前置说明：

需求描述	地址
Help&Feedback（WEB 操作手册）	https://www.yuque.com/g/yisili/vnewqv/gy3mtc0dm2mobkkd/collaborator/join?token=Nz3JmjwGq8l8y5wU# 《Help&Feedback（WEB 操作手册）》
Help&Feedback（APP 操作手册）	https://www.yuque.com/g/yisili/vnewqv/kthwxgbhgc9kc88h/collaborator/join?token=7Li4jRPOUttKMLXG# 《Help&Feedback（APP 操作手册）》

Help & Feedback (WEB Operation Manual)

Product introduction

SolaXCloud is an intelligent management platform for home energy, which integrates energy efficiency monitoring, device management, data security communication and other integrated capabilities. While managing your home energy device, it helps you optimize the efficiency of electricity consumption, improve the revenue of power generation, and meet the unknown energy challenges.

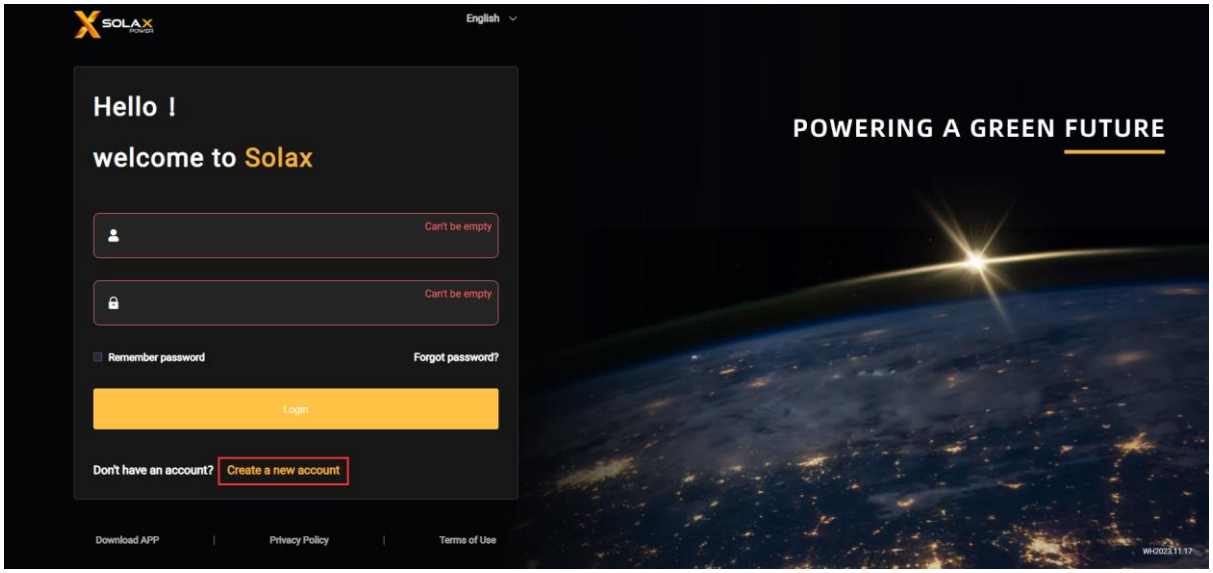
Account and security

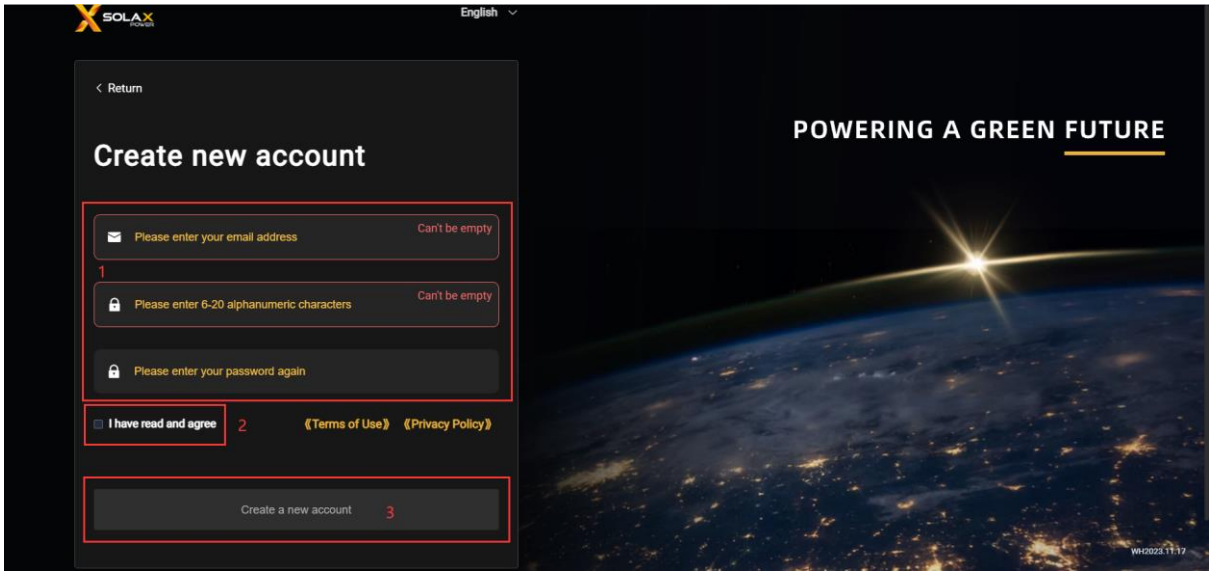
In this section, you will get the information about personal account management and account information modification.

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

How to create an account

Before using [SolaXCloud], you need to register an SolaXCloud account first. You can［Create a new account] using your email address.

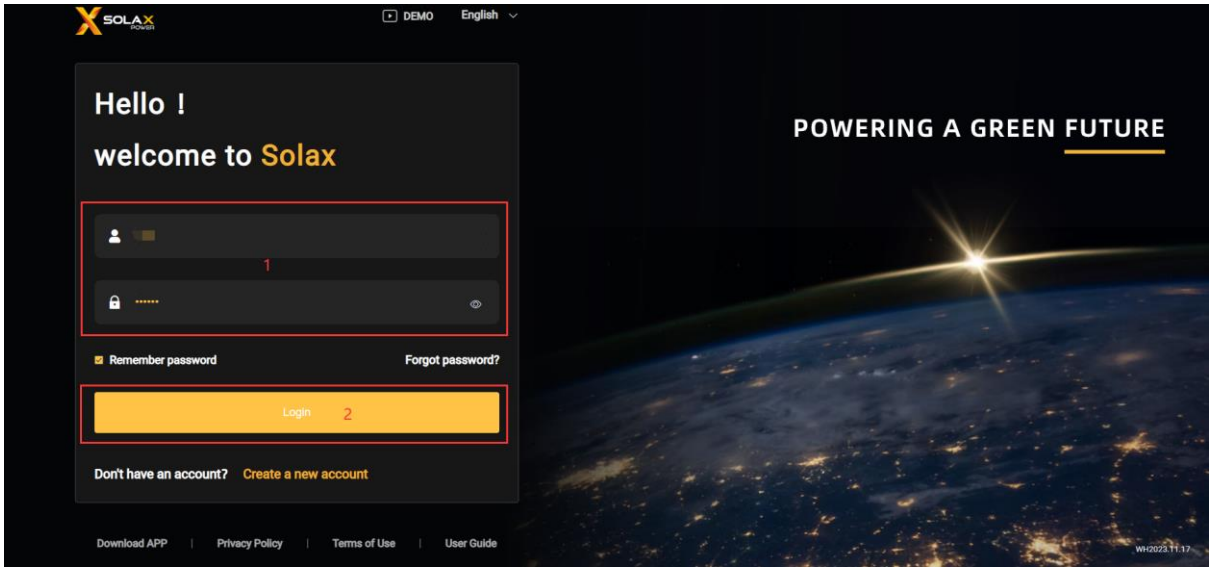


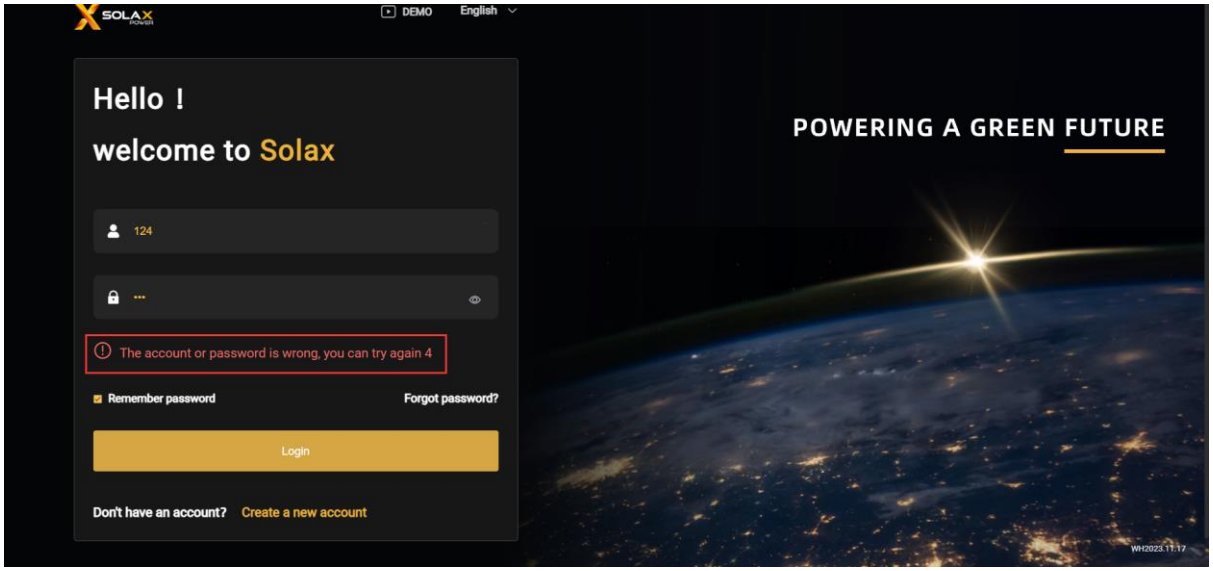


Log in to SolaXCloud

1. You need to create a SolaXCloud account

2. Enter the account and password and click [Login].

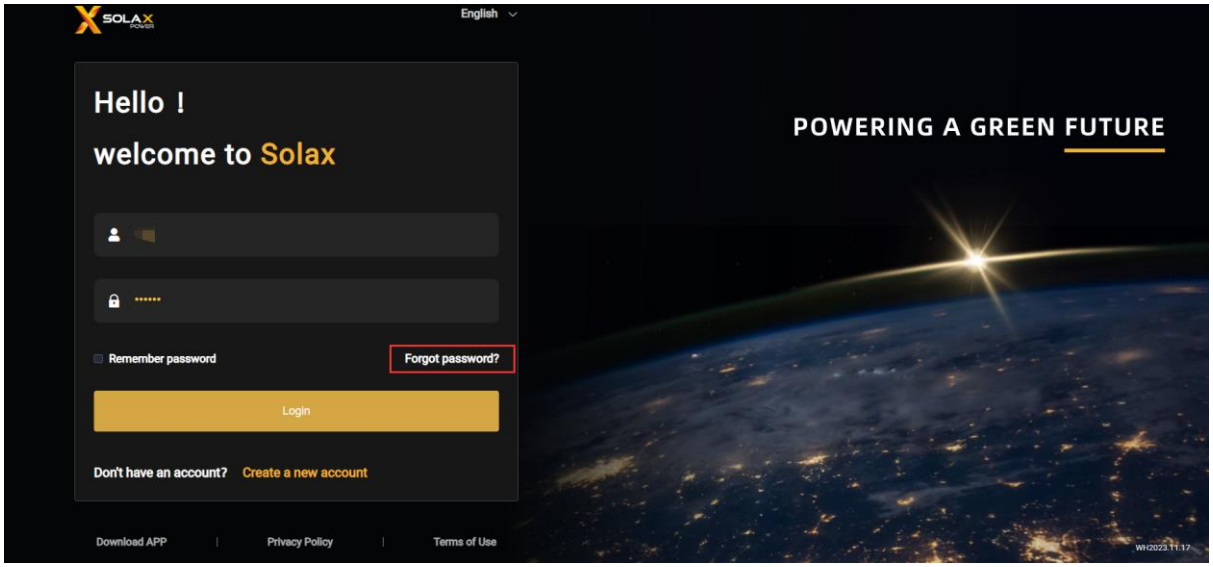




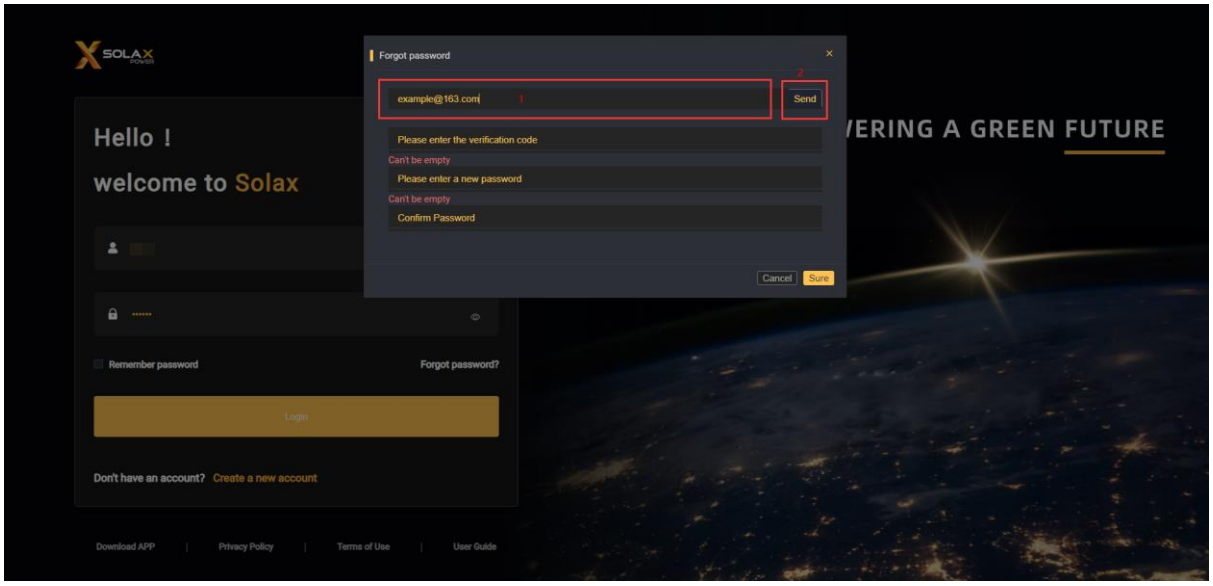
> If you fill in the wrong password several times, we will temporarily freeze the login of the account, and you can retrieve it through the "Forgot password" option.

Forgot password

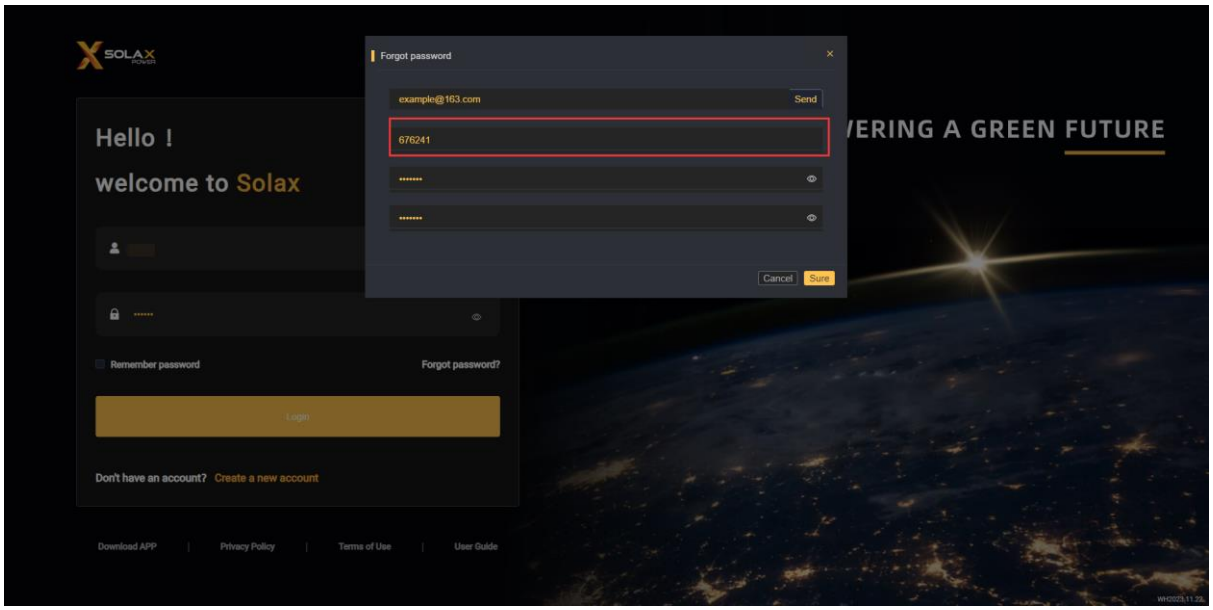
1. You can retrieve the password of the account through the [Forget password] option in the login page.



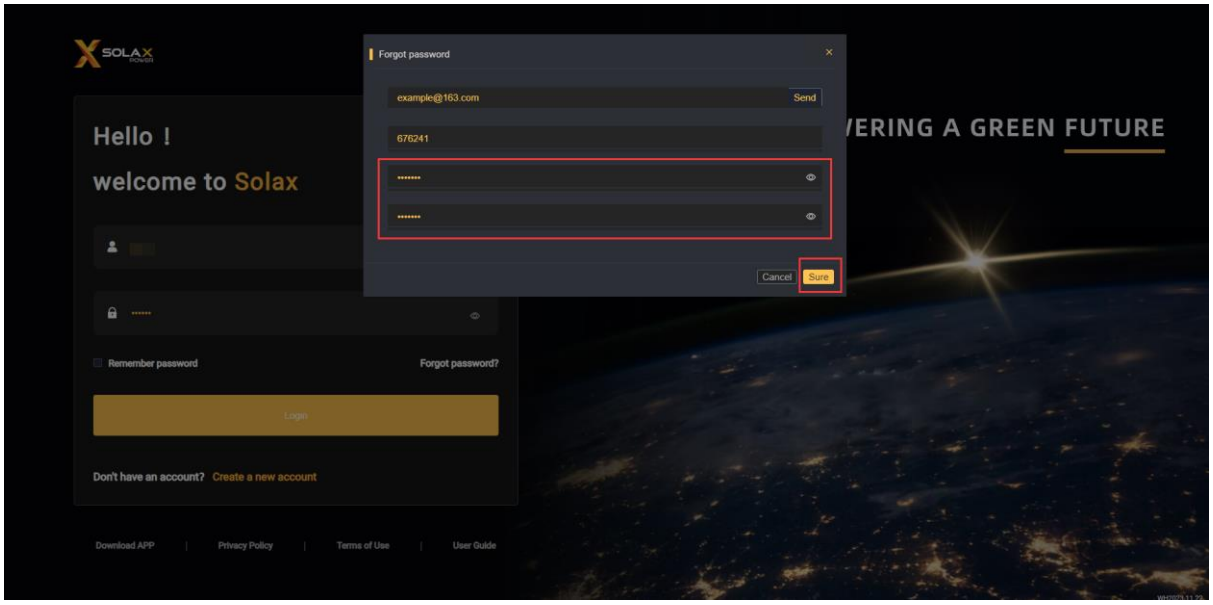
2. Fill in your registered email address and click [Send] to send verification code.



3. Find the verification code sent by [SolaXCloud] in your mailbox and type in the code on the website.



4. Fill in the new password and double confirm.



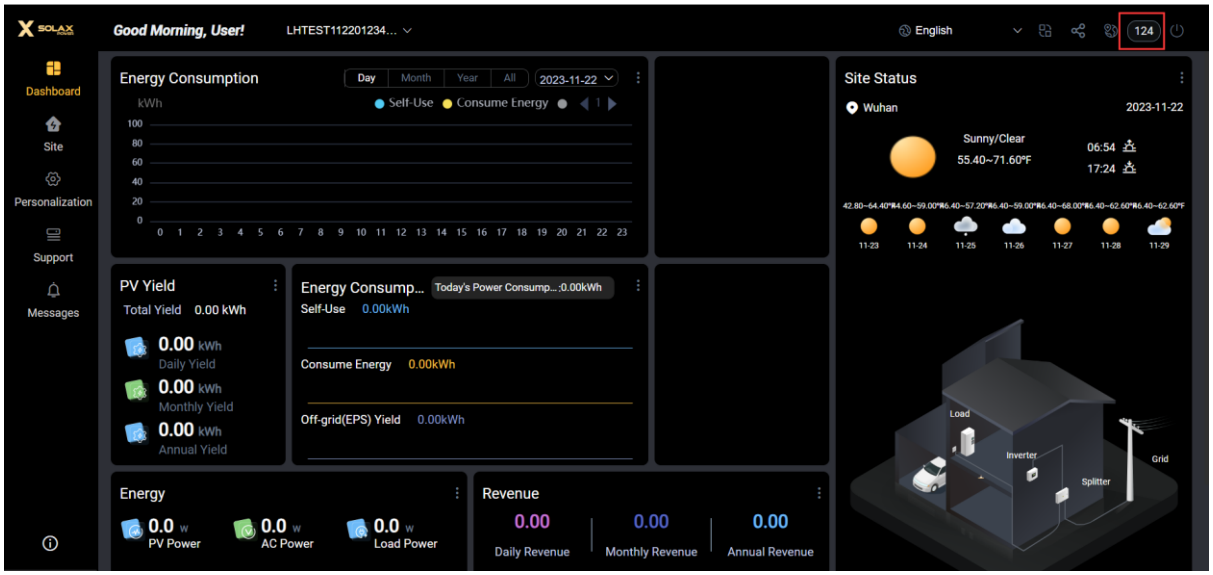
Modify account information

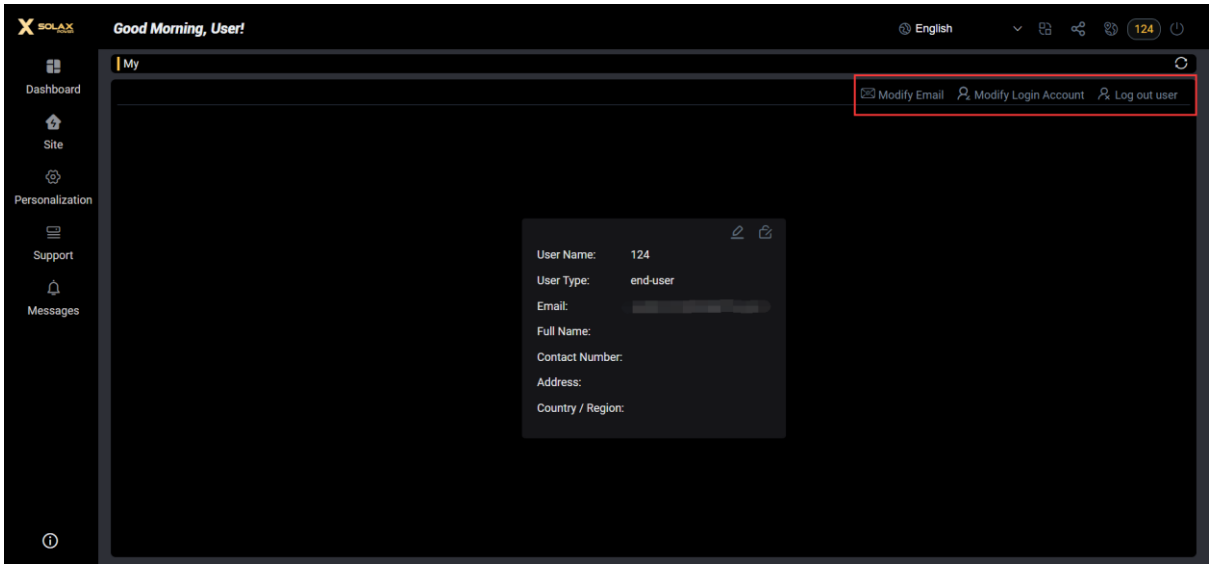
1. Log in to your [SolaXCloud] account

2. Click on your account name

3. You can modify your login account and email.

> Please be careful to click [log out User] unless you confirm that [SolaXCloud] is no longer used.





Manage your home power site

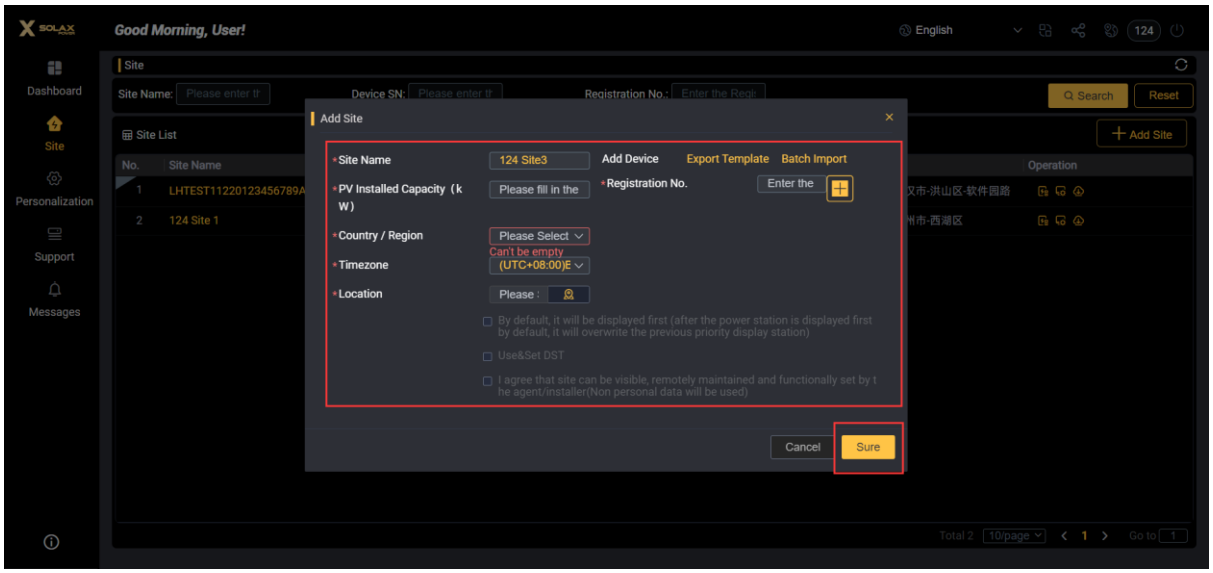
In this section, you will learn how to create a power site for your home and how to manage it.

- How to create a site
- View site information
- Set the tariff
- Remote access authorization

How to create a site

1. Create your home power site at [Site]-[Add Site]

2. Fill in your home power site information and registration number



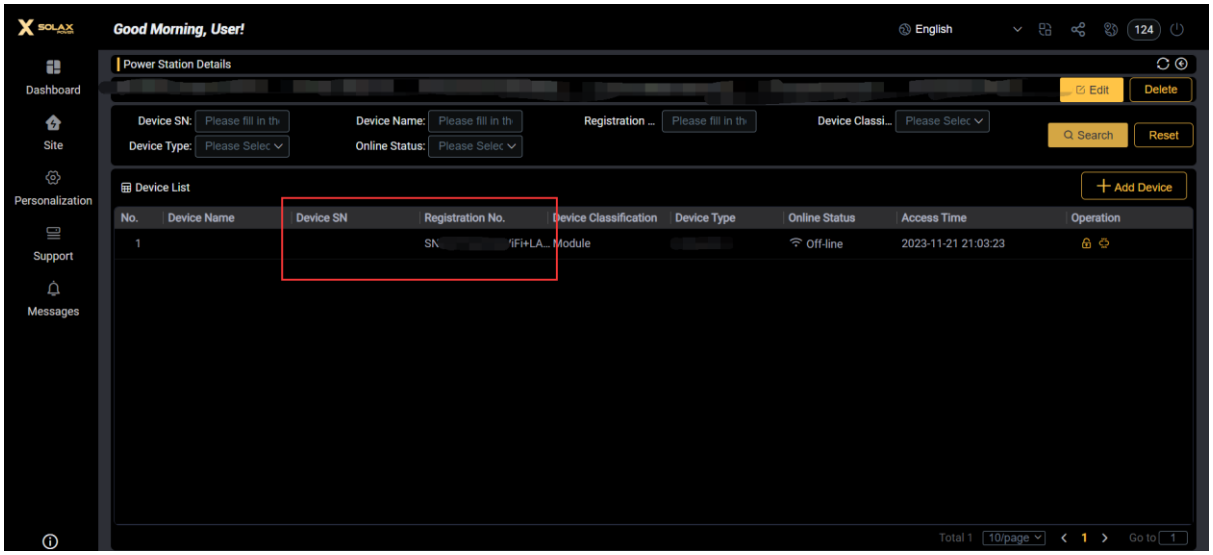
3. Registration number

The registration number is the unique identification number of [SolaXCloud] Pocket Dongle and other network device. 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.

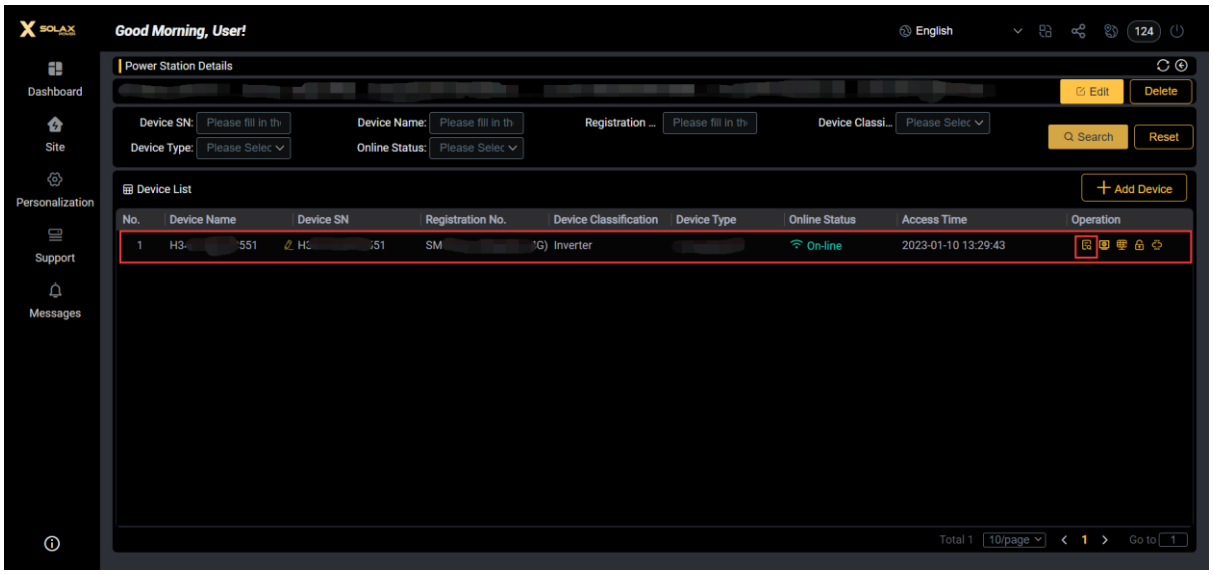
View the site information

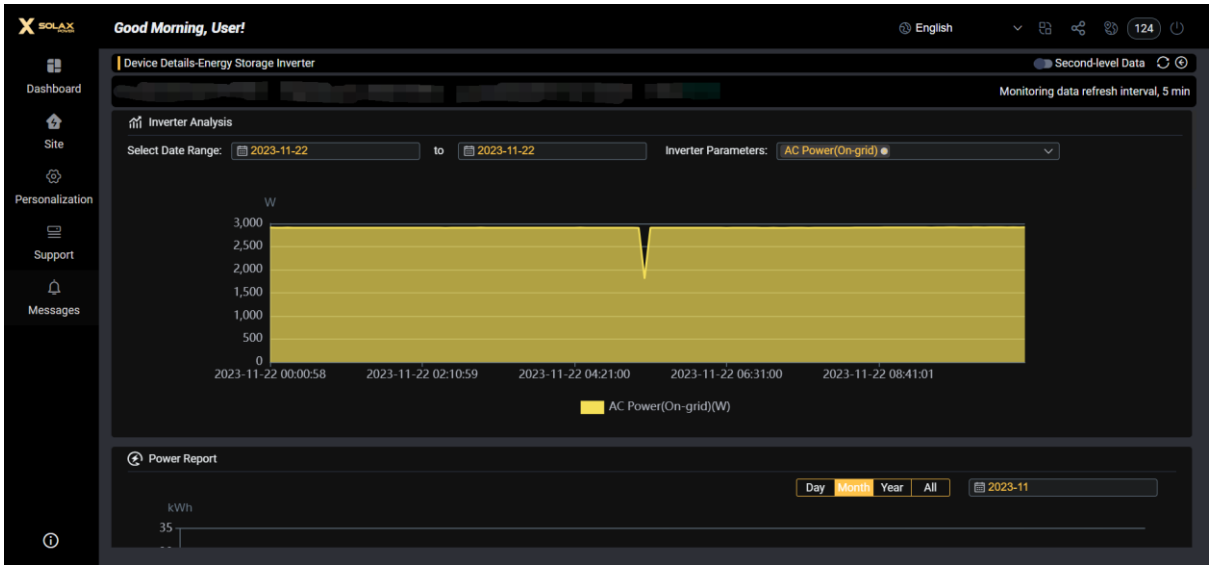
1. Click the name of your site, and you can view the device information associated with the site.



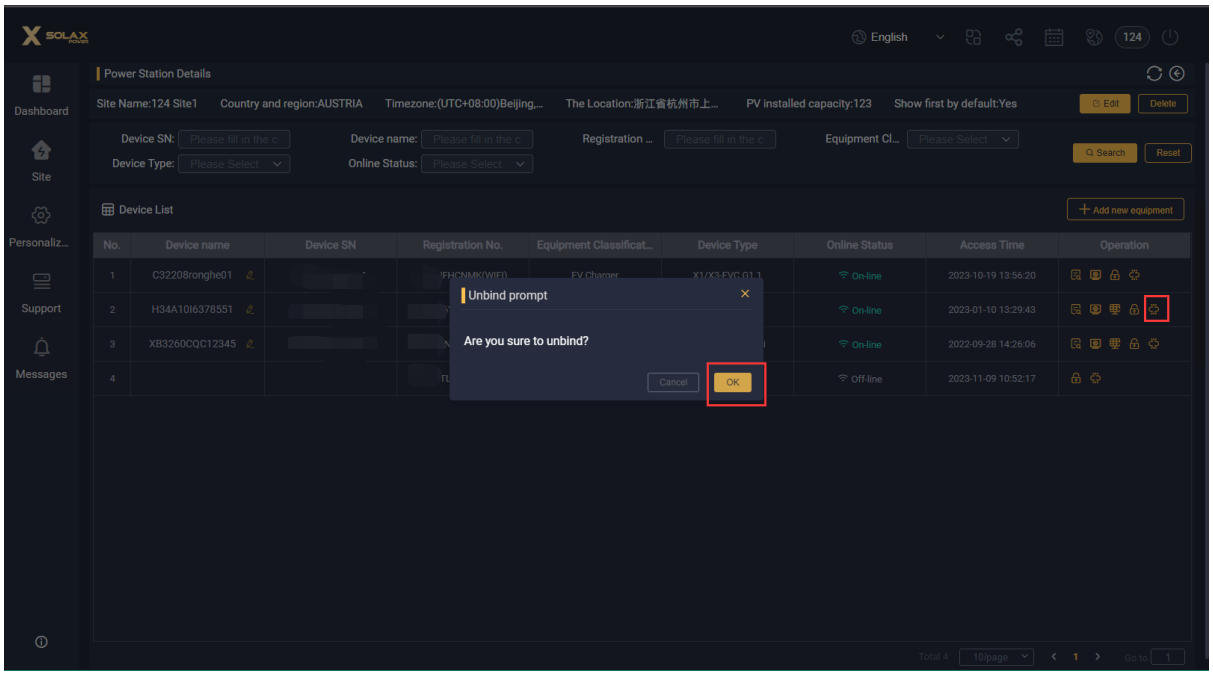
2. On the site details page, you can view all devices associated to the site, manage the relationship between device and Pocket dongle, and view device operation information.

2.1 When viewing detailed information, you can understand the device operation status through the data chart, such as power, energy yield, battery SOC and other information.



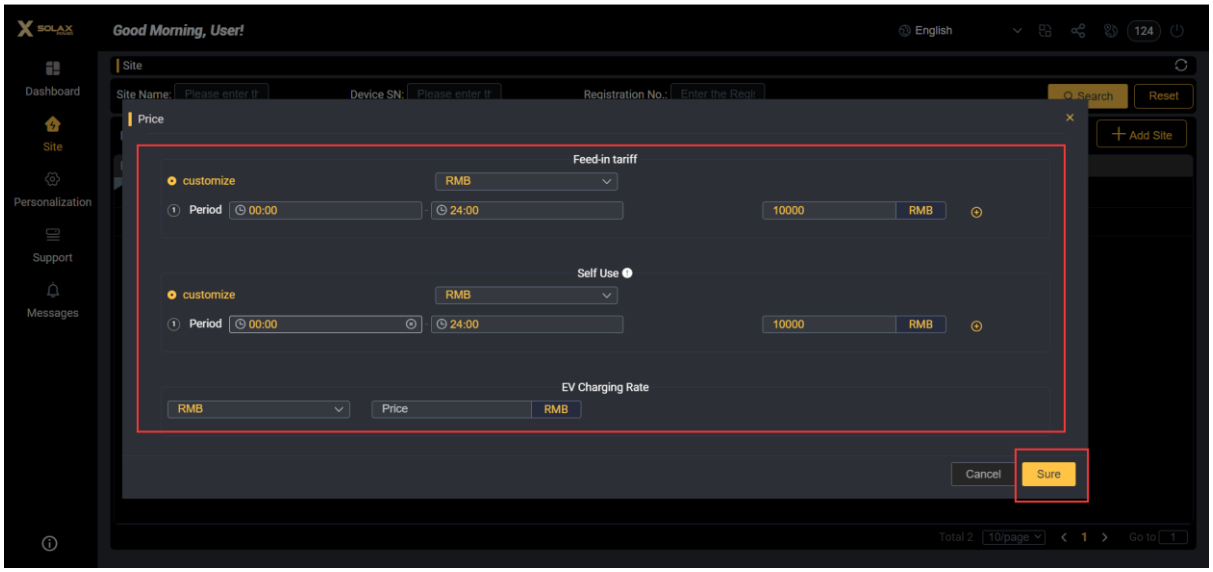


2.2 When you need to replace the Pocket dongle of the Inverter, you need to unbind the Pocket dongle from the current device, and then replace it to another inverter.



Set the tariff

You can maintain the tariff (electricity price) information of your home energy power site, and the system will calculate your income for you by the information you set.

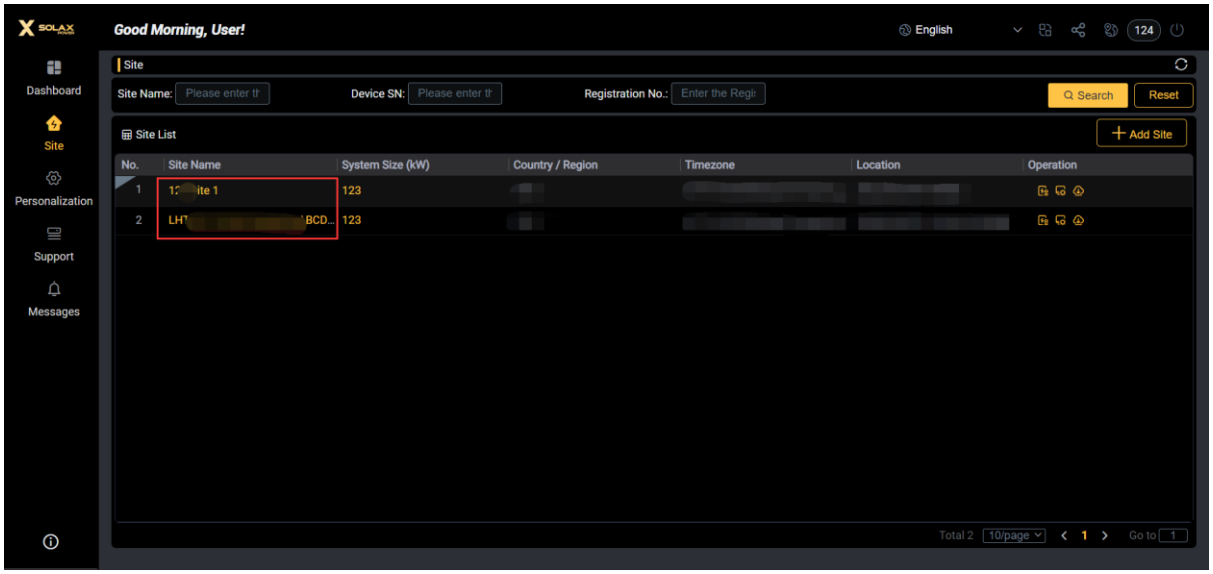


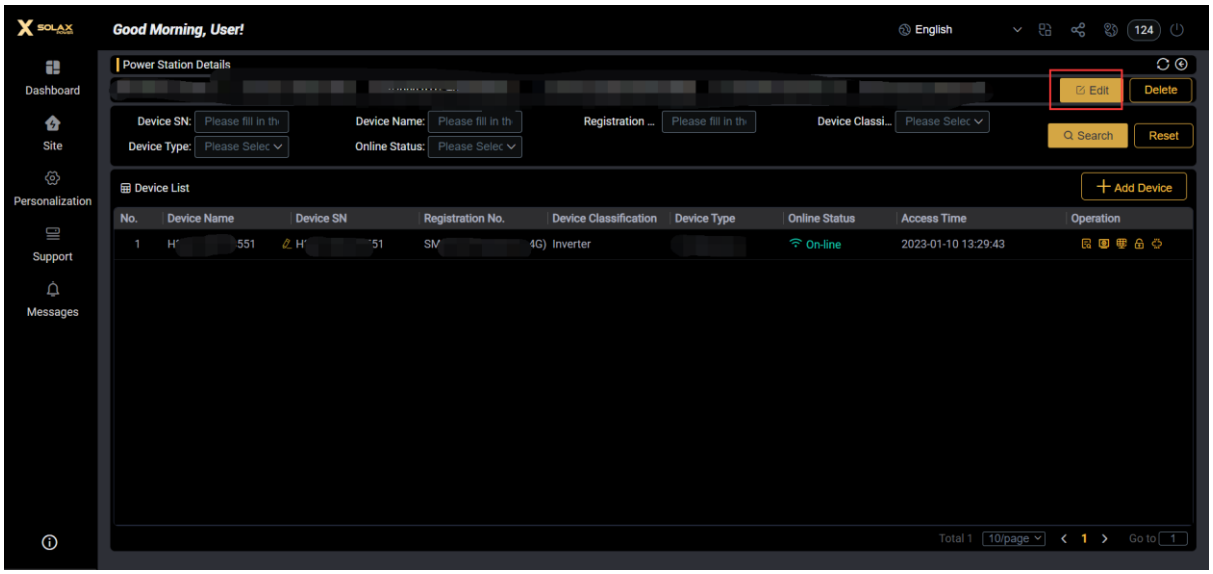
> If the interface mode is selected, the system will obtain the Day-ahead tariff from the third-party electricity trading market.

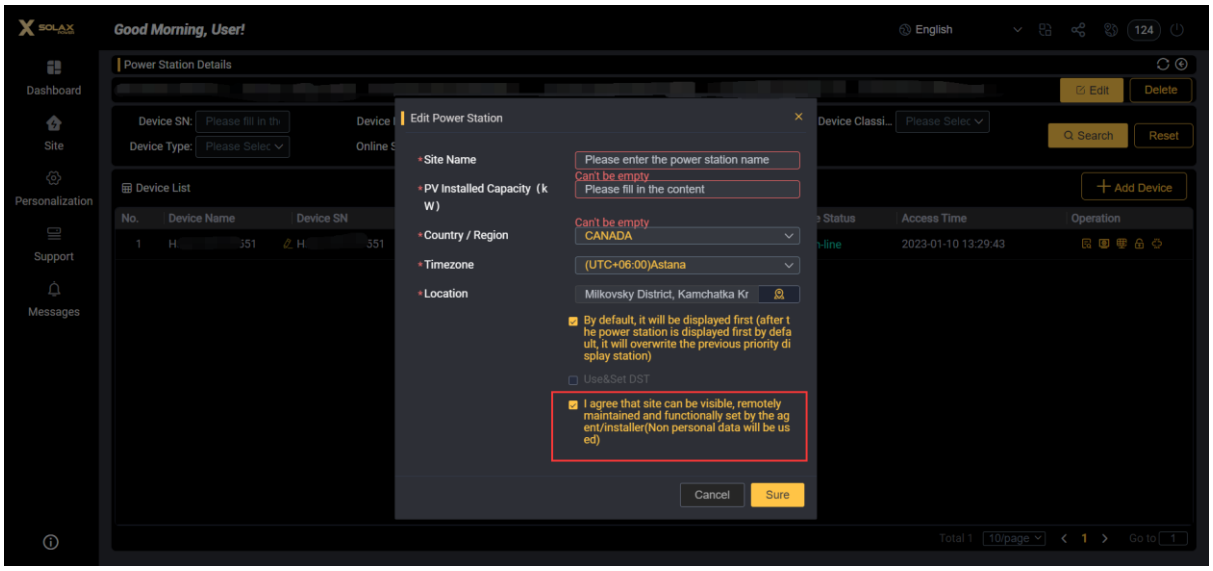
Remote access authorization

Remote access authorization means that you actively authorize your installer/agent to help you maintain and manage your device.

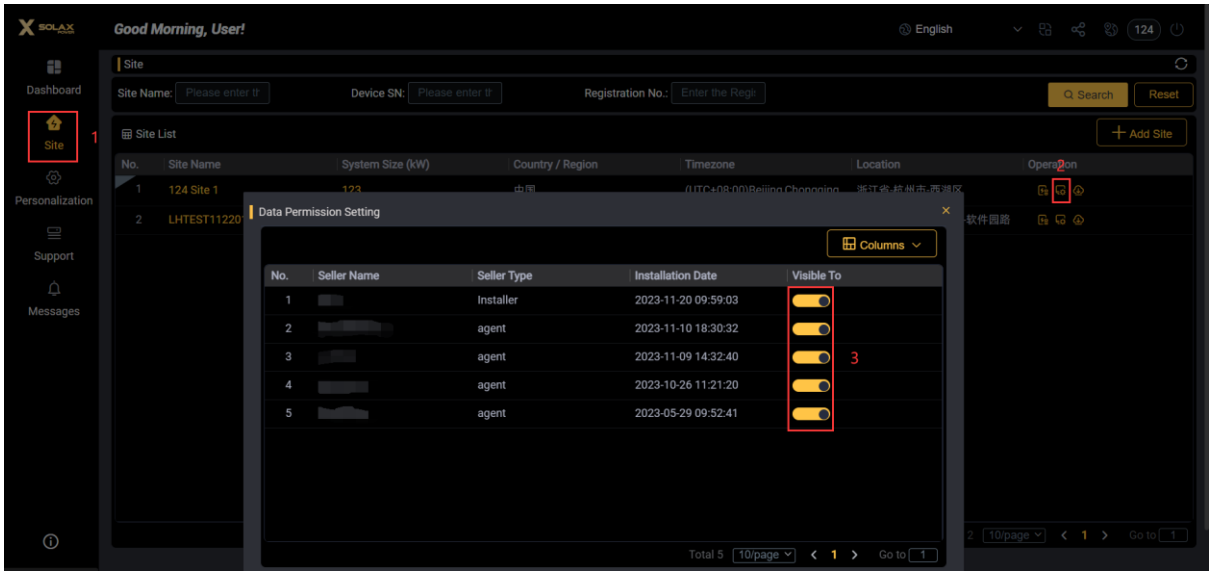
To enable the authorization function, you need to check on the management page of the power site and make confirmation. After enabling the authorization function, the data and control rights of your power site will be available to the installer/agent. In this case, the installer can setup and maintain your device remotely.


Good Morning, User!
English
124
Dashboard
Site
Personalization
Support
Messages
Site
Site Name:
Please enter th
Device SN:
Please enter th
Registration No.:
Enter the Regi
Search
Reset
Site List
Add Site
No.
Site Name
System Size (kW)
Country / Region
Timezone
Location
Operation
1
123
2
123
Total 2
10/page
1
Go to 1


Good Morning, User!
English
124
Dashboard
Site
Personalization
Support
Messages
Power Station Details
Edit
Delete
Device SN:
Please fill in th
Device Name:
Please fill in th
Registration ...
Please fill in th
Device Classi...
Please Selec
Device Type:
Please Selec
Online Status:
Please Selec
Search
Reset
Device List
Add Device
No.
Device Name
Device SN
Registration No.
Device Classification
Device Type
Online Status
Access Time
Operation
1
Inverter
On-line
2023-01-10 13:29:43
Total 1
10/page
1
Go to 1


Good Morning, User!
English
124
Dashboard
Site
Personalization
Support
Messages
Power Station Details
Edit
Delete
Device SN:
Please fill in th
Device Type:
Please Selec
Device Classi...
Please Selec
Search
Reset
Device List
Add Device
No.
Device Name
Device SN
Access Time
Operation
1
2023-01-10 13:29:43
Total 1
10/page
1
Go to 1
Edit Power Station
*Site Name
Please enter the power station name
Can't be empty
*PV Installed Capacity（kW）
Please fill in the content
Can't be empty
*Country / Region
CANADA
*Timezone
(UTC+06:00)Astana
*Location
Milkovsky District, Kamchatka Kr
By default, it will be displayed first (after the power station is displayed first by default, it will overwrite the previous priority display station)
Use&Set DST
I agree that site can be visible, remotely maintained and functionally set by the agent/installer(Non personal data will be used)
Cancel
Sure

You can also manage your authorized installer/agent with the [Data Permission Settings] button. After the function is disabled, your site information will no longer be visible to them.



Manage your device

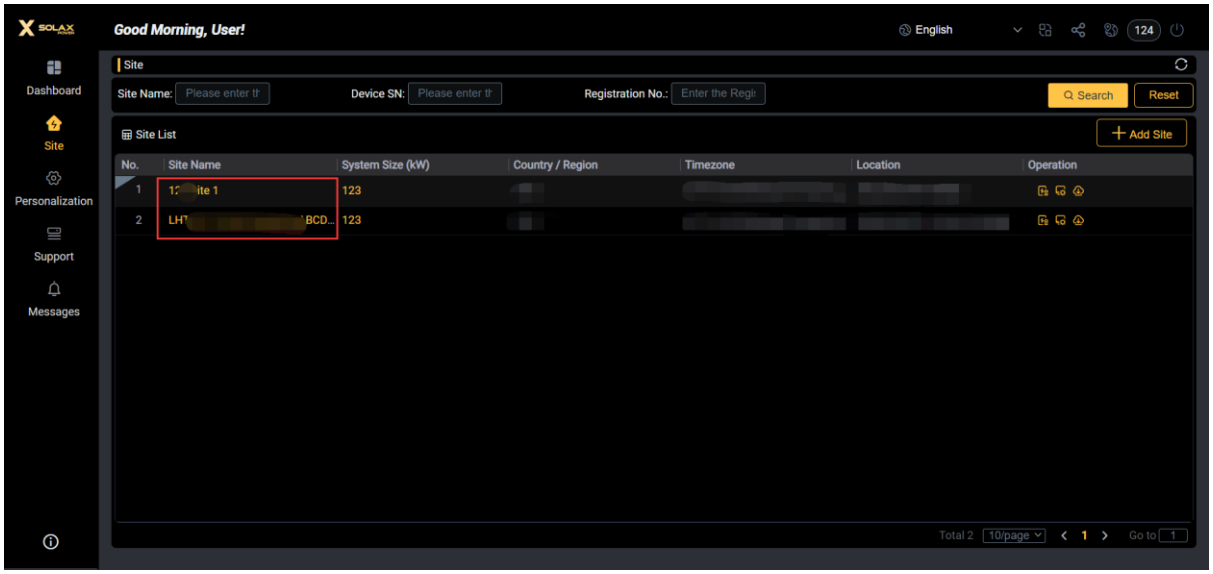
In this section, you will learn how to add devices to your home power site and how to configure the device network so that you can view and remotely control them with the Web & App.

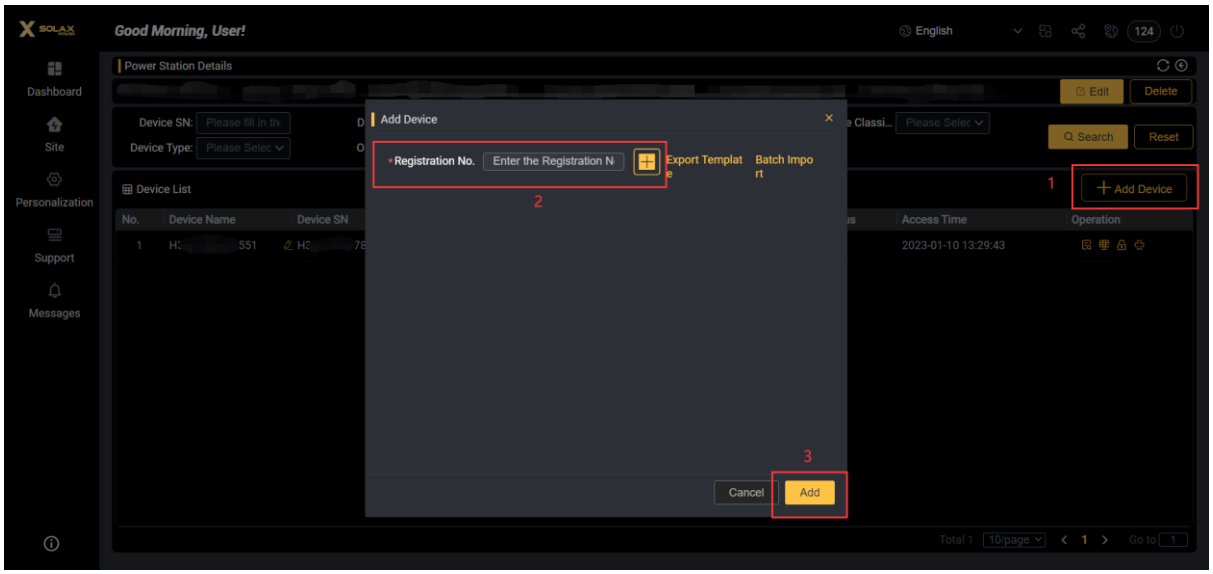
- How to add device
- Network configuration
- Remote setting

How to add device

Go to your site, click [Add device], and fill in the [Registration No.] to add a new device.

> For registration number, please see [How to create a site]

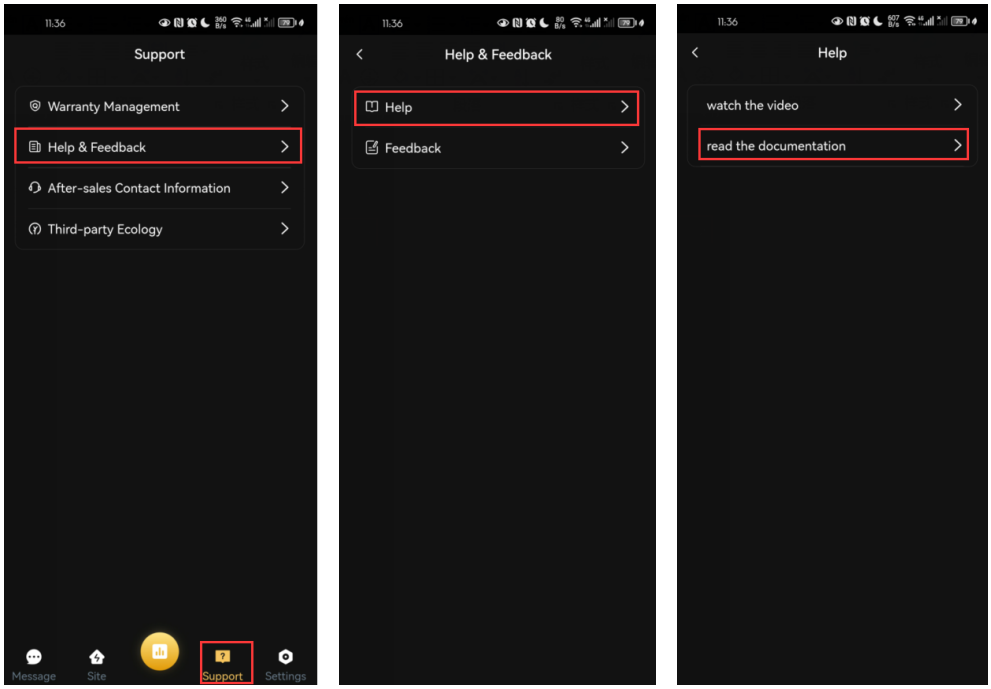




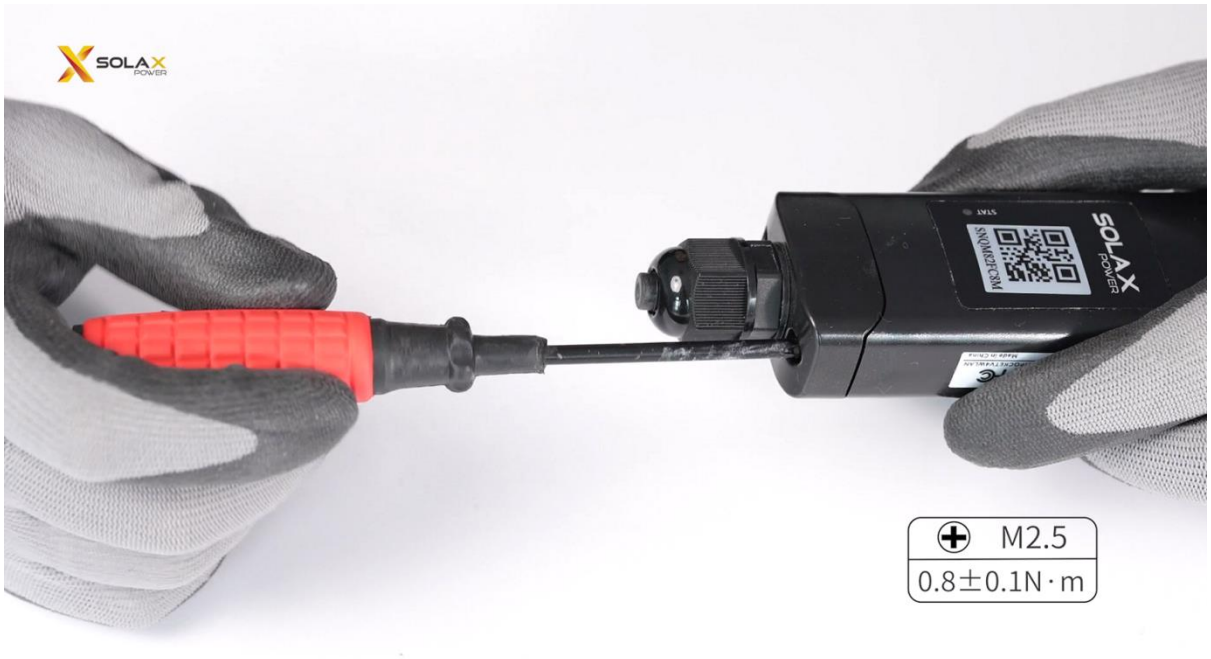
Network configuration

Network configuration can be seen as a process of "wireless router bridging" networking, which enables your Pocket dongle to connect to the Cloud server.

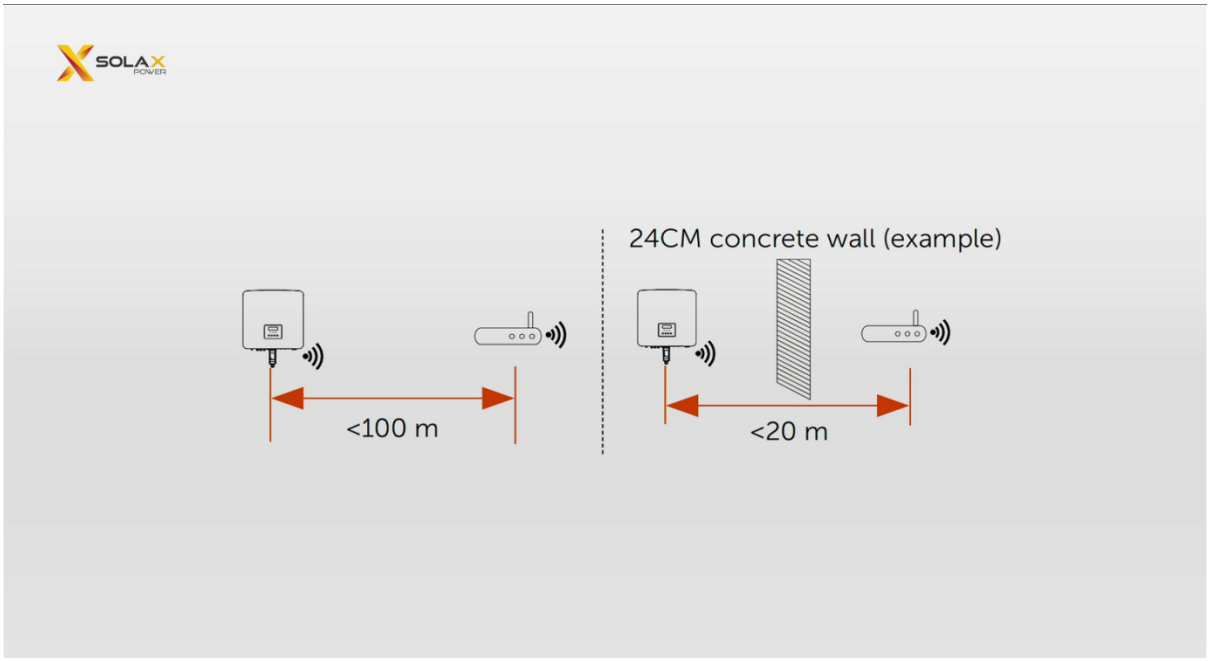
> You can also configure the network connection with the [SolaXCloud] APP, which is more convenient than configuring on Web page. Operating instructions can be found in APP [Support]-[Help & Feedback]-[Help]-[read the documentation].



1. Plug your Pocket dongle into the Inverter.

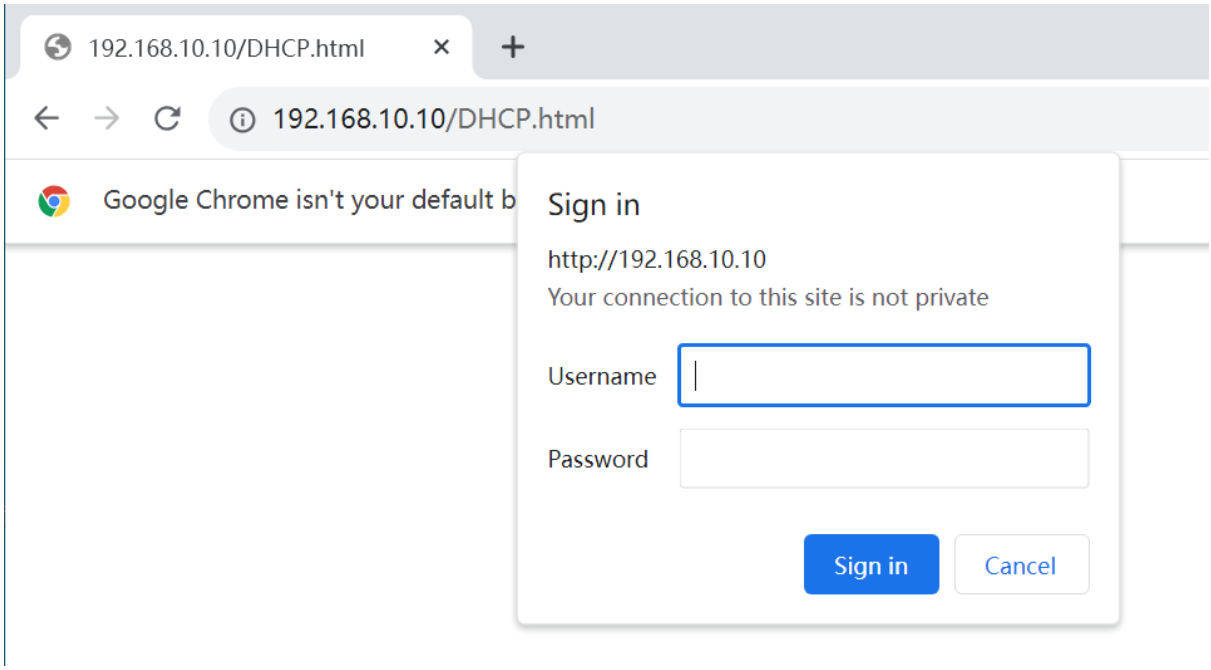

M2.5
0.8±0.1N·m

Make sure all power has been turned off
at least 5 minutes prior to installation

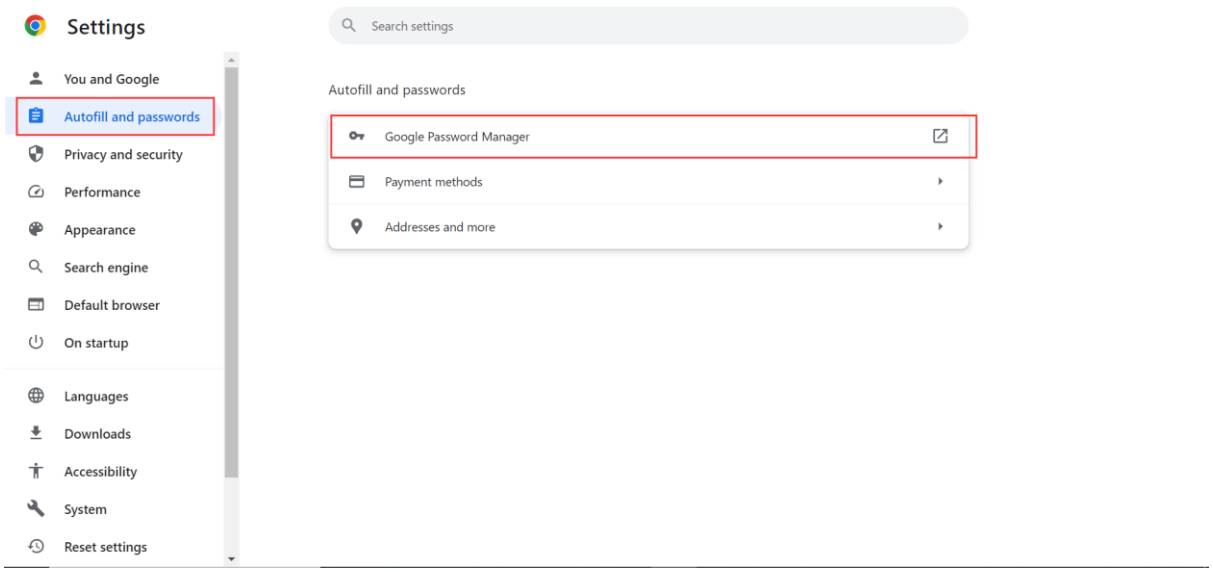


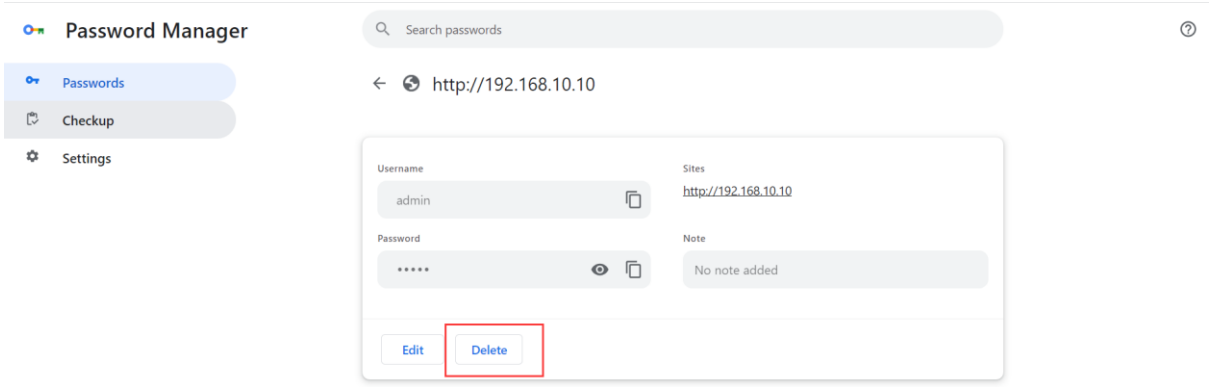
2. In the [Network and Internet] settings of your computer, find the WiFi network with the same registration number as Pocket dongle.

3. Log in to http://192.168.10.10/DHCP.html.

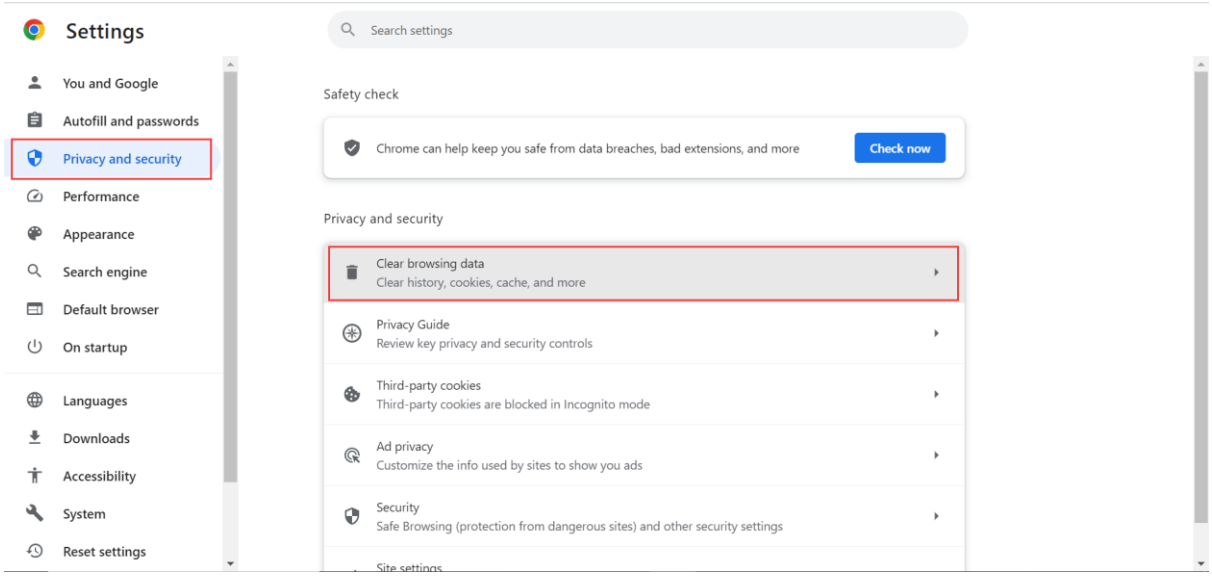


> If you have connected one Pocket dongle before and fail to connect to the new one, it may be due to that your browser has saved the login account and password of the previous Pocket dongle. You need to delete the password information saved by the browser and clear the browser cache. Using Chrome as an example, you can operate in the following way
>
> 3.1 Open [chrome]-[settings]-[Autofill and passwords]-[Google Password Manager], find the information related with the domain name 192.168.68.10.10 stored in the browser, and delete it.





3.2 Clear the browser's cache information in [chrome]-[settings]-[Privacy and security]-[Clear browsing data].



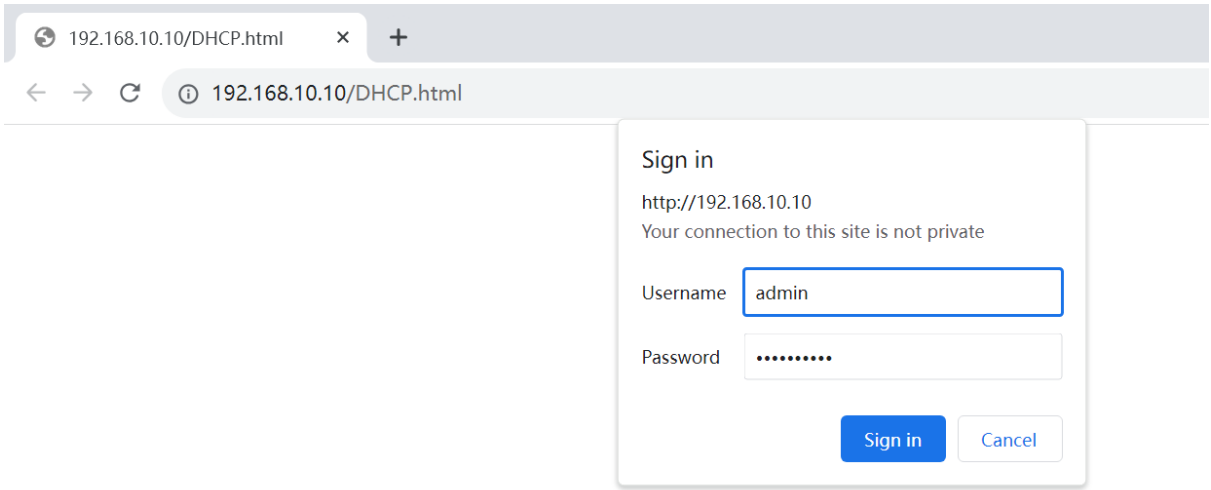
3.3 After completing the above steps, you can refresh the 192.168.10.10 page again, try to connect to the new Pocket dongle, and log in.

4. Fill in the account and password. The default account is “admin”, and the password is the registration number on the Pocket dongle.

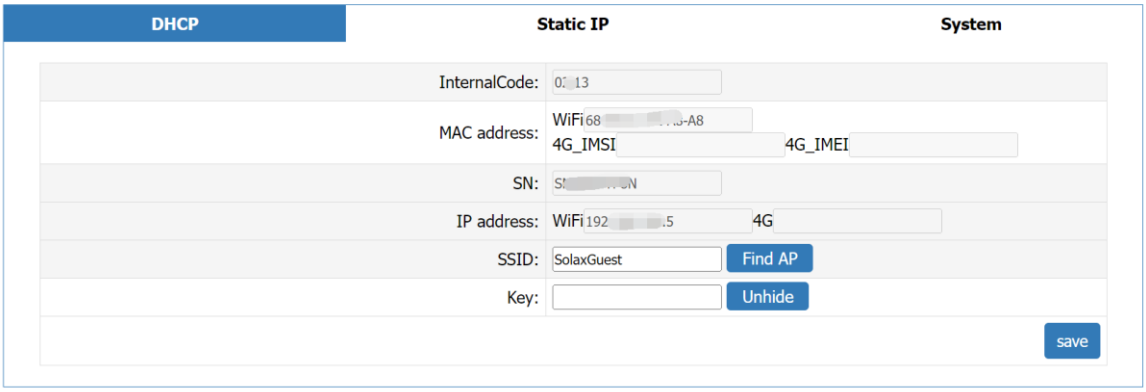
Example:

Account: admin

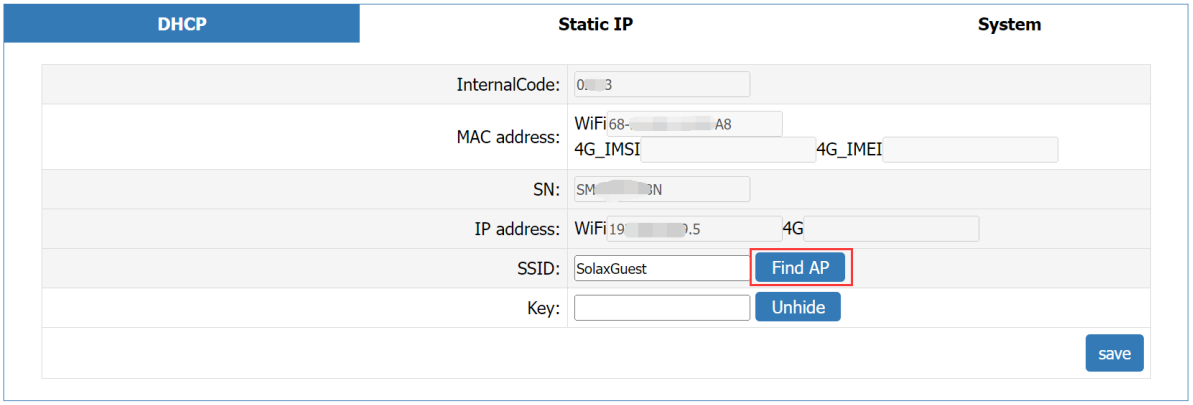
Password: SS6******M



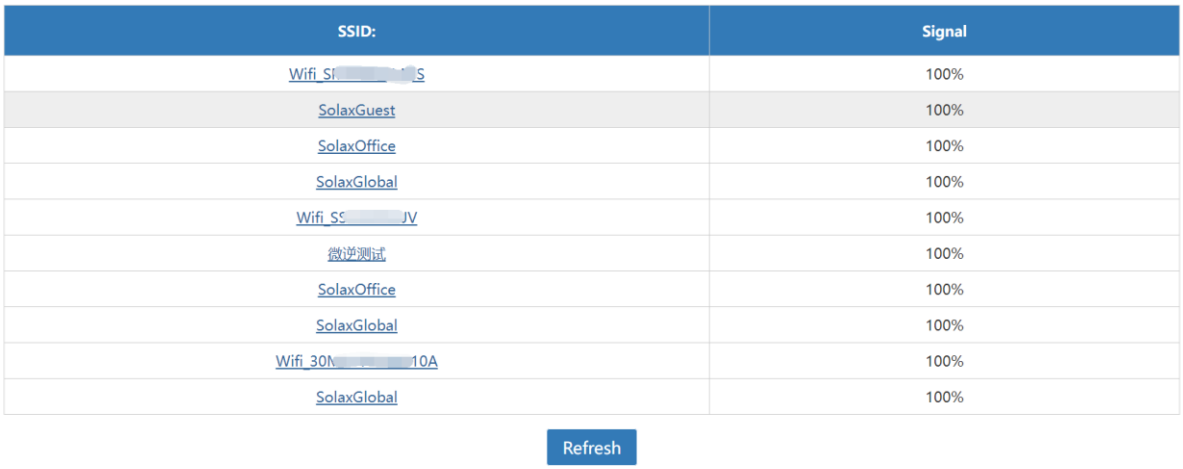
5. After successful login, you will enter the Pocket dongle's local network management center.



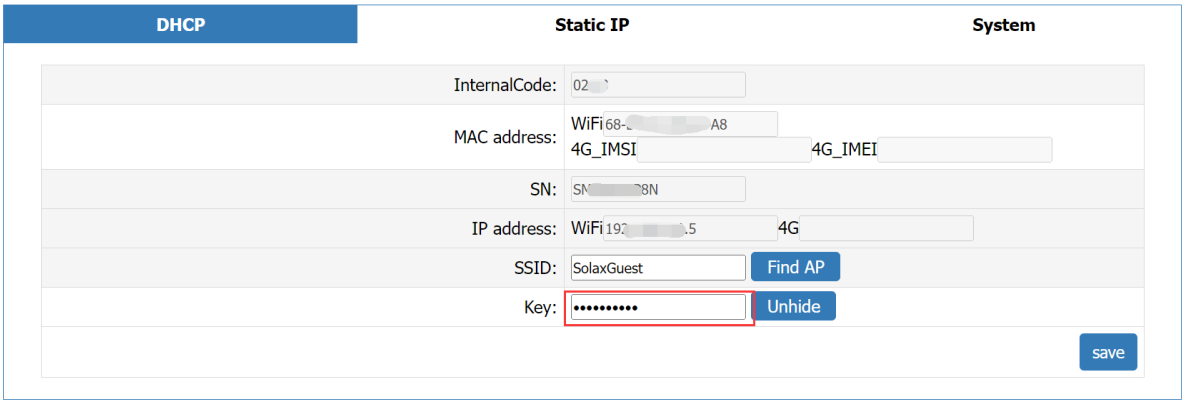
6. Click [Find AP] and select your home network route



7. Go to the local network selection page and select your home WiFi network



8. Fill in your home network password in the [key] field.



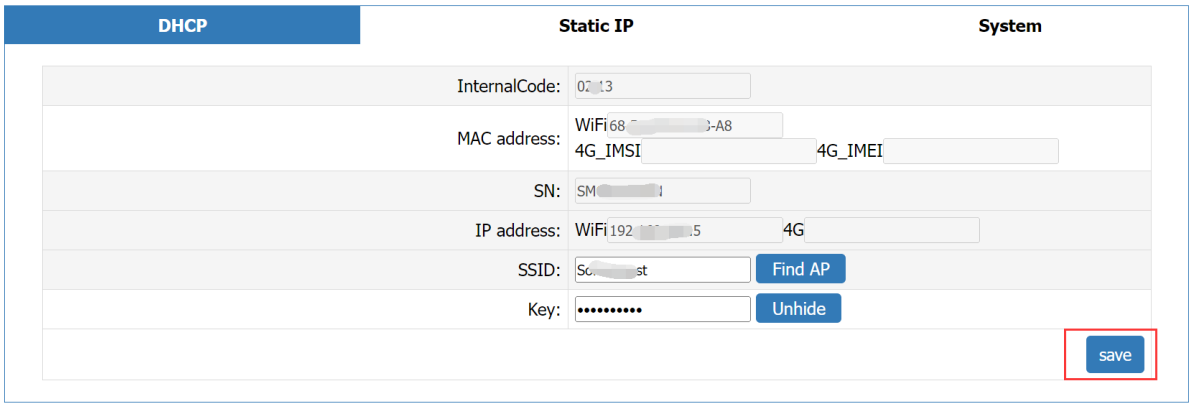
If you forget the password of your home WiFi, you can reset the password of the router by resetting the router. Be very careful that you have the telecom account and password to reset the router.

8.1 Press and hold the reset button.

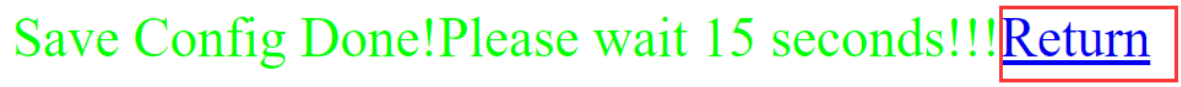
8.2 Fine your default account or password on the nameplate of your home router.

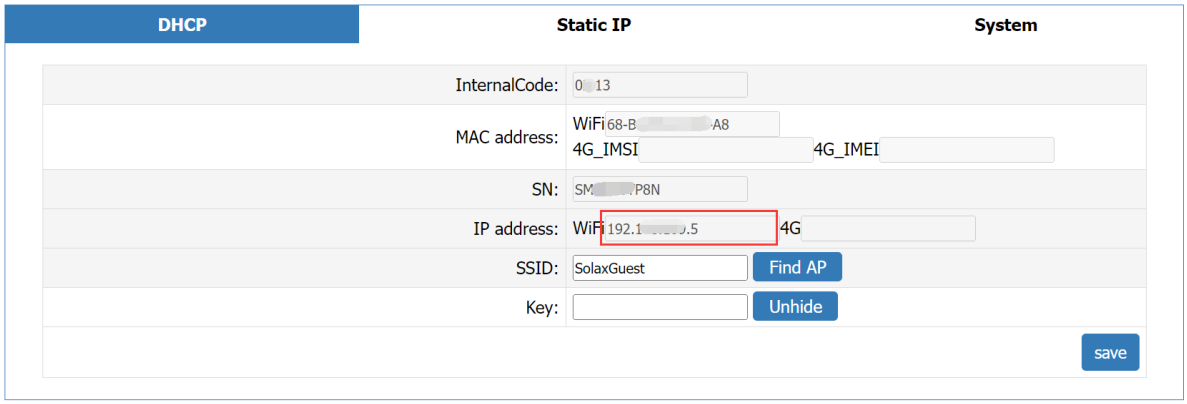
> 8.3 If your revised WIFI name/password after reset, please configure the WIFI one more time.

9. Click [save] and the system will start the configuration process, wait for a couple of seconds.



10. Click “Return” and check the “IP address” column. If [IP address] successfully obtains the local routing address, it indicates that the network configuration is completed.



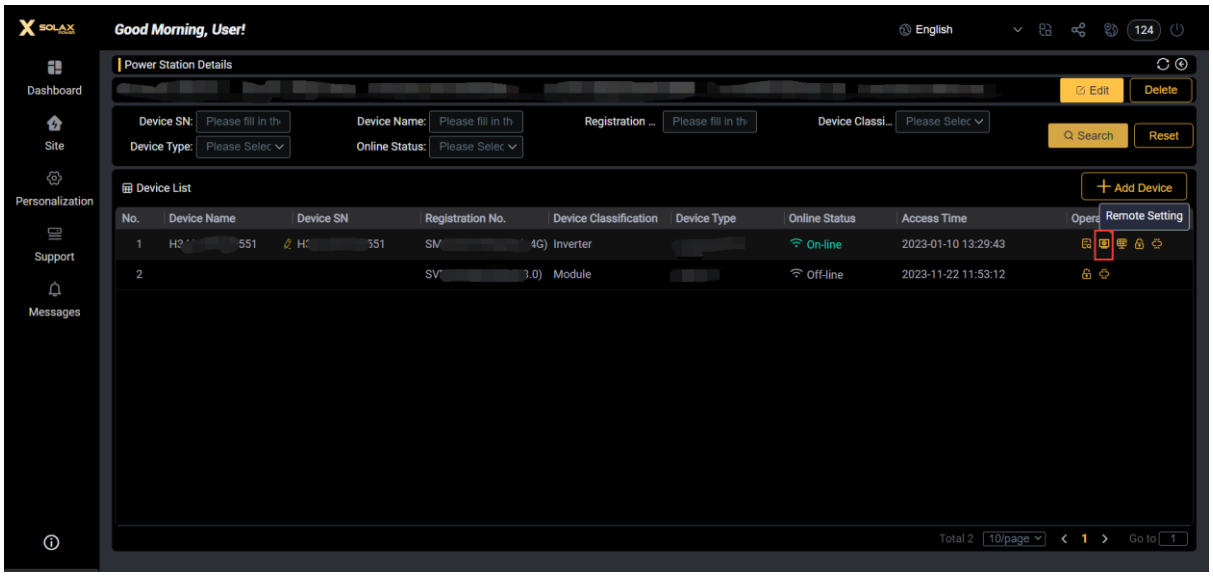


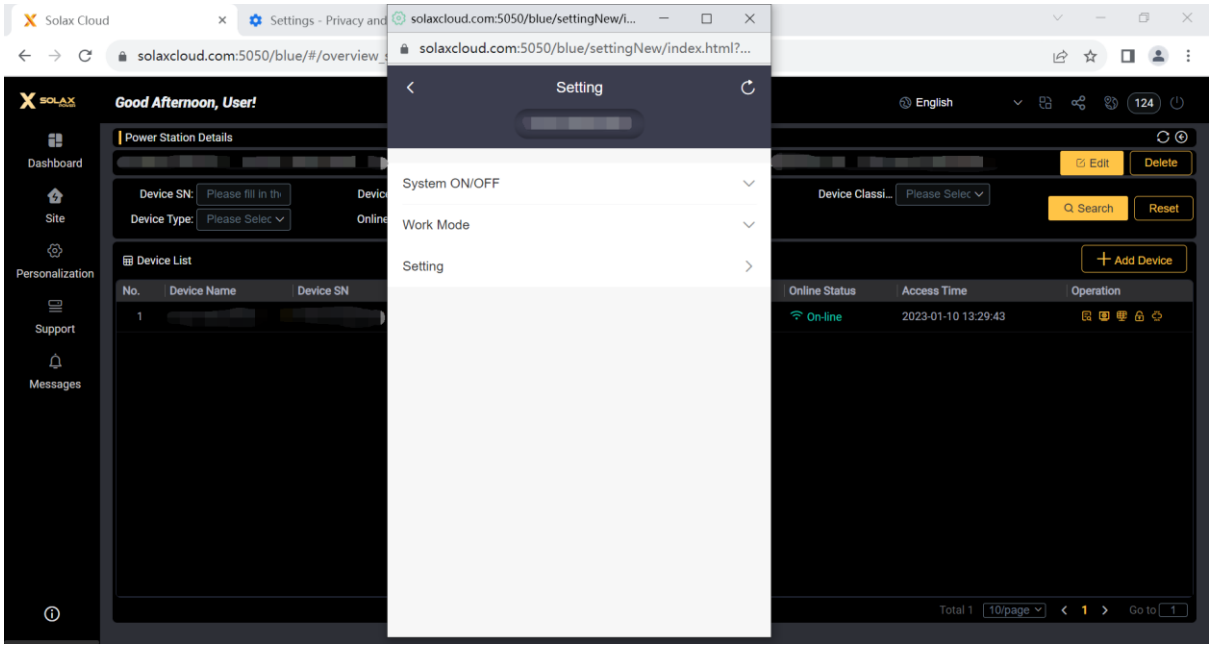
Remote setting

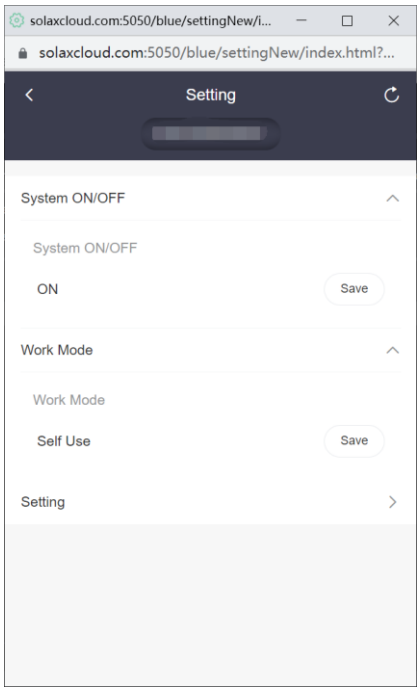
When you need to configure the parameters of your device, you can click the [Remote Settings] button.

> After the parameters are configured remotely, the actual operating status of the device will be changed. It is recommended that you carry out this operation under the guidance of the installer.

Good Morning, User!
English
124
Dashboard
Site
Personalization
Support
Messages
Site
Site Name:
Device SN:
Registration No.:
Search
Reset
Site List
Add Site
No.
Site Name
System Size (kW)
Country / Region
Timezone
Location
Operation
1
123
2
LHT
123
Total 2
10/page
1
Go to


Good Morning, User!
English
124
Dashboard
Site
Personalization
Support
Messages
Power Station Details
Edit
Delete
Device SN:
Device Name:
Registration ...
Device Classi...
Device Type:
Online Status:
Search
Reset
Device List
Add Device
Remote Setting
No.
Device Name
Device SN
Registration No.
Device Classification
Device Type
Online Status
Access Time
Opera
1
Inverter
On-line
2023-01-10 13:29:43
2
Module
Off-line
2023-11-22 11:53:12
Total 2
10/page
1
Go to





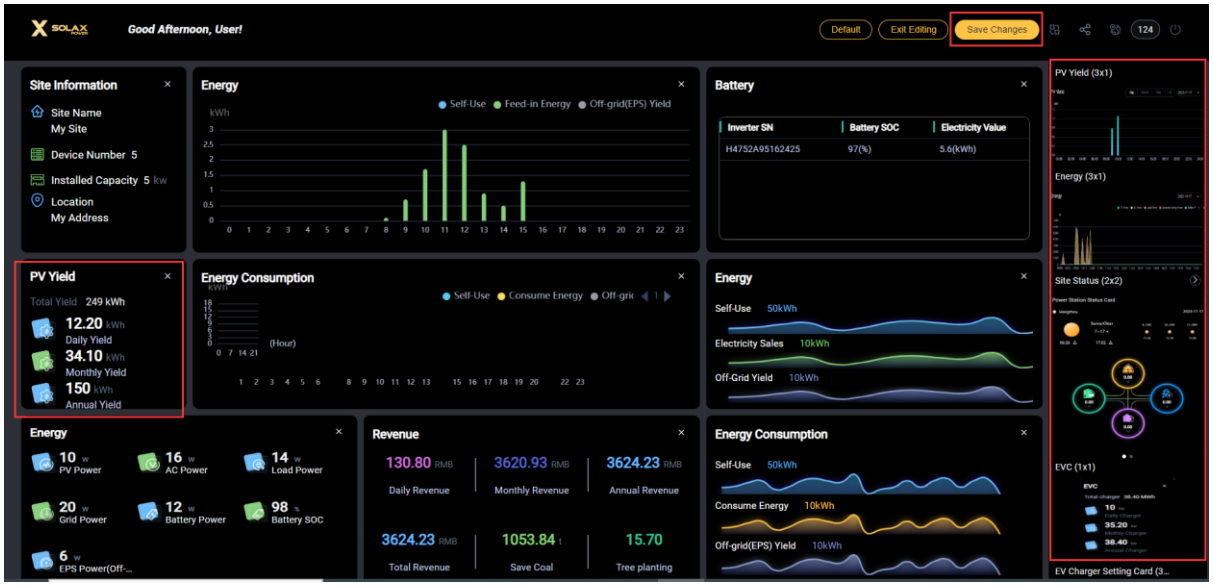
1. The configuration on the setting page needs to be guided with the installer.

Data Dashboard

Data Dashboard is used for conveniently viewing the data information of the power site and quickly control the device.

Customize dashboard

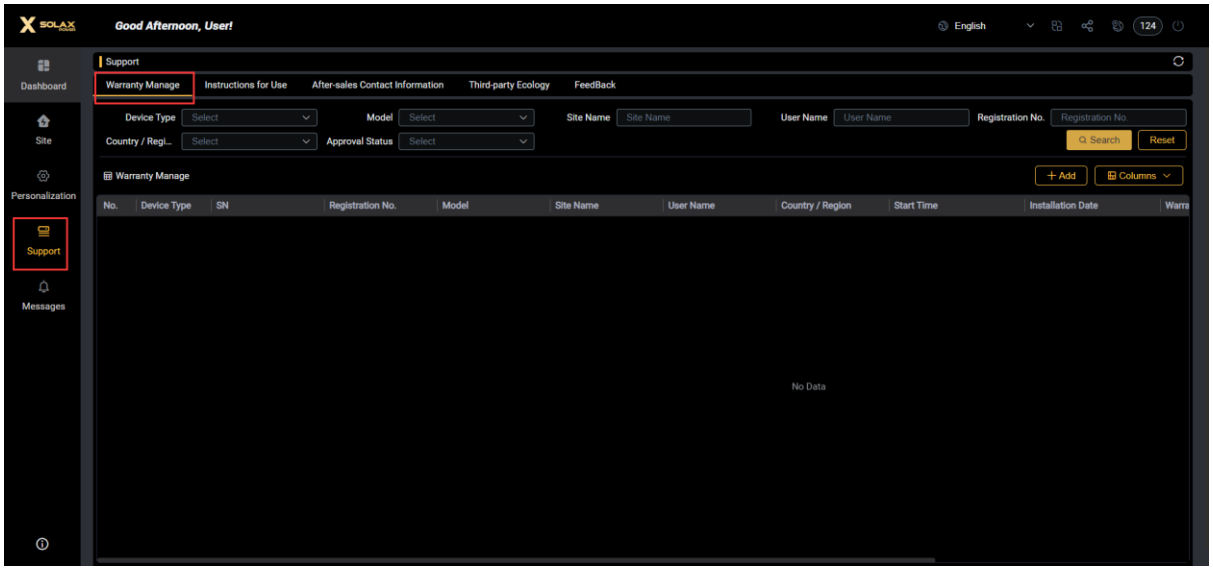
In the [Dashboard], click the Edit button [], you can customize the data information you often pay attention to and select the information cards you need. And find the right place in the [dashboard], drag and drop them.



Service support

You will get the warranty information of your device, help and third-party ecosystem.

Warranty management



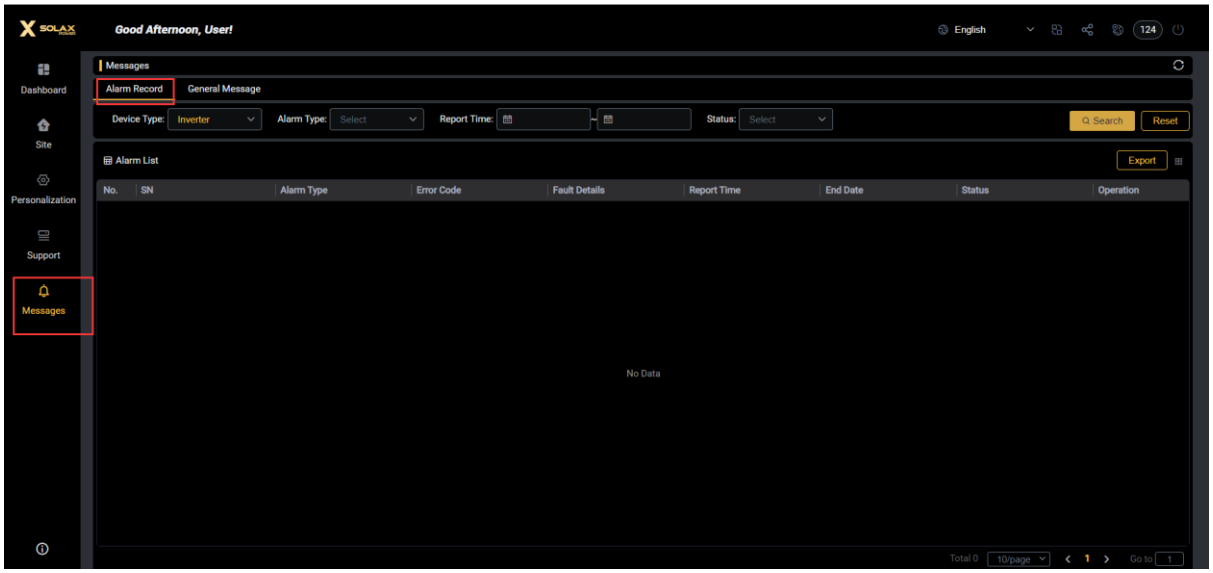
Notification information

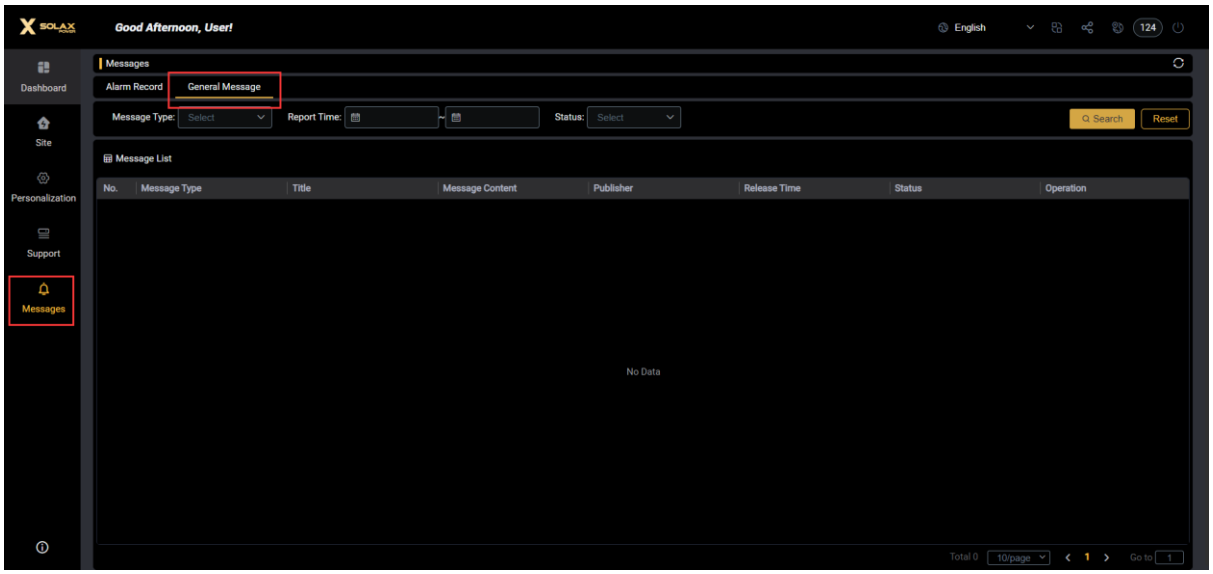
You will get warning message and general message in this page.

- Warning message
- General message

Warning message

The system will inform you of the abnormal conditions generated during the operation of the device at [Alarm record], 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.