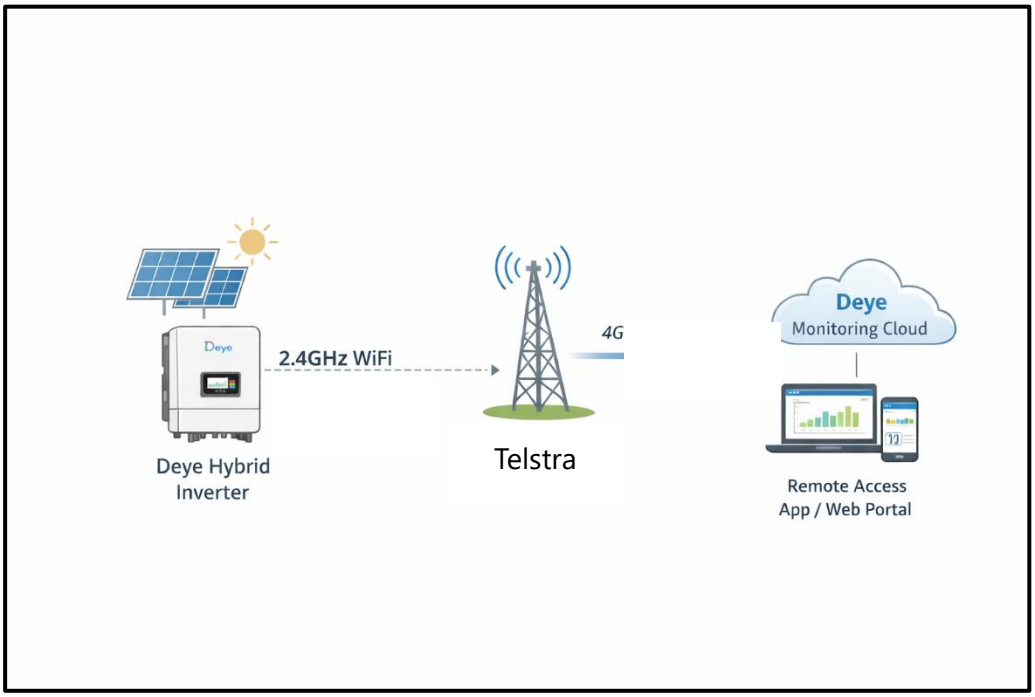
DEYE 2.4GHZ WIFI CONFIGURATION

Telstra Network



DEYE AUSTRALIA
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Introduction

Deye dataloggers have been having issues with connecting to dual-band Telstra Wi-Fi Routers. An issue is present when the network is split into 2.4Ghz and 5Ghz bandwidth.

Deye Australia has identified the main cause of this issue has and implemented a solution to resolve it. This document discusses the findings and provides step-by-step guidelines on how to rectify the issue on site.

Problem statement

Deye dataloggers are unable to connect to dual-band Telstra routers and therefore, were not able to communicate with the Deye server. The issue was only present when the routers were split into 2.4Ghz and 5Ghz bandwidth. The router kept rejecting the connection request from the datalogger and gave error messages such as ***"couldn't connect to network"*** or "***connection request failed".***

Root cause

The root cause of the issue was identified to be the default encryption method set on the Telstra Router which was different to the encryption method used by the Deye Dataloggers.

The solution

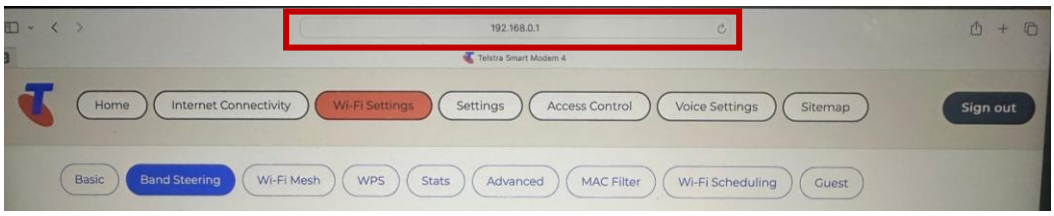
The quickest fix to this issue is changing the encryption type for the 2.4Ghz network on the Telstra router. This requires connecting to the router and logging into it using its IP address.

This process can be done by either the customer, the installer (on site), or even Telstra.

Step-by-step guidelines

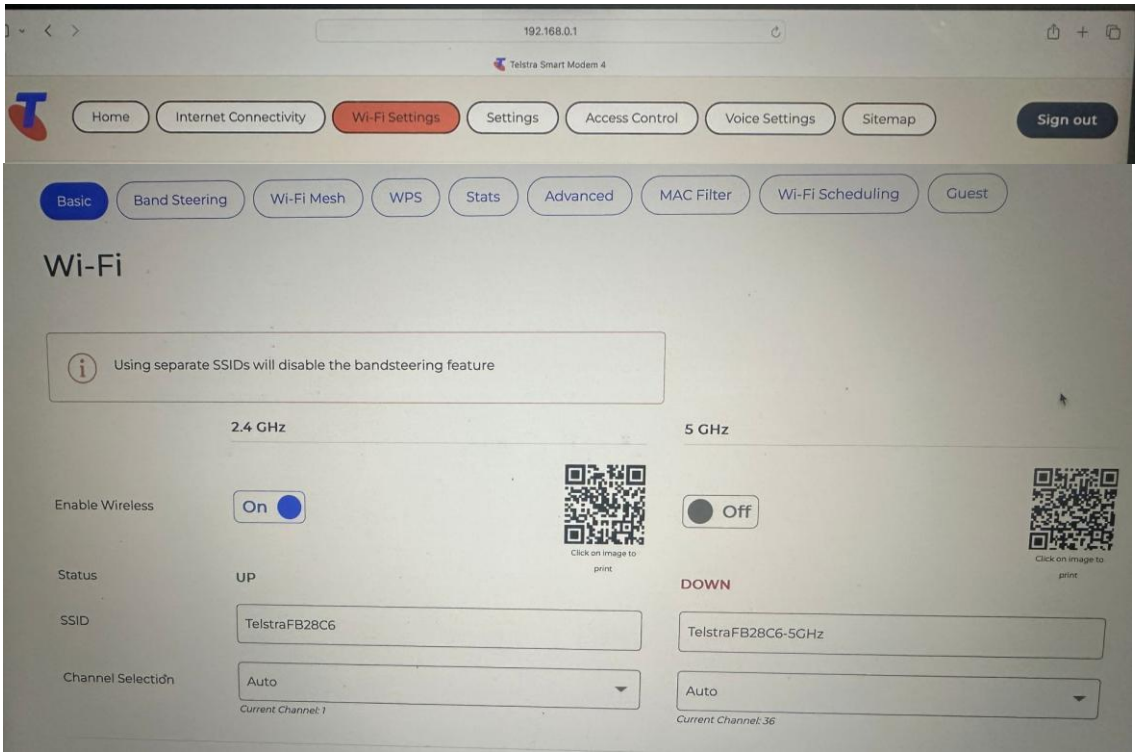
Step 1 – Login to the Telstra Router

- Connect to the customers router via a computer
- Open the web browser and type in the routers IP address in address bar.
    - **Note:** The IP address for the router can be found in the router usermanual or can be obtained from Telstra
- Login to the router using the username and password set out in the router usermanual.



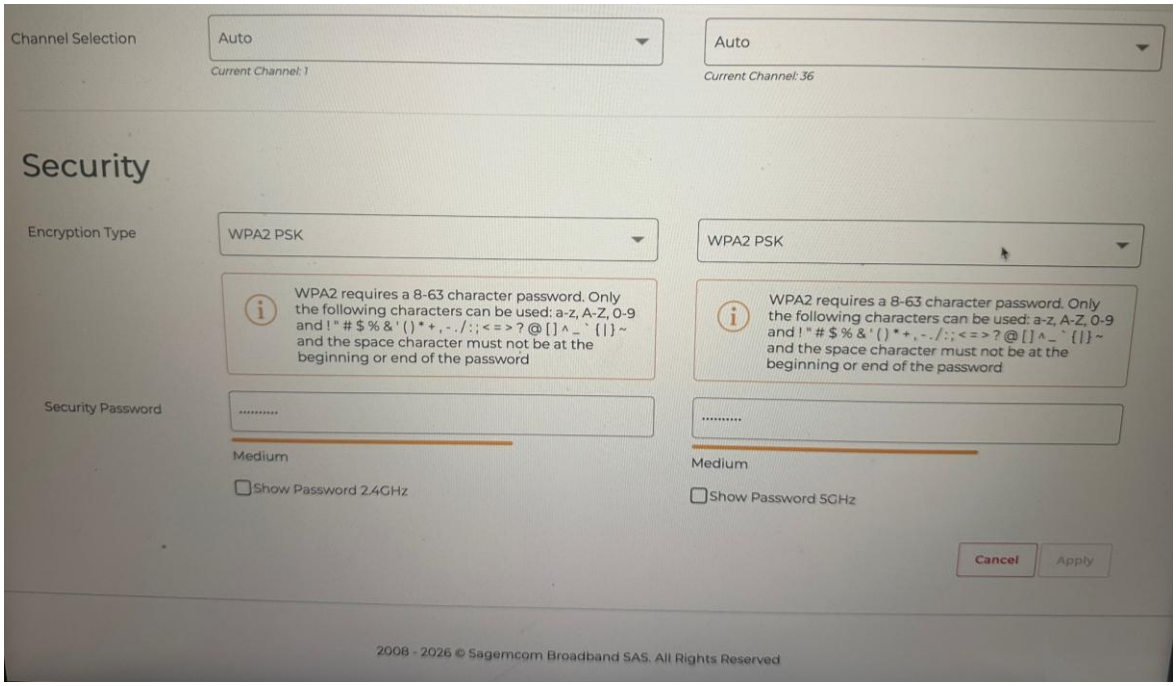
Step 2 – Enable the 2.4Ghz Network

- Go to Wi-Fi settings → Basic
- Enable the 2.4Ghz network



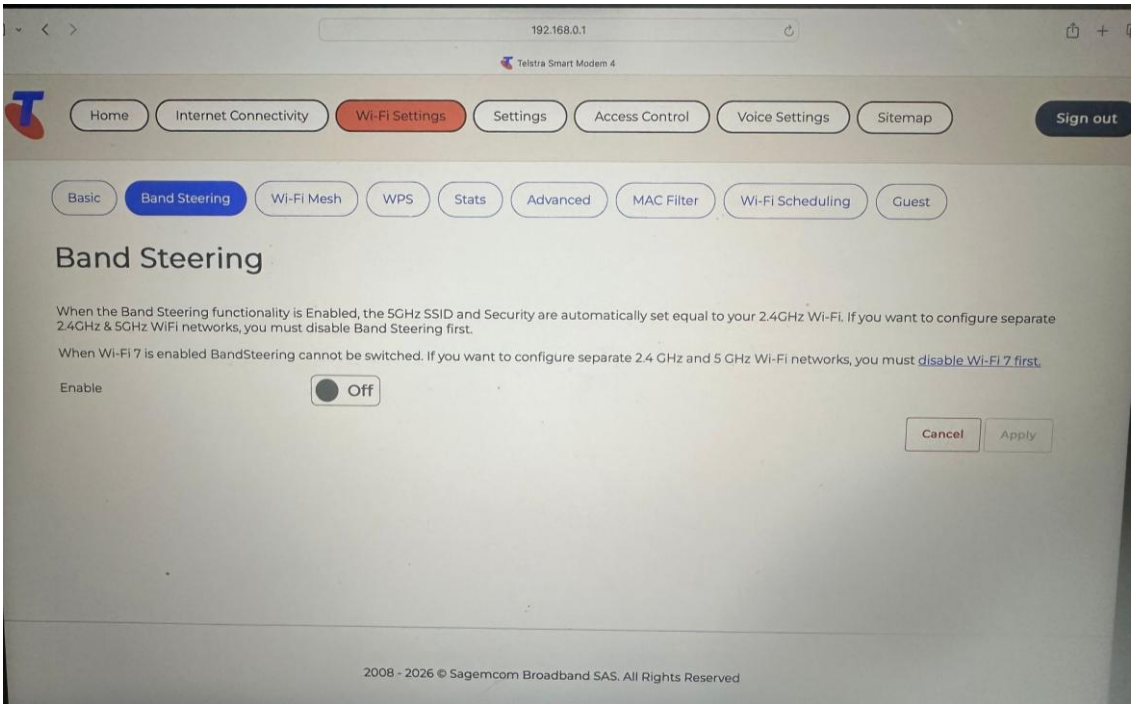
Step 3 – Change 2.4Ghz network encryption type

- Under basic settings where you enabled the 2.4Ghz network, go to security settings
- Under security settings, change the encryption type to WPA2-PSK
- You can choose to set a custom password for the network or leave it as default.
- Then click on Apply



Step 4 – Turn off Band Steering

- Go to Band Steering
- Band Steering should automatically turn off once you enable the 2.4Ghz network
- If it isn't turned OFF, please turn if OFF.
- Then apply the changes.



Step 5 – connect the inverter to the 2.4Ghz Network

- Make sure you have successfully completed steps 1 to 4 and saved them.
- Now you can go back to the inverter and try connecting the datalogger to the 2.4Ghz network.
- When the datalogger is able to communicate with the router, the NET light will flash.
- Once the connection is successful, the NET light will remain solid.

If the connection is still unsuccessful, please check steps 1 to 4 and make sure all the settings are correct. If you run into any difficulties, please contact Deye Support Australia.

After-Sales Service & Warranty

Service Hotline: (02) 8529 6809

Address: Unit 10/21 Ricketts Rd, Mount Waverley VIC 3149