
FLUID MANAGEMENT TECHNOLOGY

SMARTFILL GEN2

Common Support Issues

NETWORK NOT CONNECTED

1. 3G
 - Check SIM is correctly in module. The SIM holder is a simple spring-loaded slot. Just push the SIM to remove or load.
 - Check antenna is firmly affixed to module. Antenna must be firmly screwed in to connector on module.
 - Does SIM have PIN requirement removed? Place the SIM into an appropriate mobile phone and turn on to check this. You can use the phone menu to change this setting.
 - Is SIM a data SIM? Can it download a website from a phone? Check with your service provider for details on the SIM provided.
 - Install menu/9-more/2-network – Is access point correct?
 - If you change settings then reboot SmartFill to ensure that settings are kept. Menu/5-unit/3-restart.
2. Wifi
 - Install menu/9-more/2-network – Are SSID & password correct?
 - How far away is the SmartFill from the wifi router? (More than 30m not acceptable)
 - Are there any metal obstacles between SmartFill and router? This will seriously degrade operating range.
3. Ethernet
 - Install menu/9-more/2-network – check IP settings
 - i. Dynamic? If not, what is IP & gateway?
 - Check firewall.
 - Debug menu/1-system/2-network – is server IP set?

At the unit, press and hold the <4> key for a couple of seconds to bring up the network status.

Type = one of cellular/wifi/Ethernet/NA

Network = Not connected or connected – if not connected then check above.

Website = Not connected or connected – if not connected, usually firewall issue with Ethernet.

SMARTDIP

Check installation.

- Sensor pipe must be tightly sealed to prevent any fluid coming into contact with sensor. Including rain water.
- Wires coming from sensor to module must not be twisted which could result in shorting of signal.
- Sensor wiring must be to position 1 & 4 on sensor as per installation manual.
 - Position 1 to + on module
 - Position 4 to – on module

Check configuration.

- 20 point table is best. If not, internal tank dimensions must be accurate. See installation manual for setup information.
- Are there any slopes, internal or external, that could affect calculation?
- Density and sensor range.
 - Default density is 840 for diesel.
 - Default sensor range is 250, which is compatible for any tank up to 3 metres in height.
- Reboot from menu with new configuration. Do not just power off. Use the admin or installer menu to restart the SmartFill. Details can be found in the operations manual.
- <CLR> key is shortcut to tank status.

Module.

- Solid LED for each tank enabled.
- If flashing or off then issue with module. Contact Fluid Management technology support for resolution.

DOWNLOAD TRANSACTIONS VIA USB

Any USB drive may be used in a SmartFill Gen2.

The SmartFill Gen2 saves every transaction to local memory which may be retrieved by the export function incorporated into the unit. After retrieving the transactions to USB, they may be imported into the website using the website import function.

To export the transactions to USB do:

- Enter the Admin menu by:
 - Press and hold the <CLR> & <ENT> keys down together for a few seconds until the display reads “Enter admin or installer pin”
 - If it says anything else, press <CLR> to go back to the default display and try again.
 - Press <1>,<2>,<3>,<4>,<ENT>
- Once in the admin menu, press <8> for Import/Export
- Then <2> for Export
- Wait until the display reads “Done” and “Press any key to continue”
- Remove the USB

To import the transaction into the website:

- Login to your website
- Go to SmartFill Units page
- Use import function with USB drive inserted into computer

Note: From software version 1.07.08x onward, when you export the transactions to USB, each transaction will be marked as exported, so it will NOT be exported on any subsequent attempts. Therefore, the export function should only be used ONCE each time an export is required.