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Quick How-To Guide for Installers/Technicians

Gateway Connectivity:

The ideal connection is to use the booster as it saves tons of time and streamlines things from a connectivity standpoint.

Step-by-Step:

1. Both the booster and gateway need to be plugged into power sources SIMULTANEOUSLY and NEXT TO EACH OTHER so that they can be paired together. We recommend completing this in the office or inside the customer's home, so it's paired before mounting the gateway on the wall.
2. Install the black "TP LINK" adapter inside of the gateway in the USB port. Next,
3. Click "settings", "ethernet" and "choose WPS" on the gateway, then press the WPS button on the bottom of the booster. Once the gateway and booster are paired, the Gateway will say "NEP-MICRO" WPS CONNECTED. Leave everything plugged in and press "OK" to restart the gateway.
4. The booster should be plugged into the wall outlet and the customer's router SIMULTANEOUSLY. It is important to have all 3 blue lights on the booster once it's fully connected. (Explain to the customer that it must stay plugged into the router; otherwise, they won't be able to monitor their system.)
5. Test the connection on the gateway. Choose "settings", then "network test". WAIT FOR 10 SECONDS, then press "execute". It should say Net State "GOOD".
6. Go back to the date and time, set the time to the time zone you are in, then press "ok". The gateway will restart again.

Connecting via Wi-Fi without the booster (AP MODE):

You MUST HAVE an Apple device such as an iPad, MacBook, or iPhone.

Step-by-Step:

1. Choose "Settings", "ethernet", "AP mode". Then, it will ask "Do you want to restart now?" Choose "OK".
2. Go to "Settings", "Ethernet", and check to make sure "AP mode" is now RED.
3. On the mobile device, go to "Settings", "Wi-Fi", and connect to "NEP NETWORK." Enter the password, which is "12345678". You should see a checkmark. It will say "no internet," but that's okay.
4. Launch Safari on your phone. Enter the IP address "192.168.99.1/wifi" then click "go".
5. "Wireless Network Setup." It will also say "home, change password, exit." PASSWORD: gateway then press "NEXT."



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6. Wireless Network Setup. WLAN Settings. <SSID> Click on the pull-down menu and select the customer's Wi-Fi network.
7. Make sure the security type is "WPA-WPA2" and enter the Wi-Fi password. Then press "SAVE." It will say "save ok."
8. Go back to the gateway, and WPA should still be RED. Click on AP mode again, then click "OK" for a reboot. (Same network test steps as booster method.)

After connecting to Wi-Fi, enter "settings" "COM ID" and then plug the scanner into the Ethernet port. Start on line 2 to scan in the micro-inverter serial #s. If you do not have a scanner, you can enter the microinverter serial #s manually.

To check production after scanning in micro-inverters:

1. "Settings" "system config." Check "engineer mode" then enter password "1234," then go to instant output and check rows where you can see all the production.

To troubleshoot and for RMAs:

1. If all data shows "0" (power, V-AC, F-AC, V-DC, PLC, status), then check the AC input from combiner or rooftop junction boxes, micro-inverter male/female BQ connectors, and solar panel MC4 connections to ensure they are clicked in all the way.
2. If all data in the V-AC, F-AC, V-DC, PLC field is present, but the "POWER" field is 0, the micro-inverter could be faulty or it could be a loose connection. To verify this, check the end of circuit termination cap for 240VAC. If 240 VAC is present, check the solar panel's open circuit current. If the expected VDC is present, and all connections are correct, proceed to (3) to RMA the micro-inverter.
3. **FOR RMAs:** Field technicians must call NEP's field Support Line while on site at 888-598-9901, then press 1. The on-site technician might be required to provide photos of the end of trunk line VAC, solar panel open circuit current, and instant output menu on the gateway.