

PAIRING THE CIU WITH THE METER

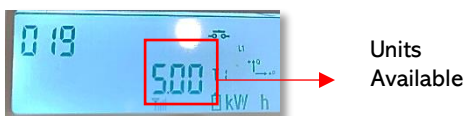
STEP 1

Plug the CIU to the wall plug to power up the CIU and wait for the CIU to light up (Do not connect it to an extension cord).



STEP 2

Press **900** and the meter number as shown in the picture and enter.



STEP 3

Press **100** to check if the meter is paired or not. Once entered 100, you will be able to see your meter number excluding the last digit of the meter number.



COMMISSIONING THE METER

Enter **877** on the keypad once the installation is completed. This will commission the meter.



COMMUNICATION ISSUE

When there is a communication issue, the CIU will display **SYn/ no_ACR**. There could be a few possible causes:

- Meter is not plugged into the wall.
- CIU is not working correctly.
- The frequency of the meter and CIU is different.
- Any signal suppression.
- When the meter is more than 150m away from the CIU.

Follow the steps to ensure the meter is connected to the CIU.

STEP 1

Ensure the meter is on and plugged into the wall and not to the extension cord.

STEP 2

Check the frequency in the CIU.

Press **926** in the keypad and enter. This will display whether the CIU is in FCC or Cenelac-A frequency.

STEP 3

To change the frequency to FCC, Press **906** and **111111** and enter.



STEP 4

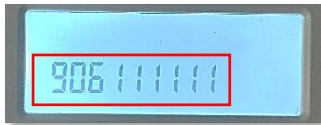
Once the screen displays SYn, press **0200** then **"15"** 18 times and enter. This step will change the frequency of the CIU from Cenelac-A to FCC. After this operation press **926** again to check if the frequency is in FCC.



***Note:** If the CIU is still not communicating, it means that meter is in Cenelac-A frequency. So, the CIU also must be in the same frequency as the meter. Follow the steps to change the frequency.

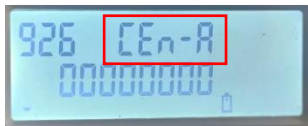
STEP 1

To change the frequency to FCC, Press **906** and **111111** and enter.



STEP 2

Press **“00”** 11 times and **“15”** 9 times and enter to complete the operation. Now, press **926** to check if the device is in Cenelac-A as marked in the picture.



- Another cause might be that the SGC (Supplier Group Code) is wrong on that meter. To check the SGC, press 016 on the keypad and enter. If the SGC is wrong, a key change token is required for that meter.

***Note:** When the meter goes to tamper, the display will show a hand signal and light up the tampering signal. This signal will go off after a few days once the tamper token is generated to the meter.



***Note:** If the meter displays negative units, there is no need to worry about it. E.g. if you recharge for 40 units, it will display -40 units.

HOW THE METER GOES TO TAMPER

There are a few possible causes when the meter goes into tamper:

- When the terminal cover is open after commissioning the meter.
- When the neutral bypass is not done.
- When there is any surge in the line.

Press **008** and enter, if the CIU displays other than **“0000”**, consider the meter to be in tamper. A new clear tamper token needs to be generated on that meter number and entered to remove the fault.



OTHER ISSUES

TOKEN BEING REJECTED

There are cases when a token is rejected:

- When the meter number is wrong for the token, make sure that the token is for the right meter.
- When the token and meter number is correct but still the token is rejected, the tariff index is wrong. To check the tariff index, press **004** on the keypad to check the tariff index on that meter. To change the tariff index, a tariff index change token is required.



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