



 **Guelph Hydro**
Electric Systems Inc.

ceivā



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Welcome to CEIVA Homeview

With your CEIVA Homeview display, you get a never-before possible view of your home's utilities.

The CEIVA Homeview display connects directly to your smart meter, allowing you to get an instant view of your home's energy usage. The CEIVA Homeview display also connects to your home's wireless internet connection so that you can take full advantage of CEIVA's photo services and mobile apps.

This guide provides instructions on how to connect to your home's smart meter, how to connect to your home's wireless internet, and how to set up your CEIVA account.



Installing Your CEIVA Homeview Display

Three easy steps



Step One:

Connect your CEIVA Homeview display to your smart meter.

(page 5)



Step Two:

Connect your CEIVA Homeview display to your home's wireless network.

(page 13)



Step Three:

Register your CEIVA Homeview display and create your CEIVA account.

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Getting Started

Setting up your CEIVA Homeview Display

Before you get started you need to set up your CEIVA Homeview display. First, lift up and remove the back panel of your CEIVA Homeview display.

Plug the power adapter into the specified port. Replace the back panel and align the display's stand with the marker and turn clockwise into place.

Find a spot in your home that is both near an outlet and within range of your smart meter.

Your CEIVA Homeview display comes with a six button remote that will help you navigate your energy information.



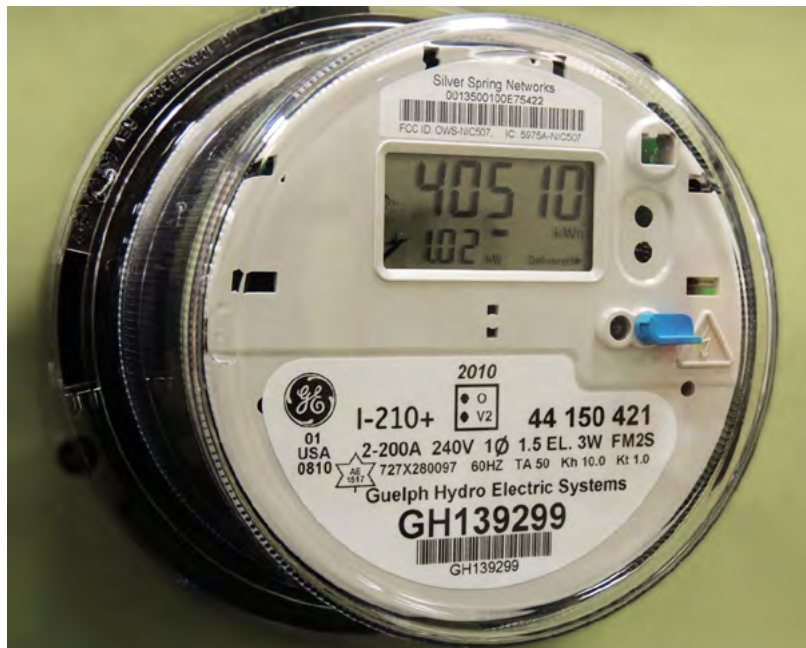
Connecting Your CEIVA Homeview Display to Your Smart Meter

Connect to Your Smart Meter

CEIVA Homeview gets instant updates directly from your electricity smart meter through a wireless connection.

Before You Begin

For your convenience, the In-Home Display and your smart meter have been preconfigured for Guelph Hydro's smart meter network. Follow the steps in this guide to complete your set up.



Connecting to Your Smart Meter

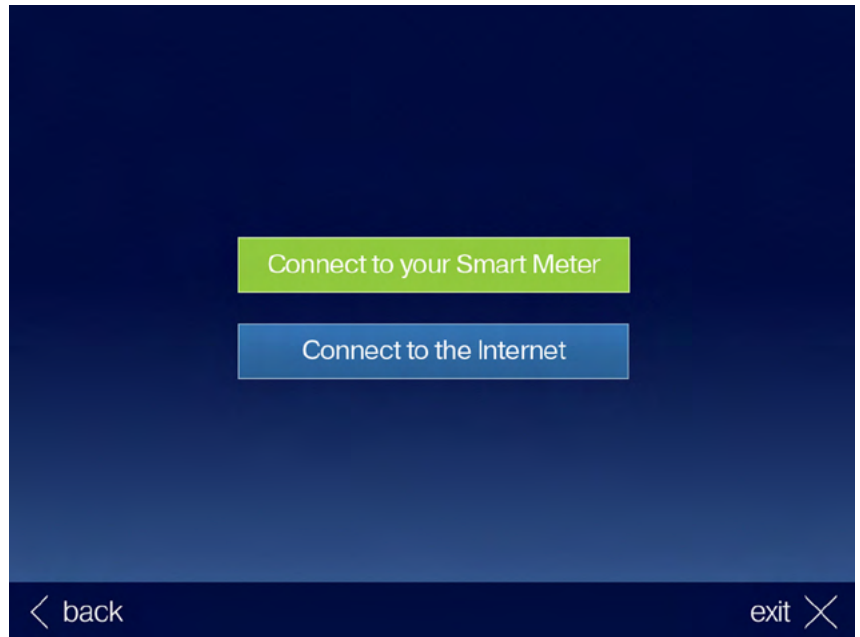
Step 1

Press 'Menu' on your remote, then select 'Connection Wizard'.




Step 2

Select 'Connect to your Smart Meter'.



Step 3

Select 'Connect to Smart Meter' to begin the connection process.

 The connection process may take as little as one minute or as long as 15 minutes to complete.

MAC Address:
D4:50:7A:01:02:00:09:E2

Install Code:
0101-1008-0175-71C0

Key Code:
188B



[CONNECT TO SMART METER](#)

[< back](#)

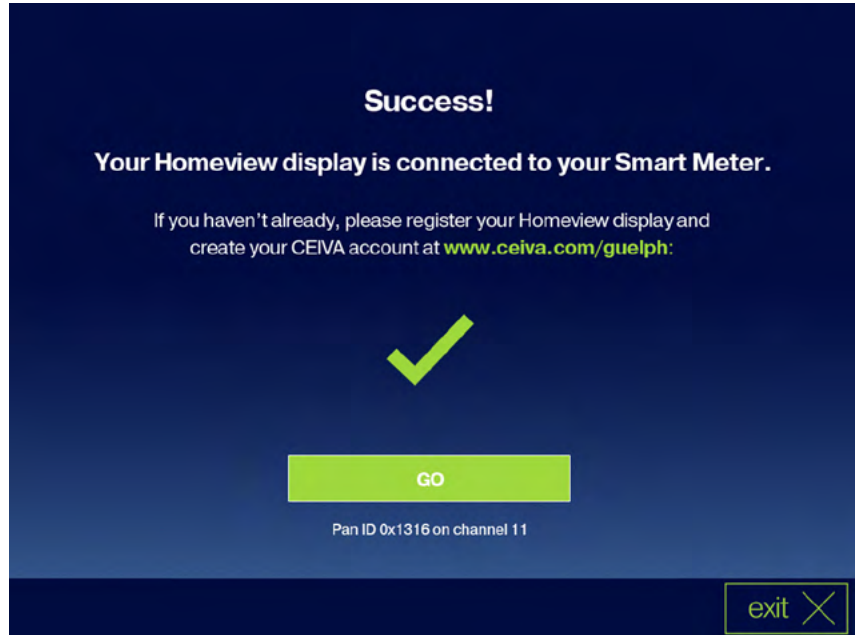
exit 

Step 4

When the process has successfully completed, select 'Go' to see your Energy Dashboard.

If the connection process is not successful, try relocating the CEIVA Homeview closer to your smart meter location and repeat the installation steps.


If the device still does not connect, contact Guelph Hydro at 519-822-1750 ext. 4678 during normal business hours, or email peaksaverPLUS@guelphhydro.com.



Success!


Your Homeview display is connected to your Smart Meter.

If you haven't already, please register your Homeview display and create your CEIVA account at www.ceiva.com/guelph:



GO

Pan ID 0x1316 on channel 11

exit 

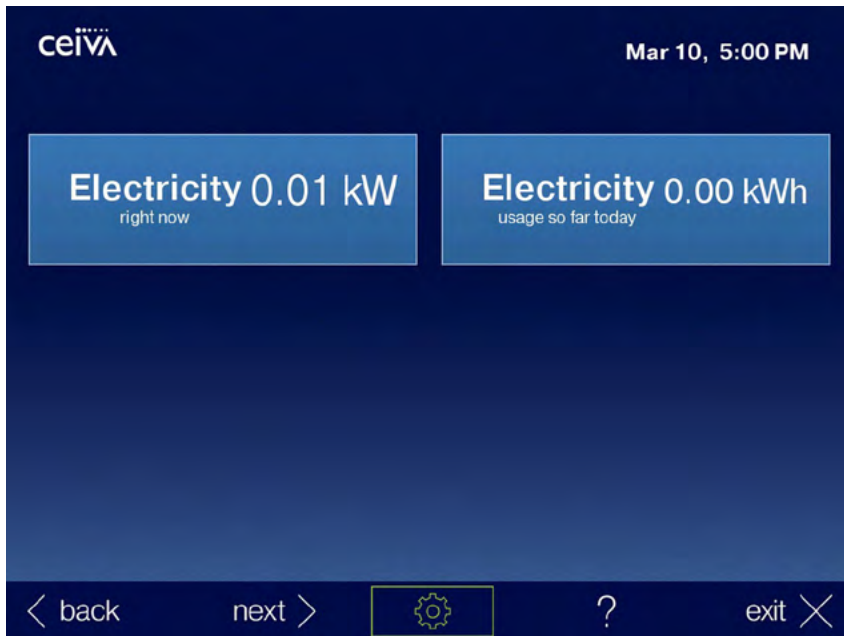
Step 5

The Energy Dashboard displays information instantly from your smart meter.

ELECTRICITY USAGE NOW* – electricity the home is using right now.

ELECTRICITY USAGE TODAY* – electricity that your home has used so far today.

*Note: Your Time-of-Use pricing is sent daily from Guelph Hydro's smart grid network and requires no customer intervention.



Enhanced Experience





ceva

ceva

This is Where the Magic Happens!

Make the snapshots of your home's energy even more compelling by adding pictures of your life. By connecting your CEIVA Homeview display to your wireless internet network and then registering your Homeview display you will be able to:

- Store and send an unlimited number of digital photos.
- Invite guests to send photos directly to your CEIVA Homeview display.
- Add content channels such as weather and sports.
- Customize photos and create fun messages.
- View weekly and monthly graphs of your home's electricity usage.
- Monitor your home's electricity usage and costs from anywhere with the CEIVA Homeview smart phone app.

Getting started is easy. Simply connect to your home's wireless network and register your CEIVA Homeview display to start bringing the magic into your life.

Connect to Your Wireless Network

Step 1

Press 'Menu' on the CEIVA remote and select 'Connection Wizard'.

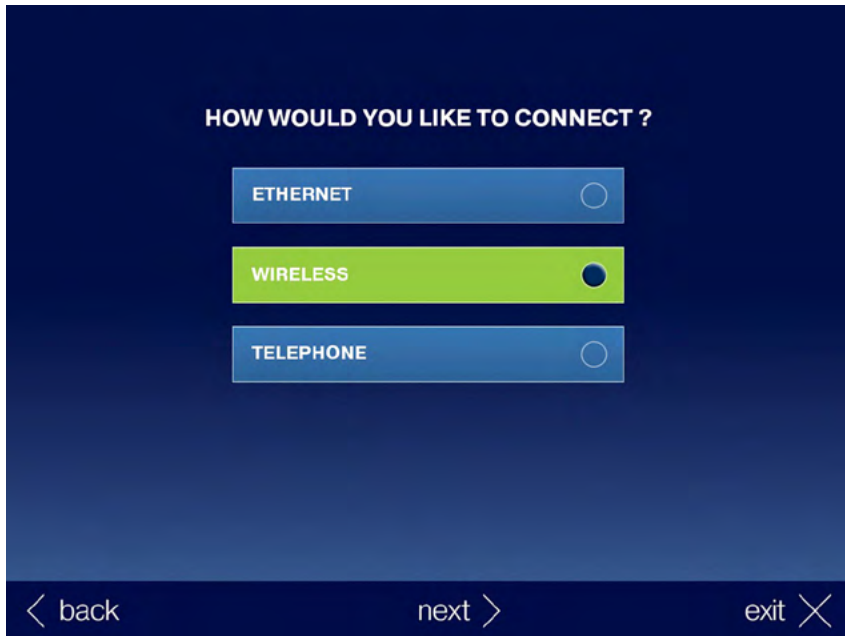
Then select 'Connect to the Internet'.



Step 2

Select 'Wireless' as your form of connection.

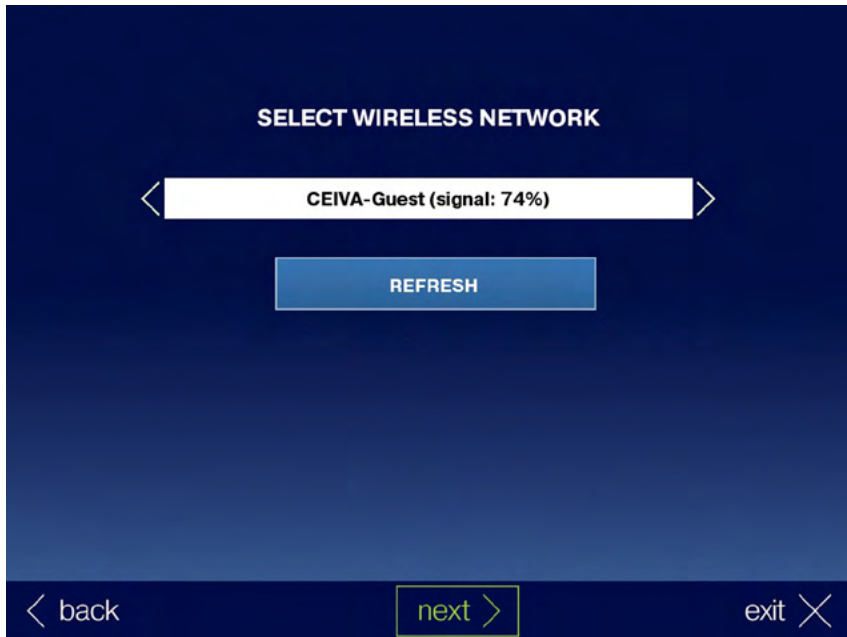
Select 'Next' to move to the next screen.



Step 3

Locate your wireless network from the list. After finding your wireless network select 'Next' to move to the next screen.

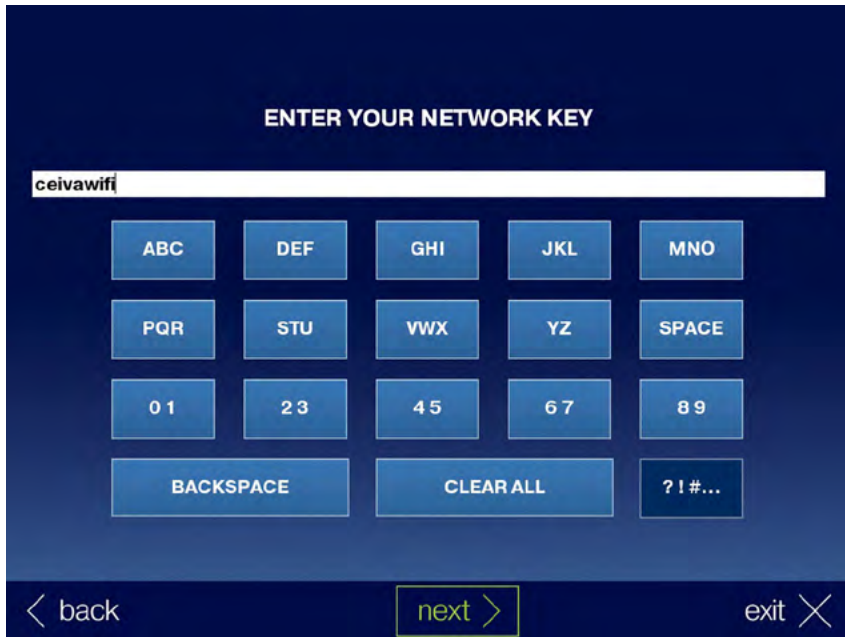
If your wireless network is not listed, select 'Refresh' to reload the list of available wireless networks.



Step 4

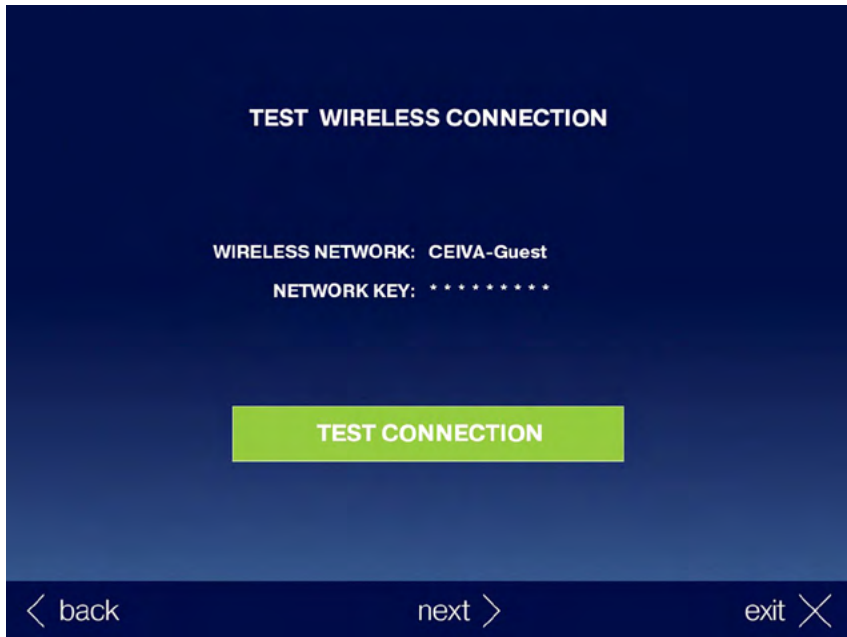
Use the remote to enter the wireless network key (password) for your wireless network.

For capital letters, select the button that contains the letter you need and press select until the capital letter appears. When done, select 'Next' to continue.



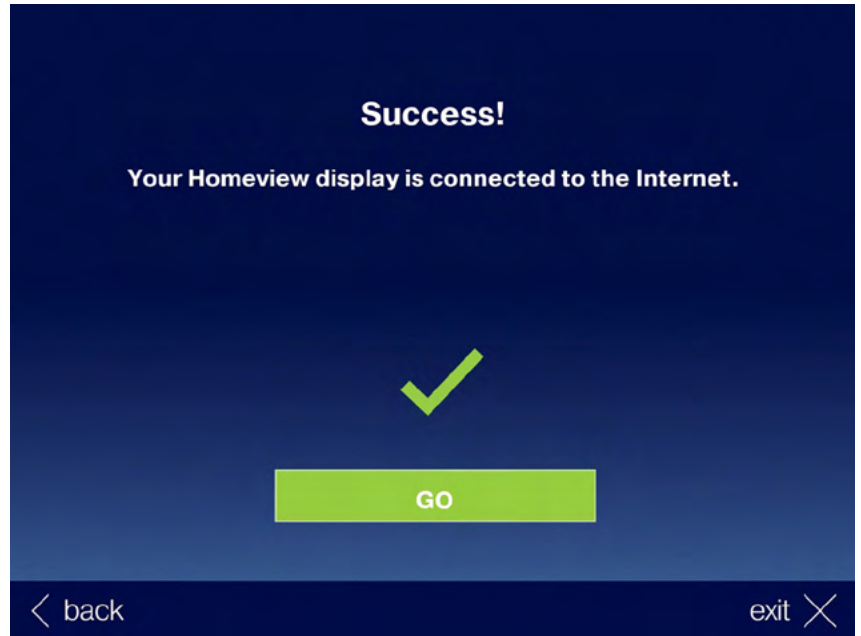
Step 5

Press select on the remote to 'Test Connection'.



Step 6

Select 'Go' to complete the wireless connection process.



Register Your CEIVA Homeview Display

Setting Up Your CEIVA Account

Getting your CEIVA Homeview account set up is easy.

First, go to www.ceiva.com/Guelph and click on the 'Register my CEIVA Homeview' link.

Next, unless you are already a CEIVA customer, select "I need a new CEIVA account."



Creating Your Member Account

To create your Member Account enter your information into the form and click 'Continue'.

Alternatively, you may sign in using your Facebook account.

As part of the Guelph Hydro program there is no charge for the CEIVA service for 12 months.

Your personal information is kept safe and secure on CEIVA's U.S. based servers. CEIVA is ISO 27001 compliant, maintaining the highest form of security standards in the industry.

Create Your Member Account

* First Name:

* Last Name:

* Sign-in Name:
User ID can be 4 to 40 letters, numbers, or _ . - , or @ but no spaces

* Password:
Your password can be 4 to 20 characters, but no spaces

* Verify Password:

* Secret Question:

* Answer:

* Email:

* Verify Email:

Yes, I would like to receive exclusive member offers and news from ceiva.com

* Indicates a required field

Create your account using Facebook
Skip this step and create your CEIVA account using your Facebook account.
 Log In

By clicking **CONTINUE** you agree to our [Terms and Conditions](#) and our [Privacy Policy](#)

CONTINUE >>

Register a Frame

Once you have created your CEIVA account, you will be prompted to complete a profile setup survey.

Complete the survey and click 'Continue'.

Next you will be asked to enter your frame's serial number. The serial number can be found under the back cover of the display, and on the back of the CEIVA Homeview box.

On the following page, choose your form of connection and press 'Continue'.



The screenshot shows the CEIVA website's registration process. At the top, the logo reads "Your Frame ceiva" with the tagline "Life Smart. Life Colorful." and a phone number "Call 1.877.MYCEIVA". A navigation bar includes links for Home, Learn More, Shop Now, Members, Customer Care, and About Us. The main heading is "Create Your CEIVA Profile". Below this, there are several sections with red asterisks indicating required information:

- Indicate a recent fact
- Did you?
 - Purchase this CEIVA
 - Receive this CEIVA as a gift
- Are registering this CEIVA for:
 - Yourself
 - Someone Else


A large blue "CONTINUE" button with a right-pointing arrow is located at the bottom right of the form area.

Invite Guests to Your Frame

Congratulations, your CEIVA Homeview display is now registered.

Get the most out of your CEIVA Homeview display by inviting friends and family to send photos. Also – don't forget to add content channels. Content channels will deliver daily updates of anything from recipes to local news.

Last but not least, check out the CEIVA mobile apps. CEIVA Snap is a free mobile app that allows you to send pictures to your CEIVA Homeview display from anywhere in the world! The CEIVA Homeview app is also free, and it allows you to monitor your home's energy from anywhere. Find them in your app store today.



Your Frame

PicturePlan active through 11/19/2014

Congratulations! Your frame has successfully been registered. Your account includes **unlimited free guest invitations** for your friends and family to send photos straight to the frame. We also offer CEIVA Channels, which are updates in your photo slideshow to personalize it to your interests. Here are some to get you started.

Add Guests and Channels

Invite the following guests to this frame::

First Name:

Email Address:


First Name:


Email Address:


First Name:


Email Address:


Add the following channels to this frame:


 Top Stories

 Top News Headlines

 Calendar

 Quote of the Day

 Holiday Countdown



Contacts

Guelph Hydro

For CEIVA Homeview display smart meter connection issues, please contact Guelph Hydro during normal business hours.

8:00-4:30, Monday - Friday

Phone: 519-822-1750 ext 4678

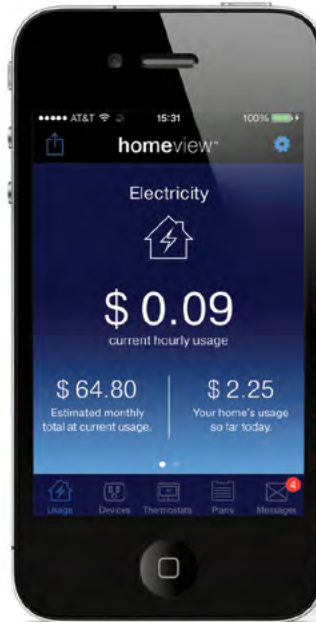
Email: peaksaverPLUS@guelphhydro.com

CEIVA Customer Care

For CEIVA Enhanced Experience, including connecting the CEIVA Homeview display to your home wireless network, questions with the photo sharing service, CEIVA channels, or accessing and using the Homeview Energy Monitor pages in the display, please visit www.ceiva.com.

You can also contact CEIVA Customer Care at 1-888-670-3580.

CEIVA Homeview App



CEIVA apps are available for both iOS and android devices.

Find them in your app store.

CEIVA Snap





For questions about your CEIVA, contact:
CEIVA Customer Care 1-888-670-3580
or visit ceiva.com