AlpSolarr

AlpsCloud

Instruction Manual

AlpsCloud

Catalogue

AlpsCloud

1.Sketch

1.1.Summary

This manual describes in detail the basic functions and precautions of the AlpsCloud. This manual is available for the current platform version. We reserve the right to make changes to the contents of the manual as a result of the platform upgrade. To prevent improper operation, please read this manual carefully before using.

1.2.Symbol Description

symbol	meaning
	"Caution" indicates a potential risk. It may not function properly or cause property loss if not avoided.
	"Danger" indicates a potential hazard and can lead to injury if not avoided
	" instruction " is used for important or critical information, explaining how to better use the product

1.3.Recommended Browser

In order to get the best functional experience, we recommend you to use the following browsers: Chrome64, Firefox65, Edge85, Safari9 and above browsers.

AlpsCloud

2.Account Management

2.1.Account Registration

To experience more function of AlpsCloud, please register as a AlpsCloud user first. Input http://alpsolarr.inteless.com in the browser to enter [Login and Registration] page.

1.> Click "register now" to enter [account registration] page on the login page.

Figure 2-1

2.>Enter a valid phone number or email address to receive the verification code. After completing the registration information, check the box in the user agreement to indicate that you have read and agree to the agreement.

Figure 2-2

	1.Mobile registration only supports China Mainland numbers
	2.If you can't get your verification code with your mobile phone number or email, please contact customer service.

2.2.Forget Password

If you forget your password and cannot log in, you can click "Forget Password" on the [Login Page] to enter the [Retrieve Password] page. Proceed as follows:

1>. Click "Forgot Password" at the lower right corner of the login window to enter the [Recover Password] page.
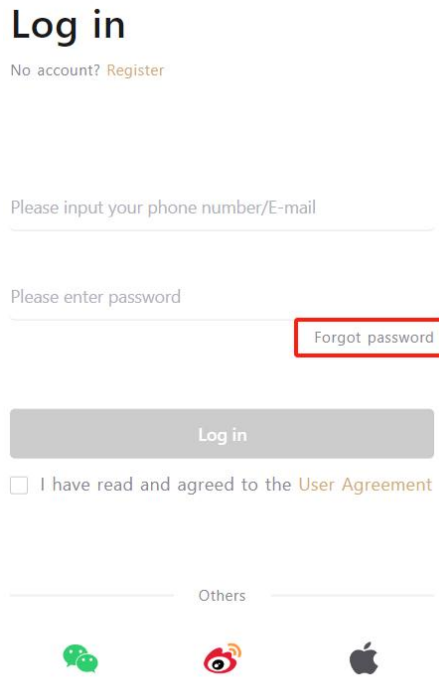
Figure 2-3

2>. After completing the information on the [Retrieve Password] page, you can reset the new password.
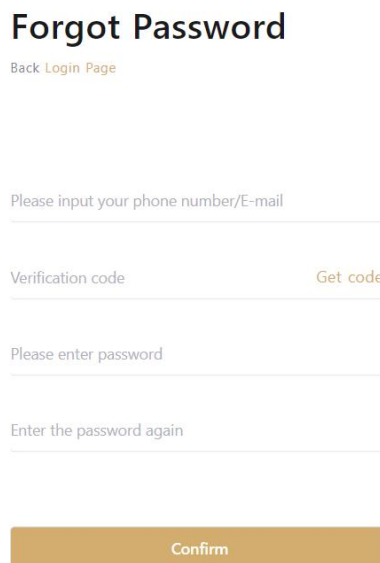
Figure 2-4

	If your mobile phone number or email is disabled or you cannot receive the verification code, please contact customer service.

AlpsCloud

3.User Settings

3.1Preference setting

The platform provides the personalized setting function according to the different needs of the individuals. For example, when you need to modify the display units of all the temperatures in the platform (such as equipment operating temperature), this can be done. The specific steps are described as follows:

1.> Click the user's profile picture on the top right to select personal Settings.
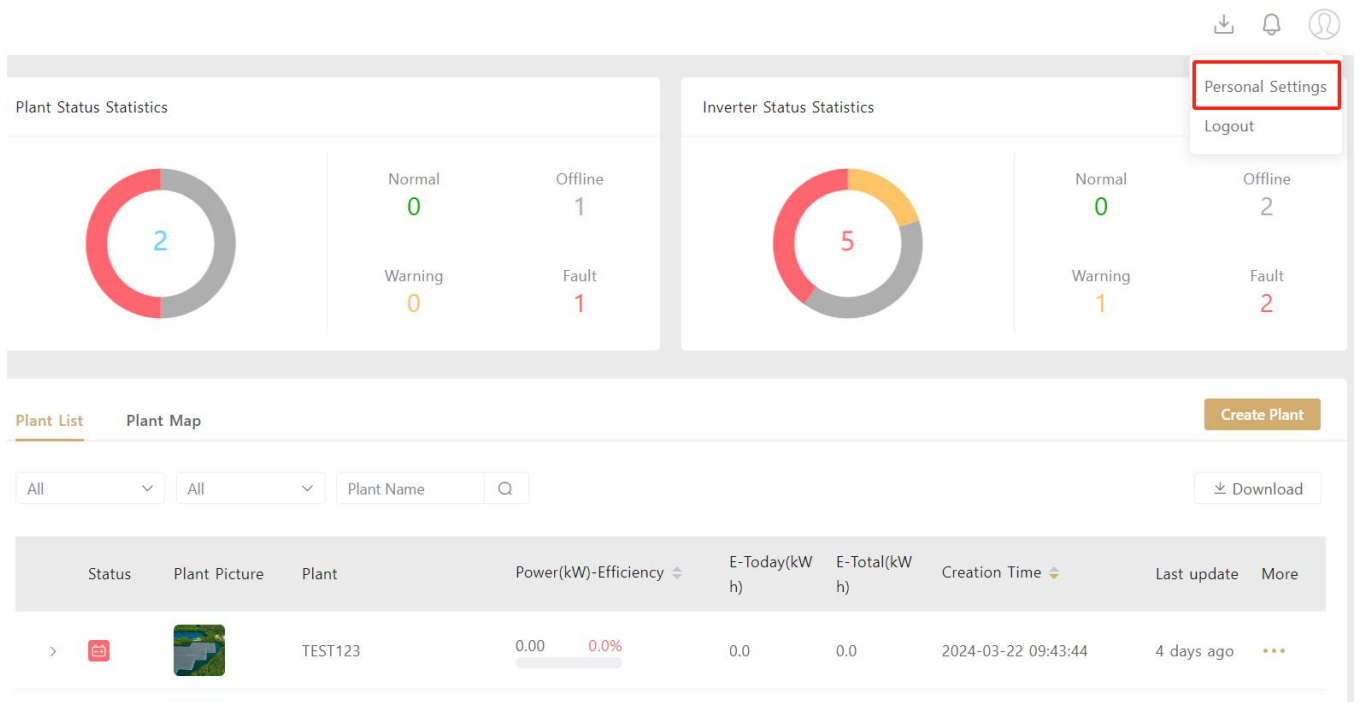
Figure 3-1

2.>Click the preference setting, select the temperature unit you need, click confirm to complete the setting.
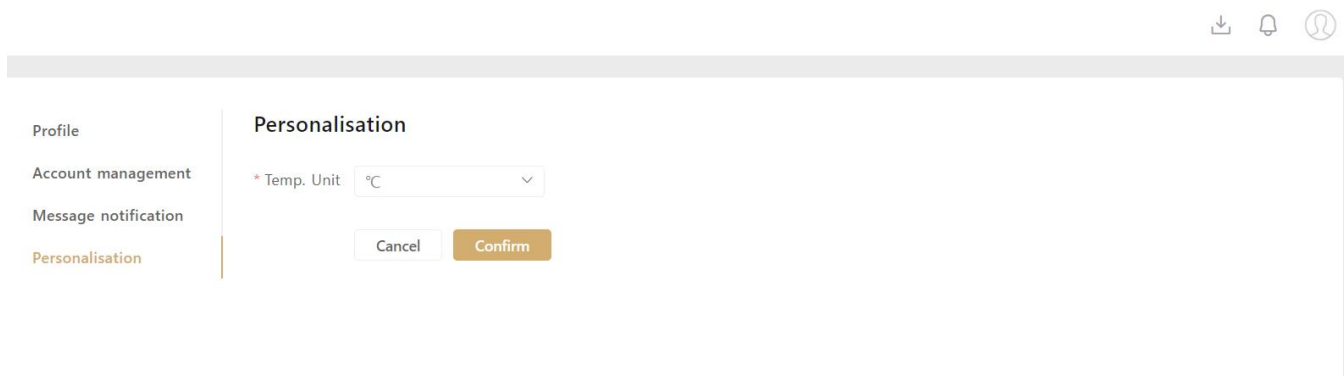
Figure 3-2

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4.Plant Management

4.1.Create Plant

After logging into AlpsCloud, you can create your own plant and monitor the operation status and power generation data in real time.

1.>Click in the menu: My plant to enter [plant list] page, click" create plant" button to enter [create plant] page.
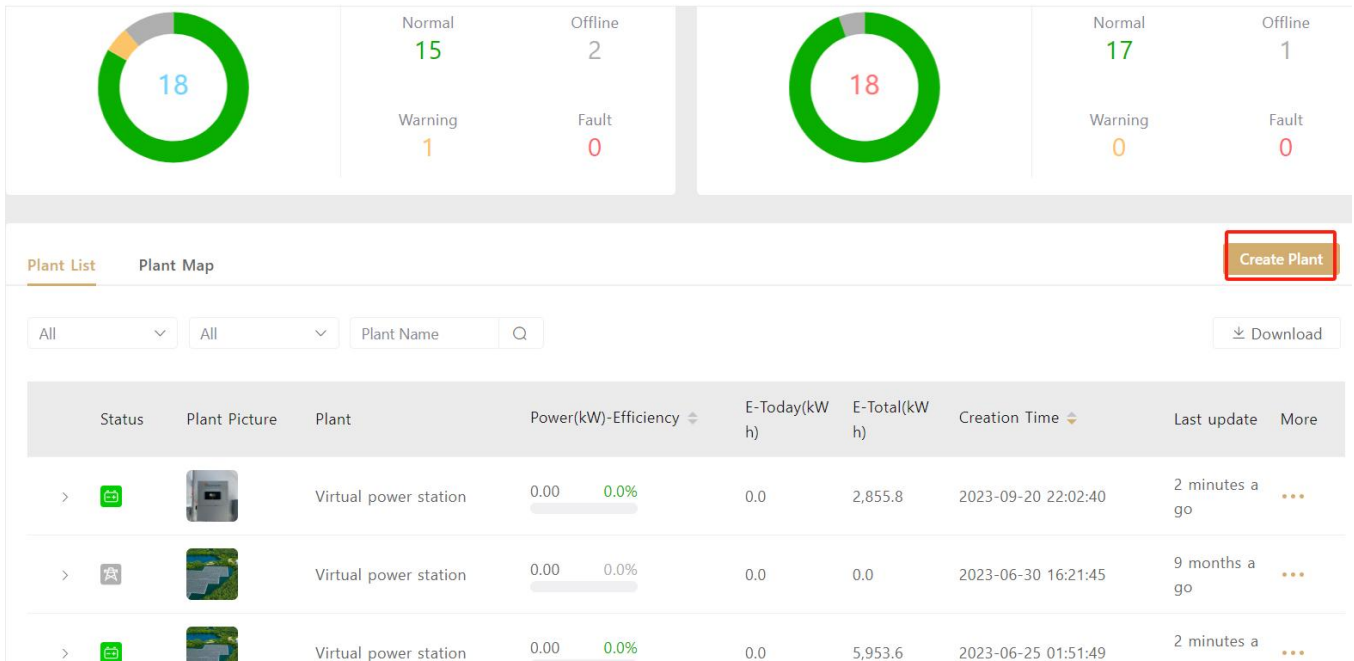
Figure 4-1

2>Bind device: After input SN and KEY on collector label. Click the next step.

Figure 4-2

3.>plant parameters setting: To ensure the accuracy of the plant statistics, please fill in the information on the page correctly. Enter the total capacity of the solar panel in "Installed Capacity," select the correct type in plant Type, select different types of plant, and the information presented on the page is different.

AlpsCloud

Figure 4-3

4.>.Setting geographical location: The installation address of the power station can be entered in the address input box on the map to locate the specific installation location of the plant, or you can drag the map to select the correct installation location. At the same time, please confirm whether the time zone of the plant is correct. If not, please modify it. Finally, click "Next step" to complete the creation of the plant.

Figure 4-4

5.>Set the revenue information: select the right currency unit and select the right pricing method, and click "Next".

Figure 4-5

6.> Set up the contact person: Enter the correct contact number of the power station and click "Finish".

Figure 4-6

	1.Choosing the right installation location will help you get the right weather information and provide the right address when navigating to the plant
	2.Choosing the correct time zone will help the collector automatically synchronize the time and add the correct time to the data

4.2.Add Device

If you need to add inverters and other settings for your plant, you can use the "Add Device" function in the plant where you need to add equipment. The specific steps are as follows:

1.>Select the plant that needs to add equipment from the [Power Station List], click the" ... " button, and select "Add device".

Figure 4-7

2.> Input the serial number (SN) and registration code (key) of the collector to be connected, and finally "Confirm".

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Figure 4-8

!	Please check the serial number and registration code of the device on the product label of the collector.

4.3.Edit Plant

When the information of a plant needs to be modified. Operation steps are as follows:

Click in the menu: My plant, select your target plant from [plant list], click"..."button, select "edit plant" to enter [edit plant] page to complete the modification of plant information.

Figure 4-9

!	The editing plant function requires the administrative authority to the edited power station.

4.4.Share Plant

You can share a plant with others by "share plant" function when you need share with them.

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Operations are as follows:

1.>Click in the menu: My plant,select your target plant in [plant list] then click"..." button, and select "share plant".

2.> Enter the sharer's AlpsCloud account in the pop-up window to complete the sharing.

Figure 4-10
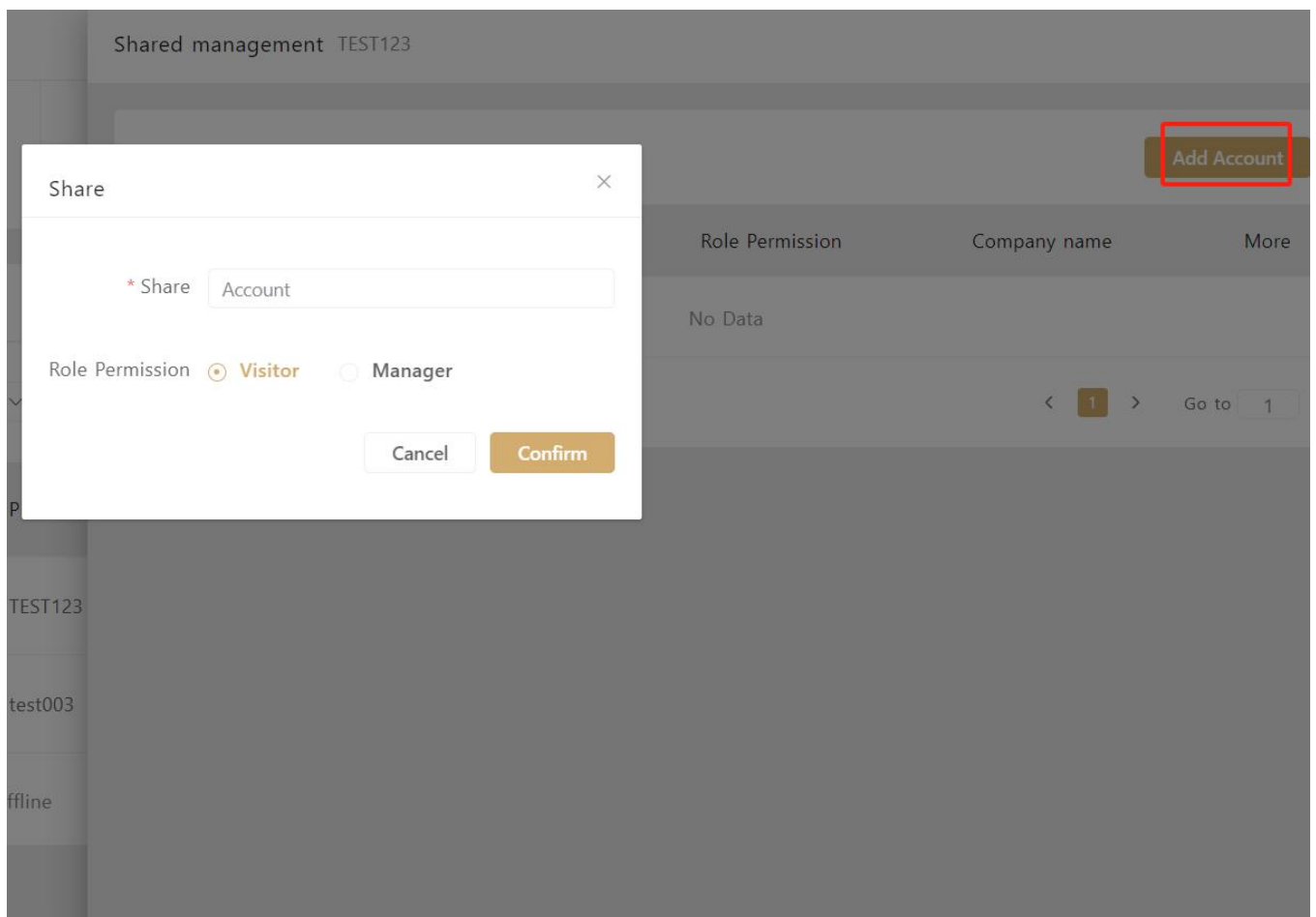
Figure 4-11

AlpsCloud

(!)	The Shared account must be a registered AlpsCloud account

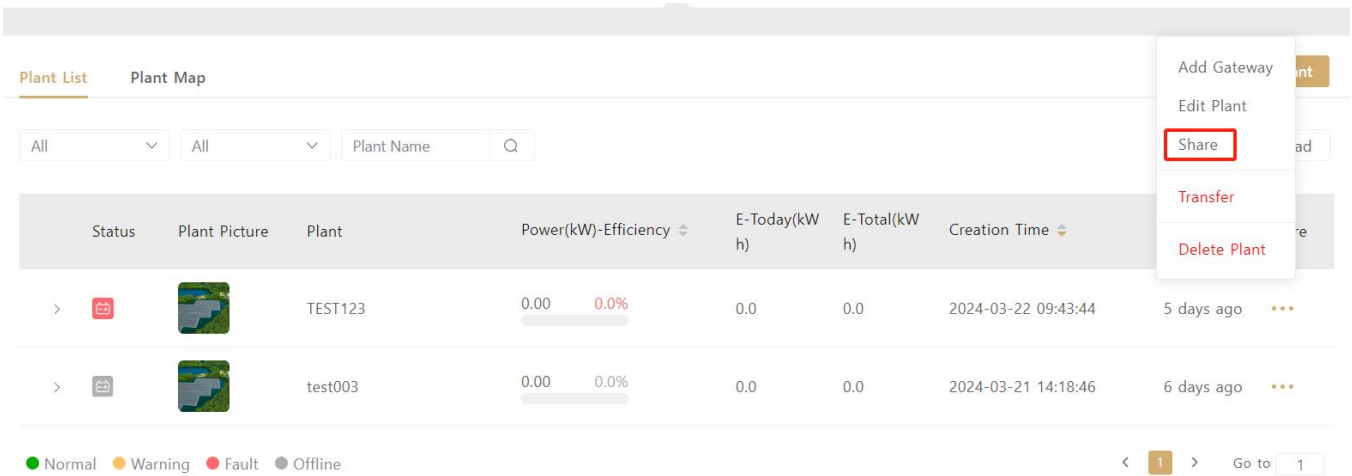### 4.5.Delete plant

When you need delete a plant. Operation steps are as follows:

Click in the menu: My plant, select the plant to be deleted from [plant list], click "…"button, select "delete plant" to complete the deletion as prompted.
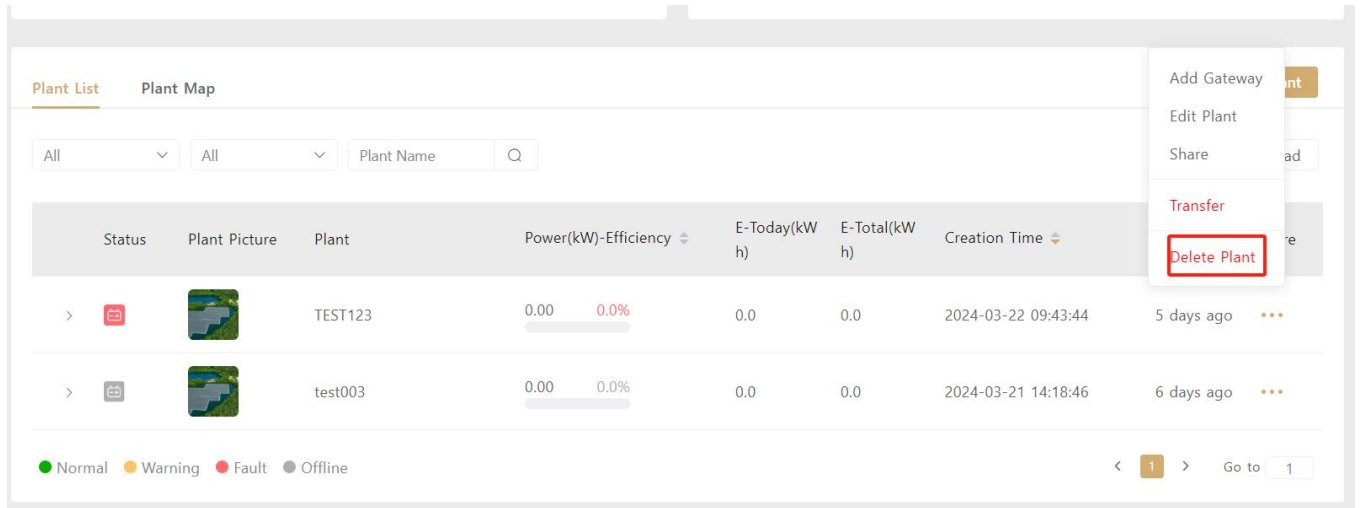
Figure 4-12

⚠	1.Only the operator who has the management authority of the deleted plant can delete the plant.
	2.After the plant is deleted, it cannot be restored. Please confirm before deleting!

4.6.Plant transfer

When you need to transfer the management authority of a power station to others (for example, when the installer creates a power station for the customer with its own account, you can transfer the power station management right to the customer through this operation), the specific steps are as follows.

Click the menu: the list of my power stations, select the power station to be transferred in the [Power Station List], click the operation "…" button, select "power station transfer", enter the account of the transfer target user, and complete the transfer operation according to the prompts.

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	Status	Plant Picture	Plant	Power(kW)-Efficiency	E-Today(kWh)	E-Total(kWh)	Creation Time		
›	🔴		TEST123	0.00 0.0%	0.0	0.0	2024-03-22 09:43:44	5 days ago	•••
›	⬛		test003	0.00 0.0%	0.0	0.0	2024-03-21 14:18:46	6 days ago	•••

● Normal ● Warning ● Fault ● Offline

Figure 4-13

⚠️	1 . Only the power station administrator can conduct the transfer operation of the power station.

4.7.Inverter Statistics

Click in the menu: My plant , The statistical number of the current state of all inverters under this account can be visually understood in [Inverter Status Statistics].
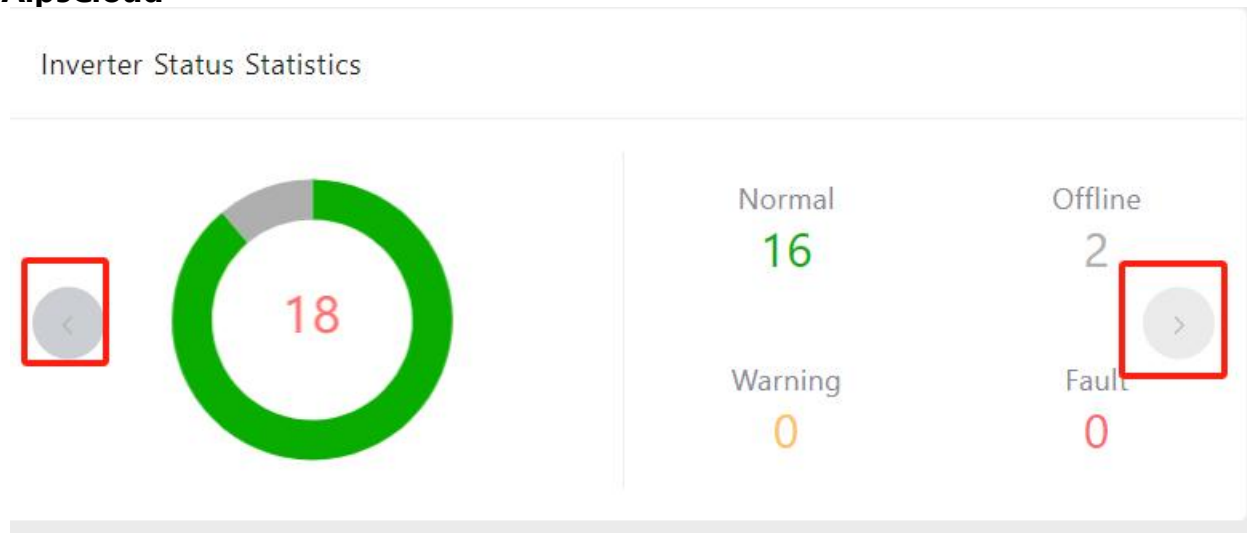
AlpsCloud

Figure 4-14

Click the "<" or ">" icon to view the abnormal information of the inverter in the last hour, as shown in the figure below:
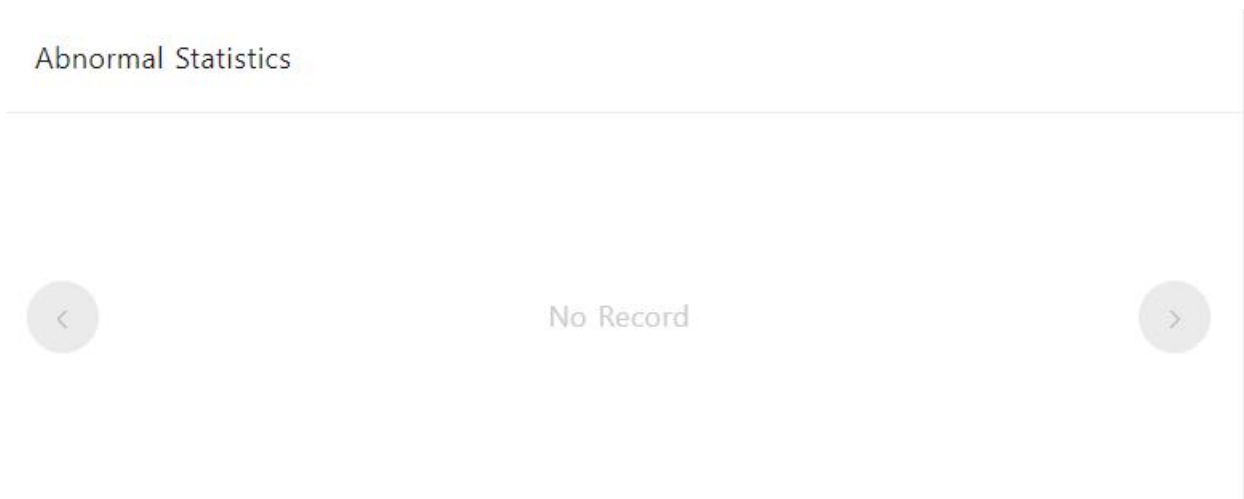

Figure 4-15

4.8.Plant Overview

Click in the menu: My plant.Select the plant you want to view in the [plant List], and click the corresponding plant name to enter the plant [Overview] page.

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Plant List   Plant Map   Create Plant

| All ⌄ | All ⌄ | Plant Name 🔍 | | | | | | ⬇ Download |

	Status	Plant Picture	Plant	Power(kW)-Efficiency	E-Today(kWh)	E-Total(kWh)	Creation Time	Last update	More
›	🟩		Virtual power station	0.00 0.0%	0.0	2,855.8	2023-09-20 22:02:40	4 minutes a go	•••
›	🈳		Virtual power station	0.00 0.0%	0.0	0.0	2023-06-30 16:21:45	9 months a go	•••
›	🟩		Virtual power station	0.00 0.0%	0.0	5,953.6	2023-06-25 01:51:49	4 minutes a go	•••
›	⬜		Virtual power station	0.00 0.0%	0.0	22.3	2023-06-12 19:39:45	9 months a go	•••
›	🟩		Virtual power station	0.00 0.0%	0.0	8,337.6	2023-03-08 18:17:49	4 months a go	•••
›	🟧		Virtual power station	0.00 0.0%	0.0	0.1	2023-03-01 20:39:22	4 months a go	•••

Figure 4-16

In the plant [Overview] page, you can view the current status of the plant, weather information, plant information, energy flow diagram, inverter status, abnormality in the past hour, power generation chart and other information

Overview   Equipment   Event   Layout

Plant List / Overview

Current Status

0%
0
Power（W）

3.4kWp Capacity   0$ Today Revenue

0.0 E-Today(kWh)

449.6 E-Month(kWh)

1,351.4 E-Year(kWh)

2,855.8 E-Total(kWh)

Weather Info.

23.5℃
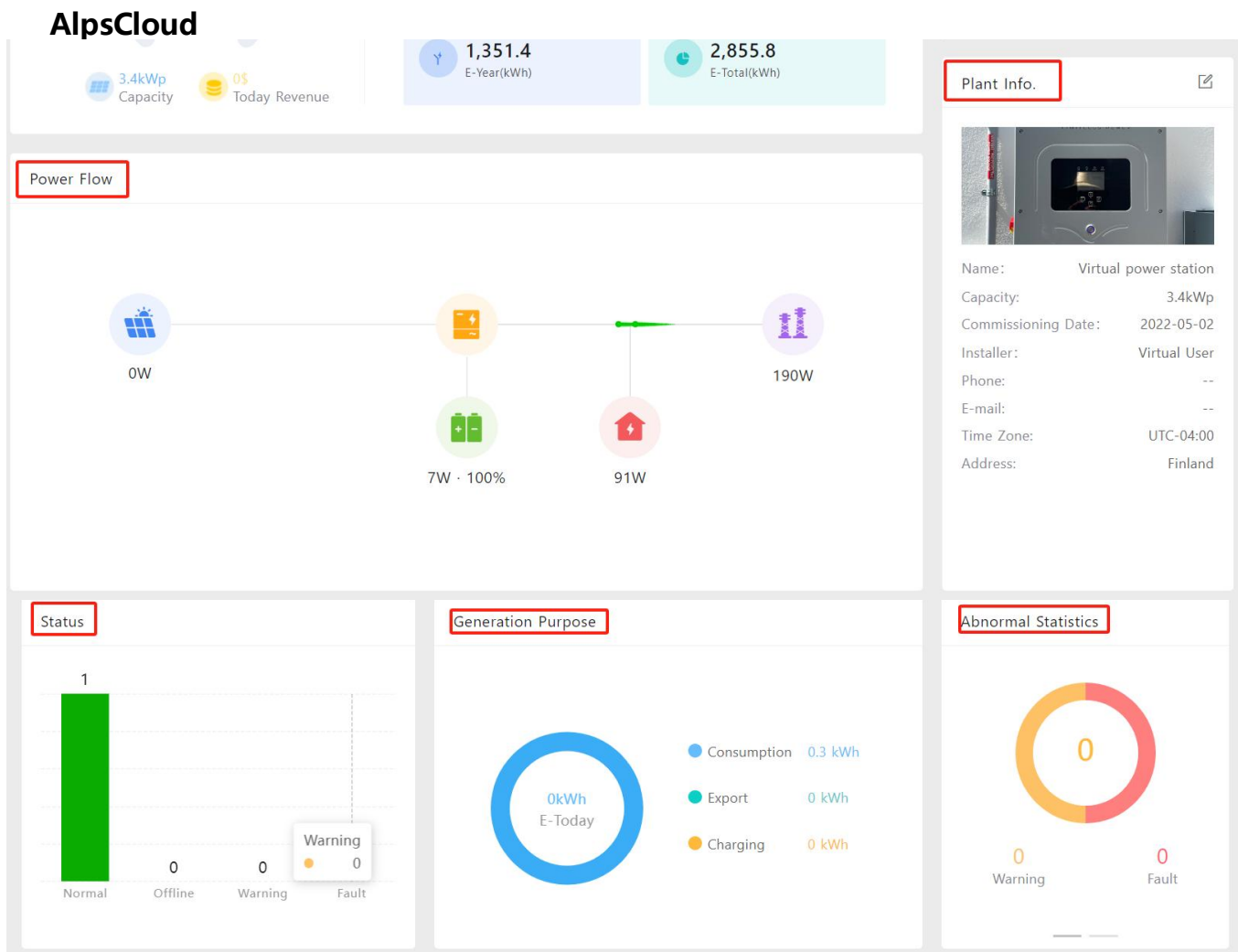broken clouds   06:24 18:37

Plant Info.

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Figure 4-17

4.9.Plant Map

AlpsCloud can display the geographical location distribution information of all plants of current users in the form of map, specific operations are as follow: click in the menu: my plant-plant list-Map distribution.

The data in the blue circle on the map represents the number of plants in this area. After zooming in on the map, you can view each specific plant. Click on a single plant to view the plant details.
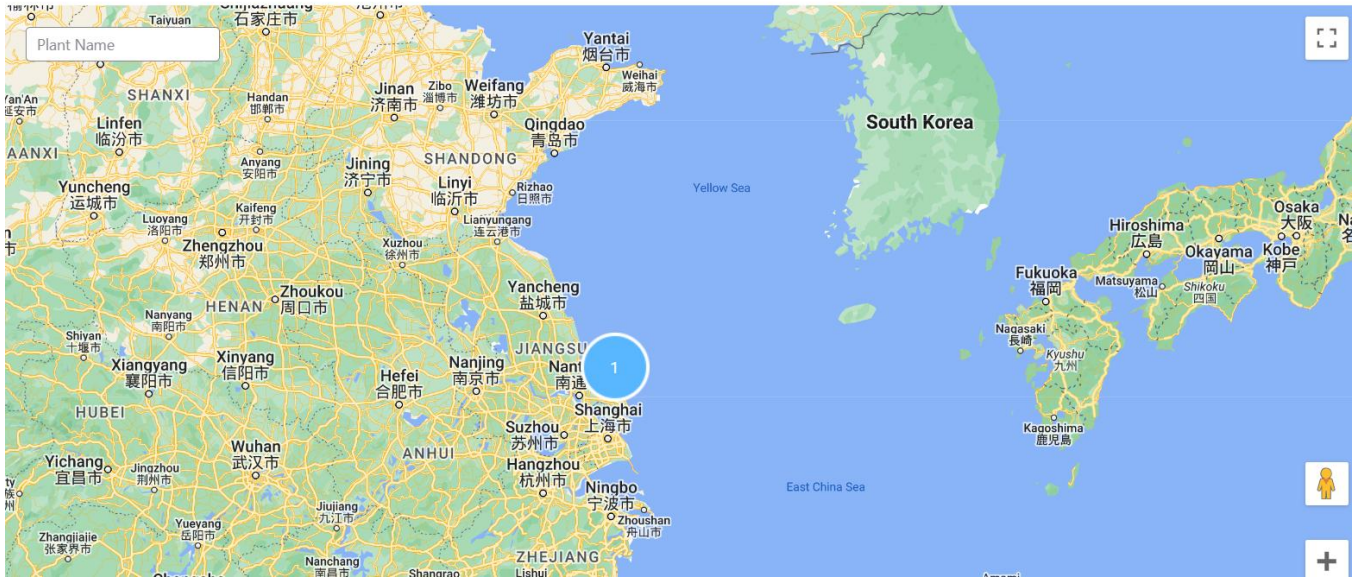
AlpsCloud

Plant List   Plant Map   Create Plant

Figure 4-18

4.10.Plant Equiment

Click the "Equipment" menu in the plant [Overview] page to switch to the [Equipment] page, where you can view all the equipment in the plant, the corresponding operational data charts, remote upgrades, parameter settings, and other operations.

In the [Equipment] page, click the operation "..."button in the upper right corner to set an alias for the device, and also perform remote debugging, remote upgrade, parameter configuration, remote shutdown and other operations on the inverter, as shown in the figure below
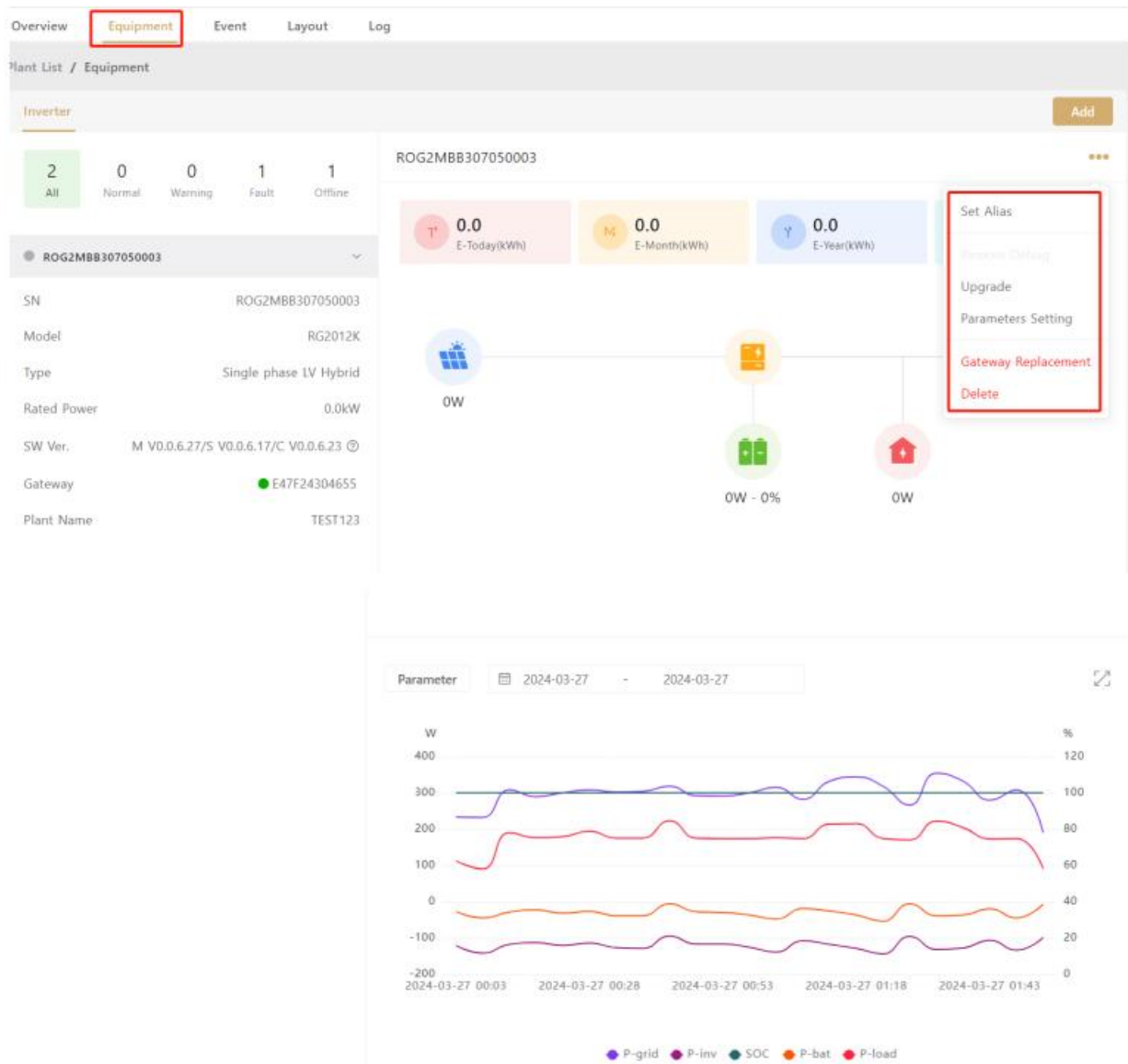
AlpsCloud

Figure 4-19

	The following conditions are required for remote debugging, remote upgrade, parameter configuration and remote shutdown of the inverter:
	1.The operator needs to have permissions for the corresponding operation
	2.Only the inverter with "online status" can be operated.
	3.The inverter need support the corresponding operation

4.11.Event Log

Click the "Event" menu in the power plant [Overview] page to switch to the [Event] page, where you can view the current plant's abnormal information, as shown in the figure below:
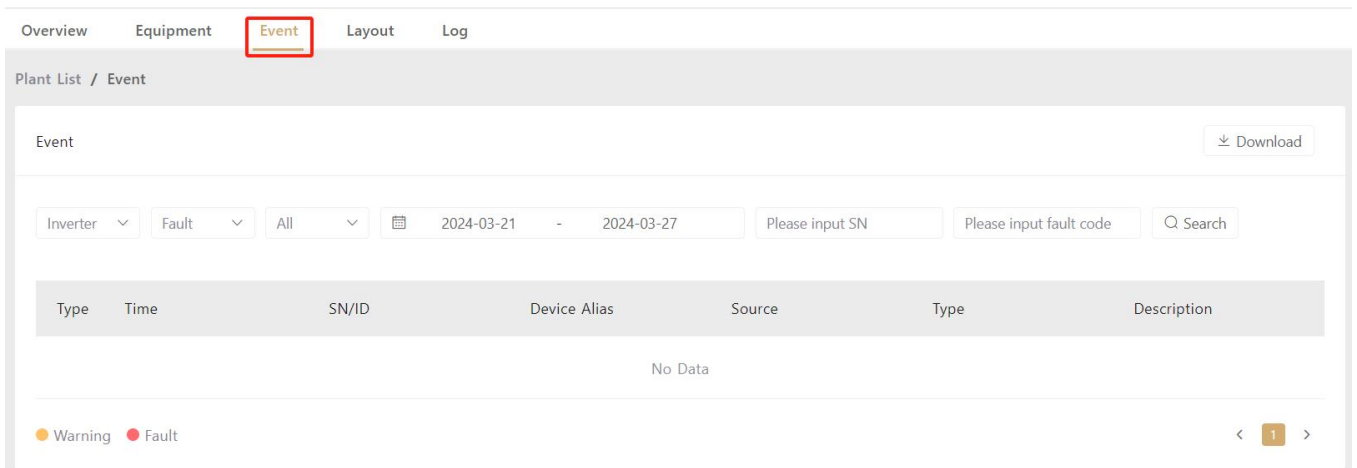
AlpsCloud

Figure 4-20

4.12.Layout

Click the "Layout" menu in the [Overview] page of the power station and switch to the [Layout] page to view the current plant layout, as shown in the figure below:
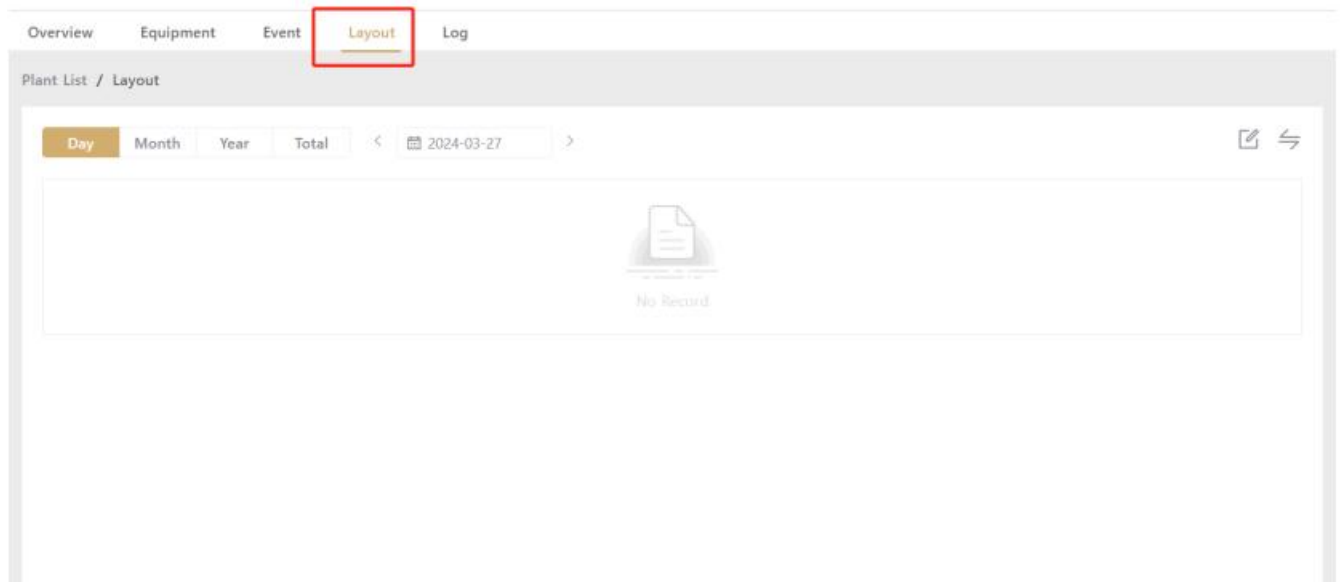

Figure 4-21

4.13.Records Log

Click the "Log" menu in the power plant [Overview] page to switch to the [Log] page, where the operation history

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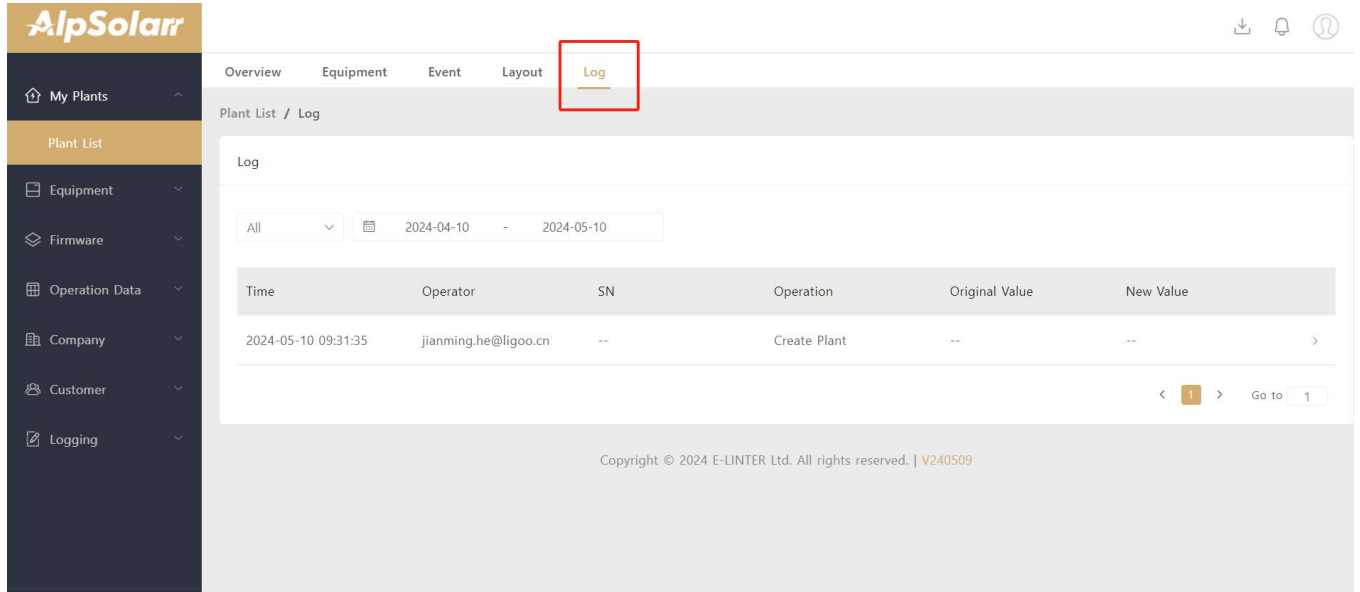of the current power station can be viewed, as shown in the figure below:

Figure 4-22

5.Collector Management

In the related page of collector management, users can view all collectors under their own account and manage them, including: upgrade firmware, remote restart, unbinding and other operations. You can enter the collector management page as follows: In the menu, click: Device Management　Collector List to enter the [Collector List] page.

5.1.Collector Details

In the [Collector List] page, click on the "serial number" of a collector to view the detailed information of the collector; click on the "plant name" to enter the plant where the collector is located, as shown in the picture below.

	Status	SN	Key	Product	Signal	Plant	Owner	Admin	SW Ver.	Last Online	More
☐	●	B47F23C00004	XPW*****8NB	magpie	ᴉᴵᴵ	--	--	--	47J0224202R	2024-03-2...	•••
☐	●	E47F24304666	QDR*****X3S	magpie	ᴉᴵᴵ	--	--	--	47J0224228R	--	•••
☐	●	E47F24304665	YS9*****9XC	magpie	ᴉᴵᴵ	--	--	--	47J0224228R	--	•••
☐	●	E47F24304664	GHX*****DYX	magpie	ᴉᴵᴵ	--	--	--	47J0224228R	--	•••
☐	●	E47F24304663	QRG*****XSY	magpie	ᴉᴵᴵ	--	--	--	47J0224228R	--	•••
☐	●	E47F24304666	YQ5*****VXN	magpie	ᴉᴵᴵ	--	--	--	47J0224228R	--	•••

Figure 5-1

5.2.Remote Restart

When the collector needs to be restarted remotely, select the collector to be restarted from the [Collector List] page, and click the "..." button to select" restart" to restart the collector remotely.

If you need to restart the collector in bulk, you can select the collector that needs to be restarted at the same time, click "Bulk Operation"　"Restart" to achieve a bulk restart, as shown in the following image:

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Figure 5-2

	1.Remote restart of collector requires the operation permission to operate.
	2.Only the collector whose current status is "online" can perform this operation

5.3.Unbind Collector

    If you need to remove the collector from a certain power station, you need to unbind the collector from the plant where it is located. The specific operation is as follows: Select the collector to be unbound on the [Collection List] page, and click the operation button"...", and select "Unbind" in the pop-up menu, follow the prompts to complete the unbind operation, as shown in the following figure:

Figure 5-3

	1.Before replacing the collector with the plant, the collector needs to be unbound from the current plant before it can be added to the new plant
	2.After the collector is unbound, the connected inverter will also be automatically removed from the plant

5.4.Collector Distribution

By assigning/importing the collector to a customer (dealer/distributor), the collector, inverter, and power station are automatically associated with that customer. Your customer can only see the collectors assigned to him and the connected inverters and associated plant. This helps you achieve hierarchical management. The collector assignment steps are as follows:

1.>Download template: In the menu, click: Device Management   Collector List, enter the [Collector Management] page, click the "Import" button   click "Template", download the template for importing the collector, fill in the SN (serial number) and KEY (registration code) of the collector to be assigned to the template and save it:

2.>Click the "Select File" button to select the template file that has been written into the collector information

3.>Select assigned/imported customers (dealers/distributors)
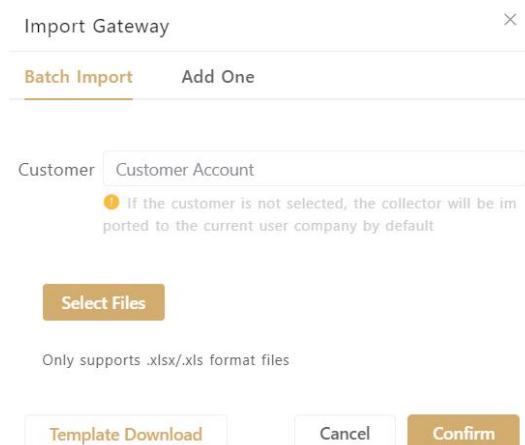
4.>Click "confirm"button.

Figure 5-4

If only one collector is assigned, you do not need to download the template, click "Add" and select the customer, enter the SN (serial number) and KEY (registration code) of the collector to be assigned/imported.

	The distribution collector needs to have this operation permission to operate.

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6. Inverter Management

In the related pages of inverter management, users can view and manage all inverters under their own account, including: remote upgrading, remote restarting, remote debugging, and other operations. You can enter the [Inverter Management] page as follows: Click in the menu: Device Management→Inverter List to enter the [Inverter List] page.

6.1.Details of Inverter

In the [Inverter List] page, click on the "Name/Serial Number" of an inverter to view the detailed information and operational data of the inverter; click on the " plant Name" to enter the plant of the inverter.

	Status	SN	Device Alias	Power(W)	E-Today(kWh)	Version	COMM	Gateway	Type	Plant Name	More
		ROG2MBB312140010	ROG2MBB3...	0	0.0	V0.0.7.5	V0.0.7.12	E47F2430...	Single ph...	--	...
		ROG2MBB307050005	ROG2MBB3...	0	0.0	V0.0.6.27	V0.0.7.113	E47F2430...	Single ph...	TEST123	...
		VSN-E47F24304612-01	VSN-E47F2...	0	0.0	V0.0.7.5	V0.0.7.12	E47F2430...	Single ph...	--	...
		ROG2MBB307050004	ROG2MBB3...	0	0.0	V0.0.7.5	V0.0.7.12	E47F2430...	Single ph...	--	...
		ROG2MBB307050003	ROG2MBB3...	0	0.0	V0.0.6.27	V0.0.6.23	E47F2430...	Single ph...	TEST123	...
		ROG2MBB307050002	ROG2MBB3...	0	0.0	V0.0.6.128	V0.0.7.112	E47F2430...	Single ph...	--	...

Figure 6-1

6.2.Remote Operation

Click the "..." operation button of a certain inverter in the [Inverter List], and then select the "alias setting ", "remote upgrading", "parameter setting" and other operations for the inverter in the pop-up menu, as shown below:

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Figure 6-2

		1.The remote operation of the inverter requires the corresponding operation authority.
		2.Remote debugging, remote upgrading, parameter setting, remote shutdown, and other remote related functions of the inverter need the support of the inverter, and the current status of the inverter that needs to be operated is "online".

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7.Enterprise Management

Enterprise management-related functions are used for companies to set different roles and functional permissions for different departments or organizations, and to assign role functional permissions to company members to realize the refined management of the company.

7.1.Company Information

Enterprise users can add or complete enterprise information on the [Company Information] page. The specific operation is as follows: Click in the menu: Enterprise Management　Company Information to enter the [Company Information] page, where you can add company information according to the prompts

When the company information is changed, click the "Edit" button on the [Company Information] page to edit

Company Information
* Name: 力高
* Address: --

Contact Information
* Name: --   * Phone: --
* E-mail: --

Administrators Information
* Name: andarm@foxmail.com   * Phone: --
* Account: andarm@foxmail.com

Figure 7-1

7.2.Role Management

The company can manage the operation authority of users in different departments within the company through the role management function. The specific operation is as follows: In the menu, click: Enterprise Management　Role Management to enter the [Role Management] page. Click the "Add" button on this page to enter the role name and select the permissions you want to assign in the pop-up window to complete the new role addition.As shown below:

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Figure 7-2

When you need to edit the permissions of a role or delete the role, click the "Edit" or "Delete" button behind the role in the "Role List" to complete the operation. As shown in the figure below

Figure 7-3

⚠️	After deleting a role, users belonging to the role will no longer have the permissions granted by the role. Please confirm before deleting.

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7.3.Staff Management

　　Enterprise users can add company employees as internal users and assign roles to them to realize different authority management for different departments or organizations. The specific operations are as follows, click in the menu: Enterprise Management,Staff Management then enter the [Employee Management] page, click the "Add" button, and follow the prompts to complete the addition of new employees. As shown below:
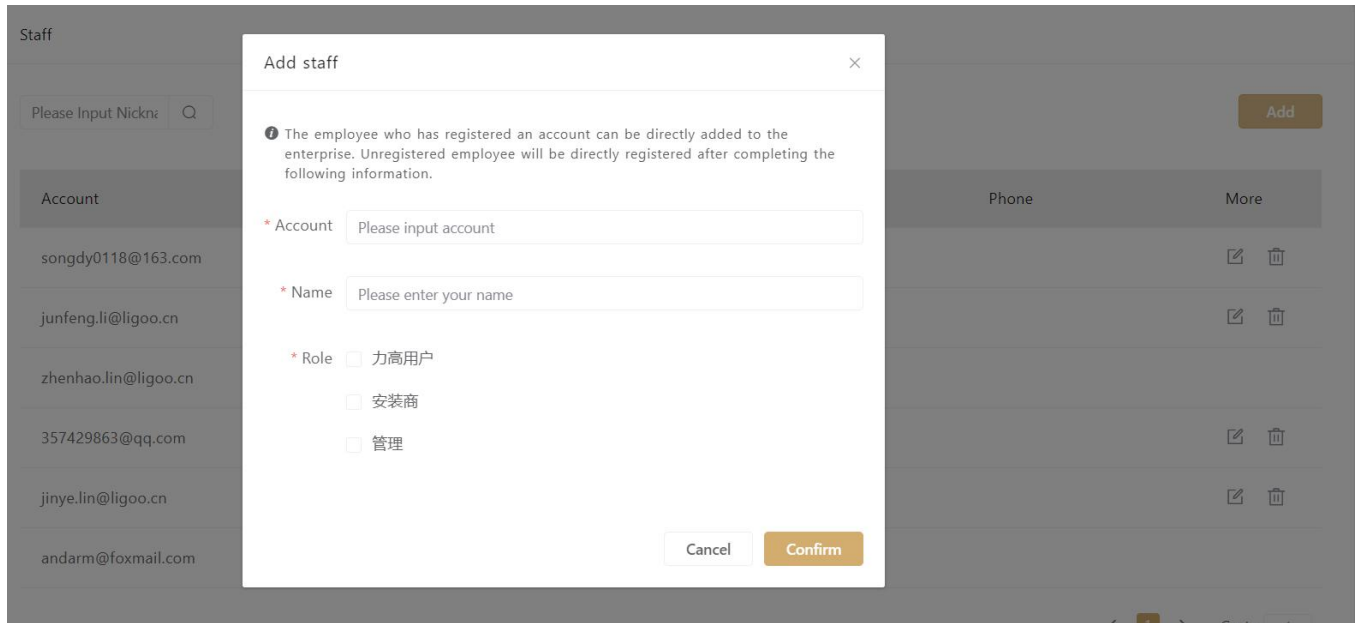

Figure 7-4

　　When an employee changes, you can find the employee in the [Employee List], and click the "Edit" or "Delete" button to change the role of the employee or delete the employee.

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	When adding a new employee, the account to be added must be an account registered in AlpsCloud.

8.Customer Management

Users can manage their customers through this function, and set corresponding types and assign operation permissions for different types of customers. At the same time, it can also realize automatic association between collectors and other equipment and power stations and customers.

8.1.Type Management

You can set up different customer types for different types of customers or customers who want to have different operational permissions. The specific operation is as follows, click in the menu: customer management customer type to enter the "Customer Type" page, click on the "Add" button on that page, according to the prompt to enter the type name and select the action permissions, you can complete the new type of addition, as shown in the following image.
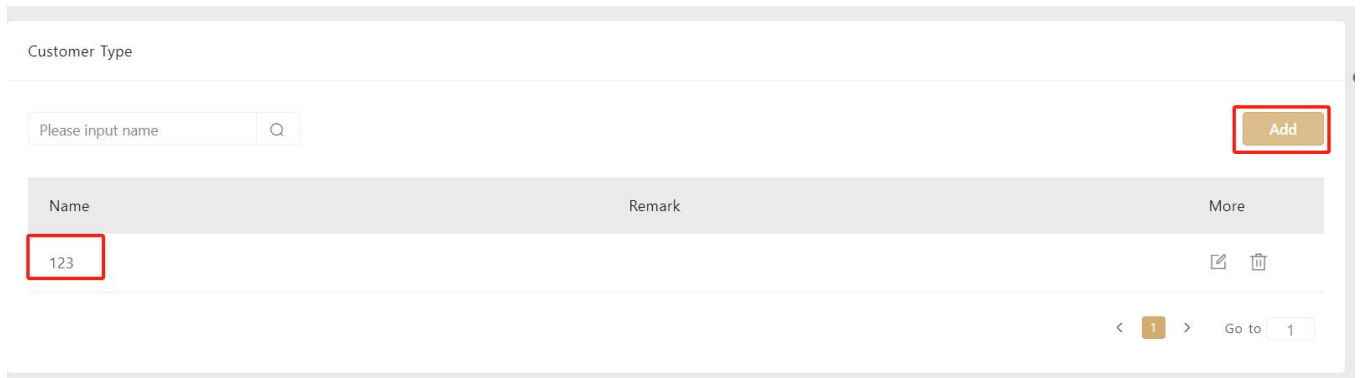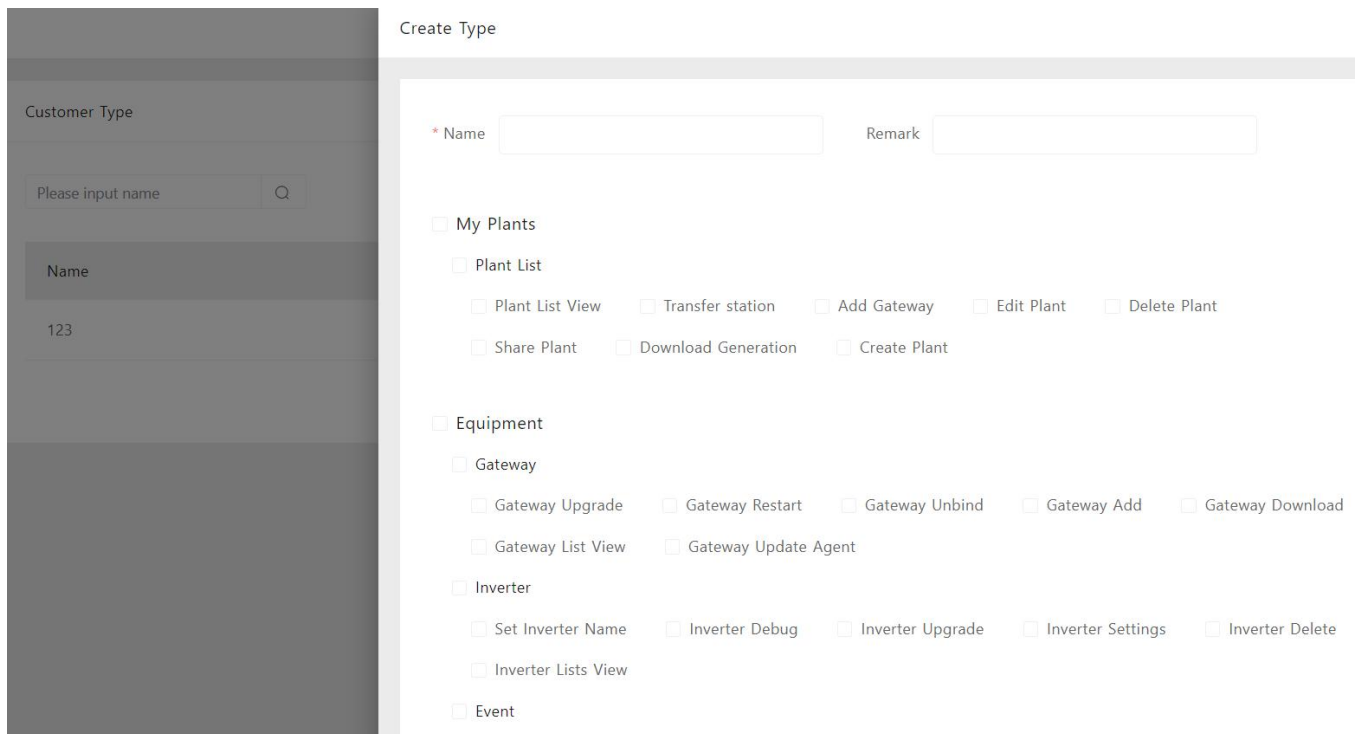

Figure 8-1

Figure 8-2

When you need to change a certain type of customer, you can click its corresponding "Edit" or "Delete" button to modify the authority of that type of customer or delete that type of customer.

⚠️	After deleting a customer type, the customers belonging to that type will no longer have the permissions granted by that type. Please confirm before deleting.

8.2.Customer Management

You can add one of your own customers to the [Customer List] by Add Customer function, and assign different customer types to them, so as to achieve operation authority control. The specific operation is as follows, click in the menu: Customer Management,Customer Management, enter the [Customer Management] page, click the "Add" button, follow the prompts to enter the customer's AlpsCloud account, and select the appropriate type to complete the customer Addition. As shown below.
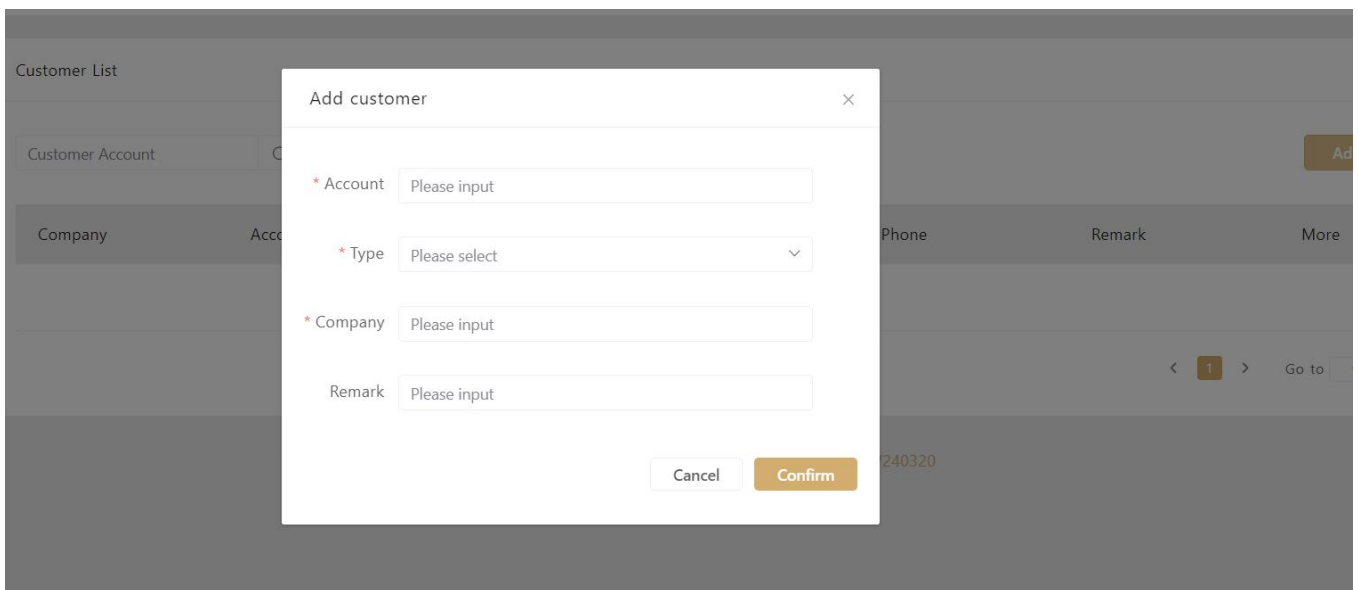

Figure 8-1

When the customer type changes, click the corresponding "edit" button in [Customer List] to complete the editing operation

ℹ️	1.The added customer account must be a registered account with AlpsCloud.
	2.Company employees cannot be added as customers.

9.Contact

Service email：	service@alpsolarr.com
Service telephone :	+86 755 86962723