App User Manual

SOLARMAN Smart App

1.Account

1.1 Login&Registration

1.1.1 Registration

After entering `SOLARMAN Smart App`, please register at SOLARMAN Smart App to ensure the normal function.
Click "Register" to continue.

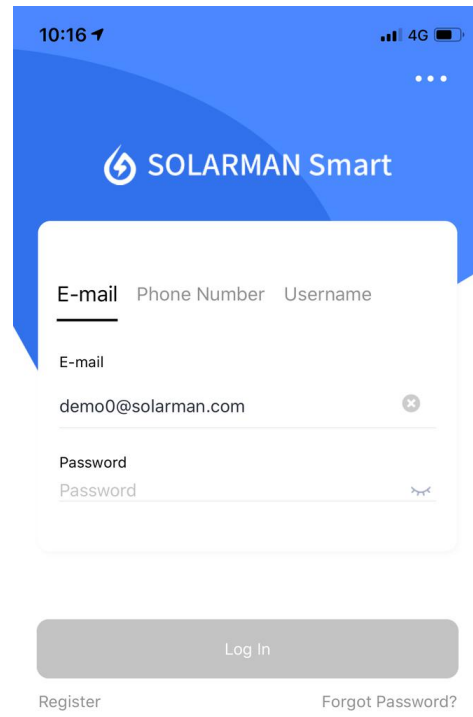System supports E-mail or phone registration currently. Please follow:
  (1) Set login account. (Phone number and E-mail are supported.)
  (2) Set password. (Password length: 6-50 bits)

  For security reasons, passwords with consecutive numbers (e.g. 123456) or same characters (e.g. AAAAA123) will be forbidden to use.

Register	Register
E-mail　　　　Phone Number	E-mail　　　　Phone Number
E-mail	+86 ∨
E-mail	Phone Number
Verification Code	Verification Code
Verification Code　Send	Verification Code　Send
Password	Password
Password 👁	Password 👁
Password at least 6 bits	Password at least 6 bits
Done	Done
☑ I have read and agreed to **T&Cs** and **Privacy Policy**	☑ I have read and agreed to **T&Cs** and **Privacy Policy**

1.1.2 Login

If you have an account at SOLARMAN Smart Platform, you can login directly.
Quick and easy access via WeChat or QQ is also supported.

1.2 Account Blinding

Go to 「Me」-「Settings」-「Account Binding」 to bind your account with your main
contact way.

● You can log in via your main contact way after the binding is done.
● Some functions (e.g. send alerts to E-mail) are available for you after the binding is
  done.

Binding Methods:
1. Phone Number (China, America, Brazil and Netherlands);
2. E-mail;
3. Username;
4. WeChat;
5. QQ.
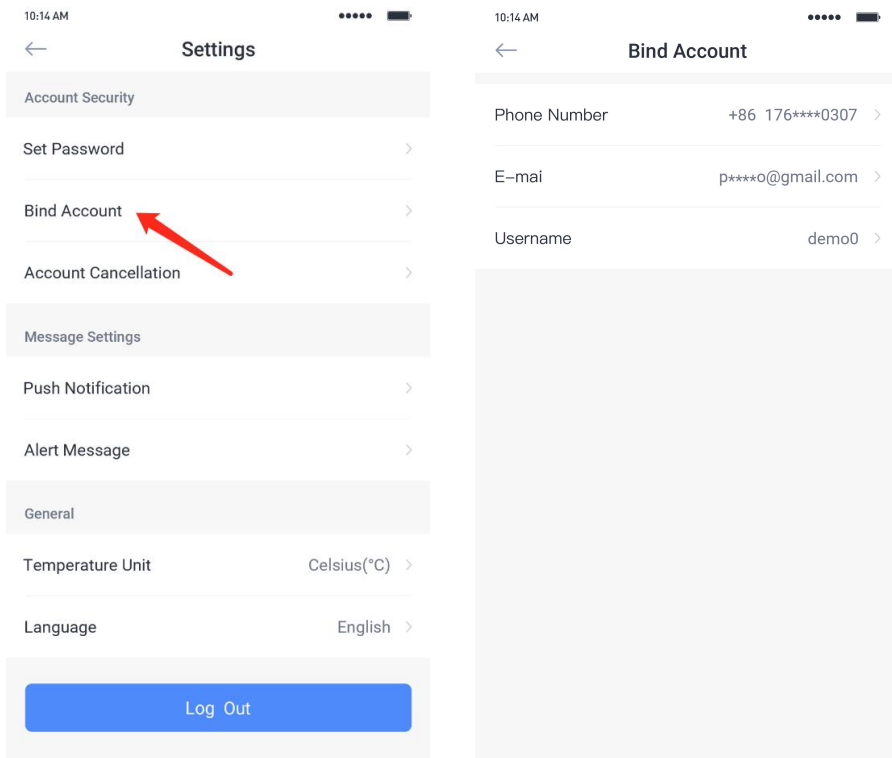
1.3 Password

1.3.1 Forgot Password?

If your password is forgotten, please click "Forgot Password" to find your password back.

（1）If you try to find your password via your phone, please enter your phone number first, then click "Send". System will send a verification code message to your phone. Please enter the right verification code and reset your password.

（2） If you try to find your password via E-mail, please enter your E-mail address first, then click "Send". System will send a verification code E-mail to your mailbox. Please enter the right verification code and reset your password.
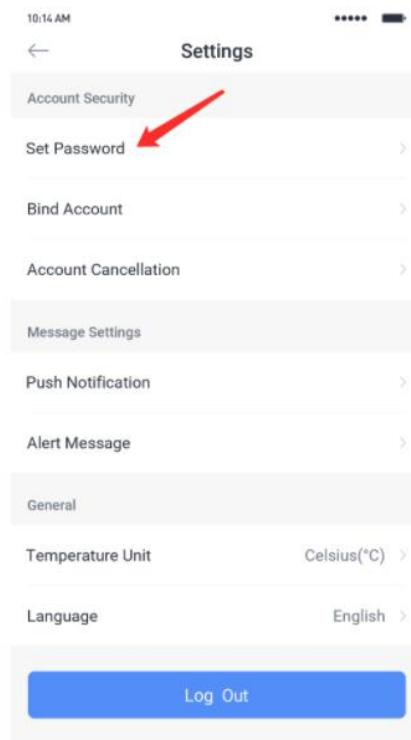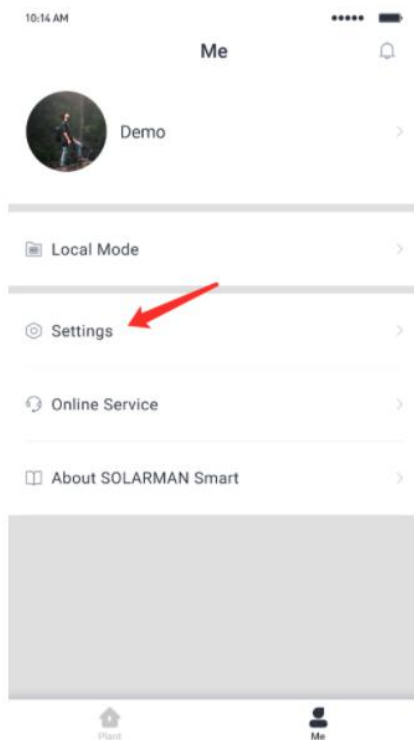
Notice: If you encounter the following problems, please contact Customer Service.

- Your phone or E-mail has been deactivated.
- Login method is "Username". And your account has not bound your phone or E-mail.
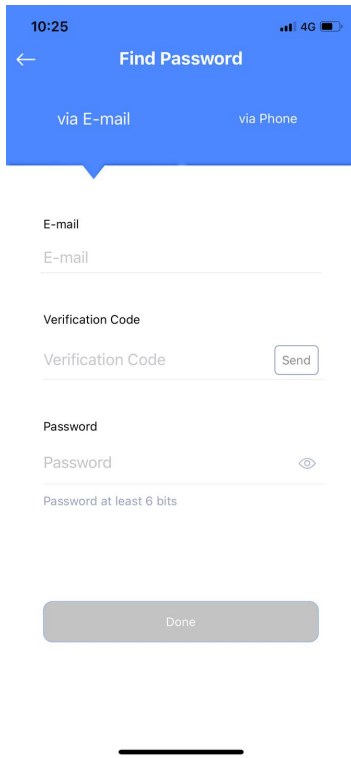
1.3.2 Password Modification

Go to 「Me」- 「Settings」- 「Modify password」 to change your password.
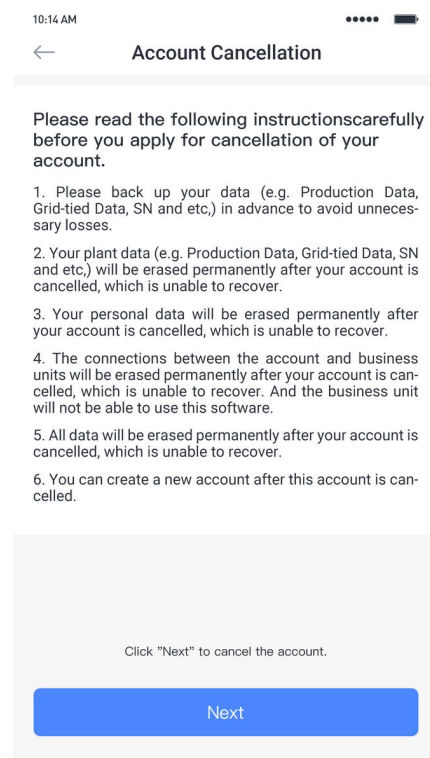
1.4 Account Cancellation

Step 1: Go to「Account Cancellation」Page

「Me」-「Settings」-「Account Cancellation」

Step 2: Read Cancellation Notice

Please read the following instructions carefully before you apply for cancellation of your account.
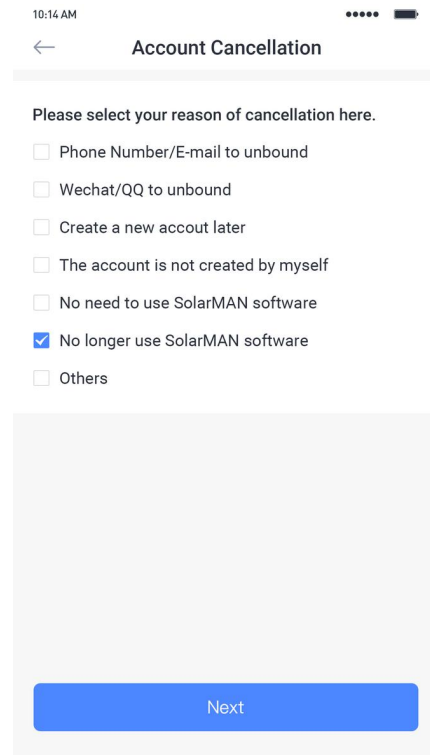
1. Please back up your data (e.g. Production Data, Grid-tied Data, SN and etc,) in advance to avoid unnecessary losses.
2. Your plant data (e.g. Production Data, Grid-tied Data, SN and etc,) will be erased permanently after your account is cancelled, which is unable to recover.
3. Your personal data will be erased permanently after your account is cancelled, which is unable to recover.
4. The connections between the account and business units will be erased permanently after your account is cancelled, which is unable to recover. And the business unit will not be able to use this software.
5. All data will be erased permanently after your account is cancelled, which is unable to recover.
6. You can create a new account after this account is cancelled.

Click "Next" to continue.

Step 3: Select Reason of Cancellation

Please select your reason of cancellation according to your own situation.
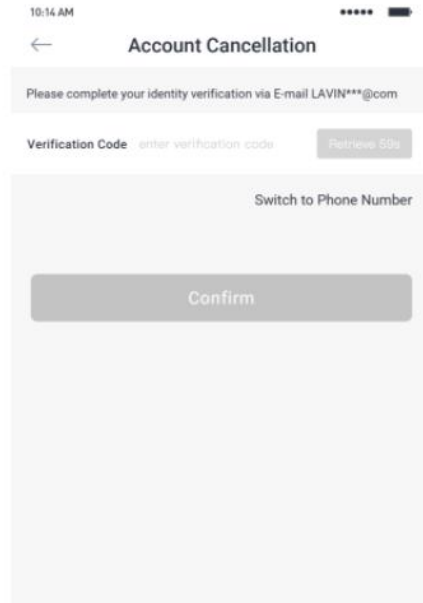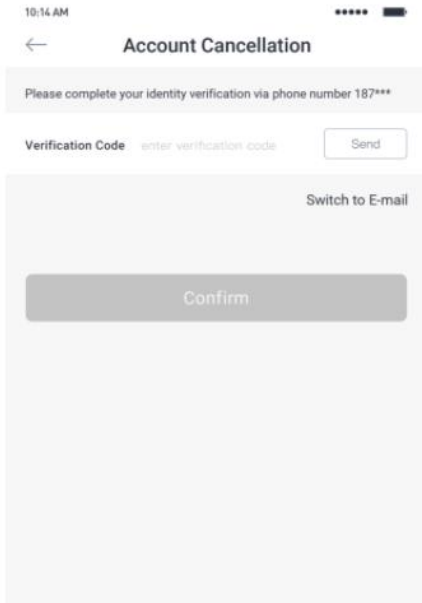Or you can select "Others" and enter your reason manually.

Click "Next" to continue.
Notice: Account that has data on SOLARMAN Business can't be cancelled from SOLARMAN Smart.

Step 4: Phone Number/E-mail Verification

If your account has bound to phone number or E-mail, phone number/E-mail verification will be required.
You can select either method for verification.

After entering the verification code, click "Confirm".

Notice:If your account has not bound to phone number or E-mail, please skip this step.

Step 5: Final Confirmation

Please read the content in popup carefully and make your final confirmation here.

Application review period is 7 days. You can cancel the application within 7 days freely. Otherwise, system will delete your account after 7 days and all data will be erased together.
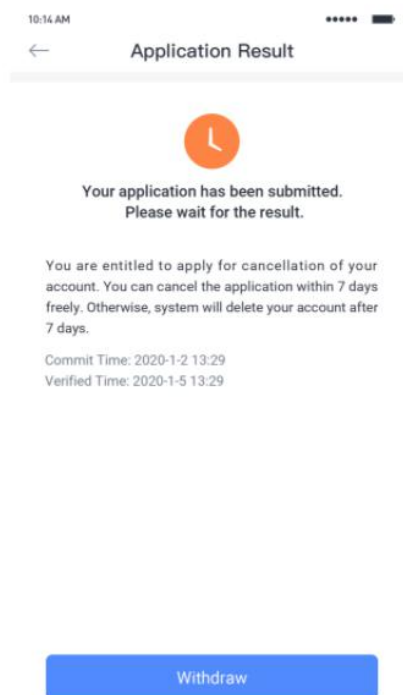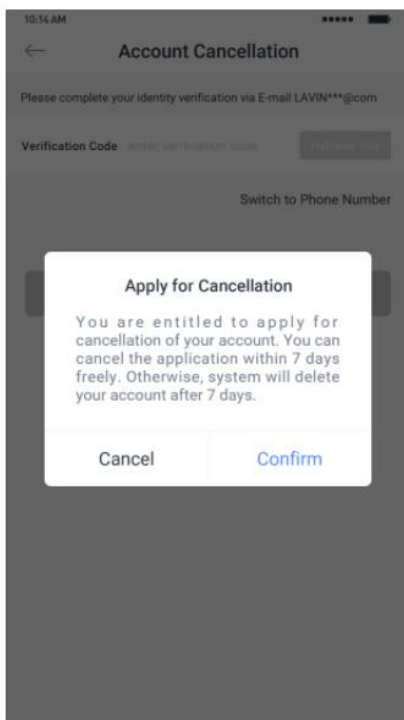
2.Plant Monitor

2.1 Create a plant

You can create your own plant at "SOLARMAN Smart" to run a real-time monitoring. System will collect and calculate data from associated devices, which enables a full understanding of PV plant running status.

Step 1: Add Now

Click "Add Now" to create your plant on SOLARMAN Smart.
Notice: If you have already created a plant, you will not see the following page. And if you wish to create another plant, please click "+" in the upper-right corner and select "Create a Plant".
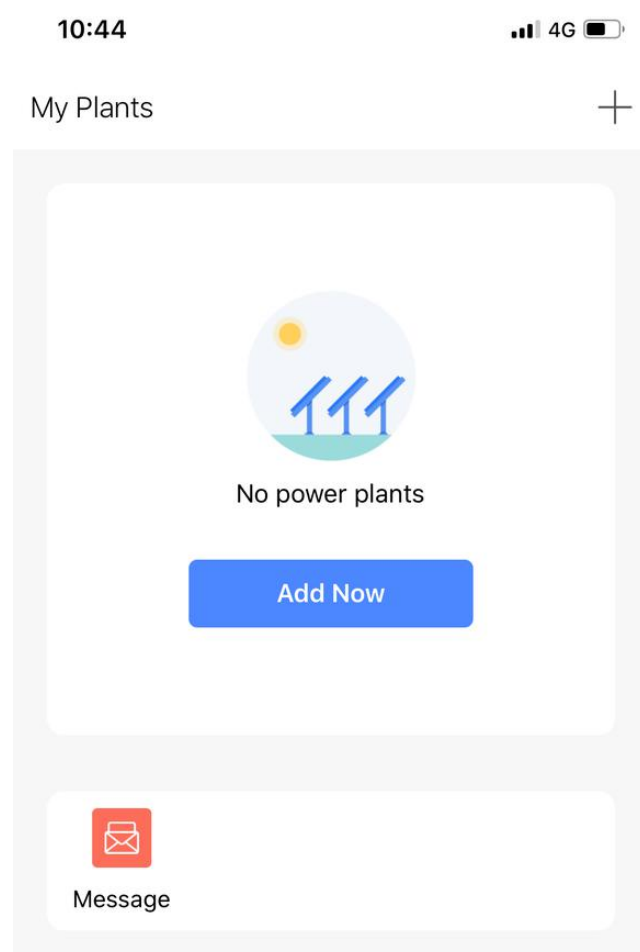
When you enter the following page, please select according to your own situation.
If your plant has an installer to do O&M in the later stage, it is recommended that do Not create plant by yourself.
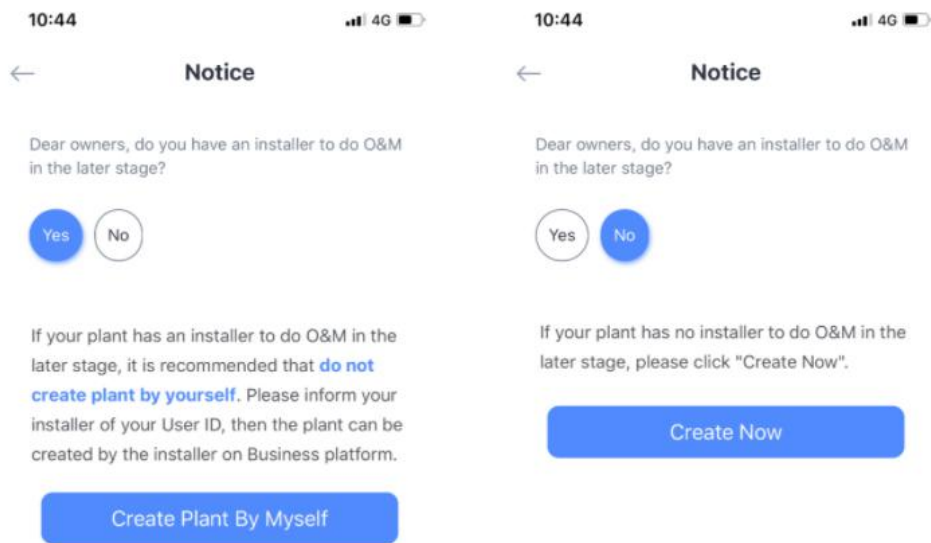

Step 2: Enter Plant Details

Please enter detailed plant information according to your actual situation. System will create an unique plant for you. In order to calculate plant data precisely, please enter
(1) Plant Name,
(2) Plant Type,
(3) Grid Type,
(4) Plant Location,
(5) Installed Capacity,
(6) Time Zone,
(7) Other information.
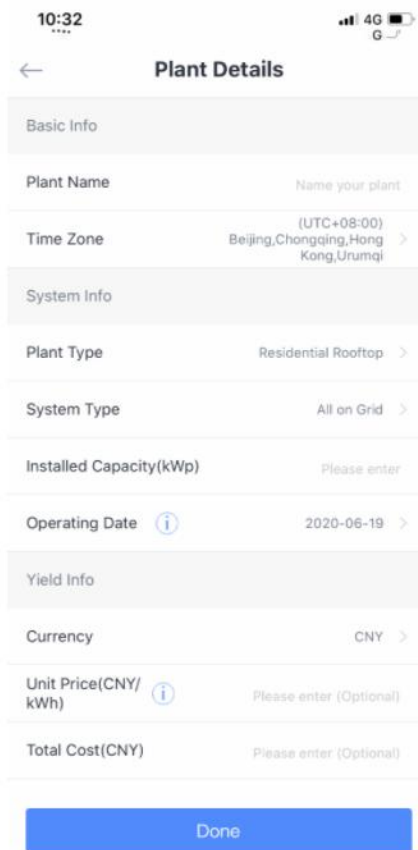
Notice:

You can click the left icon to switch between Google Maps and Amap.
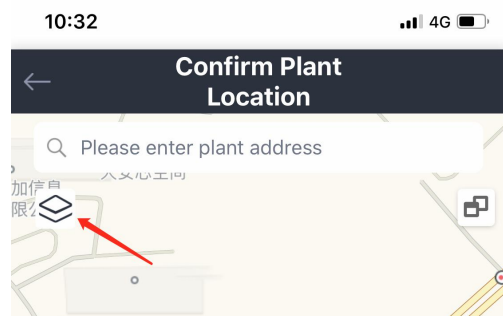
- Amap will enhance searching&locating ability in China.
- Google Maps will enhance searching&locating ability globally.

Please select according to your own situation.

Due to laws and regulations in China, Google Maps is not available in China mainland.

You can click the right icon to switch between 2D Plan and Satellite Map.

Click "Done" to complete the creation.

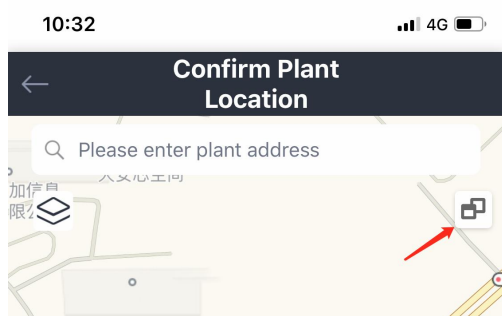If there is no data in your plant, which means you have not added a device in your plant.

2.2 Add a Logger

After the plant is created, you can add a logger. Logger can collect running data from PV devices and upload to server, which enables a full understanding of PV plant running status and revenue information. Furthermore, SOLARMAN Smart will determine whether the plant is running normally, which avoid property losses caused by device failure and other reasons.

Step 1: Select a Plant

In case you have various power plants, which might cause data corruption, it is recommended to select a plant first before adding a logger.

Ways to add a logger:

（1）Go to "Plant Homepage" , click "+" in the upper-right corner, select "Add a Logger", then「Select a Plant」according to your actual situation.
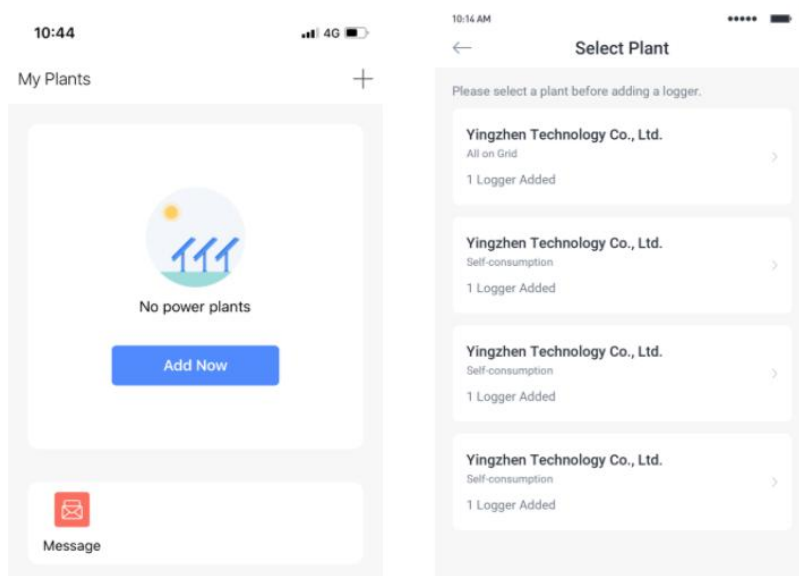
（2）Go to「Plant Details」, click "..." in the upper-right corner, and go to「Device Details」, then click "+" in the upper-right corner to add a logger to the target plant.
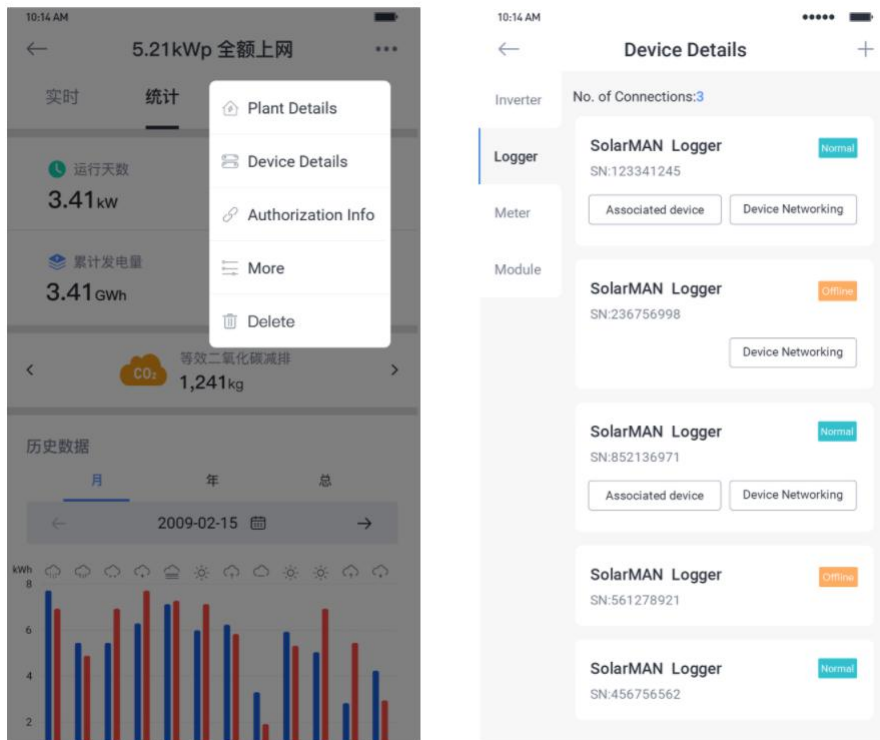
Step 2: Enter Logger SN

Users can enter logger SN manually or click icon in the right to scan SN.
SN can be found on the product box. If the product box has been lost, you can find SN on product body.

Step 3: Select Authorization Mode

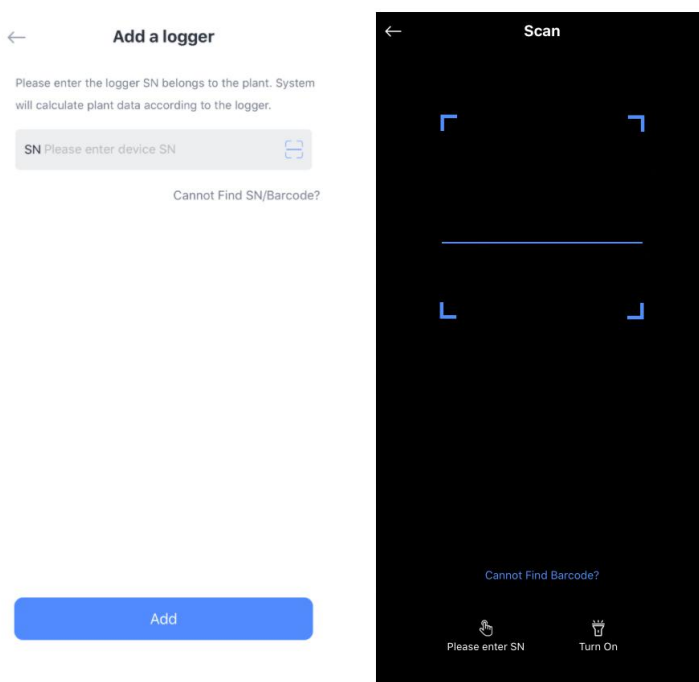When you add a logger, it is required to select authorization mode. System will add a device to your plant according to your authorization mode.

1. Select authorized device automatically
Default authorization mode: Select authorized device automatically. If you select this mode, devices connected to logger will be added to the plant automatically.
2.Select authorized device manually
If you select authorized device manually, it is required to select the device connected to logger first, then add the target devices to the plant. If the logger does not have normal networking or devices have no connection with the logger at this period, you can go to 「Device Details」 and add device manually when it runs normally.

Notice: Once the device has been added to the plant, authorization mode cannot be changed. If you want to change the authorization mode, please delete the logger first and add to the plant again.
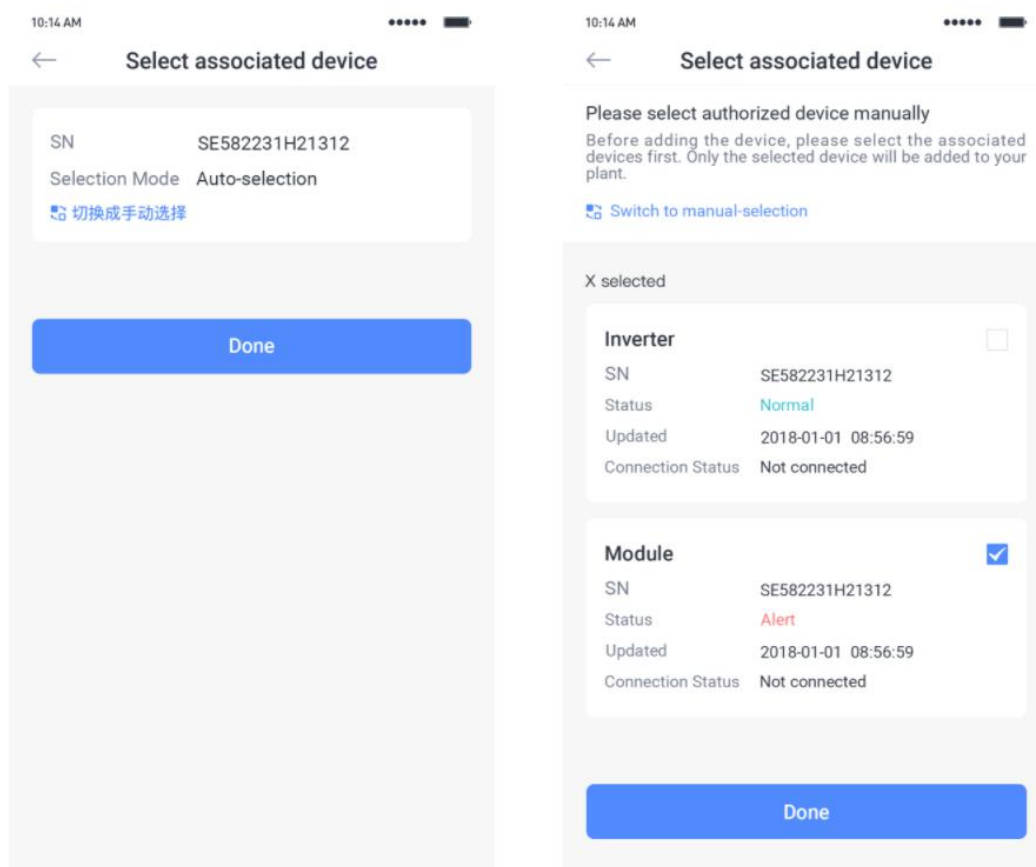
Step 4: Finish

After finish adding, you can check logger data on "Device Details" page.

<mark>If the logger is equipped with a WiFi module, please know the following information:</mark>
1. Wi-Fi module is not capable of communication, which cannot transmit data directly.
2. If you wish your logger is capable of communication, it is required to operate networking configuration first. System will keep you informed after adding a device, then click "Go to Configure".
3. After networking configuration is done, it means the logger is capable of communication, which can transmit data to server. Then you can check plant data on SOLARMAN Smart.
4. Due to network and server connection reasons, please wait about 5-10 mins to check the data after the configuration is done.
5. If the data cannot be displayed normally, please check router network or try networking configuration again.

2.3 Networking Configuration

If the logger is equipped with a WiFi module, it is required to operate networking configuration to ensure normal communication.

Go to 「Device List」and check if there is "Networking Configuration" button. If not, it means networking configuration is not required.

1.Networking Process

Please use 2.4G network for configuration. 5G network is not supported.

Step 1: Confirm Wi-Fi Info
Please make sure your phone has connected to the right WiFi network and click "Start".

← SN:2312423 ⇌

Password

🛜 App_only   Change network

🔒 *******   👁

5G frequency band is not supported.
Please connect to 2.4G frequency band.

Start to configure

Reminder

1. Please make sure the signal strength of Wi–Fi is good
2. During the configuration, some Android phones will prompt that the current network is not available. Please ignore the prompt.

Step 2: Connect to AP network

Go to Phone Settings-WLAN, find the right "AP_XXXXX" network and click "Go to connect".

Go back to SOLARMAN Smart after your phone has connected to AP network.
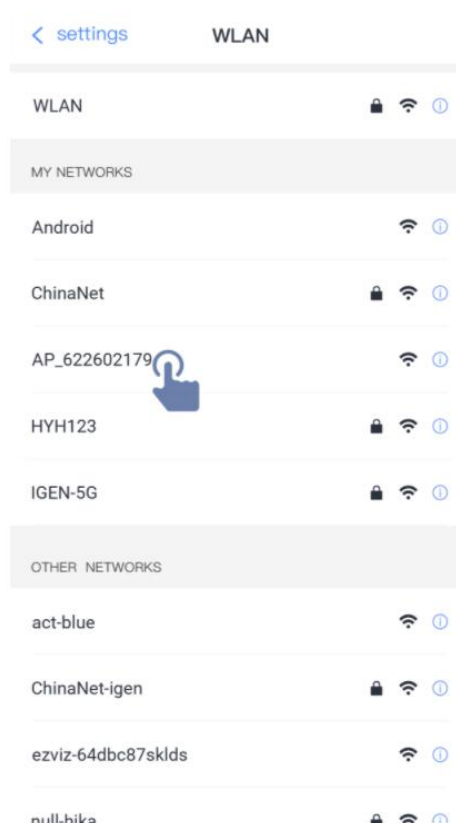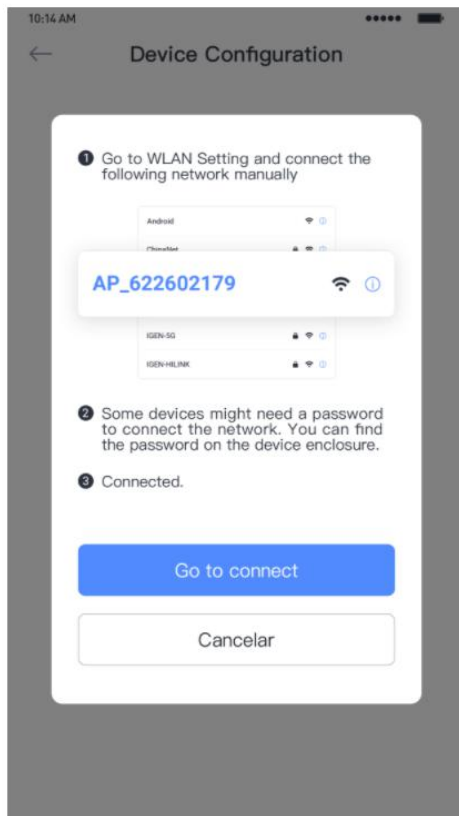
Step 3: Auto Configuration

Please wait for a while to complete the configuration. System will switch to the Configured Page automatically.

When you go back to 「Device List」, the logger will still at Offline status. Usually, the data will be updated in 10 mins. Please wait patiently.
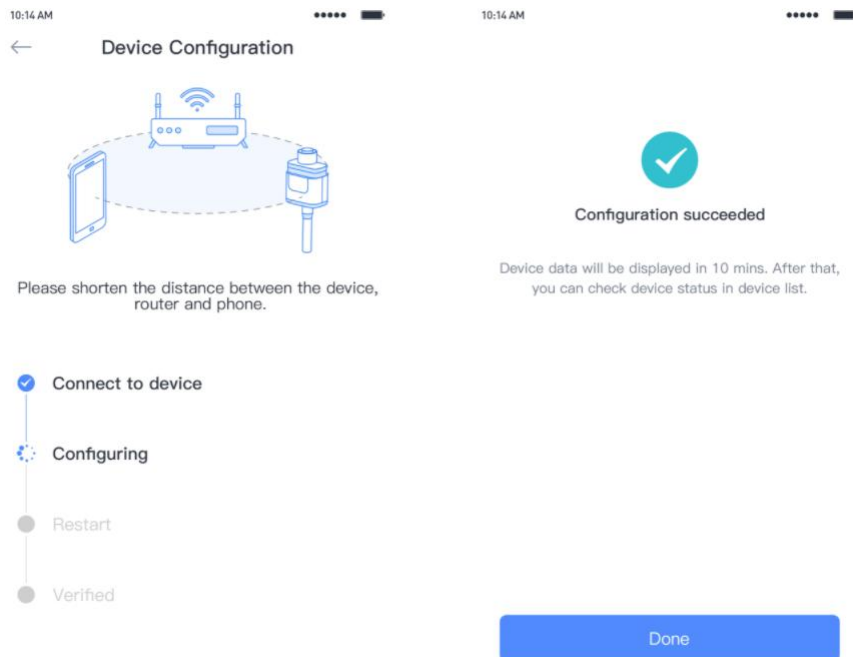
<mark>If configuration failure occurs, please check the following reasons and try it again.</mark>

1.Make sure WLAN is ON;

2.Make sure WiFi is normal;

3.Make sure wireless router does not implement the white-black list;

4.Shorten the distance between the phone and device;

5.Try to connect to other Wi-Fi;

6.Remove the special characters in Wi-Fi network.

2.Demo Video

● iOS System

Please copy the link below to your browser to check.

https://www.solarman.cn/download/video/iOS_DemoVideo_AP_EN.MP4

● Android System

Please copy the link below to your browser to check.

https://www.solarman.cn/download/video/Android_DemoVideo_AP_EN.mp4

2.4 Data View

After plant settings and device settings are done, users can check data at this moment.
Notice: The data will be updated in 5-10 mins after the configuration is done.

1、Real-time Data

Users can check various data on this page. E.g. Real-time Production Power, Flow Chart, 24H Curve, Production, Consumption and etc,.
Notice: System will display different page layout according to your plant system type. Please set plant system type according to your actual situation.

Our recommendations:
- If your device (e.g. inverter) only acquires production data and transmits data to grid, it is recommended that you choose "All on Grid" as your plant system type;
- If your device (e.g. inverter) acquires production data and consumption data at the same time, it is recommended that you choose "Self-consumption" as your plant system type;
- If your device (e.g. inverter) acquires production data, consumption data, battery data and grid data at the same time, it is recommended that you choose "Storage System" as your plant system type.
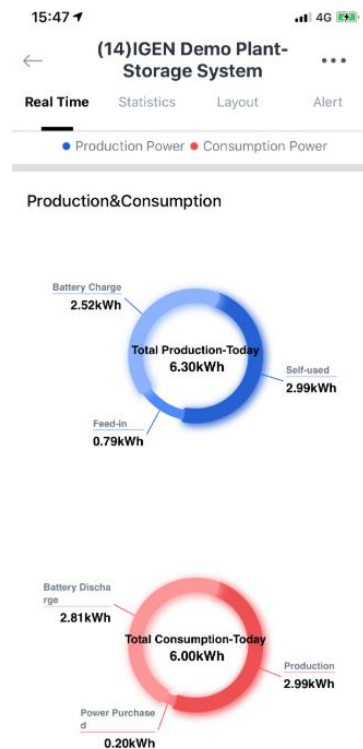
2、Statistics Data

Users can check plant statistics data and historical data on this page and filter specific date and conditions to query.
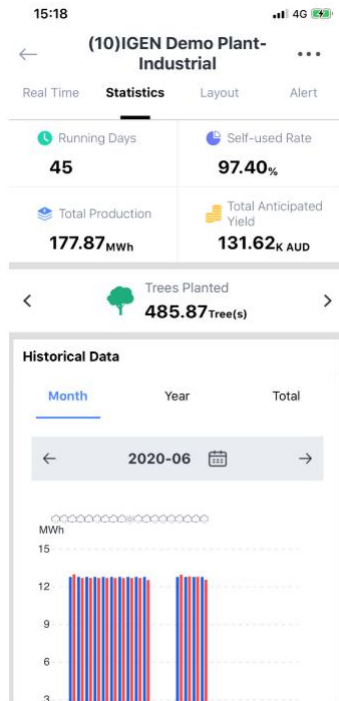

3、System Layout

Users can check the production of each module in different time periods on this page. Combined with overall production situation of the plant, system can quickly analyze the efficiency and failure of target module.

Notice: If you wish to check system module layout, please ask your O&M provider to set at SOLARMAN Business Web.
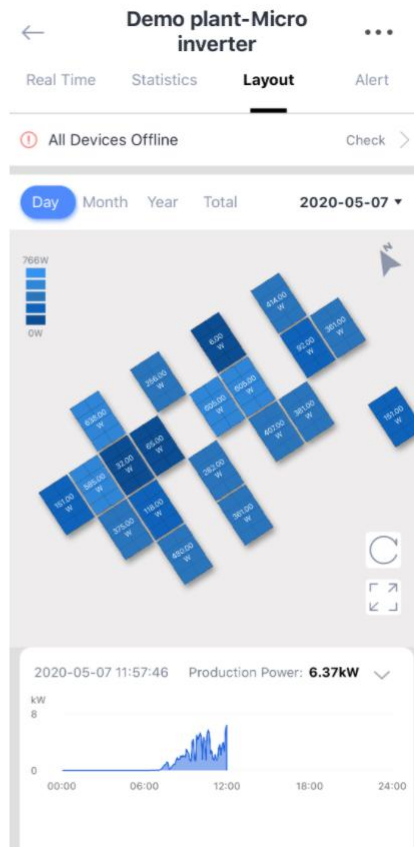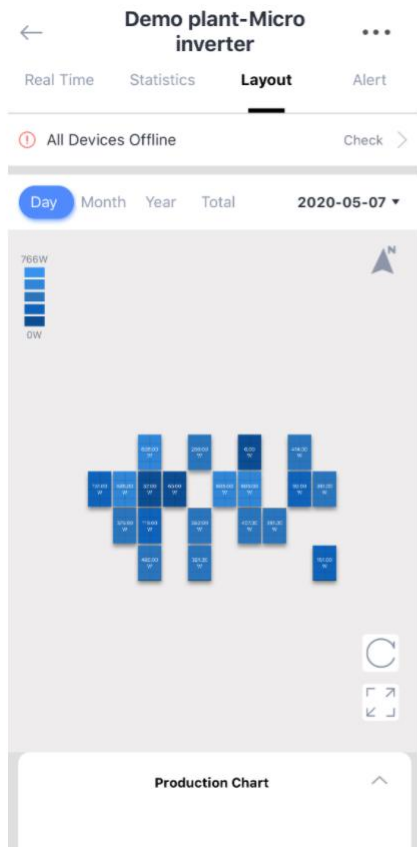
4、Plant Alert

Users can check plant alert on this page. Alert will be distinguished from alert grade and alert content, which enables you to understand the importance of alerts. Through these alert message, users can learn the fault status of your plant, which avoids property losses.
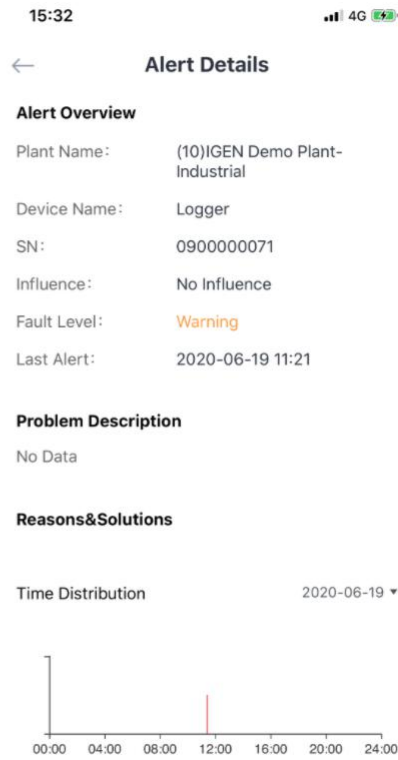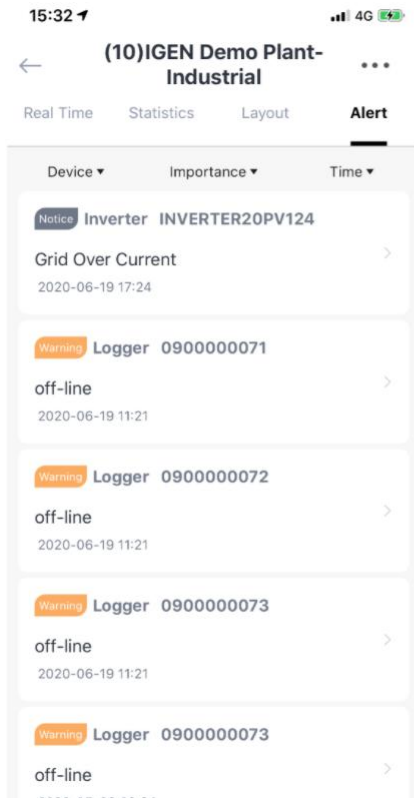
5、Plant Details

Click "…" in the upper-right corner to go to 「Plant Details」page.

Users can check Basic Info, System Info, Revenue Info and etc,. Moreover, you can modify the information here to ensure a better analysis of plant data.

← **Plant Details**

Basic Info

Plant Cover	
Plant Name	Demo plant-Micro inverter
Plant Loc	nantong rugao
Time Zone	(UTC+08:00) Beijing,Chongqing,Hong Kong,Urumqi
Creation Date	2019-09-02
Founder	张大陆

System Info

Plant Type	Residential Rooftop
System Type	All on Grid
Installed Capacity(kWp)	6000
Azimuth(°)	0~180
Angle of tilt （°）	0~90
Operating Date ⓘ	2019-09-02

Yield Info

Currency	CNY
Unit Price(CNY/kWh) ⓘ	1
Total cost(CNY)	Please enter (Optional)

6、Device Info
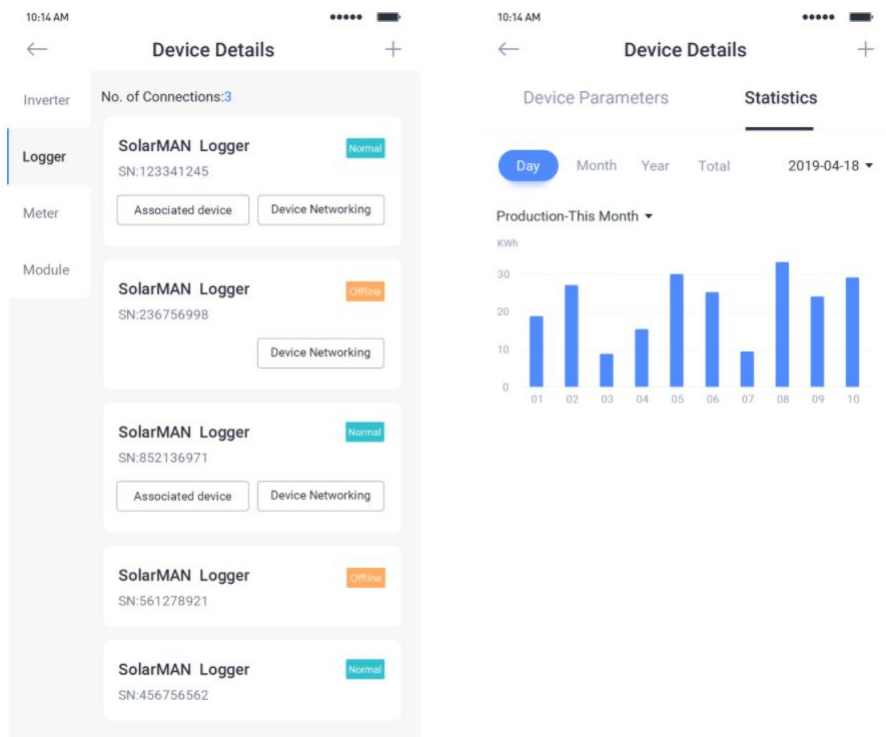
Click "…" in the upper-right corner to go to「Device Info」page.

Users can check device information on this page. Click a specific device to check specific info, including device real-time parameters, statistical chart and etc,. Moreover, users can check if the device is running normally.

Click "More" in the upper-right corner on「Device Details」page to edit or unbind a device.

If the device is a logger, "Networking Configuration" can be operated here.

If the device is a meter, "Meter Configuration" can be operated here.

2.5 Plant Authorization

Click "…" in the upper-right corner on「Plant Details」page to go to「Authorization Info」page.

According to plant property, there are two types of plant. One is created by myself. Another is authorized by others.

1. Plant created by myself

Please refer to authorization steps. Users can authorize the plant to your service provider. After that, the authorized service provider can check your plant data and operate your

device.

The authorization scope is determined by the role you set for the service provider.

- If the service provider is "Ordinary Member", then it can check all plant data.
- If the service provider is "Admin", then it can check all plant data and operate the plant/device.
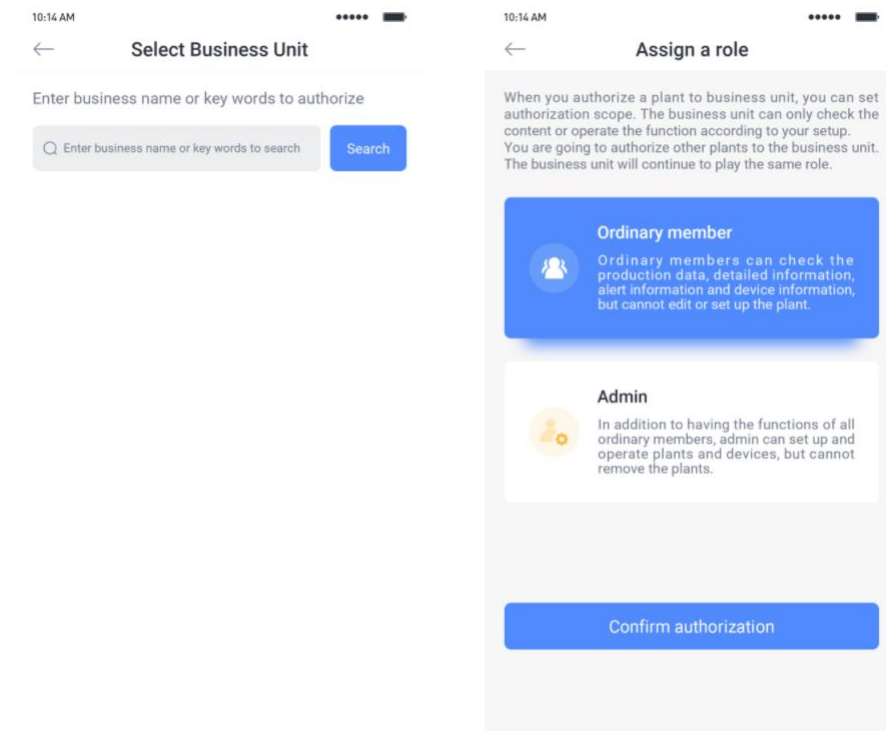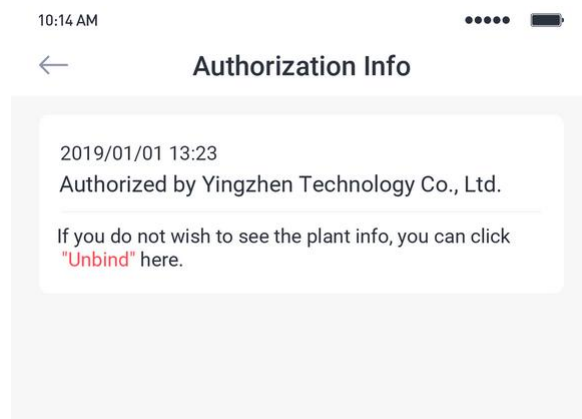

2.Plant authorized by others

Currently, the service provider can authorize the plant to users. Users can check data of authorized plants within the permissions.

Users cannot authorize such plants to others.

If users do not wish to follow the plant, click "Unbind".

2.6 Plant Settings

1、Delete Plant

Click "…" in the upper-right corner on「Plant Details」page to delete a plant. System will display a popup dialog twice for confirmation. After your confirmation, the plant will be deleted from your account. The deletion is not recoverable and all the data will be deleted. Please be cautious!
Notice: Authorized plant cannot be deleted.

2、Plant Settings

Click "…" in the upper-right corner on「Plant Details」page to go to「More Settings」. Users can set plant properties and rules here.
- Data Source
- Calculation of Accumulated Production
- Zero Setting for Production Power

2.1 Data Source
Users can set the data source for production, grid, consumption and battery to ensure data accuracy.
Default: Intelligent Selection. System will select data source based on plant actual situation. Or you can modify it manually.

2.2 Calculation of Accumulated Production

Users can set rules of taking figures for production, consumption, grid feed-in, electricity purchasing, energy charged, energy discharged.
Default: via accumulated production uploaded by devices.
Users can select via daily production summation manually and system will no longer use device data as the benchmark, platform calculation instead.

Platform Calculation = Daily production summation within the selected time period
E.g.:
Accumulated Production in 30 days= Production on 1st June + Production on 2nd June + …… + Production on 30th June
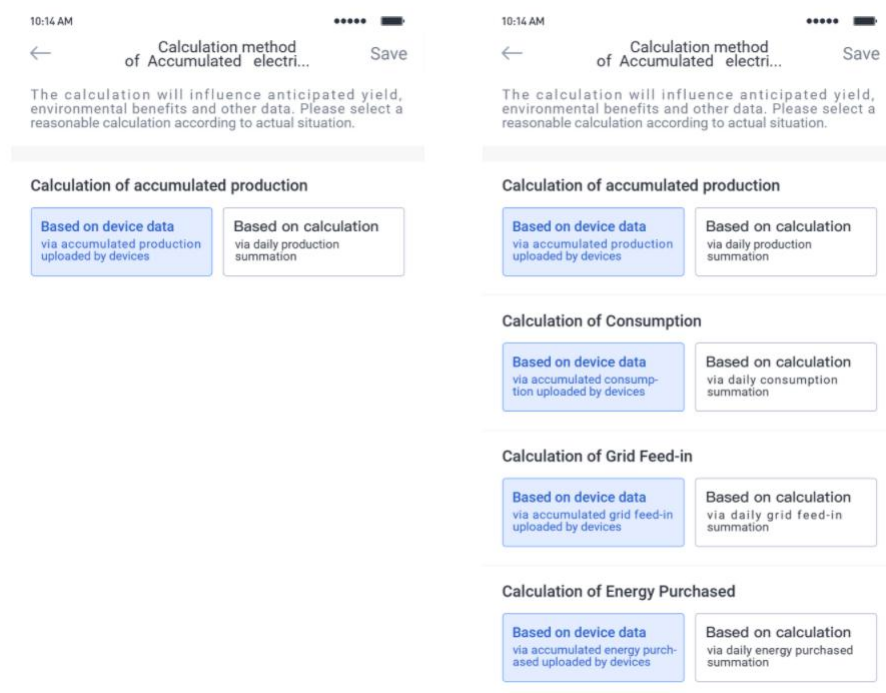

2.3 Zero Setting for Production Power

Zero Setting for Production Power is applicable to the situation that the production power is zero when no power is generated at night. System will automatically zero up the production power in this period after applying this setting. (This setting is generally used for self-consumption system.)

Meet all three preconditions of zero setting below
1. Current time is within Effective Time.
2. Inverters or other generating devices do not upload production data.
3. Data source on Generation-side is not "None".

Due to local sunrise and sunset time change seasonally, the period of no power generated at night changes synchronously. It is recommended that set Effective Time as

From Sunset to Sunrise, which means system will set effective time according to actual sunset and sunrise time.
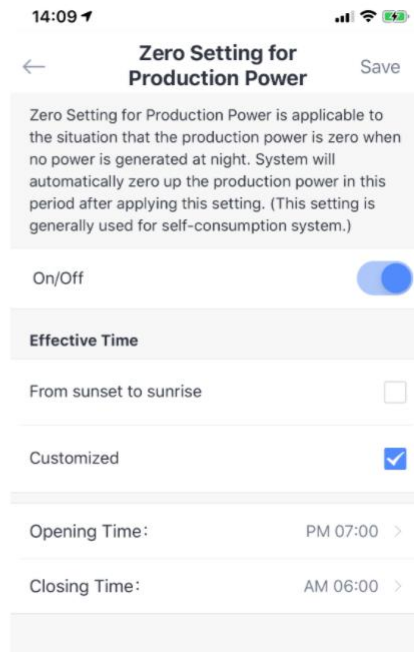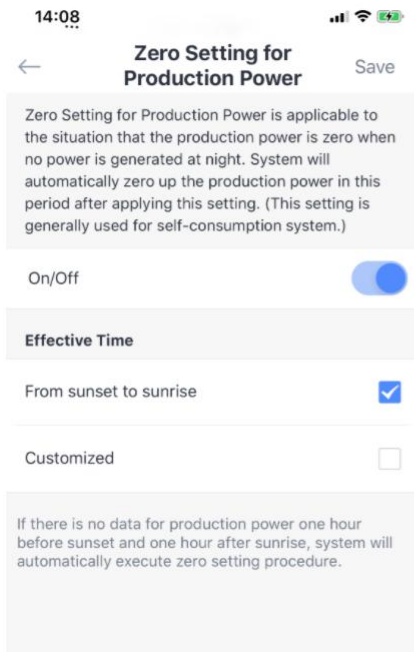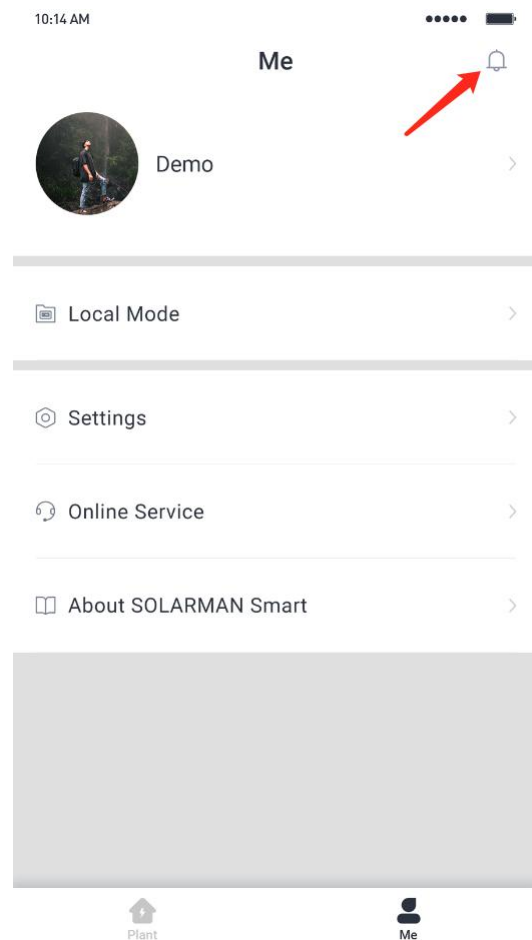
3.Message

3.1 Messaging

Go to 「Me」page and find "Messaging" icon in the upper-right corner.
System will list plant message, alert message and notification here.
Notice: Currently, users can only receive alert message here.

Click "Messaging" icon to check more details.
  (1) Icon 1: Mark all message as read.
  (2) Icon 2: Go to「Block List」, users can restore block settings here.
  (3) Icon 3: Block current alert or restore current alert. After the blocking, such alerts will
no longer be pushed.
  (4) Icon 4: Go to「Alert Details」.
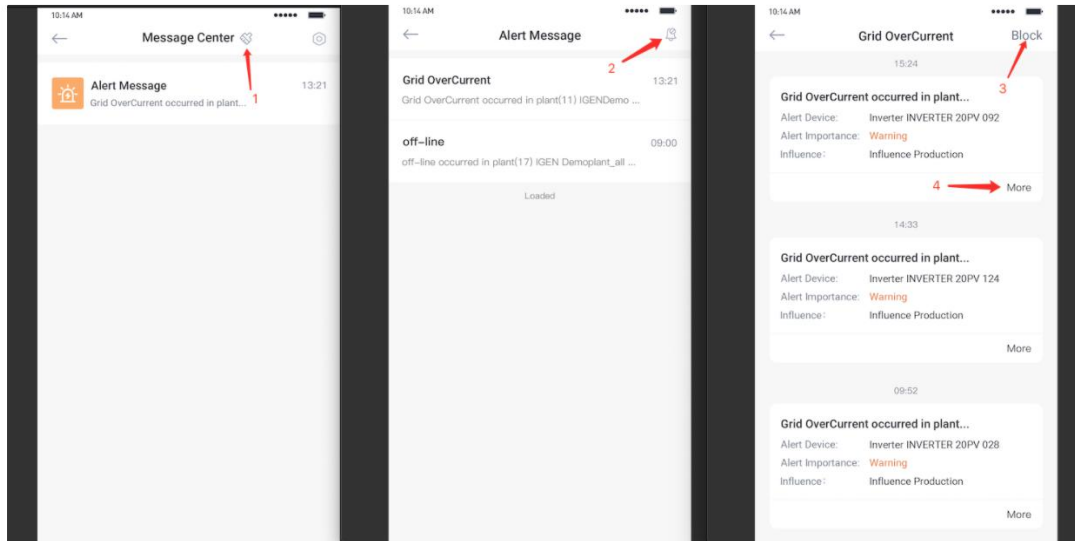
3.2 Message Settings

Go to 「Me」- 「Settings」- 「Alert Message」page, users can set alert message here.
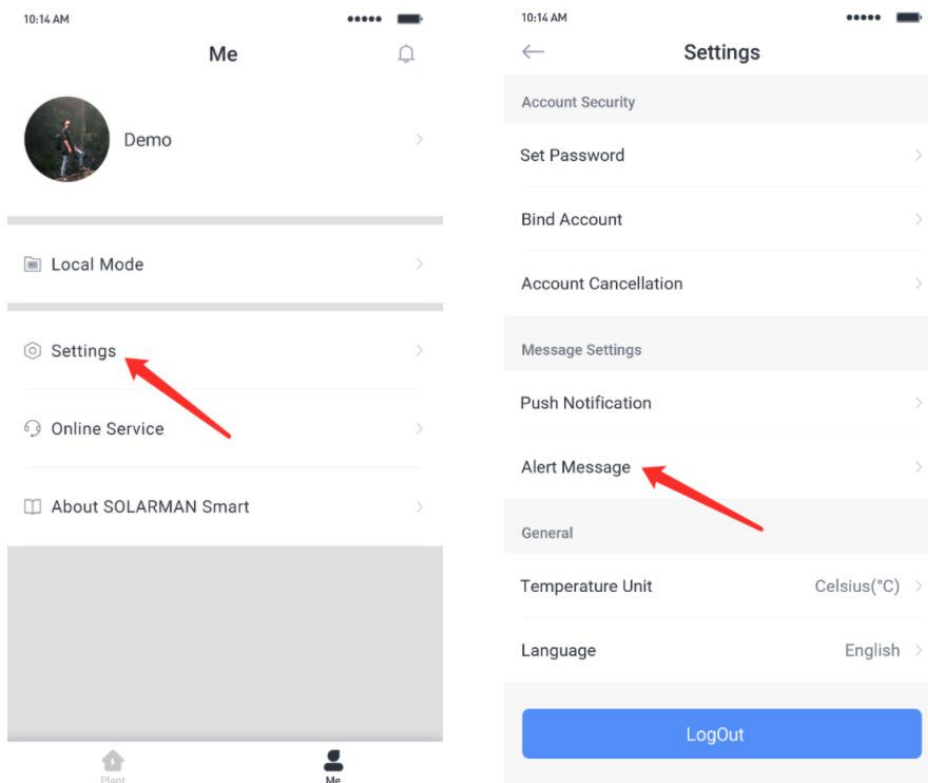
1、Receive Alert Message

SOLARMAN Smart App pushes all alert message for free. System also supports three other receiving methods, which is a paid service.

(1) E-mail Notification | Paid Service
Users will receive a push notification from E-mail, which is convenient to receive through smart terminals such as PC / tablet / mobile phone. Currently, "service plan" is in trial operation period, each account can enjoy 500 E-mail notifications for free.

(2) SMS Notification | Paid Service
Users will receive a push notification from SMS, which is convenient to receive through smart terminals such as tablet / mobile phone. Currently, "service plan" is in trial operation period, each account can enjoy 250 SMS notifications for free.
<mark>Notice: This service only support the mobile number of China's mainland (+86).</mark>

(3) Voice Call Notification | Paid Service
Users will receive a push notification from voice call, which is convenient to receive through smart terminals such as PC / tablet / mobile phone. Currently, "service plan" is in trial operation period, each account can enjoy 50 voice call notifications for free.
<mark>Notice: This service only support the mobile number of China's mainland (+86).</mark>

Alert Message

📱 APP Push
Users will receive a push notification from the App.

✉ E-mail `Purchase`
Users will receive a push notification from E-mail.

📱 SMS `Purchase`
Users will receive a push notification from SMS.
Notice: The service only support the mobile number of China's mainland (+86).

📞 Voice Call `收费`
Users will receive a voice call notification.
Notice: The service only support the mobile number of China's mainland (+86).

2、Alert Range Settings

SOLARMAN Smart will classify all alert importance. Users can set alert range reasonably,

which can reduce the disturbance caused by unimportant alert.

- Prompt Message: This kind alert occurs frequently, but it will not affect the normal operation of power plant.
- Warning Message: This kind alert will happen, which is generally manifested as abnormal data in a short period.
- Failure Message: The frequency of this kind alert is low, which needs to be paid special attention to.

Alert Range Settings

If the alert is not in the receiving range, it will be filtered.

Prompt Message

This kind of alerts occurs frequently, but it will not affect the normal operation of power plant.

Warning Message

This kind of alerts will happen, which is generally manifested as abnormal data in a short period.

Failure Message

This kind of alerts frequency are low, which need to be paid special attention to.

3、Alert Frequency Settings

Currently, device data will be sent to SOLARMAN platform periodically following a certain frequency. Users can set alert frequency reasonably, which can reduce the disturbance caused by unimportant alert or false alert.

For example:

（1）If you set Trigger Times: 1, SOLARMAN platform will notify you immediately when the alert data has been uploaded. One alert data means one alert notification.

（2）If you set Trigger Times: 3, SOLARMAN platform will notify you when it has received three same alert data. Three same alert data means one alert notification.

Alert Frequency Settings

Reasonable alert frequency settings can properly reduce the disturbance caused by false alert.

Current Setting: Alerts will be received after 3 trigger times

|	
Trigger Times: 1	Trigger Times: 2
Trigger Times: 3	Trigger Times: 4
Trigger Times: 3	

Note: The acquisition period of alert information is about 5–10 minutes.

3.3 Service Plan

SOLARMAN Smart supports multiple receiving methods for alert message. Users can receive message via SMS, Voice Call and E-mail, which avoid property losses caused by device failure and other reasons.

Instructions:
（1）Receiving alert message from SMS/Voice Call/E-mail is a paid service.
（2） Service Plan is in trial operation period, each account can enjoy 500 E-mail notifications/250 SMS notifications/50 voice call notifications for free. [Only support mobile number of China's mainland (+86)].
（3）Message package purchases will be open soon, which will support global mobile number.
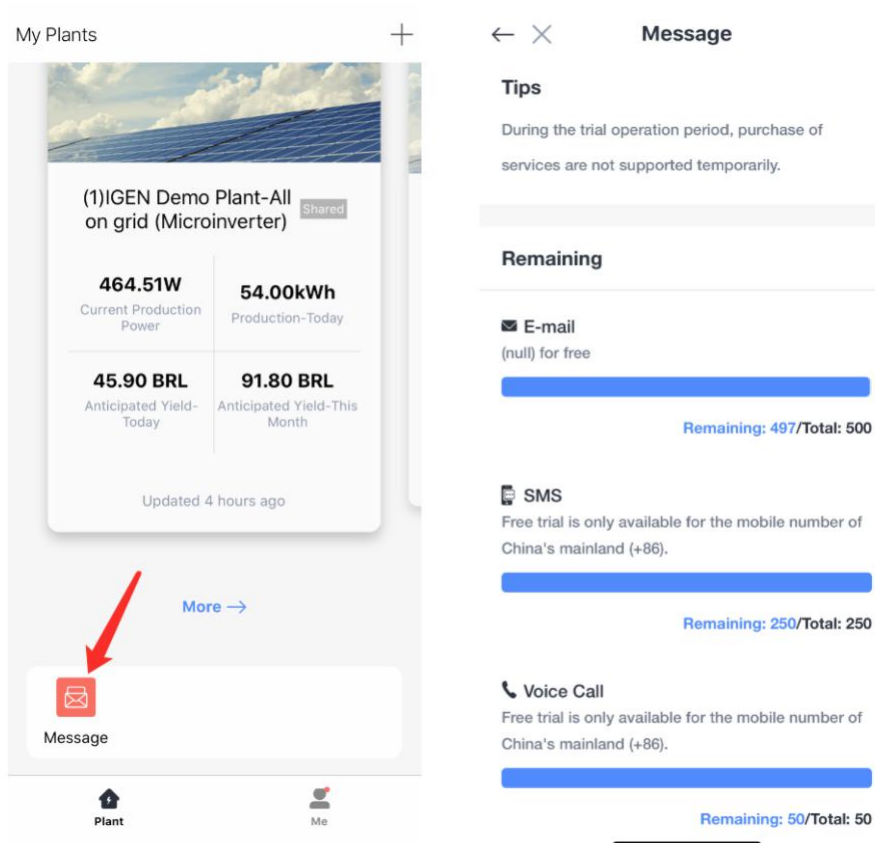
4.Others

4.1 Languages

SOLARMAN Smart supports 5 languages for now, which are
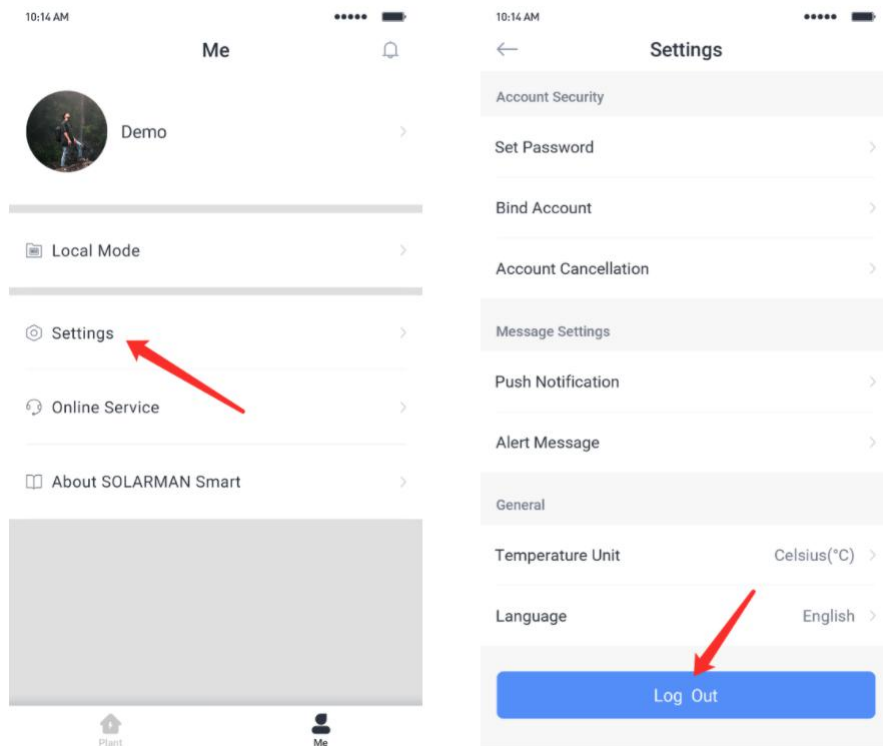简体中文, English, Español, Português, Polski.

When you first log in to SOLARMAN Smart App, system will match the suitable language according to your phone system. If you wish to switch the language, please go to upper-right corner at login page or「Me」-「Settings」-「Languages」.
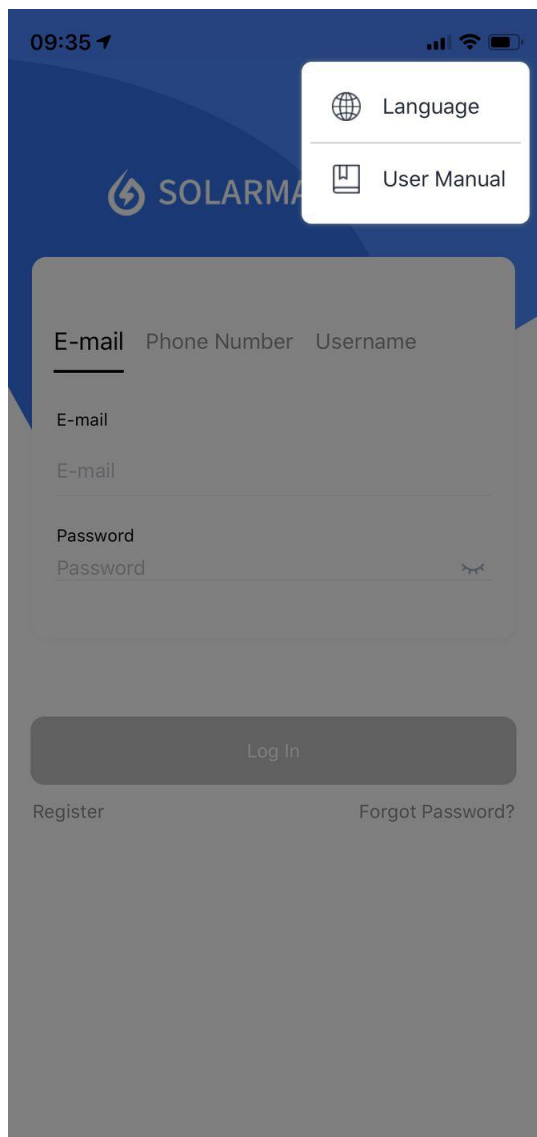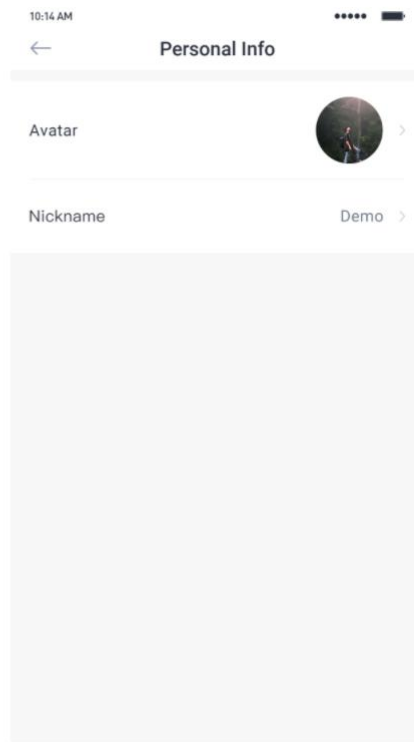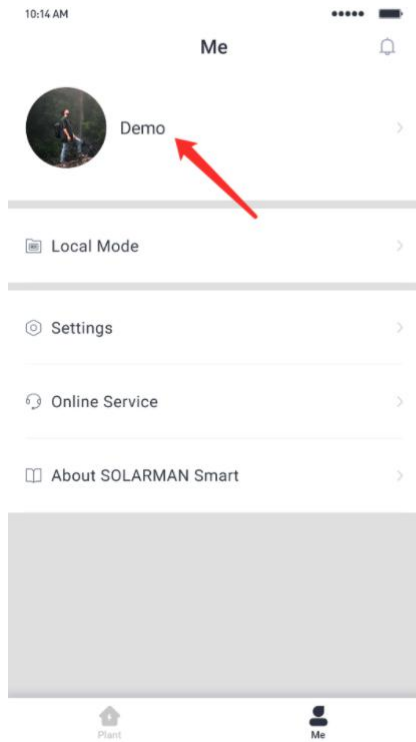
4.2 Common Operations

1、Log Out

Go to「Me」-「Settings」to log out.

2、Personal Info

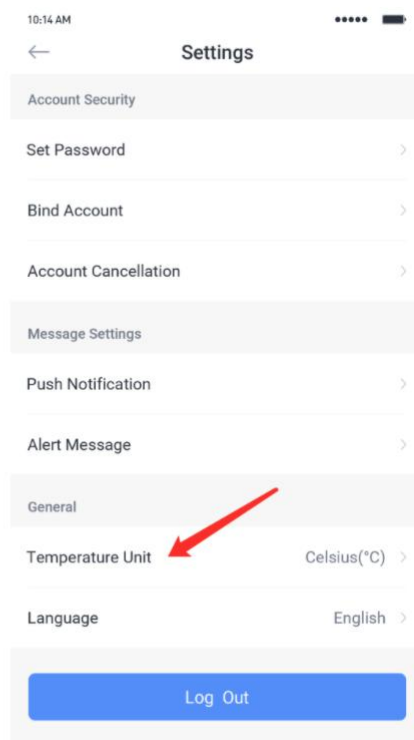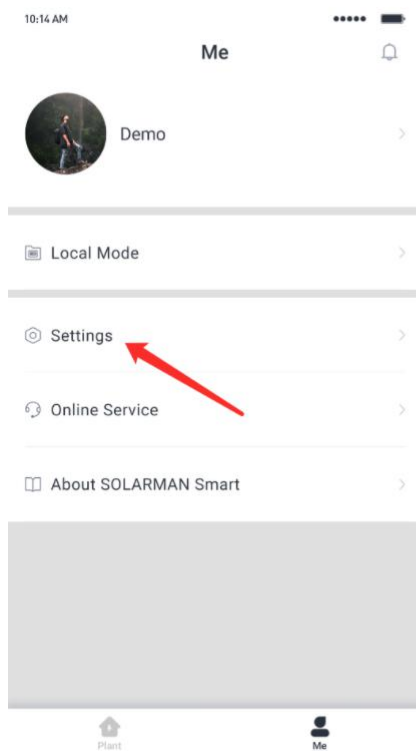Go to「Me」and click your avatar to modify your personal info.

3、General

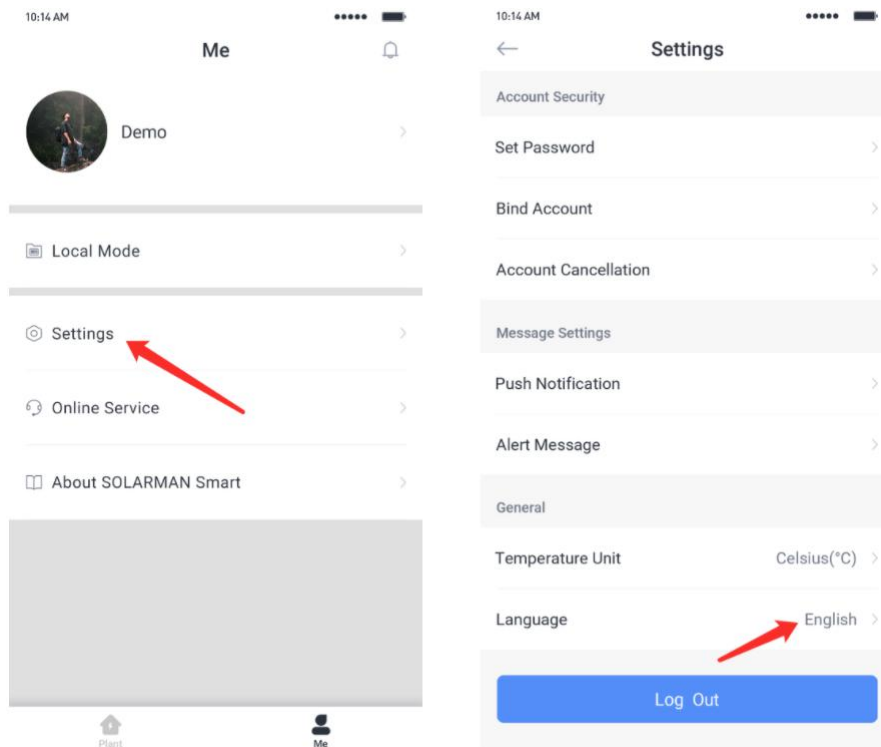(1) Temperature Unit

Go to「Me」-「Settings」to select temperature unit.

Only support Celsius and Fahrenheit for now.

（2）Language

Go to「Me」-「Settings」to select the language.

SOLARMAN Smart supports 5 languages for now, which are
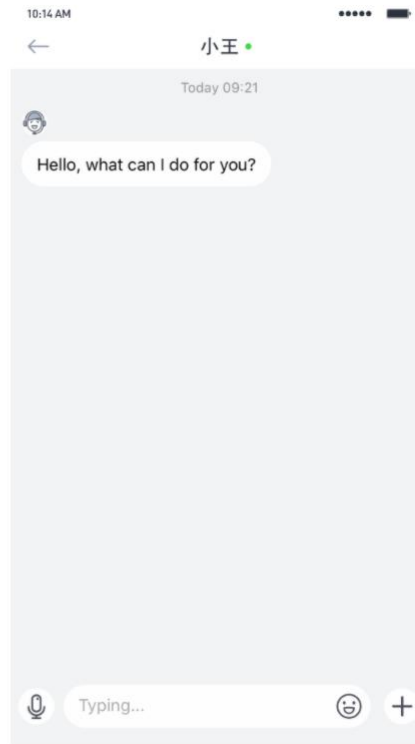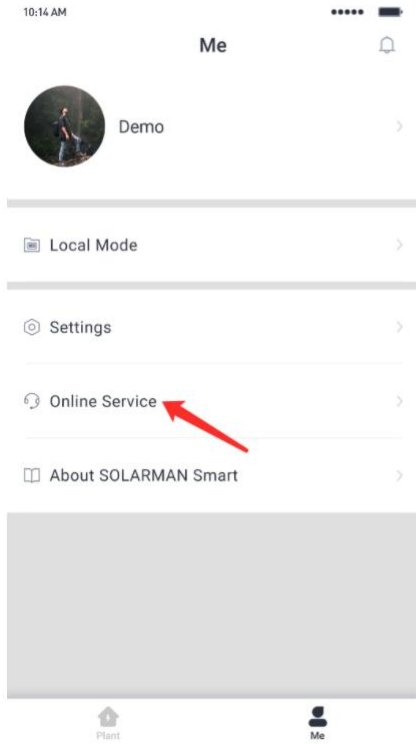
简体中文, English, Español, Português, Polski.

4、Online Service

Go to「Me」-「Online Service」to contact SOLARMAN customer service directly.

Online Time: 09:00 ~ 11:30 AM, 12:30~18:00 PM (UTC+8).

Or users can leave a message here, customer service will reply to you as soon as possible.

5、Version Update

Go to「Me」-「About SOLARMAN」to check version update.
If there is a new version, users can follow the tips to download.