

Mojec Microstar Prepaid Manual

Step One

There are two instances to loading your token on your prepaid meter (MOJEC Micro-star).

1. If you are recharging for the first time and your units got exhausted before purchase:

- First make sure the power supply indicator on your meter is ON. Or that there is general power supply in the neighbourhood.
- Put OFF generator and inverter if you have any.
- Put your change over switch on EKEDP Power Supply. (Note: There won't be power supplied as you have exhausted the units on your meter).
- Insert new batteries in the space provided at the back of the Customer Interface Unit to power on the device. If the device does not come on, Press 3 for battery wake up.
- Plug the Customer Interface Unit to a wall socket in the apartment / shop, preferably socket for your freezer or fridge. (Note: Socket proximity to the meter does not matter, as long as the socket's power source is from EKEDP Power Supply).
- Switch ON the socket where you have the Customer Interface Unit plugged to. (Note: The reason for plugging the CUI is to enable the keypad to communicate with the meter through the power source)

2. If you want to top up your meter and there is power supply in your apartment / shop (i.e. you still have units on your meter):

- When there is power supply in the apartment / shop , plug the Customer Interface Unit to a wall socket. (Note: Socket proximity to the meter does not matter, as long as the socket's power source is from EKEDP Power Supply).
- Switch on the socket to power on the Customer Interface Unit. (Note: The reason for plugging the CUI is to enable the keypad to communicate with the meter through the power source).

Step Two

After successfully going through either Step One above.

Please, note the number combinations and commands on the right hand side of the keypad. Press 10 to check your meter number or 01 for current available credit.

If your meter number or current available credit does not show. Please extract and press the below number combinations. This process is known as "marrying" the Customer Interface Unit with the meter.

5258 + 5th digit to 12th digit of meter number.

Input: 5258 + (0101)15007104(7) + Enter (the blue button)

i.e. (525815007104 and Press Enter) for 01011 meters.

Input: 1593570 + Meter Number + Enter (the blue button)

i.e. (159357054130175653 and Press Enter) for 541 meters.

Exclude the digits in brackets i.e. first four digits (0101) and the 13th digit (7)

The feedback response on the meter will be **“Accepted”**.

Step Three

Procedure on how to load different tokens on the meter.

Credit Unit Token

- The Credit Unit Token can be purchased from the EKEDP cash offices, through Interswitch, Quick- teller or other recognized payment channels.
- The token consists of the: Customer Name, Service Address, Meter Number, Date and Time of Purchase, Amount Paid, Total Units, Monthly Charges and the Electricity Token Number which consists of 20 digits.

Note: If you are recharging for the first time, it comes with another 20 digits token which is for the Bonus Units. In this case, the Bonus Token is loaded before the actual purchased token.

- Press the 20 digits correctly into the meter (Note: Bonus Token loaded first if available) - Press the blue enter button.
- The feedback response on the meter will be **“Accepted”**.
- Press 01 on the keypad, followed by the enter button.
- The meter will display the correct current available credit (if the steps were followed correctly).

Key Change Token

- Sometimes, the meter is on a different Tariff from what the meter number was programmed on. This could occur when the incorrect Tariff detail is supplied by the installer upon meter programming. In this case, it makes it impossible for the purchased Credit Unit Token to be loaded on the meter
- Key Change Token is generated from EKEDC HQ, Marina to change the meter Tariff, thereby allowing credit top-up on the meter.
- The token consists of the: Meter Number, Date and Time Generated, Details of Changing Tariff [From and To] (Supply Group, Tariff Index and Tariff Code) and the Token Number which consists of 40 digits.
- TExample of Key Change Token : (2078 2695 8664 9445 0890), (1411 1928 3898 3041 6063)
- Key Change Token is FREE, unless where penalty charges for bypass or meter tampering apply.

Meter Error and Meaning

Link Error

- The Customer Interface Unit is not having a strong communication link with your meter through the power source.
- Weak batteries inserted into the Customer Interface Unit.
- The Customer Interface Unit not married with the meter (Step Two above).
- The socket the Customer Interface Unit is plugged to is not being supplied by EKEDC Power Supply.
- There is no power supply indication on the meter.

In this case, the following is advised:

- Change the batteries to new batteries. The batteries should be strong enough to power on the Customer Interface Unit.
- Change the outlet where the Customer Interface Unit plugged.
- Go through Step Two above to marry the Customer Interface Unit with meter.

Reject Error

- The meter tariff is different from what the meter number was programmed on. In this case a Key Change Token is required.
- The Electricity Credit Token entered into the meter is wrong.

Reject Error

- A recently generated Electricity Credit Token has been loaded.
- The actual Credit Token was loaded before the Bonus Token. In this case, this error will be displayed when the Bonus Token is loaded.

In this case, the following is advised:

Contact EKEDP Customer Care and scan a copy of the purchased Credit Token to customercare@ekedp.com with your contact details, date of purchase and amount clearly showing.