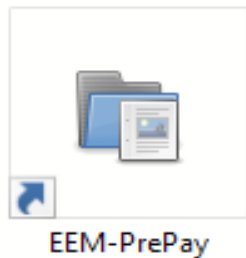# User Manual
2021 V1

EEM-Prepayment Software V1.2.6

EEM-PrePay

1 Introduction

This document provides operating and instillation instructions. For setup this requires the RFID Reader, SDM320Y-RF & Contactless card set.

2.Instillation

Download the preliminary software via website link, unpack the downloaded folder using a RAR extractor, launch the SetupEEM software to install the final application.
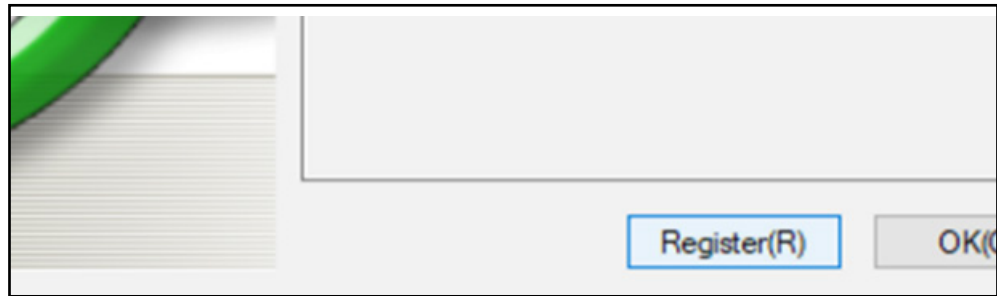
3.Initial Set-Up
3.1 – Once launched from the home screen, select about from the *About* button from the *Help* dropdown menu.
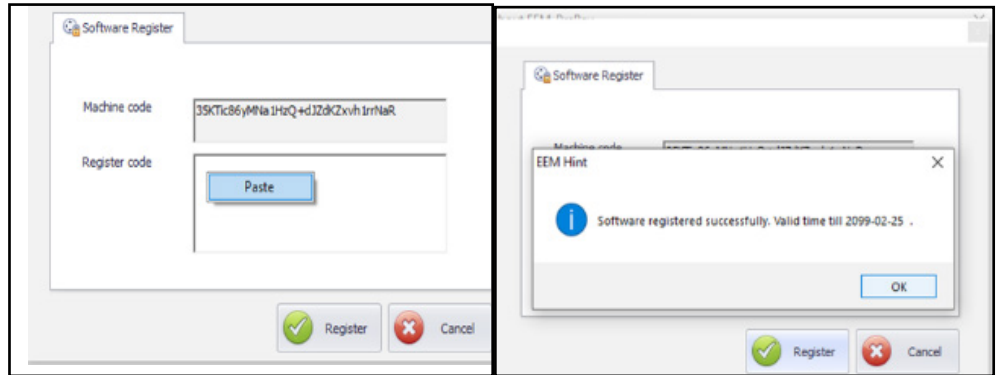
*After a short delay, the screen will display active energy measurements.


3.2 – Select the Register(R) button.

3.3 – Copy and forward the *Machine code* to your supplier via email, within 24 hours you will be issued with an activation code. Paste this into the *Register code* box to have full access to the EEM software.

3.4 – Select *Back up / restore the database* below *About* in the Help dropdown menu. From here set your database back up, this can be automated to occur every day, week, or month at set times. There is also the option to manually back up by pressing *Back up now*.
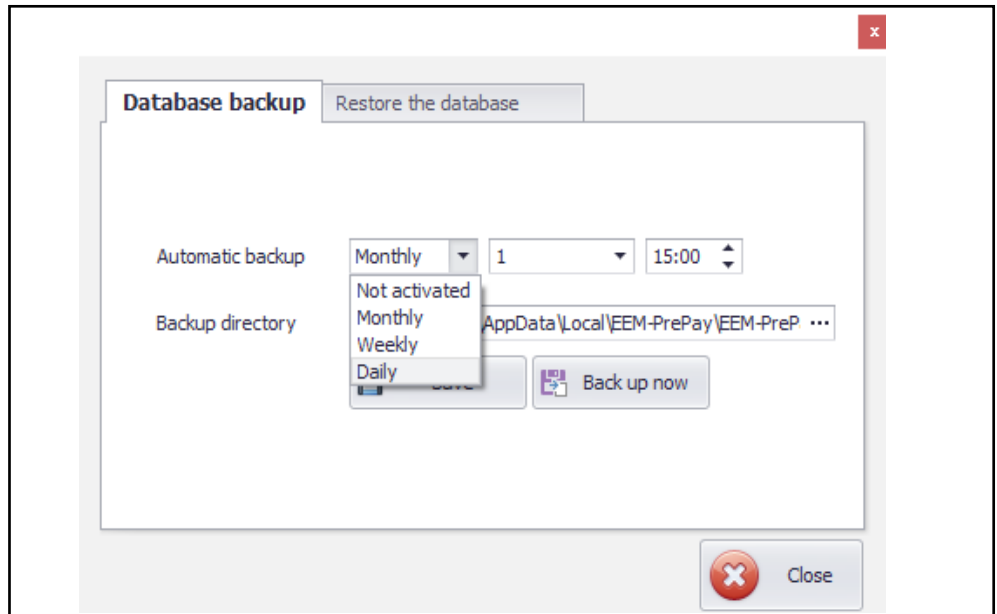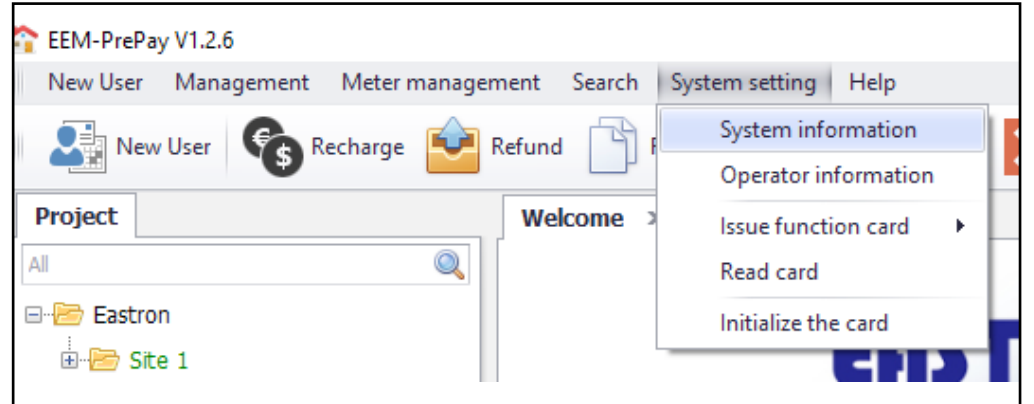

3.5 – The database can be restored at any time in the next tab, once it has been restored all the records will be wiped from the application.
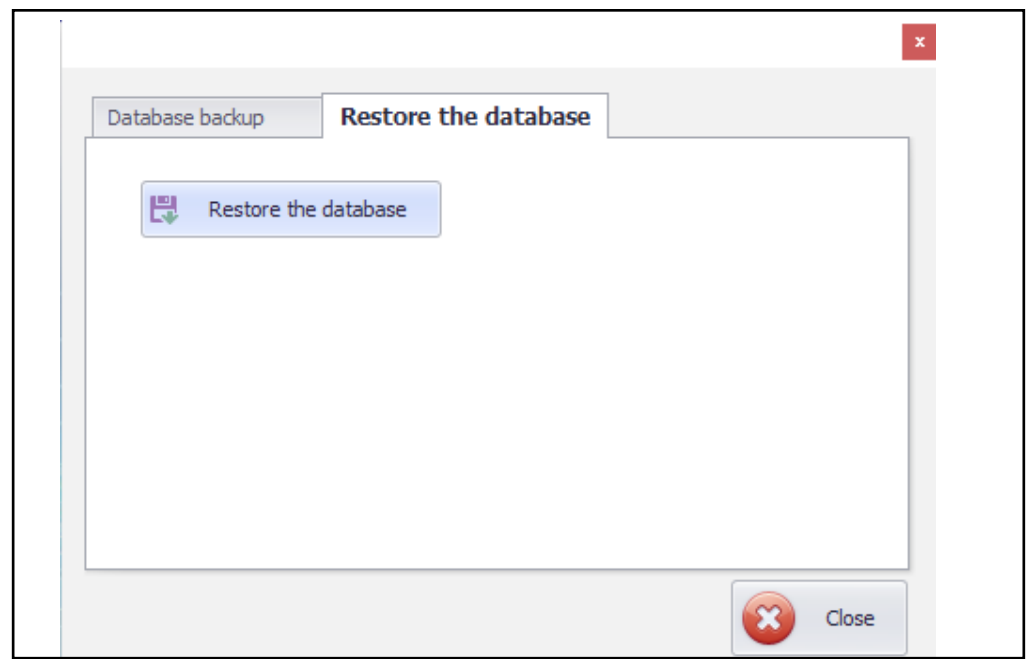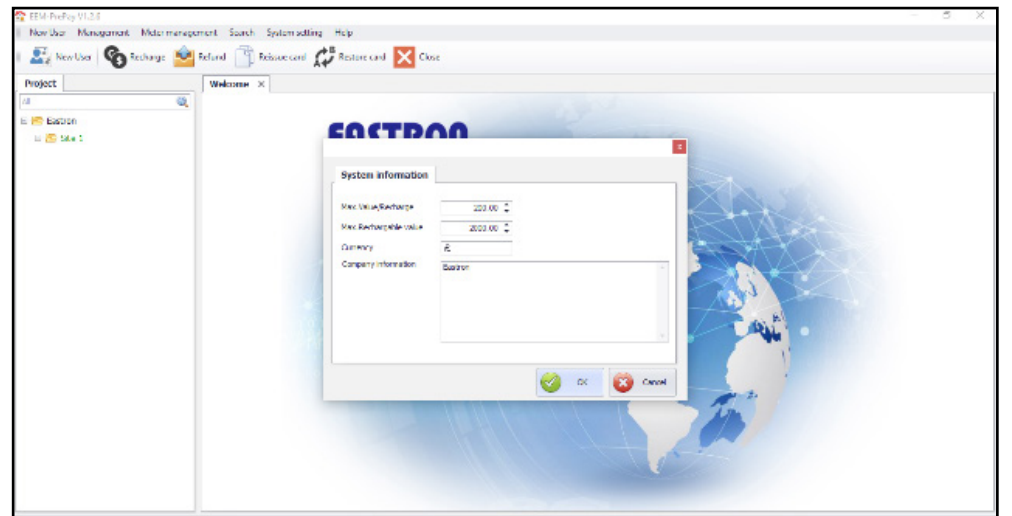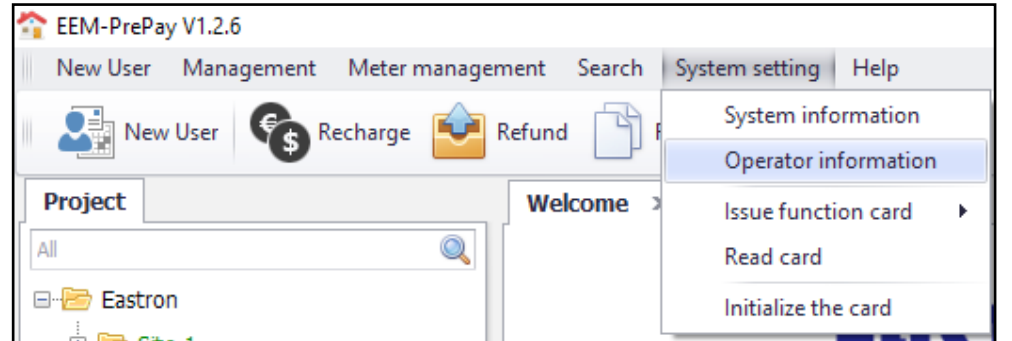

4.System Settings
4.1 – Select S*ystem information* from the *System settings* drop down menu.


4.2 – To set the amount of credit any user can top-up in one transaction select '*Max. Value/Recharge*'. To set the maximum amount of credit a user can top-up throughout their visit select '*Max.Rechargable value*'. Additionally, the currency and company information can be edited. Once everything has been changed, click '*OK*' to save."

**4.3** – Select O*perator information* within the *System settings* dropdown menu to add or edit logins to the system


The admin account cannot be renamed but the password can be changed. When selecting the authorization for a new account the '*Operator*' option will mean the user has limited access to the *Meter management* and *System settings.*
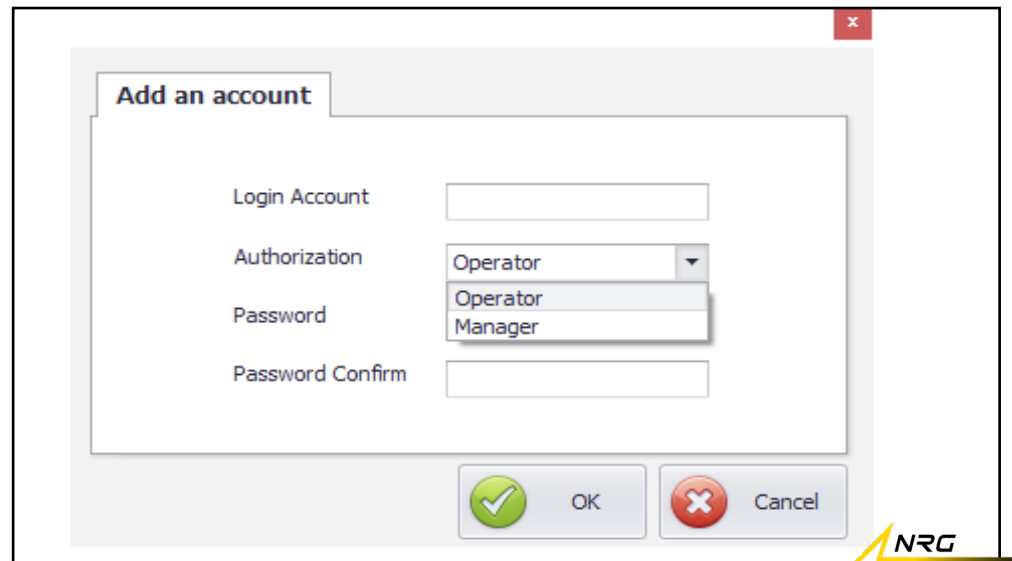
**5.1** – Select Parameter setting card from the System settings dropdown menu.
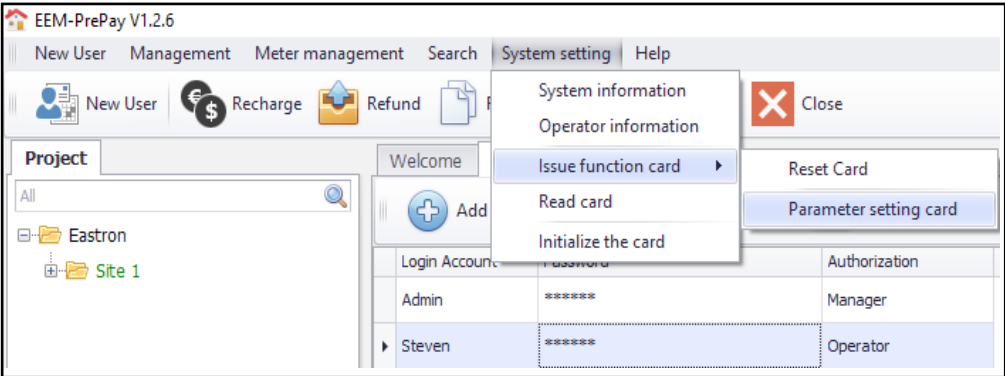
5.2 – Within this window you can edit the parameters you want to set for your meters. Parameters that are not selected when the function card is issued to the meter are going to reflect the factory settings or the last function card that was issued providing the meter has not been **Reset**.To change each parameter either double click it or ensure it is highlighted and select the **Parameter setting** button.
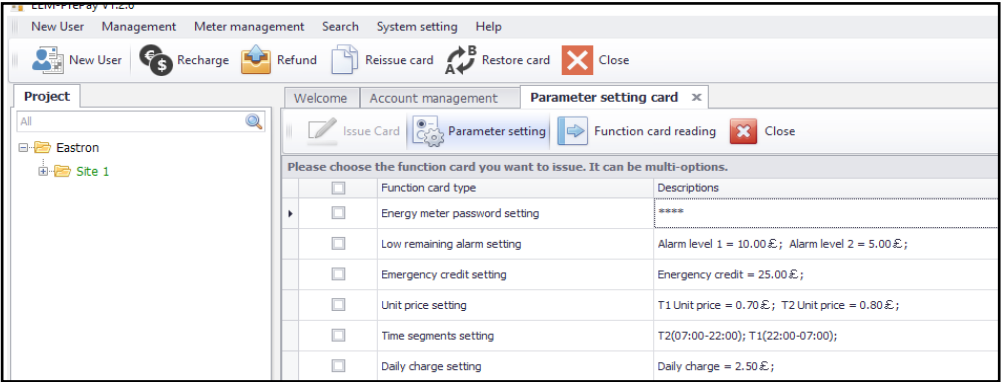

5.3 – The first parameter you can change is the meter's 4-digit password, from stock this will be 1000 for added security this can however be changed.
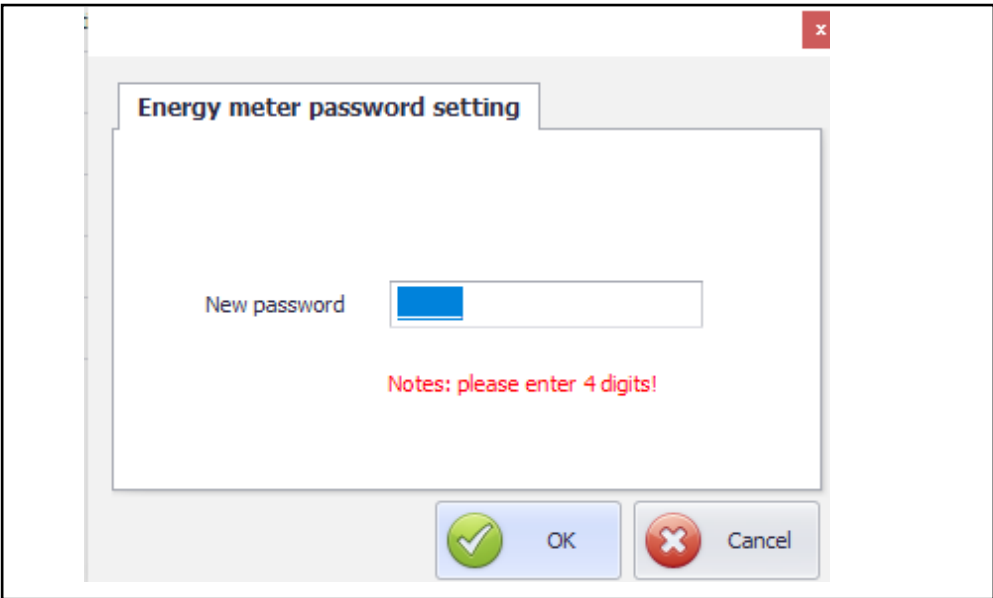

5.4 – The second parameter to set is the low remaining credit alarms, Alarm 1 must be higher than Alarm 2, both output the same beep that needs manually overriding however the second alarm also cuts off the power supply until actioned.
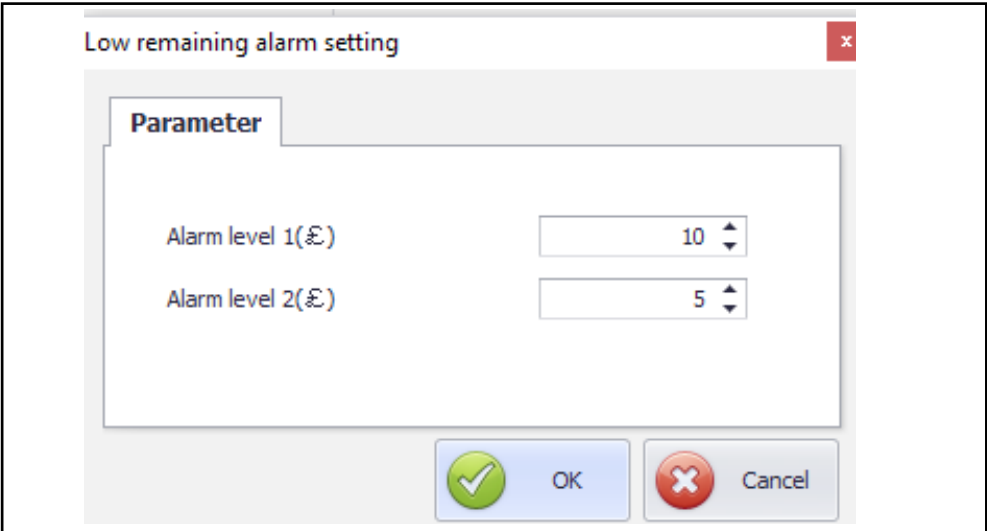

5.5 – The next parameter allows you to set the emergency credit limit for the meter once the credit hit's 0 the power will momentarily trip out until manually overridden."
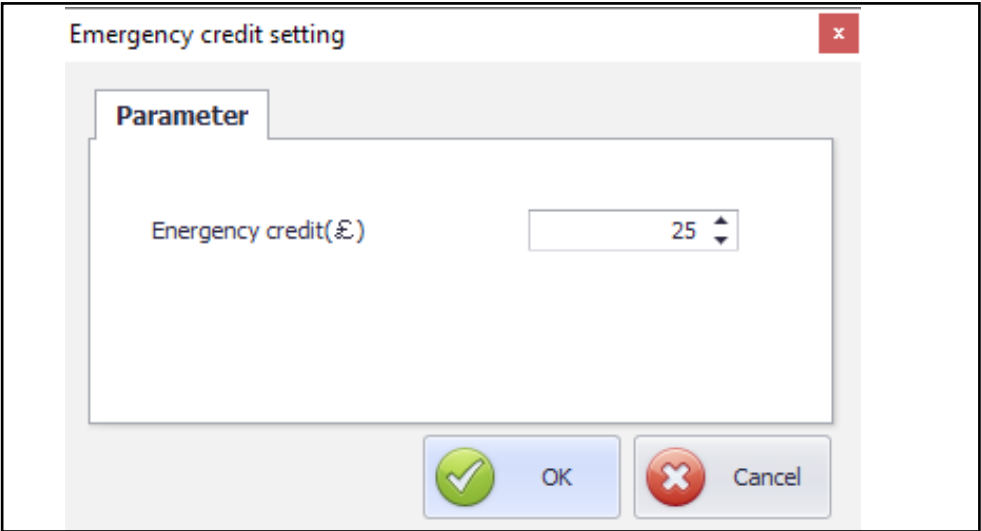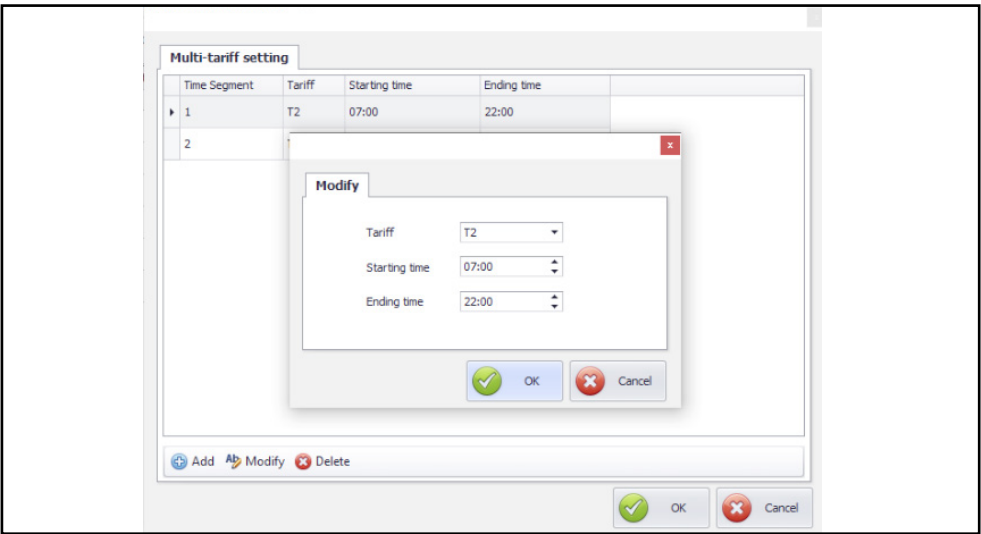

5.6 - The unit price can be modified in the next two boxes, if you do not wish to set two different tariffs then ensure the prices are the same
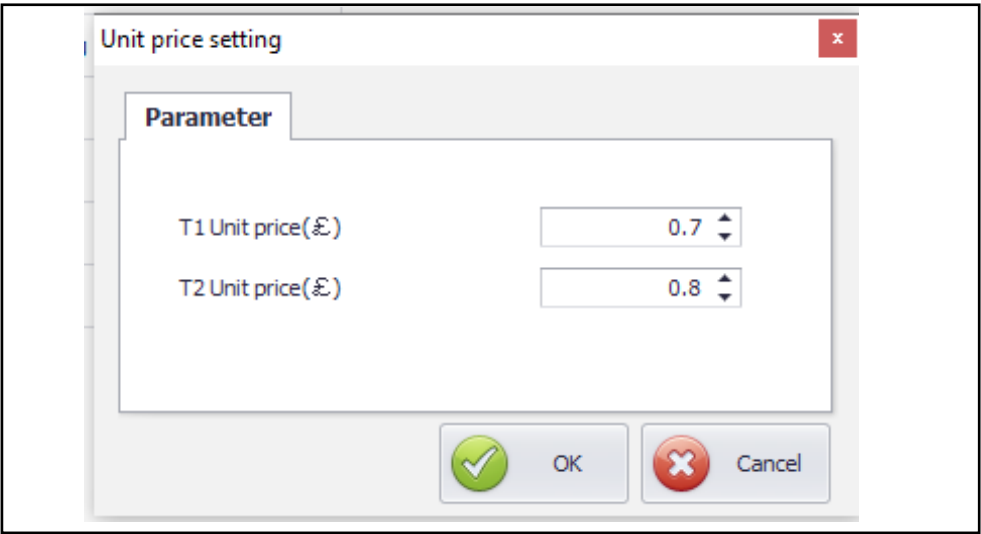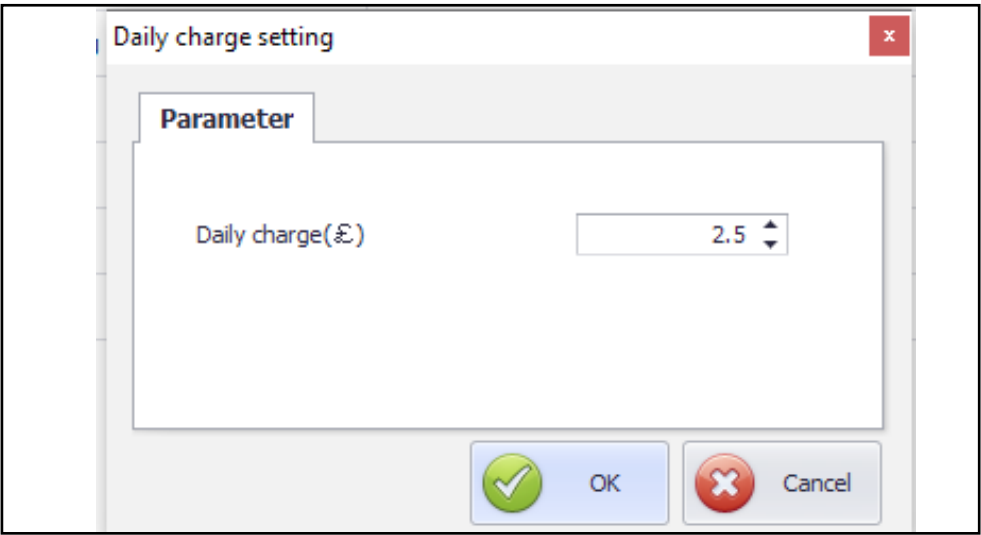

**5.7** – Double clicking on the multi tariff setting will display this screen.
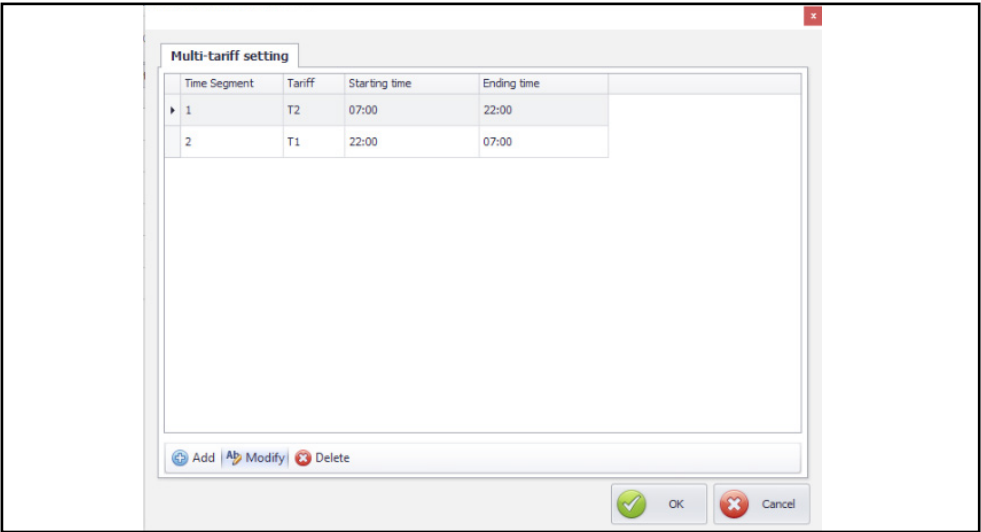
5.8 – by double clicking on either tariff you can adjust the time settings so that different charges occur during set times of the electricity being used


5.9 – The last parameter setting is the daily charge amount; this will take effect after the first 24 hours of active use with the meter

6.0 – Once all parameters have been set, select the ones you wish to upload to the function card, place a blank card on the card reader and select the issue card button.
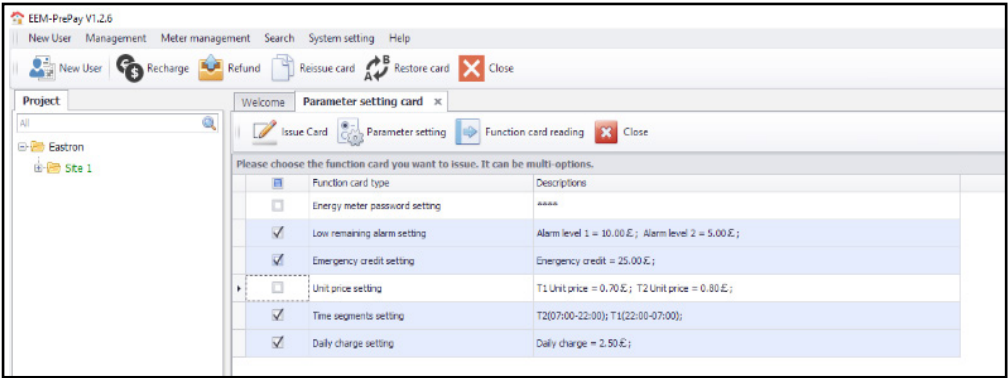

6.1 – Once the function card has been accepted this pop-up screen will display, and the function card is ready to use. the function card is then held near the meter until it beeps to upload the new parameters.
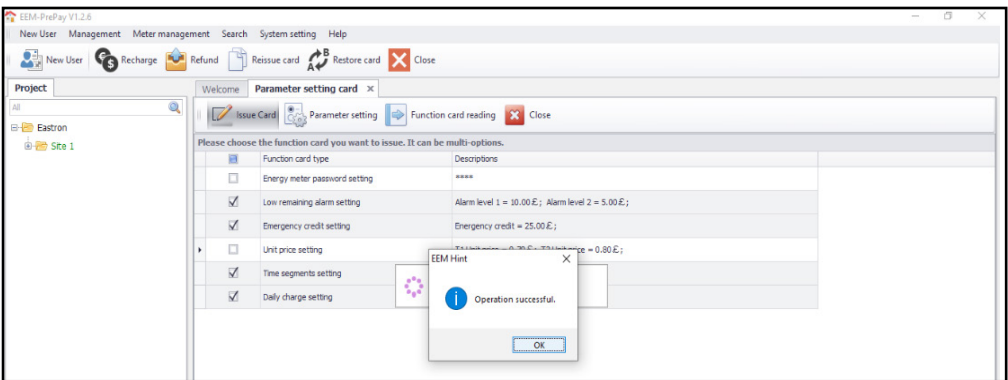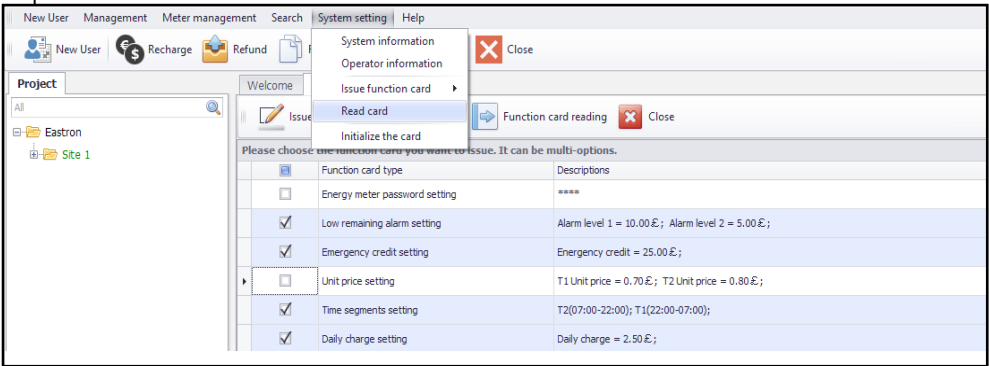

6.2 – To read the parameter settings on a function card select the function card reading button, to come to the below display.
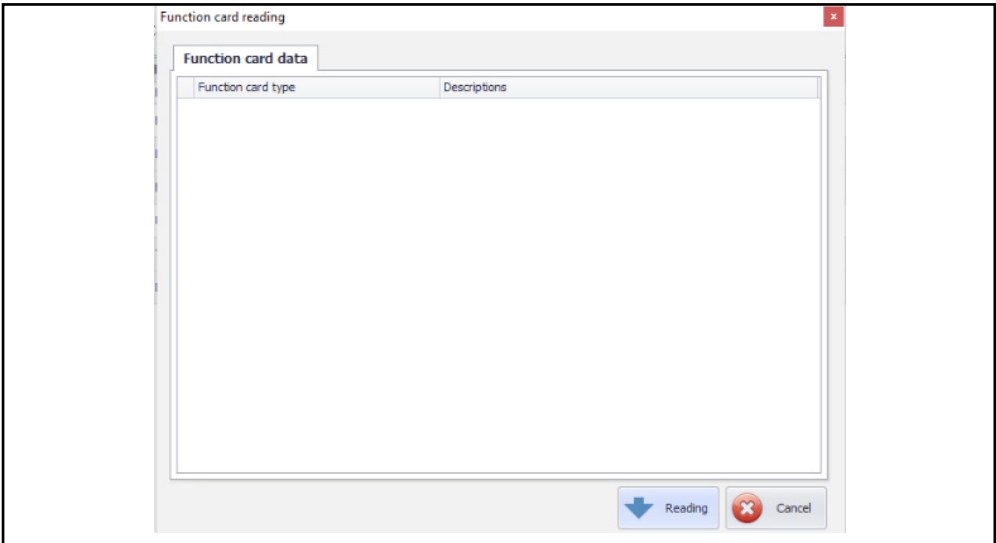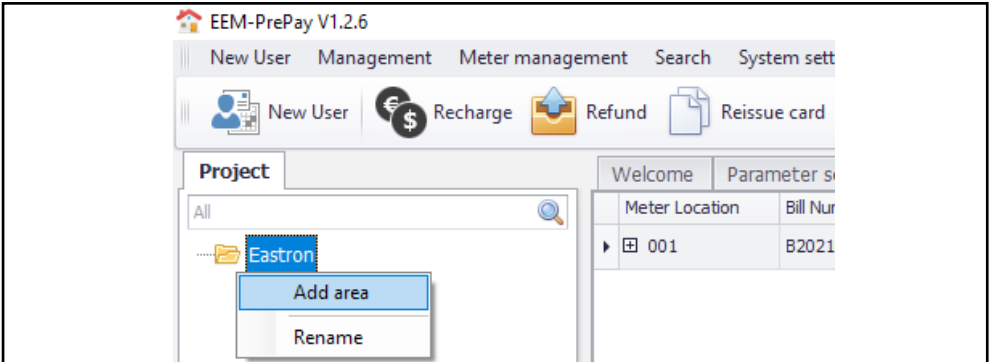

6.3 – Place the card on the card reader before selecting the Reading button, then all parameter settings on the card will show up.
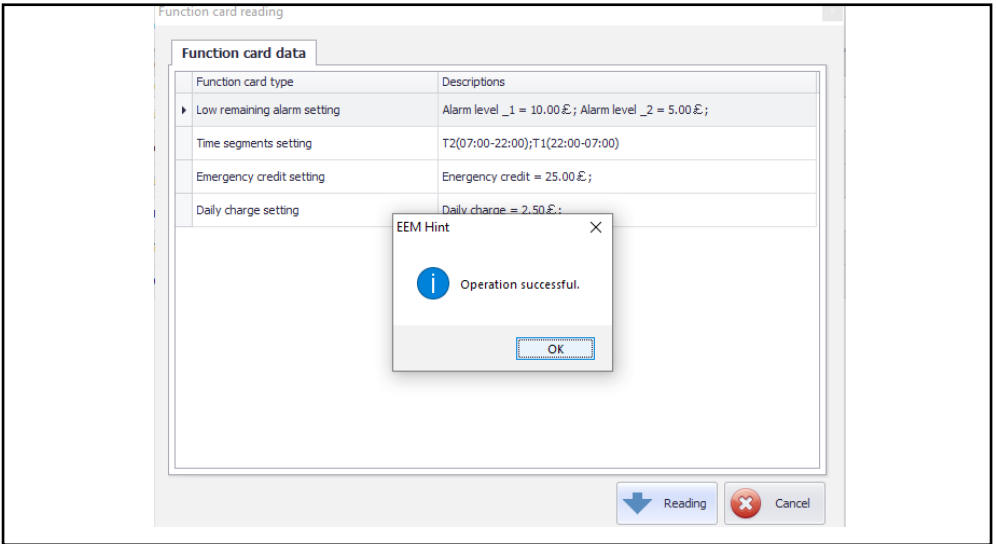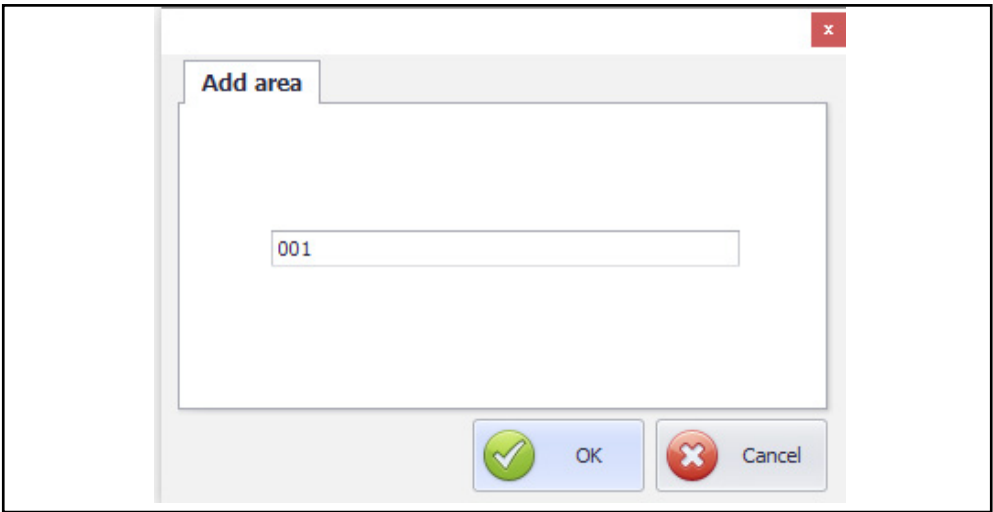

6.4 – Alternatively, you can read the card by selecting the Read card button in the system settings dropdown menu.
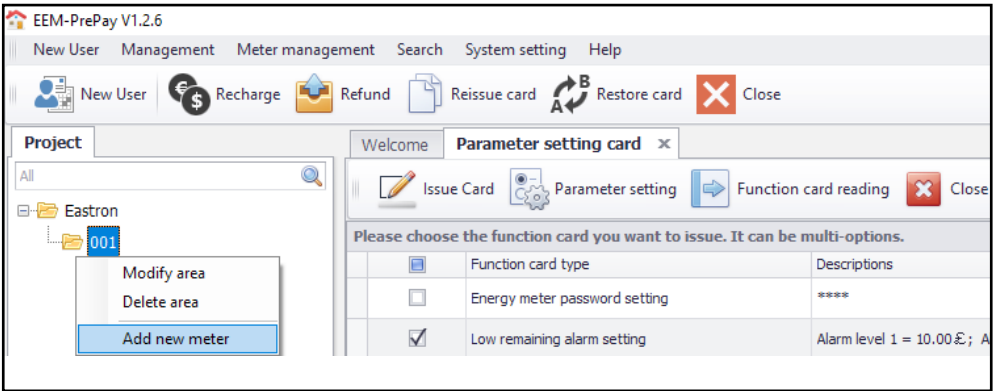

7. Adding Meters to The System
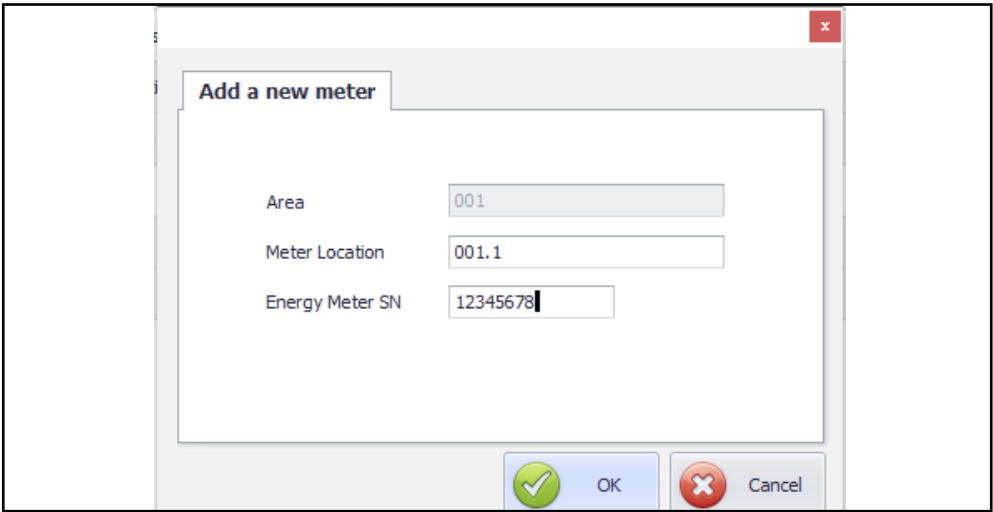Right click the Eastron folder and select Add area.

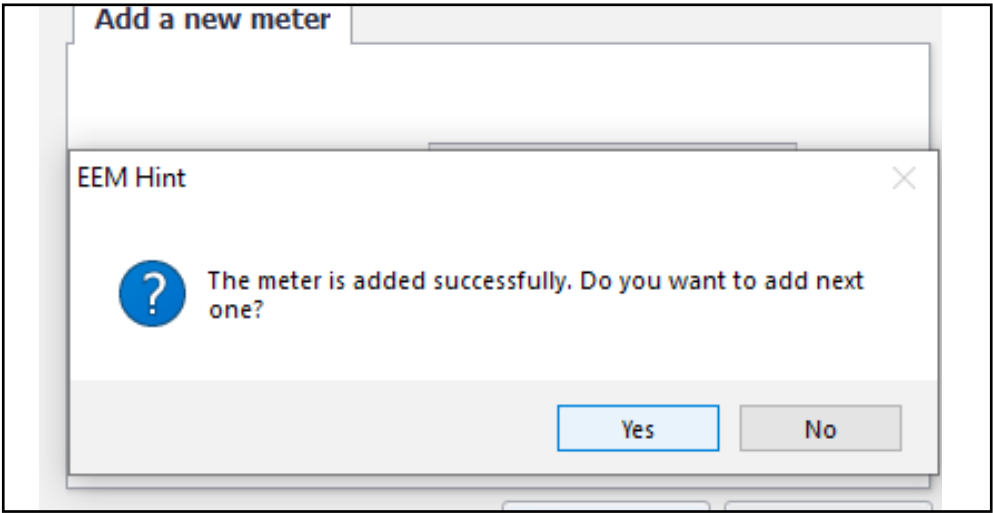**7.1** – Type in the area name before selecting OK.

7.2 – Right click the new folder and select Add new meter.

7.3 – The meter location will be the name shown in the left column and the 8-digit serial number can be found on the top of the meter.

7.4 – After selecting OK the meter will have been added successfully and give you the option to add the next one.

7.5 – Once added, the meter can be a blue house icon in the left column, once all the meters have been added it is time to add a user, first make sure the address is highlighted in blue then select New User.
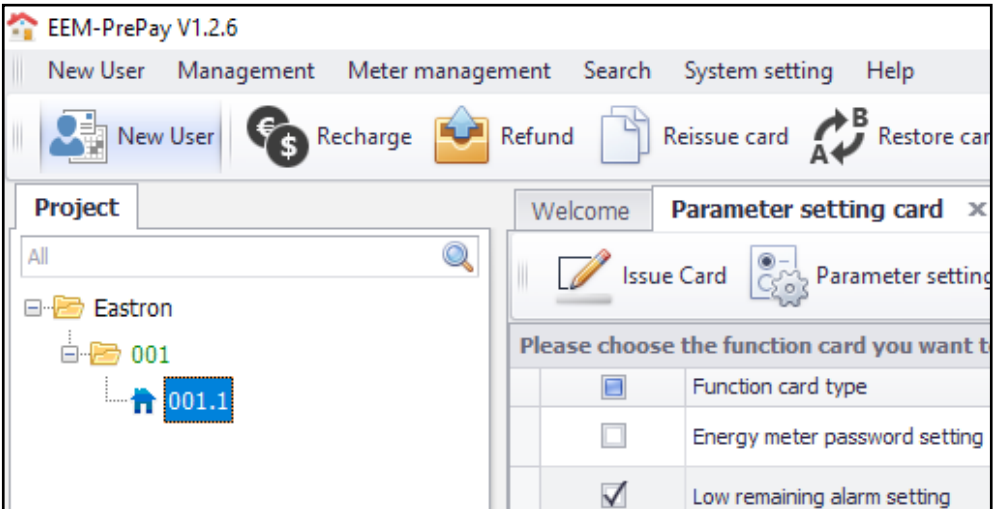
7.6 – once selected, the following details need to be submitted, the telephone number is the only mandatory field. The charged and received refer to the amount of credit that is going to be uploaded to the meter.

7.7 – A blank card will need to be placed on the card reader, once accepted it will give you the option to generate a receipt.

7.8 – The receipt can be exported via PDF or printed for filing purposes

7.9 – once a user is registered to a location the house icon turns red, you can add, modify, or delete meters from the meter management tab as well.

8. Recharging Credit

First select the recharge button on the control panel

8.1 – Then place the card on the card reader before pressing the Recharge button.

8.2 – Enter the amount of credit the user has paid to top up their meter and select OK.

8.3 – Once the transaction has been authorised it will give the option to generate a receipt.

9. Reissuing Lost Cards

Click on Reissue card in the control panel.

9.1 – The same display will appear as if you are registering a new user, the telephone field again is mandatory. Unless the user is uploading more credit to their account, keep the charge and receive field empty, if the credit is on the meter then they will get credit for free.

Also note that it is likely that the card could reappear so credit they claim was remaining on their card should not be recognised.

9.2 – Once the transaction has been approved it will again, give you the option to generate a receipt.

10. Refund

Once a user has come to the end of their stay it is likely that they will still have credit left on their meter, they can transfer this back to their card and hand it in at reception. Start by selecting the Refund button in the control panel.

10.1 – Place the card on the card reader and then press Refund.

10.2 – By default in the Refund box it will show the amount of balance they had remaining, to proceed with the transaction press OK.

10.3 – once the transaction has been approved the system will provide the option to generate a receipt.

10.4 – the options to refund, recharge and reissue can be found in the management tab within the control panel.

11. Search Data

All relevant data can be found in the Search dropdown menu, data can be refined by search or exported into an excel spreadsheet.

11.1 – Occupied Address Search.

11.2 – Transaction records.

11.3 – Address Search.

11.4 – Daily statistics. .

 12. Card and Meter Reset
Select Reset Card from the Issue function card option

12.1 – Choose the amount of times you want the card to perform the reset function to a meter. Place the card on the card reader before selecting Write.

12.2 – Once authorised it will generate a small pop-up window, now the card can be used.

12.3 – To wipe a card that has set functions or a positive balance, select Initialize Card from the System settings drop down menu.

12.4 – a pop up window will appear to double check if you want to carry on, ensure the card has been placed on the card reader before selecting Yes

12.5 – Once completed the card can be reused.