SolShare: How to set-up/change Wi-Fi credentials

vA6

The SolShare requires an internet connection to allow for commissioning and ongoing product support. This guide explains how to connect each SolShare to a Wi-Fi network.

If at any point you experience issue with this process, please contact Allume Technical Support on +61 3 7038 0686 or support@allumeenergy.com.au.

Key Wi-Fi requirements

- ➢ Wi-Fi network frequency = 2.4GHz
- ➢ Data Usage = 200MB/month
- ➢ IPv4
- ➢ Permanent and stable internet connection
- ➢ Wi-Fi router/dongle has permanent power source (i.e., it is not powered from the output of the inverter or solar side of the SolShare)

Required tools and information

- Smart phone or laptop with Wi-Fi connectivity
- Wi-Fi network credentials (SSID and password) that you want to connect SolShare to

Instructions

Note: If you are setting up the Wi-Fi credentials on a SolShare for the first time as part of the installation/commissioning process, make sure you have followed all steps in the SolShare Installation Manual (click here to download latest version) up to the Commissioning the SolShare section.

Please follow the steps on the following pages to set-up or change the Wi-Fi credentials for the network that each SolShare should connect to.

Step 1: Put the SolShare into *Wi-Fi access point mode* (power cycle the SolShare)

1. Turn **OFF** all Main Switches (Inverter Supply)
2. Wait 5 seconds
3. Turn **ON** all Main Switches (Inverter Supply).

Step 2: Configure new Wi-Fi network settings (must be done within **5 mins** of power cycle)
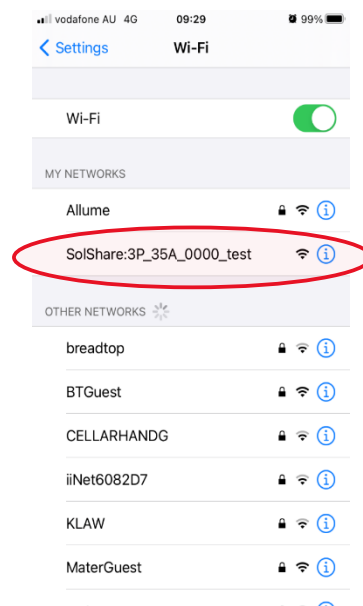
Step 2.1

Using your phone or laptop (device), look at the list of available Wi-Fi networks. After about 1 minute, the SolShare (with an SSID (Wi-Fi network name) similar to the one shown, but showing the SolShare's own serial number) should appear as an available Wi-Fi network.

Connect your device to this SolShare Wi-Fi network.

Note: You have 5 minutes to connect a device before the SolShare exits *Wi-Fi access point mode* and reconnects to the last Wi-Fi network it connected to.

Note: Your device may provide a pop up saying "no internet connection through this network". Click accept and continue.

Step 2.2

Open an internet browser on the same device that is connected to the SolShare's Wi-Fi network and navigate to:
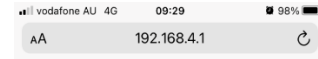
192.168.4.1

Step 2.3

When presented with this page, enter the new details of the new Wi-Fi network that you want the SolShare to connect to.

Please note that SSID refers to the Wi-Fi network name.

Click the green Connect button.

Step 2.4

After the SolShare confirms that it will connect to this new Wi-Fi network, you will see this screen.

The SolShare will then reboot and connect to the new Wi-Fi network upon start up.

You can also then disconnect your device from the SolShare's Wi-Fi network (this will disappear soon anyway).

If this screen does not appear, please go to the troubleshooting section on the next page

Note: You have 30 minutes to successfully connect to a Wi-Fi network after completing Step 2.1 before the SolShare will exit *Wi-Fi access point mode* and reconnect to the last Wi-Fi network it was connected to.
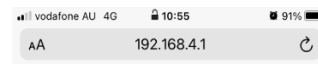
Troubleshooting

1. Authentication for network with SSID: "<SSID>" failed"

If "Authentication for network with SSID: "<SSID>" failed" is displayed as shown after following the process above, this means you have entered the incorrect Wi-Fi credentials (i.e. SSID or password have been entered incorrectly) or the Wi-Fi network is not available.

Ensure that the Wi-Fi network meets the key requirements:

> ➢ Wi-Fi network frequency = 2.4GHz
> ➢ Data Usage = 200MB/month
> ➢ IPv4
> ➢ Permanent and stable internet connection
> ➢ Wi-Fi router/dongle has permanent power source (i.e., it is not powered from the output of the inverter)

Repeat the instructions above with the correct Wi-Fi credentials.
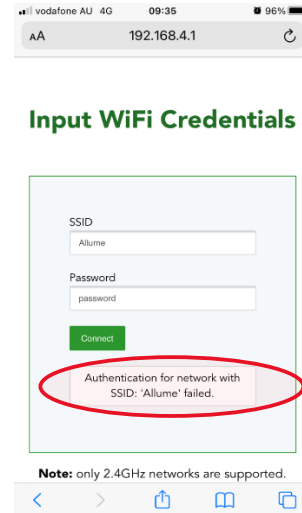
2. No confirmation

It is possible that the Wi-Fi change was successful, but due to your phone or laptop switching to a different Wi-Fi network that is not the SolShare's Wi-Fi network, the success confirmation has not been reported.

In order to check this, connect a phone or laptop to the internet (can be the same device that you were using in the Instructions section as long as it is connected to a new internet connection and not the SolShare network), and navigate to the Allume Commissioning App in your browser at https://commissioning.allumeenergy.com.au/welcome.

Select the Check Internet option as shown.

Wait a couple minutes and the SolShare commissioning app should display the new network as shown.

If the Commissioning App does not show that the SolShare is connected to a Wi-Fi network, then repeat the instructions in this document again.

If this fails, please call Allume technical support.
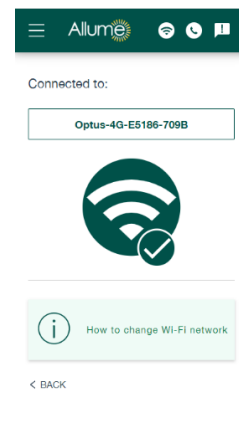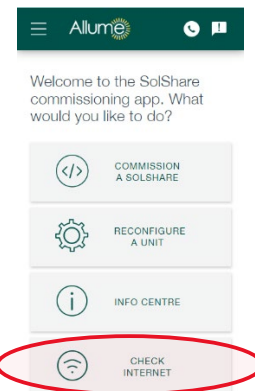
3. Wi-Fi connected but no internet connection

You have connected with the correct credentials to an available Wi-Fi network. However, this network either has no internet connection, does not have a connection to the required ports, or a very poor internet connection.

Fix the Wi-Fi network's internet connection issues (e.g., by restarting the router).

Ensure the following ports are open in both directions, which may involve contacting the IT network administrator:

- Port 9993 UDP
- Port 1883 TCP
- Port 8883 TCP
- Port 8888 TCP
- Port 80 TCP
- Ports 5001-5005 TCP