

ALPHA ESS TECHNICAL NOTICE

Date	06/01/2023
Author	Zoya Zuo
Relevant to Models	All installs using WiFi dongle

THE EXISTING WIFI DONGLE MODULES

We have three types of WiFi dongle from different manufacturers - please refer to below images.

- **Manufacturer 1:**

Old version – part number printed as EESW-D201-00: We'll call this version 00



New version (the current version) - part number printed as EESW-D201-01: We'll call this version 01



- **Manufacturer 2: Discontinued** (we'll call this Version Z)



HOW WE CONNECT THE SYSTEM TO THE INTERNET

Please confirm that there is a red light showing on the Version 00 or Version 01 WiFi dongle or the “power” light is red on the version Z WiFi dongle.

The Red light indicates that the dongle is powered. If you cannot see a red light, the unit is not powered and you will not be able to connect it to the house modem.

If the red light is on, then operate according to below methods.

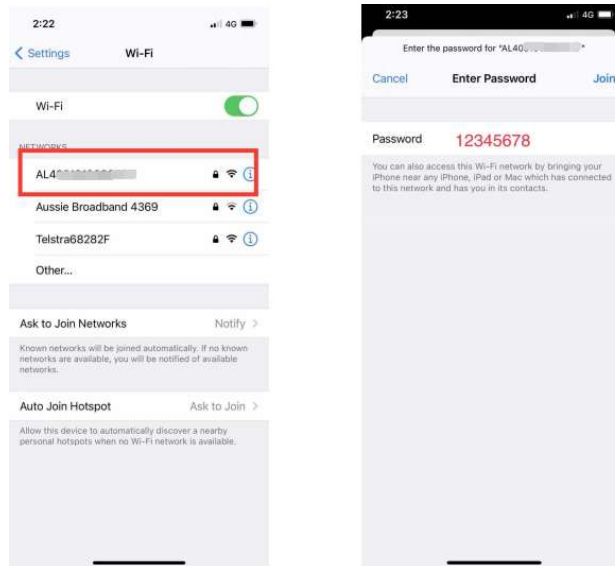


We have two methods to connect the system to the Internet:

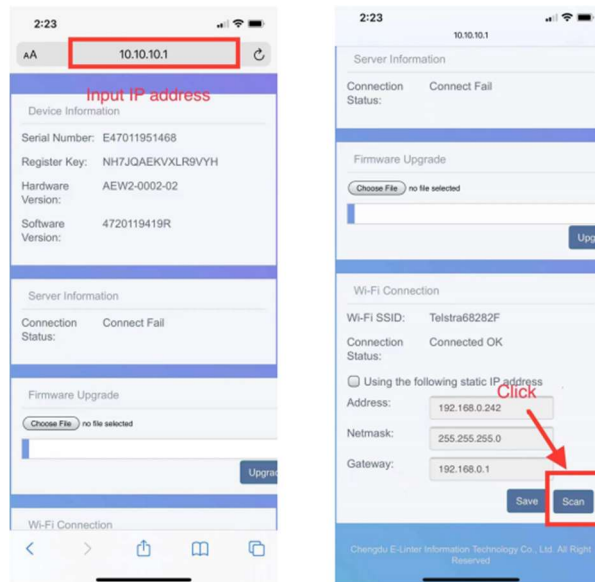
1. Via Browser

- If you are using **Version 00 or Version 01** WiFi dongle,

Step 1. Open the WLAN list on the phone, find the WIFI named by system SN and then connect. *The password “12345678”.*



Step 2. Open a browser, input website address “10.10.10.1”.



Step 3. Click “Scan”, then select customer’s home WiFi, and input their modem password (or get them to type it).

Step 4. Wait till it says “Set OK”.

Below is a video link for your reference:

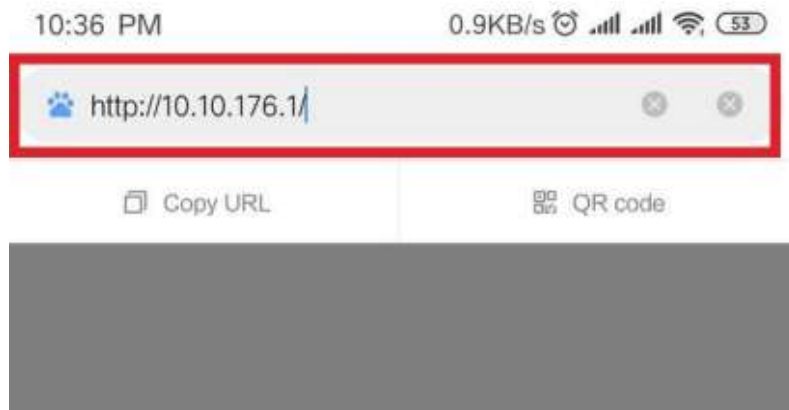
https://drive.google.com/file/d/1w4tbvF_Biejvc8HfsM7IU7k0AjGBgKO8/view?usp=sharing

- If you are using **Version Z** WiFi dongle,

Step 1: Open the WLAN list on the phone, find the WIFI named by system SN and then connect. The password “**12345678**”.



Step 2: Open a browser, input website address <http://10.10.176.1/>



Step 3: Log into the account (Default ID is **admin**, password is **88888**).



Sign in to 10.10.176.1 "WM6232"

Name
admin

Password
..... Password: 88888

Cancel Sign in

Step 4: Select **"LANGUAGE"** in the upper right corner of the page. Click on the menu in the upper left corner of the page and select **"Station"**.



WM6232

WM6232 LANGUAGE

Information

Status

Configure

Connectivity

COM1

Management

Access

Reboot/Reload

Upgrade

Wi-Fi

Working Mode

Station

Access Point

IP Address	192.168.37.102
Subnet Mask	255.255.255.0
Gateway	192.168.37.1
DNS0	114.114.114.114
DNS1	192.168.37.1
MAC Address	E0:76:D0:8B:BD:03

Step 5: Enter customer's home WiFi password, then click **"Save"** to confirm.



Step 6: Complete the configuration and close the browser.

Step 7: Wait for 5-10 minutes to log in on the Alpha Monitoring Portal.

2. Connecting to the system Via AlphaESS APP (we HATE this method because you will need to then log into the Portal and enter the customer contact details)

Step 1: Download AlphaESS APP from your application store. Tap **“WiFi Configuration”** on the Home Page.



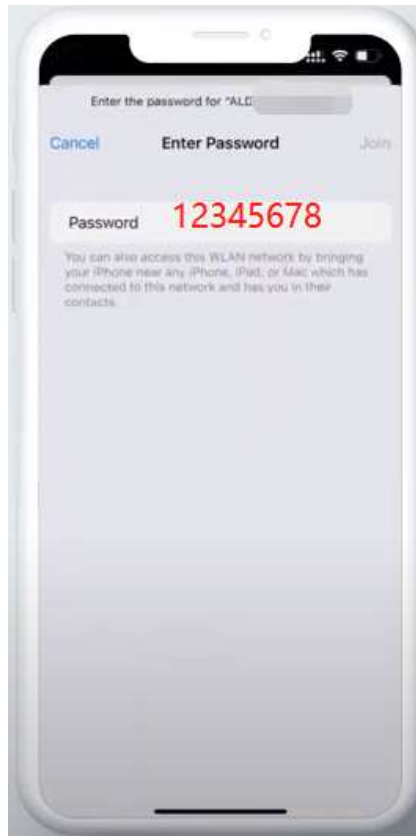
Step 2: Follow the instructions to connect WiFi.



Step 3: Select "Next" and "Open the WiFi Network List" to connect the system hot spot.



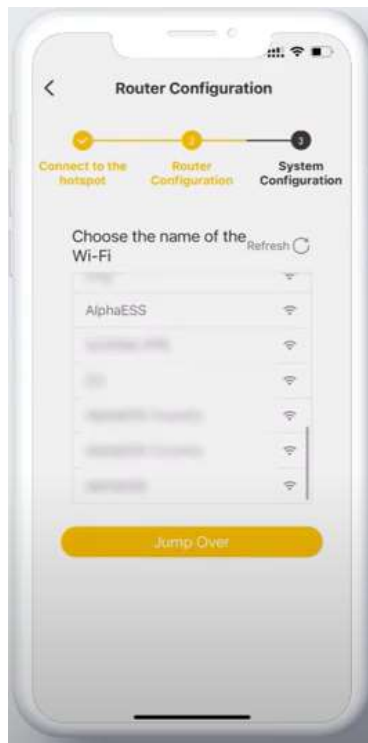
Step 4: Select the system hot spot which is named by the system SN starting with AL. The password is **12345678**.



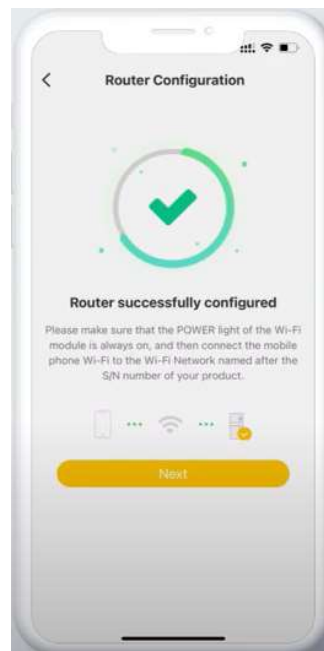
Step 5: After the system hot spot connection, back to AlphaESS APP and select **“Next”**.



Step 6: Choose the home WiFi and input the password, then **“Submit”** it.



Step 7: When you see **“Router successfully configured”**, it means that you have connected the system to the Internet successfully. Then select **“Next”** to finish the Basic settings for the system.



Below is a video link for your reference:

<https://www.youtube.com/watch?v=z25mksAAfWA>

WHY DID YOU FAIL TO CONNECT THE SYSTEM TO THE INTERNET?

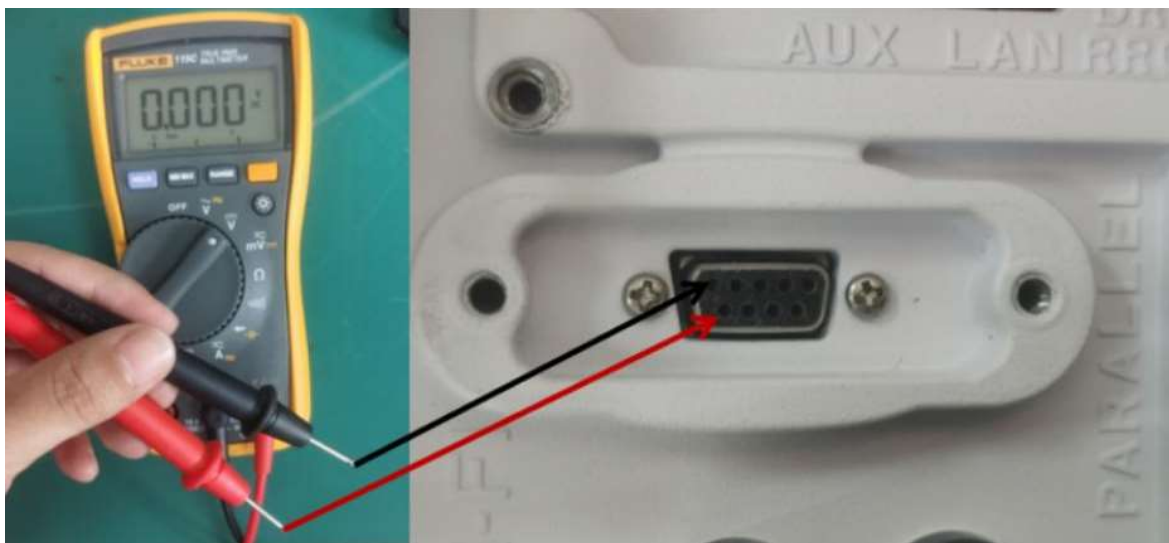
1. Check if there's red light on WiFi dongle when the inverter is turned on.

If there's a red light on WiFi dongle, it means that the WiFi dongle is supplied power by the inverter successfully.

If there are red light and green light on WiFi dongle, it means that the WiFi connection is done and the system can upload the data to Alpha Monitoring.



- If there's no red light on WiFi dongle when the inverter is on, it needs to test the WiFi port voltage, it should be 12VDC.



If the WiFi port voltage is lower than 12VDC, please take a photo for the test value and contact AlphaESS for further support. It means our inverter is cactus or the internal cable may be disconnected.

If the WiFi port voltage is 12VDC but no red light shows on the dongle, the WiFi dongle may have issues, please contact AlphaESS for a replacement dongle.

- If there's a red light on WiFi dongle, check if you followed the correct method to connect the system to the Internet and if you are using the latest version of AlphaESS APP. We suggest you trying again via a different method.

2. Check if the router has MESH function or SHIELD function.

- Only the new version (version 01) WiFi dongle is compatible with a router with mesh function.

If the home is using the router with mesh function and the WiFi dongle is not the Version 01 WiFi dongle, please contact AlphaESS for a new WiFi dongle.



- There are some types of router that prevent communications from our monitoring servers to the Alpha system. If you are having trouble, please try again by using a phone hot spot instead of the home WiFi, or use a portable 4G modem. If the system can be connected to the Internet via phone hot spot, you know that the issue is with the modem/router of the home and not the Alpha or the Dongle. It is possible that the modem has high security settings or is simply not functioning for wifi.