Setting up your WiFi Dongle

USB Dongles come in 2 varieties, WiFi and 4G.

WiFi dongle serial numbers start with **W**

You can tell the difference by removing the blue rubber cap at the base of the device and taking a look inside.
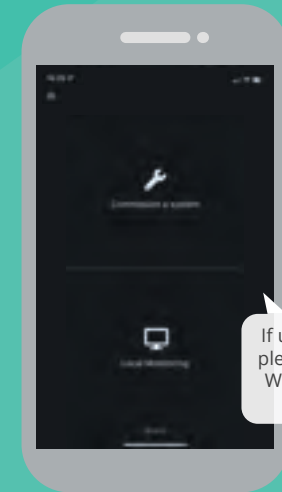
WiFi has a reset button

4G has a SIM card slot

Insert the dongle into the USB port on the underside of the GivEnergy Hybrid Inverter.

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IMPORTANT! Please ensure the dongle is screwed into the bottom of the inverter on both sides.
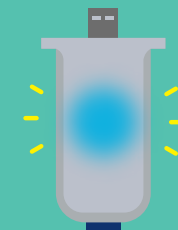
The WiFi dongle can be powered up on the USB port on the underside of the inverter, or another USB supply if the inverter is not yet powered up.

If using a mobile phone, please forget any nearby WiFi networks and turn off mobile data.

For new installations your dongle can be set up using our GivEngineer app (recommended), mobile phone, laptop or tablet.

Download the GivEngineer App.

App Store

Google Play

Flashing light **Connecting**

Solid light **Connected**
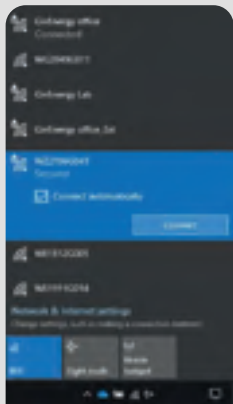
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WE / WF Serial Number Dongles

1 **Connecting to the dongle**

Access your **WiFi settings**.

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

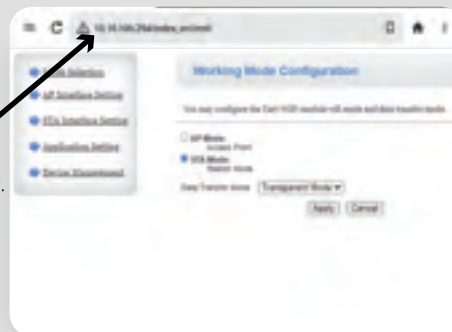Click **Connect** when it is visible (ensure **Connect automatically** is ticked).

2 **Connecting to the dongle**

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 network**

Select **STA Interface Setting.**

Click the **Search** button.

5

RSSI (signal strength) should be at least 50% for a reliable signal.

A WiFi booster/extender may be required if signal strength is <50% (see diagram).

Select your WiFi network from the list.

Click **Apply**.

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

6

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

Enter the customer's WiFi password.

Click **Apply**.

7 **Re-securing your network**

Select **AP Interface Setting**.

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

Click **Apply**.

8

Choose a **password** (inverter serial no. is recommended).

Click **Apply**.

9 **Restart Dongle**

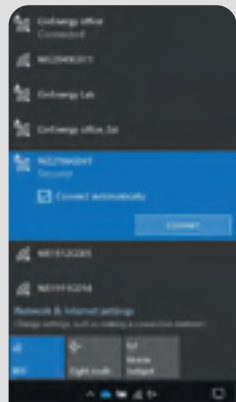Select **Device Management**.

Select **Restart**.

WZ Serial Number Dongles

1 — **Connecting to the dongle**

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 — **Connecting to the dongle**

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 **Work Mode**.

Select **STA mode**.

Click **Save**.

4 — **Connecting to your WiFi network**

Select **STA Setting.**

Click the **Scan** button.

5

RSSI (signal strength) should be at least 50% for a reliable signal.

A WiFi booster/extender may be required if signal strength is <50% (see diagram).

Select your WiFi network from the list.

Click **OK**.

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

6

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

Enter the customer's WiFi password.

Click **Save**.

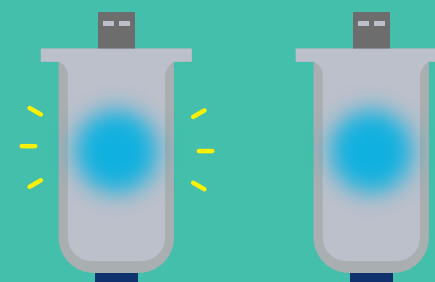**7** — **Re-securing your network**

Select **AP setting**.

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

Choose a **password** (inverter serial no. is recommended).

Click **Save**.

8 — **Restart Dongle**

Select **Restart**.

Flashing light
Connecting

Solid light
Connected

GivEnergy
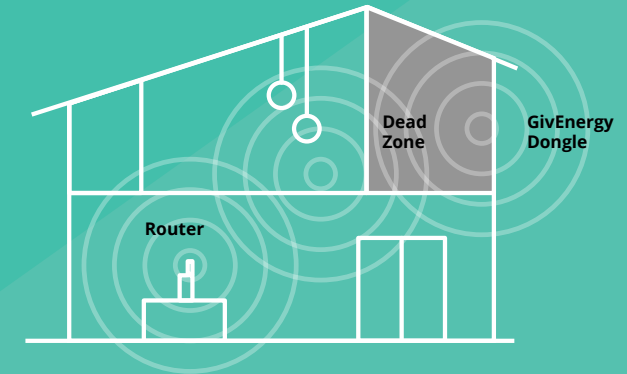
Troubleshooting

- If you can't connect to the dongle as the W###### network is password protected - try your Inverter serial number, if not RESET THE DONGLE. This can be done by pressing the small button under the cover on the bottom of the dongle.

- WE and WF serial number dongles are 2.4 gHz, WZ serial number dongles are 2.4gHz and 5gHz.

- Ensure the dongles W###### WiFi network is password protected in the AP Settings page.

- Signal strength (RSSI) should be at least 50% for a reliable connection. A WiFi extender may be required if signal strength is lower than 50%.

- If you cannot find the customer's WiFi network, try restarting the customer's Internet Router.

- You can manually write in a networks SSID in the Network Name box 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.

Adding a WiFi extender

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 GivEnergy Dongle and the Internet router need to communicate.

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 Repeater 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).

If you require further support, please contact us
01377 252 874

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