

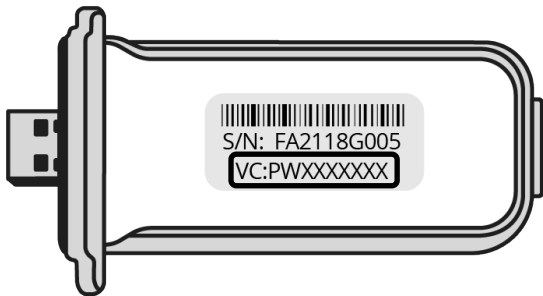
WiFi dongle setup guide

You should connect your WiFi dongle via the app as part of your new user onboarding journey.

If, for whatever reason, that in-app process doesn't work, you can also set up your dongle by following these backup steps.

Dongle overview

USB dongles come in WiFi only.



WiFi dongle serial numbers **start with PW**.

You can tell by **removing the blue rubber cap** at the base of the device and taking a look inside.

WiFi has a reset button*



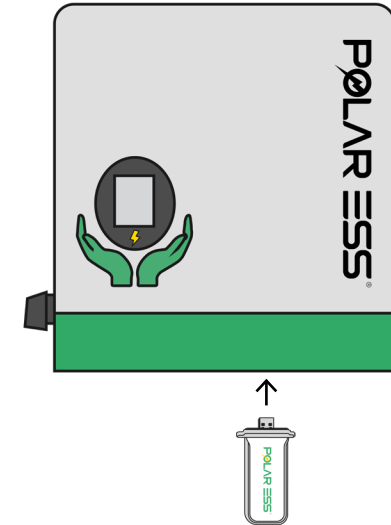
*Reset instructions are found on page 5 Troubleshooting

Inserting the dongle into the inverter

Insert the dongle into the USB port on the underside of the hybrid inverter



IMPORTANT:
Please ensure the dongle is screwed into the bottom of the inverter on both sides.

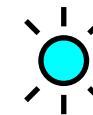


Powering the dongle

The WiFi dongle can be powered up on the USB port on the underside of the inverter, or another USB supply if the inverter is not yet powered up.



No light
Not connected



Flashing light
Connecting

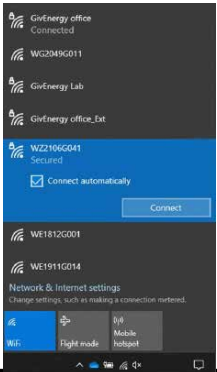


Solid light
Connected*

*If dongle is solid, but not connected, please refer to the troubleshooting steps on page 5

PW SERIAL NUMBER DONGLES

1. Accessing your WiFi settings

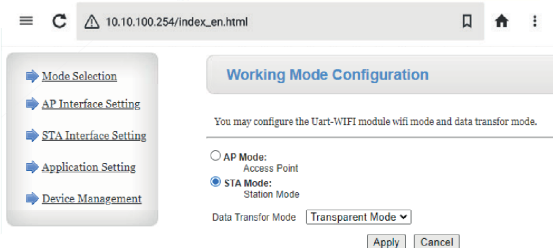


Access your **WiFi settings**.

Select the **WiFi network** that matches the **dongle serial number**.

Click **Connect** when it is visible (ensure **Connect automatically** is ticked).

2. Logging in to your local inverter WiFi settings

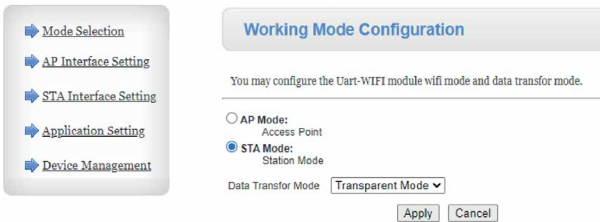


Open your **web browser** (preferably Google Chrome).

Type **10.10.100.254** into the address bar.

When prompted enter:
Username: admin
Password: admin

3. Select mode

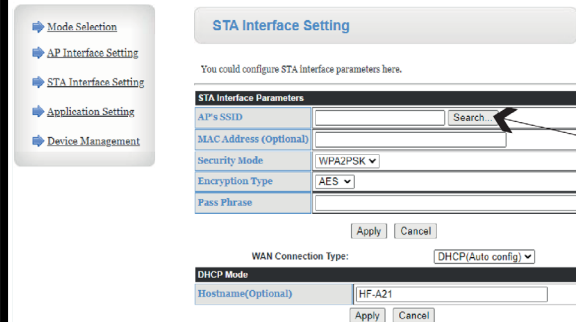


Select **Mode Selection**.

Select **STA mode**.

Click **Apply**.

4. Connecting to your WiFi



Select **STA Interface Setting**.

Click the **Search** button.

5. Selecting your WiFi network

Site Survey							
	SSID	BSSID	RSSI	Channel	Encryption	Authentication	Network Type
<input checked="" type="radio"/>	GivEnergy Lab	74:da:88:95:c7:de	37%	6	AES	WPA2PSK	Infrastructure
<input type="radio"/>	DISPLAY_TABLETS	06:ec:da:3b:77:5d	26%	6	AES	WPA2PSK	Infrastructure
<input type="radio"/>	WF2125G793	34:ea:e7:7f:e6:5c	89%	11	NONE	OPEN	Infrastructure
<input type="radio"/>	HideSSID	76:ac:b9:97:33:e6	83%	11	AES	WPA2PSK	Infrastructure
<input type="radio"/>	WE1812G001	f0:fe:6b:73:4b:98	20%	11	AES	WPA2PSK	Infrastructure
<input type="radio"/>	WZ2108G038	98:d8:63:9b:29:b9	78%	11	NONE	OPEN	Infrastructure
<input type="radio"/>	WF2026G304	98:d8:63:97:37:fc	100%	11	NONE	OPEN	Infrastructure

Apply Refresh

Select your **WiFi network** from the list.

Click **Apply**.

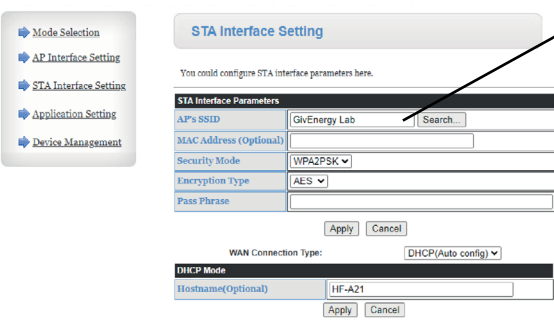
Click **Refresh** if your network doesn't appear (see troubleshooting for more support).

IMPORTANT:

RSSI (signal strength) should be at least 60% for a reliable signal.

A WiFi booster/extender may be required if signal strength is <60% (see diagram).

6. Inputting your WiFi password

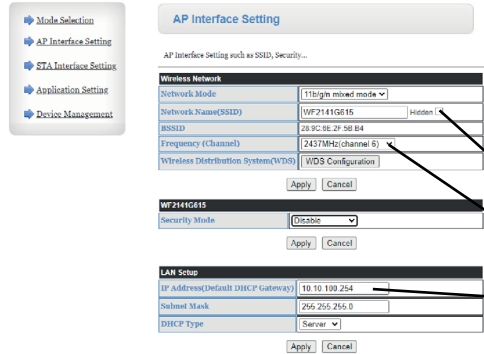


Note: If desired network does not appear, you can manually enter it here.

Enter the **customer's WiFi password**.

Click **Apply**.

7. Setting your security modes



Select **AP Interface Setting**.

Select **WPA2-PSK** from the drop down menu in **Security Mode**.

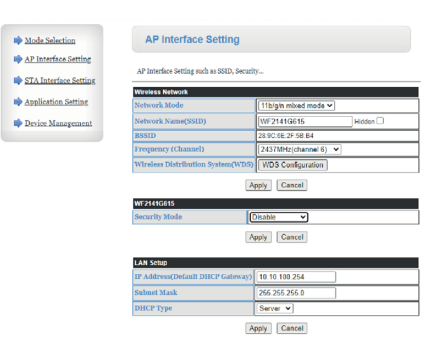
Click **Apply**.

Hide the WiFi network name of the dongle

Change the WiFi channel to prevent interference

Change the IP address of the dongle

8. Selecting your dongle password

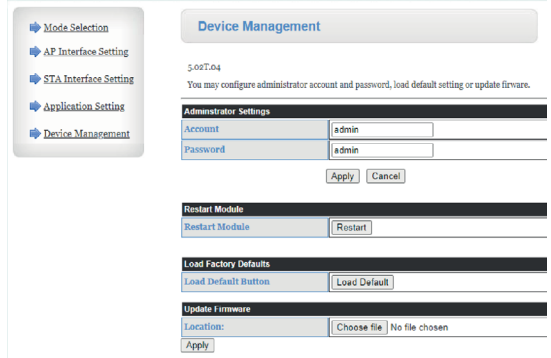


Choose a **password***.

Click **Apply**.

**When selecting a password, please ensure that you use a secure password that is difficult to guess. Please do not use the inverter serial number.*

9. Restart the dongle

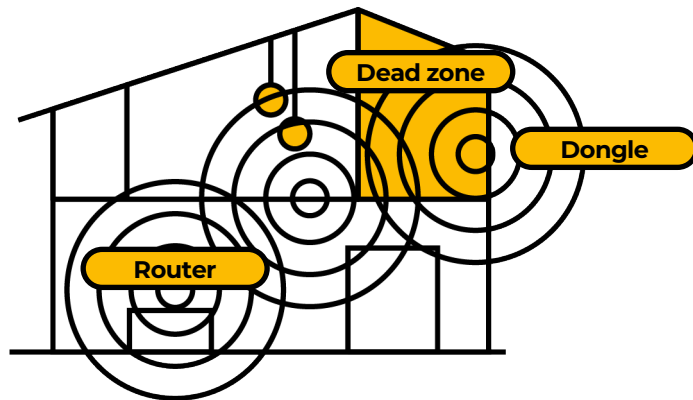


Select **Device Management**.

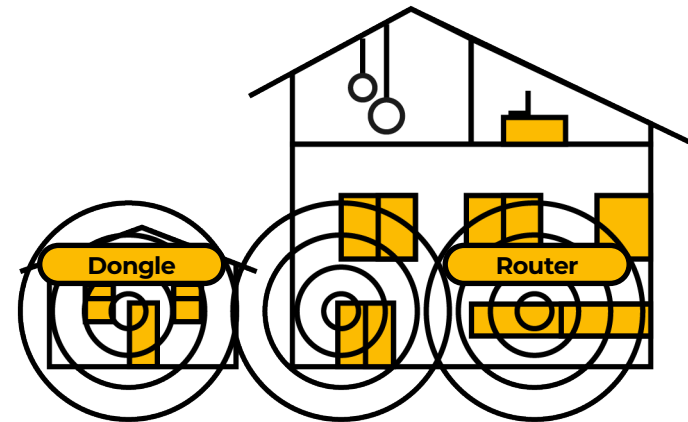
Select **Restart**.

The screen will display Rebooting, this will stay on your screen indefinitely but the process only takes at maximum 10 minutes.

If after 10 minutes your system is still not connected, refresh your page and then please try the steps again, or refer to our Troubleshooting steps on page 5.



When installing the Inverter and the router is situated on the other end of the building, a WiFi repeater may be needed for a good connection between the dongle and the internet router.



When installing the Inverter into an outbuilding, such as a garage, the signal may not be strong enough to reach the dongle.

Position the WiFi extender approximately midway between the router and the inverter.

The SSID of the WiFi extender should be a different name from the customer's main network (i.e. add _EXT to the end).

The dongles only connect to a 2.4GHz frequency, if you have dual band WiFi you will need to disable your 5GHz frequency.

- All of our WiFi dongles only connect to a 2.4 GHz frequency (not dual band), you may need to activate 2.4GHz frequency on your router. If you are unsure how to do that, please contact your internet provider.
- Our dongles channel to 7654 on the router. If there is a firewall in place, the dongle will not be able to connect. If you are unsure how to open available ports on your router, please contact your internet provider.
- If you cannot find the user's WiFi network, try restarting the user's internet router.
- Signal strength (RSSI) should be at least 60% for a reliable connection. A WiFi extender may be required if signal strength is lower than 60%.
- You can manually enter a network's SSID in the network name, as well as your WiFi password and encryption if it does not show in the list of available WiFi networks.
- The USB plug on the dongle has 4 pins, the two outer pins are power and are longer, the two inner pins are data and are shorter - make sure the dongle is screwed into the inverter.
- When entering a password, remember that passwords are case sensitive.
- Only one device can be connected to the dongle at any one time. If multiple devices are connected, it may disconnect you from the dongle.
- If you change your WiFi, try renaming your router to your previous router name and setting the same password, this should allow the dongle to automatically reconnect.
- If you can't connect to the dongle/internal WiFi on the PWXXXXXXXX network, it is password protected - try your inverter serial number. If this is incorrect, reset the dongle. This can be done by pressing the small button under the cover on the bottom of the dongle and holding down for 15 seconds. Please wait 30 minutes to allow the dongle to fully reset. Should the dongle not reset, repeat the process.
- If your device is disconnecting from the dongle, forget all networks and turn data off on your device
- Ensure you're close to the inverter when configuring