

If the solar monitor has not updated in a few days. Here are some simple steps to troubleshoot.

Outages are usually a response to either an **Internet Outage** or a **Power Outage**. Sometimes after one of these two occurrences the gateway will not reconnect when it starts back up.

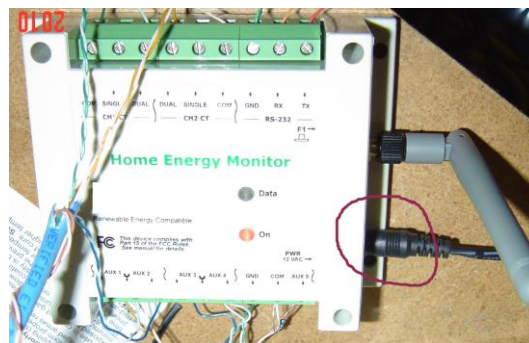
1. The first step is to reset our **Gateway**, this usually resolves the issue. Our gateway is the little black box (about the size of a deck of cards) that is connected to your internet router. It should have a **green and orange** light near the power connector. If the lights are not on skip to step 5.



Simply Unplug and wait 5-10 seconds and re-plug the power cord.

Give the website a few minutes to sync. If the unit has not updated in over a day you will see a “resetting” message on the site when the system connects for the first time.

2. If step 1 does not solve the problem then a restart of the main unit might be necessary. The main unit will be located out by your solar inverter(s) in a water proof box.



1. **Unplug the Gateway in step #1 and leave unplugged**
2. **Unplug the HEM above and wait 10-15 seconds and re-plug the power cord.**
3. **Re-plug the GATEWAY within a minute or two.**

IF A RESTART OF THE GATEWAY AND HEM DOES NOT WORK

- 3. A restart of the internet Modem and/or Router is needed.**
 - a. Power down the Solar Gateway.**
 - b. Power down the Router**
 - c. Power down the Internet Modem**
 - d. Wait 10 – 15 seconds**
 - e. Power up the Internet Modem**
 - f. Power up the Router**
 - g. Power up the Solar Gateway**

- 4. The Orange and Green lights are not on:**
 - a. If the Orange and Green lights are not on, your site will not update.**
 - b. Check the power plug to make sure it is connected and plugged into an outlet that has power.**
 - i. Sometimes outlets in power strips go bad. Try a different socket.**
 - c. Check the network cable and make sure it is secure. If the network cable is bad the Orange and Green Lights will not come on.**

NOTHING WORKS:

- 5. If none of the above steps work please email us at support@mysolarstats.com**