



If you are experiencing issues with your system, this document aims to help with basic troubleshooting to get your system producing power and back to reporting accurate information within the portal.

Your system monitor needs to always be connected to the internet to provide updates. It can become disconnected because of situations such as:

- A new internet provider, router, or password change on your network
- Power outages
- Your modem moved further away from your system monitor

Use the following steps:

Start by resetting your router/modem. Ensure your internet connection is working.

For wifi connection issues follow the steps below then follow the link to watch the video at the bottom of the document.

If your generator did not run its weekly test cycle, the power went out and your generator did not start automatically, or you have a red light flashing on your generator: This means your generator is in a fault mode and **WILL NOT OPERATE** until you clear the fault. It will **NOT** run its weekly test cycle again nor will it turn on automatically in a power outage. **YOU MUST IMMEDIATELY RESET THE GENERATOR TO CLEAR THE FAULT.** A reset must be done each and every time your generator activates a fault code that displays on the control panel or if you see a flashing red light appear on the controller.

**STEP 1:** Go outside to the generator, open the cover and turn the generator to the “OFF” position and then press the “ENTER” button. (See photo on right). Depending on the age and model of your Generac, it may **NOT** have an “ENTER” button on your controller, so just turn the generator to the “OFF” position. This will reset the controller and/or clear the fault.

**STEP 2:** Wait 30 seconds. **NOTE:** (Generac models have either a rocker switch or electronic push buttons).





**STEP 3:** If NOT during a power outage: Put the generator into the “MANUAL” position on the controller. The generator will either start or make three (3) attempts at starting. If it starts, let it run 5 minutes, then put it into the “OFF” position. Wait 30 seconds until it has completely shut down, and put the unit into the “AUTO” position.

**DURING** a power outage: Put the generator into “AUTO” position on the controller which puts the generator in “AUTO/STANDBY” mode. The generator will either start or make three (3) attempts at starting. Once started the generator will provide power during the outage and return to standby mode once grid power is restored.

If it does NOT start, follow these steps (1 - 3) one more time. If it still does not start your generator may need further service. Contact us via phone (575-288-1792) or our [website](#).

The video below shows the basic process for setting up or reconnecting your wifi:

- 1) [Wifi set up](#)