

Issue		Resolution
General Troubleshooting for all issues		<p>Restart the System: If you encounter unusual behavior or odd issues with the inverter, a simple system restart can often resolve these problems. Inverters, like computers, benefit from the "turn it off and turn it back on again" approach, which can reset any temporary glitches.</p> <p>Check for Software Updates: Verify whether there are any available software updates for your inverter. Sometimes, errors or unexpected behavior may be due to outdated software. Access the Sol-Ark website to find the latest software versions and determine if your inverter requires an update.</p> <p>Addressing Unexplained Errors: When you encounter errors without a clear cause, initiating a software update can be a proactive troubleshooting step. Furthermore, if you seek support from Sol-Ark, having the most up-to-date software version may be a prerequisite for assistance.</p> <p>Utilize Manufacturer Resources: Sol-Ark's website is a valuable resource for accessing the latest software versions and troubleshooting information. Before reaching out to support, review available resources to identify potential solutions independently.</p> <p>Contacting Support: If troubleshooting steps do not resolve the issue, don't hesitate to reach out to Sol-Ark's support team. They possess the expertise to assist with more in-depth reviews of the installation and provide tailored solutions.</p> <p>Verify Wiring and Connections: Ensure all wiring and connections are secure and properly installed. Loose or faulty connections can lead to performance issues and may require a thorough review.</p> <p>Check AC and DC Power: Use a voltmeter to measure AC and DC voltages at critical points in the system. Verify that voltage readings align with expected values to identify any irregularities.</p> <p>Review Inverter Settings: Confirm that the inverter settings align with the specific system requirements and installation guidelines. Incorrect settings may lead to suboptimal performance or errors.</p> <p>Inspect Environmental Conditions: Consider environmental factors that might impact the inverter's operation, such as excessive heat, moisture, or shading. Make necessary adjustments to mitigate any adverse effects.</p> <p>Monitor System Performance: Observe the system's performance over time and keep track of any recurring issues. Maintaining records of system behavior can aid in identifying patterns or potential underlying causes.</p>
		<p>Electrical</p> <p>Check Generator Battery Voltage: Begin by ensuring that the generator's battery has a sufficient voltage level. A dead or weak battery may hinder the generator's ability to start. If the battery voltage is inadequate, replace it with a fully charged one. Additionally, carefully inspect the trickle charge circuit and breaker to verify their correct installation. Proper functioning of these components is crucial for maintaining the generator's battery charge.</p> <p>Review Time-of-Use (TOU) Settings: Take time to review the Time-of-Use (TOU) settings programmed in the system. TOU settings dictate how the generator operates during specific time periods. Ensure that the TOU settings align with the desired operation, as any discrepancies may impact the generator's responsiveness.</p> <p>Confirm Visibility of 2-Wire Circuit on PowerView: Check PowerView to verify the visibility of the 2-wire circuit when the generator is expected to run. The presence of the 2-wire circuit in PowerView indicates that the issue likely originates in the generator rather than the inverter. To confirm this, ensure the 2-wire circuit is correctly installed, connecting terminals 384 on the generator and 4&5 in our box. Proper installation is essential for reliable generator start-up.</p> <p>Addressing Persistent Issues: If the previous steps do not resolve the problem, explore the possibility of an error code displayed by the generator. Examine any error codes or indicators on the generator's display, as they can provide valuable insights into the main issue causing the failure to start. Refer to the generator's manual or contact the manufacturer's support team for further assistance.</p>
	generator not starting when expected	<p>Perform a Load Test: Conduct a load test on the generator to determine if it can handle the expected electrical load. Ensure the generator can power the connected devices and appliances without overloading. An overloaded generator may fail to start or operate erratically.</p> <p>Check Fuel and Fuel Delivery System: Confirm that the generator has an adequate fuel supply and that the fuel delivery system is functioning correctly. Insufficient fuel or fuel line issues may cause the generator to stall or fail to start.</p> <p>Verify Generator Safety Features: Ensure that the generator's safety features, such as low-oil shutdown and high-temperature protection, are operating correctly. These safety mechanisms can prevent damage to the generator and enhance its reliability.</p> <p>Assess Environmental Conditions: Evaluate the environment in which the generator is installed. Extreme weather conditions or improper ventilation can impact the generator's performance. Make any necessary adjustments to mitigate environmental factors affecting the generator.</p> <p>Review Generator Maintenance: Regularly scheduled maintenance is essential for the reliable operation of the generator. Check the maintenance records and ensure that the generator has been serviced as per the manufacturer's recommendations.</p> <p>Seek Professional Assistance: If troubleshooting efforts do not resolve the issue, it is prudent to seek the assistance of a qualified electrician or generator technician. Their expertise can help identify and address complex generator integration problems.</p> <p>Check Exercise Cycle Timing: Ensure that the exercise cycle timing on both the inverter and generator align correctly. Any discrepancies in timing between the inverter's pre-programmed exercise schedule and the generator's settings may result in unintended or overlapping exercise cycles.</p> <p>Verify Generator Connectivity: Confirm that the inverter is effectively communicating with the generator for exercise purposes. Ensure that all necessary cables and connections between the inverter and the generator are secure and functioning correctly.</p> <p>Review System Logs: Examine the system logs on the inverter to identify any potential error codes or logs related to exercise cycles. These logs can provide valuable insights into any issues or conflicts affecting the exercise schedule.</p> <p>Run Manual Exercise Cycle: Initiate a manual exercise cycle to observe the generator's response and behavior. This can help identify any irregularities or malfunctions during the exercise process.</p> <p>Check Generator Health: Assess the overall health and condition of the generator. Ensure that it is well-maintained, with regular service and inspections carried out according to the manufacturer's recommendations.</p> <p>Inspect Generator Exercise Timer: Verify the exercise timer on the generator to ensure it is functioning correctly and is synchronized with the inverter's schedule. Any discrepancies in the exercise timer may lead to conflicts in the exercise routine.</p> <p>Consider Environmental Factors: Evaluate the generator's surroundings for any environmental factors that may impact its operation, such as extreme temperatures, inadequate ventilation, or exposure to moisture. Address any potential environmental issues that may affect the generator's performance during exercises.</p> <p>Consult Manufacturer Resources: Utilize resources provided by the inverter and generator manufacturers, such as manuals, troubleshooting guides, and online support portals. These resources can offer valuable insights into resolving exercise-related issues.</p> <p>Seek Manufacturer Support: If troubleshooting efforts do not resolve the problem, do not hesitate to contact the manufacturers' support teams for further assistance. They can provide expert guidance and help identify and address any complex issues affecting the exercise cycles.</p> <p>Document Findings and Actions: Throughout the troubleshooting process, document all findings and the actions taken. This record can be valuable for future reference and can assist in tracking the progress of troubleshooting efforts.</p>
	generator running multiple exercise cycles per week	<p>Check Battery Health: Monitor the overall health and condition of the batteries regularly. Conduct battery capacity tests and voltage checks to ensure they are functioning within expected parameters. Identifying any deteriorating batteries can help prevent potential system failures.</p> <p>Review Battery Temperature: Verify that the battery temperature is within the recommended operating range. Extreme temperatures can adversely affect battery performance and lifespan. Implement cooling or heating solutions if needed to maintain optimal temperature conditions.</p> <p>Inspect Battery Connections: Regularly inspect battery connections to ensure they are secure and free from corrosion. Loose or corroded connections can lead to power losses and safety hazards.</p> <p>Monitor Battery Charging: Keep track of battery charging patterns to ensure proper charging and discharging cycles. Adjust charge settings if necessary to maintain battery health and maximize energy storage.</p> <p>Perform Firmware Updates: Check for any available firmware updates for the batteries and inverter system. Up-to-date firmware can often address known issues and improve system performance.</p> <p>Review Load Profiles: Analyze load profiles and power consumption patterns to understand energy usage better. Adjust battery settings and system configurations based on load demands to optimize energy efficiency.</p> <p>Verify Polarity of PV Wires: Ensure that the polarity of PV wires has not been reversed during the installation process. Double-check that all MPPT connections are correctly aligned, with positive-to-positive and negative-to-negative connections going from left to right. Reversed polarity can cause inefficiencies and potential damage to the system.</p> <p>Confirm MPPT Closure: Check that all Maximum Power Point Trackers (MPPTs) are properly closed. MPPTs should be closed and operational for efficient power tracking and maximum energy production from the solar panels.</p> <p>Check PV Disconnect on Sol-Ark: Confirm that the PV disconnect on the Sol-Ark inverter is closed. The PV disconnect should be in the closed position to allow power flow from the solar panels to the inverter. An open PV disconnect will prevent power generation.</p> <p>Inspect PV Cable Connections: Thoroughly inspect all PV cable connections to ensure they are securely fastened and free from any damage or signs of overheating. Loose or damaged connections can lead to power losses and pose safety risks.</p>
	Batteries not working at expected capacity	<p>Review Grounding and Bonding: Verify that proper grounding and bonding are in place as per electrical codes and manufacturer guidelines. Adequate grounding and bonding are essential for electrical safety and system protection.</p>
	No PV Production after install on sunny day	<p>Check Conduit and Wiring: Examine all conduits and wiring for any signs of damage, wear, or improper installations. Ensure that all conduits are properly secured and rated for outdoor use to withstand environmental conditions.</p> <p>Inspect PV Array Alignment: Assess the alignment and orientation of the PV array to optimize sunlight exposure. Proper array alignment is crucial for maximizing solar energy absorption and system performance.</p> <p>Perform Voltage Checks: Use a voltmeter to perform voltage checks at critical points in the system, such as PV array terminals, MPPT inputs, and inverter output. Compare readings with expected values to identify any anomalies.</p> <p>Confirm Equipment Settings: Review all equipment settings, including inverter configurations and communication settings, to ensure they match the specific system requirements and installation guidelines.</p> <p>Perform System Test Run: Conduct test runs to monitor the system's performance and observe any issues or irregularities. Address any identified problems promptly to maintain optimal system operation.</p> <p>Verify Breaker Positions: Double-check that all breakers are correctly positioned, especially when connecting to the RV panel, as this step is sometimes overlooked.</p>
	"Is not working"	<p>Follow General Troubleshooting Steps: Refer to the general troubleshooting steps provided at the beginning of this document. Review each step methodically to identify and address common issues.</p> <p>Gather More Information: If the initial complaint remains unresolved, consider conducting a troubleshooting call to gather additional information. Due to the vague nature of the reported problem, further investigation may be necessary to pinpoint the root cause.</p> <p>Check Battery Voltage: First, verify the voltage at the battery bus to confirm if there is a lack of output voltage. This will help determine if the battery fuse has blown.</p> <p>Identify Fuse Replacement: If the battery fuse is found to be blown, consult with the battery company to obtain the correct replacement fuse. Ensure that the replacement fuse matches the original specifications.</p> <p>Check FET Board: Depending on the battery company's guidance, it might be necessary to inspect the FET (Field Effect Transistor) board. The FET board can sometimes be affected when the fuse blows, leading to additional issues. If required, consider replacing the FET board as well.</p>
	"pop" noise reported from within battery (Discover AES models)	<p>Perform Precautionary Checks: Before replacing the fuse or FET board, inspect the battery system's overall health. Check for any signs of damage, loose connections, or anomalies that could have contributed to the fuse blowout.</p> <p>Take Safety Precautions: Ensure all power sources are disconnected, and proper safety measures are taken while handling the battery and fuse components.</p> <p>Follow Manufacturer's Guidelines: Always adhere to the manufacturer's guidelines and recommendations during the troubleshooting process. Consulting the battery company's technical support or resources can provide valuable insights and guidance.</p> <p>Document the Process: Maintain a thorough record of the troubleshooting steps taken and any observations made. This documentation can be beneficial for future reference or when seeking further assistance if the issue persists.</p>

PV production is low	Verify PV DC Wiring: Double-check that the DC PV wiring is installed according to the planned design. Ensure that the wiring matches the intended configuration to prevent any issues related to mismatched components.
	Check MPPT Limitations: Ensure that the PV strings do not exceed the designed capacity. Larger strings than planned may lead to the MPPTs limiting the output or even shutting off the output if the voltage surpasses the 500V string limit.
	Monitor DC Voltages: During peak sunlight hours, use Powerview or other monitoring tools to review the DC voltages of the PV strings. Compare the observed values with the expected range to identify any abnormalities.
	Watch for Excessive Voltages: High DC voltages beyond the expected range could indicate potential overvoltage issues in the system. This might lead to equipment damage or reduced efficiency.
	Address Low DC Voltages: If DC voltages are extremely low on a particular string, investigate possible causes, such as a DC side short or wiring problems that are hindering the full output of the string from reaching the inverter.
Generator starting up but not carrying load	Inspect PV Array Connections: Thoroughly inspect the PV array connections, including junction boxes, combiners, and cables, to ensure they are securely fastened and free from damage or signs of overheating.
	Check Grounding and Bonding: Verify that the grounding and bonding of the PV array are appropriately installed and compliant with electrical codes and manufacturer guidelines. Proper grounding is crucial for safety and system performance.
	Consider Shading Issues: Assess whether shading might be affecting the PV array's output. Shade on even a small part of a panel can significantly reduce the overall system performance.
	Temperature Effects: Take into account temperature effects on the PV system's voltage output. Extreme temperatures can influence the efficiency and performance of the system.
	Document Observations: Keep detailed records of all observations, measurements, and troubleshooting steps taken. These records can be valuable for future analysis and in case further assistance is needed from technical support.
Generator starting up but not carrying load	Rapid Self-Clearing Faults: If the generator is being called for by a fault but then self-clears quickly, causing the inverter to take over the load before the generator stops running, this can lead to confusion in the generator's operation. To resolve this, manually stop the generator, allow it to sit for approximately 5 minutes, and then set it back into auto mode.
	Monitor Generator Behavior: After switching the generator back into auto mode, carefully observe its behavior. If the generator starts up again and exhibits erratic or unnecessary startups, review PowerView to check if the 2-wire signal is still active in the system. The presence of a yellow generator icon visible in PowerView's power flow diagram may indicate the continued live status of the 2-wire signal.
	Check for Interference: If the issue persists and the generator continues to start unnecessarily, there might be interference between the generator's trickle charge circuit and the 2-wire start from the inverter. This interference could cause unintended generator startups.
	Verify Wiring Installation: Inspect the wiring installation of the 2-wire circuit and the generator's trickle charge circuit. Ensure that the 2-wire circuit is correctly installed with (2) #12 THHN/THWN-2 wires, separated from the trickle charge circuit, to prevent any unintended interactions.
	Troubleshooting Guide for Electricians and Installation Technicians
gen not running well or starting up and shutting off quickly	When faced with operational issues in the system, follow these comprehensive steps to troubleshoot and resolve potential problems:
	Check Main Load Center Breaker (MLCB): The Main Load Center Breaker (MLCB) is the key source of power for your system. Ensure that the MLCB is in the "ON" position to facilitate electricity flow through the system.
	Inspect AC Disconnect: The AC Disconnect switch regulates the flow of AC power to your system. Confirm that it's set to the "ON" position to allow uninterrupted power supply.
	Monitor Battery Percentage: Check the current battery percentage to ensure it's below predefined thresholds, such as those for Time-of-Use (TOU) or generator start-up.
	Inspect Generator Start-up Value: Review the generator start-up value set in your system's configuration.
Mechanical	
gen not running well or starting up and shutting off quickly	Verify N-G Bonding on Gen Circuit: Check if the Neutral-Ground (N-G) bond is correctly established on the generator circuit. The pre-installed N-G jumper in the Kohler unit is not acceptable, and both the neutral and ground circuits must be fully connected to the available busbars within the RaViolt unit.
	Potential F08 Fault: A missing N-G bond in the home electrical system may result in an F08 fault on the inverter. This fault can occur when the N-G bond is absent, causing issues in the system's grounding and neutral connections.
	Inverter Detection: It's crucial to note that the F08 fault may not be immediately apparent if the N-G bond is only missing on the generator circuit. The inverter may detect this issue and trigger the F08 fault only when the generator is running.
	Thorough Inspection: Conduct a thorough inspection of the entire electrical system, including the generator circuit and the home's electrical system, to ensure proper N-G bonding. Verify that all connections are secure and in compliance with electrical codes and manufacturer guidelines.
	Proper N-G Bonding: Correctly establish the N-G bonding at the generator circuit by connecting both neutral and ground circuits to the designated busbars within the RaViolt unit. Avoid using the pre-installed N-G jumper, as it is not acceptable for a safe and reliable electrical system.
rust on nuance racking base plate	Test Generator Operation: After establishing the N-G bond properly, test the generator's operation and monitor the inverter for any fault indications. The F08 fault should be resolved if the N-G bonding is appropriately configured.
	Check Generator Main Load Center Breaker (Gen MLCB): The Gen MLCB controls the flow of power from the generator. Ensuring it's in the "ON" position guarantees the generator's power output can reach the system. If the Gen MLCB is in the "OFF" position, your generator won't supply power even if other conditions are met.
	Inspect Propane Level: Check the propane level to ensure it meets the necessary requirement for generator operation.
	Verify Propane Valve Position: Confirm that the propane valve is open, allowing the flow of propane to the generator.
	Inspect Base Plates: During installation, carefully inspect the base plates to ensure they are level and securely anchored. Take note of any areas where water pooling may occur due to slopes or uneven terrain around the base plates.
rust on nuance racking base plate	Dig Out Surrounding Area: To prevent water pooling, excavate the area around the base plates to create a slight slope away from the base. This slope will help water drain away from the base plates and minimize the risk of water accumulation.
	Consider Drainage Solutions: In areas prone to heavy rainfall or water runoff, consider implementing additional drainage solutions, such as French drains or swales, to divert water away from the base plates.
	Use Galvanic Spray: As an added protective measure, consider using galvanic spray during the installation process. Galvanic spray provides an extra layer of protection against corrosion and helps prolong the lifespan of the base plates.
	Monitor Over Time: After the installation is complete, regularly inspect the base plates and the surrounding area for any signs of water pooling or corrosion. Address any issues promptly to maintain the structural integrity of the system.
	Verify Time-of-Use (TOU) Settings: Ensure that the TOU settings are correctly configured to avoid calling for the generator at abnormally high State of Charge (SOC) percentages. Presets on the Sol-Ark inverter can cause this issue if not adjusted to match the specific system requirements. If the homeowner has inadvertently altered these settings, instruct them on how to restore the default TOU settings. Provide clear guidelines on setting appropriate TOU parameters based on their energy consumption patterns.
Gen running too frequently (3-4x per day)	Check "U Bat" Setting: If the system uses closed-loop communications, review the "U Bat" setting on the Sol-Ark inverter to confirm that the reported battery capacity matches the actual capacity of the installed batteries. Any discrepancies may indicate a communication issue that needs to be addressed. If the homeowner has made changes to this setting, guide them on how to reconfigure or reset it to ensure accurate battery capacity reporting.
	Analyze Home Loads: Review the home's electrical loads and attempt to determine an average load for the timespan between generator cycles. Multiply this average load by the timespan between cycles and compare it to the system's battery capacity. If the calculated load does not align with the battery capacity, further investigation is required. Educate the homeowner on how to monitor their energy consumption and identify energy-heavy appliances or habits that may be impacting system performance. Suggest energy-saving practices to optimize the use of the battery capacity.
	Investigate Battery Health: If there are concerns about battery health, inspect the batteries themselves for any signs of damage or degradation. Conduct battery tests and diagnostics to assess their overall condition and performance. If the homeowner has not been maintaining the batteries adequately, provide them with proper battery care guidelines, including regular cleaning, ensuring proper ventilation, and regular maintenance schedules.
	Examine User Behavior: If battery capacity vs. loads seems to be mismatched, consider whether user behavior may be contributing to the issue. Educate homeowners about energy-efficient practices and responsible power usage to optimize system performance. Provide tips on how to reduce energy consumption during peak hours or cloudy days to ensure the batteries can support essential loads.
	Utilize Manufacturer Support: If capacity vs. loads remains a concern, directly connect to the batteries to download data and send it to the manufacturer for review. This process may involve using a laptop with the correct software on-site to access and share relevant information. Work with the homeowner to facilitate communication with the manufacturer and follow their recommendations for further troubleshooting or possible warranty claim processes.
batteries cutting out regularly when capacity is above g0avgid start value	Review Battery Temperatures: Access Powerview and carefully examine the reported battery temperatures. If the batteries have shut down due to high temperatures, it may indicate a thermal protection mechanism activation. Check for any patterns of temperature spikes or consistently high temperatures during certain periods.
	Monitor Battery BMS Current: Utilize the PowerView parameters tab to track the Battery Management System (BMS) current. Look for any instances where the BMS current drops to 0A, as this may suggest that the BMS has triggered a battery shutdown.
	Inspect In-Cabinet Heater: If the batteries shut down due to temperature-related issues, investigate the in-cabinet heater. Check for any signs of a "stuck" thermostat or any other faulty components that could prevent the heater from operating correctly. The heater is crucial for maintaining optimal battery temperature in colder conditions.
	Heater Replacement (if necessary): In cases where the in-cabinet heater is found to be malfunctioning or ineffective, consider replacing it. The heater is often an affordable and straightforward component to replace, and doing so can help restore proper temperature regulation and prevent further battery shutdowns.
	Verify System Performance: After addressing the heater issue or implementing any necessary repairs, ensure that the system operates as expected. Monitor battery temperatures and BMS current regularly to confirm that the battery shutdown problem has been resolved.
batteries cutting out regularly when capacity is above g0avgid start value	Homeowner Education: As part of the troubleshooting process, educate the homeowner about battery care and maintenance. Advise them on the importance of regular system monitoring, including checking PowerView for any unusual patterns or alerts.
	Preventive Measures: Discuss preventive measures with the homeowner to avoid future shutdown issues. This may include setting up temperature alerts, performing regular maintenance checks, and adhering to manufacturer guidelines for system operation.

customer reports the gen starting randomly with SOC above 99%	<p>Check Trickle Charge Installation: Review the installation of the trickle charge circuit to ensure it is not combined with the 2-wire start circuit using a 5-wire configuration. Combining these circuits can lead to the charging circuit wires generating a small electromagnetic (EM) field during charging. This EM field may create a momentary "false" 2-wire signal, triggering the generator to start and shut down rapidly.</p> <p>Verify Trickle Charge Circuit: Inspect the trickle charge circuit for any loose or damaged connections. Ensure that the circuit is correctly wired and isolated from the 2-wire start circuit to prevent interference.</p> <p>Check 2-Wire Start Signal: Confirm that the 2-wire start signal is stable and not affected by any external factors. Ensure that the 2-wire start circuit is securely connected to the Inverter and generator.</p>
	<p>Review Inverter Settings: Double-check the inverter settings related to generator start and charging configurations. Ensure that they are programmed correctly to prevent any unintended generator startups.</p> <p>Perform Voltage Checks: Use a voltmeter to perform voltage checks on the 2-wire start circuit during different operating conditions. Verify that the voltage levels are consistent and within expected ranges.</p> <p>Assess Battery Health: Evaluate the overall health of the batteries to determine if there are any underlying issues affecting their performance. Low battery health may lead to unexpected generator starts.</p> <p>Monitor Generator Operations: Monitor the generator operations closely during different SOC levels. Note any patterns or specific SOC ranges where the random startups occur most frequently.</p> <p>Restart Inverters and Home WiFi Modem (or PnpLink Modem if Applicable): Begin by restarting both the inverters and the home WiFi modem (or PnpLink modem if applicable). Power cycling these devices can help resolve temporary communication issues.</p>
	<p>Check Signal Strength and Connectivity: Ensure that the inverters have a stable and strong WiFi signal. Poor signal strength can lead to communication disruptions. Consider using a WiFi range extender if the inverters are far from the WiFi source.</p> <p>Install New Dongle and Inverter Firmware: If the restart does not resolve the monitoring issue, consider installing a new WiFi dongle on the inverters and updating the inverter firmware. New hardware and firmware updates can enhance communication capabilities.</p> <p>Verify Powerview Settings: Review the Powerview settings on the inverters to ensure that the communication parameters are correctly configured. Double-check the WiFi network and password settings.</p>
	<p>Assess Network Security and Firewall Settings: Confirm that the network security settings, including firewalls, are not blocking the communication between the inverters and the Powerview monitoring system. Adjust security settings if necessary.</p> <p>Perform Network Speed Test: Conduct a network speed test to determine if there are any bandwidth issues affecting the communication between the inverters and the monitoring system.</p> <p>Check Customer's Modem or Connection: If all previous steps do not resolve the issue, the problem may lie with the customer's modem or other network connection. Request the customer to verify the modem's settings and connectivity.</p> <p>Update Powerview Software: Ensure that the Powerview software is up-to-date. Check for any available updates or patches that could address communication problems.</p> <p>Contact Powerview Support: If the troubleshooting steps have been exhausted and the issue persists, contact Powerview support for further assistance. They may be able to provide additional insights or specialized troubleshooting guidance.</p> <p>Check WiFi Dongle Connector: Have the customer use a smartphone or laptop to connect to the WiFi network of the monitoring system's dongle.</p> <p>Access Dongle Settings: While connected to the dongle's WiFi network, open a web browser and enter "10.10.10.1" in the address bar to access the dongle's settings page.</p> <p>Update WiFi Network Information: On the settings page, locate the new WiFi network name (SSID) of the customer's new modem and enter the password to connect the WiFi dongle to the new home network.</p>
"I just replaced my modem and now monitoring doesn't work"	<p>Reboot the Inverter: After updating the WiFi network information, reboot the inverters to establish a fresh connection with the new modem.</p> <p>Verify Powerview Settings: Check the Powerview settings on the inverters to ensure that the communication parameters are correctly configured for the new network.</p> <p>Confirm Internet Connection: Ensure that the new modem has a stable and active internet connection. Check the modem's status lights or perform a speed test to verify connectivity.</p> <p>Check Network Security: Ensure that the new modem's network security settings, including firewalls, are not blocking communication between the inverters and the monitoring system.</p> <p>Update Powerview Software: Confirm that the Powerview software is up-to-date. Check for any available updates or patches that could address communication issues.</p> <p>Perform Network Troubleshooting: If the problem persists, perform network troubleshooting to identify potential network-related issues, such as IP address conflicts or network device limitations.</p> <p>Factory Reset the Dongle (if needed): If all else fails, consider performing a factory reset on the WiFi dongle. Note that this step may require reconfiguring the dongle settings from scratch.</p> <p>Check Cellular Signal Strength: Ensure that the cellular device has a strong and stable signal. Poor signal strength can lead to connection issues during the dongle initialization process.</p> <p>Verify Dongle Compatibility: Confirm that the dongle is compatible with the specific cellular device being used. Check the manufacturer's compatibility list to ensure proper functionality.</p> <p>Restart Cellular Device: Restart the cellular device and attempt the dongle initialization process again. Sometimes, a simple restart can resolve connectivity issues.</p> <p>Reset Dongle: If the "Device Bound Error" persists, try resetting the dongle. Follow the manufacturer's instructions for resetting the dongle to its default settings.</p>
Unable to keep a consistent connection when initializing the dongle using a cellular device, device bound error	<p>Check Data Plan and Settings: Ensure that the cellular device has an active and sufficient data plan. Additionally, review the device's cellular and network settings to verify that they are properly configured.</p> <p>Perform Initialization in Different Locations: Attempt the dongle initialization process in different locations to rule out any potential environmental factors affecting the connection.</p> <p>Check Wi-Fi Connection: Ensure that the cellphone is connected to a Wi-Fi network, either through a mobile hotspot from a separate phone or a router. A stable Wi-Fi connection is essential for proper initialization of the dongle.</p> <p>Verification of System Registration: If the Raviot system has already been registered on PowerView, ensure that the individual trying to connect the dongle is added as a member to the plant. This step is crucial to grant appropriate access permissions and troubleshoot any potential authorization issues.</p> <p>Contact Support: If none of the above steps resolve the issue, contact the manufacturer's support or technical assistance. Provide them with details about the "Device Bound Error" and the troubleshooting steps you've taken so far.</p>