

HMP Operating Guide

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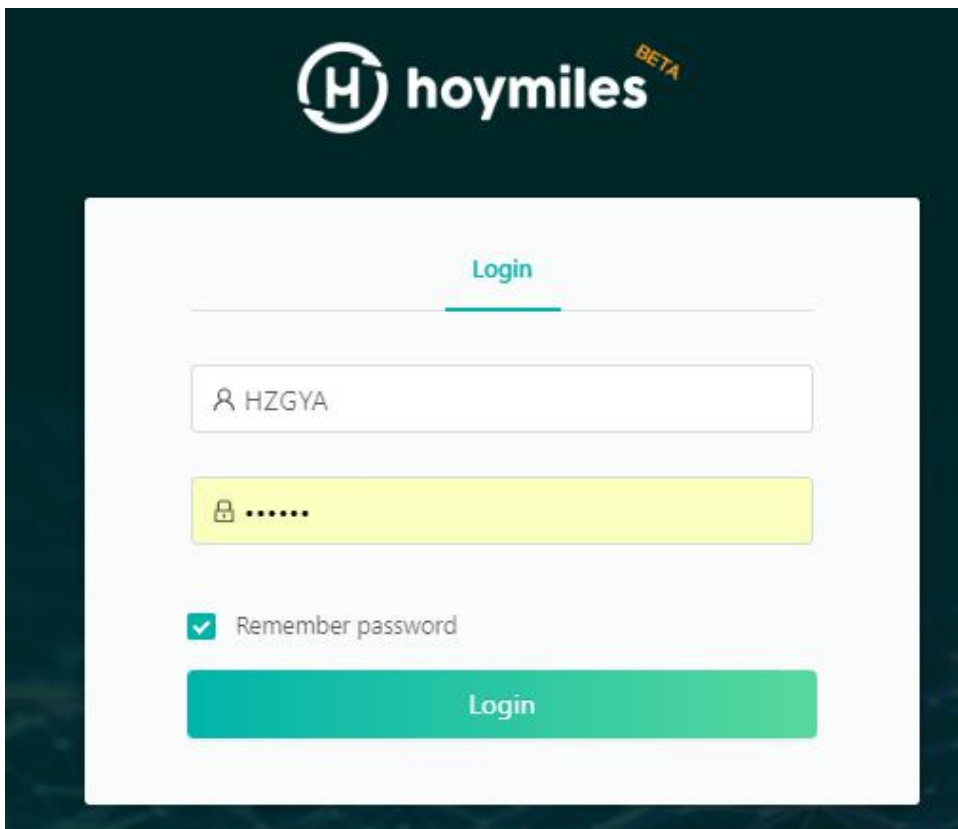
1. How to Create an Account?

1.1 How to have Hoymiles' distributor/installer account?

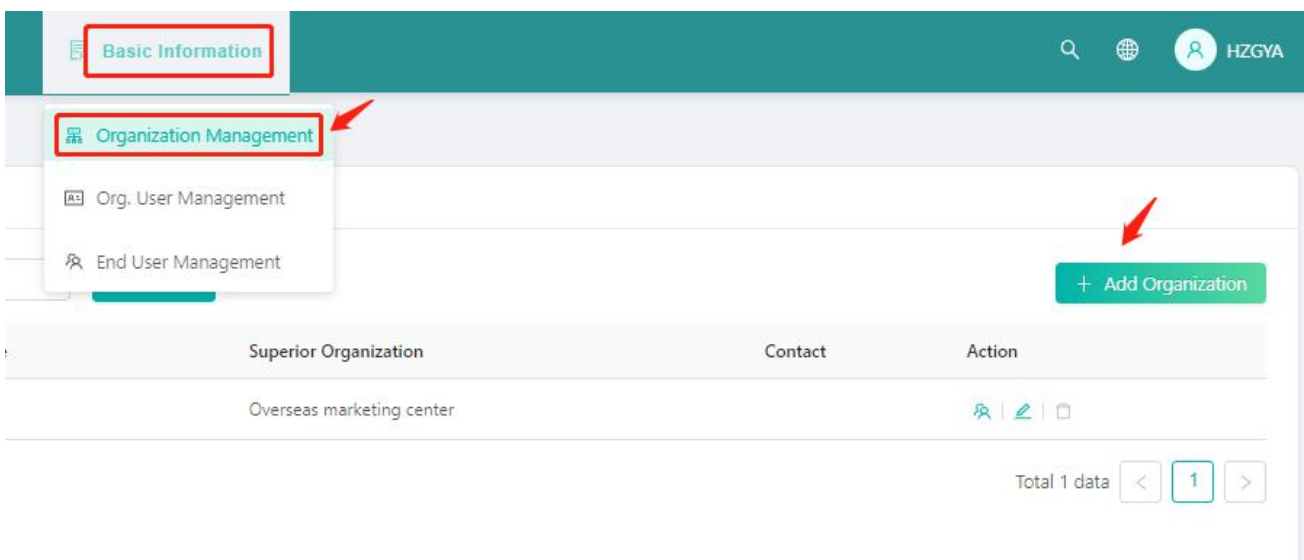
- ✓ If you are a new distributor please send email to service@hoymiles.com. Hoymiles support team will apply an account for you.
- ✓ If you are a new installer with Hoymiles, and do not have your installer account before, please approach to your distributor to create your account for you.
- ✓ If you are an installer/distributor, and have your installer/distributor account, you can create sub-account and Plants under your installer/distributor account directly.

1.2 How to create Sub-Account under your installer/distributor account?

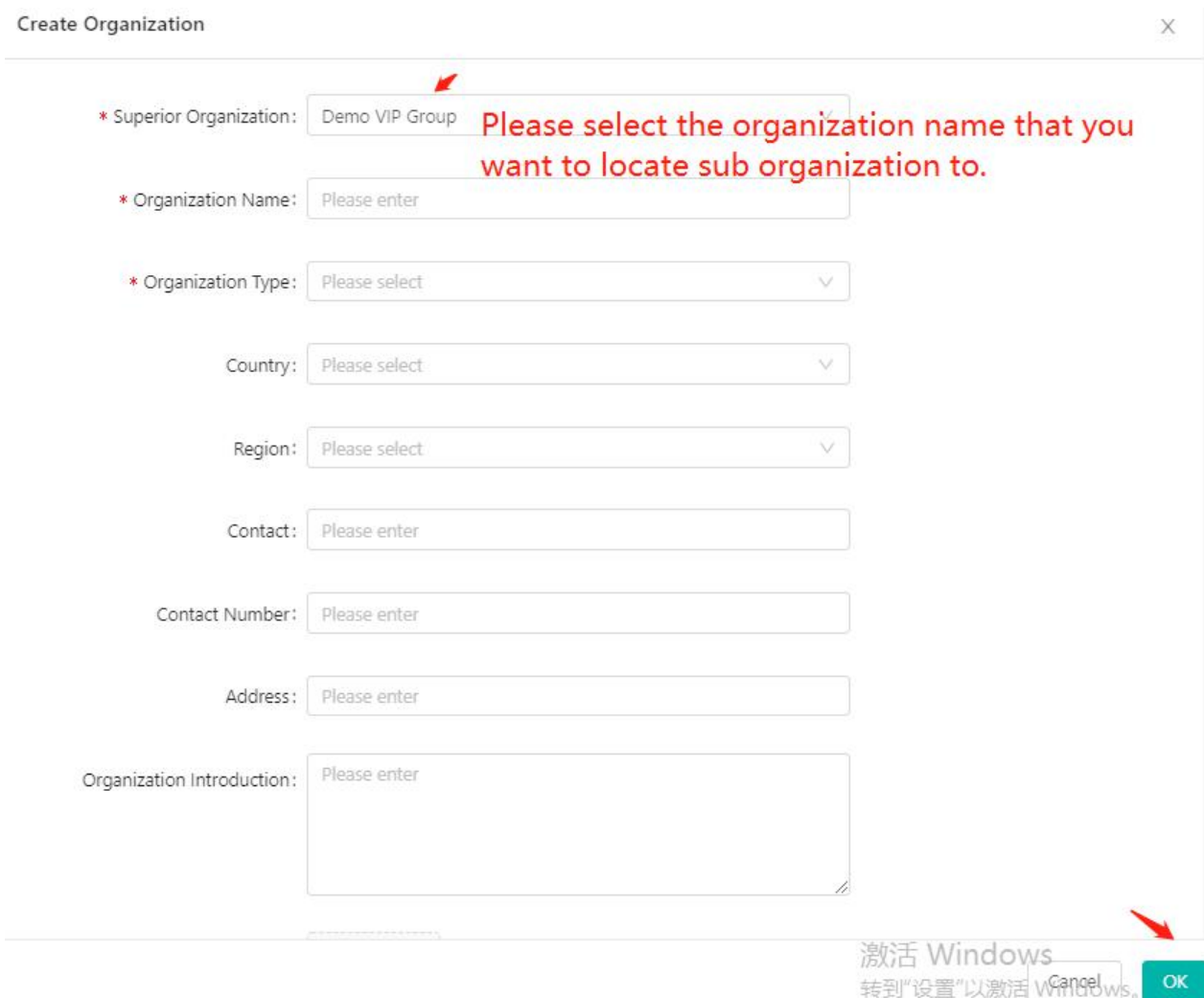
- Please enter <https://world.hoymiles.com/> in Google browser and login the monitoring platform with your account.



- Select the "Organization management" button under the "Basic Information", then click "Add Organization".

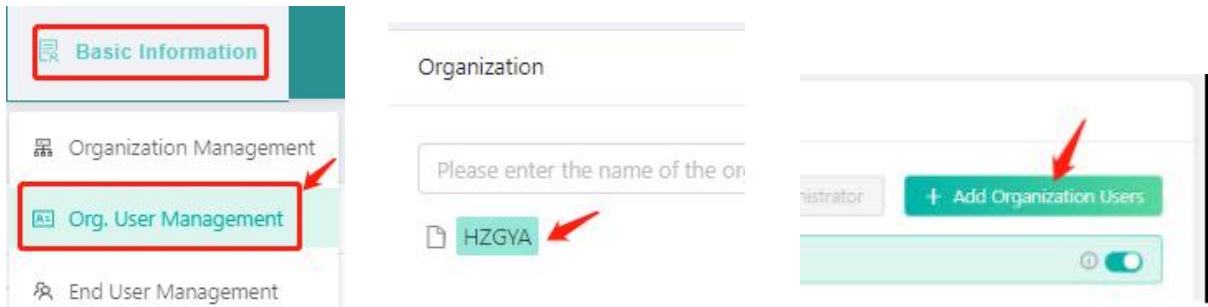


c. Fill in the Organization details and click 'OK' to complete the creation.

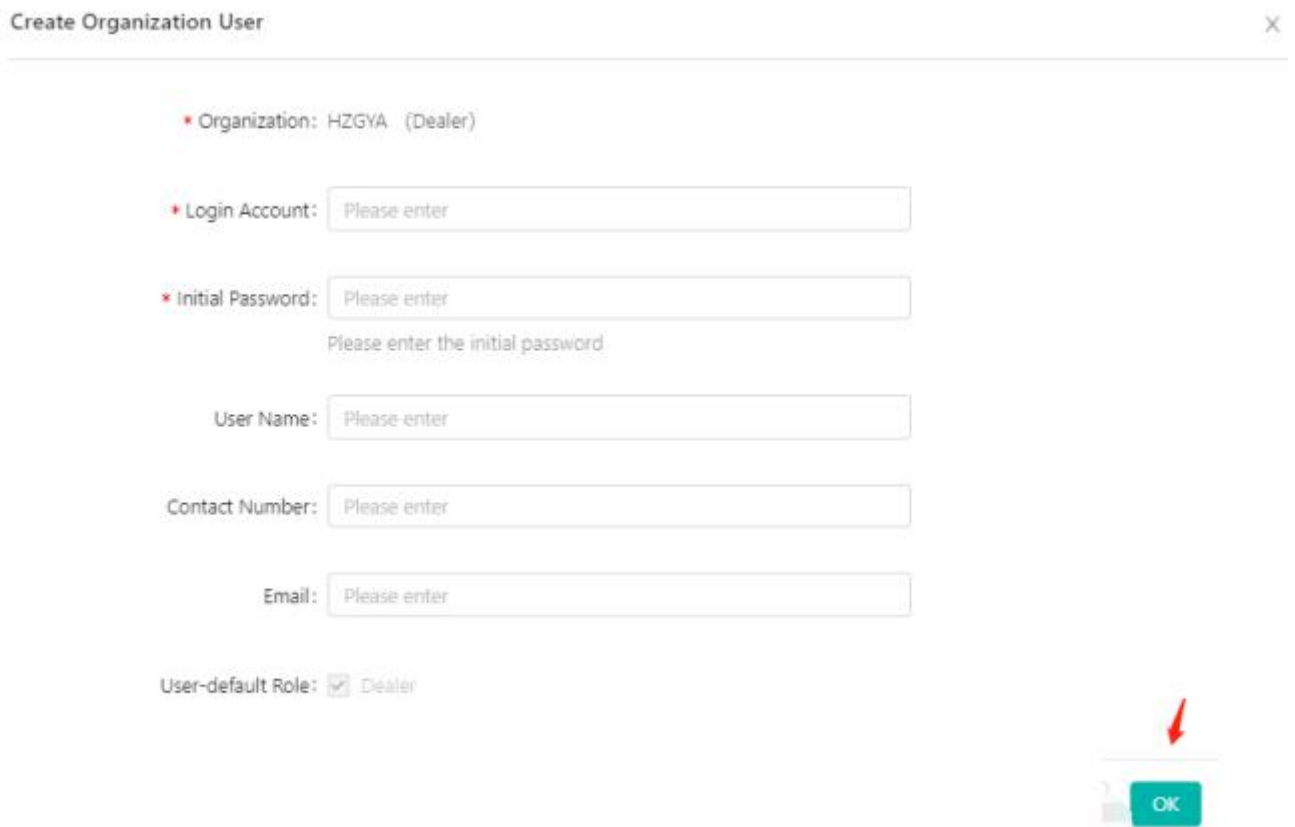


The screenshot shows the 'Create Organization' form. The 'Superior Organization' dropdown menu is set to 'Demo VIP Group', with a red arrow pointing to it. A red text box with the text 'Please select the organization name that you want to locate sub organization to.' is overlaid on the form. The form contains several input fields: 'Organization Name' (Please enter), 'Organization Type' (Please select), 'Country' (Please select), 'Region' (Please select), 'Contact' (Please enter), 'Contact Number' (Please enter), 'Address' (Please enter), and 'Organization Introduction' (Please enter). At the bottom right, there is a red arrow pointing to the 'OK' button. A Windows watermark is visible at the bottom of the screenshot.

d. Select the "Org.User Management" button under the "Basic Information", and then select Organization name on the left-side, then click "Add Organization users".



e. Fill in the Organization user details and click "OK" to complete the account creation.

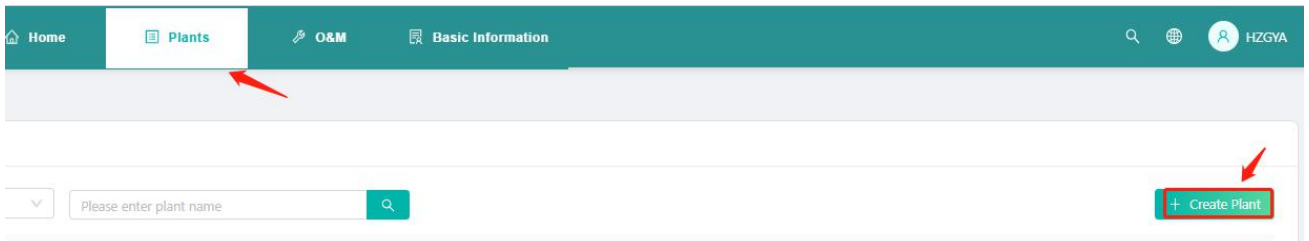


Note:

- ✓ An organization can have multiple login accounts, just select organization name and add organization users again.
- ✓ Hoymiles belongs to device supplier and has the highest and greatest authority, followed by dealer and installer. Dealer can create distributors and installer organization, and installers can only create installer organizations.

1.3 How to create Plant for End-users?

a. Click "Create Plant" from "Plants" page.




b. Fill in basic information and then click "Next".

Create Plant (Basic Information)

* Plant Name:

* Plant Type:

* Capacity: kW

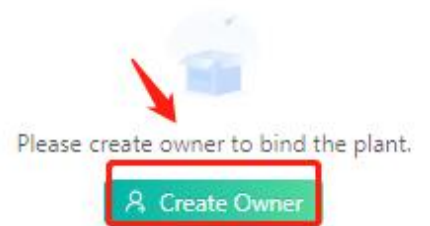
* Location: 

Please search or mark the location of your plant on the map!


Plant Cover:

c. Click "Create Owner" and fill in Owner information and click "OK".

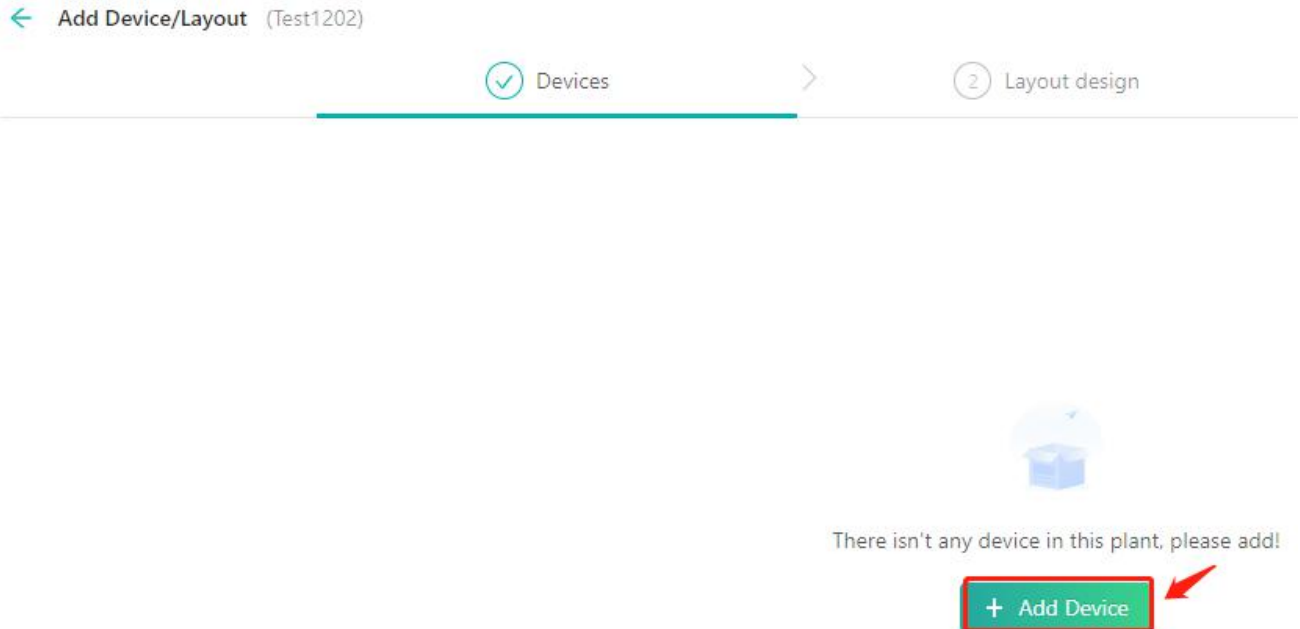
← Owner (Test1202)



Create Owner

* Login Account:	<input type="text" value="Please enter"/>	Choose another owner
* Initial Password:	<input type="text" value="Please enter the initial password"/>	
* Owner Type:	<input type="text" value="Owner"/>	▼
* User Name:	<input type="text" value="Please enter"/>	
Contact Number:	<input type="text" value="Please enter"/>	
Email:	<input type="text" value="Please enter"/>	
	<input type="button" value="Cancel"/>	<input type="button" value="OK"/>

d. Click "Add Device" and fill in DTU and Micro- inverter's serial number, click "Save".



Note: you can add multi-MI ID with one DTU.

Add Device

* DTU Serial Number:

* Microinverter SN:

e. Click "Next" and choose one layout method.

DTU	Microinverter
10F825001010	106123000101, 106123000102

+ Add Device

Cancel **Next**

Plants / Plant Edit

← Add Device/Layout (Test1202)

PV Module list (Default array)

Please enter microinverter SN

DTU-10F825001010

- 106123000101
 - 106123000101 - 1
 - 106123000101 - 2
 - 106123000101 - 3
 - 106123000101 - 4
- 106123000102
 - 106123000102 - 1
 - 106123000102 - 2
 - 106123000102 - 3
 - 106123000102 - 4

Please select the automatic layout method of PV Modules

Arranged in order Arranged according to DTU User-defined arrangement

Cancel **OK**

Cancel **Next**

Note: You can also select the module and drag it to any position.



f. Fill in PV Array information and click "OK".

Edit PV Array ✕

* Array Name:


* Orient:

* Inclination:

g. Upload the installation map and click "Next".

Add Device/Layout (Test1202)

✓ Devices > ✓ Layout design > **3 Upload Installation Map**



Click or drag to upload pictures

Please upload pictures in JPG, JPEG, PNG or GIF format. The size of a single file should not exceed 2MB.

h. If your Plants as ordinary Plants. Please click "Next" button.

Export Management

Power Balance Config

Plant Regulation

Enable Export Management?:

Cancel

Next

i. Fill in Plant regulation information and finish the Plant creation.

Export Management

Power Balance Config

Plant Regulation

Plant Name: Test1202

Currency Unit: EUR

Unit Electricity Price(€/kWh): 1.2

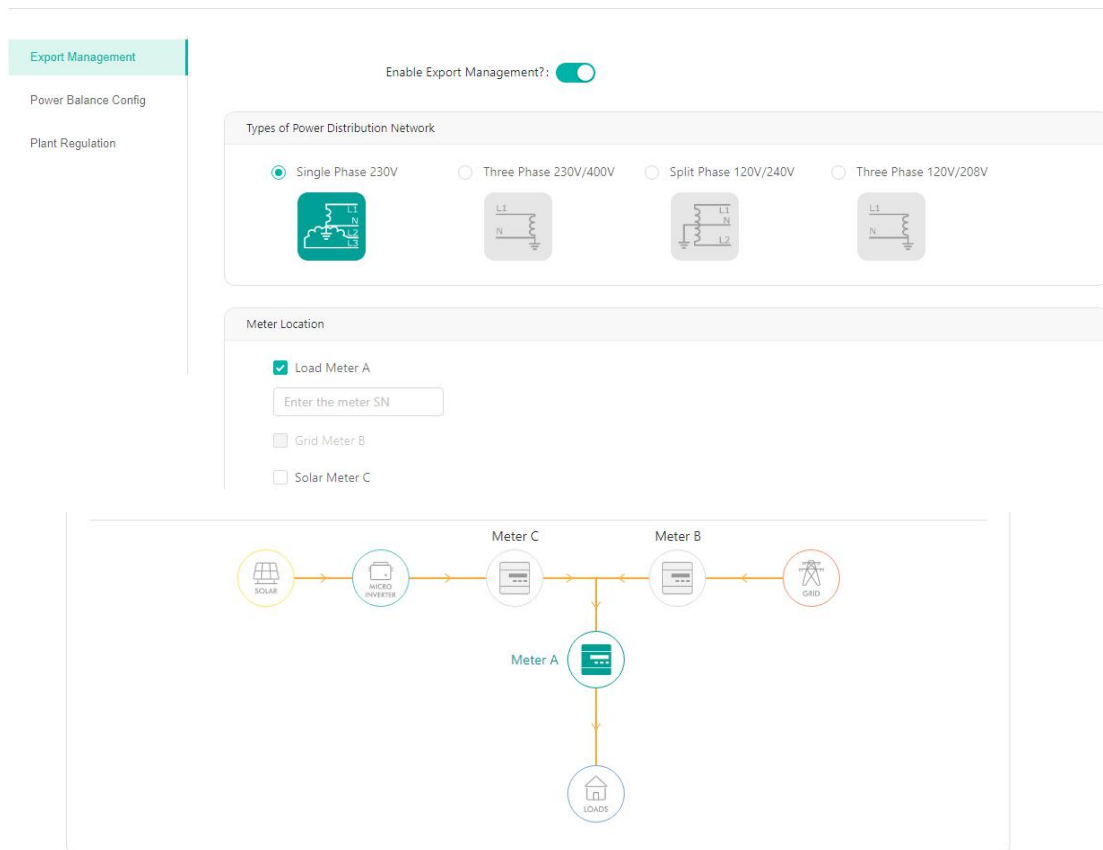
Network select: Networking Automatically

Cancel

Complete, activate the plant

1.4 How to set up export control?

- a. Please complete 'a to g' steps according section 1.3 firstly.
- b. Turn on" Enable Export Management" button, Select and fill in information according to the situation.



- **Type of power grid:** There are four types of power grid : [single-phase 230 V], [three-phase 230 V/400V], [split-phase120 V/240V], [three-phase 120v/208V].
- **Meter location:** There are three access locations: [Load meter A], [Grid meter B], [Solar meter C], select any position and pop up the meter id input box (meter A meter B cannot be selected at the same time).
- **Meter id:** Enter the correct meter id, according to prompted information, Correct format should be a 12-bit string beginning with 10C0/10C1, like 10 C0XXXXXXXX, As you fill in the meter ID, meter id in the same Plants cannot same, If the last three ID are the same, it cannot be filled in successfully. Meter ID top four 10C1, or top 6 10C012, please enter CT Amps behind the ID box.

Grid Meter B

10C012 CT Amps

c. Export Control setting page:

- ❖ Do not have this option when the meter location only selects [Solar meter C].
- ❖ When the type of grid is selected [single-phase 230 V]、 [split-phase120 V/240V] or [three-phase 120 V/208V], as shown below.

Export Control

Export Management: Export Power Limit

Export Power Limit: kW

Cancel
Next

- ❖ When the type of grid is selected **【three phase 230V/400V】** , When the meter location in the [Load meter A] or [Grid meter B] , as shown below.

Export Control

Export Management: Export Power Limit

Limit Mode: Total ^

Export Power Limit: Per Phase kW

Cancel
Next

Note: Export power limit button default ticked, microinverter power generation cannot be controlled if not ticked, if ticked (default limit is 0, can be changed), users can fill in zero, positive number, 0 kW represents the maximum power generation can reach. +8kW represents maximum 8 kW transmit to the grid.

- ① When limit mode selects "Total", as shown below.

Export Control

Export Management: Export Power Limit

Limit Mode: Total

Export Power Limit: kW

② When limit mode selects “Per Phase”, there is a three-phase power limit, as shown below.

Export Control

Export Management: Export Power Limit

Limit Mode: Per Phase

Export Power Limit Value (Phase A): kW

Export Power Limit Value (Phase B): kW

Export Power Limit Value (Phase C): kW

- ❖ After completing the three-phase power limit, enter the phase separation setting:
- ❖ Phase separation settings: the three-phase options are [Phase A], [Phase B] and [Phase C], can be selected according to the needs to click phase separation, as shown below.

← Setting (last 1200)

Export Management

Electrical Phase S →

Plant Regulation

104125000614

104125000613

104125000612

Set as Phase A →

Set as Phase B →

Set as Phase C →

← Cancel phase set

Phase A

104125000614

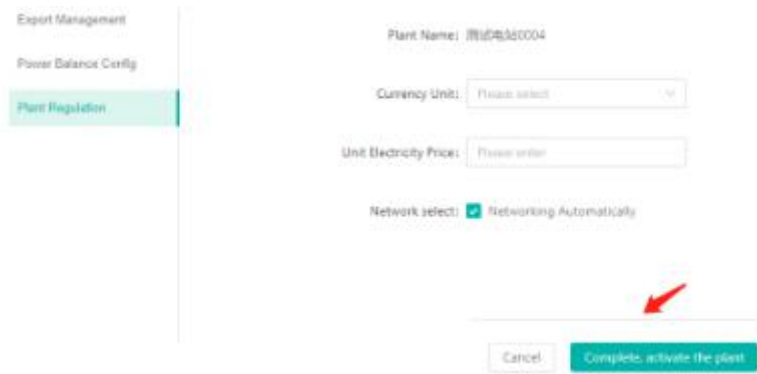
Phase B

104125000613

Phase C

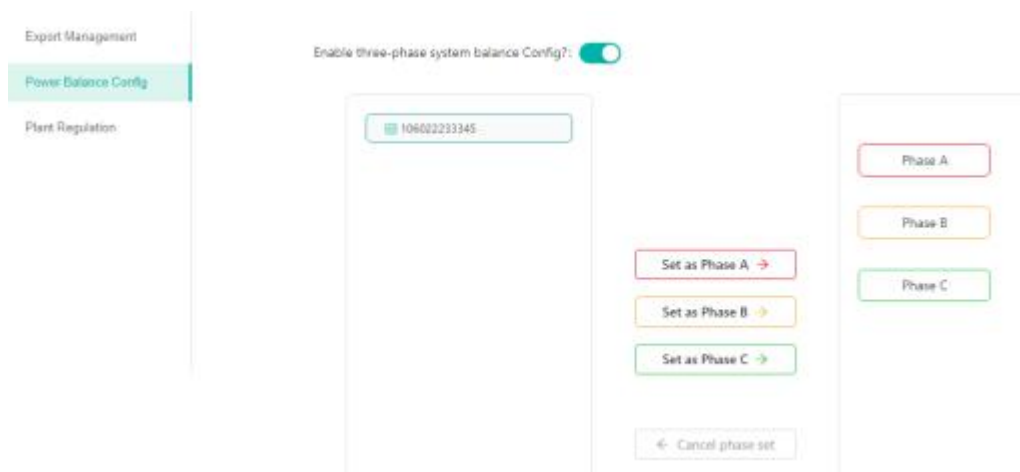
104125000612

- d. Input the currency unit, unit electricity price according to the prompt, click the "complete, activate the plant" button, then the Plant was successfully created.



1.5 How to set three phase balance?

- a. Please complete the a~g steps according section 1.3 firstly.
- b. Click "Enable three-phase system balance setting" button to enter the phase separation settings page.

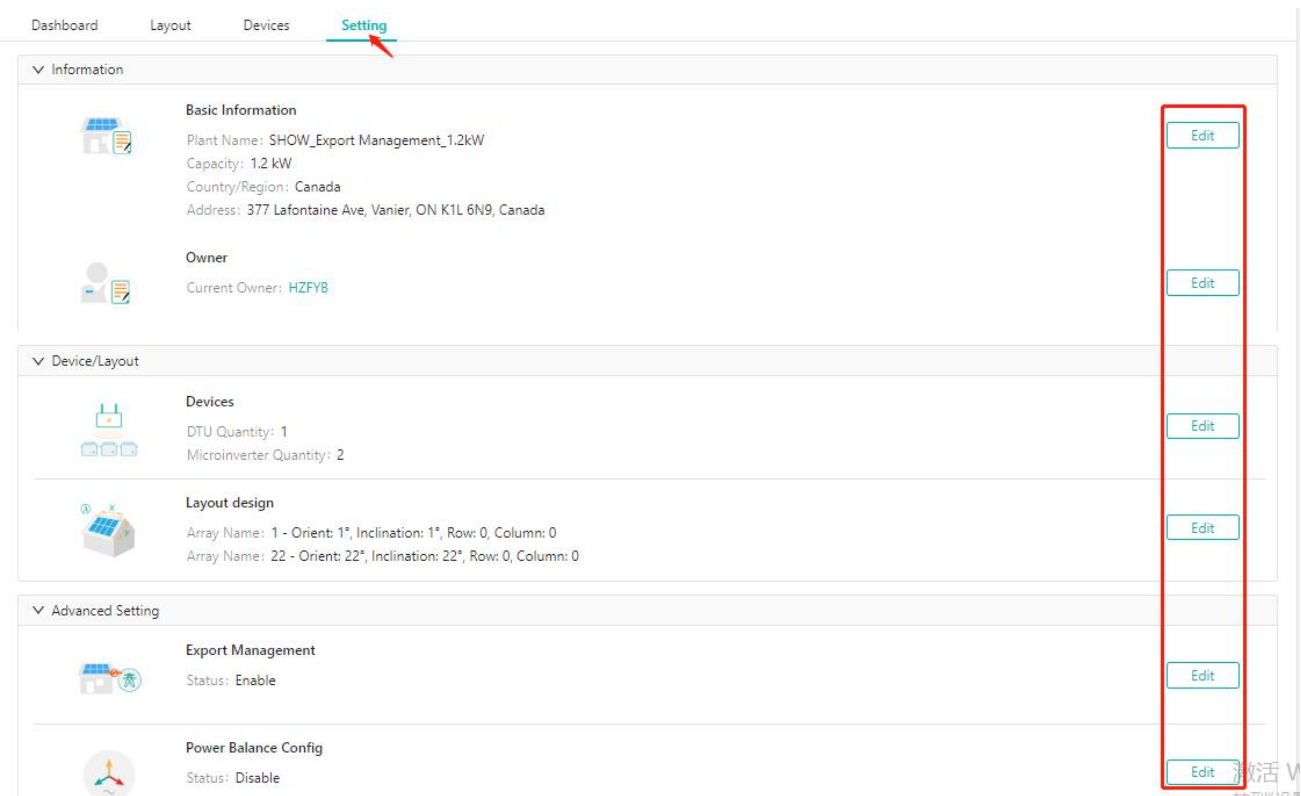
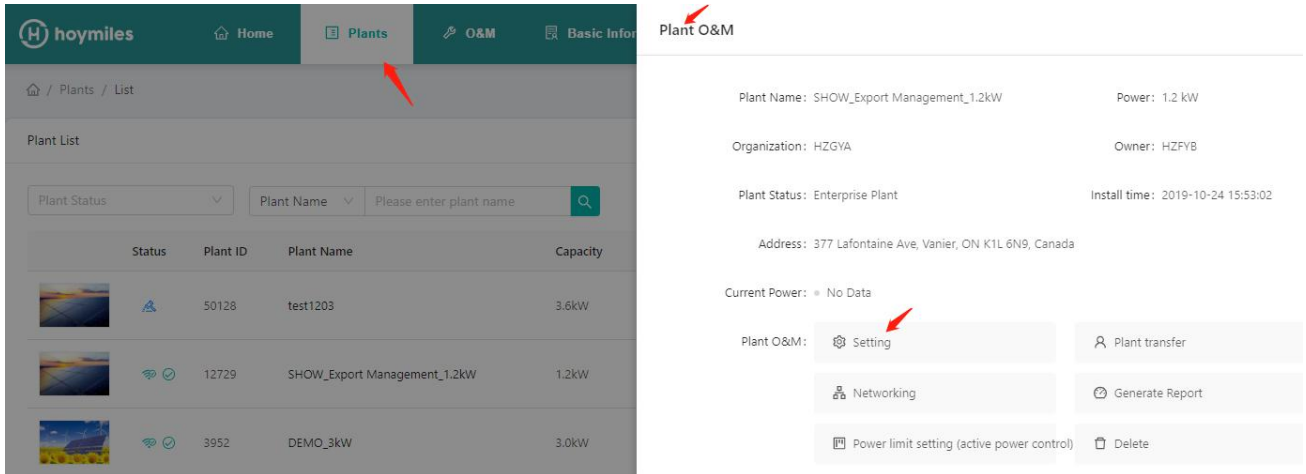


Note: There is already an export management, and the three-phase balance cannot be enabled at the same time (need to turn off export function)!

- c. Fill on plant regulation information click the "complete, activate the Plants" button, then the Plants was successfully created.

2. How to Edit Plant Details?

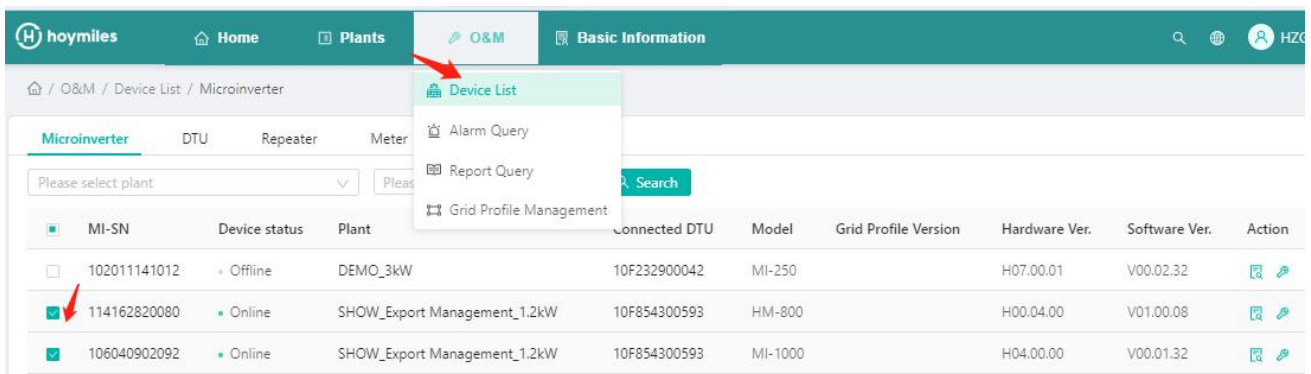
Please go to “Plants”, choose the site you want to amend. Click the “Setting” button on the right-hand side from the Plant O&M. Edit the information you want to change.



3. How to Delete?

3.1 How to delete Device (Microinverter/DTU/Meter)?

Please Select "Device List" under the O&M, tick the box for the device that you want to delete, click the "Device maintenance" and "Delete Device" button to complete delete in turn.



MI-SN	Device status	Plant	Connected DTU	Model	Grid Profile Version	Hardware Ver.	Software Ver.	Action
<input type="checkbox"/>	Offline	DEMO_3kW	10F232900042	MI-250		H07.00.01	V00.02.32	
<input checked="" type="checkbox"/>	Online	SHOW_Export Management_1.2kW	10F854300593	HM-800		H00.04.00	V01.00.08	
<input checked="" type="checkbox"/>	Online	SHOW_Export Management_1.2kW	10F854300593	MI-1000		H04.00.00	V00.01.32	

Device maintenance

MI-SN: 114162820080

Creation time: 2020-09-07 18:23:18

Plant: [SHOW_Export](#)

Connected DTU: [10F854300593](#)

[Management_1.2kW](#)

Hardware Ver.: H00.04.00

Software Ver.: V01.00.08

Device maintenance: Turn on

Turn off

Restart

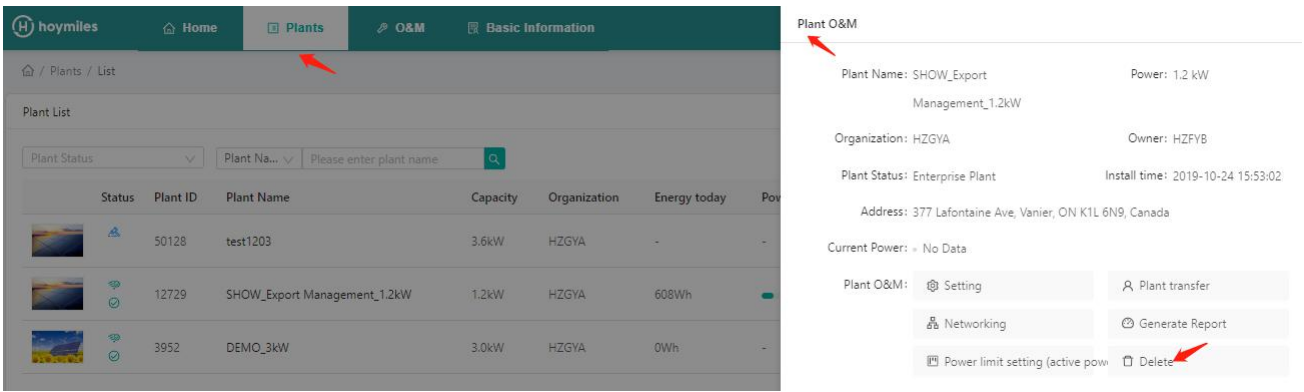
Device Replace

Grid profile update

Delete Device

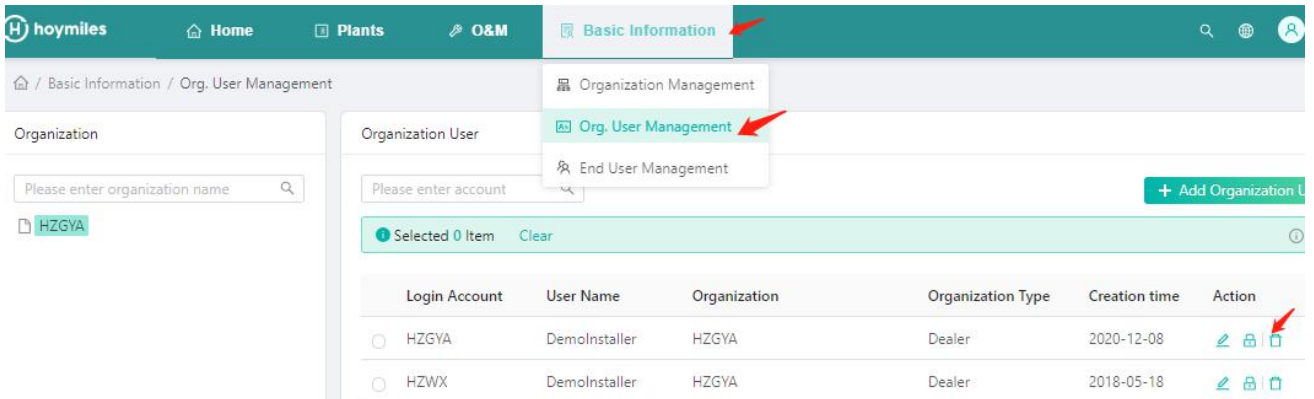
3.2 How to delete Plant?

To delete the plant, you will need to delete all device under this plant firstly (refer to section 3.1)

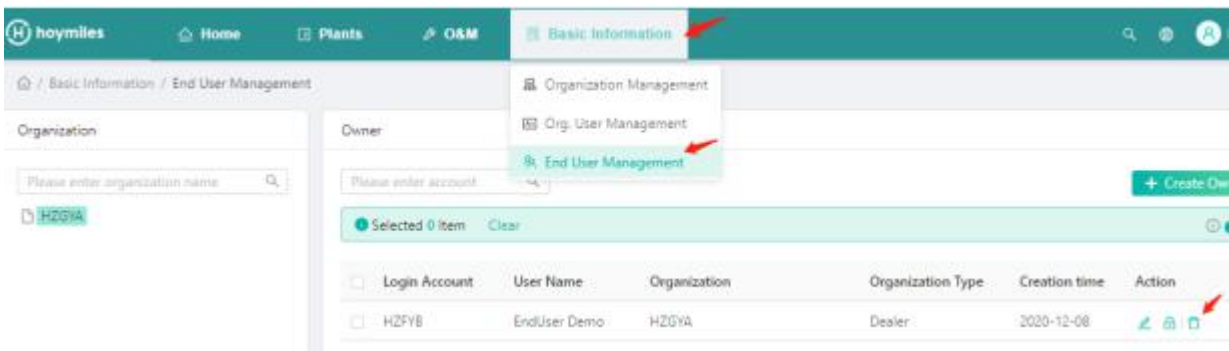


3.3 How to delete Account?

Please select "Org.User Management" from the top side functional label under "Basic Information" and click "Delete" button to complete delete.

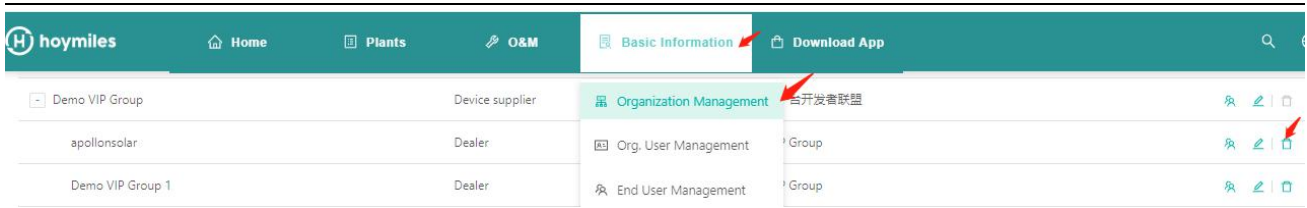


Please select "End User Management" from the top side functional label under "Basic Information" and click "Delete" button to complete delete.



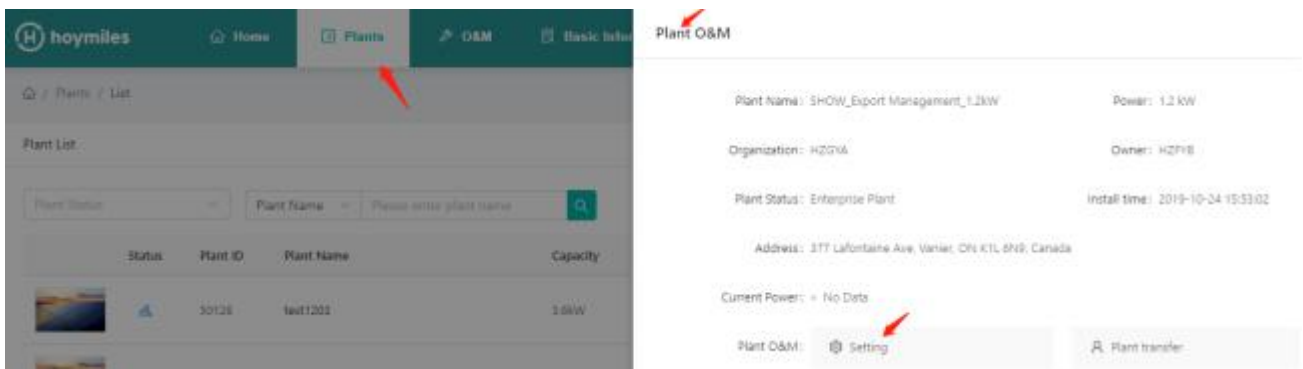
3.4 How to delete Organization?

Please select "Organization Management" from the top side functional label under "Basic Information" and click "Delete" button to complete delete.



4. How to Add device under existing Plant?

- a. Please go to “Plants” and find the plant that you want to add the device to. Click the “Plant O&M” and “Setting” button go to setting page.



- b. Click “Edit” button form Device and add the extra Microinverter /DTU ID on the Device step and click “Save”.

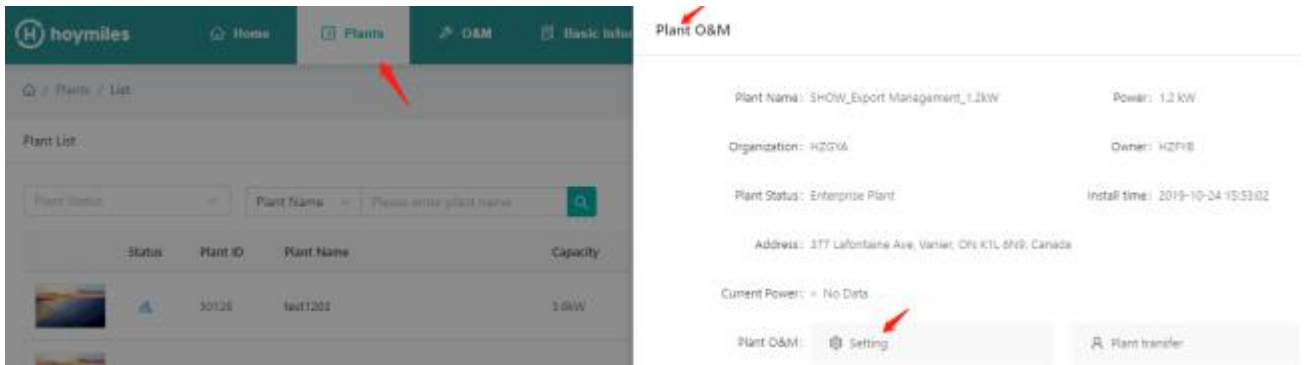


DTU	Microinverter	Action
10F645002567	102045006321	Edit Delete

+ Add Device

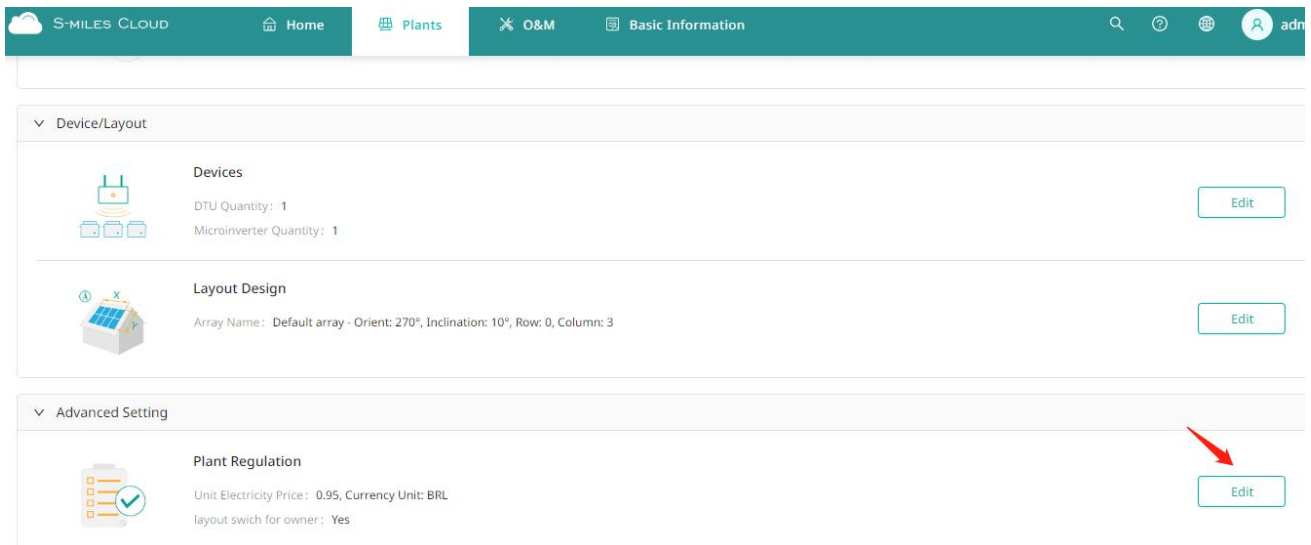
5. How to Open/ Close layout for owner?

- a. Please go to "Plants" and find the plant that you want to add the device to. Click the "Plant O&M" and "Setting" button go to setting page.

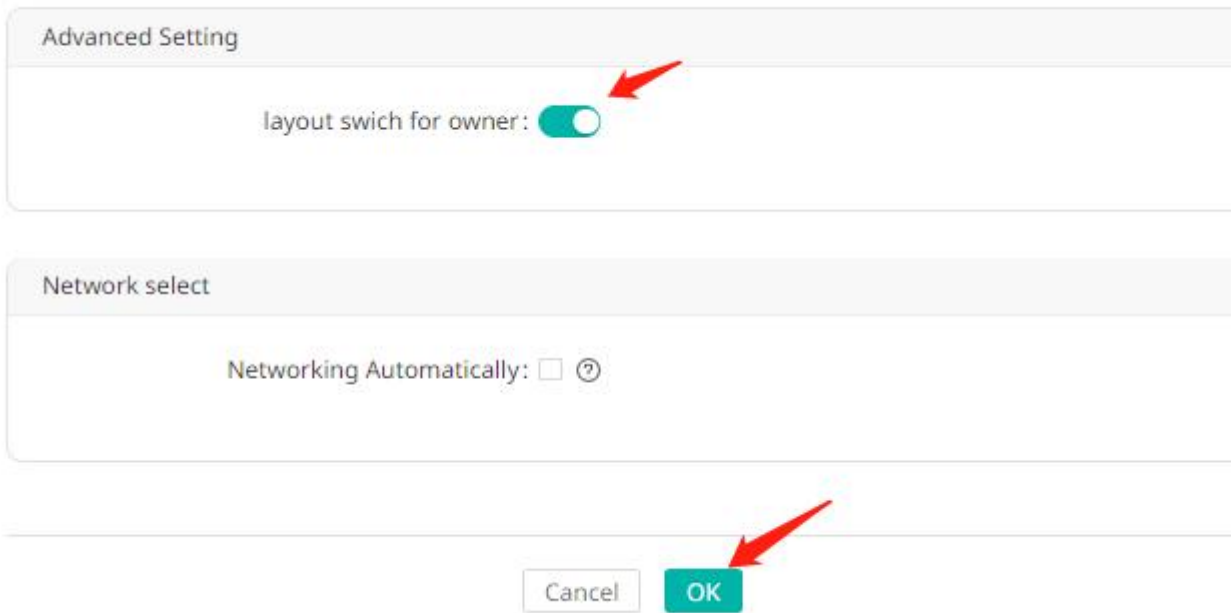


The screenshot shows the 'Plants' page on the left and a detailed 'Plant O&M' view on the right. In the 'Plants' list, a red arrow points to the 'Plants' tab. In the 'Plant O&M' view, a red arrow points to the 'Setting' button under the 'Plant O&M' section.

- b. Click "Edit" button from Advanced Setting and open layout switch, click "OK" button.



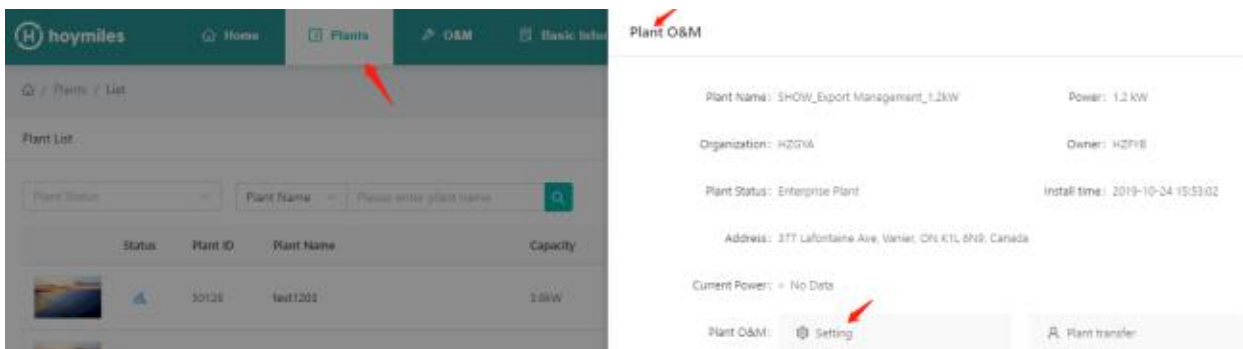
The screenshot shows the 'Advanced Setting' page. Under the 'Plant Regulation' section, there is an 'Edit' button highlighted with a red arrow. The settings for 'Plant Regulation' are: Unit Electricity Price: 0.95, Currency Unit: BRL, and layout switch for owner: Yes.



C. If you want to close the function, please close layout switch and click "OK" button.

6. How to Re-allocate the Layout?

a. Please go to "Plants" and find the plant that you want to re-allocate the layout. Click the "Plant O&M" and "Setting" button go to setting page.



b. Click "Edit" button form Layout design.

Home | **Plants** | O&M | Basic Information | Download App

Plants / Setting

Dashboard | Layout | Devices | **Setting**

Information

Basic Information

Plant Name: test10 Edit

Capacity: 1.2 kW

Country/Region: 中国 / 安徽省 / 宣城市

Address: 安徽省宣城市郎溪县上海市白茅岭监狱020县道

Owner

Current Owner: None Edit

Device/Layout

Devices

DTU Quantity: 1 Edit

Microinverter Quantity: 1

Layout design

Array Name: Default array - Orient: 1°, Inclination: 1°, Row: 0, Column: 0 Edit

c. Select panel and then drag the mouse to the right position. Click "Save".

← Add Device/Layout (test10)

PV Module list (Default array)

All devices have been laid out

0-0	0-1	0-2	0-3	0-4	0-5	0-6	0-7	0-8	0-9	0-10	0-11	0-12	0-13	0-14	0-15	0-16	0-17	0-18
1-0	1-1	1-2	1-3	1-4	1-5	1-6	1-7	1-8	1-9	1-10	1-11	1-12	1-13	1-14	1-15	1-16	1-17	1-18
2-0	2-1	2-2	2-3	2-4	2-5	2-6	2-7	2-8	2-9	2-10	2-11	2-12	2-13	2-14	2-15	2-16	2-17	2-18
3-0	3-1	3-2	3-3	3-4	3-5	3-6	3-7	3-8	3-9	3-10	3-11	3-12	3-13	3-14	3-15	3-16	3-17	3-18
4-0	4-1	4-2	4-3	4-4	4-5	4-6	4-7	4-8	4-9	4-10	4-11	4-12	4-13	4-14	4-15	4-16	4-17	4-18

Cancel Save

7. How to Edit Grid Profile File?

- Please select "Grid Profile management" under "O&M".
- Please select device version, input file name and then click "Search" button find what you want.

Grid Profile Management

Device Generation: Gen2 | Alias: | File name: |

File name	Alias	Device Generation	Country	Version	Creation time	Action
Brazil_NBR16149		Gen2	Brazil	1.1.0	2018-10-29 14:54:34	Edit
Brazil_NBR16149		Gen2	Brazil	1.1.1	2020-12-07 17:53:01	Edit Alias Delete
Brazil_NBR16149_127V		Gen2	Brazil	1.0.0	2020-08-28 16:59:33	Edit

c. Click "Edit" on the right side of the file list (How to upgrade the Profile File refer to 8.7)

Grid Profile Management

Device Generation: Gen2 | Alias: | File name: |

File name	Alias	Device Generation	Country	Version	Creation time	Action
Brazil_NBR16149		Gen2	Brazil	1.1.0	2018-10-29 14:54:34	Edit
Brazil_NBR16149_127V		Gen2	Brazil	1.0.0	2020-08-28 16:59:33	Edit
BR_Inmetro_127V_MI		Gen3	Brazil	2.0.0	2020-10-21 18:04:32	Edit
BR_Inmetro_220V_HM		Gen3	Brazil	2.0.0	2020-10-14 10:50:10	Edit
BR_Inmetro_220V_MI		Gen3	Brazil	2.0.0	2020-10-21 18:04:40	Edit

d. Change the parameter that you want to amend and click "Save and generate a new grid profile" button.

Edit grid profile

File name: Brazil_NBR16149

SN	Name	Value	Unit	Range
1	Voltage limits and trip time			
2	Over voltage limit	<input type="text" value="260"/>	V	242~270
3	Under voltage limit	<input type="text" value="176"/>	V	176~210
4	Frequency limits and trip time			
5	Over frequency limit	<input type="text" value="62"/>	Hz	60.5~62.5
6	Under frequency limit	<input type="text" value="57.5"/>	Hz	57~59.5
7	Reconnect time			
8	Long term reconnect time	<input type="text" value="40"/>	s	30~300

e. You can edit more time, modify alias and delete grid profile.

File name	Alias	Device Generation	Country	Version	Creation time	Action
Brazil_NBR16149		Gen2	Brazil	1.1.0	2018-10-29 14:54:34	Edit
Brazil_NBR16149		Gen2	Brazil	1.1.1	2020-12-07 17:53:01	Edit Alias Delete

8. About Remote Control Function

8.1 How to restart DTU/Microinverter remotely?

Please click "O&M" - "Device List"- select "MI&DTU"- choose the device - "Device maintenance"- "Restart"

Device maintenance

MI-SN: 104161908123

Plant: TengSheng

Hardware Ver.: H15.00.00

Device maintenance: [Turn on](#) [Restart](#) [Grid profile update](#)

8.2 How to turn on Microinverter remotely?

Please click "O&M" - "Device List"- select "MI&DTU"- choose the MI id - "Device maintenance"- "turn on".

Device maintenance

MI-SN: 104161908123

Creation time: 2020-12-07 19:10:40

Plant: TengSheng

Connected DTU: 10F862814833

Hardware Ver.: H15.00.00

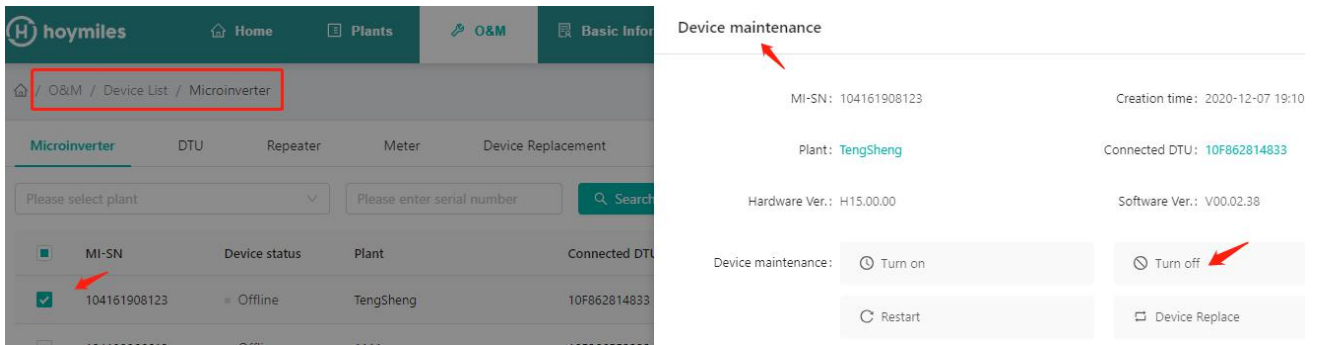
Software Ver.: V00.02.38

Device maintenance: [Turn on](#) [Turn off](#) [Restart](#) [Device Replace](#) [Grid profile update](#) [Delete Device](#)

8.3 How to turn off Microinverter remotely?

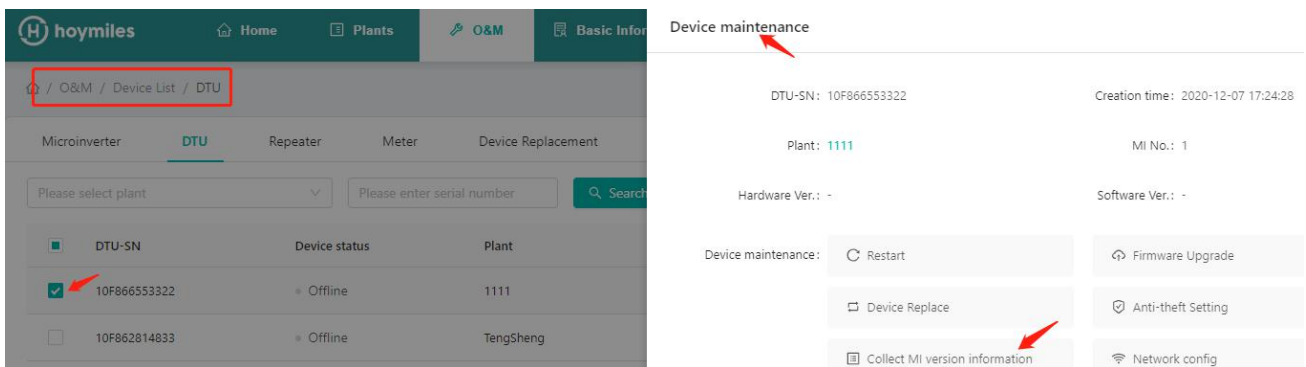
Please click "O&M" - "Device List"- select "MI&DTU"- choose the MI id - "Device

maintenance"- "turn off"



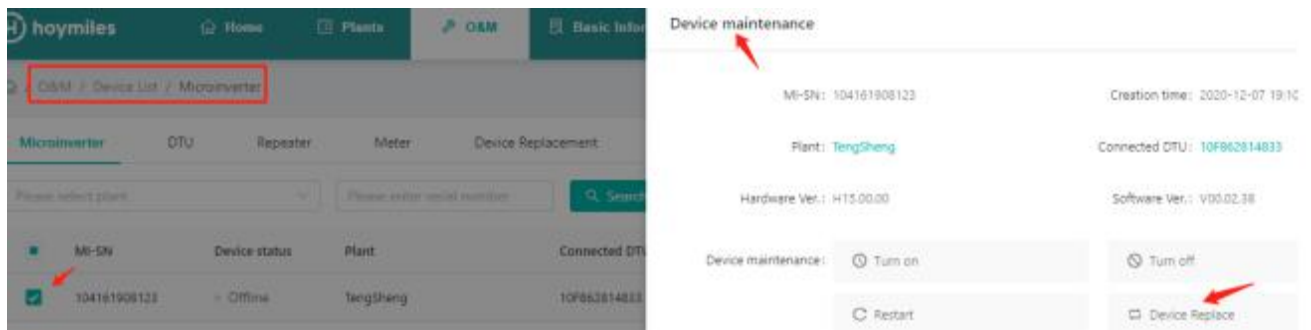
8.4 How to find version information on Microinverter?

Please click "O&M" - "Device List"- select "DTU"- select the MI SN- "Device maintenance"- "Collect MI version information"



8.5 How to replace DTU/Microinverter' serial number?

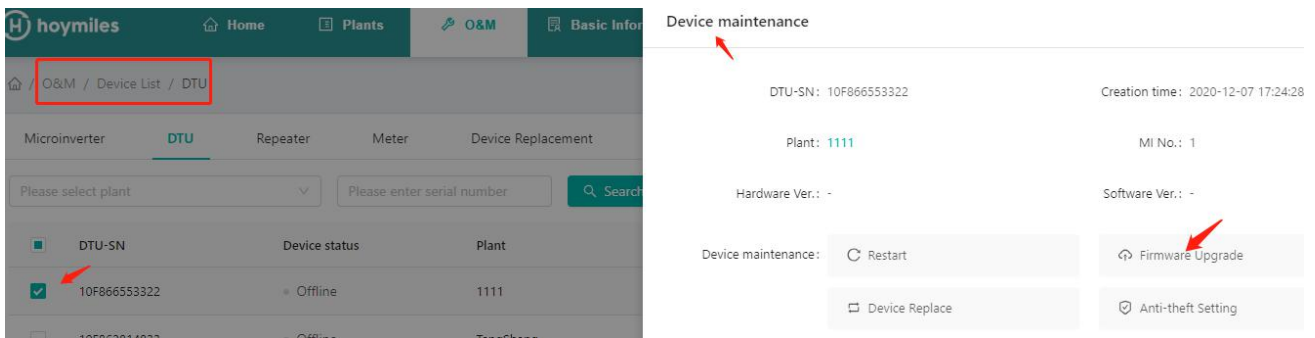
Please click "O&M" - "Device List"- select "MI&DTU"- choose the device - "Device maintenance"- "Device Replace".



8.6 How to upgrade firmware on DTU remotely?

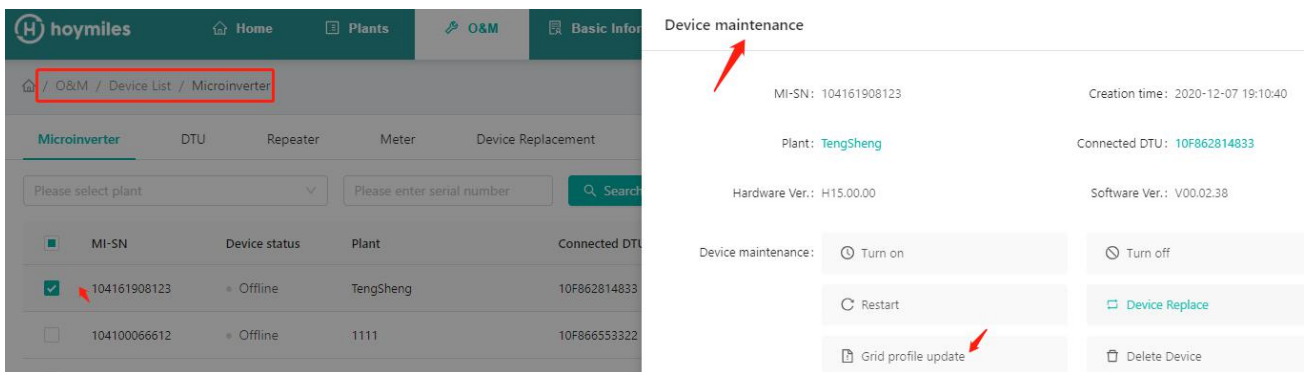
Please click "O&M" - "Device List"- select "MI&DTU"- choose the DTU id- "Device

maintenance"- "Firmware Upgrade".



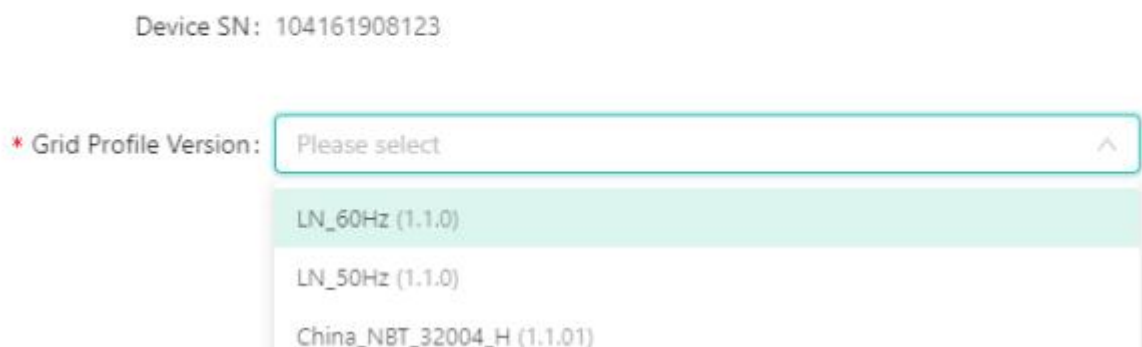
8.7 How to upgrade Grid Profile File on Microinverter?

a. Please click "O&M" - "Device List"- select "MI&DTU"- choose the DTU id - "Device maintenance"- "Grid profile upgrade".



b. Select the grid profile that you want to upgrade and click "OK".

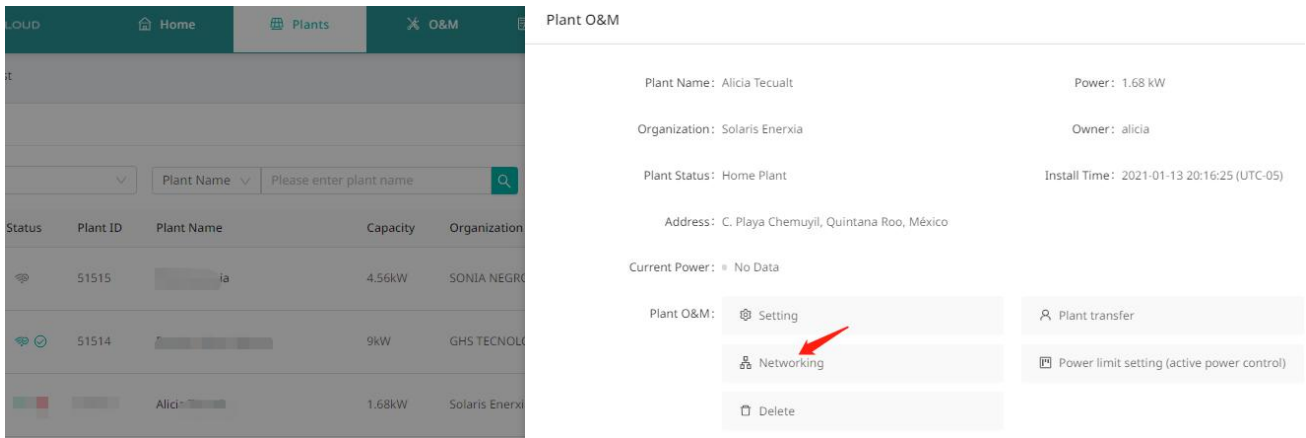
Grid profile update



8.8 How to issue the Networking from platform?

Please go to "Plants" and find the plant that you want to . Click the "Plant O&M" and

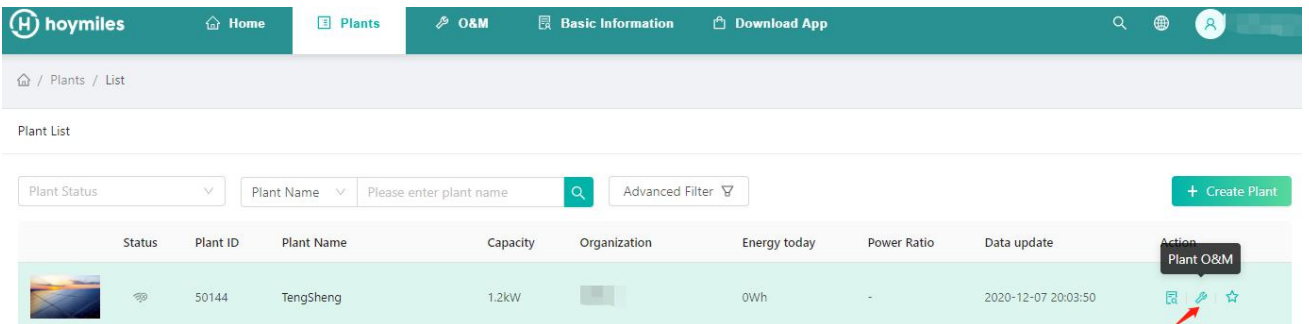
“Networking” button.



9. How to Transfer account?

9.1 How to transfer the existing Plants to another organization?

Please go to the “Plants” page, select “Plant O&M” and “Plant transfer”, Choose the new organization that you want to transfer to and click “OK”.



Plant transfer

Organization: S [redacted]

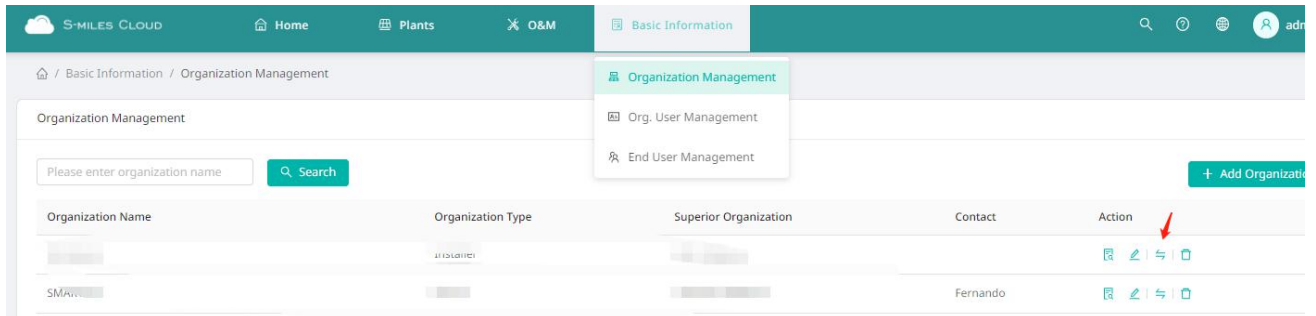
* New Organization:

After the plant is transferred, it will be associated with the new organization, and the owner will be also transferred. Please be careful!

9.2 How to transfer an existing Account to another organization (Distributor/Installer)?

Please go to “Organization Management” under “Basic Information” and click “Organization transfer”.

Choose the new superior organization that you want to transfer to and click “OK”.



Organization transfer

Current Organization: [blurred]

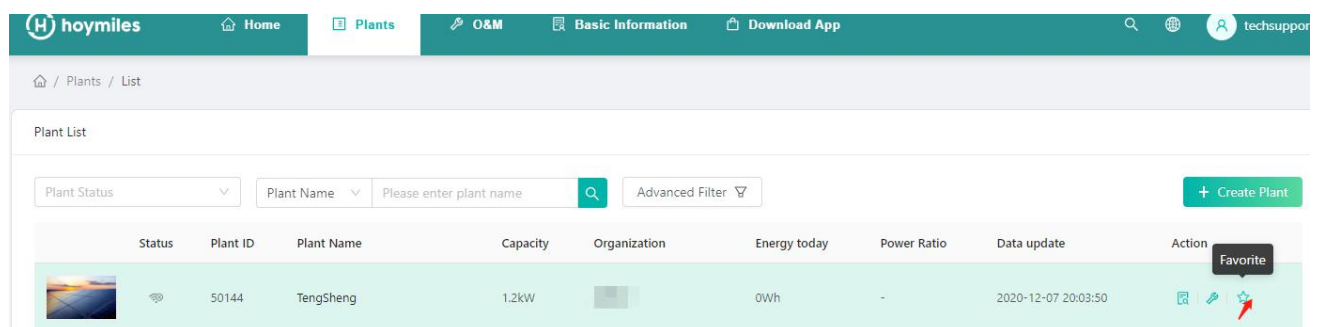
Superior Organization: [blurred]

* New Superior Organization:

After the organization is transferred, it will be linked to the new organization. At the same time, the subordinate organization and all power stations and owners will also be transferred. Please operate with caution!

10. How to Remarks the Plants?

Please go to the “Plants” page, select “Plant O&M” and “Favorite”, add plant to my favorite in home page.

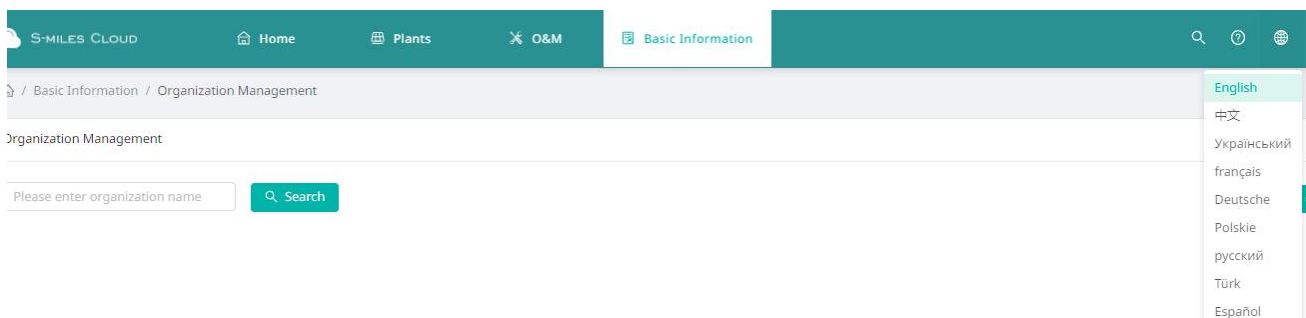


At the home page you will be easy to find the plants as below,



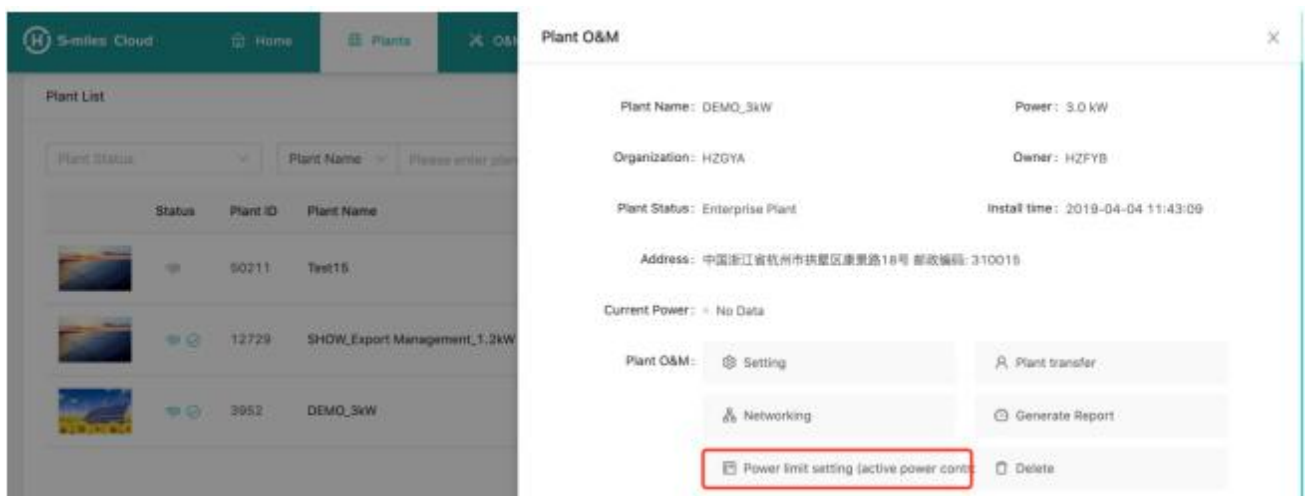
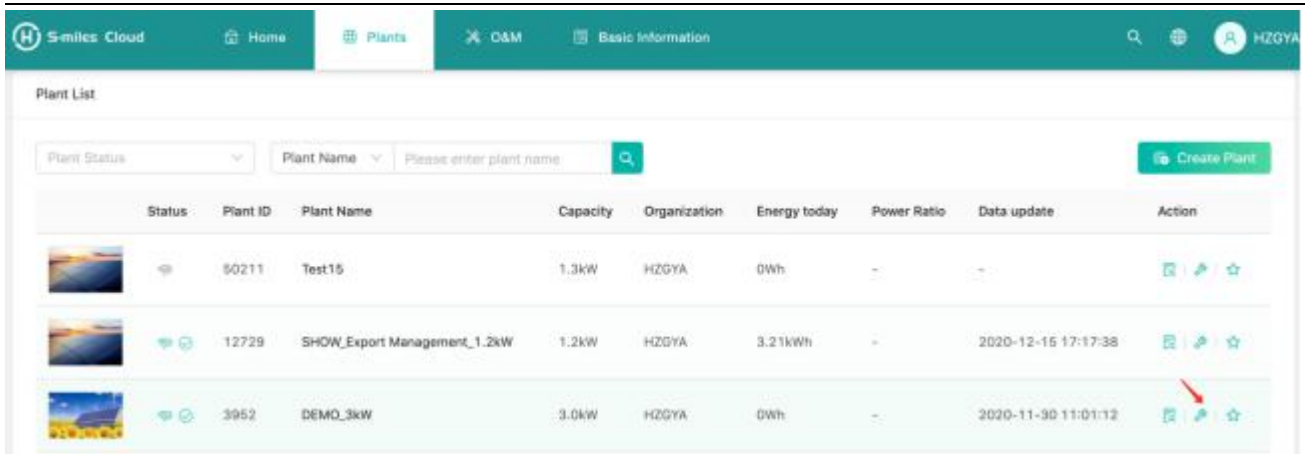
11. How to Change the Web page Language?

There is a language bar on the top of the right-hand side, click the down arrow to select your prefer language.

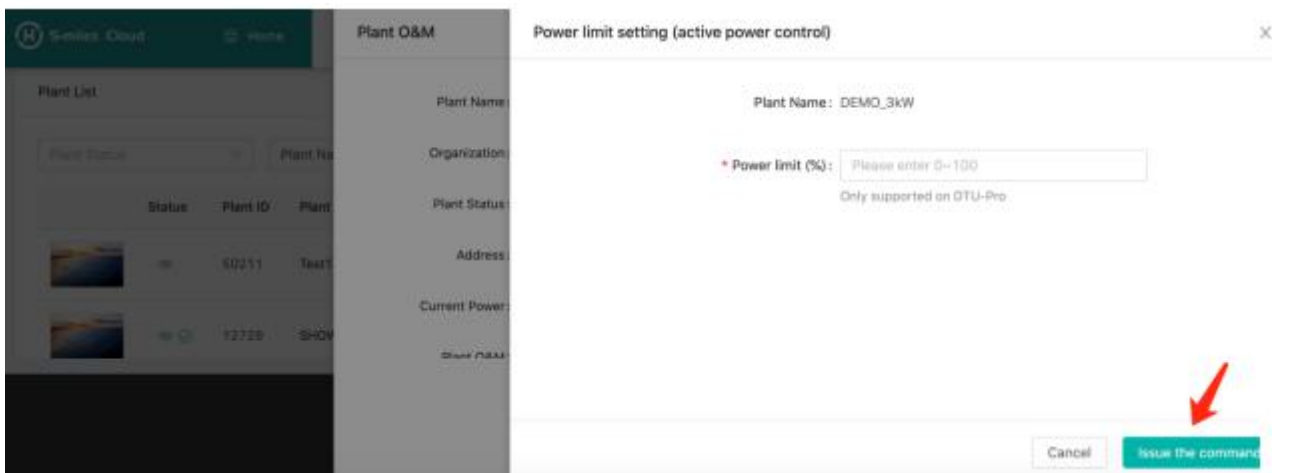


12. How to Set up Power Limit of a plant?

a. Please go to “Plants” page and find the plant that you want to. Click the “Power limit setting” button on the right-hand side from the Plant O&M. (Note: this function is for DTU-Pro user only)



b. Input the output power value you want to limit, then click “Issue the Command” button, wait for around 5 minutes.



For Gen 2 microinverter the setting range is 10% to 100%.
 For Gen 3 microinverter the setting range is 2% to 100%.