VictronConnect manual

Welcome to the VictronConnect Manual. You can use VictronConnect to configure, monitor and diagnose all our products which have built-in Bluetooth Smart or are equipped with a VE.Direct Port.

• For a list of products compatible with VictronConnect please see section: 10. Compatible Victron products, below.

VictronConnect can be used on devices running on Android, iOS, Windows, and macOS X.



1. Download and installation

VictronConnect is available to users of Windows PCs, macOS X, iOS and Android phones, as well as tablets. Use this link to download the app suitable for your device.

2. Connecting

There are three ways to connect to a Victron product:

Method	iOS	Android	Windows PC	macOS X
Products with built-in bluetooth	Yes	Yes	No	Yes
VE.Direct Bluetooth Smart dongle	Yes	Yes	No	Yes
VE.Direct USB interface	No	Yes (1)	Yes	Yes

(1) Requires a USB On-The-Go cable. These cables are available in mobile phone and phone-repair shops, as well as on the internet.

Use the Compatible Victron products chapter to verify that your product is compatible.

2.1 Bluetooth Smart - Pairing and Connecting

- 1. Open VictronConnect
- 2. On your Phone or Tablet: pull down the screen to initiate a scan.
- 3. On your Computer or Laptop: click the "Scan" button on the left.
- 4. The first time you attempt to connect the phone will ask to 'pair' with the device. Enter the pin code. The default pin code is 000000
- 5. Connection is complete.

If connection was not successful please refer to section 9. Troubleshooting below.

Note: Always connect from within VictronConnect. Do not connect from the device's system menu because VictronConnect will not find your Victron product.

2.2 Changing the Bluetooth Smart PIN code

To prevent unauthorised connections to your device we recommended you change the PIN code. Avoid using obvious PIN codes such as 111111 or 123456.

To change the PIN code: First complete your connection; then go to the **Product info** page. To access

that page, click the button on the upper right. For some products it will be the settings icon:

After opening that menu press **i**, and click **Product info**.

For other products you'll find the 🛄 button on the upper right, which takes you straight to the Product info page.

2.3 Resetting the Bluetooth Smart pin code

If the dongle PIN code is lost, it can be reset to 000000. The way you reset depends on which product you are using:

VE.Direct Bluetooth Smart dongle

Reset the PIN code by pressing and holding the 'Clear PIN' button. After holding the button for 5

seconds, both LEDs will blink twice. This indicates that the PIN code has been reset.

Blue Smart Chargers IP65

Reset the PIN code by pressing and holding the 'Mode' button on the charger. After holding the button for 10 seconds, all blue LEDs will blink twice. This indicates that the PIN code has been reset.

Blue Smart Chargers IP22

On the device list: Press and hold the product description for which you would like to reset the PIN code. A menu will pop up offering a 'Reset PIN code' option. Click that, and enter the PUK code. The PUK code can be found on the product label, on the back of the product.

On a desktop (Windows, Mac), 'right click' the product description instead of pressing and holding.

It can also be done on the charger itself:

Reset the PIN code by pressing and holding the 'Mode' button on the charger. After holding the button for 10 seconds, all blue LEDs will blink twice. This indicates that the PIN code has been reset.

Blue Smart Chargers IP67

On the device list: Press and hold the product description for which you would like to reset the PIN code. A menu will pop up offering a 'Reset PIN code' option. Click that, and enter the PUK code. The PUK code can be found on the product label, on the back of the product.

On a desktop (Windows, Mac), 'right click' the product description instead of pressing and holding.

Blue Smart Solar Charger

On the device list: Press and hold the product description for which you would like to reset the PIN code. A menu will pop up offering a 'Reset PIN code' option. Click that, and enter the PUK code. The PUK code can be found on the product label, on the back of the product.

On a desktop (Windows, Mac), 'right click' the product description instead of pressing and holding.

BMV-712 Smart

On the device list: Press and hold the product description for which you would like to reset the PIN code. A menu will pop up offering a 'Reset PIN code' option. Click that, and enter the PUK code. The PUK code can be found on the product label, on the back of the product.

On a desktop (Windows, Mac), 'right click' the product description instead of pressing and holding.

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Smart LiFePO4 Batteries

On the device list: Press and hold the product description for which you would like to reset the PIN code. A menu will pop up offering a 'Reset PIN code' option. Click that, and enter the PUK code. The PUK code can be found on the product label, on the back of the product.

On a desktop (Windows, Mac), 'right click' the product description instead of pressing and holding.

3. Compatibility notes on operating systems, phones and tablets

3.1 Windows PC

Windows 7, Windows 8, Windows 10

• (Downloads for VictronConnect for users of Windows XP / Vista are still available in archive - but unsupported.)

On Windows, VictronConnect cannot use Bluetooth Smart to connect to a product. Therefore the only way to connect a Windows computer to a product is to use the VE.Direct to USB interface.

3.2 macOS X

The earliest supported macOS version is: 10.10 (OS X Yosemite).

• (Downloads for VictronConnect for users of macOS X 10.9 (OS X Mavericks) is still available in the archive - but unsupported.)

To connect to a Victron device over Bluetooth, rather then via USB, the Mac needs to have Bluetooth 4.0 aka Bluetooth Smart.

3.3 Android devices

The minimum required Android version to run VictronConnect is 4.1.

The minimum required Android version to connect to a Victron product via Bluetooth is 4.3.

Required hardware is ARMv7 and later, as well as x86.

Android 4.1 and 4.2

You may find that USB On-The-Go (USB OTG) does work on devices with Android 4.1 or 4.2.

Even though some devices have Bluetooth 4.0 aka Bluetooth Smart hardware, Android versions

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Android 4.3 and 4.4

No known issues.

Android 5

The pairing does not work on some devices running Android 5. The pin code popup does not appear, or it appears without a text field to enter the PIN code. If you have this situation on your device, the phone/tablet might report that it has been paired with the Victron product - but it has not.

Unfortunately this is a bug in Android over which we have no control, and are therefore unable to fix.

Devices where we have seen this issue are:

- Asus Zenfone 2 with 5.0 ← Android 6 is available, update the phone to solve the issue
- Motorola Moto G 2 ← Android 6 is available, update the phone to solve the issue
- Medion tablet with Android 5.0

Android 6 and later

No known issues.

Access to location services required?

Android 5 and later requires access permission for VictronConnect to the (coarse) location services. Otherwise it can not scan for the Bluetooth devices.

Besides permitting access to its data, the location services also need to be enabled in many (but not all) cases.

Note that after enabling location services, the GPS itself, can be switched off again: the Android location services are more than GPS. Bluetooth, and WiFi-, scan results can technically also be used to approximate the devices location; hence these requirements.

Despite above, you can be sure that Victron is not interested in, nor tracking your location.

Being sensitive to privacy issues at Victron ourselves, we are not happy with this requirement. But there is nothing we can do about it unfortunately.

More information here.

Manufacturer	Model	USB OTG	Bluetooth Smart
HTC	One+	?	No
HTC	One M7	?	No
Huawei	P8 Lite (2015)	No	Only if location services are disabled
Lenovo	Tab 3 A7	?	No
Samsung	Galaxy S3 Mini	No	No
Samsung	Galaxy S2	Yes	No
ZTE	Telstra Max	?	No

List of known non-compatible Android devices

List of known compatible Android devices

We have tested the following Android devices and can confirm that they are compatible with VictronConnect*:

Google Nexus 6P; LG G4; Sony Xperia Z5; HTC One M9; HTC One S9; OnePlus 3T; Asus Zenfone 2; Samsung Galaxy S5; Samsung Galaxy S5 mini; Samsung Galaxy S7; Samsung Galaxy S8; Samsung Galaxy Tab E 9.6.

*Assumes the device runs the latest firmware released by the manufacturer.

3.4 Apple iOS iPhones and iPads

VictronConnect works on the following iPhones and iPads, which have Bluetooth 4.0 (BT LE). (iOS 8 or later required):

- iPhone 4S and later (due to Bluetooth Low Energy support)
- iPad, 3rd generation and later

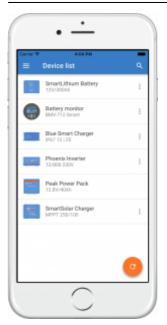
Unfortunately Apple iPhone/iPad doesn't support USB OTG.

4. Application overview

4.1 Screenshots (click to enlarge)

Device list

This page shows all the Victron products that have been discovered by your device, and to which a connection can be made. Click on the desired product.



Battery Monitor pages:

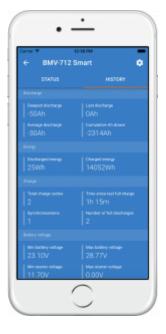
Clicking on 'Battery Monitor' will show the current state of charge; and allows you to toggle between screens showing more detailed information concerning the current battery STATUS, and HISTORY data.

• To access 'Settings' click on the cog icon at the top right of the screen.

From 'Settings' you can set alarms and relays; change the data concerning your battery storage; change charging parameters; and tailor the appearance and quantity of data displayed.

Center 7 1218 DM ← BMV-712 Smart ◆	Center 7 List Period	Certer T 52104	Certer ▼ 1016 DM ← Battery settings
STATUS HISTORY	Battery >	Alaem bazzer	Buttwy capacity 208Ab
State of change	Relay >		Charged voltage 13.5V
	Nam >	Low SOC alarm # 60% #,75%	Tail current 4.80A
(85)	Display >	Low voltage alarm	Charged detection time 3m
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Voltage 25.46V		Low starter voltage alarm 🗘 Dirabled	Current threshold 8.10A
		High storter voltage alarm () Disabled	Time-to-go averaging period 3m
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Heat which any second second second second			
Exerter bettery 12.80V			
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Solar Charge Controller pages

Clicking on your Solar Charge Controller product allows you to view the current charging status.

• To access 'Settings' click on the cog icon at the top right of the screen.

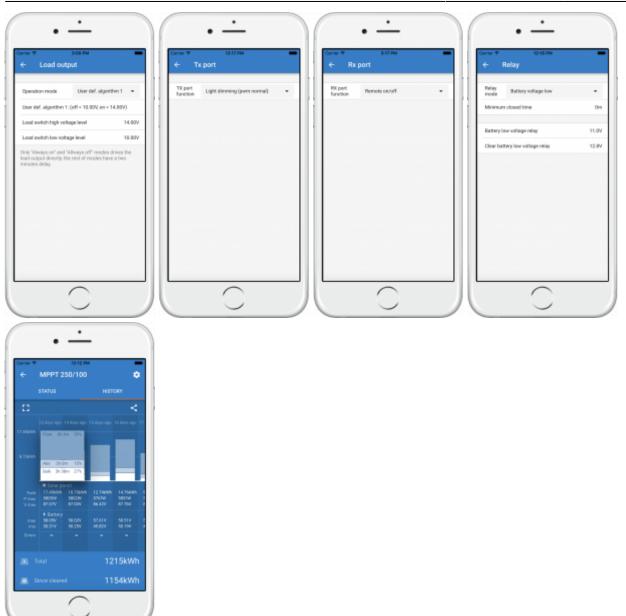
'Settings' will allow access to the extensive range of functions available on your solar charge controller, including: programming the charge settings; initiating relays which are triggered by solar time, or by voltage parameters; together with comprehensive history analysis.

For a full explanation of the Solar Charge Controller options follow this link.

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	Center ♥ 1211 PM ■ ← MPPT 250/100 🔹	Certer IP 12 12 PM × Settings 🔒 <	-	Certer	Certer ♥ 1217.04 ■ ← Streetlight
	STATUS HISTORY		· .		
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	📧 Voltage 57.10V			Maximum absorption time Bh Om	Dim level 100%
	S Durrent 100.0A			First soltage 55.20V	
	- Court			Equalization voltage 64.80V	Night detection voltage level 0.00V
	State Bulk			Automatic equalization Disabled	Day detection voltage level 0.00V
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start



Phoenix Inverter pages

Clicking on the Phoenix Inverter allows you to view dynamic data such as power-draw of connected loads; a power bar will show how hard your inverter is working; and you will find information such as battery voltage etc.

• To access 'Settings' click on the cog icon at the top right of the screen.

'Settings' will allow you to set output voltages/frequency; set low voltage shut-downs, and restarts together with their alarms; set a dynamic cut-off - based on load; together with other setting about which more information can be found here.

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← 12/800 230V	۰	× Settings	8 < 1	← Dynamic cut off	
Loed		Dutput voltage	2307	Dynamic cut-off makes the low	
Norn		Dutput frequency	50Hz *	affut down voltage a function of the battery. Don't use dynamic Cut-off in an	the load o
Lost Lost	·]	Dynamic cut off	Disabled >	that also has other loads come same battery.	cted to the
	200	Low battery obut down	9.307		
	230V	Low battery restart & alarm	18.90V	Enable dynamic cutoff	_
	2.50	Charge detect	14.007	Battery type OPzS/OPzV	
	Inverting	Make-up minimum power	154	Bellery capacity	96
		ECO mode search interval	28		
	13.10V			Voltage for discharge current GA	12.0
				Voltage for discharge current 23A	11.2
				Voltage for discharge current 63A	10.5
				Voltage for discharge current 1804	10.0

Blue Smart IP65 charger pages

The Blue Smart IP65 battery charger comes with Bluetooth already built in. When the Blue Smart charger is powered-up it will be discoverable using the VictronConnect app on your device. (Except Windows PC - See 3.1 Windows PC, above).

The 'home' page shows information about the battery voltage, charge current, and where your battery is in the charging-cycle.



To access the Settings button click on the cog icon 🔯 at the top right of the screen. From here you can choose a preset charge algorithm, you can select the charge current; and you can choose to employ the charge algorithm for a Li-ion battery when that is appropriate.



Lithium Batteries Smart

Lithium Batteries Smart have Bluetooth built-in. Clicking on the Lithium battery from the Device list will allow you to view live data about the battery status, voltage and temperature. You will also see the voltage of each cell - which is an essential guide to battery health.



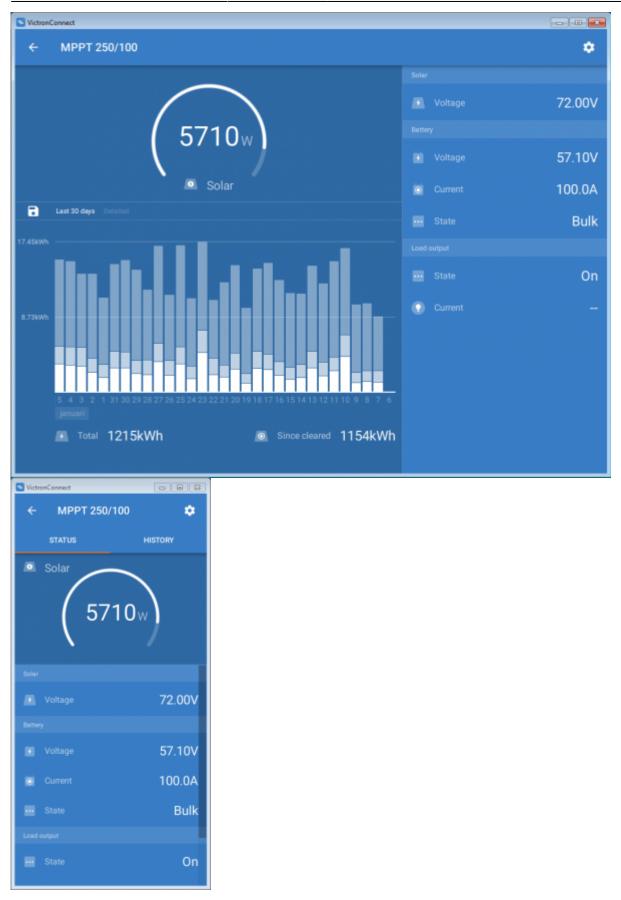
Peak Power Pack



Windows

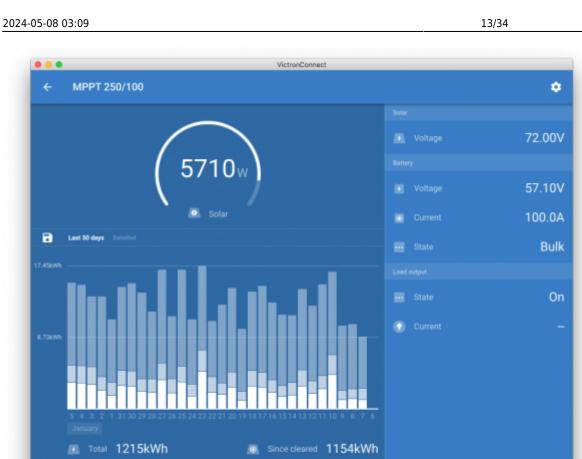
Here is a VictronConnect app screenshot from a device using a version of the Microsoft Windows operating system.

Last update: 2018-10-24 10:04



macOS X

Here is a VictronConnect app screenshot from a device running the Mac Operating System.





4.2 Videos

Blue Smart IP65 Charger

This video will show you how to download the VictronConnect app onto a smart phone (in the video we use an iPhone). It will also show you how to use the app to view information and control the

settings of a BlueSmart IP65 charger.



Video

BlueSolar MPPT

This video will show you how to download the VictronConnect app onto a smart phone (in the video we use an iPhone). It will also show you how to use the app to view Live Data and historical information from your Victron MPPT Solar Charge Controller. A full description of all the settings available on our Solar Charge Controllers can be found on this page.



Video

4.3 Renaming your devices

It is possible to change the name of your devices to make identification easier. This is especially useful if you have multiple devices, such as 2 MPPTs and 3 lithium batteries.

To change the name: First complete your connection; then go to the Product info page. To access

that page, click the button on the upper right. For some products it will be the settings icon:

After opening that menu press **i**, and click **Product info**.

For other products you'll find the 🔛 button on the upper right, which takes you straight to the Product info page.

Go to the Custom Name option, and select Edit and Done.



5. Product alarms & errors

Behind the scenes VictronConnect has a full monitoring system which checks for alarms and errors on the connected product. As soon as an alarm or error is reported by the product, the alarm/error and its description is shown on the live data page.

(Note that alarms and errors are only shown when the app is active.)



6. Settings files

This feature allows you to save product settings to a file so that they can be loaded onto the Victron product you are connected to ...or another product, at a later time.

Save settings

Connect your device to the Victron product, go to the 'Settings' page and click on the floppy disc icon



Load settings

Connect your device to the Victron product, go to the 'Settings' page and click load icon 2, and then select a file from the list.

When the file is loaded the changes will not immediately be applied. In order that you may review the changes before applying them, the differences between the product's *current* settings, and the *new* settings contained in the loaded file, will be marked-up in orange.

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Settings file imported		Battery capacity	208Ab
All differences are marked up in orange, check the changes and apply or clacard them.		Charged voltage	13.9V
APPLY DESCARD		Tail ourrent	4.00A
Battery	>	Charged detection time	3m
Relay	-	Peukert exponent.	1.25
Aam	,	Charge officiency factor	95%
Display	;	Current threshold	0.10A
Mac	;	Time to go averaging period	3m

Once you have reviewed them, click 'Apply' ... or you may choose to 'Discard' them.

Share settings

The 'Share settings' feature allows you to share the current product settings with other products, using your device. Also, settings you have already saved using VictronConnect are stored in a settings file and can be shared with other products through the 'Settings file manager'.

Settings file manager

The Settings file manager is located in the main menu.



From here files can be opened, shared or removed.



Open settings file

When opening a file from the settings file manager a snapshot of the product at the point the setting file was saved is shown.

There is a constraint for opening files in this mode: The settings file must have been created using the same VictronConnect version that the one running on your phone/computer. This means that if VictronConnect v5.0 is installed in your phone only settings files created with VictronConnect v5.0 can be opened.

This constraint only applies when opening files from the settings file manager for inspection. Loading files from a product settings page to restore it is always possible as long as VictronConnect version is equal or greater than the one used to create the settings file.

7. Demo feature

VictronConnect contains a library with demonstration settings for all the supported products.

The demo feature can be used to:

- Learn about the settings which are available on your Victron product. By exploring the library's example-settings you will discover the full capability of your product.
- Create a specific product setup, save it ...and then send it to a customer so that they have those settings on their device, and can install them on their Victron product.
- Besides loading products from the standard library, it is also possible to load them from a saved file using the 'Settings file manager'.
- Review settings made to your installations, make changes, and then send them to whoever is on-site so that they can apply them.

Loading demos

The Demo library can be accessed trough the main menu.

•	● Carvier ♥ 3:48 #M ■	Carrier T LOLAM
wichton energy X Q	← Demo products	← Demo products
Oevices let	Solar chargers	BlueSolar Charger MPPT 150/35
O Deno likury	Battery monitors	BlueSolar Charger MPPT 150/45
Settings Elex manager	Blue Smart Chargers	BlueSolar Charger NPPT 150/60
D 149	Phoenix inverters	BixeSolar Charger MPPT 156/70
nd	SmartLithium	BlueSolar Charger MPPT 75/10
	Peak Power Pack	BlueSolar Charger MPPT 75/15
		SmartSoler Charger MPPT 100/15
0		SmartSolar Charger MPPT 100/20
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To load a saved settings file as a demo, go to the 'Settings file manager', click on the file menu button, and select "Open".



8. Firmware updates

8.1 Automatic updates

After connecting your product, VictronConnect will automatically check whether your product is running on the latest firmware version. If a newer version is available, VictronConnect will guide you through the installation procedure before doing anything else. This procedure does **not** require an internet connection, the latest Firmware updates for all our products are always loaded inside VictronConnect.

The settings of your product will not be affected by the firmware update ...and so you will not need to reconfigure your product after the update.

The History data of BMVs and MPPTs will also be preserved throughout a firmware update.

Note that a firmware update - when available - will need to be completed in order to continue using VictronConnect.

8.2 Manual updates

It is also possible to update a product manually.

Windows and Mac

With your device and Victron product paired via VictronConnect, go to the "Product info" page, click on "Update" and open the correct firmware file.

• • •	VictronConnect			
 ← BMV-702 85 	Product			
State of	ⁱ charge	v4.t		

• •		VictronConne	ect			
< BMV		🛛 🖩 🖌 📓 Macintosh HD	0		Q, Search	
	 Orange 	Applications				UPDATE
	New Folder	of charge		Cane	Open	
						v4.

Android and iOS

Due to limitations on a mobile device the process is slightly different from the Windows/Mac routine, above.

Firstly, you need to add the desired firmware file to the VictronConnect firmware library. Firmware files can be added to the library from: an email attachment; web browser; Dropbox; file browser ...and any kind of app that can handle files.

iOS: The current version of Google Chrome for iOS fails to download ".dup" files from the Victron Professional website - so we recommended using Safari instead.

Go to the app that contains the firmware file, tap on it, and open it with VictronConnect.



VictronConnect will be opened and should read: "File added to the firmware library". If the message doesn't appear repeat the previous step.

Go to the "Product info" page and tap on "Update firmware".



Select the desired file from the list.

The update mechanism will detect-and-reject firmware files which are not targeted for the current product - but we strongly recommended that you only attempt to load files with the "Show only compatible firmware" option enabled.



Once selected you will be guided through the update process.



8.3 Troubleshooting firmware updates

A troubleshooting guide relevant to firmware updates can be found in chapter 9.3

8.4 Error codes

In spite of our painstaking efforts, sometimes errors occur. In the following list you can check possible errors and descriptions.

VE.Direct products

Error	Description
3	No VE.Direct product(s) found.

Error	Description
4	Unknown error occurred. Try again and check the product settings once updated.
10	Error closing com port.
20	Could not start updating, no updatable product found.
26	Updating failed, communication lost. Product might be unusable. Check connection and power supply.
	Try again and check the product settings once updated.
29	Could not start updating, the firmware file is corrupt.
31	Updating failed, product is unusable. Try again and check the product settings once updated.
32	Could not start updating, entering boot mode failed.
33	Could not start updating, the firmware file is not found.
90	Could not start updating, firmware is not for this product.
91	Could not start updating, unknown product found.
92	Updating failed, erasing firmware failed. Product might be unusable. Try again and check the product settings once updated.
93	Error starting firmware after updating. Power cycle (off/on) your product and if that does not help try updating again, and check the product settings once updated.
94	Could not start updating, error reading configuration.
95	Product updated successfully, but an error occurred restoring the settings. Check the product settings.
96	Updating failed due to version mis-match. Power cycle (off/on) your product and if that does not help try updating again, and check the product settings once updated.
97	Dup executable too old.
98	Firmware file is not a valid dup file.
99	Product updated successfully, but an error occurred restoring the settings. Check the product settings.
100	Cannot migrate settings because the application is not active. Manual action required.

Blue Smart Charger, SmartLithium, and VE.Direct Bluetooth Smart dongle

Error Description

	Description
1	Error reading file.
2	Victron BLE service not found. Please remove the product from the list of paired devices and retry.
3	Dfu BLE service not found. Please remove the product from the list of paired devices and retry.
4	The product disconnected unexpectedly. Perhaps the bond information is no longer valid? Please remove the product from the list of paired devices and retry.
5	A write to the device failed.
6	The product did not activate its bootloader - although it should have.
7	The product did not disconnect - although it should.
8	Timeout waiting for access to the Victron BLE service.
9	Timeout waiting for access to the Dfu BLE service.
10	Timeout waiting for a response.
11	Timeout while writing to product. Perhaps a pairing dialog is shown? Please retry.
96	An internal error occurred (Opcode not supported). Please send a service report to Victron Energy.

Error	Description
97	The requested encryption is not supported by the product. Please send a service report to Victron Energy.
98	An internal error occured (Data size exceeds limits). Please send a service report to Victron Energy.
99	The product could not store the firmware in its memory. Please retry, and if the problem persists, please contact Victron Energy.
100	An internal error occurred (CRC error). Please send a service report to Victron Energy.
101	An internal error occurred (Data length error). Please send a service report to Victron Energy.
102	An internal error occurred (Not allowed). Please send a service report to Victron Energy.

9. Troubleshooting

9.1 Cannot find my device (Bluetooth)

- Make sure your device is in range.
- Only one device can be connected to a product. Make sure that no other device: phone/tablet/laptop is already connected.
- Make sure you are attempting to connect from *within* VictronConnect not from the system menu of your phone/tablet/laptop.

If none of the above helps, and if your device is already paired to a product, remove the pairing completely from your phone/tablet/laptop system menu. Then open VictronConnect and re-pair the product and your device.

9.2 Bluetooth connection issues on Android devices

Step 1: Check that your device is supported

See section 3.3 Compatibility for Android devices

Step 2: Check the Android version

- Android 4.2 or earlier: this Android version is not supported. The earliest Android version which can be used with Bluetooth is 4.3.
- Android 5: check for known Android pin-code popup bug.
- Android 6 or later: no known issues.

Step 3: Check that VictronConnect has access to the Location services

On Android 5 and later VictronConnect needs access to the device location services to be able to scan nearby bluetooth devices. Unless you checked "Don't show again" Victron connect will warn on each discovery attempt when permissions are not granted or location services are disabled.

Permission to access location services is requested each time the app starts ...but if you checked the

"Don't show again" option while denying, the request won't appear again. You can grant permission by going to the Android settings \rightarrow Applications \rightarrow VictronConnect \rightarrow Permissions, and then enable the "Location" permission. Another way is to uninstall and then reinstall VictronConnect.

Step 4. Enable Location (or GPS) functionality in the system settings

For Bluetooth scanning to work, the Location (or GPS) functionality on the device needs to be enabled.

Step 5. Search & connect from within VictronConnect ...NOT from the system Bluetooth menu

Step 6. Try another phone at first

If you are still experiencing difficulties, having tried the steps above, try connecting using another phone ...preferably an Apple phone or tablet as they work without any issues.

When successfully connected using another device, VictronConnect will automatically update the firmware in the Victron bluetooth device. After the firmware has been updated you may find that you can use the Android device with which you were experiencing difficulties.

9.3 Problems during firmware updating

First of all, its good to know that you can always restart the firmware update procedure. The update process will be restarted each time you connect to the product.

If the firmware update stops at a random percentage during each retry, just keep trying - it will succeed eventually. Keep your mobile device as close to the product as possible. If the update fails even after many attempts, try using another phone or tablet ...if possible an Apple iOS device - they usually work without any issues. After the update, you may find you can use the phone with which you were having difficulty.

Update stops at 4% or earlier

When the firmware update fails at 4% or less, VictronConnect cannot make the device switch to the update mode.

Solution for Blue Smart IP65 Chargers

- If you are in the firmware update screen, first force close VictronConnect.
- Unplug the mains cable from the charger and wait for 30 seconds.
- Press and hold the MODE button on the charger and plug in the mains cable again until the yellow and blue LEDs are blinking alternately to force the charger into update mode.
- Release the MODE button. You now have 30 seconds to connect to the product, after 30 seconds the charger will automatically leave the update mode.
- Start VictronConnect and click on the product in the device list.

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Solution for VE.Direct Smart dongle

- If you are in the firmware update screen, first force close VictronConnect.
- Unplug the dongle from the VE.Direct port.
- Press and hold the 'Clear PIN' button on the dongle and connect it to the VE.Direct port again, the red and blue LEDs will blink alternately; indicating that the dongle is in update mode.
- Release the 'Clear PIN' button. You now have 30 seconds to connect to the product, after 30 seconds the dongle will automatically leave the update mode.
- Start VictronConnect and click on the product in the device list.
- The firmware update screen will appear again. You should now be able to update the dongle to the latest firmware version.

9.4 VE.Direct USB driver problem on macOS X 10.9 (Mavericks)

The driver included in macOS X 10.9 "Mavericks" doesn't work properly with the VE.Direct USB cable. To fix this issue we recommend updating to a later version of macOS.

If updating the operating system is not possible, there is a workaround which disables the Apple FTDI (Future Technology Devices International) driver and installs a compatible driver. Follow these steps:

Step 1. Open the terminal and run the following commands:

```
cd /System/Library/Extensions/IOUSBFamily.kext/Contents/PlugIns
sudo mv AppleUSBFTDI.kext AppleUSBFTDI.disabled
```

Step 2. Restart the computer

Step 3. Download and install the compatible FTDI driver

http://www.ftdichip.com/Drivers/VCP.htm

Step 4. Restart the computer

VictronConnect should now show the connected products.

9.5 VictronConnect on Windows doesn't find VE.Direct USB connected devices

VE.Direct USB cable requires a driver to be installed.

The necessary drivers are available in the software section.

9.6 VictronConnect on Android doesn't show files oppened from email or file manager apps

VictronConnect needs to be running before oppening files.

Open VictronConnect and without closing it switch to the app containing the file, select it an choose to open it with VictronConnect.

10. Compatible Victron products

	USB via VE.Direct port	Wireless Via Bluetooth
MPPT 75/10	VE.Direct to USB accessory required	Yes - Built in
MPPT 75/15	VE.Direct to USB accessory required	Yes - Built in
MPPT 100/15	VE.Direct to USB accessory required	Yes - Built in
MPPT 100/20	VE.Direct to USB accessory required	Yes - Built in
MPPT 100/30	VE.Direct to USB accessory required	Yes - Built in
MPPT 100/50	VE.Direct to USB accessory required	Yes - Built in
MPPT 150/35	VE.Direct to USB accessory required	Yes - Built in
MPPT 150/45 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 150/60 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 150/70 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 150/85 Tr and MC4	VE.Direct to USB accessory required (*)	Yes - Built in (*)
MPPT 150/100 Tr and MC4	VE.Direct to USB accessory required (*)	Yes - Built in (*)
MPPT 250/60 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 250/70 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 250/85 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in
MPPT 250/100 Tr and MC4	VE.Direct to USB accessory required	Yes - Built in

SmartSolar MPPT Charge controllers

(*) Note for early versions of SmartSolar MPPT 150/85 and 150/100: it is not possible to use both the VE.Direct port and the built-in Bluetooth Smart function at the same time. When connecting to VE.Direct, the built-in Bluetooth Smart function will not be available. These early versions can be recognized by their part number:

- SmartSolar MPPT 150/85 Tr. Early version: SCC010085210.
- SmartSolar MPPT 150/85 MC4. Early version: SCC010085310.
- SmartSolar MPPT 150/100 Tr. Early version: SCC010100210.
- SmartSolar MPPT 150/100 MC4. Early version: SCC010100310.

The same models, but then with a different part number do support using both the VE.Direct port and the built-in Bluetooth Smart function at the same time. As do all other SmartSolar MPPT models.

Blue Smart IP22 Chargers

USB via VE.Direct port Wireless Via Bluetooth

	USB via VE.Direct port	Wireless Via Bluetooth
Blue Smart IP22 Charger 12/15	No	Yes - Built in
Blue Smart IP22 Charger 12/20	No	Yes - Built in
Blue Smart IP22 Charger 12/30	No	Yes - Built in
Blue Smart IP22 Charger 24/8	No	Yes - Built in
Blue Smart IP22 Charger 24/12	No	Yes - Built in
Blue Smart IP22 Charger 24/16	No	Yes - Built in

Blue Smart IP65 Chargers

	USB via VE.Direct port	Wireless Via Bluetooth
Blue Smart IP65 Charger 12/4	No	Yes - Built in
Blue Smart IP65 Charger 12/5	No	Yes - Built in
Blue Smart IP65 Charger 12/7	No	Yes - Built in
Blue Smart IP65 Charger 12/10	No	Yes - Built in
Blue Smart IP65 Charger 12/15	No	Yes - Built in
Blue Smart IP65 Charger 24/5	No	Yes - Built in
Blue Smart IP65 Charger 24/8	No	Yes - Built in

Blue Smart IP67 Chargers

	USB via VE.Direct port	Wireless Via Bluetooth
Blue Smart IP67 Charger 12/7	No	Yes - Built in
Blue Smart IP67 Charger 12/13	No	Yes - Built in
Blue Smart IP67 Charger 12/17	No	Yes - Built in
Blue Smart IP67 Charger 12/25	No	Yes - Built in
Blue Smart IP67 Charger 24/5	No	Yes - Built in
Blue Smart IP67 Charger 24/8	No	Yes - Built in
Blue Smart IP67 Charger 24/12	No	Yes - Built in

Battery Monitors

	USB via VE.Direct port	Wireless Via Bluetooth
BMV-700	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
BMV-702	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
BMV-700H	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
BMV-712	VE.Direct to USB accessory required	Yes - Built in

BlueSolar MPPT Charge controllers

	USB via VE.Direct port	Wireless Via Bluetooth
MPPT 70/15	Not compatible	
	VE.Direct to USB accessory required	
MPPT 75/15	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
	VE Direct to USB accessory required	VE Direct to Plustooth accorcory

	USB via VE.Direct port	Wireless Via Bluetooth
MPPT 100/15	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 100/30	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 100/50	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/35	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/45 Tr and MC4	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/60 Tr and MC4	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/70 Tr and MC4 VE.Direct (*)	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/85 Tr and MC4 VE.Direct (*)	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
MPPT 150/100 Tr and MC4	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required

(*) Note that we have two different models of 150/70 and 150/85 Solar Chargers: the models with a VE.Can port, and the models with a VE.Direct port. Only the models with the VE.Direct port can be used with VictronConnect and corresponding dongles.

Phoenix Inverters VE.Direct

	USB via VE.Direct port	Wireless Via Bluetooth			
Phoenix Inverter 12V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
250VA	required	required			
Phoenix Inverter 12V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
375VA	required	required			
Phoenix Inverter 12V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
500VA	required	required			
Phoenix Inverter 12V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
800VA	required	required			
Phoenix Inverter 12V VE.Direct to USB accessory		VE.Direct to Bluetooth accessory			
1200VA required		required			
Phoenix Inverter 24V VE.Direct to USB accessory		VE.Direct to Bluetooth accessory			
250VA required		required			
Phoenix Inverter 24VVE.Direct to USB accessory required		VE.Direct to Bluetooth accessory required			
Phoenix Inverter 24V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
500VA	required	required			
Phoenix Inverter 24V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
800VA	required	required			
Phoenix Inverter 24V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
1200VA	required	required			
Phoenix Inverter 48V	VE.Direct to USB accessory	VE.Direct to Bluetooth accessory			
250VA	required	required			

	USB via VE.Direct port	Wireless Via Bluetooth
Phoenix Inverter 48V 375VA	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
Phoenix Inverter 48V 500VA	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
Phoenix Inverter 48V 800VA	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required
Phoenix Inverter 48V 1200VA	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required

Peak Power Pack

		Wireless Via Bluetooth			
Peak Power Pack 12.8 8Ah	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required			
Peak Power Pack 12.8 20Ah	VE. Direct to USB accessory required	required			
	VE.Direct to USB accessory required				
Peak Power Pack 12.8 10Ah	VE.Direct to USB accessory required	VE.Direct to Bluetooth accessory required			

Smart LiFePO4 Lithium Batteries

	USB	via V	E.Direct po	rt W	/ireless	s Via Blue	too	th
LiFePO4 battery 12,8V/60Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 battery 12,8V/90Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 battery 12,8V/100Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 battery 12,8V/150Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 battery 12,8V/160Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 Battery 12,8V/200Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 Battery 12,8V/300Ah		No	VE.Direct po	ort		Yes - E	Built	in
LiFePO4 Battery 25,6V/200Ah		No	VE.Direct po	ort		Yes - E	Built	in
		USB v	/ia VE.Direc	t po	ort Wire	eless Via	Blue	etooth
Phoenix Smart IP43 Charger 1	2/30		No VE.Dire	ect p	ort	Y	es -	Built in
Phoenix Smart IP43 Charger 1	2/50		No VE.Dire	ect p	ort	Y	es -	Built in
Phoenix Smart IP43 Charger 2	4/16		No VE.Dire	ect p	ort	Y	es -	Built in
Phoenix Smart IP43 Charger 2	4/25		No VE.Dire	ect p	ort	Y	es -	Built in

Smart Battery Sense

	USB via VE.Direct port	Wireless Via Bluetooth
Smart Battery Sense	No VE.Direct port	Yes - Built in

Phoenix Inverters with VE.Bus

	USB via VE.Bus port	Wireless Via Bluetooth
Phoenix Inverter C	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
12/1200	required	required

	USB via VE.Bus port	Wireless Via Bluetooth
Phoenix Inverter C	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
12/1600	required	required
Phoenix Inverter C 12/2000	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Phoenix Inverter	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
12/3000	required	required
Phoenix Inverter C	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
24/1200	required	required
Phoenix Inverter C	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
24/1600	required	required
Phoenix Inverter C	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
24/2000	required	required
Phoenix Inverter	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
24/3000	required	required
Phoenix Inverter	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
24/5000	required	required
Phoenix 48/1200	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Phoenix Inverter	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
48/3000	required	required
Phoenix Inverter	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
48/5000	required	required

Inverter/Chargers with VE.Bus

	USB via VE.Bus port	Wireless Via Bluetooth
Multi 12/500/20-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 12/800/35-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 12/1200/50-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 12/800/35-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 12/1200/50-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 12/1600/70-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 12/2000/80-30	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 12/3000/120-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 12/3000/120-50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 12/3000/120-50/50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 12/5000/220-100/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required

start

		Wixeless Via Divetestk
	USB via VE.Bus port	Wireless Via Bluetooth
Multi 24/500/10-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 24/800/16-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 24/1200/25-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 24/800/16-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 24/1200/25-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 24/1600/40-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus C 24/2000/50-30	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 24/3000/70-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 24/3000/70-50	VE.Bus to USB accessory	VE.Bus to Bluetooth accessory
MultiPlus 24/5000/120-100	required VE.Bus to USB accessory	required VE.Bus to Bluetooth accessory
Quattro 24/3000/70-50/50	required VE.Bus to USB accessory	required VE.Bus to Bluetooth accessory
	required VE.Bus to USB accessory	required VE.Bus to Bluetooth accessory
Quattro 24/5000/120-100/100	required VE.Bus to USB accessory	required VE.Bus to Bluetooth accessory
Quattro 24/8000/200-100/100	required	required
Multi 48/500/6-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 48/800/9-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 48/1200/13-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 48/3000/35-16	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus-II 48/3000/35-32	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 48/3000/35-50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiPlus 48/5000/70-100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 48/5000/70-100/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 48/5000/70-100/100-S	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 48/8000/110-100/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
Quattro 48/10000/140-100/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required

	USB via VE.Bus port	Wireless Via Bluetooth
Quattro 48/15000/200-100/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiGrid 24/3000/70-50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiGrid 48/3000/35-50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
MultiGrid-II 48/3000/35-32	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
EasySolar 12/1600/70-16 MPPT 100/50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
EasySolar 24/1600/40-16 MPPT 100/50	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
EasySolar 24/3000/70 MPPT 150/70	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
EasySolar 48/3000/35 MPPT 150/70	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
EasySolar 48/5000/70 MPPT 150/100	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required
ECOmulti 24/3000/70-50 2	VE.Bus to USB accessory required	VE.Bus to Bluetooth accessory required

11. DISQUS

~~DISQUS~~

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