

# EG4<sup>®</sup> ETHERNET DONGLE

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## QUICK START GUIDE



### NOTE:

***A customer code is required to register a monitor account. The installer code must be provided by the installation personnel or the distributor.***

**Step 1:** Create a new user account by registering at <https://monitor.eg4electronics.com/WManage/web/login>, or by using the EG4 Monitor mobile application.



**EG4 Monitor – iOS**

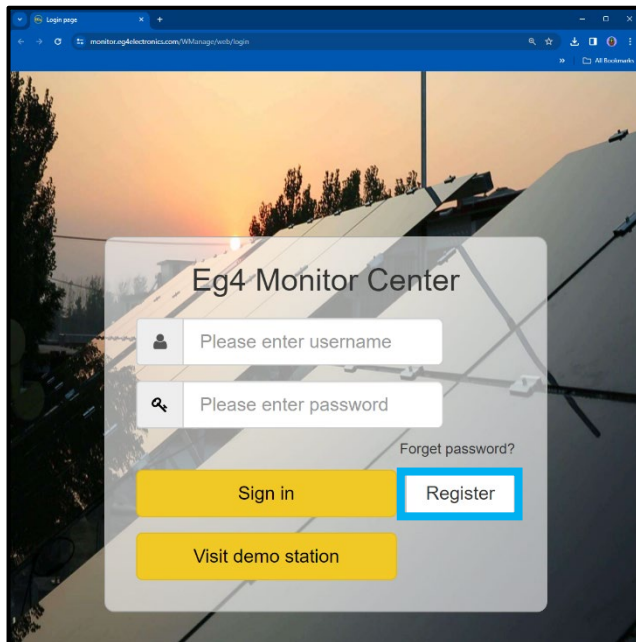


**EG4 Monitor – Google**

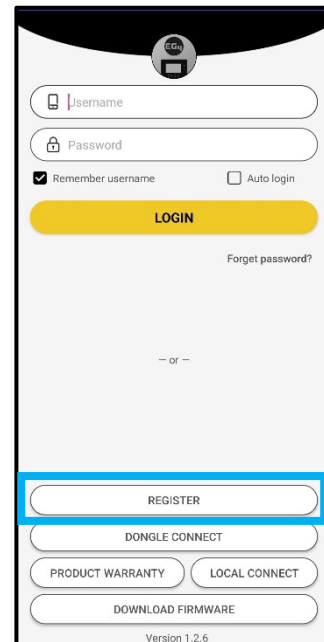


**EG4 Monitor Center Overview**

### Website:



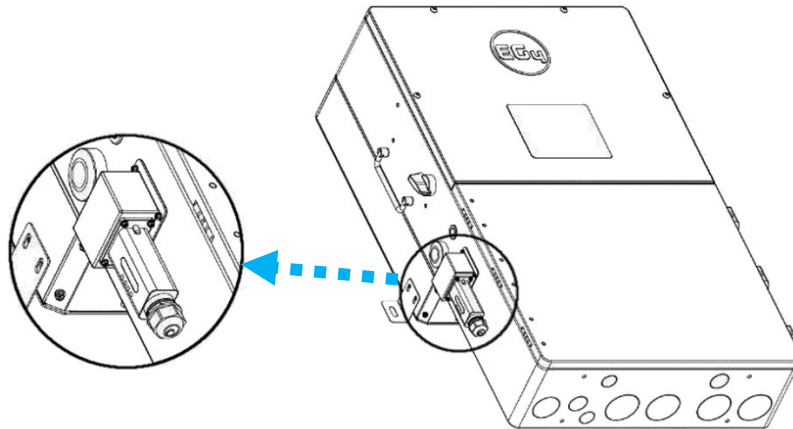
### Mobile app:



### NOTE:

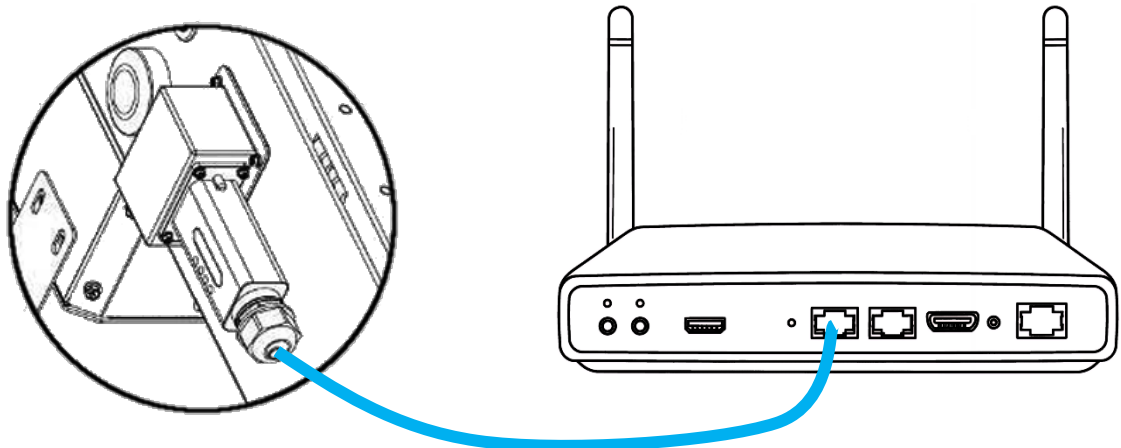
***To create a distributor or installer account, please contact [support@eg4electronics.com](mailto:support@eg4electronics.com) for assistance.***

**Step 2:** Install the ethernet dongle to the inverter by removing the four screws, connecting the dongle to the port, and reinstalling the four screws.

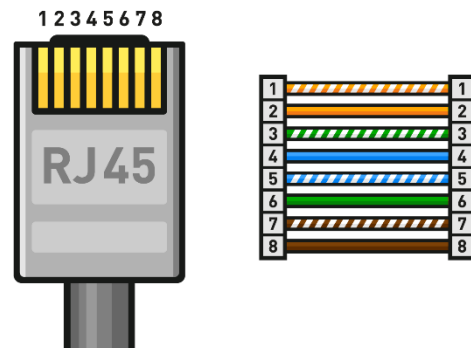


**Step 3:** Prepare a common ethernet cable (T568B pinout, see image below) and connect one end of the cable to the home router and the other end to the ethernet dongle.

The dongle will have a water-resistant connector that needs to be removed prior to connecting to the dongle. Once the cable is plugged in, reinstall the water-resistant connector.



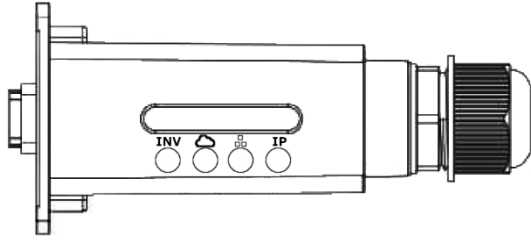
**T568B Pinout**



**NOTE:**

*It is recommended to use a shielded CAT cable with a run length of no greater than 65 ft.*

## LED INDICATOR DESCRIPTIONS AND STATUS



Identifier	Description
INV LED	Communication between dongle and inverter
Cloud LED	Communication between dongle and internet
Network LED	Communication between dongle and router
IP LED	IP address indicator

LED Status	Status
All LEDs are "ON"	Communication normal
INV LED flashing	Communication failure between dongle and inverter
Cloud LED flashing	Internet connection failure
Network LED flashing	Router connection failure
IP LED flashing	Router has not enabled dynamic IP address allocation

## TROUBLESHOOTING

### 1. Why is the IP LED continuously flashing?

- The router's automatic IP allocation feature has not been enabled.
- The ethernet cable length exceeds the maximum communication distance (65 ft.) between the inverter and dongle.
- A 568B pinned ethernet cable is not being used.

### 2. Why is the Network LED continuously flashing?

- The router is not connected to the internet.
- The ethernet cable length exceeds the maximum communication distance (65 ft.) between the inverter and dongle.
- A 568B pinned ethernet cable is not being used.

### 3. Why is the Cloud LED continuously flashing?

- Confirm the ethernet dongle has access to the internet.

### 4. Why is the INV LED continuously flashing?

- Check the connection between the dongle and inverter and ensure the connectors are fully inserted.

### 5. Why does my device show offline in the Monitor center, but the dongle LEDs are normal?

- Check the connection between the dongle and inverter and ensure the connectors are fully inserted.
- If the connections are secure, unplug the dongle and plug it back in. The system should appear online within ~3 minutes.