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ShineMaster User Manual

CONTENT





1 About the user manual

1.1 Introduction

Dear users, thank you very much for using the ShineMaster data logger (hereinafter referred to as ShineMaster) developed and produced by Shenzhen Growatt New Energy Co., Ltd. (hereinafter referred to as Growatt). We sincerely hope that this product will meet your needs and expect you give more opinions on the performance and function of the product. The purpose of this manual is to provide users with detailed product information and instructions for installation, operation, and maintenance.

1.2 Copyright statement

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1.3 Authorized personnel

This manual is for professional personnel who install, commission, and maintain the ShineMaster for Growatt inverters. This manual does not contain electrical connections for inverters, combiner boxes, weather stations, smart meters, and anti-reflux devices, as well as related precautions.

1.4 Manual usage

Please read through this manual before using ShineMaster. At the same time, please keep this manual in a safe place so that operators and maintenance personnel can easily find it. The contents of the manual will be continuously updated and corrected. It is inevitable that there will be slight inaccuracies or errors in the actual contents. Users should follow the manual packed with Shinemaster. The latest user manual can be downloaded from www.ginverter.com and can also be obtained through Growatt's sales or service teams.

2 Product description



Fig.2-1

2.1.1 Port

The interface of ShineMaster, as shown in figure 2-1 above.

The functional description of each interface is shown in table 2-1.

Item	Name	Function
А	ANT2	Antenna, used to receive wireless signals
В	KEY	Reset button
С	POWER	Power supply port
D	SIM	SIM card slot
E	ANT1	Rf antenna interface
N	LAN	RJ45 port: Connect Shine ShineMaster to the local network area of Shine Server through RJ45 cable
М	RS-485	Twin-channel RS485 port

Table 2-1

2.1.2 LED description

ShineMaster has seven LED indicators. The status of the ShineMaster can be displayed by the LED indicator. As shown in figure 2-1 and table 2-2 above.

ltem	Name	Function
F	Power LED	Power indicator light, steady light means power supply is normal
G	Network LED	Network light: 1: No light means fail to obtain IP address; 2: Flashing light means connecting to the server; 3:Steady light means connected to the server
н	Device LED	The number of the LED continuously flashing means the number of device connected to the ShineMaster
I	Configuration LED	Flashing when configuration , if successful , the LED will be off (temporarily unavailable)
J	RF	RF signal indicator (temporarily unavailable)
к	4G	4G signal indicator
L	Status light	The LED light is flashing when there is a error

table 2-2

2.2 Unpacking

2.2.1 Packing List

Check ShineMaster and accessories are intact and complete as below figure 2-2: If any damage is found or any component is missing, contact your supplier.



Item	Name	Amount
А	ShineMaster	1 pcs
В	5V power adapter	1 pcs
С	Terminal RS485	1 pcs
D	Wall plastic column	4 pcs
E	M3.5*20 screw	4 pcs
F	ShineMaster user manual	1 pcs
G	Ethernet cable	1 pcs
Н	4G Antenna	1pcs(The 4g version)

Table 2-4

Note: 1:the above accessories ShineMaster 4 g version to configuration in 4 g antenna 2:4G sim card needs purchased from Local Telecommunication service provider .

2.2.2 Serial Number and Check Code

The ShineMaster Serial number (S/N) and check code (CC) are stuck on the ShineMaster's package box, which have mixed up with letters and numbers. the serial number and check code for each device are unique, to identify each ShineMaster. When you want to upload the data of ShineMaster to the server, you will need both serial number and 'check code' to register on the server

2.3 ShineMaster Network Introduction

ShineMaster supports network communication, which can be communicated via wired WLAN, 4G and cloud server. Upload the monitored data to the server of Growatt, and then access the server's domain name. with the industrial common communication mode RS485 and wireless RF communication, ShineMaster can also supports wired and wireless communication to monitor and control devices and perform online upgrades on follower devices. By accessing ShineMaster's internal IP address, you can enter the built-in page for parameter setting, device adding and inspections. (please refer to section 4.4 below).

ShineMaster monitors the photovoltaic devices through RS485 and RF(temporarily not supported). The diagram below shows the schematic diagram of network monitoring through wired RS485.



Fig 2-5

3 Installation and Connection

3.1 ShineMaster installation environment requirements

The installation environment requirements of ShineMaster and communication with other devices:

- (1) Indoor installation, temperature $40 \sim 60^{\circ}$ C , avoid moisture and direct sunlight. (2) Cable RS485 in maximum 500m.
- (3) The standard version :The length of communication cable to the switch or router is not more than 100m.
- (4) The 4G version: Using 4G communication mode, must connect to 4G antenna, insert the 4G sim card.

3.2 ShineMaster installation

3.2.1 Installation Procedure



The installation steps are as follows:

- (1) Install ShineMaster on a vertical surface or horizontal surface.
- (2) Connect cables between RS485 port and RS485 port on ShineMaster (please refer to 3.3.1 below for details)
- (3) Communication mode options
 - The standard version: Connect the network cable
 - The 4G version: Connect 4G antenna, insert the 4G sim card.
- (4) Connect the Power supply

3.3 Connect to the photovoltaic device

ShineMaster can communicate with the inverter, weather station, smart meter, combiner box and other photovoltaic devices to collect the data.

3.3.1 RS485 cable connection

1.ShineMaster (leader) communicates with follower devices via RS485 wired connection. T+ on the RS485 port of the device corresponds to A1 or A2 on the ShineMaster 485 port, T- and ShineMaster 485 on the RS485 port of the follower device, corresponding to B1 or B2. The following is a schematic diagram of the connection between the ShineMaster and the inverter:

Note: the RS485 shielded wire must be ground (PE) for long distance communication, so as not to affect the communication stability.





RS-485

2. Note that the inverter also has a port like the one below.



3.The inverters are connected to the ShineMaster via RS485 parallel connection. Using the RS485 wired communication connection, the ShineMaster can monitor up to 64 inverters stably.

4.Other 485 communication devices such as smart meters, junction box, environmental monitor, etc., connection method and the inverter is the sam.

Note: 1) Communication RS485 shielded wire must be ground (PE), so as not to affect the stability of communication.

2) ShineMaster double 485 ports are connected to the matched resistance with 120 ohms, and when one or more inverters with ShineMaster 485 communication, must have one inverter connect matched resistance with 120 ohms. Avoid affecting

communication. (If multilple inverters connect one 485 port can only have one inverter connect the matched resistance.)

3) The weather station, combiner and smart meter manufacturers must be designated by Growatt.

4 ShineMaster internal page parameter setting

4.1 Access methods

4.1.1 The first method:

 $1.\ Connect\ PC$ and ShineMaster to the same router, make them in the same LAN.

- 2. Check ShineMaster IP addres. Take an example with TP_LINK router:
 - 1) Get in the router management page.

2) Click on the "DHCP server - > client list".

3) Find the same as the serial number of the collector SN the client name, This IP is the IP address of the router assigned to ShineMaster.

Than if: ShineMaster serial number of SN is: AEA3745001, the query results as shown in the figure below:



Note: the router must open the DHCP function.

 ${\tt 3.In the browser input ShineMaster IP address into ShineMaster internal web page.}$

4.1.2 The second method:

1.Connect PC with ShineMaster directly with cable.

2.Amend the computer IP to 192.168.0. XXX (XXX range is 2 ~ 253). Computer IP Settings as shown in the figure below:

192	. 168	. 0	5
255	. 255	. 255	0
192	. 168	. 0	1

Note: Do not need to set the DNS server address

3.ShineMaster internal default access IP for: 192.168.0.254. On the web page input 192.168.0.254 can access the built-in web page.

4.2 The internal page

Check the cable between devices, then input the Internet explorer browser with ShineMaster IP address to log into ShineMaster internal web page Note: ShineMaster and computer must be in the same network segment, otherwise cannot access the internal web page.

1: If using the methods in 4.1 a, the input in the browser 192.168.100.101; If using method 2, the input 192.168.0.254 in the browser. As the figure below:



Fig 4-1

2. Enter the user name and password, the default login user name: admin password: admin, fill in and click on login to enter the Growatt ShineMaster system page.

4.3 ShineMaster Status

Click the ShineMaster datalogger Status to view information such as the "System Status Information", "Serial Number", "Server Address", "Number of Connected Devices", etc. of the ShineMaster

ShineMaster Set	ting Center		
Datalogger information			
Connection status	Online		
SN Server IP	YKC082202A server-cn.growatt.com		
Server port	5279		
Datalogger location IP	0.0.0.0		
Time	5		
Datalogger MAC	00:47:8F:60:BF:34		
Hardware version	V1.0		
Firmware version	1.0.4.7		
Datalogger type	ShineMaster		
Device number	0		
Offline data number	1		
Export limit enable	Disable		
Export limit power (kW) Baudrate	0 RS485_1: 9600;RS485_2: 9600		
	ShineMaster Set	ShineMaster Setting Center Datalogger Information Connection status SH SH SH Server IP Server ort SZP Datalogger Information Server opt SZP Datalogger Information Server opt SCP Datalogger Information Server opt Scripper MAC Outlogger Type Structure werkion Pirmares version Outline data number Outline data multer Export limit enable Export limit enable Baydrarie Baydrarie	Datalogger information Exerce Connection status Online SN VVCO02202A Server prit 6279 Datalogger (ndcons n) 0.0.0 Time 6 Datalogger (ndcons n) 0.0.0 Time 6 Datalogger (ndcons n) 0.0.0 Time 6 Datalogger (ndcons n) 0.0.0 Firmanze version 10.47 Datalogger type ShrueMaster Device number 0 Offline data number 1 Export limit enable Dotable Export limit enable R3465_11 9000 R5465_2 9000

4.4 ShineMaster Datalogger management

Devices should be added in 'ShineMaster datalogger setting' interface in internal page prior to monitoring

4.4.1 Add device

(1) Before ShineMaster monitors photovoltaic equipment, it is necessary to enter the "ShineMaster Data Collector Settings" page of the internal page to add devices.

	ShineMaster Setting Cen	ter 简体中文 Englis
Datalogger information	Export limit & Datalogger setting	
Export limit & Datalogger setting	Meter channel RS485_2 -	
<u>Vetwork setting</u> System management	Export limit function On On On	ff
Device state	Fallback activated O On @ Of	ff
	Active power 10 % (Fallback activates after 120 s (1	0 ~ 100)% 20 ~ 5000) seconds
Logout	Reactive power regulation On On Of	ff 10 ~ 1.00)
	Add or delete devices NULL -	NULL • O Add O Del
	Update firmware R5485_1 Reboot R5485_2	0
	Save	Cancel

Fig 4-3

(2) In the second pull-down list, select the type of monitored device

Device types parameter information: INVERTER: GROWATT Inverter: PCS、HPS、MAX、MIN、MTLP_US、SPC3000; SDM120: SDM Single phase meter; SDM630: SDM Three phase meter; WeaterStation: WeaterStation; CHNT_DDSU: CHNT Single phase meter; CHNT_DTSU: CHNT Three phase meter.

	ShineMaster Set	ting Center
alogger information	Export limit & Datalogger s	etting
ort limit & Datalogger setting	Meter channel	RS485_2 *
ark potting	Meter address	1
ork setting	Export limit function	⊙ On ⊛ Off
n management	Export limit power (kW)	0 (XX:Export, -XX:Import)
state	Fallback activated	⊙ On ⊛ Off
	Active power	10 % (0 ~ 100)%
	Fallback activates after	120 s (120 ~ 5000) seconds
et 👘	Reactive power regulation	☉ On ⊛ Off
	PF	1.0 (0.80 ~ 1.00)
	Add or delete devices	RS485_1 - INVERTER - O Add O Del
	Update firmware	⊙ Yes ● No
	Reboot	Yes No
		Save Cancel

Fig 4-4

(3) In the third drop-down list, fill in the communication address of monitored device

	ShineMaster Set	ting Center 簡体中文
ogger information	Evnert limit & Datalogger s	atting
t limit & Datalonger setting	Meter channel	RS485 2 *
t innit a Datalogger setting	Meter address	1
rk setting	Export limit function	⊙ On ⊛ Off
n management	Export limit power (kW)	0 (XX:Export, -XX:Import)
state	Fallback activated	☉ On ම Off
	Active power	10 % (0 ~ 100)%
	Fallback activates after	120 s (120 ~ 5000) seconds
	Reactive power regulation	⊙ On ⊛ Off
	PF	1.0 (0.80 ~ 1.00)
	Add or delete devices	RS485_1 • INVERTER • 1 • Add O Del
	Update firmware	Yes I No
	Reboot	Yes No

Fig 4-5

(4) Select "Add" and click Save.

(5) After successfully saving, enter the "Device Status" page to check whether device is successfully added.

	ShineMaster Setting Center		
Datalogger information	Address Device type Devi	ice SN Device state Channel	
Export limit & Datalogger setting	001 INVERTER	Suspend RS485_1	
Network setting			
System management			
Device state			
Logout			
	Fig 4-6		

4.4.2 Delete device

(1) Select the monitoring method for monitoring PV devices in the first drop-down list of "Add or Remove Devices".

(2) In the second pull-down list, select the type of PV plant being monitored.

(3) Fill in the PV device communication address in the third pull-down list.

(4) Select "Del" and click Save to finish removing of the device.

(5) After successfully saving, enter the "Device Status" page to check whether the device is successfully deleted.

As shown in the picture:

	ShineMaster Set	tting Center	Englist
Datalogger information	Export limit & Datalogger s	etting	
Export limit & Datalogger setting	Meter channel	RS485_2 *	
	Meter address		
Network setung	Export limit function	☉ On ⊛ Off	
System management	Export limit power (kW)	0 (XX:Export, -XX:Import)	
Device state	Fallback activated	On Off	
	Active power	10 % (0 ~ 100)%	
	Fallback activates after	120 s (120 ~ 5000) seconds	
Logout	Reactive power regulation	© On 🖲 Off	
	PF	1.0 (0.80 ~ 1.00)	
	Add or delete devices	RS485_1 • INVERTER • 1 O Add @ Del	
	Update firmware	⊙ Yes ⊛ No	
	Reboot	⊙ Yes ● No	
		Save Cancel	

Fig 4-7

4.4.3 Multiple add/delete devices

If the address of a kind of equipment continuously, can one-time added or delete. As shown below:

(1) Add 10 inverter

atalogger information	Export limit & Datalogger s	etting
Export limit & Datalogger setting	Meter channel	RS485_2 *
Jotwork potting	Meter address	1
verwork setting	Export limit function	⊙ On ⊛ Off
System management	Export limit power (kW)	0 (XX:Export, -XX:Import)
Device state	Fallback activated	☉ On ⊛ Off
	Active power	10 % (0 ~ 100)%
	Fallback activates after	120 s (120 ~ 5000) seconds
Logout	Reactive power regulation	☉ On ⊛ Off
	PF	1.0 (0.80 ~ 1.00)
	Add or delete devices	RS485_1 - INVERTER - 1-10 @ Add O Del
	Update firmware	⊙ Yes ⊛ No
	Reboot	O Yes @ No

Fig 4-8

(2) Enter the page of "Device status" confirm whether equipment added successfully.

Jatalogger information	Address	Device type	Device SN	Device state	Channe
port limit & Datalogger setting	001	INVERTER		Suspend	RS485_1
twork setting	002	INVERTER		Suspend	RS485_1
twork setting	003	INVERTER		Suspend	RS485_1
stem management	004	INVERTER		Suspend	RS485_1
vice state	005	INVERTER		Suspend	RS485_1
	006	INVERTER		Suspend	RS485_1
	007	INVERTER		Suspend	RS485_1
Logout	008	INVERTER		Suspend	RS485_1
	009	INVERTER		Suspend	RS485_1
	010	INVERTER		Suspend	RS485_1

Fig 4-9

(2) Both add and remove devices, select "DEL".

Add and delete device:

1. When you need delete a device, all the options should be the same with the momemet you add this device like: 485 channel, device type, address, if you are not sure about this you can check the device status first.

2. When one address is occupied, you cannot just paste the new device, you have to delete the old device and use this address.

4.5 Baud Rate Setting

The Default two channels' Baud Rate are both 9600, you can choose the Baud Rate for different scenarios.

(1) Choose the Baud rate at the "Baud rate setting "Bar.

(2) Choose the corresponding chanels RS485_1 or RS485_2.

Set the Baud rate to 9600 as RS485_1



Fig 4-10

4.6 Server Settings

4.6.1 ShineMaster networking Settings

- 1: The standard version: LAN communication
- (1) In the configuration page click " Network setting" column, select the net way for LAN, can be saved.

Network setting	
Network mode	LAN 🗸
	Fig 4-11

(2) ShineMaster's Default setting of the DHCP function is "ON" it will automatically get IP address.ShineMaster

Network setting	
Network mode	LAN -
DHCP	● On [©] Off

Fig 4-12

(3) If you need a fixed IP address you need following steps

- (3.1) Turn off the "Dynamic IP" to shut down the DHCP function
- (3.2) Put in the fixed IP, network management, net mask and DNS then click "Save"

atalogger information	Network setting		
port limit & Datalogger setting	Network mode	LAN -	
atural anting	DHCP	🗇 On 🖲 Off	
etwork setting	Local IP	192.168.100.102	
/ <u>stem management</u>	Netgate	192.168.100.1	
evice state	Netmask	255.255.255.0	
	DNS	192.168.100.1	
	Resolv domain	● On © Off	
Logout	Server domain	server-cn.growatt.com	Resolving
	Server	0.0.0.0	Conn OK
	Server port	5279	
	Data transfer interval	5	(Minutes)



2: The 4 g version:

In the configuration page click " Network setting" column, select the net way for 4G, can be saved.

Network setting	
Network mode	4G 🔻

Fig 4-14

Note: ShineMaster 4 g version can also choose to LAN way to communicate with the server.

4.6.2 Server Address Setting

The Server Address will choose two methods, one is IP and one is domain name, you can only use one at a time.

(1) when you are using the domain name to connect server you can choose on at "Domain Name Analysis Function" set the server as server.growatt.com

talogger information	Network setting			
oort limit & Datalogger setting	Network mode	LAN ·		
hundr anthing	DHCP	● On © Off		
twork setting	Local IP	192.168.100.103		
<u>stem management</u>	Netgate	192.168.100.1		
vice state	Netmask	255.255.255.0		
	DNS	192.168.100.1		
	Resolv domain	● On © Off		
Logout	Server domain	server.growatt.com	Resolv OK	
	Server	47.91.67.66	Conn OK	
	Server port	5279		
	Data transfer interval	5	(Minutes)	

Fig 4-15

(2) When you are using Server IP to connect the server please turn off the "domain name analysis function", set the server as 47.91.67.66

ShineMaster Set	ting Center		简体中文 English
Network setting			
Network mode	LAN ·		
DHCP	● On ◎ Off		
Local IP	192.168.100.103		
Netgate	192.168.100.1		
Netmask	255.255.255.0		
DNS	192.168.100.1		
Resolv domain	⊙ On ⊛ Off		
Server domain	server.growatt.com	Resolv OK	
Server	47.91.67.66	Conn OK	
Server port	5279		
Data transfer interval	5	(Minutes)	
	ShineMaster Sett Network setting Network mode DHCP Local IP Netgate Netmask DNS Resolv domain Server Server Server port Data transfer interval	Network setting Network setting Network mode LAN ● DHCP On ● Off Local IP 192.166.100.103 Netgate 192.166.100.1 Netmask 255.255.0 DNS 192.168.100.1 Resolv domain On ● Off Server domain Server for Server port 5279 Data transfer interval 5	Network setting Network mode LAN DHCP On Off Local IP 192 168 100 103 Netgate 192 168 100 1 Netmask 255 255 255 0 DNS 192 168 100 1 Resolv domain On Off Server domain server (com OK) Server (com OK) Server port 5279 Data transfer interval 5

Fig 4-16

Note: Server port name and data upgrade interval are fixed cannot be changed.

Caustion:

1) If you add a device, after saving there is no refreshment, please disconnect the data logger and restart it.

2) when setting related function in the configuration parameters, only follow the above method, other parameters remain unchanged.

5 ShineMaster data uploading to ShineServer

If needed to the datalogger and all monitoring devices for data display, monitoring, and set up parameters by the server, you need to first add datalogger to the server, when Shinemaster added to the server, if the subsequent need to modify some parameters of The datalogger or enable, disable a function can be done through the server.

5.1 Registration and login

(1) Enter the address of the server on the computer browser to enter the ShineServer login page. If you are logging in for the first time, register the user name first. Enter the domain name access page, as shown in Figure 5-1.

The Chinese user server domain name is: http://server-cn.growatt.com

The overseas user server domain name is: http://server.growatt.com



Figure 5-1 Shine Server login page

	Regi	ster		Ì
Register type	User	Installer	Distributor	
Country				*
Username	Select correct	country		*
Password	please insert (username	is used	*
Password confirm	password musi	t more than s	ax word	*
Language	English		Ŧ	* .
E-Mail				*
Installer code	Enter the ins	taller code o	r alias]
	Agree with t	the Company	s terms	
	Register	Back to logir	1	

Fig 5-2

5.2 Monitoring data

(1) After the registration is completed, it will automatically skip to the ShineServer main interface. Click "plant" \rightarrow "plant data", and the displayed information is the total power chart of the plant on the day. The drop-down list "Select collector" can be used to view the daily power chart of a single inverter in the power station.

(2) Register the user name and input the user information according to the pop-up. After the information is completed, click "Register".

Note: "ShineMaster serial number" and "datalogger check code" can be found on the package box.

rowatt				Welcome : EU	-SOLARKFT3 (Normal user)
Nagykanizsa:Bagola2.	Dashboard	Plant User	Center Setting	Download	English 💿 😭
Plant data	device list	event list	Plant Detail	Charging pile entrar	nce
DYD0844044 F87380600C	export	•	< 2019-0	6-03	Current Day Time
	250000				
	200000				/
	250000				\sim
	£ 200000				
	150000				
	100000				
	50000			/	Ý V
	8		4434		
	00.00	02.05	Nagykanizsa:Eagola	42.	08.20
Plant Image		Location	Image	Inform	nation Overview
		man it.	· · · · · ·	G Tota	al of User : 2349280
				\27 Tota	al of Inverter : 655830
		W.W. 1		Total	al of Plant : 861024
	Contraction of the local division of the loc				



5.3 Add or Delete Monitoring devices, change the ShineMaster Baud rate

5.3.1 Add or Delete Monitoring device

(1) In the Server page click the "Device Management" and then click "Data Logger". In this page click set the device updating icon.

G	rowat	τ					Welc	ome : Strahaa soo	(Normal user)	Integrator	Exit
	ShinerM	aster	•	Dashboard	Plant	User Center	Setting	Download	English	۲	â
	Plant da	ata		device list	event list	Р	lant Detail				
	datalog	inverter	MAX	storage	hybrid inverter	PCS HPS	3		ma	ore	
	alias device	e type u	iser name	connect status	IP & Port	data update in	nterval last logir	v/update time firr	nware version	operating	Ē.
ſ	A818003 Shine	Master 💷	585443300	connection	/202.105.137.83:1027/	5	2018-09	9-12 14:11:46	1.0.1.1	© 14 t	Ì

(2) Add one device, add one Growatt inverter set the 485 communication address is 1.

	Datalog setting	
Device update		
communication meth	RS485_1	Ŧ
d Davies eddaese	4	-
device type	Growatt Inverter	*
status	add	v
Baud rate		
\odot The first baud rate	4800	×
\odot Second baud rate	4800	Y
	save cancel	

(3) Delete one device, just like following figure.

	Datalog setting	
Device update		
communication metric	RS485_1	v
d		
Device address	1	×
device type	Growatt Inverter	Y
status	Delete	Y
Baud rate		
O The first baud rate	4800	×
Second baud rate	4800	×
[save cancel	

(4) Above adding or deleting devices if success following figure will pop out.



5.3.2 Change ShineMaster Baud rate.

(1) In the Server page click "Device Management" then click "Data Logger", click the Baud rate setting icon.



(2) Set chosen channel's baud rate.

	Datalog setting	
Device update		
communication metho		
d	RS485_1	Ŧ
Device address	1	Y
device type	Growatt Inverter	*
status	Delete	
Baud rate	Delete	
 The first baud rate 	4800	•
Second baud rate	4800	•
ГГ	save cancel	

(3) If success following figure will pop out.

(!)	set success!	
		yes

Note: The second channel of Baud rate setting would be the same as the fist channel.

6 Device Maintenance

6.1 Reset ShineMaster

If you press the "reset" button for five seconds, it will erase all the registered device information. All the information for the server communication part will be kept.

6.2 Common faults and troubleshooting

Fault	Cause	Suggestion
Cannot enter the ShineMaster internal page	ShineMaster can not obtain the IP	 Enable Router DHCP Function PC and the ShineMaster must be in the same network segment.
ShineMaster internal page "System Status Information" shows not connected	Unable to connect to server	 Check whether the router network is connected to the Internet. Check if the "server address" is correct The Chinese user server domain name is: http://server-cn.growatt.com The overseas user server domain name is: http://server.growatt.com
ShineMaster is online, but the monitored device is disconnected after logging in to the account	 Monitor connection failed No access to the internal page to add equipment Inconsistent Photovoltaic equipment address and added equipment address Wrong PV device serial number 	 Check the stability of communication cable. Enter the internal page "datalogger settings" to add photovoltaic devices On the "Device Status" page of the internal page, check whether the device's communication address is the same with the added device. Check whether the serial number of the monitored PV equipment is 10 digits. It can only contain English letters and numbers, and there are no illegal characters.
Long time no refreshment interface after operation	Configuration page does not respond	Refresh the page or login in again.

6.3 Maintenance

- 1. Avoid frequent turning on and off of the power supply, handle with care;
- 2. ShineMaster is a product for indoor use. Do not use ShineMaster in a humid environment or in direct sunlight.

7 Technical specifications

7.1 ShineMaster specification

General specification

Length * width * height	130mm*84mm*25mm
Net Weight	180±5g
Protection grade	IP30

Operating environment

Ambient temperature	-40°C~ +60°C
Installation	Indoor

Communication

Wireline communication	RS485 maximum stability monitoring 64 inverters
Wirerless communication	Not supported temporarily
RS485 communication distance	500 meters maximum (twisted shielded cable)

8 Contact us

Growatt New Energy provides customers with a full range of technical support. Users can contact the nearest Growatt new energy office or customer service point, or they can contact the company's customer service center directly.

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