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CHECK YOUR HOME NETWORK

STEP 1

Restart your router by turning it off for 30 seconds, then switching it back on. Check that Wi-Fi is working on other devices.

STEP 2

Make sure the Wi-Fi name and password are correct, and use a 2.4 GHz network if the router is not close to the gateway.

STEP 3

To identify a 2.4 GHz network, check the Wi-Fi name in your phone's Wi-Fi settings or router app.

ENSURE THE GATEWAY IS POWERED ON AND MONITOR THE LED STATUS

LED / Buttons in IQ Gateway / Envoy S

LED / Buttons in IQ Combiner Box

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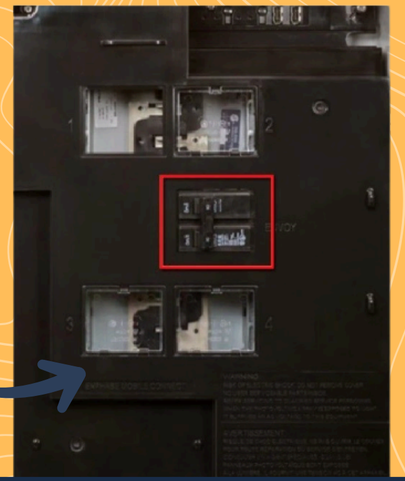
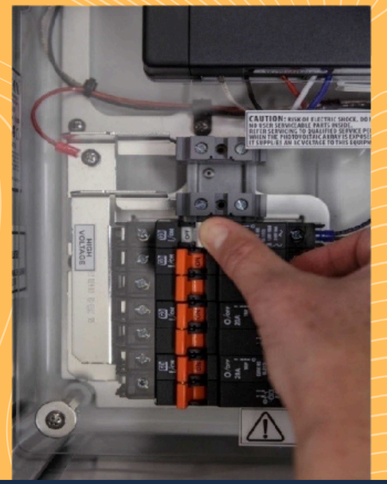
WHEN ALL LEDS ARE OFF OR FLASHING RED

STEP 4

Ensure the circuit breaker is turned on. In the IQ Combiner box, it is typically the middle breaker. For standalone gateways, check the breaker located inside the utility meter or subpanel.





STEP 5

For standalone gateways plugged into a power outlet, confirm they are plugged into a working outlet and turned on.

NOTE: If the breaker trips again or the gateway does not power back on, it is advisable to stop troubleshooting and contact a *qualified electrician*.

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IF ALL THE GATEWAY LEDs ARE STILL OFF OR CONTINUOUSLY FLASH RED

STEP 6 Turn off the gateway's circuit breaker (or unplug the gateway power cord from the power outlet).

STEP 7 Wait for 30 seconds...

STEP 8 Turn the breaker back on (or plug the gateway power cord back in).

If your gateway's LED still stays off or flashes red for over 10 minutes after a restart, it needs to be tested by the system installer. Reach out to your installer/maintainer for assistance.

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IF LED WITH CLOUD ICON IS OFF, FOLLOW THE STEPS BELOW TO RECONNECT

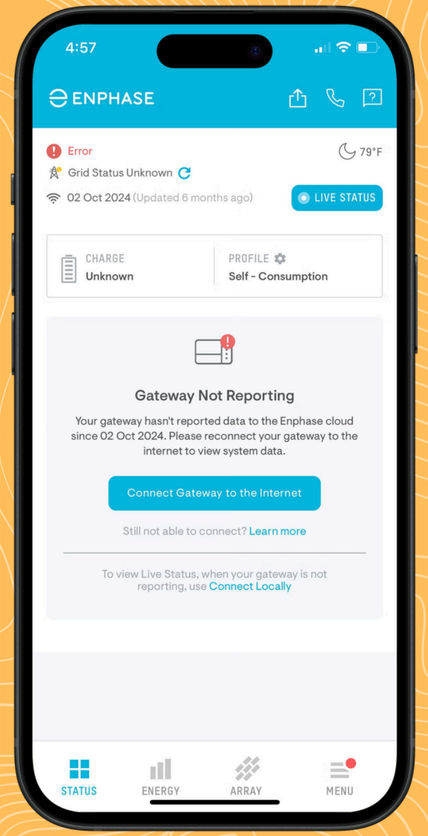
STEP 9

Ensure the following before beginning the reconnection process:

- You are at the system installation site and near your gateway.
- Your home has an active internet connection.
- You have the latest version of the Enphase App.
- You are logged in as the system owner to reconnect using the Enphase App.

STEP 10

You will see a Gateway Not Reporting alert in the home screen of your Enphase App. To reconnect, tap the Connect Gateway to the Internet button or follow the steps in the next page



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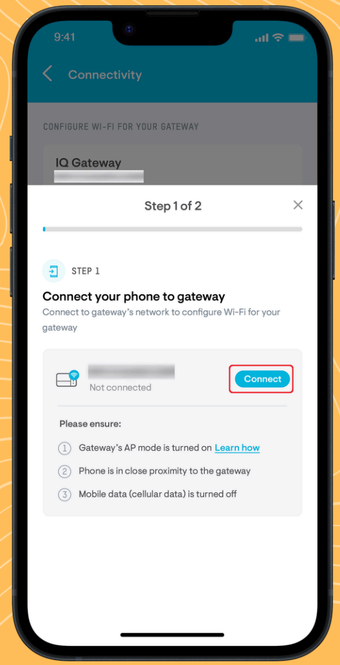
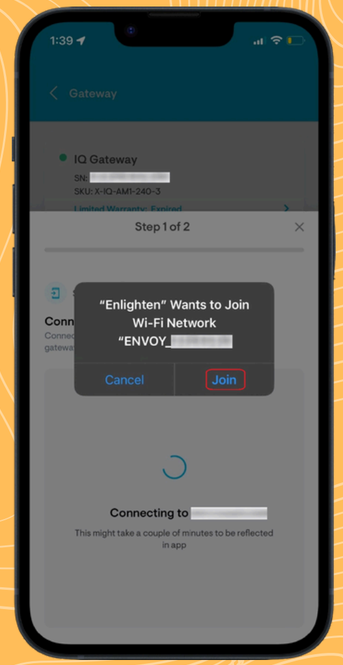
STEP 11

Open the Enphase App and go to Menu > Settings > Connectivity, then tap Configure Wi-Fi.

STEP 12

Tap the Connect button, then tap Join in the prompt that appears. This connects your phone to the gateway.





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IF YOU ARE UNABLE TO CONNECT YOUR PHONE TO THE GATEWAY, ENABLE AP MODE

STEP 13

Briefly press and release (do not hold) the AP mode button on the gateway. If you pressed the button for too long, wait for 2 minutes, and then briefly press it. The second LED should light up solid green to indicate that the gateway is in AP mode.

AP mode button on the IQ Gateway or Envoy-S (left) and IQ Combiner (right)

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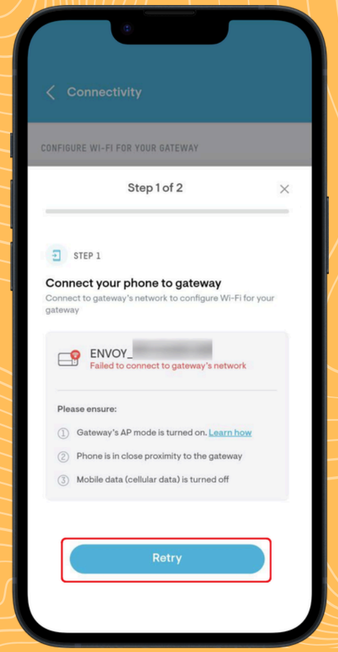
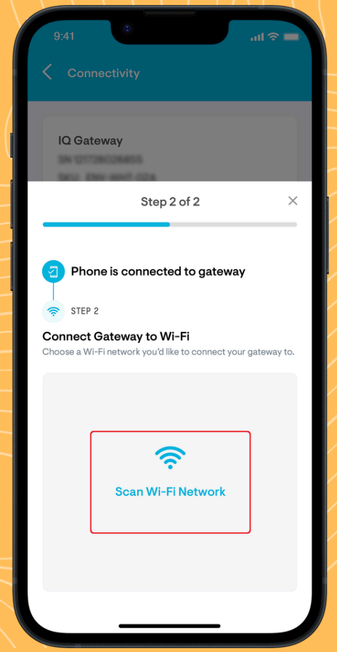
IF YOU ARE UNABLE TO CONNECT YOUR PHONE TO THE GATEWAY, ENABLE AP MODE

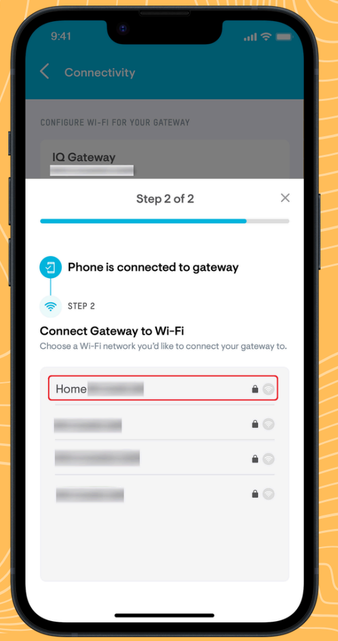
STEP 14 Tap Retry in the Enphase App.



STEP 15 Tap Scan Wi-Fi Network to see a list of available Wi-Fi networks near you.



STEP 16 Select the Wi-Fi network you want the gateway to connect to.



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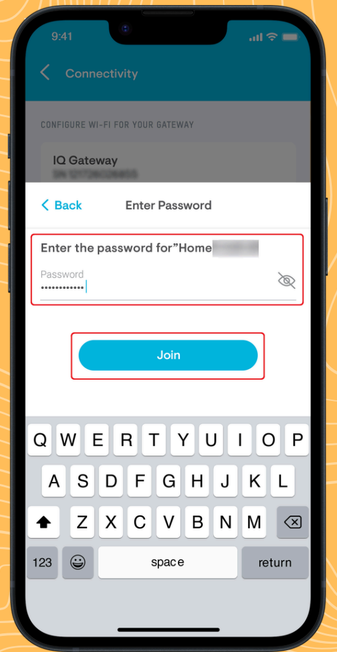
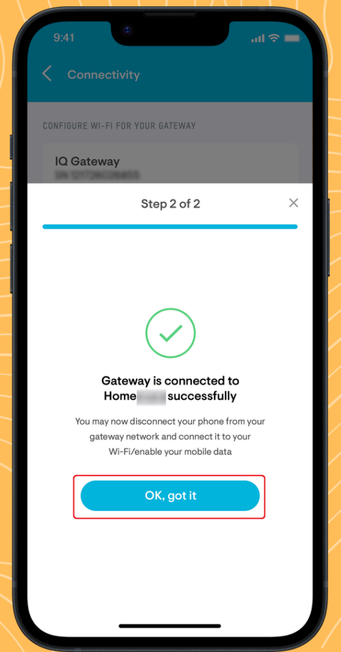
IF YOU ARE UNABLE TO CONNECT YOUR PHONE TO THE GATEWAY, ENABLE AP MODE

STEP 17 Enter the Wi-Fi network password and tap Join.



STEP 18 The App will confirm once the gateway is successfully connected to the Wi-Fi network.



NOTE

The first LED on the gateway may show red while it reconnects and confirms its connection to the internet. It should turn green once the connection is successful.

If your system was offline for a while, you will see a Data Uploading notification in the Enphase App. You will be able to view up-to-date energy data once this notification closes.