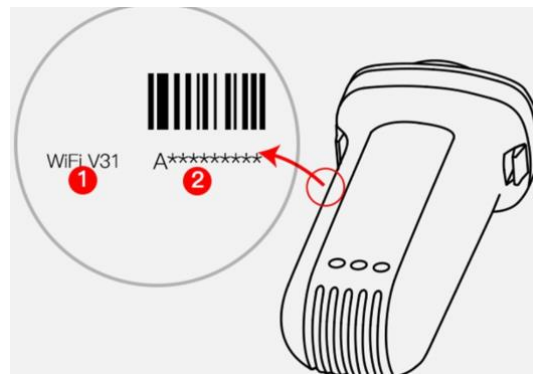


## Password for SG Network - Checklist

Sungrow constantly releases firmware updates to improve user experience. The latest firmware for the Wi-Fi Dongles enables a new feature i.e. password protection. This feature requires a password to be entered to be able to connect to the Wi-Fi Access Point (SG network) which once connected, can be used to reconfigure the internet connection, or access the inverter locally.

If a password is required to connect to the SG network is **S/N (serial number) of the Wi-Fi communication module** (e.g. WiFi V31) which can be found on the side of the dongle itself.



- 1 indicates the model of the dongle
- 2 indicates the SN, starting from **A** or **B** followed by **10 characters**

If the connection is unsuccessful, please follow the checklist below:

Checklist	Yes/No
Has the dongle SN been used as the password?	
Has the number starting from <b>A</b> or <b>B</b> i.e. <b>A/Bxxxxxxxxxx</b> been used?	
Was the letter entered in upper case?	
Has a different phone been used to connect to the SG network?	

***If the above checks do not resolve the problem, the installer may lodge a warranty claim for the Wi-Fi dongle.***

If the issue persists after following above procedures, please contact Sungrow Service Department on 1800 786 476 or email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au).