Wi-Fi On-Site Troubleshooting Guide - NAM

Revision History

- Version 1.0, November 2023: Initial release.

Contents

⚠️ **WARNING**

The following troubleshooting steps require you to work inside the inverter. Never install a Wi-Fi antenna or any other hardware while the AC power is connected to the inverter or damage may occur. Failure to disconnect AC power can result in injury or death. Never open the inverter if it is raining, or expose the inverter to moisture. Always follow your company's safety protocols when working inside the inverter.

Safety Precautions

For safety purposes, perform the following steps before removing any covers:

1. Turn off the inverter by moving the P/1/0 switch to **0** (**OFF**) position and wait for V_{DC} on the inverter to drop below 50V.

2. Turn the DC Disconnect (DCD) switch to the **OFF** position.

3. Turn off the AC circuit breaker.

⚠️ **CAUTION**

If the Inverter's AC circuit breaker trips on-site, do not power on the AC circuit breaker before investigating the inverter for any internal damage, such as debris or thermal damage. If any damage is found, take photos and contact SolarEdge Technical Support.

Overview

Wi-Fi provides a wireless communications option for SolarEdge inverters to connect to the SolarEdge Monitoring Portal using the site's available Wi-Fi connection. This guide can assist you in troubleshooting Wi-Fi connections on SolarEdge inverters.

Supported Devices

- SolarEdge SetApp enabled devices on CPU version 4.18.32 or higher

💬 **NOTE**

For North America, Wi-Fi is currently residential only.

Required Accessories

- [SolarEdge Wi-Fi antenna](#)

Installation

1. Turn off all your devices before opening any covers.
    a. **Inverter:** Follow the Safety Precautions.
    b. **Battery:** Once you have turned off the inverter, ensure that you turn off any battery toggle switches and breakers.
    c. **Other Devices (Meter/EV Charger/etc.):** Turn off the AC circuit breaker for the device or remove the AC power plug depending on the type of device.
2. Remove the top cover of the inverter.
3. Feed the coaxial connector for the antenna through the communications gland found at the bottom of the inverter and connect the antenna to the Wi-Fi input found on the right-hand side of the communications board.
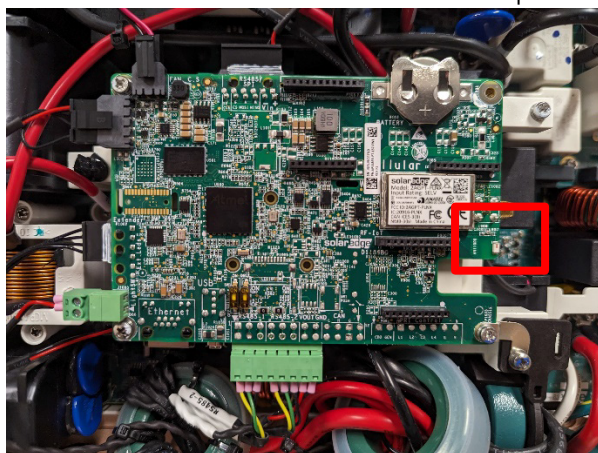
4. Remove any additional devices used to connect to the SolarEdge Monitoring servers (ethernet cable/Zigbee module/cellular modem).
5. Replace the inverter cover, then turn on the AC circuit breaker to configure the connection.

Configuration

Once the Wi-Fi antenna has been installed, follow the steps below to configure and connect the inverter to the local wireless network.

1. Connect to the inverter using SetApp.
2. Navigate to **Monitoring Communications**.
3. Click **Change Connection Type** at the bottom of the screen and select **Wi-Fi**.
4. Click the **Configure** button.
   SetApp displays a list of available Wi-Fi connections.
5. When prompted, click on the desired network, and enter the password.
6. Once connected to the Wi-Fi network, confirm **S_OK** in the **Monitoring Communications** or **Status** menus to verify a connection to the SolarEdge Monitoring servers. If the inverter continues to have communication issues after being connected to the Wi-Fi network, see the Troubleshooting section below.

Troubleshooting

There are several different troubleshooting steps you can perform on site which can help you identify the cause of any potential communication issues.

Bad Signal/Intermittent Communications

This can occur when there is a range or an interference issue on-site.

- Verify the SolarEdge Wi-Fi antenna was installed for maximum Wi-Fi reception
- Verify the Wi-Fi antenna is installed to the correct port on the communications board
- Reduce any potential Wi-Fi interference on site