iSolarCloud APP Commissioning Guide

Disclaimer

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Version	Revision History	Created and Review by	Date
1.0	Issued for Approval	Service Team (Australia)	04th Jan 2021
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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.
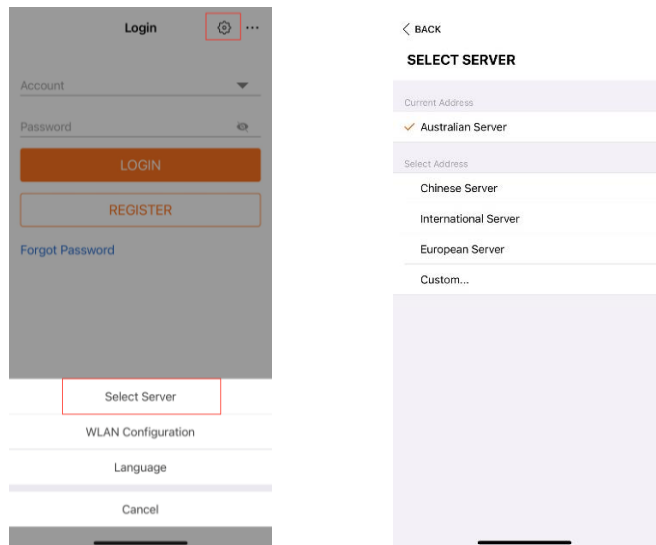

2. Server Selection

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.
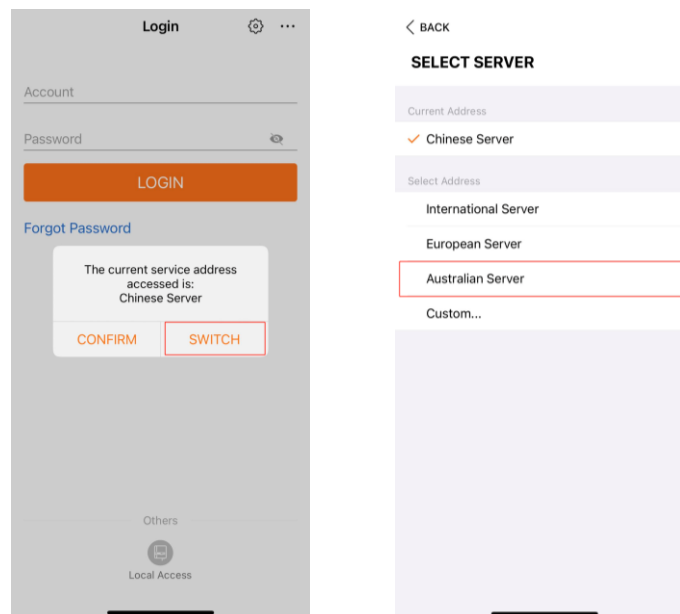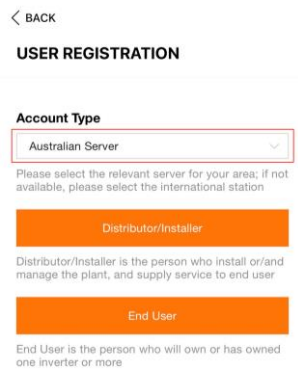

This can also be checked and changed by clicking "Select Server" under settings.

3. Register an Account

Click RIGISTER 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 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. 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.
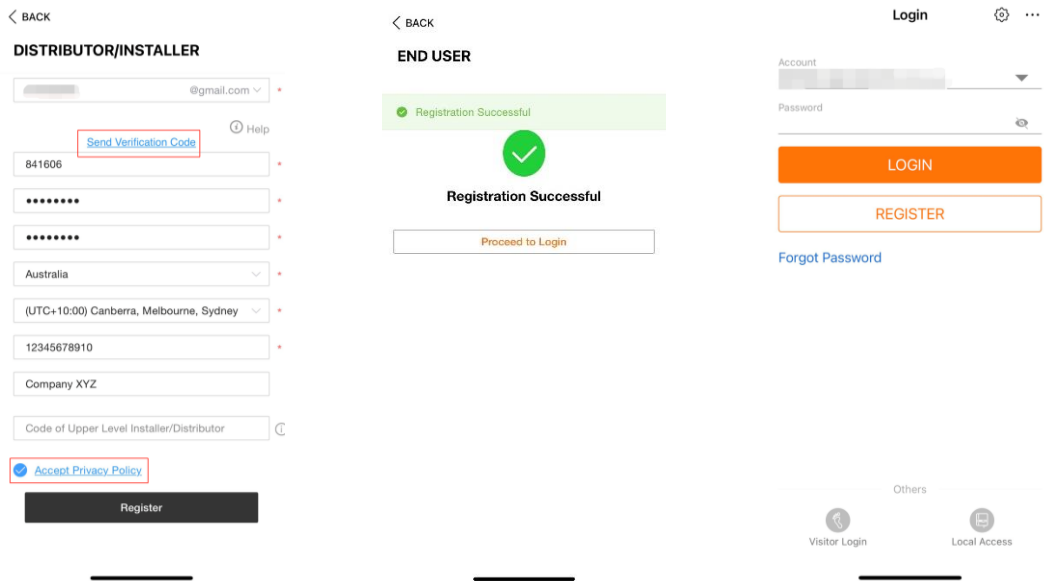
3.2 The Organization Code for Distributor/ Installer Account

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.
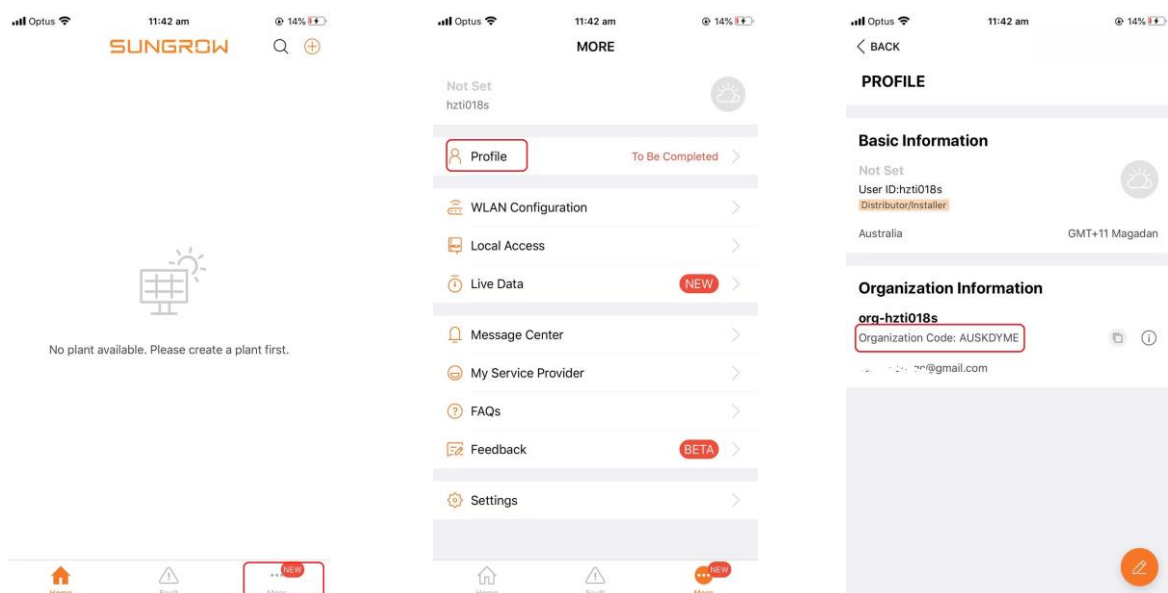
3.3 The account type for End user

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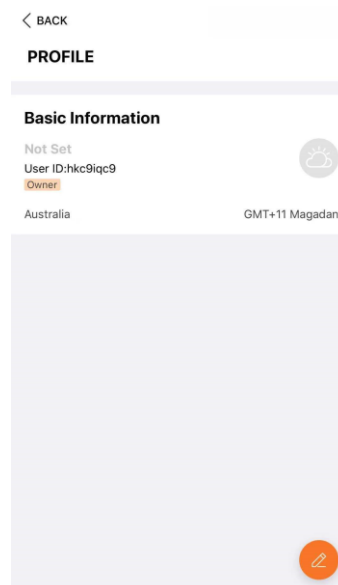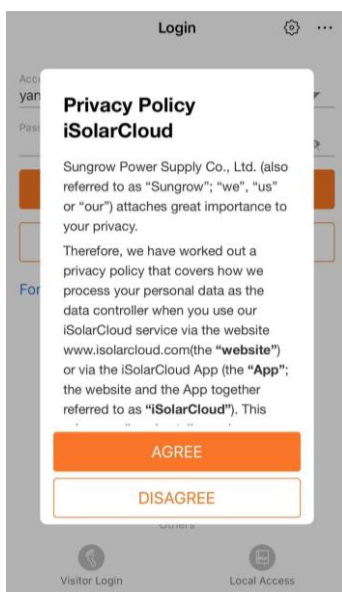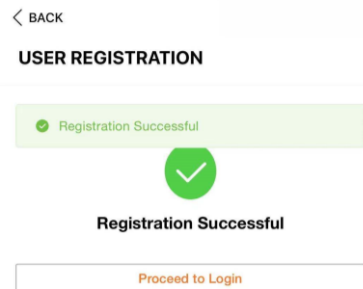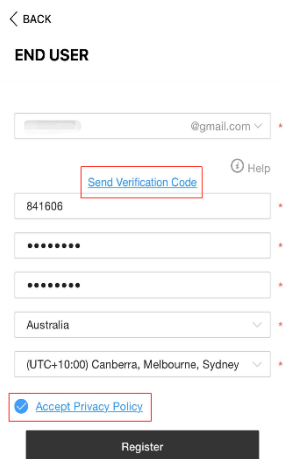
4. Plant Creation

4.1 Initial Configuration

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


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. For other setups, please refer to the relevant documents below.

- Wi-Net Configuration

- Logger1000 / EyeM4 (Wi-Fi & 4G) Configuration

Once the dongle is scanned, the app will request to connect to the SG Wi-Fi signal. If the SN is input manually, select the WLAN for V312 and Ethernet for E-Net.
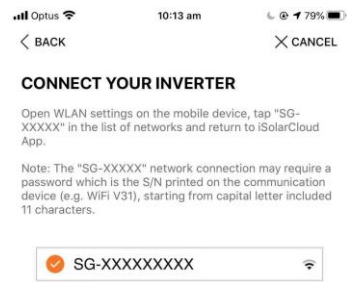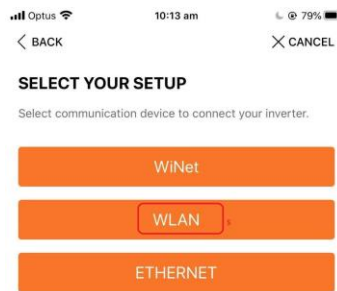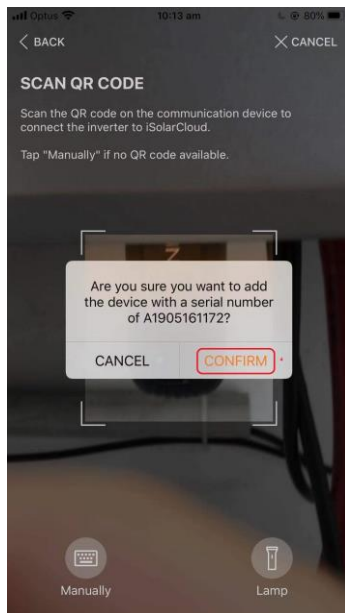
For WLAN, open the WiFi settings on the mobile, and join the SG signal. The password should be the same as the serial number of the WiFi dongle (if required). There will be a tick in front of the SG signal if successfully joined -> Go back to iSolarCloud and click Next-> Select the local network shown on the list and put in the password.
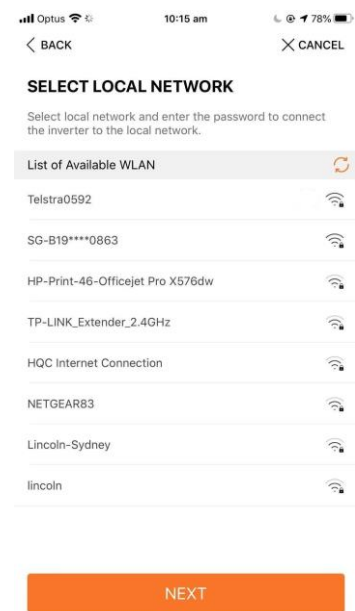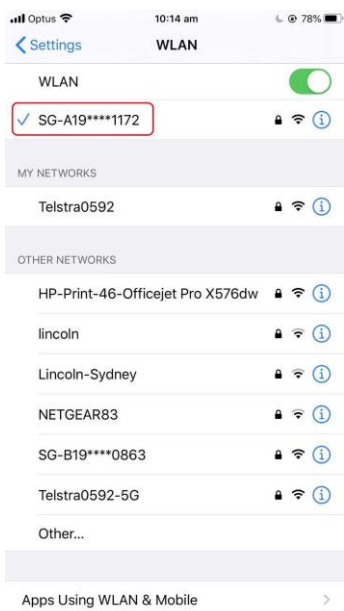
The successfully connected page will show up -> Reconnect home network instead of SG signal or just disconnect WiFi on the phone settings->Click next on the new page showing successfully connected and device is connected to the internet->click Next->Directly click next in Add Inverter page.
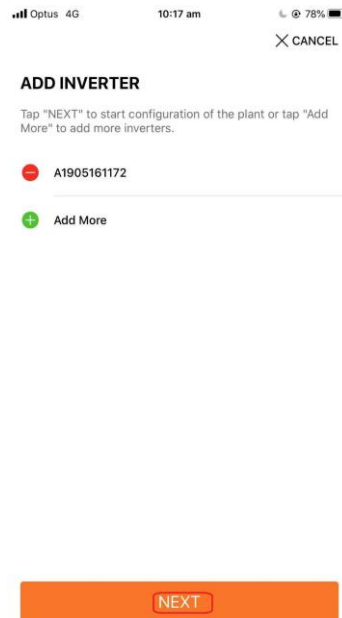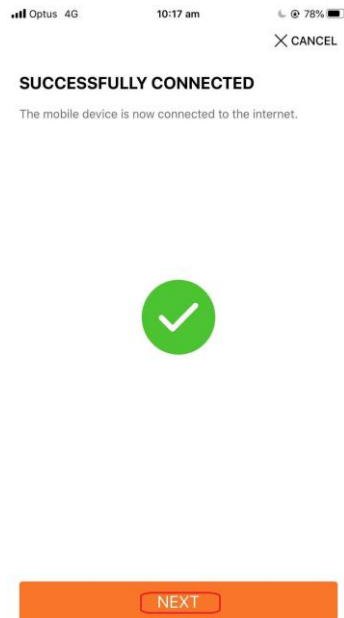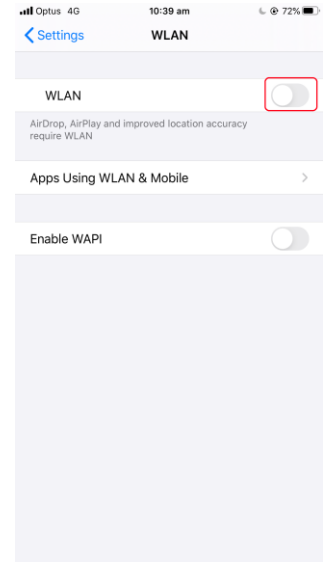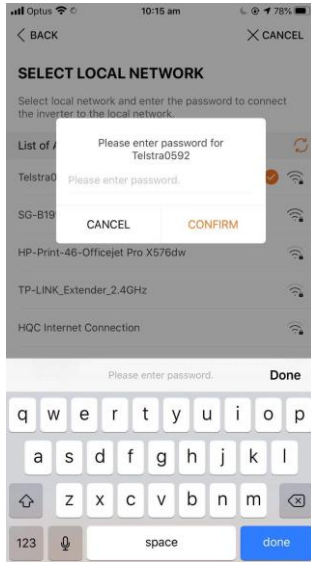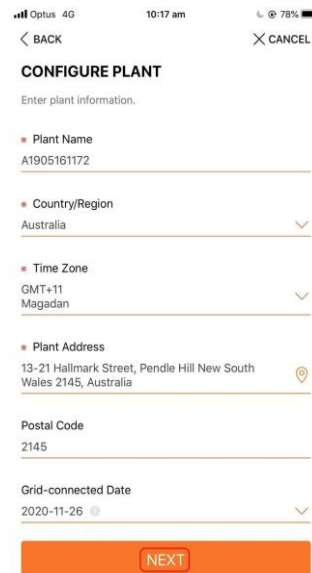

Here any additional inverters can be added using the same procedure.

4.2 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.

## 4.3 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.
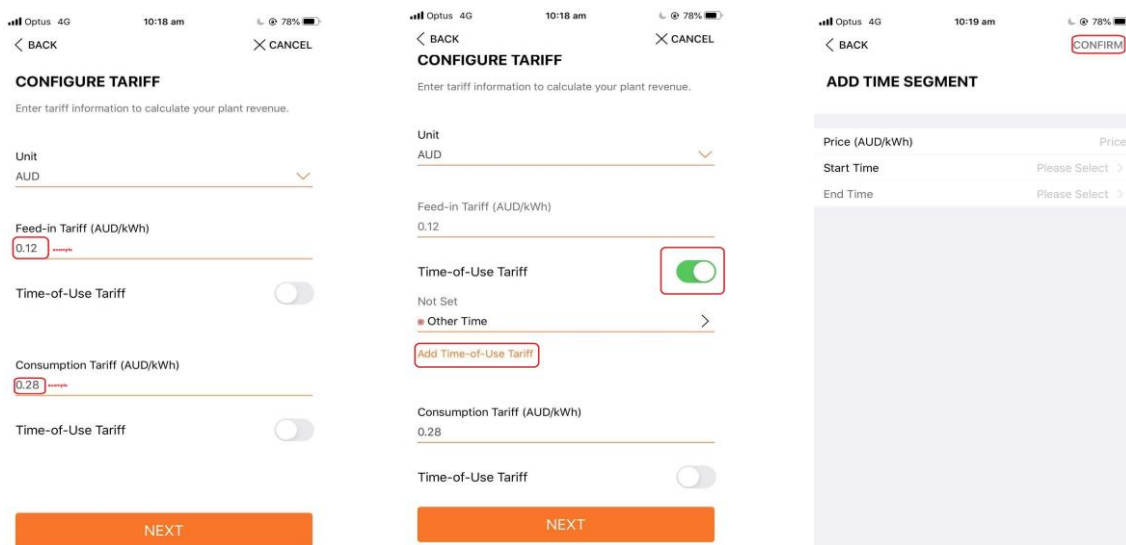
After that click confirm. If more time segments need to be added, just need to repeat the previous process. The price for other periods could be set by clicking other time, putting in the price and confirm. After that, click Next.
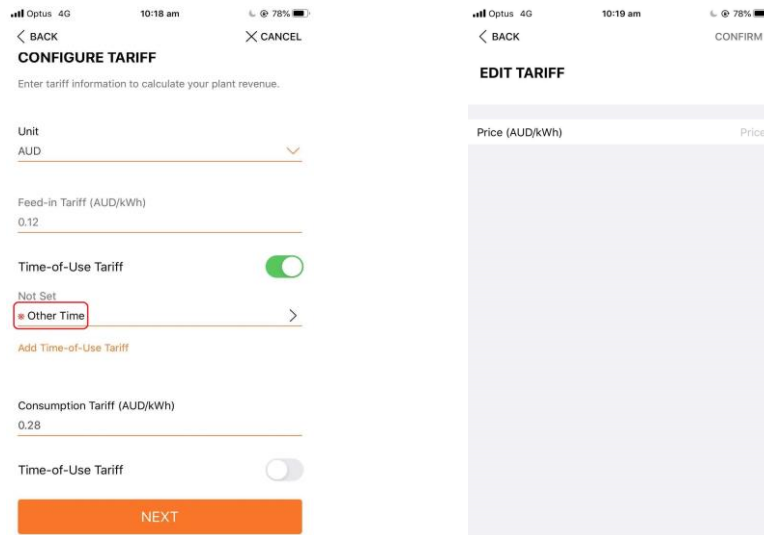
4.4 Put in the Organization Code or End-user Email Address

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.
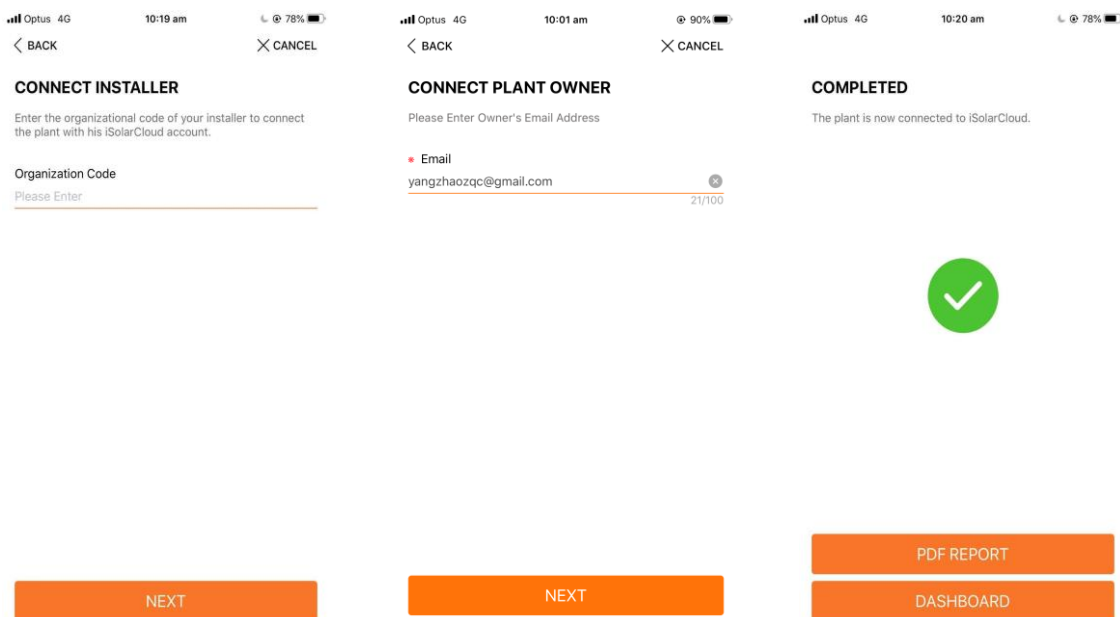
If the end user does not already have an account, they will then receive an email with the login details which they can use to login and access the plant.
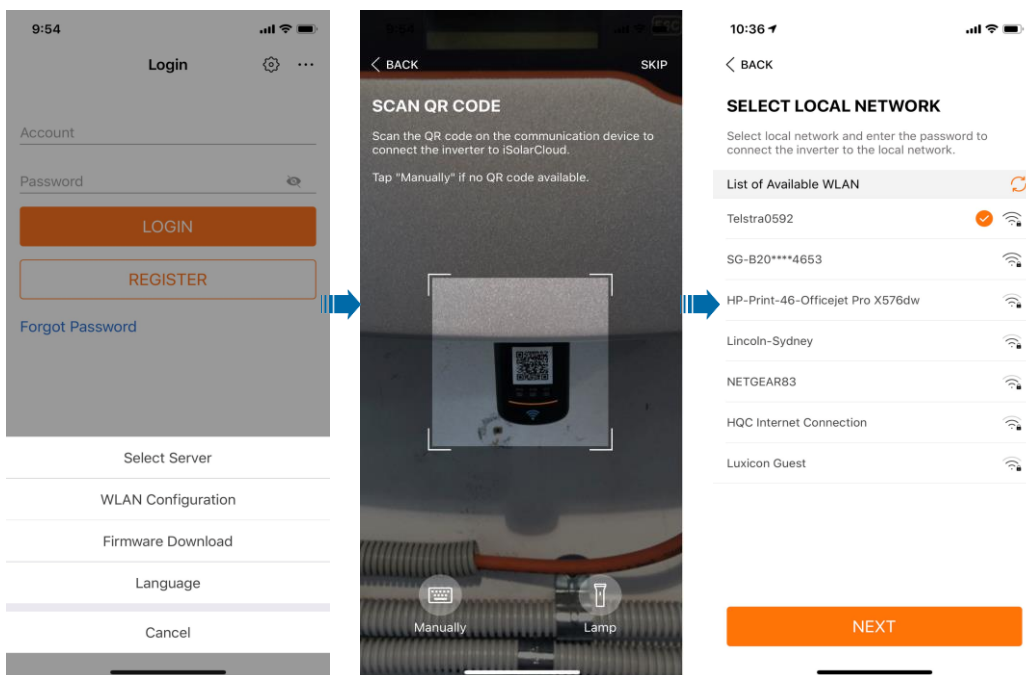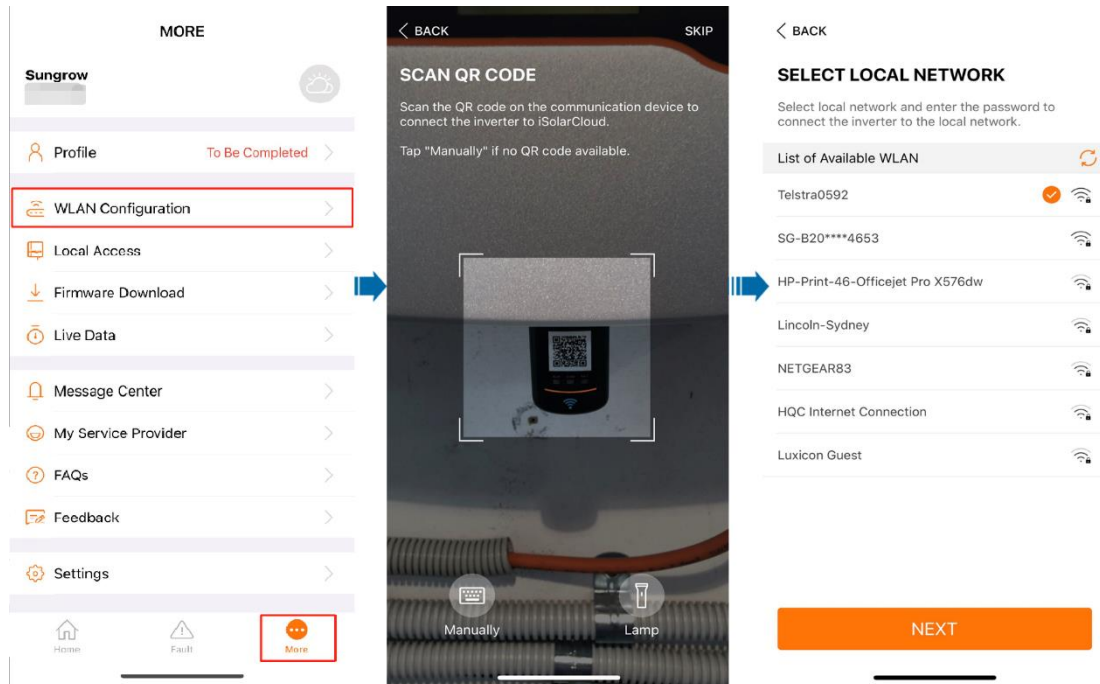
5. WiFi Configuration

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-XXXXXXXX" 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.
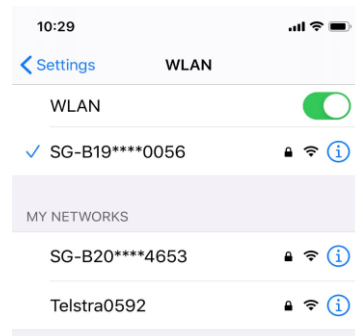
Method 1: Open iSolarCloud -> click " ⚙ " -> select "WLAN Configuration"-> Scan the QR code on the WiFi dongle -> select the WiFi network and put in the password.
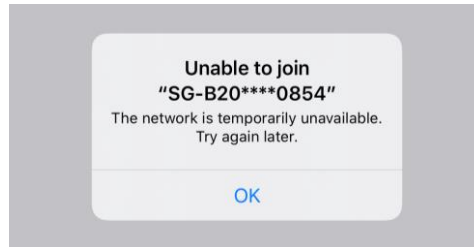
Method 2: Open iSolarCloud -> Local Access -> WLAN ->Login inverter with the account "admin" and password "pw8888" -> WLAN Configuration ->select the WiFi network and put in the password.

6. Common Issue

6.1. 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.

6.2. 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. Often when the router's signal strength is weak (far away or several obstacles), the inverter can disconnect hence, showing resume commissioning. Also, the router must be able to access the internet normally. 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.