

Information Bulletin #2024-2

Quick Guide to Solving Bluetooth Communication Problems

Problem:	Bluetooth Communication Problems
Solution:	Troubleshooting Steps
Equipment:	Charge Controllers with Bluetooth Capability

1. Introduction

Communication issues can have various causes and are not always hardware-related. Therefore, several tests need to be conducted to eliminate some of the most common issues. This guide aims to provide succinct information to solve most communication problems or to identify faults so they can be resolved effectively.

2. Problem detection

2.1 Is Bluetooth on? Is the device listed?

When encountering a Bluetooth communication problem, first check if the mobile device's Bluetooth is turned on. Refresh the Bluetooth connection by turning it off and then on again. Verify if the device identified as "Win-Power" appears in the Bluetooth devices list. While being listed doesn't guarantee a connection, it is the first step toward identifying the issue.

2.2 The charge controller appears on the list, but the app is not detecting it.

If the device is listed in the Bluetooth devices, unpair or delete it from the Bluetooth list. Then perform a Bluetooth search/scan and check if the device reappears on the list.

- Open the app.
- Select the appropriate charge controller model.
- Press the Search button.
- After a few seconds, the device should appear in the list.
- Select it and click Connect.



Never pair the device through the Bluetooth list! Pairing must exclusively occur through the app. If you have paired the device through this list, unpair or delete it, as the device will not communicate with the app this way.

Ensure you have the latest app version installed (currently V1.3.3). Having multiple versions installed is not allowed, as they are incompatible and will block Bluetooth communication with the charge controller. If you have multiple versions installed, uninstall all Silentwind apps and reinstall the latest version.

NOTE: The first connection attempt may take longer. A pop-up will request authorization to connect via Bluetooth. Allow this connection, or it will be permanently blocked. If blocked, go to step 2.2.

Once allowed, information from the charge controller will be displayed on the app dashboard and in the parameter settings.

2.3 The BT charge controller is listed but not possible to pair it.

2.3.1 Try with Another Mobile Device.

2.3.2 If Connection is Still Unsuccessful:

- Turn off the controller.

Follow the specific sequence for disconnecting the controller from the batteries



Please note that there is a specific sequence that must be followed when disconnecting the controller from the batteries. It is crucial to understand that any energy produced by either the wind generator or solar panels, must be directed to the batteries; if not, it will damage the equipment. Follow the instructions provided in the user manual or in the document "*Information Bulletin #2023-1 - How to Safely Disconnect*" which can be downloaded from the downloads section of our official website.

- After turning it off and on again, try to establish a connection through the app.

2.3.3 If you are still unable to connect with another mobile device and communication is not established, please repeat the process.

3. Device not listed, even after rebooting the charge controller

If all previous tests have been ineffective, it's likely that a malfunctioning Bluetooth module is the root cause, which would require replacement.

Please provide the serial number and the revision number so that we, or our partners, can accurately assess the situation and determine the appropriate actions to take.

NOTE: Only the Hybrid Boost MPPT rev.0 cannot have the module replaced; in this case, the entire mainboard must be replaced. For all other Bluetooth capable models, the Bluetooth module is installed in a communication socket and can be easily replaced.