

Getting started

• 

---

  
Getting started with READY



**Disclaimer**

All information provided in this document is copyright of Kamstrup. Licence is granted to the user to freely use and distribute the information in complete and unaltered form, provided that the purpose is to use or evaluate Kamstrup products. Distribution rights do not include public posting or mirroring on Internet websites. Only a link to the Kamstrup website can be provided on such public websites.

Kamstrup shall in no event be liable to any party for direct, indirect, special, general, incidental, or consequential damages arising from the use of this information or any derivative works thereof. The information is provided on an as-is basis, and thus comes with absolutely no warranty, either express or implied. No right or licence is granted under any intellectual property right, hereunder copyright, patent or trademark, of Kamstrup to any other party. This disclaimer includes, but is not limited to, implied warranties of merchantability, fitness for any particular purpose, and non-infringement.

Information in this document is subject to change without notice and should not be construed as a commitment by Kamstrup. While the information contained herein is believed to be accurate, Kamstrup assumes no responsibility for any errors and/or omissions that may appear in this document.

**Copyright Information**

Copyright © Kamstrup A/S  
Industrivej 28  
Stilling  
DK-8660 Skanderborg, Denmark

**All Rights Reserved**

The graphics and content in this document are the copyrighted work of Kamstrup and contain proprietary trademarks and trade names of Kamstrup.

**Third parties**

This document may contain links to other parties. Kamstrup makes no warranty or representation regarding any linked information appearing therein. Such links do not constitute an endorsement by Kamstrup of any such information and are provided only as a convenience. Kamstrup is not responsible for the content or links displayed by third parties.

## Contents

<b>1.</b>	<b>Main steps to get started with READY</b>	<b>4</b>
<b>2.</b>	<b>Creating a login to My Kamstrup</b>	<b>5</b>
<b>3.</b>	<b>Getting access to your meters</b>	<b>7</b>
<b>4.</b>	<b>Log in to My Kamstrup</b>	<b>8</b>
<b>5.</b>	<b>Activating your READY licence</b>	<b>9</b>
<b>6.</b>	<b>Downloading READY Manager</b>	<b>11</b>
<b>7.</b>	<b>Initial setup of READY Manager</b>	<b>13</b>
7.1	Open READY Manager .....	13
7.2	Setting up system connection to My Kamstrup .....	13
7.3	Importing your meters into READY Manager .....	15
7.3.1	Automatic import of meters (internet connection required) .....	16
7.3.2	Import of meters via local file .....	18
7.3.3	Importing radio mesh meters into READY Manager .....	21
7.4	Adding customer information to READY .....	23
7.4.1	Import customer information from a customer information system .....	23
7.4.2	Entering customer information manually .....	26
7.4.3	Finding address coordinates and checking addresses .....	27
7.5	Organising meters in groups .....	29
7.6	Setting up collection of readings .....	31
7.6.1	Mobile reading .....	31
7.6.2	Wireless M-Bus network reading (also known as “fixed network”) .....	34
7.6.3	Wired M-Bus network reading .....	35
7.6.4	Radio Mesh network reading (existing network) .....	36
7.6.5	P2P reading .....	39
7.7	Network sharing .....	39
7.8	Creating export jobs .....	43
<b>8.</b>	<b>Troubleshooting</b>	<b>46</b>

## Appendix

<b>A.</b>	<b>User access to READY and Kamstrup meters</b>	<b>47</b>
A.1	How to grant a new user access to READY (READY hosting customers only) .....	48
A.2	How to change the access rights of a user in READY .....	51
A.2.1	The access rights of a My Kamstrup system user .....	53
A.3	How to grant another person read rights to one or more of your meters .....	55
A.4	How to appoint a new My Kamstrup superuser .....	57

# 1. Main steps to get started with READY

---

This manual describes how to get started with your READY system from the time of purchase.

Getting started with READY includes the following main steps which must be followed in the specified order:

1. Create a login to My Kamstrup.
2. Get access to your meters.
3. Log in to My Kamstrup.
4. Activate your READY licence.
5. Download READY Manager.
6. Set up READY Manager.

Instructions on how to perform each step can be found in the following sections of this manual.

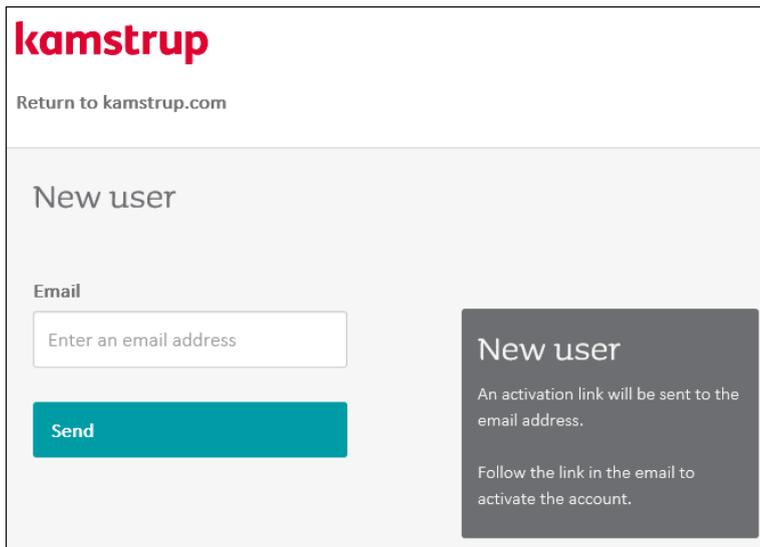
When you have completed the six steps, you are ready for remote reading of your meters.

## 2. Creating a login to My Kamstrup

---

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

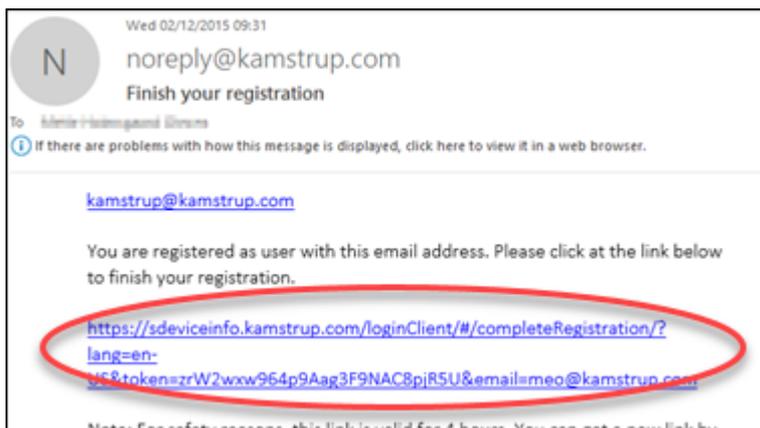
1. Go to <https://account.kamstrup.com/create/>.
2. Enter the email address you want to use for your My Kamstrup login, and click **Send**:



The screenshot shows the Kamstrup website's registration page. At the top left is the Kamstrup logo in red. Below it is a link to 'Return to kamstrup.com'. The main heading is 'New user'. There is an 'Email' label above a text input field containing the placeholder 'Enter an email address'. Below the input field is a teal 'Send' button. To the right of the input field is a dark grey box with white text that reads: 'New user', 'An activation link will be sent to the email address.', and 'Follow the link in the email to activate the account.'

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 the registration link:



4. Enter the desired password in the **Password** and **Repeat password** fields:

### Complete registration

**Name (optional)**

**Password**

**Repeat password**

**Complete registration**

#### Password policy:

The password must consist of at least 8 characters and must not contain your full name or user name

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

- Lowercase letters
- Uppercase letters
- Numbers
- Special characters

5. Click **Complete registration**.

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

### 3. Getting 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 granted by Kamstrup in the following way:

1. Send an email to [mykamstrup@kamstrup.com](mailto:mykamstrup@kamstrup.com) with:

- 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).

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.

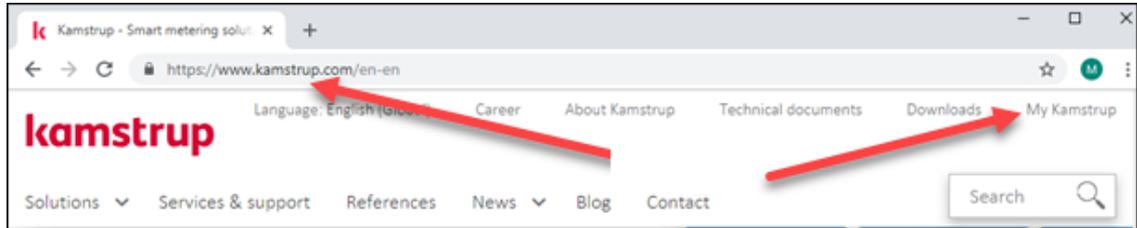
#### How to grant additional people access to your meters

The first My Kamstrup login connected to your meters automatically becomes **My Kamstrup superuser**. A My Kamstrup superuser can grant other people (e.g. your colleagues) access to your meters and READY. For details, see "User access to READY and Kamstrup meters" on page 47.

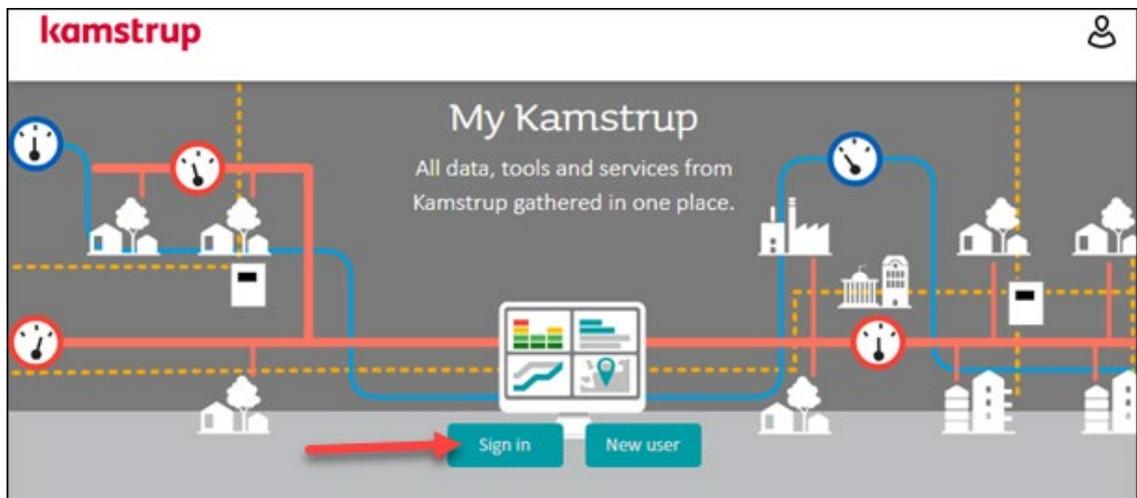
## 4. Log in to My Kamstrup

---

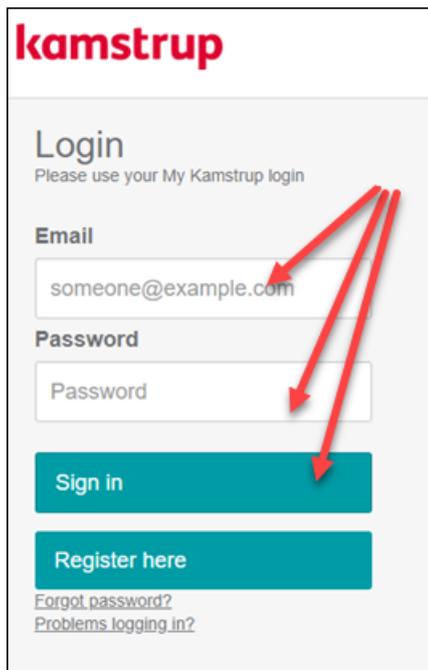
1. Go to [www.kamstrup.com](https://www.kamstrup.com), and click **My Kamstrup** in the upper-right corner:



2. Click **Sign in**:



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

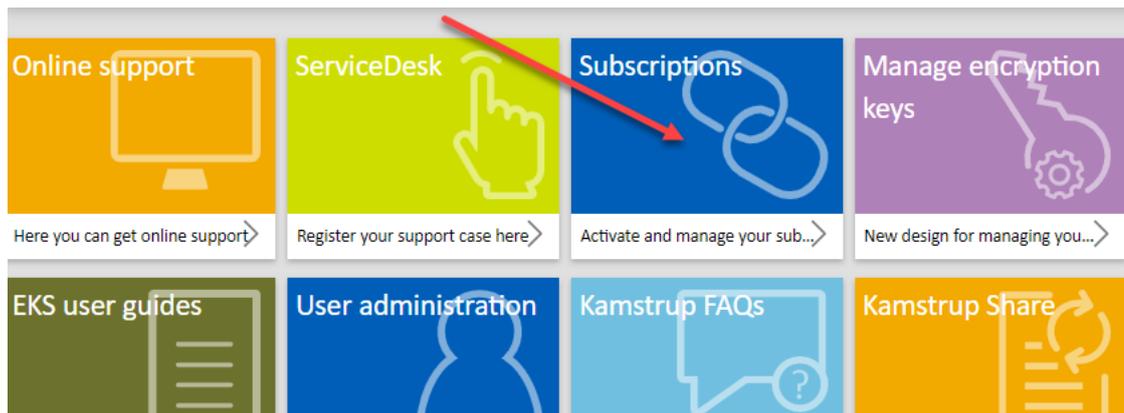
A screenshot of the 'Login' form on the My Kamstrup website. The form includes the Kamstrup logo, the title 'Login', and the instruction 'Please use your My Kamstrup login'. There are two input fields: 'Email' with the placeholder 'someone@example.com' and 'Password'. Below the input fields are two buttons: 'Sign in' and 'Register here'. At the bottom of the form, there are links for 'Forgot password?' and 'Problems logging in?'. Three red arrows point to the 'Email' field, the 'Password' field, and the 'Sign in' button.

## 5. Activating your READY licence

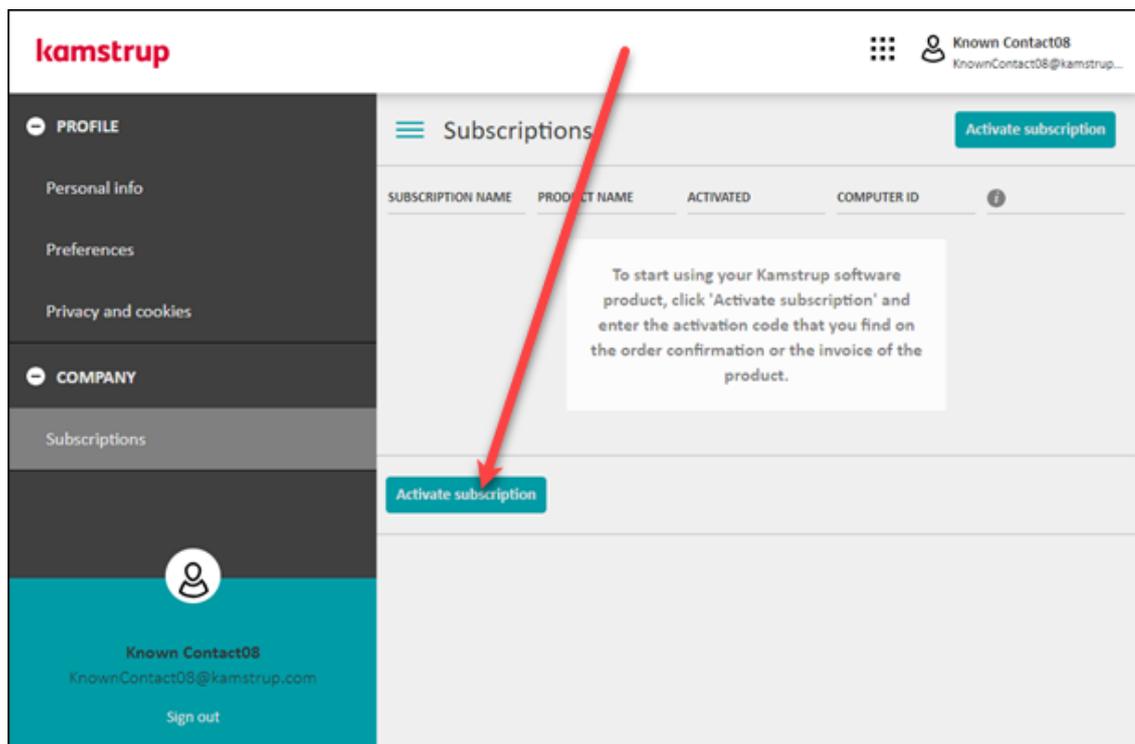
---

If you are NOT already logged in to My Kamstrup, follow the steps in Chapter 4 “Log in to My Kamstrup” before proceeding.

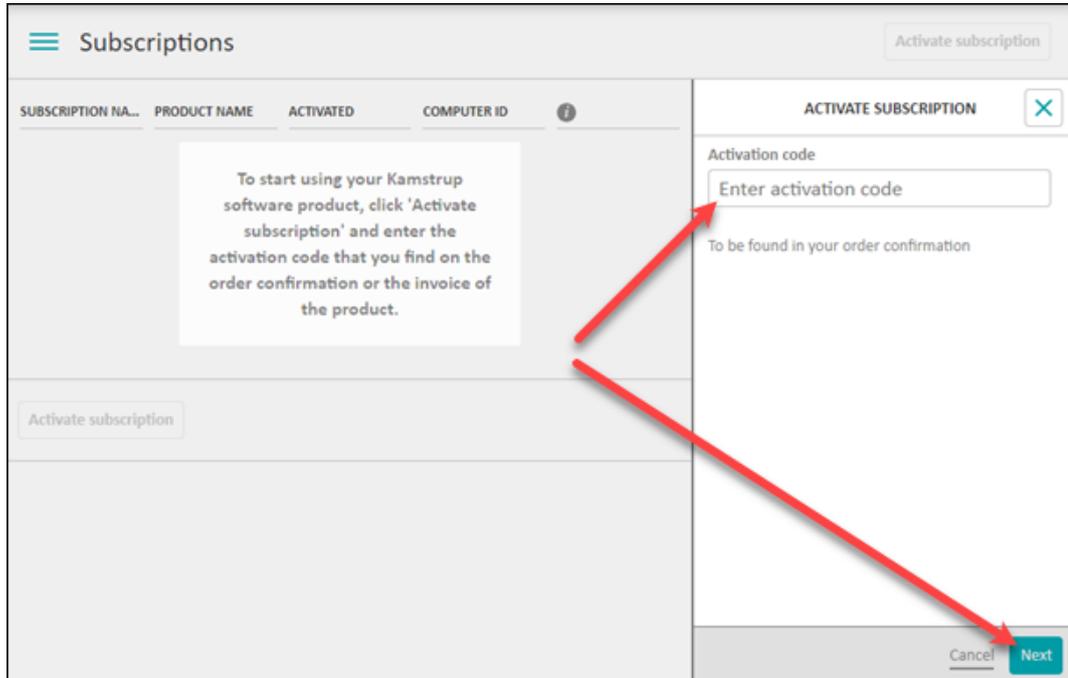
1. Click **Subscriptions**:



2. Click **Activate subscription**:



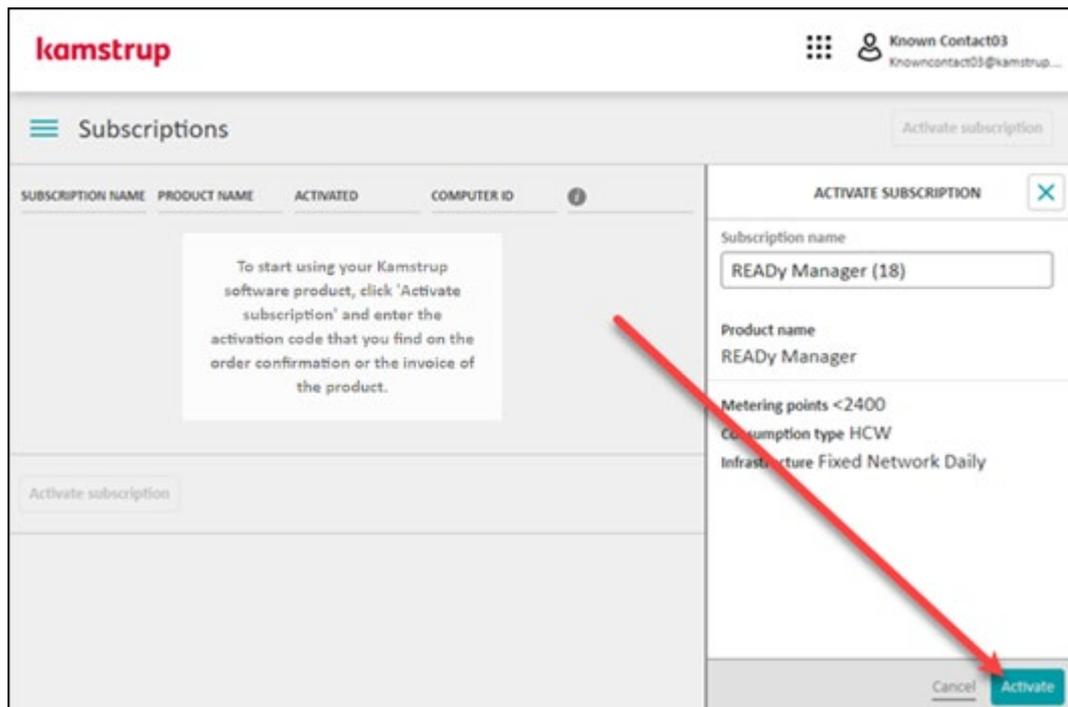
- In the **Activation code** field, enter the licence activation code that you find in your order confirmation from Kamstrup, and click **Next**:



Example of activation code in order confirmation:

Pos.	Item description
1	<p>READY Initial costs</p> <p>READY HCW, Fixed network, Hourly values, &lt; 2400 metering points</p> <p><b>Activation key: KUNX...</b></p> <p>Subscription identification: READY Manager (A)</p>

- Click **Activate**:



## 6. Downloading READY Manager

---

Follow the steps below to download READY Manager.

1. Log in to My Kamstrup. (For details, see section 4 “Log in to My Kamstrup”).
2. Select **READY Download**:



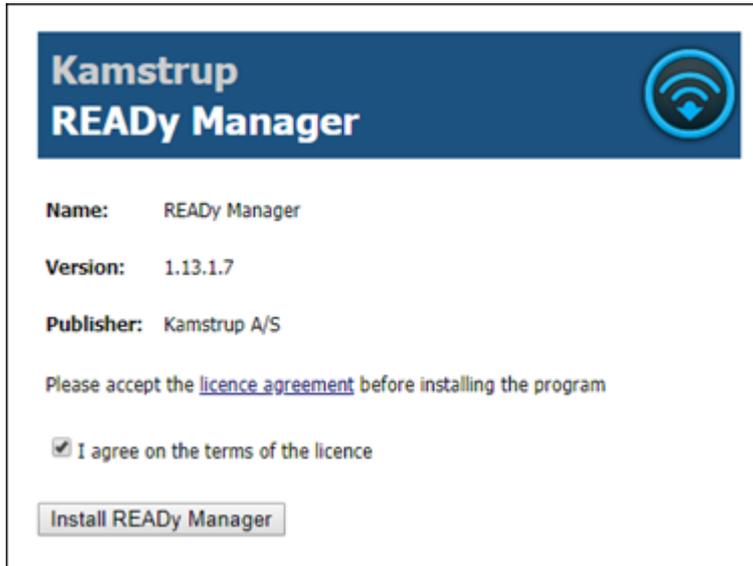
3. Follow Step a if you have purchased READY Hosting, or b if you have purchased READY Support:

**Important** Make sure you download the right version of READY Manager. Otherwise READY will not work. **If in doubt, check the order confirmation from Kamstrup or contact Kamstrup support.**

- a. READY Hosting: Click **Download READY Manager (Hosting agreement)**:



Then select **I agree on the terms of the licence** and click **Install READY Manager**:

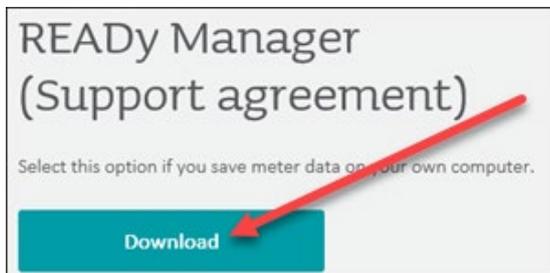


OR

- b. READY Support: Select **I agree on the terms of the license**, and click **Download READY Manager (Support agreement)**:



In the window that appears, click **Download**:



- 4. Select **Run** if you can choose between "Run" and "Save" during the installation.

## 7. Initial setup of READY Manager

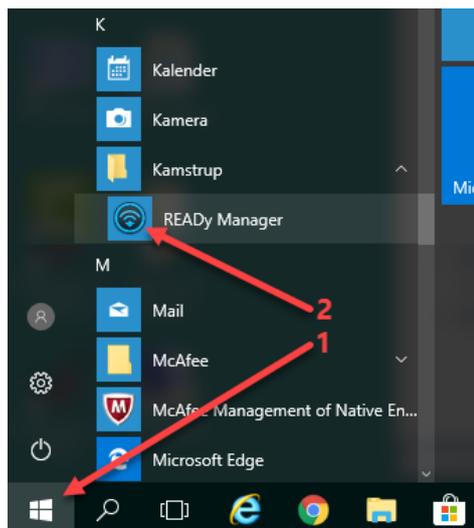
---

When you have installed READY Manager, follow the steps below to make it ready for use (how-to instructions for each step are found in the following sections):

1. Open READY Manager
2. Let My Kamstrup handle automatic tasks (only relevant if PC has internet connection)
3. Import meters
4. Add customer information
5. Create meter groups (optional)
6. Set up collection of reading data
7. Create export jobs

### 7.1 Open READY Manager

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



**Note** If you have a hosted version of READY (hosting agreement), use your My Kamstrup login to log in to READY. The local version of READY (support agreement) requires no login.

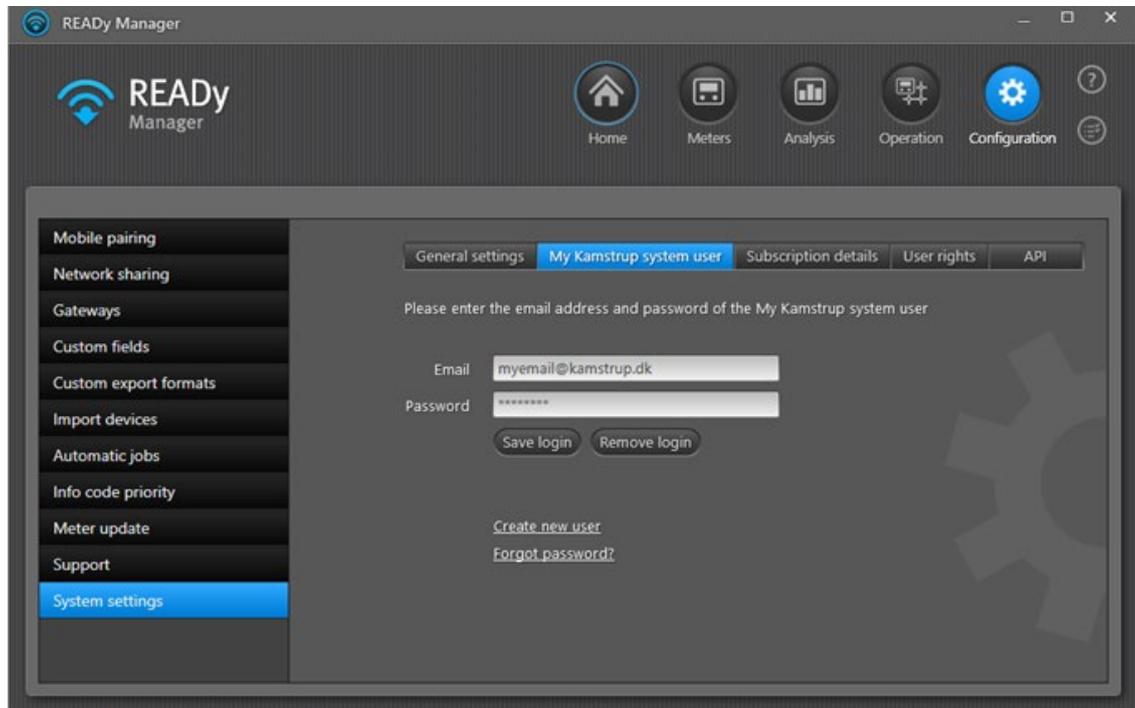
### 7.2 Setting up system connection to My Kamstrup

If the PC on which READY Manager is installed has an internet connection, you can let READY handle the following tasks for you via My Kamstrup:

- meter import
- lookup of address information and map coordinates
- READY subscription update

## How to let READY perform tasks automatically

1. Click **Configuration**  > **System settings** > **My Kamstrup system user**:



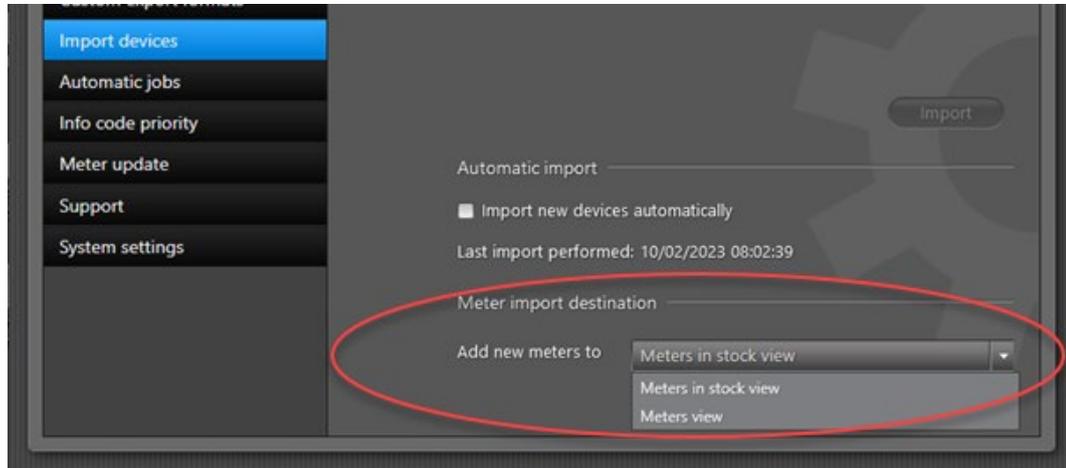
2. Enter the email address and password of a My Kamstrup login that has user or superuser rights to Encryption Key Service and superuser or administrator rights to READY.

User rights to Encryption Key Service and READY are set up on My Kamstrup by the My Kamstrup superuser in your organisation. For details, see “User access to READY and Kamstrup meters”, p. 47.

3. Click **Save login**.

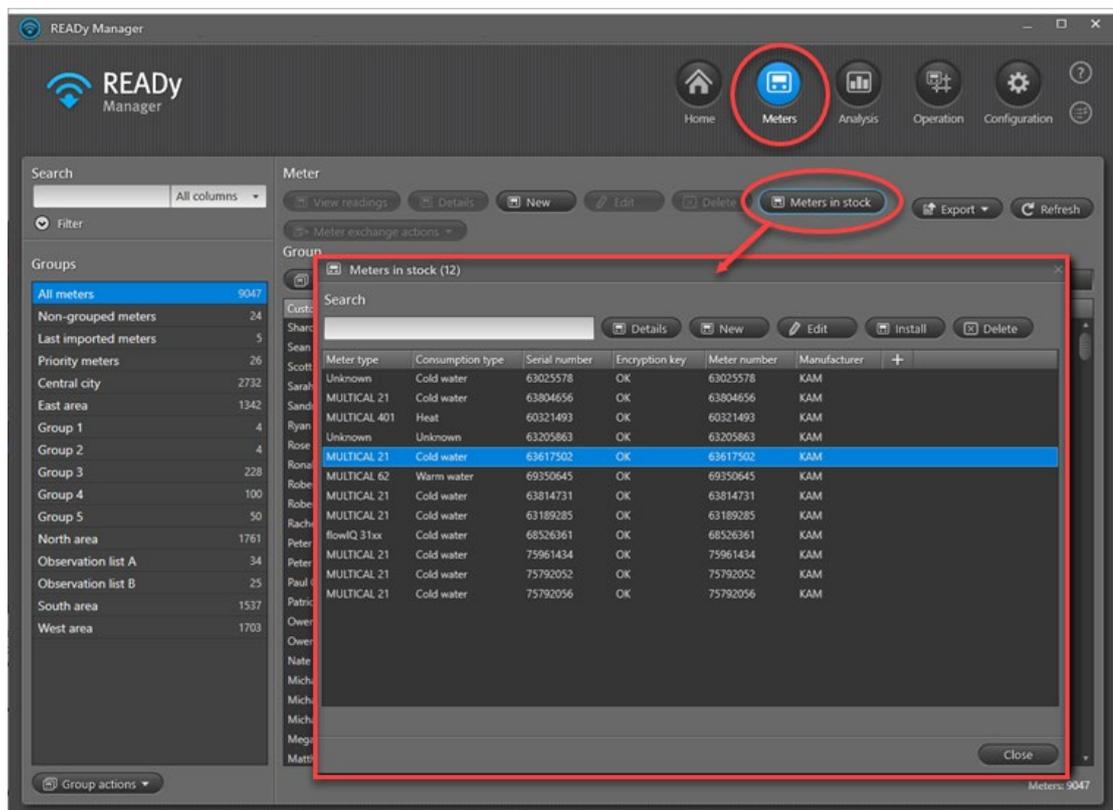
## 7.3 Importing your meters into READY Manager

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



2. In **Add new meters to**, select whether you want to import meters directly to the **Meters** view (meters in use) or to the **Meters in stock** view.

Meters in stock are not read and do not count as “subscription metering points”, meaning that you do not risk exceeding the maximum number of meters in your subscription by having new meters in stock. You find meters in use by clicking **Meters**  in the upper-right corner of READY Manager. You find meters in stock by clicking the **Meters in stock** button in the **Meters** view:



Meters in stock are automatically moved from the list of meters in stock 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 section 7.4.1).

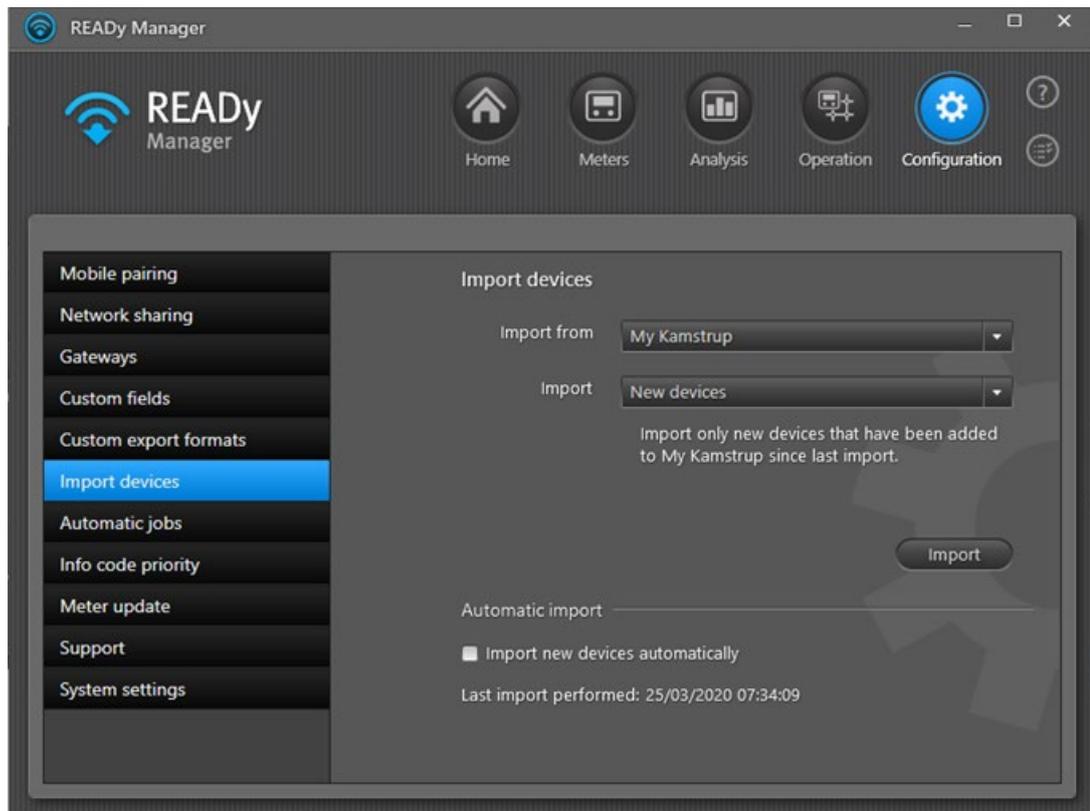
It is also possible to manually move meters in stock to the **Meters** view, by selecting the meters and clicking the **Install** button in the **Meters in stock** window, and then add the customer information afterwards.

To import your meters, follow the procedure below that applies in your case:

- If the PC with READY Manager is connected to the internet, follow the procedure for automatic import of meters described in section 7.3.1.
- If the PC with READY Manager has no internet connection, follow the procedure for import via local file described in section 7.3.2.
- If you are migrating from an old Kamstrup system (PcBase or EMS10) to READY, follow the procedure for import of radio mesh meters described in section 7.3.3.

### 7.3.1 Automatic import of meters (internet connection required)

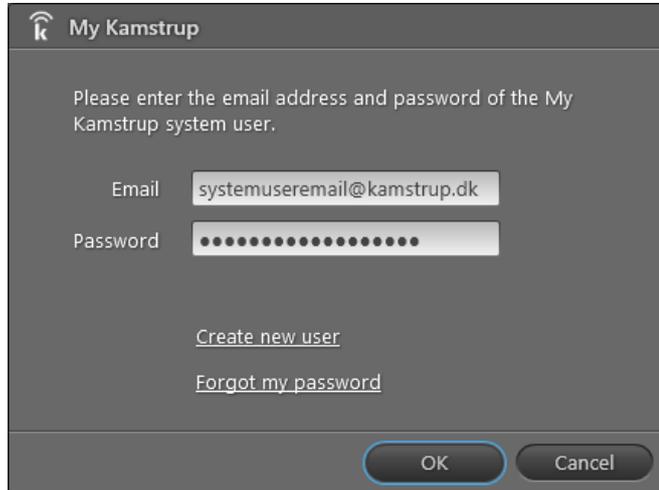
3. Click **Configuration**  in the upper-right corner of READY Manager and then select **Import devices** to the left:



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

7. In the window that appears, enter the system user credentials for My Kamstrup.

Any My Kamstrup login with user or superuser rights to Encryption Key Service and superuser or administrator rights to READY can be used. If in doubt, see “User access to READY and Kamstrup meters”, p. 47.

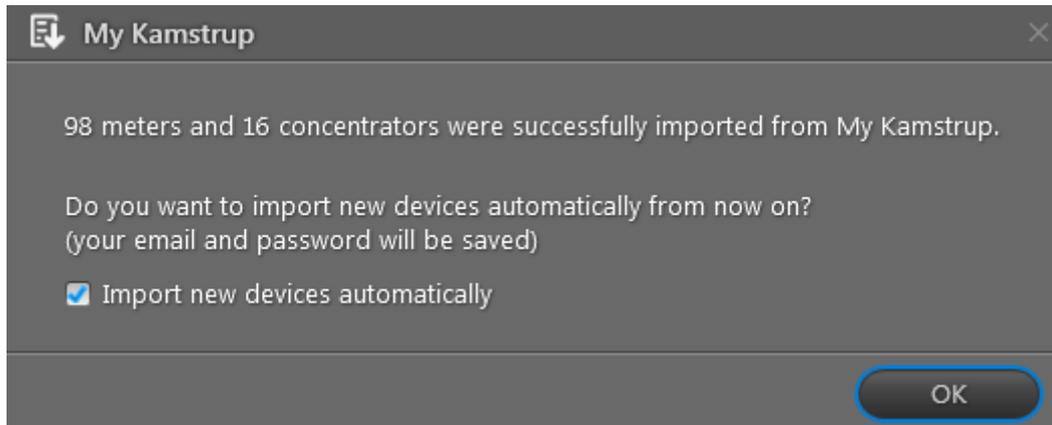


The image shows a login dialog box titled "My Kamstrup". It contains the following elements:

- Header: "My Kamstrup" with a logo icon.
- Instruction: "Please enter the email address and password of the My Kamstrup system user."
- Email field: Labeled "Email", containing the text "systemuseremail@kamstrup.dk".
- Password field: Labeled "Password", containing a series of dots to mask the password.
- Links: "[Create new user](#)" and "[Forgot my password](#)".
- Buttons: "OK" and "Cancel" at the bottom right.

8. Click **OK**.

When the import to complete, the following message appears:

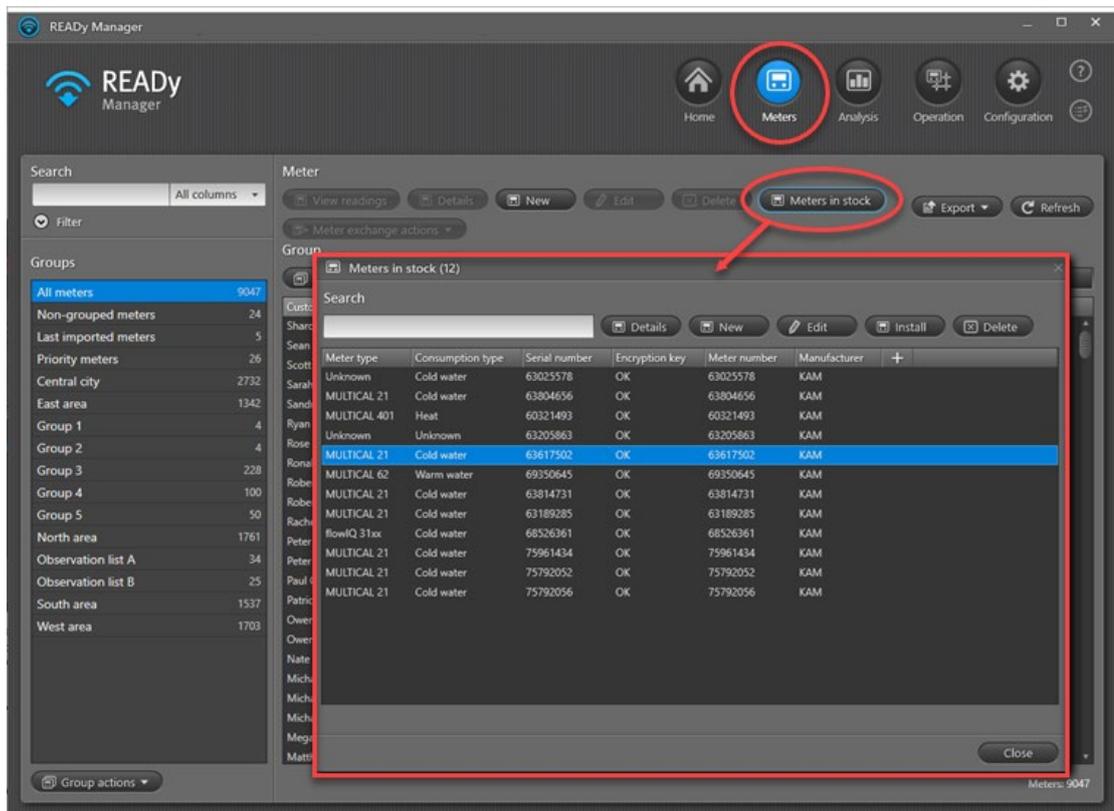


The image shows a completion dialog box titled "My Kamstrup" with a close button (X) in the top right corner. It contains the following elements:

- Message: "98 meters and 16 concentrators were successfully imported from My Kamstrup."
- Question: "Do you want to import new devices automatically from now on? (your email and password will be saved)"
- Checkbox: A checked checkbox labeled "Import new devices automatically".
- Button: "OK" at the bottom right.

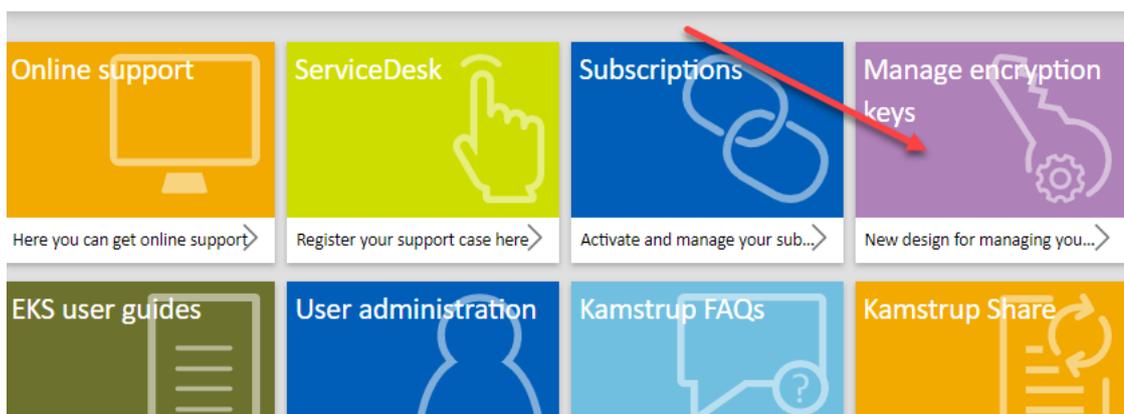
9. Click **Import new devices automatically**.
10. Click **OK**.

- To see your imported meters, click **Meters**  in the upper-right corner of READY Manager (meters in use) or, to find meters in stock, click the **Meters in stock** button in the **Meters** view:



### 7.3.2 Import of meters via local file

- On a PC connected to the internet, log in to My Kamstrup and select the **Manage encryption keys** tile:



- If not already open, click the **DEVICES** menu on the left side to open it.
- To import all devices, click the **Download** button at the top of the window, or select the meters you want to include and click the **Download** button.
- In the window that appears, select **File type** "KEM" and enter a password to protect your meter data:

**DOWNLOAD DEVICES**
✕

---

Selected devices 1

All devices

Concentrators	0
Gateways	0
<b>Meters</b>	<b>1</b>
Repeaters	0
Valves	0
<b>Total</b>	<b>1</b>

File format

KEM
▾

Choose a password for the file i

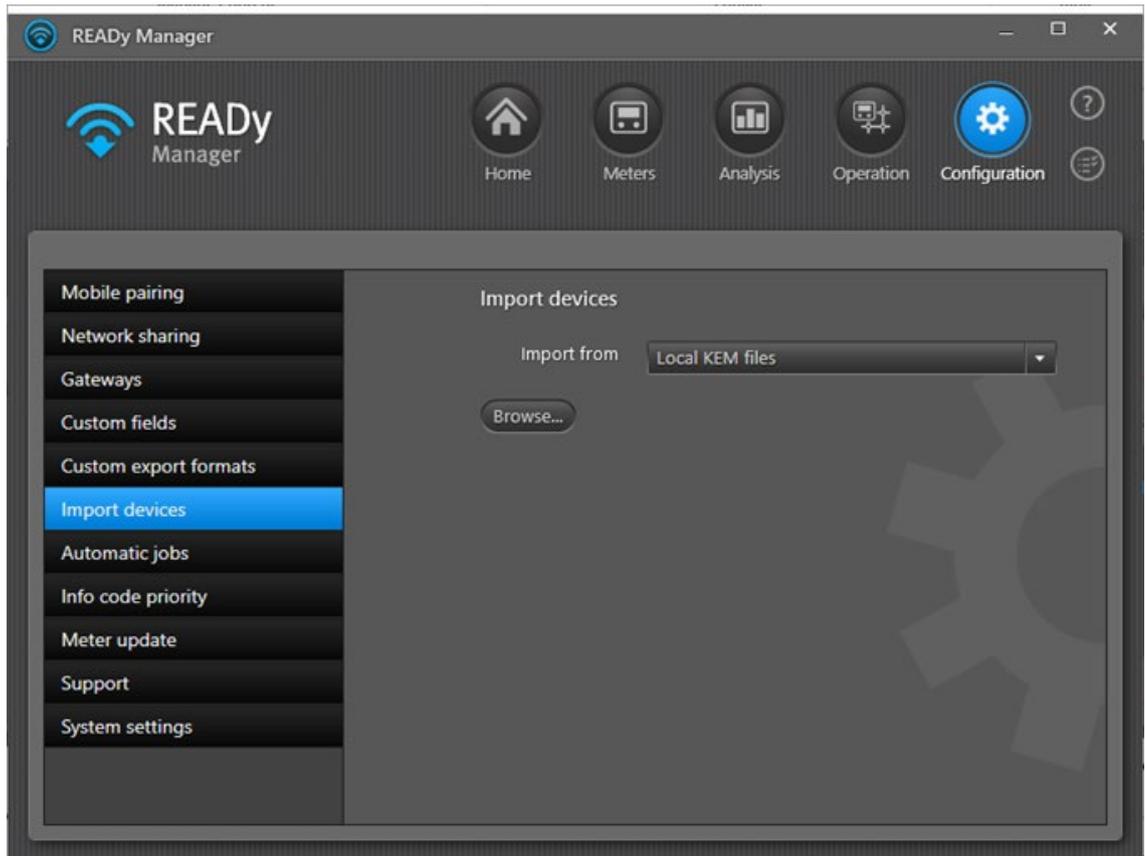
••••••••

You need this password again when you import the KEM file into your meter reading system (PcBase, READY Manager, USB Meter Reader etc.)

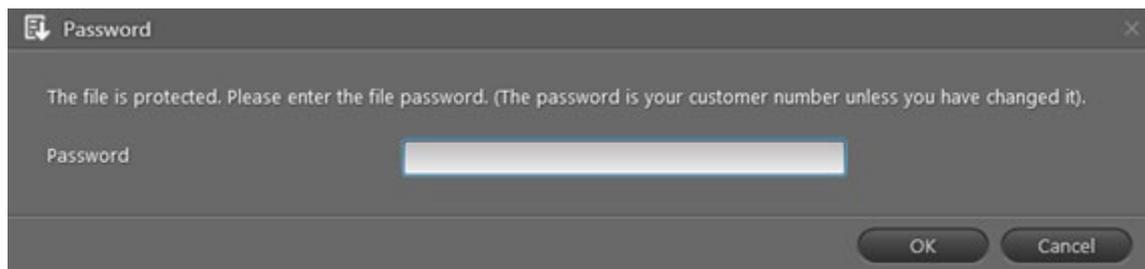
History
Cancel
Download

You will need this password when you import the file into READY.

5. Click **Download** and save the file for example to an USB stick (USB flash drive).
6. Go to the PC with READY Manager, and open READY Manager.
7. Click **Configuration**  in the upper-right corner of READY Manager and then select **Import devices** to the left:

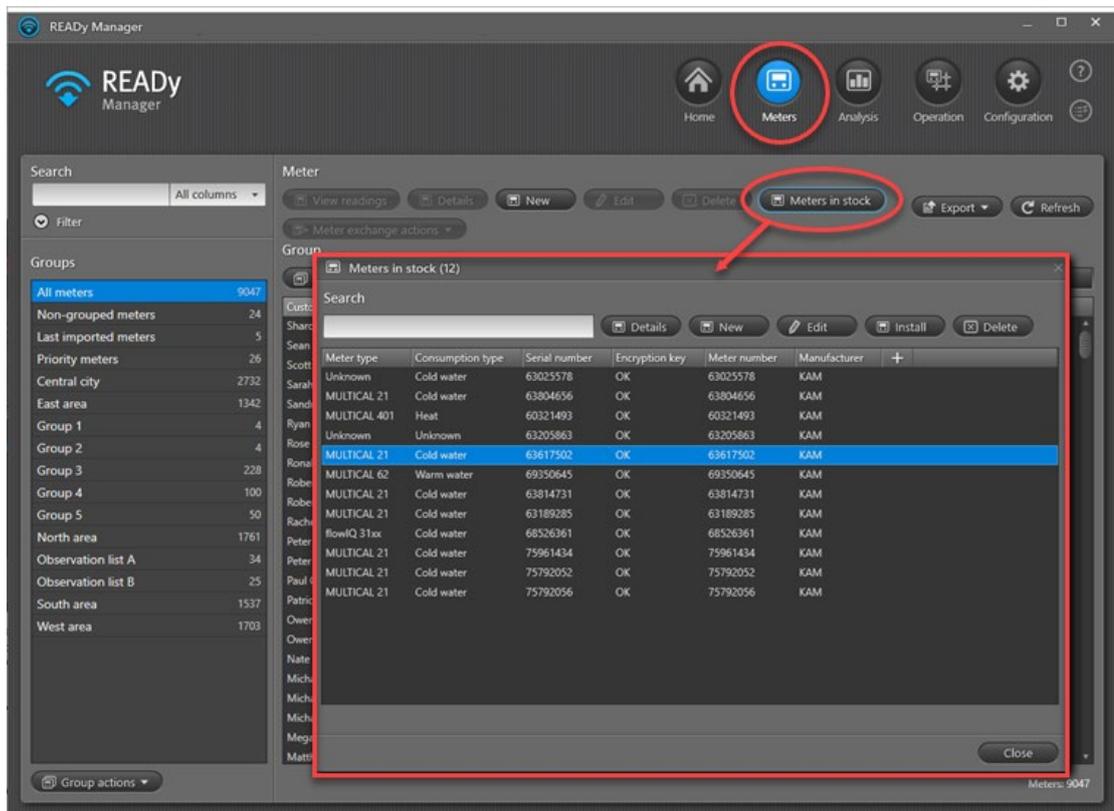


8. In the **Import from** field, select “Local KEM files”:
9. Click **Browse** to browse for and select the meter file you have just downloaded from My Kamstrup. Click **Open**.
10. In the **Password** field, enter the password you have specified in Step 3.



11. Click **OK** to start importing.
12. If desired, click  in the upper-right corner, to follow the import and see when it is completed.

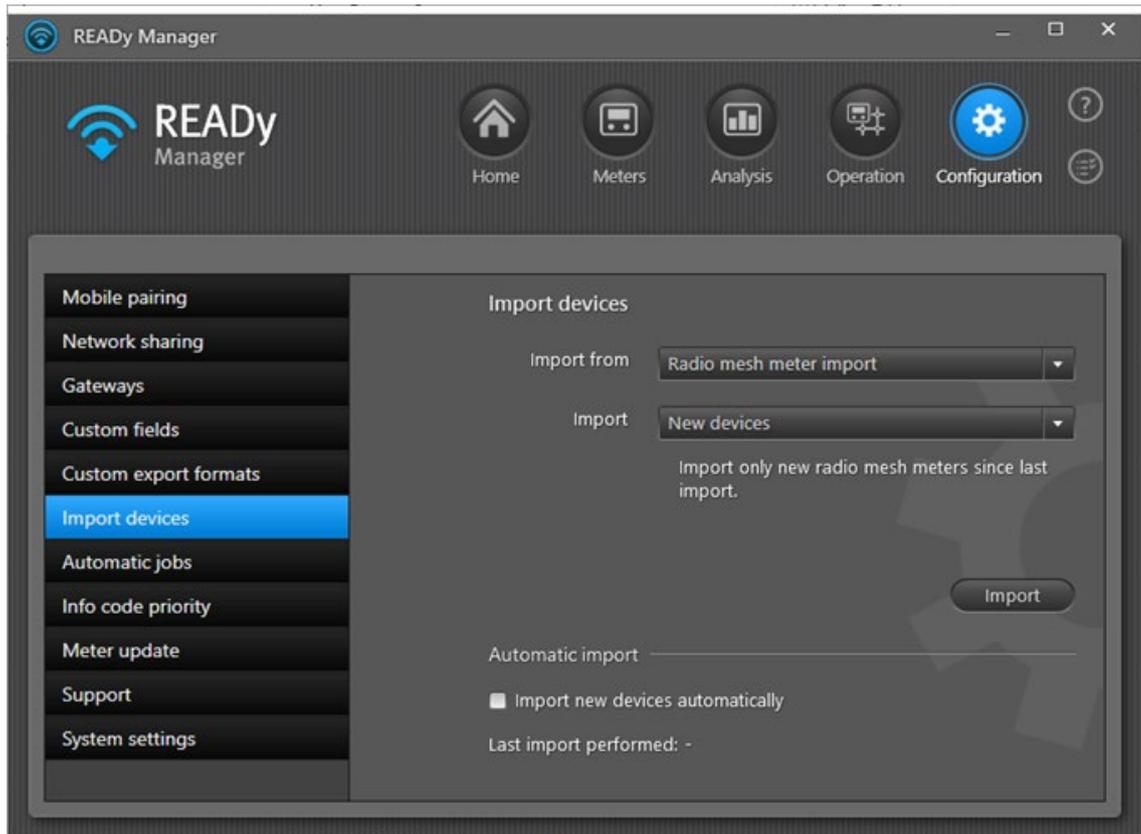
13. To see your imported meters, click **Meters**  in the upper-right corner of READY Manager (meters in use) or, to find meters in stock, click the **Meters in stock** button in the **Meters** view:



### 7.3.3 Importing radio mesh meters into READY Manager

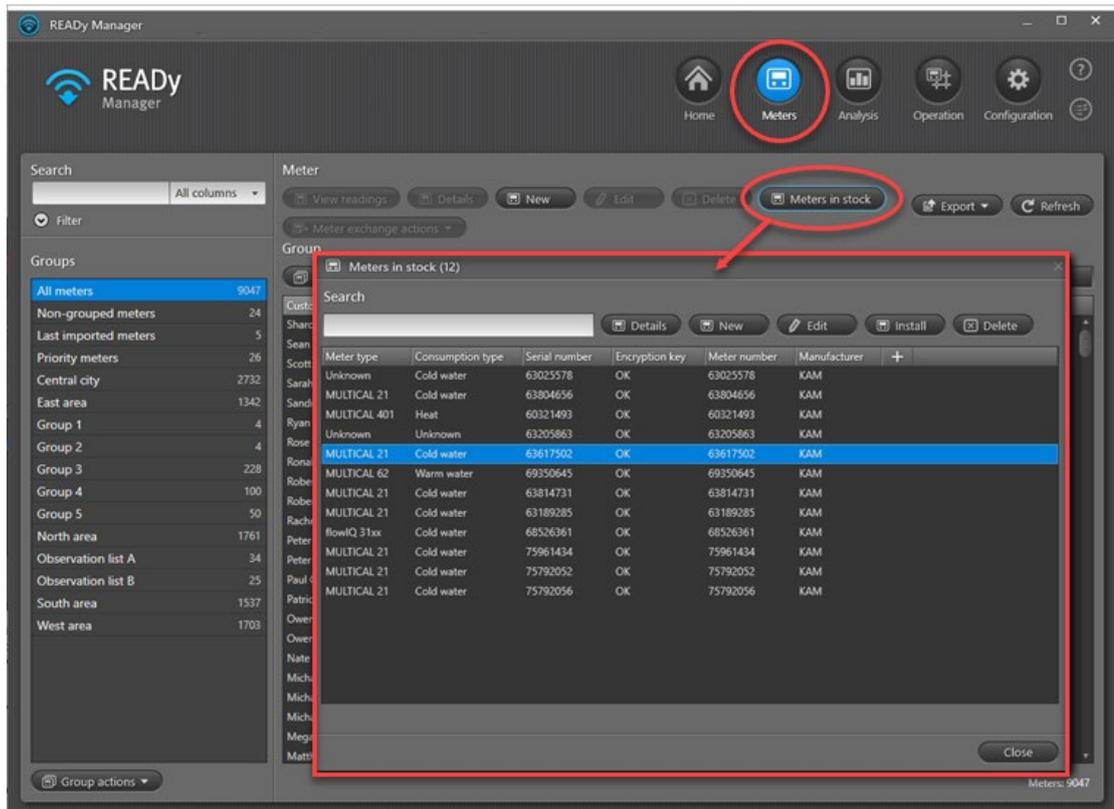
**Note** Meter encryption keys are managed via the AMR Manager application. This means that if you have new encrypted meters in your radio mesh network, you must import the meter encryption keys into AMR Manager before you can import the meters into READY Manager.

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



2. In the **Import from** field, select “Radio mesh meter import”.
3. In the **Import** field, select “New devices”.
4. Click **Import** to add the import task to your task list and start importing.

To see your imported meters, click **Meters**  in the upper-right corner of READY Manager (meters in use) or, to find meters in stock, click the **Meters in stock** button in the **Meters** view:



### How to set up automatic import of new radio mesh meters in the future

1. Click **Configuration**  in the upper-right corner of READY Manager and then select **Import devices** to the left.
2. In the **Import from** field, select "Radio mesh meter import".
3. Click **Import new devices automatically**.

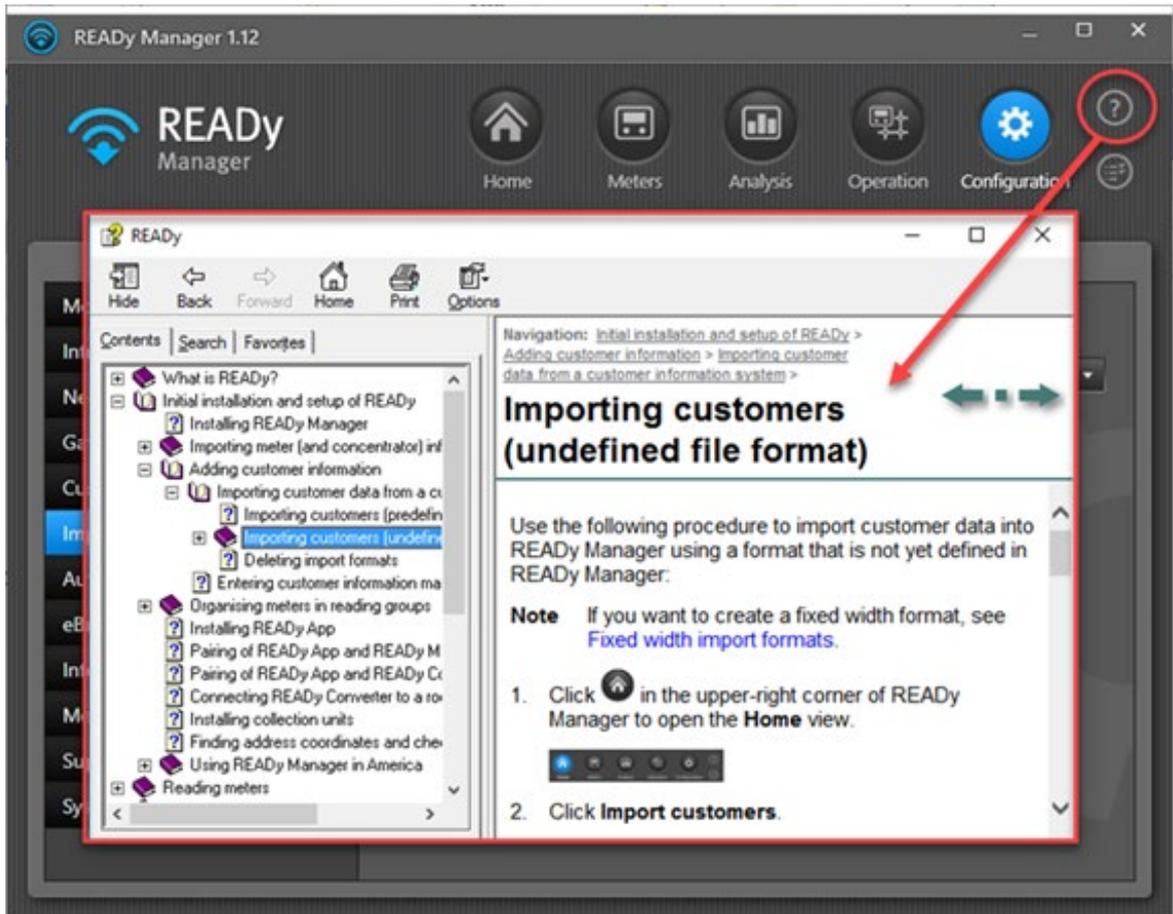
## 7.4 Adding customer information to READY

If you have a customer information system (CIS), customer information is normally imported into READY Manager via a file from this system. However, if this is not possible, customer information can also be entered directly into READY Manager.

### 7.4.1 Import customer information from a customer information system

The import file from your customer information system can either be in one of the predefined formats delivered by Kamstrup, or you can define your own import format by mapping the customer values of your import file to the customer values of READY Manager.

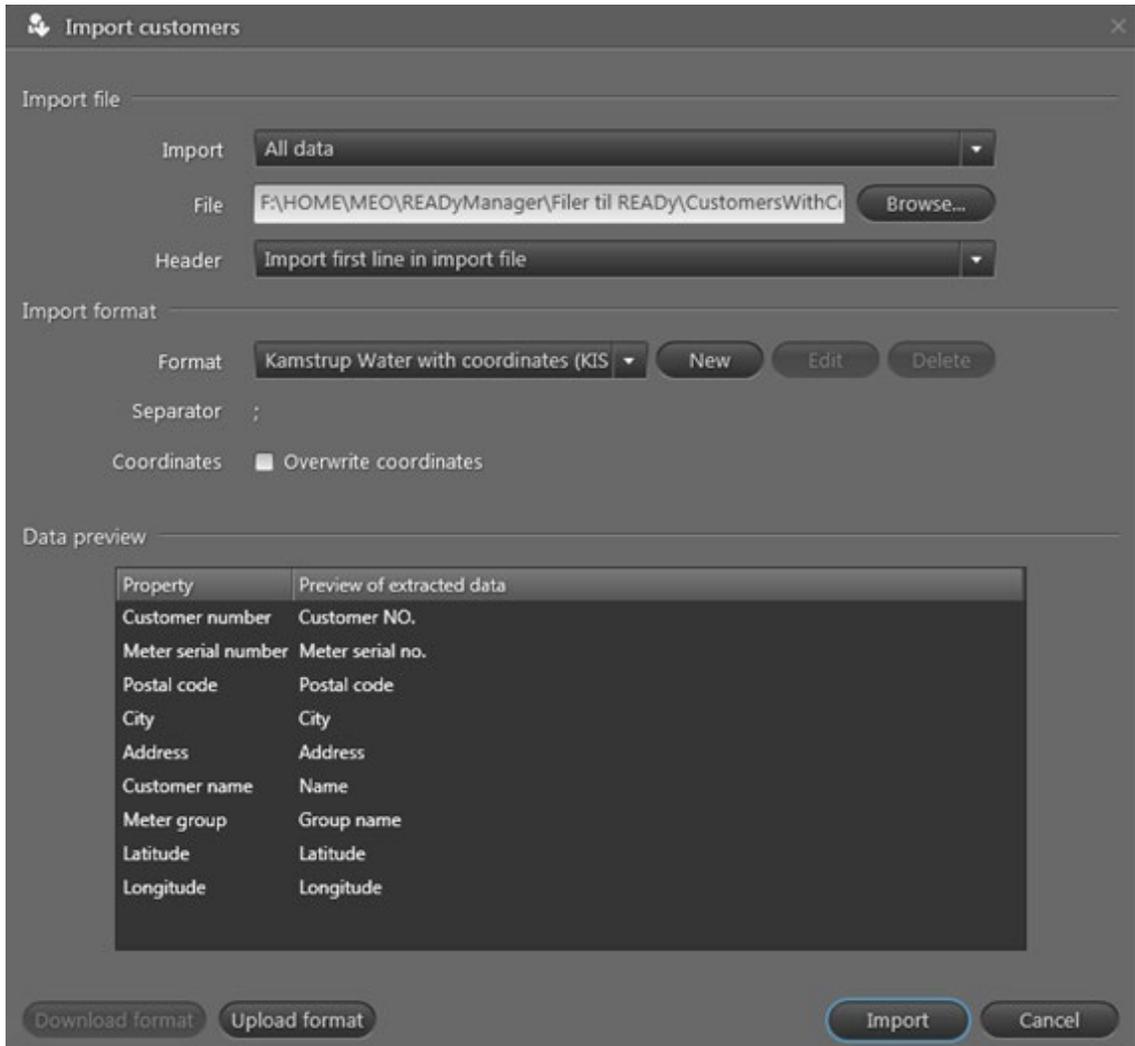
For information about creating your own import format or importing information in fixed width format, see detailed step-by-step guides in the READY online help that appears when you click the question mark in the upper-corner of READY Manager:



## How to import customers (using a predefined file format)

Use the following procedure to import customer data into READY Manager using one of the already defined import formats in READY Manager:

1. Click  in the upper-right corner of READY Manager to open the **Home** view.
2. Click **Import customers**.



**Import customers**

Import file

Import: All data

File: F:\HOME\MEO\READYManager\Filer til READY\CustomersWithCi **Browse...**

Header: Import first line in import file

Import format

Format: Kamstrup Water with coordinates (KIS) **New** **Edit** **Delete**

Separator: ;

Coordinates:  Overwrite coordinates

Data preview

Property	Preview of extracted data
Customer number	Customer NO.
Meter serial number	Meter serial no.
Postal code	Postal code
City	City
Address	Address
Customer name	Name
Meter group	Group name
Latitude	Latitude
Longitude	Longitude

**Download format** **Upload format** **Import** **Cancel**

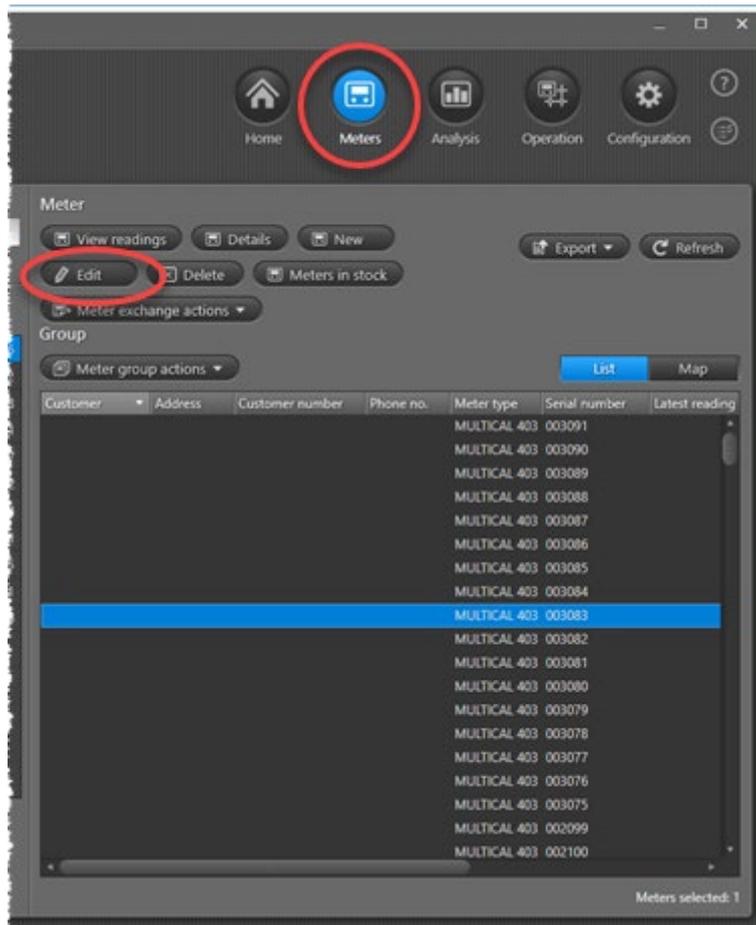
3. In the **Import** field, select "All data" to import all customer information or "Only data for meters with encryption keys" to import only customer information for meters you have already imported.
4. Click **Browse** next to the **File** field to browse for and select the file with your customer information. Click **Open**.
5. 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.
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. If desired, click  in the upper-right corner, to follow and see the result of the import.

## 7.4.2 Entering customer information manually

1. Click  in the upper-right corner of READY Manager to open the **Meters** view:



2. In the list of meters, click the meter whose customer information you want to enter.

3. Click the **Edit** button above the list.

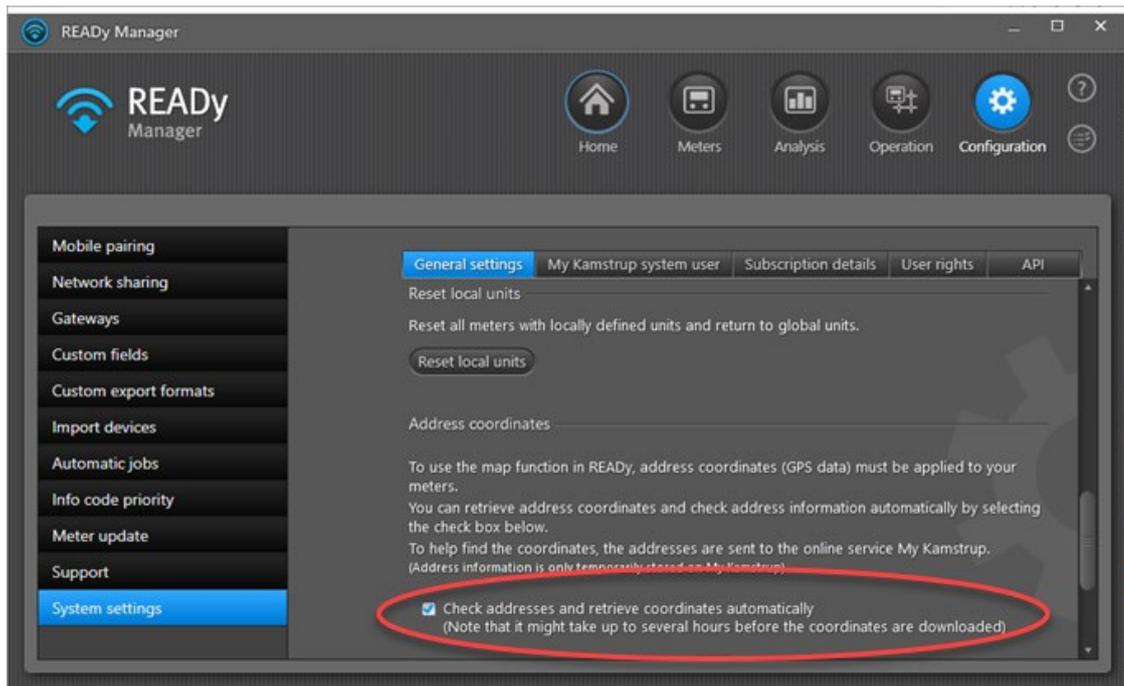
4. Fill in the desired customer details (name, address, customer number, phone number, etc.).

5. Click **Save**.

### 7.4.3 Finding address coordinates and checking addresses

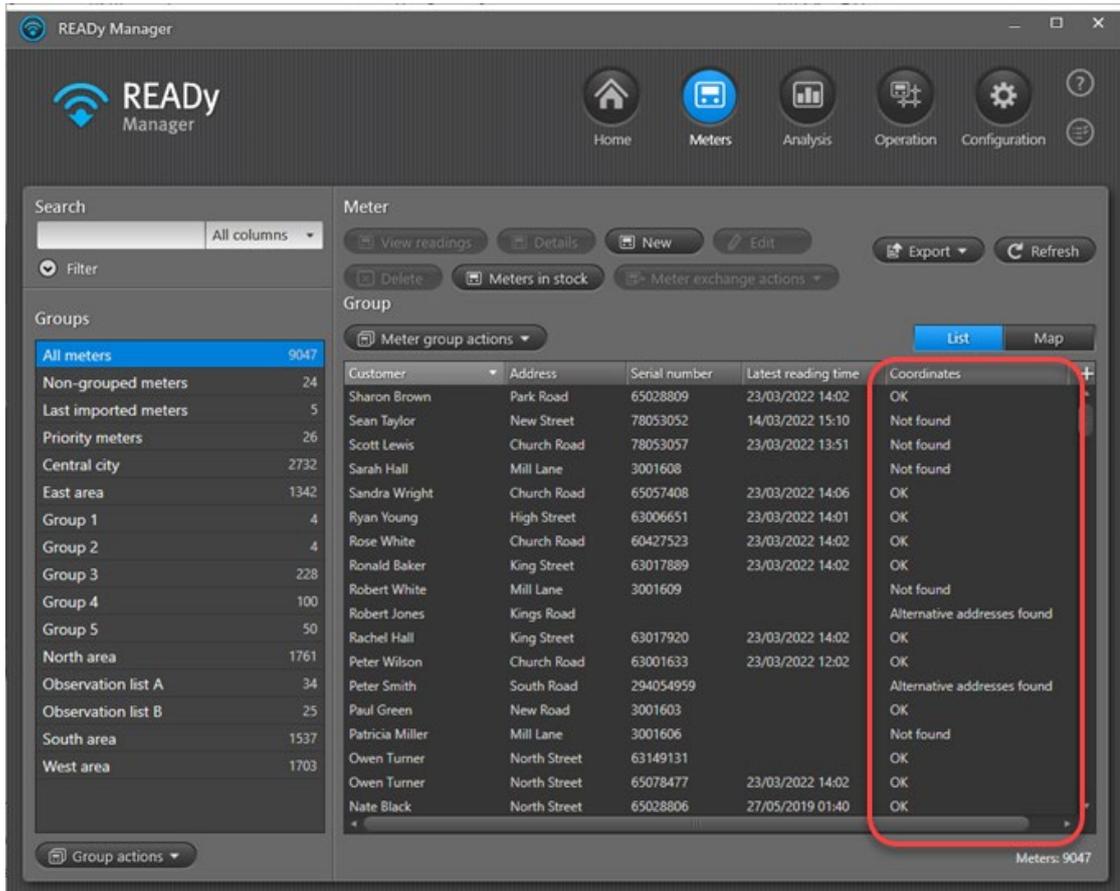
In order for READY Manager and READY App to display meters on a map, map coordinates must be available for meter addresses. Follow the steps below to let READY Manager check addresses and search for map coordinates via My Kamstrup:

1. Select **Configuration**  > **System settings** > **General settings** > **Check addresses and retrieve coordinates automatically**:



READY will now start checking addresses and searching for map coordinates. The search may take several hours to complete.

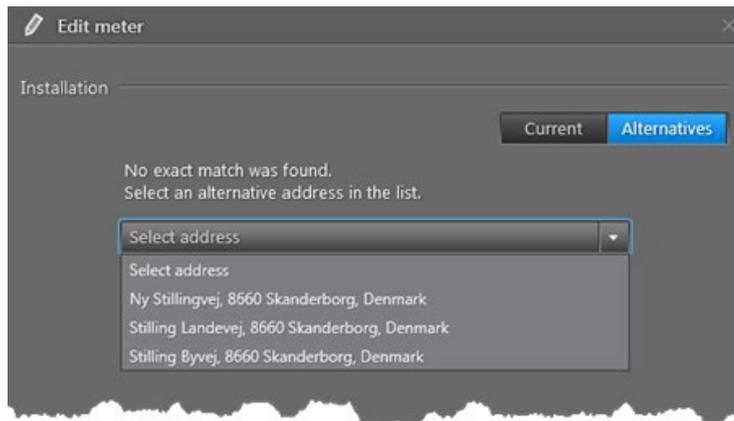
The result of the search is displayed in the Coordinates column in the Meters view:



The search result is one of the following:

- **OK** means the address search was successful.
- **Not found** means the address could not be found.
- **-** means the search failed because neither postal code nor city information has been specified.
- **Alternative addresses found** means that more than one address match was found.

To select the right one, right-click the meter in the **Meters** view, and choose **Edit** in the menu that appears. Then select the right address in the list of alternative addresses at the top of the window:



## 7.5 Organising meters in groups

Meter groups are used to provide an overview of the meters in your distribution network and to create logical reading groups and groups of meters that need special attention.

Examples of how to use groups:

- Groups can be used to sort which meters you want to show on the map and in the list in READY Manager.
- If you read meters via READY App (mobile reading), you may want to organise your meters in groups according to their address, so that you can split your drive-by reading into neighbourhoods (for example if you want to divide the reading between more people and want to avoid wasting time on reading the same meters more than once).

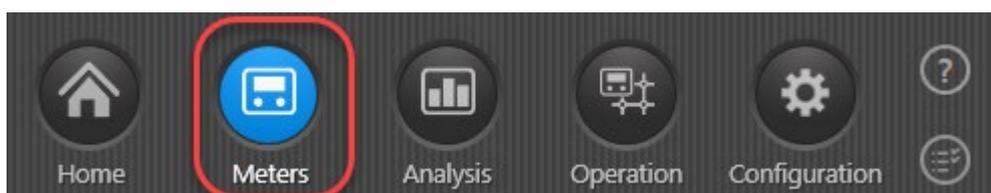
**Note** No more than 15000 meters can be transferred to READY App. This means that if you have more than 15000 meters in READY Manager, you *must* divide them into two or more reading groups.

- If you have a basic subscription to a wired M-Bus network, you may want to create a group with all meters connected to the M-Bus Master. In this way, you can easily select all meters in the network when you want to read them all at once.

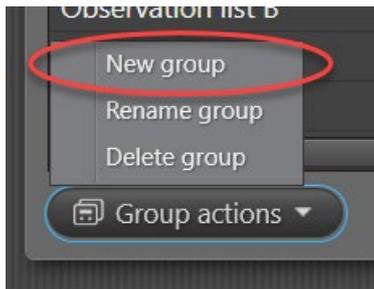
You can create as many meter groups as you like, and a meter can be part of more than one group, if required.

### How to create a meter group

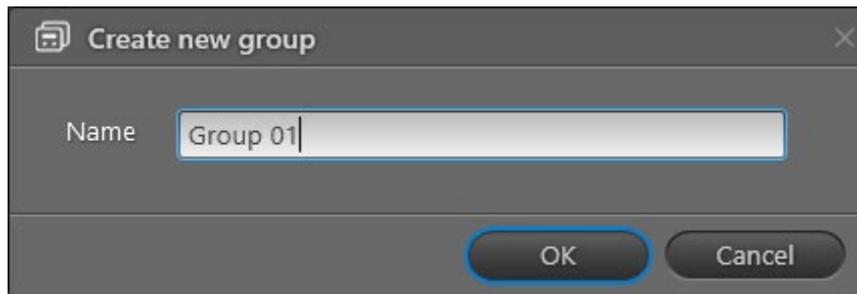
1. Click  in the upper-right corner of READY Manager to open the **Meters** view:



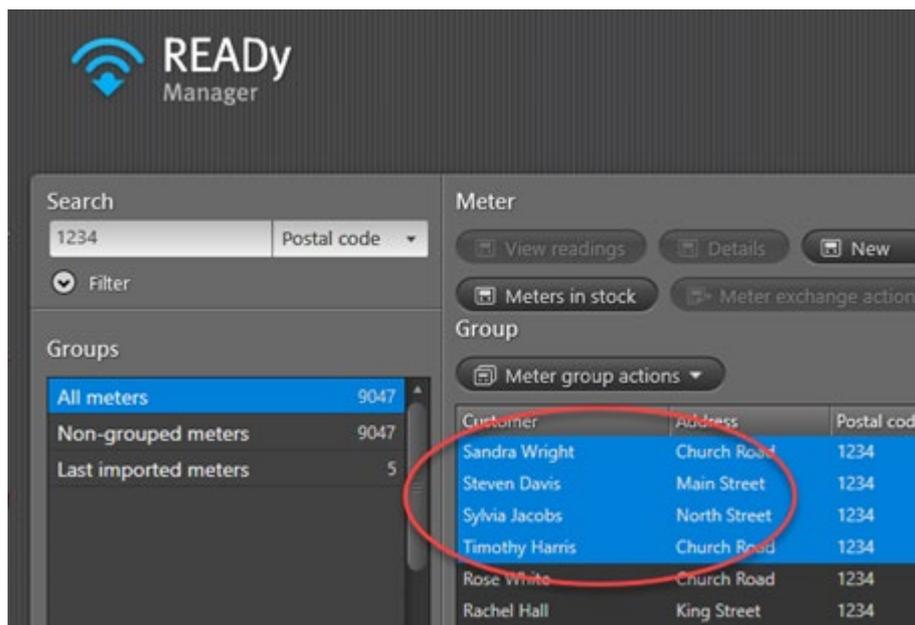
2. Click **Group actions > New group** in the bottom-left corner of the window:



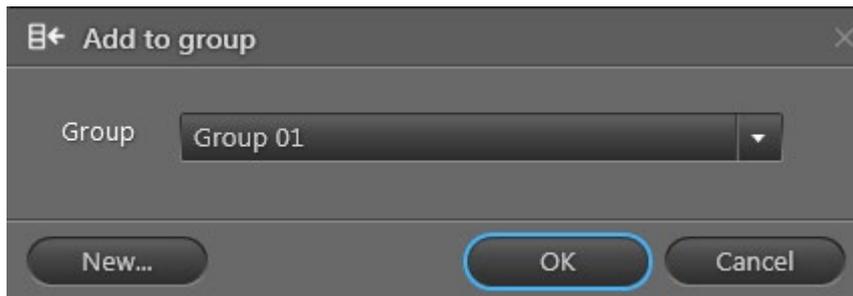
3. Enter the name of the group. Click **OK**:



4. In your list of meters, select the meter(s) you want to add to the group:



5. Click the **Meter group actions** button above the list, and select **Add to group**.
6. In the window that appears, select the group name you specified in Step 3:



7. Click **OK**.

## 7.6 Setting up collection of readings

Depending on the reading solution you have chosen, one or more of the following reading setups may be relevant to you.

### 7.6.1 Mobile reading

If you are going to read meters via a mobile device follow the steps below:

#### Step 1: Install READY App

Use the following procedure to install READY App on your smartphone 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.



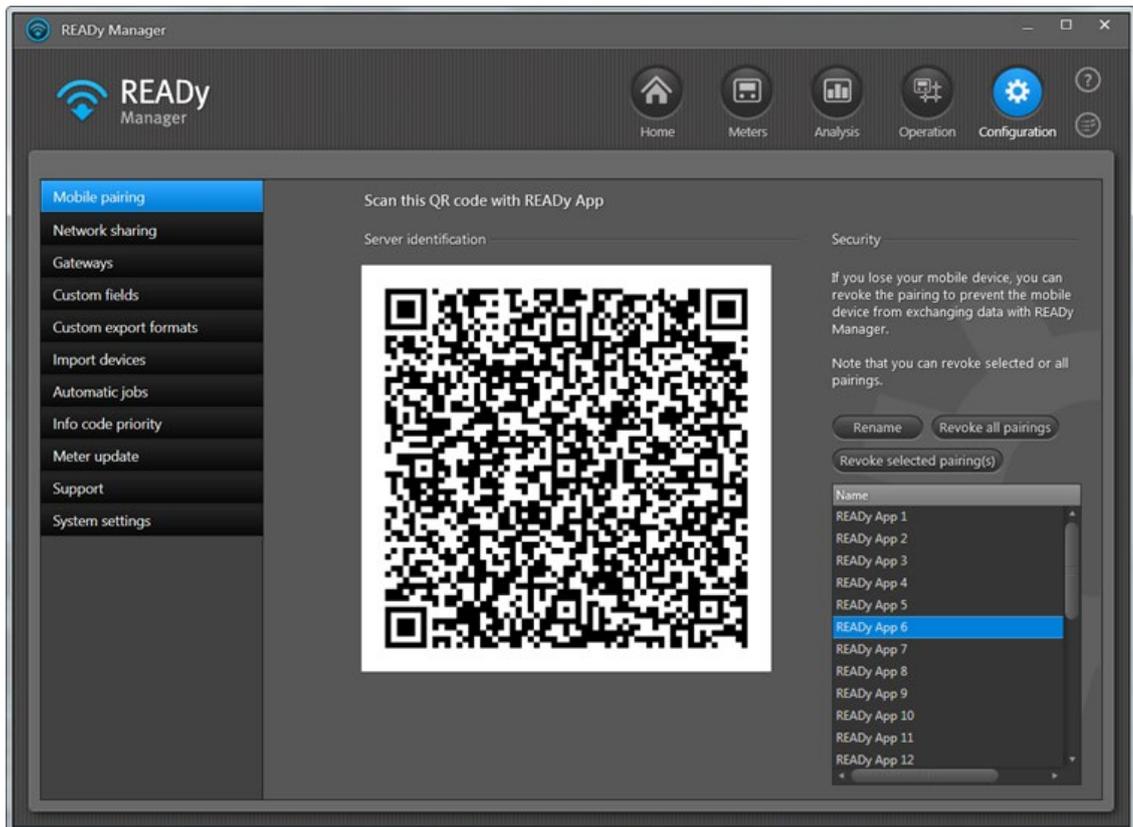
#### Important

Remember your password! If you forget it, you will not be able to access collected reading data on your smartphone/tablet. To prevent unauthorized access to reading data, reading data will be deleted on the smartphone/tablet if you enter a wrong password more than four times.

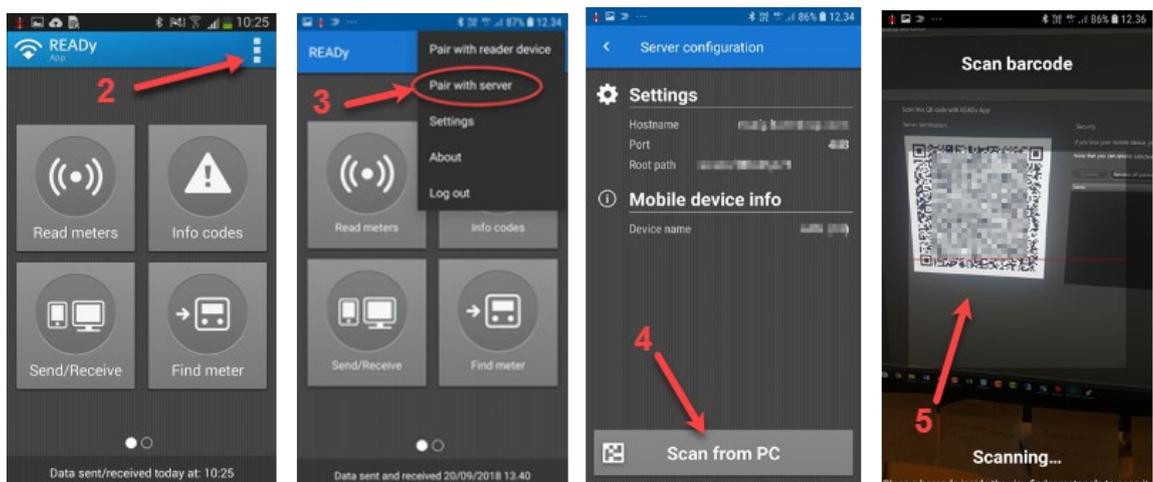
## Step 2: Pair READY App to READY Manager

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. 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.

#### Naming strategy for mobile devices

When you have paired your mobile device with READY Manager on your PC, the name of your smartphone/tablet appears at the bottom of the list of mobile devices in READY Manager.

You can rename the mobile device by selecting it in the list and clicking the **Rename** button. If you have many meters and mobile devices, consider naming your devices according to the meter group(s) you read via each mobile device, the name of the person using it, or the task (e.g. meter reading, meter configuration) of the person using it.

#### **Step 3: Transfer data from PC to mobile device**

Use the following procedure to transfer the latest customer information from READY Manager to READY App:

1. Make sure READY Manager is running on your PC.
2. On smartphone/tablet: Tap **Send/Receive** in READY App and wait until data has been transferred.

**Note** No more than 15000 customer meters can be transferred to the mobile app. If you have more than 15000 meters in READY Manager, a window appears in READY App asking you to select the group(s) of meters you want to transfer.

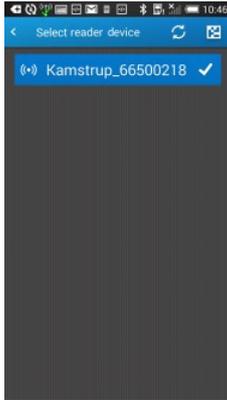
#### **Step 4: Pair READY App to READY Converter**

Use the following procedure to establish the connection between READY App  and READY Con-

verter :

1. Turn on READY Converter.
2. On your smartphone/tablet, tap  in the upper-right corner of READY App.
3. Tap **Pair with reader device**.
4. In the list of converters that appears, tap the one you want to pair with.

When the converter you selected in the list turns blue and has a check mark next to it, READY App and READY Converter are paired.



If you use a roof antenna, follow the procedure below to connect READY Converter to it now. Otherwise you are now ready to start reading meters.

#### Step 5: Connect READY Converter to roof antenna

1. Unscrew the small antenna on READY Converter.
2. Attach the cable for the roof antenna to READY Converter.
3. Place the antenna on the roof of the car.

The antenna is provided with a magnet and sticks to the roof.

You are now ready to start reading meters.

### 7.6.2 Wireless M-Bus network reading (also known as “fixed network”)

If you are going to read meters via a wireless M-Bus network, data collection units (i.e. concentrators) must be installed in your network. To do so, follow the steps below:

1. In the office: Plan the location of concentrators in your utility area.
  - Find suitable locations for concentrators and enter into an agreement with third parties on the mounting of the concentrators.

A suitable location is a central location at a height of 8 meters or more so that the antenna is clear of any surrounding structures. A good location could be a chimney or a tower.

The concentrator range depends on surrounding buildings and the installation conditions of the meters, but as a rule of thumb, meters can be read at a distance of approximately 500 m in urban areas.

2. At the installation site: Install each concentrator at the planned locations in your utility area.

For details, see the installation guide that came with your concentrator.

3. Next to the concentrator you just installed: Verify your installation on-site to make sure that the connection to the concentrator has been established:
  - Make sure the LED light number two and three on the concentrator turn green (READY Concentrator), or make sure that all LED status fields are green in the LED Status Reader program (READY Concentrator 1M).

- Go to the homepage [check.kamstrup.com](http://check.kamstrup.com) (READY Concentrator) or READY App (READY Concentrator 1M) and enter the serial number of the concentrator to check that the concentrator is connected correctly and is able to send data. You can also see which meters can be seen from the concentrator.
4. **Back in the office:** To see your concentrators in READY Manager, click **Operation**  in the upper-right corner of READY Manager and select **Infrastructure** to the left. If desired, you can add a comment to each concentrator, e.g. about the location of the installation.

**Important** Concentrators are imported into READY Manager together with your meters. So, if you have set up automatic meter import, concentrators are also automatically imported. If you import meters via a local file, concentrators are imported the same way via a local file. For details, see section 7.3 “Importing your meters into READY Manager” on page 15.

### 7.6.3 Wired M-Bus network reading

If you are going to read meters via wired M-Bus network, the meters must be wired to an M-Bus Master, and the M-Bus Master must be set up in READY Manager. Follow the steps below:

1. Wire the meters to the M-Bus Master.
2. Open READY Manager, and create a group with the meters you have wired to the M-Bus Master (if you have not done so already).

For details, see section 7.5 “Organising meters in groups” on page 29.

3. Click **Operation**  in the upper-right corner of READY Manager, and select **Wired M-Bus** to the left.
  4. Click **New**.
  5. In **Name**, enter the desired name of your M-Bus Master.
  6. In **Group**, select the group of meters connected to this M-Bus Master (see Step 2).
  7. Follow Step a or b:
    - a. If you want to connect the M-Bus Master directly to your PC with READY Manager:
      - Plug the M-Bus Master into the desired COM port on the PC with READY Manager.
      - Select **Only show installed serial ports**.
      - In **Port**, select the port on your PC into which you have plugged the M-Bus Master.
- OR**
- b. If you want to connect to the M-Bus Master via your local network:
    - If your M-Bus Master is a Kamstrup M-Bus Master 250D, plug an RS-232 to TCP/IP converter (e.g. Moxa Nport) into the COM port of the M-Bus Master.
    - Connect the RS-232 to TCP/IP converter to the local area network.

- In **IP address** and **Port number**, enter the IP address and port number of the M-Bus Master in your local network.

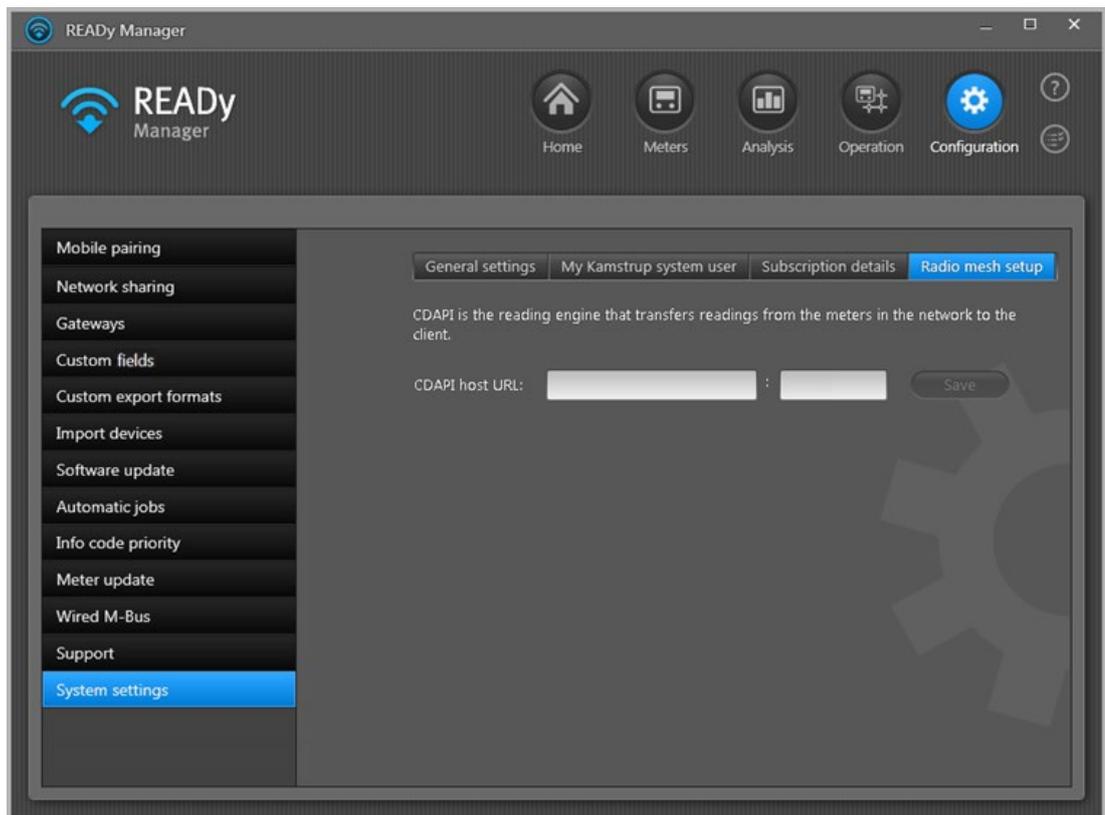
8. Click **Save**.

#### 7.6.4 Radio Mesh network reading (existing network)

If you are going to read meters via Radio Mesh network, follow the procedures below:

How to set up the connection to the radio mesh reading engine (REAdy Support customers only):

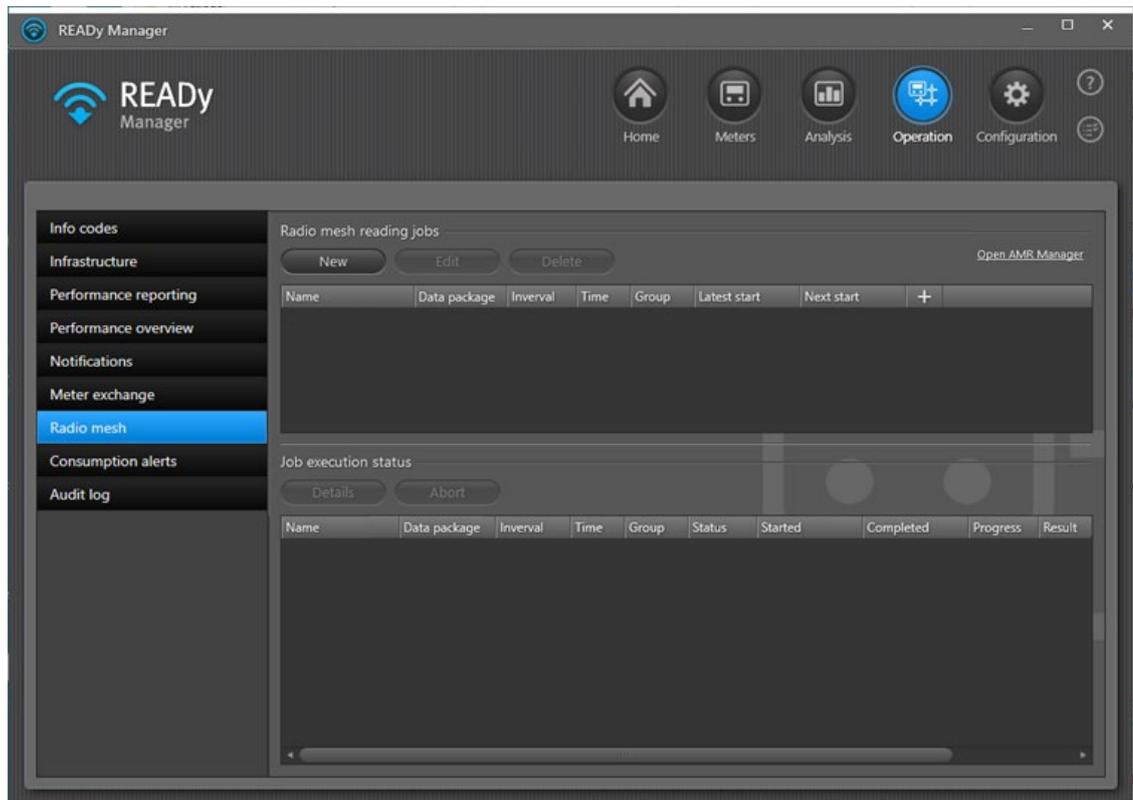
1. Click **Configuration**  > **System settings** > **Radio mesh setup**:



2. Enter the host URL and port number to the CDAPI service (i.e. the radio mesh reading engine).
3. Click **Save**.

### How to set up automatic reading jobs in READY Manager.

1. Click **Operation** in the upper-right corner of READY Manager, and select **Radio mesh** in the menu to the left:



2. Click the **New** button above the uppermost list.

3. Select if you want your reading job to collect logged data (**Logged data job**) or the current readings on the meter (**Current readings job**).
4. In **Job name**, enter a name for the automatic reading job.
5. In **Group**, select the group of meters you want to read.
6. To select a reading interval, follow Step a or b
  - a. Current readings job: In **Interval**, select the time period between each reading (hourly, daily, weekly or monthly).
    - For hourly reading, select the time each hour at which you want to read data.
    - For daily reading, select the time of the day at which you want to read data.
    - For weekly and monthly reading, select the time of day and day of week/month on which you want to read data.

OR

- b. Logged data job: In **Interval**, select "Daily". Then select the time of the day at which you want to read data and select the number of days back in time for which you want to collect reading data.

**Note** You will always collect today's logged values (if you have logged any at the time of the reading) plus logged data for the number of days back in time that you select. So if you only want to collect logged values for a single day at a time, select "1" in **Number of days** and set up an automatic daily reading at 00.01 (as you have probably not collected any logged data yet during this first minute of today, you will only collect yesterday's logged readings).

7. In **Data package**, select the set of meter values you want to read.

In **Data included in package**, you can see exactly which types of meter values are read with the currently selected data package.

8. Select **Run job now** if you want to test your new automatic reading job right now and not wait for the selected reading interval to occur.
9. Click **Save**.

### 7.6.5 P2P reading

No additional setup is required. P2P meters are imported in the same way as other Kamstrup meters (as described in "Importing your meters into READY Manager" on page 15).

## 7.7 Network sharing

This section is only relevant if you are going to share a radio network with another company, for example if you are a district heating company and want to share a radio network with a water company that has meters in the same geographical area.

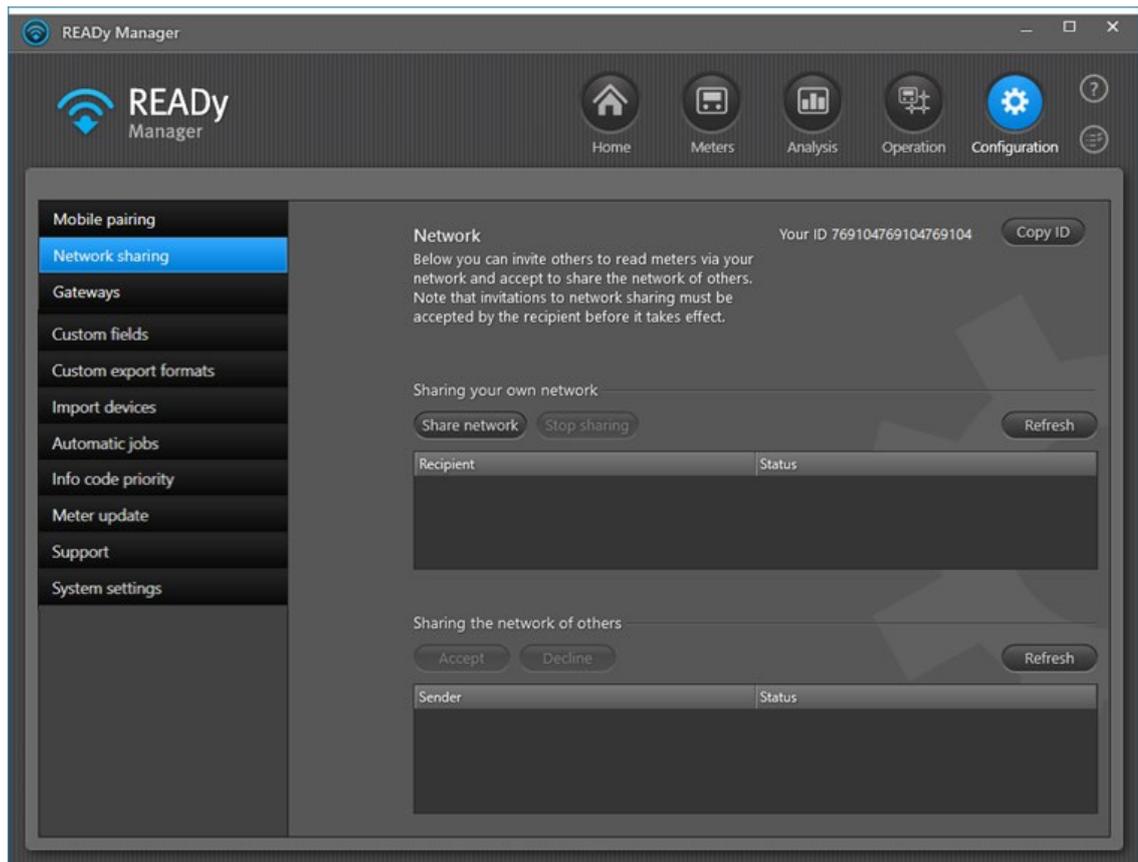
Each company only receives the reading data from their own meters, i.e. the meters for which they have the encryption keys. The data collection intervals can be different for each company.

- To share your own radio network with others, see "How to share your radio network with others" below.
- To share a radio network owned by others, see "How to share a radio network owned by others" on page 42.

### How to share your radio network with others

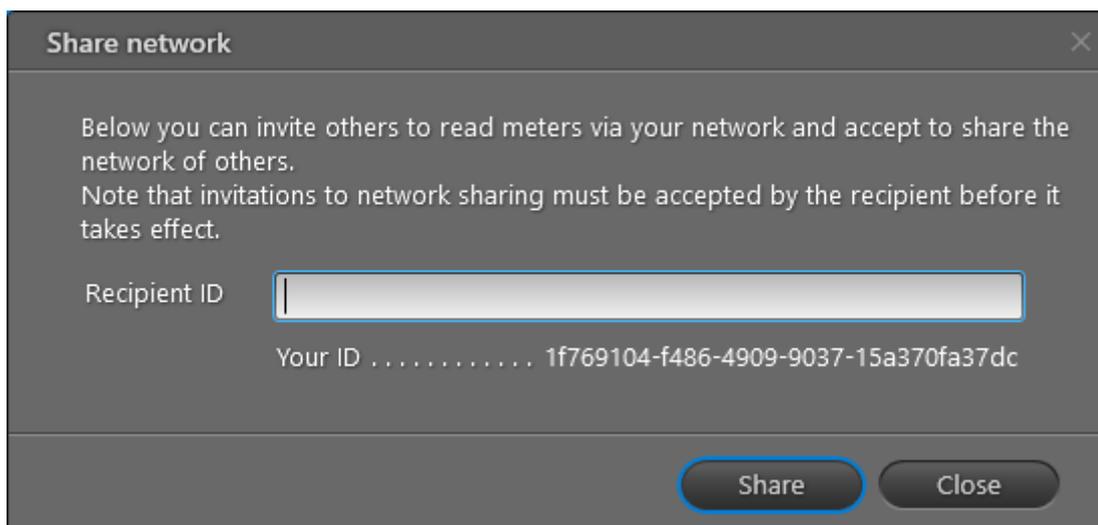
Use the following procedure to share your radio network with others:

1. Click Configuration  in the upper-right corner of READY Manager, and select **Network sharing** to the left.



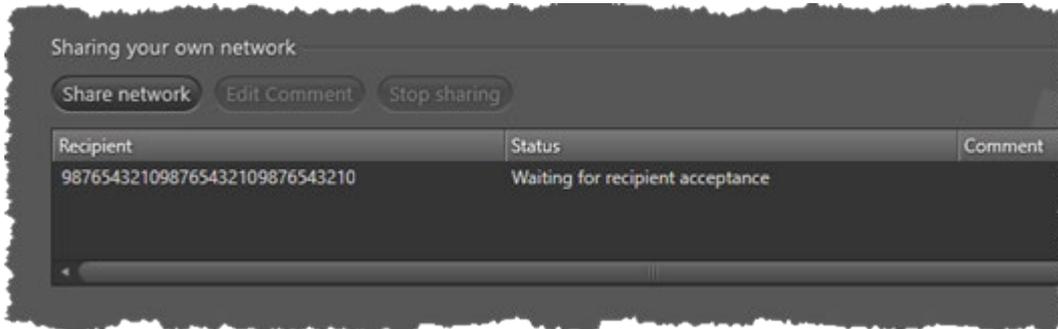
2. Click **Share network**.
3. In the window that appears, enter the ID you have received from the new user of your network.

If you have not yet received the ID, ask the new user to click **Copy ID** in the upper right corner of the **Network sharing** window and paste it into an email and send it to you.

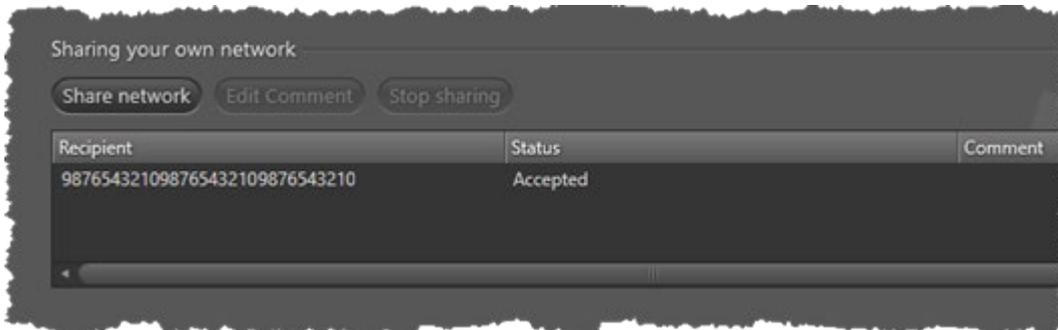


4. Click **Yes** to confirm you want to share your network.
5. Click **Refresh**.

The sharing invitation now appears in the **Sharing your own network** list with the status "Waiting for recipient acceptance":



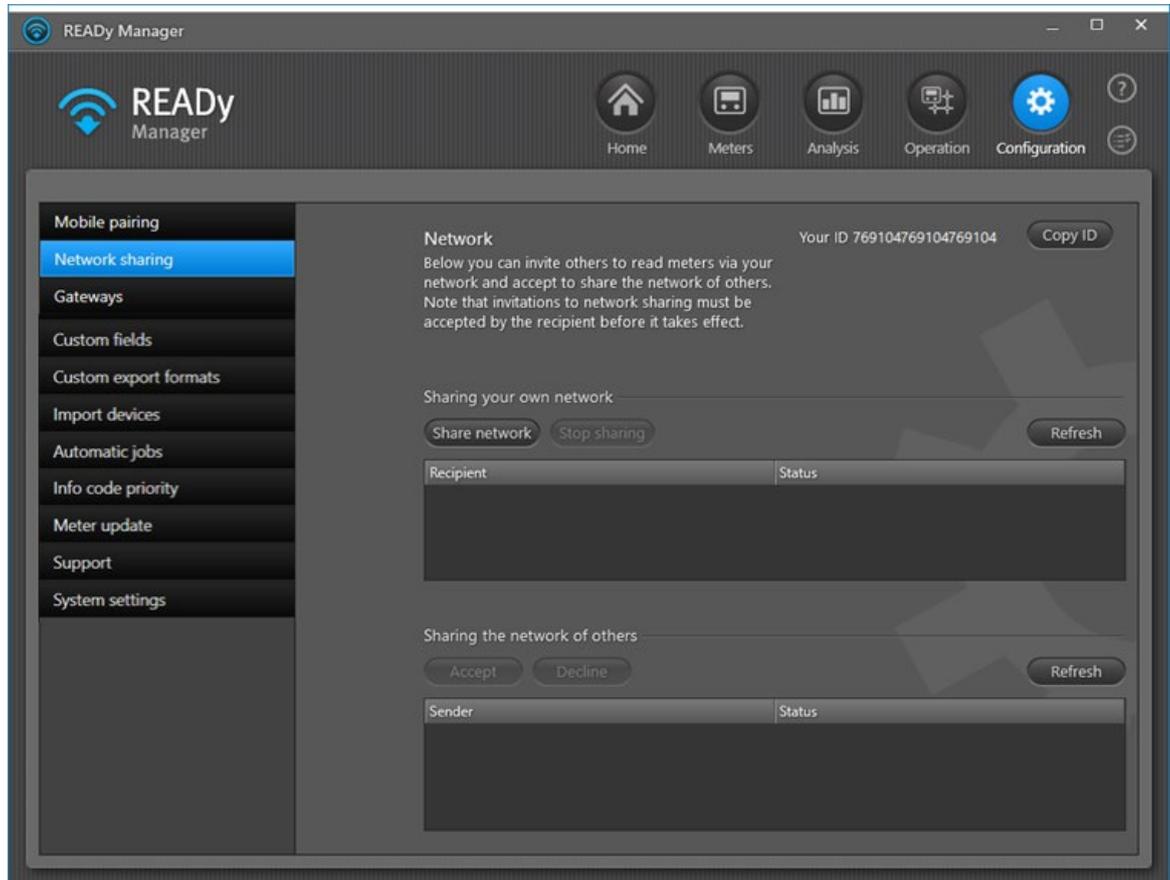
Once the new user of your network has accepted the invitation (see procedure below), the status changes to "Accepted" and the network sharing takes effect:



**Note** It may take up to 24 hours before the new user of your network receives the first readings.

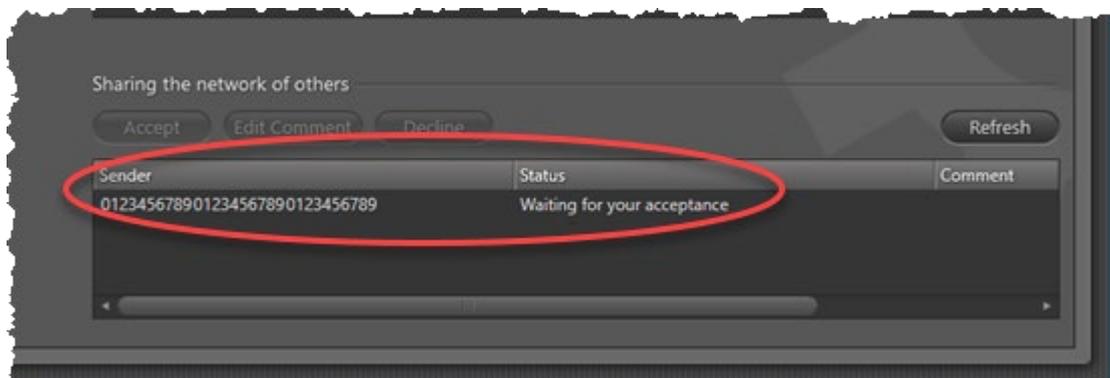
## How to share a radio network owned by others

1. Click **Configuration**  in the upper-right corner of READY Manager, and select **Network sharing** to the left:



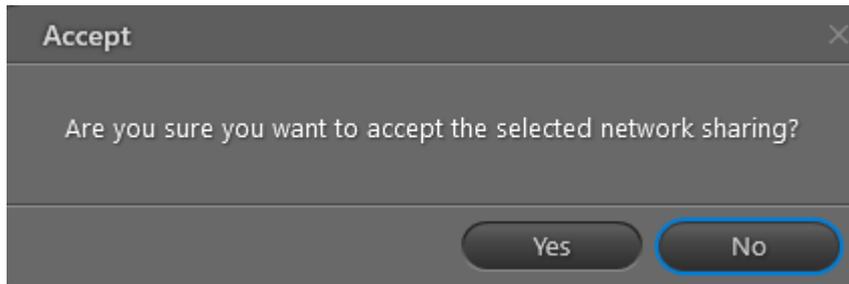
2. Click **Copy ID** in the upper right corner of the window and send it (for example by email) to the owner of the network you want to share.

The owner of the network will send you an invitation to share his or her network based on the ID you have sent. The invitation will appear in the list at the bottom of the window:

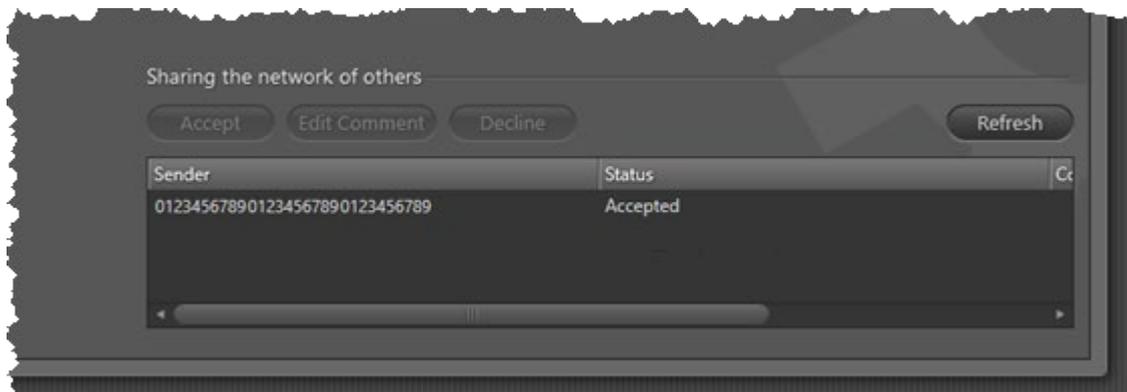


3. Select the invitation to network sharing in the **Sharing the network of others** list at the bottom, and click **Accept**.

- In the window that appears, click **Yes** to confirm.



The status of the network sharing invitation now changes from "Waiting for your acceptance" to "Accepted", and you will start to receive meter readings in READY:



Please allow up to 24 hours for the first readings to arrive after a network sharing has been set up.

## 7.8 Creating export jobs

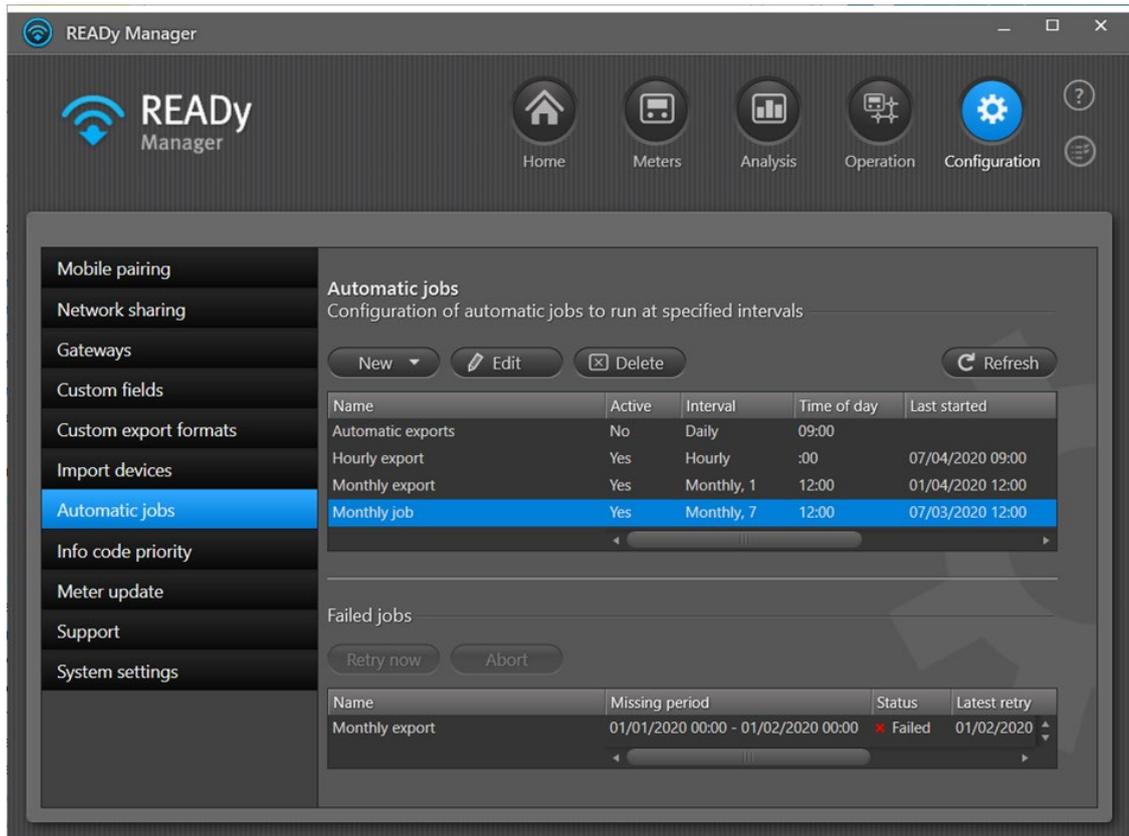
In order to export reading data, for example to your billing system, you can set up automatic exports from READY Manager.

### Predefined export formats and export formats that you define yourself

You can either use Kamstrup's predefined formats or define your own export format. For step-by-step instructions on how to create your own export format, see the online help that appears when you click the question mark  in the upper-right corner of READY Manager.

### How to set up automatic export of reading data at regular intervals

- Click **Configuration**  in the upper-right corner of READY Manager, and select **Automatic jobs** in the menu to the left:



2. Click the **New** button and select **Export**.
3. In **Name**, enter a name for the automatic export.
4. In **Interval**, select the time interval between each export (hourly, daily, weekly or monthly).
  - For hourly export, select the time each hour at which you want to export data.
  - For daily export, select the time of the day at which you want to export data.
  - For weekly and monthly export, select the time of day and day of week/month on which you want to export data.
5. Select **Active** to activate the export to take place at the specified time.  
If the check box is cleared, the export is deactivated and will not take place.
6. In **Format**, select the export format you want to use.  
The list contains Kamstrup's predefined export formats plus export formats that you have defined yourself.
7. In **Readings per meter**, select which readings you want to export for each meter: all readings, the latest reading, final readings (if any) or all readings since last export.
  - For hourly export, you export the readings of the previous hour. If you select the Include the last 24 hours check box, the system includes the last 24 hours when searching for readings to export.
  - For daily export, you export the readings of the previous day (i.e. from midnight to midnight).

- For weekly export, you export the readings of the previous week (i.e. from Monday to Sunday unless you choose another first day of week in the First day of week field).
- For monthly export, you export the readings of the previous month (i.e. from 1st to 1st unless you choose another day of the month in the Day of month field) or the readings of the current month (i.e. from 1st to the date you select in the Day of month field).

If you have a Radio Mesh subscription and use the Generis format, you can also choose to export only current readings or only logged readings.

8. In **Group**, select the group of meters for which you want to export data.
9. Follow Step a, b or c to select the destination of the exported data.
  - a. To export data to an FTP server
    - In **Destination**, select "FTPS server" or "SFTP server".
    - In **Server**, enter the name of the FTPS or SFTP server.
    - In **File name**, enter a name for the exported file.
    - In **User name**, enter the user name for the FTPS/SFTP server.
    - In **Password**, enter the password for the FTPS/SFTP server.
    - Select if you want to **Allow self-signed server certificate**.
  - b. To export data to an email address (hosted version of READY Manager only)
    - In **Destination**, select "email".
    - In **Email**, enter the email address to which you want to send the reading data.
    - In **Subject**, write the text that you want to appear in the subject field of the email.
    - In **File name**, enter a name for the exported file.
  - c. To export data to a folder on your computer (local installation of READY Manager only)
    - In **Destination**, select "Folder on PC".
    - In **File name**, enter a name for the exported file.
    - Click **Browse** to go to the folder where you want to save the exported file. Click **Save**.
10. In **Add date and time to export file name**, select whether or not the date and time should be added to the name of the exported file.
11. Select **Run job now** if you want to export reading data right away.
 

If the check box is cleared, the first export will take place at the time selected in Step 4.
12. Click **Save** to save the automatic export.

## 8. Troubleshooting

---

The table below lists the most common 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](mailto:mykamstrup@kamstrup.com).
- For problems related to the use of READY Manager or READY App, please call +45 8993 1110 or send an email to [supportdesk@kamstrup.com](mailto:supportdesk@kamstrup.com).

**Hint** 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.

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.	Ask the My Kamstrup superuser of your company to add you as a new user. <u>If you are the My Kamstrup superuser</u> , see “User access to READY and Kamstrup meters” on page 47. <u>If you do not know who the superuser is</u> , see “How to identify the My Kamstrup superuser(s) in your company” on page 47.
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 <b>Reset password</b> . You will then receive a new email with a new activation link.
I am asked to contact the My Kamstrup superuser in my organisation but do not know who it is.		See “How to identify the My Kamstrup superuser(s) in your company” on page 47
I have forgotten my password to My Kamstrup/READY		Go to the My Kamstrup login window, enter your email address, and press <b>Reset password</b> .
What is the difference between READY Hosting and READY Support? Note that READY Support is also known as “local installation”.	If you have purchased READY Hosting, Kamstrup saves your meter data. If you have purchased READY Support, your meter data are saved on your own computer.	If in doubt, check your order confirmation from Kamstrup to see if you have purchased READY Hosting or READY Support.

## A. User access to READY and Kamstrup meters

---

Due to the EU law on data protection and privacy for all individuals in EU (GDPR- General Data Protection Regulation), Kamstrup is not allowed to grant users access to your meters unless the My Kamstrup superuser in your company asks Kamstrup to do so.

### Who is the My Kamstrup superuser in your company and what is he or she supposed to do?

When you buy READY, you need to appoint at least one My Kamstrup superuser. The superuser is responsible for providing other users access to the meters and meter data of your company. If you have a READY hosting solution, the superuser is also responsible for:

- creating new READY users in your company
- granting each user the appropriate user rights.
- contacting My Kamstrup support (at [mykamstrup@kamstrup.com](mailto:mykamstrup@kamstrup.com)) if needed.

The first My Kamstrup login that Kamstrup connects to your meters automatically becomes My Kamstrup superuser in your company. This means that **the first person in your company that sends an email to [mykamstrup@kamstrup.com](mailto:mykamstrup@kamstrup.com) and asks for his or her My Kamstrup user to be connected with the meters of your company, becomes the My Kamstrup superuser in your company.**

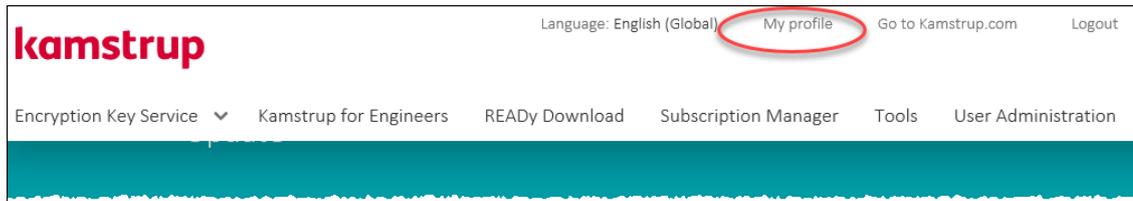
### How to identify the My Kamstrup superuser(s) in your company

If you have a My Kamstrup (or READY) login, you can see the My Kamstrup superuser(s) in your company in the following way:

1. Log in to My Kamstrup (for details, see section 4 “Log in to My Kamstrup” on page 8).
2. Select **User administration**:

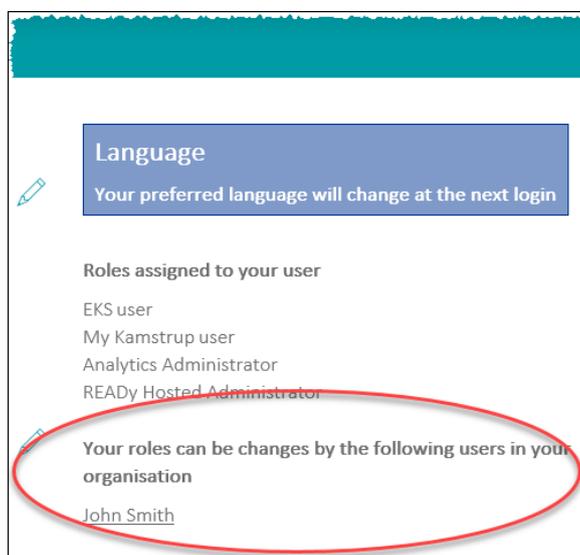


3. Select **My profile** at the top of the window:



The list of My Kamstrup superusers in your company will now be generated and appears in the bottom right corner of the window:

**Note** It may say “There are no My Kamstrup superusers in your organisation” for a few moments until the list has been generated.



## A.1 How to grant a new user access to READY (READY hosting customers only)

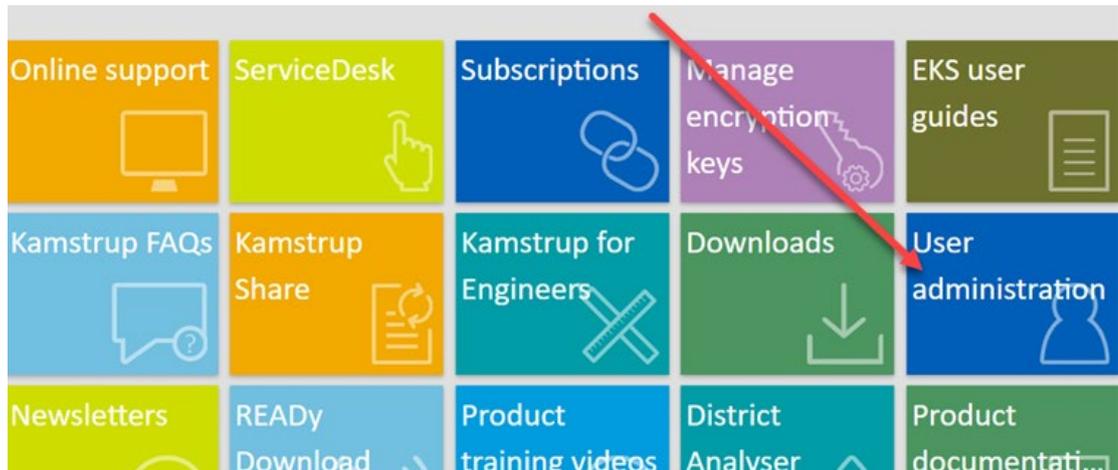
**Important** A new user logs in to READY with his or her email address as user name.

- If the email address of the new user has the same domain name as your superuser email address (domain name is what comes after the @ in the email address), follow the steps below to create a new READY user.
- If the email address of the new user has another domain name than you, write to [mykamstrup@kamstrup.com](mailto:mykamstrup@kamstrup.com) and ask Kamstrup to add the new user to your company’s My Kamstrup account. Then follow the procedure “A.2 How to change the access rights of a user in READY” to grant access to READY.

**For security reasons, only the My Kamstrup superuser can ask Kamstrup to add new users.**

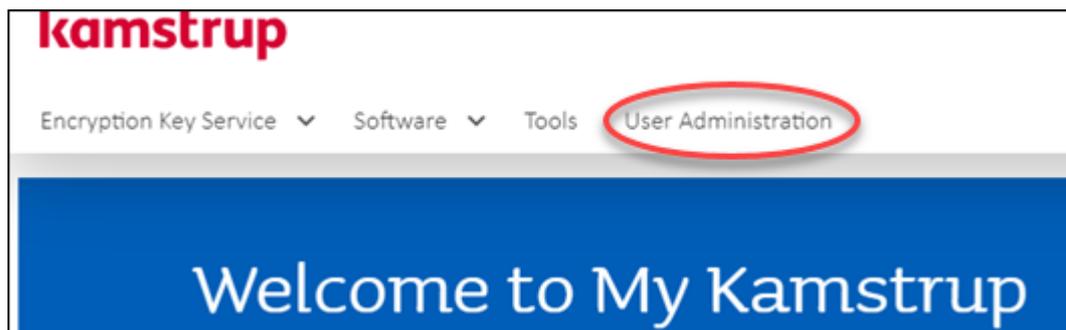
1. Log in to My Kamstrup (for details, see section 4 “Log in to My Kamstrup” on page 8).

2. Select **User administration**:



**Note** If you do not have access to the **User administration** module, it means that you are not a My Kamstrup superuser. To find out who is the superuser in your company, see “How to identify the My Kamstrup superuser(s) in your company” on page 47.

3. Select the **User Administration** tab at the top of the window:



4. Click **Add user**:



5. Enter the email address of the user you want to grant access to READY and your meters:

### Assign user to kamstrup

Enter the email of the user you wish to assign to kamstrup

**User belong to:**

My organisation Add a new user to 'My organisation' ⓘ

External users Give an external user access to your organisation ⓘ

**My kamstrup**

User  Superuser

**Encryption key service**

No access  User  Superuser

**READY Hosted**

No access  User  Superuser  Administrator

**Analytics**

No access  User  Superuser  Administrator

6. Select one of the following **READY Hosted** options:
  - User: The new user will be able to see and export data in READY but cannot create, edit or delete data.
  - Superuser: The new user will be able to perform all tasks in READY except for changing permissions and user rights in READY.
  - Administrator: The new user will be able to perform all tasks in READY including changing permissions and user rights in READY.
7. If the new user should be able to download encryption keys for meters (and concentrators if any), select **Encryption key service > User** or **Superuser**.
8. Click **Continue**.

If the user (i.e. email address) you entered in Step 4 does not yet have a My Kamstrup login, an email with an activation code will be sent to the new user asking him or her to create a password. The new user will then use this password and the email address to log in to READY.

## A.2 How to change the access rights of a user in READY

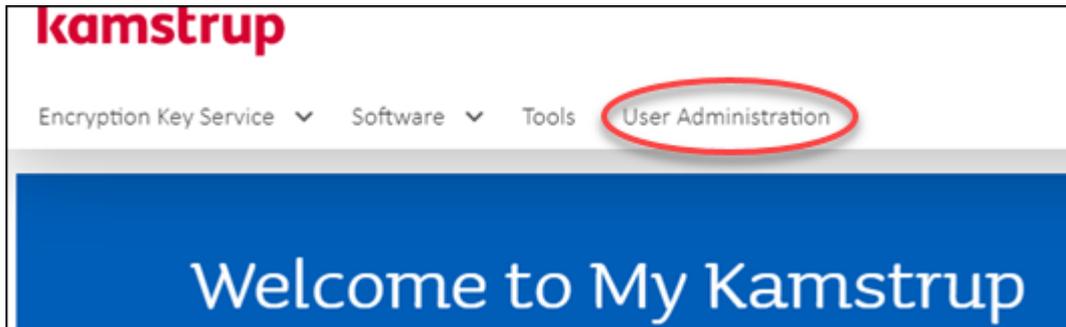
For each user, the superuser grants the appropriate access rights to your meter data in READY.

1. Log in to My Kamstrup (for details, see section 4 “Log in to My Kamstrup” on page 8).
2. Select **User administration**:



**Note** If you do not have access to the **User administration** module, it means that you are not a My Kamstrup superuser. To find out who is the superuser in your company, see “How to identify the My Kamstrup superuser(s) in your company” on page 47.

3. Select the **User Administration** tab at the top of the window:



4. Click the  icon next to the user whose access rights you want to change:



5. Select one of the following options below **READY Hosted**:

- **No access:** This user will have no access to READY.
- **User:** This user can see and export data in READY but cannot create, edit or delete data.
- **Superuser:** This can perform all tasks in READY except for changing permissions and user rights in READY.
- **Administrator:** This user can perform all tasks in READY including changing permissions and user rights in READY.

**Edit user role**

Change user role for: John Smith

User belong to:

- My organisation

My kamstrup

User  Superuser

Encryption key service

No access  User  Superuser

READY Hosted

No access  User  Superuser  Administrator

Analytics

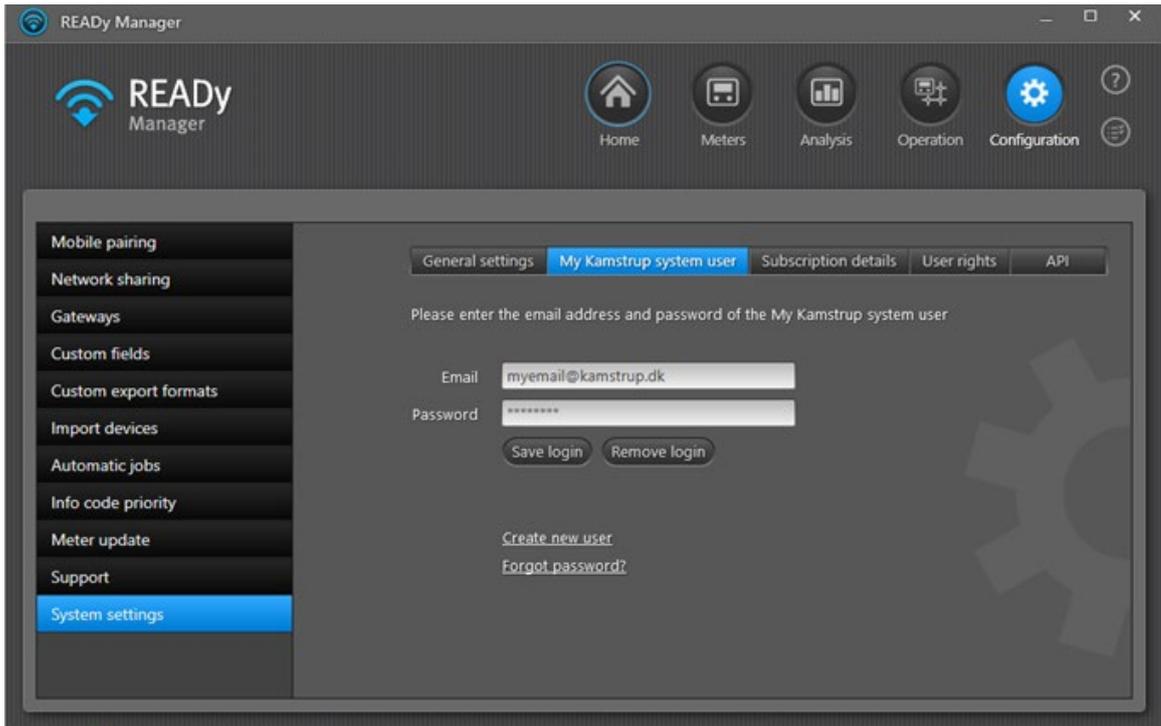
No access  User  Superuser  Administrator

6. Click **Change role**.

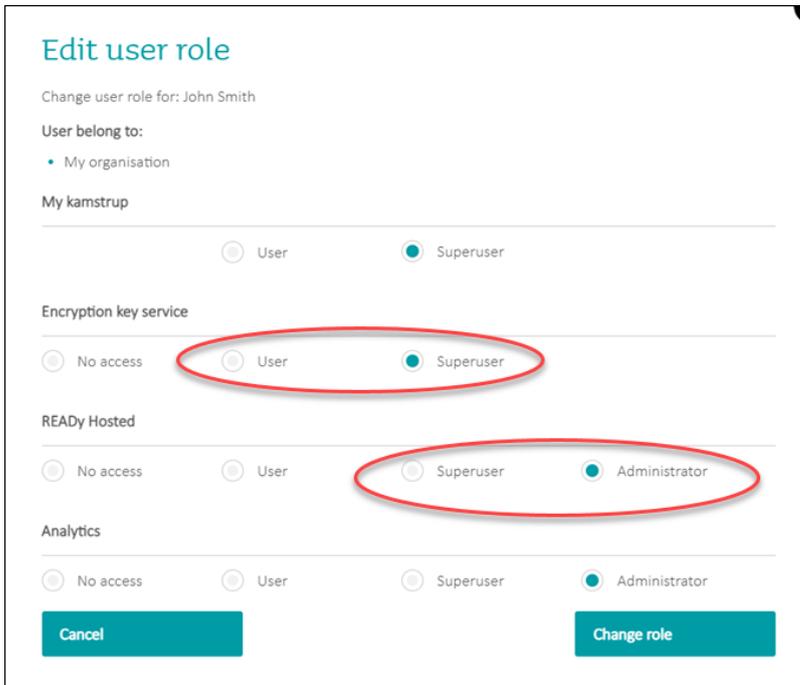
The new user rights apply the next time the user logs in to READY.

### A.2.1 The access rights of a My Kamstrup system user

In READY, you can enter the login credentials of a My Kamstrup system user. (If you do so, READY handles meter import, map coordinates and updates to your READY subscription automatically):

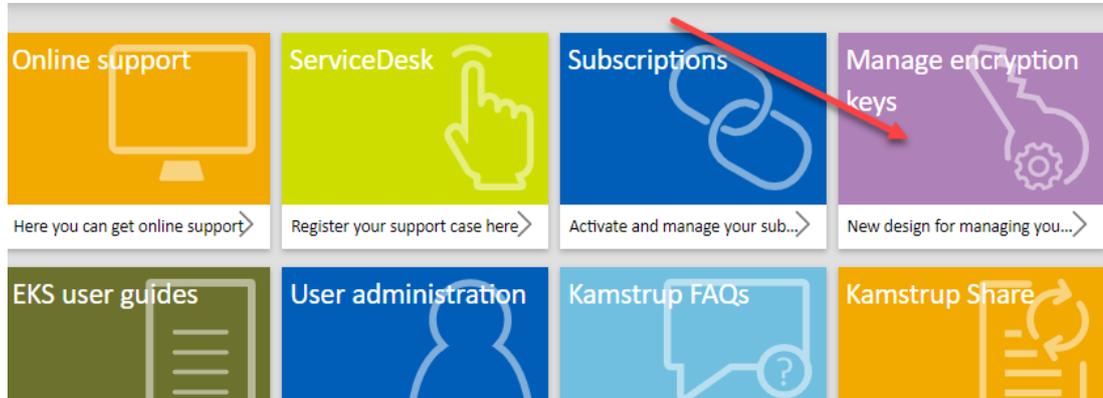


The My Kamstrup system user can be any of your READY users that have user or superuser rights to Encryption Key Service and superuser or administrator rights to READY:

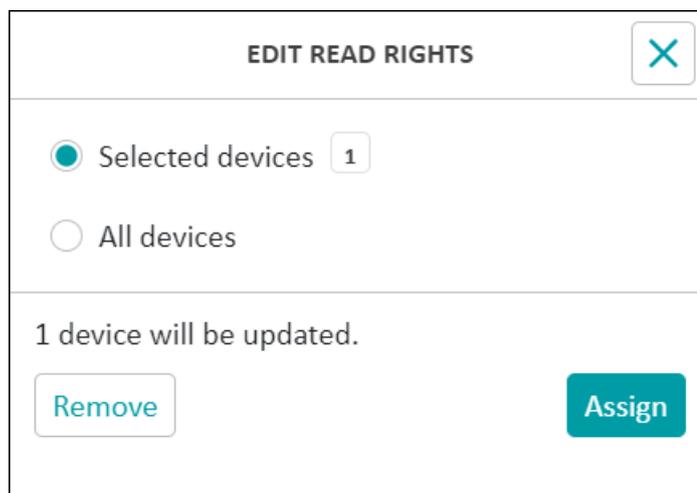


### A.3 How to grant another person read rights to one or more of your meters

1. Log in to My Kamstrup (for details, see section 4 “Log in to My Kamstrup” on page 8).
2. Select **Manage encryption Keys**:



3. Select **Devices** in the menu on the left.
4. Select the meter(s) to which you want to grant read rights.
5. Select the **Read rights** button at the top of the window.
6. In the window that appears, click **Assign**:



7. In the window that appears, enter the email address of the person to which you want to grant read rights:



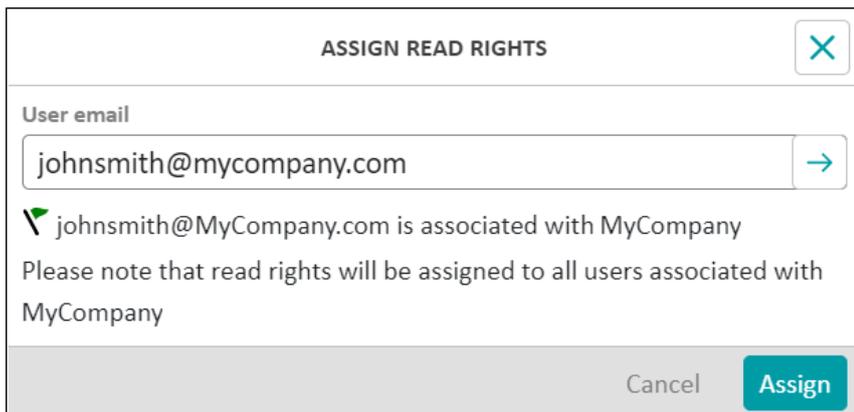
The screenshot shows a dialog box titled "ASSIGN READ RIGHTS" with a close button (X) in the top right corner. Below the title bar is a "User email" label and a text input field containing "johnsmith@mycompany.com". To the right of the input field is a search arrow button. At the bottom of the dialog, there are two buttons: "Cancel" and "Assign". The "Assign" button is currently disabled (greyed out).

8. Click the arrow  to check if a My Kamstrup user with this email address exist:



The screenshot shows the same dialog box as in step 7. The search arrow button has been clicked, and a loading spinner with the text "checking..." is now visible below the input field. The "Assign" button remains disabled.

9. Click **Assign**:



The screenshot shows the dialog box after clicking "Assign". A green checkmark icon is displayed, followed by the text "johnsmith@MyCompany.com is associated with MyCompany". Below this, a message states: "Please note that read rights will be assigned to all users associated with MyCompany". The "Assign" button is now active (highlighted in teal).

If the user does not have a My Kamstrup login, you will send an email that invites the user to create a My Kamstrup login when you click **Create & assign**:

✕

ASSIGN READ RIGHTS

User email

→

⚠ This user has not been registered  
An email will be sent to the user who must confirm the registration and select a password.

Cancel
Create & assign

## A.4 How to appoint a new My Kamstrup superuser

For each user, the superuser grants the appropriate access rights to your meter data in READY.

1. Log in to My Kamstrup (for details, see section 4 “Log in to My Kamstrup” on page 8).
2. Select **User administration**:



3. Click the  icon next to the user you want to be a My Kamstrup superuser:

Language: English (UK)
My profile
Go to Kamstrup.com
Logout

Encryption Key Service
Kamstrup for Engineers
READY Download
Subscription Manager
Tools
User Administration

User administration

Add user

FULL NAME	EMAIL	ROLE	LATEST LOGIN	
John Smith	johnsmith@MyCompany.com	EKS User My Kamstrup User	26/06/2018 08:52:48	<span style="border: 2px solid red; border-radius: 50%; padding: 2px 5px; display: inline-block;">✎</span> <span style="margin-left: 10px; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">✕</span>

4. Select **My Kamstrup > Superuser**:

**Edit user role**

Change user role for: John Smith

User belong to:

- My organisation

**My kamstrup**

User  Superuser

**Encryption key service**

No access  User  Superuser

**READY Hosted**

No access  User  Superuser  Administrator

**Analytics**

No access  User  Superuser  Administrator

**Cancel** **Change role**

5. Click **Change role**.

The user is now a My Kamstrup superuser.