

## 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

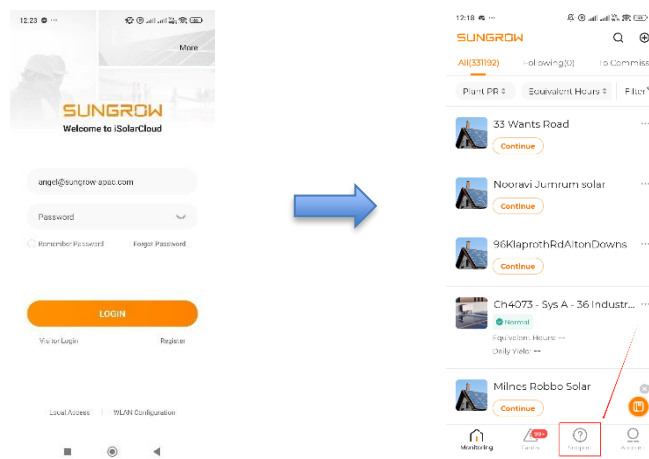
### Conditions:

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.*

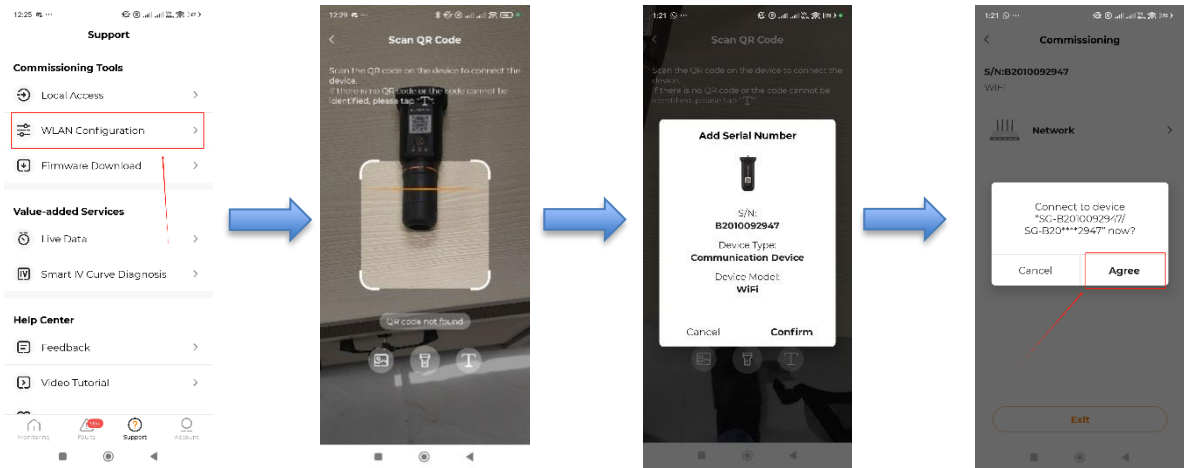
**Note: It is essential that all necessary conditions are met, to ensure reliable connectivity of the dongle to the iSolarCloud platform.**

### Instruction:

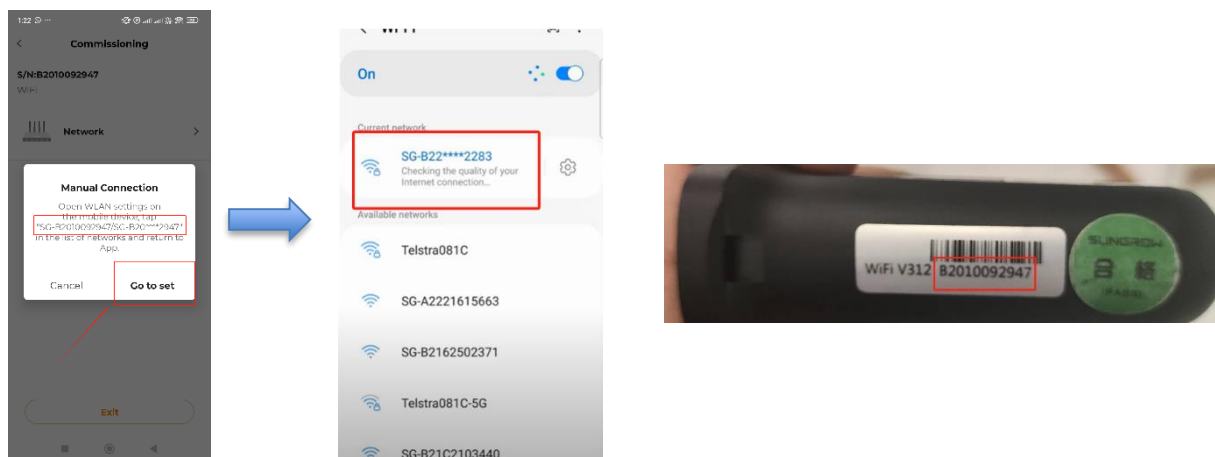
1. Open the isolarcloud and login to the account.
2. On the bottom part of the screen look for "Support"



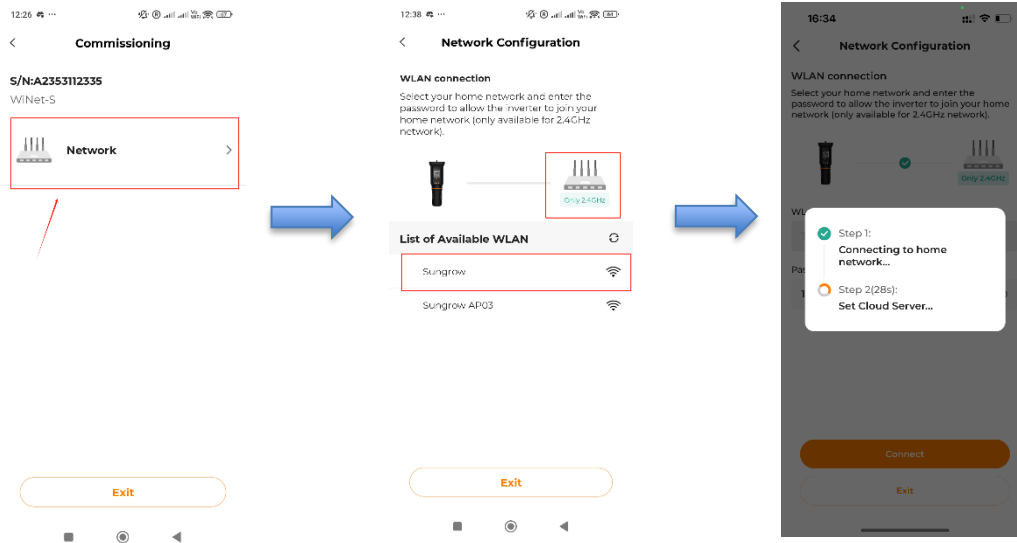
3. Click “WLAN configuration”
4. Scan the QR code of the dongle
5. Click “Confirm”



*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.*



6. Select “Network”
7. Select the Correct WLAN. Make sure it’s 2.4Ghz
8. Enter the password and click confirm
9. Wait until the connection process to finish
10. If “green tick” appears on the network, just wait for a couple of minutes and your plant will be online.



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).