



SolisCloud Monitoring System User Manual-Organization

Ver3.0

Ginlong Technologies Co., Ltd.

Version Record

No.	Ver.	History	Data	Remarks
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2	V2.0	Updates	11/30/2023	
3	V2.1	Added energy storage system overview	10/16/2025	
4	V3.0	UI update	4/20/2026	

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1. About

1.1 Description of Copyright

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1.2 Manual Content

This manual introduces the functions and operation procedures of SolisCloud platform to satisfy the requirements of users for convenient operation and management.

1.3 Scope

SolisCloud is suitable for users who have purchased Solis GPRS/4G, WiFi, LAN, RF-Link stick and data logger box. The data from the power plants monitored by the data loggers can be uploaded to the SolisCloud for viewing, and can be logged in through the APP or Web terminal. It can be used to monitor the power plant, so as to visualize and analyze the power plant data for management.

1.4 Requirements

Website: www.soliscloud.com

The following points should be noted when accessing the website:

1. Visiting browser minimum compatible with IE browser V9.0 version or above, 360 browser V3.0 version or above;
2. The recommend display resolution is 1920 x 1080.

Mobile Phone APP: SolisCloud

Download: Search for "SolisCloud" in the app market or scan the QR code below to download.



1.5 For Readers

This manual is mainly for professionals and users who need to access, manage, and maintain SolisCloud platform. Technicians and users need to have the basic network knowledge and be familiar with Solis products.

2. Guideline

2.1 Description on Platforms

2.1.1 Solis Home/Solis Pro

Solis Home/Solis Pro are the first generation of the Solis monitoring platform. Solis Home is for end users to check the operation status of their plants.

Solis Pro is for installers/distributors to operate and realize the whole life cycle management of the power plant to maintain the continuous and stable operation of the power plant.

It includes intelligent management such as power plant operation and maintenance, device remote monitoring and so on.

2.1.2 SolisCloud

SolisCloud is the second-generation of Solis monitoring and management system, which combines the first-generation platform login portal into one, identifying different identities such as organization and owner.

It is a new generation of PV intelligent monitoring and operation and maintenance system for the whole world. The system integrates real-time monitoring, accurate message pushing, intelligent alarm, efficient operation and maintenance, remote upgrade control, visualization screen and statistical analysis, and it can monitor the operation status of inverter equipment in real time.

It can monitor the operating status of inverter equipment in real time, automatically calculate the power generation and efficiency of equipment and power station dimensions, and quickly locate the faulty power station, assisting operation and maintenance personnel to quickly complete on-site decontamination work. The system adopts the leading cloud computing platform, advanced framework technology, safe and reliable data, easy operation and beautiful interface.

2.2 User Information

2.2.1 Description on Users

“Organization” indicates all parties that are related to monitoring applications, such as companies, distributors, and installers etc.

A “Sub-organizer” is created by the organizer when third parties, such as internal departments or other cooperative companies, need access to the portal.

2.2.2 Solis Pro User

When using the SolisCloud platform for the first time, enter the account and password previously used for Solis Home App. The SolisCloud Monitoring platform will migrate all of your Solis Pro profile and all original data. Everything on your account will be displayed within 2 hours.

2.2.3 SolisCloud Installer/Organization User

Directly register the account on SolisCloud as an installer dealer.

Please refer to [3.1Register](#) for details.

2.2.4 SolisCloud Installer/Sub-organization User

If you are an installer of SolisCloud organization user (refer to [4.6.3 Organization Management](#) for role content), after getting the account information created by the organization, the first login needs to validate the name information of the newly created role, and it is recommended to change the password to protect the security of the account.

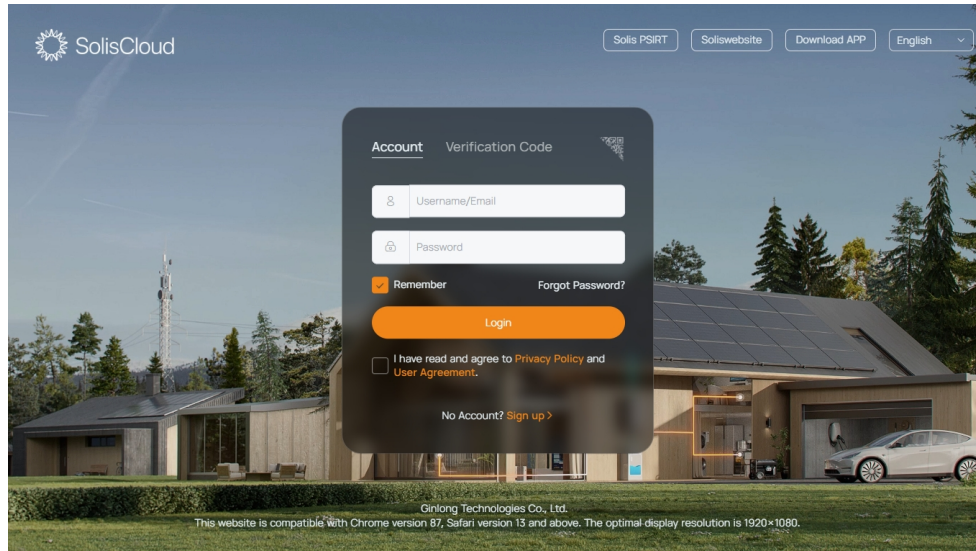
If you are a sub-organization of SolisCloud organization user (refer to [4.6.3 Organization Management](#) for role content), after getting the account information created by the organization, the first login needs to validate the name information of the newly created role, and it is recommended to change the password to protect the security of the account.

3. Normal Operation

3.1 Register

Please register an account when using SolisCloud for the first time. It requires an account to log in. Detailed steps as follows:

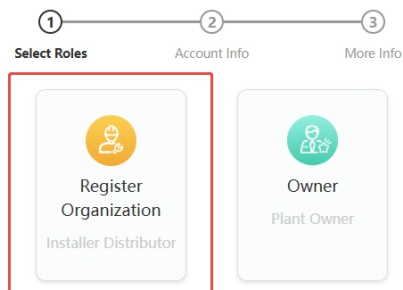
1. Open the web browser and input www.soliscloud.com. Press “ENTER” to turn to SolisCloud login page and click "Sign up".



2. When organization user is registering the account, please select "Organization".

Sign up

[Login >](#)



3. Normal Operation

3. Fill in the correct information on the registration page, use email to register, complete the information to fill in the checkbox to read and agree to the user privacy agreement to complete registration.

Sign up

Login >



Tip: If your organization (company) has already registered an organization account in the SolisCloud system, you do not need to register again. Please contact the administrator of your organization (company) to add you as a lower organization or organization member in the system.

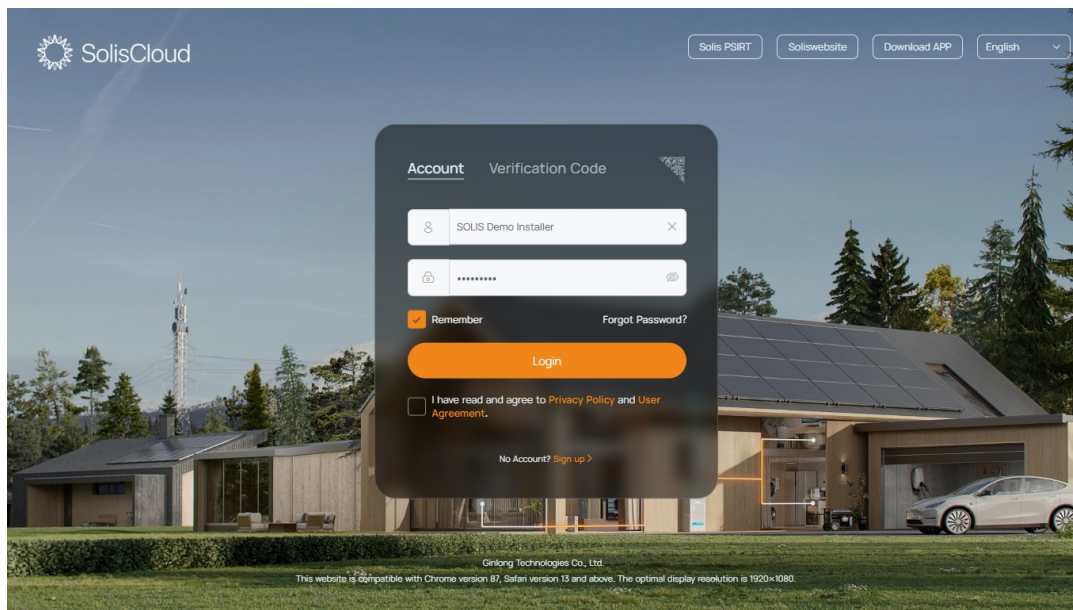
* Mailbox

* Vcode

☐ I have agreed [Privacy Policy](#) and [User Agreement](#)

3.2 Log in

For users that have finished the registration or already have the account setup, please enter the email address or username and password to log in. You may click the "Remember" option to save the data in the browser.

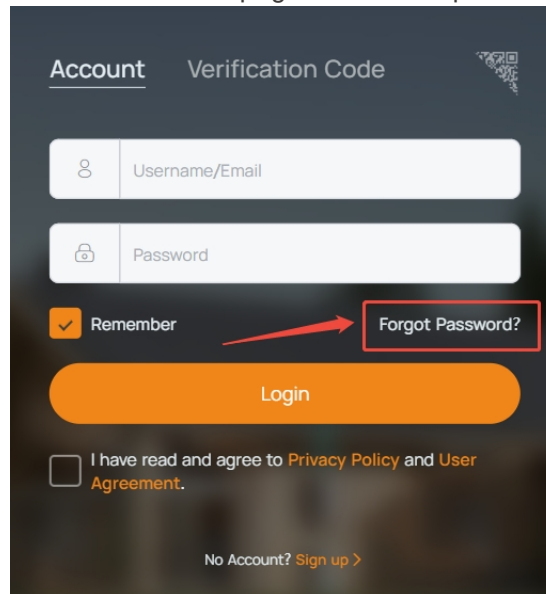


3. Normal Operation

3.3 Retrieve Password

Users can click "Forgot Password" to retrieve password of their account. Detailed operation as follows:

1. Click "Forgot Password" to enter the page to retrieve password.

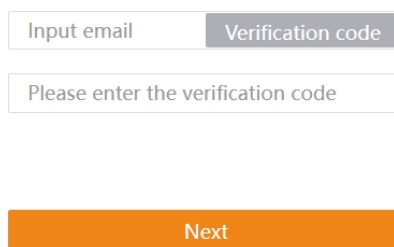


The screenshot shows a login interface with two tabs: 'Account' and 'Verification Code'. Under the 'Account' tab, there are input fields for 'Username/Email' and 'Password'. Below these fields are a 'Remember' checkbox (checked) and a 'Forgot Password?' link highlighted with a red box and a red arrow. At the bottom of the 'Account' tab is a large orange 'Login' button. Below the login button is a checkbox for 'I have read and agree to Privacy Policy and User Agreement.' and a link 'No Account? Sign up >'.

2. Enter the account email address and click "Verification code". A code will be quickly sent to the email address. Then enter the verification code and click "Next", The email address must be the same as the one used for initial registration.

Find PW

Login >



The screenshot shows a verification code page. It has two tabs: 'Input email' and 'Verification code'. Below the tabs is a text input field with the placeholder text 'Please enter the verification code'. At the bottom is a large orange 'Next' button.

3. Normal Operation

3. Set a new password and reconfirm the new password, then click "Done" to enter the platform homepage.

Find PW

[Login >](#)

* New Password

Password Strength: ?

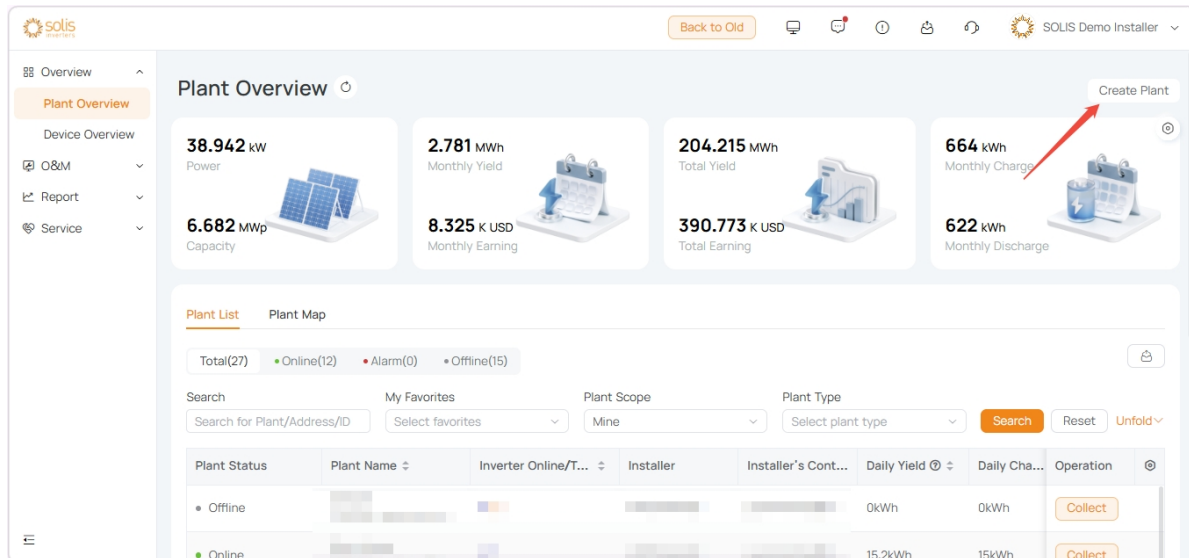
* Confirm Password

Done

3. Normal Operation

3.4 Add plant

Users need to add a plant to manage it after first logging into SolisCloud platform, and click "Create Plant" to enter the plant creation interface.



3.4.1 Plant Creation Interface

The plant creation interface is divided into: Basic Information, Link Accounts, and More Settings.

Create Plant

1 Basic Information | 2 Link Account | 3 More Settings

Basic Information

- * Plant Name: 2-60 chars (Chinese, English, numbers)
- * Plant Type: Please Select
- * Capacity(kWp): Enter capacity or set via string capacity
- * Region: Get map location
- * Detailed Address: Please Input
- * Time Zone

Link Account

Batch Import

3. Normal Operation

3.4.1.1 Basic Information

Required fields:

[Plant Name] Customize the name of the plant within 2-60 digits.

[Plant Type] Residential Plant:The capacity must be less than 100kWp.Commercial Plant:The capacity must be less than 50MWp.Utility Plant:The capacity must be less than 500MWp.Storage Plant:The capacity must be less than 100kWp.

[Capacity] The total installed capacity of the modules of the plant.

[Region] The construction area of the plant, which can be selected by map positioning.

[Detailed Address] The detailed address of the plant, if the previous step is located by map, the system will automatically fill in the detailed address.

[Time Zone] The time zone will be automatically imported based on the address and can also be manually selected.

Optional fields:

[Datalogger SN] Datalogger stick/box SN number.

3.4.1.2 Link Account

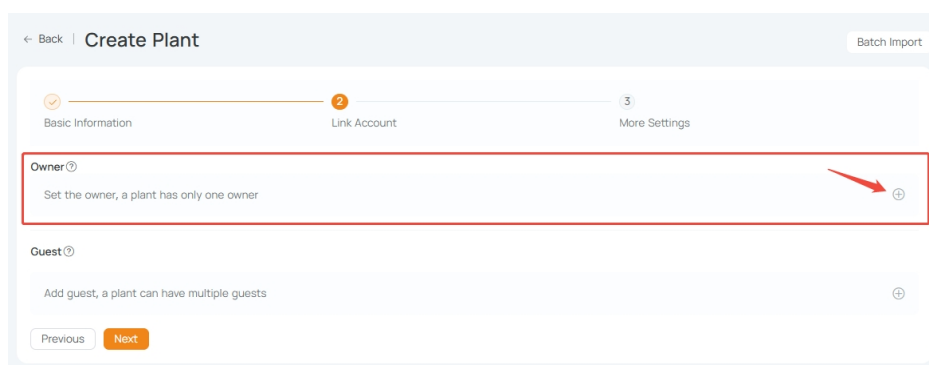
Add owner:

1. Owner permission: you can edit and view this plant.

2. Requirement for adding: there is only one owner for one plant.

3. Adding steps:

(1) Click the "+" button in the plant owner's column.



The screenshot shows the 'Create Plant' interface with a progress bar indicating three steps: Basic Information, Link Account (current), and More Settings. The 'Owner' section is highlighted with a red box, and a red arrow points to the '+' button in the top right corner of the 'Owner' input field. The 'Guest' section is also visible below it.

(2) Fill in the owner's e-mail address and click "Next".

Set Owner



* Owner Email

Please Input

Tip: Registered/unregistered email both acceptable.

Cancel

Next

3. Normal Operation

- (3) If the owner has already registered, the system will display the user name, click "Link" will be added successfully.

Set Owner



User Name: [redacted]

Owner Email: [redacted]

Previous

Link

- (4) If the owner has not registered, the system will prompt the owner is not registered, will register a new account, click "Sign Up&Link" will be added successfully, thus forming the identity of the owner of the new account can be logged in to use the platform, the system will send an account activation email to the user.

Set Owner



Owner Email: [redacted]

Owner not registered. Create new account & notify via email to change password.

Previous

Sign Up & Link

Add guest:

1. Guest permission: you can view this plant, you can't edit the information of the plant.
2. Requirement to add: users who need to view data from this plant, multiple guests per power station possible.

3. Adding steps:

- (1) Click the "+" button in the Guests section of the plant.

The screenshot shows a multi-step form with three steps: 1. Basic Information (completed), 2. Link Account (current step), and 3. More Settings. Under the 'Link Account' step, there are two sections: 'Owner' and 'Guest'. The 'Owner' section has a text input field and a '+' button. The 'Guest' section is highlighted with a red box and contains a text input field and a '+' button. A red arrow points to the '+' button in the 'Guest' section. At the bottom of the form, there are 'Previous' and 'Next' buttons.

3. Normal Operation

(2) Fill in the guest's e-mail address and click "Next".

Add Guest



* Guest Email

Please Input

Tip: Registered/unregistered email both acceptable.

Cancel

Next

(3) If the guest has been registered, the system will display the user name and e-mail, click "Link" will be added successfully.

Add Guest



User Name:

Guest Email:

Previous

Link

(4) If the guest has not been registered, the system will prompt to fill in the user name, fill in the completion of the click on the "Sign Up&Link" will be added successfully, thus forming the identity of the owner of the new account can be logged in to use the platform, the system will send the account number and password to the user via email.

Add Guest



Guest Email:

Guest not registered. Create new account & notify via email to change password.

Previous

Sign Up & Link

3. Normal Operation

3.4.1.3 More Settings

Optional fields:

[Organization Code] This organization is authorized to view and control this power plants and devices.

[Installer E-mail] The e-mail address of the plant installer.

[Installer Phone Number] The phone number of the installer of the plant.

[Grid connection type] Select the type of grid connection including: full grid connection, self-generation and self-consumption balance connection, and off-grid connection.

[Grid connection time] System generated: the first grid connection data generation time after the creation of the plant; customized: the actual grid connection time after the user has customized the time shall prevail.

[Plant Contact] Enter the phone number of the plant contact.

[Access Platform Time] System Generated: the first grid connection data generation time after the plant is created; customize: the user customizes the access platform time to prevail.

[Plant Image] A maximum of 9 images can be uploaded in JPG and PNG format, and each image is less than 10M.

3.4.1.4 Batch Import

The upper right corner of the interface can be operated by batch importing plants, click "Download import template" to export the Excel template for batch importing plants, according to the template, fill in the plants that need to be imported correctly and save it; click "Select File", select the Excel file that has been filled in before and upload it. Finally, click "Confirm Import"

The screenshot shows the 'Create Plant' interface with a light blue header. The header contains a back arrow and the text 'Create Plant'. On the right side of the header is a 'Batch Import' button. Below the header is a progress bar with three steps: 1. Basic Information, 2. Link Account, and 3. More Settings. The 'More Settings' step is currently active. Below the progress bar, the 'Basic Information' section is visible, containing three fields: 'Plant Name' (with a note '2-60 chars (Chinese, English, numbers)'), 'Plant Type' (a dropdown menu with 'Please Select'), and 'Capacity(kWp)' (with a note 'Enter capacity or set via string capacity'). A red arrow points from the 'Batch Import' button to the 'More Settings' step in the progress bar.

3. Normal Operation

3.4.2 Plant Created Successfully

After the information is filled in completely, click "Create". When the plant is created successfully, you can click on "View Plant Details" to navigate to the details page of the plant.

Create Plant



✔ Plant created successfully!

Plant Name

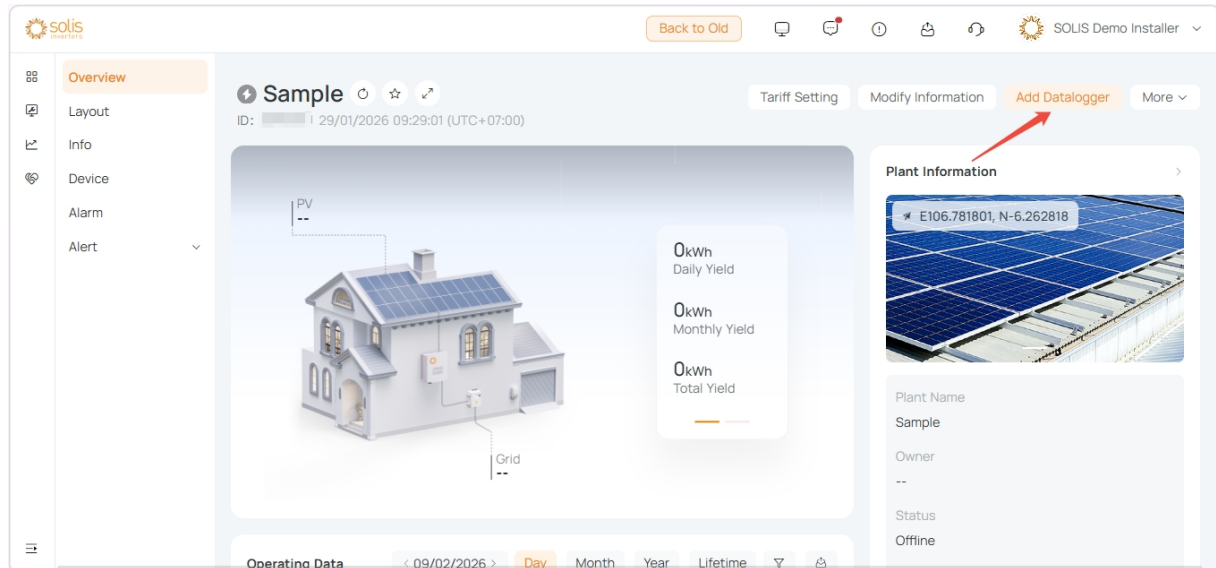
[View Plant Details](#)

3. Normal Operation

3.5 Add Datalogger

After adding the plant, you need to add the datalogger used by the plant, and upload the data collected by the datalogger to the platform in order to realize the management of plant, data. The specific operation steps are as follows:

1. In the interface of a newly added plant or a plant that needs to add a datalogger, click "Add Datalogger" in the upper right corner.



2. Enter the SN number of the datalogger to be added and click "Confirm" to complete the operation.

Add Datalogger ×

Datalogger SN

⊕

Chosen : 0



You have not selected any dataloggers

Cancel OK

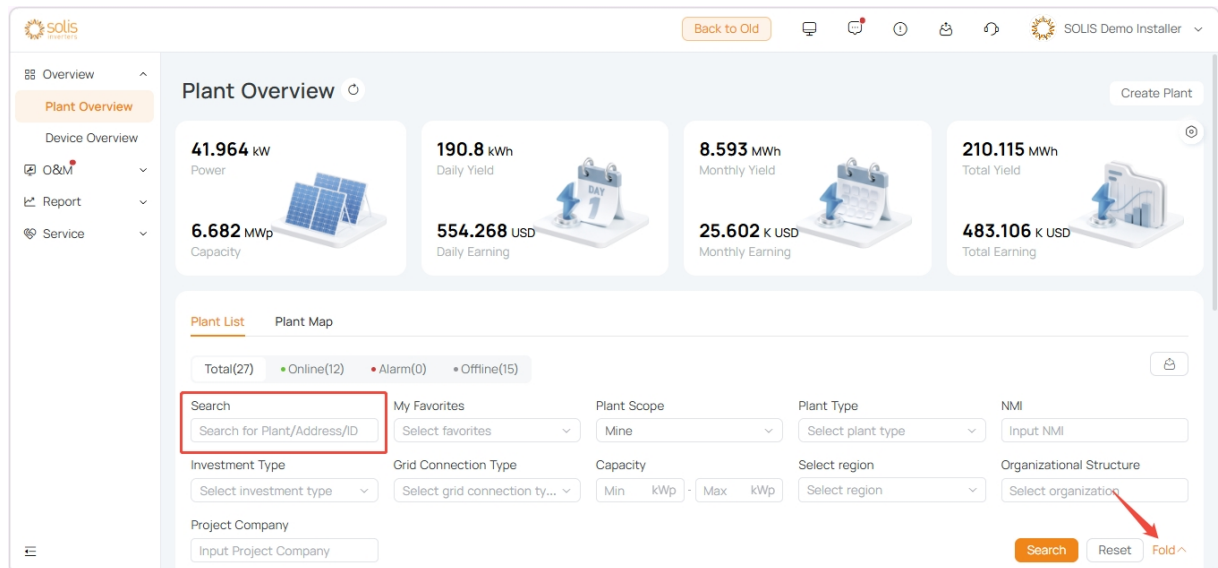
Note: When using the APP to add the datalogger, you can scan the QR code on the datalogger to complete the process.

4. Function Description

4.1 Plant Management

Users can operate and manage plants in the "Overview" - "Plant Overview" interface.

4.1.1 Plant Overview



[Plant Data Display] Users can view the basic information of the total plant, please refer to the following table for specific information description:

Basic Information	Information Description
Power&Capacity	You can view the real-time power number, installed capacity and full hours of operation of the total plant.
Yield	Detailed yield data for the plant—covering daily, monthly, and year-to-date periods—is available for review.
Earning	You may access detailed information regarding the plant's daily, monthly, and year-to-date earnings.
Charge&Discharge	You can view the daily, monthly and current-date charging and discharging status of the total plant.

[Create Plant] Users can add a plant to be created in this interface, please refer to section 3.4 for specific operation.

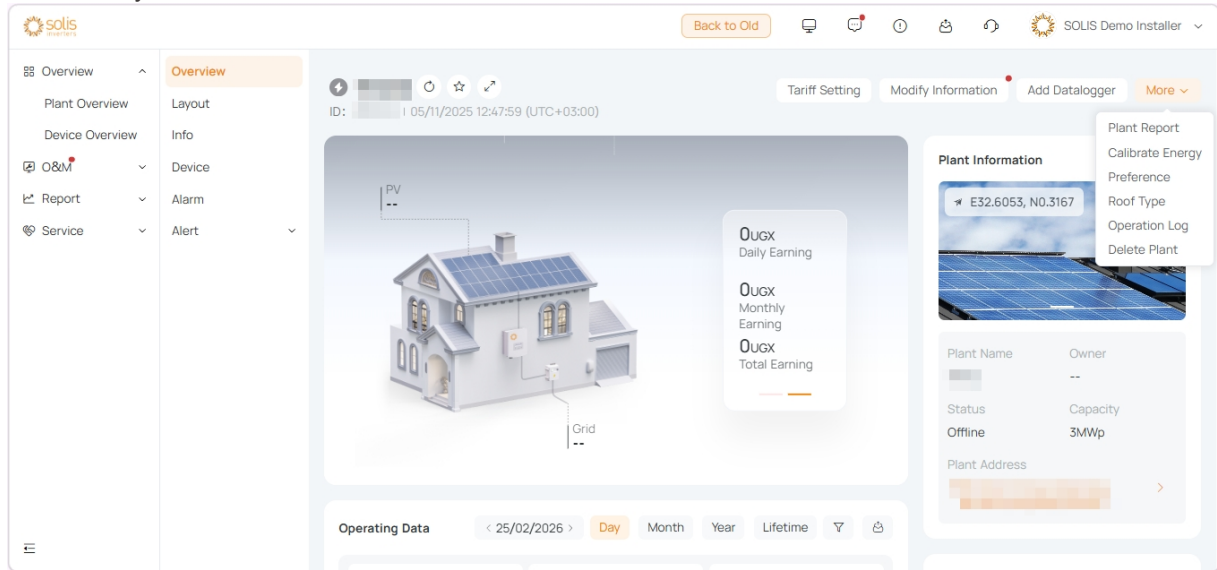
[Plant Search] Users can search for a specified plant according to their own needs, enter the name/address/ID of the plant, and click "Search" to complete the search.

[Filter] Users can use the filtering function to search for plants by classification, including: Favorites, Plant Display, Plant Type, NMI, Grid Connection Type, Capacity, Selecte Region, and Organization.

4. Function Description

4.1.2 Plant Information

Click on a specific plant to view specific information about the plant and manage it individually.



[Overview] Users can view the basic information of the plant, please refer to the following table for specific information description:

Basic Information	Information Description
Daily Yield	You can view the plant power for each 5 minutes and energy yield of the current day
Monthly Yield	You can view the amount of energy yield and of the plant for the day and current month.
Total Yield	You can view the amount of energy yield and the earnings of the plant for the current year and cumulatively.
Weather	You can view the day and night weather, temperature, sunrise and sunset times, humidity, wind direction, and wind speed at the location of this plant.
Environmental Benefits	You can view the equivalent number of green plants and CO ₂ emissions reduced by using the plant.
Alarm Information	You can view the historical alarm information of the plant, which can also be seen by clicking on the [Alarm] interface of the plant.
Location	You can view the exact location of the plant and zoom in and out by rolling your mouse over the map.

[Tariff Setting] Users can set the Purchase Tariff and Feed-in Tariff.

[Modify plant information] Users can update and modify the information set when adding a plant in two methods:

Method 1: Click "Modify Information" in the upper right corner of the "Overview" interface of the plant to operate.

Method 2: Click "Modify Information" in the upper right corner of the "Info" interface of the plant to operate.

[Plant Report] It is possible to export the power station report for a specific time period.

4. Function Description

[Calibrate Energy] Users can manually calibrate the power generation of the plant, details can be seen in the tips.

Calibrate Energy

Refresh Operation Record

Calibrate Energy Type

Yield

Daily Yield Calibration

24/02/2026 Daily Yield : 22.9 kWh

offset Save

Monthly Yield Calibration

02/2026 Monthly Yield : 646.1 kWh

Enter offset Save

Annual Yield Calibration

2026 Annual Yield : 1452.6 kWh

[Calibrate Earning] Users can manually calibrate the plant earning, see detailed prompts.

[Preference] Users can adjust the interface layout according to their preferences.

[Roof Type] Users can set the type of roof.

[Operation Log] Users can view the operation log of the plant.

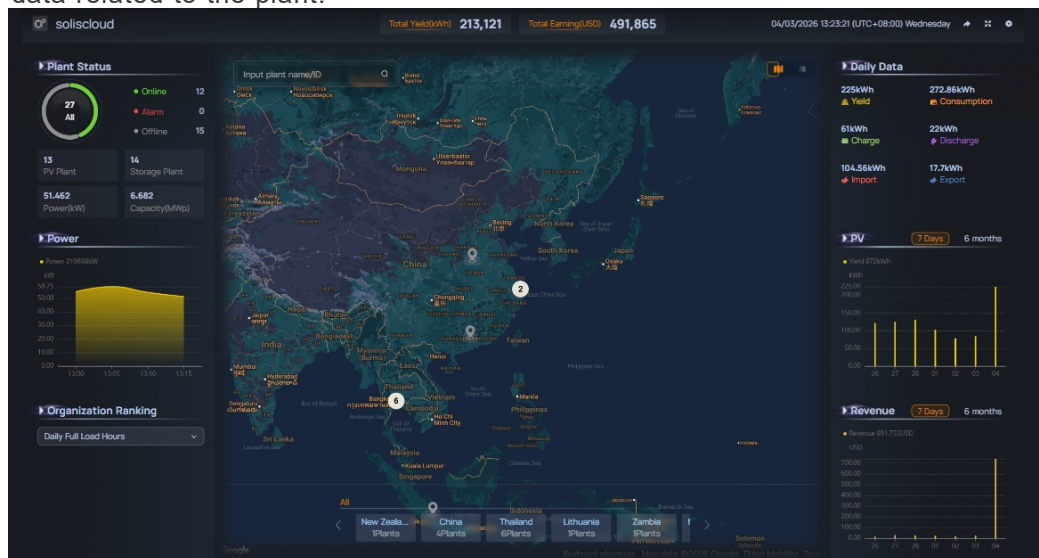
[Delete Plant] Users can delete the plant. After clicking "Delete Plant" in the upper right corner of the "Overview" interface, the system will pop up a warning message and click "Delete" to complete.

[Devices] Users can add and edit the devices used in the plant.

①Add device: You can add the equipment of this plant by adding collector, please refer to [3.5 Add Datalogger](#) for specific operation steps.

②Edit devices: Click on the "Device" interface of the plant to view the inverters, dataloggers and EPMs under the plant, and users can edit and manage the devices in this interface.

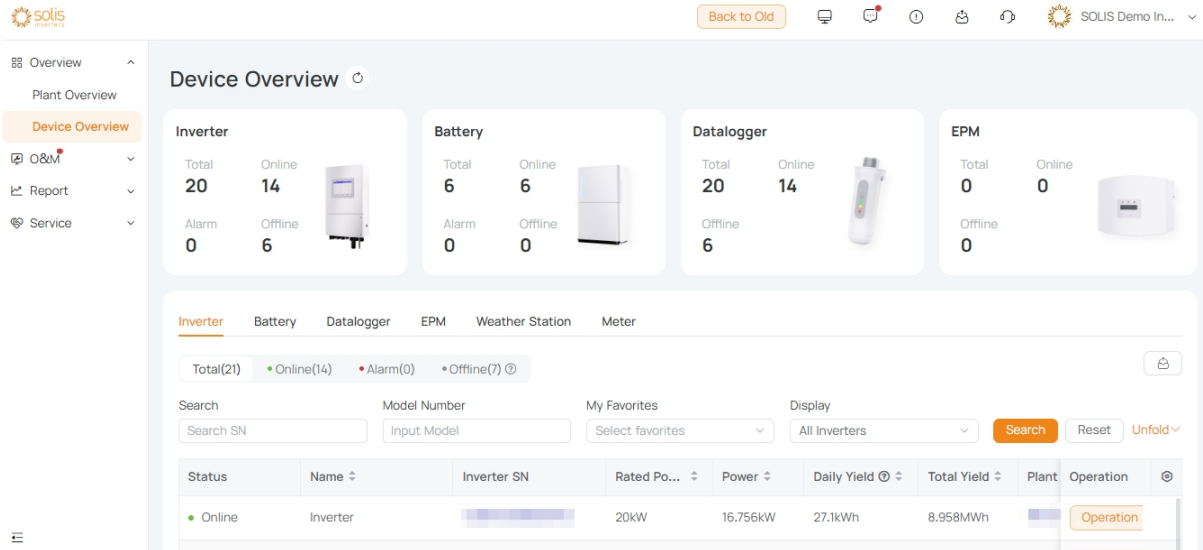
[Plant Large Screen] Users can jump to the interface as shown in the figure, displaying the data related to the plant.



4. Function Description

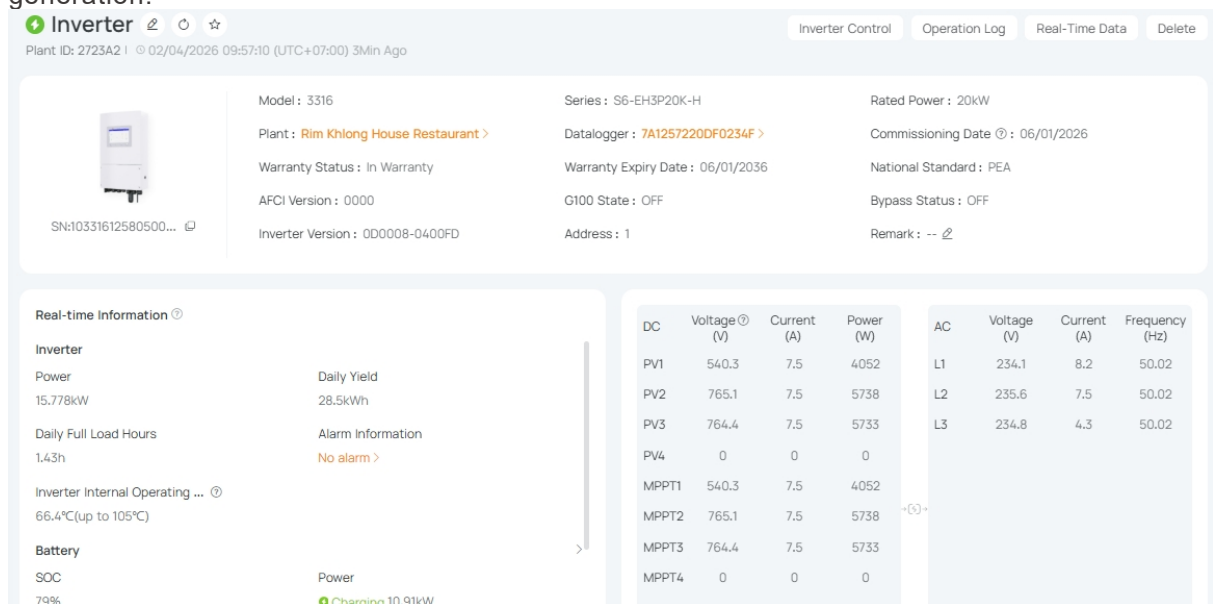
4.2 Device Management

Users can monitor the summary and status of the number of inverters, dataloggers and EPM devices under the account in the "Overview" - "Device Overview" interface, and click on a single device in the device list to view its detailed information and related data, and operate and manage the device.



4.2.1 Inverter

[View Inverter Information] Users can view basic information such as inverter name, model, and version, as well as real-time information such as real-time power and power generation.



4. Function Description

[Inverter Control] Users can remotely control a single device, change the current state or parameters of the device, and set the grid parameters, EPM, inverter function, inverter parameters, inverter power, voltage ride-through, and so on.

Inverter [edit] [refresh] [star]

Plant ID: [redacted] | 14:52:34 (UTC+12:00) 2Min Ago

Inverter Control [Operation Log] [Delete]

Model : F3 Series : RHI-5K-48ES-5G Rated Power : 5kW

Plant : [progress bar] Datalogger : [progress bar] Commissioni... [?] : --

Warranty Status : -- Warranty Expiry ... : -- National Standard : --

AFCI Version : 0000 G100 State : -- Inverter Version : 3C002A

Address : 1 Remark : -- [edit]

SN: [redacted] [copy]

Real-time Information [?]

Inverter

Power Daily Yield

1.554kW 15.6kWh

Daily Full Load Hours Alarm Information

DC	Voltage (V)	Current (A)	AC	Voltage (V)	Current (A)
PV1	257.3	2.4	L1	238.3	1.9
PV2	390.2	2.4	L2	0	0
MPPT1	257.3	2.4	L3	0	0

[Inverter Upgrade] Implementation of upgraded inverter firmware version for internal personnel only.

[Operation Log] Users can view the inverter's history of control logs and upgrades.

< Back

Operation Log

Total 1 operation records

SN : [redacted] Plant ID : [redacted]

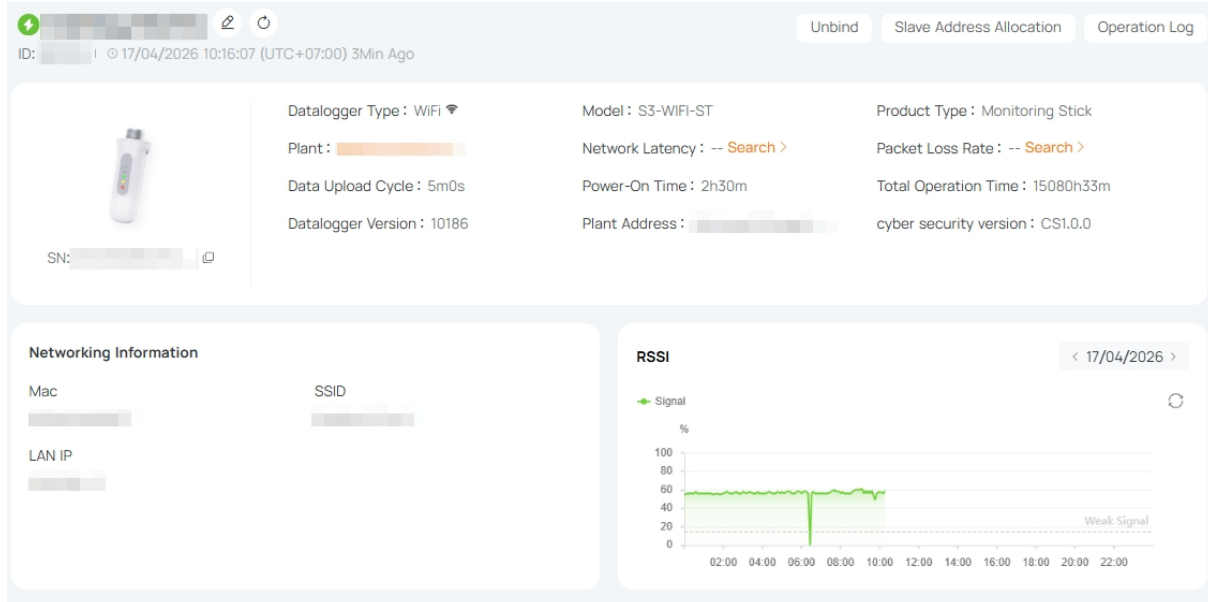
18/11/2025 16:09:19 (UTC+07:00) **Bind Plant**

Plant Name: [redacted] Device Type: Inverter SN: [redacted]

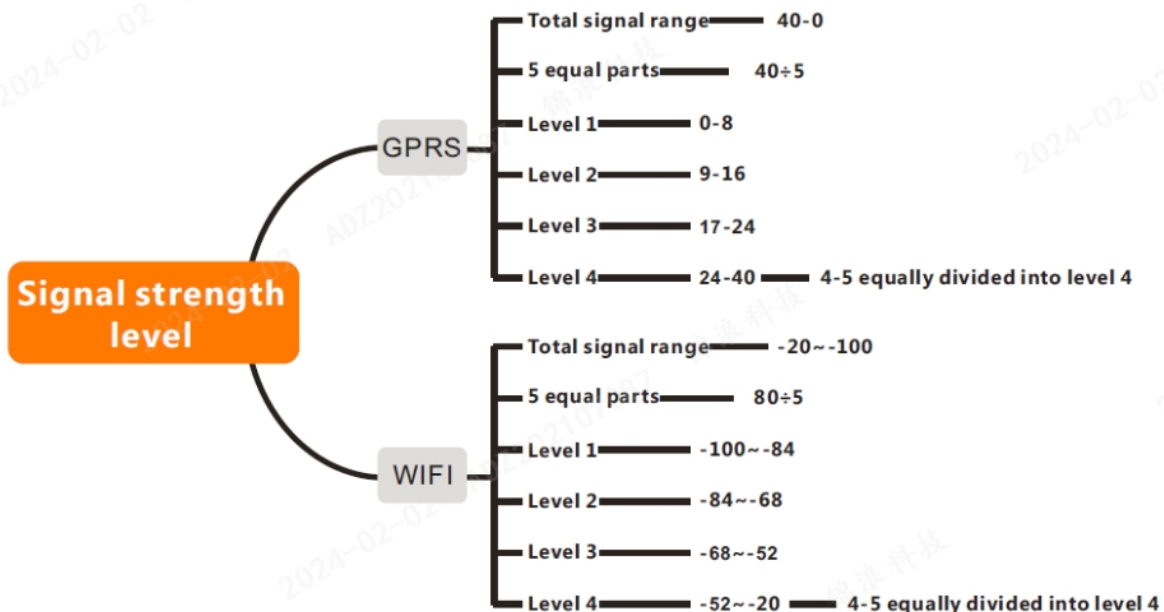
4. Function Description

4.2.2 Datalogger

[View Datalogger Information] Users can view detailed information such as datalogger name, version, factory time, etc. You can also view the signal strength of the current datalogger and information of the corresponding inverter, EPM, weather meter, and meter.



[Signal Strength] displays the data information strength of the current datalogger.



[Total Operation Time] The total operation time of the registered datalogger.

[Data Upload Cycle] Time interval of data obtained by logger, the default interval is 5 mins.

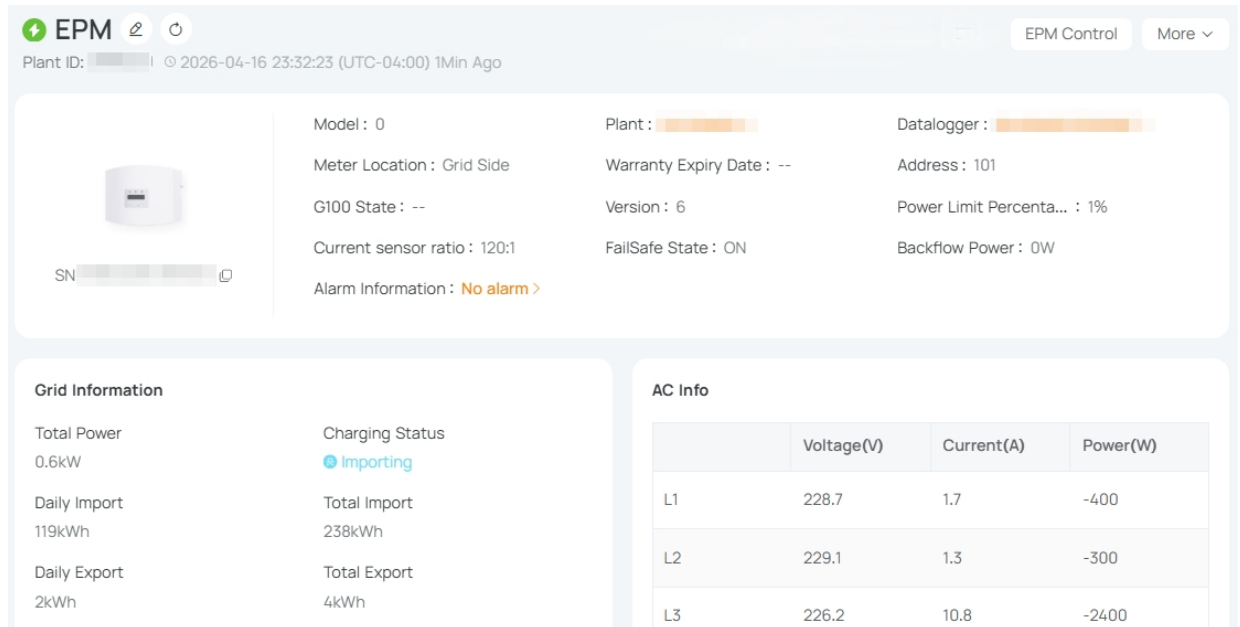
[Power-on Time] The daily operation duration of the datalogger.

[Unbind] Unbind the connection between datalogger and plant.

4. Function Description

4.2.3 EPM

[EPM Information] Users can view the basic information of the device, load, and grid side as well as the real-time data display of the device's inputs and outputs from different sides.



[Power Limit Percentage] Used for limiting the inverter's output power, a percentage based on rated power.

[Current sensor ratio] Ratio between primary current and secondary current.

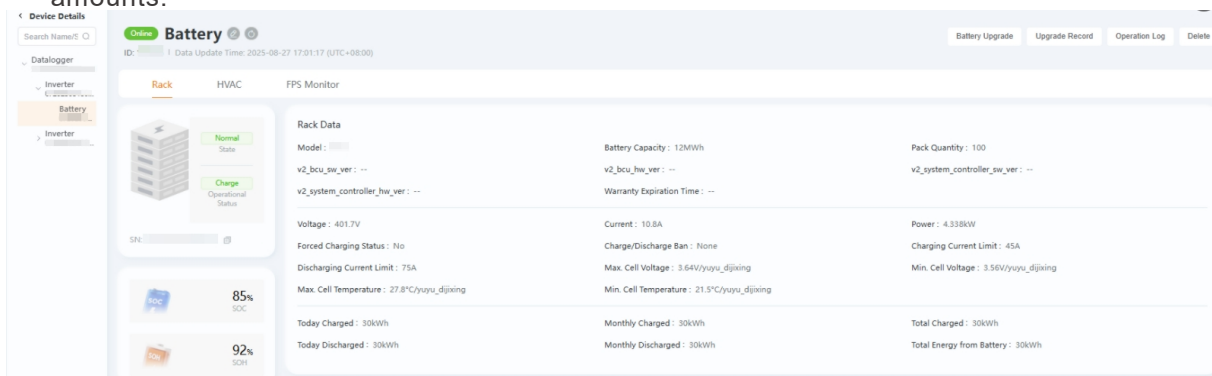
[FailSafe Status] When the output power limit function and failsafe function are activated, the inverter will automatically set the output power to zero to avoid sending power to the grid if the inverter loses communication with the METER/EPM/CT.

[Backflow Power] When using the output power control function, you can set the maximum limit of power allowed to be injected into the grid.

4.2.4 Battery

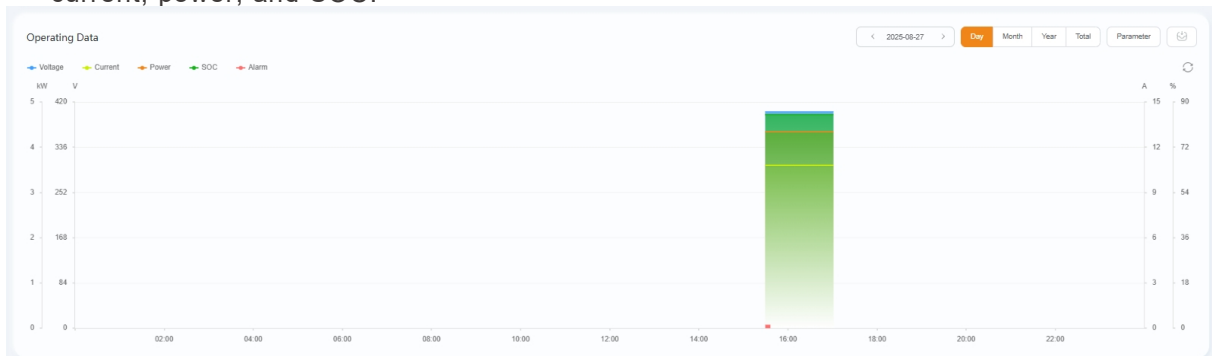
Battery information for the energy storage system can only be viewed after switching to the new interface, as outlined in section 4.1.3.

[Basic Information] Displays static details such as the model and version number. It also provides data insights for daily, monthly, and total charging and discharging amounts.

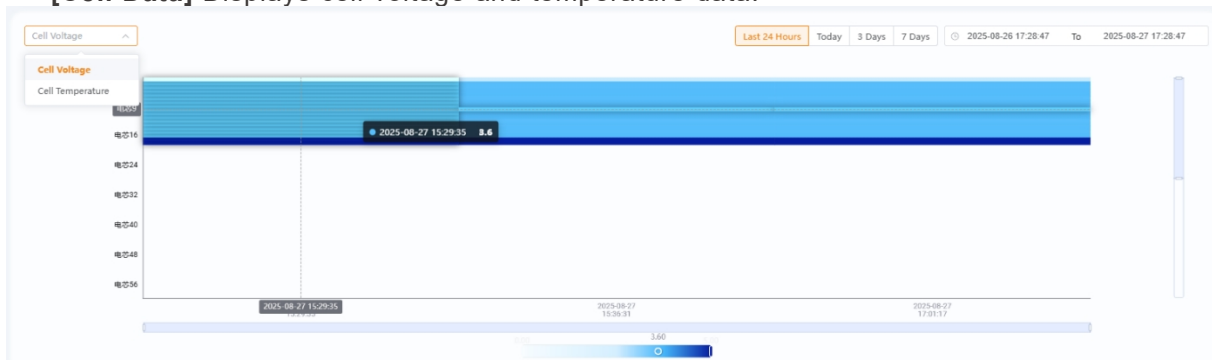


4. Function Description

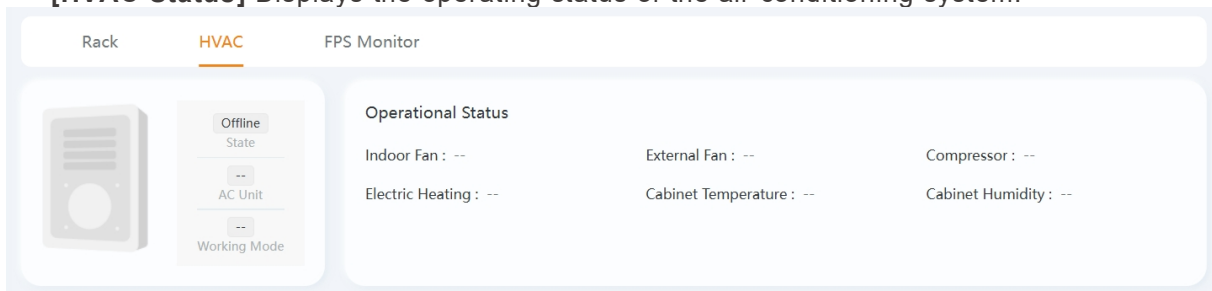
[Operating Data] Displays key parameters at 5-minute intervals, including voltage, current, power, and SOC.



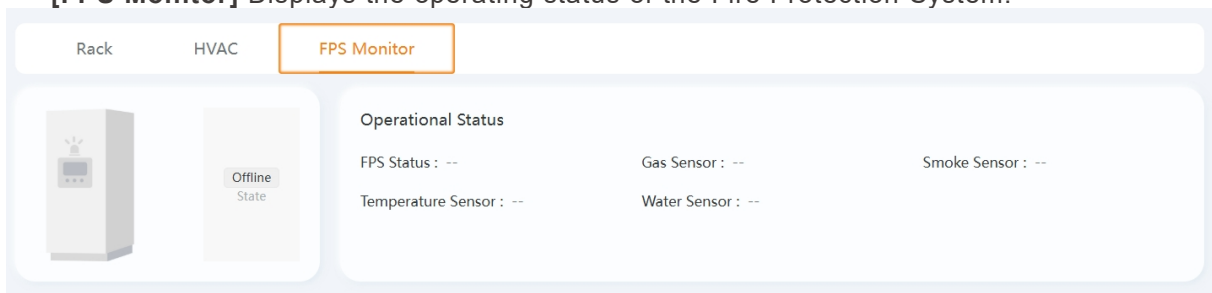
[Cell Data] Displays cell voltage and temperature data.



[HVAC Status] Displays the operating status of the air conditioning system.



[FPS Monitor] Displays the operating status of the Fire Protection System.



4. Function Description

4.3 Operation & Maintenance

Users can carry out operation and maintenance management in the "O&M" interface, mainly including alarm information and discrete rate analysis.

4.3.1 Alarm Information

Users can check whether there is any abnormality in the operation of the plant devices under the account in the alarm information, and they can also check all the alarm information of the plant devices under the account.

Alarm information processing status classification, including unprocessed information, processed information, restored information, etc., can also be filtered according to the time period; alarm information, the system will assess the level and provide recommendations for processing, the user can be based on the recommended processing of the alarm information for the corresponding processing.

The screenshot displays the 'Alarm Information' interface. At the top, there are buttons for 'Alarm Push' and 'Export'. Below these are search and filter controls: 'Device Type' (Please Select), 'Status' (Active), 'Alarm level' (Select Status), 'My Favorites' (Select favorite), 'Alarm Content' (Please Input), 'Alarm Duration' (Min h - Max h), 'Select Time' (Start Time - End Time), 'Plant Name' (Enter plant name), 'SN' (Please Input), and 'Alarm Code' (Please Input). A 'Search' button is prominently displayed. Below the search area is a table with columns: Device Type, Level, Status, Plant Name, SN, Alarm Cont..., Alarm Code, Sugg, and Operation. Two rows of data are visible, both for 'Inverter' devices with 'Warning' and 'Info' levels, both 'Active'. Each row has an 'Operation' button. At the bottom, there is a pagination bar showing 'Total 2', '10/page', and 'Go to 1'.

[Search Alarm] Enter the name of the plant to be operated, the SN number of the inverter, or the content of the alarm in the search box at the upper right corner of the page and click "Search" to finish.

[Filter Alarm] You can filter alarm messages by favorites or alarm message status.

[Ignore Alarm] Users can customize whether to ignore the unprocessed information that does not affect the normal use of the device, click on a single alarm message and the system will pop up the alarm details, click "Ignore" to complete the operation.

[Delete Alarm] Users can delete the alarm information by themselves, either by clicking on the alarm details that appear after a single alarm message for deletion, or by clicking on the single alarm message on the right side of the "Operation" option for deletion; users can click on the clear symbols at the back of the alarm information to delete all the information.

[Export Alarm] Users can export alarm information and generate forms.

[Alarm Push Setting] Users can choose to set alarm notification by clicking "Push Setting" in the upper right corner of the interface and selecting "Allow Notification" to turn on the function.

①Push notification: Users can choose to push the degree of urgency of the alarm and the speed of the message notification time according to their own needs.

②Mailbox notification: Users can define the receiving mailbox according to their own needs and choose whether to turn on mailbox notification.

4. Function Description

4.3.2 PC IV Curve Diagnosis

The neural algorithm is used to analyze the pattern of string IV curve and realize the full monitoring of string IV curve.

[Operation Premise]

- 1) The device to be scanned is in the state of normal connection.
- 2) String information must be correct.
- 3) It does not support scanning residential inverters with optimizer.
- 4) Only support scanning single crystal PV module and polycrystalline PV module.
- 5) Only inverters with this function can be diagnosed after checking the box.

[Hint]

- 1) It is suggested during 11:00-13:00.
- 2) It not recommended above 50 pcs at once (about 15 minutes).
- 3) It will affect power production during the examination (about 5 minutes).

[IV Curve Scanning Operation]

Task Name	Diagnosis State	String Number	Number of the ...	Diagnosis Time	Remark	Operation
		--	--	04/03/2026 00:4...	--	Operation
		--	--	03/03/2026 21:5...	--	Operation
		--	--	23/10/2025 08:4...	--	Operation
		--	--	28/10/2024 03:4...	--	Operation
		--	--	28/10/2024 03:4...	--	Operation

- 1) Function Location: Click "O&M" - "IV Curve Diagnosis";
- 2) Select the device to be diagnosed, click OK to start scanning and generating the report.
- 3) Users can view the current diagnostic progress and records.

4.3.3 Dispersion Rate Analysis

Dispersion rate is an indicator that describes the change of string current, which is used to assess the consistency of the power generation performance of PV strings, and can effectively reflect the health status of plant operation. The smaller the dispersion rate is, the more stable the operation of the plant is, and the better the power generation condition is. On the contrary, it indicates that there may be faulty branch circuits, which may affect the power generation.

[Operation Premise]

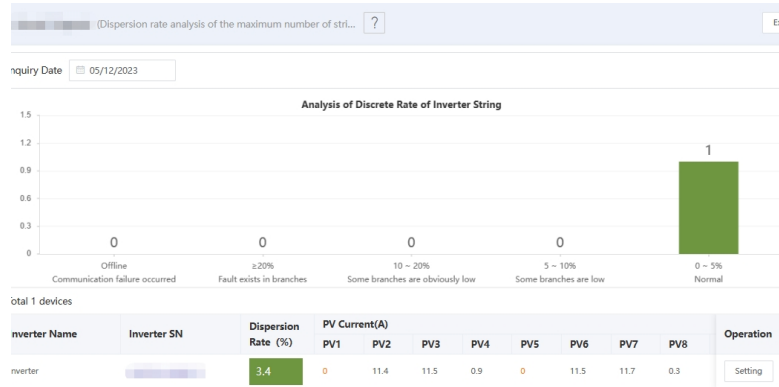
- 1) The time interval for discrete rate calculation is from 10:00 to 14:00 every day, please check the discrete rate analysis result of the plant on that day after 10:00.
- 2) The number of strings connected to the inverter is greater than or equal to 6.
- 3) The real-time power of the inverter is greater than 10% of the rated power.

[Hint] If there are some strings not connecting to PV panels, or their connected power is far different from others, it is not recommended to add these strings to the dispersion rate analysis (click on these strings to set).

4. Function Description

[Operation]

- 1) Function location: Click "O&M" – "Dispersion Rate Analysis", and you can also view the dispersion rate curve data in the parameter data of a single device.



Based on the empirical judgment of the following data intervals, on-site field troubleshooting is performed for strings with 0 string current and strings with significantly low current.

Abnormal	20% and above	10-20%	5-10%	0-5%
Communication faults in AC combining box	Some strings might have disconnection or breakage	Some strings have obvious lower power output comparing with other strings	As a rule of thumb, some strings have low power output when the dispersion ratio is higher than 7%	Normal

- 2) You can view the string dispersion rate data of the devices under the plant, and you can also export the dispersion rate data.
- 3) Strings can be set to not participate in the discrete rate calculation.

4. Function Description

4.4 Report Management

Users can manage the report on the "Report" interface, mainly including 4 components: Plant Report, Energy Report, Inverter Report and Customer Report.

4.4.1 Plant Report

The screenshot displays the 'Plant Report' interface. At the top, there's a title bar with 'Plant Report' and an 'Export' button. Below it, a navigation bar includes tabs for 'Daily Report' (selected), 'Monthly Report', 'Annual Report', 'Total Report', and 'User-defined'. A filter section contains 'Select Plant:' with a dropdown menu showing 'Chosen12Plants', a 'Select favorites' button, 'Select Time:' with a value of '0', and 'Current Status:' with a dropdown menu. Below these are 'Search' and 'Reset' buttons. The main area features a table with columns: Time, Plant Name, Plant ID, Current Status, Plant Contact, Inverter Number, Weather, Alarm Code, Operation, and a settings icon. The table lists five entries for the date 2026-04-17, with varying plant IDs and statuses (one online, four offline). Each row has an 'Export' button in the 'Operation' column.

Time	Plant Name	Plant ID	Current Status	Plant Contact	Inverter Number	Weather	Alarm Code	Operation
2026-04-17		1B4447	Online	--	1	Light Rain	--	Export
2026-04-17		178030	Offline	NaN	0	Clear	--	Export
2026-04-17		177F82	Offline	NaN	0	Few Clouds	--	Export
2026-04-17		177F5E	Offline	NaN	0	--	--	Export
2026-04-17		17767E	Offline	NaN	0	Few Clouds	--	Export

[Select Time] Users can select to export the power station report for the specified time period. The choice of the time period corresponds to the type of report selected, when the report type selects the cumulative report, do not choose the time.

[Select Plant] Users can select the name of the power station that needs to export the report, click "Select power station", and check the name of the required power station. Click "OK" to complete; Or filter by the area or search by the name of the station.

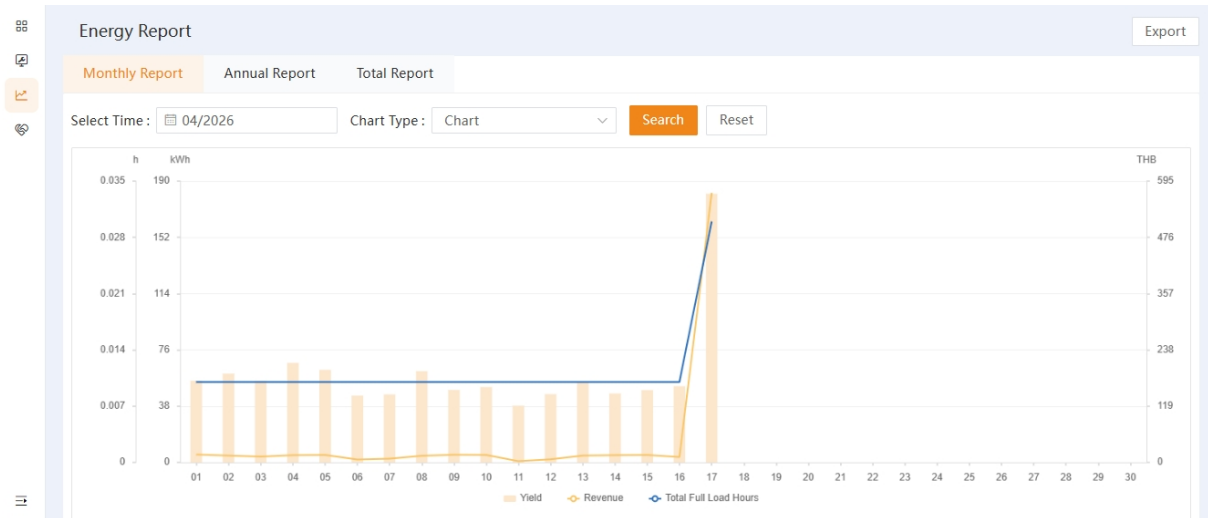
[Current Status] Users can filter the power station according to whether the station is currently online、offline or alarming.

[Select Report Type] Users can select the types of exported power station report: Daily report, Monthly report, Annual report, and Cumulative report.

[Export Report] After the above selection operation is completed, click "Export" in the upper right corner to pop up the download option. Users can customize the name and download path, and click "Download" to complete the operation. Users can also click the "Export" operation on the far right of the list of power stations to download the data of a single power station.

4. Function Description

4.4.2 Energy Report



[Select Report Type] Users can select the types of exported power station report: Daily report, Monthly report, Annual report, and Cumulative report.

[Select Time] The user can select to export the power station report for the specified time period.

[Chart Type] Users can view the power generation, revenue and total full generation hours of the plant in the form of graphs or tables.

[Export report] After the above operation are completed, click the "Export" in the upper right corner, and then enter the verification code in the pop-up verification code window to export the report. Click "Download" to generate the Excel sheet.

4. Function Description

4.4.3 Inverter report

The screenshot shows the 'Inverter Report' interface. At the top, there are tabs for 'Daily Report', 'Monthly Report', 'Annual Report', and 'User-defined'. Below the tabs, there is a 'Select Device' dropdown menu showing '19 Devices Sele...', a 'Select favorites' dropdown, and a 'Select Time' field with a calendar icon showing '17/04/2026'. There are also 'Search' and 'Reset' buttons. The main part of the interface is a table with the following columns: Time, SN, Alarm Code, Working State, DC Voltage PV 1(V), DC Current PV 1(A), DC Power PV 1(W), DC Voltage PV 2(V), DC Current PV 2(A), DC Power PV 2(W), and DC Voltage PV 3(V). The table contains two rows of data. The first row shows a time of '17/04/2026 13:02:14 (UTC+07:00)', an SN of '1055', an 'Alarm' state, and various power readings. The second row shows a time of '17/04/2026 13:06:18 (UTC+07:00)', an SN of '--', a 'Normal' state, and various power readings. An 'Export' button is located in the top right corner of the interface.

Time	SN	Alarm Code	Working State	DC Voltage PV 1(V)	DC Current PV 1(A)	DC Power PV 1(W)	DC Voltage PV 2(V)	DC Current PV 2(A)	DC Power PV 2(W)	DC Voltage PV 3(V)
17/04/2026 13:02:14 (UTC+07:00)	1055	Alarm	Alarm	553.2	2.7	1494	776.5	2.7	2097	3.2
17/04/2026 13:06:18 (UTC+07:00)	--	Normal	Normal	551.6	3	1655	772.1	3.1	2394	1

[Select Device] Select device Users can select the device SN number that needs to export the report, click Select Device, and check the name of the required power station Click "OK" to complete; or search by device SN

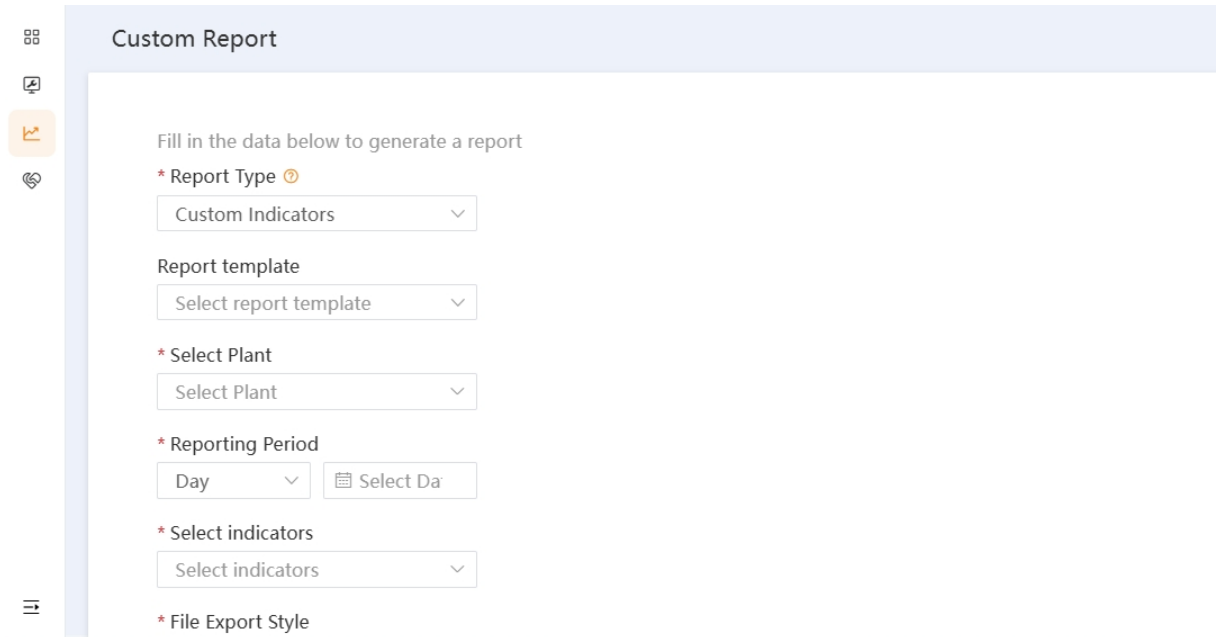
[Select Report Type] Users can select the types of exported power station report: Daily report, Monthly report, Annual report, and Cumulative report.

[Select Time] The user can select to export the power station report for the specified time period.

[Export Report] After the above operation are completed, click the "Export" in the upper right corner, and then enter the verification code in the pop-up verification code window to export the report. Click "Download" to generate the Excel sheet.

4. Function Description

4.4.4 Customer Report



The screenshot displays the 'Custom Report' interface. On the left is a sidebar with icons for a menu, a report, a line graph, and a heart. The main area is titled 'Custom Report' and contains the instruction 'Fill in the data below to generate a report'. Below this are several form fields: a required 'Report Type' dropdown set to 'Custom Indicators'; a 'Report template' dropdown set to 'Select report template'; a required 'Select Plant' dropdown set to 'Select Plant'; a required 'Reporting Period' section with a dropdown set to 'Day' and a 'Select Da' button; a required 'Select indicators' dropdown set to 'Select indicators'; and a partially visible 'File Export Style' field at the bottom.

[Report Type] Report type is fixed as a power station report, not optional.

[Report Template] Users can save the customized template, which can be directly applied in the next export, without the need to check the correlation number occupy.

[Select Plant] Users can select the name of the power station that needs to export the report, click "Select power station", and check the name of the required power station Click "OK" to complete; Also filter by station area or search by station name.

[Reporting Period] Users can select a day, month, month or total report.

[Select Indicators] The user can check the metrics that need to be exported.

[Generate Report] After the above selection operation is completed, click "Generate report" and enter the verification code in the pop-up verification code window to guide it Publish the report, click "download" to generate the Excel table.

[Save Template] You can save the currently filled data as a template and enter a name.

4. Function Description

4.5 Service

4.5.1 Plant Management

The plant management interface mainly displays all the plants added under the account. Click the specified plant to view the specific information of the plant and manage it, specific operation steps refer [4.1.2](#).

The Plant Management interface includes a sidebar with navigation icons and a main content area. The main area has a title 'Plant Management' and a search bar with filters: 'My Favorites' (dropdown), 'Rated power (kWp)' (range), 'Select Time' (date range), 'Plant Name' (text), 'Owner' (text), and 'Organisation Name' (text). Below the search bar is a table with columns: Plant Name, Owner, Organisation, Capacity, Power-on Time, Creation Time, and Operation. The table contains five rows of data, each with an 'Operation' button.

Plant Name	Owner	Organisation	Capacity	Power-on Time	Creation Time	Operation
[Redacted]	[Redacted]	[Redacted]	7.095kWp	01/04/2026 23:0...	31/03/2026 19:4...	Operation
[Redacted]	[Redacted]	[Redacted]	300kWp	--	29/01/2026 09:2...	Operation
[Redacted]	[Redacted]	[Redacted]	6.45kWp	17/11/2025 23:0...	18/11/2025 15:4...	Operation
[Redacted]	[Redacted]	[Redacted]	3MWp	--	05/11/2025 12:4...	Operation
[Redacted]	[Redacted]	[Redacted]	3MWp	04/11/2025 19:0...	05/11/2025 11:3...	Operation

[Filter] Users can classify queries by my collection, installed capacity, and creation time period.

[Search] Users can search by entering the plant name, owner or organization name.

[Operation] The user can operate and process a single power station in this interface.

4.5.2 Device Management

The device management interface mainly shows all the collectors added under this account.

The Device Management interface includes a sidebar with navigation icons and a main content area. The main area has a title 'Device Management' and buttons for 'Import' and 'Export'. Below the title is a search bar with filters: 'Select Time' (dropdown), 'Binding Status' (dropdown), and 'Datalogger Status' (dropdown). Below the search bar is a table with columns: Datalogger SN, Type, Datalogger Status, SIM Number, Plan Type, SIM Card Status, Data Expiry, Binding Status, and Operation. The table contains four rows of data, each with an 'Operation' button.

Datalogger SN	Type	Datalogger Status	SIM Number	Plan Type	SIM Card Status	Data Expiry	Binding Status	Operation
[Redacted]	WL	Normal	--	--	--	--	Bind	Operation
[Redacted]	WIFI	Normal	--	--	--	--	Bind	Operation
[Redacted]	WIFI	Normal	--	--	--	--	Bind	Operation
[Redacted]	WIFI	Normal	--	--	--	--	Bind	Operation

[Filter] Users can filter through the specified month, bind state, and data logger.

[Search] User can search by entering the SN number of data logger.

4. Function Description

[Import Device] Users can import devices in bulk. Click "Import" in the upper right corner, the system will pop up the import confirmation guide, click "Download import template", input the data logger SN to be imported into the Excel sheet and save it, click "Select File" then select the saved Excel sheet and click "Confirm Import" to complete the import.

Import Device

×

* Upload Document

Select File

The datalogger is imported into the organization, and the company that needs to forward the data will automatically do it

Download import template >

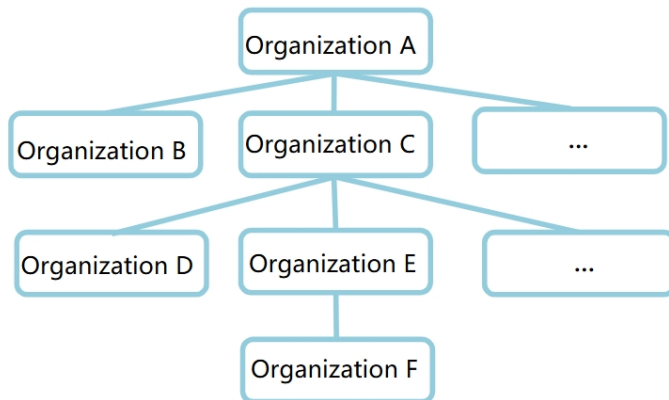
Cancel

Confirm Import

[Export Table] Users can export device data in bulk. Click "Export" in the upper left corner, the system will pop up the export table.

4.5.3 Organization Management

According to the user scenario, the organizational structure can be created without limit, and the scale of the structure can be developed horizontally and vertically, so as to realize organizational management, distributional monitoring of the power station, and create account roles for daily maintenance and operation.



4. Function Description

[Create Sub-organization]

Create inner organization: be appropriate for the type which has close relationship, for example: headquarter- subsidiary, company-department.

Internal organization authority: The power station information assigned by the superior organization can be modified and operated.

Create external organization: Suitable for organizations with loose relationships such as distributor/installer relationships, etc.

External organization authority: For the power station assigned by the superior organization, only the viewing authority has no modification authority.

User Name	Name	Mailbox	Status	Account Role	Operation
			--	Director, Authorised Installer	Operation
			Normal	Installer	Operation
			Normal	Administrator	Operation
			Disabled	Installer	Operation
			Normal	Administrator	Operation

[Create member role] Click "Add Member" and fill in the information and finish it.

User Name	Name	Mailbox	Status	Account Role	Operation
			--	Director, Authorised Installer	Operation
			Normal	Installer	Operation
			Normal	Administrator	Operation
			Disabled	Installer	Operation
			Normal	Administrator	Operation

[Role and Authority]

Administrator: The largest authority owner in the organization, with all management functions such as organization, power station, operation and maintenance.

Operations Manager: They can add, delete, modify and control the plant and equipment within the organization, and can issue and process work orders.

Operation and maintenance personnel: The organization can add, delete, modify, check and control the power stations and equipment within the organization, and can process work orders, but cannot issue work orders.

Installer: The plant and equipment in the organization can be added, deleted, modified and checked, but the equipment cannot be controlled remotely.

General User: They can add, delete, and check the plants and equipment within the organization, but they cannot remotely control the equipment.

Marketing staff: Only the plant and equipment within the organization can be inspected and operated.

[Plant Allocation] The plant under the organization are selected and assigned to the subordinate organizations, and the assigned power stations are operated accordingly according to different roles.

4. Function Description

4.5.4 Common Tools

4.5.4.1 Warranty Enquiry

Enter the device SN number, and the user can query the warranty life, warranty end date and warranty status of the equipment.

The screenshot shows the 'Warranty Enquiry' interface. On the left is a sidebar with icons for menu, search, and a heart. The main header has 'Warranty Enquiry' and buttons for 'Batch Enquiry' and 'Batch Import'. Below the header are tabs for 'Inverter', 'Battery', and 'EPM'. A status bar indicates '0 devs support online ext. warranty; 0 devs near deadline.' with a close button. The search section includes input fields for 'SN' (placeholder: 'Please Input'), 'Plant ID' (placeholder: 'Please Input'), and a dropdown for 'Extendable Warranty' (placeholder: 'Please Select'). There are 'Search', 'Reset', and 'Unfold' buttons. A note below says 'Please note: If you have questions about the results, please contact the regional after-sales service : Contact After Sales'. At the bottom is a table with columns: Ser..., Plant Name, Plant ID, SN, Model, Factory Warr..., Warranty St..., Warranty Ex..., and Operation.

4.5.4.2 SIM Binding

By inputting the SN of the user input collector and the SIM card number, the SIM card can be bound to the collector.

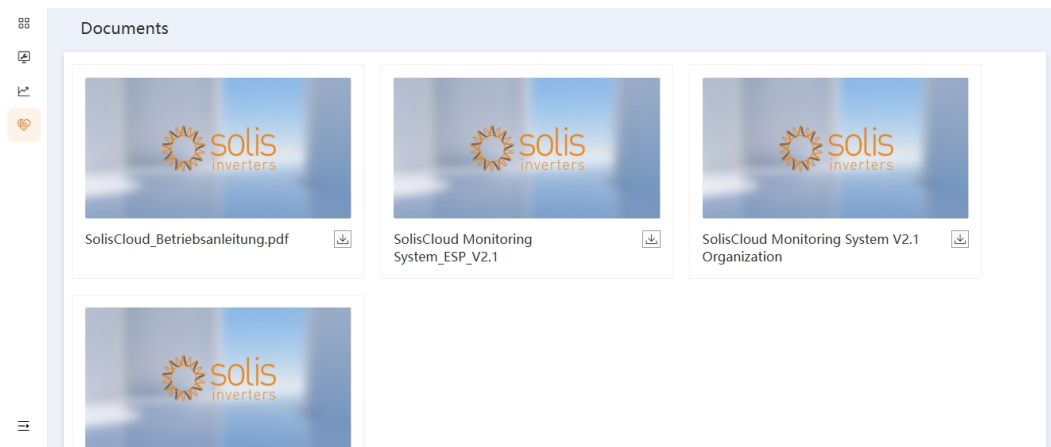
The screenshot shows the 'SIM Binding' interface. On the left is a sidebar with icons for menu, search, and a heart. The main header has 'SIM Binding'. Below the header is a text instruction: 'When the datalogger SN and SIM card are not bound, you can add binding, and then recharge'. There are two input sections: 'Datalogger' with a text box 'Enter datalogger SN', and 'SIM Number' with a text box 'Enter SIM number'. At the bottom is an orange button labeled 'Confirm binding'.

4. Function Description

4.5.5 Help Center

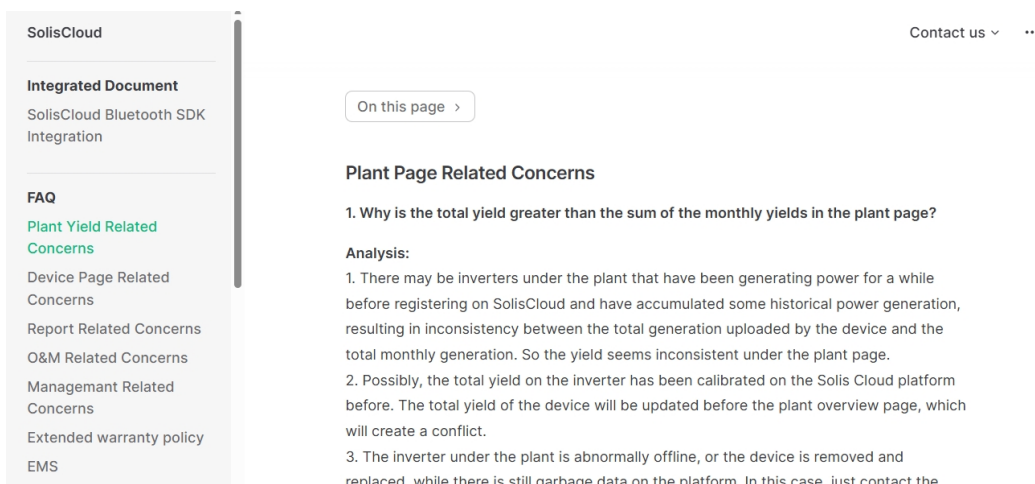
4.5.5.1 Documents

Users can download the "SolisCloud Monitoring System" on the product information interface. They can also watch operation introduction videos for some of the functions.



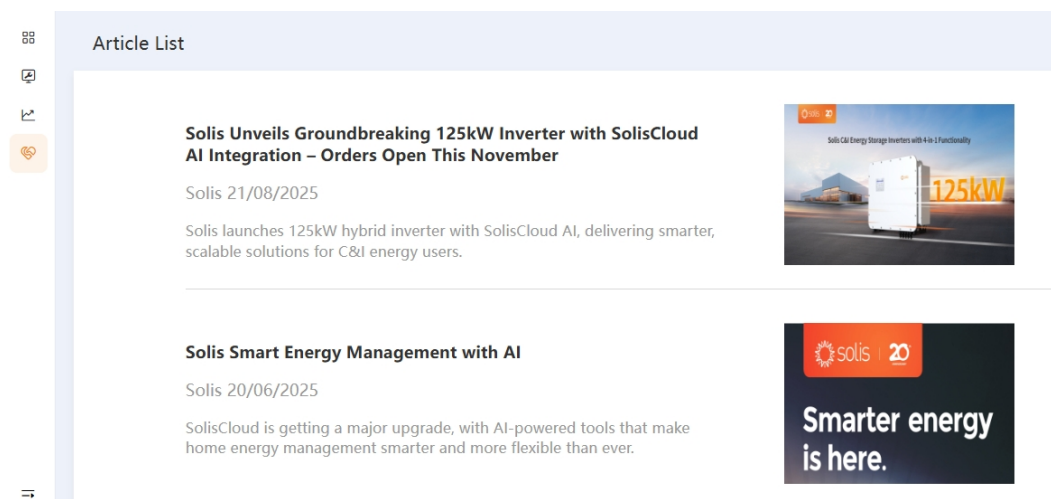
4.5.5.2 FAQ

Users can view solutions to some common problems in this interface.



4.5.6 Discover

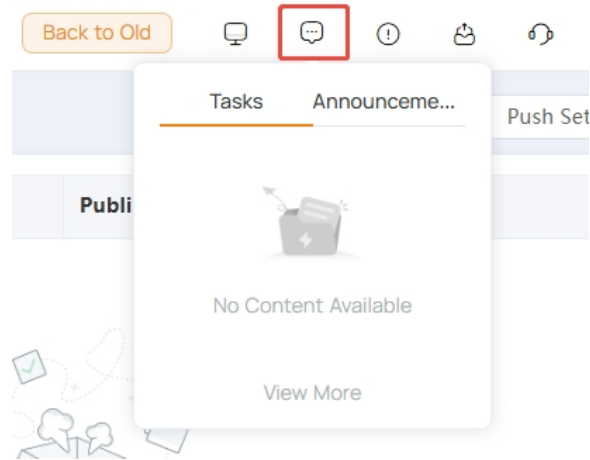
Users can view the articles published by Solis in the "Article List" section within the "Discover" menu.



4. Function Description

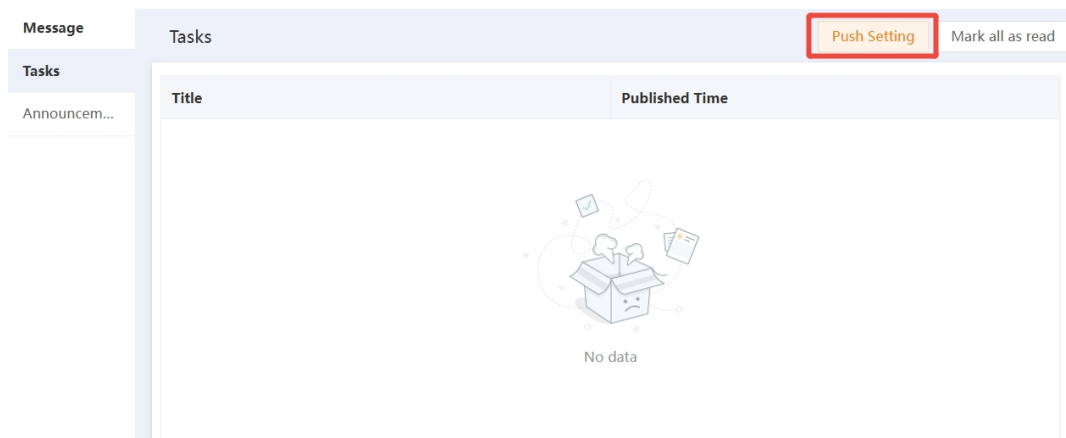
4.6 Message

Users can enter the message center by clicking "Message" in the upper right corner or selecting "View More" to manage the received messages. The message center mainly includes to do reminders and system notifications.



4.6.1 Tasks

Users can check and view the processed messages on this interface, and enter the push Settings to set the push content, whether the inverter is abnormal offline to push, push method and alarm message push rules.



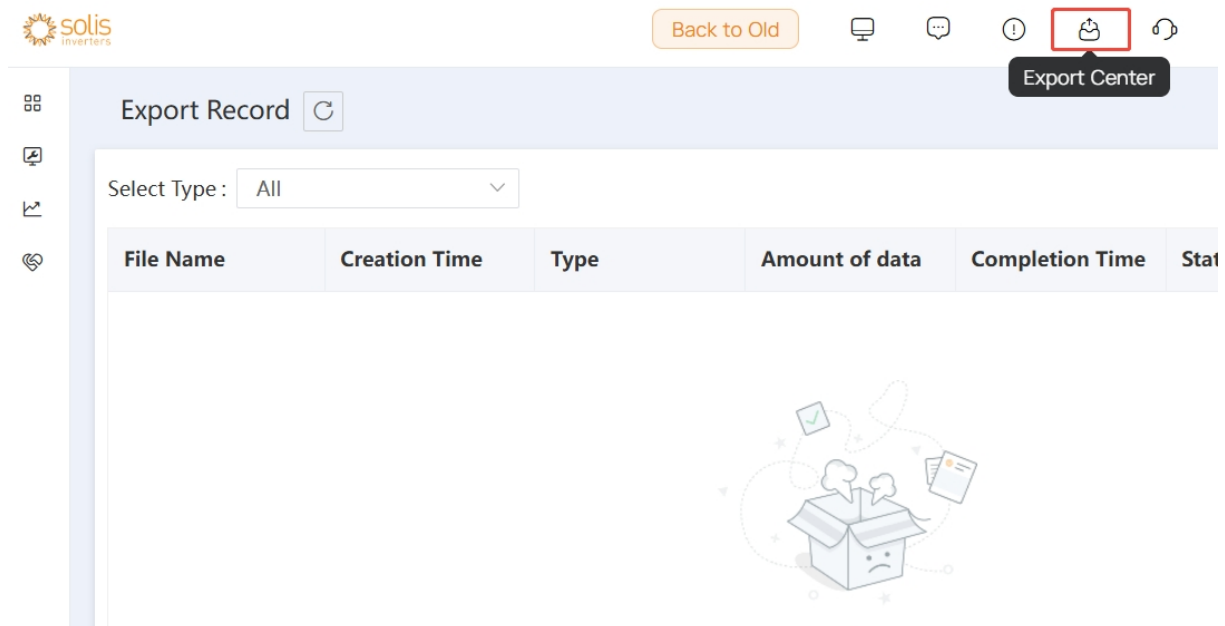
4.6.2 Announcements

Users can view the maintenance reminder sent before each system upgrade and maintenance in this interface.

4. Function Description

4.7 Export Center

In the export center, users can view the export records and filter the records according to the export type.

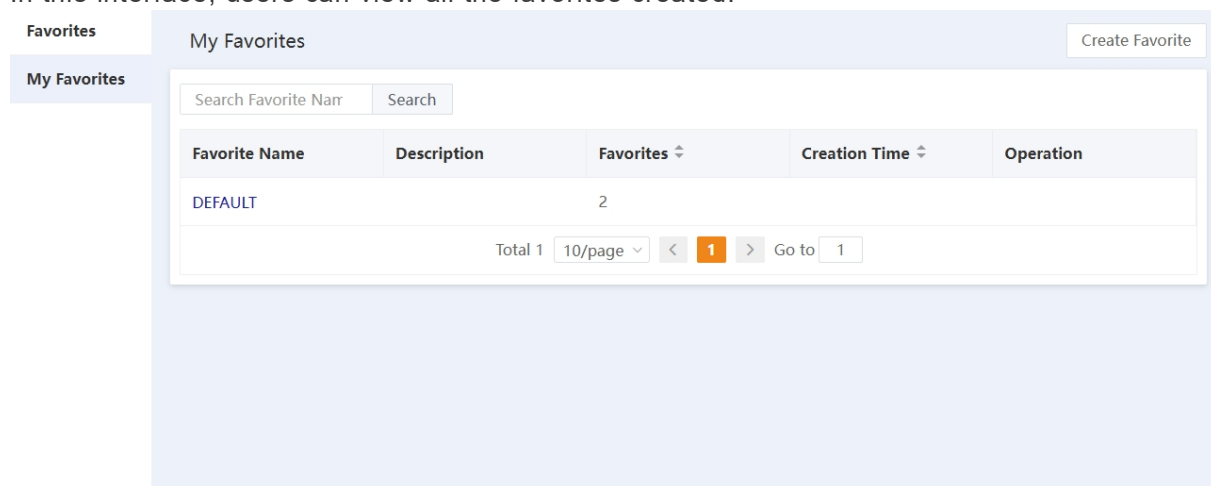


4.8 Personal Center

This module is convenient for users to manage account information and function Settings. It mainly includes four parts: My collection, Favorites, Basic Information, My Profile, Sign Out.

4.8.1 My Favorite

In this interface, users can view all the favorites created.



4. Function Description

[Create Favorites] Enter the name of the favorite to create a new favorite, you can describe the favorite.

Create Favorite

×

* Favorite Name

Enter Favorite Name

Favorite Description

Enter description of your favorite

0/255

Cancel

OK

4.8.2 Basic Information

4.8.2.1 Basic Settings

[Temperature] Users can customize the temperature unit, choose (°C) or (°F).

[Language] The system defaults to displaying English.

[Notification Period] APP push, SMS and email will only be sent in the time period set by the user, and will not be sent in other time periods.

[Environment Benefits Conversion coefficient] Users can customize the conversion of 1kWh power generation into CO₂ emission reduction and the number of equivalent green plants, and can also restore the default with a key.

[System Theme setting] The default system theme color is . user can select other theme colors.

[Current Version] Users can check the current version of Solis Cloud, and APP users can upgrade the new version of the software when there is a new version released.

Mine

Basic Settings

Basic Settings

My Profile

Change Pass...

Temperature :

°C

°F

Language :

English

Date Format :

dd/MM/yyyy

Decimal point format(example) :

123.45

Permit installers and platform to update firmware. :

Enabling grants consent for the platform and your installer to upgrade device firmware and signifies acceptance of the [Disclaimer](#)

OFF

Notification period :

Tip: APP push, SMS and Email will be sent within the notification period. The other time period will not be sent out.

00:00

~

24:00

Time Zone Setting :

(UTC-05:00)EST

Daylight Saving Time :

Environmental Benefits Conversion coefficient :

Yield 1kWh=CO2 Emission Saved

0.997

4. Function Description

4.8.2.2 My Profile

Users can view account information such as user type, set personal profile picture, user name, mobile phone number, email address, apply for account cancellation, and bind third-party accounts.

4.8.2.3 Change Password

Users need enter old password to set new password.

Mine

Basic Settings

My Profile

Change Pas...

Change Password

* Old Password

Input old password

* New Password

Input new password

Password Strength: — — — ?

* Confirm New Password

Input new password again

Save

4.8.3 Sign out

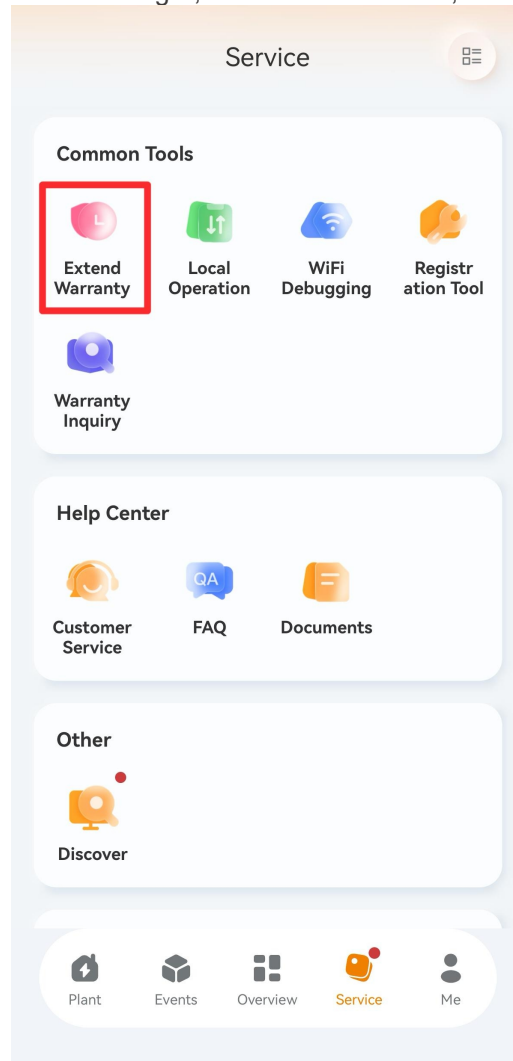
The user can exit the current account by clicking "Exit Account" in the upper right corner, and the page will automatically jump to the login interface. The user needs to enter the correct account password to re-enter.

4. Function Description

4.9 APP Extending Warranty

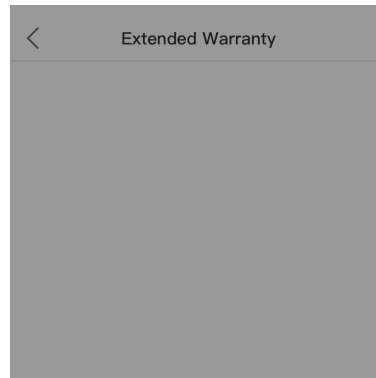
4.9.1 Extended Warranty

STEP 1: Open SolisCloud APP. After login, click "Service" first, then click "Extended Warranty".



4. Function Description

STEP 2:After Reading and agreeing 《Extended Warranty Policy》 , enter the online "Extended Warranty" interface.



Extended Warranty Policy

Extended Warranty Notice:

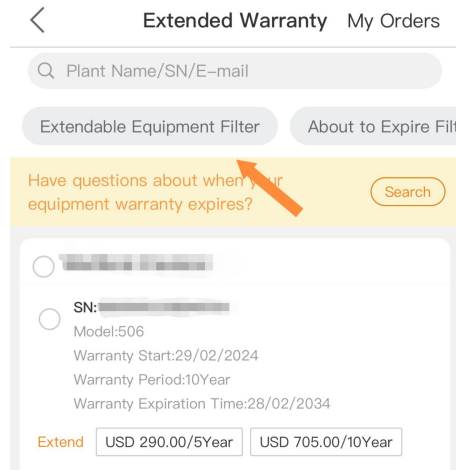
1. Only one extended warranty can be purchased per inverter.
2. Extended Warranties can only be purchased within 12 months of the standard warranty start date.
3. The final interpretation right belongs to Ginlong Technologies.

I have read the Extended Warranty Policy Statement

Disagree

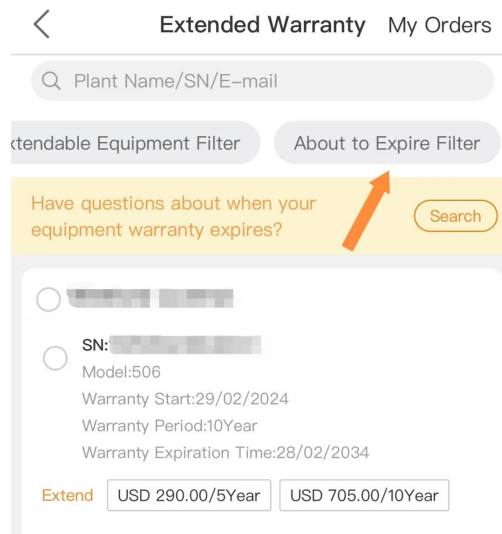
Agree

[Extendable Equipment Filter] It's a filter to select the equipment whose warranty currently can be extended.

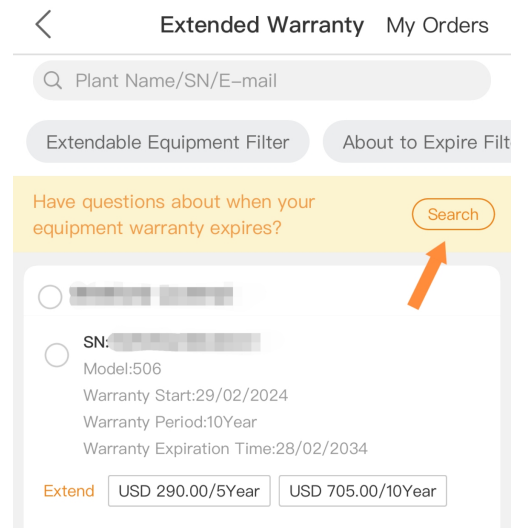


4. Function Description

[About to Expire Filter] It's a filter to select the equipment whose warranty is about to expire.



[Search] If you have any question about the warranty expiration time, please contact customer service using this button.



4. Function Description

STEP 3:Select the equipment whose warranty needs to be extended and the duration of the extended warranty.

<

Extended Warranty

My Orders

Q Plant Name/SN/E-mail

Extendable Equipment Filter

About to Expire Filt

Have questions about when your equipment warranty expires?

Search

Extend

USD 290.00/5Year

USD 705.00/10Year

☒

SN:

Model:3173

Warranty Start:14/06/2024

Warranty Period:5Year

Warranty Expiration Time:14/06/2029

Extend

USD 300.00/5Year

USD 720.00/10Year

U\$

☐

SN:

Model:3119

Warranty Start:27/08/2024

Warranty Period:5Year

Warranty Expiration Time:27/08/2029

Extend

USD 300.00/5Year

USD 720.00/10Year

U\$

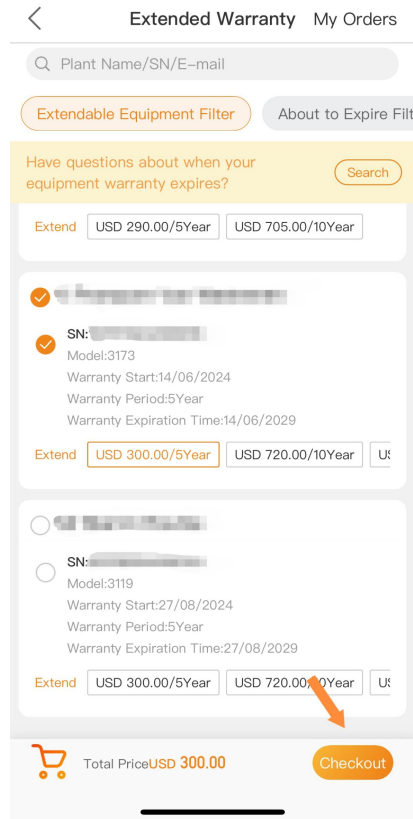


Total PriceUSD 300.00

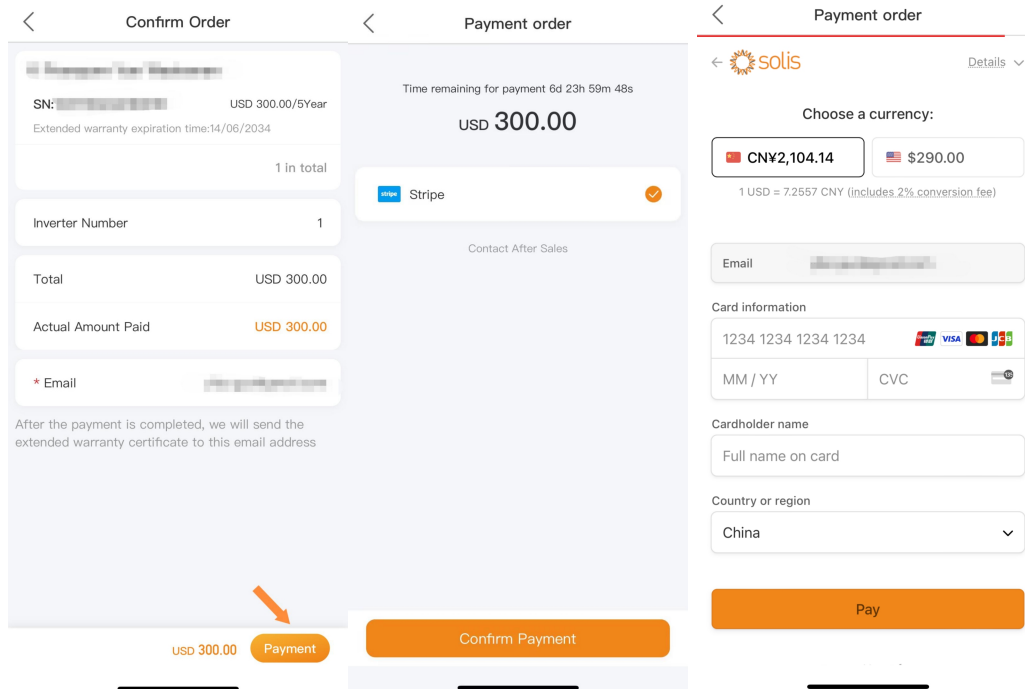
Checkout

4. Function Description

STEP 4: Click "Checkout" to enter the "Confirm Order" interface. Make payment after confirming that the extended warranty information is correct.

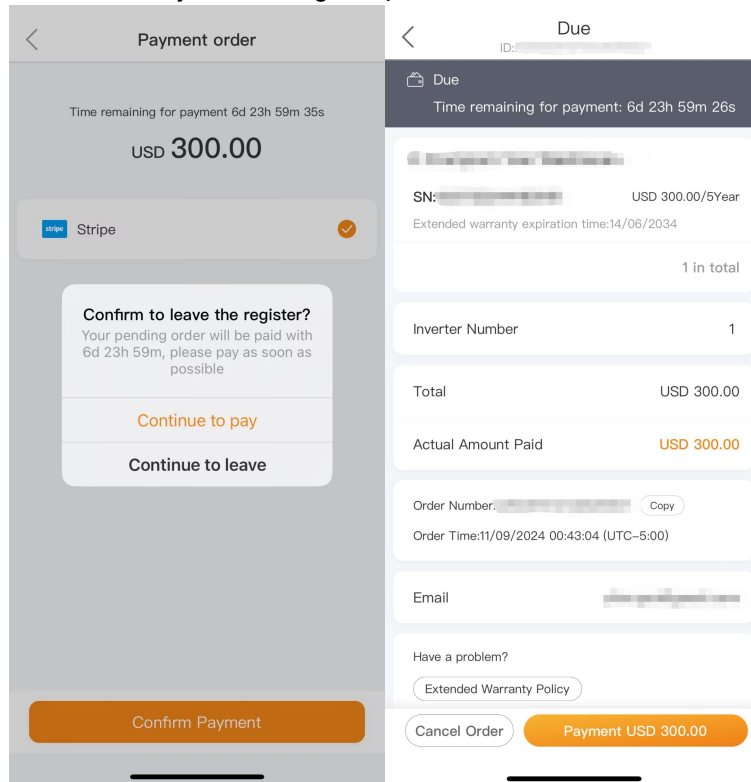


STEP 5: Click "Payment" to enter "Payment Order" interface, select the payment method and click "Confirm Payment" to pay. Extending warranty for several pieces of equipment simultaneously is supported, too.

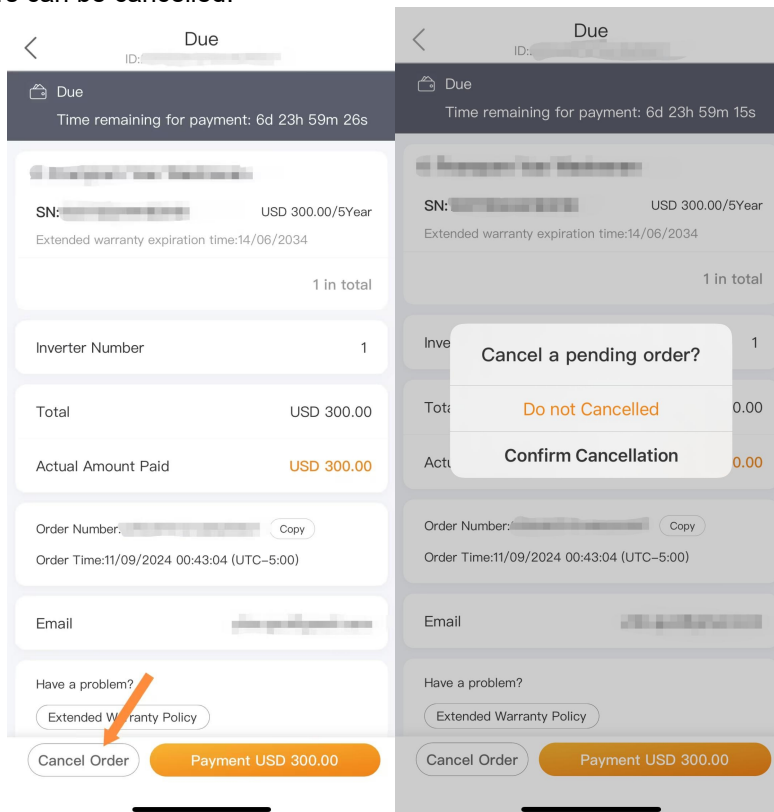


4. Function Description

STEP 6: After the payment is completed, you can view the order in "My Order". If you don't pay temporarily, you can click the back button to exit the payment interface. After the order is created, there will be a 7-day payment time, and payment can be made at any time during this period.

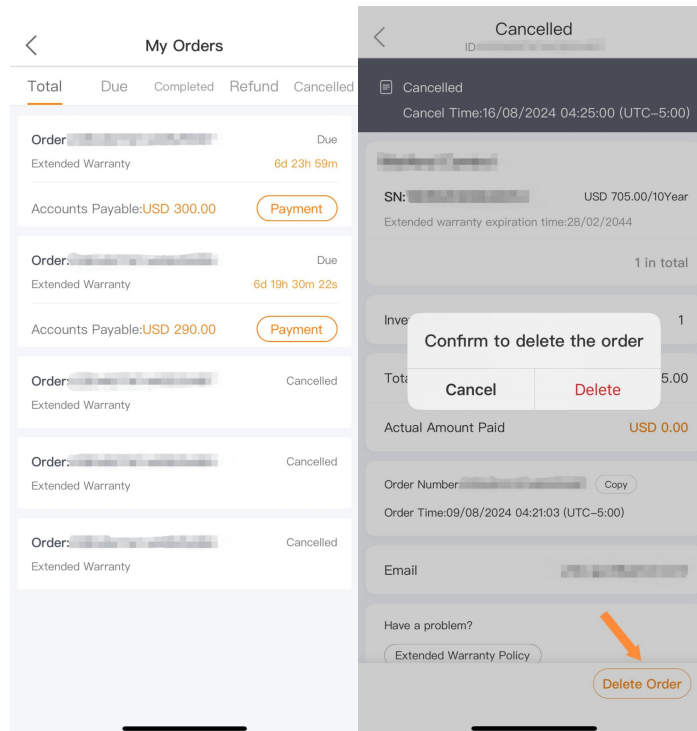


STEP 7: Pending orders can be cancelled.



4. Function Description

STEP 8: In "My Order", you can view all orders in "Total", pending orders in "Due", completed orders in "Completed", refund orders in "Refund", and cancelled order in "Cancelled". Enter the order details to delete the order.

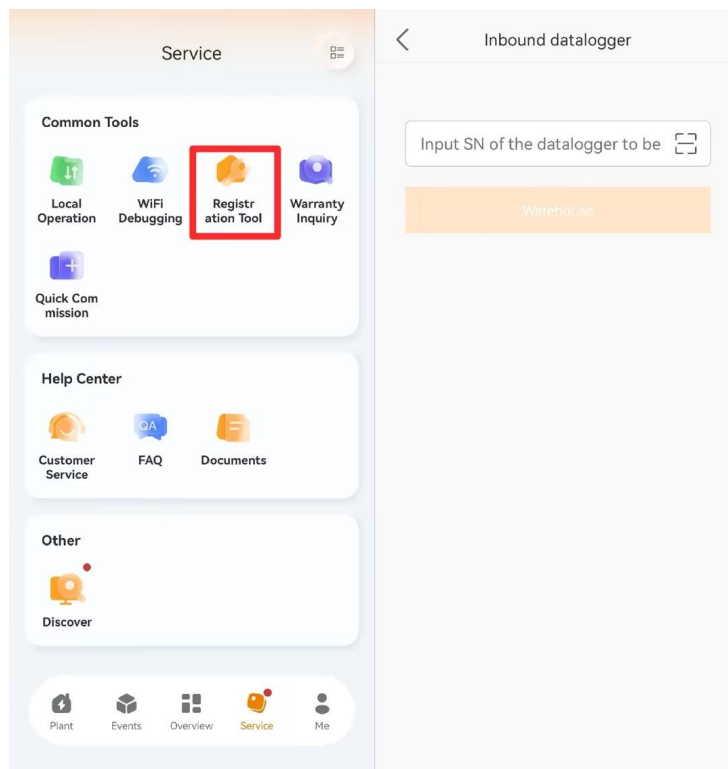


4. Function Description

4.10 APP Common Tool

4.10.1 Registration Tool

You can choose to import the collector into the current account. The imported collector is not bound to the power station, and the user can adjust the collector according to the situation Do station binding.



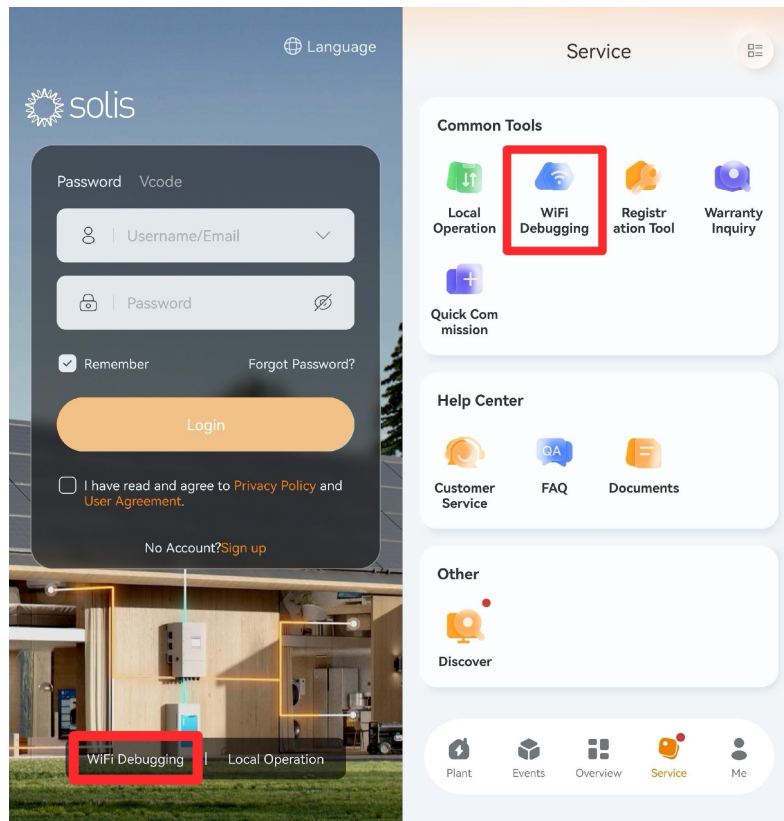
4.10.2 WiFi Debugging

Step 1: Mobile phone scan the QR code below to download and register Solis Cloud APP, or directly search Solis Cloud APP download in APP Store or major Android mall.



4. Function Description

Step 2: Click "WiFi Configuration". If you have logged in, please go to the "Service" page to configure WiFi.



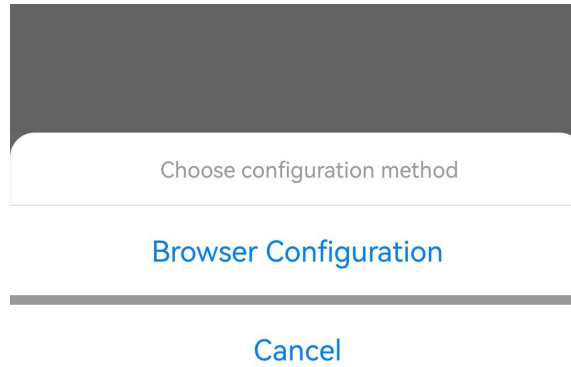
Step3: You need to fill in datalogger SN number manually or scan the QR code on datalogger.

< Enter the Datalogger SN

The image shows a screen titled 'Enter the Datalogger SN'. It features a text input field with the placeholder text 'Please enter' and a QR code icon on the right. Below the input field is an orange button labeled 'Next(1/3)'. The background is a light gray.

4. Function Description

Step4: Select the "Browser Configuration".



Step5:According to the tips to start the configuration mode of datalogger and then click "I am sure it is flashing" to go to the next step.

Configuration Tip

Please turn on the configuration mode of the datalogger

Plug the datalogger into the inverter and wait for the indicator light of the datalogger to be stable. That means, the red light on the datalogger keeps on, and the green light flashes every second, as shown in the figure above. Then you can start connecting to the WiFi signal of the logger, click to [view the tutorial](#)

(1) Make sure that the green light of the datalogger flashes at intervals. If the WiFi signal is not found, try re-plug the datalogger;

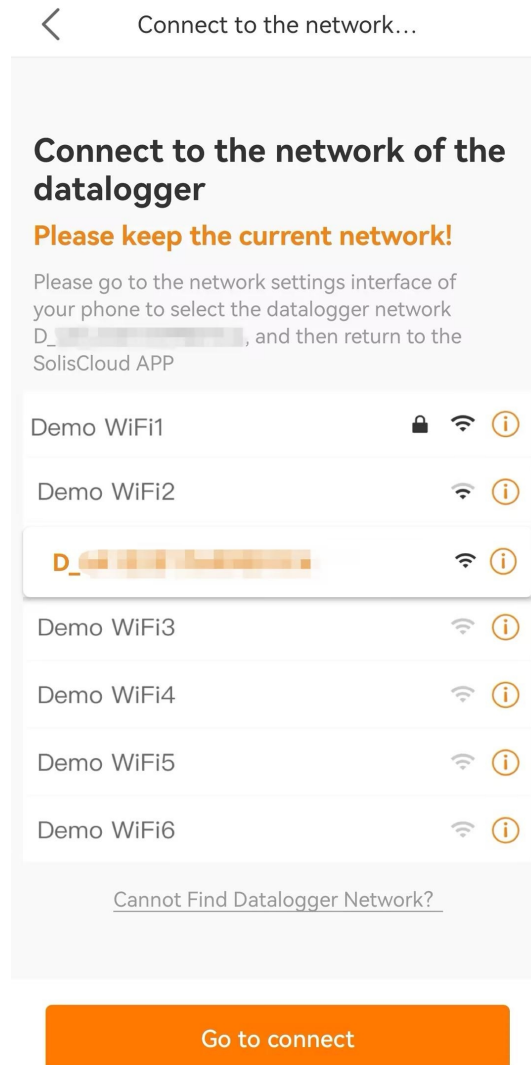
2) If the WiFi signal still can not be found, please long-press the datalogger for over 10 seconds to restore to the default setting, wait for the indicator light of the datalogger to be stable, and click to [view the tutorial](#);

(3) If the datalogger is connected to the network, the network needs to be change, please

I'm sure it is flashing

4. Function Description

Step6:Connect the data-logger network, click "Go to connect", go to the network setting on your phone, choose the data-logger network.Default password:123456789, return to App after connect successfully.



4. Function Description

Step7:Make sure your phone is connected to the Wi-Fi router, then switch back to this page and enter the Wi-Fi password. Enter the password and click Next.

< Connect to Router [view the t...](#)

Connect to Router

Click to connect router



Input router's password

Next(2/3)

Hint:

1. Connect the phone to the router
2. Configured WiFi will directly cover.

Step8:After the router is successfully connected, the collector configuration is completed.

Configuration Complete



Configuration Complete

OK(3/3)

The setting is succeeded, the logger will try to connect to the corresponding WiFi source.

Note:

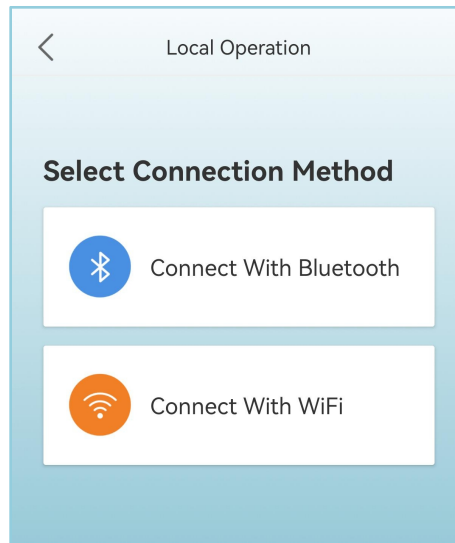
1. It takes about 1 minute for the datalogger to connect to the Internet. If the green indicator light on the logger is always on, it means that the logger is rightly connected to the Internet.
2. If the green indicator light of the logger keeps flashing after 1 minute, please try reset it again.

For more help or other questions, please check the installation manual or contact the local distributor for help.

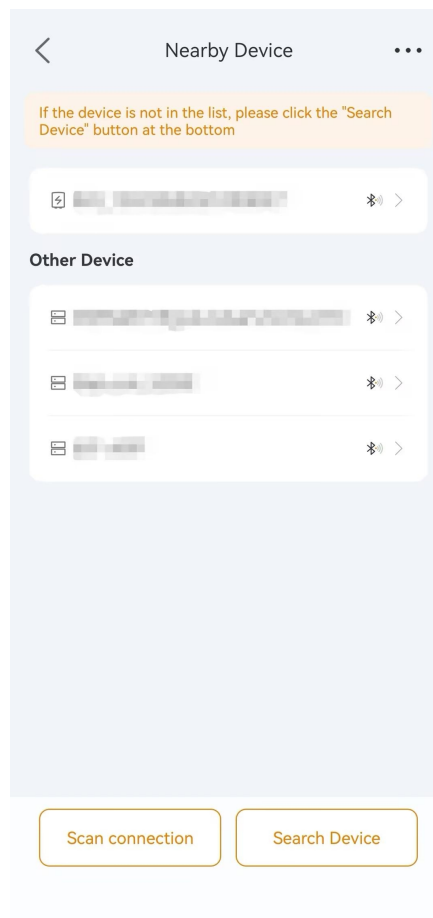
4. Function Description

4.10.3 Local Operation

Nearby control function including Bluetooth connection and Wi-Fi connection, it can be used to debug the parameters of the equipment under special circumstances.



[Connect With Bluetooth] Click "Connect With Bluetooth" to confirm that the Bluetooth connection state of the mobile phone is on. Click "Search Device" and the device to be debug will be displayed in the list of "Nearby Devices". Click the right arrow of the device to jump and enter the control password.





Solis Cloud

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