

CHAMELEON[®]
TECHNOLOGY

Welcome to your **Gateway Connect** Installation and User Guide

This guide will help you get started with your new **Gateway Connect** device with some quick and easy steps.



1 Power up

Plug in your **Gateway Connect** to your mains power. We'd recommend placing the device in a room that's a good representation of the temperature of your home – so ideally not on top of a radiator, or on a windowsill, which might affect the temperature readings.

Once plugged in, the LED lights on the device will start to light up. The left LED will light up first and once the device has connected to the internet via 4G, the right LED will light up as well.

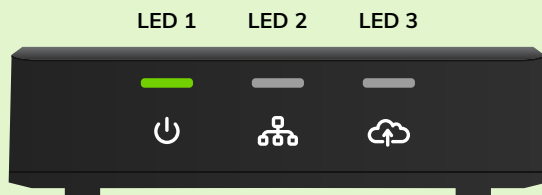
For more information on the status of the LED lights of the device, please refer to the LED Guide on the next page.

Once both of the LEDs are on, your **Gateway Connect** is ready to be connected to your home's smart meter.

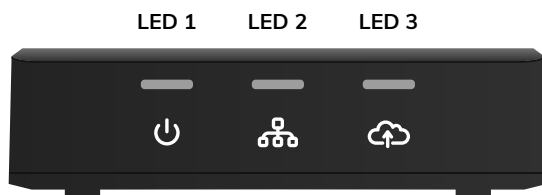
If you are experiencing difficulty connecting your Gateway Connect to your smart meters, we recommend moving it closer to your electricity meter to establish a stable connection.



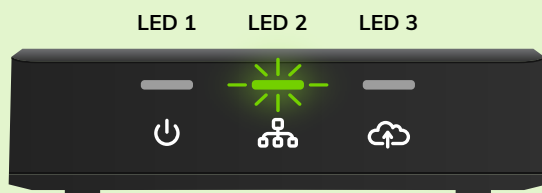
LED Guide



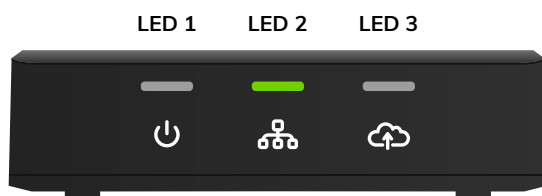
LED 1 Solid = Power On



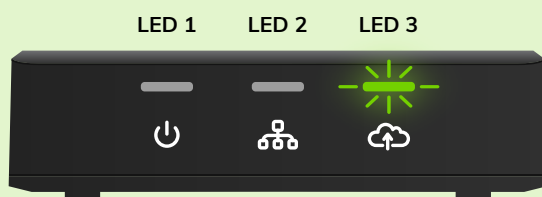
LED 1 Off = Power Off



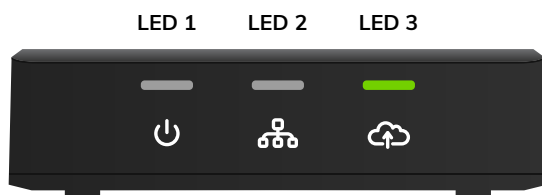
LED 2 Flashing = Meter Pairing



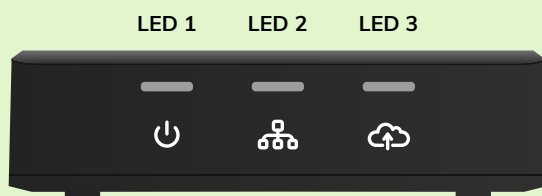
LED 2 Solid = Meter Paired



LED 3 Flashing = Internet Connecting



LED 3 Solid = Internet Connected



LED 3 Off = No Internet

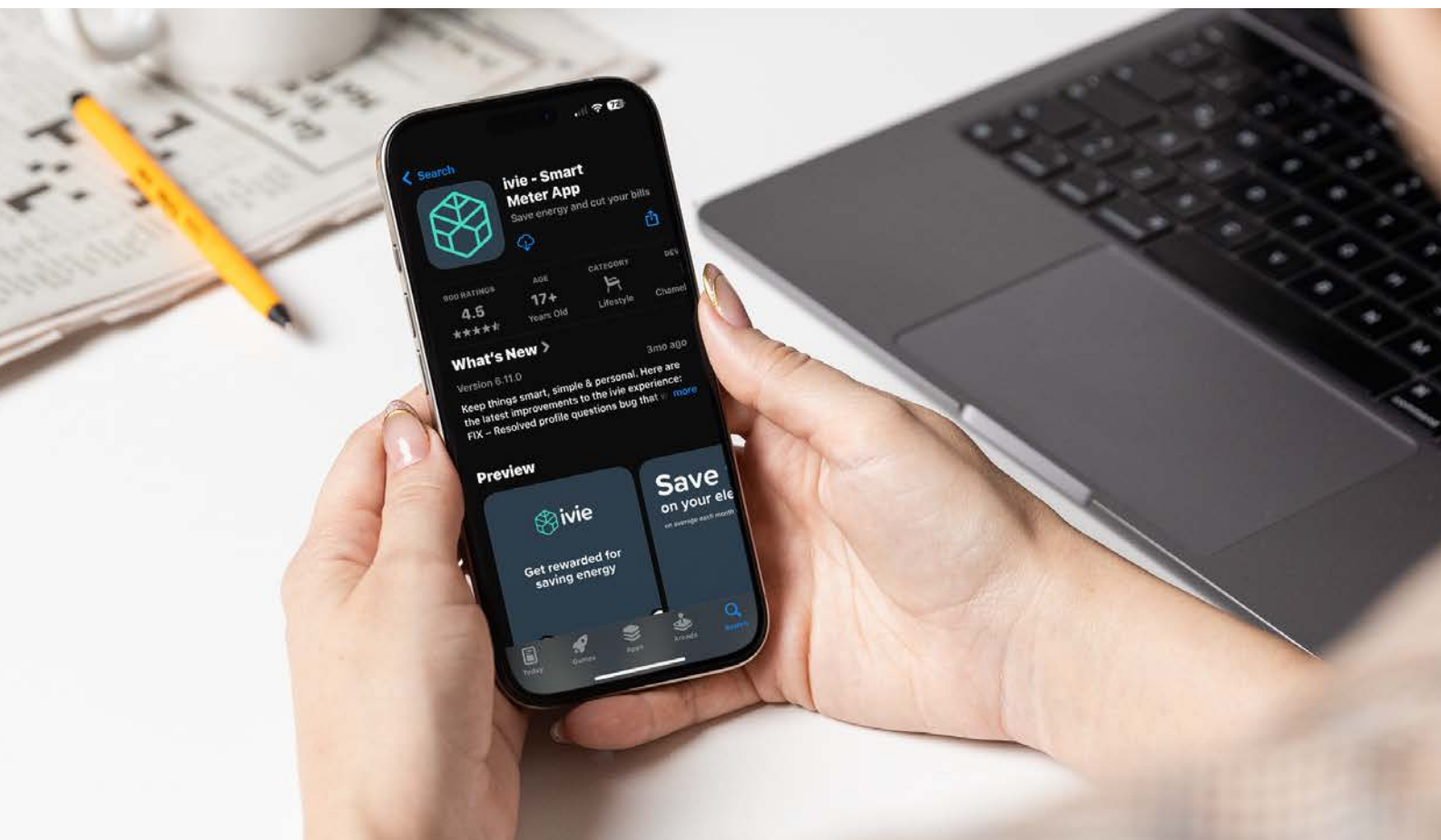
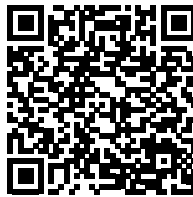
2 Download the ivie app

To connect your device to your smart meter, you will need to download the free ivie app.

This is an app we have created to help you understand your smart meter data better – to see where you can be using less energy, and ultimately save money. Your **Gateway Connect** then adds temperature and humidity data, to help you monitor your home health.

This power pairing gives you real-time energy and environmental data in the palm of your hand, along with powerful insights about how to use less energy.

To download the ivie app, please scan the QR code below. Alternatively, click the link below to open your respective App Store.



3 Create an account

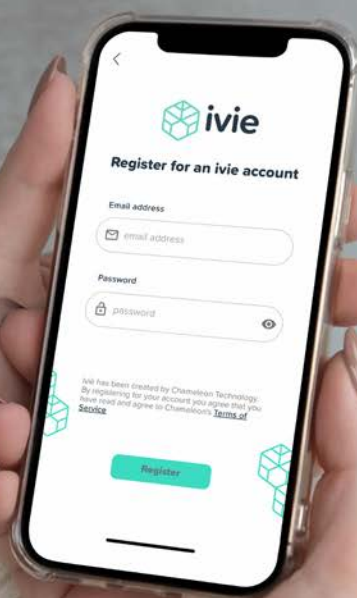
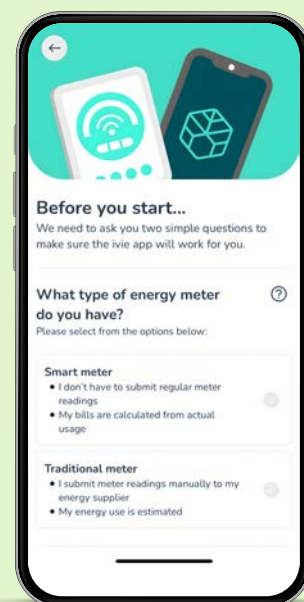


Got an ivie app account already?

If you already have the ivie app and have linked your smart meters to your account, you can skip the next step and go to **Step Five**.

To create a free ivie app account, simply open the app and select 'Create an account'. Follow the on-screen prompts to set up your log in credentials. It will then ask you some simple questions about your home, energy usage habits, and your energy tariff details to ensure your costs are displayed correctly.

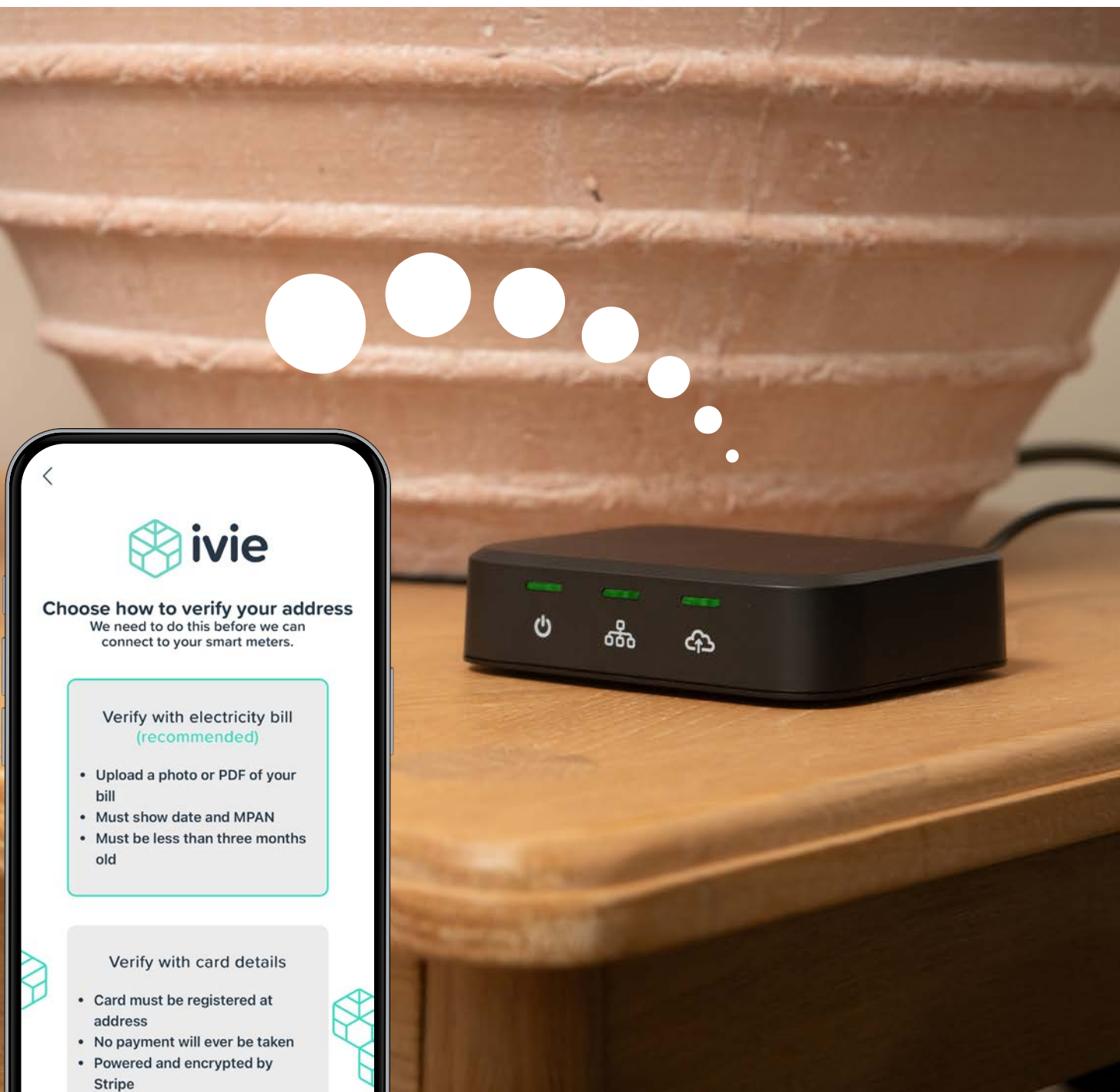
It is important you complete these questions to help us make sure that your energy usage forecasts are as accurate as possible.



4 Link your smart meter

In order to see your real-time energy usage in the app, you will be asked to link your smart meter(s). To do this, we need to confirm you reside at the property with the meters you're connecting to. You will need to have a recent electricity bill (from the last three months) for the address, or a credit/debit card registered to the address.

Please note: If you choose to use a credit/debit card, you will not be charged, nor do we store your card details. Your card details are only used for the purpose of verifying your address and are not retained.



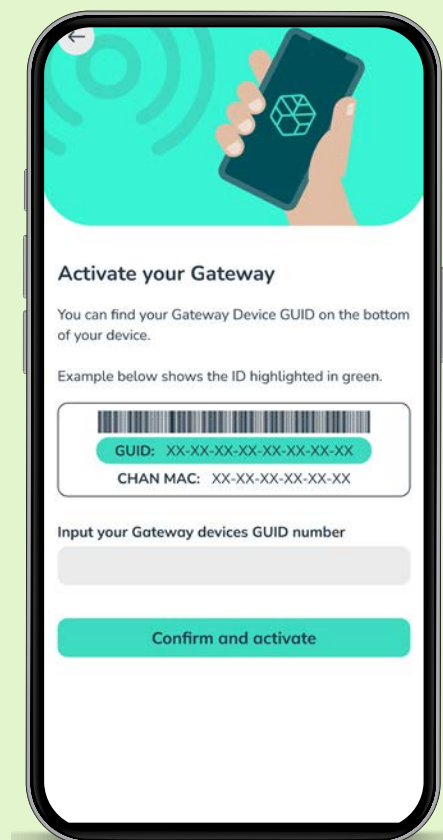
5 Activate your Gateway Connect

Now that you have linked your meters to your ivie app account, you can complete the activation of your **Gateway Connect** to have the data appear in-app.

Open the ivie app's main Dashboard and tap the '**Unlock Live Tech**' button. Follow the on-screen prompts and select '**Gateway Device**'. Input your Gateway device's GUID – the 16-character number that you can find on the bottom of your Gateway Connect, or printed on the outer packaging.

Tap '**Confirm**' to finish up – that's it! On your Dashboard you will now be able to see a notification of '**Gateway device linked – waiting for data**'. This process is usually fairly instant but can take up to 24 hours, as our system pairs your device to your ivie app account. Once complete, your home's data will appear in the app.

Once completed, all three LED lights on your **Gateway Connect** will be lit up.



**Got an ivie Bud
linked to your
ivie app already?**

If you already have an ivie Bud energy display linked to your ivie app account, you won't be able to link your **Gateway Connect** as well. Our team is working hard to enable this feature soon, but for now you can only link one smart meter device to the app.

Should you have any questions or if you need further support, please visit our [FAQs](#) or contact customercare@chameleontechnology.co.uk

What You Can Do With The ivie app

The ivie app makes improving your energy efficiency easy by tracking your daily energy usage and providing personalised savings tips. Regularly checking in to your ivie app will enable you to:

- Save up to 18% on your monthly electricity bills through smart tracking and easy-to-follow tips.
- Reduce your monthly gas bills by up to 24% with personalised recommendations tailored to your home.
- Earn rewards simply by using less energy - turn your savings into ivie points and entry into weekly prize draws.
- Win prizes like £25 Amazon vouchers by completing energy-saving challenges.
- Get clarity on your energy usage with simple, jargon-free information that's easy to understand.
- Make practical changes at home knowing exactly where you can cut energy waste and lower your energy bill.

