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Enphase MyEnlighten Troubleshooting Manual (rev 2.16)



Table of Contents

Understanding the Enphase Microinverter System.....2

Setting Up Your Ethernet Bridge.....4

Troubleshooting (Envoy Not Reporting).....5-6

Contact Information.....7

Understanding the Enphase Microinverter System

The Enphase Microinverter System™ converts the DC power generated by your solar modules (panels) into AC power that is used in your home. The microinverters also transmit information about how your system is performing through the Internet so that you and your solar professional can monitor your system



There are three main components of an Enphase Microinverter System:

1. Enphase microinverters are installed beneath each solar module and convert DC power to AC power. Each microinverter sends AC power to your home's electrical panel (site load center) and transmits performance data over your home's electrical wiring to the Envoy.

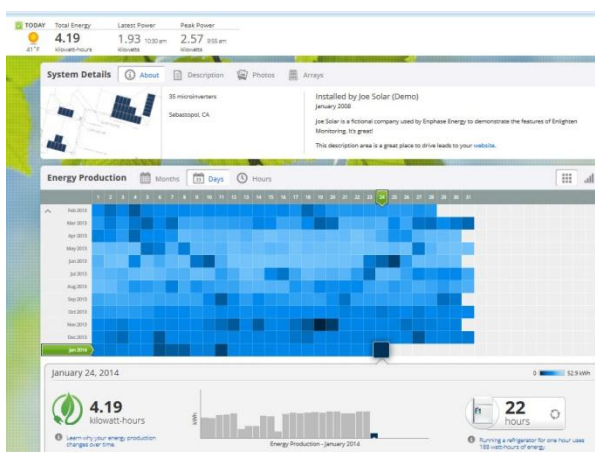


2. The Enphase Envoy® Communications Gateway™ transmits performance information to Enlighten over the Internet

- The envoy and one Ethernet bridge is installed outside in a gray unmarked weather-proof box (12x12x4) directly into the main load center to insure direct communication from inverters to Ethernet bridges.



3. Enphase Enlighten® software lets you monitor your system's performance online and provides diagnostic tools for your solar professional.



Setting Up Your Ethernet Bridge

On the day of electrical tie-in, electricians will give you an Ethernet bridge to plug into your existing wireless router (**NOT** modem). You will be responsible for having an existing wireless router.



Free an outlet to plug the bridge in to. **DO NOT** plug the bridge into a surge protector, it must be directly into a wall outlet to ensure steady communication between the router and the Envoy outside. Ethernet bridges are highly sensitive to electrical interference which is usually caused by surge protectors.



MyEnlighten account will be set up by office; once complete you will receive an email from Enphase giving you log-in credentials to view your system and set up your username and password. (It may be filtered as spam so make sure to check your junk mail)

Homeowner Troubleshooting: Envoy Not Reporting

1. Locate the Ethernet plug inside the house near the wireless router. The top and bottom light should have a steady illumination; if center light is not illuminated unplug from the wall wait 1-2 minutes then plug back in.



2. If the middle light does not illuminate, move Ethernet bridge to another outlet. Make sure it is NOT plugged into a surge protector, power strip etc. Wait 1-2 minutes to see if the light comes on.

3. If there is no change, the Ethernet bridge located with the Envoy outside may have to be unplugged and re-plugged. You will need either a Slotted or Phillips screwdriver to open the panel depending what kind of screws were used.

4. After opening the panel, check the display on the Envoy (white oval unit). You will likely see a "**-Web**" at the top right corner and an IP address starting with a "**169**". This means there is no web connectivity.



5. Unplug the Ethernet bridge and power cord, along with the same Ethernet bridge inside. Leave both unplugged for approximately 15-20 minutes. Plug them back in same order. The reboot should take about 10 minutes.

6. After the reboot is complete you should now see a "**+Web**" and an IP address starting with "**192**". That means there is web connectivity and your Envoy is reporting normally.

7. Make sure to replace panel and seal securely. Solar Help Hawaii & Tee's Electrical will not be responsible for damages caused by weather due to improper replacement of panel.

8. If these steps have been performed and no progress has been made, please contact Solar Help Hawaii at 808-548-4357. If the problem cannot be addressed remotely, we will set up a date for a service tech to come out.

For further information on how to manage account, view production etc. please visit

<http://enphase.com/myenlighten-help/>

Contact Information:

Enphase Energy Support

Phone: 1-877-797-4743

Email: support@enphaseenergy.com

Enphase MyEnlighten FAQ: <http://enphase.com/myenlighten-help/>

YouTube Channel & Tutorials: www.youtube.com/user/EnphaseEnergy

- Suggested Videos
 - MyEnlighten Introduction
 - Enphase How It Works
 - Troubleshooting Enphase Monitoring

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