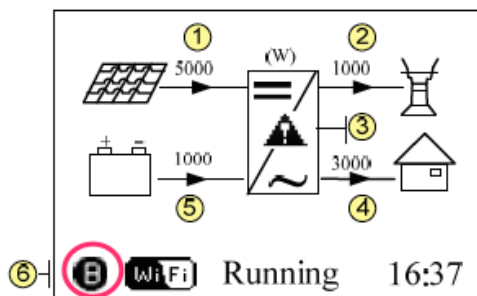


WiFi Troubleshooting with an Ethernet cable

How to solve the issue with no data updated on Solarinfo Bank when the SH5K connects to an Ethernet cable?

Step 1: Please shut down the inverter and make sure that the LCD is off and then restart it. If the inverter is connected to a battery bank, please shut that down too. Please wait about 5 minutes. If the SH5K connects to Solarinfo Bank successfully, Icon B will show up. If there is no icon B, please check Step 2.



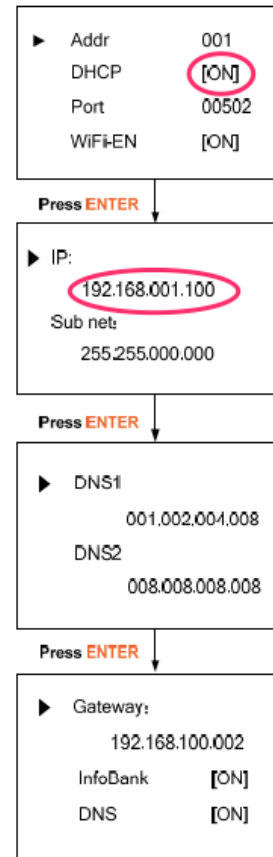
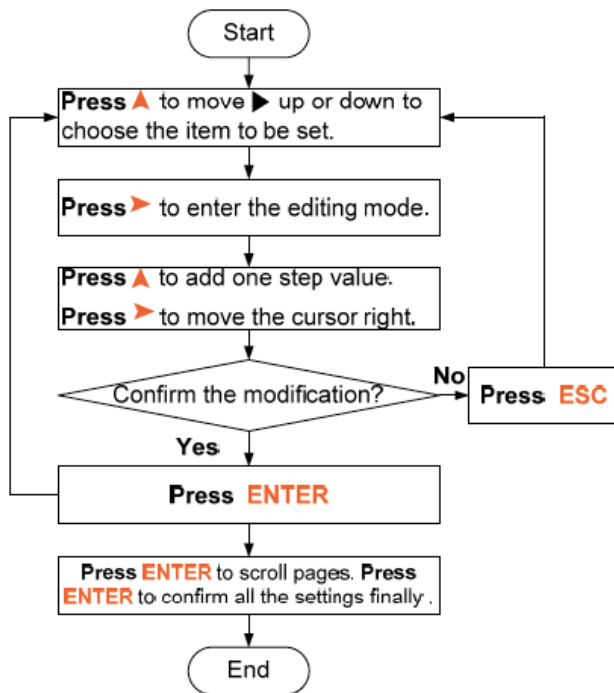
B: The inverter and SolarInfo Bank server are successfully connected.

Step 2: Please check communication parameters

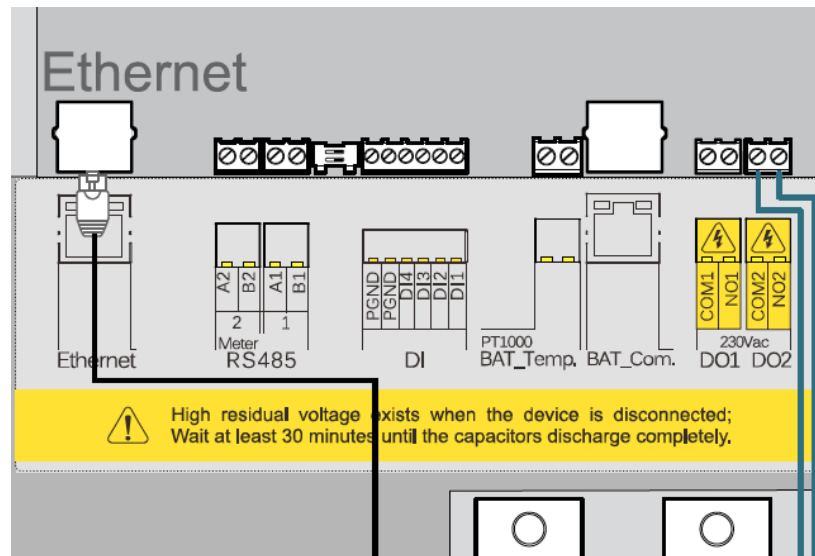
Main Screen (Press ENTER)→Menu (Press >×2)→Settings (Press ENTER)→ Inputting password 111 (Press ENTER)→Settings (Press >×4)→Comm. Param (Press ENTER)

Button operation:

The button function for communication setting is different from that in other menus.



If there is no IP address, please reconnect the Ethernet cable.



Step 3: If it has an IP address, but Solarinfo Bank still does not work, then perform the following step.

Please use a laptop to connect to the router's network and search **Command Prompt** on laptop ---- enter: **ping xx.xx.xx.xx** (the IP address showing on the LCD screen) to check whether the laptop can search this IP address.

If after following all of the above steps but it still does work, please contact Sungrow.