COTUIT SOLAR

Envoy (Gateway) Communications Troubleshooting Guide

A Tip! Call Enphase support while you go through these steps
**Enphase Support - 1-877-797-4743**

3 Methods

(If your router has a WPS button)

#1 Standard Method

Step 1: Enable Gateway AP mode

Briefly press and release (do not hold) the AP mode button on your Gateway (silver plastic box that says Enphase on it). Doing this will enable AP Mode (access point mode) on your Gateway, 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 Gateway is currently in AP mode.

AP mode LED
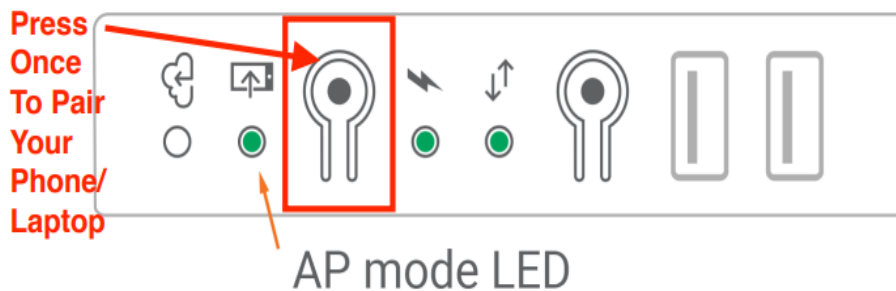
Step 2: Connect your phone/laptop to the Gateway

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 Gateway's serial number.

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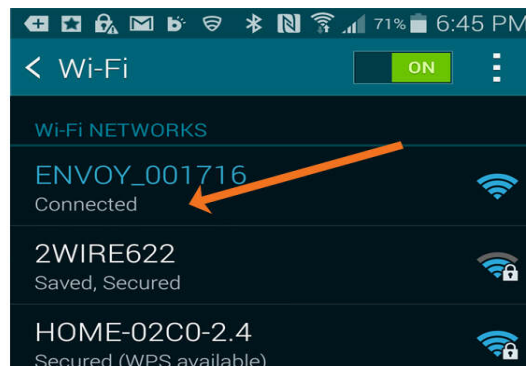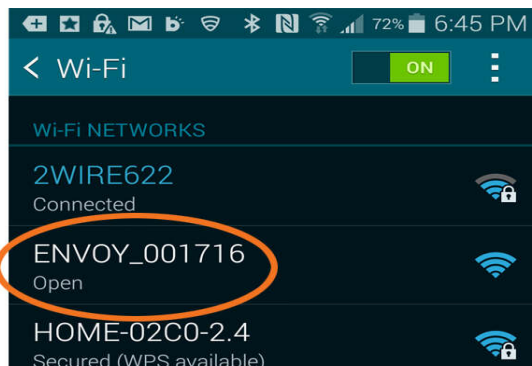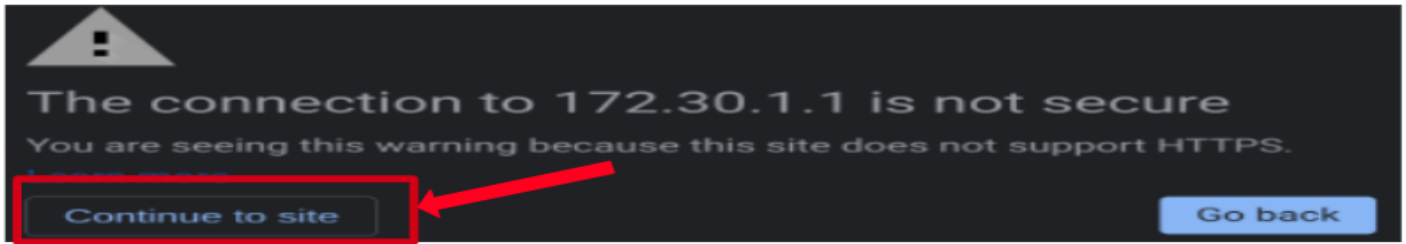

Step 3: *Important step*

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!).
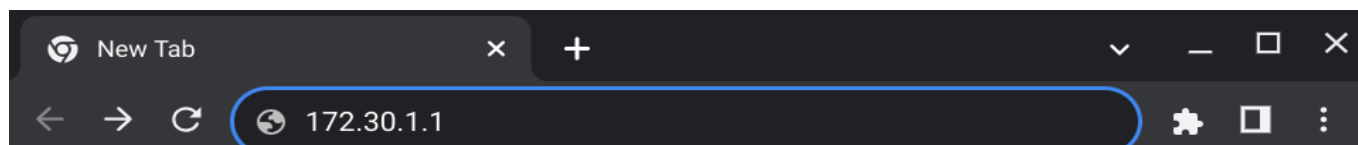
Doing so will bring you to the Gateway Configuration page. Sometimes you will see this message below. **Continue to the site.**

Step 4: *(Skip this step If your system is currently not connected to any Wi-Fi network, and jump ahead to step 5): Forget the old Wi-Fi network.*

On the Gateway Configuration page, tap on Wi-Fi in the Monitoring pane. When prompted, provide the Gateway network name and password
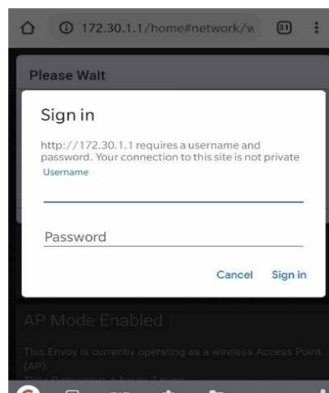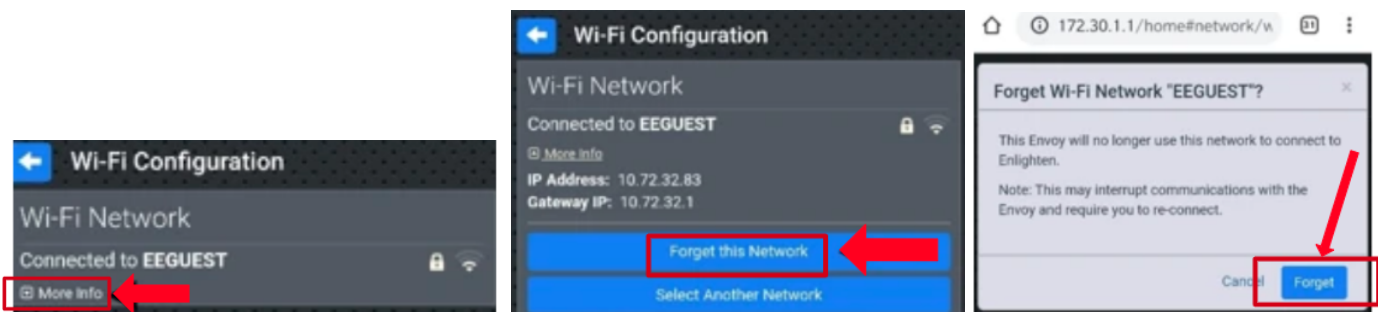

Sometimes the site asks you to sign in.

Username- ENVOY

Password- (*last six digits of the Envoy's serial number S/N*).

Find the S/N handwritten on the inside cover of your enphase combiner box,

or in the enphase enlightened app. System - Devices - Gateway

On the Wi-Fi configuration page, select **More info** > **Click Forget this Network** > **Click Forget**.
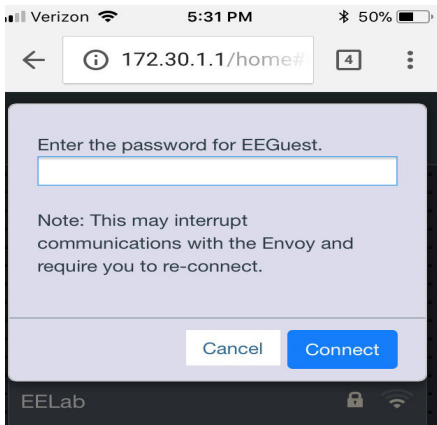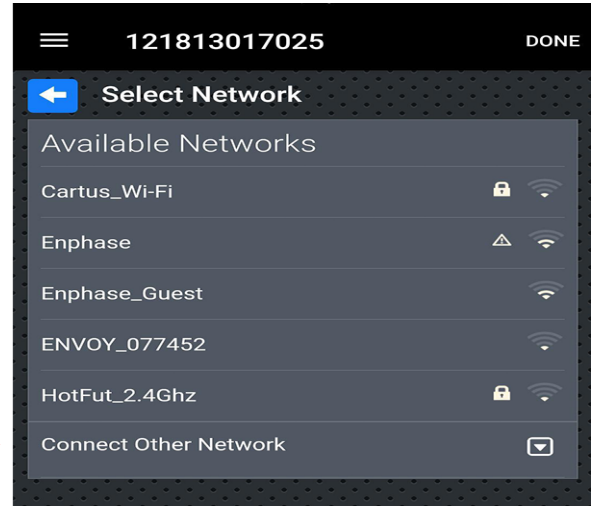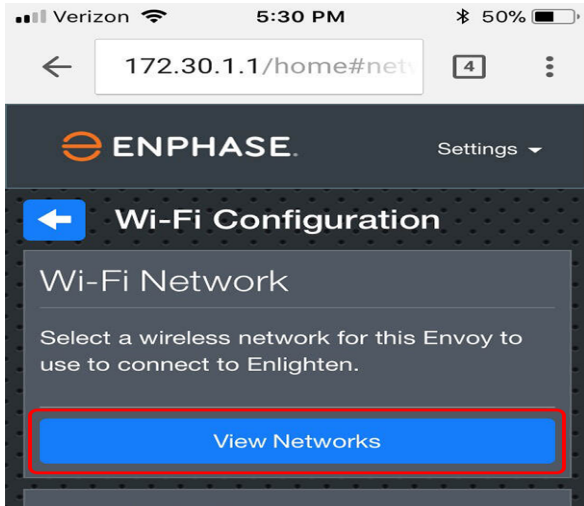

This disconnects the Envoy from old Wi-Fi networks so you can connect to your new network.

Step 5: Connect the new Wi-Fi network

Tap the View Networks button, then select your home network from the list of available networks.

If your WiFi does not show up in the list, check if the Envoy is in range of the WiFi network.

Enter the password for your home network and tap Connect.

Check if the connection was successful!

The LED light against the cloud icon lights up solid green;

Congratulations! You're back online.

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

It takes some time for the backed-up data to sync up with Enphase Cloud. Typically it takes about 1 hour for each day of your Gateway being offline. For example, if your Gateway was offline for 30 days your system should fully sync up in about 30 hours.


Envoy S/ IQ Gateway

#2 Enphase App

If you have changed your Internet Service Provider, network password, or even updated your network name, this can disconnect you from the Gateway. Let's walk through the steps to re-establish the network connection using the Enphase App, which will require you to use a device such as a tablet, or a smartphone that is already connected to your home's Wi-Fi. You will also need the password for your home's Wi-Fi connection.

Follow these steps to get your Gateway back online:
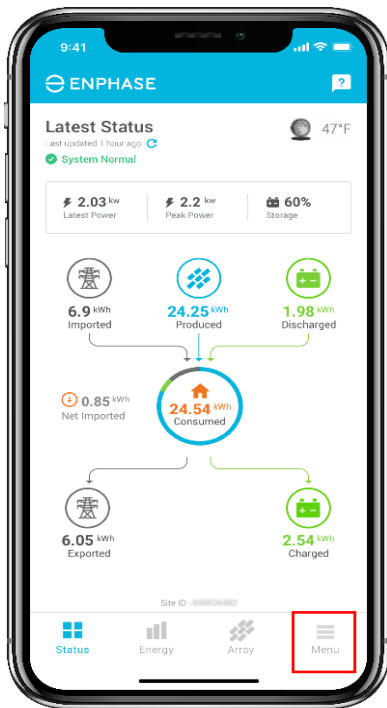
Step 1. Open the Enphase App on your iOS or Android mobile device and tap on the 'Menu' tab at the bottom of the screen.

Step 2. Tap on the **bell icon** at the top right of the screen.
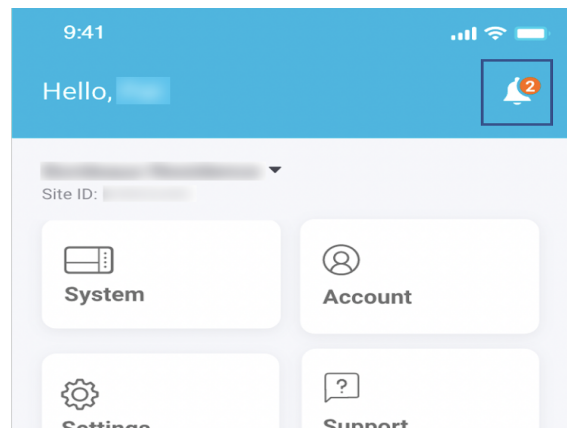
Step 3. Click the link on the '**Gateway Not Reporting**' notice.

Step 4. Bring your phone into the WiFi range of Gateway and follow the steps mentioned on the 'Reconnect to Gateway' page in the Enphase App. For your reference, the steps to follow have also been elaborated below.

Step 4a. Press the AP mode button:

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

Note that if you see a solid green LED next to the Cell phone icon, it means, AP mode is successfully enabled, you may proceed to step 4b.

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 4a.

3 **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.

SETTINGS

Mobile Data

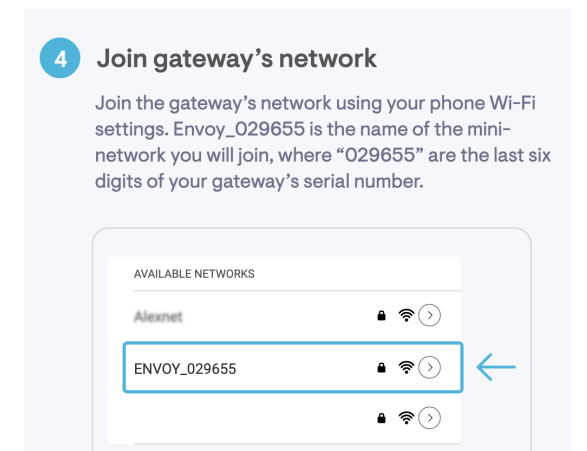Mobile Data Options   Roaming Off

Step 4b. Turn off mobile data:

Navigate to your phone settings without closing the Enphase App. Turn off the mobile data (cellular data) from your mobile device settings. Go to Settings > Mobile Data and switch it off.
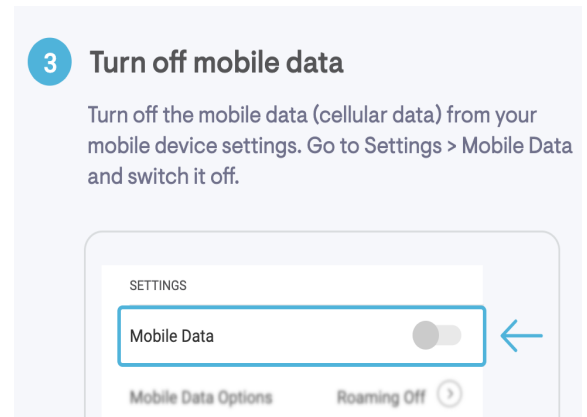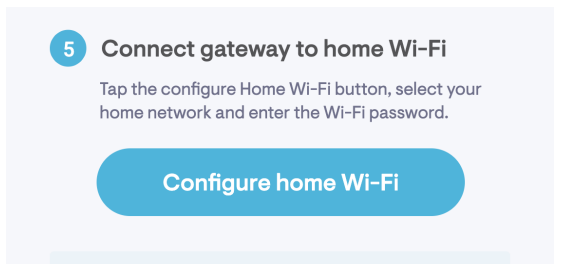
Step 4c. Join Gateway's network:

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

4 **Join gateway's network**

Join the gateway's network using your phone Wi-Fi settings. Envoy_029655 is the name of the mini-network you will join, where "029655" are the last six digits of your gateway's serial number.

AVAILABLE NETWORKS

Alexnet

ENVOY_029655

Step 4d. Connect Gateway to home Wi-Fi:

After joining the Gateway's network, return to the Enphase App's "Reconnect to Gateway" screen. Scroll down to see the "Configure home Wi-Fi" option and tap it.

5 **Connect gateway to home Wi-Fi**

Tap the configure Home Wi-Fi button, select your home network and enter the Wi-Fi password.

Configure home Wi-Fi

Note that the "Configure Home Wi-Fi" box may appear grey initially, wait for a few seconds, and when it turns blue, tap on it.
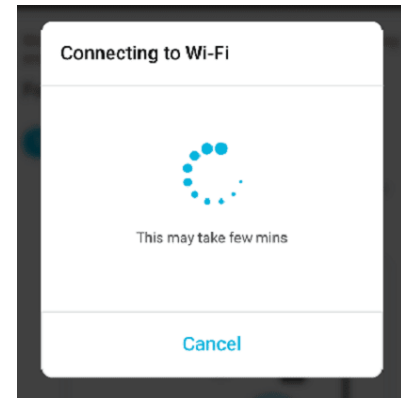
Step 5. On the pop-up that appears, select your home network from the list of available networks.
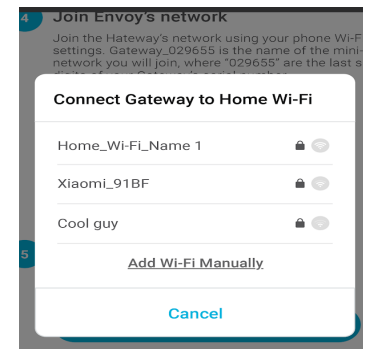
Step 6. Enter your Wi-Fi password and tap on Connect
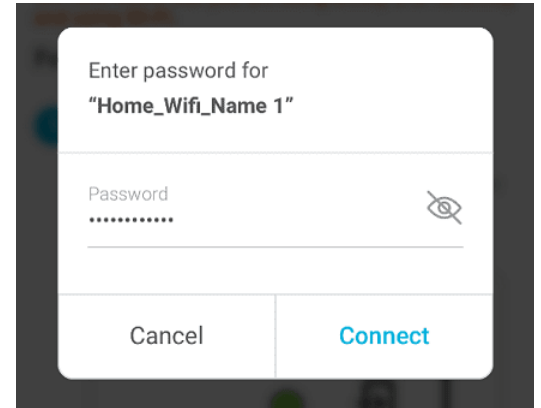
Step 7. It may take a few minutes to establish the connection between the Gateway and the Home Wi-Fi.

Step 8. Once the connection is established you will see a message "Gateway is connected to Wi-Fi successfully". You may now connect your mobile device to your Wi-Fi or enable your mobile data.
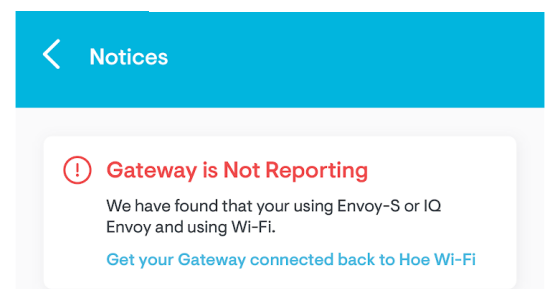
Step 9. Tap on "OK, got it". Your Gateway has been successfully connected to your Wi-Fi network. You may still see the "Gateway is Not Reporting" status under Notices.

Check if the connection was successful

Once the connection is established, check the LED indicator next to the cloud icon on your Gateway. If the LED lights up solid green, you're back online.

Congratulations!

Your system now needs to re-sync, which can take anywhere from an hour to a few days depending on how long your system was offline.
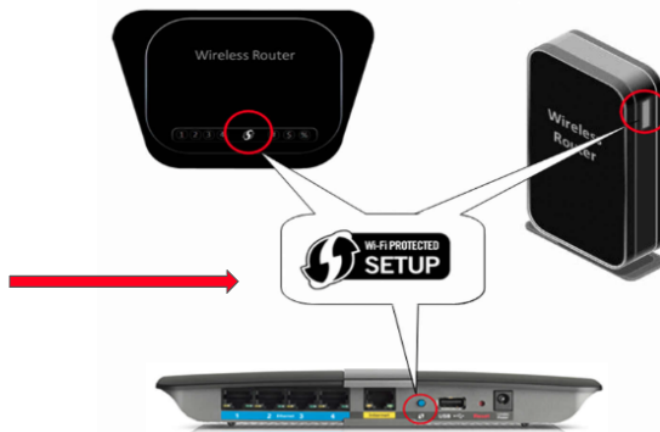
If you were unable to connect to your Home Wi-Fi network using the above method, you may also try connecting using the Manual WiFi setup. (Method #2 Page 3)

Method #3 WPS Button

Follow these steps to get your Gateway back online:

1. Press and hold the WPS button on the wireless router for two seconds. On many routers, the WPS button flashes at this point.
2. Quickly **(within two minutes),** return to the Gateway. Press and hold the Gateway WPS button below the phone icon for *5 seconds.* WPS mode will not be enabled if the button is held for less than 5 seconds. When WPS mode is enabled the LED next to the phone icon will flash green

Check if the connection was successful

Within two minutes, does the top LED with the cloud icon light up solid green?

AP mode LED