## EyeM4/Logger1000 Local Firmware Update Procedure via a Laptop

#### 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.

# Please note: a laptop should be used to update the EyeM4 (WiFi/4G)/Logger1000 firmware

### How to update the EyeM4 (WiFi/4G)/Logger1000 via a Laptop

- 1. Using the laptop to connect the EyeM4 (WiFi/4G)/Logger1000 SG-WiFi signal
- 2. Then, open the web browser, enter the IP address 11.11.11.1
- 3. Click Login and enter the password pw1111

| ← → C 🖸 11.11.11.1  |                            |                              |                              |                  |                           |                  | U 🛪 🕕    |
|---------------------|----------------------------|------------------------------|------------------------------|------------------|---------------------------|------------------|----------|
| Logger3000          | Ξ                          |                              |                              |                  |                           | 🔕 0 🛕 0 🛛 🕥 Help | @English |
| Cverview            | PV-Plant Value             |                              |                              |                  |                           |                  | Expand~  |
| General Information | 4835.8 kW                  | 'n                           | Real-time Active Power       |                  | 0ffline Device            |                  |          |
| Current Alarms      | 35681.5 kWh<br>Total Yield |                              | 4750.0 kW<br>Max. adjustable | active Power     | 40 Piece<br>Online Device |                  |          |
| Device Monitoring   | TOTAL FIELD                |                              | max. adjustable              | aure Forrer      | Office Device             |                  |          |
| 🗢 System 👻          | Inverter Realtime Val      | UES (Off-grid 1, On-grid 38) |                              |                  |                           |                  |          |
| About               | Device Name                | Device Model                 | Status                       | Daily Yield(kWh) | Active Power(kW)          | Reactive Power(k | svar)    |

Figure 1 Local access the EyeM4 and Login

It will pop up the following option. Select the System Maintenance.

| Logger3000          | Ξ             |                    |                        |                    | <b>8</b> 0 4 | 0 😢 Help | English | 80 |
|---------------------|---------------|--------------------|------------------------|--------------------|--------------|----------|---------|----|
| Overview            | Shortcut Menu |                    |                        |                    |              |          |         |    |
| General Information |               | <b>(</b>           | <b></b>                | <i>K</i>           |              |          |         |    |
| Current Alarms      | Device Setup  | Network Management | Transfer Configuration | System Maintenance |              |          |         |    |
| Device Monitoring   |               |                    |                        |                    |              |          |         |    |
|                     | ·             |                    |                        |                    |              |          |         |    |





### Then select the System Update

| Logger3000        | Ξ             |            |                  | 🔇 0 🛕 0 🕜 Help 🜐 English 💄 O&M user |
|-------------------|---------------|------------|------------------|-------------------------------------|
| 🚦 Overview 👻      |               |            |                  |                                     |
| Device Monitoring | (3)           |            | $(\mathfrak{O})$ |                                     |
| × Device -        | System Update | Log Export | Rebooting        | Reset All Settings                  |
| Power Control     |               |            |                  |                                     |
| History Data      |               |            |                  |                                     |
| System            |               |            |                  |                                     |

Figure 3 Select System Update

It will pop up a window to let you add the firmware file, you can select the corresponding file and click to update.

| 5 v   | Search Ey |
|---|-----------|
| Jame Date modified Type Size  |           |
| Archive 15/06/2020 5:15 PM File folder   EYE-SV600.002.00.P00XB00X 31/05/2020 3:18 PM Compressed (zipp 8,13 | 31 KB     |

Figure 4 Select the file and Update

It may take a few minutes to update firmware, please wait while it is upgrading.

To download EyeM4 (WiFi/4G)/Logger1000 firmware, please find below links:

- Click here to download Logger1000 (LOGGER-SV300.001.00.P010B003) firmware (08/06/2021)
- Click here to download EyeM4 (WiFi/4G) (EYE-SV600.002.00.P009B003) firmware (08/06/2021)

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If you cannot conduct Local Firmware Update, please take photos with issues and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au.

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