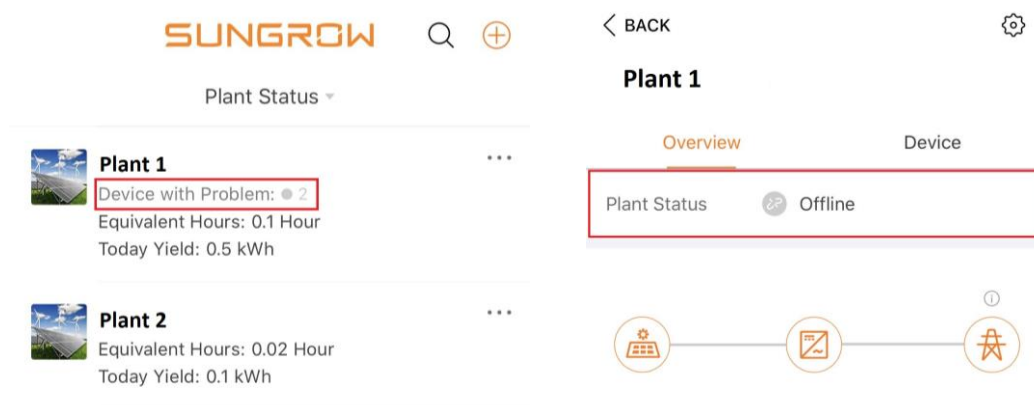


Plant Offline (Wi-Fi) - Checklist

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 customers 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.

There may be cases where no data is visible on the iSolarCloud APP. In such scenarios, the plant will show “Device with Problem” (with a grey dot) on the home page and plant status will be “Offline”.



This status indicates that the inverter has lost connection to the home internet hence, no data is available. However, your inverter is still working. This can occur due to a few reasons, them being:

1. There are issues with the Wi-Fi signal from the internet router. For example, weak signal or incompatible signal.
2. The internet password / the router itself has been changed.
3. The inverter is turned off.

Before attempting to reconnect, it is helpful to understand the Sungrow Wi-Fi devices and their functionality.

Depending on the model, Sungrow Inverters either come with a Wi-Fi dongle or an eShow Screen that plugs into the bottom of the inverter, both of which can be used to connect the inverter to the internet wirelessly. **These Wi-Fi accessories are only compatible with a 2.4GHz signal.**



Moreover, the Wi-Fi dongles also have three indication LEDs:

- **RUN** – Power Indication
- **COM** – Wi-Fi Connection Indication
 - Flashing – Not connected to the home router
 - Solid – Successfully connected to the home router
- **NET** – iSolarCloud Server Connection Indication

Once all three lights are ON, data on the iSolarCloud APP should be visible within 5 to 10 minutes.

As for the eShow Screen, it does not have any indication LEDs however, it connects to the internet through the same process.

To reconnect the inverter to the iSolarCloud server, the Wi-Fi device can be reconfigured by following the steps in the video below:

- [Wi-Fi Reconfiguration](#)

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.

If the reconfiguration steps do not work, please follow the checklist below to deduce the issue.

Test procedures	Yes/No
Is the internet router within 10m of the inverter?	
Is the signal from the router 2.4GHz ?	
Has the signal strength been tested to be strong?	
Has the Wi-Fi device been unplugged and plugged back in?	
Has the Wi-Fi reconfiguration been done?	
Is the green COM LED solid on after the configuration? (Dongle)	
Does the orange NET LED come on after the reconfiguration? (Dongle)	
Has the Wi-Fi reconfiguration been attempted on a different phone?	
Can the dongle connect to the mobile hotspot of the phone?	

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

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.