

Troubleshooting common problems with your IDEAL feedback system

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This guide gives you tips and advice for common problems with the IDEAL feedback system. Please try these first, and if they don't help, you can contact us at ideal.energy.advice@ed.ac.uk. We'll get back to you as soon as we can.

NB. Take sensible precautions when following these guidelines, e.g. only attempt if the location of sensors or equipment is easily accessible to you, and don't deal with wiring, piping, electricity or gas meters or anything else if you are unsure about them. If in doubt, feel free to email us.

No data in your feedback app

Check each of the following:

- Your home's WiFi is working
 - Test it with another device that you have, or by using the web browser on your tablet – that confirms that the router is connected and the internet is working.
 - If your WiFi is not working, you'll need to contact your Internet Service Provider.
- Your IDEAL base station is plugged in to the mains and powered up (lights are showing).
 - Unplug it and plug it back in if not
- Your IDEAL base station is connected by ethernet cable to your home's router, or to the 'internet over power' system
 - Try unplugging and replugging the cables at both ends
- The base station aerial is connected tightly
 - Screw it back on if it is loose, and leave it pointing vertically
- If using internet over power, that both units are plugged into the mains and powered, and that one is connected by ethernet cable to the router and the other by ethernet cable to the base station
 - Try unplugging and replugging all cables at both ends, and unplugging and plugging in the internet over power units into the mains again
- If none of the above help, then
 - unplug the base station and the router from the mains, then reconnect the router, wait 2-3 minutes for it to start, then reconnect the base station
- Still not working? Sometimes we have problems at our end! You can try again later to see if the service is working again, or email us above for help.

Forgotten login details

You can log in to your feedback app from a web browser on most devices, by visiting <http://www.energyoracle.org/participants-area.html> and clicking Sign in. You need to enter your username and password.

- If you can't remember your username, it can be found in the app via your tablet
 - log in on your tablet and tap on 'Settings' on the menu available from the top right of the IDEAL app screen
- If you can't remember your password, you can reset it from the same 'Settings' option:
 - select 'Change your password' and enter a new one. No need to remember what your old one was

Little or no data from a sensor

Check each of the following:

- The sensor is still on the wall
 - Reattach it in the correct place with a 3M Command strip if not
- The aerial is connected tightly
 - Screw it back on if it is loose, and leave it pointing so that its side is angled toward the base station (which may be through a wall, floor or ceiling)
- For sensor boxes that have sensors plugged into them:
 - Check they are firmly plugged into the sensor box, and that the other end of the cable is still attached to the relevant electricity cable, gas meter, or pipe
- The batteries are not flat
 - Remove at least three of them and put them back in – the light on the top of the sensor should light up again (it will turn off again after one hour)
 - If it doesn't light up, try new batteries (replace with similar battery types for best performance – either alkaline or lithium, depending on the type of sensor box. Size AA)
- If you have a relay in your home, check it is plugged into the mains and powered
 - Try unplugging it and plugging it back in, and check that the power cable is firmly plugged into the socket of the sensor box marked with a square.

Removing a sensor

If you need to remove a sensor, e.g. to redecorate, then follow these instructions.

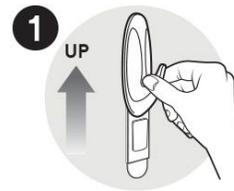
Sensors and some other parts of the equipment are attached to walls and surfaces with '3M Command Strips', which are designed, if removed correctly, to come off with no damage to the surface they are attached to.

The following instructions are adapted from the 3M website – please see their latest version of the instructions here: https://command.3m.co.uk/3M/en_GB/command-gb/hooks-strips/

Most sensors are clipped onto a mounting base, which is what is attached to the wall.

If you don't see the Command® Strip poking out the bottom of your sensor, then slide the sensor up to reveal the mounting base and strip.

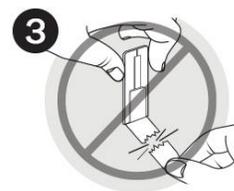
- **Notes:** occasionally the sensors may be attached directly to your wall, or you may need to slide them down rather than up to remove them from the mounting base. Some are attached with two Command strips rather than just one. If so, remove each separately.



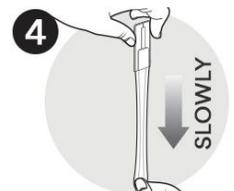
Hold the base (or sensor) gently in place, but don't press it against the wall.



Remember to never pull the strip towards you. Always pull straight down (or in the direction of the strip, if it is applied in a different direction) as slowly as you can.



Slowly stretch the strip straight down, keeping your hand against the wall as you go. Keep stretching up to 3 cm until the hook releases from the strip.



Please send us an email to tell us if you need to move a sensor to a different place to where it usually is – it will help us understand the sensor data better!