



# Meter Center Guide

Miracle Service Meter Center Guide  
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# METER CENTER GUIDE

## Overview

This document will describe the information needed to set-up and use the Automated E-mail Meter Reading service for Miracle Service.

### **Prerequisite**

- 1) The latest version of Miracle Service must be installed on the computer.
- 2) Microsoft .NET Framework 4.0 or later is installed.
- 3) Server must be synchronized with an NTP Time Source to ensure server times are within 5 minutes of each other.

## What we need to set-up Your Meter Center. Please send us

### 1. Your E-mail Set-up Information

The Meter Center is programmed to collect the meter reading e-mails for a standard e-mail account. This can be an internal e-mail account or you can set-up an account with companies such as Google Mail or Hotmail. This e-mail account is the account to where your equipment is programmed to send its meter reading e-mails. Depending on where this is set-up different information is required; however, the following is typical of the information we require:

IMAP Server Name  
Email Server IMAP Port  
Email Account Name  
Email Account Login Name  
Email Account Login Password  
Is SSL Required?

Any other details on the Email account set-up that is necessary to connect to and collect emails must be provided.

**IMPORTANT:** When providing the email account credentials please be advised that the Meter Center message processor will **delete all processed messages from the email inbox**. If you would like to retain the meter emails, we recommend you use a secondary meter email box that we will access to perform the meter reading processing. To do this we recommend you create a second meter email account and set-up a rule in your main meter email account to copy messages to the second email account. We will only need the login credentials for the second email account.

## 2. Your Sample Email Formats and Details

**E-Mail Format (for readings direct from machine):** There are many machines and manufacturers and there is no standard e-mail format across the industry. While some manufactures are good at maintaining a consistent format across their different lines of equipment other have not. Since this service is based on deciphering the emails sent from different machines, we need to get a copy of the ones you are using to ensure we have a profile for that in the automate system.

**Report Format (for readings from OEM or print collection partner reports):** Send us an example of a meter reading report in .csv format from your OEM Dealer or Print Partner site. The report needs to include the following as a minimum: Serial #, Meter Read Date, and reading for each meter.

**Meter Names:** To ensure the meter readings are imported correctly the automation system is set-up to include the meter names used in Miracle Service. Typically these are Black, Color, Scan -mail or report template, it is important to provide the details on the meter relationships.

Once we receive the information from #1 and #2 we can then set-up your Meter Center.

# Using the Meter Center Web Site

<https://meters.nexent.com/AdminMeterCenter/account/Login.aspx>

## Activating Equipment

- 1) Open your Equipment Grid view on the Meter Reading web site to display the list of your equipment. Users can filter the list by typing part of the Serial Number in the box below the Serial Number header.

The screenshot shows the 'Meter Center' web application interface. At the top, there is a blue header with the text 'Meter Center' on the left and 'Welcome Robert [ Log Out ]' on the right. Below the header, there are two navigation links: 'Equipment' and 'Meter-Reading'. The main content area displays the following information:

Service Plan: Demo Total Activations: 100 Activations Used: 0  
Active Equipment: 18

Drag a column header here to group by that column

Action	Serial Number	Last date meter updated	Active
<a href="#">Edit</a>	4455637	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	544564DS54A45K	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	63773828	10/18/2010	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	A111111	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A23598851	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A365214894	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A3652478	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A36587412	10/25/2010	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	A365874125	10/25/2010	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	A36985274	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A371982465	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A4852962474	10/14/2010	<input checked="" type="checkbox"/>
<a href="#">Edit</a>	A5156874	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A52148956	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A52418966	10/14/2010	<input type="checkbox"/>
<a href="#">Edit</a>	A541897285	10/14/2010	<input type="checkbox"/>

- 2) Click  the equipment you want to activate.
- 3) Click the check box under the
- 4) Click

## Checking Meter Reading Status

Click the Meter-Reading menu option to open the Meter Reading Grid to view the status of your meter readings. This will display the status of all meter readings received by the system.

**Meter Center** Welcome **Robert** [ [Log Out](#) ]

[Equipment](#) | [Meter-Reading](#)

Meter Reading

Drag a column header here to group by that column

Serial Number	Meter Name	Meter Reading	Reading Date	Date Updated in Miracle Service	Status
CXH812146	Color	2353	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
CXH812146	Black	2019	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
CXH812146	Scan Meter	2821	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Color	1353	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Black	1019	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Scan Meter	1821	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
CXH812146	Color	2353	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
CXH812146	Black	2019	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
CXH812146	Scan Meter	2821	10/5/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Color	1353	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Black	1019	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Scan Meter	1821	10/4/2010	10/15/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Color	1353	10/4/2010	10/25/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Black	1019	10/4/2010	10/25/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE
A4852962474	Scan Meter	1821	10/4/2010	10/25/2010	SUCCESSFULLY UPDATED IN MIRACLE SERVICE

Equipment with multiple meters will display a line for each meter being read.

### Status Messages:

Successfully Updated in Miracle Service  
Received by Meter Center  
Sent to Miracle Service DB  
Equipment does not Exist  
Meter Reading is Older or Less than current Value  
Meter name not found

## Troubleshooting

For other errors and troubleshooting please check the on-line Knowledgebase at <https://customers.nexent.com/msweb/#/login>