Troubleshooting your WattmonPRO

What to do if your Wattmon does not work before calling tech support:

1. Check that Wattmon has power. If the Power light on Wattmon is on, power is ok. If not, use a multimeter to measure the voltage between pin 1 and 2 of Wattmon. If you are not getting a voltage, identify and correct the cabling or change the adapter.
If you get a voltage there (>6V DC) then your Wattmon is damaged and would need to be shipped back for repair.

2. Make sure the original SD card is properly inserted. Without a properly configured SD card Wattmon will not work. If you lost the card or it is damaged, download a new wattmonOS zip from the website here and unzip it onto a blank SD card of 8GB. Insert the new card before powering up.
3. If the device and script lights are flashing simultaneously rapidly, the SD card is not inserted properly or is damaged, so go to step 2.
4. If the script light is not blinking approximately once per second, a software issue is most likely the reason. To be sure it is a software or configuration issue, follow step 2 above and see if it resolves the issue.
5. Connect the Wattmon to your laptop via a LAN cable. If you see the green LAN light solid and orange LAN light blinking, the LAN connection should be OK.
6. Set your PCs LAN IP address to 192.168.0.5. Try to access the device at http://192.168.0.55 from your browser.

Reflashing the firmware:

1. Disconnect the power to Wattmon
2. Press and hold the reset button and reapply power
3. You should see the script light flash rapidly for a few seconds, then more slowly for a few seconds and finally stop, then come on again and blink once per second.
4. If this does not happen, repeat to ensure that you pressed the button properly
5. If this does still not work, you will need to obtain the latest hex file from the website and copy it into the root folder of the SD card (the hex should be named image.hex) and repeat the process from step 1.

Contacting Tech Support

You can contact us at Cynergy Mon-Fri between 9 am and 5 pm IST (GMT+5.5) on +91 413 2622059 or via email at orders@wattmon.com. We usually respond to email very promptly.