igssolar

Enphase System Quick Guide

Account setup, home Wi-Fi connection, and gateway troubleshooting.

Getting Started

Use this interactive guide for easy-to-follow steps that outline how to set up your Enphase account, connect your system to your home Wi-Fi network, and troubleshoot gateway reporting issues.

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Learn how to create your Enphase account. This is required to connect your system to Wi-Fi and resolve any gateway reporting issues.

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Unlock full system reporting and enhanced maintenance capabilities by connecting your system to your home Wi-Fi network.

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Follow this step-by-step guide to troubleshoot and resolve gateway reporting issues.

Set Up Your Enphase Account

You'll need an active Enphase account and the Enphase mobile app to connect your system to your home's Wi-Fi network and address connectivity issues. If you already have these, skip to Connect Your System to Wi-Fi.

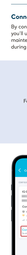
STEP 1

Check Your Inbox

Look for an email from Enphase with the subject line **"Welcome to Enphase."**

Open the email and click the link that says, **"Activate your account now."**

Continue to Step 2



STEP 2

Confirm Your Password

Confirm your email address is correct.

Create your password, review the Terms of Service and Privacy Policy, and click **Activate Account**.

Continue to Step 3

STEP 3

Sign In to Website and App

Enter your email and the password you just created, then click **Sign In**.

Congratulations — your Enphase account is now active! Now, download the Enphase app from the app store. Open the app and sign in using the email and password you just created.

Connect Your System to Wi-Fi

By connecting your gateway to your home Wi-Fi network, you'll unlock reliable real-time reporting and enhanced remote maintenance capabilities. To ensure a smooth connection during this process, stay within close proximity to your gateway.

VIDEO GUIDE

Watch a Complete Wi-Fi Walkthrough
Follow this step-by-step video tutorial to connect your system to your home Wi-Fi network in minutes.

Watch Now

STEP 1

Open the Enphase App

In the Enphase app, go to **Menu > Settings > Connectivity**.

Tap **Configure Wi-Fi**.

Continue to Step 2

STEP 2

Connect to the Gateway

Tap **Connect**, then **Join** when prompted.

If connection fails, proceed to Step 4: Fixing Gateway Connection Failure.

Continue to Step 3

STEP 3

Join Your Home Network

Tap **Scan Wi-Fi Network**, select your home network from the list of options, enter your password, and tap **Join**. Wait for confirmation.

Done! Your system is now paired with your home Wi-Fi network and will resume connectivity and reporting.

Note: The first LED on your gateway may briefly show red before turning green when successfully connected.

Continue to Step 4 if connection fails

STEP 4

Fixing Gateway Connection Failure

If you cannot connect to your gateway or receive an "ENVOY_XXX unable to join network" alert, you'll need to locate the AP mode button on your device.

Continue to Step 5 to learn how

STEP 5

Locate the IQ Combiner Box

Find the IQ Combiner box, usually located in the garage or outside in a water-tight enclosure near the utility meter.

Open the cover to access the gateway inside.

Continue to Step 6

STEP 6

Locate the AP Mode Button

The AP mode button is located in the middle of the LEDs on the gateway. Briefly press (don't hold) the AP mode button until the second LED shows solid green, then tap **Retry** in the app.

To join your home network, return to Step 3.

Resolve Gateway Not Reporting

Your gateway connects the rooftop system's microinverters to the Enphase App for monitoring and maintenance updates. If you're not receiving reporting data or your gateway is unresponsive, follow these steps:

Note: Before performing the troubleshooting steps below, please ensure you have set up your Enphase account by following the steps in the Set Up Your Enphase Account section.

STEP 1

Locate the IQ Combiner Box

Find the IQ Combiner box, usually located in the garage or outside in a water-tight enclosure near the utility meter.

Open the cover to access the gateway inside.

Continue to Step 2

STEP 2

Check Power & LED Indicators

Ensure gateway is powered on and all LEDs are green.

LEDs off or flashing red: Try restarting the gateway.

- Turn off the gateway's circuit breaker
- Wait 30 seconds
- Turn the circuit breaker back on

Wait up to 10 minutes. If LEDs remain off or flashing red, contact support at SolarSupport@igs.com or by calling 888.974.0114.

Continue to Step 3

STEP 3

Check Internet Connection

If all **LEDs are on** except the cloud LED (the leftmost LED next to the cloud icon), the gateway isn't connected to the internet.

Continue to the Connect Your System to Wi-Fi section above to connect your system to the internet.

That's it!

Keep generating clean, dependable energy.

Have questions or need additional assistance?
SolarSupport@igs.com | 888.974.0114