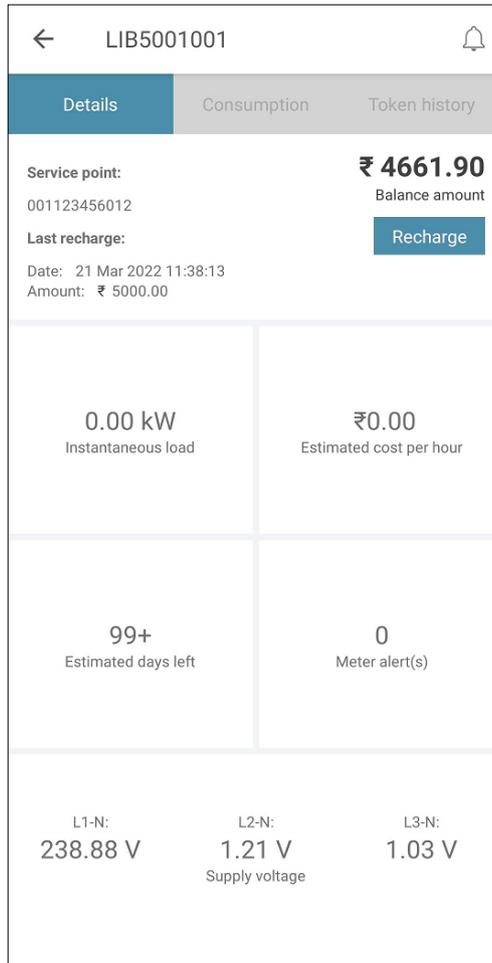




# Liberty online user mobile app



**User manual**  
**BGX701-273-R04**

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## 1 Important

1. No part of this manual or its contents may be published, distributed, scanned or copied, in electronic form or otherwise, without prior written consent of Secure Meters Ltd.
2. While we have made every effort to minimise errors, some may exist. We request feedback from users in this regard and undertake to correct such errors wherever possible.
3. All images used in this document are for representation purpose only.
4. Secure Meters Ltd. reserves the right to alter the features or specifications mentioned in this document without prior notice.
5. Local best practice and regulatory stipulations must always be observed, even if they are not referred to directly in this document. In addition, safety precautions recommended for installation of electrical equipment should be strictly adhered to.
6. Observe local safety norms when disposing of the product (if applicable), and any batteries (if applicable), at the end of their life, to ensure that they do not enter the household waste stream.

## 2 Introduction

This user manual describes the features and functions of the Sahaj mobile app and is intended for end users, who want to manage their electricity and /or Gas connections in a simple and effective manner.

The main features of this app include the following:

1. Secure and authenticated login through OTP
2. Provision to add multiple connections
3. Provision to add secondary users for a connection
4. On-the-go provision to recharge your account balance
5. Useful information on energy usage and costs
6. Configurations such as setting low credit amount and quick recharge
7. Alerts and notifications for better decision making
8. Time based load limiting feature for better load management and to avoid misuse of electricity (applicable for Liberty 170 and Liberty 370 dual register meters)
9. Supports prepayment and accounting mode (applicable for Liberty 170 and Liberty 370 dual register meters; Liberty 200 and Liberty 500)

You can use the app and its features without an internet connection. However, to complete the commissioning and login process after first time installation, you will require an internet connection. Some features like Online recharge and synching meter reading with back end server is not possible without an internet connection. However, meter reading, alerts and notifications etc. will not be impacted as they use Bluetooth.

### **IMPORTANT NOTE:**

All screens shown in this manual are for illustration purposes only. The mobile app supports both electricity and Gas connections and the screens in this manual may depict both, as examples.

## 3 Getting started

### 3.1 Downloading the app

The Sahaj mobile app is available on Google Play store and App store. The supported Android and IOS versions to run the app are as follows:

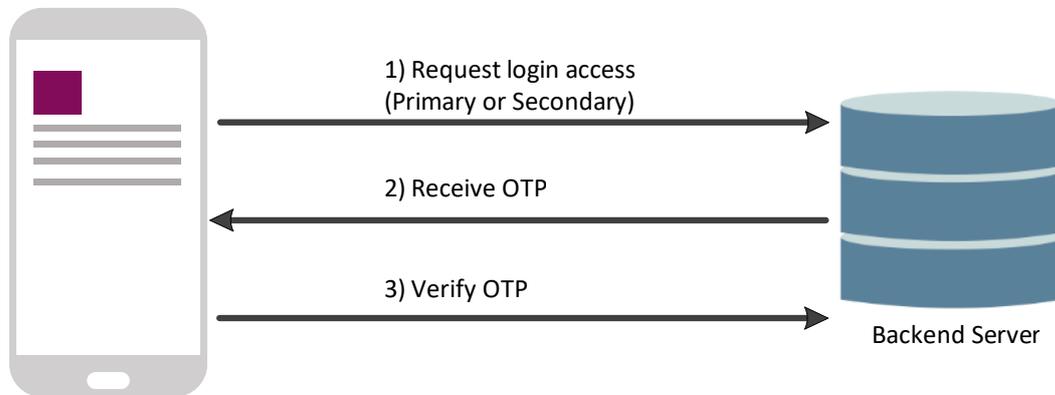
- Android version 6.0 and above
- IOS version 11 and above

Download the app from the store and follow the instructions to launch it.

**Note:** The Sahaj mobile app supports Liberty 500, Liberty 200, Liberty 170, Liberty 370 & Liberty 170, 370 dual register meters for Android version 6 and above; and IOS version 11 and above. You should regularly update the app for functional and security updates.

### 3.2 Logging in to the mobile app

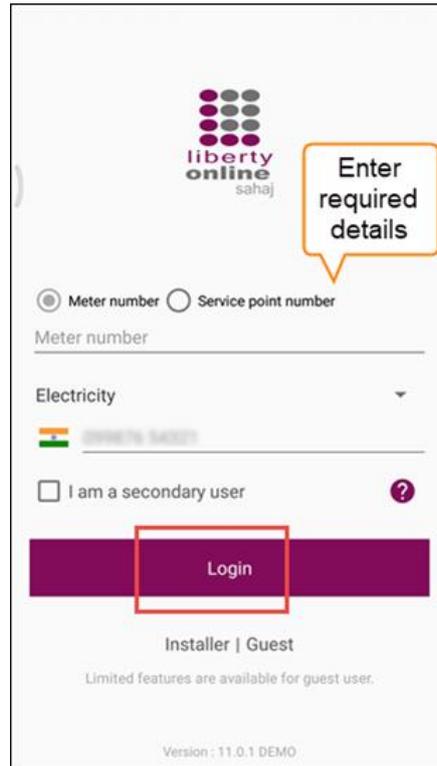
Following are the steps to login to the mobile app:



1. (Request login access): Select either the **Meter Number** or **Service point number** and enter the required information. Next tap the drop-down to select if the account is for **Electricity (default), Gas or Heat**

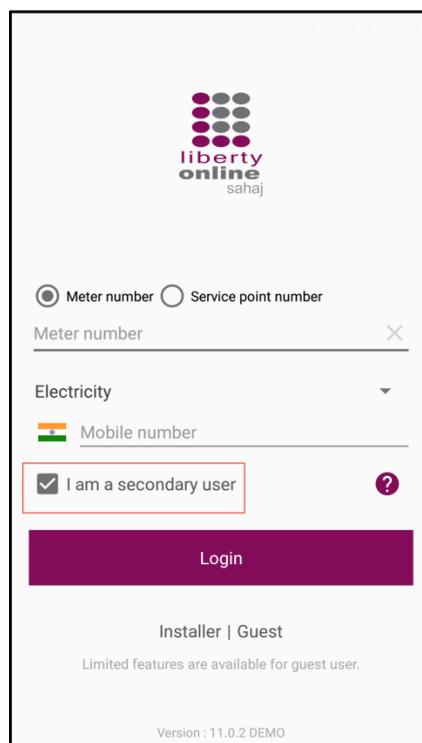
The screenshot shows the login interface of the Liberty Online Sahaj app. At the top is the Liberty Online Sahaj logo. Below it are two radio buttons: "Meter number" (selected) and "Service point number". The input field contains "SUM000102". A dropdown menu is open, showing "Electricity" (selected), "Gas", and "Heat". Below the dropdown is a checkbox for "I am a secondary user" and a question mark icon. A purple "Login" button is at the bottom. At the very bottom, it says "Installer | Guest" and "Limited features are available for guest user." and "Version : 11.0.2 DEMO".

2. Enter the **mobile number** associated with the registered account.
3. Tap Login.

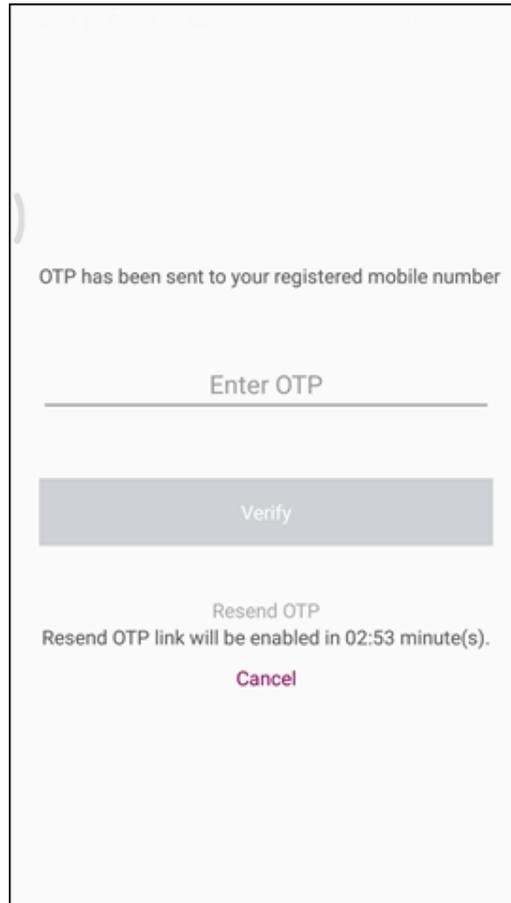


**Notes:**

- Contact the utility for the **Service point number** if you don't have it. This is a unique alpha-numeric/numeric value to identify your supply service point. **The Meter number** is available on your meter device or package.
- Ensure that you've provided your mobile number to the utility for linking with your Service point/K. no. number.
- If you are a secondary user, tap the **I am a secondary user** checkbox. You can login as a secondary user only if you authorised by a Primary user. An example screen is shown below.



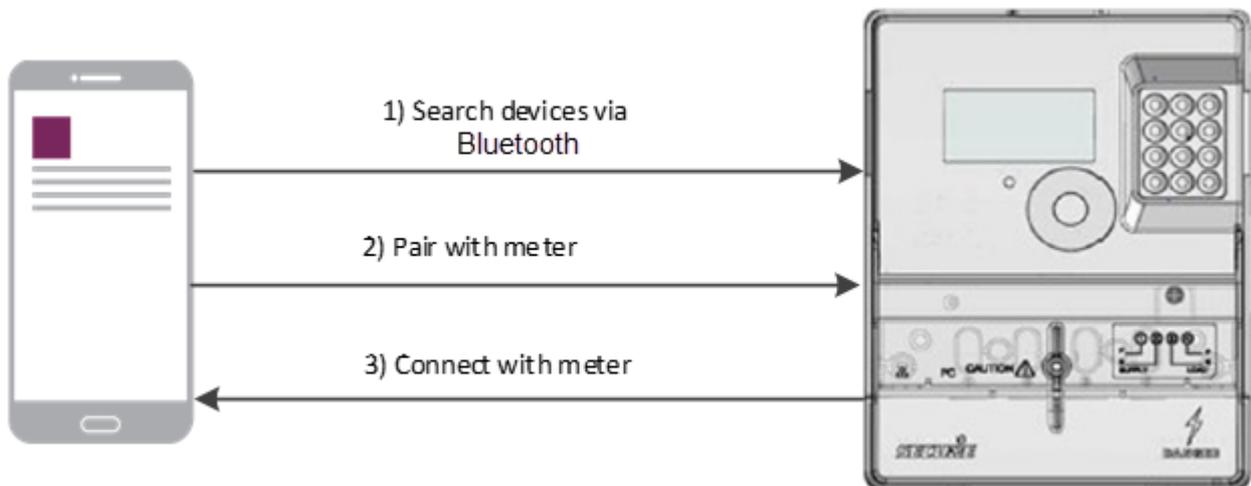
- (Enter OTP) Enter the OTP sent on your registered mobile no via SMS or email address.



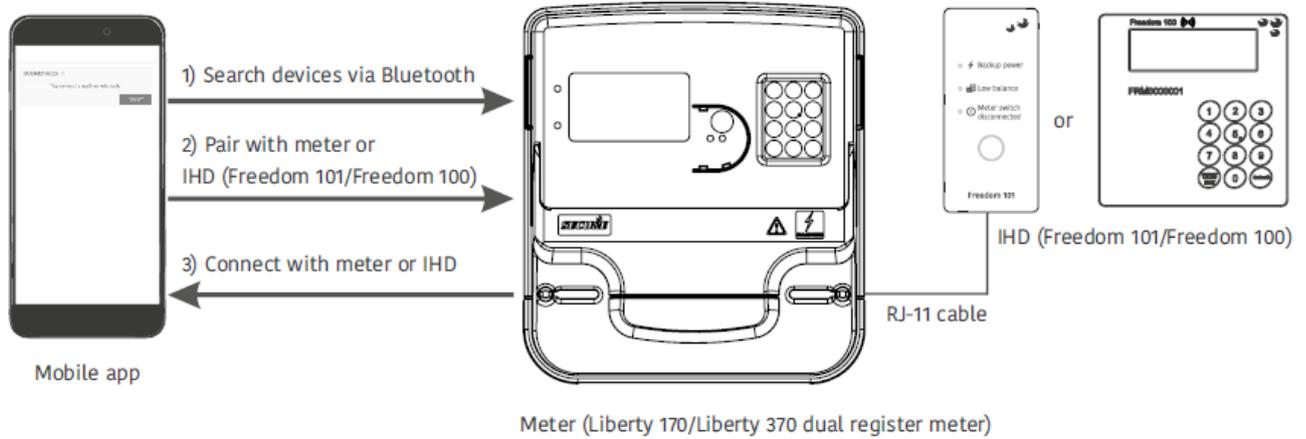
- [Optional]: The **Resend OTP** button will only be enabled after a certain period of time as displayed on screen. Tap **Resend OTP** if you don't receive the OTP.
- (Verify OTP): Tap **Verify**. You will be directed to the **My Connection** page on successful verification.

### 3.3 Connecting the device

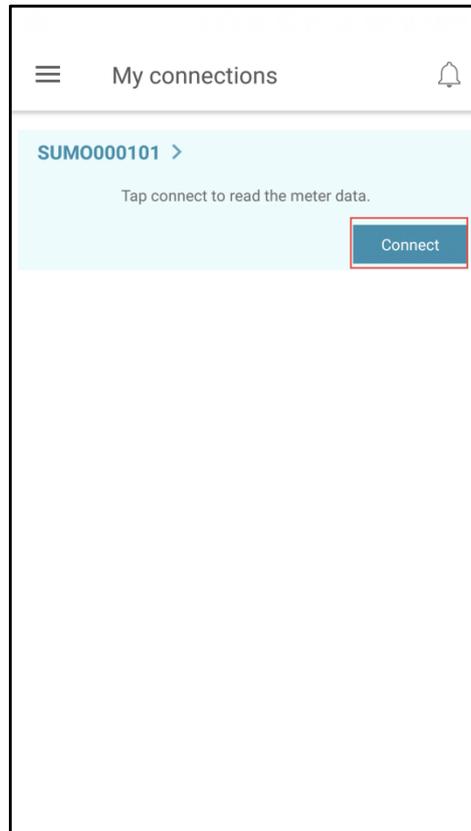
Communication between the mobile app and meter will be done via Bluetooth.



For Liberty 170 or Liberty 370 dual register meters, in addition to meters, Freedom 100 or Freedom 101 IHD (In-home device) can also be used for communication, reading and vending through the mobile app.

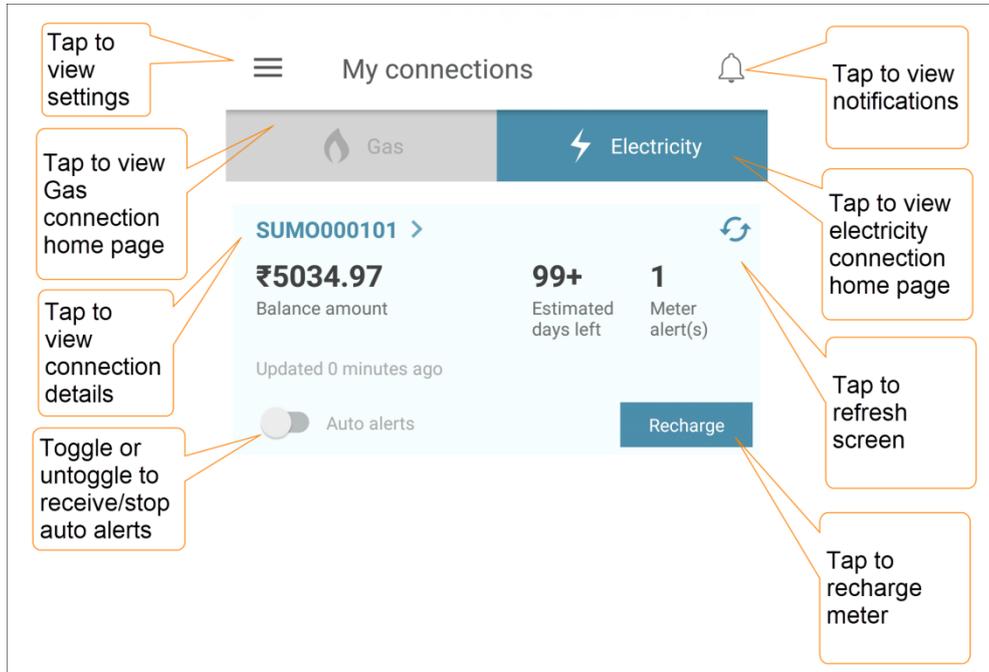


1. (Connect with device): On the **My connection page**, Tap the **Connect** button.



For IOS version, instead of the hamburger menu , the following options are available at the bottom of the page: Profile, Connections and Manage.

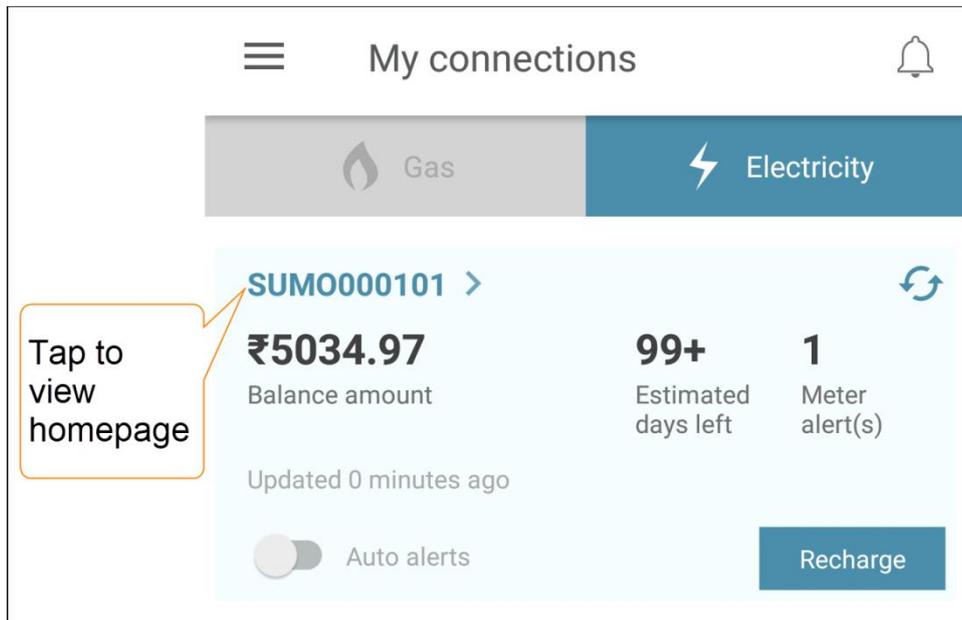
2. The app establishes connection with the paired metering device and acquires information like **Balance amount**, **Estimated days left** etc. An example screen is shown below. **Note:** The display of this screen may vary depending upon type(s) of the meter.



### 3.4 The homepage

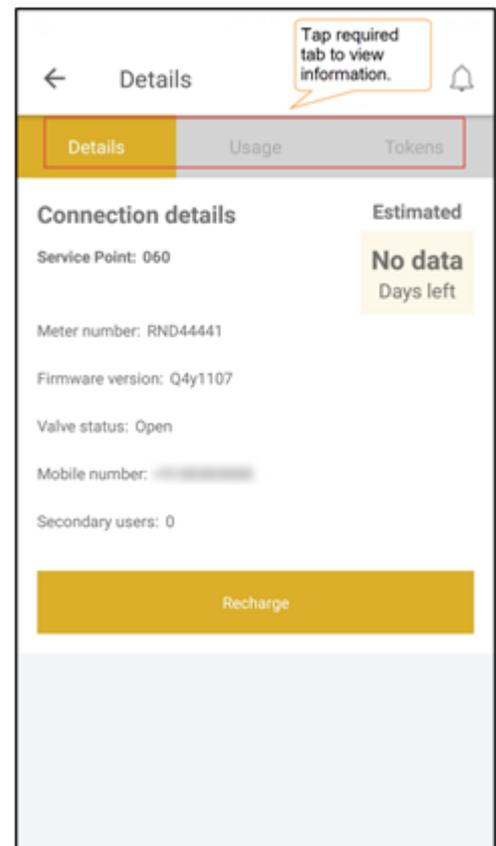
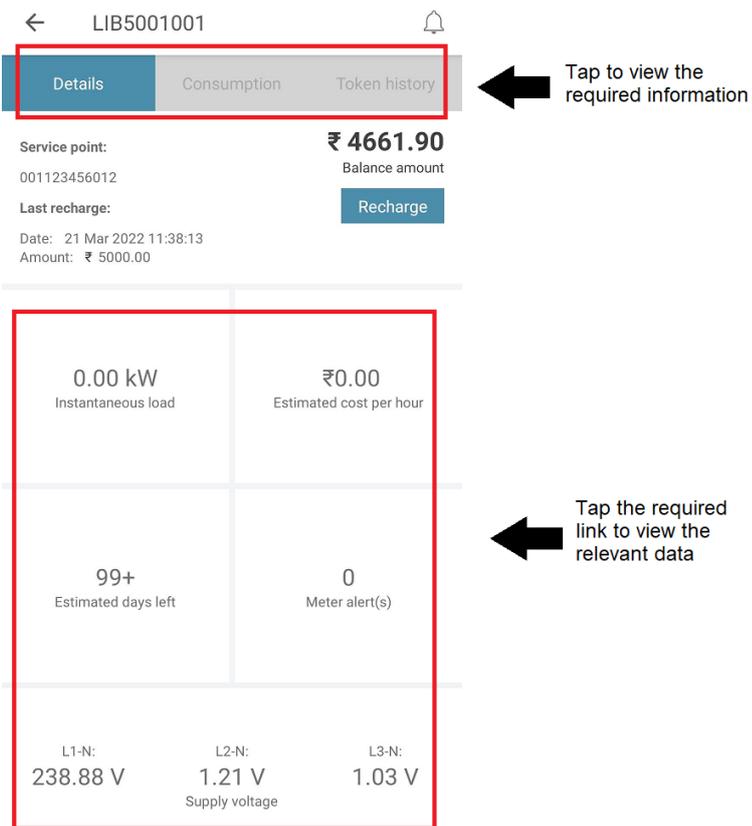
This section familiarises you with the Sahaj mobile app homepage. From this page, you can perform various tasks.

To access the home page, tap on your connection as shown in the figure below:



Tap refresh icon  to view the latest meter related information such as balance and alerts.

Example homepages for both electricity and gas connections are shown below:

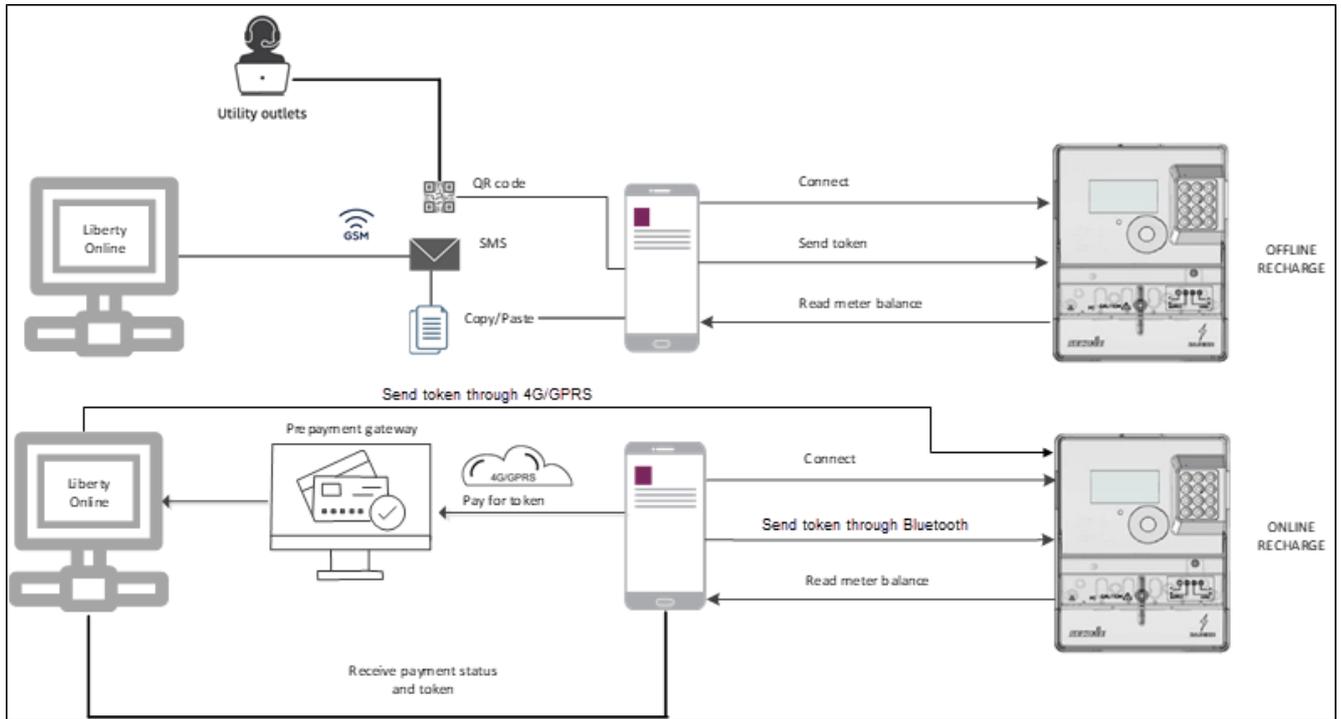


**Note:** In Liberty 170 and Liberty 370 dual register meters, the Supply source will be displayed as Main or DG based on the connected supply.

## 4 Features

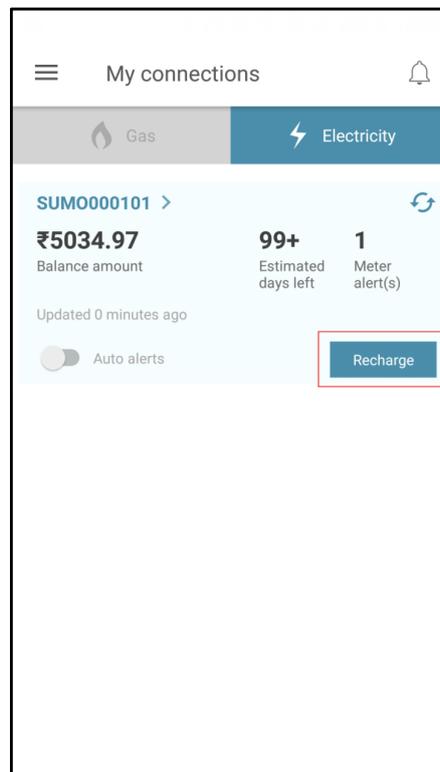
### 4.1 Recharging your account balance

Recharge can be performed in both Offline and Online modes. A flow of the same is provided below:



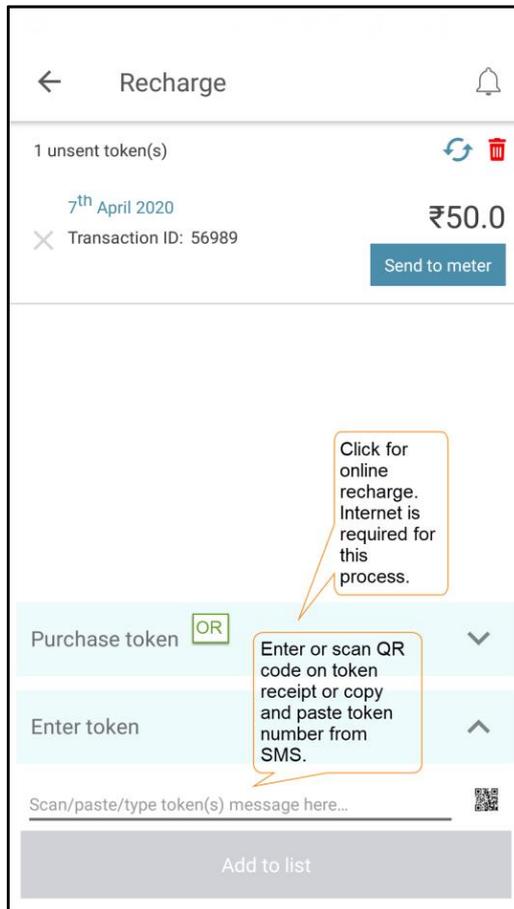
#### 4.1.1 Purchasing the recharge token (Online)

1. On **My connections** screen, tap **Recharge**. An example screen is shown below.



For IOS version, instead of the hamburger menu , the following options are available at the bottom of the page: Profile, Connections and Manage.

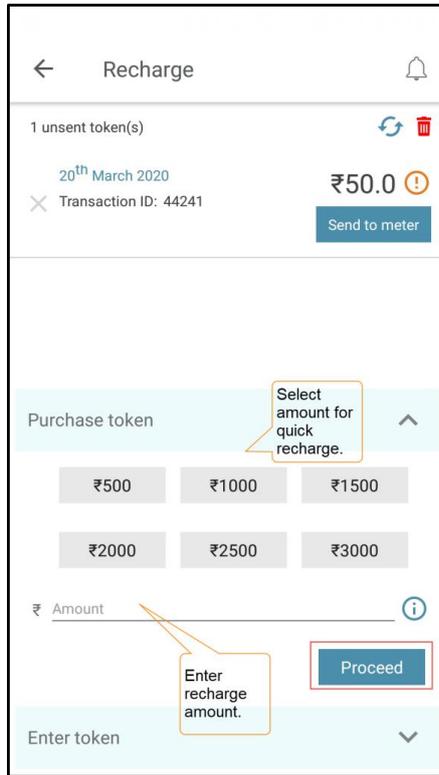
2. The **Recharge** screen appears. An example screen is shown below. Click the **Purchase token** option.



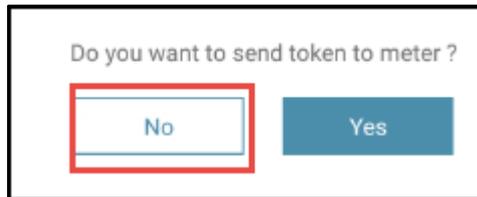
3. Select the recharge amount from the pre-defined values to help you for quick payment or alternately enter the required amount as per the specified recharge limit. Tap **i** to view the vend amount range and resolution.

Vend amount (₹)		
Min		1.0
Max		600000.0
Min value	Max value	Resolution
1.0	81.91	0.01
82.0	8191.0	1.0
8200.0	810000.0	100.0
OK		

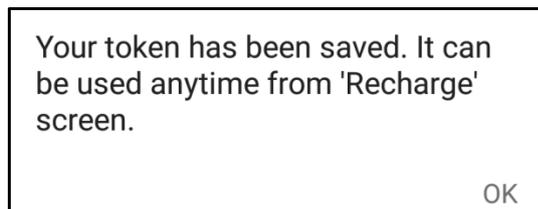
Tap **Proceed**. An example screen is shown below.



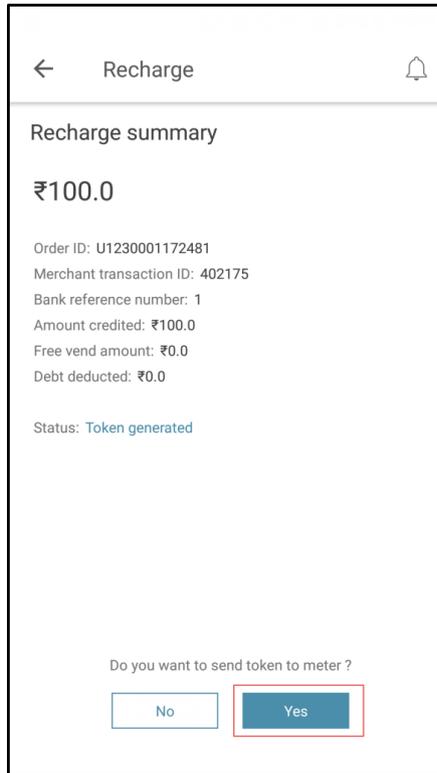
4. Complete the process by selecting the payment gateway and then selecting the payment option available in the mobile app (debit card/ credit card/ net banking or any other wallet, if available)
5. After payment is successfully made, you receive the payment status details with the meter token.
6. Then you will be prompted through a confirmation message as shown below.



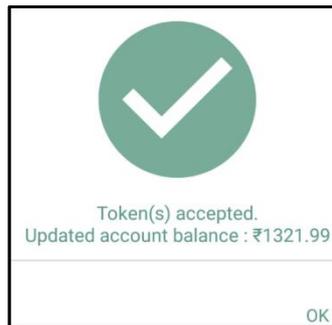
7. If you tap **No** above, the token will be saved for future use. The process to apply a pending/saved token is described in section 4.1.3



8. To send token to meter, tap the **Yes** button.

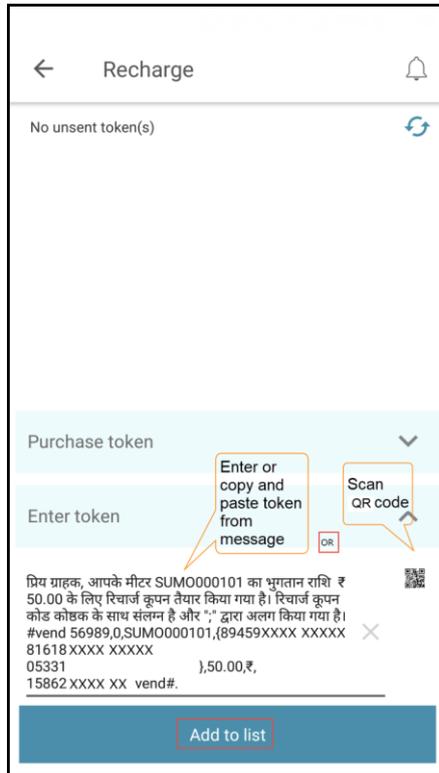


9. If the token is accepted, you receive a notification as below with details of the updated account balance.



#### 4.1.2 Other recharge methods

1. Tap the **Enter token** option. Here you can follow one of the below methods for recharge:
  - Enter the token manually, using the keypad
  - Copying the token message and pasting it in the textbox
  - Scanning the token QR code
2. After entering the required information, tap **Add to list**. An example screen is shown below.



#### 4.1.3 Applying a pending/saved token

1. On **My Home/ My connections**, tap the **Recharge** tab/button.
2. The following screen appears. If pending, you will be able to view a list of purchased and pending tokens. Tap the **Send all to meter** button to send all the tokens to the meter.

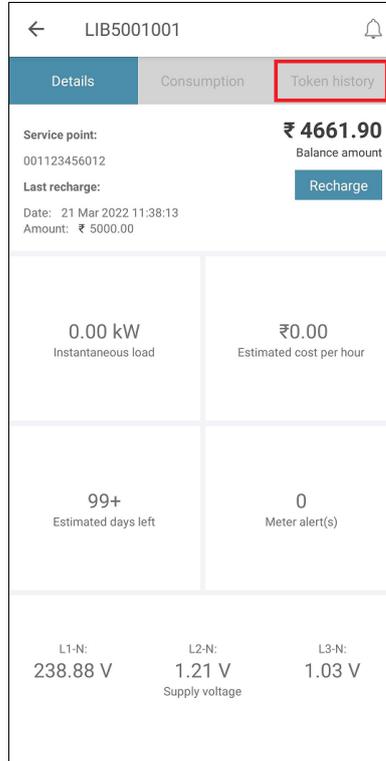


## 4.2 Recharge token history

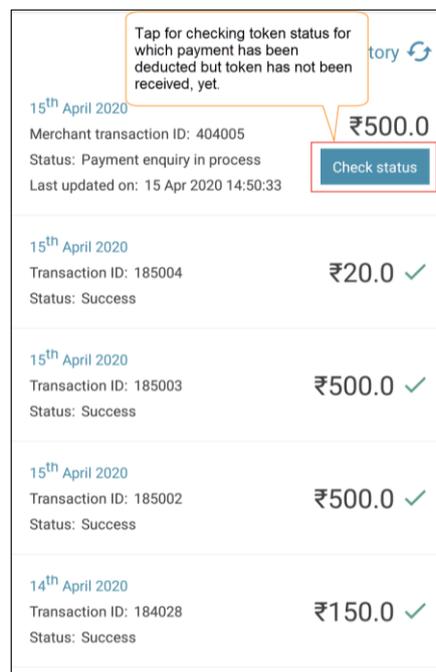
Transactions related to previously issued and purchased tokens are available in **History**. Here you can also view the status of transactions for which amount has been deducted but token has not been generated yet. You can keep checking the status at each step of the process.

To view the history, do the following:

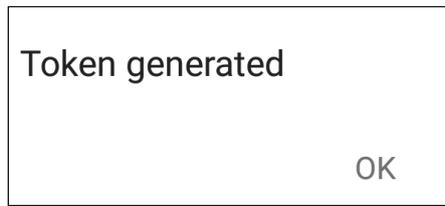
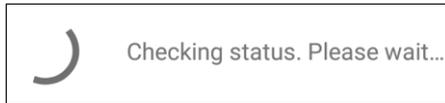
1. On **My home**, tap **Token history**.



2. This screen gives details about the previous transactions and enables you to check the status of in process transactions. An example screen is shown below.



If you check the status above, you will receive an appropriate message as the case may be. An example is shown below.



**Note:**

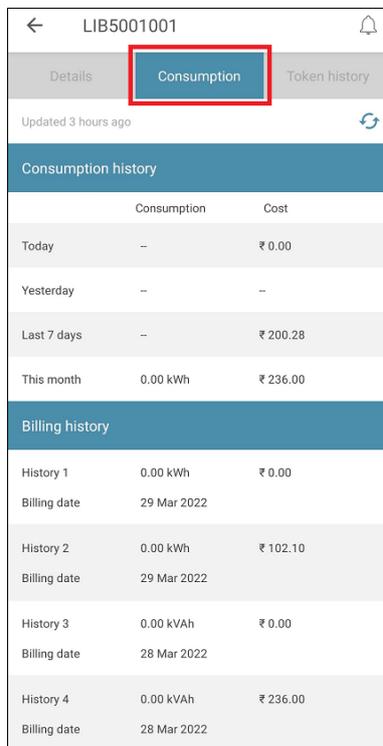
The issued token status can be displayed as pending even if:

- The token was sent to the meter by a secondary user
- The keypad was used to send the token to the meter

### 4.3 Consumption

To view your energy usage and associated costs, do the following:

1. On **My home**, tap **Consumption**.



2. Details of your energy usage and cost are displayed for the current day, the previous day and week, and current month. In addition, you can view up 12 billing histories of the previous months. An example screen is shown below.

LIB5001001

Details Consumption Token history

Updated 3 hours ago

Consumption history

	Consumption	Cost
Today	--	₹ 0.00
Yesterday	--	--
Last 7 days	--	₹ 200.28
This month	0.00 kWh	₹ 236.00

Billing history

History 1	0.00 kWh	₹ 0.00
Billing date	29 Mar 2022	
History 2	0.00 kWh	₹ 102.10
Billing date	29 Mar 2022	
History 3	0.00 kWh	₹ 0.00
Billing date	28 Mar 2022	
History 4	0.00 kWh	₹ 236.00
Billing date	28 Mar 2022	

SUBMETERM54

Details Consumption Token history

Updated 5 minutes ago

Mains Consumption history

	Consumption	Cost
Today	0.02 kWh	₹ 0.12
Yesterday	0.00 kWh	₹ 151.54
Last 7 days	0.05 kWh	₹ 1060.87
This month	0.16 kWh	₹ 3485.61

DG Consumption history

	Consumption	Cost
Today	0.00 kWh	₹ 0.00
Yesterday	0.00 kWh	₹ 33.06
Last 7 days	0.00 kWh	₹ 231.45
This month	0.00 kWh	₹ 760.48

SUBMETERM54

Details Consumption Token history

This month 0.00 kWh ₹ 760.48

Mains Billing history

Billing 1	100.69 kWh	₹ 4198.20
Billing date	01 Dec 2021	
Billing 2	0.01 kWh	₹ 388.81
Billing date	10 Nov 2021	

Note : Billing 1 denotes last bill, Billing 2 denotes second last bill and so on...

DG Billing history

Billing 1	0.00 kWh	₹ 717.50
Billing date	01 Dec 2021	
Billing 2	0.00 kWh	₹ 68.33
Billing date	10 Nov 2021	

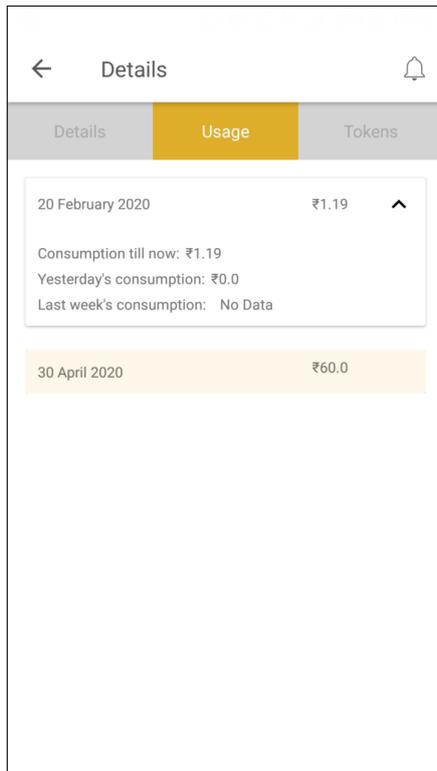
Note : Billing 1 denotes last bill, Billing 2 denotes second last bill and so on...

(For Liberty 170 and Liberty 370 dual register meters)

**Notes:**

- In case of Mains only tariff, Sahaj consumer mobile app will show DG consumption parameters' values as zero for Liberty 170 and 370 dual register meters.
- For Liberty 170 and 370 dual register meters, if the maintenance charges are configured in the system then the Mains charges also includes the maintenance charges.

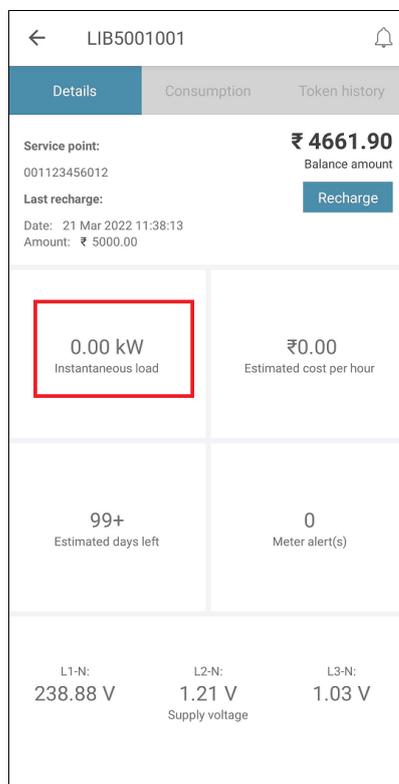
3. For a gas connection, tap **Usage**. An example screen is shown below.



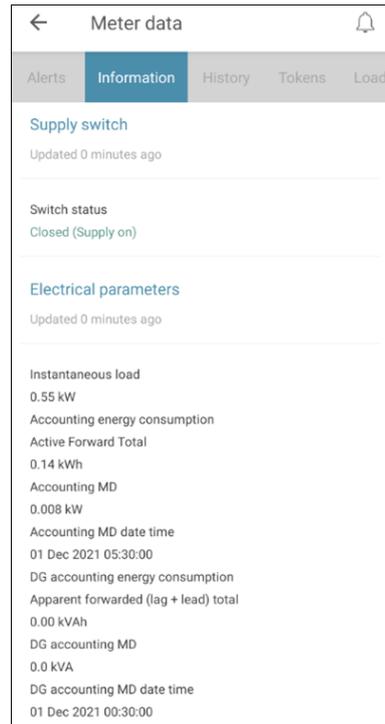
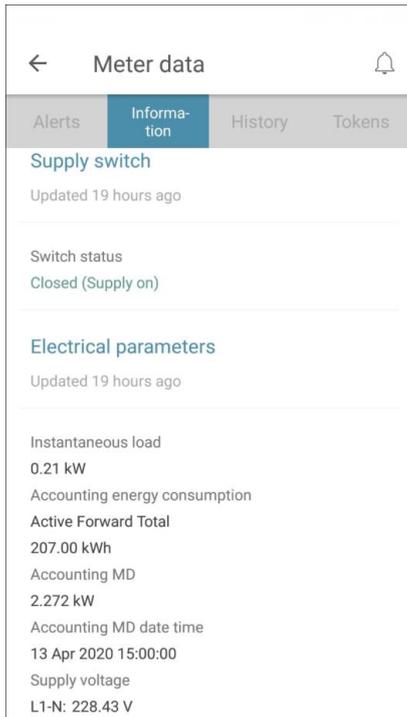
#### 4.4 Instantaneous load details

To view instantaneous load details, do the following:

1. On **My home**, tap **Instantaneous load**.



2. A new screen with details appears. An example screen is shown below:

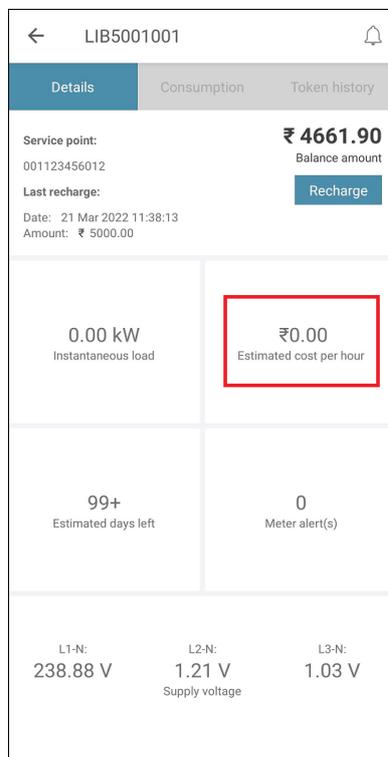


(For Liberty 170 and Liberty 370 dual register meters)

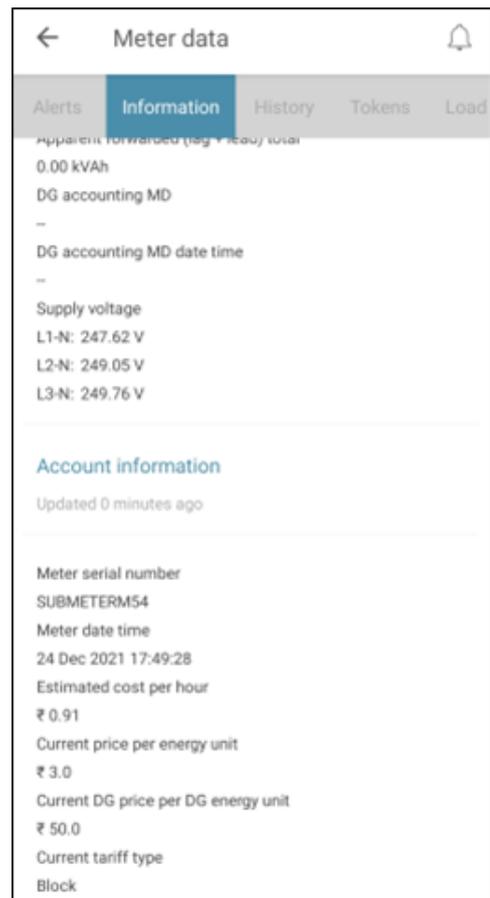
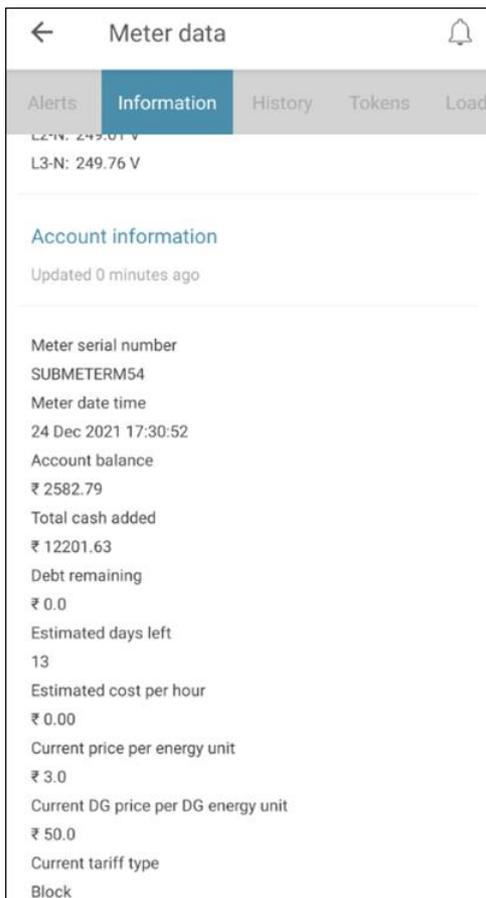
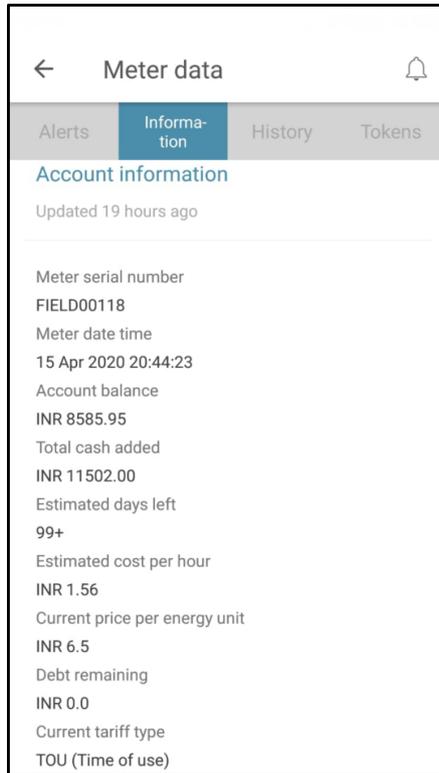
#### 4.5 Estimated cost

To view the estimated cost, do the following:

1. On **My home**, tap **Estimated cost per hour**



2. A new screen with details appears. An example screen is shown below:



(For Liberty 170 and Liberty 370 dual register meters-  
Prepayment mode)

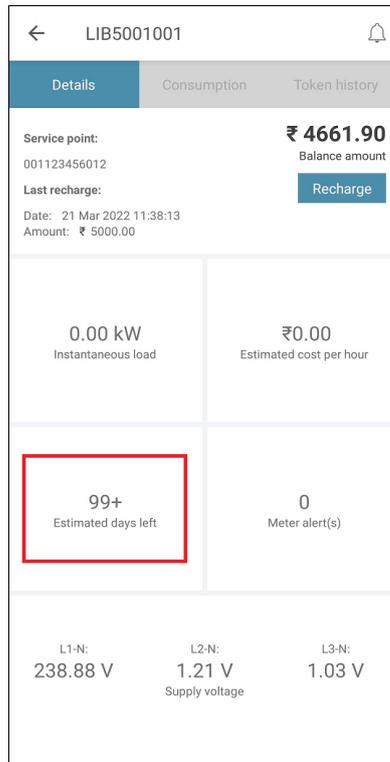
(For Liberty 170 and Liberty 370 dual register meters-  
Accounting mode)

**Note:** The estimated cost per hour is based on the current Mains or DG energy charges (excluding fixed charges) for the available supply for Liberty 170 and Liberty 370 dual register meters.

## 4.6 Estimated days left

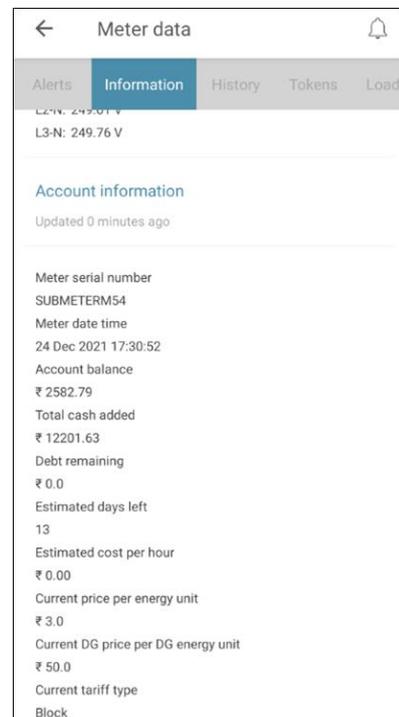
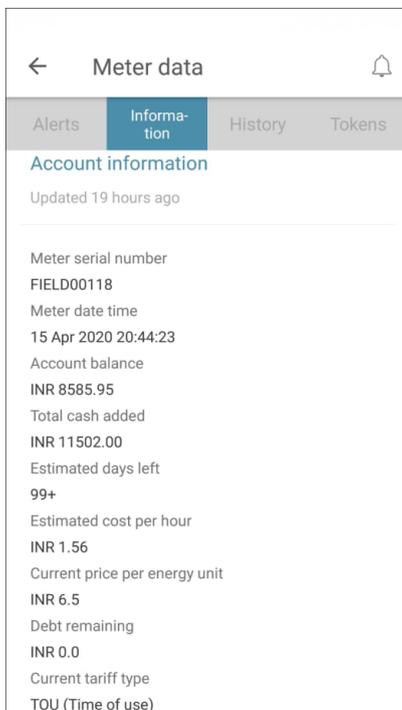
To view details, do the following:

1. On **My home**, tap **Estimated days left**



The estimated days left is applicable for Prepayment meters and it is calculated based on the balance amount and average cost per day for last seven days.

2. A new screen with details appears. An example screen is shown below:

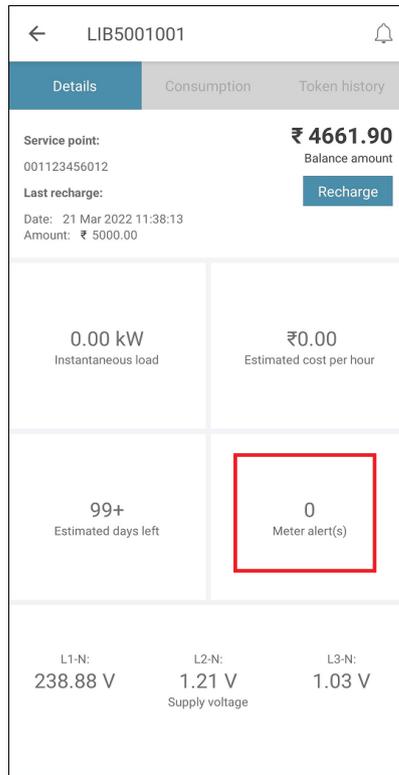


(For Liberty 170 and Liberty 370 dual register meters)

## 4.7 Alerts

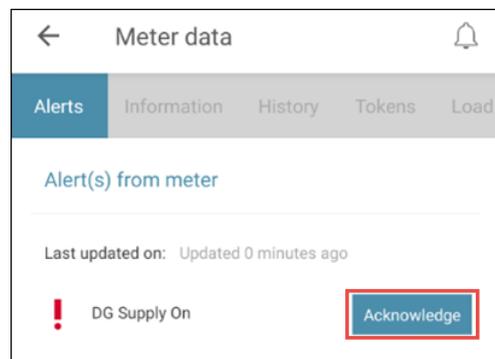
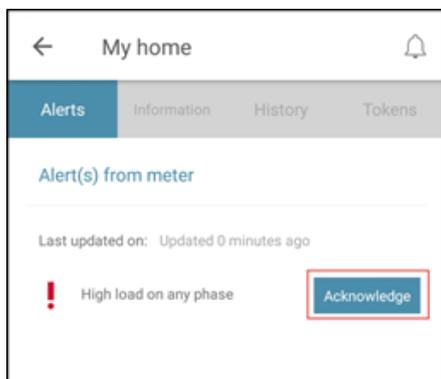
To view alert details, do the following:

1. On **My home**, tap **Meter alerts(s)**



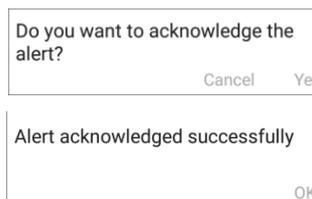
Note: Tap refresh icon  on **My connections** page to view the latest meter alerts.

2. A new screen with details appears. An example screen is shown below:

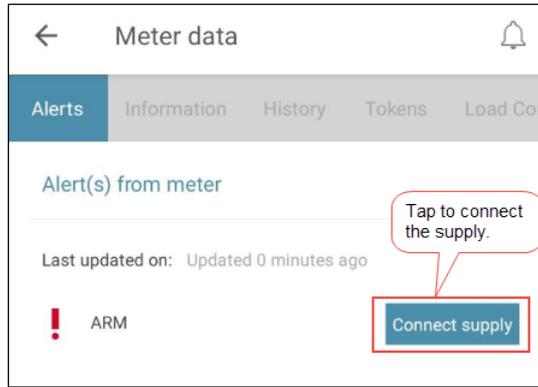


(For Liberty 170 and Liberty 370 dual register meters)

3. Tap **Acknowledge** as required.



On acknowledging the alerts- DG over load on any phase, Over load on any phase and Over current on any phase, the following screen appears. Switch OFF unnecessary appliances to reduce the load and then tap the **Connect supply** button to connect the supply.



You get a message when the supply is connected.



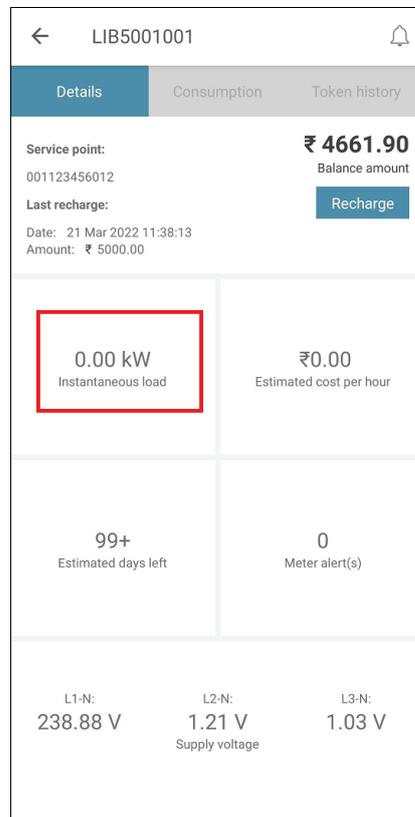
**Notes:**

- For Liberty 170 and Liberty 370 dual register meters, the audible alarm in the meter/IHD will be stopped on acknowledging the alert.
- On acknowledging the low credit alarm, the switch will remain connected and emergency credit will be used after the low credit amount is used.

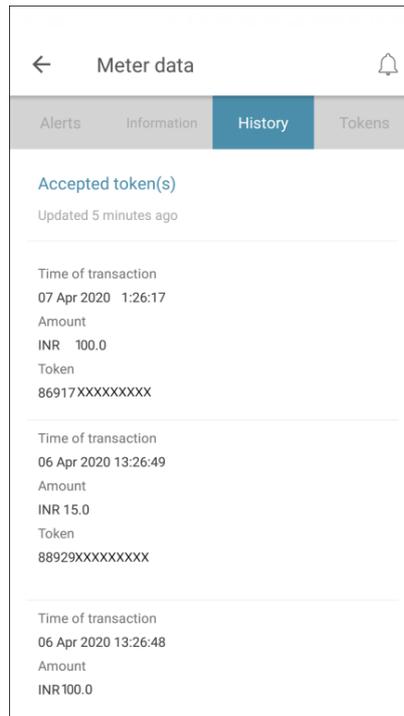
**4.8 Accepted tokens**

To view your accepted tokens, do the following:

1. On **My home**, tap **Instantaneous load**.



2. Tap the **History** tab to view the details of accepted tokens. An example screen is shown below.

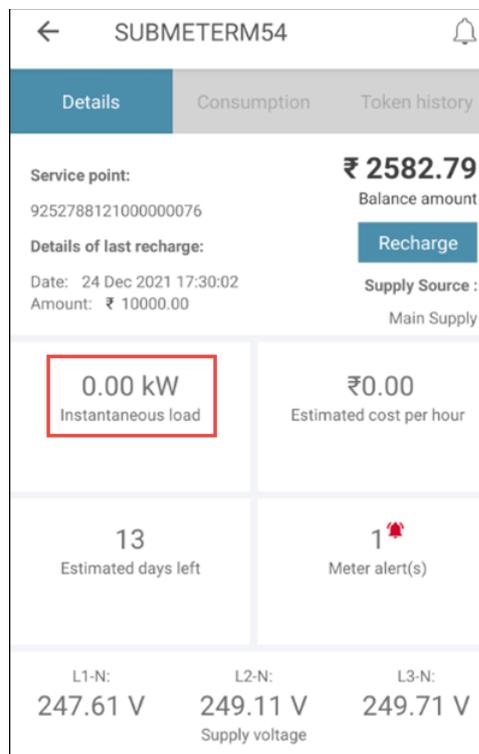


**Note:** You can view the history for the last 5 accepted tokens on this screen.

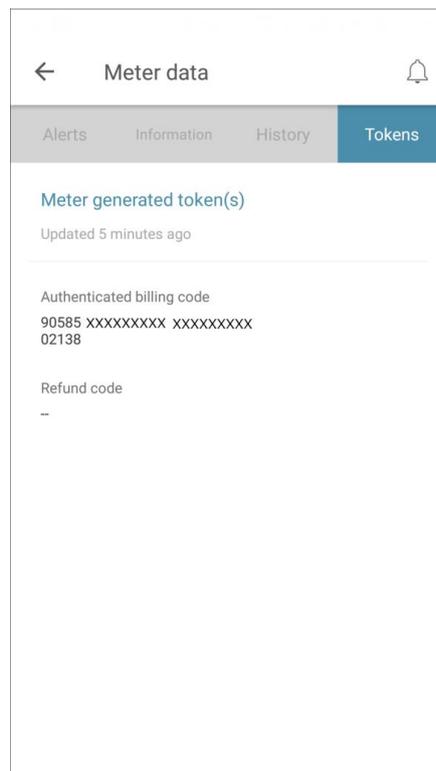
#### 4.9 Meter generated tokens

To view your meter generated tokens, do the following:

1. On **My home**, tap **Instantaneous load**.



2. Tap the **Tokens** tab to view the details of meter generated tokens. An example screen is shown below.



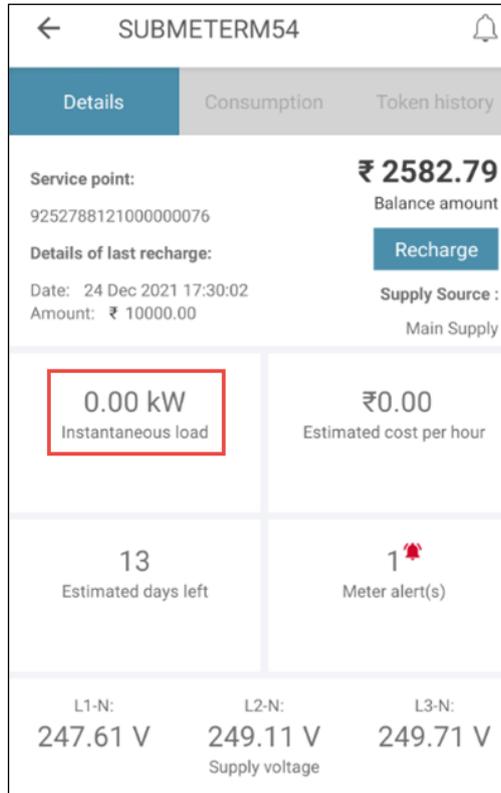
#### 4.10 Configuring reduced supply load limit

Reduced supply load limit is a sub feature of load limit which limits the supply for the defined time interval. Mains and DG reduced supply load limit and period can be configured using Sahaj Liberty consumer mobile app and is sent to the meter. These limits can be less than or equal to respective supply source load limit. On configuring this feature, the meter will log over load or DG over load event based on the supply source at the time of detection of event and will disconnect the supply.

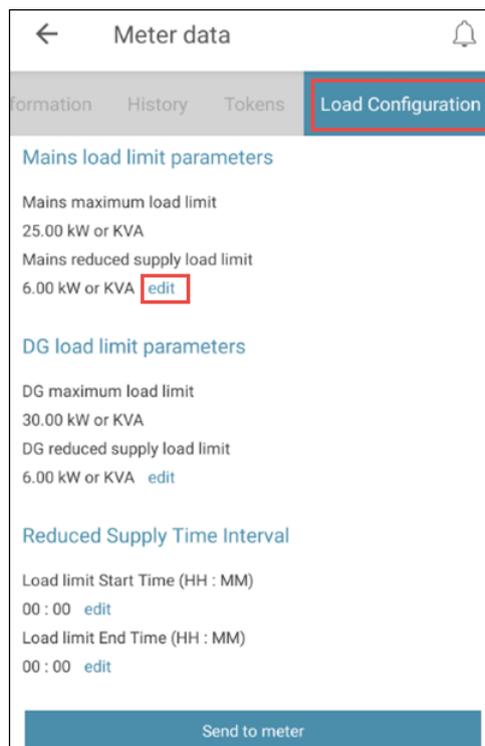
**Note:** This feature is applicable for Liberty 170 and Liberty 370 dual register meters and is available depending on the requirement.

To configure mains and DG reduced supply load limit, do the following:

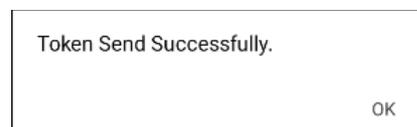
1. On **My home**, tap **Instantaneous load**.



2. Tap the **Load configuration** tab to view/edit the details of the mains and DG reduced supply load limit and time interval. An example screen is shown below.



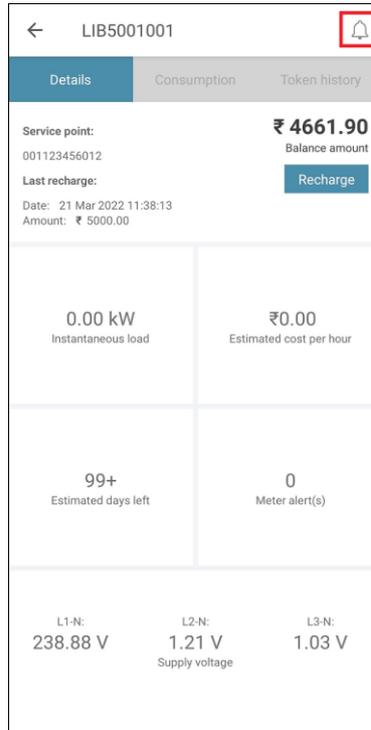
3. Tap **edit** to configure the details of the mains and DG reduced supply load limit and time interval.
4. Tap the **Send to meter** button, to send the token to the meter.
5. You get a message when the token is accepted by the meter.



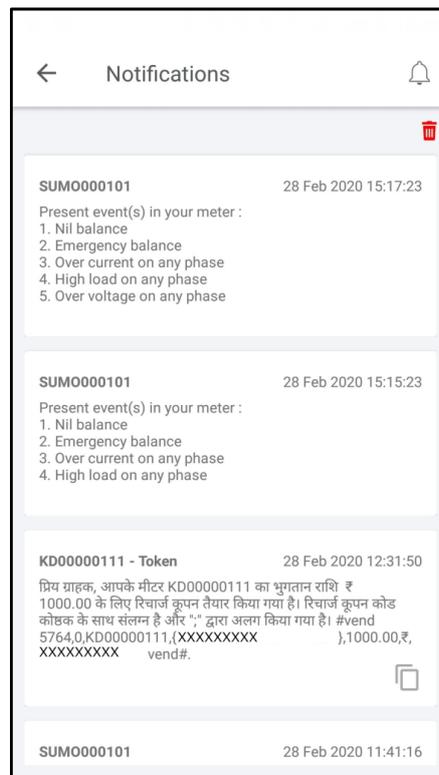
## 4.11 Notifications

To view your notifications, do the following:

1. On **My home** screen, tap the bell icon at the top right.

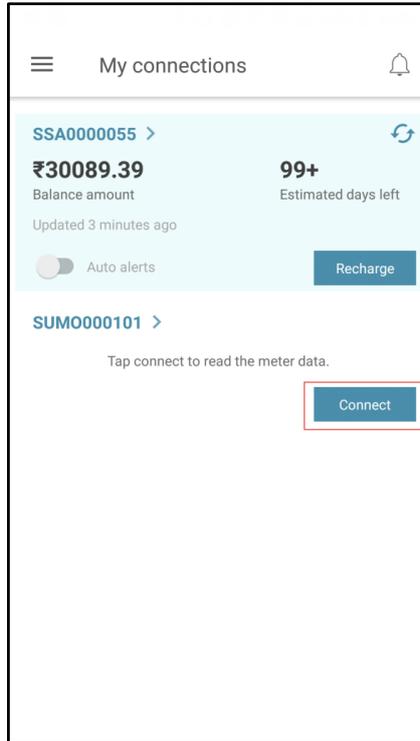


2. A new screen with notifications, if any appears. An example screen is shown below:



## 5 Accounts

On the **My connections** page, you can view statistics of your transactions for multiple user accounts (connections) and also add secondary accounts, as required. An example screen is shown below:

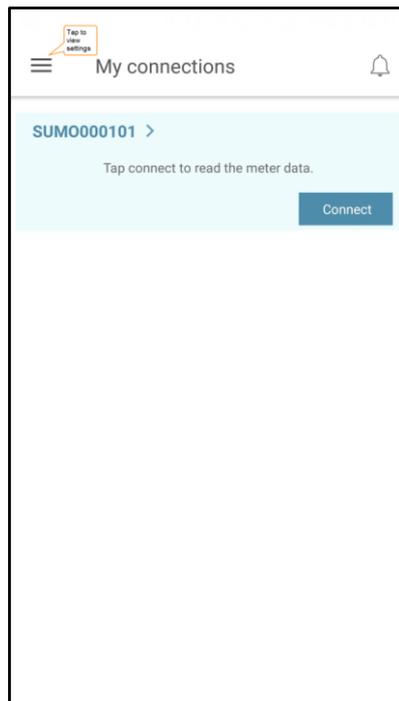


For IOS version, instead of the hamburger menu , the following options are available at the bottom of the page: Profile, Connections and Manage.

### 5.1 Adding another account

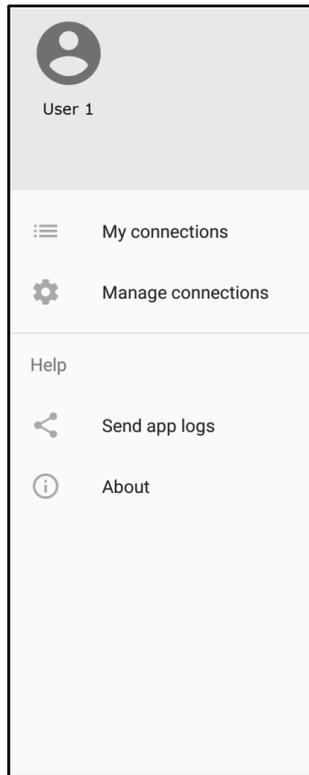
To add another, do the following:

1. Tap the hamburger menu at the top left on the **My connections** page. An example screen is shown below:



For IOS version, instead of the hamburger menu , the following options are available at the bottom of the page: Profile, Connections and Manage.

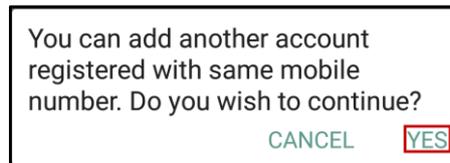
2. The following screen (example) appears.



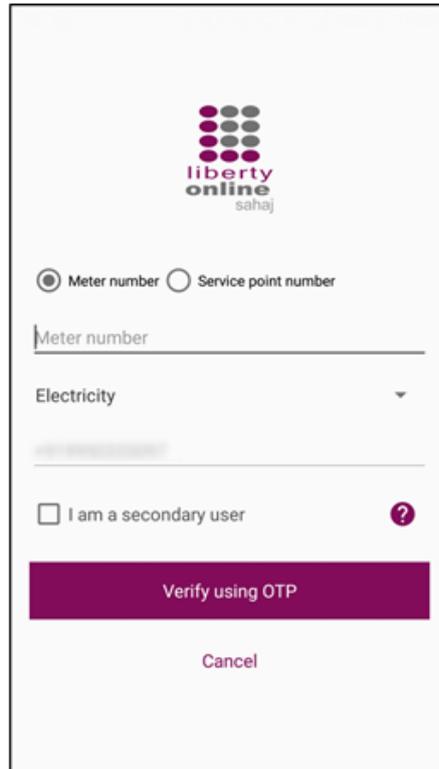
3. Tap **Manage connections**. The following screen appears. Tap **Add another meter** as shown in the example screen below:



4. Tap **Yes** on the confirmation message.



5. Enter the required details on the **Add consumer account** page.



liberty online sahaj

Meter number  Service point number

Meter number

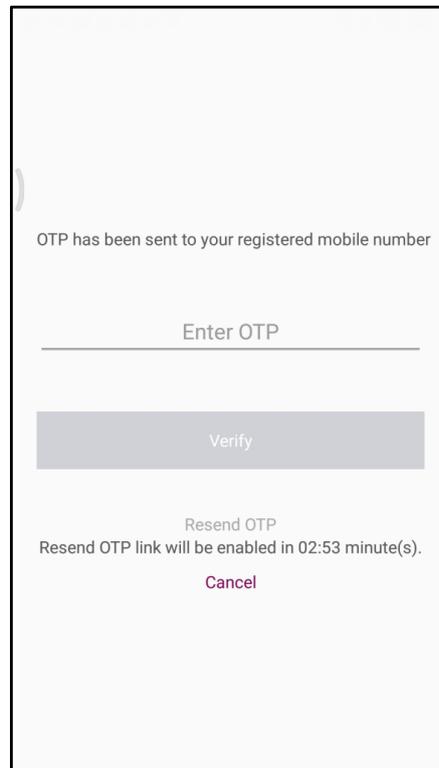
Electricity

I am a secondary user ?

Verify using OTP

Cancel

6. Verify the details by entering the OTP sent through an SMS on your registered mobile number.



OTP has been sent to your registered mobile number

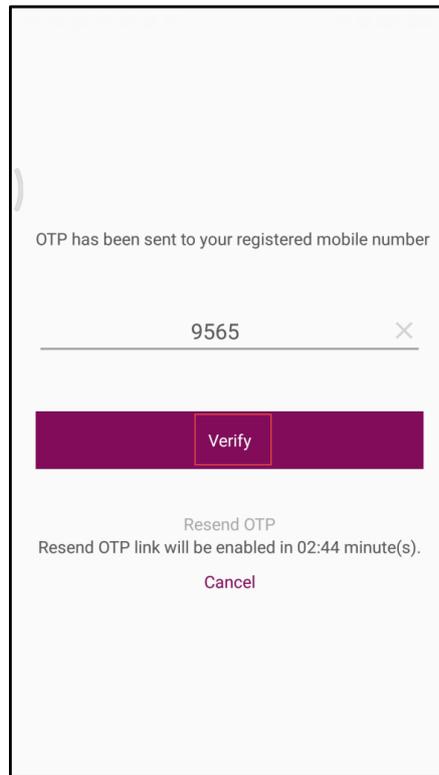
Enter OTP

Verify

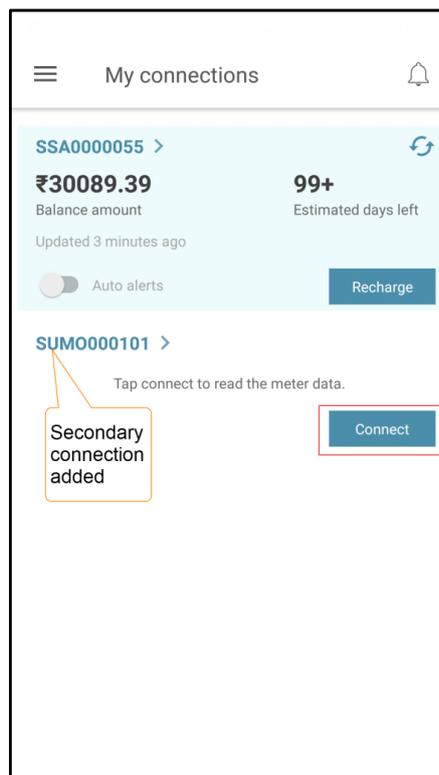
Resend OTP  
Resend OTP link will be enabled in 02:53 minute(s).

Cancel

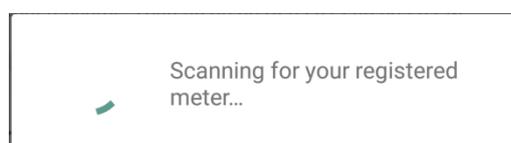
7. Tap the **Verify** button.



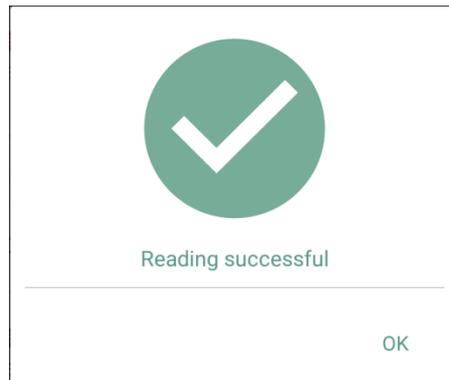
8. The secondary account is added for connection to device.



9. Tap the **Connect** button. The app scans for the device using Bluetooth.



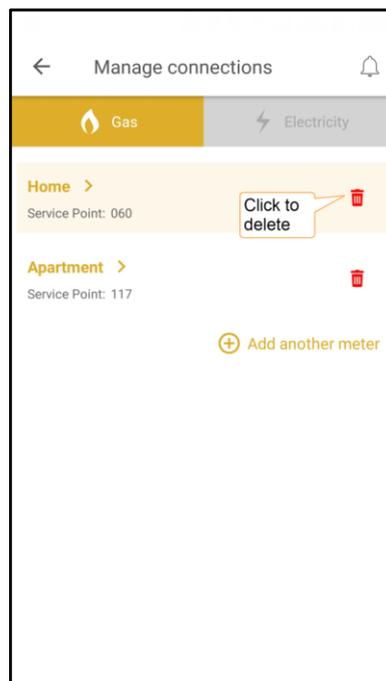
10. If found, it reads the meter data and gives a confirmation message as shown below.



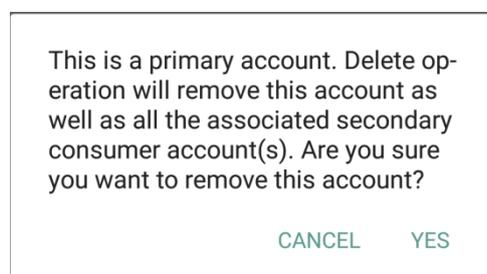
11. The details of the added secondary account can be read, once the connection is done successfully.

## 5.2 Deleting a user account (Connection)

1. On the **Manage connections** page, tap the **Delete** bin symbol in front of the account. An example screen is shown below:



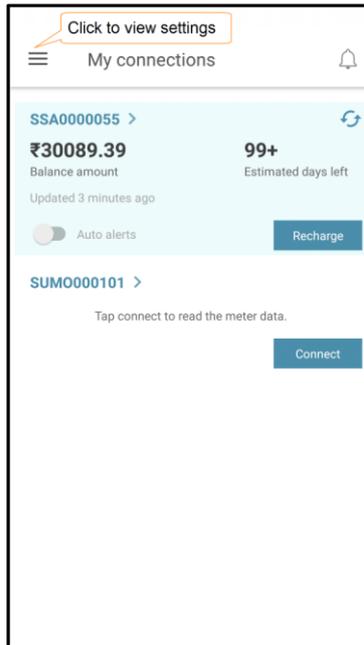
2. A confirmation message appears. Tap **Yes** to proceed. All associated secondary accounts will be deleted too, if you delete the Primary account.



3. A message is provided, when the account is deleted.

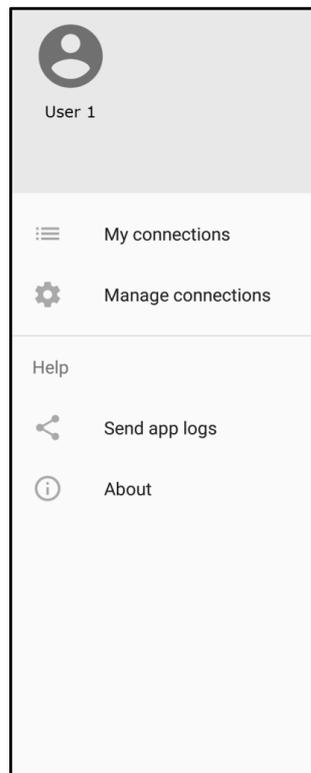
### 5.3 Managing connections

1. Tap the hamburger menu at the top left on the **My connections** page. An example screen is shown below.



For IOS version, instead of the hamburger menu , the following options are available at the bottom of the page: Profile, Connections and Manage.

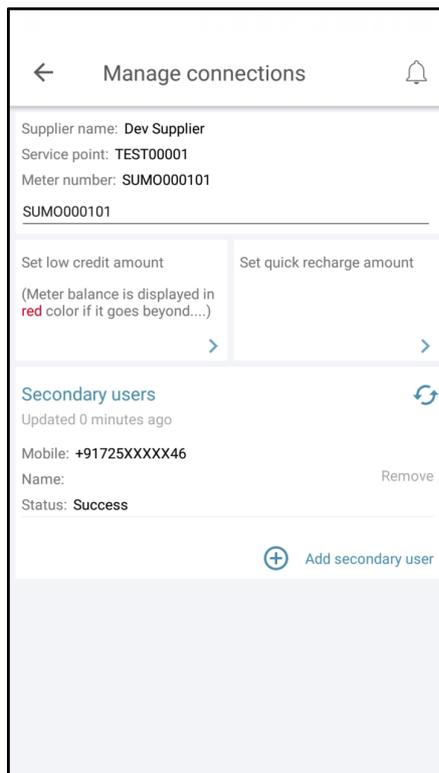
2. The following screen (example) appears. Tap **Manage connections**.



3. The following screen appears.



4. The following screen appears.



On this screen, you can do the following:

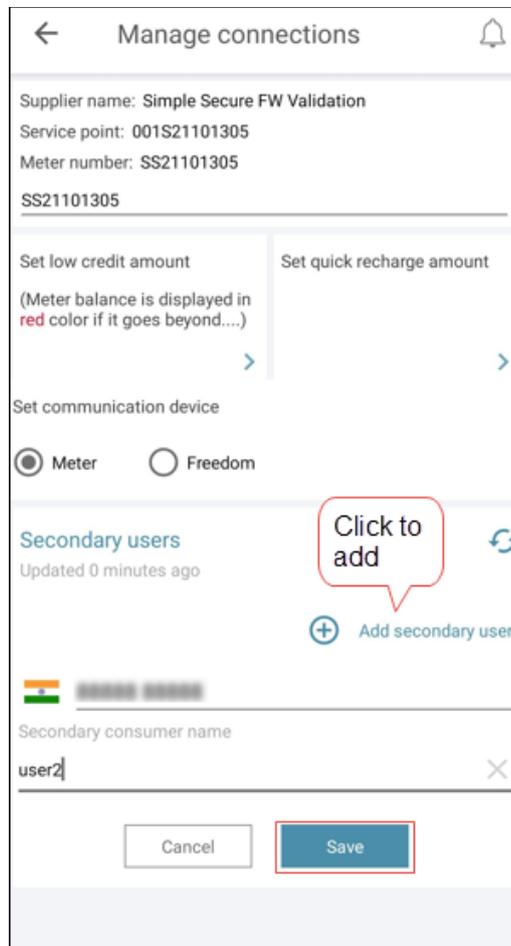
- Add a secondary user as described under section
- Configure quick recharge amount as described under section
- Set low credit amount as described under section

### 5.3.1 Adding secondary user

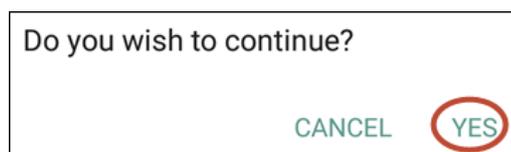
You can add up to two users for managing an account.

To add a secondary user, do the following:

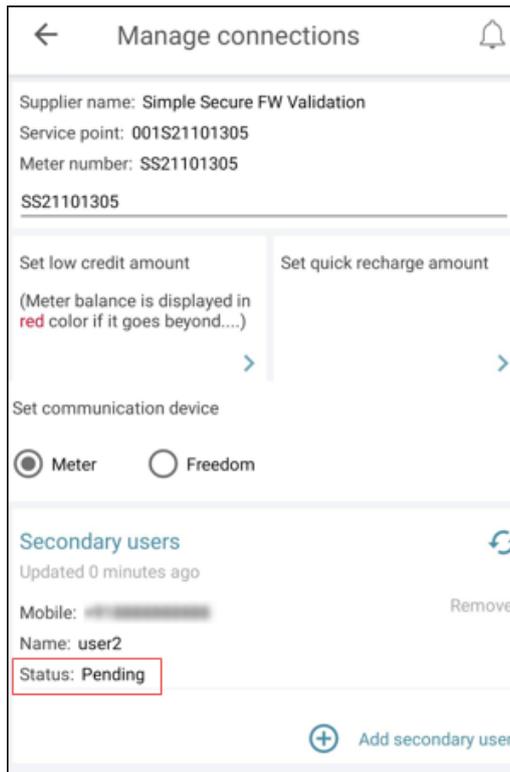
1. On the **Manage connections** screen, under **Secondary user(s)**, tap the **Add secondary user** button. In the textbox, enter the mobile number and name of the secondary user and tap **Save**. An example screen is shown below:



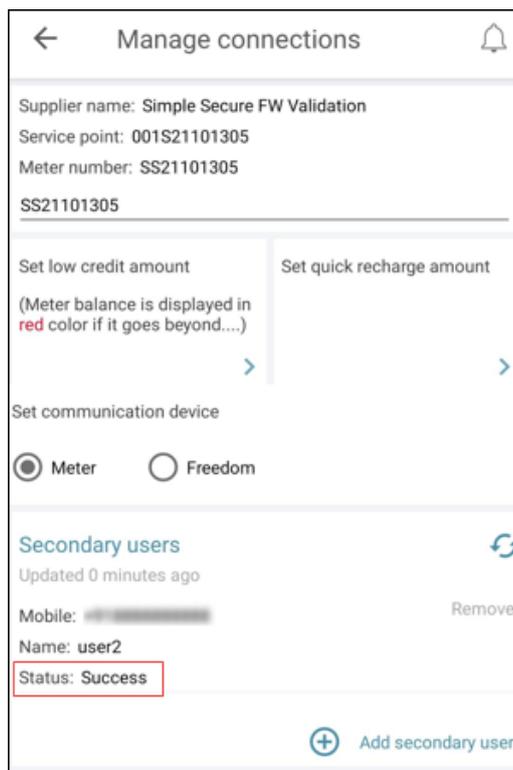
2. A confirmation message appears. Tap **Yes** to continue.



3. The status changes to **Pending** for verification as shown below.



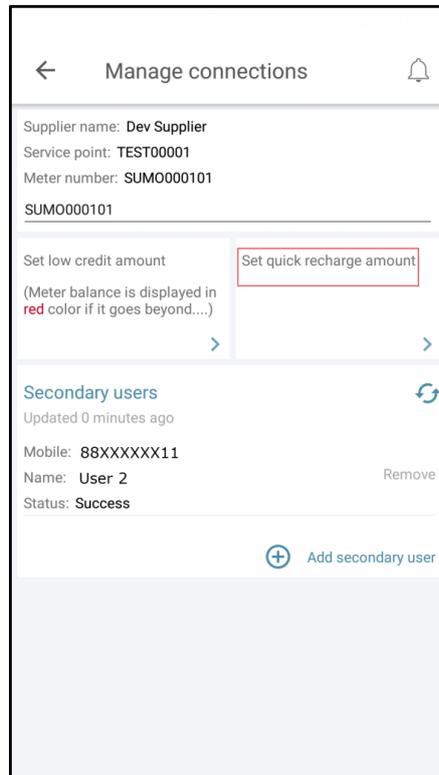
4. After verification is performed, the status changes to **Success** as shown below:



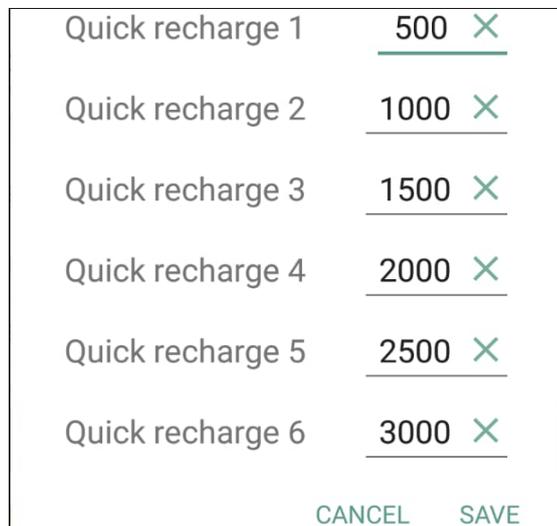
### 5.3.2 Configure quick recharge amount

A set of preconfigured amounts (6 maximum) for Quick recharge are already available in the app. If you want to configure an amount of your choice, do the following:

1. On the **Manage connections** screen, tap the **Quick recharge** option.



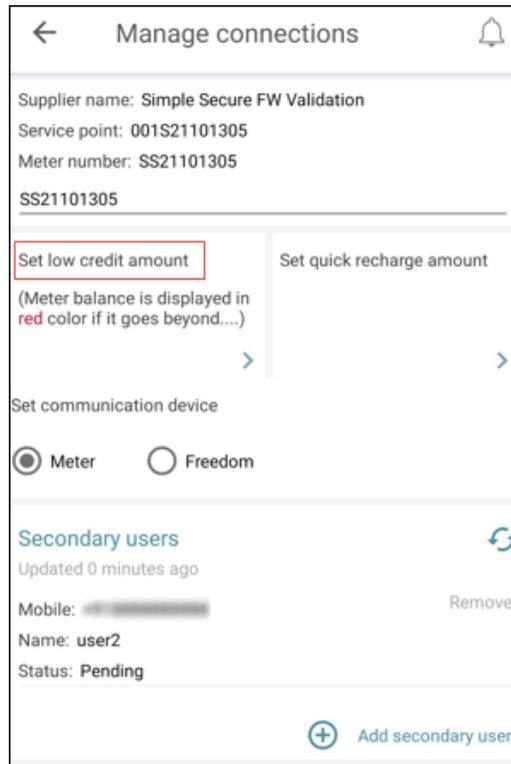
2. The preconfigured amounts are shown in editable format. Make the required changes and tap **Save**.



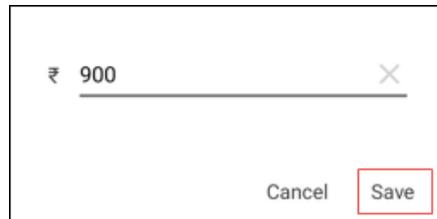
### 5.3.3 Set low credit amount (Max credit limit variable as per utility)

You can set the credit amount limit on the **Manage connections** screen. If the meter balance goes below the set limit, it will be displayed in red. To set the limit, do the following:

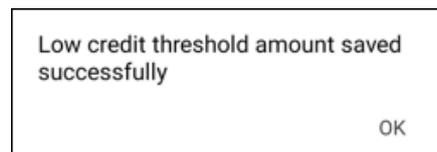
1. On the Manage connections screen, tap the set low credit amount option.



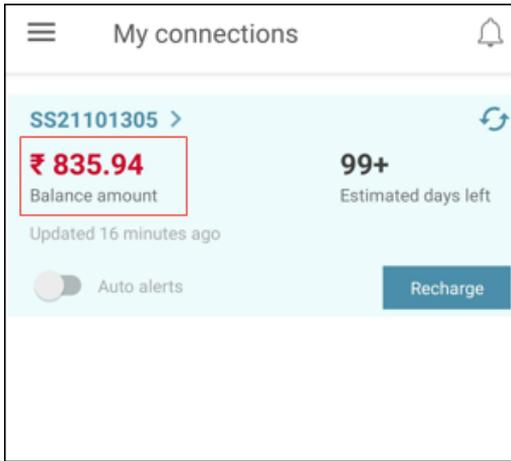
2. You are prompted to enter the amount. Tap **Save** after entering.



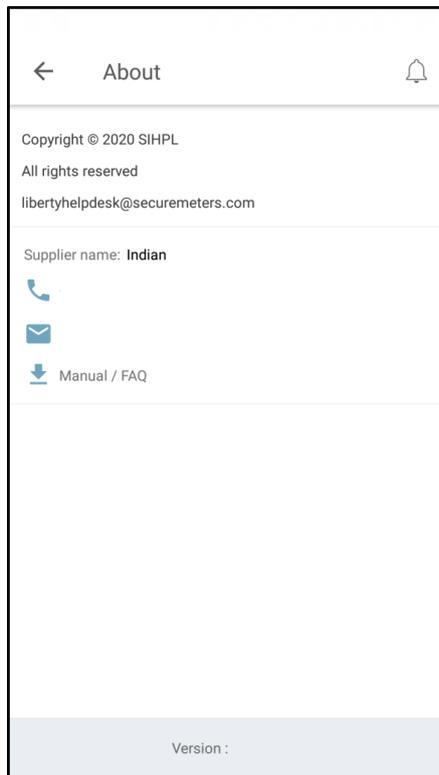
The following message appears. Click ok to proceed.



3. The example screen below shows credit amount below the set amount.



### 5.3.4 About



**Notes:**

**Notes:**



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[www.securemeters.com](http://www.securemeters.com)