

Bridge Installation & FAQ



1. Disconnect the black power supply from the home energy monitor, as the monitor will now be powered by the Bridges power adaptor.
2. DO NOT use the monitor's old power adaptor to power the bridge.
3. Connect the short cable from the Bridge to the monitor.
4. Connect the network cable from the bridge to your network or router.
5. Connect the white power supply to the Bridge and power up the bridge and the router.
6. Go to <http://my.currentcost.com> and register your Bridge device.
7. Once registered login to the account and enter the serial number included with the Bridge. You will need to save this serial number for future use.

Question : *I am not seeing all 10 channels on the web portal. What should I do?*

Answer : Firstly ensure your monitor's display IS receiving data on ALL / other channels. This may sound obvious but can be overlooked. Next delete the device in the Current Cost web portal and re-add it. Email helpme@currentcost.com and ask them to 'reset' the TEN CHANNEL bridge. Stating the reason, it is not showing up all of the channels.

Bridge Frozen

The Bridge is a plug and play device and uses DHCP to receive network address details. Depending on your network, this is probably done by your broadband router. When your bridge registers on the system initially, the current temperature is sent immediately, so your bridge should become "Live" as soon as the initial activation process has completed. This takes one or two minutes.

Device Frozen

If you have registered your bridge but your bridge appears not to be sending data, please power off the bridge and reboot your router. Then power your bridge again. The bridge cycles through a boot process, gets a network address, attempts to activate on the network and starts posting data. If your device remains "frozen", take a look at the LED activity on the bridge ethernet port. If just the green LED is showing, with an amber LED flashing and about every 10 seconds or so, the green LED goes off for a few seconds and then comes back on. This means that your bridge is not getting a network address.

Check Cables

If there is no Green LED on the ethernet port when connected to your router or network, then please check the network cable or network connection. Try a different network cable or try connecting directly into your router. Power off the bridge and power on the bridge.

DHCP

Check that your router has a large enough DHCP pool and that there are free IP addresses that can be allocated.

Mac Address

The bridge MAC address is 00-08-DC + the last 6 characters of the bridge serial number. For 1st Gen bridges, the bridge MAC address is the last 12 characters of the bridge serial number.

Assigning an IP Address to a MAC Address

Most modern routers allow you to reserve an IP address for a MAC address. This effectively issues a static IP address to the bridge and should ensure the bridge registers on the network. Take a look at your router DHCP settings to see if this is available.

Monitor Screen Blank

If you have connected all the cables to the bridge and Current Cost monitor, but the monitor screen is blank, then please check that you have connected the power supply correctly. The monitor is powered by the bridges' power supply. Check that the bridge is using the correct power supply. Check that the pin side of the plug says: Sec 5v 500mA

Following this, if you are unable to get your bridge online, then please contact Current Cost on the [forum](#) or email: helpme@currentcost.com.

Correct Power Supply

If you have connected all the cables to the bridge and Current Cost monitor, please check that you have connected the white power supply only and correctly. The bridge's power supply is rated at Sec 5v 500mA.