

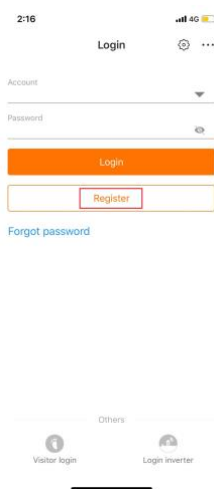
## iSolarCloud FAQs

### 1. If I already have a SolarInfo Bank account, do I need to create one in iSolarCloud?

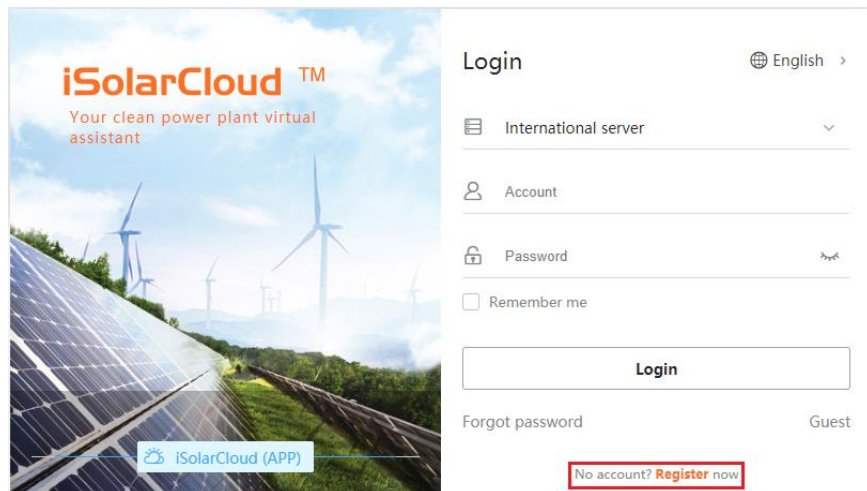
If you already have an existing SolarInfo Bank account, you do not need to create a new account for iSolarCloud. You can simply log in with your existing account details and shall be able to monitor your inverter(s).

### 2. Where can I register an account in iSolarCloud?

You can register an account via iSolarCloud APP or iSolarCloud Web Portal ([www.isolarcloud.com](http://www.isolarcloud.com)).



iSolarCloud APP



iSolarCloud Web Portal

Figure 1 Register an account

### 3. What are organisation codes?

iSolarCloud introduces easy account management via organisation codes which allows solar retailers, installers and end users can monitor the same solar plant. Only installer accounts will display organisation codes.

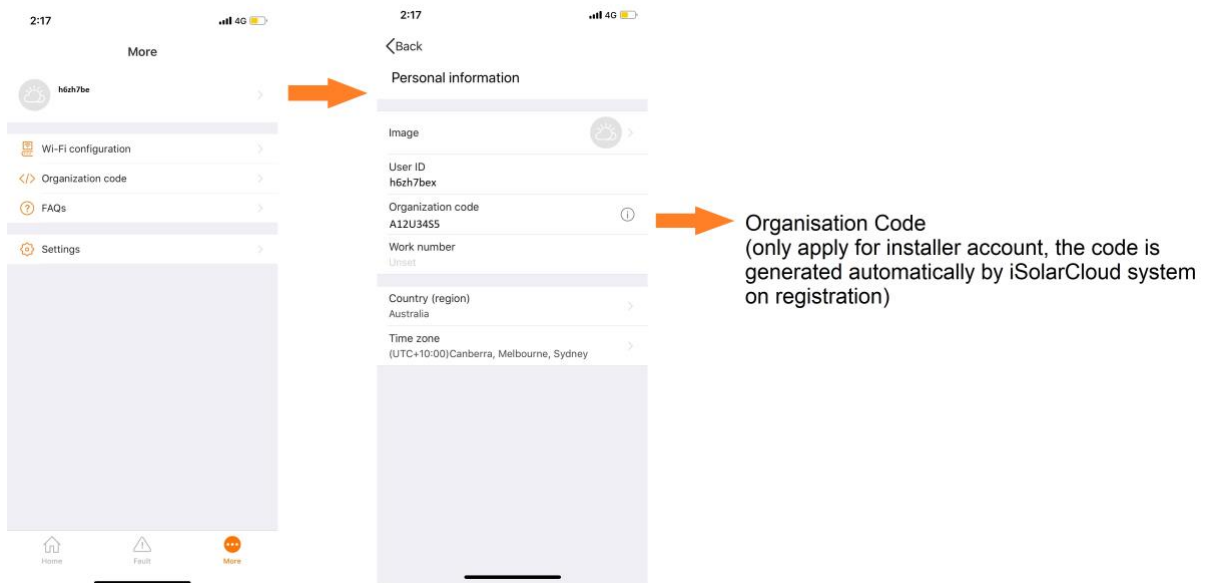


Figure 2 Organisation code under 'Me' in SolarCloud APP

An example will be explained as below flow chart for a solar retailer or a solar company how to use iSolarCloud installer accounts to manage their customers.

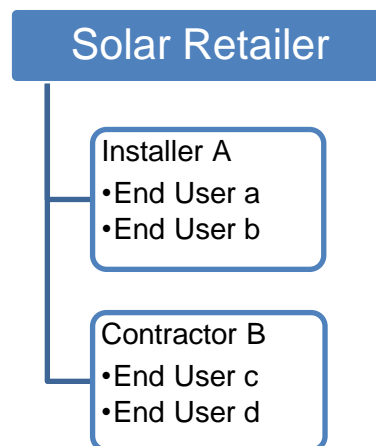


Figure 3 Organisation management for users

A solar retailer has two installers (installer A and contractor B). The solar retailer can share the organisation code to the installers when they register an installer account.

Once installers have their installer accounts, they can create plants (add Sungrow inverters in iSolarCloud) via their installer accounts for their customers. **These plants will be added under installers’ account and the retailer’s account can also monitor these plants.**

#### 4. How do I get organisation codes?

If you register an installer account, the system will generate your organisation code. You can share with your installers or customers, so you can monitor plants under their accounts

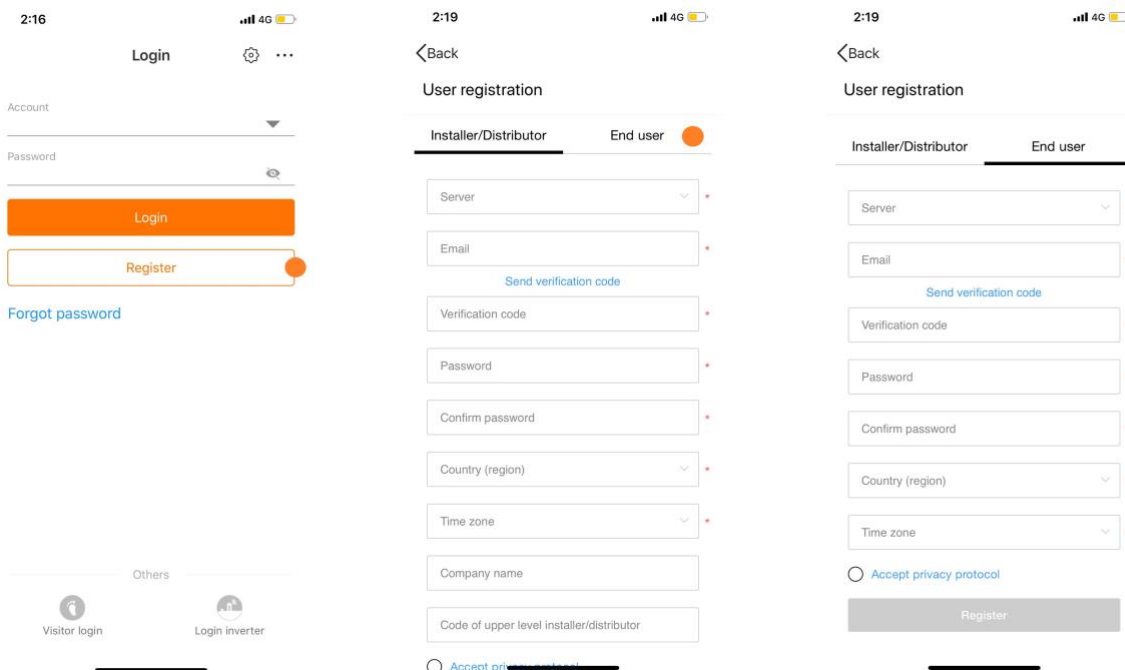


Figure 4 Register an account

For end users, if you do not know your installers’ organisation codes, you can skip this part since it is not compulsory.

### 5. How do installers set up a system and share with their customers?

If you have an installer account, during installation, while creating a new plant on the iSolarCloud App, it will ask you to enter User details. The installer can enter the end user’s email which will share the inverter to.

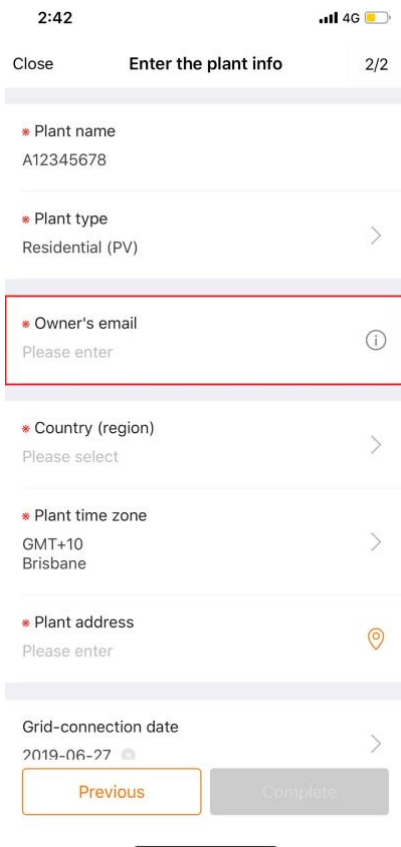


Figure 5 Add customers’ emails

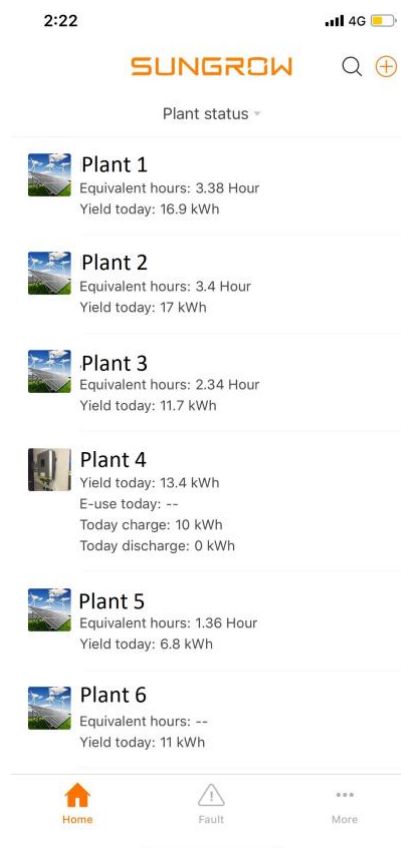


Figure 6 Monitor plants under your account

After that, this plant (Sungrow inverter) will be added under your installer account and the customers will also receive a link, so they can log in their end user accounts to monitor their inverters.

## 6. Why my inverter shows connecting after I set up WiFi?

Once the WiFi dongle has connected to the home router and the plant has been created by installers, it may take 10 to 15 minutes to update data to the server. Therefore, the plant status will show connecting.

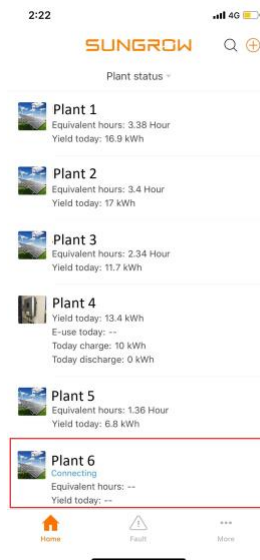


Figure 7 Plant status 'Connecting'

Meanwhile, we need to confirm the inverter serial number linking to the plant when the 'connecting' status lasts quite a long time period. If the inverter's serial number is not correct, it will also keep in the 'connecting' status.

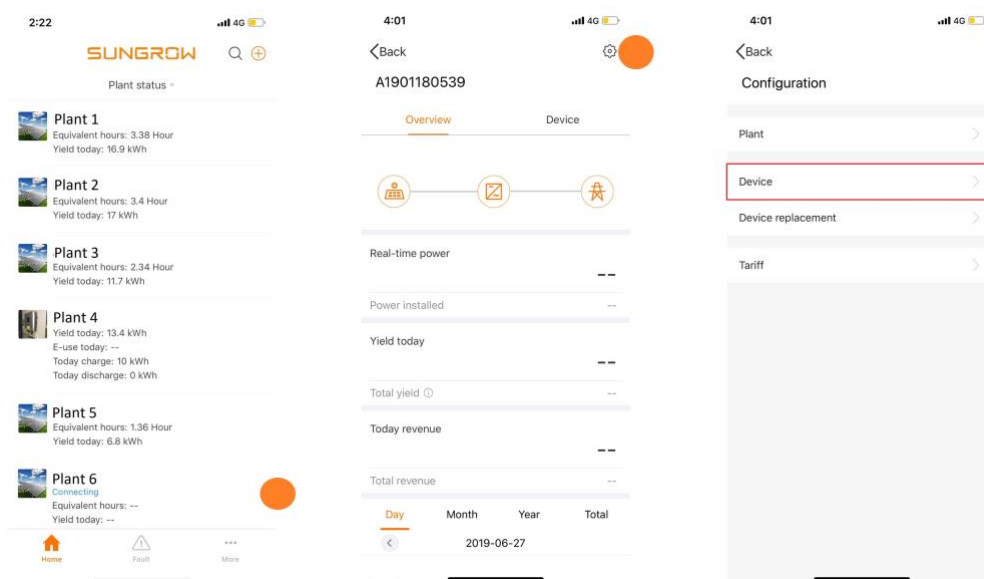


Figure 8 Check equipment configuration

## 7. Why I cannot see a QR code in WiFi dongles?

There is transition period for Sungrow WiFi dongles. WiFi V24 dongles do not have QR codes but WiFi V25 and V31 dongles do.



Figure 9 Comparison between WiFi V24 and WiFi 25 (QR codes)

For WiFi V24 dongles, you can add your inverter by clicking on “Manually Enter” and entering **the inverter’s S/N and Password**.

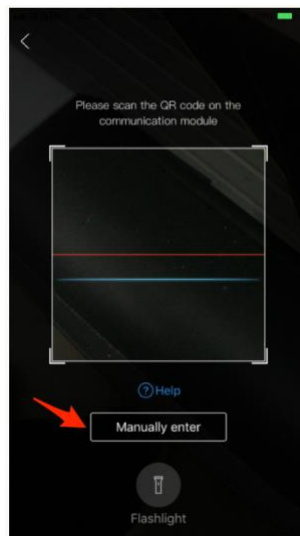


Figure 10 Comparison between WiFi V24 and WiFi 25 (QR codes)

### 8. Why does my App show different values from the LCD screen?

On logging in, the values may appear different from the inverter screen due to a slight delay in transmission of data.

You can still see live data through the Direct login option on the login page. Simply connect to SG-xxxx network in the mobile phone Wi-Fi settings and click on “login inverter”. Then select “Wi-Fi” and enter “User” as the username the inverter password upon request.

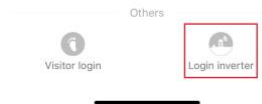
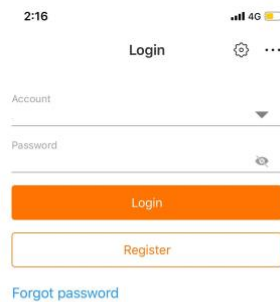
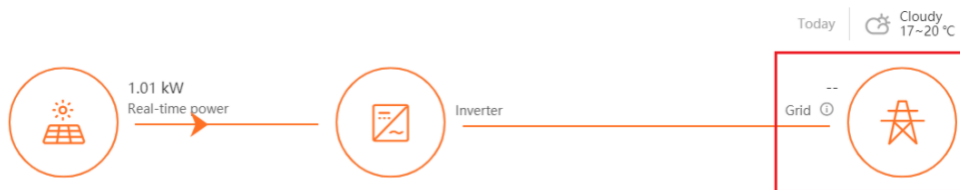


Figure 11 Direct Access via iSolarCloud APP

### 9. Why can I not see any values on the grid (tower icon)?



To be able to see values on the grid (tower icon), **you need to have a Sungrow energy meter installed** (optional part) **along with the new Wi-Fi V25 dongle**. The function of the energy meter is to measure import and export power form the utility grid. It will not show the reading on the grid side and it always display the dash if there is no energy meter installed.

You can ask your installers for help if you want to install energy meters.

### 10. How do I check detailed graphs on the iSolarCloud website?

Once you are logged into or iSolarCloud Web Portal ([www.isolarcloud.com](http://www.isolarcloud.com)), you can select the plant you wish to see data for. You can then click on “Device Info” and select the inverter (e.g. SH5K#1) you wish to see the data for.

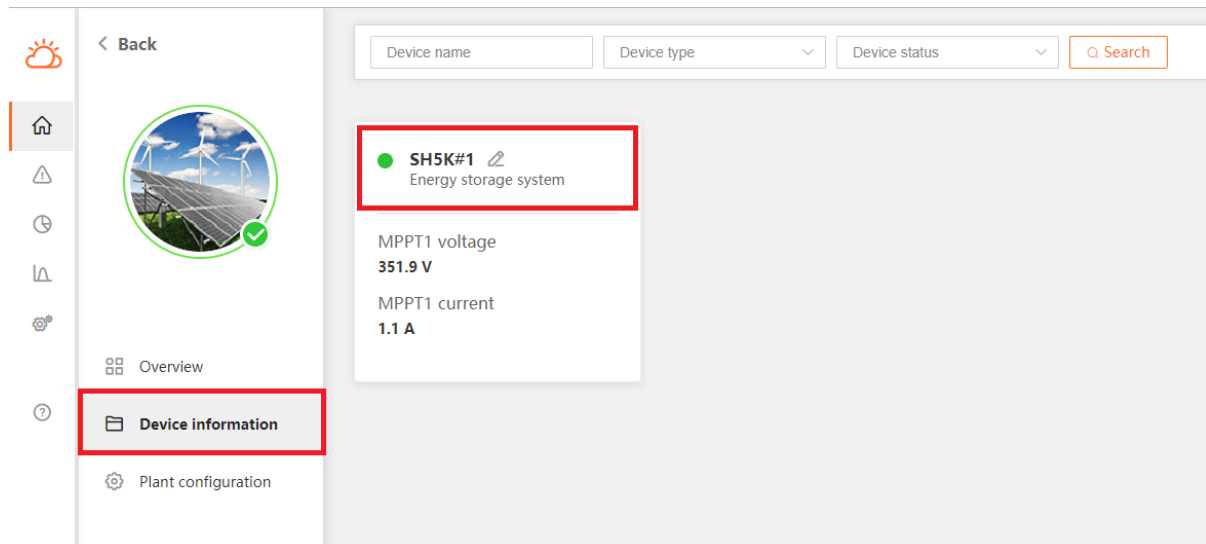


Figure 12 Device Info

Then you can click any ‘blue wave’ to check the parameter and graph.

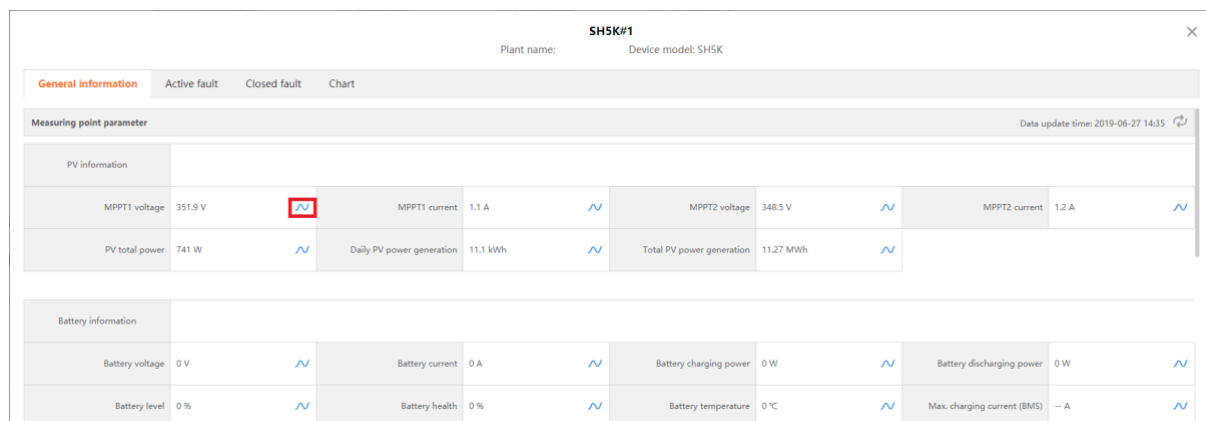


Figure 13 Detailed graphs



## 11. How do I add my second inverter to the same plant?

If the same property has two or more inverters, all of them can be added under the same plant. The other inverters can be added to the same plant. Clicking setting gear on the right top corner. Then selecting “Equipment Configuration” and adding the other inverter.

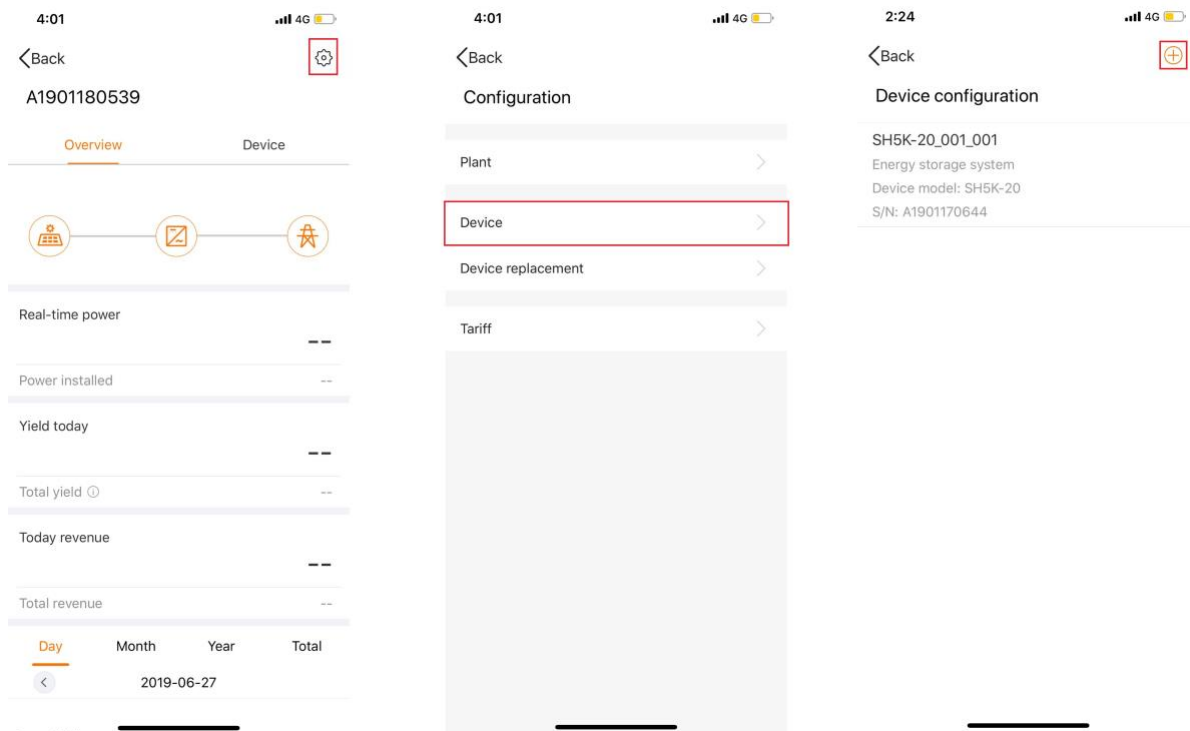


Figure 14 Add communication devices

## 12. Why I cannot see my historical data?

The historical data is still under transferring. It will take some time to finish the migration. If you are having trouble finding historical data after 15<sup>th</sup> March, contact Sungrow Australia Service Department on 1800 786 476, Monday – Friday 9am – 5pm (AEDT).

### 13. Where can I get an instruction manual for the App?

You can log in your account, selecting 'More'- 'FAQs' to search answer for quires.



Figure 15 FAQs under 'More'

For any further information regarding the app, feel free to contact Sungrow service team on 1800 786 476 or send an email to [service@sungrowpower.com.au](mailto:service@sungrowpower.com.au), Monday - Friday 9am - 5pm (AEDT).