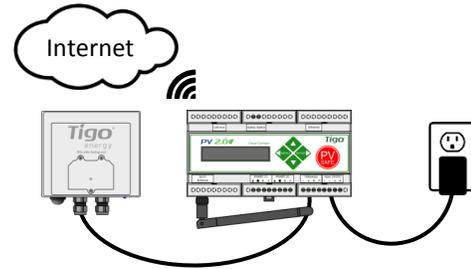# Cloud Connect Installation Quick Start Guide

1. Read Installation Manual and download Tigo SMART app

www.tigoenergy.com

844-805-8550
00800-CALL-TIGO (2255-8446)

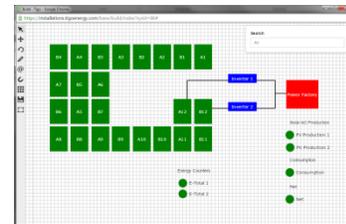## 2. Ensure AC power and Internet availability and plan RS-485 route for Gateway

The Cloud Connect requires AC power, an Internet connection (Ethernet or Wi-Fi), and an RS-485 type communication cable connection to the Gateway(s). It is recommended to install the Cloud Connect on the same AC panel as the inverter, causing PV-Safe to trigger in case of AC grid loss.

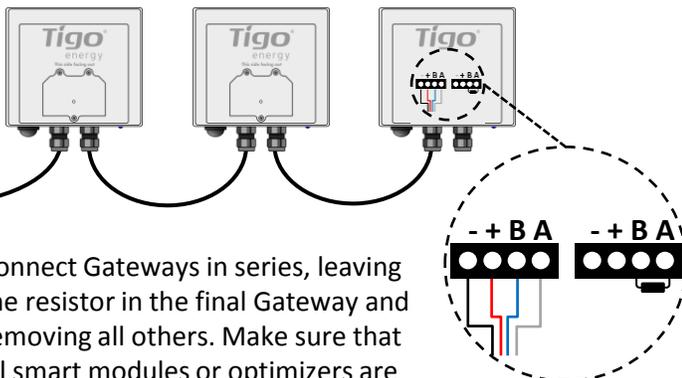## 3. Configure system online or with Tigo SMART app

Systems with fewer than 50 Smart Modules can be configured automatically on-site with the Tigo SMART app. Systems larger than 50 Smart Modules or using add-on optimizers should be configured online through the monitoring portal prior to commissioning.

4. Create physical system map

To create a map of the system that matches the physical layout, remove the peel-off stickers from the optimizers or record the barcodes on a map that represents their physical location.
Use the configuration wizard and appearance editor at tigoenergy.com to update the map.
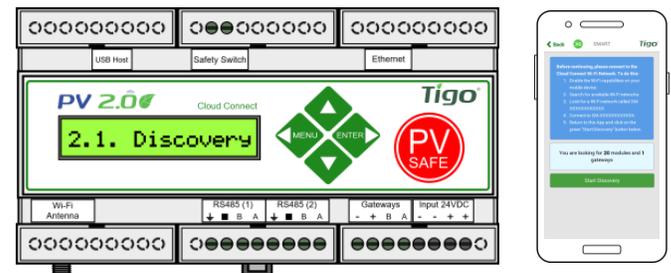(Optional for systems under 50 Smart Modules.)

5. Installing multiple Gateway systems

Connect Gateways in series, leaving the resistor in the final Gateway and removing all others. Make sure that all smart modules or optimizers are within 50ft (15m) of a Gateway.
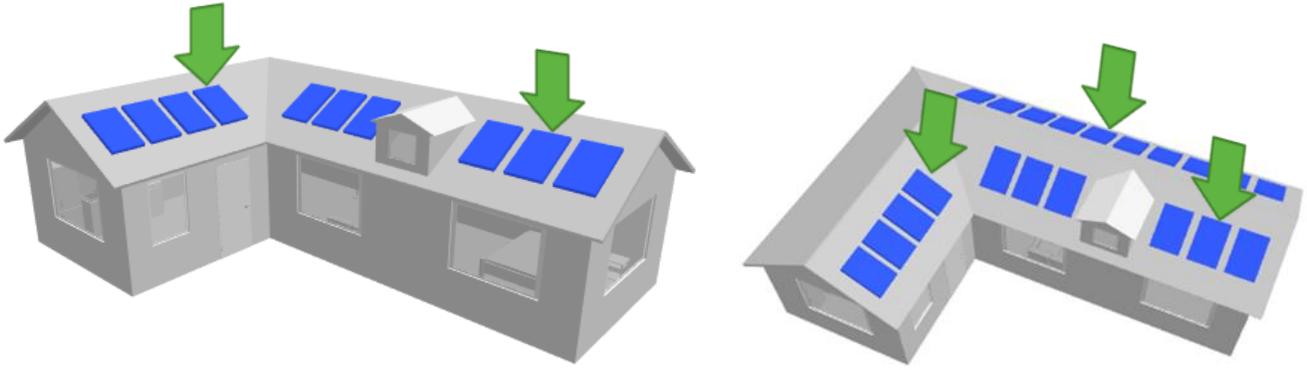
Verify wiring polarity before connecting Gateway(s) to Cloud Connect.

Connect Gateway wires before powering on Cloud Connect.

6. Commission the Tigo equipment

Use the Tigo SMART app to configure Internet connection. Select menu option **2.1. Discovery** on the Cloud Connect to begin scanning for Smart Modules.
For systems with fewer than 50 Smart Modules, Discovery can be initiated from the Tigo SMART app while on-site and connected to the Cloud Connect via Wi-Fi.
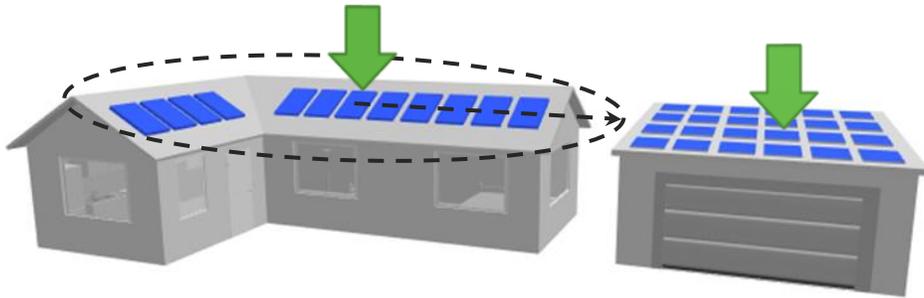
Tigo Energy Smart Module System Layout

Place Gateways around obstructions and on different orientations.

Connect multiple Gateways in series.

Use additional Gateways for Smart Modules outside the 50ft (15m) radius.
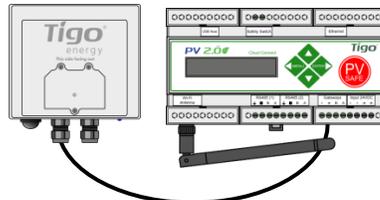
Equipment Planning

- 1 Cloud Connect per 360 Smart Modules

- Up to 7 Gateways per Cloud Connect

- 120 Smart Modules per Gateway within 50ft (15m) radius

Communication Path

Wireless:
50ft (15m)
max radius

RS-485 Communication Cable:
Please visit tigoenergy.com for
cable types and NEC compliance

Ethernet or Wi-Fi