

SolisCloud

Solis Cloud User guide

Service@solisinverters.com.au

Contents

Part 1: 5 Simply Steps to Getting Started (Registration, Migration & Login)	pg. 3 to 7
Part 2: Using the Platform (Monitoring & Alarms)	pgs. 8 - 10
Plant Overview Page	pg. 8
Plant Location Tab	pg. 8
Plant Chart Tab	pg. 9
Device Overview Page	pg. 9
Finding alarm information	pg. 10
Part 3: Commissioning Systems (Creating Plants & Adding Dataloggers)	pgs. 11 - 12
Adding a new plant (Desktop)	pg. 11
Adding a new plant (Mobile)	pg. 12
Scanning Dataloggers (Mobile)	pg. 12
Part 4: Organization & Management (Adding new users and guests)	pg. 13 - 17
Adding additional members	pg. 13-15
New Guest Login (Setup)	pg. 15
New Guest Login (Enable or Disable Alarm Notification)	pg. 15-16
Removal of Inverter from Plant	pg. 17
Removal of Datalogger	pg. 17

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

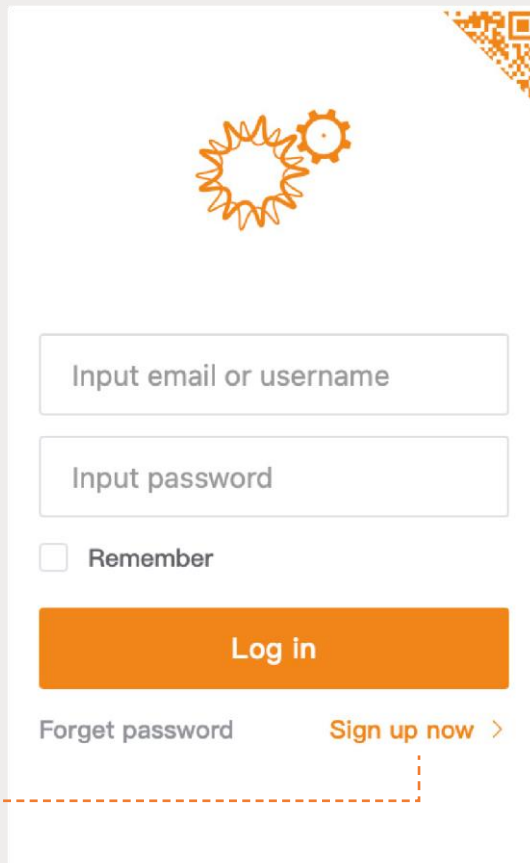
Step 2

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.



Solis Cloud Registration [Log in >](#)



Register Organization.
Installer Dealer



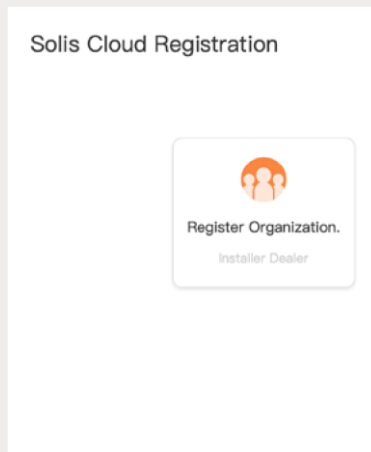
Register Owner
Plant Owner

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 "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".

Register Organization. Log in >

Tip: If your organization (company) has already registered an organization account in the Ginlong Cloud system, you do not need to register again. Please contact the administrator of your organization (company) to add you as a lower organization or organization member in the system.

* Name of Organization Input 2-60 characters

* Email Input email

* Vcode Input verification code

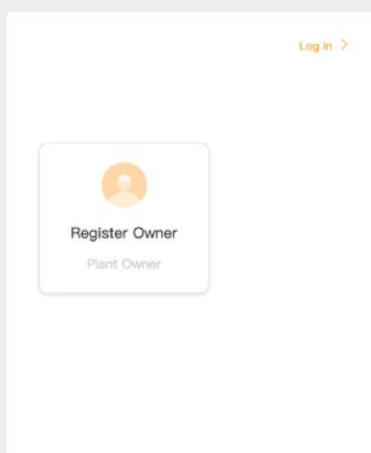
* User Name Input 2 to 60 Chinese characters or English letters, not pure numbers

* Password Input 6 to 16 letters, symbols and numbers

Organization Code 08C98A

I have read and agree [Privacy Policy](#)

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".

Register Owner Log in >

* Email Input email

* Vcode Input verification code

* User Name Input 2 to 60 Chinese characters or English letters, not pure numbers

* Password Input 6 to 16 letters, symbols and numbers

I have read and agree [Privacy Policy](#)

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.

A screenshot of the 'Data Migration' form for Professional Edition. At the top, there are two radio buttons: 'Professional Edition' (selected) and 'Home Edition'. Below are two input fields: 'Input account of Ginlong Professional Edition' and 'Input Professional password'. A 'Start Migration' button is at the bottom. A hint section contains five numbered instructions.

Professional Edition

A screenshot of the 'Data Migration' form for Home Edition. At the top, there are two radio buttons: 'Professional Edition' and 'Home Edition' (selected). Below are two input fields: 'Input Ginlong Home Edition account' and 'Input Home Edition password'. A 'Start Migration' button is at the bottom. A hint section contains five numbered instructions.

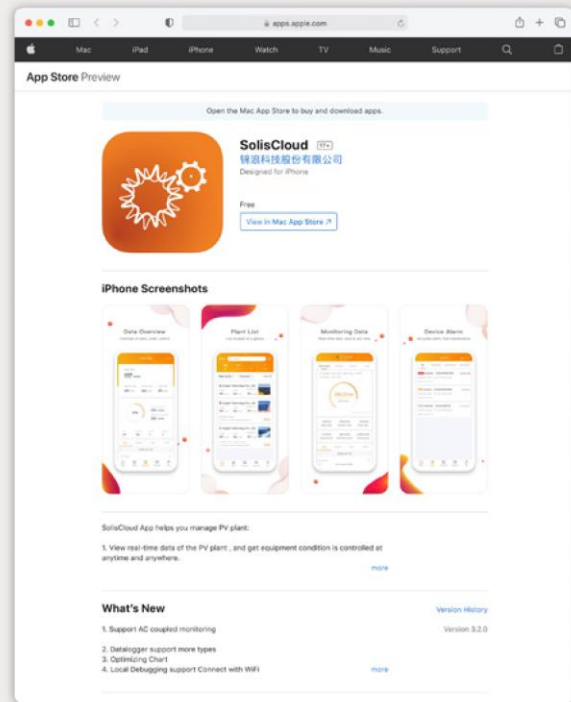
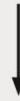
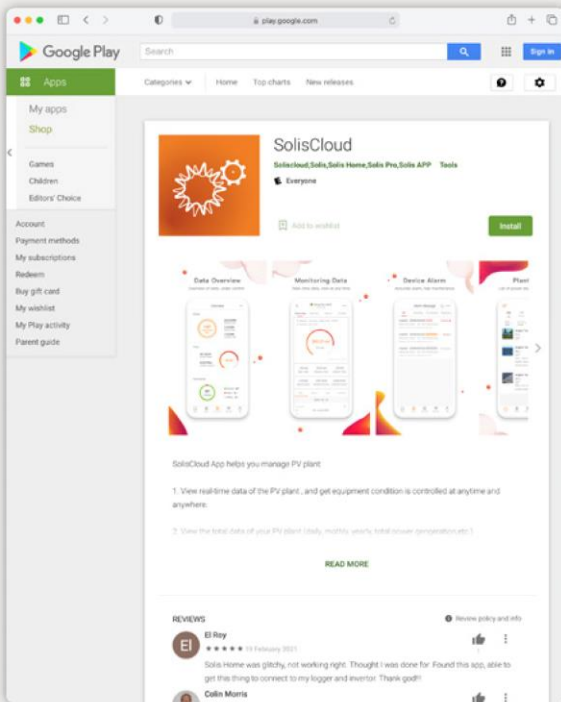
Home Edition

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.

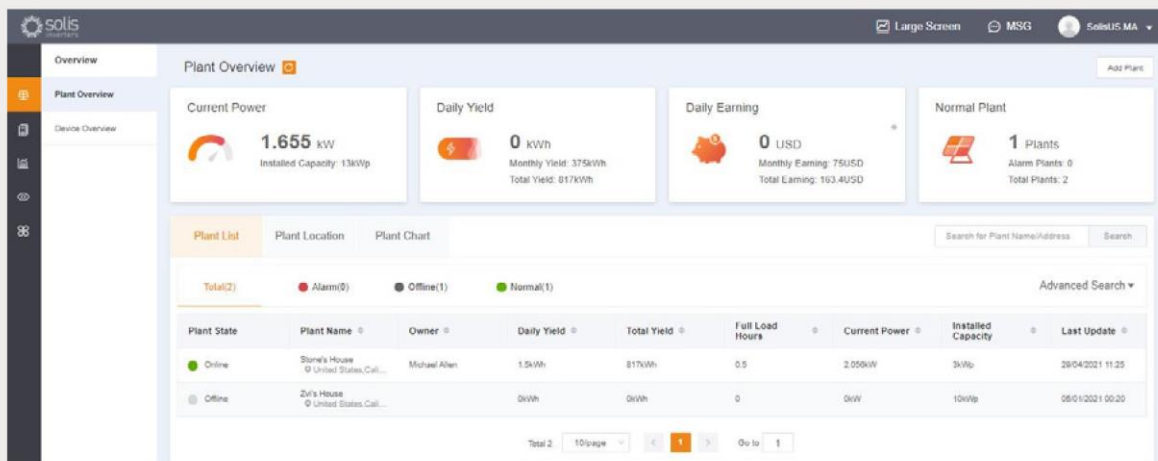


Part 2: Using the Platform

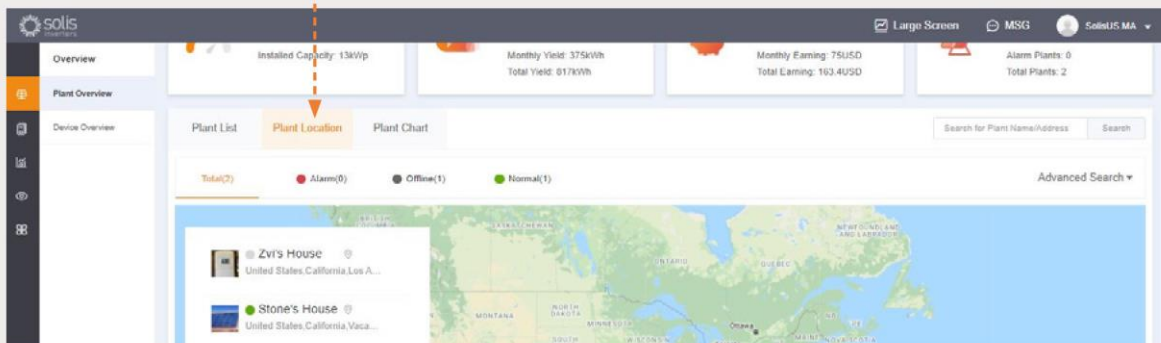
(Monitoring & Alarms)

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.

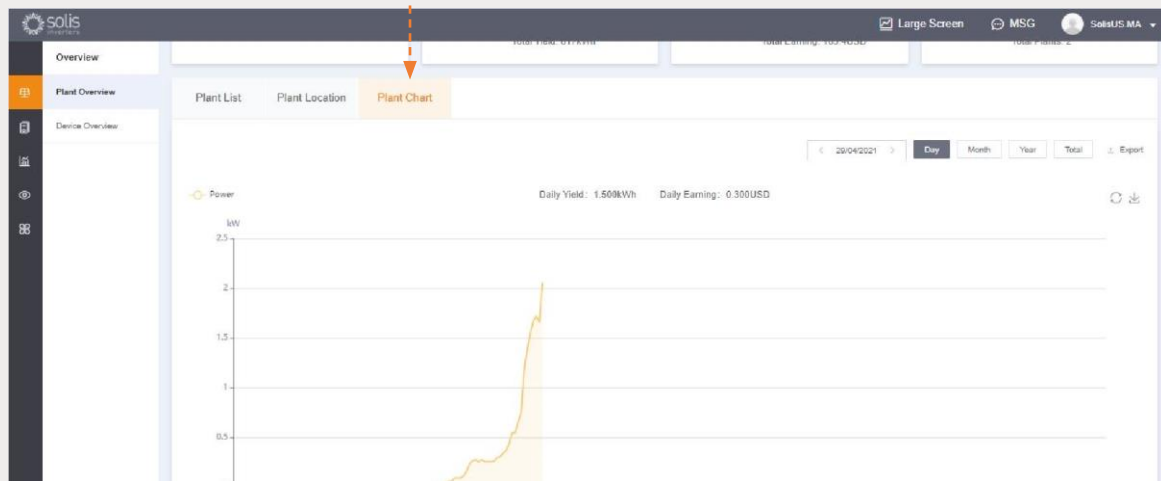


Plant Location Tab



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

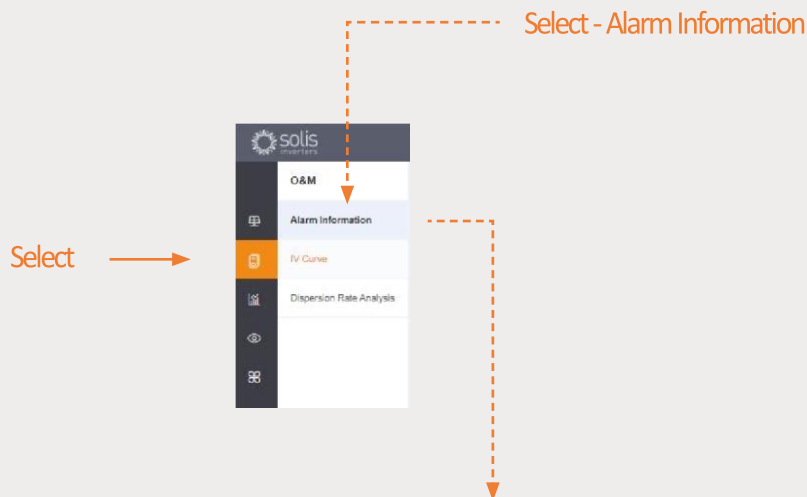
The Device Overview tab lets you view all of your registered devices by device type (Inverter, datalogger, etc.)

The screenshot shows the SolisCloud 'Device Overview' page. It features three summary cards for 'Inverter', 'Datalogger', and 'EPM'. Below these is a filter bar with tabs for 'Inverter', 'Datalogger', 'EPM', 'Meteorograph', and 'Meter'. A search bar is present. The main section is an 'Inverter List' table with columns for Status, Inverter SN, Rated Power, Current Power, Today Yield, Total Yield, Plant, Warranty, Last Update, and Operation. A pagination bar at the bottom shows 'Total 1' and '10page'.

Status	Inverter SN	Rated Power	Current Power	Today Yield	Total Yield	Plant	Warranty	Last Update	Operation
Online	143C5220C28001	10kW	2.196kW	1.7kWh	818kWh	Stone's House	-	20/04/2021 11:35:27	Operation

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.



Grade	Status	Plant Name	Inverter SN	Alarm Content	Alarm Code	Handling Method	Start Time	Operation
High	Pending	Bill Brooks	140C8019C170001	NO Battery	186C4		28/04/2021 08:20	Operation
High	Restored	Bill Brooks	140C8019C170001	NO Battery	186C4	Recovered.No need t...	28/04/2021 08:19	Operation
General	Restored	Stone's House	140C8020C030001	AFCI Fault	186C0	Recovered.No need t...	27/04/2021 13:38	Operation
High	Restored	Bill Brooks	140C8019C170001	NO Battery	186C4	Recovered.No need t...	27/04/2021 08:21	Operation
General	Restored	Solis Hybrid - NEP Fl...	140C8020C030004	AFCI Fault	186C0	Recovered.No need t...	25/04/2021 14:55	Operation

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

Alarm Code	Handling Method	Start Time	Operation
186C4		28/04/2021 08:20	Operation
186E4		22/04/2021	Ignore Delete
186B2		14/04/2021 17:37	Operation

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)

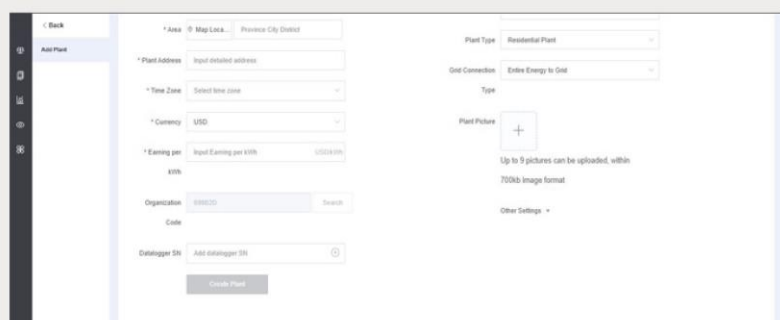
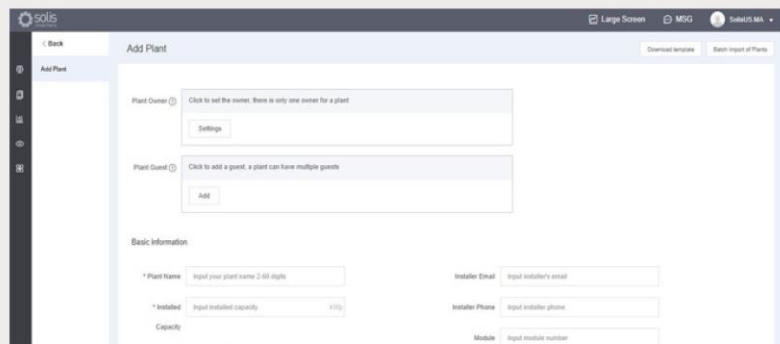
Adding a new plant (Desktop)

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

Add a new plant

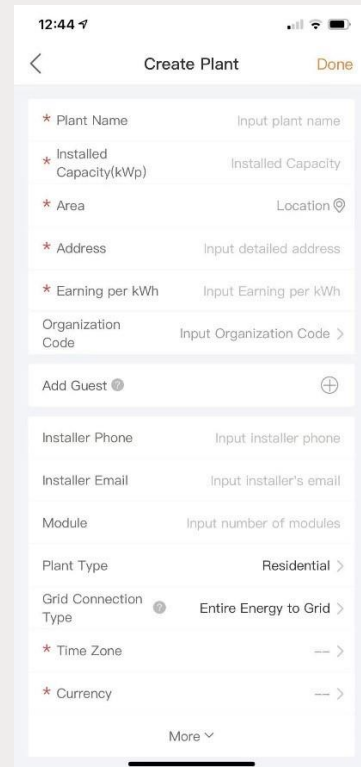
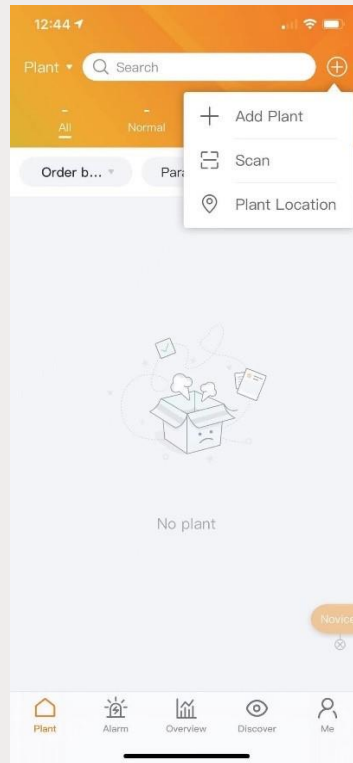


Enter in all of the plant information and add the datalogger serial number. The Installed Capacity is the size of the system, not the inverter. Earnings per kWh should be the rate at which the utility charges for power. Finally, click "Create Plant" to finish. The plant will now show up under the plant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



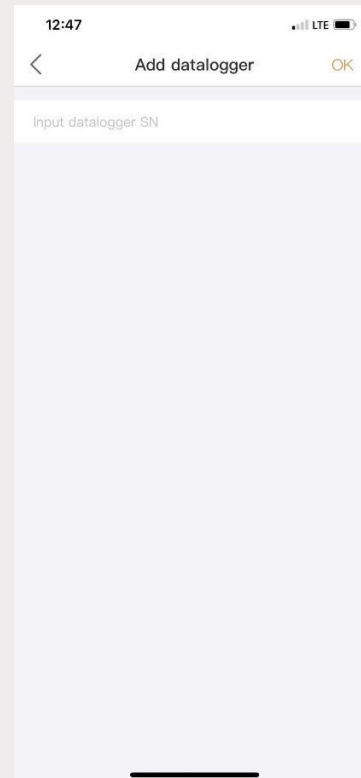
Adding a new plant (Mobile)

- 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:

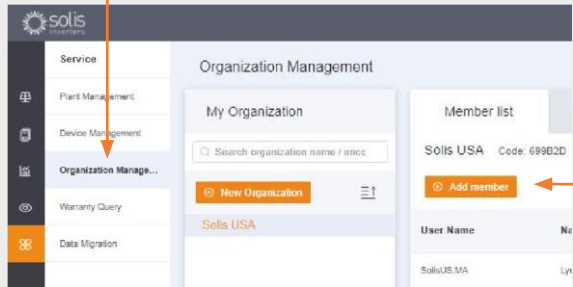
Organization & Management (Adding new users and guests)

Adding Additional Members

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

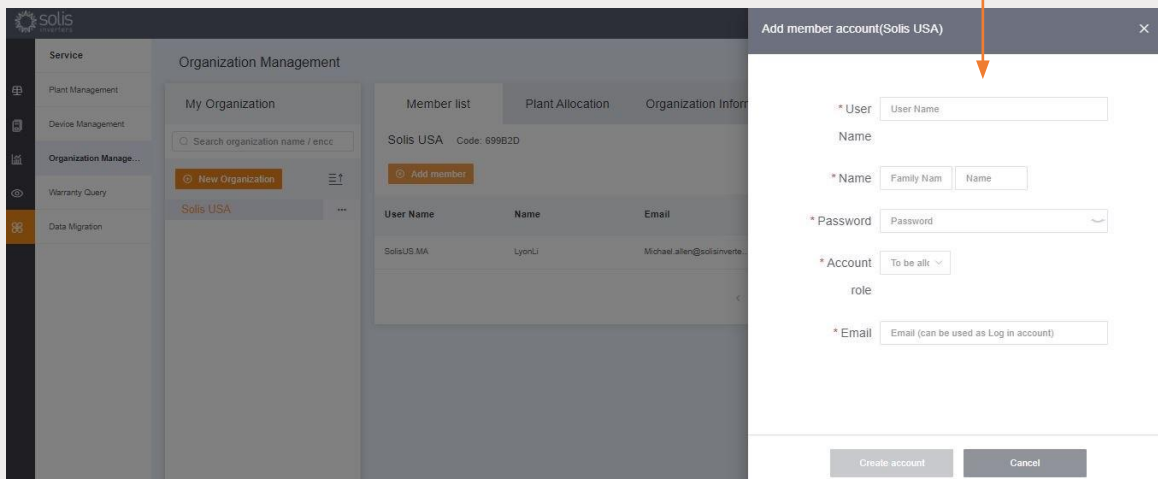
Step 1.
(Select)

Step 2.
(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.

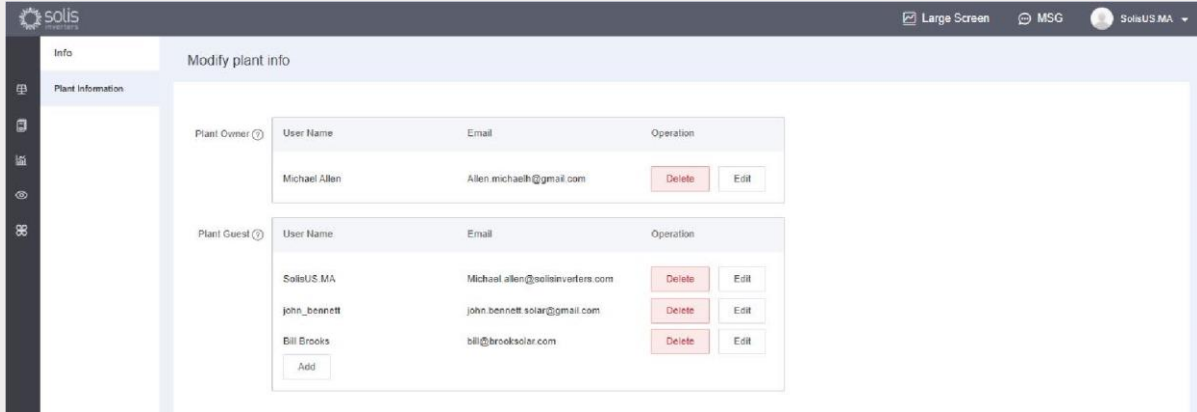


The new user will receive an email with a link to SolisCloud where they can then log in and add plants of their own.

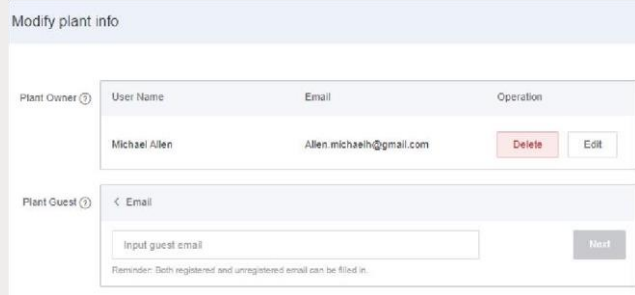
[Continue on the next page.](#)

Adding Additional Members continued.

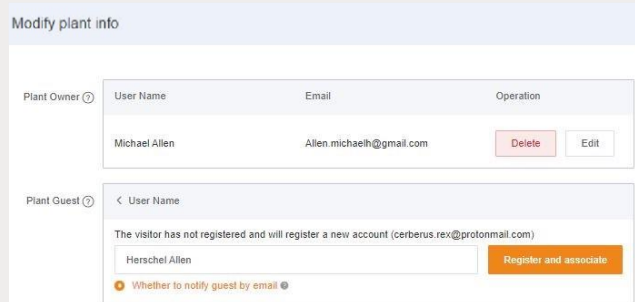
Alternatively, a guest can be added by first selecting a plant and then clicking "Modify Information"



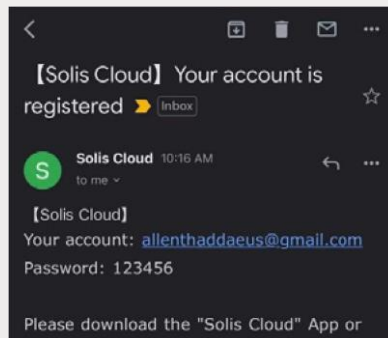
- Enter in the email address of the guest. If they have registered already, then nothing else will need to be done.



- 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 1.
(Select)

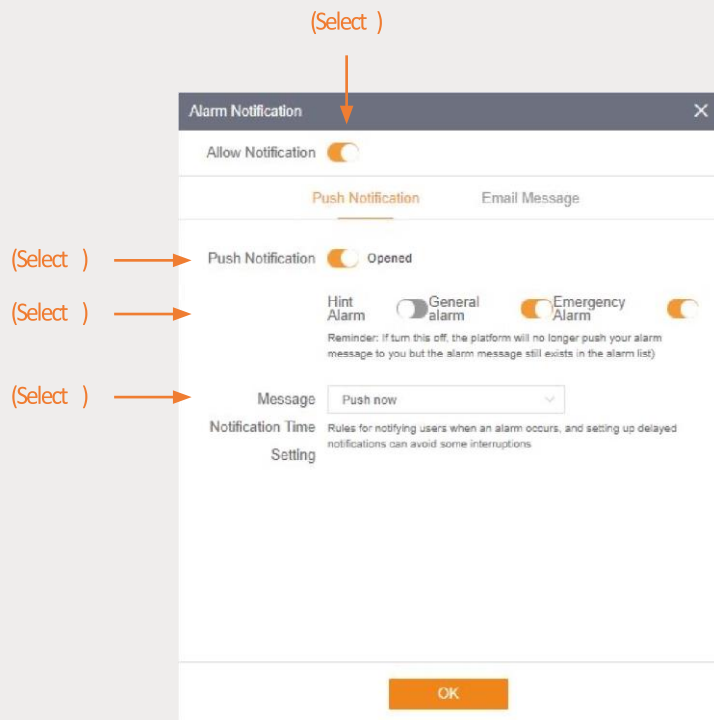
Step 2.
(Select)

Grade	Status	Plant Name	Inverter SN	Alarm Content	Alarm Code	Handling Method	Start Time	Operation
High	Pending	84 Browns	1400019C170001	NO Battery	100C4		20/04/2021 08:20	Operation
High	Pending	OU power lab	1400020C210002	No Grid	100E4		20/04/2021 11:13	Operation
General	Pending	84 Browns	1400019C170001	Cell Communication Failure	100E2		14/04/2021 17:37	Operation

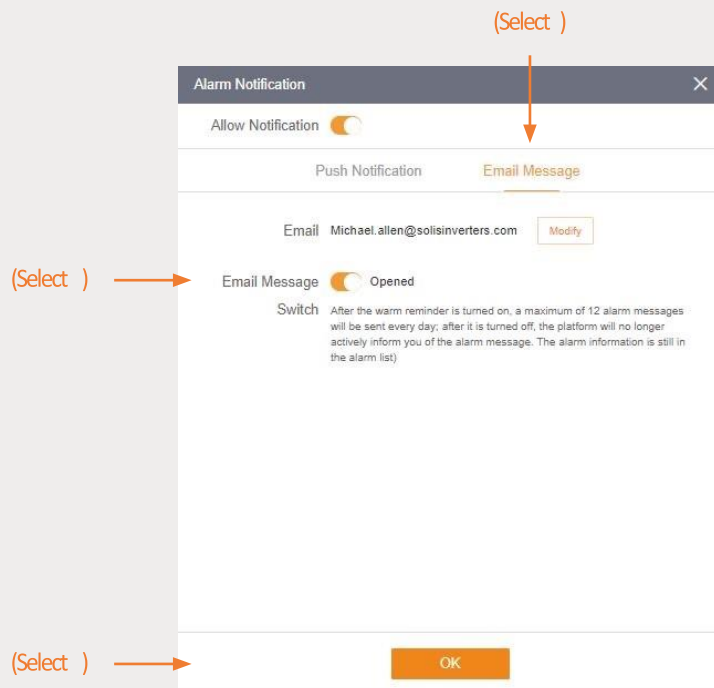
Continue on page over...

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

- 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.



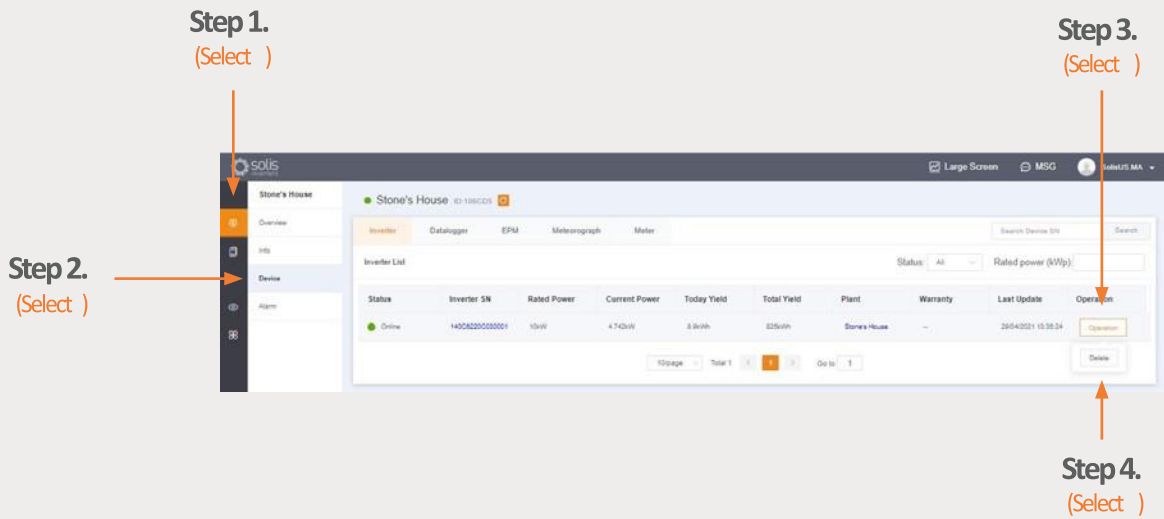
- Email notifications will be sent to the email address of the registered user.
- The address of who will receive the email notifications can be manually changed here, be sure that the "Email Message" slider is set to "Opened".



Removal of Inverter from Plant

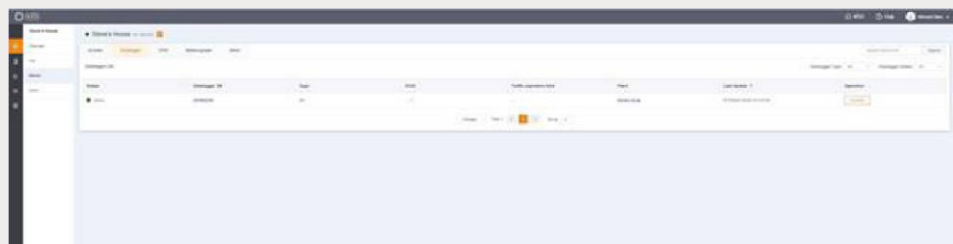
If an inverter needs to be removed from a plant, select the plant, and then click “Device” on the left side of the page. Mouse over “Operation” on the right side of the page and then click “Delete” to remove the inverter from this site.

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



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.

