

## Troubleshooting Procedure - SolarEdge Monitoring



1. Log into the SolarEdge monitoring portal (<https://monitoring.solaredge.com>).
2. If portal indicates a panel/optimizer not producing, please call our office at 304-258-4733.
3. If portal indicates a connection problem, determine how your inverter is connected to the Internet:



### **ZigBee (most common):**

Look at the side of the indoor ZigBee adapter box with antenna for the S\_OK green LED. If the LED is solid green, then Internet connection is OK. If LED is off, please power-cycle your router and verify connectivity via the router with another device, and verify all cable connections. If the S\_OK LED does not come on, please call our office.

Look at the "signal strength" meter on the side of the device. If no LEDs are lit, please relocate the box closer to their inverter, if not in the original location installed by mtvSolar.

Observe the orange LINK led for an occasional flash. If the link LED does not blink every couple of seconds, unit may need to be repaired. *This often requires the box to be taken outside to the inverter to work properly, which requires an extension cord OR portable USB power pack.* Regardless, you can try holding the RED button until all lights come on, then release, and they will pulse while re-pairing takes place. If successful, LINK led will occasionally flash and problem is solved. If the unit can not pair, please call our office for assistance.

### **Bridges (Not often used by mtvSolar with SolarEdge):**

First make sure that you do not have either bridge plugged into a power strip or surge protector device. Bridges must be plugged in

directly to function.

Locate and unplug both bridges, wait 1 minute, plug both back in. Observe bridges to verify that there are 2 LEDs solid lit and 1 LED blinking.

If either one has no LEDs lit, this indicates one failed and you need a new set. If your solar system is over a year old, you may search Amazon for "TP-LINK AV200 Starter", or obtain a set from any electronics store. Alternatively, we can supply a new set.

 Link Not lit, then adapters must be re-paired:

Plug both adapters into same outlet, Press and hold the Pair button for about 3 to 8 seconds on each unit, then release it. The Power LED will begin flashing on both units. Wait until power goes solid on both, and the Link LED is lit on both.

Place both units back into original positions, plug network cords back in on both bridges, and S\_OK led should turn green within 15 minutes. If not, there is a router or Internet issue. Unplug / replug your router's power cord. Test for Internet connectivity with a computer. If you can't get online, please contact your Internet provider for assistance. If Internet connection is good, and S\_OK still can not be achieved, please call our office.

 Ethernet Not lit, then the bridge in question is not plugged into the Router or inverter Ethernet. Check and verify all connections are complete. If both plugged in securely, and both router and envoy have power, please call our office.

#### **Direct Connection:**

Verify all cables are plugged in securely. If still can't get S\_OK to come on, please verify Internet connection with a computer connected to the router. If Internet connection is good, please call our office.