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).



TD_202305_EYEM4A-4G Dongle - Initialisation_V1.0

Clean power for all







Pictures 4, 5 & 6 - Insert the SIM card

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



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)...



TD_202305_EYEM4A-4G Dongle - Initialisation_V1.0

© Sungrow Power Supply Co., Ltd. All rights reserved. The information in this document is subject to change without notice.

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

EyeM4	Ξ						1 🛕 0 💮 English 🚨 Login
# Overview	Data Index						Expand~
General Information	0.00 kWh Daily Yield		a	0.00 kW Real-time Active Power		O Piece Offline Device	
Current Alarms	0.00 kWh			0.00 kW		1 Piece	
Povice Monitoring	Total Yield		User Login		ver	Online Device	
o System 👻	Inverter Real-time Val	Jes (off-grid 1, C	Password				
About	Device Name	Device Model	pw1111	۲	ally Yield(kWh)	Active Power(kW)	Reactive Power(kvar)
	SG30CX(COM1-001)	SG30CX		Login	0	0.00	0.00
		_	Forgot Passwor	d			
2 1 0							

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

EyeM4	Ξ		0 1 🔺	D 🜐 English 💄 O&M User
🔇 History Data 🔹 👻				
🌢 System 🔺	Name	APN		
Run Information	Public Network Apn	internet.lte.cxn		
System Maintenance				
Remote Maintenance				
Message Export				
Transfer Configuration			6d	
Port Parameter				
RS485	·			
Mobile Network				
WIFI				
About				
🗟 all 🗘				

TD_202305_EYEM4A-4G Dongle - Initialisation_V1.0

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

EyeM4	Ξ			😢 1 🛕 0 🌐 English 🛛 💄 O&M User
🐧 History Data 🛛 👻	iSolarCloud Third-party Portal Echo	net		
🔿 System 🔺	Server	Peer Port	Switch	
Run Information	Chinese Server	19999		€.
System Maintenance				
Remote Maintenance				
Message Export				
Transfer Configuration				
Port Parameter 🔺				
RS485				
Mobile Network				
WIFI				
 About 				
🗇 II. 🗇				

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

EyeM4	Ξ		🔕 1 🛕 0 🌐 English 🔒 Q&M User
🚯 History Data 🛛 👻	iSolarCloud Third-party Portal	Echand	
O System	Server	Advanced Settings ×	
Run Information	Chinese Server	Server lot.isolarcloud.com.cn	0
System Maintenance		Chinese Server	
Remote Maintenance		International Server	
Message Export		Australian Server	
Transfer Configuration		Night Silence	
Port Parameter		Start Time Please Enter	
KS489 Mohila Natuork		End Time	
WIFI		Piease Enter	
 About 		Save	

Save and confirm



TD_202305_EYEM4A-4G Dongle - Initialisation_V1.0

Page 6 of 8

© Sungrow Power Supply Co., Ltd. All rights reserved. The information in this document is subject to change without notice.

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 iSloarCloud icons are lit up orange on the bottom of the menu on the left.

EyeM4	Ξ	<mark>8</mark> 1 🛕 0	English	Solution 2008 O&M User
Overview 👻	Remote Maintenance Switch			
Device Monitoring	Enable V			
🗙 Device 👻	Australian Server			
T Power Control 👻	The server address is bound to the iSolarCloud forwarding			
🕚 History Data 🛛 👻	Modbus ID. If you need to ve change it, please modify the			
🏟 System 🔺	ISolarCloud server.			
Run Information	Save Remote service has been connected			
System Maintenance	https://mJsolarcloud.com			
Remote Maintenance				
Message Export				
Transfer Configuration				
Port Parameter				
🔿 lı. 🤶				

4G connected:

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



TD_202305_EYEM4A-4G Dongle - Initialisation_V1.0

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.

The most recent firmware can be found here:

To update locally, select SYSTEM > SYSTEM MAINTENANCE, click "System Update" and follow the prompt.



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.