

### **Communication with the Windspire**

**Description of Issue:** Directions provided for connection to monitor the Windspire using WindSync or WindSyncPro software are not straightforward. The source of the issue is that the Serial Number entered in WindSync or WindSyncPro is the MAC address for each inverter.

**Recommended Actions:** In WindSync or WindSyncPro, the “Serial Number” is actually the MAC address off of each individual inverter. Every serial number is a total of 16 characters, and all begin with the 8 characters “0013A200” and end with the unique MAC addresses for each Windspire inverter. The MAC address on the inverter is located on a small white sticker on the back surface of the inverter, and is a total of 8 characters long. The MAC address will also be written in large print on the outside of the box the inverter is shipped in.

For example, if the MAC address is “**404A7625**,” to connect to that Windspire using WindSync, you must enter into the Serial Number field “0013A200**404A7625**,” enter a name for the Windspire you are connecting to, and click on “Memorize” to save this MAC address into WindSync or WindSyncPro.