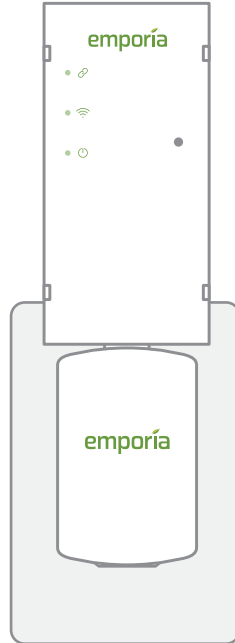


# Emporia Vue

## Utility Connect



**User Guide**  
**Installation Guide**  
**Device Release Notes**

## Safety information

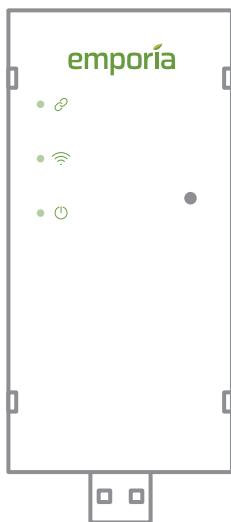
- ⚠ Do not use the Emporia Vue in any manner other than specified in this installation guide.
- ⚠ Do not attempt to open, disassemble, or repair any of the components of the Emporia Vue.
- ⚠ If you believe any of the Emporia Vue components may have been damaged, do not attempt to use them.

## Need help?

- 💬 [emporiaenergy.com/support](https://emporiaenergy.com/support)
- ✉ [support@emporiaenergy.com](mailto:support@emporiaenergy.com)
- ☎ 1-844-EMPORIA (367-6742)

# What's in the box

Your new Emporia Vue contains the following items. If you believe that any of these items may have been damaged for any reason, do not attempt to use them and call support immediately.



Energy monitor

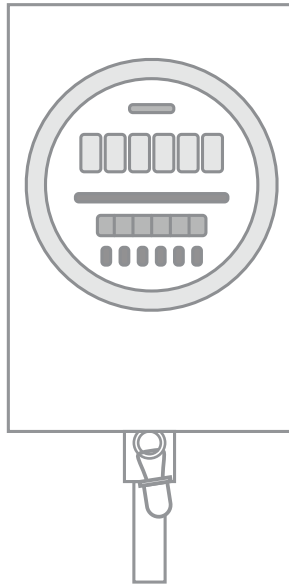


AC adapter

# Step 1: Locate your Smart Meter

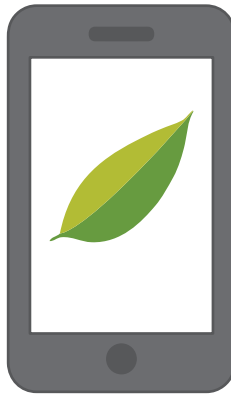
Locate the Advanced Metering Infrastructure (AMI) Smart Meter provided by your utility. It will typically be found on the outside of your house in close proximity to your circuit panel. This meter makes energy usage available through a wireless protocol that the Vue can receive to analyze your whole home energy usage.

**For the Vue to work, it will need to be plugged into a 120V AC outlet within 50 feet of your smart meter.**




## Step 2: Get the app

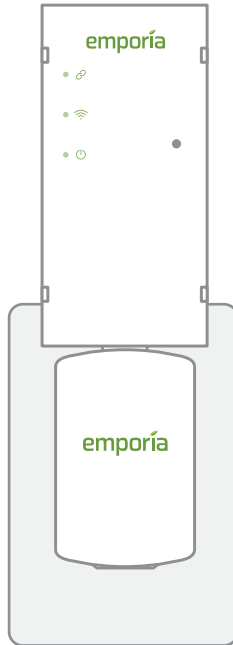
Use your phone to check the signal strength of your Wi-Fi network next to the AC outlet you identified in Step 1. Low/no signal may require a Wi-Fi extender (available at [shop.emporiaenergy.com](http://shop.emporiaenergy.com)) for the Vue to work. Next, download the **Emporia Energy app** onto your phone or tablet from [emporiaenergy.com/app](http://emporiaenergy.com/app), from the Apple App Store, or from Google Play. **Create an account and begin the setup process.** The app will let you know when it's time to return to this installation guide and install your Emporia Vue.




[emporiaenergy.com/app](http://emporiaenergy.com/app)

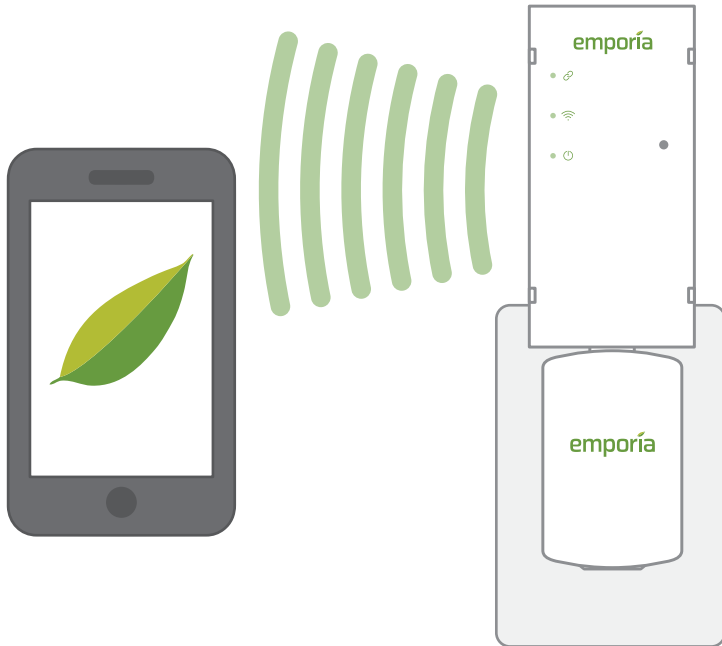
## Step 3: Plug in the Vue

Plug the USB dongle of the energy monitor into the USB port of the AC adapter. Then, plug the AC adapter into the electrical outlet indentified in Step 1. When properly powered, the power light  on the front of the energy monitor will illuminate green.




## Step 4: Use the app to connect to Wi-Fi

Go back to the **Emporia Energy app** on your phone or tablet. Make sure your phone is within 30 feet of the Vue. Click the “My Emporia Vue is Ready” button in the app when you’re ready to proceed. Then you’ll connect the Vue to your nearby Wi-Fi network. Make sure you have your Wi-Fi name and password. Once connected, the Wi-Fi light  on the energy monitor will illuminate green.



## Step 5: Connect to your Smart Meter

Go to [emporiaenergy.com/utilities](http://emporiaenergy.com/utilities) to find your location and corresponding electricity provider. Then follow the detailed instructions to connect the Vue to your AMI Smart Meter. Once your Smart Meter is connected to your Vue, the link light  on the energy monitor will illuminate green.





# Troubleshooting

📶 Wi-Fi Light	
Off	Has not connected to router
On solid	Connected to router and Emporia
Blinking once per second	Establishing connection to Emporia
Blinking every 2 seconds	Lost connection to router
🔗 Smart Meter Link Light	
Off	Has not connected to meter
On solid	Connected to meter and receiving data
Blinking every 2 seconds	No data from meter in over 1 minute

## Resetting Your Vue

A paper clip can be used through the hole on the right front of the Vue to perform a factory reset. **Press and hold the button for 5 seconds to reset the Smart Meter Link.** The Link light will blink rapidly. You'll need to re-provision the Vue to a Smart Meter through your utility to see data again. **Press and hold the button for 8 seconds to reset the Wi-Fi.** The Wi-Fi light will blink rapidly. You'll need to setup the Vue in the Emporia app again to reconnect to Wi-Fi. **If the button is pressed and held for more than 12 seconds, the button will have no effect.**

# ZigBee Alliance Certification

The Emporia Vue Utility Connect has passed all relevant tests in conjunction with the Zigbee Alliance Smart Energy Certification Program.

**Type of Device:** Zigbee Smart Energy 1.1b  
In-Premise Display

**Manufacturer:** Emporia Energy

**Model Identification:** Vue Utility Connect

**Firmware Version:** 1.2

**Hardware Version:** 1.1

**Certification Date:** November 25, 2019

**Certification ID Number:** ZIG19106ZSE12872-24



**smart energy**  
certified by zigbee alliance

# Need help?

-  [emporiaenergy.com/support](https://emporiaenergy.com/support)
-  [support@emporiaenergy.com](mailto:support@emporiaenergy.com)
-  1-844-EMPORIA (367-6742)

If you get stuck during any part of this process, we're happy to help get your Emporia Vue up and running.

## Technical details

### Energy Monitor

AC adapter output: 5V DC

Power usage: < 5 Watts

Wi-Fi: 2.4 GHz 802.11b/g/n



The Emporia Vue Utility Connect is certified by the ZigBee® Alliance and uses the ZigBee® Smart Energy Profile 1.1b to interface with your AMI Smart Meter while keeping your data secure within the framework defined by ZigBee® and IEEE 802.15.4.



The Emporia Vue Utility Connect uses FCC certified modules: FCC ID: 2AC7Z-ESP32WROVER and FCC ID: QOQMGM111. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Designed by Emporia Energy in Littleton, CO  
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