

# Panoramic Power

## Installation and configuration guide

Panoramic Power Bridge  
Firmware v471 / December 2019



## Copyright Notice

Copyright © 2019 Panoramic Power Ltd. All rights reserved.

PANORAMIC POWER® is a registered trademark of Panoramic Power Ltd. All other trademarks are the property of their respective owners.

## Regulatory Compliance

Conforms to UL Std 61010-1, certified to CAN/CSA Std C22.2 No. 61010-1



The bridge complies with the following certification requirements:

Power supply	Certified AC/DC adapter marked Limited Power Source (LPS), or NEC Class 2, suitably rated for voltage, current and ambient temperature
Electrical rating	5VDC, maximum 1A
Environmental rating	Maximum ambient temperature 60°C Pollution degree 2 Indoor use Relative humidity up to 80%



## Product end of use handling (WEEE) – Waste of Electrical and Electronic Equipment

Panoramic Power is committed to protect the global environment and helping our customers with recycle responsibilities. Disposal of electrical and electronic products must be done according with the local and national regulations. You can return your product to a local collection point.

For information about your disposal or collection points, call your distributor or vendor, or contact [powerradar-support@centrica.com](mailto:powerradar-support@centrica.com).

## Contents

About Panoramic Power® and the Bridge.....	4
Unpacking and Hardware Configuration.....	6
Unpacking the Hardware.....	6
Attaching the Antennas.....	6
Mounting the Bridge.....	7
Connecting the Bridge.....	7
Connecting Pulse Inputs.....	7
Pulse Input Electrical Characteristics.....	8
Understanding the bridge LEDs.....	8
Initial Bridge Configuration.....	10
Accessing the Bridge Web Interface via ‘Config Mode’.....	10
The Status Tab.....	12
Network & Connection Setup.....	13
Configuring the Bridge for Wi-Fi Networking.....	13
Configuring the Bridge for Cellular Networking.....	16
Configuring the Bridge for Ethernet Networking.....	17
Network Time Protocol (NTP) configuration.....	18
Import / Export Network Configuration.....	19
Bridge Connection setup.....	20
Bridge Administration and Configuration.....	22
Bridge Administration.....	22
Bridge Configuration.....	23
Resetting the Bridge Configuration to Factory Defaults.....	24
Enabling stand-alone mode.....	24
The Sensors tab.....	25
Assigning a sensor to a slot.....	26
Viewing sensor data.....	27
Editing or removing a sensor from a slot.....	29
Configuring the Pulse Inputs.....	30
Upgrading the Bridge Firmware.....	31
Upgrading using a USB stick.....	31
‘Over the air’ firmware upgrades.....	32
Troubleshooting & Diagnostics.....	33
Hardware based ‘Revert to factory settings’.....	33
The Diagnostics tab.....	34
Troubleshooting.....	36
Bridge Log Extraction.....	38
Check if your network blocks connection to the PowerRadar server.....	39
Handling failed Firmware upgrades.....	39
Network export file structure.....	40

## About Panoramic Power® and the Bridge

The Panoramic Power System monitors electrical energy consumption at the site level as well as at the individual circuit level. It detects excess usage, allowing organizations to identify and reduce energy, maintenance expenses and monitor site level consumption.

The system consists of wireless, self-powered sensors engineered to allow for rapid, non-invasive installation, with almost no disturbance to operations. Sensors are easily attached to circuit breakers by snapping them onto the outgoing electrical wire. They monitor the flow of electricity through the magnetic field it creates and also use it as a power source. The sensors do not require any maintenance.

Sensors report the power consumption to the bridge. The bridge in turn transfers the circuit level information, along with readings originated by the utility meter and read through a pulse input on the bridge, to PowerRadar, the solution's cloud-based analytics platform. A single bridge can collect data from up to 250 sensors and two utility meters, and multiple bridges can be used in a single site to increase coverage.



Four generations of bridges were developed, with the fourth generation now available:

- Basic Entry Level Bridge (PAN-2-E-EWC-US/EU)
- Advanced Cellular Bridge (PAN-2-H-3G-US/EU), featuring a SIM card slot.
- Gen 3 Bridge (PAN-2H-3G-US/EU V3), featuring a SIM card slot.
- Gen 4 Bridge (PAN-2H-3G-US/EU V4), featuring a SIM card slot and two KY pulse inputs.
- Gen 4+ Bridge (PAN-2H-3G-US/EU V4+), featuring LTE SIM card slot and two KY pulse inputs.

The table below lists the key features of each bridge.

Key Features	Basic Entry Level Bridge	Gen2 Bridge	Gen3 Bridge	Gen4 Bridge	Gen4+ Bridge
Plug and Play Installation	✓	✓	✓	✓	✓
Flexible Mounting Options	✓	✓	✓	✓	✓
Wi-Fi / Ethernet connectivity	✓	✓	✓	✓	✓
Cellular connectivity	Via external USB dongle	3G GSM SIM card slot	3G GSM SIM card slot	3G GSM SIM card slot	4G LTE SIM card slot
Store and forward capability in case of network loss	X	✓	✓	✓	✓
Secure TLS connection to the PowerRadar server	X	X	✓	✓	✓
Two KY pulse inputs	X	X	X	✓	✓
Field-upgradeable firmware	X	✓	✓	✓	✓
Remote FW upgrade	X	X	✓ <sup>1</sup>	✓ <sup>1</sup>	✓ <sup>1</sup>
Initial configuration	Via the bridge Configuration Tool	Via built-in web interface	Via built-in web interface	Via built-in web interface	Via built-in web interface

The Advanced 3<sup>rd</sup> and 4<sup>th</sup> Gen Bridge provide store-and-forward capability. In case of a network loss that impacts connectivity with the PowerRadar server, the bridge stores measurements until communication is restored.

The bridge storage capacity is shown in the table below:

# Connected Sensors	# Days Stored
10	10
20	5
100	1
200	0.5

Pulse input data is stored for up to 30 days.

This guide explains how to install and configure the Advanced 4<sup>th</sup> Gen Bridge. For information on previous generations of bridges, see the corresponding installation and configuration guides.

<sup>1</sup> Requires Firmware V470 and above

## Unpacking and Hardware Configuration

### Unpacking the Hardware

We recommend that you follow these unpacking instructions before installing the hardware.

#### How to Proceed

1. Check the box. If any damage occurred during shipment, contact your sales representative.
2. Open the box. It should include the following items:
  - Bridge
  - Cellular antenna
  - RF antenna, labeled Rx-1 (Europe) or Rx-2 (USA)
  - Green pluggable adapters for the side connectors
  - DIN rail adapter with mounting screws
  - 5V DC wall adapter
  - 4-piece reclose able fastener with adhesive
3. Keep the box in case you need to repack the bridge later.

### Attaching the Antennas

Before performing any connections, mount the antennas onto the bridge as follows:

1. (European model) Screw the RF antenna labeled **Rx-1** into the connector marked **Rx-1**, as shown below.



2. (US model) Screw the RF antenna labeled **Rx-2** into the connector marked **Rx-2**.
3. Screw the cellular antenna (labeled 3G or LTE) into its connector.
4. Position the antennas as shown below.



## Mounting the Bridge

You can install the bridge on a flat horizontal surface, mount it on a wall using screws or the re-closeable fastener, or mount it on a DIN rail.

### How to Proceed

1. Configure the bridge as explained in this guide.
2. Position the bridge at a distance as follows:

Up to 2 meters from the electrical panel, if the panel is covered with a metallic cover.

Up to 5 meters, if the panel is not covered.

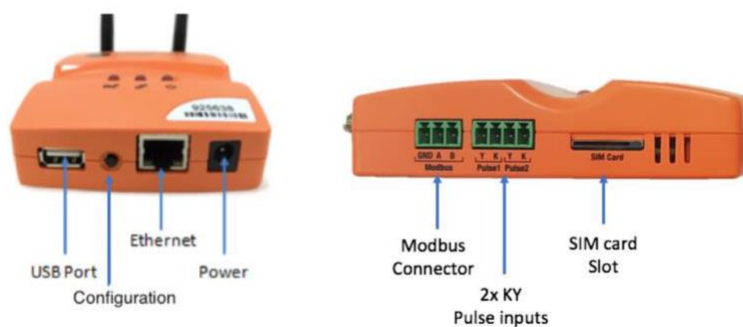
3. Choose a clean and even surface, located near a power source.
4. Make sure the bridge side vents are not blocked.
5. Attaching with screws: Use the template on the back of the bridge to measure the distance between the two screws.
6. Adhering to the wall: Peel the adhesive backing off two pieces of the re-closeable fastener and attach them to the back of the bridge.

In the same way, attach the two remaining pieces of the re-closeable fastener to the wall, making sure they are aligned with the pieces on the bridge.

7. Attaching to a DIN rail: Attach the included DIN rail adapter to the bridge using the two screws provided. The adapter clips onto a standard DIN rail.

## Connecting the Bridge

Depending on the required network configuration, you can connect the bridge to the network using Wi-Fi, a cellular network, or wired LAN.



### Prerequisites

An Ethernet cable for configuring the bridge.

An Ethernet cable if you connect to the Internet via wired LAN.

A SIM card if you connect to the Internet via a standard GSM/LTE network.

### Connecting Pulse Inputs

You can connect the bridge to a KY or KYZ pulse output of a meter.

**Note** By default, the system KY vs. KYZ setting is automatically selected according to the meter type defined in PowerRadar:

- Electrical meters use KYZ input settings by default
- Other meters (heat, gas, water, etc.) use KY input settings by default

## How to Proceed

1. Screw the pulse wires into the adapter connected to the pulse input. Make sure to screw the K wire into the K input, and either the Y or Z wire into the Y input.
2. Plug the adapter into one of the pulse inputs on the side of the bridge.



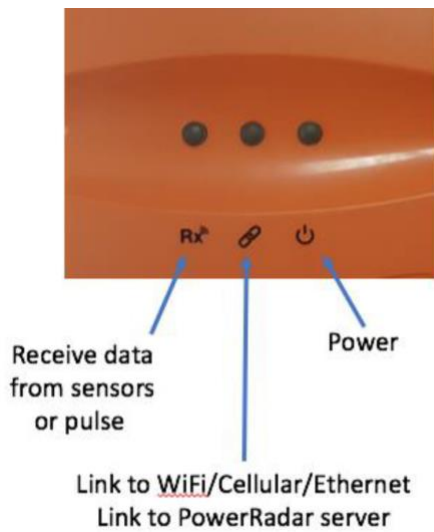
## Pulse Input Electrical Characteristics


- Open terminal voltage: 5 V
- Maximum current: 0.9 mA
- Absolute maximum K-Y voltage input range: 0-26 VD
- Minimum pulse width: 5 mS
- Maximum pulse rate: 100 Hz
- Maximum LOW state voltage: 1.2 V
- Minimum LOW state current: 0.6 mA
- Minimum HIGH state voltage: 2 V
- Maximum HIGH state current (leakage): 0.4 mA


## Understanding the bridge LEDs


Use the following information to familiarize yourself with the bridge status during normal operation in Wi-Fi, cellular, or ethernet.





Power  LED	Bridge Status
Solid green	Connected to the power source
Blinking Orange	Firmware upgrade in progress
Solid Orange	Firmware upgrade server unreachable
Solid red	Firmware upgrade has failed

Rx  LED	Bridge Status
Blinking green/orange	Receiving sensor or meter data
Solid red	Configuration mode

Link  LED	Networking status
Off	X
Blinking orange - slow	Connecting... (L2 layer)
Blinking orange - fast	Connecting... (acquiring IP address)
Blinking green - fast	Connecting... (Resolving server URL)
Blinking green - slow	Connecting... (To PowerRadar)
Solid orange	Connection failed (Authentication error)
Solid green	Connection successful

**Note** In some cases, it may take up to several minutes for the bridge to obtain an IP address; however, if the Link LED is off for more than five minutes, the bridge may require replacement, please contact support.

It is recommended to wait a few minutes before troubleshooting.

## Initial Bridge Configuration

### Accessing the Bridge Web Interface via 'Config Mode'

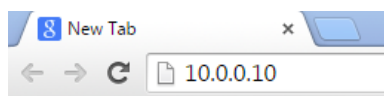
Initial bridge configuration is done by placing the bridge into a special configuration mode. This section describes how to access the bridge web interface for configuring the relevant data communication mode.

#### Prerequisite

Use Internet Explorer 9.0 (and up), Google Chrome, or Firefox to access the bridge web interface.

#### How to Proceed

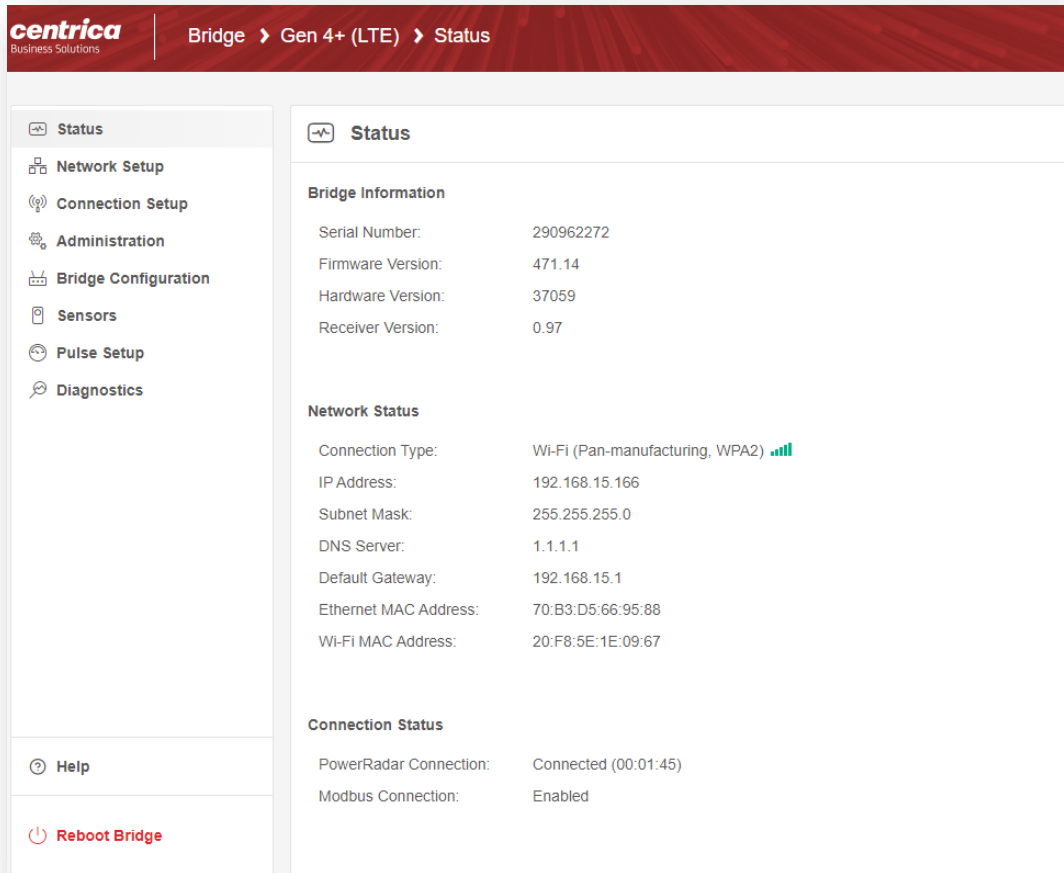
3. On your PC, disable your Wi-Fi and disconnect the LAN cable.
4. Connect the bridge to the power source.
5. Once the bridge powers up, it performs a self-test, after which all LEDs light up in sequence. For more information on LED status, see [Understanding the Bridge LEDs](#).
6. Make sure **no USB** device is connected to the USB port of the bridge.
7. Press the **Configuration** button for approximately **5 seconds**, until the **Rx** LED lights solid red. The bridge is now in configuration (Config) mode.
8. Connect the bridge to the PC using the LAN cable, **only after the Rx LED lights solid red** (indicating that the bridge is in configuration mode).
9. Activate your web browser. In the address bar, enter IP address **10.0.0.10**.



The **Status** page appears and displays the current configuration.

#### Notes

- Please ensure that your laptop is not connected to any networks (Wi-Fi, LAN etc.) when configuring the bridge. If your laptop supports “airplane mode”, consider placing the laptop in this mode to disable all such networks easily.
- It may take a few minutes for the computer to connect to the bridge’s DHCP server; you can release and renew your IP address on your computer to speed up the process.
- In some cases, first-time loading can take several minutes. If the Status page does not appear, wait a few more seconds and refresh the page in the browser. If the page does not load, use Ctrl+F5 to browser’s cache refresh.



## Entering Credentials

Accessing any of the tabs (except **Status**), asks for the bridge Admin credentials.

**Sign in**  
 http://192.168.13.37  
 Your connection to this site is not private

Username

Password

### How to Proceed

1. Select the required tab from the side menu.
2. Enter the **Username** and **Password** in the **Sign in** screen.

By default, both are *panpwr*. We recommend changing them once you access the tool. See 'Bridge Administration' on page 22.

**Note 1** Modifying the default user and password is strongly recommended to enhance the bridge security and avoid unauthorized access to the configuration screens.

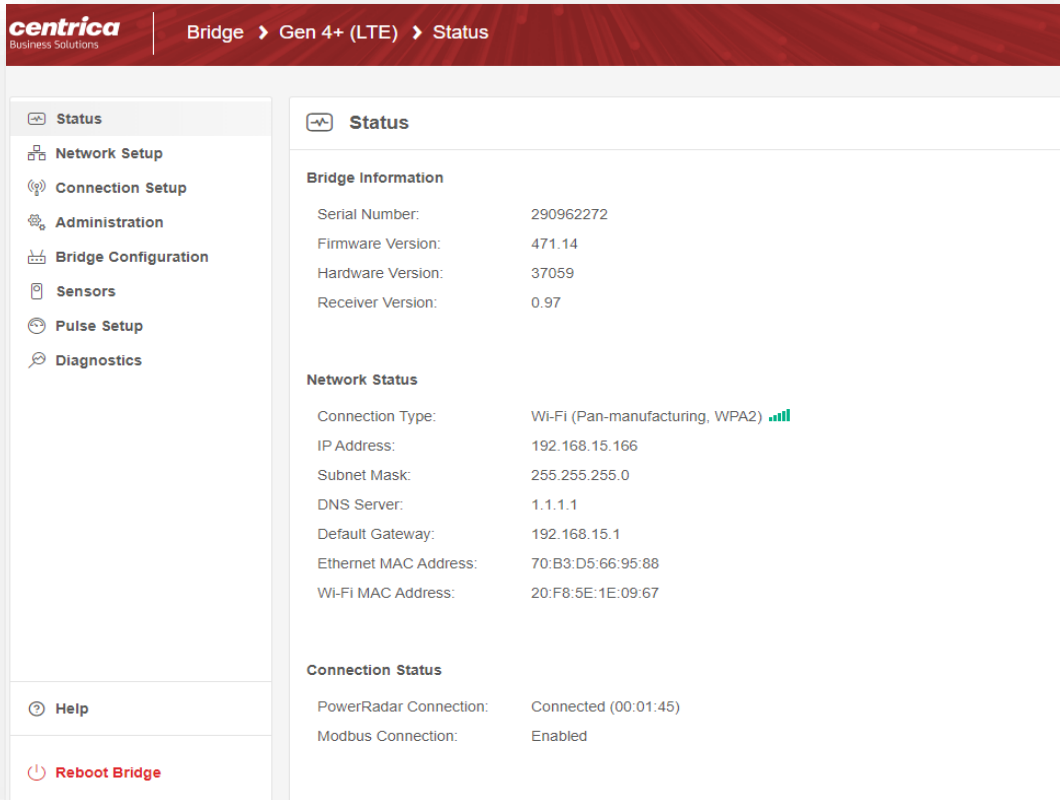
**Note 2** When changing credentials, it is important to keep them in a safe place. The only way to restore bridge credentials is to restore the bridge to factory settings, which will erase all configurations and revert to default credentials.

3. Select **Sign In**.

## The Status Tab

The **Status** Tab is the first to open when opening the bridge UI. This page displays the bridge important settings, network interfaces and status and connection status.

- **Bridge Information** – Displays the bridge serial number, firmware and hardware versions (may be needed by the support team for troubleshooting).
- **Network Status** – Displays the connection type (Ethernet, Wi-Fi, Cellular) and related networking parameters including signal strength, where applicable.
- **Connection Status** –
  - Shows if the bridge is connected to the PowerRadar cloud and the duration of the connection.
  - Shows if the bridge is enabled to accept Modbus requests from a Modbus master to retrieve local sensor data.



## Network & Connection Setup

### Configuring the Bridge for Wi-Fi Networking

If the bridge connects to the network over Wi-Fi, you will need to configure which Wi-Fi network and settings to use.

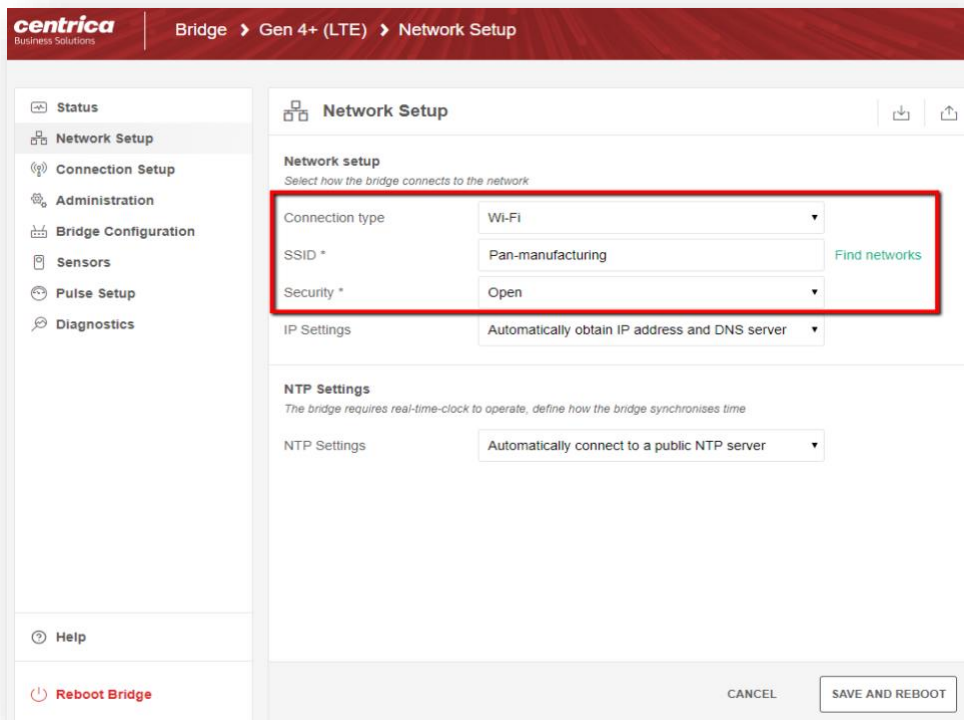
#### Prerequisites

Ask your network administrator for the following information:

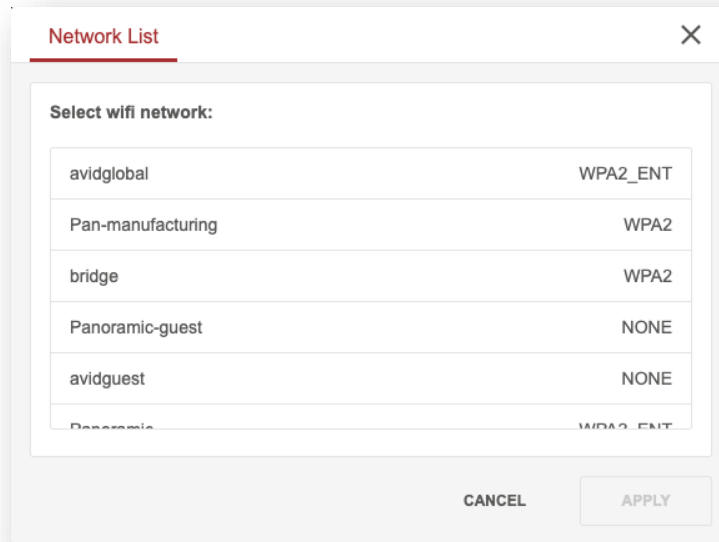
- SSID and password to access the network.
- Username, and password for enterprise networks requiring credentials.
- When connecting to PowerRadar, with Wi-Fi and Ethernet connections, verify that the system administrator has opened the following ports for outbound communications:
  - Port 443 for outbound TCP/TLS traffic
  - Port 123 for outbound NTP
  - Verify that DHCP & DNS ports are open (67/68, 53) and configured.

#### How to Proceed

1. In the Network Setup tab - Connection Type, select Wi-Fi.
2. To enable the system to find the SSID (network name) and Security (encryption method used), click Find networks.
3. Otherwise, enter these values manually.

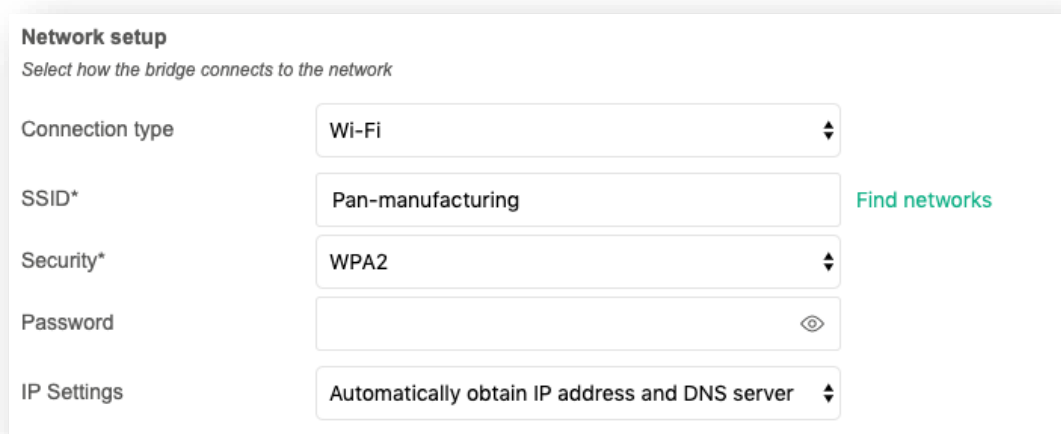


Clicking 'Find networks', shows a list of networks in your vicinity:



**Note** If the expected Wi-Fi network was not found, or if no network was found at all, click the **Find Networks** button again to re-attempt to search for networks.

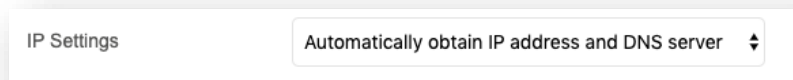
4. Select the network you want to use and click Apply.



5. For Open, WEP, and WPA and WPA2 security, enter the Wi-Fi password in the screen above.
6. For enterprise WPA and enterprise WPA2 security, enter the username/password to be used for RADIUS server authentication.

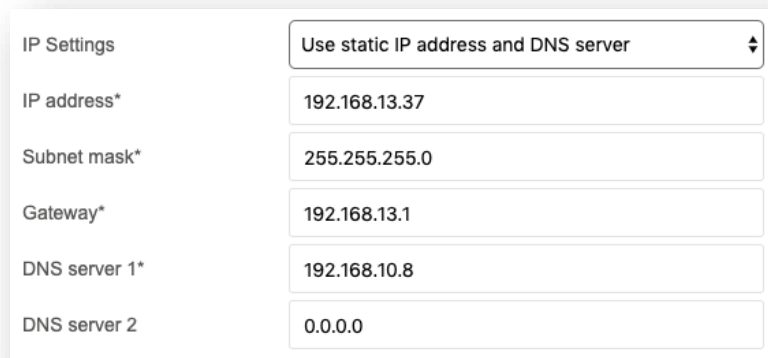
**Note** WPA Enterprise / WPA2 Enterprise support the username/password mode only. Client-certificate authentication is not supported.

7. In **IP Settings**, select how the bridge receives its IP address and DNS settings. By default, both are provided by the DHCP server:



The screenshot shows a white rectangular box with a light gray border. On the left side, the text 'IP Settings' is displayed. To its right is a dropdown menu with a downward-pointing arrow. The selected option in the dropdown is 'Automatically obtain IP address and DNS server'.

8. Other options provide the ability to specify a static IP address or static DNS server address:



The screenshot shows a white rectangular box with a light gray border. At the top left, the text 'IP Settings' is displayed. To its right is a dropdown menu with a downward-pointing arrow, showing 'Use static IP address and DNS server'. Below the dropdown are five input fields, each with a label on the left and a value in the box:

IP address*	192.168.13.37
Subnet mask*	255.255.255.0
Gateway*	192.168.13.1
DNS server 1*	192.168.10.8
DNS server 2	0.0.0.0

9. To save the configuration to the bridge, click **Save and Reboot**.
10. To discard changes made to an unsaved configuration and return to the saved settings, click **Cancel**.
11. To exit configuration mode, disconnect the bridge from the power source.
12. Install the bridge as explained in [Mounting the Bridge](#).
13. Reconnect the bridge to the power source.

## Configuring the Bridge for Cellular Networking

Use a SIM card if you connect to the Internet via a standard GSM/LTE network.

**Network Setup**

**Network setup**  
Select how the bridge connects to the network

Connection type: Cellular

APN: uinternet [Find networks](#)

**Advanced**  
Set advanced cellular options (advanced user only)

[Show advanced cellular settings](#)

Clicking on 'Show advanced cellular settings will show:

**Network Setup**

**Network setup**  
Select how the bridge connects to the network

Connection type: Cellular

APN: uinternet [Find networks](#)

**Advanced**  
Set advanced cellular options (advanced user only)

MNC: 425

MCC: 1

PPP authentication type

None  PAP  CHAP

[Hide advanced cellular settings](#)

### Prerequisites

For some SIM cards, the system fills in details automatically in the **Network Setup** tab. For others, you need to get the information from the SIM card supplier or the service provider.

### How to Proceed



1. Insert the SIM card into the slot with the truncated end, as shown below.



2. In the **Network Setup** tab, **Connection Type**, select **Cellular**.
3. Enter the **APN** you received from the cellular network operator. If required, enter PPP details.
4. To save the configuration to the bridge, click **Save and Reboot**.

**Note:** After reboot, the bridge will be in normal mode, to continue to manage the bridge via the UI, please place the bridge back in config mode as explained in *Accessing the Bridge Web Interface via 'Config Mode'* on page 10.

5. Install the bridge as explained in [Mounting the Bridge](#).

## Configuring the Bridge for Ethernet Networking

If you use Ethernet to connect to the network, follow the steps below.

### Prerequisites

If you need a static IP address for the bridge, make sure to have the network setting information ready before starting the procedure.

When connecting to PowerRadar, with Wi-Fi and Ethernet connections, verify that the system administrator has opened the following ports for outbound communications:

- Port 443 for outbound TCP/TLS traffic
- Port 123 for outbound NTP
- Verify that DHCP & DNS ports are open (67/68, 53) and configured.

### How to Proceed

1. In the **Network Setup** tab, **Connection Type**, select **Ethernet**.
2. In **IP Settings**, select whether you want the bridge to:
  - Automatically obtain an IP address and DNS server (using DHCP)
  - Use a static IP address and DNS server.
  - Automatically obtain an IP address and use static DNS.
  - Use a static IP address and obtain a DNS server.

3. Based on the selection in the previous step, several fields may become active (IP Address, Subnet Mask, etc.). Fill them in according to your required network settings.
4. To discard changes made to an unsaved configuration and return to the saved settings, select **Cancel**. Otherwise, to save the configuration to the bridge, click **Save and Reboot**.

**Note:** After reboot, the bridge will be in normal mode, to continue to manage the bridge via the UI, please place the bridge back in config mode explained in *Accessing the Bridge Web Interface via 'Config Mode'* on page 10.

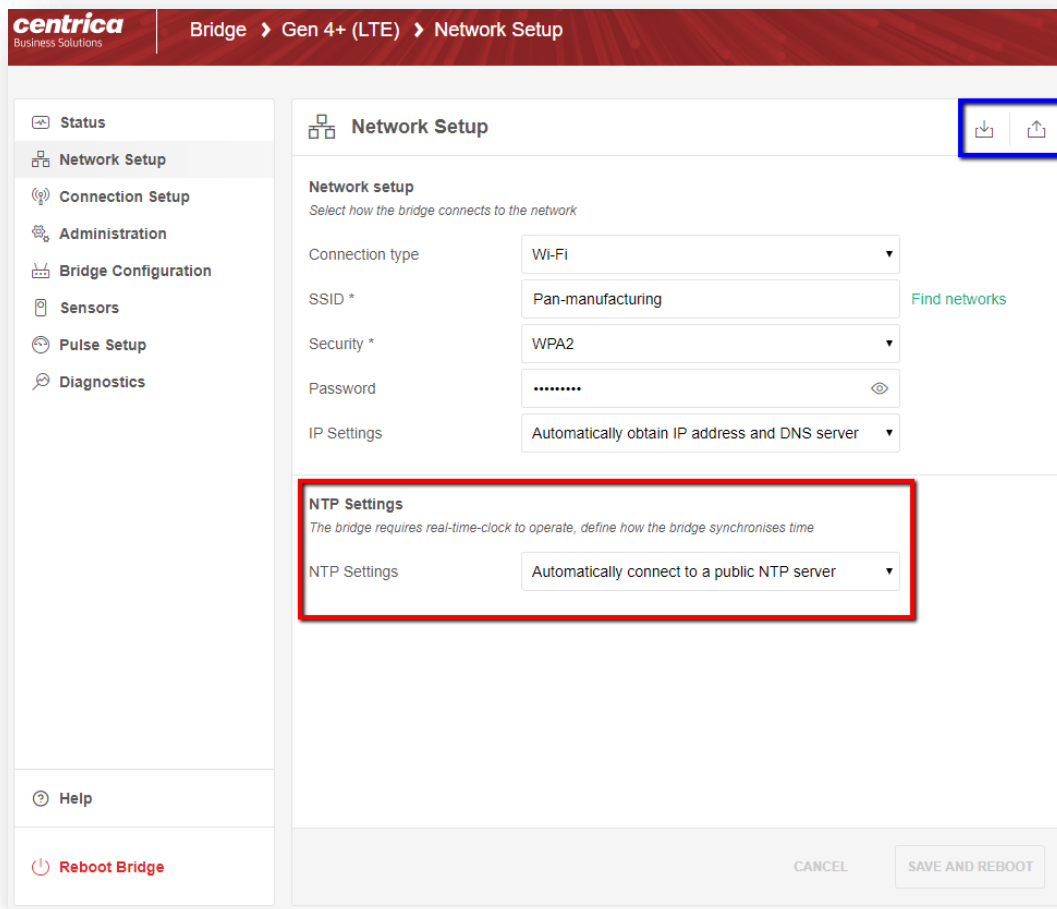
Install the bridge as explained in [Mounting the Bridge](#).

## Network Time Protocol (NTP) configuration

To operate properly, the bridge requires accurate time-of-day information. After reset, the bridge gets this information using the standard NTP protocol. This protocol is also used to periodically verify the accuracy of the internal clock.

By default, the bridge uses a set of predefined publicly accessible NTP servers. In this mode, when using a corporate (Ethernet or Wi-Fi) network, a firewall rule allowing outbound NTP access is required.

Alternatively, a dedicated NTP server address can be specified. This mode is useful for deployments within corporate networks, when the NTP bridge is internal. In this case, there is no need to open the NTP firewall port.



## Import / Export Network Configuration

The 'Network Setup' tab contains two buttons for exporting and importing the network configuration (see highlighted in blue in the image above). This can be used by installers of multiple bridges with similar network configurations in the following way:

- Configure one bridge with network parameters
- Export the configuration
- Edit the configurations where necessary (e.g to add the Wi-Fi password which is not saved during export)
- Import the configuration to other bridges.

### Export:

Export network configuration will allow you to save each of the network settings to a text file in INI format.

Note: Wi-Fi passwords will not be saved to the file. The format of the configuration file is covered in 'Network export file structure' on page 40.

## Import:

Import network configuration will allow you to upload each of the network settings from a text file in INI format.

**Note: Wi-Fi passwords are not saved in the file and should be added manually before importing.**

## Bridge Connection setup

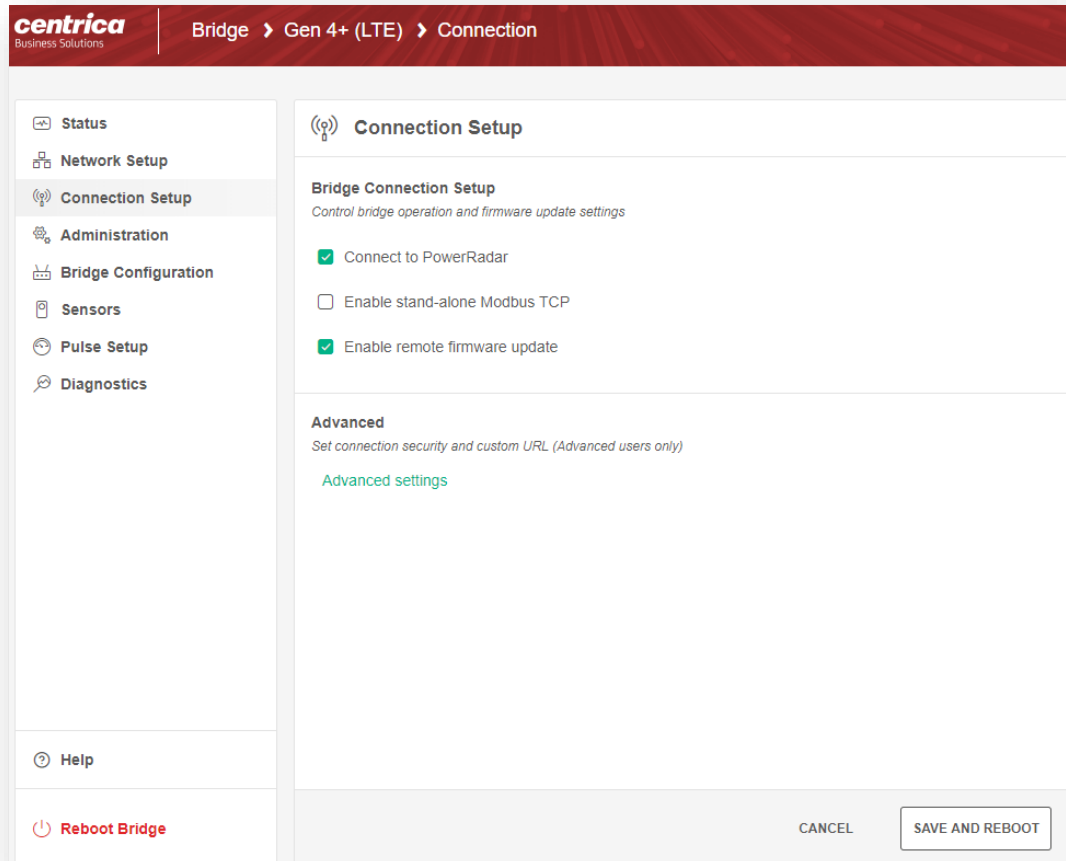
The 'Connection Setup' tab, configures the main bridge operating mode. Panoramic Power bridges can have three operating modes:

- **Connect to PowerRadar** – This is the default mode in which all sensor data received is sent to the PowerRadar cloud for processing and display. This mode is used by customers who use PowerRadar for data analytics and processing or those who use PowerRadar's cloud base export.
- **Stand Alone Mode (Modbus TCP)** – In this mode the bridge processes and displays sensor readings locally. It makes these readings available in the bridge UI and via Modbus TCP interface to be read by a Modbus master server. This mode does not require cloud access and is used to integrate sensor data to local 3<sup>rd</sup> party systems.
- **Dual mode** - Both options above can be activated simultaneously allowing sensor data to be sent to PowerRadar and processed locally at the same time.

## How to Proceed

1. In the **Connection Setup** tab, apply the right checkbox based on the desired mode:
  - Check **Connect to PowerRadar** to establish connection and send sensor data to the PowerRadar cloud.
  - Check **Enable stand-alone (Modbus TCP)** to enable processing of sensor data locally and to enable a local Modbus interface to be used to retrieve sensor data.
  - Check **Enable remote firmware update** to allow PowerRadar to periodically upgrade the bridge firmware when a new version is available. This option is only supported when **Connect to PowerRadar** is checked.
2. By default, the connection to PowerRadar (if enabled) will be using TLS. To change the default connection URL or protocol, click **Advanced Settings**.

- To discard changes made to an unsaved configuration and return to the saved settings, select **Cancel**. Otherwise, to save the configuration to the bridge, click **Save and Reboot**.



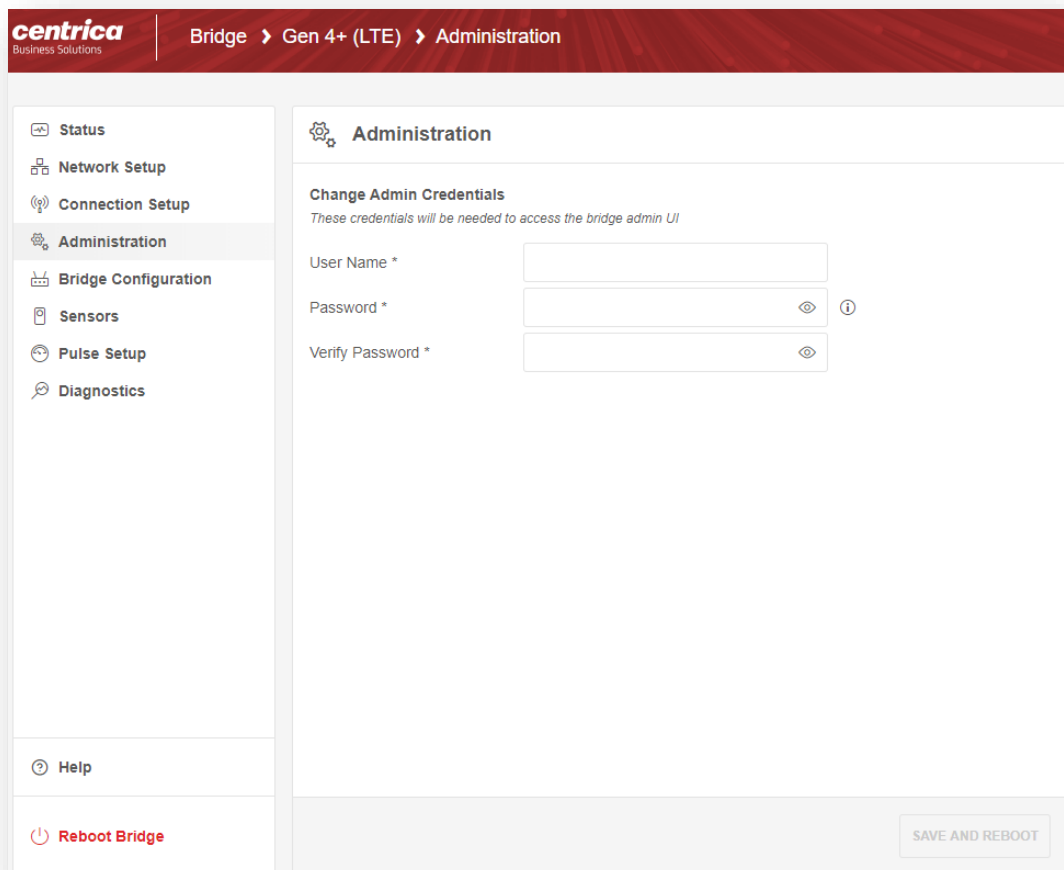
## Bridge Administration and Configuration

### Bridge Administration

In the Bridge administration tab, you can change the default username and password required to access the bridge.

#### How to Proceed

1. Access the bridge web interface.
2. Select the **Administration** tab
3. Enter the new **User Name** and **Password**.
4. In the **Verify password** field, enter the new password again.
5. NLSelect **Save and Reboot**.



## Bridge Configuration

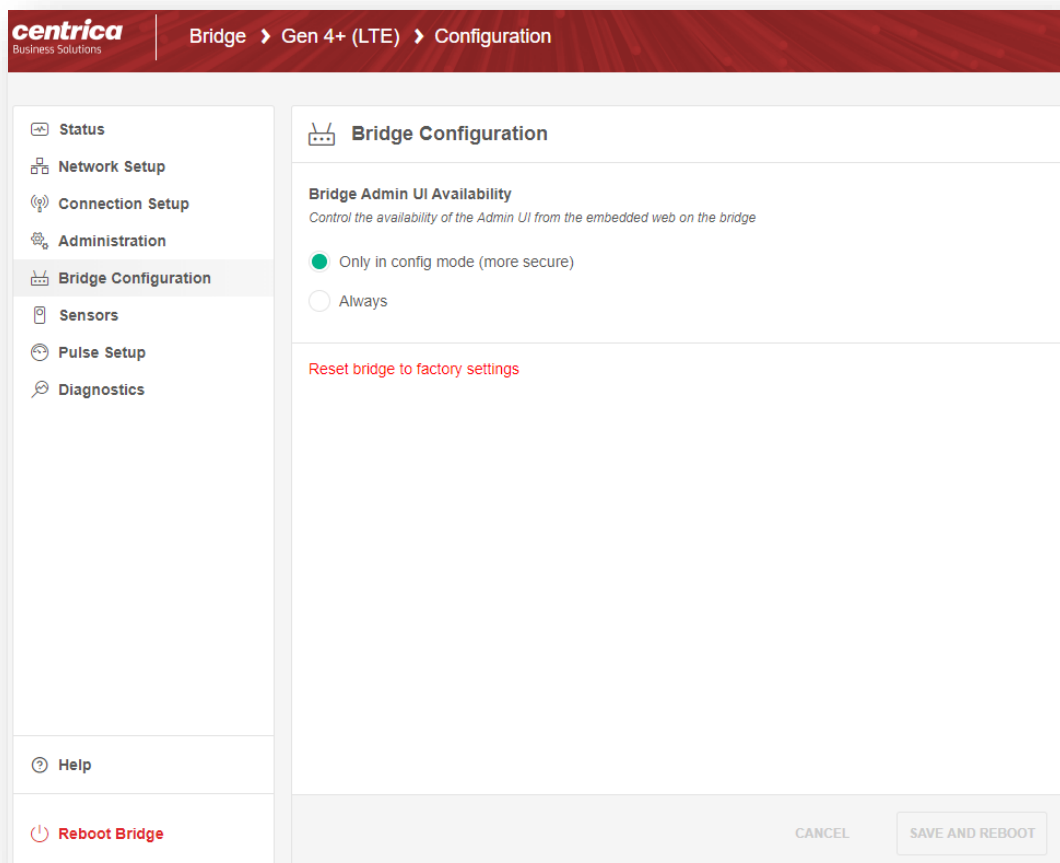
The Bridge configuration tab controls from where the bridge administrative UI will be accessible.

By default, and for enhanced security, the bridge admin UI is only accessible while in config mode. This is explained in Accessing the Bridge Web Interface via 'Config Mode' on page 10.

It is possible to make the bridge admin UI accessible always even during normal bridge operations. This mode will only work in Ethernet or Wi-Fi networking and would require that the accessing device knows the bridge IP address and has route to the bridge.

### How to Proceed

1. Access the bridge web interface.
2. Select the **Bridge Configurations** tab
3. Choose the availability of the bridge admin UI
4. Select **Save and Reboot**.



**Note:** Setting *Bridge Admin UI availability* to *Only in config mode* is the most secure option since it mandates physical access to the bridge for configuration. When placing the bridge in 'Always' mode it is strongly advised to change the bridge admin password to prevent unauthorized access.

## Resetting the Bridge Configuration to Factory Defaults

**Important** Restoring to factory defaults will erase all of your bridge data and settings and revert to Ethernet networking.

### How to Proceed

1. Access the bridge web interface.
2. Select **Bridge Configuration**.
3. Click **Reset to factory default** at the bottom of the page.
4. At the prompt, click **OK**.
5. The bridge will reboot with factory setting.
6. Follow the steps described in '*Initial Bridge Configuration*' on page 10 to reconfigure the bridge using config mode.

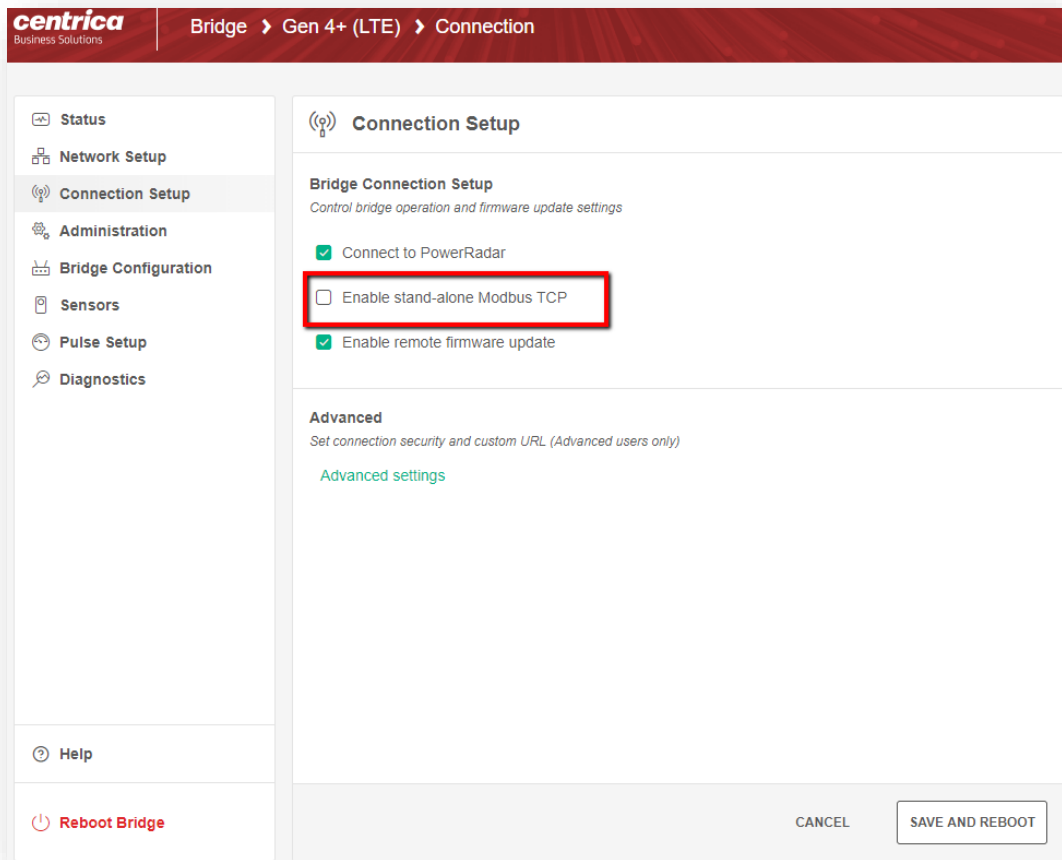
Starting with firmware V470, the bridge can operate in stand-alone mode. In this mode, sensor data is stored and displayed on the bridge itself and can be made available to an external Modbus server.

### Enabling stand-alone mode

By default, the stand-alone mode is disabled, and the Sensors tab is also disabled. To enable the stand-alone mode:

1. In the **Connection setup** tab, select the checkbox next to **Enable stand-alone (Modbus TCP)**.
2. This mode can work in conjunction to PowerRadar mode.
3. Click **Save and Reboot** to make this change in the bridge
4. When the bridge reboots, the **Sensors tab** will become enabled and allow the configuration of sensors to process.





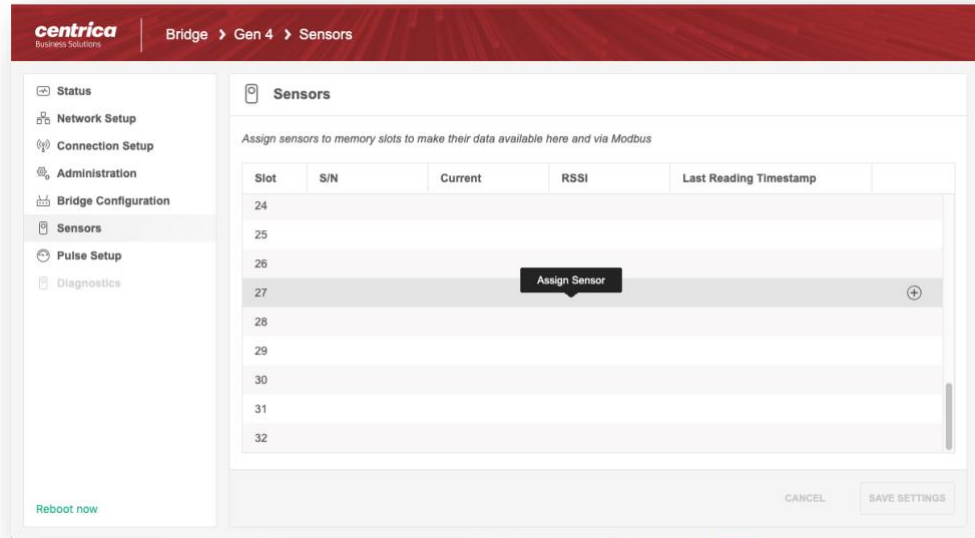
## The Sensors tab

When working in stand-alone mode, the bridge can store readings of up to 32 specific sensors, display them in the Sensors tab and make them available via Modbus TCP.

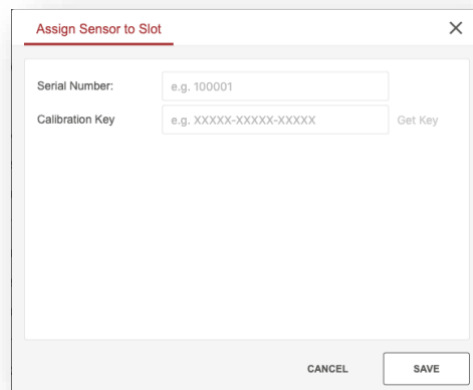
In stand-alone mode, each sensor (identified by its serial number) is assigned to a slot. Whenever the bridge receives a reading from this sensor, it updates the slot readings and makes it available to be retrieved by Modbus TCP. This way each sensor is always located in a specific location.

## Assigning a sensor to a slot

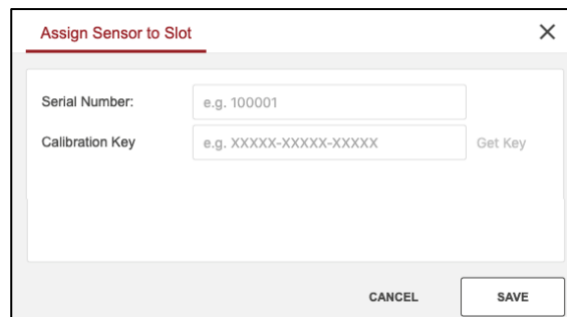
1. In the **Sensors** tab, select the slot to which you want to assign the sensor.



2. Hover with the mouse over the relevant row (slot) and click **Assign Sensor**.



3. The **Assign Sensor to Slot** popup appears



4. Provide the serial number of the sensor to use

5. Click **Get Key** to get the sensor calibration key

**Note 1:** Stand-alone mode supports the following sensor types: PAN10, PAN12, PAN14. It does not currently support PAN-42.

**Note 2:** The calibration key is a unique, per-sensor, value used by the bridge to calibrate each reading for accuracy. It is a mandatory, sensor specific, value.

**Note 3:** When clicking 'Get Key, your browser communicates with PowerRadar to get the calibration key. It is, therefore, essential that the laptop has Internet connectivity.

**Note 4:** If having issues retrieving the calibration key, please contact support who can provide an offline list of calibration keys to be entered manually.

6. Click **Save** to populate the slot and close the pop-up window.

7. Repeat this for as many slots as needed.

8. Once complete, click **Save Settings** at the bottom of the tab to flush the updated table to the bridge memory.

## Viewing sensor data

Once a sensor has been assigned to a slot, every sensor reading received by the bridge will be displayed in the table.

The table will always show the latest reading received. A new reading will override the previous one.

The screenshot shows the 'Sensors' configuration page in the Centrica Bridge management interface. The page title is 'Bridge > Gen 4 > Sensors'. A sidebar on the left contains navigation options: Status, Network Setup, Connection Setup, Administration, Bridge Configuration, Sensors (selected), Pulse Setup, and Diagnostics. The main content area is titled 'Sensors' and includes the instruction: 'Assign sensors to memory slots to make their data available here and via Modbus'. Below this is a table with the following data:

Slot	S/N	Current	RSSI	Last Reading Timestamp
1	257270	27.49A	-91dBm	Jul 26 2019, 18:00:54
2	268653	28.76A	-90dBm	Jul 26 2019, 18:00:50
3				
4	257243	27.82A	-89dBm	Jul 26 2019, 18:00:47
5	256094	32.26A	-88dBm	Jul 26 2019, 18:00:47
6	3013603			No data received since reboot
7	173663758	5.78A	-86dBm	Jul 26 2019, 18:00:55
8	173663599	5.84A	-79dBm	Jul 26 2019, 18:00:53
9	173663829	5.88A	-82dBm	Jul 26 2019, 18:00:54

At the bottom of the interface, there is a 'Reboot now' button on the left and 'CANCEL' and 'SAVE SETTINGS' buttons on the right.

Information displayed includes:

- Slot number
- Serial Number of the sensor assigned to this slot

- Last Current reading in Ampere
- The reception level<sup>2</sup> of the recent message (RSSI)
- Last reading timestamp as measured by the bridge RTC clock

**Note 1:** The information provided here is also available via the Modbus TCP interface. Please refer to the *Bridge Programmers Guide* for more information.

**Note 2:** The current readings shown here have already been individually calibrated by the bridge for accuracy, using the calibration key.

**Note 3:** PAN 10 and PAN 12 current readings can be used as-is. For PAN 14, these values should be multiplied by the CT-Rate of the CT used.



<sup>2</sup> This indicates how well the sensor message is received by the bridge.

## Editing or removing a sensor from a slot

It is possible to edit or remove a sensor from a slot.

1. In the **Sensors** tab, select the slot you want to edit or clear.
2. Hover with the mouse over the relevant row (slot).
3. Click the trash icon to empty this slot (remove the assigned sensor) OR
4. Click the pencil icon to edit the assigned sensor

*Assign sensors to memory slots to make their data available here and via Modbus*

Slot	S/N	Current	RSSI	Last Reading Timestamp	
1	257270	27.86A	... -90dBm	Jul 26 2019, 17:53:0...	
2	268653	27.60A	... -88dBm	Jul 26 2019, 17:52:58	<div style="border: 1px solid red; padding: 2px;"> <span>Edit sensor</span> <span></span> <span></span> </div>
3					
4	257243	26.62A	... -89dBm	Jul 26 2019, 17:53:09	

5. Once complete, click **Save Settings** at the bottom of the tab to flush the updated table to the bridge memory.

## Configuring the Pulse Inputs

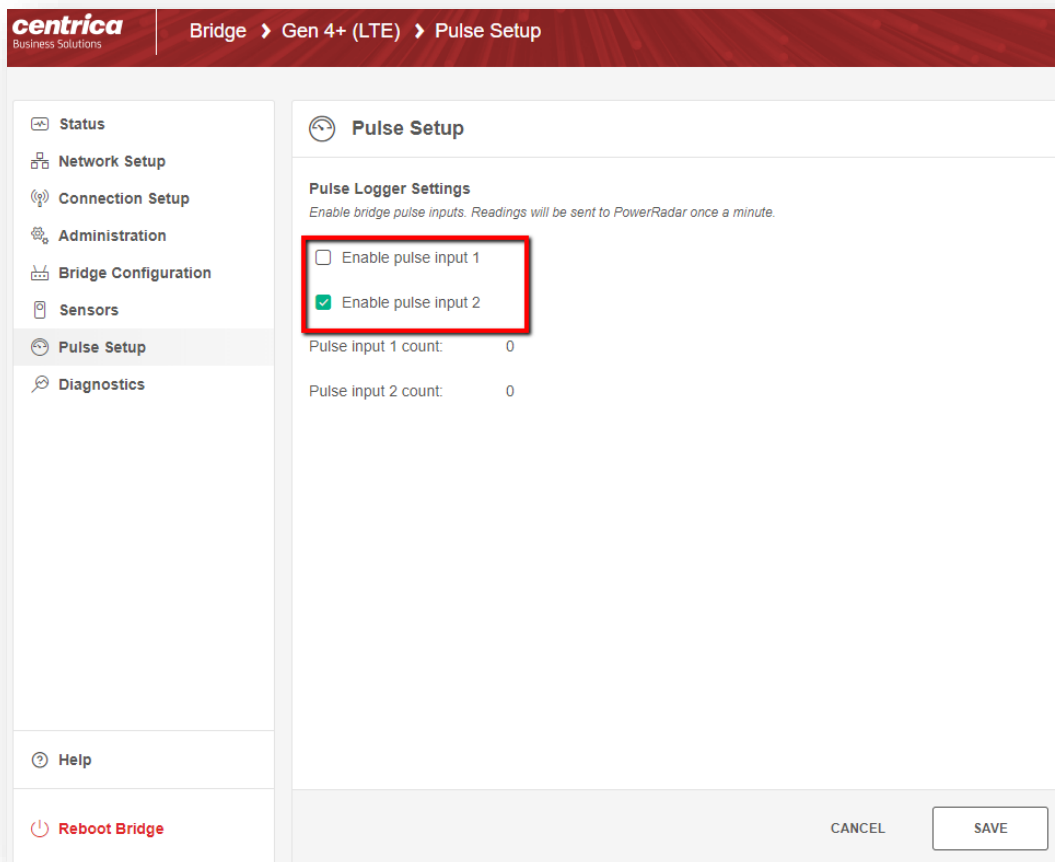
If you connect the bridge to a meter's pulse output, you will need to enable the pulse inputs in the bridge configuration.

### Prerequisites

Have the pulse outputs connected to the pulse input connectors on the side of the bridge.

### How to Proceed

6. In the **Pulse Setup** tab, select the checkbox next to the pulse input you want to enable
7. The bridge counts the pulses automatically. The counters update every 10 seconds.
8. When connected to PowerRadar, the pulse count is sent to PowerRadar automatically.
9. When Stand-alone (Modbus TCP) mode is enabled, the pulse reading is available via Modbus TCP.



## Upgrading the Bridge Firmware

This section explains how to upgrade the bridge to the latest firmware version.

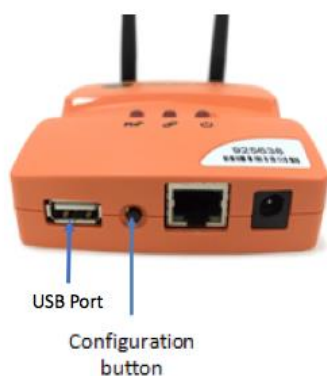
### Upgrading using a USB stick

#### Prerequisites


Make sure you have a USB flash drive with the upgraded firmware, or a FAT-32 formatted USB flash drive if you need to download the firmware from your email account.


#### How to Proceed

1. Download the firmware to the root directory of the USB flash drive, if necessary.
2. Make sure the firmware file is the only .bin file in the root directory of the USB flash drive.
3. Connect the USB flash drive to the USB port on the bridge.
4. Boot and wait for the LED self-test sequence to end. Note that this is relevant only if the bridge is not yet operational.



**Note** If you proceed to Step 5 before the self-test sequence ends, the bridge enters configuration mode rather than upgrade mode.

5. If the bridge is connected to the LAN network, **disconnect it from the LAN network**.
6. Press the **Configuration** button for approximately 30 seconds.
7. The  LED lights orange and green. All other LEDs are off.
8. Wait several minutes for the upgrade process to complete (up to 5 minutes).

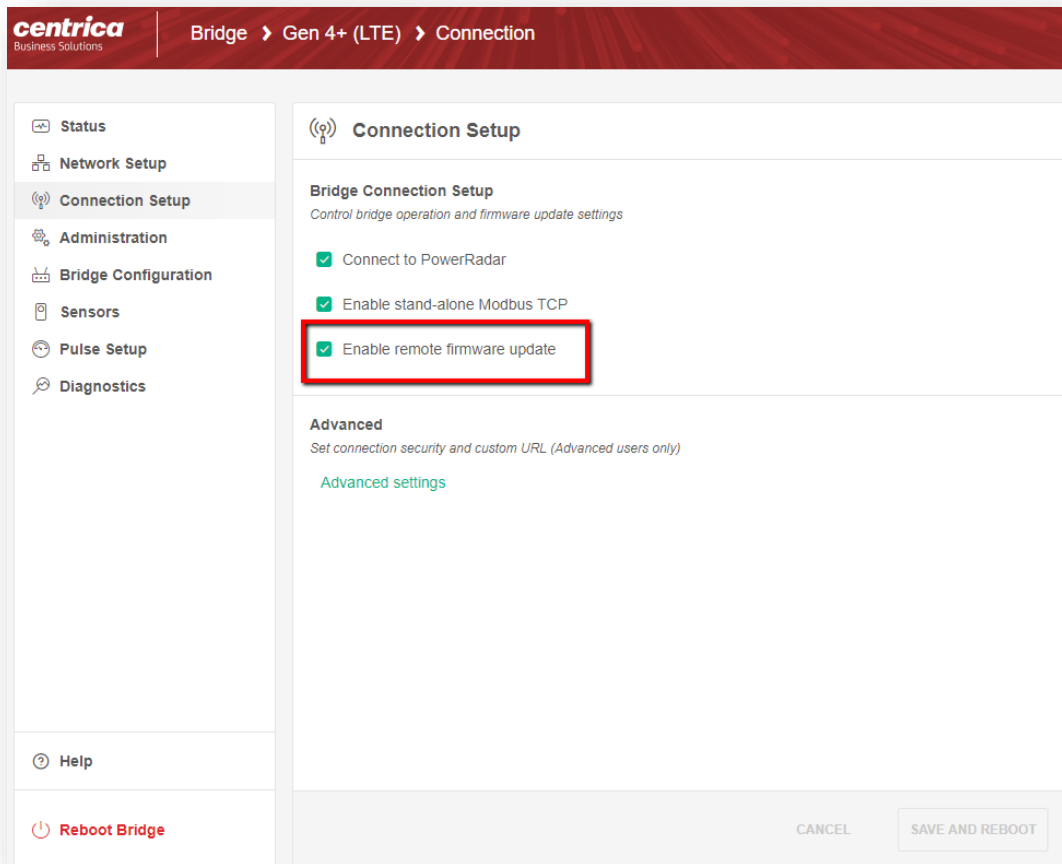
After a successful upgrade the bridge will reboot. The  LED lights green, and the bridge returns to normal operation. A LED self-test sequence occurs, and the bridge returns to normal operation.

9. Disconnect the USB flash drive.

**Note** If the firmware version on the USB drive is identical to the one installed, the bridge will not be updated, and the power LED will turn red. A lower version will result in downgrading the bridge's firmware and a reset of the bridge configuration.

## 'Over the air' firmware upgrades

When connected to PowerRadar the bridge can automatically receive firmware upgrades from the cloud. To enable this feature, go to the **Connection Setup** tab and check **Enable remote firmware updates**.



**Note 1** To complete the setup, please also enable firmware updates in PowerRadar's bridge settings. Please refer to the PowerRadar documentation for more information.

**Note 2** Over the air firmware updates only work when the connection to PowerRadar is secure (over TLS port 443). It will not work if the bridge is set to TCP connectivity.



## Troubleshooting & Diagnostics

### Hardware based 'Revert to factory settings'

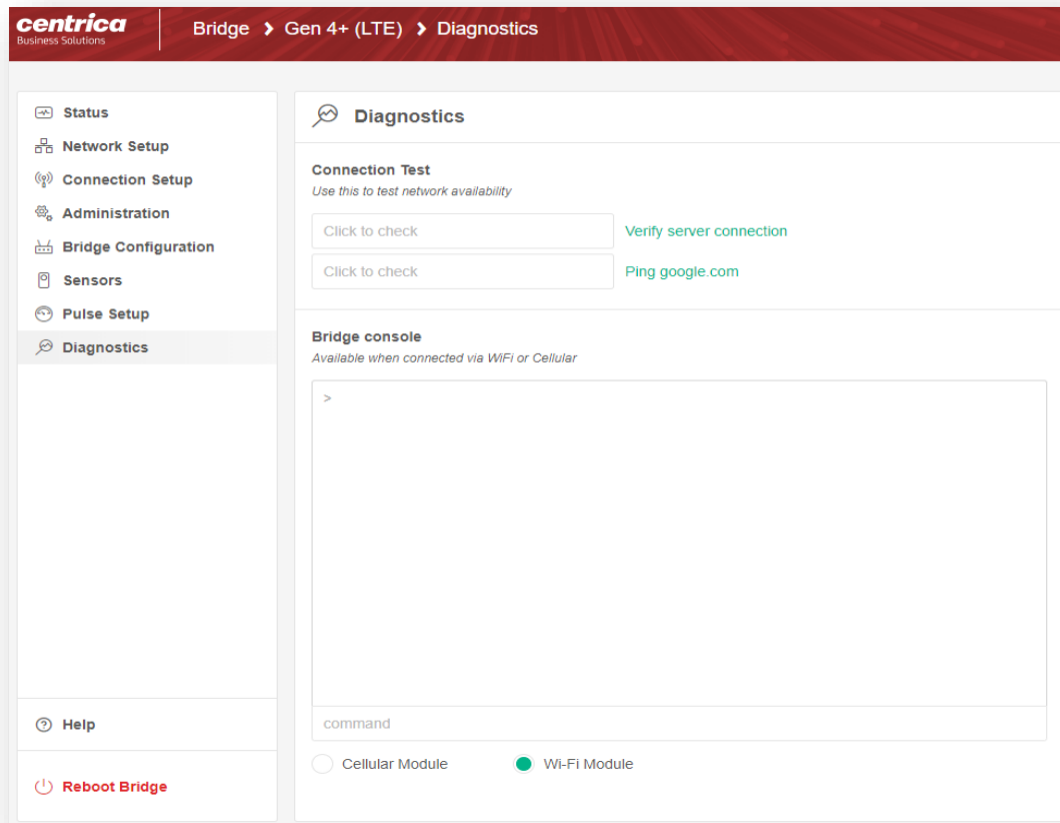
When reverting the bridge to factory settings, all bridge configuration is erased and returned to its factory default (including the bridge admin credentials). This procedure can be done from the admin UI or using a special hardware interface sequence.

The admin UI method is covered in *Resetting the Bridge Configuration to Factory Defaults* on page 24. However, this method requires knowledge of the bridge credentials to access the UI.

When the bridge admin interface cannot be accessed (due to unknown credentials or other reasons), it is possible to perform a hardware factory as described below:

#### How to Proceed

1. Remove all connections or cables from the bridge.
2. Connect the bridge to the power source.
3. Press the **Configuration** button for approximately **5 seconds**, until the **Rx** LED lights solid red. The bridge is now in configuration (Config) mode.
4. Press the **Configuration** button **five (5) times** at a rate of **one press per second**.
5. The bridge should now reboot with default factory settings
6. If the bridge does not reboot, you may need to re-try step 4 again a few times, until the bridge reboots.

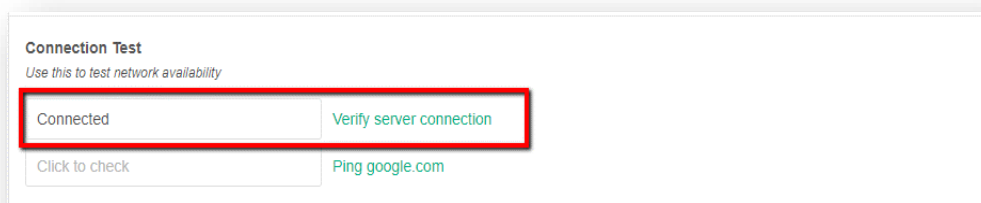


## The Diagnostics tab

The Diagnostics tab is where you can test the Wi-Fi or cellular connection while in config mode. This Tab is only available when connected in Config mode

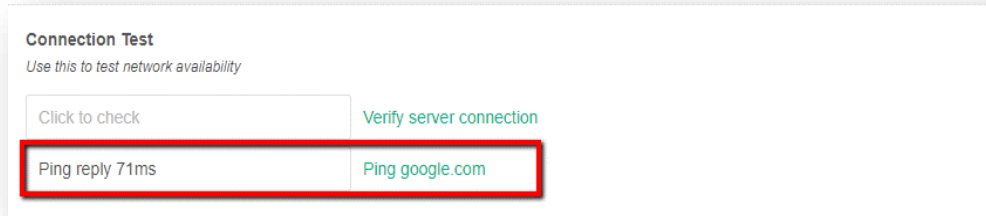
### How to Proceed

1. Access the bridge web interface as explained in *Accessing the Bridge Web Interface via 'Config Mode'* on page 10.
2. Select the **Diagnostics** Tab.
3. Click **Verify server connection** to make sure the bridge communicates with the PowerRadar server.



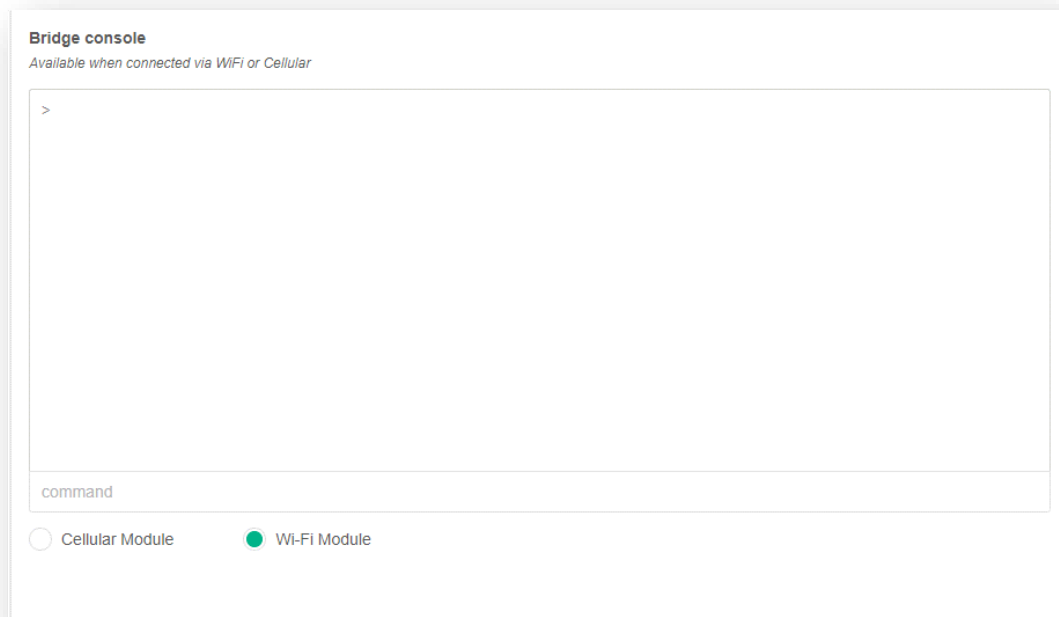
**Note** This method will work only for Wi-Fi and Cellular networking modes. It will not work in Ethernet mode, since in Config Mode the Bridge's Ethernet cable is connected to the Configuration laptop.

4. Click [Ping to google.com](#) to make sure the Internet connection is working.



## Bridge Console

The bridge console is for Panoramic Power technician use only and should not be used by end customers unless directed by customer support.



## Troubleshooting

If you encounter a problem, try the solutions listed in this section.

Otherwise, contact Customer Support for help at [support@panpwr.com](mailto:support@panpwr.com).

### Problem

The bridge is not receiving sensor data (the **Rx** LED is off).

### Solutions


Try moving the bridge closer to the electrical panel.

Verify the position of the sensors in the electrical panel: make sure they are visible or try moving them to the front of the panel.

Make sure the RF antenna is tightly screwed into the antenna connector of the bridge.

Make sure the bridge is not in configuration mode (the **Rx** LED lights red).


### Problem

The bridge does not connect to the PowerRadar server (the  LED does not turn solid green).

### Solutions

#### If you are using Ethernet:


Look at the LAN port (RJ-45 connector) on the bridge. It contains two small built-in LEDs. One of them should light solid green and the other should be blinking orange. If this does not happen, tighten both ends of the LAN cable or replace it.

If the  LED blinks green but does not turn solid, it means that local network connectivity is established but the bridge cannot access the PowerRadar server. This is often caused by local firewalls blocking TCP port 8051. Please verify this with your system administrator.

#### If you are using Wi-Fi:

Verify the wireless network reception strength in the status page. The level should be at least two, preferably three (out of five).

If no reception level is showing and “Connecting...” is shown instead, it means that the bridge cannot establish Wi-Fi network connectivity. In this case, please verify your Wi-Fi credentials (SSID, Security Type or password).

If the  LED blinks green but does not turn solid, it means that local network connectivity is established but the bridge cannot access the PowerRadar server. This is often caused by local firewalls blocking TCP port 8051. You can verify this using the [Diagnostics](#) tool or with your system administrator.


#### If you are using cellular:

Verify the cellular network reception strength in the status page. The level should be at least three (out of five).

If no reception level is showing and “Connecting...” is shown instead, it means that the bridge cannot establish cellular network connectivity. In this case, please verify your cellular credentials (APN, PPP credentials where needed), and make sure the SIM card has a valid and enabled data plan.

You can test the cloud connectivity using the [Diagnostics](#) tool.

## Problem

The bridge does not connect to the cellular network when using the SIM card ( LED is off).

## Solutions


Make sure the SIM card is in place before connecting the bridge to the power source.

After verifying that the SIM card is tightly secured in its slot, disconnect the bridge from the power source and reconnect it.

Verify with your service provider that a data plan is enabled for your SIM card. The bridge connects to the cellular data network only if the SIM card has a data plan.

In low reception areas it may take a while for the bridge to connect. Enter configuration mode and check the reception bar in the **Status** page.


## Problem

The bridge does not return to normal operation after a firmware upgrade ( LED lights red).

## Solution

The upgrade was unsuccessful, and the bridge rolled back to the previous firmware version.

## How to Proceed

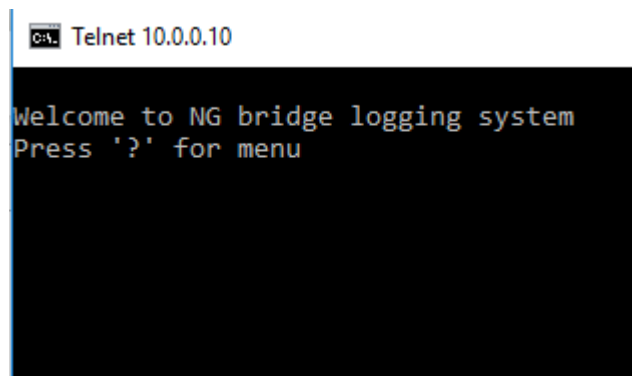
1. Disconnect the USB flash drive from the bridge.
2. Disconnect and reconnect the power cable to the bridge.
3. The bridge performs a self-test and the  LED lights green. The bridge is ready for normal operation with the rolled-back version.
4. Enter configuration mode and check the running firmware version in the **Status** page.
5. Contact Customer Support if you need additional assistance.

## Bridge Log Extraction

In cases where we want to investigate issues in the bridge, there is a debug log in the bridge.

To extract the log, follow these steps:

1. Disconnect the PC from all communication (Bluetooth, WiFi, etc.).
2. Connect the PC to the bridge and enter configuration mode as explained in Accessing the Bridge Web Interface via 'Config Mode' on page 10.
3. Open the command line in the console.
4. Type: ipconfig.
5. If the default gateway is 10.0.0.13, you can connect the computer to the bridge. If not, type ipconfig /release.
6. After the operation is done, type: ipconfig/renew. Then type: telnet 10.0.0.10.
7. You will see the following screen:

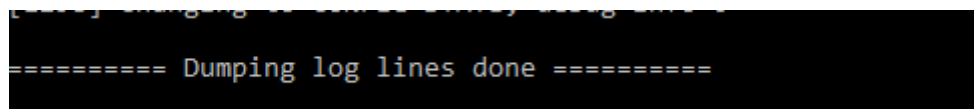


```

C:\> Telnet 10.0.0.10

Welcome to NG bridge logging system
Press '?' for menu
    
```

8. Click 'd' (lowercase only as this is case-sensitive).
9. The log history will be printed on the terminal until this row appears:



```

==== Dumping log lines done =====
    
```

10. Copy the log by right-clicking on the CMD, and then Edit → Select All → Ctrl C, and copy the information to a Notepad or Word file and send the file to PowerRadar Support.

## Check if your network blocks connection to the PowerRadar server

1. Take a laptop and connect it to the same network as the bridge.
2. Open the cmd terminal and type:


```
telnet bridges.powerradar.energy 443
```


3. If you enter a black empty screen, this means you can reach this URL from this network.
4. If you do not enter a black empty screen and instead you see the message below, it means there is likely a problem in the firewall.

```
Connecting To bridges.powerradar.energy...
```

5. If step 4 occurs, connect the bridge via a hotspot from your cellular device and see if the bridge can connect.
6. If step 5 was unsuccessful, the unit may have a hardware issue, please contact support.
7. If step 5 was successful – talk to the local IT – the TLS connection is probably blocked or there could be a mismatch on the port: the bridge is working on full duplex (configure as auto on both sides) of 100baseT.
8. If auto and auto still don't work configure the switch's port to be 100 full.
9. Without a DNS server the bridge will not be able to connect, so make sure there is an active DNS service on the network.
10. If public NTP port (123) is blocked by IT, you can supply an alternative local NTP server for the bridge to use.

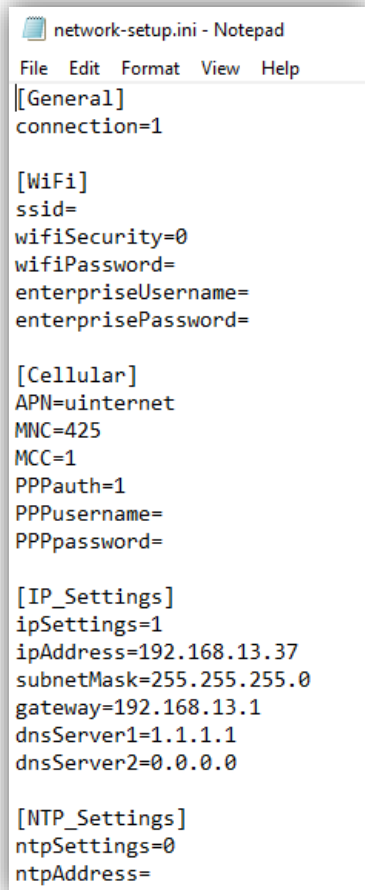
## Handling failed Firmware upgrades

When upgrade was unsuccessful, the bridge rolls back to the previous firmware version and stays in this mode. In this case the power led  lights red

1. Disconnect the USB flash drive from the bridge.
2. Disconnect and reconnect the power cable to the bridge.
3. The bridge performs a self-test and the  LED lights green. The bridge is ready for normal operation with the rolled-back version.
4. Enter configuration mode and check the running firmware version in the [Status](#) page.
5. Contact Customer Support for further help.

## Network export file structure

The following image is an example of the INI file created when exporting the Bridge network configuration. The file contains five sections with key value pairs.



```

network-setup.ini - Notepad
File Edit Format View Help
[General]
connection=1

[WiFi]
ssid=
wifiSecurity=0
wifiPassword=
enterpriseUsername=
enterprisePassword=

[Cellular]
APN=uinternet
MNC=425
MCC=1
PPPauth=1
PPPusername=
PPPpassword=

[IP_Settings]
ipSettings=1
ipAddress=192.168.13.37
subnetMask=255.255.255.0
gateway=192.168.13.1
dnsServer1=1.1.1.1
dnsServer2=0.0.0.0

[NTP_Settings]
ntpSettings=0
ntpAddress=
    
```

Most values are self-explanatory strings, below are some values that are enumerations of possible options:

Connection:

- 1-Ethernet
- 2-Cellular
- 3-WIFI

wifiSecurity:

- 0-no Security
- 1-WEP 64
- 2-WEP 128
- 3-WPA
- 4-WPA2
- 5-WPA Ent,
- 6-WPA Ent2



ipSettings:

- 0-Automatically obtain IP address and DNS server
- 2-Use static IP address and DNS server
- 3-Automatically obtain IP address and use static DNS
- 4-Use static IP and obtain DNS server

ntpSettings:

- 0-Automatically connect to a public NTP server
- 1-Use specific NTP server