How to install Zaptec Sense with HAN connectivity

Install Zaptec Sense with HAN connectivity, connect it to the electricity meter, set it up in the Zaptec app and troubleshoot common setup issues.

Use this guide to install and set up Zaptec Sense using HAN connectivity.

Zaptec Sense measures how much power your house is using and adjusts charging based on the available capacity. When the house uses more power, charging can slow down. When more capacity becomes available, charging can speed up again. This helps reduce the risk of overload, protect the main fuse and use the available power more efficiently.

This guide is for Zaptec Sense installations that use a HAN port, also called an RJ45 port.

If your electricity meter does not have a HAN port, use the guide for your connection type instead:

- How to install Zaptec Sense with RS485 Modbus and Ethernet connectivity.
- How to install Zaptec Sense with P1 connectivity.

Before you start

Make sure that:

- The HAN port on the electricity meter is enabled.
- You have a compatible smart meter.

- Zaptec Sense can connect to the internet through Wi-Fi.
- You have the Zaptec app installed on your phone.
- You have access to the Zaptec installation or charger that Zaptec Sense will be paired with.
- You know the main fuse value for the installation.

If the HAN port is not enabled, contact your grid company or utility.

Zaptec Sense with HAN connectivity is designed for supported smart meters, such as **Kamstrup**, **Aidon 6534** and **Kaifa/Nuri**. Other meters may work, but compatibility is not guaranteed.

What you need

- Zaptec Sense.
- Supplied custom Micro-USB cable.
- Smartphone with the **Zaptec app.**
- Wi-Fi connection for Zaptec Sense.

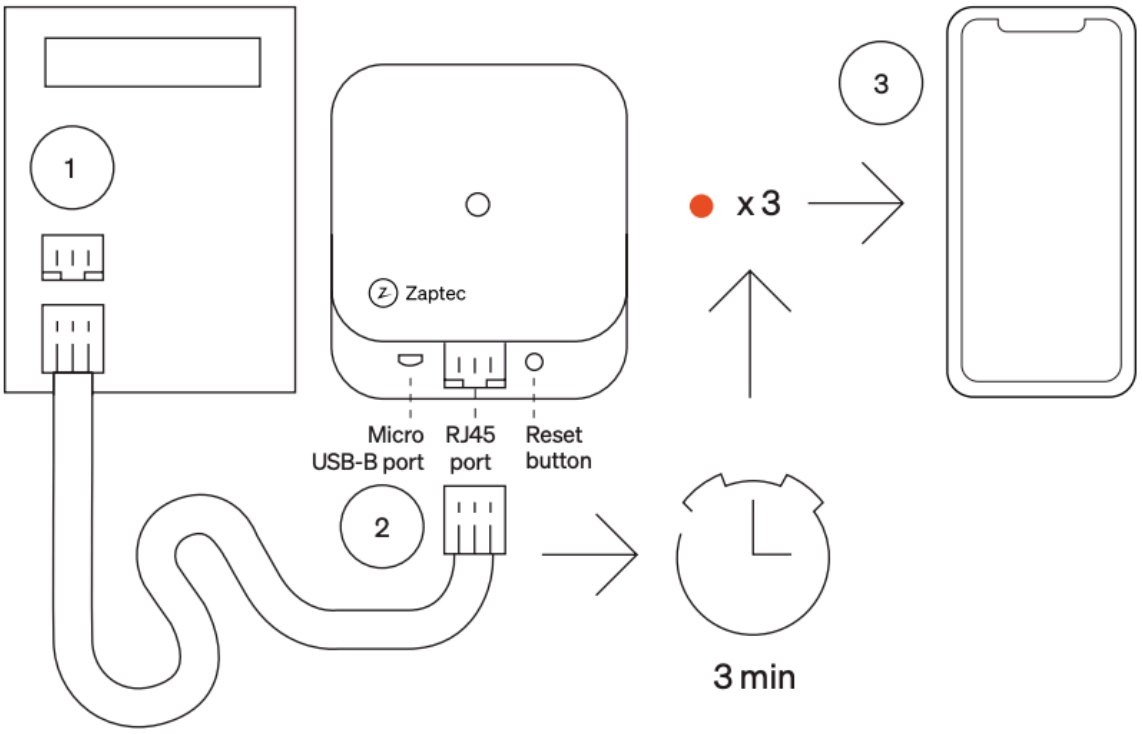
Step 1: Connect Zaptec Sense to the electricity meter

Zaptec Sense with HAN connectivity uses the HAN port on the electricity meter.

Zaptec Sense complies with the HAN-NVE push list. For more details, visit the NEK website.

1. Locate the HAN port on the electricity meter. The HAN port is an RJ45 port.
2. Connect the supplied cable between the HAN port and Zaptec Sense.
3. Wait up to three minutes for Zaptec Sense to start.
4. When ready, the LED will blink orange.

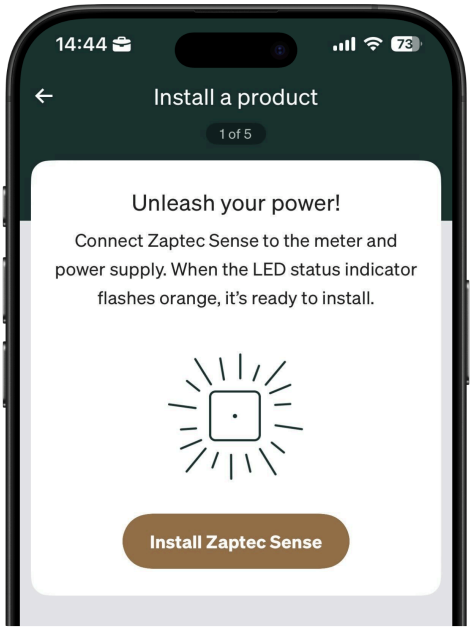
If the HAN port is already in use, you can use an RJ45 Y-splitter and connect a 5V DC power supply to the micro-USB port on Zaptec Sense.



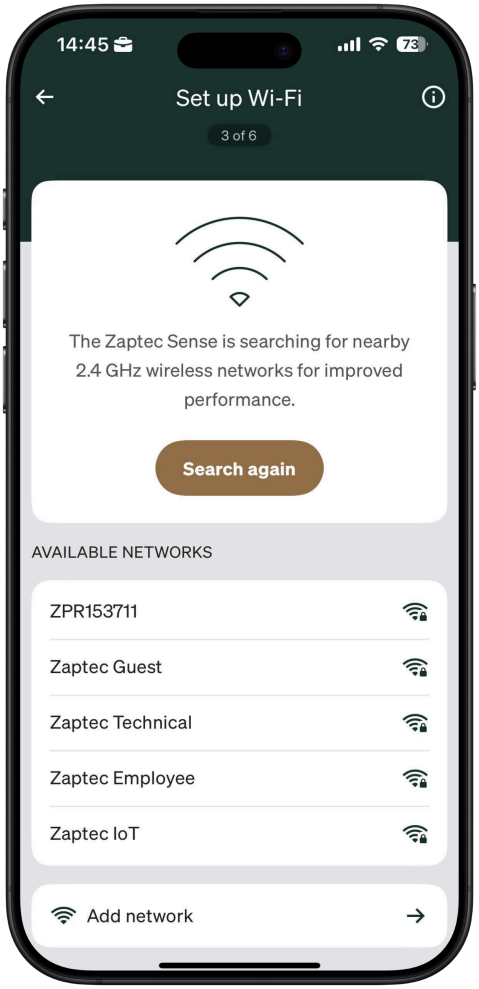
Step 2: Set up Zaptec Sense in the Zaptec app

Use the Zaptec app to register Zaptec Sense, connect it to the network and pair it with your Zaptec installation.

1. Open and log in to the **Zaptec app**.
2. From the **Dashboard**, tap the three dots in the corner.
3. Select **Install product.**



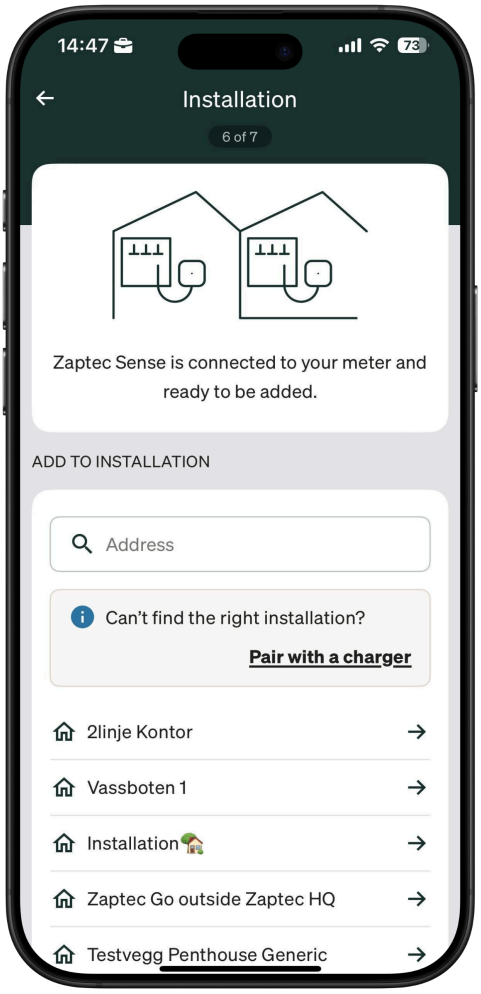
4. Scan the QR code on the device or user manual.
5. Follow the instructions to set the main fuse, confirm the meter connection, and connect to Wi-Fi.



If this is the first setup for the installation:

1. Select **Pair with a charger.**
2. Enter the charging station serial number.
3. Complete the setup in the app.

When the LED turns solid white, Zaptec Sense is active and will appear under **Power management** in the app.



What to expect after installation

After Zaptec Sense is installed and connected, charging speed may change during the day.

This is normal.

For example:

- Charging may slow down when the building uses more power.
- Charging may increase again when more capacity becomes available.
- You do not need to adjust the charging speed manually each time the building's power use changes.

Zaptec Sense manages the available charging power automatically within the limits set for the installation.

If setup does not work

Use the LED status and these checks to troubleshoot.

- *If Zaptec Sense is not found in the app:* Make sure Zaptec Sense has power and shows a light. Stand within **Bluetooth range** of the device. Then open the Zaptec app and try **to install the product** again.
- *If the LED shows 2 orange blinks:* Zaptec Sense has not received an IP address. Check the Wi-Fi password (or Ethernet cable) and make sure the network uses **DHCP**.
- *If the LED shows solid orange:* Zaptec Sense has received an IP address, but it cannot connect to the cloud. Check that the network has internet access and that the firewall allows the device to reach the internet.
- *If the LED shows orange → white (loop):* Zaptec Sense is not receiving meter data. Make sure the **P1/HAN port is activated** on the energy meter. Check the RJ12 cable on both ends and check the connection to the Xemex module.
- *If the LED shows 3 orange blinks:* Zaptec Sense is not configured. Open the Zaptec app and complete setup (Wi-Fi or Ethernet).
- *If Zaptec Sense loses connection*, the charging current is automatically reduced to 6 A to prevent overload. The minimum charging current can be changed in Zaptec Portal. See: connect Zaptec Sense to network.

Documentation and manuals

For technical details, wiring diagrams, certificates and product documentation, seeZaptec Sense HAN documents and manuals.

Relaterte artikler

- How to install Zaptec Sense with RS485 Modbus and Ethernet connectivity
  Install Zaptec Sense with RS485 Modbus and Ethernet, configure the energy meter, pair it in the Zapte…
- How to install Zaptec Sense with P1 connectivity
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- How to pair Zaptec Sense with an installation
  Learn how to pair Zaptec Sense with an installation in the Zaptec app during product setup.
- How to connect Zaptec Sense to Wi-Fi or Ethernet
  Set up connectivity for Zaptec Sense, change network settings and troubleshoot connection problems.
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System status Check current status

Need more help? Contact support

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