Kinergy II WiFi Troubleshooting V1.0

Version record

Date	Version	Remark	Author
30/06/2023	V1.0	First version	AllenZeng Dominic

1、Introduction

Connection trouble might occur due to some factors in the process of using and configuring Kinergy II WiFi. To enable users to conduct troubleshooting on their own, this document provides multiple solutions to a series of problems that may occur based on accurate analysis.

2、Problem Analysis



① Before configuring WiFi, please add the site of the Kinergy II-WiFi to NOVA App.

② Please update TBB NOVA App to the latest version to match Kinergy II-WiFi.

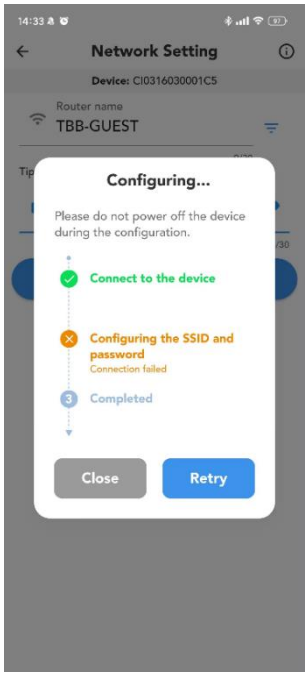
③ Please wait a minute or so after successfully configuring WiFi on the App and see if the light of Kinergy II-WiFi shows normal operating status (the NET light turns green and stays on).

④ Make sure the local WiFi network is stable. Keep the distance between the router and Kinergy II-WiFi less than 30m with no walls in between.

⑤ Once the Kinergy II-WiFi is connected, the NET light and COM light will flash red/green and then stay on synchronously, which is a normal display during device initialization. Please be patient and wait for about one minute.

⑥ The NET green light staying on and the COM light off indicates successful connection of Kinergy II-WiFi.

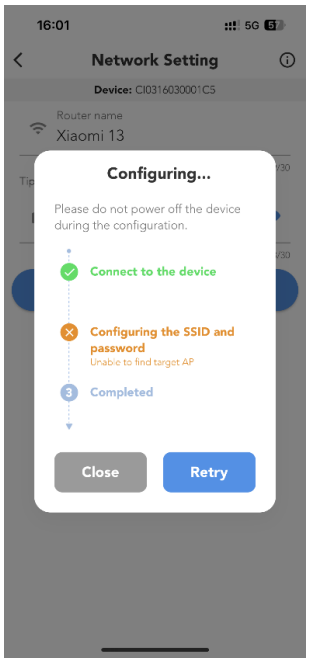
1) "Connection failed" while configuring WiFi.



Troubleshooting:

- Check if the WiFi password is correct and re-configure.
- Check if the WiFi signal is strong enough. Keep the distance between the router and Kinergy II-WiFi less than 30m with no walls in between.
- If your router supports WPS (Wi-Fi Protected Setup) function, you may use it to establish connection. Please refer to Kinergy II-WiFi Quick Installation Guide for detailed procedures.

2) "Unable to find target AP" while configuring WiFi.



Troubleshooting:

- Check if the frequency of WiFi is 2.4GHz, which is what Kinergy II-WiFi only supports.
- Check if you have entered the correct router name.

3) The COM light flashes red or stays on.



Troubleshooting:

- Check if the communication cable between Kinergy II-WiFi and the inverter is disconnected or damaged. You can replace it with a new one to verify.
- Check if Kinergy II-WiFi is connected to the correct terminal (ComMON) of the inverter.
- Check if the communication port of Kinergy II WiFi or the communication port of the inverter is damaged. You can replace them with a new device to verify.
- For now, Kinergy II-WiFi only supports RiiO Sun II, Kinergier Pro CK, and Apollo Matrix inverters.

4) The NET light flashes green.



Troubleshooting:

- Please wait for about a minute. If the green light stays on instead of flashing, then the Kinergy-II WiFi configuration is successful.
- If it turns red after flashing, please re-configure the WiFi, or refer to the solution in 5).

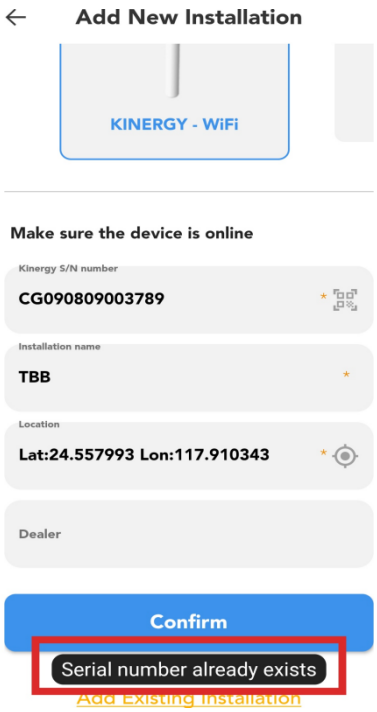
5) The NET light flashes red or keeps on.



Troubleshooting:

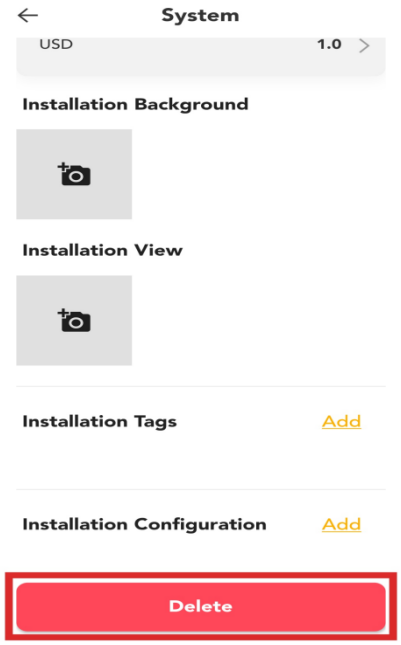
- Check if you have entered the wrong WiFi password while configuring. If your system is IOS, you need to make sure you have entered the correct router name as well.
- Check if the WiFi network is in good condition.
- Check if the frequency of WiFi is 2.4GHz, which is what Kinergy II-WiFi only supports.
- Check if Kinergy II-WiFi is positioned within the range of router signal.
- Try to configure Kinergy II-WiFi with the hot spot provided by another mobile phone and see if it works.
- Tighten the antenna and re-configure the WiFi.

6) "Serial number already exists"



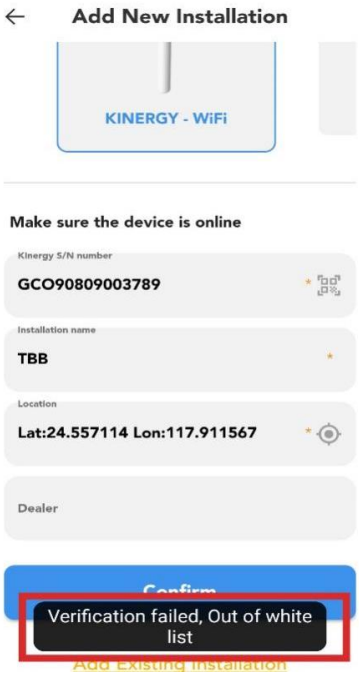
Troubleshooting:

- If you have added this Kinergy II-WiFi device to another NOVA account before, please log in to the previous account and delete the site.



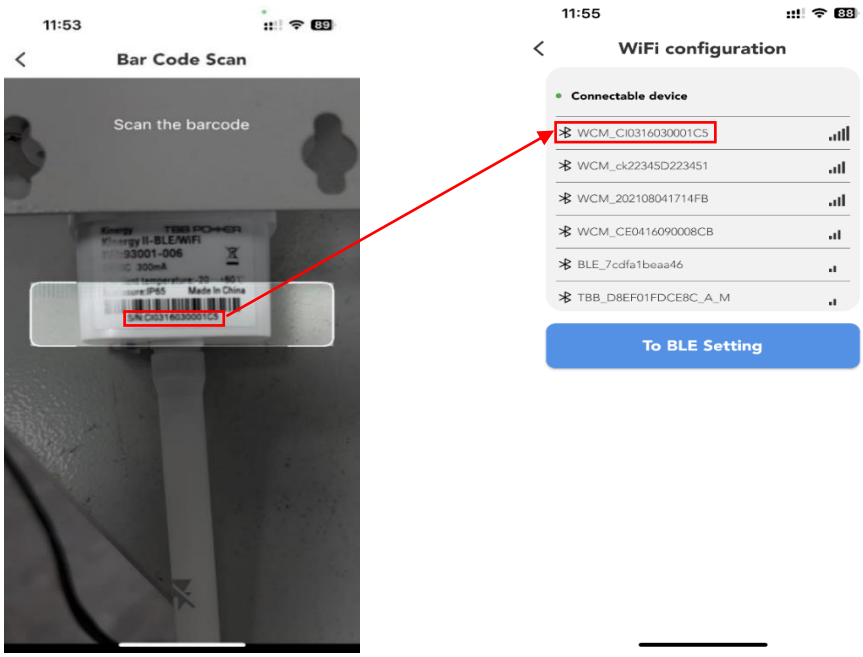
- If you have forgotten your previous account, please offer the serial number of Kinergy II-WiFi on the nameplate to the TBB aftersales team. They will help find out the account.

7) “Verification failed, Out of white list”.

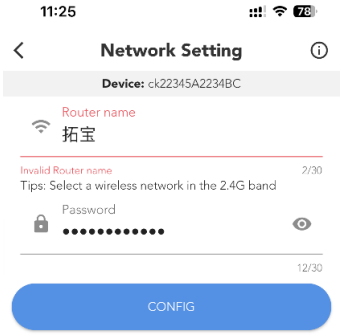


Troubleshooting:

- This prompt indicates that the Kinergy II-WiFi serial number has been entered incorrectly. Please pay special attention to the difference between "0" and "O", for example.
- Check if the serial number of Kinergy II-WiFi on the nameplate is consistent with the name of Kinergy II-WiFi's “WCM……”. If inconsistent, please turn to the TBB aftersales team for help with relevant information.

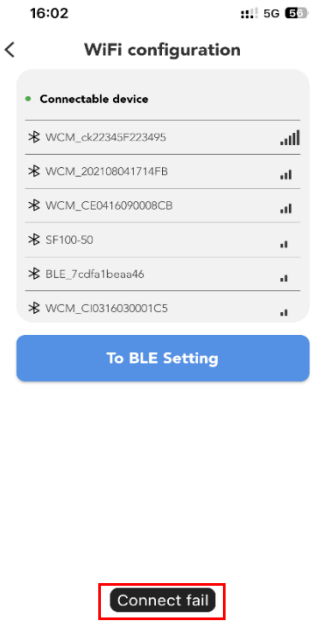


8) “Invalid Router name” while attempting to connect to the WiFi.



- This prompt indicates that the WiFi name contains unrecognizable characters Kinergy II-WiFi only recognizes ASCII code. It would be better to use the combination of letters & numbers as router name and WiFi password.

9) “Connect fail” while attempting to connect to the Kinergy II Bluetooth.



- Exit the App completely and enter again to retry.

- If the previous step does not work, unplug and then plug Kinergy II-WiFi and retry with the App.

10) “Request data failed” while configuring the WiFi.



Troubleshooting:

- Tap on “Refresh” to re-configure.

11) The light of Kinergy II-WiFi remains off.



Troubleshooting:

- Check if the inverter screen lights up normally and if Kinergy II-WiFi is connected to the ComMON

terminal of the inverter.

- Replace the communication cable with a new one and see if it works.
- Replace the base if there is another one and see if it works.
- If the inverter is Kinergier Pro CK with 8pin ComMON terminal, connect Kinergy II-WiFi to the 8-pin ComMON port and see if it works.
- Connect Kinergy II-WiFi to another inverter and see if it works.
- If none of the above solutions work, please turn to the TBB aftersales team for help.