

# My optimisation control is disabled - help

For optimisation to be turned on, there have to be a few things in place:

## Import or export tariff is not linked

- For optimisation to function, we need your tariff details to ensure the correct financial decisions are made.
- To fix this, go to '**Account**' > **Tariff details**. If either of your tariffs aren't linked, you'll see an option to connect them

## Your battery is offline

- This means that we cannot communicate with your battery. This could be due to your local network, or there may be an issue with the manufacturer's connection.
- To fix this, check that your battery is properly connected to the internet and try again

## The battery is unable to be controlled

- This can happen due to restrictions set by the manufacturer, or because the battery model is not supported.
- Unfortunately, there is nothing you can do here.

## We are currently unable to retrieve the latest status for your battery

- This is usually a temporary issue and may resolve itself shortly

If the issue persists after trying the troubleshooting steps, or need more information, please email us at [hello@smug.energy](mailto:hello@smug.energy)

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Revision #4

Created 20 February 2025 15:00:52 by Krisztian Hunter

Updated 20 February 2025 15:11:14 by Krisztian Hunter