

SetApp Mobile Application FAQs

Q: Do I need to download the latest firmware before installing a SolarEdge inverter or device?

A: To get the latest firmware version, just run SetApp when your smartphone is connected to the internet and it will be automatically updated with the latest SolarEdge firmware version. Then, to upgrade an inverter, connect to the inverter Wi-Fi station. To check the latest available firmware version available, visit our [firmware updates webpage](#).

To ensure that you always have the latest SetApp version downloaded on your smartphone, simply enable automatic updates.

Q: Can I see which firmware version is currently installed on the SolarEdge inverter or device?

A: Sure. If you're onsite, connect to the inverter with SetApp and tap **Information**. Alternatively, for sites connected to the monitoring platform, you can generate the Site Commissioning report to view the firmware currently installed on all inverters in the site.

Q: Do I need an internet connection to configure the inverter?

A: An internet connection is required when downloading and registering SetApp for the very first time. Once this is done, the inverter then provides a local Wi-Fi connection to the smartphone. No internet connection is therefore needed for inverter configuration.

However, we strongly recommend running SetApp when your smartphone is connected to the internet, prior to going onsite to configure the inverter. This will ensure you have the most up-to-date firmware installed. You can also enable automatic updates on your smartphone to make sure that you have the latest SetApp version at all times.

Q: Is it possible to activate and configure nearby inverters simultaneously by more than one installer?

A: Absolutely! Simultaneous commissioning is supported as long as each installer has SetApp downloaded to their smartphone.

Q: Can I use my smartphone for other purposes during activation?

A: Yes. Downloading the firmware from SetApp to the inverter takes about 30 seconds; afterwards you can use your phone while the inverter is activated and upgraded.

Q: Is it possible to commission the inverter without a smartphone?

A: No. Inverter commissioning is possible only with a smartphone using the SetApp mobile application.

Q: Is it possible to log in to the app without a username and password?

A: No. In order to log in to SetApp, you must have a username and password. If you already have a SolarEdge monitoring platform or Designer account, simply login with your user credentials.

If you need fast and easy access to view the inverter's status and settings, the View Only mode can be used. This mode provides inspectors with viewing permissions without requiring app credentials. No changes to the inverter configuration can be made in this mode.

Q: Is it possible to log in to the app without a monitoring platform account?

A: Yes. You can get immediate access to your installation by registering for SolarEdge online services via SetApp. Registration gives you access to our suite of online services, including the Training Portal, Support Center and Designer. To get monitoring access you must provide a serial number and distributor details (you may provide this information at a later date). Monitoring access approval takes up to 72 hours. The monitoring platform is FREE for SolarEdge installers, and enables you to easily and efficiently manage your SolarEdge installations. Registering your system gives you module-level insight on system performance, allows us to offer you better service, and allows you to offer your customers better service and upsell opportunities.

Click on the link to register to the SolarEdge [monitoring platform](#).

Q: Can Wi-Fi be used for monitoring?

A: Of course. SetApp enabled inverters have a built-in Wi-Fi station for monitoring, you just need to connect an antenna to the inverter.

Note that Wi-Fi for monitoring is available only in certain regions. Check with your local SolarEdge sales person.

Q: Can the new app be used for already installed inverters?

A: Only SolarEdge SetApp-enabled inverters (without a LCD display) can be activated or configured via SetApp.

Q: Does the new app show real-time inverter status and measurements?

A: Yes. To view inverter data when you are connected to the inverter with SetApp, select Status from the SetApp menu.

Q: How can I see the system status without a display?

A: There are a number of ways to view and check the inverter's status:

- SetApp indicates system performance via the Status screen. Errors are indicated by a red or orange icon. The color indicates the severity. Tap the error line for more information and troubleshooting instructions.
- LEDs indicate system information such as performance, communication, or system errors. For example:
 - Blue on — the inverter is communicating with the monitoring platform
 - Green on — the system is producing energy
 - Green blinking — AC is connected, but the system is not producing energy
 - Red on — system error
- The monitoring platform indicates system errors in the site list and via the Layout tab icon. Clicking the errors tab will display a list of current errors.

Q: The red LED is on – how do I know which system error occurred?

A: A red LED can indicate a number of errors. To identify the error type, flick the inverter ON/OFF/P switch to the P position and release. This allows viewing system information via the LEDs. Click [here](#), refer to the inverter installation guide for the LED error descriptions, or use SetApp to view and troubleshoot.

Q: Doesn't the wireless connection compromise security? Can anyone connect to the inverter and change its settings?

A: SetApp connects to the inverter when you scan its serial number barcode and only after entering a user name and password. We also added a security feature to prevent any tampering. Before using the app, a button on the inverter has to be pressed, allowing configuration only by someone with direct access to the inverter.

Q: Can pairing be initiated without SetApp?

A: Yes. Simply press and hold the ON/OFF/P switch at P position for 5 seconds or more. Once you see all three LEDs blinking you can release the switch and the pairing process will start. The pairing process takes approximately three minutes.

Q: Can I use SetApp to access the monitoring platform?

A: SetApp performs inverter commissioning and only real-time inverter data can be viewed. Monitoring access and historical data can be viewed in the monitoring platform, via the monitoring app or a desktop web browser.

Watch how to commission your inverter via SetApp [here](#), and view other tips and tricks in our [SetApp videos playlist](#).