



# S-Miles Cloud Monitoring Platform USER MANUAL

By Hoymiles

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#### 1. About

## **1.1 Introduction**

The S-Miles Cloud (Hoymiles Monitoring Platform) is a smart PV operation monitoring and management system developed by Hoymiles specifically for installers of distributed PV power plants.

At present, the system has the Installer and the Owner versions, with the corresponding webpage and mobile application available.

This platform provides an easy-to-use procedure for accounts under monitoring and a visual physical layout guide for the installation of microinverters. It enables installers to configure the monitored accounts quickly and provides them with power generation data of both plant and module, as well as detailed alarm information about the power plant regarding commissioning and diagnostics.

# **1.2 System Composition**

Install our DTU and microinverter before using the monitoring system. Through wireless communication, the DTU collects status and operation data from microinverter and transmits control commands to it. At the same time, the DTU also connects to the Internet through a router and sends microinverter data to the Hoymiles Monitoring Server to achieve remote control of the whole system.

# 1.3 Installer & Owner App/Platform



S-Miles owner



S-Miles installer

# 1.3.1 App download

(1) Scan the QR code to download.

#### For Installer:

For Owner:





(2) Search "Hoymiles" on Google Play or App Store.

# 1.3.2 Webpage

Web: https://world.hoymiles.com

#### 2. Overview

#### 2.1 Home page

The home page of the plant displays the number of plants owned by the user, power generation of the current month, the cumulative power generation of the plant, and the total number of alarm devices. Users can set their accounts at the menu bar at the top.



#### 2.1.1 Top menu bar

- (1) Search: Input the plant name or device serial number to search on the platform for the corresponding target. 🔍
- (2) Language: Click the "Language" button to switch to the corresponding language.
- (3) Username: Click the username, and "My Account" and "Log out" will be displayed. Users can click to modify their personal information or log out of the system.

#### 2.2 Plants

Plants: All the plants of the logged-in user will be displayed. You can also view or edit the plant. Click "Star 🖈 " to mark the plant.

S-MILES			Home 🗇 Plants	ж оам	🔳 Orgæl						۰	(8	) HZGI
© / Panti ( 1	list / Plant I	List i											
Plant List	My Fa	svorites	Plant Map										
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	Status	Plant ID	Plant Name	c	apacity .	Affiliated Organization	Country	Energy Today	Power Ratio	Data Update	Actio	n	
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- 0-	-	30006	SHOW_SHW	1	kw	HZISYA'	±Ξ.	9.12kWh	-	2021-08-09 14:01:17 (LITC+08)	8		*
	-	12729	SHOW_Export Managemer	nt_1.3kW 1	2kW	HZGYA'	中国	own	æ.	2021-07-06-11:16:25 (UTC+08)	R		ň

# 2.2.1 Filter

Locate plants through fields such as status, name, and SN.

S-MILES CLOUD	🔓 Home	🕮 Plants 🛛 💥 🤇	D&M 🗏 Or	g&User				
습 / Plants / List / Plant Lis	it i							
Plant List My Favo	orites PI	ant <mark>M</mark> ap						
Plant Status	∧ Plant N	ame 💛 Please enter	plant name.	Q Advanced Filt	er 🛛			
<ul> <li>Offline</li> <li>Alarm</li> </ul>	: ID Plan	t Name	Capacity	Affiliated Organization	Country	Energy Today	Power Ratio	Data Upd
<ul> <li>Ø SN does not match</li> <li>☆ Abnormal grid</li> </ul>	6 SHO	W_3kW	3kW	HZGYĂ	中国	2.64kWh		202 <mark>1</mark> -08-1
advanced filter will	be added	to find plants la	ater.					
Plant List My	Favorites	Pla <mark>nt M</mark> ap						
Plant Status	^	Plant Name 🔍	Please ente	r plant name.	Q	Advanced F	ilter 🗑	

# 2.2.2 View

Click the "View" button to see plant details (there are detail pages of ordinary plant and zero export plant).

Plants / 1	ist / Plant!	List								
lant List	My Fa	avorites	Plant Map							
ene Spanne		× 19	Plant Name W Please controllant	1600300	Q Advanced Filte	n V			1	56 Create Plant
	Status	Plant ID	Plant Name	Capacity	Affiliated Organization	Country	Energy Today	Power Ratio	Data Update	Action
5_	9.0	50006	SHOW_3kW	₿k₩	HZGYA	ΦE	2.64kW/n		2021-08-11 17:01:11 (UTC+08)	
	-	12729	SHOW_Export Management_1.2kW	1.28W	HZGYA	中国	OWh		2021+07+06 11:16:25 (UTC+08)	E e a

# 2.2.3 Edit

Click the "Edit" button to edit the plant.

Plents / 1	(est) / Plant i	list									
lant List	My Fa	vorites	Plant Map								
ini Stalus		V.	Plant Name - Olima ontor plant	namu.	Q Advanced Filte	r 🗑				tto Crea	the Plan
	Status	Plant ID	Plant Name	Capacity	Affiliated Organization	Country	Energy Today	Power Ratio	Data Update	Action Plant	O&M
3	*0	50006	SHOW_3RW	5kW	HZGYA	中国	2.64kWh		2021-08-11 17:01:11 (UTC+08)	B /	*
	193	12729	SHOW_Export Management_1-2kW	1.2kW	HZGYA	中国	OWh		2021-07-06 11/16:25 (UTC+00)	23	Ø 17

#### You will see the page as shown below.

<u> </u>		.Timert &	hit.				Plant Name:	SHOW_3KW	Power: 3 kW	
-Witer	a Da	MyFe	scritten	Plant Map			Affiliated Organization	HŻGYA	Öwner) H2FYE	
				Plant Rame		0	Plant Status:	Home Plant	Installation Time: 2020-11-03 11(19:28 (UTC+08)	
		Status	Plant ID	Plant Name	Capacity	Att	Address:	步江省杭州市拱墅区康桥街道康	關係抗开创新後地	
H		48		5ноw,3кw	389A	140	Current Power:		~~~~~ <sup>01</sup>	
E		-	12729	9HOW_Export Management_	1.2kW 0,7699	1400	Plant O&M:	19 Summer	R. Transfer Plant	
								& Networking	Power Adjustment	
								D Delete		

- (1) Settings: Plant details (plant settings).
- (2) Transfer plant: Click the "Transfer Plant" button and an organization selection box will pop up. You can choose to transfer the plant to an affiliated organization.
- (3) Networking: Click the "Networking" button and the DTU will send the network connection command to the microinverter.
- (4) Generate report: Generate a report of the plant data.
- (5) Delete: Click the "Delete" button to delete the plant (cannot be deleted if there are devices under the plant).
- (6) Power limit settings: For DTU-Pro users only. Set the generation power limit value as you need.

#### 2.3 O&M (Operation and Maintenance)

#### 2.3.1 Device List

On this page, you will be able to manage the microinverters, DTUs, repeaters and meter devices which are bound to the plants under your account.

<u>à</u> : ci	SAN IT Device Lit	a / Mieto	inverter		Phi Device Cist								
Micro	Norveit an	omu	Repeater	Meter	或 Alarm Guery								
Tarre	select paper.			-	都 Report Query	O, South							
	MI-SN		Device Status	Plant	🚯 Grid Profile Manageme	nt funected DTU	Device Version	Model	Grid Profile Version	Hardwäre Ver.	Software Ves	Actic	n
	106	5	= @Hine	SHOW_Export P	Aanagement, 1.2kW	107864200890	Ger-2					12	
	101	í	- Online	SHOW_38W		107232900042	Ger2		1.1.0 (UR_50Hz)	H07.00.01	V00.02.32	R	0
	102		· Online	SHOW_3kW		10F232900042	Gen2		1.1.0 (LFL, SOH2)	H07.00.01	V00.0233	R	
	102		- Coline	SHOW, SKW		10/232900042	Geri2		1.1.7 (LN_60Hz)	H07.00.01	V0052.32	π	
	101		Online	SHOW_3kW		107232900042	Gén2			107.00.01	V00.02.32	R	0
	101		= Online	SHOW_SkW		10#232900042	Gen2			H07(00.0)	100.02.82	R	*
	101	la l	- Drilne	SHOW_3kW		107232900042	Gen2			H07,00,03	V00.02.32	n.	1
	101		· Cnline	SHOW_3kW		(0F232900042	Ges2			H07.00.01	V00.02.32	10	*
	101	ļ.	- Coline	SHOW, 3kW		10F232900042	Ger2			H07.00.01	V00.02.32	11	
	101	E.	. Online	SHOW, 3kW		107232900042	Ger2			H07.00.01	V00.02.32	11	*

#### 1. Microinverter Management

(1) Query: Select the plant or input the microinverter serial number, then click the "Search" button to quickly find the qualified microinverter.

<u>_</u> 59		D Home	IB Plants 🔀 CIDM	🛱 Orgātilser						© 🙆 HZGI
$ \hat{Q}  \in \mathbb{N}$	50) - Tever Git + Micr	pinvertei								
Micro	oniertei D1U	Repeater	Meter Device Replacemen	t Record						
1	and parts		· Paramantar-Bro	9, seed						
9-0W	Jaw .			Connected DTU	Device Version	Model	Grid Profile Version	Hardvare Ver.	Software Ver.	Action
SHOW,	106167444555 C	= Office	SHOW_Export Management_12kW	10F864200890	Gen2					R .A
	101011141004	- Cmline	SHOW_38/W	10F232900042	Gen2:		1.10 (LAC\$0Hz)	H07/00.01	v00.02.32	R #
	102011141012	- Online	SHOW_3kW	10F232900042	Gen2		11.0 JUN_30H23	H07.00.01	V00.02.32	11 m
	102022200126	• Online	SHOW_3kW	10F232900042	iten2		1.1.1 (1/4,6044)	H0700.01	L00.02.32	a
	101011141005	- Online	SHOW_SHW	10F232900042	Genz			H07:00.01	100.02.32	R P
	101011141009	• Clefine	CLIMM 3500	105121000041	direct.			1070001	0000125	

(2) View: Click the "View" button to enter the detail page of microinverter, which displays the basic information, real-time parameters, equipment status, etc.

(3) Equipment maintenance: It displays the basic information of the microinverter. It also displays remote control functions such as turning off, turning on, restarting the microinverter, replacing/deleting device, grid profile update as shown below.

<b>6</b> 51		@ Home	10 Plots X	Oft-M IB Org&User						📾 🕘 HZGYA
	uni / Device unt / Mic	rcinverter								
Micro	invester DTU	Repeater	Meter Devic	e Replacement Record						
- Singer	miles pare		4 Vince Street	an Q Se	rith					
	MI-SN	Device Status	Plant	Connected DTU	Device Version	Model	Grid Profile Version	Mardware Vet.	Software Ves.	Action
	106167444555 =	Offline	SHOW_Export Manageme	ent_12kW 10F864200890	Gan2					Device Maintenance
	101011141004	Online	SHOW,3kW	10#232900042	Gen2		1.1.0 (UK.30Hz)	H07.00.01	-100.02.32	R 🔺
	102011141012	· Online	SHOW, SKW	109232900042	6143		1.1.0.(D)_50Hz)	H27.00.01	V00.02.32	n + 11
	102022200126	- Orline	SHOW_3kW	10F232900042	Oso2		1,1,1 (LN_65Hz)	H07.00.01	V00.02.30	<b>n a</b>
	101011141005	Coline	SHOW_3kW	10#282900042	6#2			H07.00.01	V00.02.82	12 + 21
	101011141009	· Online	SHOW_2KW	10F222900042	Gen2			H07.00.01	\00.02.32	12 1
	10101114006D 12	- Online	SHOW, 3kW	10F232900042	Gen2			H07.00.01	V00.02.32	0.0

Senito Gibne		B Plants A Co	M <sup>1</sup> Crability		Device Maintenance		
G - OR - Dere de , de	accessently.				80-5Ni	0101114-004	Creation Time: 2021-06-08 10.02.04 (UTC-09
Microsofter 270	Reputer	Matar Device R	eplacement Record		Plant: 1	HOW, JAW	Connected DTU   10/232900042
			D. Seco		Hardware Ver.: 1	407,00.01	Software Ver: 1 V0002.33
MI-391	Division Station	Plant	Consected ID11	Desice Ver	Device Maintenance:	Gi Tum ön	(D). Turn Gff
108187441355	- Dillion	WON,EquitManagement,	106864200380	Cent		C Tetlart	II Replace Device
101011141004	a Othre	SHOW, AW	109232930041	Geni		Pr View Grid Arafile	D) God Profile Update
100011141035	- Ordera	SHOW, SKW	105212800042	15492			
108022202176	+ Drame	UNEW DEW	KEISSKOR	382		Δ Shalo Aann	D Deleta Device
TOTAL		01910/ 1000	10032300087	100			

#### 2. For DTU Management

Select the DTU and click the "Device Maintenance" button, and you will be able to restart, replace, upgrade firmware, collect software information, delete the DTU (if there is a bound MI, you need to delete the MI first), as shown below.

Repeater	Meter Device	Replacement Record					
1.0	Peace array SN	Q Search					
Device Status	Plant		Device Version	Model	Hardware Ver.	Software Ver.	Action
- Offline	SHOW_Export Manage	ement_1.2kW	Genä		нор.01.02	V00.02.03	61 P
Ontime	SHOW_SkW		Gen2		V03.01	V14/04	四 0
		DTU-SN	106864203990		Ch	nation Time   2021-08-02	17:33:21 (UTC+06)
Repeater	Metter Device	Plant:	SHOW Saget Manage	ment_128W	Qty of Mi	Connected) 1	1735-21 (016-596)
	anin T	Hardware ver	H09.61.02		şı	oftware Ver : V00.02.03	
Device Status	olanı	Device Maintenance	C Restart		φ.	Firmware Upgrade	
- Official (	SHOW, Export Manag		E Replace Device		0	Collect Microinhierter Ver	Into
· Ooline	SHOW JAW						
	Repeater Device Status Critine	Repeater Meter Device Device Status Plant Offinie SHOW_Skow ( Contine SHOW_Skow ( Device Status Plant) Contine Device SHOW_Skow ( Device Status Plant) Device Status Plant Device Status Plant Device Status Plant Device Status Plant	Repeater     Meter     Device Replatement Record       Device Status     Plant       Offline     SHOW_Stypent Management_1.3.KW       Ontime     SHOW_Stypent Management_1.3.KW       Ontime     SHOW_Stypent Management_1.3.KW       Device Maintenance     Diffuse       Repeater     Meter     Dipore       Provide Status     Plant     Dipore       Device Maintenance     Dipore     Dipore       Device Status     Plant     Dipore       Device Status     Plant     Dipore       Dipore     Bipore     Dipore       Dipore     Bipore     Dipore       Dipore     Bipore     Dipore       Dipore     Bipore     Dipore	Repeater     Meter     Device Replacement Record       Device Status     Plant     Q. Search       Offline     SHOW, Export Management, 1.3kv     Gen3       Ontime     SHOW, Sky     Gen3	Repeater     Meter     Device Replacement Record       Device Status     Plant     Q_South       Offline     SHOW_Stepont Management, 1.35kv     Genil       Ontime     SHOW_Stepont Management, 1.35kv     Genil       Ontime     SHOW_Stepont Management, 1.35kv     Genil       Ontime     SHOW_Stepont Management, 1.35kv     Genil	Repeater       Meter       Device Replacement Record         Device Status       Plant       Q_Search         Offline       SHOW_Stepon Management, 1.3502       Gend       Hodel       Hardware Ver.         Offline       SHOW_Stepon Management, 1.3502       Gend       Hodel       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Hodel 0.000         Ontime       SHOW_Stepon Management, 1.3502       Gend       Hodel 0.000       Gend       Hodel 0.000         Preview       SHOW_Stepon Management, 1.3502       Gend       Gend       Hodel 0.000       Gend 0.000         Preview       SHOW_Stepon Management, 1.3502       Gend       Gend 0.000       Gend 0.000       Gend 0.000         Beplace Davice       Device Maintenance:       C. Sepant       Gend 0.000       Gend 0.000       Gend 0.0	Repeater         Meter         Device Replacement Record           Device Status         Plant         Q. Search           Offline         SHOW_Stopont Management, 1.36V         Gend         Model         Hardware Ver.         Software Ver.           Offline         SHOW_Stopont Management, 1.36V         Gend         H0800102         V000208           Ontime         SHOW_Stopont Management, 1.36V         Gend         H0800102         V000208           Ontime         SHOW_Stopont Management, 1.36V         Gend         V03.01         V14.04           Device Maintenance         DEvice Maintenance         Device Maintenance         Creation Time: 2011-03-1           Prome: Status         Meter         Device Maintenance         Creation Time: 2011-03-1         Software Ver: 40000.03           Device Maintenance         Creation Time: 2011-03-1         Beloce Maintenance         Creation Time: 2011-03-1         Software Ver: 40000.03           Device Maintenance         Creation Time: 2010-03-1         Software Ver: 40000.03         Software Ver: 40000.03           Device Maintenance         Creation Time: 2010-03-1         Software Ver: 40000.03         Software Ver: 40000.03           Device Maintenance         Creation Time: 2010-01-2         Software Ver: 40000.03         Software Ver: 40000.03         Software Ver: 40000.03

#### 3. Meter Management

On this page you can query and delete the meter device.

S MILES CLOVE	🕀 Home 🖷 Pl	lants 🗙 O.K.M.	🖪 argauser		۹ ۵	۰	A HZGYA
	8. Series - 1						
Microinverter DTU	Repeater	Meter Devis	e Replacement Record				
Plang School (cont.)	~] (*	ladan tellas SN	Q Search				
Meter-SN	Device Stat	tus I	Plant	Connected Position		Action	
10/010100033	1. Statelland		Carrier manual a factor and a Marke	114		101	

#### 4. Device Replacement Record

On this page you will see the device replacement record.

SIMILES CLOU	no 🏠 Home	@ Plants	🗙 O&M 🗐 OrgaUser			0	•	R HZGYA
D / OOM / Device L	nt / Device Replacemen	t Record						
Microinverter	DTU Repeat	er Meter	Device Replacement Reco	id				
Provide to best plates	U Devue	hiel -	Finane entry designed SN	Plaining petter ( freed Sela	Q. Search			
Device Type	New SN	Original SN	Plant		Replacement Time	Rep	laced By	
DTU	10F86#200890	10F864200090	SHOW_Export Man	igement_1.2kW	2021-08-05 15:42:02 (UTC+08)	HZC	SHA.	
στυ	107854200098	105971609976	SHOW_Export Man	gement_1.2kW	2021-08-05 15:41:40 (UTC+08)	HZC	5¥A	
Microeverter	106167444555	10616744444	SHOW_Export Man	igement_1.2kW	2021-08-02 21:49:16 (UTC+06)	adr	WHITE	
otu	10F871609976	10F871600076	SHOW_Export Man	agement_1.2kW	2021-08-02 17:53:32 (UTC+08)	(aqn	ninHW	
UTU	10F871403298	10F864200800	SHOW_Export Man	sgement_1.2kW	2021-07-16 15:25:26 (UTC+06)	HZC	3VA	
Microinverter	132163700092	11216370009	SHOW_Export Man	agement_1.2kW	2021-07-07 14:59:02 (UTC+06)	i daŭt	สีน	
OTU	10F864200800	10F864200890	SHOW_Export Man	igement_1.2kW	2021-07-07 13:07:35 (UTC+08)	HZS	39%	
Microinverter	112163700091	114162820080	SHOW_Export Man	igement_1.2kW	2021-07-05 17:30:17 (UTC=08)	CLAR	inante	

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# 2.3.2 Alarm Query

#### 1. Real-time Alarms

The alarm query page displays all the alarms under the logged-in account. Click "Real-time Alarms" to view details of present alarms, including the device that issues alarm, the plant, the alarm level and the name of the alarm. If you click "Troubleshooting Suggestion", the system will give you suggestions about how to deal with the alarm.

#### 2. Historical Alarms

Click "Historical Alarms" to view information of historical alarms.

S-MILES CLOUD	🗃 Home 👹	Plants 🔀 G&M	🗐 Org&User				🐵 🔗 HZGYA
@ / DoM / Alarm'Que	ny -						
Real-time Alarms	Historical Alarms						
Microinverter	Plane scient pairs		Hann Name	- Sestar entre SN.	Q. Search		
MI-SN	Plant	Alarm Name		Alarm Time		Action	

# 2.3.3 Report Query

On this page you can download power and energy reports of the whole system.



# 2.3.4 Grid Profile Management

On this page you can edit the grid profile.

SHILES CLOUD	🖨 Home	🖽 Plants 🛛 😹	DAM IB Orge						۰	A HZGYA
Ga / DBM / God Profile M	anagement									
Grid Profile Management										
Characterization (* )	Deving Weslight	a   Lang		dat (Varres	Q. Search					
File Name	Alias	Device Version	Country	Version No.	Creation Time	Action				
China Mat 32004 H		Gén2	China	1.1.2	2021-02-23 16:39:34	🖉 Edit	E Alias	Dalete		
CN_N8732004_2019		Gen3	China	2.0.0	2020-07-07 16:54:13	🖄 Edit				
1.N_50Hz		Gena	China	1.1.0	2018-10-29 14:54:34	🖉 Edit				

#### 2.4 Basic Information

#### 2.4.1 Organization Management

The organization list displays all the organizations under the logged-in account. According to the type of organization, you can select eligible organizations, add new organizations, edit existing organizations, and view and delete the organization users.

There are four types of organizations: device supplier, dealer, installer and regular organization. Regular organizations have two customer roles: sub-installer and normal installer. Sub-installers can only create and edit plant and issue networking commands.

Custom Role: Sub-Installer

Normal Installer

- (1) Definition: An Organization means a group name, like a distributor or installer company.
- (2) Edit: Click the "Edit" button to edit organization information.
- (3) Add Organization: Click the "Add Organization" button to add an affiliated organization.
- (4) View: Click the "View" button to enter the information page, where you can view organization name, superior organization, the number of organizational users and plants.
- (5) Delete: Click the "Delete" button, and confirm whether to delete the organization (if the organization has a plant, it cannot be deleted).
- (6) Search: Click the "Search" button based on the selected institution type to quickly obtain the institutions that meet the conditions.
- (7) Transfer Organization: Click the "Transfer Organization" button to enter the transfer page, then choose the new superior organization name.

SHILES CLOUD	🛱 Home	65 Plants	жоам	()) Orgauser			9. 10 D 🚳 🔗 HIZOVA
요 / OrgBillion / Organizatio	n Management						
Organization Management							
Prove came balanceben.	Q. Sea	ch					+ Add Organization
Organization Name			Organization T	ype	Superior Organization	Contact	Action
- HZGVA			Dealer				B ( 2 = 10
LN_60			Régulat		HZGVA		0 × 5
							Total 2 data

#### 2.4.2 Organizational User Management

Definition: The logged-in account for installers or partners.

This page displays the current users and subordinate users. You can add, edit, view and delete users, reset password, and set any user as administrator account.

S-MILES CLOUD 🖄 Home	🖶 Plants 🔀 O&M	CrockUper			۹ ۵	0 0 0
🕼 / Org&User / Org. User Management						
Organization	Organization User					
Parameter corporations and	President and a constant.	Q.			( <b>+</b>	Add Organization Us
E HZGYA	Selected 0 item(s)	Clean				0
	Login Account	Name	Organization	Organization Type	Creation Time	Action
	HZGYA	Demoinstaller	HZIEYA.	Dealer	2020-09-03	2 2 8 0
	17100	Demolostalian	1250x	maslee	2010-06-10	

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# 2.4.3 Owner Management

On this page, you can edit the owner's information and reset password.

@ Cirobhian' Deram Managem	unt:			* Organization:	HZGYA (Dealer)
O/ganization		Cwn67		Login Account:	
	6			Name:	Test0102
E HATA		Selected 0 //emts	i. Ole		
F3 104'96		Login Account.	Name	Contact Number:	Phone entit
		lesiono	Asterios	Email:	Financemie
		HETVE	1125/10		The email address will be used to reset the password when you forget your password. Entering an ensult address or recommended.

#### 3. Alarm Definition



- (1) Offline: The DTU is not connected to the Internet. Make sure that DTU is installed and network configuration is done.
- (2) Alarm: Whole plant status alarm. This is when more than half of the microinverters in the plant issue grid-related alarms and the entire plant reports abnormal grid status. To find out what the alarm is, refer to the plant home page and click the alarm icon.
- (3) SN Does Not Match: The microinverter serial number is not correct or the SN exists in another plant. Check that everything is correct.
- (4) Abnormal Grid: Grid overvoltage/grid undervoltage/grid voltage fluctuation, etc.
- (5) Unstable Internet Connection: The DTU detects that the home network is unstable.
- (6) Unfinished: Incomplete plant.
- (7) Inactive: The plant has not uploaded any data for more than half a year. Once the DTU is connected to the Internet again, the plant will return to normal.
- (8) My Favorites: The plants that you mark as favorite.

# Appendix - Quick Installation Guide (Web)-For Installer

#### STEP 1 - Login

#### Note:

#### 1. Apply for an account

For distributors - contact the Hoymiles team (service@hoymiles.com) to create account.

For installers - contact your direct distributor to create account.

For owners - contact your installer to create account .

#### 2. System requirements

- (1) Browser: Google Chrome is recommended.
- (2) Screen resolution: 1920 x 1080 recommended, 1366 x 768 supported.

#### 3. System login address: https://world.hoymiles.com

#### 4. Login steps

- (1) Open the browser and enter the system address in the address bar.
- (2) Enter the correct username and password in the input box as shown below.

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and the second second	Lugar		
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(3) Click "Login" and the system will automatically direct to the system homepage.



# STEP 2 - Create a plant

Click "Plant" - "Create Plant" as shown below, fill in the information below, then click "Next".

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	Status	Plant 10	Plant Name	Capacity	Affiliated Organization	Country	Energy Today	Power Ratio	Data Update	Action
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-										

Note:

(1) Plant Name: The name of the plant.

(2) Plant Type: Select the plant type: home plant/enterprise plant/large professional plant.

- (3) Affiliated Organization: Select your installer or distributor.
- (4) Capacity: Capacity of the whole system.
- (5) Location: Drag the map icon to select your approximate area, then fill in your address.

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#### STEP 3 - Create an owner account

1. Click "Create Owner".

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#### 2. Fill in the owner information as below.

(1) Click "Select Another Owner" to select the existing owner.

Or enter the information to create a new owner account and enter the information.

(2) Click "OK" to finish account creation.

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# STEP 4 - Add device & layout

#### 1. Add device

(1) On this page, click "Create Owner" to create more owner accounts which can also log in to this plant, or just click "Next" to go to next page.

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	ner										
← Owner (top	(0427)										
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(2) Click "Add Device".

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🛆 / Plants / Add Device/Layout			
🗧 Add Device/Layout (text5427)			
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		There are no device in this clant: please add. I	

- (3) Type in the serial number of the DTU and microinverter. After filling in all the information, click "Save" and go to the next page.
- (4) To add more microinverters, click "Add a Row" and input the serial number.

d Home	(D) Plants	Ш теркоза	Add Device				×
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(5) To add more DTUs, click "Add Device", and after filling in all the information, click "Next".

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# 2. Layout design

(1) Select the module layout or drag the panels to the map as you want, then click "OK".

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€ Add Device/Layout (res0427)	Please select the automatic layout method for PV Modu	les.	*
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(2) After clicking "OK", you will see the page as shown below, and if there is nothing you want to change then click "Next".

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3. Fill in the PV array information, then click "OK".

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nplete.			3 + 14 3 + 15
	(R) [& Jarray Name, Default array)	Cancel	4 - 14 4 - 15

4. Upload the picture of the plant or click "Next".

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습 / Plants / Add Device/Layout		
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	Cancel Next	

# 5. Fill in the subsidy information, then click "Complete and activate the plant".

Wait for a few seconds for the networking command to be issued, after which setup will be complete.

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