

# WLAN configuration using WiNet-S under 11.11.11.1

## **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.*

## **Applicability:**

*WiNet-S and WiNet-S2*

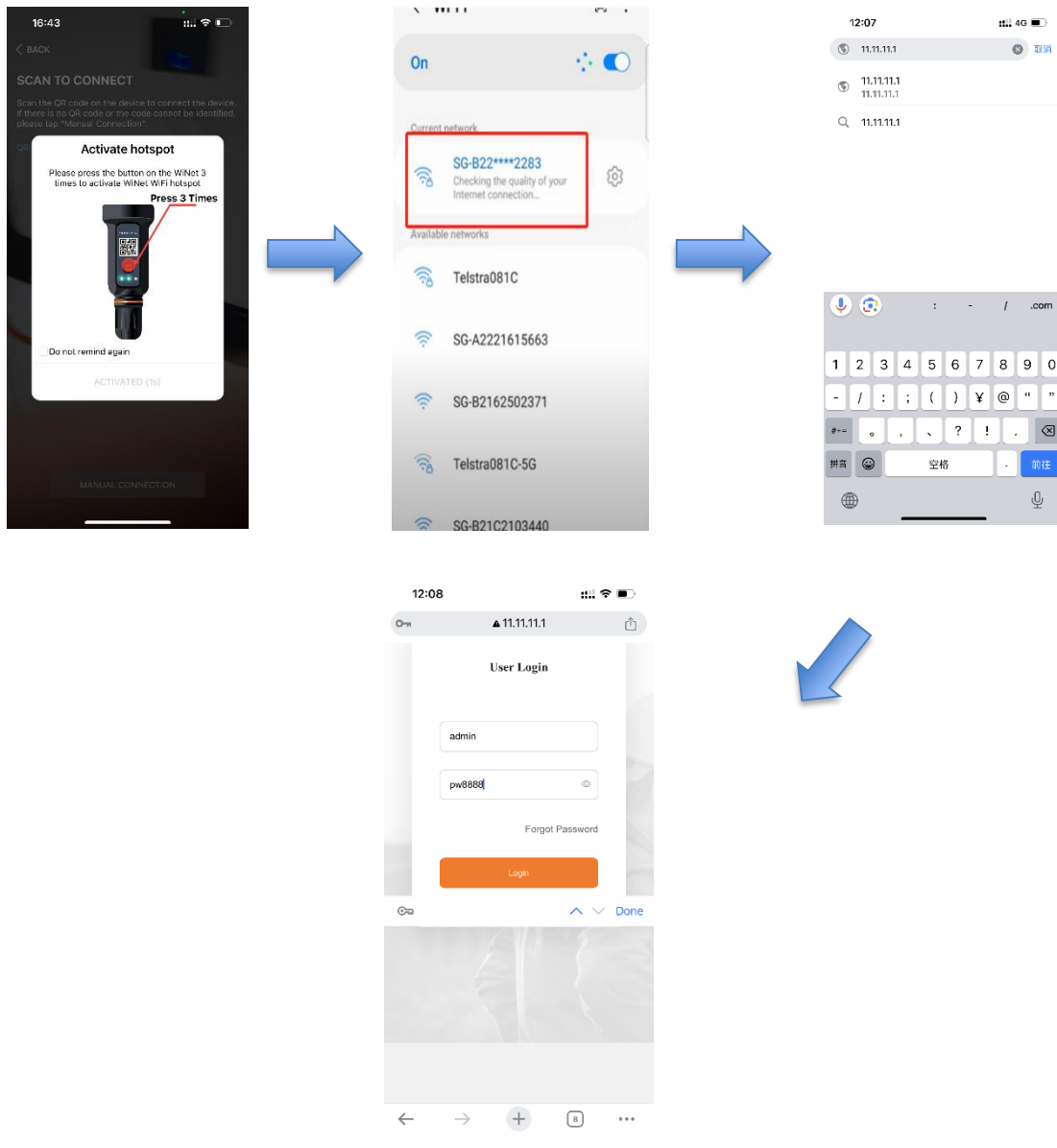
## **Conditions:**

1. Distance of the inverter's dongle to the router = 7 - 8meters. More than this would cause the connection to drop.
  2. Bandwidth = 2.4Ghz
  3. Router Security = WPA2 or WPA3
  4. Firmware is up to date
- Sungrow is not responsible on checking this bandwidth and router security. Customer need to call their provider to assist regarding this matter.*

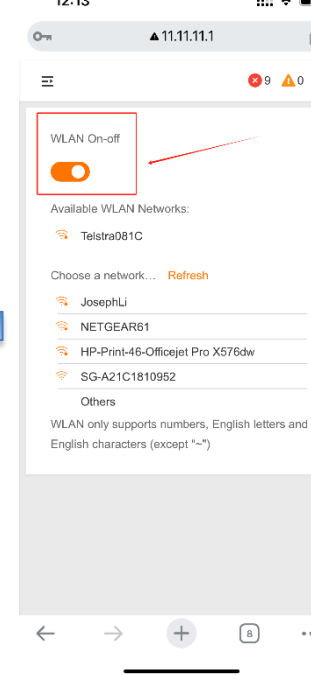
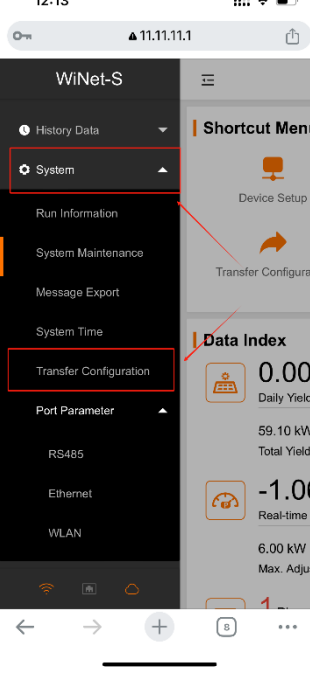
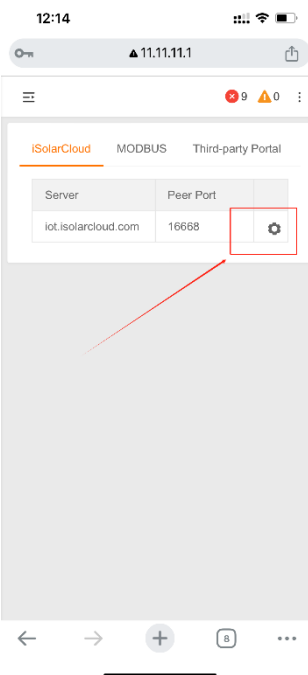
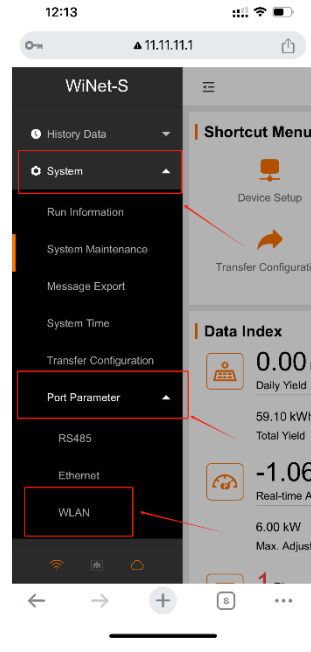
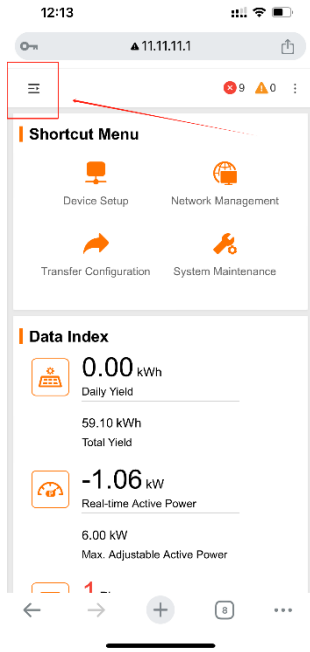
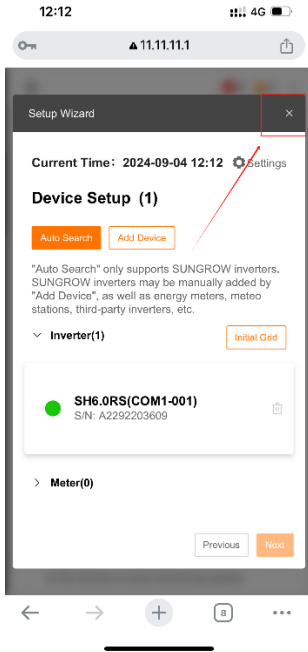
**Note: It is essential that all necessary conditions are met, to ensure reliable connectivity of the dongle to the iSolarCloud platform.**

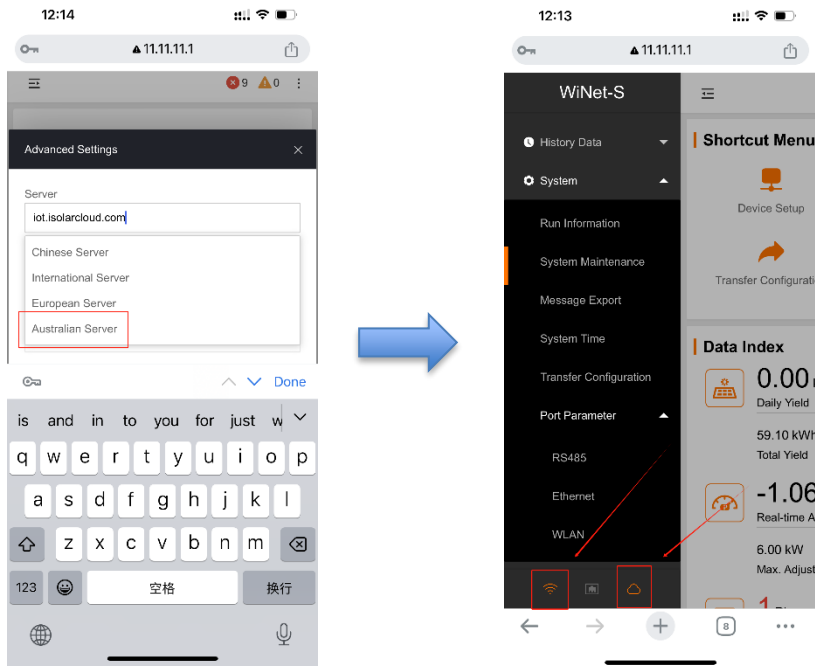
## **Instruction:**

1. Click the dongle multi-functional button 3 times to activate the hotspot
2. Connect on the SG-Network
3. Open a browser and go to the IP address. 11.11.11.1
4. Login using the  
Account: admin  
Password: pw8888



5. Close the setup wizard
6. Click on the upper left corner “menu” bar
7. Go to System -> Port Parameter -> WLAN
8. Enable the WiFi toggle switch and Connect to the WiFi. Ensure it’s the 2.4Ghz
9. After connecting to the WiFi, proceed on System -> Transfer Configuration
10. Ensure that the server is under “Australian Server” and Peer port on “16668”
11. Click the gear wheel button to edit and change.
12. Wait for a few minutes and ensure that the cloud symbol is lit up





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](mailto:service@sungrowpower.com.au), Monday- Saturday 9am - 5pm (AEDT).