

Troubleshooting for WiFi setup via Apps

No.	Question	Answer
1	Cannot find the Wi-Fi signal of the inverter	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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.

If above steps have been checked and the issue still presents, please contact Sungrow service team.