SolisCloud

Contents

Part 1: 5 Simple Steps to Getting Started(Registration, Migration Login)

Step 1

Open Web browser*

Visit www.soliscloud.com

*PLEASE NOTE:

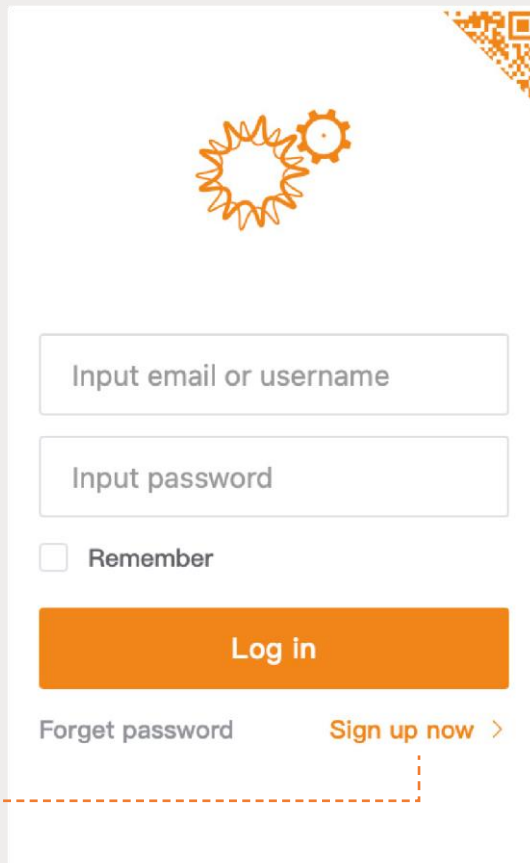Please use: Chrome, Safari, Edge, and Firefox as these browser work the best

Step 2

Registration

If you are a new user, click on "Sign up now" and then click "Register Organization" if you are an installer or technician. Click "Register Owner" if you are a system/plant owner.

Installers are also able to create accounts for homeowners by making the homeowner a guest or plant owner to their own plant. Please see page 14 for instructions on how to do this.

If you already have a registered account with Solis Home or Solis Pro then you will need to migrate your account. Please see page 6 for instructions on how to do this.

Input email or username

Input password

Remember

Log in

Forget password   Sign up now >

Solis Cloud Registration   Log in >
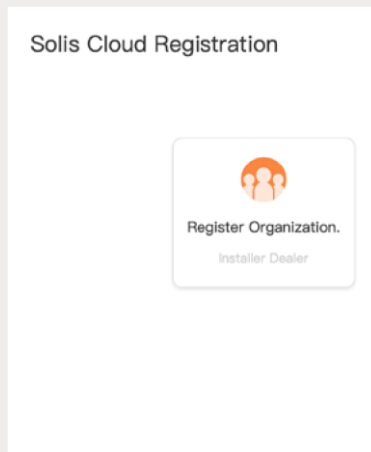
Register Organization.
Installer Dealer

Register Owner
Plant Owner

PLEASE NOTE:

Migrating your account does not automatically migrate the guest accounts associated with your existing plants. Each guest will need to do their own migration if they want to use SolisCloud.

Step 3

Registering an Organization:

Enter in the organization name and administrator's email address. Click on "Verification code" to have a code sent to the email address entered. Then type in that code in the box called "Vcode" where it says to "Input verification code". Enter in a username and password. The "Organization Code" will auto-generate. Click "Another" if you want a different organization code. Check the box by "I have read and agree" then click "Register".

Registering an Owner:
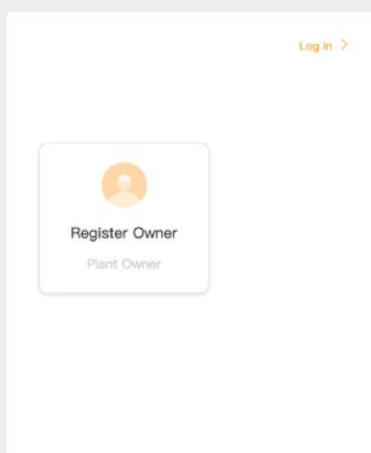
Enter in the homeowner email and then click "Verification code" to have a code sent to the address. Then enter that code into the box called "Vcode" where it says "Input verification code". Enter a username and password and check the box by "I have read and agree User Privacy Agreement" and then click "Register".

PLEASE NOTE:

For existing Solis Home and Solis Pro users, old platforms will cease to operate so migration is required if you would like to use the new platform, **SolisCloud**. Once you have migrated to the new platform is it not possible to go back to using the old platform, Solis Home and Pro.

Step 4   Migration:

Anyone that was using the original Solis monitoring platform (Solis Home/Solis Professional) will need to migrate their systems over to the new platform. This is done by selecting "Data Migration" in the top right corner of the login page. The original login credentials will need to be used here. Enter the username/email address and password and then click on "Start Migration", please note the migration takes a few hours to complete. The systems will show up on the new platform once the migration is complete.


Professional Edition

Home Edition

Once the registration/ migration has been completed then you can log in to the new monitoring platform on the browser and the app.

Step 5

Download SolisCloud App

"Search "Soliscloud" in the app store and then download the app. If you have already created an account through the browser then use your login credentials. If you have not created an account yet then tap "Register" in the top right corner. From there you will tap either "Organization" if you are an installer or "Owner" if you are a homeowner. If you want the app to remember your login credentials for you then check the box next to "Remember" at the login page.


GET IT ON
Google Play

Available on the
App Store
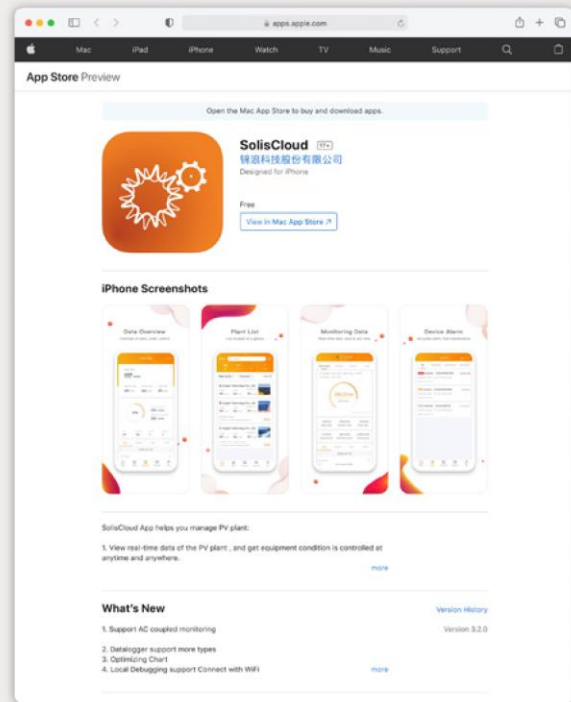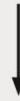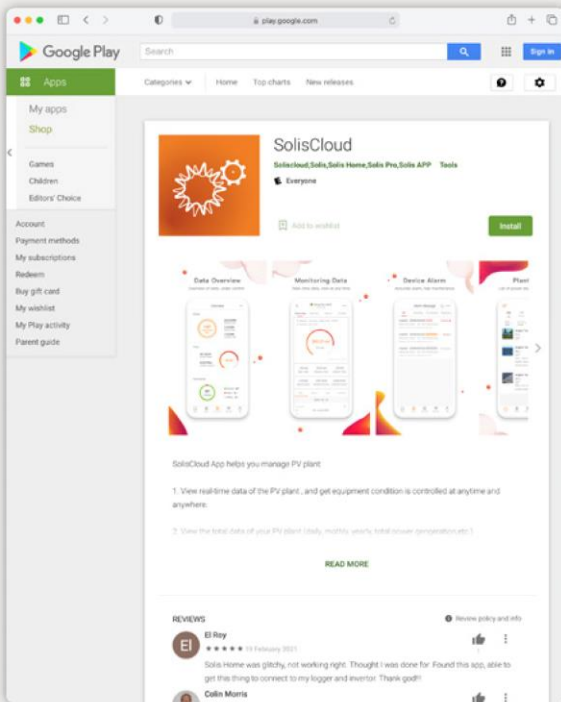
Part 2: Using the Platform
(Monitoring & Alarms)

Plant Overview Page

The Plant Overview page comes up by default and shows all of the plants that were created by the user. The Plant State is displayed as a colored dot alongside the word "Online" or "Offline". A green dot means the system is generating without any issues. A red dot means that the system is communicating but is currently having an alarm. A grey dot means that the system is not communicating. Clicking on a plant will open a new tab that will allow you to explore that plant's details.
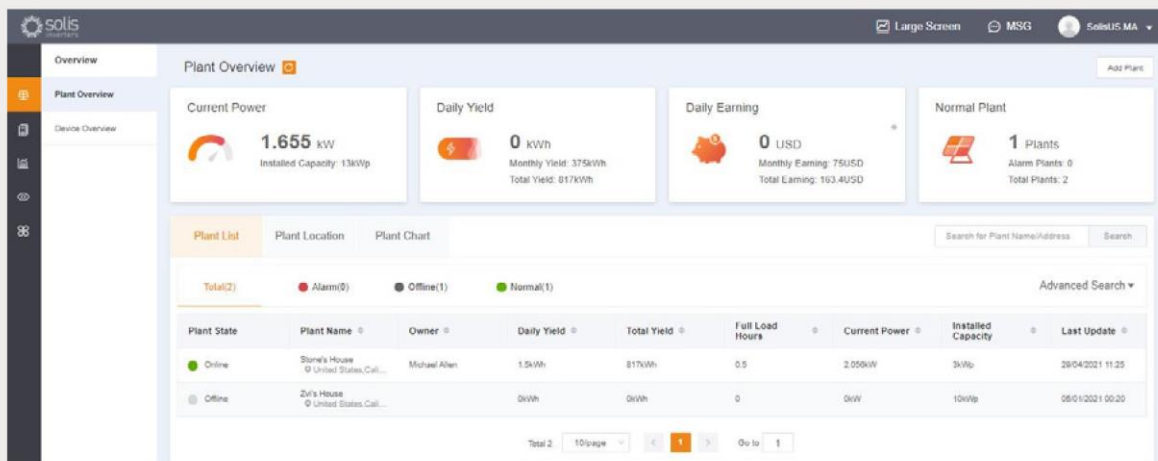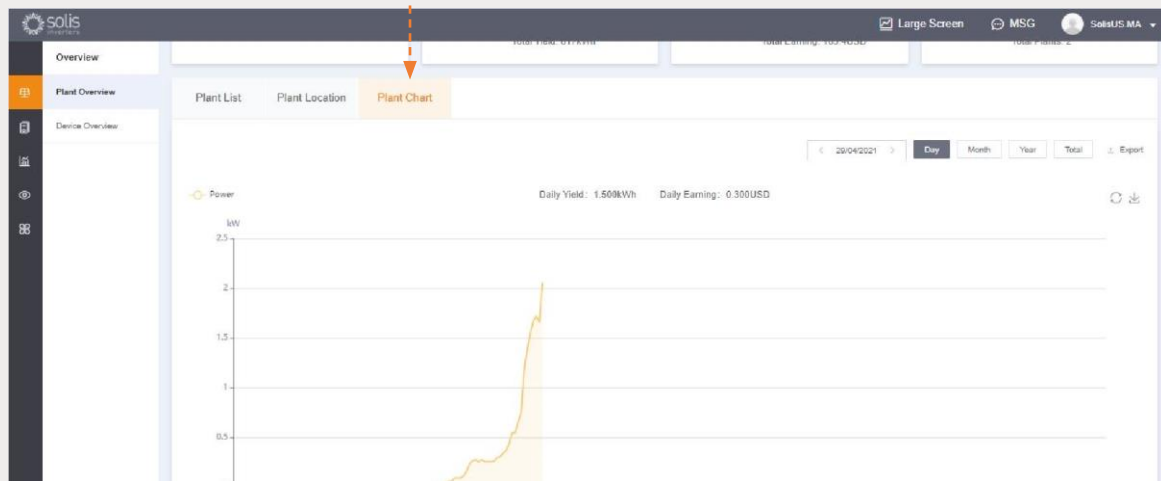

Plant Location Tab
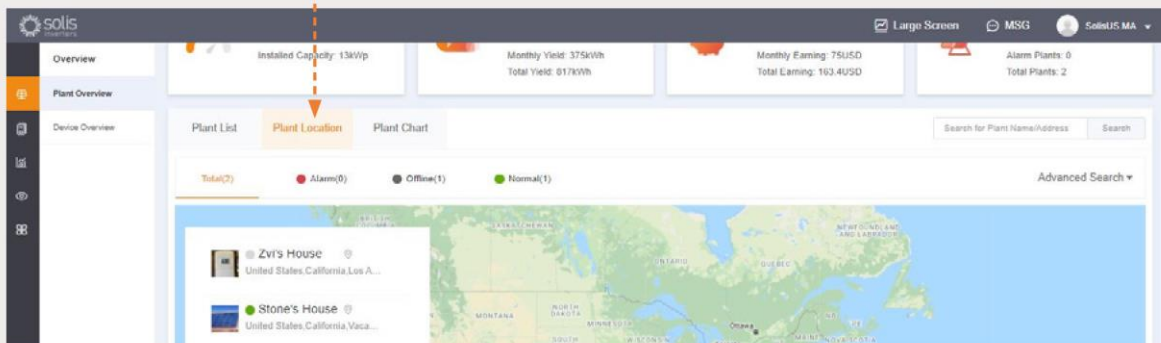
The Plant Location displays a map and a list of your systems. Clicking on a system will take you to the location that has been associated with that plant.

Plant Chart Tab

The Plant Chart tab shows daily yield for all registered plants – any day can be viewed
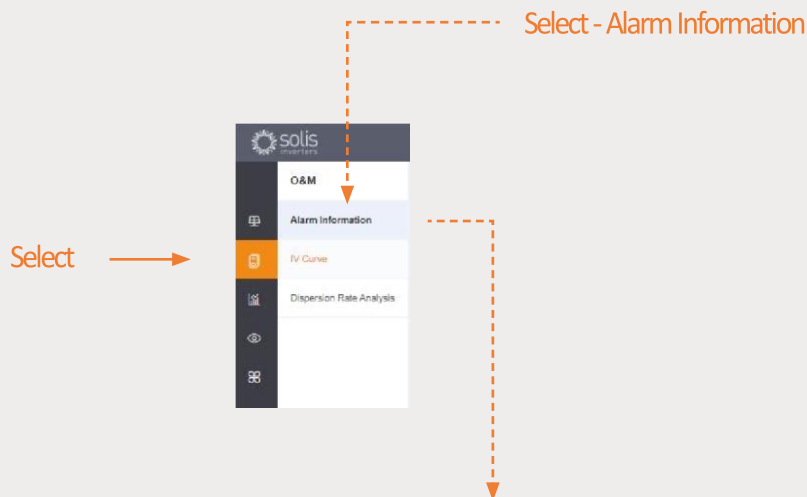
Device Overview Page

The Device Overview tab lets you view all of your registered devices by device type (Inverter, datalogger, etc.)

Finding alarm information

Click on the icon called "O&M" on the left side of the screen to view Alarm information. The alarms are broken down into three categories: Pending, Processed, and Restored. Pending alarms are current alarms that have not cleared. Restored alarms have been resolved by the system and are no longer showing up as a fault.

Select - Alarm Information

Select →

Pending alarms can be either ignored or deleted by mousing over "Operation" on the right side

PLEASE NOTE:

If pending alarm is not going away, please contact the service team by calling **(03) 8555 9516** or by sending an email to: **service@solisinverters.com.au**

Part 3:

Commissioning Systems
(Creating Plants and Adding Dataloggers)

Adding a new plant (Desktop)

- Start out on the Plant Overview page.
- Click on "Add Plant" in the top right corner of the browser page.

Add a new plant

Enter in all of the plant information and add the datalogger serial number. The Installed Capacity is the size of the system, not the inverter. Earnings per kWH should be the rate at which the utility charges for power. Finally, click "Create Plant" to finish. The plant will now show up under the plant list but please allow the system half an hour to display data. Guests may be added here as well.
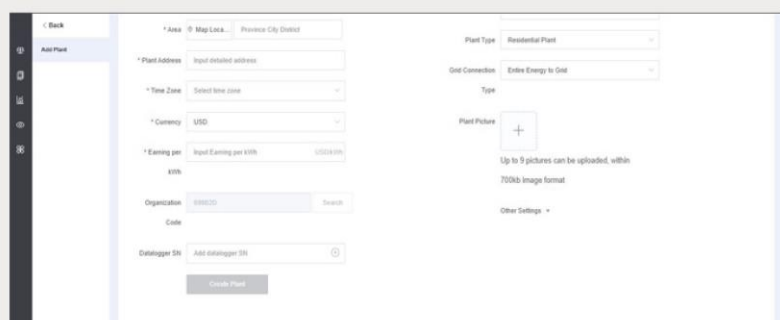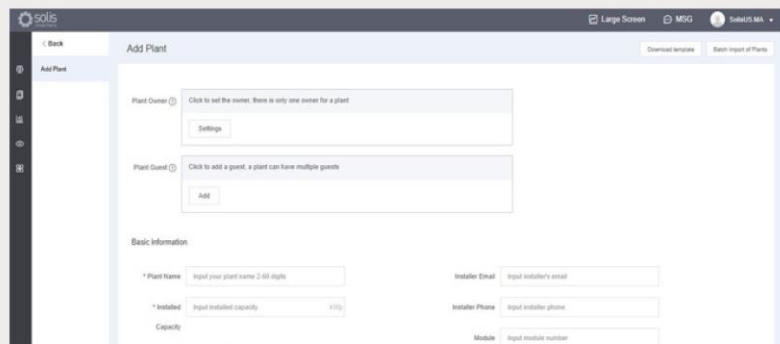
Adding a new plant (Mobile)

- On the app tap the plus (+) icon in the top right corner of the screen and then tap "Add Plant".
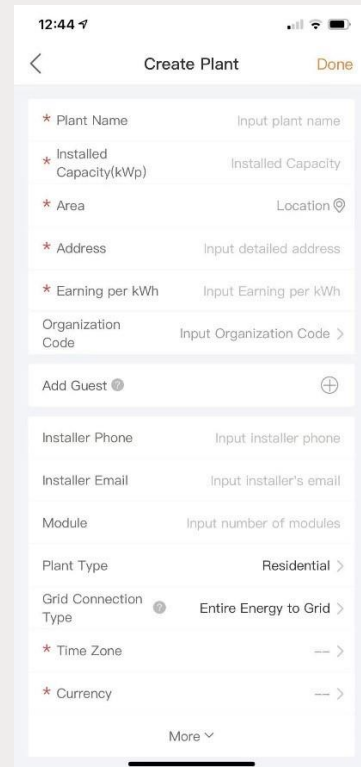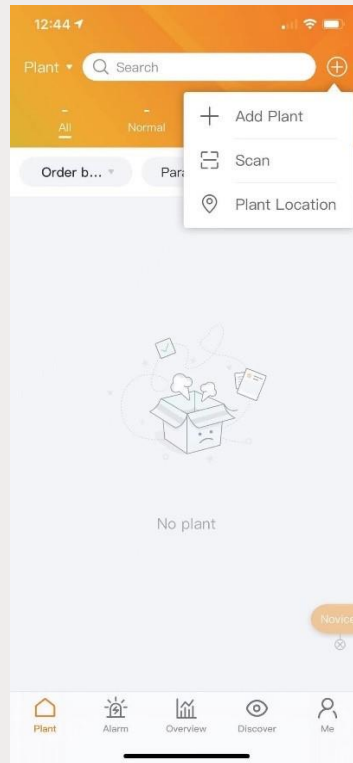- Enter in the plant information keeping in mind that Installed Capacity is the size of the system, not the inverter. Earnings per kWH is the rate at which the utility charges for power.
- Guests can also be added here.

Scanning Dataloggers (Mobile)

- Dataloggers can be scanned or added manually by entering in the serial number. Once the logger is scanned it will be added to the system.
- If you are scanning the loggers then be sure to scan the bar code on the logger itself and not the one on the inverter's spec label, see examples of the logger bar codes below:
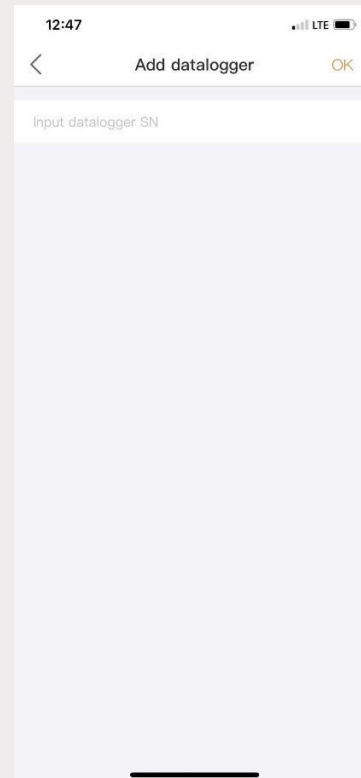
Part 4:

Organization & Management
(Adding new users and guests)

Adding Additional Members
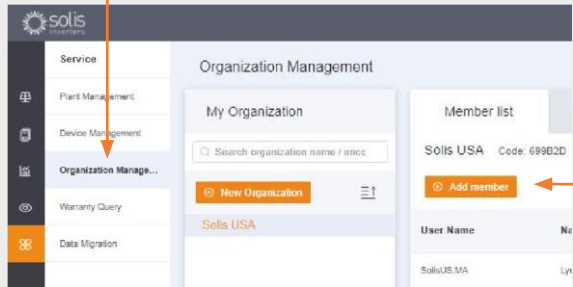
- To add additional members to your organization, click the icon called "Service" on the left side of the page

Step 2.
(Select)

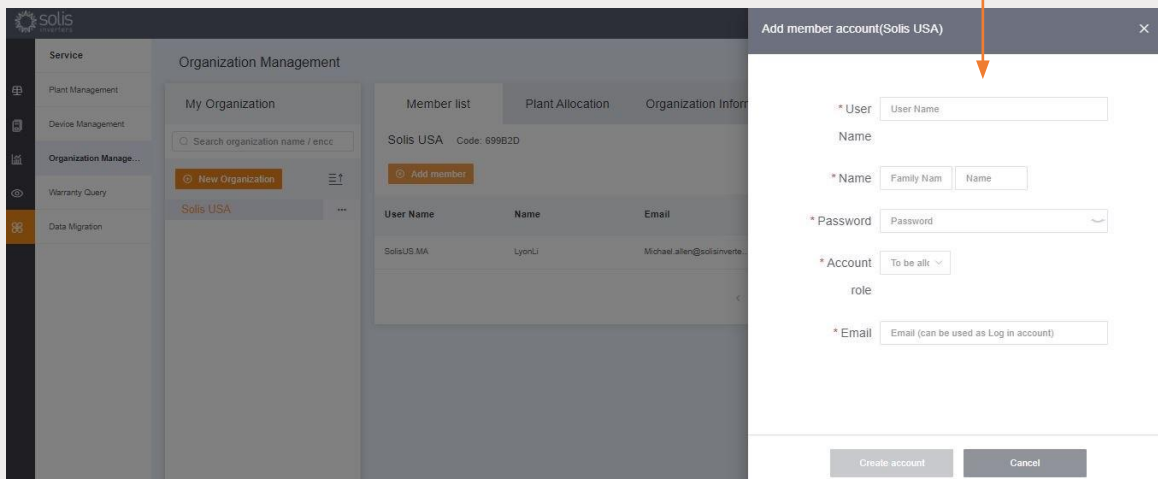**Step 1.**
(Select   )

Step 3.
Add member

Click "Add member" and then enter in the information of the user that you wish to add. This feature is designed for individual installers and technicians to be added to an installation/O&M organization.
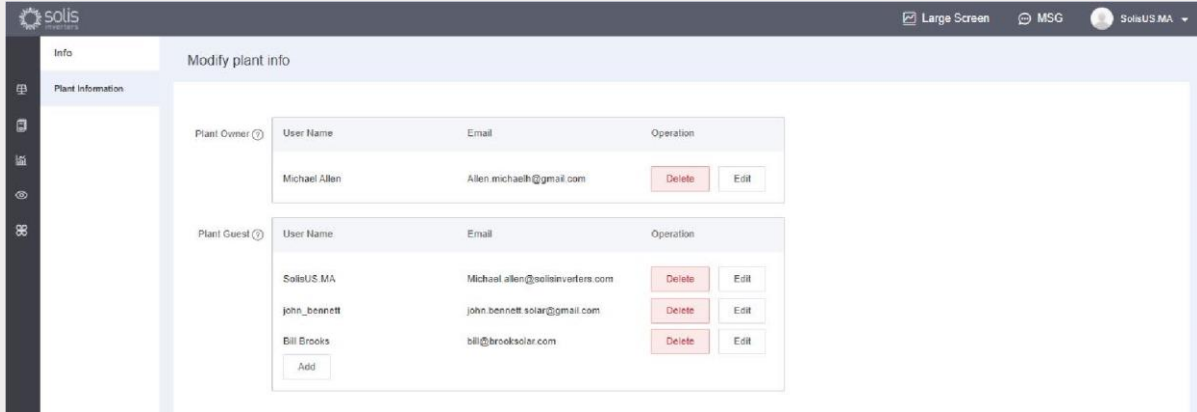
The new user will receive an email with a link to So   lisCloud where they can then log in and add plants of their own.
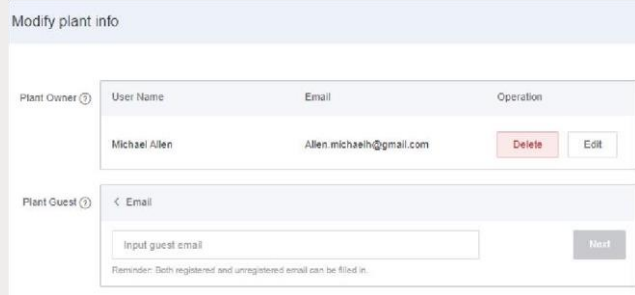
Adding Additional Members continued.

Alternatively, a guest can be added by first selecting a plant and then clicking "Modify Information"


- Enter in the email address of the guest. If they have registered already, then nothing else will need to be done.

- If they have not registered before, then you will need to enter in the name of the guest and then click "Register and Associate". A message will be displayed towards the top of the screen that says "Guest registered and associated successfully"
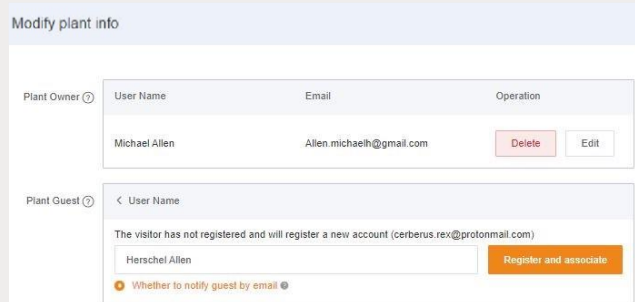
- The guest will receive an email from SolisCloud saying their account is registered. They will be given a temporary password of 123456. The guest will be able to log in to both the SolisCloud app and the browser page using their email and the temporary password. **It is recommended that they change their password after logging in for the first time.**
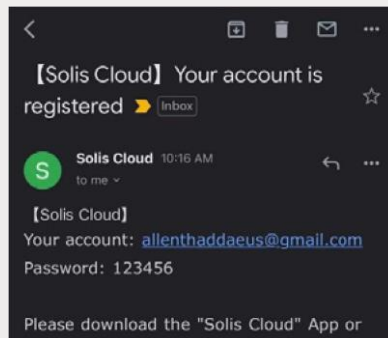
New Guest Login (Setup)

When the guest logs in to the new platform, they will need to click "Advanced Search", then click "All" under "Plant Display", and then click the orange "OK" in order to view the systems to which they have been added as a guest.

Step 1.
(Select)

Step 2.
(Select)

Step 3.
(Select)

Step 4.
(Select)

Step 5.
(Select)

New Guest Login (Enable or Disable Alarm Notification)

To enable or disable Alarm Notification emails and push messages, click on the "O&M" icon and then click "Alarm Notification" in the top right corner of the page.
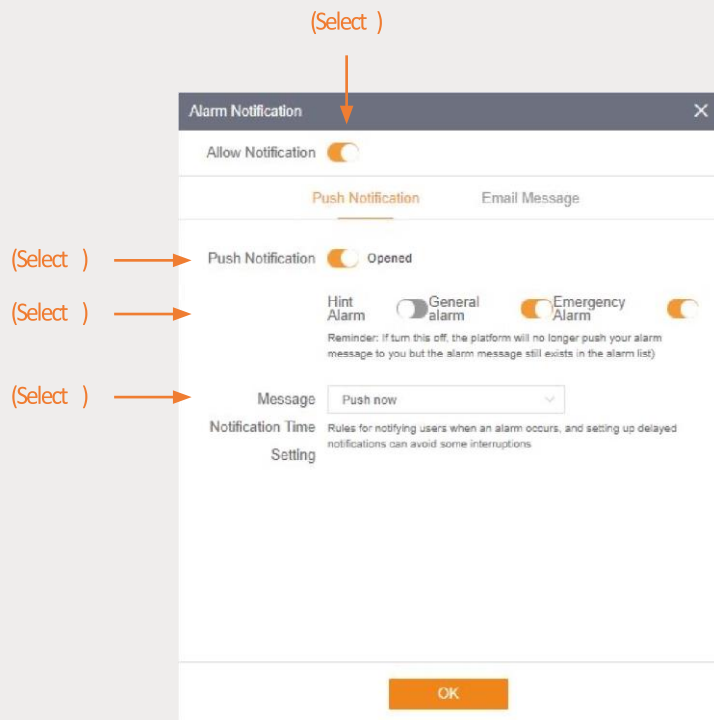
Step 2.
(Select)

Step 1.
(Select)

New Guest Login (Enable or Disable Alarm Notification) continued.

(Select)

- Push notifications will be displayed by your mobile phone.
- If you wish to receive push notifications then make sure the "Push Notification" slider is set to "Opened" with "Emergency Alarm" all three alarm types turned on.
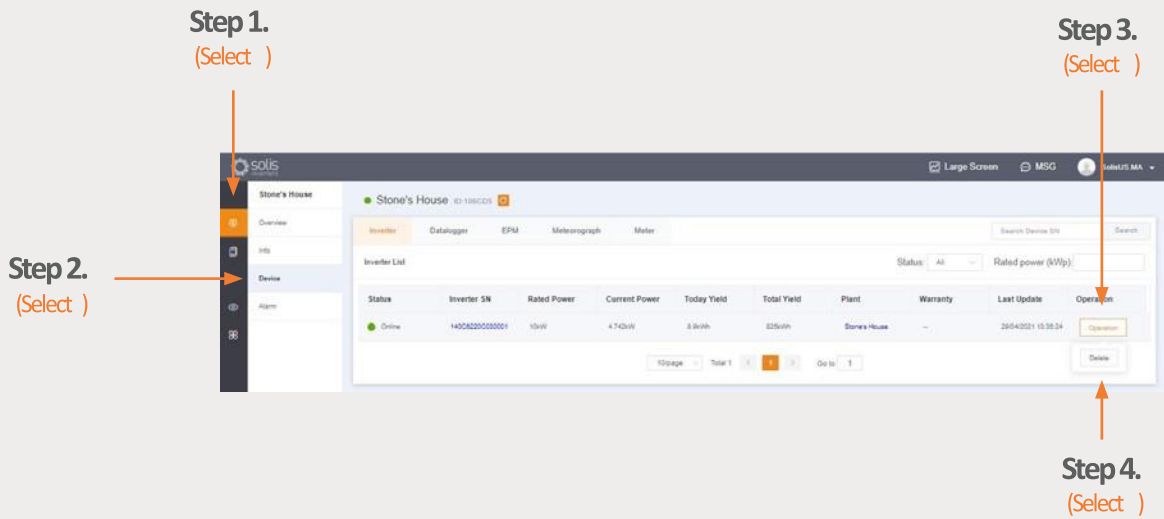
(Select)

(Select)

(Select)

- Email notifications will be sent to the email address of the registered user.
- The address of who will receive the email notifications can be manually changed here, be sure that the "Email Message" slider is set to "Opened".

(Select)
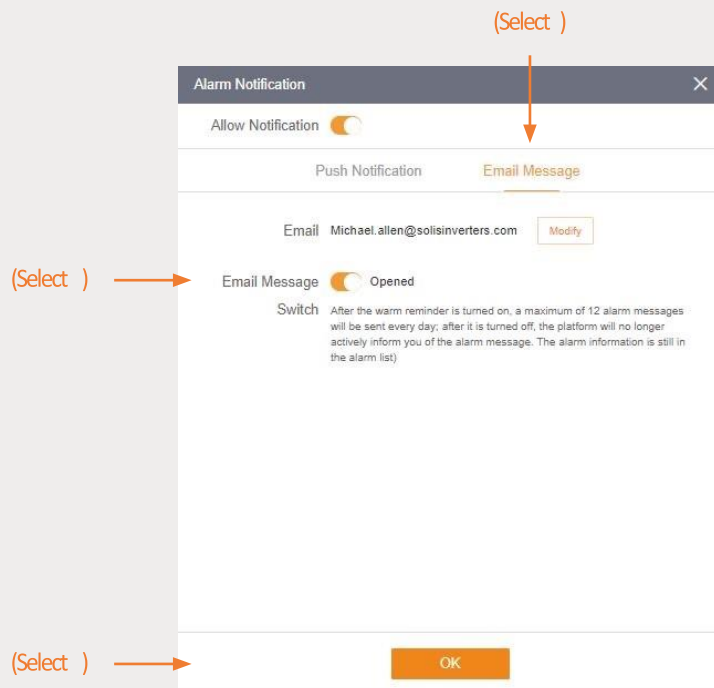
(Select)

(Select)

Removal of Inverter from Plant

If an inverter needs to be removed from a plant, select the plant, and then click "Device" on the left side of the page. Mouse over "Operation" on the right side of the page and then click "Delete" to remove the inverter from this site.

- Now a new inverter can be added to this site.

Step 1.
(Select   )

Step 3.
(Select   )

Step 2.
(Select)

Step 4.
(Select   )

Removal of Dataloggers

Dataloggers can also be replaced this way. Select "Datalogger" and then delete the logger in order to add a new one.
This process unbinds the datalogger from the system allowing the logger to be installed on a different system and for the original system to have a new datalogger added.
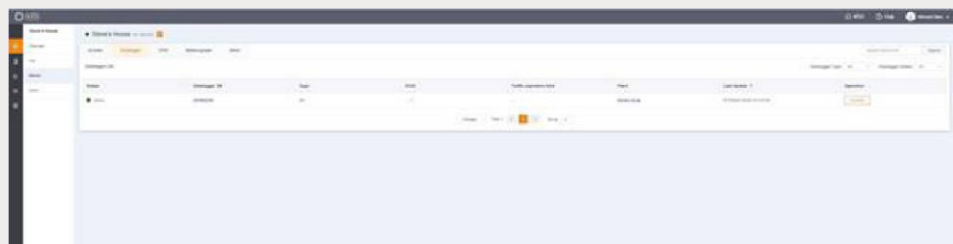
If you have any questions, please contact our Service Support at service@solisinverters.com.au or call at (03) 8555 9516.