

Procedure to install a new SD card in the Cortex Gateway

Tools needed: tweezers

Steps:

1. Unplug the Gateway.
2. Locate the SD card on the side of the Gateway. There is a horizontal slot (below the green circle on the picture below) through which you will remove the SD card from the Gateway.



The picture below shows a direct view of the SD card metal holder (connector header) with an SD card inserted in it.

The SD card holder has a push-pull mechanism.



3. Taking it out

Using tweezers or a flat head screw driver, gently insert it through the opening and push on the SD card itself. You will hear a little click that indicates the card is popping out of the SD card holder in the direction of the slot.



4. Using tweezers, gently pull out the SD card by its sides as shown in the picture below:



5. Place the old SD card that you just pulled from the Gateway inside the pre-stamped and pre-addressed envelope provided with the new SD card. Then close and mail the envelope so that we can analyze the mode of failure of that old SD card.

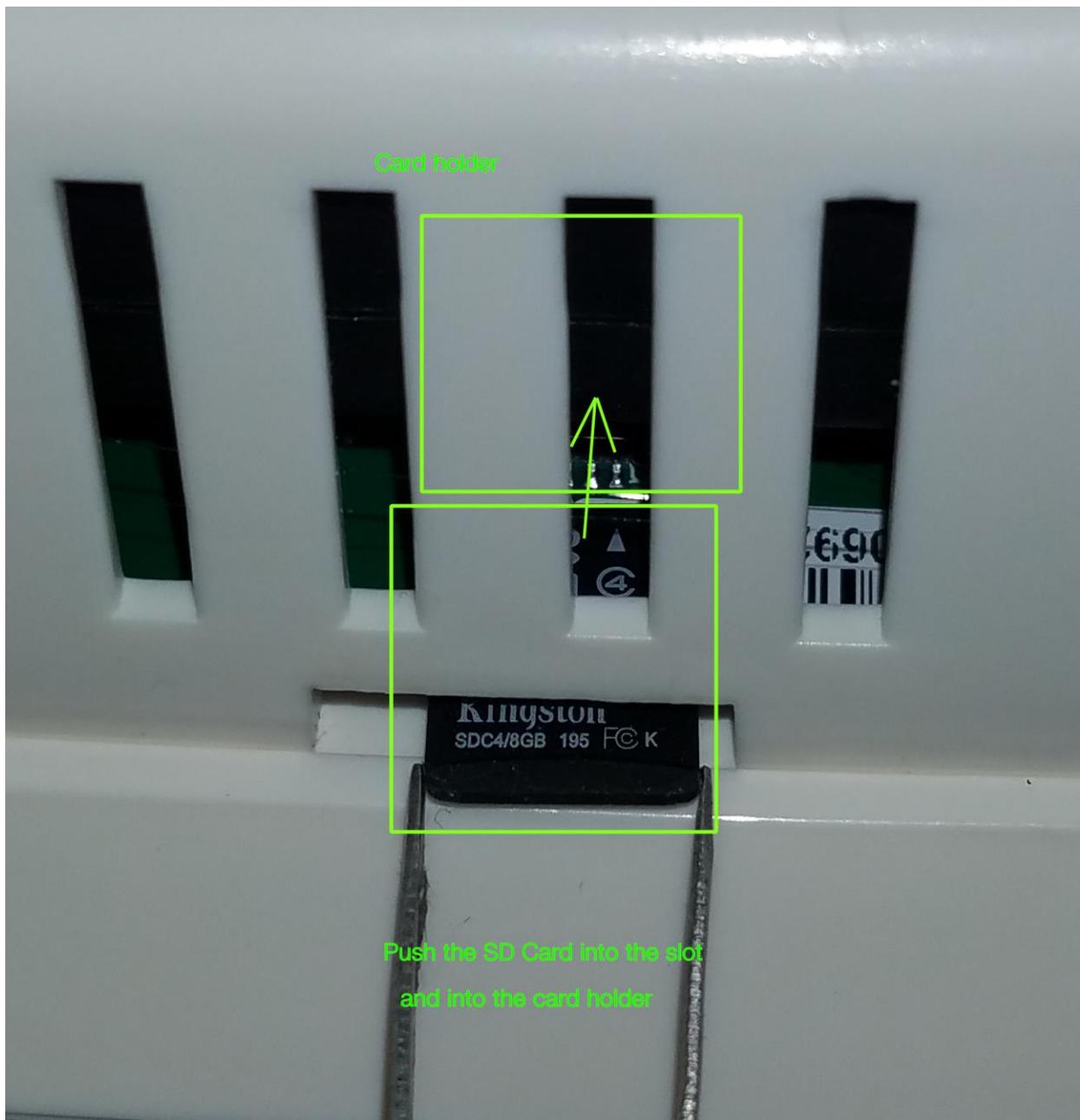
6. Place the new SD card in the card holder inside the Gateway.

This procedure is a bit more difficult since it is hard to see inside the Gateway.

Take the new SD card from the plastic enclosure it was shipped with (you can discard the micro SD card adapter that comes with it since it is not useful for the Gateway).

Hold the SD card by its sides as shown below and insert it inside the same slot in the Gateway. Make sure the “Kingston” white lettering on the SD card are facing UP when you insert it in the Gateway.

Insert it all the way inside the holder and then using a screw driver or the other end of the tweezers, push it inside the card holder in the Gateway until you hear a little click which means it is locked and secured in the Gateway.





7. Plug in and boot the Gateway
8. Rejoin the Wi-Fi network
9. Notify and send an email to support@chiliconpower.com and we will finalize the setup remotely.

Note that even without the Gateway running, the microinverters continue to produce electricity normally.