

Sungrow Wi-Fi reconnection guide

Please Check Your 5G Modem Settings

- Make sure your modem is broadcasting a 2.4GHz Wi-Fi signal.
- If your modem combines 2.4GHz and 5GHz into one network name (band steering), contact your ISP to separate the bands. As our dongle just operates on 2.4Ghz, the mix band will cause dropping.
- Only 5Ghz will cause fail connection.
- The 2.4GHz network should use WPA2 or WPA3 encryption.

Check Signal Strength at the Inverter

- Stand near the inverter and check that your mobile device receives a strong Wi-Fi signal.
- If the signal is weak, try:
 - Moving the router closer to the inverter.
 - Installing a Wi-Fi range extender.
 - Connecting the inverter directly with an Ethernet cable (turn off WLAN Wi-Fi and enable DHCP).

Rule Out Router Issues

- As a test, try connecting the inverter to a mobile hotspot from another phone.
- If it connects successfully, the issue is likely with your router's settings or Wi-Fi coverage.

Following these steps should help get your plant online smoothly. If you continue to experience issues, please provide us with the details so we can assist further.

For a step-by-step visual guide, you can also watch this YouTube video:

<https://www.youtube.com/watch?v=iF0nQyjkucQ>