

Solution for using Sungrow WiFi dongles with 5 GHz modems

Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Sungrow WiFi dongles broadcast on a frequency of 2.4 GHz.

There are occasions where a customer may have problems with connectivity when they have an NBN 5 GHz modem. Please use the following to resolve the issue.

Option 1: Check to see if the 2.4 GHz has been disabled in the modem.

The best way to check this is to use either a PC, Tablet or smart phone to connect to the modem.

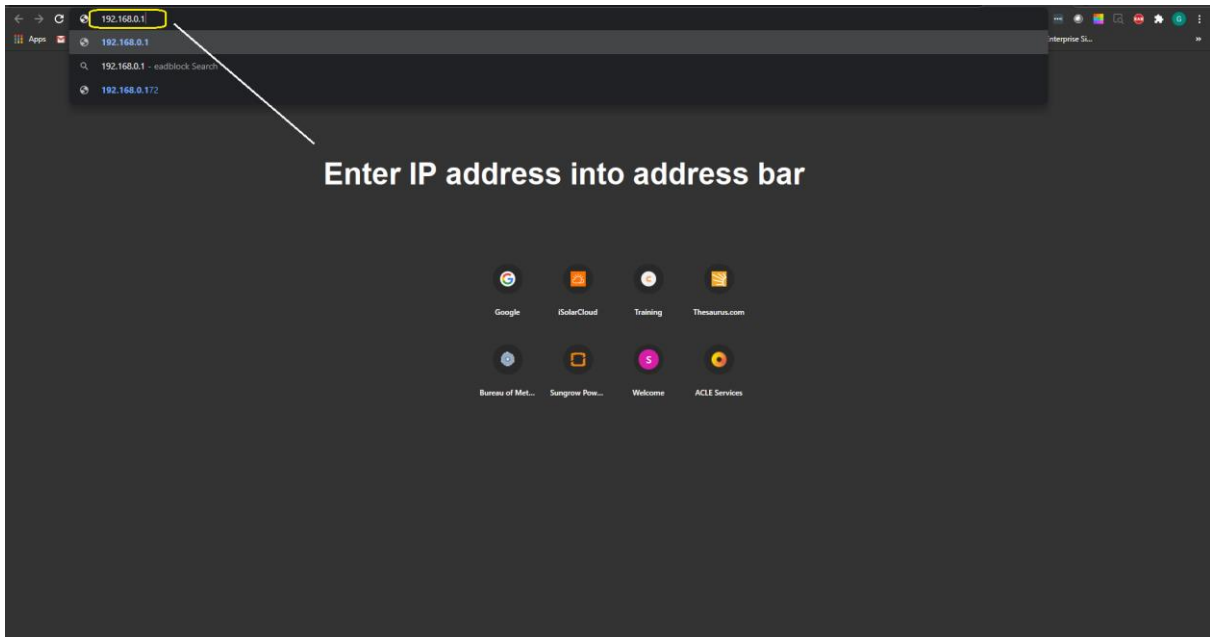
Note the IP address of the modem - this should be clearly shown on a label on the modem. The below example is a Telstra NBN modem.

The default is normally 192.168.0.1



Picture 1 – Typical label showing IP address

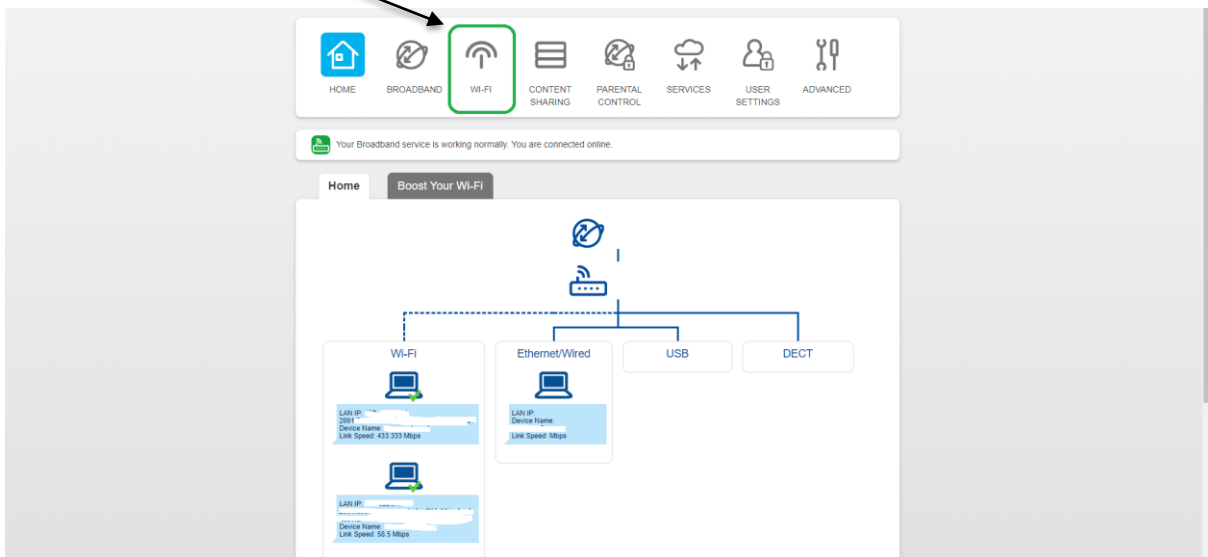
Using a PC, tablet or smart phone, open a browser and type the IP address into the address bar and enter to log into your modem.



Picture 2 – Adding the IP address to the address bar in a browser

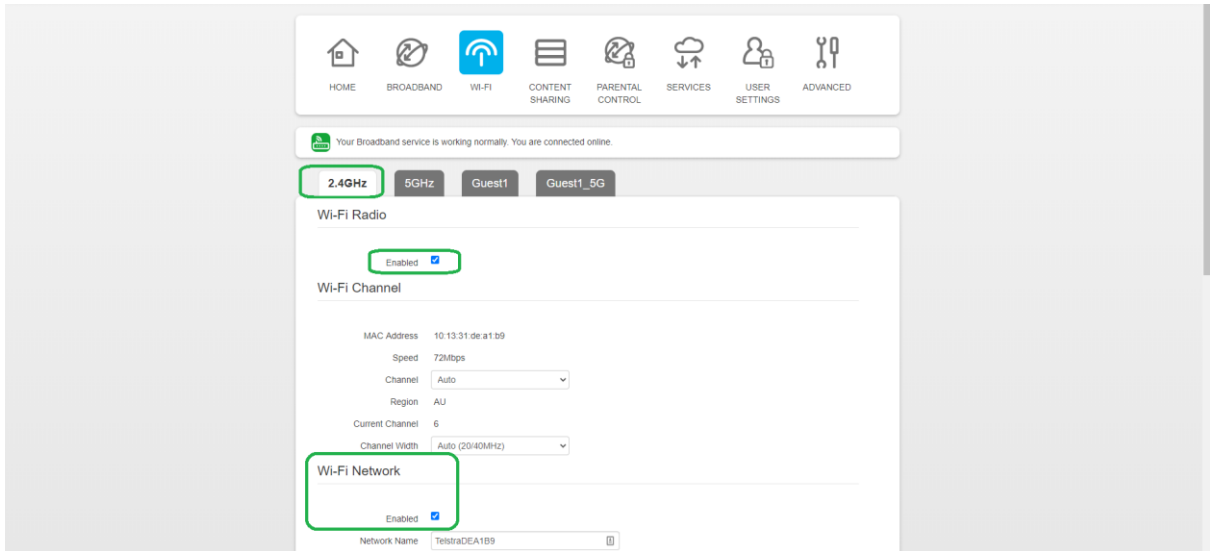
If it asks for a password, please refer to your modem manual. Log in as 'admin'
You will then be logged into the modem home screen.

Select the WiFi tab



Picture 3 – Modem interface home screen example

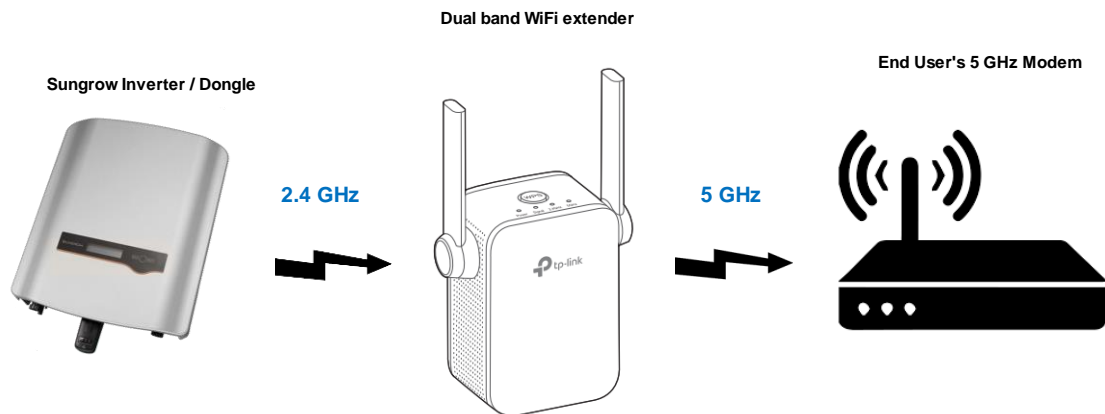
Once in the WiFi screen, check to see if there is a 2.4 GHz tab / setting. Make sure it is enabled.



Picture 4 – WiFi tab showing available channels

Option 2: Using a dual band WiFi extender (2.4 GHz + 5 GHz)

The following solution was tested at Sungrow test centre with a Telstra DJA0230 NBN modem and a TP Link RE305/AC1200 Dual Band WiFi extender.



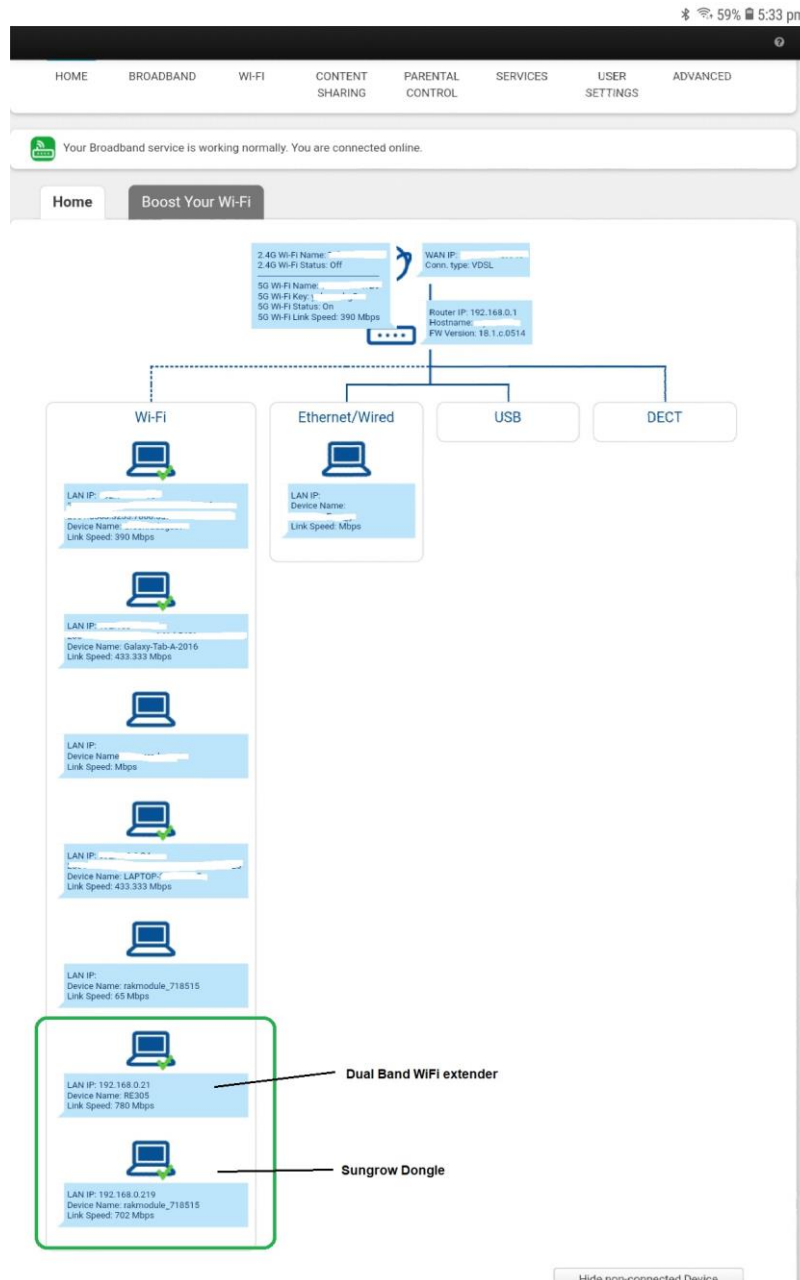
Picture 5 – Dual band capability

Place the WiFi extender about half-way between the Sungrow Inverter and the modem.

Connect the WiFi extender to your modem using the devices instructions (WPS function recommended for ease of set-up).

As the Sungrow inverter is now going to communicate with a new device, it will be necessary to [reconfigure the WiFi](#). Follow the prompts on the iSolarCloud App

Checking connectivity: Log into your modem again to confirm communication of devices.



Picture 6 – Sungrow dongle and Wi Fi extender successfully connected

Your Sungrow inverter should now connect to the iSolarCloud. Please allow a few minutes for data transfer.

If the issue persists after following above procedures, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).