Guide for Direct Connection with TED 5000

As noted on the Accessing Footprints guide, it is highly recommended that any installer of a TED 5000 system arrive on site with a Laptop computer as well as an Ethernet Crossover cable: http://en.wikipedia.org/wiki/Ethernet_crossover_cable.

Whether due to the Installation Utility not locating the TED 5000 on the network, or the customer not having a router or wireless internet connection, directly connecting the Gateway to the laptop can be a simple solution to verify that the hardware and software of the TED 5000 is fully functioning.

The steps for directly connecting the Gateway to the Laptop are shown in Appendix A., starting on page 35 of the TED 5000 User’s Manual: http://www.theenergydetective.com/media/ted5000-usermanual.pdf.

Set your computers LAN connection properties as shown in the TED 5000 User’s Manual. If you are unsuccessful in accessing the software, disconnect the standard Ethernet cable provided with the Gateway from the Gateway and Laptop and in place of it connect the Ethernet Crossover cable. Double-check to make sure that the LEDs on the Ethernet jack of the Gateway are illuminated when the cable is connected, and also that the settings entered into the LAN connection properties are still correct.

Once in the software, please visit the ‘stats’ page by erasing the section of the web address that says ‘footprints.html’ and replace it with ‘stats.htm’. You can also access this page by selecting Advanced on the Live Dashboard and then selecting TED 5000 Statistics Page. Once the page opens, it will refresh every second or two. This is normal.

> While viewing the Stats page, if the Gateway is receiving the MTU signal, there will be data in the first column for MTU 1. Verify that the Voltage is roughly 1150-1250, and that there is a reading for the Power field.

> Next, take a look at the MTU REC number and the MTU SKP number as shown in the same column. These numbers indicate the quality of the signal between the MTU and Gateway. The MTU REC number is the amount of packets received by the Gateway from the MTU, and the MTU SKP is the amount of packets ‘skipped’ or ‘dropped’ between the Gateway and MTU. For a ‘good’ signal, ideally the REC to SKP ratio will need to be about 80 to 20, or 80% received, 20% skipped.

*Note: If at any point technical support is needed, we can be reached at 1-800-959-5833 from 9 AM to 9 PM EST. Also, we have additional troubleshooting videos available here: http://www.theenergydetective.com/support/troubleshooting