

SMARTBOX APP - USER GUIDE

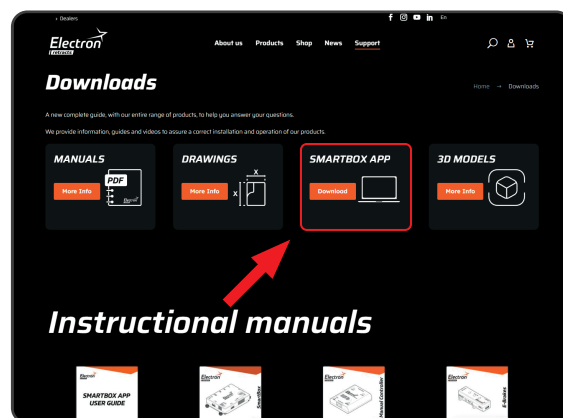
The SmartBox PC application allows to update your SmartBox firmware, and to set new parameters in case you are using the electronic with a different set of retracts than the ones originally purchased. The app is easy and intuitive to use. This document explains step by step how to perform both these actions.

DOWNLOAD AND INSTALLATION REQUIREMENTS

You can download the app on [the Electron Retracts website](#).

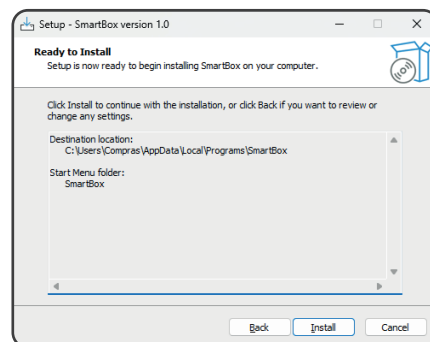
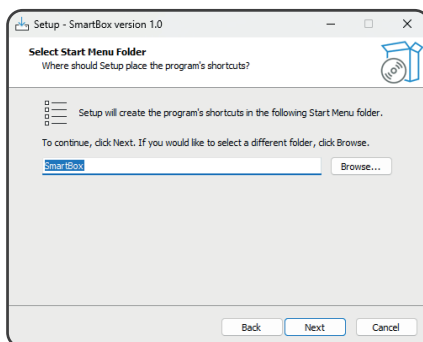
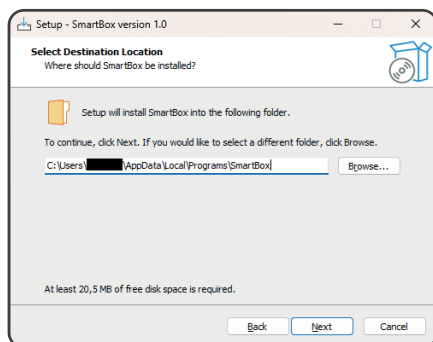
This software requires Windows 10 or 11 (64-bit) and internet connection to work.

Your browser may warn you when downloading the file, but it does not contain any malicious software.



HOW TO INSTALL THE SMARTBOX APP

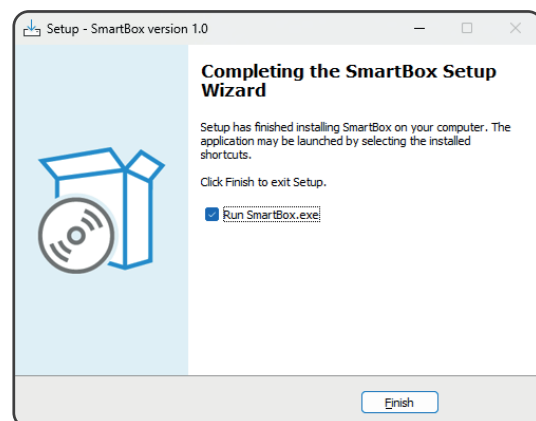
The setup is very straightforward. Read and accept the License Agreement in order to move forward and complete the setup. Select the folder where you want install the software and continue following the setup instructions.



Once completed, you can run the SmartBox app.

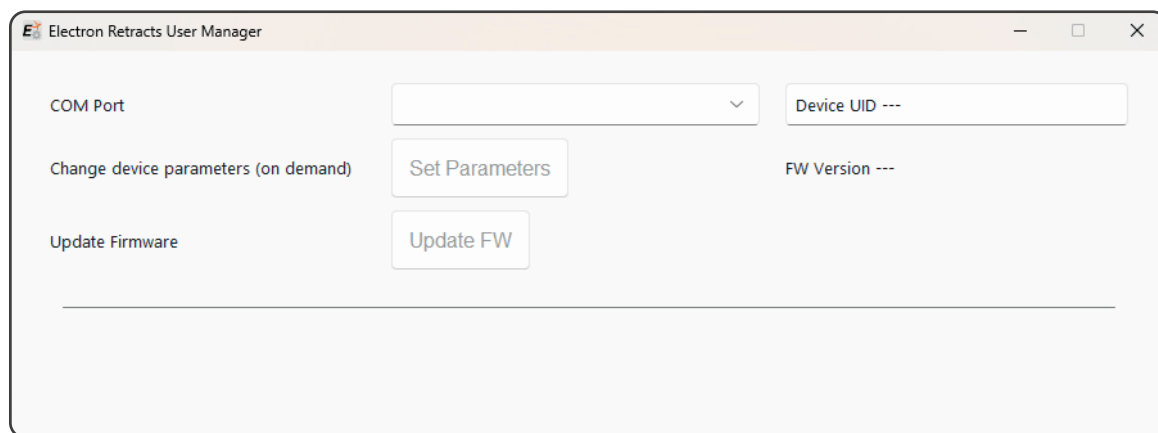
During the setup process, the drivers to communicate with the SmartBox will be installed as well in your computer.

Click on **Finish** to complete the setup and launch the software.



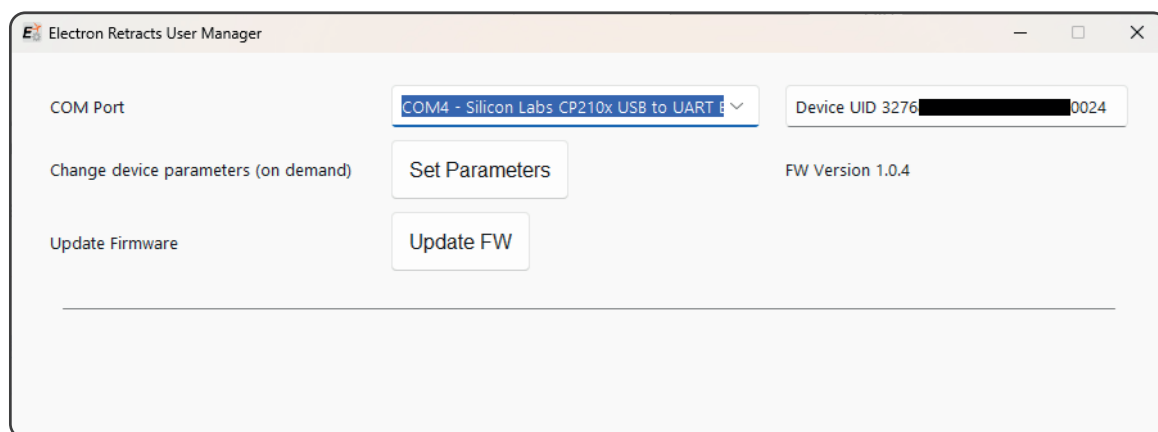
USING THE SMARTBOX APP

The SmartBox software will now start and you will be greeted by the following window:



Connect the SmartBox to your computer with a USB cable. Make sure you connect this cable on the proper port on your SmartBox, as there are two USB ports. The USB port for connection to the PC, is on the side. The SmartBox **must be turned OFF** during this process.

After you have connected the device, click on the **COM Port** box, and select the device that now appears on the list.



Now the **Device UID** will be displayed on the right. The **Device UID** is a unique identifier for the connected device, which helps us to identify it.

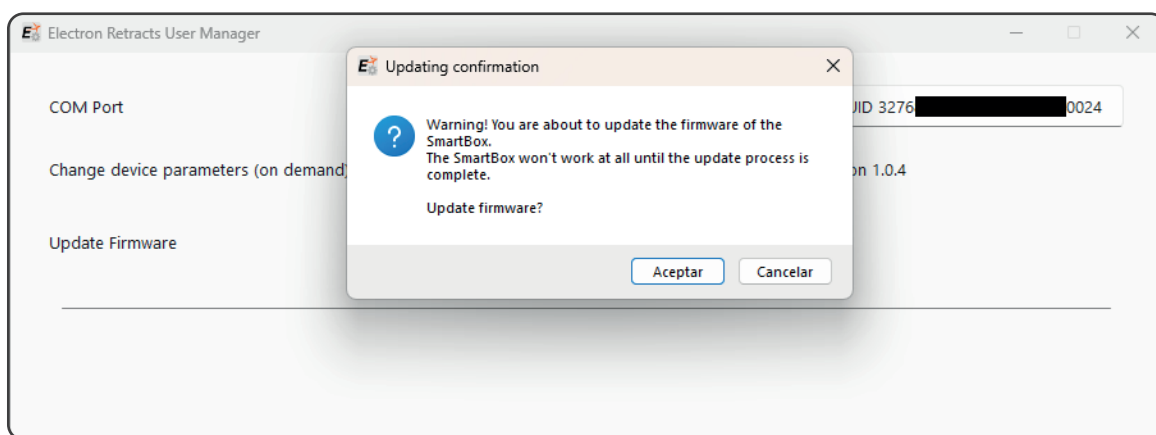
The **firmware version** of the SmartBox will be displayed as well.

FIRMWARE UPDATE

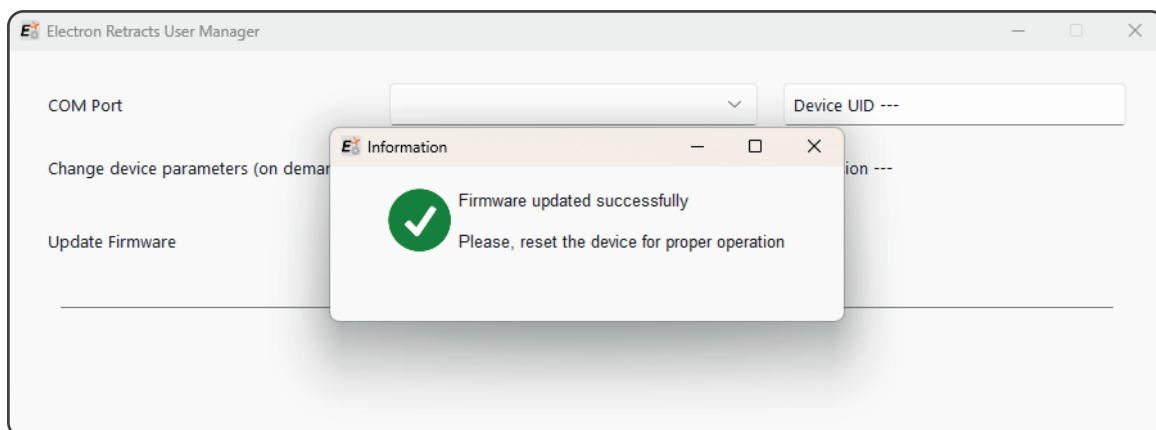
To update the SmartBox firmware up to the latest version, click on **Update FW**.

Click **Accept** to begin the download and update process, and the download and update will begin. This is a completely automatic process; **do not disconnect the SmartBox** until the update is completed.

Warning! When updating the firmware, all data will be lost, returning the SmartBox to a factory default status (except for the retract parameters). We advise you to take pictures of important values such as sequencer settings (doors, sequencer), steering adjustments, etc...



Once the update has been completed, a message will appear indicating the firmware has been successfully updated. In the event of an error message, please take a screenshot and send an email asking for support to info@electron-retracts.com



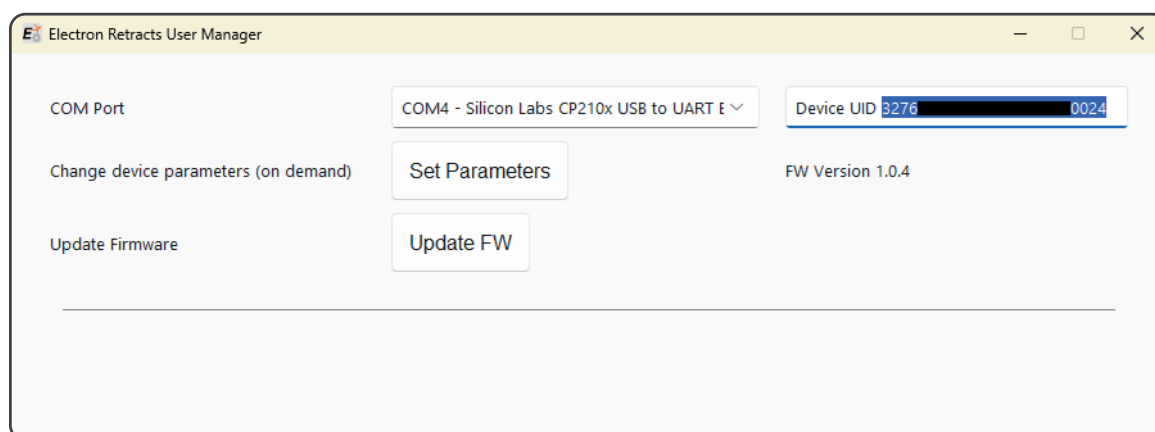
You can now disconnect the USB cable from the SmartBox.

SETTING NEW PARAMETERS

In some cases, it might be required to change the internal parameters of the SmartBox. The internal parameters are very important, and determine which type of retract can be use with the SmartBox. For instance, a SmartBox provided with a set of ER-40 Classic retracts is not suitable to be used with ER-50 Classic retracts.

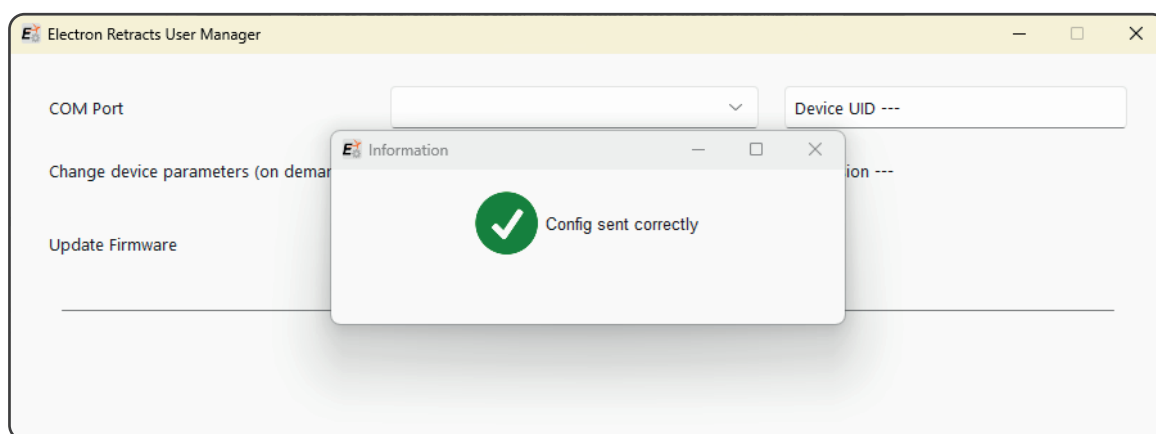
If you need the change the parameters so the SmartBox can be used with a different set of retracts, this software allows you to do so, following these steps:

1. **Contact us:** To change the parameters, we must verify the serial numbers of the new retract units that are to be used with the SmartBox. We will also require the **Device UID** from your SmartBox.
 1. To obtain the Device UID, run the SmartBox software and connect your Smartbox to the computer. Click on the **COM Port** box, and select the device that now appears on the list. Then, double click on the UID number and copy it (Ctrl+C).



2. Send an email to **info@electron-retracts.com** requesting to update your parameters, and indicating your SmartBox Device UID, and the serial numbers of the new retracts.
2. **Wait for our reply:** After receiving your message, we will verify the provided info, and prepare the new configuration files. These files will only be compatible with the corresponding given Device UID SmartBox. We will reply to your message to inform you when the files are ready.

3. **Load the new parameters:** Connect your SmartBox to the computer and run the SmartBox software. Click on the **COM Port** box, and select the device that now appears on the list. Next, click on Set Parameters to load the new parameters.



Once the update has been completed, a message will appear indicating the parameters have been successfully updated. In the event of an error message, please take a screenshot and send an email asking for support to info@electron-retracts.com

You can now disconnect the USB cable from the SmartBox.