

## Initialising the Sungrow EyeM4A 4G Dongle

### **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 Sungrow EyeM4-4G dongle comes with a pre-paid 5-year data plan to enable connection to iSolarCloud at locations where there is no internet available.

The plan has an allowance of 30 Mb per month.

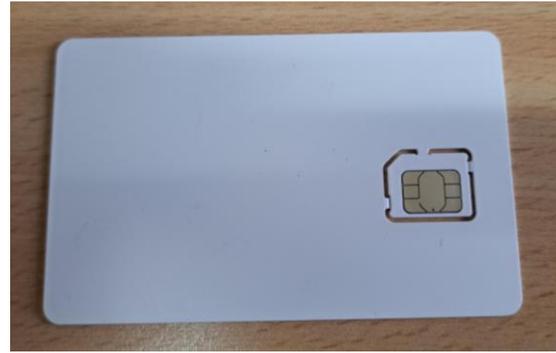
Check whether there is 4G signal available (weak signal strength may cause delays on data upload).

### **Inspecting the parts:**

Open the box(es) and check the parts to ensure they are not damaged.



Picture 1 – EyeM4A dongle



Pictures 2 & 3 – SIM card front and back

**Basic SIM card information:**

SIM card type	Standard Micro SIM card
Network Provider	Optus and Vodafone*
4G Data plan	30 Mb/Month
Term	5 years from activation

\*If connection to Telstra is required, please contact Sungrow Australia.

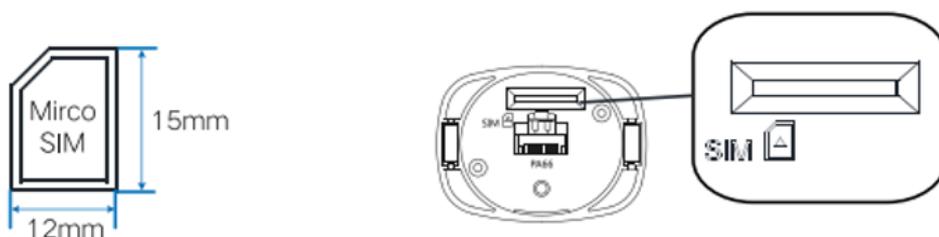
If another network is to be used, please contact that network operator.

(In most cases, an inverter requires about 10 Mb per month data allowance. If more than three inverters (Commercial inverters) are connected using RS485 communication, a SIM card with a bigger data allowance can be purchased, or install a 4G modem.)

**Inset the SIM card:**

Carefully remove the sim card from the plastic. Observing the diagram, ensure to insert the SIM card the correct way.

Gently push SIM card in all the way until it locks into position. (To remove SIM, push it in again until it springs out).





Pictures 4, 5 & 6 – Insert the SIM card

**Plug the dongle in to the inverter and power up the inverter:**

Power LED is Green



Picture 7 – Dongle powered on

**Activate the card:**

Activation is best done via a laptop as it has a bigger screen and an easy to use keyboard.

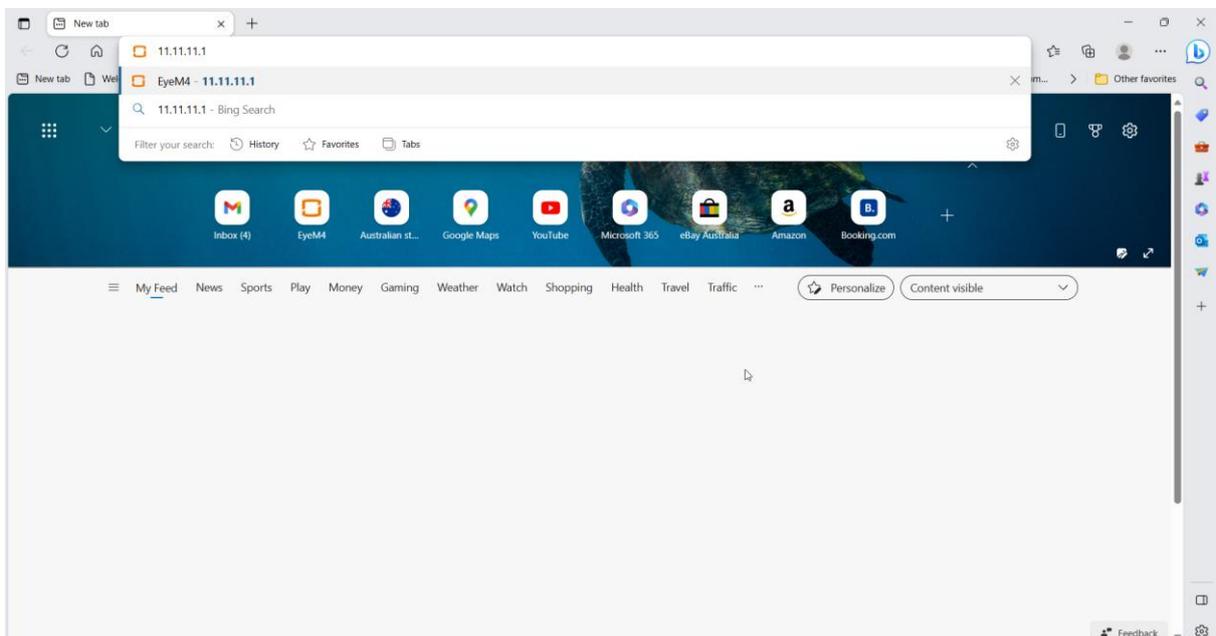
Using the dongle serial number (found on the side of the dongle)...



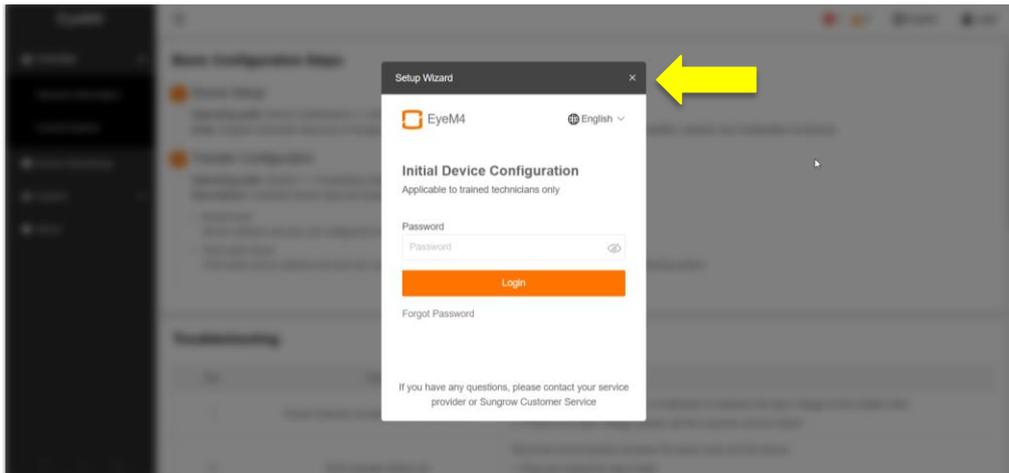
Open the network settings on your laptop and connect to the SG network (Dongle serial Number).



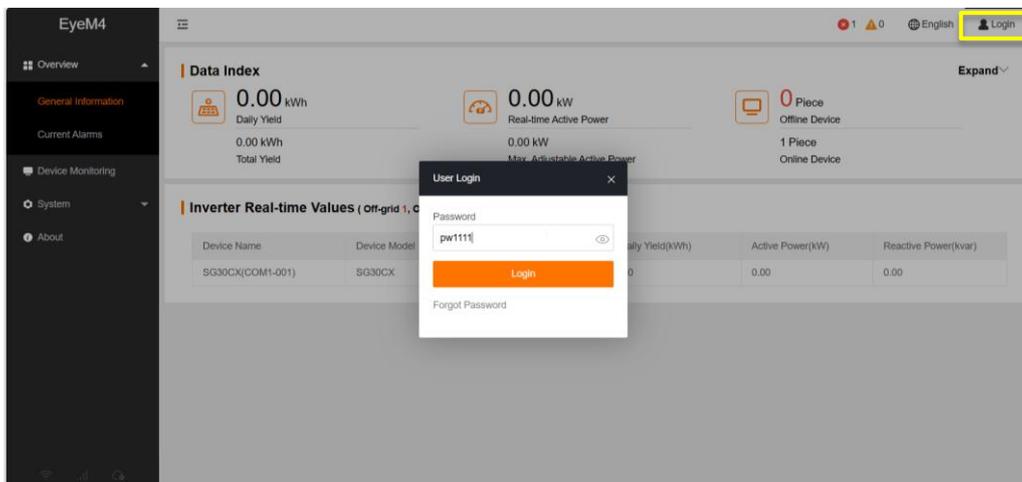
Open a browser and type 11.11.11.1 into the address bar and enter.



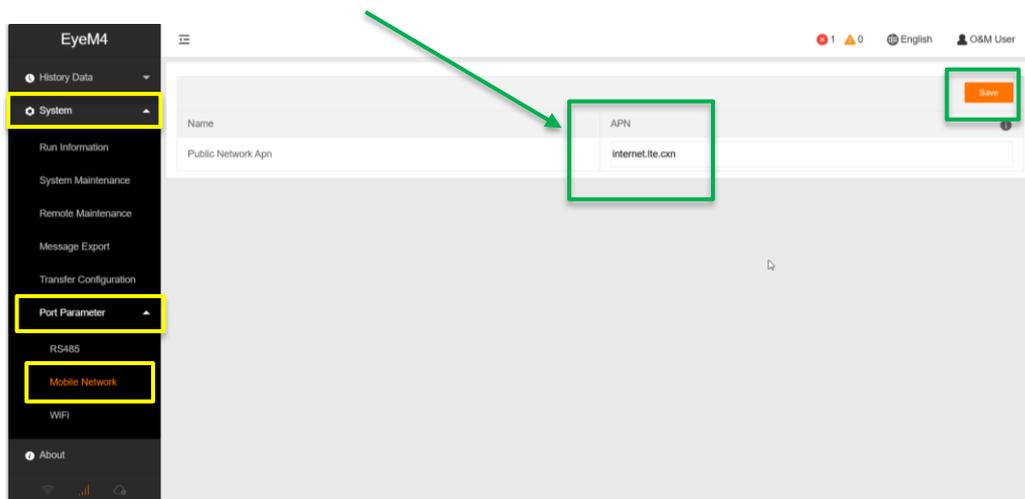
Close the setup wizard.



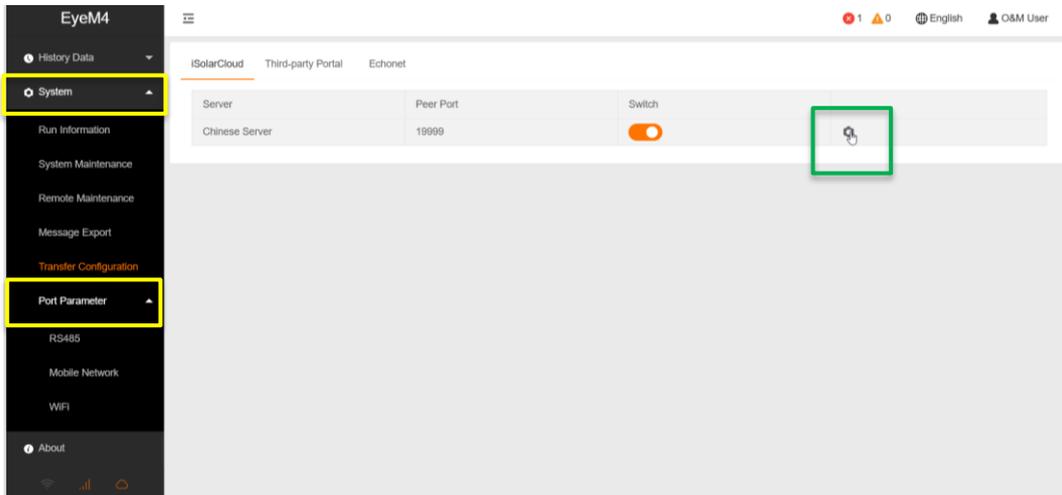
Log in using pw1111



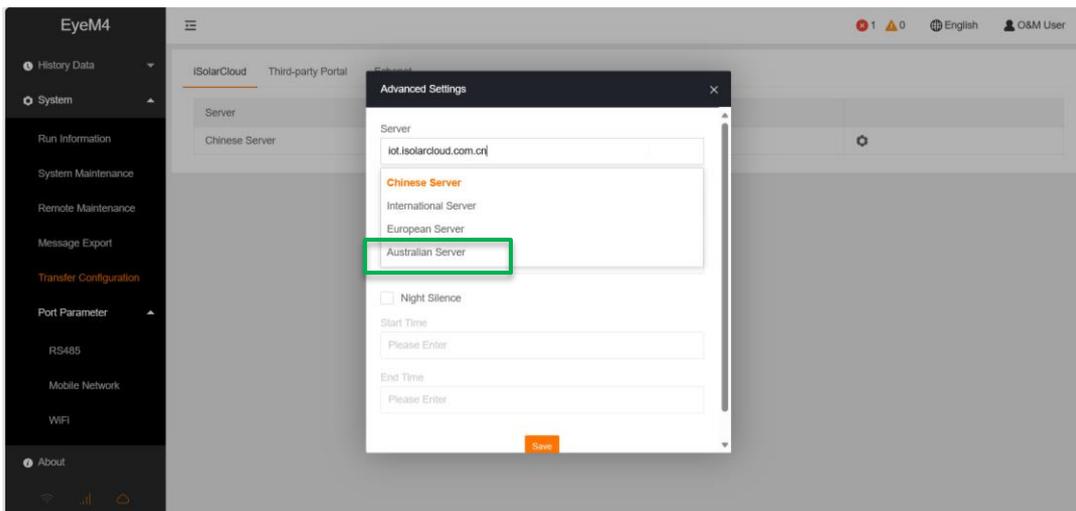
From the menu on the left, select **SYSTEM > PORT PARAMETER > MOBILE NETWORK** and enter *internet.lte.cxn* into the APN window and save.



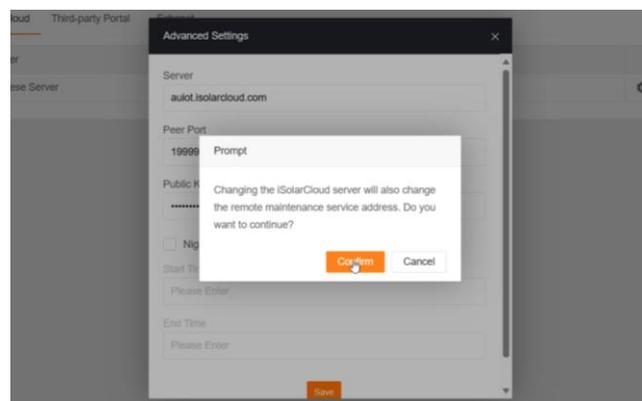
From the menu on the left, select SYSTEM > TRANSFER CONFIGURATION and click on the small gearwheel on the far right.



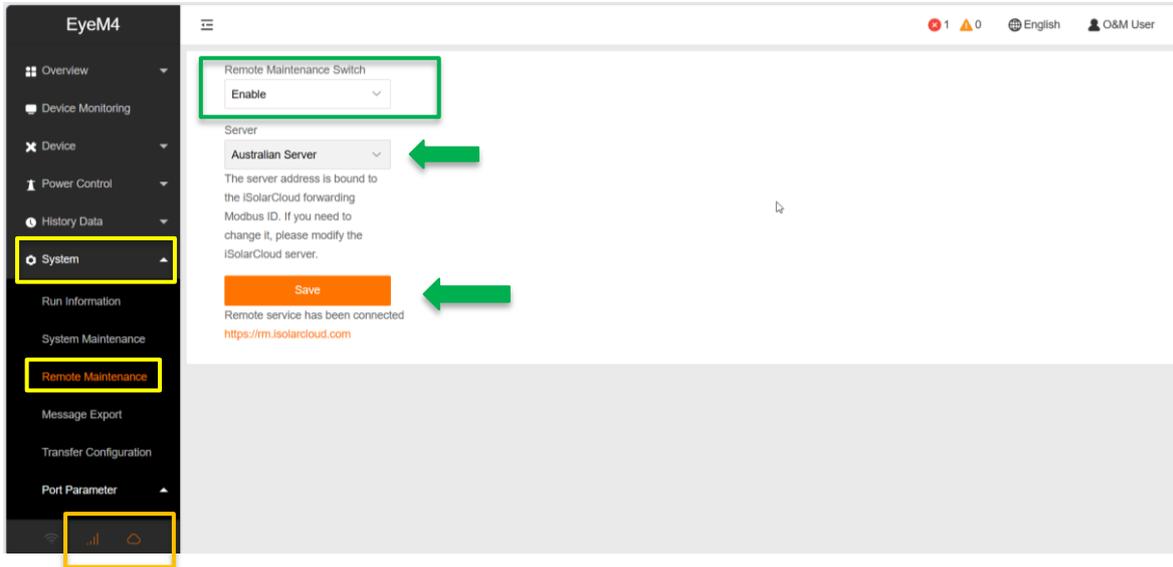
Click where it says “SERVER” and select AUSTRALIAN SERVER from the dropdown box.



Save and confirm

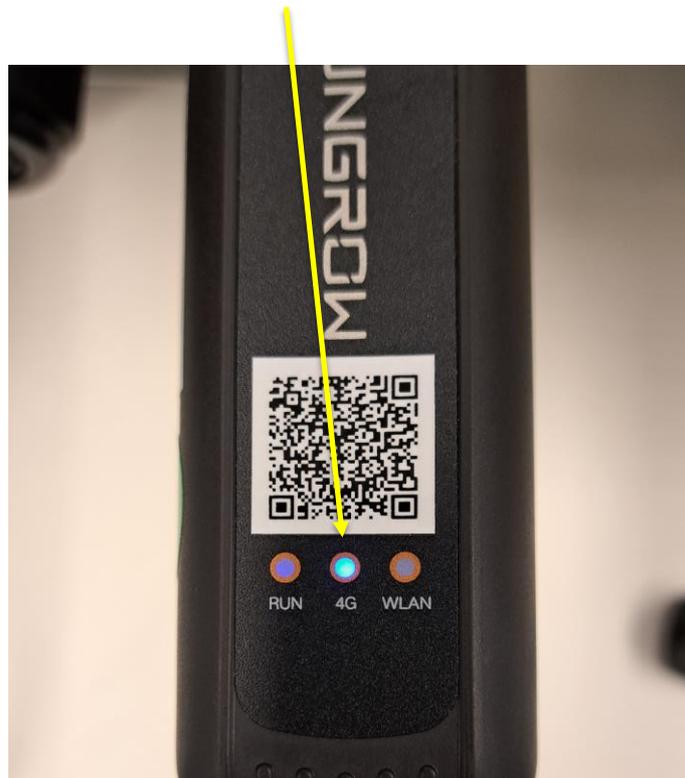


From the menu on the left, select SYSTEM > REMOTE MAINTENANCE the enable, select Australian Server if necessary, and save. Check to ensure the network and iSolarCloud icons are lit up orange on the bottom of the menu on the left.



**4G connected:**

Check that the blue LED is on. Static Blue = Locked on to 4G. Flashing means data transfer.



## Problems/Firmware.

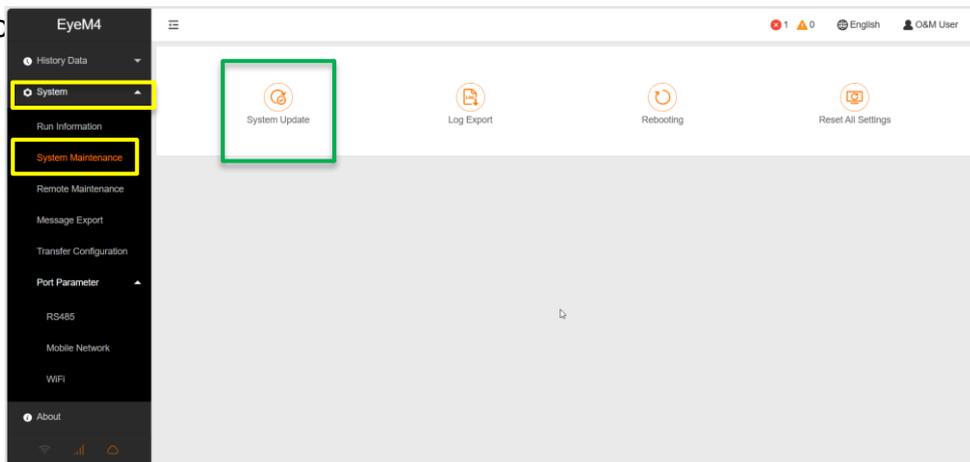
If the Australian server is not listed in the selection box, you will need to update the firmware. This can be done by either of two methods.

1. Create a plant on iSolarCloud in the normal method using the QR code on the dongle, and update firmware remotely
2. From the menu on the left, select SYSTEM > SYSTEM MAINTENANCE and update using a file stored locally on your computer.

For the most recent firmware please contact Sungrow Service team via email:

[service@sungrowpower.com.au](mailto:service@sungrowpower.com.au)

To update locally, select SYSTEM > SYSTEM MAINTENANCE, click “System Update” and follow



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](mailto:service@sungrowpower.com.au).