S-Miles Cloud Monitoring Platform
USER MANUAL

By Hoymiles

CONTENTS

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

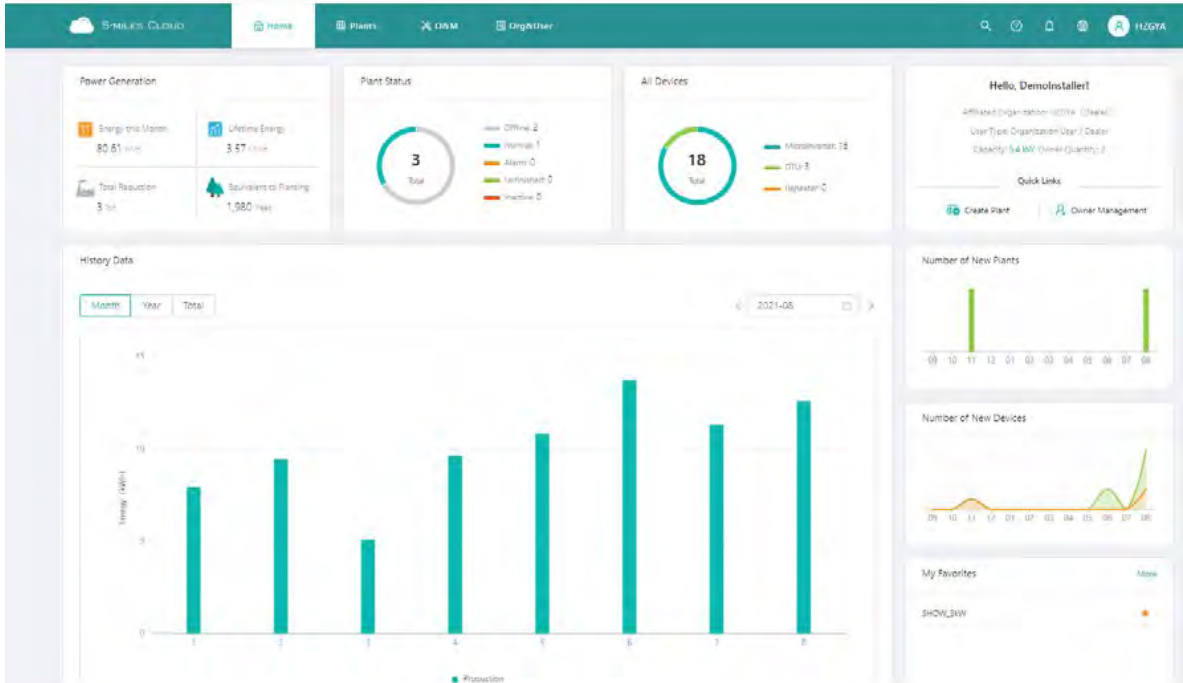## 2. Overview

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.
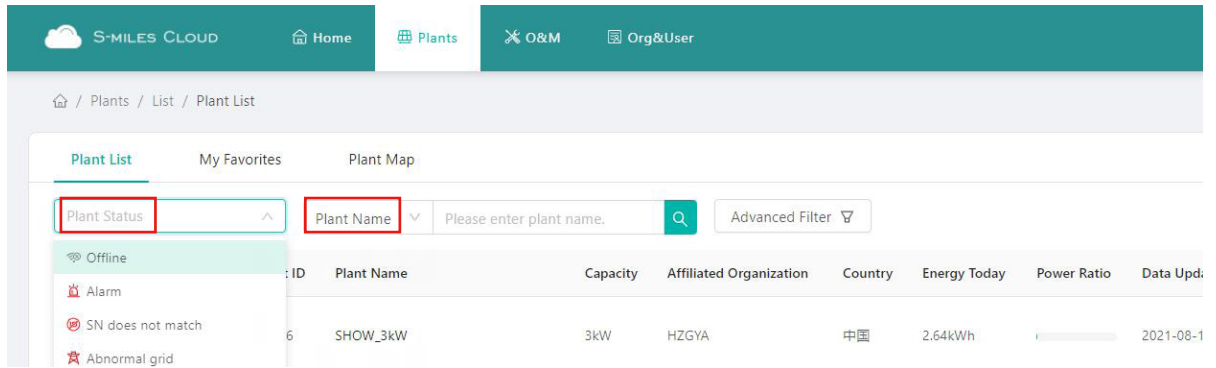
2.2 Plants

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.
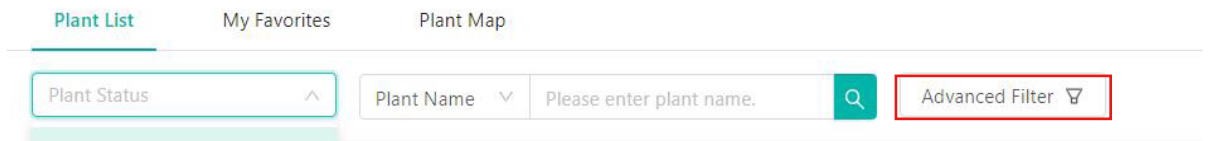
2.2.1 Filter

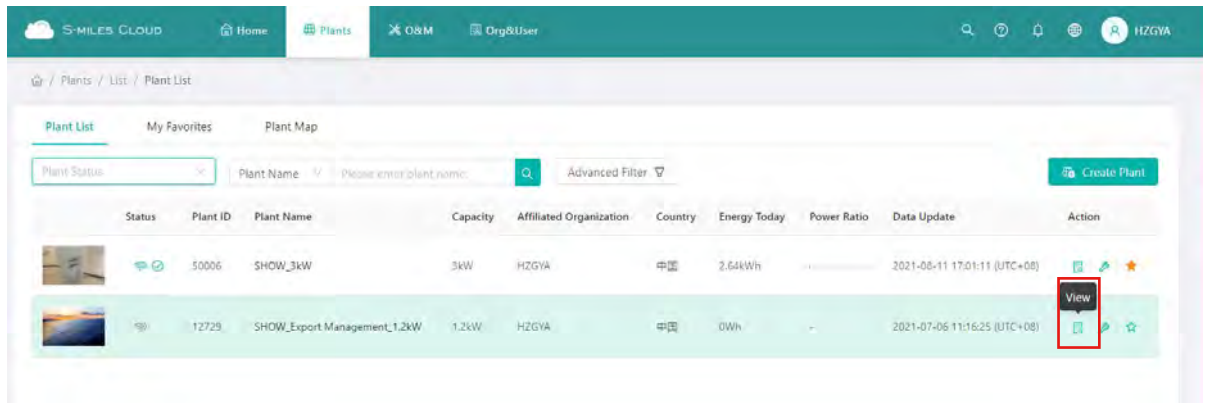Locate plants through fields such as status, name, and SN.

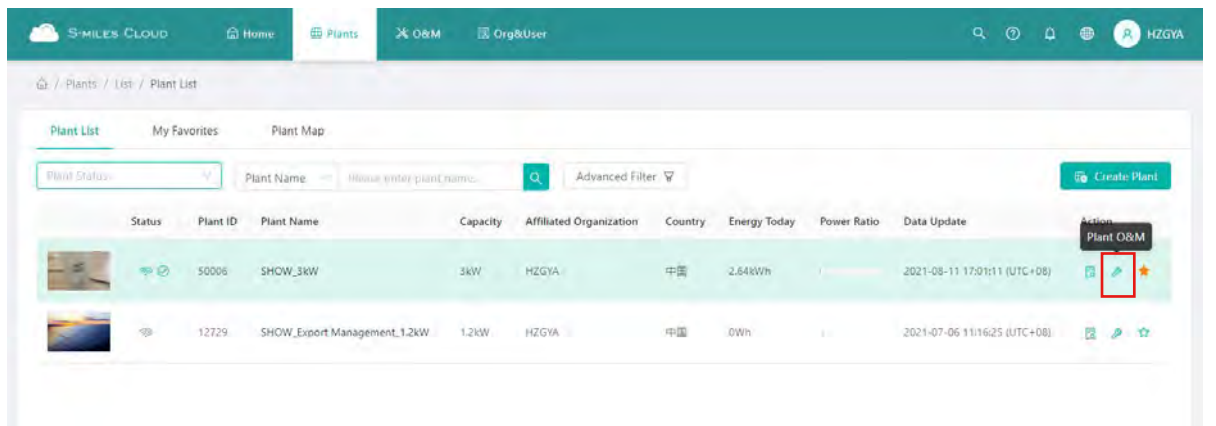An advanced filter will be added to find plants later.

2.2.2 View

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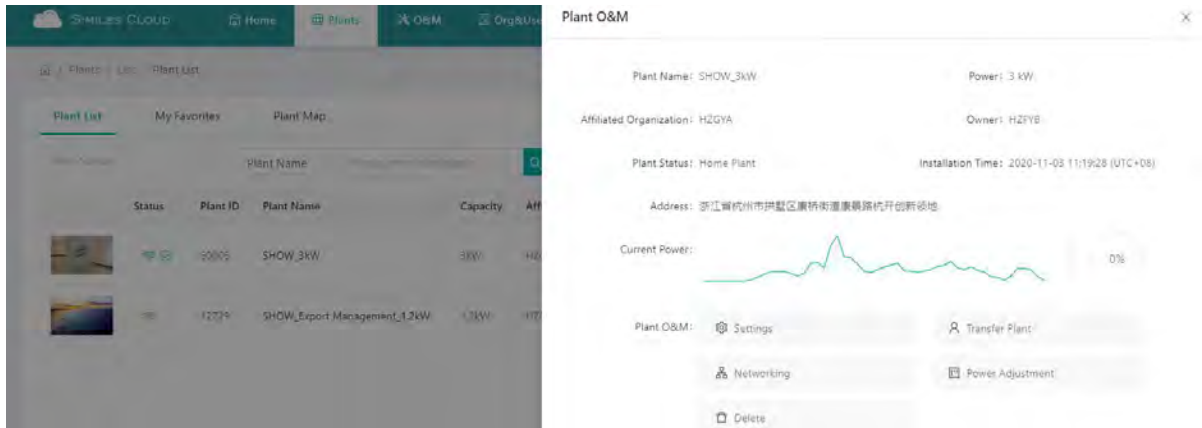

2.2.3 Edit

Click the "Edit" button to edit the plant.
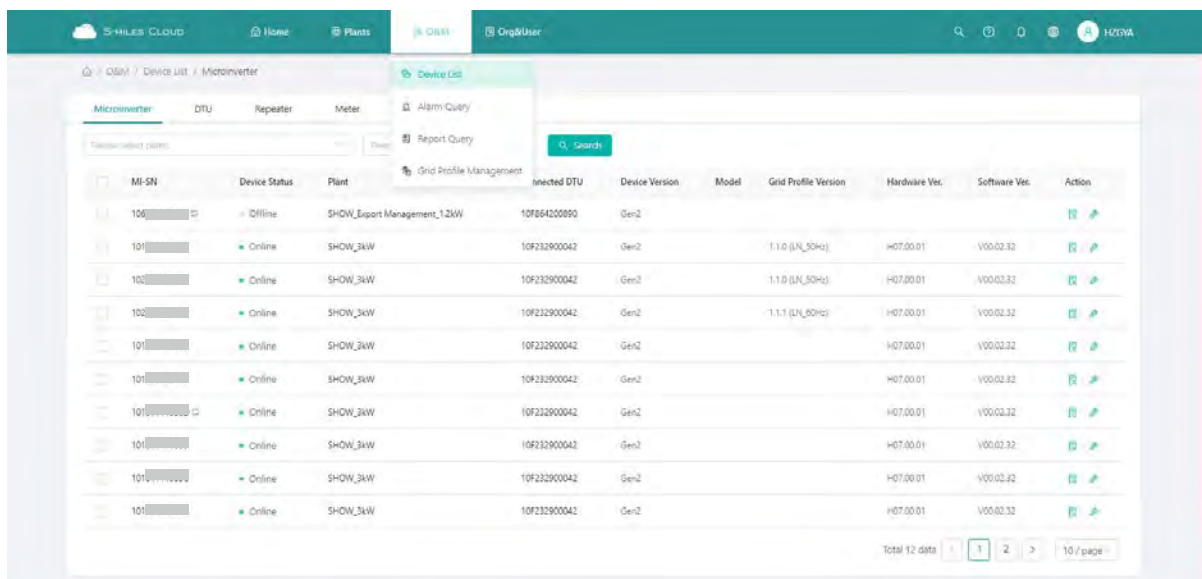
You will see the page as shown below.

(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.

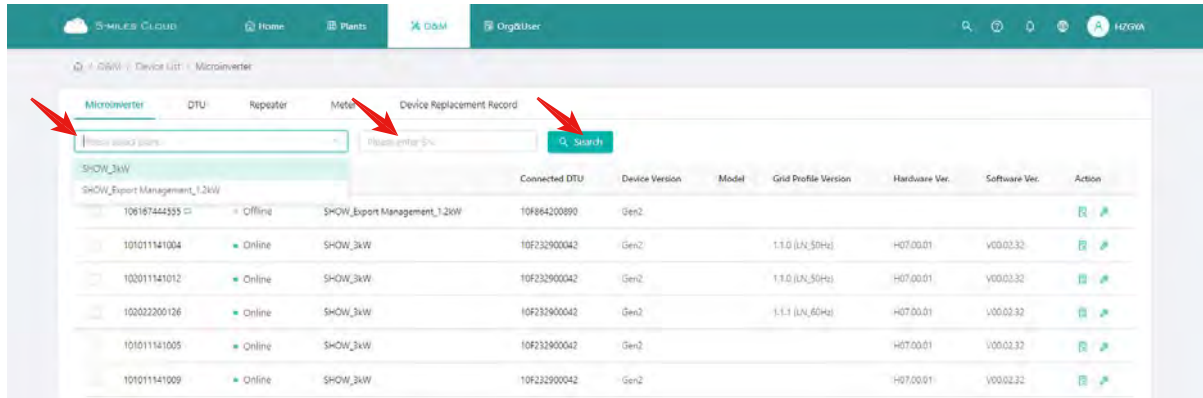## 2.3   O&M (Operation and Maintenance)

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.
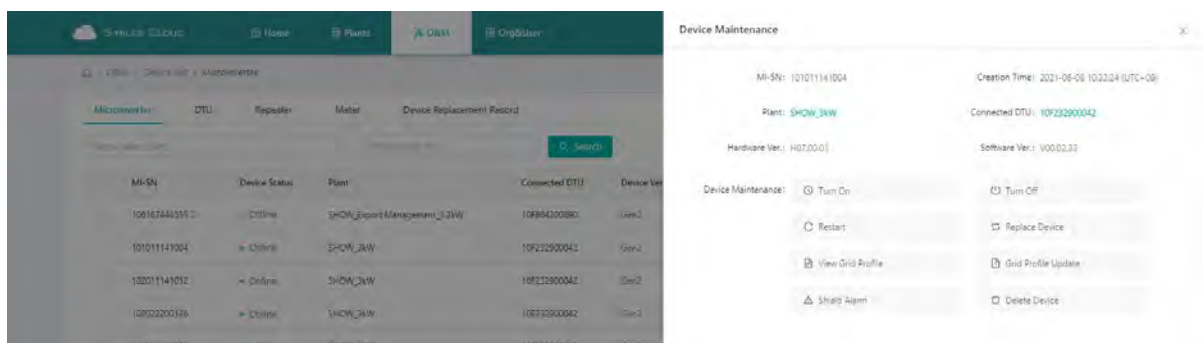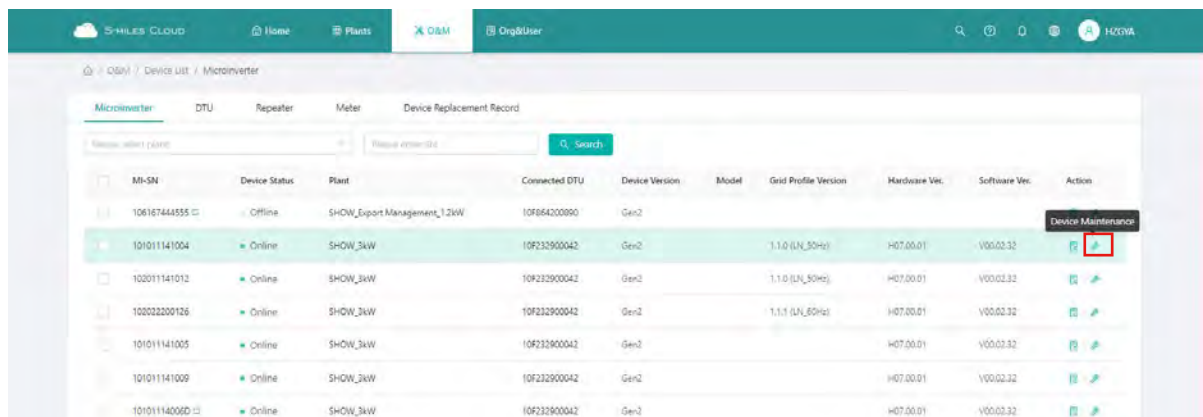
1.Microinverter Management

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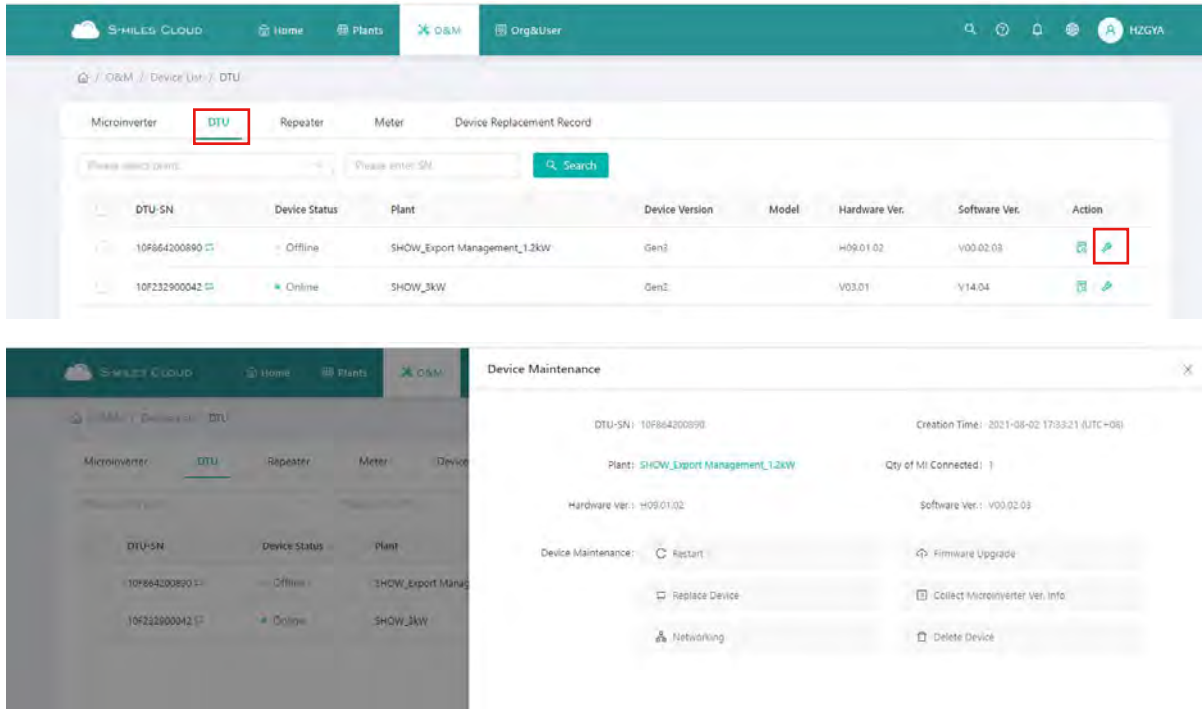

(2) View: Click the "View" button to enter the detail page of microinverter, which displays the basic information, real-time parameters, equipment status, etc.

(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.
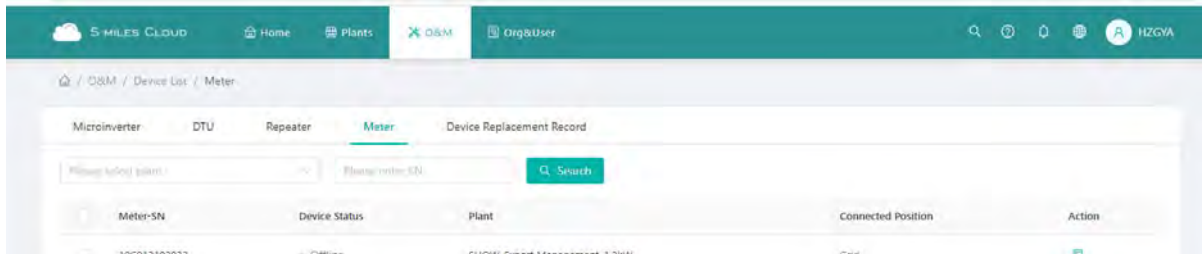
2. For DTU Management

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.
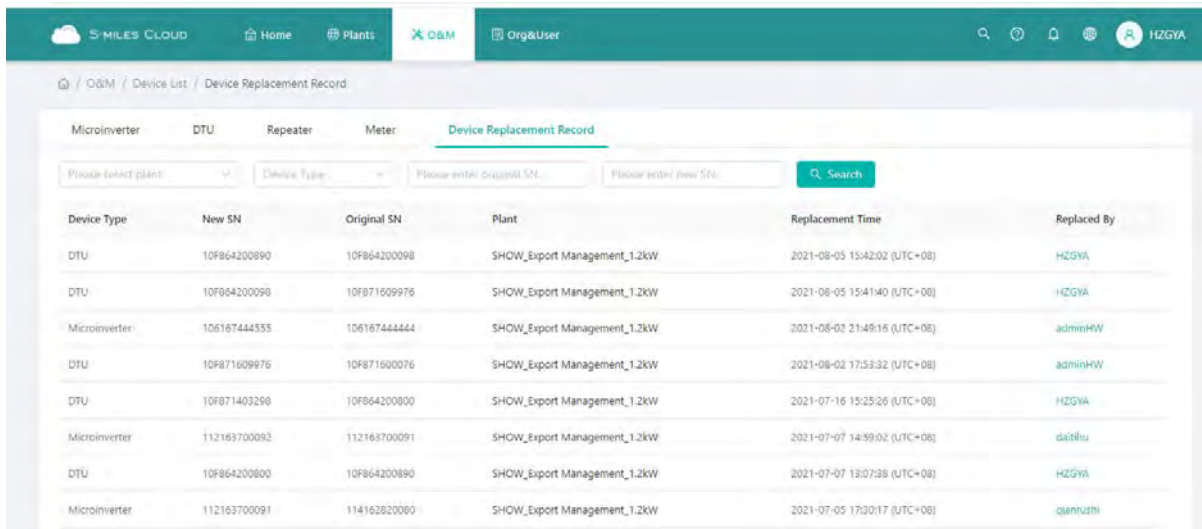

3. Meter Management

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

4. Device Replacement Record
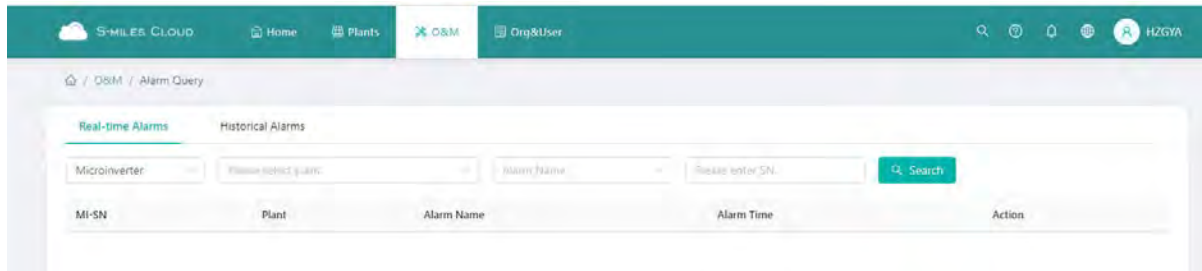
On this page you will see the device replacement record.

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.
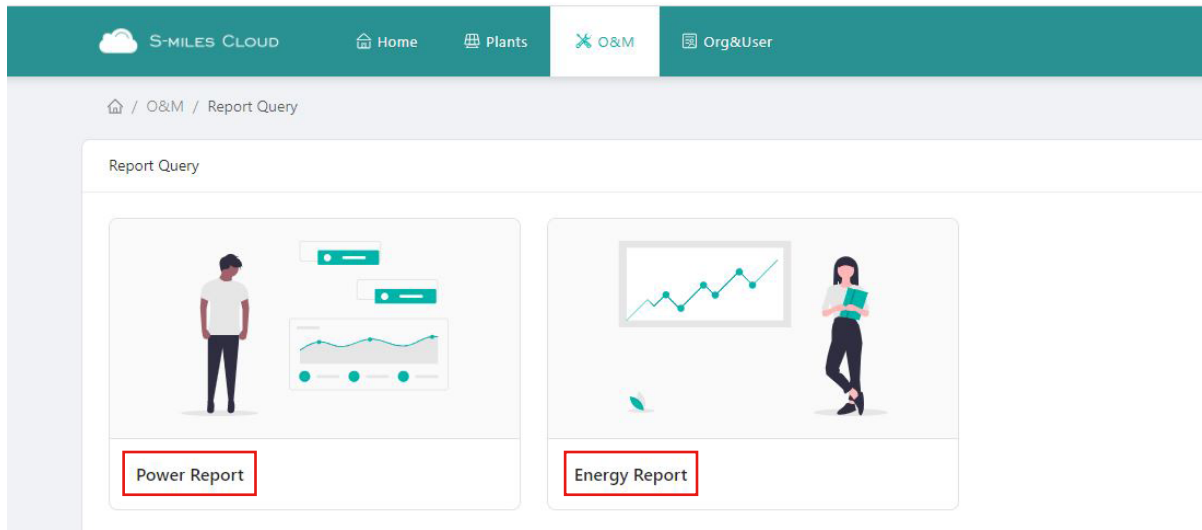
2. Historical Alarms

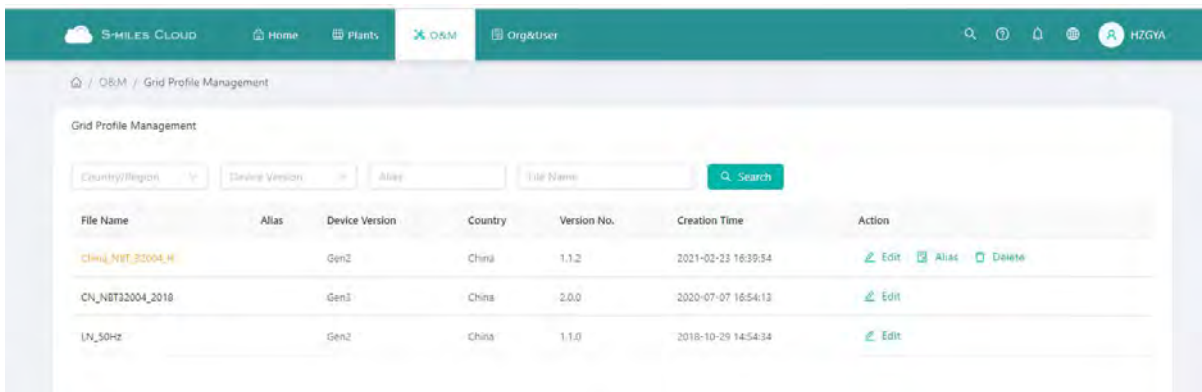Click "Historical Alarms" to view information of historical alarms.

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.
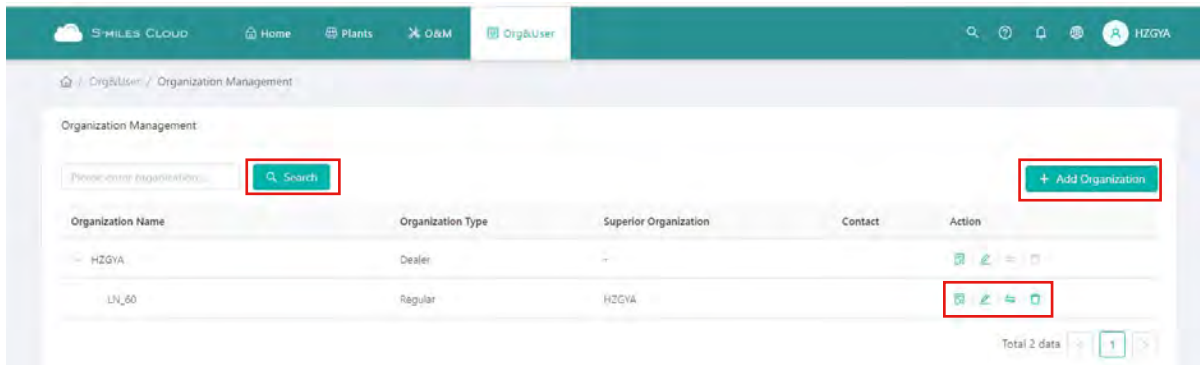
2.4 Basic Information

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.

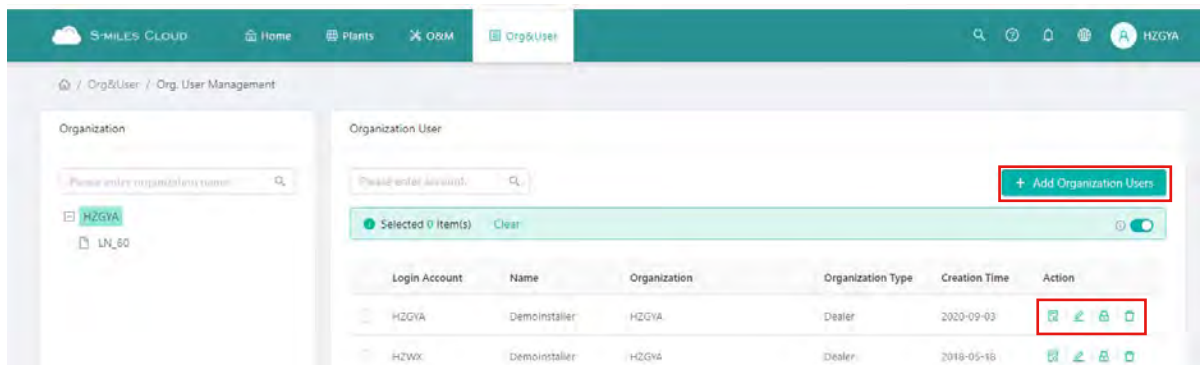Custom Role: ☐ Sub-Installer   ☐ Normal Installer

(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.

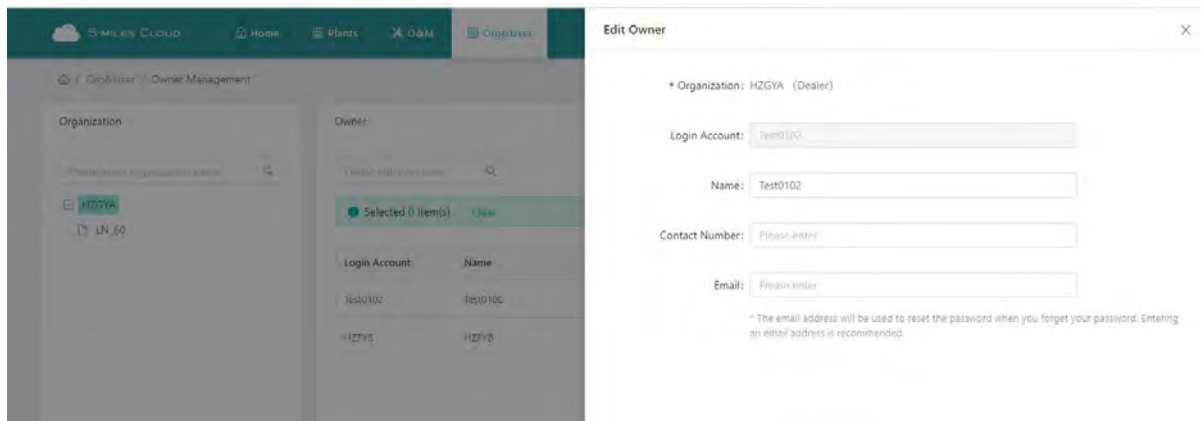### 2.4.2 Organizational User Management

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.

2.4.3 Owner Management

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

3. Alarm Definition

- Offline
- Alarm
- SN does not match
- Abnormal grid
- Unstable internet connection
- Unfinished
- Inactive

(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

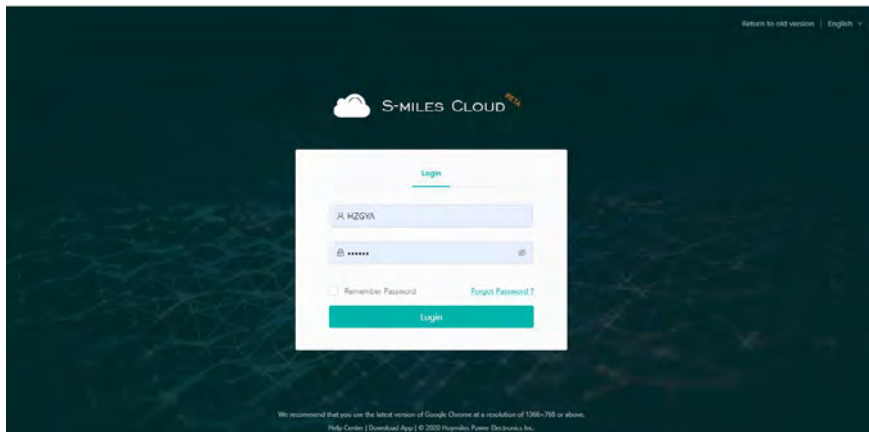(1) Browser: Google Chrome is recommended.

(2) Screen resolution: 1920 x 1080 recommended, 1366 x 768 supported.

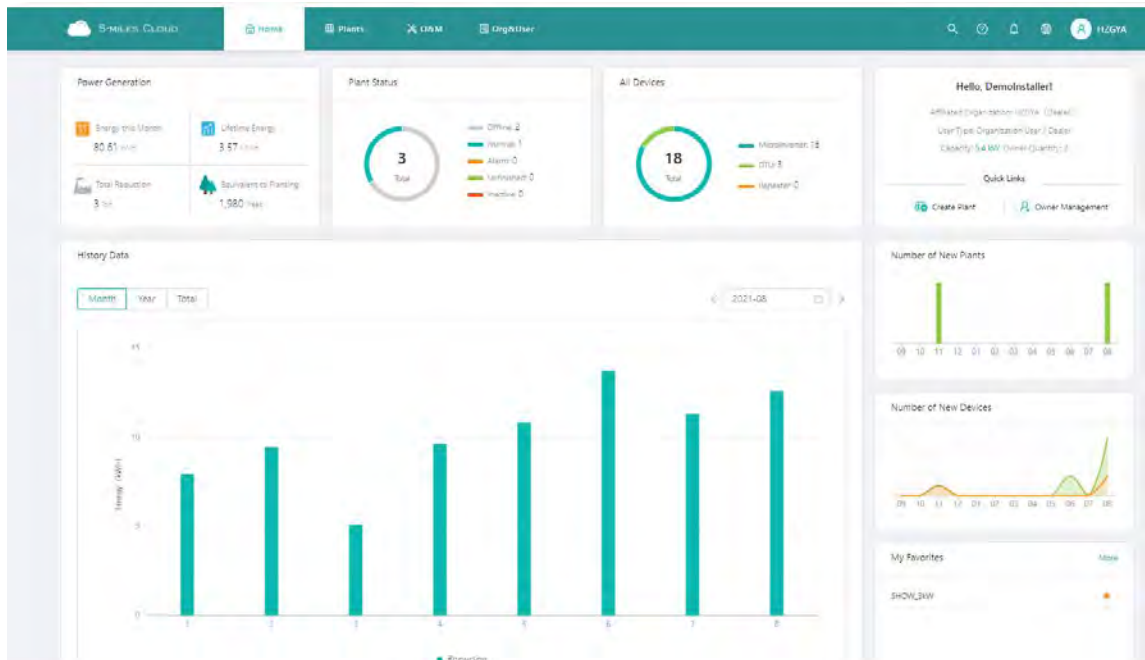### 3. System login address: https://world.hoymiles.com

4. Login steps

(1) Open the browser and enter the system address in the address bar.

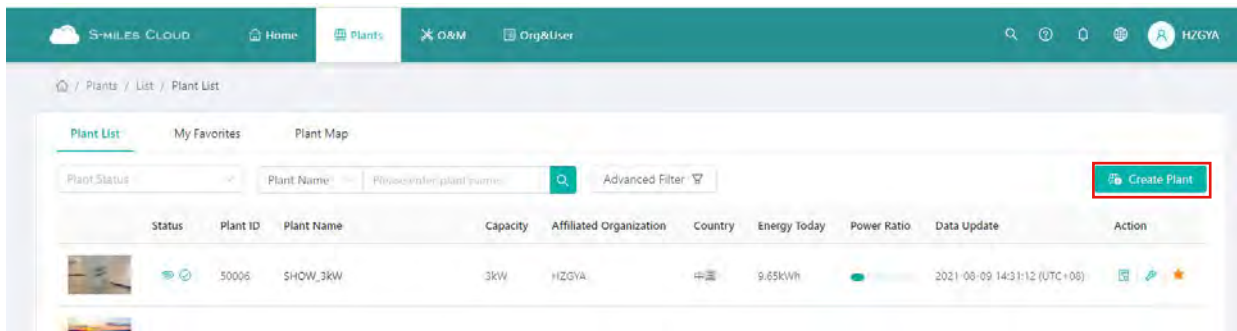(2) Enter the correct username and password in the input box as shown below.

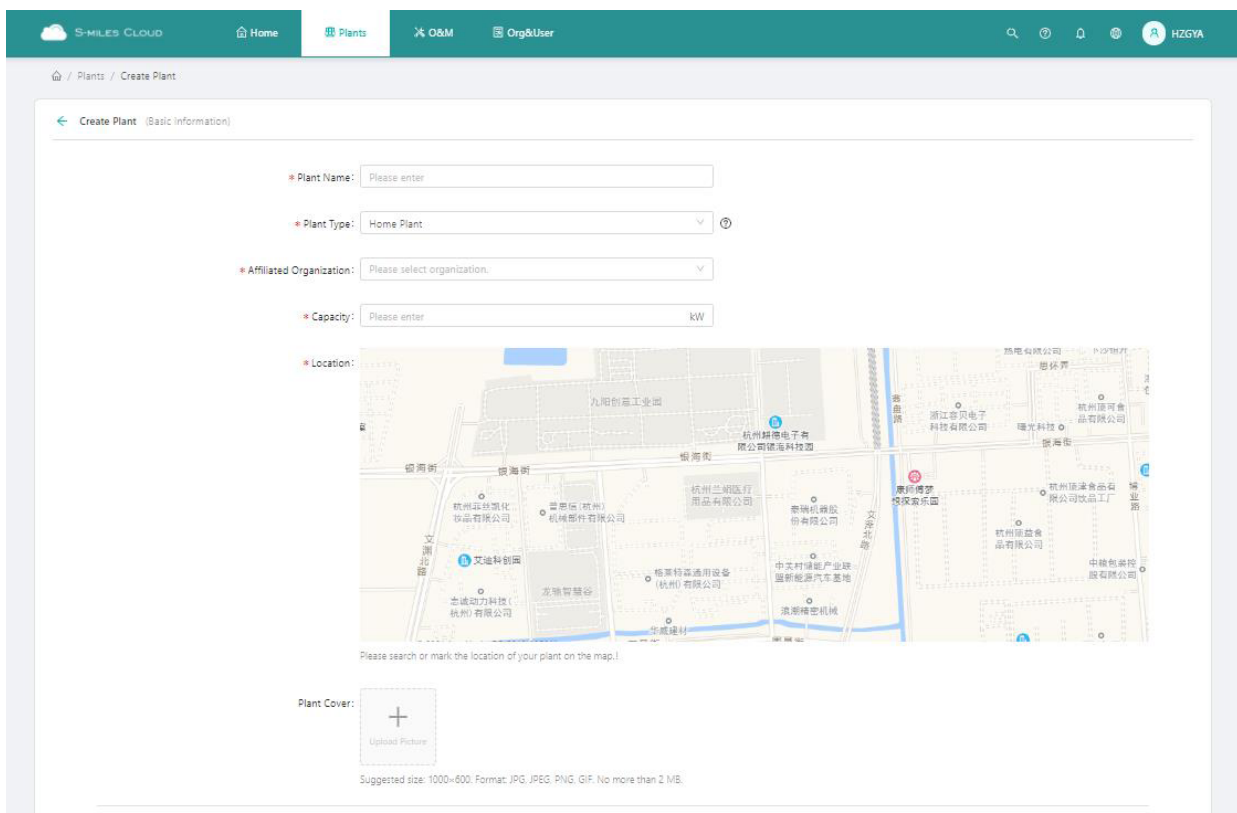(3) Click "Login" and the system will automatically direct to the system homepage.

STEP 2 - Create a plant

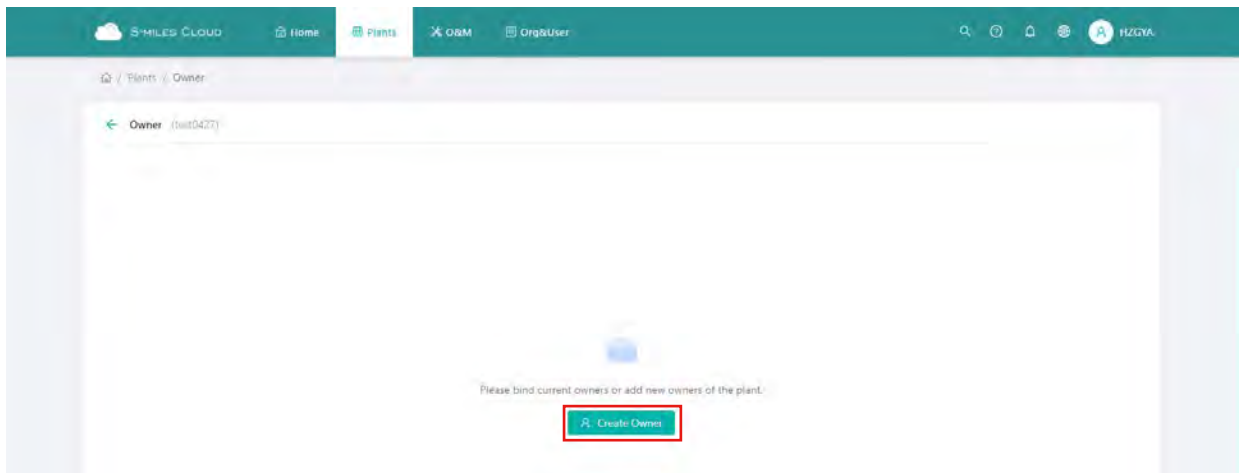Click "Plant" - "Create Plant" as shown below, fill in the information below, then click "Next".

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.

STEP 3 - Create an owner account
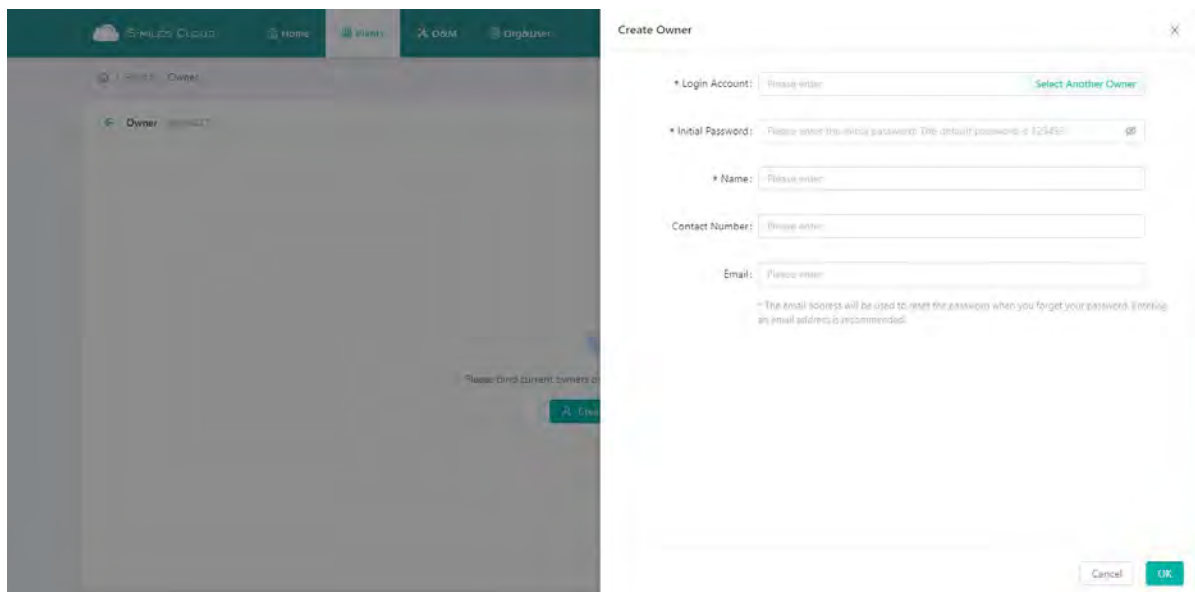
1. Click "Create Owner".

2. Fill in the owner information as below.

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

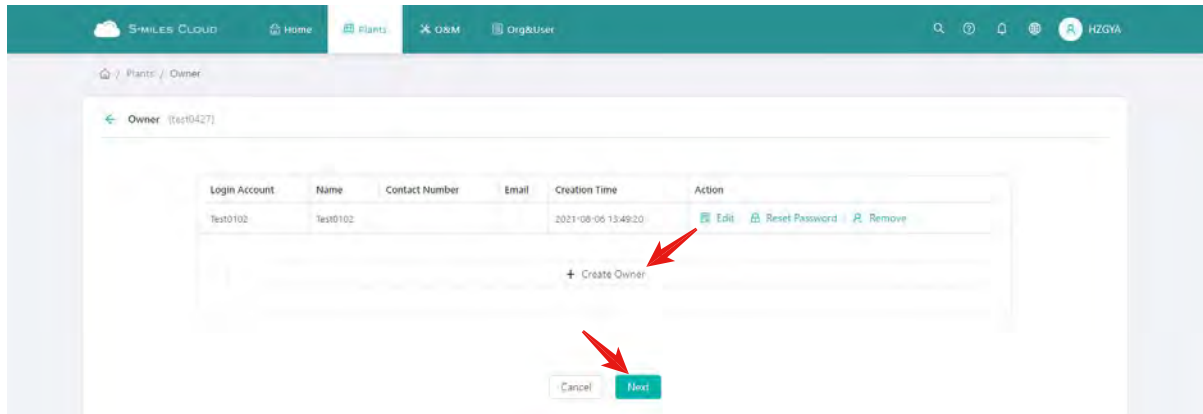Or enter the information to create a new owner account and enter the information.
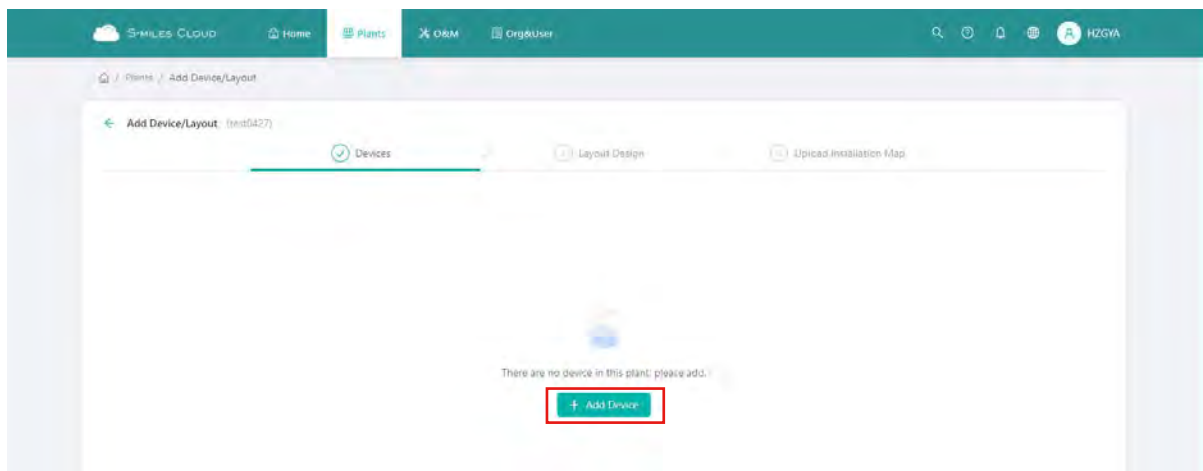
(2) Click "OK" to finish account creation.

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.
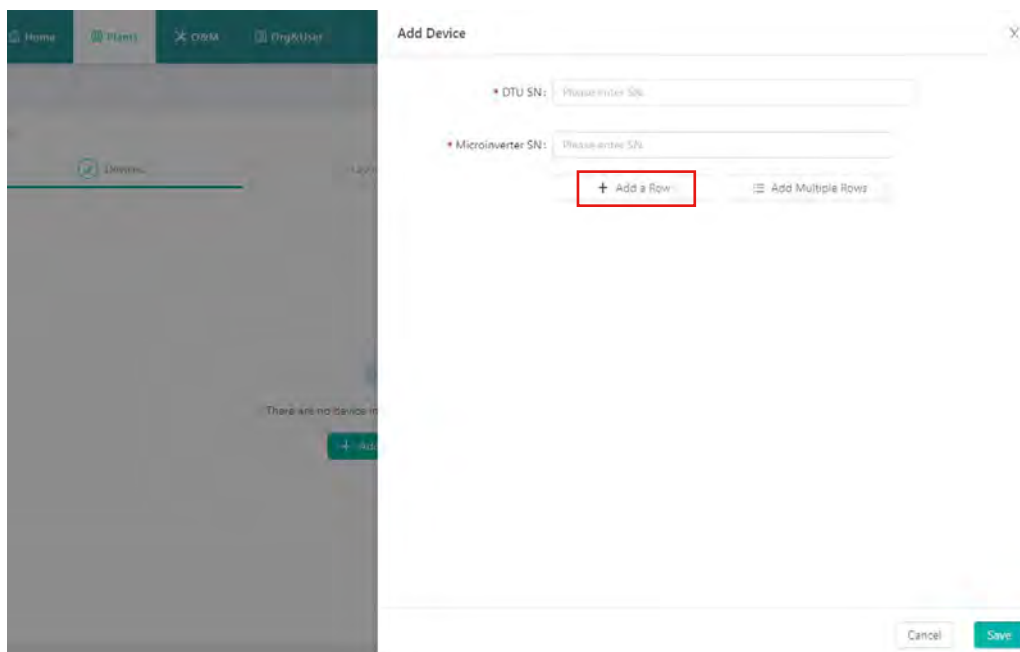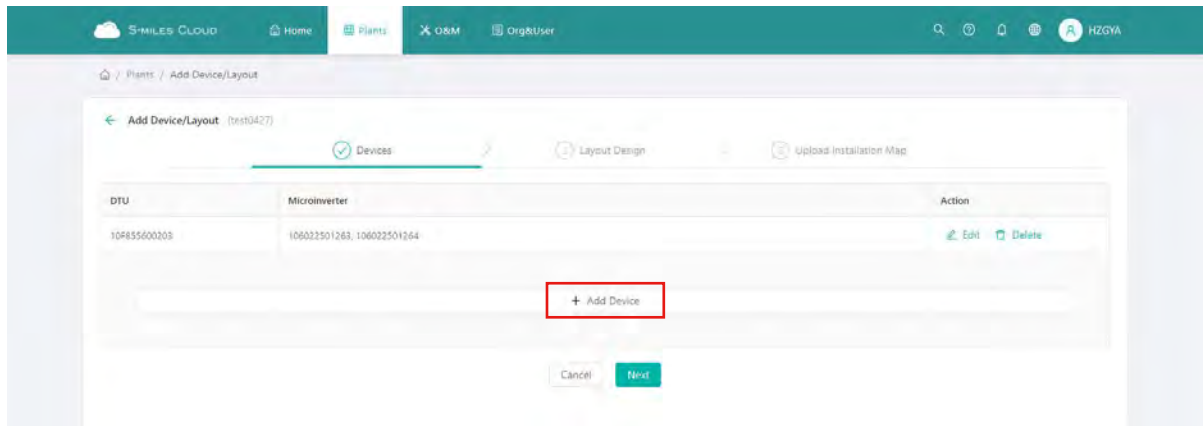

(2) Click "Add Device".

(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.
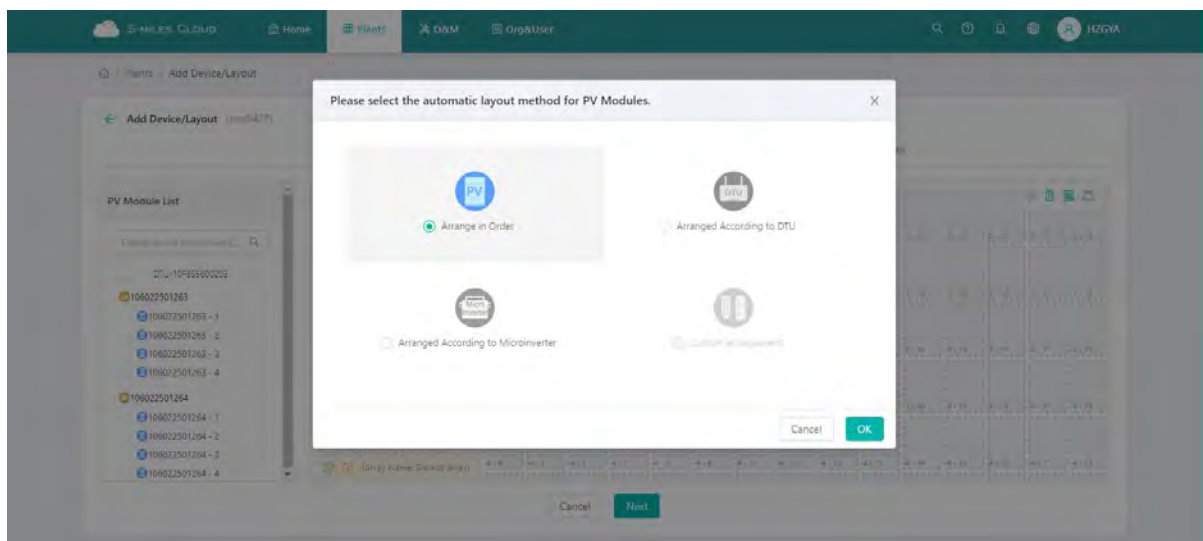
(5) To add more DTUs, click "Add Device", and after filling in all the information, click "Next".
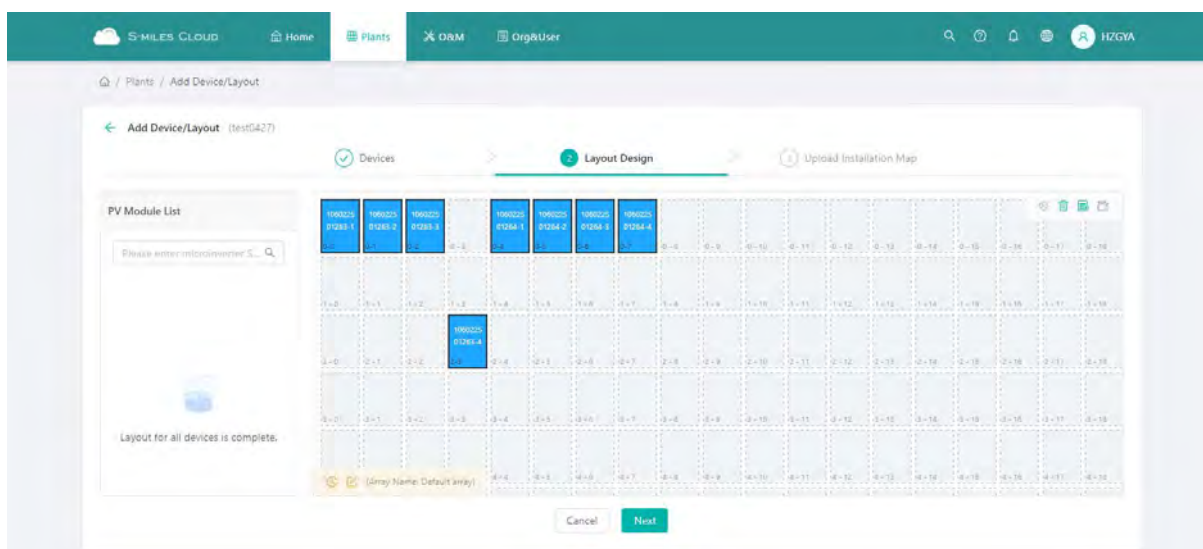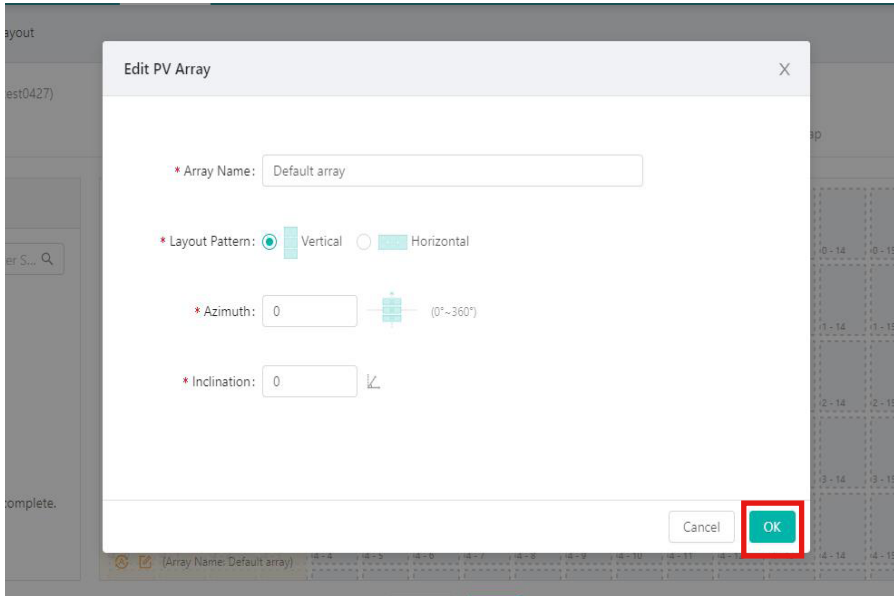

2. Layout design

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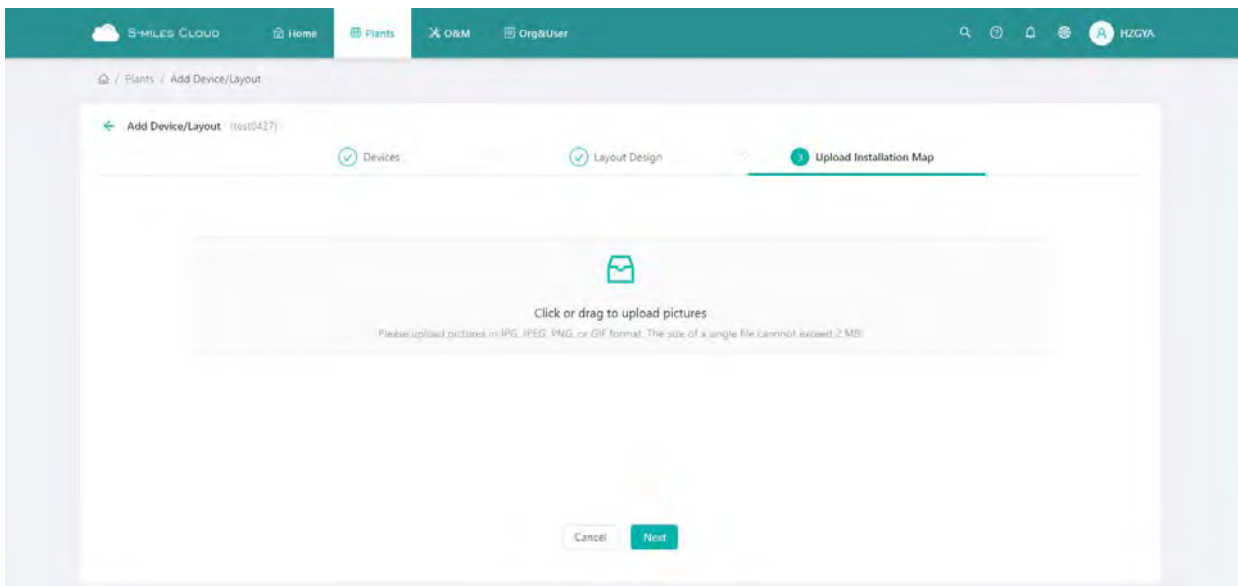

(2) After clicking "OK", you will see the page as shown below, and if there is nothing you want to change then click "Next".

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

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