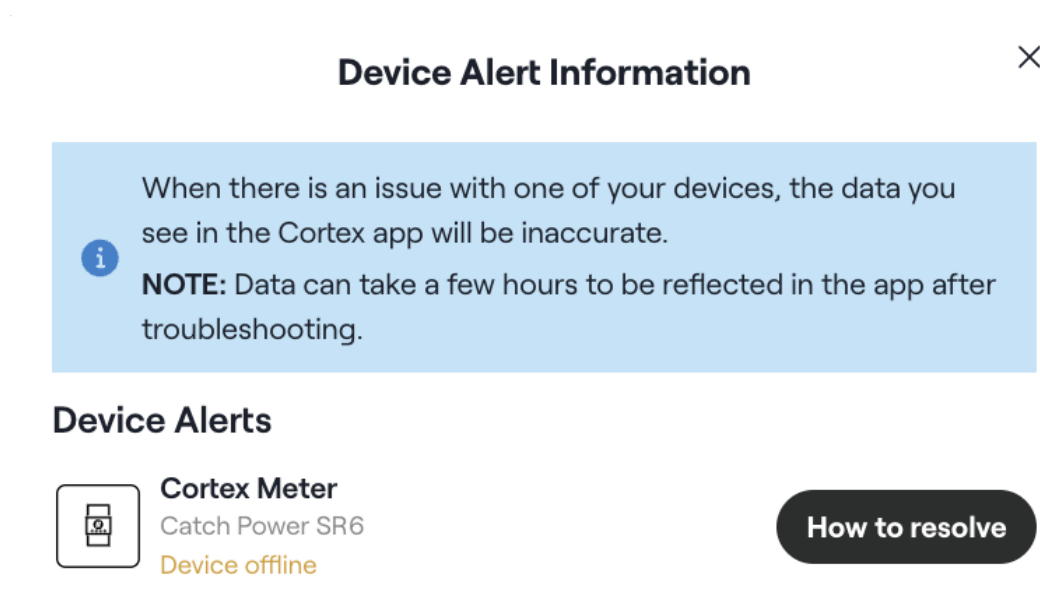


How to reconnect your Cortex meter

A component of your Clipsal Cortex Home Energy Management System (HEMS) is the CATCH Power meter, which enables real-time monitoring and smart control of your home's energy flow. To function correctly, the CATCH Power meter requires access to your home Wi-Fi network. If it loses connection, your Cortex app may look something like this:



The most common cause of lost connection is if there are changes to your Wi-Fi settings. If you get a new router or change your SSID or password, you'll need to run through the steps below to reconnect your meter to get it back online.

If there are no changes to your Wi-Fi settings, there may be poor signal strength where your meter is installed. If it is a long way from the Wi-Fi router - with physical obstruction in-between - connection may drop intermittently. Installing a Wi-Fi extender can boost signal strength near where your meter is installed.

Before starting make sure;

1. You're at home and close to your CATCH Power Meter
2. You have Bluetooth turned ON on your mobile phone
3. Your home Wi-Fi is working correctly
4. You have your home Wi-Fi password on hand

To reconnect your meter:

1. Search for 'CATCH Power Configurator' in the App Store or the Google Play Store
2. Download the app, open and click the 'Connect to Device' button



3. Select your device from the drop-down list (Note: if there are multiple options, you may need to reach out to your installer for guidance on which one belongs to you)
4. Under the 'Device Settings' menu, scroll down to 'Other Settings' and select 'Wi-Fi Settings'
5. Under 'Wi-Fi Settings', search the Access Point to find your preferred Wi-Fi network
6. Enter your Wi-Fi password and click save!
7. You may also watch this [video](#) to walk through the above steps.

If the above doesn't work, you can reach Energy Masters support by emailing info@saenergymasters.com.au or calling (08) 8429 3100. They are available from 9:00 a.m. to 4:30 p.m., Monday to Friday, excluding public holidays.