

WLan configuration using Wifi v31

Disclaimer

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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"



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- 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.

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- 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.

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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).