



USER **GUIDE**

S-Miles Cloud Monitoring Platform

----By Hoymiles

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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.

For Installer.



 Android /  iOS

For Owner.



 Android /  iOS

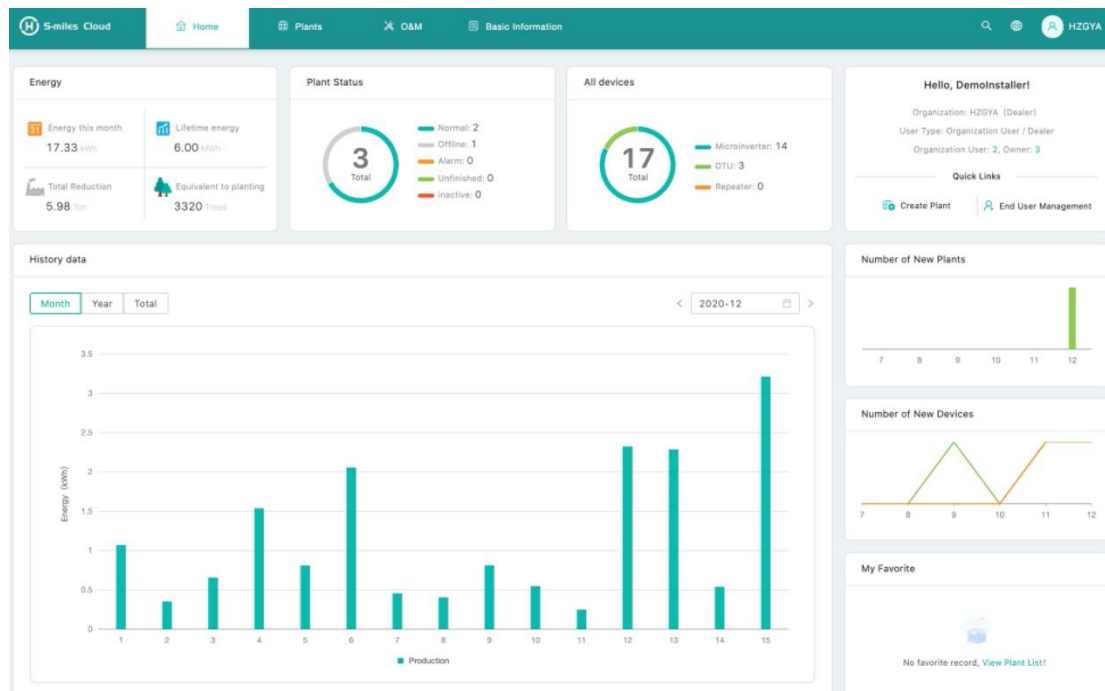
- Search “Hoymiles” in Google Play or App Store

2. Webpage

Web: <https://world.hoymiles.com>




2. Overview

2.1 Home page



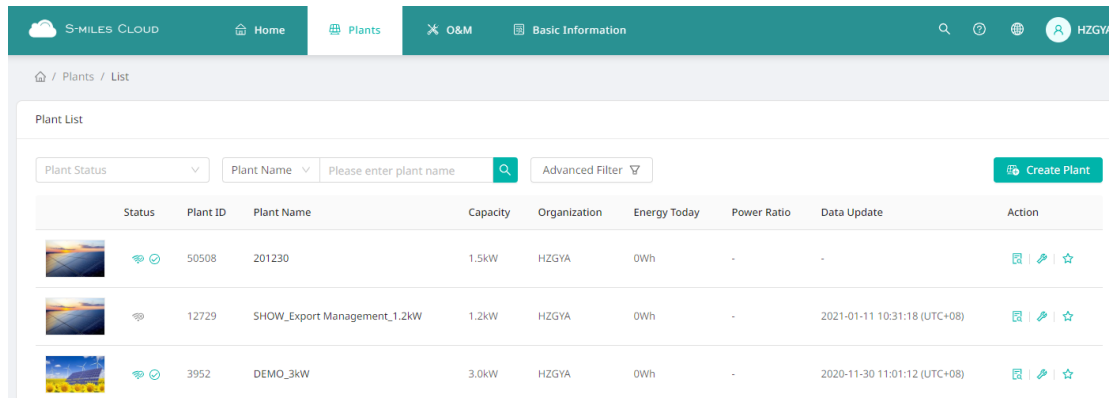
The home page of the plant displays the number of plants owned by the logged-in user, the power generation of the current month, the cumulative power generation of the plant, and the total number of alarm devices. The login account can be modified from the basic menu bar at the top.

1. Top menu bar

- (1) Search: Input the plant name or device serial number to search on the platform for 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

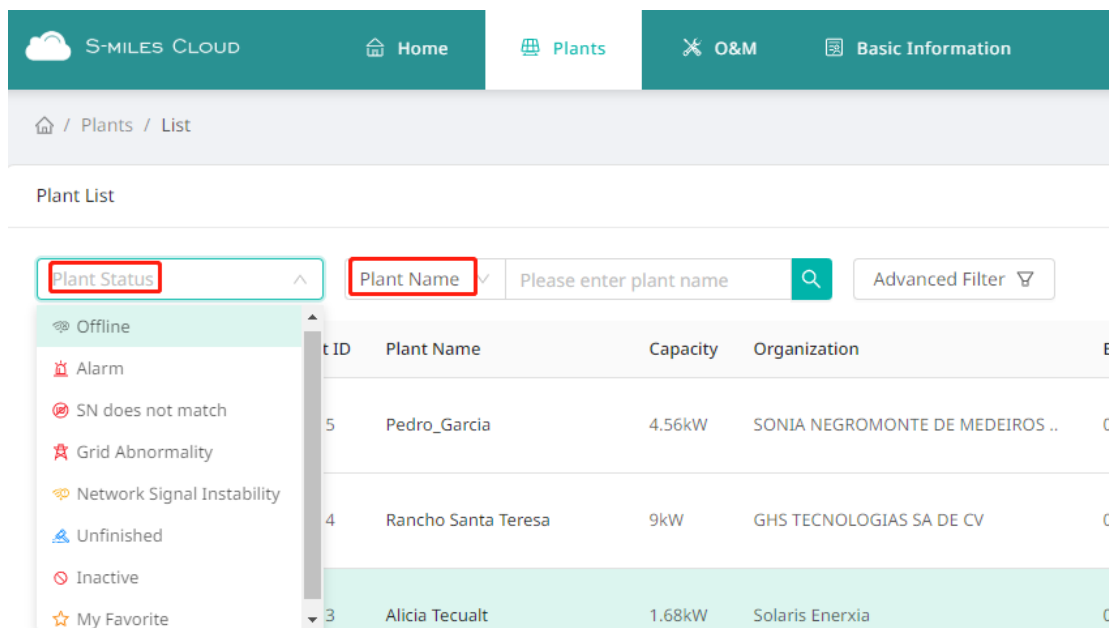
Plants: Displays all the plants of the login user, also allows you to view or operate the plant. Click “Star ☆” to mark the plant.



Status	Plant ID	Plant Name	Capacity	Organization	Energy Today	Power Ratio	Data Update	Action
	50508	201230	1.5kW	HZGYA	0Wh	-	-	
	12729	SHOW_Export Management_1,2kW	1.2kW	HZGYA	0Wh	-	2021-01-11 10:31:18 (UTC+08)	
	3952	DEMO_3kW	3.0kW	HZGYA	0Wh	-	2020-11-30 11:01:12 (UTC+08)	

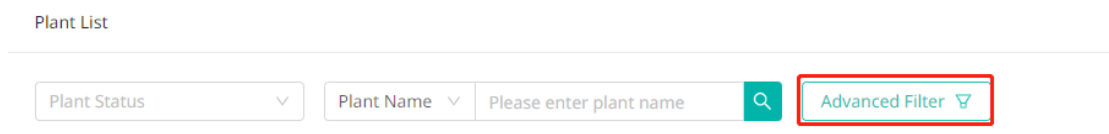
2.2.1 Filter

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



Plant ID	Plant Name	Capacity	Organization	Energy Today
5	Pedro_Garcia	4.56kW	SONIA NEGROMONTE DE MEDEIROS ..	0
4	Rancho Santa Teresa	9kW	GHS TECNOLOGIAS SA DE CV	0
3	Alicia Tecualt	1.68kW	Solaris Enerxia	0

An advanced filter will be added to find plants later.



2.2.2 View

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

The screenshot shows the 'Plant List' page in the S-miles Cloud application. At the top, there is a navigation bar with 'Home', 'Plants', 'O&M', and 'Basic Information' tabs. Below the navigation bar, there is a search bar and a 'Create Plant' button. The main content is a table with the following columns: Status, Plant ID, Plant Name, Capacity, Organization, Energy today, Power Ratio, Data update, and Action. The table contains three rows of data. The second row, for the plant 'SHOW_Export Management_1.2kW', has a 'View' button highlighted with a red box in the 'Action' column.

Status	Plant ID	Plant Name	Capacity	Organization	Energy today	Power Ratio	Data update	Action
	50211	Test15	1.3kW	HZGYA	0Wh	-	-	
	12729	SHOW_Export Management_1.2kW	1.2kW	HZGYA	2.19kWh		2020-12-16 13:17:16 (UTC+08)	
	3952	DEMO_3kW	3.0kW	HZGYA	0Wh	-	2020-11-30 11:01:12 (UTC+08)	

2.2.3 Edit

Click the “Edit” button to edit the plant.

The screenshot shows the 'Plant List' page in the S-miles Cloud application. The layout is similar to the previous screenshot. In this view, the 'Edit' button (represented by a pencil icon) for the plant 'SHOW_Export Management_1.2kW' is highlighted with a red box in the 'Action' column.

Status	Plant ID	Plant Name	Capacity	Organization	Energy today	Power Ratio	Data update	Action
	50211	Test15	1.3kW	HZGYA	0Wh	-	-	
	12729	SHOW_Export Management_1.2kW	1.2kW	HZGYA	1.10kWh		2020-12-16 11:02:03 (UTC+08)	
	3952	DEMO_3kW	3.0kW	HZGYA	0Wh	-	2020-11-30 11:01:12 (UTC+08)	

You will see the page as shown below.

The screenshot shows the 'Plant O&M' details page for the plant 'SHOW_Export Management_1.2kW'. The page displays various information about the plant, including its name, organization, status, address, and current power. A line graph shows the current power over time, and a circular gauge indicates the current power level at 37%. Below the graph, there are several action buttons for plant management.

Plant Name: SHOW_Export Management_1.2kW Power: 1.2 kW
 Organization: HZGYA Owner: HZFYB
 Plant Status: Enterprise Plant Install time: 2019-10-24 16:53:02
 Address: 377 Lafontaine Ave, Vanier, ON K1L 6N9, Canada

Current Power: | 37%

Plant O&M:

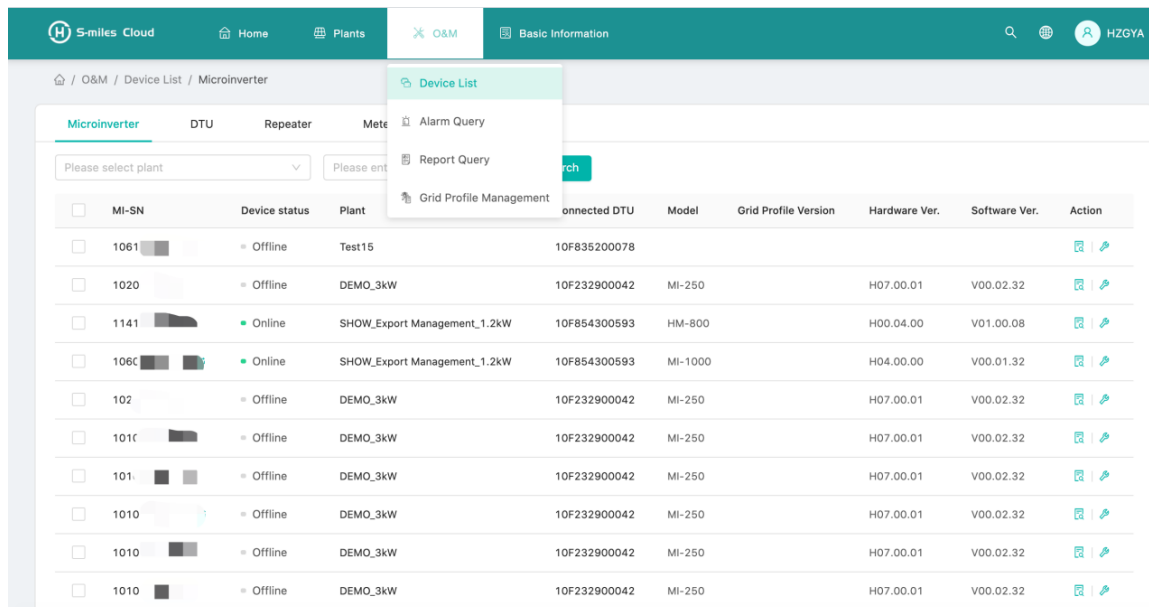
- Setting
- Plant transfer
- Networking
- Generate Report
- Power limit setting (active power control)
- Delete

- 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.

2.3 O&M (Operation and Maintenance)

2.3.1 Device List

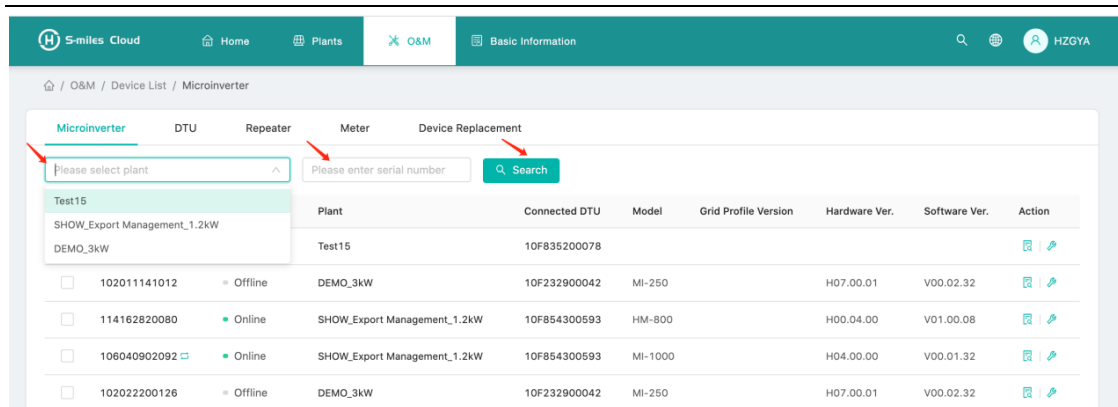
On this page, you will be able to manage the microinverters, DTUs, repeaters and meter devices which are bound to the plants under your login account.



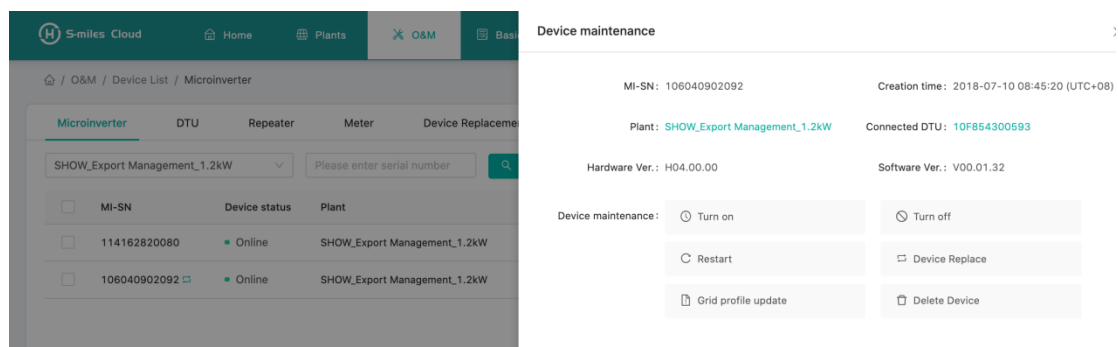
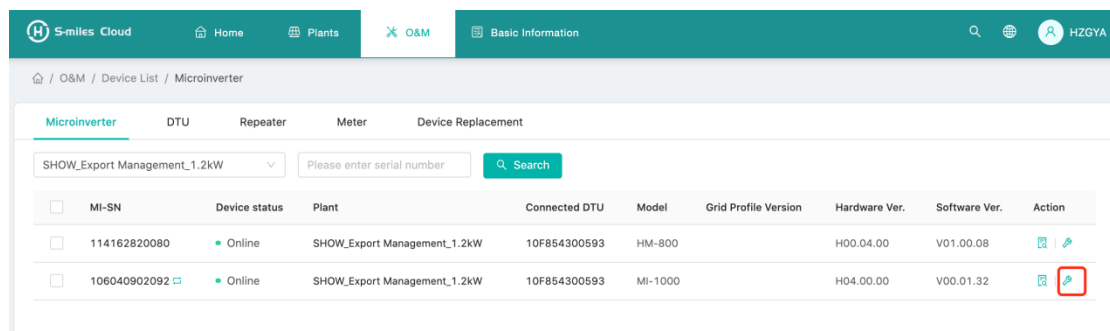
MI-SN	Device status	Plant	Connected DTU	Model	Grid Profile Version	Hardware Ver.	Software Ver.	Action
1061	Offline	Test15	10F835200078					[Icon] [Icon]
1020	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
1141	Online	SHOW_Export Management_1.2kW	10F854300593	HM-800		H00.04.00	V01.00.08	[Icon] [Icon]
106C	Online	SHOW_Export Management_1.2kW	10F854300593	MI-1000		H04.00.00	V00.01.32	[Icon] [Icon]
102	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
101C	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
101	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
1010	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
1010	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]
1010	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	[Icon] [Icon]

➤ 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.



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.



➤ **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.

The screenshot shows the S-miles Cloud interface. The top navigation bar includes Home, Plants, O&M, and Basic Information. The main content area is titled 'O&M / Device List / DTU'. There are tabs for Microinverter, DTU (highlighted with a red box), Repeater, Meter, and Device Replacement. Below the tabs are search filters: 'Please select plant' and 'Please enter serial number', followed by a 'Search' button. A table lists DTU devices with columns: DTU-SN, Device Status, Plant, Device Generation, Hardware Ver., Software Ver., and Action. Two devices are listed: 10F232900042 (Online, DEMO_3kW) and 10F854300593 (Offline, SHOW_Export Management_1.2kW). The 'Action' column for the first device has a red box around the delete icon. An inset window titled 'Device maintenance' is open, showing details for DTU-SN: 10F232900042, including Plant: DEMO_3kW, Hardware Ver.: V03.01, Software Ver.: V14.04, and MI No.: 11. The maintenance options include Restart, Firmware Upgrade, Device Replace, Collect MI version information, and Delete Device.

➤ Meter Management

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

The screenshot shows the S-miles Cloud interface with the 'Meter' tab selected. The navigation bar is the same as in the previous screenshot. The main content area is titled 'O&M / Device List / Meter'. There are tabs for Microinverter, DTU, Repeater, Meter (highlighted), and Device Replacement. Below the tabs are search filters: 'Please select plant' and 'Please enter serial number', followed by a 'Search' button. A table lists Meter devices with columns: Meter-SN, Plant, Connected Position, and Action. One device is listed: 10C011000001 (SHOW_Export Management_1.2kW, Solar).

➤ Device Replacement Record

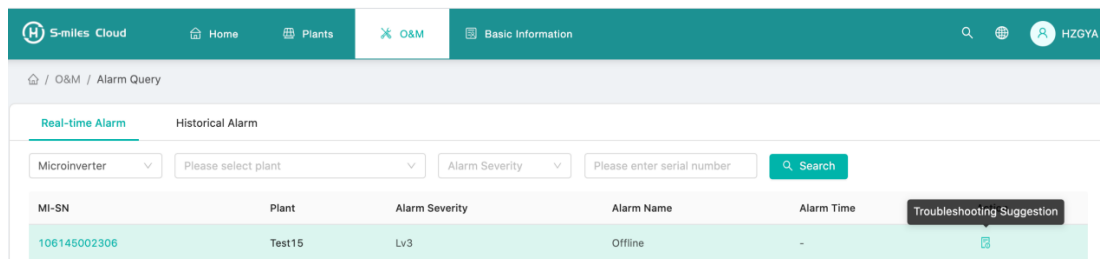
On this page you will be able to see the device replacement record.

The screenshot shows the S-miles Cloud interface with the 'Device Replacement' tab selected. The navigation bar is the same as in the previous screenshots. The main content area is titled 'O&M / Device List / Device Replacement'. There are tabs for Microinverter, DTU, Repeater, Meter, and Device Replacement (highlighted). Below the tabs are search filters: 'Please select plant', 'Device Type', 'Please enter original SN', 'Please enter new SN', and a 'Search' button. A table lists device replacement records with columns: Device Type, New Serial Number, Original Serial Number, Plant, Replaced Time, and Replaced User.

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

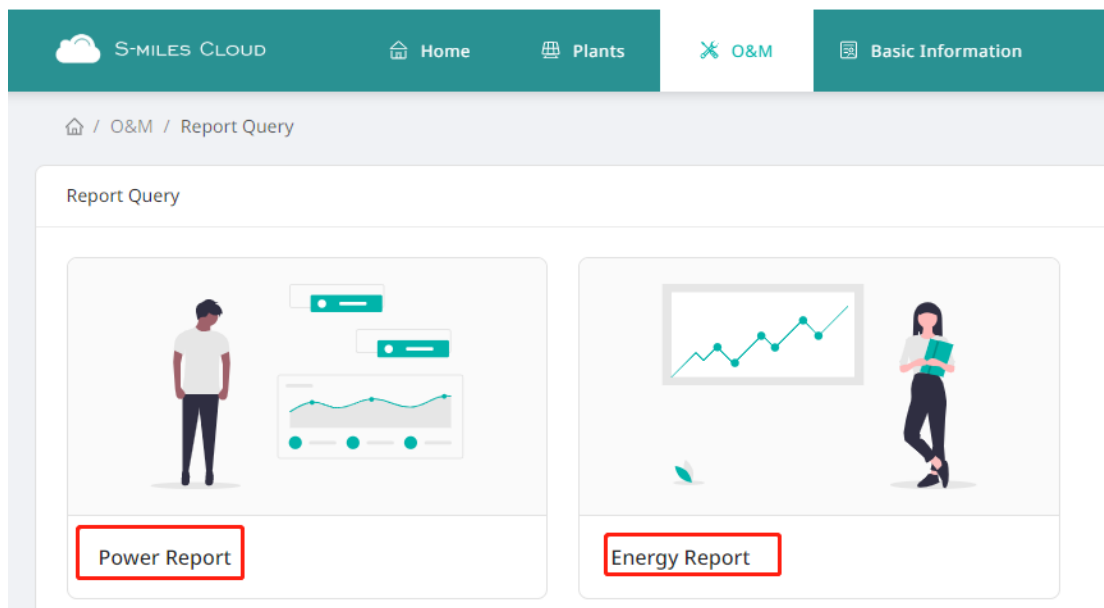
2.3.2 Alarm Query

- **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.



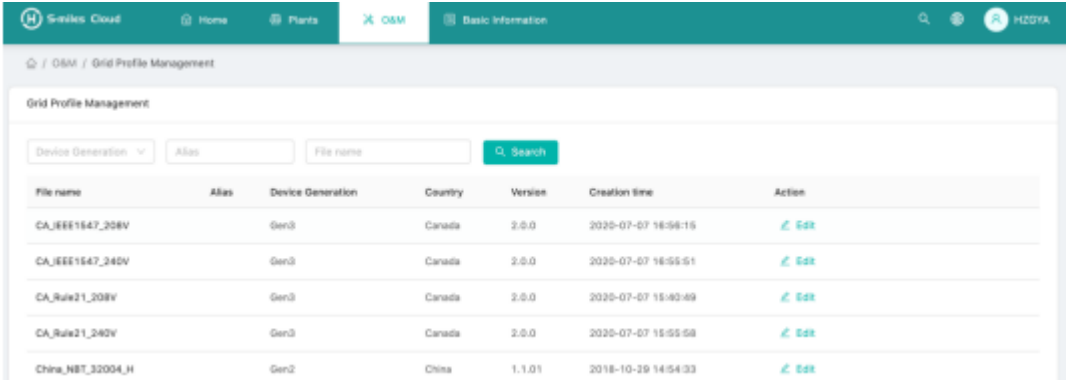
2.3.4 Report Query

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.



File name	Alias	Device Generation	Country	Version	Creation time	Action
CA_KEE1547_208V		Gen0	Canada	2.0.0	2020-07-07 16:56:16	View Edit
CA_KEE1547_240V		Gen0	Canada	2.0.0	2020-07-07 16:55:51	View Edit
CA_Rule21_208V		Gen0	Canada	2.0.0	2020-07-07 15:50:49	View Edit
CA_Rule21_240V		Gen0	Canada	2.0.0	2020-07-07 15:55:58	View Edit
China_HBT_32004_H		Gen2	China	1.1.01	2018-10-29 14:54:33	View Edit

2.4 Basic Information

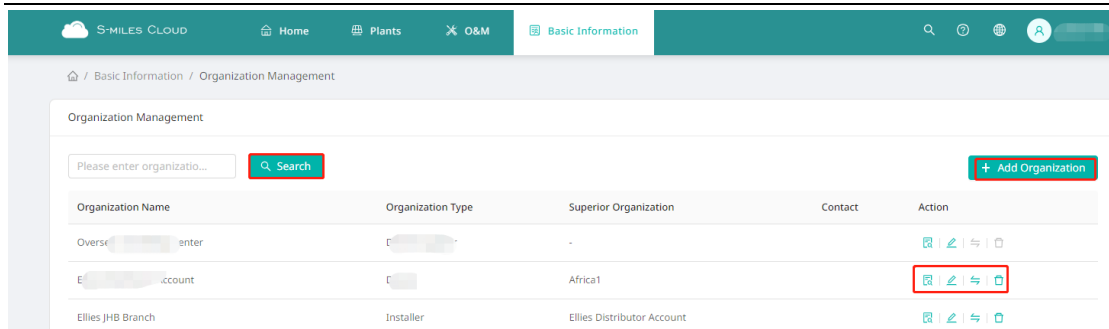
2.4.1 Organization Management

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

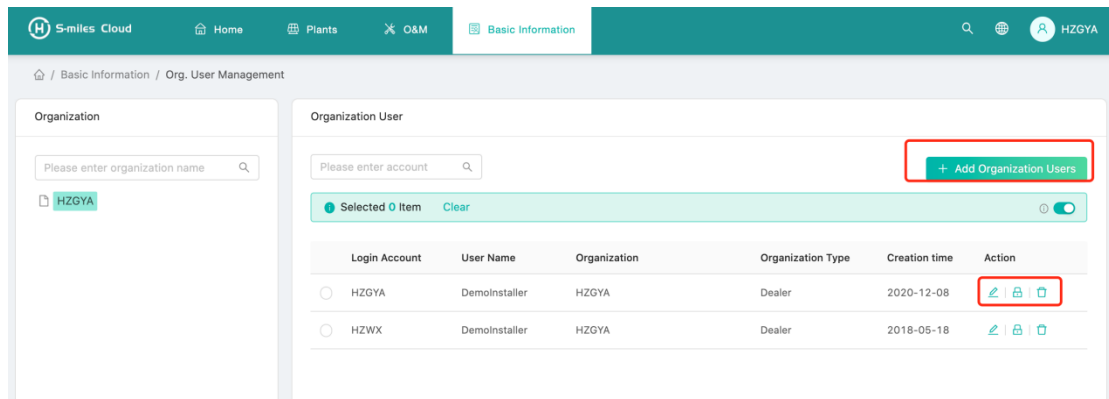
- **Definition:** An Organization means a group name, like a distributor or installer company.
- **Edit:** Click the “Edit” button to edit organization information.
- **Add Organization:** Click the “Add Organization” button to add an affiliated organization.
- **View:** Click the “View” button to jump 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.



2.4.2 Org. User Management

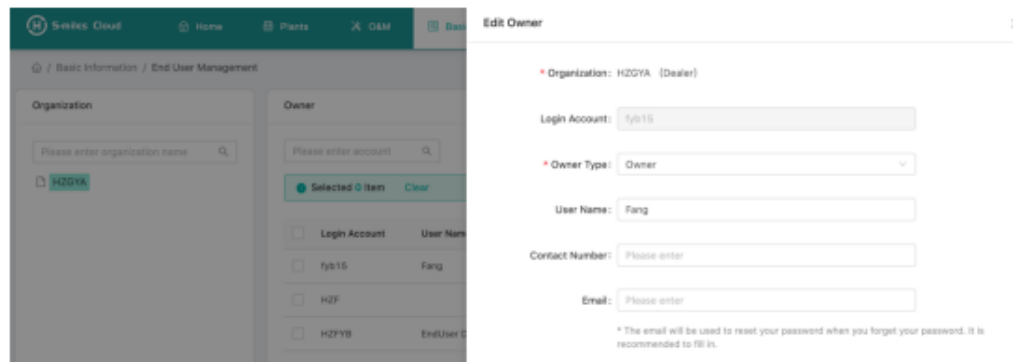
Definition: The login account for installers or cooperative partners.

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.











2.4.3 Owner Management

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



3. Alarm Definition

-  Offline
-  Alarm
-  **SN does not match**
-  Grid Abnormality
-  Network Signal Instability
-  Unfinished
-  inactive
-  My Favorite

- **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 (service@hoymiles.com) 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.

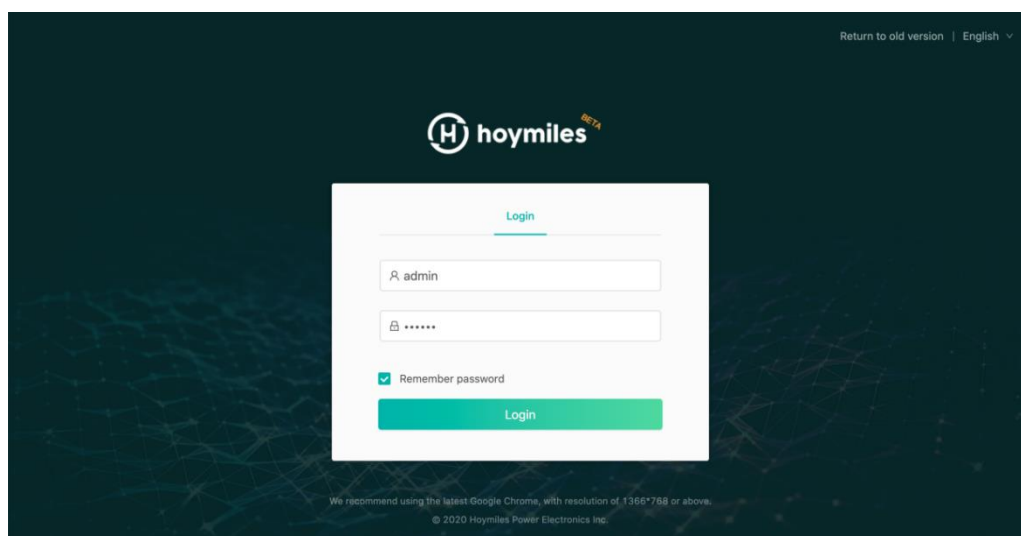
(2) Screen resolution: 1920*1080 recommended, 1366*768 supported.

3. System login address: <https://world.hoymiles.com>

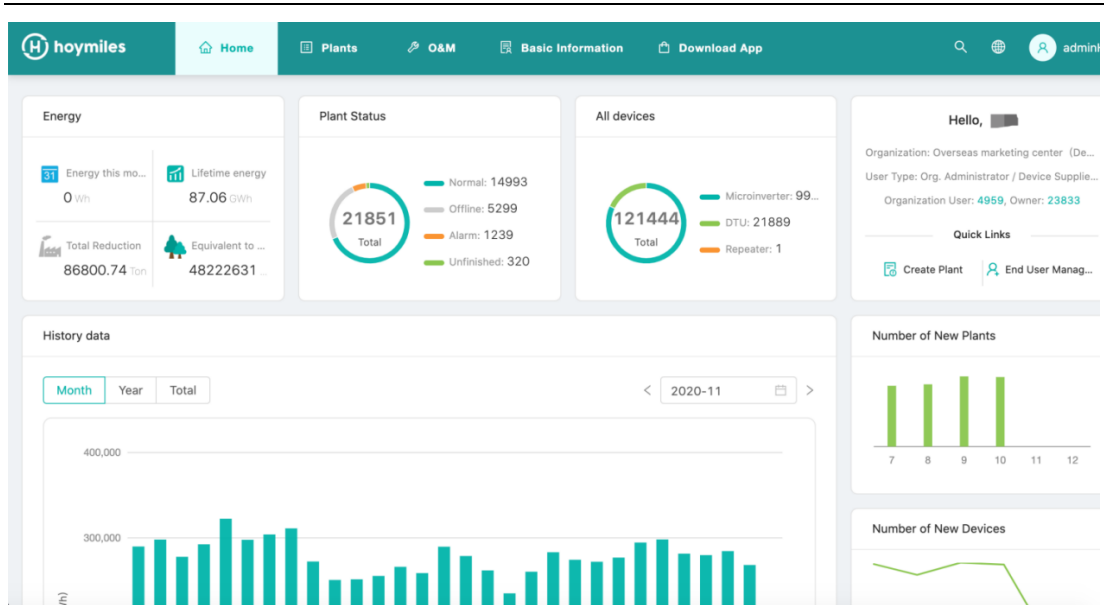
4. Login steps

(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.

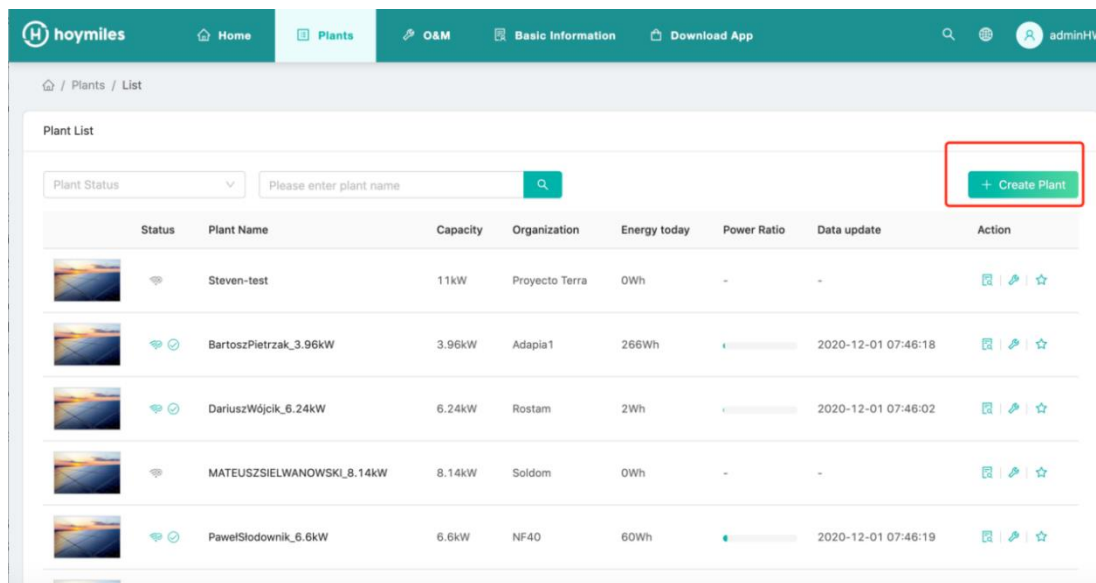


(3) Click “Login” and the system will automatically jump to the system homepage.



STEP 2 - Create a plant

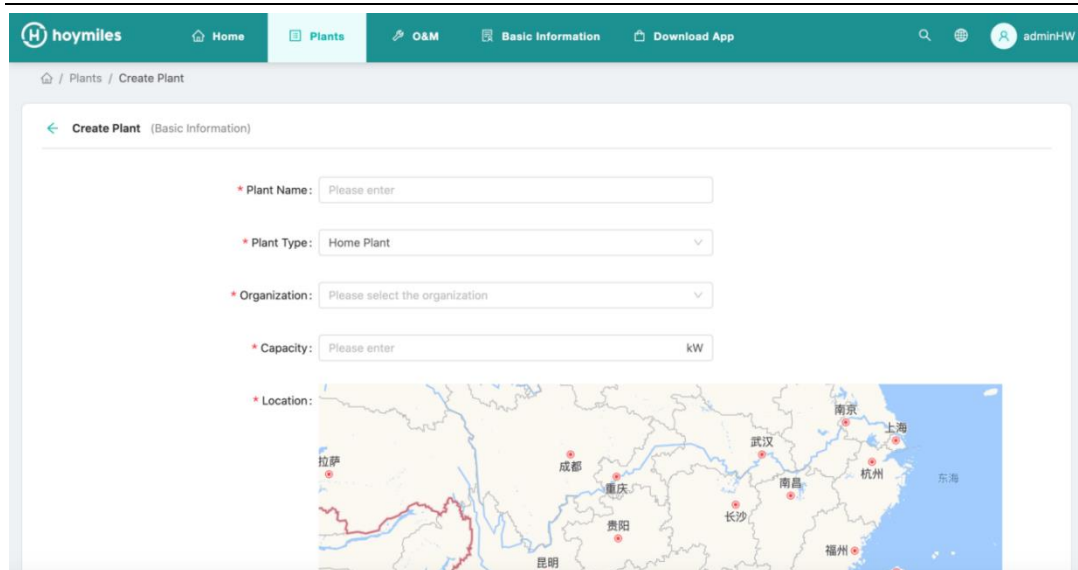
Click "Plant" - "Create Plant" as shown below,



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

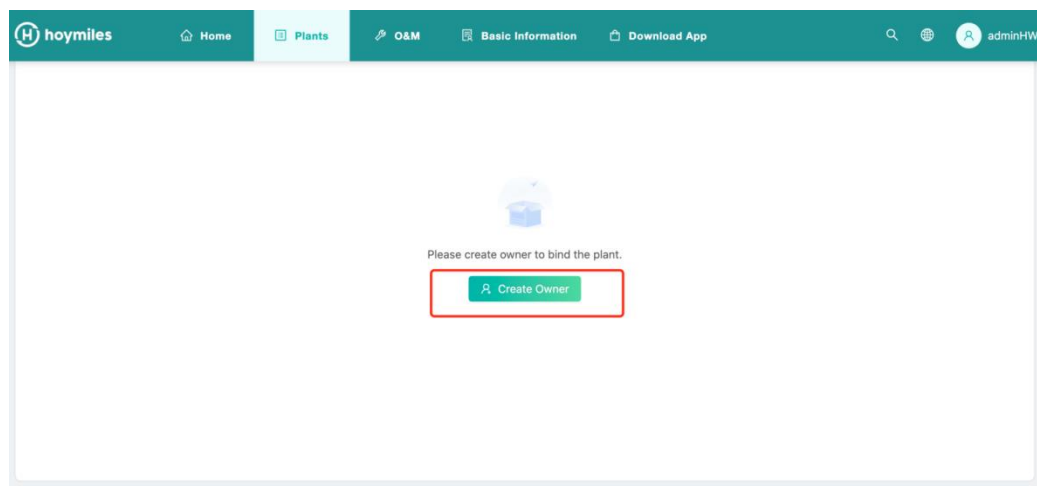
Note:

- **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.

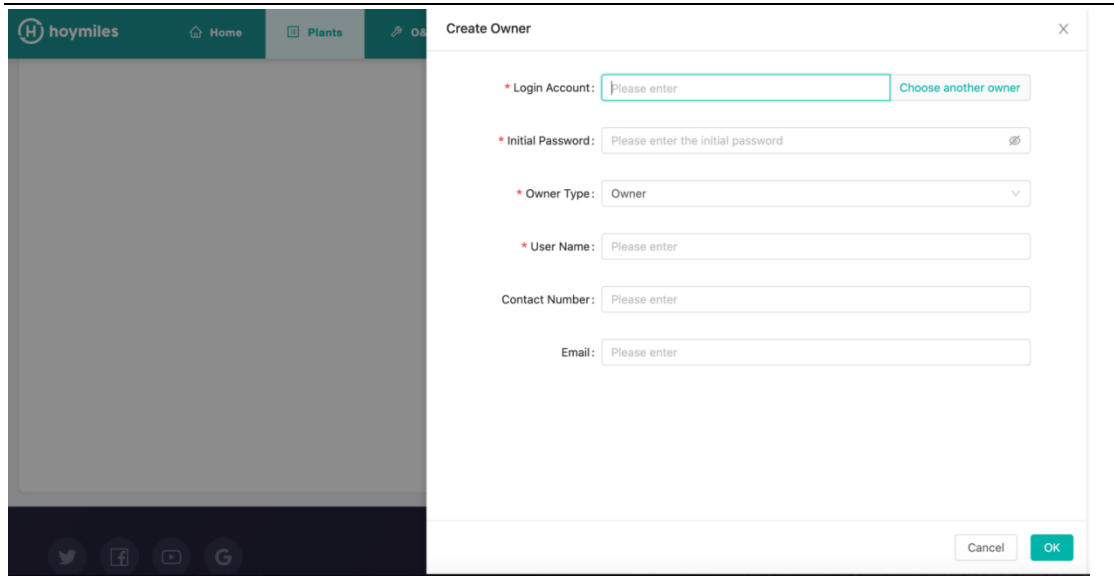


STEP 3 - Create an owner account

1. Click "Create Owner".



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.



hoymiles Home Plants O&M

Create Owner

* Login Account: [Choose another owner](#)

* Initial Password:

* Owner Type:

* User Name:

Contact Number:

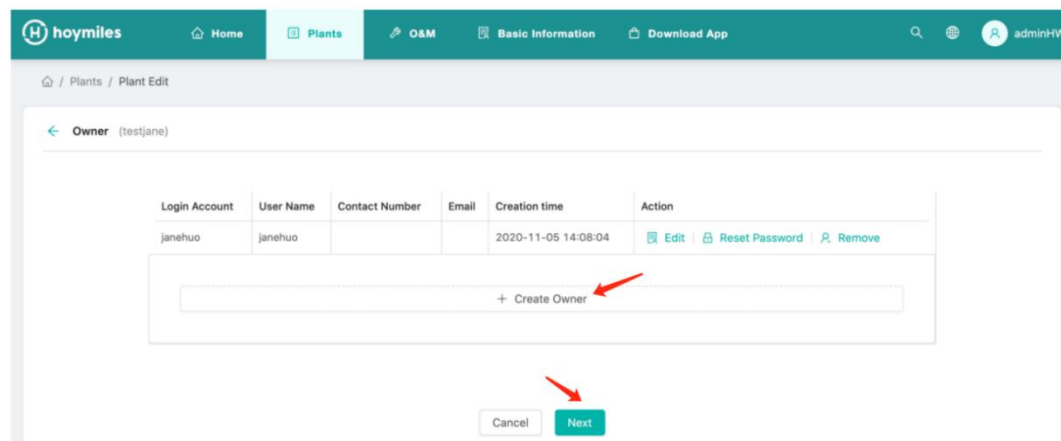
Email:

Cancel OK

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.



hoymiles Home Plants O&M Basic Information Download App adminHW

Plants / Plant Edit

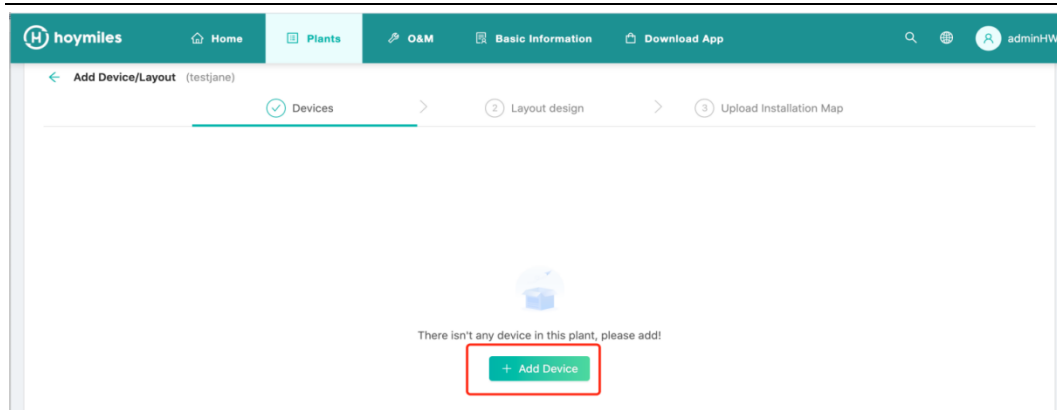
Owner (testjane)

Login Account	User Name	Contact Number	Email	Creation time	Action
janehuo	janehuo			2020-11-05 14:08:04	Edit Reset Password Remove

+ Create Owner

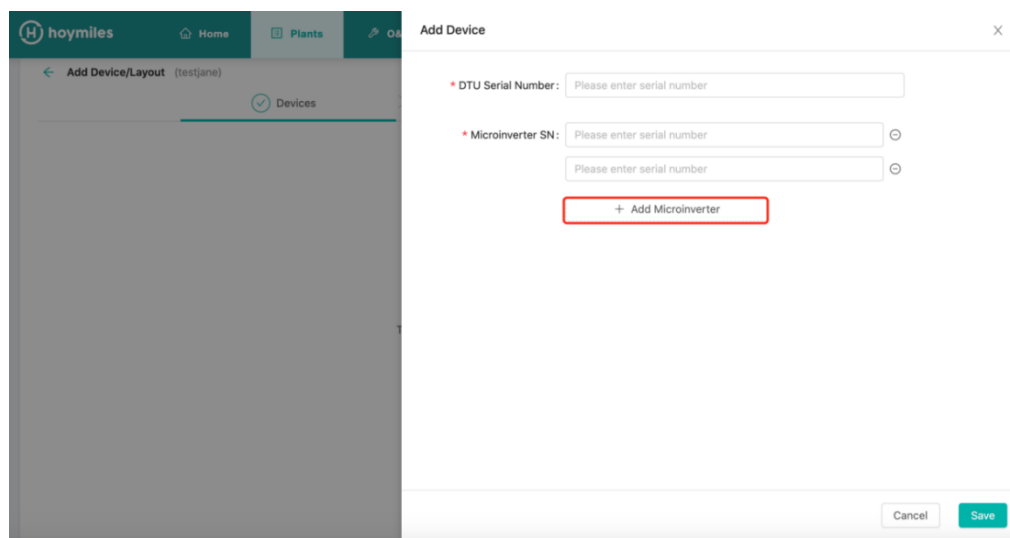
Cancel Next

- Click "Add Device".

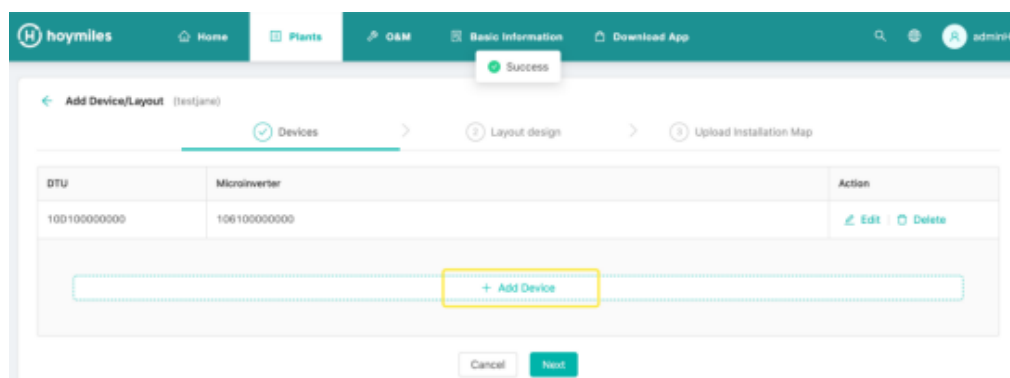


➤ Correctly input the serial number of the DTU and microinverter. After filling in all the information, click **"Save"** to go to the next page.

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



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

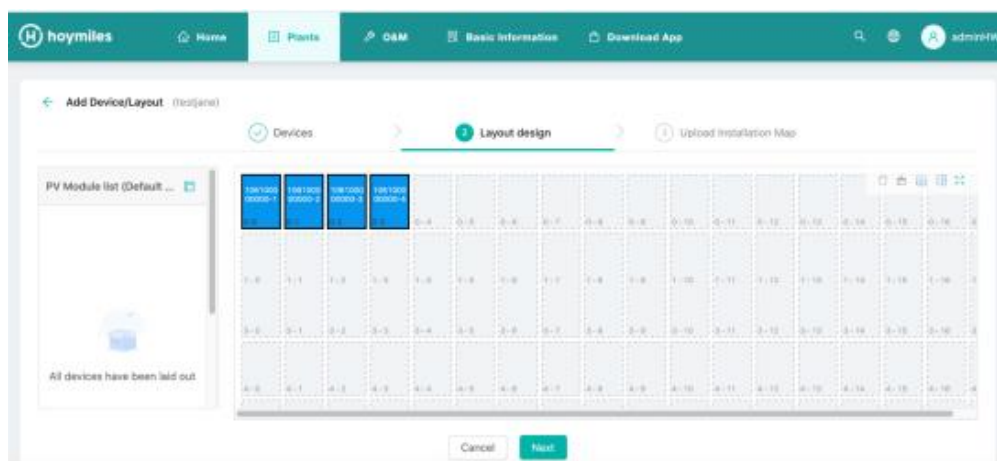


2. Layout design

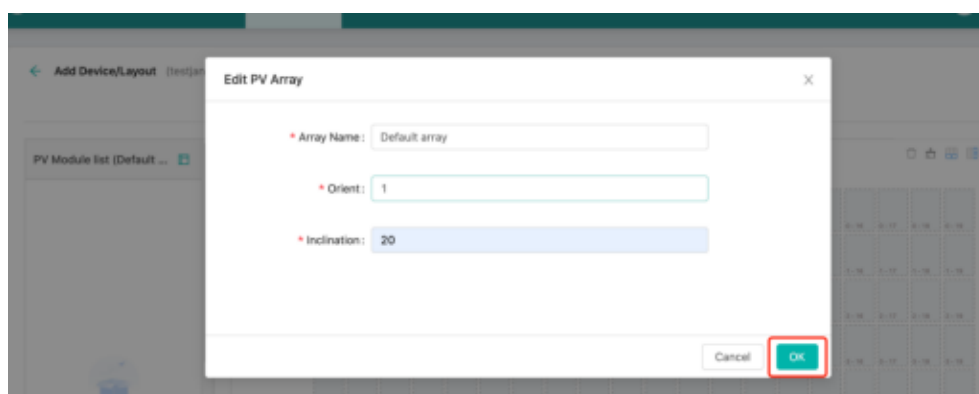
Select the module layout or drag the panels to the map as you want, then click "OK".



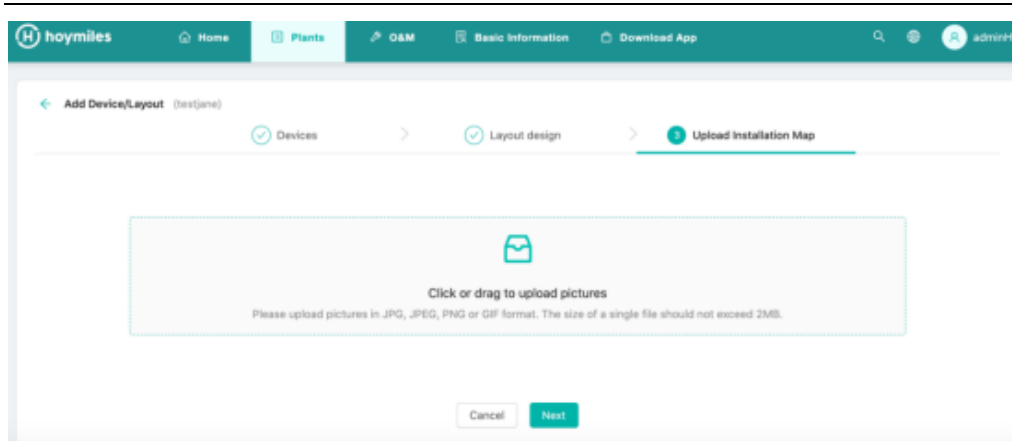
After clicking "OK", you will see the page as shown below, and if there is nothing you want to change then click "Next".



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



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

Home / Plants / Information

← Setting (id不匹配2)

Plant Name: id不匹配2

Currency Unit:

Unit Electricity Price:

Network select: Networking Automatically



Success

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

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