold room temperature



Temperatures



Details

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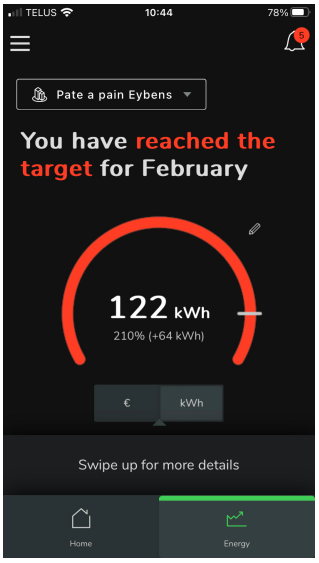
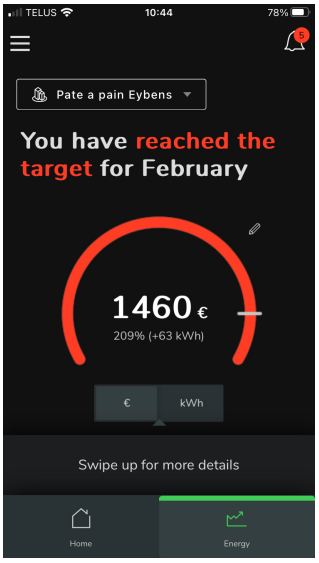
Energy

Energy consumption targets

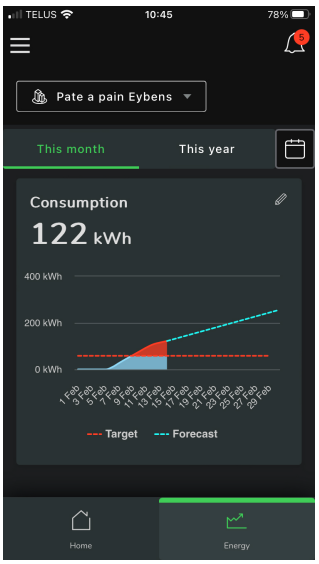


Performance against target (energy)

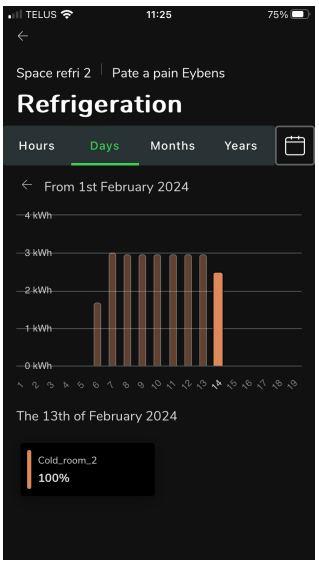


Performance against target (cost)

Energy consumption trends



Consumption trends – organization



Consumption trends – usage

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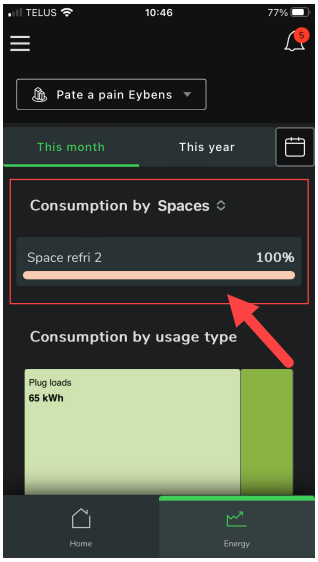
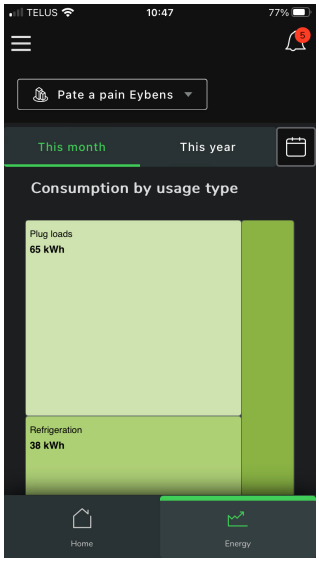
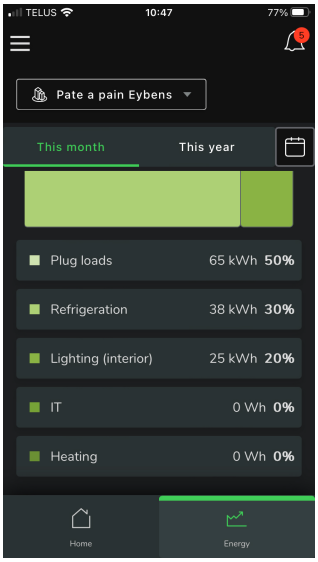
Energy consumption by location or energy usage type



Consumption by location

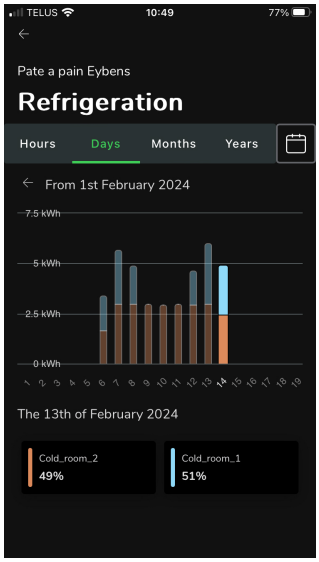


Consumption by usage type



Consumption by usage type

Energy consumption comparison



Consumption comparison

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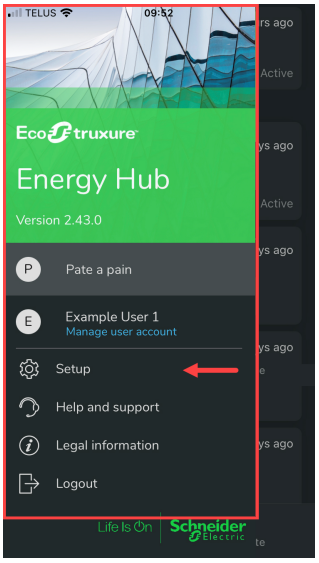
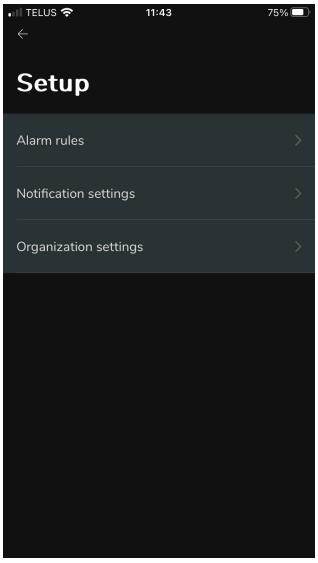
Setup

[Setup options](#)
[Manage alarm rules](#)
[Notification settings](#)
[Organization settings](#)

Setup options

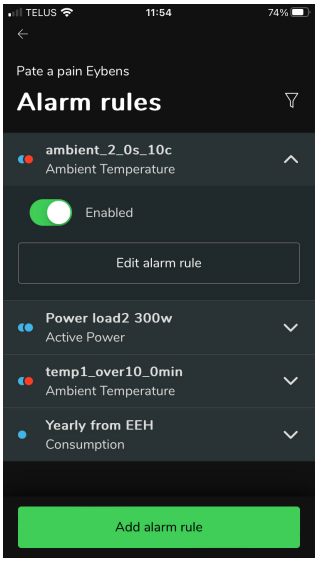


Setup

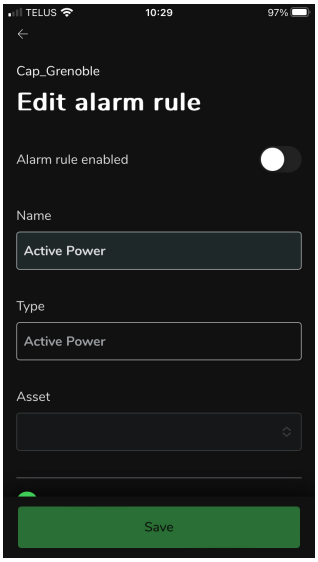


Setup options

Manage alarm rules



Edit rules or add new rules



Edit alarm rule

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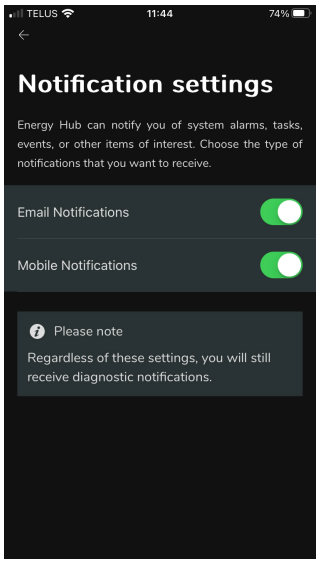
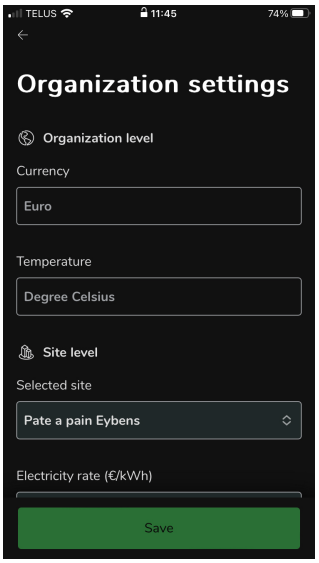
Notification settings

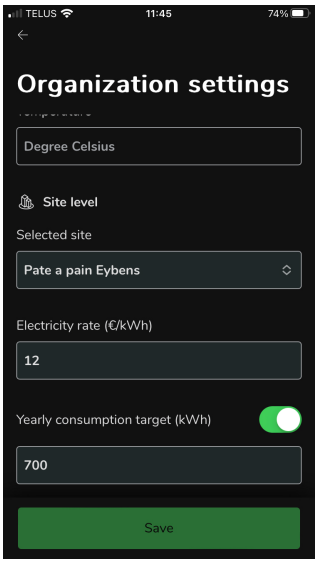


Customize notification settings

Organization settings



Customize settings (scroll down for more settings)



More settings

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Energy Hub mode

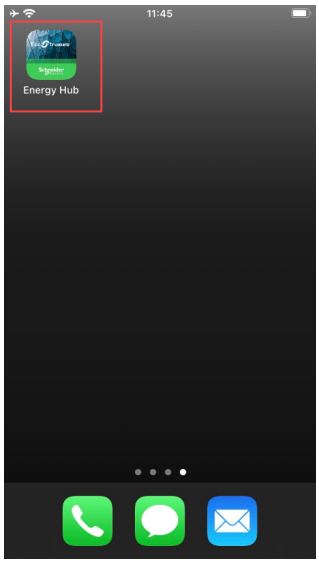
(For information on Site manager mode, see Site manager mode.)

Basics
Data access
Setup

Basics

App icon
First-time startup
Login
Logout
App menu
Help and support
Legal information
Select or add organizations
Light and dark modes

App icon



iOS

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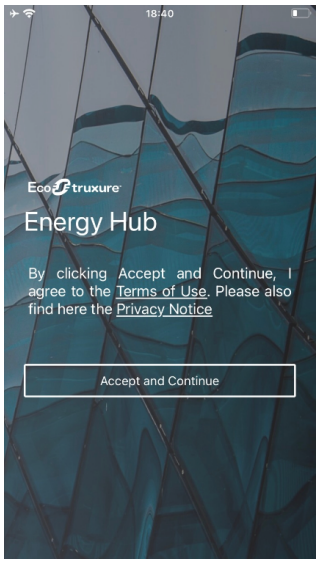
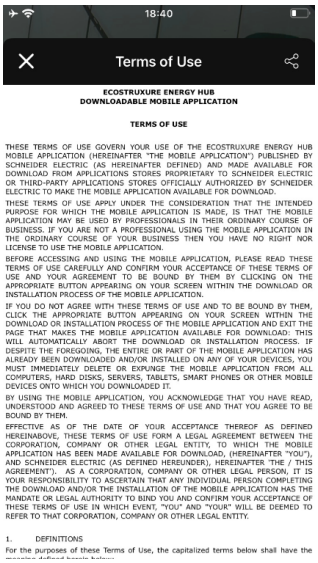
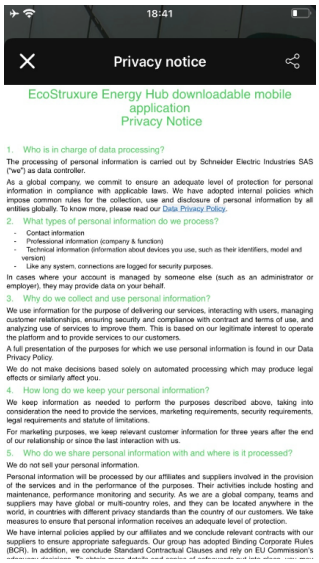
First-time startup



Initial startup



Terms of use



Privacy notice

Login

⚠ WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

Use cybersecurity best practices to help prevent unauthorized access to the software.

Failure to follow these instructions can result in death, serious injury, equipment damage, or permanent loss of data.

Work with facility IT System Administrators to ensure that the system adheres to the site-specific cybersecurity policies.

RECOMMENDATION: Enable two-factor authentication for your Energy Hub mobile app to help prevent unauthorized access to the software. To enable two-factor authentication, select **Manage user account** from the main app menu and follow the instructions.

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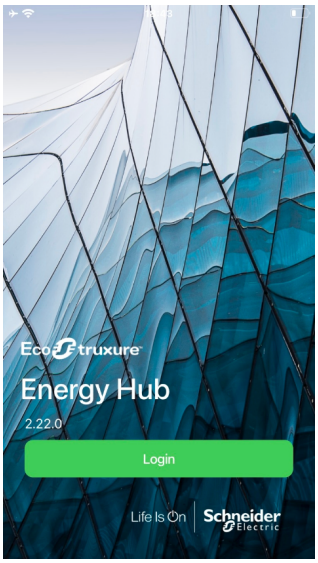
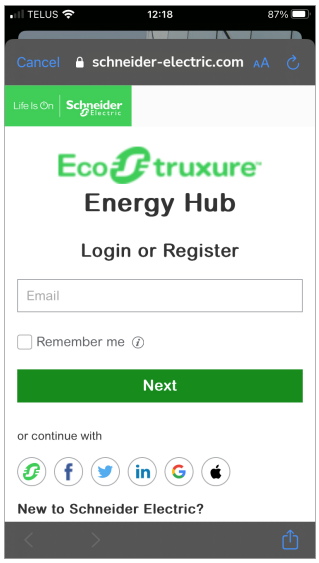
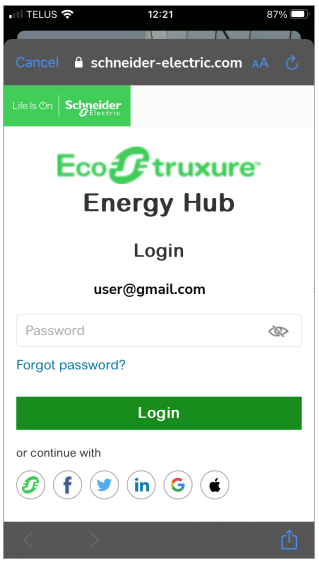


Login

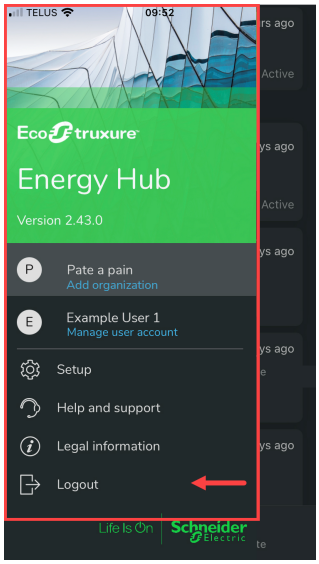


Enter email



Enter password

Logout



App menu > Logout

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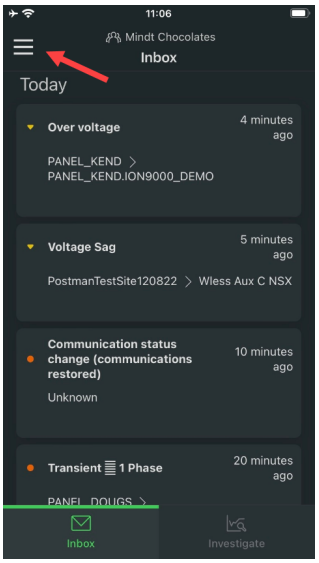
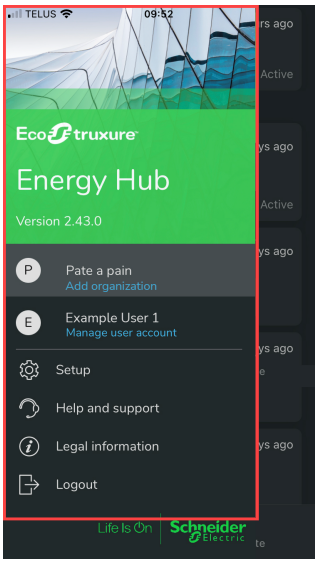
App menu

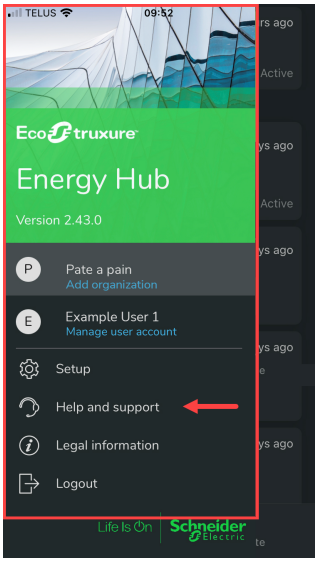


Select app menu

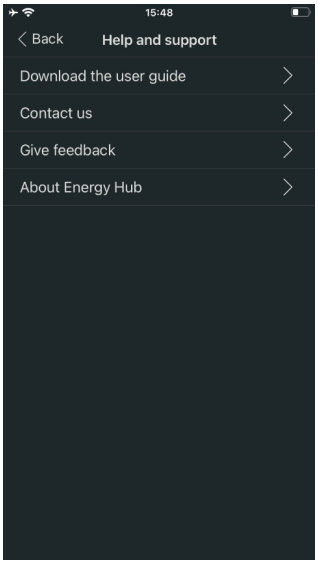


App menu

Help and support



Help and support



Help and support options

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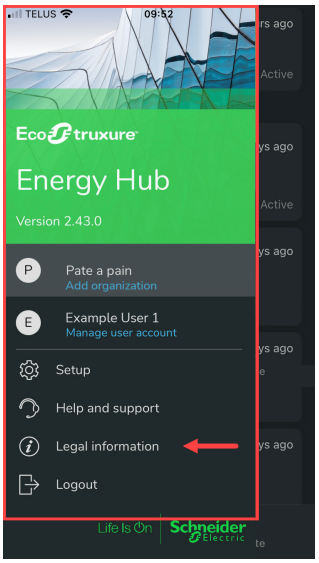
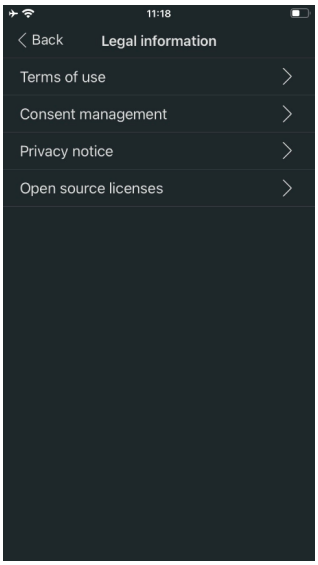
Legal information



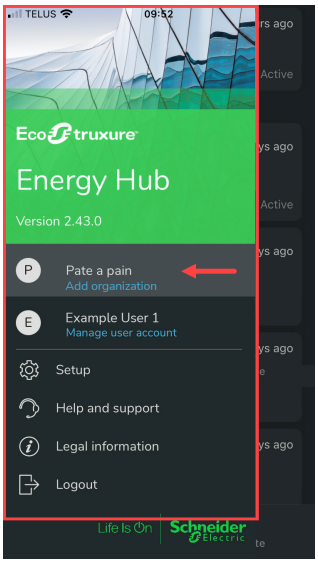
Legal information



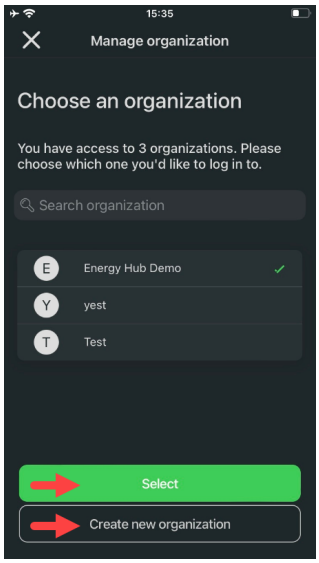
Legal information options

Select or add organizations

Select an organization if you have more than one organization in Energy Hub.



Select "Manage organization"



Select an organization or create a new one

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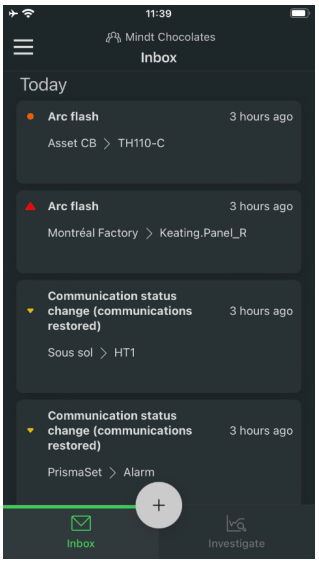
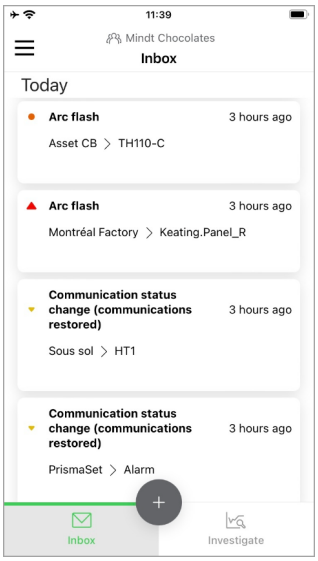
Light and dark modes

NOTE: Light and dark mode are controlled by your mobile device settings.



Dark mode



Light mode

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Data access

Inbox

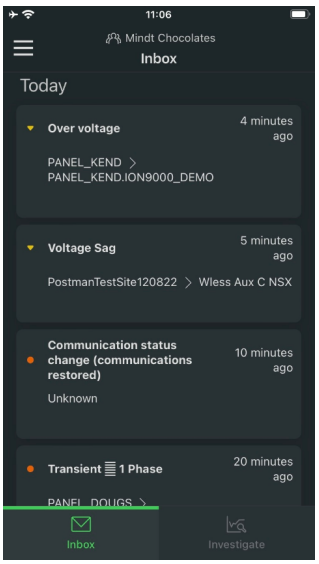
Alarms and alarm notifications
Acknowledge alarms
Investigate alarm source
Share alarms

Investigate

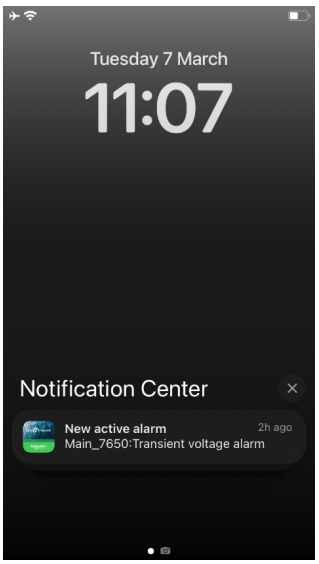
Energy system data
Filter equipment alarms
Search for equipment (assets)

Inbox

Alarms and alarm notifications



Alarms list



Mobile push notifications

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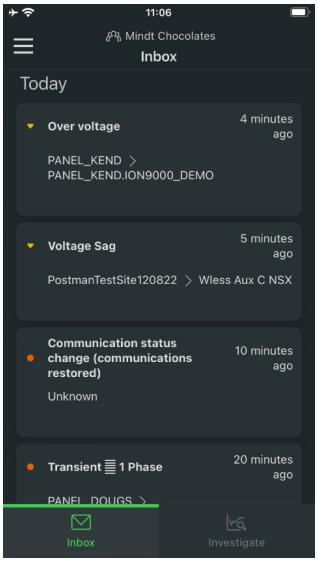
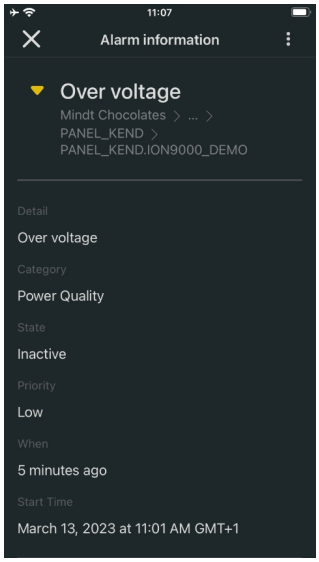
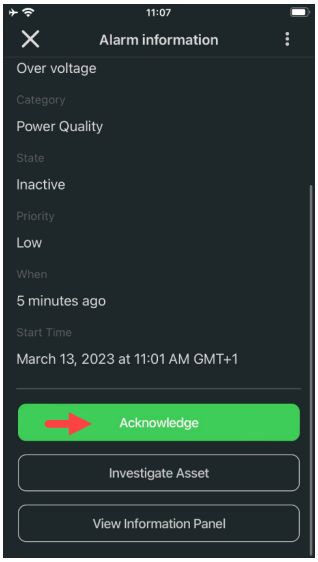
Acknowledge alarms



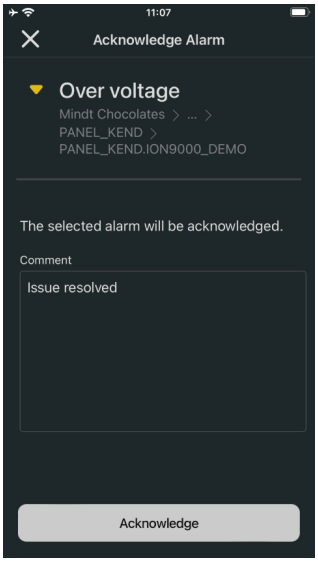
View and select an alarm



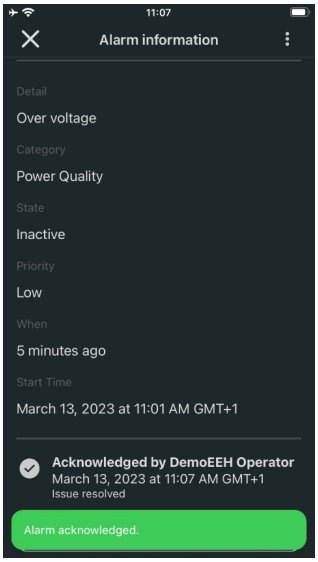
View alarm details (scroll down to acknowledge)



Acknowledge (*)



Enter comments and acknowledge



Confirmation

(*) Acknowledge alarms is only available for users with permissions to perform this task.

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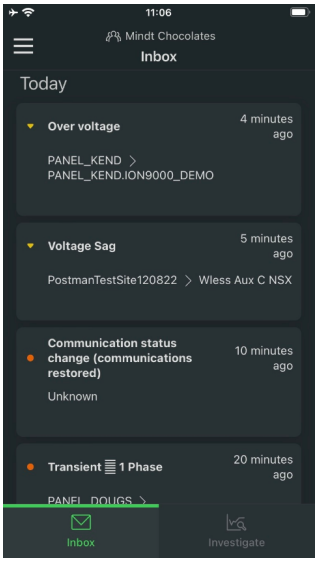
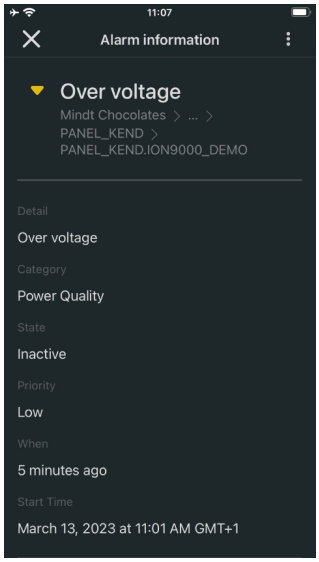
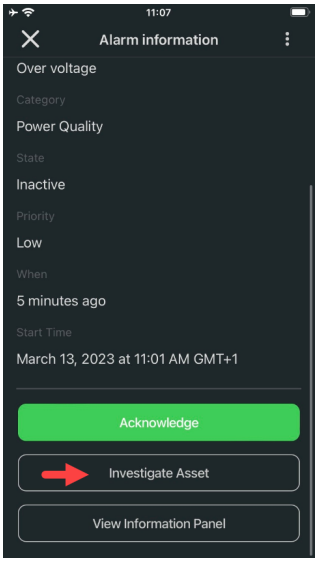
Investigate alarm source



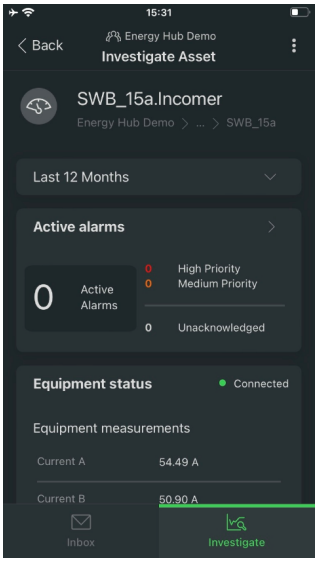
View and select an alarm



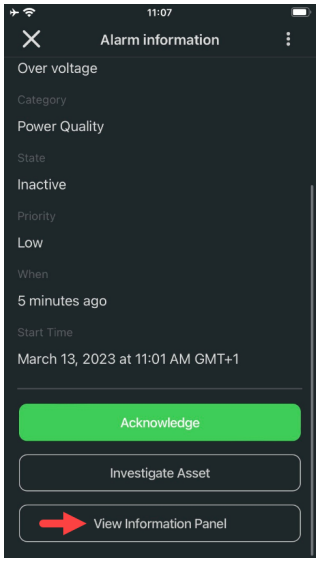
View alarm details (scroll down to Investigate Asset)



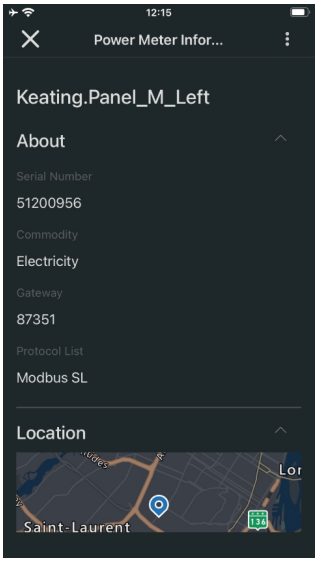
Investigate Asset



Investigate Asset



View Information Panel



Information Panel example

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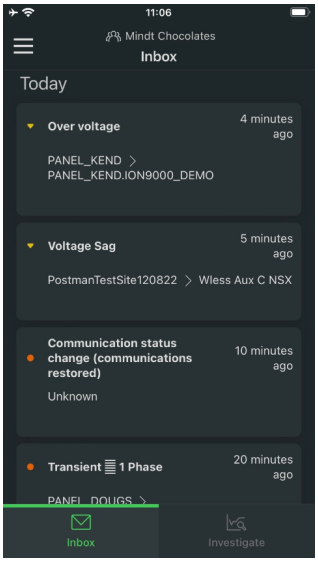
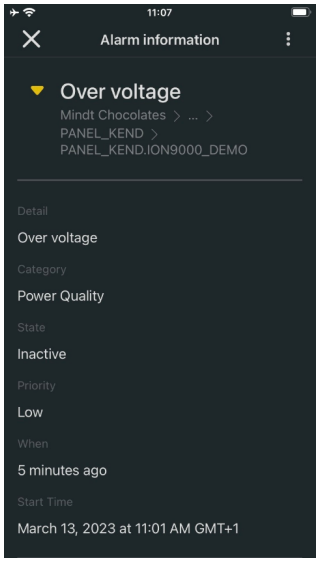
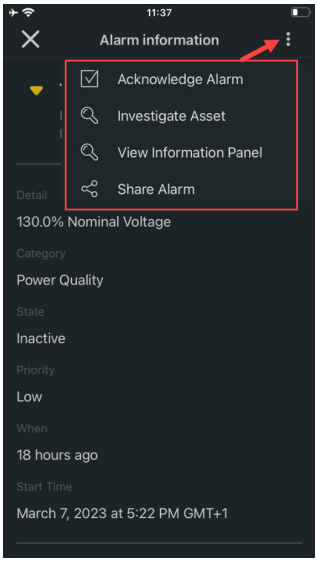
Share alarms



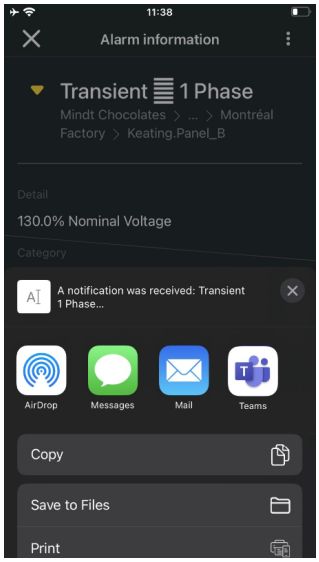
View and select an alarm



View alarm details



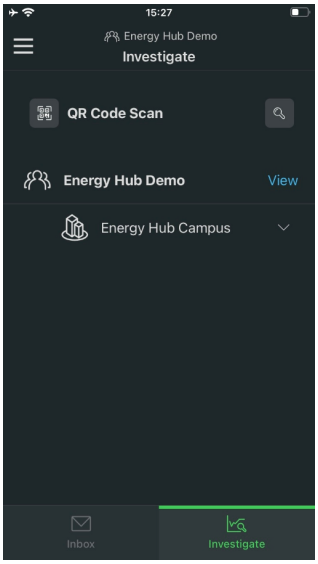
Select the alarm options menu



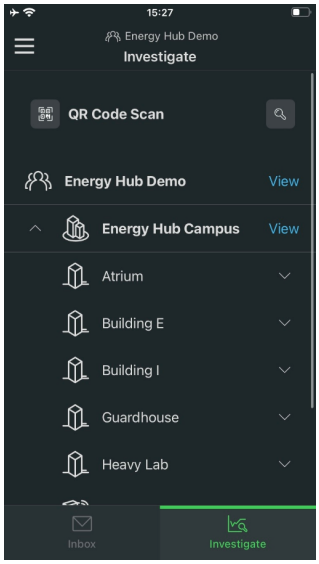
Share the alarm

Investigate

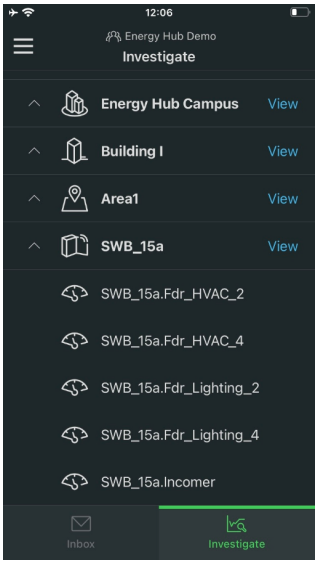
Energy system data



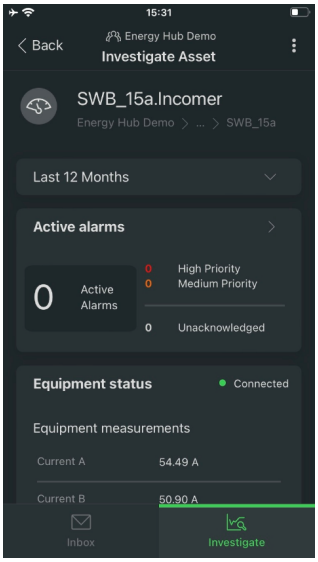
For the entire organization



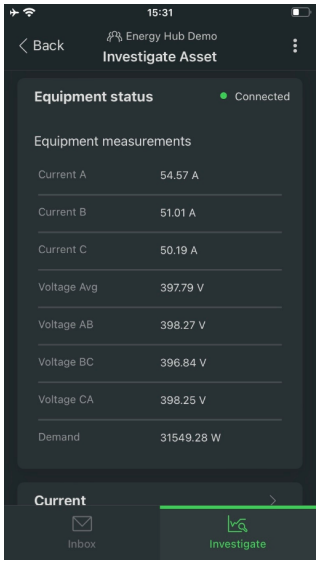
For a location in the organization



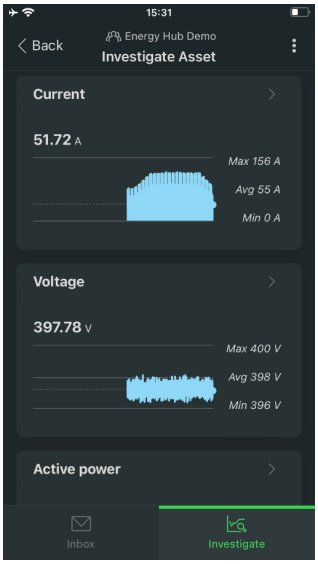
Select other locations and equipment



Equipment data



Equipment energy system data example



Equipment energy system data example

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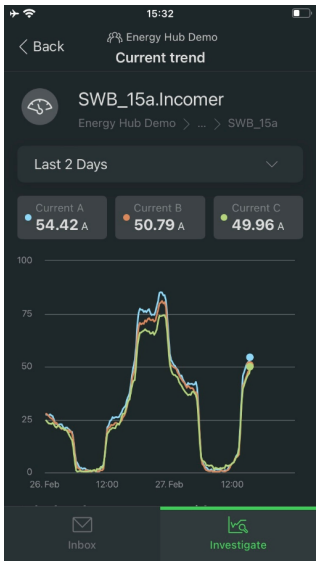
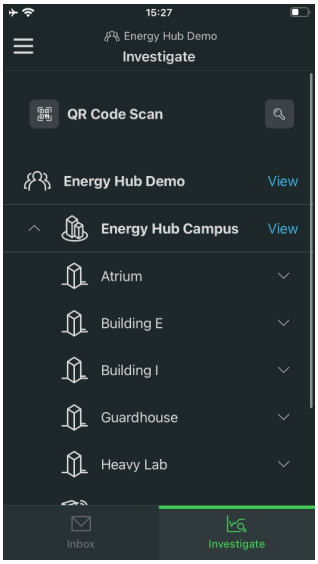
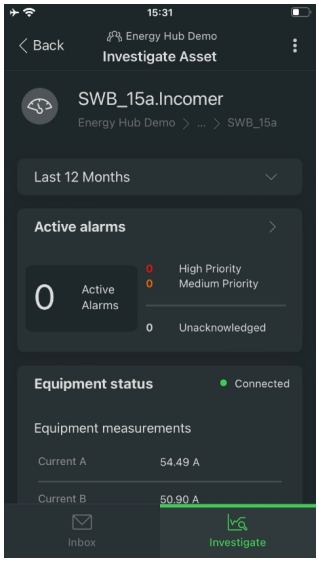


Equipment energy system data example

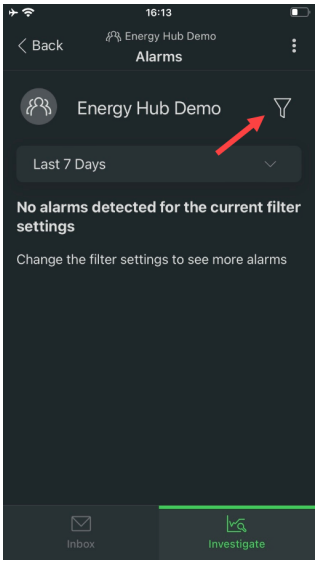
Filter equipment alarms



Select equipment to view data



Select Active alarms summary



Select filter icon

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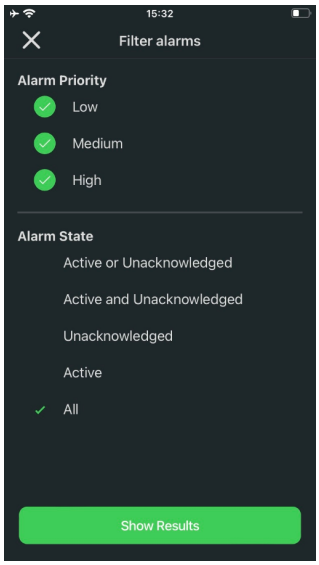
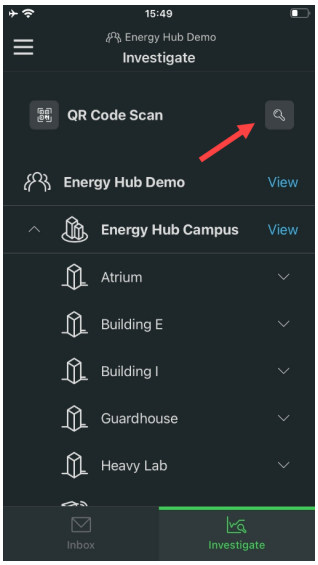


Set filter options

Search for equipment (assets)



Select search icon

Enter search term and view search results

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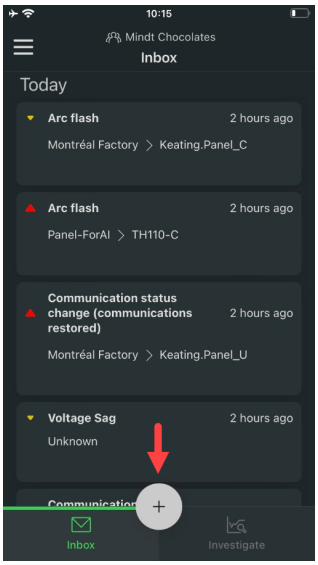
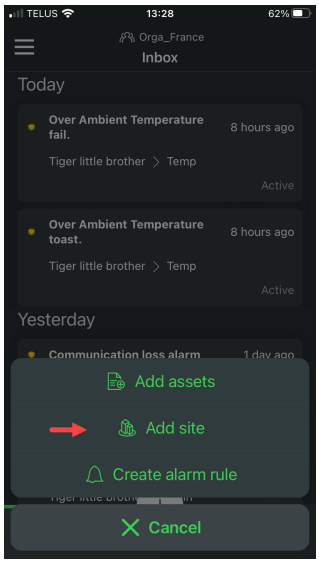
Setup

[Add site](#)
[Add equipment (asset)](#)
[Manage users](#)
[Manage subscription](#)
[Regional settings](#)
[Notification settings](#)
[Language settings](#)
[Alarm settings](#)

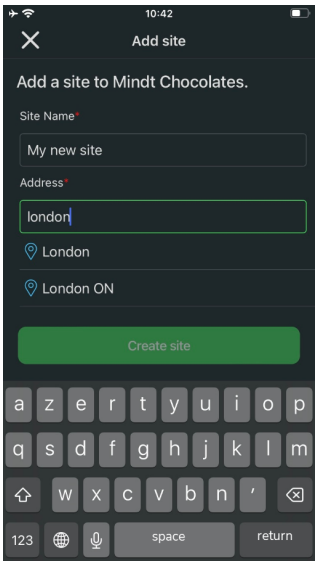
Add site



Select plus button (*)



Add site



Enter site information

(*) The plus button is only available for users with permissions to add assets and sites.

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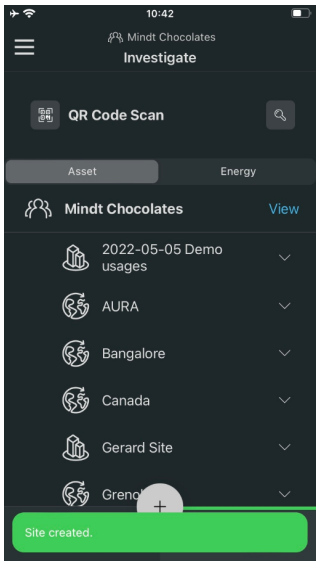
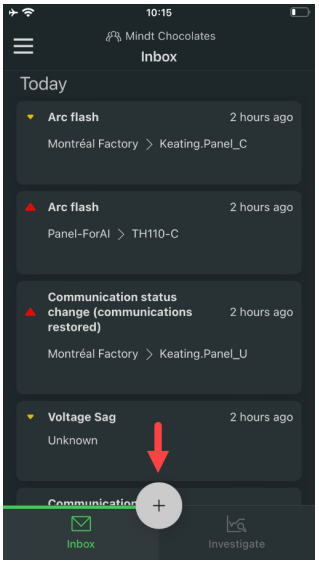
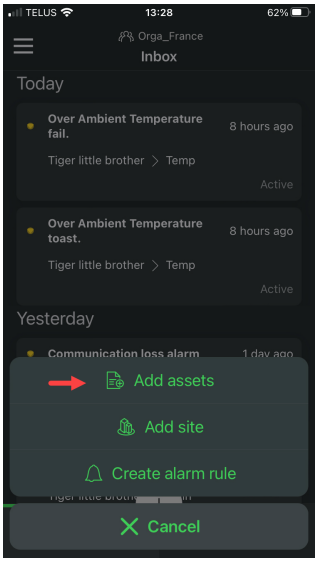


Site added

Add equipment (asset)



Select plus button (*)



Add assets

(*) The plus button is only available for users with permissions to add assets and sites.

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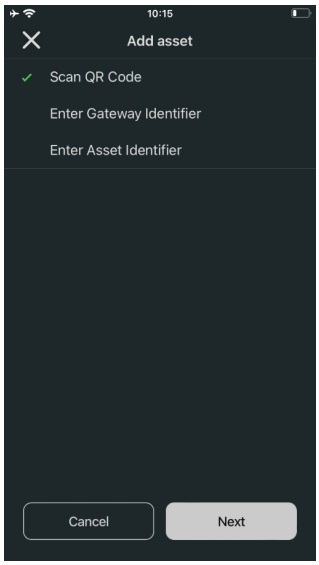
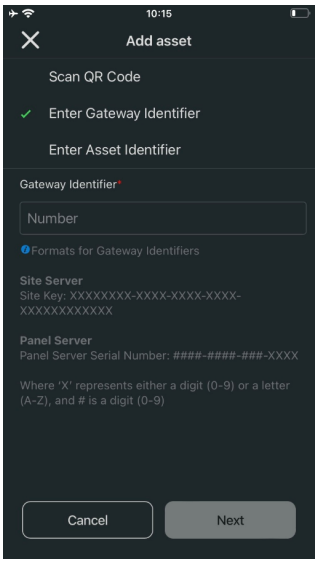
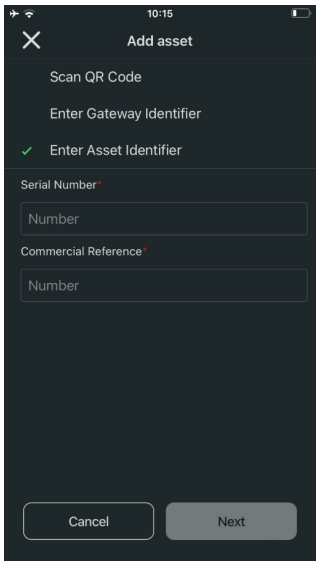
Select an add asset method:



QR code

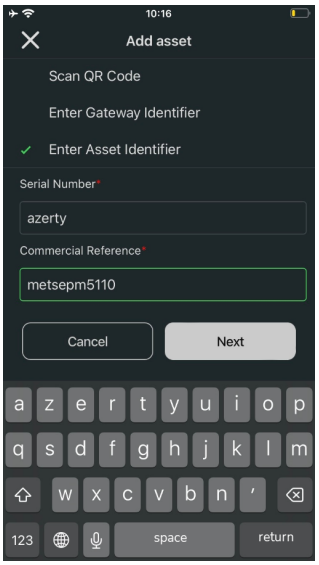


Gateway identifier

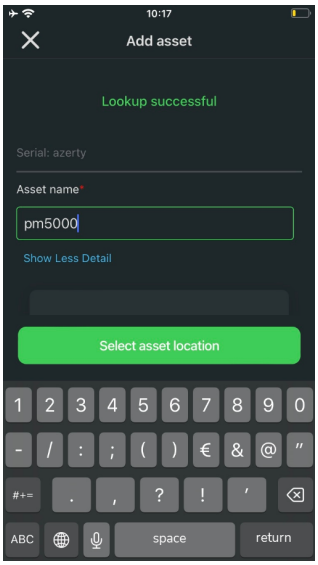


Asset identifier

Enter asset information



Identifier (only for identifier methods)



Asset name

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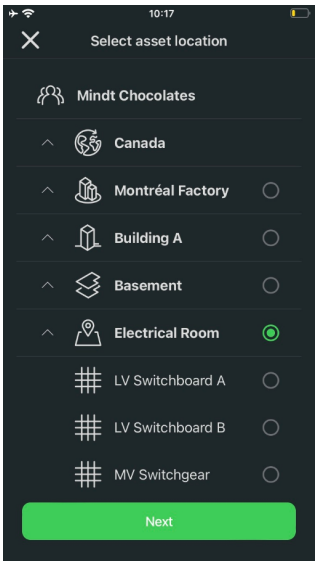
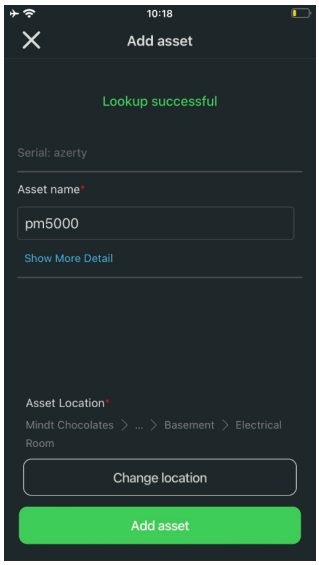
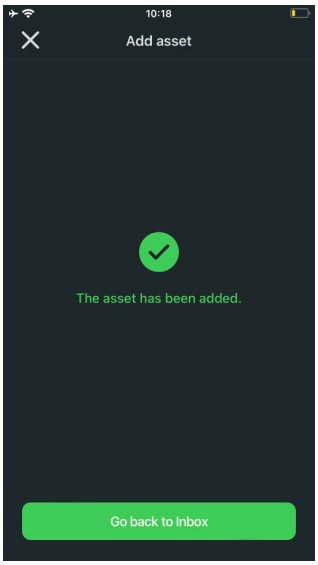
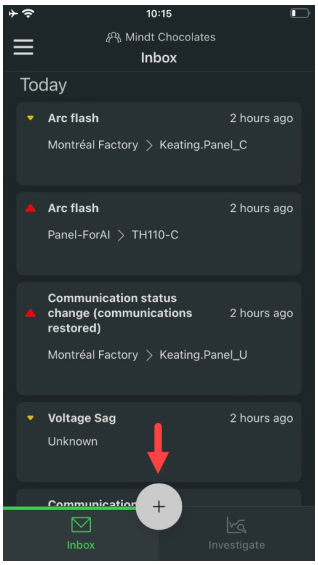
Select asset location



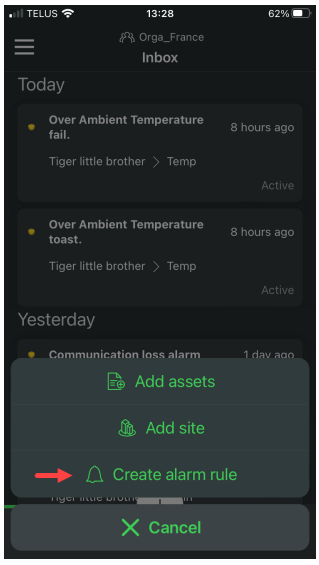




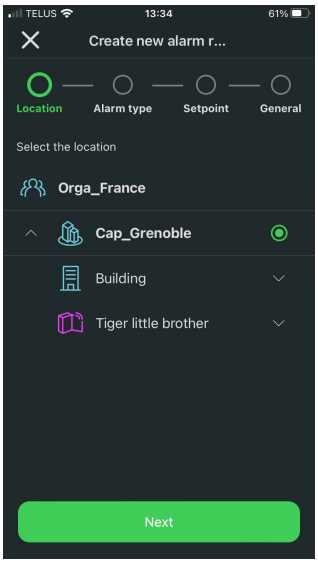
Create alarm rule



Select plus button (*)



Create alarm rule



Select location for the alarm rule

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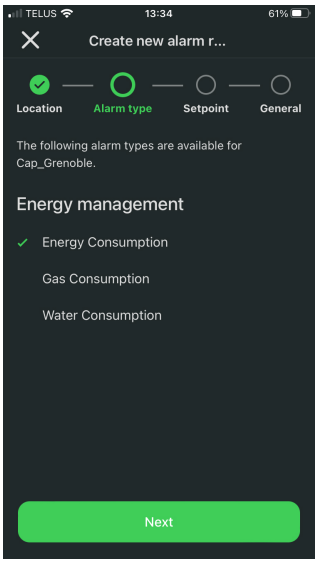
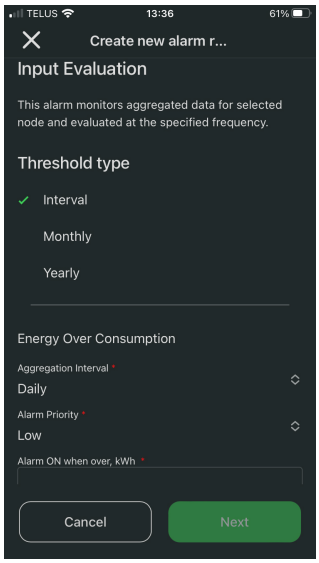
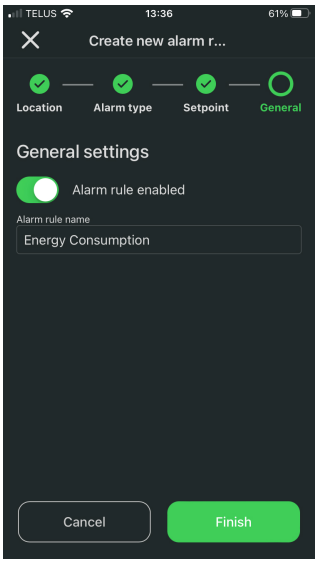


Select alarm type



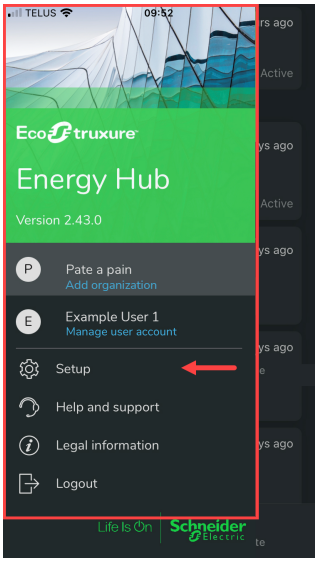
Enter alarm setpoint values



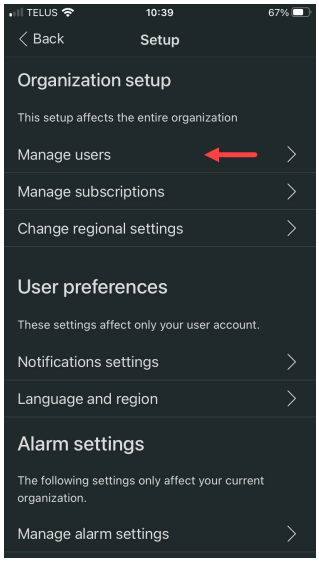
Assign alarm rule name and enable rule

Manage users

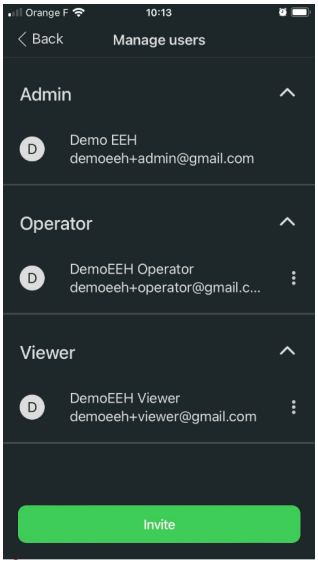
Invite new users



App menu > Setup



Organization setup > Manage users



View users list and invite new user

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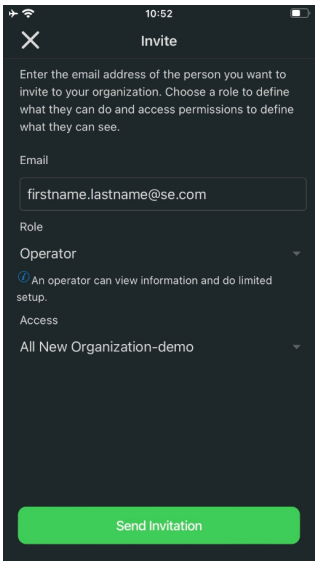
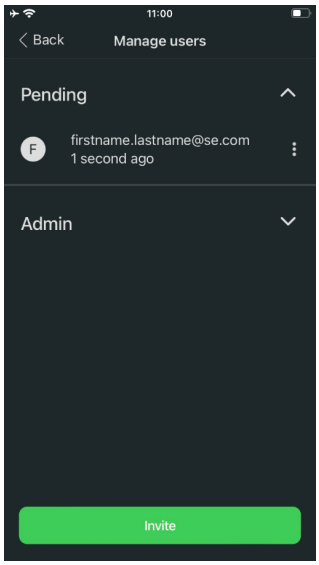
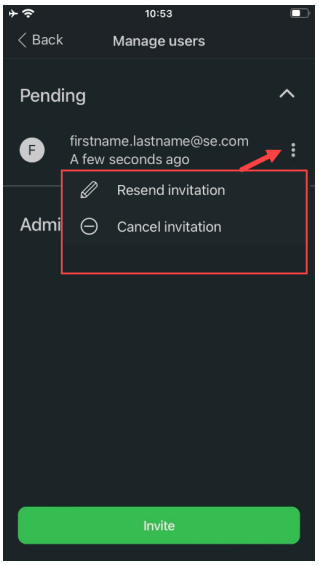


Enter new user information

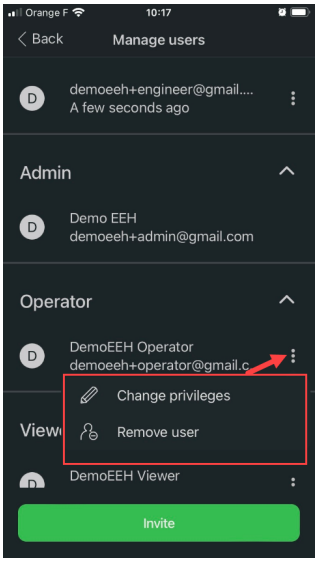


View pending invitation

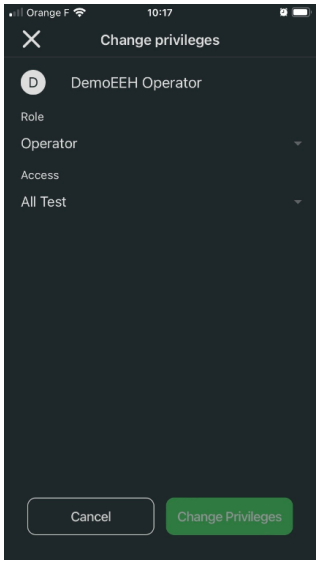


Resend or cancel pending invitation

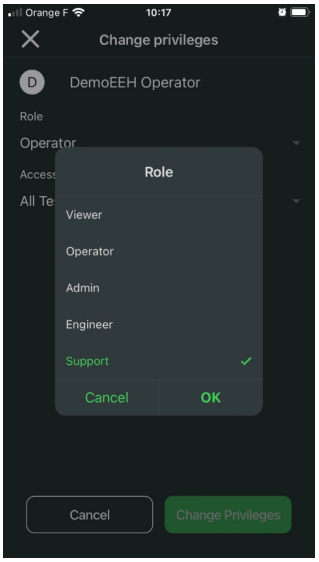
Change user role



Change privileges



Current user role



Select new user role

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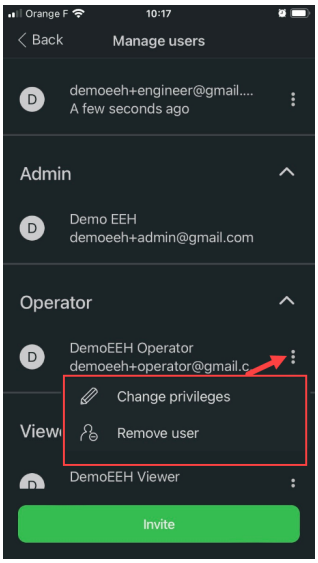
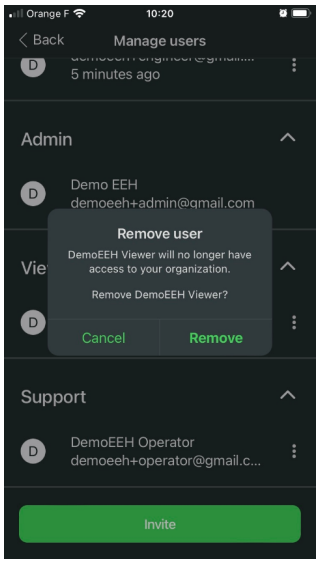
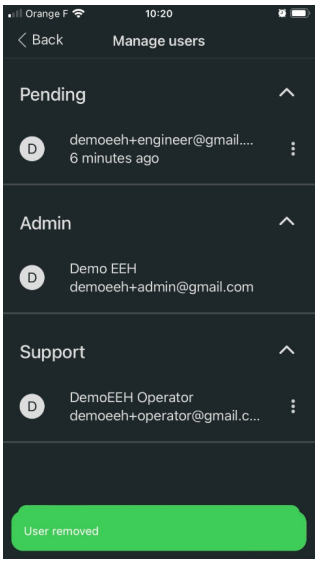
Remove user



Remove user

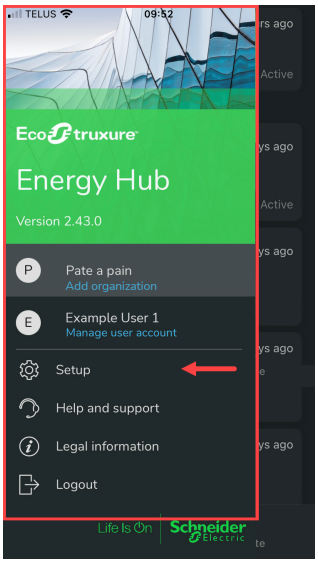


Confirmation

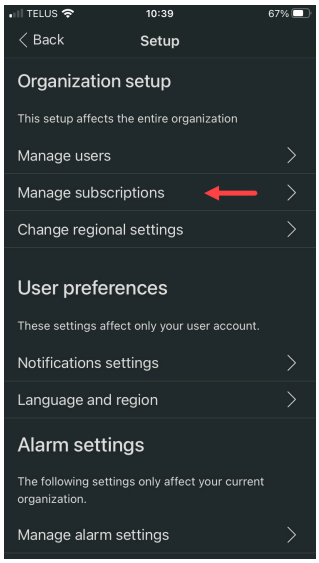


User removed

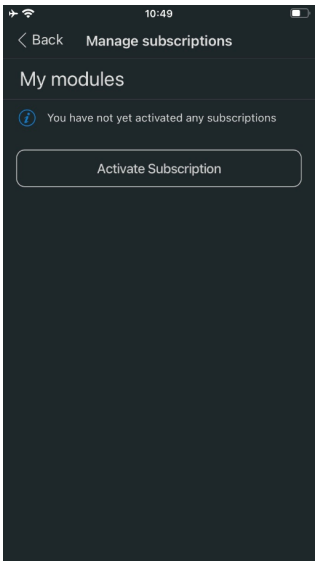
Manage subscription



App menu > Setup



Organization setup > Manage subscriptions



View modules and activate subscriptions

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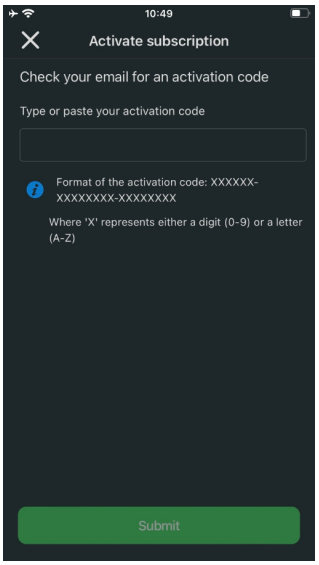
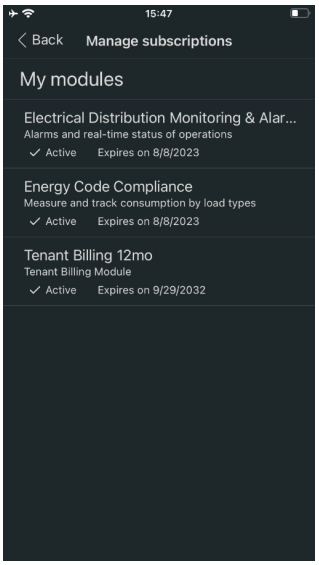
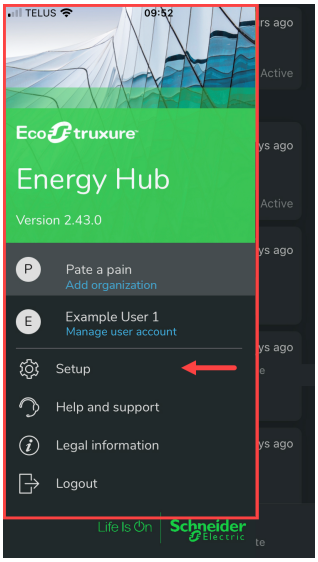


Enter activation code

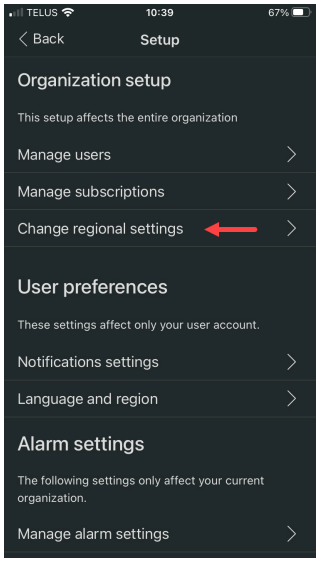


View new subscriptions

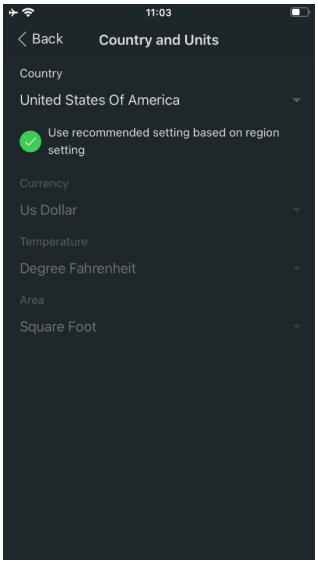
Regional settings



App menu > Setup



Organization setup > Change regional settings



Use recommended settings

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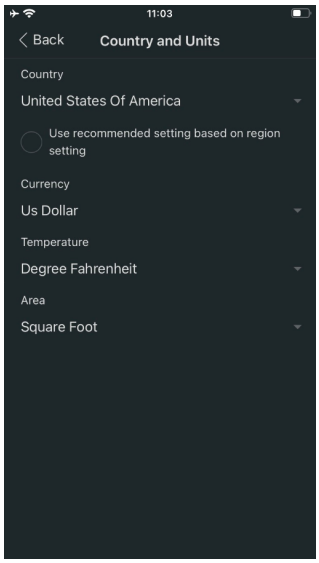
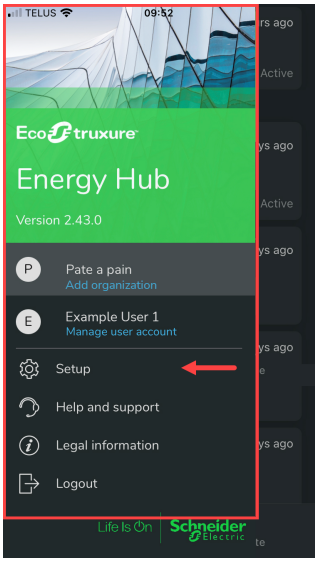
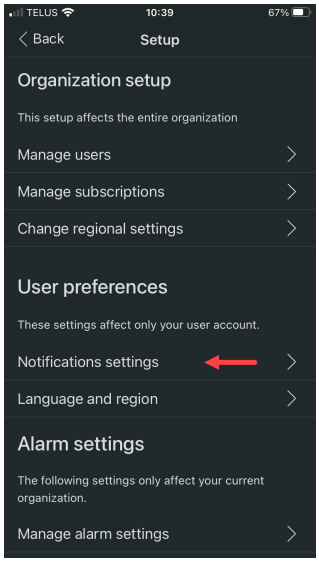


Use custom settings

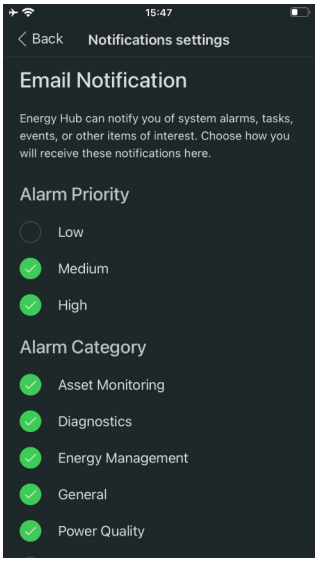
Notification settings



App menu > Setup



User preferences > Notification settings



Email notification

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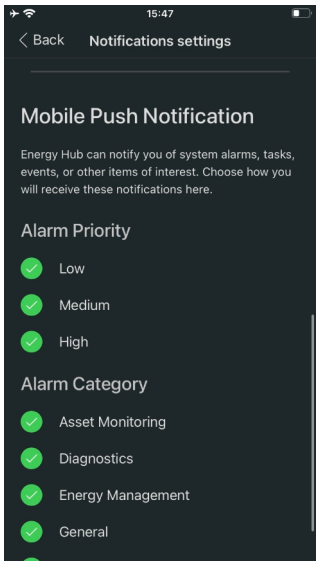
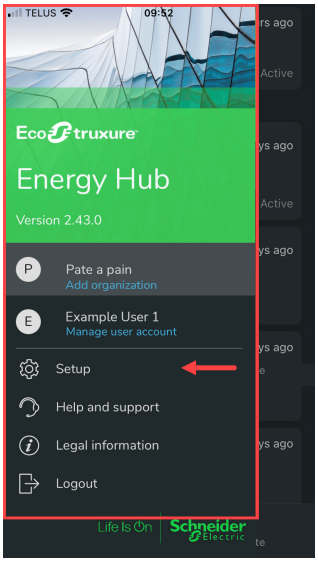
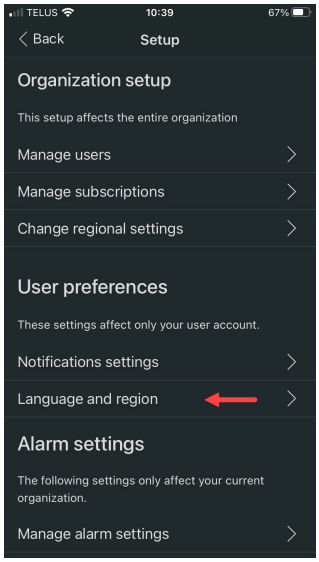


(Scroll down) Mobile push notification

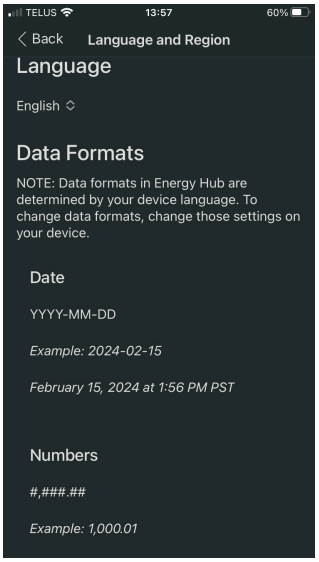
Language settings



App menu > Setup



User preferences > Language and region



Select language

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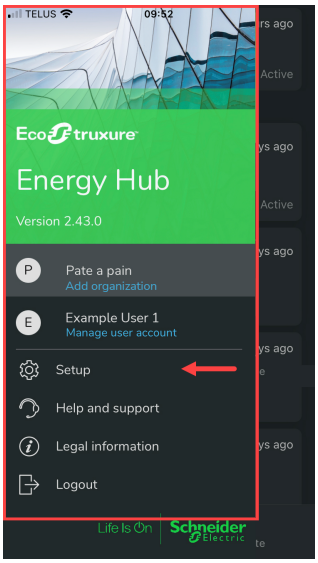
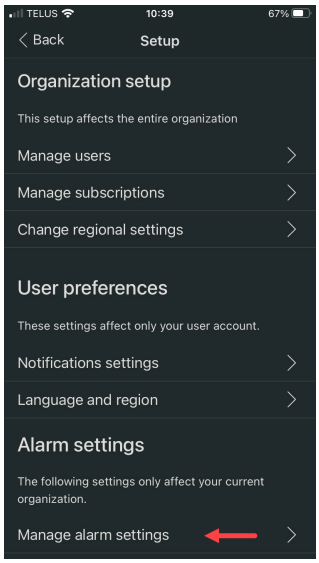
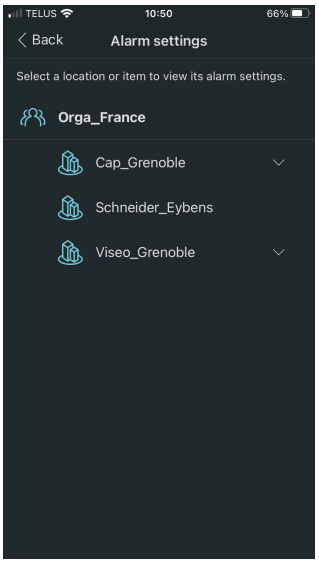
Alarm settings



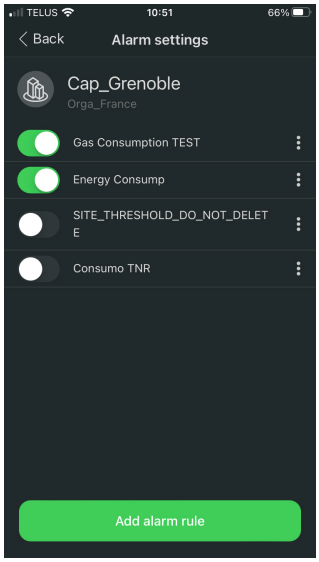
App menu > Setup



Alarm settings > Manage alarm settings



Select a location



Enable, add, edit, delete alarm rules

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7EN02-0470-02 04/2024