EyeM4 (WLAN) – 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 WLAN 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 documentation in relation to that part.

Video Link:

https://youtu.be/dgcCXV9ttqM

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.

SUNGROW

10:03 <u>†</u>	▲ 雪 溜 川 92%■	10:08 <u>†</u> 🖻	▲ 숙波교 91% ■	
< Wi-Fi	(#) :	11.11.11.1	0	
On		11.11.11.1 11.11.11.1		
		Q 11.11.11.1		
Current network				
Connected	(¢)			
Available networks				
🤶 SG-A2221615663				
🤶 SG-A2480803267		In 11.11.11.1 1930's	s 1950's ·	
🤶 SG-B2321486394		1 2 3 4 5 6	789	
C Talata 0010 50	·	qwerty	uio	
Teistrau8 IC-5G		a s d f g	h j k l	
🛜 HP-Print-46-Officeje	et Pro X576		b n m Q	
		!#1 / EN(AU)		
NETOEARDI				

The Log in window appears. Log in as below

10:39 호 편 백 약 약값 # 88% 8 3 🔺 11.11.11.1	
English 🗸	
User Login	maintain (lower case)
maintain	
Forgot Password	pw1111
Login	
$\begin{array}{ccc} \leftarrow & \rightarrow & \textcircled{0} & \fbox{1} & \equiv \\ & & & & \\ & & & \\ & & & & & \\ & & & & & \\ & & & & \\ & & & & & \\ & & & & & \\ & & & & & \\ & & & & & \\ & & & & & \\ & & & & & \\ & & & &$	

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

GD_202502_EyeM4_Connect WLAN and Au Server Via Browser_V.01.docx

SUNGROW

Setup Wizard			
Network Configuration Please connect EyeM4 to the Internet and make sure that device data is being uploaded correctly to			
Modify Password	×		
Old Password	>		
New Password	>		
Confirm New Password	>		
The password should be composed of at least three of the four symbols: uppercase letters, lowercase letters, numbers and special characters, with a length of 8~32 characters Save			

The setup wizard will appear.

Tap the 'WLAN Configuration' and enable the WLAN. Select the network.

Setup Wizard X	Setup Wizard ×
Network Configuration Please connect EyeM4 to the Internet and make sure that device data is being uploaded correctly to iSolarCloud or the third-party portal.	WLAN Configuration ×
Network Status B2321486394 false Disconnected from iSolarCloud Settings The device was not connect to the Internet.	Client Hotspot WLAN On-off O Available WLAN Networks: Not Connected
Network Options WLAN Configuration Not Connected Connect Communication Device to the Router Close Next	Choose a network Refresh Telstra081C NETGEAR61 HP-Print-46-Officejet Pro X576dw

Enter the password to connect. After a few moments, you will get the connected confirmation. Click next

Clean power for all

SUNGROW



Click 'NEXT' then close down the Setup Wizard (Unless accessing further settings).

Click on the three dashes on the top left and select System > Forwarding Configuration from the menu on the left.



GD_202502_EyeM4_Connect WLAN and Au Server Via Browser_V.01.docx

SUNGROW

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.

	☲ 😢 0 🛕 1 💠	
iSolarCloud Third-party Portal Ect	Advanced Settings $ imes$	Advanced Settings ×
Switch	Server	16668
•	app.isolarcloud.com	Public Key
	Chinese Server	
	International Server	Night Silence
	European Server	Start Time
	Australian Server	Please Enter
	Night Silence	End Time
	Start Time	Please Enter
	Please Enter End Time	Save

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

Select System > Remote Maintenance.

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

EyeM4	Ē	⇒ ⊗0	∆ 1 :	≡	<mark>⊗</mark> 0 <u>∧</u> 1 ;
 ♣ Power Control ♥ History Data 	Remote Maintena	Remote Maintenance Switch Enable ~		Remote Access	
System	Server Australian Serve	Server		Access Link https://rm.isolarcloud.com	
Run Information	The server addres the iSolarCloud fo	The server address is bound to			
System Maintenance	Modbus ID. If you it, please modify 1	the iSolarCloud forwarding Modbus ID. If you need to change it please modify the ISolarCloud		Device S/N B2321486394	
Remote Maintenance	server.	server.			
Message Export	Sa ^r Remote service h	Save		Password	
Forwarding Configuration	https://rm.isolarc	Remote service has been connected https://rm.isolarcloud.com	1		
Port Parameter 🛛 👻				Confirm	
About					

The orange WiFi and Cloud Icons, and the https address should both be lit.

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.