



miPower

Quick Start Guide

Start using your online account now.

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This Quick Start guide will help you start using the miPower energy management program provided by Grayson-Collin Electric Cooperative. Creating Your Online Account explains how to set up your account. Following these instructions, you will find information about getting help on page 6, information about your new thermostat on page 7, and a list of the personal computer operating systems, Web browsers, and mobile devices that you can use to access your online account on page 8.

Your online account is now the primary method for managing the temperature of your home or small business, instead of your thermostat. You can make temporary temperature adjustments at your thermostat, but they are just that – temporary. Please read Introducing Your New Thermostat on page 7 before making adjustments at your thermostat. It explains how to make temporary temperature changes and highlights features of the thermostat.

For more information about how your new system works and answers to other questions you may have, after you create your online account you can refer to the Knowledge Center located in your online dashboard.

Note: The miPower program will start managing your energy usage as soon as the monitoring equipment is installed. Until you create your personal online account, your equipment will be managed by the default program according to the following schedule:

Time of Day	Heating Temperature	Cooling Temperature	Electric Water Heater	Pool Pump
6 A.M.	70°	78°	On	On
8 A.M.	62°	85°	Off	Off
6 P.M.	70°	78°	On	On
10 P.M.	62°	82°	Off	Off

CREATING YOUR ONLINE ACCOUNT

In order to receive full benefit from miPower, you must create your personal, secure online account and your basic set of four programs. Creating your account involves creating a username and password, and then answering a short questionnaire. The answers to the questionnaire create four basic programs. These programs are named Weekday, Weekend, Work from Home, and Vacation and may be the only programs you need to create.

Before You Start

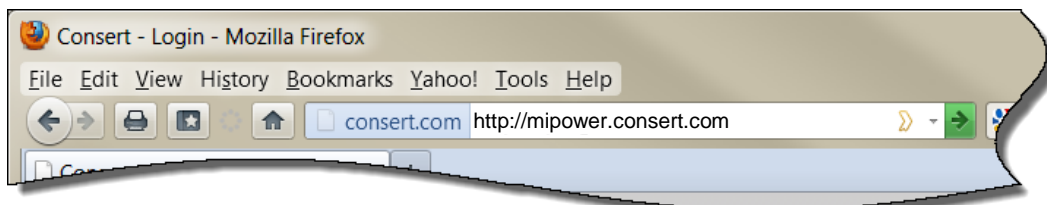
You will need the following information in order to create your account:

- Your GCEC account number. This number is on your electric statement.
- The email address to which you want account messages sent.

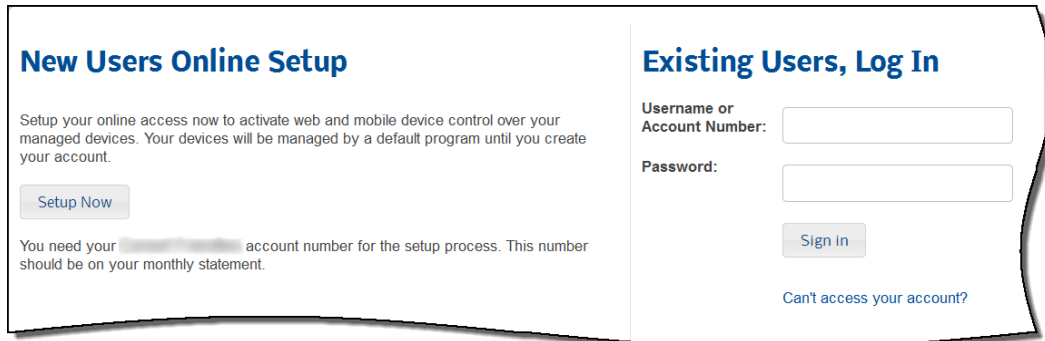
Create Your User Account and Basic Programs

To create your personal account and basic custom programs:

- 1** Type **http://mipower.consert.com** into your web browser address bar to access the login page.



- 2 On the login page, click **Setup Now**.



New Users Online Setup

Setup your online access now to activate web and mobile device control over your managed devices. Your devices will be managed by a default program until you create your account.

[Setup Now](#)

You need your [redacted] account number for the setup process. This number should be on your monthly statement.

Existing Users, Log In

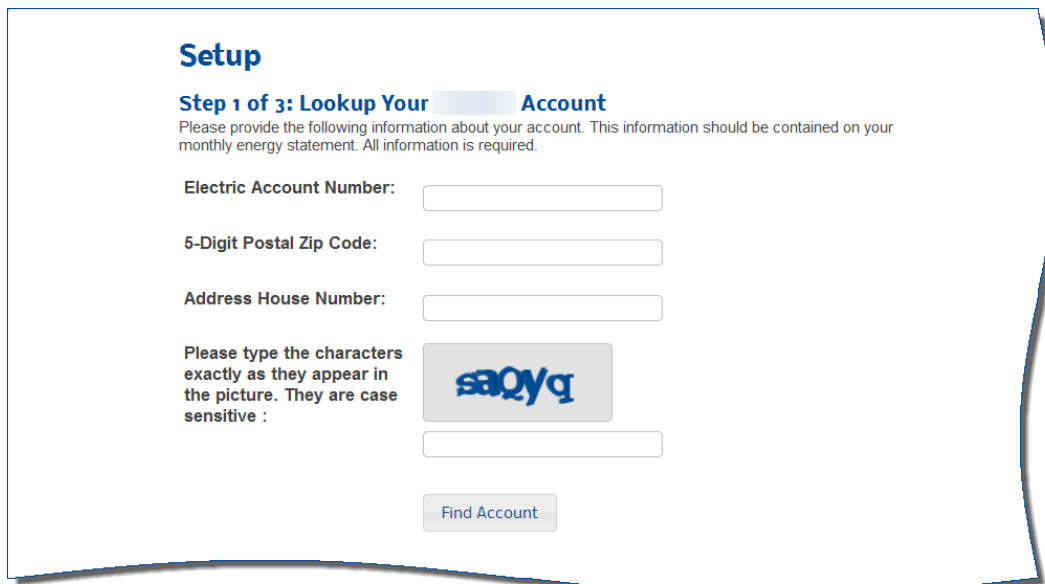
Username or Account Number:

Password:

[Sign in](#)

[Can't access your account?](#)

- 3 Create your online account by following the instructions in the three-step account creation process, and agreeing to the Terms and Conditions.



Setup

Step 1 of 3: Lookup Your [redacted] Account


Please provide the following information about your account. This information should be contained on your monthly energy statement. All information is required.

Electric Account Number:

5-Digit Postal Zip Code:

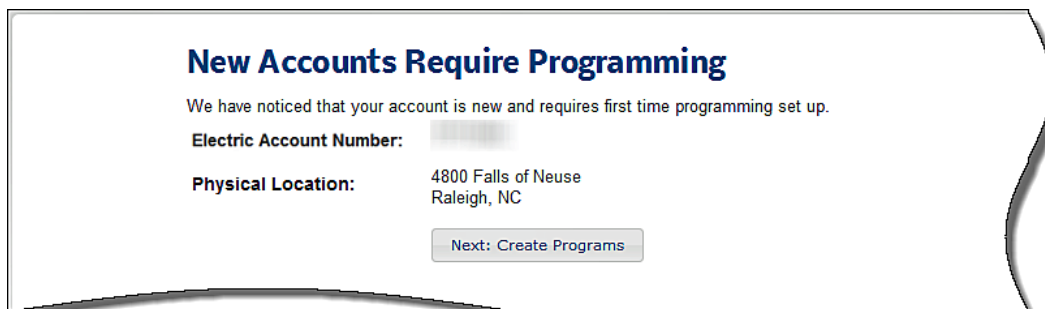
Address House Number:

Please type the characters exactly as they appear in the picture. They are case sensitive :



[Find Account](#)

- 4 After you create your account, you will be prompted to create a set of four basic programs by answering a few simple questions. Answering the questionnaire is a short, simple three-step process that you must complete before you can start enjoying the benefits of your online energy management account.



New Accounts Require Programming

We have noticed that your account is new and requires first time programming set up.

Electric Account Number: [redacted]

Physical Location: 4800 Falls of Neuse
Raleigh, NC

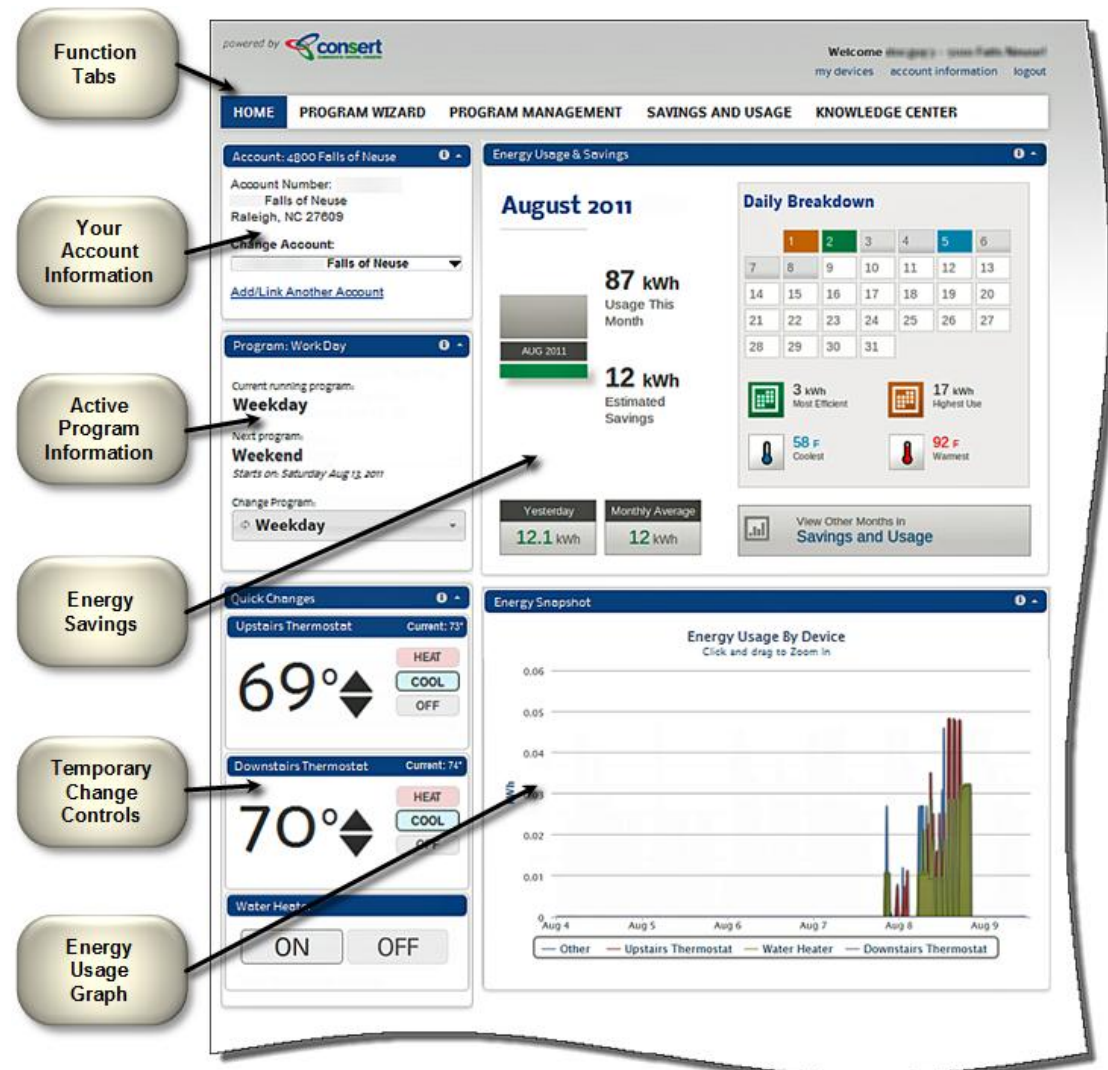
[Next: Create Programs](#)

These programs are named “Weekday”, “Weekend”, “Work from Home”, and “Vacation”. “Weekday” and “Weekend” will be automatically scheduled according to your answers to the questionnaire. “Work from Home” and “Vacation” are special programs that you will be able to schedule on the Program Management tab. You will be able to modify the details of all four programs (for example, room temperature changes and when your water heater switches on or off) on the Program Management tab of your online account dashboard.

Note: Remember, until you create these programs your devices will be managed according to the default program, which may not provide the comfort level you prefer.


After you create your basic programs, your personal homepage, or dashboard, displays as shown in Figure 1. You can then access all functions of your online account, including modifying the basic programs you just created and creating additional programs that fit your specific requirements.

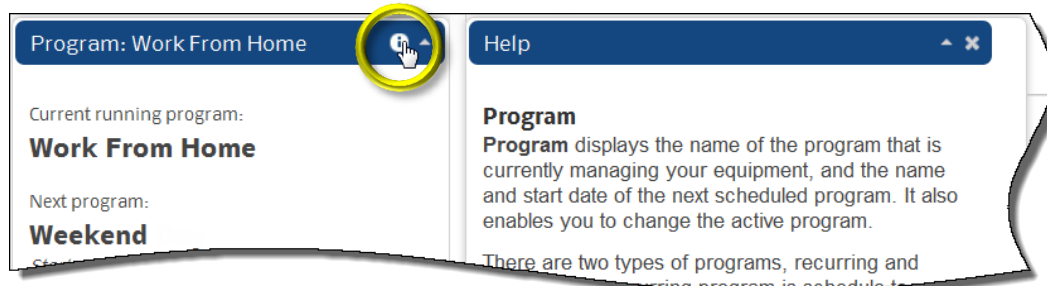
Figure 1: Solution Dashboard



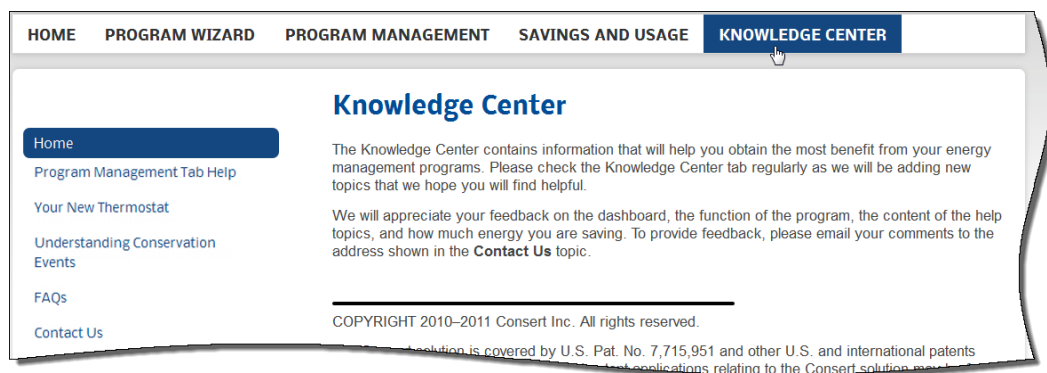
GETTING HELP

For assistance using your online account, or to learn more about miPower, refer to the online help and Knowledge Center as follows:

- If an item on the dashboard has an information icon  in the upper-right corner, click the icon to display help specific to that item.



- To view the Frequently Asked Questions (FAQs) and other useful information, click the Knowledge Center tab.



- If you need additional assistance, contact a Customer Support Representative at (903) 482-7100 or mipower@gcec.net.

INTRODUCING YOUR NEW THERMOSTAT

The new thermostat that we installed is a *communicating thermostat*. In addition to controlling your heating, ventilating, and air conditioning (HVAC) system, it communicates with miPower. This enables the thermostat to receive instructions from your online programs.

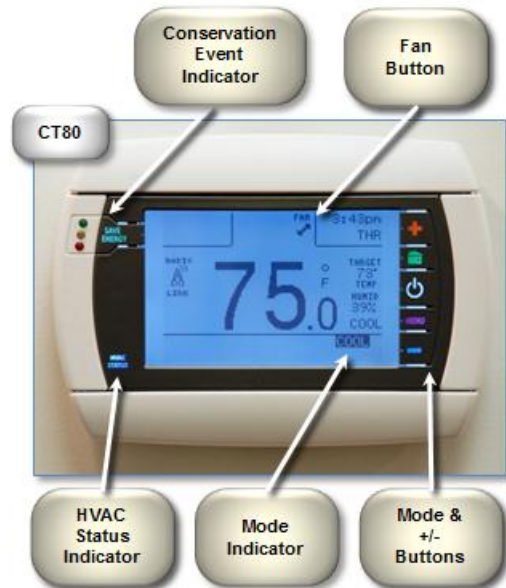
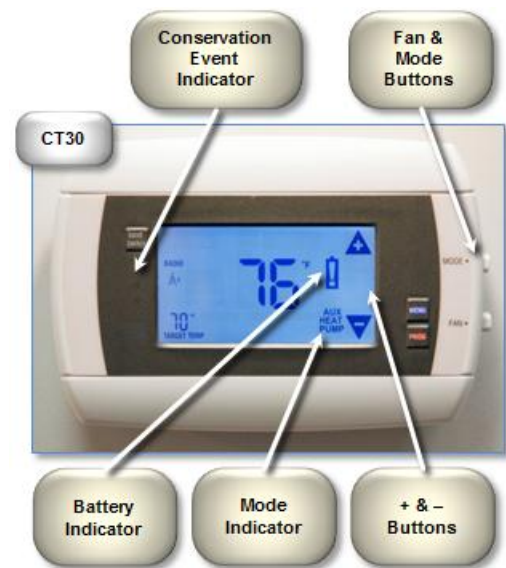
You should always use your online programs to control the thermostat, which in turn controls your HVAC system. However, there may be occasional situations when you wish to make a short-term temperature adjustment. You can make these adjustments with your online program (preferred) or at your thermostat.

If you need to make such an adjustment at your thermostat, you can use the Plus (+) and Minus (-) buttons to adjust the target temperature. (Target temperature is the temperature you want to achieve and maintain in your structure.)

Note: Temperature changes made at the thermostat are temporary. The online program will change them at the time of its next transition point.

Additional things to know about your new thermostat are:

- DO NOT use the thermostat as the primary means of controlling your heating and cooling temperatures.
- DO use your online account as the primary means of controlling your heating and cooling temperatures.
- The COOL or HEAT that is displayed on the thermostat screen indicates the thermostat's current mode of operation, not whether your HVAC is actually running.
- Your online program will automatically switch between the heating and cooling modes of operation as needed. You do not need to use the thermostat's mode switch to change from heat to cool or cool to heat.
- Do not use the special thermostat features and controls, such as the HVAC Setup, Drift/Swing, Auto-Run Program, Save Energy button, or Reset button.
- Do not manually create programs in the thermostat. Your online programs will only cancel them out.
- Your online programs do not control the circulating fan. The circulating fan is normally set to Auto (it automatically runs when the HVAC system is heating or cooling), but you can manually switch it between On, Auto, and Off as needed.



- If we installed a model CT30 Thermostat:
 - The thermostat battery indicator shows on the display, indicating that no battery is installed. A battery is not required because the thermostat is powered from the HVAC unit and because we resend your program to the thermostat as soon as power is restored after a power outage.
 - The HEAT/COOL mode indicator blinks when the HVAC is actually running.
- If we installed a model CT80 thermostat:
 - Do not use the humidity controls unless you have a dehumidifier attached to your HVAC system that is controlled by the thermostat.
 - Do not use the Auto heat/cool mode.
 - The colored **HVAC Status** light indicates whether the HVAC is actually heating (orange) or cooling (blue) or if the fan is running (green). A combination of green and orange indicates Fan and Heating. A combination of green and blue indicates Fan and Cooling.

Refer to **Your New Thermostat** on the Knowledge Center tab of your personal account dashboard for additional information about your thermostat.

COMPATIBLE WEB BROWSERS AND MOBILE DEVICES

miPower works with the following operating systems, browsers and mobile devices.

Operating Systems	Web Browsers	Mobile Devices
<ul style="list-style-type: none"> ■ Windows® XP, SP3 ■ Windows Vista® ■ Windows 7 ■ Mac OS® X 	<ul style="list-style-type: none"> ■ Microsoft Internet Explorer® Version 8, latest patch level. ■ Microsoft Internet Explorer Version 9, latest patch level ■ Google Chrome™ 11 or greater, latest patch level ■ Mozilla® Firefox® 3 or greater, latest patch level <p>The following browser features are required:</p> <ul style="list-style-type: none"> ■ JavaScript enabled ■ Cookies enabled ■ Browser cache enabled ■ SSL enabled 	<ul style="list-style-type: none"> ■ Apple® iPhone® 3 with Mobile Safari, all carriers ■ Apple iPhone 4 with Mobile Safari, all carriers ■ Apple iPad® 1 with Mobile Safari, all carriers ■ Apple iPad 2 with Mobile Safari, all carriers ■ White label Android® 2 with Mobile Chrome, all carriers, many devices ■ White label Android 3 with Mobile Chrome, all carriers, many devices ■ RIM® Blackberry® OS6+ with Mobile Browser, all carriers, many devices ■ RIM Blackberry OS7+ with Mobile Browser, all carriers, many devices

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