
WiFi Dongle Troubleshooting

Common Issues

- If WiFi is password-protected, try the inverter serial number as the password.
- Reset the dongle by holding the button for 15 seconds, then wait 30 minutes before retrying.
- Only one device can connect to the dongle at a time.
- If you've changed your router, rename the SSID and password to match the previous setup.
- Check that port 7654 is open on your router/firewall.
- Ensure RSSI is $\geq 70\%$. If lower, install a WiFi extender.
- Restart your router if the SSID does not appear.

If you are experiencing WiFi connection problems with your GivEnergy inverter, follow the steps below in order. These steps address the most common causes of connectivity issues.

Step 1: Restart Your Router

1. Turn off your router and wait 30 seconds.
2. Turn the router back on and allow it to fully restart.

Step 2: Restart the Inverter

To safely restart your inverter, turn off the supplies in the following order:

1. Turn off the **DC battery isolator** (green handled switch).

2. Turn off the **PV isolator** (located under the inverter – hybrid models only).
3. Turn off the **AC isolator** or breaker in the fuse board for the equipment (usually labelled).

Step 3: Reconnect the WiFi Dongle via the App

1. Open the GivEnergy mobile app.
2. Tap the three lines (**menu icon**) in the top-left corner.
3. Select **Settings > Setup WiFi Dongle**.
4. Follow the on-screen prompts to reconnect.

If you prefer, you can use the manual reconnection process available here:

[Manual WiFi Dongle Setup Guide](#)

Step 4: Check the WiFi Password

If prompted for a password and you are unsure of what it is, try the following:

- **12345678**
- The inverter's **serial number** (use all capital letters)

Step 5: Reset the Dongle

If you are still unable to connect, reset the dongle:

1. Remove the white cap from the bottom of the dongle.
2. Use a pencil or similar object to press and hold the reset button for **15 seconds**.
3. Release the button and wait **20 minutes** before attempting to reconnect.

Important: The 20-minute wait ensures the reset completes fully.

