



SolaX Cloud

Monitoring Web User Guide

For End-users

Version: V 3.2

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Manual information

1 Target Readers

This manual is for end users who use SolaX Cloud for monitoring, setting, and control. Readers need to have basic network knowledge and understand product functions about SolaX inverters. Please carefully read this manual before using SolaX Cloud.

2 System description

SolaX Cloud provides customers with a platform that can monitor SolaX inverter data and set it remotely 24/7. The inverter connects the system through Pocket WiFi, Pocket Lan, Pocket 4G and Ethernet direct connection, and upload the operation data to SolaX Cloud every 5 minutes. You can log in to your user account at any time through a personal computer, IOS or Android device to view real-time monitoring data or historical data, and perform remote settings as needed.

Operate

1 Create a new account

Step 1 Visit www.solaxcloud.com, the login interface is shown below. You can select the language in the upper right corner. Click [Create a new account] to start register.



Note: [Create a new account] is for creating end-user account. If you want to apply for an account of agent, please send an email to: service@solaxpower.com.

Step 2 Fill in your registration Email, get the Verification code, input your password to create the account.

Create a new account ⓘ

Email address

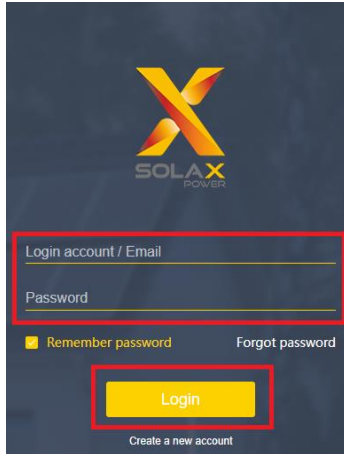
Verification code

Password

I have read and agree to the terms and conditions

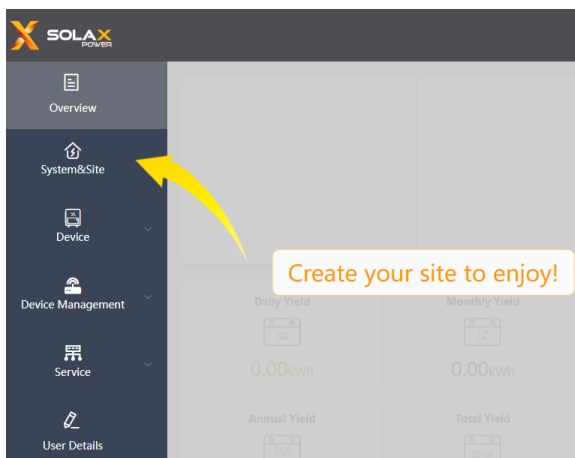
2 Login

Enter the correct login account/Email and password in the login interface, and click Login to enter your account.

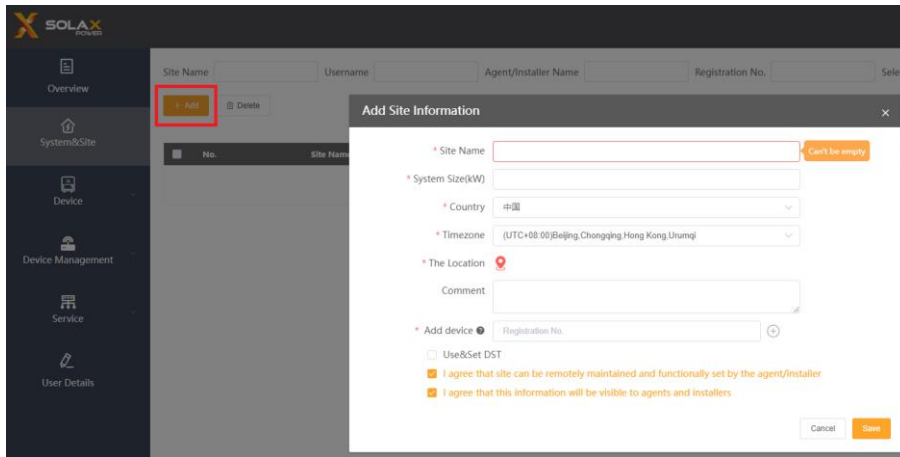



3 Create site

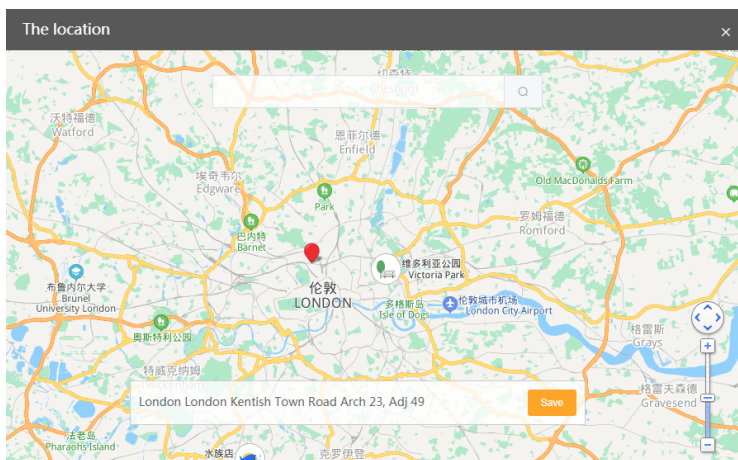
Step 1 Click "System&Site" to create your first site and add the device.



Step 2 Click "Add" and fill in the information as shown below. And tick "I agree that this information will be visible to agents and installers" to agree your installer to assist you in data monitoring; tick "I agree that site can be remotely maintained and functionally set by the agent/installer" to agree your installer for remote assistance.



Step 3 Click  to open the map and mark your address. Then click Save.



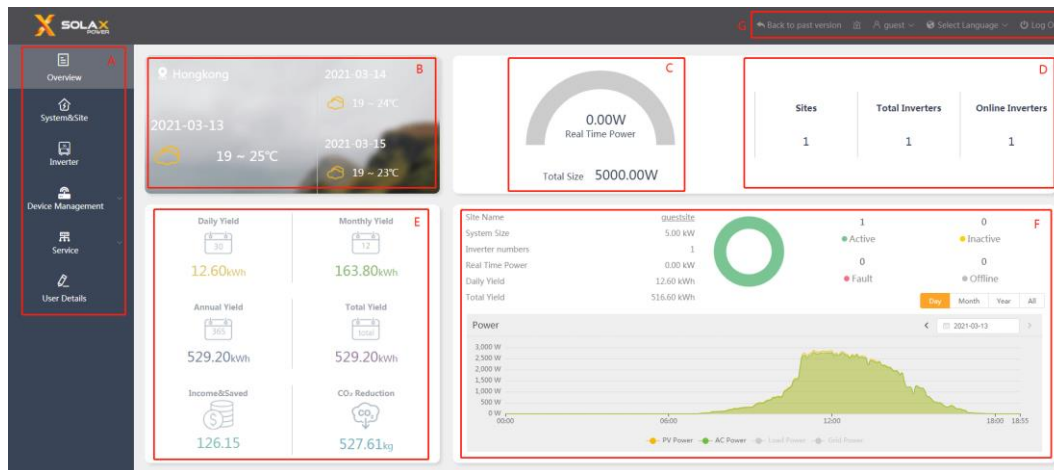
Step 4 Add device by inputting your device SN which you can find on device label as Registration No. You can add more items as needed.

Step 5 Tick Use&Set DST to setup if necessary.

Step 6 Save

4 Overview

An overview interface will be shown as below after you log in. The power and energy data displayed on this page is a synthesis of all the chosen inverter data contained in this end user account.



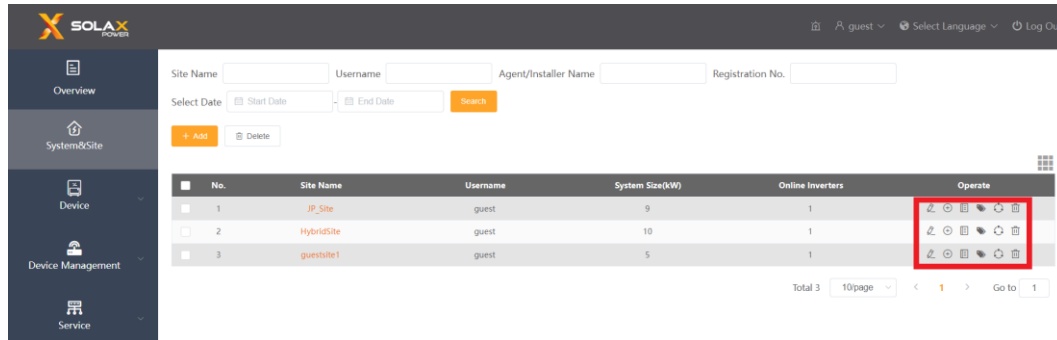
Mark	Description
A	Navigation bar: Overview, System&Site, Device, Device management, Service, and User details.
B	Local information bar: geographic location and weather forecast.
C	Power speedometer: total power, and total size in the account.
D	Statistics: display site numbers, total inverter numbers, and online inverter numbers in the account.
E	Power generation and profit information: daily yield, monthly yield, annual yield, total yield, and electricity saved, CO2 Reduction. (Set the electricity price in each site to show the sum data here.)
F	<p>Site overview bar: brief information, system status, and power & energy graph of sites in the account. Click the arrows on the left and right side of the bar to switch site if you have more than one.</p> <p>Daily system power curve shows PV power (default), AC power (default), load power (touch to display), and grid power (touch to display).</p> <p>“Inverter → grid/load” power is positive value; “grid/load →inverter” power is negative value.</p> <p>Monthly, yearly and all yield bar graph shows feed-in energy, and self-use energy.</p> <p>Note: Grid power, load power, feed-in energy, and consume energy data are only available for systems with SolaX meters installed.</p>
G	Operation bar: alarm log, account details, select language, and log out.

5 System&Sites

(1) Operate

Users can edit the site information in the following interface, add the new

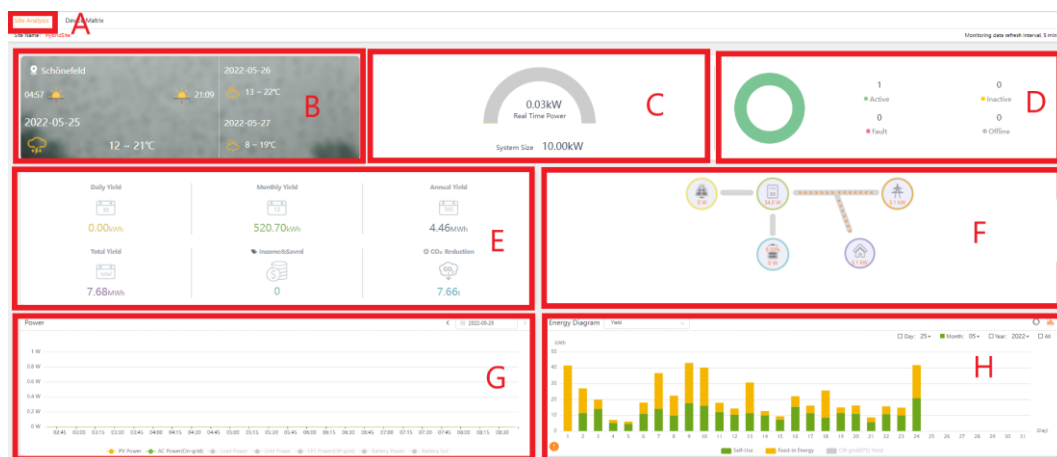
inverter to the site, delete the site, expand the list of added inverters of the site and set the electricity price.




Operate	Function
Edit	Edit the site name, country, time zone, address, control remote maintenance authority, etc.
Add inverter	Add the new inverter to the site through the registration number.
Add inverter batches	
Inverter List	View the added inverter of the site.
Price	Set local electricity price to calculate grid-connected revenue and electricity saved.
Statistical range	Set the default site shown in the overview page, and set the system calculation range.
Delete	Delete the site, and the site data will not be retained. Note: Delete site will completely delete all data of the site, please use it with caution.



(2) Site monitoring

Click on the existing site name on Sites page to open the site data monitoring window. This window is for the display and statistics of the overall data of the site system, as shown in the figure below. The power and energy data displayed on this window is a synthesis of all the inverter data in the calculation range.



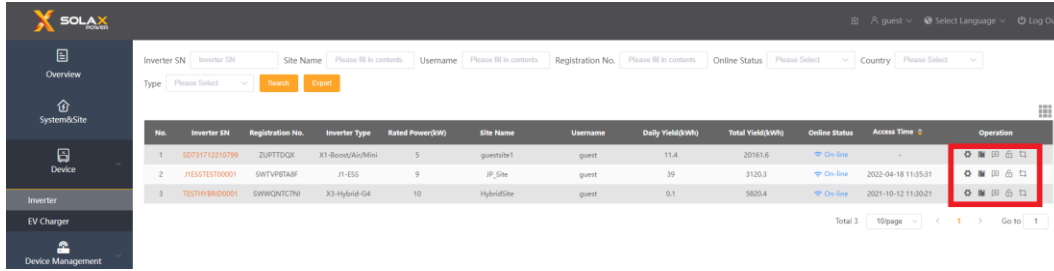
Mark	Description
A	Site Name
B	Local information bar: geographic location and weather forecast.
C	Power speedometer: system power, and system size in the site.
D	System status bar: display the inverter status in the site system.
E	<p>Power generation and profit information: daily yield, monthly yield, annual yield, total yield, and electricity saved, CO2 Reduction.</p> <p>Click the upper left corner of this bar to switch to display on-grid data or off-grid data.</p> <p>Note: Electricity saved start to be calculated after you fill in the electricity price by click .</p>
F	Site topology: display devices, load and power data.
G	<p>System power curve include PV power (default), AC power (default), load power (touch to display), grid power (touch to display), and off-grid (EPS) power (touch to display).</p> <p>“Inverter → grid/load” power is positive value; “grid/load →inverter” power is negative value.</p>
H	<p>Energy Diagram: Statistics on feed-in energy and consume energy, and includes statistics of self-use.</p> <p>Note: This statistic is only for systems with SolaX meters installed.</p>

6 Inverters

This page displays information such as Inverter SN, Registration No., Inverter Type, Rated Power, Yield, Online Status, and Access Time of each inverter in the current account. Online Status is divided into:  Off-line and  On-line .

(1) Operate

Users can set data permission, monitor, remark, alternate password query and unbind the registration number in the following interface.

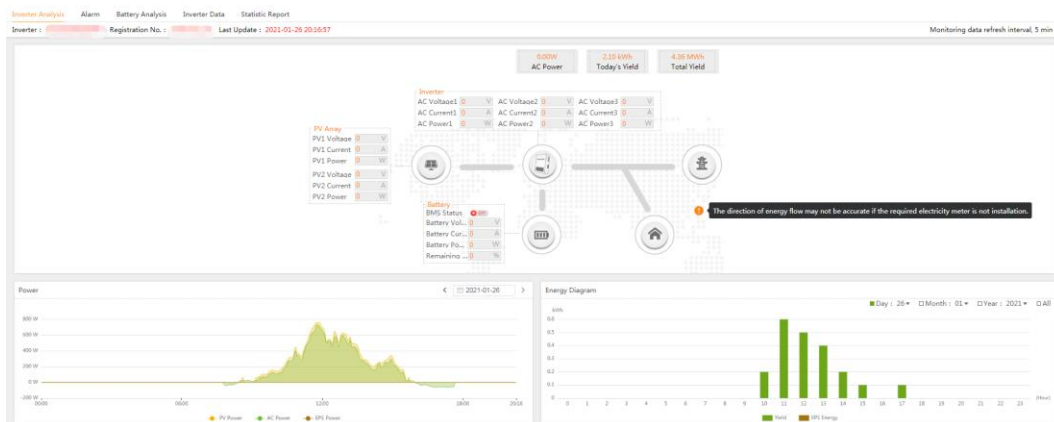


Operate	Function
Data permission setting	View the agent and installer to which the registration number is bound, and set their monitoring rights.
PV modules	Monitor the data of the PV module connected to the inverter.
Remarks	Personal remarks setting and viewing.
Standby password query	Query the alternate password required for local login on the 5.8.8.8 page and the SolaX Cloud APP. Note: Only for Pocket WiFi users.
Unbind	Unbind the current registration number from the power station. Note: If bind new site after unbinding, the historical data records of the original inverter will be cleared.

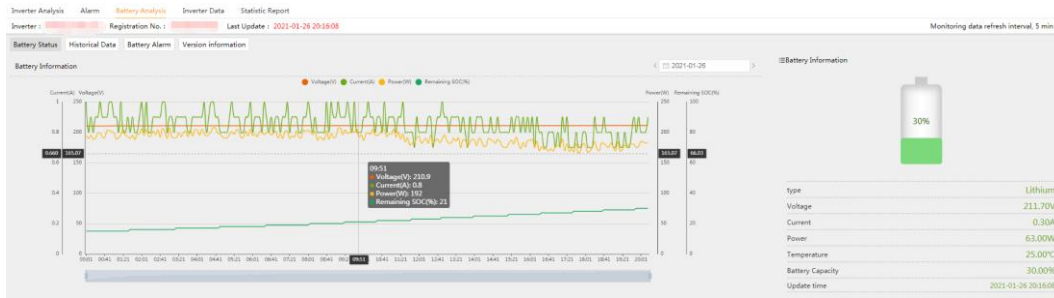
(2) Inverter monitoring

Click the existing Inverter SN on Inverters page to open the inverter data monitoring window. This window contains five aspects: [Inverter Analysis], [Alarm], [Battery Analysis], [Inverter Data] and [Statistic Report]. (Part of inverter models has no Battery Analysis)

- a. Inverter Analysis. This page display detailed real-time data of inverter, PV and battery. It is include power, yield, voltage and current etc. And display power and yield graph.



- b. Battery Analysis. It contains the data curve and battery status. Please note that [Battery Information] shows the total data of all batteries used in an inverter.



c. Inverter Data. This page can display and query multiple historical data of the current system, and display the curve graph. Up to 4 inverter parameters can be displayed at the same time, with a display interval of 60 days.



d. Statistic Report. This page can display and query detailed system data on a specific date, and can export the data to an Excel table.

No.	PV1 Current (A)	PV2 Current (A)	PV1 Voltage (V)	PV2 Voltage (V)	PV1 Power (W)	PV2 Power (W)	AC Current (A)	AC Voltage (V)	AC Power (W)	Grid Power (W)	Daily Yield (kWh)	Total Yield (kWh)	Total Feed-in (kWh)	Total Consume (kWh)	Inverter status	Battery operation	Update Time
115	0	0.3	0	322.4	0	100	1	225.7	25	-22	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:33:19
116	0	0.5	0	392.1	0	195	0.9	226	80	-22	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:38:19
117	0	0.6	0	402.6	0	225	1	225.7	98	-23	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:43:19
118	0	0.7	0	405.9	0	243	1	225.8	114	-21	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:48:19
119	0	0.7	0	404.7	0	265	1	226.2	135	-23	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:53:19
120	0	0.7	0	396.9	0	241	1	226	127	-23	0	2076.2	50	63.8	NormalMode	Disconnection	2021-01-26 09:58:19
121	0	0.7	0	396.3	0	251	1	226.1	125	-22	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:03:19
122	0	0.6	0	400.5	0	231	1	225.8	108	-22	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:08:19
123	0	0.7	0	404.1	0	257	1	226.3	128	-23	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:13:19
124	0	0.7	0	407.8	0	275	1	228.9	145	-22	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:18:19
125	0	0.8	0	408.3	0	311	1.1	228.9	180	-22	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:23:19
126	0	0.9	0	406.6	0	344	1.2	230.1	212	-23	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:28:19
127	0	1	0	409.8	0	401	1.4	230.2	263	-23	0.1	2076.3	50	63.8	NormalMode	Disconnection	2021-01-26 10:33:19
128	0	1.1	0	407.8	0	414	1.4	230.5	277	-22	0.2	2076.4	50	63.8	NormalMode	Disconnection	2021-01-26 10:38:19
129	0	1	0	414.2	0	401	1.4	230.7	263	-24	0.2	2076.4	50	63.8	NormalMode	Disconnection	2021-01-26 10:43:19
130	0	1.2	0	414.7	0	470	1.7	230.3	326	-23	0.2	2076.4	50	63.8	NormalMode	Disconnection	2021-01-26 10:48:19
131	0	1.4	0	423.2	0	555	1.9	230.7	400	-23	0.2	2076.4	50	63.8	NormalMode	Disconnection	2021-01-26 10:53:19
132	0	1.3	0	418.9	0	507	1.7	228.7	357	-22	0.3	2076.5	50	63.8	NormalMode	Disconnection	2021-01-26 10:58:19
133	0	1.2	0	415.7	0	456	1.6	228.2	314	-22	0.3	2076.5	50	63.8	NormalMode	Disconnection	2021-01-26 11:03:19
134	0	1.1	0	412.7	0	444	1.5	227.5	304	-23	0.3	2076.5	50	63.8	NormalMode	Disconnection	2021-01-26 11:08:19
135	0	1.3	0	416.3	0	535	1.9	226.9	395	-21	0.4	2076.6	50	63.8	NormalMode	Disconnection	2021-01-26 11:13:19
136	0	1.5	0	421.7	0	606	2.1	226.7	448	-24	0.4	2076.6	50	63.8	NormalMode	Disconnection	2021-01-26 11:18:19
137	0	1.6	0	418.6	0	671	2.4	226.8	519	-21	0.4	2076.6	50	63.8	NormalMode	Disconnection	2021-01-26 11:23:19
138	0	1.7	0	421.7	0	706	2.5	227.3	551	-21	0.5	2076.7	50	63.8	NormalMode	Disconnection	2021-01-26 11:28:19
139	0	2	0	418.1	0	826	3	227.1	673	-23	0.5	2076.7	50	63.8	NormalMode	Disconnection	2021-01-26 11:33:19
140	0	2.1	0	420.8	0	858	3.2	226.7	699	-23	0.6	2076.8	50	63.8	NormalMode	Disconnection	2021-01-26 11:38:19
141	0	2.1	0	420.8	0	880	3.3	226.8	729	-23	0.6	2076.8	50	63.8	NormalMode	Disconnection	2021-01-26 11:43:19

e. Alarm. This page displays system error alarms that have not been repaired automatically, and you can view the alarm details and troubleshooting suggestions during operation.

No.	Registration No.	Nickname	Error Type	Error Name	Report Time	Operation
1			Inverter Error	Bat Voltage Fault	2021-01-25 17:13:27.0	🔍 🗑️
2			Inverter Error	Grid Lost Fault	2021-01-24 02:49:34.0	🔍 🗑️
3			Inverter Error	Grid Voltage Fault	2021-01-24 02:49:34.0	🔍 🗑️
4			Inverter Error	Grid Frequency Fault	2021-01-24 02:49:34.0	🔍 🗑️
5			Inverter Error	Bus Voltage Fault	2021-01-29 10:49:14.0	🔍 🗑️

Details			
Error Code	6	Fault Frequency R(Hz)	50.03
Error Type	1	Fault Frequency S(Hz)	0
Error Name	Bat Voltage Fault	Fault Frequency T(Hz)	0
Fault Voltage R(V)	223.2	Fault Current R(mA)	13
Fault Voltage S(V)		Fault Current S(mA)	0
Fault Voltage T(V)	0	Fault Current T(mA)	0
Internal Temperature(°C)	32	Report Time	2021-01-25 17:11:27.0
PV1 Voltage(V)	0		
PV2 Voltage(V)	0		

Troubleshooting

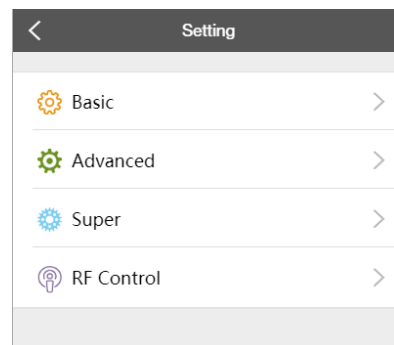
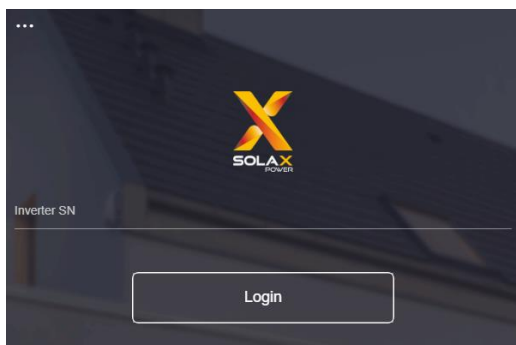
Reason:
Grid voltage is too high/too low/fluctuating

User Suggestion:
1. Photo of inverter display(ask if the error persists, if not, ask for the occurred time and circumstance) ; 2. Solar/ac readings

7 Device Management

(1) Remote Setting

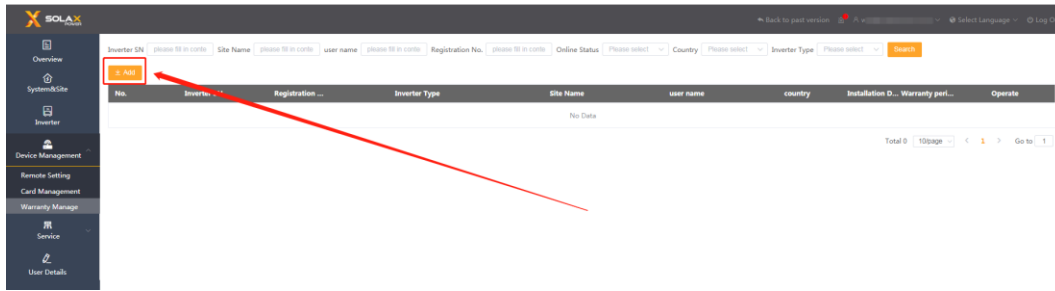
Users can connect to the inverter through the inverter SN for remote setting. The setting content is the same as the LCD screen setting of the inverter. For details, please see the inverter manual. The interface is shown below.



Note: Please make sure that the inverter is remotely set under normal operation and online. For some inverter models, please contact the service provider for inverter firmware upgrade before remote setting.

(2) Warranty Manage

Click Add to register a warranty for your device.



Fill in below contents and click Save to finish the warranty registration.

Add ✕

<p>user name <input type="text" value="please fill in contents"/></p> <p>* Name <input type="text" value="please fill in contents"/></p> <p>* Your Post Code <input type="text" value="please fill in contents"/></p> <p>* Installation Date <input type="text" value="select date"/></p> <p>* Serial Number <input type="text" value="please fill in contents"/></p> <p>* E-mail <input type="text" value="please fill in contents"/></p> <p>Promotion code <input type="text" value="please fill in contents"/></p>	<p>* Country <input type="text" value="Please select"/></p> <p>* Full Installation Address <input type="text" value="please fill in contents"/></p> <p>* Your Telephone Number <input type="text" value="please fill in contents"/></p> <p>* Installation Company Name <input type="text" value="please fill in contents"/></p> <p>* INVERTER MODEL <input type="text" value="Please select"/></p> <p>Extension code <input type="text" value="please fill in contents"/></p> <p>Battery serial number <input type="text" value="please fill in contents"/></p>
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Battery Sn can be filled in batch, please separate it with ',' commas.

SolaX will review your submit in some days. Then you can check and download your warranty document on the warranty manage page.

8 Service

(1) API

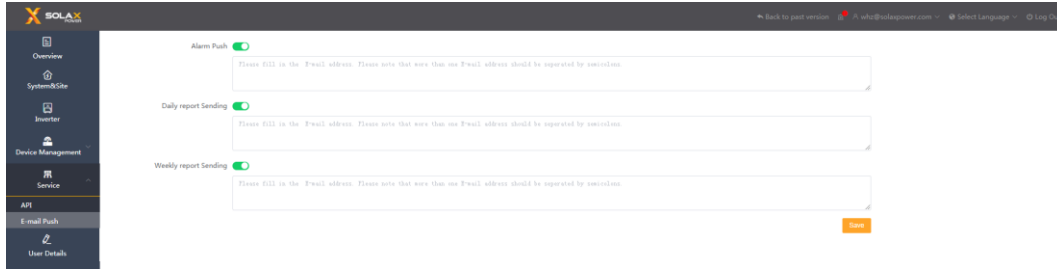
SolaX Cloud API is for customer who wants to obtain the monitoring data for adaptation to other software. This will require you to have some relevant technical support. Please download and read the API documentation for more information.

Click the Obtain on this page to get your exclusive token ID. Then click the API address below to copy it. Remember to add the correct device registration No. when you using it.



(2) E-mail Push

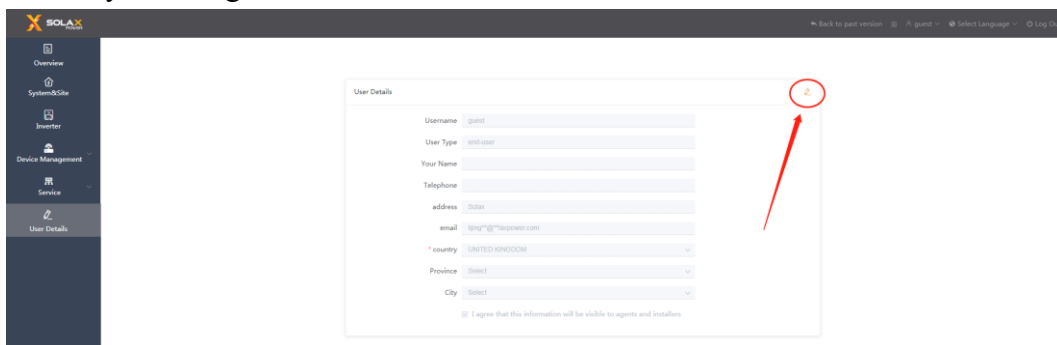
Related reports will be sent to the specified email address entered by the user. Multiple email addresses must be separated by an English semicolon (;). As shown below.



Report name	Send time
Alarm push	Send immediately after the inverter alarm
Daily report	The report sent at 20:00 daily
Weekly report	The report sent at 20:00 on Sunday

9 User details

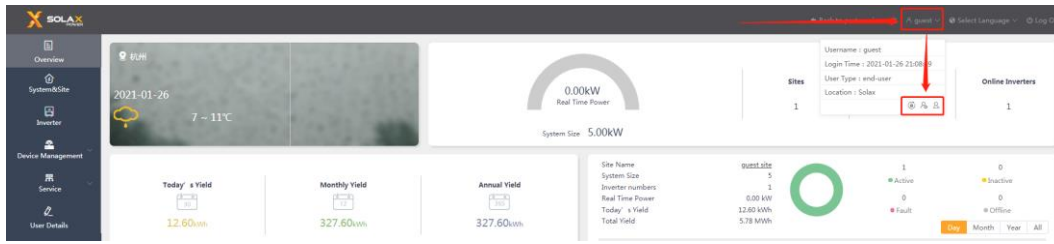
In this interface, users can view and modify the details of the current account, such as nickname, contact information, email, etc., and can control the monitoring authority of the agent. Click the mark as below to edit the information.



10 Account function

Click "Account Details" in the operation bar at the upper right corner as shown in the figure, the function buttons below are: [Modify password], [Modify login account] and [Cancel account]. If necessary, please follow the prompts.

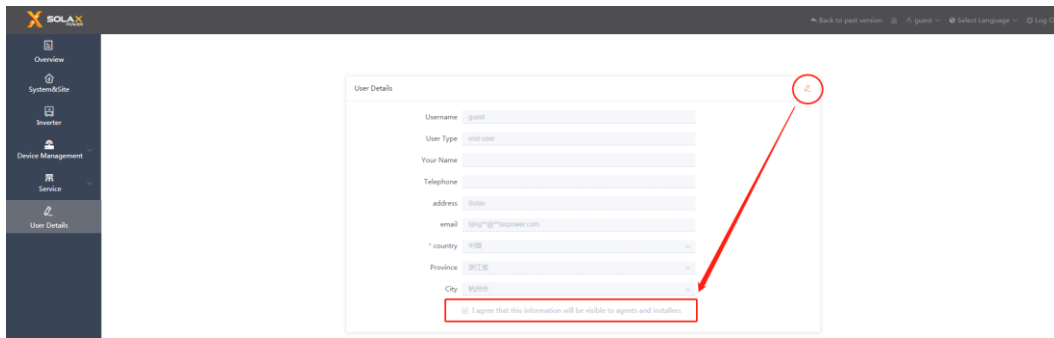
Note: Cancel account will completely delete the end user account, please use it with caution.



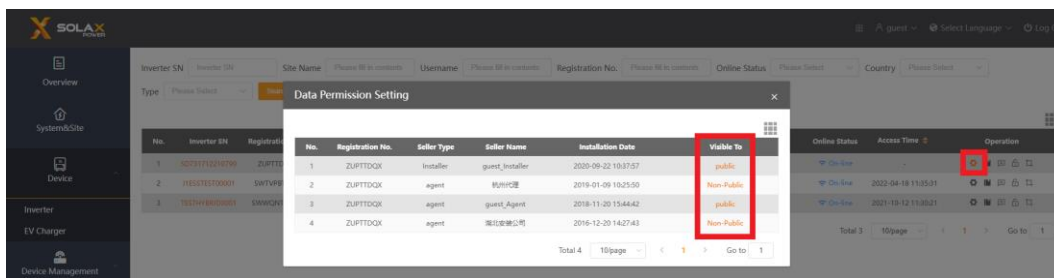
11 Account permissions

(1) Installer visible authority

At the bottom of the [User details] screen, check " I agree that this information will be visible to agents and installers" to allow the inverters and sites under the current account can be monitored by the bound agents and installers; if not checked, then neither the agent nor the installer can monitor any inverters and sites under the current account.



In [Data Permission Setting] operation on the [Inverter] interface, you can view the agent currently bound to the inverter and adjust the visible permissions separately.



(2) Remote maintenance authority

In the [Edit] operation on the [Sites] interface, check the box "I agree that site can be remotely maintained and functionally set by the agent/installer" and save it. It will allow the bound agents and installers to change the setting information of the site, and allow them to set the inverter in the site remotely.


Edit site information ✕

* Site Name

* Country

* Timezone

* System Size(kW)

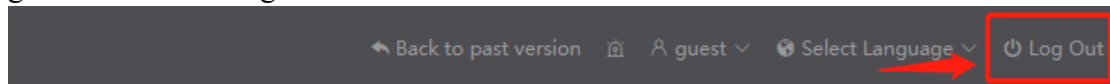
* The location 

Introduction

I agree that site can be remotely maintained and functionally set by the agent/installer

12 Log Out

Click [Log Out] button in the upper right corner to exit the current account and go to the account login interface.



Contact us

If you have any questions about this software, please contact us.

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