

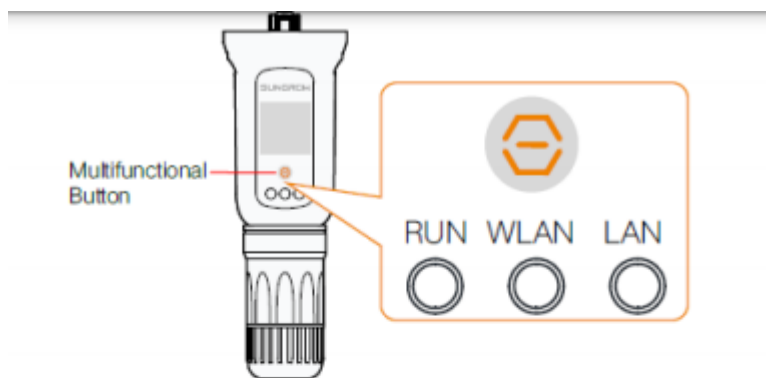
## WiNet Offline Check List

### 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.

**1 Double-check if the router is located in a suitable distance and the signal must be 2.4 GHZ**

**2 Identify the working (light status) on the Communication Module**



• Description of Indicator Status

Indicator	Status	Description
RUN	Off	Not connected to external power supply
	Blinking green	Normal operation
	Steady red	Module fault
WLAN	Off	No data exchange
	On	WiFi connected, no data exchange
	Blinking slowly	In data exchange
LAN	Blinking quickly	In SmartConfig mode (factory default mode)
	Off	No data exchange
	Steady green	Ethernet connected, no data exchange
	Steady green, blinking red	In data exchange

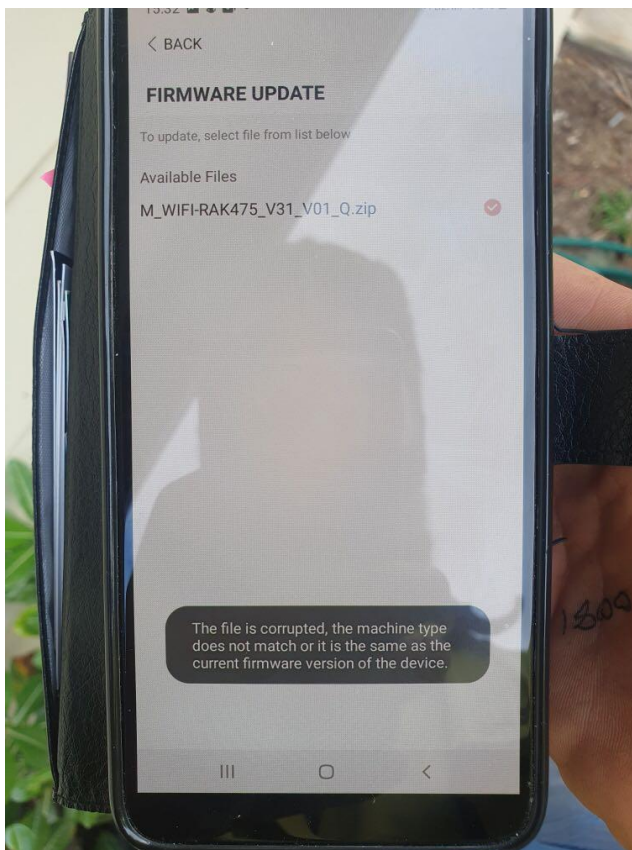
**3 The Solution Regarding the Different Module Status according Section 2 Mentioned**

- 3.1 If the module is powered off, we need to double-check if the module is well connected. Else, the module could be faulty.
- 3.2 If the module is in normal operation, but router is not connected. We need to help to do a WLAN configuration. (<https://www.youtube.com/watch?v=GX1p9odRjco>)
- 3.3 After the router has been well connected (checked from the light status) but no data exchange, we need to double-check if the firmware of the communication module has been upgraded as our latest one.

#### 4 Make sure that the Firmware of the Dongle has been updated as the latest one

Upgrade the firmware for the dongle as follows and the corresponding file is Winet-S .  
<https://drive.google.com/file/d/1KntA30gMUcWaA-up8mxvMkRwf1dL23s9/view>

If it shows the file is corrupted or does not match the machine or the same as the current version, which means the version has already been the latest one.

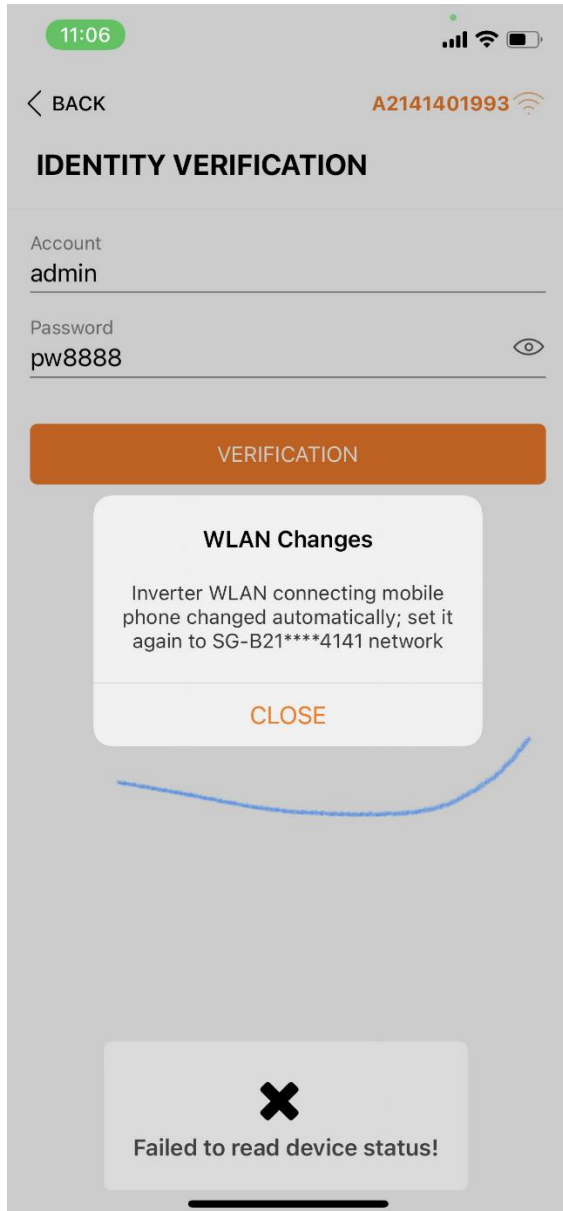


#### 4 Double-check if hotspot is working

If hotspot is working, the problem should be due to the router settings such as some security settings and black name list need to be double-checked.

## 5 If hotspot not working, two procedures need to be done.

5.1 It's better to enable every setting for the app to acquire form the mobile device. 5.2 Once there is a reminder showing as WLAN Changes, turn off the home router, unplug & re-plug the Wi-fi dongle and do Wlan Configuration by using hotspot again.



The reason for above problem is caused by the previous failure in WLAN configuration. After that, the dongle will keep some memory path, which will lead to this auto-change problem. However, this problem still belongs to Router settings problem as mentioned in Section 2.

If you have difficulty with router-setting problem and not sure where is wrong, please take a photo for the router name plate & issue screenshot, and send to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au). We will try our best to provide you a possible solution