Questions & Answers

Q: What appliances can I use this extension lead for?

Answer: It can be used with any 13A rated appliance fitted with a standard UK plug.

Q: Can the lead be used outside?

Answer: No, this product is for indoor use only.

Q: Can each socket be programmed individually?

Answer: There are four marked sockets that can be controlled. The other two sockets are uncontrolled and always powered when the rocker switch is ON.

Q. Does the unit have to be connected to the computer at all times?

A: No the unit has internal hardware timers for each controlled socket that allows it to operate disconnected from the computer once it has been programmed.
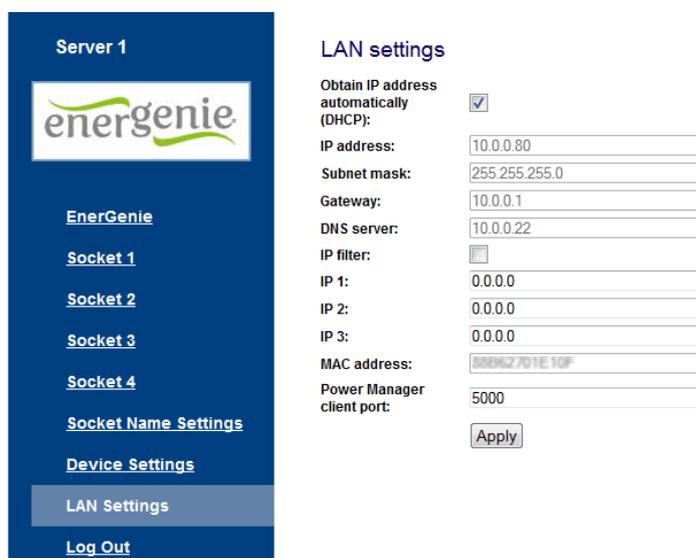
Q. I am having trouble connecting to my device via the internet.

A: Make sure you are registered with the server by pressing "Register" on the device web interface page in your browser and inputting your login id and password when the remote server screen appears. Then press the "Activate" button on the web interface page. If connection to the server is successful, some 3-10 seconds after pressing this button, there will be a status string message "Registered-Activated-Connected".

Q. I am still having trouble connecting to my device via the internet. It just says *Activated. Trying to connect* in the browser.

There may be a problem with your DNS IP address settings . The DNS settings are shown/set on the web interface page. Select LAN settings from the menu.

Check that the DNS address is valid – ie not 0.0.0.0. Typically this is obtained via DHCP from your router.

(You can check your router set up is OK. Typically you can log into your router via your browser typing in address 192.168.0.1 or 10.0.0.1. You will need to know the router login id and password which may be written on the back of the router. Most likely the DNS server address from your router will have your internet service provider's DNS server address automatically inserted.)

Q. I can operate it ok over my own local network and via the power manager software. However, when I try connecting over the internet via energenie.com it doesn't connect. After I log in, it brings up a message that it is executing a command and nothing further happens.

A: Ensure you are registered and activated as above.

There might be a conflict/problem with your router settings. Make sure that the router permits transmission of UDP packets from to the outside port 1025 (typical NAT configuration allows this). Please check the DNS server has been set up as in previous question.

The NTP time correction can be used to check whether the DNS IP address is correct. Under menu item device settings, check the NTP server address is set to a suitable string eg uk.pool.ntp.org and click Apply.

Power off the PMS using the rocker switch for 5 seconds. Power back on and view the web page.

Q. How do I do a factory reset of the unit?

Factory reset procedure , aka IP Config reset is done by pressing and holding the "Config" button (with hammer icon) and then pressing the "Reset" button (crossed zero) - keep holding the Config button until you hear the sockets switch twice (for around 2 seconds), then release. This is described in the manual.

Q. I have a PMS-LAN with upgraded firmware. How do I do an IP address reset to get a fixed IP address?

Answer: The reset procedure has changed and is documented in the updated manual. Switch ENER019 PMS on (with the *Main rocker switch Z*). Press *IP Config (C)* button on the side control panel (see Figure #2 above) with the tip of a pen. While holding it pressed, press and release *Reset* (A) button and wait for about 3 seconds until you hear the sockets switching twice.

Wait for 1 minute. Refresh socket 1 page. Time in "Synchronized with NTP" string should be updated to the actual time. If not the DNS IP address may not be set correctly.

You may want to also try entering DNS the server address manually under LAN settings if it hasn't updated correctly.

Q. Is there a programmers API that we can follow please?

Answer: There is an SDK available at http://gmb-online.nl/item.aspx?id=6668

Q. The software can discover the device but when it click open the webpage opens, asks for a password, I enter the default (1) and then nothing happens, it just goes into a loading cycle that never loads.

Answer: **This might happen when the client computer or intermediate network equipment doesn't let pass IP packets with length 1440 bytes (standard length for ethernet packets).You will need to find and check the value of MTU (maximal transmission unit) size in the network settings in the client computer and intermediate equipment (router, etc) and set it to 1440 or larger.**

Q. My unit wont display in browser when I use the LAN find utility.

Answer: We found a setting on a talktalk router firewall was causing a problem as attached.