

USER GUIDE

S-Miles Cloud Monitoring Platform

----By Hoymiles

Hoymiles Power Electronics Inc.

No.18 Kangjing Road, Hangzhou 310015, P.R.China

+86-571-28056101

www.hoymiles.com

Last update time 2021.1.28 Contact: service@hoymiles.com



<u>CONTENT</u>

1. About	2
	2
1.1 Introduction	2
1.2 System Composition	2
1.3 Installer & Owner App/Platform	2
2. Overview	4
2.1 Home page	4
2.2 Plants	5
2.3 O&M (Operation and Maintenance)	7
2.4 Basic Information	11
3. Alarm Definition	13
Appendix - Quick Installation Guide (Web)-For Installer	14
STEP 1 - Login	14
STEP 2 - Create a plant	15
STEP 3 - Create an owner account	16
STEP 4 - Add device & layout	17



1. About

1.1 Introduction

The S-Miles Cloud (Hoymiles Monitoring Platform) is a smart PV operation monitoring and management system developed by Hoymiles specifically for installers of distributed PV power plants.

At present, the system includes the Installer and the Owner versions. The corresponding web and mobile application versions are designed accordingly.

This platform provides an easy-to-use procedure for accounts under monitoring and a visual physical layout guide for the installation of microinverters, which helps installers quickly configure the monitored accounts and provides installers with power generation data by both plant and module, as well as detailed alarm information about the power plant regarding commissioning & diagnostics

1.2 System Composition

In order to use the monitoring system, you must install the DTU and microinverter. On one hand, the DTU communicates with the microinverter in the system through wireless communication, collects the operating data, microinverter status, and is also responsible for transmitting control commands to the microinverter and adjusting the operating status of the system. On the other hand, the DTU connects to the Internet through a router and sends all microinverter operating data and status to the Hoymiles Monitoring Server. The DTU is also responsible for the control commands and data which are sent from the microinverter into the system to achieve remote control of the whole system.

1.3 Installer & Owner App/Platform



S-Miles owner



S-Miles installer



1. App download

Scan the QR code to download.

<u>For Installer,</u>



<u>For Owner,</u>



> Search "Hoymiles" inGoogle Play or App Store

2. Webpage

Web: https://world.hoymiles.com



2. Overview

2.1 Home page

17.33 mbh 6.00 Adhh Image: Total Reduction Image: Total Reduction 3320 mes Image: Total Reduction Image: Total Reduction Image: Total Reduction	H S-miles Cloud	🗇 Home 🕮	Plants 💥 O&M	Basic Information			Q 🌐 🔗 HZGYA
Is Dergy this month Is Uterime energy 0.00 Math <	Energy		Plant Status		All devices		Hello, DemoInstaller!
Image: Total Reduction I		1000	3 =	iffline: 1 Iarm: 0	(17)		User Type: Organization User / Dealer Organization User: 2, Owner: 3
Month Year Total 2020-12 > 3.5 3 7 8 9 10 11 2.5 3 7 8 9 10 11 0.5 1 1 Number of New Devices 7 8 9 10 11 0.5 1 1 10 11 11 11 11 0.5 1 1 10 11		AT.			Total Rep	seater: O	
35 7 8 9 10 11 3 7 8 9 10 11 1 1 10 11 10 11 05 10 11 11 11 11 05 10 11 11 11 11 05 10 11 11 11 11 05 10 11 11 11 11 05 10 11 11 11 11	History data						Number of New Plants
3 3 1 25 1 1 1 05 1 0 1	Month Year To	otal			< 2020-	12 🗆 >	
2.5 (0 2 1.5 0.5 0.5 0.5 0.5 0.5 0.5 0.5 0	3.5					_	7 8 9 10 11 12
000 0							Number of New Devices
0.5 My Favorite					11		7 8 9 10 11 12
			1	1.1			My Favorite
1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 Internet in the production No favorite record, View Plant List! No favorite record, View Plant List!	a —	2 3 4			11 12 13 14	15	100

The home page of the plant displays the number of plants owned by the logged-in user, the power generation of the current month, the cumulative power generation of the plant, and the total number of alarm devices. The login account can be modified from the basic menu bar at the top.

1. Top menu bar

- (1) Search: Input the plant name or device serial number to search on the platformfor the corresponding target.
- (2) Language: Click the "Language" button to switch to the corresponding language.



(3) Username: By clicking the username, "My Account" and "Log out" will be displayed. Users can click to modify their personal information or log out of the system according to their needs.



2.2 Plants

Plants: Displays all the plants of the login user, also allows you to view or operate the plant. Click "Star $\stackrel{r}{}$ " to mark the plant.

S-MILES	Cloud	2 L	ම Home 🕮 Plan	s 🗶 (D&M 國	Basic Informatio	on		٩	0	ө 🔗 нzgy
습 / Plants / L	ist										
Plant List											
Plant Status		∨ PI	ant Name \vee Please e	nter plant nam	e Q	Advanced Filte	ir A			E	Create Plant
	Status	Plant ID	Plant Name		Capacity	Organization	Energy Today	Power Ratio	Data Update	Ac	tion
	ي چ	50508	201230		1.5kW	HZGYA	0Wh			5	l @ ☆
	<i>1</i> 9	12729	SHOW_Export Managem	ent_1.2kW	1.2kW	HZGYA	0Wh		2021-01-11 10:31:18 (UTC+08)	5	∥ ☆
	@⊘	3952	DEMO_3kW		3.0kW	HZGYA	0Wh	-	2020-11-30 11:01:12 (UTC+08)	5	[∥ ☆

2.2.1 Filter

Locate plants according to the plant status, plant name or plant SN, and so on.

S-MILES CLOUD		습 Home	🖽 Plants	ж о8	M 🗷	Basic Information	
☆ / Plants / List							
Plant List							
Plant Status		Plant Name	Please enter	plant name	٩	Advanced Filter マ	
Offline	▲ t ID	Plant Name		Capacity	Organizatio	n	E
🚊 Alarm							
🕖 SN does not match	5	Pedro_Garcia	I	4.56kW	SONIA NEGI	ROMONTE DE MEDEIROS	0
😫 Grid Abnormality							
🦈 Network Signal Instability							
🗟 Unfinished	4	Rancho Santa	a Teresa	9kW	GHS TECNO	LOGIAS SA DE CV	0
S Inactive							
☆ My Favorite	- 3	Alicia Tecualt		1.68kW	Solaris Ener	xia	0

An advanced filter will be added to find plants later.

Plant List						
Plant Status	~	Plant Name V	Please enter plant name	٩	Advanced Filter 🛛	



2.2.2 View

Click the "View" button to enter the plant details page (there are general plant and zero export plant details pages).

H S-miles Cl	oud	🔒 Hor	me 🌐 Plants 💥 O&M	🗟 Bas	ic Information				Q 🌐 🔗 нzс
습 / Plants / L	.ist								
Plant List									
Plant Status		~ F	Plant Name V Please enter plant na	me Q	I				😨 Create Plant
	Status	Plant ID	Plant Name	Capacity	Organization	Energy today	Power Ratio	Data update	Action
	-şa	50211	Test15	1.3kW	HZGYA	0Wh	-	-	R Ø ✿
	49 ⊘	12729	SHOW_Export Management_1.2kW	1.2kW	HZGYA	2.19kWh		2020-12-16 13:17:16 (UTC+08)	
	<u>ين</u>	3952	DEMO_3kW	3.0kW	HZGYA	0Wh	-	2020-11-30 11:01:12 (UTC+08)	🛛 🌶 🏠

2.2.3 Edit

Plants / List
 Plant List

Click the "Edit" button to edit the plant.

H S-miles Cla	bud	命 Hon	ne 🌐 Plants	K O&M 🗏 Bas	ic Information				а 🜐 🛞 нго
습 / Plants / L	ist								
Plant List									
Plant Status		Ý.	Plant Name \vee Please enter	plant name					Create Plant
	Status	Plant ID	Plant Name	Capacity	Organization	Energy today	Power Ratio	Data update	Action
1	φ	50211	Test15	1.3kW	HZGYA	OWh			2 0 0
	•	12729	SHOW_Export Management_1	.2kW 1.2kW	HZGYA	1.10kWh		2020-12-16 11:02:03 (UTC+08)	C 🔎 \$
	8	3952	DEMO_3kW	3.0kW	HZGYA	OWh	<u>ş</u>	2020-11-30 11:01:12 (UTC+08)	□ P ☆

You will see the page as shown below.

		Plants	Plant O&M		
			Plant Name :	SHOW_Export Management_1.2kW	Power: 1.2 kW
			Organization :	HZGYA	Owner: HZFYB
	Y Pi	ant Name 😪 🛛 Please enter	Plant Status:	Enterprise Plant	Install time: 2019-10-24 15:53:02
us	Plant ID	Plant Name	Address:	377 Lafontaine Ave, Vanier, ON K1L 6N9, Canada	
	60211	Test15	Current Power :		37%
	12729	SHOW_Export Management_1	Plant O&M :	Setting	R. Plant transfer
	3952	DEMO_3kW		an Networking	Generate Report
				Power limit setting (active power control)	Delete



- Settings: Plant details (plant settings)
- Transfer plant: Click the "Transfer Plant" button to pop up the organization selection box and choose to transfer the plant to an affiliated organization
- Networking: Click the "Networking" button, after which the DTU will issue the network connection command to the microinverter.
- > Generate report: Generate a report of the plant data.
- > Delete: Click the "Delete" button to delete the plant (cannot be deleted if there are devices under the plant).
- > Power limit settings: For DTU-Pro users only. Set the generation power limit value according to your needs.

2.30&M (Operation and Maintenance)

2.3.1 Device List

On this page, you will be able to manage the microinverters, DTUs, repeaters and meter devices which are bound to the plants under your login account.

S-miles Cloud	යි Home ළ	B Plants	💥 O&M 📃 Basio	c Information				۹	😕 на
습 / O&M / Device List	/ Microinverter		S Device List						
Microinverter	DTU Repeater	Mete	道 Alarm Query						
Please select plant	×]	Please ent	🖺 Report Query	rch					
MI-SN	Device status	Plant	1 Grid Profile Managemen	onnected DTU	Model	Grid Profile Version	Hardware Ver.	Software Ver.	Action
1061	 Offline 	Test15		10F835200078					2 🌶
1020	 Offline 	DEMO_3k	w	10F232900042	MI-250		H07.00.01	V00.02.32	R Ø
1141	Online	SHOW_Exp	port Management_1.2kW	10F854300593	HM-800		H00.04.00	V01.00.08	R P
1060	Online	SHOW_Exp	port Management_1.2kW	10F854300593	MI-1000		H04.00.00	V00.01.32	2 🌶
102	 Offline 	DEMO_3k	w	10F232900042	MI-250		H07.00.01	V00.02.32	2 🌶
1010	 Offline 	DEMO_3k	w	10F232900042	MI-250		H07.00.01	V00.02.32	2 🌶
101	 Offline 	DEMO_3k	w	10F232900042	MI-250		H07.00.01	V00.02.32	2 🌶
1010	 Offline 	DEMO_3k	N	10F232900042	MI-250		H07.00.01	V00.02.32	R Ø
1010	 Offline 	DEMO_3k	w	10F232900042	MI-250		H07.00.01	V00.02.32	2 🌶
1010	 Offline 	DEMO_3k	N	10F232900042	MI-250		H07.00.01	V00.02.32	R 🌶

> Microinverter Management

1. Query: Select the plant or input the microinverter serial number, then click the "Search" button to quickly filter out the qualified microinverter.



(H) S-miles Cloud	습 Home	🖽 Plants 💥 O&M	Basic Information				۹ 🌐	<u> (</u> нzg
습 / O&M / Device List / N	licroinverter							
Microinverter DT	U Repeate	r Meter D	evice Replacement					
Please select plant	^	Please enter serial num	ber Q Search					
Test15 SHOW_Export Management_	1.0144	Plant	Connected D	TU Model	Grid Profile Version	Hardware Ver.	Software Ver.	Action
DEMO_3kW	1.2KW	Test15	10F8352000	78				2 🌶
102011141012	- Offline	DEMO_3kW	10F2329000	42 MI-250		H07.00.01	V00.02.32	2 🌶
114162820080	Online	SHOW_Export Manager	ment_1.2kW 10F8543005	93 HM-800		H00.04.00	V01.00.08	2 🌶
106040902092 😅	 Online 	SHOW_Export Manager	nent_1.2kW 10F8543005	93 MI-1000		H04.00.00	V00.01.32	2 🌶
102022200126	- Offline	DEMO_3kW	10F2329000	42 MI-250		H07.00.01	V00.02.32	R P

- 2. View: Click the "View" button to enter the microinverter details page, which displays the basic information, real-time parameters, equipment status and other information.
- 3. Equipment maintenance: Displays the basic information of the microinverter. Also displays remote control functions such as turning off, turning on or restarting the microinverter, replacing or deleting device, grid profile update and so on, as shown below.

S-miles Cloud	🛱 Home	🖽 Plants	💥 О&М	Basic	Information				۹	•	<mark>А</mark> нz
/ O&M / Device List / M	Aicroinverter										
Microinverter DT	ru Repeater	Meter	Device R	Replacemen	t						
SHOW_Export Managemen	nt_1.2kW V	Please enter	r serial number	ି	Search						
MI-SN	Device status	Plant			Connected DTU	Model	Grid Profile Version	Hardware Ve	er. Software	Ver.	Action
114162820080	 Online 	SHOW_Expo	ort Management_1.2	2kW	10F854300593	HM-800		H00.04.00	V01.00.0	8	2 🌶
106040902092	• Online	SHOW_Expo	ort Management_1.2	2kW	10F854300593	MI-1000		H04.00.00	V00.01.3	2	2 🖉
H S-miles Cloud	🛱 Home	曲 Plants	🗶 ОАМ	🗷 Basi	Device maintena	nce					
⊕ S-miles Cloud ☆ / O&M / Device List /	_	⊕ Plants	X Oam	🗟 Basi		nce I-SN: 1060	40902092	Cre	ation time: 2018-	·07-10	08:45:20 (UT
奋 / O&M / Device List /	_	-		Basi	м	I-SN: 1060	40902092 V_Export Management_1.2		ation time: 2018- cted DTU: 10F85		
奋 / O&M / Device List /	Microinverter DTU Repeate	er Meter			M	I-SN: 1060	V_Export Management_1.2	W Conne		643005	
	Microinverter DTU Repeate	er Meter	r Device I	Replaceme	M	I-SN: 1060 Plant: SHOV Ver.: H04.0	V_Export Management_1.2	W Conne Soft	cted DTU: 10F85	643005	
 △ / O&M / Device List / Microinverter SHOW_Export Managem MI-SN 114162820080 	Microinverter DTU Repeate ent_1.2kW Device status o Online	er Meter Please ente s Plant SHOW_Exp	r Device I er serial number port Management_1	Replaceme	Mi F Hardware	I-SN: 1060 Plant: SHOV Ver.: H04.0 ance:	V_Export Management_1.2k	Conne Soft	cted DTU: 10F85	5 43005 1.32	
 A 08M / Device List / Microinverter SHOW_Export Managem MI-SN 	Microinverter DTU Repeate ent_1.2kW Device status o Online	er Meter Please ente s Plant SHOW_Exp	r Device I	Replaceme	Mi F Hardware	I-SN: 1060 Plant: SHOV Ver.: H04.0 ance: O C	V_Export Management_1.24 20.00 Turn on	KW Conne Soft	cted DTU: 10F85 tware Ver.: V00.0 O Turn off	5 43005 1.32	

> For DTU Management

Select the DTU and click the "Device Maintenance" button, and you will be able to restart, replace, upgrade firmware, collect software information, delete the



DTU (the DTU cannot be deleted if there is a bound MI, you need to delete the MI first), as shown below.

S-MILES CLOUD	습 Home	🖽 Plants 🔀 O&M	Basic Information			• •
☆ / O&M / Device List / DTU						
Microinverter DTU	Repeater	Meter Device Replac	cement			
Please select plant	∨ Plea	ase enter serial number	Q Search			
DTU-SN	Device Status	Plant	Device Genera	ation Hardware Ver.	Software Ver.	Action
10F232900042 🛱	Online	DEMO_3kW	Gen2	V03.01	V14.04	R 🖉
10F854300593 🛱	0.00					8 0
	• Offline Home — Plants	SHOW_Export Management	t_1.2kW Gen3 Device maintenance	H09.01.01	V00.01.07	Ea P
					v00.01.07	×
မြ) S-miles Cloud ြဲ ၊		X OAM 🗐 Basi	Device maintenance		: 2020-11-10 15:38:04 (UT	×
H) S-miles Cloud 合) 습 / O&M / Device List / DTU	Home 🕮 Plants Repeater Met	X OAM 🗐 Basi	Device maintenance DTU-SN: 10F232900042	Creation time	: 2020-11-10 15:38:04 (UT : 11	×
S-miles Cloud	Home 🕮 Plants Repeater Met	X C&M Bask	Device maintenance DTU-SN: 10F232900042 Plant: DEM0_3kW	Creation time MI No. Software Ver.	: 2020-11-10 15:38:04 (UT : 11	×
S-miles Cloud	Home e Plants Repeater Met V Please er Device status = Offline	X OBM Bask ter Device Replacement ter serial number Q Plant Test 15	Device maintenance DTU-SN: 10F232900042 Plant: DEMO_3kW Hardware Ver.: V03.01	Creation time MI No. Software Ver. Q Firmw	: 2020-11-10 15:38:04 (UT : 11 : V14.04	×
S-miles Cloud	tome Plants Repeater Met Plasse or Device status	ter Device Replacement nter serial number Q Plant	Device maintenance DTU-SN: 10F232900042 Plant: DEM0_3kW Hardware Ver.: V03.01 Device maintenance: C Restart	Creation time Mi No. Software Ver. ace Collec	: 2020-11-10 15:38:04 (UT : 11 : V14.04 are Upgrade	×

> Meter Management

On this page you will be able to query and delete the meter device.

🕀 S-miles Cloud 🗇 Home	🕮 Plants 🔀 O&M 🗐 Basic Information		Q 🌐 🔗 HZGY/
습 / O&M / Device List / Meter			
Microinverter DTU Repe	tter Meter Device Replacement		
Please select plant	V Please enter serial number Q Search		
Meter-SN	Plant	Connected Position	Action
10C011000001	SHOW_Export Management_1.2kW	Solar	

> Device Replacement Record

On this page you will be able to see the device replacement record.

S-miles Cloud	🔓 Home 🕮 Pl	ants 🔀 O&M 🗐 Basic Infe	ormation		Q 🌐 🔗 нzgy
) / O&M / Device Lis	t / Device Replacement				
Microinverter	DTU Repeater	Meter Device Replacement			
Please select plant	✓ Device Type	✓ Please enter original SN	Please enter new	v SN Q Search	
Device Type	New Serial Number	Original Serial Number	Plant	Replaced Time	Replaced User
DTU	10F232900042	10F761612320	DEMO_3kW	2020-11-25 15:30:09 (UTC+08)	606
DTU	10F761612320	10F232900042	DEMO_3kW	2020-11-25 15:05:38 (UTC+08)	606
DTU	10F232900042	10F761612263	DEMO_3kW	2020-11-20 14:06:45 (UTC+08)	606
DTU	10F761612263	10F200000101	DEMO_3kW	2020-11-20 11:09:46 (UTC+08)	30630
DTU	10F232900042	10F715531235	DEMO_3kW	2020-11-10 16:07:28 (UTC+08)	30630
DTU	10F761612405	10F715531235	DEMO_3kW	2020-11-10 14:32:55 (UTC+08)	30630
Microinverter	102011136383	102011141012	DEMO_3kW	2020-11-10 13:29:07 (UTC+08)	30630
DTU	10F712531235	10F710531235	DEMO_3kW	2020-11-04 12:07:50 (UTC+08)	31039
DTU	10D600018888	10F650300040	DEMO_3kW	2020-11-02 11:28:06 (UTC+08)	30630
DTU	10F650300040	10F761611678	DEMO_3kW	2020-11-02 10:33:31 (UTC+08)	30630



2.3.2 Alarm Query

- Real-time Alarms: The alarm query page displays all the alarms under the login account. Click "Real-time Alarms" to view all the current alarms, including the alarm device, the plant, the alarm level and the name of the alarm. If you click "Troubleshooting Suggestion", the system will show the suggested ways to deal with the alarm.
- > **Historical Alarms:** Click "Historical Alarms" to view historical alarm information.

H S-miles Cloud	읍 Home 🖽 Plants	💥 O&M 🗟 Basic I	nformation		Q 🌐 🔗 HZGYA
습 / O&M / Alarm Query					
Real-time Alarm	Historical Alarm				
Microinverter V	Please select plant	✓ Alarm Severity	Please enter serial number	Q Search	
MI-SN	Plant	Alarm Severity	Alarm Name	Alarm Time	Troubleshooting Suggestion
106145002306	Test15	Lv3	Offline	-	5

2.3.4 Report Query

S-MILES CLOUD	合 Home	Plants 👌	€ O& M 📃	Basic Information
습 / O&M / Report Query				
Report Query				
			~~~	
Power Report		Energy Re	port	

On this page you can download power and energy reports for the whole system.

#### 2.3.5 Grid Profile Management

On this page you can edit the grid profile.



Beniles Cloud	(i) Home	@ Parts 🗙 O	SM 🛞 Dank	Information			Ф. 🜒 🛞 нгож
습 / OSM / Grid Profile M	lanagement.						
Grid Profile Management							
Device Generation	Alizi	File name		9, Search			
File name	Alias	Device Generation	Country	Version	Creation time	Action	
CA_JEEE1547_208V		Gen3	Canada	2.0.0	2020-07-07 16:56:15	<u>₹</u> 648	
CA_JEEE1547_240V		Gen3	Canada	2.0.0	2020-07-07 16:55:51	<u>2</u> 648	
CA_Rule21_208V		Ger.3	Canada	2.0.0	2020-07-07 15:40:49	Z Edit	
CA_Rule21_240V		Genű	Canada	2.0.0	2020-07-07 15:55:58	<u>2</u> 58	
China_NBT_32004_H		Gen2	China	1.1.01	2018-10-29 14:54:03	Z 541	

# 2.4 Basic Information

#### 2.4.1 Organization Management

The organization list displays all the organizations under the login account. According to the type of organization, you can filter out eligible organizations, add new organizations, edit existing organizations, and view and delete the organization users.

There are four types of organizations: device supplier, dealer, installer and regular. Regular organizations have two custom roles: sub-installer and normal installer. Sub-installers only can create and edit plant and issue networking commands.

User-defined Role: 🗸 Sub-Installer

Normal Installer

- Definition: An Organization means a group name, like a distributor or installer company.
- **Edit:** Click the "Edit" button to edit organization information.
- Add Organization: Click the "Add Organization" button to add an affiliated organization.
- View: Click the "View" button to jump to the organization information page, where you can view organization name, superior organization, Org. User Quantity, Plant Quantity and so on.
- > **Delete:** Click the "Delete" button, and confirm whether to delete the organization(if the organization has a plant, it cannot be deleted).
- Search: Click the "Search" button based on the selected institution type to quickly filter out the institutions that meet the conditions.
- Transfer Organization: Click the "Transfer Organization" button to jump to the transfer page, then choose the new superior organization name.



S-MILES CLOUD	습 Home	⊕ Plants 💥 O&M	Basic Information		० @ 🖶 😣
습 / Basic Information / Organ	nization Management				
Organization Management					
Please enter organizatio	Q Search				+ Add Organization
Organization Name		Organization Type	Superior Organization	Contact	Action
Overse enter		r			<b>ख़</b>   <b>∠</b>   ≒   Ō
Eccount		Γ	Africa1		□ □
Ellies JHB Branch		Installer	Ellies Distributor Account		

#### 2.4.2 Org. User Management

**Definition:** The login account for installers or cooperative partners.

This page displays the current users and subordinate users. For each user, you can add, edit, view user authority, reset password, delete, and set it as organization administrator.

S-miles Cloud	合 Home	⊞ Plants 🔏 O	&M 國 Basic Inform	ation			д 🌐 😣 нг
	Org. User Managemer	ıt					
Organization		Organization User					
Please enter organizatio	n name Q	Please enter acco	unt Q			+ Ac	d Organization Users
HZGYA		Selected 0 Ite	m Clear				0 🧲
		Login Accou	int User Name	Organization	Organization Type	Creation time	Action
		- HZGYA	DemoInstaller	HZGYA	Dealer	2020-12-08	
		O HZWX	DemoInstaller	HZGYA	Dealer	2018-05-18	2 B D

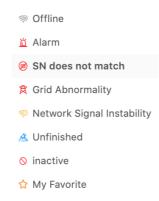
#### 2.4.3 Owner Management

On this page, you can edit the owner's information and reset password.

🛞 Smiles Coul 💮 Hone 🕴	B Plants 🔆 O&M	E Basi	Edit Owner	×
@ / Basic Information / End User Management			Organization: HIZGYA (Dealer)	
Organization	Owner		Legin Account: 1/015	
Please enter organization name Q,		٩	* Owner Typel Owner 🗸 🗸	
C HEUTR	Selected 0 item	Clear	User Name: Fang	
	Login Account	User Nam Fang	Contact Number: Ploase enter	
	HZF		Enal: Plass enter	
	H29Y8	EndUser D	* The email will be used to reset your password when you forget your password recommended to RE in.	. 18. las



# 3. Alarm Definition



- **Offline:** The DTU is not connected to the Internet. Make sure that DTU is installed and network configuration is done.
- **Alarm:** Whole plant status alarm. This is when more than half of the microinverters in the plant have grid-related alarms and the entire plant reports abnormal grid alarms. To find out what the alarm is, refer to the plant home page and click the alarm icon.
- **SN Does Not Match:** The microinverter serial number is not correct or the SN exists in another plant. Check that everything is correct.
- **Abnormal Grid:** Grid overvoltage/grid undervoltage/grid voltage fluctuation and so on.
- **Unstable Internet Connection:** The DTU detects that the home network is unstable.
- **Unfinished:** Incomplete plant.
- **Inactive:** The plant has not uploaded any data for more than half a year. Once the DTU is connected to the Internet again, the plant will return to normal.
- **My Favorites:** The plants that you mark as favorite.



# Appendix - Quick Installation Guide (Web)-For Installer

# STEP 1 - Login

Note:

#### 1. Apply for an account

For distributors - contact the Hoymiles team <u>(service@hoymiles.com</u>) for account creation.

For installers - contact your direct distributor for account creation.

For owners - contact your installer for account creation.

#### 2. System requirements

- (1) Browser: Google Chrome is recommended.
- (2) Screen resolution: 1920*1080 recommended, 1366*768 supported.

#### 3. System login address: https://world.hoymiles.com

#### 4. Login steps

- (1) Open the browser and enter the system address in the address bar.
- (2) Enter the correct username and password in the input box as shown below.

	Return to old version $~ ~$ English $~\vee~$
(H) hoymiles	
Login	
A admin	
₩	
✓ Remember password	
We recommend using the latest Google Chromis, with resolution of 1366-768 or above © 2020 Hoymles Power Electronics Inc.	

(3) Click "Login" and the system will automatically jump to the system homepage.



H hoymiles 🔐 Home	🗄 Plants 🖉 O&M 🖷	Basic Information 🗂 Download App	Q 🜐 횑 admi
Energy	Plant Status	All devices	Hello,
Image: Second system     Image: Second system       Image: Second system     Image: Second system	21851 Total Unfinished :	99 9 121444 — Microinverter: 99 9 DTU: 21889 Total Repeater: 1	Organization: Overseas marketing center (De. User Type: Org. Administrator / Device Supplie Organization User: 4959, Owner: 23833 Quick Links Create Plant R End User Manag.
History data			Number of New Plants
Month Year Total		< 2020-11 🗇 >	7 8 9 10 11 12
300,000		a diam	Number of New Devices
(4	handdh	.11111111	

# STEP 2 - Create a plant

Click "Plant" - "Create Plant" as shown below,

) hoymiles	🛆 Home	I Plants	Ø O&M	🛚 Basic Informati	on 🖻 Down	load App		ک 🐵 🙁 adr
습 / Plants / List								
Plant List								
Plant Status	v []	Please enter plant nam	0	٩				+ Create Plant
Status	Plant Name		Capacity	Organization	Energy today	Power Ratio	Data update	Action
*	Steven-test		11kW	Proyecto Terra	OWh	-		□   ♪   ☆
	) BartoszPietr	zak_3.96kW	3.96kW	Adapia1	266Wh		2020-12-01 07:46:18	2 8 4
• @	) DariuszWójc	ik_6.24kW	6.24kW	Rostam	2Wh		2020-12-01 07:46:02	🛛   🌶   🏠
•	MATEUSZSIE	ELWANOWSKI_8.14kW	8.14kW	Soldom	OWh			2 0 4
	) PawełSłodow	rnik_6.6kW	6.6kW	NF40	60Wh		2020-12-01 07:46:19	图 🖉 🏠

Fill in the information below, then click "Next".

#### Note:

- **Plant Name:** The name of the plant.
- **Plant Type:** Select the plant type: home plant/enterprise plant/large professional plant, according to the situation.
- Affiliated Organization: Select your installer or distributor.
- **Capacity:** Capacity of the whole system.
- **Location:** Drag the map icon to select your approximate area, then manually fill in your address.



H hoymiles 💮 Home	Plants 🤌 O&M 🛛 🖳 Basic Information	🖞 Downlosd App	۹ 🖨	(A) adminHW
습 / Plants / Create Plant				
Create Plant (Basic Information)				
* Plant Name	Please enter			
* Plant Type	Home Plant	Ŷ		
* Organization	Please select the organization	M.		
* Capacity	Please enter	kW		
* Location		第京 武汉 東京 唐四 七沙 福州	上海 MH 东海	-

# STEP 3 - Create an owner account

1. Click "Create Owner".

(H) hoymiles	Ġ Home	I Plants	<i>₽</i> 08M	Basic Information	🖞 Download App	۹	۲	A adminHW
				-				
			Plea	ase create owner to bind the	plant.			

- 2. Fill in the owner information as below
- Click "Select Another Owner" to select the existing owner.
   Or enter the information to create a new owner account and enter the corresponding information.
- Click "OK" to finish login account creation.



(H) hoymiles	☆ Home	II Plants	<i>1</i> 9 08	Create Owner			×
				* Login Account:	Please enter	Choose another owner	
				* Initial Password :	Please enter the initial password	ø	
				* Owner Type :	Owner	v	
				* User Name :	Please enter		
				Contact Number:	Please enter		
				Email :	Please enter		
						Cancel	ОК

# STEP 4 - Add device & layout

#### 1. Add device

On this page, click "Create Owner" to create more owner accounts which can also login to this plant, or just click "Next" to go to next page.

<ul> <li>☆ / Plants / Plant Edit</li> <li>← Owner (testjane)</li> </ul>								
← Owner (testjane	ə)							
	Login Account	User Name	Contact Number	Email	Creation time	Action		
	janehuo	janehuo	contact Humber	Citizen	2020-11-05 14:08:04	Edit   A Reset Password   A Remove		
						-		
					+ Create Owner			
					Cancel Next			

Click "Add Device".



H hoymiles	🔓 Home	Plants	Ø O&M	Basic Information	🖞 Download App	۲	A adminHW
Add Device/Lay	out (testjane)						
		Oevices		2 Layout design	) (3) Upload Installation Map		
				<b>H</b>			
			There is	n't any device in this plant, p	lease add!		
				+ Add Device			

Correctly input the serial number of the DTU and microinverter. After filling in all the information, click "Save" to go to the next page.

- To add more microinverters, click "Add Microinverter" and input the serial number.

(H) hoymiles	🛆 Home	Plants	<i>₽</i> 08	Add Device			×
Add Device/Layo	ut (testjane)	Devices		* DTU Serial Number :	Please enter serial number		
		0		* Microinverter SN :	Please enter serial number	Θ	
					Please enter serial number	Θ	
					+ Add Microinverter		
			1				
						Cancel	Save

- To add more DTUs, click "Add Device", and after filling in all the information, click "Next".

			Success	Download App	۹ ۵ 😣 •
Add Device/Layout (test)a	.me)				
	O Devices	>	<ol> <li>Layout design</li> </ol>	) ③ Upload Installation Map	
υτα	Microinverter				Action
10D100000000	10610000000				∠ Edit   O Delete

2. Layout design



Select the module layout or drag the panels to the map as you want, then click "OK".

E) hoymiles	O Rena	- A 144	I have been store of	Download App		 • (	9
Add Device(Layout	Please select	t the automatic layout	method of PV Modules		×		
PV Module for Eletant		ngel in orier	Arranged according to DTu			-	
and a second							
				Carol	ok i		

After clicking "OK", you will see the page as shown below, and if there is nothing you want to change then click "Next".

		-																	
Add Device/Layout	(testjørni)	0	Devices			_	0	.ayout de	Isign			i) Webs	od instal	lation Ma	e.				
PV Module list (Default					0) 12 000000	4 1-4	A.A.				- 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1	0.10	4-11	A.W.	1.00	74.04	0 6 6.0		
		7.8	-	10	4.4	1,8	-		1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.1.	1-1	1.8	·		1:19	+++m.	5-18	3118	() () () () () () () () () () () () () (	
<b>a</b>		8- F.	8-1	44	44	2-4	4-1	3-8			8-8	8-10	4-0	4-11	8-19	8-18	a-in	8-10	
All devices have been a		<u>.</u>		4.4	12	4.4	ais.	4.9	10.0	hin.	1. P	4.10	a.(1)	8-11	a.19	1. m.	al re	4.10	

3. Fill in the PV array information, then click "OK".

- Add Device/Layout (testjan	Edit PV Array		>	¢	
PV Module list (Default 🖪	* Array Name :	Default array		0 6	
	* Orient :	1			
	<ul> <li>Inclination :</li> </ul>	20		0.00 0.07 0.00	
				1. M	
				3-M 3-W 4-M	
100			Cancel	4-10 0-10 0-10	

4. Upload the picture of the plant or click "Next".



H) hoymiles	🕢 Home	I Planta	Ø OBM	Basic Information	Download App	٩		🖲 administra	
Add Device/Layou	nt (testjane)	Oevices		<ul> <li>Layout design</li> </ul>	> O Upload Installation Map	_			
	Click or drag to upload pictures Please upload pictures in JPG, JPEC, PNG or GIF format. The size of a single file should not exceed 2MB.								
				Cancel Next					

# 5. Fill in the subsidy information, then click "Save".

Then, wait for few second for the networking command to be issued, after which setup will be complete.

← Setting (id不匹配2)	
Plant Name :	id不匹配2
Currency Unit :	Please select V
Unit Electricity Price:	Please enter
Network select:	Networking Automatically
	Cancel Save





#### Success

Congratulations, the operation is successful, the networking command has been issued, please wait!

