



# Droplet Troubleshooting

# Troubleshooting

**The LED Header indicates that there is no power. What should I do?**



1. Check the GPO is switched on and has voltage.
2. Check whether the micro USB connector has become dislodged from the Droplet.
3. Test another power supply which uses micro USB. A mobile phone charger may be suitable.

[Link to video troubleshooting guide](#)

**The LED header indicates the inverter is not connected. What should I do?**



1. Is the inverter on the same network/subnet as the Droplet?
2. Is the inverter powered up?
3. Is the Modbus TCP port open/activated?
4. Is the Droplet connected to the network?
5. Have the cables connecting Droplets to inverters been tested for continuity?
6. Power cycle inverter and Droplet.

# Troubleshooting

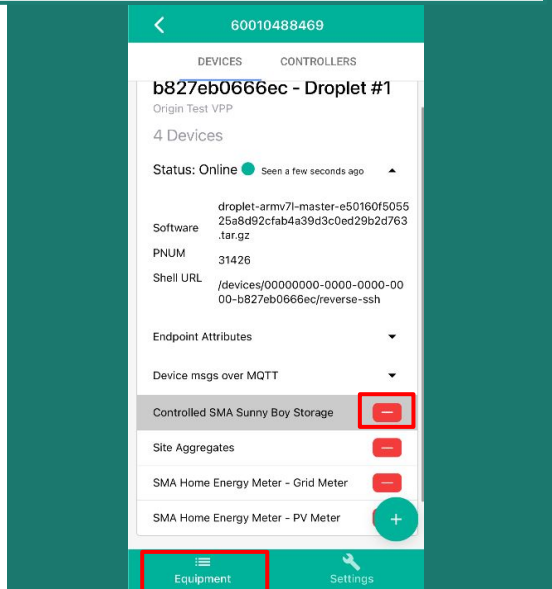
The Droplet will not connect to the network. What should I do?

1. Reboot router/modem/switch.
2. Check number of devices connected to the network. Home networks may have a limit of 10-20 devices.
3. If possible, try ethernet instead of wifi as the wifi may be weak.
4. Ensure password entered is correct.
5. Check internet connectivity of the Ethernet cable by plugging into a laptop.
6. IF using Ethernet, are the two lights on the ethernet port blinking. If there are no blinking lights the link is broken. Check the continuity of the Ethernet cable.

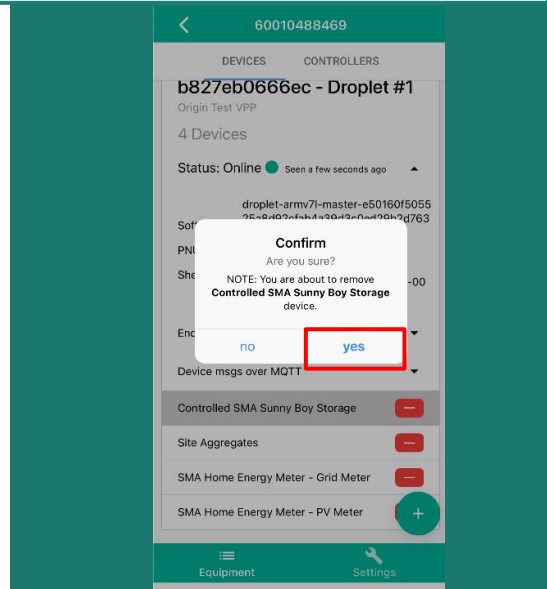
[Link to video troubleshooting guide](#)

# Removing devices (if required)

## Remove device from device list



## Confirm device removal



# Process for support

## Troubleshooting

Follow the troubleshooting guide in this document and videos on support page.

## Send information

If the Troubleshooting does not fix the issue, send the following info to [support@switchdin.com](mailto:support@switchdin.com)

1. Droplet ID
2. How is the droplet Connected to devices/inverters?
3. Brand/model of inverters/meters?
4. Description of issue and relevant troubleshooting results.

If the Droplet is connected to the internet, we will be able to remotely perform diagnostics.

## If needed, call.

If the Droplet is not connected to the internet and there is an urgent need of support, please call our helpdesk on +61 02 4786 0426

# For more information

**General enquiries:** [info@switchdin.com](mailto:info@switchdin.com)

**Warranty claims & support:** [support@switchdin.com](mailto:support@switchdin.com)

**Phone:** +61 (0) 2 4786 0426

or visit:

[SwitchDin Support](#)