

How to Reconnect Your Hoymiles DTU

Hoymiles DTU (Data Transfer Unit), the small device that collects data from your microinverters and sends it to the monitoring service. Common models include the DTU-W100, DTU-WLite, and DTU-Pro.

App: [S-Miles \(End User\) app](#)

If your Hoymiles system is showing offline, the DTU has usually just lost its Wi-Fi connection (often after a new router, a changed Wi-Fi password, a power outage, or an internet provider change). This guide walks you through reconnecting the DTU to your home Wi-Fi in a few minutes.

What You'll Need

- ✓ Your smartphone or tablet
- ✓ Your home Wi-Fi network name and current password
- ✓ The S-Miles (End User) app installed
- ✓ A 2.4 GHz Wi-Fi network (the DTU does not connect to 5 GHz, see Notes)
- ✓ To be near the DTU, since setup uses the DTU's own short-range Wi-Fi

Step by Step

1

Restart the DTU

- Unplug the Hoymiles DTU from the power outlet.
- Wait 10 to 15 seconds.
- Plug it back in.
- Wait about 1 to 2 minutes for the DTU to fully restart.

2**Connect your phone to the DTU's Wi-Fi**

- On your phone, open the Wi-Fi settings.
- Look for a network whose name starts with DTU followed by numbers, for example DTUP-12345678 on a DTU-Pro or DTUL-12345678 on a DTU-W100 or DTU-Lite.
- The numbers are your DTU's serial number, printed on the label on the device, so you can match it if more than one shows up.
- Connect to it (no password is required).
- Keep your phone connected to this network during setup.

3**Open the S-Miles app and start network setup**

- Open the S-Miles (End User) app.
- Tap the head-and-shoulders icon in the top left corner.
- Select Network Config.
- Choose your DTU when it appears.

4**Reconnect to your home Wi-Fi**

- Select your home Wi-Fi network from the list.
- Enter your Wi-Fi password (it is case sensitive).
- Tap Confirm or Save.

5**Confirm the connection**

- Wait 1 to 3 minutes.
- Reopen the S-Miles (End User) app.
- Your system should now show Online.

Good to Know Before You Start

- The DTU connects to 2.4 GHz Wi-Fi only. This is the single most common reason a reconnection fails, so confirm you are joining a 2.4 GHz network.
- Your panels keep producing power even while the DTU is offline. Only the online monitoring is affected.
- If your DTU is plugged into a spot with a weak Wi-Fi signal, moving it to an outlet closer to the router can prevent it from dropping again.
- When the app shows Online, you are reconnected. Fresh production data can take a few more minutes to appear.

If It Doesn't Connect

- If you do not see a network starting with DTU, unplug the DTU, plug it back in, wait about a minute, then check the Wi-Fi list again. Stay close to the DTU, since its own signal only reaches a few feet.
- Make sure your Wi-Fi is 2.4 GHz. Hoymiles DTUs do not support 5 GHz.
- Double-check your Wi-Fi password (it is case sensitive). A wrong password is the most common reason it will not connect.
- Move the DTU closer to the router if possible, since a weak signal can stop it from staying connected.
- If it still shows offline, run through the steps one more time from the restart in Step 1.
- If it will not come back online after a couple of tries, have a professional take a look.

GOOD TO KNOW · HOYMILES HARDWARE VARIES

Steps are essentially the same across DTU models (DTU-W100, DTU-WLite, DTU-Pro), but the DTU's own Wi-Fi name changes with the model (DTUP- on a DTU-Pro, DTUL- on a DTU-W100 or DTU-Lite), and icon placement and menu names can read slightly differently between app versions. Some larger systems use a DTU-Pro that can also connect by a network (Ethernet) cable; if yours is wired, make sure the cable is seated at both ends rather than using the Wi-Fi steps.

AFTER YOU ARE BACK ONLINE

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

- **Care Plan monitoring.** We watch your system twice a day and email you when it faults or drops offline, so the next outage is caught in a day instead of a season. Plans and pricing at solarrevival.com/care-plans
- **Extended Protection Plan.** For systems already on the roof, including ones whose installer is gone. Covers approved diagnostics and repair labor, plus like-kind part replacement even after the manufacturer warranty has run out. Administered and obligated by Align Solar Protection, not by Revival Solar. Details at solarrevival.com/solar-warranty

Still offline? We can reconnect it for you, call or text **(541) 500-6260**

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