



CPS Energy Home Manager Users Guide

SET UP, PROGRAMMING & SUPPORT

APRIL 2016

VERSION 4.0

Start Managing Now

QUICK START INSTRUCTIONS

1. Create your online personal Home Manager account page.

- Go to CPSEnergy.com/HomeManager to set up your personalized Home Manager program. Click on Home Manager Login to go to the New User Online Setup.”
- New users need to click on Setup Now.
- You'll need your 10-digit CPS Energy account number.
- Verify the information is correct.
- Create a User ID and Password for your Home Manager account.



2. Create your basic programs for all connected devices.

- Complete the questionnaire.
- Review your programs.
- Save and Apply your settings.

If you experience issues or are unable to set up your online account, contact the Home Manager Support Team at 210-353-4511.

IMPORTANT

Once the system has been activated, Home Manager will start managing your appliances using a Energy Star® Program. We encourage you to set up your own programs right away as the Energy Star® Program may not meet your needs. The Energy Star® Program is based on the following schedule:

Time of Day	Cooling	Heating	Mode
7:00 a.m.	78°	63°	Auto
Time of Day	Electric Water Heater	Pool Pump	
6:00 a.m.	ON	OFF	
8:00 a.m.	OFF	OFF	
6:00 p.m.	ON	ON	
10:00 p.m.	OFF	ON	

Store your username and password in here for future reference.

Account Number: _____

Username: _____

Password: _____

Welcome

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INTRODUCTION

This User Guide will help you to set up your profile and manage the system via the Web Portal at our full site or using the Home Manager App (for iPhone/iPad or Android devices).

System Overview

Your new Home Manager includes the following components:

Personal Home Manager Account Page – online site where you will manage and monitor your personal Home Manager account, set up programs and operate your systems. (see page 3)

Programmable Thermostat – controls your heating, air conditioning and ventilation (HVAC) system. You can manually adjust the thermostat for temporary changes. But remember, the creation of or changes to the programs for this thermostat must be managed through your online account.



Communications Gateway – sends relevant information to all monitored Home Manager components. It is located in your electric meter or is a stand-alone unit that must remain plugged in at all times.



Control Devices – are located near your outside AC unit and the electric water heater and/or pool pump. These devices monitor your AC usage and act as an on/off switch for the water heater and pool pump.



Creating Your Home Manager Online Account

You will need your CPS Energy account number – the same number you used when Applying for the Home Manager installation. Your 10-digit account number can be found in the upper right hand corner of your monthly bill.

Go to CPSEnergy.com/HomeManager. It's a good idea to bookmark this page because this is where you go to manage and monitor your account. Use the Home Manager Log-on button at the bottom of the page.

You can also create multiple log-ins for your Home Manager system. Simply follow the New User Online Setup process and enter a different email, user ID, and password when prompted. You will not be required to answer the programming questions a second time.

Under New Users Online Setup, click on Setup Now and follow the instructions for each step. Once account setup is completed, click on Continue which takes you to the 3-step Questionnaire. Continue following the prompts.

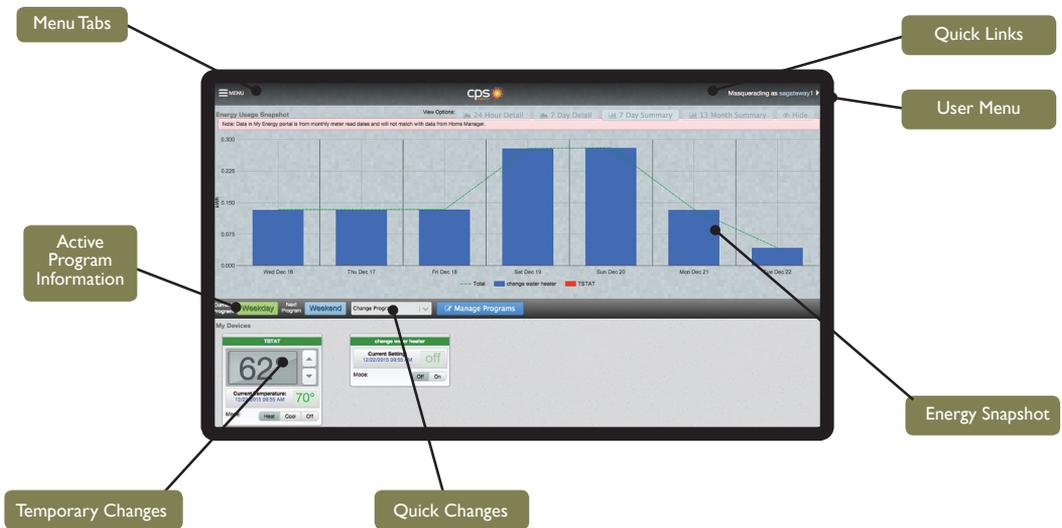
Note: *If you have multiple thermostats and/or water heaters connected to Home Manager, the initial set up process creates the same programs for all devices.*

You will need to adjust the programming for the individual thermostats and/or water heaters in the Program Management tab of your online account. See page 5 for further instructions.

IMPORTANT

During Conservation Events, which occur during select peak usage hours, your designated settings will be modified. You are able to opt out and return to your normal settings by adjusting the temperature on your thermostat or the web portal. For more information about Conservation Events, see Understanding Conservation Events in the Knowledge Center.

Creating Your Home Manager Online Account



Home Page

The Home Page features four main menu tabs at the top of the Web Portal including:

Menu: The menu button features 3 main tabs at the top left of the web portal.

- **Home Programs Dashboard** – View your consumption.
- **Programs** – Allows you to review and make changes to the programs you created or create additional programs.
- **Help** – Find additional information about your new system and commonly asked questions.

User Menu – Open the User Menu on the top right corner of the screen to access 5 menu tabs including Information, User Management, Contact, Setup and Log-out.

- **Information** – Access the account details.
- **User Management** – See the user accounts associated with your customer account number.
- **Contact** – Contact customer support.
- **Setup** – Access the Program Wizard. Used only for initial setup.
- **Log-Out** – Log-out from the portal.

Creating Your Home Manager Online Account

Energy Snapshot

Displays usage information for your monitored devices. You can choose to view usage in a 24-Hour Detail, 7-Day Detail, 7-Day Summary or 13 Month Summary. Your monitored systems or devices are represented by colored bars in an easy-to-read graph display. The color-coding for each Appliance is shown under the graphs.

Note: *If a Stand-Alone Gateway was installed as part of your Home Manager system, you will only be able to view your monitored devices in the Energy Snapshot.*

To Show/Hide Energy Snapshot Graphs:

1. Locate the button "Hide" at the top right of the Home Page.
2. Click the button to hide the graphs.
3. To show the graphs, click the button again.

Making Quick Program Changes:

1. Locate the Program bar in the middle of the Home Page. It will show you which current program is running and when the next program is slated to begin.
2. The drop-down list will show you the other available programs. Select a program you wish to change to. Make sure you save your program in the recurring program tab (under program management) if you want to access on the go changes.
3. A pop-up box will appear. Choose:
 - Today only
 - Now until tomorrow
 - Now until Monday next week
 - Now until selected date

Making Temporary Changes:

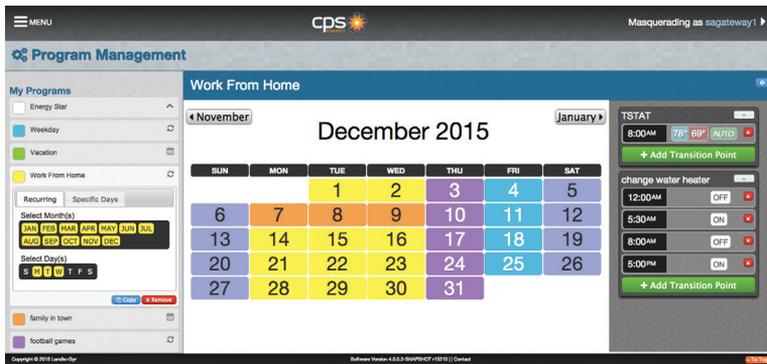
1. Locate the devices at the bottom of the Menu Page.
2. Adjust the temperature, system mode, or on/off function by clicking the designated arrows or appropriate boxes next to each selection.
3. Click on Save Programs. The changes will apply until the next transition point of the current active program.

Creating Your Home Manager Online Account

Manage Programs:

Allows you to see detailed information about your programs – this includes both recurring and specific date programs. Here you can also change existing programs or create new custom programs. Note that:

- Recurring Programs are marked with circle arrows icon.
- Specific Date Programs are marked with a calendar icon.
- A calendar feature with corresponding colors represents which of your programs are running on any given day and provides detailed information about the current program.



Making Changes to Existing Programs:

1. Select the program you would like to edit and for which days this will take effect, if applicable.
2. To adjust the time of a Transition Point, (the time you want the system to make a settings change) click on the time you want to change and adjust the sliding bar accordingly. Make sure you select a.m. or p.m.
3. To adjust the temperature of a Transition Point, click on the blue box for cooling or red box for heating and adjust the sliding bar to the desired temperature.

Note: When operating under the Auto function, the heat temperature setting and the cool temperature setting should be at least 4 degrees apart to avoid inefficiency from your HVAC system. For example, if your HVAC system is set to cool your home to 72 degrees, the heat setting should be no greater than 68 degrees.

Creating Your Home Manager Online Account

4. You can also change the mode setting of the thermostat. To change the mode setting (cool, heat, auto, off), click the box to the right of the temperature setting, toggle through the settings until it shows the mode you want; select and click Save Programs.
5. To add Transition Points, click the +Add Transition Point button; then click on the time, temperatures, or mode to make adjustments. Sliders will appear for each; make your selections, and Save Programs.
- 6 To delete a Transition Point, click the X that's located in the gray box to the right of the Transition Point you want to delete, then Save Programs.
7. Follow the same steps to adjust settings for water heater and/or pool pump.

Creating a Program:

1. Click +Add Program (located below the list of programs to the left of the calendar), type a corresponding name, click Ok.
2. The new program should appear in your list of programs.
3. Add at least one transition point for each device.
4. Follow steps 3-5 under the instructions for making changes to existing programs. Remember to Save Programs.

Deleting a Program:

1. Click on the program you want to delete.
2. Click the button to remove.
3. Click Save Programs.

SAVE ON YOUR HVAC ENERGY USE.

To turn off the air conditioner on temperate days, create an AC Off program so you can control and select it via the Web Portal and mobile App.

1. Click +Add Program.
2. Name the program - AC Off - and click OK.
3. Click the tab for Specific Days but do not select any specific dates.
4. Click Add Transition Point. Click the time and adjust the slider to 6 a.m. and click auto in the mode box until it says off.
5. In the water heater box click Add Transition Point.
6. Toggle the off button to on.
7. Click Add Transition Point if additional times are needed to turn the water heater/pool pump on or off.
8. Click Save Programs.

The CPS Energy Home Manager Mobile App



THE CPS ENERGY HOME MANAGER MOBILE APP

The CPS Energy Home Manager App is available FREE for iPhone/iPad and Android devices, including phones and tablets. The App has most of the features of the full web portal with an easy-to-use interface streamlined for mobile devices. Follow the download instructions for the App of your choice. Make sure to select the App with the CPS Energy logo that is named CPS Energy Home Manager.

Note: The App is not available until the account has been setup on desktop or laptop.

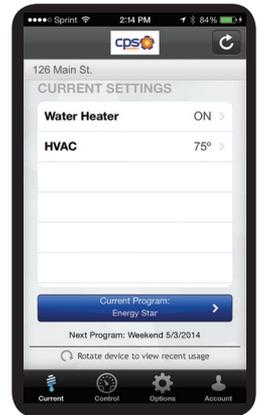
Getting Started

Log-in using your Home Manager User ID and password.

The Home Screen

You'll see your current HVAC, water heater and pool pump settings, as well as these tabs:

- Current – Shows the current settings.
- Control – Allows you to change device settings.
- Options – Allows you to change temperature units between Fahrenheit and Celsius.
- Account – Allows you to select between different accounts or addresses and log-out of the App.



Making Temporary Changes:

Select the system/device; you will then see the Control screen.

To make a temporary change to a water heater:

1. Click on on or off and then submit.
2. Once you see the confirmation pop-up, click OK to save your changes until the next Transition Point.

Note: Keep in mind what your transition point is because this will affect your recent changes.

To Make a Temporary Change to a Thermostat:

1. Click the up or down arrows to raise or lower the temperature setting.



The CPS Energy Home Manager Mobile App

2. Click the mode button to change the system mode between Cool, Heat, or Off.
3. Click the Submit button and then OK. The thermostat will remain on these settings until your next transition point.

Changing Programs:

On the Current tab there is a blue bar near the bottom that shows which program is currently running.

To change programs:

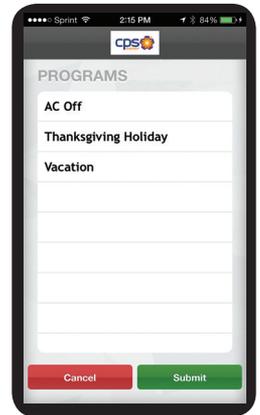
1. Click the bar to see a list of programs you have created.
A check mark will appear next to the current program.
2. Click on whatever program you want to change to and click the green Submit button.

Note: *If you have not saved your program in the Recurring Program tab (under Program Management), you will not have access to your other programs. This must be done on a desktop or laptop.*

3. Select a duration you would like to run that program for (1-10 days) and click the green Submit button.
A pop-up box will appear saying Success.
4. Click OK to save changes.

You can also change from your current program back to your normal weekday and weekend settings at any time:

1. Go to the Current tab and click the blue bar showing the current program. The very last option listed under Programs will be to end whatever program is currently running.
2. Select end program and click the green Submit button.
A pop up box will appear saying Success.
3. Click OK to return to your normal program settings.

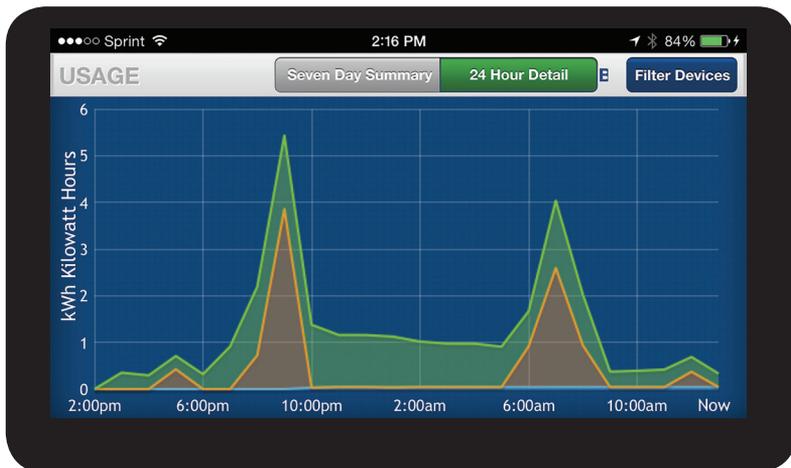
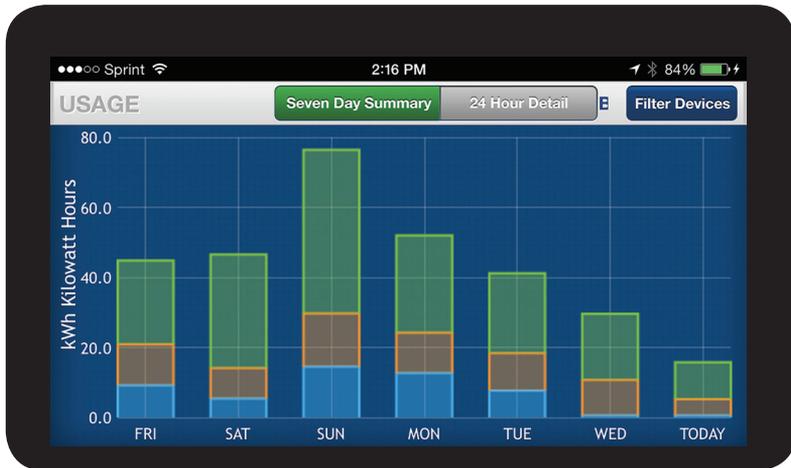


The CPS Energy Home Manager Mobile App

To Monitor Energy Usage:

1. Go to the Current tab then rotate your mobile device 90 degrees to the right or landscape perspective. The screen will change to the Usage Screen.
2. Toggle between views of a 7-day summary and 24-hour detail with the buttons on the top of the screen. The chart will show the different devices represented by colored bars. Total energy usage view will not be available on systems using the stand-alone gateway.

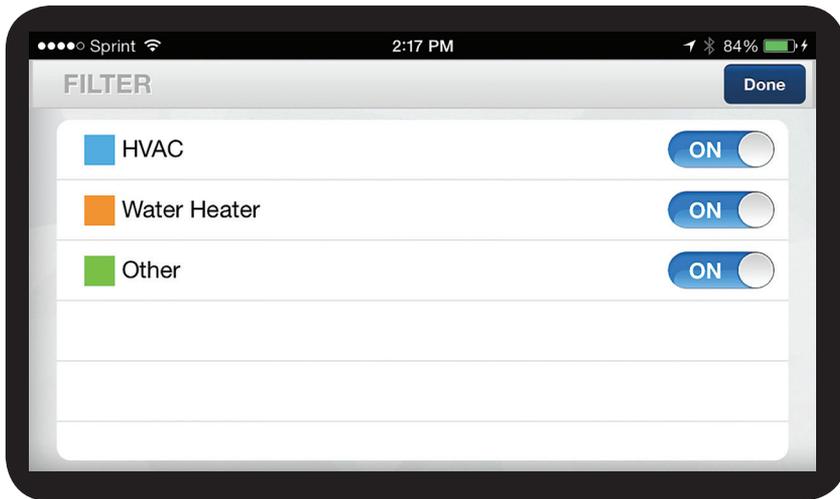
Note: Use the Filter Devices button to identify the color representing each device.



The CPS Energy Home Manager Mobile App

To Filter Devices So They Do Not Appear On the Usage Screen:

1. Click the Filter Devices button. There will be a colored square next to each device showing you which colored bar represents that device on the usage screen. To the right of each device is an on/off switch.
2. Find the device you want to filter out and change the switch to off.
3. Click Done. You will then see the usage screen showing just the usage of the devices you have selected. To exit the usage screen rotate your device 90 degrees to the left (back to portrait perspective).



The CPS Energy Home Manager Mobile App

Changing the Unit of Temperature:

To change between Fahrenheit and Celsius:

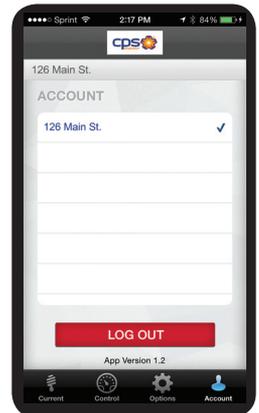
1. Click the Options tab at the bottom of the screen.
The Temperature Unit screen will show which unit is currently being used to display temperature. Under that will be a black button that says Change Unit.
2. Click that button to toggle between Fahrenheit and Celsius.
3. Click on the Control or Current Usage tab and you will see the temperature represented in whatever unit you selected.



Changing Accounts:

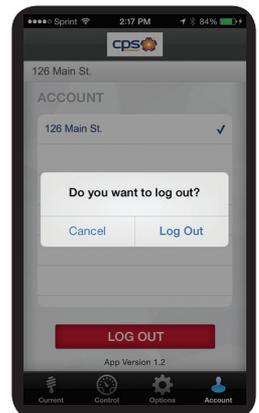
If you control multiple Home Manager accounts (For multiple addresses), you can switch between accounts with the App:

1. Click the Account tab at the bottom of the screen. You will see a list of street addresses for each of your accounts.
2. Click the address you would like to switch to.
3. Click the green Submit button. A dialog box will appear showing the system is switching accounts. A box will then appear saying Account Switched. You will be redirected to the current settings tab for the address you selected.



Logging Out:

1. Select the Account tab and click the Log-out bar.
2. The next time you want to use the Home Manager App you will need to supply your login and password.
3. The App will time out after 30 minutes of inactivity. You will need to log-out and log back in after this time in order for any changes to be accepted and transmitted to your Home Manager devices.



A Few Thermostat Facts

Your new Home Manager thermostat allows you to make temporary temperature adjustments at the thermostat itself as well as the preferred method of using your online program.

To Adjust the Temperature Using the Thermostat:

Touch the room temperature displayed in the center of your thermostat's screen. Use the displayed Plus (+) and Minus (-) buttons to adjust the target temperature, which is the temperature you want to achieve and maintain in your home.

You can also switch the circulating fan between on and auto, using your thermostat controls (as your custom online programs cannot be used to control the circulating fan).

The Cool or Heat display on the thermostat screen indicates the current mode of operation, not whether your HVAC is actually running. You can select the mode that you would like to use by pressing the Mode button on the right side of the thermostat until the desired mode is displayed.

Note: *Mode changes made at the thermostat are only temporary changes and will be reset at your next scheduled transition point. The Cool or Heat icon will blink when that mode is in operation.*

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. Using these functions without instructions may result in programming errors, temperature discomfort, and higher than normal energy usage.

A Few Thermostat Facts

Note: Your thermostat has a battery symbol, but it does not require a battery.

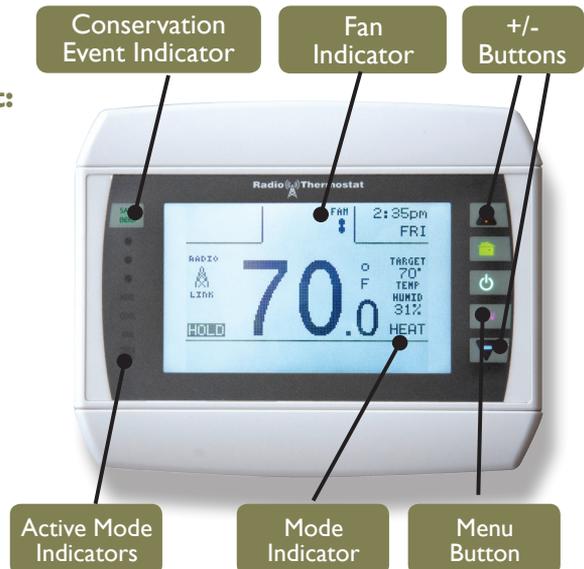
If you have a Model CT32 Thermostat:

If there is a power outage, Home Manager will resend your online program settings to the thermostat as soon as power is restored. In case of a communication problem, your thermostat retains the program information for 14 days. Heat or Cool will blink when actively running.



If you have 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 on the thermostat.
- Normal HVAC Status lights: orange means your HVAC system is heating; blue signifies cooling; green indicates the fan is on; green and orange indicates both fan and heating; blue and green indicates fan and cooling.



Frequently Asked Questions

Before contacting the Support Team, it may be easier and faster to tackle these issues or changes on your own.

Why are calendar days white and not colored to match my programming?

White calendar days indicate that those specific days are operating on the Energy Star or default mode. You will need to verify that your programs are correctly set up to be either Recurring or Specific Days programs. To do this, you will need to click on each program and verify that the correct tab is selected (Recurring or Specific Days). For Recurring programs, you will need to verify that the days that you want the program to operate on are highlighted the appropriate color. For Specific Days programs, you will need to verify that an appropriate date or date range has been selected. Be sure to click Save Programs after you have made any changes to your programs.

Can I manually program my thermostat?

You are only able to make short-term temperature adjustments on the thermostat. All programming and program modifications must be done from your online account.

Can I use the Save Energy button?

The Save Energy button on the thermostat has been disabled and does not provide any benefit to the operation of your Home Manager system.

Why does my thermostat show Cool/Heat when the HVAC isn't running?

The Cool and Heat icons displayed indicate the HVAC mode of operation that the thermostat is currently set to, not whether your HVAC is actually running. Your online program will set the correct mode of operation as required to maintain your specified comfort level and display the mode accordingly. When the selected mode is operating, the Cool or Heat icon will blink.

Why is the Change Filter light flashing?

The CT32 has a countdown timer designed to remind you when it is time to change out your air filter. It is set for 90 days by default. A yellow Change Filter light will blink on the lower left hand corner of the thermostat when the timer reaches 0. You will need to reset the countdown by following these steps:

Frequently Asked Questions

1. Press the Menu button on the lower right corner of the thermostat face.
2. Press the Filter icon located at the top center of the screen.
3. Press the Days Usage number to reset the count.
4. Press the house icon on the right side of the screen two times to return to the main screen.

You can also adjust the countdown timer to coincide with your Filter schedule by performing the following steps:

1. Press the Menu button on the lower right corner of the thermostat face.
2. Press the Filter icon located at the top center of the screen for 3 seconds.
3. You should now see the number of days (90) with a Limit icon next to it.
4. Use the arrows to increase or decrease the number of days.
5. Press the house icon on the right side of the screen three times to return to the main screen.

Why is the fan still running when the condenser unit is not running? (OR) Why does it sound like the HVAC system is running even though it should be off?

Make sure the fan is set to auto and not on. To verify this, look at the thermostat. If the fan is on there will be the word On, with a small X below. If this is the case, press the fan indicator to return the fan operation to auto. If your fan is set for auto but continues to run, verify programming from online account and then contact Home Manager Support Team at 210-353-4511. Remember you cannot control the fan function from the Web Portal.

What if I have multiple HVAC units?

If you have multiple thermostats controlling separate HVAC units, each thermostat must be programmed or adjusted independently under the program management tab.

Why does the temperature on the thermostat not match actual air temperature?

Your thermostat may need to be calibrated. Please verify with a second thermometer that the temperature on the thermostat is incorrect.

If the wall thermostat is wrong, follow these steps to adjust the calibration:

Frequently Asked Questions

1. Press the Menu button on the lower right corner of the thermostat face.
2. Press the Calibrate icon located at the bottom center of the screen.
3. Use the up or down arrows to adjust the temperature to match that of the second thermometer.
4. Press the house icon on the right side of the screen two times to return to the main screen.

Note: *Adjusting the calibration will directly affect compressor run times. There can potentially be high usage and premature compressor fatigue associated with the calibration adjustment if not done accurately.*

Why won't the system stay off when changed at the thermostat or changes won't stay in effect?

Temperature changes made at the thermostat are only temporary and will be overridden by the online programming at the next scheduled transition point. If you need to make permanent changes to the temperature settings, please log-in to your online account and modify your program temperatures on the Program Management tab.

Why can't I log-in?

Verify that you are including the special character as part of your password. You will be automatically locked out of your account after 11 failed attempts. Please use the Can't Access Your Account? option before your final attempt. If you are still unable to access your account, call Home Manager Support Team at 210-353-4511.

Why aren't the changes made on the mobile App taking effect? (OR) Why does the App continue to load?

The mobile App will automatically log-out of your account after 30 minutes of inactivity. Check to make sure you are still logged in.

What is a Conservation Event?

During periods of extreme hot or cold, CPS Energy will signal your Home Manager system in an effort to reduce demand during periods of peak electric use. This is known as a conservation event. These events can occur at any time. While in a conservation event, appliances managed by your Home Manager system are modified to conserve electricity by:

Frequently Asked Questions

- Adjusting your temperature settings by no more than 3 degrees. This adjustment follows your program set points and will adjust accordingly should a transition occur.
- Turning off your water heater and/or pool pump if they are scheduled to be on at the time of the event.

A conservation event affects only your managed appliances (HVAC, water heater; pool pumps). All other appliances and devices will not be affected. You may not even be aware when a conservation event takes place.

Your online program enables you to opt out of a conservation event, even after it is in progress. You can also opt out by adjusting your temperature online, from the thermostat, or from any web-enabled device through the Home Manager App.

For more answers to Frequently Asked Questions, refer to the FAQ page in the Knowledge Center of your CPS Energy Savers Home Manager online account.

Helpful Terms To Know:

Active dates: The calendar dates when a program is scheduled to manage your devices.

Air handler: The central, usually interior, unit of your system that circulates the air whether you are using heat or cooling settings.

Condenser: The outside unit for your air conditioning system.

Conservation Event: When there is peak demand for power, CPS Energy may, through your Home Manager system, help conserve energy by temporarily making minimal adjustments to your interior temperature settings. You can always opt out of these events by manually overriding a change directly at the thermostat. If your water heater is also connected, it too will be affected by a Conservation Event.

Dashboard: Your personal account Main Menu, where you can obtain information about your programs, energy usage, make changes and more.

Energy Star® Program: The initial program that runs when no other program has been scheduled until you customize your settings.

HVAC: Heating, Ventilation, and Air Conditioning.

Mode: Your thermostat option visible on the thermostat screen that indicates whether your system is set to cooling, heating, or off.

Recurring Program: A program you schedule to run the same days each week during one or more months.

Specific Days Program: A program that runs just on specific dates or a range of dates.

Target Temperature: The room temperature you want the programs to maintain in your home at the specified times of day.

Transition Point: Occurs when your energy savings settings change from one temperature to another or when the system goes on or off.

HOME MANAGER SUPPORT

Commonly asked questions can be found in the FAQ as well as the online Knowledge Center. The Knowledge Center, which is updated regularly, also contains information that will help you obtain the most benefit from your CPS Energy Home Manager system. If you are experiencing problems or have other questions, contact us at:

Email:

HomeManager@CPSEnergy.com

Home Manager Support Team:

For general support questions or issues experienced during normal business hours M-F, 8 a.m. – 6 p.m., call 210-353-4511 and follow the prompts.

After-Hours Emergency Support:

For emergency support outside of our regular business hours, 8 a.m. – 6 p.m., call 210-353-4511 and leave a message. Voice messages left after regular hours shall be attended to within 30 to 60 minutes.

CPSEnergy.com/HomeManager

