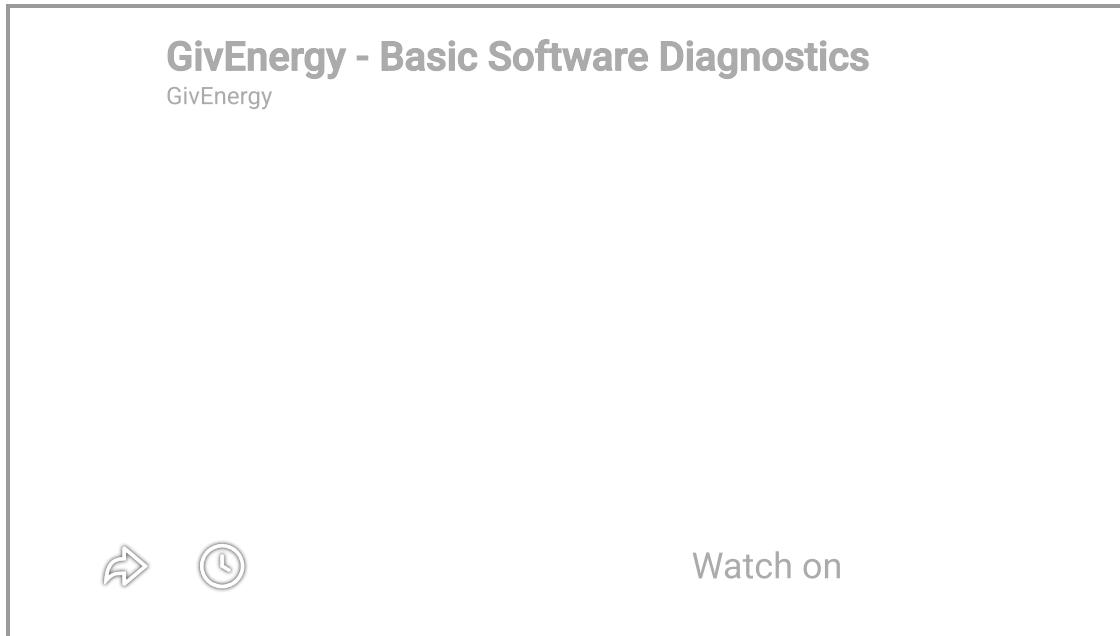


GivEnergy Basic Software Diagnostic Steps



This guide helps you carry out basic software diagnostics when your GivEnergy system behaves unexpectedly for example: unusual charging or discharging, schedules not working as intended, or if the battery is paused. These checks help eliminate common causes and prepare useful information for your installer or GivEnergy Support.

Before You Start

- Temporarily disable any external control systems:
 - Energy supplier integrations
 - Home Assistant or other third-party optimisers

- You will need your GivEnergy Portal login (same credentials as the app).

Step 1 - Reset Charge/Discharge Schedules to Default

Resetting schedules helps rule out conflicting timings or legacy settings.

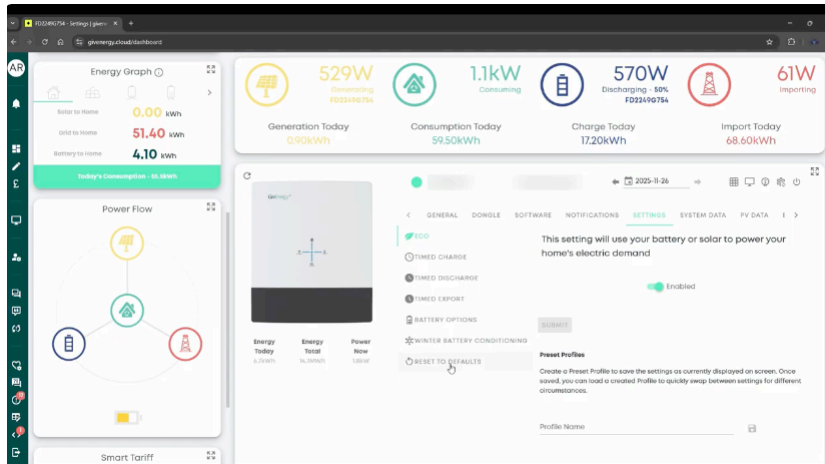
- Open a web browser and go to givenergy.cloud.
- Sign in using your usual app credentials.
- On the left menu, select **My Inverter** and expand the card.



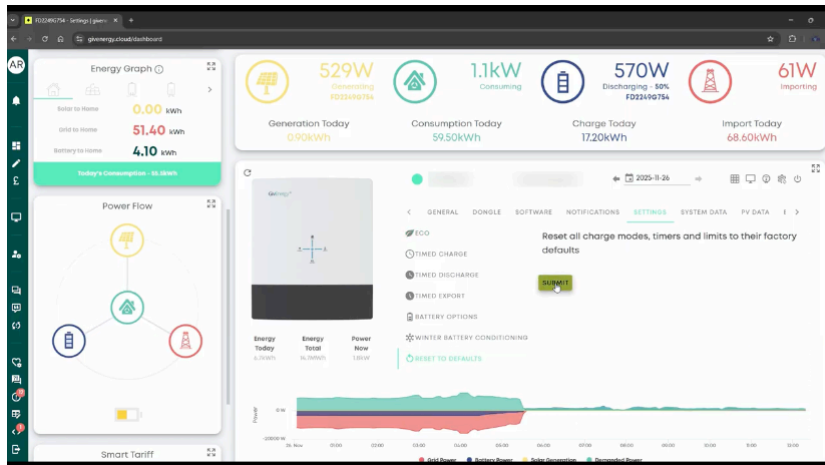
- Open the **Settings** tab.



5. Scroll to find **Reset settings to default** beneath Time Charge/Time Discharge.



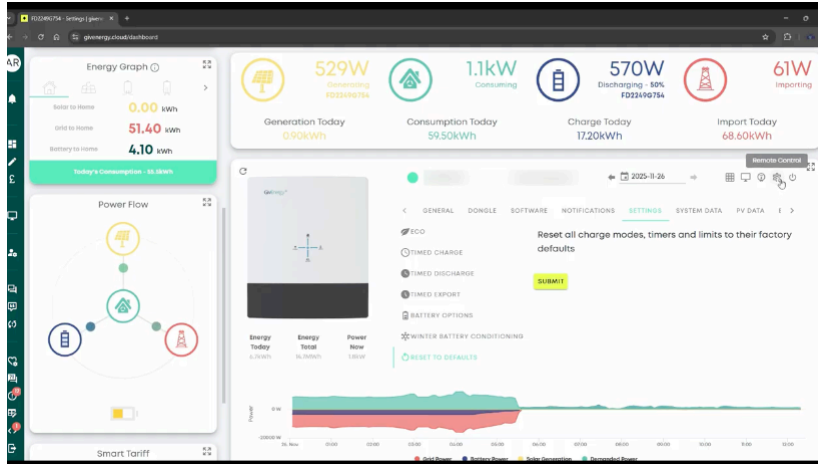
6. Click **Reset settings to default**, then click **Submit**.



This clears all scheduled charge/discharge slots so you can test the system without conflicting settings.

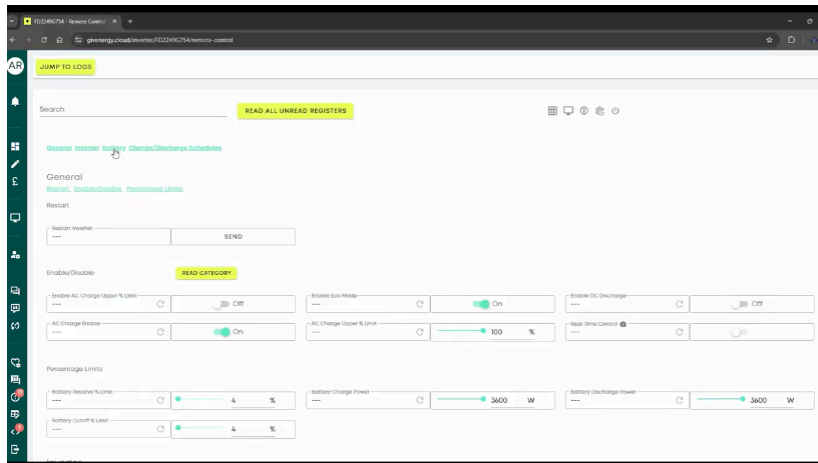
Step 2 - Verify the Battery Isn't Paused

1. On the inverter card, click the right-hand **Settings** cog.



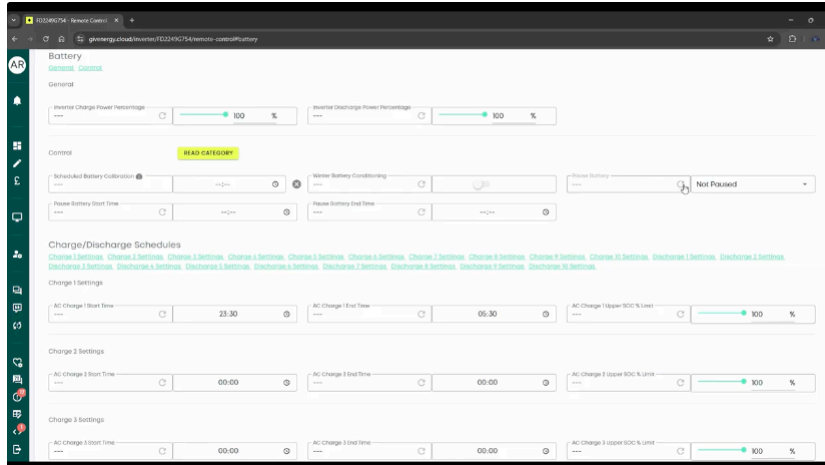
2. Select **Remote Control**.

3. At the top of the page, click **Battery**.



Note: This may not appear for Generation 1 batteries.

4. Find Pause Battery.

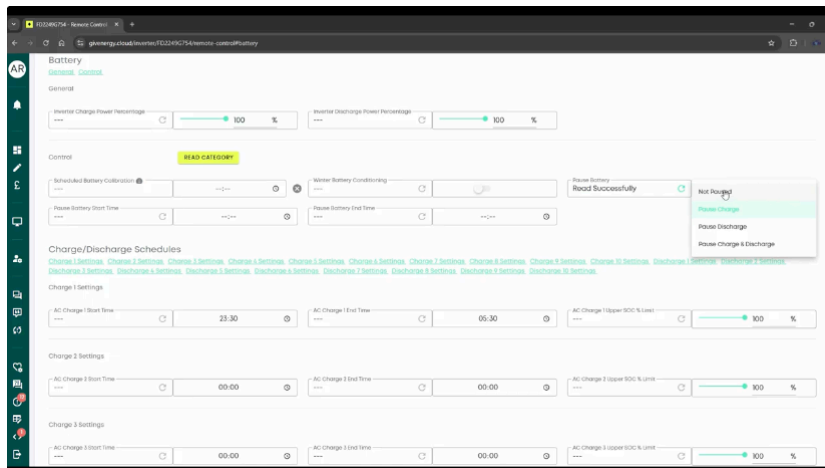


5. Click the circular Refresh icon to fetch the current setting.

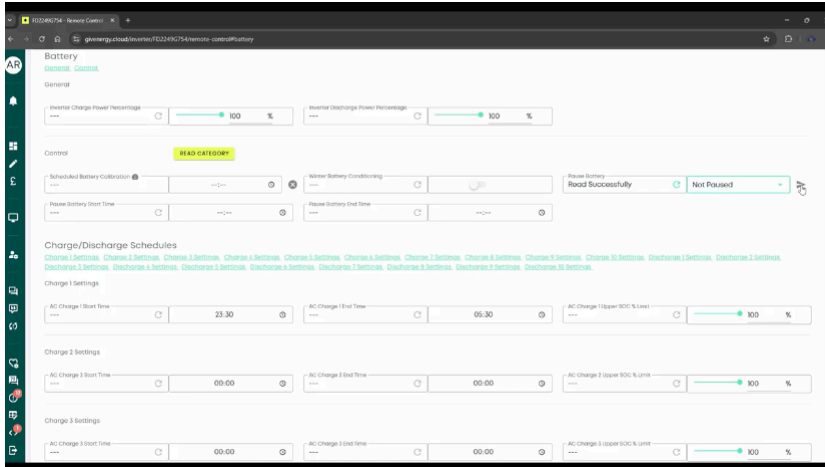
Expected result: It should show **Not paused**.

If it does not:

1. Use the dropdown to select **Not paused**.

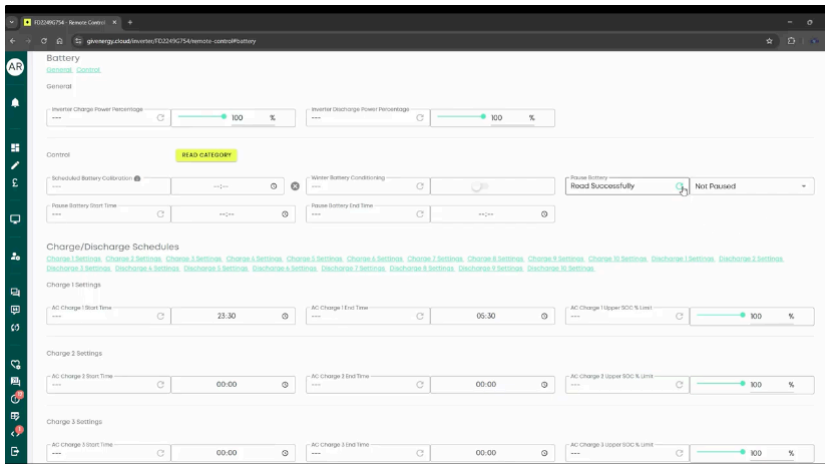


2. Click the triangle **Submit** icon to apply.



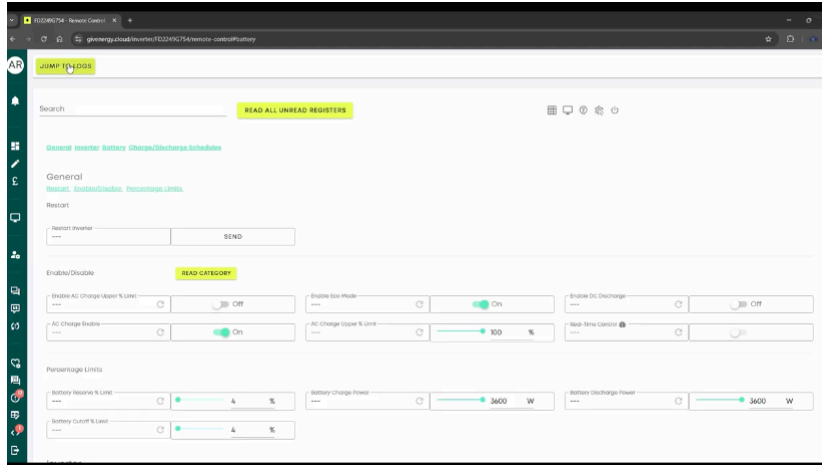
3. Wait 10–15 seconds.

4. Click **Refresh** again to confirm it remains **Not paused**.

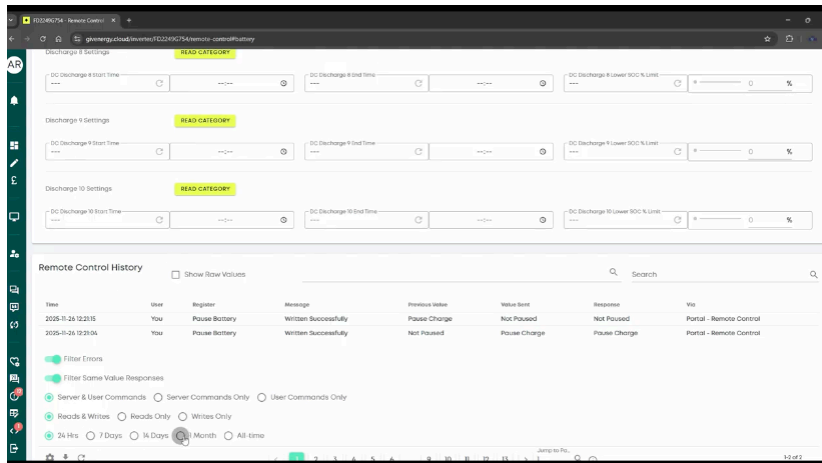


Step 3 - Check Logs for Plain-Text Errors

1. At the top of the Remote Control page, click **Jump to logs**.



2. Change the time window from **24 hours** to a longer period such as **1 month**.



3. Scan for clear text messages indicating issues (e.g., “Battery voltage is low”).

Time	User	Register	Message	Previous Value	Value Base	Response	Via
2025-01-23 12:34:58	You	Battery Charge Power	Written Successfully	3000	0	0	App - Quick Settings - Pause Battery
2025-01-23 12:35:58	Paul J. (GivEnergy)	Battery SOC Calibration	Written Successfully	Start/Discharging	Off	Off	Portal - Remote Control
2025-01-23 12:35:59	Paul J. (GivEnergy)	Battery SOC Calibration	Written Successfully	Off	Start/Discharging	Start/Discharging	Portal - Remote Control
2025-01-23 12:35:54	Paul J. (GivEnergy)	Battery Capacity	Read Successfully	3%	331	331	Portal - Remote Control
2025-01-23 12:35:52	Paul J. (GivEnergy)	Battery SOC Calibration	Written Successfully	Charging	Off	Off	Portal - Remote Control
2025-01-23 12:35:57	Paul J. (GivEnergy)	Battery SOC Calibration	Written Successfully	Off	Charging	Charging	Portal - Remote Control
2025-01-23 12:35:58	Paul J. (GivEnergy)	Battery Nominal Current	Written Successfully	45	75	75	Portal - Remote Control
2025-01-23 12:35:59	Paul J. (GivEnergy)	Battery Nominal Power	Written Successfully	3000	4500	4500	Portal - Remote Control
2025-01-23 12:35:39	Paul J. (GivEnergy)	Battery Nominal Power	Read Successfully	3000	3000	3000	Portal - Remote Control
2025-01-23 12:35:34	Paul J. (GivEnergy)	Battery Nominal Current	Read Successfully	45	45	45	Portal - Remote Control
2025-01-23 12:35:27	Server	System Time Month	Read Successfully	October	December	December	
2024-10-31 17:08:21	You	Enable DC Discharge	Written Successfully	true	false	false	API - Inverter Settings - Axio Energy INTRADAY 12 Dec
2024-10-12 15:50:40	You	Enable Eco Mode	Written Successfully	false	true	true	API - Inverter Settings - Axio Energy INTRADAY 12 Dec
2024-10-12 15:50:52	You	Enable Eco Mode	Written Successfully	true	false	false	API - Inverter Settings - Axio Energy INTRADAY 12 Dec
2024-10-12 15:50:44	You	Enable DC Discharge	Written Successfully	false	true	true	API - Inverter Settings - Axio Energy INTRADAY 12 Dec

4. Record any messages including exact text, date, and time.

Step 4 - Retest System Behaviour

- With schedules reset and the battery confirmed as **Not paused**, observe whether the system returns to normal behaviour.
- If behaviour stabilises, re-enter your preferred charge/discharge times in the Portal **Settings** tab or via the app.

When to Escalate

If the battery still behaves unexpectedly after:

- Resetting schedules,
- Confirming the battery is **Not paused**,
- Reviewing logs for errors,

and you have already completed any necessary hardware checks, contact your installer or GivEnergy Support. Include:

- Confirmation that schedules were reset
- Confirmation that the battery shows **Not paused**

- A short description of the problem
- Relevant log entries (exact text and timestamps)

Send this information to support@givenergy.co.uk.

Tips

- Think of this as “basic maintenance” before deeper troubleshooting.
- The Portal reset is more thorough than the App — always use the Portal for diagnostics.
- Re-enable external controls only after confirming your system works normally.
- Add external controls back one at a time to identify which one causes the issue.

https://givenergy2025.zohodesk.eu/portal/en/kb/articles/givenergy-basic-diagnostic-steps#Before_You_Start