



MOBILE APP

USER MANUAL

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1. REQUIREMENTS

To use the app, you need a compatible mobile device, such as one of the following:

- Android smartphone or tablet
- Apple iPhone or iPad

The device must have:

- Internet connection (via mobile data or Wi-Fi)
- Bluetooth connectivity

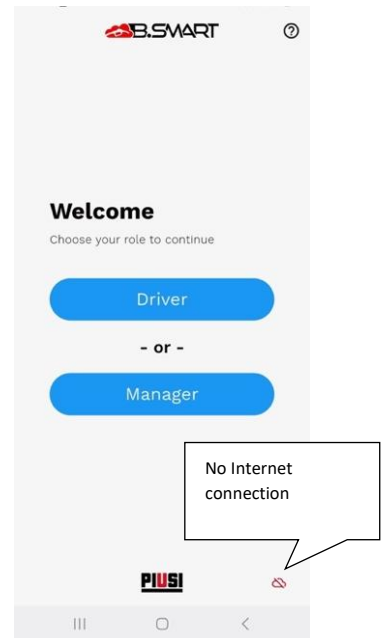
Compatibility

Check your device's compatibility by viewing the app's listing on the App Store (iOS) or the Google Play Store (Android).

Internet connection

Your mobile device (phone or tablet) must have an internet connection to perform the following operations:

- Registering a new **B.SMART** meter on a system;
- Adjusting the level of a virtual tank;
- Restoring or resetting a **B.SMART** dispenser;
- Creating a new **external dispensing point**;
- Downloading the latest available firmware update;
- Initial authentication of a driver;
- Starting the first fueling session from a new dispenser;
- Downloading updated configurations from the cloud to **B.SMART** dispensers;
- Uploading data on completed refueling transactions to the cloud;
- Upload of receipts (associated with fueling transactions) to the cloud;
- Uploading the photo associated with the odometer to the cloud;
- Upload of tank monitoring data to the cloud.
- Management of a rentable tank rental when the **MasterSite** add-on is active at the facility and an operator with the **Renter** or **Manager** role connects to the dispenser;





Warning

- To avoid data loss, ensure the app is regularly connected to the Internet: data saved locally and not synchronized with the cloud will be lost if the app is uninstalled
- Fueling is permitted even **without an Internet connection**, provided that the phone with the app installed has already been connected at least once to the dispenser while online and the system's operating conditions allow it.

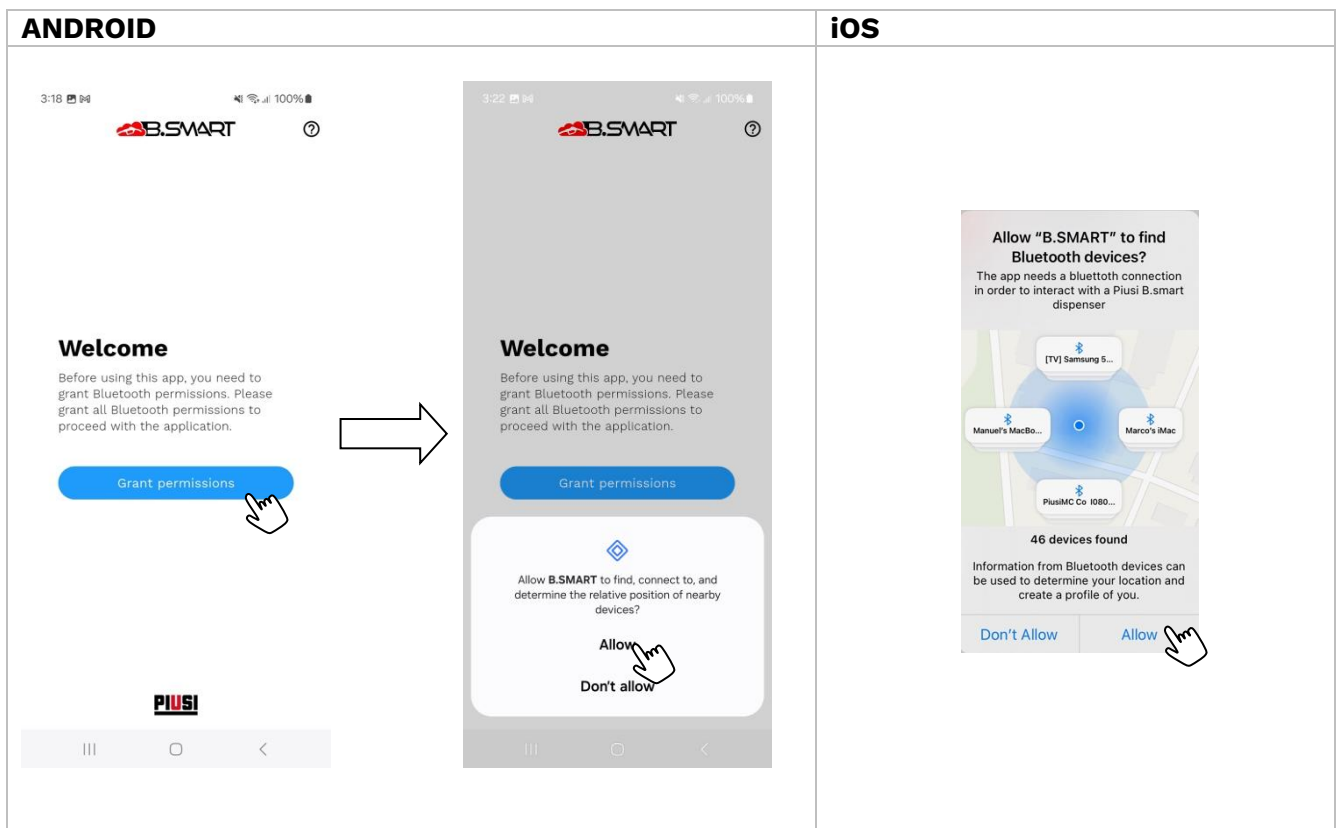
Bluetooth connectivity

For the app to function properly, you must enable Bluetooth permissions on your mobile device.

The app uses Bluetooth connectivity to communicate with B.SMART dispensers. Upon startup or during use, make sure to:

- Have Bluetooth enabled
- Grant the app Bluetooth access permissions

If these requirements are not met, some app features may not be available or may not work properly.

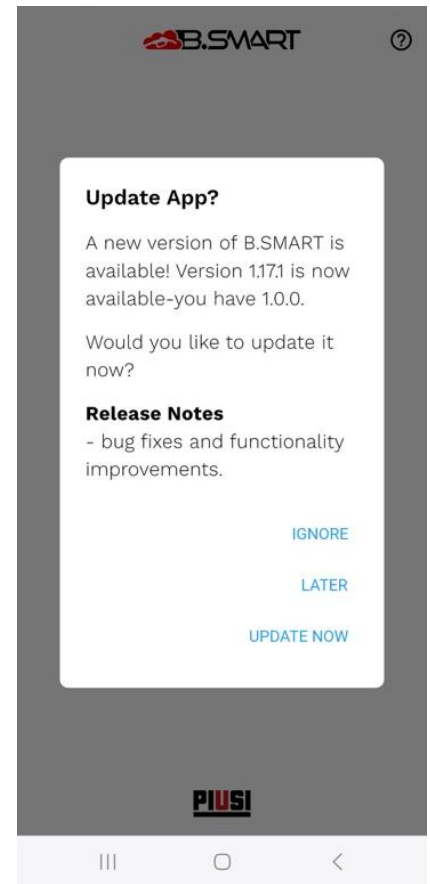


2. APP UPDATE

To ensure optimal performance and introduce new features, the app is updated periodically. We recommend checking regularly for new versions via the official app stores.

 **Warning**

To ensure the system functions correctly, mandatory updates may be released. In such cases, the app will disable pump output until the latest available version is installed.



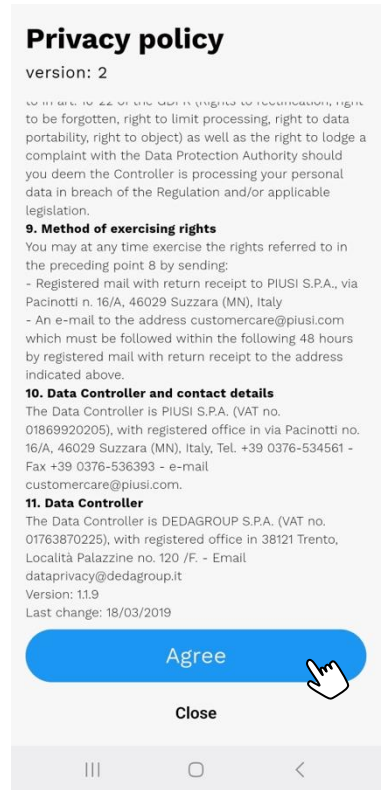
3. FIRST START

Upon first launching the app, the user must read and accept the software license terms in order to proceed with use.

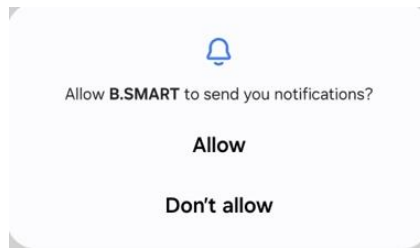


Warning

The license terms may be subject to change over time. In that case, you will be asked to accept the updated terms again the next time you access the app.



During this initial phase, you will also be asked if you wish to enable push notifications from Piusi. To receive them, you must provide consent via the dedicated screen that appears.



4. OPERATORS

The B.SMART app allows access and operation to users designated as **operators**.

An operator is a user associated with a B.SMART system and authorized to use the mobile app to perform operational tasks.

Depending on the configuration defined in the B.SMART system, an operator can assume one (or a combination) of the following roles:

- **Driver**
- **Manager**
- **Renter**

All operators use **the same authentication form** in the app.

The role is not selected manually on the home screen but is automatically determined by the system based on the operator's credentials and their configuration on the system (defined in the B.Smart web app by the administrator).

The assigned role determines:

- the screens displayed;
- the functions available on the dashboard;
- the options available in the profile section;
- the dispensers the operator can connect to;
- system operations.

4.1. OPERATOR ROLES

The system distinguishes the following operator roles. The availability of features varies depending on the configured role.

Driver

The Driver is the operator responsible for fuel dispensing. They can connect only to the dispensers at their own facility to which they are assigned and perform the operations required for refueling.

Manager

The **Manager** is the operator responsible for managing the device. They can access the device management dashboard, perform configurations, checks, and register new dispensers at the facility where they are registered.

Driver-Manager

It is also possible to configure an operator with a combined **Driver + Manager** role. This is a Manager who is also authorized to refuel at the dispensers to which they are assigned.

When this operator selects a dispenser, the app asks how they wish to proceed:

- **Dispense**, to access the refueling process as a driver;
- **Manage**, to access the pump management dashboard as a manager.

This way, the same operator can use the same device for both fueling operations and for configuring and monitoring the fueling station.

Renter

The **Renter** is an operator dedicated to rental functions. This role is available **only if the MasterSite add-on** is active. Under certain specific operating conditions, the Renter can act as a driver.

4.2. COMPARATIVE TABLE OF ROLES

4.2.1. ACCESS, CONNECTION, AND SYNCHRONIZATION

Functionality	Driver	Manager	Renter
Connection to the distributor of other systems	No	No	Yes*
Registration of new distributors	No	Yes	No
Data synchronization with the cloud on every connection	First-time connection only	Yes, always	Yes (only for rental distributors)
Check distributor status in the cloud	No	Yes	Yes (only for rental distributors)

(*)Notes

- **The driver and the manager** can only connect to dispensers at their own station and only if they are associated.
- The **renter** can connect to dispensers at other stations only if they are part of the same station or of stations managed by the rental service

4.2.2. DISPENSER MANAGEMENT

Functionality	Driver	Manager	Renter
Vending Machine Management B.Smart	No	Yes	Yes
Pump Information Display	No	Yes	Yes
Tank information display	No	Yes	Yes
OCIO display	No	Yes	Yes
Discovery of new OCIO	No	Yes	Yes
RFID nozzle management	No	Yes	Yes
Fuel Dispenser Firmware Update	No	Yes	Yes
Request for dispenser reset	No	Yes	Yes
Restore dispenser data	No	Yes	Yes

4.2.3. FUEL DISPENSING

Functionality	Driver	Manager	Renter
Performing refueling	Yes	No	Yes*
Enter an external fueling	Yes (if the Fuel Economy add-on is active)	No	No

(*)Notes

A renter can act as a driver and make deliveries when:

- the 'MasterSite' add-on is not active;
- the dispenser has no connected tanks;
- no tank connected to the dispenser is configured as rentable.

4.2.4. LIMITS AND CONTROLS

Functionality	Driver	Manager	Renter
Dispensing quantity limits (Fuel economy)	Yes	No	Yes
Working hours limits (Fuel economy)	Yes	No	Yes
GPS location verification (Maply)	Yes	No	Yes (only if connected to fuel stations as a 'driver')
Remaining quantity alert	Yes	No	Yes
Operational session timeout and disconnection upon completion of fueling	Yes	No	No
Set session expiration from the profile section	No	Yes	No

4.2.5. RENTAL MANAGEMENT

Functionality	Driver	Manager	Renter
Rental management	No	Limited (rental initiation only)	Yes
View rental contract status	No	Yes	Yes
Associate tank with contract	No	No	Yes
Search for rental contracts	No	No	Yes
Start rental	No	Yes	Yes
End rental	No	No	Yes
Contract details navigation	No	Yes	Yes
Connect to dispensers with suspended contracts	No	No	No
Retrieval of distributors reset to factory settings but still leased	No	No	Yes (implicit rental termination expected)

4.2.6. PROFILE AND SETTINGS

Functionality	Driver	Manager	Renter
Receipt Archive	Yes	No	Yes
Fuel Economy / Limits section	Yes	No	Yes
Quantity unit of measurement (only if the Fuel Economy add-on is active)	Yes	No	Yes
Enable biometric authentication	Yes	Yes	Yes
Session timeout setting	No	Yes	No
Set the 'preferred' gas station	Yes	No	No

5. AUTHENTICATION

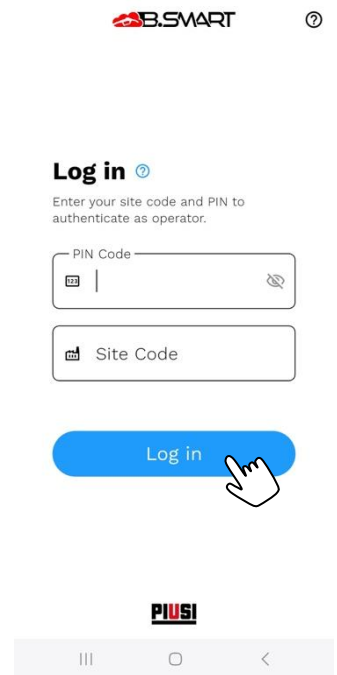
To allow the operator to access the B.SMART app, you must fill out the authentication form by entering the following information:

- **PIN** - A unique numeric code that identifies the operator. Assigned by the system administrator when creating the operator's profile (for more details, refer to the *B.SMART*web app manual).
- **System Code** - An 8-character alphanumeric code that uniquely identifies the system. It is sent via email to the operator after the B.SMART system is activated through the PIUSI portal.

After entering the required data, press the **[LOG IN]** button to log in.

Once authentication is complete:

- the system automatically identifies the operator's role;
- the app enables the functions consistent with the configured role;
- The operator dashboard with available features is displayed.



Warning

- **An** active Internet connection is required to complete authentication.
- **Only one operator** can be authenticated at a time on a single device.
- The **same operator can authenticate from multiple** different devices.

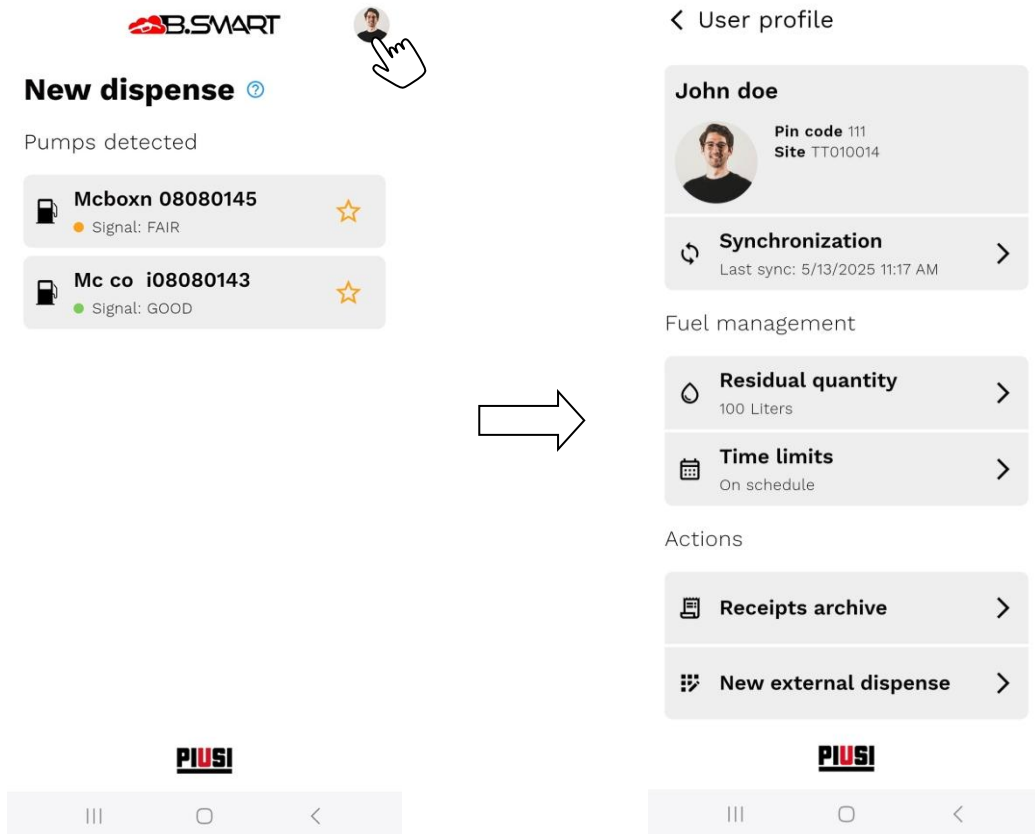
5.1.AUTHENTICATION ERRORS

During the login process, some errors may occur. The main messages and their meanings are listed below:

- **Invalid credentials** - The information entered (PIN or system code) does not match a registered operator. Verify that the data is correct.
- **Driver disabled** – The operator has been disabled by the system administrator and is not authorized to access the system. Contact the operator for more information.
- **Network error** - The device is not connected to the Internet. Check your connection and try again.
- **App version not compatible with** - The installed app is not compatible with the system. Make sure you have the latest version of the app available in the store

6. DRIVER

6.1. PROFILE MANAGEMENT



To access the driver profile management screen, tap your photo.

A summary page will be displayed containing:

- The driver's main details
- Available actions
- Editable preferences

Force data synchronization with the cloud

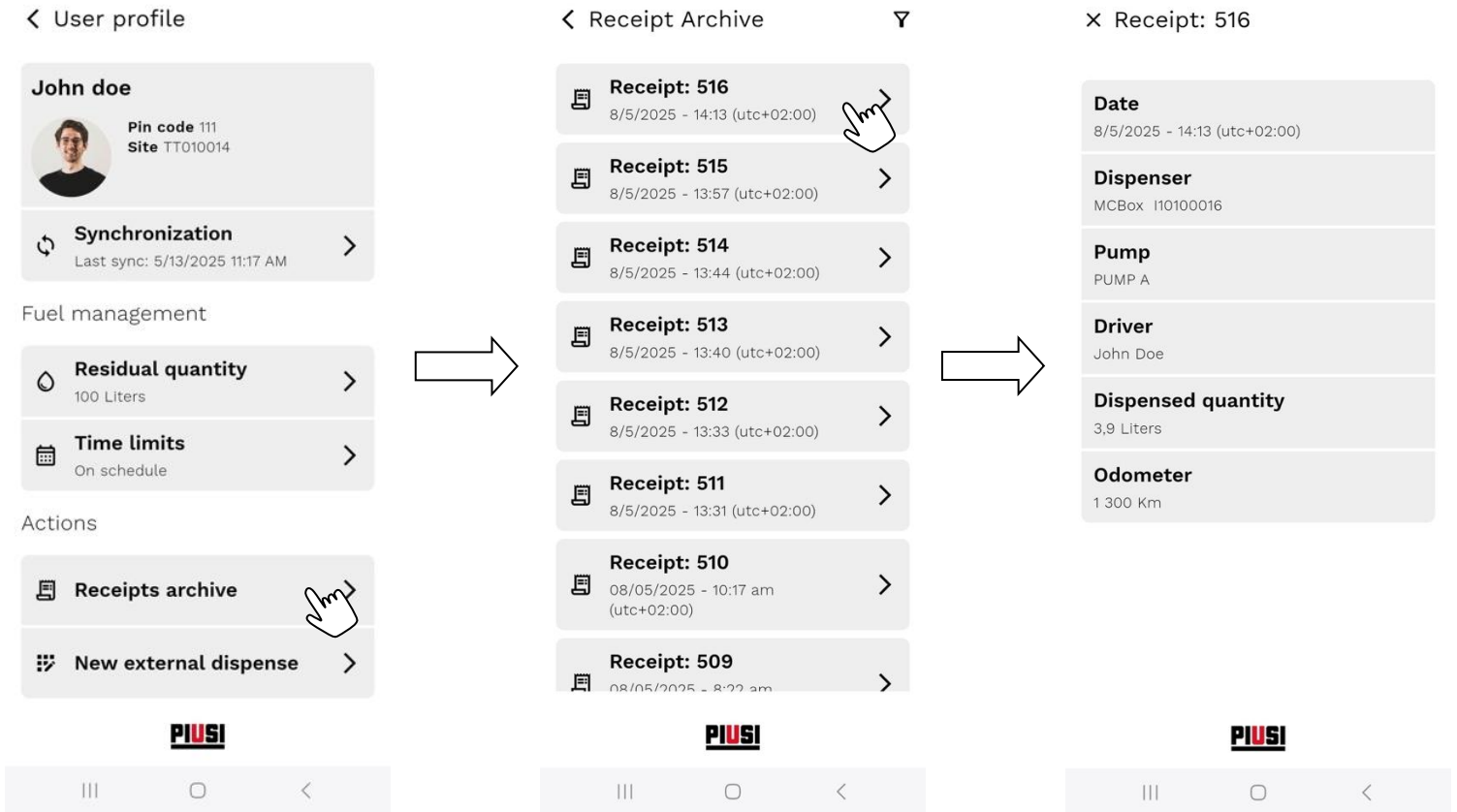
You can request immediate synchronization of data between the app and the cloud by tapping the [**Synchronization**] button. Although data is regularly synchronized in the background, this feature allows you to force an update when necessary.

Logout

To use the app with a different driver profile, you can log out of your current profile. Scroll to the bottom of the list and tap the [**Logout**] button.

6.1.1. RECEIPT ARCHIVE

View the list of all receipts issued at the end of each transaction made through the app. You can filter receipts by date; tapping an item in the list takes you to the details of the selected receipt .



Warning

If the app is offline, only receipts that have not yet been synced with the cloud are displayed. To view the latest saved receipts and filter them, the app must be connected to the internet.

6.1.2. DISPENSING LIMITS

The system administrator, via the B.SMART web application, can configure two types of operational restrictions for each driver to ensure controlled usage in compliance with company policies.

Prerequisite

- The ‘Fuel Economy’ add-on must be active.

Maximum dispensable quantity

For each driver, you can define a maximum amount of fuel that can be dispensed, valid at all the station’s pumps, within a predefined time period (daily, weekly, monthly, etc.).

- At the end of the period, the quantity is:
 - Automatically reset by the system, or
 - Manually reassigned by the operator via the web app.
- Once the available quantity is exhausted, the driver will no longer be able to refuel until a new allocation is made.

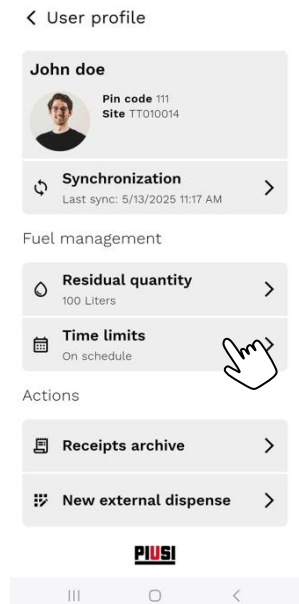
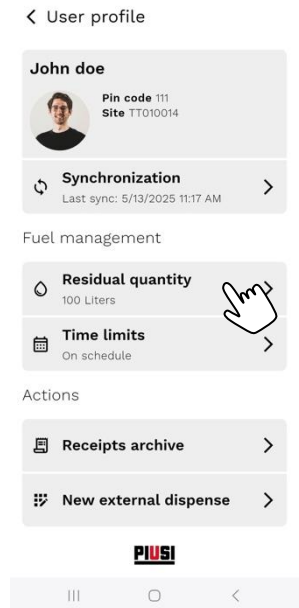
While using the app, the driver can view the remaining quantity in real time, which is automatically updated at the end of each refueling session.

Authorized time slots and periods for dispensing

It is also possible to configure time slots and periods of the year for each driver during which they are authorized to dispense. This feature allows you, for example, to:

- Prevent dispensing outside of working hours (e.g., at night or on weekends);
- Block dispensing during company holidays, maintenance, or unauthorized periods.

If a driver attempts to dispense fuel outside of the permitted time slots, the system will automatically deny the transaction.





Warning

- All configured restrictions rely on data synchronization between the cloud and the mobile device. It is therefore essential to ensure a stable Internet connection so that the restrictions are correctly applied and updated.
- Restrictions are centralized and cannot be modified via the app, but only through the B.SMART web app.

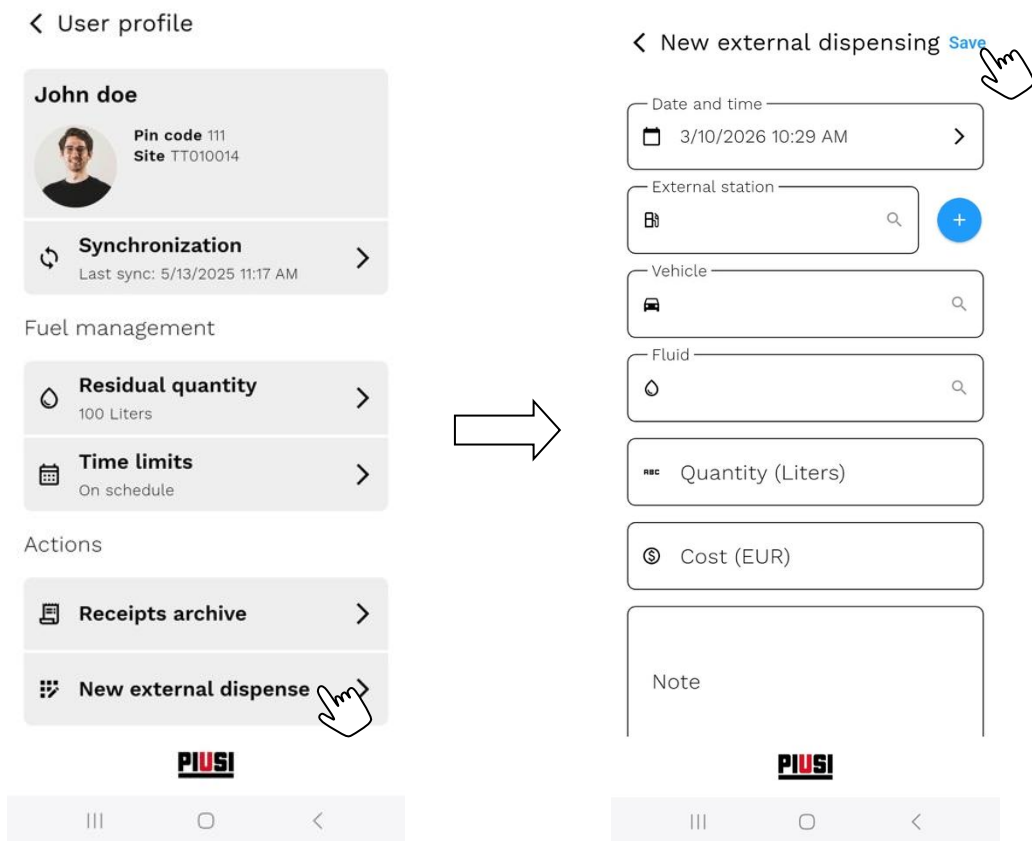
6.1.3. ENTERING A NEW EXTERNAL REFUELING

Each driver can manually record fuel refills made at gas stations outside the **B.SMART** system.

To do so, simply fill out the form provided in the app following the instructions provided.

Prerequisite

- The **Fuel Economy (FE) add-on** must be active.



Warning

Entering an external refueling **requires an active internet connection**. If there is no network connection, the operation cannot be completed.

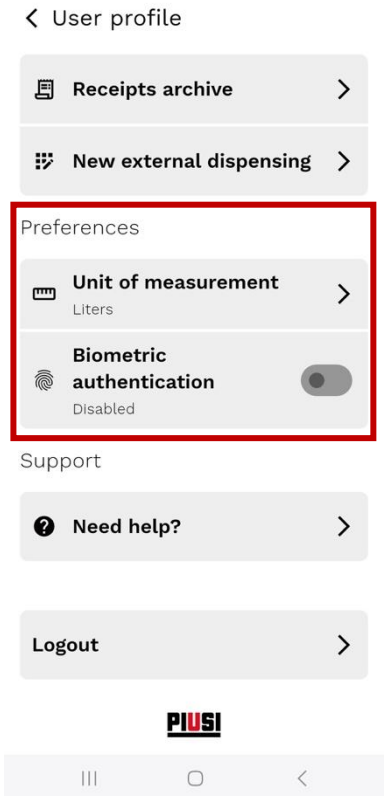
6.1.4. PREFERENCES

- **Change measurement units**

If the **Fuel Economy** is active, you can select your preferred unit of measurement (liters or gallons) to display:

- the **remaining amount available** to the driver;
- the **maximum amount that can be dispensed during** the dispensing process.

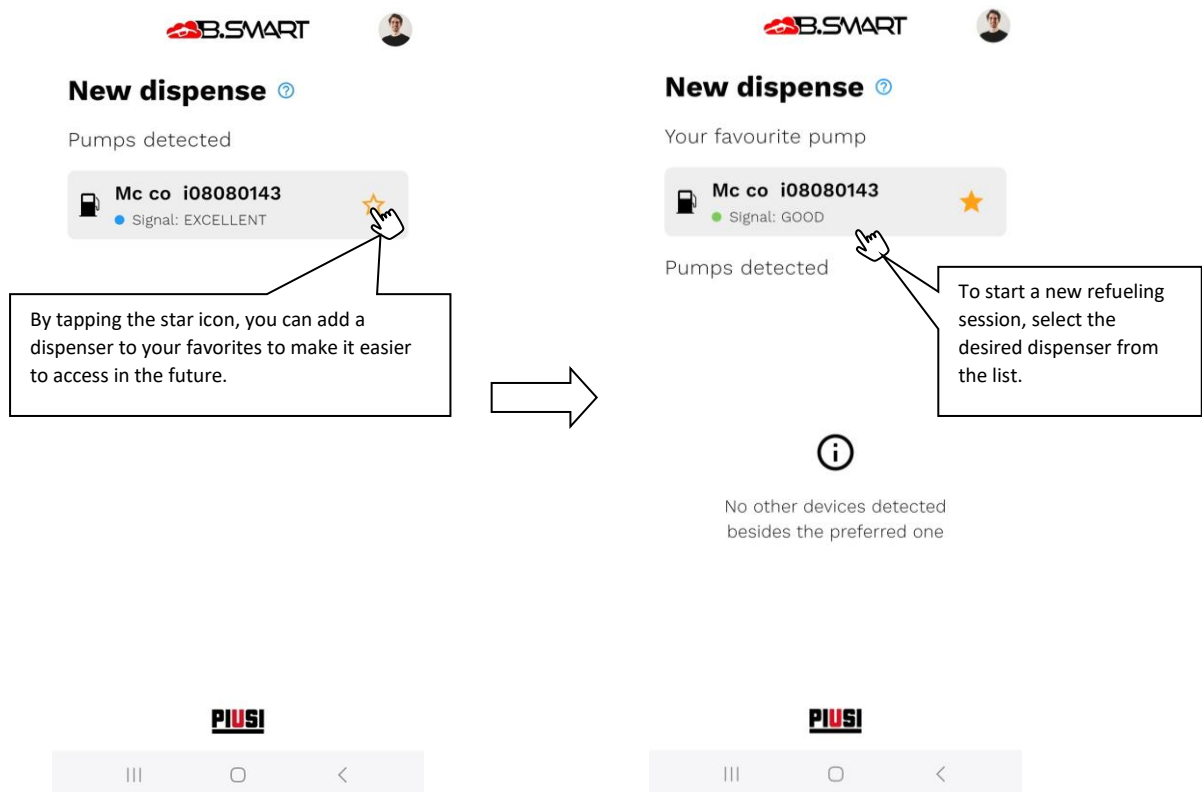
- Biometric Authentication When enabled, every time the app is opened or a login attempt is made, the driver will be prompted to authenticate using biometric technology (e.g., fingerprint, facial recognition, etc.).



6.2. SCANNING and CONNECTION

Scanning

The dashboard displays a list of nearby B.SMART dispensers detected in the vicinity. The device automatically performs a continuous scan to locate dispensers available for fueling and updates the reception status in real time.



Warning

- Make sure **Bluetooth** is enabled on your mobile device to allow scanning for B.SMART dispensers.
- *(Android devices only)*: You must **enable location access** to allow scanning via Bluetooth.
- A dispenser **will not be visible** if it is **already connected to another device** at that moment.

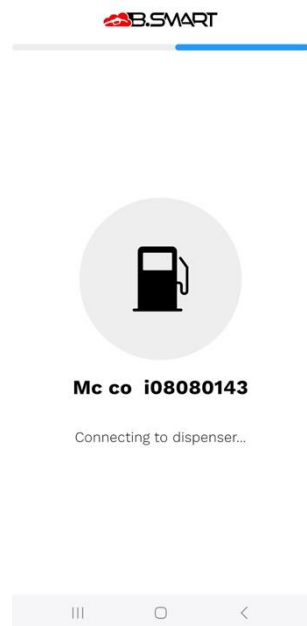
Connection

Once a dispenser is selected from the list, the app automatically initiates the **connection** phase, during which Bluetooth communication is established and any necessary data synchronization takes place.

The duration of this phase may vary:

- The **first connection** to a B.SMART dispenser may take longer than usual;
- If there is **data to be synchronized** between the app and the cloud (e.g., dispensing history, configuration updates), the connection may take a few seconds longer.

During this phase, it is recommended that you DO NOT move away from the dispenser and DO NOT close the app.



If the connection fails, the app will display an error code. Check the displayed code to determine the cause of the problem:

Driver-Related Errors

Code	Error	Description
0xC1, 0xC4	Driver disabled	The driver has been disabled in the B.SMART system and is no longer allowed to make dispenses.
0xC0	Driver not associated	The driver is not authorized to dispense fuel from the selected dispenser. The station operator must associate the driver with the dispenser via the B.SMART web app.
0xC5	Driver authentication failed	The driver cannot be authenticated. Check the driver's status and try again. If the problem persists, contact support.
0xC6	Insufficient remaining quantity	The driver has exhausted their available balance and can no longer dispense fuel.

Errors Related to the Dispenser

Code	Error	Description
0x90	Unregistered dispenser	The dispenser has not been registered to a facility. Perform the registration procedure by logging in as a manager.
0x92	Unknown dispenser	The dispenser is registered to a facility other than the current driver's.
0x70	Damaged dispenser	The dispenser is no longer functioning properly and cannot be reset. Contact technical support.

Compatibility Errors

Code	Error	Description
0x81	Incompatible firmware	The dispenser has an outdated firmware version that is no longer compatible with the current app. Log in to the dispenser as a manager to update the firmware.
0x80	App Not Compatible	You must update the app to the latest version to continue dispensing.
0x82	Compatibility check failed	We cannot determine compatibility between the app and the dispenser. Connect the device to the Internet and try again. If the problem persists, contact support.

Connection errors

Code	Error	Description
0x21	Bluetooth connection failed	The app was unable to establish a Bluetooth connection with the distributor. Please try again. If the problem persists, contact support.
0x20, 0x50, 0xD0	Data synchronization failed	A communication problem occurred between the mobile device and the dispenser. Restart the app and the dispenser, then try again. If the problem persists, contact support.
0x52	Level synchronization failed	Critical error during the synchronization of tank level samples. If the problem persists, contact support.
0xF1	Bootloader mode error	The device connected to a dispenser in bootloader mode but failed to reboot it. Please try again. If the problem persists, manually reboot the distributor.

Other Errors

Code	Error	Description
0xFF	General error	Due to an app malfunction, the connection process could not be completed. Contact support.

6.3. NEW REFUELING

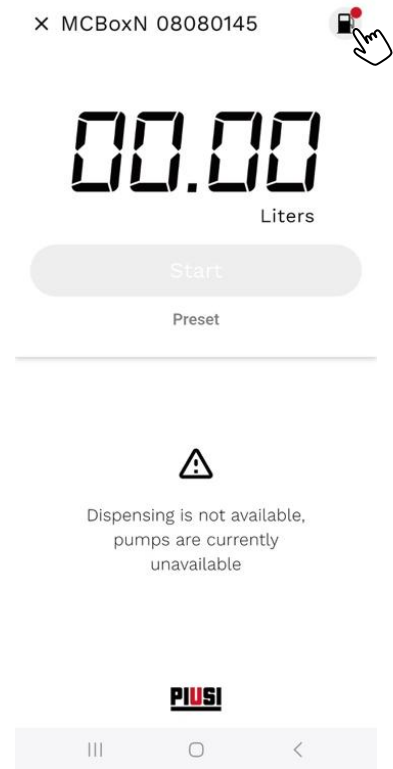
When the connection to the dispenser is established correctly, the **"New Refueling"** section is displayed, from which you can configure all necessary parameters before starting the refueling process.

Conditions that prevent dispensing

Dispensing **is not permitted** in the following cases:

- **Presence of blocking alarms on the dispenser;**
- **Pump disabled** by the facility operator;
- **The dispenser is configured to manage registration numbers or vehicles**, but such data is not present in the system.

For more details, tap the icon in the top right corner to view the dispenser's status and check the list of active alerts.



Warning

- Do not move away from the dispenser while creating a new refueling transaction to avoid interrupting the Bluetooth connection.
- If your phone loses the Bluetooth connection with the fuel pump before refueling is complete, no receipt will be generated.

6.3.1. BASIC REFUELING

The basic refueling is the standard dispensing mode via a B .SMART dispenser .

Note

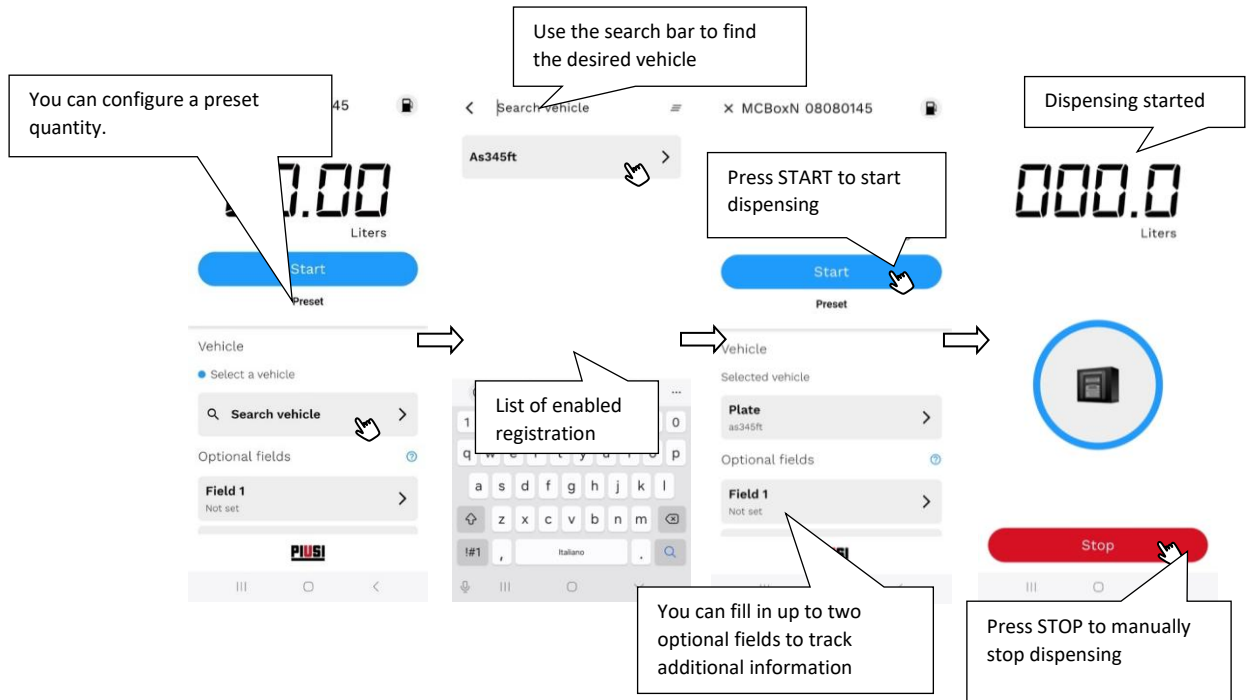
We recommend **calibrating the pumps and any level sensors** connected to the dispenser before starting the refueling process (see sections 7.4.1 and 7.4.2).

Operating Procedure

The following are the steps to dispense in this mode:

- **Select the pump** from which you wish to draw fuel (required only for models with multiple pumps).
- **Set the flow rate** (flow rate) if using a Supreme-type pump, which allows adjustment of the dispensing speed.
- **Set a desired fuel quantity (preset), if necessary (this is optional)**. In this case, dispensing will stop automatically once the entered amount is reached. If no value is set, fueling will continue until the driver decides to stop it manually.
- **Specify the vehicle registration number** by selecting it from a list (you can search for the vehicle by license plate, model, and make); this option must have been enabled by the facility manager via the web app.
- **Add a new registration number** if not present in the list; this option must have been enabled by the facility manager via the web app.
- **Enter the new odometer reading**, if required by the system and the option is enabled.

- **Fill in the two optional fields** : they are not mandatory but are used to improve the traceability of the operation.



6.3.2.FUEL ECONOMY REFUELING

Fuel Economy is an **add-on available for purchase separately** that enables advanced features for **fleet management** and **fuel consumption monitoring**. Once activated via the **B.SMART** web application, it modifies the behavior of the mobile app by introducing restrictions and new features, with the goal of optimizing refueling and reducing waste or misuse.

Key Features

- **Centralized fleet management:**
Adding new vehicles (registration numbers) is no longer permitted via the mobile app. Management of the entire fleet—including the creation, modification, or deletion of vehicles—is carried out exclusively via the B.SMART web interface.
- **Mandatory vehicle selection:**
Before each refueling, **mandatory to identify the vehicle** you wish to refuel. This can be done by:
 - By scanning the **QR code** associated with the vehicle.
 - By manually selecting the vehicle from a **list**.
- **Advanced refueling control:**
The system allows you to configure **custom limits for each driver**, for example:
 - Maximum amount that can be dispensed in a given period.
 - Time slots during which refueling is authorized.
 - Authorized vehicles for each driver.

Conditions that prevent dispensing

When the *Fuel Economy* add-on is active, refueling is not permitted in the following cases:

- The driver is not authorized to refuel any vehicle at the facility.
- The driver has exhausted the remaining fuel allowance set by the configured limits (e.g., monthly or weekly limit).
- The driver is attempting to refuel during an unauthorized time slot (e.g., outside of assigned working hours).



Warning

- **The facility manager can restrict the driver** to refueling only a limited number of selected vehicles (see the B.SMART web application manual). By default, every driver is authorized to refuel all vehicles at the facility.
- To **scan the QR code**, the app must have **permission to access the** phone's camera. Otherwise, scanning will not be possible.
- **Pumps enabled for AdBlue dispensing do not allow refueling** if the selected vehicle has the *Fuel Economy* option active **but does not have an AdBlue tank configured** in the system.
- The maximum amount that can be dispensed is determined by the more restrictive of the following two factors (if configured):
 - Remaining amount available to the driver – If the operator has set a maximum fuel dispensing limit for the driver (e.g., daily, weekly, or monthly), the app will calculate the remaining amount available at the time of dispensing.
 - Maximum vehicle tank capacity – If the vehicle has been configured with a specific tank capacity within the Fuel Economy settings, this value cannot be exceeded.

The system automatically calculates the dispensable limit as the minimum value between the driver's remaining amount and the vehicle's tank capacity.

Operating Procedure

The following are the additional steps compared to the standard procedure:

- **Vehicle selection via barcode/QR code** (this may be an optional or mandatory step depending on system settings)
- **Uploading odometer photo**- If the system administrator has enabled the 'Enable odometer photo upload' option in the web app, then the driver is required to attach a photo of the odometer of the vehicle they are about to refuel.
- **Fuel consumption calculation per driver** - If the facility manager has enabled the option 'Enable fuel consumption calculation for individual drivers', then every time the driver refuels a vehicle at the facility, they must also indicate whether the reported distance was driven entirely by them.

MCBoxN 08080145

00.00 Liters

Start

Preset

Vehicle

- Select a vehicle
- Search vehicle
- Scan vehicle qr-code

Optional fields

6Guusxono0prw7927
246,220 Km

7hoc0mqS8oas2898
Fiat Panda (4,520 Km)

Awvaut3z2frw4292
68,386 Hours

E0z2zv1f0xoq1686

Fbsdb6gme3pb7935

Update Odometer

You are selecting vehicle 7HOC0MQS8OAS2898. Please update odometer reading.

Last odometer value 4,520 Km
Last modified date 5/14/2025 6:43 AM

New odometer 4750 Km

Did you travel the last 230 Km?

Confirm

(optional) The driver must specify whether they actually traveled the indicated distance, so that fuel consumption can be attributed to the vehicle used.

Press to open the barcode reader and scan the vehicle code

MCBoxN 08080145

Max dispensable quantity: 533.6 Liters

00.00 Liters

Start

Preset

Vehicle

Selected vehicle

Plate 7HOC0MQS8OAS2898

Odometer 4,750 Km

Odometer photo None

MCBoxN 08080145

Max dispensable quantity: 533.6 Liters

00.00 Liters

Start

Preset

Vehicle

Selected vehicle

Plate 7HOC0MQS8OAS2898

Odometer 4,750 Km

Odometer photo Photo added

B.SMART

Warning, your maximum dispensable quantity is 533.6 Liters

Maximum dispensable quantity

011.4 Liters

Stop

Tap to open your phone's gallery and link the photo of the vehicle's odometer to the refueling.

6.3.3. REFUELING WITH MAPLY

Maply is an optional add-on available for separate purchase that enables geolocation of refueling and offers new operational modes for advanced management of field activities. Once activated and configured, it allows the operator to track the refueling location and select the type of operation to perform.

Operating modes available with Maply active

When the app is connected to the dispenser and the Maply add-on is active, you can choose from the following dispensing types:

- **Refuelling of company vehicles**

Standard refueling of a vehicle with a registration number belonging to the company fleet.

- **Transfer between tanks**

Transfer of fuel or fluid from one tank to another, useful for managing mobile tanks or support tanks.

- **Refuelling of third-party vehicles**

Fueling intended for vehicles not registered within your own fleet, but identifiable via a registration number associated with an external customer.

All of the operating modes listed above automatically include geolocation of the refueling site.

Geolocation of refueling

Once the **Maply** add-on is activated, the application records the **geographic location** (via GPS) of every refueling performed by every driver connected to the system. This information is saved and made available for analysis and full traceability via the B.SMART web app.

If the GPS position is not detected, ensure the following conditions are met for geolocation to function properly:

- **Verify that the app has permission to access the device's location:**

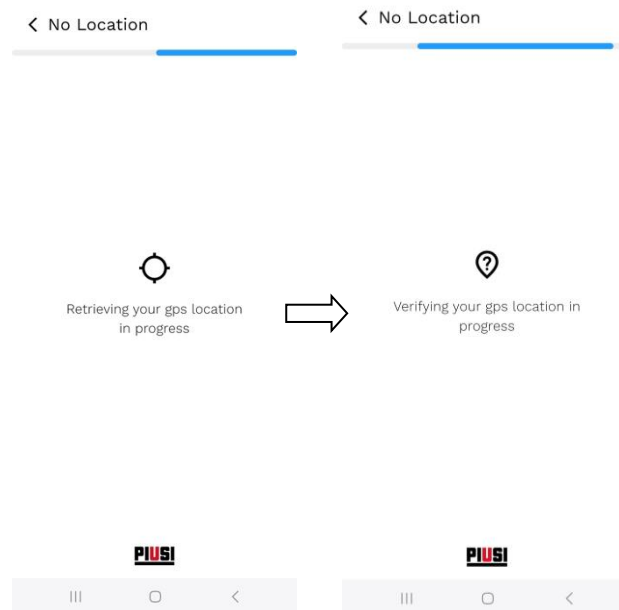
- **On iOS:** When the app first connects to a charging station, iOS will ask the user to authorize access to the location. You must select “Allow while using the app.”.
- **On Android:** When the app is launched for the first time, permission to access your location will be requested. It is important to accept by selecting the “Allow only while using the app” option.
- **Make sure the device’s geolocation is enabled:**
Check that the operating system’s location services are enabled and that a GPS signal is available.

If the location is not detected correctly, the delivery can still be performed, but it will not be associated with geographic coordinates in the tracking system.

Location Verification: Operational Areas

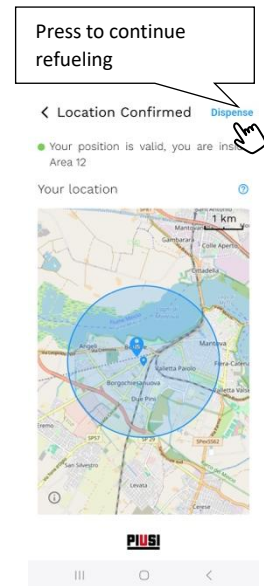
The Maply system allows the facility manager to define, via the B.SMART web interface, **operational areas**—that is, authorized geographic zones where dispensing is permitted. These areas are used to ensure that refueling operations take place only in predefined and controlled locations.

When connecting the app to the dispenser, the system automatically checks the mobile device’s GPS location to determine whether the driver is **inside** or **outside** one of the configured operational areas.



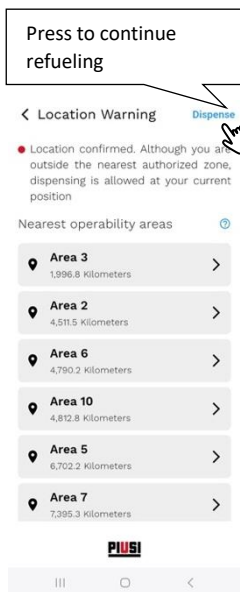
Case 1 – The device is located within an operational area

If the detected location falls within the boundaries of an authorized area, fueling can begin normally, according to the selected procedure.



Case 2 – The device is outside authorized areas (the “Report refueling outside areas” option is enabled)

If the driver attempts to start a charging session outside the service areas:



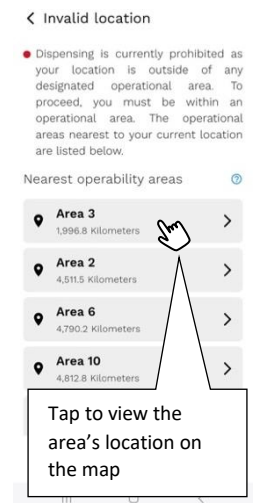
- The user receives a notification message and a list of the nearest operational areas is displayed;
- The driver can decide whether to:
 - **Interrupt the procedure** and move to an authorized area;
 - **Proceed with the dispensing.**

If the process continues, the B.SMART web app **will record the refueling as having taken place outside the permitted areas**, making it visible to the operator via reports.

Case 3 – The device is located outside authorized areas (the “Block dispensing outside areas” option is enabled)

If the “**Block dispensing outside operational areas**” option is active, the behavior is more restrictive:

- The user receives a block message and is shown a list of the nearest valid operational areas.
- Dispensing **cannot begin** until the device is physically within one of the valid areas and an updated GPS location is detected.





Warning

For the operational area verification to function correctly, the following must be true:

- **The mobile device's geolocation** is enabled;
- The app has been granted the necessary **location access permissions** ;
- The device is able to **obtain a valid GPS signal**.

*If operational area management is active and the app cannot determine the device's GPS location, **fueling cannot proceed**.*

Operating Procedure

The following are the additional steps compared to the standard procedure:

- Select the type of dispensing
 - **Standard refueling**
 - **Fueling for third-party vehicles**

To enable fuel dispensing to a third-party vehicle, the facility manager must have completed the following configurations:

- Third-party company registration number management is enabled (configurable in the Maply add-on preferences)
- The 'Enable transfers and refueling to third-party companies' feature is enabled on the device (configurable via the web app in the device settings)
- The driver connecting to the device has permissions to perform refueling for third-party companies (configurable via the web app in the driver profile)

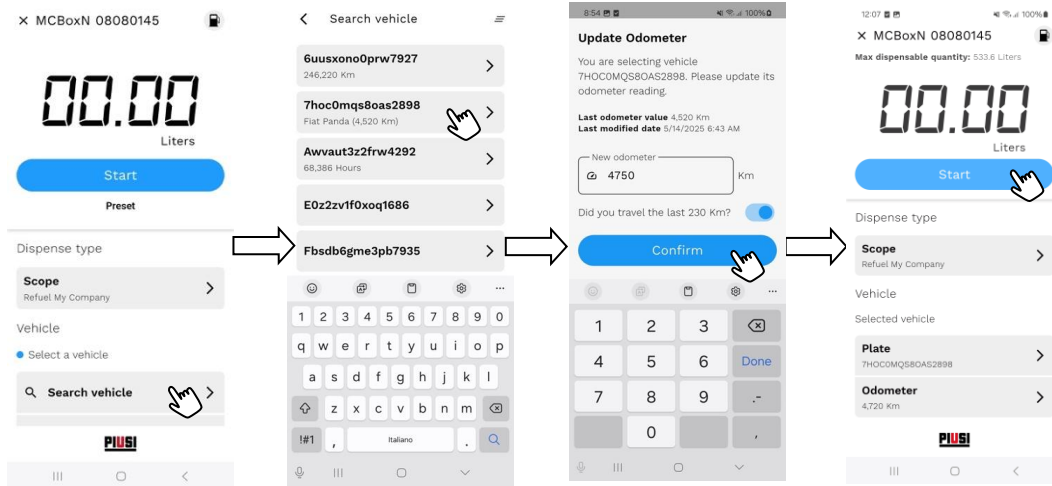
- Transfer

This feature is available on driver profiles enabled for transfer operations, and the Tank Watchdog add-on is active in the system.

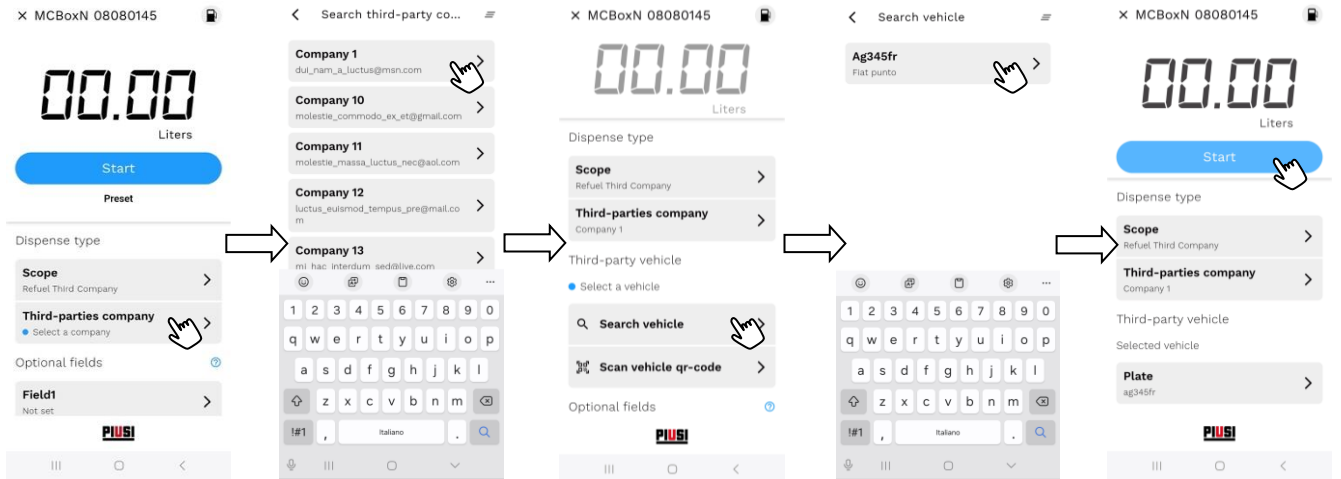
A transfer can only be performed between tanks containing the same fluid.

Transfer is available only from devices with an associated tank.

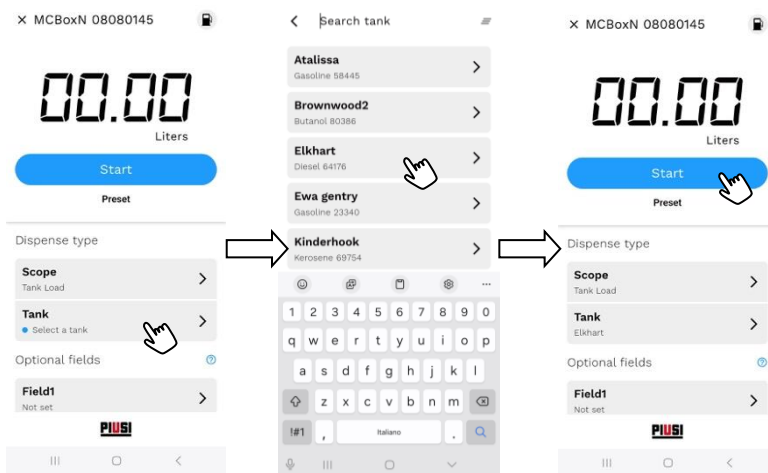
Standard dispensing



Fueling for third-party vehicles



Transfer



6.3.4. REFUELING WITH IDENTITANK

Identitank is an RFID reader integrated directly into the dispensing nozzle, designed to ensure maximum security and traceability during refueling. The use of this technology allows for **the unique association of the refueling with the correct vehicle**, preventing unauthorized dispensing or tampering.

This mode can be used for:

- **Refuelling of on-site vehicles**
- **Refuelling third-party vehicles**
- **Transferring fuel between tanks**

*The "secure dispensing" mode with IdentiTank can be **enabled or disabled by the operator** via the B.SMART web app.*

How Protected Dispensing Works

When the protection option is active for one of the operations listed above, the system behaves as follows:

1. Automatic vehicle selection

The app automatically selects the vehicle if the nozzle detects a TAG. This eliminates the need to manually select the vehicle, reducing errors and speeding up the process.

2. Starting the protected refueling

The app displays a message clearly indicating that **asecure refueling with IdentiTank**.

In this mode, the pump **does not start immediately**: fueling will begin **only when the nozzle is brought close to a valid** and correctly positioned RFID tag.

3. Continuous RFID TAG reading

Throughout the entire refueling process, the nozzle monitors the presence of the RFID tag. The tag must match the registration number of the selected vehicle (or the vehicle designated for third-party dispensing or transfer).

4. Automatic suspension in case of an anomaly

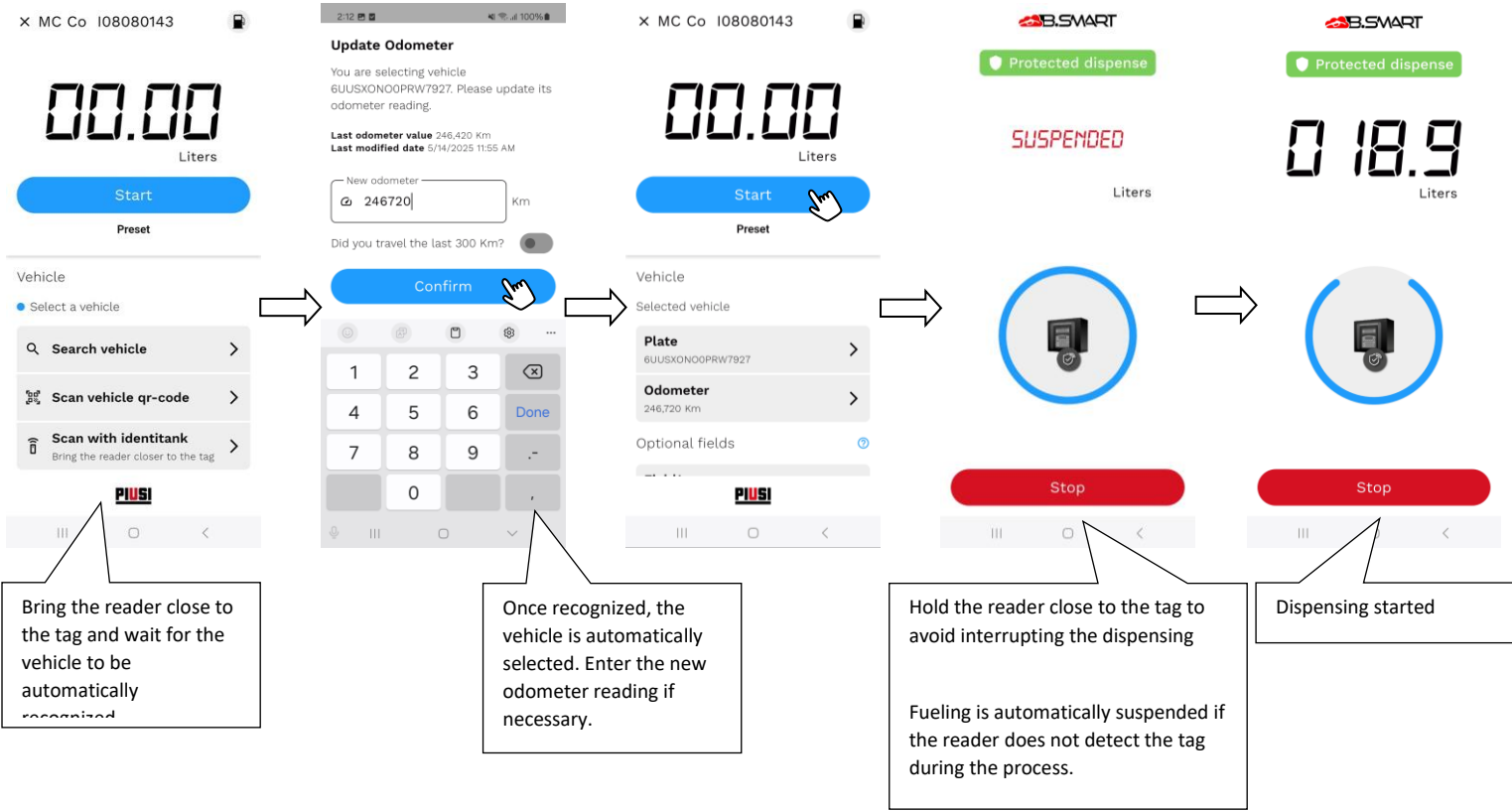
If, during dispensing:

- the RFID tag is not detected,
- or communication between the nozzle and the tag is interrupted,

The pump automatically shuts off and refueling is **temporarily suspended**. The app displays a warning message informing the driver of the interruption and requesting that **the nozzle be repositioned correctly**.

5. Resumption or permanent interruption

- If communication with the TAG is reestablished within a few seconds, fueling resumes automatically.
- If, however, the problem persists for an extended period, fueling is **permanently interrupted**, and you will need to restart the procedure.



6.3.5.END-OF-DISPENSATION RECEIPT

At the end of each dispensing cycle, the application automatically displays a **summary receipt** containing the details of the operation just performed (e.g., amount dispensed, date, time, user, etc.). This feature can be **disabled by the manager** via the web app if it is not necessary for daily operations.

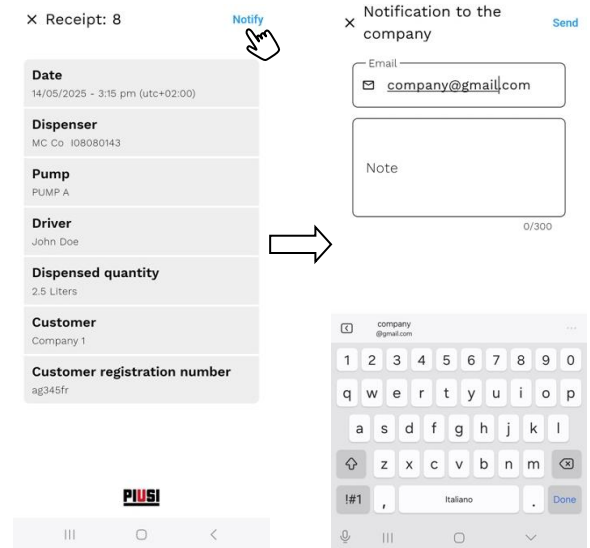


Send notification email (only with Maply add-on)

If the **Maply** add-on is active and the **“dispense notification to companies”** option has been enabled in the preferences, for each dispense made to a **third-party company**, a dedicated button will appear on the receipt to send an **email notification** to the recipient company.

The email content is automatically generated based on the **default template** configured by the administrator in the **“Preferences”** section of the **Maply** add-on in the web app.

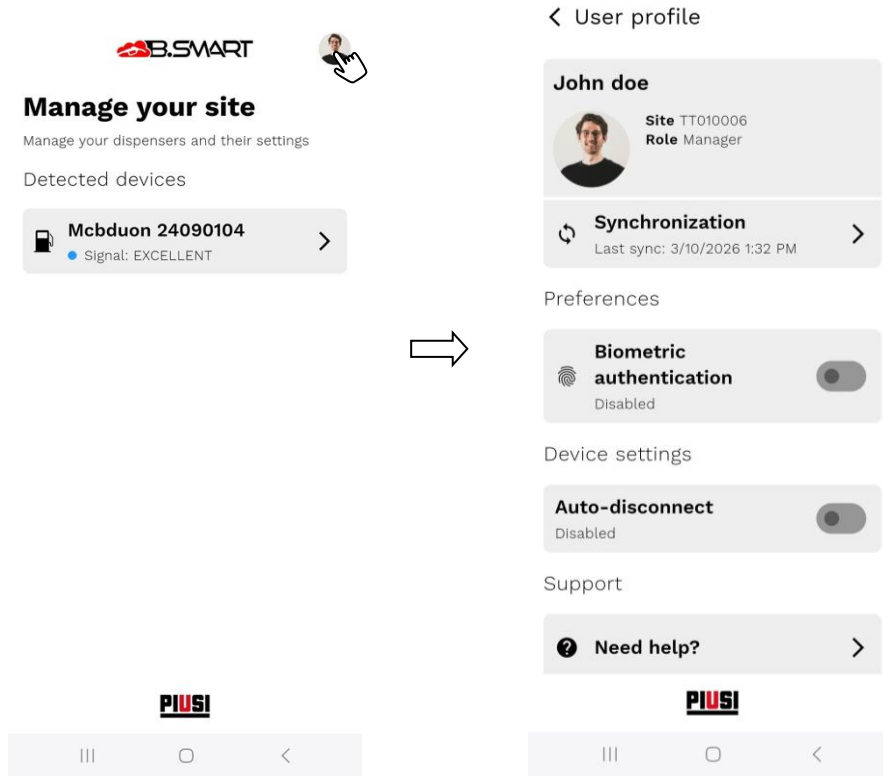
The same feature is also available from the receipt archive (see chapter 6.1.1)



7. MANAGER

7.1. PROFILE MANAGEMENT

To access the manager profile management screen, tap your user image on the main dashboard.



The manager’s profile section displays:

- the operator’s main data;
- the preferences available for the manager role;
- session-related information.

Unlike the driver, the manager does not have the same operational functions in the profile section.

Specifically, the manager can configure the **automatic logout** feature for the mobile device on which they are currently logged in.

Automatic Logout

This feature allows you to define the session expiration behavior on the **phone you are using**.

When the manager enables the feature, the setting is applied to the mobile device on which they are currently logged in. Consequently, any drivers who subsequently use the same phone will also have their session automatically expire based on the configured inactivity timer.

The manager can:

- enable automatic logout;
- set the maximum inactivity time, expressed in seconds.

If the phone remains inactive for longer than the configured time, the session of the driver logged in on that device is automatically closed. Additionally, at the end of each delivery, the driver is automatically logged out.

This feature is particularly useful in situations where a single mobile device is shared among multiple operators.

< User profile

John doe

Site TT010006

Role Manager

↻ **Synchronization**
>

Last sync: 3/10/2026 1:32 PM

Preferences

Biometric authentication

Disabled

Device settings

Auto-disconnect

Enabled

Disconnect timeout >

30 seconds

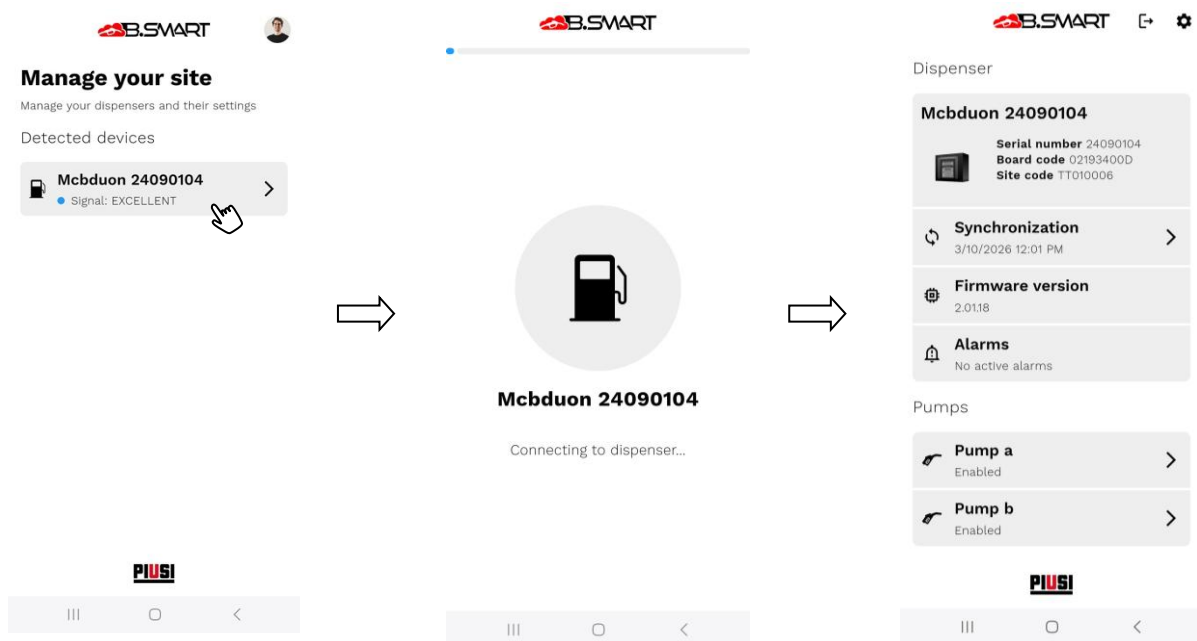
Support



7.2. SCANNING, CONNECTING, AND ACCESSING THE DISPENSER DASHBOARD

After logging in as an operator with a manager role, the app displays the operator dashboard and the list of nearby detected B.SMART dispensers (For more information on the scanning and connection process, see chapter 6.2).

The manager can only connect to dispensers in the same facility to which they are assigned.



Once a dispenser is selected from the list, the app automatically initiates the Bluetooth connection and data synchronization process.

Once the connection is complete:

- If **the dispenser is operational** and already configured, the **dispenser management dashboard** opens.
- If **the dispenser is not yet registered to a facility**, the **registration procedure** is prompted (see section 7.3).
- If **the dispenser does not have compatible firmware**, the **firmware update procedure** is prompted (see chapter 7.4.5).
- If **the dispenser has corrupted memory** (the display shows an error code between **A32** and **A33**), the **reset procedure** is prompted (see Chapter 9).
- If **the dispenser needs to be reset to factory settings**, the **reset procedure** is prompted.

- If **the dispenser has already been registered on the website and is being registered again after a reset**, the **recovery procedure** is prompted to realign the data (see chapter 9).

7.3. REGISTERING A NEW B.SMART DISPENSER

This procedure allows you to register a newly purchased meter within your B.SMART cloud system.

Prerequisites

Before beginning, make sure to:

- You must have a **registered user account** on the PIUSI portal.
- You must have activated the **product code** provided in the dispenser's packaging **only if you are creating a new system**.



Warning

- If you are registering **the first dispenser** in a system, you must activate the **product code** by registering on the Piusi portal (<https://www.piusi.com/portal>). After activation, the **system code** will be sent to the portal user's email address.
- If you are registering a **second or subsequent dispenser** in the same system, **you do not need to activate the product code** included in the package, as the system has already been activated previously.

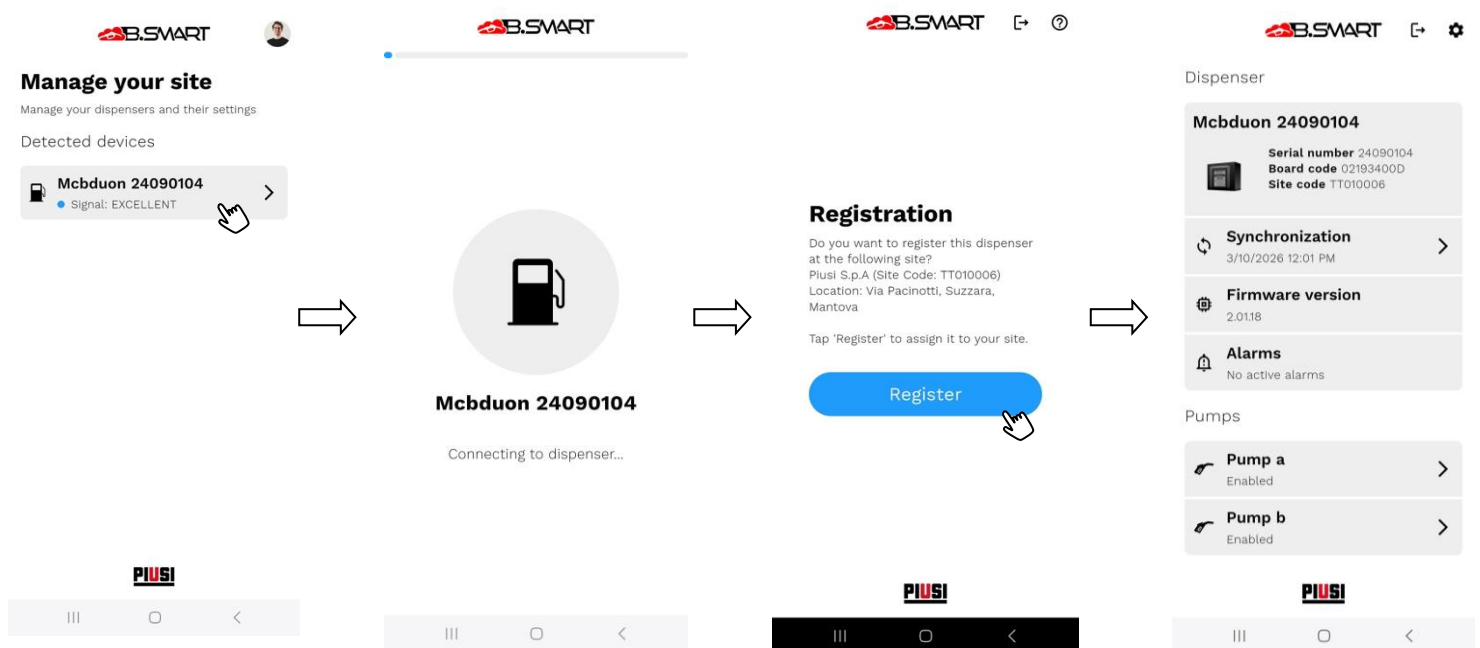
7.3.1. OPERATING PROCEDURE

When the manager connects to a dispenser that has not yet been registered, the app prompts the user to register the device within the system where the manager is registered.

To complete the registration:

1. verify that the detected dispenser is the correct one;
2. confirm that you wish to register it in the current system;
3. press the **[Register]** button.

The app then initiates the process of registering the distributor in the B.SMART cloud.



Note

When a manager successfully registers a new distributor, the system automatically associates that manager with the newly registered distributor. This association allows the manager to subsequently access and operate the device without further manual assignment steps.

Adding a “Piusi 3000 Supreme” Pump

To register a *Piusi 3000 Supreme* pump in the system, **the SUPREME discovery add-on** must be active in B.SMART.

If you attempt to register a *Piusi 3000 Supreme* pump without the add-on active, the operation is blocked and the app displays an error message.



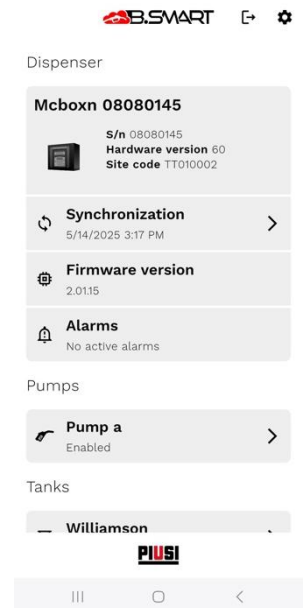
Warning

- A stable Internet connection is **required** for the entire duration of the dispenser registration process.
- A distributor **cannot be registered across multiple facilities.**

7.4. MANAGEMENT OF THE DISPENSER

The dispenser management section allows the manager to fully monitor and configure the operation of the dispenser. From the control dashboard, you can:

- **Check the operational status** and any active alarms;
- **Force data synchronization** between the mobile device and the PIUSI cloud—data synchronization between the PIUSI cloud and the phone is always active in the background. During normal use, if an internet connection is always available, it is not necessary to force data synchronization. The following procedure forces a normal data synchronization and should be used to test proper communication between the mobile device and the dispenser, and between the mobile device and PIUSI’s cloud services.
- **Perform pump calibration** to ensure dispensing accuracy;
- **Manage the tanks** and associate the OCIO level sensors;
- **Configure IDENTITANK;**
- **Update the dispenser's firmware** for the dispenser.
- **Manage** system preferences



The available functions depend on the system configuration and active add-ons.

7.4.1. PUMP CALIBRATION

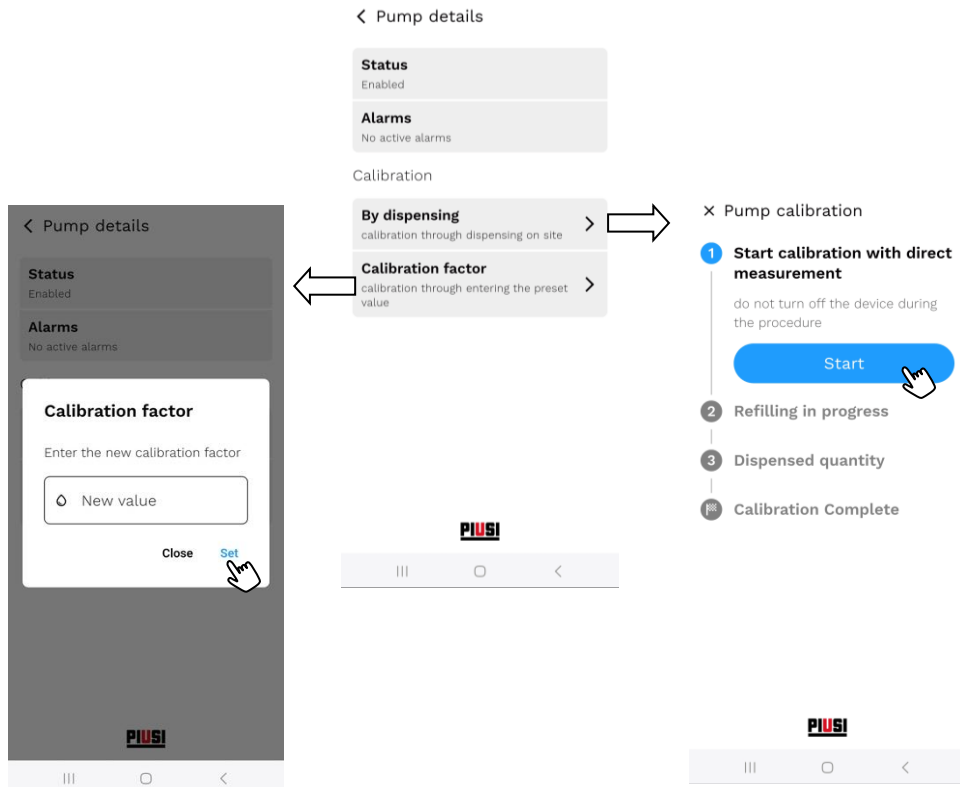
This function allows the manager to calibrate the pumps in the fuel dispenser to correct any deviations in the count during product dispensing. Calibration is essential to ensure measurement accuracy and system reliability.

Two calibration modes are available:

- Calibration via direct measurement**
 Allows you to perform a test dispense, during which the system automatically calculates the new calibration factor based on the actual amount dispensed.
- Manual calibration**
 Allows you to directly enter a calibration value if it is already known or provided by external reference equipment.

Warning

It is recommended to perform calibration under stable and repeatable conditions to obtain accurate results.



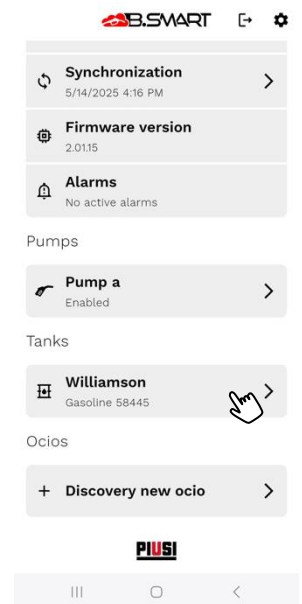
7.4.2. TANK MANAGEMENT

This section allows the manager to monitor product levels in the tanks associated with the pumps, perform any necessary calibrations of the level sensors (if present), or manually adjust the levels in virtual tanks (not equipped with sensors).

Prerequisites

To use the tank management functions correctly, you must:

- Have purchased and activated the **Tank Watchdog** add-on;
- Have configured and assigned the tanks to their respective pumps via the B.SMART web app;
- Be connected to the internet and linked to the dispenser to apply configurations made via the web.

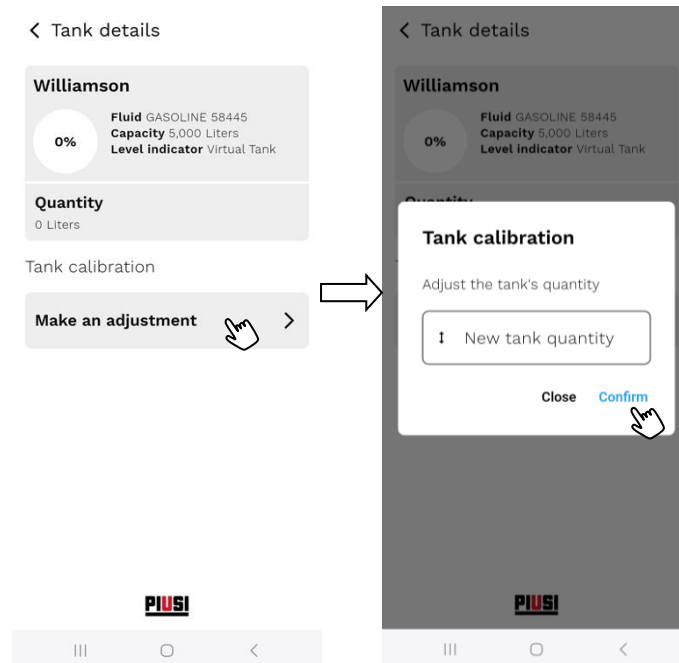


Warning

- When the **Tank Watchdog** add-on expires, all tank management features will be disabled: you will not be able to view product levels or perform calibrations or adjustments.
- Tank configuration can only be performed via the web app; parameters cannot be modified from the app.
- Loading/unloading operations must also be managed via the web app; no operations are supported via the app.
- Level data and alarms are synchronized to the cloud **only** when a manager or driver's phone connects to the dispenser or a forced synchronization is performed. Consequently, the display on the web app may not reflect the current situation in real time.

7.4.2.1. LEVEL ADJUSTMENTS

For tanks not monitored by physical sensors (defined as "virtual"), it is possible to manually adjust the current product level.



Warning

- In virtual tanks without level sensors, the system manages the product quantity based on recorded transactions. Specifically, **discharge movements related to dispensing are detected and automatically applied by the system**, while any changes not automatically tracked (such as **leaks or recording errors**) **must be manually compensated for by entering adjustment movements**. To ensure data reliability, **it is strongly recommended to perform periodic checks of the actual tank level using measuring instruments** (e.g., a dipstick). Based on the measured value, the virtual level must be manually updated in the system. Failure to perform these checks can lead to significant discrepancies between the actual level and the displayed level, compromising proper operational management.
- The app must be connected to the internet to perform a level adjustment.

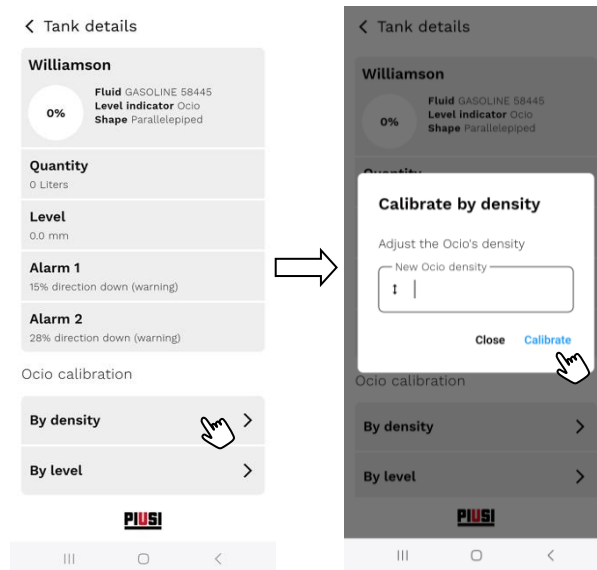
7.4.2.2. OCIO CALIBRATION

For tanks monitored via an OCIO sensor, a calibration procedure can be performed to optimize the accuracy of product level detection.

Two calibration modes are available:

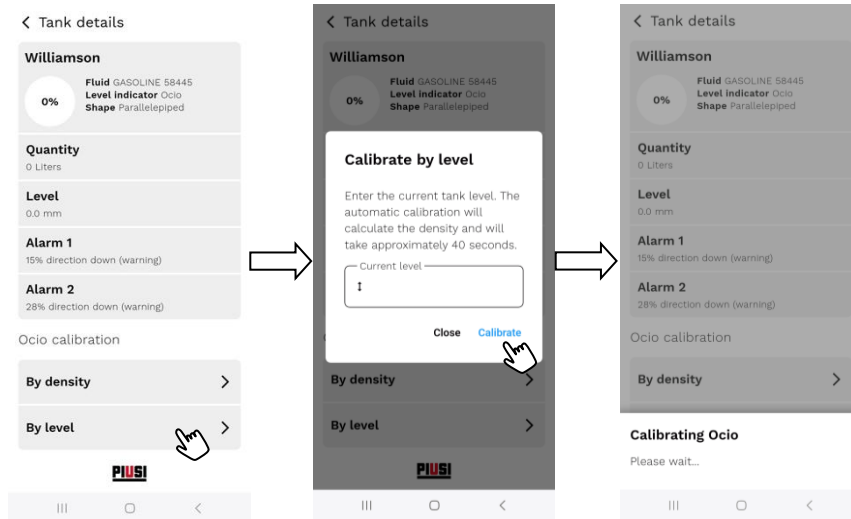
- **Density Calibration**

Allows you to manually enter the density of the fluid in the tank. This mode is recommended when the density value is known and remains constant over time.



- Automatic calibration based on current level**

Starts an automated procedure in which the system calculates the corresponding density based on the current product level in the tank. It is essential that the current level has been accurately measured and verified (e.g., using a dipstick) before starting the procedure. This procedure is not instantaneous; it takes at least one minute to recalculate the new density.



Warning

To ensure accuracy and reliability over time, **it is strongly recommended to periodically repeat the calibration** of the level sensors. Environmental variations, changes in the fluid, or component wear can affect the quality of the measurements.

7.4.2.3. ANALOG SENSOR CALIBRATION

When using analog sensors (4–20 mA or 0–10 V), a guided calibration procedure is available to correlate the electrical signal with the actual volume values of the tank.

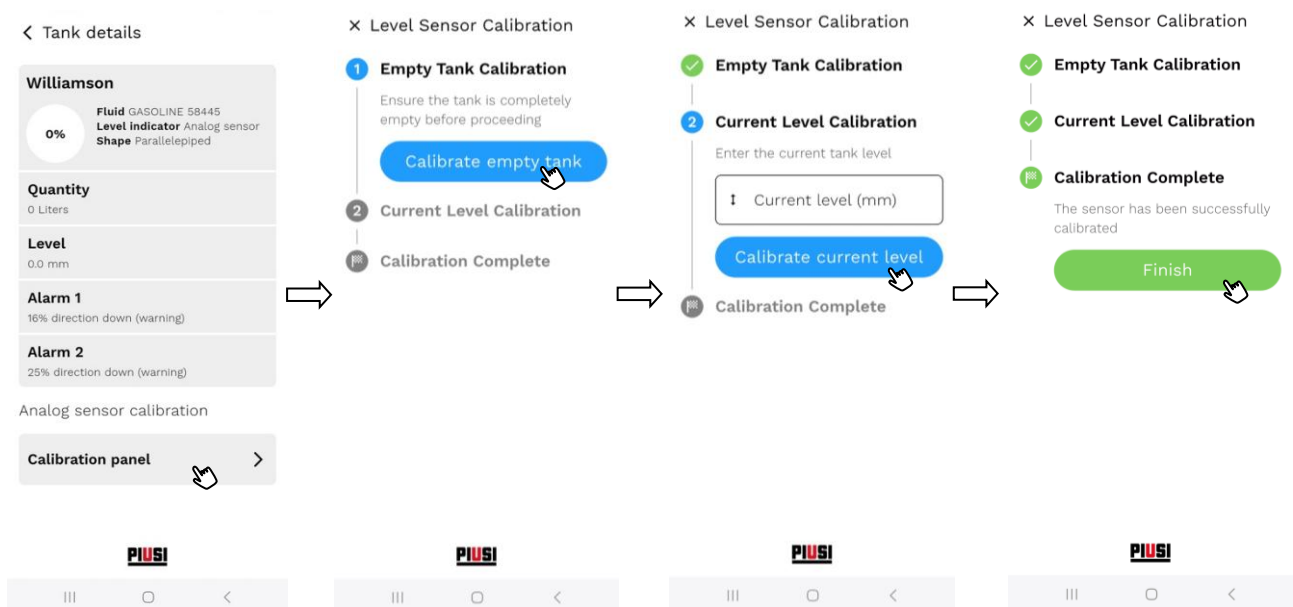
Calibration consists of two main phases:

1. **Calibration with an empty tank**

Temporarily remove the probe from the tank and start the calibration to detect the electrical signal corresponding to the "zero" level (no product). This operation is essential for setting the lower reference point.

2. **Calibration at current level**

Reinsert the probe into the tank and measure the current product level using a dipstick or other reliable instrument. Enter the measured value into the calibration interface to correctly associate the electrical signal with the detected volume.



Warning

- The accuracy of the calibration depends on the quality of the current level measurement and the stability of the electrical signal. Ensure that the sensor is properly powered and connected before beginning the procedure.
- To ensure accuracy and reliability over time, **it is strongly recommended to periodically repeat the calibration** of the level sensors. Environmental variations, changes in the fluid, or component wear can affect the quality of the readings.

7.4.3. WARNING

The OCIO level detector allows you to monitor the liquid level inside tanks connected to the B.SMART dispenser in real time. After configuring the tank via the PIUSI web app, you can associate the OCIO sensor with the corresponding pump to obtain accurate and up-to-date data.

Prerequisites

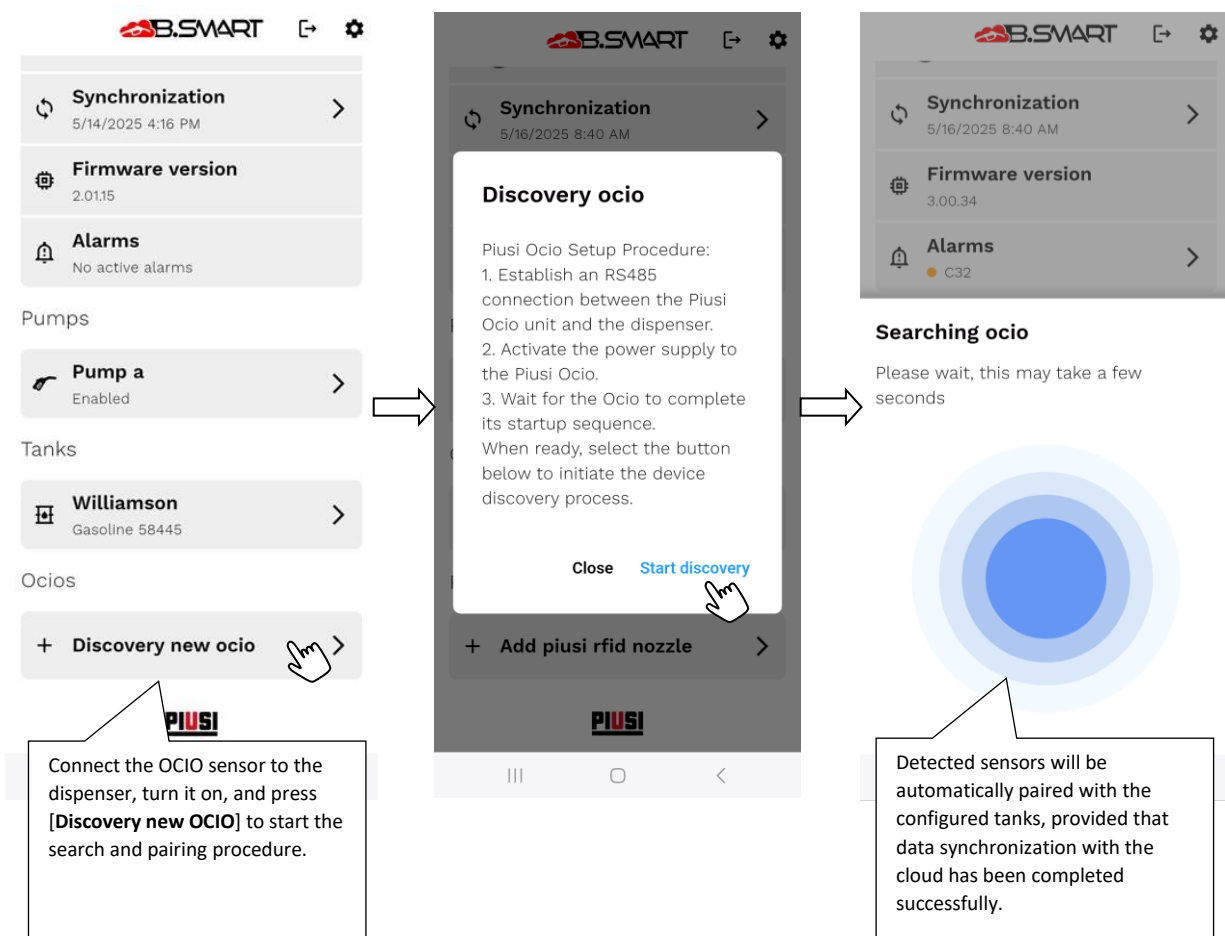
- Ensure the ‘Tank watchdog’ add-on is enabled in the relevant B.SMART system.

When to use this procedure:

- To connect a new OCIO sensor to the system.
- To replace a damaged OCIO with a new one.
- To permanently remove an OCIO that has been disconnected from the pump.

Association procedure:

Log in to the distributor as a manager and follow the steps below:





Warning

- If no OCIO sensor is detected at the end of the detection procedure, verify that the device is properly powered and connected to the pump. If in doubt, consult the B.SMART dispenser technical manual.
- If an OCIO sensor is disconnected, turned off, or connected incorrectly, the system will signal a fault by displaying a specific error code: 'C17' or 'C18' (the code will be displayed on the user interface and on the dispenser's display).

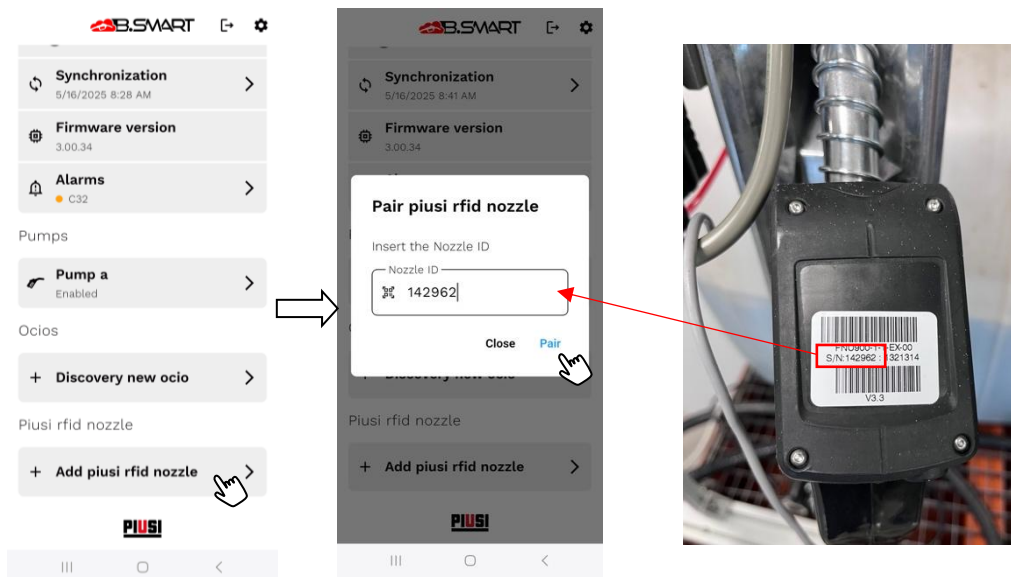
7.4.4. IDENTITANK

IdentiTank is an RFID-based fuel dispensing identification and control system. It consists of a **nozzle with an RFID tag reader**, which enables automatic recognition of the vehicle or tank to be refueled by identifying the corresponding installed tag.

This system allows refueling to be enabled **only for authorized vehicles and tanks** , ensuring traceability, security, and the prevention of unauthorized refueling.

7.4.4.1. REGISTRATION OF THE RFID NOZZLE

To associate a new RFID nozzle with a dispenser, you must register its **serial code**. The code is located on the label on the nozzle cover, next to the **S/N** label.

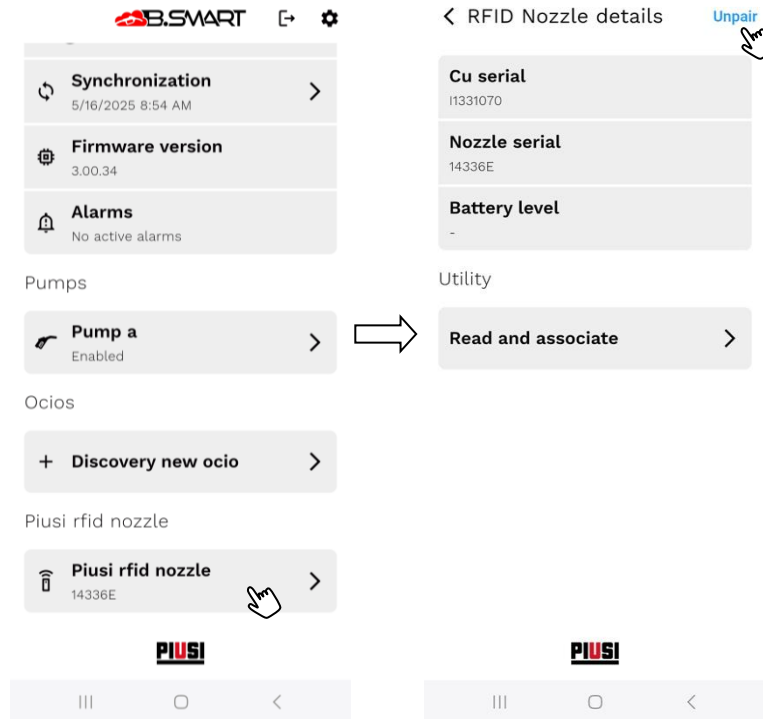


Warning

- The serial code is *case-sensitive*: it must be entered exactly as shown on the label.
- **Only one gun** can be associated with the dispenser at a time.

Replacing the gun

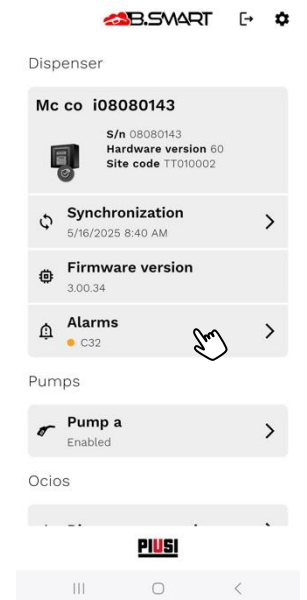
To replace the gun, you must disconnect the one currently in use and proceed with a new registration.



Troubleshooting

If error message C32 appears, possible causes are:

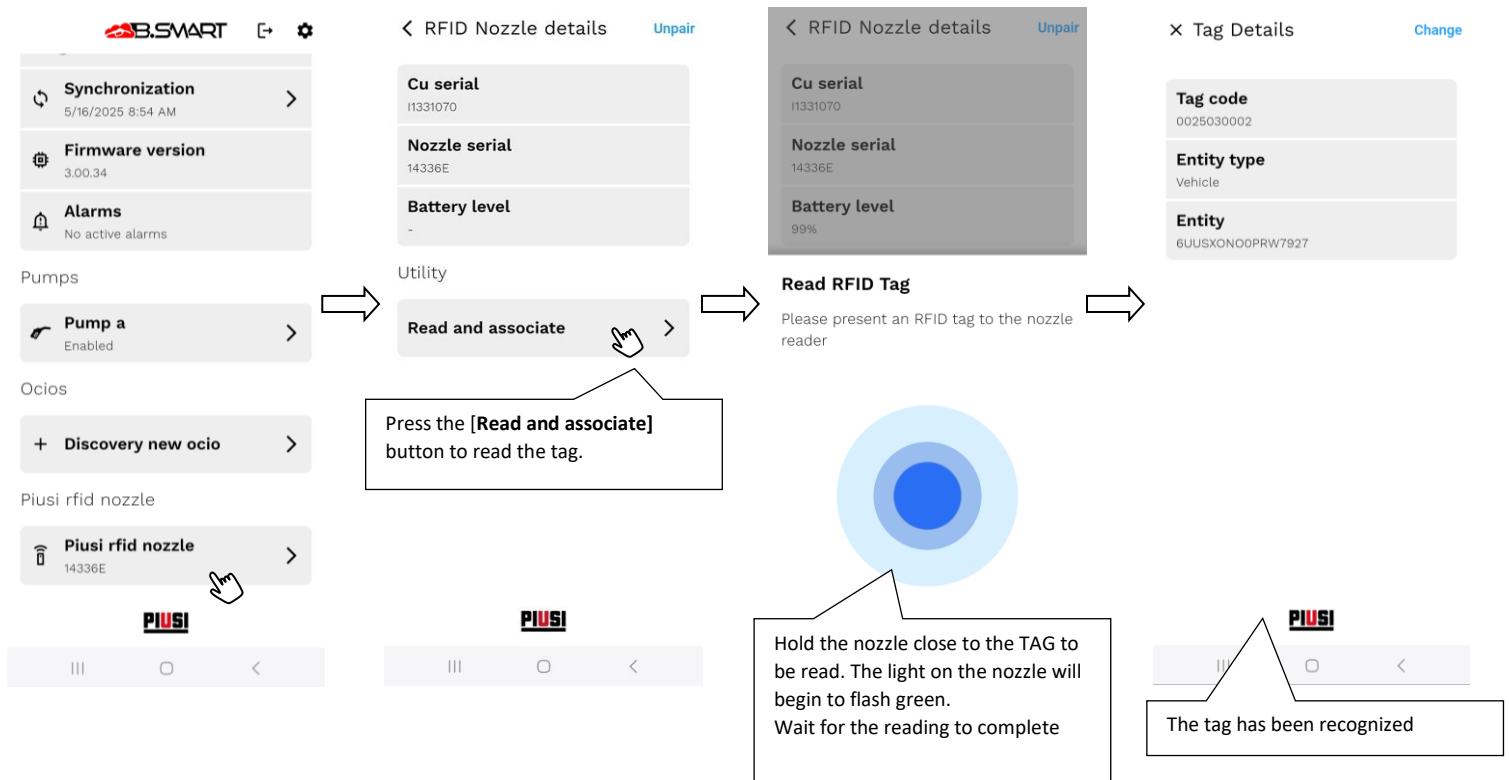
- The nozzle serial code was not entered correctly.
- The dispenser does not detect the nozzle:
 - The nozzle may be turned off: close the cover and shake it gently.
 - The gun may be too far from the dispenser or in an area with insufficient signal.



7.4.4.2. TAG READING AND PAIRING

This feature allows you to **read** and **verify** RFID tags directly through the app using the RFID gun (which has been previously registered).

Reading procedure:



If the TAG is recognized, the following data will be displayed:

- **TAG code:** unique identifier of the RFID tag.
- **Status:** indicates whether the TAG is already associated or not.
- **Type of associated entity:** for example, vehicle, tank, or third-party vehicle.
- **Associated entity:** specific value such as the vehicle license plate or the tank name.

Procedure for associating a TAG with a system entity

You can associate a TAG with a system entity directly from the app.

Requirements

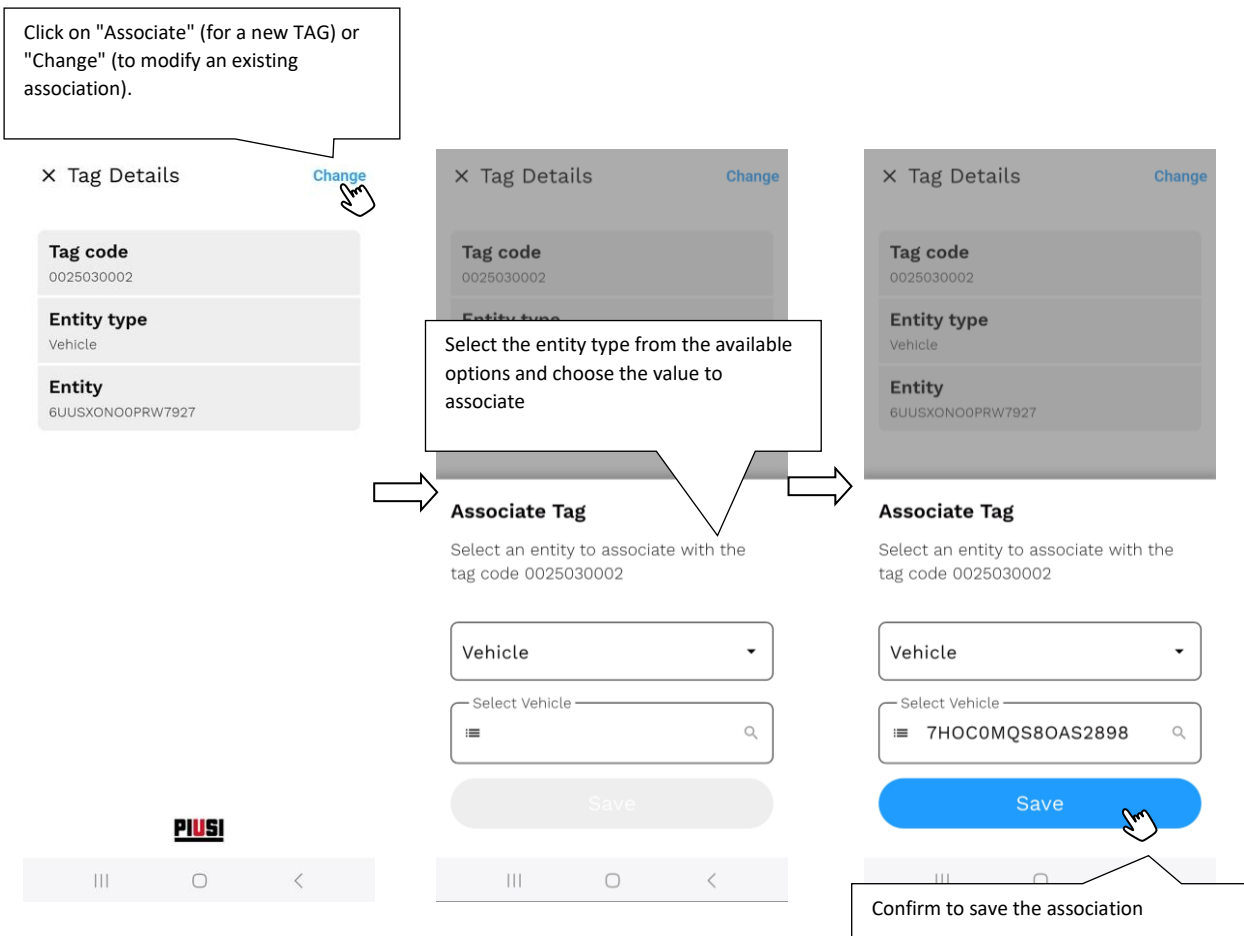
To associate a TAG with a specific entity, the following add-ons must be active:

- **Vehicle** - Requires activation of the add-on **Fuel Economy**.
- **Fuel Tank** - Requires the **Tank Watchdog**.
- **Third-party vehicle** - Requires the **Maply**.

Note

Without at least one of the add-ons listed above, you will not be able to complete the association of the TAG with the respective entity.

You can associate a TAG with a system entity by following these steps:



**Warning**

Reading and associating TAGs can **only** be performed with an active internet connection.

7.4.5. FIRMWARE UPDATE

The distributor's firmware must be updated directly from the app.

The update can be:

- **Optional**, recommended for improvements and new features;
- **Mandatory**, required to ensure compatibility with the latest system versions or to fix critical malfunctions.

The update procedure is always the same and consists of three main steps:

Update Steps

1. **Reboot into bootloader mode**

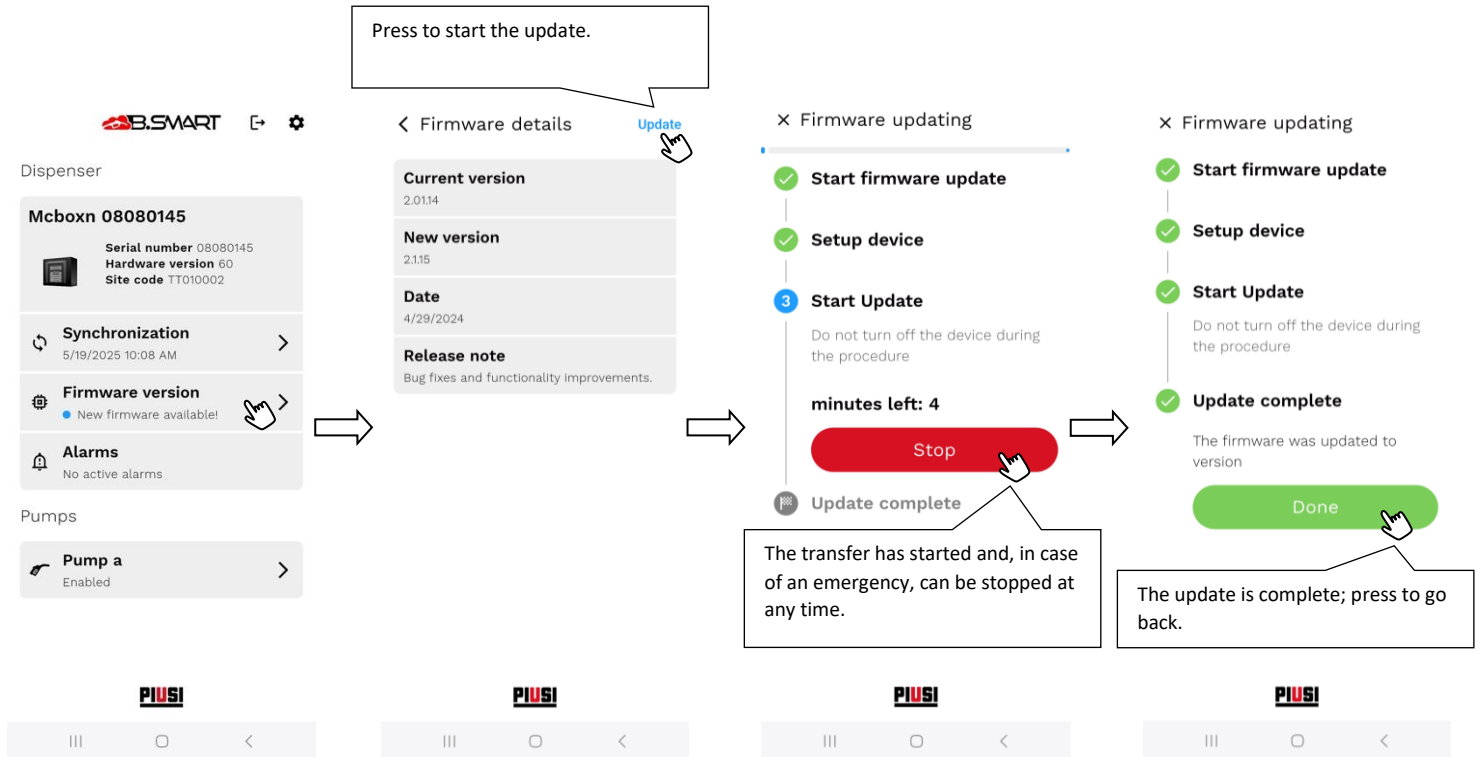
The application forces the distributor to reboot into "bootloader" mode, which is necessary to prepare the hardware for the update. During this step, the system temporarily disconnects.

2. **Reconnection and firmware transfer**

Once the distributor is in bootloader mode, the app automatically reconnects and begins transferring the new firmware. Progress is visible on the app interface.

3.

restart and completion Once the transfer is complete, the distributor restarts with the new firmware installed. To verify that the update was successful, simply reconnect to the distributor as **a manager** (see chapter 5.3) and check that no new updates are available.



Warning

- **Do not turn off the dispenser** during the entire process.
- **Do not turn off your phone** or close the app.
- **Do not turn off Bluetooth** on your mobile device.
- **Keep your phone close to the dispenser** for the duration of the update.
- The process **may take several minutes**: wait for it to complete without interruption.
- **An active Internet connection is required** to download the latest available firmware version.
- **You cannot dispense fuel during the update.**
- **Mandatory updates** must be completed before the system can be used again.

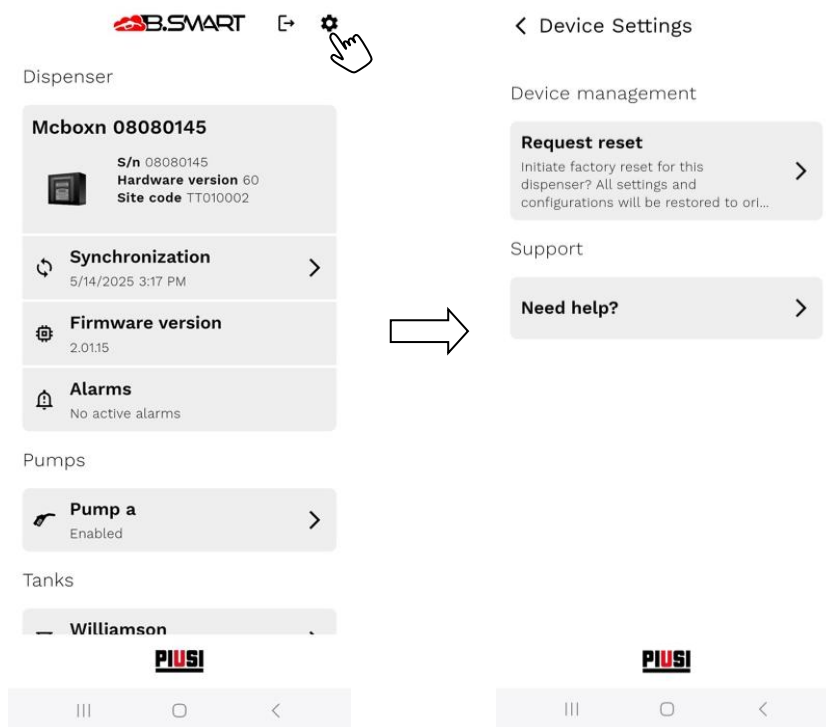
7.5. ADVANCED CONFIGURATIONS

This section allows you to manage advanced system settings, designed for specific use cases or administrative tasks. Available features include:

- Request to restore factory settings**
 From here, you can submit a request to reset the dispenser to factory settings. Once submitted, the system administrator must **confirm the operation via the web app**.
 After approval, you will need to reconnect to the dispenser via the app and follow the guided procedure to complete the reset.
- Request for technical support**
 Access the section dedicated to **technical support request**.

Note

This setting applies exclusively to the mobile app and **is not saved on the dispenser**.

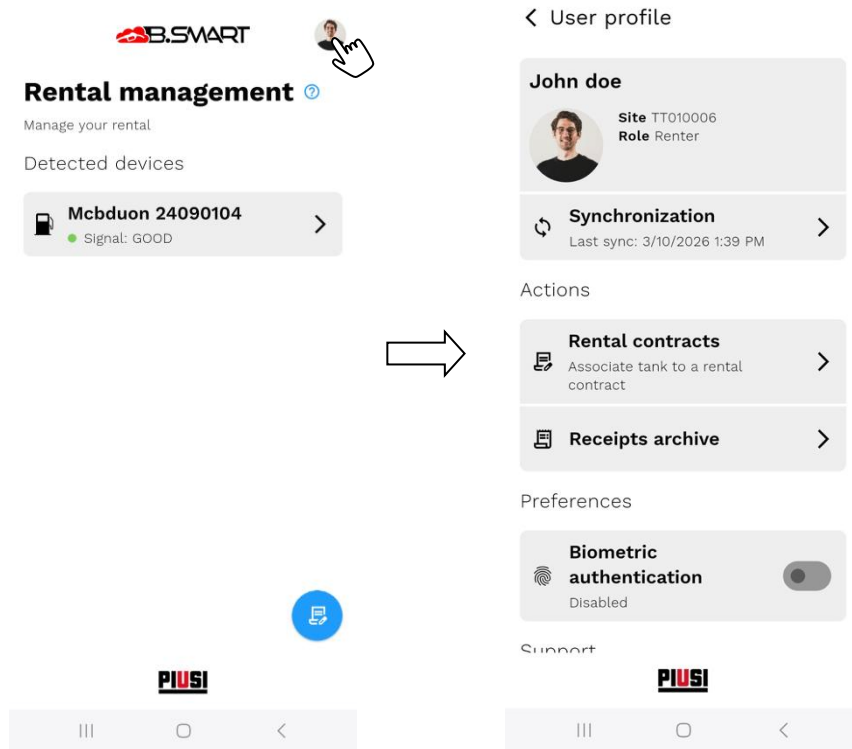


8. RENTER

The **Renter** role is an operator role designed for rental scenarios and is available only if the **MasterSite** add-on is active.

After authentication, the Renter operator accesses the operator dashboard with the functions enabled for their role.

a



Depending on the system configuration, the renter can:

- access rental functions: view the status of rental contracts, search for contracts, and associate tanks with contracts;
- Start or end the tank rental;
- Access the dispenser dashboard.

Log in as a driver

Under certain operating conditions, the renter can act as a driver.

This occurs when:

- the **MasterSite** add-on is not active;

- the dispenser has no connected tanks;
- no connected tank is configured as rentable.

In such cases, the renter operator can perform a fueling operation in a manner similar to that of an operator with the 'driver' role.

8.1. RENTAL MANAGEMENT

The **Rental Management** section allows you to view rental contracts, associate tanks with contracts, and manage rental **start** and **end** operations directly from the app.

These features are primarily available to the **Renter** role.

The **Manager** role has limited access to certain information and can initiate a rental in cases provided for by the system. The actual availability of functions depends on the system configuration, the contract status, and the tank status.

Rental functions can be accessed:

- from **the renter's profile management page**;
- directly from **renter's dashboard**.

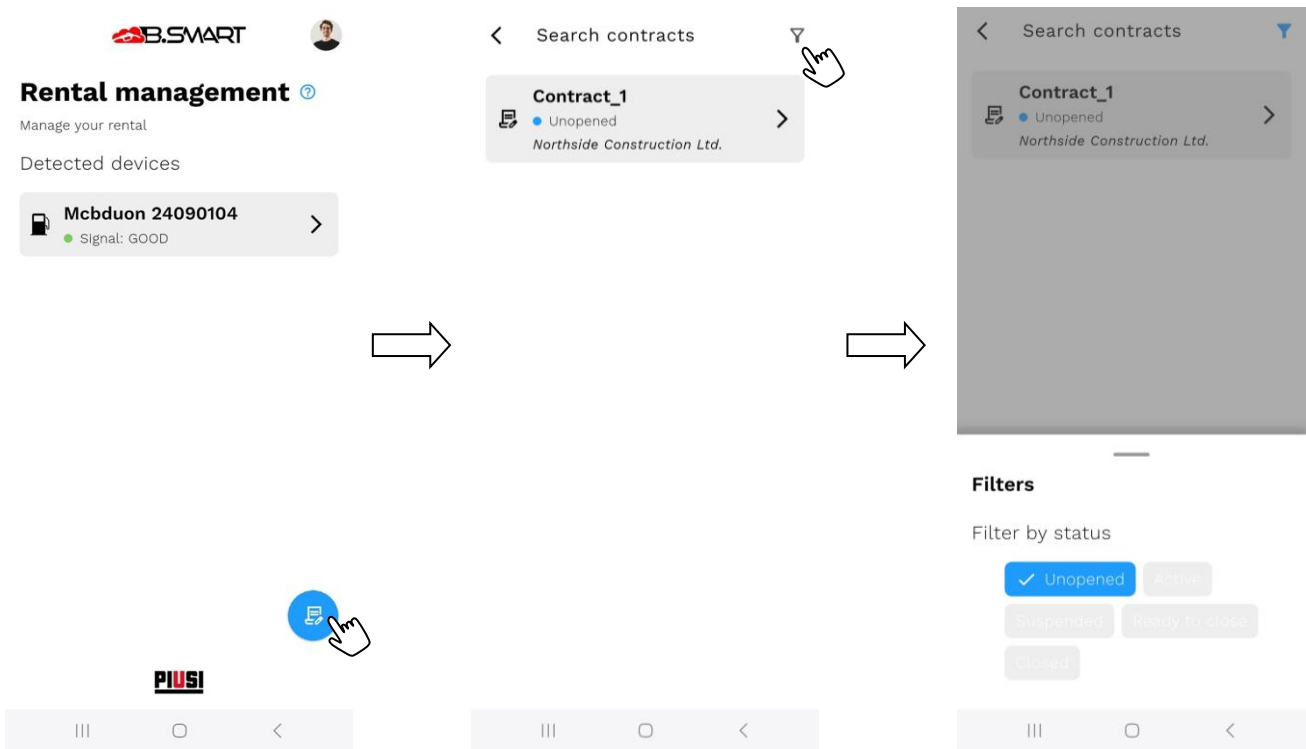
8.1.1. VIEWING AND SEARCHING RENTAL CONTRACTS

From the contract list, you can view the list of available contracts and quickly search for the desired contract.

For each contract, the app can display key operational information, such as:

- contract status;
- available slots;
- tanks already associated;
- details useful for managing the rental.

The renter can use the search function to filter contracts and quickly find the one they need to work on.



To simplify operations, the list of rental contracts can be accessed from two places in the app:

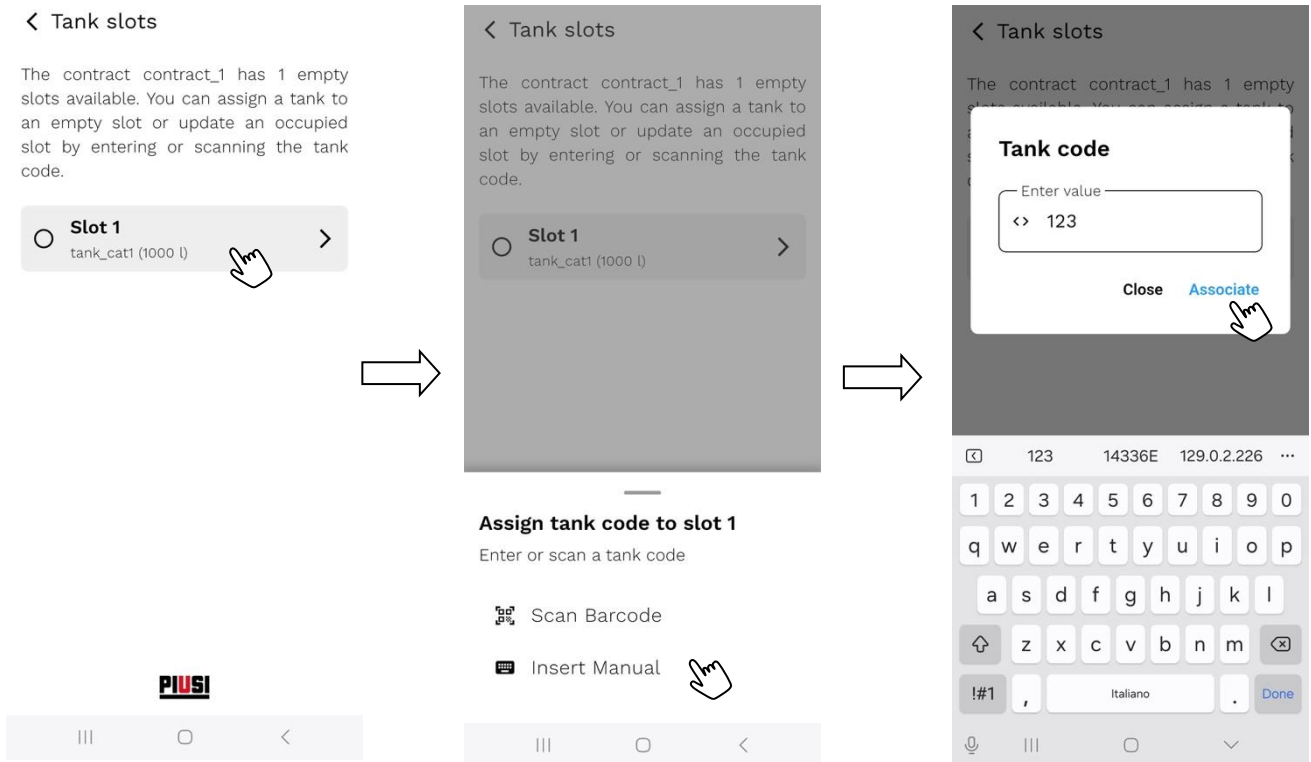
- **from the profile management page**, as a quick access point to personal settings and contracts;
- **directly from the renter's dashboard**, for more immediate management during operations.

**Warning**

Viewing and managing rental contracts requires an active Internet connection. Without connectivity, the app cannot correctly verify either the contract status or the tank status

8.1.2. ASSIGNING A TANK TO A CONTRACT

When a contract has one or more **open slots**, the app allows you to associate a tank with one of the available slots.



Operating Procedure

1. Access the contract list from the profile page or the renter dashboard.
2. Search for and select the desired contract.
3. Open the contract details.
4. Locate an **open slot** available for association.
5. Enter the **tank code** in one of the following ways:
 - o manually entering the code;
 - o by scanning the tank's **barcode** or **QR code** .
6. Confirm the association.

If the pairing is successful, the tank is assigned to the selected slot and linked to the contract.

 **Note**

To scan the barcode or QR code, the app must have permission to access the device's camera. If these permissions are not granted, the tank code must be entered manually.

 **Warning**

Pairing is only possible if:

- the contract has at least one open slot;
- the tank is not already rented;
- an internet connection is active.

Otherwise, the app prevents the operation from being completed and displays an error message.

8.1.3. STARTING THE RENTAL

The app supports the process of **starting the rental** of the tank associated with a contract.

When the renter or manager connects to the distributor and accesses the dashboard, the app automatically checks the status of the tank rental and the related contract.

The start-up can occur in two distinct cases:

- **starting a standard rental**, when the tank moves from the **main site** to the **active rental site** ;
- **Start for migration between contracts**, when the tank moves from one **contract site** to another **another**, i.e., it is moved from one active contract to another active contract.

In both cases, the app can automatically propose the operation or allow it to be forced from the management dashboard.

In this case, the operator can confirm the proposed initiation or cancel the operation and return to the previous screen.

If the operation is confirmed, the rental is initiated and the system updates the tank's operational status accordingly.

Forced Start from App

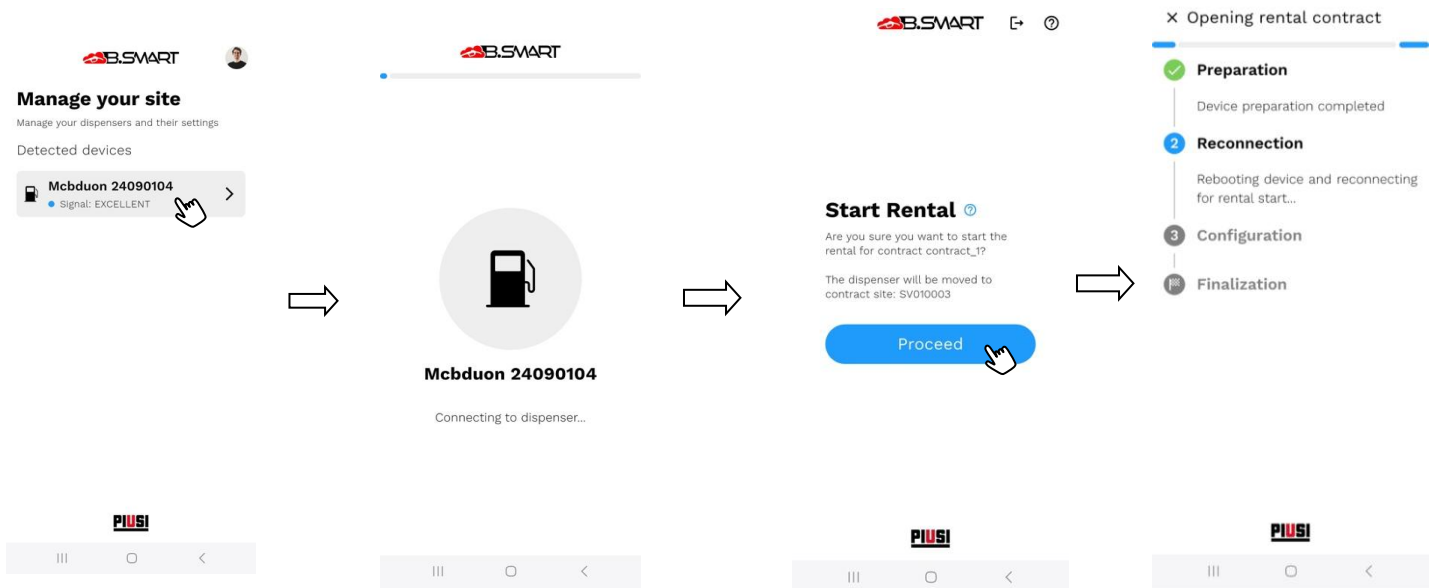
If the tank is not yet in the state required to allow automatic flow, the app allows you to **force the start of the rental** directly from the dedicated section available in the manager dashboard.

Forced start involves manually changing the tank's status:

- from **Pending**
- to **In Progress**

This feature allows you to start the rental directly from the app, without waiting for the status change to be performed in advance by the web app.

If the operator is **already connected to the dispenser management dashboard** and the dispenser is subsequently associated with an **activerental** contract, it is not necessary to reconnect to the dispenser. In this case, you can proceed directly from the already open dashboard by accessing the rental section and completing the start-up following the steps described below.



Forced startup procedure

1. Connect to the dispenser.
2. Access the management dashboard.
3. Open the section dedicated to tank rental.
4. Check the current status of the contract and the reservoir.
5. Select the **Start Rental** action.
6. Confirm the operation.

If the operation is completed successfully, the app updates the local status and synchronizes the data with the cloud according to the application's normal communication flow.



Warning

- An active Internet connection is required to ensure proper synchronization between the app, the dispenser, and the cloud during rental operations.
- During rental initiation, it is recommended to remain near the dispenser and not to interrupt the Bluetooth connection.
- The rental initiation process takes approximately 5 minutes on average. During this time, you must keep the connection active and wait for the synchronization between the app, the dispenser, and the cloud to complete.

8.1.4. ENDING THE RENTAL

The app also supports the **rental closure** process for the tank associated with a contract.

As with the start-up, when the operator accesses the dispenser and the system detects that the rental status is compatible with closure, the app can automatically propose the **rental closure** action.

Automatically Proposed Closure

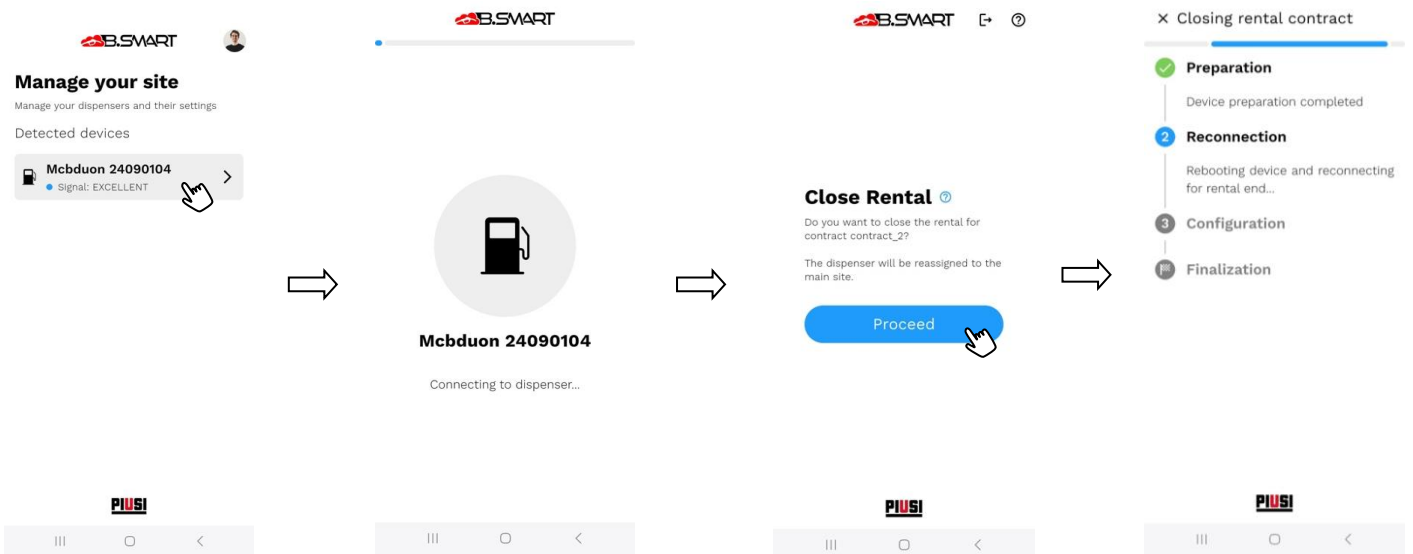
Closure is automatically proposed when one of the following conditions applies:

- contract **Active** and tank **To be returned**
- contract **Pending closure** and tank **To be returned**

In these cases, the app automatically displays the closure proposal to the operator.

The operator can then confirm the closure or cancel the operation.

If the operation is confirmed, the system completes the rental closure and updates the status of the contract and the tank according to the applicable rules.

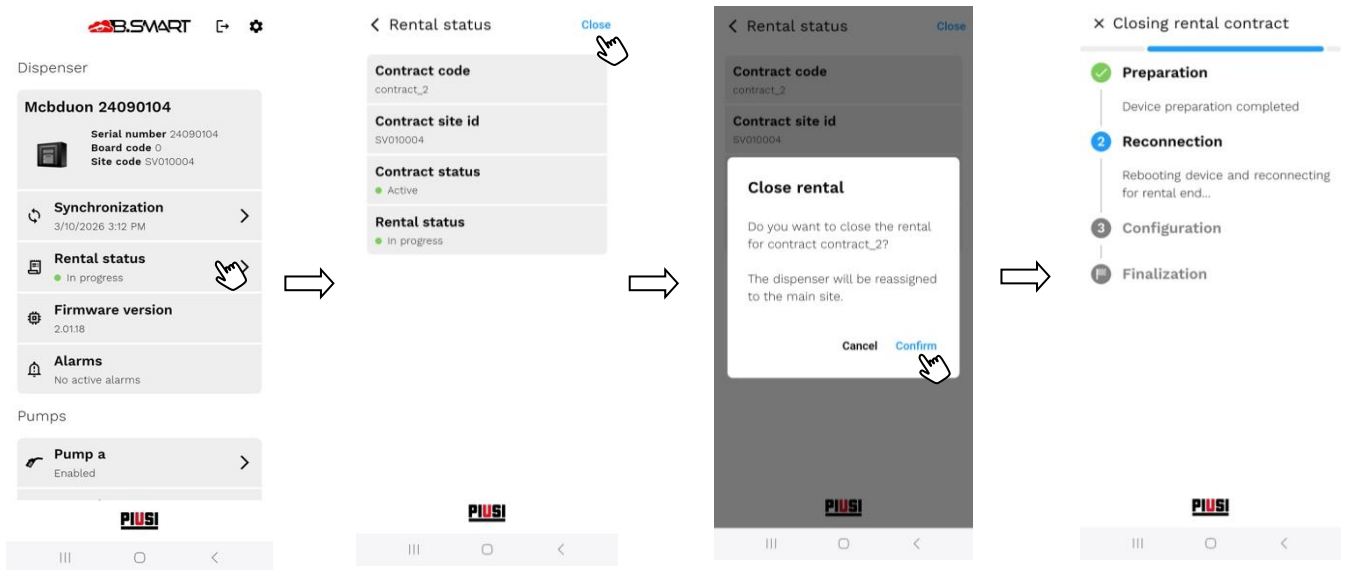


Forced closure via app

If the tank has not yet reached the status required to allow automatic flow, the app allows you to **force the closure of the rental** from the dedicated section of the manager dashboard.

Forced closure involves manually changing the tank's rental status from **In Progress** to **To be returned**

This feature allows you to complete the closure directly from the app, without waiting for manual alignment via the web app.



Force Close Procedure

1. Connect to the relevant dispenser.
2. Access the management dashboard.
3. Open the rental section.
4. Verify the contract and the relevant tank.
5. Select the " **Close Rental**" action.
6. Confirm the operation.

If the closure is completed successfully, the system updates the rental status and makes the new status available for subsequent synchronizations.



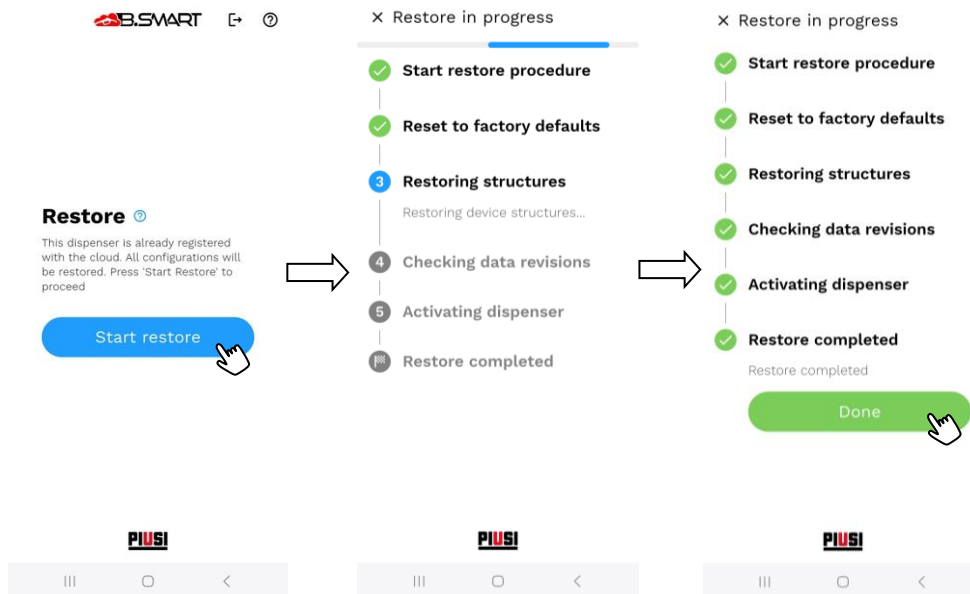
Warning

- An active Internet connection is required to ensure proper synchronization between the app, the dispenser, and the cloud during rental operations.
- During the rental closure process, it is recommended that you remain near the dispenser and do not interrupt the Bluetooth connection.
- The rental closure procedure takes approximately 5 minutes on average. During this time, you must keep the connection active and wait for the synchronization between the app, the dispenser, and the cloud to complete.

9. RESET PROCEDURE

The **data reset procedure** allows you to restore a dispenser to its **operational state**, i.e., to the **most recent configuration saved in the cloud**. It is necessary in the event of:

- **Vending machine memory is damaged**, with error codes displayed **A32** or **A33**;
- **Factory reset**, followed by a registration attempt that detects the distributor as **already assigned to an existing site**.



Warning

- A **stable internet connection** is essential throughout the entire procedure;
- You must **remain near the dispenser** to maintain a stable Bluetooth connection;
- If problems persist, **contact technical support**;
- Only the **facility manager** can perform a reset;
- **Do not close the app** or **turn off your phone** until the procedure is complete.

Steps to follow after reset

To ensure the system operates correctly, a designated manager must complete the following tasks:

- Calibrate the pumps (see section 7.4.1)
- Repeat the **detection of the OCIOs**, if present and correctly installed (see section 7.4.3);
- **Reconnect the IDENTITANK** nozzle (see section 7.4.4.1);
- **Adjust the quantities in the virtual tanks**, if used in the system (see section 7.4.2.1);
- Calibrate the level sensors, if used in the system (see sections 7.4.2.2 and 7.4.2.3).

10. FAQs

Where can I download the B.SMART app?

You can download the B.SMART app directly from your device's app store:

- If you use an Android phone, go to the **Google Play Store**
- If you use an iPhone, go to the **App Store**

How do I access the B.SMART app?

To access the app, you must be registered in the B.SMART system as **an operator** and have the required login credentials.

Access is granted via the app's login form by entering:

- the **Operator PIN**
- the **plant code**

After authentication, the system automatically recognizes the role associated with the operator and enables the corresponding features. The available roles are **Driver**, **Manager**, **Driver + Manager**, and **Renter**. For more details, see chapters 4 and 5.

How do I dispense fuel?

A fueling transaction can be performed by an operator authorized for the refueling process, such as a **Driver** or an operator with the **Driver + Manager** role. In specific operational contexts, the **Renter** can also act as a driver.

To start a refueling, you must:

- log in to the app;
- select an available fueling station authorized for your role;
- complete the connection to the dispenser;
- follow the guided refueling process.

For operational details, see Chapter 6. If the operator has the **Driver + Manager** role, after selecting the fueling station, the app will ask if they wish to operate in **Refuel** or **Manage** mode.

The app does not detect B.SMART pumps. What can I do?

If the app does not detect any fuel dispensers, check the following:

- Bluetooth on your phone is enabled;
- your phone is within range of the dispenser;
- the dispenser is not already connected to another device;
- the app has the necessary permissions to use Bluetooth;

- on Android devices, location access permissions are also enabled, if required by the system for Bluetooth scanning.

If the problem persists, close and reopen the app or restart Bluetooth on your mobile device.

How can I reset a dispenser to factory settings?

Log in to the app as *a Manager*, go to the **Advanced Settings** section, and request a reset from the system administrator (see chapter 7.5). Once the request is approved, reconnect to the dispenser as *a Manager*: the app will automatically guide you through the reset procedure.

How can I request technical support?

From any section of the app, you can access **the Help Center** by clicking the **[?]** icon in the top right corner.

From the Help Center, you can:

- Consult the manual
 - Contact your system administrator
 - Request advanced technical support by filling out the online form <https://www.piusi.com/support/customer-service>
-

Is it possible to migrate a distributor from one B.SMART system to another?

Yes, it is possible. However, you must first perform a factory reset, requesting authorization via the **Advanced Settings** section (see chapter 7.5). After the reset, register the dispenser in the new system by following the procedure described in chapter 7.3.

How do you enable automatic logoff for drivers to use a B.SMART dispenser with a single mobile device?

The **auto-logoff** feature can be configured from **the manager profile**.

When the manager enables this feature, the setting applies to the phone on which they are currently logged in. Consequently, any drivers who subsequently use the same phone will also have their session automatically expire based on the configured inactivity timer.

For more details, see section 7.1.

What happens if the device's GPS stops working during fueling?

It depends on the system configuration and the active add-ons.

If the GPS is used only for informational or tracking purposes, dispensing may in some cases continue even without available coordinates. However, when geographic operability rules are active, the device's location may be required to allow the flow. In such cases, if the app cannot correctly determine the location, dispensing may not be allowed.

For more details, see section 6.3.3.