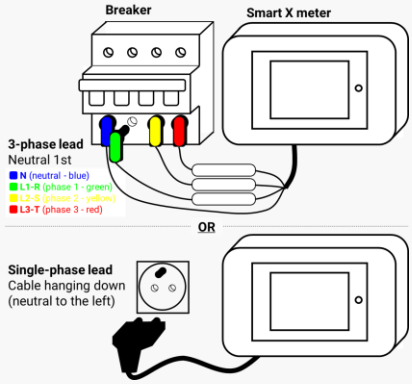
# GUIDE FOR RESOLVING COMMUNICATION ISSUES

This guide has for objective to help you **resolve communication issues** of Smart Impulse hardware on your site.
Thank you for **verifying the points below and applying the actions corresponding to the situation at hand**.
V1 Please tick the boxes of the actions that were carried out.

## 1st expectation: By pressing the touch screen, the Smart X meter turns itself on.



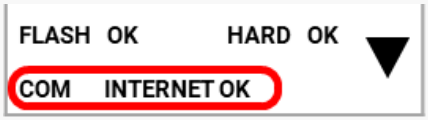

**1** If the Smart X does not turn on or reboots itself continuously,
**Verify the supply of the Smart X and reboot it:**

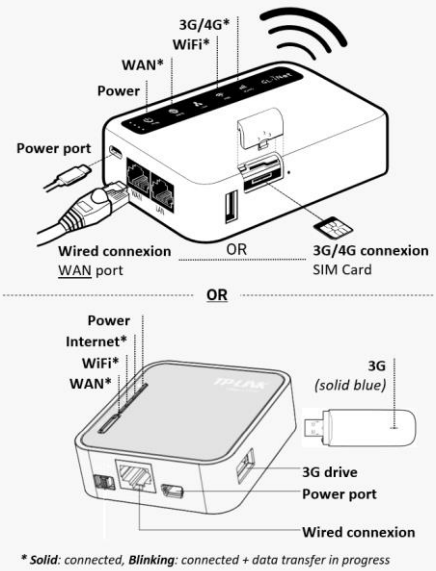
- ☐ **Smart X connected with 3-phase lead:** verify that the breaker is on (circuit enabled). Unplug all voltage connectors during 3 minutes then plug them back (starting with the neutral) and verify each connector is continuously in contact with the circuit breaker's screw (if necessary, screw them back).
- ☐ **Smart X connected with single-phase lead:** verify the AC outlet is properly powered. Unplug the AC outlet during 3 minutes and then plug it back.

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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.

## 2nd expectation: The 'COM' status below indicates 'INTERNET OK'.




** **Solid**: connected, **Blinking**: connected + data transfer in progress*

**2** **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), reboot the router and wait 3 minutes (initialisation). If the LED is still not blinking, 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 protocol to 178.33.106.9 port 80 (HTTP), DHCP or static IP configuration).*

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

- ☐ **If the router is OFF** (no LED is lit), check its supply, reboot it and wait 3 minutes.
- ☐ **If the router is ON,** move the router closer to the Smart X and away from any disturbance sources (ex: transformers).

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**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 these corrective actions, please contact us directly on +44 20 3695 6840 for remote assistance.

### Information on the intervention

| | | | |
|---|---|---|---|
| First name / NAME | | Site name / Panel | |
| Phone number | | Intervention date | |

**Are you aware of an event which could have led to this anomaly?**
(blackout, generator test, moving/handling of Smart Impulse hardware...)