

EyeM4A 4G Version Configuration

Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

1. Update the EyeM4 (4G Version)

1. Using the laptop to connect the EyeM4 (WiFi)/Logger1000 **SG-** WiFi signal
2. Then, open the web browser, enter the **IP address 11.11.11.1**
3. Click Login and enter the password **pw1111**

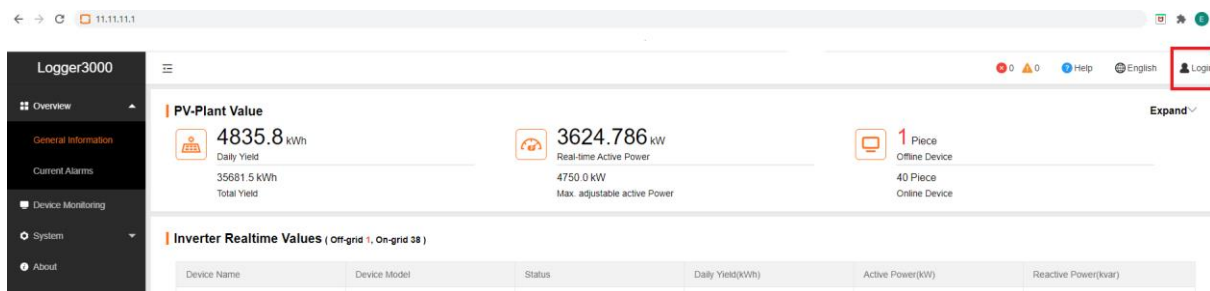


Figure 1 Local access the EyeM4 and Login

It will pop up the following option. Select the **System Maintenance**.

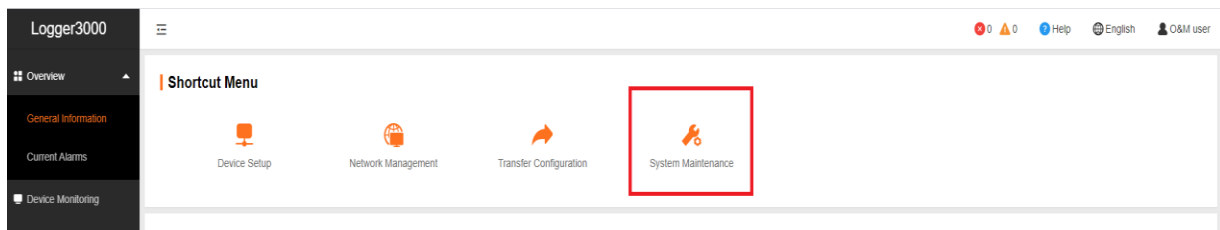


Figure 2 Select the System Maintenance

Then select the **System Update**

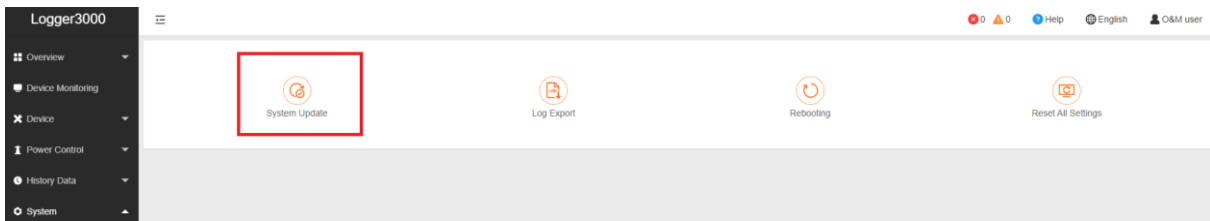


Figure 3 Select System Update

To download EyeM4 (WiFi) firmware, please click links [here](#) to download firmware

It will pop up a window to let you add the firmware file, you can select the corresponding file and click to update.



Figure 4 Select the file and Update

It may take a few minutes to update firmware, please wait while it is upgrading.

2. EyeM4 configuration

Select **System-> Remote maintenance**, enable the function and make sure the **Remote Service Address** is selected as **International Server**

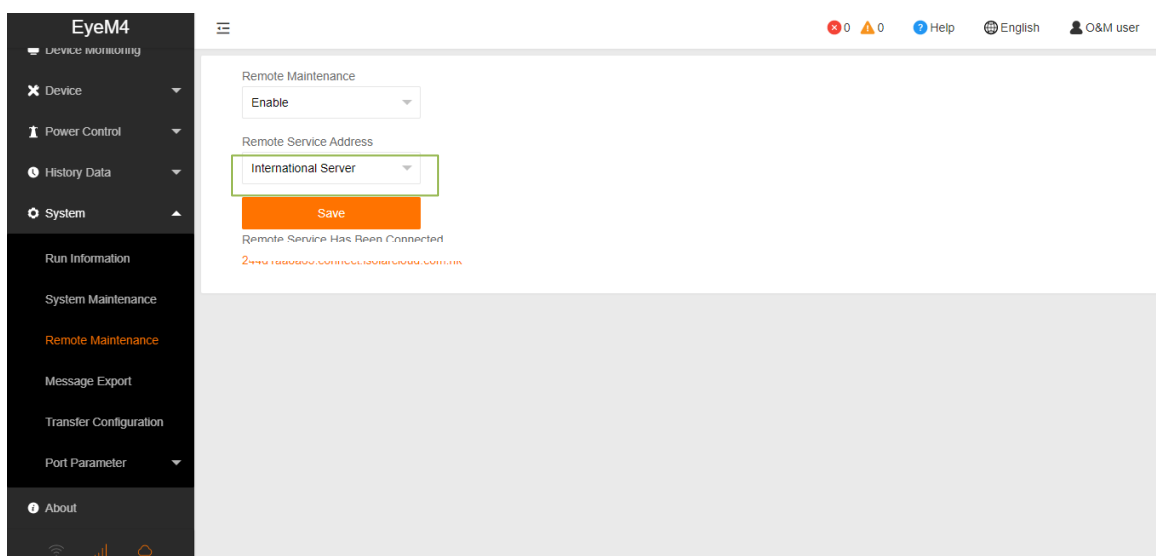


Figure 5 Enable Remote Maintenance

Then go to **System-> Transfer Configuration**, click the **Setting gear** highlighted in red to change the **Server Domain**. Please make sure the domain address is international server **api.isolarcloud.com.hk**

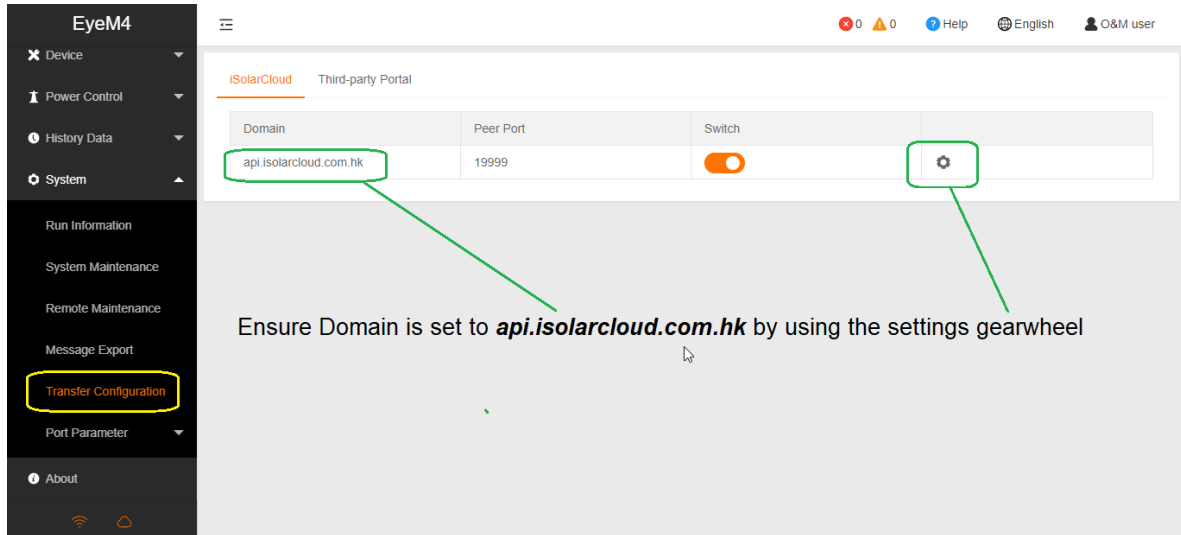


Figure 6 Confirm the domain is correct

After the above settings are finished, you can go back to the Remote Maintenance and check if there is an information indicating the EyeM4 connect with iSolarCloud server. Meanwhile, you can find a cloud icon at the bottom left corner, it means the EyeM4 is on iSolarCloud when the icon lights up.

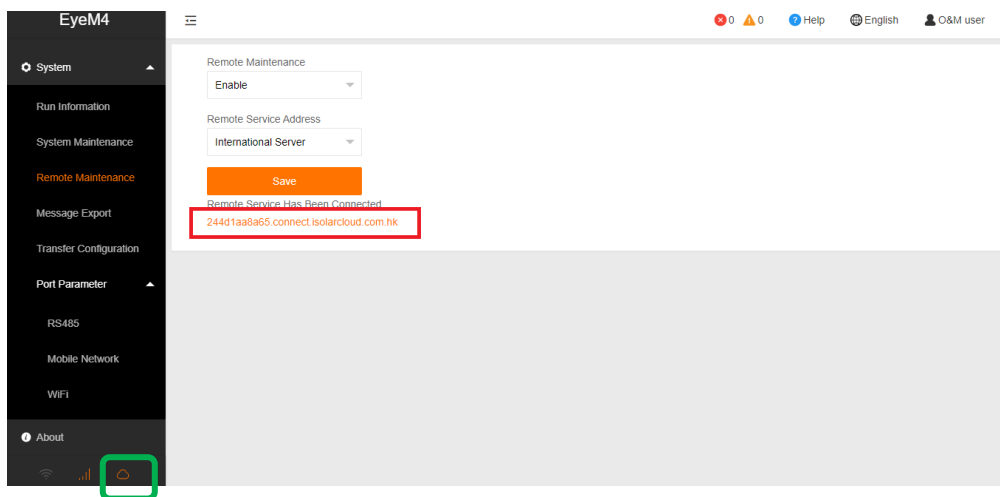



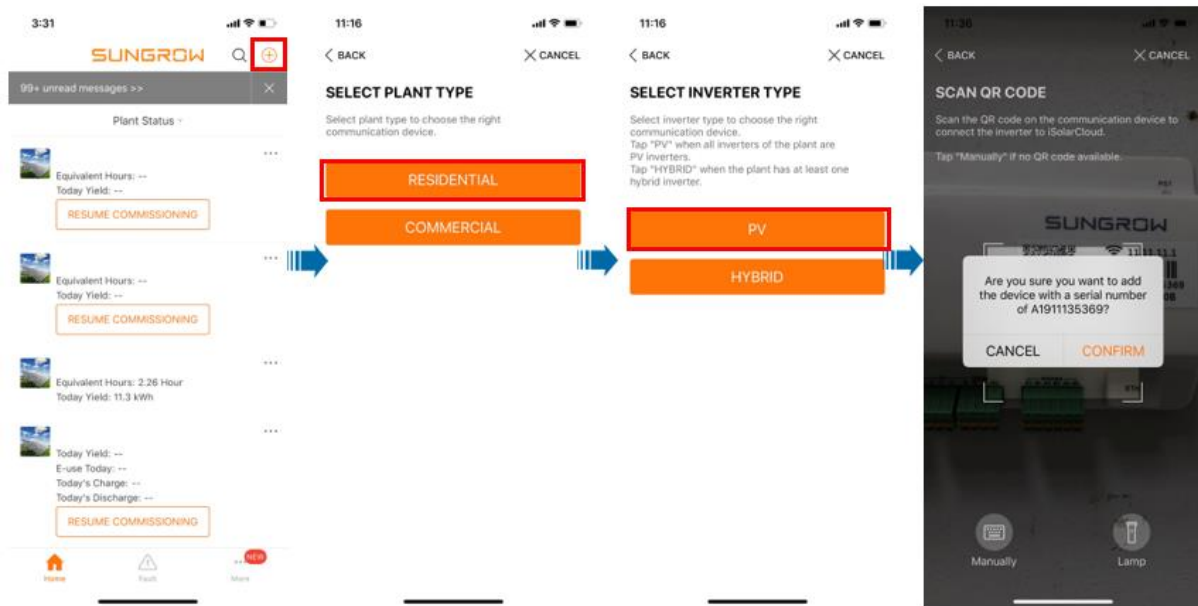
Figure 7 Check the system connecting with iSolarCloud

3. Create Plant on iSolarCloud

The iSolarCloud portal is available for the EyeM4 online monitoring. You need to create an iSolarCloud installer account if you do not have one, then you can create a plant to link with EyeM4 via the iSolarCloud APP.

Login your account and click “” on top right corner to create a new plant.

Create Plant -> Commercial -> PV ->Scan the QR Code of EyeM4.



Then you only need to enter the customer’s basic information, and the plant will be created in a few minutes.

If the issue persists after following above procedures, please take photos testing on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).