# ENPHASE.

## Getting Started Guide: IQ Envoy and Envoy-S Software Update

This getting started guide is for the on-site electrician, foreman, or office team member who is responsible for updating the Enphase Envoy-S or the IQ Envoy or the IQ Envoy embedded in the IQ Combiner. This guide applies to all Envoy models that look like those pictured on the right.

This update process enables you to update the Envoy software early in the installation process before the device is connected to Enlighten. This process requires that you use the Installer Toolkit mobile app. You can download the Enphase Installer Toolkit app to your mobile device from the Apple App Store or from Google Play.

If your Envoy will be connected to the Internet via Ethernet or Wi-Fi it will update automatically upon connection. However, if you wish to complete the update process earlier in the installation process, or if the Envoy will be connected via the Mobile Connect cellular connection, the update process must be completed using the Installer Toolkit.

### Preparation in the Office

Download the latest software package to the Installer Toolkit before leaving the office. This is important because the package is more easily downloaded on a Wi-Fi connection in the office than out in the field using cellular service. Using a cellular service requires use of a cellular data plan.

### First Time Using Toolkit

If you have not downloaded Installer Toolkit, download the latest version before leaving the office. If you have never logged into Toolkit, use your Enlighten installer credentials to log in. This unlocks the application for your ongoing use. (If you do not know your Enlighten login credentials, contact your Enlighten Administrator.)

Verify that you have set up the email client on your mobile device so that you can email reports from your company email address. Access *Settings* on your mobile device. Confirm your mail client is turned on and your default address is correct. You may also wish to enable *Always Bcc Myself*.
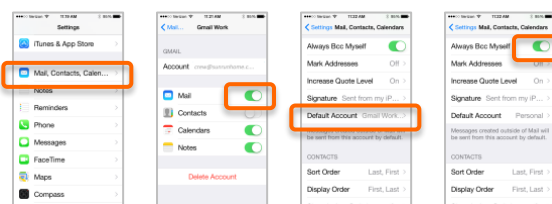
### Ongoing Toolkit Use

If you have used Toolkit before, download the Software Package to Mobile Device

1. Connect your mobile device to the Internet via Wi-Fi
2. Launch Installer Toolkit
3. In the app, select **Settings**
4. Under Settings, select **Envoy Resources**
5. Under Software Update click the **Check for Update** button to download the latest Software
   - If the latest version is already on to your mobile device, the button will read **Up-to-Date**
6. Download the update. This will take about three minutes.

## On the Job Site
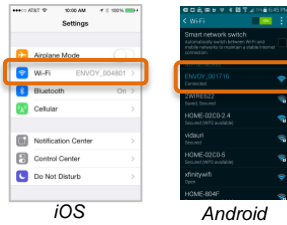
### Update an IQ Envoy or Envoy-S

1. Power up the Envoy

2. Briefly press the AP Mode button on the Envoy. This creates a network you can join with your mobile device.

   The AP Mode LED lights green when AP Mode is enabled.

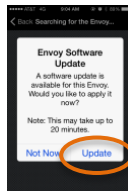3. On your mobile device, go to Wi-Fi settings.

   *iOS*          *Android*

4. Connect to the network just created by the Envoy (e.g., Envoy_001751).

5. Open the Installer Toolkit app.

6. Tap **Connect to Envoy**.

7. Select the Envoy to connect to.

   If an update is available for the Envoy, a message appears in Installer Toolkit.

8. Tap **Update**. The message indicates this may take 20 minutes.

   Installer Toolkit shows an update in progress as the software update package is uploaded to the Envoy.

   When the update begins on the Envoy, its LEDs flash green sequentially (in a cascading pattern).

In about three minutes, the Installer Toolkit displays the message that it is no longer connected to the Envoy. It is now safe to move your mobile device away from the Envoy.
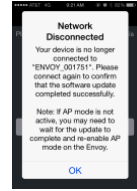
The update will proceed for about ten minutes. During the update, the Envoy LEDs continue to flash in a sequential pattern.

### Verify Update Complete

When the update is complete, the Envoy LEDs no longer flash sequentially.

1. On your mobile device, return to Wi-Fi settings, and connect to ENVOY_xxxxx.

2. Go back to Installer Toolkit. The **Update Successful** message is displayed.