

How to Reconnect Your Enphase IQ Gateway

Enphase IQ Gateway (older versions are called the Envoy, Envoy-S, or Envoy-S Metered; on some homes it is built inside the IQ Combiner box)

App: **Enphase app** (this is the homeowner app, formerly called Enlighten)

If your solar system stopped reporting after you changed your router, changed your Wi-Fi password, had a power outage, or switched internet providers, your IQ Gateway most likely just lost its Wi-Fi connection. In most cases you can point it at your new network yourself in a few minutes, and your panels keep making power the whole time even while the monitoring is offline.

What You'll Need

- ✓ Your phone or tablet, connected to the SAME home Wi-Fi you want the gateway to use
- ✓ The Enphase app installed, and your Enphase login (the email and password you use to view your system)
- ✓ Your current Wi-Fi network name and password (the new ones, if they changed)
- ✓ Physical access to the gateway, in case you need the button method (it is a small box on a wall, in a garage, or near your electrical panel; it may be inside the IQ Combiner)
- ✓ A 2.4 GHz Wi-Fi network available (see Notes)

Step by Step

1 Get on the same Wi-Fi and open the app

- On your phone, connect to the home Wi-Fi network you want the gateway to use.
- Open the Enphase app and sign in with your Enphase email and password.
- Give the app a minute to load your system on the home screen.

2 Find your gateway in the app

- Tap the Menu icon (the three lines, usually top corner).
- Tap System.
- Tap Devices and Array (on some app versions this is just called Devices).
- Tap your gateway in the device list (it will be named Gateway, IQ Gateway, or Envoy).

3 Open the Wi-Fi / Network settings

- On the gateway screen, look for Network or Wi-Fi and tap it.
- If the gateway shows as disconnected, the app will offer an option to reconnect to Wi-Fi. Tap it.
- Tap to view or scan for available networks.

4 Choose your network and enter the password

- Select your home Wi-Fi network name from the list.
- Carefully type your Wi-Fi password (it is case-sensitive).
- Tap Connect or Join.
- Wait. Connecting can take a few minutes, so do not close the app right away.

5 If the app cannot reach the gateway, use the button (AP mode)

- Only do this if Step 4 did not work or the app cannot find the gateway. Go to the gateway box.
- Briefly press and release the AP Mode button. Do NOT hold it. Holding it for 5 or more seconds starts a different mode (WPS) that you do not need here.
- The AP mode light (the LED next to the Wi-Fi / phone-style icon) should turn solid green. This means the gateway is now broadcasting its own temporary Wi-Fi network.
- AP mode stays on for about 15 minutes and then turns itself off, so work through the next step without long pauses.

6 Join the gateway's temporary network and set your Wi-Fi

- On your phone, go to your phone's Wi-Fi settings (not the Enphase app) and connect to the network named Envoy_XXXXXX, where XXXXXX is the last six digits of your gateway's serial number (the serial is on a label on the gateway).
- Open a web browser and go to 172.30.1.1 (type the dots). The Gateway Configuration page opens.
- Tap Wi-Fi. If asked to log in, the username is envoy and the password is the last six digits of the gateway serial number.
- Tap View Networks, choose your home network, enter its password, and tap Connect. When you are done, reconnect your phone to your normal home Wi-Fi.

7

Confirm it worked

- On the gateway, look at the Network light (the LED by the cloud icon). Solid green means it reached the Enphase cloud and you are back online.
- Solid amber on that light means the gateway found your local network but cannot reach the internet yet (give it a few minutes, or check that your internet is actually working).
- Back in the Enphase app, the gateway should show as Connected (often a green dot), and your system should resume reporting within a few minutes.

Good to Know Before You Start

- Use 2.4 GHz Wi-Fi. The IQ Gateway and Envoy connect on the 2.4 GHz band, not 5 GHz. If your router lists two separate networks, pick the 2.4 GHz one. If your router combines both under one name, the gateway should still find the 2.4 GHz signal.
- Your power keeps flowing. A monitoring outage means you temporarily cannot SEE your production in the app. Your solar panels keep generating normally the whole time.
- The button is labeled AP Mode (Access Point mode). 'Access point' just means the gateway makes its own short-lived Wi-Fi network so your phone can talk to it directly.
- Wired option. If your gateway is connected by an Ethernet cable instead of Wi-Fi, a Wi-Fi change will not affect it. Just make sure the cable is plugged in and your router is on.

If It Doesn't Connect

- Give it time. After a reconnect or a router/power outage, the gateway can take 2 to 15 minutes to boot, run its checks, and report again. A short wait fixes many cases.
- Double-check the password. A wrong or mistyped Wi-Fi password is the most common reason a reconnect fails. Watch for capital letters and the number 0 versus the letter O.
- Make sure your internet is actually up. If the gateway light is solid amber, the gateway is fine but your home internet may be down. Restart your router and modem and wait a few minutes.
- Move it closer if the signal is weak. The gateway needs a solid Wi-Fi signal where it is mounted. If it keeps dropping, your router may be too far away.
- AP mode timed out. The gateway's temporary Envoy_XXXXXX network only stays on for about 15 minutes. If it disappeared, briefly press the AP Mode button again to restart it.
- Do not see your network in the list? Confirm a 2.4 GHz network is turned on (see Notes), and that the network name does not have unusual symbols.
- All four lights flashing red for more than 10 minutes, or lights that keep flashing amber, point to a hardware or power issue, not a Wi-Fi issue, and should be checked by your installer.

GOOD TO KNOW • ENPHASE HARDWARE VARIES

Hardware generations look slightly different. The newer IQ Gateway is a small white box with a row of status LEDs and an AP Mode button; older Envoy-S and Envoy-S Metered units have the same idea but the layout and button placement differ, and on some homes the gateway lives inside the larger IQ Combiner enclosure (you open the cover to reach the button and lights). The general LED meaning is the same across them: the light by the cloud icon is your internet/cloud status (solid green is good, solid amber means no internet yet), and the light by the Wi-Fi icon shows AP mode is on. Installer-only note: the steps above are the homeowner path and cover most simple Wi-Fi reconnects. Some changes (for example, gateways that were locked to a specific network during install, certain commissioning or metering settings, or a gateway that will not show up for your account) can only be done through the Enphase Installer Toolkit by your installer, because those screens require an Installer-level account. Revival Solar is the installer of record for many of our customers, so if the homeowner steps do not get you back online, we can do it for you.

AFTER YOU ARE BACK ONLINE

You only found this out because you happened to look. Here is how you stop being the alarm system.

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