

EnverBridge Abnormal Connection & Solutions

Case 1:

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

Solution:

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

Case 2:



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

This message indicates that EnverBridge didn't receive any transmission signal from the microinverters. The reason can be signal interference.

Solution:

Note: Please make sure that the microinverters are connected in the same phase as this EnverBridge.

1. Confirm whether the microinverter(s) monitored by this EnverBridge is(are) in normal conditions (LED light flashing green).
 2. If the EnverBridge is installed too far away from the microinverter(s), the signal transmission would be too far to be effective. Try installing the EnverBridge nearer to the microinverter(s), better within 50m. The shorter the distance is, the better signal it would get.
 3. Check whether there is other PLC appliance causing interfering signal. When the EnverBridge is directly plugged into the wall outlet, avoid using other PLC appliances on the same line.
- If EnverBridge still function abnormally after you have taken the steps above, 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 system data uploaded can be seen on the portal.

Solution:

Two situations may cause this connection issue:

- 1 The internet is disconnected (such as overdue Internet expenses)
- 2 There is an IP address conflict between EnverBridge and some household equipment.

For the first situation, please consult your telecommunication company. For the second situation, please try restarting EnverBridge.

(The problem may be resolved automatically after several days. But no data can be obtained during this period.)