



Sungrow solar monitoring - Complete setup guide

Sungrow Application setup.

Step 1

Prepare by getting your home WiFi network name and password and obtaining the Solar inverter serial number and password.

You will find the serial number on the side of your solar inverter. You will know it is the correct serial number because it will have a password directly below it. For example:

Serial number: A181 XXX XXXX (the letter A followed by ten numbers)

Password: XXXXXXXX (eight numbers)

It may be easier to take a photo of this sticker.

Step 2

Download the **iSolarCloud** app onto a smartphone or tablet. Do this by going to either the Apple app store or the Google android store on your phone or tablet.

Step 3

Open the application and begin the registration process. During this process, you will be asked to enter your email address. Directly after entering your email address, you will be asked for a code. Please check your email for this code – it has been sent to your email as soon as you entered your email address.

Once you have entered the code, please continue to follow the onscreen instructions. The application has changed several times over the past year and instructions are difficult to document, however following the onscreen instructions should be easy.

This setup process should take you through the WiFi connection process. If you have difficulty with the WiFi process, we have attached a set of instructions to the bottom of this guide to step you through.

Please ensure you keep international settings

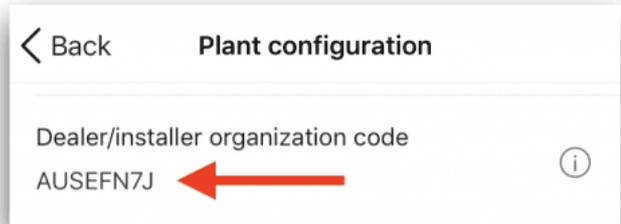
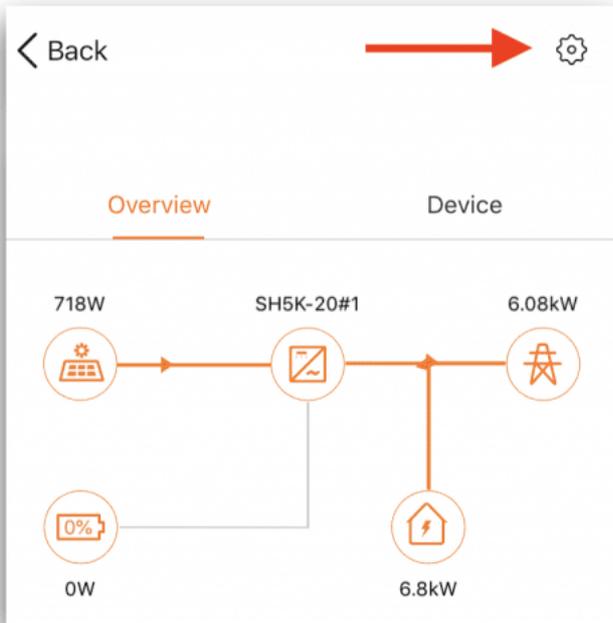
If you have a battery installed, please ensure you select the **'Residential Energy Storage'** option. If you do not have a battery installed, please select the **'Residential PV'** option.

Share your system monitoring with us

During setup you will also be promoted for an installer code. Entering this code will allow GI Energy to co-monitor your system and allow us to diagnose problems and answer your questions with more insight.

GI ENERGY INSTALLER CODE: **AUSEFN7J**

If you have completed setup, but have not shared your system with us, you can do this by clicking on the **settings** cog on the top right of the main monitoring screen, clicking on **plant configuration** and scrolling down to the **dealer/installer organisation code**:



Why should you share your monitoring with us? The simple answer is to that we can support you. If you have a question about your system performance, savings or the app itself, we will be able to see what you see. If there is a technical problem, we will be able to diagnose it faster so that we can resolve the problem quickly.

Rename your system

During the registration process, you will be prompted with the system name. The default system name will be the serial number. We ask that you add more information to the system name to help us find your system in our list. We suggest adding your first initial, surname and suburb to the serial number. For example:

A12345678 should be changed to **A12345678 – B.Builder – Brisbane**

If you have already set your system up, you can find the option to rename by going into the overview window and clicking the **settings** cog in the top right of the screen. Then click into **plant configuration** and tap on **plant name**.

VIDEO GUIDE TO READING SOLAR MONITORING

<https://youtu.be/deiclyO7kVw> (click this link or watch the video below)



Watch this video to learn how to use solar monitoring

This short walk-through of your iCloudSolar application will help you understand your new solar system:

- Solar production
- Total energy consumption of your home (Hybrid inverters only)
- Energy sold to the grid/Feed-in (Hybrid inverters only)
- Battery charge and discharge (Hybrid inverters with battery installations)
- Energy purchased from the grid after solar energy is consumed (Hybrid inverters only)

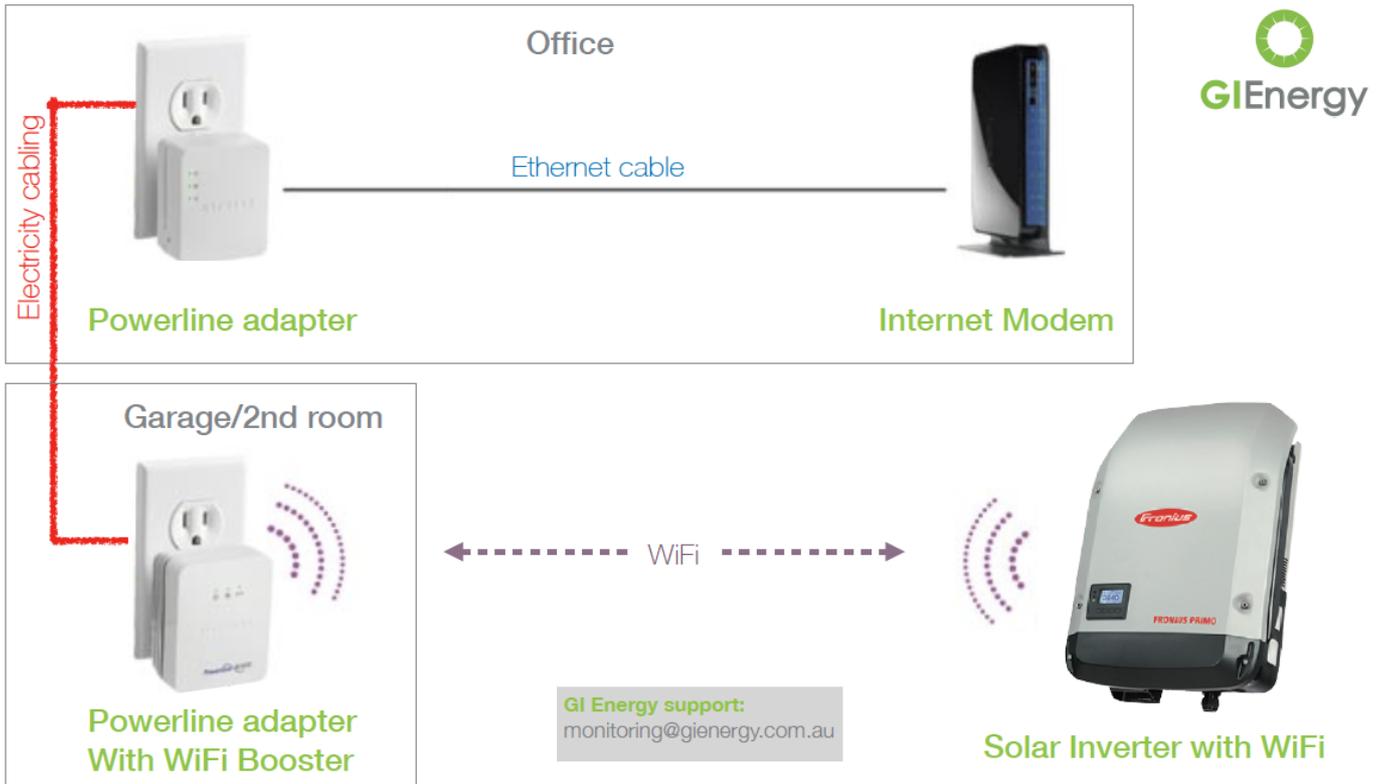
COMMON PROBLEMS IN SOLAR MONITORING

We've put together this quick guide to common problems.

If you've set up your monitoring application and there is no information being reported, there are several issues that you can check for:

1. You can go through the manual WiFi connection process to ensure your modem is talking to the solar inverter. Please see Step 5 in the first section of this page.

2. Check your plant configuration. You can find this on the app by clicking on the setting icon (Cog) in the top right hand corner above your overview. Go to plant configuration. If you do have a battery installed, you need to ensure your plant type is 'Residential Storage' if you do not have a battery, please ensure you have 'Residential PV' selected. If this setting is incorrect, the inverter cannot talk to the Sungrow website or your application.
3. If the above issues are not resolving your connection issue, it may be due to the strength of your WiFi connection between the solar inverter and your modem. If the distance between the modem and inverter is too great, or there are too many walls and obstacles between them you may need to install a WiFi booster for your home network. See the diagram below or [download a copy of this diagram](#) to take to your local computer retailer and purchase the WiFi booster.



To connect your solar monitoring when you have poor WiFi, ask for 'Ethernet over Power with WiFi'

These WiFi Booster kits are available from retailers like Harvey Norman, JB HiFi and Office Works and are typically \$100 - \$150. It's a good idea to ask if they have a return policy if they don't solve the problem.

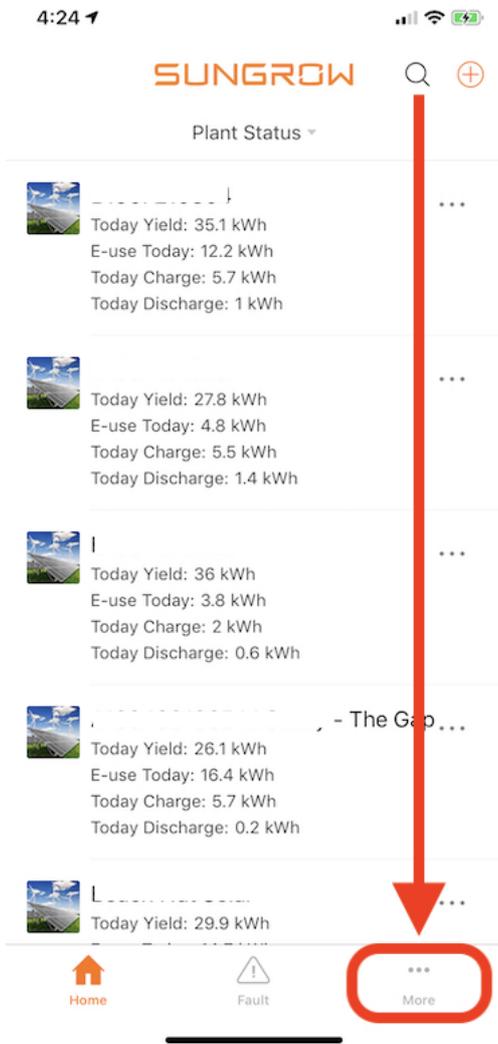
These kits are designed to create a second WiFi network closer to the solar inverter. The WiFi can also be used for general use at this end of your home. Set the WiFi Box up close to the modem. Once it is working, unplug it and plug it in to a power point as close the the inverter as you can.

Send us an email and we'll arrange a time to complete the setup of the Solar Inverter to your home WiFi network.

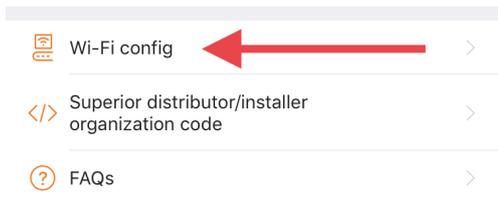
WiFi re-connection guide

If you did not complete the WiFi setup process during the initial setup, or if your WiFi connection has dropped out for any reason, please follow this process.

You can manually add your home WiFi connection by going to the home screen of the iSolarCloud app. On the bottom right corner, you will see a 'More' icon.



Click this icon and select the 'WiFi config' option and follow the onscreen instructions.



You will be asked to leave the isolarcloud app and go to your [phone or tablet settings](#) to find your WiFi connections. Look for the Sungrow WiFi network (starts with SG-XXXXX) and connect to it.

⊗ Inverter Wi-Fi is not connected

Please select the Wi-Fi (SG-*****) connection of inverter on the "Setup-Wireless LAN" panel of the iPhone.

Remark: ***** is the No. of the communication device



Once your device is connect to the Sungrow WiFi, return to the iSolarCloud app.

Follow the setup process and you will be asked to select your home network name from a list of available WiFi networks. You will need to enter your **home WiFi network password** to complete the connection.



Proceed through the setup wizard and you should be shown a message advising a successful connection.

< BACK

X CANCEL

SUCCESSFULLY CONNECTED

The Mobile Device Is Now Connected to the Inverter



NEXT

Once you see this screen - click next and exit the iSolarcloud app to return to your [phone or tablet settings](#) and change the WiFi back to your home network.

Note: If you've correctly connected your phone or tablet back to your home network, you should be able to do a normal internet search. If you can't, you may still be connected with the Sungrow WiFi network.

The final stage is to return to your iSolarcloud app and navigate back to the system. You may need to use the back arrows to get to this screen.

If you are still having problems connecting WiFi, read our troubleshooting guide for Sungrow WiFi networks.

<https://desk.zoho.com/portal/gienergy/en/kb/articles/sun>