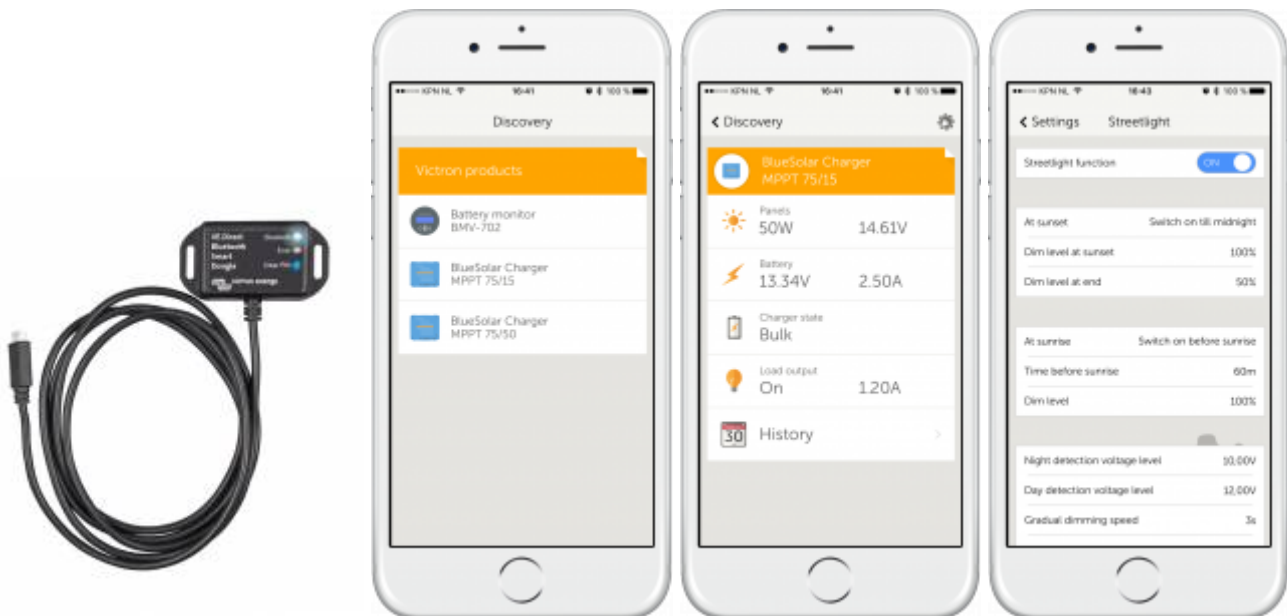


# Manual - VE.Direct to Bluetooth Smart dongle

**Note: this product was previously called the VE.Direct to Bluetooth LE dongle.** There are no differences, only the name has changed from LE to Smart.

Product page on our main website:

<https://www.victronenergy.com/accessories/ve-direct-bluetooth-smart-dongle>



With the VE.Direct to Bluetooth Smart dongle you can get live status info, see historical values as well as configure Victron products. The dongle works together with the [VictronConnect App](#), available for both Android and iOS devices.

## Supported Victron products

The dongle can be connected to all Victron products that have a built-in VE.Direct port. For a full list see the [VictronConnect App manual](#).

## Installation Notes

- Connect the dongle directly to these products. The dongle cannot be connected to a Color Control GX.
- It is not possible to monitor a product using both a Color Control *and* a Bluetooth dongle at the same time.
- It is not possible to extend the VE.Direct cable.
- After connecting the first time, the Blue and Red LED will be blinking fast and alternating. It needs to be updated to the latest firmware, which will happen automatically when connecting to it with VictronConnect.

See [VictronConnect manual](#) for more information.

## Supported phones and tables

The used device needs to have Bluetooth 4.0 (BT LE) in order to work with the dongle. For a full list of devices see the [VictronConnect manual](#).

## VictronConnect App

The dongle works together with the VictronConnect App. Download links for iPhone, iPad as well as Android devices are available on our [software page](#)

## LED Status codes

The dongle has two LEDs, a Bluetooth status LED (blue), and an error LED (red).

On power-up, both LEDs will be on or alternating quickly (fast blinking).

When both LEDs are on, the dongle contains valid firmware and will act as VE.Direct gateway. When both LEDs stay on, something is wrong with the communication on VE.Direct.

When the LEDs are alternating quickly, the dongle is in firmware update mode and it will show up as dongle in VictronConnect. After connecting, a firmware update can be performed. When the dongle already contains valid firmware, it will fall back to normal operation after 30 seconds.

Blue LED	Red LED	Dongle state	Connection State	Remark
On	On	VE.Direct gateway	Disabled	VE.Direct communication problem. The dongle will not advertise itself so it will not be visible in VictronConnect.
Slow blinking	Off	VE.Direct gateway	Not connected	
On	Off	VE.Direct gateway	Connected	
Double flash	Double flash	VE.Direct gateway	Clearing pin	
Fast blinking	Fast blinking	Firmware update	Not connected	Red and Blue LED Alternating
On	Slow blinking	Firmware update	Connected	
On	Faster blinking	Firmware update	Uploading	
Fast blinking	Off	Firmware update	Programming	

## Troubleshooting

### I don't see my product in the discovery screen

- Only one phone or tablet can be connected to a dongle at the same time. Make sure no other

devices are connected to the dongle, and try again.

- The dongle does not support all Victron products. Check if your Victron product is listed in the section above.
- The dongle is powered via the VE.Direct cable connection. Make sure the dongle is connected to a supported device and the LEDs blink when connecting the cable or power is turned on.

### **I cannot connect to the dongle**

- Make sure you are close enough to the dongle. In open space, a distance of up to approximately 20 meters should work.
- Connection issues might be caused by an incorrect Bluetooth pairing. Try re-pairing by first removing the pairing from the phone: go to your phone's Settings, then click Bluetooth. Click the (i)-icon next to any "VE.Direct LE" device and click "Forget This Device". Then, open the VictronConnect app again and pull down the Discovery screen to rediscover products. Set the dongle in pairing mode by clicking the button on the dongle, then click the Victron product in the app's Discovery screen. Confirm the pairing and you should now be connected to the dongle.

### **My dongle has a VE.Direct communication problem. What should I do?**

- Assure that the product it is connected to is working properly.
- Try to disconnect the dongle and reconnect to the same product.
- Try to connect the dongle to a different product when available.
- Check if VictronConnect can see the device when using a VE.Direct cable connected to a PC or android phone

### **I have a Motorola Moto G 2014 (aka Moto G2) and cannot connect to the dongle**

That Motorola model has a known issue with VE.Direct Bluetooth Smart dongle, serial number HQ1606 and earlier. If you have such serial number and that phone, contact Victron Repairs for a replacement.

All other Android phones, tables and other products which we have tested do not have problem with that dongle.

## **Update dongle firmware**

After connecting with a new VictronConnect version for the first time, it might be that the firmware of the dongle needs to be updated. Be warned that this dongle firmware update can be a bit of a hassle: all steps need to be patiently and accurately followed.

The update might need multiple steps: repeat the process until the dongle entry disappears from the list and the product connected to the dongle is listed instead.

There are small differences between the Android and iOS update process.

**If you get stuck in any point of the update process just close and open the app again. That should reset the update process to the last completed step.**

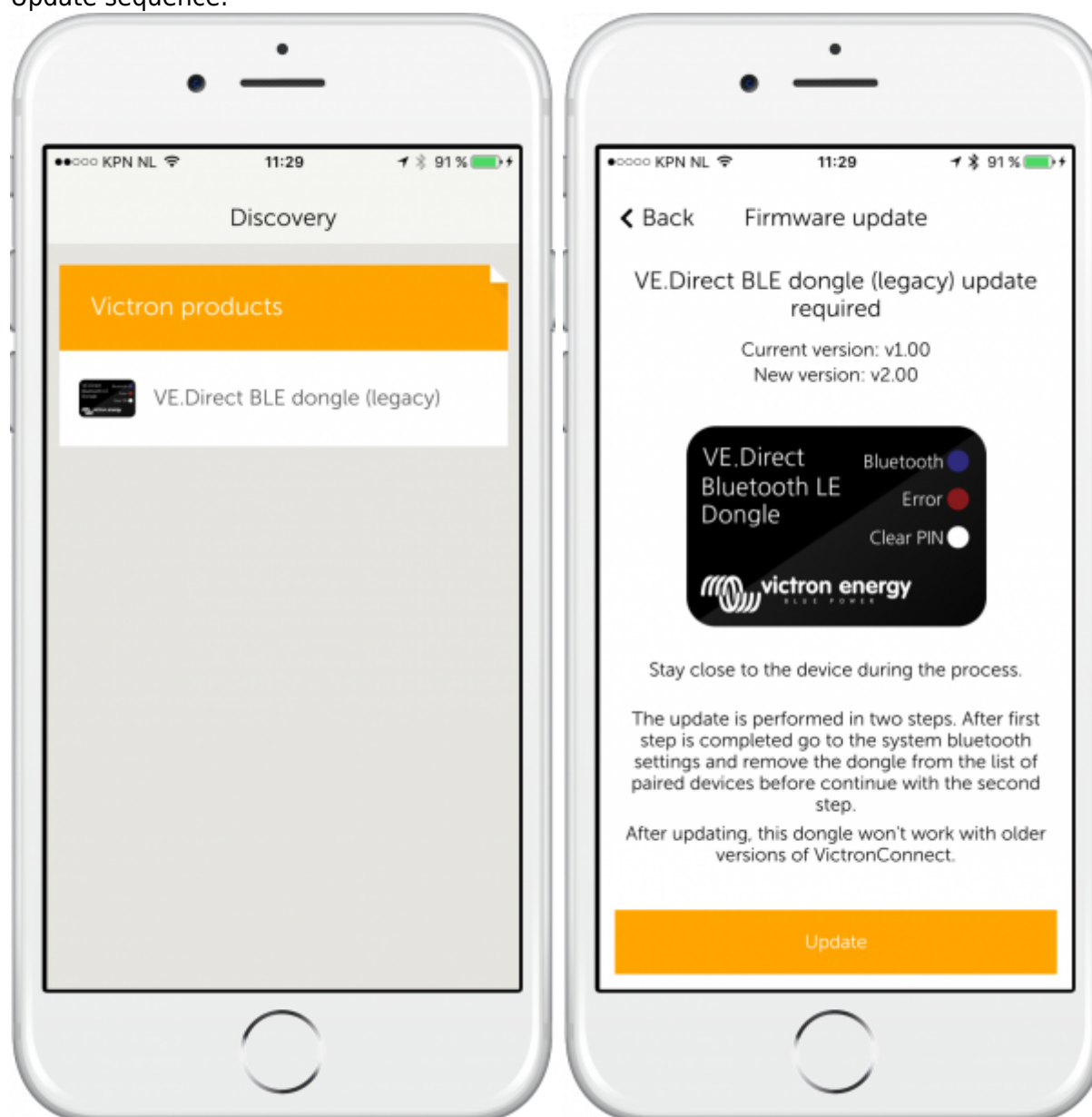
## Android

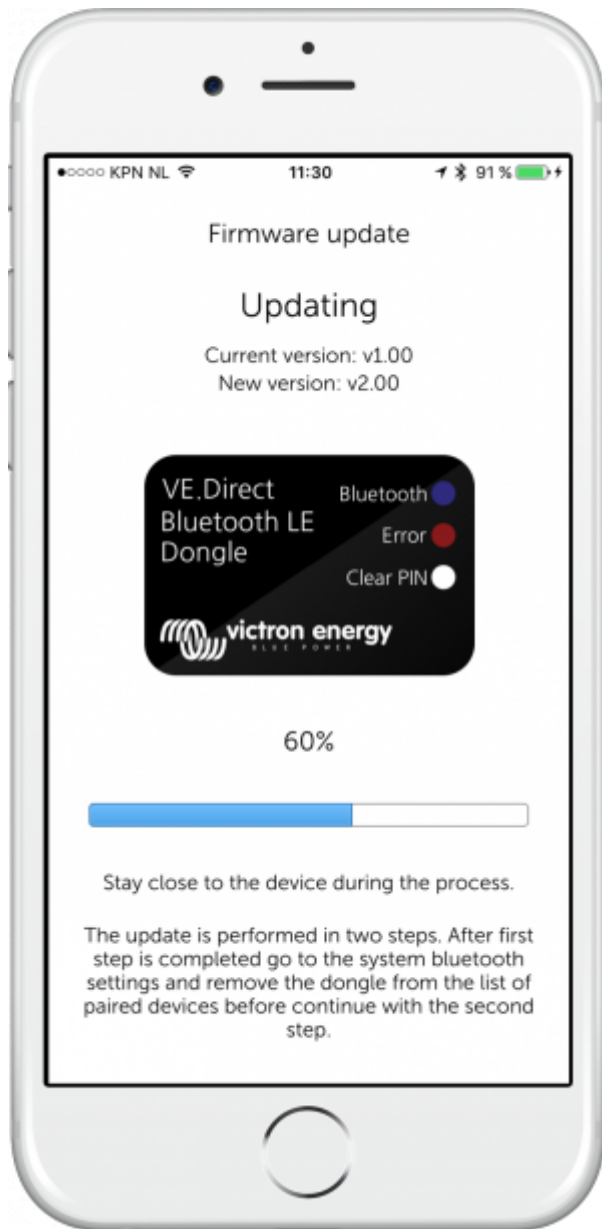
Follow these instructions [in this pdf](#).

## iOS

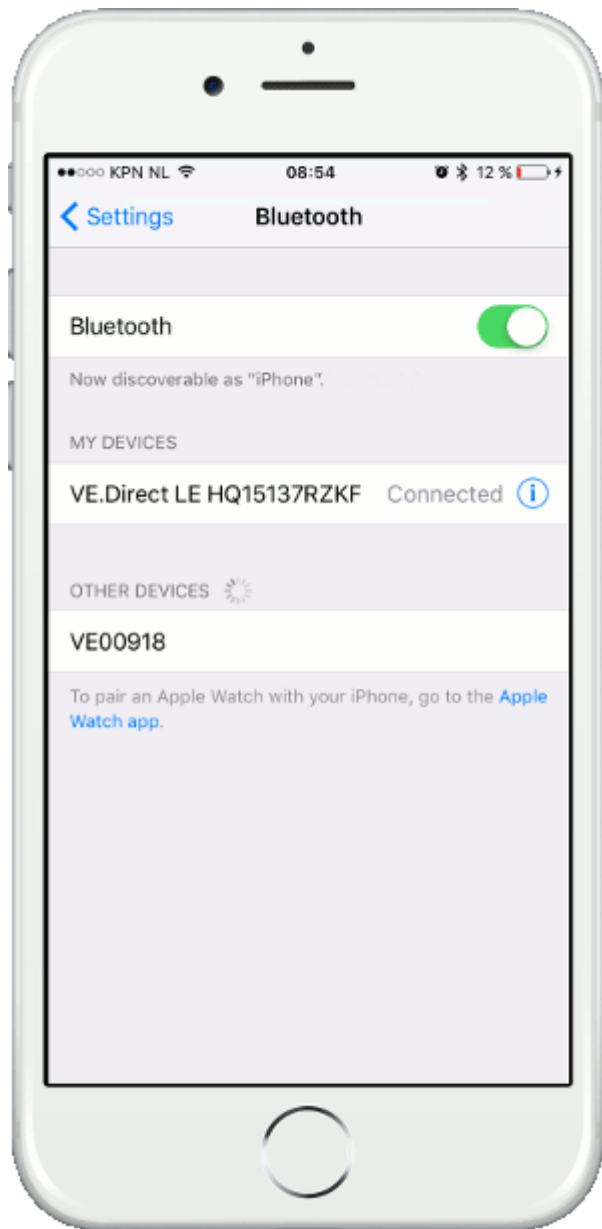
1. The dongle has to be paired before starting the update.
2. After the first update step is completed go to the iPhone/iPad bluetooth settings and remove the dongle from the paired devices list. Then go back to the VictronConnect app and continue with the second step.

Update sequence:

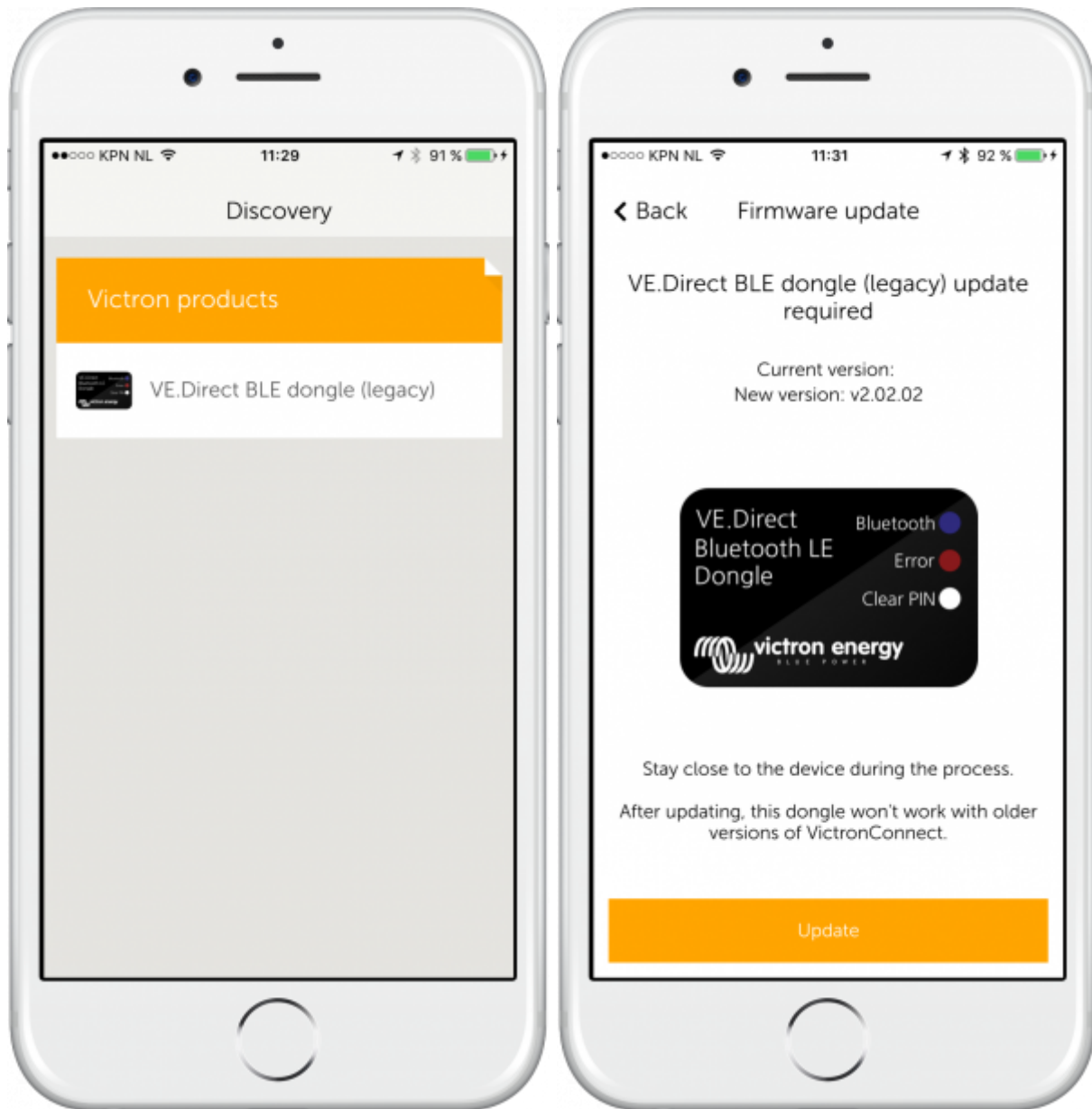


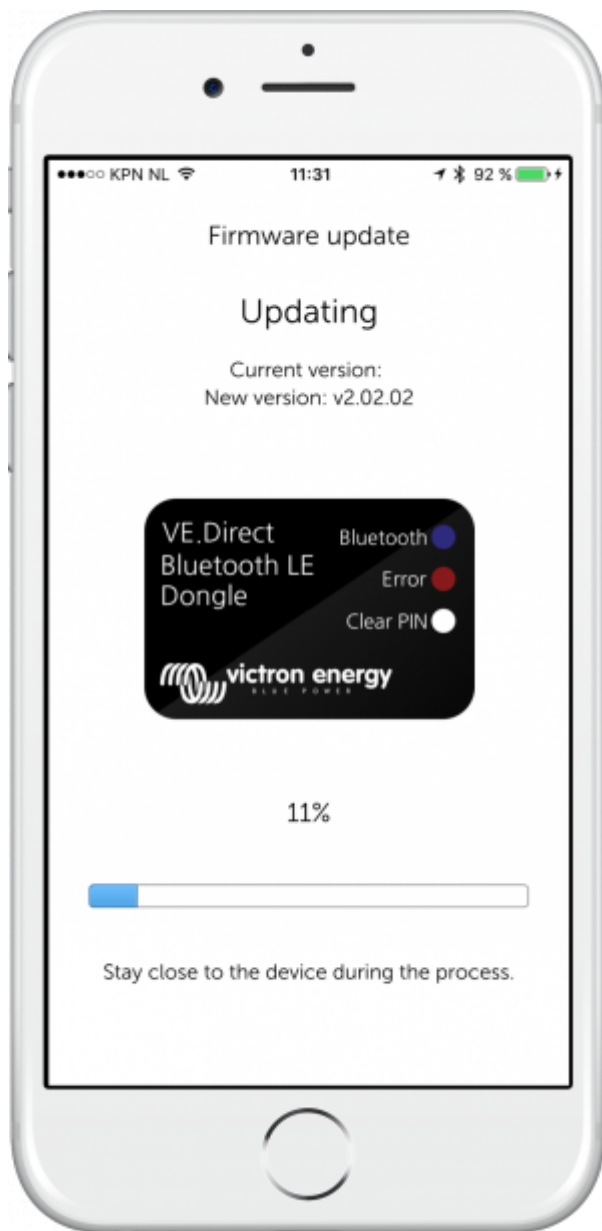


At this stage go to the iPhone/iPad bluetooth settings and remove the dongle from the paired devices list:



Now open VictronConnect again, and continue the update:





## DISQUS Comments

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