iSolarCloud APP Commissioning Guide

Disclaimer

The material in this document has been prepared by Sungrow Australia Group Pty. Ltd. ABN 76 168 258 679 and is intended as a guideline to assist solar installers for troubleshooting. It is not a statement or advice on any of the Electrical or Solar Industry standards or guidelines. Please observe all OH&S regulations when working on Sungrow equipment.

Version	Revision History	Created and Review by	Date
1.0	Issued for Approval	Service Team (Australia)	04 th Jan 2021
1.1	Issued for Revision	Service Team (Australia)	20 th May 2021

This document only applies to all Sungrow inverters for monitoring solutions.

The information in this document may contain predictive statements including, without limitation, statements regarding the future financial and operating results, future product portfolio, new technology, etc. There are several factors that could cause actual results and developments to differ materially from those expressed or implied in the predictive statements. Therefore, such information is provided for reference purpose only and constitutes neither an offer nor an acceptance. Sungrow Power may change to this document without notice as we continuously improving our services.

If you have any questions relation to iSolarCoud commissioning procedures, please take photos if you are on site and contact Sungrow Service Department on 1800 786 476 or email to service@sungrowpower.com.au, Monday- Friday 9am - 5pm (AEDT).

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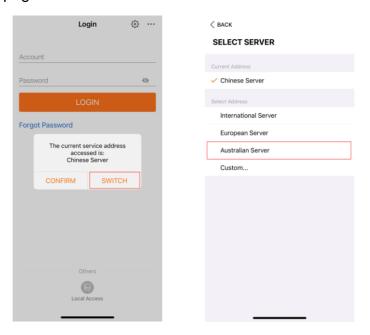
1. Download iSolarCloud App

Search iSolarCloud in App Store or Google Play Store or scan the QR code below to download and install iSolarCloud on the mobile.



2. Server Selection

On opening iSolarCloud, a prompt will appear to switch servers. Click on "Switch" and then select Australian Server. This will update the app server and automatically go back to the login page.



This can also be checked and changed by clicking "Select Server" under settings.

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Forgot	Password	
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3. Register an Account

Click RIGISTER to create a new account. Then, a user registration page will be shown on the screen where the server and account type can be selected.

USER REGISTRATION	
Account Type	
Australian Server	
Please select the relevant server available, please select the interr	
Distributor/Installer is the person manage the plant, and supply se	

Select Australian server and choose the relevant account type to register an account.

3.1 The account type for Distributor/ Installer

The installer or retailer can select the account type for Distributor/ Installer. Put in the email address and send verification code. Finished the blanks as required, tick Accept Privacy Policy and click Register. After, a reminding for registration successful will show up and click Proceed to Log in. From the log-in page, put in the email address and the password set previously to log in the account.

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* 2345678910		
Company XYZ		
Code of Upper Level Installer/Distributor		
Accept Privacy Policy		Others
Register		Others
		Visitor Login Local Access

3.2 The Organization Code for Distributor/ Installer Account

After logging in as an installer account, click **More** at the bottom. Then click **Profile**, and **Organization Code** could be found under organization information. This code is for the installer / retailer to better manage the plants. By adding this code under the customer account, the installer/ retailer can also get the customer's plant shown in the installer's account. Alternatively, this code can be used to share it with a lower-level account to gain access to all their plants. By clicking the plant, the installer can access the customer's account to check the working status of the inverter.

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3.3 The account type for End user

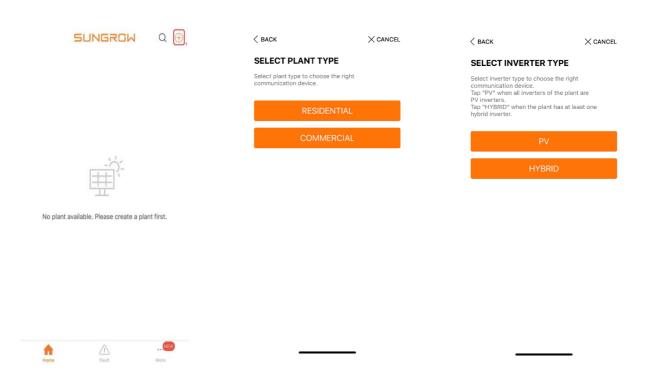
The owner of the inverter normally chooses the End User option. After filling the email, a verification code can be requested, and the other relevant details can be entered. Compared to Distributor/ Installer Account, the End User account does not have organization code.

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4. Plant Creation

4.1 Initial Configuration

To create a plant, open iSolarCloud, login to the account and click "⊕" on top right corner. Select the relevant plant type and then the inverter type.



Next step will be to scan the communication module connected to the inverter. Various communication modules include V312 Wi-Fi dongle, Wi-Net Dongle, EyeM4, Logger1000, etc. In this document, the steps to configure a V312 Wi-Fi dongle are shown. For other setups, please refer to the relevant documents below.

- Wi-Net Configuration
- Logger1000 / EyeM4 (Wi-Fi & 4G) Configuration

Once the dongle is scanned, the app will request to connect to the SG Wi-Fi signal. If the SN is input manually, select the WLAN for V312 and Ethernet for E-Net.

•





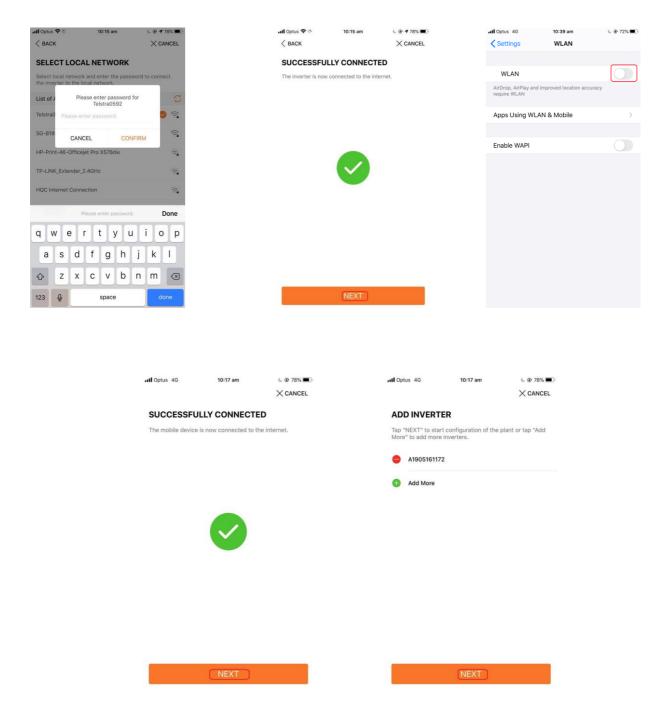
For WLAN, open the WiFi settings on the mobile, and join the SG signal. The password should be the same as the serial number of the WiFi dongle (if required). There will be a tick in front of the SG signal if successfully joined -> Go back to iSolarCloud and click Next-> Select the local network shown on the list and put in the password.

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Apps Using WLAN & Mobile			INEAT			NEAT	

Clean power for all

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The successfully connected page will show up -> Reconnect home network instead of SG signal or just disconnect WiFi on the phone settings->Click next on the new page showing successfully connected and device is connected to the internet->click Next->Directly click next in Add Inverter page.



Here any additional inverters can be added using the same procedure.

4.2 Plant Configuration

After clicking Next on Add inverter page, the Configure Plant page will be shown up. If location service was allowed for iSolarCloud app, the plant location will be filled in automatically. Finished all the blanks as required and click next.

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Time Zone		
GMT+11 Magadan		~
Plant Address		
13-21 Hallmark St Wales 2145, Aust	treet, Pendle Hill New Sou ralia	uth 📀
Postal Code		
2145		
Grid-connected [Date	
2020-11-26		\sim

4.3 Tariff Configuration

In Configure Tariff page, put in the tariff values provided by local grid company. If there are different prices for peak period or other periods, iSolarCloud also supports to provide more than one special periods for special prices. Turn on the button of Time-of-Use Tariff, click Add Time-of-Use Tariff , and put in the price, start time and end time for Time Segment.

All Optus 4G 10:18 4 KARK	am 🕒 @ 78% 📼) X CANCEL		10:18 am	© ® 78% ■) X CANCEL	HI Optus 4G	10:19 am 🕒 @ 78% 🔳
CONFIGURE TARIFF			ion to calculate your	plant revenue.	ADD TIME SEGI	MENT
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Unit		AUD		\sim	Start Time	Please Select >
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After that click confirm. If more time segments need to be added, just need to repeat the previous process. The price for other periods could be set by clicking other time, putting in the price and confirm. After that, click Next.

ADCK CANCEL CANCEL CONFIGURE TARIFF Enter tariff information to calculate your plant revenue. Unit ADD Feed-in Tariff (AUD/kWh) 0.12 Time-of-Use Tarifff Add Time-of-Use Tariff Consumption Tariff (AUD/kWh) 0.28 Time-of-Use Tariff	optus 4G 10:18 an	L @ 78% 🔳	H Optus 4G 10:19 am
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	ne-of-Use Tariff		
NEXT	NEXT		

4.4 Put in the Organization Code or End-user Email Address

If the plant is created by an end-user account, it will require to put in the organization code of the installer or distributor, and return back to Dashboard. If the plant is created by an installer account, the end-user email address needs to be put in.

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Enter the organiza the plant with his	tional code of your ins SolarCloud account.	taller to connect	Please Enter Own	er's Email Address		The plant is now	connected to iSolarCloud.	
Organization Coo Please Enter	le		 Email yangzhaozqc@g 	mail.com	21/100			
						_		
							PDF REPORT	

If the end user does not already have an account, they will then receive an email with the login details which they can use to login and access the plant.



→ Forward

← Reply

5. WiFi Configuration

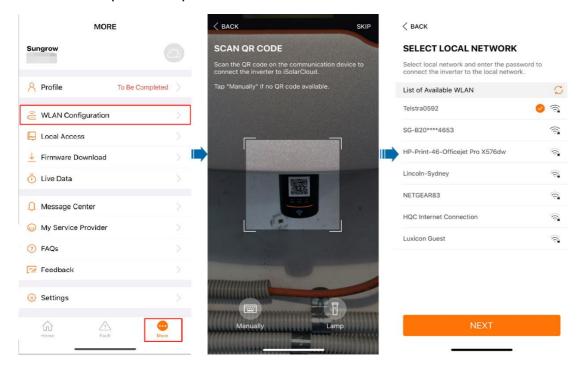
- 1) Insert WiFi dongle to the inverter and wait until the first LED light which labelled as "RUN" turns on.
- 2) In mobile WiFi settings, search for the WiFi "SG-XXXXXXXX" and connect. If a password required, use the serial number of the dongle as the password.
- 3) Choose either Method 1 or Method 2 below to complete WiFi configuration
- 4) After connecting successful, all three LED lights on WiFi dongle should be on.



Method 1: Open iSolarCloud -> click " ⁽²⁾ " -> select "WLAN Configuration"-> Scan the QR code on the WiFi dongle -> select the WiFi network and put in the password.

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Account			Scan the QR code on the co connect the inverter to iSola		D	Select local network and enter connect the inverter to the lo		
Password		iQ.	Tap "Manually" if no QR coc	le available.		List of Available WLAN		\mathbb{C}
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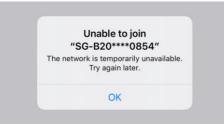
Method 2: Open iSolarCloud -> Local Access -> WLAN ->Login inverter with the account "admin" and password "pw8888" -> WLAN Configuration ->select the WiFi network and put in the password.



6. Common Issue

6.1.Cannot Connect to SG Signal

It could happen sometimes that the mobile cannot join the SG signal of the dongle when doing WiFi configuration.



The reason for the problem is that the signal has been occupied by another device. In this case, it is necessary to check if the dongle is already connected with another mobile device such as iPad. After disconnecting the connection, try to connect to the SG network again.

6.2. Resume Commissioning

Sometimes when creating the plant on the iSolarCloud, the process might be stuck in resume commissioning. The reason for this is that the WiFi configuration has not been done properly. Often when the router's signal strength is weak (far away or several obstacles), the inverter can disconnect hence, showing resume commissioning. Also, the router must be able to access the internet normally. To rectify the issue, remove the WiFi dongle from the inverter and plug it in again. Then redo the WiFi configuration as per Section 4 in this document. To log out the app, follow the steps below.

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Today	rield: 0 kWh		Settings		>			
Home	Fault	More	Home	Fault	More			