



POWER CYCLING
ENVOY INVERTERS

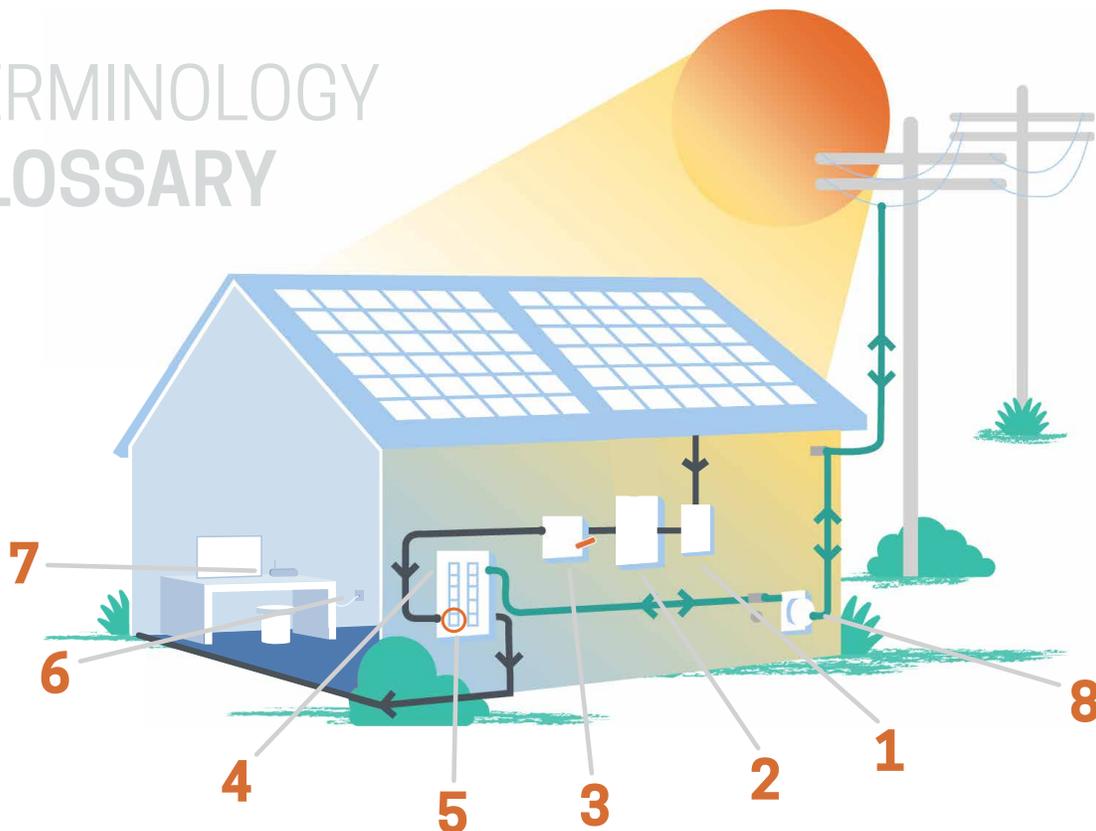
The logo for StraightUp Solar features the text "StraightUp" in a white, sans-serif font, with "SOLAR" in a smaller, orange, sans-serif font directly below it. A thin orange horizontal line is positioned above the "StraightUp" text.

StraightUp
SOLAR

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TERMINOLOGY GLOSSARY



1 COMBINER BOX

Collects multiple strings of PV modules and combines them in parallel



2 INVERTER

Converts the DC power coming from your array to AC power before it reaches your home



3 AC DISCONNECT

Safety feature to cut AC power before it reaches Main Service Panel



4 MAIN SERVICE PANEL

Controls power from the grid and your array to the individual circuits of your home



5 SOLAR BREAKER(S)

Switch on the Main Service Panel that cuts the power coming from your array



6 ETHERNET

Hardwired internet connection cable, likely located near computer



7 ROUTER

Wireless internet connection device, likely located near computer



8 METER

Device that reads incoming and outgoing power to and from the grid and your home

UNDERSTANDING YOUR ENVOY SYSTEM

Before getting started with troubleshooting, it is helpful to know what your Envoy will look and how you'll know when it's successfully connected.

The LED/Buttons panel may be arranged differently based on the Envoy model you have.

IQ COMBINER



When your IQ Combiner has successfully connected, the left-most LED light will be solid green.

The buttons will be arranged horizontally.

Envoy S or IQ Envoy



When your Envoy S or IQ Envoy has successfully connected, the top LED light will be solid green.

The buttons will be arranged vertically.

LED indicators on the Envoy S and IQ Envoy



ENLIGHTEN COMMUNICATION LED

-  Green when connected to Enphase's Enlighten cloud
-  Flashing green when Envoy is attempting to connect to Enlighten
-  Solid amber when connected to local network only i.e., no internet
-  Off if no network is available



AP MODE LED (WI-FI)

This LED will only be lit if your Envoy is connected to the internet via Wi-Fi. If your Envoy is connected to the internet in a different way (such as ethernet or cellular connection), this LED will not be lit.

-  Green when AP mode is enabled and Envoy Wi-Fi network connected
-  Off when AP mode is turned off



AP MODE BUTTON

This is only used by the installer during installation or to configure the system. Stats Envoy's wireless Access Point (AP) to connect to a mobile phone directly.



POWER PRODUCTION LED

This usually appears amber at dawn/dusk, off at night, and flashing amber after Envoy restarts.

-  Green when all microinverters are producing power
-  Flashing green when an upgrade of the microinverters is in progress
-  Amber if one or more microinverters stop producing power
-  Flashing amber when microinverters are not yet detected
-  Off if all the microinverters stop producing or communicating



DEVICE COMMUNICATION LED

This is usually amber during dawn/dusk and off at night.

 Green when all provisioned microinverters are communicating with Envoy

 Flashing green when Envoy is scanning for microinverters

 Amber if one or more microinverters are not communicating with Envoy

 Off if all microinverters are not communicating with Envoy



DEVICE SCAN BUTTON

Only used by installer during installation or to configure the system.
Starts/stops a 15-minute scan for devices over the power line.

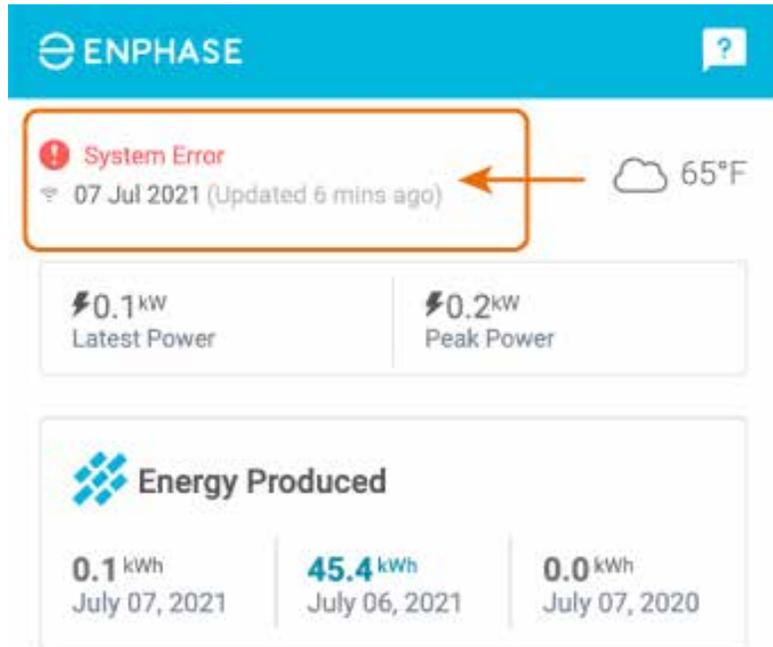
ALL LED'S

 Flashing green when software upgrade is in progress

 Flashing amber when IQ Envoy is booting up

TROUBLESHOOTING ERROR MESSAGES

Are you seeing a system error notice in your Enlighten App?



ENPHASE

System Error
07 Jul 2021 (Updated 6 mins ago)

65°F

0.1 kW Latest Power

0.2 kW Peak Power

Energy Produced

0.1 kWh July 07, 2021

45.4 kWh July 06, 2021

0.0 kWh July 07, 2020

ERROR MESSAGES COULD INCLUDE

- “Envoy Not Reporting”
- “Microinverter(s) Not Reporting”

How to fix an “Envoy Not Reporting” system error message?

Make sure your Envoy has power.

Step 1: Open the AC Combiner box and look for the LEDs.

Step 2: If none of the LEDs on your Envoy are lit, the Envoy is not receiving power. Turn off and on the breaker feeding your IQ Combiner or unplug and plug back in the device.

Step 3: If after turning the breaker feeding the Envoy off and on the LEDs are still not lit, please contact the Service Department for further assistance.

Envoy Not Reporting

Your system hasn't reported data to Enlighten since Apr 27, 2021. Is your internet connection down?

[Click here for help.](#)

Make sure your Envoy has internet connection.

Step 1: Confirm that the internet is working properly in your home/building. If not, please contact your Internet Service Provider to help re-establish an internet connection.

Step 2: Determine which of the following ways your Envoy is connected to the internet and follow the provided guidance. If you are not sure about how your Envoy is connected to the Enphase Enlighten monitoring portal, please see **INTERNET CONNECTION (PG 9)**.

Ethernet connection:

If your Envoy has a hardline internet ethernet connection – meaning that there is an ethernet cable running from your Envoy to your router – confirm that the ethernet cable is fully plugged into your Envoy, as well as into your router.

Confirm that your router is plugged into an electrical outlet.

Cellular connection/cell-card connection:

Locate your Multi-Tech cellular modem. Your Multi-Tech cellular modem may be a standalone unit inside your home, but it is more likely mounted inside an enclosure like the AC Combiner box, along with your Envoy.

Unplug the USB cable from the Envoy.

If your cellular modem is connected with a Y-cable, disconnect both USB connectors. (It does not matter which connector goes into which USB port.)



Power the Envoy off and then on by unplugging and re-plugging the power cord. If your Envoy does not have a power cord, you can power the Envoy off and on by flipping the Envoy's circuit breaker open and then closing again.



Confirm that the modem antenna is oriented vertically.

Reconnect the USB cable to the Envoy. This will power up the modem and cause it to join the cellular network.

Wireless /Wi-Fi connection:

Reconnect using the Enphase Enlighten App (mobile app) – See *RECONNECT TO WI-FI USING APP (PG 10)*

Reconnect via manual Wi-Fi setup – See *RECONNECT TO WI-FI MANUALLY (PG 14)*

Why can't I see my production data even after my Envoy has been reconnected to the internet?

Don't worry if you don't see your production data on the portal – or if the top/left-most light of the Envoy is red - even after reconnecting your Envoy back to the internet. It takes some time for the backed-up data to sync up with Enlighten. Typically, it takes about 1 hour for each day of your Envoy being offline. For example, if your Envoy was offline for 30 days your system should fully sync up in about 30 hours.

If there is still a connectivity challenge after performing these troubleshooting steps, please reach out to the Service Department for additional assistance.

How to fix a “Microinverter(s) Not Reporting” system error message?

Step 1a: If only 1–2 of the microinverters are not reporting, it could be that the microinverter needs an update from Enphase or has failed. Contact the Service Department for additional assistance.

 **Microinverters Not Reporting**
No microinverters are reporting data to the Envoy. Where's the problem?

Step 1b: If more than half to all of the microinverters are not reporting, navigate to the breakers feeding your Envoy. Turn breakers off and on.

Step 2: Check that the AC disconnect - outside by your electric meter - has its handle in the up/ON position.

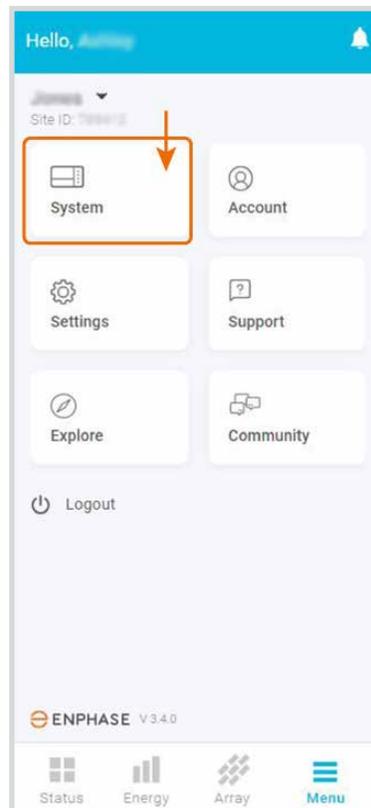
If these steps do not help the microinverters to report normally, contact the Service Department for additional assistance.

INTERNET CONNECTION

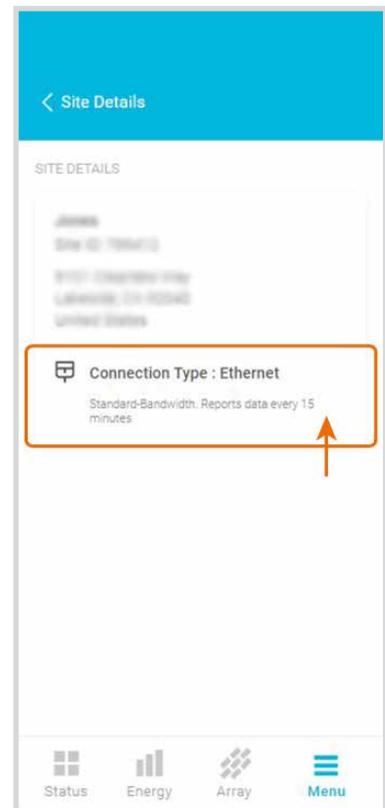
You can see how your Envoy is connected to the internet by accessing your Enlighten account mobile app and following the steps below:



Step 1: Select the "Menu" option from the MyEnlighten Overview pane.



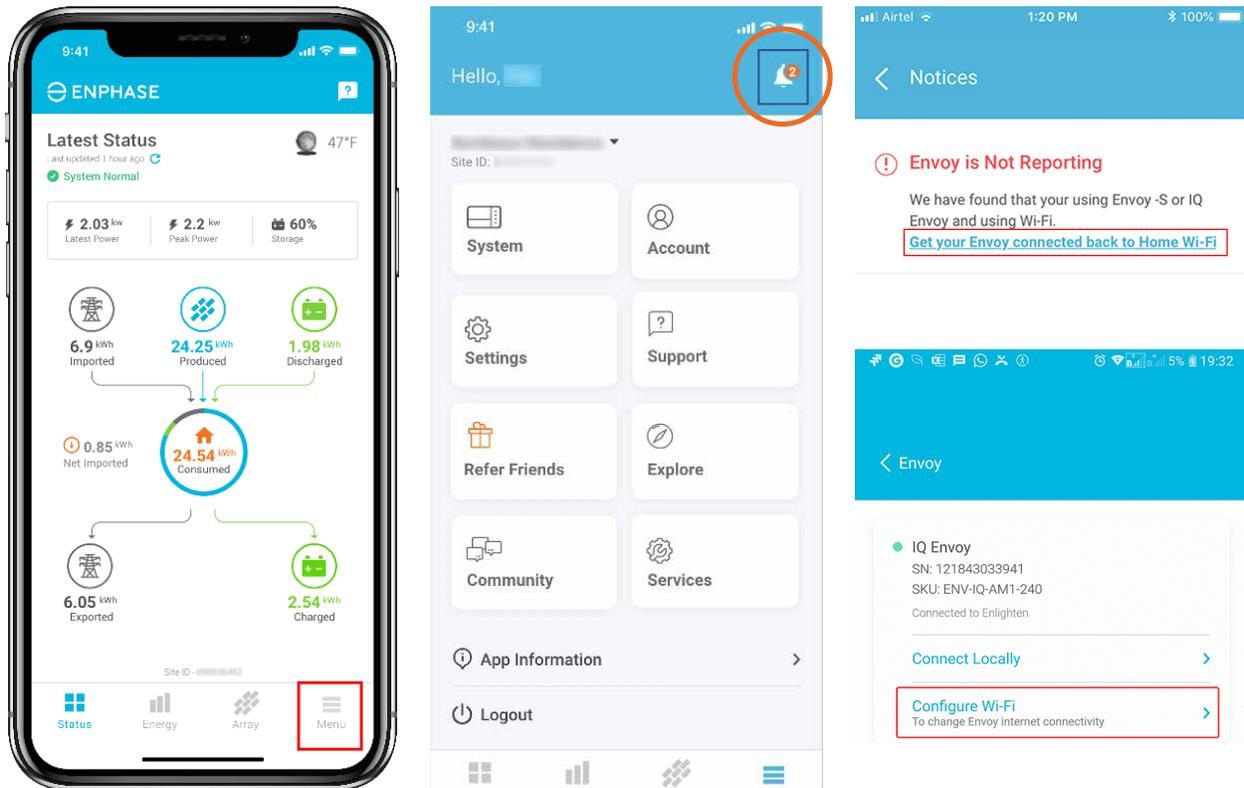
Step 2: Scroll down to the option "System", then select "Site Details" from the drop-down.



Step 3: Open Site Details and note the type of connection in use.

RECONNECT TO WI-FI USING APP

Reconnecting your Envoy S or IQ Envoy via Wi-Fi using Enphase Enlighten App

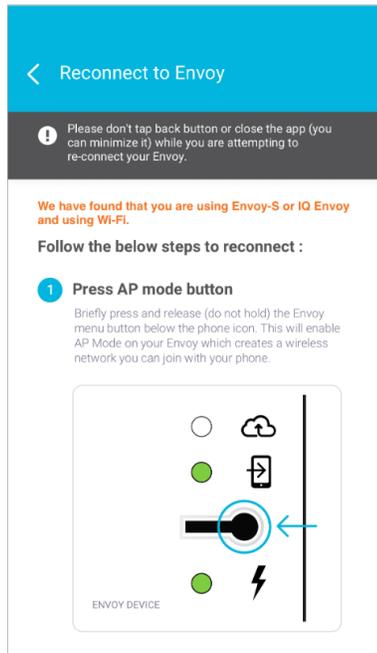


Step 1: Open the Enphase Enlighten App on your iOS or Android mobile device and tap on the "Menu" tab at the bottom of the screen.

Step 2: Select "Notices", "Get your Envoy connected back to Home Wi-Fi", "Configure Wi-Fi".

Step 3: Bring your phone into the Wi-Fi range of Envoy and follow the steps mentioned on the "Reconnect to Envoy" page in your Enphase Enlighten App. For your reference, the steps to follow have also been elaborated below:

Step 3a: Press the AP mode button. Do not hold, but just briefly press and release the Envoy menu button. This will enable AP mode (access point mode) on your Envoy which creates a wireless network you can join with your smartphone.



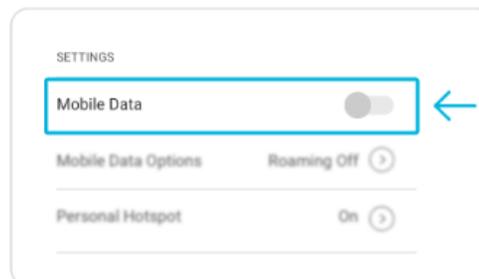
Note: If you see a solid green LED next to the Cell phone icon, it means, AP mode is successfully enabled, you may proceed to the next step.

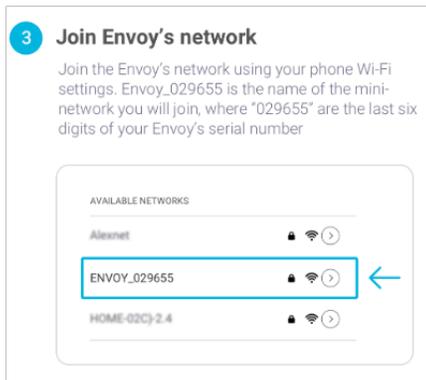
If the AP mode LED next to the cell phone icon flashes green, it means WPS pairing has been initiated, which we do not want at this time. Please wait for the WPS pairing to timeout in two minutes and then repeat step 1.

Step 3b: Turn off mobile data. Navigate to your phone settings without closing the Enlighten App. Turn off the mobile data (cellular data) from your mobile device by going to Settings > Mobile Data and switching it off.

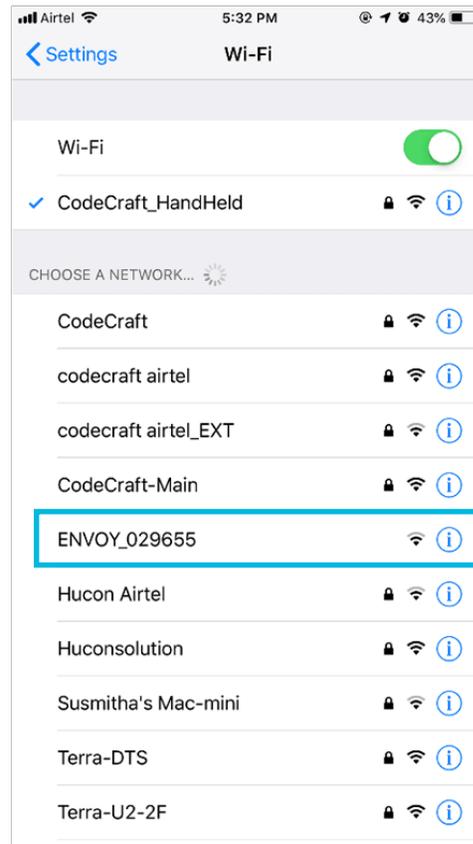
2 Turn off mobile data

Turn off the mobile data (cellular data) from your mobile device settings. Go to Settings > Mobile Data and switch it off.

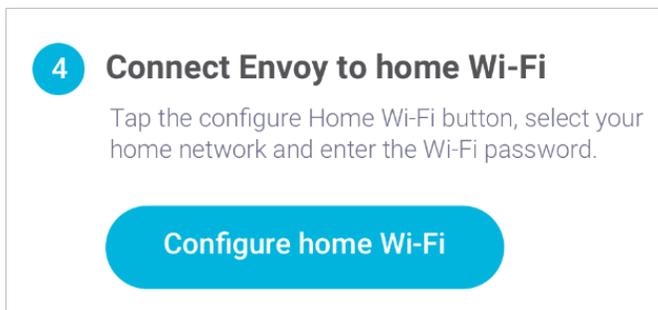




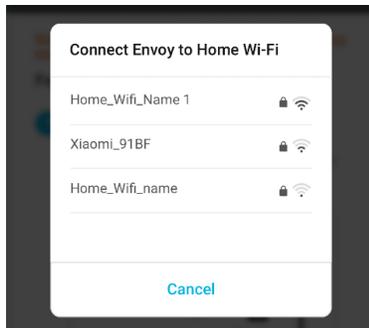
Step 3c: Join Envoy's network using your phone's Wi-Fi settings. Navigate to the Wi-Fi settings and look for the Envoy's wireless network. The network name will include the last six digits of your Envoy's serial number. In this example: Envoy_029655 is the name of the network.



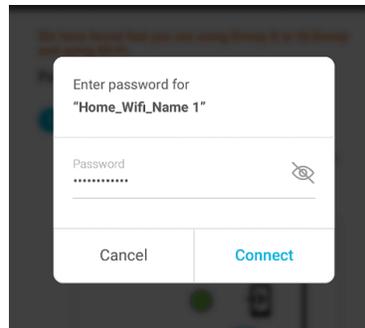
Step 3d: After you have joined the Envoy's network, return to the Enlighten App's "Reconnect to Envoy" screen. Scroll down to see the "Configure home Wi-Fi" option and tap on it.



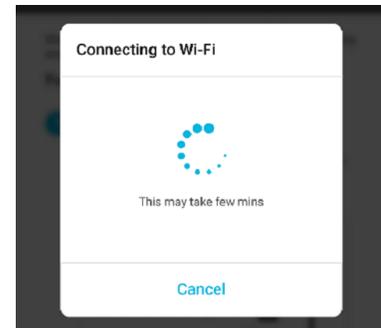
Note: The "Configure Home Wi-Fi" box may appear grey initially. Wait for few seconds and when it turns blue, tap on it.



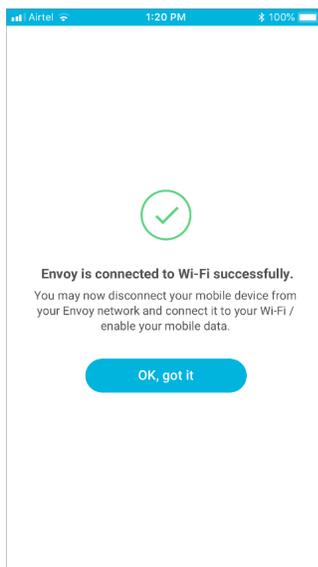
Step 4: On the pop-up that appears, select your home network from the list of available networks.



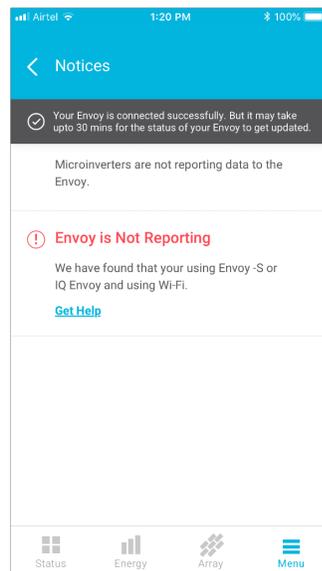
Step 5: Enter your Wi-Fi password and tap on Connect.



Step 6: It may take a few minutes to establish the connection between the Envoy and the Home Wi-Fi.



Step 7: Once the connection is established you will see a message "Envoy is connected to Wi-Fi successfully". You may now connect your mobile device to your Wi-Fi or enable your mobile data.



Step 8: Tap on "OK, got it". Your envoy has been successfully connected to your Wi-Fi network. You may still see "Envoy is Not Reporting" status under "Notices". Please note it may take up to 30 minutes for the status to get updated.

Why is my Envoy LED still red and why don't I see my production data even after my Envoy has been reconnected to the internet?

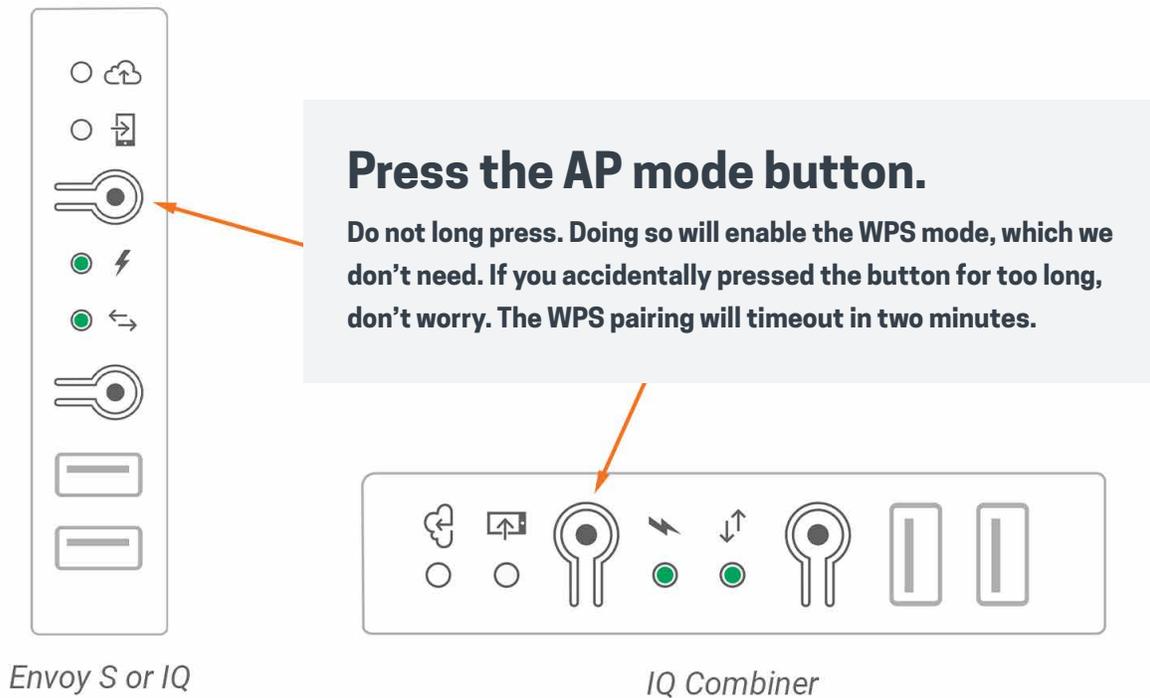
Don't worry if you don't see your production data or the top/left-most light of the Envoy is red, even after reconnecting your Envoy back to the internet. It takes some time for the backed-up data to sync up with Enlighten. Typically, it takes about 1 hour for each day of your Envoy being offline. For example, if your Envoy was offline for 30 days your system should fully sync up in about 30 hours.

RECONNECT TO WI-FI MANUALLY

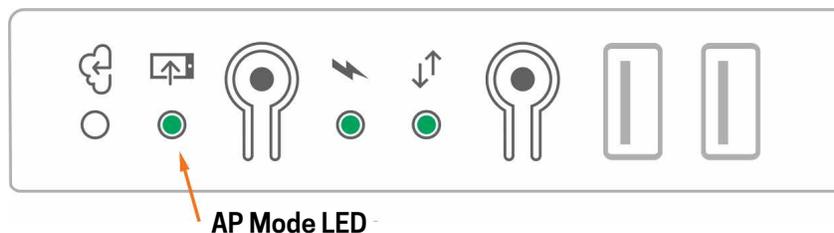
Reconnecting your Envoy S or IQ Envoy via manual setup

Step 1: Enable Envoy AP mode.

Briefly press and release (do not hold) the AP mode button on your Envoy. Doing this will enable AP Mode (access point mode) on your Envoy, creating a wireless network you can join with your phone or laptop.



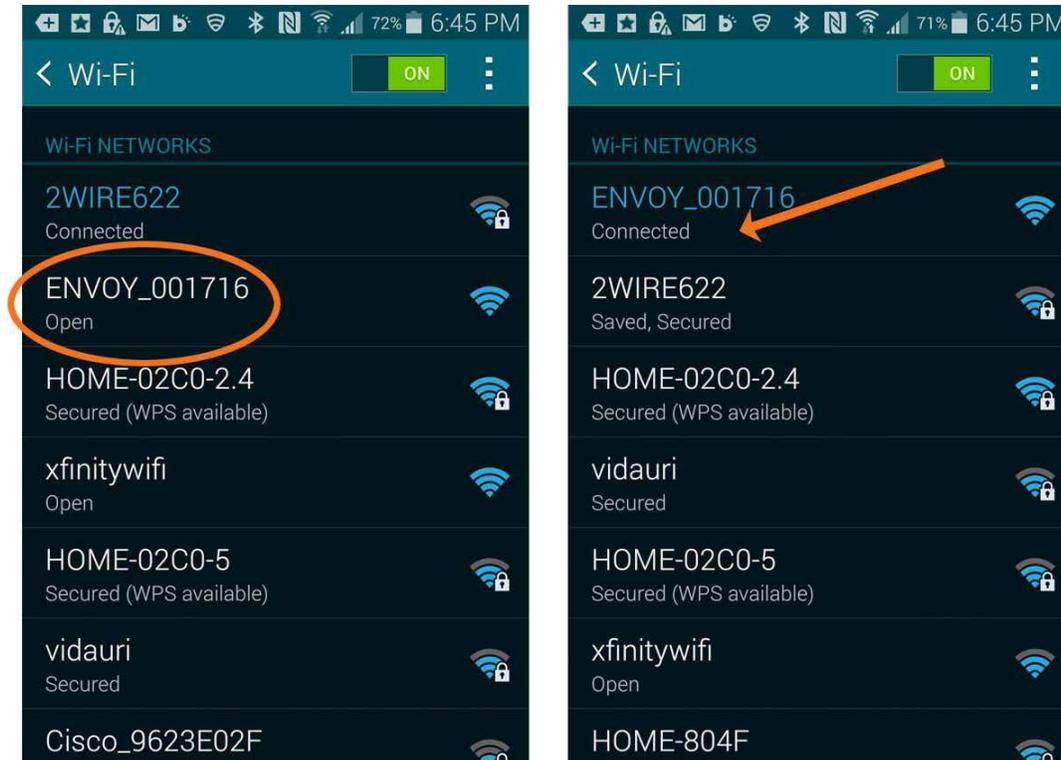
The AP mode LED (the second LED next to the phone icon) should light up solid green to indicate your Envoy is currently in AP mode.



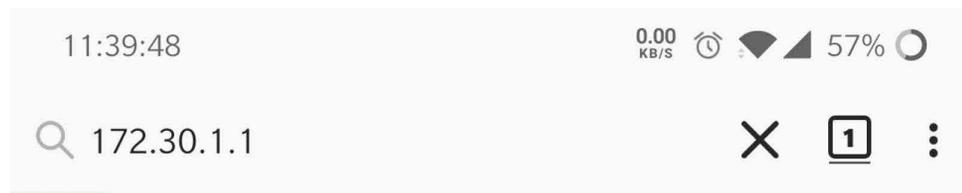
Step 2: Connect your phone/laptop to the Envoy.

Navigate into your phone's or laptop's Wi-Fi settings and connect to the Wi-Fi network titled Envoy_XXXXXX, where "XXXXXX" is the last six digits of your Envoy's serial number.

Keep note of the last 6 digits (The "XXXXXX" part) of your Envoy's serial number. It will come in handy a bit further in this troubleshooting process.



Now open a browser on your device (Chrome, Internet Explorer, Firefox, etc.), and in the address bar, type in 172.30.1.1 (Don't forget the dots!).

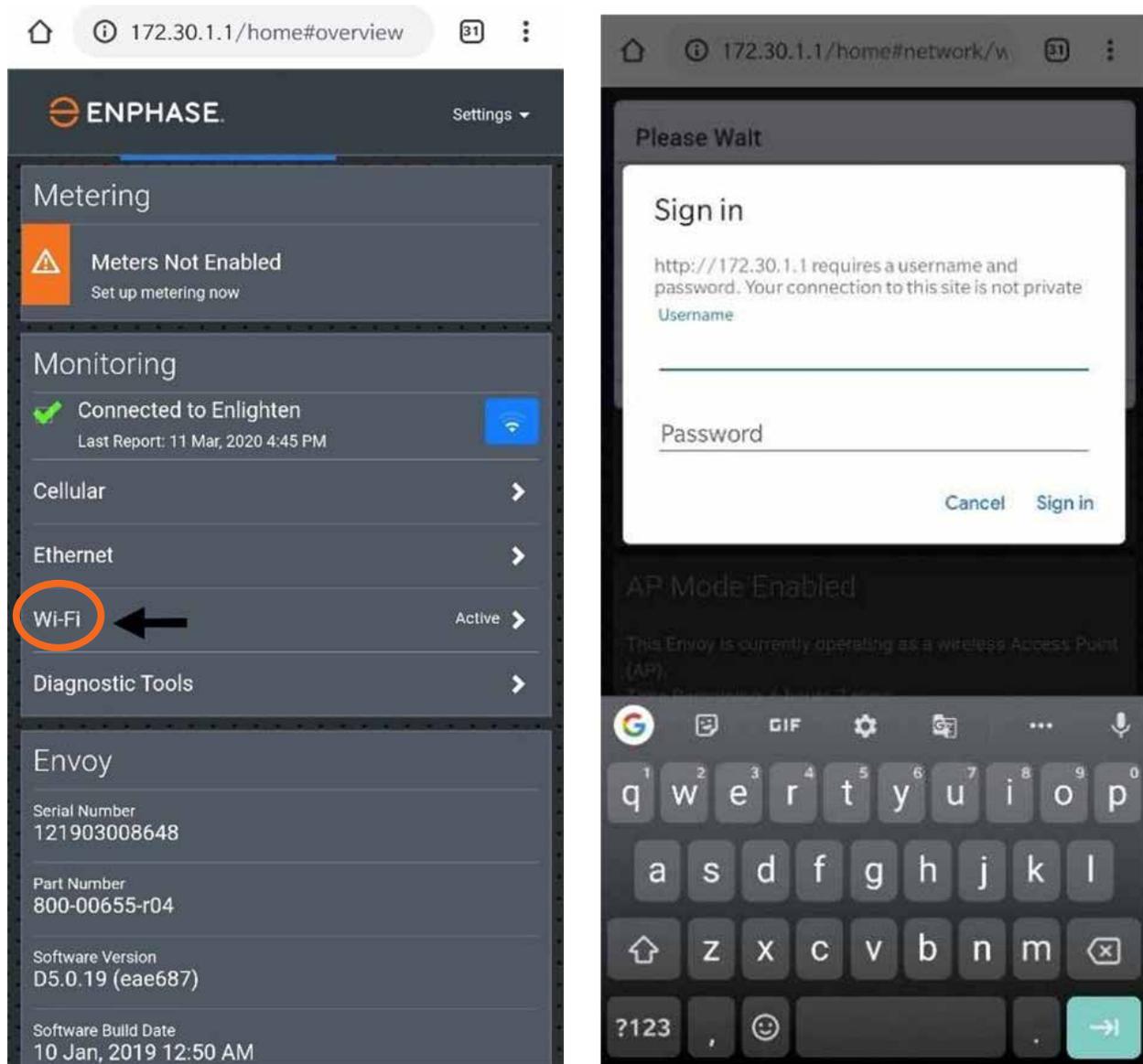


Doing so will bring you to the Envoy Configuration page.

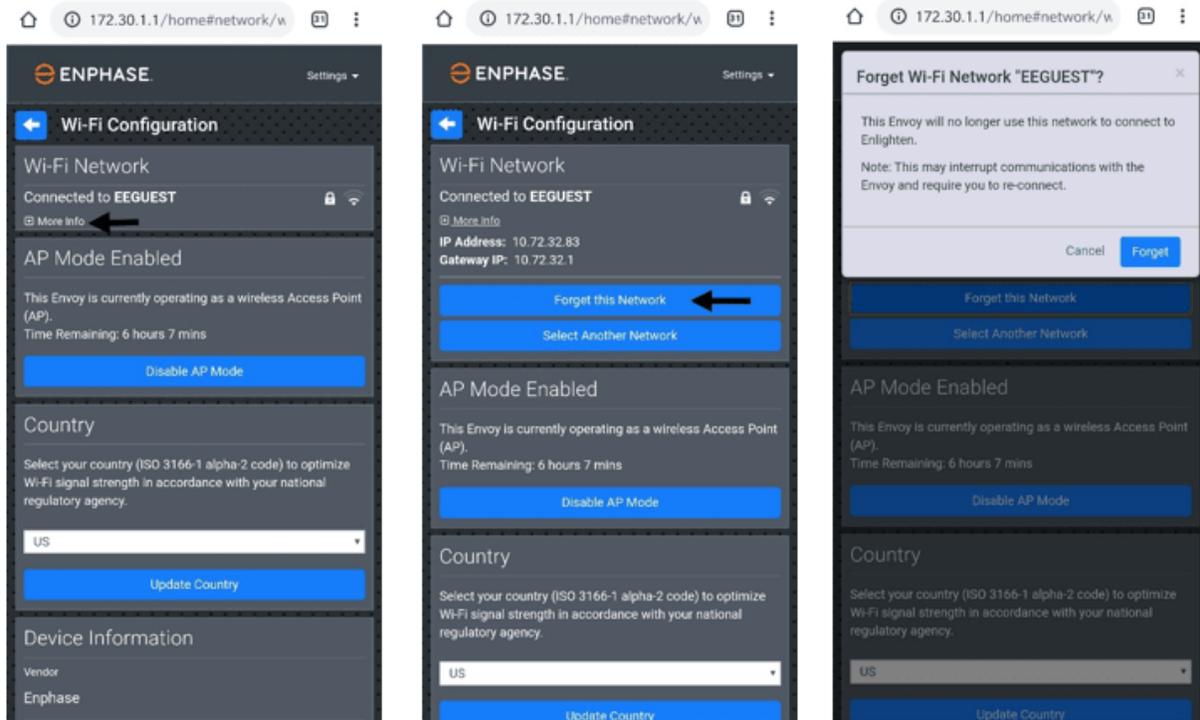
Step 3: Forget the old Wi-Fi network.

If your system is currently not connected to any Wi-Fi network, you can skip this and jump ahead to step 4.

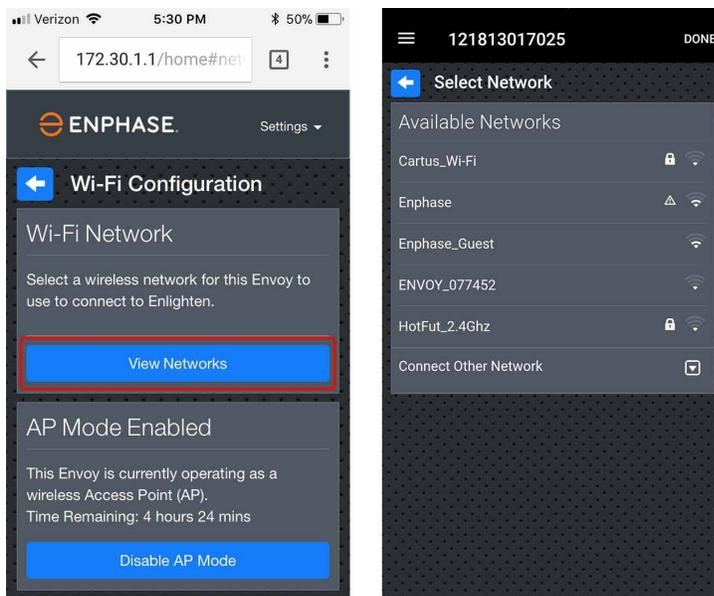
On the Envoy Configuration page, tap on Wi-Fi in the Monitoring pane. When prompted, provide the Envoy Username (envoy) and password (last six digits of the Envoy's serial number).



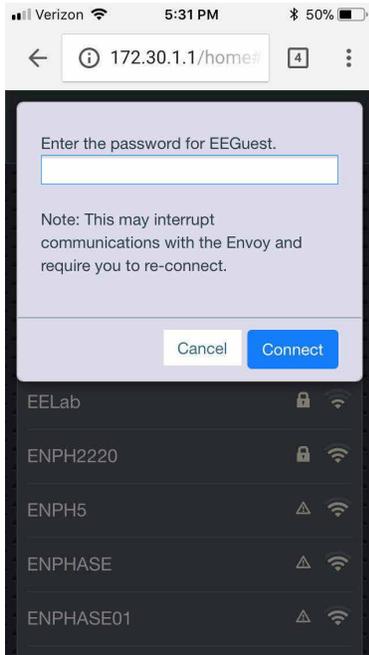
On the Wi-Fi configuration page, select More Info > Click Forget this Network > Click Forget. Doing this will disconnect the Envoy from any previously connected Wi-Fi networks enabling it to be connected to a new network.



Step 4: Connect the new Wi-Fi network. Tap the View Networks button, then select your home network from the list of available networks.



Note: If your home Wi-Fi does not show up in the list, check if the Envoy is in range of your Home Wi-Fi network.



Enter the password for your home network and tap Connect.

Envoy S/IQ Envoy



IQ Combiner



Check if the connection was successful. If the top LED light against the cloud icon lights up solid green; Congratulations! You're back online.

Why is my Envoy LED still red and why don't I see my production data even after my Envoy has been reconnected to the internet?

Don't worry if you don't see your production data or the top/left-most light of the Envoy is red, even after reconnecting your Envoy back to the internet. It takes some time for the backed-up data to sync up with Enlighten. Typically, it takes about 1 hour for each day of your Envoy being offline. For example, if your Envoy was offline for 30 days your system should fully sync up in about 30 hours.