EyeM4 (4G) – Connecting to the cloud via 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.

Overview:

The following procedure shows how to set the 4G and forwarding configuration to the Australian server via mobile device, and logging in via browser.

Other settings:

The iSolarCloud plant can be set either before or after you do this.

The Setup wizard also helps you configure the inverter(s) and Meters that are connected. Please refer to the relevant documentation in relation to that part.
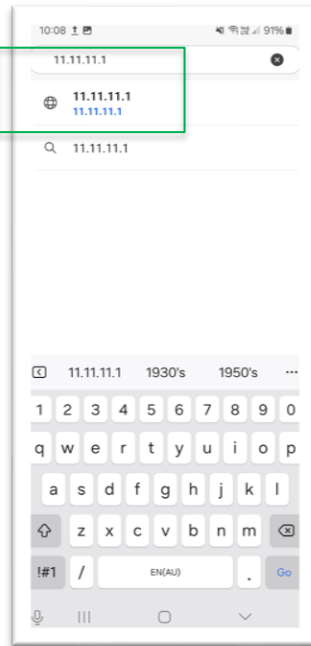
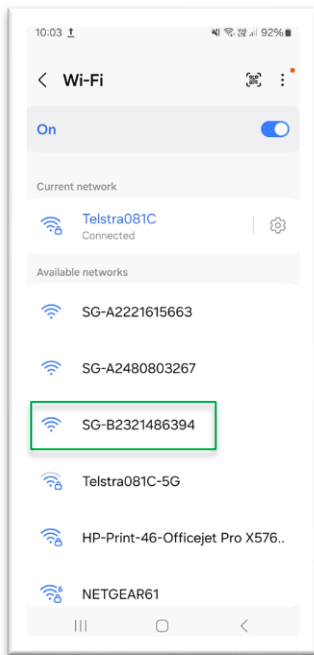## Video link:

https://youtu.be/bVyGIr2YRPg

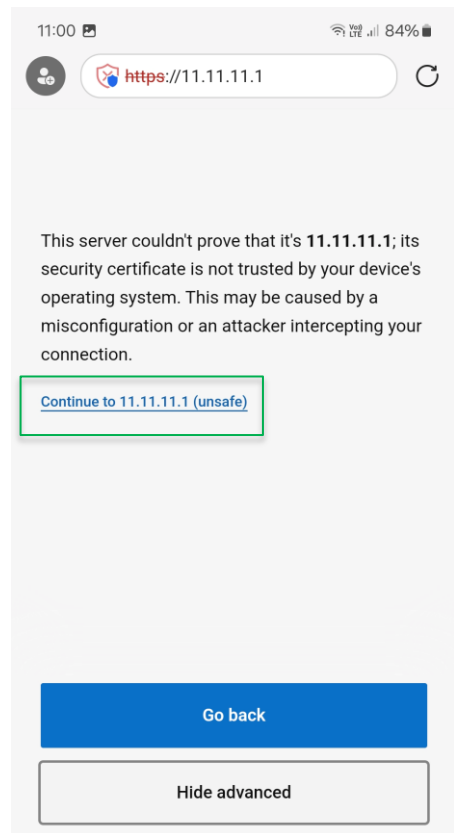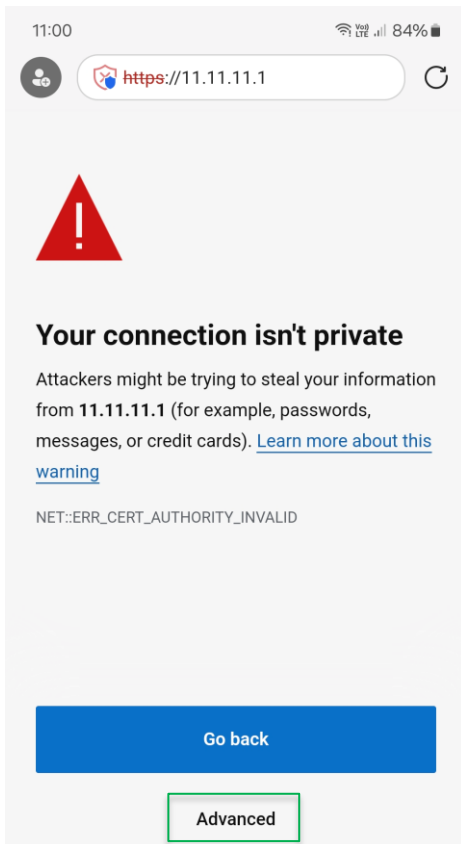## Connecting to the EyeM4 dongle via WiFi:

Open your phone settings > Connections.

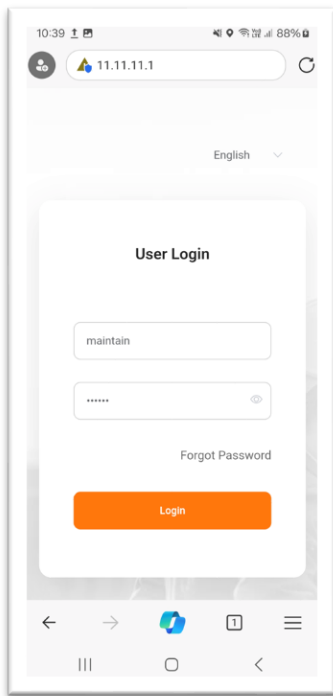Look for the serial number of the dongle and connect.

Open a browser and type 11.11.11.1 into the address bar.

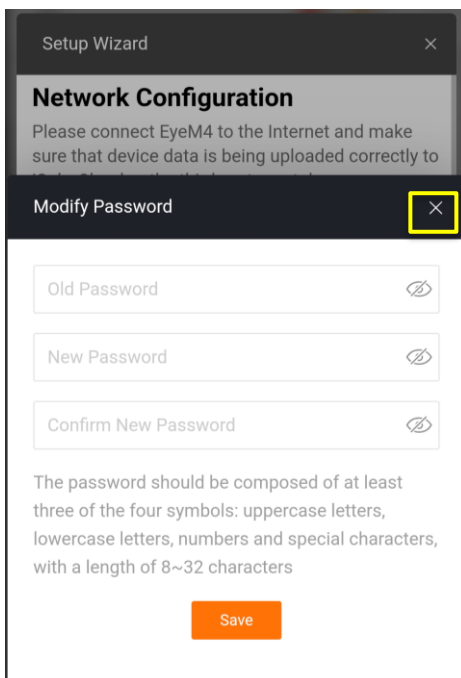You may get a security warning. It is quite safe. Click 'Advanced' and 'Continue'.

The Log in window appears. Log in as below

User = maintain (lower case)

Password = pw1111(lower case)

If the system may ask you to change password, but it is not necessary. Close dialog box by tapping the x upper corner.

The Setup Wizard:
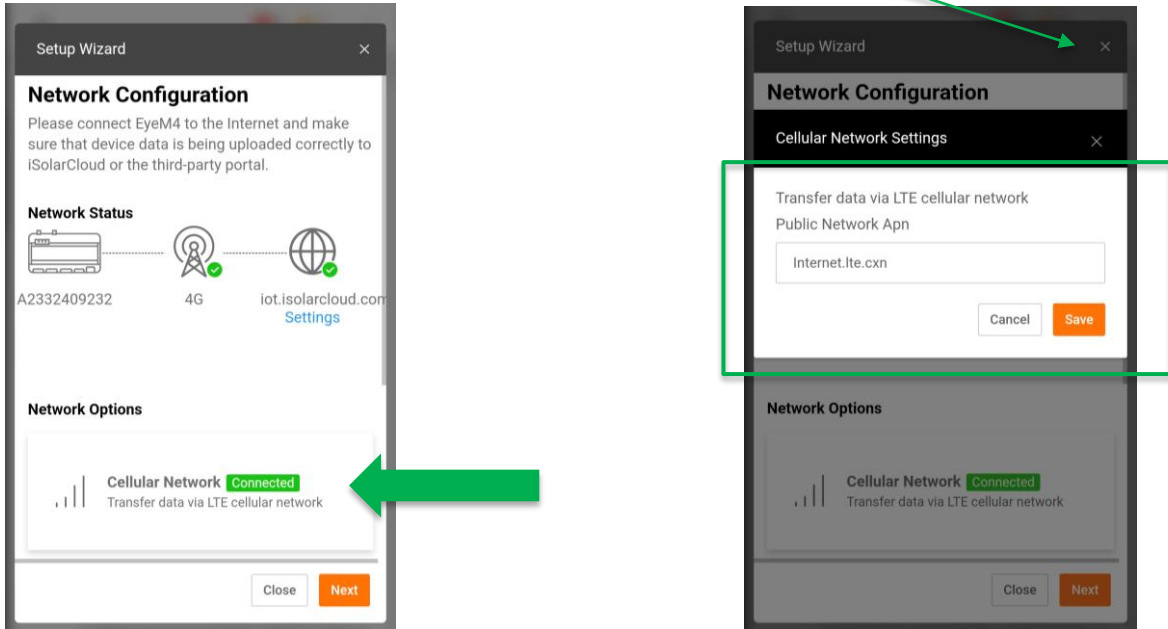
The setup wizard will appear.

It may show as connected, but the Australian server needs to be enabled.
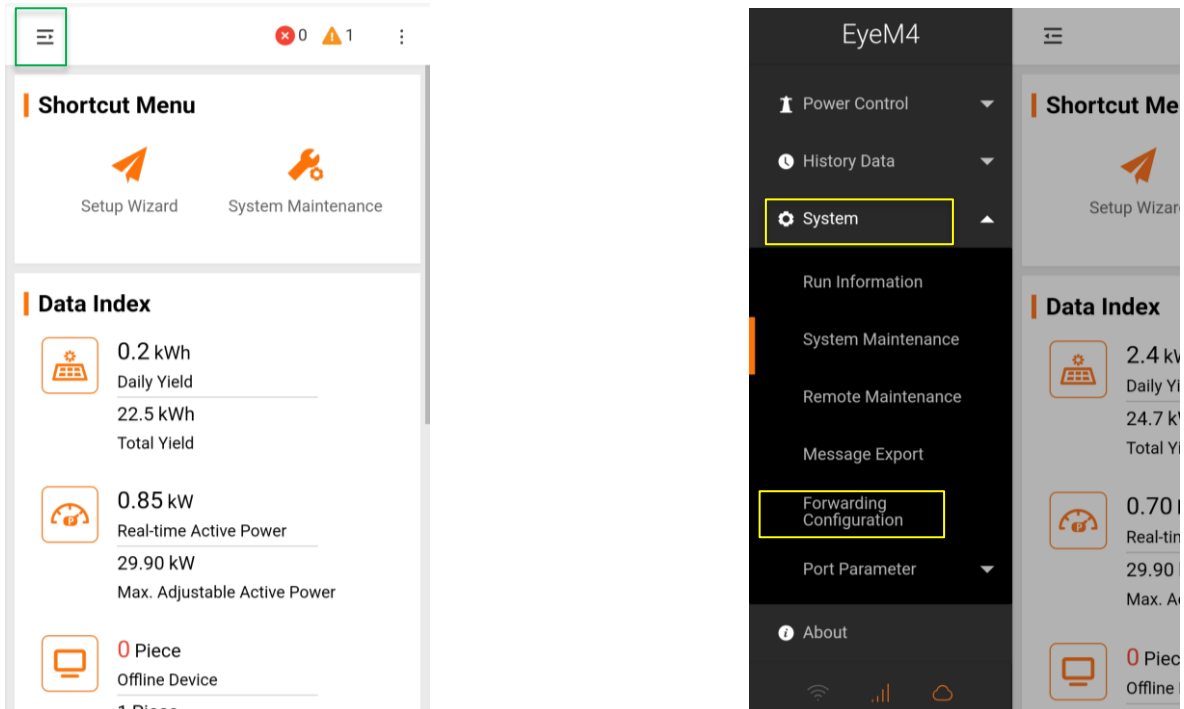
Tap on 'Cellular Network'.

Enter "*internet.lte.cxn*" into the setting, and save.

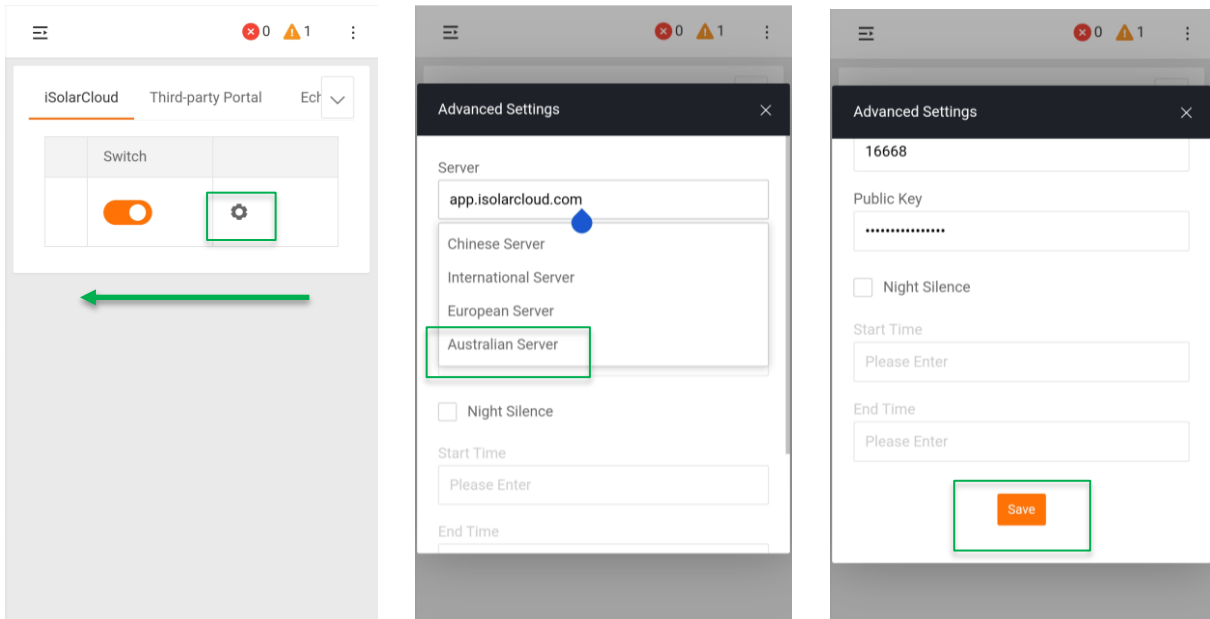The 4G may disconnect then reconnect. This is correct.

Close the Setup Wizard by clicking the small x top right.

Click on the three dashes on the top left and select System > Forwarding Configuration
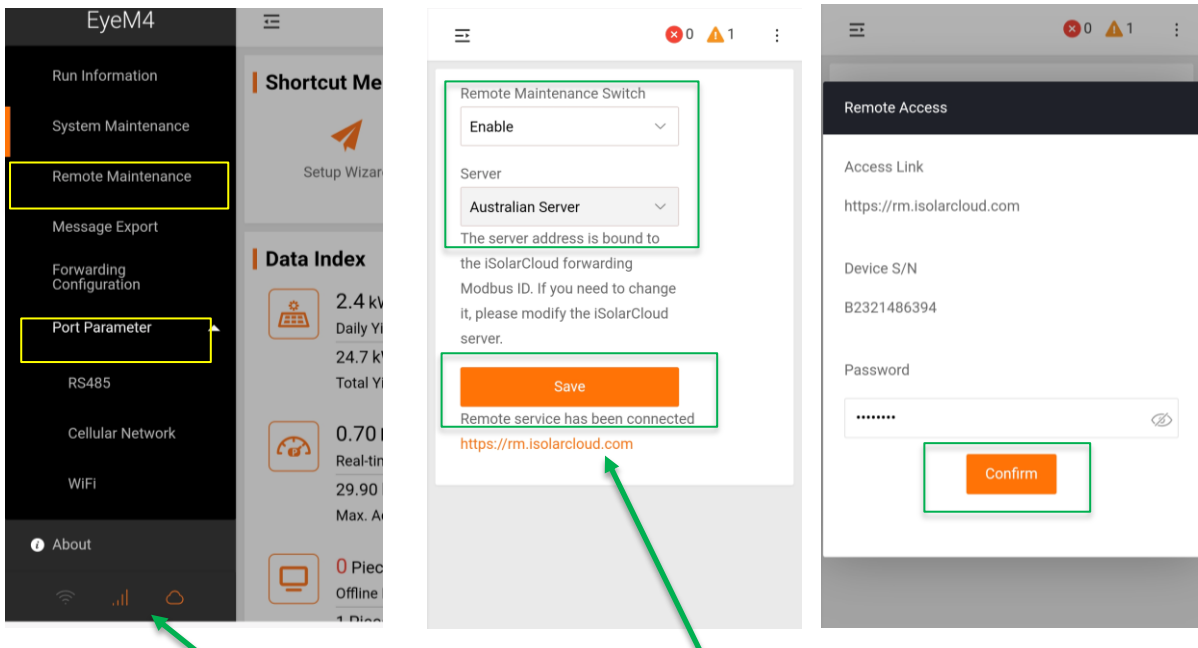
Slide the dialog box along to the left until you see the settings 'Gearwheel' and select.

From the dropdown box, select Australian server, scroll down and save.

Swipe the three dashes at the top again to access the menu on the left.

Select System > Remote Maintenance.

Enable, and ensure connection to the Australian Server. Save and Confirm.

The orange 4G and Cloud Icons, and the https address should both light up after a few moments.

This is the process for connecting to the cloud only. If you are configuring any inverters or meters, use the setup wizard.

Please note. Inverters require local setup/Grid setting before they are configured in the EyeM4 dongle.

If the issue still persists, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.