# 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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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).

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# 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.

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	LOGIN	
Forgot	Password	
	The current service	address
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	CONFIRM S	WITCH
	Others	
	0	
	Local Access	
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This can also be checked and changed by clicking "Select Server" under settings.

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		SELECT SERVER
ccount	<b>•</b>	Current Address
	Ø	<ul> <li>Australian Server</li> </ul>
10	GIN	Select Address
		Chinese Server
REGI	STER	International Server
orgot Password		European Server
		Custom
Select	Server	
WLAN Co	nfiguration	
Lang	juage	
Ca	ncel	

### 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.

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USER REGISTRATION	
Account Type	
Australian Server	$\sim$
Please select the relevant server fo available, please select the internat	r your area; if not ional station
Distributor/Installe	r
Distributor/Installer is the person w manage the plant, and supply servi	ho install or/and ce to end user
End User	
End User is the person who will ow one inverter or more	n or has owned

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.

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< BACK		< BACK			Login	۵ …
DISTRIBUTOR/INST/	ALLER	END USER		Account		-
	@gmail.com ~	S Registration Succ	essful	Password		in the second se
Send Verification	• Help				LOGIN	Q
•••••	•	Registrat	ion Successful		REGISTER	
•••••	*	Proc	eed to Login	Forgot Pa	issword	
Australia	× *					
(UTC+10:00) Canberra, Me	Ibourne, Sydney 🕓 🔹					
12345678910	•					
Company XYZ						
Code of Upper Level Instal	ller/Distributor					
Accept Privacy Policy					Others	
Rogiste	9 <b>7</b>	_		Visitor	r Login Lo	cal 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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PROFILE			Not Set hzti018s					
Basic Informati	on		A Profile	To B	e Completed			
User ID:hzti018s Distributor/Installer			🚊 WLAN Conf	iguration				
Australia		GMT+11 Magadan	📙 Local Acces	is			č	
Organization In	formation		Live Data		NEW >			
org-hzti018s Organization Code: Al	USKDYME	ī (j	Message Ce	enter		No plant a	available. Please create a pla	ant first.
gmail.	com		G My Service	Provider				
			? FAQs					
			Feedback		BETA >			
			Settings					
			Home	Fault	More	Home	Fault	More

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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 the Distributor/ Installer Account, the End User account does not have organization code.

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< ва	ск	PROFILE			115	P REGISTR	ATION	
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(U	TC+10:00) Canberra, Melbourne, Sydney 🗸 🔹	•						
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yan	Privacy Policy	-						
Pase	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							
For	privacy policy that covers how we							
	data controller when you use our							
	iSolarCloud service via the website							
	www.isolarcloud.com(the "website")							
	or via the iSolarCloud App (the "App";							
	referred to as "isolarCloud") This							
	interior to as interiorduly. This							
	AGREE							
	DISAGREE							

### 4. Plant Creation

### 4.1 Plant Configuration

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

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CREATE PLANT Plant Name	CREATE PLANT	• Plant Address Please Enter	
Please Enter	Home	NMI	
Plant Type     i >	Plant Type     Please Select	Grid-connection Type	
Installed PV Power (kWp) Please Enter	Installed PV Power (kWp)     Please Enter	Please Select	
Country/Region     Please Select	Country/Region     Please Select	Grid-connected Date	
• Time Zone >	Time Zone Please Select	Owner's Email Address     Please Enter	
Plant Address ( )	Plant Address	Enter new owner email address or e email address in ISolarCloud system	xisted owner n,∽
Please Enter	CANCEL CONFI	RM CANCEL	CONFIRM
Grid-connection Type Please Select	Residential PV Residential Storage	100% Feed-in	
Grid-connected Date	Commercial PV	Self-Consumption	n
NEXT	Microgrid	Zero Export	
			-

The Feed in Tariff can be set in CONFIGURE TARIFF



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# SUNGROW

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.

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< BACK NO	DEVICE AVAILABLE	< васк	Q	< BACK	
SCAN QR CODE	<u> </u>	Home		COMMISSIONING	
Scan the QR code on the comm connect the inverter to iSolarCl	nunication device to oud.	Overview Device	Fault	S/N: B2152700402	
Tap "Manually" if no QR code a	vailable.	Current: All	$\nabla$	WiFi	
GR code not found		SNE B2152700402		Network           Connect to device "SG- B2152700402/SG-B21****0402" now?           CANCEL         AGREE	
	LY				
SCAN OR CODE FI	ROM PHOTO		<del>]</del>	COMPLETE	

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.

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ECT HOME NETWORK t your home network and enter the p the device to join your home networ ble for 2.4GHz network)	assword to k.(only
8 	
ist of Available WLAN	S
G-B21****1936	((;
P-Print-46-Officejet Pro X576dw	(i)
ction NSW	<b></b>
lstra081C	



#### The successfully connected page will show up

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SUCCESSFU	ILLY CONNECTE	D		4.15 < BACK	
The mobile device A19****1172.	is now connected to th	e inverter SG-		COMMISSIONING	
				<b>S/N: B2152700402</b> WiFi	
				Network	0
	$\checkmark$			Device Initialization	
	NEXT				
	INEXT				

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-5salAtV0

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BACK		< BACK	COMPLETE	COMMISSIONING	
DEVICE INITIALIZ	ATION	POWER COMPAN	٩Y		
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S/N: 11111111111(Not	t Configured)	AS/NZS 4777.2:2020	Australia A		
SG7.0RT		AS/NZS 4777.2:2020	Australia B		
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Australia		ENERGEX & Ergon En	nergy		
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.00 kW		CitiPower & Powercon	r		
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1.00 kW		SA Power Networks			
Device Address		Horizon Power			
SET	TINGS	westernpower		COMPL	ETE
		AusNet Services			

### **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
- After connecting successfully, all three LED lights on the Wi-Fi dongle should be on.



12:04	nt 60 m
< BACK	
SELECT HOME NET	WORK
Select your home network an allow the device to join your available for 2.4GHz network	nd enter the password b home network.(only c)
List of Available WLAN	4
Telstra081C	0
MD - Quint - 44 - Office int Dro X	78.du. 🤤
DIRECT-jNM288x Series	7

**Method 1:** Open iSolarCloud -> click " <sup>(()</sup>" -> 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 <u>here</u>

## 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

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