

iSolarCloud APP Commissioning Guide

Disclaimer

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

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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.

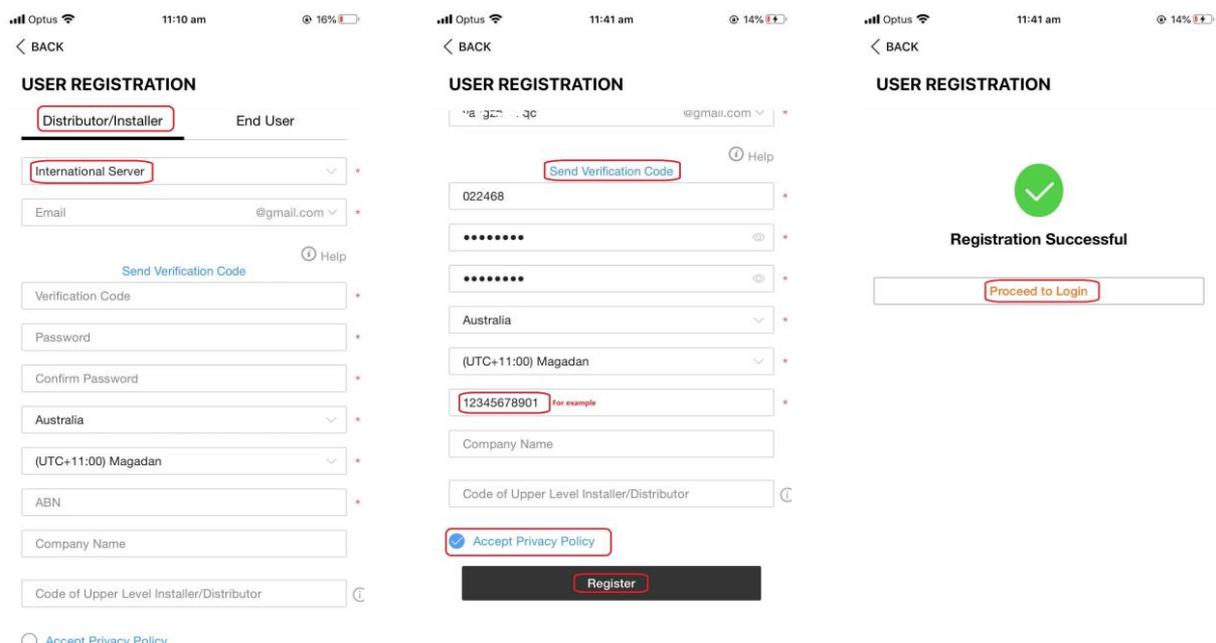


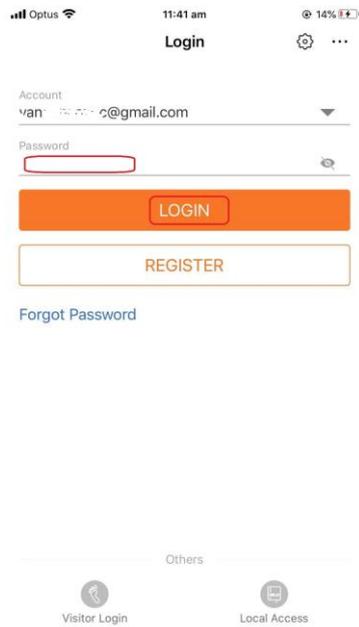
2. Register an Account

Open iSolarCloud, click REGISTER to create a new account. Then, a user registration page will be shown on the screen. On the user registration page, there are two different types of the account could be selected.

2.1 The account type for Distributor/ Installer

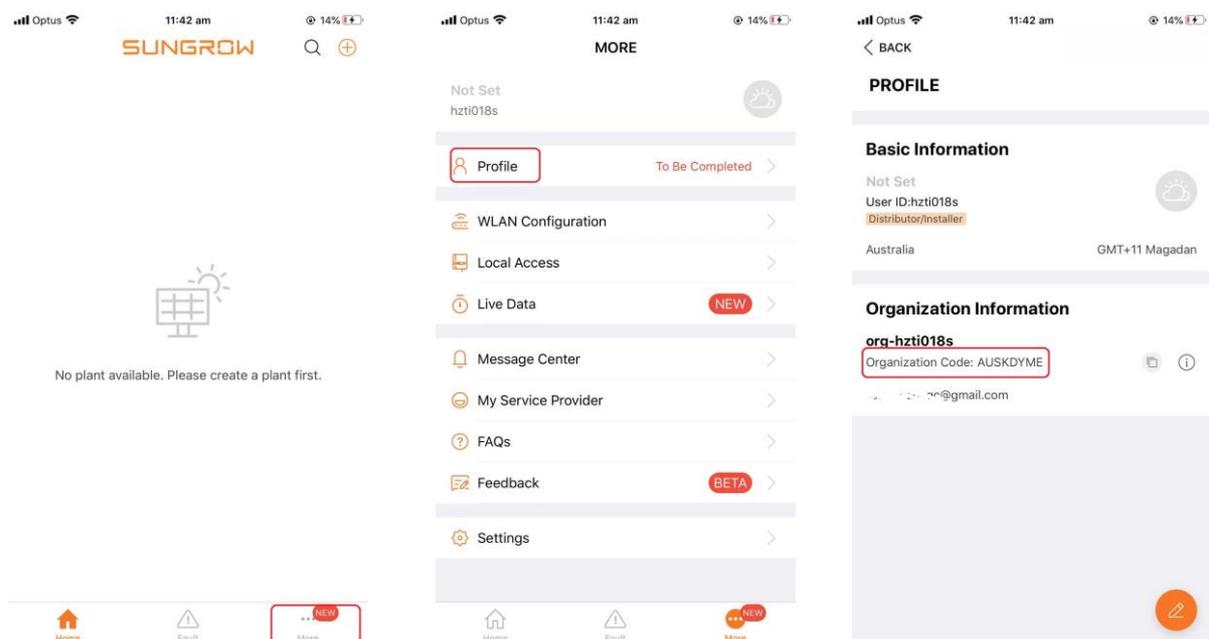
The installer or retailer can select the account type for Distributor/ Installer. Make sure that the server has been selected as the international one. Put in the email address and send verification code. Finished the blanks as required, tick Accept Privacy Policy and click Register. After, a reminding 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.





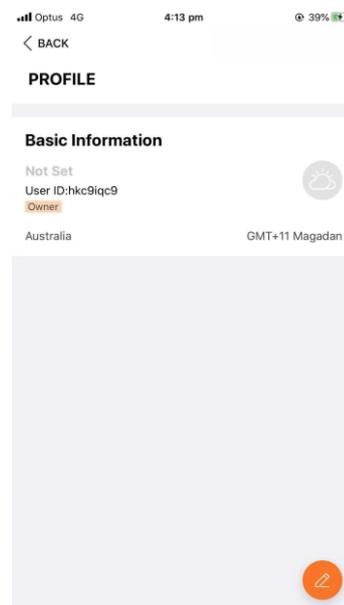
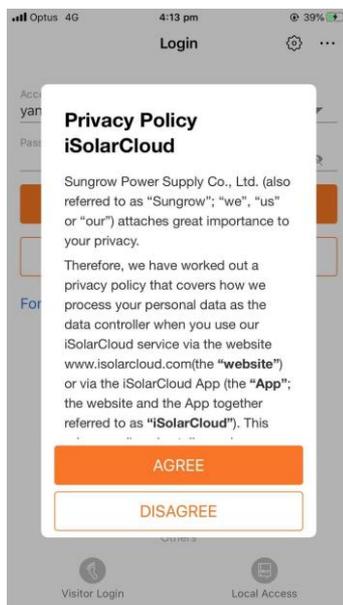
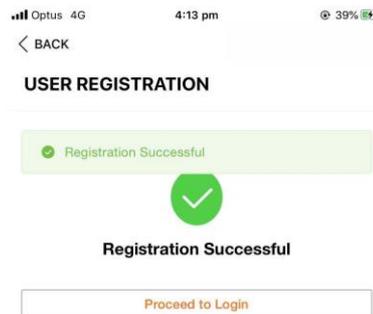
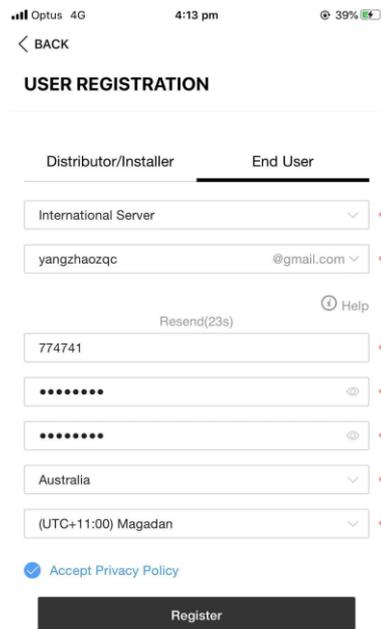
2.2 The Organization Code for Distributor/ Installer Account

After logging in an installer account, click More at the bottom. Then click Profile, Organization Code could be found under Organization information. This code is for the installer / retailer better monitoring the inverter working status for their customers. By adding this code under the customer account, the installer/ retailer can also get the customer’s plant shown in the installer’s account. By clicking the plant, the installer can access the customer’s account to check the working status of the inverter.



2.3 The account type for End user

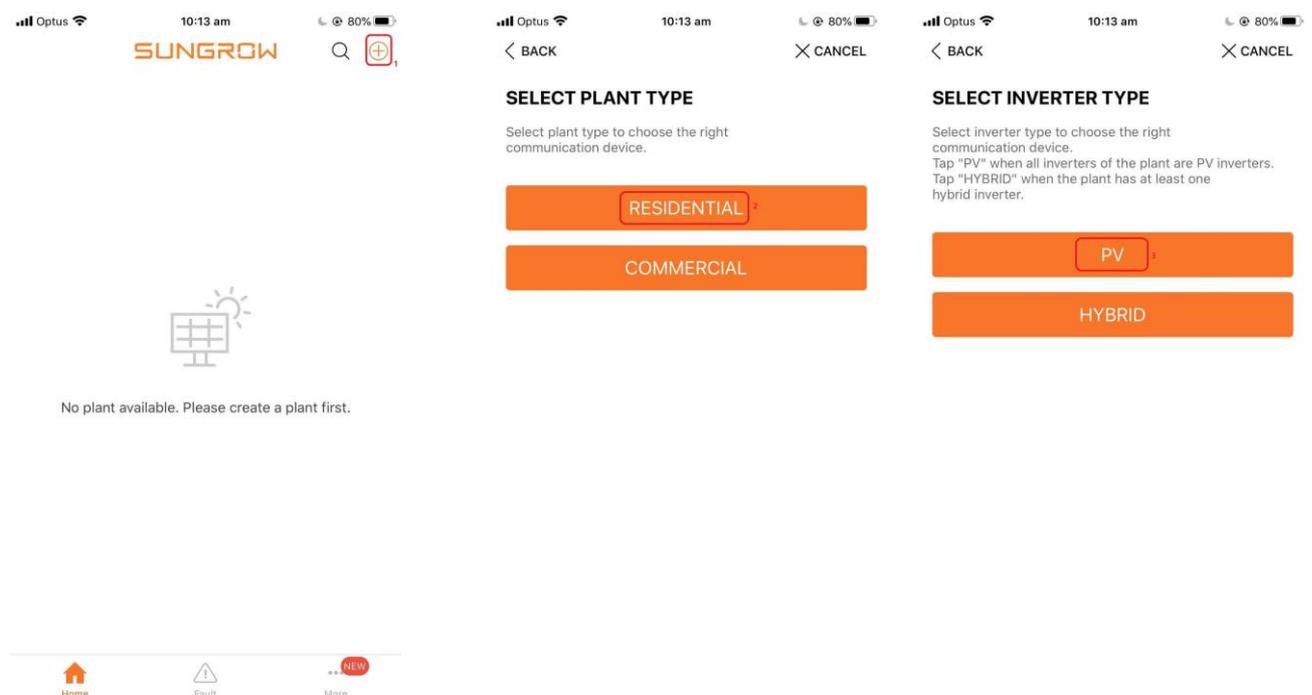
The owner of the inverter normally selects the account for End User. The registration for the ender user account is easier. After filling in the verification code and setting the password, it is only required to finish the country and time zone so that to finish the registration for End User account. Compared with Distributor/ Installer Account, the End User account does not have organization code. Actually, it is for the owner to better monitoring their own inverter and power flows in the property.

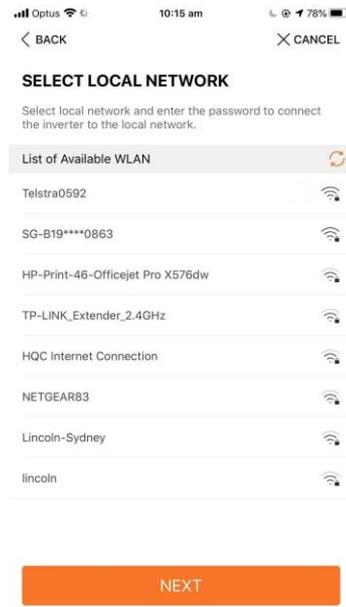
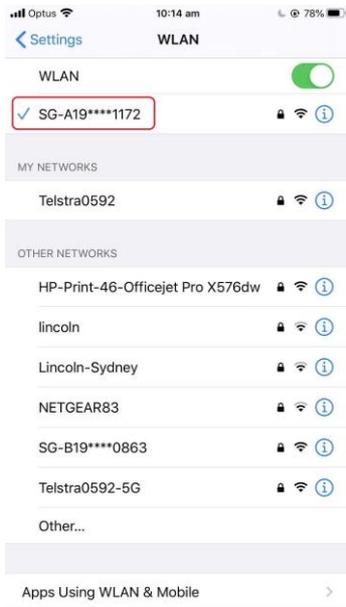
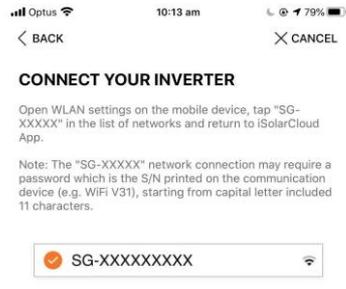
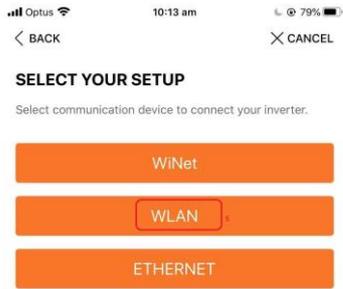
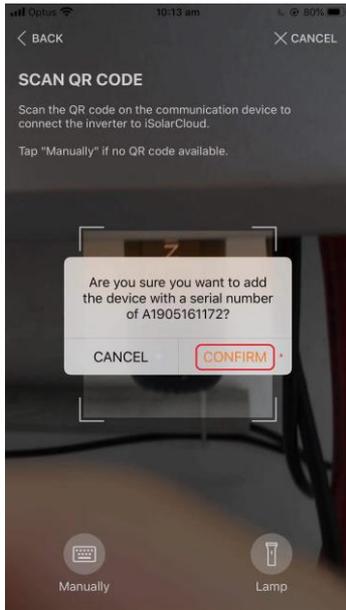


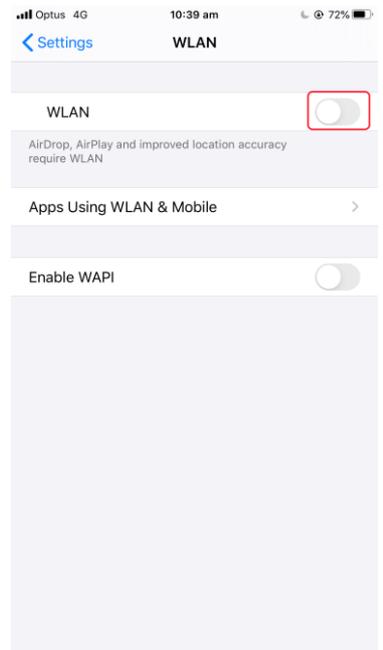
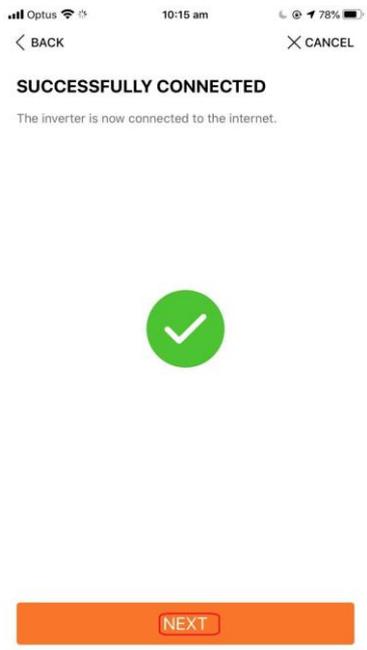
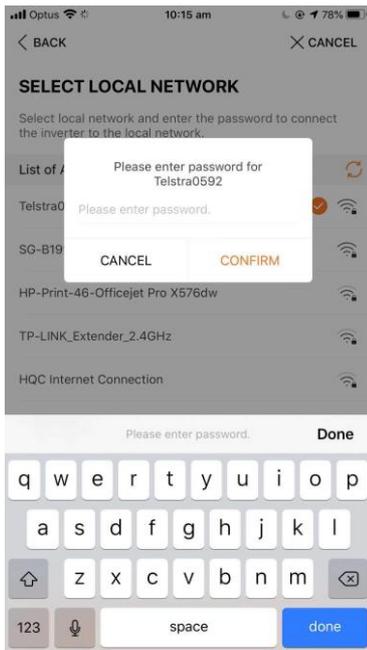
3. Plant Creation

3.1 WiFi configuration

Open iSolarCloud, login the account and click “⊕” on top right corner to create a new plant. Click Residential-> PV->Scan QR code on the WiFi dongle and Confirm->Click WLAN for Setup-> It will remind to connect with SG signal->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. 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 with internet->click Next->Directly click next in Add Inverter page.







3.2 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.

CONFIGURE PLANT
Enter plant information.

- Plant Name: A1905161172
- Country/Region: Australia
- Time Zone: GMT+11 Magadan
- Plant Address: 13-21 Hallmark Street, Pendle Hill New South Wales 2145, Australia
- Postal Code: 2145
- Grid-connected Date: 2020-11-26

NEXT

3.3 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. 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.

CONFIGURE TARIFF
Enter tariff information to calculate your plant revenue.

- Unit: AUD
- Feed-in Tariff (AUD/kWh): 0.12
- Consumption Tariff (AUD/kWh): 0.28
- Time-of-Use Tariff:

NEXT

CONFIGURE TARIFF
Enter tariff information to calculate your plant revenue.

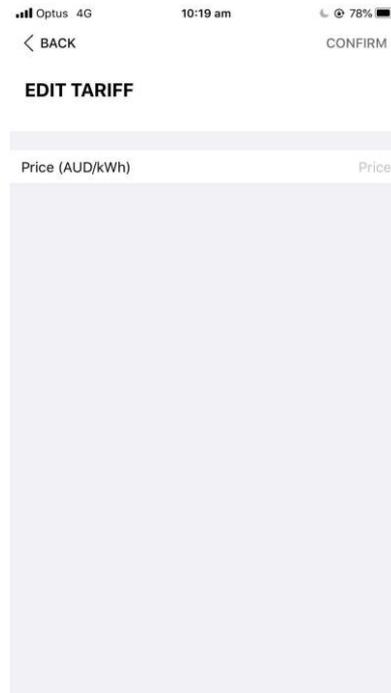
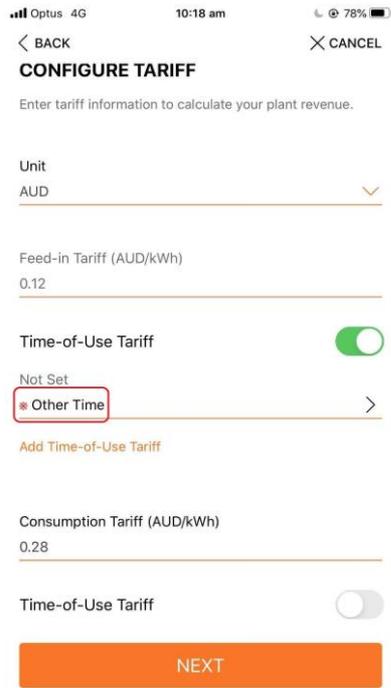
- Unit: AUD
- Feed-in Tariff (AUD/kWh): 0.12
- Time-of-Use Tariff:
- Not Set:
- Consumption Tariff (AUD/kWh): 0.28
- Time-of-Use Tariff:

NEXT

ADD TIME SEGMENT

- Price (AUD/kWh): Price
- Start Time: Please Select
- End Time: Please Select

CONFIRM



3.4 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.



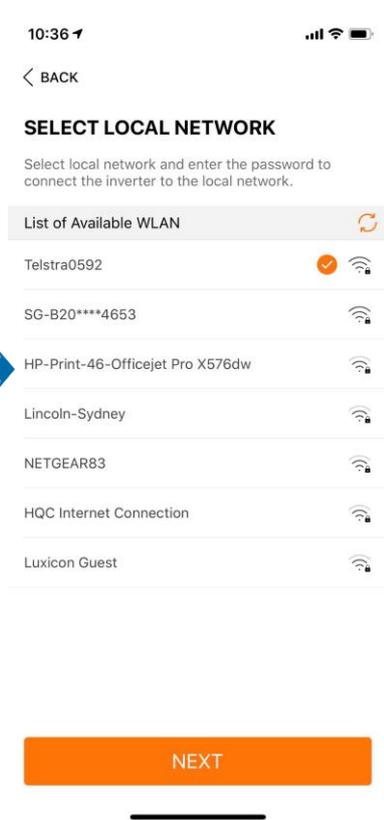
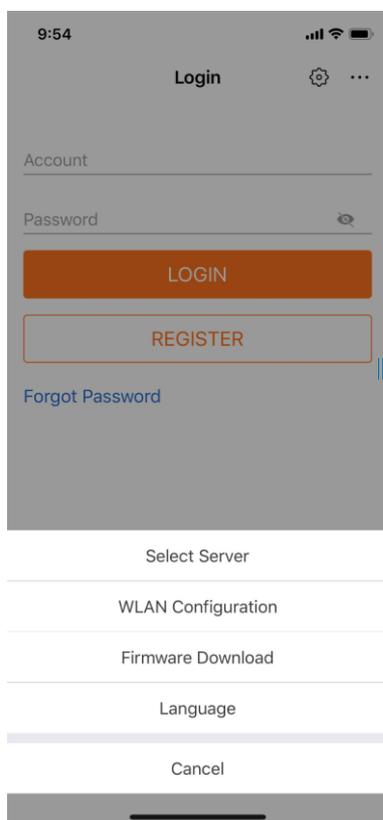
If the plant is created by an installer account, the end-user email address needs to be put in. After that, click next and there will be a password coming to the end-user's email. Then return back to Dashboard and plant creation completed. In this way, the end user can access the online plant by logging in with his/her email address and the received password.

4. WiFi Configuration

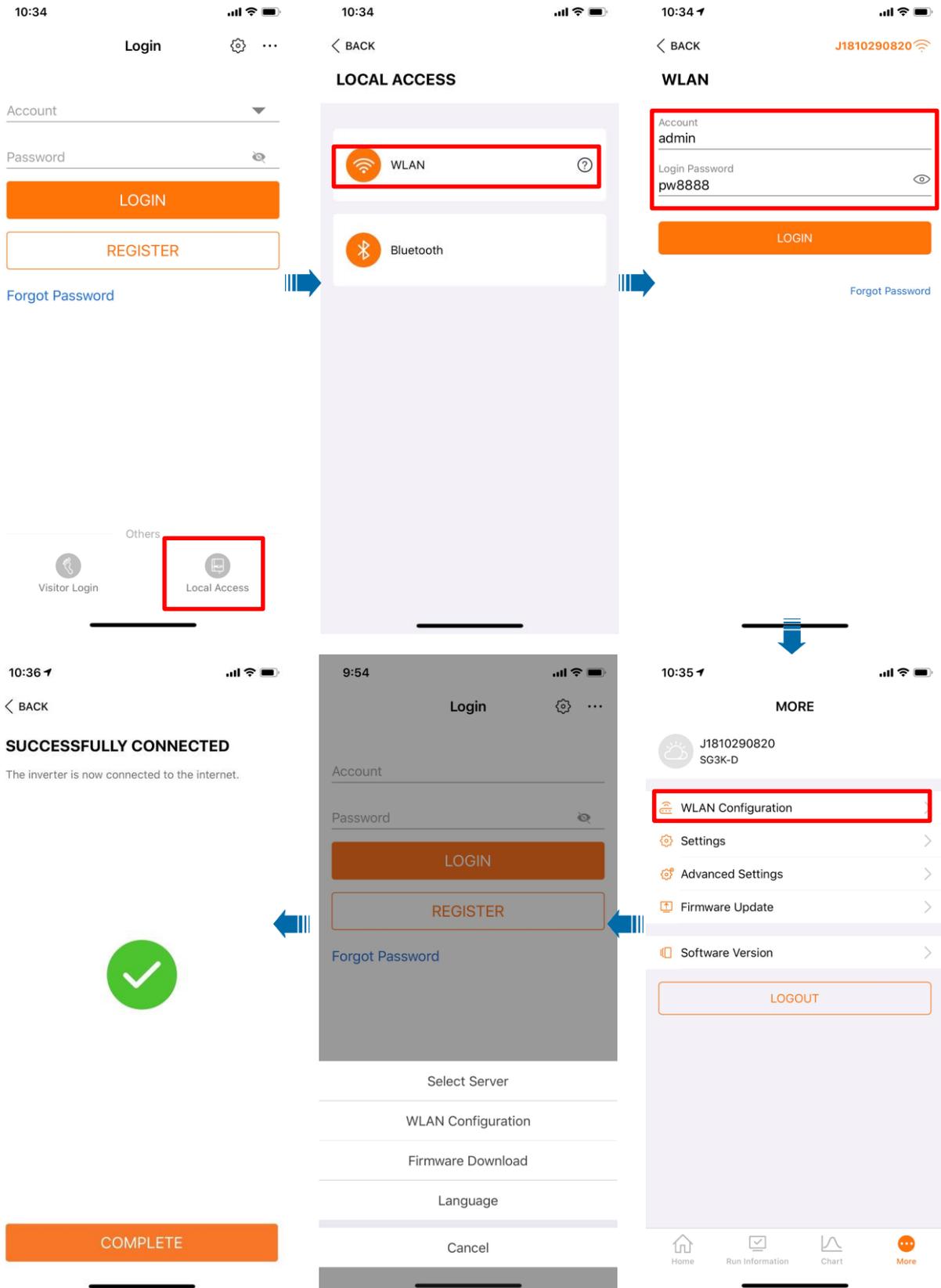
- 1) Insert WiFi dongle to the inverter and wait until the first LED light which labelled as "RUN" turns on.
- 2) In mobile WiFi settings, search for the WiFi "SG-XXXXXXX" and connect. If a password required, use the serial number of the dongle as the password.
- 3) Choose either Method 1 or Method 2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



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



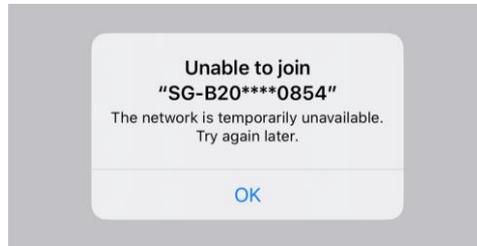
Method 2: Open iSolarCloud -> Local Access -> WLAN ->Login inverter with the account “admin” and password “pw8888” -> WLAN Configuration ->select the WiFi network and put in the password.



5. Common Issue

5.1. 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.

5.2. 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. 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.

