

Technical guide to WiFi-Plug communication fault diagnosis and troubleshooting



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Fault phenomenon: The inverter equipment is running normally, but the mobile APP and web monitoring platform cannot display real-time data.

Step 1: Check the WiFi-Plug indicator status

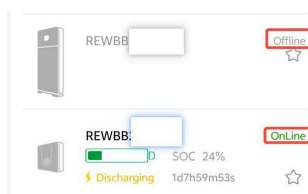
First, please observe the status of the three indicators on the WiFi-Plug module and compare it with the normal status in the table below.

Lights	Implication	Abnormal status and troubleshooting measures
COM	Slow down (3 seconds on/off)	<p>Shut down: indicates that the communication between WiFi-Plug and inverter is interrupted.</p> <ul style="list-style-type: none"> ► Measures: Check whether the WiFi plug is firmly inserted into the communication interface of the inverter. If necessary, unplug it again. <p>Always on: indicates a system failure.</p> <ul style="list-style-type: none"> ► Measures: Please record the WiFi-Plug serial number (SN) and contact our technical support. <p>Other flickering modes: The device may be in an upgrade or abnormal state. Please restart the device. If the problem persists, please contact us.</p>
NET	Always on	<p>Slow flash (on for 0.5 seconds / off for 0.5 seconds): WiFi network connection is abnormal.</p> <ul style="list-style-type: none"> ► Measures: Check whether the router is working properly, whether the WiFi signal strength is sufficient, and confirm whether the WiFi password configured by WiFi-Plug is correct. <p>Shut down: WiFi-Plug is not configured for network and Bluetooth is not connected.</p> <ul style="list-style-type: none"> ► Measure: Please use the mobile APP to reconfigure the available 2.4GHz WiFi network for WiFi-Plug.
STAT	Always on	<p>Shut down: WiFi-Plug has no power supply.</p> <ul style="list-style-type: none"> ► Measures: Confirm that the WiFi-Plug is fully inserted into the inverter and in good contact. Check whether the inverter is turned on.

Step 2: Check the online status of the monitoring platform

When all indicators are in normal condition, proceed to the next verification step.

Operation: Open the mobile phone APP or web monitoring platform to check the status of the corresponding device.



Scenario 1: Display Offline (Offline)

- Check: This usually means that the first check did not pass completely, or the network connection is not yet stable.

- measure:

Go back to step 1 and make sure all the indicators are normal.

Check whether the WiFi-Plug is firmly inserted into the machine communication port.

Restart the router and inverter, wait 3-5 minutes to check the status.

Scenario 2: Show Online (online)

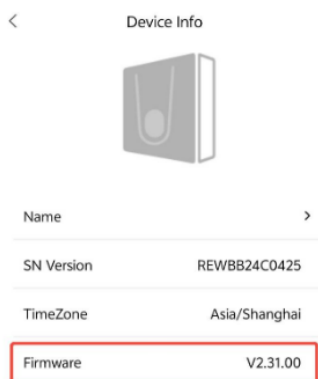
Note: The communication link is basically normal. Please continue to step 3 troubleshooting.

Step 3: Check firmware version and data status

When the device is Online but the data is still 0, it is likely that there is a firmware version problem.

How to do it: Find the device information page on the APP or WEB and check the "WiFi version number".

Target version: V2.31.0



Scenario 1: Version number is below V2.31.0

Note: WiFi-Plug has an automatic update mechanism, and the system checks for updates once a day. This may be because the timer has not been triggered yet.

measure :

- Wait patiently: Keep the device online and wait up to 24 hours for automatic updates.
- Contact us: If the update is not updated after 24 hours, please provide us with the WiFi SN, and we will arrange a manual remote update for you.

Scenario 2: The version number is already V2.31.0

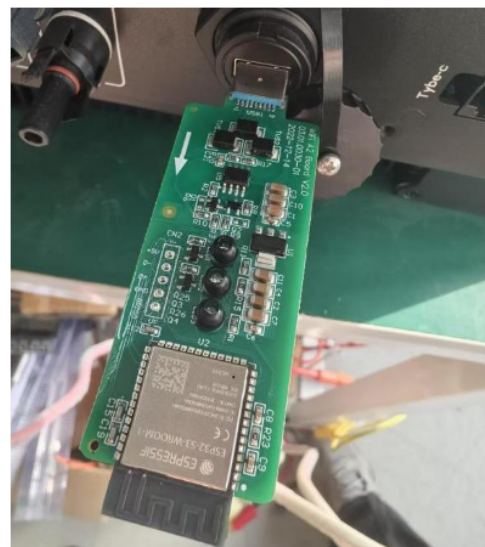
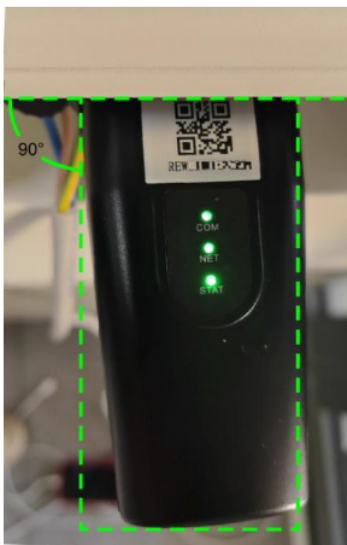
Note: The software level is normal, the problem may be in the physical connection. Please continue step 4.

Step 4: Final physical connection confirmation and information collection

If the above steps do not solve the problem, perform a final check.

Check the physical connection: Please make sure that the WiFi-Plug is plugged in and inserted correctly. To ensure good contact.

If it is not possible to verify whether the WiFi module has been inserted and checked, you can remove the WiFi module shell and directly connect the PCB with the inverter for verification.



Provide information: If the problem persists, please collect the following information and contact us:

WiFi-Plug serial number (SN): can be found on the module label.

On-site installation video: Take a clear video and keep the video status, requiring that you can see at the same time: the indicator light status of WiFi-Plug (preferably directly connected to the inverter through the PCB) and how WiFi-Plug is connected to the inverter.