

WLAN configuration using WiNet-S

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:

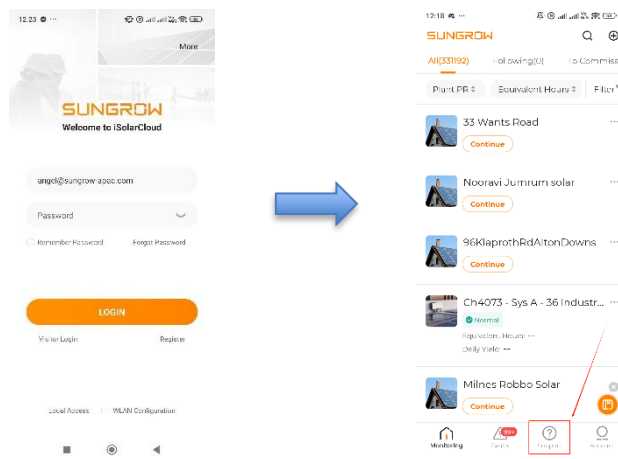
1. Distance of the inverter’s dongle to the router = 7 - 8meters. More than this would cause the connection to drop.
2. Bandwidth = 2.4Ghz
3. Router Security = WPA2 or WPA3
4. Firmware is up to date

Sungrow is not responsible on checking this bandwidth and router security. Customer need to call their provider to assist regarding this matter.

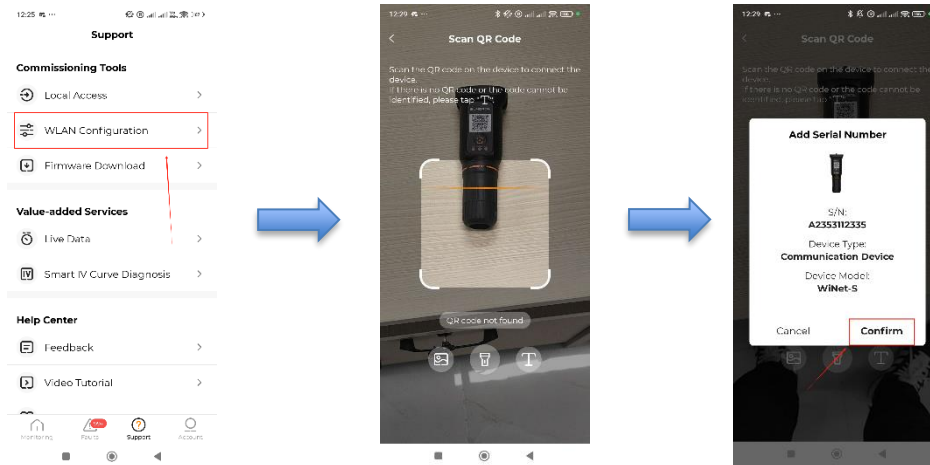
Note: It is essential that all necessary conditions are met, to ensure reliable connectivity of the dongle to the iSolarCloud platform.

Instruction:

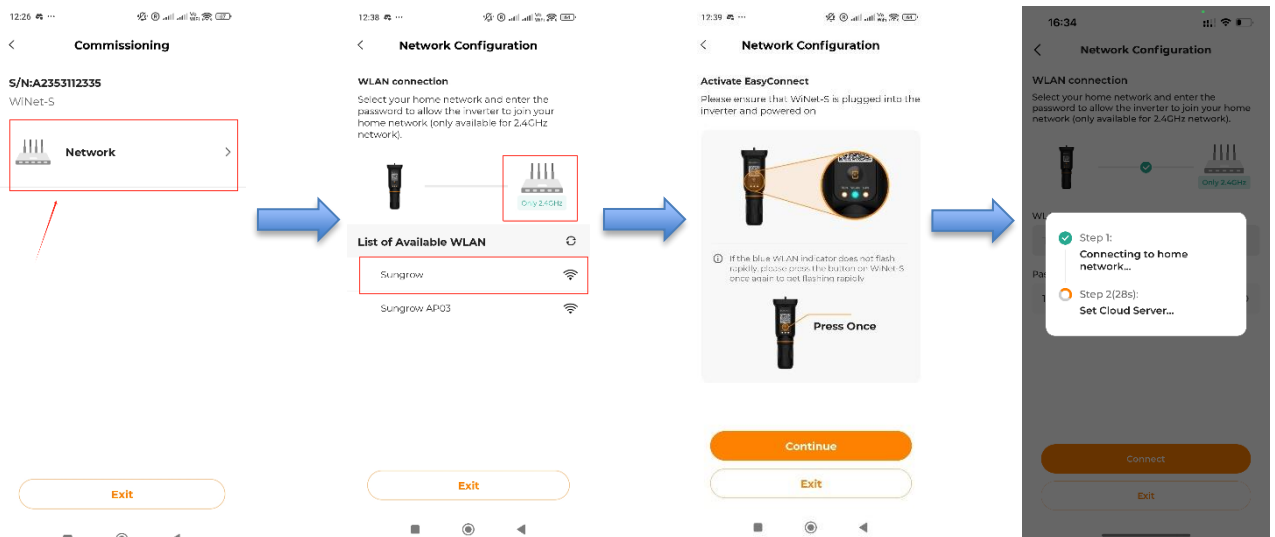
1. Open the isolarcloud and login to the account.
2. On the bottom part of the screen look for “Support”



3. Click “WLAN configuration”
4. Scan the QR code of the dongle
5. Click “Confirm”



6. Select “Network”
7. Select the Correct WLAN. Make sure it’s 2.4Ghz
8. Enter the password and click confirm
9. Activate “Easy Connect” will pop up, Click the dongle button “Once” make sure, WLAN is rapidly flashing, then hit Continue.
10. Wait until the network has a “green tick”



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).