Troubleshooting Guide for Growatt Wi-Fi Modules

(Ver1.3)
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1. Introduction

There are four types of Wi-Fi modules, the difference is shown on below chart:

Difference	Old Wi-Fi	Wi-Fi-E(1)	Wi-Fi-E(2)	Wi-Fi-S
SN Begin	AHXXXXXXXX	4KXXXXXXXX	IUBXXXXXXXX	JPCXXXXXXX
Color	White	White	White	Black
LED	1LED	1LED	3LEDs(red,green,blue)	3LEDs(red,green,blue)
How to configure	Via built in webpage	Shinephone app	Shinephone app	Shinephone app/built in webpage
New and old time	Stop production at the end of 2015	Stop production in Sep.2017	Start in Sep.2017	Start in Q1, 2018
Latest firmware	4.0.0.0	1.1.2.3	1.1.1.9	1.7.6.4

2. Troubleshooting

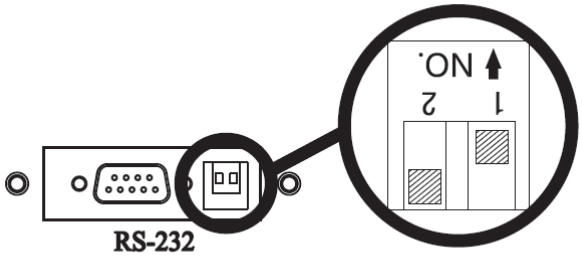
2.1 Wifi device is not powering on

There is a blue LED Indicator near the KEY position, take out the black cover to check its status.

If it is off, it means it is not getting power.

Picture2.1.1 blue LED

Solution: Some models((MTL-S) have a DIP switch at the right side of the RS232 port. Please turn the pin1 to ON status, and keep pin 2 OFF. Please refer to the following picture:



Picture 2.1.2 Turn DIP switch 1 ON to power on Wifi device

If DIP switch 1 is set to ON, and even if change another Wifi module, the indicator is still off, probably it is COM board problem, please change a new COM board.

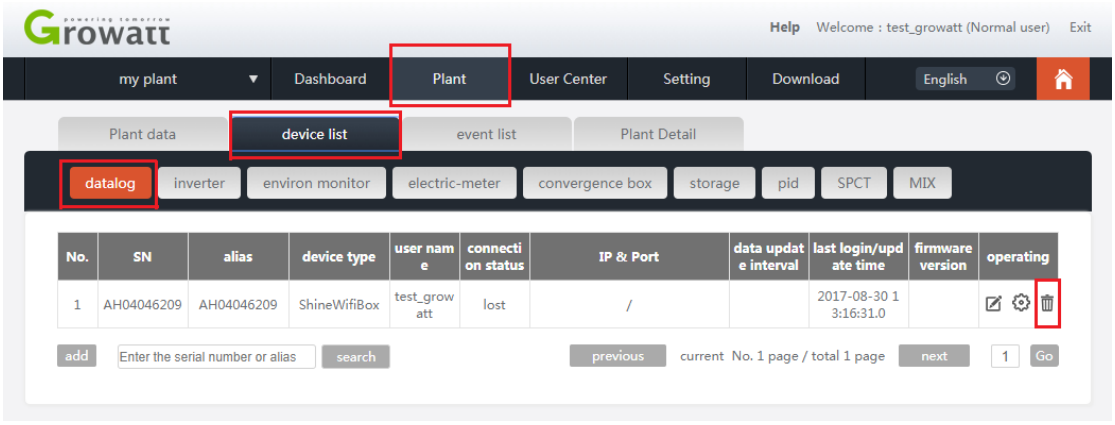
2.2 Datalogger already exist

When you are adding the data logger but it shows the message,it means the datalogger is already occupied by an account.

Solution: If you don't know which account is linked to this datalogger, please contact Growatt to find out. Another possibility is the data logger has two accounts, one of which was used to add the data logger, if you have the account, you can login to delete.

Steps:

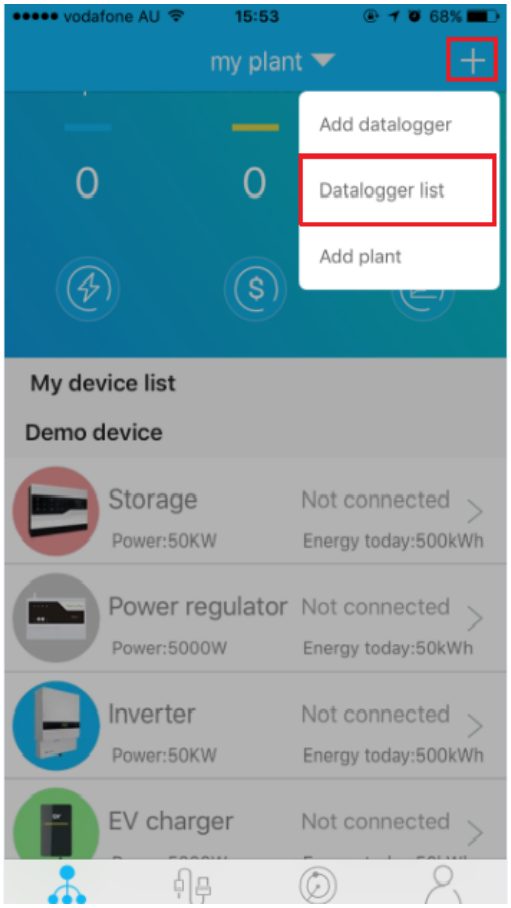
1) Visit server.growatt.com on your browser
2) Log in your account
3) Click Plant→ Device list→ Datalog→ Bin icon→ Yes, to delete the datalogger.



Or you can delete from Shinephone APP:

1) Open Shine Phone and log in your account

2) Go to the main menu
3) Click plus '＋' at the top right→ Datalogger list
4) Press-hold the interface and a new window will pop up→Click Delete datalogger or configure datalogger.



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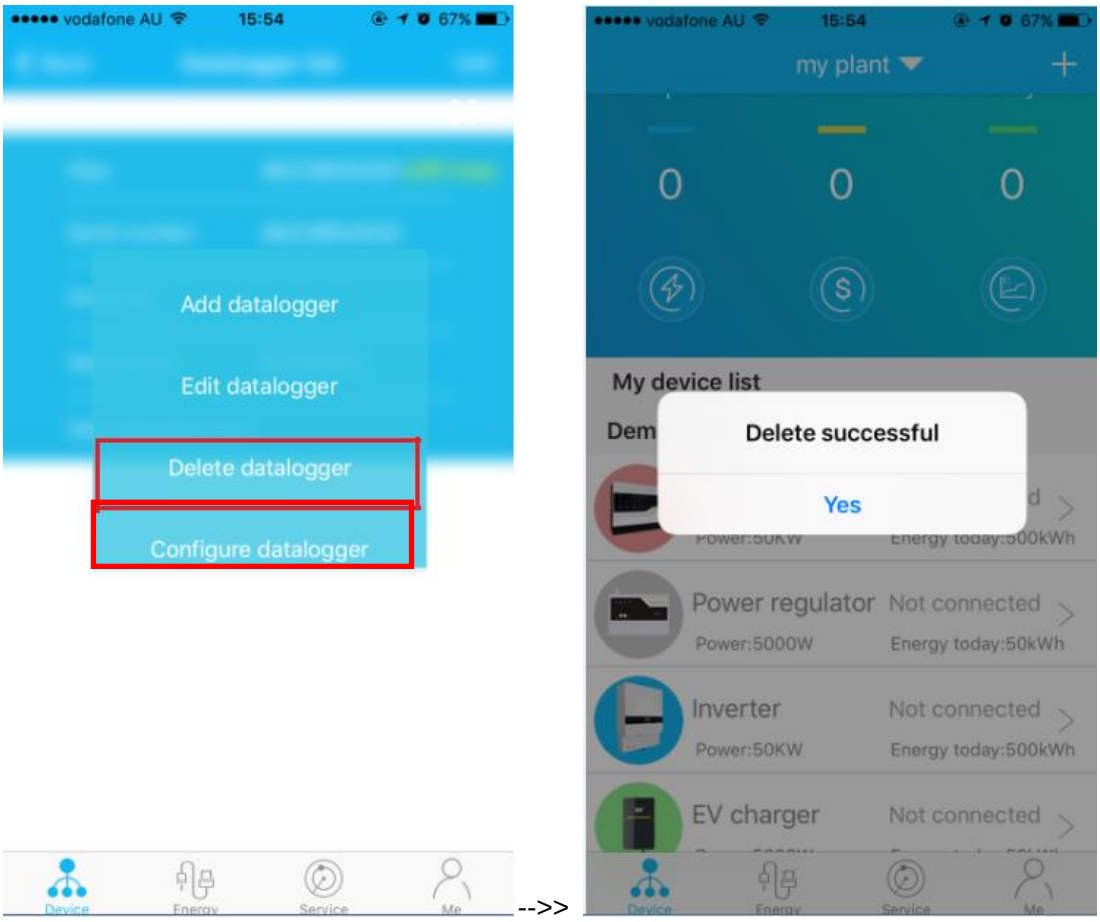
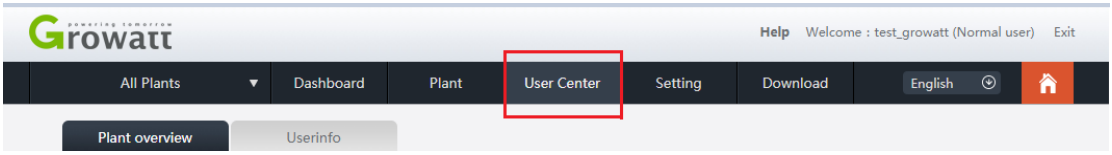


2.3 Connected successfully, but no device found



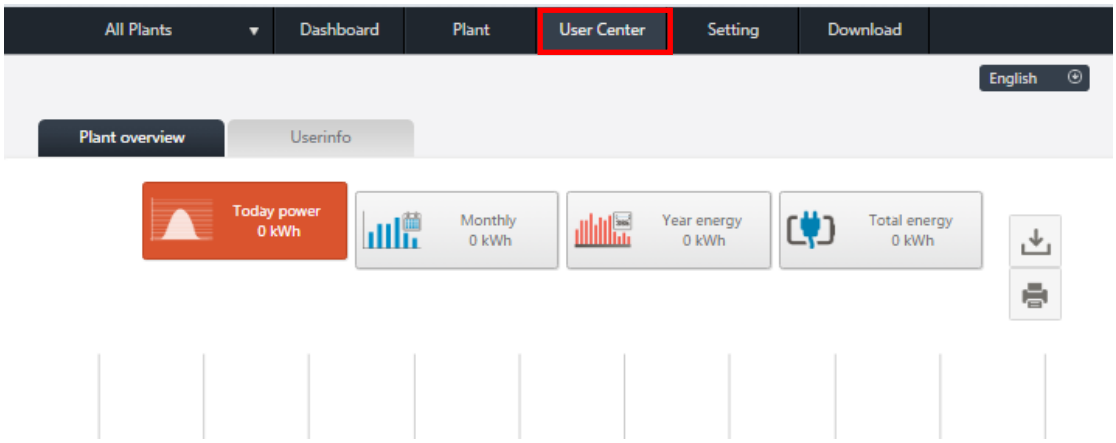
This problem will happen when you have a empty plant in your account.

Solution: Please delete the empty plant that has no device.

2.4 Time on the platform is wrong

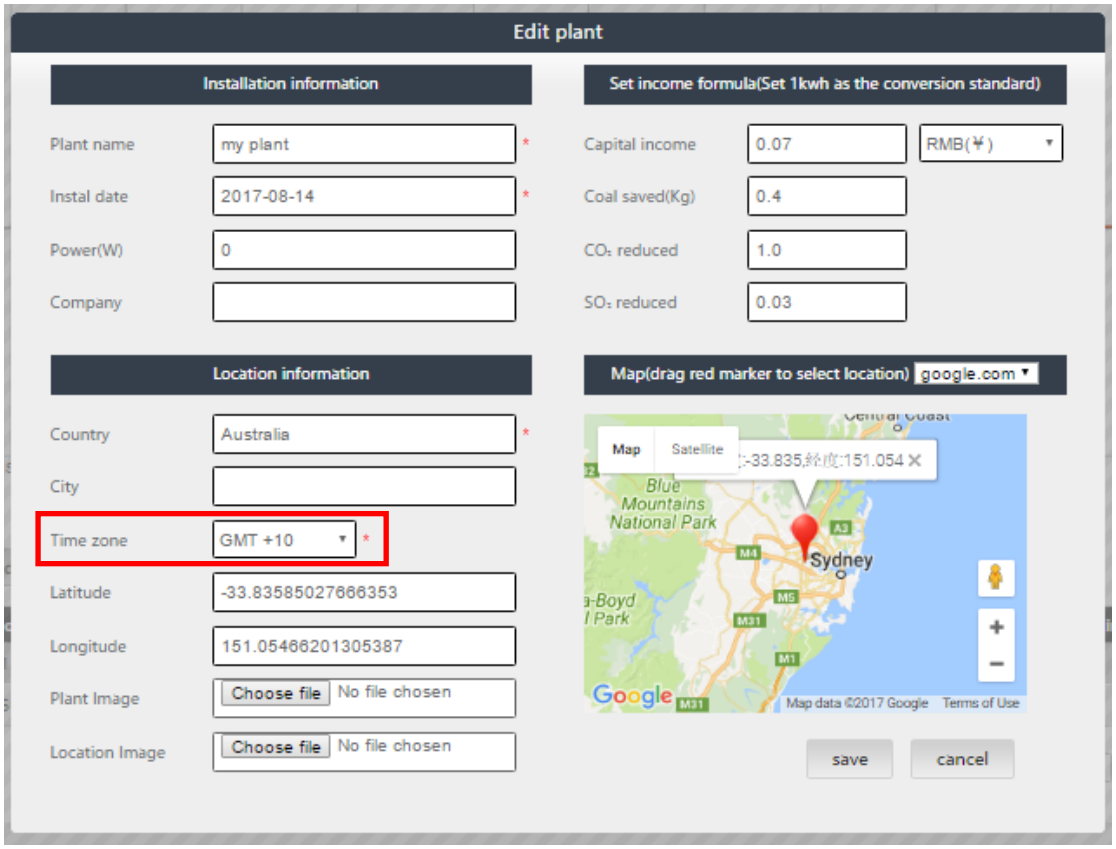
2.4.1 Check and change it on ShineServer web page

1) Please click on the user centre,



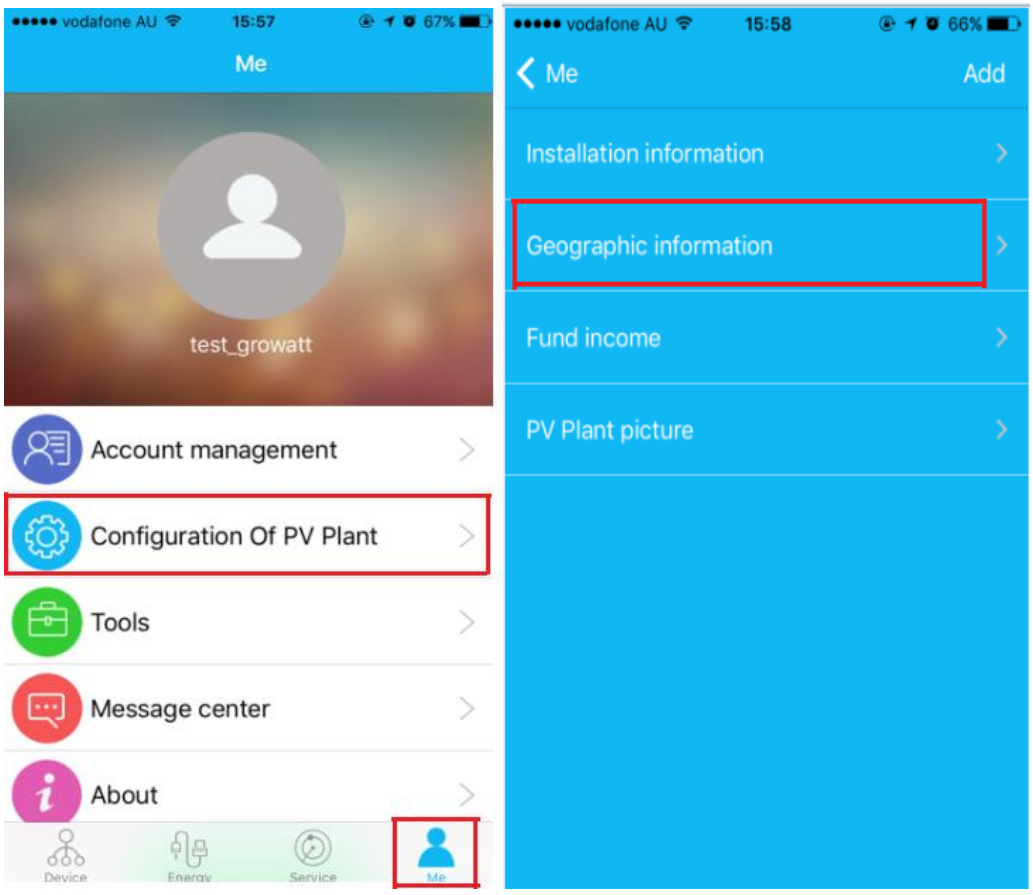
2) You will see the plant details on the bottom of this page. Click edit icon

3) Please change the time zone of the local area.
you can also edit the feed-in tariff rate in the “capital income”box, and change the location of your system.



2.4.2 Check and change it on mobile ShinePhone APP

1) Please find and click ‘Me’ at the bottom right→Configuration of PV Plant→Geographic information
2) Please find and click ‘Edit’ at top right
3) Now you are allowed to enter your location information



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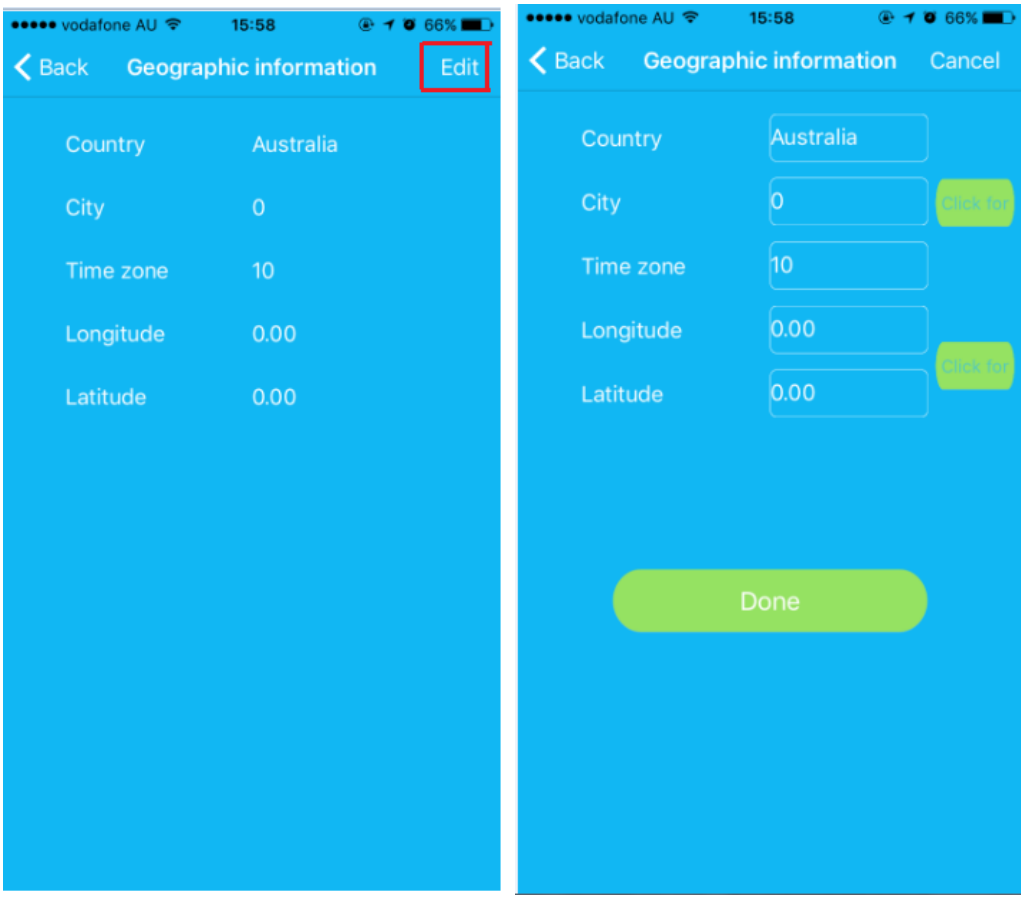


Note: WIFi-E has time synchronous function, everytime datalogger connects to network, will synchronize invert time automatically according to its time zone.

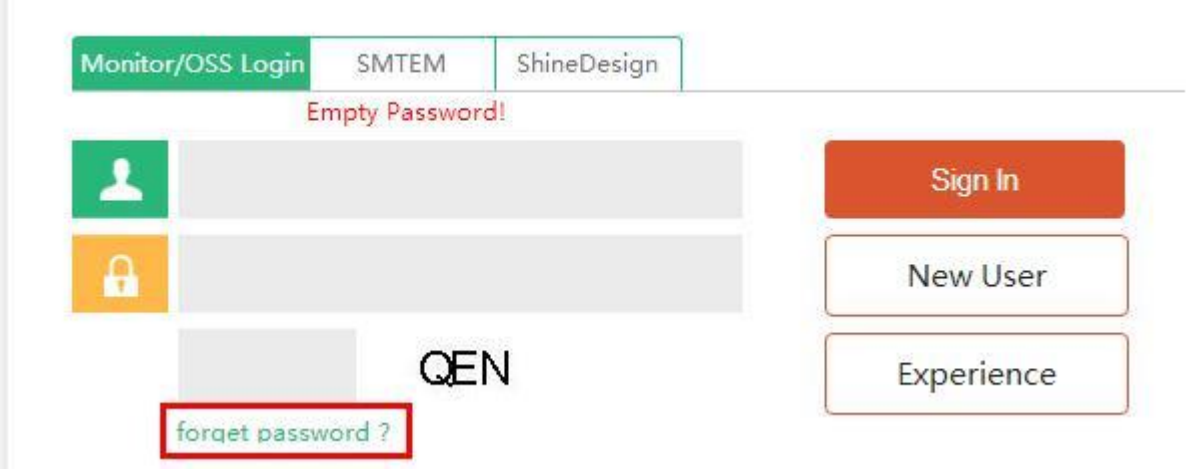
2.5 After resetting the password or replacing the router, the connection lost

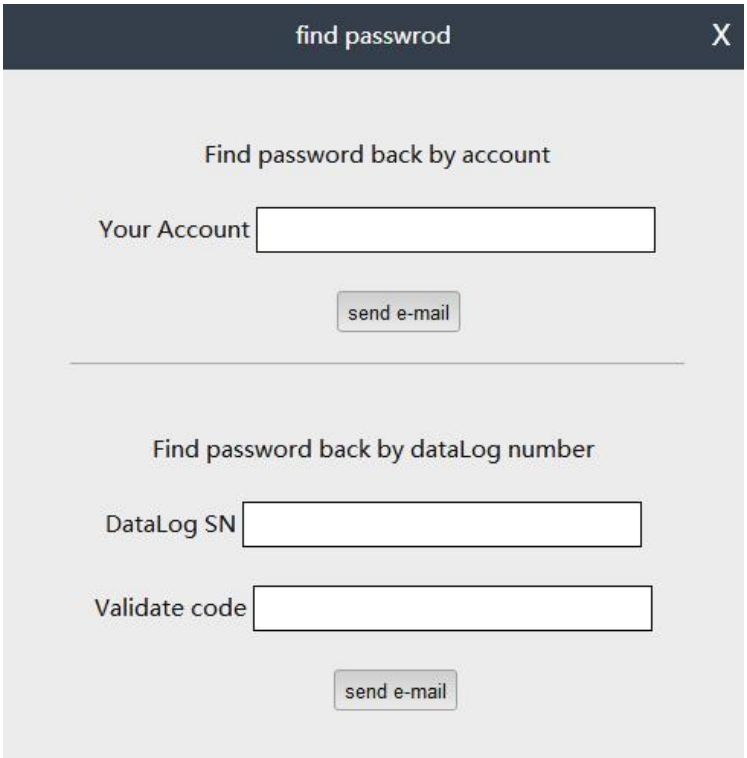
The shinewifi or Wifi-E device will lose connection with the router, when the router is reset or the password is changed.

Solution: Reset wifi-E through hold the “Key”button for 3 seconds until the LED light is steady.Then configure as the usermanual.

2.6 Forget server password

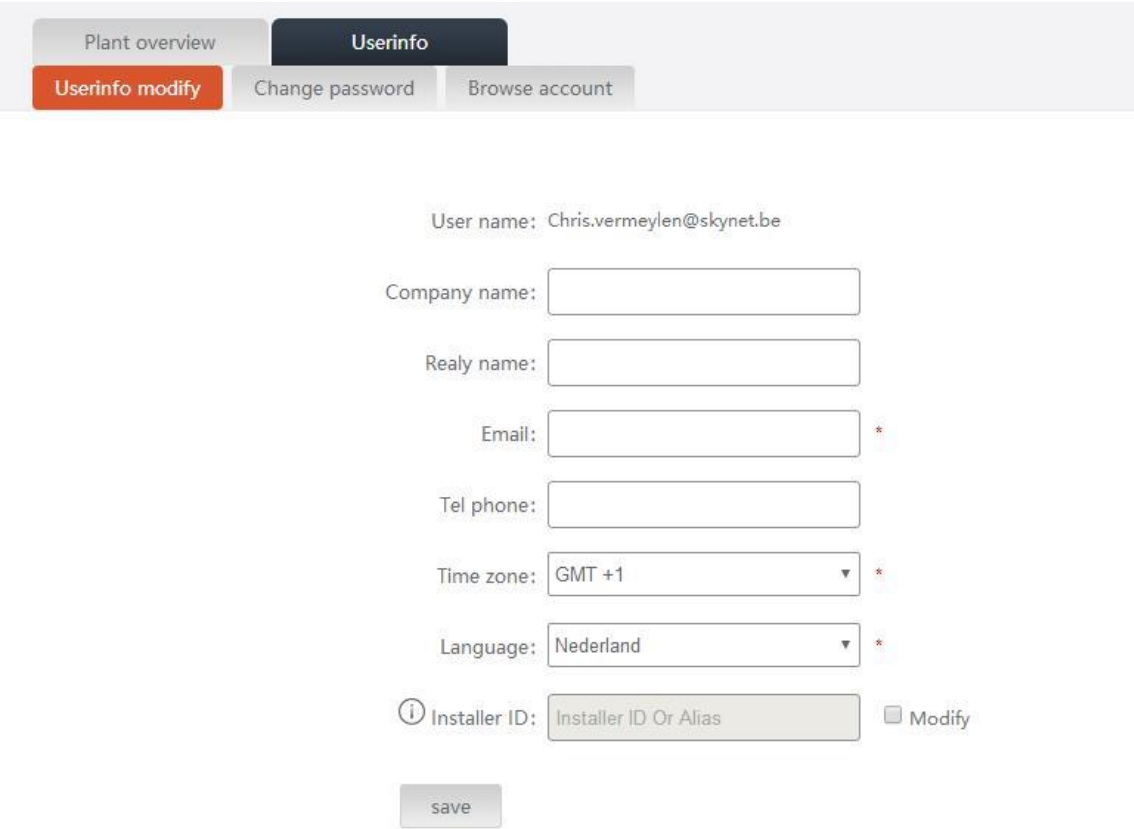
2.6.1 Solution: go to http://server.growatt.com/, click forget password, input your email or datalogger SN and check code to get the reset email.



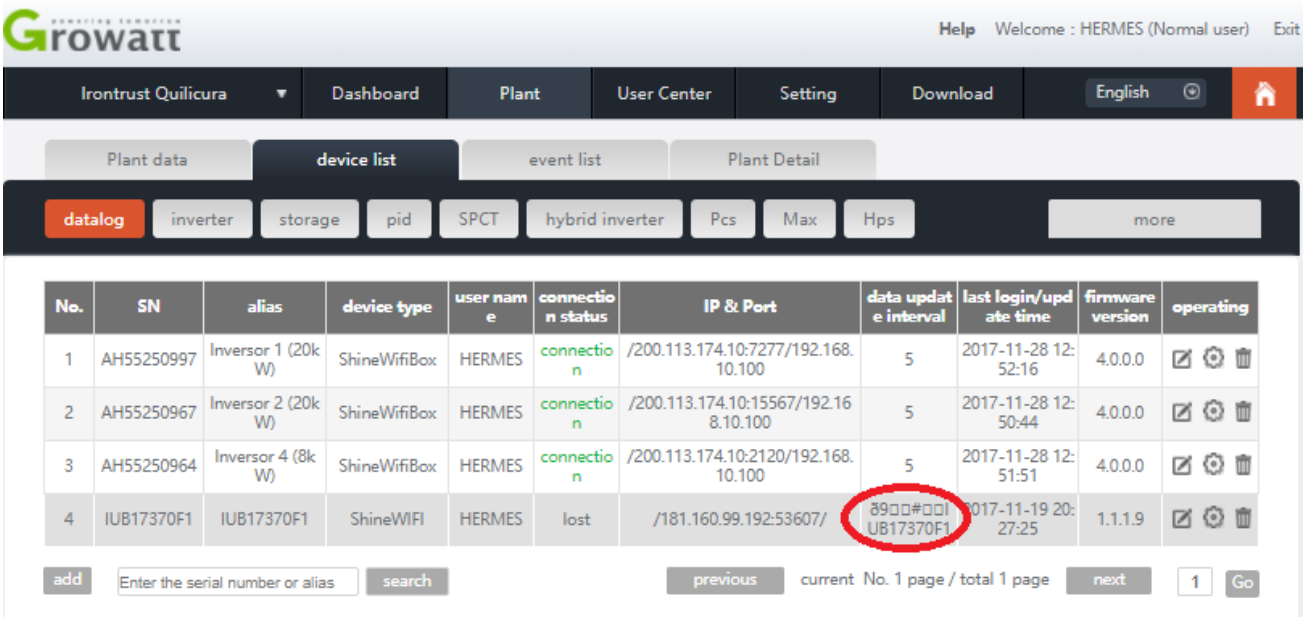


2.6.2 E-mail password forget too,can’t receive reset email.

Solution: Please contact your local seller or Growatt to reset it for you. After you got the new password,please go to user center to change your email.



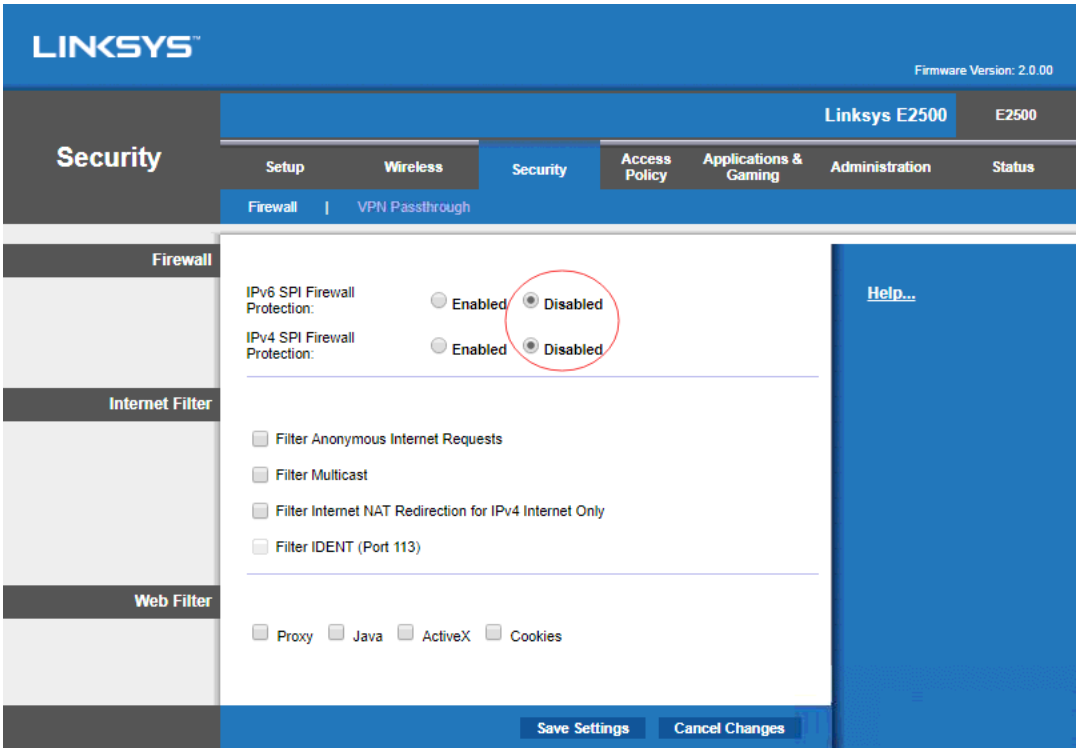
2.7 Data upload interval shows messy code

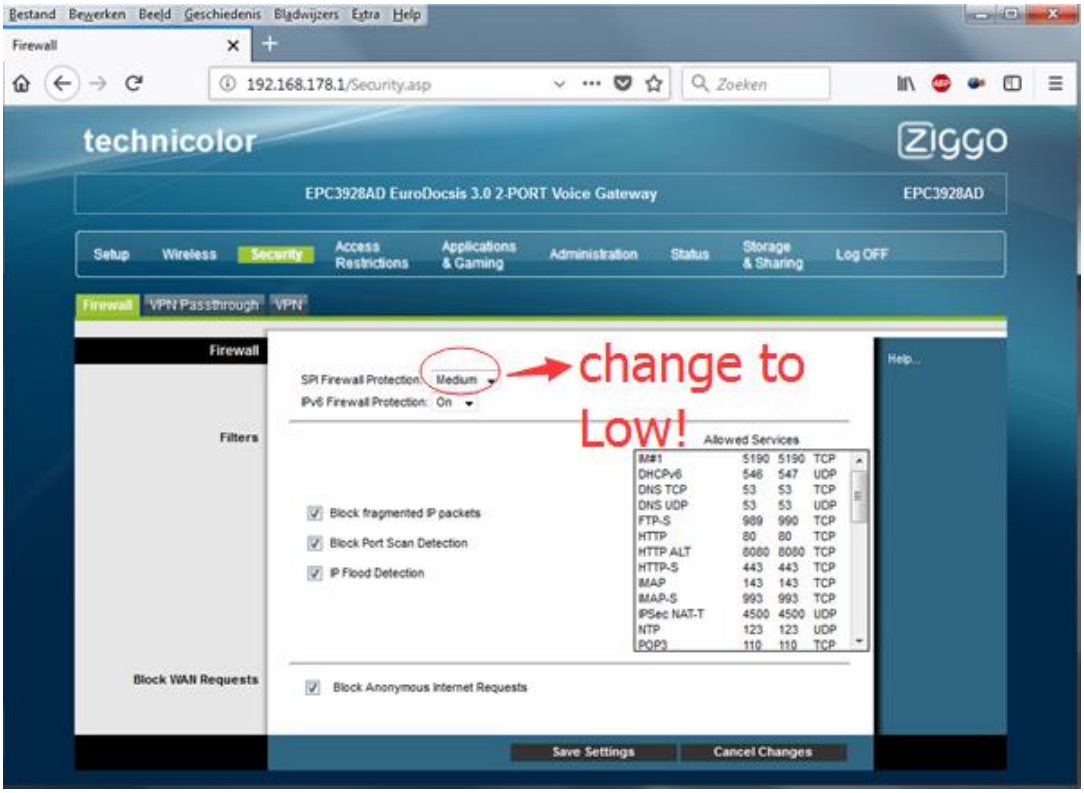


Solution: The datalogger is broken, contact your local seller for a new one.

2.8 Data logger connects to router, but not connect to server

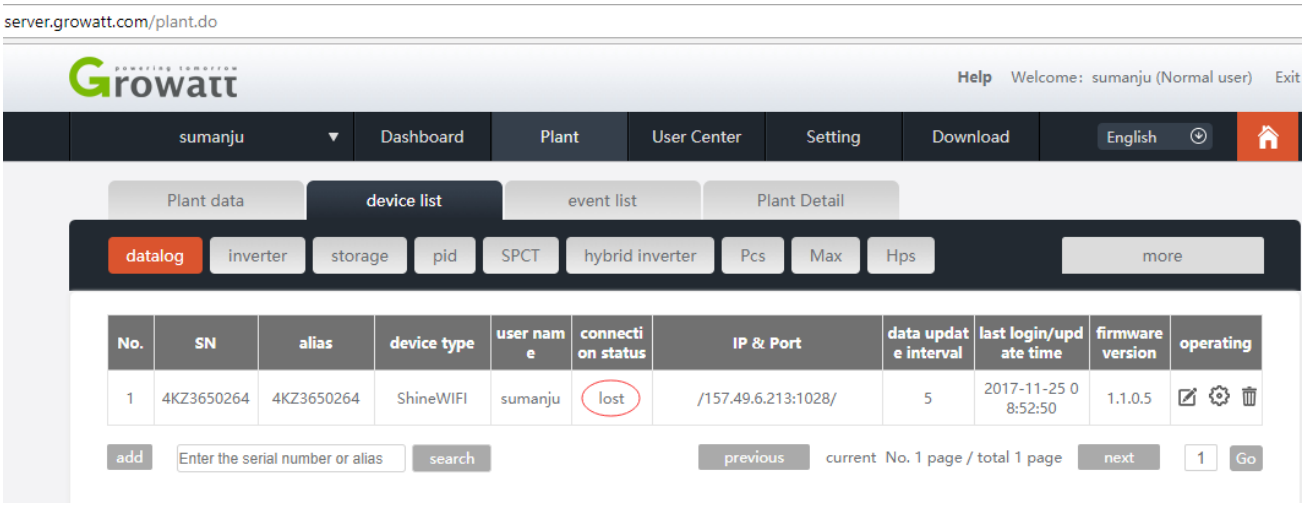
Solution: Disable router firewall or turn firewall protection level at Low


LINKSYS
Firmware Version: 2.0.00
Linksys E2500
E2500
Security
Setup
Wireless
Security
Access Policy
Applications & Gaming
Administration
Status
Firewall | VPN Passthrough
Firewall
IPv6 SPI Firewall Protection: Enabled Disabled
IPv4 SPI Firewall Protection: Enabled Disabled
Help...
Internet Filter
Filter Anonymous Internet Requests
Filter Multicast
Filter Internet NAT Redirection for IPv4 Internet Only
Filter IDENT (Port 113)
Web Filter
Proxy Java ActiveX Cookies
Save Settings
Cancel Changes


Bestand Bewerken Beeld Geschiedenis Bladwijzers Extra Help
Firewall
192.168.178.1/Security.asp
Zoeken
technicolor
Ziggo
EPC3928AD EuroDocsis 3.0 2-PORT Voice Gateway
EPC3928AD
Setup Wireless Security Access Restrictions Applications & Gaming Administration Status Storage & Sharing Log OFF
Firewall VPN Passthrough VPN
Firewall
SPI Firewall Protection: Medium
IPv6 Firewall Protection: On
change to Low!
Filters
Allowed Services
Block fragmented IP packets
Block Port Scan Detection
IP Flood Detection
Block WAN Requests
Block Anonymous Internet Requests
Save Settings
Cancel Changes

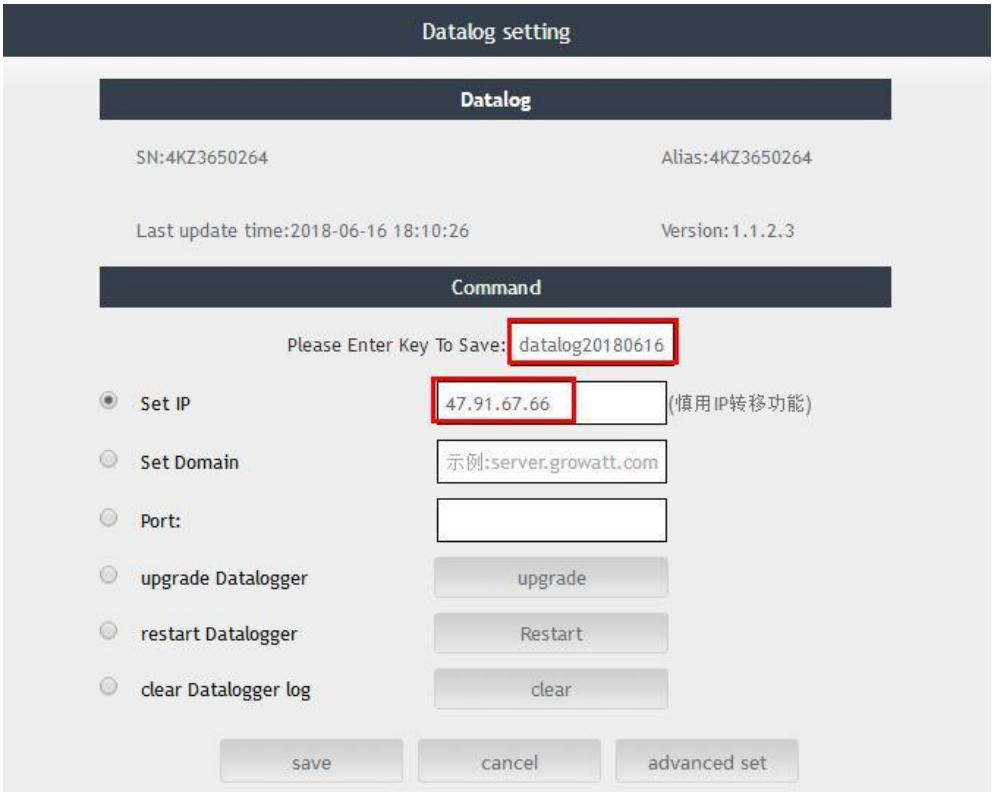
2.9 Data logger shows lost when connect to router, but shows connection with mobile hot spot

Description: shows lost when connected to router, but works well with mobile hot spot.



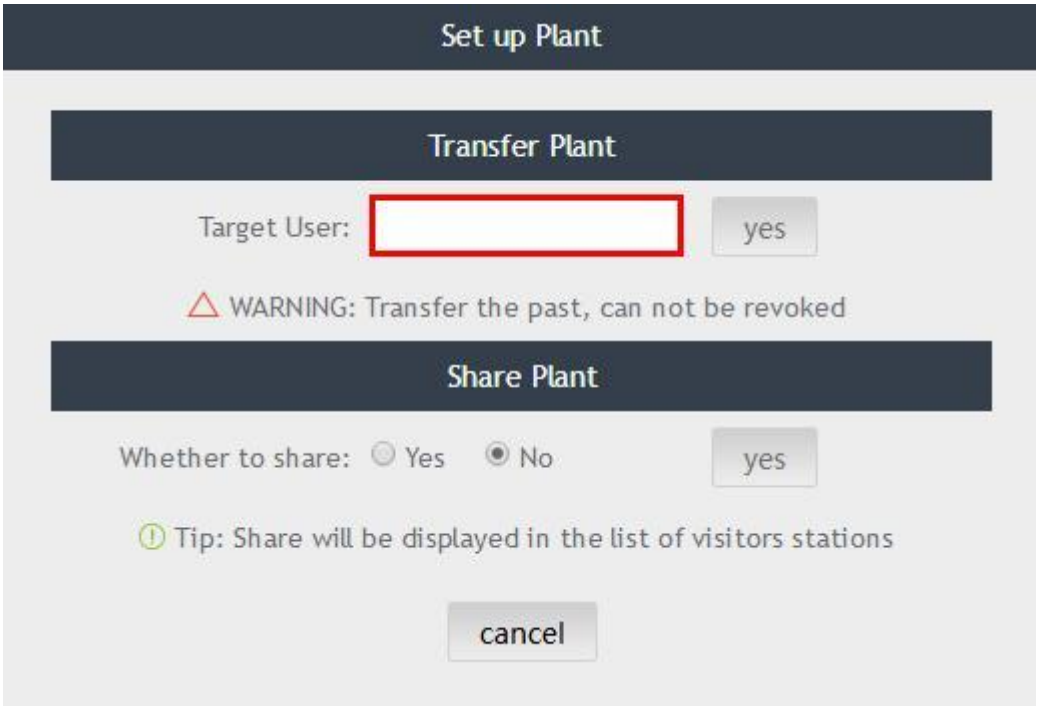
Solution:

1) Use mobile as hotspot to connect datalogger to make sure it is in connection status on the server.
2) open http://server.growatt.com/ and login
3) Click Edit data logger, set ip: 47.91.67.66, key is datalog+date, click save.
4) Recofigure datalogger on shinephone app with router



3.0 How to change my username.

You can create an username, then login the old username, go to user center-plant overview, click edit button, and input your new username to transfer your inverter under your new username.



Customer Service Center
Growatt New Energy Technology Co., Ltd