

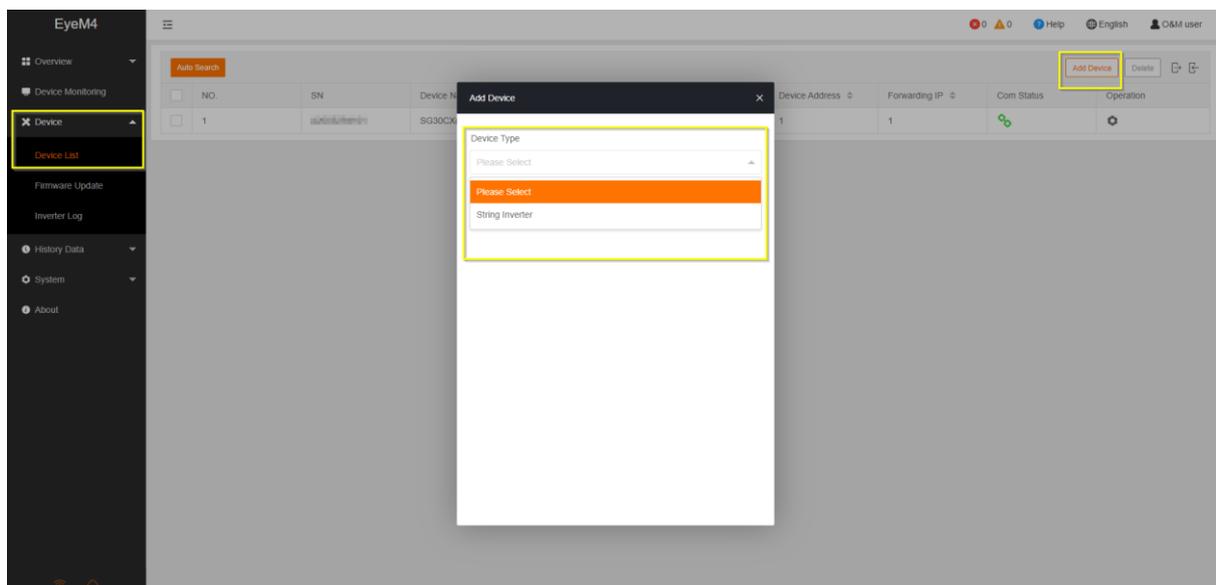
Meter not showing as option in EyeM4 interface – Solution

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.

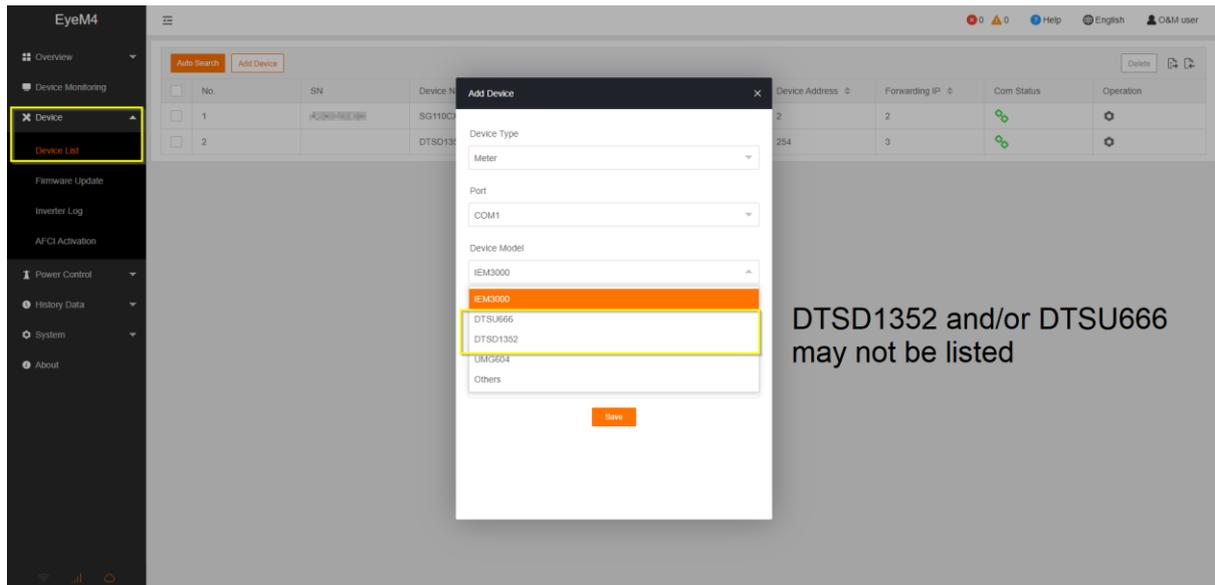
The older firmware version on some EyeM4 dongles did not include meter selection.

When selecting a meter type, the meter option may not show.



Picture 1 – No meter available

In some instances, you may be able to select the meter option, but the DTSD1352 or DTSU666 doesn't appear in the drop-down box.



Picture 2 – Meter listing

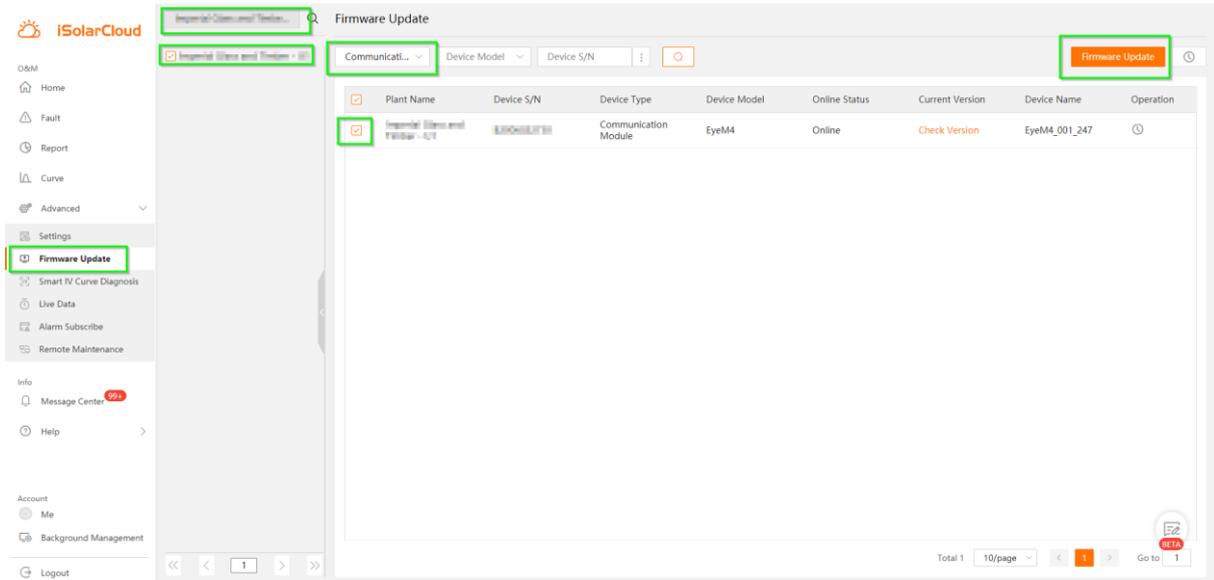
If either of these happens, all that is required is a firmware update.

Continue with the commissioning, enable the remote maintenance and create the plant on iSolarCloud as normal.

From here you can update the firmware, then enable the meter and set the export control etc.

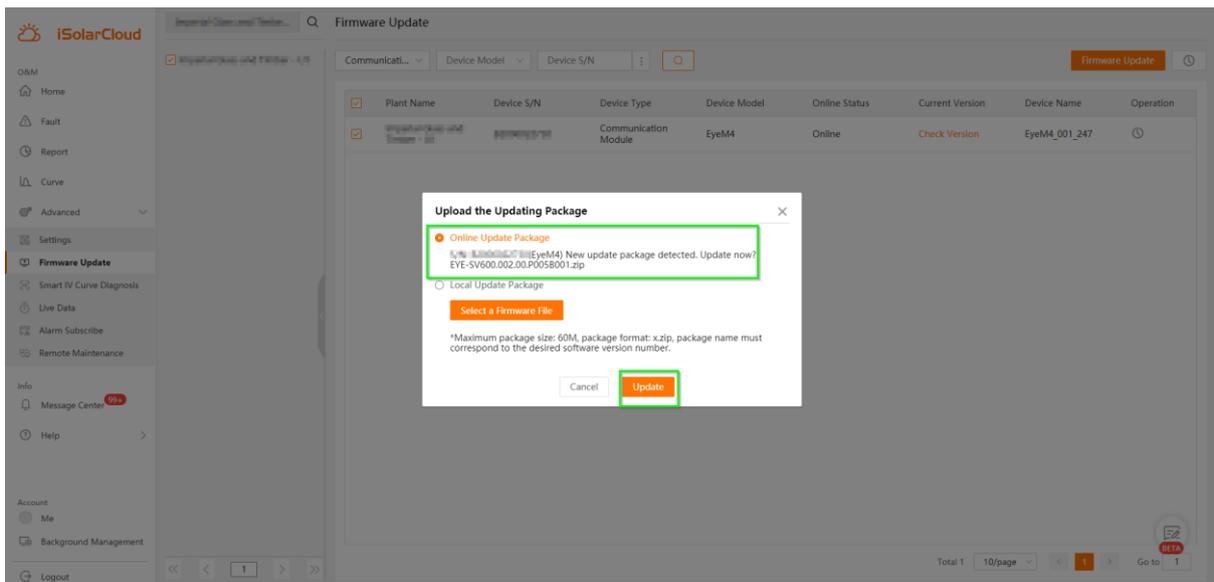
Log into the plant via iSolarCloud portal, otherwise update from the cloud on your laptop [local firmware update feature](#):

- Log in and select the 'Firmware update' feature from the menu on the left
- Enter plant name in the search window
- Select the plant
- Select 'Communication Module' from the drop-down box
- Select 'Firmware update'



Picture 3 – Firmware update from your desktop/laptop

Select the online Update Package and update the firmware (follow the prompts)



Picture 4 – Online update package

Once update is complete, log back into the EyeM4 dongle using WiFi and finalise meter selection and settings.

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- Friday 9am - 5pm (AEDT).