

Mobile Connect (Cellular Modem) terms and conditions

The following Cellular Modem Terms and Conditions (**Terms and Conditions**) will apply to anyone who purchases or uses (**you, your**) the Enphase Mobile Connect to enable internet connectivity for an Enphase IQ Gateway device (**Mobile Connect Terms**). These Mobile Connect Terms are incorporated into and made an integral part of the Agreement.

1. Cellular Modem description, use, unauthorized use limitation on use: The Cellular Modem must be used only in conjunction with the Enphase IQ Gateway/IQ Combiner products. The Cellular Modem shall not be used for any unlawful purpose(s).
2. Limited Warranty: The Mobile Connect cellular modem comes with and is covered by a 5-year limited warranty which is included in the standard Enphase limited warranty which can be found at <https://enphase.com/warranty>. (**Limited Warranty**). Except as expressly provided in this section to the maximum extent permitted by applicable law, the Cellular Modem is provided on an **AS IS** basis without warranty whatsoever, and Enphase expressly disclaims all warranties, express, implied, and statutory including the implied warranties of merchantability, satisfactory quality, fitness for a particular purpose, title, and non-infringement. Any use of the Cellular Modem other than as expressly stated in these Terms and Conditions shall constitute a breach of the limited warranty and render it null and void. The Cellular Modem will contain a SIM card provided by a network provider. The SIM card (a) must not be removed from the Cellular Modem, nor (b) used with any other device. Any such removal or use shall constitute a breach of the limited warranty and render the limited warranty null and void.
3. Territory: The Cellular Modem shall only be used in the countries listed in the product datasheet. Enphase in its sole discretion reserves the right to amend the QIG to add or delete countries wherein the Cellular Modem may be used.
4. Network coverage: Network coverage is dependent upon network availability, which is the responsibility of the network service provider. Enphase shall have no responsibility, nor any liability to any end user for the network service provider's non-coverage, lack of coverage, defective coverage, or termination of the coverage.
5. Connectivity: Cellular Modem connectivity is subject to the telecommunication regulations policies and terms of the network service providers, and the applicable laws of the country where the Mobile Connect is located and installed. Enphase makes no representation or warranties as to such connectivity and Enphase shall have no responsibility, nor any liability to you for the network service provider's failure to provide connectivity nor any responsibility or liability due to the network service provider's termination of connectivity.
6. Acceptable use policy: You must conform to the applicable acceptable use policy (AUP) posted on the applicable network provider's website, and you alone will be responsible for ensuring compliance with its terms. You will indemnify, defend, and hold Enphase harmless against any claims or losses suffered by Enphase because you breach the AUP.

For Mobile Connect with:

AT&T connectivity: The terms are available at <https://www.att.com/legal/terms.aup.html>.

T-Mobile connectivity: The terms are available at [Terms & Conditions | T-Mobile Legal Center](https://www.t-mobile.com/legal/terms.aup.html).

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Revision history

REVISION	DATE	DESCRIPTION
140-00507-03	January 2025	Added the QR code to the Mobile Connect cellular modem quick install guide.
140-00507-02	November 2024	Updated the page flow of the document.
140-00507-01	September 2024	Initial release.

QUICK INSTALL GUIDE - EN - INT (CELLMODEM-07-INT-05)



Installing the Mobile Connect cellular modem

SAFETY

IMPORTANT SAFETY INSTRUCTIONS.

SAVE THIS INFORMATION.

Follow all safety and assembly instructions when installing the Mobile Connect cellular modem. To download the *Mobile Connect cellular modem quick install guide*, scan the following QR code:



Safety instructions

	DANGER: Risk of electric shock. Risk of fire. Do not attempt to repair the Enphase Mobile Connect; it contains no user-serviceable parts. Tampering with or opening the Enphase Mobile Connect will void the warranty. The warranty is void if the cover is removed. If the Enphase Mobile Connect fails, contact Enphase Support for assistance (https://enphase.com/contact/support).
	DANGER: Risk of electric shock. Do not use Enphase equipment in a manner not specified by the manufacturer. Doing so may cause death or injury to persons or damage to equipment.
	WARNING: Perform all installations following all national and local regulations regarding the use of radio equipment.
	WARNING: This cellular device may cause interference with other electronic equipment if the equipment is inadequately protected.
	WARNING: Follow restrictions imposed for any environment in which the device may operate, such as fuel depot, chemical plants, or where blasting operations are in process.
	WARNING: Do not drop the cellular modem as it can cause irreparable damage to the device.

Overview

The Mobile Connect cellular modem (CELLMODEM-07-INT-05) provides internet connectivity to the IQ Gateway, IQ System Controller 3 INT, and IQ Combiner 3P EU. It is supplied by default in the IQ System Controller 3 INT. This unit has a 5-year warranty and is sold with a data plan for 5 years from the installation date.

The report setting for an IQ Gateway with the Mobile Connect is a low bandwidth mode, that transmits data to the Enphase App four times daily. The transmission times occur within a five-minute window, at 3 a.m. (03:00), 9 a.m. (09:00), 3 p.m. (15:00), and 9 p.m. (21:00) at the local time for the installed system. After transmission, the data may take several minutes to display in the Enphase Installer Platform.

WARNING: Ensure all devices are powered down if installing for the first time.

Kit contents

The following items are available as part of the box:

- Mobile Connect with a SIM card pre-installed
- USB cable
- DIN rail mounting bracket and two screws
- Quick install guide (QIG)
- External antenna

Preparation checklist

The following items are required for the installation:

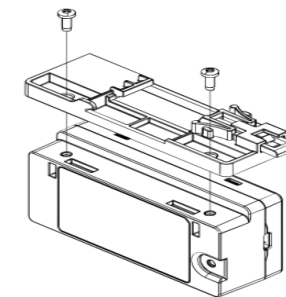
1. Tools: One T10 Torx screwdriver
2. Use Enphase Installer App 4.4 or later.
3. Ensure that the IQ Gateway is version 8.2.4378 or later. If the IQ Gateway is at a lower software version, upgrade the software version before installation.

4. If the modem is installed outdoors, place it and the IQ Gateway inside an enclosure rated IP54/NEMA 3R or higher.
5. If the modem is used with an IQ Gateway, turn off the IQ Gateway before installation.

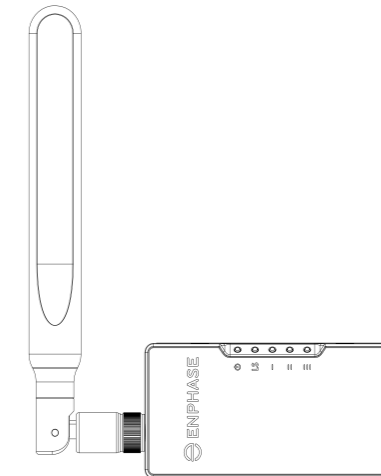
Installation steps

Mount the modem on the DIN rail

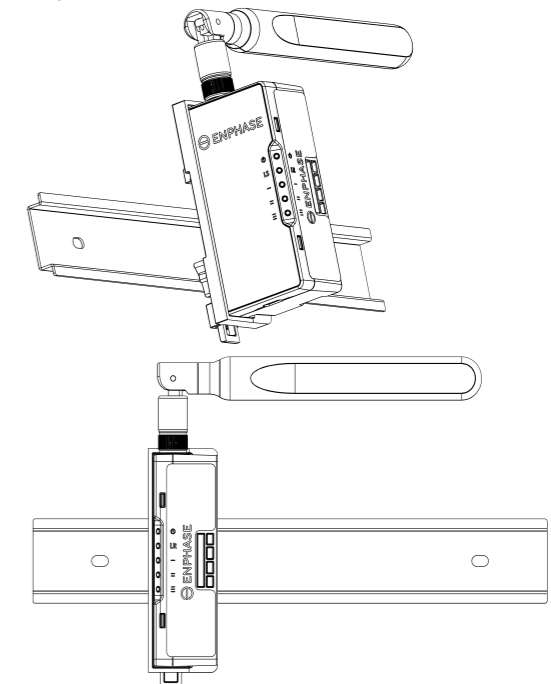
1. Screw the DIN rail mounting bracket to the cellular modem.
✓ **NOTE:** Do not mount the modem in a metal enclosure.



2. Screw the antenna to the SMA connector on the Mobile Connect.

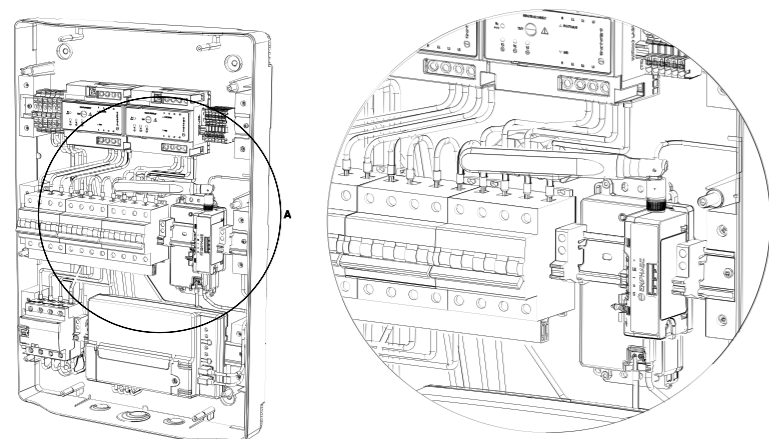


3. Mount the modem on the DIN rail.
✓ **NOTE:** The antenna must be oriented upwards for optimal modem performance.



Mount the modem on IQ Combiner 3P EU

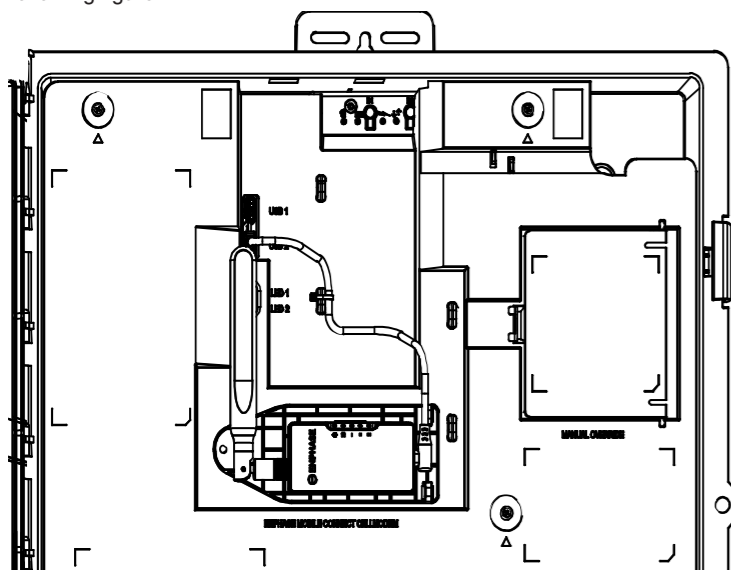
1. Mount the modem on the middle DIN rail by following the instructions described in the preceding section.
2. Position the antenna as shown in the following figure.



Perform the following steps to install Mobile Connect:

Inside IQ System Controller 3 INT

1. Screw the antenna to the SMA connector on the Mobile Connect.
2. Line up the mounting holes on the mounting bracket and the dead front and secure them in position using the mounting rivets. The following figure shows the slot in an IQ System Controller 3 INT. If you are installing in another enclosure, find an appropriate location with sufficient space for the antenna.
3. Place the Mobile Connect on the mount in the position shown in the following figure.



✓ **NOTE:** Align the Mobile Connect modem along the shorter hooks and snap down the longer hook.

Connect the USB cable provided with the package to the Mobile Connect.

4. Connect the other end of the USB cable to the IQ Gateway.
5. The device is fully operational, and the status LEDs shall illuminate once the IQ Gateway powers on.

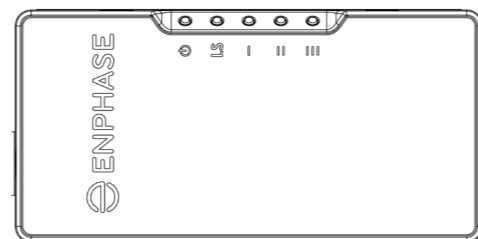
Mount the modem on a flat surface

You can also rest the modem on a flat, stable surface with the status LEDs in a visible position.

Mobile Connect status LEDs

The Mobile Connect has the following Status LEDs that are green in the ON state:

- Power (🔌)
- Link status (LS)
- Signal strength



The following tables list the LED indicator status. LEDs may be difficult to see if you view them from an angle. View the LEDs straight on.

Power

LED	Indicates
Off	DC power via USB is not present
On	DC power via USB is present

Link

LED	Indicates
Steady flash (200 ms high/1800 ms low)	Searching for network
Slow flash (1800 ms high/200 ms low)	Idle
Fast flash (125 ms high/125 ms low)	Data transfer in progress

Signal strength

LED	Indicates	Signal strength
	All off	Very weak signal
	Bar 1 on	Weak signal
	Bar 1 and 2 on	Good signal
	Bar 1, 2, and 3 on	Very good signal

Troubleshooting

Issue	Action
No communication with the Enphase Installer Platform after connecting the Mobile Connect to the IQ Gateway.	<ol style="list-style-type: none"> 1. Disconnect the USB cable. 2. Power cycle the IQ Gateway. 3. Wait until the IQ Gateway boots completely. 4. Reconnect the Mobile Connect USB cable.
I want to disconnect the Mobile Connect and use it at a different site.	Moving the Mobile Connect to a different IQ Gateway deactivates the Mobile Connect. Contact Enphase Support at https://enphase.com/contact/support if you need to reinstall the Mobile Connect at a different site.

Commissioning

When installing on a site, the Enphase Installer App will direct you to wait for 1 minute before moving ahead.

This is to ensure that there is an adequate signal.

Enphase Mobile Connect (CELLMODEM-07) smartly switches between multiple operators to ensure good connectivity. If the signal strength is poor, the Enphase Installer App may direct you to connect to Wi-Fi or install an extendable antenna for better connectivity.

Regulatory notices

FCC statement

This equipment has been tested and found to comply with the limits for a Class B digital device, under part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used as per the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the Mobile Connect.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Contact Enphase Support for assistance (<https://enphase.com/contact/support>).
- Changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate the equipment.
- This Class B digital apparatus complies with Industry Canada ICES-003.

EMC, Safety, and R&TTE Directive Compliance

The CE mark is affixed to this product to confirm compliance with the following European Community Directives: Council Directive 2004/108/EC of December 15, 2004 on the approximation of the laws of Member States relating to electromagnetic compatibility; and Council Directive 2006/95/EC of December 12, 2006 on the harmonization of the laws of Member States relating to electrical equipment designed for use within certain voltage limits; and Council Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment; and Council Directive 1999/5/EC of March 9, 1999 on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity.

Restriction of the Use of Hazardous Substances (RoHS)

Enphase Energy, Inc. Certificate of Compliance 2011/65/EU 2011/65/EU Enphase Energy, Inc. confirms that its embedded products comply with the chemical concentration limitations outlined in the directive 2011/65/EU of the European Parliament (Restriction of the use of certain hazardous substances in electrical and electronic equipment – RoHS).

These Enphase products do not contain the following banned chemicals:

- Lead¹, [Pb]<1000 PPM
- Mercury, [Hg]<1000 PPM
- Hexavalent Chromium, [Cr+6]<1000 PPM
- Cadmium, [Cd]<100 PPM
- Polybrominated Biphenyl, [PBB]<1000 PPM
- Polybrominated Diphenyl Ether, [PBDE]<1000 PPM

Environmental considerations:

- Moisture sensitivity level (MSL) = 1
- Maximum soldering temperature = 26°C (in SMT reflow oven)

¹Lead usage in some components is exempted by the following RoHS annex, therefore higher lead concentration would be found in some modules (> 1000 PPM); Resistors containing lead in a glass or ceramic matrix compound.

Precautions

Potential interference with pacemakers and other medical devices

Radiofrequency energy (RF) from cellular devices can interact with some electronic devices, causing electromagnetic interference (EMI). The FDA helped develop a detailed test method to measure EMI of implanted cardiac pacemakers and defibrillators from cellular devices. This test method is part of the Association for the Advancement of Medical Instrumentation (AAMI) standard. This standard allows manufacturers to ensure that cardiac pacemakers and defibrillators are safe from cellular device EMI.

The FDA continues to monitor cellular devices for interactions with other medical devices. If harmful interference occurs, the FDA will assess the interference and work to resolve the problem.

Precautions for pacemaker wearers

EMI can affect a pacemaker in one of the following three ways:

- Stop the pacemaker from delivering the stimulating pulses that regulate the heart's rhythm.
- Cause the pacemaker to deliver the pulses irregularly.
- Cause the pacemaker to ignore the heart's rhythm and deliver pulses at a fixed rate.

Based on current research, cellular devices do not pose a significant health problem for most pacemaker wearers. However, people with pacemakers may want to take simple precautions to avoid EMI from cellular devices:

- Keep the device on the opposite side of the body from the pacemaker to add extra distance between the pacemaker and the device.
- Avoid placing a turned-on device next to the pacemaker (for example, do not carry the device in a shirt or jacket pocket directly over the pacemaker).

Device maintenance

	DANGER: Risk of electric shock. Risk of fire. Only competent personnel should troubleshoot the Enphase Mobile Connect.
	DANGER: Risk of equipment damage. Choose an area for installation where the ambient temperature does not exceed 46°C.
	WARNING: To ensure optimal reliability and to meet warranty requirements, you must install the Enphase Mobile Connect according to the instructions in this guide.
	WARNING: Risk of equipment damage. Exposure to liquids can damage the Mobile Connect.
	WARNING: Do not place the Mobile Connect near computer discs, credit or travel cards, or other magnetic media. It may affect the information contained in magnetic media.

Environmental protection electronic device: DO NOT THROW AWAY. Waste electrical products should not be disposed of with household waste. Refer to local regulations for disposal requirements.