



**ORGAN MOUNTAIN**  
SOLAR & ELECTRIC

If you are experiencing issues with your monitoring, this document aims to help with basic troubleshooting to get your system producing power and 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.

SolarEdge Power Cycling:

If you have any errors present on your inverter screen or have any red fault lights, power cycling is the first advised step from SolarEdge. Restarting all SolarEdge inverters is similar across all models (inverters with screens, no screens, old, new, etc.).

The video in this [link](#) does a great job of walking through the steps. The steps outlined in the video are also below:

1. Locate your inverter and the small, red, on/off switch in between the upper and lower cabinet.
2. Flip switch from On to Off. Wait 60 seconds.
  - a. If you have multiple inverters, turn each of them off to do a full system reset.
3. Locate the black knob on the inverter and turn counter-clockwise to the off position. It may be labeled “PHOTOVOLTAIC DC DISCONNECT.”
  - a. If you have multiple inverters, turn each DC disconnect off to do a full system reset.



**ORGAN MOUNTAIN**  
SOLAR & ELECTRIC

Organ Mount

ns License No. 394801

400 S. Compress Rd., Suite D, Las Cruces, NM 88005 575-288-1792

4. Locate your main electrical panel which may be directly next to the inverter, or inside your garage or home. Next to this, there should be an “AC Disconnect” that is clearly labeled. Turn the disconnect to the off position to turn off AC power.
  - a. If there is no clear separate AC disconnect, it is possible that it is located inside the main electrical panel. If this is the case it should be a clearly labeled “AC Disconnect” or “Solar” breaker. If this is the case, turn this to the off position.
5. WAIT at least five minutes, preferably 10 minutes, for the system to fully power down.
6. Reverse the order to turn everything back on.
  - a. Turn the AC Disconnect (or breaker inside the panel) back on.
  - b. Turn black knob on the inverter clockwise into the on position.
  - c. Toggle the power switch between the upper and lower cabinet of the inverter to the on position.
7. The system will take several minutes to fully restart, and the connection to monitoring should refresh in roughly 15 minutes. Alert notifications in your portal may not clear until the following day, so please be sure to check your portal 12-24 hours after the reset.
8. If your solar system is functional, you should not see any errors on the inverter screen. If there are still error codes (or fault lights for inverters with no screens), please let our service team know what the error code is (or which LED lights are showing) so that we can schedule an appointment and come prepared to address the error.

If these steps do not correct the issue, your system may need further service. Contact us via phone (575-288-1792) or our [website](#).