

I can't connect to my device anymore, what should I do?

Changing the "Hostname" in Settings -> Network Settings will cause remote access to the proxy server to be unavailable (e.g., the meter will no longer be accessible at <http://DEVNAME.egaug.es> , <http://DEVNAME.d.egaug.net> or <https://DEVNAME.egaug.io>)

First, power-cycle the eGauge. See the answer to the question "[How do I power-cycle the eGauge?](#)" for details on how to do this.

Second, try unplugging the HomePlug adapter and then plugging it back in, if applicable. This retrains the HomePlug-adapter and will often bring the device back.

Third, let's find out if the device can be accessed locally. We will use **DEVNAME** as a stand-in for the [name of your device](#) (e.g., for eGauge9999 or whatever the name of your device is). Using a computer that is connected to the same LAN as the eGauge, open a browser and open one of the following two URLs, depending on the type of your computer:

```
http://DEVNAME/           (on Windows-computers)
http://DEVNAME.local/     (on Mac or Linux computers)
```

If this URL loads and you get a graph that's updating, the eGauge is working fine and accessible through your LAN. If the URL does not load, check the following:

- EG4xxx: Check the [Status LCD](#) on the front of the eGauge to verify the link type and connection quality. Verify that the heartbeat icon is pulsing regularly.
- For the eGauge2 (Without built-in Ethernet port): Verify that the HomePlug adapter is plugged into a wall-outlet (NO surge protectors) and that all LEDs are green. If you have a Netgear adapter, all three LEDs should be a steady green, although the bottom LED may flicker from time to time, indicating network traffic. If you have an Actiontec adapter, both the Power and Link LEDs should be mostly green, except for the occasional flicker, indicating traffic on the powerline or the LAN, respectively.
- For the EG301x and EG41xx (Built-in Ethernet port, with HomePlug): Verify that the HomePlug adapter is plugged into a wall-outlet and that all LEDs are lit. If you have an Actiontec adapter, the PWR, LK, and ETH LEDs should be illuminated, except for the occasional flicker, indicating traffic on the powerline or the LAN, respectively. With the TP-Link HomePlug adapter, all 3 LEDs should be illuminated.
- For the EG300x (Built in Ethernet port, no HomePlug) and EG4xxx using direct Ethernet: Verify both LEDs on the Ethernet port are illuminated (There will be both a green and

yellow LED). On the EG4xxx, verify that the [LCD Display](#) shows an Ethernet icon.

- eGauge2 and EG30xx: Check the [Status LED](#) on the front of the eGauge. For EG301x, it should be green blinking green. If it is blinking blue, it may indicate the the HomePlug speed is too low. Blinking blue is correct for the EG300x. If the Status LED is any color other than green or blue, contact eGauge support.

Caution: The eGauge is installed in an enclosure with wires carrying high voltage. If you cannot see the Status LED (eGauge2 and EG30xx) or Status LCD (EG4xxx) without opening the enclosure, please contact a licensed electrician.

Fourth, let's find out whether the eGauge is connected to a server at [egaug.net](#). Open a browser on a computer and try to load this URL (replace **DEVNAME** with the [device name](#) of your eGauge):

```
https://DEVNAME.egaug.es/
```

```
On devices sold after January 1,2024 try: https://DEVNAME.egaug.io/
```

If the page loads fine and results in a graph that updates once per second, your eGauge is fully operational. If the page does not load, it indicates a problem in your LAN environment. For example, the DHCP server on your LAN may be providing incorrect network information, or security settings/software may prevent the eGauge from reaching the proxy server. If possible, power cycle the router and/or modem as applicable and repeat the steps above. This can sometimes resolve connectivity issues that are not related to security settings. If this does not resolve the issue, please consult an IT professional for further help.

When contacting eGauge support, please provide the following details:

- Verification the eGauge was power cycled
- Which color(s) and pattern(s) the eGauge [Status LED](#) is showing (EG30xx and eGauge2)
- The information displayed on the [Status LCD](#) (EG4xxx only)

In addition, if eGauge2, or EG301x/EG4xxx with HomePlug:

- Verification the HomePlug adapter was power cycled
- Verification the HomePlug adapter is not connected to a surge protector
- Whether the HomePlug adapter has been re-located or moved from the original working position
- Which [HomePlug adapter LEDs](#) are illuminated

In addition, if EG30xx or EG4xxx with hardwired Ethernet:

- Whether the LEDs on the eGauge Ethernet port are illuminated
- Whether the Ethernet icon on the [Status LCD](#) is displayed (EG4xxx only)

Please visit kb.egaugene.net for the most up-to-date documentation.