SunPower Monitoring System
Lost Connection Troubleshooting Guide

Log into the SunPower Monitoring website [https://monitor.us.sunpower.com] at any time during troubleshooting to check if your connection has been restored. If the date is current, and there is no lost connection alert, your SunPower Monitoring System (SMS) is connected. You can download a SunPower Monitoring System Guide here: https://us.sunpower.com/homes/products-services/monitoring/lost-connection-troubleshooting-guide

1. **SMS Registration**
   - Have you registered your SunPower Monitoring System here? [https://monitor.us.sunpower.com]
     - **NO**
     - **YES**

2. **Home Internet Connection**
   - Can you get online with a computer, tablet, or phone, using your home network?
     - **NO**
     - **YES**

   - Open a web browser on your computer and go to: [https://monitor.us.sunpower.com] Can you access the website?
     - **NO**
     - **YES**

   - 1. Click create an account.
   - 2. Locate the inverter serial number, type it into the device serial number field and click continue.
   - 3. Type your email address, a password, and your name and phone number.
   - 4. Read the Terms of Use, Privacy Statement, and EULA and select the checkbox after reading.
   - 5. Click register.

3. **Ethernet Adapter**
   - Was an Ethernet Adapter* installed with your SunPower Monitoring System (located near your router)?
     - **NO**
     - **YES**

   - Ethernet Adapter models may vary.

4. **NETGEAR Router**
   - Do you have a NETGEAR brand router? If so, does the model start with "N" (such as N150, N300)?
     - **NO**
     - **YES**

   - Wait 15 minutes and log into: [https://monitor.us.sunpower.com]

   - Follow the NETGEAR procedure to update firmware: http://kb.netgear.com/app/answers/detail/a_id/23442

   - Is there a Lost Connection to SunPower Monitoring System alert?
     - **YES**
     - **NO**

   - Your SunPower Monitoring System is connected. SMS is connected!

5. **Disconnected modem or router**
   - Disconnect your modem or router power cables and reconnect after 10 seconds.

   - Make sure that an Ethernet cable is connected from your router to the Ethernet Adapter.

6. **Unplugged Ethernet Adapter**
   - Unplug the Ethernet Adapter and plug it directly into a wall outlet (not a power strip or surge protector).

   - Is there a Lost Connection to SunPower Monitoring System alert?
     - **YES**
     - **NO**

   - Your SunPower Monitoring System is connected. SMS is connected!

7. **Lost Connection alert**
   - There may be an issue with your Internet service provider (such as AT&T or Verizon) or with your modem or router (such as Apple or Linksys).

   - Leased system customers, please call: 1-800-SUNPOWER.
   - Non-leased system owners, please contact your Dealer.

   - Contact technical support

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