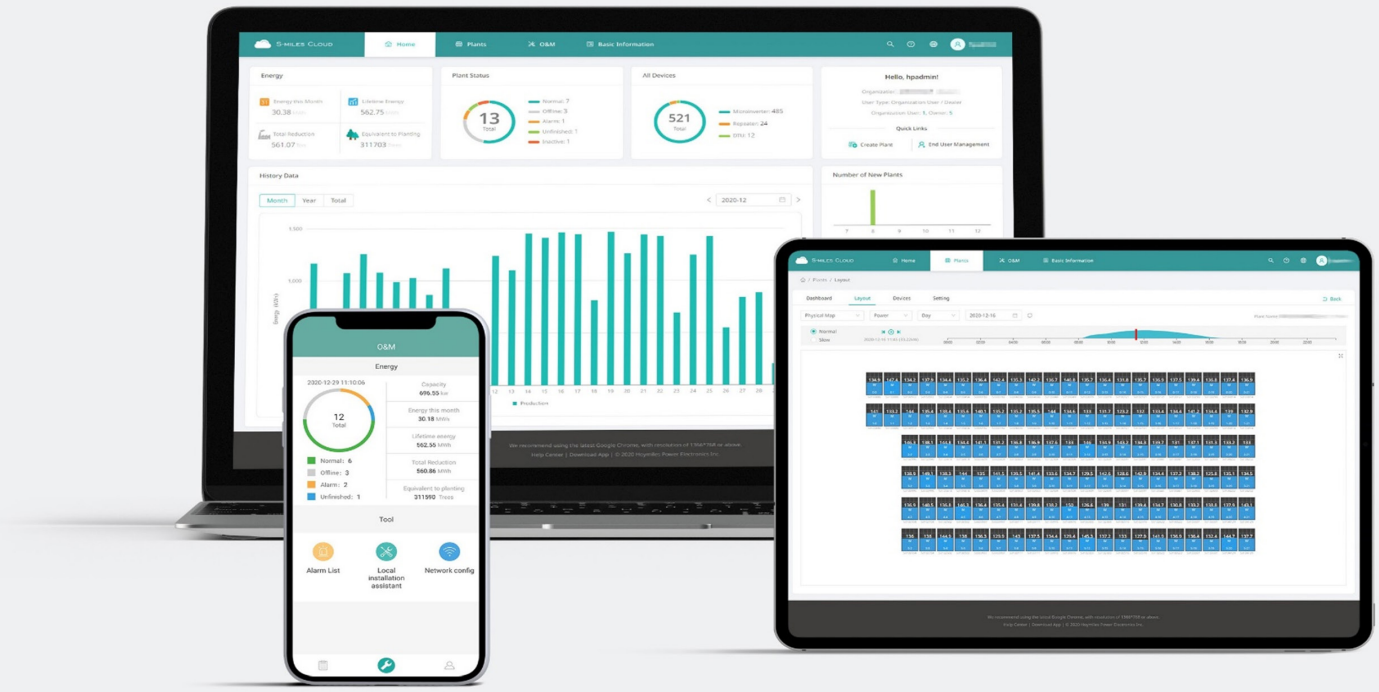
Open Energy for All



USER MANUAL

S-Miles Cloud (Web)

Legal Notice

Hoymiles has made every effort to ensure the accuracy and completeness of this manual. However, this manual may be changed and revised due to product enhancements or user feedback.

Hoymiles reserves the right to modify this manual without prior notice at any given time. The latest version of this manual can be found by visiting the Hoymiles official website ***(www.hoymiles.com)*** or scanning the QR Code below.

Contact Us

If you have technical queries or any questions concerning our products, please contact our support through the Hoymiles service portal:

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+1 8449964537 (US and Canada Support)

hoymiles.com

Contents

1 About This Manual

1.1 Purpose

This manual provides an overview and operation steps for using the S-Miles Cloud web page. It aims to help you understand and use the platform effectively.

The platform is referred to as ***S-Miles Cloud*** or ***Web*** hereinafter unless otherwise specified.

1.2 Audience

This manual is intended for use by **distributors** and **installers**.

1.3 Validity

This manual is applicable to the **microinverter** and **Data Transfer Unit (DTU)**.

1.4 Symbol

NOTE This symbol indicates additional information to emphasize or supplement important points of the main text.

1.5 Revision History

The following are the key changes between this version and the previous version.

Version	Date	Description
V2.0	2024-08	• Added detailed operation steps. • Added appendix for the structure and permissions of S-Miles Cloud roles. For details, refer to *Appendix: Role Introduction*. • Supports binding another account. For details, refer to *Bind an Account*. • Supports editing information of owners and devices. For details, refer to *Edit an Owner*, *Edit a Device*. • Supports adding devices to an existing plant. For details, refer to *Add a Device*. • Supports exporting device data. For details, refer to *Export Device Data*.
-	2021-05	First Release

2 Product Information

2.1 S-Miles Cloud Introduction

S-Miles Cloud is a smart platform for monitoring and managing your PV systems. It offers functions such as device performance tracking, visual layout, remote parameter settings, alarm information, power yield, and revenue analysis. The platform also ensures remote operation and maintenance (O&M), optimizing overall efficiency.

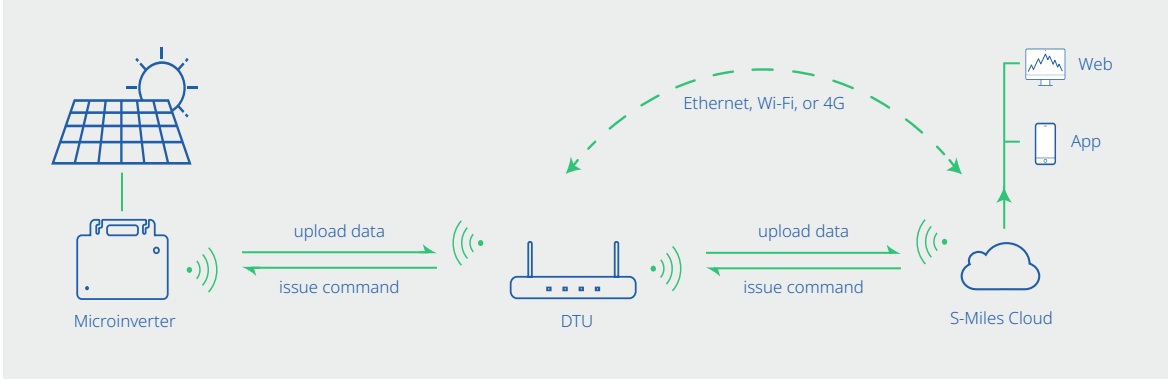
S-Miles Cloud is available on both mobile application and web page views, and it offers two versions for mobile users: Installer and Owner. The Installer version caters to installers and distributors, offering abundant functions tailored to their needs. And the Owner version is designed for end-users, prioritizing user-friendliness and simplicity.

This manual focuses on using the S-Miles Cloud on web page views. For details about operations on mobile application, refer to *User Manual_S-Miles Cloud (App)_Global_EN_V202408*.

2.2 System Composition

A typical Hoymiles microinverter system comprises three main components: microinverters, Data Transfer Unit (DTU), and S-Miles Cloud.

The microinverter converts DC power to AC Power and transmits performance data to the DTU. The DTU then transmits these data to S-Miles Cloud. Finally, the S-Miles Cloud allows you to monitor your system's performance online and provides diagnostic tools for effective system management.



2.3 Recommended Running Environment

Item	Recommended	Minimum
Browser	Google Chrome	-
Screen Resolution	1920 x 1080	1366 x 768

3 First Time Login

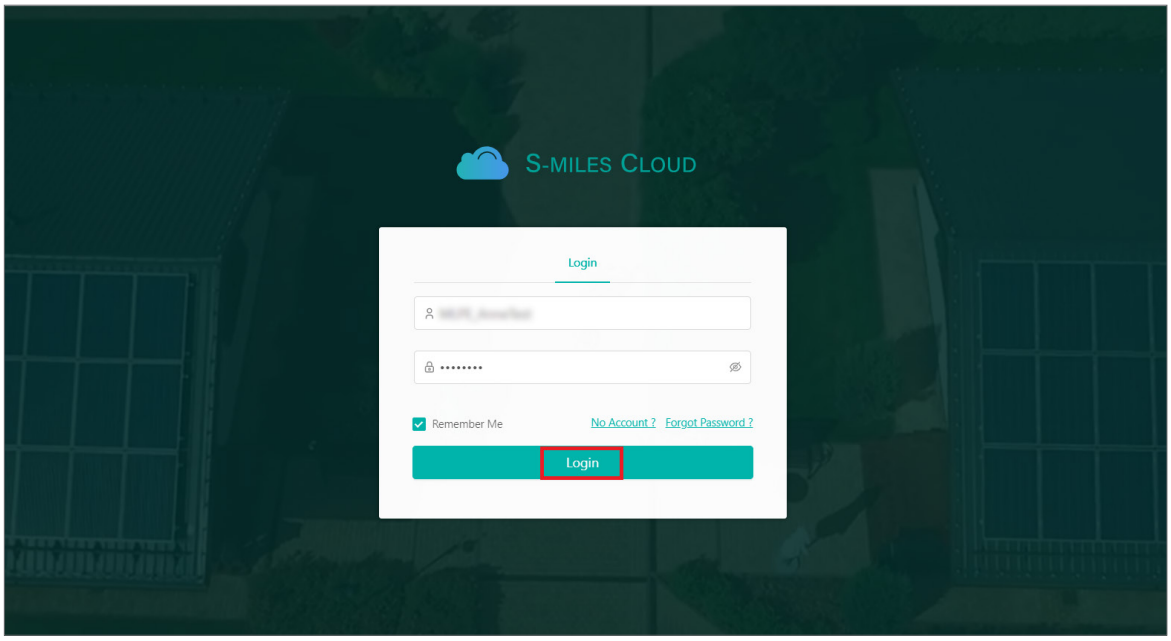
If this is the first time for you to log in, you can choose to log in as an installer or a distributor according to your role.

Before You Start

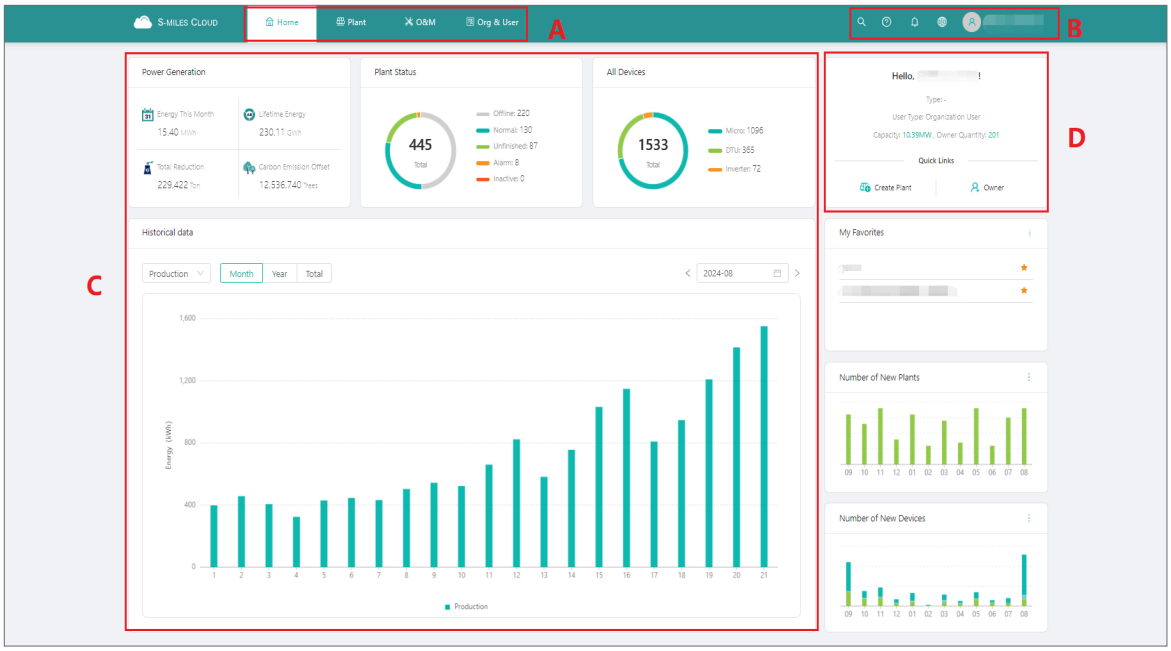
Make sure you have gotten your account information. For details, refer to *Get an Account*.

Steps

1. Go to *https://global.hoymiles.com/platform/login* in Google Chrome browser.
2. Enter your account name and password.
3. Click **Login**.



4 Page Overview



No.	Name	Description
A	Menu Bar	You can navigate through the four tabs to access different pages. **Icon** / **Item** / **Description** **Home** — This page displays the number of plants owned, total power generation across all owned plants, plant and device status, and cumulative power generation, etc. **Plant** — This page lists all the installed power plants you have permission to view and manage O&M. (For details, refer to the chapter *About Plant*.) **O&M** — This page allows you to manage devices, analyse alarms, generate reports, and manage grid profiles. (For details, refer to the chapter *Operation and Maintenance*.) **Org & User** — This page provides access to view and manage organization and owner information. (For details, refer to the chapter *Sub-Account Management*.)
B	Navigation Bar	**Icon** / **Description** You can enter the plant name or device serial number (SN) here to search for the target plant or device. You can view upgrade information, download help documents, and get the latest App version here. You can view task messages and alarms here. You can switch to your preferred language by clicking here. You can view and modify your account information, or log out of the system by clicking here.
C	Overview Section	You can see the number of owned plants, the total power generation across all your plants, the status of plants and devices, and the cumulative power generation.
D	Quick Operations	You can access your account details, create a new plant, and manage owners from here.

5 About Account

5.1 Get an Account

You can get an account according to your role.

NOTE

For your role structure and permission within the system, refer to *Appendix: Role Introduction*.

- **New Distributors (including dealers)**: Email *service@hoymiles.com*. Hoymiles Technical Service Center will create an account for you.
- **New Installers**: Contact your distributor to create an account.
- **Existing Installers/Distributors**: Create sub-accounts under your existing account.

5.2 Account Management

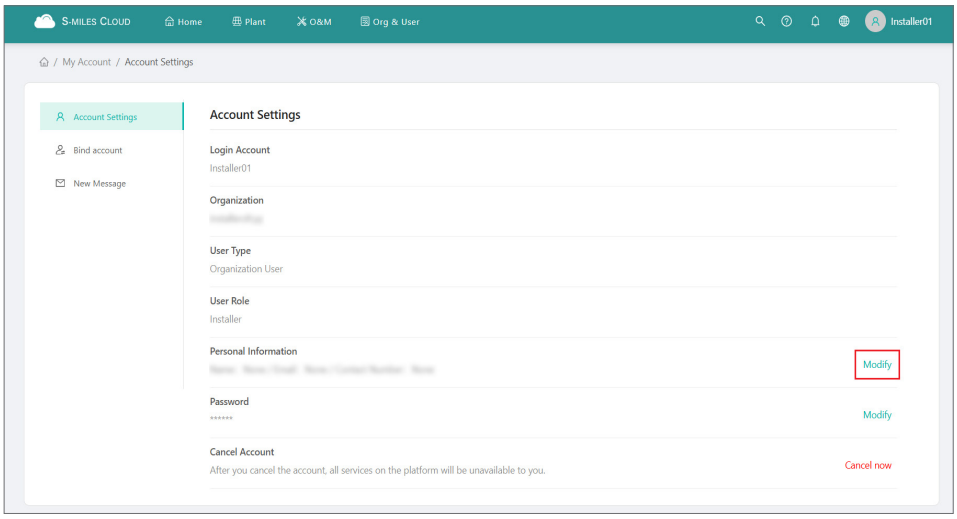
As a distributor or installer, you can manage your own account on the S-Miles Cloud after logging in.

5.2.1 Edit an Account

You can edit the basic information of your account, including name, email, and contact number.

Steps

1. Click (user icon) in the upper-right corner.
2. Click **Account Settings** in the drop-down list.
3. Click **Account Settings** on the left menu.
4. Click **Modify** on the right side of **Personal Information**.



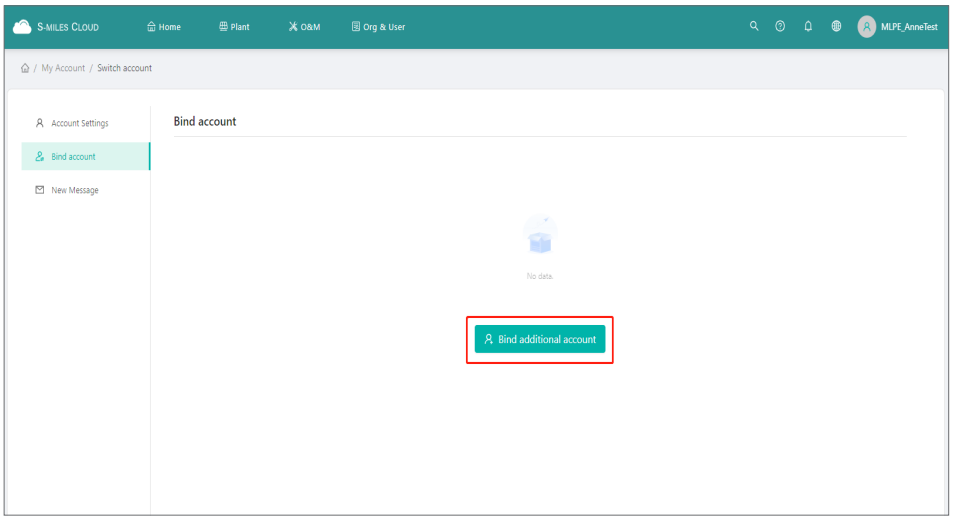
5. Enter your name (required), Email (required), and contact number.
6. Click **Confirm**.

5.2.2 Bind an Account

You can bind an additional account for quick switch to log in.

Steps

1. Click (A) in the upper-right corner.
2. Click **Account Settings** in the drop-down list.
3. Click **Bind account** on the left menu.
4. Click **Bind additional account**.



5. Enter another login account and password.
6. Click **Confirm**.

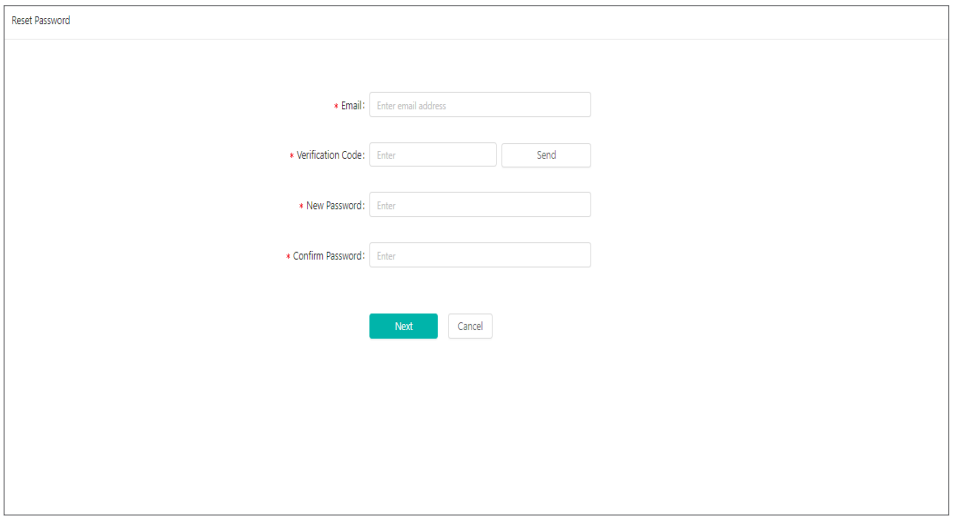
5.2.3 Forgot Password

If you forgot your password, you can reset it during login.

> **NOTE**
>
> Resetting the password is allowed after email is bound to the account. In addition, please contact your superior installer or distributor to reset the password.

Steps

1. On the login page, click **Forgot Password ?** to enter the Reset Password page.



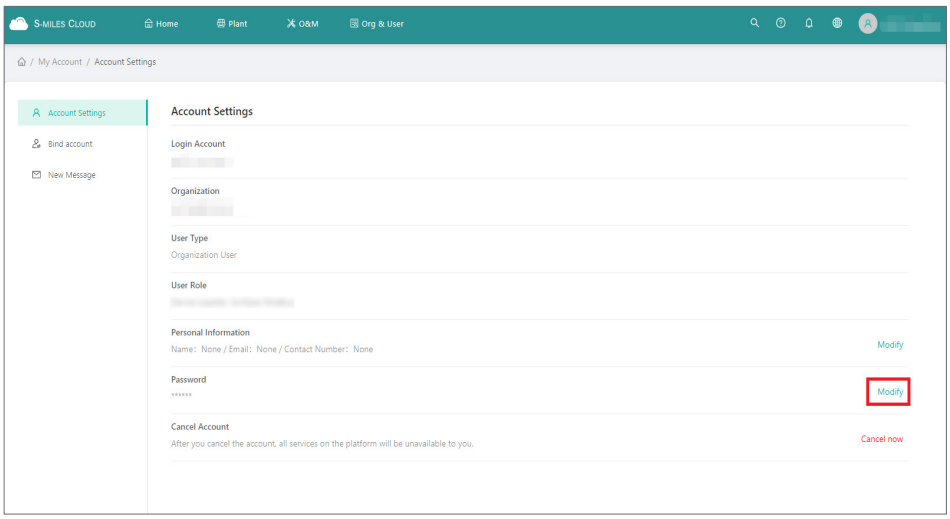
2. Enter the email address and click **Send**.
3. Enter the verification code sent to your email address.
4. Enter a new password and confirm it.
5. Click **Next**.
6. Return to the login page, enter your password and click **Login**.

5.2.4 Change Password

You can change the password and set a new password after login.

Steps

1. Click (A) in the upper-right corner.
2. Click **Account Settings** in the drop-down list.
3. Click **Account Settings** on the left menu.
4. Click **Modify** on the right side of **Password**.



5. Enter the original password and new password.
6. Enter the new password again.
7. Click **Confirm**.

5.2.5 Cancel an Account

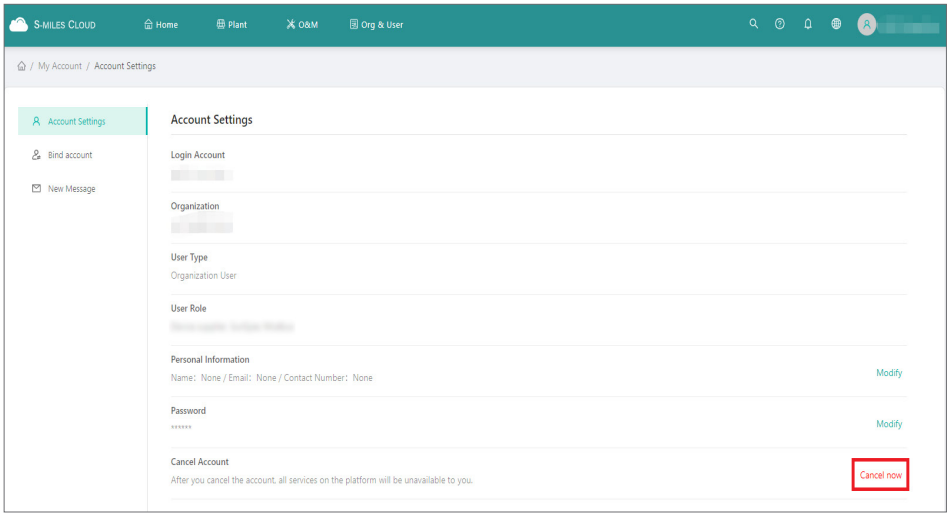
You can cancel the current account.

NOTE

Account cancellation is an irreversible operation. Once you cancel the account, your account data will be deleted permanently and all services will be unavailable to you.

Steps

1. Click (A) in the upper-right corner.
2. Click **Account Settings** in the drop-down list.
3. Click **Account Settings** on the left menu.
4. Click **Cancel Now** on the right side of **Cancel Account**.



5. Enter the account password.
6. Click **Confirm**.

5.3 Sub-Account Management

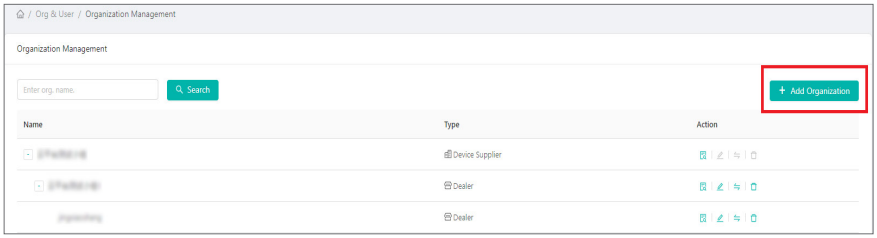
You can manage organizations and sub-accounts (namely the accounts of organization users), including adding, deleting, and transferring ownership. To ensure account privacy protection, it's recommended to create organizations first when creating sub-accounts. Otherwise, the sub-account may inadvertently share the same permissions as your main account within the same organization.

5.3.1 Add an Organization

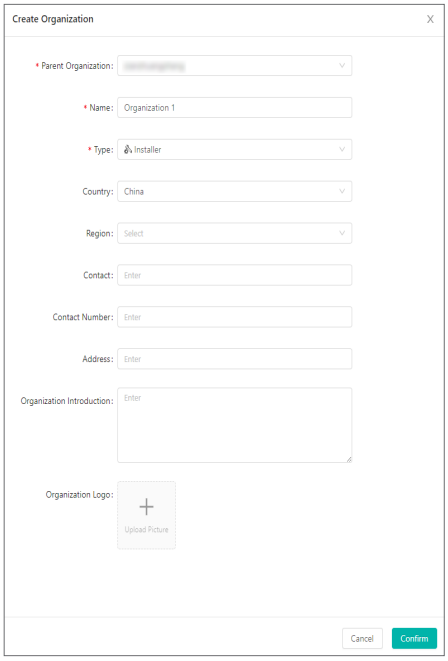
You need to create an organization first when creating a new sub-account. By creating organizations, you can maintain separate permissions and access levels for each user account.

Steps

1. Click **Org & User** > **Organization Management** on the top navigation bar.
2. Click **Add Organization**.



3. Enter the organization information and click **Confirm**.



NOTE

- **Device Supplier** type refers to Hoymiles and has a higher permission than dealers and installers.
- **Dealer** type refers to dealers who can create organizations for distributors, installers, and regular installers.
- **Installer** type refers to installers who can only create organizations for installers and regular installers.
- **Regular** type refers to users who can only create organizations for regular installers.

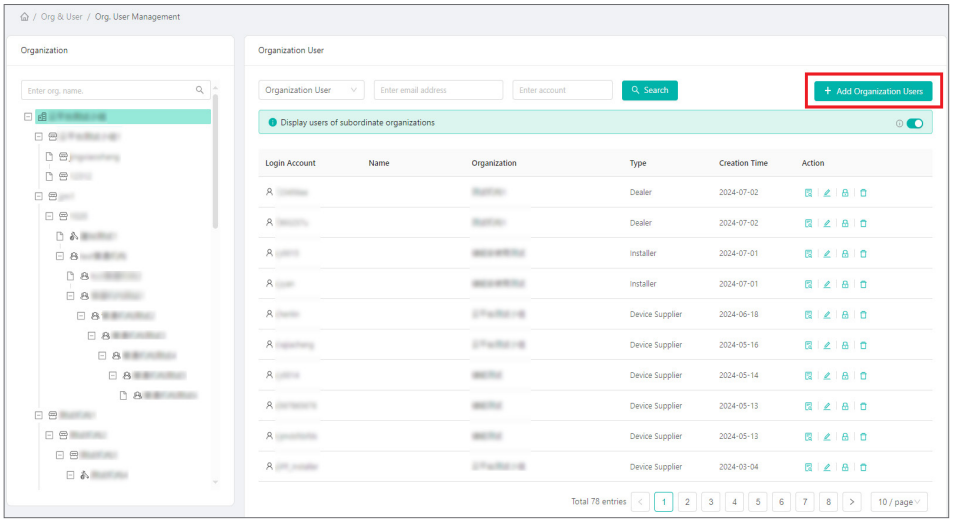
5.3.2 Add a Sub-Account

After adding an organization, you can add sub-accounts to the organization for user account management.

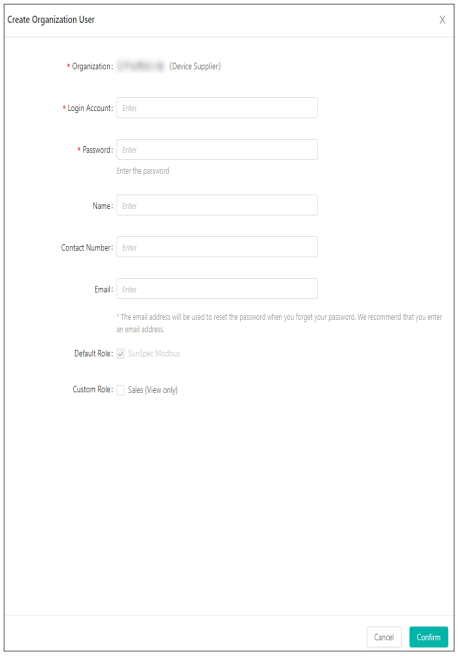
> **NOTE**
>
> An organization can have multiple sub-accounts, so you can select the organization name and add organization users again.

Steps

1. Click **Org & User** > **Org. User Management** on the top navigation bar.
2. On the left menu, select the organization you have created in the previous step.
3. Click **Add Organization Users** on the right.



4. Enter the organization user information and click **Confirm**.

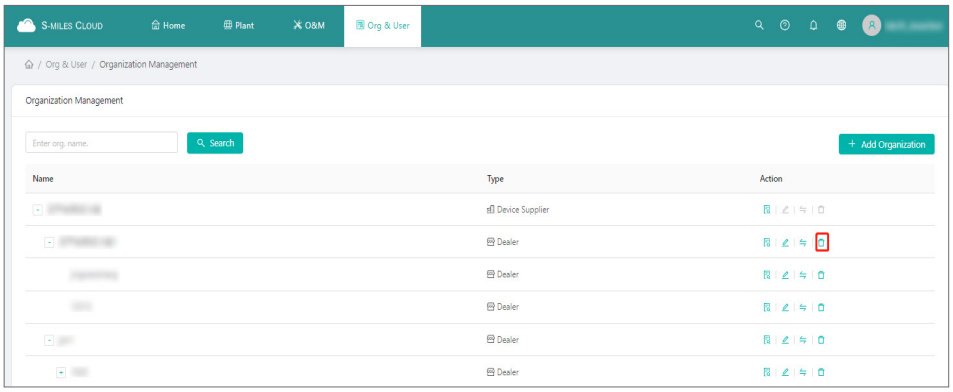


5.3.3 Delete an Organization

You can delete an organization.

Steps

1. Click **Org & User** > **Organization Management** on the top navigation bar.
2. Select the organization to be deleted, and click in the Action column.



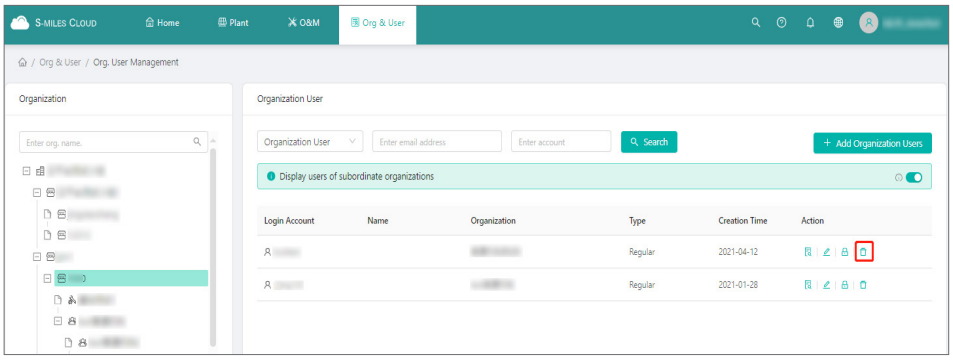
3. Click **Confirm**.

5.3.4 Delete a Sub-Account

You can delete a sub-account, namely the account of an organization user.

Steps

1. Click **Org & User** > **Org. User Management** on the top navigation bar.
2. Select the organization on the left.
3. Select the organization user to be deleted on the right, and click in the Action column.



4. Click **Confirm**.

5.3.5 Transfer an Organization

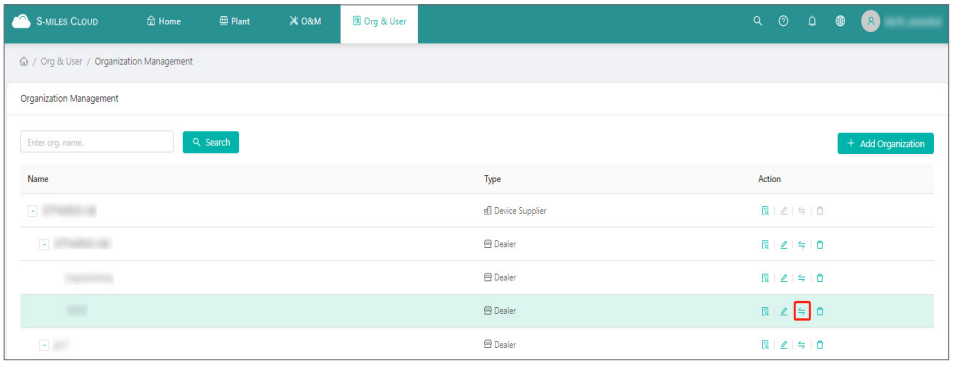
You can transfer an organization to another organization.

NOTE

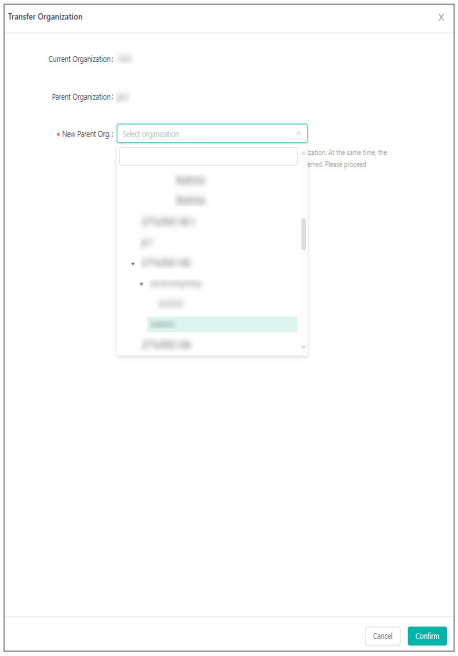
After being transferred, the organization along with all subordinate organizations, plants and owners will be linked to the new parent organization. Please proceed carefully.

Steps

1. Click **Org & User** > **Organization Management**.
2. Select the organization you want to transfer.
3. Click ⇌ in the Action column.



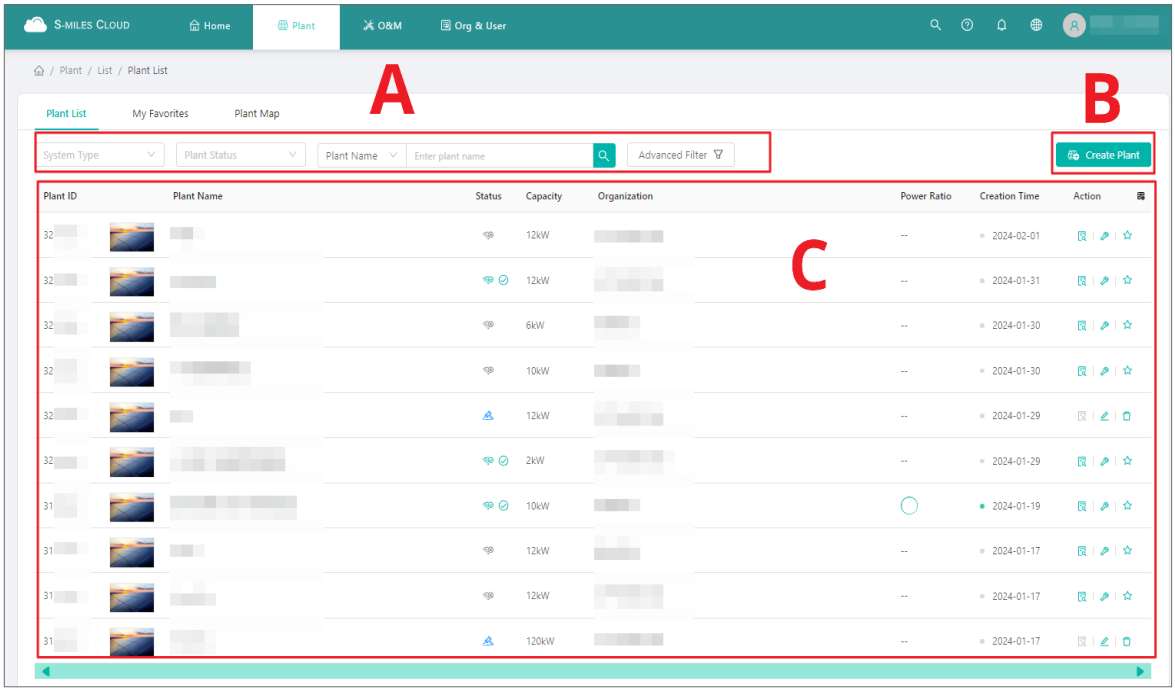
4. In the pop-up Transfer Account window, select another parent organization.



5. Click **Confirm**.

6 About Plant

6.1 Plant Page Overview



No.	Name	Description
A	Filter	You can set conditions to filter plants. The conditions include system type, plant status, plant name (or plant ID), organization name, and owner name. You can also click **Advanced Filter** to set conditions for filtering target plants. The conditions include organization, country, region, plant type, creation time, and capacity.
B	Create Plant	You can click **Create Plant** to create a new power plant. For details, refer to *Plant Creation*.
C	Plant List	All plants your account owned are listed. You can click the following icons in the Action column.

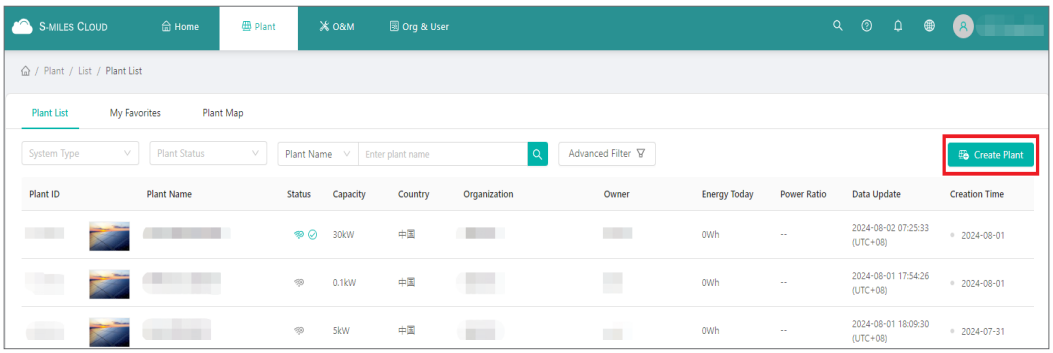
Icon	Item	Description
	View	Click the icon to enter the home page of the plant you select.The page contains all data about the plant. For details, refer to *Plant Data*.
	O&M	Click the icon to perform operations and maintenance for the plant, including networking, settings, and power adjustment.
	Favorite	Click the icon to mark the plant for quick access. For details, refer to *Favorite a Plant*.

6.2 Plant Creation

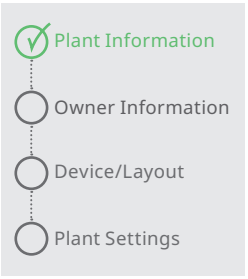
You can create a plant by four main steps: complete the basic information of the plant, add owner information of the plant, add device/layout, and configure plant settings.

Steps

1. Click **Plant** on the top navigation bar to enter the Plant List page.
2. Click **Create Plant**.



3. Complete the basic information of the plant.



Plant Name

Enter the plant name (avoid duplicate names).

Plant Type

Select the plant type according to the actual scenario.

- Residential Plant (Single Array): The installed capacity is up to 120 kW.

  A layout of up to 600 PV modules is supported.
- Commercial Plant (Single Array): The installed capacity is up to 200 kW.

  A layout of up to 1,000 PV modules is supported.
- Large Commercial Plant (Multiple Arrays): A layout of up to 6,000 PV modules is supported.

NOTE

The plant type cannot be modified after creation.

Organization

Select an organization that the plant is affiliated with.

Capacity

Set the plant capacity within the range.

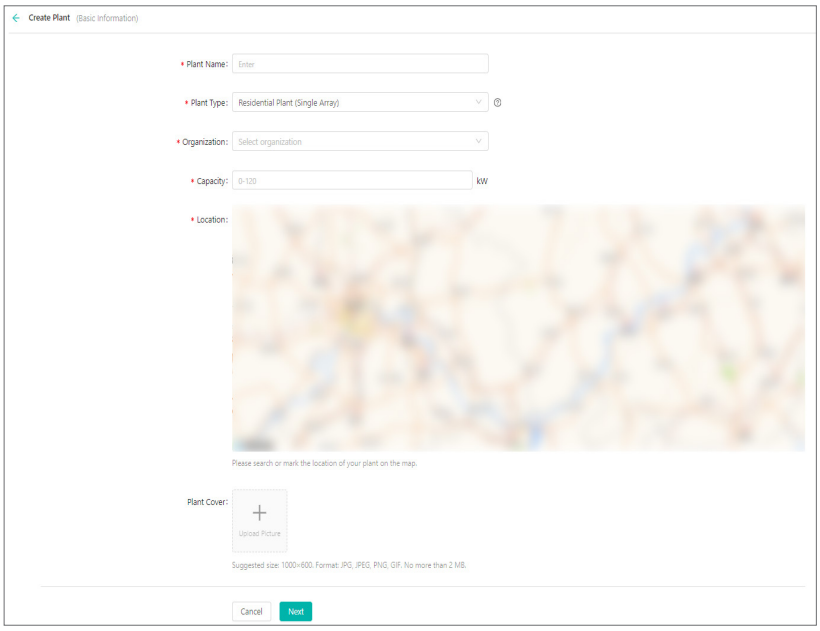
Location

Set the address, time zone, country, and region to mark the location of your plant on the map.

Plant Cover (Optional)

You can upload the picture from your local PC to set it as the plant cover.

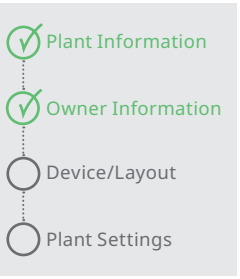
NOTE
• Suggested pixel: 1000×600
• Supported format: JPG, JPEG, PNG, GIF
• Supported file size: No more than 5 MB

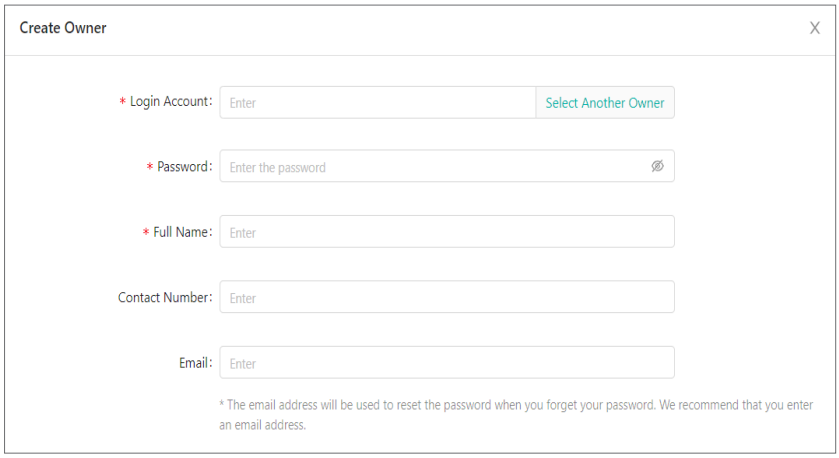


4. Add owner information of the plant, and then click **Next**.

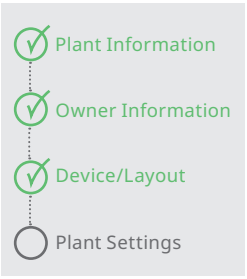
   You can click **Create Owner** to add a new owner or select the current owner as the owner of the plant, and then click **Confirm**.

   - Add a new owner: Enter the required information of the new owner.
   - Select another owner: Click **Select Another Owner**, and then select the target owner.





5. Add device and layout.

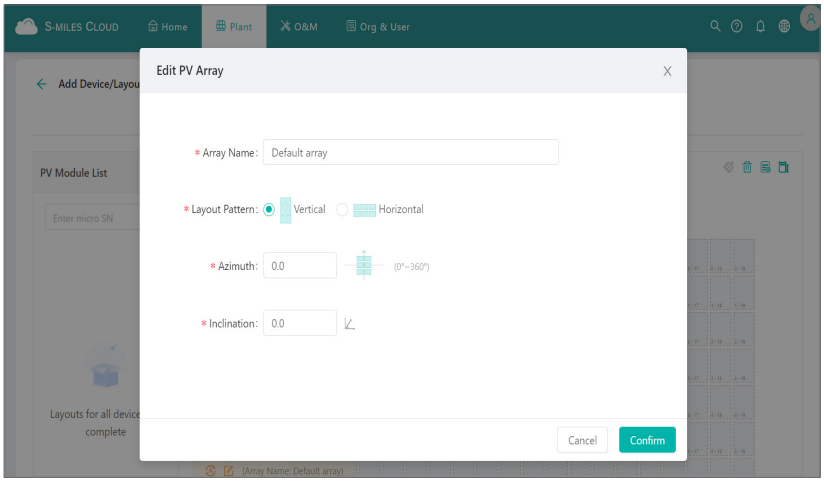


A. Click **Add Device** to enter the DTU and the Microinverter serial number (SN), and then click **Save**. Click **Next**.

B. Select one layout method.

- **Arrange in Order**: PV modules are arranged in the order of PV module number.
- **Arranged According to DTU**: PV modules are arranged in the order of DTU SN.
- **Arranged According to Microinverter**: PV modules are arranged in the order of microinverter SN.
- **Custom Arrangement**: You can directly drag a PV module to any desired position on the layout.

C. Enter the PV array information and then click **Confirm**. Click **Next**.

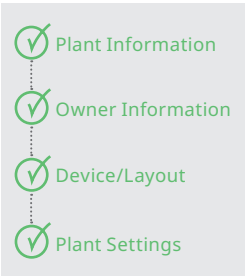


D. (Optional) Upload pictures from your local PC as the installation map. Click **Next**.

NOTE

- Supported format: JPG, JPEG, PNG, GIF.
- Supported file size: No more than 5 MB.

6. Configure the plant settings.



Export Management

After enabling the function, you can select the grid type, set the meter location, and set the export power limit. For details, refer to *Enable Export Management*.

Power Balance Configuration

After enabling the function, you can click the microinverter on the left to set it as phase A, B, or C.

For details, refer to *Enable Power Balance Configuration*.

> **NOTE**
>
> Export management and Power Balance Configuration are supported by DTU-Pro and DTU-Pro-S.

Plant Regulation

Section	Description
Plant Revenue	1. Select the currency type to calculate the plant revenue. 2. Enter the electricity price per unit.
More Setting **NOTE** These settings will be applied to the PV module layout page.	**Allow Owner to View Layout:** After enabling this function, you can allow owners to view the plant's PV module layout.
	Default PV Module Layout: You can select **Power** or **Energy** in the drop-down list. • Select **Power** to view the layout with power data. • Select **Energy** to view the layout with energy data.
	Maximum power for a single PV module: Enter the maximum power (range: 200 W to 700 W) for a single PV module.
Networking	Check **Networking** to synchronize the operations on the S-Miles Cloud to the devices.

7. Click **Complete and activate the plant** to finish the plant creation.

6.3 Plant Data

After creating a plant, you can view the dashboard, layout, and devices of the plant. In addition, you can generate and download power and energy reports of a plant.

6.3.1 View Plant Dashboard

S-Miles Cloud provides a comprehensive view of your plant on the Dashboard page, encompassing essential sections such as Plant Overview, Production & Consumption, Plant Status, Historical Data, Information, and more. This holistic approach empowers you to make data-driven decisions, optimize plant performance, and gain valuable insights into the operation of your power system.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list. You will enter the Dashboard page first by default.
3. View the plant data in different sections as follows.

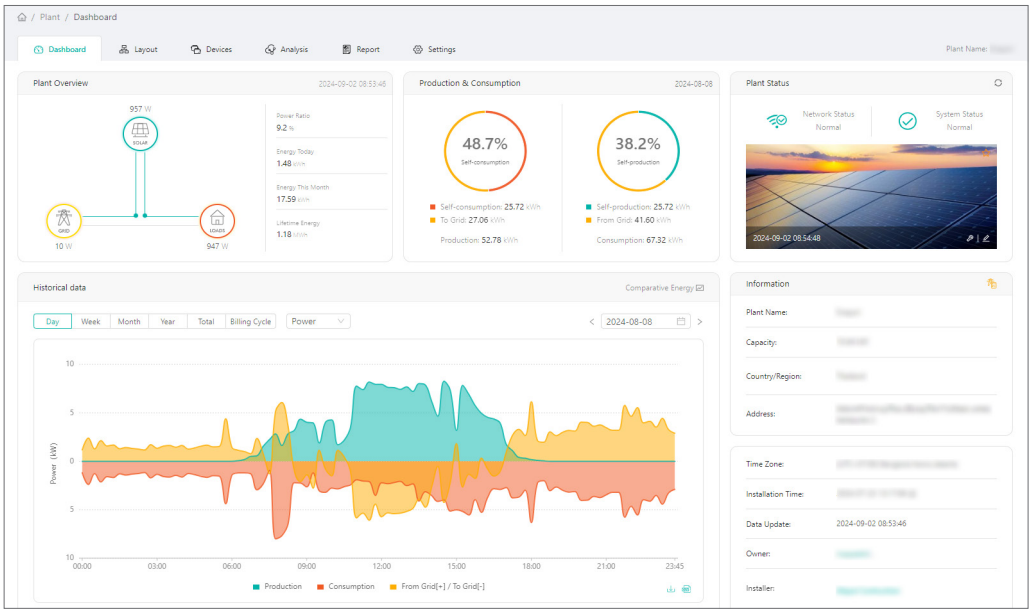


Fig (a) -The Plant with Grid Meter

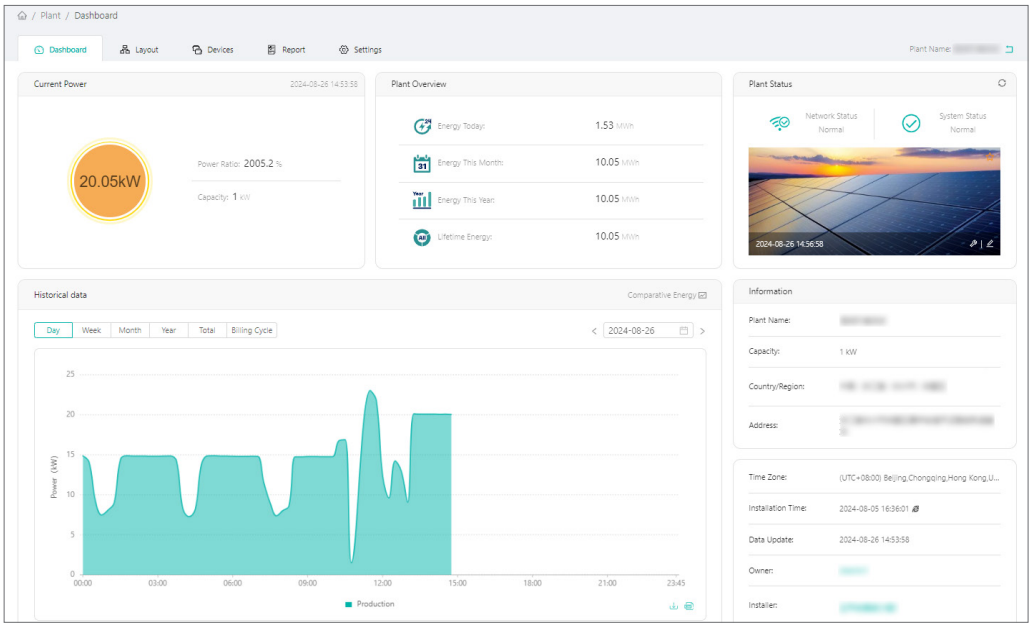


Fig (b)-The Plant without Grid Meter

Section	Description
Plant Overview	**Plant Overview** Displayed for the plant with meter located on the grid side. (See *Fig (a)*.) Displays the real-time data of PV output, loads, and grid. **NOTE** The data is updated every 15 minutes.
	Energy Today Displays the microinverter's output power generated on the current day.
	Energy This Month Displays the total microinverter output power generated in the current month.
	Lifetime Energy Indicates the cumulative power generation since the plant's creation.
Current Power	**Current Power** Displayed for the plant without meter or when no meter is located on the grid side. (See *Fig (b)*.) Displays the real-time power ratio of PV plants. **NOTE** Power ratio refers to the proportion of the currently generated power to the installed capacity.
Production & Consumption	Displays the total power production and consumption, and the proportion of power sources and uses.
Plant Status	Displays the network status and system status. **Optional Operation** • You can click to refresh the plant information. • You can click to perform the plant operation & maintenance. • You can click to edit your plant information.
Information	Displays key details about the plant, including the plant's name, capacity, location (country and region), time zone, installation time, the latest data update time, owner, and installer.
Daily Production Comparison	Displays the daily production data distinguished by different shades of color blocks. **Optional Operation** • You can drag to adjust the color shade. • You can click to download the data in an image profile. • You can click to download the data in a CSV file.
Plant Revenue	Displays the plant revenue by today, month, and total. **Optional Operation** You can click , and then select the currency type and set the electricity price per unit.

<table>
<tr><td>Environmental Benefits</td><td>Displays the total reduction and carbon emission offset for your reference in environment benefits.</td></tr>
<tr><td>Historical Data</td><td>
Displays the historical data of the plant's AC-side power levels by day, month, year, by total, or by billing cycle in a graph.

How to Read the Graph
<table>
<tr><td></td><td>Production</td><td>Green line indicates the power generated by the solar system.</td></tr>
<tr><td></td><td>Consumption</td><td>Red line indicates the power consumed by loads.</td></tr>
<tr><td></td><td>From Grid / To Grid</td><td>• Yellow line above the zero line indicates the power imported from the electrical grid.
• Yellow line below the zero line indicates the power exported to the electrical grid.</td></tr>
</table>

Overall Graph Line Calculation
If you have enabled Export Management and installed Grid Meter B (For detailed operations, refer to Enable Export Management.), the graph line follows the formula according to the actual scenario.
<table>
<tr><th>Scenario</th><th>Formula</th></tr>
<tr><td>The power generated by the solar system and purchased from the electrical grid are consumed by loads.</td><td>Consumption = Production + From Grid</td></tr>
<tr><td>The power generated by the solar system is consumed by loads and sold to the electrical grid.</td><td>Consumption = Production - To Grid</td></tr>
</table>
NOTE If Export Management is not enabled, the graph line only displays the production data.

</td></tr>
</table>

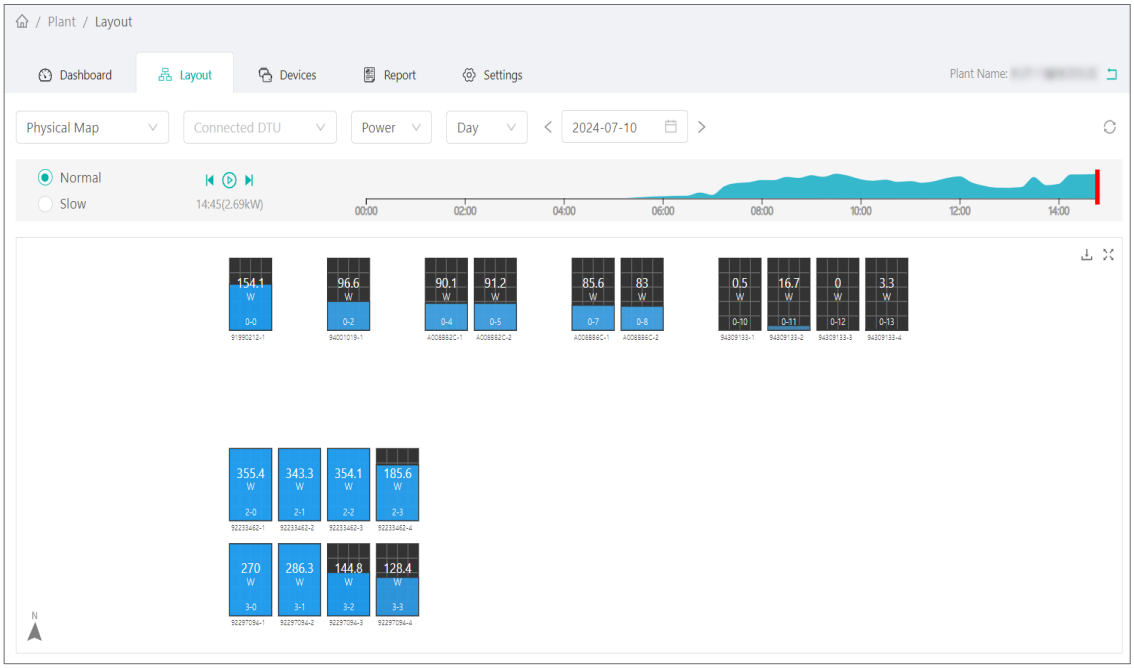
6.3.2 View Plant Layout

You can view the overall layout of the power plant's PV modules. This function allows you to gain visualized information about your PV module performance.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Layout**.
4. Set conditions to search for the target PV modules.
   - **View Plant Layout by Power:** Select **Power** in the drop-down list to view the layout with power data during the day and the week. Select **Normal** or **Slow**, and then click ▷ to play the power production data of the plant over various time points.
   - **View Plant Layout by Energy:** Select **Energy** in the drop-down list to view the layout with energy by day, month, year, and by total.
5. (Optional) Click ◀| or |▶ to view the PV module data at previous or next time point.
6. (Optional) Click on a specific module, and then PV Module Details window will pop up on the right side of the screen. You can view details such as location, connected microinverter.
7. (Optional) Perform other operations when needed.

Download PV Module Screen	Click ⤓ to download the PV module screen as an image.
Expand PV Module Screen	Click ⛶ to view the PV module in full screen.

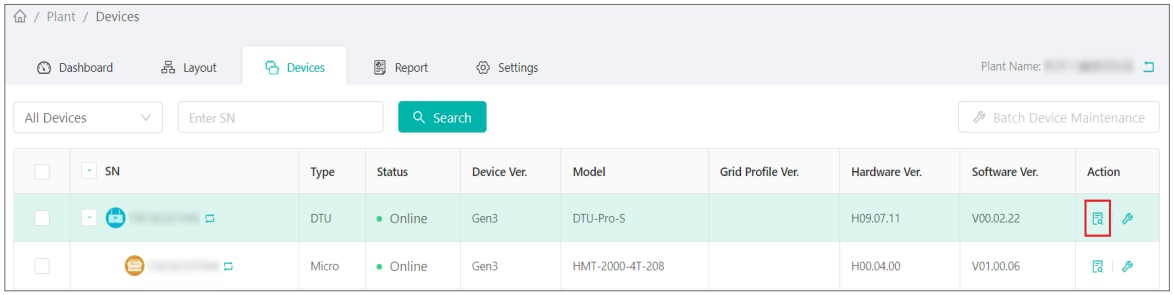


6.3.3 View Plant Device

You can view all devices (DTUs and microinverters) in a plant. In addition, you can view detailed information of each device.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Devices**.
4. (Optional) Select **All Devices** / **DTU** / **Micro** in the drop-down list, enter the device SN, and click **Search** to search for the target device.
5. Click in the Action column to view the device details, including basic information, connected devices, and status.



6.4 Plant Settings

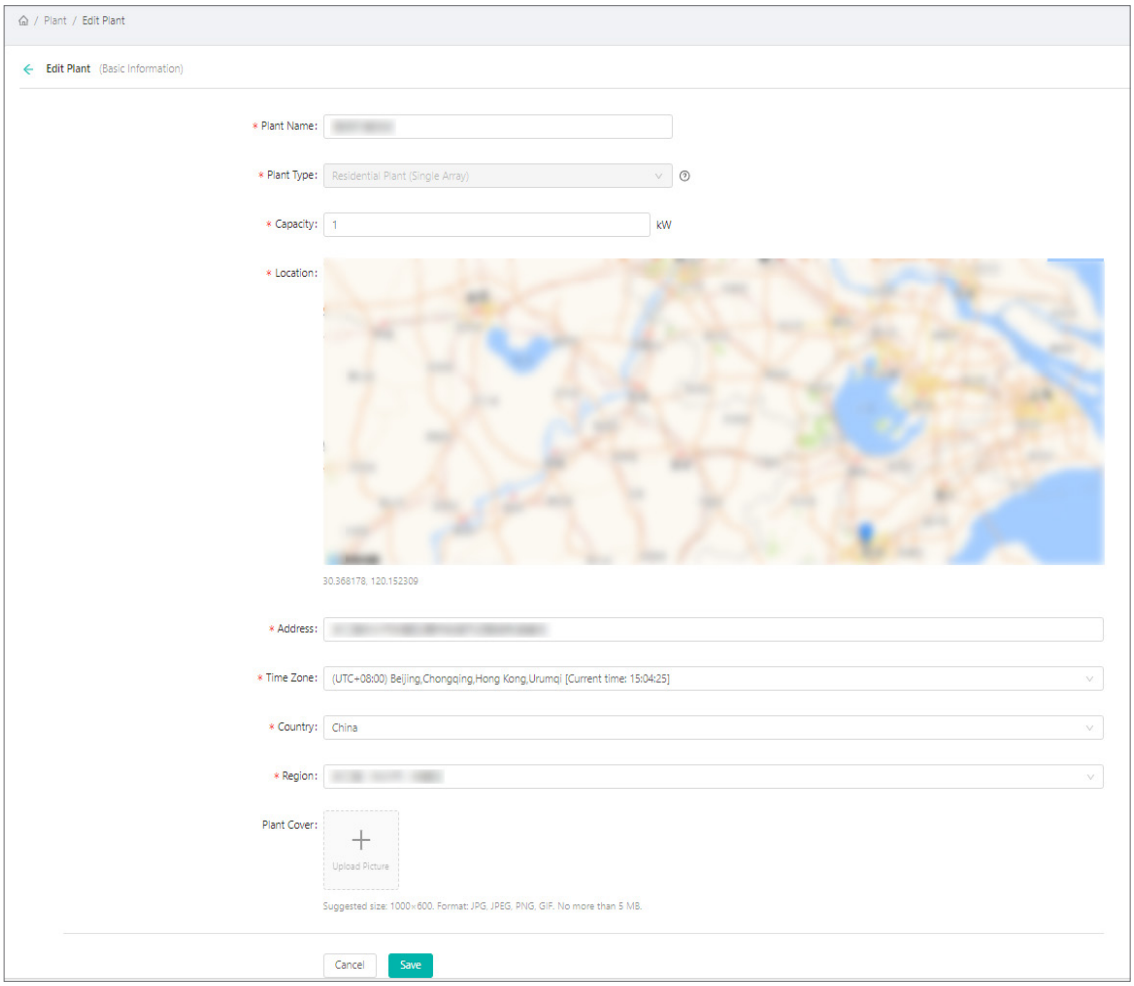
After creating a plant, you can configure the plant settings, including editing the plant information, devices, and layout. In addition, you can configure more settings, such as plant regulation, export management, and power balance configuration.

6.4.1 Edit a Plant

After creating a plant, you can edit details of the plant again.

Steps

1. Click **Plant** on the top navigation bar.
2. Select a plant you want to edit, and enter the Edit Plant page by any of the following three methods.
   - Click the plant name directly in the plant list. Click **Settings** to enter the Settings page, and then click **Edit** on the right side of **Basic Information**.
   - Click in the Action column. In the Plant O&M window, click **Settings** to enter the Settings page, and then click **Edit** on the right side of **Basic Information**.
   - Click in the Action column to enter the Dashboard page. In the Plant Status section, click .
3. Edit the information, such as plant name, capacity, and location.
4. Click **Save**.

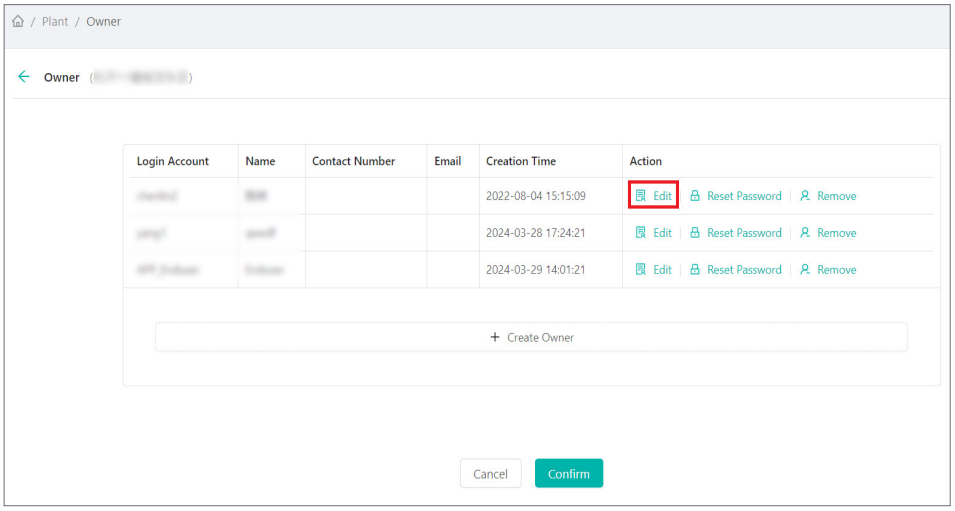


6.4.2 Edit an Owner

You can edit the existing owner information. In addition, you can reset the password of the owner, remove the owner from plant, and create another new owner.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Owner** to enter the Owner page.
5. Click **Edit** in the Action column.



6. (Optional) Perform the following operations when needed.

Reset Password	Click to reset the password of the current owner.
Remove Owner	Click to remove the current owner from the plant.
Create Owner	Click **Create Owner** to create a new owner or select the existing owner.

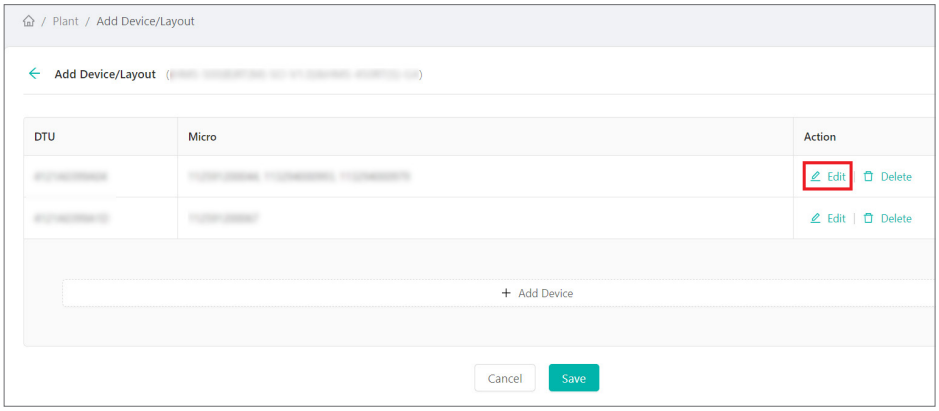
7. Click **Confirm**.

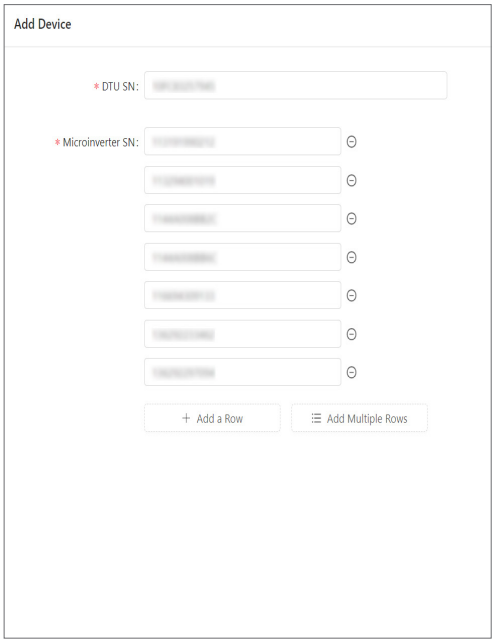
6.4.3 Edit a Device

You can edit the existing device (DTU and microinverter) SN. In addition, you can remove a device from a plant, and add a single device or multiple devices in a batch.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Devices** to enter the Add Device/Layout page.
5. Click **Edit** in the Action column. The Add Device window will pop up.





6. Edit DTU SN and microinverter SN.
7. (Optional) Click **Add a Row** to add a single microinverter.
8. (Optional) Click **Add Multiple Rows** to add multiple microinverters in a batch.
9. Click **Save**.
10. (Optional) On the Add Device/Layout page, perform the following operations when needed.

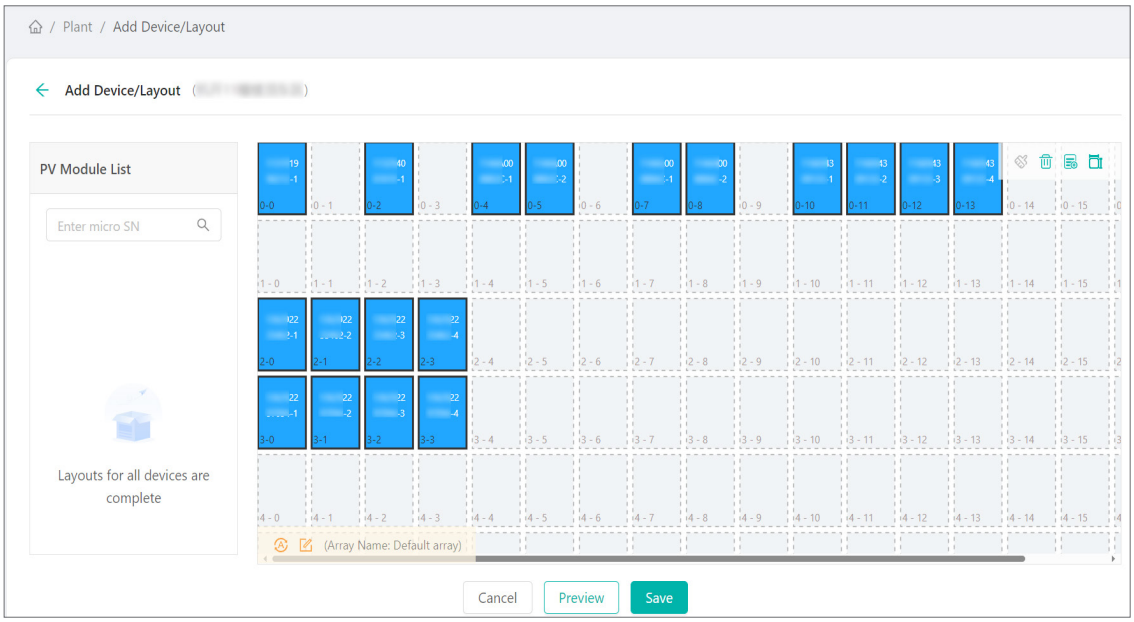
Continue to Add Device	Click **Add Device** to add another device.
Delete Device	Click **Delete** in the Action column to delete the device.

6.4.4 Edit Layout Design

You can edit the layout design of PV modules.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Layout Design** to enter the Add Device/Layout page.



5. Click in the lower left corner to select a layout method, and then click **Confirm**.

   Arrange in Order: PV modules are arranged in the order of PV module number.

   Arrange According to DTU: PV modules are arranged in the order of DTU SNs.

   Arrange According to Microinverter: PV modules are arranged in the order of microinverter SNs.

   Custom Arrangement: You can drag a PV module to any desired position on the layout.

6. Click to set the array of PV modules, and then click **Confirm**.

   The array settings include array name, layout pattern, azimuth, and inclination.

7. Click **Save**.
8. (Optional) Perform the following operations when needed.

Clear Selected PV Modules	Select PV modules on the map, click to clear the selected PV modules.
Clear All PV Modules	Click to clear all of the PV modules.
Add Array Row/Column	Click to add a row or column for the PV module array.
Preview Layout	Click **Preview** to preview the layout design.
Scale Layout to Fit Screen	Click to scale the layout map to fit the screen.

6.4.5 Enable Export Management

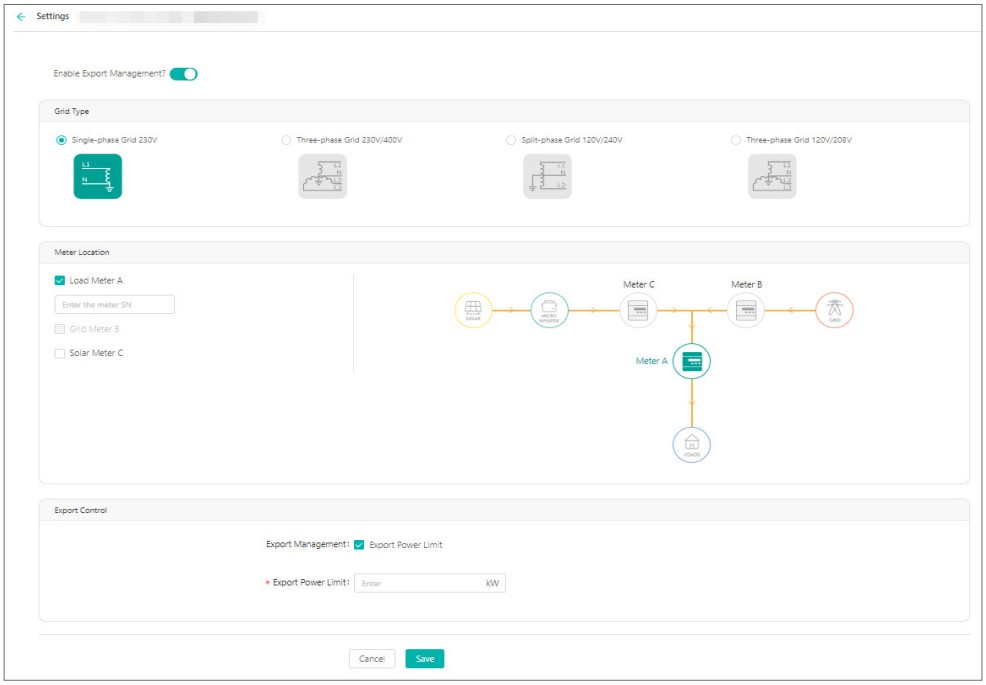
Local grid authorities in some countries limit the amount of power exported to the grid to prevent power surges, quality issues, or electricity instability. To address this requirement, Hoymiles has developed an Export Management Solution. You can enable the export management function on the Web to ensure compliance with the law.

NOTE

This function should be supported by DTUs, including DTU-Pro and DTU-Pro-S.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Export Management** to enter the Settings page.
5. Switch on **Enable Export Management?**.
6. Select the grid type according to the actual scenario.
7. Check the meter location and enter the meter SN.
8. Check **Export Power Limit**, and enter the number of export power limit (unit: kW).
9. Click **Save**.



6.4.6 Enable Power Balance Configuration

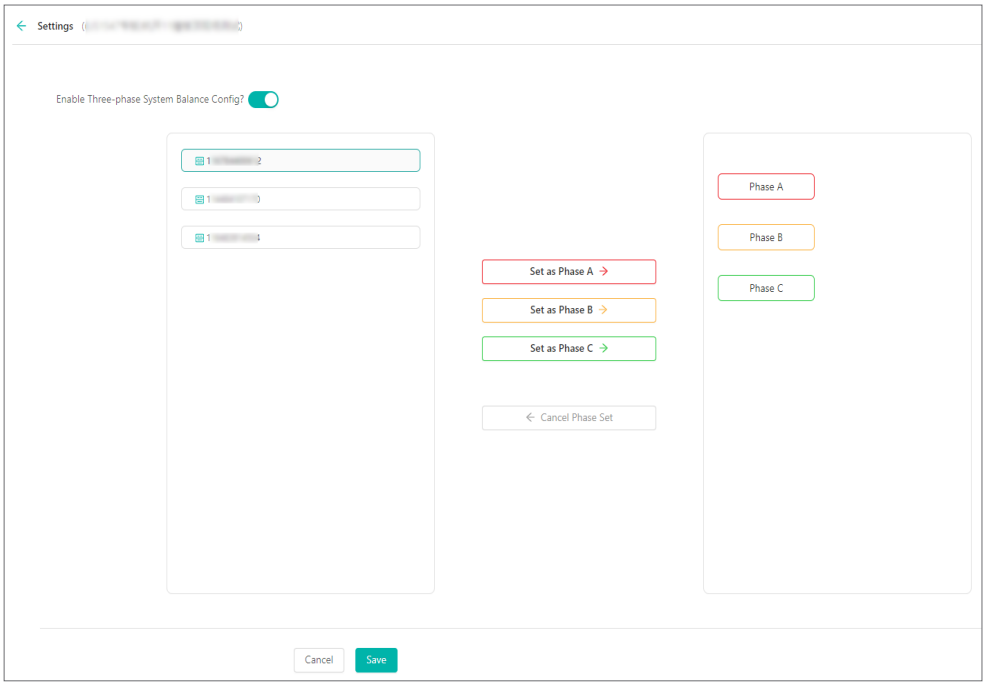
You can enable the three-phase system balance configuration to optimize the energy export within your solar power system, which allows you to make data-driven decisions for maximum efficiency and returns on your investment.

NOTE

This function should be supported by DTU-Pro and DTU-Pro-S.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Power Balance Config** to enter the Settings page.
5. Switch on **Enable Three-phase System Balance Config?**.
6. Click the microinverter SN on the left list.
7. Click **Set as Phase A** / **Set as Phase B** / **Set as Phase C** to set the selected microinverter as phase A, B, or C.
8. (Optional) Click the DTU on the right, and click **Cancel Phase Set** to remove the phase set.
9. Click **Save**.



6.4.7 Set Power Adjustment Method

You can set the power adjustment method on the devices.

Steps

1. Click **Plant** on the top navigation bar.
2. Select a plant in the plant list, click in the Action column.
3. Click **Power Adjustment**.
4. Select a power adjustment method and enter the corresponding value.

   Active Power Control
   You can adjust the percentage of maximum output power and rated output power. For example, if the percentage is set to 70%, the maximum output power will be only 70% of the rated output power.

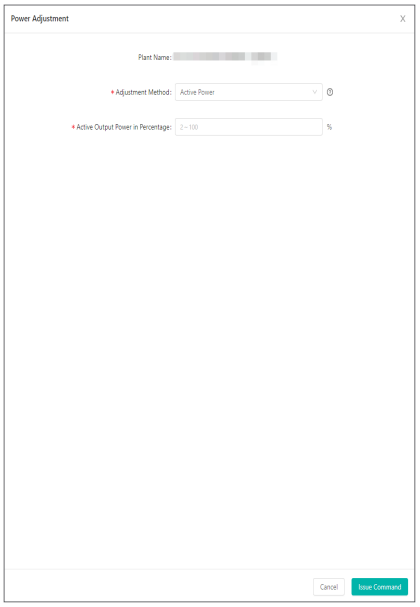
   Reactive Power Control
   You can adjust the ratio of real-time active power and real-time reactive power. The default value is one.

   Power Factor Control
   You can adjust the percentage of real-time reactive power and real-time apparent power.

   NOTE

   Reactive Power Control and Power Factor Control are supported by DTU-Pro and DTU-Pro-S.

5. Click **Issue Command**.

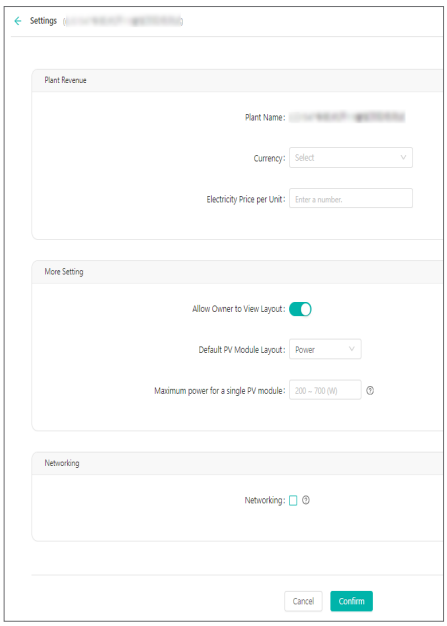


6.4.8 Set Plant Regulation

You can set the plant regulation, including plant revenue, owner's permission to view layout, and networking.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Plant Regulation** to enter the Settings page.
5. There are three sections on the Settings page. You can perform the following operations, and click **Confirm**.



Section	Description
Plant Revenue	1. Select the currency type to calculate the plant revenue. 2. Enter the electricity price per unit.
More Setting **NOTE** These settings will be applied to the PV module layout page.	**Allow Owner to View Layout:** After enabling this function, your owner can view the plant's PV module layout.
	Default PV Module Layout: You can select **Power** or **Energy** in the drop-down list. • Select **Power** to view the layout with power data. • Select **Energy** to view the layout with energy data.
	Maximum power for a single PV module: Enter the maximum power (range: 200 W to 700 W) for a single PV module.
Networking	Check **Networking** to synchronize the operations on the S-Miles Cloud to devices.

6.5 Plant Management

After creating a plant, you can delete, or favorite the plant. In addition, you can transfer the plant to a new organization.

6.5.1 Delete a Plant

After creating a plant, you can delete it when needed.

NOTE

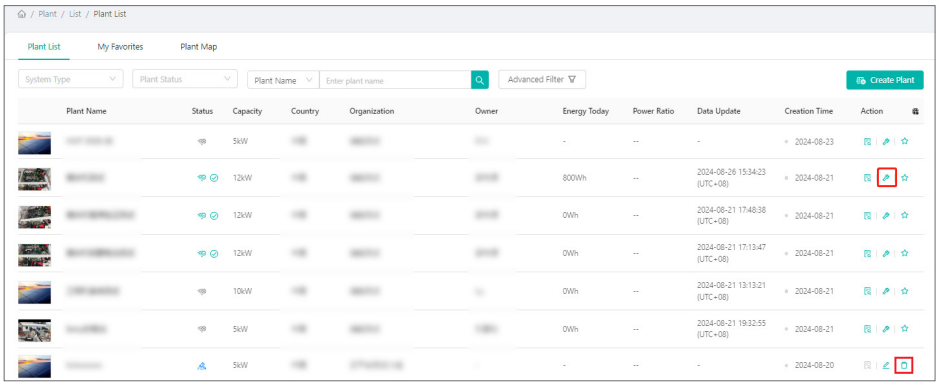
When there are devices linked to a plant, the plant cannot be deleted. You need to delete devices first, for details refer to *Delete a Device*.

Steps

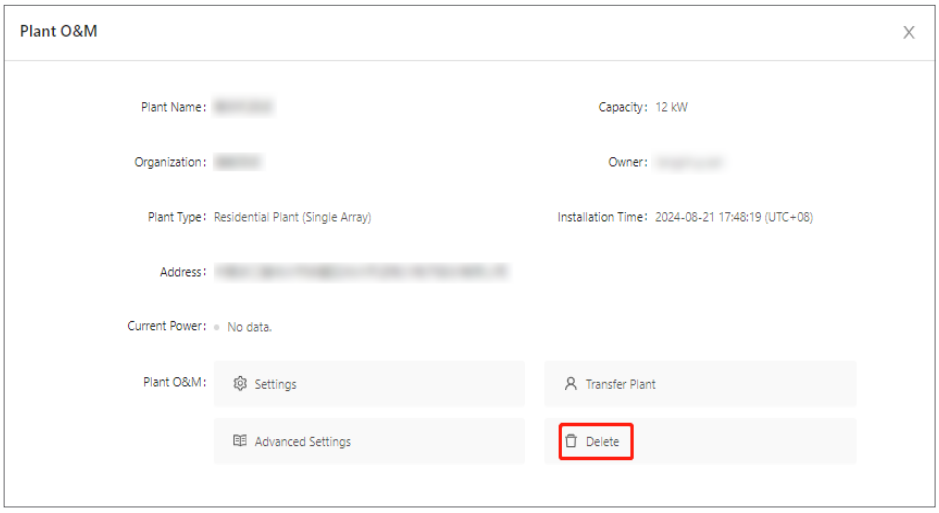
1. Click **Plant** on the top navigation bar.
2. Select a plant you want to delete in the plant list, and then click in the Action column.

   NOTE

   You can delete an unfinished plant by clicking in the Action column.



3. In the Plant O&M window, click **Delete**.



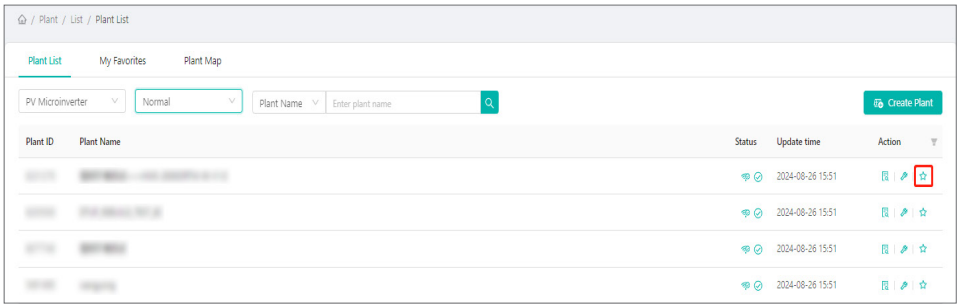
4. Click **Confirm**.

6.5.2 Favorite a Plant

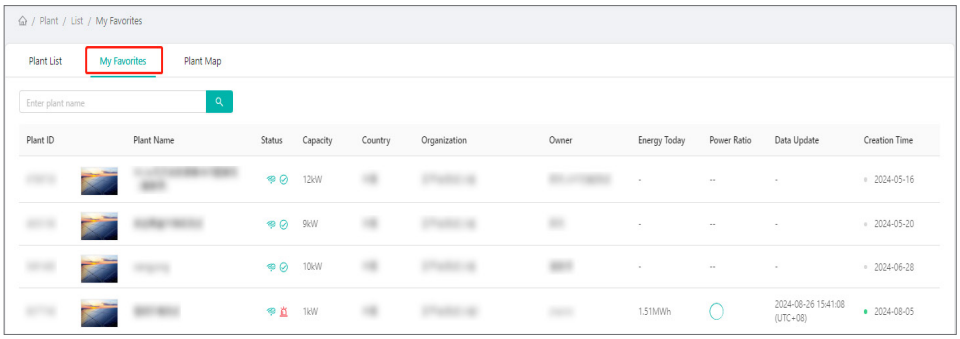
You can mark a plant to My Favorites for quick access when you are looking for it next time.

Steps

1. Click **Plant** on the top navigation bar.
2. Select a plant you want to favorite in the plant list, and then click ☆ in the Action column.



3. (Optional) Click **My Favorites** to view the list of plants marked as favorite.

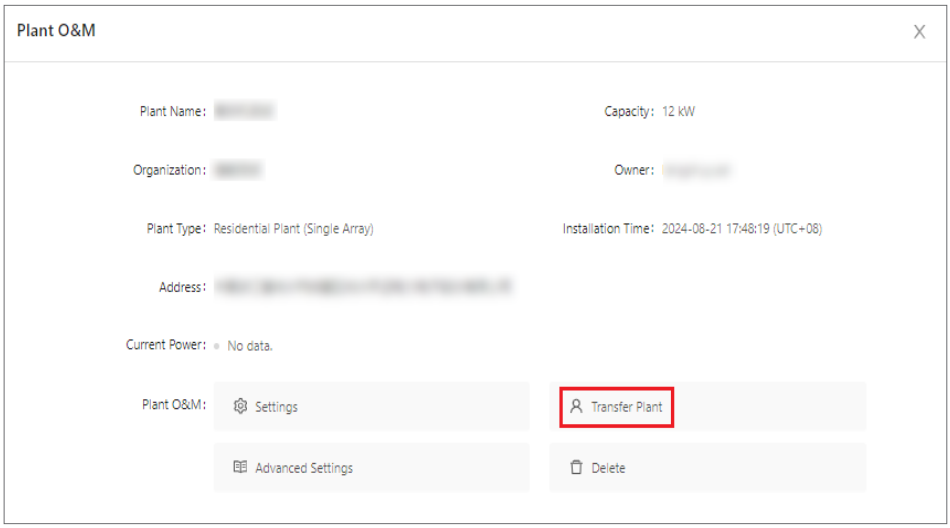


6.5.3 Transfer a Plant

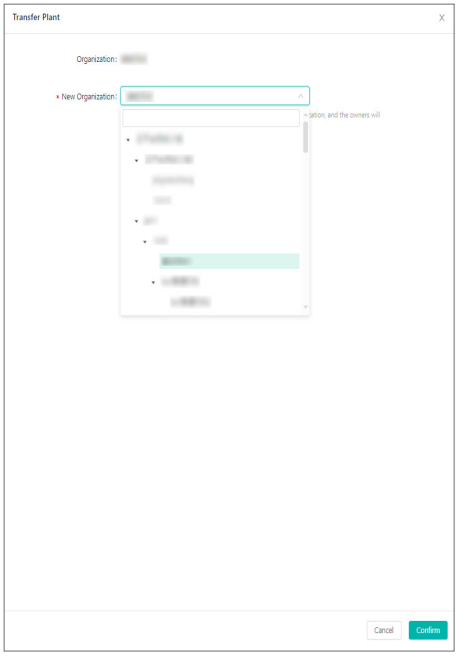
You can transfer an existing plant to another organization.

Steps

1. Click **Plant** on the top navigation bar.
2. Select a plant you want to transfer to in the plant list, and then click in the Action column.
3. In the Plant O&M window, click **Transfer Plant**.



4. In the pop-up Transfer Plant window, select a new organization in the drop-down list.



5. Click **Confirm**.

   The plant and the owners will be transferred to the new organization.

7 Operation and Maintenance

7.1 Device Management

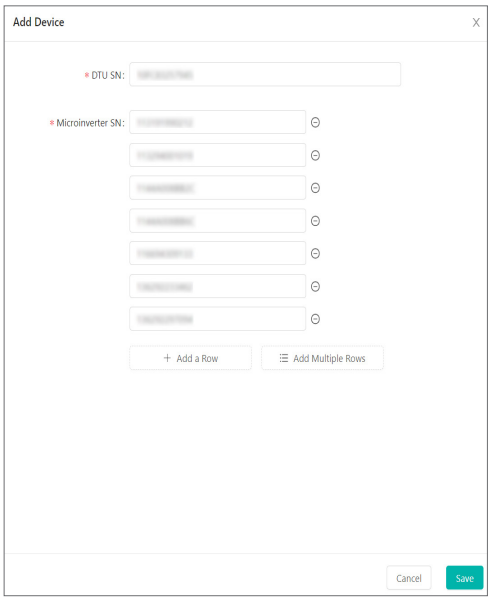
You can continue to add devices (DTUs and microinverters) to an existing plant. After adding devices to S-Miles Cloud, you can manage them and perform further operations, including deleting devices, replacing devices, and remotely controlling devices.

7.1.1 Add a Device

You can continue to add a single device (DTU and microinverter) or multiple devices to an existing plant.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Devices** to enter the Add Device/Layout page.
5. Click **Add Device.**
6. In the pop-up window, enter DTU SN and microinverter SN, and then click **Save**.
7. Click **Edit** in the Action column.
8. In the pop-up Device Maintenance window, enter microinverter SN.
9. (Optional) Click **Add a Row** to add a single new microinverter.
10. (Optional) Click **Add Multiple Rows** to add multiple new microinverters in a batch.
11. Click **Save**.



7.1.2 Delete a Device

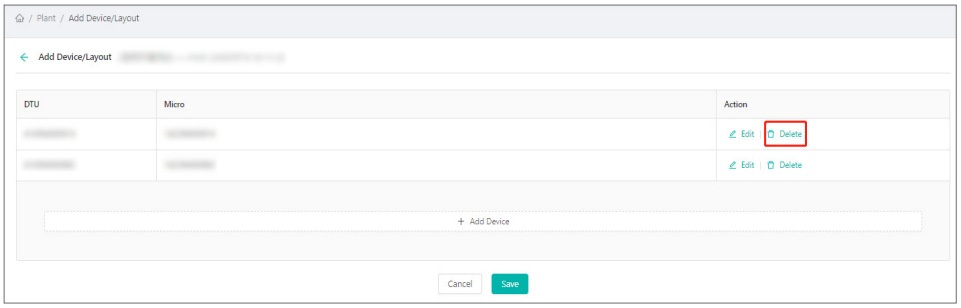
You can remove a device (DTU and microinverter) from an existing plant.

NOTE

After deleting the device, all historical data will be deleted. Please proceed carefully.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Settings**.
4. Click **Edit** on the right side of **Devices** to enter the Add Device/Layout page.
5. Click **Delete** in the Action column.
6. Click **Confirm** in the pop-up window.
7. Click **Save**.

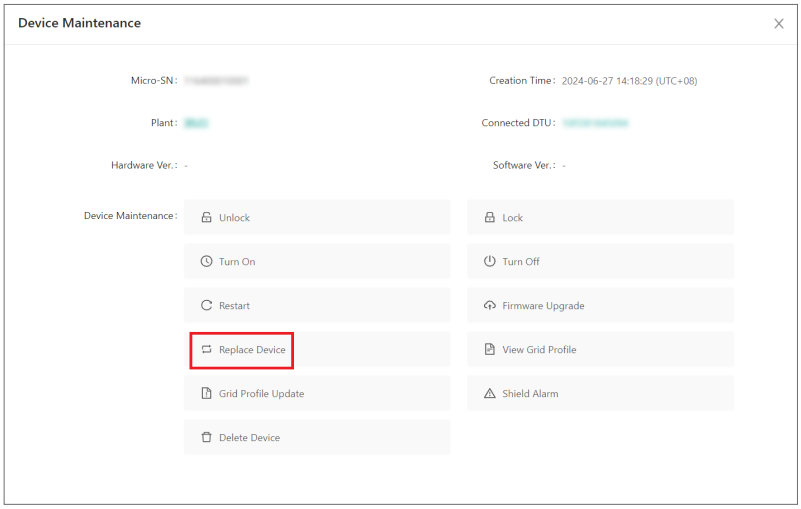


7.1.3 Replace a Device

You can replace a device (Microinverter or DTU) of a plant by changing the device SN.

Steps

1. Click **Plant** on the top navigation bar.
2. Select a plant in the plant list, and click in the Action column.
3. In the pop-up window, click **Replace Device**.
4. Enter the Current Device SN.
5. Click **Confirm**.



7.1.4 Control a Device

You can perform operations remotely on the DTU or microinverter.

Steps

1. Click **O&M** > **Device List** on the top navigation bar.
2. Select a DTU or microinverter in the list, and click in the Action column.
3. Click the following buttons according to the actual scenario.

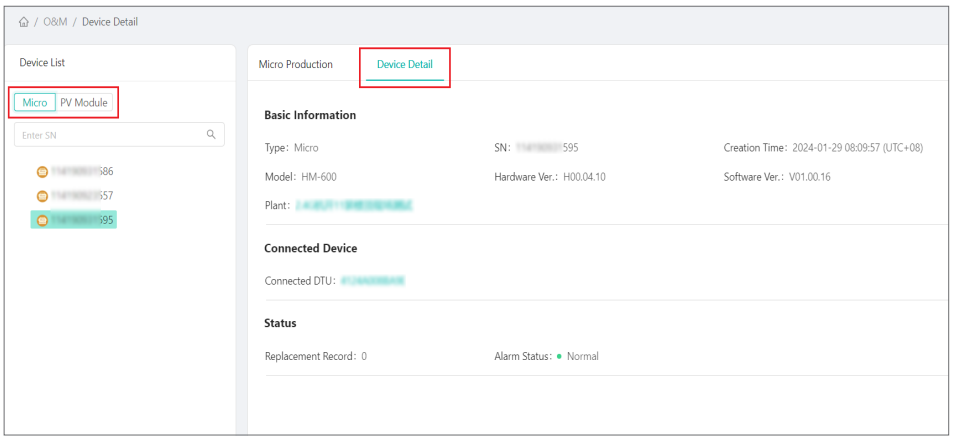
Button	Description
Turn On	Click this button to turn on the microinverter.
Turn Off	Click this button to turn off the microinverter.
Restart	Click this button to restart the DTU or microinverter.

7.1.5 View Device Details

You can view details of devices, including DTUs, microinverters, and PV modules.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Devices**.
4. Select a DTU or microinverter, and click its SN in the SN list or click in the Action column.
   - For DTU: You can view its basic information, connected microinverters, and status.
   - For microinverter and PV Modules: You can click **Micro** or **PV Module** on the left list, and click **Device Detail** on the right to view its basic information, connected microinverters, and status.

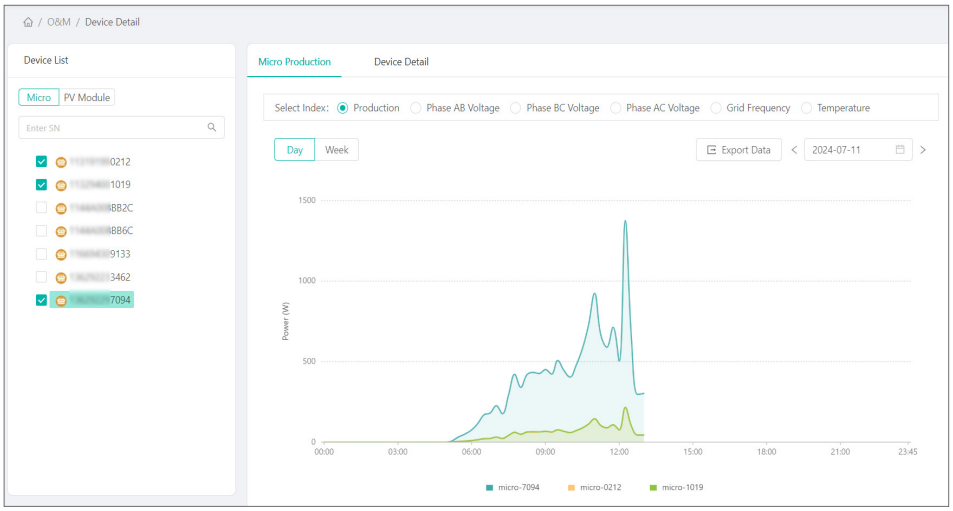


7.1.6 Export Device Data

You can export the power production data of microinverters and PV modules.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Devices**.
4. Select a microinverter, you can click its SN in the SN list or click in the Action column.
5. Choose to export production data of Microinverter or PV module.



Export Microinverter Data

A. On the left section, click **Micro** in Device List.

B. Select one or multiple microinverters.

C. On the right section, select index (production, grid voltage, grid frequency, and temperature).

D. Click **Day** or **Week**.

E. Set the date.

F. Click **Export Data**. The report ZIP file will be exported to your local PC.

G. Unzip the file to get a report in an Excel format.

Export PV Module Data

A. On the left section, click **PV Module** in Device List.

B. Select one or multiple PV modules.

C. On the right section, select index (PV Module Power, PV Module Voltage, and PV Module Current).

D. Click **Day** or **Week**.

E. Set the date.

F. Click **Export Data**. The report ZIP file will be exported to your local PC.

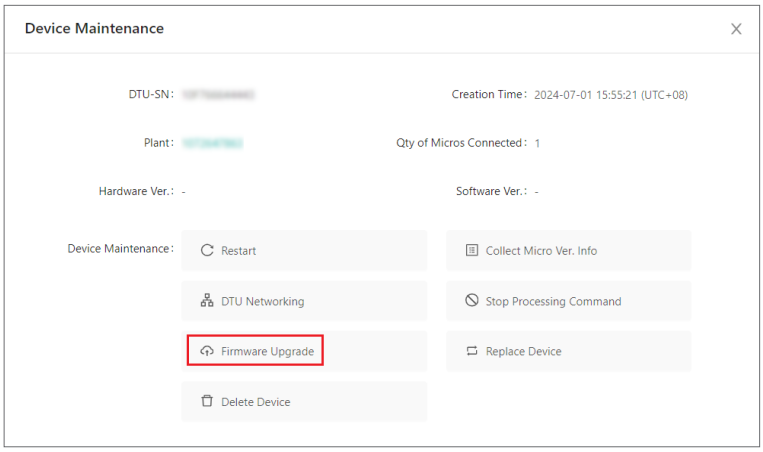
G. Unzip the file to get a report in an Excel format.

7.1.7 Upgrade Device Firmware

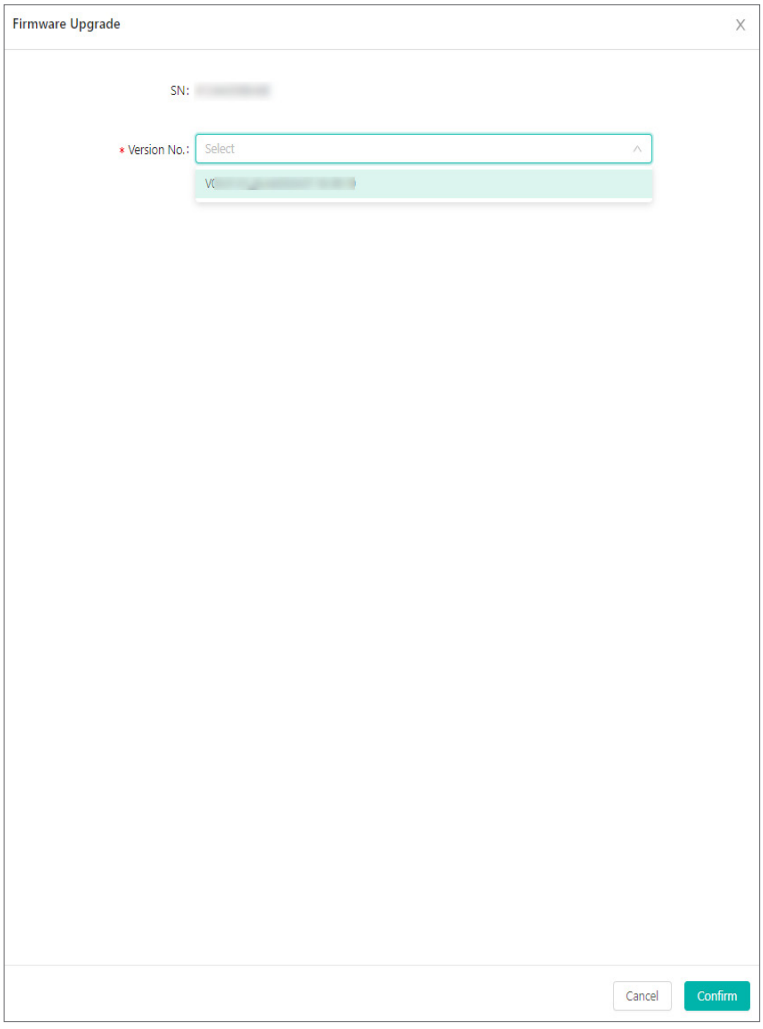
For the device whose firmware version is old, you can manually upgrade the device's firmware.

Steps

1. Click **O&M** > **Device List** on the top navigation bar.
2. Select a device in the list, and click in the Action column.
3. In the Device Maintenance window, click **Firmware Upgrade**.



4. Select Version No. from the drop-down list.
5. Click **Confirm**.



7.2 Alarm Management

7.2.1 Alarm Definition

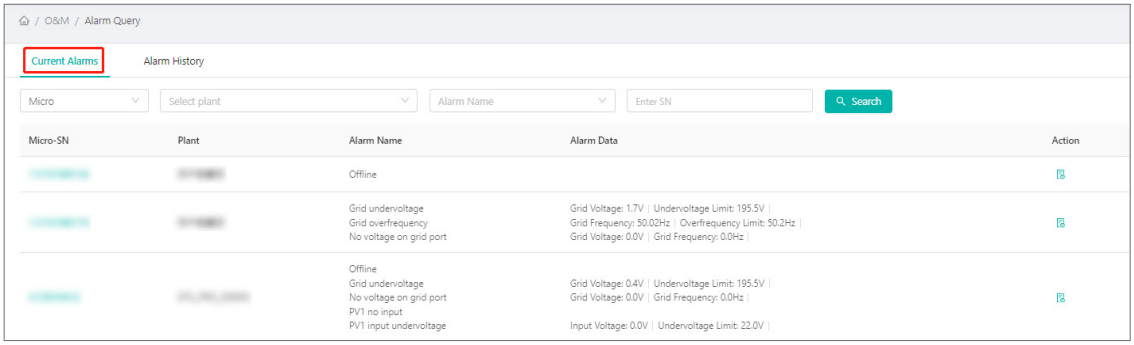
Icon	Item	Description
	Normal	The plant and devices are functioning properly.
	Offline	The DTU is not connected to the Internet. To troubleshoot it, you need to ensure that the DTU is installed and the network configuration is complete.
	Alarm	Triggered when more than half of the microinverters in the plant issue grid-related alarms and the entire plant reports abnormal grid status. To troubleshoot it, you can refer to the plant homepage and click the alarm icon for details.
	Unstable Internet Connection	The network connection is detected to be unreliable or inconsistent by DTU.
	Abnormal grid	Triggered by grid overvoltage, grid undervoltage, or grid voltage fluctuations.
	Unfinished	The plant setup is incomplete.
	SN Mismatch	The microinverter SN on the platform may not match the actual SN of microinverter installed on site.

7.2.2 View Real-Time Alarm

You can view real-time alarms of devices under your account.

Steps

1. Click **O&M** > **Alarm Query** on the top navigation bar.
2. Click **Current Alarms** to view real-time alarms.



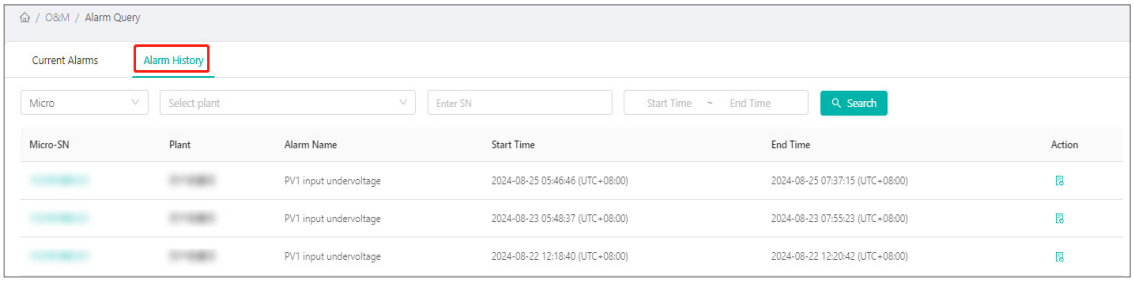
3. (Optional) Set conditions (plant, alarm name, etc.) and click **Search** to search for the target alarm.
4. (Optional) Click in the Action column to view the troubleshooting suggestion.

7.2.3 View Historical Alarm

You can view the historical alarms of devices under your account.

Steps

1. Click **O&M** > **Alarm Query** on the top navigation bar.
2. Click **Alarm History** to view historical alarms.



3. (Optional) Set conditions (plant, alarm name, etc.) and click **Search** to search for the target alarm.
4. (Optional) Click in the Action column to view the troubleshooting suggestion.

7.2.4 Shield Alarm

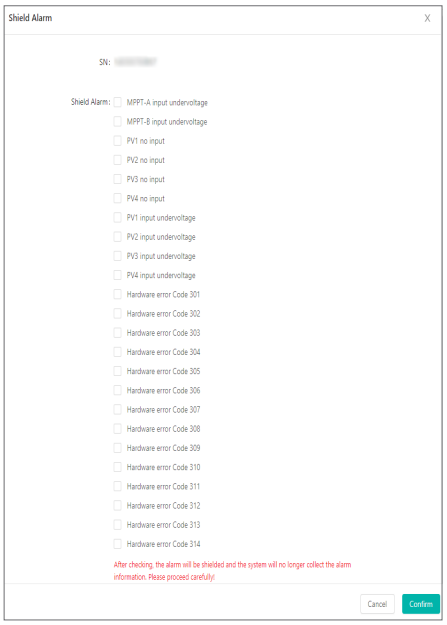
You can shield an alarm on a microinverter according to actual needs.

NOTE

After an alarm is shielded, S-Miles Cloud will no longer collect the alarm information. Please proceed carefully.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list.
3. Click **Devices**.
4. Select a microinverter, and click in the Action column.
5. In the Device Maintenance window, click **Shield Alarm**.
6. Check the alarm name, and then click **Confirm**.



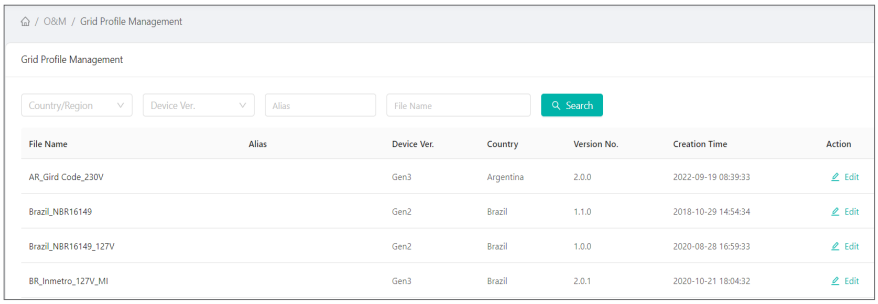
7.3 Grid Profile Management

Grid profiles define utility-approved parameters for Hoymiles microinverters. You can view and edit the grid profile of the microinverter.

7.3.1 View Grid Profile

Steps

1. Click **O&M** > **Grid Profile Management** on the top navigation bar.
2. (Optional) Set conditions (such as country/region, device version) and click **Search** to search for the target file.
3. View all grid profiles in a list.

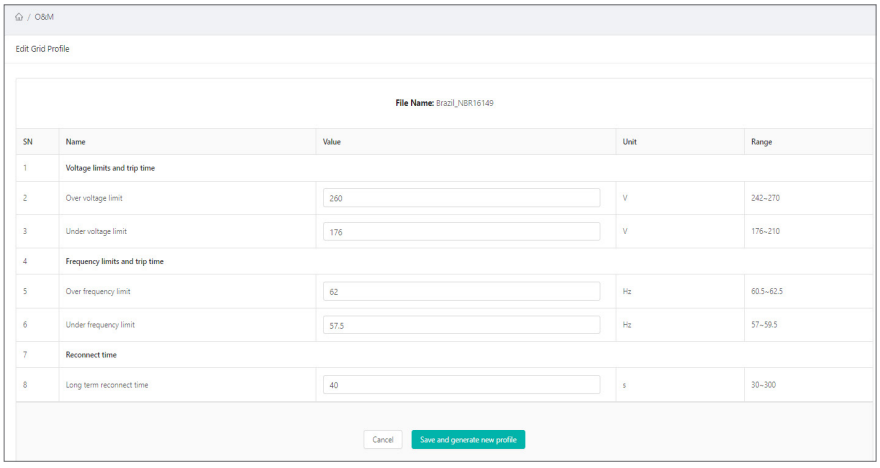


7.3.2 Edit Grid Profile

You can edit the grid profile of the microinverter according to your local network voltage.

Steps

1. Click **O&M** > **Grid Profile Management** on the top navigation bar.
2. (Optional) Set conditions (such as country/region, device version) and click **Search** to search for the target file.
3. Select the file and click **Edit** in the Action column to enter the Edit Grid Profile page.
4. Edit the parameter value.



5. Click **Save and generate new profile**.

What to do next

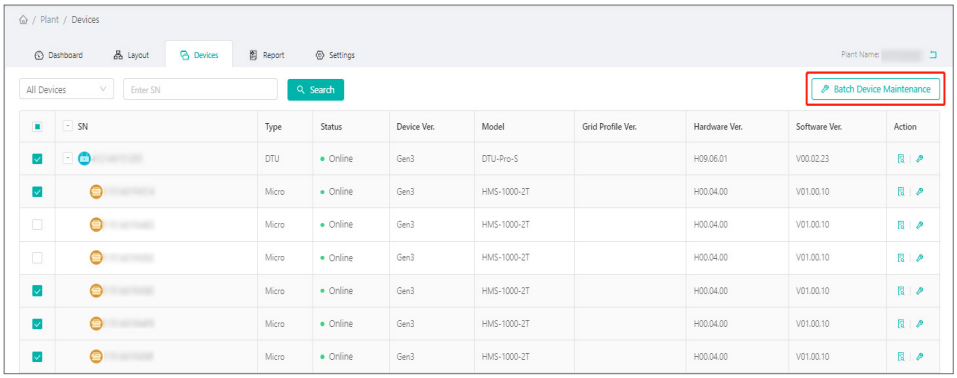
You need to manually upgrade the grid profile. For details, refer to *Upgrade Grid Profile*.

7.3.3 Upgrade Grid Profile

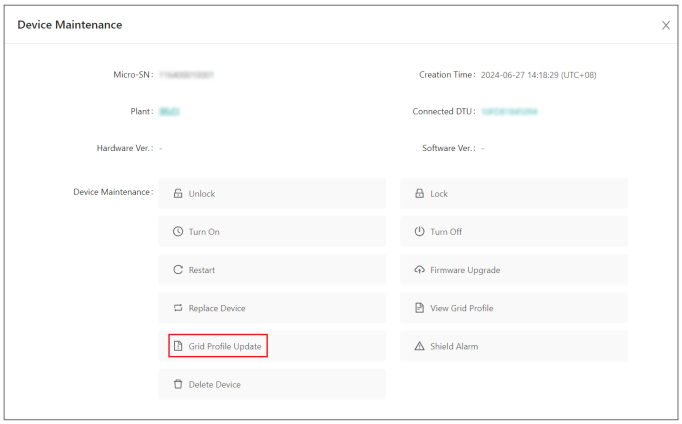
After editing the grid profile of a microinverter, you need to manually upgrade the grid profile. In addition, you can upgrade a single grid profile or multiple grid profiles in a batch.

Steps

1. Click **Plant** on the top navigation bar.
2. Click a plant name in the plant list or click in the Action column.
3. Click **Devices**.
4. Select a single device, click in the Action column, or select multiple devices and click **Batch Device Maintenance**.



5. In the pop-up Device Maintenance window, click **Grid Profile Update**.



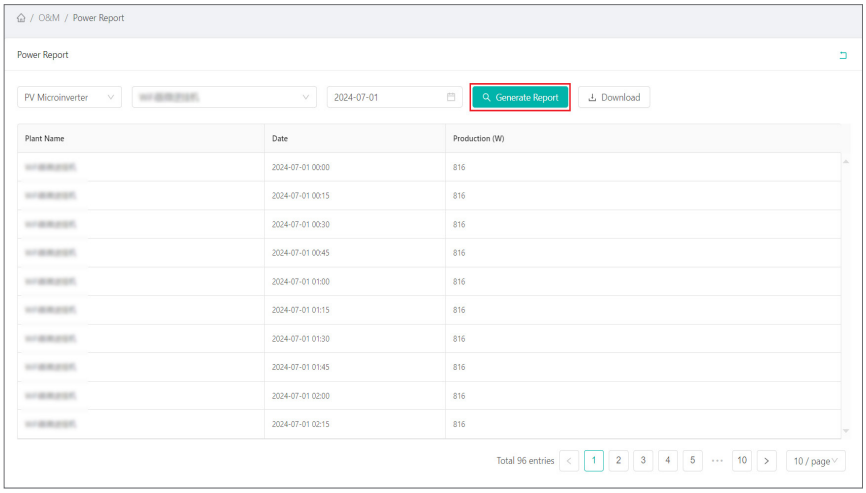
6. Select the **Grid Profile Ver.** from the drop-down list.
7. Click **Confirm**.

8 Report Management

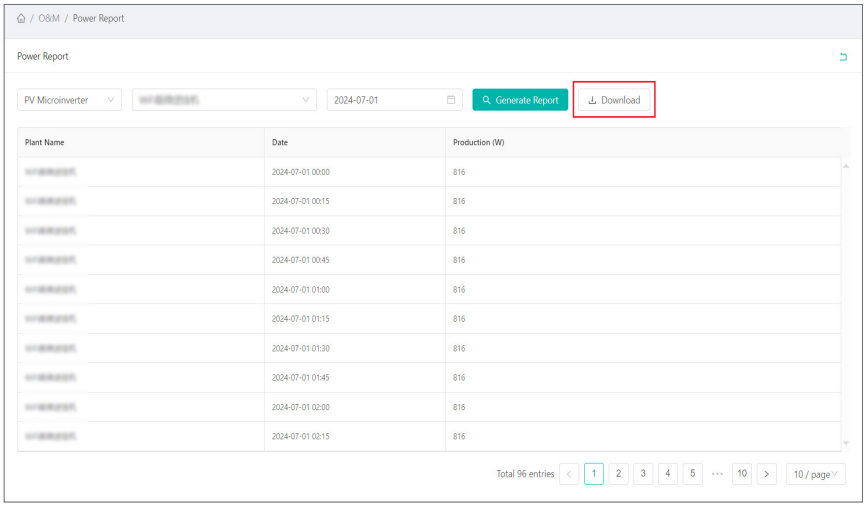
S-Miles Cloud supports generating and downloading reports about the power/energy and consumption data of a plant.

Steps

1. Click **O&M** > **Report Query** on the top navigation bar to enter the Report Query page.
2. Click **Power Report** or **Energy Report** according to your actual need.
3. Select **PV Microinverter** from the drop-down lit.
4. Select the plant from the drop-down list, and set the date.
5. Click **Generate Report**. The report will be displayed on the page.



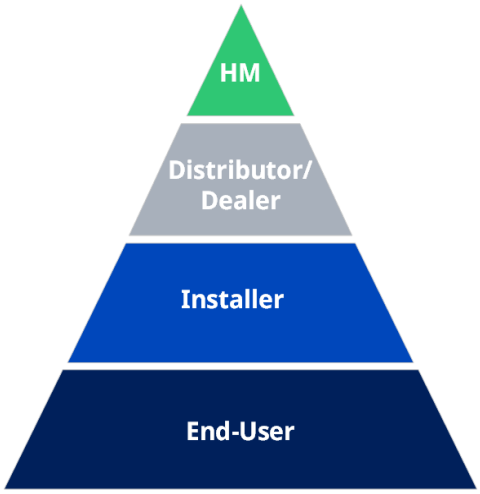
6. Click **Download**. The report ZIP file will be exported to your local PC. You need to unzip the file to get a report in an Excel format.



9 Appendix: Role Introduction

9.1 Role Structure

Each level in the hierarchical structure has specific permissions to ensure a secure and tailored experience within the S-Miles Cloud system.



Role	Description
HM	Refers to Hoymiles. The Hoymiles Technical Service Center creates accounts for distributors according to their requirements.
Distributor	Includes the dealer. Email *service@hoymiles.com* for account creation.
Installer	Contact the distributor for account creation.
End-User	Refers to the owner. Contact the installer for account creation.

9.2 Role Permission

The operation permissions of each role on the Web are listed as follows.

Operation Permission	HM	Distributor/Dealer	Installer	End-User
Create Distributor/Dealer Accounts	●	●		
Create Installer Accounts	●	●	●	
Create Regular Installer Accounts	●	●	●	
Create End-User/Owner Accounts	●	●	●	
Create Plants	●	●	●	
Edit Plant Basic Information	●	●	●	
View PV Module Layout	●	●	●	●
Remotely Control Devices	●	●	●	●
Export Reports	●	●	●	●