Troubleshoot Optimizer Addition Failure

Huawei Technologies Co. Ltd.

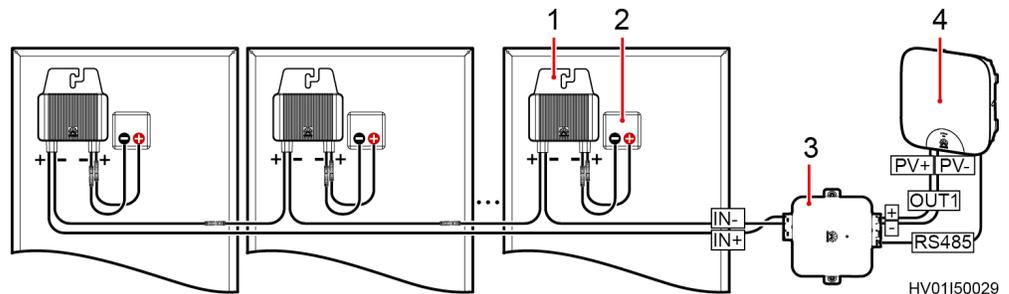| Version	Created by	Date	Remarks
01	Huawei 84101622	10.01.2019	SUN2000L

Symptom

Optimizers fail to be added

Possible Causes

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- The app or SUN2000L version is outdated.

Solution

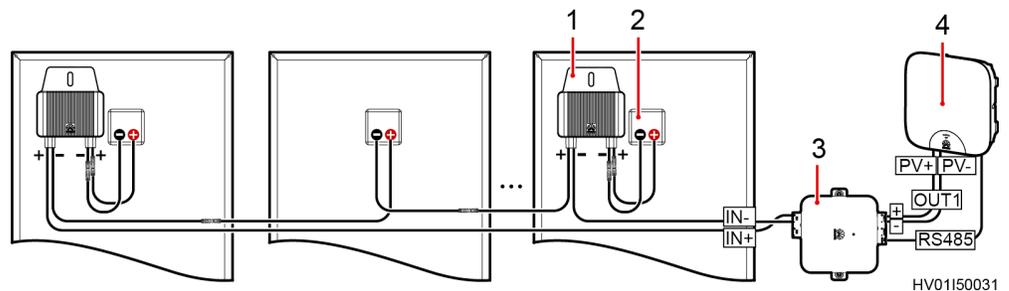**Step 1** Check that the optimizer cables are correctly connected.

Optimizers configured for all PV modules:

HV01I50029

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

- Optimizers configured for some PV modules

Optimizers configured for some PV modules:

HV01I50031

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

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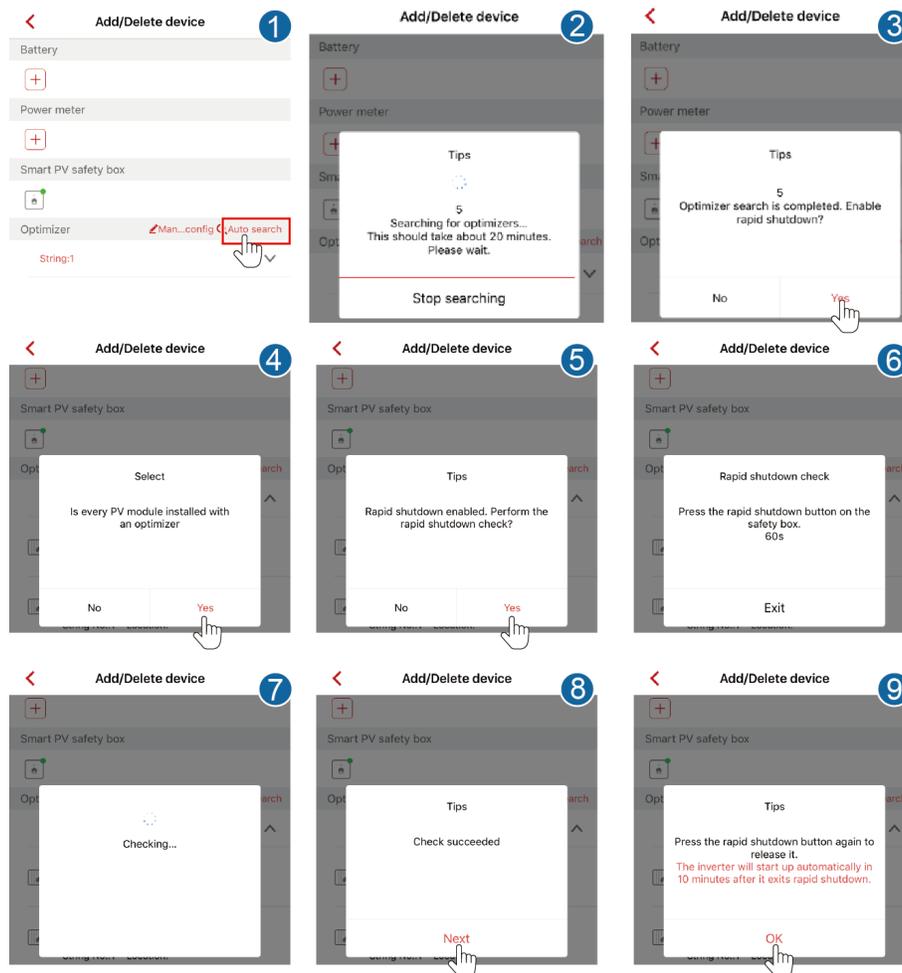
Step 3   Add optimizers. The optimizer can be added by automatic search or manual configuration.

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