Connecting the Homey Energy Dongle

Connecting your Homey Energy Dongle is a straightforward process designed to get you up and running quickly. Follow these steps to ensure a smooth setup experience.

Getting started

1. Plug in the Homey Energy Dongle

Start by plugging the RJ12 connector into your smart meter's P1 port.



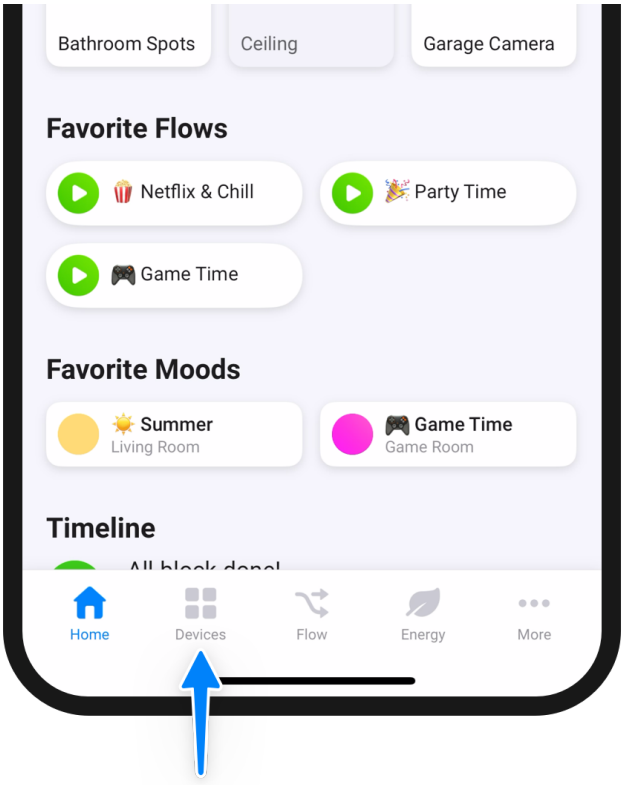
you can continue to the next step.

If the LED is **red** or **off**, simply connect the provided USB-C cable from the Homey Energy Dongle to a power source to ensure everything stays powered.

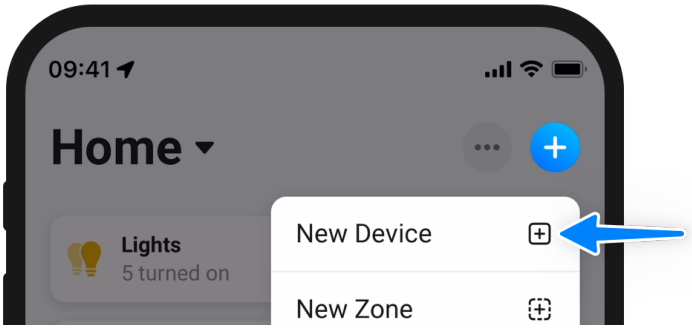
> **Any other LED state?**
> Reset the Homey Energy Dongle by inserting a pin into the small hole next to the USB-C port for **30 seconds**. The LED will blink red when the reset is complete.

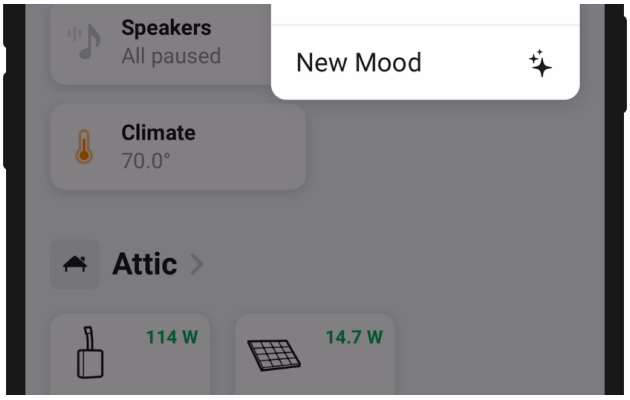
Pairing the Homey Energy Dongle

Open the Homey app and tap `Devices` in the tab bar.

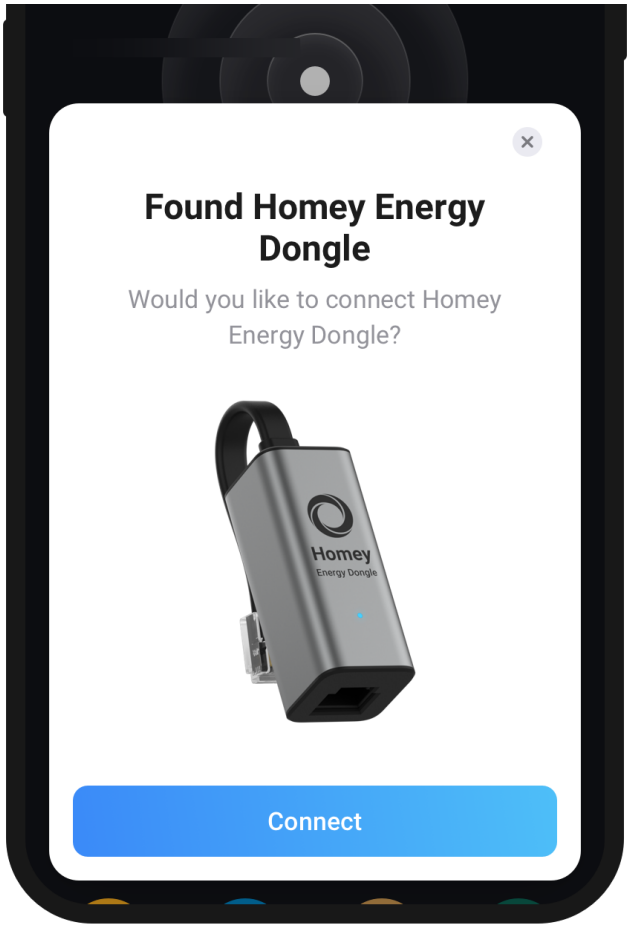


Tap ⊕ → `New Device` in the upper-right corner.





The Homey Energy Dongle will pop up automatically. Tap `Connect` and follow the steps.



That’s it! You’re all set to monitor your energy usage with Homey Energy Dongle.

Troubleshooting

Some smart meters may not provide enough power for the Homey Energy Dongle, leading to frequent disconnections or other unusual behaviors. If you experience any issues, try powering the Homey Energy Dongle through its USB-C port first to see if that

resolves it.

My Homey Energy Dongle can't be found
Ensure your Homey Energy Dongle is in pairing mode, indicated by a breathing blue LED. Also, check that your Homey app is updated and Bluetooth permissions are enabled.

Error: "Unable to read your smart meter data"
If you're having trouble, try reconnecting the Homey Energy Dongle to your smart meter. If issues persist, please create a Diagnostics Report and contact our support team for help.

Error: "Decryption key required"
In some regions, smart meter data is encrypted. Contact your energy provider to request the decryption key. Once you receive it, enter the key in the device settings of the Homey Energy Dongle by navigating to `Advanced Settings` → `Decryption key`.

Error: "Unable to decrypt"
Double-check the decryption key you entered. If it's correct and you are still facing issues, generate a Diagnostic Report for your Homey Energy Dongle and contact our support team.

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