

# Monitoring Platform USER MANUAL

S-Miles Cloud (Web)

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# Frequently Asked Questions

## Plant Settings

### How to set export limit?

Refer to [6.5.1 Enable Export Management](#) for instructions if

- Your local grid authority limits the amount of power exported to the grid;
- The DTU model is DTU-Pro, DTU-Pro-S, or DTU-Plus series.

### How to configure power balance?

Refer to [6.5.2 Enable Power Balance Configuration](#) for instructions if

- Your system uses single-phase microinverters connected to a three-phase grid;
- Local regulations require phase balancing;
- The DTU model is DTU-Pro, DTU-Pro-S, or DTU-Plus series.

### How to set power control?

Refer to [6.5.3 Set Power Control](#) for instructions.

### What is the difference between the three power control methods?

**Active Power Control (APC)** means you can adjust the percentage of maximum output power. For example, if the percentage is set to 70%, the maximum output power will be 70% of the rated output power.

**Power Factor (PF)** means you can adjust the ratio of real-time active power to real-time reactive power. The default value is 1. It is supported by DTU-Pro and DTU-Pro-S series only.

**Reactive Power Control (RPC)** means you can adjust the ratio of real-time reactive power to real-time apparent power. It is supported by DTU-Pro and DTU-Pro-S series only.

## Password Management

### I forgot my password. What should I do?

If your email address is not linked to your account, contact your distributor (if you are an installer) or Hoymiles (if you are a distributor).

If your email address is linked to your account, refer to [5.3.1 Reset Your Forgotten Password](#) for instructions.

### How to change my password?

Refer to [5.3.3 Change Your Password](#) for instructions.

## Chart Interpretation

### How to read the line chart in the plant dashboard?

The chart displays the data of the plant's AC-side power. Refer to [6.3.1 View the Plant Dashboard](#) for reading tips.

# 1 About This Manual

## 1.1 Purpose

This manual provides an overview and instructions 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 Hoymiles **microinverters** and **Data Transfer Units (DTUs)**.

## 1.4 Symbol

<div><div><div>NOTE</div></div></div>	This symbol indicates an important step or tip that leads to the best results but is not safety or damage-related.
---------------------------------------	--

## 1.5 Revision History

The following are key changes between versions.

Version	Date	Description
V3.0	2025-04	<ul style="list-style-type: none"><li>Updated screenshots</li><li>Added <a href="#">Frequently Asked Questions</a></li><li>Added <a href="#">5.3.2 Reset Organization Users' Forgotten Passwords</a></li><li>Added <a href="#">5.3.3 Reset Owners' Forgotten Passwords</a></li><li>Deleted 5.2.2 <i>Bind an Account</i></li></ul>
V2.0	2024-08	<ul style="list-style-type: none"><li>Added detailed operation steps</li><li>Added 9 <i>Appendix: Role Introduction</i></li><li>Added 5.2.2 <i>Bind an Account</i></li><li>Added 7.1.1 <i>Add a Device</i></li><li>Added 6.4.2 <i>Edit an Owner</i></li><li>Added 6.4.3 <i>Edit a Device</i></li><li>Added 7.1.6 <i>Export Device Data</i></li></ul>
-	2021-05	First Release

## 2 Product Information

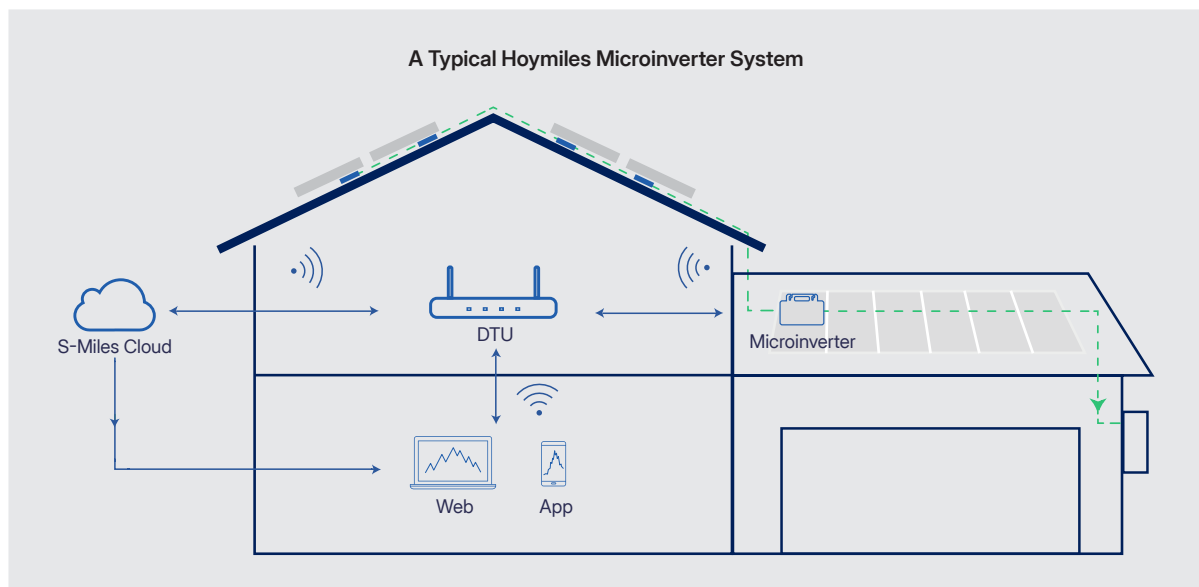
### 2.1 About S-Miles Cloud

S-Miles Cloud is designed for monitoring and managing PV systems. It is indispensable in a typical Hoymiles microinverter system. It allows you to:

- Track device performance and analyze power generation and revenue.
- Adjust parameters and view alarm notifications.
- Perform remote operation and maintenance (O&M).

#### **NOTE**

This document is based on version 3.0.0 as an example. Screenshots are for reference only and may differ from the actual interface.



### 2.2 Running Environment

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

## 3 Login

### Before You Start

Make sure you have your account information. For details, refer to [5.1.1 Create Accounts](#).

### Procedure

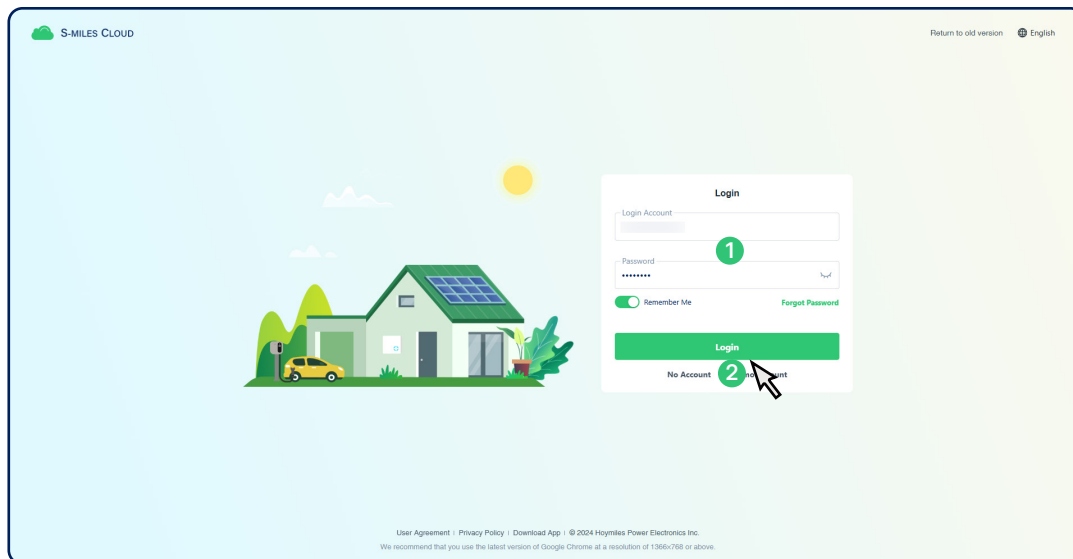
Step 1 Go to <https://global.hoymiles.com>.

Step 2 Enter your account and password.

#### **NOTE**

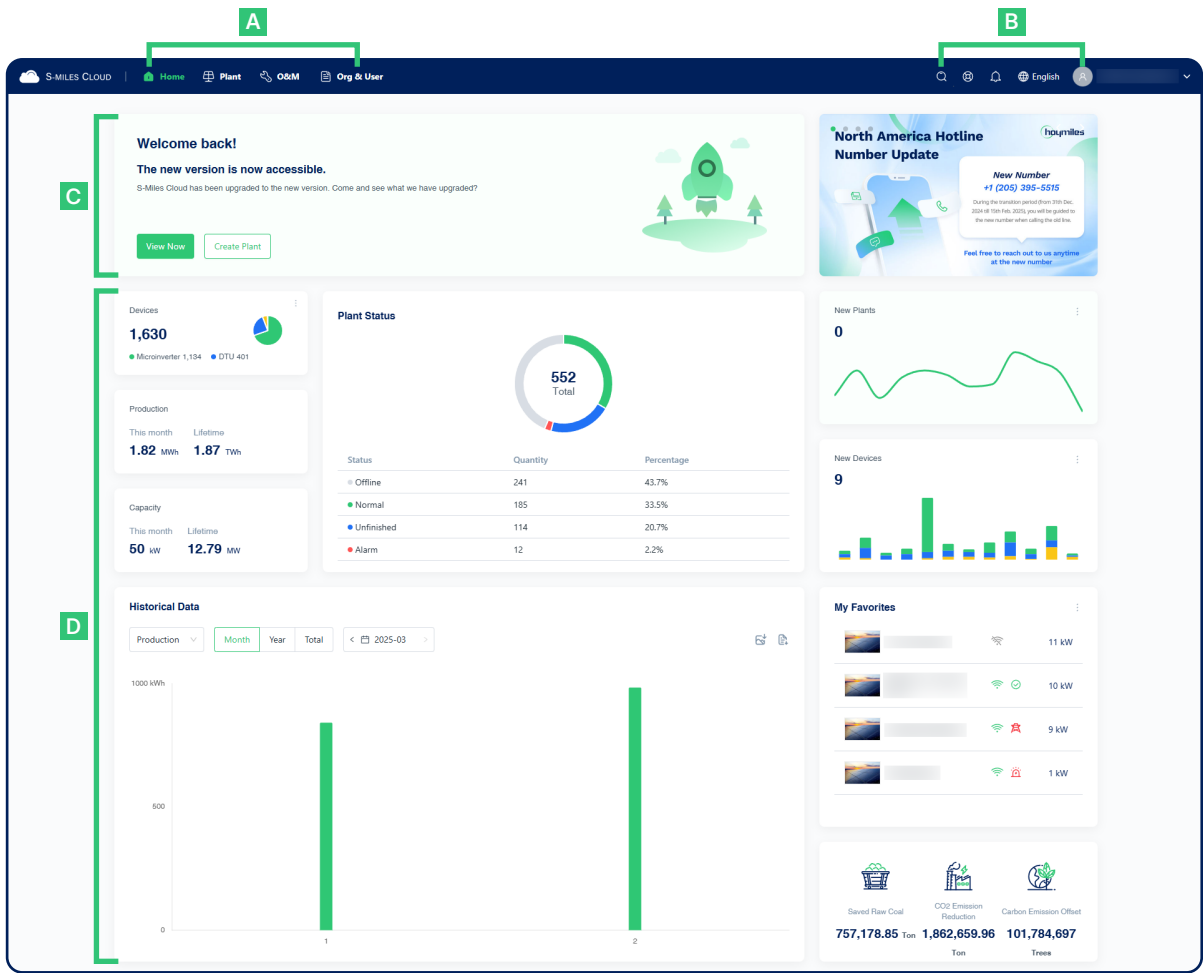
If your email address is linked to your account, you can log in with it. To link your email address after login, refer to [5.1.2 Edit Your Account](#).

Step 3 Click **Login**.












4 Home Page Overview



No.	Name	Description
A	Navigation Bar	<b>Home:</b> Displays toolbar, quick operations, and overview section.
		<b>Plant:</b> Provides the following functions. (For details, refer to <a href="#">6 About the Plant.</a> ) <ul style="list-style-type: none"><li>• Manage plants</li><li>• View plants and plant data</li><li>• Edit and set plants</li></ul>
		<b>O&amp;M:</b> Provides the following functions. (For details, refer to <a href="#">7 Operation and Maintenance.</a> ) <ul style="list-style-type: none"><li>• Operate and maintain plant devices</li><li>• View and shield alarms</li><li>• Generate and download plant reports</li><li>• View and edit grid profiles</li></ul>
		<b>Org &amp; User:</b> Provides access to view and manage organizations, organization users, and owners. (For details, refer to <a href="#">5.2 Organization Management.</a> )

B	Toolbar	 : Allows you to search for a plant or device by entering the plant name or device serial number (SN).
		 : Provides the following functions. <ul style="list-style-type: none"> <li>• View S-Miles Cloud updates</li> <li>• Download help documents</li> <li>• Submit feedback</li> <li>• Download S-Miles Cloud applications</li> <li>• Get rapid support via live chat</li> </ul>
		 : Displays new messages.
		 : Allows you to change the language.
		 : Provides the following functions. <ul style="list-style-type: none"> <li>• Manage your account (For details, refer to <a href="#">5.2 Account Management</a>.)</li> <li>• Set your preferred thousand separator, temperature unit, date format, and language</li> <li>• View new messages</li> <li>• Log out</li> </ul>
C	Quick Operations	Provides the following functions. <ul style="list-style-type: none"> <li>• Submit requests for warranty extension</li> <li>• Submit requests for technical support</li> <li>• View service hotlines</li> </ul>
D	Information Area	Displays the following data and charts. You can hover over the charts to see details. <ul style="list-style-type: none"> <li>• <b>Devices:</b> Device quantity and proportion</li> <li>• <b>Production and Capacity:</b> Production/capacity of current month and in the lifetime</li> <li>• <b>Plant Status:</b> Plant quantity, status, and proportion</li> <li>• <b>New Plants and New Devices:</b> New plant/device quantity of current month and its yearly change</li> <li>• <b>Historical Data:</b> Production or capacity in each day of a selected month, in each month of a selected year, or in each year To download the chart as an image, click  in the upper-right corner. To export the data as a CSV file, click  in the upper-right corner.</li> <li>• <b>My Favorites:</b> Your favorite plants</li> <li>• Environmental benefits</li> </ul>

## 5 About the Account

### 5.1 Account Management

You can create, edit, and cancel your account.

#### 5.1.1 Create Accounts

Before [login](#), you need to create an account according to your role.

- **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 an [organization user account](#).

#### NOTE

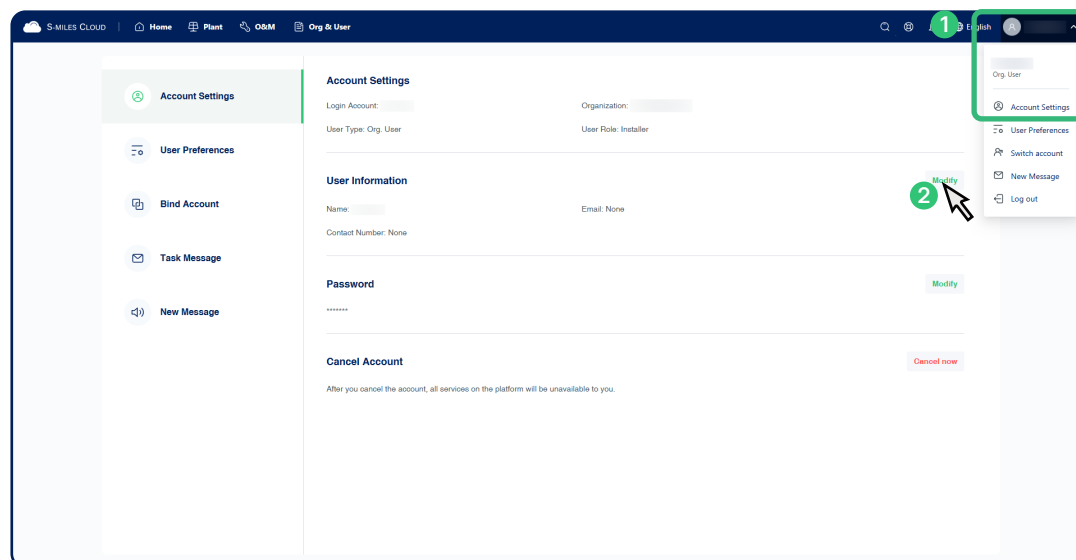
For role structure and permissions, refer to [8 Appendix: Role Introduction](#).

#### 5.1.2 Edit Your Account

Follow the procedure below to edit your user name, email address, and contact number.

Step 1 Click  >  **Account Settings** in the toolbar.

Step 2 Click **Modify** on the right side of **User Information**.



Step 3 Enter your user name (required), Email address (required), and contact number.

Step 4 Click **Confirm**.

#### 5.1.3 Cancel Your Account

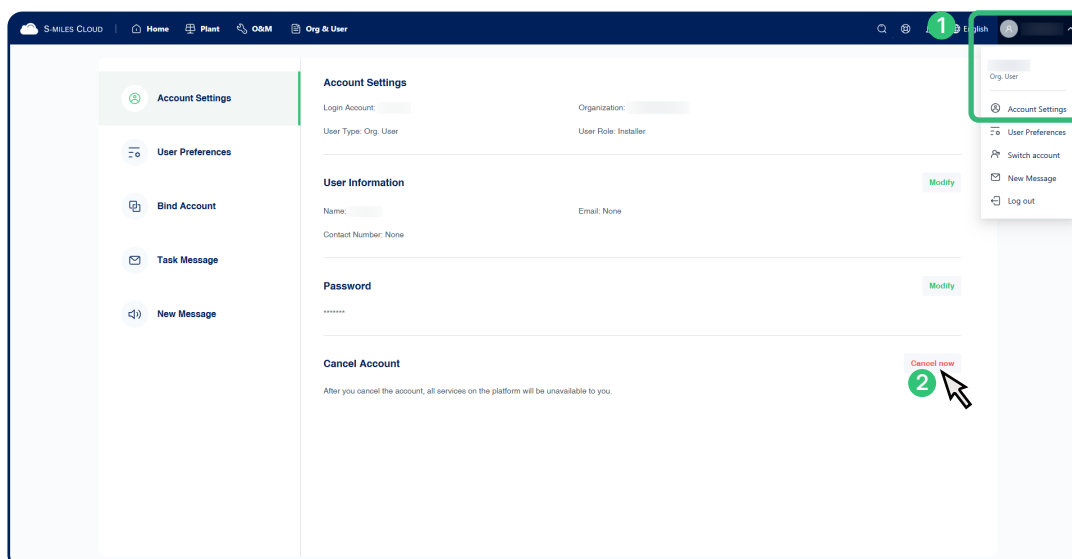
Follow the procedure below to cancel your account.

#### NOTE

Account cancellation is irreversible. After cancellation, the account data will be deleted permanently and all services will be unavailable.

Step 1 Click  >  **Account Settings** in the toolbar.

Step 2 Click **Cancel now** on the right side of **Cancel Account**.



Step 3 Enter the account password and click **Confirm**.

## 5.2 Organization Management

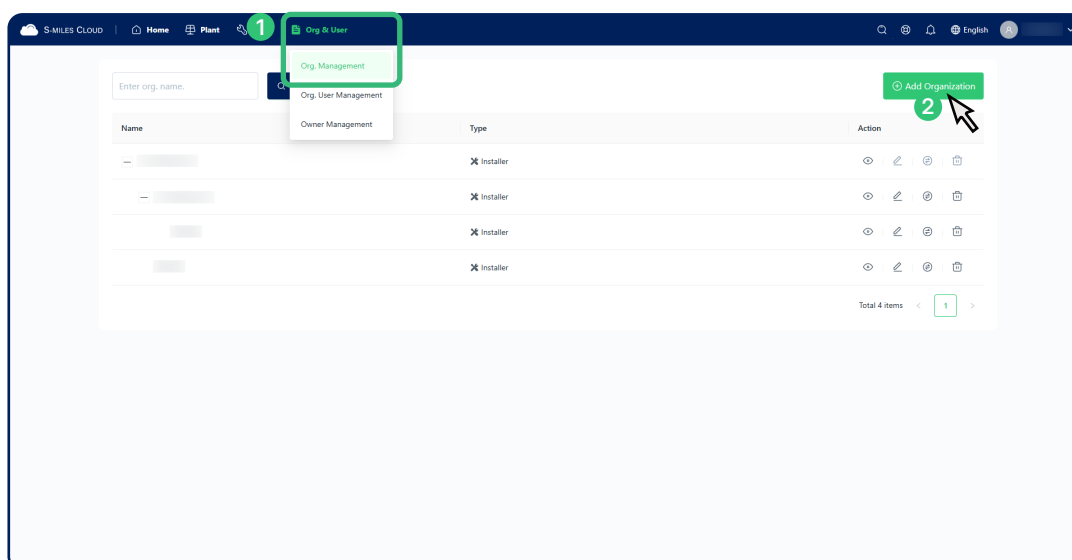
You can manage organizations, and organization users and owners in them.

### 5.2.1 Create Organizations

Follow the procedure below to create an organization.

Step 1 Click **Org & User > Org. Management** in the navigation bar.

Step 2 Click **+ Add Organization**.



Step 3 Complete the Add Organization Form and click **Confirm**.

### 5.2.2 Create Organization Users

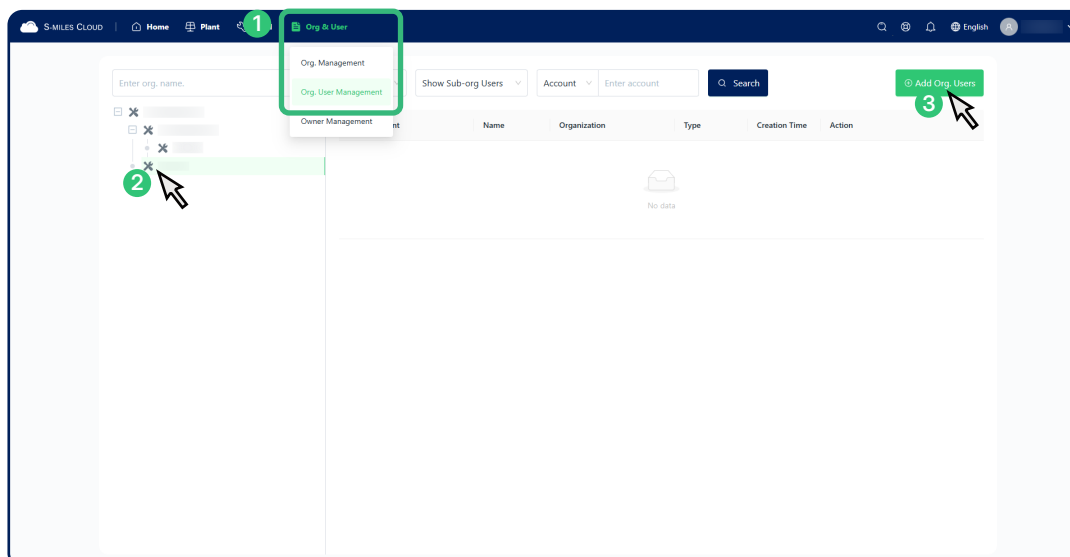
To protect account privacy, it's recommended to [create an organization](#) before creating an organization user account. Otherwise, the organization user may share the same permissions as your account.

After creating an organization, follow the procedure below to create an organization user account.

Step 1 Click **Org & User > Org. User Management** in the navigation bar.

Step 2 Select the organization you created.

Step 3 Click **+** Add Org. Users.



Step 4 Complete the Add Org. Users Form and click **Confirm**.

#### NOTE

It's recommended to enter an email address, which will be used to reset the password.

## 5.2.3 Create Owners

An owner account is created during [plant creation](#).

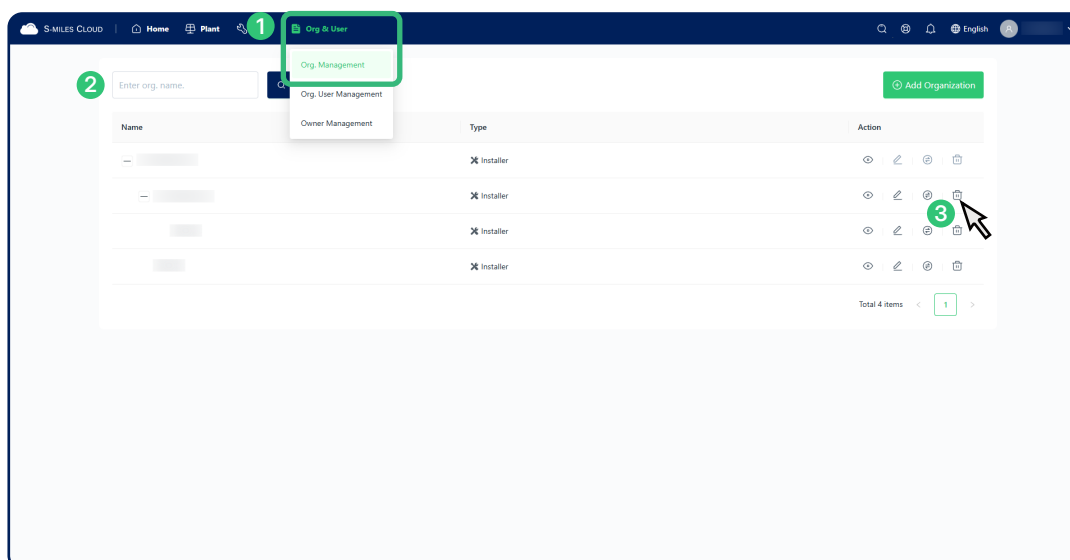
## 5.2.4 Delete Organizations

Follow the procedure below to delete an organization.

Step 1 Click **Org & User > Org. Management** in the navigation bar.

Step 2 Find the target organization.

Step 3 Click **🗑** in the Action Column and click **Confirm**.



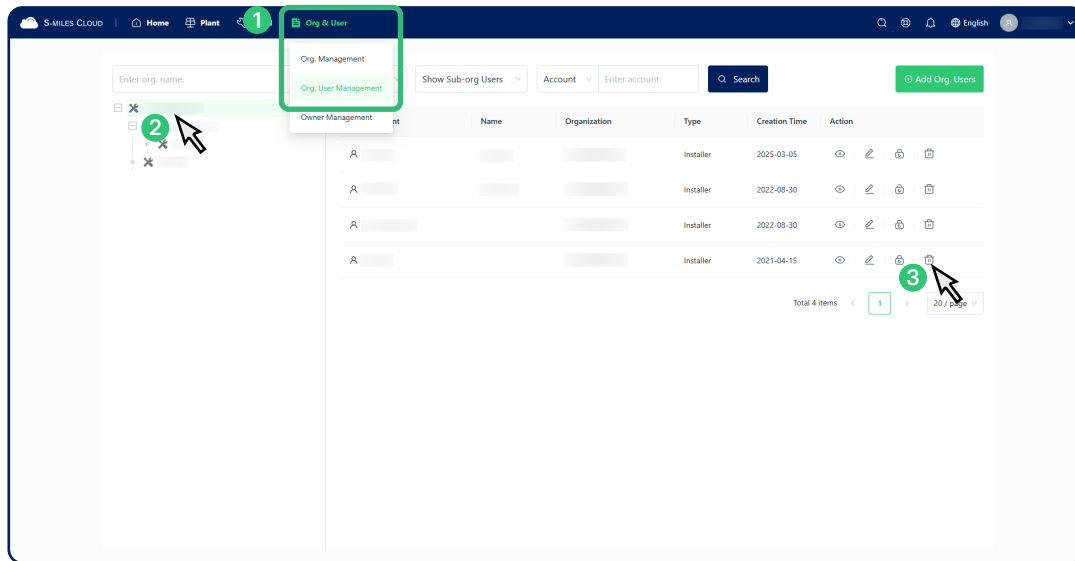
## 5.2.5 Delete Organization Users

Follow the procedure below to delete an organization user account.

Step 1 Click **Org & User > Org. User Management** in the navigation bar.

Step 2 Select the organization which the organization user belongs to.

Step 3 Click  in the Action Column and click **Confirm**.



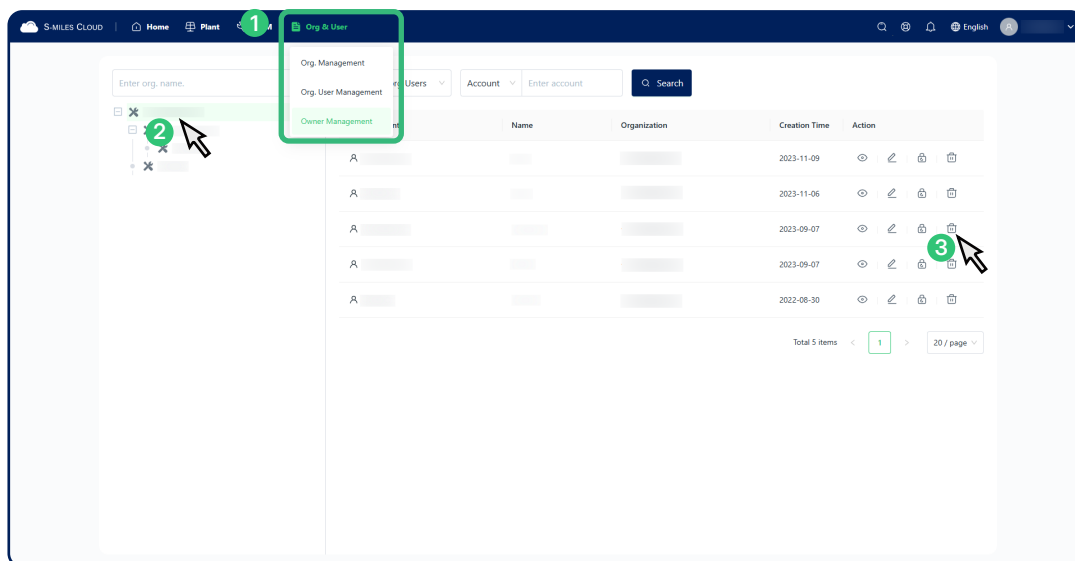
## 5.2.6 Delete Owners

Follow the procedure below to delete an owner account.

Step 1 Click  **Org & User > Owner Management** in the navigation bar.

Step 2 Select the organization which the owner belongs to.

Step 3 Click  in the Action Column and click **Confirm**.



## 5.2.7 Transfer Organizations

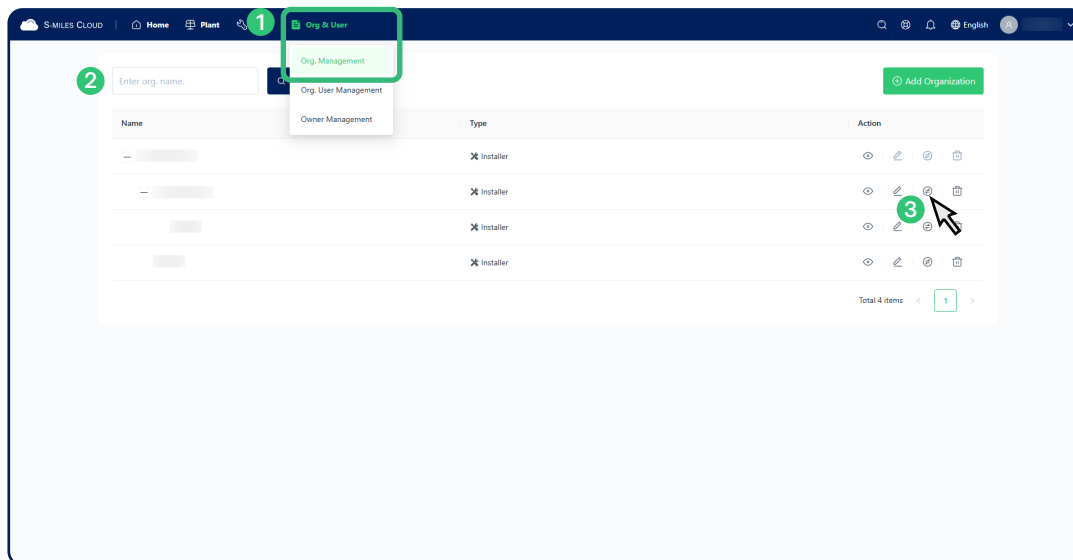
Follow the procedure below to transfer an organization from one parent organization to another.

### NOTE

All the plants and owners in the organization will be transferred at the same time. Please proceed carefully.

Step 1 Click  **Org & User > Org. Management** in the navigation bar.

Step 2 Find the target organization and click  in the Action Column.



Step 3 Select the new parent organization and click **Confirm**.

## 5.3 Password Management

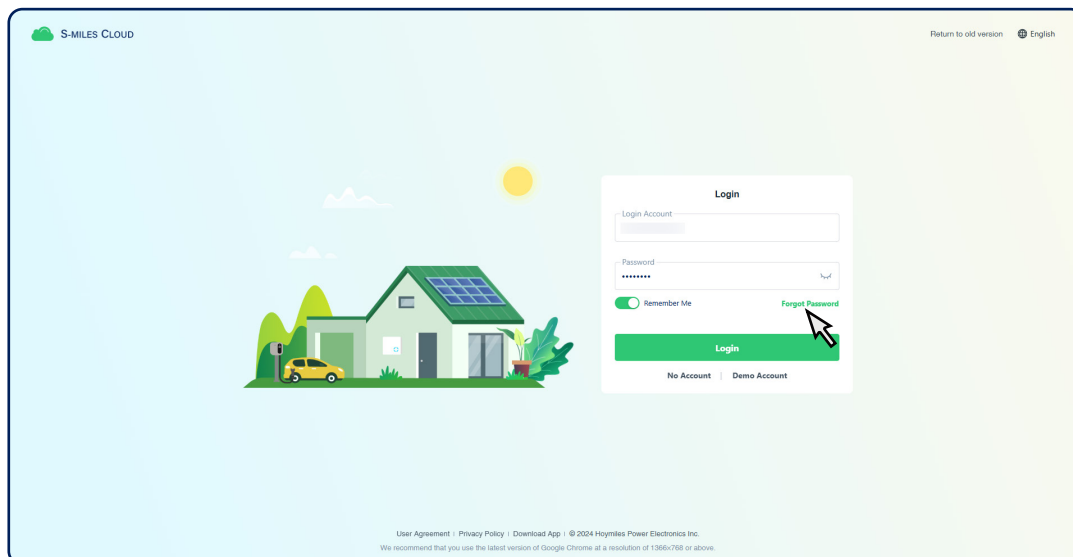
You can reset forgotten passwords for yourself, organization users, or owners, and change your current password.

### 5.3.1 Reset Your Forgotten Password

To reset your password,

- If your email address is not linked to your account, contact your distributor (if you are an installer) or Hoymiles (if you are a distributor).
- If your email address is linked to your account, follow the procedure below.

Step 1 On the login page, click **Forgot Password**.



Step 2 Enter your email address and click **Get Verification Code**.

Step 3 Enter the verification code sent to your email address. Then enter a new password and confirm it.


Step 4 Click **Confirm**.

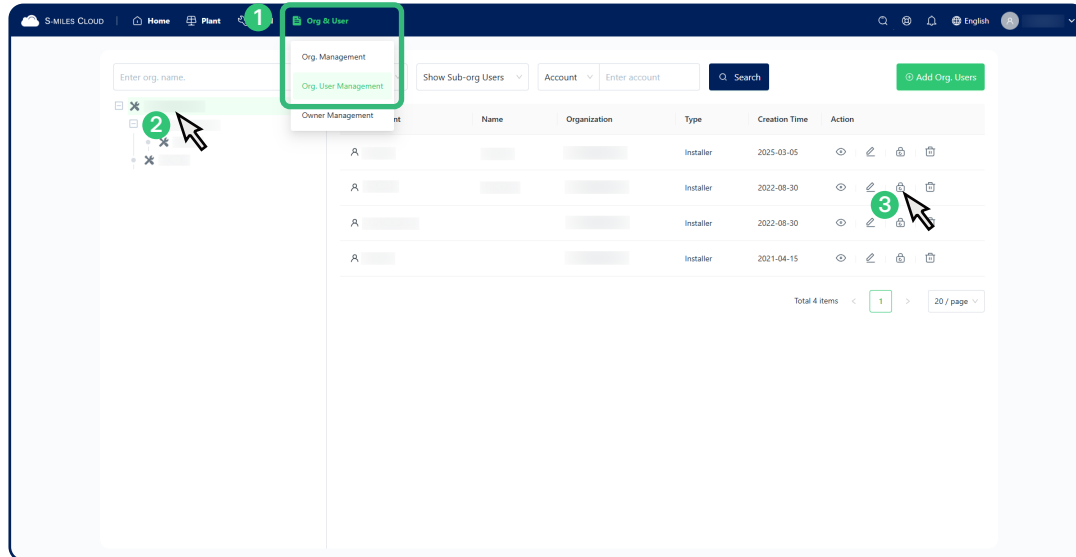
### 5.3.2 Reset Organization Users' Forgotten Passwords

If organization users forgot their passwords, and they have not linked their email addresses to their accounts, follow the procedure below to reset their passwords.

Step 1 Click  **Org & User > Org. User Management** in the navigation bar.

Step 2 Select the organization which the organization user belongs to.

Step 3 Find the organization user and click  in the Action Column.



Step 4 Click **Confirm**. The new password is automatically copied to the clipboard.


### 5.3.3 Reset Owners' Forgotten Passwords

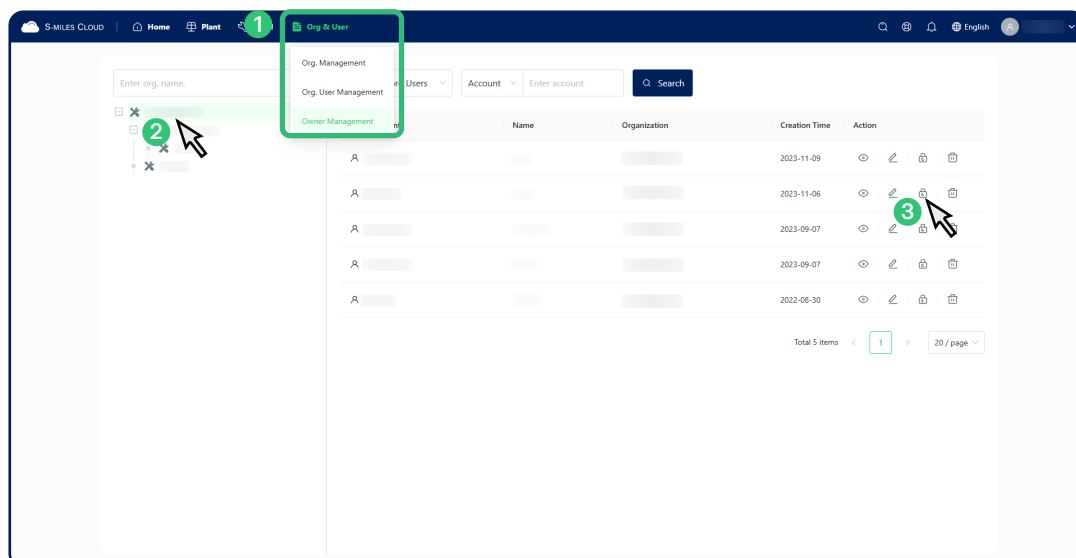
If owners forgot their passwords, and they have not linked their email addresses to their accounts, follow either of the following methods to reset their passwords.

#### Method One

Step 1 Click  **Org & User > Owner Management** in the navigation bar.

Step 2 Select the organization which the owner belongs to.

Step 3 Find the organization user and click  in the Action Column.



Step 4 Click **Confirm**. The new password is automatically copied to the clipboard.

#### Method Two

Refer to [6.4.2 Edit Owners](#) for instructions.

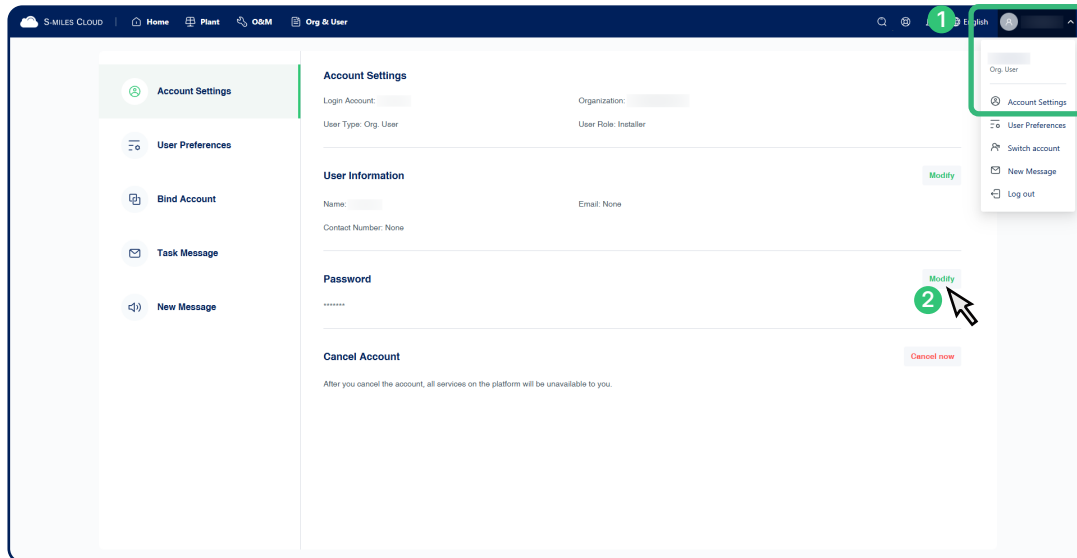


## 5.3.4 Change Your Password

Follow the procedure below to change your password.

Step 1 Click  >  **Account Settings** in the toolbar.

Step 2 Click **Modify** on the right side of **Password**.

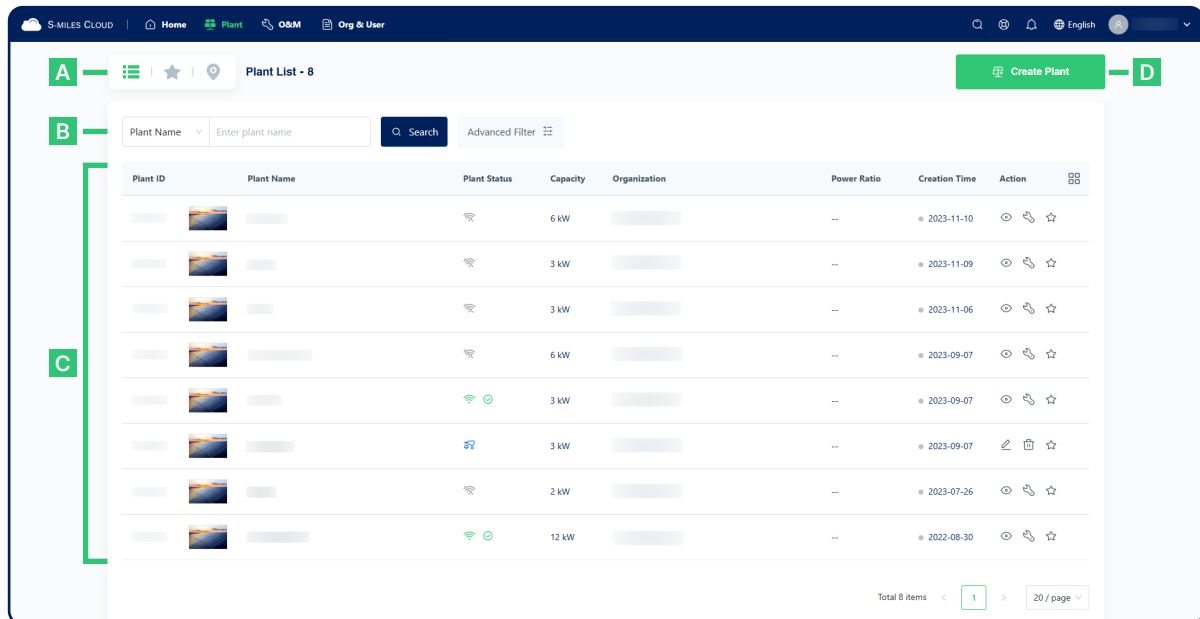


Step 3 Enter the old and a new password, and confirm the new one.

Step 4 Click **Confirm**.

## 6 About the Plant

### 6.1 Plant Page Overview



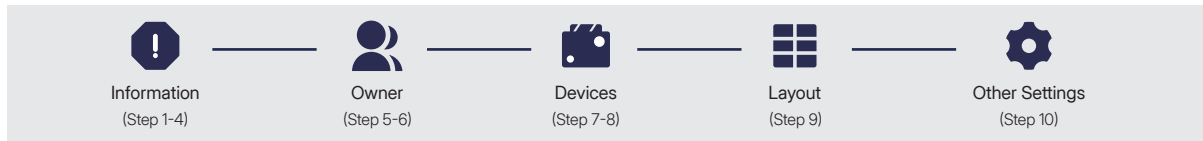
No.	Name	Description
A	Display Modes	<ul style="list-style-type: none"> <li> : Displays all the plants in your organization and their basic information in a list. To hide/show certain information, click  on the right side of <b>Action</b> and uncheck/check the information name.</li> </ul>
		<ul style="list-style-type: none"> <li> : Displays all your favorite plants and their basic information in a list.</li> </ul>
		<ul style="list-style-type: none"> <li> : Displays all the plant locations on a map.</li> </ul>
B	Filters	Filters plants with conditons.
C	Plant List	<p>Plant Status Column:</p> <ul style="list-style-type: none"> <li> : The network status is normal.</li> <li> : The DTU is not connected to the internet. (To see troubleshooting suggestions, click the plant name, and click the icon on the right.)</li> <li> : The network connection is detected to be unreliable or inconsistent by the DTU.</li> <li> : The plant and its devices are functioning properly.</li> <li> : More than half of the microinverters send grid-related alarms and the plant reports abnormal grid status. (To troubleshoot it, click the plant name, and click the icon on the right.)</li> <li> : There is grid overvoltage, grid undervoltage, or grid voltage fluctuations.</li> <li> : The microinverter SN added on S-Miles Cloud may not match the actual one on site.</li> <li> : The plant creation is not finished.</li> </ul>
		<p>Action Column:</p> <ul style="list-style-type: none"> <li> : Leads you to the plant dashboard, which displays the basic data about the plant. (For details, refer to <a href="#">6.3.1 View the Plant Dashboard</a>.)</li> <li> : Allows you to <a href="#">edit</a>, <a href="#">transfer</a>, and <a href="#">delete</a> plants, as well as <a href="#">set power control</a>.</li> <li> : Adds plants to your favorites for quick access.</li> <li> : Allows you to proceed with plant creation.</li> <li> : Deletes unfinished plants.</li> </ul>
D	Plant Creation Button	Allows you to start <a href="#">creating a plant</a> .

## 6.2 Plant Management

You can create and delete plants, add them to your favorites, and transfer them to new organizations.

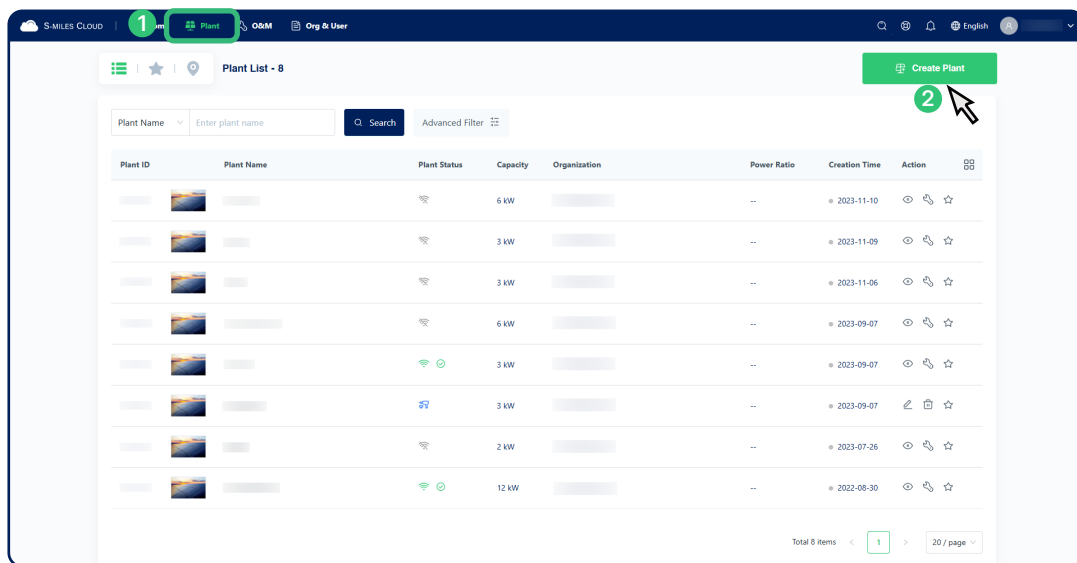
### 6.2.1 Create Plants

Follow the procedure below to create a plant. You will perform five tasks.



Step 1 Click **Plant** in the navigation bar.

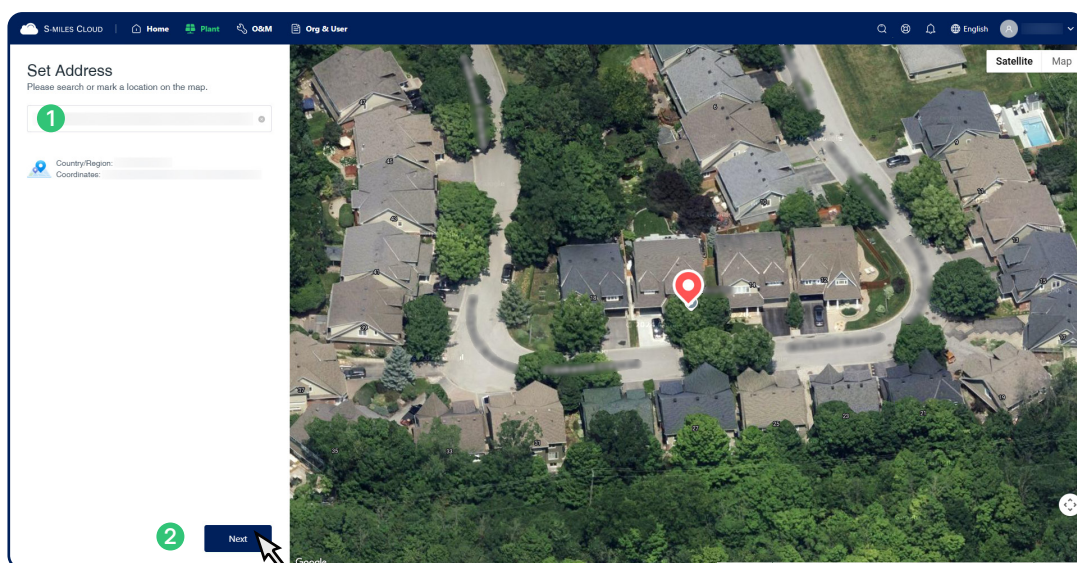
Step 2 Click **Create Plant** in the upper-right corner.



Step 3 Enter the plant address in the search field, or click the plant location on the map. Then click **Next**.

#### **NOTE**

- To pan the map, drag the map.
- To zoom the map, scroll your mouse wheel.



Step 4 Complete the plant's basic information. Then click **Next**.

**NOTE**

- To see the difference between plant types, click (?) next to **Plant Type**.
- Ensure that the time zone is correct to avoid incorrect daily power generation display.

Step 5 Add owner information. Then click **Next**.

**NOTE**

It's recommended to enter an email address when creating an owner account, which will be used to reset the password.

- If the owner does not have an account, complete the form to create an account.
- If the owner has an account, click **Select Another Owner** below the form, select the owner account in the list, and click **Confirm**.
- If you do not have the owner information yet, click **Skip for now** in the lower-left corner.

The screenshot shows the 'Create Owner' form within the 'Create Plant' wizard. The form has six input fields: First Name, Last Name, Contact Number, Email, Login Account, and Password. Below the form is a link 'Select Another Owner'. At the bottom left, there is a link 'No owner information yet? Skip for now ->'. At the bottom right, there are 'Back' and 'Next' buttons. A mouse cursor is pointing at the 'Next' button.

Step 6 Confirm the owner information. Then click **Next**.


Step 7 Enter the SNs of the DTUs and microinverters in the plant. Then click **Save**.

The screenshot shows the 'Add Device' form within the 'Create Plant' wizard. It has two main sections: 'DTU' and 'Microinverter SN'. The 'DTU' section has a text input field with the value '10FC'. The 'Microinverter SN' section has a text input field with the value '1131'. Below these fields are 'Cancel' and 'Save' buttons. A mouse cursor is pointing at the 'Save' button. There is also a 'Back' button at the bottom right.


Step 8 Confirm the device information. Then click **Next**.

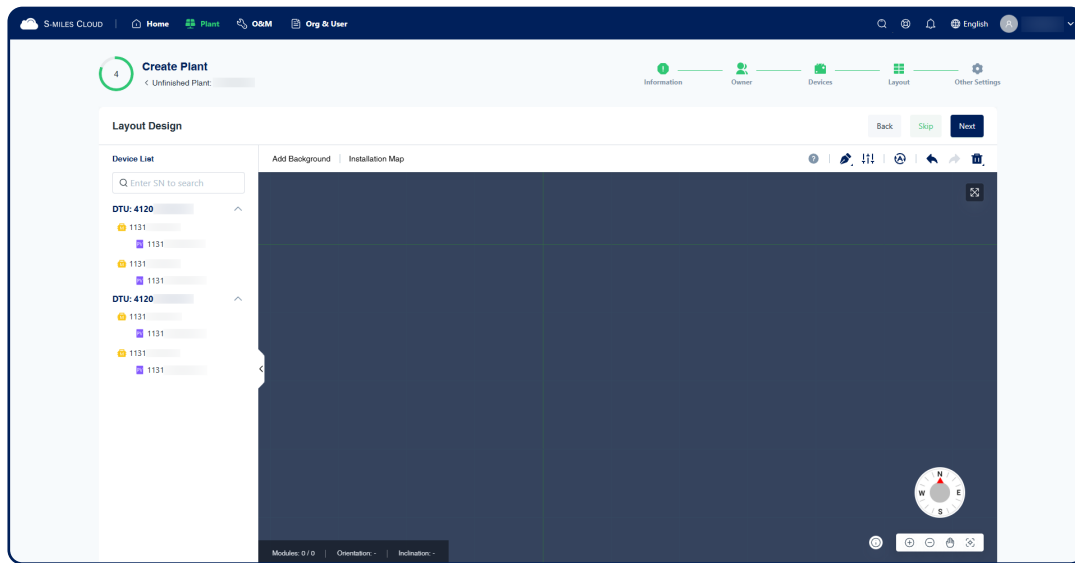
Step 9 Design the PV module layout on the canvas. Then click **Next**.

You can place PV modules on the canvas using two methods:

- A) Drag a microinverter SN in the left list, and drop it on the canvas.
- B) Repeat step A) to drop all the microinverter SNs on the canvas.
- A) Click  > **Draw Modules** above the canvas.
- B) Drag your cursor on the canvas to create a group of PV modules in a specific layout.
- C) Drag a microinverter SN in the left list, and drop it onto a PV module in the layout.
- D) Repeat step C) to drop all the microinverter SNs onto the PV modules.

#### NOTE

- Adjacent PV modules automatically form an array.
- To unbind an SN from a PV module, click the PV module, right-click it, and click **Unbind SN**.
- To adjust the orientation of a PV module, click it, and drag the rotation arrow below it, or drag the compass in the lower-right corner.
- To see more tips, click  above the canvas.



Step 10 Complete other settings. Then click **Finish**.

#### NOTE

- If the plant needs export management or power balance configuration, **enable it now**. Otherwise, you will not have access to these functions later.
- To manage export, begin with step 3 in [6.5.1 Enable Export Management](#).
- To configure power balance, begin with step 3 in [6.5.2 Enable Power Balance Configuration](#).
- **More Settings** will be applied to the PV module layout page. (To view the page after plant creation, refer to [6.3.2 View the Module Layout](#).)
- It is recommended to fill in **Maximum power for a single PV module**. If it is left blank, the system will default to 240 W, which may affect performance tracking.

## 6.2.2 Delete Plants


Follow the procedure below to delete a plant.

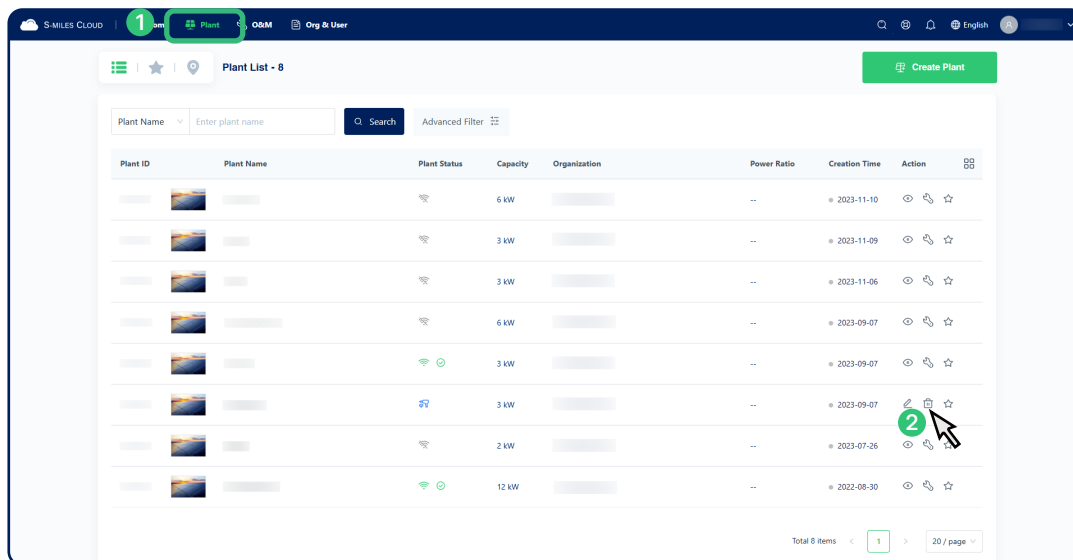
#### NOTE

- When you delete an unfinished plant, all its device information will be deleted at the same time.
- Before you delete a finished plant, delete its devices first. Otherwise, you cannot delete it. For details, refer to [6.4.3 Edit Devices](#).

### To delete an unfinished plant

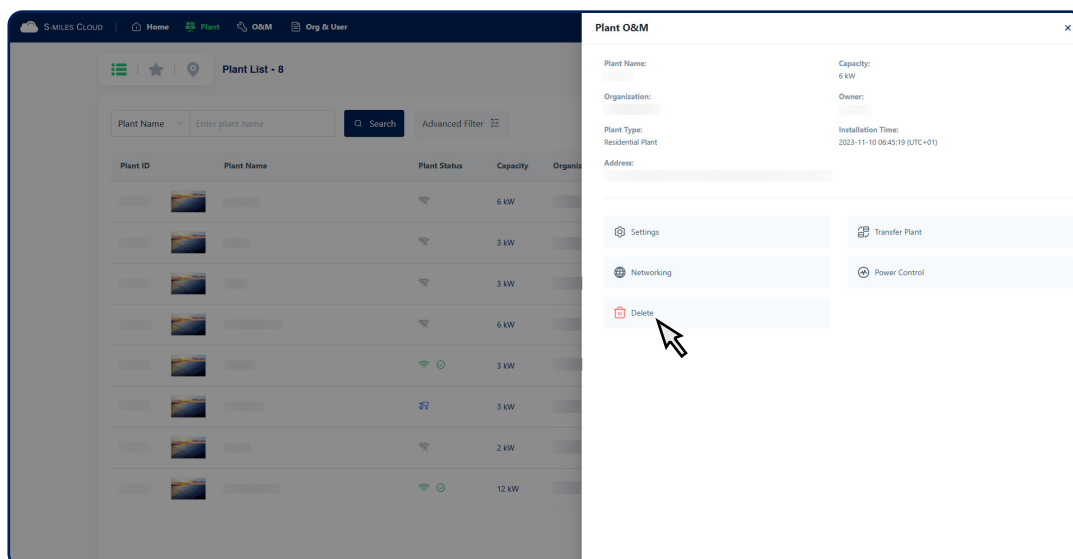
Step 1 Click  **Plant** in the navigation bar.

Step 2 Find the target plant and click  in the Action Column. Then click **Confirm**.



### To delete a finished plant

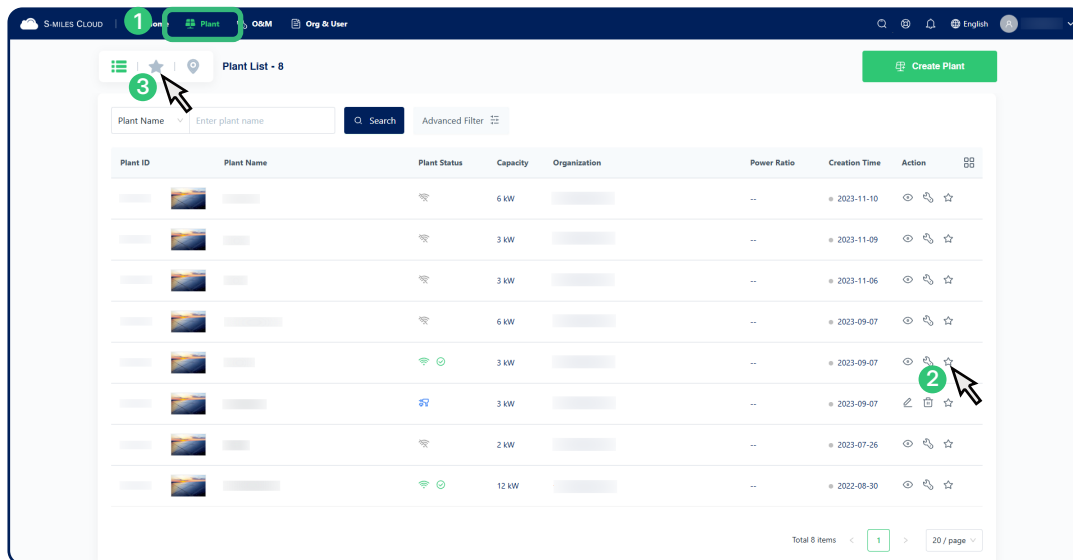
- Step 1 Click **Plant** in the navigation bar.
- Step 2 Find the target plant and click in the Action Column.
- Step 3 Click **Delete** > **Confirm**.



### 6.2.3 Add Plants to Your Favorites

Follow the procedure below to add a plant to your favorites.

- Step 1 Click **Plant** in the navigation bar.
- Step 2 Find the target plant and click in the Action Column.
- Step 3 (Optional) To view all your favorite plants, click in the upper-left corner.




## 6.2.4 Transfer Plants

Follow the procedure below to transfer a plant from one organization to another.

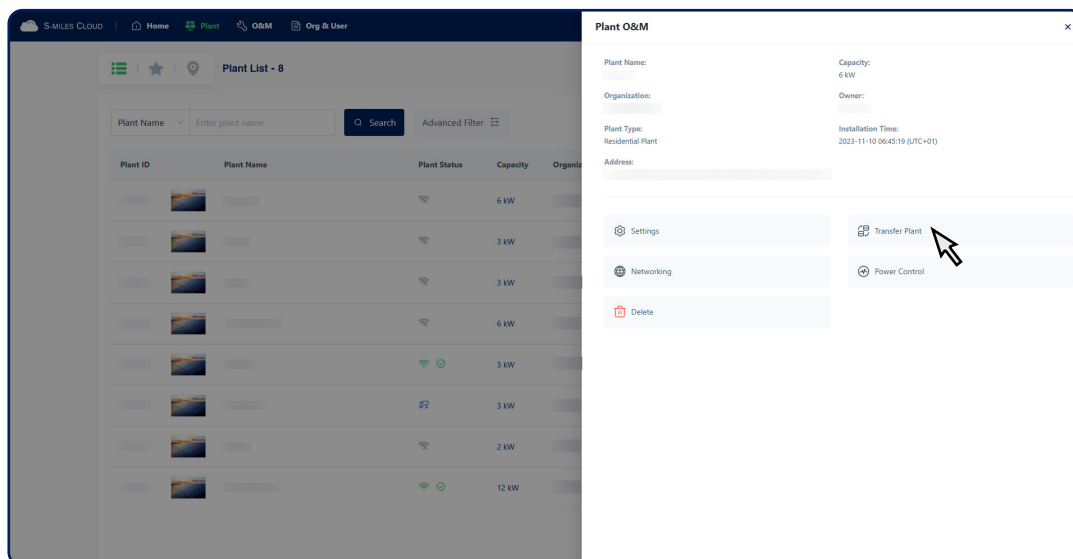
### NOTE

The plant owner will be transferred to the new organization at the same time. Please proceed carefully.

Step 1 Click **Plant** in the navigation bar.

Step 2 Find the target plant and click  in the Action Column.

Step 3 Click **Transfer Plant**.



Step 4 Select an organization and click **Confirm**.

## 6.3 Plant Data Viewing

After creating a plant, you can view its dashboard, PV module layout, and devices. You can also export the production data and generate power and energy reports.

### 6.3.1 View the Plant Dashboard




S-Miles Cloud provides a comprehensive view of your plant in its dashboard, empowering you to make data-driven decisions, optimize plant performance, and gain valuable insights into the operation of your PV system.

Follow the procedure below to view a plant's dashboard.

Step 1 Click  **Plant** in the navigation bar.

Step 2 Find the target plant and click its name.

Step 3 View the plant's data.

Section	Description
Plant Overview	Displays the following data. <ul style="list-style-type: none"> <li>Real-time and cumulative production. The data is updated every 5 or 15 minutes. To see the latest data, click  on the right side of <b>Plant Overview</b>.</li> <li>Real-time plant revenue. If you have not set the currency and electricity price, click  in the upper-right corner.</li> <li>Power ratio, which is the proportion of the currently generated power to the installed capacity</li> <li>Capacity</li> </ul>
Information	Displays the following information. <ul style="list-style-type: none"> <li>Plant cover. To quickly perform plant O&amp;M, click  in the lower-right corner.</li> <li>Network status. To see DTU alarms and troubleshooting suggestions, click the status icon.</li> <li>System status. To see microinverter alarms and troubleshooting suggestions, click the status icon.</li> <li>Plant country/region, address, and time zone</li> </ul>
Historical Data	Displays the data of the plant's AC-side power by day, week, month, year, by total, or by billing cycle in a chart.
Installation Details	Displays the installer, installation time, capacity, and owner.
Environmental Benefits	Displays data of saved raw coal, CO <sub>2</sub> emission reduction, and carbon emission offset.
Daily Production	Displays the daily production in a selected year represented by different shades of green blocks. To filter a range of daily production, drag either triangle on the slider. To see the production data on a specific day, hover over the green block of that day. To see the change of the production on a specific day, click the green block of that day.




#### NOTE

Hoymiles microinverter data of all models, except those with built-in Wi-Fi modules, can be updated every 5 minutes. If your plant data is updated every 15 minutes, you can [upgrade the DTU's firmware](#) to increase the update frequency.

### How to read the chart in Historical Data





#### Tip 1: Meaning of the chart legends

For plants without grid meters:



 Production	Power generated by the PV system (measured by the microinverters)
 Production (Meter)	Power generated by the PV system (measured by the solar meter)
 Consumption	Power consumed by the loads (measured by the load meter)



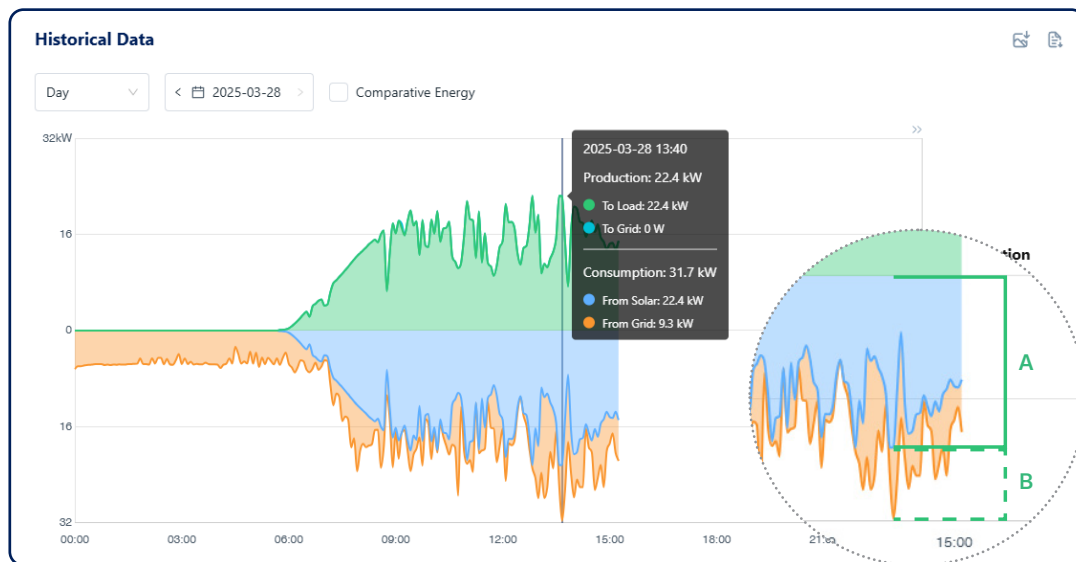
For plants with grid meters:

 To Load	Power fed to the loads
 To Grid	Power exported to the grid
 From Solar	Consumption of power generated from the PV system
 From Grid	Consumption of power imported from the grid

### Tip 2: Quick operations

- To see the detailed data, hover over the chart.
- To hide/show a certain type of data, click the corresponding legend.
- To compare the data of different years, check **Comparative Energy**.
- To download the chart as an image, click  in the upper-right corner.
- To export the data as a CSV file, click  in the upper-right corner.

### Example





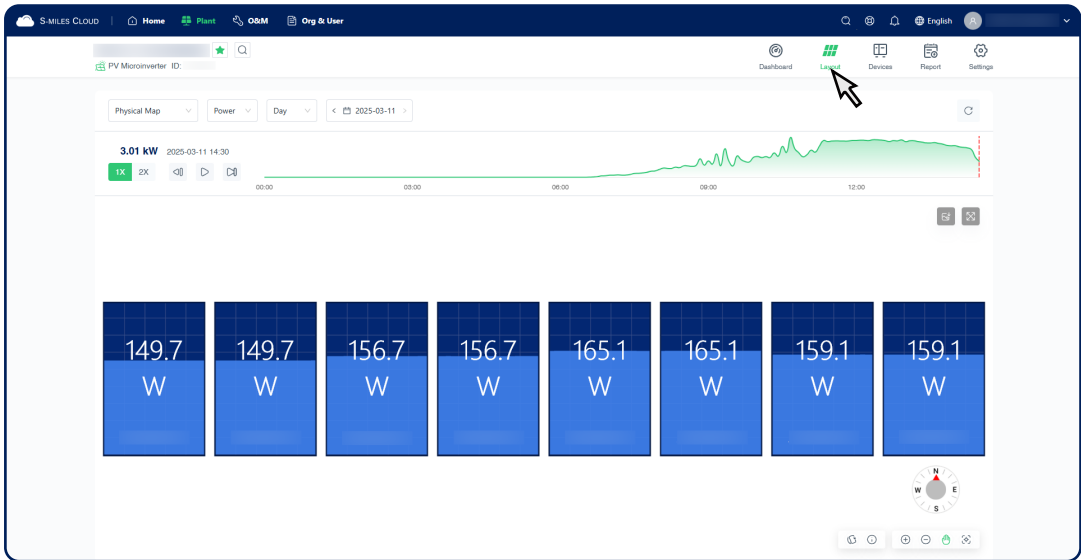
At 13:40, the total consumption (A + B) is 31.7 kW, in which 22.4 kW (A) is from the PV system, and 9.3 kW (B) from the grid.





## 6.3.2 View the Module Layout

The Layout Page allows you to gain visualized information about the PV module performance.

Follow the procedure below to view a plant's PV module layout.



- Step 1 Click  **Plant** in the navigation bar.
- Step 2 Find the target plant and click its name.
- Step 3 Click  **Layout** in the upper-right corner.

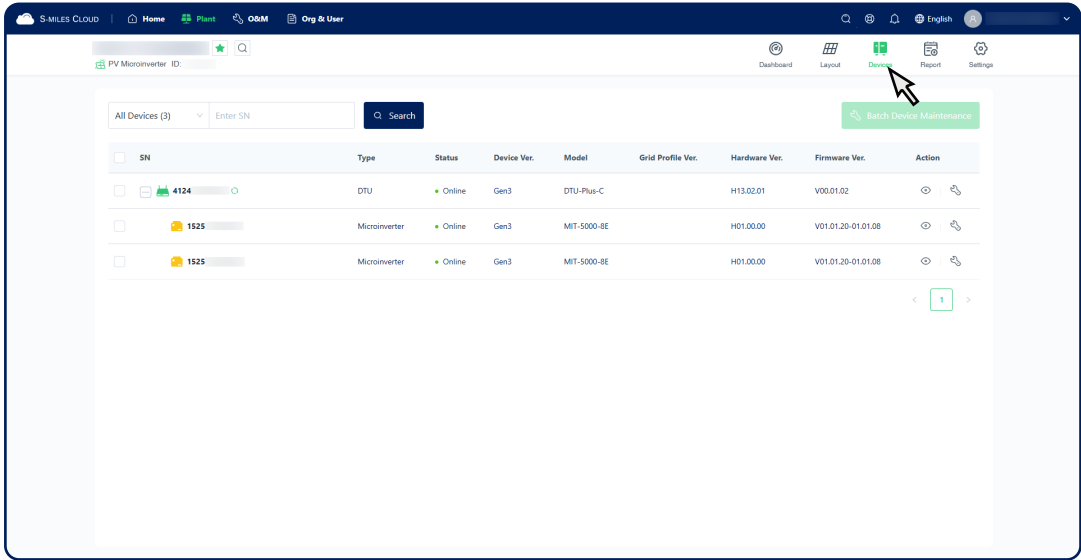


Actions	Steps
Set a display mode.	Select an option in the first filter.
View the overall performance during a period of time.	Select an option respectively in the second and third filters.
View the overall power at a specific time.	Select <b>Power</b> in the second filter, and click on the chart.
View the visual power change of each PV module during a period of time.	Select <b>Power</b> in the second filter, and click  on the left side of the chart.
View the latest data.	Click  on the upper-right side of the chart.
View details of a PV module.	Click the PV module.
Download the layout as an image.	Click  on the lower-right side of the chart.
See more tips.	Click  in the lower-right corner.

6.3.3 View Devices

Follow the procedure below to view detailed information of all the devices (DTUs, microinverters, and meters) in a plant.

- Step 1 Click  **Plant** in the navigation bar.
- Step 2 Find the target plant and click its name.
- Step 3 Click  **Devices** in the upper-right corner.



Step 4 (Optional) Select the device type in the filter, or enter the device SN, to find the target device.

Step 5 Click the device SN or  in the Action Column to see detailed information.

#### NOTE

To export production data of microinverters or PV modules, refer to [6.3.4 Export Production Data](#).

## 6.3.4 Export Production Data

Follow the procedure below to export production data of microinverters or PV modules in a plant.

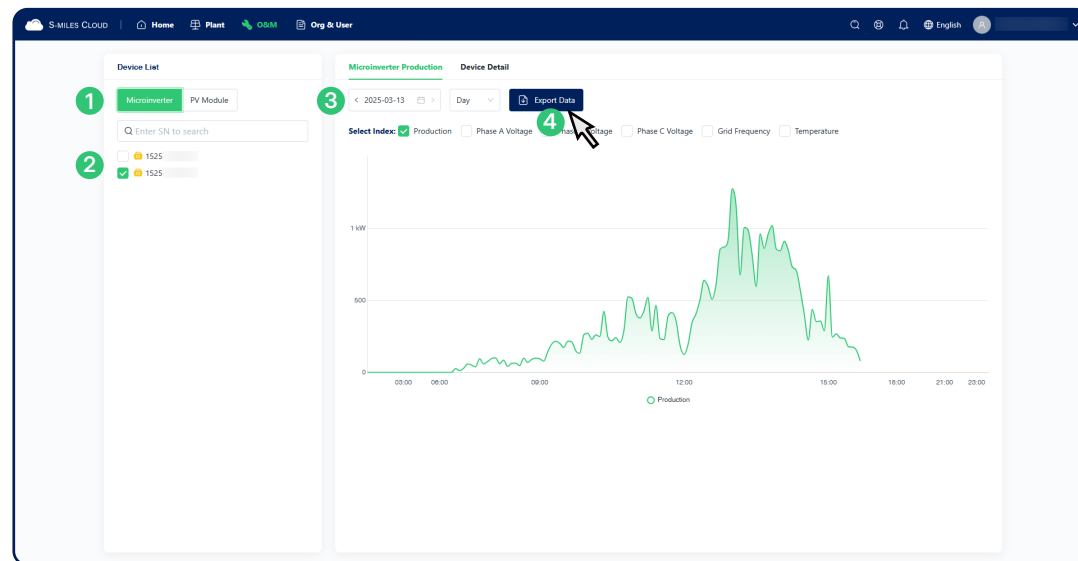
Step 1 Refer to [6.3.3 View Devices](#) to enter the microinverter data page.

Step 2 Select **Microinverter** or **PV Module** on the left, and check target device SNs.

Step 3 Select a date, a display mode, and indexes.

Step 4 Click  **Export Data**.

Step 5 Select a download location and click **Save**.




## 6.3.5 Generate Plant Reports

Follow either of the following methods to generate and download a power or an energy report of a plant.

### Method One

Step 1 Click  **Plant** in the navigation bar.

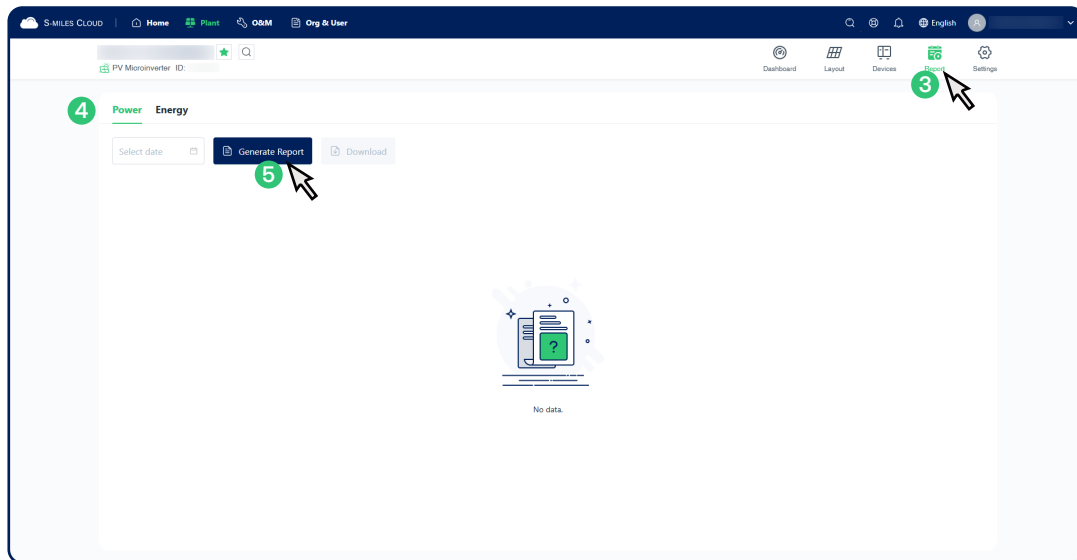
Step 2 Find the target plant and click its name.

Step 3 Click  **Report** in the upper-right corner.

Step 4 Select **Power** or **Energy**, and set a period of time.

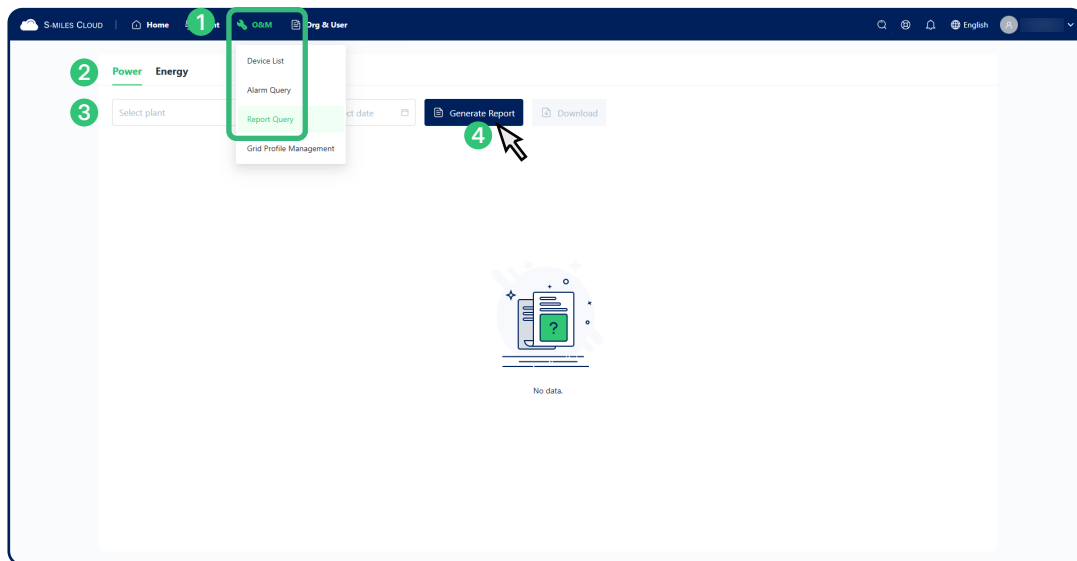
Step 5 Click  **Generate Report** >  **Download**.

Step 6 Select a download location and click **Save**.



### Method Two

- Step 1 Click **O&M > Report Query** in the navigation bar.
- Step 2 Select **Power** or **Energy**.
- Step 3 Select the target plant and set a period of time.
- Step 4 Click **Generate Report** > **Download**.
- Step 5 Select a download location and click **Save**.



## 6.4 Plant Editing

If there is any change in a plant after its creation, follow the instructions in this section to update the data.

First, follow the procedure below to enter the Setting Page. Then, refer to the following sections to edit [plant information](#), [owners](#), [devices](#), [PV module layout](#), or [plant regulation](#).

- Step 1 Click **Plant** in the navigation bar.
- Step 2 Find the target plant.
- Step 3 Follow either of the methods below to enter the Setting Page.
  - Click the plant's name. Then click **Settings** in the upper-right corner.
  - Click in the Action Column. Then click **Settings**.

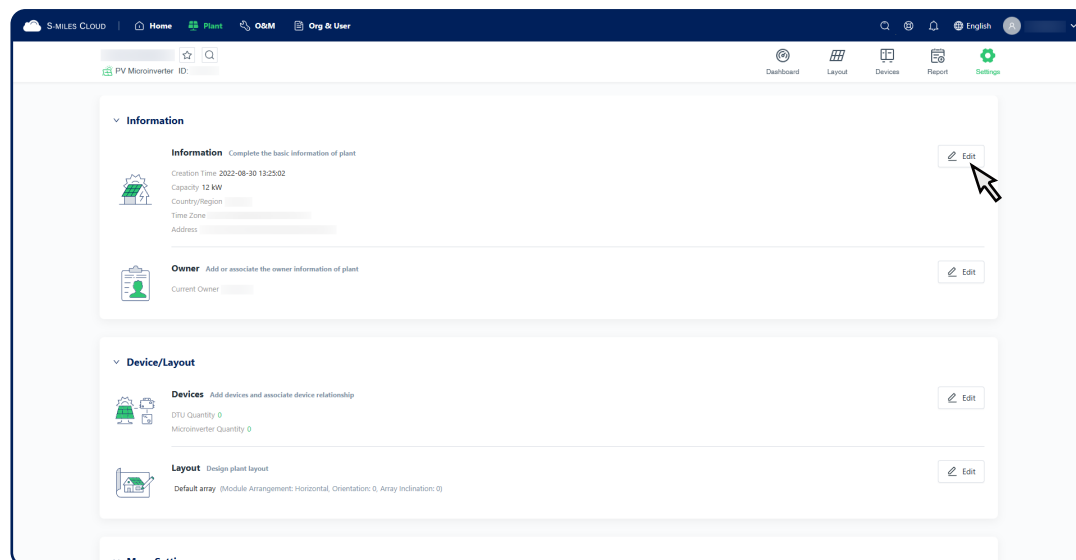
## 6.4.1 Edit Plant Information

Follow the procedure below to edit plant information.

Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.

Step 2 Click  **Edit** on the right side of **Information**.


Step 3 Edit the plant information. Then click **Confirm**.

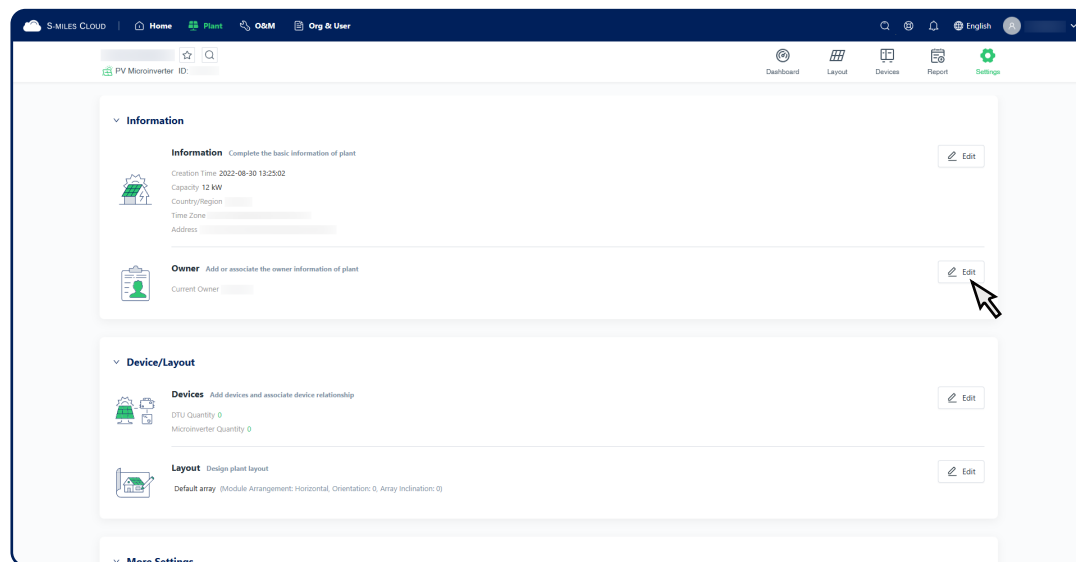


## 6.4.2 Edit Owners




Follow the procedure below to edit owner details.

Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.


Step 2 Click  **Edit** on the right side of **Owner**.

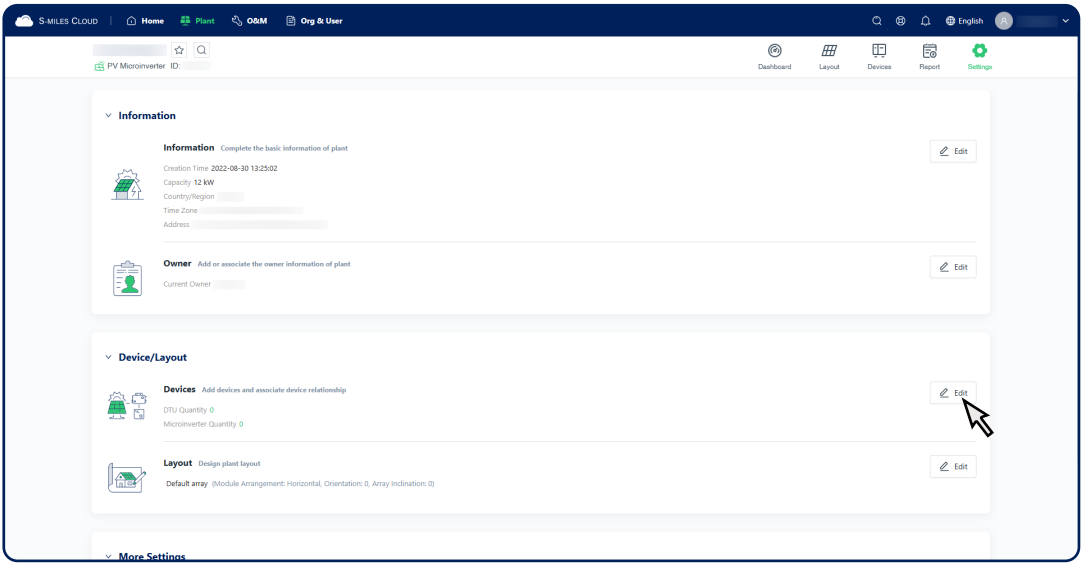


Step 3 Refer to the following table for editing instructions. Then click **Confirm**.




Actions	Steps
Reset the owner's password.	Click  in the Action Column.
Remove the owner.	Click  in the Action Column.
Add a new owner.	Click  <b>Create Owner</b> on the lower-right side of the table.
Add an existing owner.	Click <b>Select Another Owner</b> on the lower-left side of the table.

6.4.3 Edit Devices


- Follow the procedure below to edit device SNs.
- Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.
- Step 2 Click  **Edit** on the right side of **Devices**.

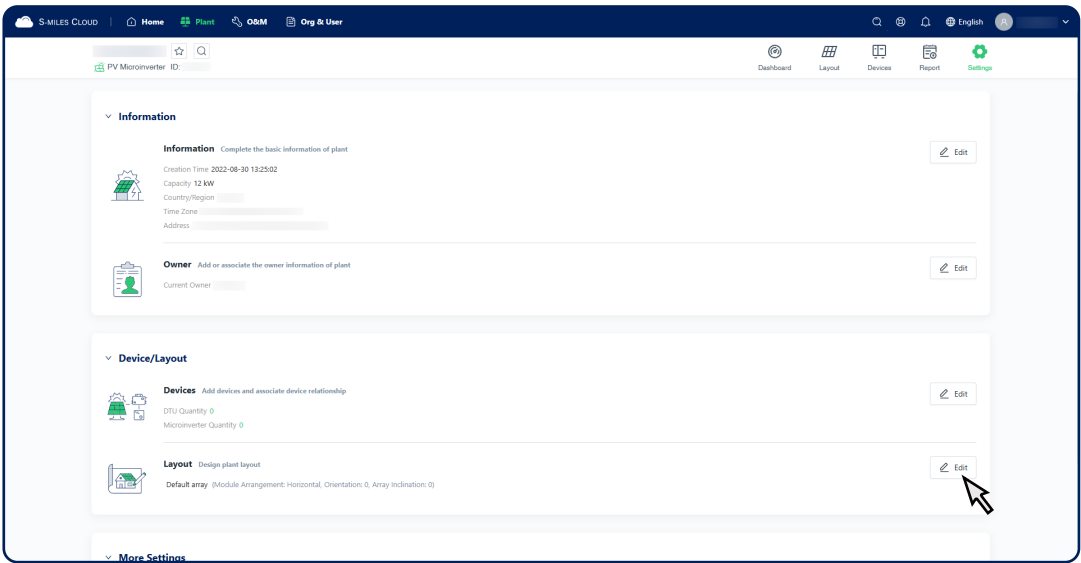



- Step 3 Refer to the following table for editing instructions. Then click **Confirm**.

Actions	Steps	Remarks
Edit a device SN.	Click  in the Action Column.	-
Delete a device.	Click  in the Action Column.	All the historical data will be deleted at the same time. Please proceed carefully.
Add a device SN.	Click  <b>Add Device</b> on the lower-left side of the table.	-

6.4.4 Edit Module Layout

- Follow the procedure below to edit PV module layout.
- Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.
- Step 2 Click  **Edit** on the right side of **Layout**.




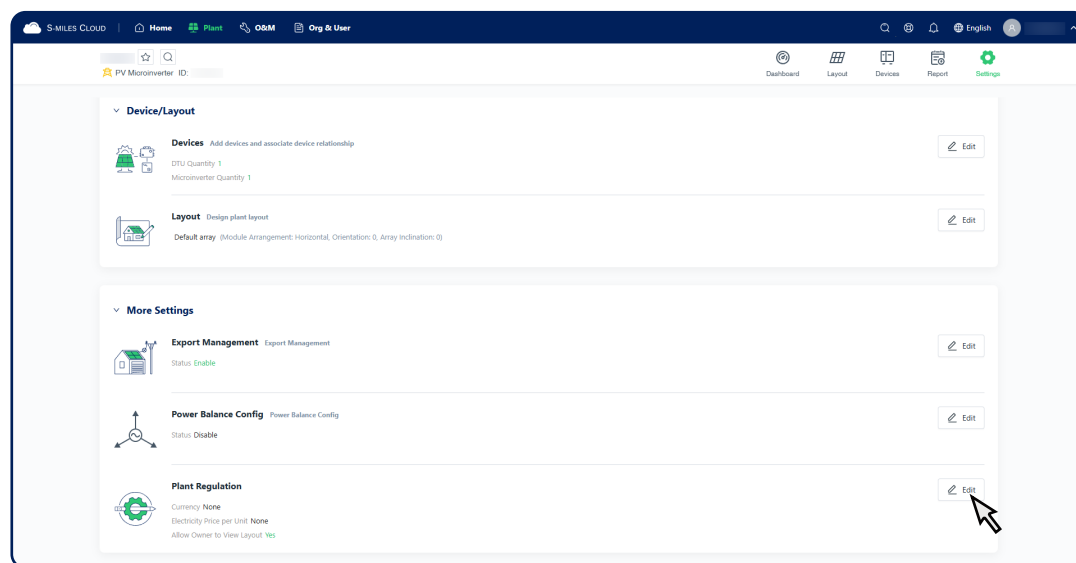
- Step 3 Adjust the layout. To access detailed instructions, click  above the canvas.
- Step 4 Click **Confirm**.

## 6.4.5 Edit Plant Regulation

Follow the procedure below to edit plant revenue, module layout display, and networking.

Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.

Step 2 Click  **Edit** on the right side of **Plant Regulation**.



Step 3 Edit the target information. Then click **Confirm**.

## 6.5 Plant Settings

### 6.5.1 Enable Export Management

Local grid authorities in some countries limit the amount of power exported to the grid to prevent power surges, electricity instability, etc. To address this requirement, Hoymiles has developed an Export Management Solution.

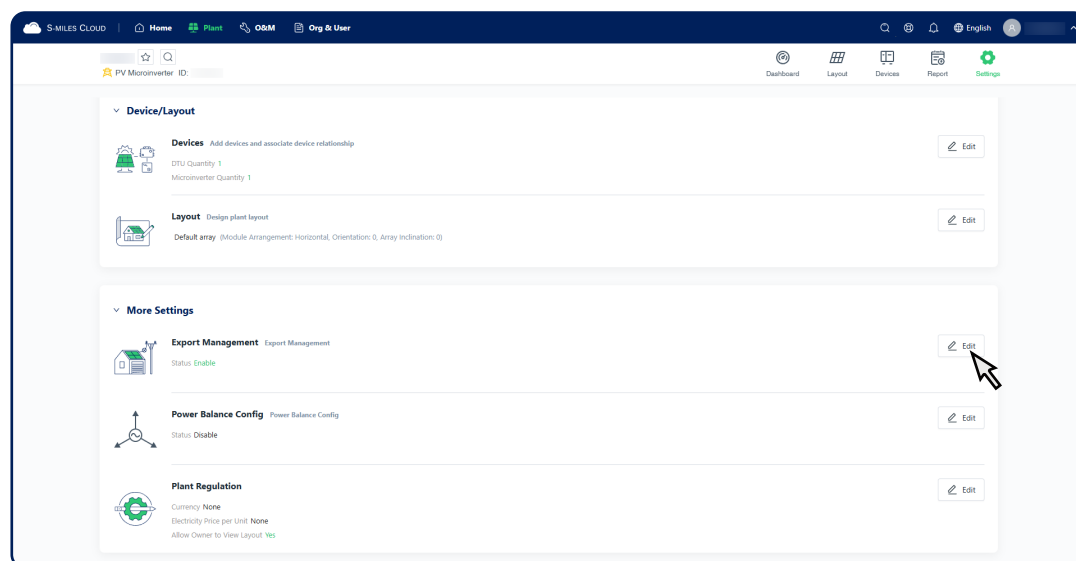
Follow the procedure below to enable the function.

#### NOTE

- This function is supported by DTU-Pro, DTU-Pro-S, and DTU-Plus series.
- Export management and power balance configuration cannot be manually enabled at the same time.

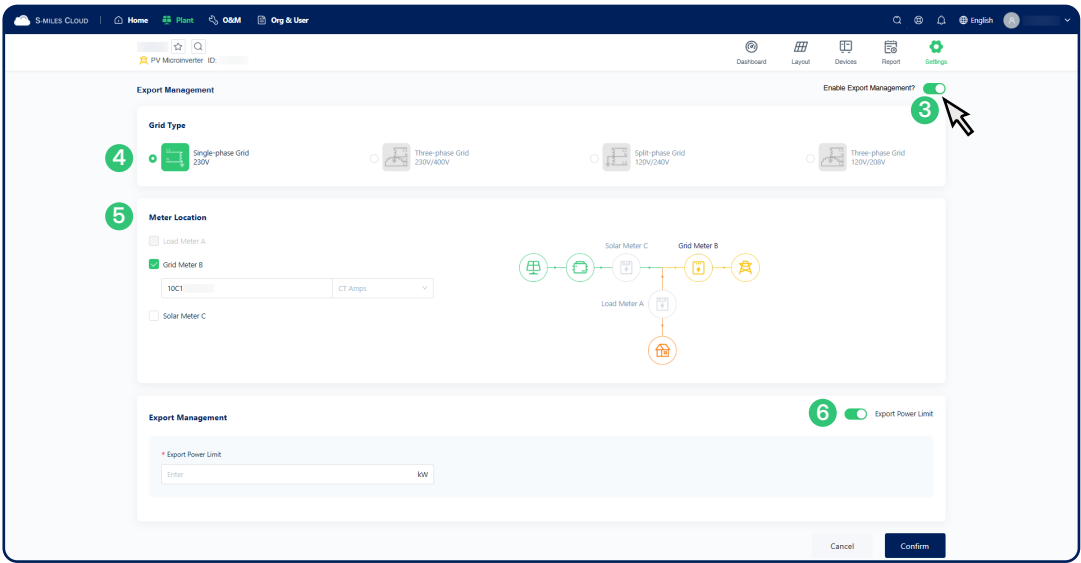
Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.

Step 2 Click  **Edit** on the right side of **Export Management**.



Step 3 Enable **Enable Export Management?**.

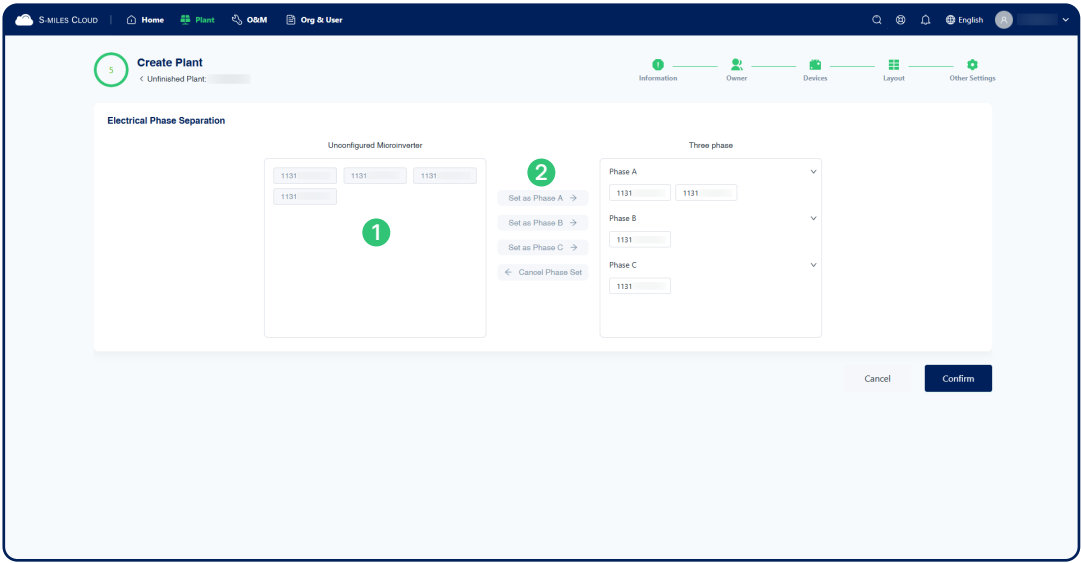
- Step 4 Select a grid type according to the actual situation.
- Step 5 Select the meter installation location. Then enter the meter SN and rating.
- Step 6 Enable **Export Power Limit**.



- For **Three-phase Grid 230V/400V**, choose from two limit modes according to your system type. The difference is shown in the table below.
- For other grid types, enter the limit value and click **Confirm**. Export management is successfully enabled.

Mode	Applicable Microinverter System Type	Description
Total	<ul style="list-style-type: none"><li>• Single-phase</li><li>• Three-phase</li></ul>	It controls the total export from the three phases. Exported power in one phase can compensate for imported power in another phase.
Per Phase	Single-phase	It controls the export from each phase.

- Step 7 Set limit value.
- If you choose **Total**, enter the limit value and click **Confirm**. Export management is successfully enabled.
  - If you choose **Per Phase**, enter the limit value for each phase and click **Confirm**. Then click **Confirm** again to configure power balance.
- Step 8 Click a microinverter SN, and then click an option in the middle to set the microinverter as phase A, B, or C based on the actual situation. Repeat the step to set all the microinverters.



- Step 9 (Optional) If you need to reset a microinverter, click its SN in the right box, and then click **Cancel Phase Set**.
- Step 10 Click **Confirm**.




## 6.5.2 Enable Power Balance Configuration

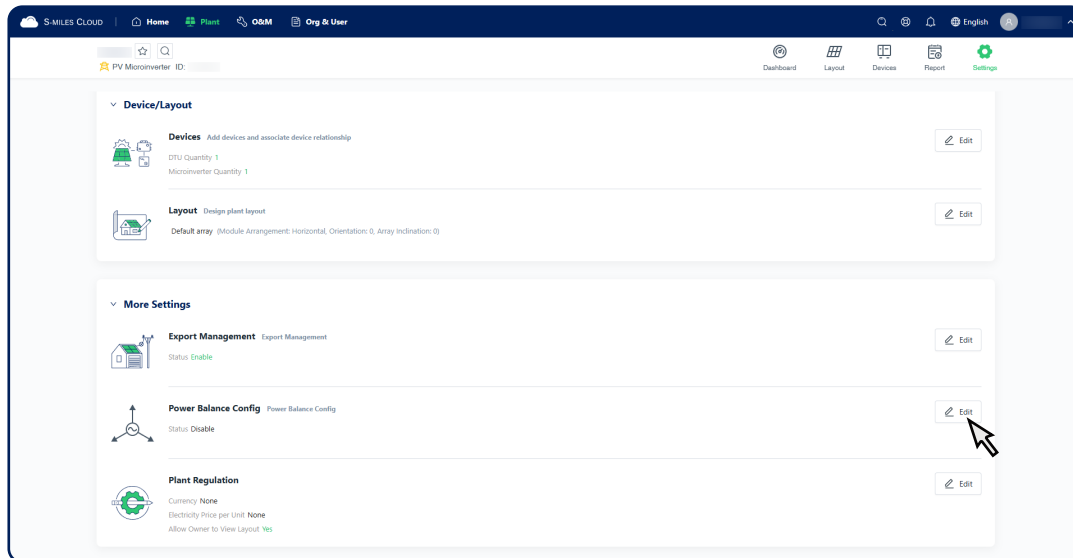
If your system uses single-phase microinverters connected to a three-phase grid, and local regulations require phase balancing, follow the procedure below to enable power balance configuration.

### NOTE

- This function is supported by DTU-Pro, DTU-Pro-S, and DTU-Plus series.
- Export management and power balance configuration cannot be manually enabled at the same time.

Step 1 Refer to [6.4 Plant Editing](#) to enter the Setting Page.

Step 2 Click  **Edit** on the right side of **Power Balance Config**.



Step 3 Follow [steps 8 through 10](#) in 6.5.1 Enable Export Management.

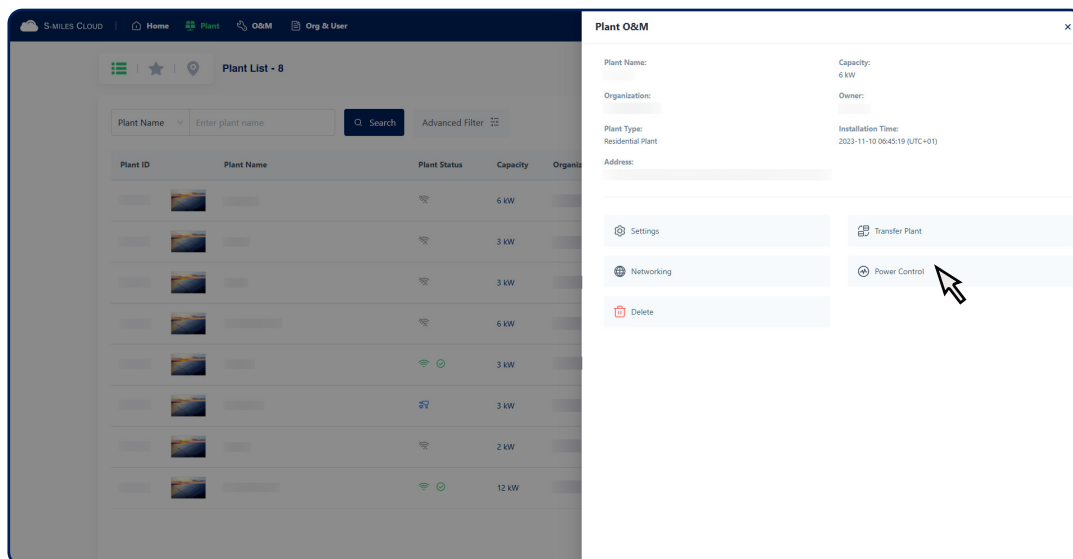
## 6.5.3 Set Power Control

Follow the procedure below to set the power control on the devices.

Step 1 Click  **Plant** in the navigation bar.


Step 2 Find the target plant and click  in the Action Column.

Step 3 Click  **Power Control**.



Step 4 Select the control method and enter the corresponding value. Then click **Confirm**.

### NOTE





- To see the difference between control methods, click  next to **Control Method**.
- Reactive power control and power factor control are supported by DTU-Pro and DTU-Pro-S series only.

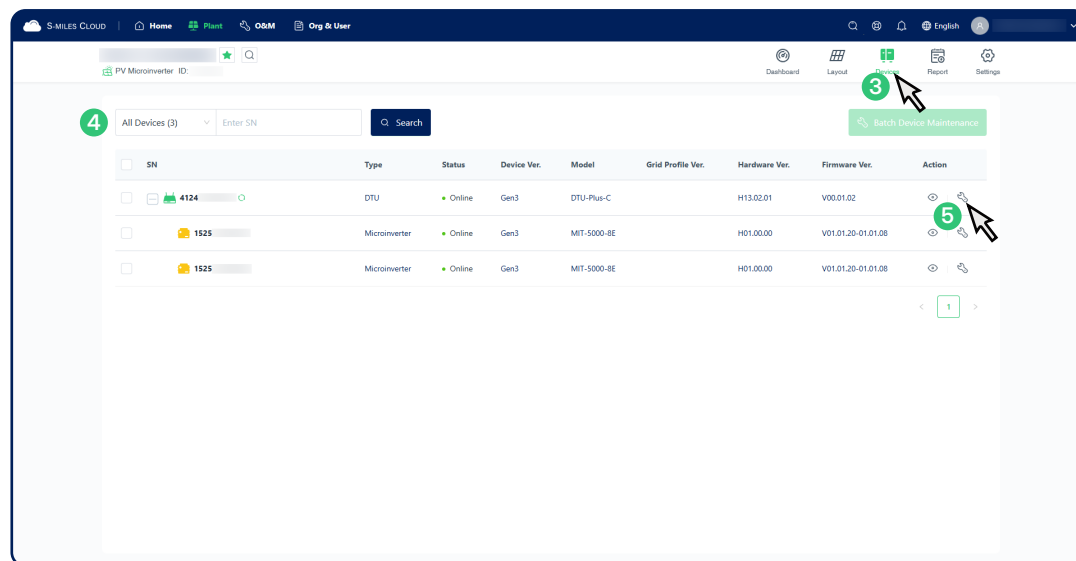
## 7 Operation and Maintenance

### 7.1 Device O&M




You can access O&M pages using two methods. After you enter the target page, refer to the following sections to operate and maintain [DTUs](#), [microinverters](#), or [meters](#).

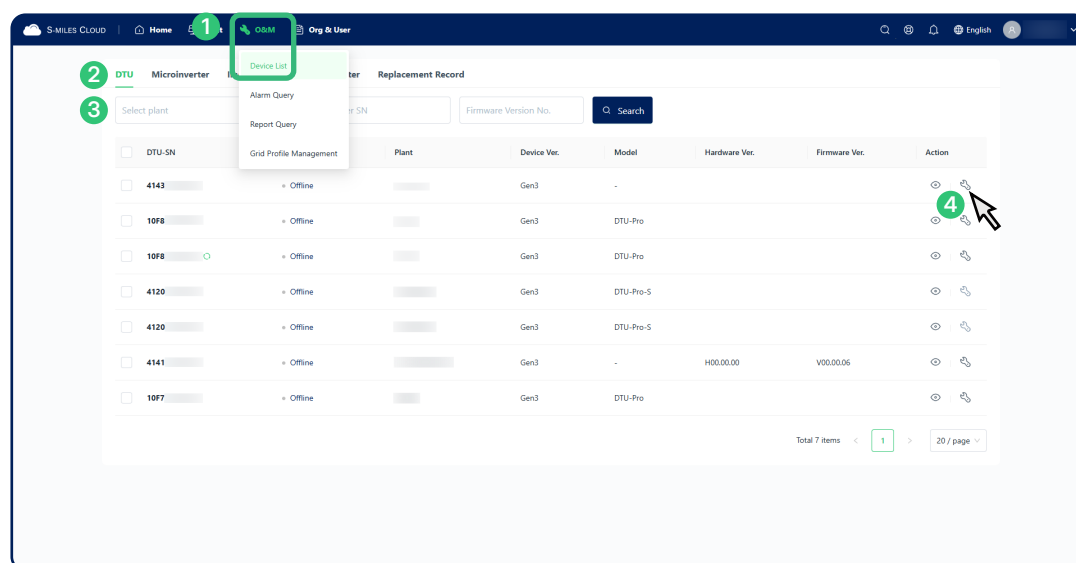
#### Method One

- Step 1 Click  **Plant** in the navigation bar.
- Step 2 Find the plant which the target device belongs to and click its name.
- Step 3 Click  **Devices** in the upper-right corner.
- Step 4 Select the device type in the filter, or enter the device SN and click  **Search**, to find the target device.
- Step 5 Click  in the Action Column.



#### Method Two

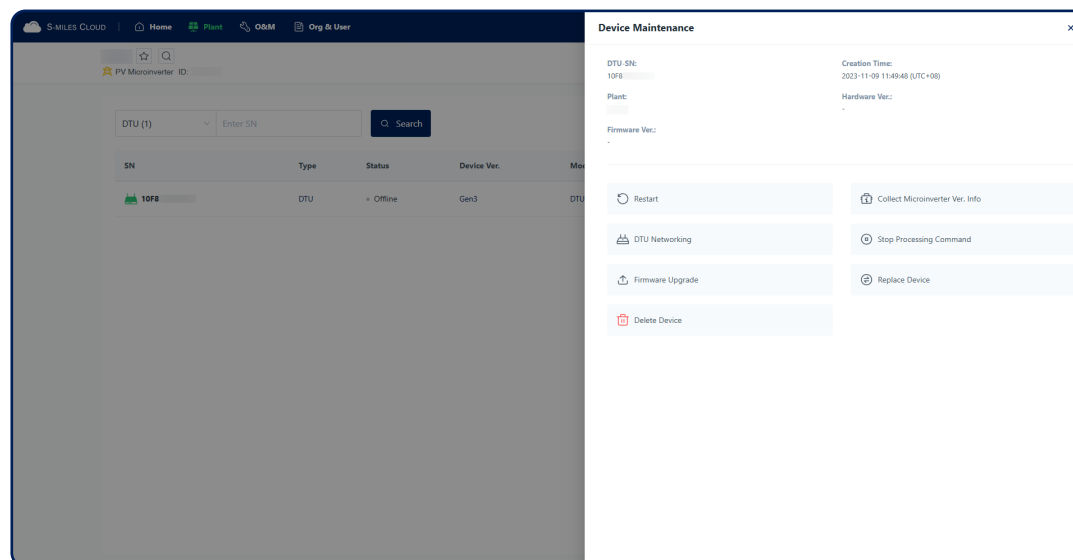
- Step 1 Click  **O&M > Device List** in the navigation bar.
- Step 2 Click **DTU**, **Microinverter**, or **Meter** according to the type of your target device.
- Step 3 Select the plant which the target device belongs to in the filter, or enter the device SN, and click  **Search**.
- Step 4 Click  in the Action Column.



## 7.1.1 Operate and Maintain DTUs

Follow the procedure below to perform O&M on a DTU.

Step 1 Refer to [Z1 Device O&M](#) to enter the Device Maintenance Page.



Step 2 Refer to the following table for O&M instructions.

Actions	Steps
Restart the DTU.	Click <b>Restart</b> .
Command the DTU to collect the microinverter version.	Click <b>Collect Microinverter Ver. Info</b> .
Synchronize the device topology on Web with the DTU.	Click <b>DTU Networking</b> > <b>Confirm</b> .
Stop the DTU from processing a command.	Click <b>Stop Processing Command</b> .
Upgrade the DTU's firmware.	Click <b>Firmware Upgrade</b> , select a firmware version, and click <b>Confirm</b> .
Replace the DTU.	Click <b>Replace Device</b> , enter the SN of the new DTU, and click <b>Confirm</b> .
Delete the DTU.	Click <b>Delete Device</b> > <b>Confirm</b> .

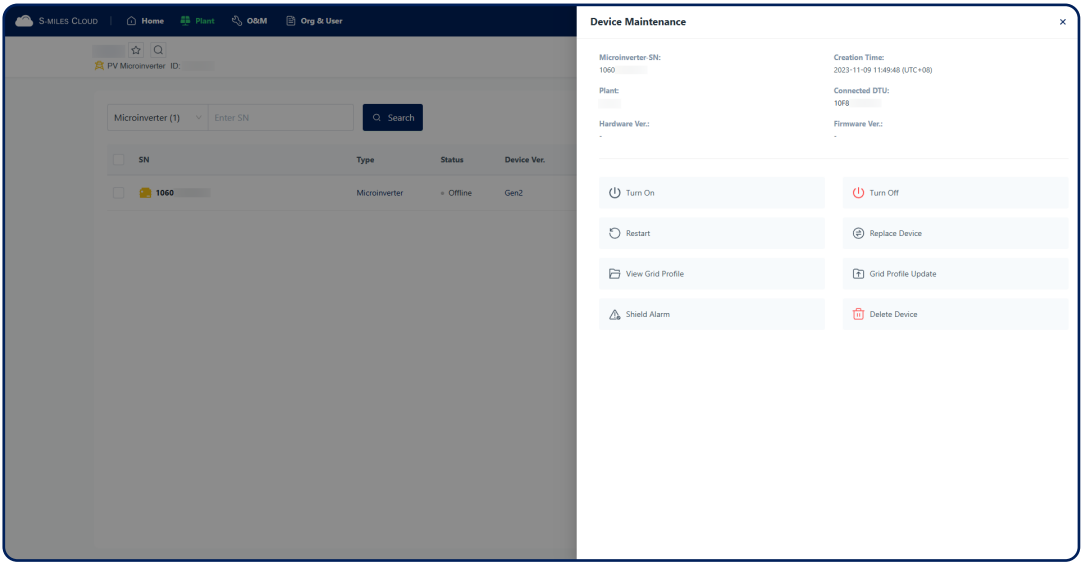
### NOTE

After being deleted, the device cannot be restored. Please proceed carefully.

### 7.1.2 Operate and Maintain Microinverters

Follow the procedure below to perform O&M on a microinverter or multiple microinverters.

Step 1 Refer to [Z1 Device O&M](#) to enter the Device Maintenance Page.



Step 2 Refer to the following table for O&M instructions.

To perform batch O&M, check target microinverter SNs, and click **Batch Device Maintenance**.

Actions	Steps
Turn on the microinverter.	Click <b>Turn On</b> .
Turn off the microinverter.	Click <b>Turn Off</b> .
Restart the microinverter.	Click <b>Restart</b> .
Replace the microinverter.	Click <b>Replace Device</b> , enter the SN of the new microinverter, and click <b>Confirm</b> .
View grid profile.	Click <b>View Grid Profile</b> .
Update grid profile.	Click <b>Grid Profile Update</b> , select a grid profile version, and click <b>Confirm</b> .
Shield alarms.	Click <b>Shield Alarm</b> , check target alarm names, and click <b>Confirm</b> .
Delete the microinverter.	Click <b>Delete Device</b> > <b>Confirm</b> .

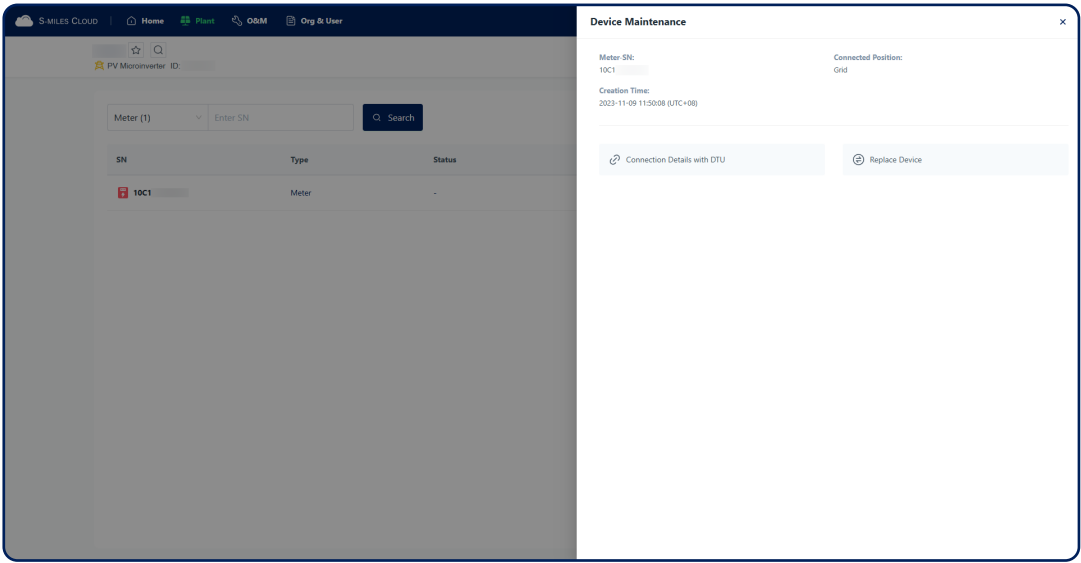
**NOTE**

- After being shielded, the alarm will no longer be collected. Please proceed carefully.
- After being deleted, the device cannot be restored. Please proceed carefully.

### 7.1.3 Operate and Maintain Meters

Follow the procedure below to perform O&M on a meter.

Step 1 Refer to [7.1 Device O&M](#) to enter the Device Maintenance Page.



Step 2 Refer to the following table for O&M instructions.

Actions	Steps
View the connection details with the DTU.	Click <b>Connection Details with DTU</b> .
Replace the meter.	Click <b>Replace Device</b> , enter the SN of the new meter, and click <b>Confirm</b> .

## 7.2 Alarm Management

You can view current and historical alarms, and shield alarms.

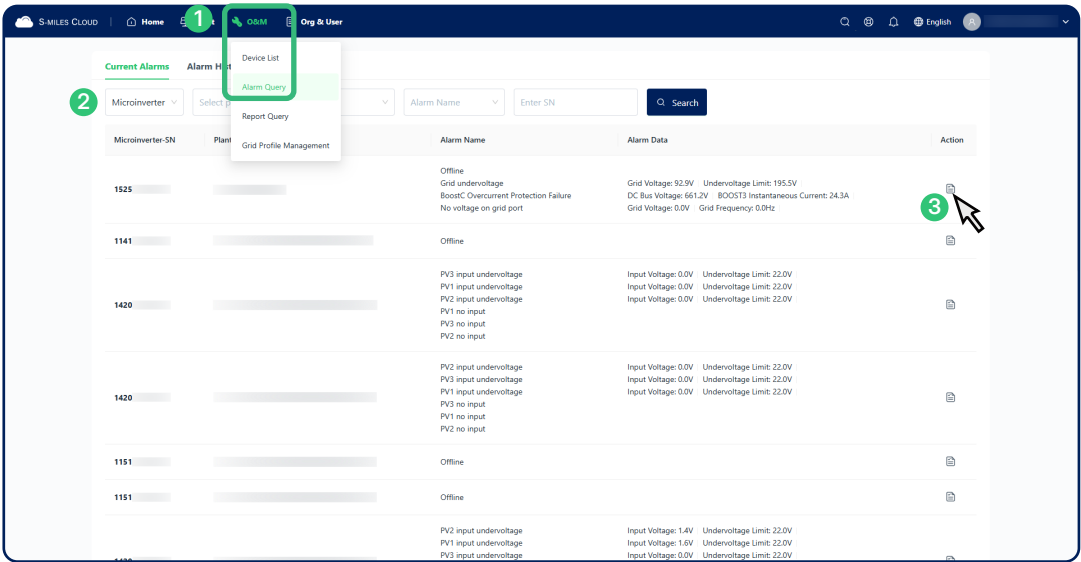
### 7.2.1 View Current Alarms

Follow the procedure below to view current alarms.

Step 1 Click **O&M** > **Alarm Query** in the navigation bar.

Step 2 Find target alarms using the filters.

Step 3 Click in the Action Column to see troubleshooting suggestions.



## 7.2.2 View Historical Alarms

Follow the procedure below to view historical alarms.


Step 1 Click  **O&M > Alarm Query** in the navigation bar.

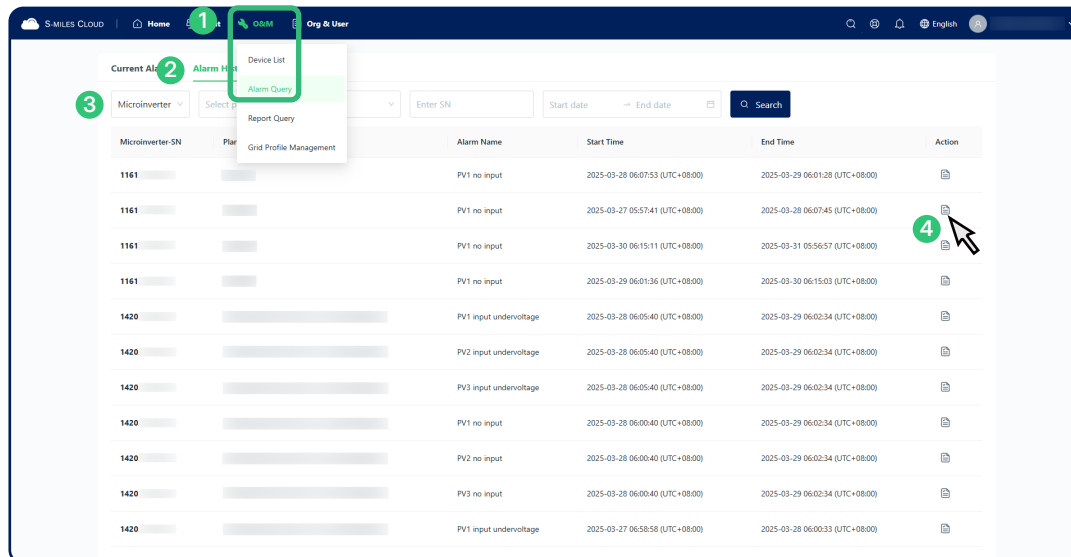
Step 2 Click **Alarm History**.

Step 3 Find target alarms using the filters.

### NOTE

When you select dates, the time span should not exceed 6 days.

Step 4 Click  in the Action Column to see troubleshooting suggestions.



The screenshot displays the S-Miles Cloud interface. The navigation bar at the top includes 'Home', 'O&M', and 'Org & User'. The 'O&M' tab is selected, and a dropdown menu is open, showing 'Alarm History' as the active option. Below the navigation bar, there are filters for 'Microinverter-SN' and 'Alarm Name', along with 'Start date' and 'End date' fields. A search button is also present. The main table lists historical alarms with columns: Microinverter-SN, Alarm Name, Start Time, End Time, and Action. The first row shows an alarm for 'PV1 no input' on 2025-03-28. A green circle with the number 4 highlights the document icon in the Action column of the first row.

## 7.2.3 Shield Alarms

Refer to [7.1.2 Operate and Maintain Microinverters](#) for instructions.

### NOTE

After being shielded, the alarm will no longer be collected. Please proceed carefully.

## 7.3 Grid Profile Management

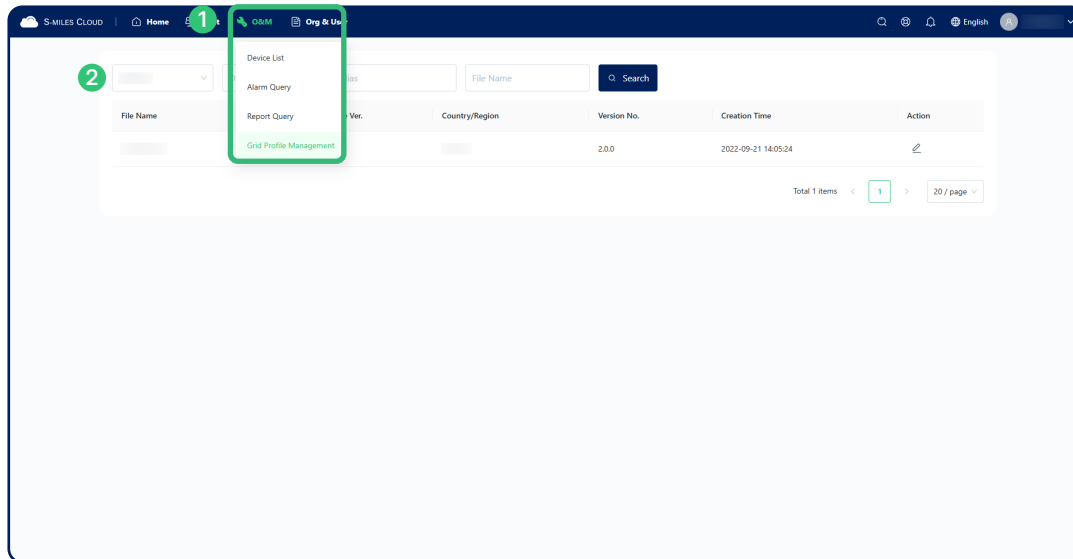
Grid profiles define utility-approved parameters for Hoymiles microinverters. You can view and edit grid profiles.

### 7.3.1 View Grid Profiles

Follow the procedure below to view grid profiles.

Step 1 Click  **O&M > Grid Profile Management** in the navigation bar.


Step 2 Find target grid profiles using the filters.



### 7.3.2 Edit Grid Profiles

Follow the procedure below to edit grid profiles according to your local grid voltage.

Step 1 Refer to [7.3.1 View Grid Profiles](#) to find the target grid profile.

Step 2 Click  in the Action Column.

Step 3 Edit the values. Then click **Save and generate new profile**.

Step 4 Refer to [7.1.2 Operate and Maintain Microinverters](#) to upgrade the grid profile.

## 8 Appendix: Role Introduction

### 8.1 Role Structure

Each role creates accounts in a different way, as shown below.

Role	Description
Distributor/Dealer	<ul style="list-style-type: none"><li>New distributors/dealers: Email <a href="mailto:service@hoymiles.com">service@hoymiles.com</a> to create an account.</li><li>Existing distributors/dealers: Create <a href="#">organization user accounts</a>.</li></ul>
Installer	<ul style="list-style-type: none"><li>New installers: Contact the distributor to create an account.</li><li>Existing installers: Create <a href="#">organization user accounts</a>.</li></ul>
End User	Refers to owners. Contact installers to create accounts.

### 8.2 Role Permissions

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

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