What to do when making changes to your internet connection

Internet connectivity is constantly changing, and at some point you may need to reconnect your solar monitoring equipment to a new router/modem or a new Internet Service Provider (ISP) all together.

Before making changes to your internet equipment, we recommend taking photos to document the ways your solar is currently connected, so you can reconnect it once the new equipment is installed.

Once your new router/modem is installed, follow these steps:

1. Reconnect any wires that were plugged into your old router to your new one.
2. If your system includes additional connectivity devices, make sure those are reconnected as before.
3. If your solar system does not connect on its own, a simple power-cycle is often enough to cause it to "find" the new network, as long as everything is connected properly. Please refer to the appropriate guide on how to reboot your system based on your specific equipment.
4. Wait! Give the system at least a few hours, or even a full day, to reconnect.
5. If your system is still not connecting, you may need to follow additional troubleshooting steps based on the specific connectivity equipment you have installed. See additional guides here xxxxxxxxxxxxxx
6. After getting your connectivity equipment reconnected, power-cycle the system again and then check it after a few hours.

If after following these steps your system has still not reconnected to the internet, please reach out to our Service Team for additional support.