



# Ion Energy Solutions

The Most Powerful Utility Data in the World in MultiFamily

## Ion Gateway Reset Guide

The gateway collects data from the sub-metering devices on your property. If this gateway is down we are unable to collect the data we need to give you accurate and up to date usage, leak, and energy efficiency reports for your property.



There are two types of gateways uses and they are pictured here.



This light does not indicate anything for this gateway!

**Step 1** – Has there been any internet issues on site? Did the internet go down due to a storm or has the office been rearranged in the past week or so? If there has not been any internet issues then move to **Step 2**. If there was an issue where the internet went down please let us know and we will keep monitoring the site to make sure it comes back online.

**Step 2** – There's a gray 6in x 2in x 3in box with a red grommet on the bottom where the USB cord comes out, that device is usually attached to the wall close to the gateway. The coordinator is connected to the gateway via USB cable. Once you located the coordinator connected to the gateway check to see if there is a green light on. The light should be on the left hand side of the box. See pictures below.



Green light on left side of the coordinator.

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You should also check the connections on the back of the gateway see pictures below. Make sure the Ethernet, USB and power plug connections are all seated properly. If the green light is on and the connections on the back of the gateway are good please move on to **Step 3**.

Gateway connection points to be checked



**Step 3** – After going through **Step 1** and **Step 2** and evaluating that there is no issues on site. Our next step is to do a hard reset of the gateway via unplugging the power cable. After unplugging the power cable and reconnecting it check to make sure the green light on the coordinator box came back on. If the green light on the coordinator box is lit up and the Ethernet connection on the back of the gateway shows a green and yellow internet connectivity lights.



These two units have internet connectivity and activity lights (Green & Yellow LED's above Ethernet port).

If you have this gateway with no LED's above Ethernet port then contact the H2O Degree office to talk with a representative to let you know you are back online.

The reset should be complete at this point and a ION rep should be contacted so they can keep monitoring the site to make sure it came back online after the correct troubleshooting steps have been taken.