SunStrong Management
Monitoring Devices

PV Supervisor

PVS5 Monitoring

PVS6 Monitoring

PV Supervisor Troubleshooting Guide

Purpose: This document is intended to provide troubleshooting steps for homeowner that has SMS2.x as their monitoring unit and experiencing internet communication down error.
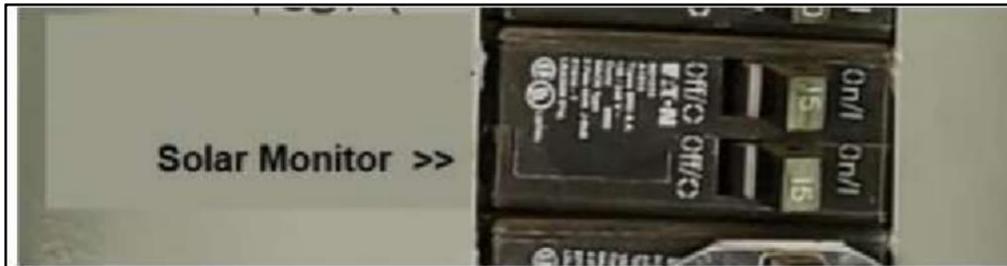
MySunpower App:

Troubleshooting Steps:

1. Make sure PVS is ON with steady green light.

- If YES, proceed to Step 2.
- If NO, follow the steps below:
  - Check if PVS breaker is ON, and if it is, ask homeowner to turn it OFF and wait 5 minutes before turning it ON.
  - If there's still no light after, please contact the nearest field service partner.

2. Check if, there's a PLC or none connected to the PVS.
   a. Yes, proceed with PLC troubleshooting.
   b. No, proceed with ethernet troubleshooting.

- **PLC Troubleshooting**

Pre-requisites:
- Unplug the Ethernet adapter from the power strip or surge protector and plug it directly into a wall outlet.
- Ensure that the Ethernet adapter is directly connected to the router using an Ethernet cable.
- Observe the status indicator lights: the top indicator light should be solid green. The middle and bottom indicator lights should be blinking green.

1. Check PLC LED status – all should be Green.
   a. **If Power light is OFF:** No Power Supply Detected
      i. Unplug/Replug PLCs from the power outlet.
      ii. Try to plug PLCs into another power outlet.
      iii. If Power light is still OFF: Refer to Recommendations

Power Light Status	Condition
Solid GREEN	Normal Operation
Blinking GREEN	Trying to bind with another PLC
OFF	No Power Supply Detected

   b. **If Homeplug light is OFF:** Homeplug lights are unbound
      i. Unplug PLCs from the power outlet.

      ii. Disconnect external PLC from PVS and move it closer to the PLC inside the house
      iii. Plug both PLC on the same outlet or closer to each other
      iv. If Homeplug Light is still OFF

- **For the indoor PLC**, hold the security / encrypt button down for 0.5 to 3 seconds then release the security button.
- Power Light should be blinking GREEN. If the power light is not blinking green, repeat the step above.

- **For outdoor PLC**, hold security button down for 0.5 to 3 seconds as well to pair with the indoor PLC.
- Power Light will turn Solid GREEN. The Homeplug Light should turn ON for both devices if connected successfully.

Note: Once the Homeplug lights are both ON, return them back to their original location.
Make sure all 3 lights are lit once plugged back to PVS (outdoor PLC) / router (indoor PLC)
- Check if PVS will report in mySunPower

SunStrong

- If not reporting or PLC lights are still OFF – Refer to Recommendations.

Homeplug Light Status	Condition
Solid or Blinking GREEN	Data Transfer > 80 Mbps
Solid or Blinking AMBER	80 Mbps > Data Transfer > 20 Mbps
Solid or Blinking RED	Data Transfer < 20 Mbps

** if blinking RED, will need to place PLC closer to each other

c. **If Ethernet light is OFF:** PLC not communicating to PVS or Router
   i.   Unplug/Replug PLCs from PVS/router.
   ii. Try a different and confirmed good LAN cable.
   iii. If Ethernet LED is still OFF, contact a servicing partner for troubleshooting

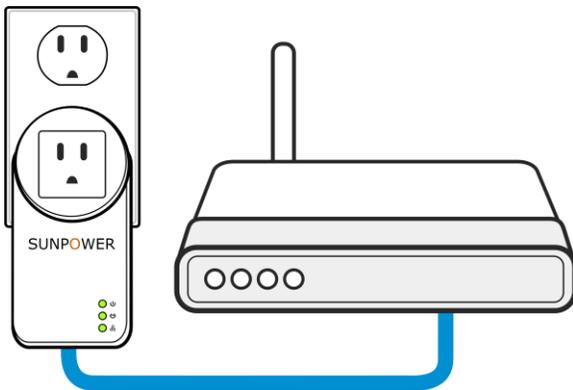## Troubleshooting Your Home Internet Connection

You can skip this section if you can get online using any Wi-Fi enabled device such as a computer, tablet, or cellphone.

The Wi-Fi symbol 📶 on your Wi-Fi enabled device indicates connection to a wireless network.

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1. Disconnect your router cables and reconnect after 10 seconds.
2. Wait 15 minutes and log back in or refresh the SunStrong Connect app
3. If you still can't get online, please contact your internet service provider.

Troubleshooting the Ethernet Adapter

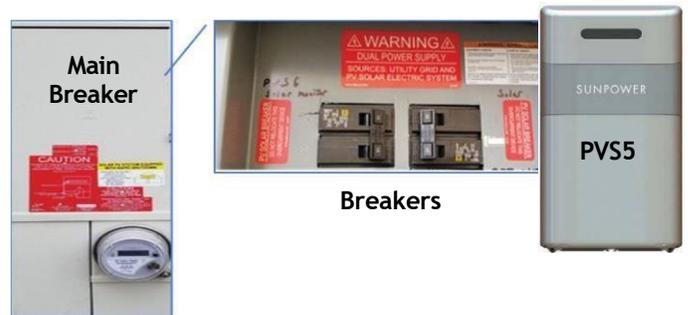You can skip this section if your system did not come with an Ethernet adapter.

Ethernet adapter models may vary in color but they all have three status indicator lights.

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1. Unplug the Ethernet adapter from the power strip or surge protector and plug it directly into a wall outlet.
2. Ensure that the Ethernet adapter is directly connected to the router using an Ethernet cable.
3. Observe the status indicator lights: all three lights should be lit (solid or blinking).
4. Wait 15 minutes, log back in or refresh the SunStrong Connect app

Troubleshooting the Breakers

1. Reset the system. Locate your solar and monitoring breakers inside your main breaker box. Switch the breakers off for about 5 minutes. Then switch both breakers back on. Look for a green light on the monitoring unit then proceed to Step 2.

Main Breaker

Breakers

PVS5

2. On your SunStrong Connect app, add your home WIFI. Tap profile on the dashboard, tap WIFI settings and select your home WIFI and enter your password.

←	WIFI SETTINGS	
SELECT NETWORK		↻
ANGIE	🔒	📶
HOME-E5E2-2.4	🔒	📶
castaway	🔒	📶
ANGIE-5	🔒	📶
XFINITY	🔒	📶
XFSETUP-66C0	🔒	📶
xfinitywifi		📶
ARRIS-E691	🔒	📶
DIRECT-3Y-EPSON-XP-4100 Series	🔒	📶
DINOBOT4	🔒	📶

Should you be able to perform the above steps and notice that the monitoring is not automatically reconnected after 24 hours. Please respond to appsupport@sunstrongmanagement.com and we attempt to resolve the issue remotely.

Internet Communication Down

Troubleshooting Guide

7:01

Right now ⌄
Your system is not communicating properly ⌄

PVS6 Monitoring Troubleshooting Guide

Internet Communication Down (ICD) happens when the SunStrong Connect monitoring device is not communicating with your home WIFI network or cell backup. There are several reasons why this could happen, for example, WIFI credentials were changed, or there is poor or no cell reception.

Do not worry because **the system may still be producing energy from solar** however this monitoring issue prevents us from remotely viewing the system performance.

Here are the simple steps that you can do to try to reconnect your monitoring.

1. **Reset the system.** Locate your solar and monitoring breakers inside your main breaker box. Switch the breakers off for about 5 minutes. Then switch both breakers back on. Look for a green light on the SunPower monitoring unit then proceed to Step 2
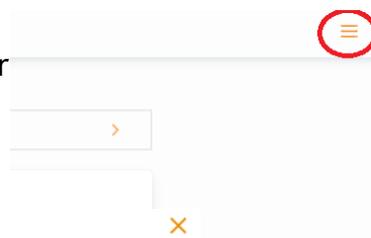
Main Breaker

Breaker

PVS6

WIFI SETTINGS

SELECT NETWORK

ANGIE

HOME-E5E2-2.4

castaway

ANGIE-5

XFINITY

XFSETUP-66C0

xfinitywifi

ARRIS-E691

DIRECT-3Y-EPSON-XP-4100 Series

DINOBOT4

2. On your **SunStrong Connect app**, add your home WIFI. Tap profile on the dashboard, tap WIFI settings and select your home WIFI and enter your password.
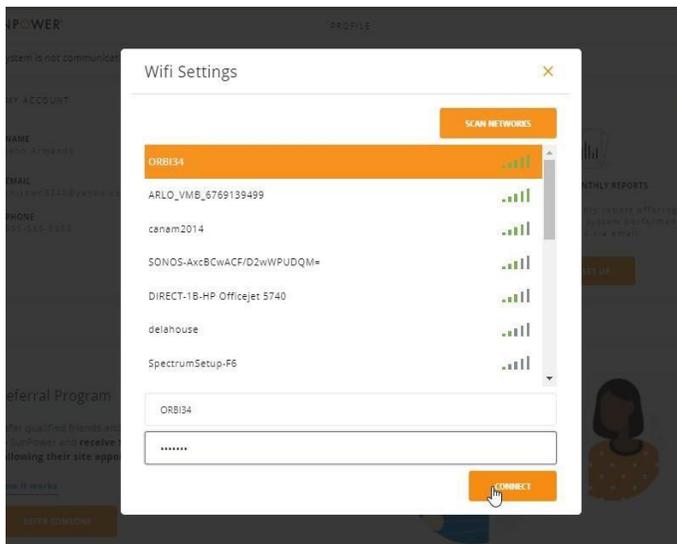
1   Click on the icon at the top-right corner

HOME

PROFILE

FAQ & SOLAR DOCS

PAYMENTS

LIFE EVENTS

CONTACT US

2   Select "Profile"

SunStrong
Management

3   Click on the gear icon next to "System Connection"

4   Select the WIFI Name/ Network and
enter the WIFI password. Click Connect

Wifi Settings

SCAN NETWORKS

ORBI34

ARLO_VMB_6769139499

canam2014

SONOS-AxcBCwACF/D2wWPUDQM=

DIRECT-1B-HP Officejet 5740

delahouse

SpectrumSetup-F6

ORBI34

CONNECT

You should be able to perform the above steps and
notice that the monitoring is not automatically
reconnected after 24 hours. Respond to
appsupport@sunstrongmanagement.com for us to
attempt remote reconnection.