SUNGROW

Wi-Fi Module & App
Quick Installation Guide

This guide mainly describes:

1) the installation of Wi-Fi module to Sungrow string PV grid-connected inverters, including SG2K-S, SG2K5-S, SG3K-S, SG3K-D and SG5K-D.

2) the Wi-Fi configuration via the SolarInfo Home App.

For more details, visit http://en.sungrowpower.com. Click "Products" - "Accessories", choose "SolarInfo Wi-Fi" and "SolarInfo Home" to view.

1 Installing the Wi-Fi Module

Step 1 Turn off the DC switch (optional). Disconnect the AC circuit breaker and secure it against reconnection.

Step 2 Loosen the screws and remove the waterproof lid from the RS485 terminal.

Step 3 Plug the Wi-Fi module into the RS485 terminal and fasten the screws with appropriate torque. Slightly shake it to determine whether it is installed firmly.
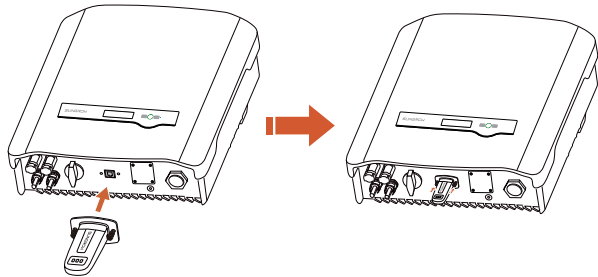
* Image shown here is for reference only. Actual product you receive may differ.

Step 4 Connect the external AC circuit breaker and then rotate the optional DC switch to the "ON" position.

2 Status of the LED Indicators

LED Definition	Status Description
RUN (blue): Indication for module running	• On: the module is normally running • Off: the module is not running
COM (green): Indication for router connection	• On: successfully connect to the router • Flashing: trying to connect to the router • Off: fail to connect to the router
NET (yellow): Indication for server connection or upgrading	• On: successfully connect to the data server * • Flashing: upgrading • Off: fail to connect to the data server

* Wait about 10 minutes after home router configuration, the inverter Wi-Fi can be successfully connected to the data server and the NET indicator will be on.

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3 Installing SolarInfo Home App

Download the SolarInfo Home App and install it into your smart phone. You can select the App version for iOS or Android. The figures in this document have been created for Android system with SolarInfo Home V1.3.5. The figures and descriptions are for your reference only.

For iOS

Scenario 1

Use your smart phone to scan the QR code as shown on the right to download and install the App.

For iOS

Scenario 2

The address for downloading SolarInfo Home App is https://itunes.apple.com/us/app/solarinfo-home/id906260039?l=zh&ls=1&mt=8.

Scenario 3

Search for SolarInfo Home in your App Store to download and install it.

For Android

Scenario 1

The address for downloading SolarInfo Home App is http://www.solarinfobank.com/app/list. Choose the Android version.
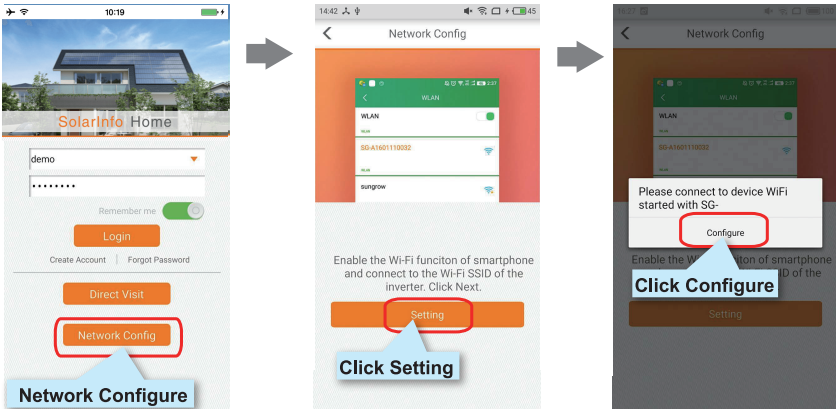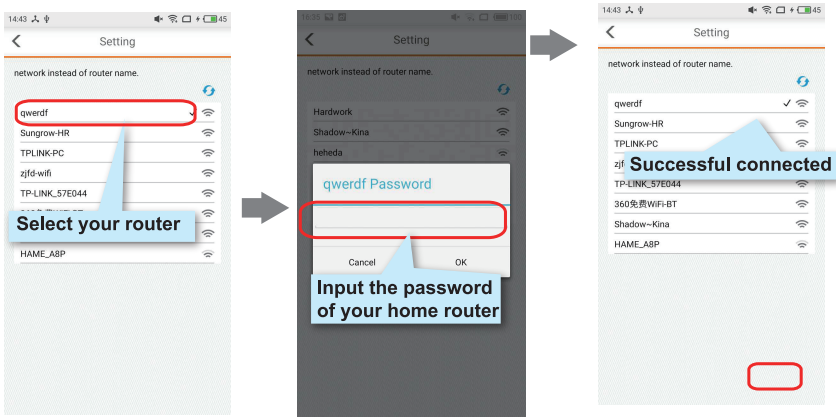
For Android

Scenario 2

Use the scanning function of the Play Store or Explorer in your smart phone to scan the QR code to download and install the App.

4 Network Configuration

Step 1 Connect your smart phone to the inverter's Wi-Fi SSID started with SG-. After successful connection, return for the next step.

Network Configure

Click Setting

Click Configure

Step 2 Connect the inverter Wi-Fi to the home router.

Select your router

Input the password of your home router

Successful connected

- To perform the configuration, make sure that the Wi-Fi signal of the router can cover where the inverter is located, so the communication signal between the router / smart phone and the inverter will be good.
- SolarInfo Home App supports two modes: "Remote [Login]" and "[Direct visit]".
- To use the remote "[Login]" mode, make sure that your smart phone can access the Internet.
- If the router's SSID or access password is changed, please re-connect the new Wi-Fi network.

5 Troubleshooting

No.	Question	Answer
1	Cannot find the Wi-Fi singal of the inverter	1) Check and ensure that the inverter has been powered on and the Wi-Fi module has been firmly installed with the RUN indicator lit. 2) Move your smart phone closer to the inverter to check if the search can be successful.
2	Cannot find the Wi-Fi network of the home router	1) Refresh the router list. 2) Move the router closer to the inverter and ensure that there are no metal materials between them. 3) Check and ensure that the router's SSID (Service Set Identifier, referred to as SSID hereinafter) is not started with "SG-". 4) Check and ensure that there are no advanced settings for the router. If you are not sure about it, reset the router to factory settings. 5) Ensure that the router supports the 2.4 GHz Wi-Fi and its Wi-Fi signal can cover where the inverter is located.
3	Cannot connect to the Wi-Fi network of the home router	1) Make sure that the router access password is correct. Note if there are capital and small letters. The password type should be WPA-PSK or WPA2-PSK and the length should be 8-31 characters. Check and ensure that there are no special characters, including &, =, %, +, " and \. 2) If user has changed router SSID or access password, please re-connect the inverter Wi-Fi to the Wi-Fi network of the router. 3) Try to move the router closer to the inverter and ensure that the distance is within the valid range. 4) If there is more than one router, their SSIDs should be different. If not, change the SSIDs. 5) Check and ensure that there are no advanced settings for the router. If you are not sure about it, reset the router to factory settings.
4	Cannot find any running data	1) Check the status of the NET (yellow) indicator. If it is off, please check whether the router can successfully access the Internet. 2) Check the status of the COM (green) indicator. If it is flashing or off, the Wi-Fi module cannot connect to the router. Please refer to the troubleshooting for question 3.

Note:
If all the above items are OK, but the issue still exists, please contact the after-sale service person.

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