



# SmartMeter™ System

## I210 3G SmartMeter User Guide



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# 1 Introduction

## 1.1 About This Guide

This document is a manual designed to help guide you through the testing, installation and activation of your I210 3G SmartMeter. This manual provides general instructions on the support of your SmartMeter and references to supporting manufacturer documentation for detailed guidelines and instructions on features and operating characteristics of the SmartMeter for installation, programming, communication, and troubleshooting.

## 1.2 Reference Materials

The following reference software and documentation are pertinent to the successful installation and use of the I210 3G SmartMeter:

### GE

- I210 Device Manual
- MeterMate Software
- MeterMate Installation Guide
- MeterMate User Guide

### Itron

For more information on the I210 3G SmartMeter, see the product brochure and spec sheet.

## 1.3 Contacting Itron

### 1.3.1 Technical Support

Itron's technical support staff is ready to answer your technical questions. Your technical support representative can provide information about the latest Itron products, upgrade options, and more. Contact your technical support representative directly, through the Online Customer Support Center at <http://Itron.com/support/login.html>, or by email at [cs@Itron.com](mailto:cs@Itron.com).

Note: You must be a registered user to access Itron's online support services.

### *Help us help you*

When contacting technical support please provide the following information for the fastest possible service:

- Your name, company name, and contact number
- SmartMeter make and model (meter manufacturer, SSI version number)
- Complete description of the issue, including the steps to reproduce it
- Wording of any message(s) displayed when the issue was encountered
- Action taken to resolve the problem



### 1.3.2 Documentation Feedback

Itron, Inc. strives to produce quality documentation for our products and welcomes your feedback. If you have comments or recommendations about our online help or printed guides, you can email us. Please send email messages to [cs@ltron.com](mailto:cs@ltron.com). This email address is only for documentation feedback. If you have a technical question, please contact your technical support representative.

### 1.3.3 Itron Headquarters

Itron, an energy technology company based in Jackson, Mississippi, is the leading provider of advanced metering solutions to the energy and utility industry. Its core product, the SmartMeter System, enables energy and utility companies to communicate with commercial and industrial electricity meters using wireless communications and the Internet. The SmartMeter System manages the delivery of critical information to any application system, workstation, computer, or browser-enabled personal communication device.

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Suite 300  
Jackson, MS 39211

World Wide Web: [www.ltron.com](http://www.ltron.com)

Office Hours: 8:00 a.m. to 5:00 p.m.  
Central Time

## 2 Getting Started

Please review the reference documentation before you begin the installation and use of the supporting software.

### 2.1 Operations

The I210 3G SmartMeter is a GE I210 electronic single-phase electricity meter integrated with a Itron Interface (SSI) Module, which fully supports ANSI standards for electricity metering and is intended for use by commercial and industrial utility customers.

The I210 3G SmartMeter offers you secure over-the-air transfer of data between the SmartMeter and the TMS (Transaction Management System).

### 2.2 Safety Precautions



The I2103G SmartMeter contains a Sierra Wireless SL8081 Cellular Engine for wireless communication purposes. The following safety precautions pertain to the hazards related to this device's radio frequency (RF) functionality and must be observed during all phases of installation, operation, service, and repair. Failure to comply with these precautions violates safety standards of design, manufacture, and intended use of the product.

**WARNING!**  
**Use authorized utility procedures for installing, maintaining, and removing a SmartMeter. Equipment damage, personal injury, or death can result if devices are not properly installed and operated.**

#### 2.2.1 Interference with Medical Equipment

Before installing the I2103G SmartMeter on the premises of a hospital or other health care facility, observe the restrictions on the use of mobile communication devices in sensitive areas. Some medical equipment may be sensitive to radio frequency (RF) energy, possibly requiring the meter to be properly shielded or placed in an alternate location.

The operation of cardiac pacemakers, hearing aids, and other implanted medical equipment can be affected by interference from cellular devices placed too closely. Pacemaker patients are advised to observe the same precautions recommended for handheld mobile phones while installing or operating the I2103G SmartMeter .

#### 2.2.2 Fire or Explosion Hazards

Do not install or operate the I2103G SmartMeter in the presence of flammable gases or fumes. This includes gasoline stations, fuel depots, chemical plants, or sites where blasting operations are in progress. Operation of any electrical equipment in potentially explosive atmospheres can constitute a safety hazard.



### 2.2.3 Interference with Other Devices

The communication module embedded in the I210 3G SmartMeter receives and transmits radio frequency (RF) energy while in operation. Interference can occur if it is placed too close to televisions, radios, computers, or inadequately sheltered equipment. Follow any applicable regulations if you suspect that this device may cause interference or danger.

## 2.3 Prerequisites

To perform the installation of your SmartMeter, you must have access to the following supporting software and should have reviewed relevant documentation:

**GE MeterMate (Meter Configuration and Analysis Tool) software**, for programming the I2103G SmartMeter. MeterMate is a Microsoft Windows-based tool that communicates with the I210 meter for program development, meter programming, meter reading, meter testing, and report generation. MeterMate system requirements and installation instructions may be obtained in the:

- **MeterMate Installation Guide**
- **MeterMate User Guide**



## 3 Installing the I2103G SmartMeter

### 3.1 Preliminary Inspections

The I2103G SmartMeter is calibrated and tested at the factory and is ready for installation. Before installing and applying power to the SmartMeter, a quick inspection of the SmartMeter is recommended to ensure there is no damage to the SmartMeter, which could possibly occur during shipping. Physical damage to the SmartMeter indicates potential damage to the inside of the SmartMeter. Do not connect power to a SmartMeter that is suspected of having internal damage. Contact your Itron technical support representative if you suspect your SmartMeter is damaged.

### 3.2 Installation Process

The customer will receive meters in a “Preconfigured” state. This means that meters have been integrated with an SSI SmartMeter Module loaded with the SSI embedded software, an **inactive (unless shipped active per customer request)** cellular network Subscriber Identity Module (SIM) card, and has passed several quality control stages. In addition, a *Ship* file containing device specific information has been generated by Itron for the customer. This file is imported into a configuration server by SSI personnel and a copy is provided to the customer. Upon SIM card activation, upon shipment, or later upon customer request, an *Activation* file containing cellular network-specific information is generated. This file is also imported into the configuration server and a copy is provided to the customer.

**Typically, a customer can deploy the meter using one of two methods, depending on business needs:**

#### 3.2.1 Option 1: Direct Field Installation

This option is used when the customer prefers immediate deployment of the meters “from the box to the base.” This option is desirable in a deployment situation where a large number of meters need to be deployed in a relatively short period of time. The customer-specific information is automatically Over-the-Air downloaded to the SSI module upon energizing the meter and no additional action is needed on-site. Follow the meter installation instructions in Section 3.2.3.

#### 3.2.2 Option 2: Meter Shop Test and Field Installation

There is no need for the Meter Shop to reprogram and test the SmartMeter when it arrives. Upon shipment, the meter will have undergone significant functional and RF testing at the factory. Internal quality control checks will ensure the SSI module is able to communicate with the meter successfully as well as communicate with all other internal components before it is shipped. The device will also arrive in a generic “Preconfigured” state with no customer-specific data stored in internal memory. There is no need for the Meter Shop to perform any programming steps on the meter.

#### 3.2.3 Meter Installation

1. The installer verifies network coverage with a Itron Coverage Validation Unit (CVU).  
**Note: If the option board display codes are enabled in the meter program, the Received Signal Strength Indicator (RSSI) display values can be used to verify coverage without the CVU. Refer to section 5 for additional information.**
2. The meter is placed in the socket and energized. The meter is now in the Pre-Configured state.

3. Once in the Pre-Configured state, the SSI embedded software transmits an Auto-Configuration message to the configuration server.
4. Upon receiving the meter's Auto-Configuration message, the configuration server will set all of the customer specific parameters into the SSI module's non-volatile memory.
5. When the SSI module inside the meter is fully configured with the customer specific information it will immediately send an Auto-Registration message to the customer's TMS server.
6. If the meter successfully communicates with TMS the Registration message is processed and the meter sends a confirmation message back to the configuration server.
7. The meter is added/updated in the "Registration Group" under the Master List in TMS.
8. The meter is now in the "Placed" state.
9. The meter is ready to receive the Provisioning commands from TMS.
10. Once the meter is provisioned, meter data can be collected from the meter.

### 3.3 Provisioning the SmartMeter

The provisioning process must be completed to ensure the resulting transaction communication between the TMS and the device is correctly interpreted. If the provisioning process does not run to completion within 30 minutes, the TMS Operator should confirm that coverage validation procedures were properly followed and then review the PIN settings in the Device properties setup.

Next, the operator should check the events in Monitoring Home>Event Search that have occurred within the time following the provision request.

There should be a response within a short time period from the specified device showing the version of the SSI Module, since the **Get Version** transaction is the initial start of the provisioning process. Once the Get Version response is returned to the TMS for the TMS to determine certain attributes of the Device, the TMS sends a number of other transactions to the device to complete the provisioning process.

If the **Get Version** does not complete successfully, check your Device PIN configuration.

If there is no response of the initial provisioning transaction, follow the troubleshooting processes outlined in Section 4. If unsuccessful, check the status of your local Internet connection, and then contact Itron Customer Support for assistance.

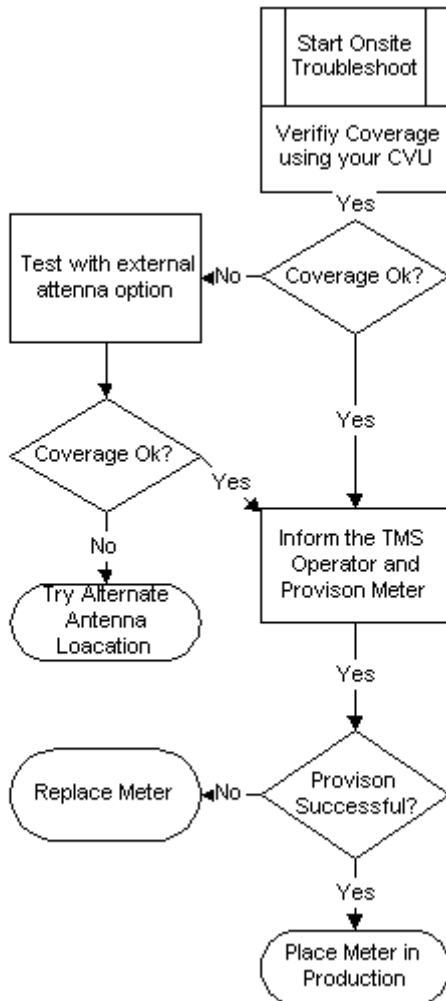
## 4 Troubleshooting

### 4.1 Troubleshooting Process Flow

The troubleshooting support directives may involve a number of participants to resolve the issue, depending on the type of issue involved. Resolution may include TMS Administrators, TMS Operators, Field Meter Support personnel, or any user who may be required to support the TMS, its clients, or related data.

Section 4.2 describes the required corrective action that corresponds with each step in the flowcharts. The first chart describes the process for Onsite (Field) troubleshooting, and the next describes the process from the TMS Operator's perspective

#### Onsite Troubleshooting Flowchart

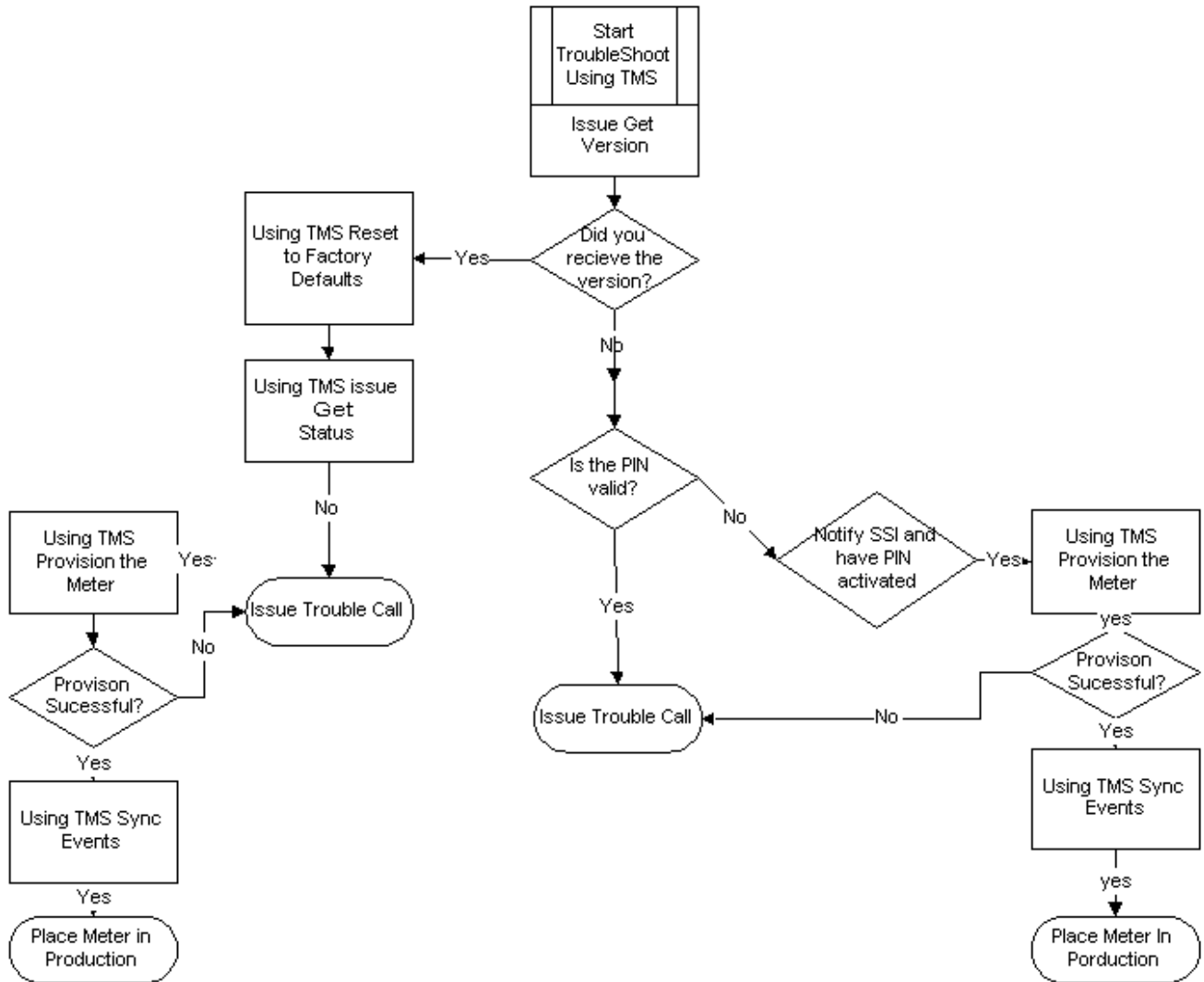




With either process, be sure to perform these initial steps:

1. Confirm that the meter is actually installed in the field.
2. Verify that the PIN for that meter is correct.
3. Verify that the site exceeds the acceptable minimums using the Coverage Validation Unit.

**TMS Troubleshooting Flowchart (for meters that have been previously provisioned successfully)**



**4.2 Troubleshooting Process Description**

Process Steps	Description	Action
1	Is Meter Installed in field?	Check work orders, inventory management, or verify with Field Personnel that meter is installed and energized at a valid Customer location.
2	Install Meter	Refer to the Installation section of this document

Process Steps	Description	Action
3	Is Pin # Correct?	Validate that the pin number in the TMS system is indeed the pin number that is matched with the correct meter. Checking the manufacturer's spreadsheet sent with the meters and/or visually inspecting the label on the meter can accomplish this task.
4	Did site pass CVU tests?	Check Meter Test Person's site validation notes and verify that test were properly run and meet the minimum requirements.
5	Get Version?	Perform Get Version ANSI action on device. (See TMS User Guide)
6	Restore Meter to Factory Defaults?	Perform Restore Meter to Factory Defaults ANSI (see TMS User Guide)
7	Get Status?	Perform Get Status ANSI action on device. (See TMS User Guide)
8	Get Status Successful?	Check the results of the Get Status ANSI using Event Search and View Details. (See TMS User Guide)
9	Execute the following Task: Provision	Execute Provision on the meter. (See TMS User Guide)
10	Did the meter provision?	Check the results of the Provision ANSI using Event Search and View Details. (See TMS User Guide)
11	Sync System to Device	If meter is already in a Functional Group, user will need to execute task Sync System to device. (See TMS User Guide)
12	Put meter into production system	Do the necessary paperwork to put meter on production system and notify appropriate stakeholders.
13	Ping the Module Using the Internet/Web Browser	Go to the Network web page. Send a message tab. Enter in the pin number of the device and a miscellaneous message in the message field. Click Send. (See Section 4.2.1)
14	Is Pin Active?	After using the internet/web browser, does the screen say message submitted (yes) or invalid pin (no)? (See Section 4.2.1)
15	Activate Pin Through Itron	Log on to the OCS and create a new case for the invalid pin. Itron Personnel will take care of the issue and notify the user when the PIN is active.
16	Field Site Visit - Call into TMS Operator	Dispatch a meter tech to perform the Onsite troubleshooting procedure and have them call into the TMS operator at the time of completion.
17	Bring Meter in for evaluation	Replace meter with another SmartMeter and bring into Meter Shop for further evaluation.

## 5 Requirements and Compliance

The I2103G SmartMeter is compliant with all applicable Federal Communications Commission (FCC) requirements. The FCC identification numbers for the I2103G SmartMeter are listed as follows:

**FCC identifier: QHC-010102A**  
**IC Identifier: 4393B-010102A**

This certification is granted to Itron Inc.

### 5.1 FCC Grant Statement

The antennas used for this transmitter must be installed to provide a minimum separation distance of 20 cm from all persons, and must not be co-located or operate in conjunction with any other antenna or transmitter.

### 5.2 Compliance Statement (Part 15.19/RSS-210/ICES-003)

**NOTICE:**

*This device complies with Part 15 of the FCC Rules [and with RSS-210 of Industry Canada].*

*Operation is subject to the following two conditions:*

- (1) this device may not cause harmful interference, and*
- (2) this device must accept any interference received, including interference that may cause undesired operation.*

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

- (1) l'appareil ne doit pas produire de brouillage, et*
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.*

**NOTICE:**

*This Class [B] digital apparatus complies with Canadian ICES-003.*

*Cet appareil numérique de la classe [B] est conforme à la norme NMB-003 du Canada.*

### 5.3 Warning (Part 15.21)

Changes or modifications not expressly approved by GE and Itron Inc. may void the FCC authorization to operate this equipment.

### 5.4 RF Radiation Safety Guidelines per Part 2 of FCC Rules and Regulations

The meter should be installed in a location where there will be a separation greater than 20 cm (8 inches) from locations occupied by humans.

## 5.5 User Information (Part 15.105)

The I2103G SmartMeter has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, the user is encouraged to try to correct the interference by one or more of the following measures:

- *Reorient or relocate the receiving antenna.*
- *Increase the separation between the equipment and receiver.*
- *Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.*
- *Consult the dealer or an experienced radio/TV technician for help.*