



SolisCloud Monitoring System

User Manual - Owner

Ver3.0

Ginlong Technologies Co.,Ltd.

Version Record

No.	Ver.	History	Data	Remarks
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2	V2.0	Updates	11/30/2023	
3	V2.1	Added energy storage system overview	10/16/2025	
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5	V3.0	Updates	4/20/2026	

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1. About the manual

1.1 Description of Copyright

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1.2 Contents of the manual

This manual introduces the functions and operation procedures of SolisCloud platform to satisfy the requirements of users for convenient operation and management.

1.3 Scope of application

SolisCloud is suitable for users who have purchased Solis GPRS/4G, WiFi, LAN, RF-Link stick and data logger box. The data from the plants monitored by the data loggers can be uploaded to the SolisCloud for viewing, and can be logged in through the APP or Web terminal. It can be used to monitor the plant, so as to visualize and analyze the plant data for management.

1.4 Utilization requirements

Website: www.soliscloud.com

The following points should be noted when accessing the website:

1. Visiting browser minimum compatible with IE browser V9.0 version or above, 360 browser V3.0 version or above;
2. The recommend display resolution is 1920 x 1080.

Mobile Phone APP: SolisCloud

Download: Search for "SolisCloud" in the app market or scan the QR code below to download.



1.5 Readership orientation

This manual is intended for professional technicians and users who access, manage, operate and maintain the SolisCloud Platform. It requires a certain degree of network knowledge and familiarity with the company's related products.

2. Platform guide

2.1 Description of the platform

2.1.1 SolisCloud

SolisCloud is Solis's second-generation PV plant monitoring and management system, which combines the first-generation platform login entrance into one, identifies different IDs such as organizations and owners to log in and manage. It's a new generation of PV intelligent monitoring operation and maintenance system for the whole world, integrates real-time monitoring, accurate message pushing, intelligent alarm, efficient O&M, remote upgrade and control, large visual screen and statistical analysis. It can monitor the operation status of inverters in real time, automatically calculate the power generation and efficiency of both plants and equipments, and can quickly locate the faulty and assist O&M personnel to quickly complete on-site vacancy elimination work.

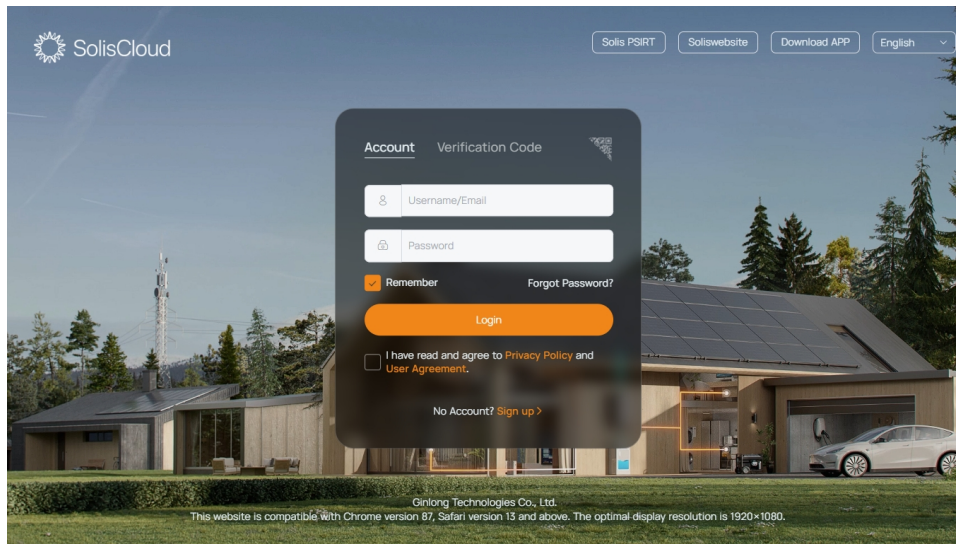
3. Routine operation

3.1 Registration

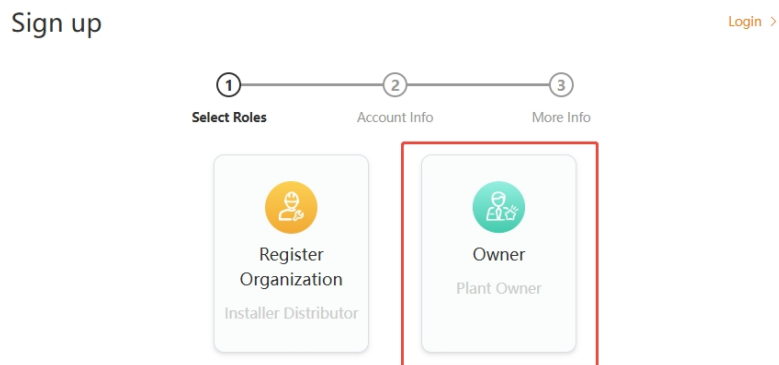
To enter SolisCloud platform for the first time,you need to register first,and you can log in only after you have SolisCloud account.

The specific steps are as follows:

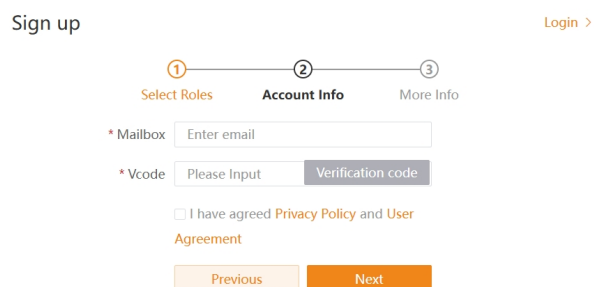
1. Open the browser and type "www.soliscloud.com" in the address URL,press the "ENTER" key to enter the SolisCloud login interface and click "Sign up".



2. When registering as a owner,select "Owner".



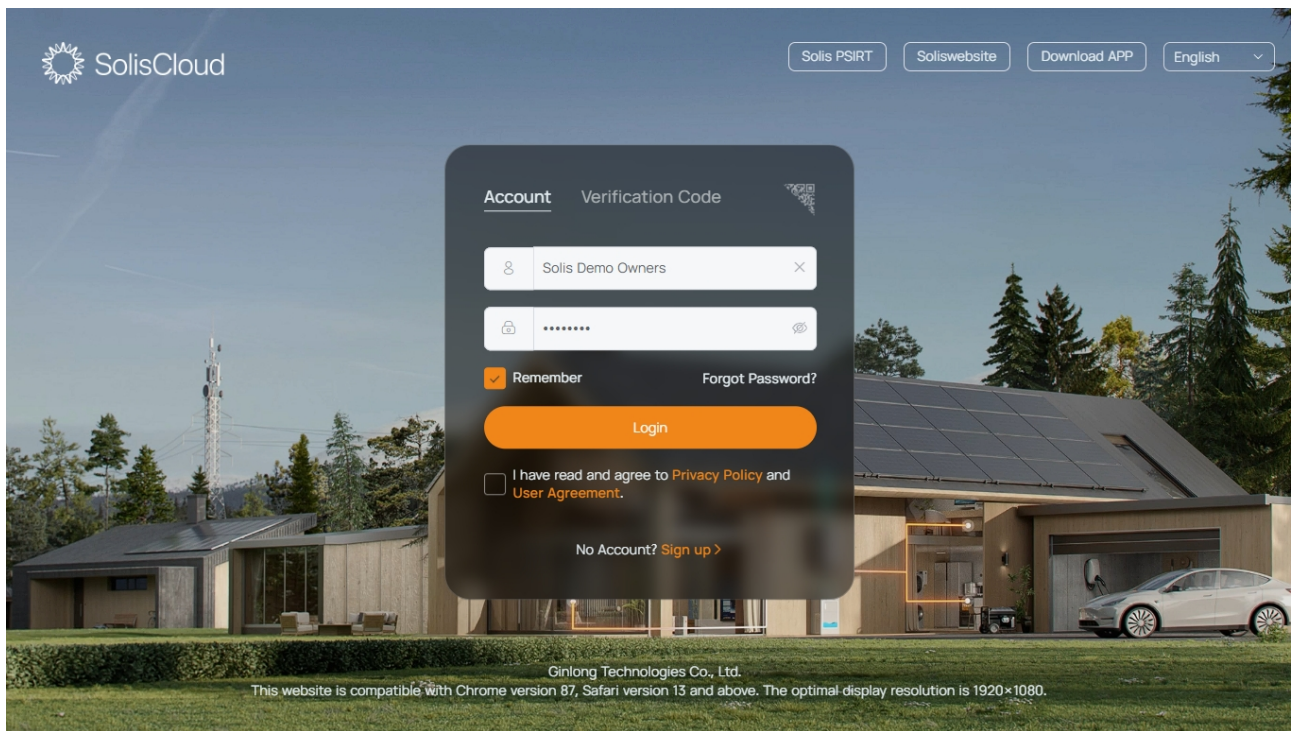
3. Fill in the correct information on the registration page,use the mailbox to register,after filling out the information,check the box to read and agree to the user privacy agreement to complete the registration.



3. Routine operation

3.2 Log in

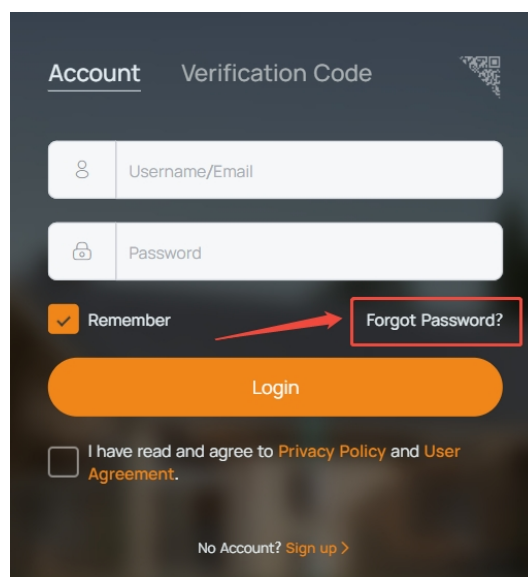
For users who have completed registration or already have a SolisCloud account, enter the email or username used during registration and fill in the password to log in. You can check the “remember” option to remember the password.



3.3 Retrieve password

If a user forgets their password, they can retrieve it through the "Forgot Password" option. The specific steps are as follows:

1. Click "Forgot Password" to enter the password retrieval interface.



3. Routine operation

2. Retrieve it through the email you used at the time of registration. Enter the verification code and click "next". Note that the email entered must be consistent with registration.

Find PW

[Login >](#)

Input email	Verification code
Please enter the verification code	
Next	

3. Set the new password and confirm the new password again,and click "Done" to enter the platform home page.

Find PW

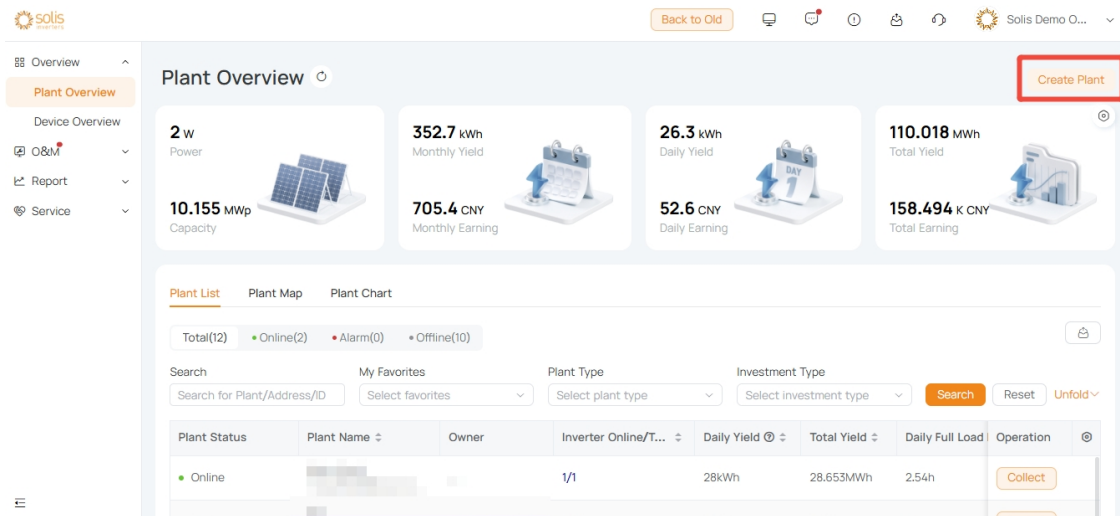
[Login >](#)

* New Password	Input new password
Password Strength: ?	
* Confirm Password	Input new password again
Done	

3. Routine operation

3.4 Create Plant

After logging in to SolisCloud platform for the first time, users need to add a plant to manage it. Click "Create Plant" to enter the plant creation interface.



3.4.1 Plant Creation Interface

The interface for the creation of plant is divided into: Basic information、Link Account、More Setting.

The screenshot shows the 'Create Plant' form interface. At the top, there's a navigation bar with a 'Back' button and the title 'Create Plant'. Below the navigation bar, the form is divided into three steps: 1. Basic Information, 2. Link Account, and 3. More Settings. The first step, 'Basic Information', is currently active and contains the following fields:

- * Plant Name**: A text input field with a placeholder '2-60 chars (Chinese, English, numbers)'.
- * Plant Type**: A dropdown menu with the placeholder 'Please Select'.
- * Capacity(kWp)**: A text input field with a placeholder 'Enter capacity or set via string capacity'.
- * Region**: A text input field with a placeholder 'Get map location'.
- * Detailed Address**: A text input field with a placeholder 'Please Input'.

3. Routine operation

3.4.1.1 Basic Information

Required:

[Plant Name] Customize the name of the plant within 2-60 bits.

[Plant Type] The selected plant types include:Residential Plant,Commercial Plant,Utility Plant and Storage Plant.

[Capacity] The total installed capacity of the components of the plant.

[Region] The construction area of the plant can be selected by map positioning.

[Detailed Address] The detailed address of the plant,if the previous step through the map positioning,the system will automatically fill in the detailed address.

[Time Zone] The time zone where the plant is located.

Optional:

[Collector SN] Communication stick/box SN number.

3.4.1.2 Link Account

Add visitors:

- 1.Guest permissions:the plant can be viewed,not the plant information can be edited.
- 2.Add requirements:for users who need to view the data of the plant,each plant can have multiple guests.
3. Add steps:
(1) Click the "+" button in the visitor bar of the plant.

Guest?

Add guest, a plant can have multiple guests



- 2)Input the guest's email and click "Next".

Add Guest



* Guest Email

Please Input

Tip: Registered/unregistered email both acceptable.

Cancel

Next

3. Routine operation

(3) If the visitor has already registered, the system will display the user name, mobile number or email address. Click "confirm association" to add it successfully.

Add Guest



User Name:

Guest Email:

Previous

Link

(4) If the visitor has not registered, the system will prompt you to fill in the user name, and click "Sign & Link" after completion to add it successfully. As a result, the new account that forms the identity of the owner can log in to the platform, and the system will send the account number and password to the user via SMS.

Add Guest



Guest Email:

Guest not registered. Create new account & notify via email to change password.

Previous

Sign Up & Link

3. Routine operation

3.4.1.3 More Settings

Optional:

[Organization Code] This function can be associated with the organization after the owner creates the plant, facilitating the organization's later monitoring of the plant's operation and maintenance. The specific operation steps are as follows: In the "Create Plant" or "Modify Information" section, add it and click on the text box below the "Organization Code", input the associated organization code and click the search icon. Confirm the associated organization information and click "OK" to complete the association.

[Installer's mailbox] The mailbox of the installer of the PV plant.

[Installer's phone] The phone number of the PV plant installer.

[Grid Connection Type] The selection of grid-connected types includes: Maximum Export, Surplus Export, and Off-grid.

[Grid Connection Date] System generation: The generation time of the first grid-connected data after the creation of the plant. Custom: The actual network connection time is determined by the user.

[Plant Contact] Contact information of the person in charge of the power station.

[Access Platform Time] System generation: Time when the first data is generated after the plant is created. Custom: After a user sets the platform access time, the time takes effect.

[Plant Image] Can upload no more than 9 image formats up to 700kb.

3.4.2 Plant created successfully

After completing the information, click "create plant" to add the plant successfully, and the display interface is as follows:

Create Plant



✔ Plant created successfully!

Plant Name

View Plant Details

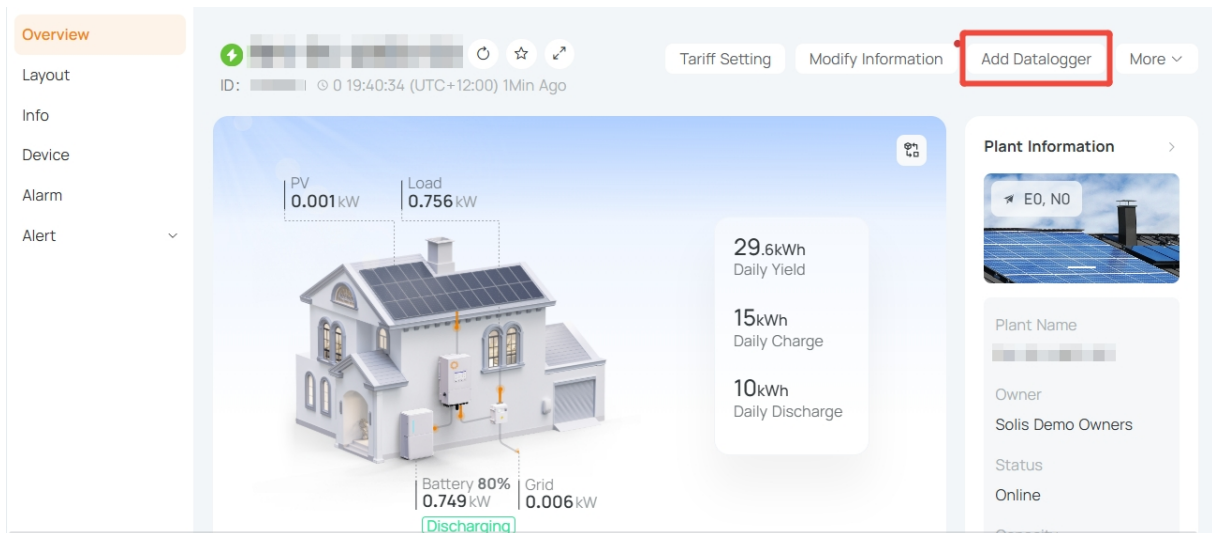
3. Routine operation

3.5 Add datalogger

After the addition of the plant,it is necessary to add the datalogger used by the plant and upload the data collected by the datalogger to the platform in order to realize the data management of the plant.

The specific steps are as follows:

1. In the interface of the plant where a new plant is added or a datalogger needs to be added,click "Add Datalogger" in the upper right corner.



2. Enter the collector SN number to be added,and then click "OK" to complete the operation.

Add Datalogger ×

Datalogger SN

+

Chosen : 0



You have not selected any dataloggers

Cancel OK

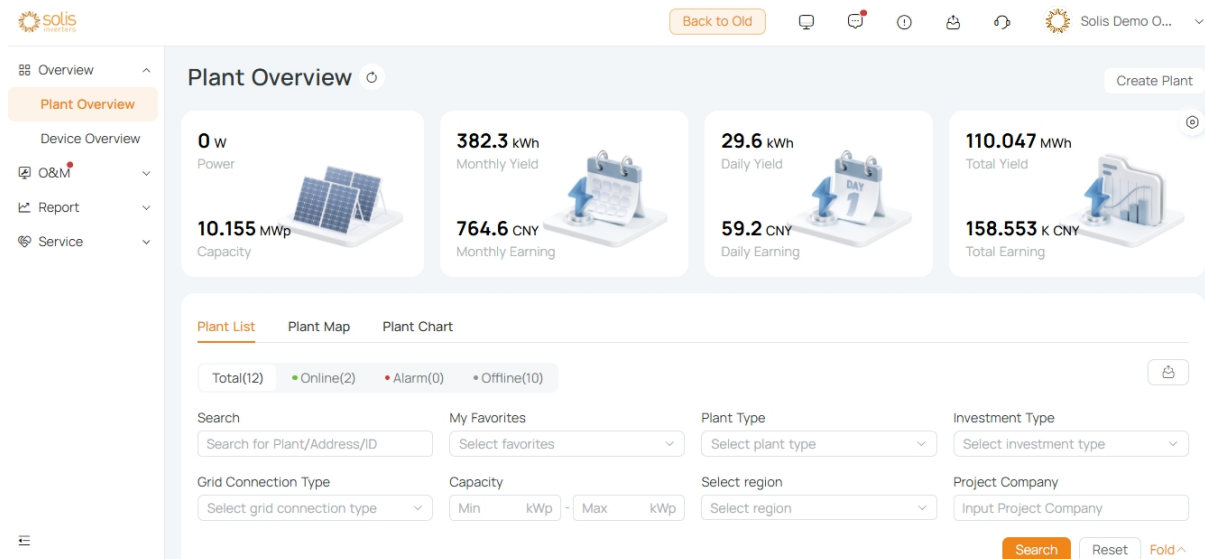
Note:Adding a datalogger using APP can be done by scanning the QR code on the collector.。

4. Function description

4.1 Plant management

Users can operate and manage the power station in the "Overview"-Plant Overview] interface.

4.1.1 Plant Overview



[Plant data display] Users can view the basic information of the total plant. Including real-time power, total component capacity, power generation volume and revenue.

Basic Information	Information Description
Power&Capacity	You can view the real-time power number, installed capacity and full hours of operation of the total plant.
Yield	Detailed yield data for the plant—covering daily, monthly, and year-to-date periods—is available for review.
Earning	You may access detailed information regarding the plant's daily, monthly, and year-to-date earnings.
Charge&Discharge	You can view the daily, monthly and current-date charging and discharging status of the total plant.

[Create Plant] Users can add the plant to be created in this interface. For specific operation, please refer to Section 3.4.

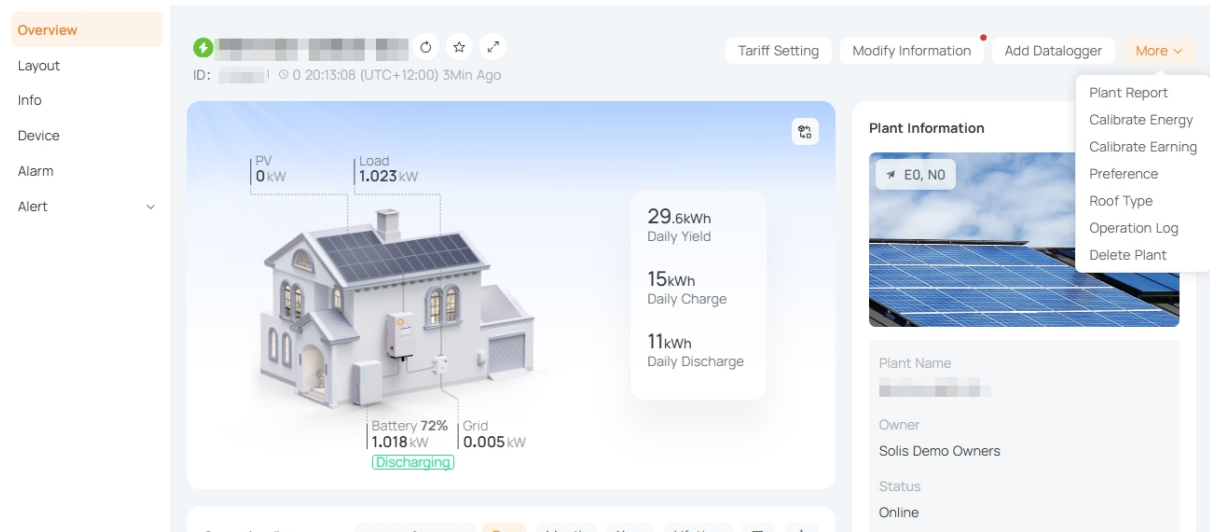
[Plant Search] Users can search for a specified plant according to their own needs, enter the name/address/ID of the plant, and click "Search" to complete the search.

[Filter] Users can use the filtering function to search for plants by classification, including: My Favorites, Plant Type, Grid Connection type, Capacity, Select region, Project Company.

4. Function description

4.1.2 Plant state

You can click the specified plant to view the specific information about the plant and operate or manage the plant independently.



[Overview] Users can view the basic information of the plant, please refer to the following table for specific information description:

Basic information	Information description
Daily Yield	You can view the plant power for each 5 minutes and energy yield of the current day
Monthly Yield	You can view the amount of energy yield and of the plant for the day and current month.
Total Yield	You can view the amount of energy yield and the earnings of the plant for the current year and cumulatively.
Weather	You can view the day and night weather, temperature, sunrise and sunset times, humidity, wind direction, and wind speed at the location of this plant.
Environmental benefits	You can view the equivalent number of green plants and CO ₂ emissions reduced by using the plant.
Alarm information	You can view the historical alarm information of the plant, which can also be seen by clicking on the "Alarm" interface of the plant.
Status	You can view the network status, installed capacity and earning per unit of the plant.
Location	You can view the specific location of the plant, and scroll the mouse on the map to zoom..

4. Function description

[Tariff Setting] Users can set the Purchase Tariff and Feed-in Tariff.

[Modify plant information] Users can update and modify the information set when adding a plant in two methods:

Method 1:Click "Modify Information" in the upper right corner of the "Overview" interface of the plant to operate.

Method 2:Click "Modify Information" in the upper right corner of the "Info" interface of the plant to operate.

[Plant Report] It is possible to export the power station report for a specific time period.

[Calibrate Energy] Users can manually calibrate the power generation of the plant,detailed prompts can be seen.

Calibrate Energy ×

Refresh Operation Record

Calibrate Energy Type

Yield ▾

Daily Yield Calibration

0 Daily Yield : 29.6 kWh

Enter offset Save

Monthly Yield Calibration

26-04 Monthly Yield : 396.4 kWh

Enter offset Save

Annual Yield Calibration

2026 Annual Yield : 3186.8 kWh

[Calibrate Earning] Users can manually calibrate the plant earning,see detailed prompts.

[Preference] Users can adjust the interface layout according to their preferences.

[Roof Type] Users can set the type of roof.

[Operation Log] Users can view the operation log of the plant.

[Delete plant] Users can delete the plant. After clicking "Delete Plant" in the upper right corner of the "Overview" interface,the system will pop up a warning message and click "Delete" to complete.

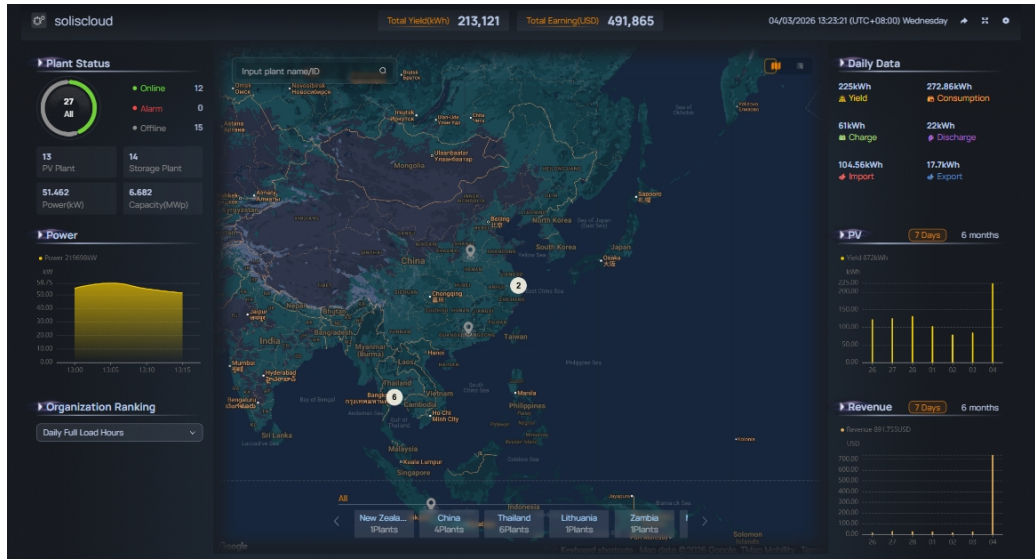
[Device] Users can add and edit the device used in the plant.

①Add device:You can add the equipment of this plant by adding collector,please refer to [3.5 Add Datalogger](#) for specific operation steps.

②Edit devices:Click on the "Device" interface of the plant to view the inverters,dataloggers and EPMs under the plant,and users can edit and manage the devices in this interface.

4. Function description

[Plant Large Screen] Users can jump to the interface shown in the figure to display the relevant data of the plant.



4. Function description

[Inverter Control] Users can remotely control a single device, change the current status or parameters of the device, and set power grid parameters, EPM, inverter functions, inverter parameters, inverter power, and voltage traversal.


Inverter

[🔗](#)
[🔄](#)
[★](#)

Plant ID: | 🕒 14:52:34 (UTC+12:00) 2Min Ago



SN:


Model : F3
Series : RHI-5K-48ES-5G
Rated Power : 5kW

Plant :
Datalogger :
Commissioni... 🕒 : --

Warranty Status : --
Warranty Expiry ... : --
National Standard : --

AFCI Version : 0000
G100 State : --
Inverter Version : 3C002A

Address : 1
Remark : -- 🔗

Real-time Information 🕒

Inverter

Power
1.554kW

Daily Full Load Hours

Daily Yield
15.6kWh

Alarm Information

DC	Voltage 🕒 (V)	Current (A)	AC	Voltage (V)	Current (A)	F
PV1	257.3	2.4	L1	238.3	1.9	
PV2	390.2	2.4	L2	0	0	
MPPT1	257.3	2.4	L3	0	0	

[Operation Log] Users can view the inverter's history of control logs and upgrades.

< Back

Operation Log

Total 1 operation records

SN : [REDACTED] Plant ID : [REDACTED]

18/11/2025 16:09:19 (UTC+07:00)

●

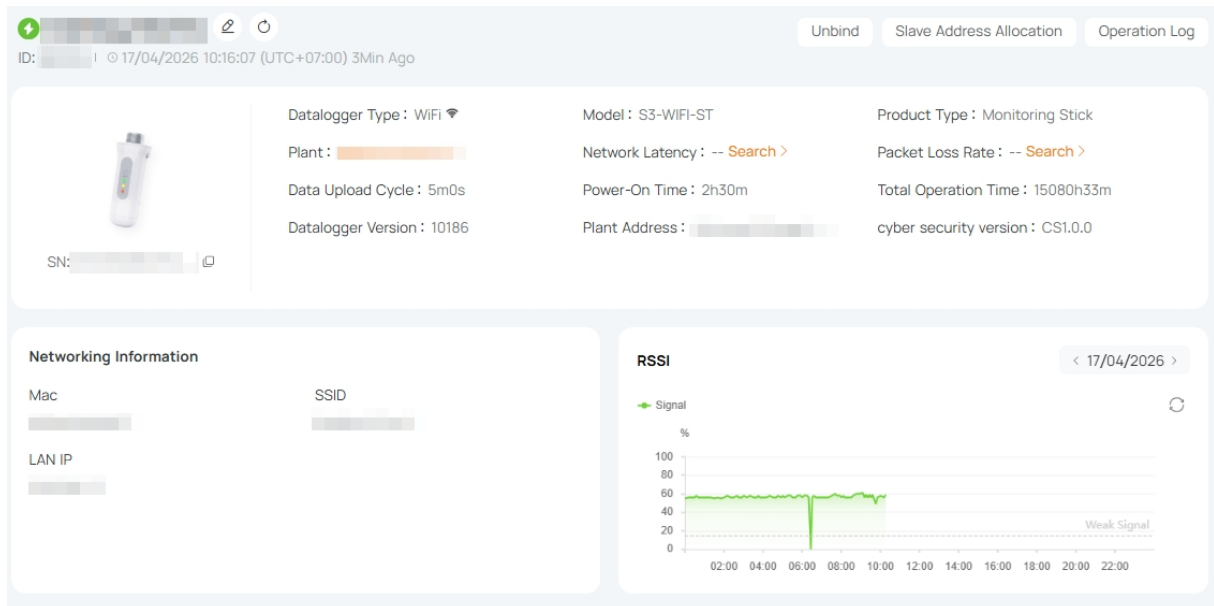
Bind Plant

Plant Name: [REDACTED] Device Type: Inverter SN: [REDACTED]

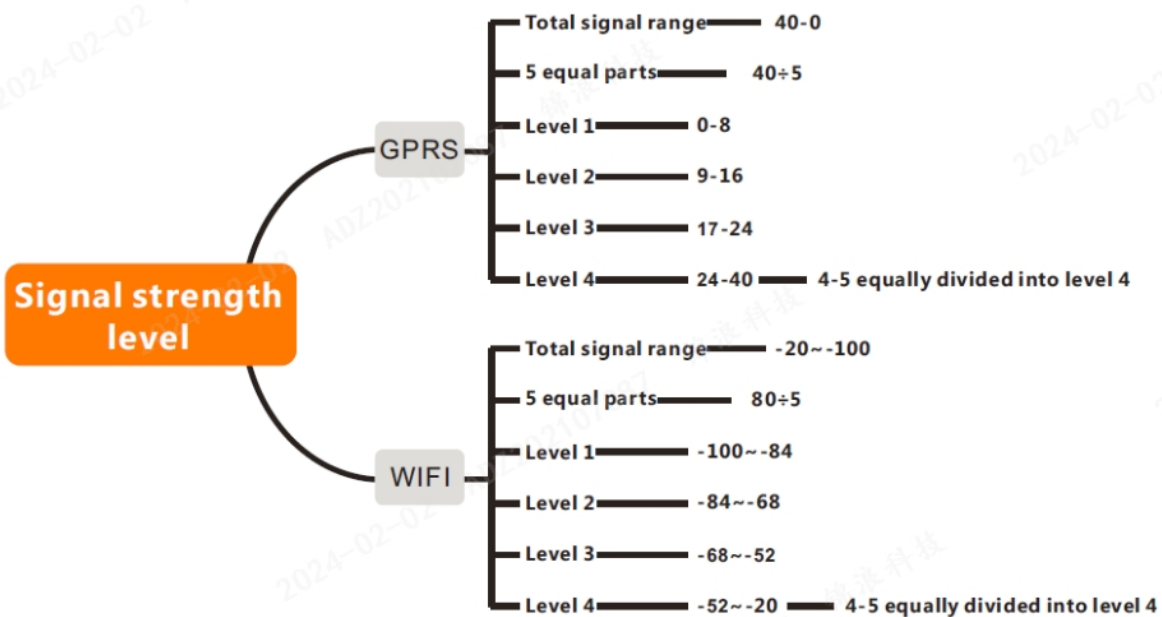
4. Function description

4.2.2 Datalogger

[View datalogger information] Users can view details about the datalogger, such as the datalogger name, version, and date of factory. You can also view the signal strength of the current datalogger and information about the corresponding inverter, EPM, weather meter, and electricity meter.



[Signal Strength] Displays the data information strength of the current datalogger.



[Total Operation Time] The total operation time of the registered datalogger.

[Data Upload Cycle] Time interval of data obtained by logger, the default interval is 5 mins.

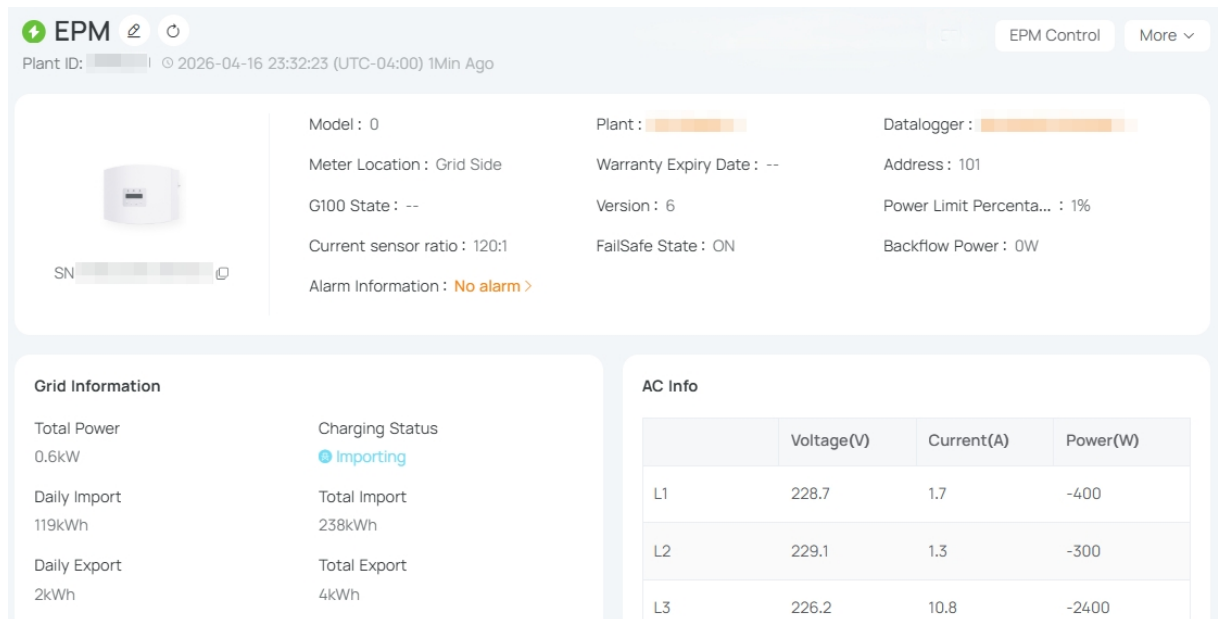
[Power-on time] The working hours of the datalogger on current day;

[Unbind] Unbind the datalogger from the plant.

4. Function description

4.2.3 EPM

[EPM Information] Users can view the basic information of the device,load,and power grid side,and display real-time input and output data of the device from different sides.



[Power limit percentage] Used to set limits on inverter output power based on percentage of rated power;

[Current sensor ratio] Current transformer(CT)'s ratio;

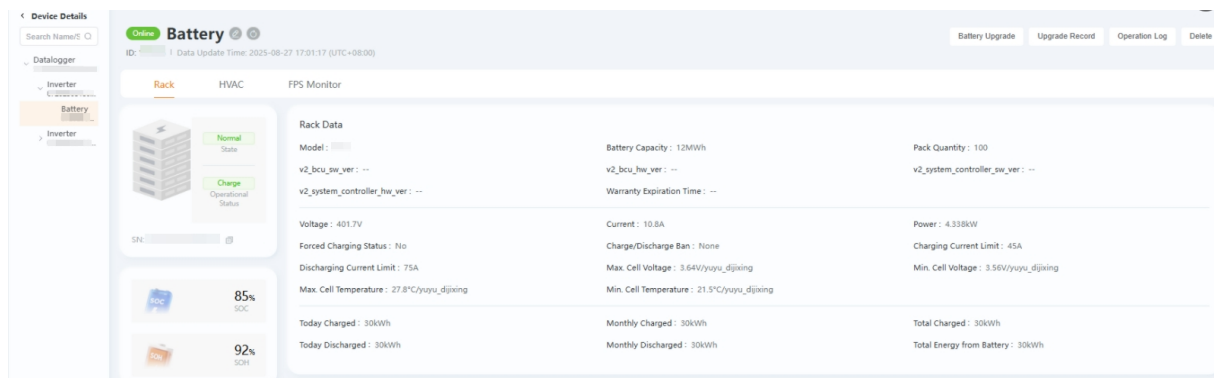
[FailSafe Status] When the output power control function is in use and Failsafe is on,if the communication between the inverter and METER/EPM/CT fails,the inverter automatically reduces to zero power export to prevent power from returning to the grid;

[Backflow Power] When using the output power control function,you can set the maximum amount of power that is allowed to be injected into the grid;

4.2.4 Battery

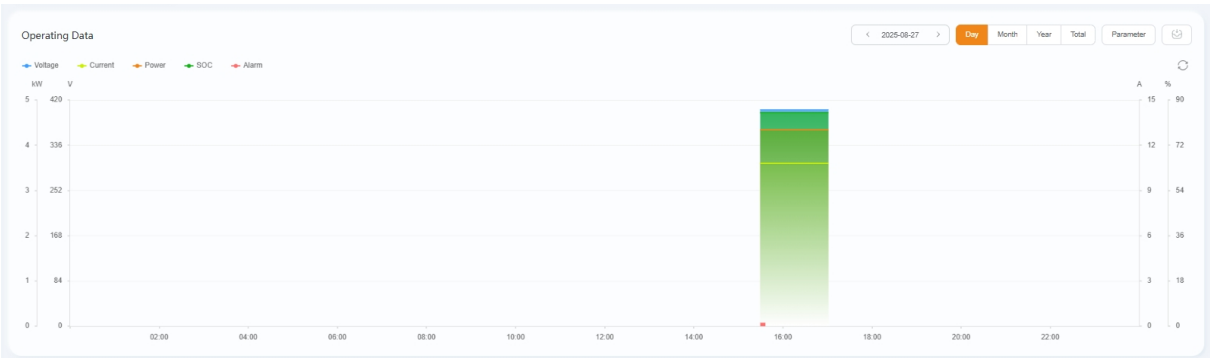
Battery information for the energy storage system can only be viewed after switching to the new interface,as outlined in section 4.1.3.

[Basic Information] Displays static details such as the model and version number. It also provides data insights for daily,monthly,and total charging and discharging amounts.

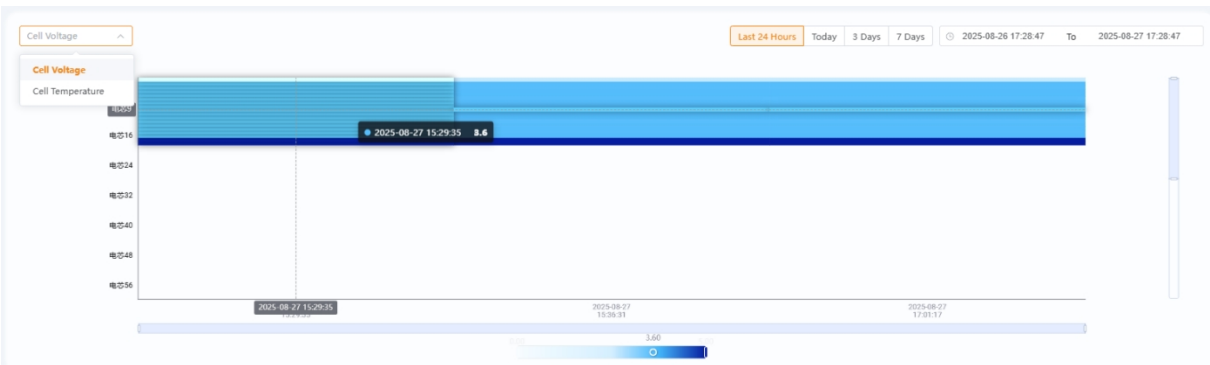


4. Function description

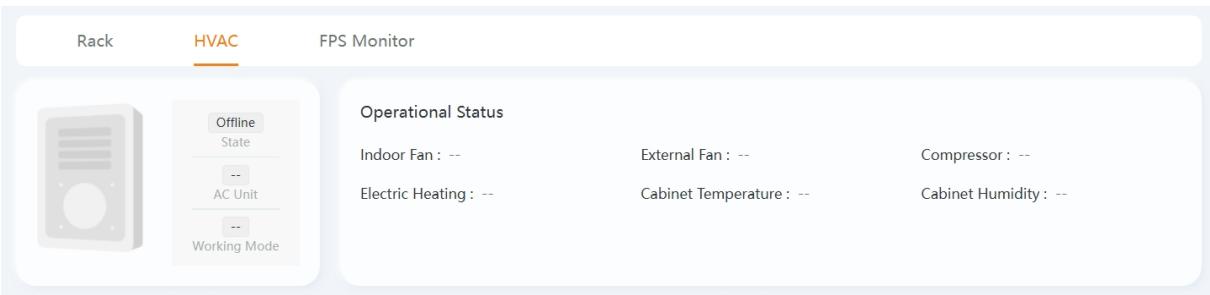
[Operating Data] Displays key parameters at 5-minute intervals,including voltage,current,power,and SOC.



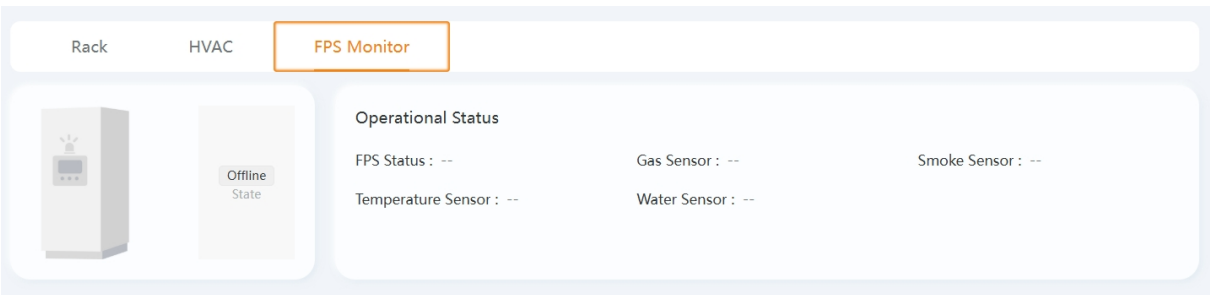
[Cell Data] Displays cell voltage and temperature data.



[HVAC Status] Displays the operating status of the air conditioning system.



[FPS Monitor] Displays the operating status of the Fire Protection System.



4. Function description

4.3 Operation and maintenance

Users can conduct operation and maintenance management in the "O&M" interface, mainly including alarm information and dispersion rate analysis.

4.3.1 Alarm information

In the alarm information, the user can check whether there is any abnormality in the operation of the plant equipment under the account, and also view the classification of all the alarm information processing status of the plant equipment under the account, including pending information, processed information, and restored information, and can also filter the operation according to the time period. For the alarm information, the system will evaluate the level and provide suggestions for handling, and the user can handle the alarm information according to the suggested processing method.

The screenshot displays the 'Alarm Information' interface. At the top, there are buttons for 'Alarm Push' and 'Export'. Below these are search and filter controls: 'Device Type' (Please Select), 'Status' (Active), 'Alarm level' (Select Status), 'My Favorites' (Select favorite), 'Alarm Content' (Please Input), 'Alarm Duration' (Min h - Max h), 'Select Time' (Start Time - End Time), 'Plant Name' (Enter plant name), 'SN' (Please Input), and 'Alarm Code' (Please Input). A 'Search' button is prominently displayed. Below the filters is a table with columns: Device Type, Level, Status, Plant Name, SN, Alarm Cont..., Alarm Code, Sugg, and Operation. The table contains two rows of data for 'Inverter' devices, both with 'Warning' and 'Info' levels and 'Active' status. Each row has an 'Operation' button. At the bottom, there is a pagination bar showing 'Total 2', '10/page', and navigation buttons for page 1.

Device Type	Level	Status	Plant Name	SN	Alarm Cont...	Alarm Code	Sugg	Operation
Inverter	Warning	Active					--	Operation
Inverter	Info	Active					--	Operation

[Search Alarm] Enter the plant name, inverter SN or alarm content in the search box at the upper right corner of the page and click "Search" to complete.

[Filter Alarm] Alarm information can be filtered by the status of my favorites or alarm information.

[Ignore Alarm] For the information that does not affect the normal use of the device in the pending information, the user can customize whether to ignore it. After clicking a single alarm information, the system will pop up the alarm details. Click "Ignore" to complete the operation.

[Delete Alarm] Users can delete alarm information by themselves, by clicking on the alarm details that appear after a single alarm information to delete, or by clicking on the right-most "operation" option of a single alarm information to delete it; The user can delete all the information by clicking the clear symbol behind the alarm message.

[Export Alarm] Users can export alarm information and generate a form.

[Alarm Push Setting] Users can choose to set alarm notification, click on the upper right corner of the interface "Alarm notification" select "Allow notification" to enable this function.

① Push notification: Users can choose the urgency of push alarm and the speed of message notification according to their own needs.

② Mailbox notification: Users can define the receiving mailbox according to their own needs and choose whether to turn on mailbox notification.

4. Function description

4.3.2 Dispersion Rate Analysis

Dispersion rate is an index that describes the change of string current, which is used to evaluate the consistency of generation performance of photovoltaic strings and can effectively reflect the health status of plant. The smaller the dispersion rate, the more stable the operation of the plant and the better the power generation condition. Otherwise, it means that there may be a faulty branch circuit, which affects generation.

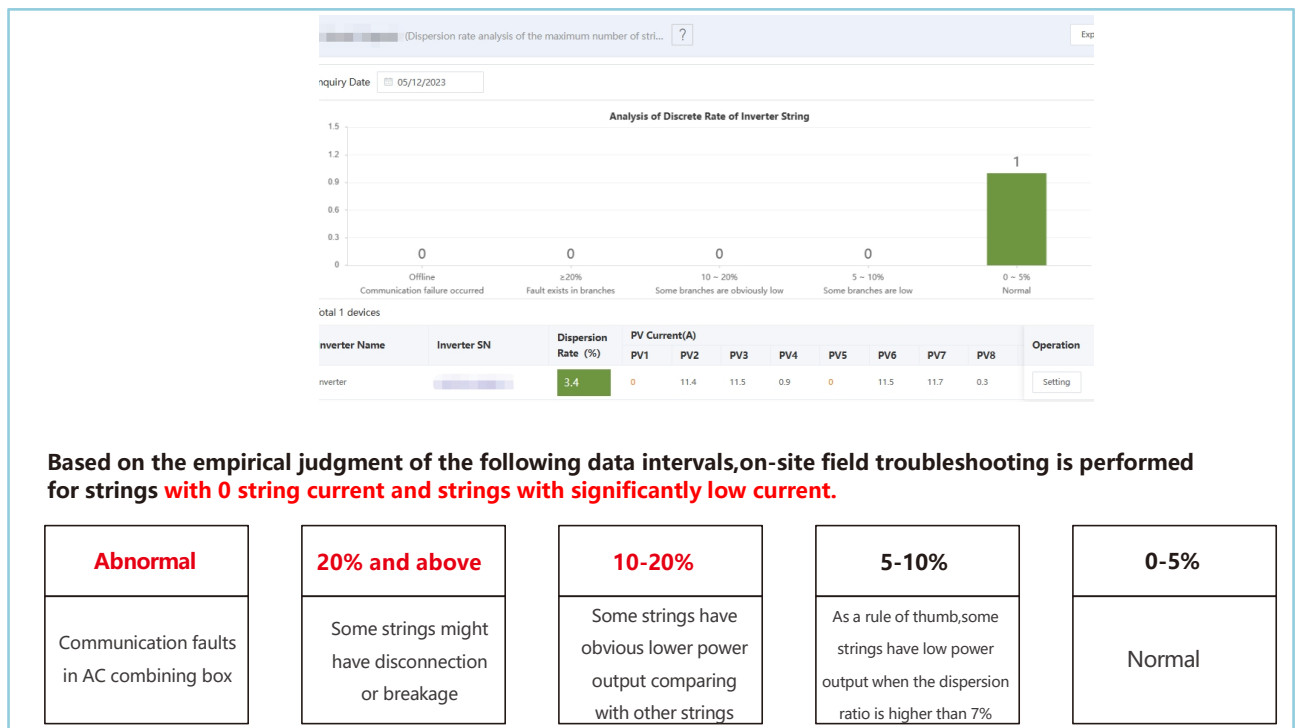
[Operation Premise]

- 1) The time interval for the dispersion rate calculation is from 10:00 to 14:00 every day, please check the plant dispersion rate analysis results after 10:00.
- 2) When there are devices with the maximum number of strings ≥ 6 in the plant;
- 3) The current power of the inverter is greater than 10% of the rated power;

[Hint] If there are some strings not connecting to PV panels, or their connected power is far different from others, it is not recommended to add these strings to the dispersion rate analysis (click on these strings to set).

[Operation]

- 1) function location: Click "Operation and Maintenance" - dispersion rate analysis, and you can also view the dispersion rate curve data in the parameter data of a single device.



- 2) You can view or export the string dispersion data of the devices in the plant;
- 3) The group strings can be set not to participate in the calculation of the dispersion rate.

4. Function description

4.4 Report management

Users can manage reports in the "Report" interface, which mainly includes three parts: Plant report/Inverter report/Custom report.

4.4.1 Plant report

The screenshot displays the "Plant Report" interface. At the top, there's a title bar with "Plant Report" and an "Export" button. Below it, a navigation bar shows tabs for "Daily Report", "Monthly Report", "Annual Report", "Total Report", and "User-defined". The "Daily Report" tab is active. Below the tabs, there are filters: "Select Plant:" with a dropdown menu showing "Chosen12Plants" and a "Select favorites" button; "Select Time:" with a date range selector showing "0"; and "Current Status:" with a dropdown menu showing "Select current status". Below these filters are "Search" and "Reset" buttons. The main area contains a table with the following columns: Time, Plant Name, Plant ID, Current Status, Plant Contact, Inverter Number, Weather, Alarm Code, Operation, and a gear icon. The table lists five entries for the date 2026-04-17. Each entry has an "Export" button in the "Operation" column.

Time	Plant Name	Plant ID	Current Status	Plant Contact	Inverter Number	Weather	Alarm Code	Operation	
2026-04-17		1B4447	Online	--	1	Light Rain	--	Export	
2026-04-17		178030	Offline	NaN	0	Clear	--	Export	
2026-04-17		177F82	Offline	NaN	0	Few Clouds	--	Export	
2026-04-17		177F5E	Offline	NaN	0	--	--	Export	
2026-04-17		17767E	Offline	NaN	0	Few Clouds	--	Export	

[Select Time] You can export power station reports within a specified period. The time range corresponds to the report type. If the report type is cumulative, you do not need to select the time range.

[Select Plant] You can select the name of the plant whose report you want to export, click "Select a plant", select the name of the plant required, and click "Confirm" to finish. You can also filter by the region where the plant is located or search by the plant name.

[Current Status] The user can filter the plant according to whether the plant is currently online, offline or alarm.

[Select Report Type] You can select the types of plant reports to be exported, including daily, monthly, annual, and total reports.

[Export report] After the above selection is completed, click "Export" in the upper right corner to pop up the download option. Users can customize the name and download path, and click "Download" to complete the operation; Users can also click "Export" on the right of the plant list to download the data of a single plant.

4. Function description

4.4.2 Inverter reports

The screenshot shows the 'Inverter Report' interface. At the top, there are tabs for 'Daily Report' (selected), 'Monthly Report', 'Annual Report', and 'User-defined'. Below the tabs, there are filters: 'Select Device' (19 Devices Sele...), 'Select favorites', 'SN' (with a range selector), and 'Select Time' (17/04/2026). There are 'Search' and 'Reset' buttons. The main table displays the following data:

Time	SN	Alarm Code	Working State	DC Voltage PV 1(V)	DC Current PV 1(A)	DC Power PV 1(W)	DC Voltage PV 2(V)	DC Current PV 2(A)	DC Power PV 2(W)	DC Voltage PV 3(V)
17/04/2026 13:02:14 (UTC+07:00)	[blurred]	1055	Alarm	553.2	2.7	1494	776.5	2.7	2097	3.2
17/04/2026 13:06:18 (UTC+07:00)	[blurred]	--	Normal	551.6	3	1655	772.1	3.1	2394	1

[Select Device] Users can select the SN number of the device whose report you want to export,click

[Select a device] Select the name of the desired plant,and click "Confirm". You can also search by device SN number.

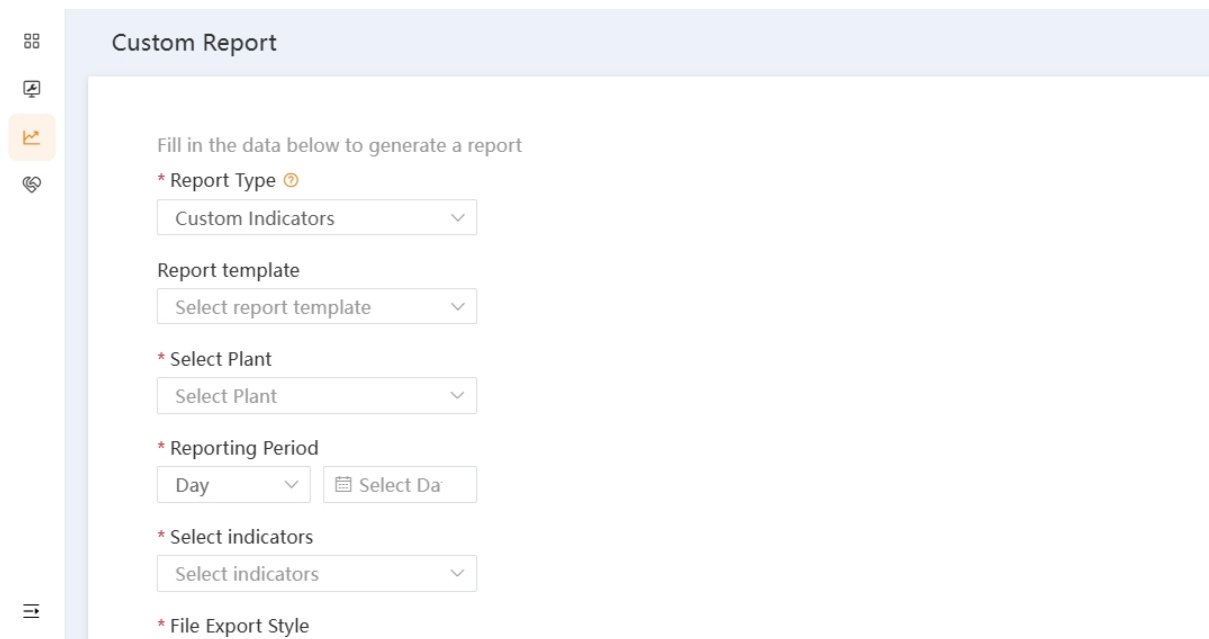
[Select Report Type] Users can select the types of plant reports to be exported,including daily report,monthly report,annual report,and custom report.

[Select Time] Users can export the plant report on a specified date.

[Export Report] After the above selection is completed,click "Export" in the upper right corner and enter the verification code in the pop-up verification code window to export the report. Click "Download" to generate an Excel table.

4. Function description

4.4.3 Customer Report



Custom Report

Fill in the data below to generate a report

* Report Type ⓘ
Custom Indicators

Report template
Select report template

* Select Plant
Select Plant

* Reporting Period
Day Select Da

* Select indicators
Select indicators

* File Export Style

[Report type] The report type is fixed as a plant report and is not optional.

[Report template] Users can save custom templates, which can be directly applied in the next export without checking the relevant data.

[Select Plant] You can select the name of the plant whose report you want to export, click "Select a plant", select the name of the plant required, and click "Confirm" to finish. You can also filter by the region where the plant is located or search by the plant name.

[Reporting Period] Users can choose to export reports for a certain day, month, month, or total.

[Select Indicators] Users can select the indicators that need to be exported.

[Generate Report] After completing the above selection operations, click "Generate Report" and enter the verification code in the pop-up verification code window to export the report. Click "Download" to generate an Excel sheet.

[Save Template] You can save the currently filled data as a template and enter a name.

4. Function description

4.5 Service

4.5.1 Common Tools

4.5.1.1 Warranty Enquiry

Enter the device SN number, and the user can query the warranty life, warranty end date and warranty status of the equipment.

Warranty Enquiry

Batch Enquiry Batch Import

Inverter Battery EPM

0 devs support online ext. warranty; 0 devs near deadline.

SN Plant ID Extendable Warranty

Please Input Please Input Please Select

Search Reset Unfold

Please note: If you have questions about the results, please contact the regional after-sales service : Contact After Sales

Ser...	Plant Name	Plant ID	SN	Model	Factory Warr...	Warranty St...	Warranty Ex...	Operation
--------	------------	----------	----	-------	-----------------	----------------	----------------	-----------

4.5.1.2 SIM Binding

Enter the device SN number, and the user can query the warranty life, warranty end date and warranty status of the equipment.

SIM Binding

When the datalogger SN and SIM card are not bound, you can add binding, and then recharge

Datalogger

Enter datalogger SN

SIM Number

Enter SIM number

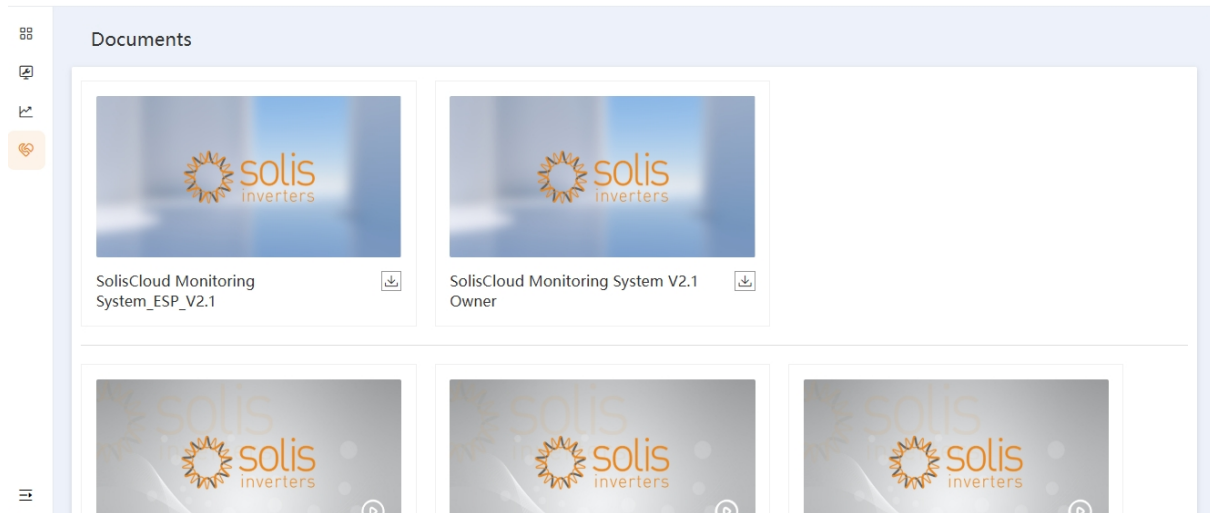
Confirm binding

4. Function description

4.5.2 Help Crnter

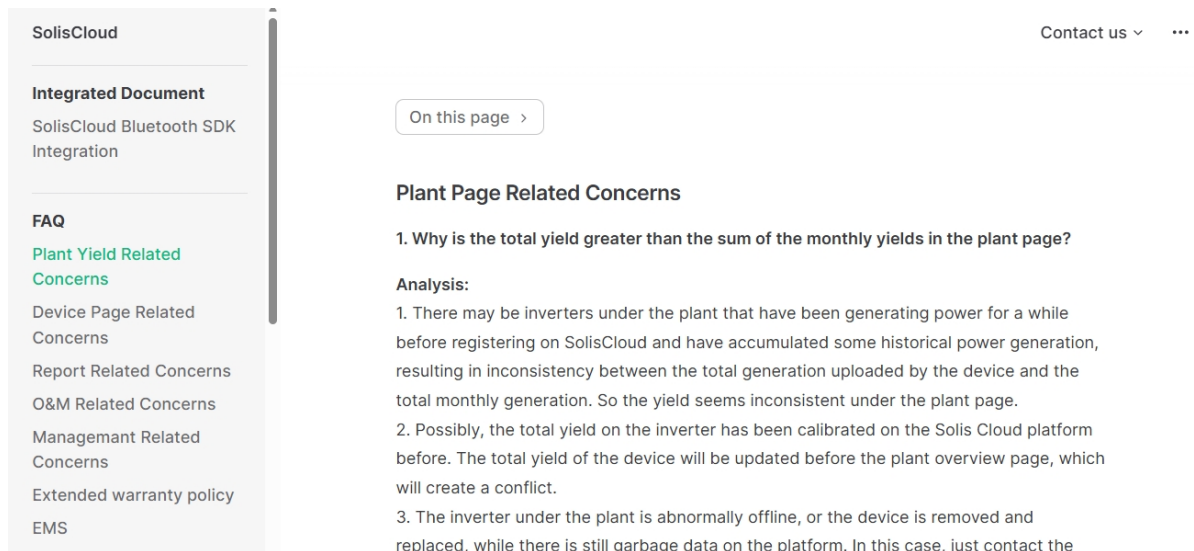
4.5.2.1 Documents

Users can download the "SolisCloud Monitoring System" on the product information interface. They can also watch operation introduction videos for some of the functions.



4.5.2.2 FAQ

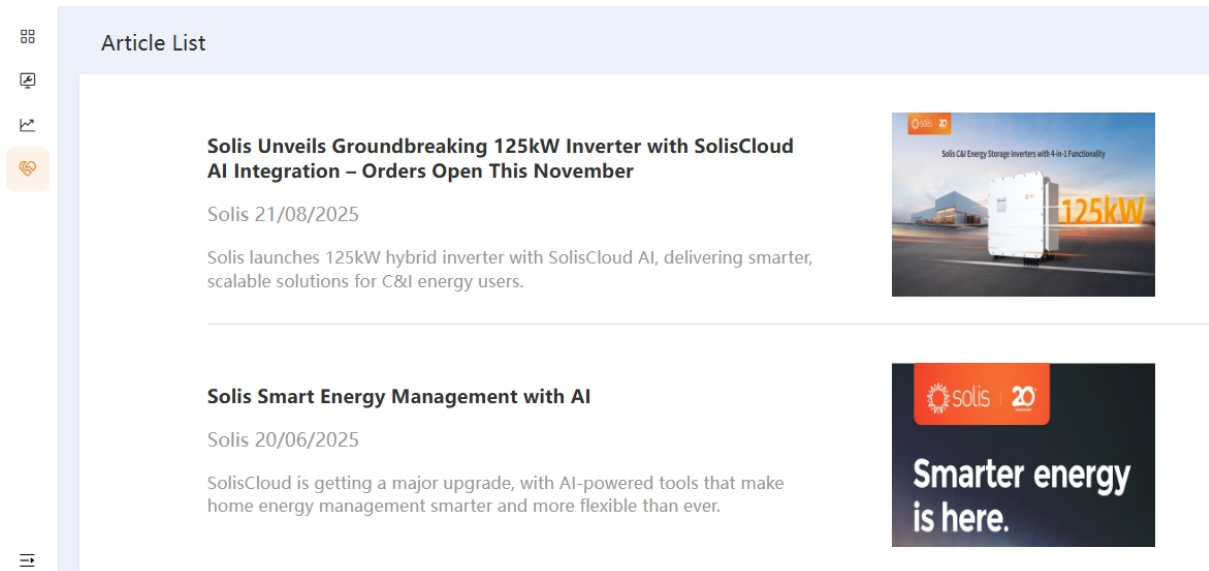
Users can view solutions to some common problems in this interface.



4. Function description

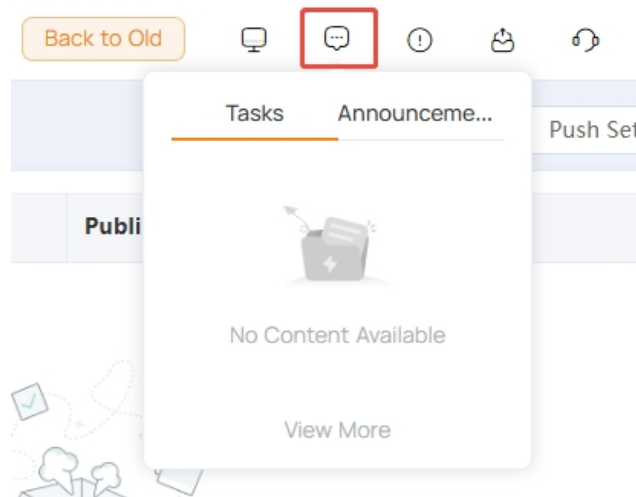
4.5.3 Discover

Users can view the articles published by Solis in the "Article List" section within the "Discover" menu.



4.6 Message

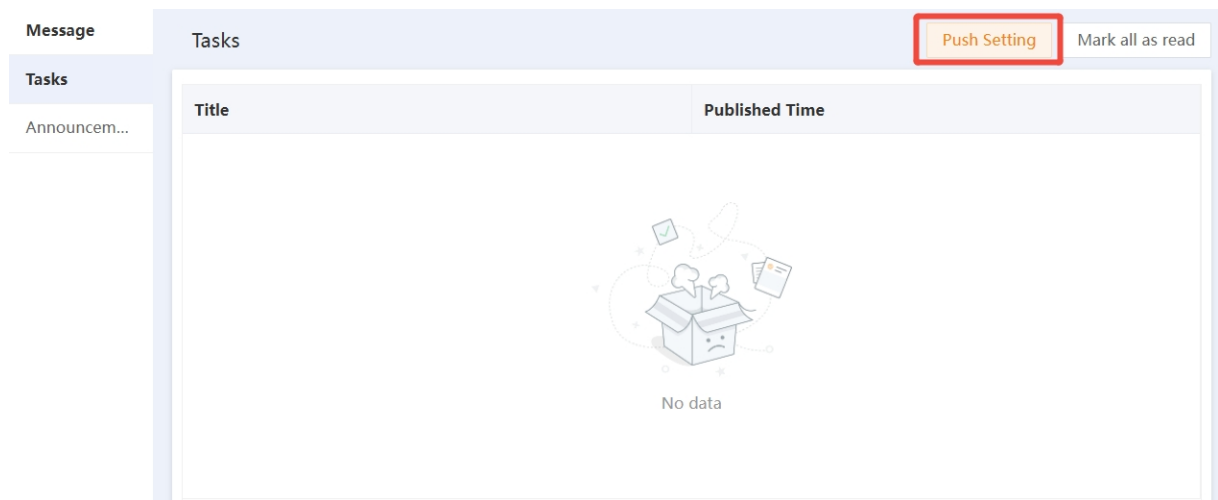
Users can enter the message center by clicking on "MSG" in the upper right corner or selecting "View More" to manage the received messages. The message center mainly includes to-do reminders and system notifications.



4. Function description

4.6.1 Tasks

Users can view and process messages on this interface. By entering the push settings,they can set the push content,inverter abnormal offline push or not,the push method,and the alarm messages push rule.

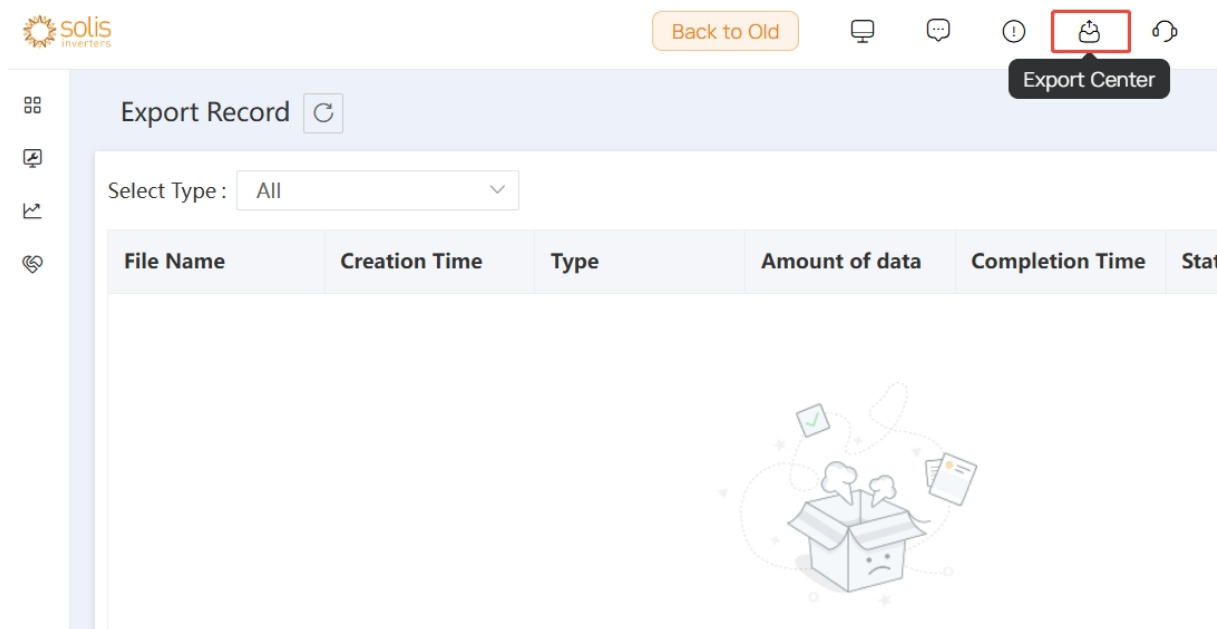


4.6.2 Announcements

Users can view maintenance reminders sent before each system upgrade and maintenance on this interface.

4.7 Export Center

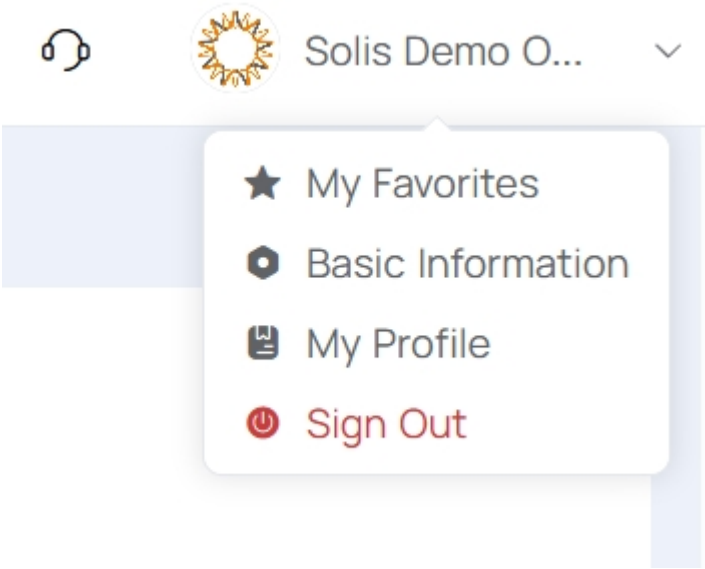
Users can view export records in the export center and filter them based on the export type.



4. Function description

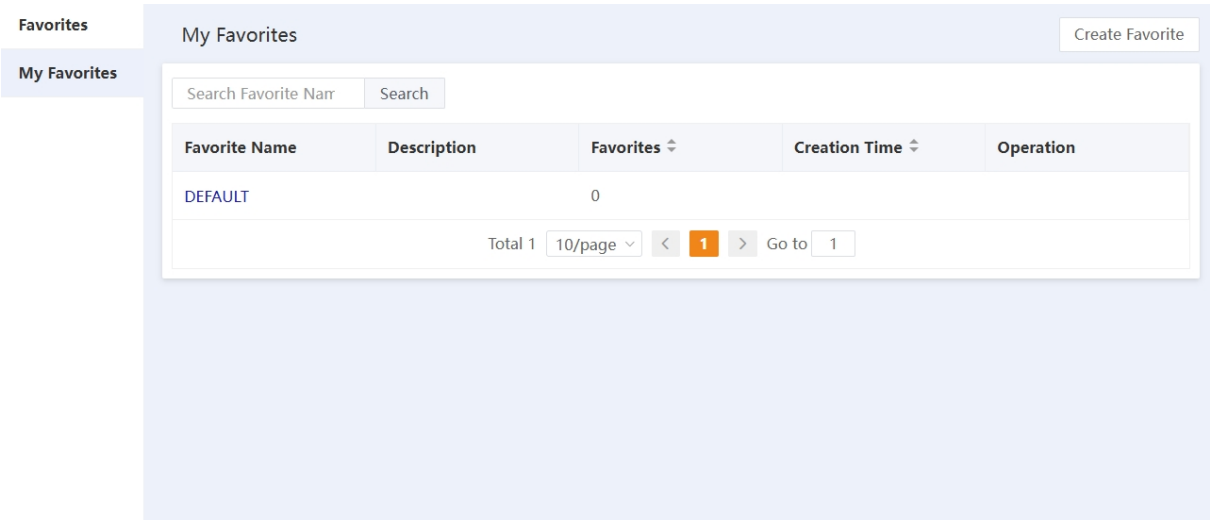
4.8 Personal Center

This module facilitates users to manage account information and functional settings,mainly including:My Favorites,Basic Information,My Profile,Sign Out.



4.8.1 My Favorites

On this interface,users can view all created favorites.



4. Function description

[Create Favorites] Users can create a new favorite by entering the name of the favorite, and also can describe the favorite.

Create Favorite

×

* Favorite Name

Enter Favorite Name

Favorite Description

Enter description of your favorite

0/255

Cancel

OK

4.8.2 Basic Information

4.8.2.1 Basic Settings

[Temperature] Users can customize temperature units and choose between Celsius (°C) or Fahrenheit (°F)

[Language] The system defaults to displaying English.

[Notification period] APP push notifications, text messages, and emails will only be sent during the time period set by the user, and will not be sent during other time periods.

[Environmental Benefits Conversion coefficient] Users can customize the conversion of 1kWh of electricity generation to CO₂ emissions reduction and the number of equivalent green plants, and can also restore default settings with just one click.

[System theme setting] The default system theme is , and users can choose other theme colors.

[Current Version] Users can view the current version of soliscloud, and when a new version is available, APP users can upgrade the software to a new version.

Mine

Basic Settings

Basic Settings

My Profile

Change Pass...

Temperature :

°C °F

Language :

English

Date Format :

0

Decimal point format(example) :

123.45

Permit installers and platform to update firmware :

Enabling grants consent for the platform and your installer to upgrade device firmware and signifies acceptance of the [Disclaimer](#)

Notification period :

Tip: APP push, SMS and Email will be sent within the notification period. The other time period will not be sent out.

Time Zone Setting :

(UTC+08:00) PRC

4. Function description

4.8.2.2 My Profile

Users can view account information such as user type,set Profile Photo,User name,Email,Apply for account cancellation and bind a third-party account.

4.8.2.3 Change Password

[Change Password] Users need to enter the old password to set a new password.

The screenshot shows a user interface for changing a password. A sidebar on the left contains the following menu items: 'Mine', 'Basic Settings', 'My Profile', and 'Change Pas...'. The main content area is titled 'Change Password' and includes the following elements:

- A red asterisk followed by the text '* Old Password' above an input field with the placeholder 'Input old password' and a toggle icon.
- A red asterisk followed by the text '* New Password' above an input field with the placeholder 'Input new password' and a toggle icon.
- A 'Password Strength' indicator consisting of three horizontal bars and a question mark icon.
- A red asterisk followed by the text '* Confirm New Password' above an input field with the placeholder 'Input new password again' and a toggle icon.
- A 'Save' button at the bottom.

4.8.3 Sign out

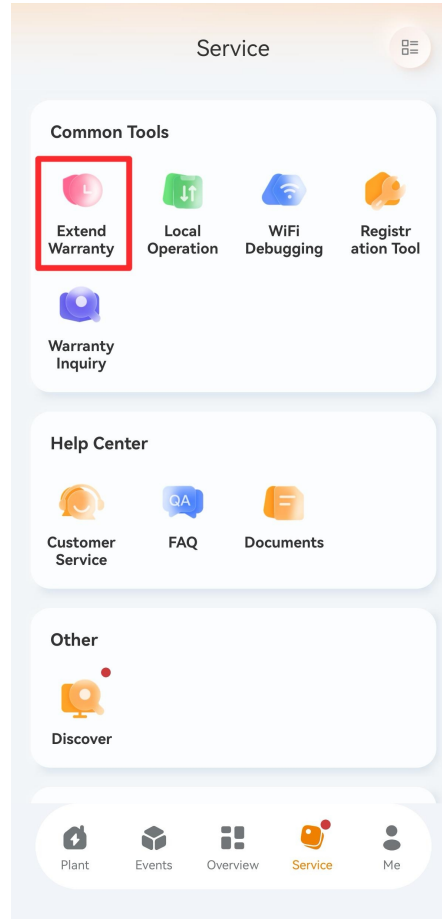
The user can click on the "Sign out" button in the upper right corner to exit the current account. The page will automatically redirect to the login interface, and the user needs to enter the correct account password to re-enter.

4. Function description

4.9 Extending Warranty

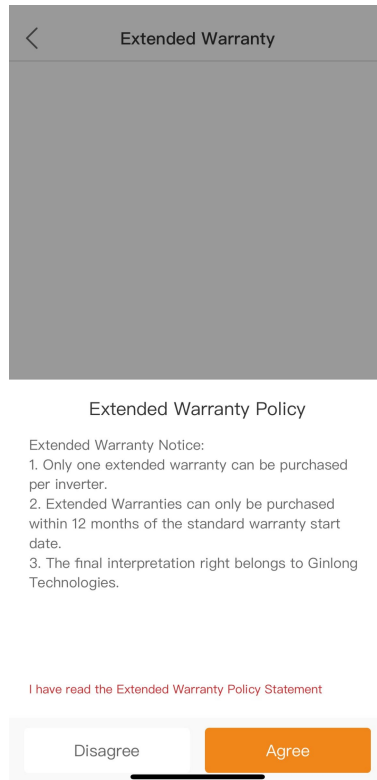
4.9.1 Extended Warranty

STEP 1: Open SolisCloud APP. After login, click "Service" first, then click "Extended Warranty".



4. Function description

STEP 2:After Reading and agreeing 《Extended Warranty Policy》 ,enter the online "Extended Warranty" interface.



The screenshot shows a mobile app interface for 'Extended Warranty'. At the top is a header bar with a back arrow and the title 'Extended Warranty'. Below this is a large grey rectangular area. Underneath, the text 'Extended Warranty Policy' is centered. This is followed by 'Extended Warranty Notice:' and a list of three terms: 1. Only one extended warranty can be purchased per inverter. 2. Extended Warranties can only be purchased within 12 months of the standard warranty start date. 3. The final interpretation right belongs to Ginlong Technologies. Below the terms is a red line of text: 'I have read the Extended Warranty Policy Statement'. At the bottom are two buttons: 'Disagree' and 'Agree'.

Extended Warranty Policy

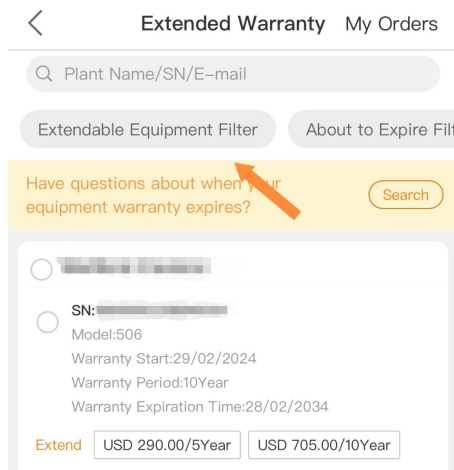
Extended Warranty Notice:

1. Only one extended warranty can be purchased per inverter.
2. Extended Warranties can only be purchased within 12 months of the standard warranty start date.
3. The final interpretation right belongs to Ginlong Technologies.

I have read the Extended Warranty Policy Statement

Disagree Agree

[Extendable Equipment Filter] It's a filter to select the equipment whose warranty currently can be extended.



The screenshot shows a mobile app interface for 'Extended Warranty'. At the top is a header bar with a back arrow and the title 'Extended Warranty My Orders'. Below this is a search bar with the placeholder text 'Plant Name/SN/E-mail'. Underneath are two filter buttons: 'Extendable Equipment Filter' and 'About to Expire Filt'. Below the filters is a yellow banner with the text 'Have questions about when your equipment warranty expires?' and a 'Search' button. Below the banner is a list of equipment items. The first item is partially obscured by a grey box. The second item is fully visible and shows the following details: SN: [redacted], Model:506, Warranty Start:29/02/2024, Warranty Period:10Year, and Warranty Expiration Time:28/02/2034. Below the details are two buttons: 'Extend' and 'USD 290.00/5Year'.

Extended Warranty My Orders

Plant Name/SN/E-mail

Extendable Equipment Filter About to Expire Filt

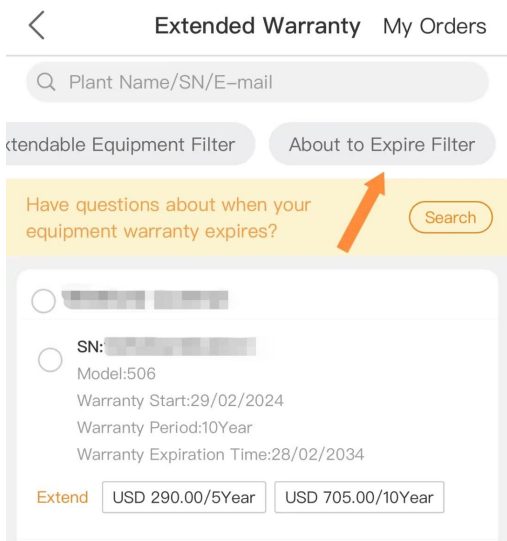
Have questions about when your equipment warranty expires? Search

SN: [redacted]
Model:506
Warranty Start:29/02/2024
Warranty Period:10Year
Warranty Expiration Time:28/02/2034

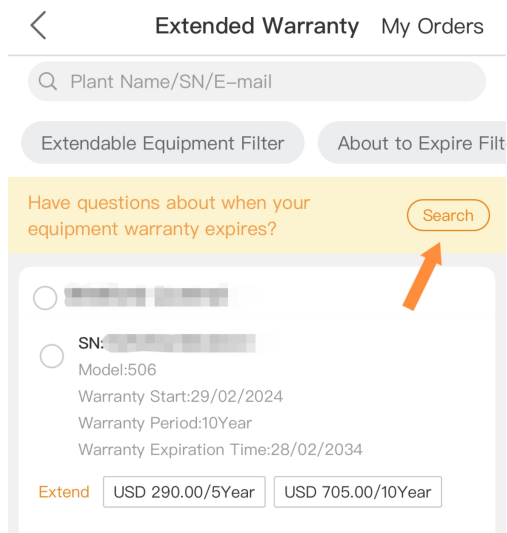
Extend USD 290.00/5Year USD 705.00/10Year

4. Function description

[About to Expire Filter] is a filter to select the equipment whose warranty is about to expire.



[Search] If you have any question about the warranty expiration time, please contact customer service using this button.



4. Function description

STEP 3: Select the equipment whose warranty needs to be extended and the duration of the extended warranty.

Extended Warranty

My Orders

Q

Plant Name/SN/E-mail

Extendable Equipment Filter

About to Expire Filter

Have questions about when your equipment warranty expires?

Search

✓

SN: [REDACTED]

Model:3173

Warranty Start:14/06/2024

Warranty Period:5Year

Warranty Expiration Time:14/06/2029

Extend

USD 290.00/5Year

USD 705.00/10Year

US

✓

SN: [REDACTED]

Model:3119

Warranty Start:14/06/2024

Warranty Period:5Year

Warranty Expiration Time:14/06/2029

Extend

USD 300.00/5Year

USD 720.00/10Year

US

○

SN: [REDACTED]

Model:3119

Warranty Start:27/08/2024

Warranty Period:5Year

Warranty Expiration Time:27/08/2029

Extend

USD 300.00/5Year

USD 720.00/10Year

US

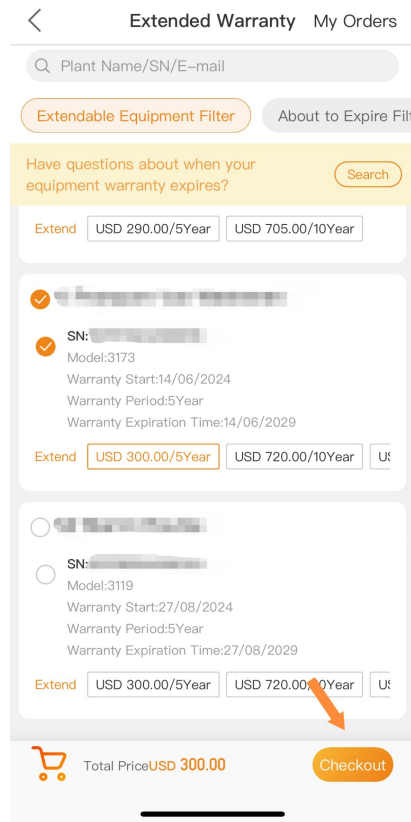
Total Price

USD 300.00

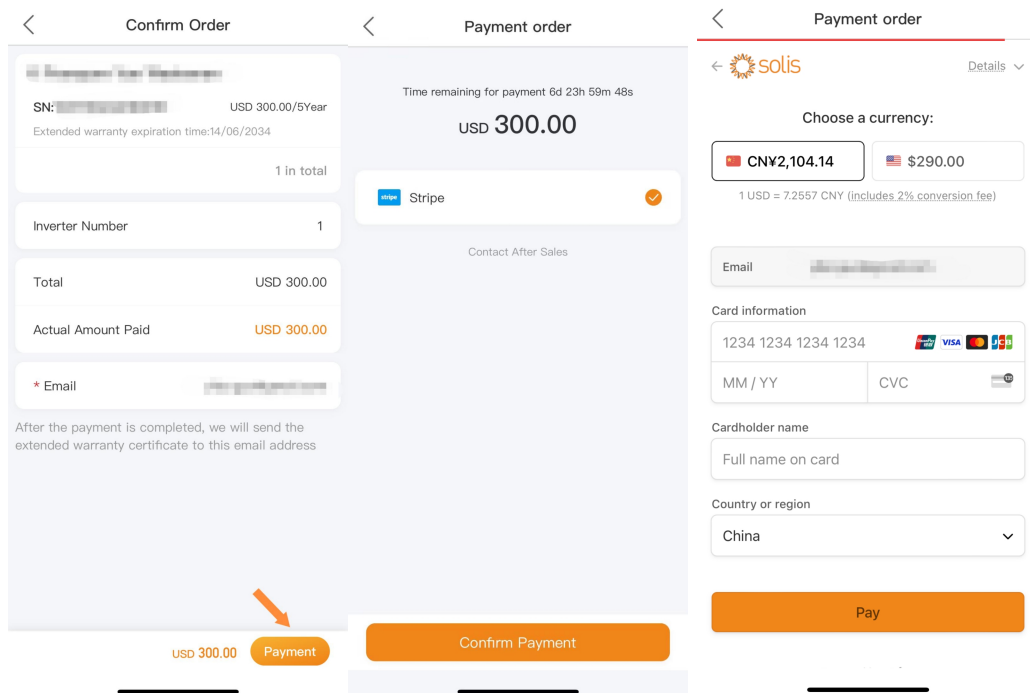
Checkout

4. Function description

STEP 4: Click "Checkout" to enter the "Confirm Order" interface. Make payment after confirming that the extended warranty information is correct.

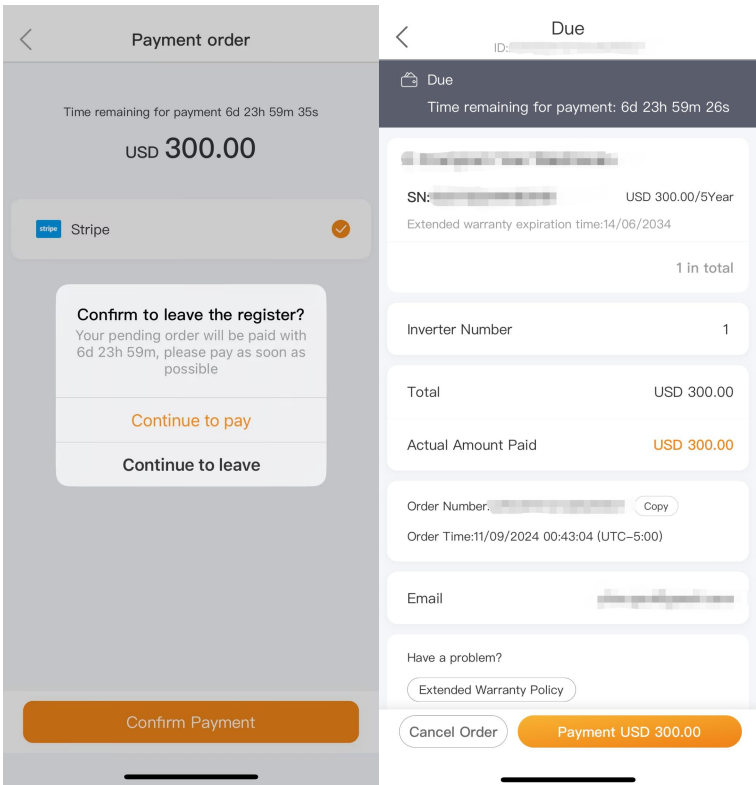


STEP 5: Click "Payment" to enter "Payment Order" interface, select the payment method and click "Confirm Payment" to pay. Extending warranty for several pieces of equipment simultaneously is supported, too.

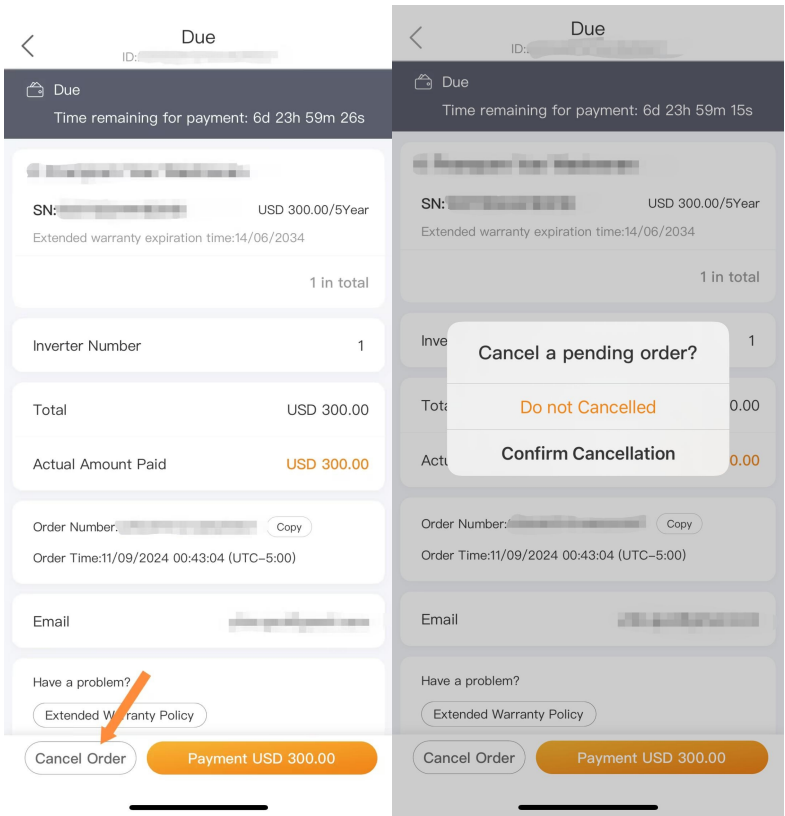


4. Function description

STEP 6:After the payment is completed,you can view the order in "My Order". If you don't pay temporarily,you can click the back button to exit the payment interface. After the order is created,there will be a 7-day payment time,and payment can be made at any time during this period.

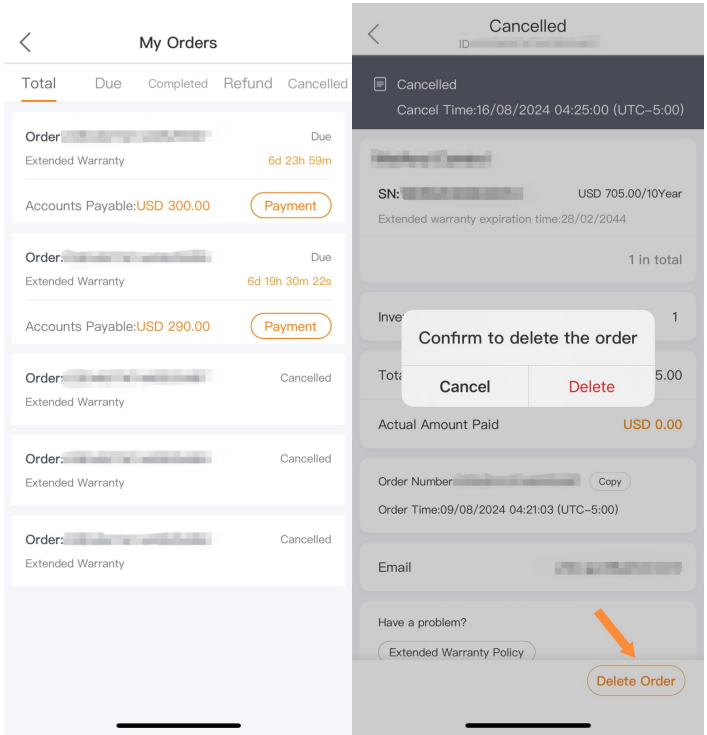


STEP 7:Pending orders can be cancelled.



4. Function description

STEP 8:In "My Order",you can view all orders in "Total",pending orders in "Due",completed orders in "Completed",refund orders in "Refund",and cancelled order in "Cancelled". Enter the order details to delete the order.



4. Function description

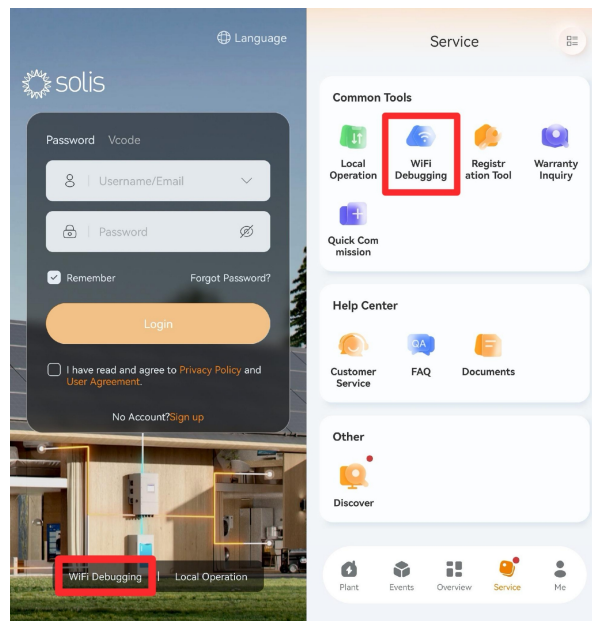
4.10 APP Common Tool

4.10.1 WiFi Debugging

Step 1: Scan the QR code below with your phone to download and register the Soliscloud APP, or directly search for the Soliscloud APP in the APP Store or major Android shopping malls to download.



Step 2: Click "WiFi Debugging". If you have logged into your account, please enter the "Service" page to configure WiFi.



Step 3: Manually fill in the "Datalogger SN" or scan the SN QR code on the datalogger.

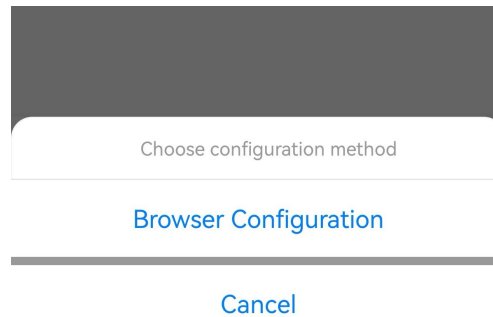
< Enter the Datalogger SN



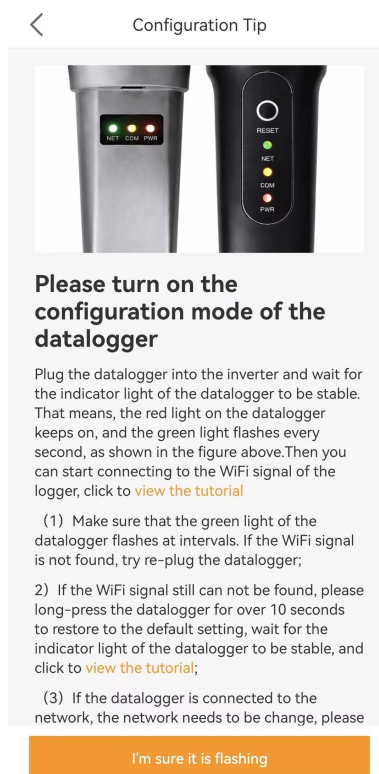
Next(1/3)

4. Function description

Step 4:SelectBrowser Configuration]

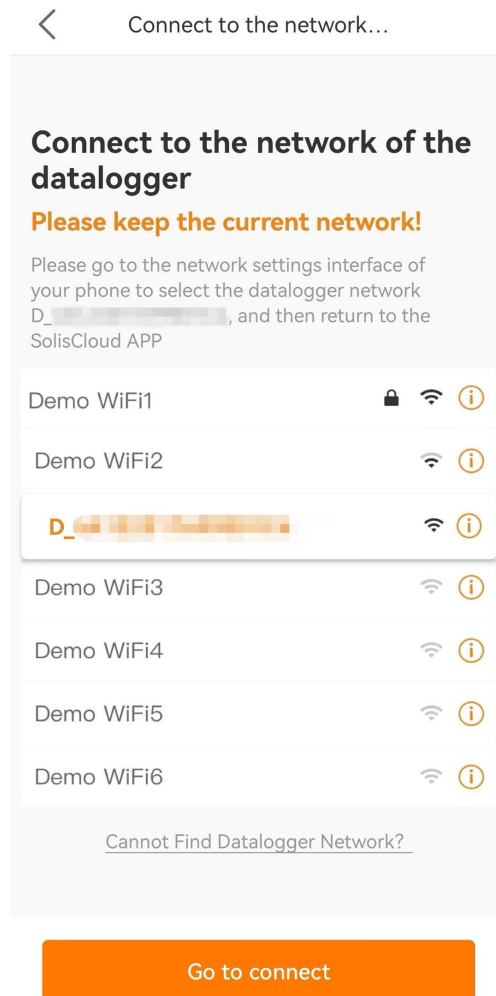


Step 5:Follow the prompts to enable the configuration mode of the datalogger and click "I'm sure it is fishing" to proceed to the next step.



4. Function description

Step 6: Connect to the datalogger network, click "Go to connect", go to the network settings on your phone, select the datalogger network, default password 123456789, and return to the APP after successful connection.



4. Function description

Step 7: Make sure the phone is connected to the router's WiFi, then switch back to the page and enter the WiFi password. After entering the password, click Next.

 Connect to Router [view the t...](#)

Connect to Router

Click to connect router 

Input router's password

Next(2/3)

Hint:

1. Connect the phone to the router
2. Configured WiFi will directly cover.

Step 8: After the router is successfully connected, the datalogger configuration is completed.

Configuration Complete



Configuration Complete

OK(3/3)

The setting is succeeded, the logger will try to connect to the corresponding WiFi source.

Note:

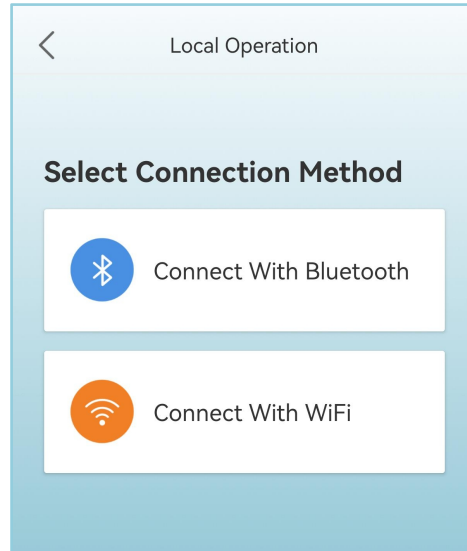
1. It takes about 1 minute for the datalogger to connect to the Internet. If the green indicator light on the logger is always on, it means that the logger is rightly connected to the Internet.
2. If the green indicator light of the logger keeps flashing after 1 minute, please try reset it again.

For more help or other questions, please check the installation manual or contact the local distributor for help.

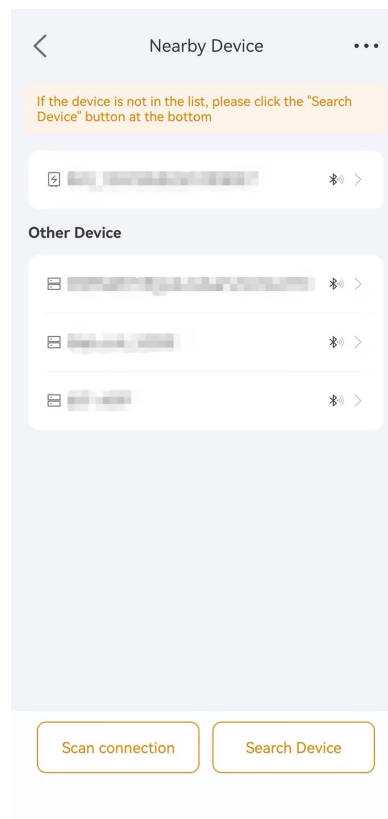
4. Function description

4.10.2 Local Operation

The near-end debugging function includes Bluetooth near-end connection and WIFI near-end connection, which can perform parameter debugging and other operations on the device in special circumstances.



[Connect With Bluetooth] Click "Connect With Bluetooth" to confirm that the Bluetooth connection status of the phone is on. After clicking "Search for Devices", the device to be debugged will be displayed in the "Nearby Devices" list. Click the arrow on the right side of the device to jump to the debugging interface.





Solis Cloud

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