

User Manual

iSolarCloud App for Plug-in PV Systems

iSolarCloud



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About This Manual

Target Group

This manual is intended for plug-in PV system owners.

Symbols in the Manual



NOTE indicates supplementary information, emphasis on specific points, or tips that might help to solve your problems or save your time.

Main Content

This manual gives instructions mainly on how to install and configure the iSolarCloud App as well as the basic operations of the plug-in PV system.



User interfaces presented in this manual come from V2.1.6.20250605 iSolarCloud App. Icons and data in the figures are for reference only, which may be different from the App you actually use.

This manual gives instructions on how to use the iSolarCloud App on an iOS device. These instructions also apply to Android devices, with only small differences in user interfaces. Please refer to the user interfaces actually shown on your device.

System Requirements

- Mobile OS: Android 5.0 or later, iOS 13.0 or later.
- The phone can connect to WLAN or 2G/3G/4G/5G network.
- The phone has sufficient storage space to install the App.
- The phone has sufficient battery power.

Contents

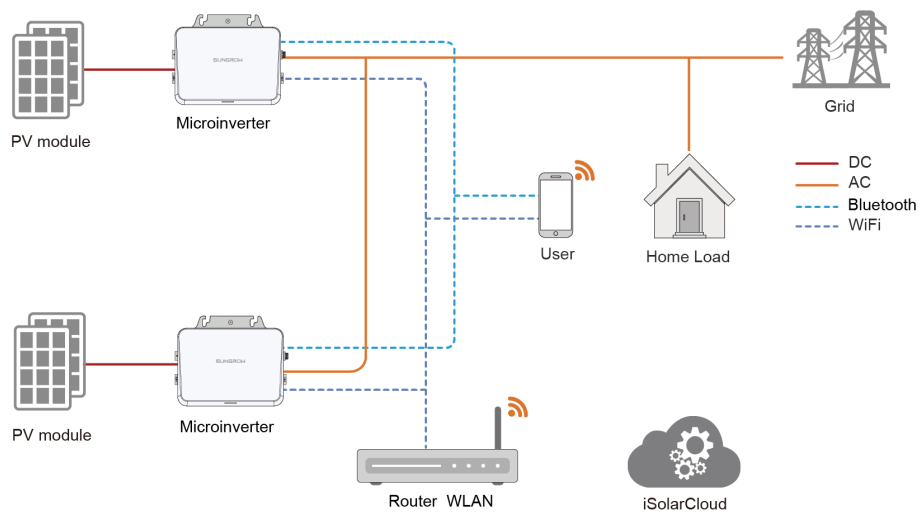
All Rights Reserved.....	I
About This Manual.....	II
1 Platform Overview.....	1
2 Registration and Login.....	2
2.1 Install iSolarCloud.....	2
2.2 Log in to an Account.....	2
2.3 Create an Account.....	4
2.4 Reset Password.....	6
3 Home Page.....	7
3.1 Overview.....	7
3.2 Add Device.....	9
3.2.1 Automatic Device Matching.....	9
3.2.2 Manual Device Adding.....	10
3.2.2.1 Search for Bluetooth Devices.....	10
3.2.2.2 Scan a QR Code.....	11
3.3 Network Settings.....	13
3.4 Home Settings.....	15
3.5 View Home Data.....	19
3.5.1 View Power Flow.....	19
3.5.2 View Faults.....	19
3.6 My Home.....	21
3.6.1 Switch Home.....	21
3.6.2 Home Management.....	22
4 Devices.....	26
4.1 View Device List.....	26
4.2 View Device Details.....	27
4.2.1 Device Settings.....	28
5 Profile.....	30
6 Appendix.....	32
6.1 Manual Description.....	32
6.2 Contact Information.....	32

1 Platform Overview

About this Product

The iSolarCloud App for plug-in PV systems is a mobile application used for managing new energy household energy systems. The App provides operation analysis service and enables intelligent mobile O&M for household energy systems. It is designed with functions such as operation data display, rapid access, remote parameter setting, quick fault location and notification, and power yield and revenue analysis. With iSolarCloud, convenient and efficient end-to-end O&M is allowed.

Application Scenarios



2 Registration and Login

2.1 Install iSolarCloud

Prerequisite

This section introduces how to download and install the iSolarCloud App.

Steps

- Step 1** Search for **iSolarCloud** in App Store, Google Play, or other application stores, or scan the QR code below with a mobile phone and download the App by following the onscreen instructions.



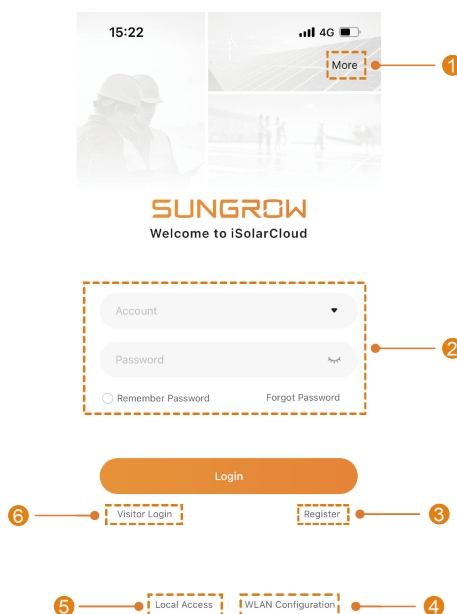
- Step 2** Tap the downloaded installation package and follow the onscreen instructions to complete the installation. The icon of iSolarCloud will then appear on the screen of your phone.



--End

2.2 Log in to an Account

Open the iSolarCloud App. The login screen is shown as follows.



No.	Definition	Description
1	More	Select your server: Choose the server you have selected when creating the account. User Manual: User manual for the iSolarCloud App. FAQs: Frequently asked questions and answers with regard to the use of the iSolarCloud App. Terms of Service: Terms of Service for the iSolarCloud App. Privacy Policy: Privacy Policy for the iSolarCloud App. Language: Set the language of the App.
2	Account and password input box	Enter your account name and password, and tap Login to log in to the iSolarCloud App. By tapping Forgot Password, you can change your password. Please refer to 2.4 Reset Password for details. By selecting the Remember Password checkbox, you will not need to enter the password at the next login.
3	Register	Create a new account. Please refer to 2.3 Create an Account for details.
4	WLAN Configuration	Connect the communication device to the home network by completing WLAN Configuration, so as to enable data exchange between the inverter and the cloud server.

No.	Definition	Description
5	Local Access	Establish communication with the phone via WLAN or Bluetooth connection to enable near-end maintenance of the inverter. You can check the information about and set parameters for the inverter.
6	Visitor Login	Explore the App without logging in to an account.

2.3 Create an Account

Step 1 Tap **Register**.

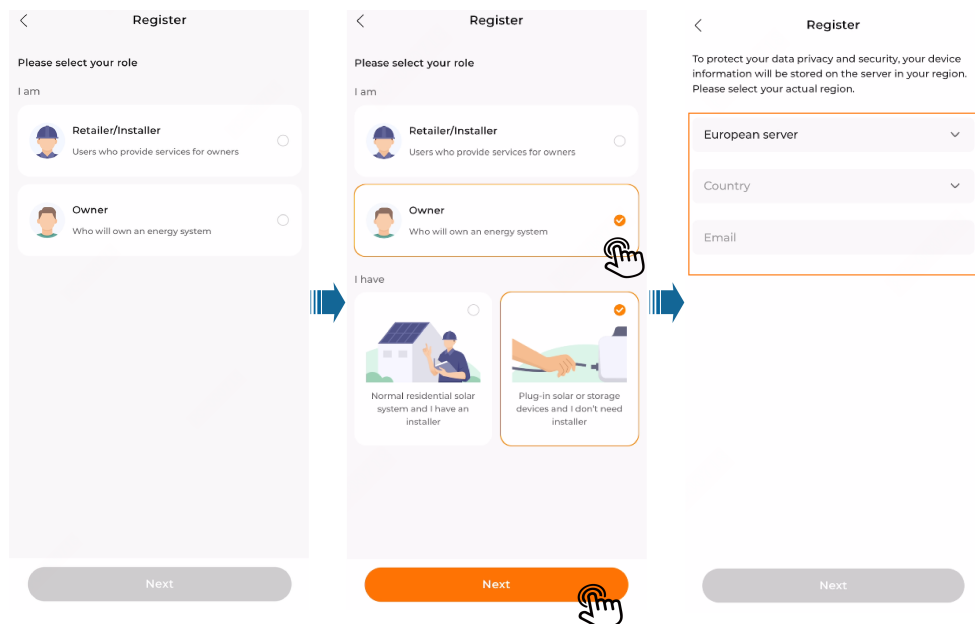
Step 2 Select a **role** according to the type of account you want to create. Options include **Retailer/Installer** and **Owner**.



The following steps illustrate the registration process for a balcony PV system Owner account. Select **Owner** as the role.

Step 3 In the **I have** section, choose **Plug-in solar or storage devices and I don't need installer**, then tap **Next** to go to the **Register** page.

Step 4 Select a server and a country/region, enter your email address, and then tap **Next**.



- Table 2-1 Relationship Between Areas and Servers**

Area	Server
Mainland China	Chinese server

Area	Server
Europe and Africa	European server
Australia	Australian server
Other Regions	International server

- Country/Region: The country/region will be filled in automatically based on your location. If the location service is unavailable, please select a country/region manually.

Step 5 Enter the verification code received in the mailbox.

Step 6 Enter the same password in the **Enter password** and **Confirm password** fields. Read and agree to the Terms of Service and Privacy Policy, then tap **Next**.

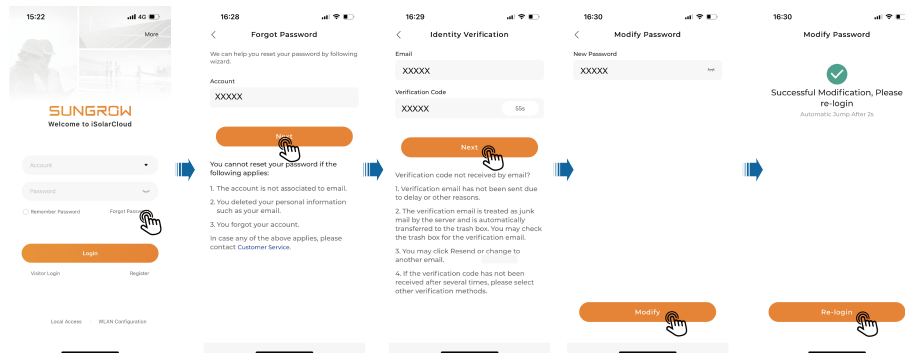
Step 7 You will be redirected to the **Home** page. The registration is complete.

The diagram illustrates the registration process in three steps:

- Step 5:** The user enters a verification code (082615) received in their mailbox. The screen shows a 'Resend 35s' button and a 'Loading' indicator.
- Step 6:** The user enters the same password in the 'Enter password' and 'Confirm Password' fields. The screen shows a 'Next' button.
- Step 7:** The user agrees to the Terms of Service and Privacy Policy. The screen shows a 'Next' button, which is highlighted in orange and being tapped by a hand icon.

--End

2.4 Reset Password



Step 1 Tap **Forgot Password** on the login screen.

Step 2 Enter the account name, and tap **Next**.

You may not be able to reset your password if:

- The account is not associated with an email address or a phone number.
- You have deleted your personal information, e.g., your email address or phone number.
- You forgot your account name.

In case of any of the above problems, please contact Customer Service.

Step 3 Enter your email address, and tap **Send**. Enter the verification code you have received through email, and tap **Next**.

Step 4 Enter a new password. The password should be eight-character long at least and contain at least one letter and one number. Then, tap **Modify**.

Step 5 After changing the password, tap **Re-login** to go back to the login screen. You can now log in with your new password.

--End

3 Home Page

3.1 Overview

The **Home** page is shown below.

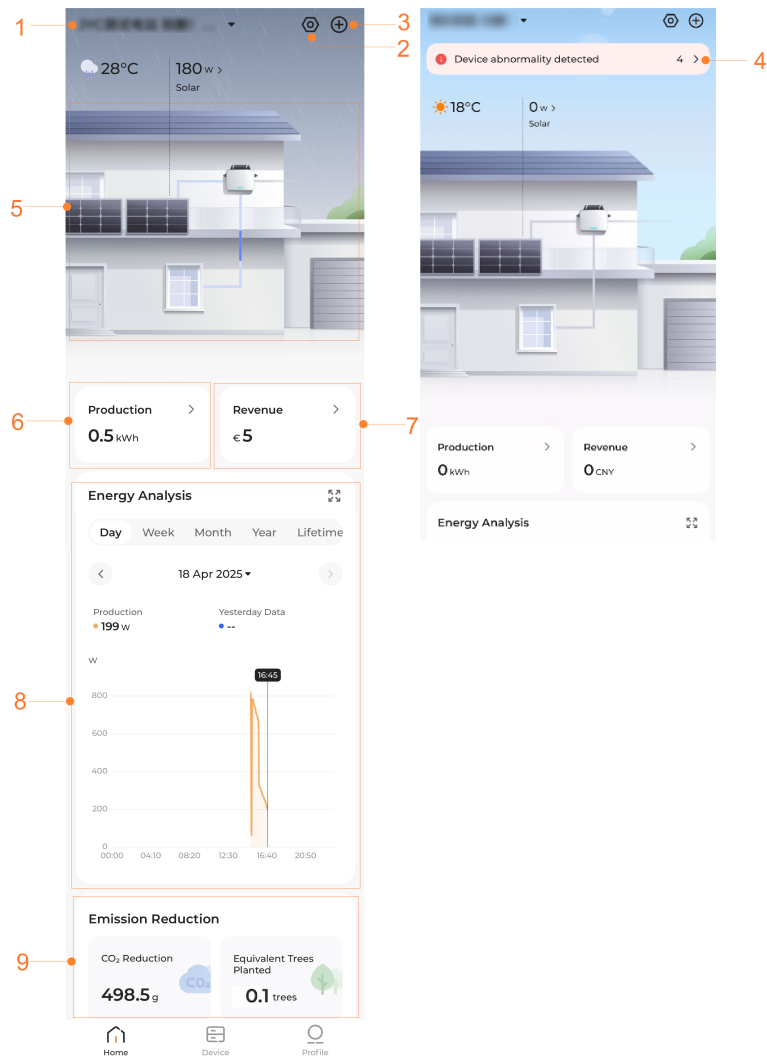


Table 3-1 Home

No.	Definition	Description
1	Home name	Display the current home name. Tap to view, switch, or manage all homes under the current account.
2	Home settings	Configure settings for the current home. See 3.4 Home Settings for details.
3	Add device	Allow you to add devices to the current home. See 3.2.2 Manual Device Adding for details.
4	Fault display	Display faults in the devices of the current home. Tap to view fault details.
5	Power flow	The system power flow displays device power generation information and energy flow between devices. Tap a device to enter its details page (or the device list page if multiple devices are present).
6	Today's yield	Display the total's yield of devices in the current home. Tap to enter the Production page. You can switch between different time periods to view corresponding data.
7	Today's revenue	Display today's power revenue of devices in the current home. You can switch between different time periods

No.	Definition	Description
		to view corresponding data. If tariff settings are not configured, tap to configure the settings.
8	Energy analysis	Allow switching between different time periods to view power generation information of devices in the current home.
9	Emission reduction	Display emission reduction data, including CO ₂ reduction and Equivalent trees planted.

3.2 Add Device

The iSolarCloud App supports two methods for adding devices: automatic device matching and manual device adding. After adding a device, you can view the real-time status of the device and configure WiFi settings and device management on the App.



- Different devices support different connection methods. The packaging does not indicate whether the device supports Bluetooth or WiFi. Please refer to the QR code scan result to determine the supported method.
- Before adding a device, ensure that Bluetooth is enabled in your phone settings.

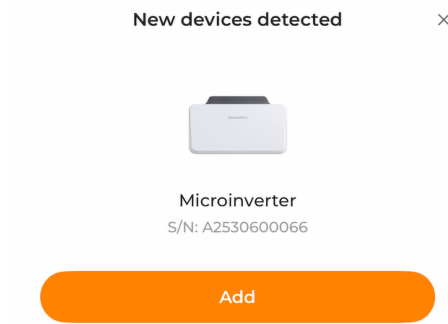
3.2.1 Automatic Device Matching

When Bluetooth is enabled on your phone, the system automatically searches for nearby Bluetooth devices upon entering the Home page.

Step 1 If Bluetooth is not enabled, a system pop-up window will appear when you first enter the Home page, requesting Bluetooth permission. Tap **Allow** to grant permission.

Step 2 Wait for the system to actively search for nearby Bluetooth devices. When a device is found, a pop-up window showing the discovered device will appear.

Step 3 In the pop-up window, tap **Add**. The system will go to the **Select home network** page.



--End

3.2.2 Manual Device Adding

Step 1 Tap  in the upper right corner of the page.

If no devices exist in the current home, you can access the **Add device** page by tapping **Add device** or  in the upper right corner on the **Home** page.

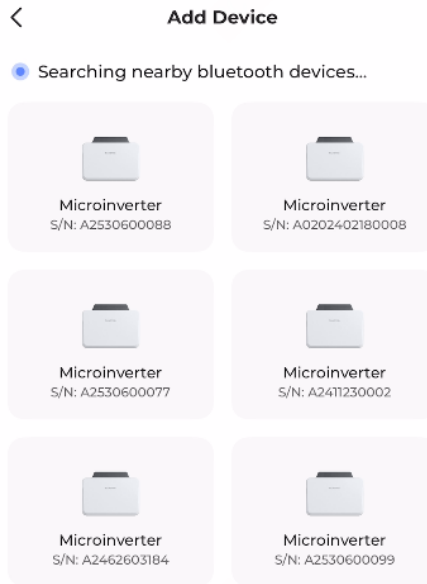
Step 2 Two manual methods are supported for manually adding devices: searching for Bluetooth devices and scanning QR code. For details, see [3.2.2.1 Search for Bluetooth Devices](#) and [3.2.2.2 Scan a QR Code](#), respectively.

--End

3.2.2.1 Search for Bluetooth Devices

Step 1 If Bluetooth permission is already granted, the system will search for nearby Bluetooth devices. Once the search is complete, the page will display a list of discovered devices. You can tap **Refresh** to search for devices again.

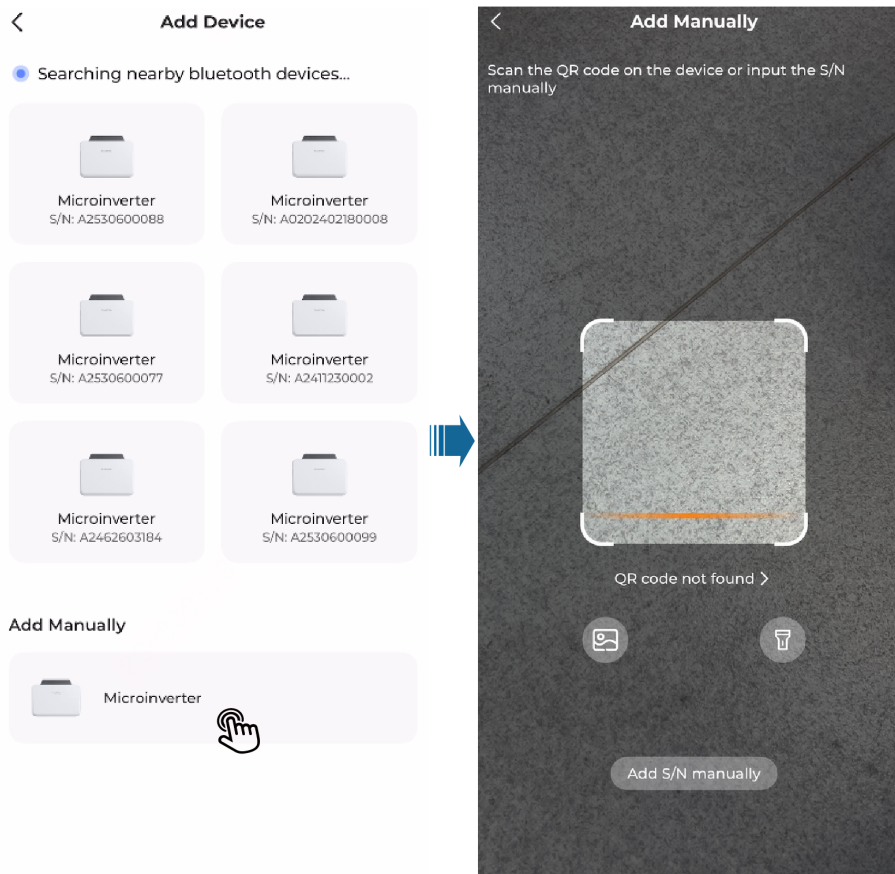
Step 2 In the list of discovered Bluetooth devices, tap the target device. The system will direct you to the **Select home network** page.



--End

3.2.2.2 Scan a QR Code

Step 1 Tap the device icon in **Add manually** to go to the screen for QR code scanning.



Step 2 Three device recognition methods are supported. Once recognition is successful, tap **Agree** to proceed with the connection.

- Scan the QR code on the device casing.
- Tap the icon to open the system camera permission pop-up. Tap **Allow** to access a photo of the device QR code and begin recognition.
 - Bluetooth devices: If Bluetooth permission is not enabled, a Bluetooth permission pop-up will appear. Tap **Allow** to proceed.
 - WiFi devices: If location permission is not enabled, a location permission pop-up will appear. Tap **Allow** to proceed.
- Tap **Add SN manually**, enter the SN in the pop-up window, and tap **Confirm** to start recognition.



This method is only applicable to WiFi devices. Ensure WiFi and location permissions are enabled.

Step 3 After a successful connection, the system will enter the **Select WiFi** page.



If the automatic connection to the device's WiFi fails, please try connecting to the device's WiFi manually and return to the screen for QR code scanning.

--End

3.3 Network Settings

Step 1 On the **Select home network** page, select the target network from the **WiFi name** drop-down list, enter the password, and tap **Next**.

< Select home WiFi

only available for 2.4GHz network

WiFi name

Please select ▼

Password

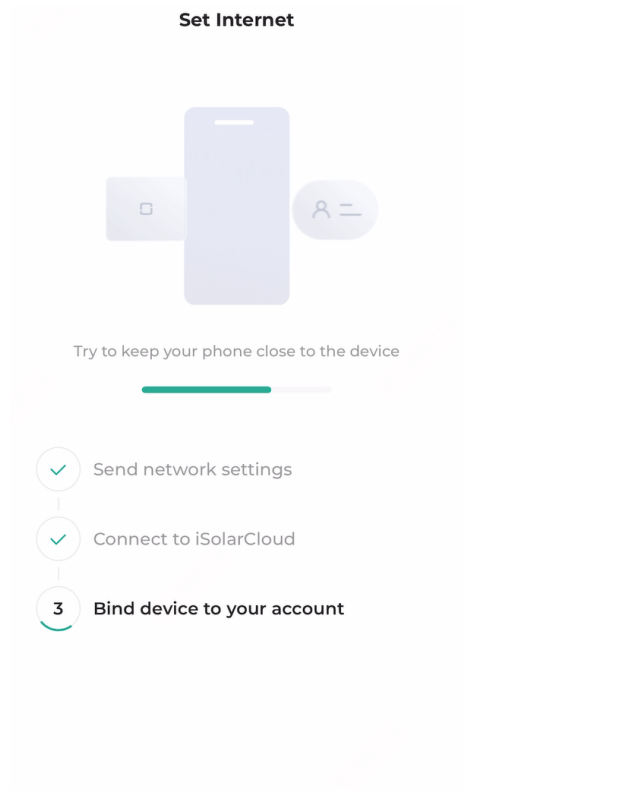
Please enter 🔒

Next

If you need to add another network, tap **Other Networks**. On the pop-up **Add network** page, enter the **WiFi name** and **Password**, then tap **Connect**.

A screenshot of a mobile application's 'Select WiFi' pop-up dialog. The dialog has a dark gray background and a white title bar with a back arrow on the left and the text 'Select WiFi'. Below the title bar, there is a note 'only available for 2.4GHz network'. The main content area contains two input fields: 'WiFi Name' with a dropdown menu showing 'Please Select' and a downward arrow, and 'Password' with a text input field showing 'Please Enter' and a password icon. At the bottom of the dialog, there is a 'Select WiFi' button with a close 'X' icon to its right. Below the dialog, on the main screen, there is a note 'only available for 2.4GHz network', a label 'Available WLANs', a circular refresh icon, and a link 'Other Networks'.

Step 2 The system will then navigate to the **Set Internet** page, where you can view the connection progress. Wait until the network is successfully connected.



Step 3 If no home is displayed on the **Home** page, you will be redirected to the **Create home** page. For details about how to create a home, see [3.6.2 Home Management](#).

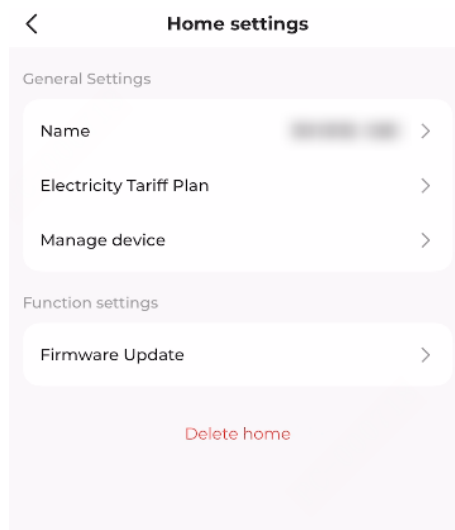
Step 4 Once the network is configured successfully, you can view the device data of the home on the **Home** page.

--End

3.4 Home Settings

On the **Home settings** page, you can configure general settings, function settings, and delete the current home.

Step 1 Tap  in the upper right corner of the **Home** page to enter the **Home settings** page.



Step 2 General settings include setting the home name and electricity tariff plan, and managing devices.

- Set **Name**: Tap the current **name**, enter a new name in the pop-up window, and tap **Confirm**.
- Set Electricity tariff plan: Tap **Electricity tariff plan** to access the **Tariff setting** page, select a currency in **Unit**, enter the purchase price in **Buy**, and tap **Confirm**.

< **Tariff setting**

Unit

CNY

Buy

Please enter CNY/kWh

Confirm

- Manage devices: Tap **Manage device** to access the page that displays all devices in the current home.

< **Manage device** +

 S/N: A2530600077 **Delete**

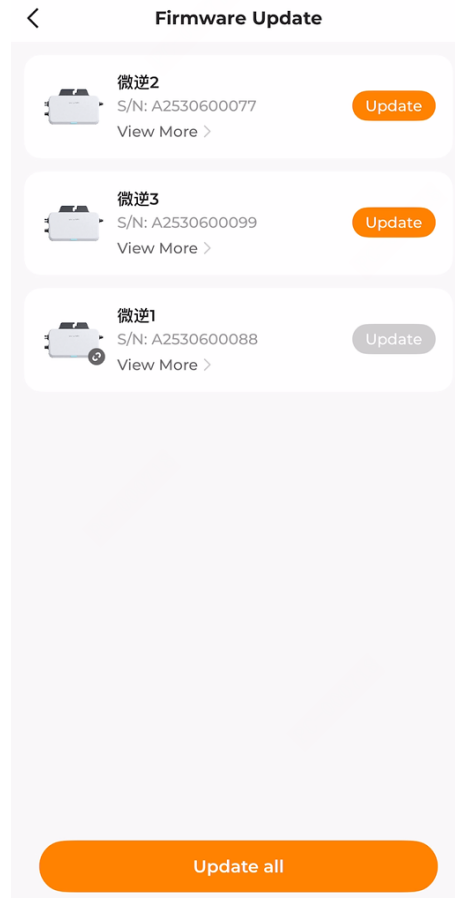
 S/N: A2530600099

 S/N: A2411230004

- To delete a device, tap the device, swipe left, and then tap **Delete**.
- To add a device, tap  in the upper right corner of the page. For details, see [3.2.2 Manual Device Adding](#).

Step 3 Function settings include firmware update settings.

- Tap **Firmware update**. The update statuses of devices in the current home are displayed.



- Devices eligible for update: The **Update** button appears next to the device. Tap **Update**, and **Confirm** in the pop-up window. Then, the update begins.
- Devices being updated: A progress indicator is shown next to the device.
- Devices that do not need updates: For a device that has been updated or does not require updates, the **Update** button is not displayed next to the device.
- Offline devices: The **Update** button is grayed out and cannot be tapped.

Tap **Update all** to update all eligible devices with one click.

- Tap **View details** below a device to view the version information of the device.
- If an update fails, you can retry by tapping **Retry** in the pop-up window. Otherwise, the device will revert to its previous state.

Step 4 To delete the current home, tap **Delete home**.

--End

3.5 View Home Data

3.5.1 View Power Flow

You can view the current home's power flow on the **Home** page.

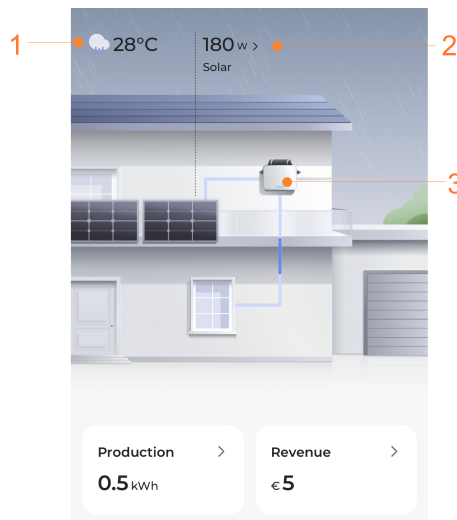
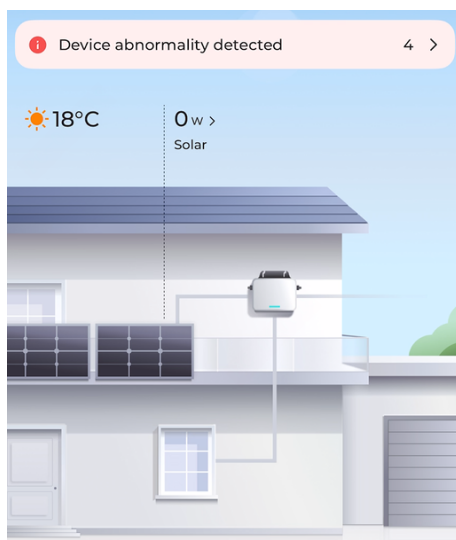


Table 3-2 Power Flow

No.	Definition	Description
1	Weather	Real-time weather at the current home location.
2	Power	Real-time total output power of devices in the home.
3	Device	Devices in the current home. Tap to enter the device details page (or the device list page if multiple devices are present).

3.5.2 View Faults

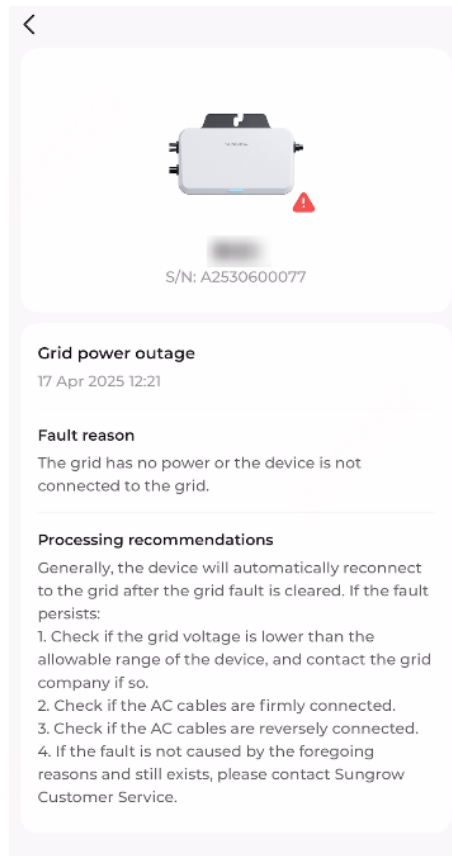
When faults occur on devices, there will be a prompt on the **Home** page.



Step 1 View the fault prompt.

If there are multiple uncleared faults, the number of faults will be displayed next to the fault name.

Step 2 Tap the fault prompt to enter the fault details page, where you can view the fault type, cause, and repair advice.



If there are multiple uncleared faults, the fault list page will be displayed after you tap the prompt. Tap a single fault to view its details.

--End

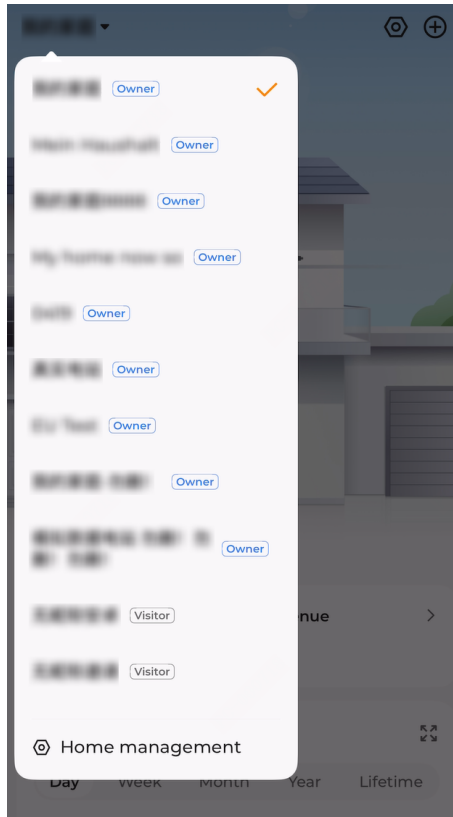
3.6 My Home

Tap the current home name on the **Home** page to switch or manage homes.

3.6.1 Switch Home

Step 1 Tap **My Home** to open a pop-up that lists all homes under the current account.

Step 2 Tap the home to which you want to switch. The **Home** page will then display the data of the selected home.

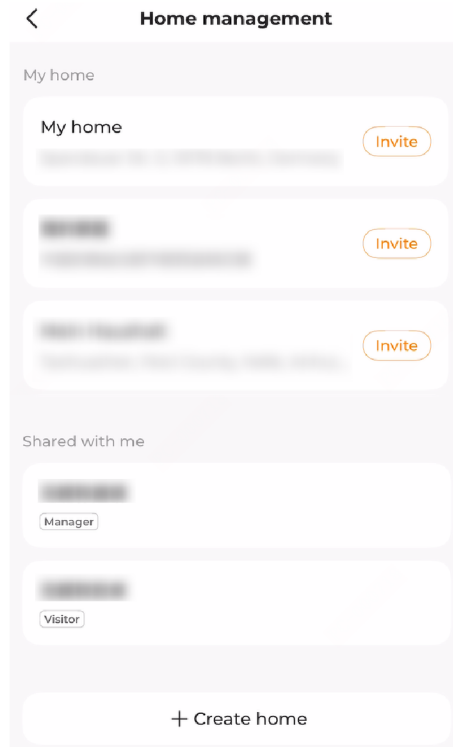


--End

3.6.2 Home Management

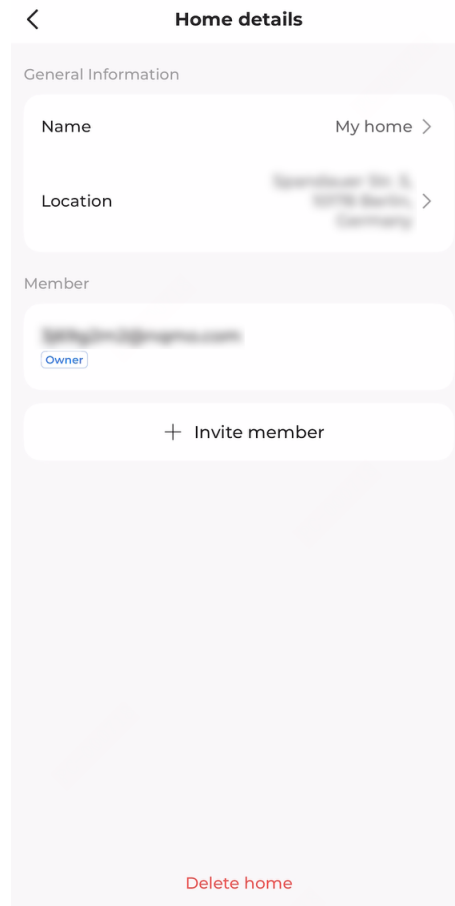
You can view home information, invite family members, delete homes, and create homes via home management.

Step 1 Tap the current home name on the **Home** page, then tap **Home management** in the pop-up window.



Step 2 The **Home management** page supports the following operations:

- view home information: Tap any home to view its general information and members. The page supports the following operations:



- Remove members: Tap a member and choose to delete the member as needed.
- Invite new members: Tap **Invite member** to enter the invitation page, input the new member's email, set the permissions, and tap **Send invitation**.
- Delete home: Tap **Delete home** to **delete** the home.
- Share home: Tap **Invite**. On the page that opens, enter the recipient's email and set permissions, then tap **Send invitation**.



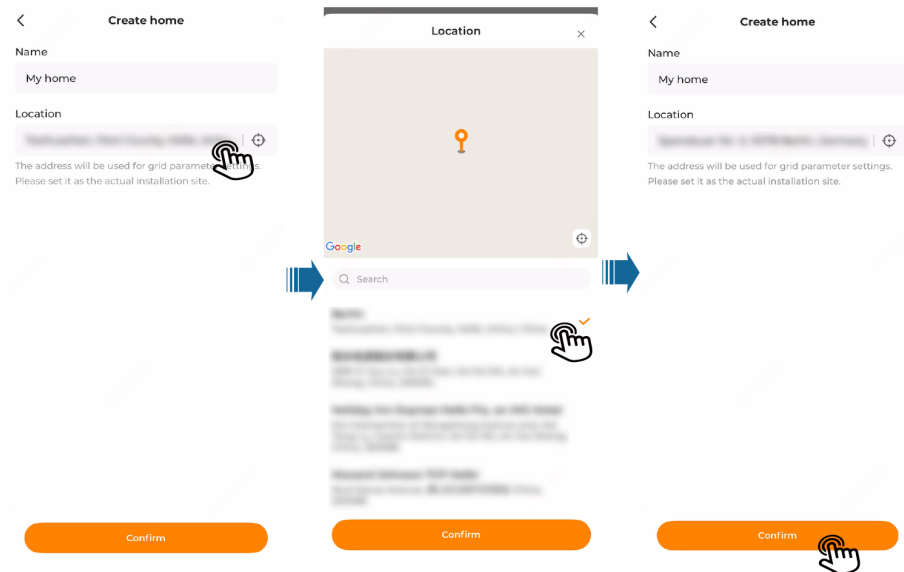
If the home is shared with a new user who has not registered, the system will send an email to the recipient. The email contains a link to download the iSolarCloud App and register an owner account for logging in and viewing details.

- Create home: Tap **Create home**. Enter a **name** and select a **location**, then tap **Complete**.
 - a. Enter a **name**.
 - b. Select a **location**.
 - If location permissions are enabled, your current location will be filled in automatically.

- If location permissions are disabled, tap the location input box to open the map page and select an address. The default address is the current one. After selecting an address, tap **Confirm**.



- You can also search for or choose a location on the map.
- If the current location cannot be obtained, tap **Enable location**. A pop-up window will appear prompting you to enable system location permissions. Once enabled, location access will be granted.



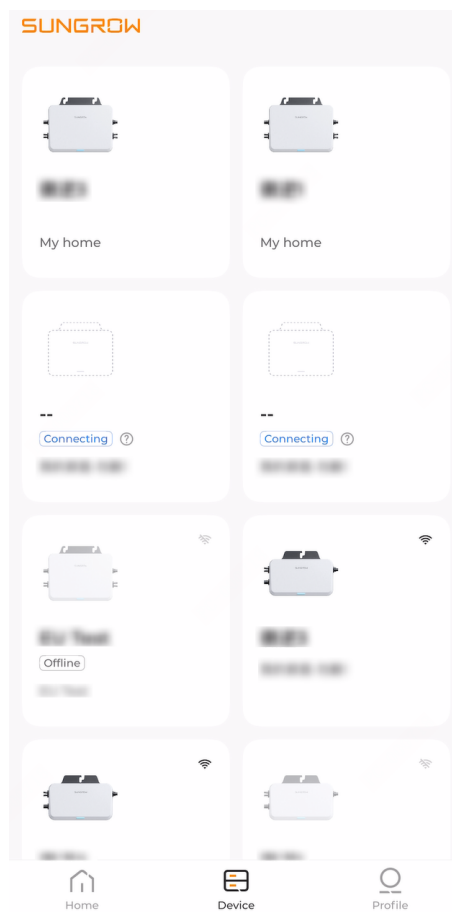
--End

4 Devices

4.1 View Device List

Step 1 Tap **Device** to enter the device list page.

Step 2 The device list displays all devices added under the logged-in account.



Each device card displays the current status of the corresponding device. The statuses include: **Normal** (no label shown), **Faulty**, **Offline**, and **Connecting**.

--End

4.2 View Device Details

The device details page shows detailed data of each device and allows you to configure device settings.

Step 1 In the device list, tap a device to enter its details page.

Step 2 View device details.

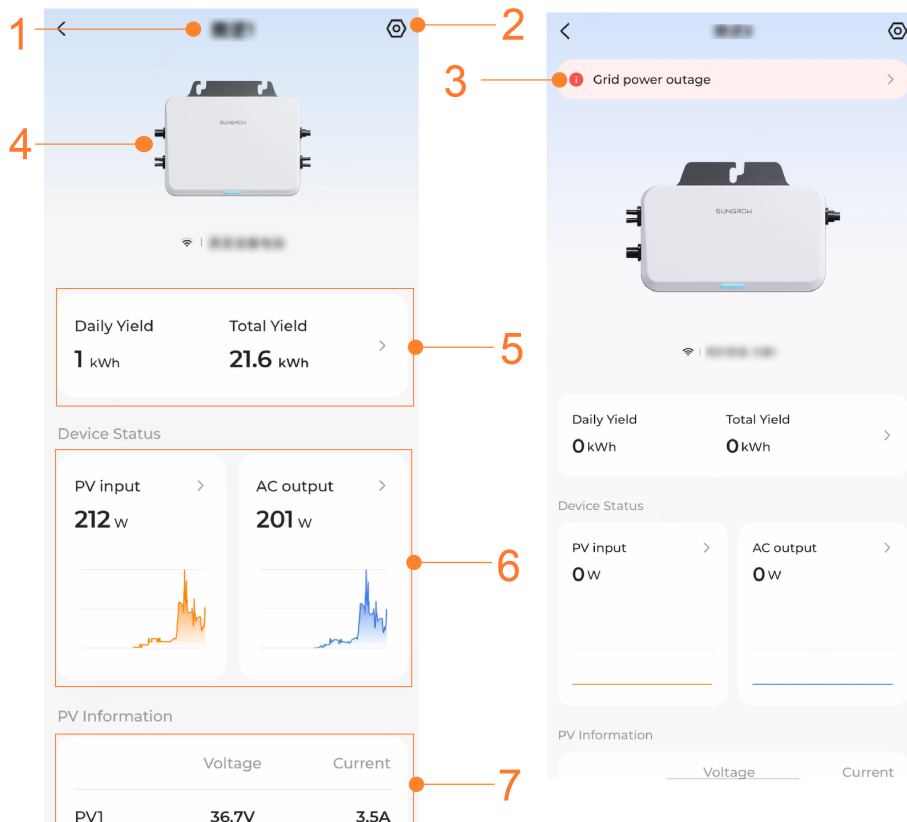


Table 4-1 Device Details

No.	Definition	Description
1	Device name	-
2	Settings	Tap to enter the Device settings page. See 4.2.1 Device Settings for details.
3	Fault/offline prompt	Present if the device has a fault or is offline. Tap to view fault details.

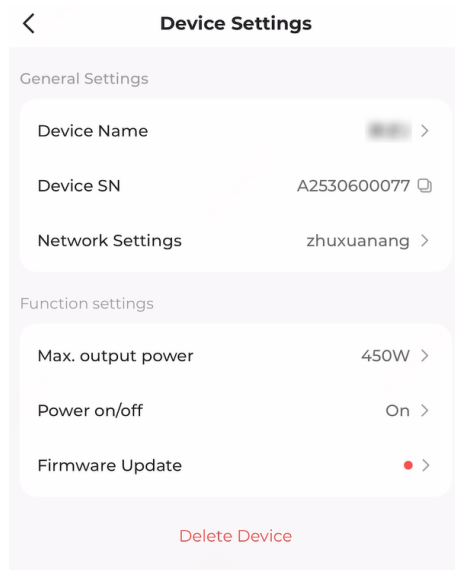
No.	Definition	Description
4	Product picture	Show the appearance and online status of the product.
5	Yield	Display daily yield and total yield. Tap to view yield curves for different time periods.
6	Input/output power	Display input and output power of the device. Tap to view power curves for different time periods.
7	PV information	Display voltage and current for each PV string.

--End

4.2.1 Device Settings

On the **Device settings** page, you can configure general settings, function settings, and delete the current device.

Step 1 Tap  in the upper right corner to access the **Device settings** page.



Step 2 General settings supports the following operations:

- Set device name: Tap  next to **Device name**. Enter a name in the pop-up window and tap **Confirm**.
- Copy device SN: Tap  next to the device SN in **Device SN** to copy it.
- Configure network settings: Tap  next to **Network Settings** to configure network settings. See [3.3 Network Settings](#) for details.

Step 3 Function settings supports the following operations:

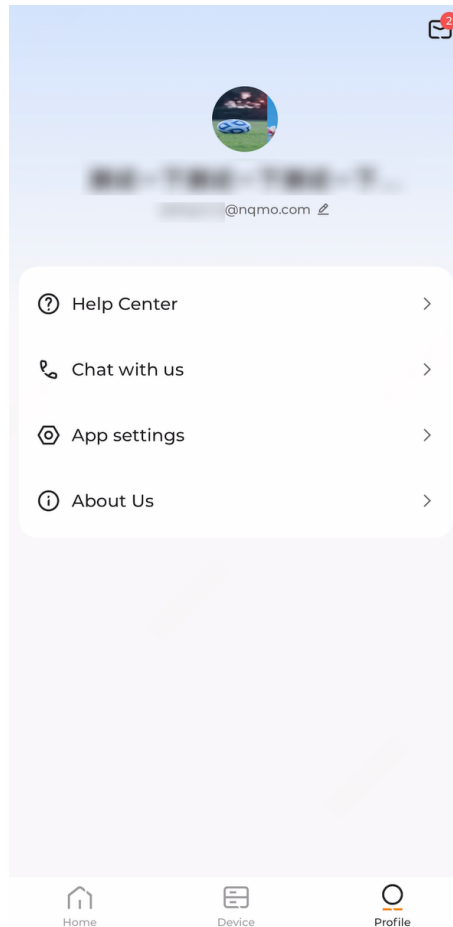
- Set Max. output power: Tap  next to **Max. output power**. Set the value in the pop-up window and tap **Confirm**.
- Power on/off: Tap **Power on/off** to power the device on or off.
 - Before powering off, disconnect the microinverter from the grid and loads to ensure safe disconnection.
 - Before powering on, verify that the microinverter is properly connected to the PV modules, grid, and loads.
- Firmware update: Tap  next to **Firmware update** to access the **Firmware update** page. If an update is available, tap **Update** at the bottom of the page.

Step 4 To delete the current device, tap **Delete device**.

--End

5 Profile

Tap **Profile** to access the profile settings page.



This page support the following functions:

Account Settings

1. Tap the current account to view or edit nickname, username, country/region, email, password, and to delete or log out of the account.
2. Tap the profile picture to select and upload a new image from the gallery.
3. Change email: Tap to enter the **Change email** page. Enter the verification code sent to the current email, then enter the **new email**, tap **Send** to send the verification code, enter the received **verification code**, and tap **Confirm**.

4. Change password: Tap to enter the **Change password** page. Enter the **old password**, **new password**, and **confirm new password**, then tap **Confirm**.
If you have forgotten the old password, tap **Forgot password**. On the page that opens, enter the verification code sent to your email, set a **new password**, **confirm new password**, and then tap **Confirm**.
5. Delete account: Tap **Delete** account, then tap **Delete** in the confirmation dialog.



Before deleting an account, please delete all homes associated with the account.



CAUTION

Please note that deleting an account will also permanently delete all the information associated with the account, and the account cannot be restored. Please proceed with caution.

6. Log out: Tap **Log out** to go back to the login page.

Help Center

Tap **Help center** to access the User Manual and help information for this product.

If you encounter any issues during use, you can submit feedback on the **Problem report** page. Tap **Problem report**. On the page that opens, select a device, describe the issue, upload attachments (optional), provide contact information, then tap **Submit**.

Chat with Us

If you have any questions about this product, please contact us. Tap **Chat with us** to view our support email, customer service phone number, and official website.

App Settings

Tap **App settings** to set common functions of the App.

About Us

Tap **About us** to view the version number of the iSolarCloud App, version update, Terms of Service, Privacy Policy, legal and privacy settings, and usage declaration.

Notifications

Tap  in the upper right corner to access the page where you can view system notifications.

6 Appendix

6.1 Manual Description

The information contained in this document is the property of Sungrow Power Supply Co., Ltd. (referred to as **SUNGROW** hereinafter). Publishing its content, either partially or in full, requires the written permission of SUNGROW. Copying of the document for the purposes of evaluating the product or its correct implementation by internal staff of the company is allowed and does not require permission.

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6.2 Contact Information

If you have any questions about this product, please reach out to us. We need the following information to provide you the best assistance:

- Model of the device
- Serial number (S/N) of the device
- Fault code/name
- Brief description of the problem

Aftersales service contact: 400 119 7799

For more contact information, see <https://www.sungrowpower.com/headquarter.html>

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