

WLAN configuration using Wifi v31

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:

Wifi v31

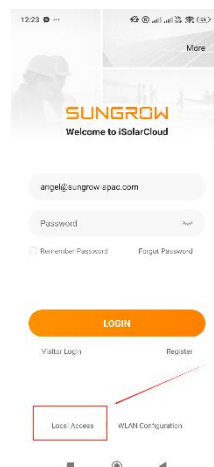
Conditions:

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" ONLY**
 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.*

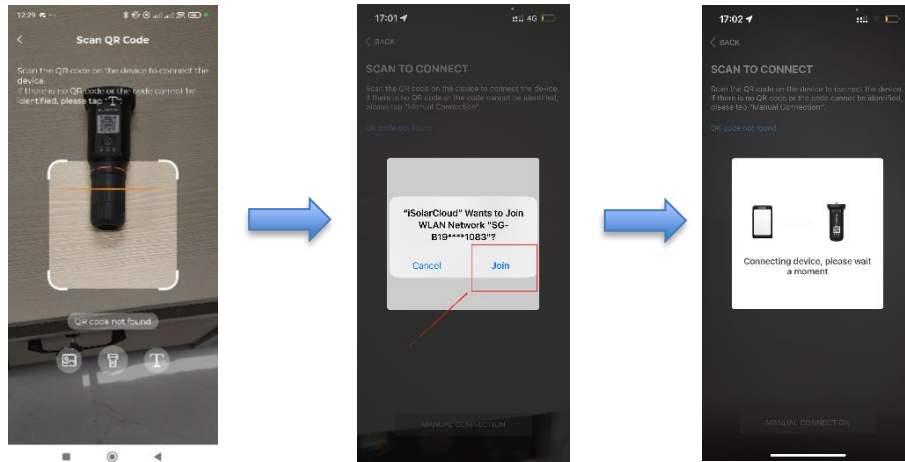
Note: It is essential that all necessary conditions are met, to ensure reliable connectivity of the dongle to the iSolarCloud platform.

Instruction:

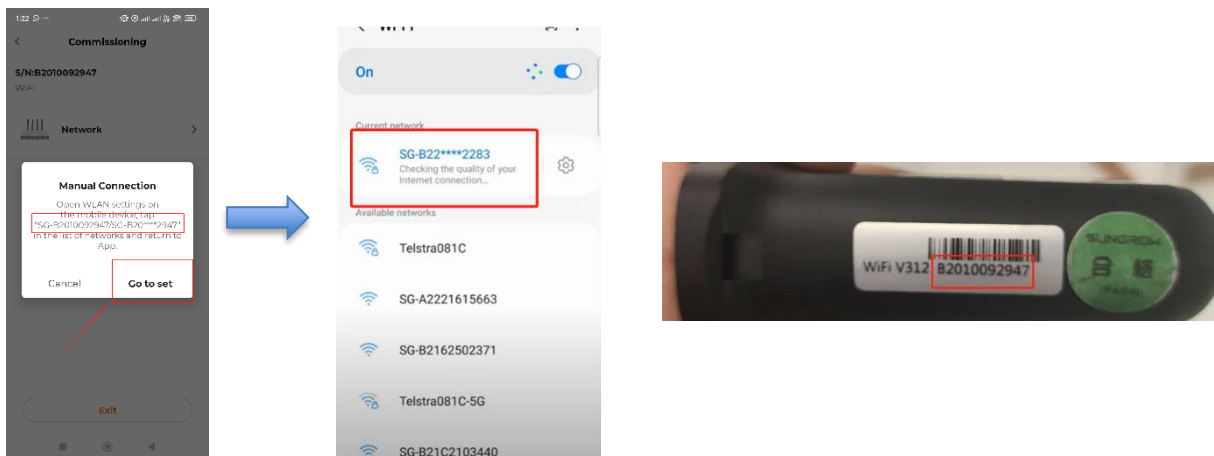
1. Open the isolarcloud and login to the account.
2. Click "Local Access"



3. Scan the QR code of the dongle
4. Click “Join” and wait until it gets connected



Note: if it requires a manual connection. Click “Go to Set” then connect to the SG network and If it requires a password take note that the password is the Serial number of the WiFi v31 itself. Customer can find the SN on the side of the dongle.



5. Login using the accounts:

For Installers	For EndUser
Account: admin	Account: user
Password: pw8888	Password: pw1111
6. Once logged in, click “More” on the lower right corner
7. Click “WLAN configuration”
8. Select the Correct WLAN. Make sure it’s 2.4Ghz
9. Enter the password and click confirm
10. Wait until the connection process to finish.
11. Hit “Home” button on lower left corner, wait until network gets “green” tick.

Note: On the upper right corner, click the “Server Connection Status” and make sure that the server is under “Australian Server”,



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- Saturday 9am - 5pm (AEDT).