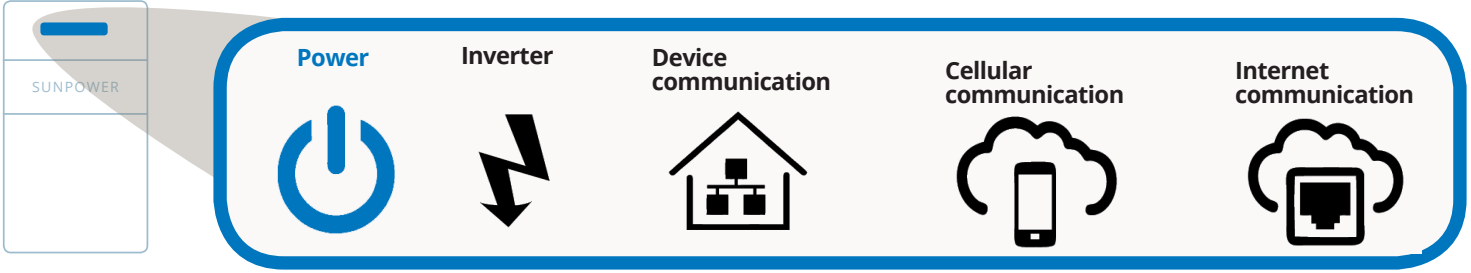


PV Supervisor 5x LED Indicators

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



You can access your SunPower monitoring account at: <https://monitor.us.sunpower.com>

LED	Normal	Error
Power 	ON (BLUE)	OFF PVS5x is not powered on. Please click the Help flag in your monitoring account to contact support.
Inverter 	OFF	ON (RED) We aren't receiving data from your site for one of these reasons: weather conditions are not favorable for solar production, your internet connection isn't working, or there is a problem with your system. If it is during daylight hours, the weather is favorable for solar energy production, and your internet is working—please click the Help flag in your monitoring account to contact support.
Device Communication 	OFF	ON (RED) There might be an issue with the equipment that send us your site's energy data. Don't worry, your solar system is most likely operating normally. Please click the Help flag in your monitoring account to contact support.
Cellular Communication 	OFF	ON (RED) Your internet connection isn't working so we're not receiving your data. Don't worry, your solar system is most likely operating normally, you just need to get connected to the internet to receive your energy data. Update your Wi-Fi network and password: If you have changed internet service providers, or updated your Wi-Fi network or password: <ol style="list-style-type: none"> 1. Sign into your SunPower monitoring account. 2. Navigate to the Settings page. 3. Select the My Wi-Fi header [...] and select the gear icon. 4. Select your network and enter the password.
Internet Communication 	OFF	ON (RED) Check your internet connection: Make sure you can get online using your home internet network. If you can't, disconnect power to your router and modem and reconnect after 10 seconds. Wait 15 minutes, refresh browser, and sign into your monitoring account. If you still can't get online, contact your internet service provider (such as AT&T or Verizon). If you have a SunPower Ethernet adapter located near your router, make sure: <ul style="list-style-type: none"> • It's plugged directly into a wall outlet (not power a strip or surge protector) • It's connected to your router with an Ethernet cable • All three Ethernet Adapter lights are lit (either solid or blinking) • If you still can't establish a connection, please click the Help flag to contact support. If your internet connection works but you still have either of these errors: Please click the Help flag in your monitoring account to contact support.