

INTERNET TROUBLE SHOOTING



Pay attention! this inverter has

2 USB-ports

Use the "WIFI" port



You have to use the same port if you use a LAN-dongle.

Is the Wi-Fi or LAN dongle plugged into the correct port as shown in the picture above?

Is the inverter switched on?

When using the wifi dongle:

When the red light is on, and the green light flashed every 5 seconds, than there is a connection.

(the green light is difficult to see, it shines through the housing of the dongle)

Is there a Wi-Fi signal from the dongle? You can check this by phone/laptop as the Wi-Fi sent out a network signal (Solax_*****).

Is this the case? Yes? Then the dongle works correctly.

After registration in to the monitoring system it can take up to 20 minutes before the inverter is been shown in the system. (dongle type 1= portal, type 2= cloud).

If there is no response in the monitoring-system after 20 minutes, then it is plausible that you have a problem in the home network.

The password and username can only consist numbers and letters without spaces or punctuations.

The distance between the router and the inverter must not exceed 10 meters in open space. The signal strength will be affected by barriers between inverter and router.

You can try to use your cell phone as a Wi-Fi-hotspot to find out if the problem is in the dongle/inverter or in the network.

Using a LAN-dongle:

If you use cable connected internet than you still have to use a LAN-dongle. It's not possible to connect the cable directly to the Wi-Fi/LAN port.

The LAN-dongle is plug&play.

When the green light is on, and the red light flashed every 5 seconds, than there is a connection.

When there is **no** connection the green light will be on, and the red light flashing every second.

You can check the cable an router by connecting a laptop with the internet, at the inverter side.

If you still have no connection with the inverter or laptop , then it is plausible that you have a problem in the home network.

