

Introduction

This document answers frequently asked questions related to AC007UK-01&AC007UK-01 L1

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Common issues & Quick solutions

1. The compatibility of MONTA App.

- AC007UK-01 & AC007UK-01 is not compatible with MONTA anymore, please use iEnegyCharge or iSolarCloud for commissioning and monitoring. Especially, the iEnergyCharge App used for AC Charger only and iSolarCloud used for the scenario combination of EV charger and Sungrow hybrid inverter.

2. Password for Charger's WLAN & Local access & Charging Mode

Charger's WLAN connection	Local access password	Password for enabling EMS charging mode
8-Digit random password (on the back of the charging RFID card)	4-Digit random password (on the back of the charging card) Charger PIN code (on the back of the charging RFID card)	Charger PIN code (on the back of the charging RFID card)

3. Device Commissioning and Operation

- Please refer to the user manual of iEnergyCharge.



4. RFID card management and replacement

- Please refer to “Charging Card Management” section in iEnergyCharge user manual

5. How to reset the password for Local access

- Please press the emergency button to reset to the initial password. This will be the password on the RFID card.

6. How AC charger can work in offline situation.

- If network configuration Enabling “Offline Charging” feature, please refer to “Charging Card Management” section in iEnergyCharge user manual
- Enabling “Plug&Play” mode (Owner account only). Please refer to “Basic settings” section in iEnergyCharge user manual.

7. How to select the right server address.

- Please refer to “Create an Account” section in iEnergyCharge user manual

8. What is the difference between Owner and Installer account.

- **Installer:** Users who provides services for owners. Installer users can use the iEnergyCharge App for guided commissioning and site setup, global monitoring of the operation of charging pools and equipment, and can perform operational and maintenance repairs via the App when equipment fails. **Retailer/Installer accounts do not support starting or stopping charging.**
- **Owner:** Users who own or already own charging pools. Owner users can use the iEnergyCharge App for charging, card management, and configuring chargers.

10. Where can the newest manual for the EV charger and monitoring system be found?

- The latest manual can be found on the Sungrow Resource Centre. (<https://support.sungrowpower.com>)