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ShinePhone User Manual

1 About the user manual

1.1 Manual description

Dear users, thank you very much for using the PV Smart Monitoring App developed by Shenzhen Growatt New Energy Co., Ltd. (hereinafter referred to as Growatt). We sincerely hope that this product can meet your needs and look forward to your comments on the performance and function of the product. The purpose of this manual is to provide users with detailed product information, installation and operating instructions.

1.2 Copyright notice

The copyright of this user's manual belongs to Growatt. Without the written permission of the Company, no unit or individual may extract or copy part or all of the contents of this user's manual without authorization, and shall not transmit it in any form, including files and publications. Infringement will be investigated.

1.3 Applicable personnel and version number

This manual is for end users of Growatt, and the applicable APP version is above ShinePhone5.5.

1.4 Manual usage

Please read this manual carefully before using the PV APP. Meanwhile, please keep this manual in a safe place for the operation and maintenance personnel to find. The contents of the manual will be constantly updated and corrected, and it is inevitable that there will be slight discrepancies or errors in the real thing. Users are requested to use the latest version of the app, and can download the latest user manuals from www.growatt.com or get the latest user manuals through Guriwatt's sales or service channels.

1.5 Update summary

This APP update optimizes the user registration process and the page display of the plant module.

2 APP description

2.1 APP overall summary

The ShinePhone system of our PV APP is aimed at our general user group. The main function

of ShinePhone is to let our customers understand and grasp their own plant status more convenient and fast, also can help customers acquire some simple operation.

2.2 APP download

Users can scan our QR code (Android and IOS) by scanning the QR code with the WeChat sweep function, or go to the App Store and Google Play to search for ShinePhone or log in to our monitoring website server.growatt.com or server-cn.growatt.com to download.

2.3 How to use ShinePhone

2.3.1Language settings

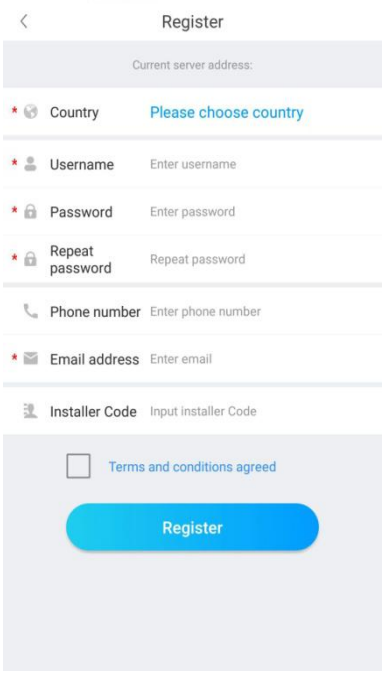
ShinePhone supports multiple languages. The APP language will automatically switch according to the user's mobile language.

2.3.2 Register

When using ShinePhone for the first time, the user must register an account to log in to use ShinePhone.

There are three steps when users register the account, fill in the account registration information, add plant and device. The registration steps are as follows:

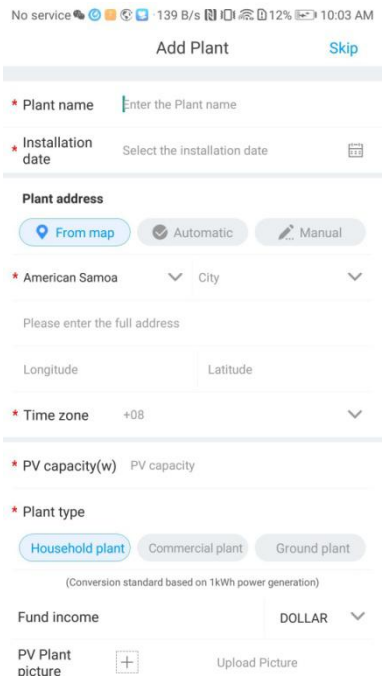
(1) Fill in the account registration information



a) Fill in the account information. To fill in the account information, you need to select the account country (required), fill in the user name (required), password (required), confirm password (required), telephone (domestic required, foreign optional), email (domestic optional, required for foreign countries), installer number (optional).

b) The user agreement and terms must be checked manually to agree before registering, all required fields must be filled in before clicking to register.

(2) Add plant



a) When customers add plant, they need to fill in the name of the plant (required),

installation date (required), national city (required), detailed address (optional), time zone (required), total component power (required), plant type (required, Household plant/ /Commercial plant/Ground plant), fund income (optional), plant picture (optional, when the user does not upload pictures, a default plant picture will be given).

b) There are three ways to fill in the plant address, map selection, automatic acquisition, and manual input.

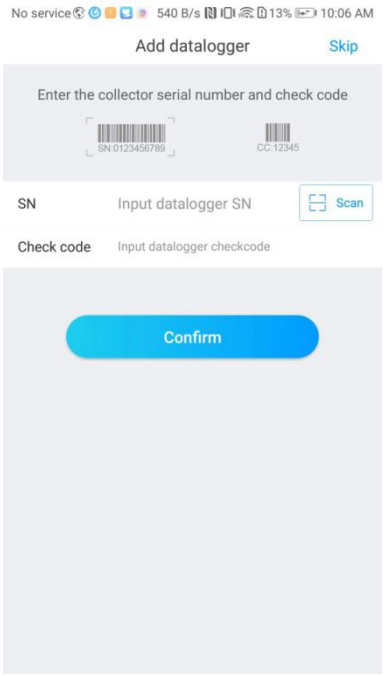
Map selection, users can select any location on the map, then the detailed location will be filled automatically of the country .

Automatic acquisition, through satellite positioning, obtain the current location of the user, then the detailed location will be filled automatically of the country .

Manual input, the user manually input the country, city and detailed address.

c) This page can be skipped. After skipping, the user registration account will be logined directly, enter the APP plant page. Skipping the process of adding plant, the default plant will not be generated. When enter the APP plant page, the system will remind the user to add the plant.

(3) Add datalogger

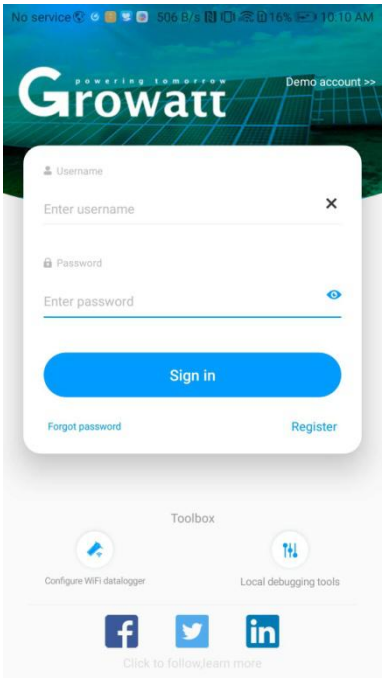


a) The datalogger can be added by entering the acquisition serial number or scanning the datalogger's barcode and inputting the datalogger verification code.

b) You can skip the add datalogger step, do not add the device, directly end the registration process, and enter the main interface of the APP.

2.3.3 Sign in and log out

2.3.3.1 Sign in



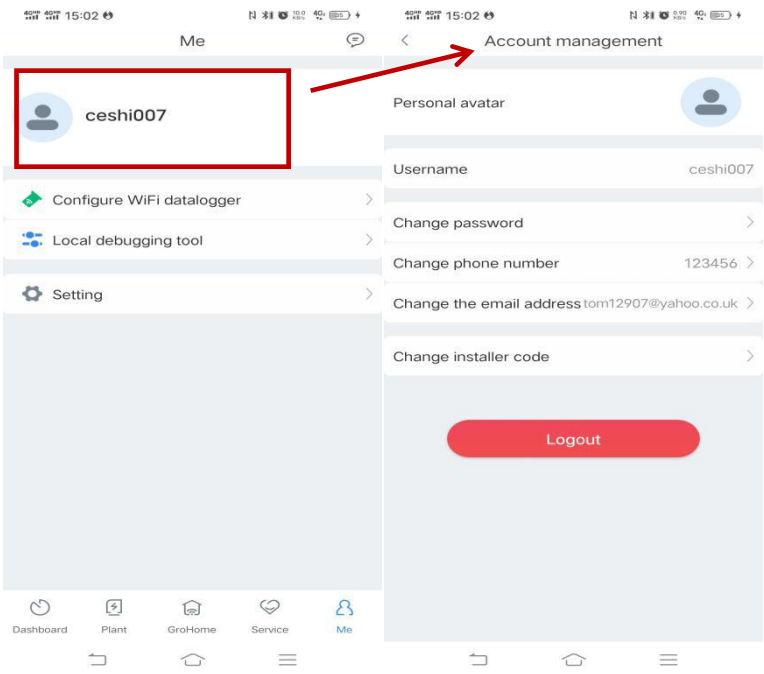
The user can log in to our system through the existing account and password. The system automatically determines the account's attributes and distributes the server. The ShinePhone system is divided into domestic and foreign servers. The OSS system is divided into customer service interface and integrator interface.

The end user can register the account directly on the login page. In addition, in the ShinePhone above version 4.95, the function of remembering multiple account passwords has been implemented. After the user logs in successfully, in the next time log in, you can directly select the account number from the multiple account passwords the phone remembered.

If you have any questions about the password, or if you enter the wrong password, you can click the eye icon on the right side of the password input box to view the password, and click the password again to hide it.

2.3.3.2 Log out

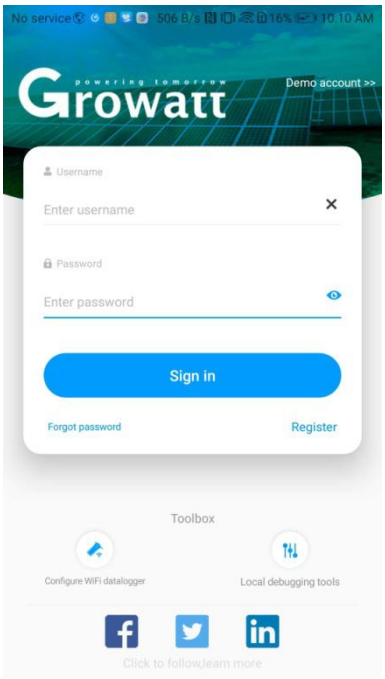
After logging into ShinePhone, click ’Me’, - ‘Account management’ page to log out the ShinePhone account.



2.4 ShinePhone sign in page

2.4.1 Sign in page

The Sign in interface of APP includes five functional modules: sign in box, password recovery, user registration and demo account. You can use the tool to configure and debug the datalogger without login operation on the login interface.



Login

2.4.1.1 Sign in

Please refer to the sign in process described in 2.3.3.1. The description is not repeated here.

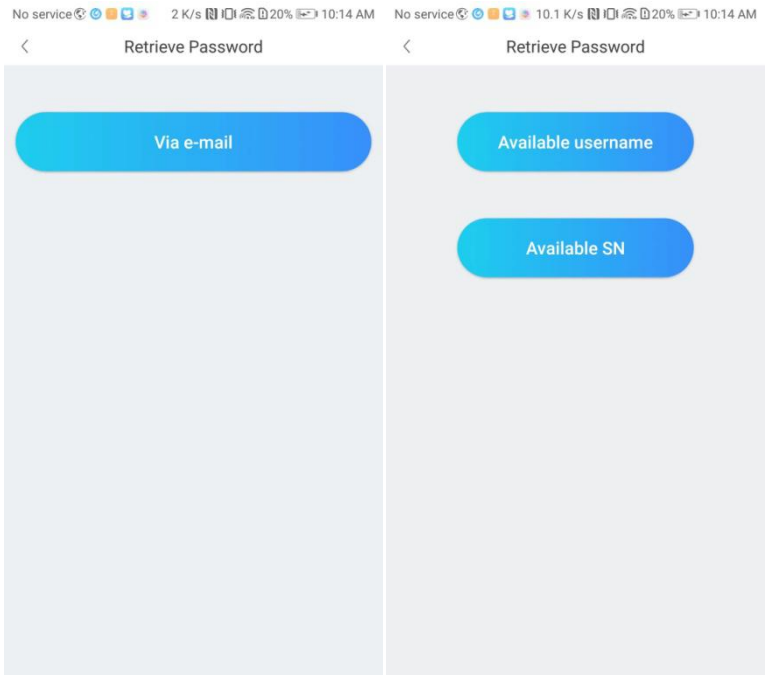
2.4.1.2Register

Please refer to the registration process described in 2.3.2 Registration. The description is not repeated here.

2.4.1.3 Retrieve password

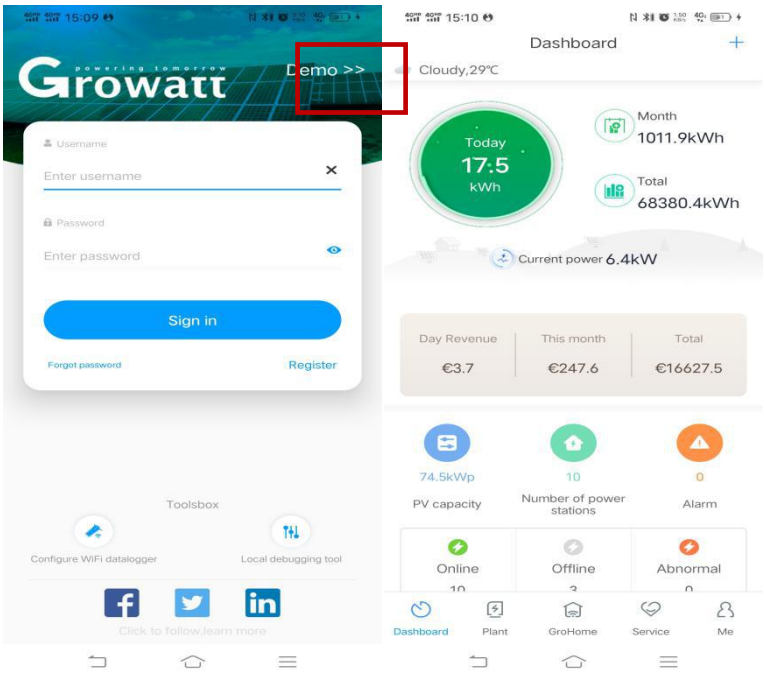
If the user forgets his password, he can click the Retrieve Password button on the login interface to retrieve the password. The user can retrieve the password by using the email address.

When the password is retrieved through the mailbox, the user can select the way to retrieve the password according to his actual situation. The way to retrieve the password is to retrieve it through the user name and the dataloggers' series number under his name. Then the user will receive the email which help reset password if the content is provided well. The password after reset is unified to 123456.



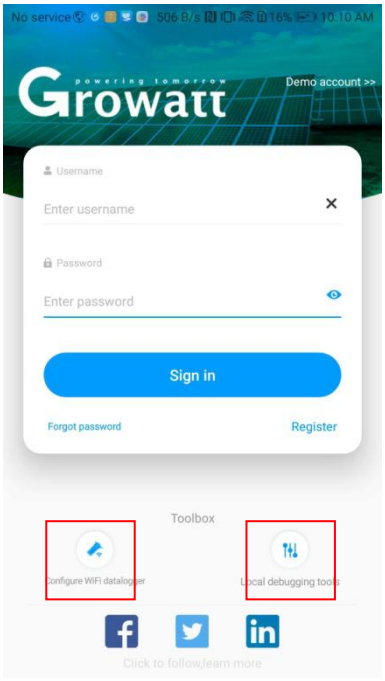
2.4.1.4 Demo

In order to facilitate the users to better understand the function of our APP, we specially set up the experience hall module, the experience hall is divided into two parts: China and the global region. Unregistered users can experience the functions of this APP through the experience hall, view our demonstration equipment, and fully experience the functions of real accounts. The login steps are as follows:



2.4.1.5 Tool

You can choose to configure WiFi datalogger or local debugging tools by clicking the tool below the login interface.



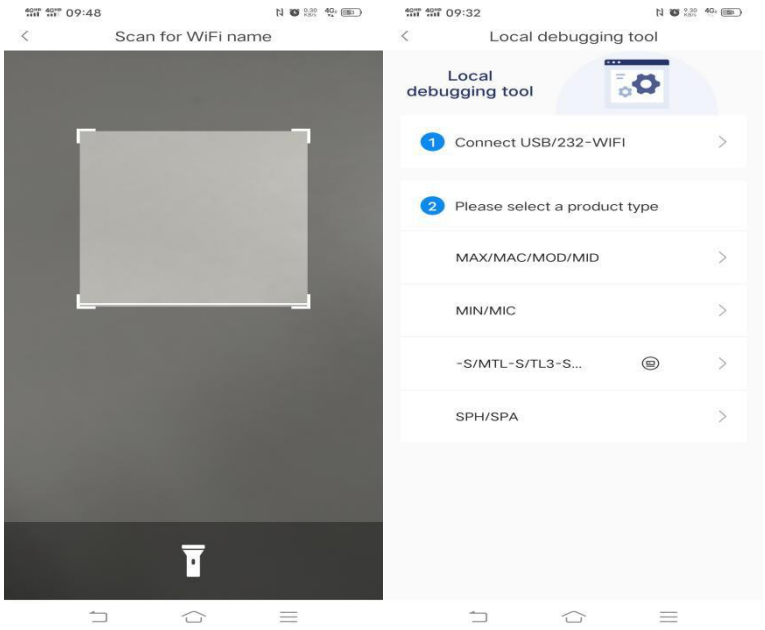
A. Configure WiFi datalogger

Click the configure WiFi datalogger in the tool, it will enter the ShineWiFi configuration page. Scan the code or directly enter the collector serial number (ensure the phone has been connected to WiFi), the APP will automatically get the name of WiFi. As long as you enter the WiFi password, click the configuration button. The configuration will be successful in about 30

seconds, and the APP will also have the corresponding prompt for successful configuration.

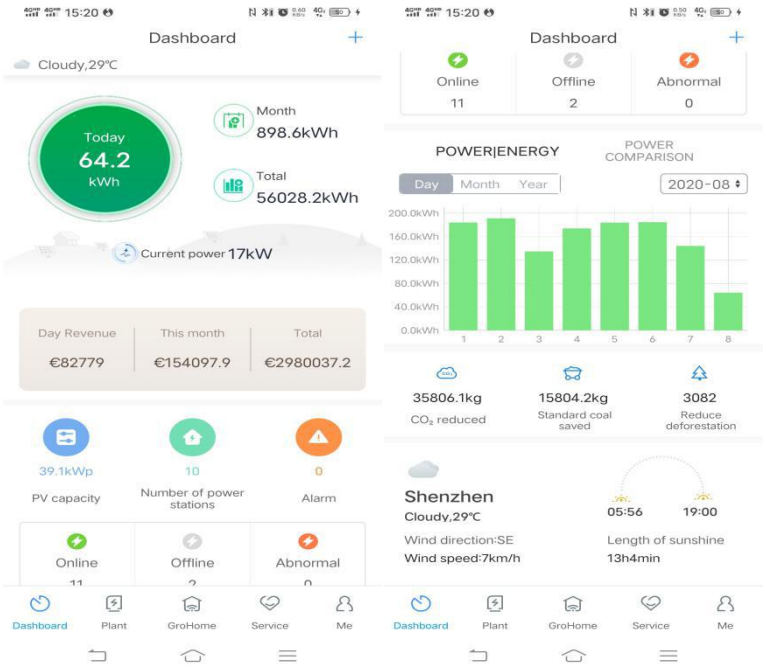
B. Local debugging tool

The local debugging tool is a debugging tool for MAX model(For specific models that support debugging, please refer to the phone interface display). Enter the local debugging tool and click connect to USB/ 232-wifi. As long as you scan the BARCODE of USB-WiFi module, you can get the name of WiFi module. After connecting to WiFi signal, you can enter the local debugging tool to operate and read the MAX device parameters. To set device parameters, enter the password before entering the settings page. This password can be set by resetting the password.To reset, it is necessary to log in OSS account and set the password (in this case, a distributor or installer account is optional).



2.5 ShinePhone system

2.5.1 ShinePhone dashboard interface



This interface allows you to experience the following features:

①View the daily power generation, monthly power generation, total power generation, and current power of all plants in this account.

② View the daily income, monthly income and accumulated income of all plants in this account

③View the total number of plants in the account, click the total number of plants, you can jump to the plant list interface.

④View the total installed power of the plant in the account, click on the installed power, you can jump to the plant list interface.

⑤ View the number of plant alarm information in the account and click the alarm information to jump to the alarm list interface.

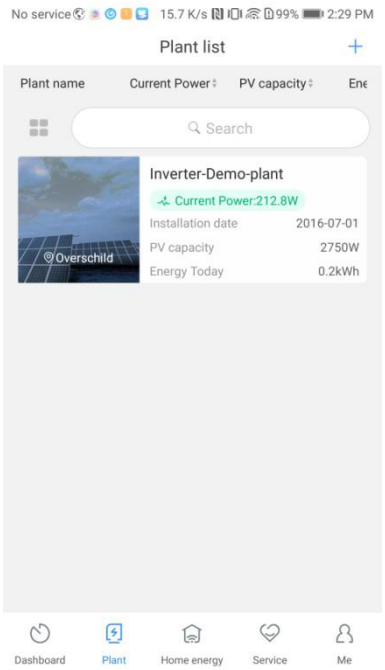
⑥View the monthly, annual, and all power generation statistics of all plants in the account.

⑦View the energy saving and emission reduction of the plant.

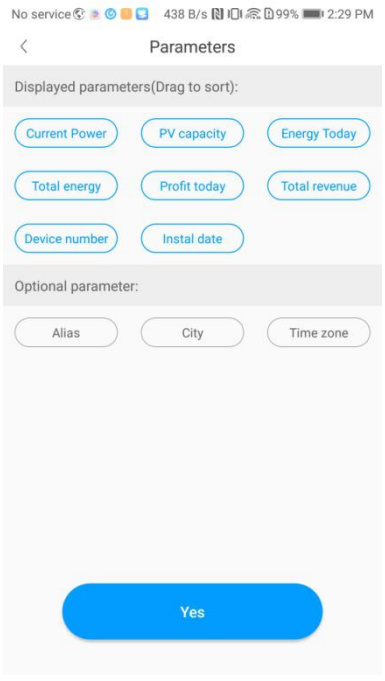
⑧ View the location, weather, direction, wind speed and sunshine duration of the final installed plant

2.5.2 ShinePhone plant interface

2.5.2.1 Plant list



a) Display plant list and support the switch list mode. Support for sorting by different parameters.



b) In the upper right corner, the number of unlisted alarm messages is displayed. Click to view the alarms of all devices in all plants.

c) The plant can be searched for by the name, area and installed capacity of the plant.

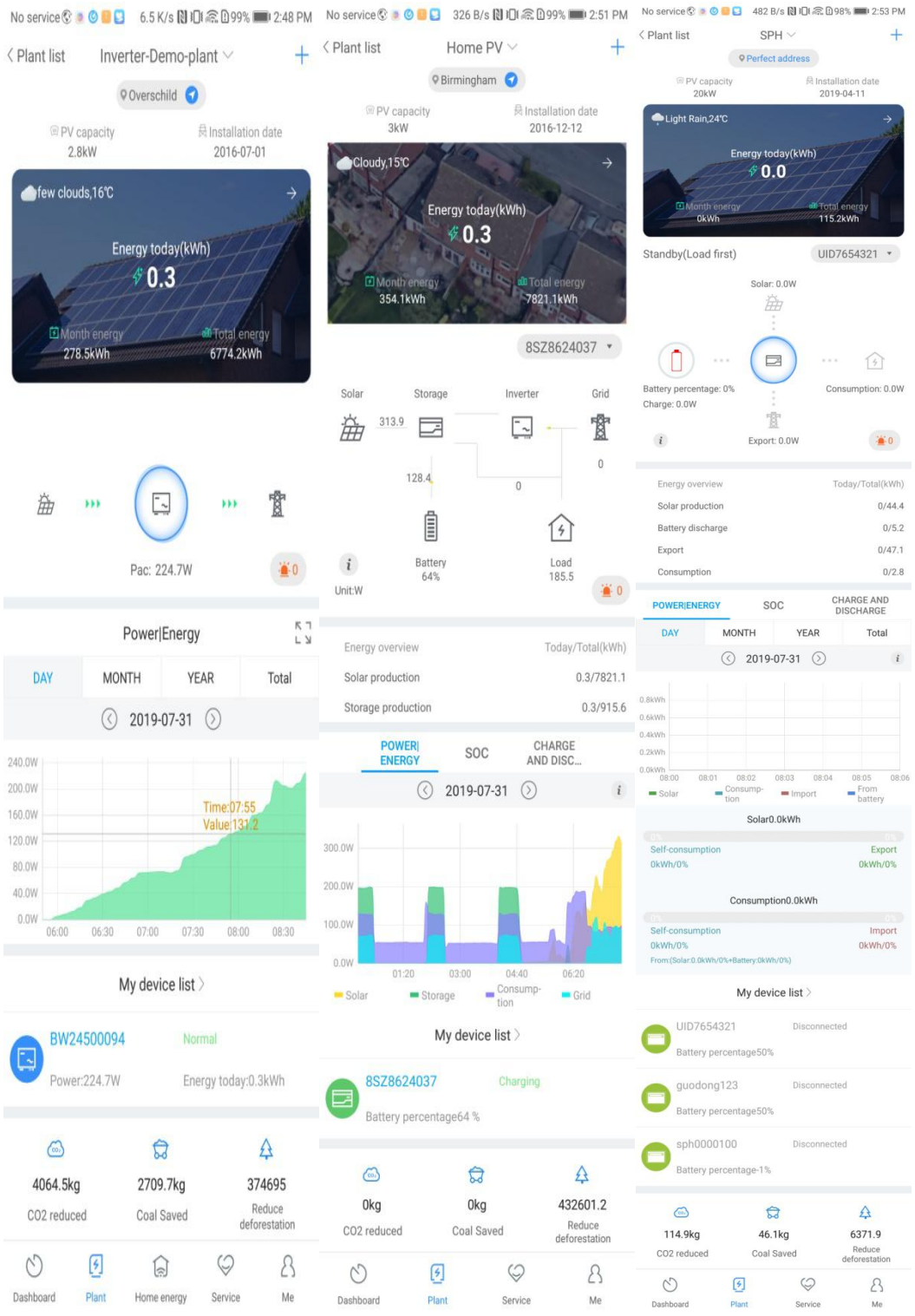
d) The plant list is divided into two modes. There are graph mode and no graph mode.

The graph mode: display plant picture, plant address, plant name, current power, station time, installed power, today's power generation and total power generation.

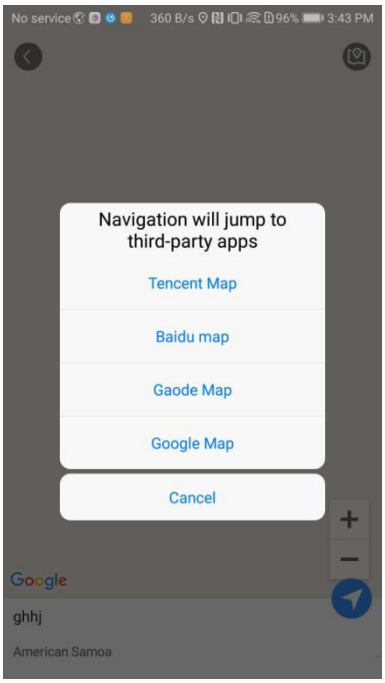
No graph mode: Display all parameters of the plant in the list form, including [plant name, alias, city, time zone, current power, installed capacity, today's power generation, cumulative power generation, today's revenue, total revenue, equipment quantity, station construction date]

e) The user can set the display parameters of the plant list through the “+” button in the upper right corner to create a new plant.。

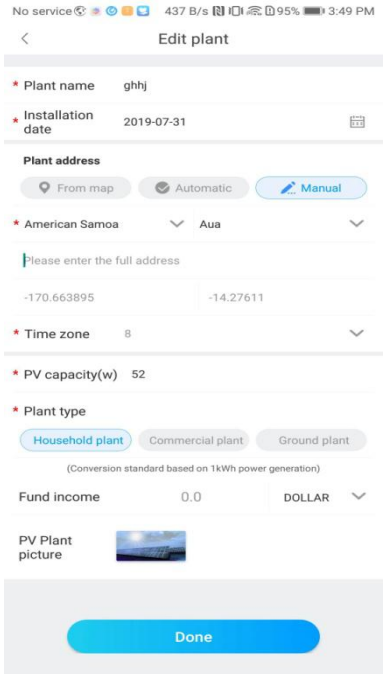
2.5.2.2 Plant details



a)The title bar of the page shows the name of the plant, and the address of the plant is displayed below (click to navigate).



b) The important parameters are (installation power, construction time, power generation today, power generation in the month, cumulative power generation). Power generation today, power generation in the month, and cumulative power generation are displayed on the plant picture. The weather information is displayed in the upper left corner of the plant picture. Click on the upper right corner to enter the plant editing page.



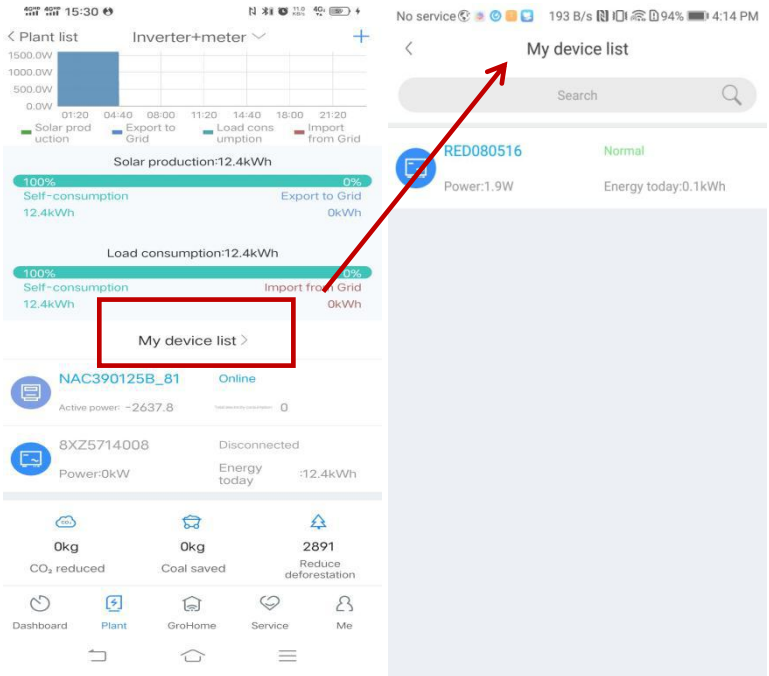
c) System diagram: The upper selection box allows the device to display the system diagram of the corresponding device. The weather and temperature are displayed in the upper left corner

of the system diagram. The number of alarms is displayed in the upper right corner. Click to view the alarm information of all devices in the plant.

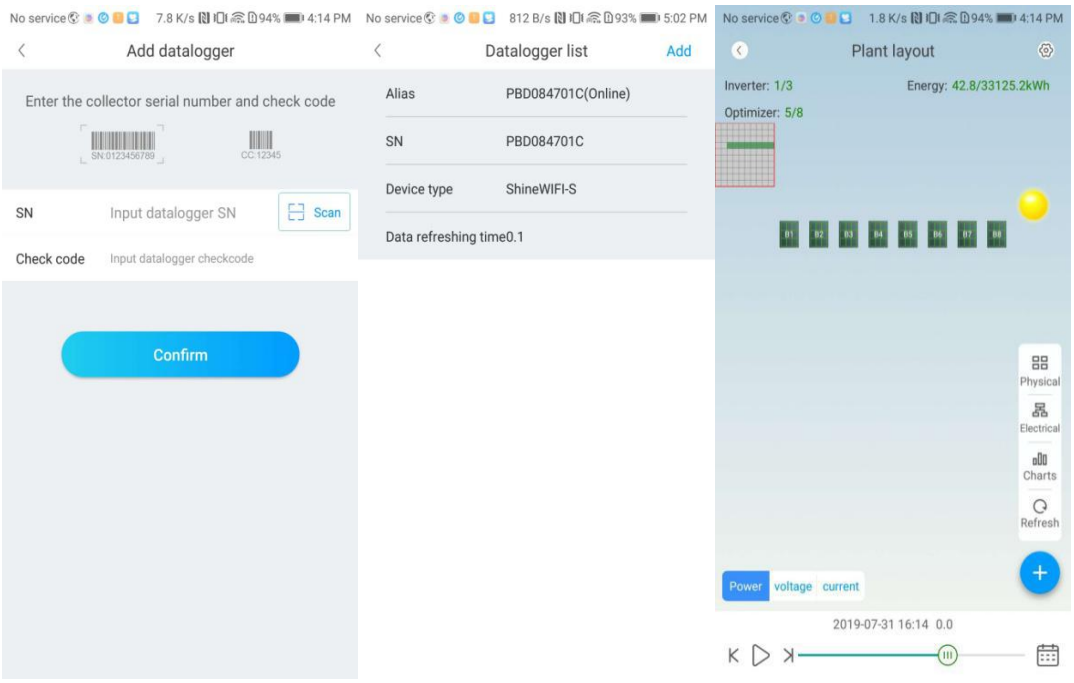
d) Electricity trend graph: The power trend graph of the photovoltaic system. The trend graph of the photovoltaic power is displayed for daily information, and the monthly and annual power generation are shown as histogram.

e) Energy saving and emission reduction: showing the energy saving and emission reduction of the plant.

f) Running device: Display the devices in the plant. Only up to three devices can be displayed. You can view all the devices by viewing all and entering the device list page. The list shows the status, serial number, power, power generation, and device address of the device.



2.5.2.3 The main function of "+" in the plant page



1. Add datalogger 2. Datalogger list interface 3. Optimizer

1. Users can add multiple dataloggers under the specified plant name by adding datalogger operations. There are two methods include：

① Scan datalogger barcode to add datalogger

② Enter the SN number and the check code to add the datalogger.

2. Users can add, edit, delete, and configure operations through the dataloggers under the multi-plant name in the datalogger list interface.

3. On the optimizer page, the user can perform operations such as adding panel layout to the optimizer.

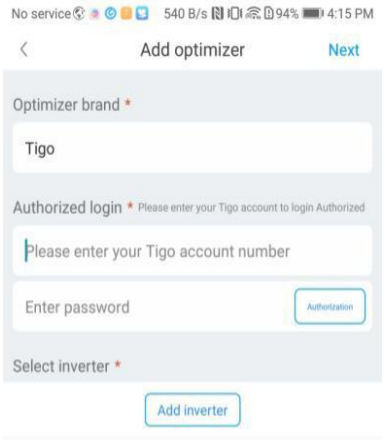
（1）Add optimizer

Function Description:

The optimizer includes TIGO optimizer and Growatt optimizer, the addition process is slightly different.

a) Add TIGO optimizer.

When the optimizer manufacturer is TIGO, the adding interface is as follows.



a) Get the authorization for TIGO optimizer.

For association with TIGO monitoring, verify the user name password. We need to verify the correctness of user name and password, if the input content is incorrect, there is a prompt showing the user information is error, need re-enter the information.

After the user name and password are successfully verified, we can query the system ID and inverter information under the account.

②Select the inverter in the APP and input the inverter tag set by TIGO.

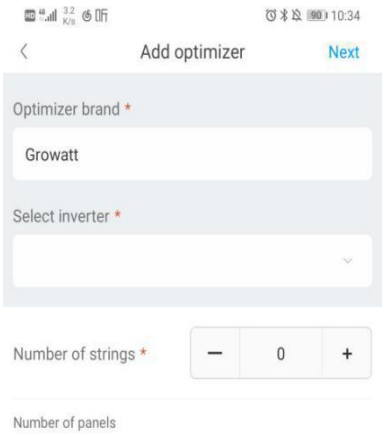
The user selects the inverter in the APP, selects the label set by TIGO. The system will query the panel layout optimizer information under the corresponding inverter via the label.

③Display panel layout and other information

The system will query the panel layout optimizer information under the corresponding inverter via the label. It does not support the panel layout setting via the APP for TIGO optimizer.

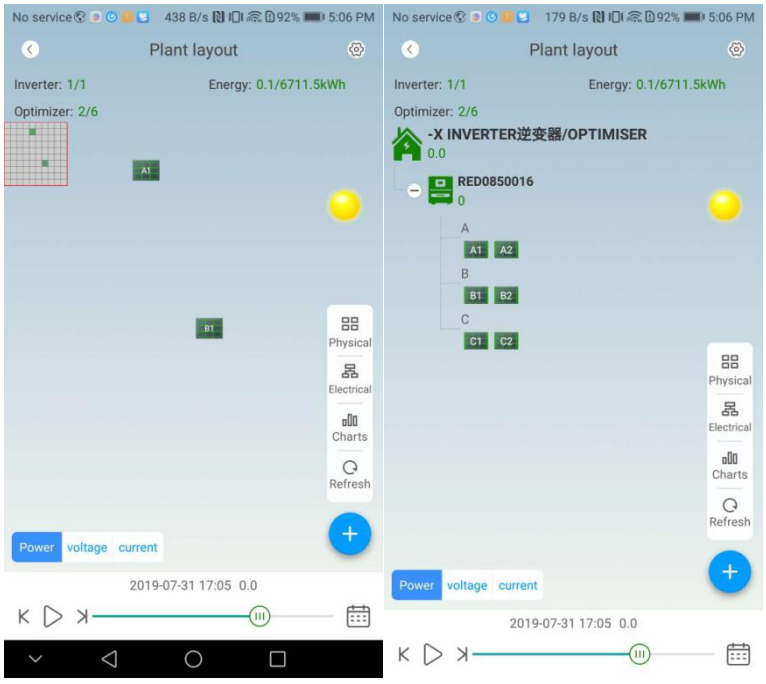
b) Add the Growatt optimizer.

When the chosen optimizer manufacturer is Growatt, the interface is as below



（2）Optimizer layout display

The optimizer layout is divided into logic diagram and physical diagram. The physical map shows the layout of the settings (the layout of the panel in the field), and the logic diagram shows the theoretical logical layout.



Via the diagram,the following function can be achieved:

a) Realize the diagram switch between logic and physical diagrams, refresh to get the instant message.

b) Display the number of the inverters, optimizers and the amount of power generation.

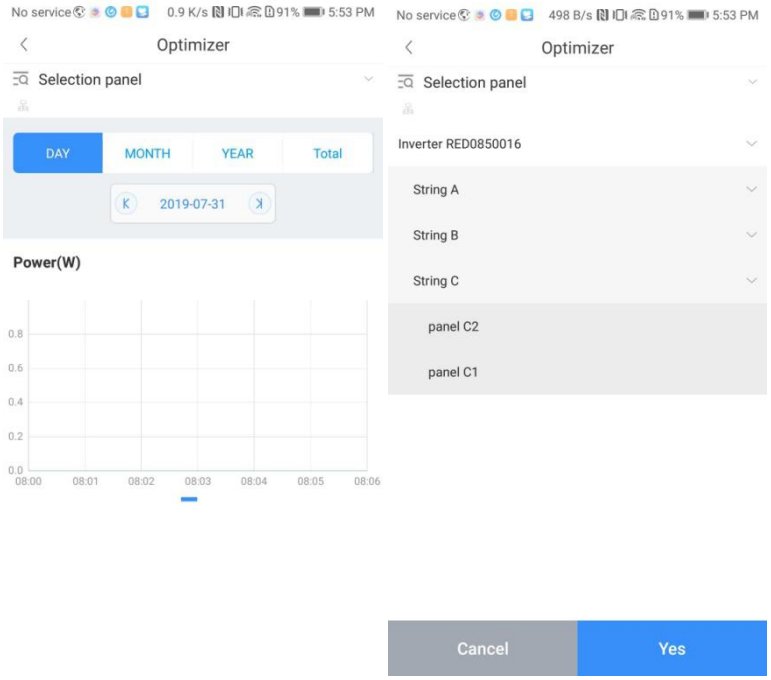
c) Zoom in and zoom out the diagram. The panel could change color according to the light intensity of the day.

d) Click to view the panel and inverter brief information.

e) View the chart.

（3）Chart

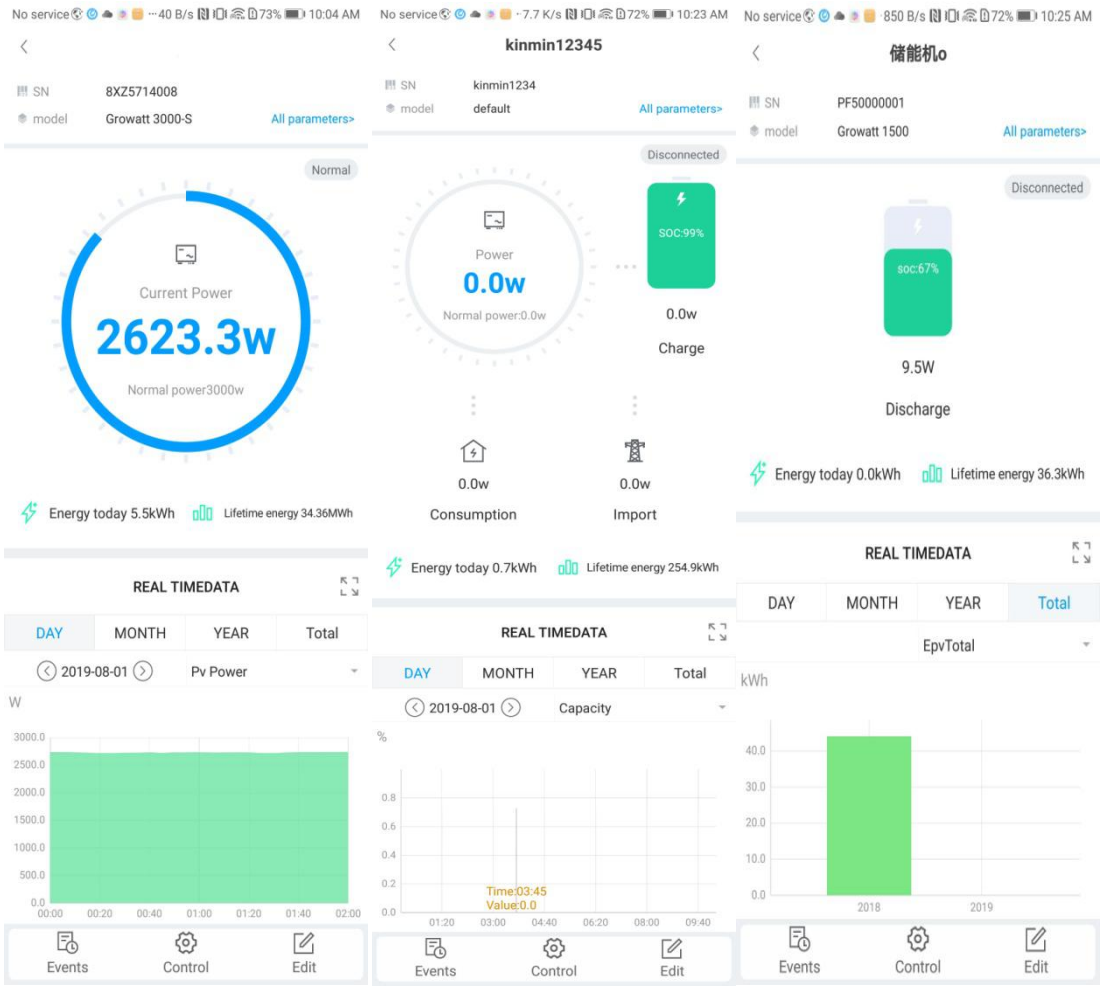
Users can view the real-time and historical power generation of inverters and string panels through the chart.



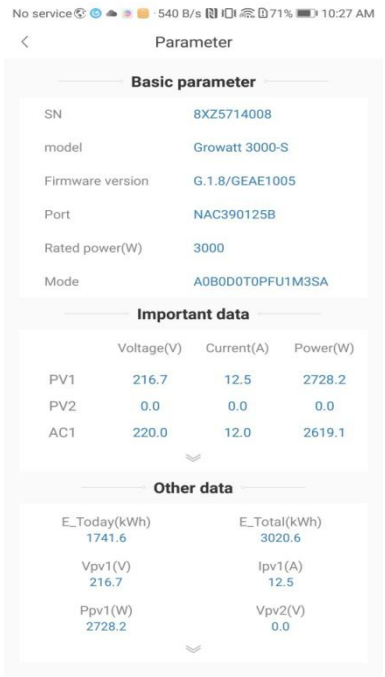
a) Support view the chart by selecting device and string.

b) Support view real-time and historical data.

2.5.2.4 Device details interface



a) The parameter section displays the device serial number, device model, and device address. Click "All Parameters" to view all parameters of the device.

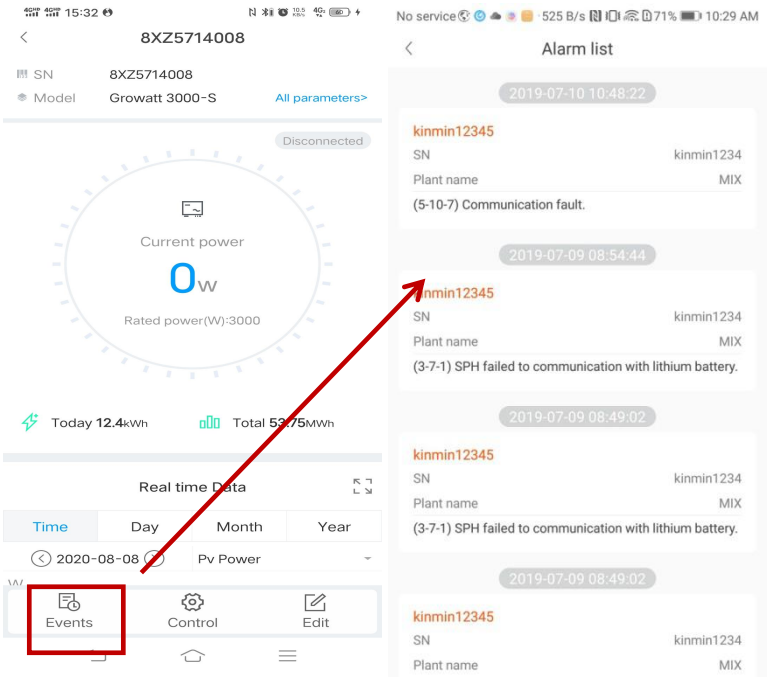


b) The device operating state diagram shows the operating status, power generation, rated power, power consumption and power taken. The bottom of the figure shows the current power generation and total power generation.

c) Real-time data: In daily data, we can view the trend graph of PV power, PV1 voltage, PV1 current, PV2 voltage, PV2 current, R phase power, S phase power, T phase power, and output power. In monthly and annual data, the power generation statistics could be viewed.

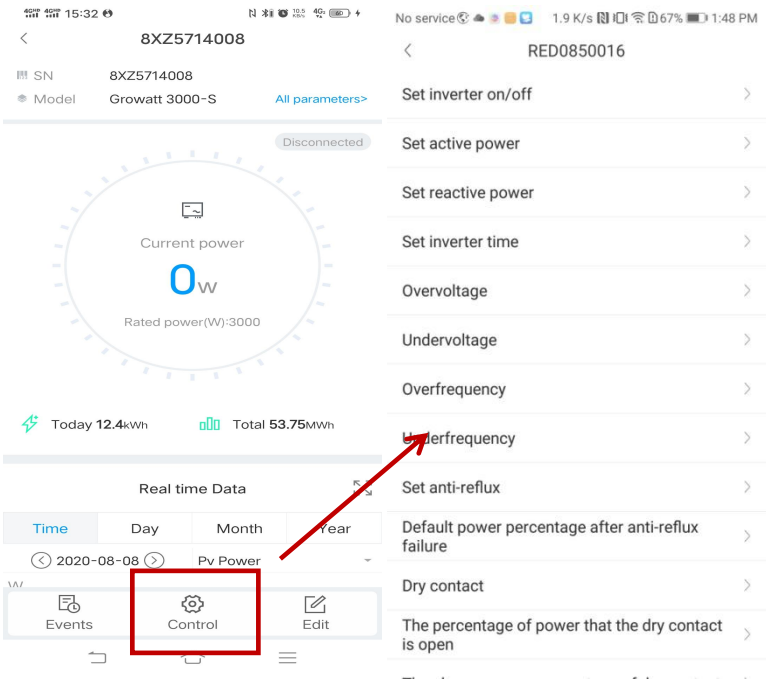
d) The user can enter the log, control, and edit page of the device through the device details interface.

①**Device log interface:** You can view the fault information of the device through the log interface**.**

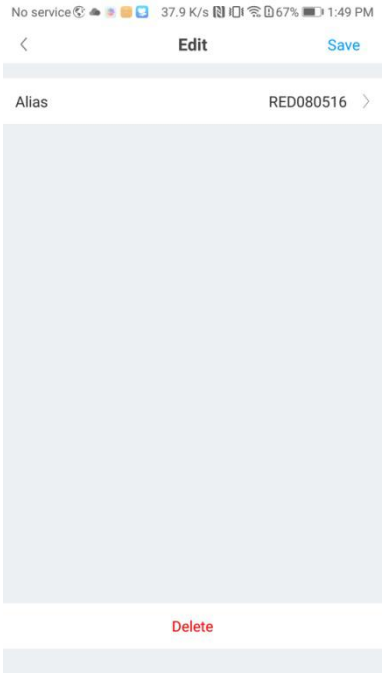


②**Device control interface:** The user can switch the machine on the device control interface, set active power, reactive power, PF value, inverter time, grid voltage upper limit, grid voltage lower limit . The password is: inverter + current date.

For example: inverter20180416.

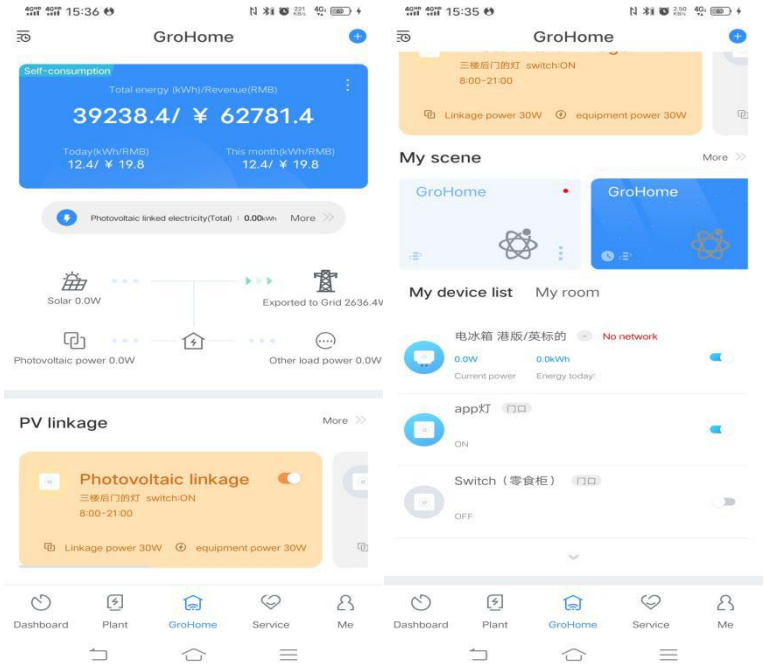


③**Device editing page:** Users can edit device aliases and delete devices.



2.5.3 GroHome interface and function

GroHome interface are as follows:



On the GroHome page, users can add and manage charging stations, smart sockets, thermostats, panel light switches, air conditioners and more. In the GroHome main interface, you can experience the following features.

1 Add equipment and rooms through the “+” button in the upper right corner.

2 In the list of my room, check the status of charging pile and the other equipment in each room.

3 View all device status in the My Devices list. Click on the device to go to the device details page to operate the device.

4 View the monthly, annual, and total power consumption statistics of the device.

5 View device history records.

6 Add the common equipment, use my scene and photovoltaic linkage.

2.5.3.1 My device list

a) On My device list, you can quickly use the common equipment on the top. The common equipment is the same as the normal equipment.

b) View a list of my device.

2.3.3.2 My scene

a) Scene mode is divided into one-click execution and conditional execution. You can enter the edit scene page by click the edit button.

b) Long press for two seconds can realize the one-click execution in Grohome page, then click confirm executable scene in the pop-up execution box, or click elsewhere to cancel. Long press two seconds to execute the scene to enter the scene details page.

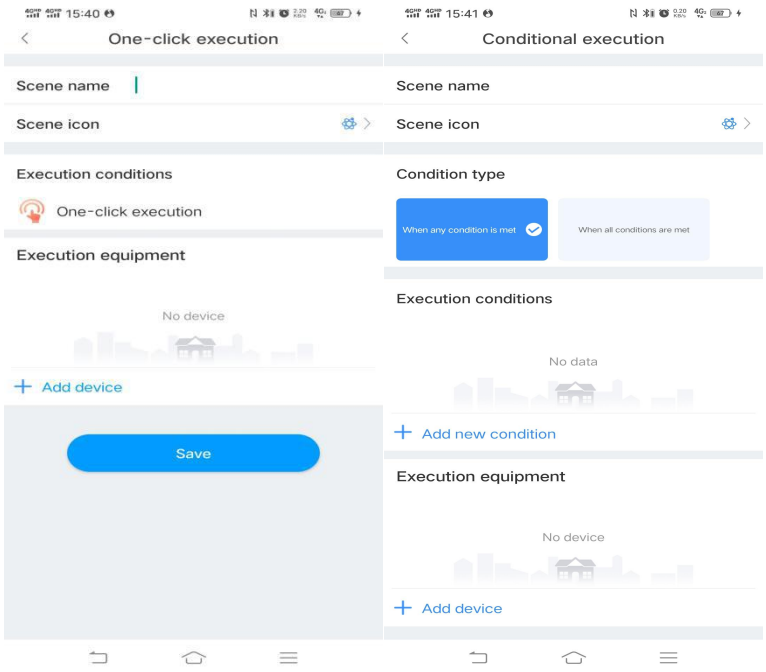
c) When there is no device in the scene and the user clicks on the scene, there will be an prompt for user to add the device first.

d) When there are too many scenes, slide left and right to switch to view the scene.

（1）All scenes

a) View the list of all scenes. Custom scenes can be added. Customer can click the custom scene to add a scene.

b) The scenes can be executed manually. Click on the scene to edit the scene settings.

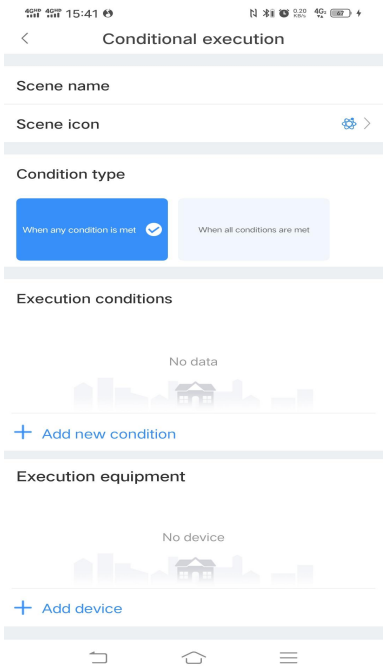


（2）Add scene

a) When adding a custom scene, you need to name the scene and add an icon.

b) Set the timing execution.

c) Add a device. When adding a device, set the device according to the type of device.



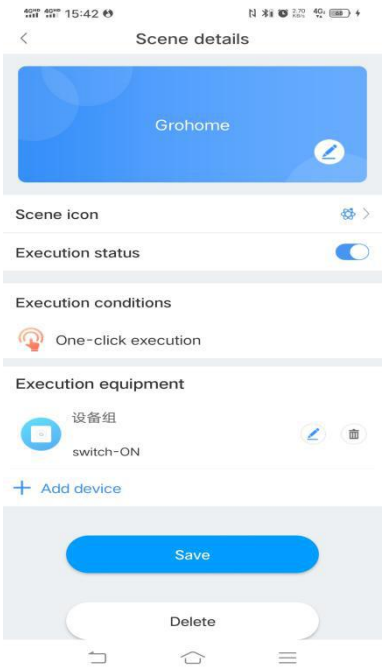
（3）Scene details page

a) Display the scene name (can be modified), icon (can be modified), display the execution status and switch.

b) Display the devices in the scene.

c) Edit and remove scenes. When removing, the user is prompted to confirm the removal of the device, the device will be removed from the scene, but will be remained in the main Grohome energy.

d) You can delete the scene. When deleting the scene, there is a prompt check whether the user want to delete the scene.



（4）Add device

a) When click the Add button on the scene details page, customer will go to the Add Device page.

b) When adding device to the scene, you need to set the device according to its type. After the setting is completed, the device will be added to the scene after clicking the save button.

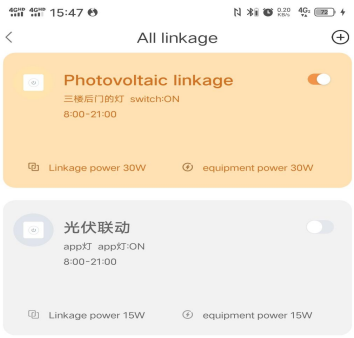
（5）Scene device settings

a) Display the scene name and device name of the device.

a) Set the switch status, temperature, etc. of the device.

2.5.3.3 PV linkage

Users need to add a meter to use this function.

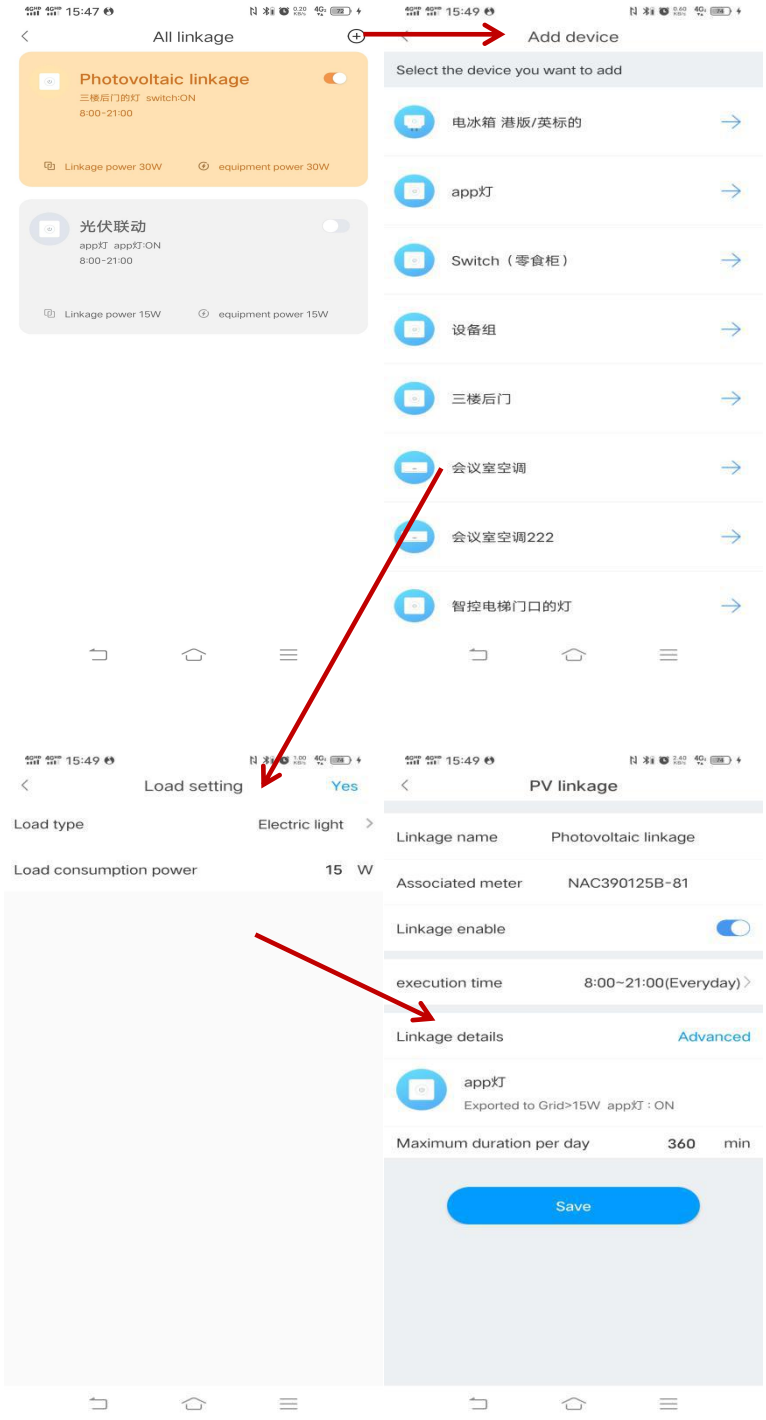


a) A list of all linkages can be viewed. Custom linkages can be added. Click Custom Linkage to add a linkage.

b) Display brief information about linkage, including linkage name, switch status, number of devices, grid-connected power, and execution time.

c) Click on the linkage to view the linkage details.

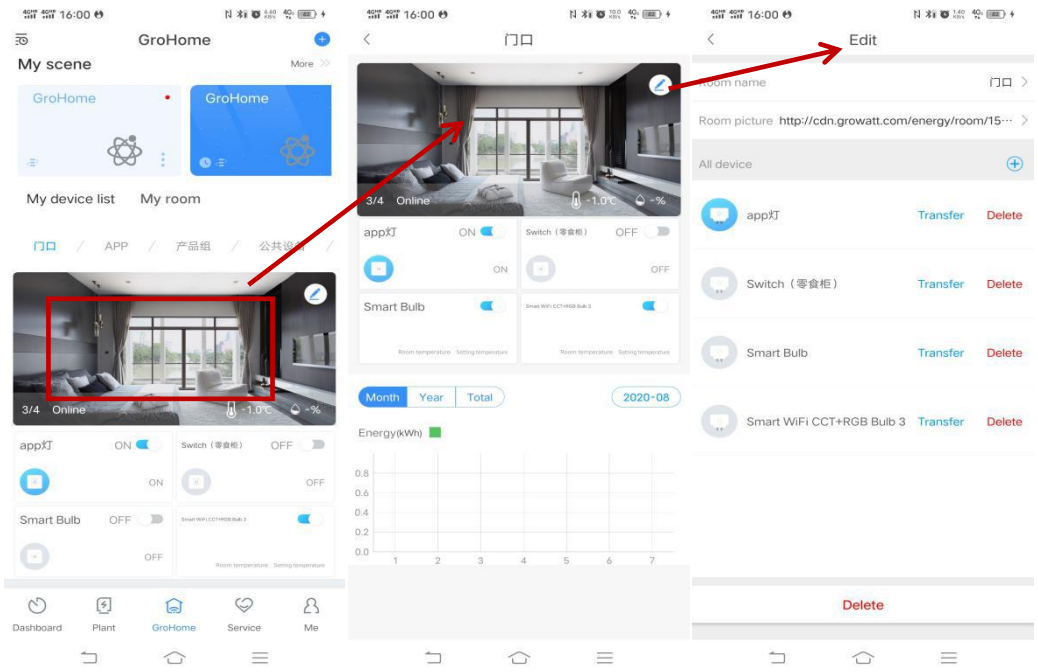
Add photovoltaic linkage



a) Click the "Add" button on the linkage page to enter the "Add" page, select the device and set the load. Click "OK" to enter the "Add" page, and click "save" after setting.

b) In the photovoltaic linkage setting page, you can change the linkage name, view the associated electricity meter, turn on or off the linkage enable, set the execution time, and check the linkage details. Click "Advanced Settings" to set the task and conditions. The execution conditions are set through the execution power (Exported to grid, Import from grid), the power fed into the grid, the switch of the equipment, and the maximum daily execution time of the equipment.

2.5.3.4 My scene

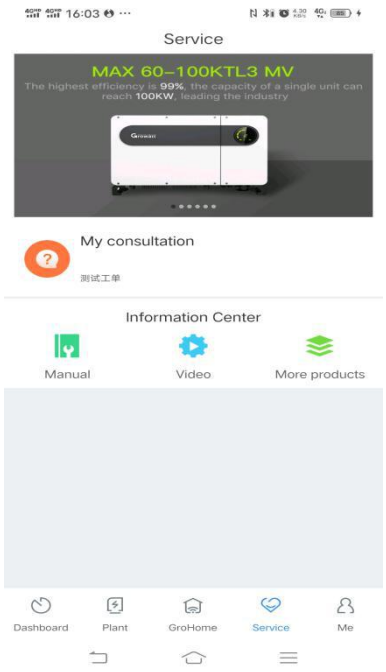


In My room, users can view the device status of the room and click on the device to go to the device details page to operate the device. You can check the electricity usage statistics of the room.

Click the Edit button in the upper right corner of the room picture to enter the room edit page, set the room name and cover image. You can add devices in your room by clicking the “⊕” button. You can delete or transfer devices and delete rooms.

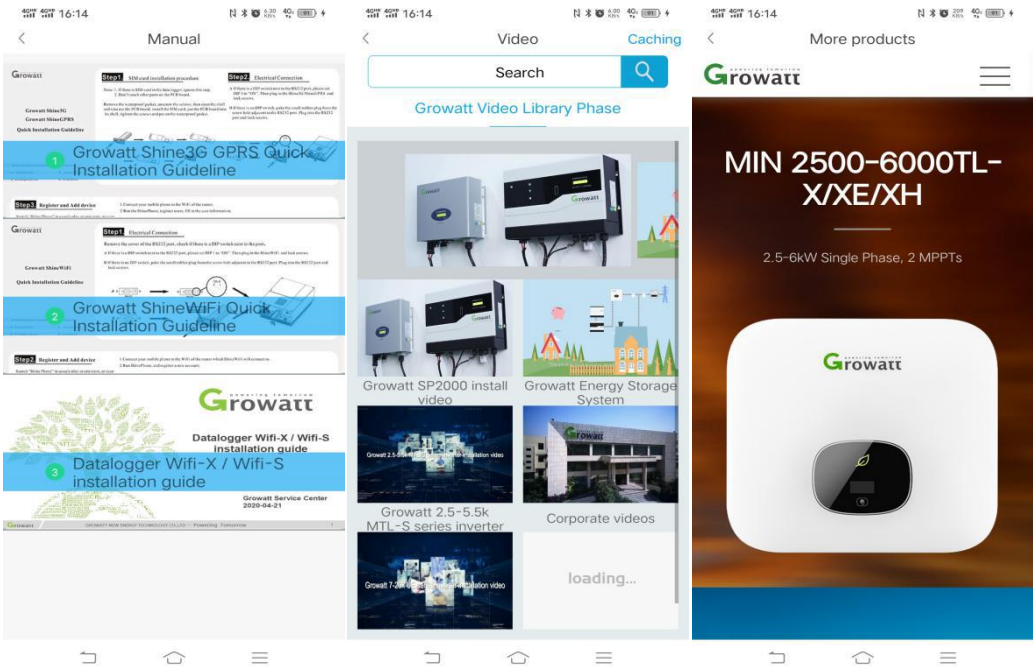
2.5.4 Service interface and function

Users can enjoy my consultation, knowledge manual, video system, more products and other functions through the service interface.



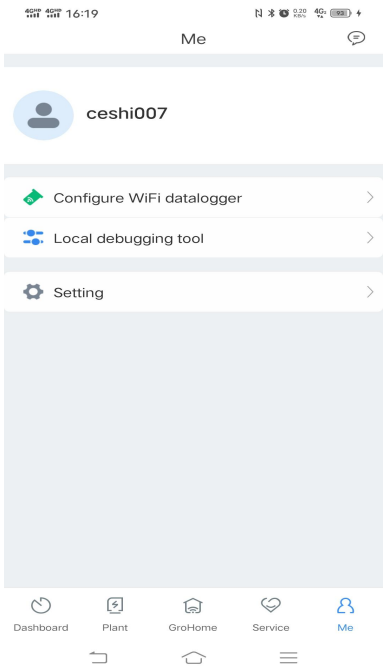
① **My consultation:** Customers can view questions and FAQ through my consultation function, add questions through the "Add" button, know the progress of current questions through my list of questions, and click the current questions to view the reply status of current questions and close the questions through the interface of question details

②**Data center:** Customers can click the data center to view and download our installation manuals, FQA, installation videos and the company's official website.

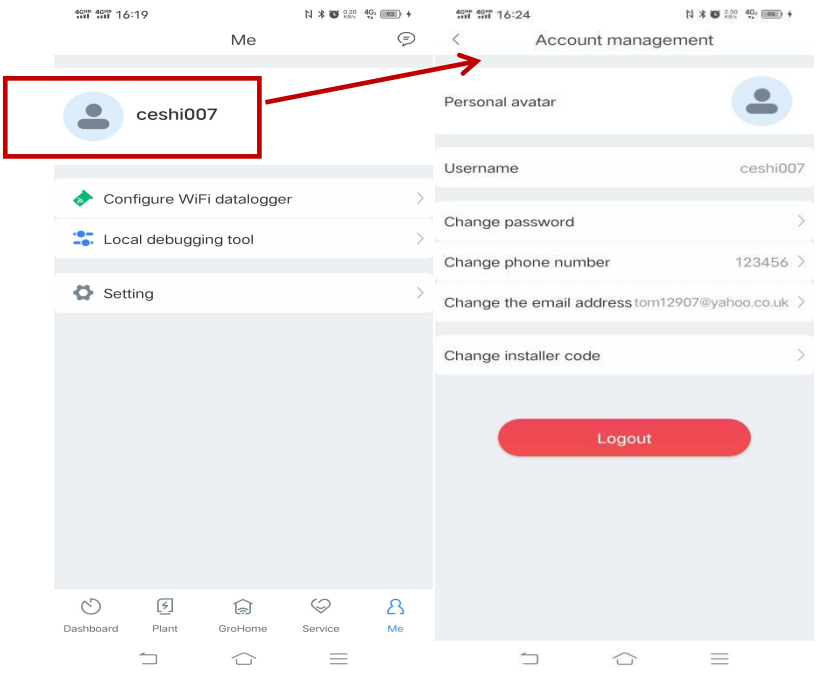


2.5.5 User interface and function

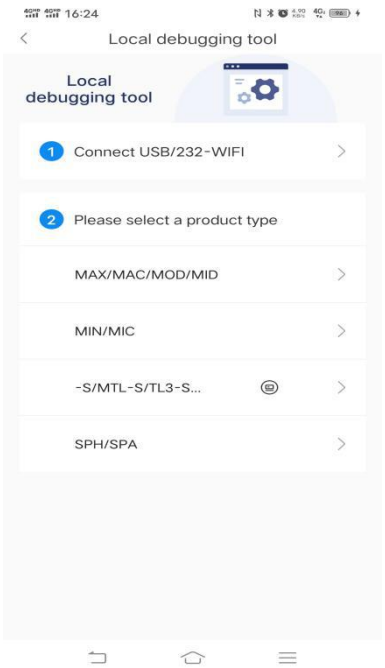
Users can realize the account management, setup, collector configuration, message viewing, local debugging and account exit operation through Me interface.



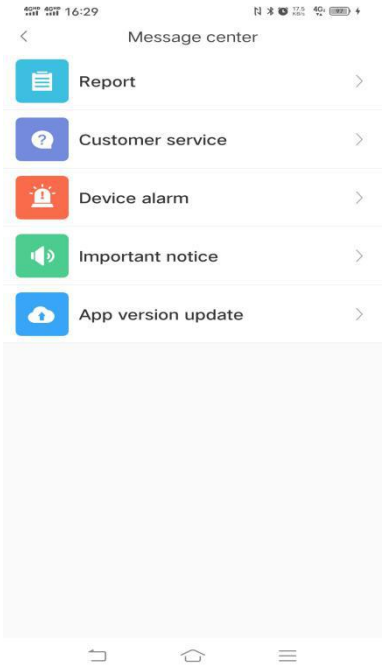
① **Account management:** The user can modify the data and exit the account through account management



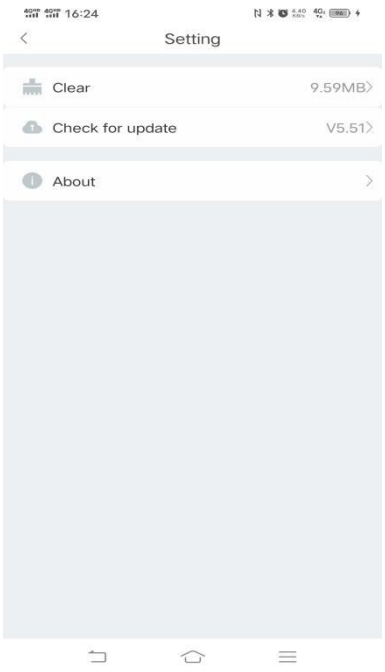
②**Tools Local debugging tools:** Users can also use the local debugging tools in this interface



⑤ **Message Center:** Users can click to view and clear the system's push message in the message center interface.



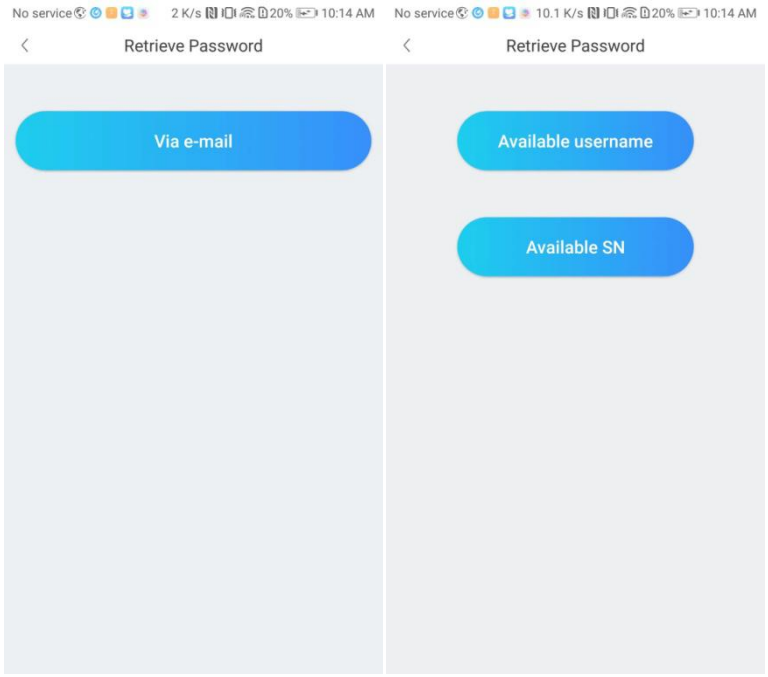
⑥ **Settings:** Users can click Setting to enter this interface to view the APP version number, check APP update status and clear the cache.



3 Common problems

① **Password recovery:** If the user forgets his own login password, he can click the Forgot Password button on the login interface to retrieve the password. The user can retrieve the

password by using the email address.



② **APP is lagging or the loading speed is too slow:** If the phone itself is not logging, the network is in good condition, please try to clear the cache, click Clear cache in the About interface.

③ **Inverter is under another datalogger:** Restart the datalogger. If the problem cannot be solved, unplug the datalogger and observe, if the inverter's last update time changes, refers to there is one more inverter which has the same serial number and the serial number needs to be reset.

④ **The datalogger is connected but the inverter is still offline:** the device does not have any problem. It takes a while for the inverter to connect after the datalogger is connected to the server. If it is offline after waiting for 10 minutes, please restart the datalogger. Can not solve the problem, unplug the datalogger and observe, if the inverter's last update time changes, refers to there is one more inverter which has the same serial number and the serial number needs to be reset.

⑤ **Inverter chart time error:** It may be that the plant time zone selected is wrong, check whether the time zone of the plant is correct.

⑥ **When adding the datalogger, the display shows that the datalogger has been already existed:** Firstly, check whether the datalogger has been added to other plants of the user. If not, the datalogger may be added to other users. We can use the collector serial number to retrieve the user name then log in to process it.

⑦ **Do not know the datalogger check code:** View the Check code on the back of the datalogger. If you can't find the check code, please contact customer service.

⑧ **Inverter is deleted by mistake:** Restart the datalogger, wait for about 10 minutes, the

inverter will be automatically connected. If it fails, please restart the datalogger. If the problem cannot be solved, unplug the datalogger and observe, if the inverter's last update time changes, refers to there is one more inverter which has the same serial number and the serial number needs to be reset.

4 Contact us

Growatt New Energy provides customers with a full range of technical supports, users can contact the nearest Growatt new energy office or customer service point, or directly contact the company customer service center.

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