

HOME LINKER TROUBLESHOOTING GUIDE

HEMS:

I PROBLEM: No connection to cloud

No.	Action	Result	Next	Comment												
1	Check Home Linker LED	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="background-color: green; color: white; padding: 2px;">green</td> <td style="padding: 2px;">ON</td> <td style="padding: 2px;">OFF</td> <td style="padding: 2px;">Blinking</td> </tr> <tr> <td style="background-color: red; color: white; padding: 2px;">red</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="background-color: blue; color: white; padding: 2px;">blue</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	green	ON	OFF	Blinking	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If blue is OFF continue with step [7].	
green	ON	OFF	Blinking													
red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
2	Check ETH LED state	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="background-color: green; color: white; padding: 2px;">green</td> <td style="padding: 2px;">ON</td> <td style="padding: 2px;">OFF</td> <td style="padding: 2px;">Blinking</td> </tr> <tr> <td style="background-color: yellow; color: black; padding: 2px;">yellow</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="background-color: yellow; color: black; padding: 2px;">yellow</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	green	ON	OFF	Blinking	yellow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	yellow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If both are OFF then check the cabel.	
green	ON	OFF	Blinking													
yellow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
yellow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
3	Reboot: 1) Power line adapter 2) WiFi adapter 3) Switch		wait 2 minutes and go to step [4].	If there is any...												
4	Check Home Linker LED	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="background-color: green; color: white; padding: 2px;">green</td> <td style="padding: 2px;">ON</td> <td style="padding: 2px;">OFF</td> <td style="padding: 2px;">Blinking</td> </tr> <tr> <td style="background-color: red; color: white; padding: 2px;">red</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="background-color: blue; color: white; padding: 2px;">blue</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	green	ON	OFF	Blinking	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>													
5	Reboot network router		wait 2 minutes and go to step [6].													
6	Check Home Linker LED	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="background-color: green; color: white; padding: 2px;">green</td> <td style="padding: 2px;">ON</td> <td style="padding: 2px;">OFF</td> <td style="padding: 2px;">Blinking</td> </tr> <tr> <td style="background-color: red; color: white; padding: 2px;">red</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="background-color: blue; color: white; padding: 2px;">blue</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	green	ON	OFF	Blinking	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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7	Reboot Home Linker		wait 2 minutes and go to step [8].													
8	Check Home Linker LED	<table style="display: inline-table; border-collapse: collapse;"> <tr> <td style="background-color: green; color: white; padding: 2px;">green</td> <td style="padding: 2px;">ON</td> <td style="padding: 2px;">OFF</td> <td style="padding: 2px;">Blinking</td> </tr> <tr> <td style="background-color: red; color: white; padding: 2px;">red</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> <tr> <td style="background-color: blue; color: white; padding: 2px;">blue</td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> <td style="text-align: center;"><input type="checkbox"/></td> </tr> </table>	green	ON	OFF	Blinking	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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9	Replace Home Linker															

