

## Enable Remote Maintenance - EyeM4 (WiFi)

### Disclaimer

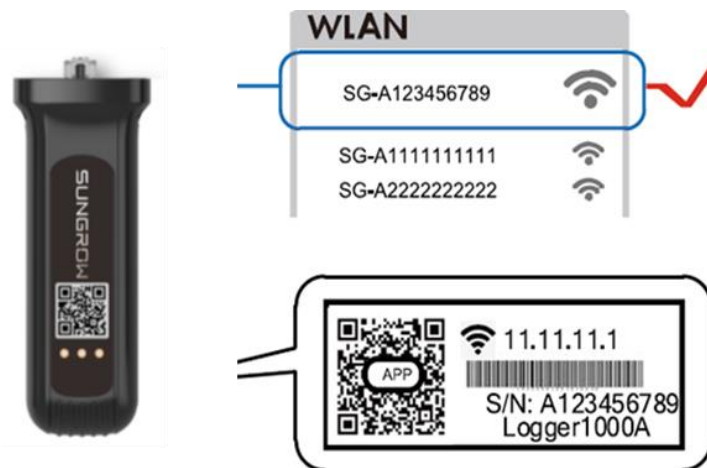
The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

The Remote Maintenance function enables installers and Sungrow to remotely log into the EyeM4 dongle in order to assist the installer check and adjust settings.

### It must be enabled.

The following will guide you through the process.

1. Create a plant on iSolarCloud by scanning the QR code on the dongle
2. Using your Laptop, Tablet or Smart Phone, open your WiFi settings and connect to the EyeM4 (SG network)

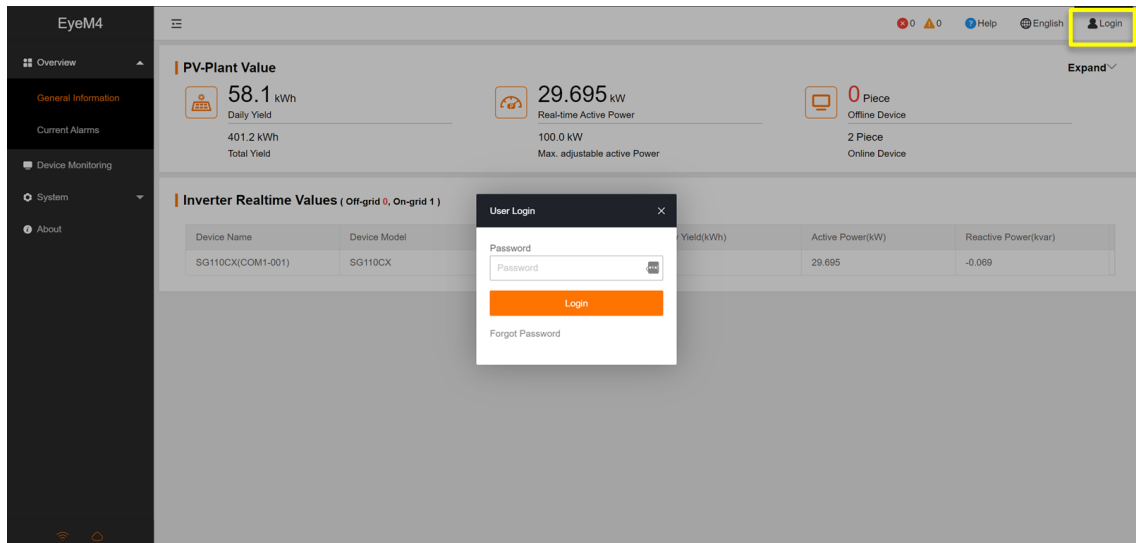


Picture 1 – Dongle serial number (SG network)

You are now connected to the dongle.

3. Open a browser and type **11.11.11.1** into the address bar.

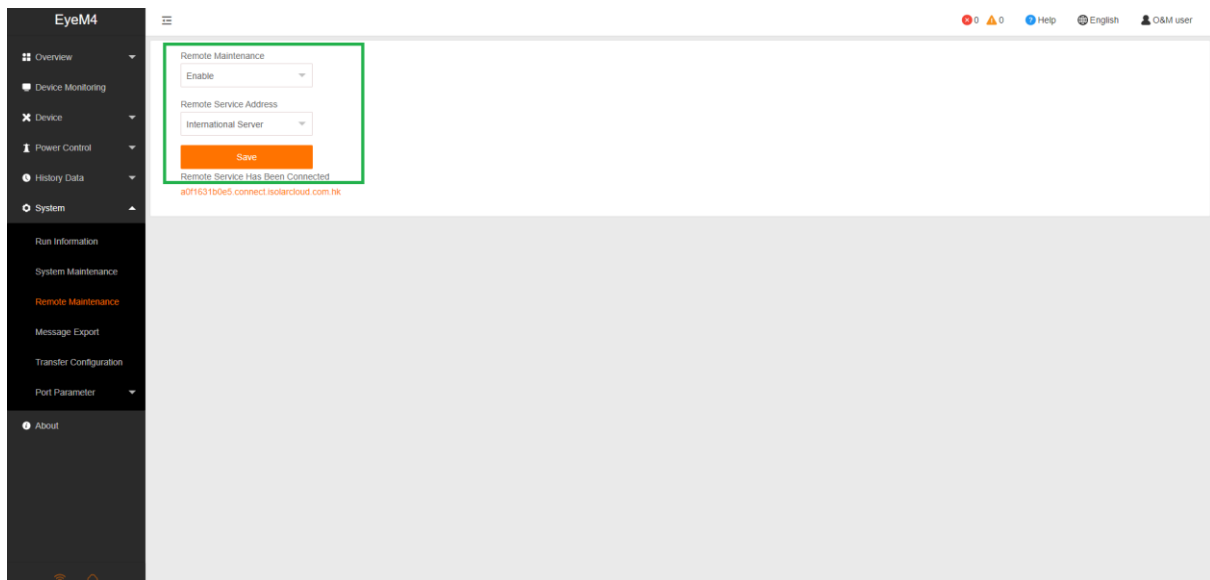
Tap “Login” at the top right corner and the password is **pw1111**



Picture 2 – Login screen of interface

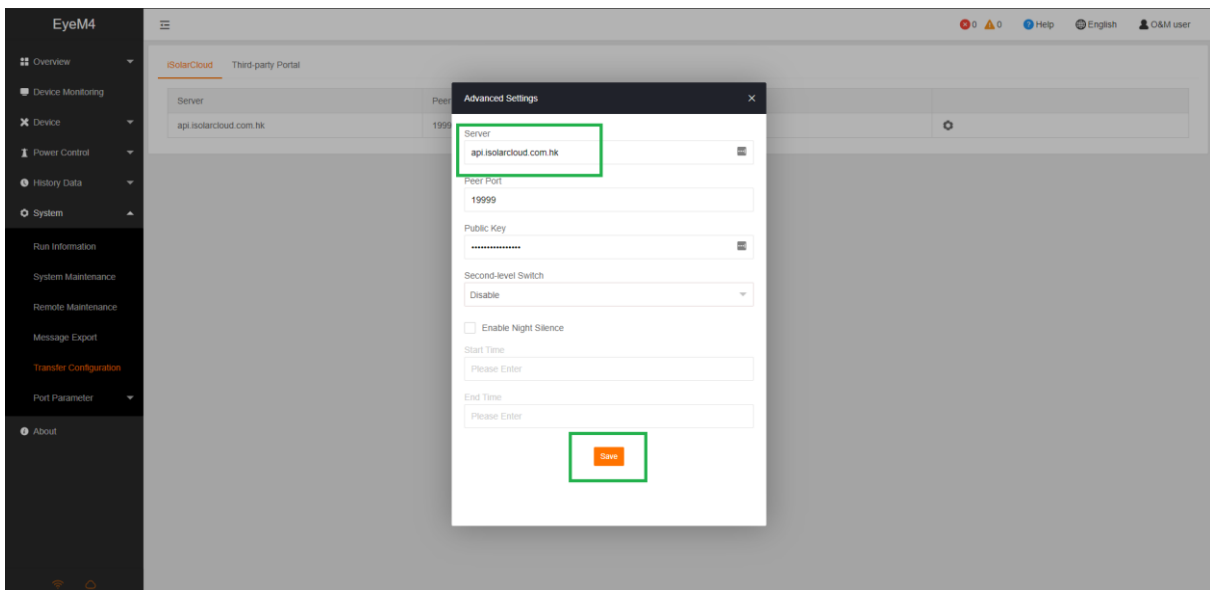
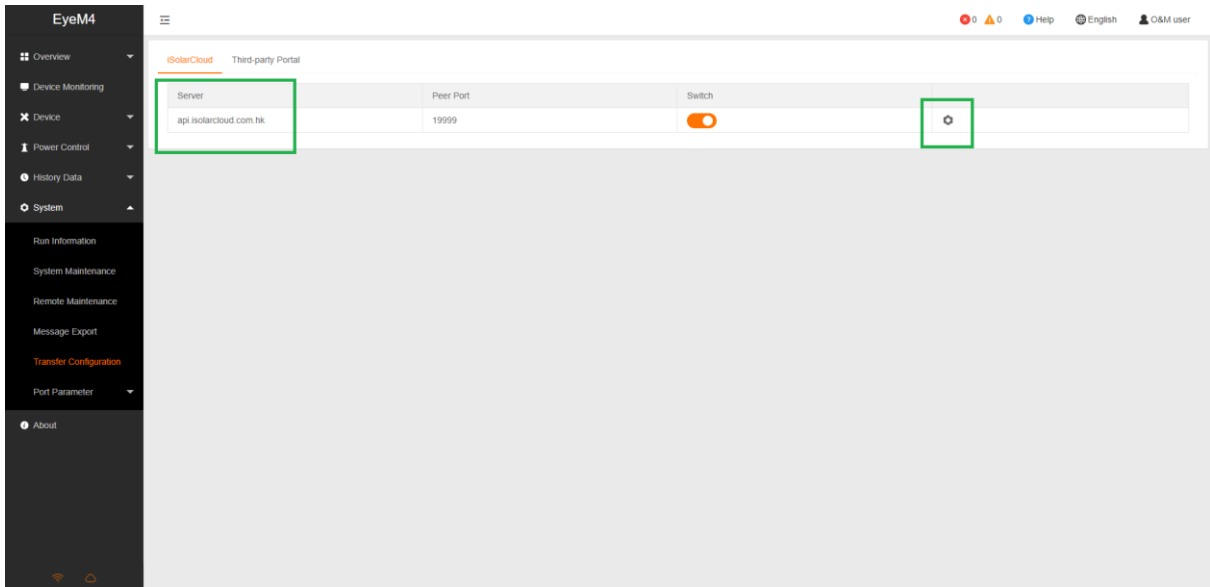
4. From the menu on the left, select ‘**System**’ > ‘**Remote Maintenance**’.

**Enable** the Remote Maintenance and set to “**International Server**” and Save



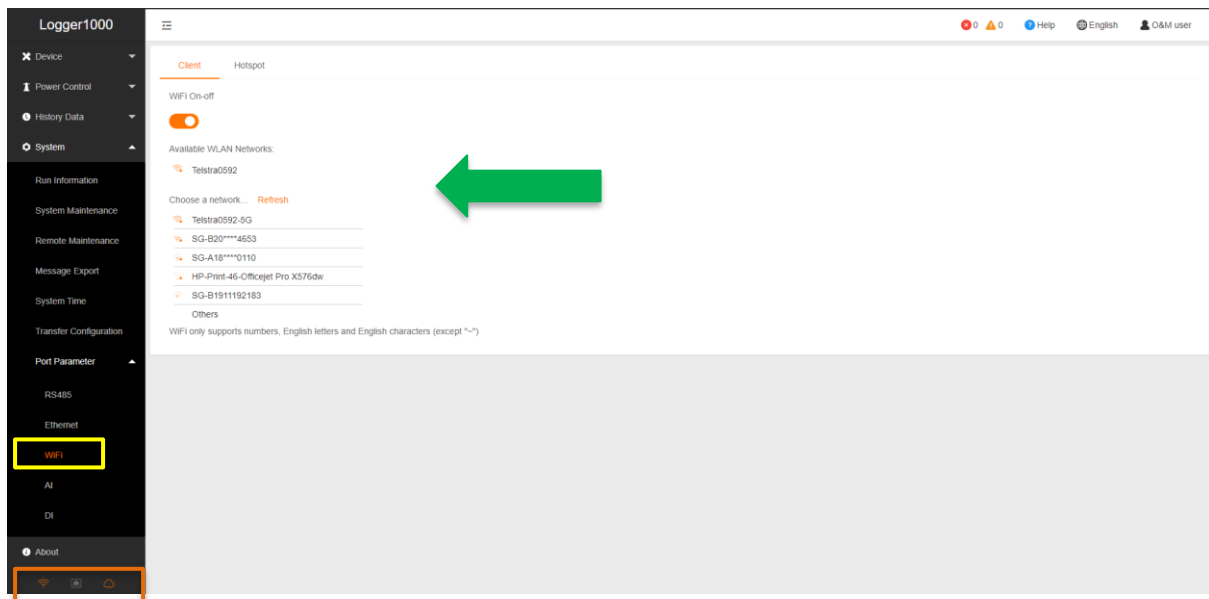
Picture 3 – Remote maintenance

5. Ensure the Transfer configuration is set to **api.isolarcloud.com.hk** (set by tapping the gearwheel on the top right)



Picture 4 & 5 – Select the correct domain

6. Select “Port Parameter” and connect to end user WiFi network (or ethernet if using Logger1000)



Picture 6 – WiFi List

Check that the WiFi (or ethernet) and Cloud icons are glowing orange.

***Always finish off by performing a firmware update.***

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](mailto:service@sungrowpower.com.au), Monday- Friday 9am - 5pm (AEDT).