

Wi-Fi Troubleshooting Guide – mySolarEdge - NAM

Revision History

■ Version 1.0, November 2023: Initial release.

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Overview

Wi-Fi provides a wireless communication option for SolarEdge inverters to connect to the SolarEdge Monitoring Portal. You can reconnect an inverter to a local Wi-Fi network with the mySolarEdge application.

Before you Begin

Before configuring the Wi-Fi, we recommend that you verify the inverter is working and responsive by checking for illuminated LEDs on the inverter. If the inverter is not responsive, contact your SolarEdge installer for further troubleshooting.

Requirements

- SolarEdge SetApp enabled Home Wave or Home Hub Inverter
- Smart device running Android or iOS
- mySolarEdge application
 - [Android](#)
 - [iOS](#)

Reconnect mySolarEdge Application

If the inverter is not connected to the wireless network, configure the Wi-Fi settings to reestablish communication as follows:

1. Launch the mySolarEdge application.
2. From the dashboard screen, click on the menu icon in the upper left corner.
3. Click **Inverter Communication**, and then click the **Configure Wi-Fi** button at the bottom of the screen.
4. Select the required network and enter the password when prompted.

Once the inverter is connected to the Wi-Fi network, check for a blue-lit LED light on the LED tube underneath the inverter, and check the **S_OK** communications status under the **Communications** or **Status** screens. This shows that the inverter is connected and communicating with the SolarEdge Monitoring servers.



NOTE

If the blue LED/S_OK is not displayed, we recommend that you contact your installer for further assistance.

Verify Wi-Fi Connection

To verify that you have a Wi-Fi connection, do as follows:

- 1 Launch the mySolarEdge application.
- 2 Click on the menu icon in the upper left corner.
- 3 Click **Inverter Communication** or **Inverter Status**.
 - **Inverter Communication**: displays the internet connection details together with a status message if a connection error occurs.
 - **Inverter Status**: displays the various inverter measurements, including inverter production, voltages, and communications status.