

# Troubleshoot Optimizer Addition Failure



**Huawei Technologies Co. Ltd.**

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## Symptom

Optimizers fail to be added

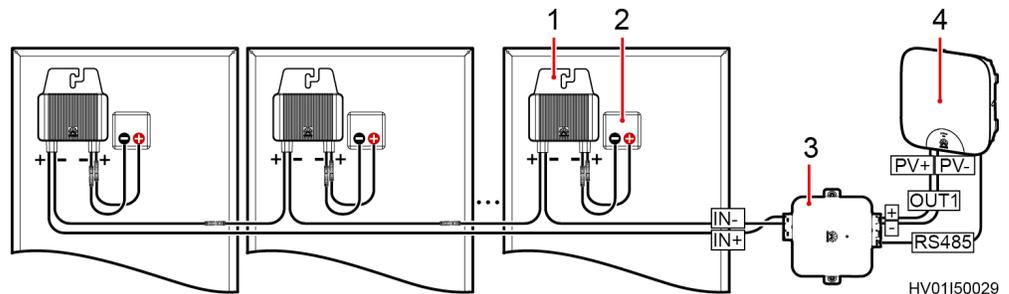
## Possible Causes

- Optimizer cables are incorrectly connected.
- The app or SUN2000L version is outdated.

## Solution

**Step 1** Check that the optimizer cables are correctly connected.

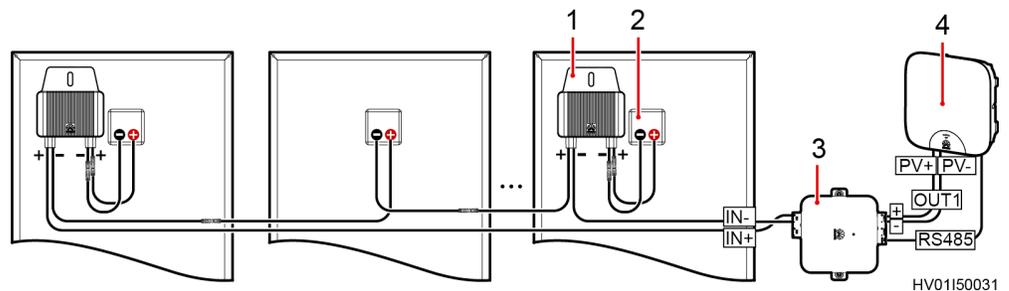
Optimizers configured for all PV modules:



(1) Optimizer (2) PV junction box (3) (Optional) Safety box (4) SUN2000L box

- Optimizers configured for some PV modules

Optimizers configured for some PV modules:



(1) Optimizer (2) PV junction box (3) (Optional) Safety box (4) SUN2000L box

**Step 2** Download the latest FusionHome app from Google Play or App Store, and perform the upgrade.

Upgrade the software using the SUN2000L upgrade package supplied with the FusionHome App.

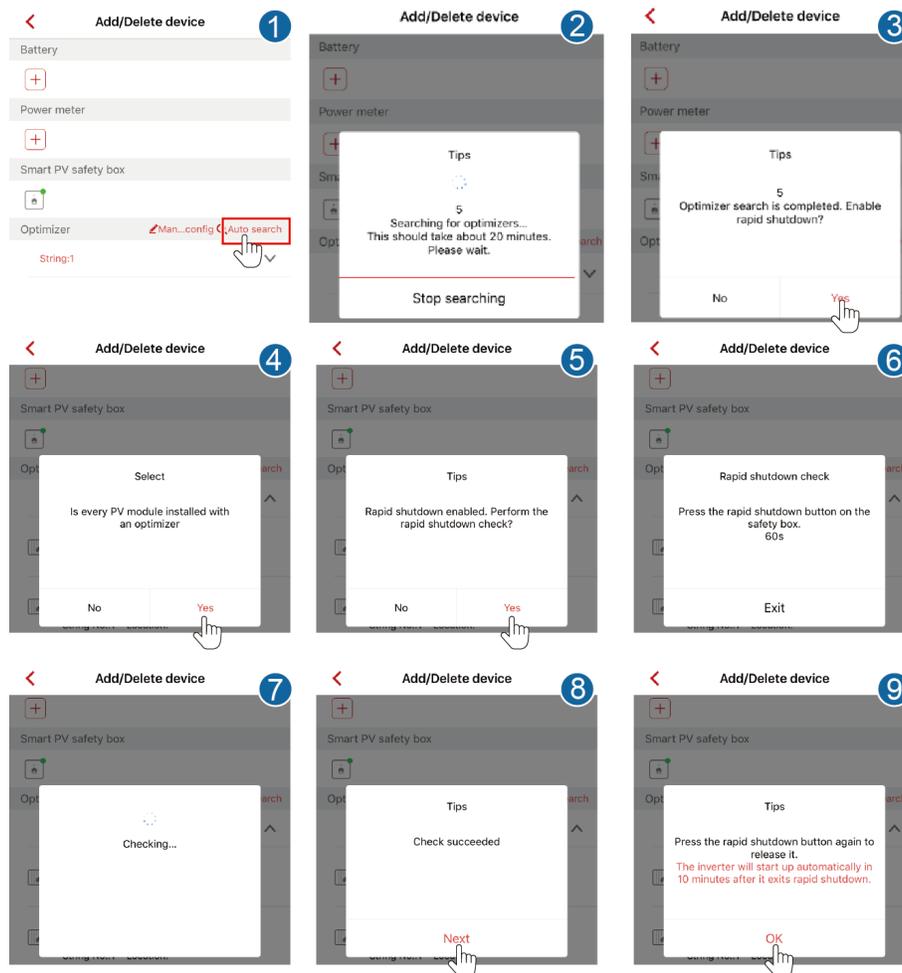
**Step 3** Add optimizers. The optimizer can be added by automatic search or manual configuration.

For automatic search, perform [Step 4](#).

For manual configuration, perform [Step 5](#).

**Step 4** Automatically search for optimizers.

Log in to the **FusionHome** app as **installer**. Choose **Home > Add/Delete device > Optimizer**, and tap **Auto search**.



**Step 5** Manually configure optimizers.

Log in to the **FusionHome** app as **installer**. Choose **Home > Add/Delete device > Optimizer**, and tap **Manual config**.

**NOTE** If multiple optimizers are not found, add all the optimizers and then start the search

The sequence of screenshots is as follows:

- 1**: 'Add/Delete device' screen. The 'Optimizer' section has 'Man...config' checked and 'Auto search' is visible.
- 2**: 'Smart PV safety box' screen. The 'Optimizer' list shows 'Add optimizer' buttons. A hand icon points to one of these buttons.
- 3**: 'Add/Delete device' screen. A dialog box titled 'Add optimizer' is shown with fields for SN, Device name, and String location. A hand icon points to the 'OK' button.
- 4**: 'Add/Delete device' screen. A 'Tips' dialog box asks: 'Confirm that the optimizer information is correctly configured and start the optimizer search?'. A hand icon points to the 'OK' button.
- 5**: 'Add/Delete device' screen. A 'Tips' dialog box shows a progress indicator and text: 'Searching for optimizers... 0/5. This should take about 10 minutes. Please wait.' A hand icon points to the 'Cancel' button.
- 6**: 'Add/Delete device' screen. A 'Tips' dialog box asks: 'Optimizer search is completed. Enable rapid shutdown?'. A hand icon points to the 'Yes' button.
- 7**: 'Add/Delete device' screen. A 'Select' dialog box asks: 'Is every PV module installed with an optimizer?'. A hand icon points to the 'Yes' button.
- 8**: 'Add/Delete device' screen. A 'Tips' dialog box asks: 'Rapid shutdown enabled. Perform the rapid shutdown check?'. A hand icon points to the 'Yes' button.
- 9**: 'Add/Delete device' screen. A 'Rapid shutdown check' dialog box instructs: 'Press the rapid shutdown button on the safety box. 60s'. An 'Exit' button is at the bottom.
- 10**: 'Add/Delete device' screen. A 'Checking...' dialog box is shown.
- 11**: 'Add/Delete device' screen. A 'Tips' dialog box says 'Check succeeded'. A hand icon points to the 'Next' button.
- 12**: 'Add/Delete device' screen. A 'Tips' dialog box instructs: 'Press the rapid shutdown button again to release it. The inverter will start up automatically in 10 minutes after it exits rapid shutdown.' A hand icon points to the 'OK' button.