



[SSHD-45] Indoor inverter module can't connect to WIFI

Created: 04/Jan/17 4:23 PM - Updated: 03/Sep/19 2:59 PM

Status:	Waiting for support
Project:	Solar Storefront

Type:	IT Help	Priority:	Medium
Reporter:	Liam Farrell	Assignee:	Dalia Lens
Resolution:	Unresolved		
Labels:	access, reporting		

Ticket Details

Customer Request Type:	Technical Support
<i>ScriptRunner Fields</i>	
Date of First Transition:	11/Jul/17 3:01 PM
No. of Times In Reopened Status:	8
Time of Last Status Change:	02/Sep/19 4:11 PM

Description

Hi Support,

My SolarStore S400 inverter has the facility to connect to the Internet for monitoring purposes. Rather than purchase the expensive SolarStore Bigabee wireless device, my installer has tried using a cheaper Universal Wi-Fi Internet Adapter, as they have done many times before.

The problem is that I have an **Orange Livebox DSL router**, and after much trial and error we discover that according to Universal's own support pages, it is not compatible with the Livebox.

I tried the following, with no luck:

1. Press the Menu button on the controller
2. Select Settings then Network on the Network Settings screen
3. Select Set Up *wireless network* on the right-hand side of the screen
4. Select your router's name from the list and enter your wireless password - both the router's name and the wireless password are shown on the bottom of your router or on your keep me card
5. Follow through the next screens to set up your WiFi connection

Can you help me to connect the SolarStore inverter to an Orange Livebox wifi? Attached a photo of my device with its details.

Thanks in advance,

Liam

Comments

Dalia Lens added a comment - 26/Oct/17 2:23 PM

Hi Liam,

Thanks for using our inverter! I'll do my best to help you connect to your local WiFi network.

Before we deep dive into troubleshooting mode, let me ask: did you go through the FAQ? This usually solves most problems for our customers.

Please check out these [topics on our website](#).

Liam Farrell added a comment - 26/Oct/17 2:44 PM

Thanks for the suggestion, Dalia. Unfortunately didn't help. What's worse, the inverter now doesn't even turn on.

Dalia Lens added a comment - 26/Oct/17 2:45 PM

Okay Liam, understood. Sorry for the inconvenience. I'll file a request for a replacement inverter and get back to you. The approval process should not take longer than a day.

Dalia Lens added a comment - 26/Oct/17 2:47 PM

Actually, your inverter has been already pre-approved, so I'm able to ship you a new one. Please give the package a few days to arrive.

Liam Farrell added a comment - 26/Oct/17 2:47 PM

Thanks Dalia for the quick help. You can close this ticket, I'll reach out if I have new questions!