



Congratulations on taking a more active role in your energy usage.

The Smart Meter Usage Gateway bridges your smart meter to the Duke Energy mobile app so you can view real-time energy usage in three-second intervals. Let's get started.

Included:



Power Adapter



Gateway



Ethernet Cable

Safety Precautions

Below are a few safety precautions for preventing injury when making connections. In most cases, users can use a standard cable for connection.

Power

This product is intended to be supplied by a power supply that is UL certified or dc source suitable for use at minimum Tma 50 degrees Celsius whose output meets SELV or ES1, LPS or PS2 and is rated 5Vdc, 3A min.

RTC Battery

CAUTION: DANGER OF EXPLOSION IF BATTERY IS INCORRECTLY REPLACED. REPLACE ONLY WITH THE SAME OR EQUIVALENT TYPE RECOMMENDED BY THE MANUFACTURER. DISCARD USED BATTERIES ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS.

Warning!

Always disconnect the power adapter from the chassis before manual handling. Do not connect the chassis while the system power is on. A sudden rush of power can damage sensitive electronic components. Only experienced electronics personnel should open the chassis.

FCC Compliance: Please visit duke-energy.com/SmartMeterFCC or scan the QR Code.



©2020 Duke Energy Corporation 200653 3/20

Smart Meter Usage Gateway



BUILDING A **SMARTER** ENERGY FUTURE®

A Simple Guide to Setup and Connectivity

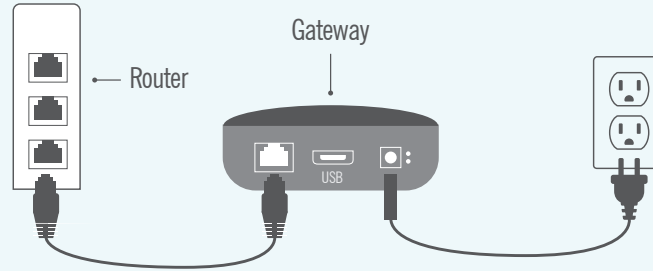
Setup Guide



1. Launch the Duke Energy mobile app and go to: Menu > Energy Usage > Add a Gateway.



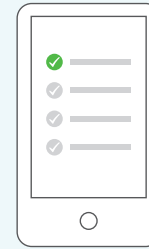
2. Scan the bar code on the Gateway to enter the serial number, or input it manually.



3. Place the Gateway next to your router.

4. Connect to the internet by plugging one end of the included ethernet cable into the Gateway and the other end into your router.

5. Power the Gateway by connecting the included power adapter and plugging into an electrical outlet.



6. Tap "Pair Gateway" and wait for the check boxes in the app to turn green.

Troubleshooting

If you're having trouble pairing your Gateway through the app, try checking the following items:



Your internet service needs to be active

You must have working internet service for your Gateway to work.



Check your connections

Check ethernet cable and power adapter to ensure they are connected properly and securely.



Power up and power down

Unplug the power adapter from the back of the Gateway. Leave it unplugged for 15 seconds; then plug it back in.



Need support or additional information?

Contact us at **800.366.4703** or **SmartMeterUsageApp@duke-energy.com**.

Smart Meter Usage Gateway

Information on FCC compliance

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To ensure continued FCC compliance:

1. Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

Exposure to Radio Frequency Radiation:

2. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.



BUILDING A SMARTER ENERGY FUTURE®