

How to power cycle your Cortex meter

There are two reasons why your Cortex meter is not communicating which causes the live page to not show any data:

1. Bad reception
2. Meter is powered off

To fix the antenna/s

1. Make sure that the Cortex meter antenna/s is/are attached properly.
2. Try changing the direction of the antenna/s and see if this makes the meter to have three solid green lights (CX1 and CX1-SW meters) or at least two solid green lights (CX2 meters).
3. You can also try removing the antenna/s then attaching them back. If this still doesn't work, proceed to power cycle.

To power cycle

1. In your switchboard, please find the breaker that's powering your Cortex meter/s. If there's no specific breaker labelled, use the *main switch grid supply breaker*. (Note: Switching off mains will shut down the power for the entire house.)
2. Put that breaker switch in off position and wait until all the lights on the meters are out.
3. Wait for 15 minutes
4. After powering off, turn the breaker back to on position, wait for a bit and check the meter lights again. If the green lights on the meter are now solid, then your meter is online and communicating.