



SolisCloud Monitoring System

Organization Manual

V1.1

Version record

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1. About

1.1 Copyright (space)

The copyright of this manual belongs to Ginlong Technology Co., Ltd. It is not allowed to copy or extract at will without any knowledge or permission from Ginlong and any other forms of infringement. Ginlong reserves the final right to interpret this manual and the infringements will be held accountable. If the functions or interfaces of SolisCloud have been modified, please refer to the latest version as prevail.

1.2 Manual Content

This manual introduces the functions and operation procedures of SolisCloud platform to satisfy the requirements of users for convenient operation and management.

1.3 Scope

SolisCloud is suitable for users who purchase Solis Dataloggers which are used to monitor PV plants and upload data to the SolisCloud system. Users can log into the SolisCloud App or Website to view relevant data in the platform, thereby visually analyzing and managing photovoltaic power plants.

1.4 Requirements

Website: **www.soliscloud.com**

Notes about the website:

1. The site is compatible with IE browser V9.0 or above.
2. The recommend display resolution is 1920 x 1080.

Mobile Phone App: **SolisCloud**

How to Download: Search and download the SolisCloud app in the App Store for IOS system or Google Store for Android system.

1.5 For Readers

This manual is mainly for professionals and users who need to access, manage, and maintain the SolisCloud platform. Technicians and users should have the basic platform knowledge and be familiar with Solis products.

2. Getting Started

2.1 Solis Monitoring Platforms

2.1.1 Solis Home/Solis Pro (Old Platform)

Solis Home/ Solis Pro are the first generation of the Solis monitoring platform.

Solis Home is for end users to view the operation status of their plants.

Solis Pro is for installers/distributors to manage multiple systems for the duration of their life cycle. This platform provides smart energy management and device monitoring.

2.1.2 SolisCloud

SolisCloud is the second generation of the Solis monitoring platform. Users now have greater control over login management. SolisCloud is the latest generation intelligent PV monitoring and maintenance system which integrates real-time monitoring, accurate message pushing, alarms, smart O&M, remote upgrade/control, intuitive visual graphics and statistical analysis. One can monitor the operation status of the inverters, automatically calculate the generation/efficiency status of the device and the plants. Maintenance engineers can more easily locate the problem and solve it while on site. This platform was designed with an advanced framework to offer convenient operation, secure data, and clear visual representation of system performance.

2.2 User Information

2.2.1 Roles

“Organization” indicates all parties that are related to monitoring applications, such as companies, distributors, and installers etc. A “Sub-organizer” is created by the organizer when third parties, such as internal departments or other cooperative companies, need access to the portal.

2.2.2 Solis Home User

When using the new SolisCloud platform for the first time, enter the account and password previously used for the Solis Home App. The SolisCloud Monitoring platform will migrate your Solis Home profile and all original data from the old platform. Everything on your account will be displayed within 2 hours.

2.2.3 SolisCloud User

Directly register your new account on SolisCloud as a plant owner.

Please refer to [3.1 Register for more details](#).

2.2.4 Sub-organization/user of SolisCloud

For Organization and Sub-organization users (refer to [section 4.7.5](#)), it is recommended to create a new user’s name and password for the first-time login.

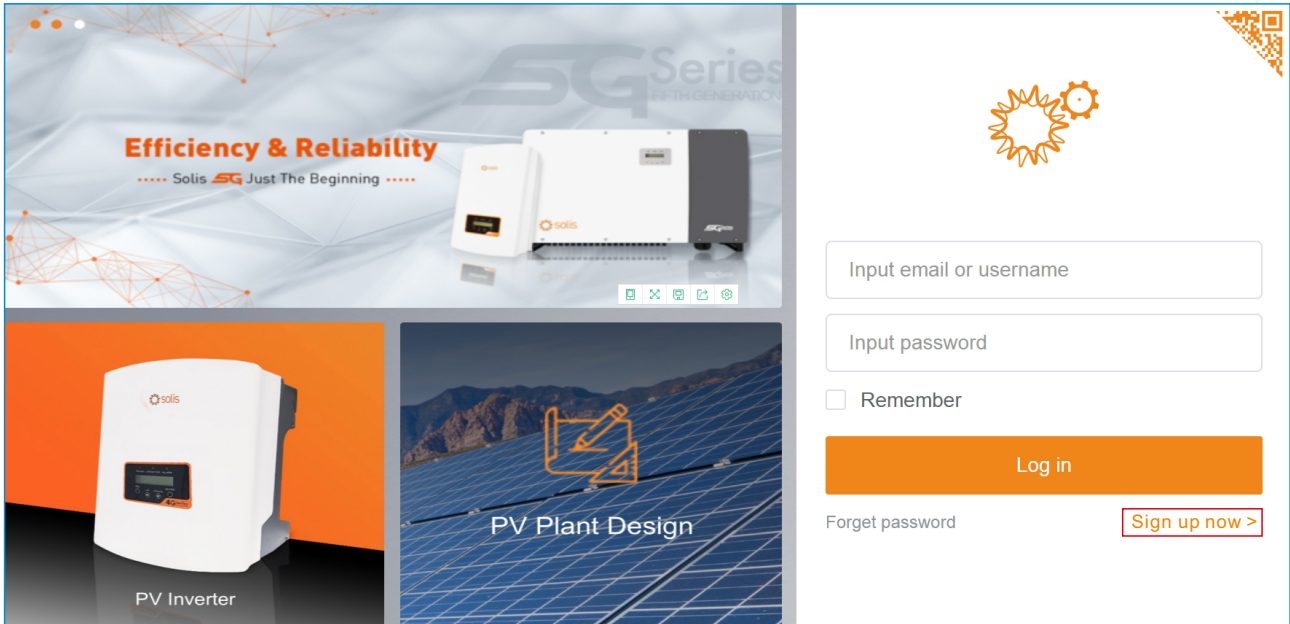
3. Registration and Commissioning

3.1 Registering

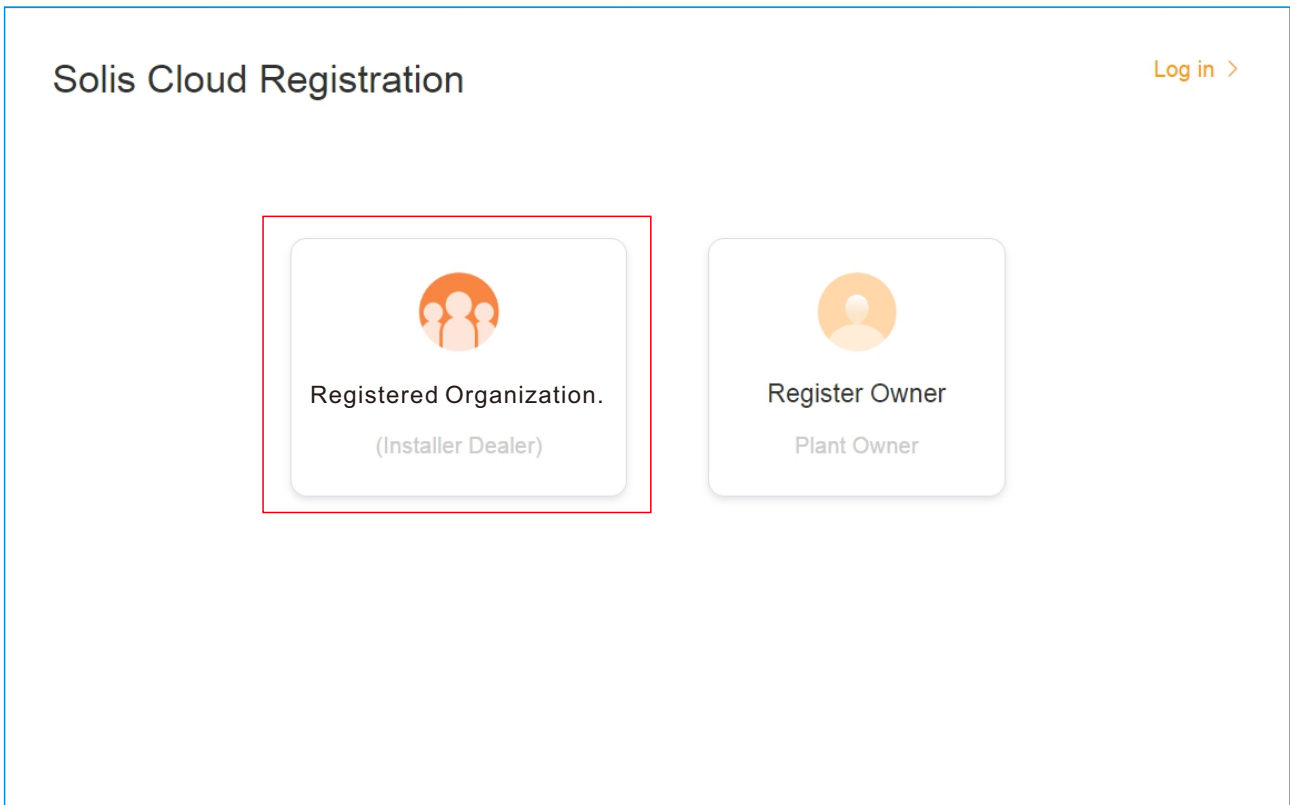
You will need to register an account when using SolisCloud for the first time. since an account is required to log in. Detailed steps as follows:

1. Open a web browser and go to www.soliscloud.com.

This is the platform login page, click “Sign up now >” to create a new account.



2. Organization users registering an account will select [Registered Organization].



3. Registration and Commissioning

3. Fill in each field and review the user privacy agreement. Then click “Register” to create the new account. The Organization Code is a random 6-digit/letter set, which can be user-defined.

Registered Organization.

[Log in >](#)

Tip: If your organization (company) has already registered an organization account in the Ginlong Cloud system, you do not need to register again. Please contact the administrator of your organization (company) to add you as a lower organization or organization member in the system.

* Name of Organization

* Email

* Vcode

* User Name

* Password

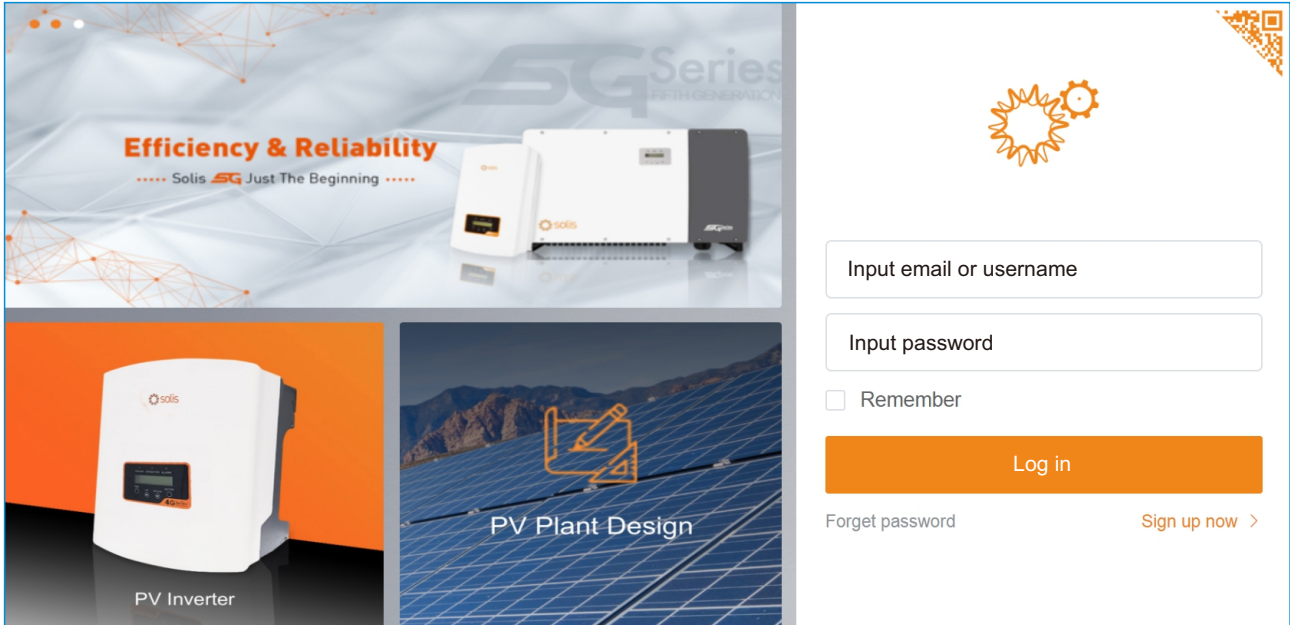
* Organization Code

I have read and agree [User Privacy Agreement](#)

3. Registration and Commissioning

3.2 Logging In

For users that have already registered or had their account setup, please enter the email address or username and password to log in. You may click the [Remember] option to save the data in the browser for quicker access in the future

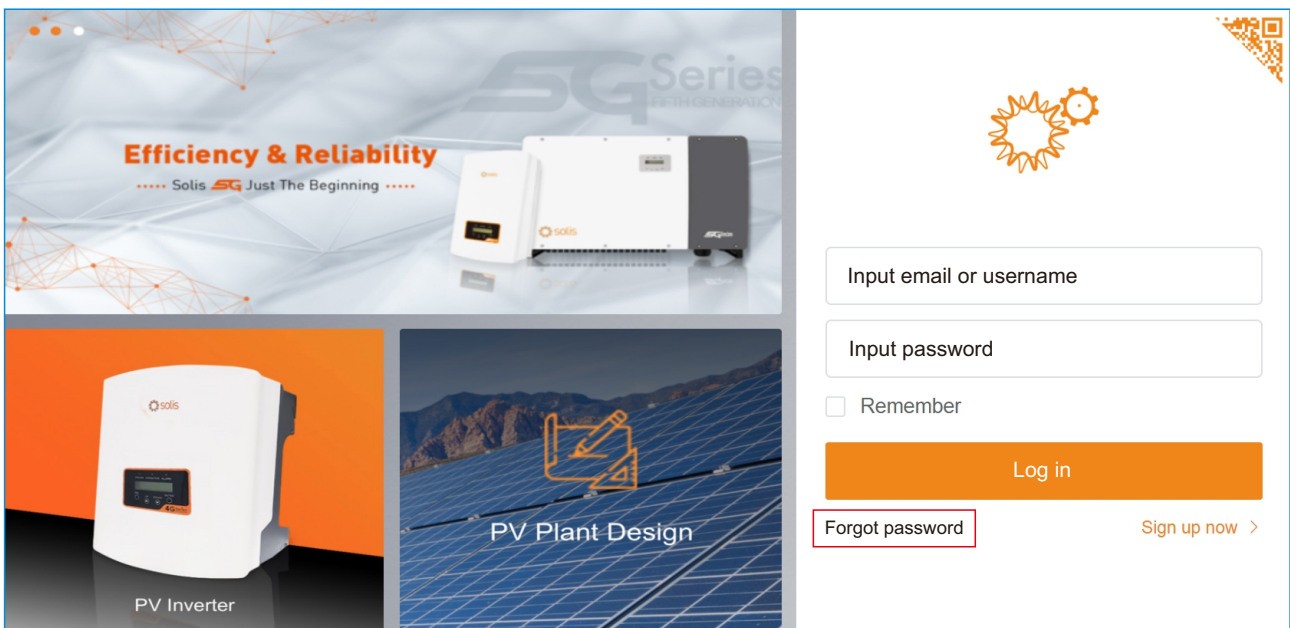


3.3 Recovering a password

Users can click [Forgot Password] to retrieve the password for their account.

Follow these steps:

1. Click [Forgot Password] to enter the password retrieval page.



3. Registration and Commissioning

2. Enter the account email address and click “Verification code”. A code will be quickly sent to the email address. Then enter the verification code and click [Next].

The email address must be the same as the one used for initial registration.

The screenshot shows a web interface for password recovery. At the top left is the text "Find PW" and at the top right is a link "Log in >". The main area contains two input fields: "Input email" and "Verification code". The "Verification code" field is a grey button. Below these is a larger input field labeled "Input verification code". At the bottom center is a large orange button labeled "Next".

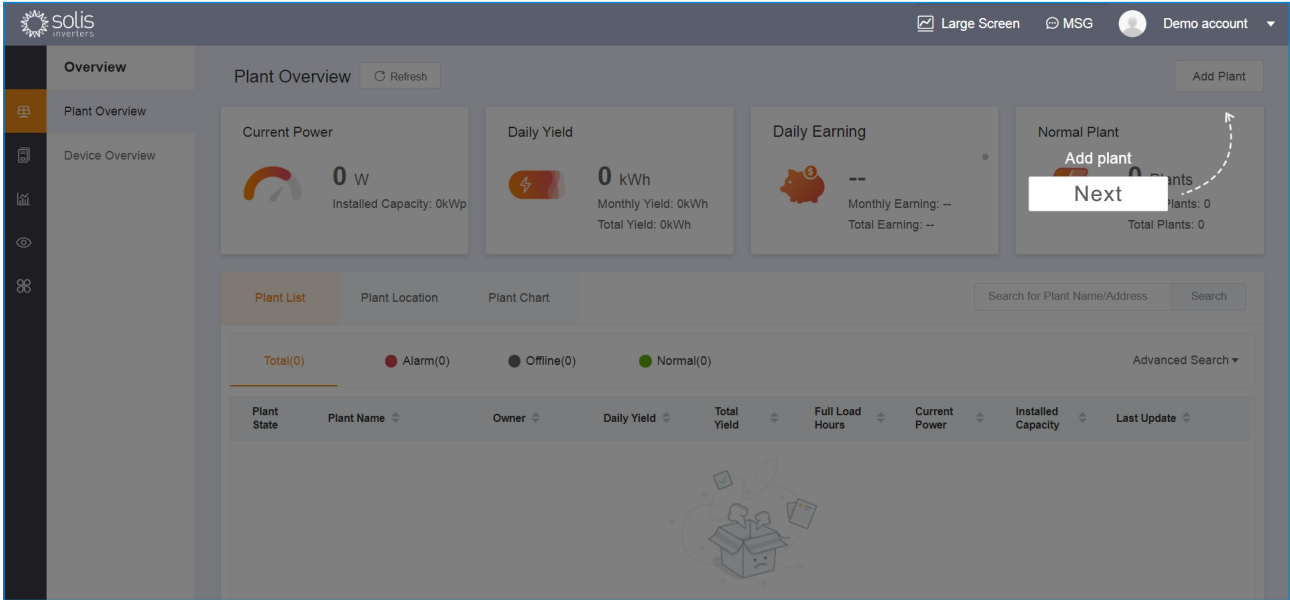
3. Set the new password and confirm the new password. Then click [Complete] to enter the main page.

The screenshot shows the next step in the password recovery process. It features the same "Find PW" header and "Log in >" link. The main area contains two input fields: "Input new password" and "Repeat New Password". At the bottom center is a large orange button labeled "Done".

3. Registration and Commissioning

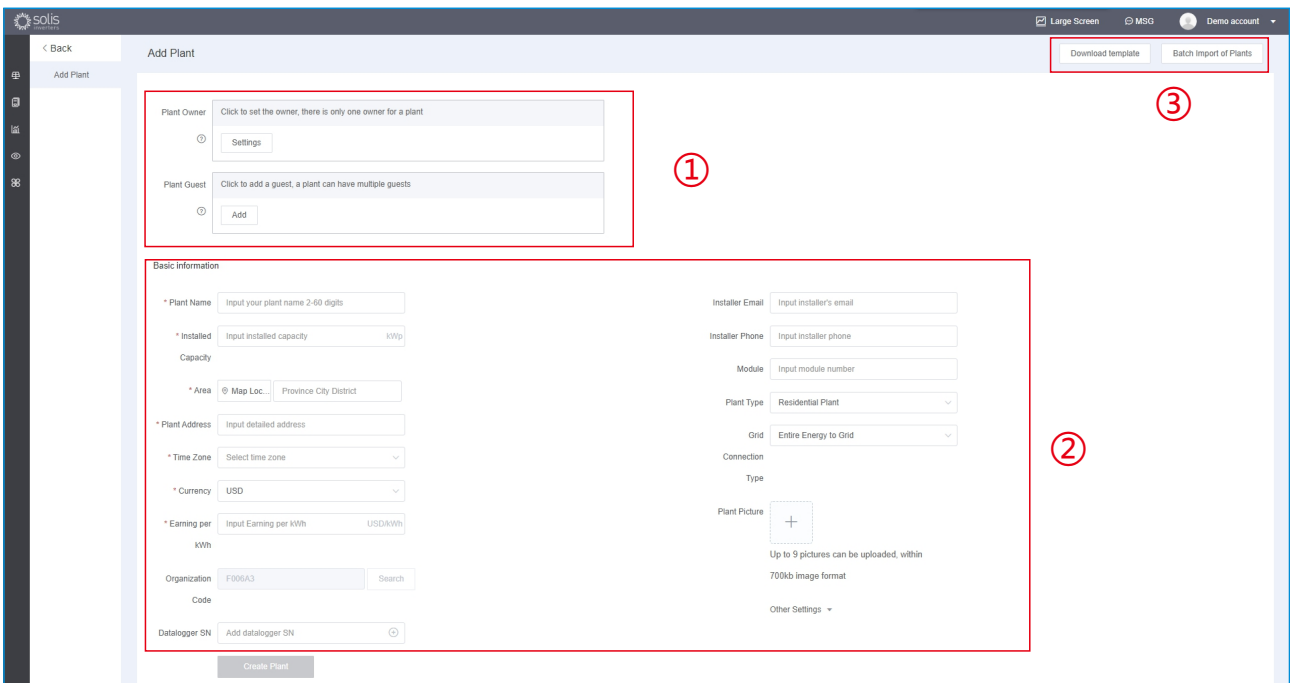
3.4 Adding a plant

After logging in to the SolisCloud platform for the first time, click “Add Plant” in the top right create a new site. You will be then be taken to the plant creation page.



3.4.1 Plant Creation Interface

The plant creation page consists of three parts: plant owner/guest, basic information, and import of plants.



3. Registration and Commissioning

3.4.1.1 Adding an owner and a guest

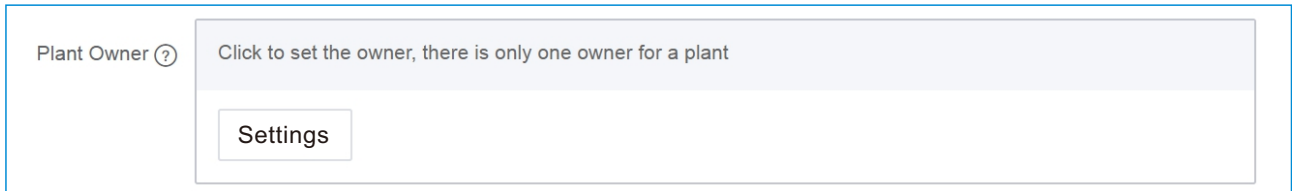
Adding an Owner :

1. Owners can view and edit plant information.

Note: each plant only has one owner.

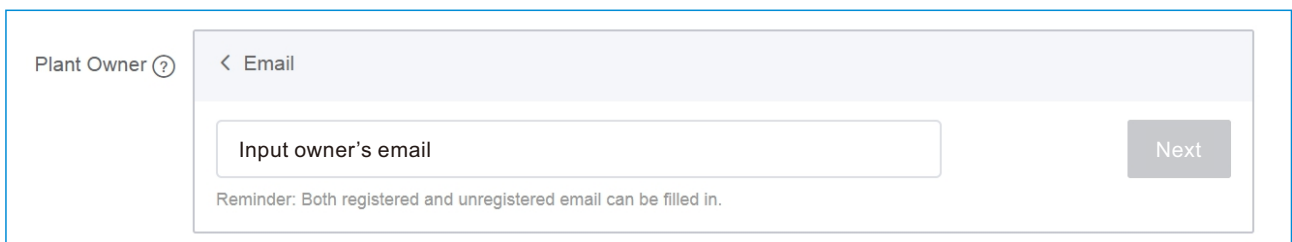
2. Steps:

(1) Click the [Settings] button in the plant owner box.



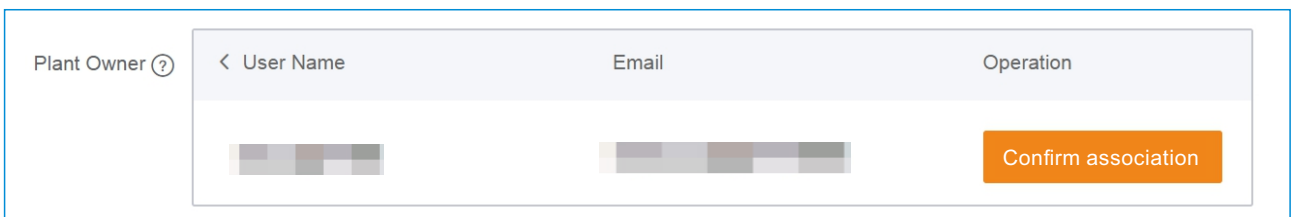
The screenshot shows a 'Plant Owner' section with a help icon. Below the header is a light blue box containing the text 'Click to set the owner, there is only one owner for a plant'. At the bottom of this box is a 'Settings' button.

(2) Enter the owner's email address and click [Next].



The screenshot shows the 'Plant Owner' section with a back arrow and 'Email' header. It features an input field labeled 'Input owner's email' and a 'Next' button. A reminder below the input field states: 'Reminder: Both registered and unregistered email can be filled in.'

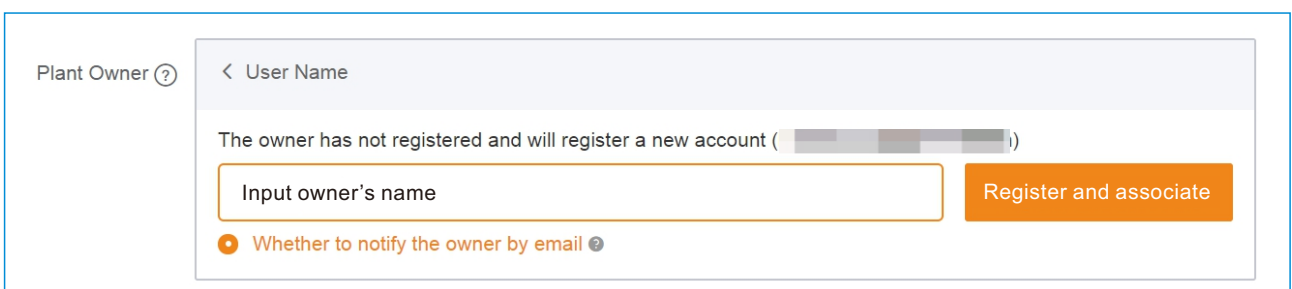
(3) If the owner has already registered, the system will display the user name or email, click [Confirm association] to add successfully.



The screenshot shows the 'Plant Owner' section with a back arrow and 'User Name' header. It displays a table with columns for 'User Name', 'Email', and 'Operation'. The 'User Name' and 'Email' columns contain blurred text. An orange 'Confirm association' button is located in the 'Operation' column.

(4) If the owner has not yet registered, you will be asked to enter the owner's name.

Click [Register and associate], the new account with the identity of the owner can now log in to the platform. The system will send the login information to the owner by email.



The screenshot shows the 'Plant Owner' section with a back arrow and 'User Name' header. It displays a message: 'The owner has not registered and will register a new account ([blurred name])'. Below this is an input field for 'Input owner's name' and an orange 'Register and associate' button. At the bottom, there is a radio button option: 'Whether to notify the owner by email'.

3. Registration and Commissioning

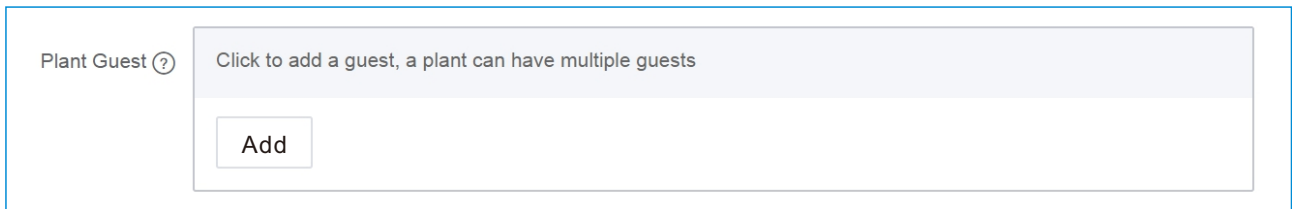
Adding a Guest :

1. Guests can view plants but they cannot edit plant information.

Note: plants can have multiple guests.

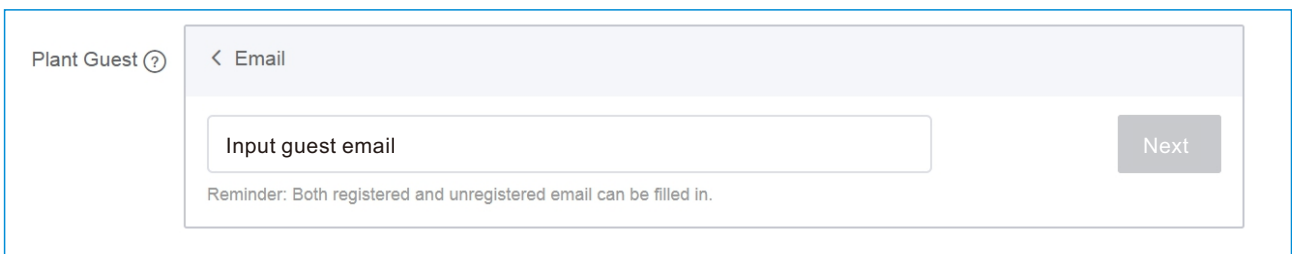
2.Steps :

(1) Click the [Add] button in the [Plant Guest] box.



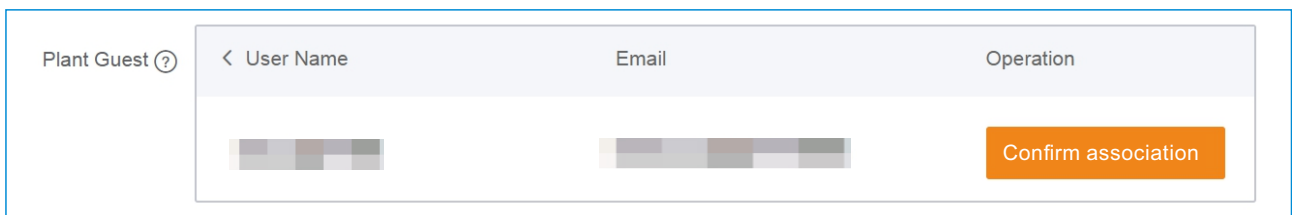
The screenshot shows a 'Plant Guest' box with a header that says 'Click to add a guest, a plant can have multiple guests'. Below the header is a button labeled 'Add'.

(2) Enter the guest's email address and click [Next].



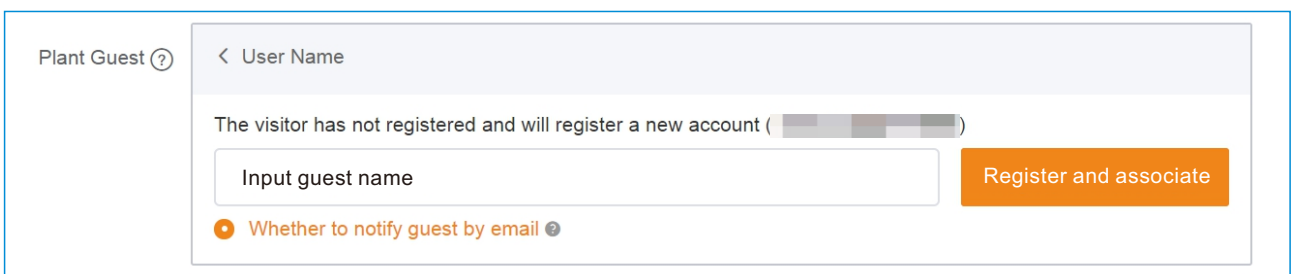
The screenshot shows the 'Plant Guest' box with a back arrow and the text '< Email'. Below this is an input field labeled 'Input guest email' and a 'Next' button. A reminder at the bottom states: 'Reminder: Both registered and unregistered email can be filled in.'

(3) The page will display the username or email of the guest if the guest has already been registered in SolisCloud, click [Confirm association] to allow the guest access to view this plant.



The screenshot shows the 'Plant Guest' box with a back arrow and the text '< User Name'. Below this is a table with three columns: 'User Name', 'Email', and 'Operation'. The 'User Name' and 'Email' columns contain blurred text. To the right of the table is an orange button labeled 'Confirm association'.

(4) If the guest has not yet been registered, the page will ask you to input the guest's name and click [Register and associate] to finish. Then the system will create the guest account and send the account information to the guest's email address.



The screenshot shows the 'Plant Guest' box with a back arrow and the text '< User Name'. Below this is a message: 'The visitor has not registered and will register a new account ([blurred text])'. Below the message is an input field labeled 'Input guest name' and an orange button labeled 'Register and associate'. At the bottom, there is a checkbox labeled 'Whether to notify guest by email' which is currently checked.

3. Registration and Commissioning

3.4.1.2 Basic Plant Information

Required Info :

[Plant Name] Define the plant name within 2-60 characters or number;

[Total Module Capacity] Total installed capacity of the plant;

[Area] The area where the plant is located. Use the map function to locate your address;

[Plant Address] Detailed address of plant, system will fill the address automatically if the Area is selected through map positioning;

[Earning per kWh] Electricity price per kWh sold to Grid.

Optional Info :

[Datalogger SN] Datalogging device serial number;

[Module Number] Total number of installed PV modules in the plant;

[Plant Type] Select plant type: Residential Plant, Commercial Plant, Ground-Mounted Plant, Storage Plant;

[Grid Connection Type] Select Grid Connection Type: All Energy to Grid, Surplus Energy to Grid, Off-Grid;

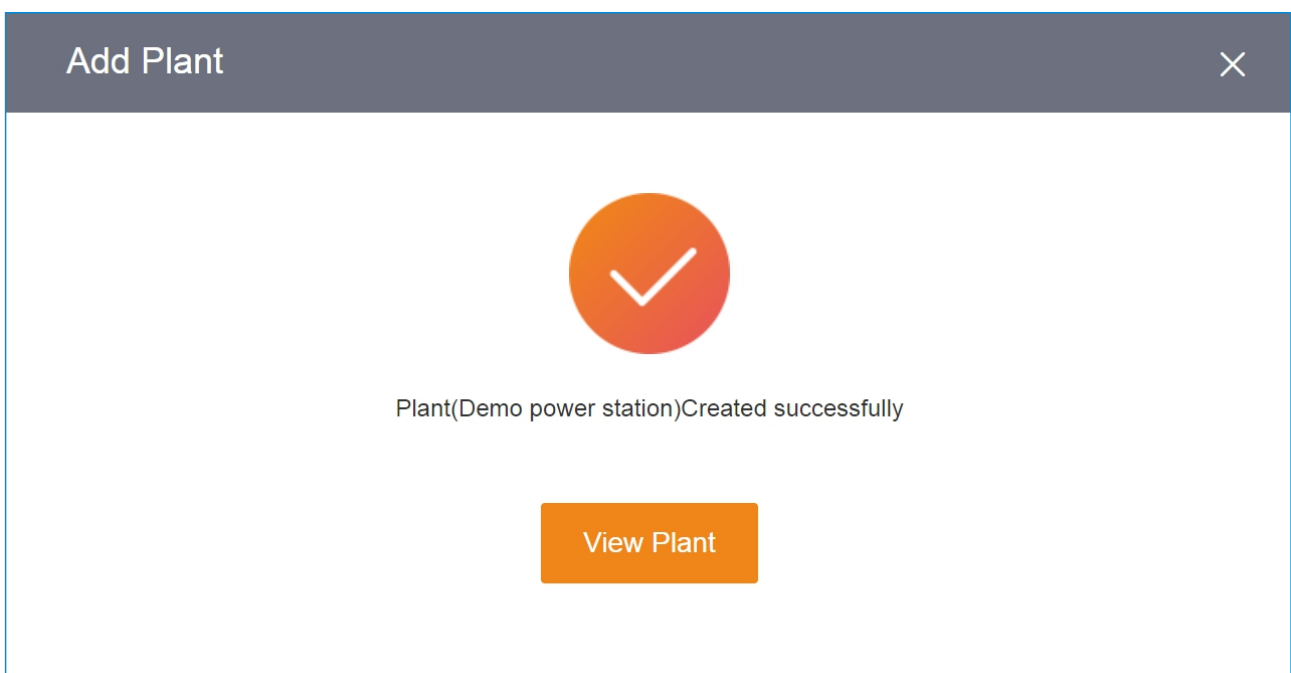
[Plant Picture] Users can upload no more than 9 pictures within 700kb format.

3.4.1.3 Batch Import of Plants

In the upper right corner of the page, you can perform batch importing of plants. Click [Download Template] to export the Excel template. According to the template, fill in the plants that need to be imported and save them; click [Batch Import of Plants], and select the previously filled Excel file to upload.

3.4.2 Create Successfully

When all of the plant information is entered correctly, click [Create Plant] to finalize the new plant creation. Click "View Plant" to be taken straight to the new plant's page.



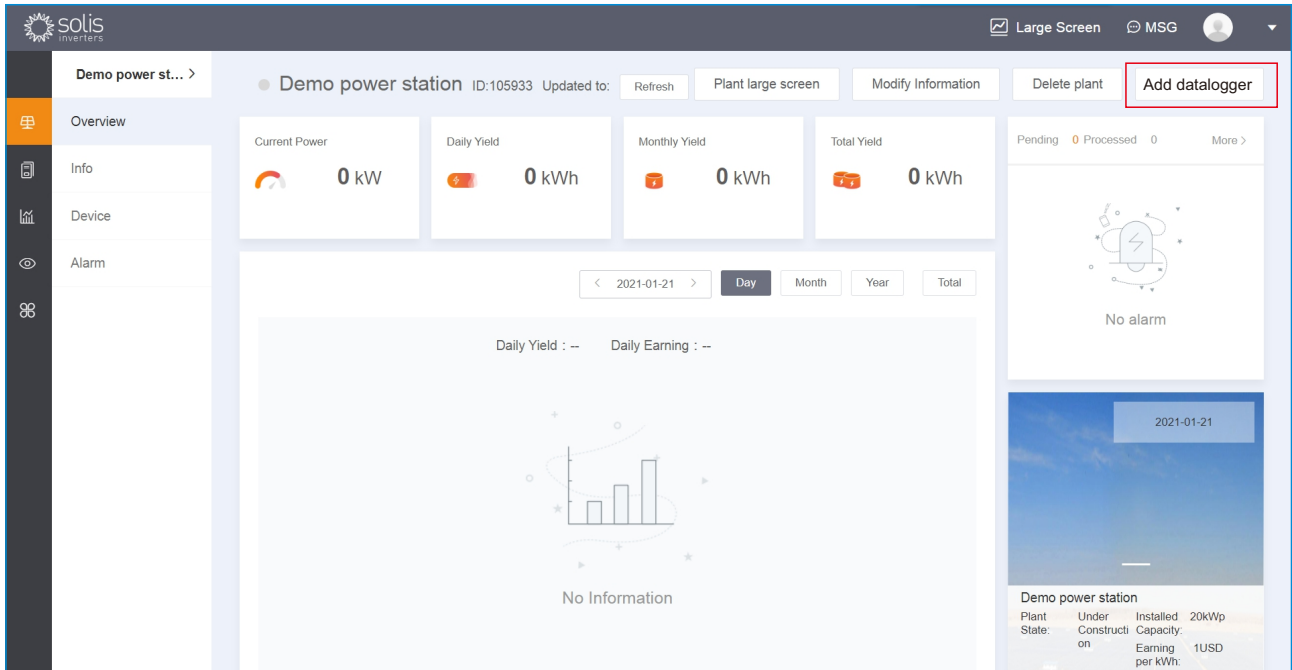
3. Registration and Commissioning

3.5 Adding a Datalogger

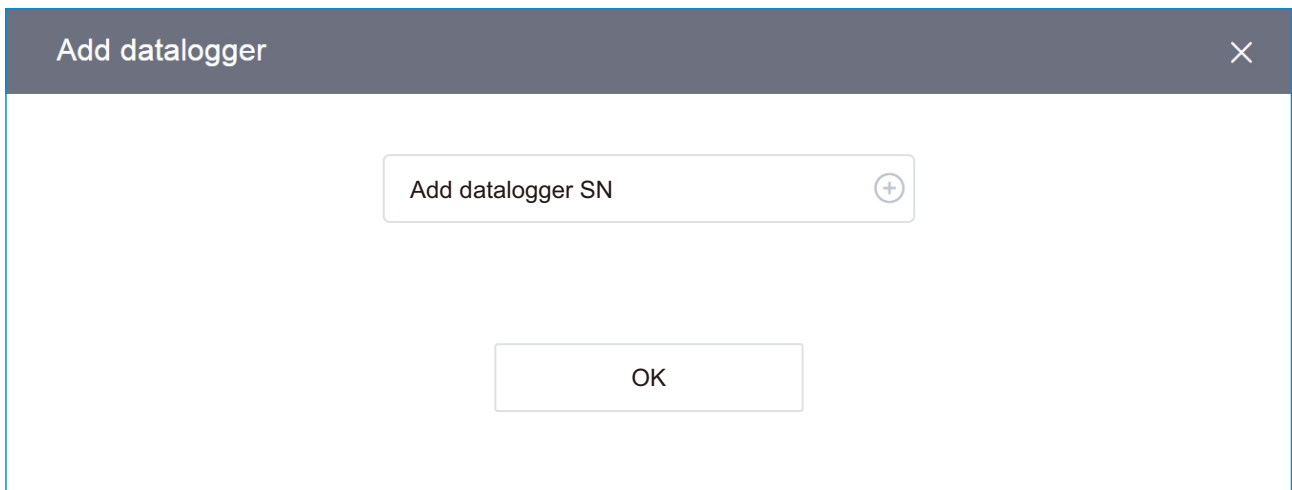
Users can add dataloggers after the plant has been created successfully. The information collected by logger(s) will be uploaded to the SolisCloud platform to be viewed.

The specific steps are as follows:

1. Click [Add datalogger] in the upper right corner of [Plant Overview].



2. Enter the logger serial number and then click “OK” to register the logger to the plant.



Note: The logger can also be added by scanning the QR code with the SolisCloud app.

3. Registration and Commissioning

3.6 Logging Out

When you are ready to log out, go to the upper right corner, click the account icon and then click Sign Out. After you log out, you will be returned to the login page and you will need to enter your username and password to log back in.

The screenshot shows the Solis Inverter web interface. The top right corner has a user profile icon with a dropdown menu containing 'Basic Settings', 'My Info', and 'Sign Out'. The main dashboard is titled 'Plant Overview' and includes a 'Refresh' button. It features four summary cards: 'Current Power' (0 W, Installed Capacity: 26.6kWp), 'Daily Yield' (0 kWh, Monthly Yield: 51kWh, Total Yield: 6.89MWh), 'Daily Earning' (0 CNY, Monthly Earning: 46.5CNY, Total Earning: 5.993KCNY), and 'Normal Plant' (2 Plants, Alarm Plants: 0, Total Plants: 3). Below these is a 'Plant List' section with tabs for 'Plant Location' and 'Plant Chart'. A search bar is available for 'Plant Name/Address'. A legend shows 'Total(3)', 'Alarm(0)', 'Offline(1)', and 'Normal(2)'. The table below lists plant details:

Plant State	Plant Name	Owner	Daily Yield	Total Yield	Full Load Hours	Current Power	Installed Capacity	Last Update
Offline	Demo power station Q3 Colthurst mews, Luca...		0kWh	0kWh	0	0kW	20kWp	--
Online	Thomas Finn Q3 Colthurst mews, Luca...	Thomas Finn	0kWh	3.302MWh	0	0kW	3.6kWp	2021-01-21 08:40
Online	Ballymount QLeinster Dublin Dublin		0kWh	3.588MWh	0	0kW	3kWp	2021-01-21 16:40

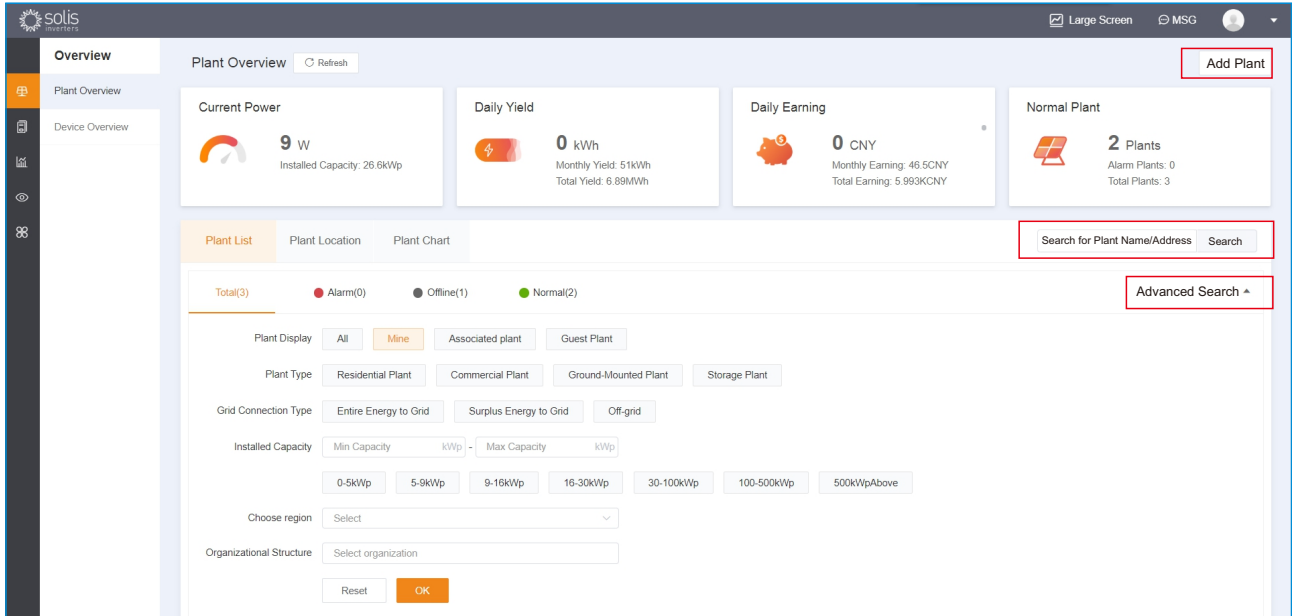
At the bottom of the table, there is a pagination control showing '20/page', 'Total 3', and 'Go to 1'.

4 . Platform Operations

4.1 Plant Management

Users can operate and manage the plant in the [Overview]-[Plant Overview] interface.

4.1.1 Plant Overview



[Plant Data Display] Users can view the basic information of total plant and the detailed information description is as follow:

Basic information	Information description
Current power	Mouse over “Current Power” to see installed capacity and full load hours.
Yield	Mouse over daily, monthly, and total yield to see energy production data.
Earning	Daily earnings on power generation and yield are displayed above the production graph.
Full load hours	Daily full load hours indicate daily power generation capacity.

[Add Plant] Users can add a new plant if one needs to be created, please refer to 3.4 Add Plant for instructions.

[Search Plant] Users can search for a specific plant according to the plant name or installation address and the click [Search] to finish.

[Plant Screening] Users can use this function to sort plants by category. The main categories include plant type, funding method, grid connection type, installed capacity, and selected regions.

① Plant display:

[All plants] List the information of all plants in the account.

[My plant] "I" added the plant myself.

[Associated plant] List of plants with "I" as the owner of the plant.

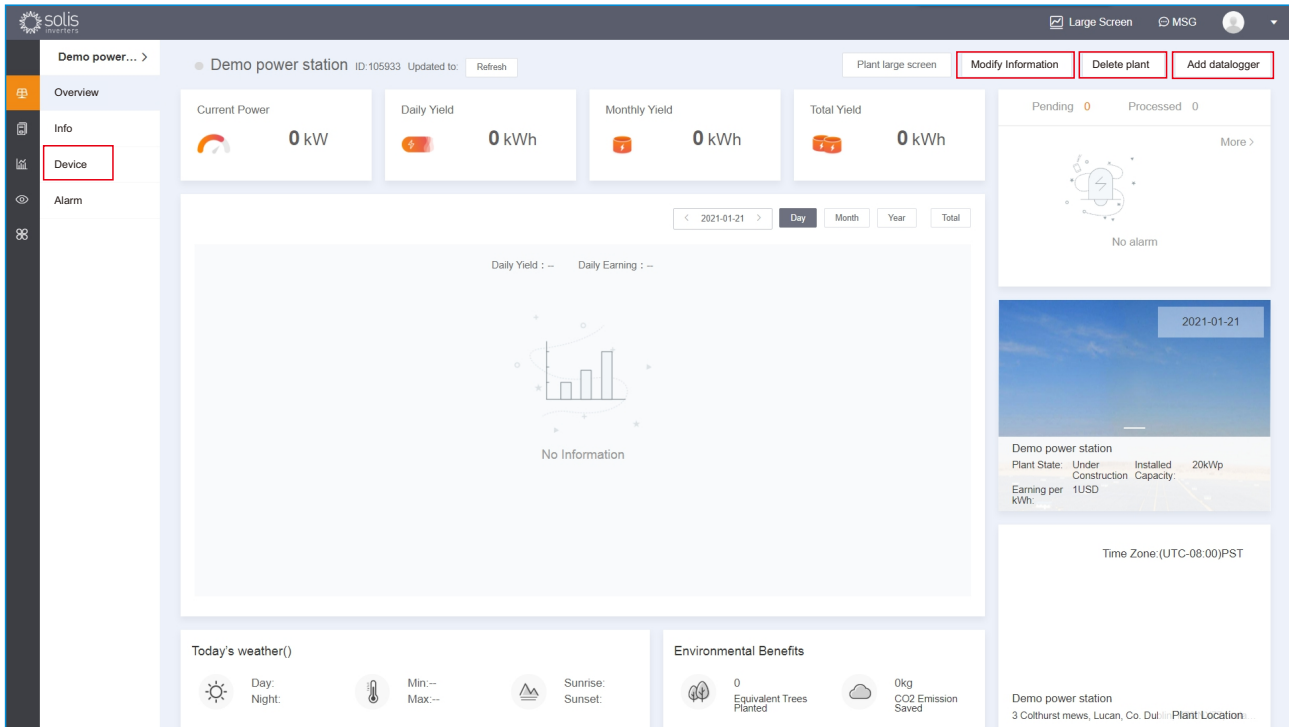
[Guest plant] Add "I" as a guest to the plant list.

② Organization structure/organization plant screening: You can select the plant list information of the subordinate organizations under the organizational structure.

4 . Platform Operations

4.1.2 Plant Info

Click the specified plant to check the detailed information for operation and management.



[Plant Overview] Users can view the basic information of the specified plant and detailed information as follow:

Basic information	Information description
Current power	Mouse over “Current Power” to see installed capacity and full load hours.
Daily Yield	Mouse over to view Daily Yield and Monthly Yield.
Monthly Yield	Mouse over to view Monthly Yield and Annual Yield.
Total Yield	Mouse over to view Annual Yield and Total Yield.
Weather	See the local Weather, Temperature, Sunrise and Sunset Time.
Environmental benefits	See the Equivalent Trees Planted and CO2 Emission Saved.
Alarm	See the Historical Alarm Message.
Plant States	See the Plant States, Installed Capacity and Earning per kWh.
Location	See the detailed location and use the mouse scroll on the map to zoom in and out.

[Modify Plant Info] Users can modify and update the original information filled in during the plant creation process, there are two ways of doing this:

Method 1: Click [Modify Information] in the upper right corner of the [Overview] page to modify.

Method 2: Click [Modify Information] in the upper right corner of [Info] page to modify.

4 . Platform Operations

[Delete Plant] Users can delete a plant by clicking [Delete Plant] in the upper right corner of [Overview] page. The warning message will pop up, then click [Delete].

[Device Management] Users can add and edit devices registered to the plant.

① Add Device: Users can use the same method as adding a datalogger to add other plant devices, please refer to [3.5 Add Datalogger](#) for the specific procedure.

② Edit Device: Click [Device] in plant interface to view the inverters, loggers and EPM of the plant. Users can edit and manage these devices in this interface.

4.2 Device Management

In the [Device Overview] of the [Overview] page, users can monitor the statuses of the inverters, loggers and EPM devices registered to the account. Click a single device in the list to view specific information and corresponding data for operation and management.

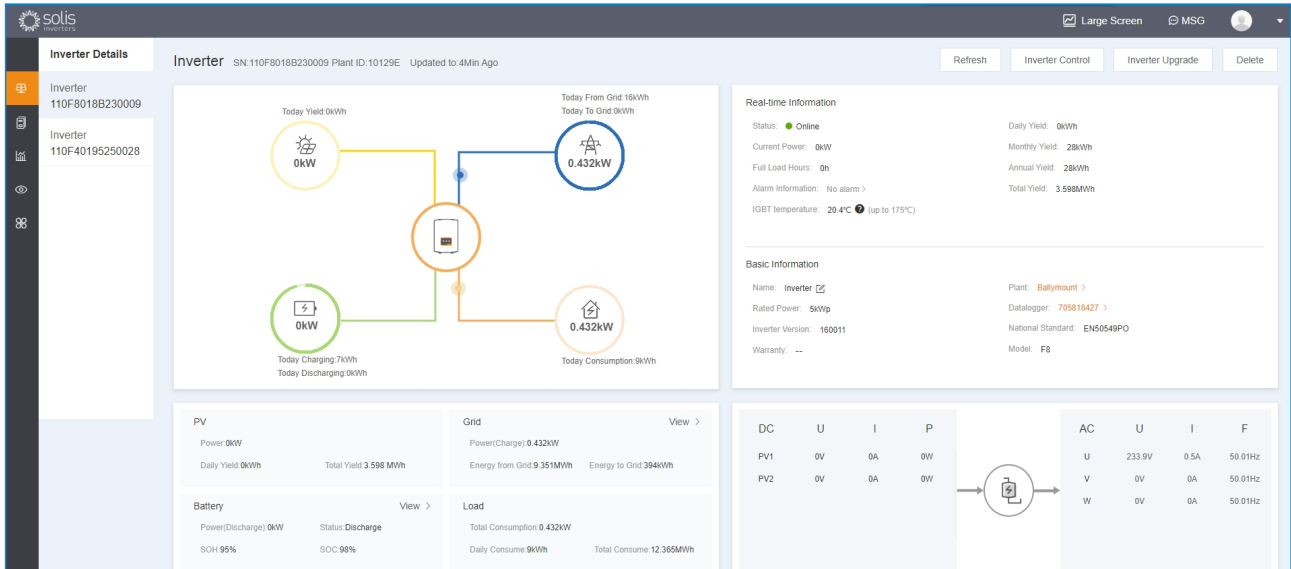
The screenshot displays the 'Device Overview' page in the Solis Inverters system. It features three summary cards at the top: Inverter (Total: 2, Normal: 2, Alarm: 0, Offline: 0), Datalogger (Total: 2, Normal: 2, Offline: 0), and EPM (Total: 0, Normal: 0, Offline: 0). Below these cards is a table titled 'Inverter List' with columns for Status, Inverter SN, Rated Power, Current Power, Today Yield, Total Yield, Plant, Warranty, Last Update, and Operation. Two inverters are listed as Online.

Status	Inverter SN	Rated Power	Current Power	Today Yield	Total Yield	Plant	Warranty	Last Update	Operation
Online	110F8018B230009	5kW	0kW	0kWh	3.598MWh	Ballymount	--	2021-01-27 13:05:17	Operation
Online	110F40195250028	3kW	0kW	0kWh	3.321MWh	Thomas ...	--	2021-01-27 13:04:23	Operation

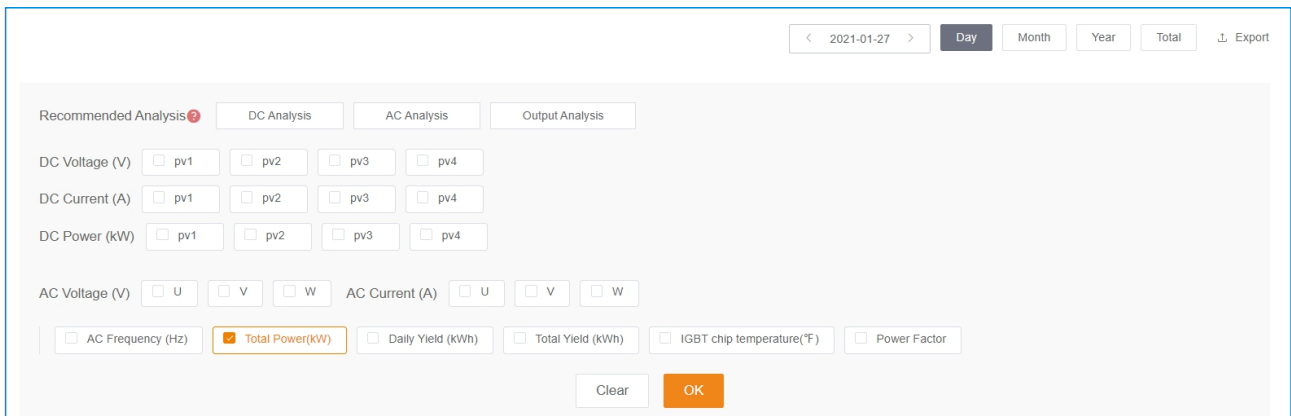
4 . Platform Operations

4.2.1 Inverter

[View inverter information] In the inverter interface, users can view the basic information like name, model and software version. Also the current power and generation yield can be viewed.



[Monitor Current and Historical Info of Inverter] The SolisCloud platform will monitor the inverter data and display the corresponding graph analyses by single or multiple selections of different parameters. This includes DC analysis, AC analysis, power analysis and other corresponding parameter analyses. Users can also customize parameter types for specific analyses.



[Inverter Control] (Please consult Ginlong before utilizing inverter control function) Users can control one inverter remotely and change the current states or parameters of the controlled inverter.

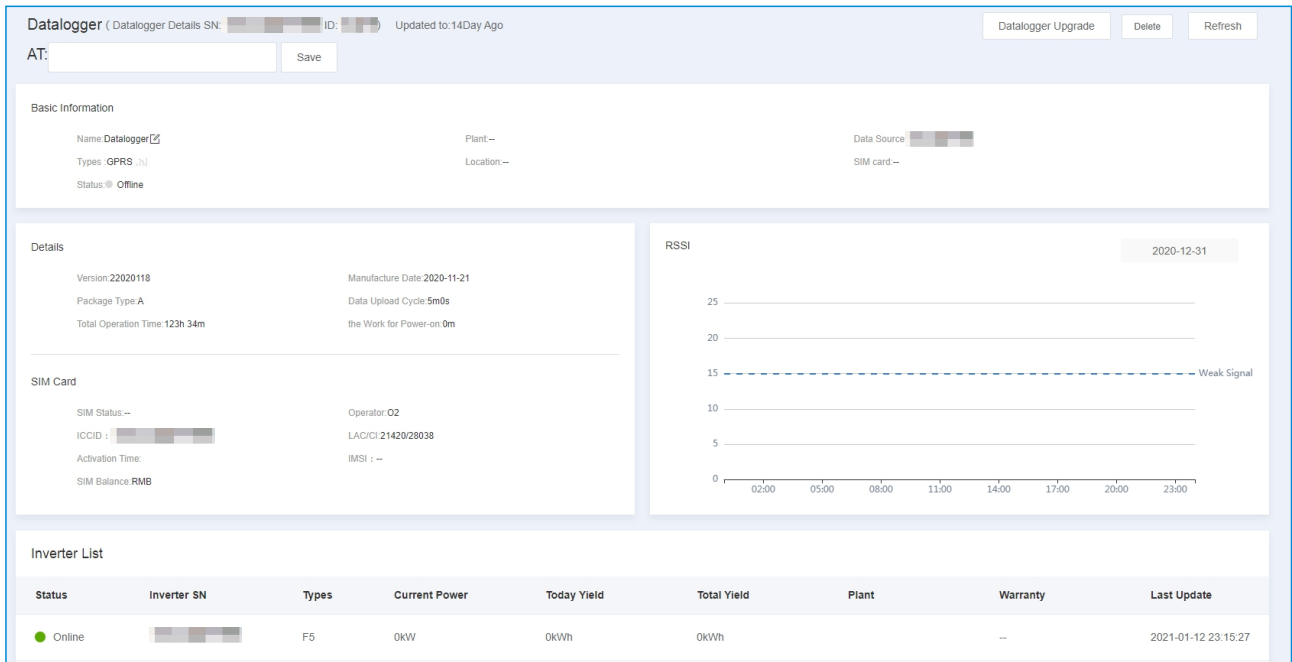
[Inverter Upgrade] Firmware versions can be upgraded by Ginlong personnel only.

[Warranty Query] Users can check the Warranty Period, Warranty Status and Warranty End Time according to the SN of the specified inverter.

4 . Platform Operations

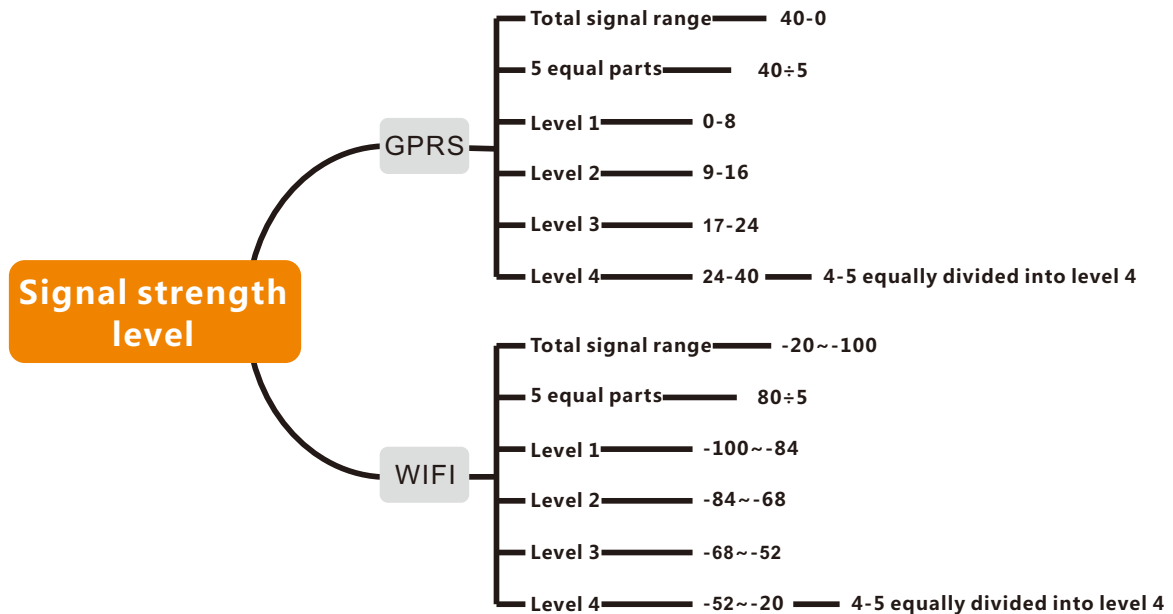
4.2.2 Datalogger

[View Datalogger Information] In the datalogger interface, users can view detailed information like name, signal strength, version and manufactured date of the inverter.



[Parameter Information]

[RSSI] Datalogger signal strength information:



[Total Operation Time] The total operation time of the registered datalogger;

[Data Upload Cycle] Time interval of data obtained by logger, the default interval is 5 mins;

[Power-on Time] The daily operation duration of the datalogger.

4 . Platform Operations

[Related Operation]

[Search Datalogger] Search according to the name or SN of the datalogger.

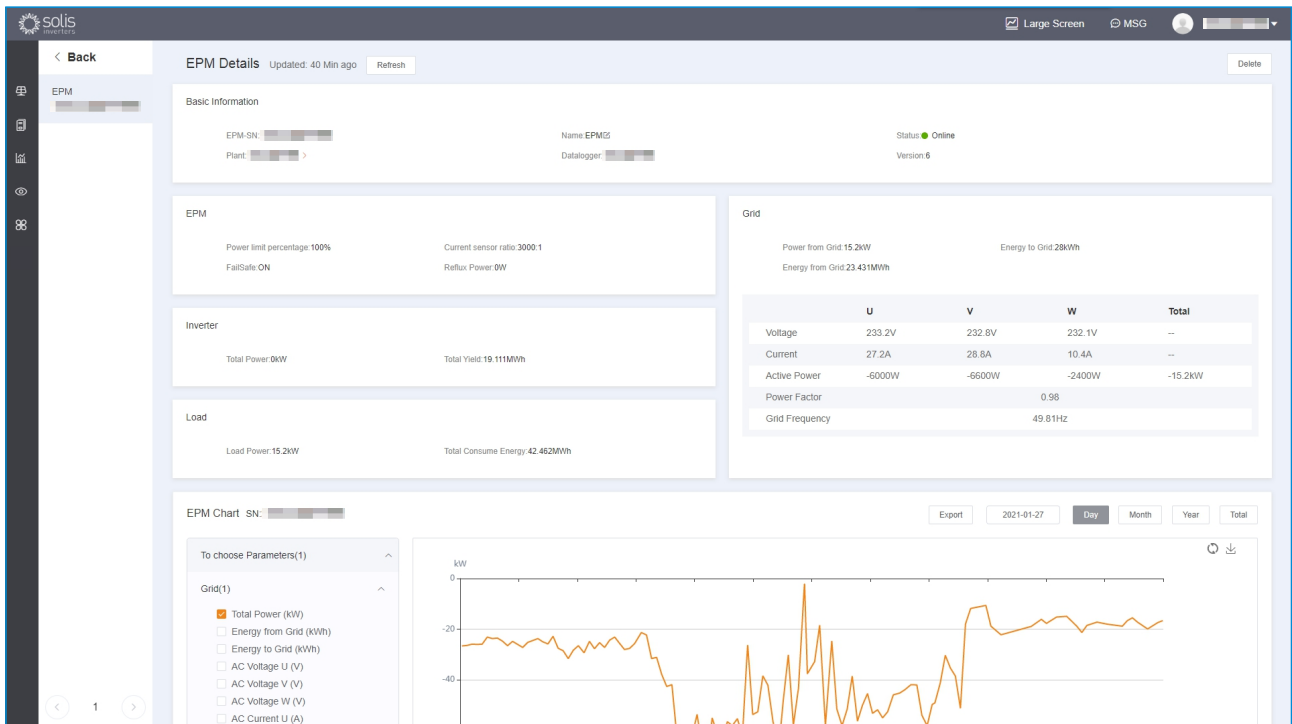
[Filter Datalogger] Filter and view the datalogger list.

[Unbind Datalogger] Unbind the connection between datalogger and plant.

[Change Datalogger] Complete through entering the SN of changed datalogger.

4.2.3 EPM

[EPM] User can check inverter, load, grid information and all real-time input & output data.



[Parameter]

[Power Limit Percentage] Use for limiting the inverter's output power, a percentage based on rated power;

[Current Sensor Ratio] Ratio between primary current and secondary current;

[FailSafe Status] When the output power limit function and failsafe function are activated, the inverter will automatically set the output power to zero to avoid sending power to the grid if the inverter loses communication with the METER/EPM/CT;

[Reflux Power] When output power limit function is applied, set maximum power to the grid;

[Power Factor] Use for showing the power factor of the inverter, it is equal to the ratio of active power to apparent power.

[Related Operation]

[Search for EPM] Search for EPM according to name or SN;

[Filter EPM] Filter selection of EPM for certain applied conditions according to the current status of device;

[Delete EPM] Delete EPM from the power station.

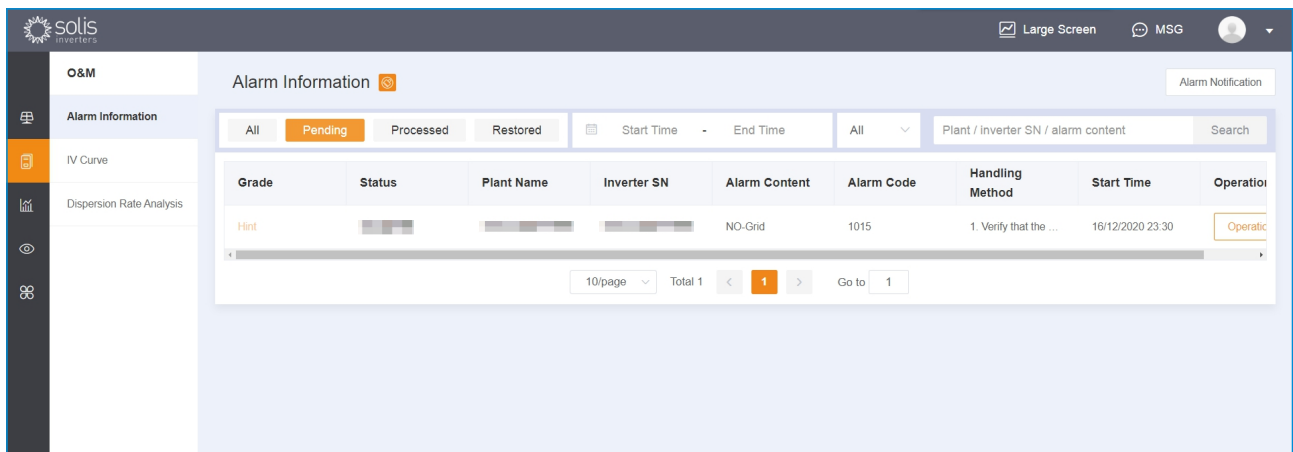
4 . Platform Operations

4.3 Operation & Maintenance

Users can conduct maintenance management in [O&M] which includes three main parts: alarm information, IV curve inspection and dispersion rate analysis.

4.3.1 Alarm Information

Users can monitor the inverter alarms, as well as the classification of all alarm information including pending, processed and restored. User can also filter the alarms based on time. The system will make an evaluation of alarms and provide suggestion to repair.



[Search Alarms] On the top right corner of the page, you can search by plant name, inverter SN or alarms in search page.

[Ignore Alarms] Regarding the pending alarms that are not affecting inverter's normal operation, user can define whether to ignore. Click on single alarm entry to pop up the alarm information page, then click on "ignore" to ignore it.

[Delete alarms] User can delete alarms by clicking on single alarm entry then deleting on the alarm information page, or by sliding the single alarm entry to the left then deleting it.

[Alarm Notification] User can set alarm notification by clicking on "alarm notification" on the top right corner then selecting "Allow Notification" to enable this feature.

- ① Push Notification: User can define the emergency level of push notification and push rule intervals according to own demands.
- ② Email Message: User can designate email to receive notification message and choose whether to enable this feature.

4.3.2 PC IV curve examining

The neural algorithm is used to analyze the pattern of group IV curve and realize the full monitoring of group IV curve.

[Operation Premise]

- 1) The device to be scanned is in the state of normal connection;
- 2) string information must be correct;
- 3) it does not support scanning residential inverters with optimiser;
- 4) Only support scanning single crystal PV module and polycrystalline PV module;
- 5) Current status: support 5G 3P inverters with G3-GPRS/WIFI data logger.

4 . Platform Operations

[Hint]

- 1) it is suggested during 11:00-13:00.
- 2) It not recommended above 100 pcs at once(about 15 minutes) .
- 3) it will affect power production during the examination (about 5 minutes) .

[IV Curve Scanning Operation]

- 1) location: [maintenance] -[IV curve examination] ; It can be done through [device details] -[IV curve examination] .

The screenshot shows the Solis O&M interface for IV Curve Scanning. The top navigation bar includes the Solis logo, 'Large Screen' toggle, 'MSG' notifications, and a user profile icon. The left sidebar lists 'O&M' categories: Alarm Information, IV Curve (selected), and Dispersion Rate Analysis. The main content area is titled 'IV Curve' and displays three status indicators: '0 Examenable', '-- Not Examine', and '0 Report Number'. Below these is a 'Historical Report' section with filters for 'Start Time', 'End Time', 'Check Status' (set to 'All'), and a search field. A table with columns 'Report Name', 'Remarks', 'Status', 'Examination Number', 'Examination Time', and 'Operation' is shown, currently containing 'No Data'. At the bottom, there is a pagination control showing '20/page', 'Total 0', and 'Go to 1'.

- 2) select examination device and click on starting scanning and getting report.

The 'Device selection' dialog box contains the following fields and instructions:

- 1. Input Name**: A text input field with the placeholder 'Inpute name of this scanning report (for recording)'.
- 2. Select the device that requires scan * (Selected 0 A)**: A dropdown menu currently showing 'INPUT'.
- 3. Remarks**: A text area with the placeholder 'Input remarks' and a character count '0/50'.

On the right side of the dialog, there are seven numbered instructions:

1. Check the radiation must be more than 600W/m2 (recommended physical examination from 11:00 to 13:00)
2. The string configuration information must correct
3. It is recommended that the number of inverters for a single physical examination be less than 100 (about 15 minutes)
4. The power generation efficiency will be affected during the inspection process (approx. 5 minutes)
5. Inverter with IV function curve can check the physical examination
6. Does not support the household inverter with the optimizer
7. Only physical examination of single crystal and polycrystalline module is supported.

An orange 'OK' button is located at the bottom center of the dialog.

4 . Platform Operations

3) You can view the current examination progress and history.

IV Curve Examination Report

测试后

Start Time - End Time Check Status: All Search inverter SN Search

Inverter SN	Plant Name	String Number	Status	Examination Time	Operation
		20	Done	2021-01-26 11:02To11:15	View

20/page Total 1 < 1 > Go to 1

Examination report

IV Curve Examination Report (inverter SN)

String 1 2 Uncheck

Details of Scanned objects (11001220B160004)

String	Voc(V)	Isc(A)	Vm(V)	Im (A)	Pmax (W)	FF	Vm/Voc	Im/Isc
1	546.9	0	0	0	0	0	0	0
2	546.9	0.2	546.9	0.1	54.69	0.5	1.000	0.500

4 . Platform Operations

4.3.3 PC Discrete Rate Analysis

Dispersion rate is an index to describe string current fluctuation and also to evaluate string's continuity of power generation, which is indicating the health status of the plant. The less the dispersion rate is, the more stable the plant is running and the better the power generation is. Otherwise, defective bypasses might exist which may affect the power generation.

[Operation Prerequisite]

- 1) Dispersion rate analysis time is 10am to 14pm every day. Please check the dispersion rate analysis result after 10am for that day;
- 2) Number of input strings to the inverter is equal to or larger than 6;
- 3) Real-time power of inverter is larger than 10% of rated power.

[Hint] If there are some strings not connecting to PV panels, or their connected power is far different from others', it is not recommended to add these strings to the dispersion rate analysis (click on these strings to set)

[Function Operation]

- 1) Function location: click [O&M] -Dispersion Rate Analysis, check single device for its dispersion rate curve and data;

Inquiry date ↓ Export

Analysis of Discrete Rate of Inverter String

Category	Count
Offline (There is a communication failure)	0
≥ 20% fault exists in branches	5
10-20% Some branches are obviously low	3
5-10% some branches are low	0
0-5% normal	0

of8Device

Inverter Name	Inverter SN	Dispersion rate (%)	String power (W)						
			String1	String2	String3	String4	String5	String6	String7
Inverter	11016220B140018	50.31	2157	2220	2106	2478	2374	2436	2579
Inverter	110162209270263	50.03	1135	1269	1127	1190	1128	1191	1092
Inverter	11016220A120011	50.03	876	1001	872	1058	691	1194	872

Based on a rule of thumb in the following intervals, inspect all strings that either have zero current or obvious low current on site.

Abnormal

Communication faults in AC combining box or inverters

20%+

Some strings might have disconnection or breakage

10-20%

Some strings have obvious lower power output comparing with other strings

5-10%

As a rule of thumb, some strings have low power output when the dispersion ratio is higher than 7%

0-5%

Normal

- 2) Check string dispersion rate data for each plant device and if necessary export the dispersion rate data;
- 3) Set necessary strings to not participate into dispersion rate calculation.

4 . Platform Operations

4.4 Report Management

User can manage the reports in [Report] page, including three parts: plant report export, power report export and inverter history report export.

Plant Name	Plant Creation Time	Owner	Location	Plant Contact Phone	Inverter SN	Datalogger SN	Installed Capacity	Total Yield	Azimuth	Operation
Ballymount	2019-03-06		Leinster ...	014564086	110F8...	705818427	3	3599	103	Export
Thomas Finn	2019-09-23		3 Colthur...		110F4...	4009248...	3.6	3322	180	Export
Demo power st...	2021-01-21		3 Colthur...				20	0	0	Export
LABORATORI...	2021-01-27		Via Seco...		154F...	727179342	3	11	0	Export

4.4.1 Plant Report Export

Plant Name	Plant Creation Time	Owner	Location	Plant Contact Phone	Inverter SN	Datalogger SN	Installed Capacity	Total Yield	Azimuth	Operation
Ballymount	2019-03-06		Leinster ...	014564086	110F8...	705818427	3	3599	103	Export
Thomas Finn	2019-09-23		3 Colthur...		110F4...	4009248...	3.6	3322	180	Export
Demo power st...	2021-01-21		3 Colthur...				20	0	0	Export
LABORATORI...	2021-01-27		Via Seco...		154F...	727179342	3	11	0	Export

[Select Plant] User can choose to export report by plant name, click on [Select a plant] , check on square before the target plant, then click [OK] . User can also search for plant by the area or plant name.

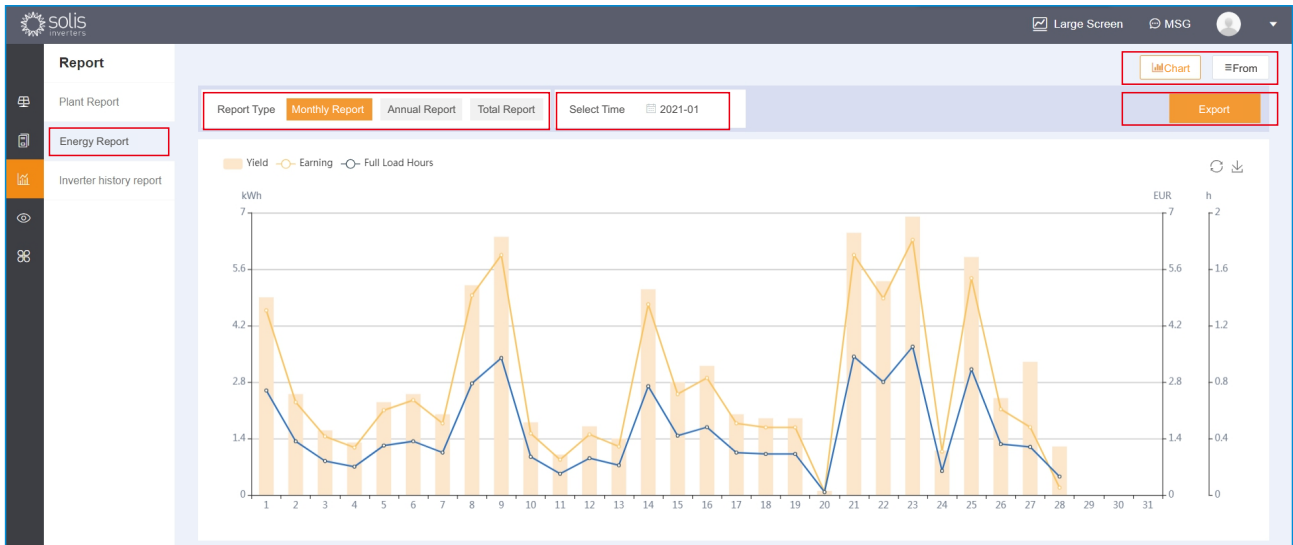
[Select Report Type] User can choose type of exported report: daily report, monthly report, annual report and total report.

[Select Time] User can select time period of report. Selected report period is corresponding to the report type. When total report is selected, there is no need to select time period.

[Report Export] After all previous selections have been finished, click on [Export] on the top and right corner to pop up the download options, and the user can define name and download path, then click [Download] to finish; user can also click on [Export] on the right end of the entry and download the plant data.

4 . Platform Operations

4.4.2 Production Report Output



[Select Report Type] You can choose to export icon type power report or table type power report.

[Select Report Type] You can choose the types of exported electric quantity report: monthly report, annual report and accumulative report.

[Select Time] Optionally export power station report of specified time period. The selection of time period corresponds to the selected report type. When the report type selects the accumulative report, there is no need to select time.

[Output Report] After the above selection operation is completed, click [Export] in the upper right corner and the download option pops up. Users can customize the name and download path, and click [Download] to complete the operation.

4.4.3 Inverter history report output

The screenshot shows the Solis platform interface for the Inverter history report output. The interface includes a sidebar with 'Report', 'Plant Report', 'Energy Report', and 'Inverter history report'. The main area displays a table with columns: Time, SN, Alarm Code, Working State, DC Voltage 1(V), DC Voltage 2(V), and DC Voltage 3(V). The table shows data for the date 2021-01-28.

Time	SN	Alarm Code	Working State	DC Voltage 1(V)	DC Voltage 2(V)	DC Voltage 3(V)
2021-01-28 00:03:17	[REDACTED]	--	Normal	4.5	306.5	0
2021-01-28 00:08:18	[REDACTED]	--	Normal	4.9	305.3	0
2021-01-28 00:13:23	[REDACTED]	--	Normal	4.7	314	0
2021-01-28 15:51:13	[REDACTED]	--	Normal	1.1	0.9	0
2021-01-28 15:52:24	[REDACTED]	--	Normal	1.7	1	0
2021-01-28 15:57:53	[REDACTED]	--	Normal	1.9	1.2	0
2021-01-28 15:58:07	[REDACTED]	--	Normal	1.9	1.2	0

[Select Devices] User can select the report to export by device SN, click on [Select device] , check on square before the target plant, then click on [OK] ; and user can also search by device SN.

[Select Time] User can designate the certain date for plant report export.

[Report Export] After all previous selections have been finished, click on [Export] on the top and right corner to pop up the download options, and the user can define name and download path, then click [Download] to finish.

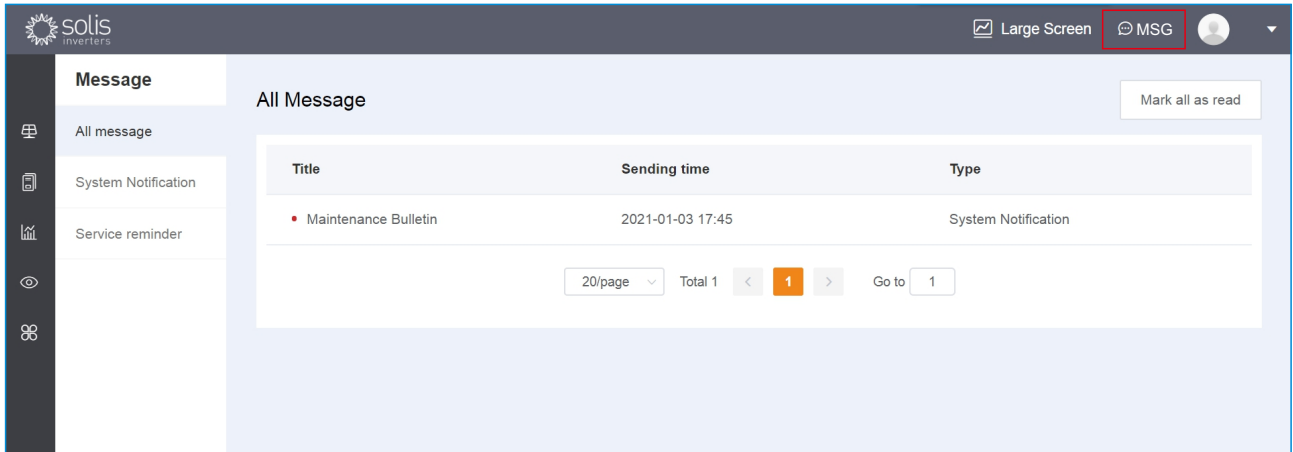
4 . Platform Operations

4.5 Message Management

User can click on [Message Management] on the top right corner, then select [View more] to enter the message center, and then manage the received messages.

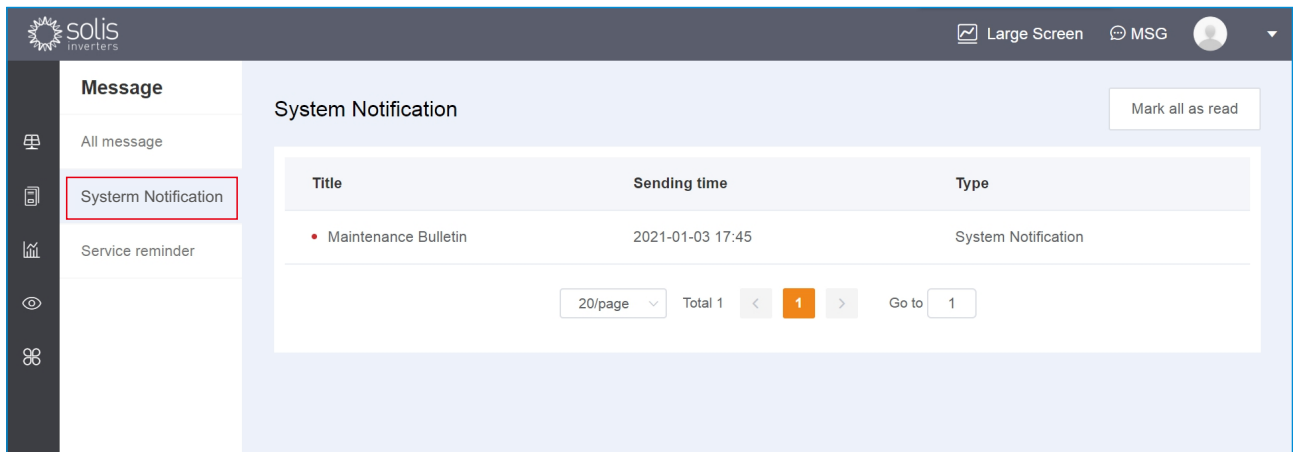
4.5.1 Message Center Interface

Message center includes three main parts: All message, System notification and Service reminder. In All message, user can check all messages received under the account including system notifications and service reminds.



4.5.2 System notification

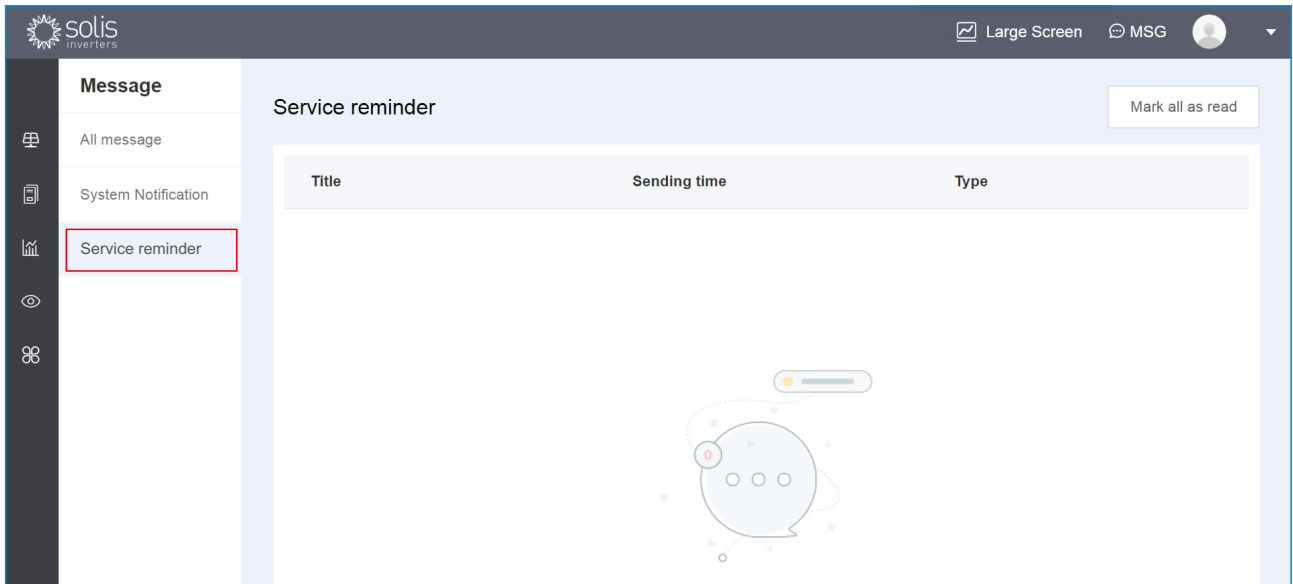
User can check maintenance reminds before every time system upgrade in System notification.



4 . Platform Operations

4.5.3 Service Reminder

Service reminder is used to remind users of real-time notifications on related business and functions.



4.6 Basis

This section is for management of user account and settings including user info, basic settings and version info.

4.6.1 User information and setting

User can check account information such as user type, organization. They can set information such as profile picture, email address, password.

4.6.2 Basic Settings

[Temperature] User can select temperature unit either in Celsius or in Fahrenheit.

[Language] User can select language for web or App including Chinese, English, Spanish, Poland, Germany, French, Korean, Dutch, Portuguese and Italian.

[Alarm Message Setting] User can choose to whether enable AI String Type Alarm or not. When this feature being enabled, all faults on string level will be monitored and users will be notified via alarm information.

4.6.3 Version info

[General] User can clean up the cache and check privacy agreement in this section of APP. Cache clean will only delete temporary information and won't delete plant information and other important information.

[About] User can check current version of SolisCloud. When new version of App is available, user can upgrade the software.

4 . Platform Operations

4.7 Service Management

4.7.1 Plants management

Plants management shows all plants in the account. Users can see detailed status after clicking the plant. Follow the steps in [4.1.2 plants status](#).

Plant Name	Owner	Organization	Installed Capacity	Creation Date	Operation
LABORATORIO ENERGY SRL PROVA		Solis Hybrid	3kWp	2021-01-27 22:21	Operation
Demo power station		Solis Hybrid	20kWp	2021-01-21 16:29	Operation
Thomas Finn	Thomas Finn	—	3.6kWp	2019-09-23 00:00	Operation
Ballymount		Solis Hybrid	3kWp	2019-03-06 20:16	Operation

[Filter Plants] User can filter plants through plants capacity and created period.

[Search Plants] User can search plants by name, owner or organization.

[Operate Plants] User can operate plants on this page.

4.7.2 Device management

Device management interface mainly shows all data logger in the account.

Datalogger SN	Types	Datalogger Status	Binding Plant	Assign	End-User Owner	Add date	Operation
705818427		Normal	Bind	--		2020-09-16	Operation
4009248577		Normal	Bind	--		2020-09-09	Operation
727179342		Offline	Bind	--		2021-01-27	Operation
4013387036		Offline	Bind	--		2020-12-15	Operation

[Filter Devices] user can filter plants by month, binding status and datalogger status.

[Search Devices] user can search devices by datalogger SN.

[Input Devices] User can bulk import devices. Click [import devices] on the top right corner.

The platform will pop-up guide to help you. Click [download template] below [start importing] .

Add datalogger SN in the excel. Click [start importing] and select the excel file.

4 . Platform Operations

[Output Excel] User can bulk output device data. Click [output excel] on the top right corner. The system will pop up the export form to guide as shown in the following figure. If the collector form needs to be exported, click [Download collector Information Template] and fill in the collector SN to be exported for saving. Click [Import Collector Form] to select the saved Excel form. If you need to export the inverter table, click [Download inverter Information template] And fill in the inverter SN to be exported for saving, click [Import Inverter Table] to select the saved Excel table, and click [Export List Table] to complete the export after completing the above operation.

To export list table

Export

To import datalogger Form

Import the SN number form of the datalogger first ([Download datalogger information template](#))
The system will automatically generate a form of information about the datalogger for downloading

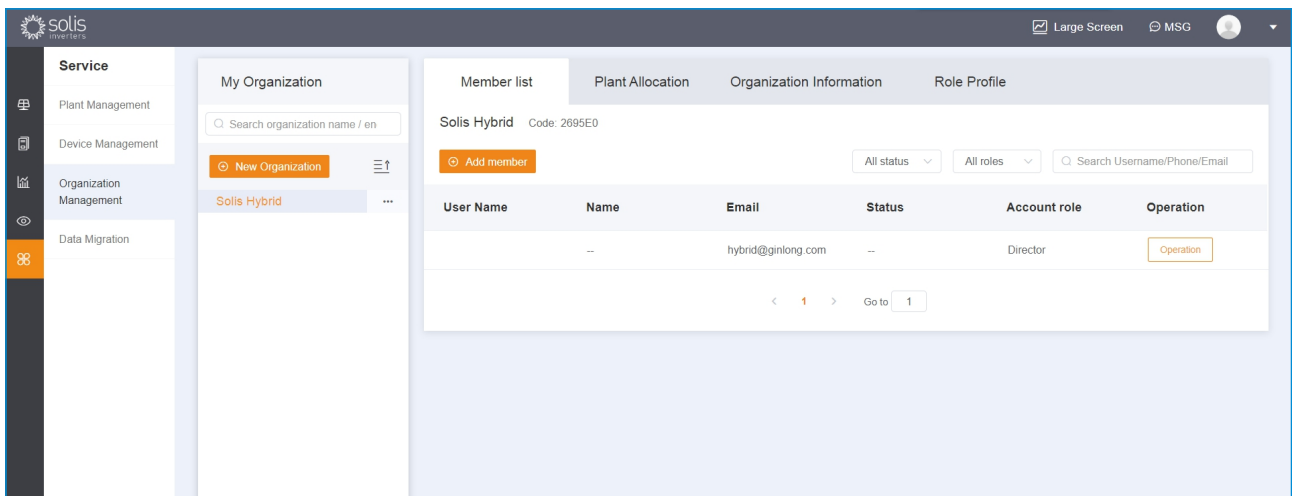
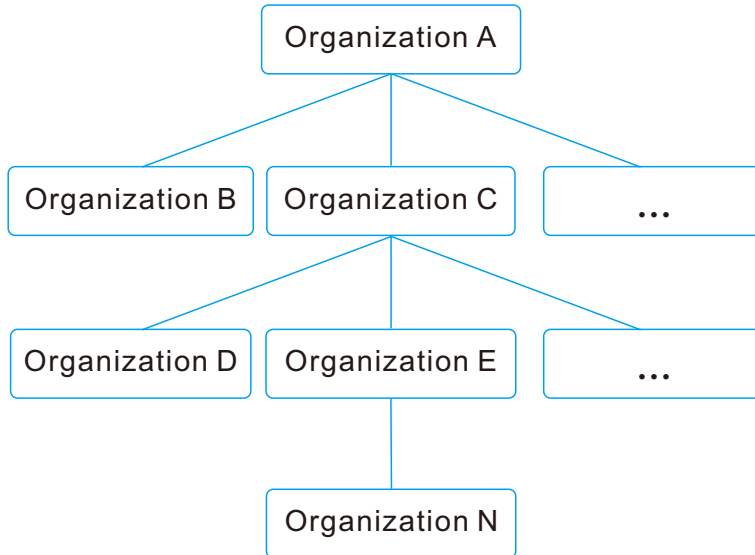
To import inverter table

First import the inverter SN number table ([Inverter information template dpwnload](#))
The system automatically generates a table of inverter-related information for downloading

4 . Platform Operations

4.7.3 Organization Management

Client can create multiple organizational structure. It can achieve horizontal development to do organization management and monitoring for distributed plant. And they can create accounts to have daily maintenance operation.

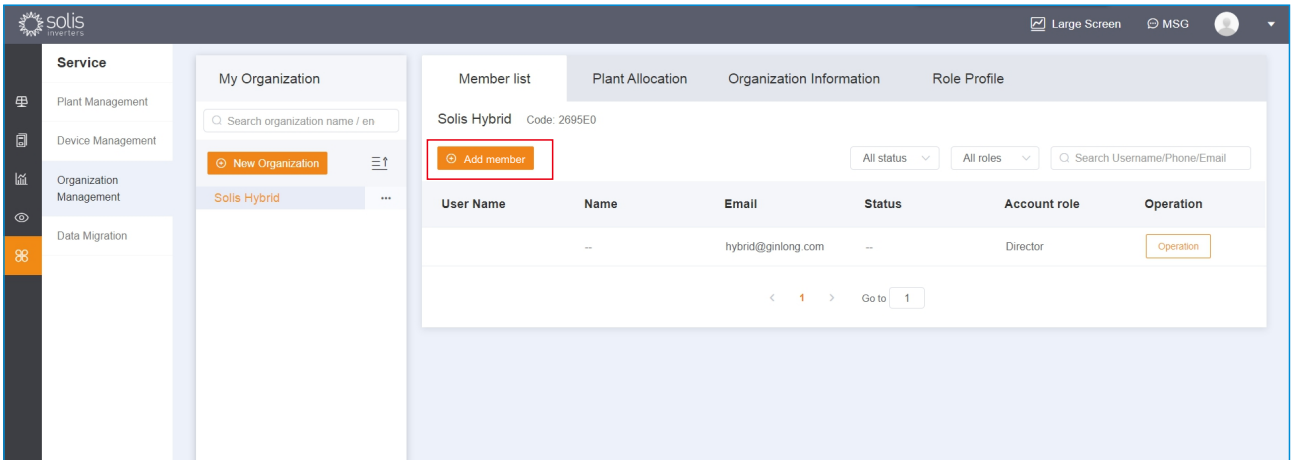


[Create Sub-organization]

- 1) create internal organization: it is for organization with tight relation such as head office/branch office and company-department
rights: it can modify parameters of the plants distributed by upper organization.
- 2) create external organization: it is for organization with loose relation such as distributor/installer.
rights: it can only see devices status of distributed by upper organization.

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[Create role within the Organization] click add role and input the role information .



The dialog box is titled 'Add member account(Solis Hybrid)'. It contains the following fields:

- * User Name**: A text input field.
- Name**: A label for the name field.
- * Name**: Two text input fields labeled 'Family Name' and 'Name'.
- * Password**: A text input field with a password strength indicator icon.
- * Account role**: A dropdown menu currently showing 'To be allo'.
- * Email**: A text input field with the placeholder text 'Email (can be used as Log in account)'.

At the bottom of the dialog are two buttons: 'Create account' and 'Cancel'.

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[Role and right]

Staff in charge: There is only one staff in charge and has the maximum rights.

Administrator: it has organization and plants management and maintenance rights.

Maintenance Staff: It can add and delete plants and devices within the organization. And it can send tickets.

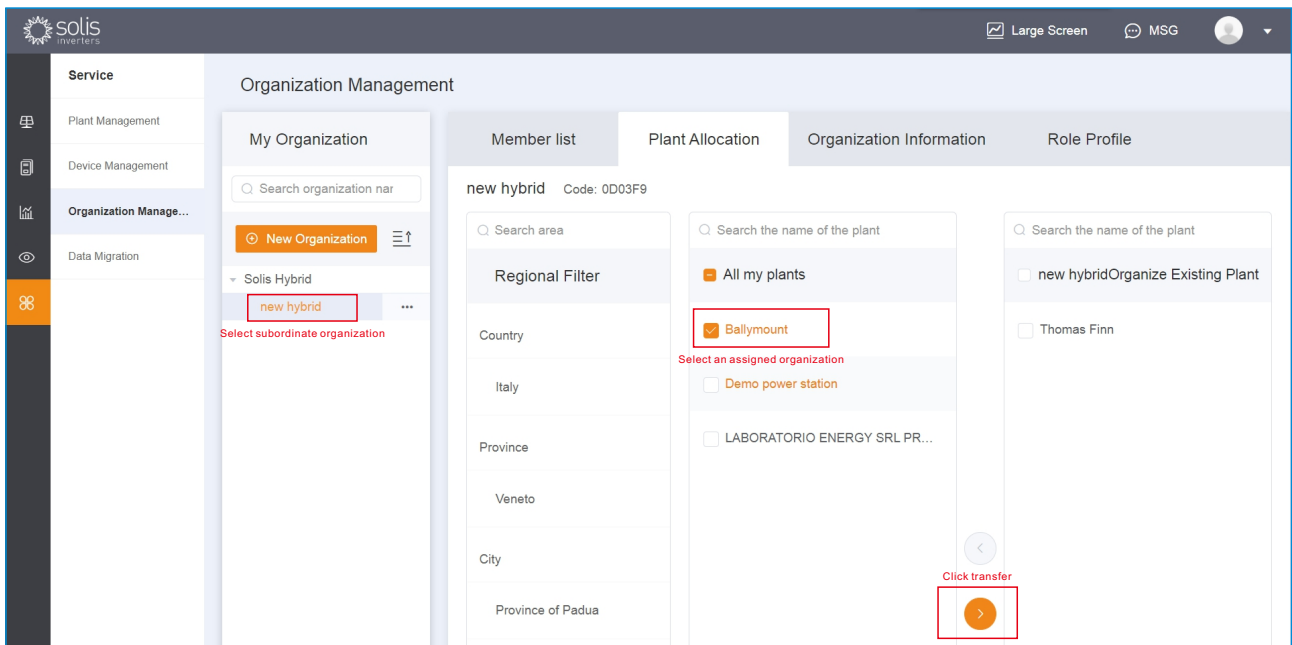
Maintenance Staff: It can add and delete plants and devices within the organization. And it can not send tickets.

Installer Staff: It can add and delete plants and devices within the organization. And it does not have tickets function.

End user: It can add and delete plants and devices within the organization. But it can not remote control devices.

Sales Staff: It can only see the status of the devices within the organization.

[Distribute plants] Distribute plants to organization. So different role can operate relevant plants according to their rights.



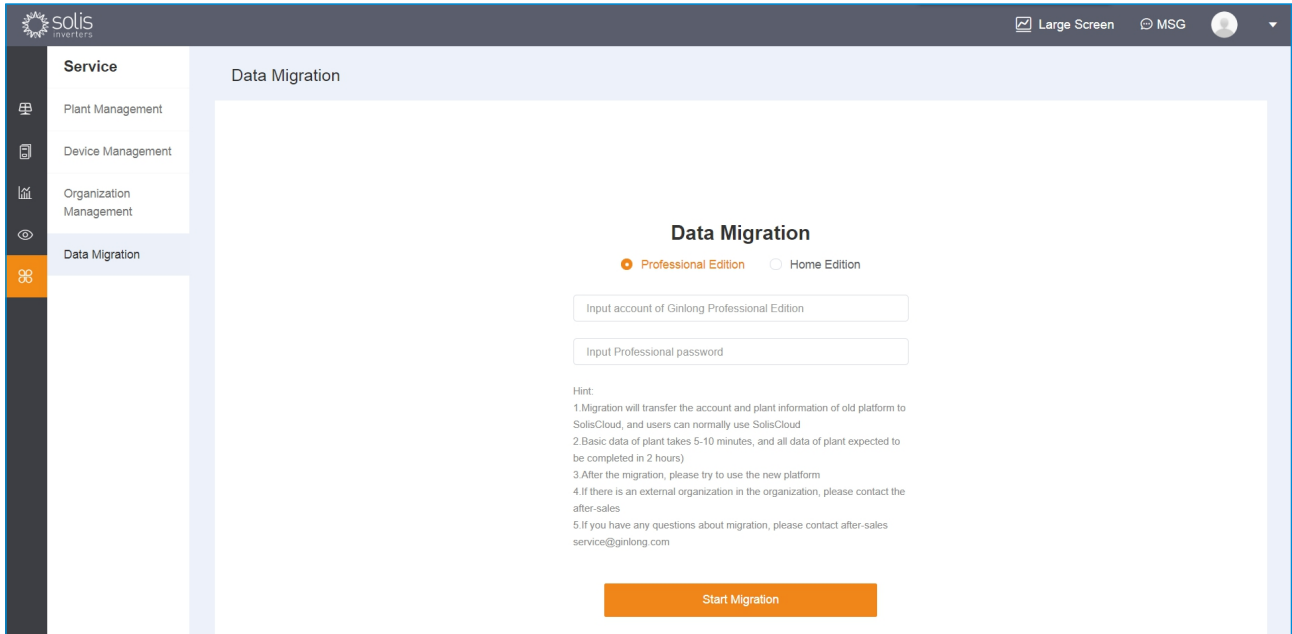
4 . Platform Operations

4.7.4 Tool

4.7.4.1 Data Migration

[Operation prerequisite]

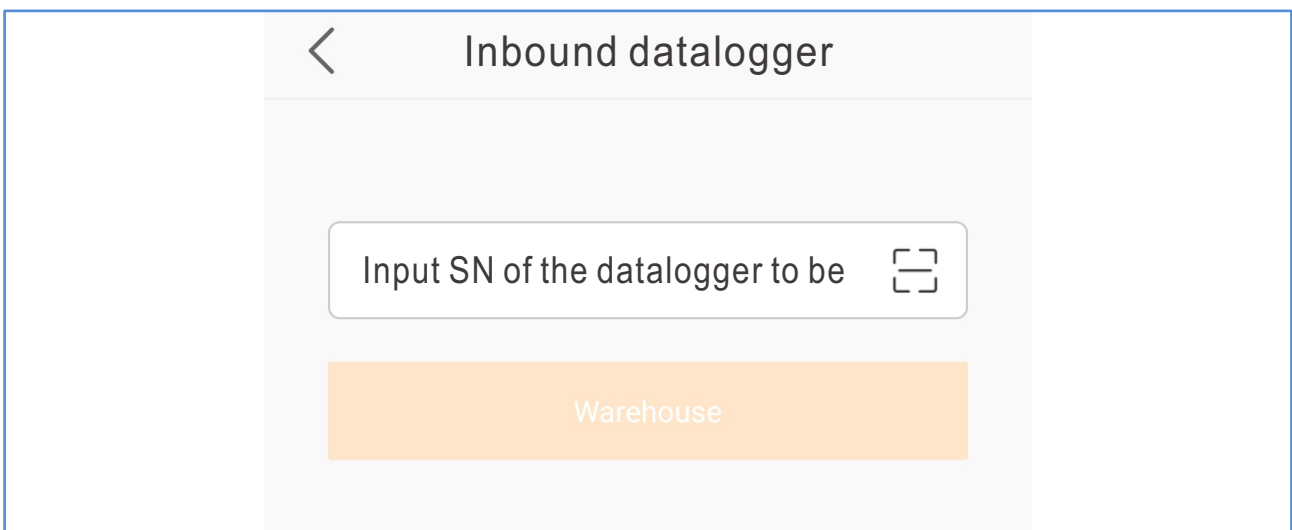
- ① Only support one-time successful migration, cannot make repeating migration;
- ② Only for Solis Home users that have been using SolisCloud for a certain period but have never done the migration, upgrade the user's data in the account.



- Method 1 : Log in SolisCloud--> Data Migration--> Type in Solis Home account/password--> Click on "Migration"-->SolisCloud creates the same account--> Log in--> Refresh
- Method 2 : Log in SolisCloud --> Tool --> Data Migration --> Type in Solis Home Account & Password --> Click on "Migration" (Wait for 10 minutes) --> Refresh

4.7.4.2 App Warehouse tool

Choose to import data logger into current account. The imported data logger is unbinding to the plant, then the user can choose data logger to bind with plant.

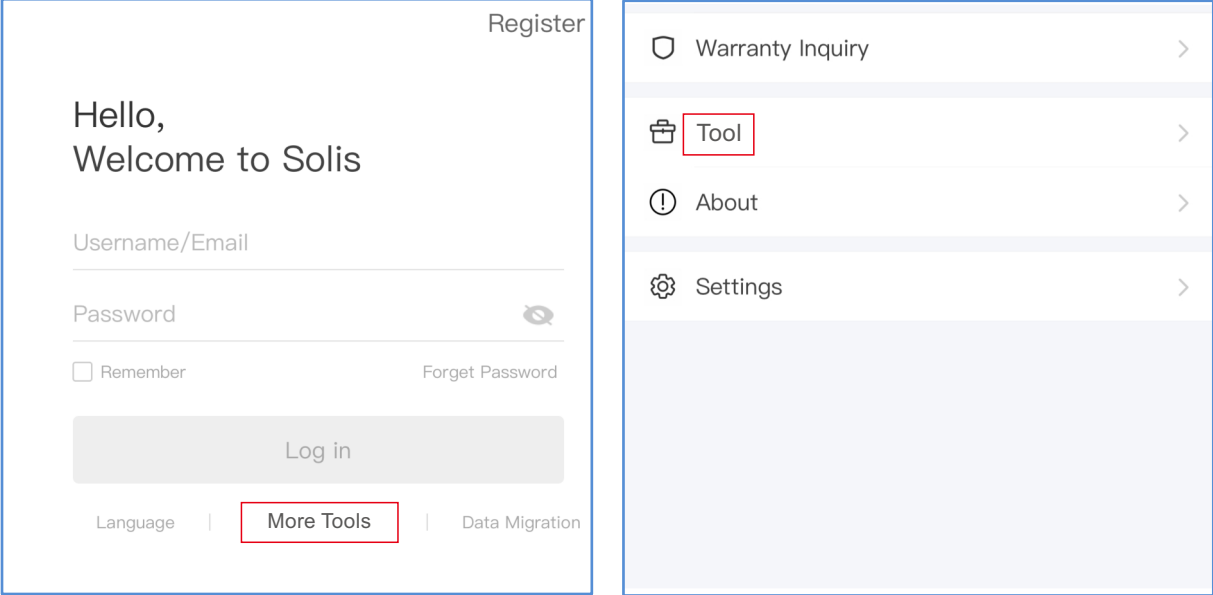


4 . Platform Operations

4.7.4.3 App WiFi Configuration

Step 1: download soliscloud App in the App Store.

Step 2: Click on [WiFi Configuration] . If you already logged into App, find WiFi Configuration in [Tools].

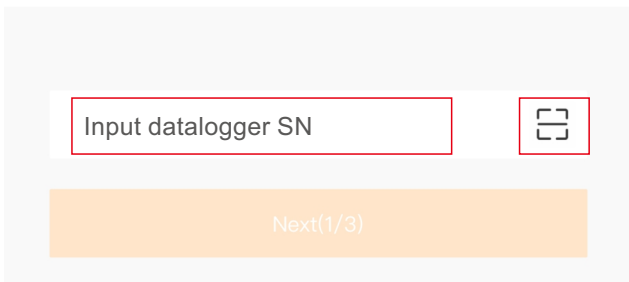


The image contains two side-by-side screenshots from the Soliscloud app. The left screenshot shows the login/register screen with the text "Hello, Welcome to Solis" and input fields for "Username/Email" and "Password". A "Log in" button is visible, along with a "More Tools" button highlighted with a red box. The right screenshot shows the main menu with options: "Warranty Inquiry", "Tool" (highlighted with a red box), "About", and "Settings".

Unlogged account, click on "More Tools" and select "WiFi Configuration"

If you have logged in, please click "Tools" to enter WiFi configuration

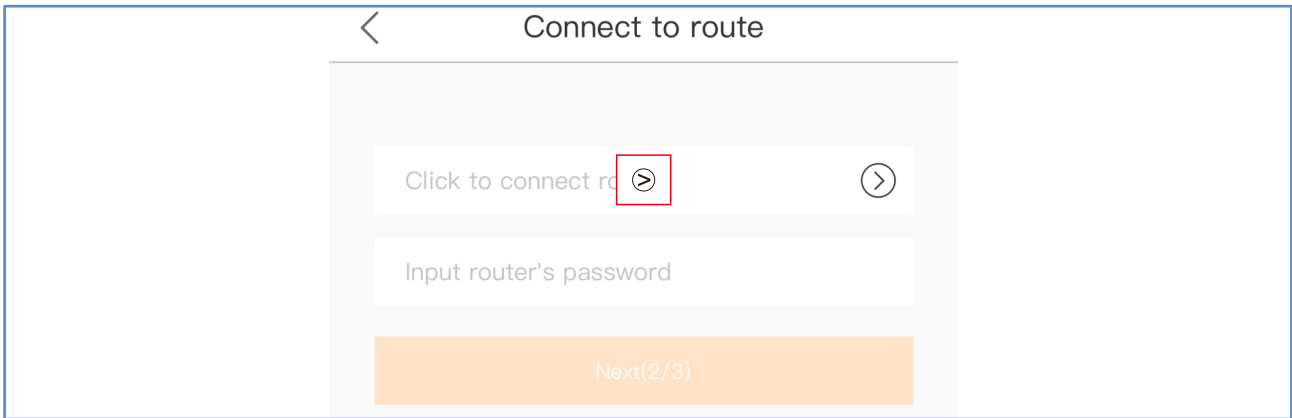
Step 3: Either type in data logger SN or scan the QR code on the data logger.



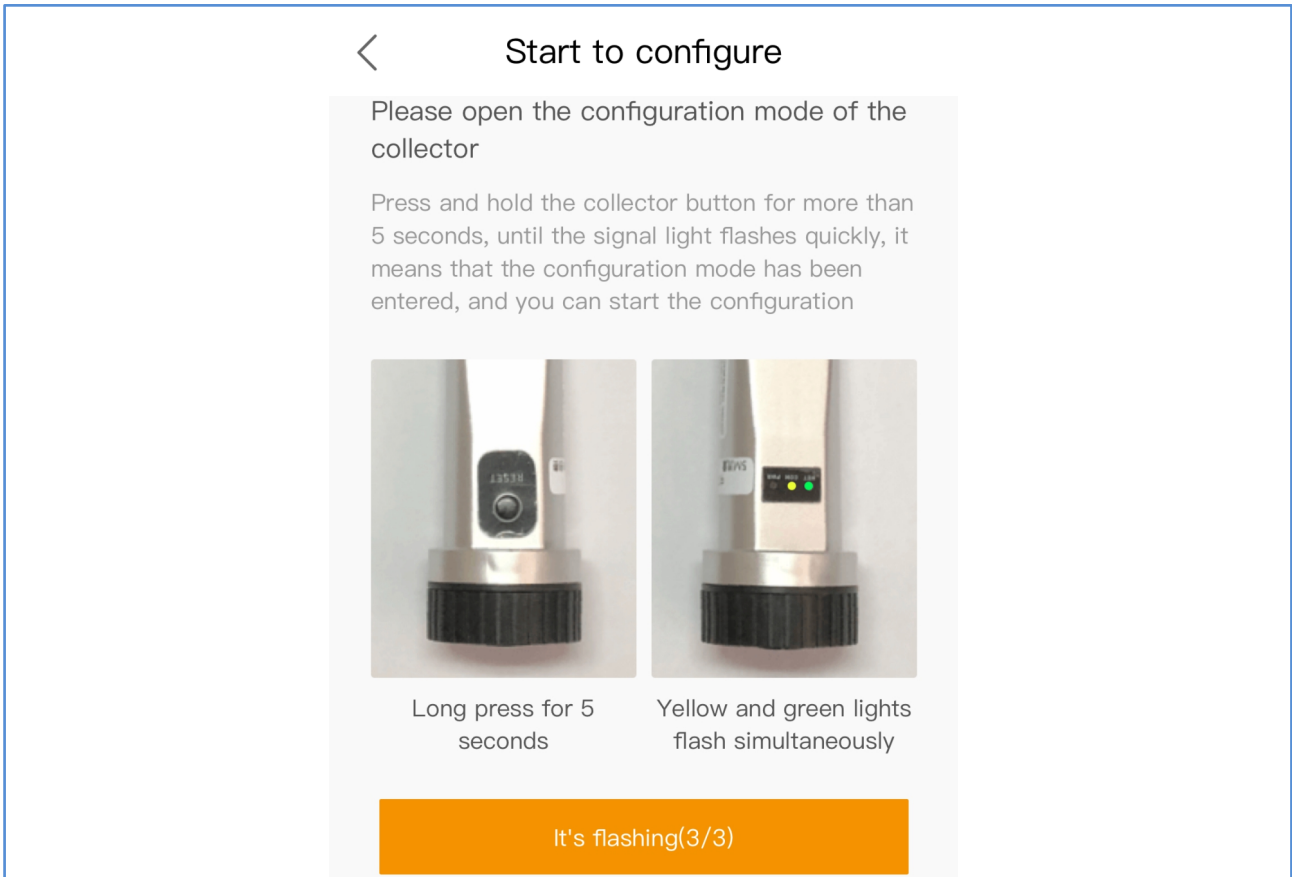
The screenshot shows the "Input datalogger SN" screen. At the top, there is a back arrow and the title "Input datalogger SN". Below this is a text input field containing "Input datalogger SN" and a QR code icon, both highlighted with red boxes. At the bottom of the screen is an orange button labeled "Next(1/3)".

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Step 4: Click on [👉], make sure the phone is connected to the router's WiFi, and type in WiFi password, then click on "Next 2/3".

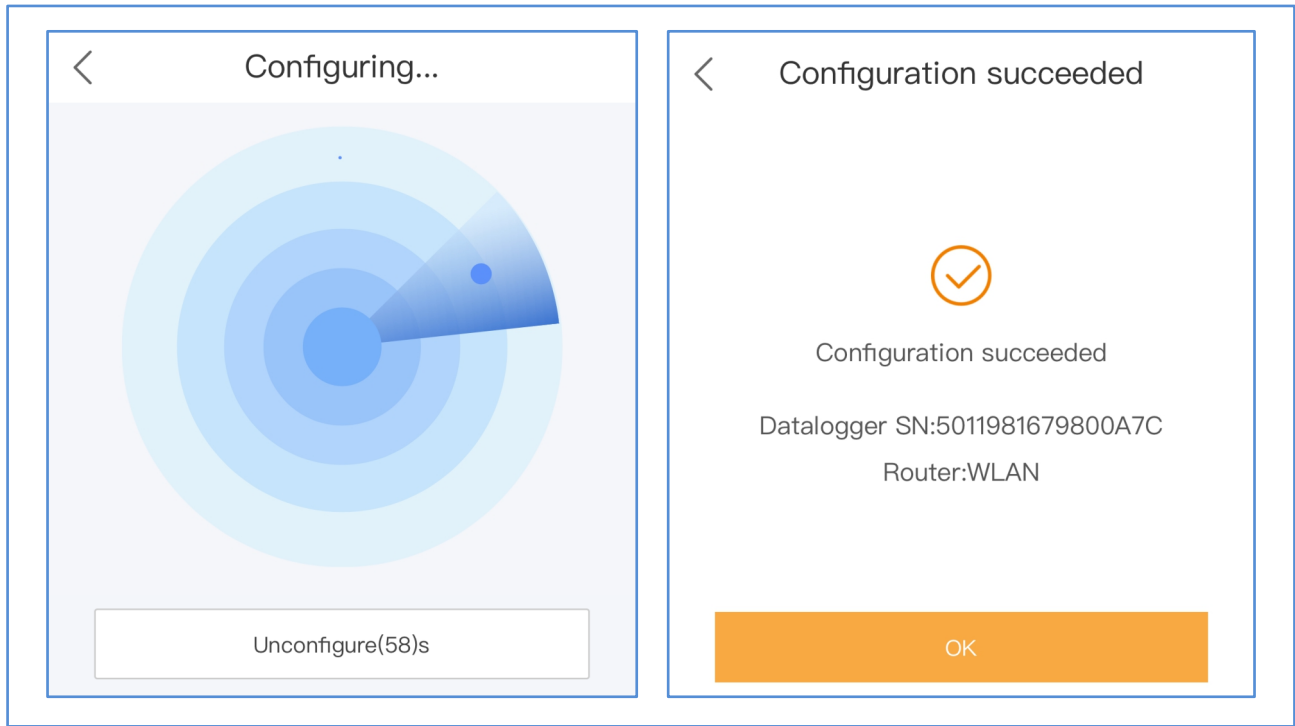


Step 5: Press on "Reset" button for more than 5 seconds until the indicating light is rapidly flashing. Then click on [It's flashing (3/3)] to finish the setting.



4 . Platform Operations

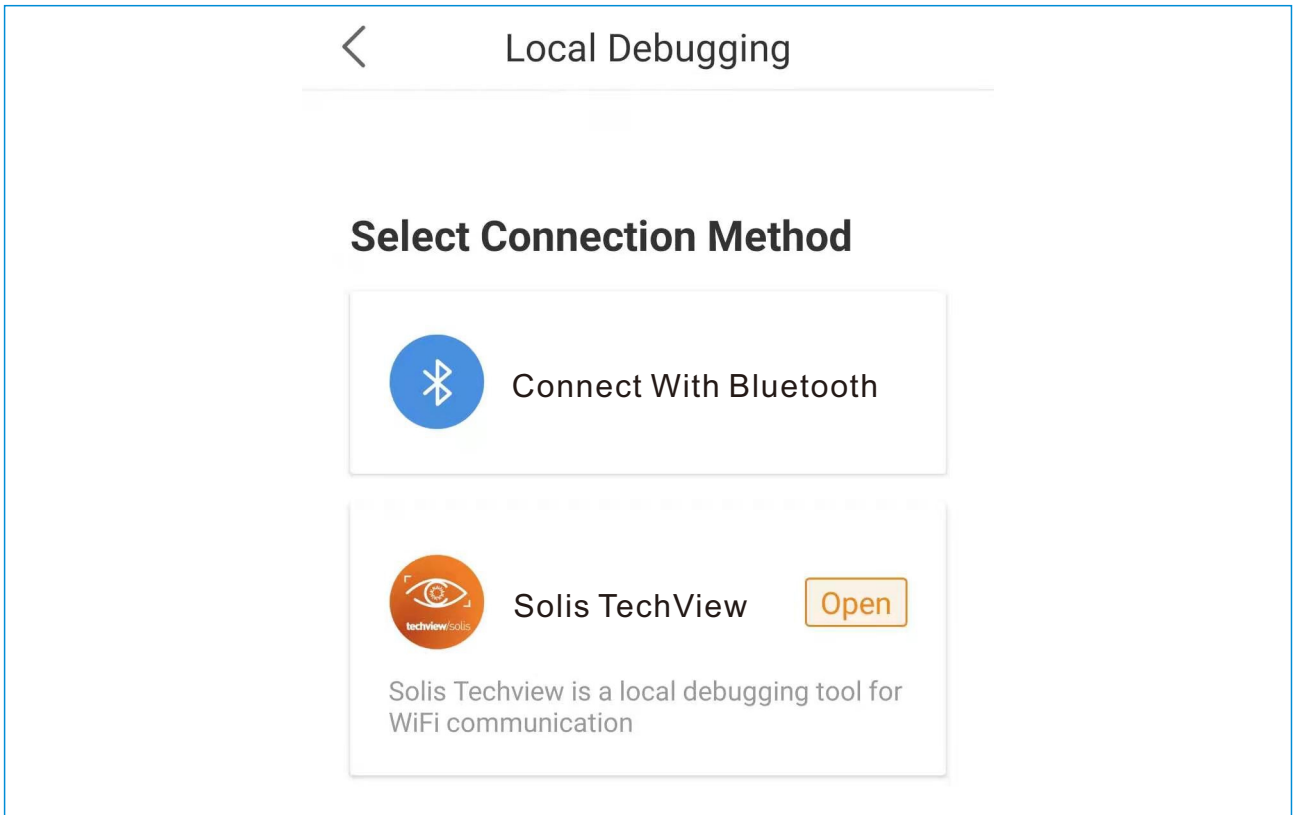
Step 6: Wait for 10 seconds until the setting is finished. After the setting is successfully configured, click on “OK” to return Home. If the setting is not successfully configured, please set again or contact sales support.



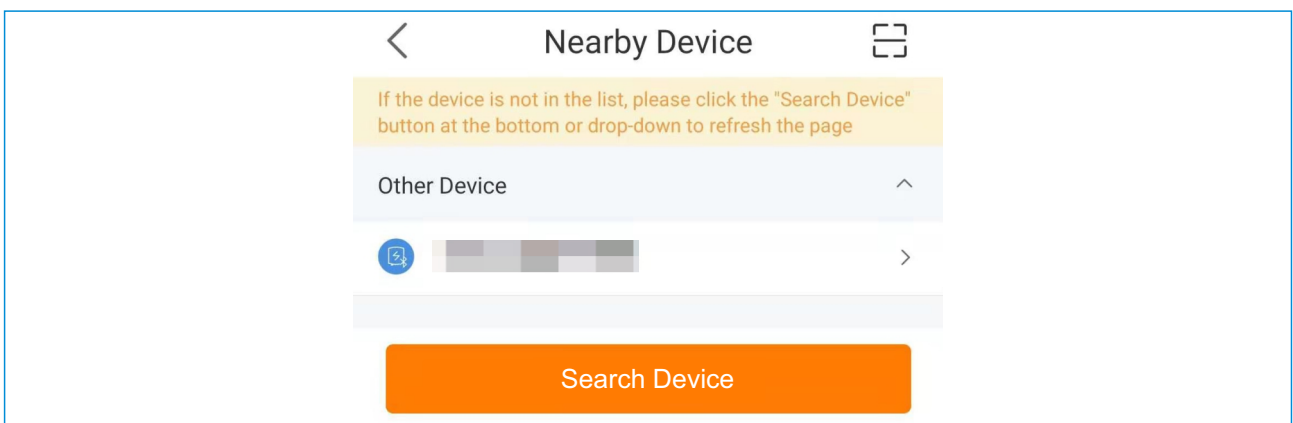
4 . Platform Operations

4.7.4.4 App Local Debugging

Local Debugging include Bluetooth connection and WiFi connection, which can be used for commissioning in special situations.



[Bluetooth connection] Click on [Connect With Bluetooth] confirm that phone Bluetooth is enabled, then click on [Search Device], then target devices will show up in [Nearby Device] list, then click on the target device to type in control password, click on OK to enter the commissioning page.



4 . Platform Operations

Commissioning page include energy flow status, parameters, parameter settings etc.

[WiFi Configure] The way of current WiFi configuration jumping into Solis TechView App is: jumping into installation page if the phone doesn't have Solis TechView App or directly open the App if the phone has Solis TechView App. In case the inverter is properly connected, search for inverter's WiFi, then type in control password to go into commissioning page.



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4.8 Others

[Large screen display] Click large screen display button on top right corner to and it show all plants in the account.



Single plant large screen display show all the details of the plant. Click plant large screen to enter single plant interface.



[Discovery] Tips about solar energy and recent company news.

[Help] It includes normal questions and guarantee query.

- ① Normal questions: it includes usual questions during use;
- ② Guarantee query: client can get guarantee years, guarantee status and expire date by SN number.

5 . Contact Us

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