EcoStruxure™ Energy Hub

Mobile app starter guide

7EN02-0470-02

04/2024

Public





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

A WARNING

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

A 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:

A 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.

A 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.

AWARNING

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.

A 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.

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.

Арр	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.

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

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

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



First-time startup





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Terms of use



We use information for the purpose of delivering our services, interacting with users, managing customer relationships, ensuing second and a second second second and a terms of use, and analyzing use of services to improve them. This is based on our legitimate interest to operate the platform and to provide services to our calcuments. A full presentation of the purpose A full presentation of the purposes for which we use personal information is found in our Data Privacy Policy.

ke do not make decisions based solely on automated processing which may produce legal facts or similarly affect you.
How long do we keep your personal information?

Ve keep information as needed to perform the purposes described above, taking into monitorization the need to provide the services, marketing requirements, security requirements, spal requirements and statute of limitations. For marketing purposes, we keep relevant customer information for three years after the end four relationship or since the last interaction with us.

5. Who do we share personal information with and where is It processed? We do not ely up record information. We do not ely up received in the provision Personal information will be processed by our atfliate and suppliers involved in the provision of the survives and in the performance of the purposes. The activities include hosting and maintenance, performance monthering and security. As we are a global company, teams are maintenance, performance monthering and security. As we are a global company, teams are up of the survives and in different privage structures that have a supplicit of an up of the survives and in the performance. We take the survives and in different privage structures that have not of our conteners. We take

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Privacy notice

Login

A WARNING

POTENTIAL COMPROMISE OF SYSTEM AVAILABILITY, INTEGRITY, AND CONFIDENTIALITY

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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.





Logout



App menu > Logout

App menu



Select options menu



App menu

Help and support



Help and support



Help and support options

Legal information



Legal information

•11 TELUS 奈 ←	₿ 15:10	92% 🔲
Legal i	nformatio	on
Privacy notice		>
Consent manag	gement	>
Terms of use		>
Open source lic	enses	>

Legal information options

Light and dark modes

📶 TELUS 🗢 15:22 90% 🔳 Ľ \mathcal{L} ≡ 🏠 Cap_Grenoble 🔻 🅼 Cap_Grenoble 🔻 Welcome back You have **1** alarm You have 1 alarm

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



Dark mode



 $\hat{\Box}$

Hom

Data access

<u>Home</u>

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

Load on/off status



L560_12 Last updated: 9:25 AM	
Energy 25 kWh This month	Active power 125 W
① Alarm rules	>
🗠 History	>
🕘 Events	>

09:32

Undefined group

Load on/off status

Energy and power totals

Cold room temperature



Temperatures



Details

Energy

Energy consumption targets



Performance against target (energy)



Performance against target (cost)

Energy consumption trends



Consumption trends – organization



Consumption trends – usage

Energy consumption by location or energy usage type







Consumption by location

Consumption by usage type

Consumption by usage type

Energy consumption comparison



Consumption comparison

Setup

Setup options Manage alarm rules Notification settings Organization settings

Setup options





Setup

Setup options







Edit alarm rule

Notification settings



Customize notification settings

Organization settings



Customize settings (scroll down for more settings)



More settings

Energy Hub mode

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

Basics Data access Setup

Basics

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

App icon



iOS

First-time startup





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Privacy notice

Login

A WARNING

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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.





Logout



App menu > Logout

App menu





Select app menu

App menu



Help and support



Help and support options

Help and support

Legal information



Legal information

Legal	information	options

Legal information

Select or add organizations

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

< Back

Terms of use Consent management

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Select "Manage organization"



Select an organization or create a new one

Light and dark modes

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

11:39

Inbox

3 hours ago

3 hours ago

3 hours ago

3 hours ago

va Investigate



Dark mode

Light mode

Data access

In<u>box</u>

Alarms and alarm notifications Acknowledge alarms Investigate alarm source Share alarms

Investigate

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

Inbox

11:06 . 6 Inbox Tuesday 7 March Today 4 minutes ago Over voltage PANEL_KEND > PANEL_KEND.ION9000_DEMO 5 minutes ago Voltage Sag ation statu change (o restored) Notification Center New active alarm 21 Main_7650:Transient voltage alarm Transient 🗮 1 Phase ago PANEL DOUGS

Alarms list

Mobile push notifications

Alarms and alarm notifications

Acknowledge alarms

٠	ŝ		06	
=	=	<i>ዩ</i> ሜ Mindt	Chocolates	
-	_	Ink	юх	
	Too	day		
		Over voltage PANEL_KEND >		4 minutes ago
		PANEL_KEND.ION90	OO_DEMO	
		Voltage Sag		5 minutes ago
		PostmanTestSite120	322 > Wless	s Aux C NSX
		Communication sta change (communic restored) Unknown	tus ations	10 minutes ago
		Transient = 1 Phase	•	20 minutes ago

View and select an alarm



View alarm details (scroll down to acknowledge)



Acknowledge (*)



and acknowledge

Confirmation

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

11:07

Investigate alarm source

∻≎	11:	06		
≡	ራጓ Mindt Inb	Chocolates I OX		
Тос	day			
	Over voltage PANEL_KEND > PANEL_KEND.ION90	00_DEMO	4 minutes ago	
	Voltage Sag PostmanTestSite1208	322 〉 Wless	5 minutes ago : Aux C NSX	
	Communication sta change (communic: restored) Unknown	tus ations	10 minutes ago	
	Transient = 1 Phase		20 minutes ago	
	Inbox			

View and select an alarm



View alarm details (scroll down to Investigate Asset)

Investigate Asset

Investigate Asset



Investigate Asset



View Information Panel



Information Panel example

Share alarms

≁≎	11:	06		
≡	ሥዓ Mindt (Inb	Chocolates I OX		
Тос	day			
	Over voltage PANEL_KEND > PANEL_KEND.ION90	00_DEMO	4 minutes ago	
	Voltage Sag PostmanTestSite1208	322 > Wiess	5 minutes ago aux C NSX	
	Communication sta change (communica restored) Unknown	tus ations	10 minutes ago	
	Transient≣1Phase		20 minutes ago	
	Inbox	 Inve	<u>শব্</u> stigate	

View and select an alarm

March 13, 2023 at 11:01 AM GMT+1 View alarm details

11:07

Alarm information

Over voltage

 \times

-

Over voltage

Power Quality

5 minutes ago

Low





Share the alarm

12:06

Investigate

Energy system data

15:27 15:27 ≡ ≡ Investigate Investigate Investigate Energy Hub Campus 📰 QR Code Scan 🗑 QR Code Scan Building I Energy Hub Demo Energy Hub Demo ر®_∫ Area1 Energy Hub Campus Energy Hub Campus 🕅 SWB_15a Atrium SWB_15a.Fdr_HVAC_2 Building E SWB_15a.Fdr_HVAC_4 Building I SWB_15a.Fdr_Lighting_2 Guardhouse SWB_15a.Fdr_Lighting_4 Heavy Lab SWB_15a.Incomer For a location in the Select other locations and For the entire organization organization equipment



Equipment data



Equipment energy system data example



Equipment energy system data example



Equipment energy system data example

Filter equipment alarms





5:31

Select equipment to view data Select Active alarms summary



Select filter icon



Set filter options

Search for equipment (assets)



Select search icon

Enter search term and view search results

15:50

ø

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.



Add equipment (asset)



Select plus button (*)

Add assets

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

Select an add asset method:





Gateway identifier

Asset identifier

Next

10:15

Add asset

Enter asset information



Identifier (only for identifier methods)



Asset name

10:18

Add asset

Select asset location



Create alarm rule



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





Enter alarm setpoint values



Assign alarm rule name and enable rule

10:13

Manage users

Select alarm type

Invite new users



App menu > Setup



Organization setup > Manage users



View users list and invite new user

~





Enter new user information

View pending invitation

Resend or cancel pending invitation

Change user role



Change privileges



Current user role



Select new user role

Remove user







User removed

Eco **3** truxure Energy Hub P E Setup (*i*) Legal information Schne geb

App menu > Setup



Organization setup > Manage subscriptions



View modules and activate subscriptions

Manage subscription



Enter activation code

÷≎	15:47
< Back	Manage subscriptions
My mo	dules
Electrica Alarms and ✓ Active	al Distribution Monitoring & Alar I real-time status of operations Expires on 8/8/2023
Energy (Measure a ✓ Active	Code Compliance nd track consumption by load types Expires on 8/8/2023
Tenant E Tenant Billi ✓ Active	Billing 12mo ing Module Expires on 9/29/2032

View new subscriptions

Regional settings



App menu > Setup



Organization setup > Change regional settings



Use recommended settings



Use custom settings

Notification settings



App menu > Setup



User preferences > Notification settings

Email notification

15:47



(Scroll down) Mobile push notification

Language settings



App menu > Setup



User preferences > Language and region



13:57

Select language

Alarm settings



App menu > Setup



Alarm settings > Manage alarm settings



Select a location



Enable, add, edit, delete alarm rules

Schneider Electric 35 rue Joseph Monier 92500 Rueil Malmaison – France

Phone: +33 (0) 1 41 70 00 www.se.com

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

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