

myenergi hub  
&  
zappi  
update process

Please refer to the separate eddi leaflet for instructions to update your eddi if you have one installed.

# myenergi hub & zappi update process.

These instructions will be updated when our 'app' becomes available.

The myenergi 'hub' allows updates to be downloaded from our secure internet server and applied to your other myenergi products such as the 'eddi' and zappi.

The 'hub' has 2 buttons and 6 Light Emitting Diodes (LED's).

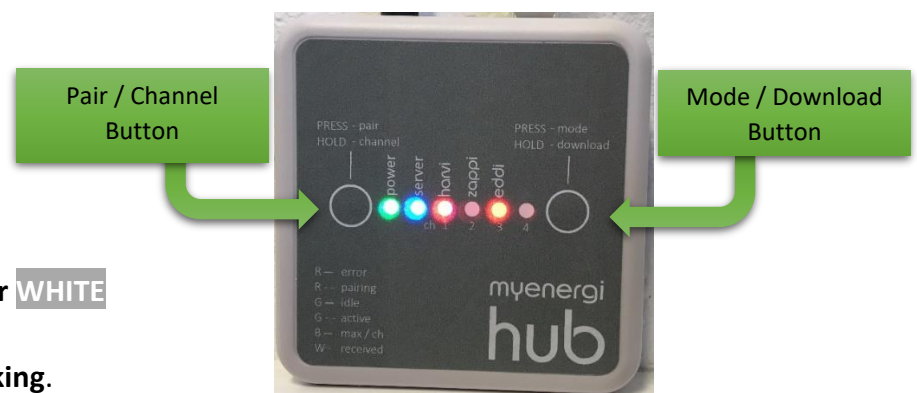
The LED's are labelled 'power', 'server', 'harvi', 'zappi', 'eddi', Ch 1, 2, 3, 4. Some of the LED's have dual indicator functions.

The buttons operate in two ways to achieve different functions:

- a short press - '**PRESS**'  
and
- a press & hold - '**HOLD**'.

The LED's can either be:

- **Off, RED, GREEN, BLUE, AMBER or WHITE**  
and either
- **On (solid colour) or Flashing/Blinking.**



Details and explanations of the combinations are in the following guidance notes.

This document will guide you through the setup of the 'hub' and the process to download the current software update and apply this to your zappi.

Instructions for the eddi update process will be issued separately.

If at any point during the setup process you encounter difficulty or unexpected results, contact us on **0333 300 1303** and we will try to resolve this as quickly as possible.

**Please be aware that we are arranging Timed Telephone Support to talk customers through the update process if needed. This may mean that we need to call you back.**

**NB. The update process will reset your savings data. If you need to refer to this data please ensure that you take a written copy or photograph of the savings screen.**

## Communication to our server.

The update process has four stages - These are detailed later in this document.

1. Download and update the firmware for the 'hub' from the myenergi server.
2. Download updates for your 'zappi' from the myenergi server.
3. Pair the 'hub' with your zappi.
4. Transfer the updates from the 'hub' to your zappi.

## What's in the box?

The picture below shows the myenergi hub, ethernet cable and the mains power adapter with the UK fitting.

Additionally, there will be a copy of the latest zappi manual which will detail the new version menus etc.

The mains power adapter comes with additional fittings for use in other countries.



Take the ethernet cable, insert one end into the connector on the 'hub' so that it clicks into place.



Select the correct fitting for your mains power outlet. Locate the lug on the fitting into the mains power adapter body and push the fitting in so that it clicks and locks into place.

Insert the Jack Plug connector of the mains power adapter into the socket on the hub.



Ensure that the connector is fully inserted.



Connect the other end of the ethernet cable to your internet router



Plug the mains power adapter into your mains power outlet and switch it on.

The 'power' LED on the 'hub' will illuminate **GREEN**.

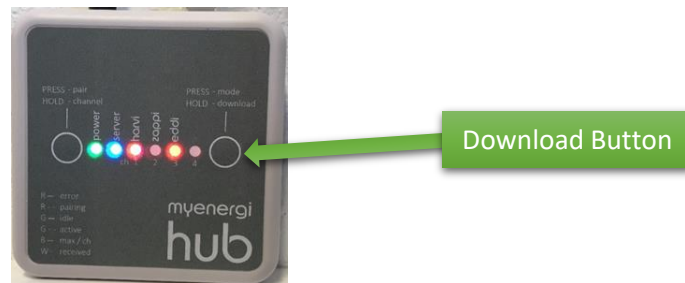
If the 'hub' can communicate with the myenergi server, the 'server' LED will illuminate **BLUE** and you can progress to the next section 'Step 1 - Download and update the firmware for the 'hub' from the myenergi server'.

If the 'server' LED illuminates **RED**, then the 'hub' is talking to your router but not to the myenergi server. You will need to check your internet connection and any firewall settings on your router before you proceed.

## Step 1 - Download and update the firmware for the 'hub' from the myenergi server.

This process ensures that your 'hub' is up to date.

1. Ensure that your 'hub' is plugged into your router and powered on.
2. Your 'hub' power LED should be solid **GREEN**  
Your 'hub' server LED should be **BLUE** with a short off blink approximately every second.  
(The other LED's may be **RED** and that is okay).
3. Power off the 'hub' either by turning off at the mains or removing the power jack.
4. On the hub, **press and hold down the 'download' button** whilst turning the 'hub' on or plugging the power jack in.



5. **Keep the button depressed** until only the 'power' LED is On:  
'power' LED is , **AMBER** for the **second** time.
6. **Release the 'download' button** and the download will commence.
7. The download to the 'hub' should take **less than a minute** to complete.  
During download the 'server' LED will be **WHITE** and over fast broadband connections the download may complete in seconds or quicker.
8. The download is complete when the LED's return to:  
'power' LED is solid **GREEN**  
'server' LED is **BLUE** with a short off blink approximately every second  
(The other LED's may be **RED** and that is okay).
9. Now you can progress to [Step 2 - Download updates for your 'zappi' from the myenergi server.](#)

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## Step 2 - Download updates for your 'zappi' from the myenergi server.

This process downloads new 'zappi' updates from our server to your hub

1. Ensure that your 'hub' is plugged into your router and powered on.
2. Your 'hub' power LED should be solid **GREEN**
3. Your 'hub' server LED should be **BLUE** with a short off blink approximately every second. (The other LED's may be **RED** and that is okay).
4. On the **hub, press and hold down the 'download' button.**  
The 'power' LED will illuminate **WHITE** or **AMBER** -  
When the 'power' LED changes back to **GREEN**, **release the button.**
5. The 'hub' will download the 'zappi' update from the server.
6. The download to the 'hub' should take **less than a minute** to complete.  
During download the 'server' LED will be **WHITE** and over fast broadband connections the download may complete in seconds or quicker.
7. The download is complete when the LED's return to:  
'power' LED is solid **GREEN**  
'server' LED is **BLUE** with a short off blink approximately every second  
(The other LED's may be **RED** and that is okay).
8. Now you can progress to [Step 3 - Pair the 'hub' with your zappi.](#)

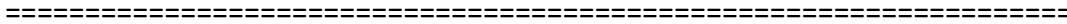
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### Step 3 - Pair the 'hub' with your zappi.

This process establishes a connection between your 'hub' and zappi.

1. The first time that the 'hub' is used it will need to be 'paired' to your zappi.
2. To see which products are paired with your zappi, **press the zappi 'up arrow' (↑) button** to access the Menu, **scroll down to 'Linked Devices'** using the arrow buttons, then **press the tick (✓) button**.  
The display will show the devices that are linked.
3. If your 'hub' has been paired previously and shows as a linked device, **progress to [Step 4 - Transfer the updates from the 'hub' to your zappi](#)**.  
If the 'hub' is not shown continue to 5.
4. **NB. The update process will remove all of the 'Savings' data from your zappi.**  
If you wish to retain this information for future use, you will need to take a written copy or a photograph of the savings screen.
5. On your zappi, **Press (↑)** to access the 'Menu'. Scroll to 'Information', press the **tick (✓) button**.  
**Press the down arrow (↓) twice** to display **page 3**.  
Make a note of the **'Channel number'**. Usually this will '1' but may have been changed during installation.
6. **Press (X)** to go back to the Menu.  
(If you go back past the main menu **press the 'up arrow' (↑) button** to access the Menu).
7. When the Menu is shown **Press & Hold the 'X' button for approximately 3 seconds** until the screen shows 'Verifying F/W P'.
8. Release the 'X' button. The screen will show 'V PFirmware OK' then 'Starting in 9s' and will count down.  
Whilst the count down is shown, **Press & Hold the tick (✓) button**.
9. The display should show 'Release Button'. **Release the 'tick' button**.  
This should display the 'BOOTLOADER MENU'.
10. Use arrow buttons to **highlight the 'Linked Devices'**. **Press the 'tick' button**.
11. Scroll down to **'Add Device'**. **Press the 'tick' button**.  
The display will show 'ADD DEVICE'.

12. On the hub, **press and release the 'pair' button**. The 'power' LED will flash **RED**.
13. Ensure that the **BLUE** LED for the channel corresponds to the channel noted earlier.  
If not press and hold the 'channel' button and the LED's will scroll around until the channel LED corresponding to the 'zappi' is illuminated.
14. The 'hub' & 'zappi' should now be paired and the 'zappi' display should now show 'HUB' and the serial number.
15. **Press the 'tick' button**, the display will show '1 Device Added'.  
**Press the 'X' twice**.
16. The 'hub' will show  
'power' LED is solid **GREEN**  
'server' LED is **BLUE** with a short off blink approximately every second  
'zappi' LED is solid **GREEN**
17. You can now progress to [Step 4 - Transfer the updates from the 'hub' to your zappi](#).



## Step 4 - Transfer the updates from the 'hub' to your zappi.

This process updates your zappi.

1. Ensure that your 'hub' is plugged into your router and powered on.
2. Your 'hub' power LED should be solid **GREEN**
3. Your 'hub' server LED should be **BLUE** with a short off blink approximately every second. LED's that are **GREEN** indicate the paired items: 'zappi' should be illuminated. If you have a 'harvi' paired with one, 'harvi'.
4. On your zappi, **Press (↑)** to access the 'Menu'. When the Menu is shown **Press & Hold the 'X' button for approximately 3 seconds** until the screen shows 'Verifying F/W P'.
5. Release the 'X' button. The screen will show 'V PFirmware OK' then 'Starting in 9s' and will countdown.  
Whilst the countdown is shown, **Press & Hold the tick (✓) button**.
6. The display should show 'Release Button'. **Release the 'tick' button**. This should display the 'BOOTLOADER MENU'.
7. Use arrow buttons to **highlight the 'Firmware Versions'**. **Press the 'tick' button**. The 'zappi' will take a few seconds to self-check and display the installed version. Make a note of the 'BL Version:' number displayed.  
This is to check later that the update has completed.
8. **Press the 'X' button** to go back to the 'BootLoader Menu'. Highlight 'Download Latest F/W', press the tick button.  
After a few seconds the display will change, and the update will start to download to the 'zappi'.
9. The display will show the Version being downloaded and the Section and % Progress. The download will take approximately 15 minutes to complete.
10. When complete the 'zappi' will verify and install the update and restart.
11. **Press the 'X' button**, scroll down to '**Information**', **press the 'tick' button**. Check the 'Firmware' version, it should start with 'V2.'

**Congratulations you have successfully updated your zappi to the latest software**

The latest version of the user manual will give details of the new menus and options.

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Troubleshooting

If you get a 'Checksum Error' this may be due to a brief interruption in signal transmission causing a loss of a small amount of data.

**Press the 'tick' button to restart the download.**

If you get repeated checksum errors, you may need to move your 'hub' closer to your 'zappi' to improve the signal. The ethernet cable can be disconnected if needed to move the 'hub' during the transfer of data from the 'hub' to the 'zappi'.

Additionally, you may need to temporarily disconnect your 'harvi' if fitted. This can be done easily by flipping open the CT clamp. You will need to remember to close the clamp again after the update process.

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**Please be aware that we are arranging Timed Telephone Support to talk customers through the update process if needed. This may mean that we need to call you back.**

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