Skyview Communication Trouble Shooting

Follow the below troubleshooting steps when you are unable to communicate with your Skystream turbine. These procedures should be used when the turbine is still operating, yet there is no communication. If you turbine does not spin and you have no communication, contact your dealer or Southwest Windpower.

- First we must establish if Skyview is downloaded properly.

You should only see File and Help (there should not be Edit or other menu options)

After entering the serial # in steps 1 and 2 your serial # should appear here.

If you established communication the turbine serial # will appear in the My Turbines Found box and all five Communication Status lights will be lit.

If anything appears under Other Turbines Found verify you have entered your serial number correctly. If you have, this value may be related to your turbine and continue with the troubleshooting guide.

- Next determine which type of communications problem you have.

❖ **Communications Problem Type 1: Only the USB and Interface LED's illuminate? If yes, go to page 3.**
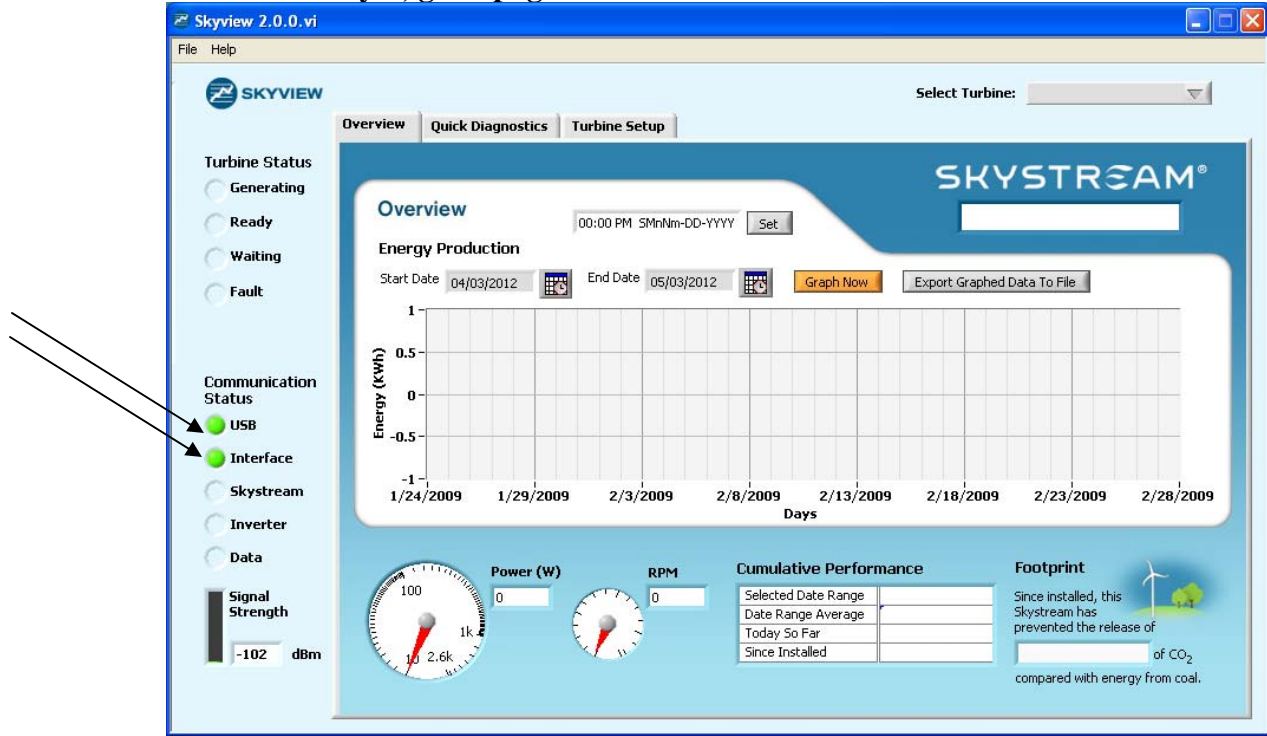
❖ **Communications Problem Type 2: Only the USB, Interface and Skystream LED's illuminate? If yes, go to page 5**
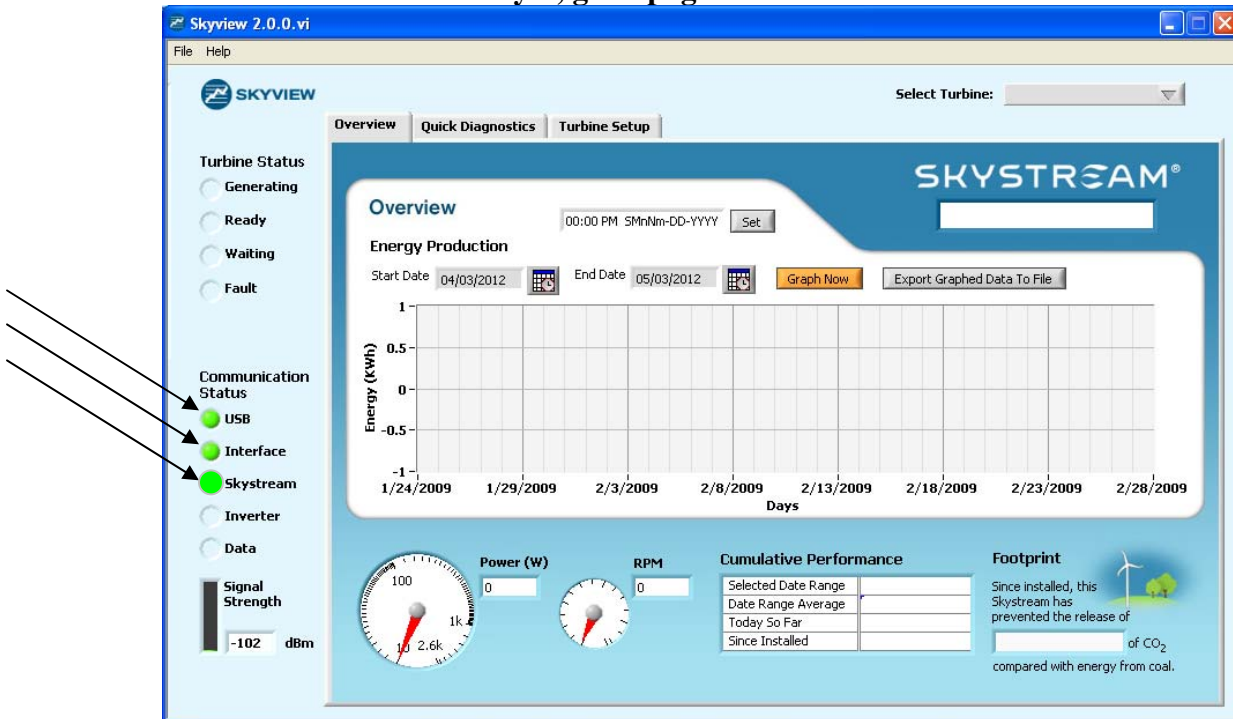
➢ **Communications Problem Type 1: If only the USB and Interface lights illuminate follow the below steps until communication is established:**

1. Confirm the antenna is still attached on top of the Skystream.

2. Ensure the USB Radio Receiver is working. There should be at least one light on.

3. Under the *Turbine Setup* tab, check if any entries appear under *Other Turbines Found*. If you find another entry confirm you have entered your serial number correctly.

   - If it was incorrect, delete the old entry and re-enter the correct serial number. Perform step 5.
   - If it is correct, repeat step 5 first. If you have not established communication, call Southwest Windpower while you are on site. This number may or may not be related to your communications problem. Note: If you cannot call Southwest Windpower on site you should still continue with the communication troubleshooting steps.

4. Press the *Find Turbines* button, wait 60 seconds.

5. Go to *File* and select *Disconnect from USB Converter*. Wait 5 seconds. Go back to *File* and select *Connect to USB Converter*. Wait 60 seconds.

6. Move the USB cable to another port on your computer. Repeat step 5.

7. Change the line of sight. Move the computer next to a window, or move closer to the turbine (no closer than 30 feet), or step back at least 30 feet and repeat step 5.

8. Confirm the USB Radio Receiver is still in tact: ensure the top Xbee Pro Series 2 board is not separating or becoming "unseated" from the bottom board. If separating, open the box and carefully press the boards back together and repeat step 5.
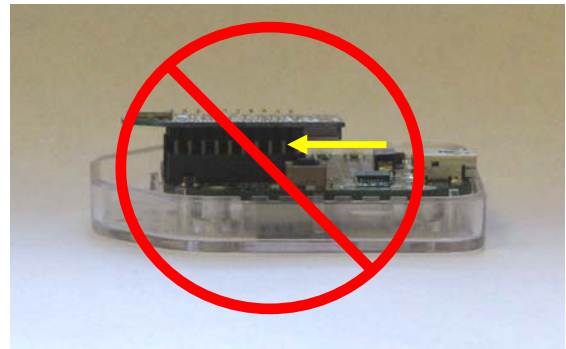
Incorrect   Incorrect
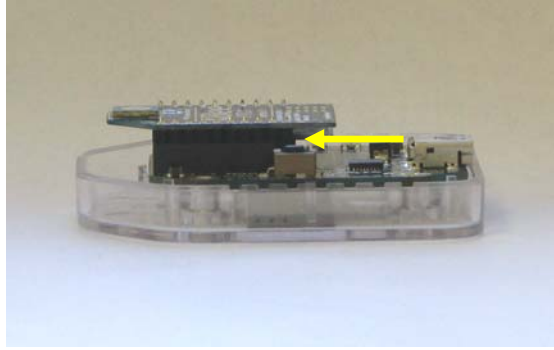
Correct

9. Perform a Hard Reset. Unplug the USB radio receiver, close Skyview, and shut off power to the turbine for 10 minutes. After 10 minutes plug the USB back into the computer, open Skyview and <u>during</u> the 60 second countdown power the turbine up.
!! It is essential the turbine is powered up during the 60 second countdown, not before or after!!
!! Be advised once you open Skyview it will immediately begin the 60 second countdown!!

<u>If you have not established communication after these steps contact Southwest Windpower.</u>

➢ **Communications Problem Type 2: If only USB, Interface and Skystream illuminate follow the below steps until communication is established:**

1. Shut power off to the turbine for 10 minutes. After 10 minutes turn power on to the turbine. If the same problem still persists you will have to download and run the zserfix.exe communications program.

   Go to → http://track.windenergy.com/prod/dealer/
   You will see a list of downloads. zserfix.exe will be at the very bottom. Download and save this file to your computer.

2. To run the program, ensure your USB radio receiver is plugged in and **Skyview is closed**. Open zserfix.exe. It will look like this
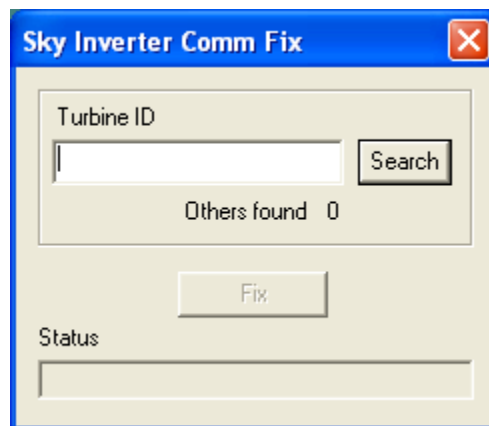
3. Enter the last six digits of the serial number in the *Turbine ID* field, no dash, and select *Search*. Note: You may have to select *Search* several times before this works!
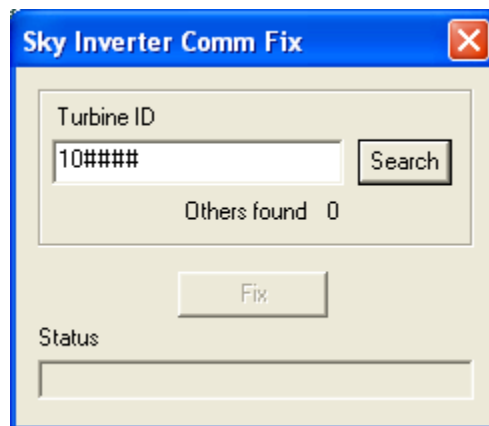
4. When zserfix.exe finds the turbine the *Turbine ID* field will change from 10#### to SKY37A_1010#### (or SKY37A_2010####)

5. Hit *Fix*. Below the Fix button you will receive a series of updates showing the progress of the program initialization and repair. Once the fix is complete the Status will indicate communication rate/speed has been fixed. Note: Sometimes this does not work the first time and you will have to hit the *Fix* button several times!

6. **<u>Close zserfix.exe</u>**. Open Skyview, and confirm all five Communication Status lights, USB, Interface, Skystream, Inverter and Data are on. (You may have to go to File and selection Disconnect from USB Converter, wait 5 seconds, go back to File and selection Connect to USB Converter). If they are not, contact Southwest Windpower.

7. If zserfix.exe has corrected the problem this may be only a temporary fix. We recommend checking communications intermittently for the next couple of days. <u>If the Inverter and Data lights go out again contact Southwest Windpower.</u>