

iSolarCloud APP User Tips

Sungrow launches a more reliable and user friendly platform called iSolarCloud in January 2019 and click [here](#) to understand Sungrow monitoring solution.

The purpose of this document is to provide tips to handle common enquires that customers have when use iSolarCloud APP, clicking [here](#) to read the iSolarCloud APP user manual and [here](#) to read the iSolarCloud FAQs. It is important that installers and customers read this information and understand how to use iSolarCloud APP.

For a quick WiFi setup, with the WiFi modules ([WiFi-V24, V25 and V31](#)) plugged in to the inverters, then you can download the iSolarCloud APP.

1. Check the following videos for the monitoring setup (for new users)
 - Click [here](#) to watch how to **register an account for new user**
 - Click [here](#) to watch how to **create a new plant via iSolarCloud**
2. After the online monitoring setup, you can check the following links for the general introduction of the iSolarCloud APP
 - Click [here](#) to watch the video for the **iSolarCloud plant overview**
 - Click [here](#) to watch the video for the **iSolarCloud APP overview**
3. If the inverter connects to your home router, but the data does not upload, then wait a while (about 10 minutes) to see if it does. Meanwhile, you can also check to see if there is a steady COM light (green) and a NET light (orange). The steady COM light indicates that the inverter is connected to the home Wi-Fi network, while the NET light on indicates that the inverter is connect to the iSolarCloud server.

LED Definition	Status Description
RUN (blue): Indication for module running	<ul style="list-style-type: none"> • On: the module is normally running • Off: the module is not running
COM (green): Indication for router connection	<ul style="list-style-type: none"> • On: successfully connect to the router • Flashing: trying to connect to the router • Off: fail to connect to the router
NET (yellow): Indication for server connection or upgrading	<ul style="list-style-type: none"> • On: successfully connect to the data server • Flashing yellow: upgrading • Off: fail to connect to the data server

* Wait about 10 minutes after home router configuration, the Wi-Fi module can be successfully connected to the data server and the NET indicator will be on.

4. Check the **signal strength of the inverter Wi-Fi network** when you are close to the home router. If it is 50% or less, then the signal may be weak and the connection may be unreliable. Usually the WiFi signal strength could be the main root cause, please click [here](#) for more detailed information. You may need to use a Wi-Fi extender halfway between the router and the inverter to boost the signal strength.
5. If the online monitoring failed, try to reset the router and turn off the inverter, unplug the WiFi module and plug it back in again. After that, checking if the COM light keeps blinking and NET light off. If it is, please click [here](#) to watch how to **reconfigure the WiFi connection** via iSolarCloud.

If you would like more information on how the app works, please have a look at one of our webinar training on iSolarCloud Monitoring System:

<https://youtu.be/Tr0sDKFGe10>

For any further information regarding iSolarCloud, click [here](#) to check our monitoring section or feel free to contact Sungrow service team on 1800 786 476 or send an email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).