



Use the GlowStick & Shine App to see your consumption, generation, import and export

Setting up Shine



Download the App

1. Go to the App or Google Play Store and search for **Shine**
 - It might be quicker to include '**Hildebrand**' in your search
2. **Install** and **open** the app
3. **Set up** an account
 - **Name:** enter your name
 - **Email:** make sure you use a valid email address
 - **Username:** this is also an email address
 - **Password:** ensure this meets the criteria prompted by the app
 - Confirm password
 - **Register**
4. For security, you will need to verify your email address. We will send a 4-digit code to your email address. (If you haven't received it, please check your spam/junk folder as it may be there).
5. **Enter** the 4-digit verification code where prompted by the app
6. **Login** using your verified credentials

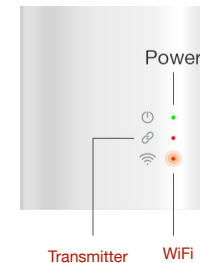
Associate your Glow Hub to your account

1. Once you have logged in you will need to '**Claim**' your Hub.
2. The process is automatically prompted by Bright when you login
3. **Select** "Setup a new device"
4. **Scan** the MAC address and Serial Number on the back of the Hub
5. **Press** Next, then **Claim my device**

Setting up your GlowStick

Powering your GlowStick

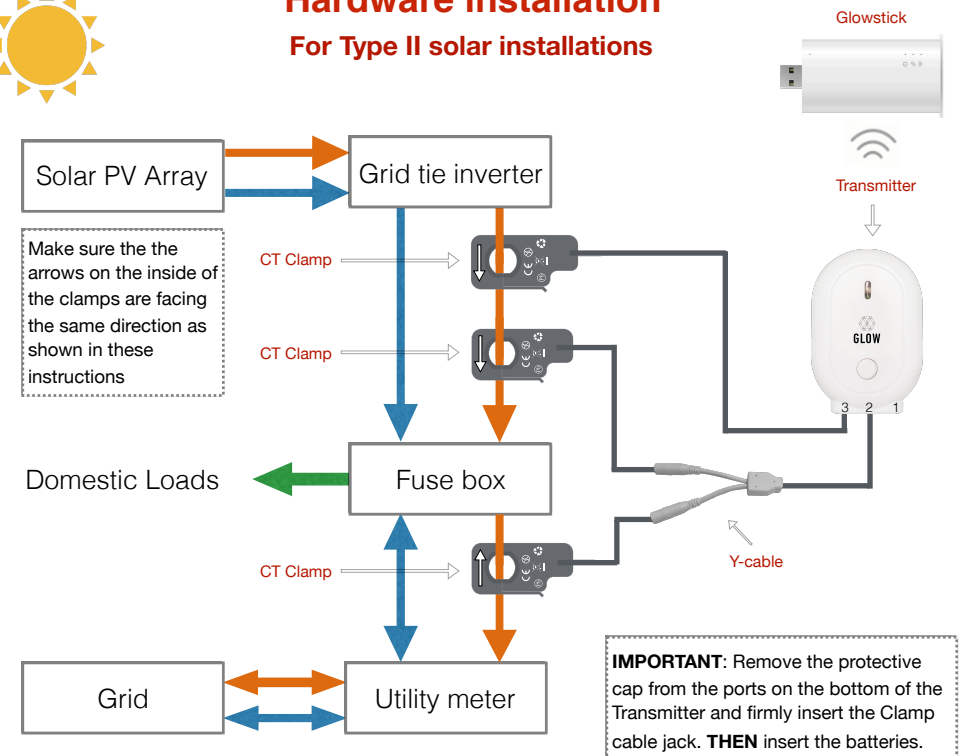
1. Plug the stick into the power adapter included in the package
2. Then plug this into a power supply



3. When you first plug in the device, the lights should be as follows:
 - Power: solid green
 - Transmitter: off
 - WiFi: flashing red
4. To complete setup, see page 3



Hardware installation For Type II solar installations



Troubleshooting

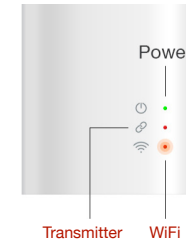
Setting up WiFi on your GlowStick

1. For the GlowStick to function correctly, it needs to be connected to the internet
2. Before starting this process, ensure your phone is connected to your home WiFi
 - we suggest temporarily turning your mobile data (3G/4G) off
 - **if** you have a dual band router, connect your phone to your 2.4 GHz network, **not** the 5.0 GHz network
3. Within the App, **click** Set Up WiFi
4. Enter your home WiFi details
5. **Click** Set Up Glow Stick
6. The Stick will attempt to join the WiFi, using the details you provided
7. You may need to retry once or twice
8. If you are unsure whether the process has been successful or not, check the WiFi light on the GlowStick, this is the most reliable indicator - it will be solid green when it is connected
9. If you reach the maximum number of attempts, simply disconnect the stick from power and plug it back in (power cycle) and **click** Restart Process on the App. Please make sure that the WiFi LED is off.
10. If problems persist, consult the Troubleshooting page on the next page

WiFi set up tips

If you have a dual band router, please be sure to use the SSID and password for the 2.4 GHz network and **not** for the 5.0 GHz network

If you aren't getting all green lights on the GlowStick the LED status lights indicate the nature of the problem



Accurate reading of the light status is best achieved by looking straight at the device, not at an angle.

Transmitter LED

Solid Red	Cannot see the transmitter. Try bringing the Stick closer to the transmitter. Are there walls or possibly metal between the transmitter and the GlowStick?
Solid Green	Successfully connected to the transmitter.

WiFi LED

Flashing Red	The Stick is ready to be connected to the WiFi, using the process on page 3.
Flashing Green	WiFi credentials just received, will flash for 5 seconds then reboot at which point the GlowStick will join the internet and this light will turn Solid Green.
Solid Green	Successfully connected to the internet.
Solid Red	Has accepted the WiFi details but not yet connected to the Internet. If over 60 seconds since you completed the WiFi set-up process, start again - do a device reset first (see <i>Still not working?</i> below). You also need to do this if you change your WiFi password.

Still not working?

Try power cycling the GlowStick (unplug from power and plug in).
If that doesn't work, reset the device by pushing a small metal object (unfolded paperclip for example) into the tiny hole on the top, hold down for five seconds - keep the GlowStick on power throughout this process. If you have successfully reset the GlowStick the WiFi LED will FLASH RED.

Hildebrand support:

email: support@glowmarkt.com 020 3475 2358

Support available between 9:00 am - 17:30 pm Mon - Fri