

Help & Feedback (APP Operation Manual)

Product introduction

[SolaXCloud] provides mobile applications for Android and iOS platforms, through which you can easily control your home energy devices and monitor the operation status.

You can also access www.solaxcloud.com from your PC to manage your power site.

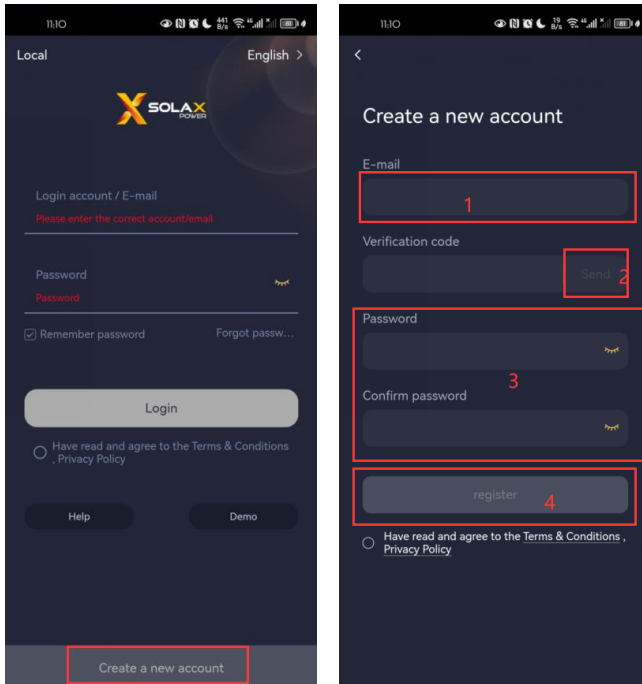
Account and security

In this section, you will get the information about personal account management and account information modification.

- How to create an account
- Log in to "SolaXCloud"
- Forgot password
- Modify personal information

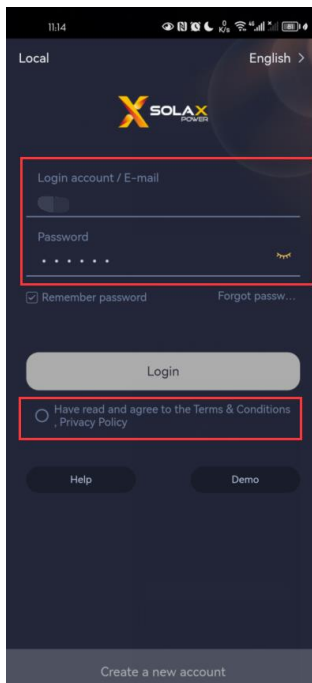
How to create an account

To use the [SolaXCloud] APP, you need to have a [SolaXCloud] account. If you have never registered, you can click the [Create a new account] button to register a personal account.



Log in to SolaXCloud

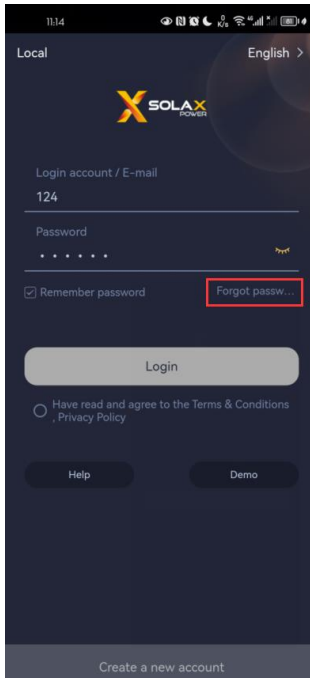
After you have a [SolaXCloud] account, you can fill in your account and password, and then click the [Login] button to log in.



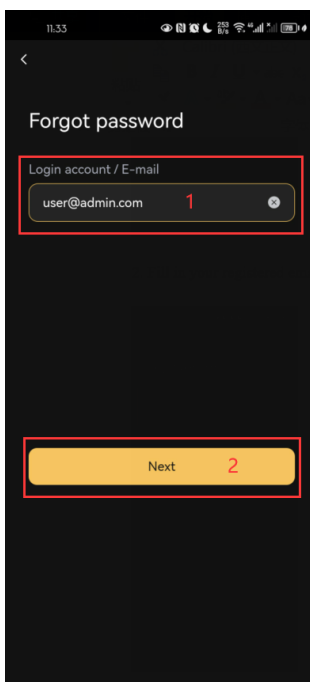
If you fill in the wrong password several times continuously, we will temporarily freeze the login of the account, and you can retrieve it through the [Forgot password] option.

Forgot password

1. You can retrieve the password of the account through the [Forgot password] option in the login page.



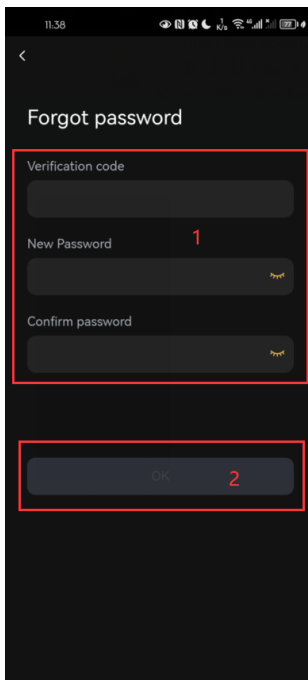
2. Fill in your registered email address and click [Next].



3. Find the verification code sent by [SolaXCloud] in your mailbox.

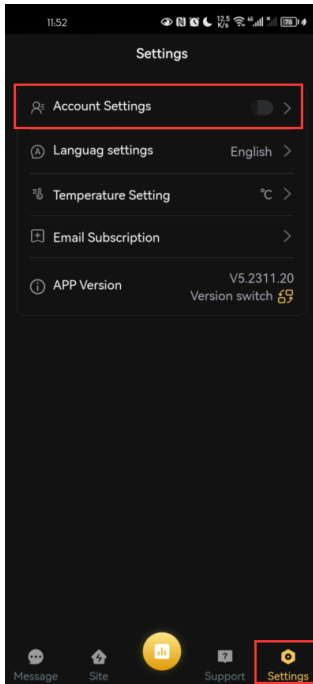


4. Fill in the new password and double confirm.

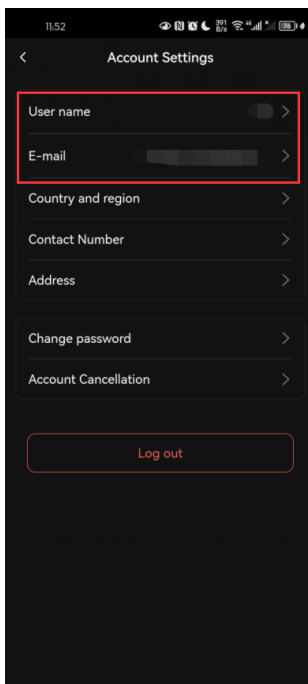


Modify account information

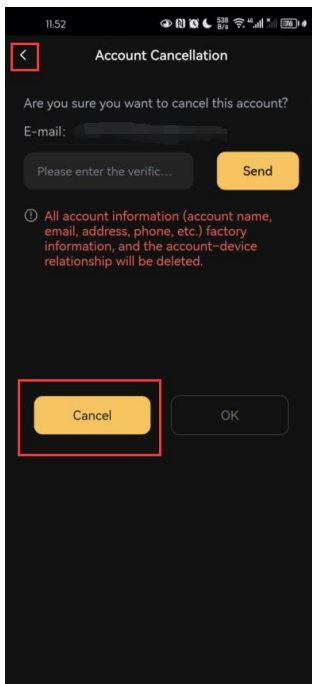
1. Log in to your [SolaXCloud] account.
2. Go to the [Settings] page and click [Account Settings].



3. You can modify your login account and email in [User name] [E-mail].



Please be careful to click [Account Cancellation] unless you confirm that [SolaXCloud] is no longer used.



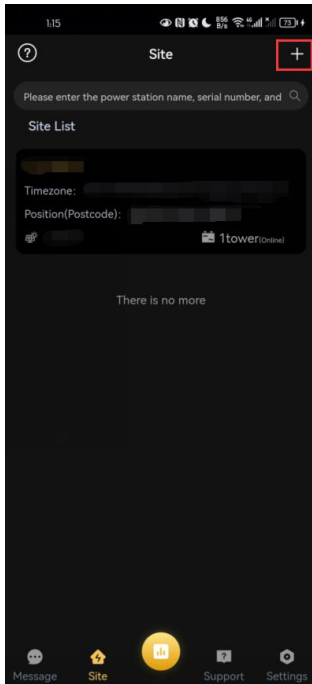
Site

In this section, you will learn how to create a power site for your home and how to manage it.

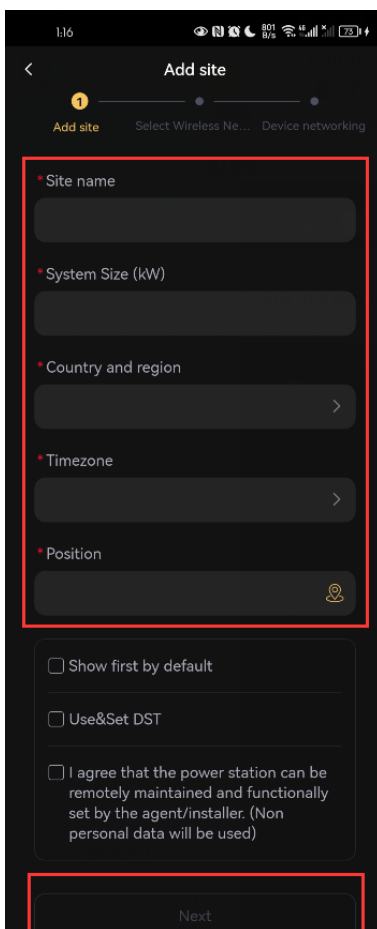
- How to create a site
- Delete site
- Add device
- **Network connection**
- Access permission settings
- Device details
- Device remote setting
- Unbind device

How to create a site

1. In [Site] page, you can create a home power site by clicking the [+] button.



2. Fill in a name for your site, complete other information, and click "next".

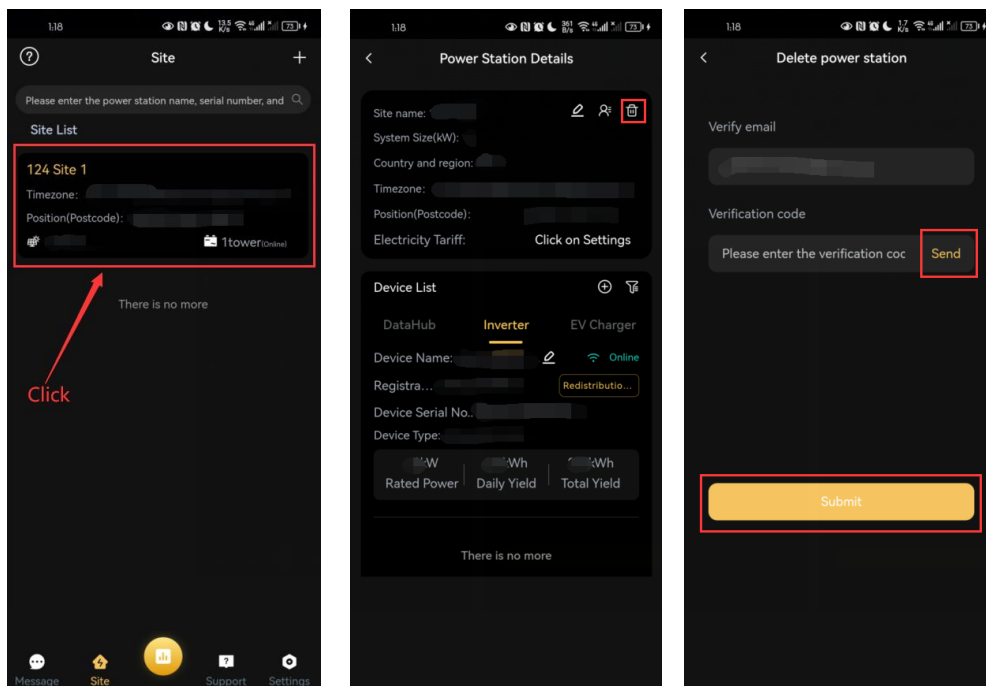


You need to confirm whether to ask your installer/agent to provide the fully and proper post service. If checked, your power site data will be visible to them, and they can access to help you do the settings and maintenance.

Delete site

Click the “delete” button to delete the home power site you created, but in order to protect your data security during the deletion process, the platform will send a verification code to your registered mailbox.

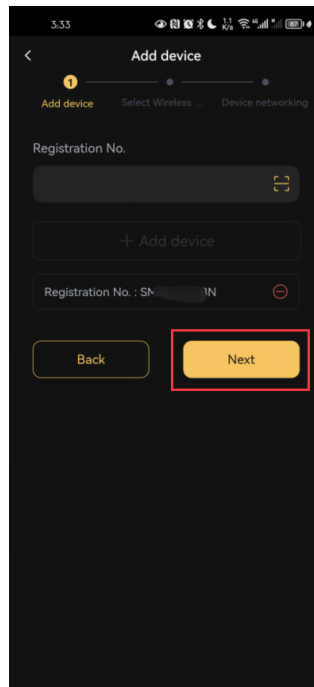
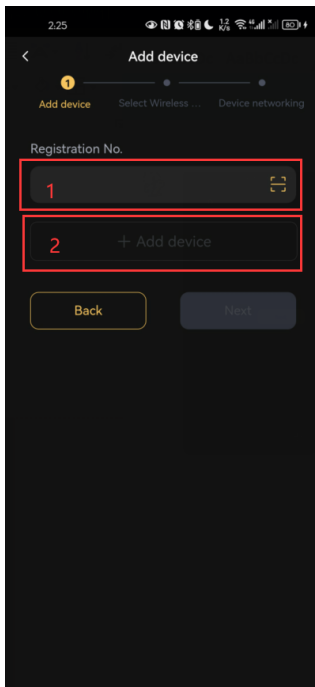
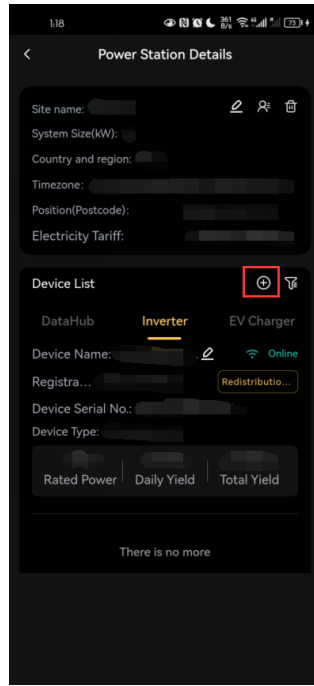
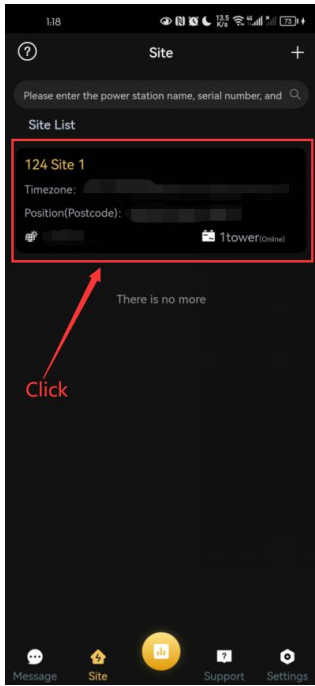
You need to find the verification code in your registered mailbox and fill it in.



Add device

You can fill in the "registration number" manually or by scanning the code. After you successfully scan to get the Pocket dongle's Registration Number, the page will display the added Registration Number.

The registration number is the unique identification number of [SolaXCloud] Pocket dongle. You can find it by the nameplate on the outer package or terminal.



Please note that the registration number is the unique identification of Pocket dongle. Please keep your Pocket dongle information properly. If it is leaked, it may be occupied and cannot be bound.

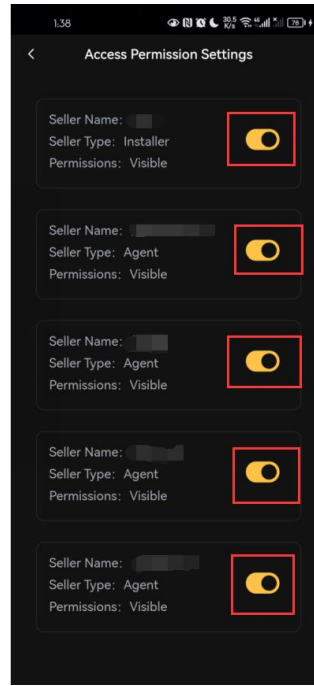
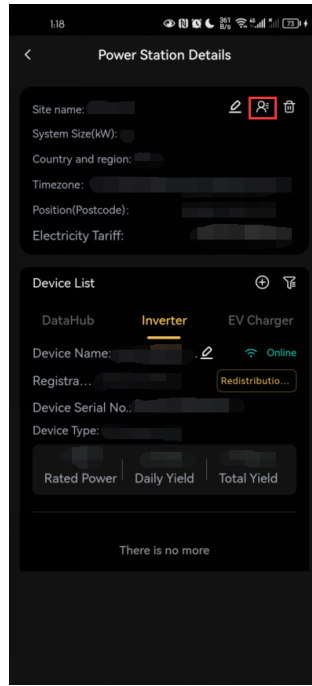
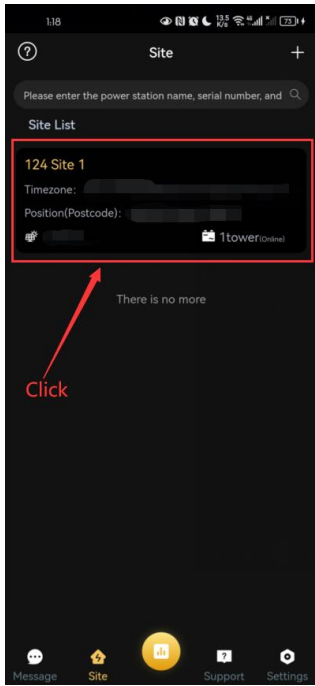


Connect

You need to use the Pocket dongle communication module to connect to the Inverter network. Refer to [Pocket Network Configuration] for configuration steps.

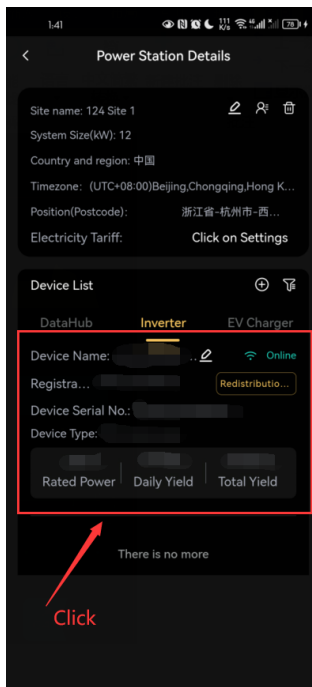
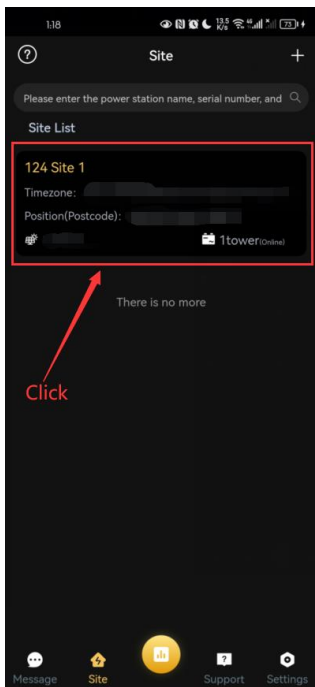
Access permission settings

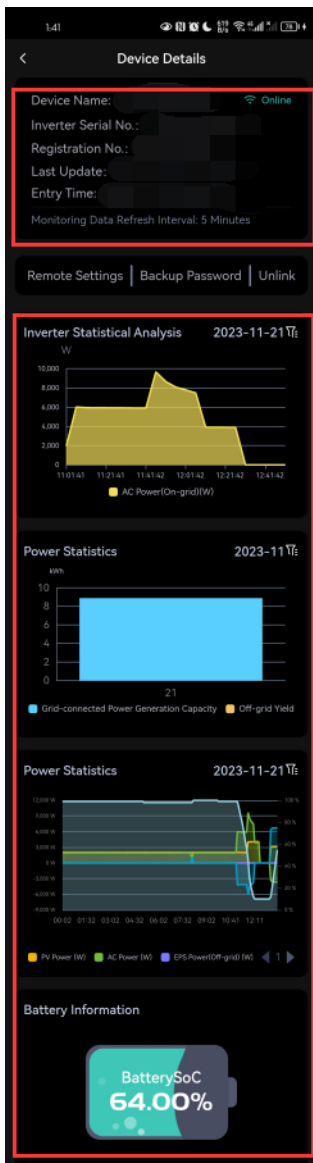
In this chapter, you can manage authorized dealers/installers. After disabling the feature, they will no longer be able to see your site information and he will no longer provide full after-sales services.



Device details

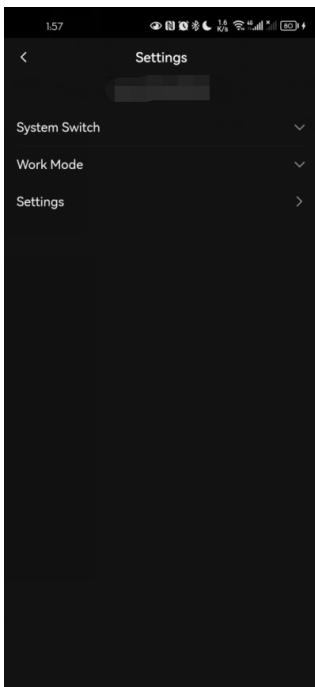
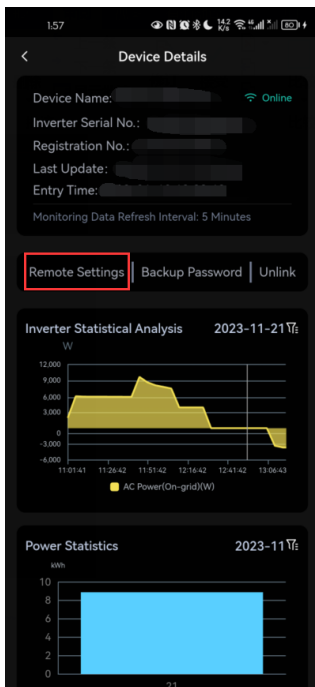
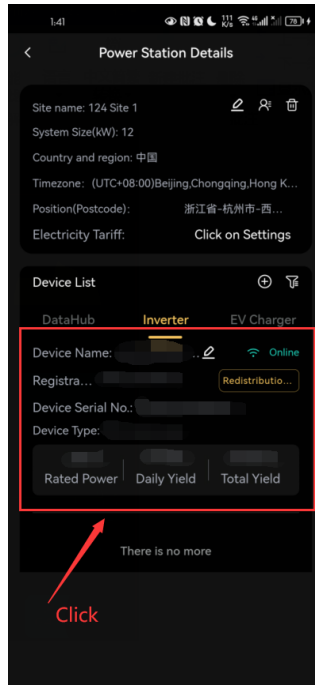
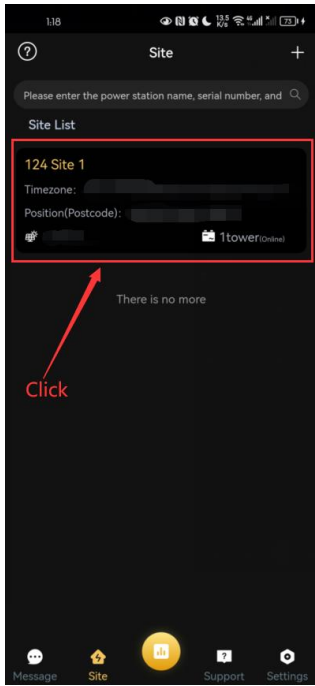
You can view device information and operating data, and manage your device.





Device remote setting

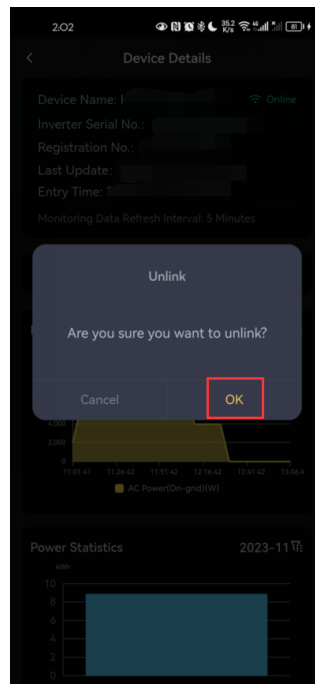
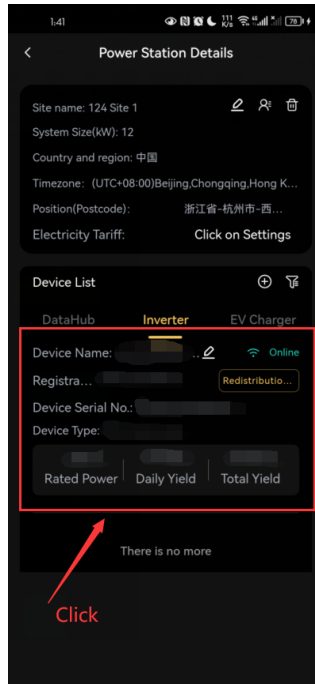
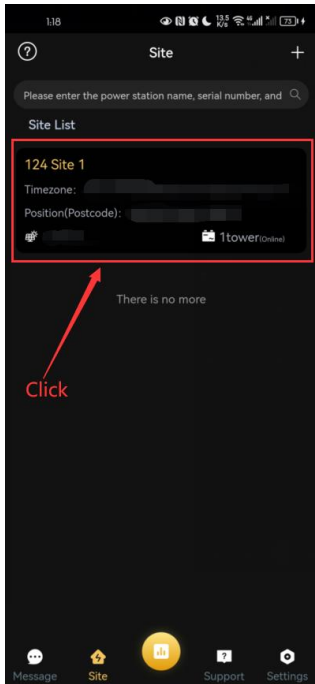
You can set your device remotely.



In particular, the operation here needs to be carried out under the guidance of the installer. If the configuration is wrong, the device may operate abnormally or fail to work.

Unbind device

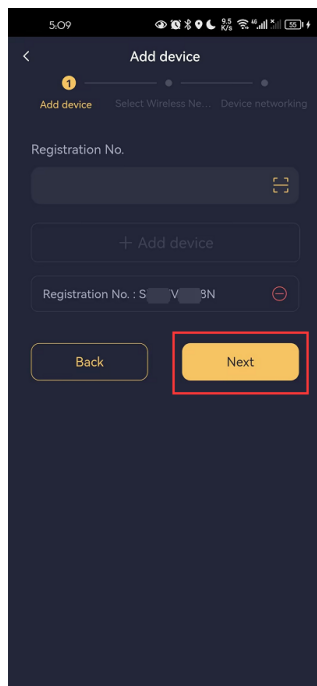
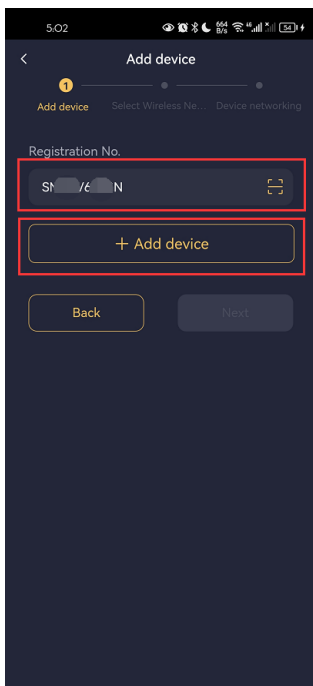
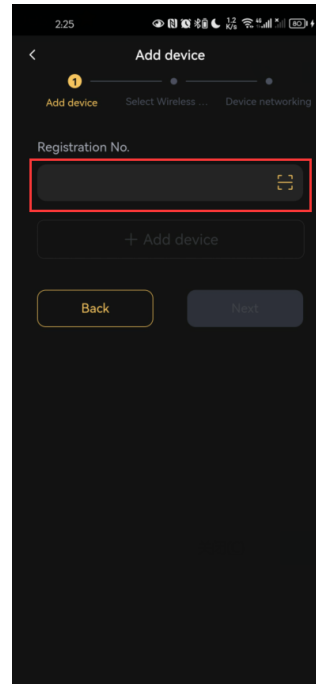
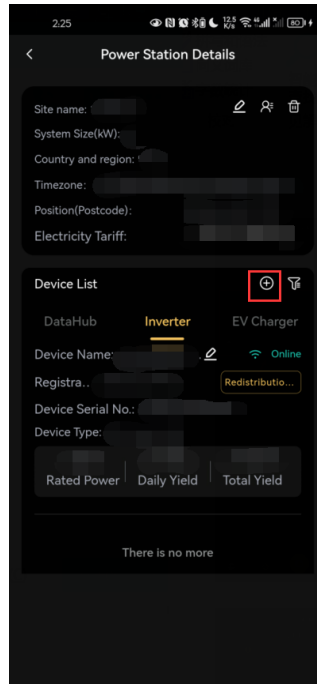
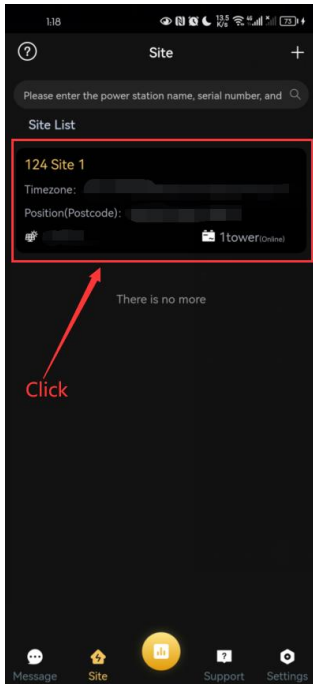
Remove your device from this power site.



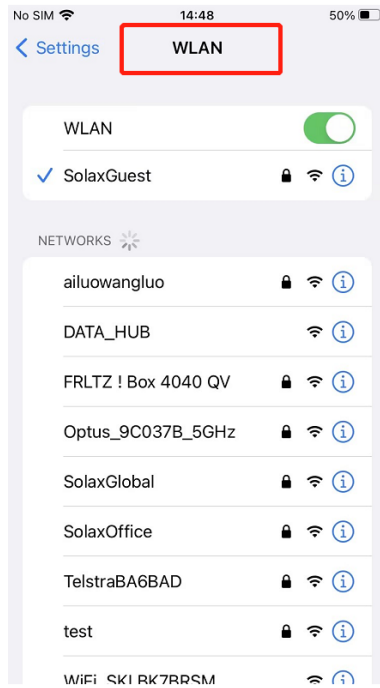
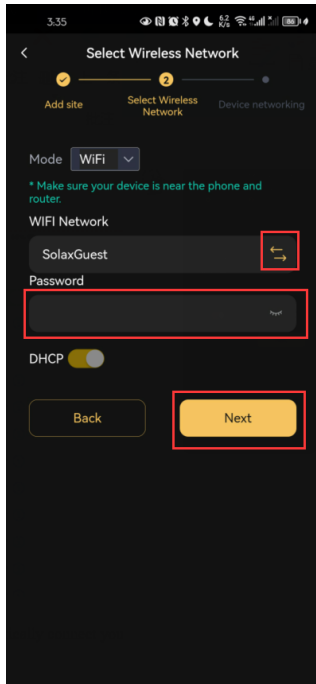
Pocket Dongle Network Connection

WiFi connection

1. Enter the [Site] interface and click [+] to add device for further WiFi configuration. Scan the QR code on WiFi dongle to recognize registration number or type in registration number, and then click [Add device] and [Next].

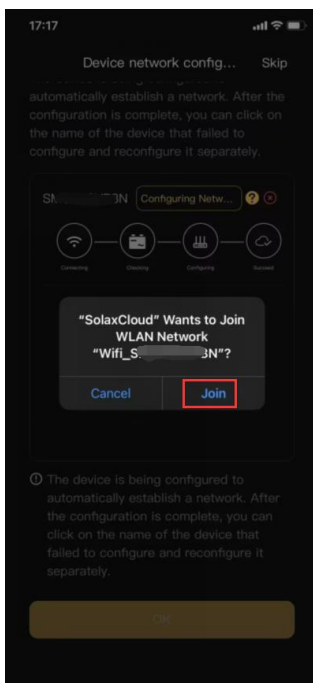


2. On this page, you need to confirm whether the network name displayed in WIFI Network belongs to your home network. You can click the Switch button [] to change the selection in the system WLAN. Fill in your home WIFI password and click the [Next] button.

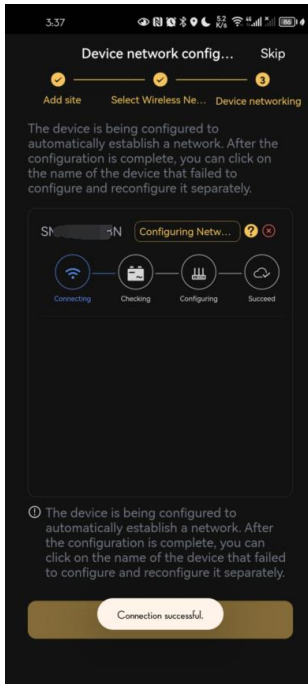


3. If internet connects normally, the APP will automatically connect your mobile WiFi network with the Pocket dongle.

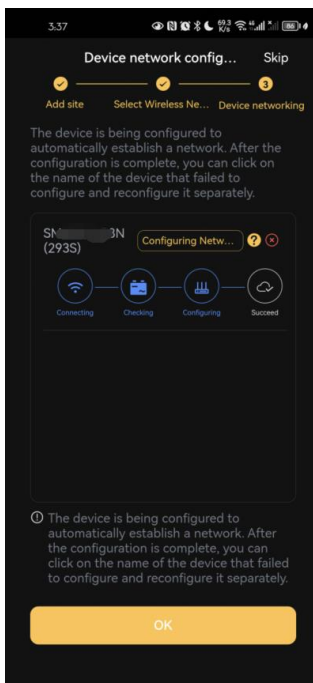
Click [Join] and the phone will automatically connect to Pocket's WIFI hotspot.



4. After successfully connecting to the Pocket dongle's WIFI hotspot, the Pocket dongle will automatically assign an IP address to your phone.

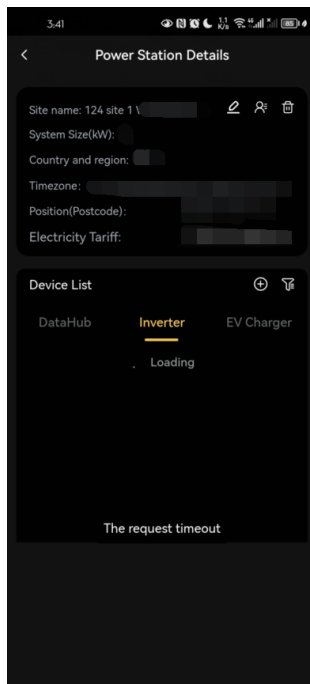


5. At this point, you need to wait for the Pocket dongle to establish a connection with the Cloud server. This process will last for a while. It is recommended that you do not leave this page during the process of configuring the network. Otherwise, the current network configuration connection process may be interrupted.

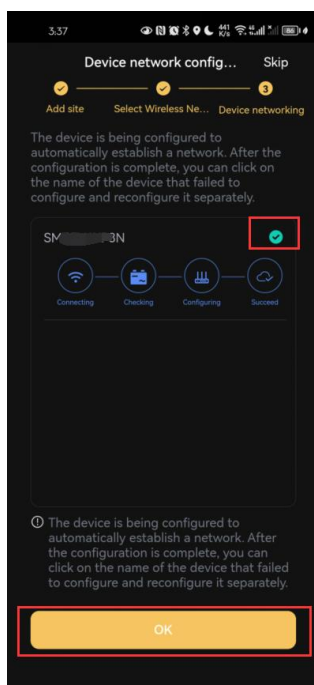


The connection process is interrupted. When you return to the previous page, the APP will prompt "request timeout". This is because your mobile network is still being connected to the Pocket dongle. You just need to wait for a while and the APP will automatically connect to your home network.

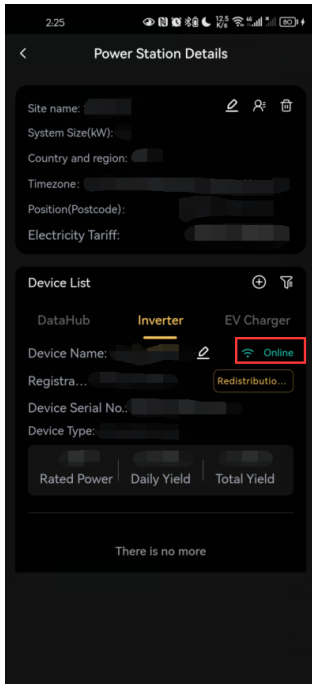
Alternatively, you can manually switch the network to your home network and reconfigure the network.



6. After the network configuration is successful, the page will prompt you that the Pocket dongle has been connected successfully.



7. Return to the site details page and you can see the network connection status of this device in the Inverter tab.

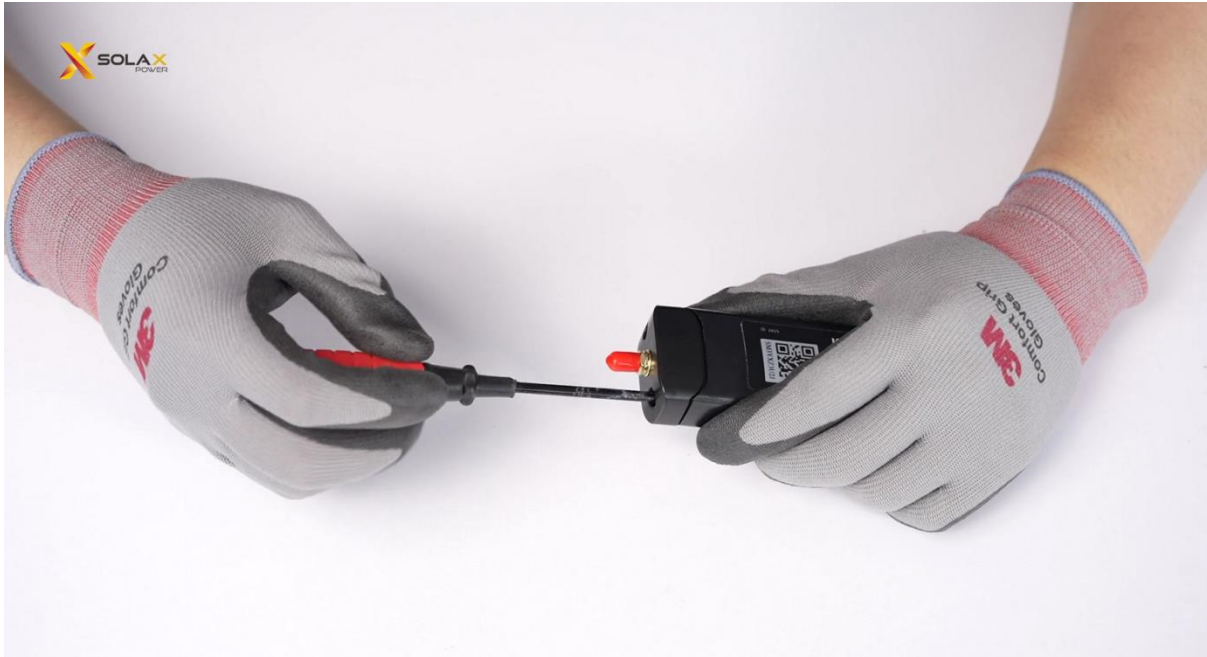


4G network configuration

1. Check the material information of the Pocket, which usually contains the following items under the complete package.



2. Open the Pocket with a screwdriver.



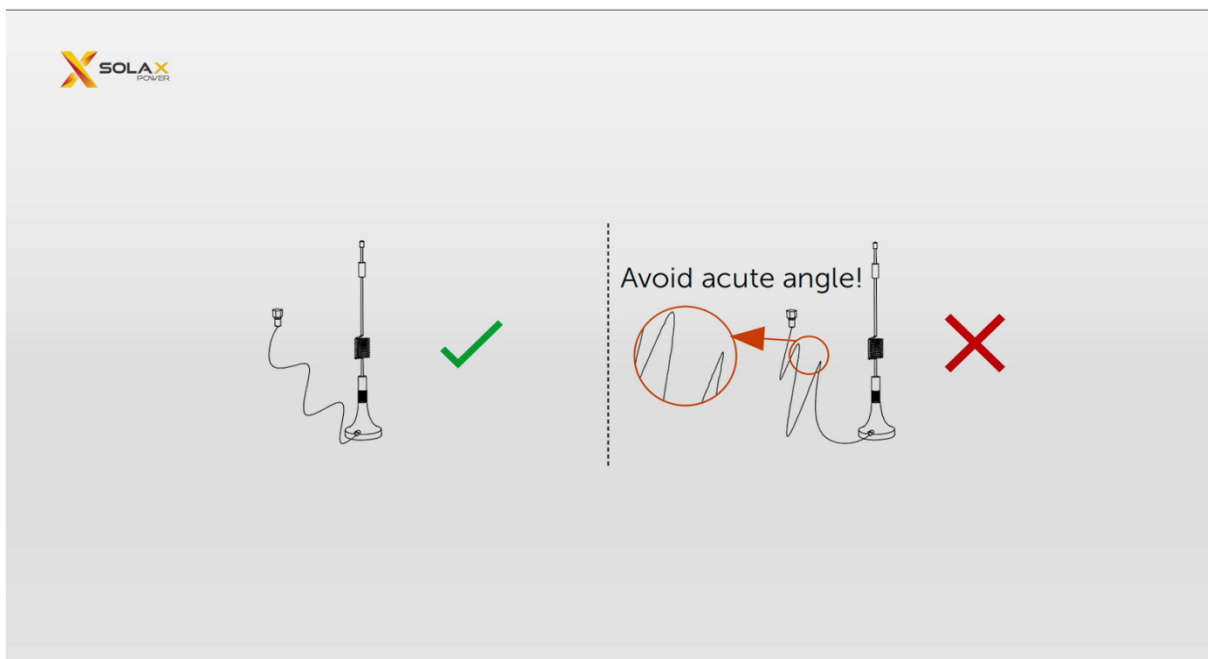
3. Install the IoT card.





5. Remove the red protective cover and install the antenna.

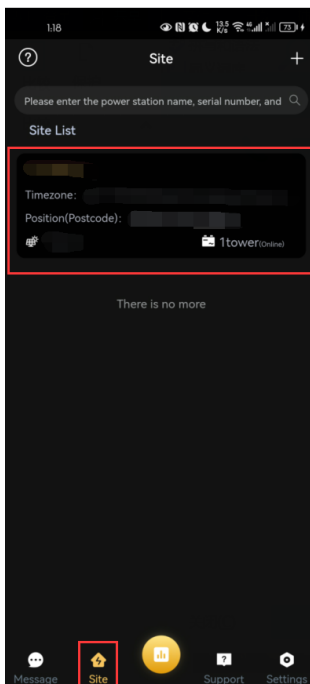




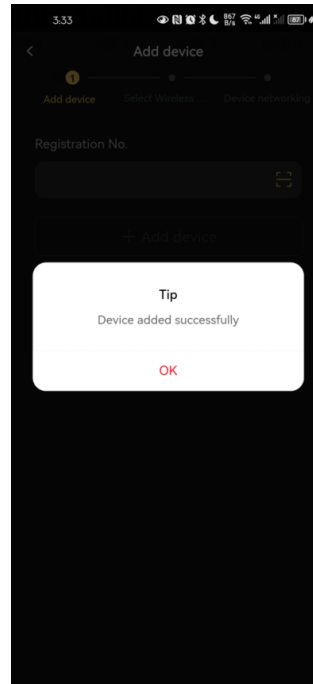
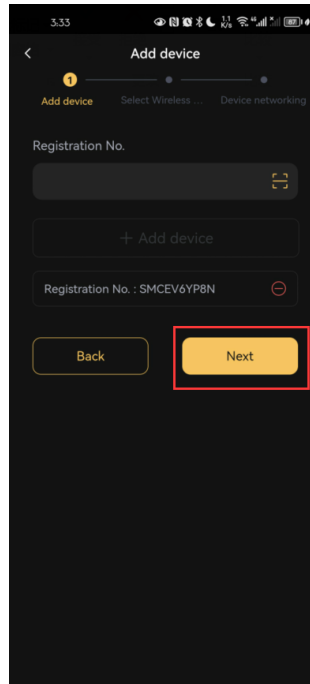
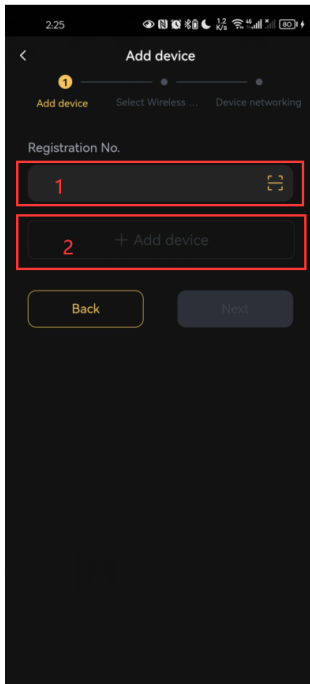
1. The external antenna cable needs to be placed loosely.
2. Do not fold or bundle, which will cause a large amount of signal attenuation, resulting in abnormal Pocket WiFi + 4G network.
5. Insert Pocket into Inverter.



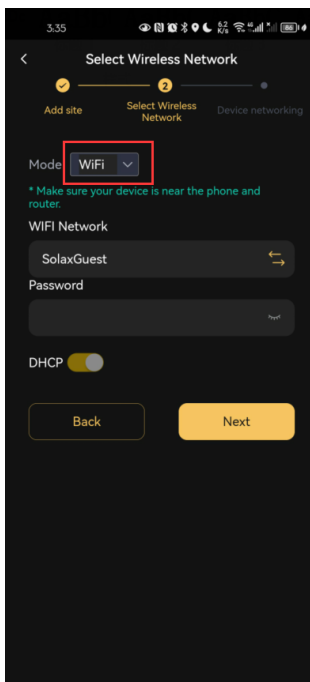
6. Open the [SolaXCloud] APP. After creating a homepower station, click to enter the detail page.



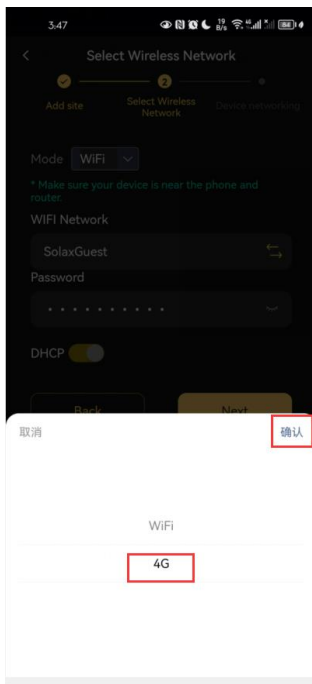
7. Click [+] to add device. Scan the QR code on WIFI dongle to acquire registration number or manually input registration number. Then, Click [Add device] and [Next].



8. Click the [Mode] toggle button.

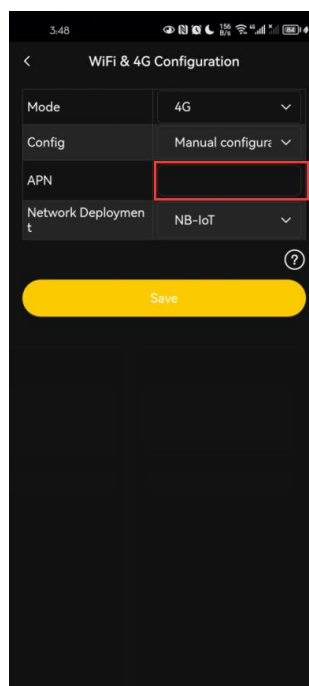
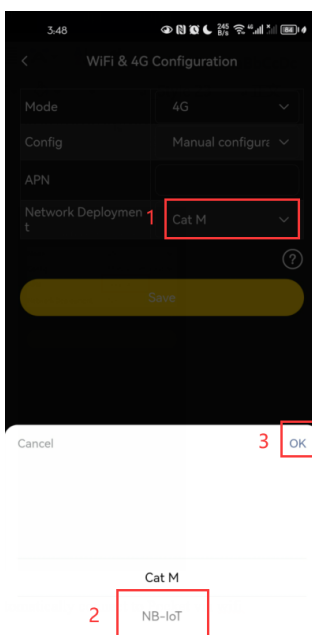


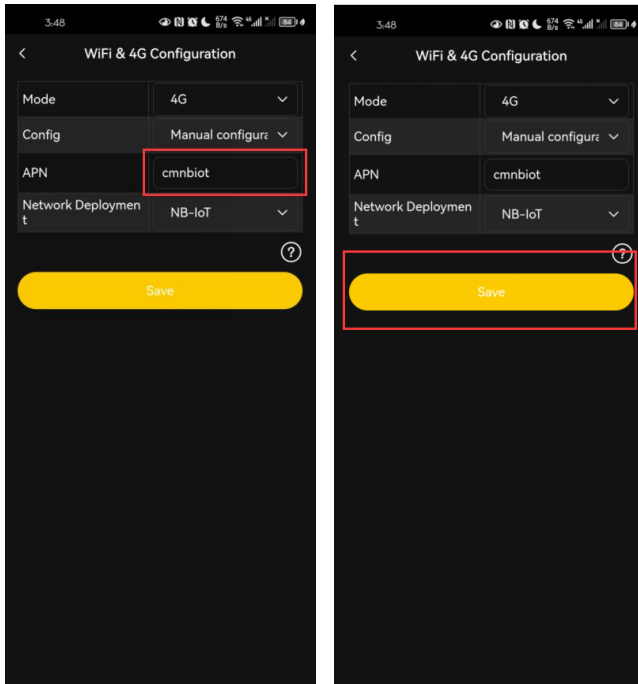
9. Select [4G] network configuration mode.



10. To configure 4G network information, here you need to enter [APN] information and select [Network Deployment].

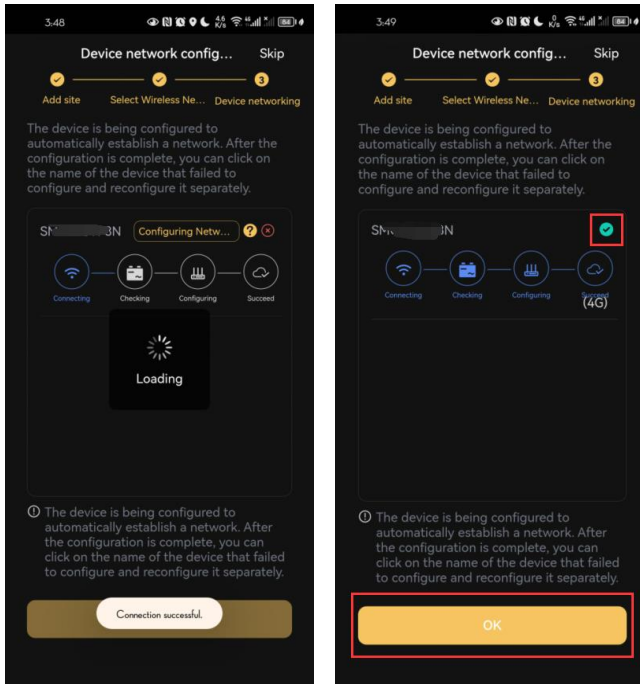
1. For APN information, you need to consult the network operator from whom you purchased the 4G SIM card, as different operators provide different APNs.
2. If you are an American end user, it is recommended to select [Cat M] for [Network deployment].





11. After clicking the [Save] button, your phone will automatically connect to Pocket via WiFi.

1. At this time, you need to turn on the mobile phone WIFI.
2. It will last for a period of time during the network configuration process in your mobile phone, you need to stop any operations on this page, otherwise your network configuration process will be affected.
3. The process of configuring the 4G network for the mobile phone can be understood as writing the [APN]/ [Network Deployment] information into the Pocket through the WiFi of the mobile phone. Make your SIM card have SIM card network recognition capability.
4. Wait until the indicator icons are all "lit up", which means that Pocket's 4G network configuration is successful.

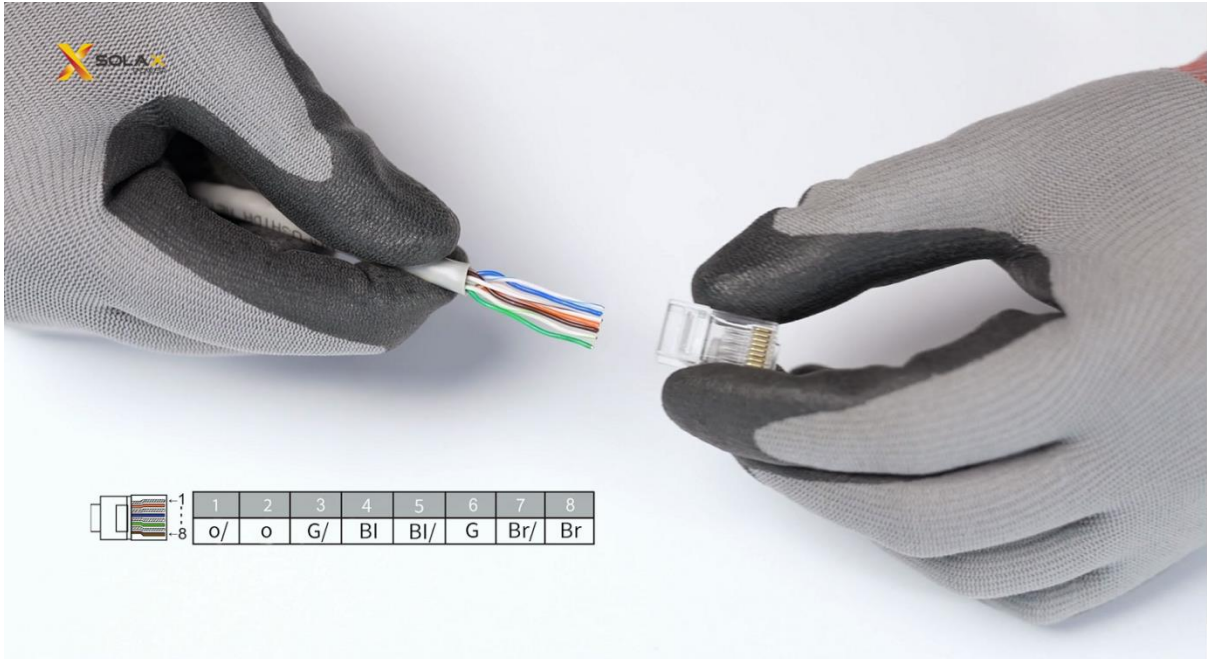


LAN connection

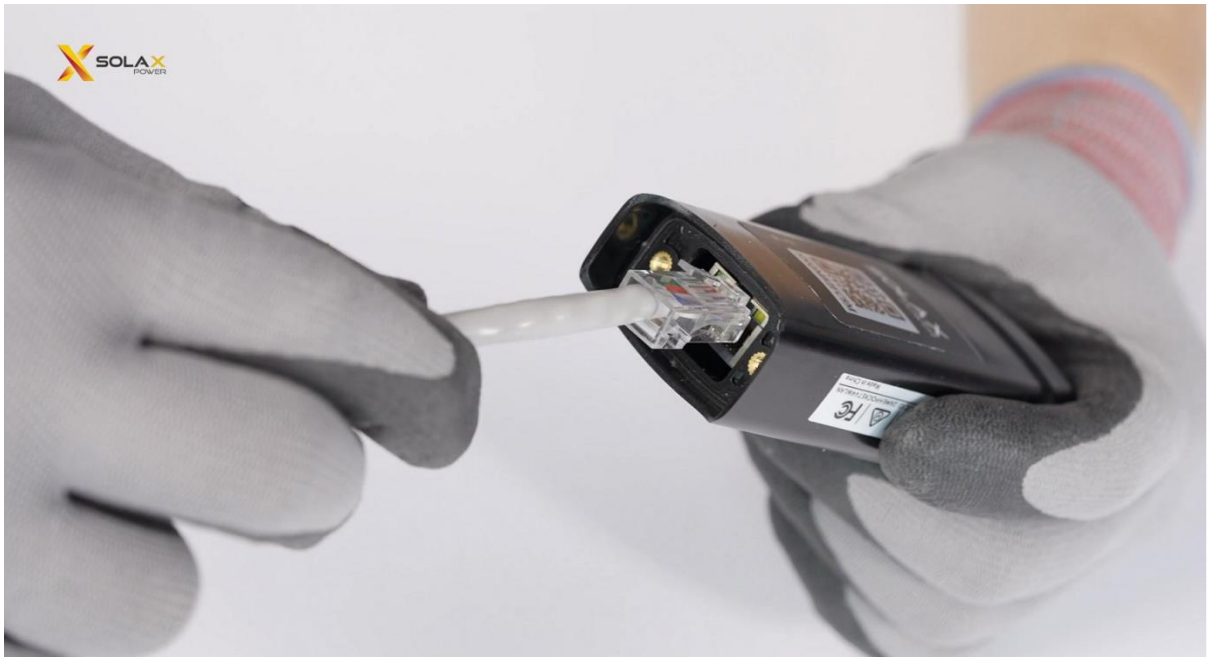
1. Check the material information of the Pocket, which usually contains the following items under the complete package.



2. Make network cable connector.



3. Plug the network cable into the LAN port of the Pocket.





5. Insert Pocket into Inverter.

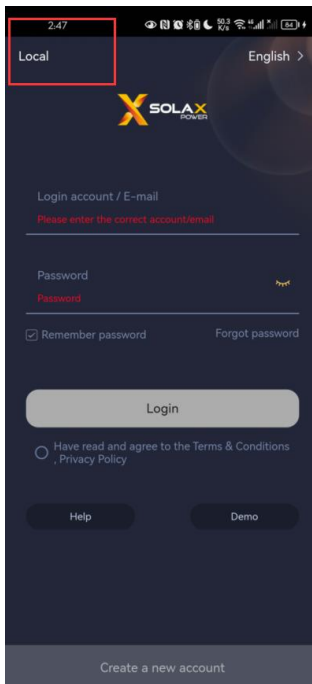
The LAN version of the Pocket does not require a separate network configuration. After the Pocket with the network cable is inserted into the Inverter, the Pocket will automatically access the Internet with the help of routing.



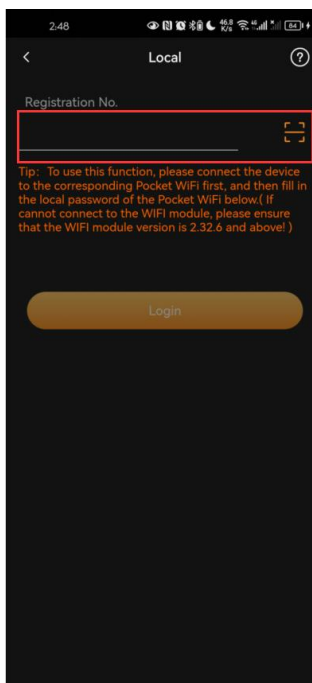
Local mode

Local network configuration is a special network configuration mode, which allows you to complete the Pocket network configuration in the environment where the mobile phone has no network.

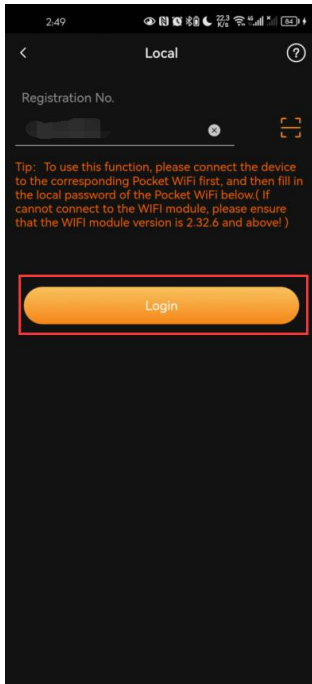
1. Open the [SolaXCloud] APP.
2. Click [Local].



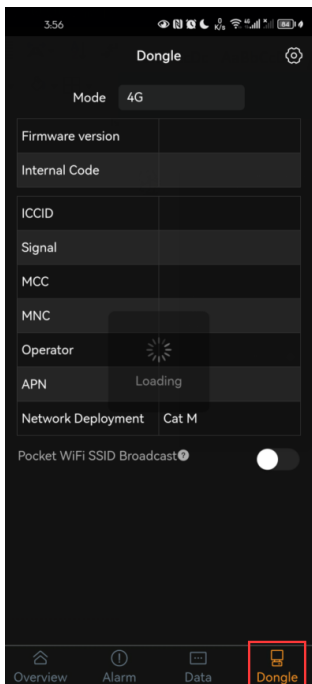
3. Fill in the registration number for the Pocket dongle.



4. Click the [Login] button.

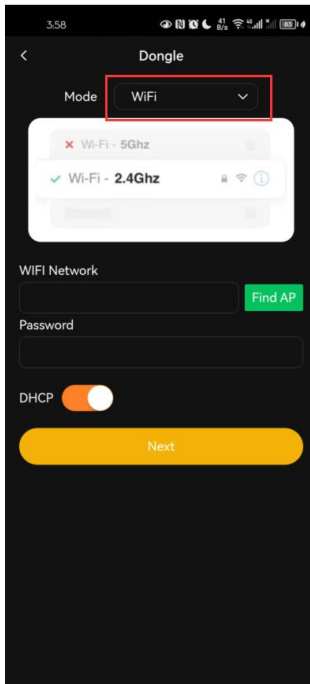


1. First you need to plug the Pocket into the Inverter.
2. Make sure your phone's WiFi is on.
5. After entering APP, click the [Dongle] button.

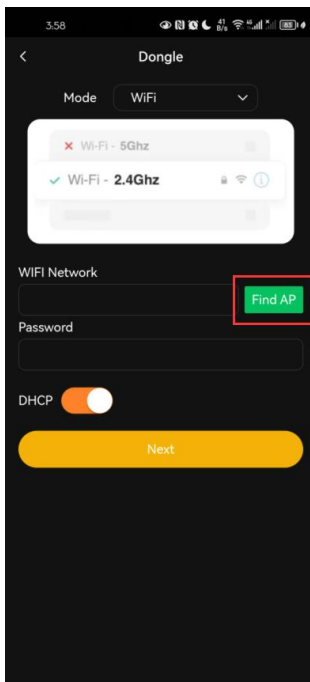


WiFi connection

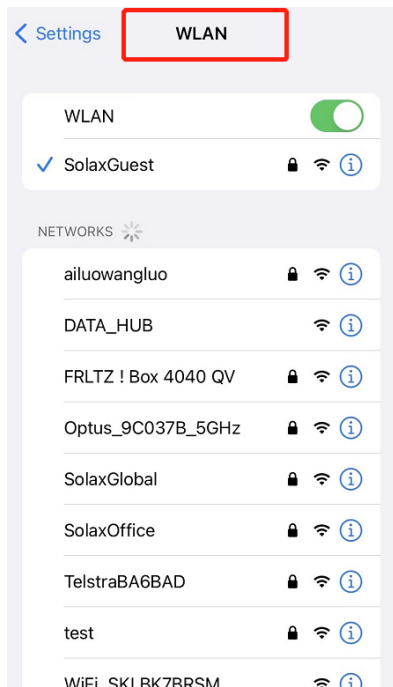
1. Switch [Mode] to [WiFi].



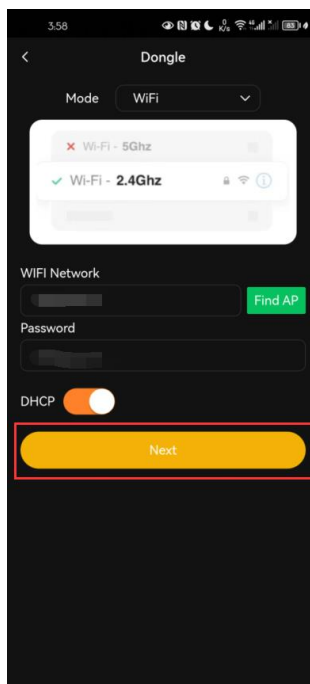
2. Click the [Find AP] button.



3. Select your home WiFi and fill in the password.

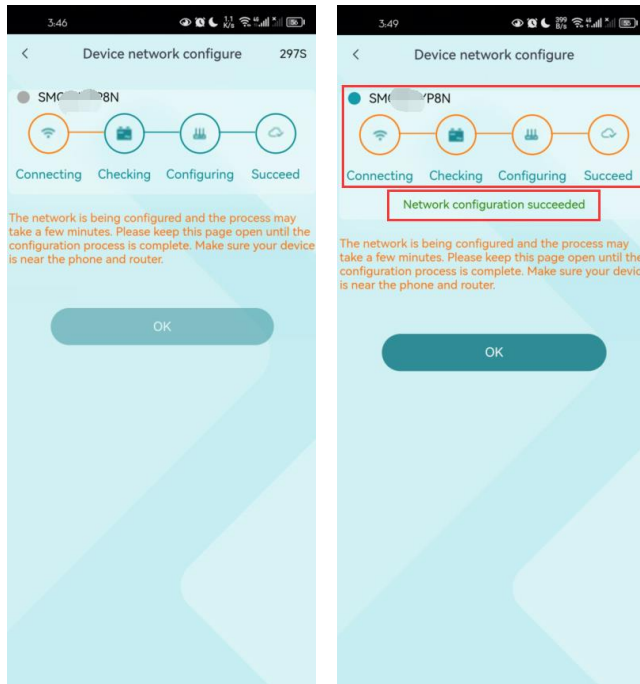


4. After clicking the [Next] button, your phone's WiFi will connect to Pocket WiFi.



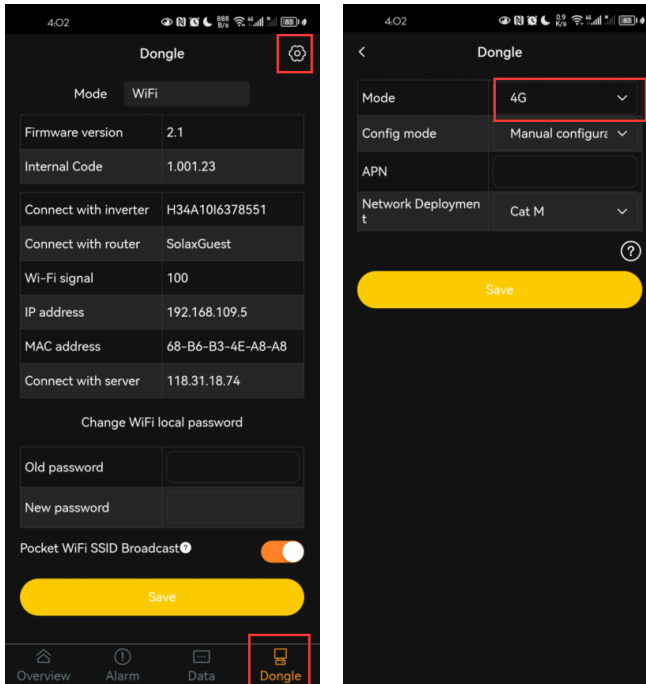
1. At this time, you need to turn on the mobile phone WIFI.
2. It will last for a period of time during the network configuration process in your mobile phone, you need to stop any operations on this page, otherwise your network configuration process will be affected.

3. The process of configuring the WiFi network can be understood as writing the account/password information of the router into the Pocket through the WiFi of the mobile phone, so that the Pocket can access the Internet through the route by means of network bridging.
4. Wait until the indicator icons are all "lit up", which means that Pocket's 4G network configuration is successful.



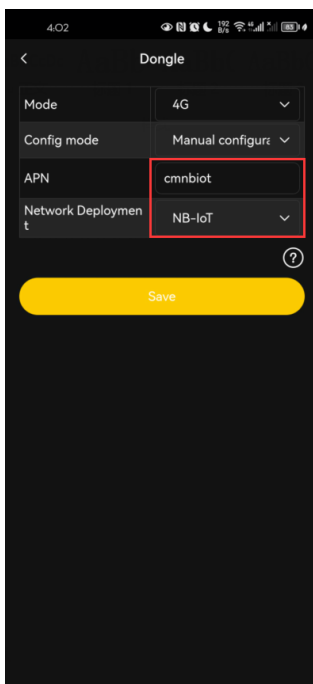
4G network configuration

1. Switch [Mode] to [4G].

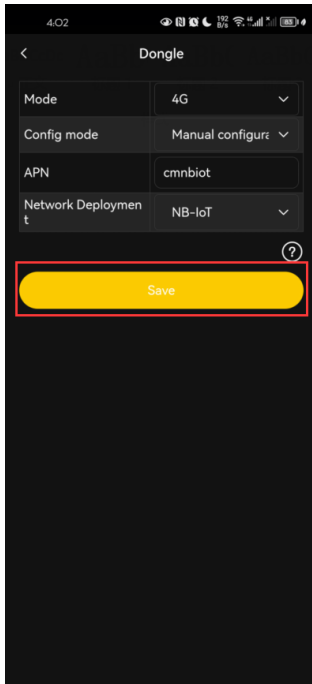


2. To configure 4G network information, here you need to enter [APN] information and select [Network Deployment].

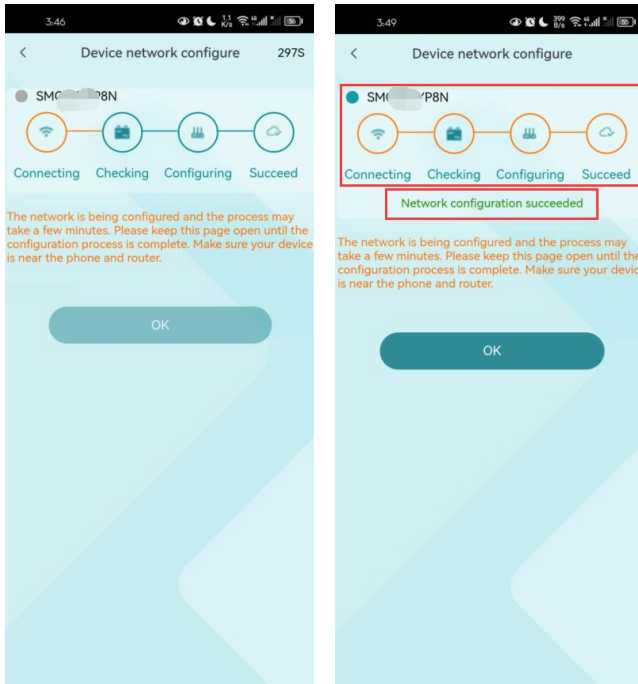
1. For APN information, you need to consult the network operator from whom you purchased the 4G SIM card, as different operators provide different APNs.
2. If you are an American end user, it is recommended to select [Cat M] for [Network Deployment].



3. After clicking the [Save] button, your phone will automatically connect to Pocket via WiFi.



1. At this time, you need to turn on the mobile phone WIFI.
2. Ensure that the Pocket dongle SIM data traffic can be used normally.
3. It will last for a period of time during the network configuration process in your mobile phone, you need to stop any operations on this page, otherwise your network configuration process will be affected.
4. The process of configuring the 4G network for the mobile phone can be understood as writing the [APN]/ [Network deployment] information into the Pocket through the WiFi of the mobile phone. Make your SIM card have SIM card network recognition capability.
5. Wait until the indicator icons are all "lit up", which means that Pocket's 4G network configuration is successful.



Data Panel

The data panel is for the convenience of viewing the data information of the power site.

Customize Data Panel

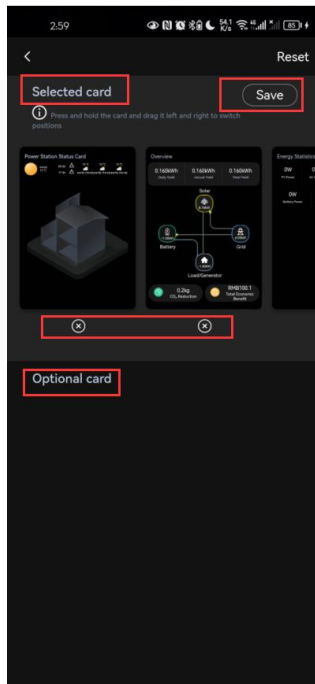
Click the folding button [☰], you can customize the data information which you often pay attention to, and select the information card you need.



[Selected card] is the card you have selected. Click the [×] button to remove it from the data panel.

[Optional card] is the card to be selected. Click the [+] button to add it to the data panel.

It is recommended that you selectively add the necessary card information. If you add too much, it may cause lag when visiting this page.

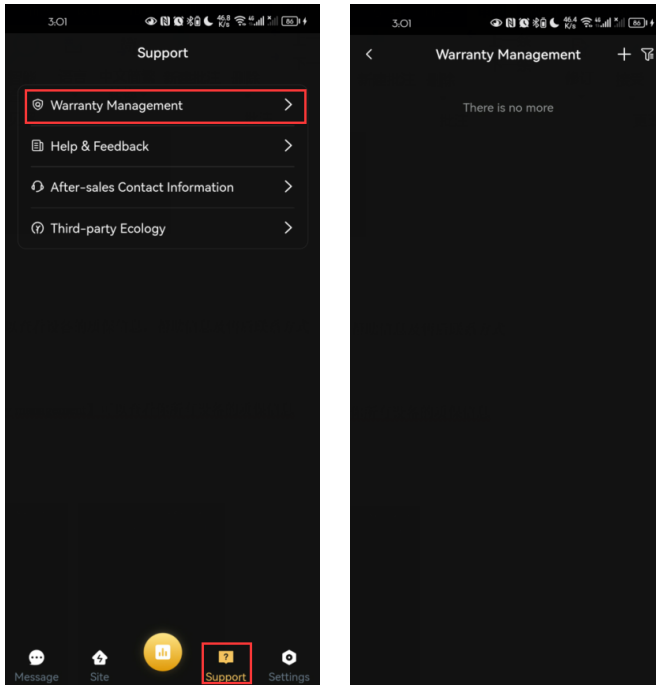


Support

You can check the warranty information, help information and after-sales contact information of the device.

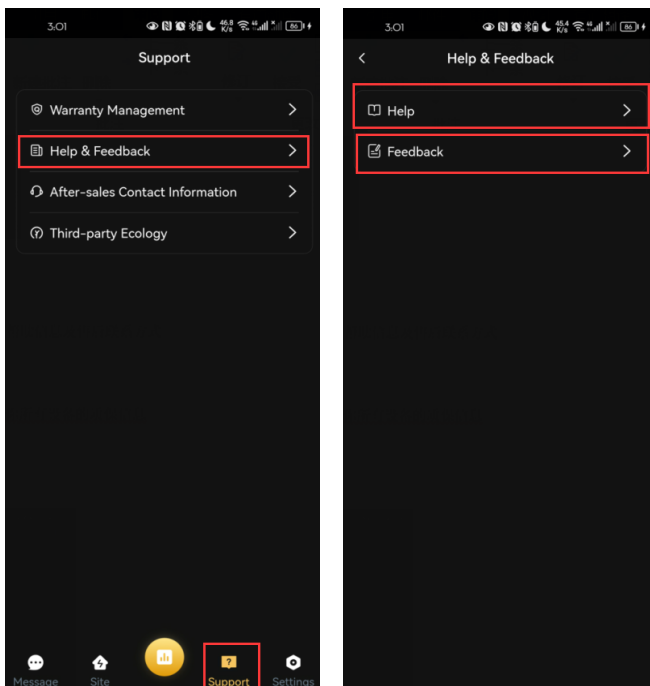
Warranty management

Click [Warranty Management] and submit the device SN and site information to view the remained warranty time of all your devices.



Help & Feedback

You can check the help information and feedback on the problems you found in the process of using the APP.



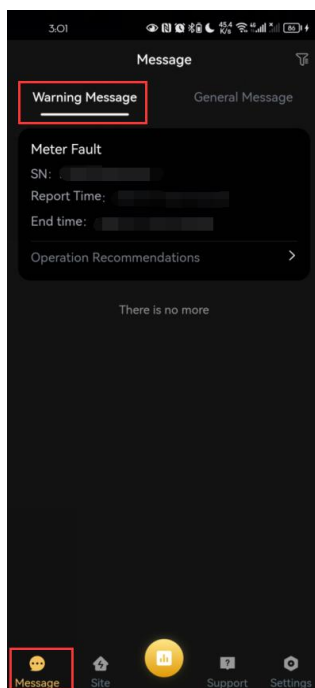
Notification information

You will get warning message and general message in this page.

- Warning message
- General message

Warning message

The system will inform you of the abnormal conditions generated during the operation of the device at [Warning Message], so that you can know whether it is running normally in real time.



General message

You will receive general notification messages, e.g. [SolaxCloud] platform maintenance information.

