






Before starting troubleshooting

Check the network status, and try updating the app on phone:

<https://status.tigoenergy.com/>

Tigo CCA — LED Indicator Guide With Fault Finding & Fixes		
LED state & status on front of CCA (colour shown)	Condition / meaning	Fault finding & fixes
<p>■ Off (startup) — Power-On Boot (initial)</p>	<p>Immediately after power-on the LED is dark for ~12 s while the CCA performs internal self-test.</p>	<p>Normal behaviour. No action. If it remains dark >60 s after applying power, treat as a power issue (see 'Off – operation').</p>
<p>■ Amber (solid) — Boot-Up Phase</p>	<p>Software/OS initialising (~2–3 min) before the CCA shows operational status.</p>	<p>Normal behaviour during boot. If stuck >30 mins: check PSU 12–24 VDC output. Turn off the CCA at its breaker only. Make sure the Inverter also powers down (<i>This confirms rapid shutdown</i>). Once confirmed the Inverter has powered down, turn back on the CCA breaker and allow the inverter to re-connect to the grid.</p>
<p>■ Green (solid) — System OK (normal)</p>	<p>Discovery completed; expected TAP(s) found; ≥75% of configured TS4 units detected; cloud connection OK and data uploading.</p>	<p>No fault. If performance data missing in portal, check site timebase/data cadence (uploads can be batched).</p>
<p>■ Green (flashing) — Mobile app connected (Bluetooth)</p>	<p>EI mobile app is connected to the CCA via Bluetooth and actively exchanging data. Mobile phone is connected via Bluetooth</p>	<p>Normal during commissioning. If unintended: close the EI app / move phone away; LED will return to the underlying state.</p>
<p>■ Amber (flashing) — Discovery in progress</p>	<p>CCA is scanning for TAP gateways and TS4 devices (commissioning or after device change).</p>	<p>Allow discovery to complete (can take several minutes). If it never completes: verify TAP RS-485 wiring/power; reduce array size per TAP or relocate TAP for coverage; ensure device count in EI matches installed; check internet so device list can download.</p>

LED state & status on front of CCA (colour shown)	Condition / meaning	Fault finding & fixes
 Green / Amber (alternating) — PV-OFF	User-initiated Rapid Shutdown is active via an external switch/relay; PV output de-energised for safety.	Reset the external RSD switch/relay (at CCA/fireman's switch). Confirm interlock wiring. After reset, wait for discovery to resume; verify PV voltage recovers at inverter DC input.
 Red / Amber (alternating) — Auto PV-Safe (automatic)	Automatic PV-Safe triggered by the CCA (e.g., sustained fault/overcurrent, legacy MLPE condition).	Inspect array strings for faults, damaged MLPE or wiring; check for blown fuses/overheating; isolate strings and test Voc/IR. Replace failed unit(s), restore power, and re-run discovery. If it immediately re-trips, escalate to Tigo support.
 Amber (solid) — Warning	One or more non-critical issues: discovery not run; partial discovery (<75% TS4s found) or TAP mismatch; OR internet upload not working.	Open EI app → Equipment/Layout: confirm configured device count matches installed; re-run Discovery. Check TAP power and RS-485 chain; verify LAN/Wi-Fi (credentials, firewall/DNS). Once resolved, LED should go green.
 Red (solid) — Error	Critical issue preventing normal operation: discovery failed and/or no communication to Tigo cloud; expected TAP(s) missing or network blocked.	Check network first: Ethernet/Wi-Fi link, DHCP IP, gateway/DNS; allow outbound to Tigo cloud. Then check TAP presence and RS-485 A/B polarity/termination. Power-cycle CCA and re-run discovery. Persisting red → contact support with logs.
 Off (operation) — Power-off / Shutdown	No power to CCA or shutdown state (including RSD). LED is unlit during operation.	Verify AC feed to DIN PSU; confirm PSU DC output 12–24 VDC; check CCA DC terminals and polarity. If powered but no LED, suspect hardware fault.