

# ActiveStart

*Advanced EMS & SoftStart by Active Controls*

## MOBILE APP

for Android and iPhone

### Introduction

The ActiveStart mobile application by Active Controls, LLC enables users to monitor power usage and line power characteristics that are important to the performance of the RV electrical system.

The app is enabled with Bluetooth® connectivity to the ActiveStart device. Users can download and install the application from either Google Play or Apple Store depending on the type of phone and operating system being used.

Use these QR codes for your device:



Apple App



Android App

Once downloaded, follow the steps in this guide to set up the app and to monitor the ActiveStart's functions without having to be near the device or decode any mnemonics or codes for faults. Everything is clear and text base for easy understanding.

There is no limit to the number of devices that can be shown on the App so you will be able to add one or more ActiveStart devices to the app but can only monitor 1 unit at a time.

### Downloading

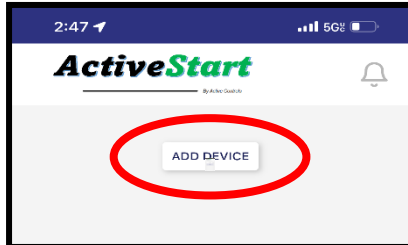
The new ActiveStart mobile application is available for downloading from the most popular app stores for Android and iOS devices. Once you have used the QR code to find the app simply hit the download button and then install. Please follow the directions for your particular phone. Once the application is downloaded to the phone, this icon will appear on the screen or list of available applications that are on your Android or iOS device.

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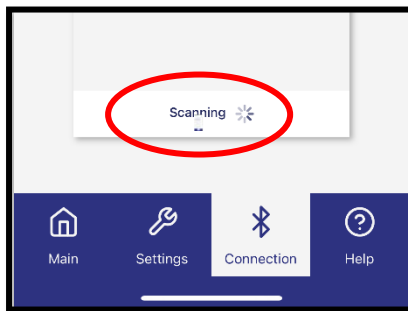
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## Connecting to the app:

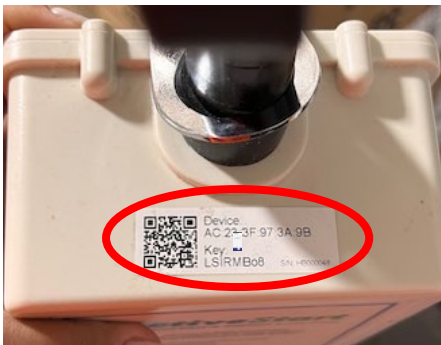
Plug Unit into approved 120/30A with dogbone or 230/50A RV Power Receptacle, note you can only connect to the unit when plugged into power. Once the ActiveStart is plugged in, you can make your way to the “Connection” tab at the bottom of the app.



You will click “add device”, the app will automatically start searching for available units. Please note if you are connecting to multiple devices, the previous device needs to make sure to press disconnect so the new device can find the unit.

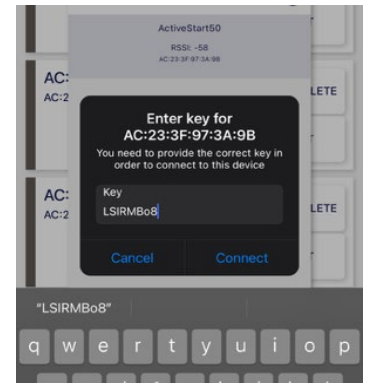


While the app is searching for available units, it will say “scanning”, then once a device is found it will pop up in the search box. Once device comes up, click on the device and it will prompt you to enter a “key.”

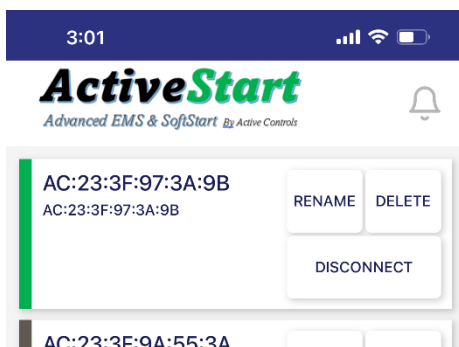


The device has a unique pass key on the sticker on the top of the unit near the neck. Enter the key into the prompted area on the screen and then click connect.

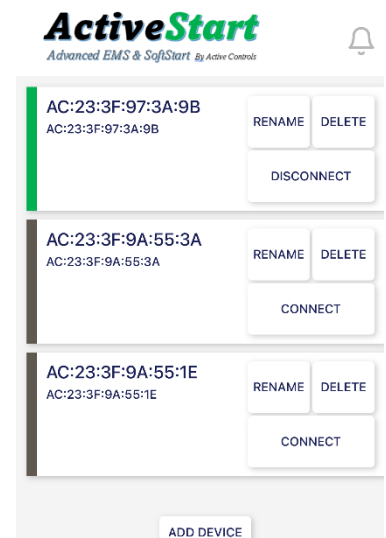
We highly suggest using a QR reader app to read the label and do a copy paste of the key into the app to eliminate any mistakes in reading the letters or numbers. The letter I could be an uppercase I or lowercase L.



Once connected the connection table will have the device on the connection screen and will be green on the left-hand side.



You can add multiple ActiveStart to your app if you have more than 1.



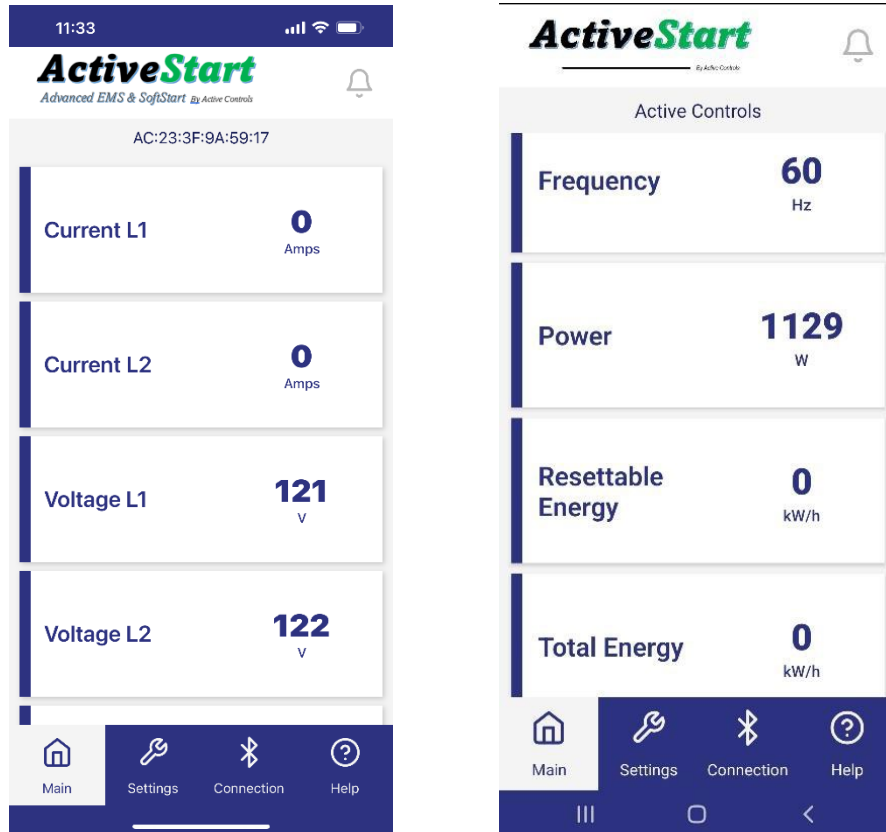
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## Status Readings

To review all ActiveStart Status Readings, scroll down to the end of the Main screen to see the following:

Current, Voltage, Frequency and Power values display the “real time” amount of energy being used at the time you are viewing the app.



**Resettable Energy** shows the total amount of energy used from the time this value was last reset to “0”. This number is reset any time power is lost to the device or manual reset is done through the app.

**Total Energy** shows the amount of energy in kilowatt-hours that has been used through the ActiveStart module. This value cannot be reset and will continue to track usage throughout the life of the device.

**New Load Detect** Count keeps track of how many times the unit has detected a device starting and has initiated a softstart. It will reset to 0 when the unit is unplugged or loses power from a generator or power pedestal.

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## Resettable Energy Meter

To determine how much energy your RV consumes at one location, ActiveStart includes a Resettable Energy Meter.

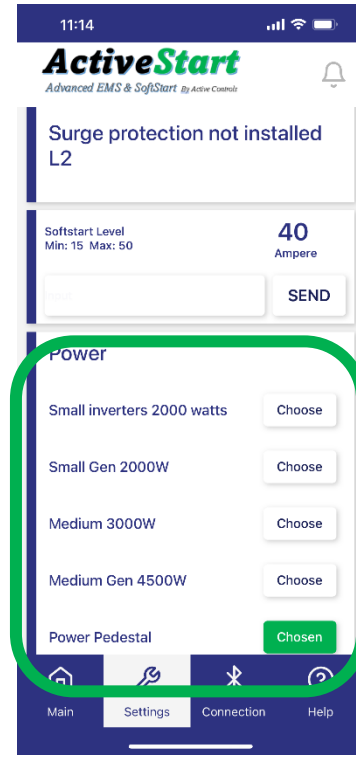
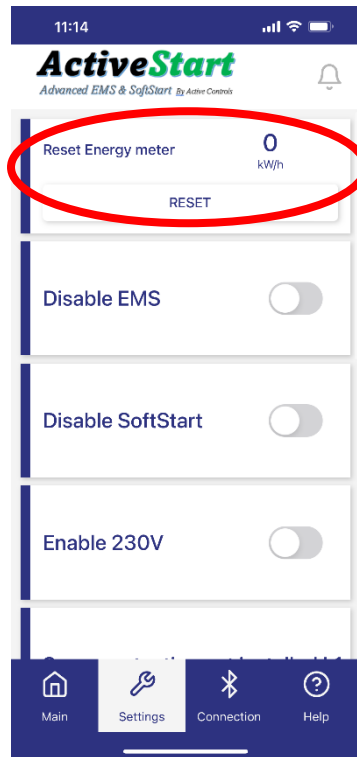
Press the Settings button to open this screen. The kilowatt-hours shown here is the total energy used by the RV through the ActiveStart device since it was last reset to 0.

To determine how much energy is used at a specific location, reset the value to 0 when you first connect the RV to the ActiveStart, and make a note of this meter reading at the end of the stay.

**Enable EMS 230:** This is only if the unit is being used for appliances that run off of 230 vac. That essentially ensures that the unit turns off in the event of a fault.

**Disable EMS:** That allows you to turn off some of the protection like low voltage if the park is having fluctuating power.

**Disable Softstart:** If you have appliances like a microwave that is really high power, turning off the softstart when running the AC and microwave together will have the unit operate at full power.



## Softstart level:

That is the level to trigger the softstart event in the unit. It is by default set to AC units. If you set the level too low, it might cause the AC to stall and not start or have a less than smooth start.

Recommended value is 30-50 for AC units although it will work on everything in the RV that exceeds that threshold.

## Power Settings

Within the Settings window you can choose one of the Profile options to optimize the start of your A/C. These profiles also allow the device to work with a solar powered system or battery- powered inverter.

The Power Pedestal profile is intended for RVs that are already equipped with additional monitoring systems. Using this profile will avoid the “brown out” message that can occur on RVs with such equipment.

If one of these configurations does not work with your power supply, please contact Technical Support for additional customization.

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## **Surge Protection Status**

To assure that ActiveStart surge protection is active, this screen will read “Surge Protection OK”. If the device has seen a large spike and the surge protection circuitry becomes damaged, the status will read “Not OK”.

## **Review and Clear Alarms**

When the ActiveStart device encounters a potentially harmful electrical power issue it will shut power down, and then try to restart up to three times depending on the type of fault that has been detected. The reset takes 2-3 minutes between retry attempts.

An alarm bell icon will count the number of new alarms that have occurred. The alarm bell is visible on all screens of the app. Once the alarm bell is pressed, it will open the alarm screen and show the current alarm that needs clearing.

In addition to Surge Protection, ActiveStart monitors the following conditions and will let you know if one of these occurs:

Overload Protection – Because a 30-amp breaker may not trip until a much higher amperage is reached, ActiveStart incorporates a microcontroller based current monitoring to protect an RV from such potentially damaging variances and turn off the output when it goes above 32Amps.

Under-Voltage Protection – If incoming voltage is below 102 VAC, an ActiveStart will not allow the A/C to start on such low voltage. Lower voltage means a high current demand which can overheat the cables and trip the breaker. After the protective shutdown, an Auto Restart will occur after 3 minutes.

Over-Voltage - If incoming voltage is above 140 VAC, an ActiveStart will not allow the Output to turn on with such high voltage. Higher voltage will be detrimental to sensitive electronics onboard the RV. After the protective shutdown, an Auto Restart will occur after 3 minutes.

Over/Under Frequency -The ActiveStart device is continually monitoring the incoming frequency of the power into the device. If the frequency is above or below the desired range the output will be turned off to protect sensitive electronics from being damaged. After the protective shutdown, an Auto Restart will occur after 3 minutes.

## **Customer Support**

If you need more information or have questions, please visit our webpage to review our FAQs. Press the Help button located on the bottom menu, and this screen will appear. Pressing “Go to Active-Controlsllc.com” and it will take you to additional information – including instructions on how to request assistance directly with our Customer Support people if you cannot find the answer on our FAQ page.

If a problem occurs with the ActiveStart unit, the “Upload Debug Info” button will generate a report that can be sent to Tech Support. They can review your system configuration and all faults that have occurred and recommend corrective action.

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## **Helpful Tips For Understanding your Power Consumption**

1. Use the ActiveStart Mobile App to get a baseline of what your appliances draw/consume.
2. Turn on different appliances one at a time and record the wattage or amps being used using the intelligent app.
3. Understand that the ActiveStart will not give you more power than available from the power source.
4. Budget yourself when using a generator remembering that the ActiveStart is only there to help start your equipment on a generator or other power source.
5. Generator outputs start reducing as you go up in altitude or in extreme hot temperatures.
6. Keep your connections from RV to ActiveStart and Power Source as short as possible to avoid voltage drops.