

## Application Note

# ProHarvest Gateway - Reset Clock and Pointer

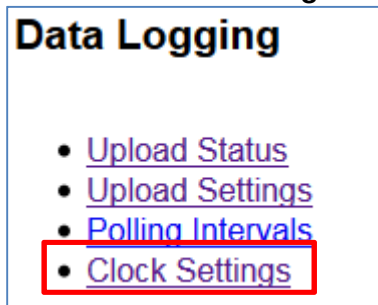
- 1) Remove the **SD card** from the HiQ gateway.



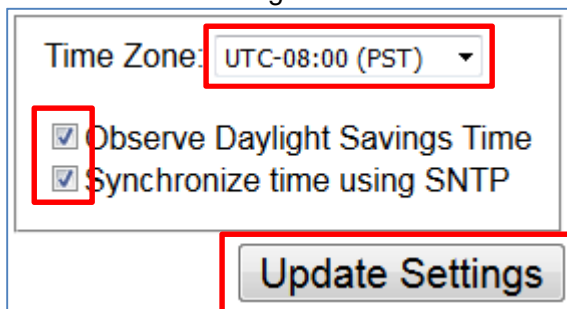
- 2) Log into the gateway **web interface**. (See inverter manual section 5.5.11 for assistance)
  - a) User: **admin**
  - b) Pass: **HiQSolar** (case sensitive)
- 3) Click the '**Gateway**' link.



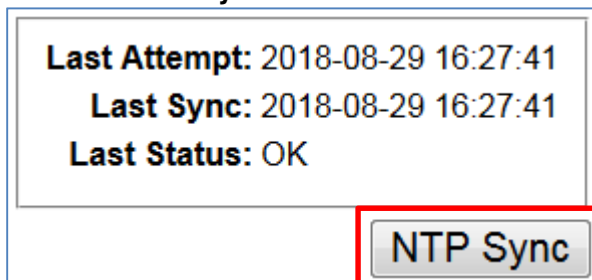
- 4) Click the '**Clock Settings**' link.



- 5) Make sure the settings are correct as shown here and click the '**Update Settings**' button.



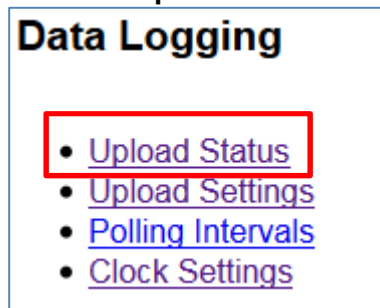
- 6) Click the '**NTP Sync**' button.



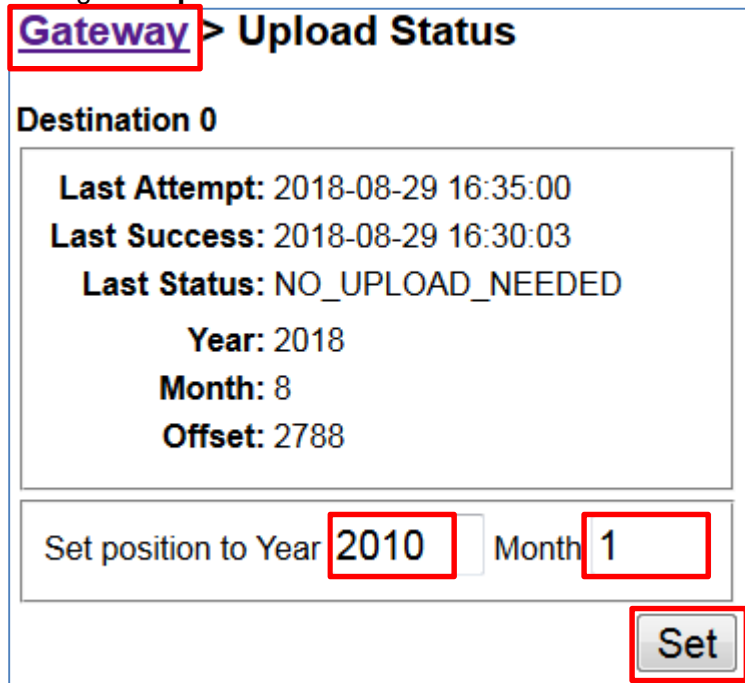
- 7) Last status should say **OK**.
- 8) Click the '**Gateway**' link.

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- 9) Click the 'Upload Status' link.



- 10) Change 'Set position to Year xxxx Month xx' to current year and month.



- 11) Click the 'Set' button.  
12) Erase the previously removed SD card and/or insert a new blank SD card into the gateway.  
13) The HiQ gateway should be now operating normally.

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If you need further assistance, please contact HiQ Support;  
Phone: **408-239-4447**  
Email: **support@hiqsolar.com**