

Quick guide

Quick guide to getting started with READY (Submetering)



Quick guide to getting started with REAdy (Submetering)

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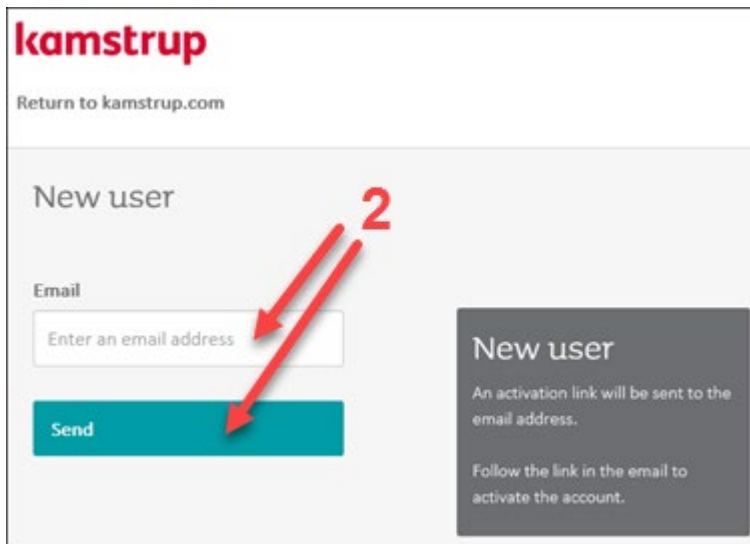
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1. Create login to My Kamstrup

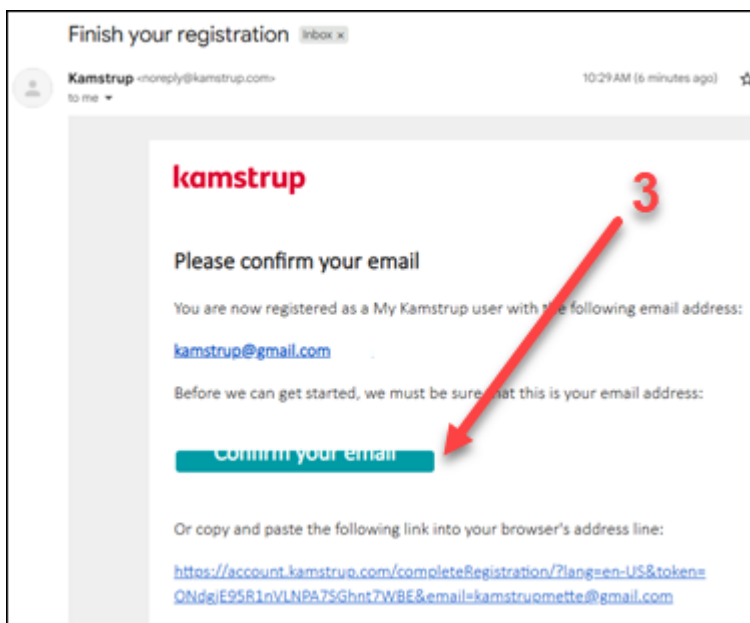
If you already have a My Kamstrup login, skip this section and go to “3 Get access to your meters”. Otherwise follow the steps below to create a My Kamstrup login.

1. Go to <https://account.kamstrup.com/create/>.
2. Enter the email address you want to use for your My Kamstrup login, and click **Send**:



An email with a registration link will now be sent to the specified email address. If you cannot find the email, check your SPAM folder.

3. Open the email from Kamstrup and click **Confirm your email**:



Note The link expires after 4 hours.

4. Enter your name, country, phone number, and the desired password in the **Password** and **Repeat password** fields.
5. Click **Complete registration**:

Complete registration

4

First name
Enter first name

Last name
Enter last name

Country
▼

Direct phone number
Direct phone number

Password
Enter password

Repeat password
Enter the password again

5 Complete registration

Password policy:

The password must consist of at least 8 characters and

- it is not allowed to include your full name or your user name

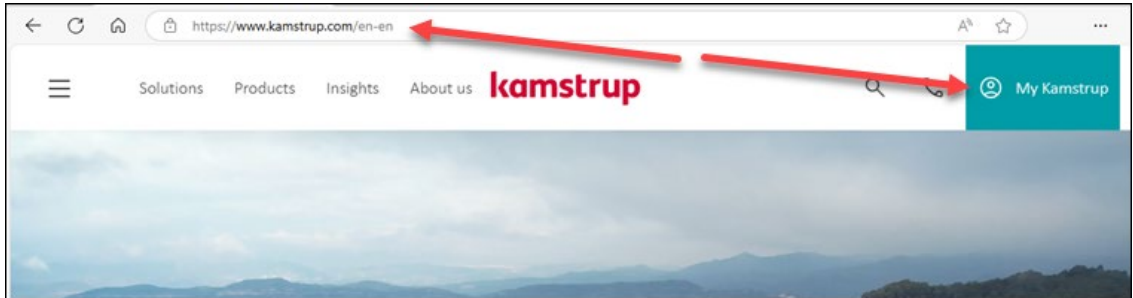
The password must consist of characters from three of the following categories

- Lowercase letters
- Uppercase letters
- Numbers
- Special characters

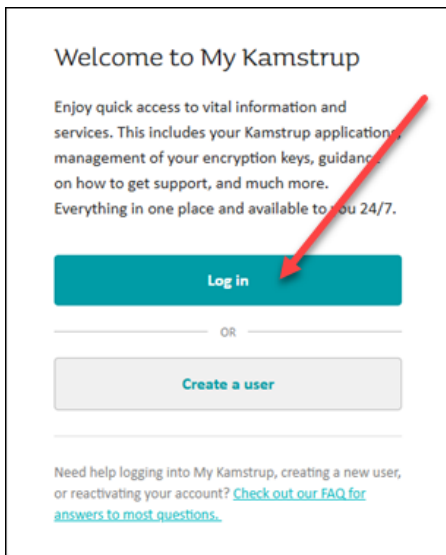
You now have a My Kamstrup login. Make sure to remember your password.

2. Log in to My Kamstrup

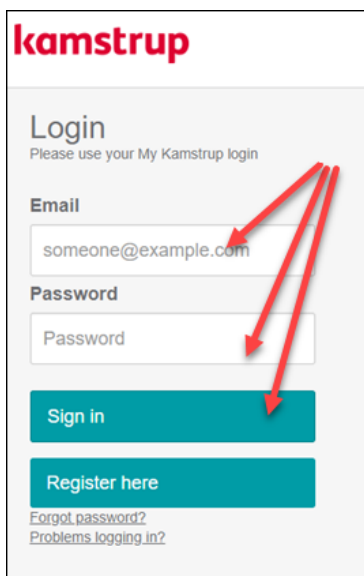
1. Go to www.kamstrup.com, and click **My Kamstrup** in the upper-right corner:



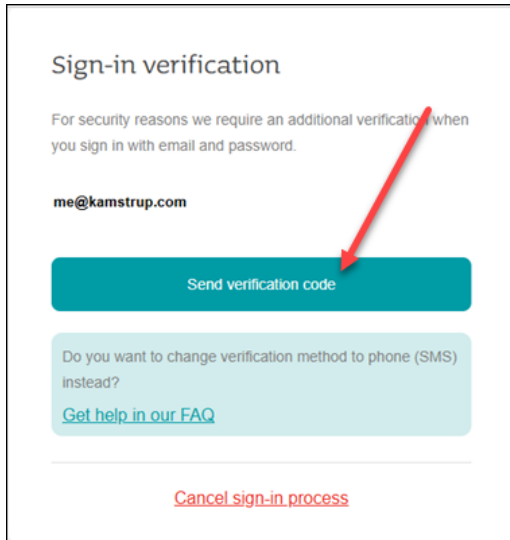
2. Click **Log in**:



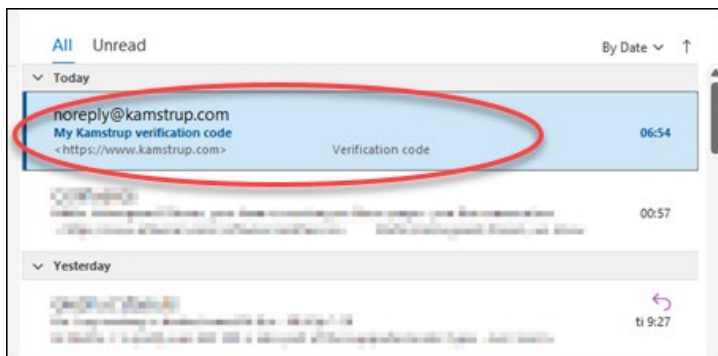
3. Enter your email address and password to My Kamstrup. Then click **Sign in**:



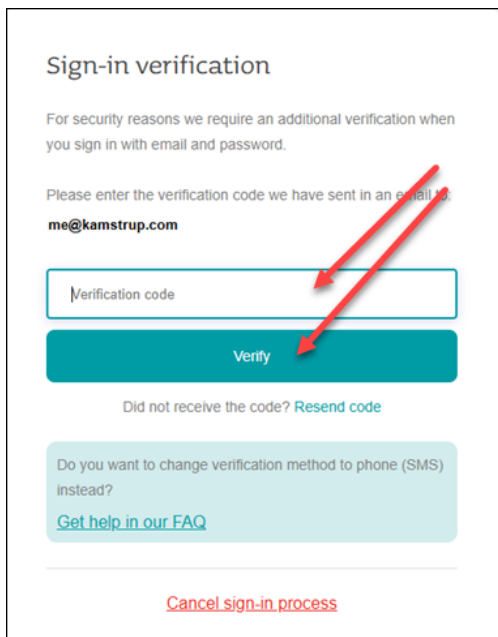
4. Click **Send verification code**:



5. Go to your email application, and find the email with your verification code:



6. Enter the verification code from the email and click **Verify**:



3. Get access to your meters

To prevent unauthorised access to your meters, first time access for your company to your meters after you have purchased READY is obtained in one of the following ways:

- If your meters come without extended availability, follow the instructions in section 3.1.
- If your meters come with extended availability, follow the instructions in section 3.2.

How do I know whether my meter comes with extended availability?

If your meter comes with extended availability, it will contain a device code consisting of 2 numbers/letters after the serial number.

The serial number on Kamstrup products with extended availability is written as below:

XXXXXXXX/YY/ZZZZ

Where X is the serial number, Y is the device code and Z is the production year.

Kamstrup products without extended availability:

XXXXXXXX

3.1 Meters without extended availability

7. Send an email to mykamstrup@kamstrup.com with:

Kamstrup meters

- Your My Kamstrup user name (the email address used for your My Kamstrup login)
- The name of your company
- Your Kamstrup customer number (see the order confirmation for your Kamstrup meters)
- A file with all your meter serial numbers (in .csv, .txt or excel format) or the order number (see the order confirmation for your Kamstrup meters).

Non-Kamstrup meters

- Your My Kamstrup user name (the email address used for your My Kamstrup login)
- The name of your company
- Your Kamstrup customer number (see the order confirmation for your READY)
- A file with all your meter serial numbers (in .csv, .txt or excel format).

In the email, ask Kamstrup to connect your meters with your customer number.

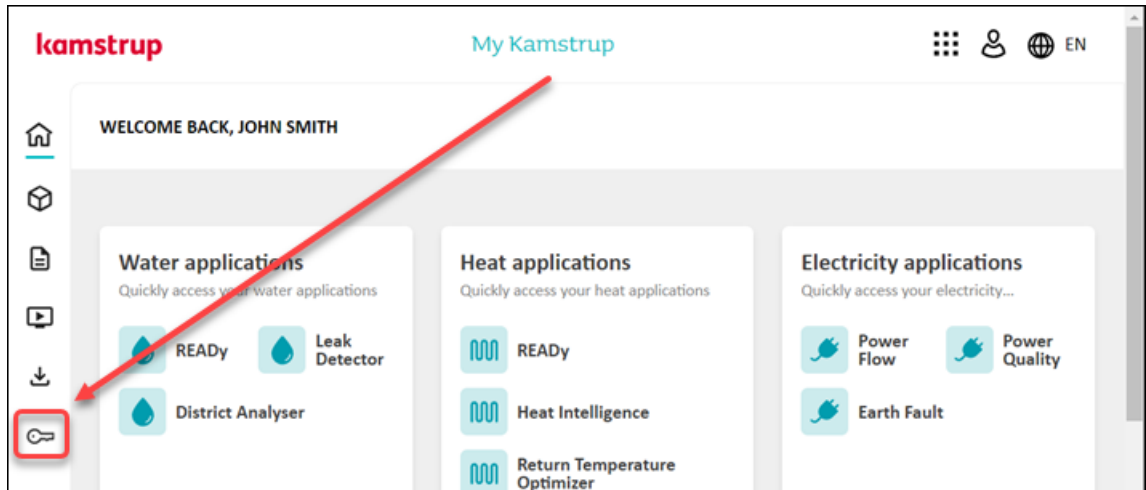
Note You will receive an email from My Kamstrup support when the access to your meters has been granted. Please allow up to 2-3 working days for your request to be processed.

3.2 Meters with extended availability

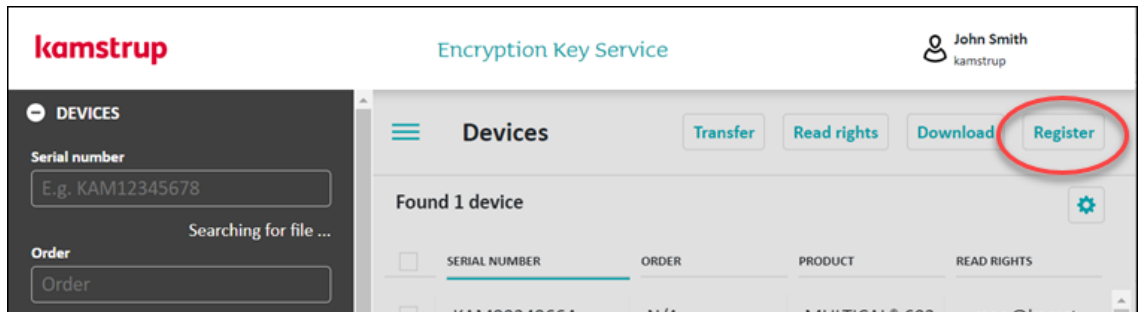
The instructions below apply to both Kamstrup and non-Kamstrup meters with extended availability.

If you are NOT already logged in to My Kamstrup, follow the steps in Chapter 2 “Log in to My Kamstrup” before proceeding.

1. Select **Encryption Keys**  on the left side:



2. If not already open, click the **DEVICES** menu on the left side to open it. Then click the **Register** button:



3. Enter the serial number and device code in the **Serial number** and **Device code** fields:

REGISTER DEVICES ✕

Serial number

Device code

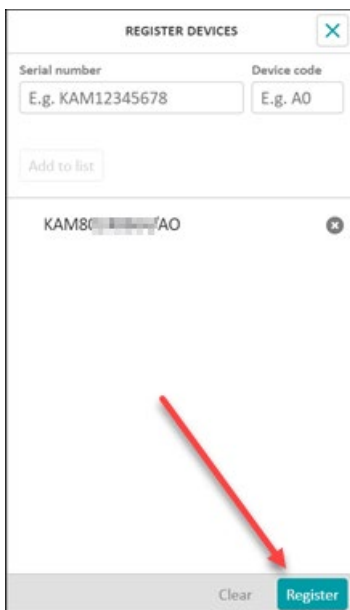
Add to list

For non-Kamstrup meters: The serial number and device code can be found on the small note in the meter package or on the meter itself.

For Kamstrup meters: The serial number and device code can be found on the meter itself. Add “KAM” in front of the serial number. The illustration below is for a water meter, but it will be the same for heat/cooling meters:



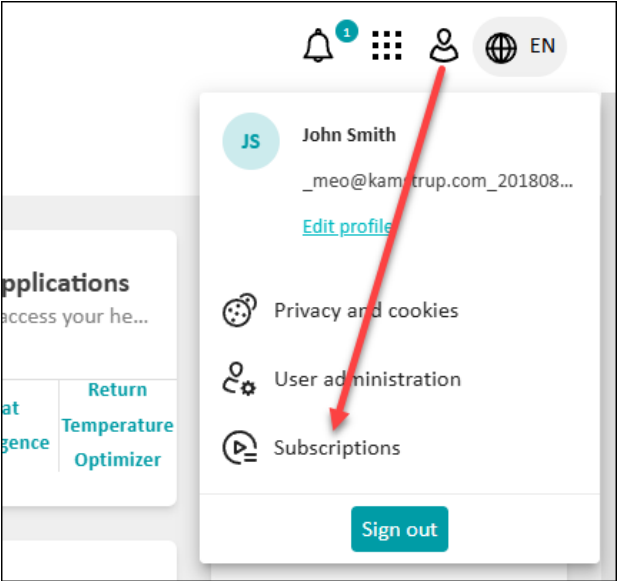
4. Click **Add to list**.
5. Repeat steps 3 and 4 for each meter you want to register. Then click **Register**:



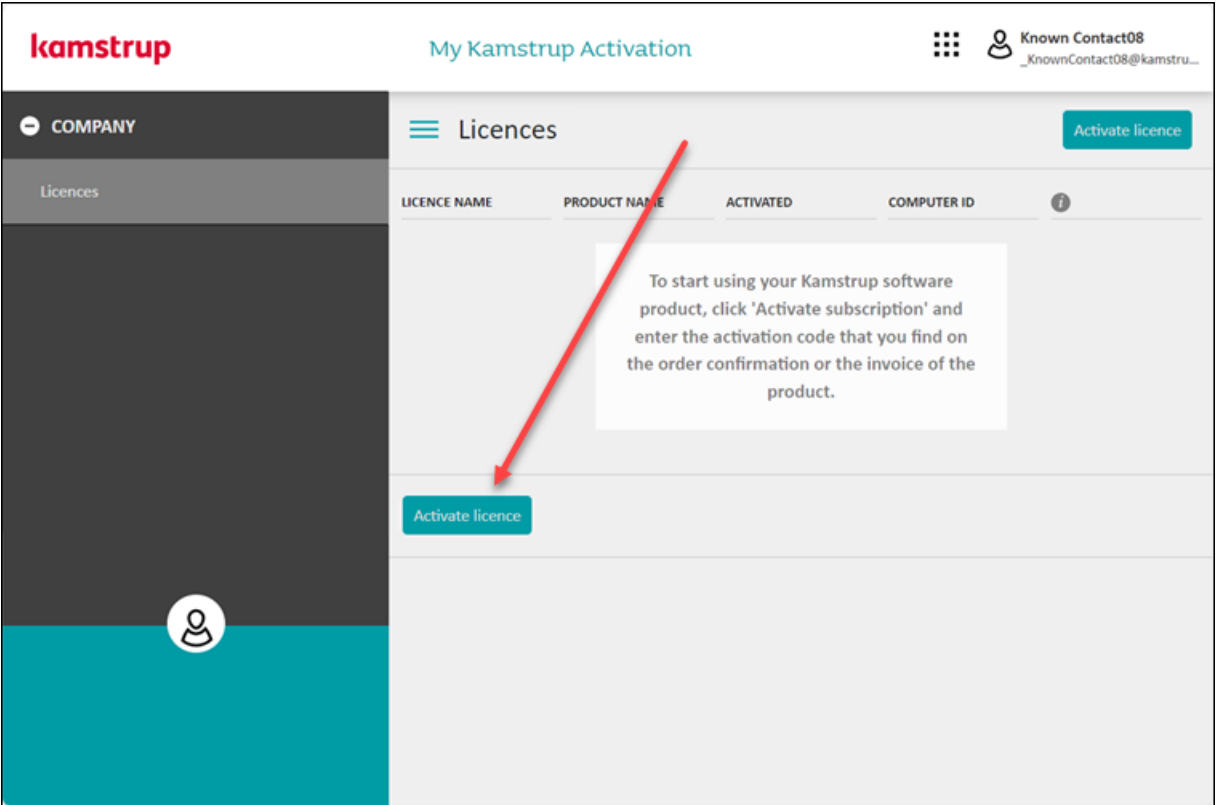
4. Activate your REAdy licence

If you are NOT already logged in to My Kamstrup, follow the steps in Chapter 2 “Log in to My Kamstrup” before proceeding.

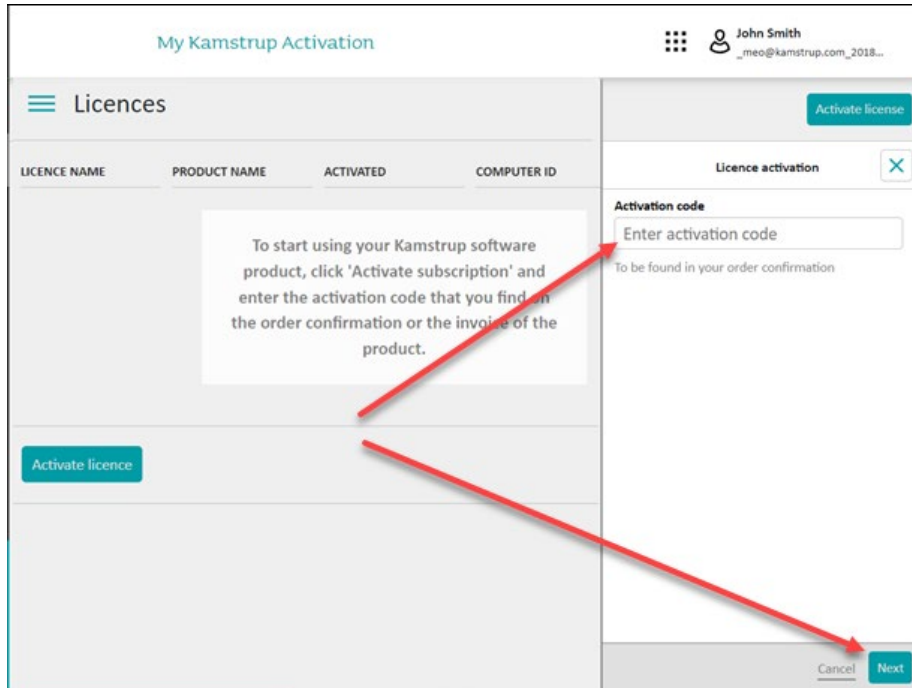
- 1. Click the profile icon and select **Subscriptions**:



- 2. Click **Activate licence**:



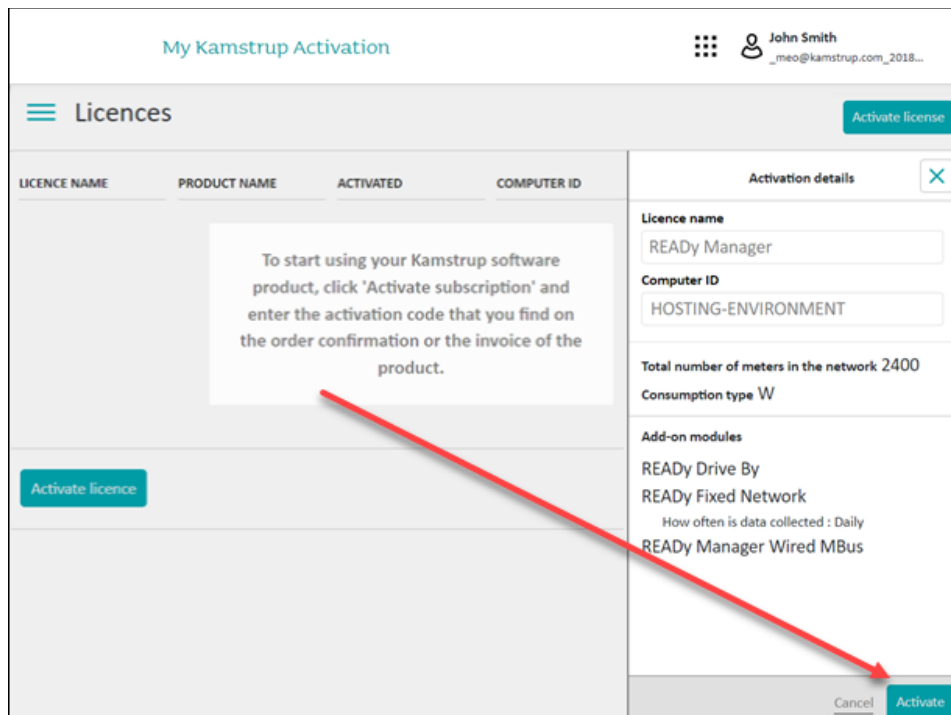
3. In the **Activation code** field, enter the licence activation code that you find in your order confirmation from Kamstrup, and click **Next**:



Example of activation code in order confirmation:


Pos.	Item description
1	REAdy Initial costs REAdy HCW, Fixed network, Hourly values, < 2400 metering points Activation key: KUNX

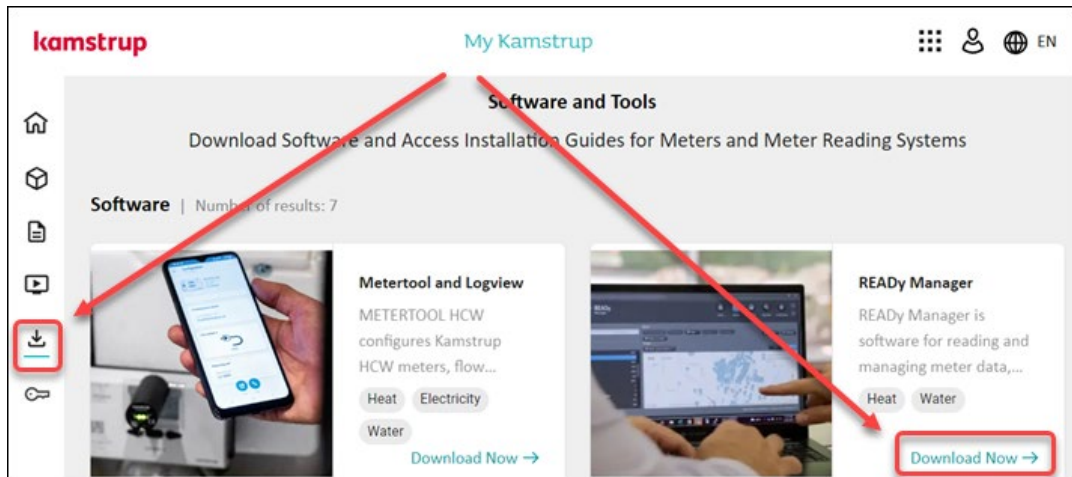
4. Click **Activate**:



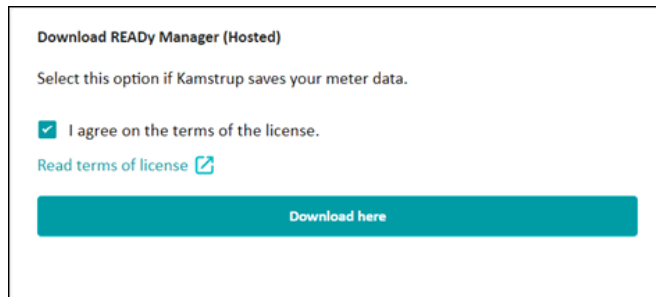
5. Download READY Manager

Follow the steps below to download READY Manager.

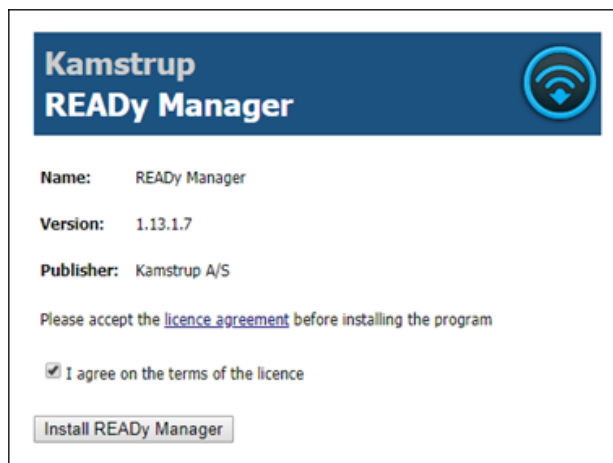
1. Log in to My Kamstrup. (For details, see section 2 “Log in to My Kamstrup”).
2. Select  on the left side. Then select **READY Manager > Download Now:**



3. Select **I agree on the terms of the license** and click **Download here:**




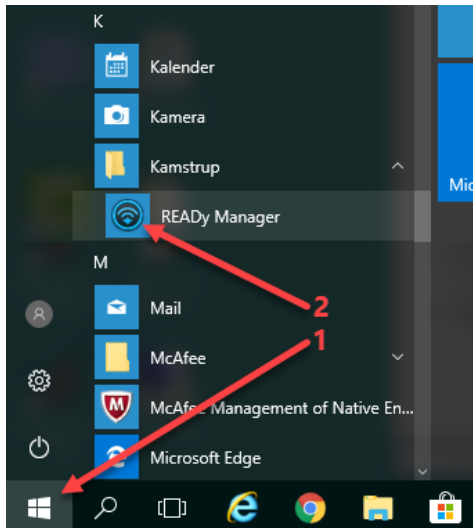
4. Select **I agree on the terms of the licence** and click **Install READY Manager:**



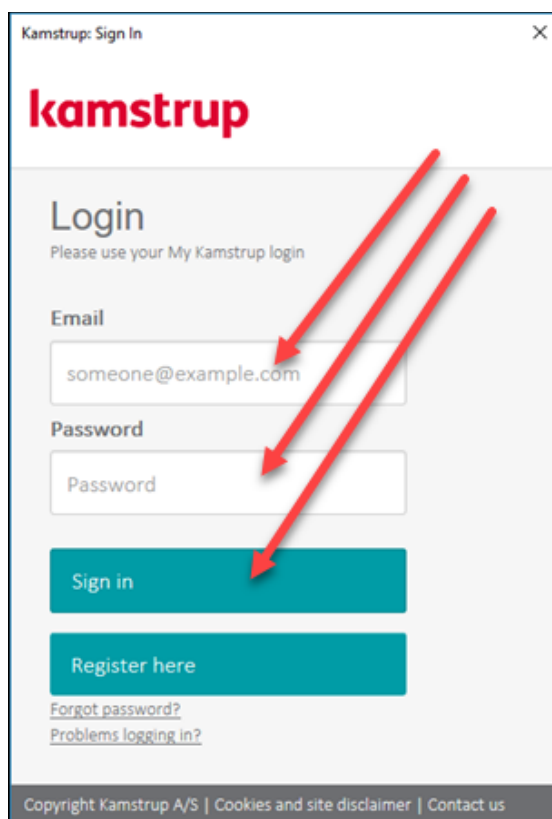
5. Select **Run** if you can choose between “Run” and “Save” during the installation.

6. Open REAdy Manager

1. Click the  shortcut on your desktop, or go to: Start Menu > Kamstrup > REAdy Manager:

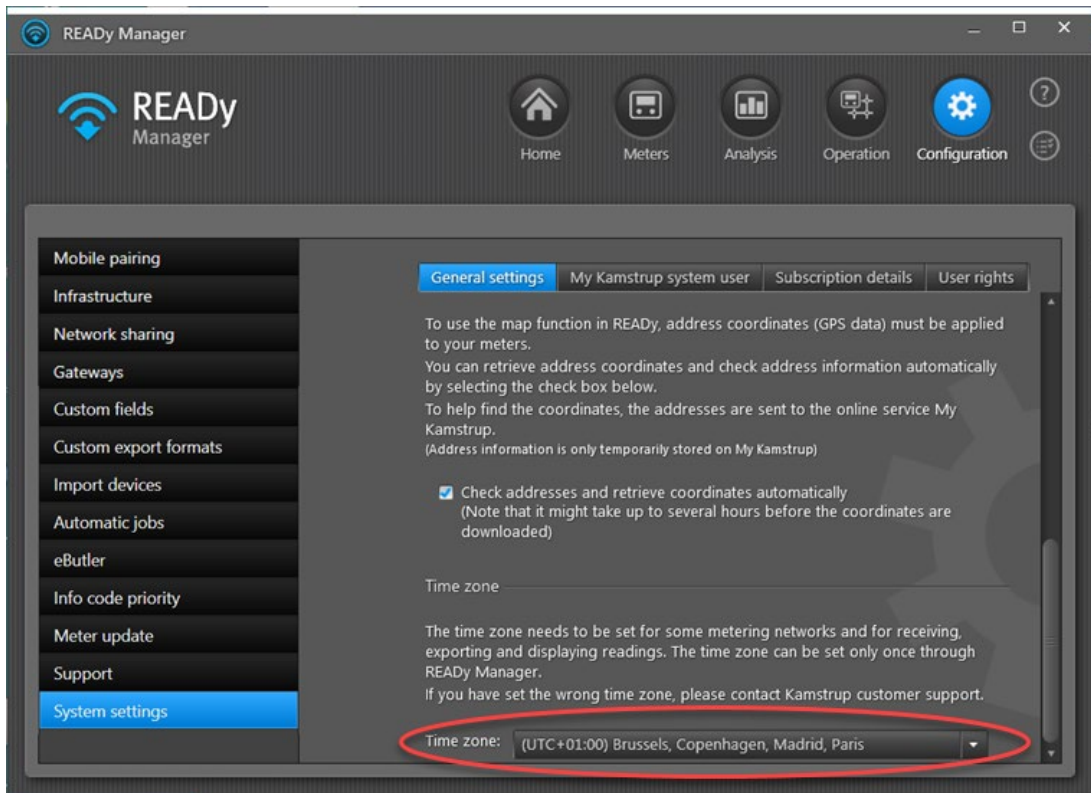


2. Enter the email address and password to My Kamstrup (created in chapter 1). Then click **Sign in**:

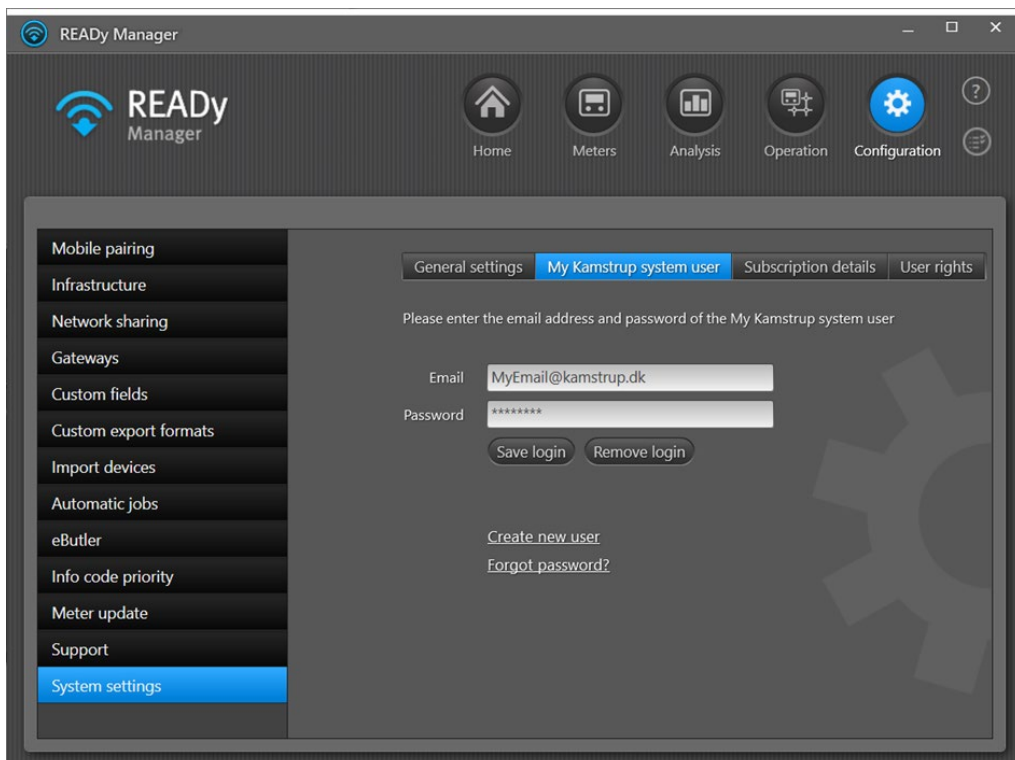


3. The first time you open READY Manager:


- Select your time zone in **Configuration > System settings > General settings**:

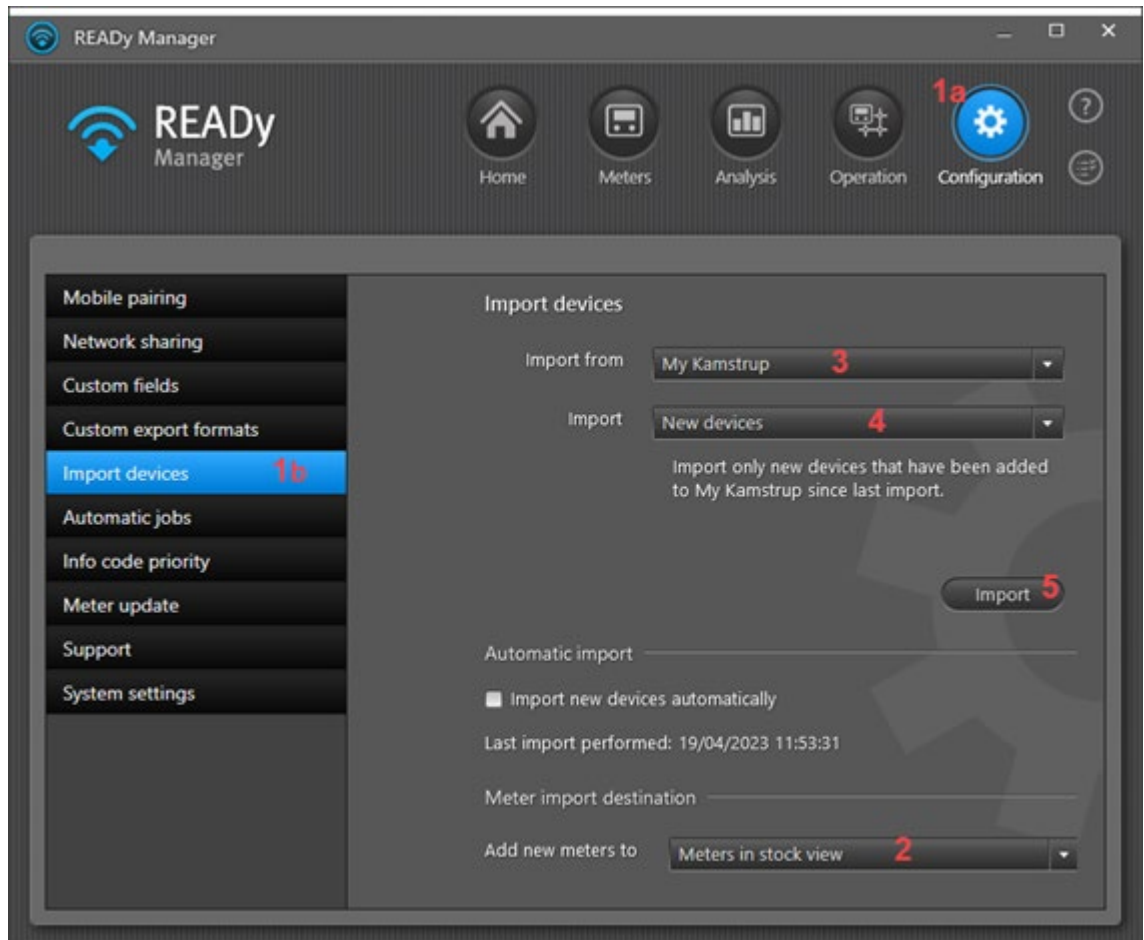


- Enter your email address and password to My Kamstrup (created in chapter 1) in **Configuration > System settings > My Kamstrup system user**, and click **Save login**:



7. Import all your meters into READy Manager

1. Click **Configuration**  in the upper-right corner of READy Manager and then select **Import devices** to the left:

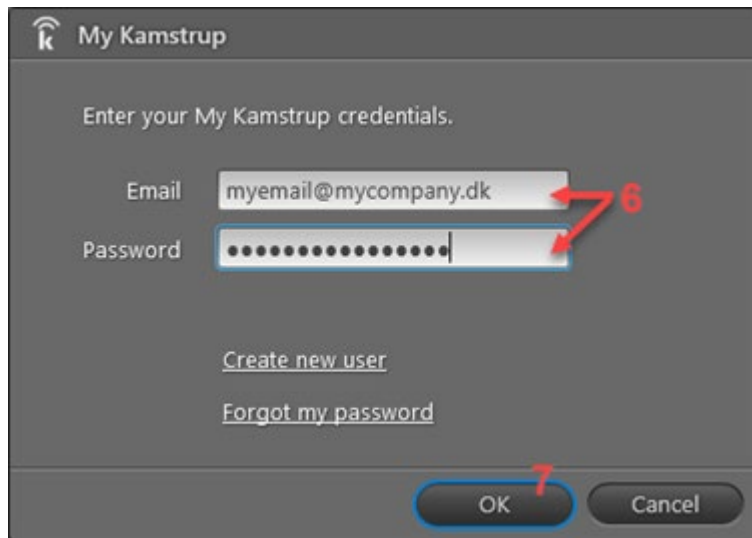


2. In the **Add new meters to** field, select “Meters view” if you want your new meters to be active and readable right away, or select “Meters in stock view” if you want new meters to be inactive and in stock until you attach them to an installation address.

This is a global setting for the current and future meter imports. The advantage of placing meters you import in stock is that they do not count as subscription metering points until you start using them – meaning you do not risk exceeding the maximum number of meters in your subscription.

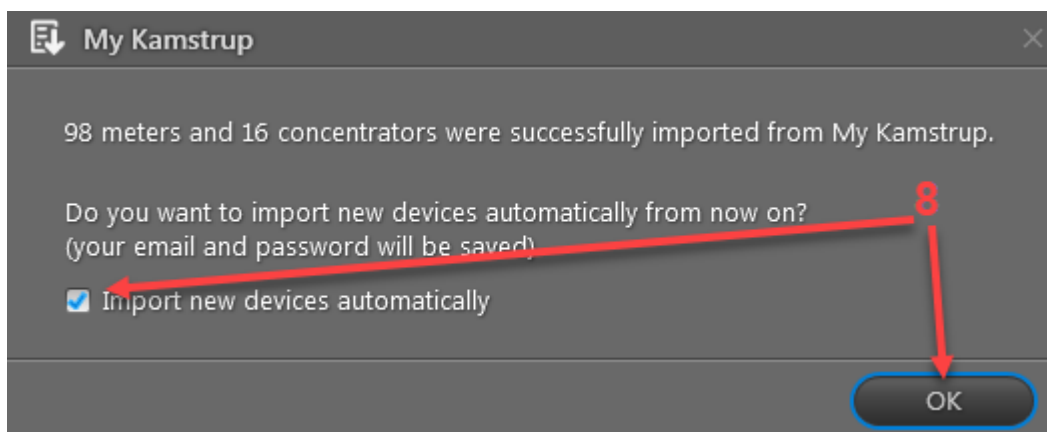
3. Make sure "My Kamstrup" is selected in the **Import from** field.
4. In the **Import** field, select “New devices”.
5. Click the **Import** button.



6. In the window that appears, enter the email address and password to My Kamstrup (created in chapter 1):



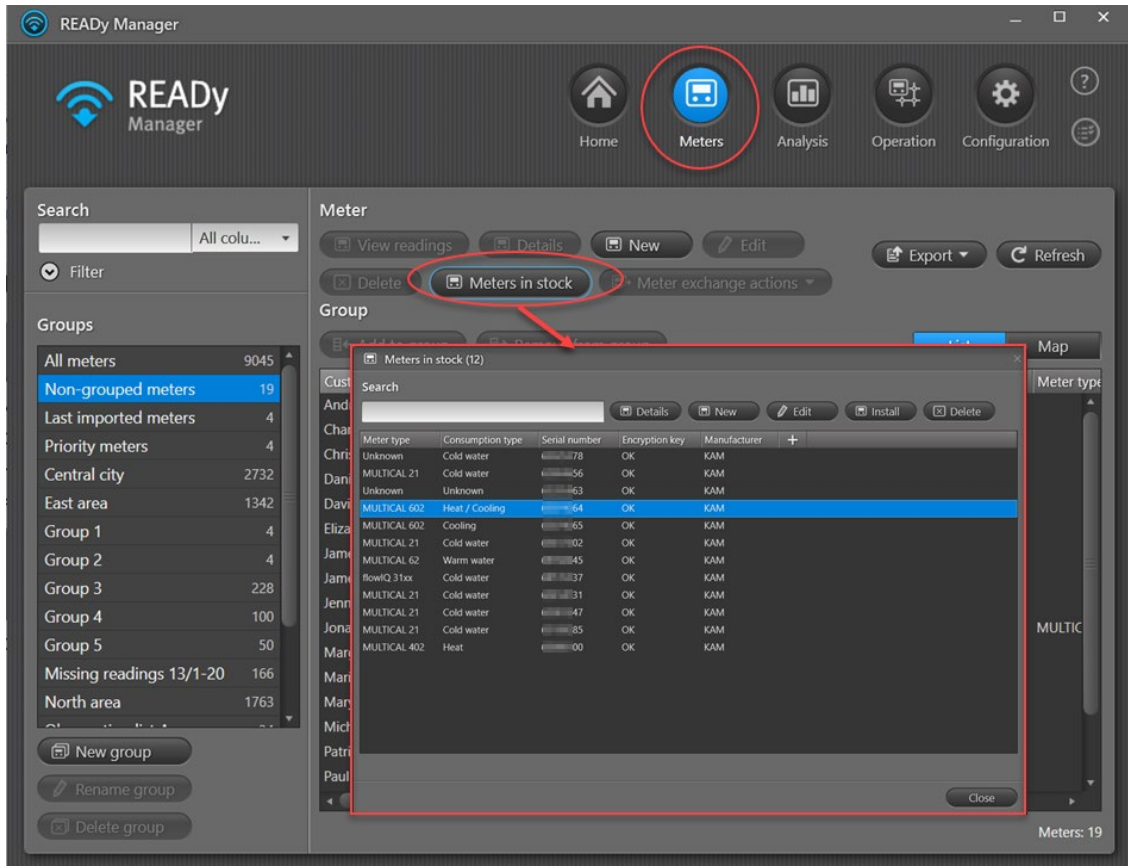
7. Click **OK**.

When the import is complete, the following message appears:



8. Select **Import new devices automatically**. Click **OK**.
9. To see your imported meters, click **Meters**  if you selected "Meters view" in step 2, or select **Meters**  > **Meters in stock** if you selected "Meters in stock view" in step 2:

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Meters in stock are automatically moved to the **Meters** view (where the meters in use are placed) when the meter's serial number is attached to an installation address. You do this by importing customer information into READY (see how in the next chapter).

It is also possible to manually move meters in stock to the **Meters** view, by selecting the meters and clicking the **Install** button in the **Meters in stock** window, and then add the customer information afterwards.


8. Import your customer information into REAdy Manager

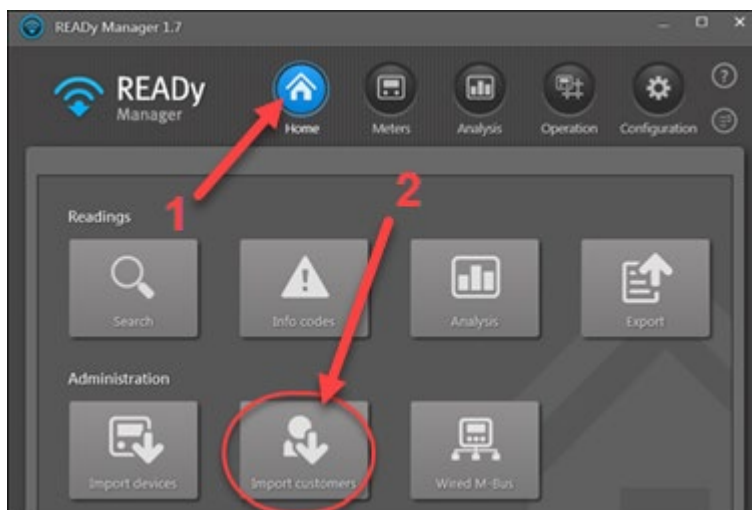
If you already have a datasheet with customers, their address and the meter assigned to them (e.g. in DFF format), you have the possibility to import this data into REAdy.

Example of datasheet with customer info:

	A	B	C	D	E	F	G
1	Customer number	Meter serial number	Postal code	City	Address	Customer name	Meter group
2	112233	10001	1234	MyTown	Church Ro	Alice Johnson	MC603_Meters
3	112232	10002	1234	MyTown	Church Ro	William Green	MC603_Meters
4	112231	10004	1234	MyTown	Church Ro	Jane Taylor	MC603_Meters
5	112230	10005	1234	MyTown	Church Ro	Ryan Young	MC603_Meters
6	112234	10006	1234	MyTown	Church Ro	Oliver White	MC603_Meters
7	112235	10007	1234	MyTown	Church Ro	Rachel Hall	MC603_Meters
8							

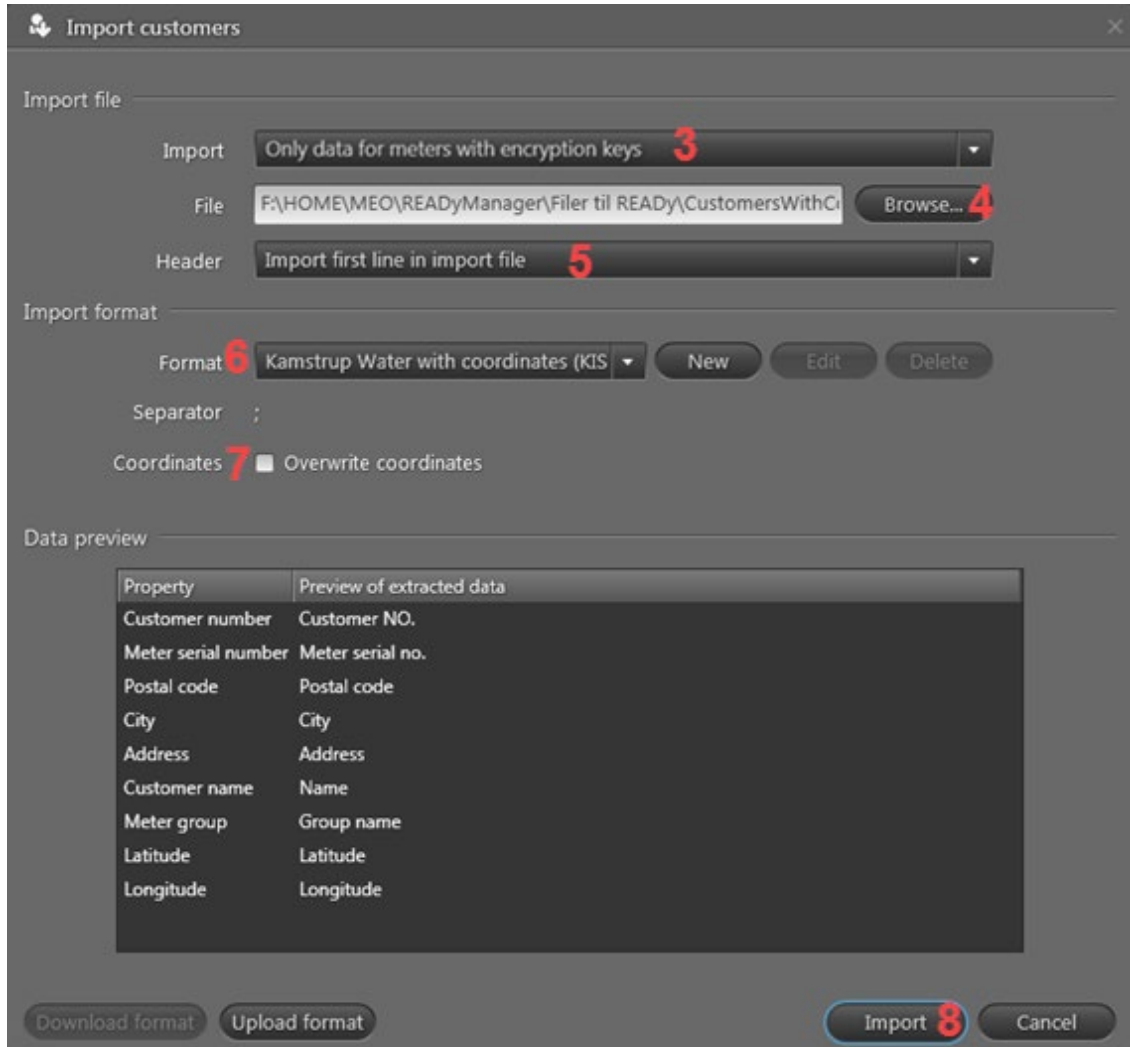


1. Click  in the upper-right corner of REAdy Manager to open the **Home** view.



2. Click **Import customers**.

- In the **Import** field, select "Only data for meters with encryption keys" to import customer information for the meters you have just imported (in Chapter 7).



- Click **Browse** next to the **File** field to browse for and select the file with your customer information. Click **Open**.
- In the **Header** field, select "Import first line in import file" if your file has no header line or "Do not import first line in import file" if your file has a header line.

File with header:

	A	B	C	D	E	F	G
1	Customer number	Meter serial number	Postal code	City	Address	Customer name	Meter group
2	112233	10001	1234	MyTown	Church Ro	Alice Johnson	MC603_Meters
3	112232	10002	1234	MyTown	Church Ro	William Green	MC603_Meters
4	112231	10004	1234	MyTown	Church Ro	Jane Taylor	MC603_Meters
5	112230	10005	1234	MyTown	Church Ro	Ryan Young	MC603_Meters
6	112234	10006	1234	MyTown	Church Ro	Oliver White	MC603_Meters
7	112235	10007	1234	MyTown	Church Ro	Rachel Hall	MC603_Meters

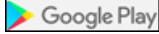
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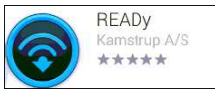
File without header:

	A	B	C	D	E	F	G
1	112233	10001	1234	MyTown	Church Ro	Alice Johnson	MC603_Meters
2	112232	10002	1234	MyTown	Church Ro	William Green	MC603_Meters
3	112231	10004	1234	MyTown	Church Ro	Jane Taylor	MC603_Meters
4	112230	10005	1234	MyTown	Church Ro	Ryan Young	MC603_Meters
5	112234	10006	1234	MyTown	Church Ro	Oliver White	MC603_Meters
6	112235	10007	1234	MyTown	Church Ro	Rachel Hall	MC603_Meters
7							
8							

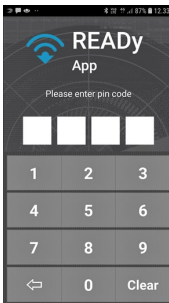
6. In the **Format** field, select the format of your customer file.
7. If your import file includes map coordinates, select **Overwrite coordinates**. Otherwise leave this field blank.
8. Click **Import**.

9. Install READY App on your Android mobile phone or tablet

1. On your Android smartphone/tablet: Go to Google Play Store 
2. Search for READY or Kamstrup and download READY App:




3. Open READY App and enter a password.

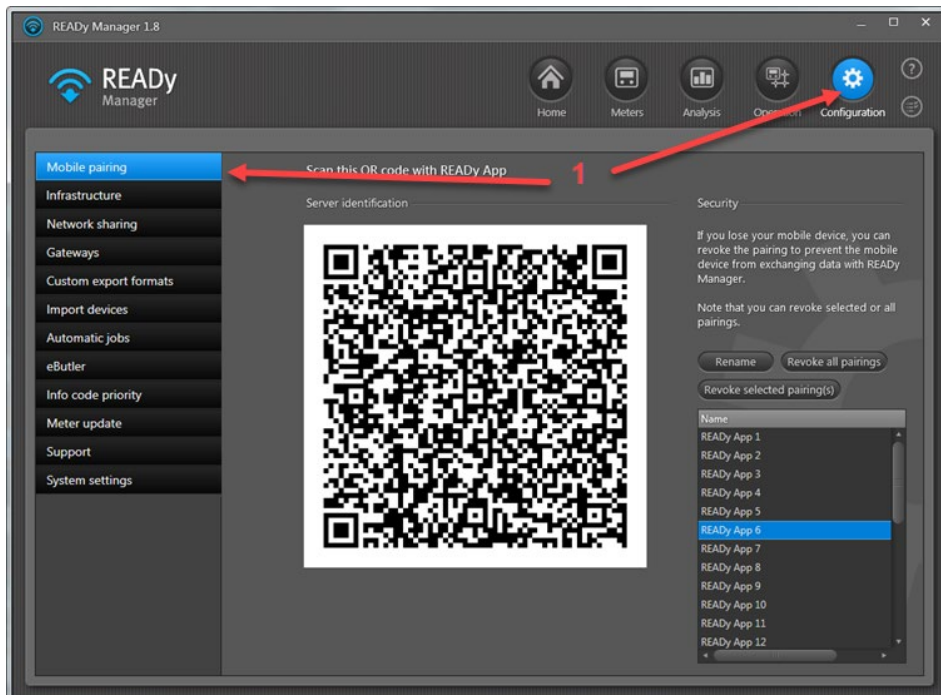


Make sure to remember your password.

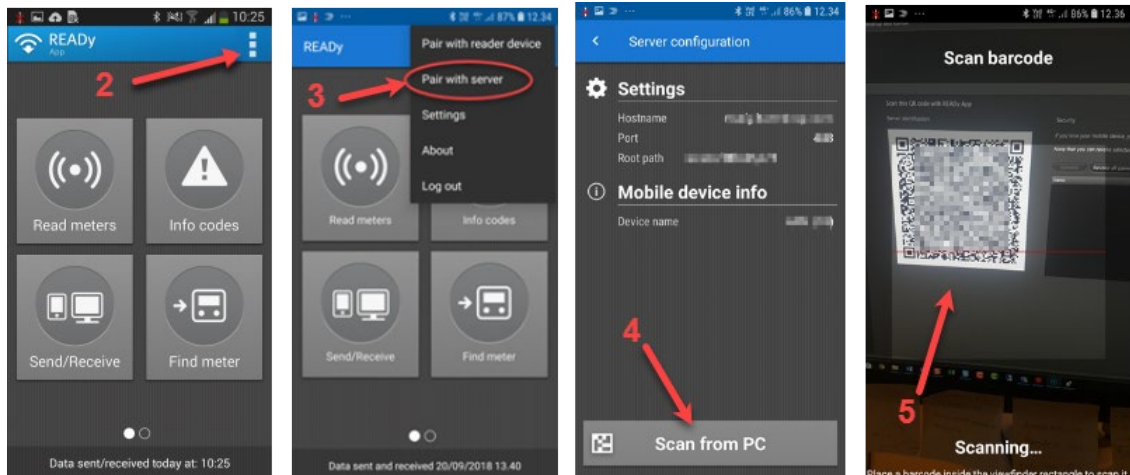
Pair READY App to READY Manager

Use the following procedure to establish the connection between READY App on your smartphone/tablet and READY Manager on your PC:

1. On your PC, click **Configuration**  in the upper-right corner of READY Manager and then select **Mobile pairing** to the left:



2. On your smartphone/tablet, tap  in the upper-right corner of READY App:



3. In the menu that appears, tap **Pair with server**.
4. Tap **Scan from PC**.
5. Hold the mobile phone towards the PC screen to scan the QR code displayed in READY Manager. Tap **OK**.

Connection settings are now displayed on the screen.

6. Tap  in the upper-left corner to return to the home screen.

10. Troubleshooting

The table below lists various problems and how to solve them.

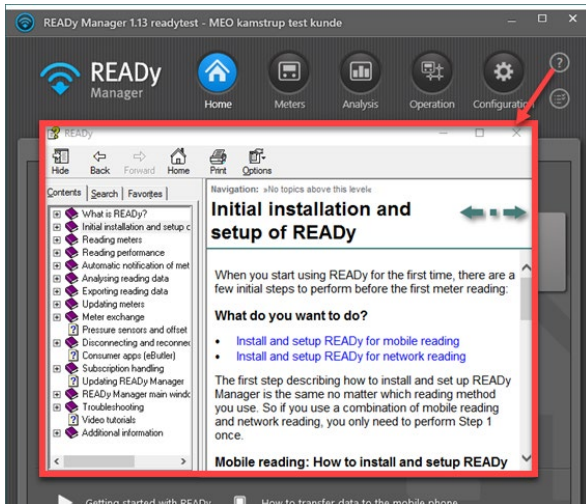
If your problem does not appear in the list or you need further assistance, please contact Kamstrup in one of the following ways:

- For problems related to My Kamstrup and access to READy or meter data, please send an email to mykamstrup@kamstrup.com.
- For problems related to the use of READy Manager or READy App, please call +45 8993 1110 (Monday – Thursday 8.00-16.00, Friday 8.00-14.30 CET) or send an email to supportdesk@kamstrup.com.

Problem	Cause	Solution
I have created a My Kamstrup login but cannot find my meters.	When you create a My Kamstrup login, it must be connected to the My Kamstrup customer number.	See “Get access to your meters” on page 6.
I have created a My Kamstrup login but I do not receive the activation email.	The system may have placed the email in your SPAM folder by mistake.	Check the SPAM folder in your email program to see if the activation email has been placed in this folder by mistake.
I have created a My Kamstrup login but when I click the activation link in the email I received, nothing happens.	The activation link is only valid for 4 hours.	Go to the My Kamstrup login window, enter your email address, and press Reset password . You will then receive a new email with a new activation link.
I have forgotten my password to My Kamstrup/READy		Go to the My Kamstrup login window, enter your email address, and press Reset password .

11. More help

When you press the question mark in the upper right corner of READY Manager, the READY online help opens with step-by-step instructions on how to use READY and more than 40 tutorial videos:



In addition to this quick guide, a more in-depth getting started guide to READY also exists. To find this guide, go to: [Documentation for READY Manager & READY App \(kamstrup.com\)](https://www.kamstrup.com/en-en/water-solutions/water-meter-reading/r...) and scroll down to Getting started guide:

