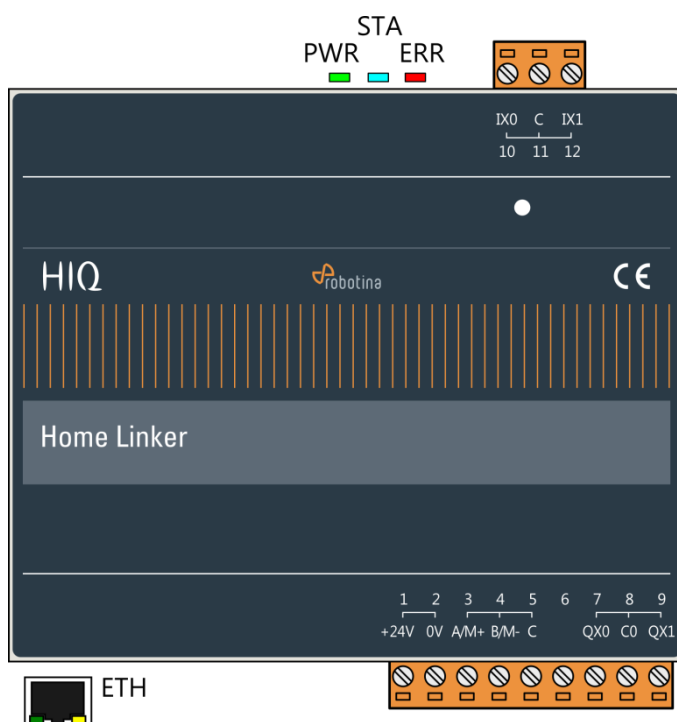


## HOME LINKER TROUBLESHOOTING GUIDE

HEMS:

I PROBLEM: **No connection to cloud**

No.	Action	Result	Next	Comment																
1	Check Home Linker LED	<table border="0"> <tr> <td></td> <td>ON</td> <td>OFF</td> <td>Blinking</td> </tr> <tr> <td>green</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>red</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>blue</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		ON	OFF	Blinking	green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	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].	
	ON	OFF	Blinking																	
green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
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 border="0"> <tr> <td></td> <td>ON</td> <td>OFF</td> <td>Blinking</td> </tr> <tr> <td>green</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>yellow</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		ON	OFF	Blinking	green	<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.					
	ON	OFF	Blinking																	
green	<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 border="0"> <tr> <td></td> <td>ON</td> <td>OFF</td> <td>Blinking</td> </tr> <tr> <td>green</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>red</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>blue</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		ON	OFF	Blinking	green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	ON	OFF	Blinking																	
green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
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 border="0"> <tr> <td></td> <td>ON</td> <td>OFF</td> <td>Blinking</td> </tr> <tr> <td>green</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>red</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>blue</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		ON	OFF	Blinking	green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	ON	OFF	Blinking																	
green	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
7	Reboot Home Linker		wait 2 minutes and go to step [8].																	
8	Check Home Linker LED	<table border="0"> <tr> <td></td> <td>ON</td> <td>OFF</td> <td>Blinking</td> </tr> <tr> <td>green</td> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>red</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> <tr> <td>blue</td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> </tr> </table>		ON	OFF	Blinking	green	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
	ON	OFF	Blinking																	
green	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
red	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
blue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>																	
9	Replace Home Linker																			



PWR:

- Power supply ok.
- No power supply.

STA:

- Device is connected to HiQ Universe.
- Device is not connected to HiQ Universe.

ERR:

- Err indication is not used.