

# Sungrow 4G Communication Module (EyeM4A) Quick Guide

Sungrow has developed various communication solutions for different scenarios. The 4G communication module (**EyeM4A dongle**) can be used when there is no WiFi available or to bypass the firewall settings. This document is intended to provide users with detailed information on the 4G communication module.

## 1. Basic Information of the SIM Card

The 4G communication module comes with a prepaid SIM card. The basic information of the SIM card is shown in the table.

SIM card type	Standard Micro SIM card
Network provider	<b>Vodafone and Optus</b>
4G data plan	30MB/ month
Duration	5 years from start date
Start date	First time when the SIM card is activated

Due to the limited data plan, it is recommended to install **no more than three (3) inverters** for normal monitoring and firmware update purpose. If there are **more than three (3)** inverters installed, the customer might need a new SIM card with bigger data plan (at least 10MB per inverter per month) or purchase a 4G modem.

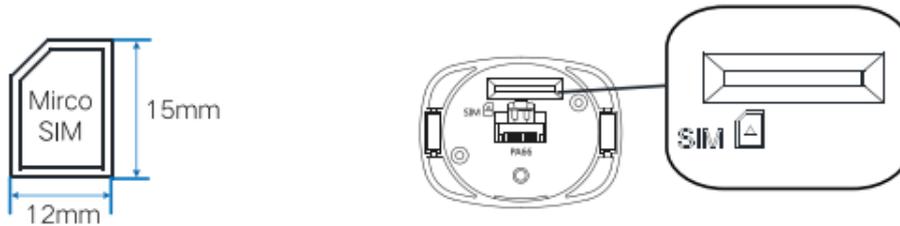
**If the site is out of the coverage of Vodafone/Optus network, the 4G communication module cannot be connected to iSolarCloud Server.** The customer might need a SIM card from different telecom operator (e.g. Telstra) which covers the area.

For any instance that the SIM card provided with the 4G communication module cannot be used, and customer needs to change to a different SIM card, please contact Sungrow for support.

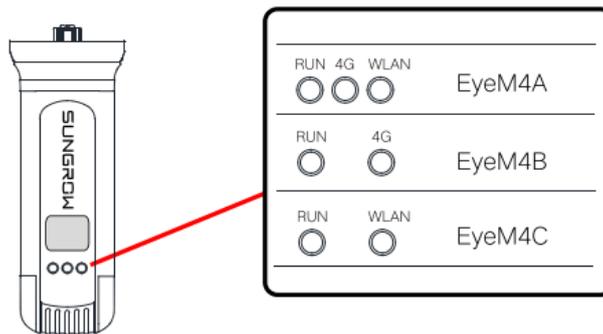
## 2. Insertion and Removal of SIM Card

**Insertion:** Identify the insertion direction according to the lower left corner of the card slot, insert the SIM card into the slot and push the card with the finger or a flat-head screwdriver until it snaps into place **with the “click” sound**.

**Removal:** Push the SIM card downwards with the finger of a flat-head screwdriver until there is **an audible “click” sound**, and then the SIM card will automatically pop up.



## 3. Status of the LED Indicators



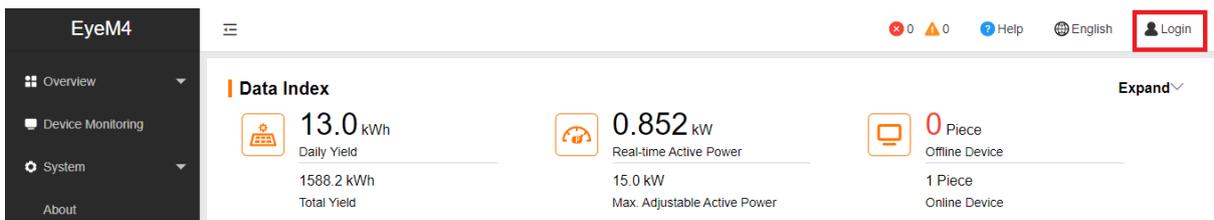
LED	Description	Color	Status Description
Running ( RUN )	Indicates whether the hardware and software of the module itself run normally	Flash (Green)	Normal operation
		Flash (Red)	Inverter fault
		Off	Module power-off
4G communication indicator (4G)	Indicates the state of communication between the module and the base station	On	Connected with the based station
		Off	Not connected with the based station
		Flash	Data exchange in process
WiFi communication indicator (WLAN)	Indicates the state of communication between the module and the router	On	Connected to the router
		Off	Not connected to the router
		Flash	Data exchange in process

#### 4. 4G Communication Module Setup

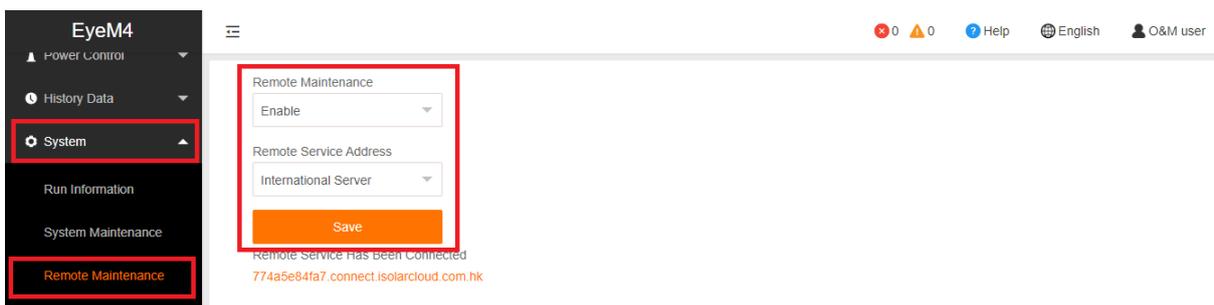
**Step 1:** Using your Laptop, Tablet or Smart Phone, open your WiFi settings and connect to the EyeM4 (SG network)



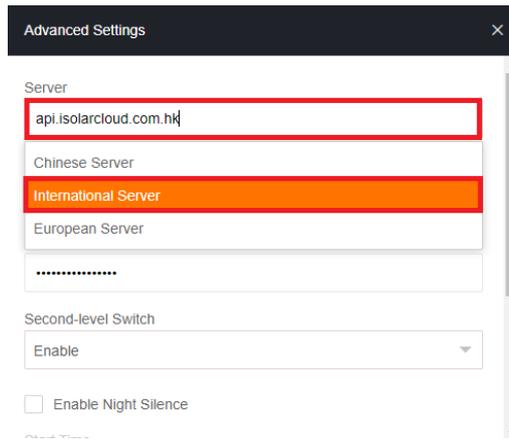
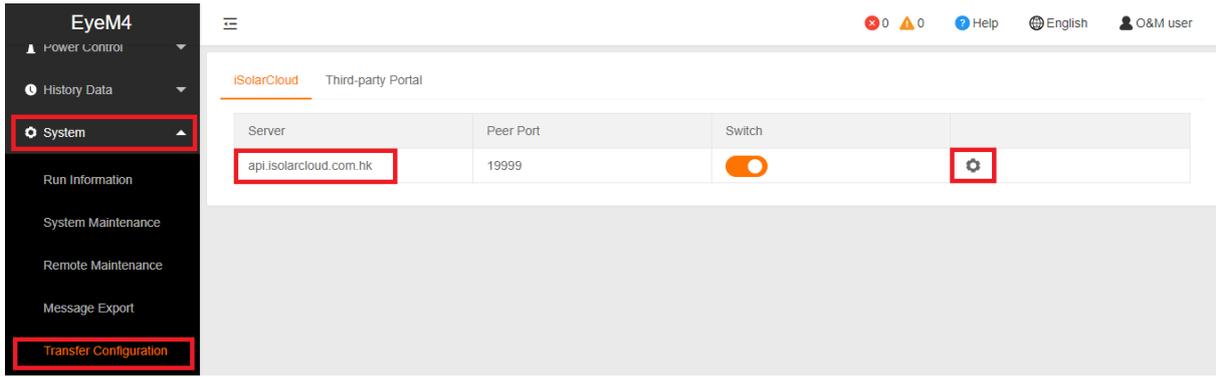
**Step 2:** Open a browser and type 11.11.11.1 into the address bar. Tap “Login” at the top right corner and the password is “pw1111”.



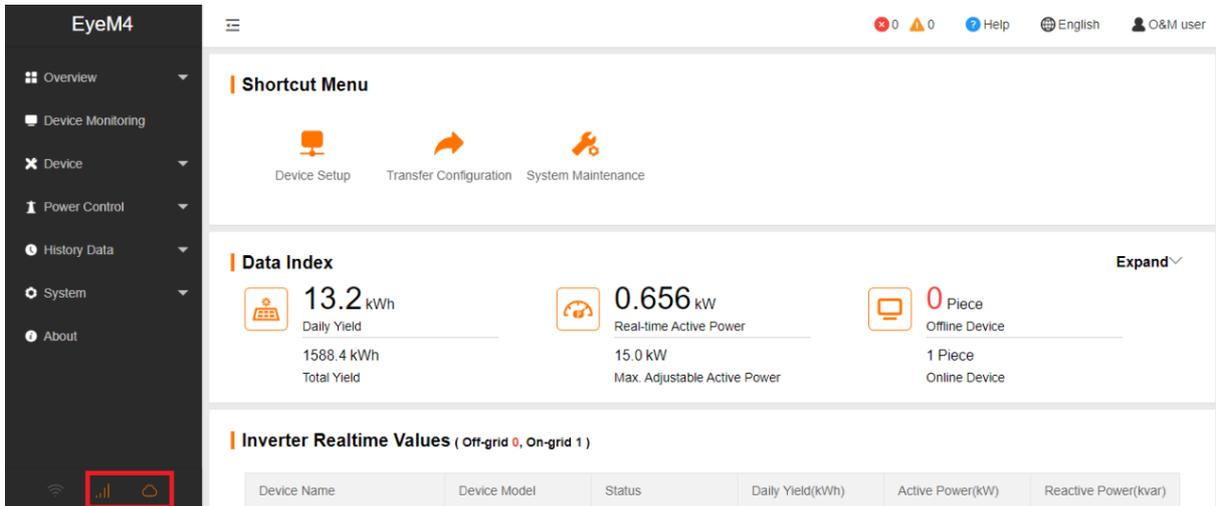
**Step 3:** From the menu on the left, select ‘System’ > ‘Remote Maintenance’. Enable the Remote Maintenance and set to “International Server” and Save.



**Step 4:** select ‘System’ > ‘Transfer configuration’ and ensure the server is set to **api.solarcloud.com.hk** (set by tapping the gearwheel on the top right and select International Server).



**Step 5: Check the 4G and Cloud icon are glowing orange.** If they are, means the 4G communication module has successfully connected to the iSolarCloud.



If there are any issues, please 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).