# PV Supervisor 5x LED Indicators

Refer to this guide for PVS Supervisor (PVS5x) LED status, indications, and troubleshooting instructions.

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### Power LED
- **Normal**: ON (BLUE)
- **Error**: OFF

PV5Sx is not powered on. Verify that the power wiring is properly terminated in the PV5Sx and that there is correct voltage on the terminals.

### Inverter or AC Module LED
- **Normal**: OFF
- **Error**: ON (RED)

Either the PV5Sx has not received production data from one or more AC modules or DC inverters in the last 24 hours OR there is a fault code present for one or more AC modules or DC inverters.

**AC modules**: Contact SunPower technical support.

**DC inverters**: Confirm that there is power to the DC inverter and that the modules are not obstructed (e.g., by snow). Check for a service code to troubleshoot:
- If you are onsite: check the inverter display for the service code.
- If you are offsite: sign into [www.sunpowermonitor.com/partner](http://www.sunpowermonitor.com/partner), navigate to the site, and check for a service code to troubleshoot.

### Device Communication LED
- **Normal**: OFF
- **Error**: ON (RED)

The PV5Sx has not received communication from one or more of the SunPower devices (AC modules, DC inverters, or meters) in the last 24 hours.

**AC modules**: Contact SunPower technical support.

**DC inverters**: Confirm that the inverter communication wiring is properly connected. If the problem persists, contact SunPower technical support.

**Meters**: Confirm that the meter communication wiring is properly connected. If the problem persists, contact SunPower technical support.

### Cellular Communication LED
- **Normal**: OFF
- **Error**: ON (RED)

The PV5Sx has lost cellular connection. Contact SunPower technical support.

### Internet Communication LED
- **Normal**: OFF
- **Error**: ON (RED)

The PV5Sx has lost internet connection. Contact the customer to troubleshoot their connection.

**Update Wi-Fi network and password**:
- If the customer has changed internet service providers, or updated the Wi-Fi network or password, have the customer:
  1. Sign into their SunPower monitoring account.
  2. Navigate to the Settings page.
  3. Select the My Wi-Fi header [...] and select the gear icon.
  4. Select the network and enter the password.

**Check the internet connection**:
- Make sure the customer can get online using their home internet network. If not, have the customer disconnect power to the router and modem and reconnect after 10 seconds. Wait 15 minutes, refresh the browser, and sign into their monitoring account. If the customer still can't get online, they must contact their internet service provider (such as AT&T or Verizon).

**If the customer has a SunPower Ethernet adapter installed near the router, make sure**:
- It's plugged directly into a wall outlet (not to a power strip or surge protector).
- It's connected to the customer's router with an Ethernet cable.
- All three Ethernet Adapter lights are lit (either solid or blinking).