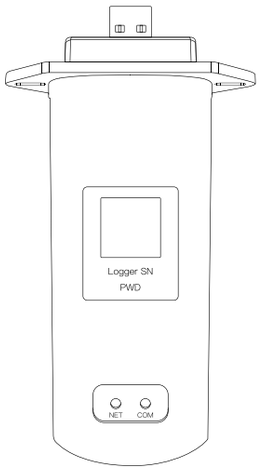
TommaTech Dongle Wi-Fi Quick Guide

Model: Dongle Wi-Fi



Disclaimer:

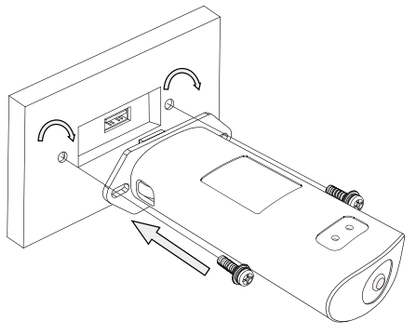
Please read this manual carefully before using products and keep it in the place where O&M providers can easily find.

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Product Introduction

1 Dongle Installation

Assemble the Dongle to the inverter communication interface as shown in the diagram.



2 Data Dongle Status

Lights	Meaning	Status Description (Both lights are red/blue lights.)
● NET	Connection with cloud server	1. Light Off: Connection to the cloud server failed. 2. Blue Light On: Connection to the cloud server succeeded. 3. Blue Light Flash: Connecting to the cloud server / Dongle OTA upgrade. 4. Blue Light Flash slowly: Connection to the router succeeded. 5. Red Light On: Connection error.
● COM	Communication with device	1. Light Off: Communication with the device failed. 2. Blue Light On: Communication to the device succeeded. 3. Blue Light Flash: OTA running / Restoring factory setting. 4. Blue Light Flash slowly: Power-on. 5. Red Light On: Communication error.
● NET + ● COM	Restore the factory settings	NET Blue light flash, and COM Blue light flash: restoring factory settings.

The normal operation status of the Data Dongle, when router connected to the network normally:

1.Connection to the server succeeded: NET blue light keeps on.
2.Connection to the device succeeded: COM blue light keeps on.

3 Abnormal State Processing

If the data on platform is abnormal when the Data Dongle is running, please check the table below and according to the status of indicator lights to complete a simple troubleshooting. If it still can not be resolved or indicator lights status do not show in the table below, please contact Customer Support. (Note: Please refer to the table below, wait at least 2 minutes after power-on before querying.)

● NET	● COM	Description	Possible Reason	Recommended Process
Red light flashing slowly	Any	Communication between Data Dongle and cloud abnormal	1. Network congestion 2. Wireless signal unstable	1. Check router network 2. Check wireless signal strength 3. Contact customer service
Red light on	Any	Communication between Data Dongle and cloud abnormal	1. Network limited 2. The cloud address connected by the Data Dongle has changed	1. Check router network 2. Contact customer service
Any	Red light flashing slowly	Communication between Data Dongle and inverter abnormal	1. Loose connection with inverter 2. Electromagnetic interference causes data transmission error	1. Check connection between Data Dongle and inverter, unplug and reinstall 2. Long press Reboot button for 5s to reboot Data Dongle 3. Check if there are high power electrical appliances nearby
Any	Red light on	Communication between Data Dongle and inverter abnormal	1. Loose connection with inverter 2. Communication rate between inverter and Data Dongle does not match	1. Check connection between Data Dongle and inverter, unplug and reinstall 2. Check if inverter's communication rate matches Data Dongle 3. Long press Reboot button for 5s to reboot Data Dongle

4 Wireless Communication Information

Symbol	Parameter	
WiFi	Operating frequency range	2400 ~ 2483.5MHz
	TX Power	802.11b:+14dBm ~ +18dBm(@11Mbps)
		802.11g:+13dBm ~ +16dBm(@54Mbps)
		802.11n:+11dBm ~ +15dBm(@HT20, MCS57)
	Antenna	Onboard antenna
	Antenna Gain	≤3.0dBi
BLE	Protocols	BLE 5.3
	Operating frequency range	2400 ~ 2483.5MHz
	TX Power	MAX: 10dBm

Safety Precautions

⚠ Warning

1. **Please remove Dongle after power off.**
2. **Please do not hold the Dongle body to rotate while install or remove the Dongle.**



⚠ Notice

1. **Do not remove Waterproof plug.**



2. **Please make sure the Data Dongle is working properly before you leave the site. If there is anything abnormal, please do not leave the site and contact customer service at the first time.**
3. **5G WiFi is not supported.**

Press



Key-press	Status Description	Light Status
Long press 5s then release	Reboot the Data Dongle.	All lights are extinguished immediately.
Long press 10s then release	Resetting the Data Dongle.	1. All lights are extinguished after 4s. 2. COM light flashes fast for 100ms.

Warranty Card

Dear Customers,
Thank you very much for using our products. In order to provide you with better service, please fill in the warranty card and reserve it carefully.

Filled in by the customer:

User Name	Customer Name
Purchase Date	Customer Phone
Product Name & Model	Product SN
Customer Address	
Order No.	

Maintenance Records	Date	Failure Cause and Treatment

Warranty Policy

If there is any breakdown which caused by the product's own quality, customers can send the warranty card with the product to our Customer Service Center.

1. According to the stipulation, the warranty period is 5 years(From the day when you receive the product). During the warranty period, we provide free maintenance service to solve all non-artificial quality problems if the product is under normal usage circumstance. If the product exceeds the warranty period, only maintenance cost will be charged.
2. If the failure of the product is not due to quality problems(such as improper use, improper storage, unauthorized disassembly, etc.) , maintenance cost will be charged.
3. Please pay for back goods freight in advance. Freight collect is not accepted.

Contact

Zeppelinstr. 14 85748 Garching b.München, Germany

Telefon: +49 89 1250 36 860
E-mail: mail@tommatech.de