

Monitoring Diagnosis - LG EnerVu

If you are experiencing issues with your LG monitoring, this document aims to help with basic troubleshooting. We will break it out in a few categories to explore how to get your system back to reporting accurate information within the portal.

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

- Enerbox being removed, relocated, or plugged into something like a power strip
- New internet provider, router or password change on network

The easiest way to regain connection is to use the WPS functionality with the following steps:

- 1) Update the Wi-Fi password on your LG system, go to your Enerbox (see below), and flip down the white plastic panel on the side. Press the “**WPS/AP**” button for 1 second, notice the LED that says “**Mobile S-Meter**” turn amber.
- 2) On your smartphone or laptop, go to Wi-Fi settings and connect to a network named **Enerbox_####**, with the password “**87654321**”
- 3) Open a web browser and type in the following web address: <http://172.21.69.1>
- 4) Select the “**WLAN**” tab, and locate your network in the list. Enter your password, and after a couple of minutes you should be connected. Check the four indicator lights on the side of the Enerbox, and your “**Internet**” light should be illuminated green (note that your “**Inverter**” light should also be illuminated). This means your device is now online!
- 5) Once you see the green “**INTERNET**” light illuminated, press the “**WPS/AP**” button again for 1 second and the amber “**Mobile S-Meter**” light will turn off.



If your home router does not have the WPS functionality (see above process) you can try connecting it via hardwiring with an ethernet (CAT5) cable (see below). While a hard wire is most reliable, moving the Enerbox can lead to poor PLC (Power Line Communication) and should be a last resort. If neither of these options work, a service visit will be needed.



Hard wiring communications:

The EnerVu device can also be connected via direct hard-line connection with a CAT5 cable from the EnerVu box directly to your home internet router. It is important to note the relocating the EnerVu device may cause a poor PLC connection that may cause data disruptions (see below) and for this reason may not be a good solution for every system.

Poor PLC – This often presents as the array sporadically reporting data from different modules on different days or sometimes as a lack of any data while still being connected to the internet. The problem is generally caused by the Enerbox being plugged into a power strip, an AFCI or GFCI circuit (GFCI outlets seem to be okay), or a noisy electrical environment.

Do not relocate the device to a power strip and to keep it close (electrically) to the point of interconnection to avoid poor PLC.

Helpful links:

Monitoring introduction and set up review:

[LG EnerVu ESS Web Monitoring - YouTube](#)

[EnerVU setup guide 191031 \(lg.com\)](#)

EnerVu manual:

[LG ESS Residential EnerVu Installer Manual EN.pdf](#)

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