



If you are experiencing issues with your system, this document aims to help with basic troubleshooting to get your system producing power and reporting accurate information within the portal.

Your system monitor needs to always be connected to the internet to provide updates. It can become disconnected because of situations such as:

- A new internet provider, router, or password change on your network
- Power outages
- Your modem moved further away from your system monitor

Start by resetting your home's router/modem. Ensure your internet connection is working.

Then try the steps (1) for reconnecting your wifi to the system controller (Envoy).

If that does not appear to work, continue with a full system reboot (2), then try to reconnect your wifi.

If neither of these steps corrects the issue and the Enphase website does not help solve your issue, your system may need further service. Contact us via phone (575-288-1792) or our [website](#).

Enphase-

- 1) [Wifi reconnect instructions](#)
  
- 2) [Rebooting your Envoy](#)
  
- 3) Refer to Enphase website for more guides on troubleshooting.

[Home Owner Support](#)