

Smart Meter FAQs

Firmware & APP upgrade

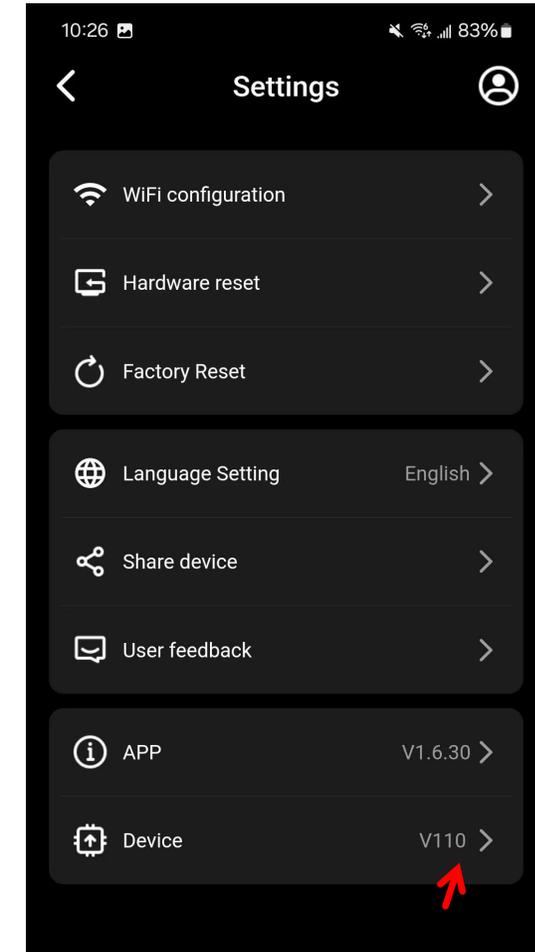
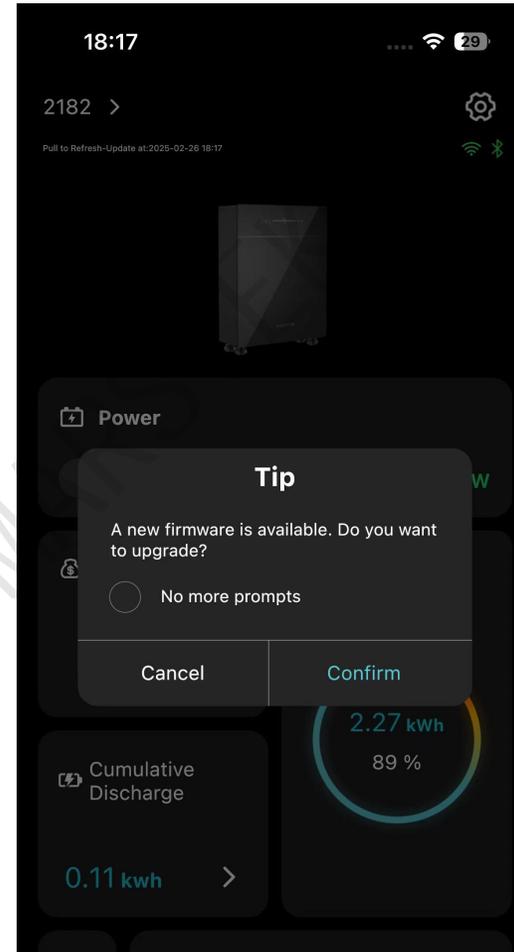
1. Firmware upgrade

System Pop-up: Tip->Confirm.

Find new firmware: Settings->Device.

2. APP upgrade

Please update in APP Store or Google Play.



MARSTEK P1 Meter

3. MARSTEK P1 Meter

MARSTEK P1 Meter Video Guide:

<https://www.youtube.com/watch?v=TSjxpRpg9UA>

MARSTEK P1 Meter APP Guide:

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/MARSTEK_CT003_User_Manual_V1.0.pdf?v=1738822879

MARSTEK P1 Meter Installation(PDF):

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/MARSTEK_CT003_Installation_Guide_V1.0.pdf?v=17388251

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Shelly Pro 3EM

4. Shelly Pro 3EM

Shelly Pro 3EM Guide:

https://cdn.shopify.com/s/files/1/0746/1575/0952/files/Instructions_for_using_Venus_with_Shelly_Pro_3EM-V1.0.pdf?v=1737427865

MARSTEK

HomeWizard P1

4. HomeWizard P1

HomeWizard P1 Guide(video):

<https://youtube.com/shorts/EY2-3eokO2Q?feature=share>

MARSTEK

FAQs

1. WIFI signal strength

WIFI signal is recommended to be greater than -50db. if the signal is too weak it will cause unstable connection. The strength of your model is below -70db and the data transmission is very unstable.

2. Connection is not stable

Make sure your device and your meter have the latest firmware version. Now Venus is V148 and MARSTEK P1 meter is V110.

3. HW P1 unstable or no readings

V148 can already support HW P1-meter, it is recommended to set HW P1 to be used as a static IP, and when you can't get a reading, set CT to another type first, and then re-search for the HW P1-meter with the APP to make sure that the APP re-searched for the P1-meter.

FAQs

4. Self-consumption or AI mode don't work or unstable

When the auto mode doesn't work, try to reconfigure the meter by selecting another meter then holding it for 30S and then selecting your current meter. Every time you reselect the meter, need the device to connect to the grid and set the auto mode and detect it. So it is not recommended to switch meters frequently.

5. Meter not in the lists

The supported list has been updated, if your meter is not in the list, please configure the meter and send a clear picture of the meter front panel. And notify us for testing.

6. Eco-tracker

Eco tracker will support soon.

FAQs

7. Multiple Venus Problems

When managing multiple devices, only support controlling a single device per phase. If you have three Venus devices, zero feed-in can be achieved. However, with only two devices, one phase must remain unused, or you can use one device for three-phase power compensation while the other operates in manual mode as a temporary solution.

If you want to use multiple batteries, please contact us for help.

Contact Support Team

How to Contact Support Team?

APP Settings->User feedback.

Working Hours: Berlin, UTC +2/+1 MON-FRI 9AM-5PM

Tips: MARSTEK APP V1.6.2 or higher can support upload photos and videos.

