

Smart Meter FAQs

Firmware & APP upgrade

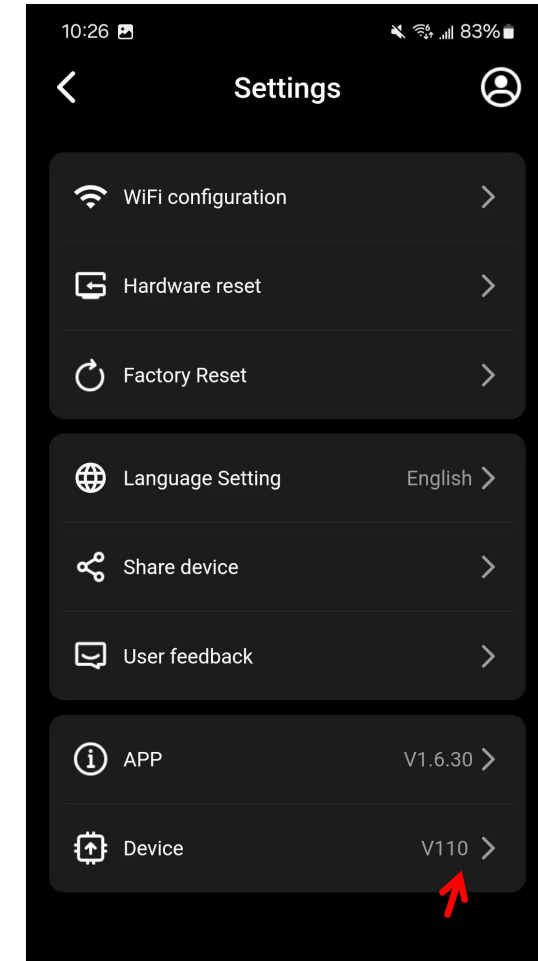
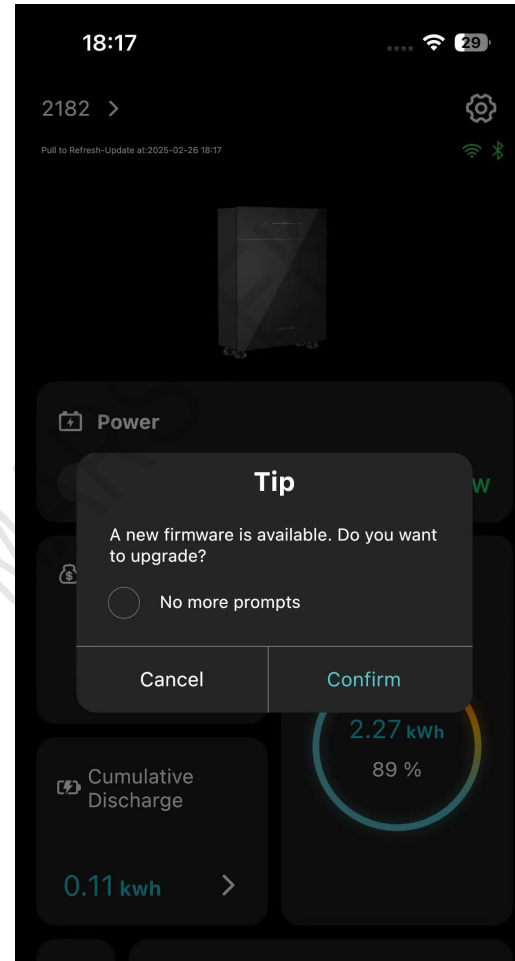
1. Firmware upgrade

System Pop-up: Tip->Confirm.

Find new firmware: Settings->Device.

2. APP upgrade

Please update in APP Store or Google Play.



MARSTEK P1 Meter

3. MARSTEK P1 Meter(CT003)

MARSTEK P1 Meter Video Guide:

<https://www.youtube.com/watch?v=TSjxpRpg9UA>

MARSTEK P1 Meter APP Guide:

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/MARSTEK_CT003_User_Manual_V1.0.pdf?v=1738822879

MARSTEK P1 Meter Installation(PDF):

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/MARSTEK_CT003_Installation_Guide_V1.0.pdf?v=17388251

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Shelly Pro 3EM

4. Shelly Pro 3EM

Shelly Pro 3EM Guide:

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/Instructions_for_using_Venus_with_Shelly_Pro_3EM-V1.0.pdf?v=1737427865

Tips: Venus to V149. If the Self-consumption or AI mode don't work or unstable, refer to page 9 to reconfigure HW P1.

HomeWizard P1

5. HomeWizard P1

HomeWizard P1 Guide(video):

<https://youtube.com/shorts/EY2-3eokO2Q?feature=share>

HomeWizard P1 Guide(PDF):

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/P1_meter_connection_operation_tutorial.pdf

Tips: Venus to V149. If the Self-consumption or AI mode don't work or unstable, refer to page 8 to reconfigure HW P1.

MARSTEK CT002

6. MARSTEK CT002

MARSTEK CT002(video):

<https://youtu.be/-w7Q7qFjTuo>

MARSTEK

Eco Tracker

7. Eco Tracker

Eco Tracker(video):

<https://youtube.com/shorts/3nJw99Bc6VE>

Eco Tracker(PDF):

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/Ecotracker_connection_operation_tutorial.pdf

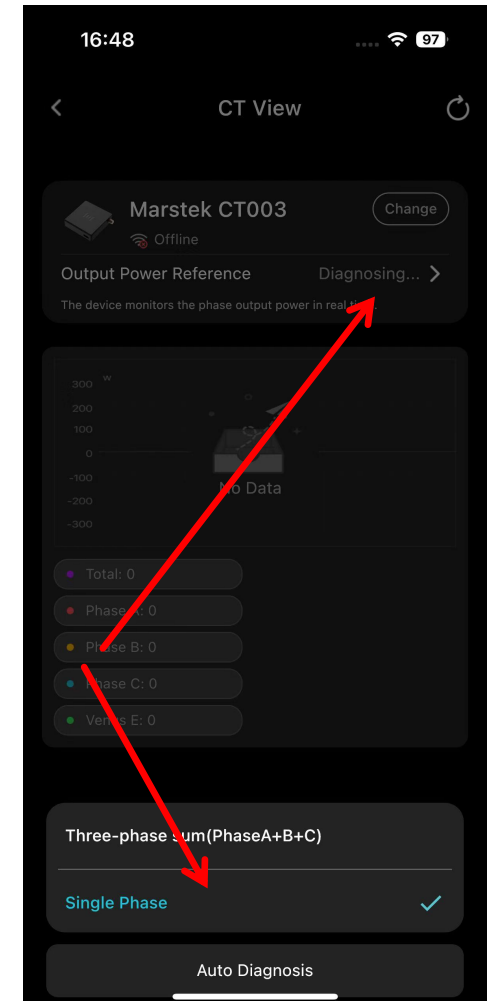
Multiple Venus

7. Multiple Venus Support

When managing multiple devices, only support controlling a single device per phase. If you have three Venus devices, zero feed-in can be achieved. However, with only two devices, one phase must remain unused, or you can use one device for three-phase power compensation while the other operates in manual mode as a temporary solution.

Steps: CT->Output Power Reference->Single Phase->Auto Diagnosis.

Tips: MARSTEK APP 1.6.21 or above.



FAQs

1. WIFI or Bluetooth connection.

A. WIFI singal Strength

WIFI signal is recommended to be greater than -50db. if the signal is too weak it will cause unstable connection. The strength of your model is below -70db and the data transmission is very unstable.

B. Bluetooth is occupied

Bluetooth must be connected via the MARSTEK APP. If connect Bluetooth directly through cell phone, it results in the Bluetooth being occupied and cannot be connected.

FAQs

C. Permission

IOS:

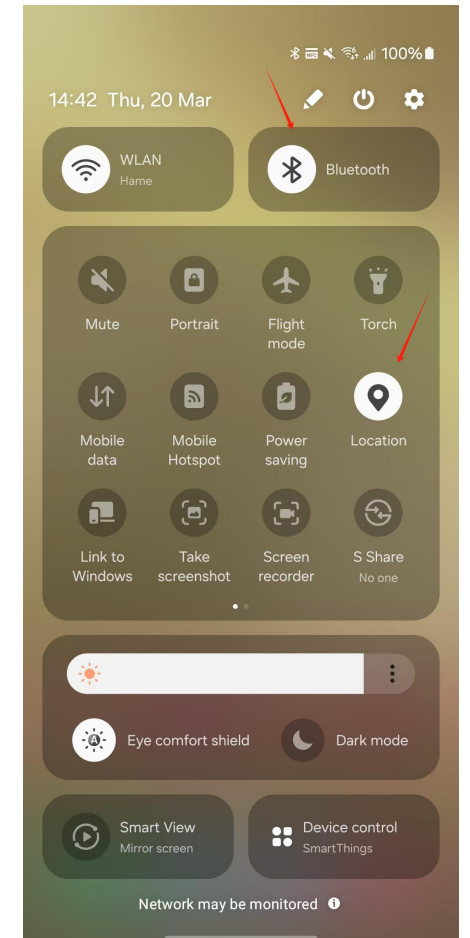
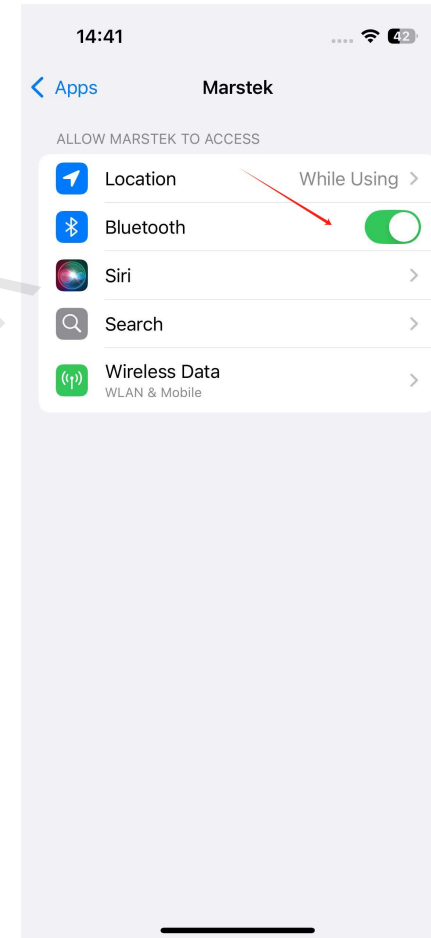
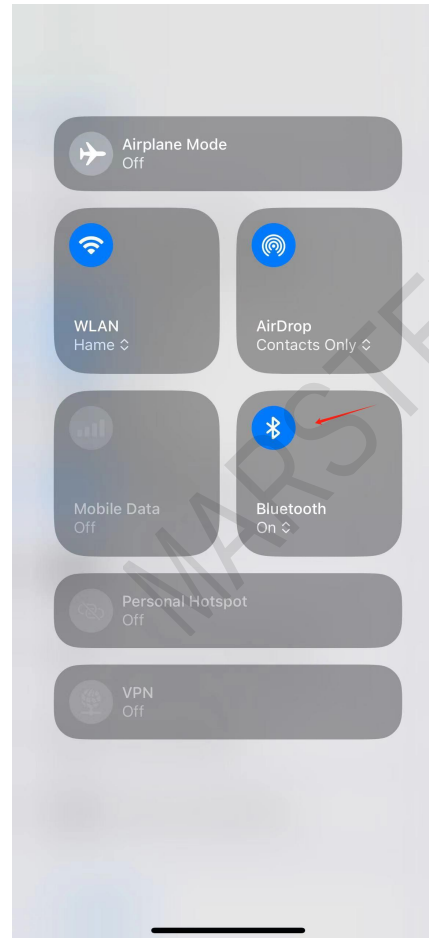
Bluetooth switch +

APP's Bluetooth permission

Android:

Bluetooth switch +

**APP's Bluetooth permission +
location permission**



FAQs

2. Connection is not stable

Make sure your device and your meter have the latest firmware version. Now Venus is V149 and MARSTEK P1 meter is V110.

3. HW P1 unstable or no readings

V148 can already support HW P1-meter, it is recommended to set HW P1 to be used as a static IP, and when you can't get a reading, set CT to another type first, and then re-search for the HW P1-meter with the APP to make sure that the APP re-searched for the P1-meter.

FAQs

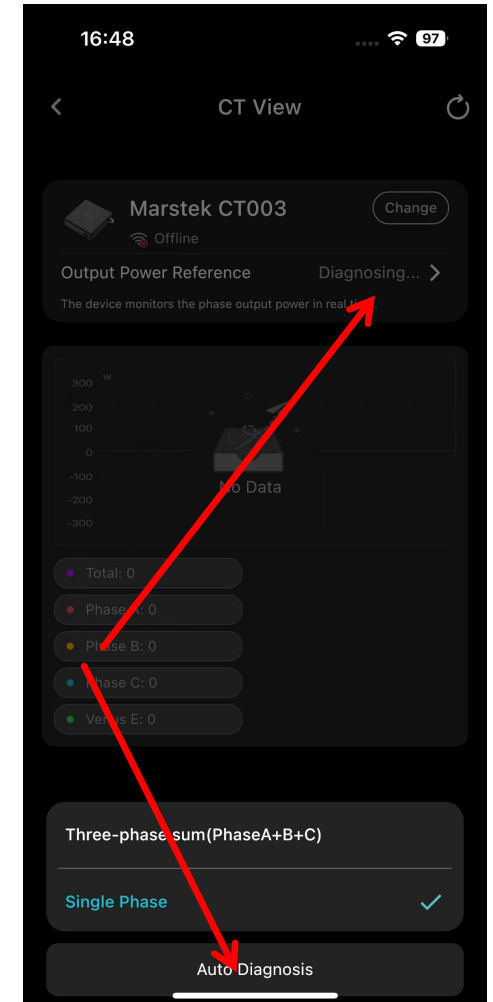
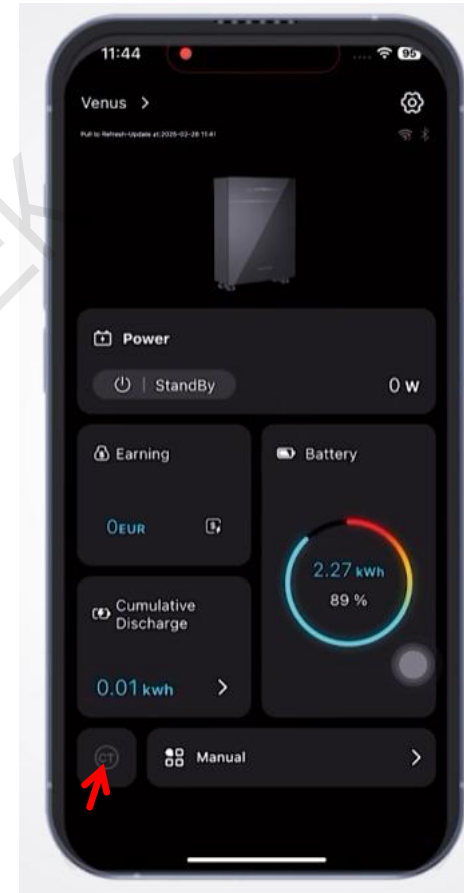
4. Self-consumption or AI mode don't work or unstable

When the auto mode doesn't work, try to auto diagnosis. Every time you reselect the meter, need the device to connect to the grid and set the auto mode and detect it. So it is not recommended to switch meters frequently.

e.g. use CT003, but doesn't work.

CT->Click output power reference->Auto Diagnosis(10-30S).

Tips: MARSTEK APP 1.6.21 or above.



FAQs

5. Meter not in the lists

The supported list has been updated, if your meter is not in the list, please configure the meter and send a clear picture of the meter front panel. And notify us for testing.

MARSTEK

Contact Support Team

How to Contact Support Team?

APP Settings->User feedback.

Working Hours: Berlin, UTC +2/+1 MON-FRI 9AM-5PM

Tips: MARSTEK APP V1.6.2 or higher can support upload photos and videos.

