SUNGROW
Clean power for all

Quick Installation Guide
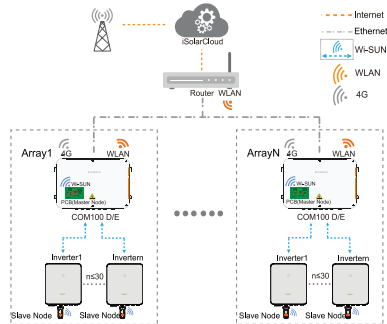Communication Module
EyeW485

This guide is intended for professional technicians who need to install and operate EyeW485. It is intended to provide readers with detailed information and instructions on installation and operation of EyeW485.

> **NOTICE**
> - The content of the manual will be updated or revised from time to time as per the product development, which can be downloaded from http://support.sungrowpower.com/ or through scanning the QR code on the back cover of this guide.
> - All operations must be performed by professional technicians who have received special training, read the manual thoroughly, master the safety instruction related to operation, and be familiar with local standards and safety specifications of the electrical system.

1 Application Scenarios

> **NOTE**
> - The EyeW485 slave node is installed on the communication interface of the inverter, and the master node is embedded in the device.The data between the device and the inverter can be transmitted once the connection between the master and slave nodes is established.
> - A master node and the slave nodes connected to it form an array.

> **NOTICE**
> - EyeW485 only applies to inverters produced by SUNGROW. Scan the QR code on the back cover or the body to know the main model information.

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2 Nameplate

Parameter	Description
DC-Input	⎓ : DC
Protection rating	Dust-proof and waterproof rating IP66: The product is completely dust-proof and the water intake caused by surfs or strong water spray will not harm the product.
Working ambient temperature	Normal Operating temperature range
FC	FCC mark of conformity
(crossed bin)	Do not dispose of the communication module as household waste
(warning/manual)	Please read the quick use manual

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
— Reorient or relocate the receiving antenna.
— Increase the separation between the equipment and receiver.
— Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
— Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.
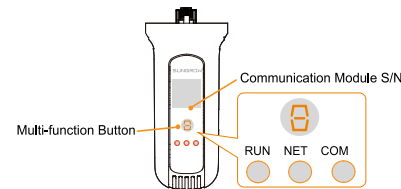
3 Installation Environment
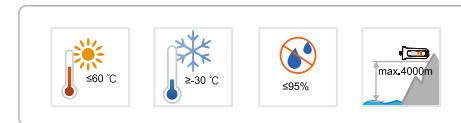
4 Installation

Note: If a protective cover is installed at the inverter bottom, it may cause wireless communication signals to attenuate, thus shortening the communication distance of the communication module.

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5 Indicator and Multi-function Button

Communication Module S/N
Multi-function Button
RUN   NET   COM

- **Indicator Status Description**

Indicator	Status	Color	Description
Running and fault indicator (RUN)	Off	-	External power supply disconnection.
	Slow blinking**	Yellow-green	Normal operation.
	Slow blinking**	Red	After powering on, the slave node failed to communicate with the inverter/combiner box.
Network indicator (NET)	Steady on	Blue	The slave node is connected to the master node.
	Off	-	The slave node is not connected to the master node.
Communication indicator* (COM)	Steady on	Red	Array parameter 1 that can be set on the embedded web of corresponding logger (red array).
		Blue	Array parameter 1 that can be set on the embedded web of corresponding logger (blue array).
		Green	Array parameter 3 that can be set on th embeded web of corresponding logger (green array).

*Default array number is array1.

When RUN indicator and COM indicator blink slowly at the same time, the Bluetooth connection is established. Access to EyeW485 via iSolarCloud App to check data and set parameters. Please scan the QR code below to view the iSolarCloud App user manual for specific operations.

iSolarCloud App User Manual

QR code

• Multi-function Button

Multi-function button	Description
Press for less than 2 s	No effect
Press for 2-5 s	Color of the COM indicator indicates the current array number. Release the button to switch the array number of the slave node.
Press for more than 5 s	COM indicator and RUN indicator blink per 200ms. Release the button to restore the facotry settings of the slave node.

6 Add Device

• Slave Node Parameter Setting

Local Access · Parameter Setting
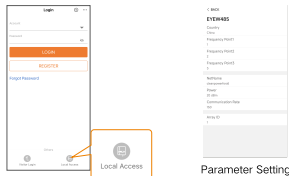
Step 1: Open iSolarCloud App, click **Local Access** at the bottom of the login interface, and scan the QR code on the connected inverter to go to the setting interface.

Step 2: Click **More → Settings → Communication Parameters → EyeW485** to set the country/region and array. Unplug and plug the slave node to finish the parameter setting of the slave node.

• Master Node Parameter Setting

Premises:
• The array number of slave nodes have been set.
• Successfully logged in to the web of COM100D/E.
Login steps are briefly described by using the WLAN login as an example.

step1 : Turn on the wireless network setting of the PC, and search for the wireless network name of the Logger1000, for example, "SG-A1234567890".

ⓘ The format of the wireless network name is SG-X. "X" represents the serialnumber of the Logger1000 and can be obtained from the label attached to the front side.
The wireless network can be connected without a password.

step2 : Enter the IP address 11.11.11.1 of the COM100 in the PC address bar. Click the button "Login" in the upper right corner, enter the default password "pw1111", and click "Login", to enter the main Web interface.

ⓘ For more information, please refer to the relevant technical documentation in Chapter 8, which can be obtained by scanning the QR code or visiting the web page.

step1 : Click "Device Maintenance"-> "Device List"-> "Auto Search" to enter the corresponding interface.

step2 : Click the drop-down list of the EyeW485, select the array number , and click "Search".

step3 : Tick the inverter to be added when the search is completed and click "Save".

NOTICE
• To transmit information, the array numbers and frequency points of the master and slave nodes must be consistent.

7 Troubleshotting

No.	Fault	Correstive measures
1	Power indicator of master/slave nodes is off	1. Check the power supply. Use a multimeter to measure the input voltage of the master node. 2. If there is an input voltage, please call the customer service hotline.
2	RUN indicator blinks red	Abnormal communication between the slave node and the device. 1. Plug and unplug the slave node. 2. If the fault persists, please call the customer service hotline.
3	Web interface shows no devices connected	Master and slave nodes are not connected. 1. Check whether the array number of master and slave nodes is the same. 2. If the array number is the same, restore all master and slave nodes to factory settings. 3. If there is still no device connected, check whether the antenna of the master and slave nodes is damaged and whether the connection is loose. 4. If the fault persists, please call the customer service hotline.

No.	Fault	Correstive measures
4	Web interface shows excessive devices connected	Slave nodes of other networks are connected to this network. 1. Check whether other networks are installed around. 2. If other networks are installed around, check whether the array number of the surrounding network is duplicated with that of the current network. 3. If so, reset the array number of the master and slave nodes of the network to ensure that they do not coincide with that of other networks. 4. After re-networking and confirming that no other device is connected to the network, manual switch the frequency point or select "One-touch Frequency Switch" to ensure that the frequency points of networks are different. 5. If the above operation fails, please contact the customer service hotline.
5	Web interface shows few devices connected	There are slave nodes that are not connected. 1. Refresh the network on the web interface, and locate unconnected nodes based on the communication addresses of connected devices. 2. Find the unconnected node, and observe whether the RUN indicator of the slave node is normal. 3. If so, check whether the array number of the slave node is the same as that of the master node. 4. If so, restore the slave node to factory settings, and manually adjust the frequency point to 1/2/3 on the Web interface. Wait until all nodes are connected. 5. If the fault persists, please call the customer service hotline.
6	Slave node upgrade failed	1. Check whether the inverter address has been modified after the slave node is powered on. If so, restart the slave node. 2. If the above operation fails, please contact the customer service hotline.

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8 Related Documents

Logger1000A / Logger1000B user manual

QR code	
Website	https://support.sungrowpower.com/productDetail?directoryId=307

COM100D/E user manual

QR code	
Website	https://support.sungrowpower.com/productDetail?directoryId=1474709283801169922