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## Discovery Troubleshooting



**Discovery Note 1:** Before starting Discovery, make sure that all equipment, Inverter, CCA and optimizers, are installed and powered on. Also make sure you have completed entry of all CCA and MLPE serial numbers.



**Discovery Note 2:** Discovery takes time! For a typical sized residential system, with proper TAP placement, Discovery normally completes in less than 60 minutes. **Be aware**, due to the processing time of MLPE production data prior to display on the web site, **the icons for modules can remain gray at least 15 to 30 minutes after they are discovered**. Please allow 60 minutes or longer before requesting technical support.



**Discovery Note 3:** If Discovery can not find all MLPE devices, even after waiting 60 minutes (for systems with fewer than 20 MLPE, or a few hours when there are hundreds of MLPE), Discovery will continue to attempt to discover them automatically, into future hours and days, as required. **Please allow at least 2 hours after the next sunrise** before requesting support on undiscovered MLPE, by emailing [support@tigoenergy.com](mailto:support@tigoenergy.com) or calling.



**Discovery Note 4 - discovery not finding MLPE:** Modules can not be discovered for the following reasons:

1. Incorrect serial numbers entered in Layout for a MLPE.
2. The TAPs, or all TAPS, are located to far away or to obstructive to radio signal:  
see <https://support.tigoenergy.com/hc/en-us/articles/360001532327-TAP-Placement>
3. The MLPE is not receiving at least 16 Vdc from the solar panel.



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## ABOUT TIGO:

Tigo® is a Silicon Valley company founded in 2007 by a team of experienced technologists. Combining a unique systems-level approach with expertise in semiconductors, power electronics, and solar energy, the Tigo team developed the first-generation Smart Module Optimizer technology for the solar industry. Tigo's vision is to leverage integrated and retrofitted Flex MLPE (module-level power electronics) and communications technology to drive the cost of solar electricity down. By partnering with tier 1 module and inverter manufacturers in the industry, Tigo is able to focus on its key innovation with the smartest TS4 modular platform and leverage the broader ecosystem. Tigo has operations in the USA, across Europe, Japan, China, Australia and the Middle East.

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