

9. IHD PROBLEM SOLVING

9.1 - No Display

If the Smart Energy In-Home Display is not displaying it is likely that the battery is flat.

Check that the IHD is docked properly in the Stand.

Check that the Stand recharger is plugged in and turned on.

9.2 - Battery Flat

To turn the Smart Energy In-Home Display after a flat battery:

- Return the IHD to the Stand and ensure the Stand recharger is plugged in.
- Press the screen to start the IHD, the screen will light up and display.
- Leave the IHD in the Stand and let the battery recharge for 1 hour.

9.3 - No Meter Readings after a flat battery

The IHD may need to be reconnected to the meter.

Return the IHD to the Stand and let the battery recharge for 1 hour.

Press the screen to start the IHD, the screen will light up and display.

Touch the Settings button in the bottom right hand corner of the Main Screen.

Enter the pin number 0000, and touch the "Display" Panel.

Touch the "Set Time" Panel.

Using the Clock Set screen set the IHD time to AEST, i.e. non-daylight saving time, by setting Hours, Minutes, Year and Date, and press "OK".

The IHD should commence displaying values within 30 seconds.

9.4 - IHD missing Graph Data after flat battery

The IHD will reconnect with the Meter and update the total energy consumption data but cannot access 30 minute data to supply the missing graph data. This is an expected outcome.

Ensure IHD is returned to stand for recharging to avoid further data loss.

9.5 - No Meter Readings - 1

If the IHD is displaying zero values, it is likely that the wireless is disconnected.

If the IHD is displaying a “Lost Meter” message at the bottom of the Main Screen:

- Bring the IHD closer to the location of the Meter Panel.
- The “Lost Meter” message should turn off and readings re-commence.

9.6 - No Meter Readings - 2

If the IHD is displaying zero values but not displaying a “Lost Meter” message, it is likely the IHD may need to be re-set. To fix, take the following steps:

- Turn the IHD over and insert a pin or thin nail in the reset hole (Just above the Horstmann nameplate).
- Return the IHD to the Stand.
- Press the screen to start the IHD, the screen will light up and display.
- Touch the Settings button in the bottom right hand corner of the Main Screen.
- Enter the pin number 0000, and touch the “Display” Panel.
- Touch the “Set Time” Panel.
- Using the Clock Set screen set the IHD time to AEST, i.e. non-daylight saving time, by setting Hours, Minutes, Year and Date, and press “OK”.

The IHD should commence displaying values within 30 seconds.

9.7 - No Meter Readings - 3

If the IHD is displaying zero values but not displaying a “Lost Meter” message or does not commence displaying values after re-set, the meter and IHD may no longer be joined. To fix, take the following steps:

- Check the meter for display of a solid HAN symbol on the RHS of the meter display.
- Check the IHD “Network Information” under “Settings”.
- Check for “Network Status” = “Network Up”.

If “Network Status” = “Not Joined” or Meter does not display solid HAN symbol, contact CVSC Head Office.

9.8 - IHD Screen will not respond to presses

If the screen will not respond to pressing icon buttons or Panels, it is likely the IHD may need to be re-set. To fix...:

- Turn the IHD over and insert a pin or thin nail in the reset hole (Just above the Horstmann nameplate).
- Return the IHD to the Stand.
- Press the screen to start the IHD, the screen will light up and display.
- Touch the Settings button in the bottom right hand corner of the Main Screen.
- Enter the pin number 0000, and touch the "Display" Panel.
- Touch the "Set Time" Panel.
- Using the Clock Set screen set the IHD time to AEST, i.e. non-daylight saving time, by setting Hours, Minutes, Year and Date, and press "OK".

If the IHD will still not respond to presses:
Contact CVSC Head Office.

9.9 - IHD has no display and will not re-start

Try the steps above for 'Flat Battery' and 'No Meter Readings'.

Try the steps above for 'IHD will not respond to presses'.

No response?

Contact CVSC Head Office.



Local energy solutions.

