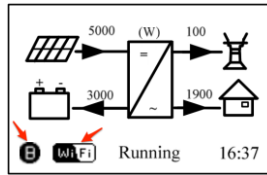


WiFi Setup checklist

1. For a quick WiFi setup, with the WiFi modules (WiFi-V21, WiFi-V22 and WiFi-V24) or eShow (built-in WiFi) plugged in to the inverter, then you can download the app (use **SolarInfo Moni** for the hybrid inverter SH5K, and use **SolarInfo Home** for Crystal inverters ending with -S or -D). If cannot download apps from the App store or the Google Play Store, or the app that you download is not the latest app (which has a network config option and in SolarInfo Moni shows the device model once you log in), click [here](#) to download the app.
2. Select one of the following options that fits your app and phone (each video is a couple of minutes long):
 - Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the **SolarInfo Moni app (iOS)**
 - Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the **SolarInfo Home app (iOS)**.
 - Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the network config button in the **SolarInfo Moni app (Android)**.
 - Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the WiFi config button in the **SolarInfo Home app (Android)**.
3. If the inverter connects to the router, but the data doesn't upload, then wait a while (about 10 minutes) to see if it does. If the inverter has been installed for some time, and the monitoring is set up afterwards, then it may take longer for the data to upload as the inverter stores data for a week.
 - For the SH5K hybrid inverter with WiFi modules (WiFi-V21 and WiFi-V22), you can also check to see if there is a steady Wi-Fi icon and a B icon on the SH5K inverter LCD. The steady Wi-Fi icon indicates that the inverter is connected to a local Wi-Fi network, while the B icon indicates that the inverter is connect to the SolarInfo Bank server.



- For SH5K hybrid inverter and crystal inverters with the WiFi module (WiFi-V24), you can also check to see if there is a steady COM light and a NET light. The steady COM light indicates that the inverter is connected to a local Wi-Fi network, while the NET light indicates that the inverter is connect to the SolarInfo Bank server.

LED Definition	Status Description
RUN (blue): Indication for module running	<ul style="list-style-type: none"> • On: the module is normally running • Off: the module is not running
COM (green): Indication for router connection	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • On: successfully connect to the data server • Flashing yellow: upgrading • Off: fail to connect to the data server

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

You can also check the last update time on [SolarInfo Bank](#). If there is a last update time, it means that the data is uploading and should complete.

4. Check the **signal strength of the inverter Wi-Fi network** when you are at the home router. If it is 50% or less, then the signal may be too weak and the connection may be unreliable. You may need to use a Wi-Fi extender halfway between the router and the inverter to boost the signal strength, or if using an SH5K inverter you can connect an Ethernet cable from the Ethernet port on the inverter to the router.
5. Failing that, try to reset the router and turn off the inverter, unplug the WiFi module or eShow (built-in WiFi) and plug it back in again. Also check to see if the port looks damaged, take a photo and send it to us.
6. If WiFi setup does not work you need to set up a WiFi Hotspot to test the WiFi module as shown on this video [here](#). To do a personal hotspot test, set up a personal hotspot, and on another device, do step 2, but connect to the hotspot.

Wi-Fi setup instructions for web monitoring

For the WiFi modules (WiFi-V21 and WiFi-V22), please follow up the below processes.

1. Make sure the WiFi dongle is plugged in.
2. Connect to the SG- WiFi network.
3. Go to 11.11.11.1 on a web browser.
4. Connect to your home router on that page under WLAN configuration. Enter in the key/password for the router. Check to see that there is a tick next to the router by refreshing the page. If using an inverter with an LCD, check to see if the WiFi icon changes from flashing to solid, and if a B icon appears next to it a few minutes later. The data should upload after that, usually within 5 minutes
5. Create an account on SolarInfoBank.com and login.

Please click [here](#) to watch the video for Sungrow Quick WiFi Setting.

For WiFi modules (WiFi-V24) and eShow (built-in WiFi), customers must use smart photos to set up and then access the web monitoring. Select one of the following options that fits your app and phone (each video is a couple of minutes long):

- Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the **SolarInfo Moni app (iOS)**
- Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the **SolarInfo Home app (iOS)**.
- Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the network config button in the **SolarInfo Moni app (Android)**.
- Click [here](#) to watch how to setup the WiFi network between the inverter and the home router via the WiFi config button in the **SolarInfo Home app (Android)**.