



Solax Wi-Fi Troubleshooting Guide

Thanks for choosing Greenstorm Renewables for your Solar installation. Our team will have set up your Remote Wi-Fi app, but on occasion, these can disconnect. If this is the case, ensure your Solax App is updated in the Google Play Store / Apple App Store, and you're connected to your Wi-Fi.

It might be that your Wi-Fi needs to be manually configured; please follow the steps below:

1. Use a laptop/smartphone to search for the inverter Wi-Fi signal from the Pocket WiFi. (SSID: Wifi_Sxxxxxxx)
2. Connect to the inverter Wi-Fi signal.
3. Open a browser (Internet Explorer, Firefox or Chrome) and type in <http://192.168.10.10/>. Or 5.8.8.8
4. Type in username and password. If your Registration No. is SWxxxxxxx, please input the username "admin", and password "admin"; If your Registration No. is Sxxxxxxx, please input the username "admin", and password "Sxxxxxxx"(same as your Registration No.)
5. Enter the DHCP setting page.
 - 5.1: Connect to your new home router's Wi-Fi by clicking 'Find AP' (or by manually inputting the home router's SSID)
 - 5.2: Input the home router's password as the 'Key'.
 - 5.3: Click 'Save'.
- 6: Connect the inverter's wifi again re-enter <http://192.168.10.10/> or 5.8.8.8 and see if the IP address shows.

If the IP address shows, it means the Wi-Fi connection setting succeeds, and then you can log into your SolaX account to check the data.

We're hopeful this helps, but if you need any support with troubleshooting, please contact the Solax Technical Support Team on 0808 168 6588.

