

Lux Inverter Wi-Fi Reconnection Guide

(For when you've changed your Wi-Fi or your inverter has lost connection)

Step 1: Identify the Problem

Before we start, let's check a few things:

1. **Have you recently changed your Wi-Fi provider or router?**
 - If **yes**, your inverter has likely lost connection.
 2. **Are you near your inverter?**
 - If **yes**, great!
 - If your inverter is in the loft and **you cannot physically access it**, standing directly below it should still work.
 3. **Can you see any lights on your inverter?**
 - If **yes**, the inverter has power, and we can proceed.
 - If **no lights are visible**, this is a more serious issue.
 - Please contact our **Technical Support Team** by emailing support@solarfast.freshdesk.com
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Step 2: Ensure You Have the LuxPower App Installed

To reconnect your inverter, you need the **LuxPower App**.

How to Check If You Already Have It

1. On your phone, swipe up or tap the **Apps** icon (it may look like a grid of dots).
2. Type **LuxPower** in the search bar at the top.
3. If the app appears, tap to open it.

How to Download the LuxPower App

- **For iPhone (iOS):**
 1. Open the **App Store** (blue icon with an "A").
 2. Tap the **Search** tab at the bottom.
 3. Type **LuxPower** and look for the **LuxPower View** app.
 4. Tap **Download** or **Get**, then wait for installation.
- **For Android:**
 1. Open the **Google Play Store** (colourful triangle icon).
 2. Tap the **Search bar** at the top.

3. Type **LuxPower** and look for **LuxPower View**.
 4. Tap **Install** and wait for it to download.
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Step 3: Disconnect Your Phone from Home Wi-Fi

Before we proceed, you need to **disconnect from your home Wi-Fi**.

For iPhone Users:

1. **Swipe down** from the top-right corner of the screen. (If you have an iPhone with a Home button, swipe up from the bottom.)
2. Press and hold the **Wi-Fi icon** (the curved lines).
3. Tap the name of your Wi-Fi network.
4. Press **Forget This Network** and confirm.
5. Turn **off Mobile Data**:
 - Go to **Settings > Mobile Data**
 - Toggle **Mobile Data** OFF

For Android Users:

1. **Swipe down** from the top of your screen to open the Quick Settings menu.
2. Press and hold the **Wi-Fi icon** (it may look like curved lines).
3. Tap your home Wi-Fi network.
4. Select **Forget Network** or **Disconnect**.
5. Turn **off Mobile Data**:
 - Swipe down again and find **Mobile Data** (it may say "4G" or "LTE").
 - Tap to turn it **OFF**.

If you don't see these options, try:

- Opening **Settings > Wi-Fi**, tapping your network, and selecting **Forget Network**.
 - Searching "Forget Wi-Fi on [your phone brand]" online for a guide.
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Step 4: Connect to the Inverter's Network

1. Go to **Wi-Fi settings** on your phone.
 2. Look for a network that starts with **two letters (BA, BH, DH, BG, DG) followed by numbers**.
 3. Tap the network to connect.
 4. A warning may say **"No Internet Available"**—this is normal. The network should still say **Connected** or show a tick.
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Step 5: Configure the LuxPower App

1. Open the **LuxPower App**.
 2. Log out if you are already logged in:
 - Tap the **profile icon** (top-right corner).
 - Select **Log Out**.
 3. On the **Login Page**, tap **Dongle Connect**.
 4. Enter your home **Wi-Fi name** (e.g., SKY768BA) and **Wi-Fi password**.
 5. Tap **Home Wi-Fi Connect**.
 6. A message should appear saying "**Setup successful**".
 7. It may also say '**Dongle will restart later**'—this is normal.
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Step 6: Reconnect Your Phone to Home Wi-Fi

1. Go back to **Wi-Fi settings** on your phone.
 2. Select your **home Wi-Fi network**.
 3. Enter your Wi-Fi **password** if needed.
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Troubleshooting Errors

If something doesn't work, here's what to check:

- **Parameter Set Failed**
 - Your Wi-Fi name or password was entered incorrectly.
 - Double-check and try again.
- **Connect Dongle Device Failed**
 - You may not be connected to the inverter's Wi-Fi.
 - Go back to **Wi-Fi settings** and ensure you are still connected to the **BA/BH/DH/BG/DG network**.
 - If you moved too far from the inverter, move closer and retry.
- **Dongle Connected Successfully, but Still Offline**
 - Your router may not be fully compatible with the Lux dongle.
 - You may need a **mini router** to bridge the connection.