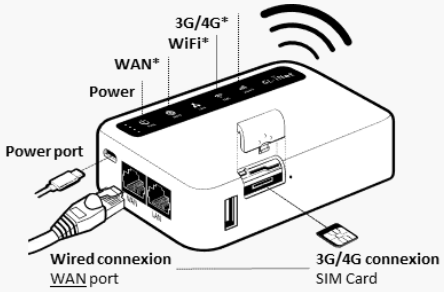
GUIDE FOR REPLACING THE ROUTER

This guide allows to **validate the compliance of the communication** following the replacement of one or more routers. Thank you for **verifying the points below and applying the actions corresponding to the situation at hand**. Tick the boxes of the actions that were carried out.

V1

1 Unplug the supply of the replaced router. Remove SIM card (or wired connection) and insert it in the new router (aside from supply). Plug the new router.



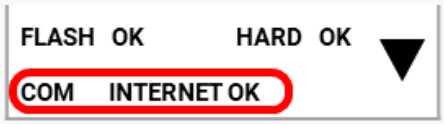
▲ Smart Router

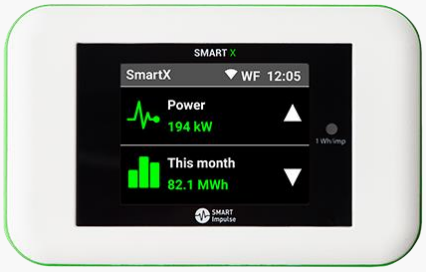
☐ **Indicate below the references of the replaced equipment** (last 6 digits of the MAC address indicated on the back of the router):

Current reference (ex : D3A0B5)	**Replaced by** (ex : D3A790)

ℹ In order to validate communication, please go to the **3rd page of the Smart X** ('system information' page) using the arrows on the touch screen and check the 'COM' status below (if the screen is off, press the touch screen of the meter for it to turn itself on).

2 Check on the Smart X meter that the 'COM' status indicates 'INTERNET OK'.





▲ Smart X meter

If the COM status displays 'WIFI OK' or 'INTERNET NOK':
(Smart X connected to the router's Wifi, router not connected to the internet)

☐ **Router using 3G/4G: If the 3G/4G LED is not blinking** (no data transfer), move the router in an area with a better 3G/4G coverage.

☐ **Router using LAN: If the WAN LED is not blinking** (no data transfer), verify the Ethernet cable connects the router's WAN port to the site's LAN port. If the LED is still not blinking, check with your IT department if network parameters have changed.
(Outgoing connection authorisation to our server: ICMP protocol to 8.8.8.8 (ping DNS), TCP portocol to 178.33.106.9 port 80 (HTTP), DHCP or static IP configuration).

If the COM status displays 'ROUTER NOK' (router's Wifi not detected):

☐ **Move the router closer to the Smart X** and away from any disturbance sources (ex: transformers).

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3 If the communication is restored at the end of the intervention (the screen of the Smart X turns on and the 'COM' status displays 'INTERNET OK'), please send a photo of this document within 24h to support@smart-impulse.com in order to close the incident.

If communication is not restored despite putting in place corrective actions, please contact us directly on +44 20 3695 6840 for remote assistance.

Please send the replaced equipment within 7 days to the following address:
Smart Impulse, Le Cargo - Etage 1H - Bureau H13, 157 boulevard Macdonald, 75019 Paris, FRANCE.

Information on the intervention

First name / NAME		Site name / Panel	
Phone		Intervention date	

Remarks following the intervention
