

# Technical Note

## S-Miles Cloud Operating Guide (Web)

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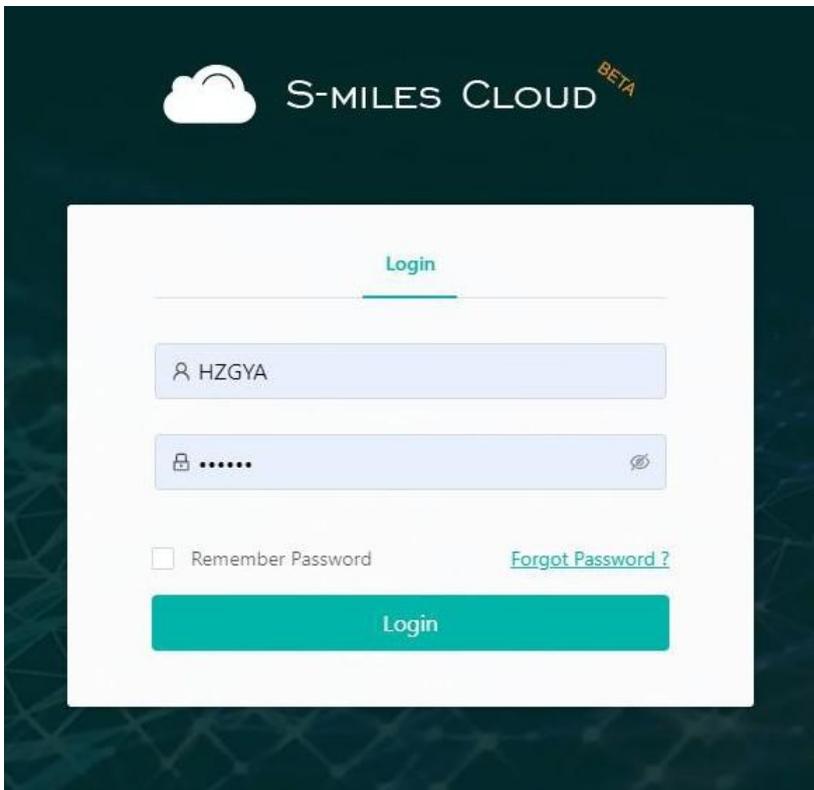
## 1. About Monitoring Account

### 1.1 How do I get a Hoymiles distributor/installer account?

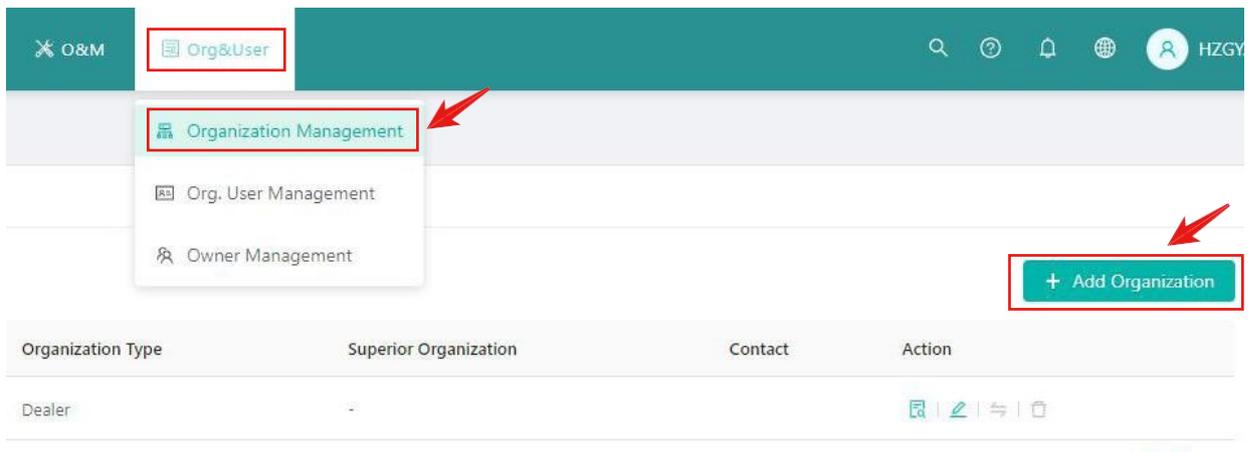
1. If you are a new distributor, send an email to [service@hoymiles.com](mailto:service@hoymiles.com). The Hoymiles Technical Service Center will apply for an account for you.
2. If you are a new installer with Hoymiles and don't have an installer account, approach your distributor to create an account for you.
3. If you are an installer/distributor and have an installer/distributor account, you can directly create sub-accounts and plants under your existing account.

### 1.2 How do I create a sub-account under my installer/distributor account?

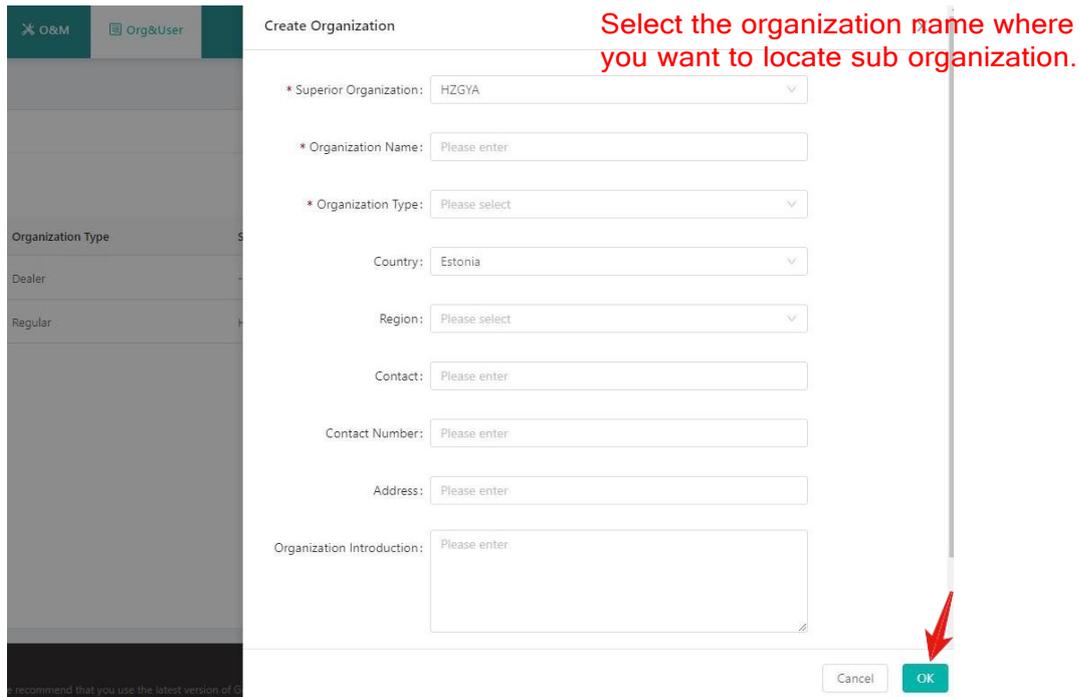
1. Go to <https://world.hoymiles.com/> in Google Chrome browser and log in to the S-Miles Cloud (Hoymiles Monitoring Platform) with your account.



2. Select "Organization Management" under "Org&User", then click "Add Organization"

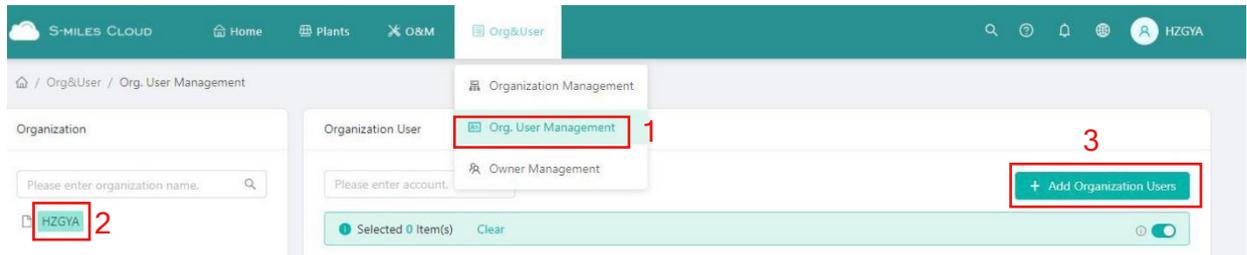


3. Fill in the organization details and click "OK" to complete account creation.

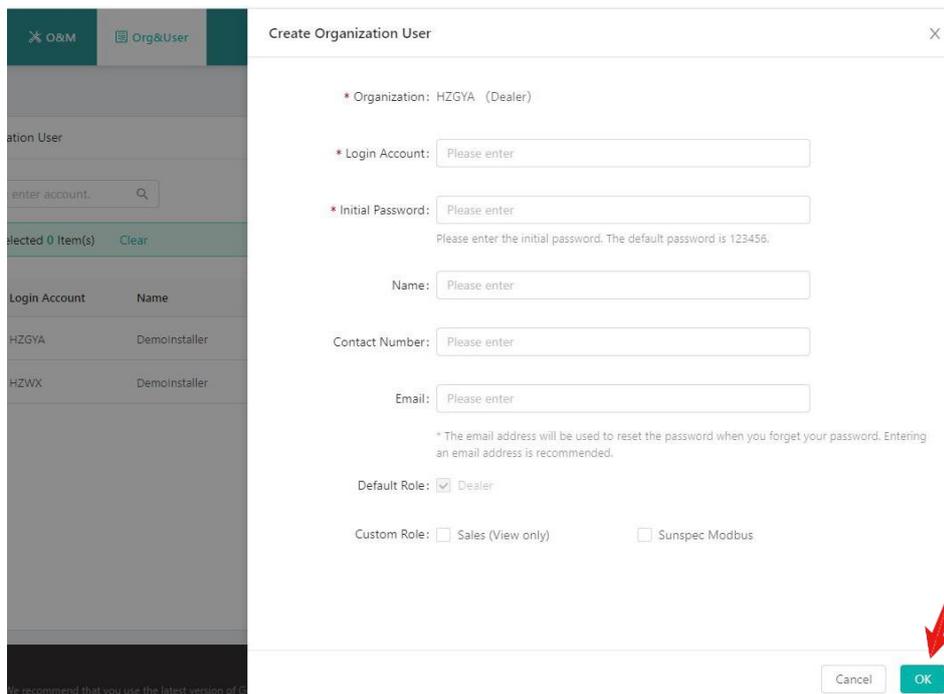


Note: There are four types of organizations: device supplier, dealer, installer and regular one.

4. Select "Org. User Management" under "Org&User", select the organization name on the left, then click "Add Organization Users".



5. Fill in the details of organization user and click "OK" to complete account creation.



Note:

- (1) An organization can have multiple login accounts, so just select the organization name and add organization users again.
- (2) Hoymiles falls under the "Device Supplier" category and has a higher and greater authority than dealers and installers. Dealers can create distributor and installer organizations, while installers can only create installer organizations.
- (3) Regular users have two user-defined roles: sub-installer and normal installer. Sub-installers can only create and edit plants and issue networking command.

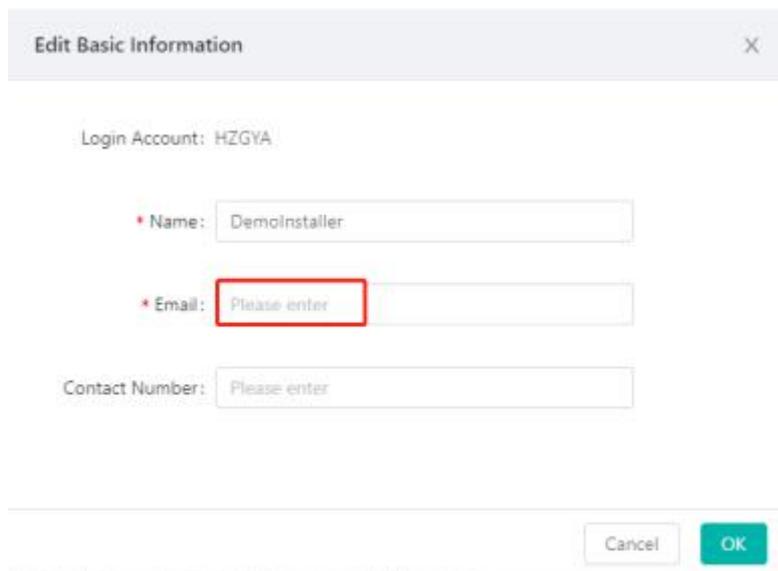
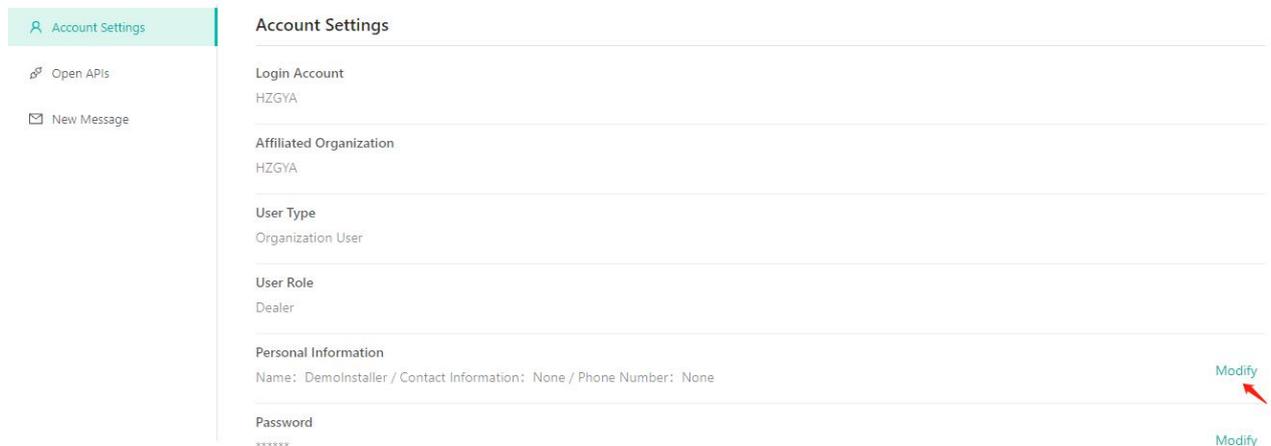
Custom Role:  Sub-Installer  Normal Installer

### 1.3 How do I change Email and password?

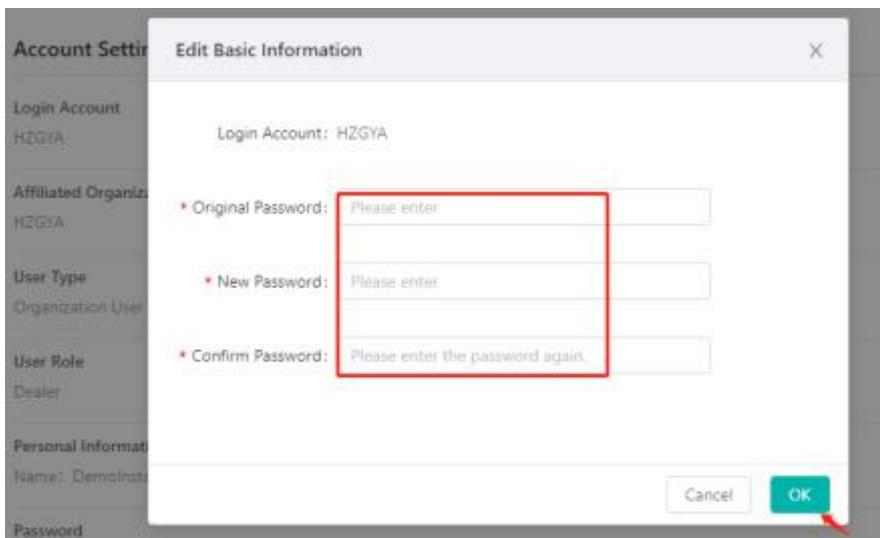
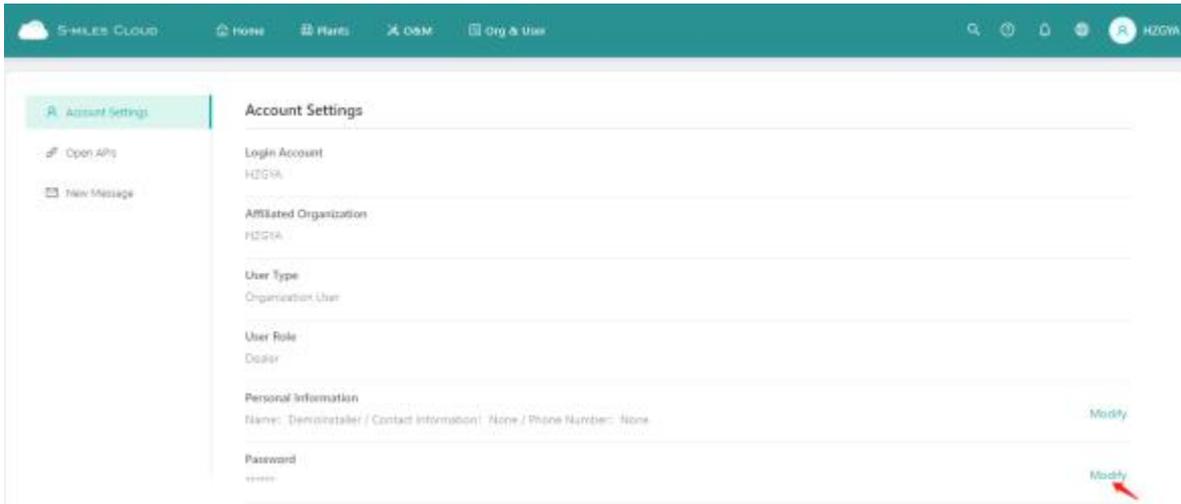
- 1. Enter your account and password and login the Hoymiles monitoring platform.
- 2. Select the person icon on the right and click the "Account Settings" button.



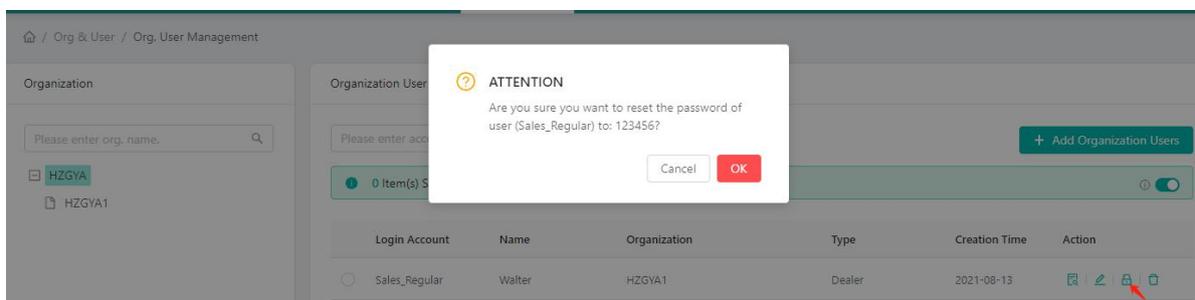
- 3. Click "Modify" button of personal information and enter new Email.



4. Click "Modify" button of password and enter original password and password.

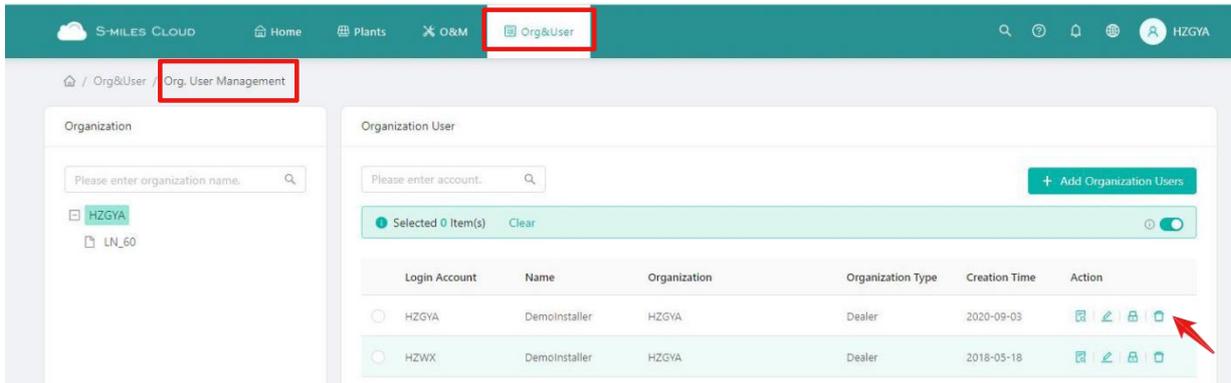


5. Select "Org. User Management" or "Owner Management" from the top menu under "Org&User" and click the "Reset Password" button to reset password to 123456.

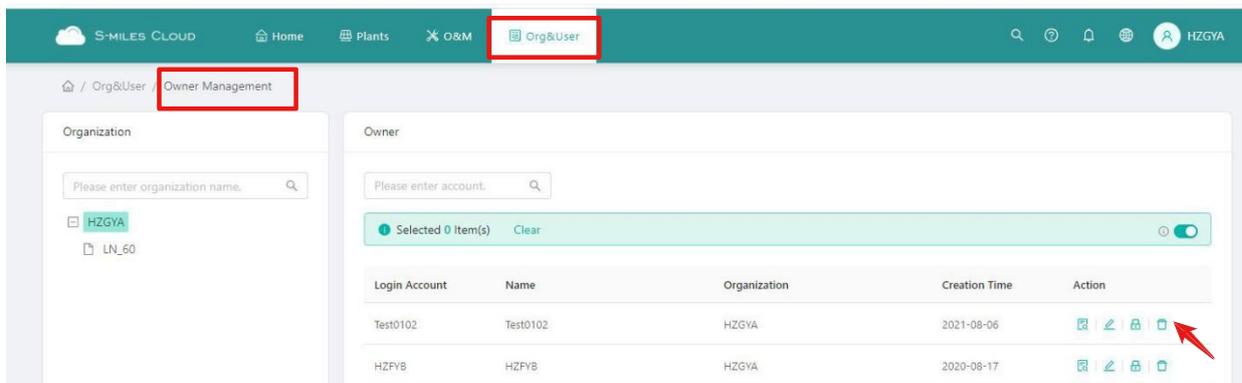


## 1.4 How do I delete an account?

Select "Org. User Management" from the top menu under "Org&User" and click the "Delete" button to complete deletion.

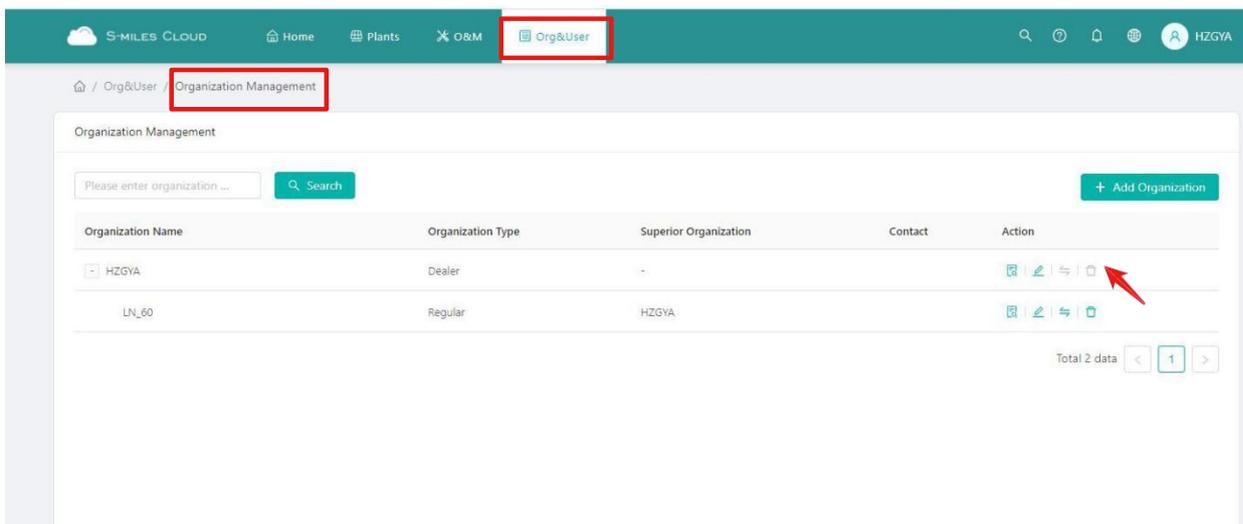


Select "Owner Management" from the top menu under "Org&User" and click the "Delete" button to complete deletion.



## 1.5 How do I delete an organization?

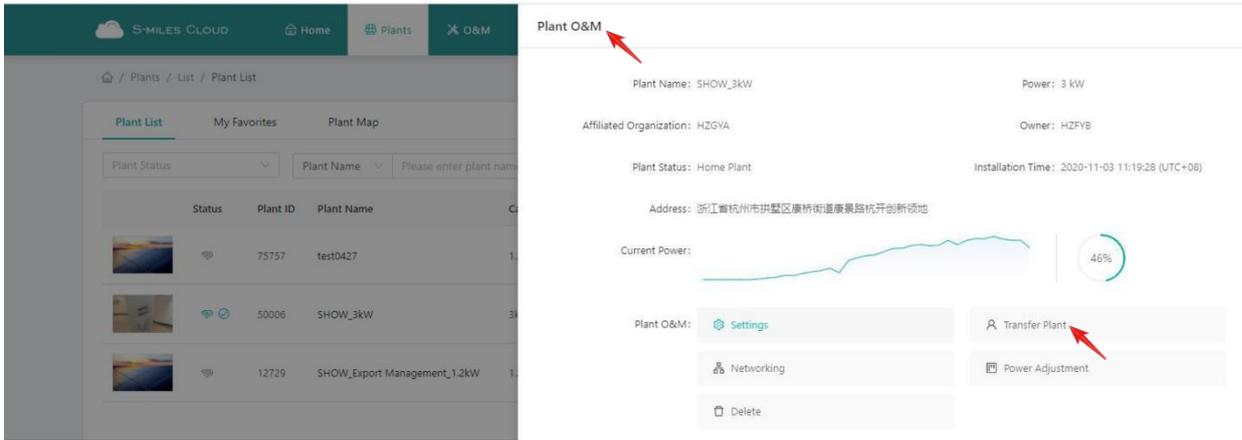
Select "Organization Management" from the top menu under "Org&User" and click the "Delete" button to complete deletion.



## 1.6 How do I transfer an account?

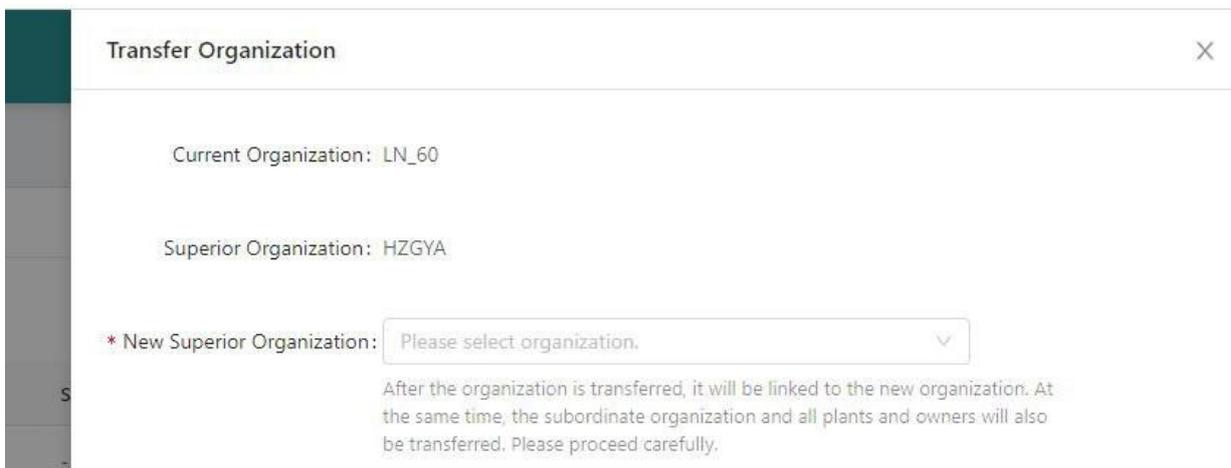
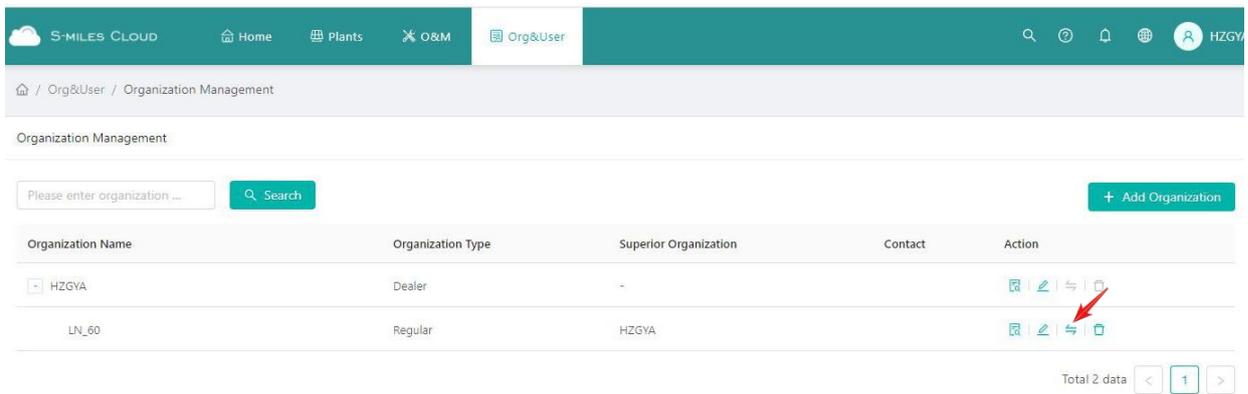
### 1.6.1 How do I transfer the existing plants to another organization?

Go to the "Plant" page, select "Plant O&M", click "Transfer Plant", choose the new organization that you want to transfer to, and click "OK".



### 1.6.2 How do I transfer the existing accounts to another organization?

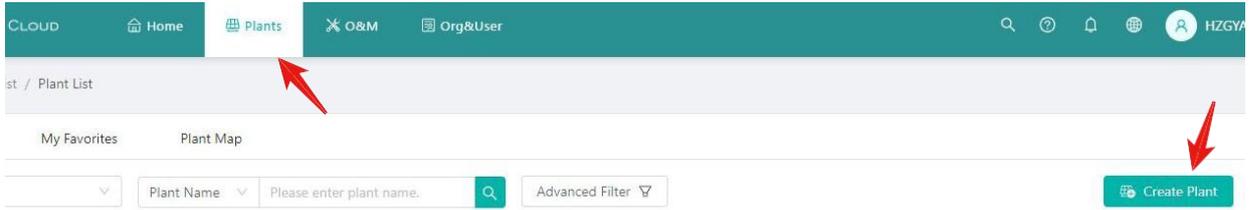
Go to "Organization Management" under "Org&User" and click "Transfer Organization". Choose the new superior organization that you want to transfer to and click "OK".



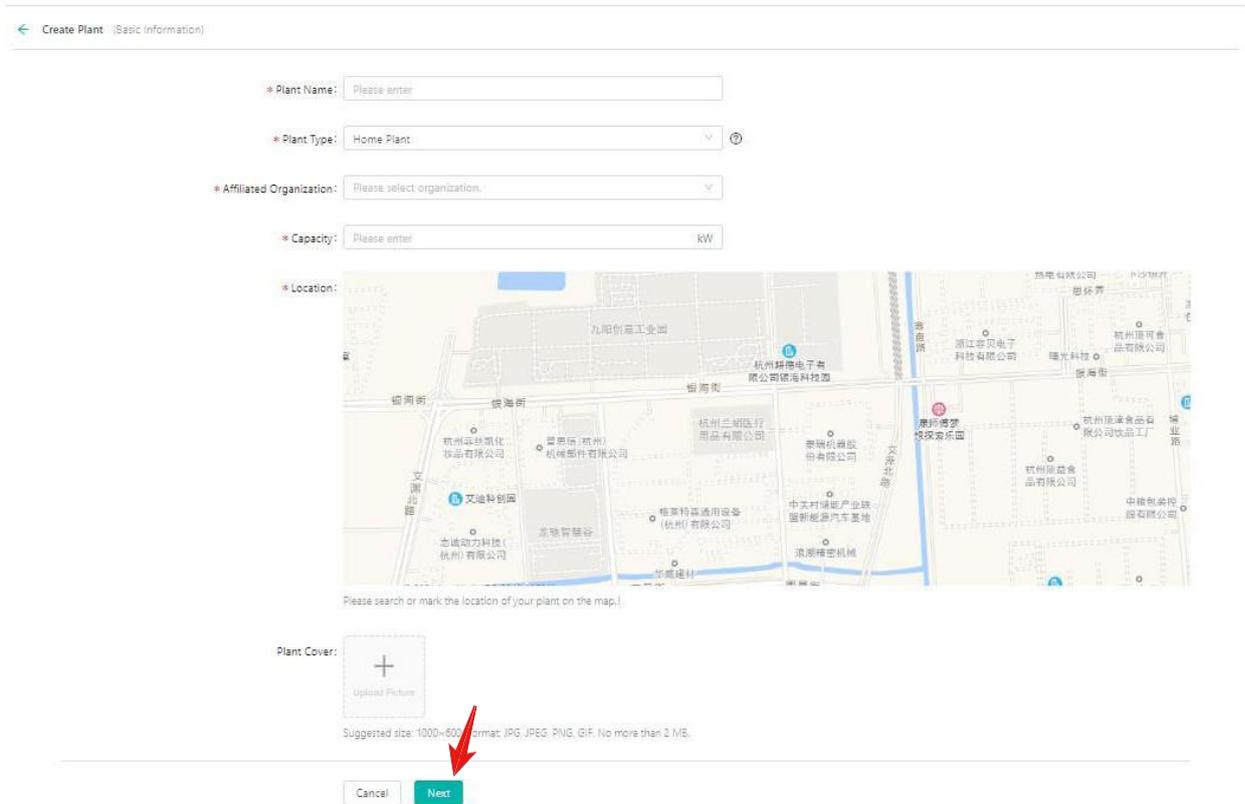
## 2. About Plants

### 2.1 How do I create plant for end users?

1. Click "Create Plant" on the "Plants" page.

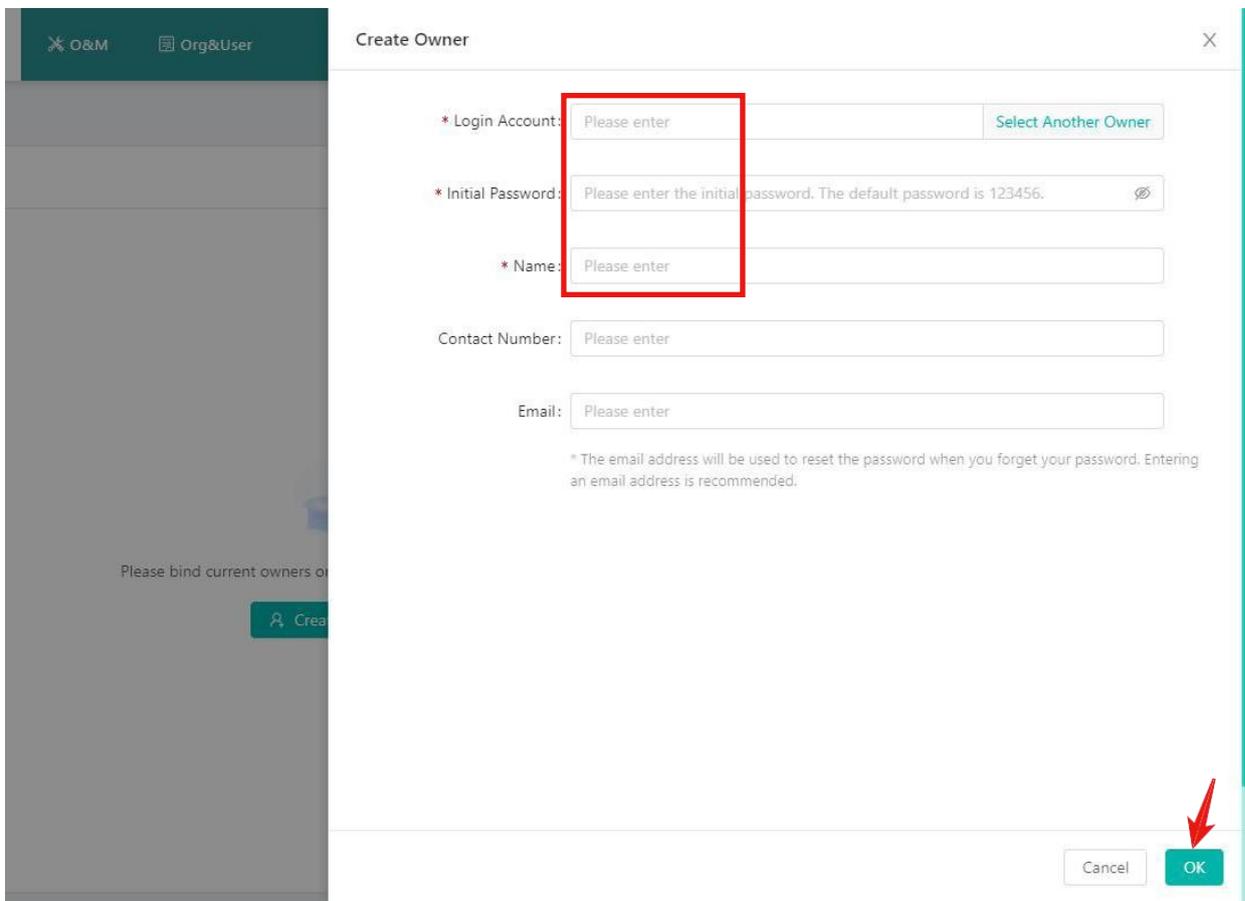


2. Fill in the basic information and then click "Next".

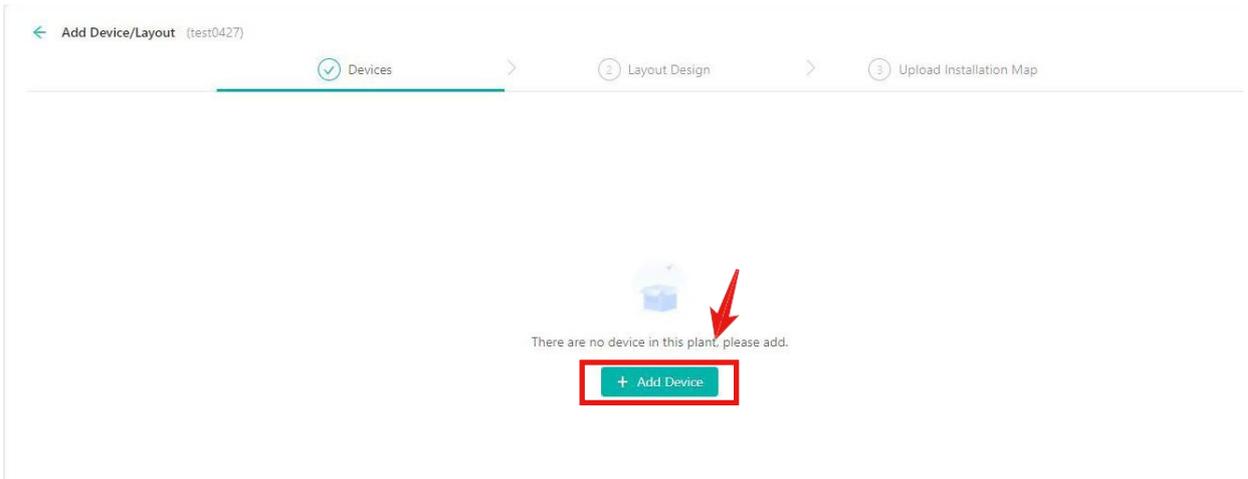


3. Click "Create Owner", fill in the owner information and click "OK".

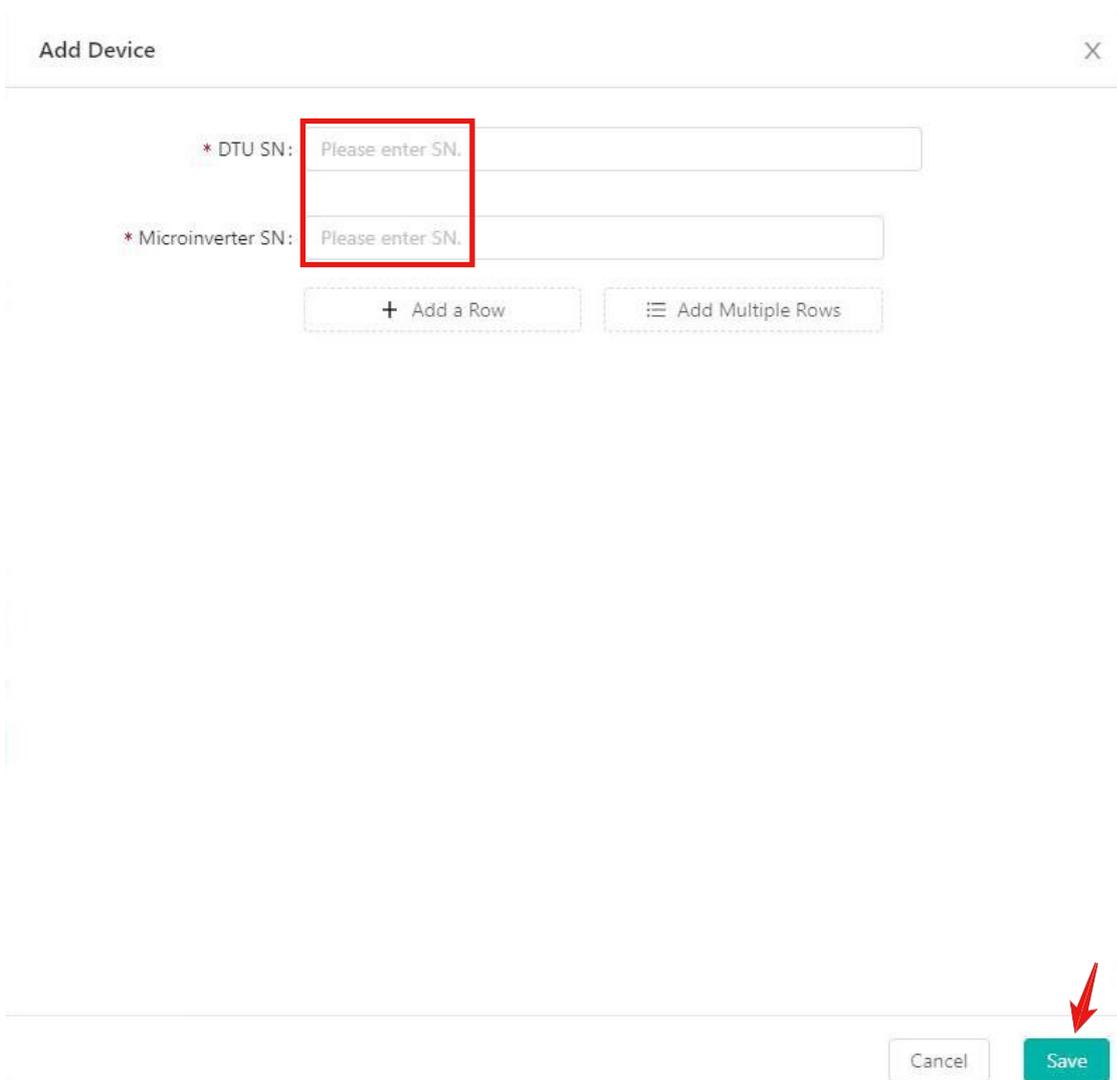
Owner (test0427)



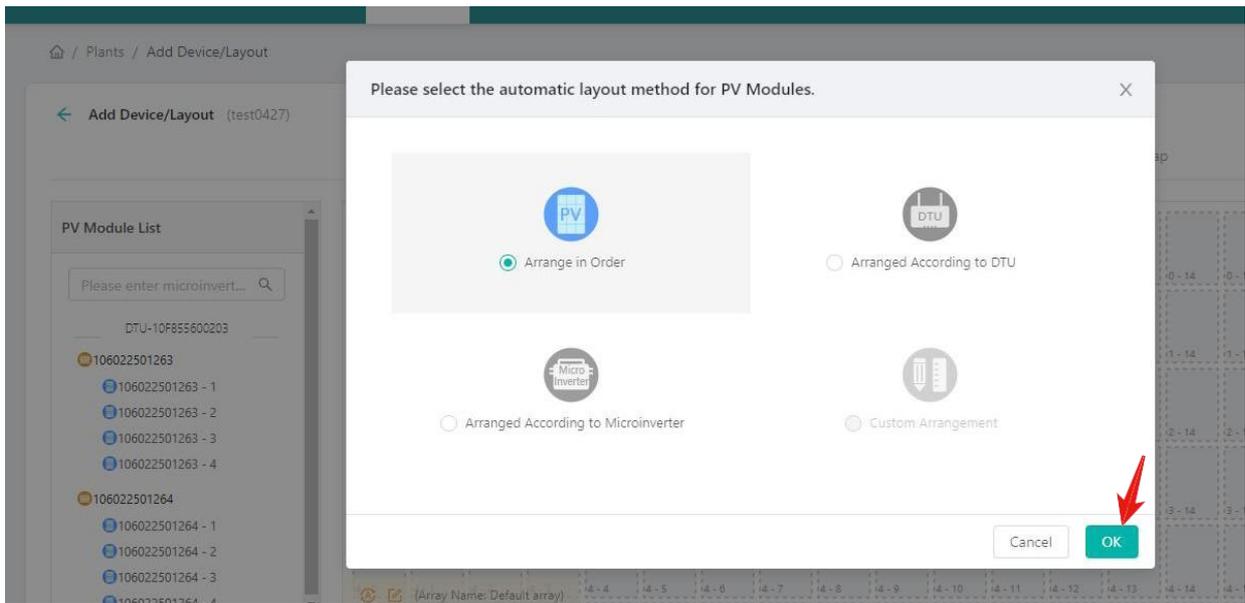
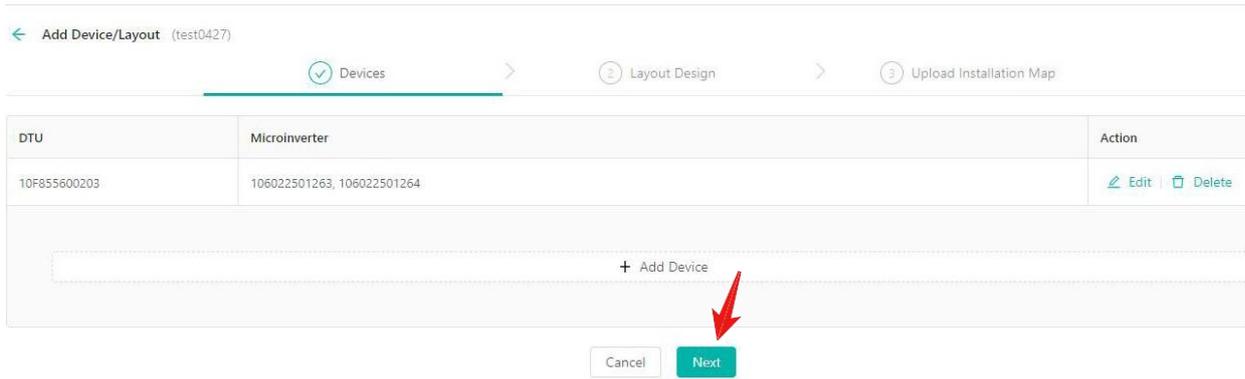
4. Click "Add Device", fill in the DTU and the Microinverter serial number, and click "Save".



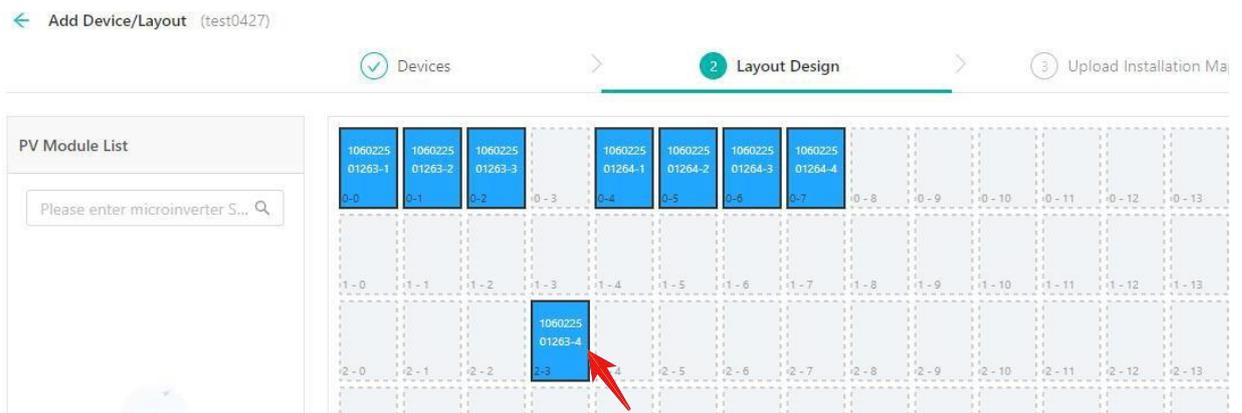
*Note: you can add multiple microinverter SN with one DTU.*



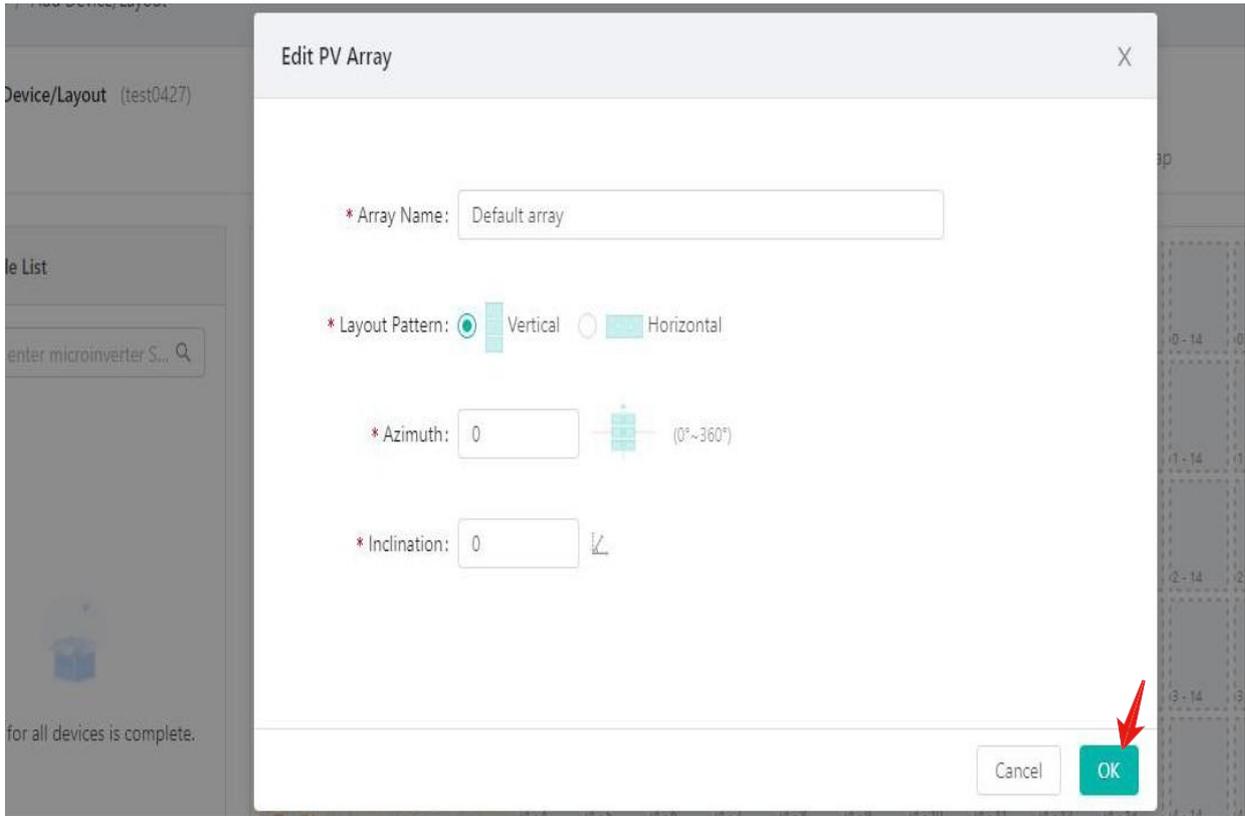
5. Click "Next" and choose one layout method.



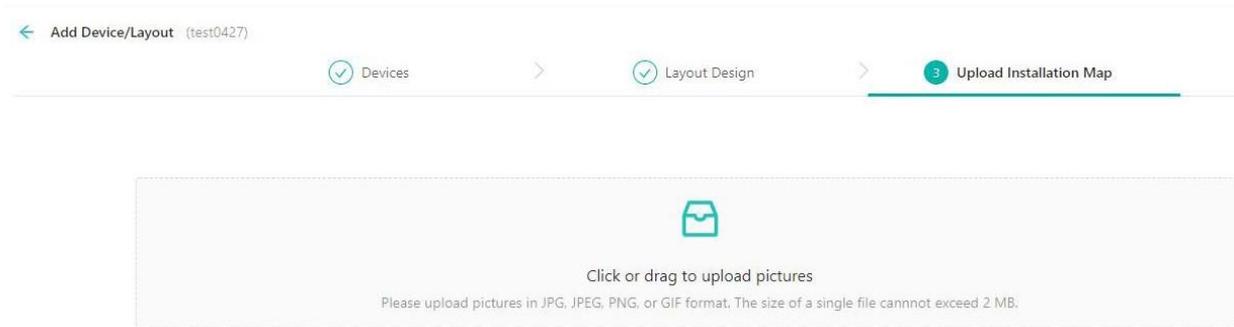
Note: You can also select the module and drag it to any position.



6. Fill in the PV array information and click "OK".



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



8. If your plants are regular ones, please click "Next".

← Settings (test0427)

Export Management

Power Balance Config

Plant Regulation

Enable Export Management?:

Cancel Next

9. Fill in the plant regulation information and finish the plant creation.

← Settings (test0427)

Export Management

Power Balance Config

Plant Regulation

Plant Revenue

Plant Name: test0427

Currency Unit: Please select

Electricity Price per Unit: Please enter

Advanced Settings

Allow owner to view layout:

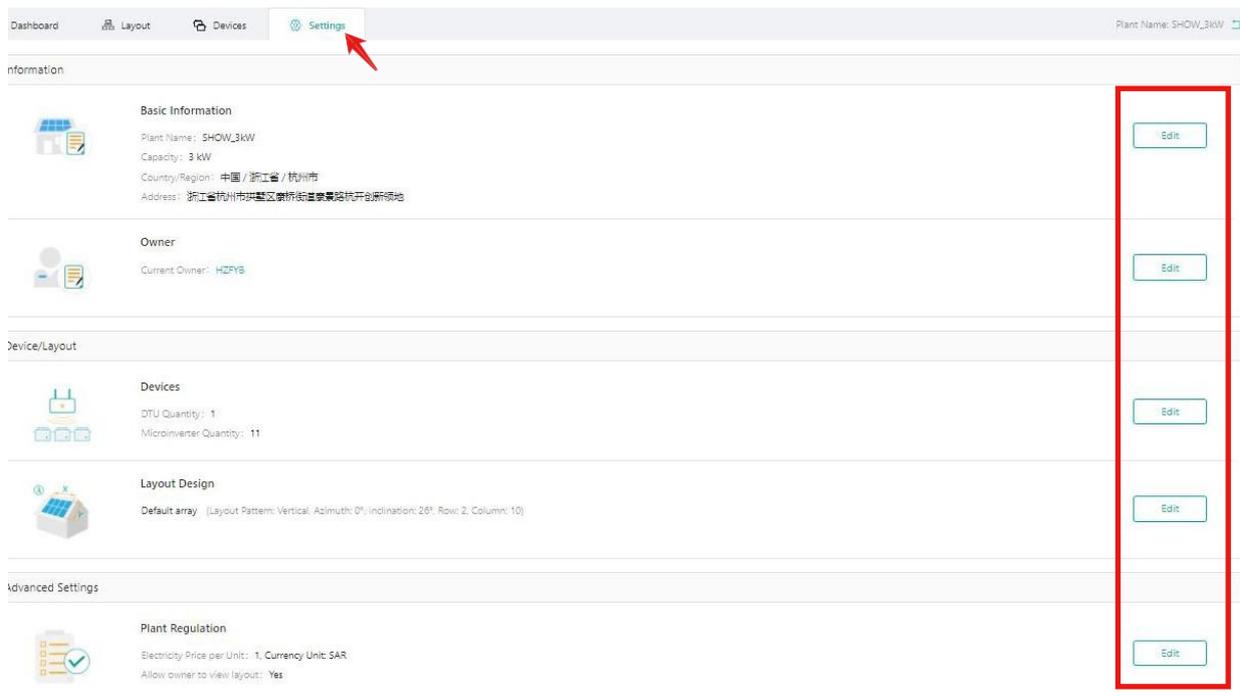
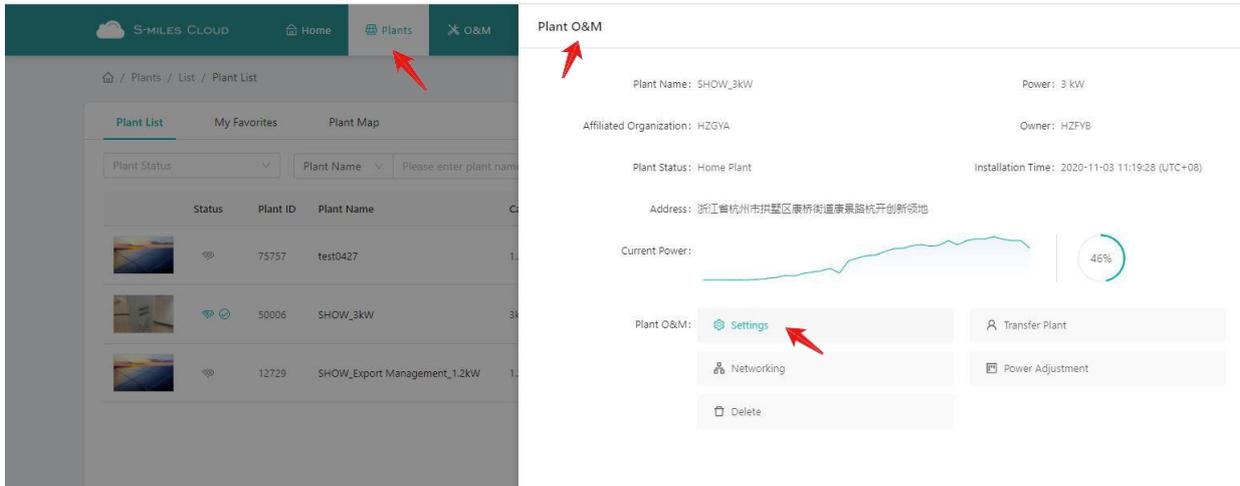
Select Network

Networking Automatically:  ⓘ

Cancel Complete and activate the plant

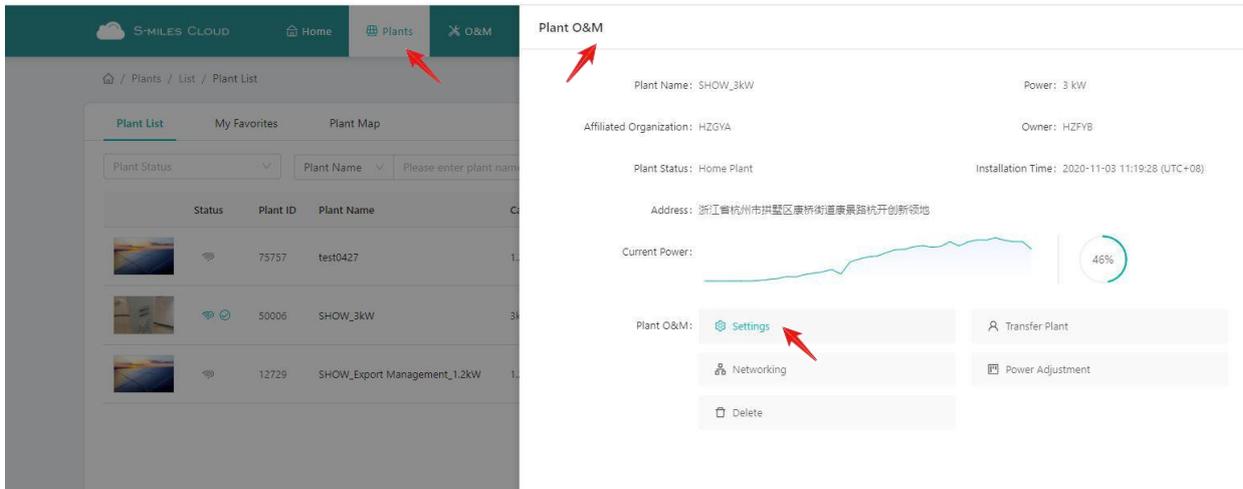
## 2.2 How do I edit plant details?

Go to "Plants", then choose the site you want to amend. Click the "Settings" button on the right side of the Plant O&M. Edit the information you want to change.

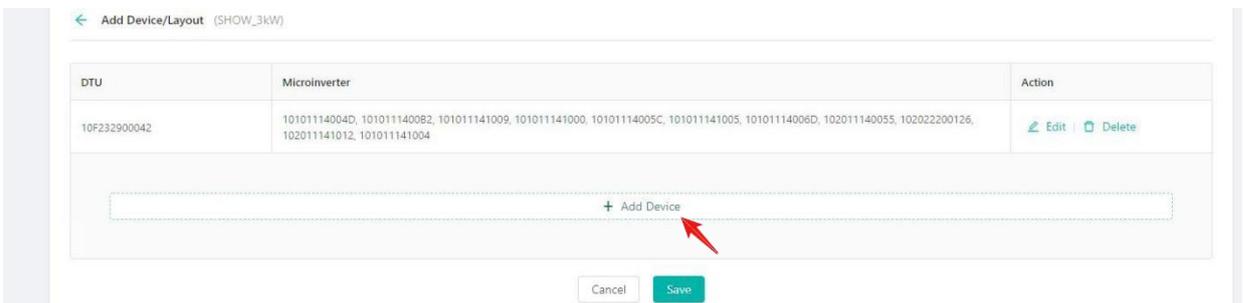
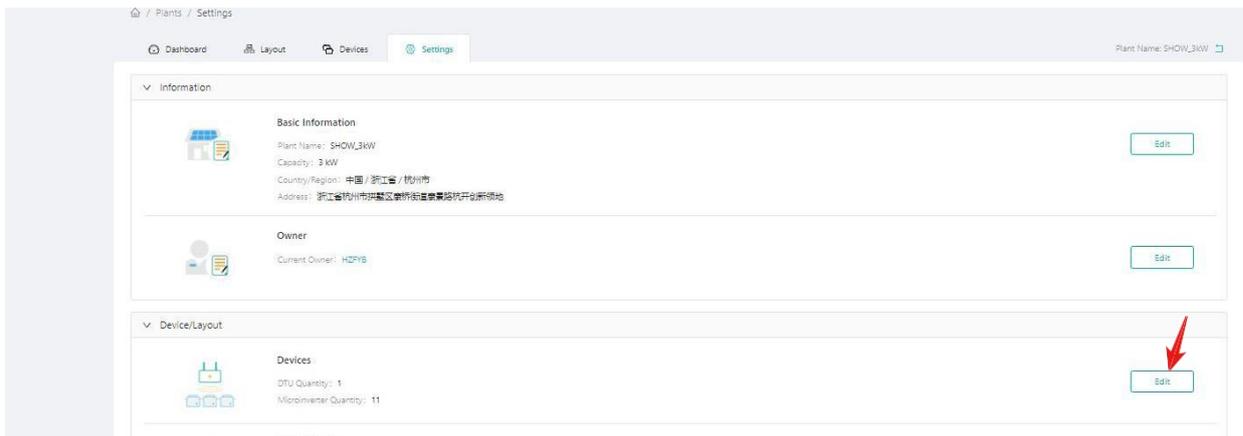


## 2.3 How do I add device under an existing plant?

1. Go to "Plants" and find the plant that you want to add the device to. Click the "Plant O&M" and "Settings" buttons to go to the setting page.

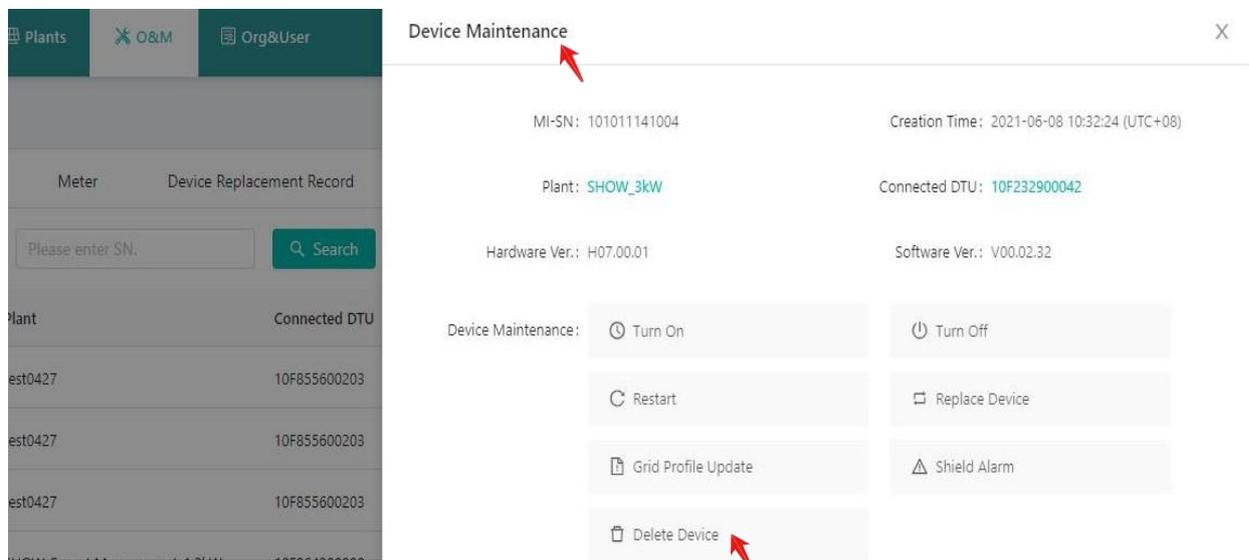
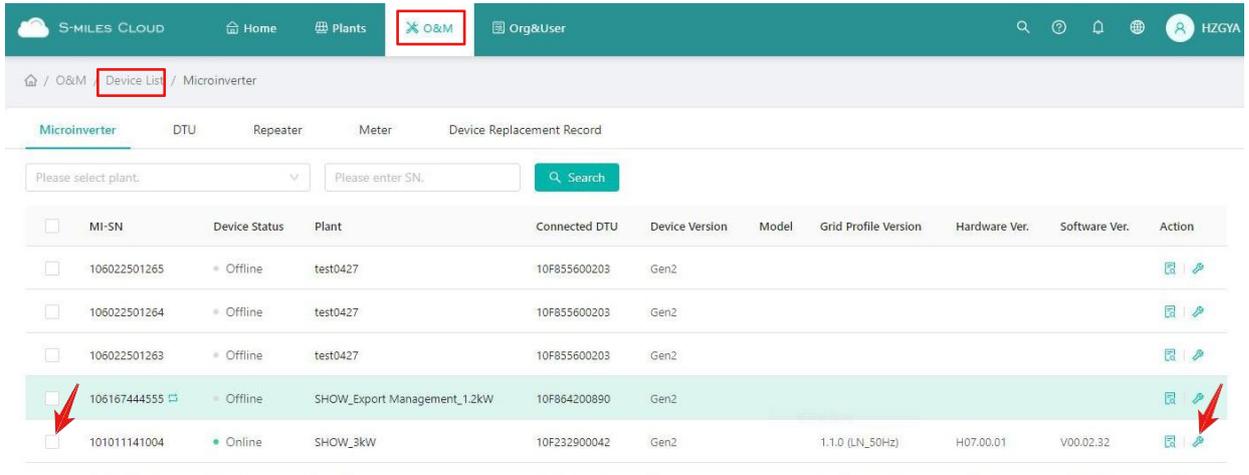


2. Click the "Edit" button in "Devices", add the extra Microinverter/DTU SN on the "Device" page and click "Save".



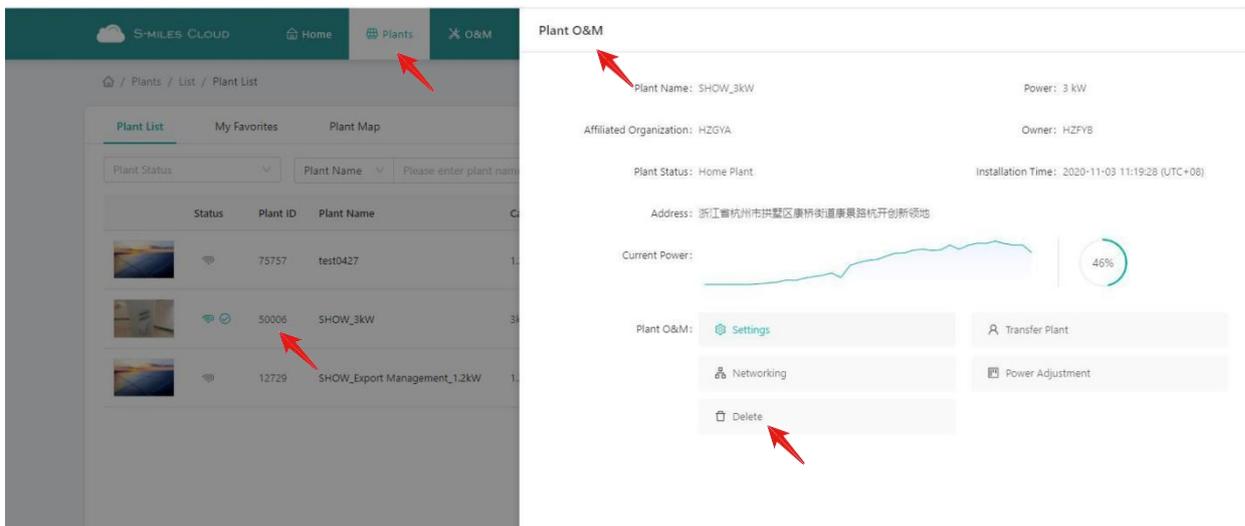
## 2.4 How do I delete a device (microinverter/DTU/Meter)?

Select "Device List" under the O&M, check the box for the device that you want to delete, then click the "Device Maintenance > Delete Device" to complete deletion.



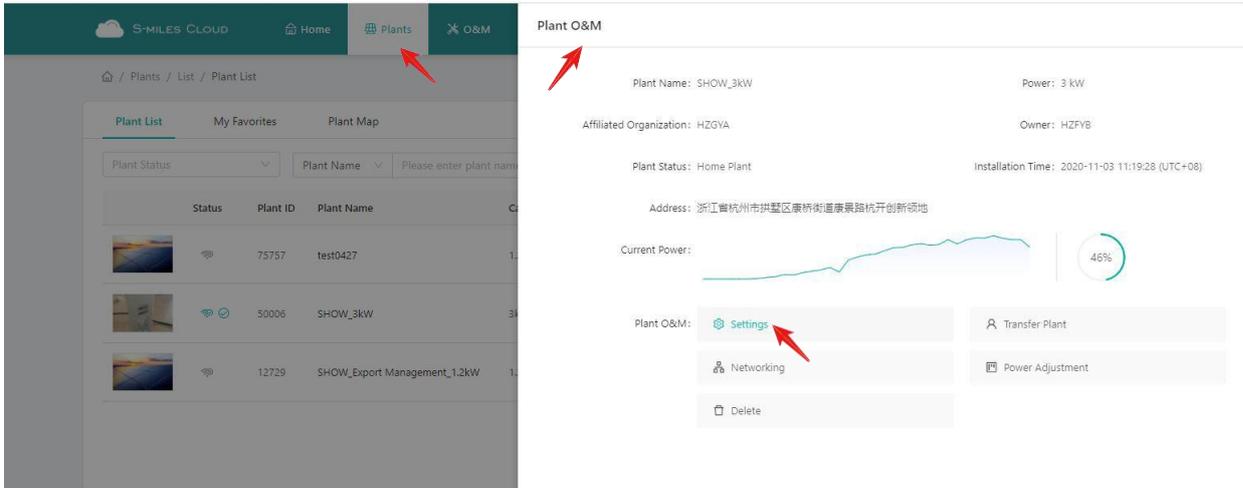
## 2.5 How do I delete a plant?

To delete a plant, you will need to delete all devices under this plant firstly (refer to Section 2.4)

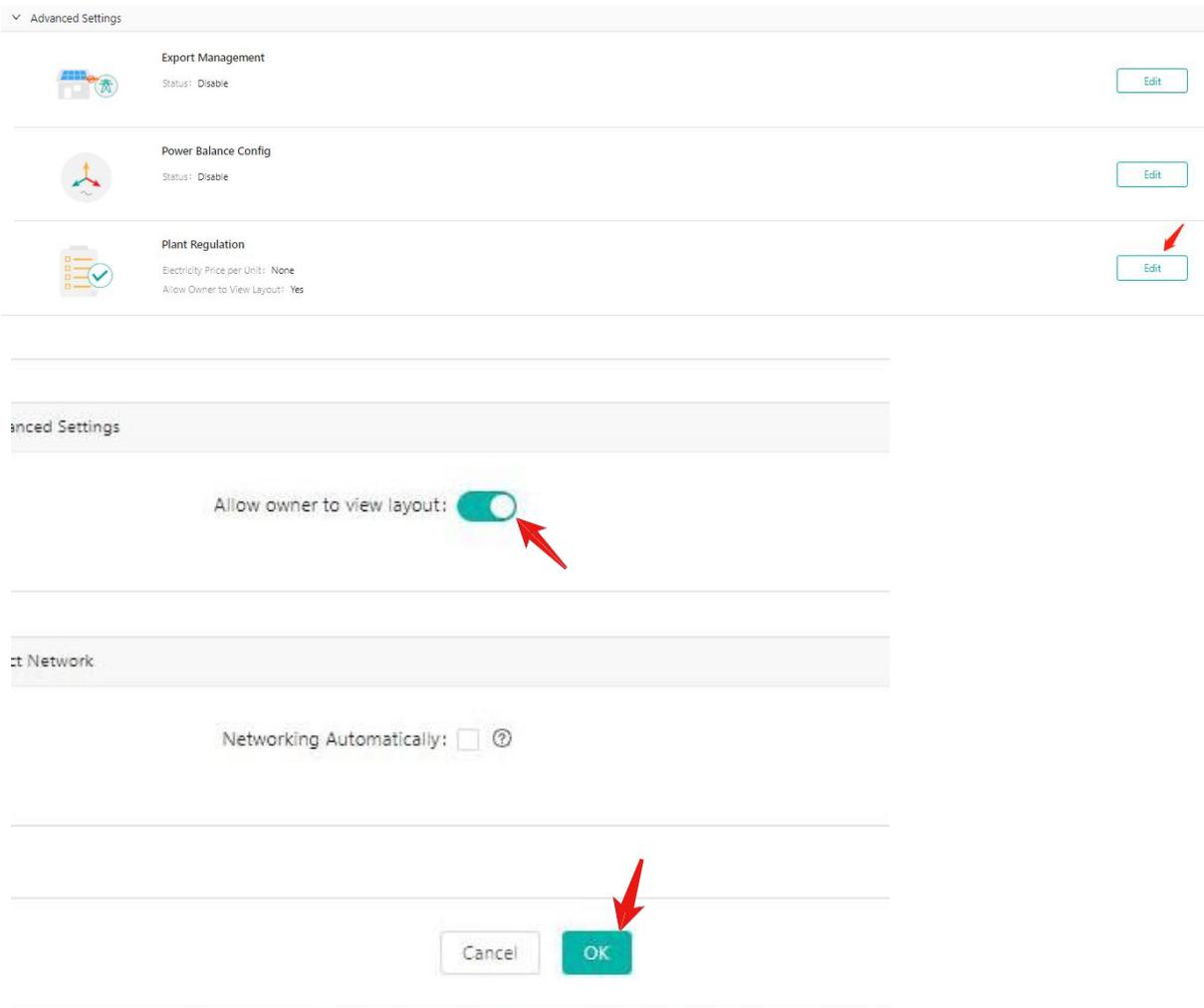


## 2.6 How do I open/close layout for the owner?

1. Go to "Plant" and find the plant that you want to add the device to. Click the "Plant O&M" and "Settings" buttons to go to the setting page.



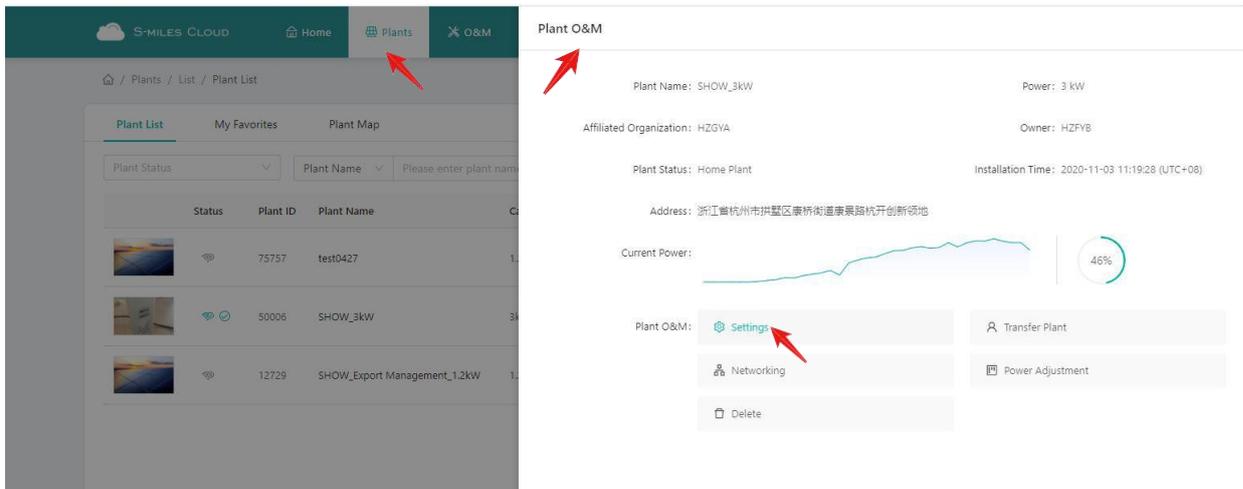
2. Click "Edit" button in Plant Regulation, open the layout switch, and click the "OK" button.



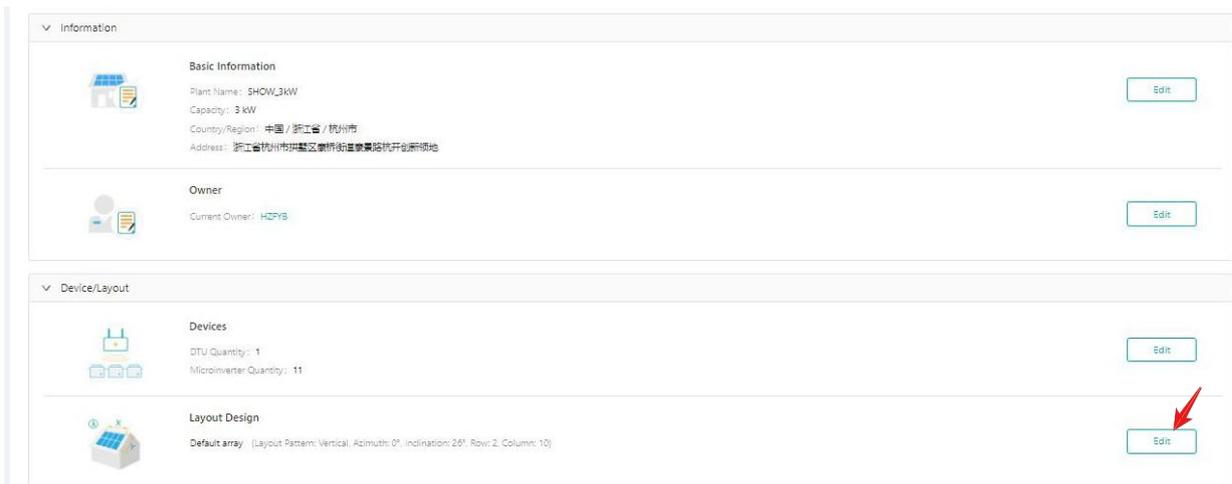
3. If you want to close it, close the layout switch and click the "OK" button.

## 2.7 How do I re-allocate the layout?

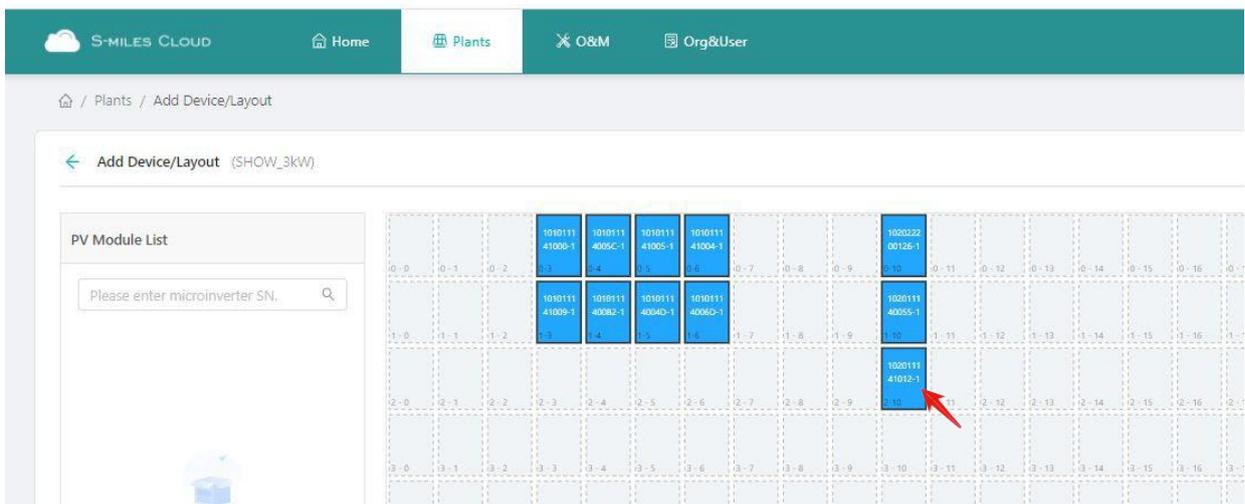
1. Go to "Plant" and find the plant for which you want to re-allocate the layout. Click the "Plant O&M" and "Settings" buttons to go to the setting page.



2. Click the "Edit" button in "Layout Design".



3. Select the panel and drag it to the correct position. Click "Save".



## 2.8 How do I add multiple arrays?

1. When you create a plant, select the power station type "Large Professional Plant"

← Create Plant (Basic Information)

\* Plant Name:

\* Plant Type:  ?

\* Affiliated Organization:

2. Go to "Plant" and find the plant for which you want to add multiple arrays. Click the "Plant O&M" and "Settings" buttons to go to the setting page.
3. Click the "Edit" button in "Layout Design".

Device/Layout

Devices  
CFO Quantity: 1  
Microinverter Quantity: 11

Layout Design  
Default array: Layout Pattern: Vertical, Azimuth: 0°, Inclination: 0°, Row 2, Column: 10

4. Click "Add Array" and fill array information and click "OK".

← Add Device/Layout (test0427)

123  
Layout Pattern: Vertical | Azimuth: 23°

+ Add Array

Create PV Array

\* Array Name:

\* Layout Pattern:  Vertical  Horizontal

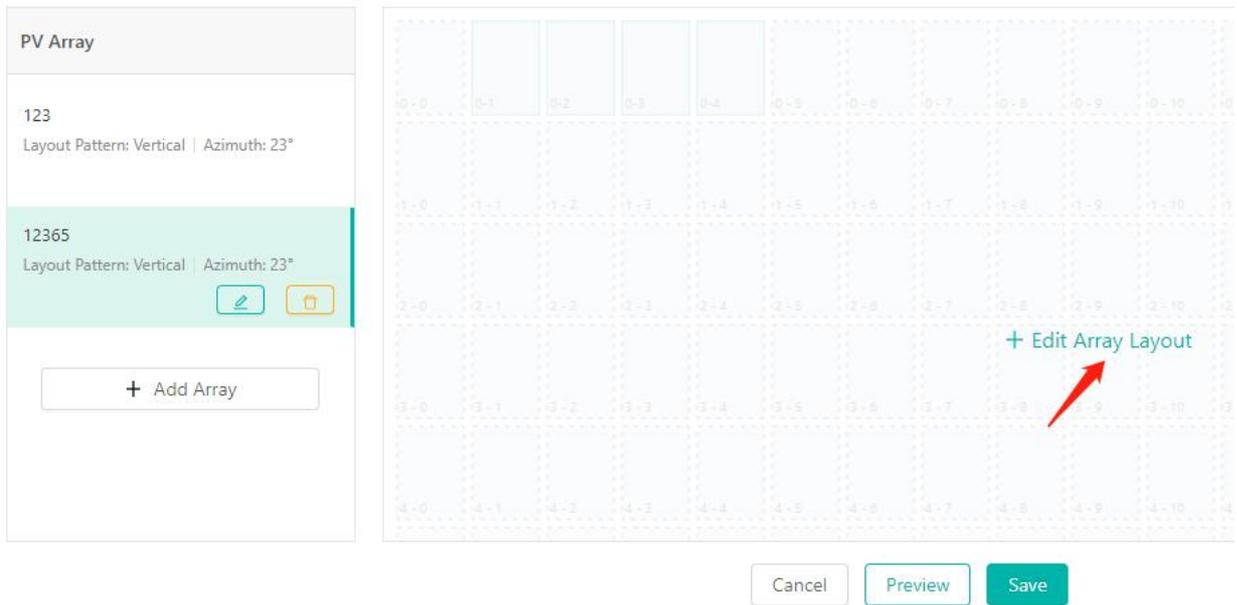
\* Azimuth:  (0°~360°)

\* Inclination:  ↙

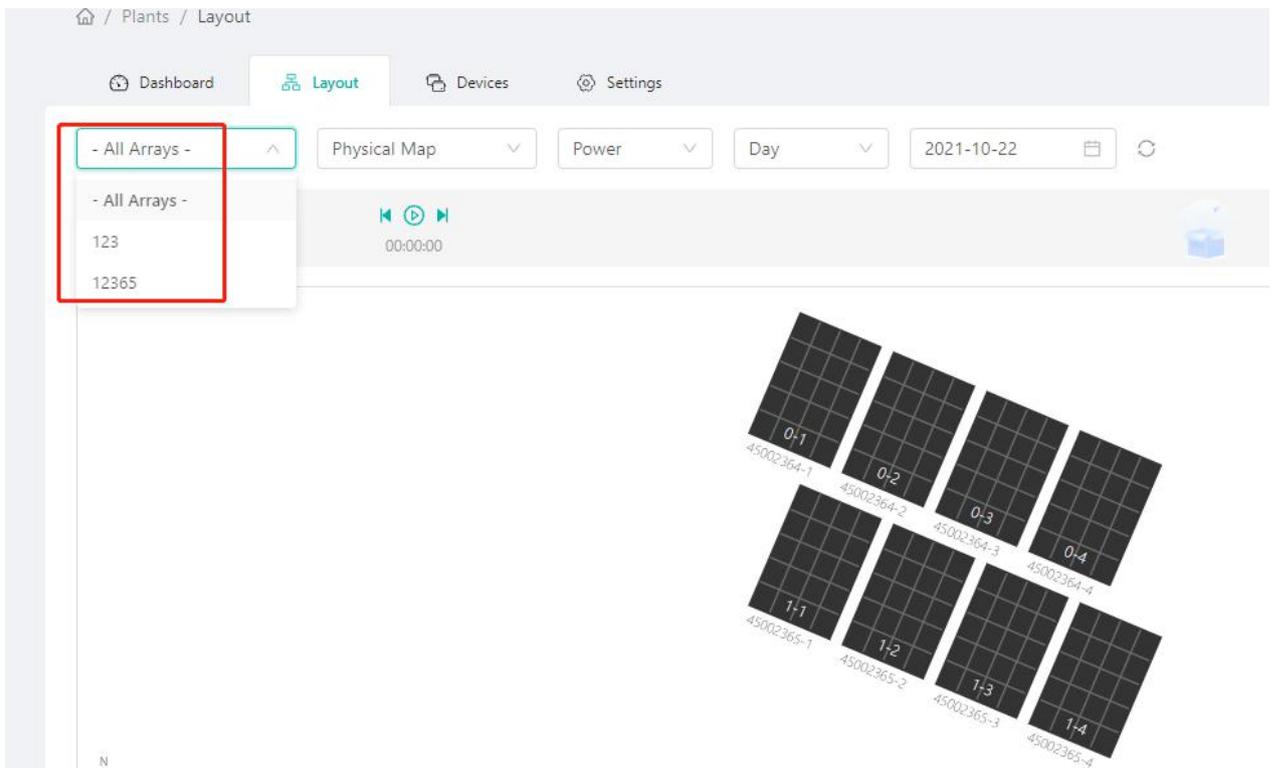
Cancel OK

**Note:** Set the value of the azimuth greater than 0°, the direction of the module will be changed accordingly, so as to realize the rotation of the module.

5. Click "Edit Array Layout" and re-allocate the layout (refer to Section 2.7).

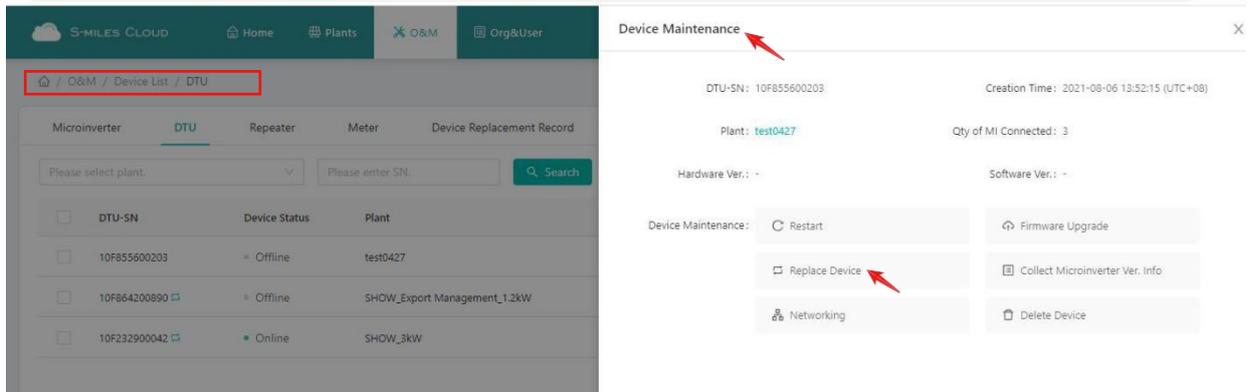


6. Back to "Layout" page and then view all arrays or view a single array.



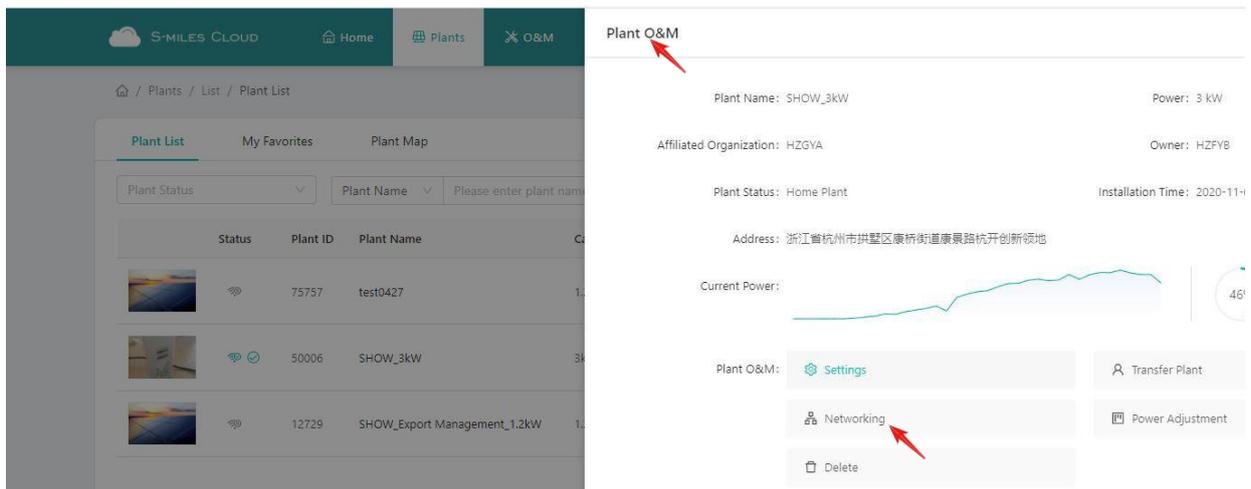
## 2.9 How do I replace DTU/Microinverter serial number?

Click "O&M > Device List", select "MicroINV" or "DTU" and choose the device SN, then click "Device Maintenance > Replace Device".



## 2.10 How do I issue the networking command from the platform?

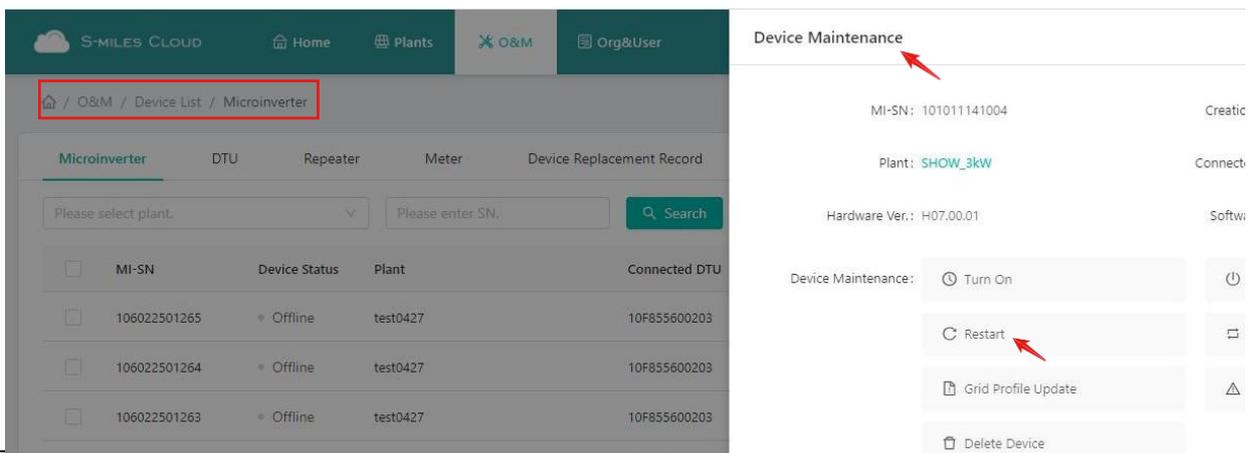
Go to "Plants" and find the plant that you want to update. Click "Plant O&M > Networking".



## 3. Remote Control Function

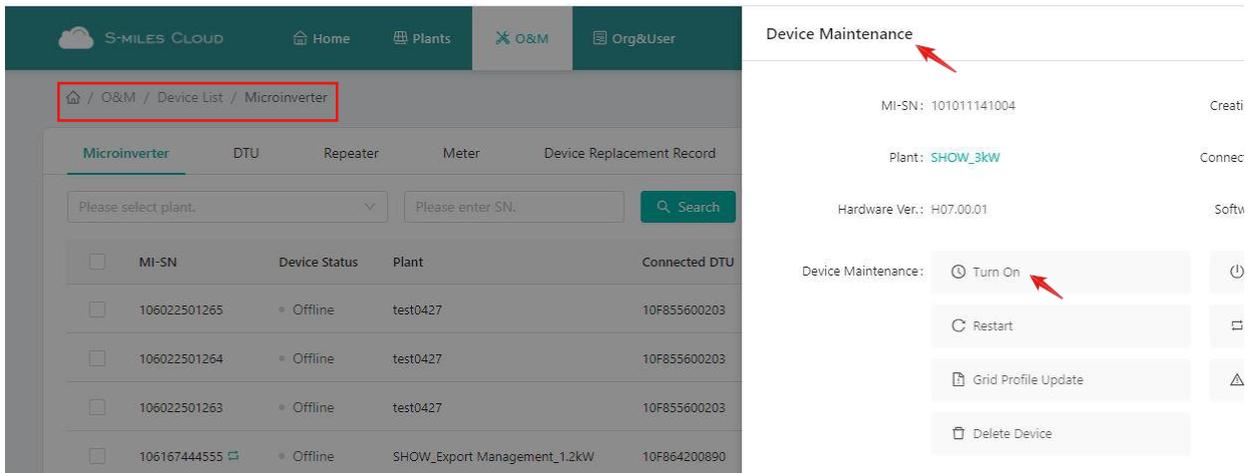
### 3.1 How do I restart the DTU/microinverter remotely?

Click "O&M > Device List", select "MicroINV" or "DTU" and choose the device SN, then click "Device Maintenance > Restart".



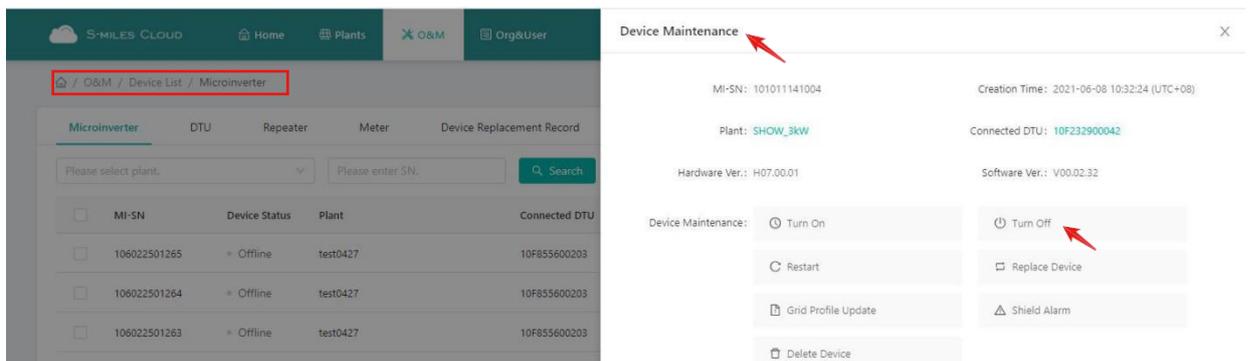
### 3.2 How do I turn on the microinverter remotely?

Click "O&M > Device List", select "MicroINV" and choose the MicroINV SN, then click "Device Maintenance > Turn On".



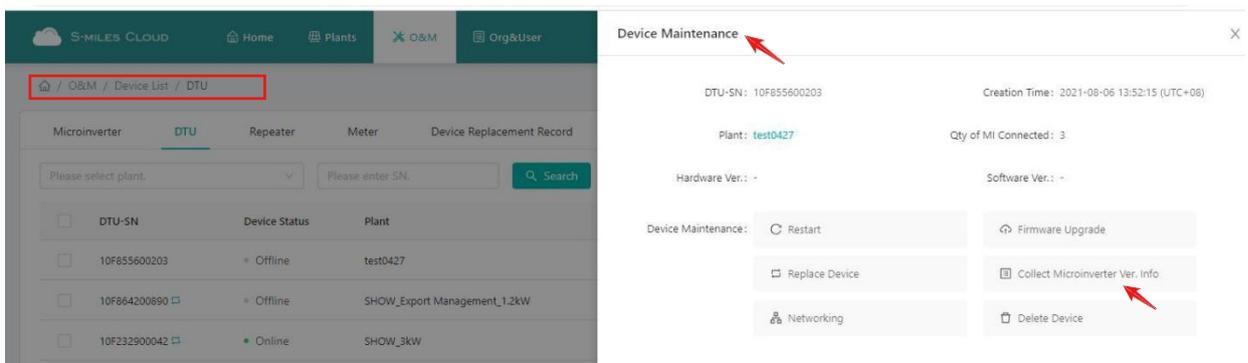
### 3.3 How do I turn off the microinverter remotely?

Click "O&M > Device List", select "MicroINV" and choose the MicroINV SN, then click "Device Maintenance > Turn Off".



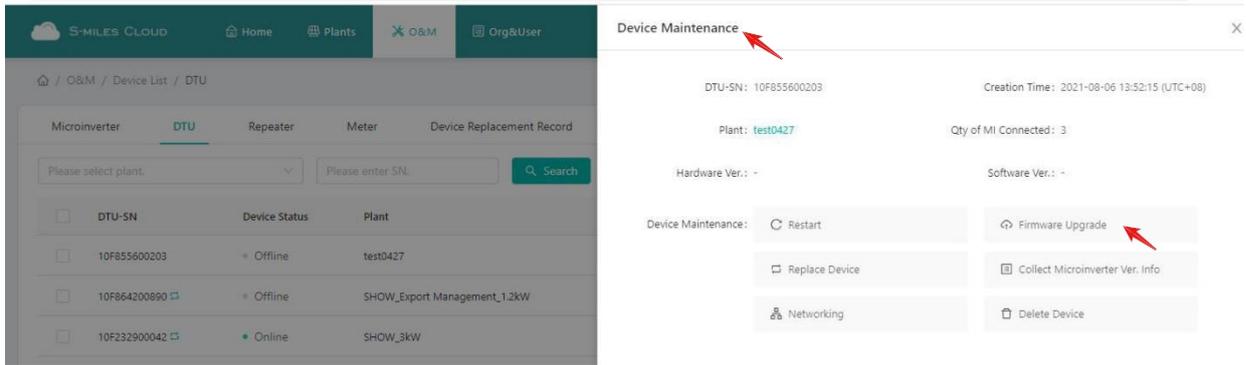
### 3.4 How do I find the version information for a microinverter?

Click "O&M > Device List", select "MicroINV" and choose the MicroINV SN, then click "Device Maintenance > Collect MicroINV Ver. Info".



### 3.5 How do I upgrade the firmware on the DTU remotely?

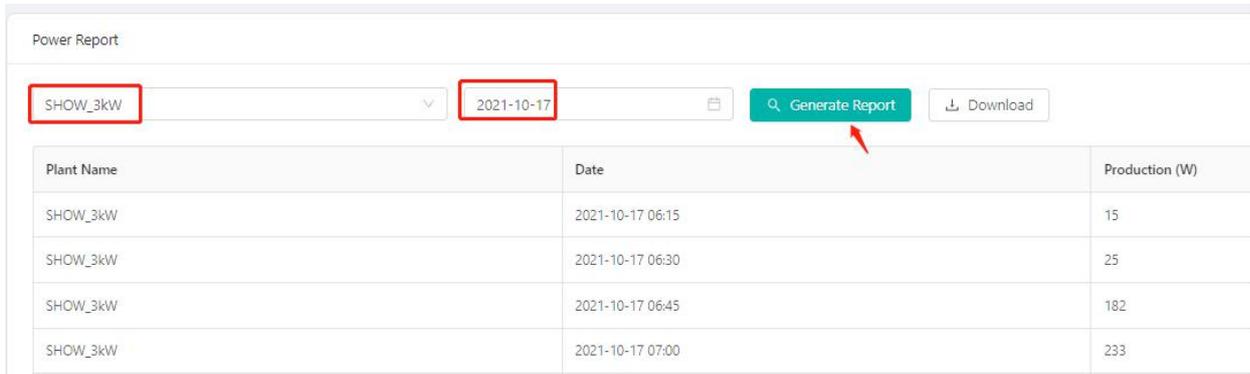
Click "O&M > Device List", select "DTU" and choose the DTU SN, then click "Device Maintenance > Firmware Upgrade".



## 4. About Report Download

### 4.1 How do I download power and energy report (station level)?

1. Select "Report Query" under "O&M".
2. Click "Power Report", select plant name and date, click "Generate report" and "Download".

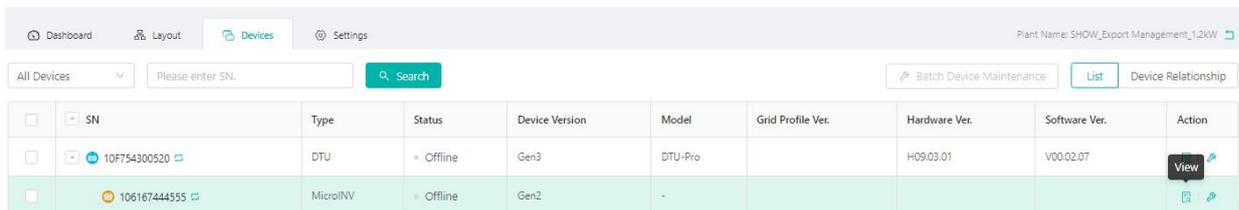


3. Click "Energy Report", select plant name and date range, click "Generate report" and "Download".

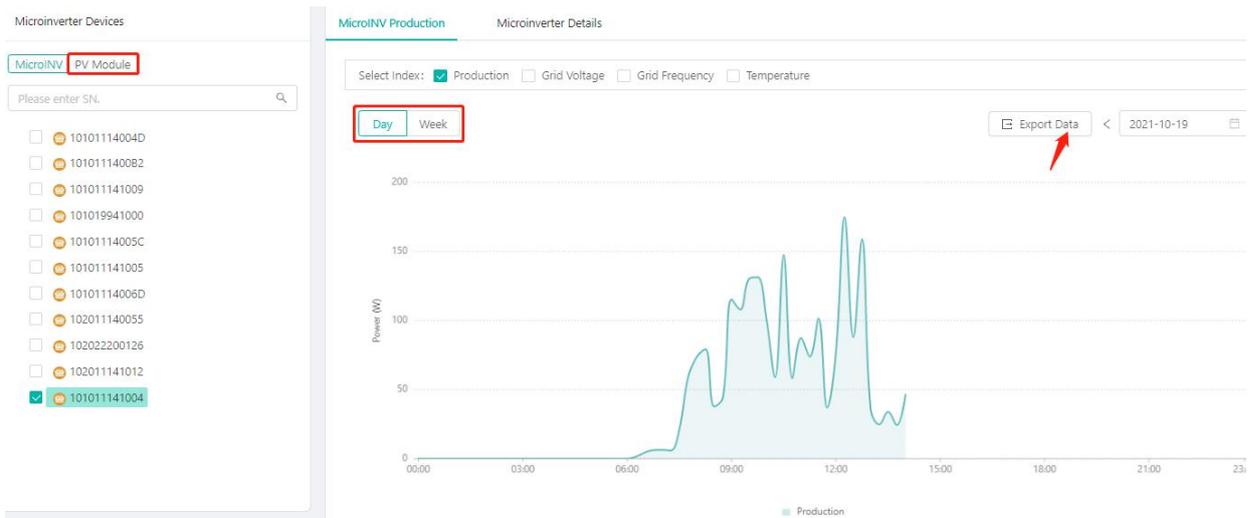


### 4.2 How do I download power report (module level)?

1. Go to "Plants" and Click the plant you want to upgrade. Click "Device" and "View".



2. Select "PV Module" and choose daily or weekly, and then click the "Export Data" button.

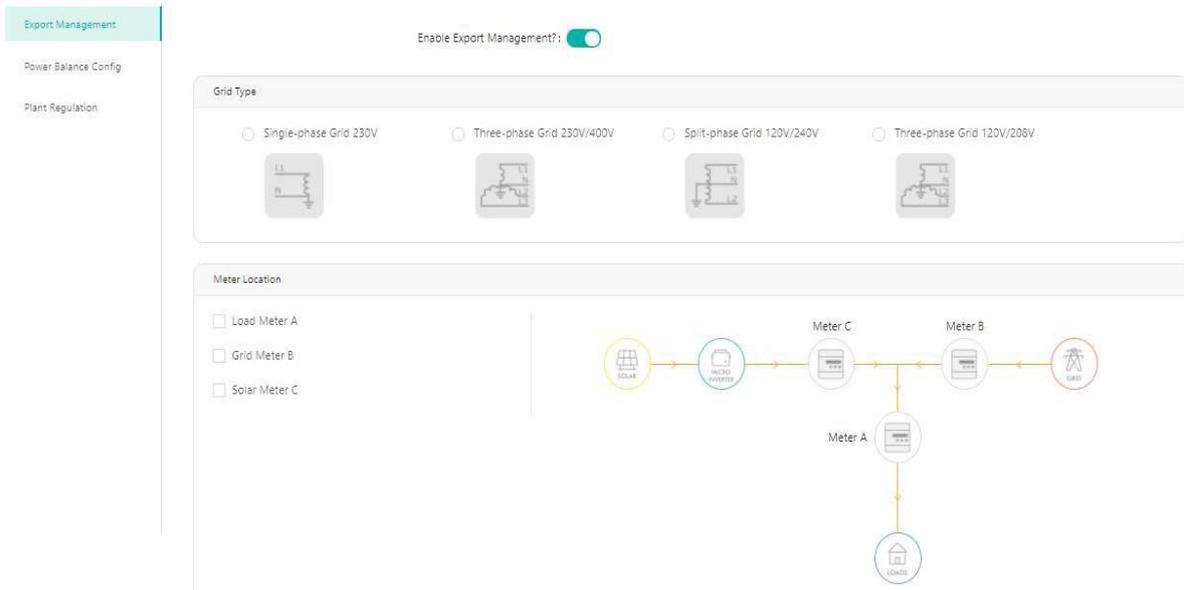


Note: Only the power data of the last 15 days can be exported at most.

## 5. Advance Settings

### 5.1 How do I set up export control?

1. First complete steps "1-7" according to Section 1.3.
2. Turn on the "Enable Export Management" button, then select and fill in the information as you need.



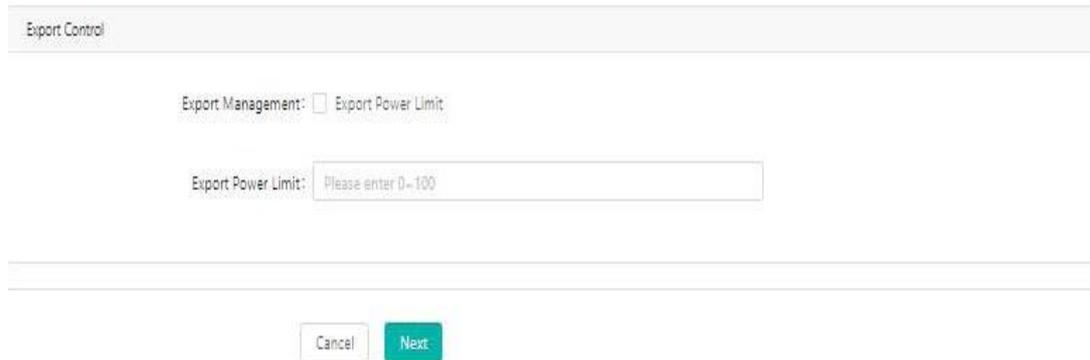
- (1) **Type of power grid:** There are four types of power grid: [Single-phase Grid 230V], [Three-phase Grid 230V/400V], [Split-phase Grid 120V/240V], [Three-phase Grid 120V/208V].
- (2) **Meter location:** There are three access locations: [Load Meter A], [Grid Meter B], [Solar Meter C]. Select a position, and the meter SN input box will pop up (Meter A and Meter B cannot be selected at the same time).
- (3) **Meter SN:** Enter the correct meter SN according to the prompts. The correct format should be a 12-bit string beginning with 10C0/10C1, like 10C0XXXXXXXX. Our default meter is CHINT meter. For Wattnode

meter please refer to "Technical Note-Hoymiles Export Management using 3rd Gen DTU-PRO V1.4".

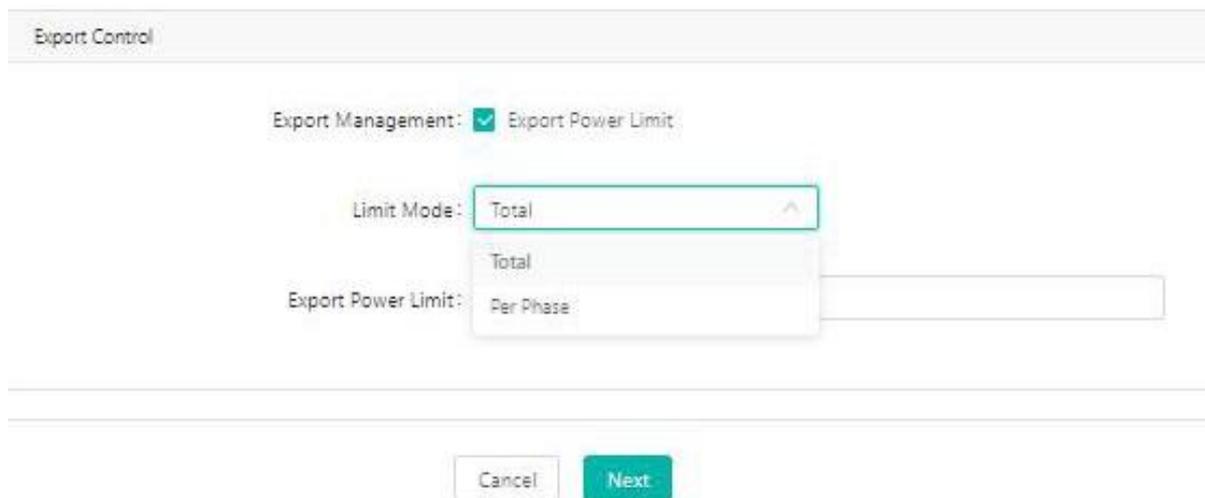


3. Export Control settings page:

- (1) This option is not available when only [Solar Meter C] is selected for the meter location.
- (2) The grid type is either [Single-phase Grid 230V], [Split-phase Grid 120V/240V] or [Three-phase Grid 120V/208V], as shown below.



- (3) In the case of [Three-phase Grid 230V/400V], there will be total and per phase limit modes when the meter location is [Load Meter A] or [Grid Meter B], as shown below.



*Note: The Export Power Limit box is checked by default. The Microinverter power generation cannot be controlled if not checked. If checked (default limit is 0, which can be changed), users can fill in zero or a positive number. 0kW represents the maximum power generation. +8kW represents a maximum of 8kW of power transmitted to the grid.*

① When the limit mode is "Total" as shown below.

Export Control

Export Management:  Export Power Limit

Limit Mode: Total

Export Power Limit: Please enter 0-100

Cancel Next

② When the limit mode is "Per Phase", there is a three-phase power limit as shown below.

Export Management:  Export Power Limit

Limit Mode: Per Phase

Power Limit Value (Phase A): Please enter 0-100

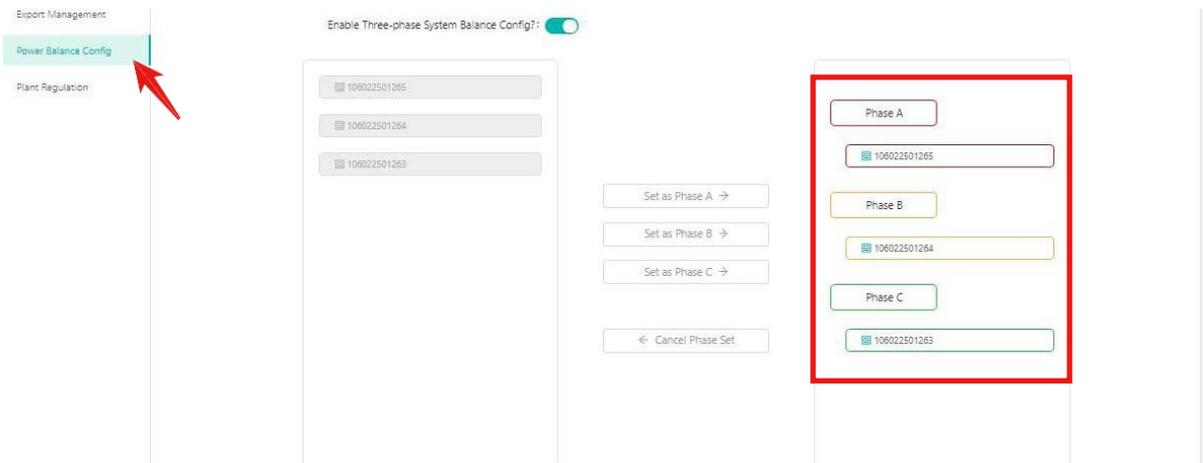
Power Limit Value (Phase B): Please enter 0-100

Power Limit Value (Phase C): Please enter 0-100

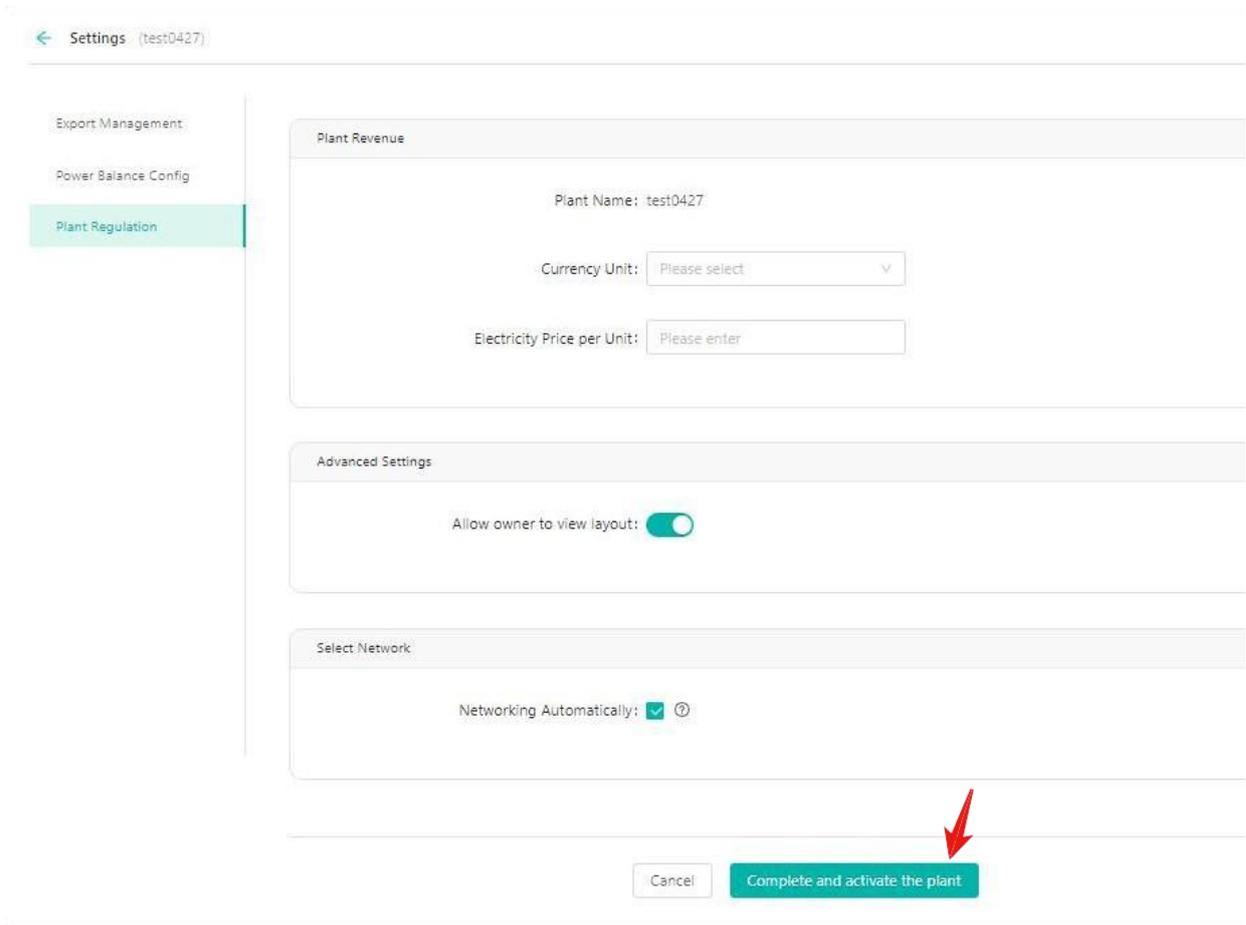
Cancel Next

(4) After completing the three-phase power limit, enter the Electrical Phase Separation Settings:

(5) Electrical Phase Separation Settings: the three-phase options are [Phase A], [Phase B] and [Phase C], which can be selected according to your needs by clicking phase separation, as shown below.



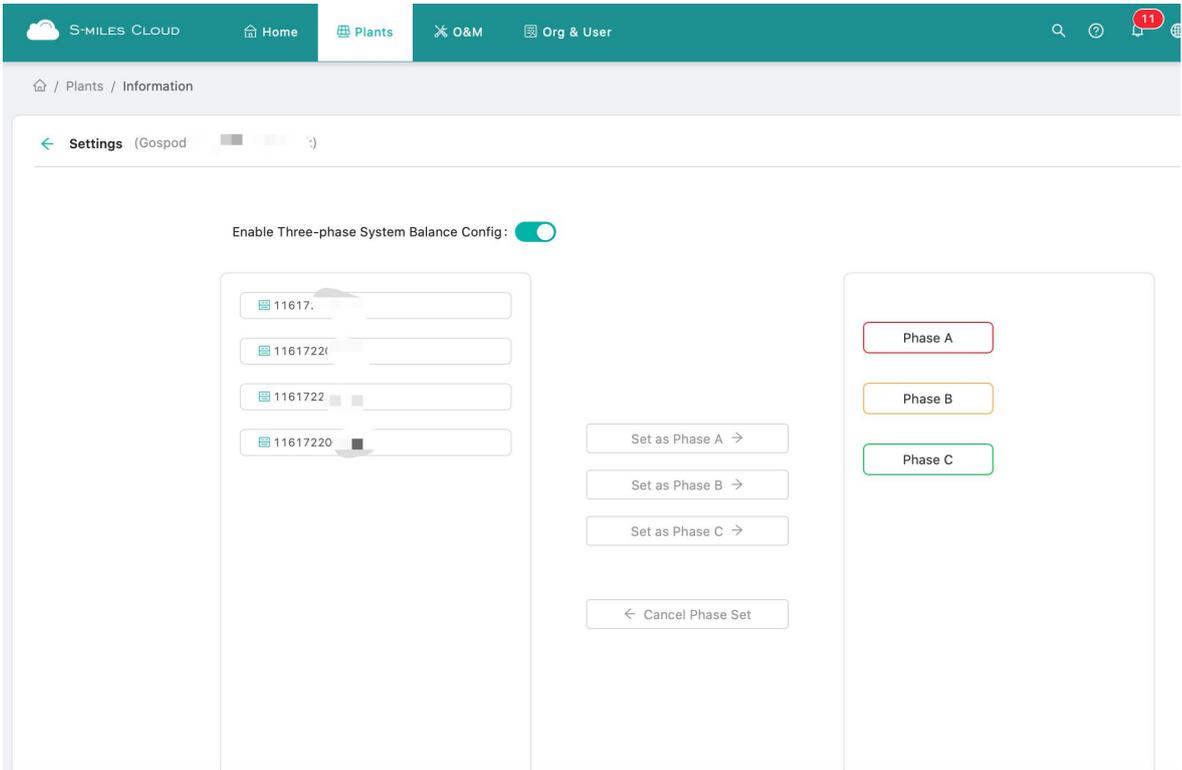
4. Input the currency unit and unit electricity price according to the prompt, click the "Complete and activate the plant" button, then the plant is successfully created.



## 5.2 How do I set power balance for three phase system(for single phase microinverter)?

This function is for some special area which install single phase microinverter on three phase system, and power balance is important for the system to run well.

1. Click "Settings" - "Advance Settings" - "Power Balance Config" on the plant.
2. Click the "Enable Three-phase Balance Settings" button to enter the Phase Separation Settings page.

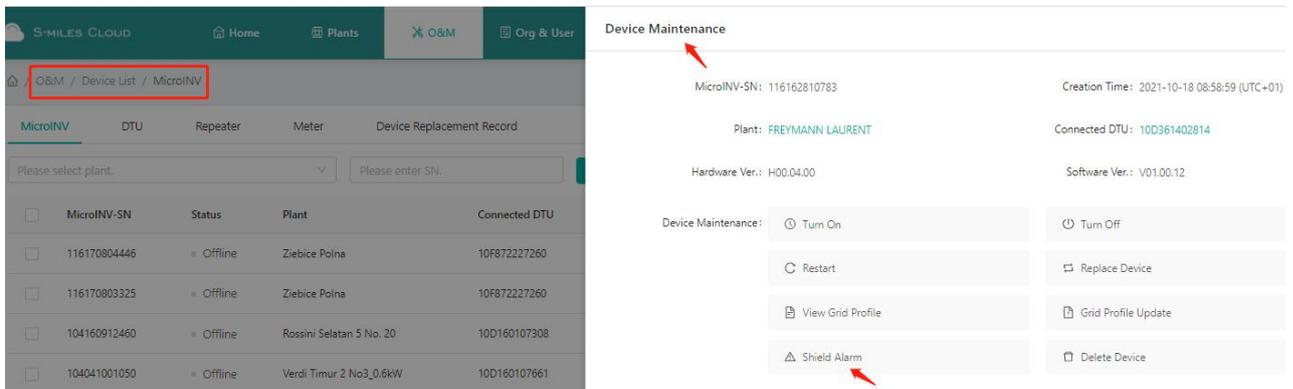


*Note: The three-phase balance cannot be enabled if export management is enabled (export function must be turned off).*

3. Fill in the plant regulation information, click the "Complete and activate the plant" button, then the plant is successfully created.

## 5.3 How do I shield alarm on the microinverter?

1. Click "O&M > Device List", select "MicroINV" and choose the MicroINV SN, then click "Device Maintenance > Shield Alarm".



2. Select the shield alarm that you want to shield and click "OK".

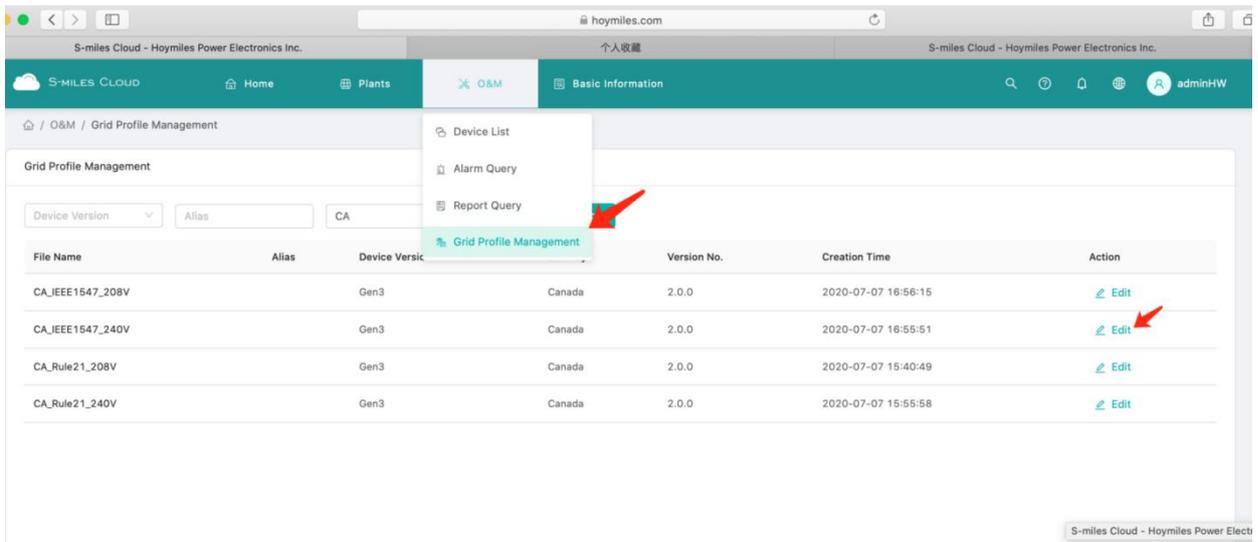
SN: 116162810783

Shield Alarm:  MPPT-A input undervoltage  
 MPPT-B input undervoltage  
 PVT no input  
 PV2 no input  
 PV3 no input  
 PV4 no input  
 PVT input undervoltage  
 PV2 input undervoltage  
 PV3 input undervoltage  
 PV4 input undervoltage

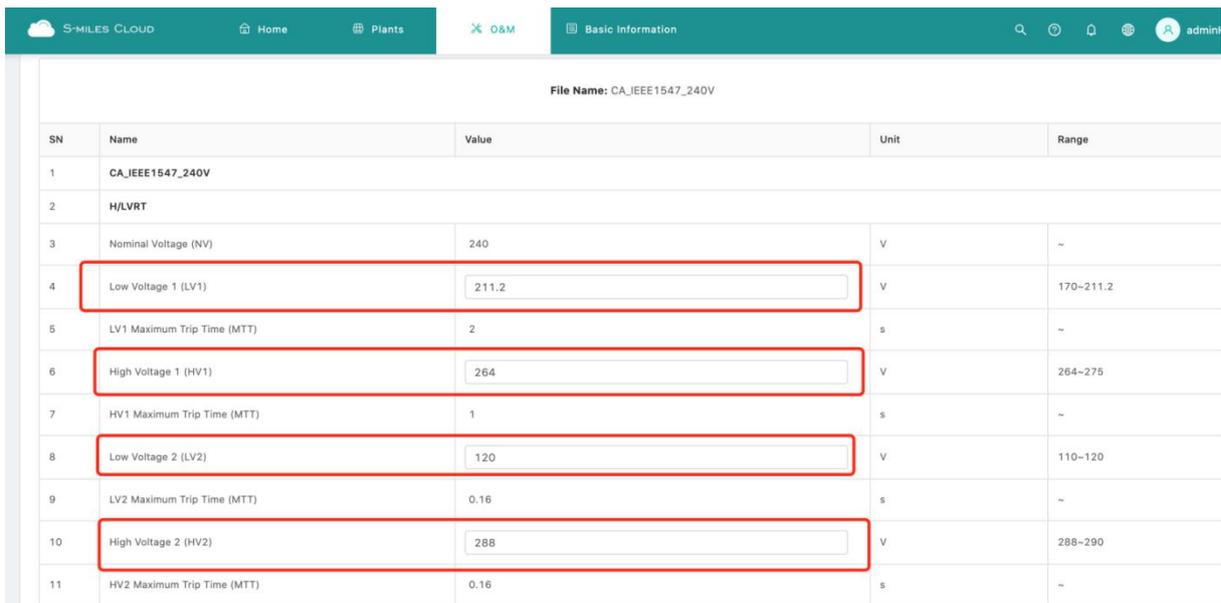
After checking, the alarm will be shielded and the system will no longer collect the alarm information. Please proceed carefully!

## 5.4 How do I upgrade the grid profile file on the microinverter?

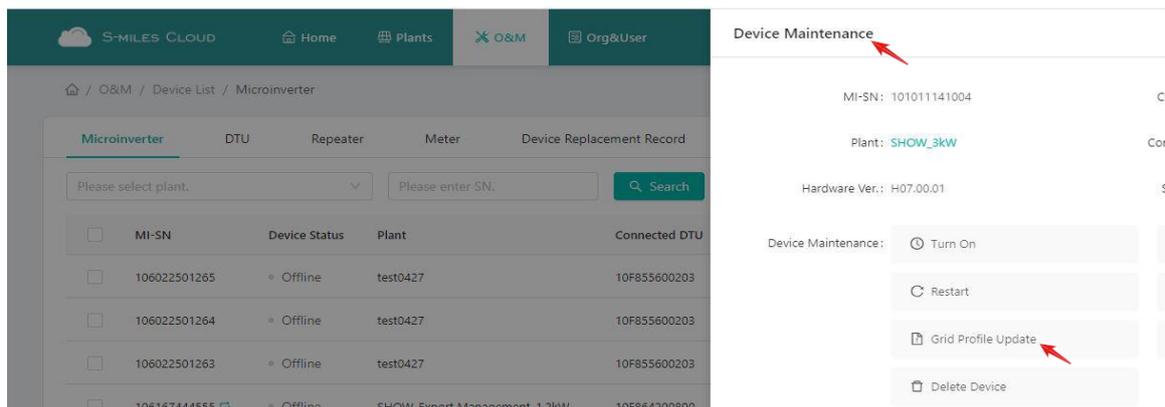
1. Select "O&M" - "Grid Profile Management" and choose the file according to your local network voltage, then click "Edit".



2. Edit the parameters as below, you can change the parameter within the certain range, then click 'save', and make sure you remember the file name.



3. Click "O&M > Device List", select "Microinverter" and enter the Microinverter serial number, then click "Device Maintenance > Grid Profile Update". Select the grid profile that you just created and click "OK".



4. For Batch Microinverter upgrade

Click "Plants" and select the plant you want to upgrade.

Click "Device" >select Microinverter SN >Batch Device Maintenance >Grid Profile Update >Select the grid file > OK "

SN	Type	Status	Device Version	Model	Grid Profile Ver.	Hardware Ver.	Software Ver.	Action
10F232900042	DTU	Online	Gen2	DTU-MI-GPRS		V03.01	V14.04	[Icon] [Icon]
101011141004	MicroINV	Online	Gen2	-	1.1.0 (LN_50Hz)	H07.00.01	V00.02.32	[Icon] [Icon]
102011141012	MicroINV	Online	Gen2	-	1.1.0 (LN_50Hz)	H07.00.01	V00.02.32	[Icon] [Icon]

Batch Device Maintenance

Type: MicroINV

Connected DTU: 10F232900042

Device Quantity: 3 (101011141004,102011141012,102022200126)

Device Maintenance: Turn On, Turn Off, Restart, Grid Profile Update

### 5.5 How do I view the grid profile file on the microinverter?

Click "O&M > Device List", select "MicroINV" and choose the MicroINV SN, then click "Device Maintenance > View Grid Profile".

O&M / Device List / MicroINV

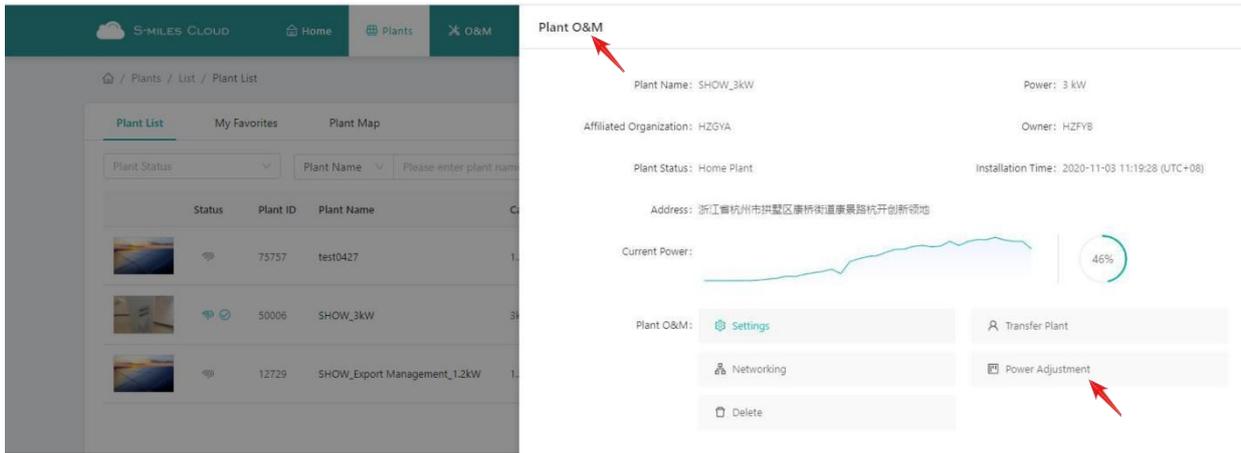
MicroINV-SN	Status	Plant	Connected DTU
116170804446	Offline	Ziebice Polna	10F872227260
116170803325	Offline	Ziebice Polna	10F872227260
104160912460	Offline	Rossini Selatan 5 No. 20	10D160107308
104041001050	Offline	Verdi Timur 2 No3_0.6kW	10D160107661

Device Maintenance: Turn On, Turn Off, Restart, View Grid Profile, Shield Alarm, Replace Device, Grid Profile Update, Delete Device

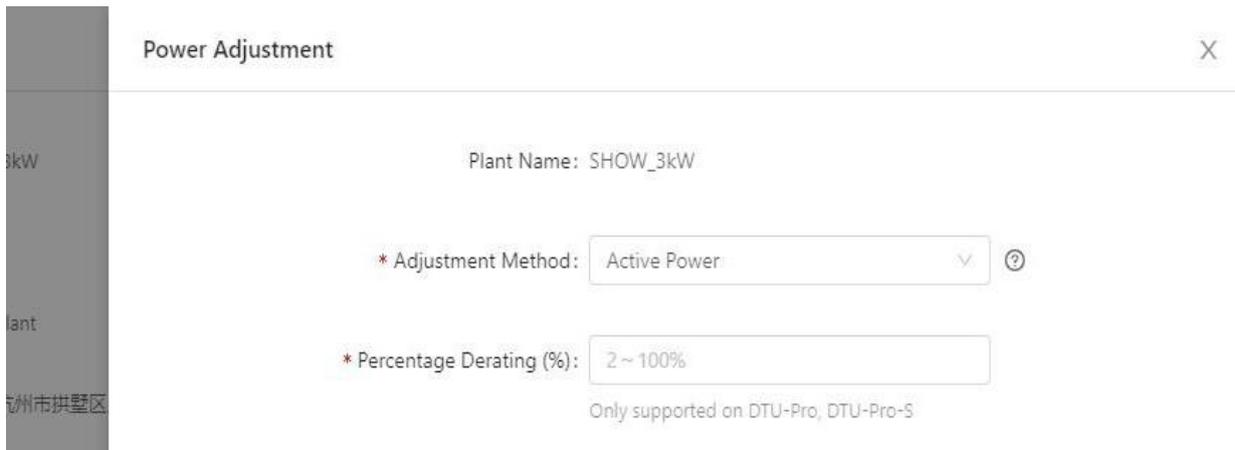
Note: Only three generation DTU supports viewing grid profile files.

## 5.6 How do I set up the power limit of a plant?

1. Go to "Plants" and find the plant that you want to update. Click the "Power Limit Settings (Active Power Control)" button on the right side of the Plant O&M. (Note: this function is for DTU-PRO users only.)



2. Input the output power limit you want to set, then click the "Issue Command" button and wait for around 5 minutes.



For 2nd Gen microinverters, the setting range is from 10% to 100%.

For 3rd Gen microinverters, the setting range is from 2% to 100%.