

Six easy steps to connect to your smart meter and the internet.

One simple number if you need a hand. Just call CEIVA Customer Care toll-free at 1-888-670-3580.

1 Set Up Your CEIVA Homeview Display

Find a place in your home that is in range of your WiFi. Plug in your display.

2 Connect Your CEIVA Homeview Display to Your Smart Meter

The display will auto join within 5 minutes and indicate energy data within 15 minutes.

Alternatively, use your CEIVA Homeview remote. Press 'Menu' and select 'Connection Wizard'. If the display indicates "Disconnect from your Smart Meter" then your display is already connected. If not, select 'Connect to your Smart Meter' to start the connection process. A 'success' screen will appear when your display has connected to your smart meter.

3 Get Connected to Wireless Internet

Go back to the 'Connection Wizard' and select 'Connect to the Internet'. Follow the steps on the screen to set up the internet connection. At the end, select 'Go' and your CEIVA will be ready to receive photos.

4 Register Your CEIVA Homeview Display

Go to www.ceiva.com/hawaiienergy and click on the 'Register my CEIVA Homeview' link. Unless you are already a CEIVA customer, you will need to create a new CEIVA account.

Next, enter the 12-digit serial number located on the outside of the box and under the back panel of the display.

5 Monitor Your Home's Energy Remotely

Download the CEIVA Homeview app to your mobile devices and experience the easiest and most popular way of monitoring your home energy.

6 Display your favorite photos

Download the CEIVA Snap app to send photos to your Homeview display - instantly. Be sure to take a look at our photo plugins and invite your friends and family to share their pictures on your CEIVA Homeview display too! Your ceiva.com account has unlimited photo storage.

Apps are available for iOS and Android devices  



For issues connecting to your meter please call Hawaii Energy: **808-537-5577** or email alan.hong@leidos.com