

## Remote Firmware Upgrades via iSolarCloud

### 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: Sungrow Crystal G2 Series, Three Phase Residential and CX range, Single-Phase Hybrid (SH5K-20/30), Three-Phase Hybrid Range**

### Communication Device Requirements:

Table 1: Communication Device Requirements

Inverter Type	Communication Device
Single-Phase / Three-Phase Residential Range (Grid-Connect & Hybrid)	V25/V31 Wi-Fi Dongle / E-Net Dongle / Direct Ethernet (Hybrid)
Three-Phase Commercial Range	EyeM4, Logger1000

The new iSolarCloud now allows installers' accounts to do remote firmware upgrades at a click of a button. This feature allows installers to take advantage of the new updates and have the inverter's software up to date at all times. Hence, this document will cover the steps required to successfully upgrade the inverter/communication modules using the online web portal.

There are usually two reasons why a firmware upgrade may be required i.e.

1. To be able to access all settings for the inverter remotely
2. To keep the inverter up to date with the latest software

Some of the older inverter may require a firmware update for consumption monitoring purposes however, all the newer premium inverters should have the relevant compatible firmware for it.

## Upgrade Procedure

The **Firmware Upgrade** option can be found in the main menu under “**Advanced**”. Selecting it will allow the user to search for the plant which needs to be upgraded.

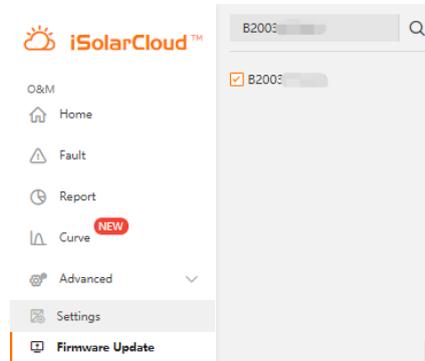


Figure 1 Firmware Update & Plant Search

On selecting the plant, the relevant device and type can be selected on the right. Please use the following guide with respect to Figure 2 to locate the device:

- Grid-Connected Inverters – **Inverter**
- Hybrid Inverters – **Energy Storage System**
- Loggers – **Data Loggers**
- Wi-Fi Dongles – **Communication Module**

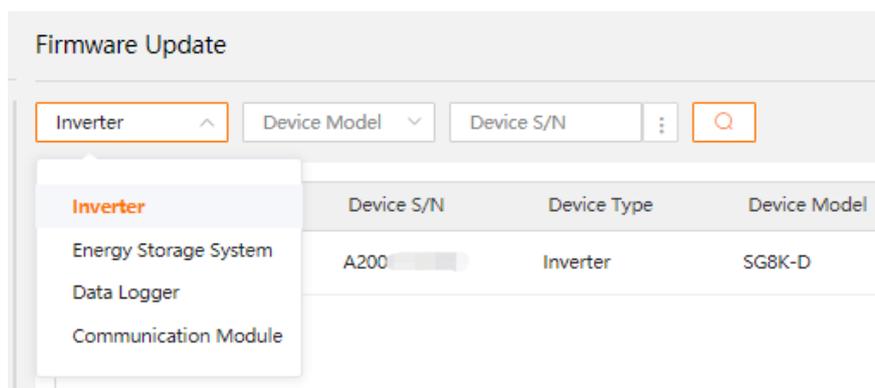


Figure 2 Device Type

Once the type has been selected, the relevant device must be selected and then click “**Firmware Update**”. The clock symbol can be used to check the task history and status of the upgrade.

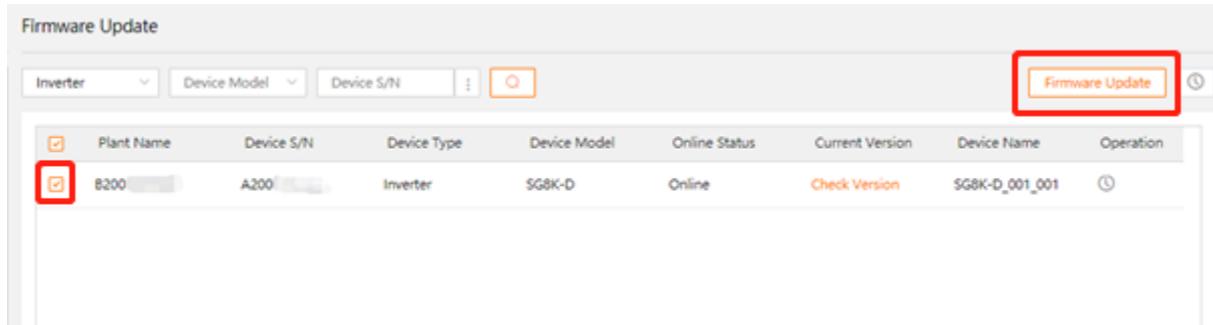


Figure 3 Firmware Update

This will give a prompt to select the updating package. Here **“Online Update Package”** can be selecting. This option will show if there is a newer update available and will update the device to it. Thereafter, simply click **“Update”**.

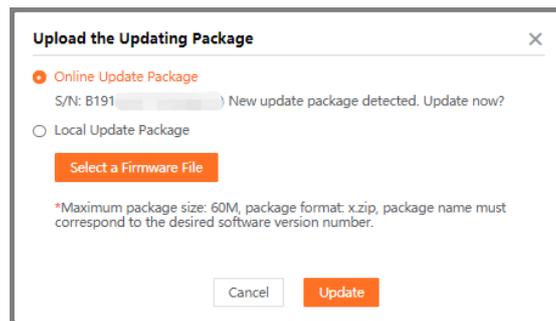


Figure 4 Update Package

To proceed further with the upgrade, a password must then be entered. This password is the same as **the login password for the account.**

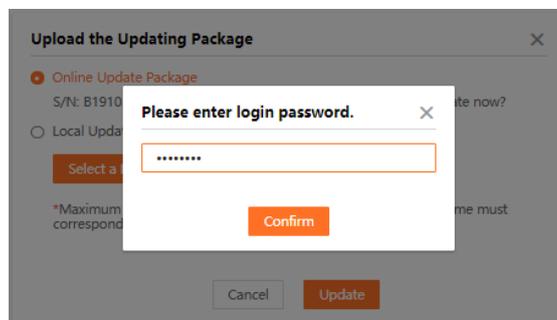


Figure 5 Login Password

A task name and a timeout period can then be selected. The timeout period is the time after which the upgrade will timeout if it is not complete.

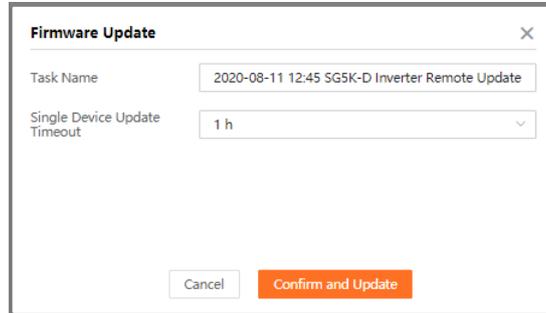


Figure 6 Task Name & Timeout

After clicking confirm and update, the upgrade will begin. The status can then be checked using the “**Clock Option**”. Clicking “**View**” will allow the user to view the exact status of each file being uploaded.

View Task History

2020-09-01 ~ 2020-10-01 Device Type Device Model Goal Softwar... 🔍

No.	Task Name	Device Type	Device Model	Task Start Time	Task End Time	Executor	Task Execution Status	Success Statistics	Task Progress	Operation
1	2020-09-29 12:00 SG5K-D Inverter Remote Update	Inverter	SG5K-D	2020-09-29 12:00:45	2020-09-29 12:13:02	🔴	Operation Completed	1/1	1/1	View

Figure 7 Task History & Status

To watch a step by step guide on upgrading the firmware remotely, click on the video link below:

- [iSolarCloud Remote Firmware Upgrade](#)

If you have any question related remote firmware upgrade, please contact Sungrow Service Department on 1800 786 476 or email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au).