

# 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.*

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1.0	Issued for Approval	Service Team (Australia)	04 <sup>th</sup> Jan 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](mailto: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.



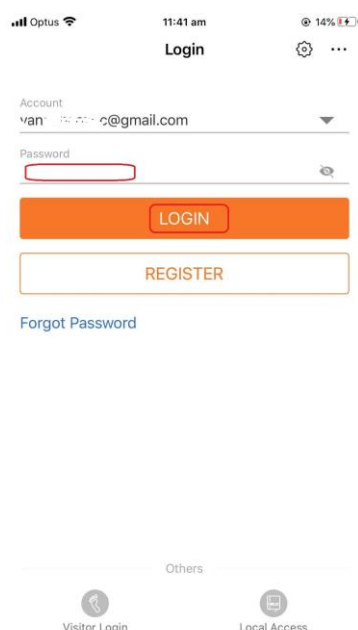
## 2. Register an Account

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

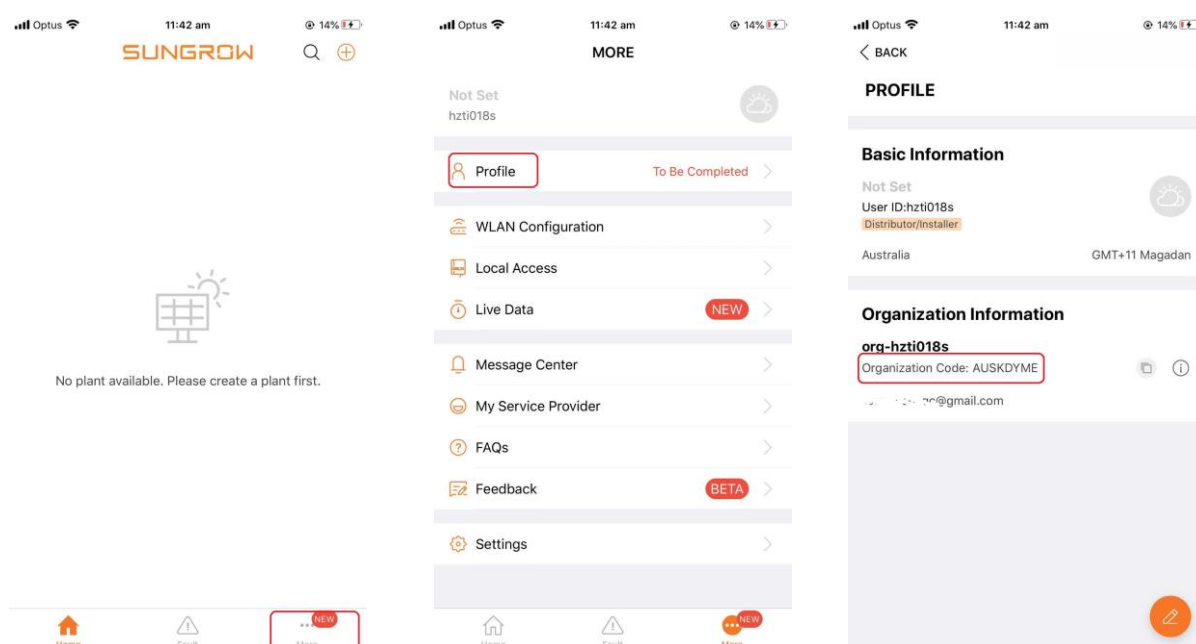
The installer or retailer can select the account type for Distributor/ Installer. Make sure that the server has been selected as the international one. Put in the email address and send verification code. Finished the blanks as required, tick Accept Privacy Policy and click Register. After, a reminding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

Three screenshots of the iSolarCloud app registration process. The first screenshot shows the 'USER REGISTRATION' screen with the 'Distributor/Installer' account type selected. The second screenshot shows the 'Send Verification Code' screen with a phone number and a verification code entered. The third screenshot shows the 'Registration Successful' screen with a 'Proceed to Login' button.



## 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.

USER REGISTRATION

Distributor/Installer End User

International Server

yangzhaozqc@gmail.com

Resend(23s) Help

774741

.....

.....

Australia

(UTC+11:00) Magadan

☒ Accept Privacy Policy

Register

USER REGISTRATION

Registration Successful

Registration Successful

Proceed to Login

Privacy Policy

iSolarCloud

Sungrow Power Supply Co., Ltd. (also referred to as "Sungrow"; "we", "us" or "our") attaches great importance to your privacy.

Therefore, we have worked out a privacy policy that covers how we process your personal data as the data controller when you use our iSolarCloud service via the website www.isolarcloud.com(the "website") or via the iSolarCloud App (the "App"; the website and the App together referred to as "iSolarCloud"). This

AGREE

DISAGREE

Visitor Login Local Access

PROFILE

Basic Information

Not Set


User ID:hkc9iqc9

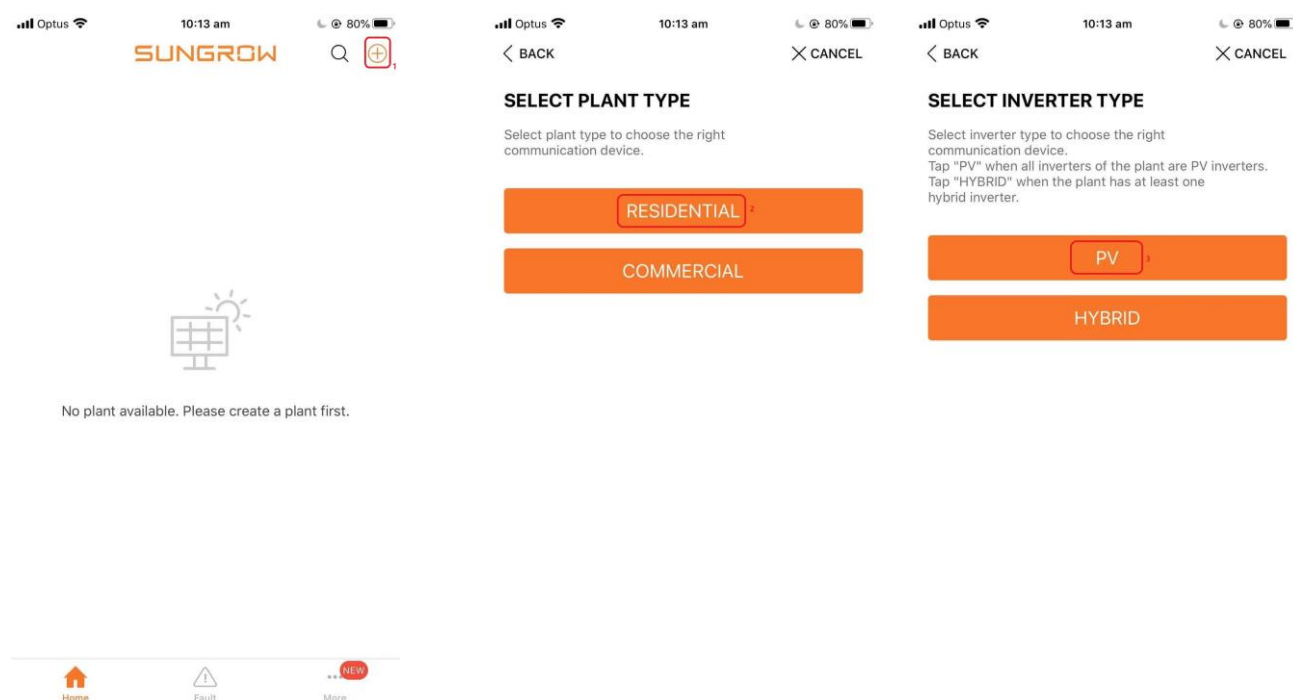
Owner

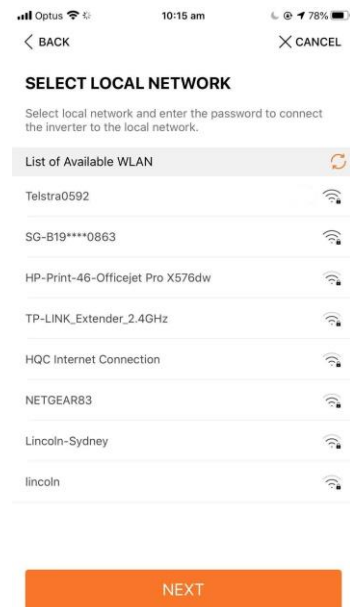
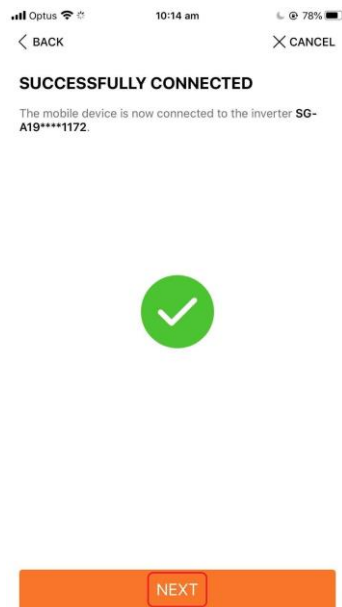
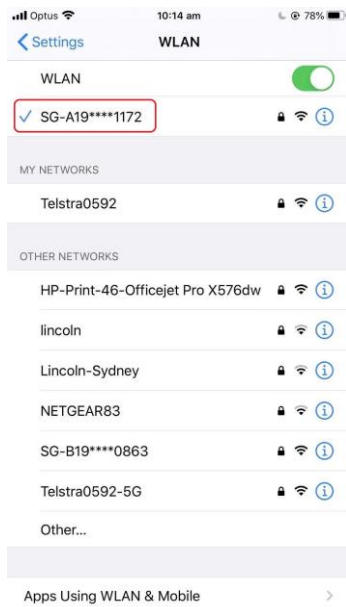
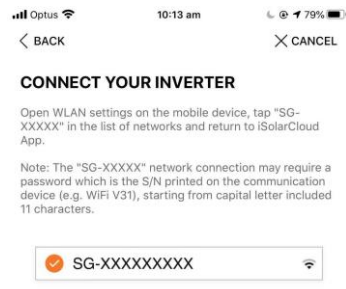
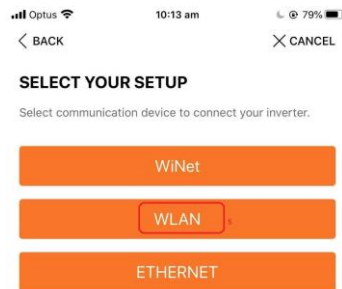
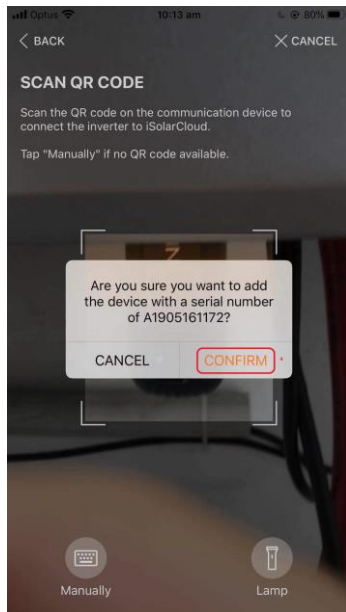
Australia GMT+11 Magadan

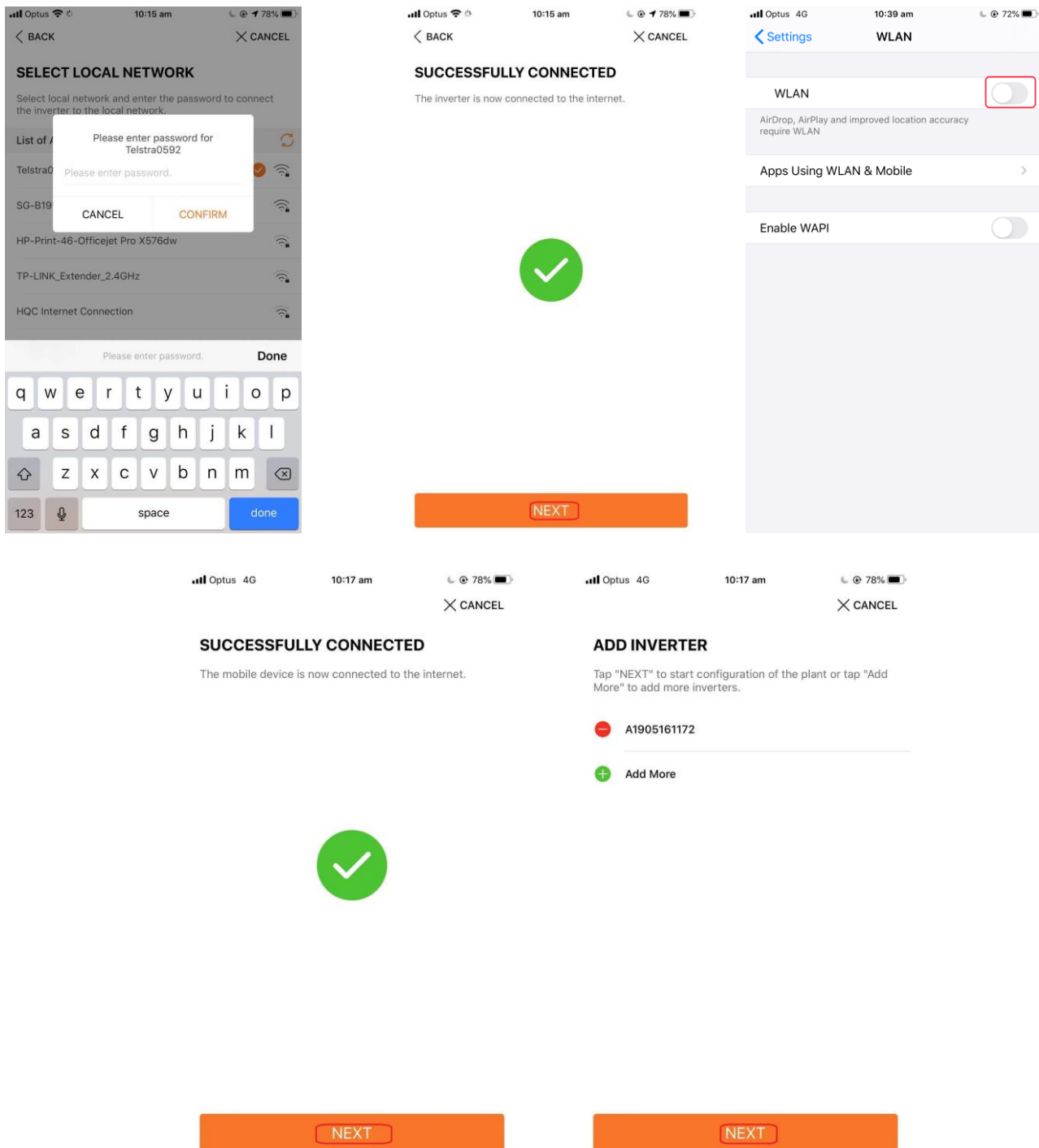
### 3. Plant Creation

#### 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.



Optus 4G 10:17 am 78%

< BACK X CANCEL

### 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.

Optus 4G 10:18 am 78%

< BACK X CANCEL

### CONFIGURE TARIFF

Enter tariff information to calculate your plant revenue.

Unit  
AUD

Feed-in Tariff (AUD/kWh)  
0.12

Time-of-Use Tariff ☐

Consumption Tariff (AUD/kWh)  
0.28

Time-of-Use Tariff ☐

NEXT

Optus 4G 10:18 am 78%

< BACK X CANCEL

### 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  
\* Other Time >

Add Time-of-Use Tariff

Consumption Tariff (AUD/kWh)  
0.28

Time-of-Use Tariff ☐

NEXT

Optus 4G 10:19 am 78%

< BACK CONFIRM

### ADD TIME SEGMENT

Price (AUD/kWh)	Price
Start Time	Please Select >
End Time	Please Select >

Optus 4G 10:18 am 78%

< BACK CANCEL

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  
\* Other Time >

Add Time-of-Use Tariff

Consumption Tariff (AUD/kWh)  
0.28

Time-of-Use Tariff ☐

NEXT

Optus 4G 10:19 am 78%

< BACK CONFIRM

EDIT TARIFF

Price (AUD/kWh) Price

### 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.

Optus 4G 10:19 am 78%

< BACK CANCEL

CONNECT INSTALLER

Enter the organizational code of your installer to connect the plant with his iSolarCloud account.


Organization Code  
Please Enter

NEXT

Optus 4G 10:20 am 78%

COMPLETED

The plant is now connected to iSolarCloud.



PDF REPORT

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.

Optus 4G

10:01 am

90%

<

+

🗑

✉

...

Optus 4G

10:05 am

89%

< BACK

✕ CANCEL

**CONNECT PLANT OWNER**

Please Enter Owner's Email Address

\* Email

yangzhaozqc@gmail.com

21/100

NEXT

iSolarCloud 4G


10:01 am

90%


Reminder of creating plant

Inbox

☆

 iSolarCloud 10:01 am

to me ▾

 iSolarCloud™

**Welcome to iSolarCloud!**

A plant has been registered for you.

Log into our service with your account [yangzhaozqc@gmail.com](mailto:yangzhaozqc@gmail.com) and password **k96gpbdd**. After first login, please change your password immediately.

iSolarCloud is available for your mobile devices <http://sg8.top/c>


This is an automated message - in case you need personal assistance, we are here for you: [https://en.sungrowpower.com/contact\\_us](https://en.sungrowpower.com/contact_us)

↩ Reply

➡ Forward

**COMPLETED**

The plant is now connected to iSolarCloud.



PDF REPORT

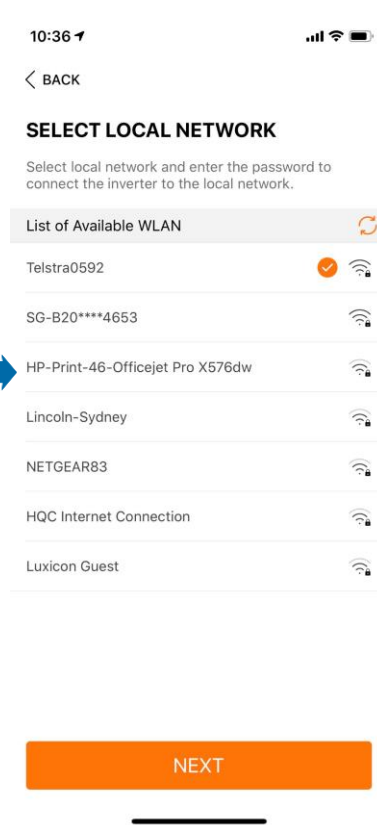
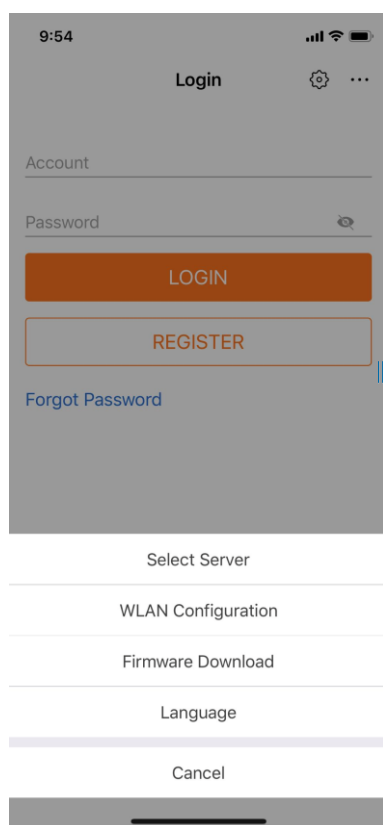
DASHBOARD

## 4. WiFi Configuration

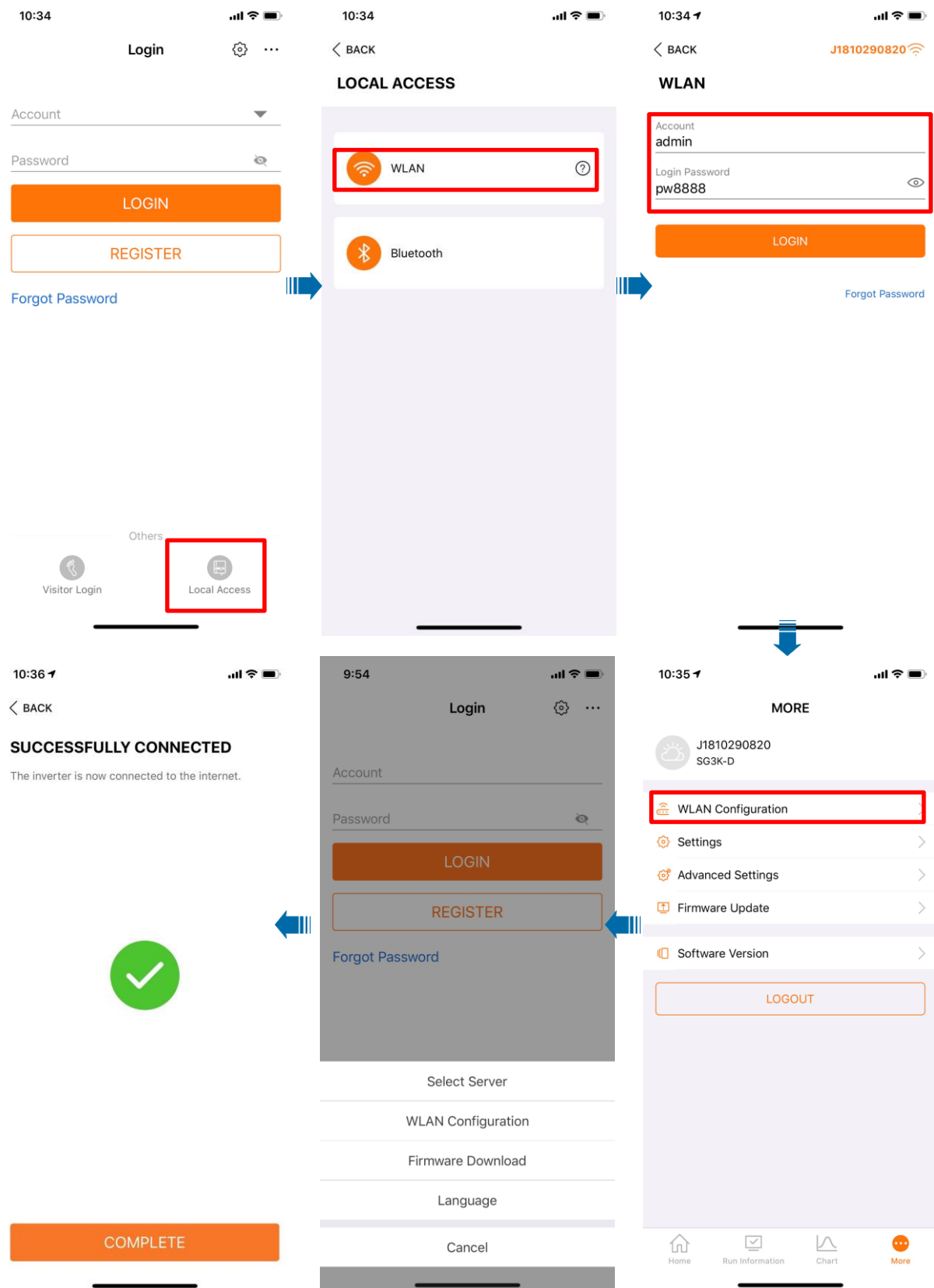
- 1) Insert WiFi dongle to the inverter and wait until the first LED light which labelled as "RUN" turns on.
- 2) In mobile WiFi settings, search for the WiFi "SG-XXXXXXX" and connect. If a password required, use the serial number of the dongle as the password.
- 3) Choose either Method 1 or Method 2 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.



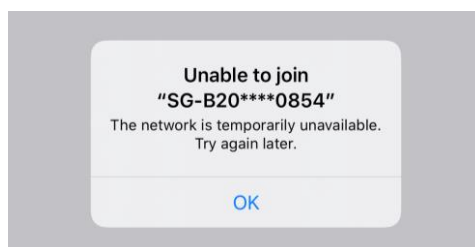
**Method 2:** Open iSolarCloud -> Local Access -> WLAN -> Login inverter with the account “**admin**” and password “**pw8888**” -> WLAN Configuration -> select the WiFi network and put in the password.



## 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.

