

## Troubleshooting Procedure - enPhase Monitoring



1. Log into enPhase enLighten (<https://enlighten.enphaseenergy.com/>) to view your system online.
2. If the portal is indicating that only a couple of panels/inverters are not producing, please contact our office at 304-258-4733.
3. If your portal is not showing any updates for your system, then look at your enVoy (oval shaped device) to verify that it says +WEB on the screen. If it does, go to STEP 6, otherwise continue below.
4. The most common causes of "-WEB" are a change of WiFi settings or hardware, a new ISP, changed router, etc. First step is to unplug the enVoy, wait 1 minute, plug it back in. If +WEB appears after 15 minutes or so, you're good to go! The data should upload within 24-48 hours.
5. If "-WEB" still present after restart, determine how the enVoy is connected:



### Bridges:

First make sure 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. Look for 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 the 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 into original positions, unplug/replug the enVoy power cord, and +WEB should appear within 15 minutes. If not, there is likely a router or Internet issue. Unplug / replug your router's power cord. If +WEB still can not be achieved, test for Internet connectivity with a computer. If you can't get online, please contact your Internet provider for assistance. If you can get online, but the enVoy continues to display "-WEB", please call our office for assistance.



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

#### **WiFi Adapter:**

If LAN LED is not lit, verify connections to enVoy. If everything is connected, please call our office.

If WLAN LED is not lit, router or adapter needs reconfiguring. Verify that you can connect to WiFi with another device, and if you can then please call our office for assistance. Alternatively, if you feel tech-savvy you can locate and follow the instructions for programming the WiFi adapter via Internet search.

#### **Direct Connection:**

Verify all cables are plugged in securely. If you still can't obtain +WEB, verify your Internet connection with a computer. If Internet connection is good, please call our office.

#### Microinverters Not Reporting

6. The most common cause is an enVoy moved to another outlet or plugged into a surge strip. Ensure that your enVoy is plugged directly into the same outlet that it was originally plugged into by mtvSolar.

7. If your enVoy is plugged in properly, make sure that there are no other electronic devices in the same outlet, such as a touch lamp, surge protector, lamp with spiral bulb, etc.

8. Unplug the enVoy, and while it starts up, look for this screen:



A signal strength from 3 to 5 bars is usually sufficient. The power cycle may have corrected the issue, please wait up to 48 hours for data to be uploaded.

A signal strength of 1 or 2 bars is workable, but not ideal. In these cases, relocate the Envoy to a dedicated outlet closer to the load center, where the circuit breakers are. There may also be electronic devices causing interference in the same circuit. Have you recently installed any new appliances or other electrical fixtures?

Zero bars means that you need to relocate the Envoy, or that there are one or more devices causing interference between the Envoy and the micro-inverters in the array.

Zero bars may also mean that the Envoy has never detected any devices, so you should initiate a device scan. Perform a device scan or communication check *only during daylight hours* as follows:

Press and hold the Envoy Menu button; after two seconds the Envoy menu displays.

Continue to hold the Menu button; until the LCD window displays "Enable New Device Scan", then release.

The LCD displays Device Scan Active, and the Envoy begins a 30-minute scan (if a longer scan is not already in progress) to identify all of the micro-inverters deployed at the site.

If no devices detected, please call our office for assistance.