Apollo Troubleshooting Guide

The 4 green lights on the front of the unit are used for status and troubleshooting. The following illustrates how to use these lights for status and troubleshooting:

Startup Step	Light Activity				*Comments*
	Inverter	CT1, 2	Pressure	Internet	
Power is applied	●	●	●	●	All lights come on briefly
Static IP configuration (Apollo2 only)	○ ✳	○ ✳	✳ ○	✳ ○	Lights alternate approximately 10 times only if configured for Static IP (Apollo2 only)
Apollo receives IP address from router and attempts to connect to the Internet	○	○	○	✳	
Apollo successfully communicates to Internet	○	○	○	●	
Apollo searches for Inverters	✳	○	○	●	
State Indicators					
Connected to Internet	×	×	×	●	
Inverter(s) Found	●	×	×	×	
Pressure OK	×	×	●	×	
Pump On	×	●	×	×	

● = ON ○ = OFF ✳ = Flashing × = Don't Care

The 'Internet' Light on the far right side of the unit is the key indicator of Internet connectivity. The following are possible states of this Light:

- Flashing for short time = connecting
- Flashing for long time = cannot connect
- Quick burst flashes = cannot get IP address
- Off = no power
- Solid on = connected to Internet

The following are some identifiable problems and possible solutions

Problem	Possible Cause	*Verify:*
No lights come on	Apollo does not have power	Power connector is fully seated Power adapter is plugged in Plug power is available (blown fuse, etc)
Internet continues to flash quickly	Apollo cannot connect to router	Internet cable plugged into the 'Internet' port (not the 'Inverter' port) Connectivity between Apollo and the router by verifying cabling and PLC connections (if used)
Internet light flashes for a few seconds then goes out	Apollo cannot connect to the Internet	Apollo is connected to a DHCP network There is an always on Internet connection
Outside pairs of lights flash in an alternating pattern, then the Internet Light flashes then goes out	This indicates that the unit is configured for a Static IP Network (Apollo2 only) but is installed in a DHCP network or is on a different subnet	The network is configured for Static IP and the Apollo2 is on the correct subnet
Inverter light is off but Inverter is connected	Inverter is off (note: at night some inverters turn off) Cabling to inverter is not correct	Inverter is on and operational Polarity of Inverter cabling is correct Connection to Inverter is correct Inverter address and configuration is correct
CT1,2 light is off	The Apollo does not detect current through the CT (Current Transformer)	Only ONE wire is routed through the CT The CT cable is fully seated The power to the pump is on
Pressure light is out	The Apollo does not detect a closure of the switch	Pressure switch is closed
Pressure light stays on	The Apollo is detecting a switch closure	Switch functionality Remove Pressure Switch cable – light should go out within 10min