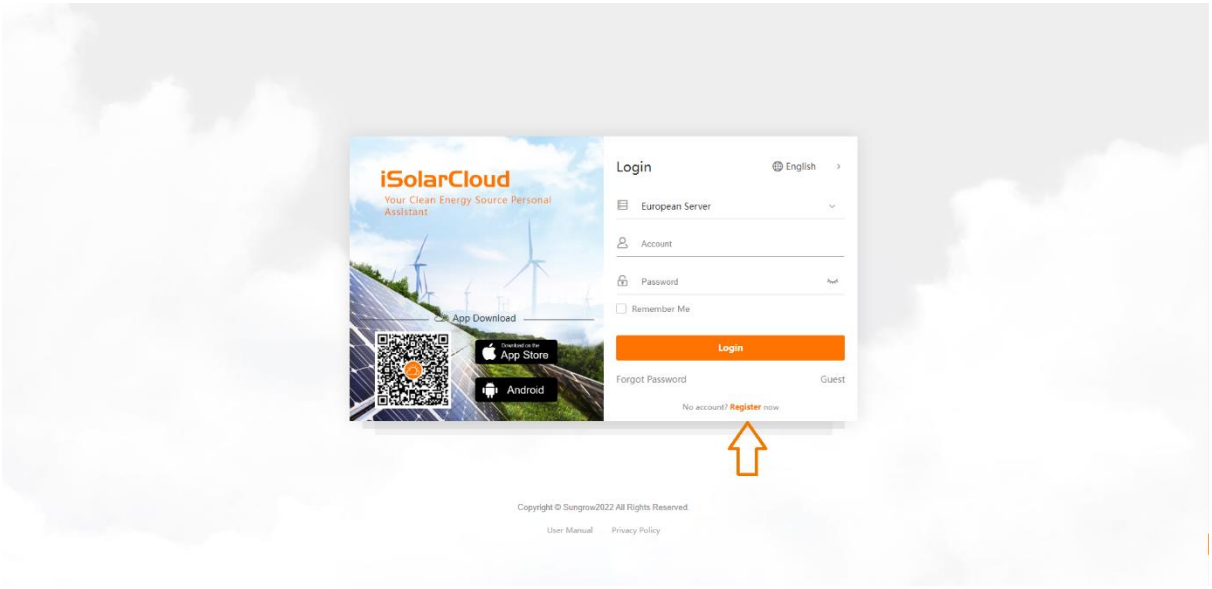
iSolarCloud FAQ

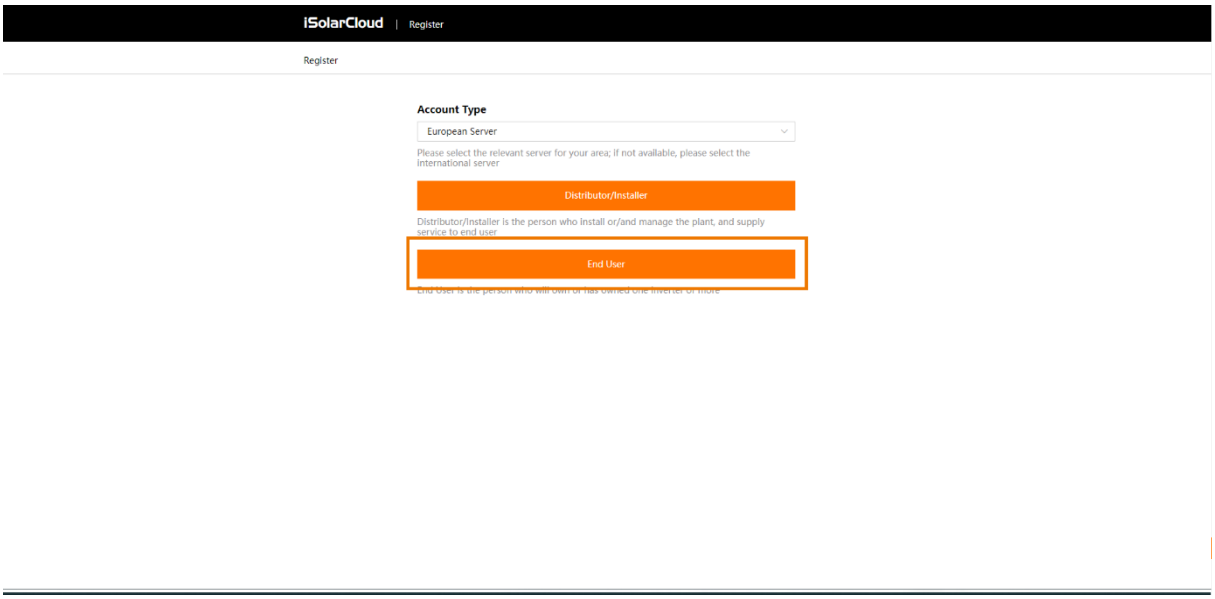
iSolarCloud Quick-Guide

Applicable to: **iSolarCloud**

To register for a new iSolarCloud account, choose Register on iSolarCloud.eu.

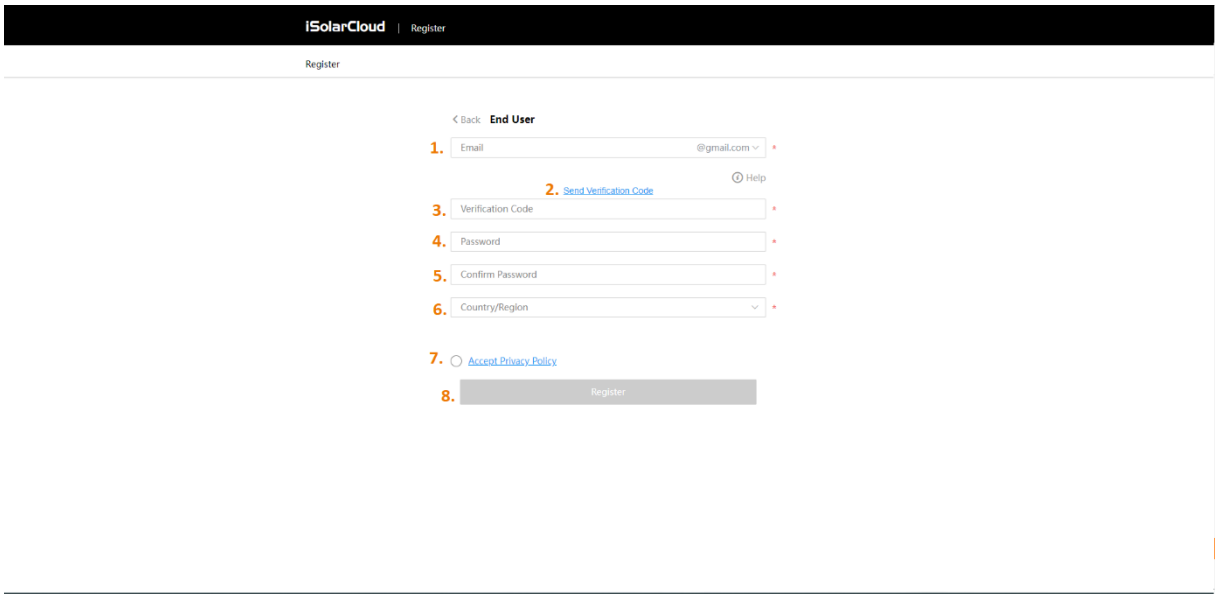


Sign up for an End User account and type in your details on the next page.

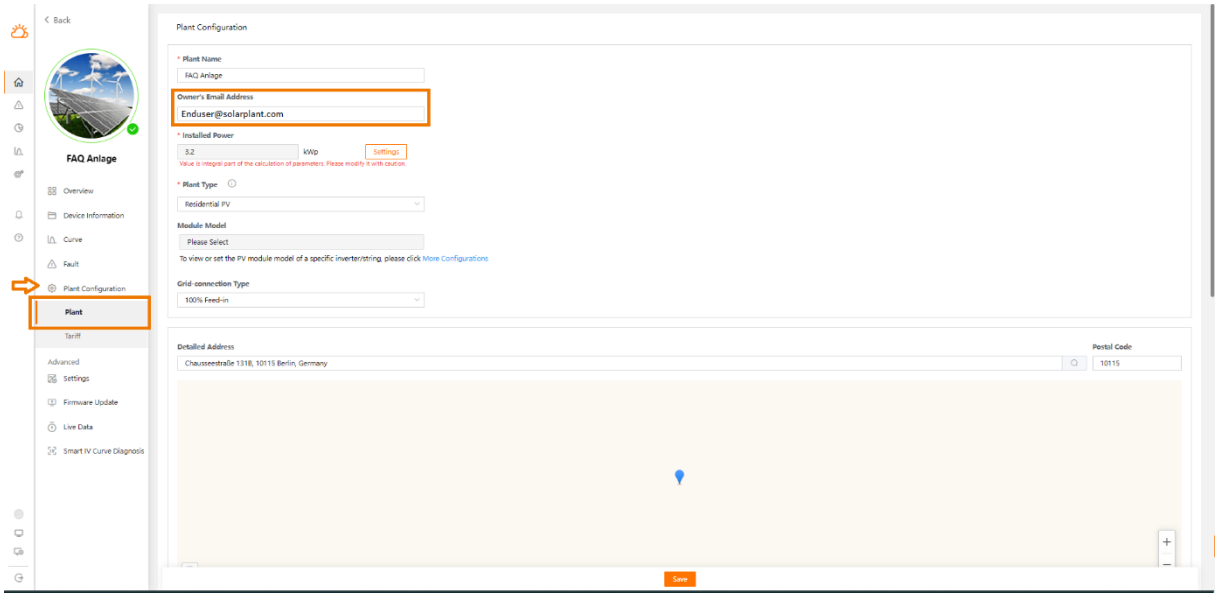


Sungrow Deutschland GmbH | Balanstr. 59 | 81541 München | www.sungrowpower.com

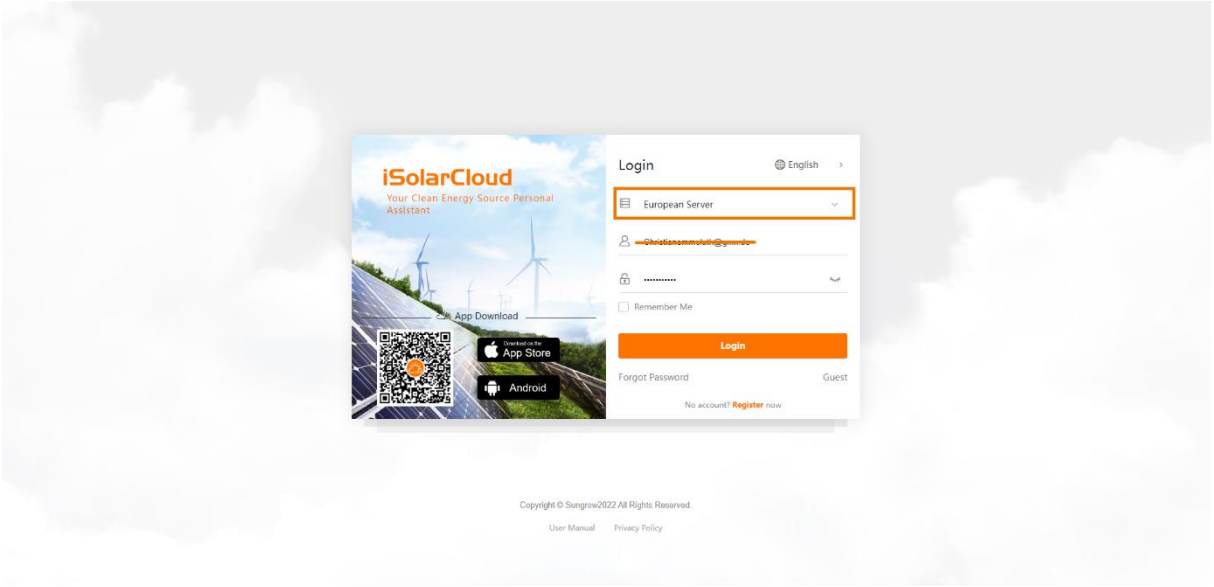
Type in your Email address (1.) and request your Verification code (2.), check your emails and insert the Verification Code (3.). Now insert a Password (4.), repeat the Password (5.), choose your region (6.), accept Privacy Policy (7.) and Register (8.).



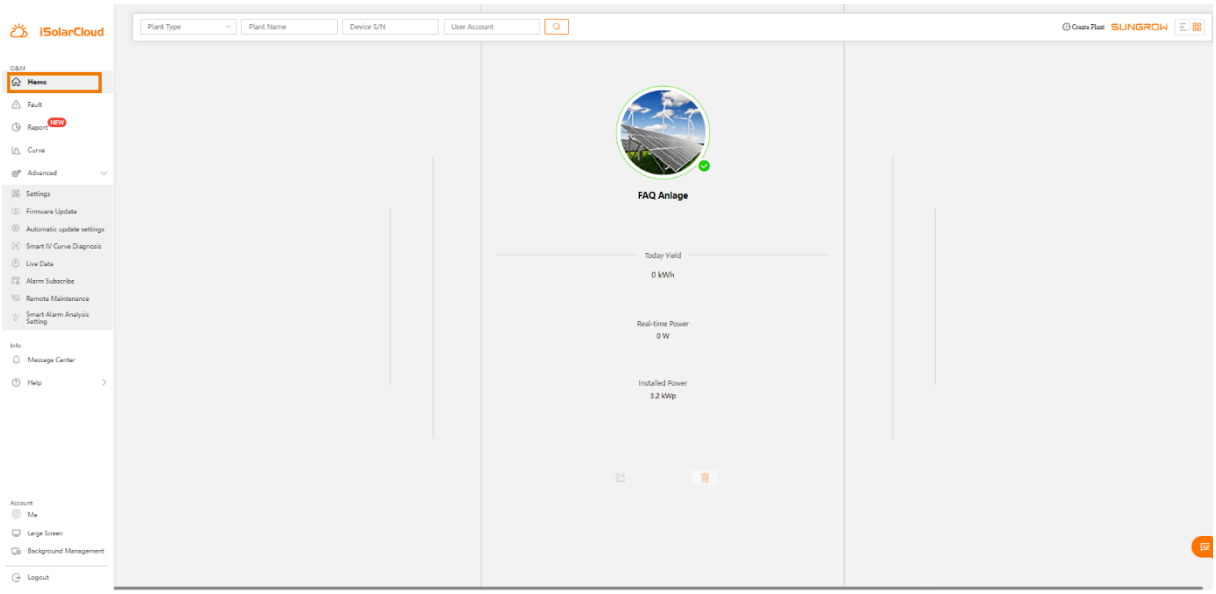
Be aware: You only see your plant after signing up with iSolarCloud, if your registered Email address has been set as the plant owner. This is usually set during commissioning.



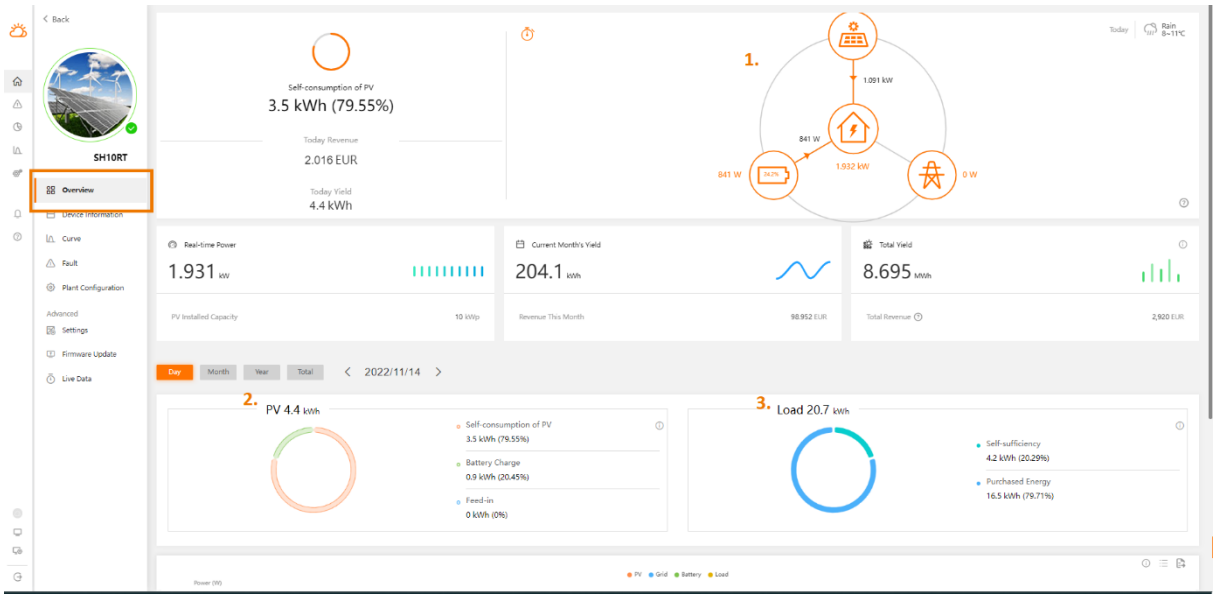
Make sure, you sign in on the European Server on https://www.isolarcloud.eu.



After signing in, you reach the plant overview, where you can check Today Yield, Real-time Power and installed PV-Power.

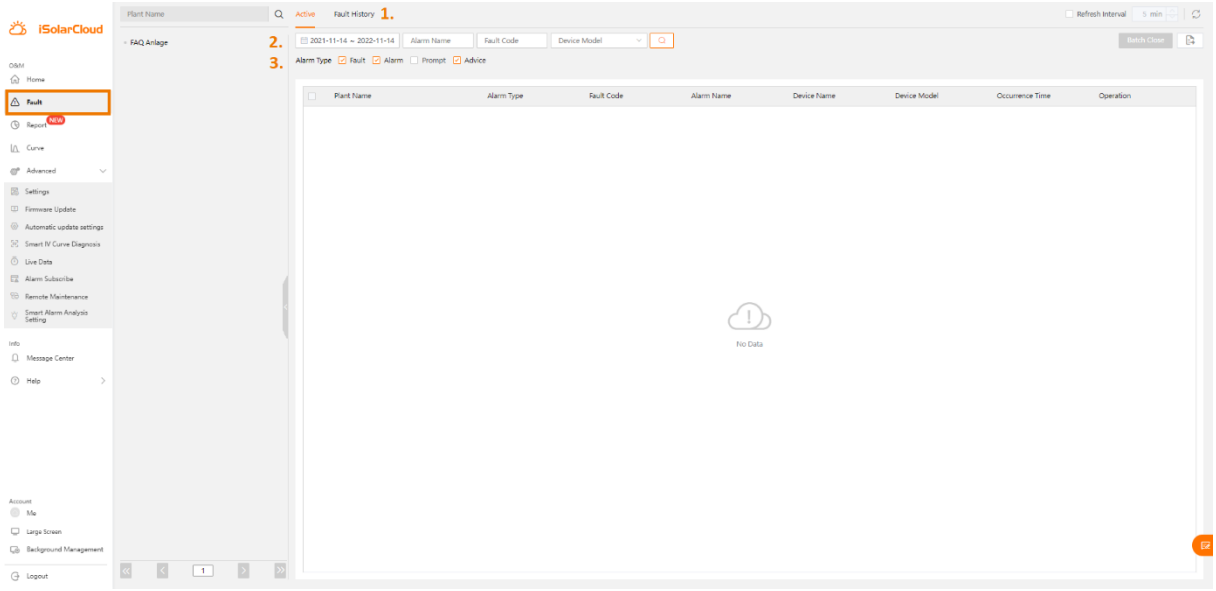


If you click on the plant name under the picture, you see the current energy flow in your system (1.) on the right upper side. The arrows indicate the flow of energy. In this example to load consumes 841W from the battery and 1.091kW from PV. The system does not feed in or consume energy from the grid. On the lower left, the circle describes the consumption of the DC-power (2.). In this example 79,55% of the total DC energy this day was consumed by the load and 20,45% was used to charge the battery. The other circle (3.) describes the load consumption. 20,29% of the consumed energy was generated by PV and 79,71% was supplied by the grid.

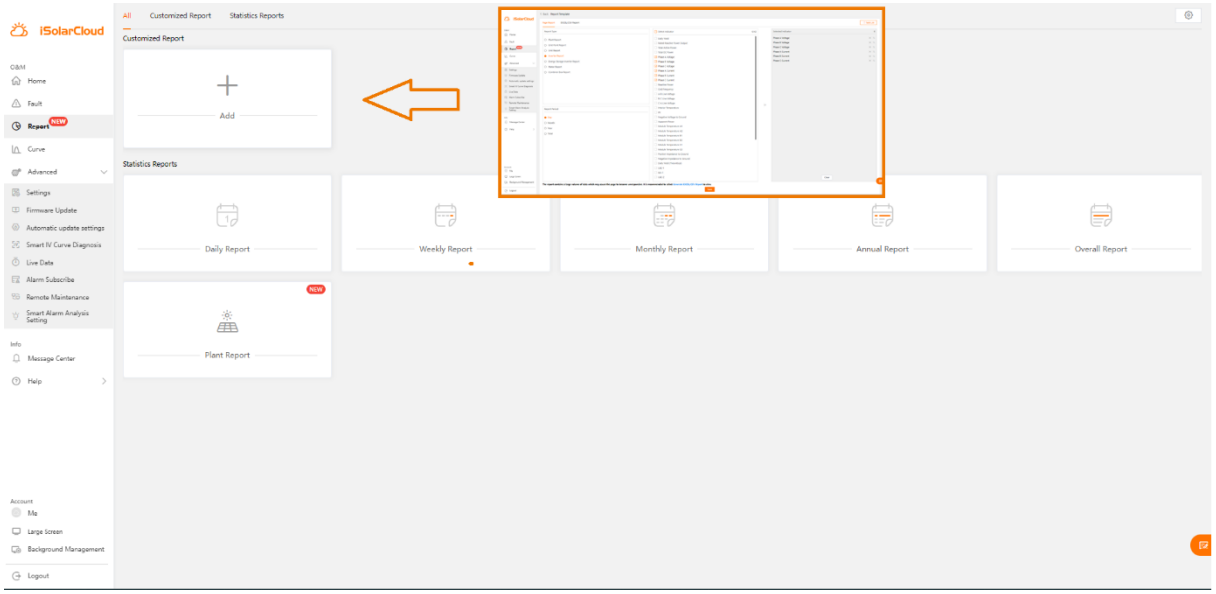


Use the left-hand side menu for navigating to the following options:

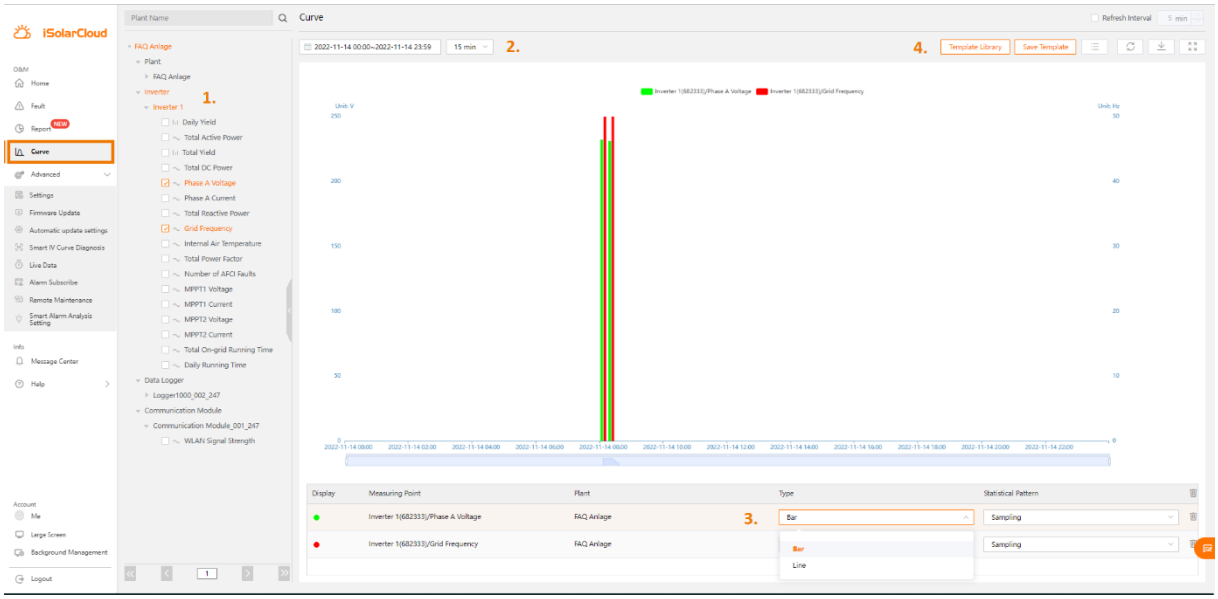
1. Fault:
   Here you find Active faults (if present) and a Fault History (1.). You can choose a time period (2.) and Alarm type (3.) you want to look at.



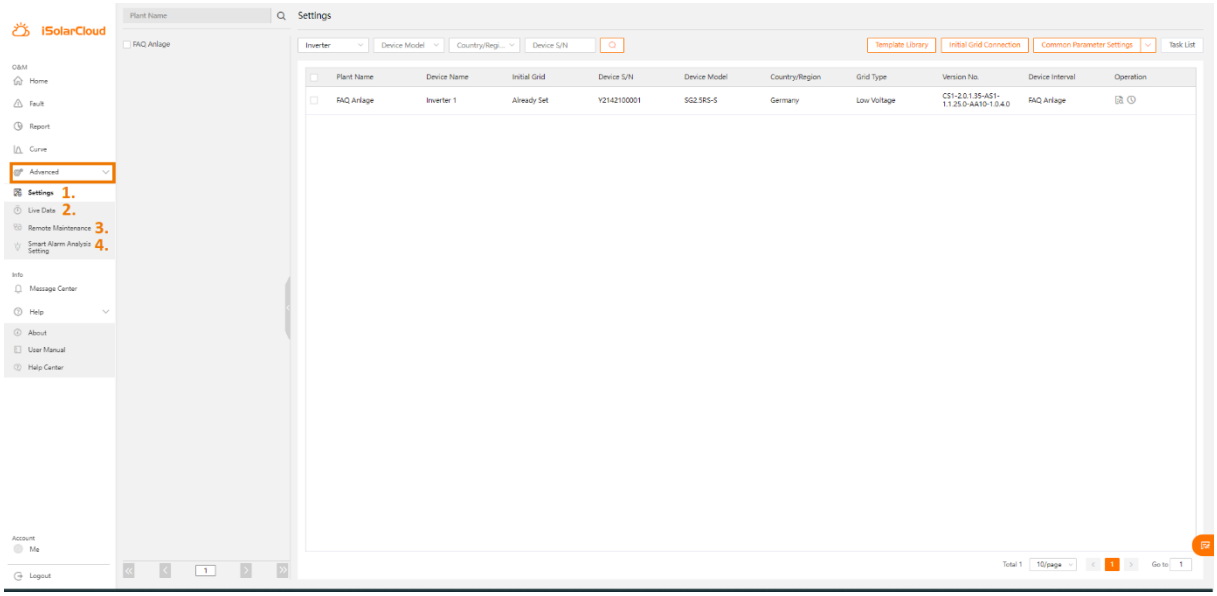
2. Report:
   In Report you can view Statistics Reports or create your own Customized Report.



3. Curve:
   In Curve you can view and configure curves for several values of the entire plant, single inverters or communication module/dataloggers. You can choose the channel you want to visualize (1.), set time and refresh period (2.) and set if you want to show it as bar or line (3.). If you need to check this curve frequently, you can save it in the template library (4.).



4. Advanced:
   The Advanced setup allows you set parameters (1.), view Live data (2.), Remote Maintenance (only when Logger installed) (3.) and Smart Alarm Analysis Setting (4.).



For further information, please download the user manual here.

iSolarCloud App

This manual is intended for professional technicians who are responsible for installation, operation, maintenance and troubleshooting of inverters, and users who need to check inverter parameters. The inverter must only be installed by professional technicians.
The professional technician is required to meet the following requirements:

- Know electronic, electrical wiring and mechanical expertise, and be familiar with electrical and mechanical schematics.
- Have received professional training related to the installation, commissioning and troubleshooting of electrical equipment.
- Be able to quickly respond to hazards or emergencies that occur during installation, commissioning and troubleshooting.
- Be familiar with local standards and relevant safety regulations of electrical systems.
- Read this manual thoroughly and understand the safety instructions related to operations.

Sungrow Deutschland GmbH | Balanstr. 59 | 81541 München | www.sungrowpower.com