

Subject: **Download the Devices Log from HiSolar**

Revision History

Version 1.0 - February - Initial release

Applicable products and models

EESOLAR Inverters, Dongle, Battery

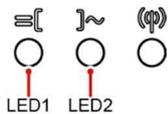
When you are experiencing unexpected behavior, crashes, or performance issues, you should download the device log. The log file contains detailed information about the device's actions and can help identify the root cause of the problem. This is particularly useful for developers and technical support teams to diagnose issues and provide solutions.

Follow the below steps to download your device log from HiSolar.

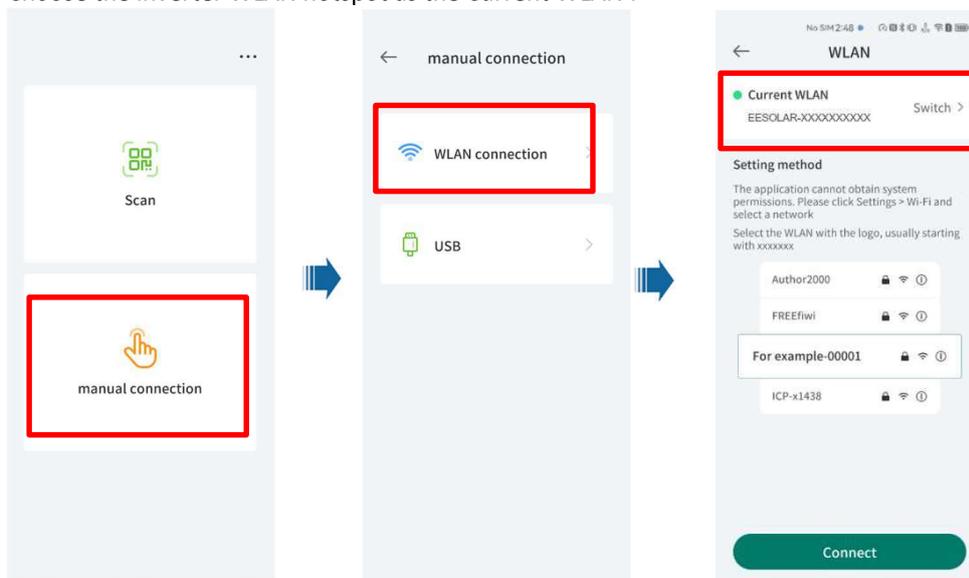
1. Download the HiSolar APP
Android <https://play.google.com/store/apps/details?id=com.solar.pv>
IOS <https://apps.apple.com/us/app/hisolar/id6447599228>



2. Ensure the inverter is connected to both AC and DC power. The running indicators should either remain steady green or blink slowly for more than 3 minutes.



3. Standing next to the inverter open the HiSolar App. Tap Manual Connection and select WLAN connection. Choose the inverter WLAN hotspot as the Current WLAN :

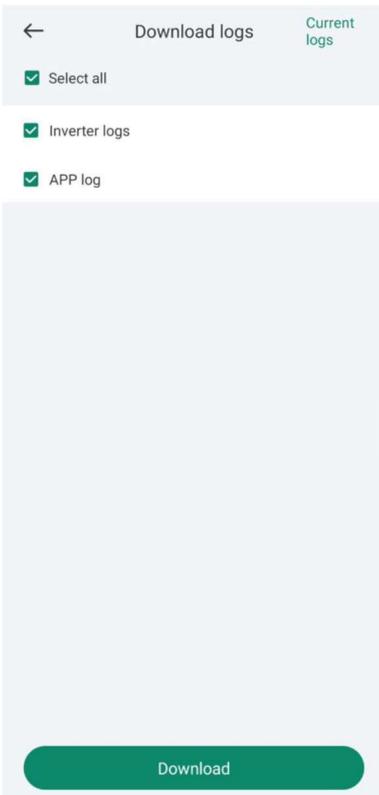
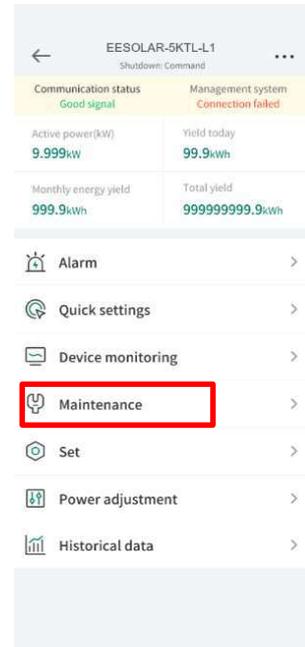
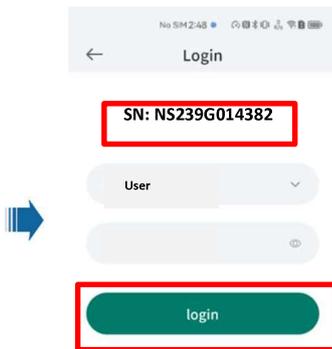


Switch the WLAN, if it is not connecting to the inverter WLAN hotspot.

- The name of the WLAN hotspot is the inverter serial number
- The WLAN password is on the label on the right-hand side of the inverter.

You will be prompted to set up your installer/user password.

After logging in, choose **Maintenance>Log management>Select all**



Download all the logs and switch to mobile data. Share the logs with Entelar Energy Team, via Email or WhatsApp. If you encrypted the log, please provide the log password.

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