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)	04th Jan 2021
1.1	Issued for Revision	Service Team (Australia)	20th May 2021
1.2	Issued for Revision	Service Team (Australia)	31th Jan 2022

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 improve our services.

If you have any questions relating 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 - 6pm (AEDT).

Contents

1. **Download iSolarCloud App**

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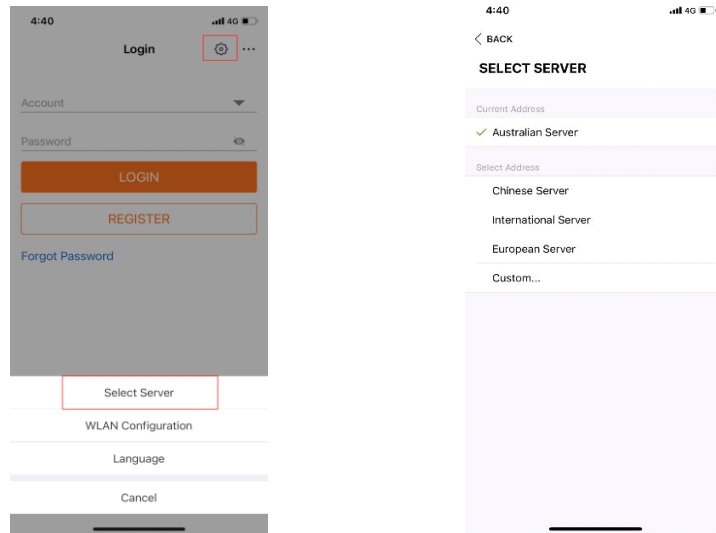

2. **Server Selection**

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.
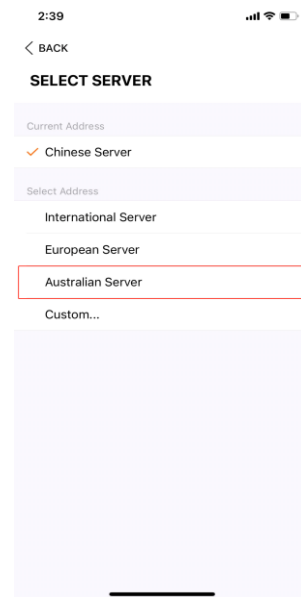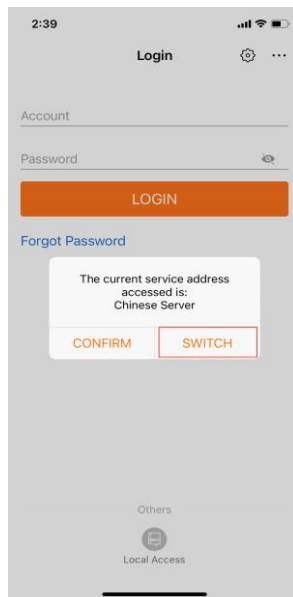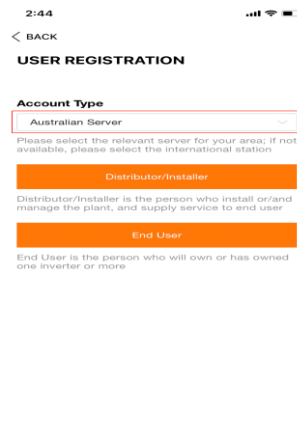

This can also be checked and changed by clicking "Select Server" under settings.

3. Register an Account

Click REGISTER 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.


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

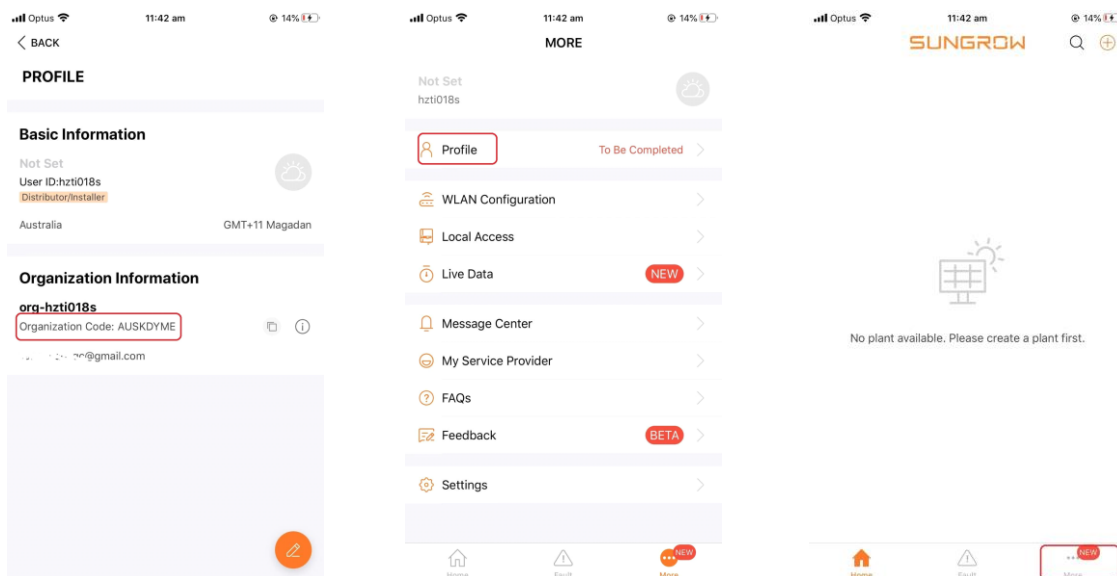### 3.1 The account type for Distributor/ Installer

The installer or retailer can select the account type for Distributor/ Installer. Put in the email address and send verification code. Finish the blanks as required, tick Accept Privacy Policy and click Register. After that, a reminder for successful registration 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.
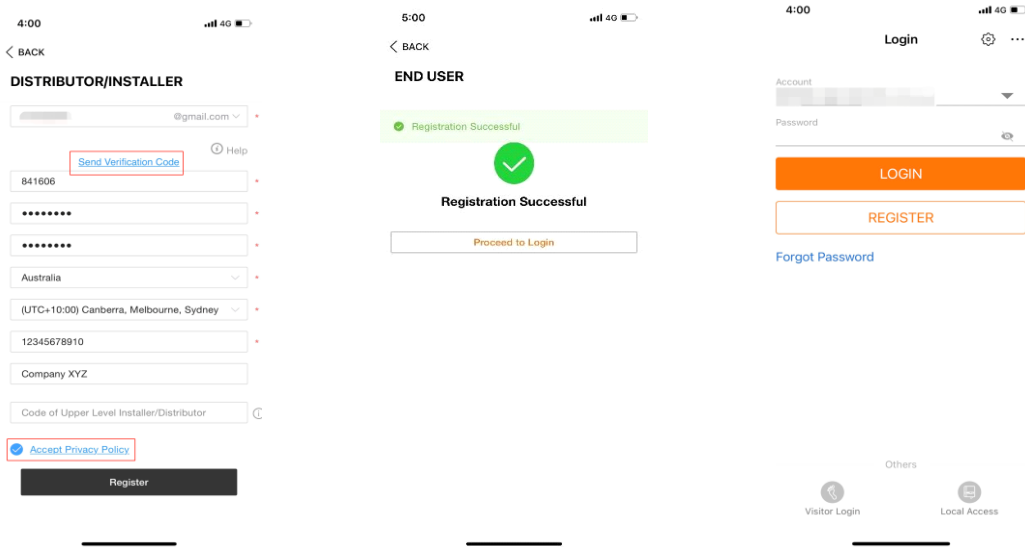

3.2 The Organization Code for Distributor/ Installer Account

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.

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 the Distributor/ Installer Account, the End User account does not have organization code.
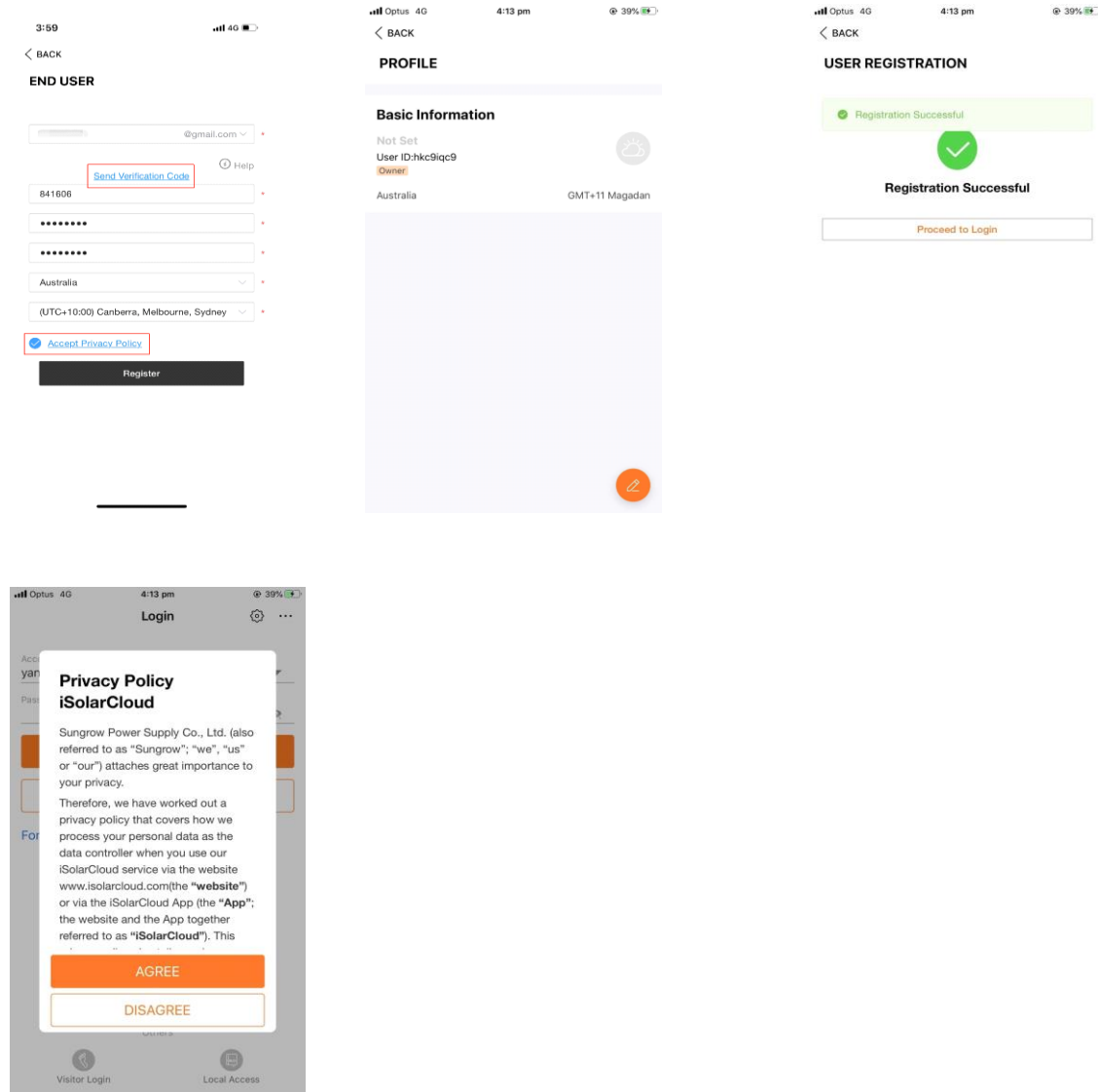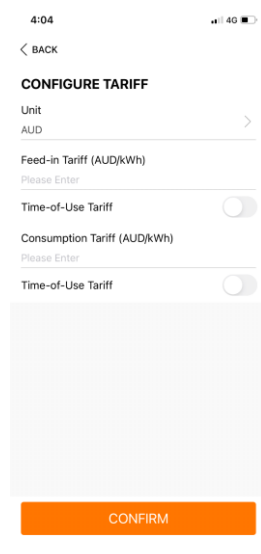
4. **Plant Creation**

4.1 Plant Configuration

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


The Feed in Tariff can be set in CONFIGURE TARIFF

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.

Once the dongle is scanned, the app will show the device info, click continue commissioning to connect to the SG Wi-Fi signal. If the SN is input manually, select the WLAN for V312 and Ethernet for E-Net.
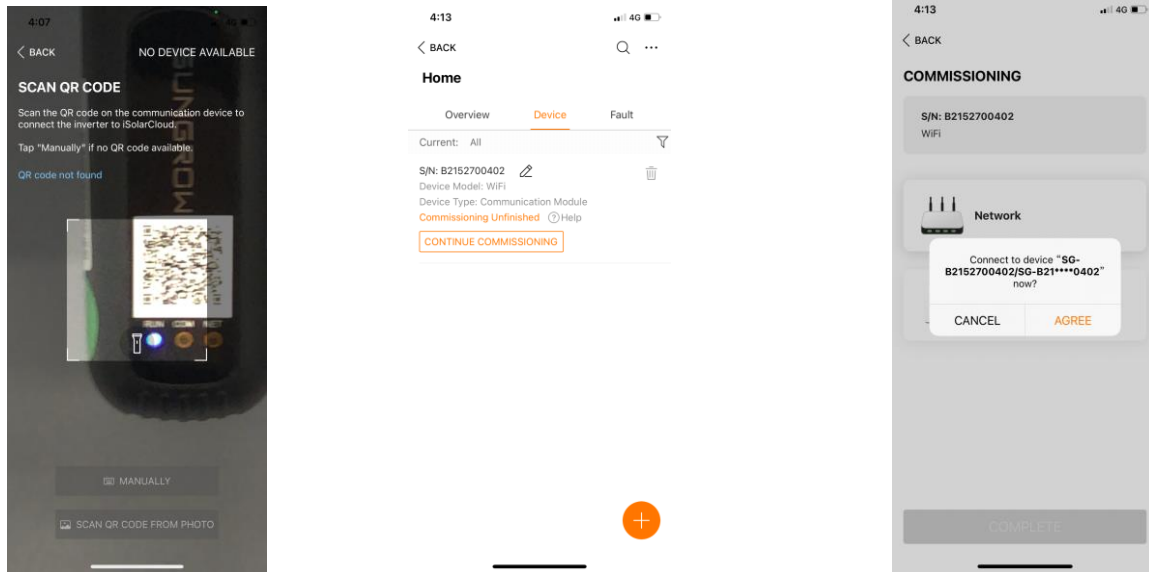
Click Network to join the SG signal. The password should be the same as the serial number of the Wi-Fi dongle. Then the app will show the page of SELECT HOME NETWORK, choose the Home Wi-Fi and enter the password.
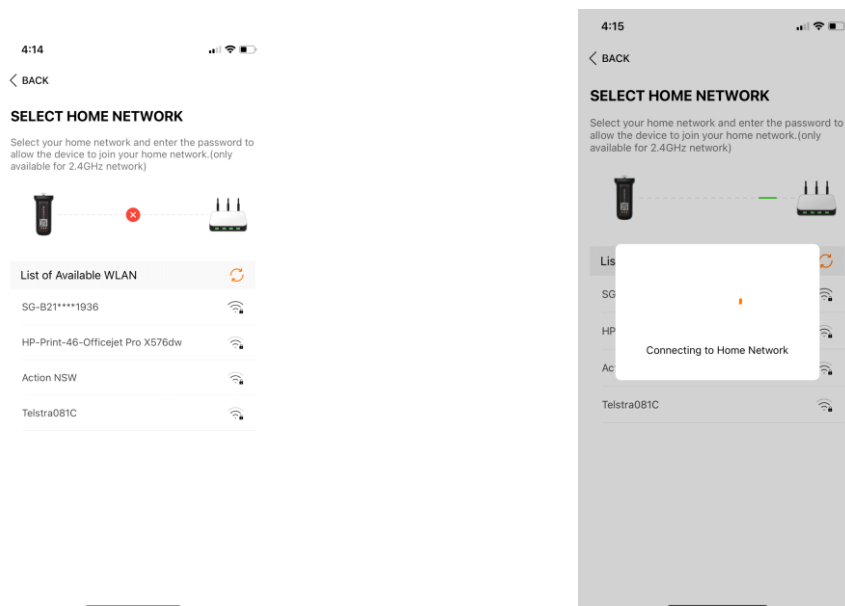
The successfully connected page will show up
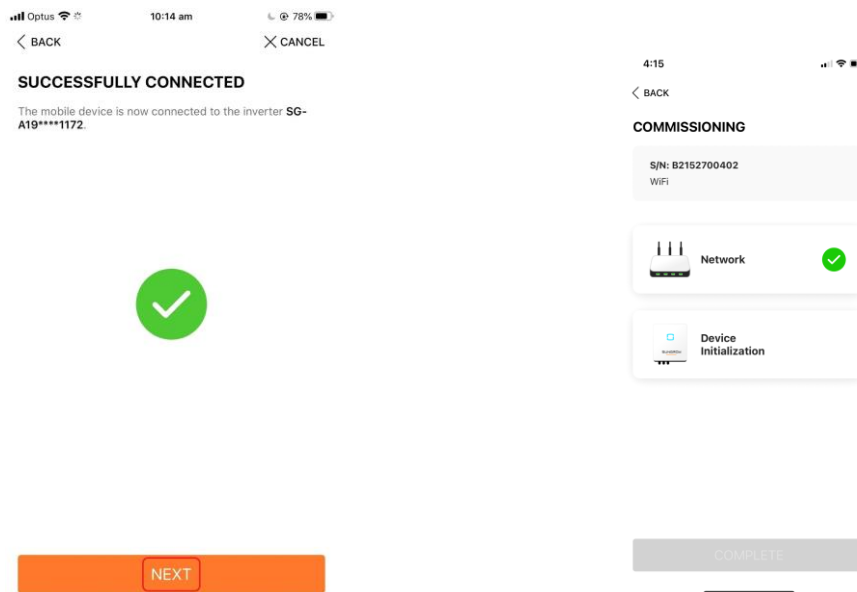
Here any additional inverters can be added using the same procedure.

4.2 Device initialization

Click Device initialization on the Commissioning page, click the Country/Region to Australia. Then select the power company, notes: installer needs to confirm with local DNSP to confirm the regions to choose. Finish all the settings as required and click Setting.

If device initialization can't be successfully completed, suggest following the video to run the firmware update first.

https://youtu.be/rE-5saIAtV0
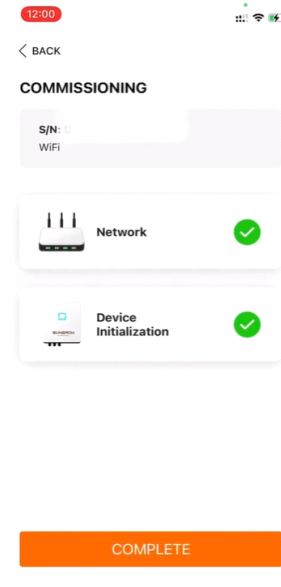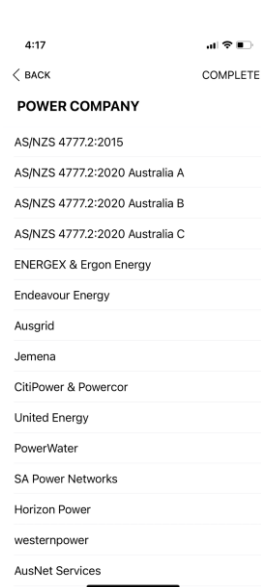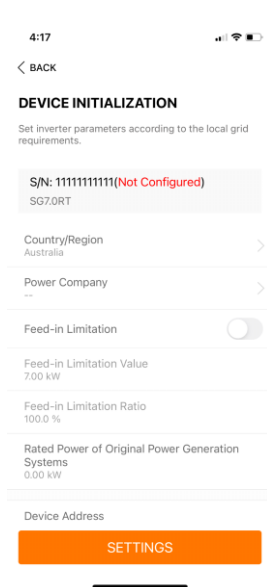
4.3 WLAN Configuration

Once the device is offline or the plant still in the resume commissioning, follow these steps to reconnect the device to iSolarCloud.

1) Insert Wi-Fi dongle to the inverter and wait until the first LED light which is labelled as "RUN" turns on.

2) In mobile Wi-Fi settings, search for the Wi-Fi "SG-XXXXXXXX" and connect. If a password is required, use the serial number of the dongle as the password.

3) Choose either Method 1 or Method 2 below to complete Wi-Fi configuration

4) After connecting successfully, all three LED lights on the Wi-Fi dongle should be on.
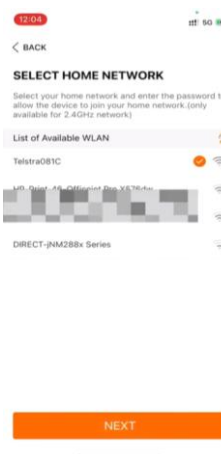
Method 1: Open iSolarCloud -> click " ⚙ " -> select "WLAN Configuration"-> Scan the QR code on the Wi-Fi dongle -> select the Wi-Fi network and put in the password.
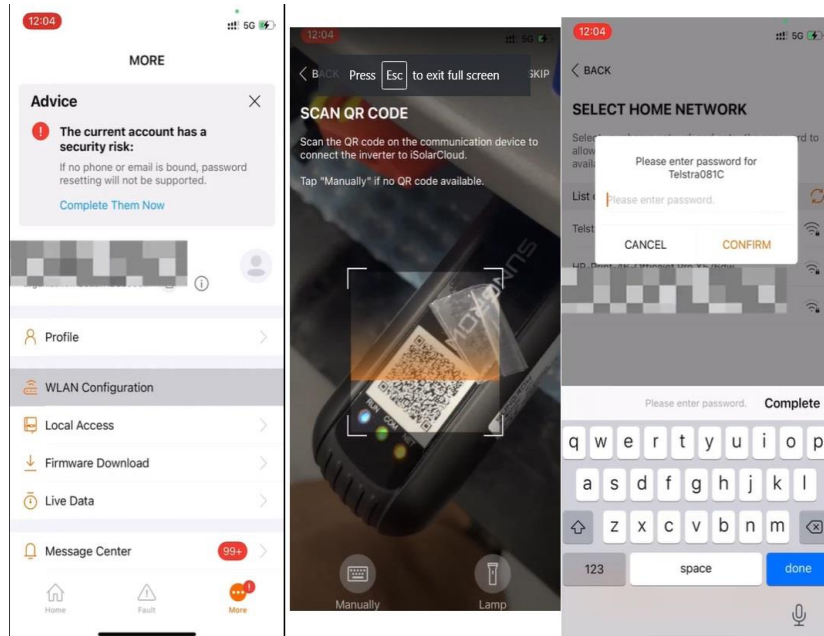
Method 2: Open iSolarCloud -> Local Access -> WLAN ->Login inverter with the account "user" and password "pw1111" -> WLAN Configuration ->select the Wi-Fi network and put in the password.
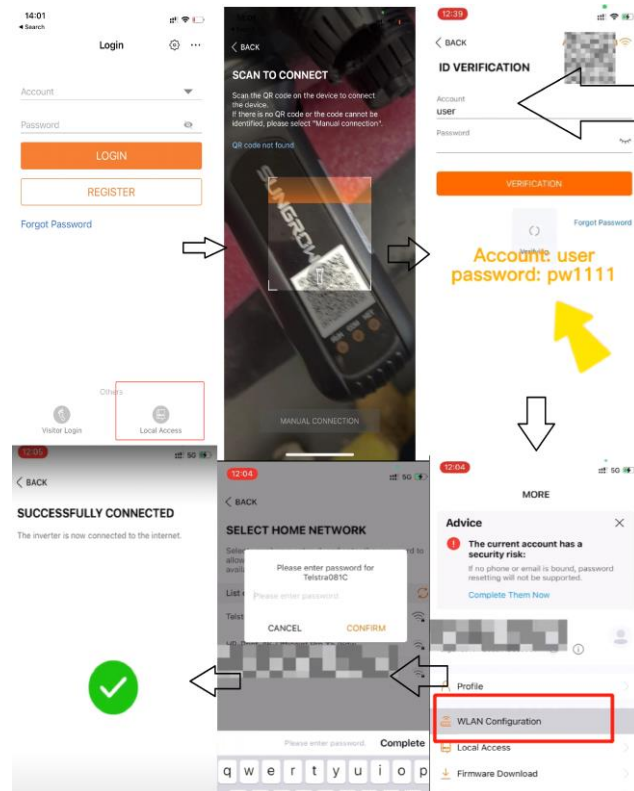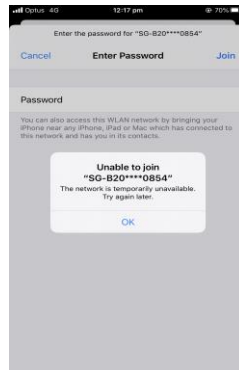
4.4 Local Access

Pls check iSolarCloud local access methods file on Sungrow service website. Detail website check as [here](#)

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 Wi-Fi 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 an iPad. After disconnecting the connection, try to connect to the SG network again.

- Check all mobile settings have been enabled for iSolarCloud

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 Wi-Fi configuration has not been done properly.

- Re run WLAN Configuration, See 4.3
- Double check whether the communication modules have been upgraded to the latest firmware version. If not, do firmware update follow the link
- Check all mobile settings have been enabled for iSolarCloud