

SolisCloud

**Quick start user guide**

w: [solisinverters.com](http://solisinverters.com)   

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# Part 1:

## 5 Simply Steps to Getting Started (Registration, Migration & Login)

### Step 1

#### Open Web browser\*

Visit [www.soliscloud.com](http://www.soliscloud.com)



#### \*PLEASE NOTE:

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

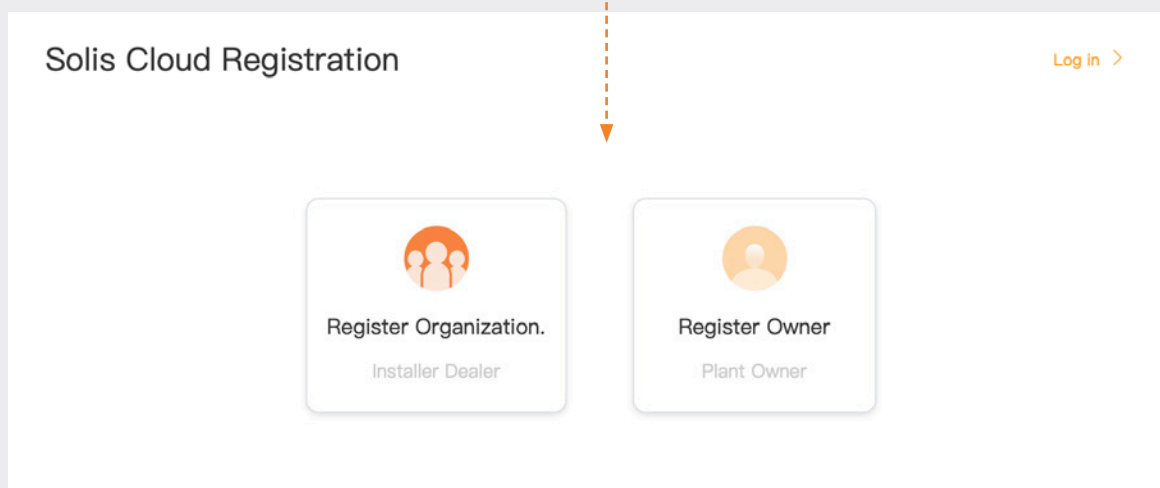
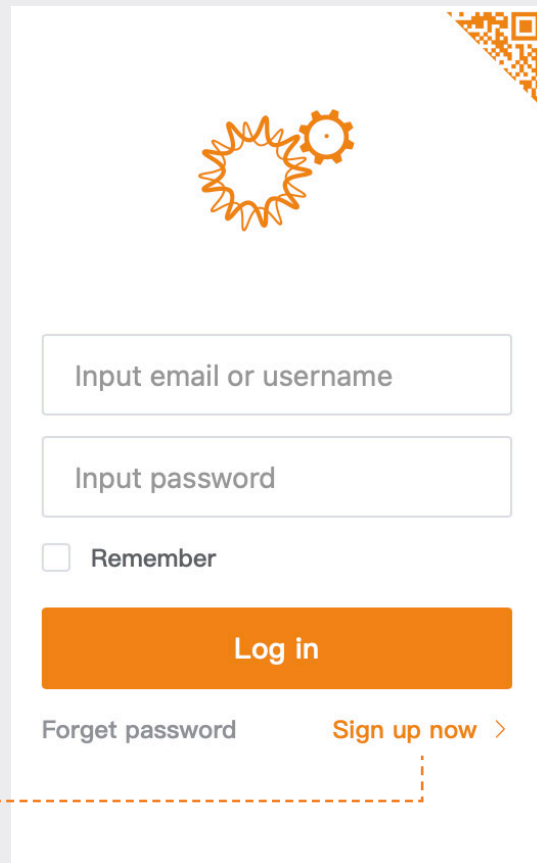
## Step 2

### 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.



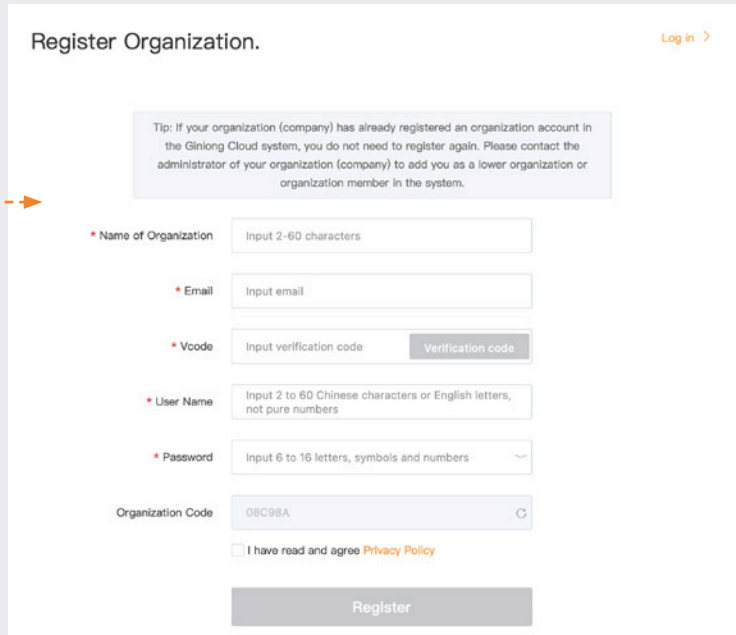
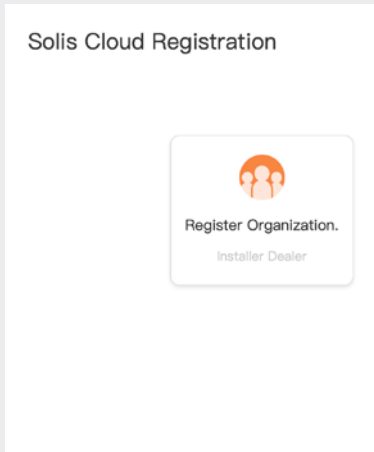
### PLEASE NOTE:

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

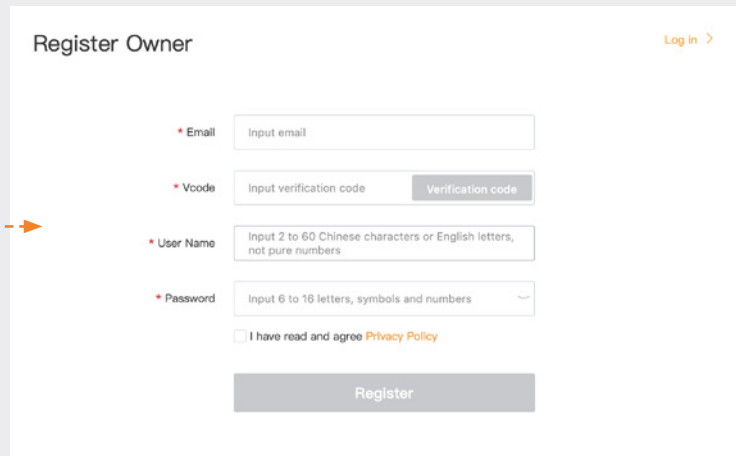
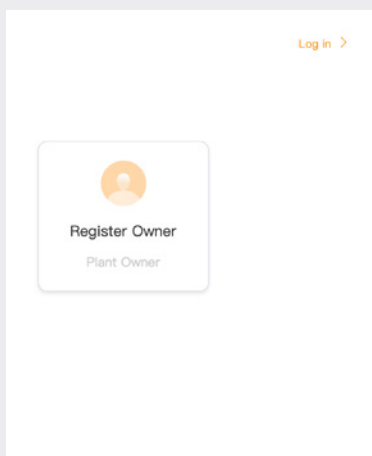
### Registering an Organization:

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:**

Solis Home and Solis Pro will continue to operate so migration is optional and is only required if you would like to use the new platform, SolisCloud. Once you have migrated to the new platform it is 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.

**Data Migration**

Professional Edition    Home Edition

Hint:  
1.Migration will transfer the account and plant information of old platform to SolisCloud, and users can normally use SolisCloud  
2.Basic data of plant takes 5-10 minutes, and all data of plant expected to be completed in 2 hours)  
3.After the migration, please try to use the new platform  
4.If there is an external organization in the organization, please contact the after-sales  
5.If you have any questions about migration, please contact after-sales service@ginlong.com

Professional Edition

**Data Migration**

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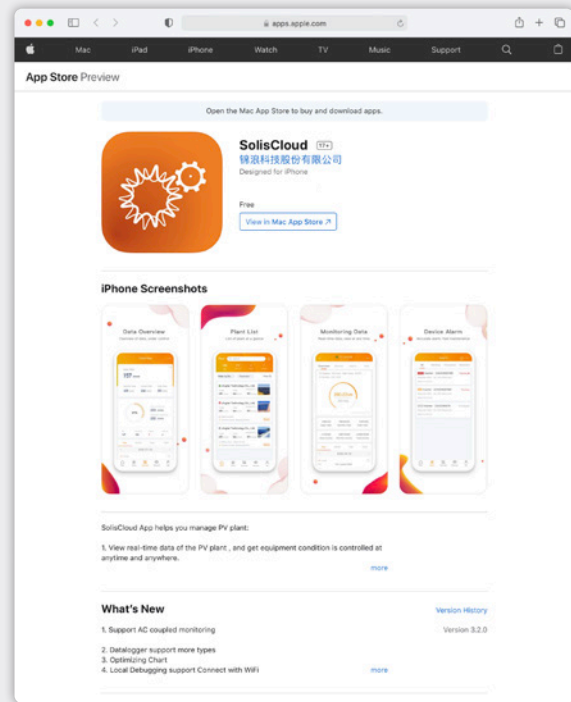
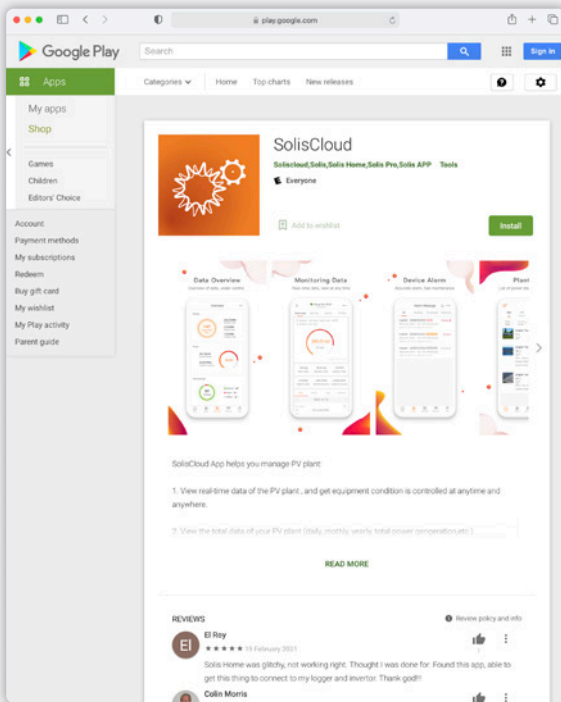
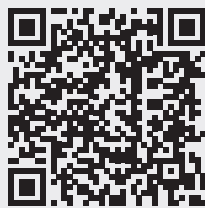
Home Edition

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.



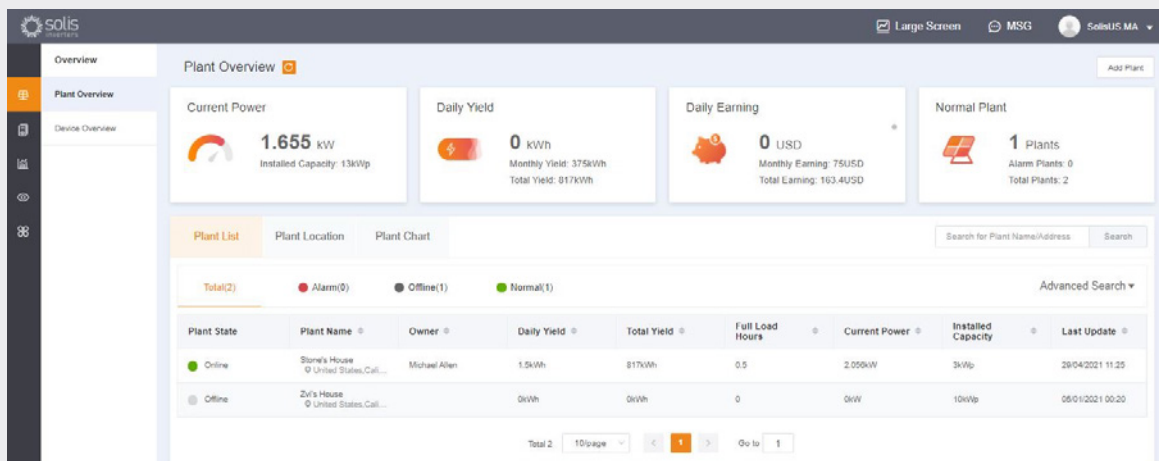
# Part 2:

## Using the Platform

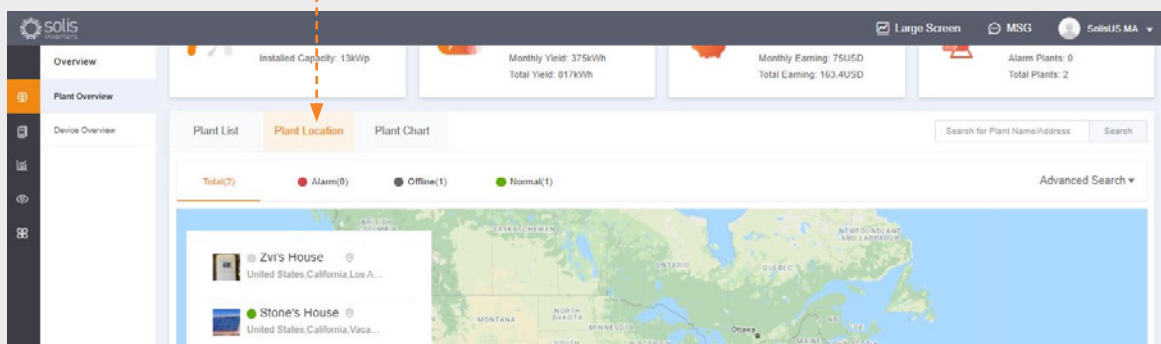
### (Monitoring & Alarms)

#### 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.



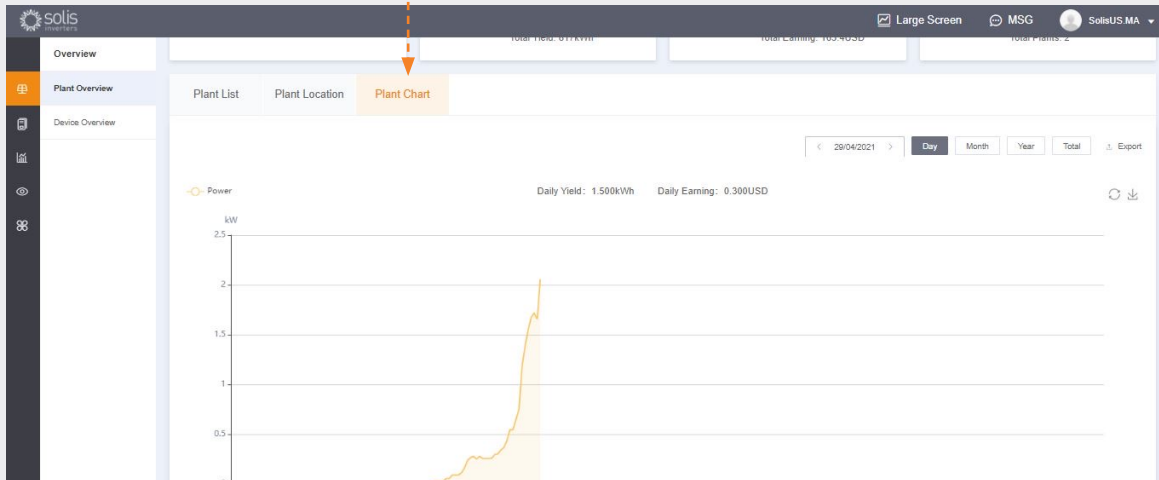
#### Plant Location Tab



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

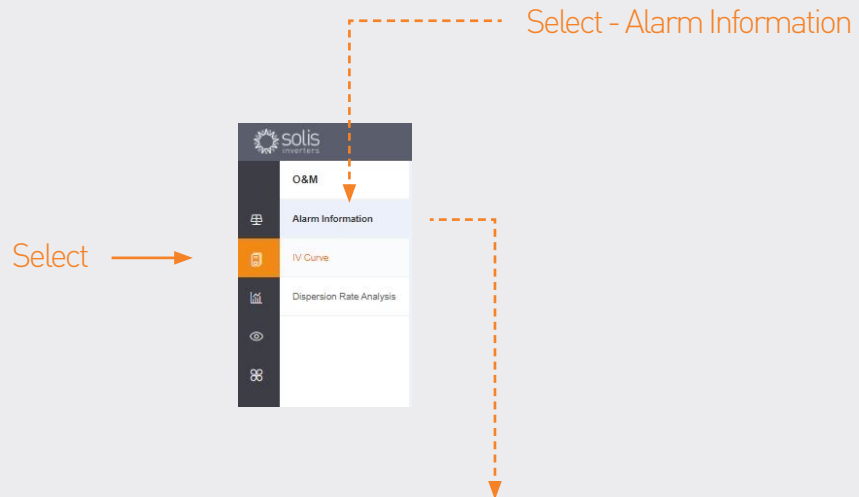
The Device Overview tab lets you view all of your registered devices by device type (Inverter, datalogger, etc.)

The screenshot shows the SolisCloud 'Device Overview' page. It features three summary cards for Inverter, Datalogger, and EPM. Below these is a filter section with tabs for Inverter, Datalogger, EPM, Meteorograph, and Meter. A search bar is available for 'Search Device SN'. 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	143C8220C03001	10kW	2.16kW	1.7kWh	818kWh	Stone's House	--	20/04/2021 11:30:27	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.



The screenshot shows the "Alarm Information" page in the SolisCloud interface. It features a table with columns for Grade, Status, Plant Name, Inverter SN, Alarm Content, Alarm Code, Handling Method, Start Time, and Operation. The table contains five rows of data, including pending and restored alarms.

Grade	Status	Plant Name	Inverter SN	Alarm Content	Alarm Code	Handling Method	Start Time	Operation
High	Pending	Bill Brooks	140C5019C170001	NO Battery	188C4		29/04/2021 08:20	Operation
High	Restored	Bill Brooks	140C5019C170001	NO Battery	188C4	Recovered.No need t...	28/04/2021 08:10	Operation
General	Restored	Stone's House	140C5220C330001	AFG Fault	188C0	Recovered.No need t...	27/04/2021 13:36	Operation
High	Restored	Bill Brooks	140C5019C170001	NO Battery	188C4	Recovered.No need t...	27/04/2021 08:21	Operation
General	Restored	Solis Hybrid - NEP Pl...	140C5220C330004	AFG Fault	188C0	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

This close-up shows the "Operation" button for a pending alarm. When clicked, it reveals a dropdown menu with "Ignore" and "Delete" options.

Alarm Code	Handling Method	Start Time	Operation
188C4		29/04/2021 08:20	Operation
188E4		22/04/2021	Ignore Delete
188B2		14/04/2021 17:37	Operation

### PLEASE NOTE:

If pending alarm is not going away, please contact the service team by calling **(866)438-8408** or by sending an email to: **usservice@solisinverters.com**

# Part 3:

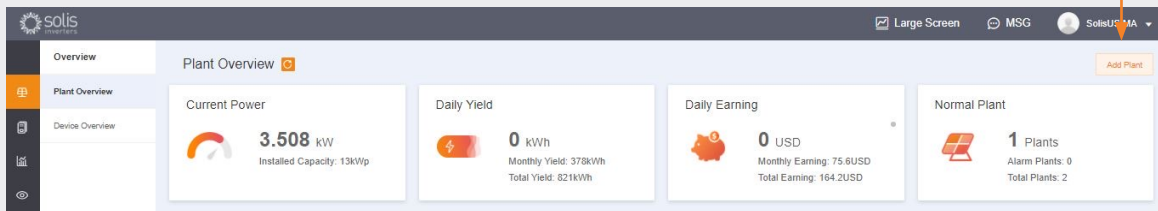
## Commissioning Systems

(Creating Plants and Adding Dataloggers)

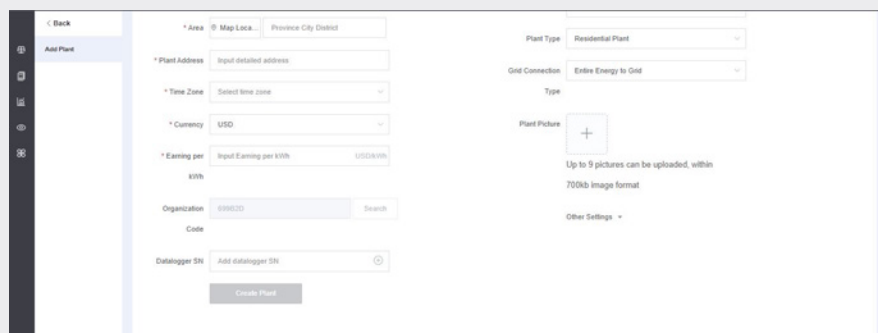
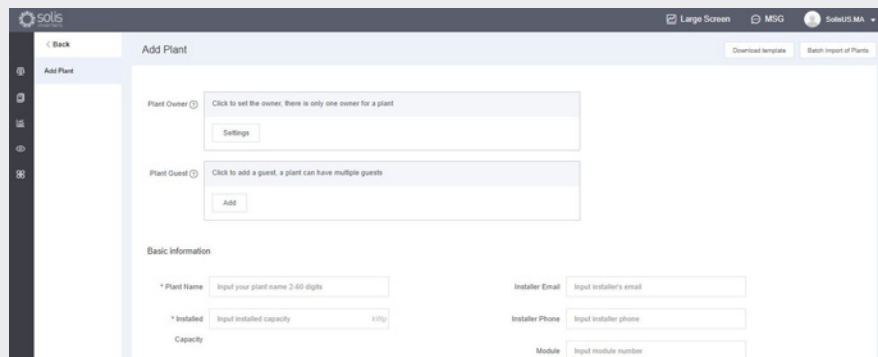
### Adding a new plant (Desktop)

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

Add a new plant

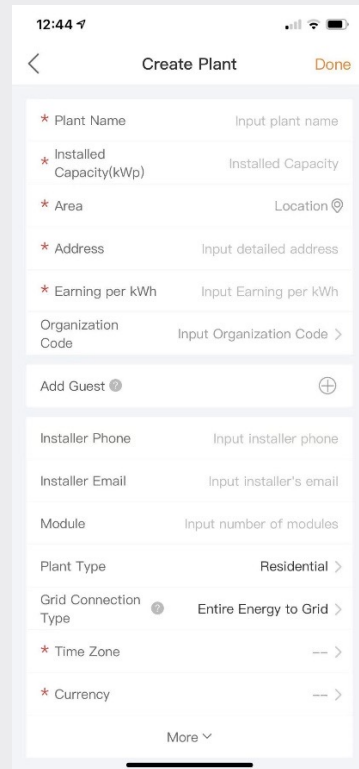
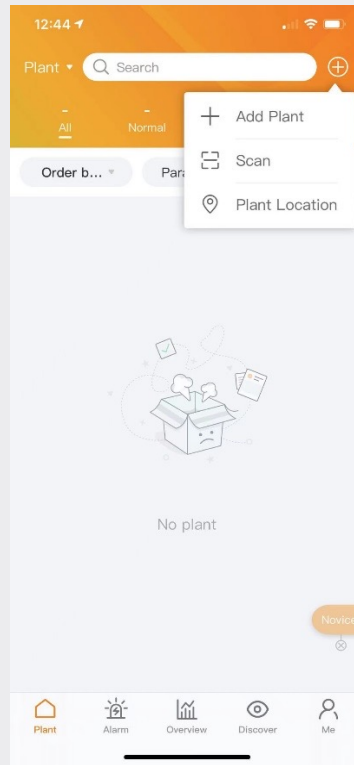


Enter in all of the plant information and add the datalogger serial number. The Installed Capacity is the size of the system, not the inverter. Earnings per kWh should be the rate at which the utility charges for power. Finally, click "Create Plant" to finish. The plant will now show up under the plant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



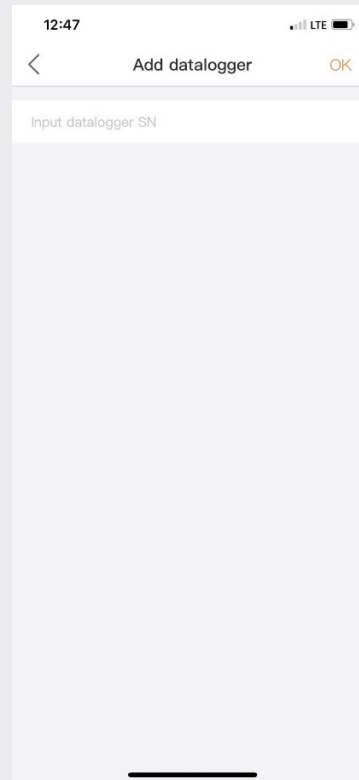
### Adding a new plant (Mobile)

- 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

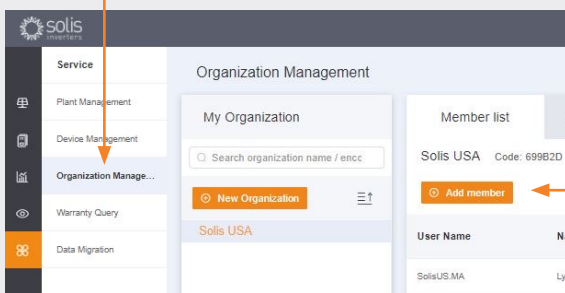
(Adding new users and guests)

### Adding Additional Members

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

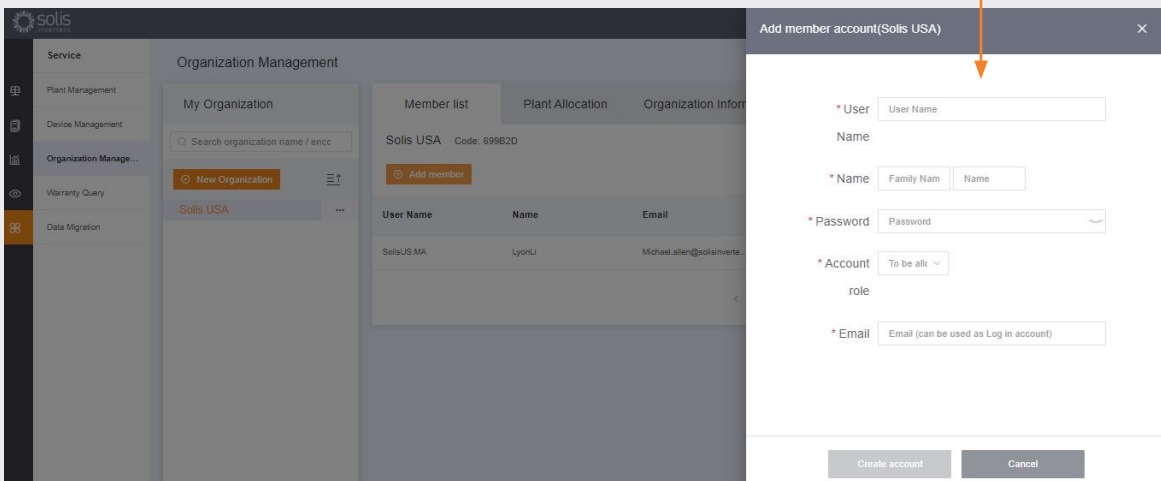
**Step 1.**  
(Select)

**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.

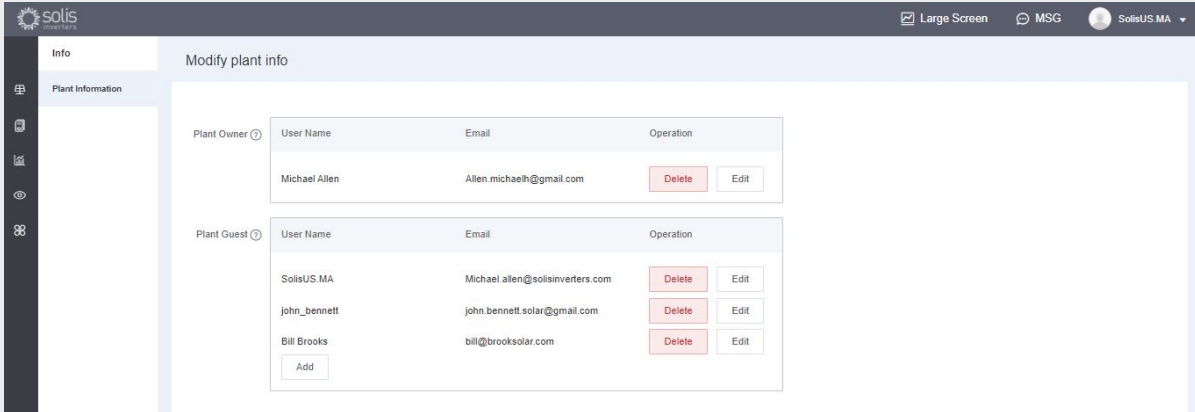


The new user will receive an email with a link to SolisCloud where they can then log in and add plants of their own.

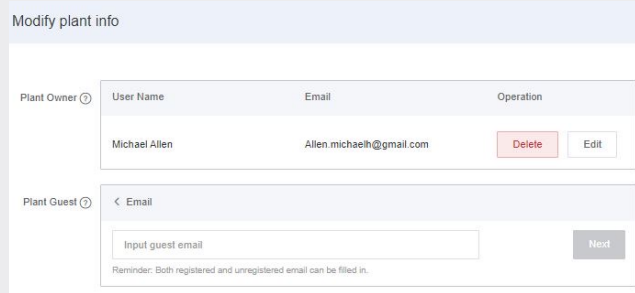
Continue on the next page .

**Adding Additional Members continued.**

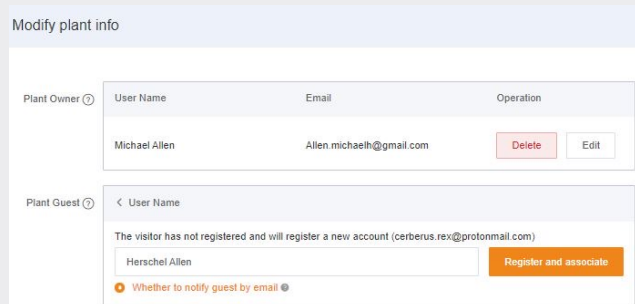
Alternatively, a guest can be added by first selecting a plant and then clicking "Modify Information"



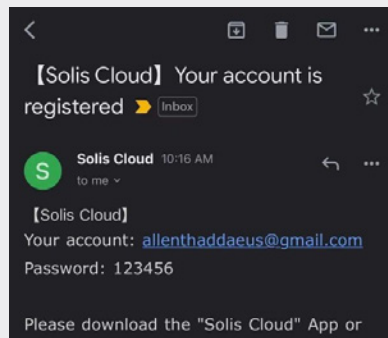
- Enter in the email address of the guest. If they have registered already, then nothing else will need to be done.



- 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.

The screenshot shows the SolisCloud dashboard with the following annotations:

- Step 1. (Select)**: Points to the 'Advanced Search' button in the top right corner of the 'Plant List' section.
- Step 2. (Select)**: Points to the 'All' button under the 'Plant Display' filter.
- Step 3. (Select)**: Points to the 'Plant List' tab in the left sidebar.
- Step 4. (Select)**: Points to the 'Plant Display' filter area.
- Step 5. (Select)**: Points to the orange 'OK' button at the bottom of the filter area.

### 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.

The screenshot shows the SolisCloud O&M section with the following annotations:

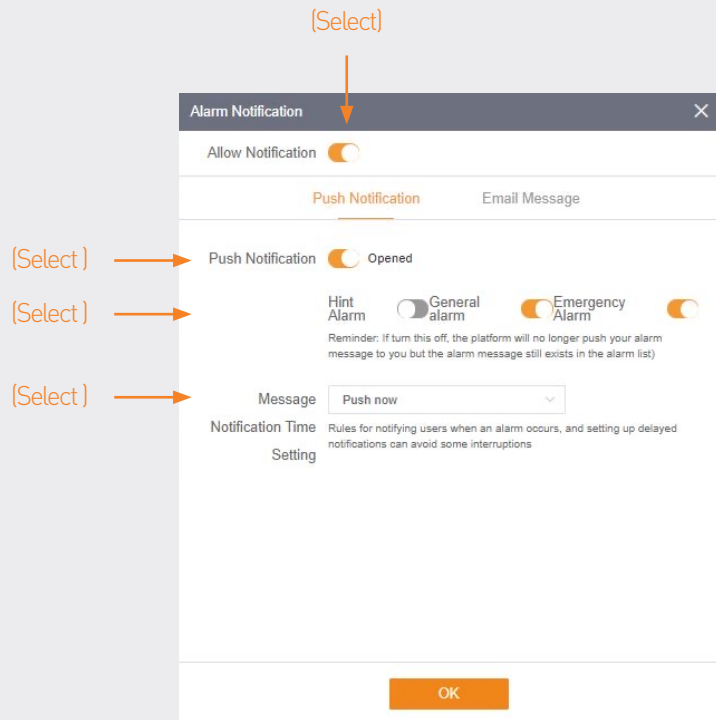
- Step 1. (Select)**: Points to the 'O&M' icon in the left sidebar.
- Step 2. (Select)**: Points to the 'Alarm Notification' button in the top right corner of the 'Alarm Information' section.

Grade	Status	Plant Name	Inverter SN	Alarm Content	Alarm Code	Handling Method	Start Time	Operation
High	Pending	Bill Brooks	1400019C170001	NO Battery	108C4		201642021 08:20	Operation
High	Pending	OU power lab	1400020C210002	No Grid	108E4		22042021 11:13	Operation
General	Pending	Bill Brooks	1400019C170001	Can Communication Failure	10892		14042021 17:37	Operation

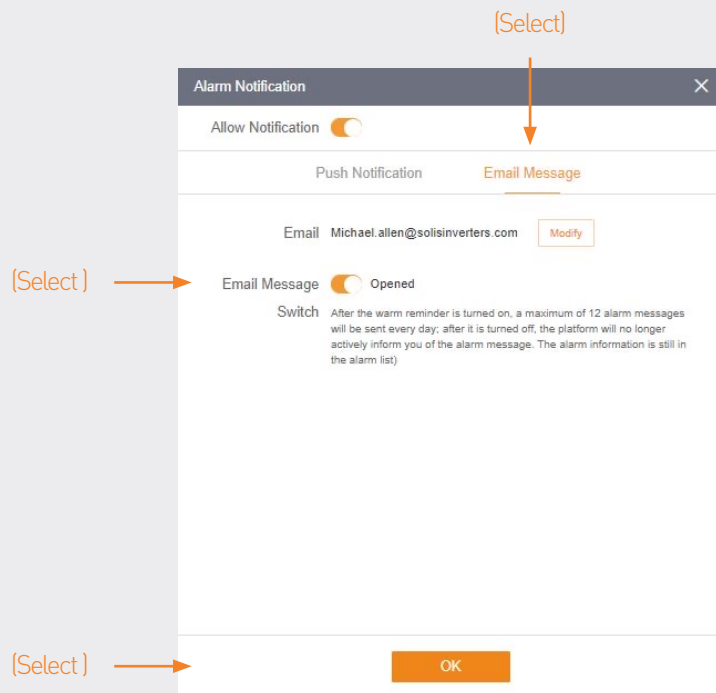
Continue on page over...

**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".

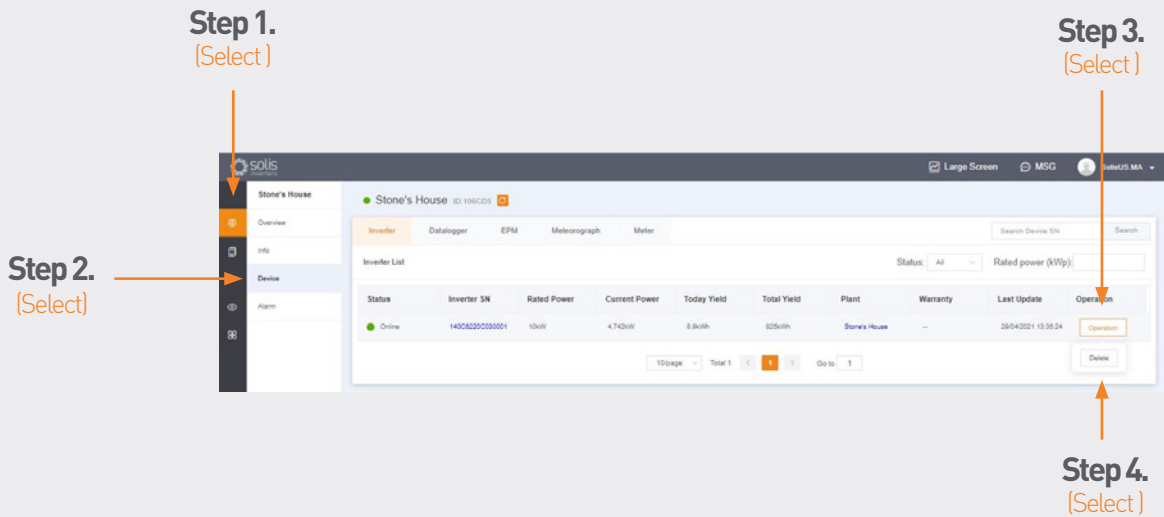




### Removal of Inverter from Plant

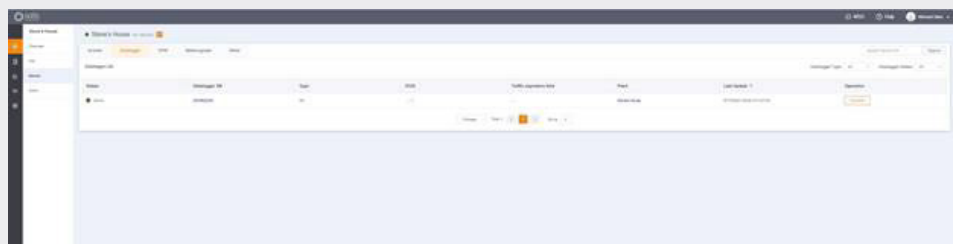
If an inverter needs to be removed from a plant, select the plant and then click "Device" on the left side of the page. Mouse over "Operation" on the right side of the page and then click "Delete" to remove the inverter from this site.

- 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 [usservice@solisinverters.com](mailto:usservice@solisinverters.com) or call at (866)438-8408.



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