



# **WIFI MONITORING TROUBLESHOOT GUIDE**

Version: 1.1

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Please check and ensure the Inverter’s WiFi settings are configured with the following considerations:

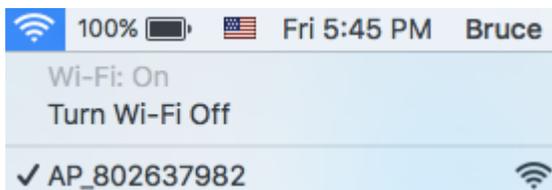
1. When the WiFi module is in STA mode, the **channel support range of the router is 1-11**;
2. WiFi STA can support the **802.11 b/g/n modes**;
3. WiFi does not support special characters “,” “\” ”;”, it is recommended that the **SSID and password of router/modem to use “a-z””A-Z””0-9” only**. Do not use special characters such as “!@#%\$^&\*()\_+=[\{}|;:'",./<>?” ;
4. The WiFi connection quality may be restricted by the router's surrounding environment, so it is recommended to **close the QoS function**.
5. WiFi supports the most common ways of encryption (**WEP/WPA-PSK/WPA2-PSK**), but **does not support mixing a variety of encryption mode**.
6. Router/modem's **DHCP function must set to enabled**, otherwise, the WiFi cannot establish a connection.
7. If a connection cannot be established, the user can try **resetting the WiFi module** via "Reset" page on the WiFi interface. (Note, the page may take some time to load. If you see a blank page, please wait for few minutes for it to load.)



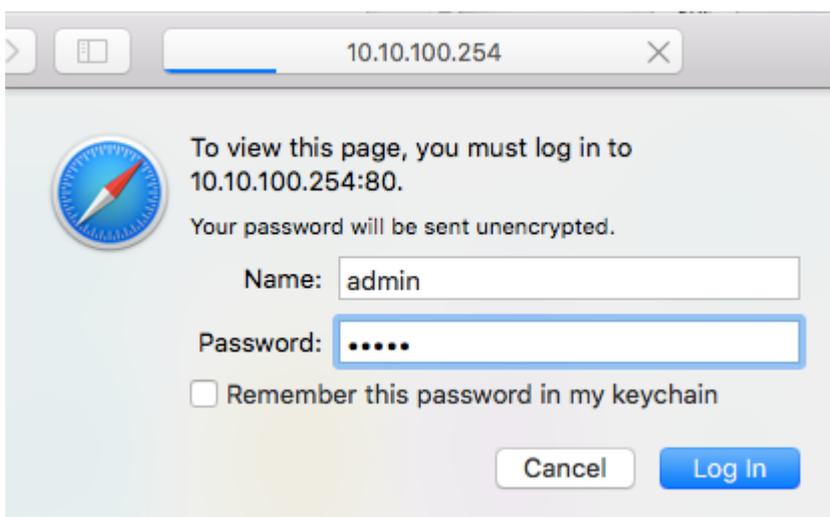
8. Because there are many different brands of router/modem out in the market, there could be **compatibility issues**. We will update the firmware from time to time to enhance compatibility.

## WiFi module firmware upgrade procedure

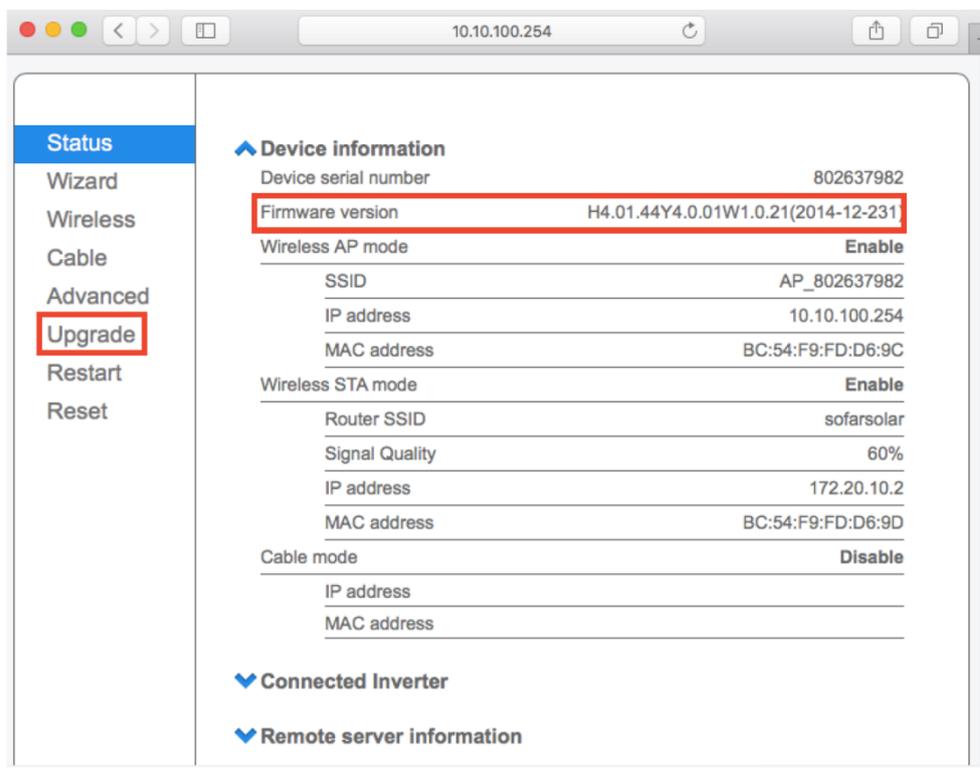
**Step 1** Connect your laptop / smart phone to our Wi-Fi module. (AP\_XXXXXXXX);

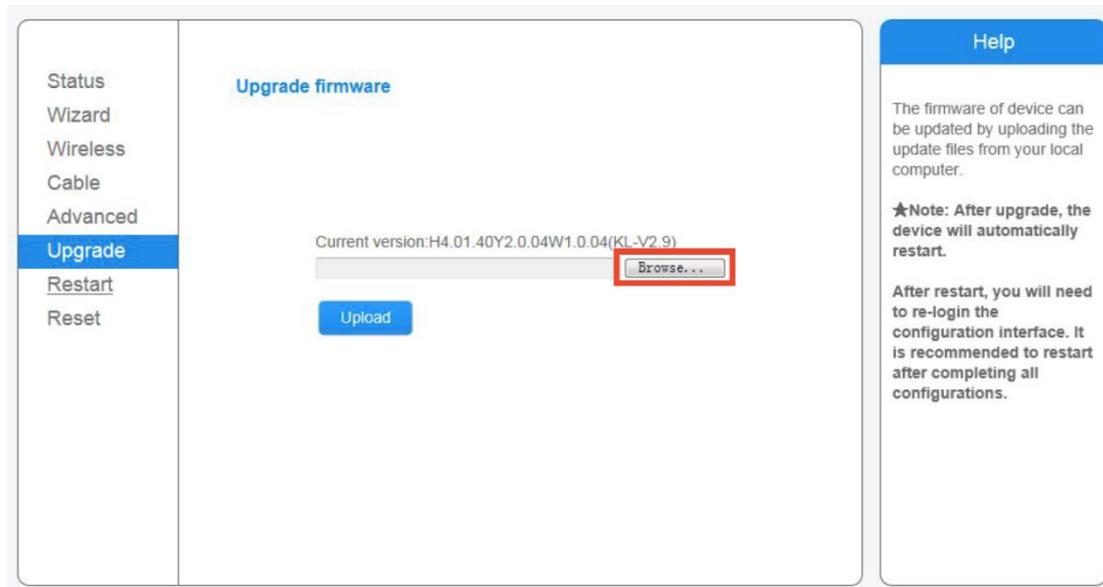


**Step 2** Go to 10.10.100.254 using the web browser and login.  
(default username / password: admin / admin);

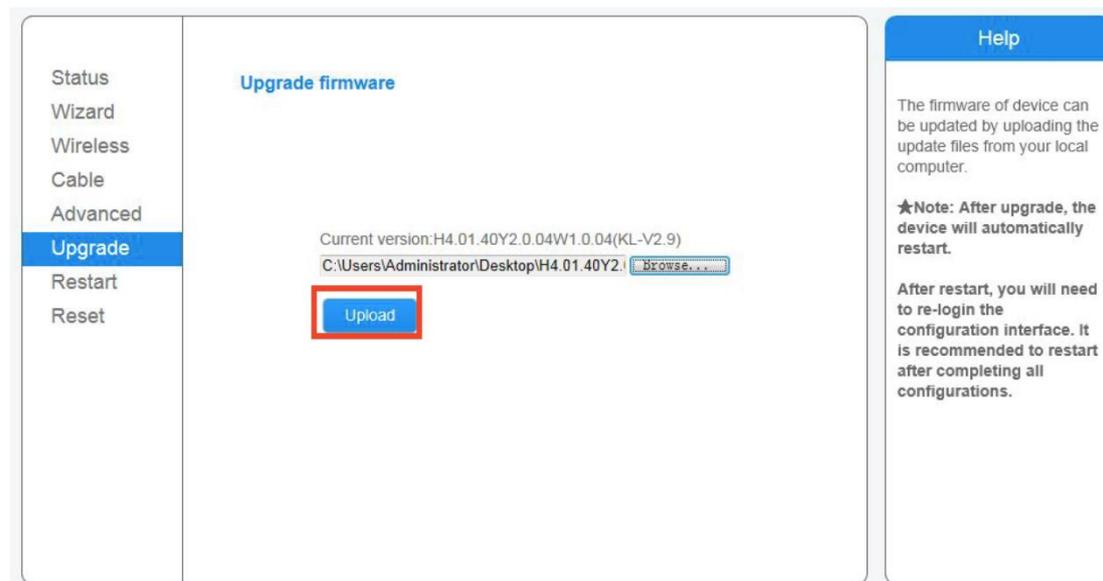


**Step 3** You can view the current firmware version on the status page. Click "Upgrade" then click "Browse" to select the latest firmware file.

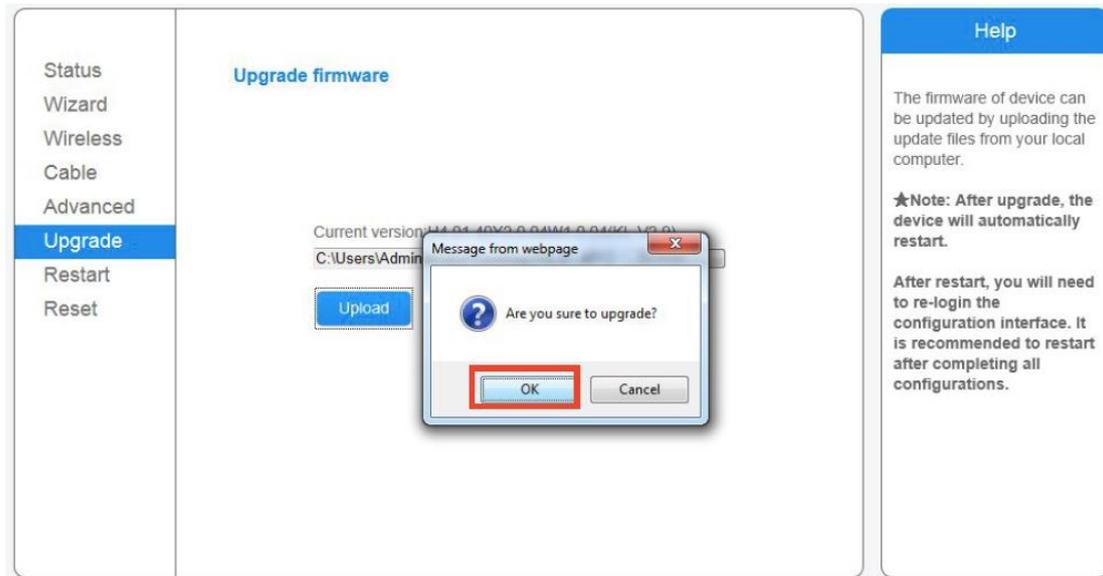




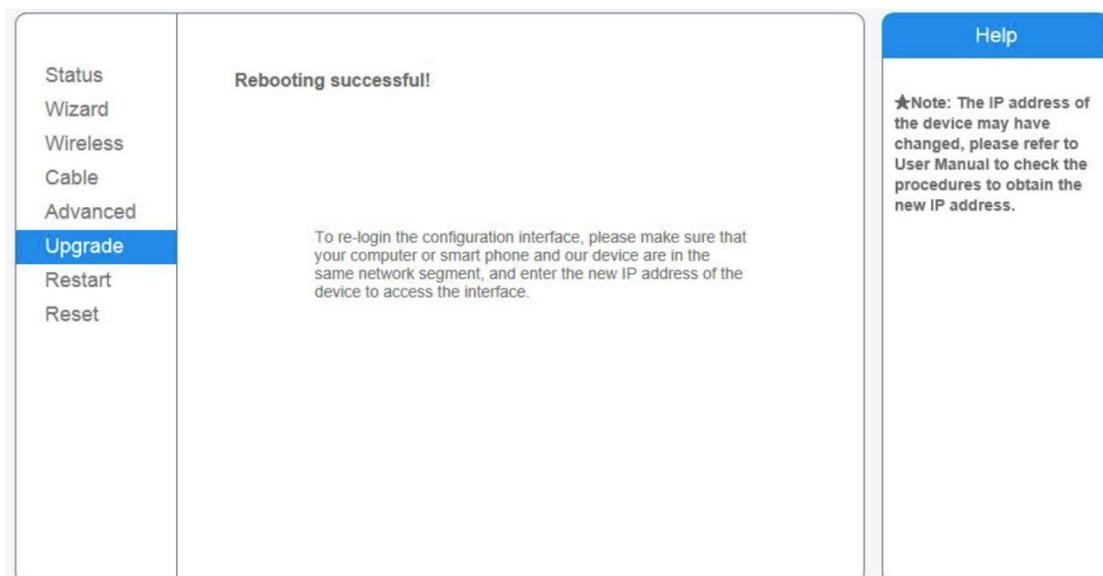
**Step 4** Click “Upload” after the file is selected.



**Step 5** Click “OK” to start to upgrade



**Step 6** the following page will display if the firmware upgrade is successful.



**Step 7** Repeat from step 1 to step 3 to check the firmware version number and date again, whether it's been upgraded or not. If not, repeat Steps 4 to 6 and try again. Please contact Trinabess if you require assistance upgrading.