

How to determine WiFi signal strength

Disclaimer

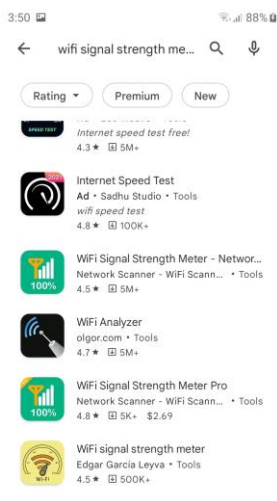
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One of the most common issues we face with WiFi dongles is low WiFi signal strength (Please note that this is not a faulty dongle, and is not covered by warranty). There are many factors that determine signal strength i.e. distance between dongle and modem, solid objects like walls etc. Metal objects such as refrigerators may block signal completely.

Reduction in signal strength can have an impact on the data being uploaded on to the iSolarCloud, so it is important that there is a strong signal.

The following procedure shows how to determine signal strength:

Firstly, download a free 'Signal strength analyser' App on to your phone.



Example free WiFi analysers

From your phone's settings menu, select 'WiFi and search for the dongle serial number and connect to it.



Example showing the Sungrow dongle serial number

Stand beside the inverter, scan for the signal strength, and slowly walk towards your modem. The signal will reduce anyway, but depending on how low it goes, you may experience connectivity issues.



Strong signal – excellent!



Medium signal - data speed may drop



Low signal – dropouts may occur

Any lower than 20% and you may have difficulties connecting in the first place.

In cases that the signal is weak, we recommend you either relocate your modem, or purchase a WiFi extender and place it roughly half-way between the inverter and modem.



You will have to reconfigure the WiFi via the dongle to connect with the extender, using the iSolarCloud App

<https://www.youtube.com/watch?v=NL2xR2yN87o>

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).