

EnverBridge Abnormal Connection Issues & Solutions

Case 1:

The EVB screen eventually displays the IP address 192.168.0.255 or 192.168.0.254 when powered.

Solution:

This case indicates no network between EVB and the router. Try doing cable self-check, replacing cable, or checking firewall settings of the router to solve the problem.

Case 2:



The display screen consistently shows “MI connecting” in the first line and “0 MI connected” in the second line.



This message indicates that EVB didn't receive any transmission signal from MI, the reason considering to be signal interference.

Solution:

1、 Confirm whether the microinverter(s) monitored by this EnverBridge is(are) in normal conditions (with flashing green light).

2、 If the EnverBridge is Installed too far away from microinverter(s), the signal transmission would be too far to be effective. Try installing the EnverBridge nearer microinverter(s), better within 50m. The shorter the distance is, the better signal it would get.

3、 Check whether there is other special appliance causing interfering signal. When the EnverBridge is directly plugged into the wall outlet, avoid using other special appliances on the same line.

These special appliances include :

- ① Power strips and surge protectors
- ② UPS (uninterruptible power supply) or battery backup units
- ③ Touch-sensitive lamps



④ Battery chargers or AC adapters, especially those designed for cellphones and laptops

⑤ The following devices should also be removed if they are old:

Devices with built-in rotating motors like fans, refrigerators, cabinet freezers, water pumps, drilling machines, bench saws and planers, etc.

⑥ Any older or broken compact fluorescent light (CFL) used may cause signal interference.

PS: If there is LCF in the system, please ensure that the LCF is installed at the side of PV station rather than the side of power grid.

If installed at the side of power grid, the LCF would filter the carrier signal sent by EnverBridge, causing the microinverter(s) unable to receive the signal sent by LCF and thus cannot be monitored.

If EnverBridge still function abnormally after you have performed the above steps, please contact your local distributor or Envertech (tech@envertec.com) directly for assistance.

Case 3:

The IP address showed on the screen of EnverBridge is not 192.168.0.255,



but without “*” after the IP. For example, the screen displays “192.168.0.100”.

And no power plant data uploading can be seen on the portal.

Solution:

Two conditions may cause this connection issue:

- 1、 The network is disconnected (such as overdue Internet expenses);
- 2、 There is IP address conflicts between EVB and some household equipment.

For the first condition, please consult telecommunications company.

For the second condition, please try restarting EnverBridge.

(The problem may be resolved automatically in several days if it is not processed. But no monitoring data can be got during this period.)