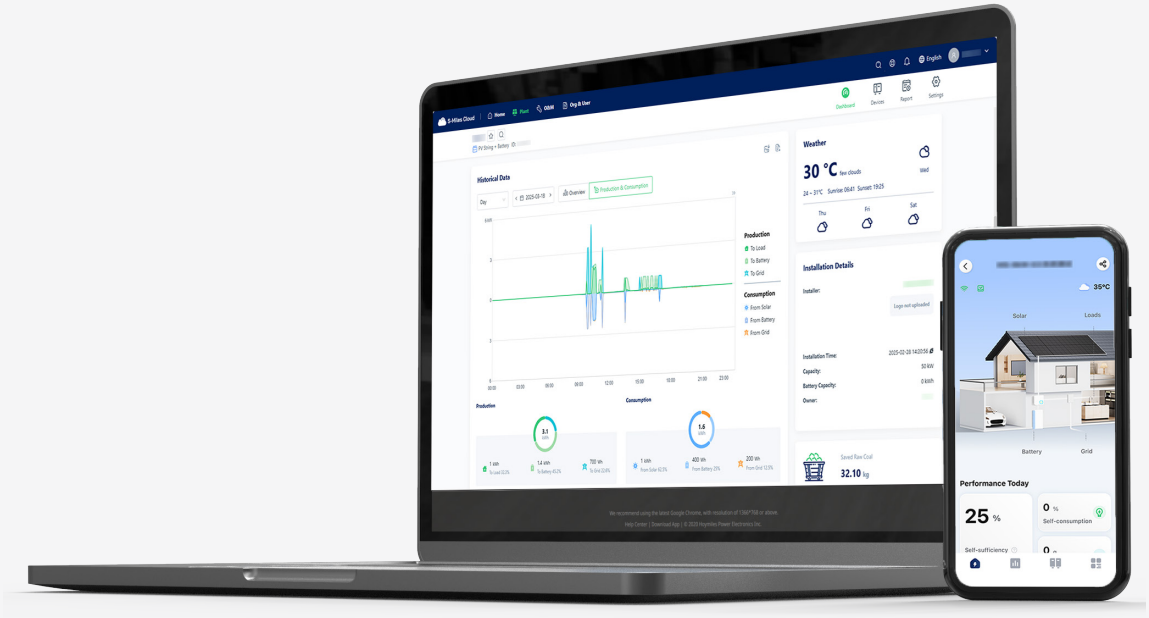
Open Energy for All



S-Miles Cloud Monitoring Platform

USER MANUAL

S-Miles Cloud (Web)

Legal Notice

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

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

Contact Information

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

Germany
service.de@hoymiles.com

Italy
service.it@hoymiles.com

Poland
service.pl@hoymiles.com

Other EU countries
service.eu@hoymiles.com

Brazil
service.br@hoymiles.com

Asia & Pacific
service.asia@hoymiles.com

Spain
service.es@hoymiles.com

Netherlands
service.nl@hoymiles.com

Finland
service.fi@hoymiles.com

USA
service.us@hoymiles.com

Spanish-speaking LA countries
service.mx@hoymiles.com

France
service.fr@hoymiles.com

Norway
service.no@hoymiles.com

Austria
service.at@hoymiles.com

Canada
service.ca@hoymiles.com

Australia & New Zealand
service.au@hoymiles.com

Germany
+49 6994322186

Poland
+48 918821656

France
+33 159131589

USA & Canada
+1 (205) 395-5515

Netherlands
+31 852736388

Brazil
+55 1148585231

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Q: How to change the password?

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1 About This Manual

1.1 Purpose

This manual explains how to use the S-Miles Cloud web page, including an overview and step-by-step instructions for key tasks.

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 or installers.

1.3 Validity

This manual is applicable to a residential energy storage system.

1.4 Symbol

Symbol	Description
ⓘ NOTE	This symbol indicates an important step or tip that leads to the best results but is not safety- or damage-related.

2 Product Information

2.1 About S-Miles Cloud

The S-Miles Cloud is a smart energy storage monitoring and management system developed by Hoymiles specifically for distributors, installers, and end-users of distributed power plants. 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).

2.2 System Composition

Install the DTU, inverter, smart meter, and battery before using the monitoring system. The DTU is used to collect status and operation data from inverters and transmit control commands to them. At the same time, the DTU also connects to the Internet through a router and sends inverter data to the Hoymiles Monitoring Server to achieve remote control of the whole system.

NOTE

In a residential energy storage system, the DTU displayed in the S-Miles Cloud refers to the DTS (Data Transfer Stick).

2.3 Recommended Running Environment

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

NOTE

The screenshots shown in this manual are for reference only. Since the Web version will be updated periodically, the pages displayed on your screen may differ.

3 Network Configuration

To upload the data to the S-Miles Cloud, you should first configure the network using the S-Miles App.

3.1 Download S-Miles Installer

S-Miles Installer is a mobile application developed by Hoymiles, especially for installers of distributed plants. It can help users better perform installation and maintenance.

Scan the QR code below or search for “S-Miles Installer” in the Google Play or App Store to download the S-Miles Installer App.

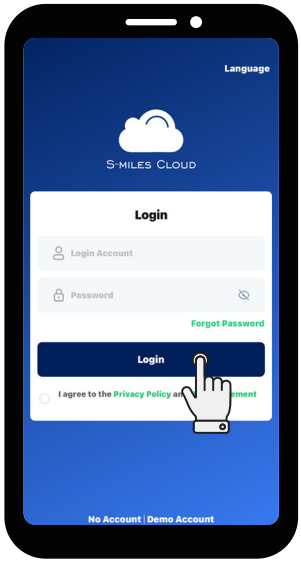
3.2 Log in to S-Miles Installer

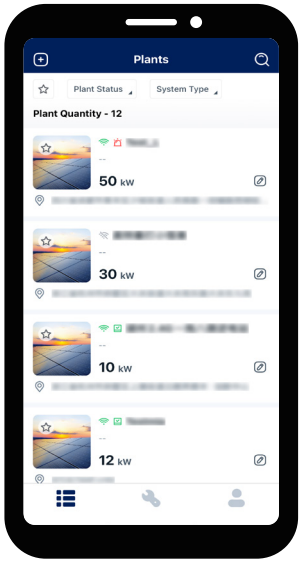
NOTE

- If you don't have an account, get one as described in ***6.1 Get an Account***.
- If you are a DIY user, tap No Account to get an account.
- If you forget the password, tap Forgot Password to reset your password.
- To know more about S-Miles Installer App, refer to ***S-Miles Cloud User Manual (App)***.

Step 1 Enter your account and password.

Step 2 Tap **Login**.





3.3 Configure the Network

NOTE

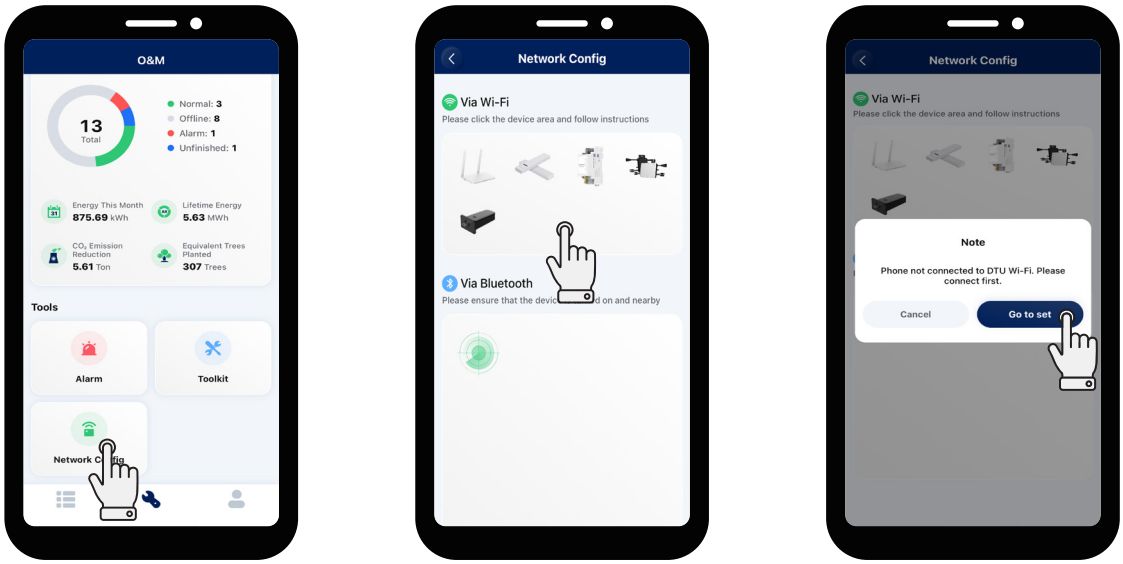
- The DTS only supports 2.4 GHz router, and the IP of router cannot begin with 10.10.
- The Wi-Fi name and password should not contain special characters such as spaces.

3.3.1 DTS-G1

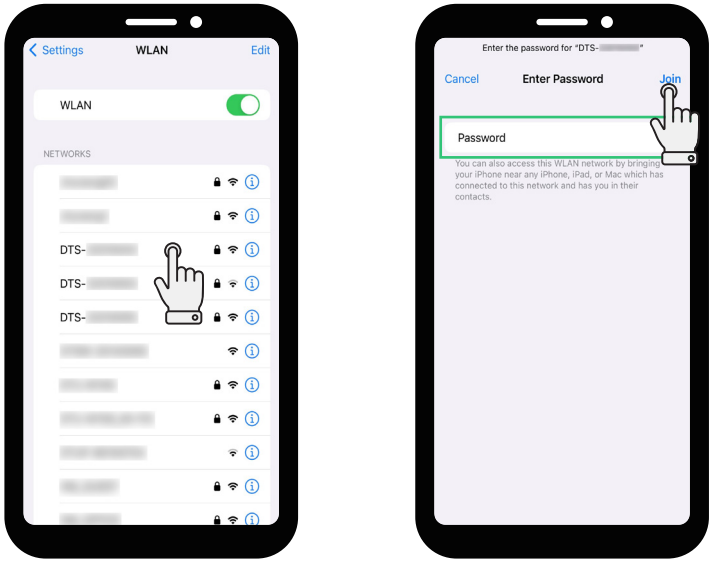
Step 1 Tap **O&M** > **Network Config**.

Step 2 Tap **Via Wi-Fi** area.

Step 3 Tap **Go to set**.



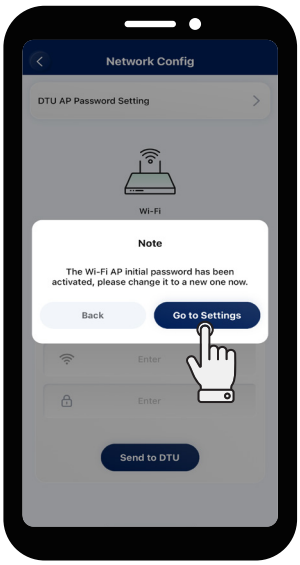
Step 4 Select the wireless network of DTS and enter the default password **ESS12345**. The DTS network name consists of “DTS” and the last eight digits of the product serial number.

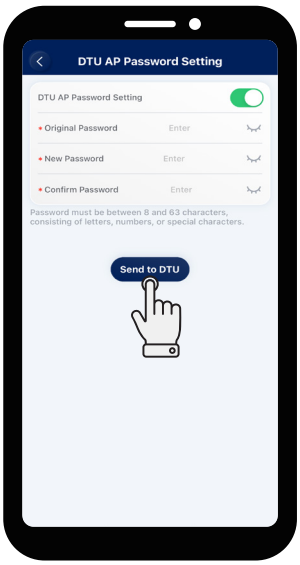


Step 5 Return to the App (will automatically take you to the network configuration interface).

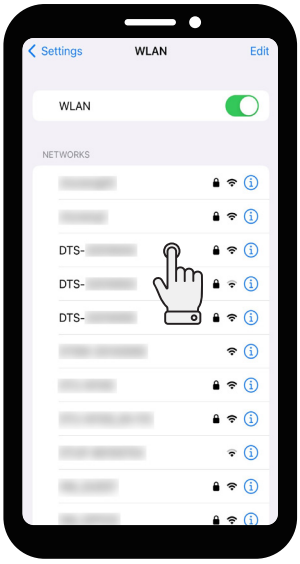
Step 6 Tap **Go to Settings** to change the default password.

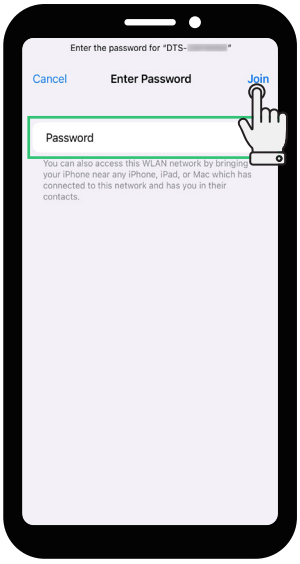
Step 7 Enter the original password **ESS12345** and new password, confirm the new one, and tap **Send to DTU**.





Step 8 Select the wireless network of DTS and enter the new password.

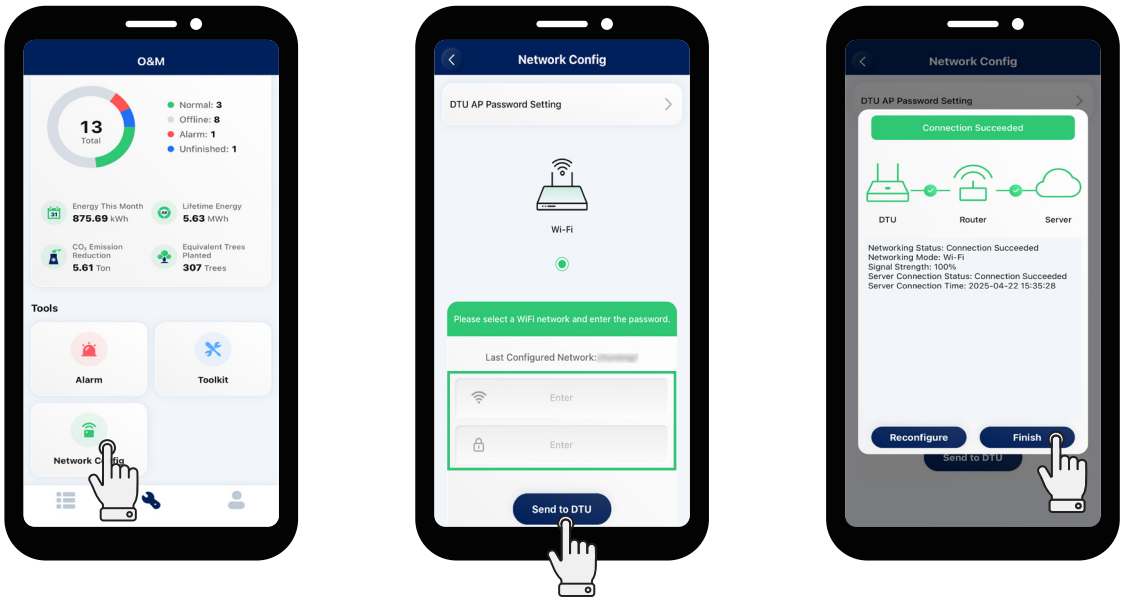




Step 9 Return to the App and tap **O&M** > **Network Config**.

Step 10 Enter the Wi-Fi name and password of the nearby stable wireless network, and tap **Send to DTU**.

Step 11 Wait until “Connection Succeeded” appears and tap **Finish**.

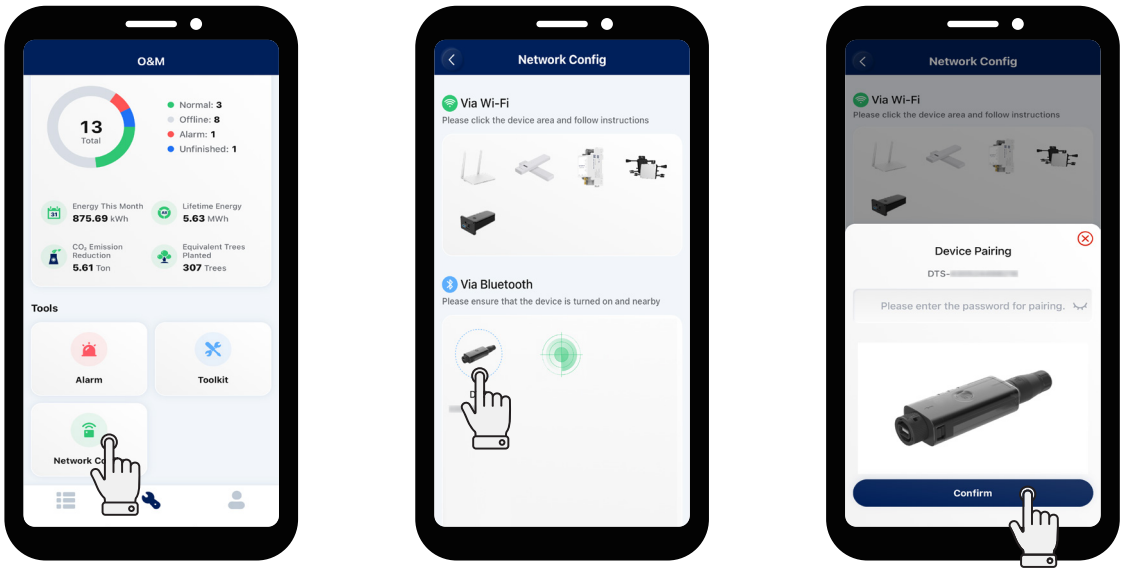


3.3.2 DTS-G3

Step 1 Tap **O&M** > **Network Config**.

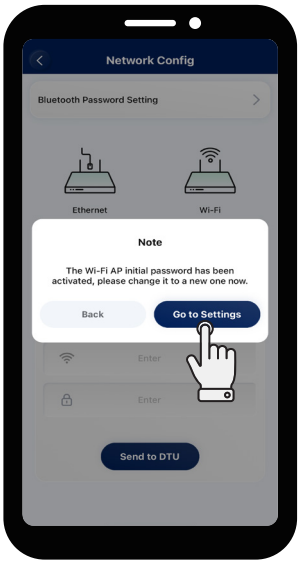
Step 2 On the **Via Bluetooth** part, tap the DTS to be connected.

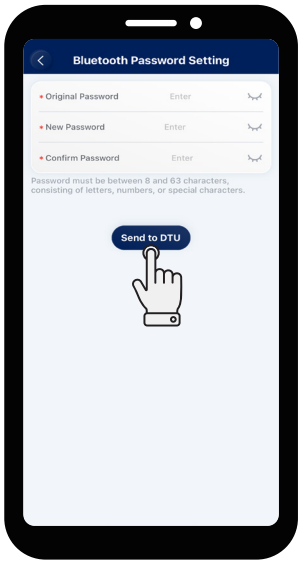
Step 3 Enter the default password **123456** and tap **Confirm**.



Step 4 Tap **Go to Settings** to change the default password.

Step 5 Enter the original password **123456** and new password, confirm the new one, and tap **Send to DTU**.

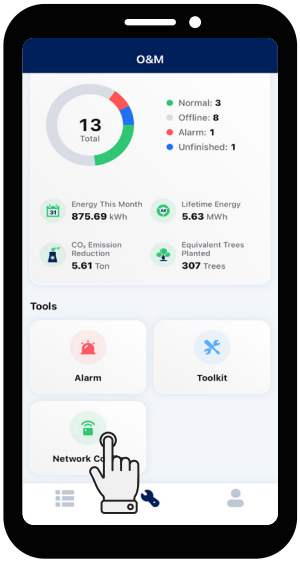


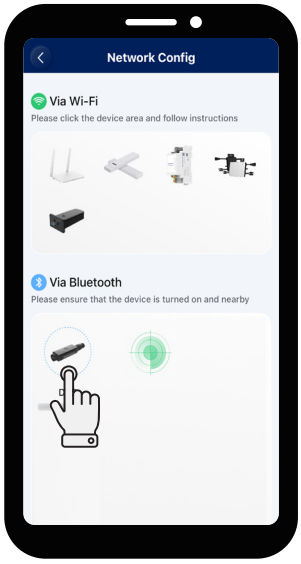


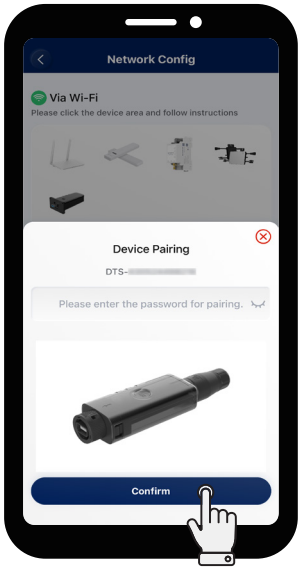
Step 6 Tap **Network Config**.

Step 7 On the **Via Bluetooth** part, tap the DTS to be connected.

Step 8 Enter the new password and tap **Confirm**.







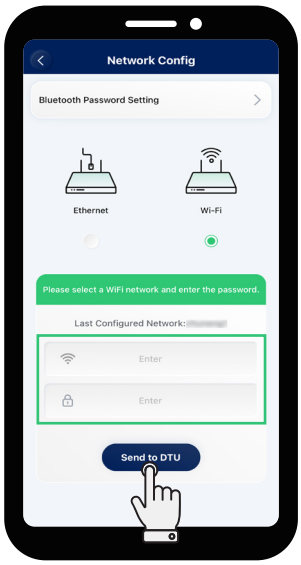
Step 9 Configure the network.

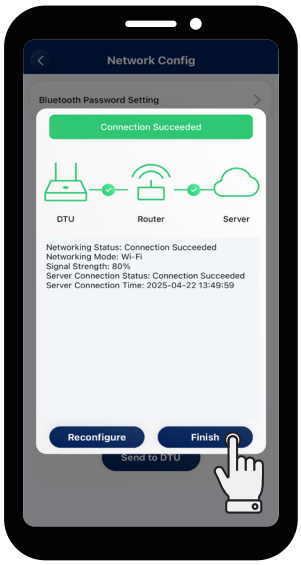
- **Wi-Fi Mode**

  a. Select **Wi-Fi**.

  a. Enter the Wi-Fi name and password of the nearby stable wireless network, and tap **Send to DTU**.

  b. Wait until “Connection Succeeded” appears and tap Finish.





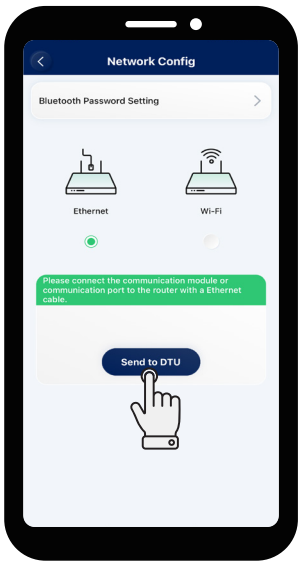
- **LAN Mode**

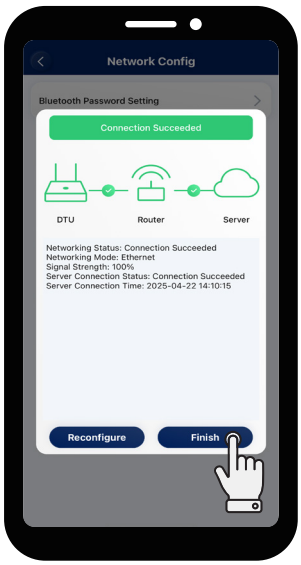
> **NOTE**
>
> This is only applicable to DTS-WL-G3, and the DTS and router are connected via LAN cable.

  a. Select **Ethernet**.

  b. Tap **Send to DTU**.

  c. Wait until “Connection Succeeded” appears and tap **Finish**.





4 Login

4.1 Log in to S-Miles Cloud (Web)

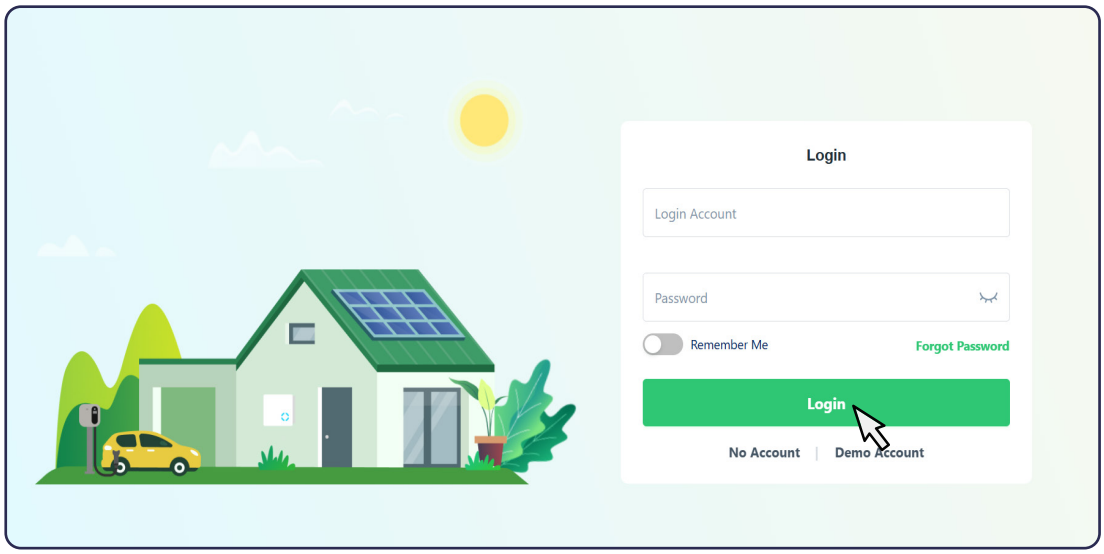
Before you log in to the S-Miles Cloud (Web), open the S-Miles Installer App to configure the network as instructed in *3 Network Configuration*.

> **NOTE**
>
> If your email address is linked to your account, you can log in with your email address. To link your email address to your account, refer to *6.2.1 Modify User Information*

Step 1 Go to *https://global.hoymiles.com/*.

Step 2 Enter your account and password.

Step 3 Click **Login**.



4.2 Reset the Password

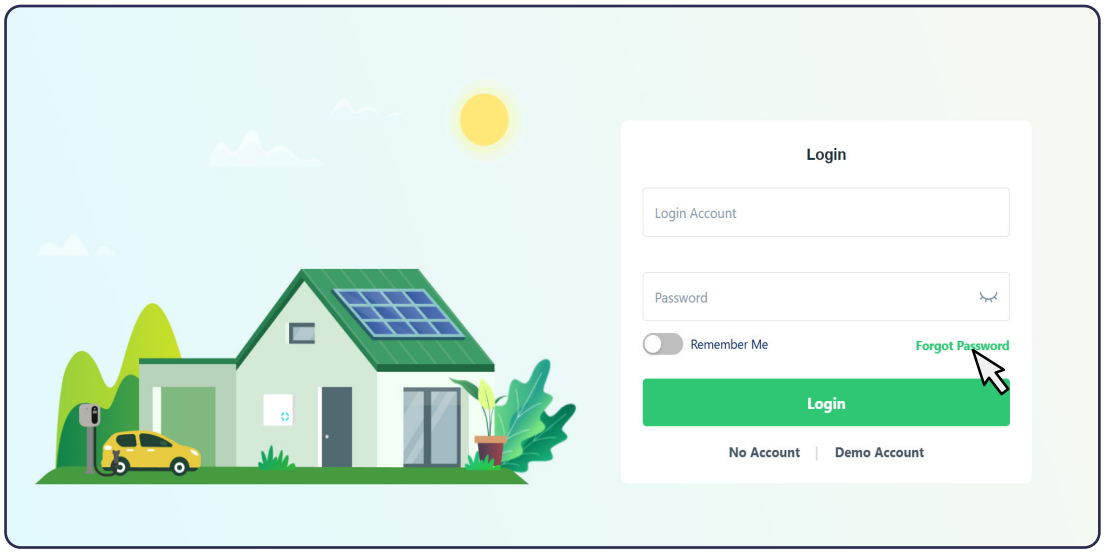
- If you forget your password and your email address isn't linked to your account:

  For distributors, ask Hoymiles to reset the password.

  For installers, ask your distributor to reset the password.

- If you forget your password and your email address is linked to your account:

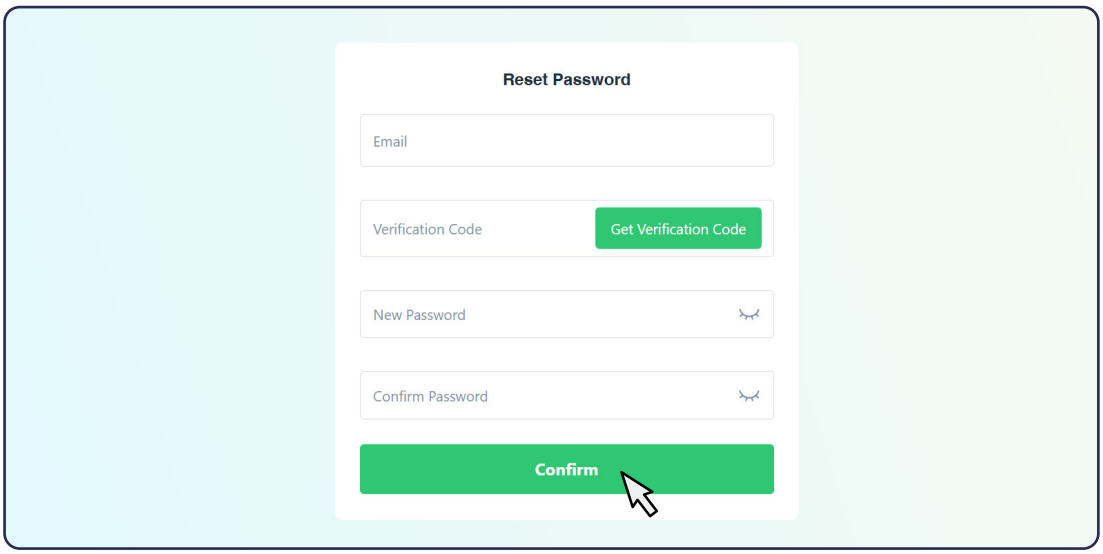
  Step 1 Click **Forgot Password**.



Step 2 Enter your email address, click **Get Verification Code**, and enter the verification code you received.

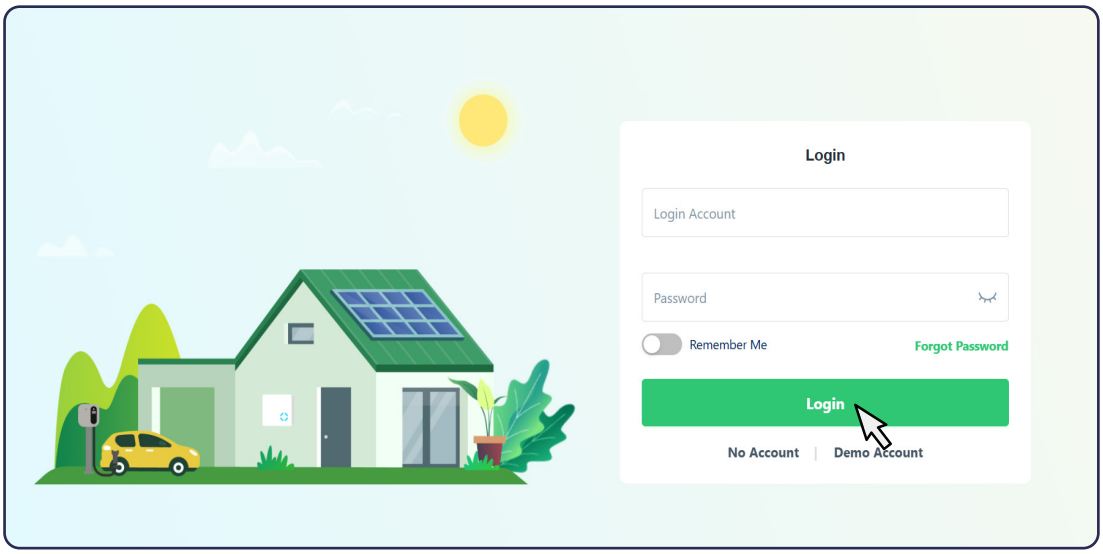
Step 3 Enter new password and confirm the password.

Step 4 Click **Confirm**.



Step 5 Enter your account and new password.

Step 6 Click **Login**.



5 Menu Bar Overview

No.	Item	Description	
A	Main Pages		**Home** page. It provides an overview of plants and devices, a chart to view historical data, and shortcuts to get online support. For details, refer to ***7 Home***.
			Plant page. You can create a plant, view plant details, operate and maintain plants, and add a plant to your favorites. For details, refer to ***8 Plant***.
			O&M page. You can view device details, operate and maintain devices, view current alarms, and generate power and energy reports. For details, refer to ***9 Operation and Maintenance***.
			Org & User page. You can add organizations and organization users, view details, and perform relevant operations. For details, refer to ***10 Organization and User Management***.
B	Tools		Click the icon and enter a plant name or device SN to search for a plant or a device.
			Click the icon to get a new version introduction, download relevant documents, submit a request, download S-Miles App, or get online support.
			Click the icon to view new notification messages or task messages. You can also view new messages by clicking > **New Message**. For details, refer to ***11.2 View New Messages***.
			Click the icon to select the language you prefer to use.
			Click the icon to view account information, modify user information and password, cancel an account, set user preference, view new messages, or log out. For details, refer to ***6 Account Management*** and ***11 User Service and Operation***.

6 Account Management

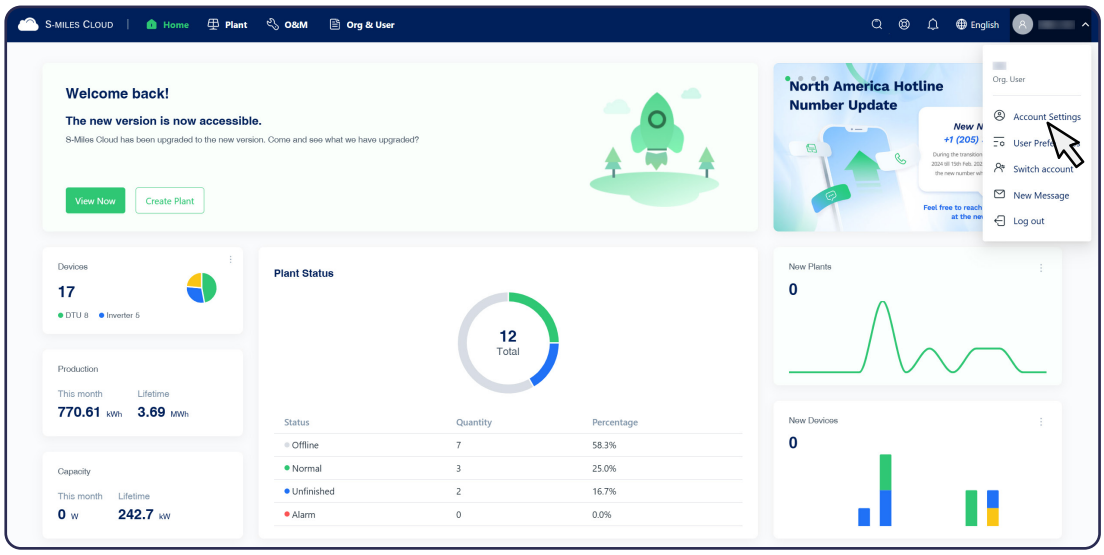
6.1 Get an Account

- If you are a **new distributor**, send an email to *service@hoymiles.com*. The Hoymiles Technical Service Center will apply for an account for you.
- If you are a **new installer**, ask your distributor to create an account for you.
- If you are a distributor/installer and have a distributor/installer account, you can directly create subaccounts under your existing account. For details, refer to "*10.2.1 Add an Organization User*".

6.2 Edit an Account

You can change the name, email address, contact number, and password of your account.

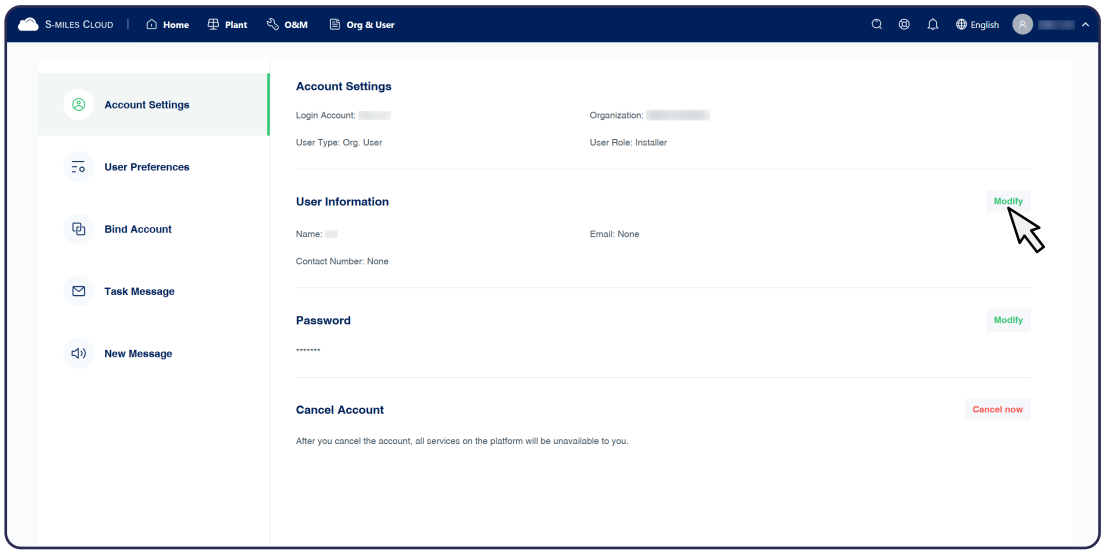
Click > **Account Settings**.



6.2.1 Modify User Information

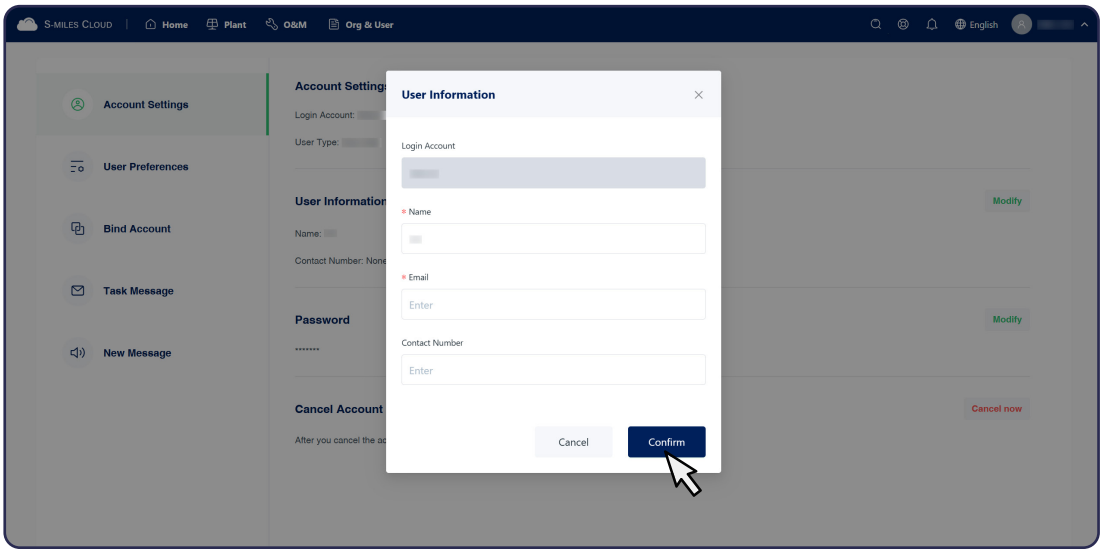
Step 1 Click > **Account Settings**.

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



Step 3 Edit the name, enter email address, and enter contact number as required.

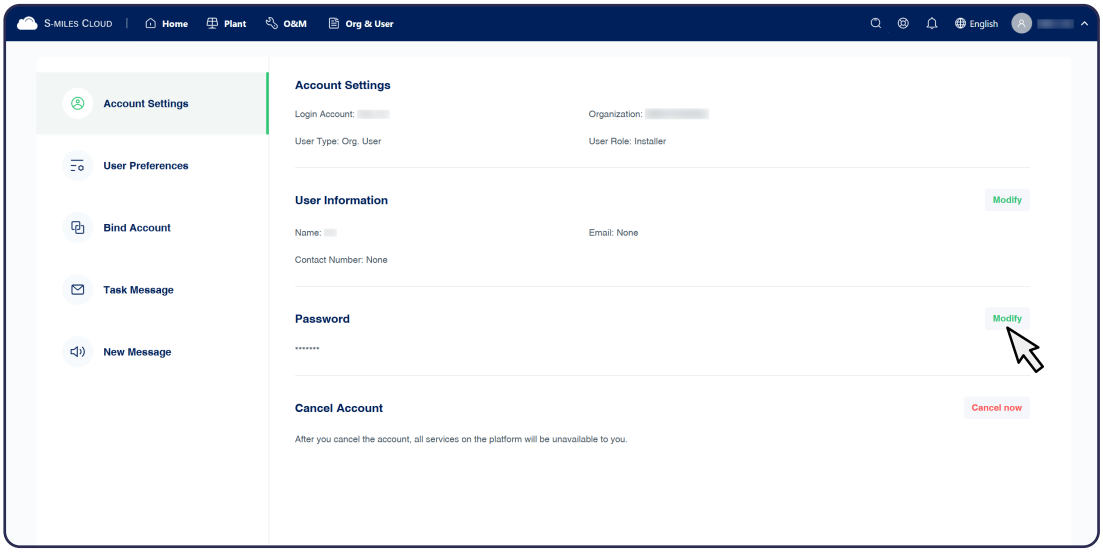
Step 4 Click **Confirm**.



6.2.2 Modify Password

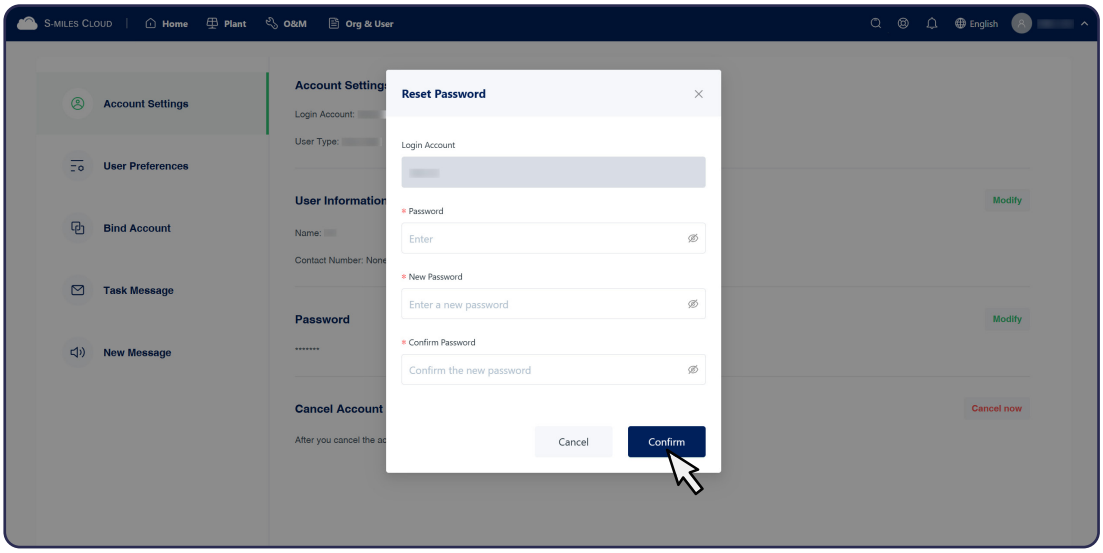
Step 1 Click > **Account Settings**.

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



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

Step 4 Click **Confirm**.



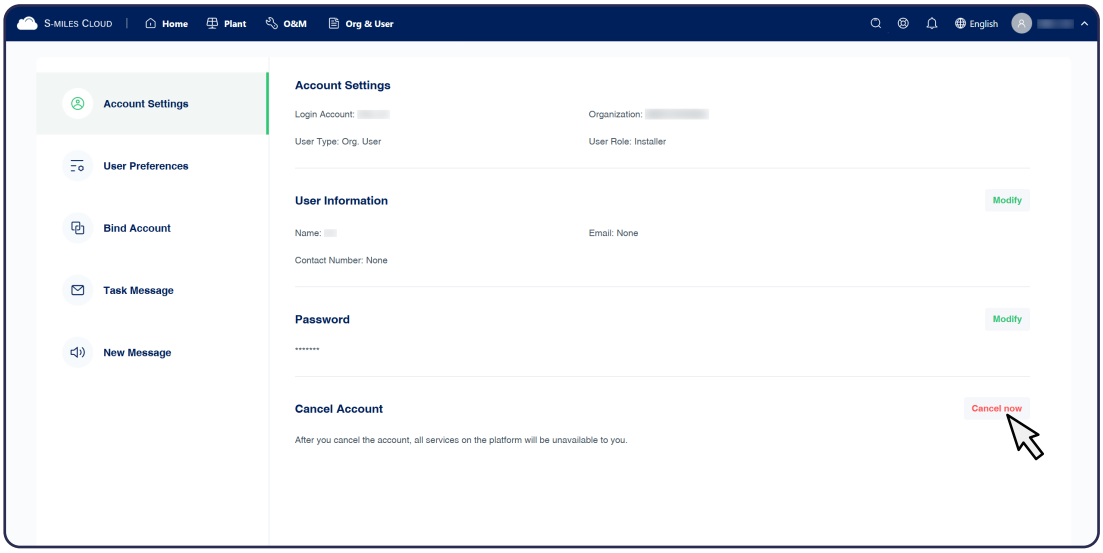
6.3 Cancel an Account

NOTE

- This is an irreversible operation. Once you cancel the account, your account data will be deleted permanently and all services will be unavailable to you.
- Please delete your devices and plants before you cancel the account. For details, refer to *8.7 Delete a Plant* and *9.2 Device Operation and Maintenance*.

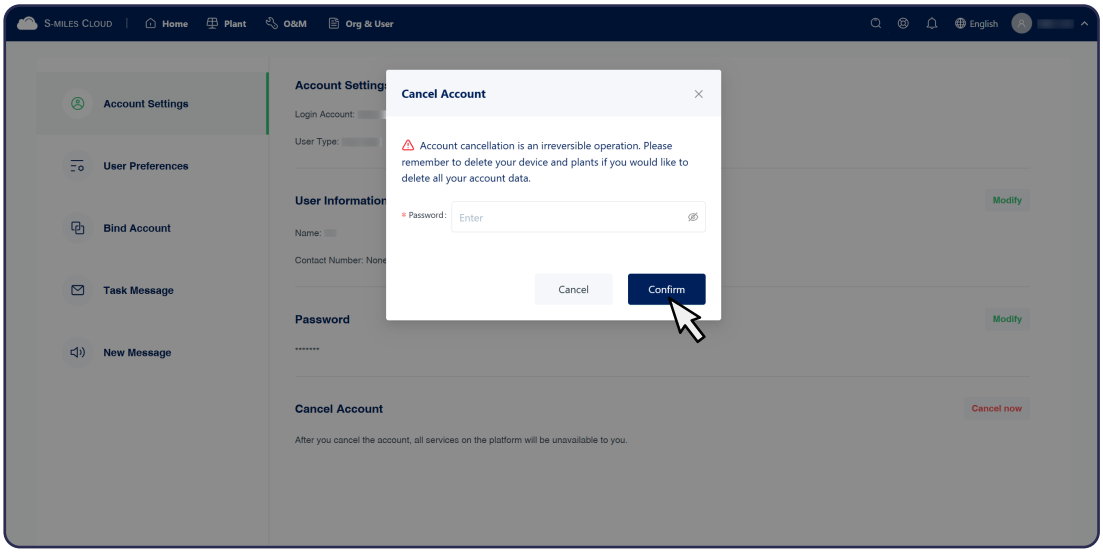
Step 1 Click > **Account Settings**

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



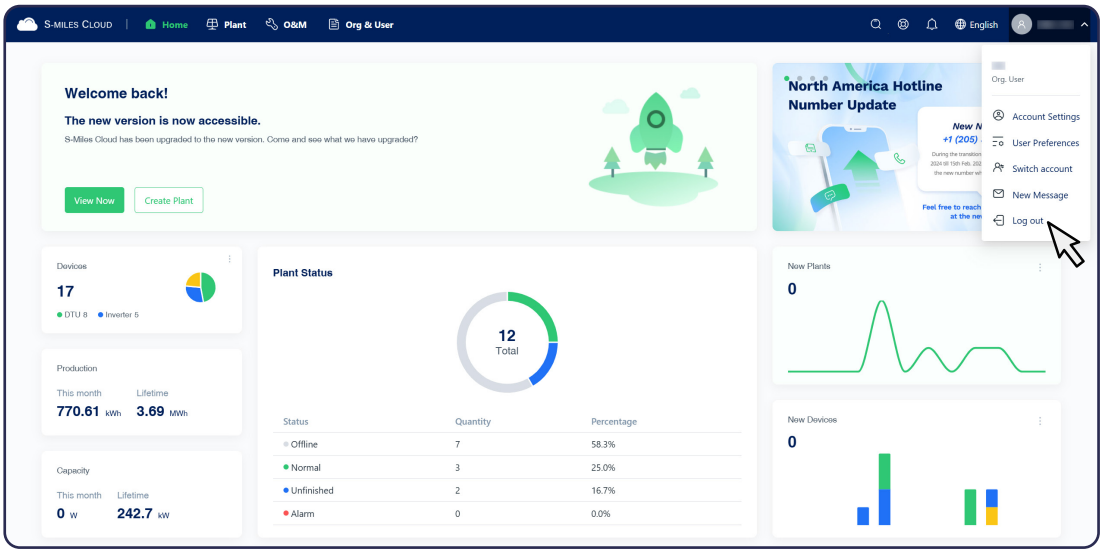
Step 2 Enter your password.

Step 3 Click **Confirm**.

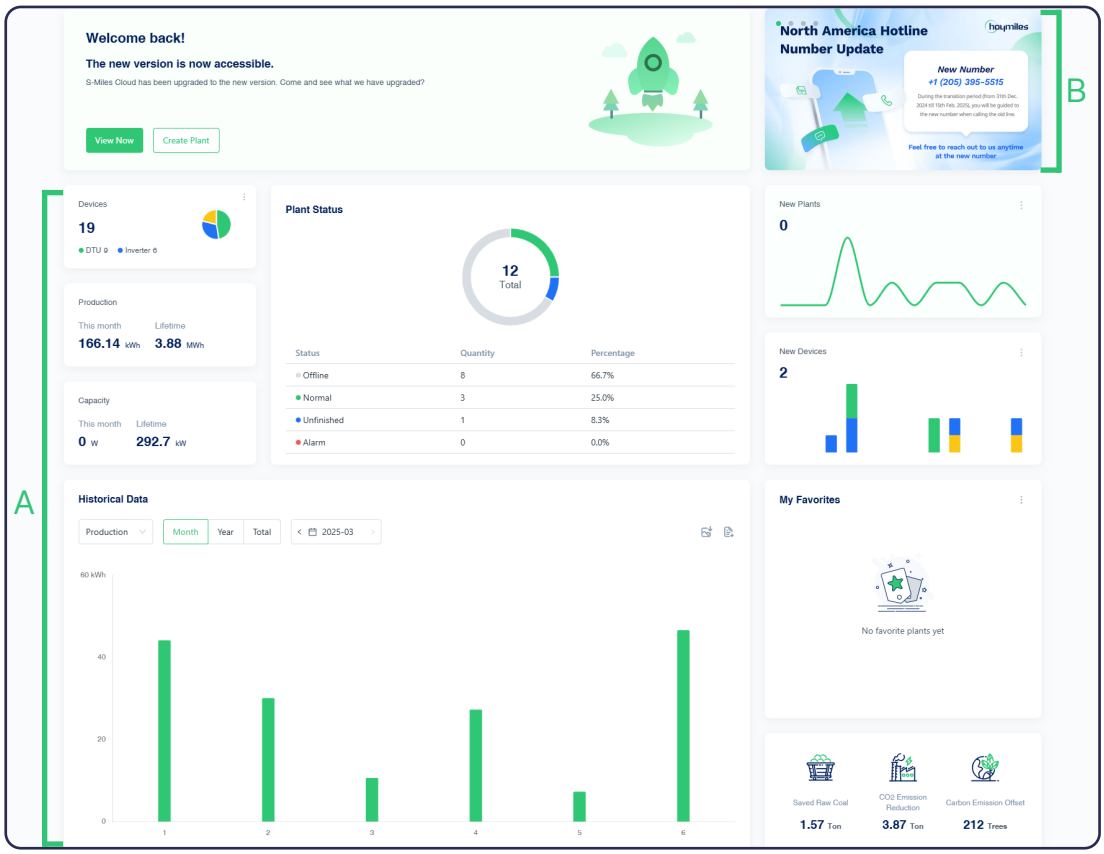


6.4 Log Out

Click > **Log out** if you want to log out.



7 Home

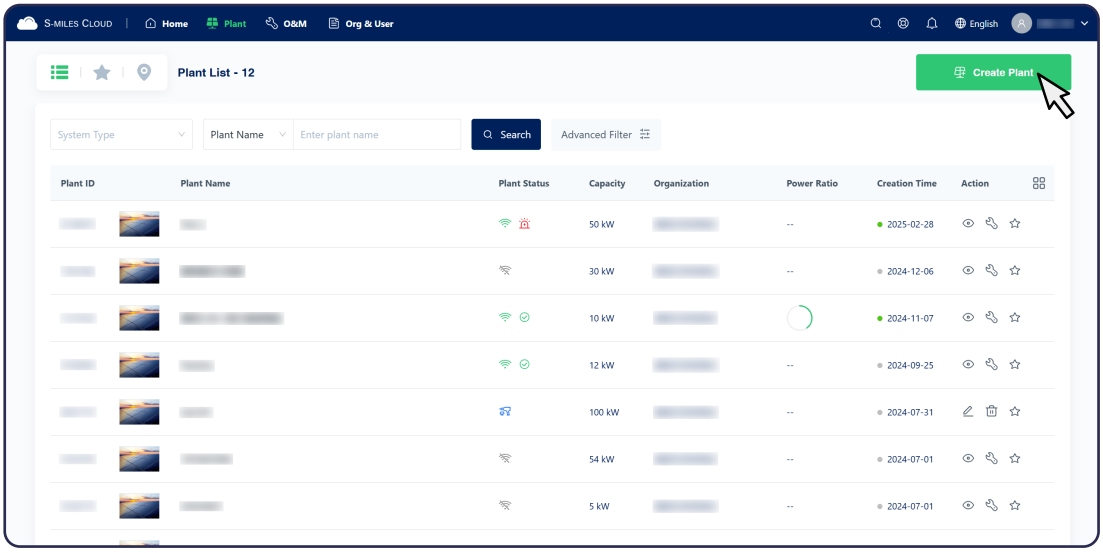


No.	Item	Description
A	Basic Information	This section displays plant quantity, device quantity, production, capacity, status of your plants, historical data, new plants and devices you add, your favorites, and environmental protection achievements.
B	Common Service	This section provides worldwide hotlines, a technical support entry, and a warranty extension entry.

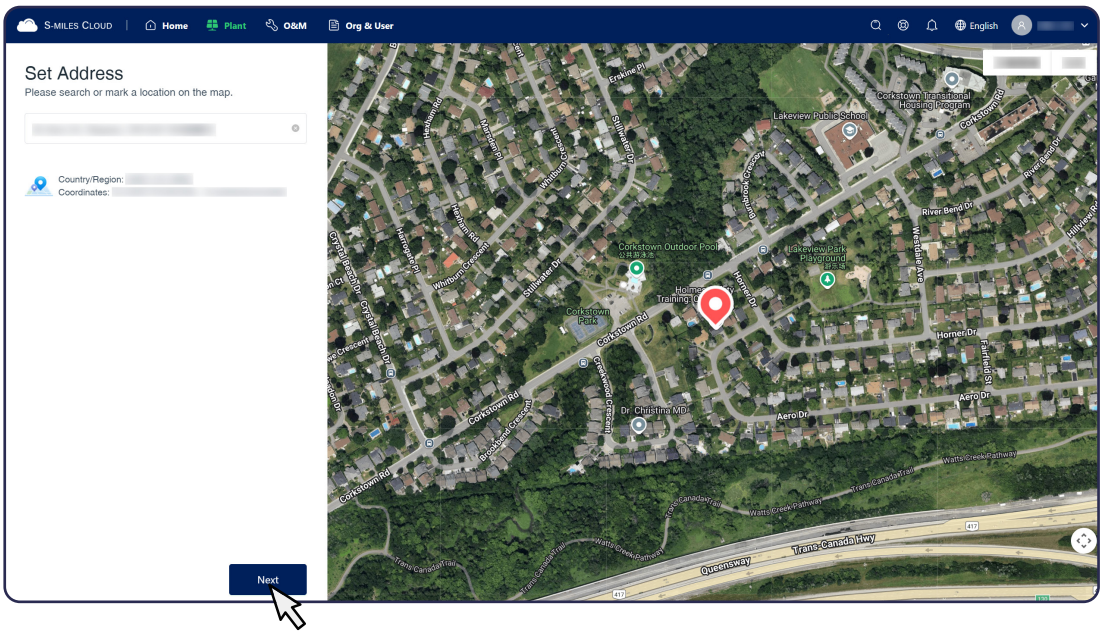
8 Plant

8.1 Create a Plant

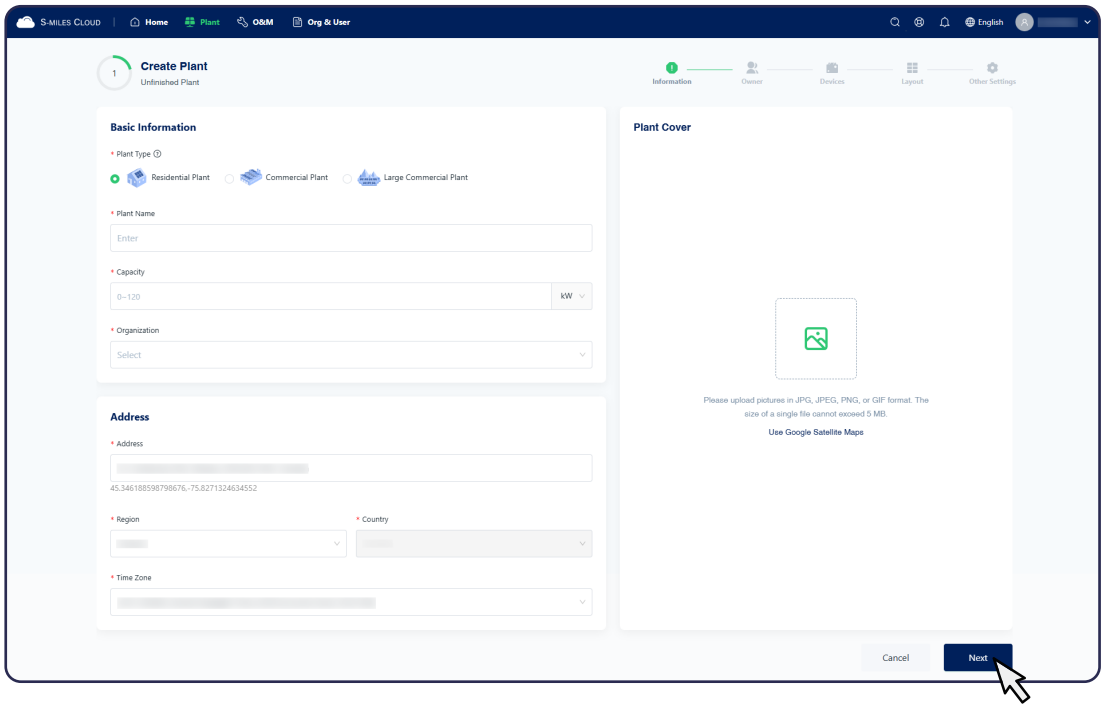
Step 1 Click **Plant** > **Create Plant** in the upper right corner.



Step 2 Enter the address in the search box or mark a location on the map to set your plant address, and click **Next**.



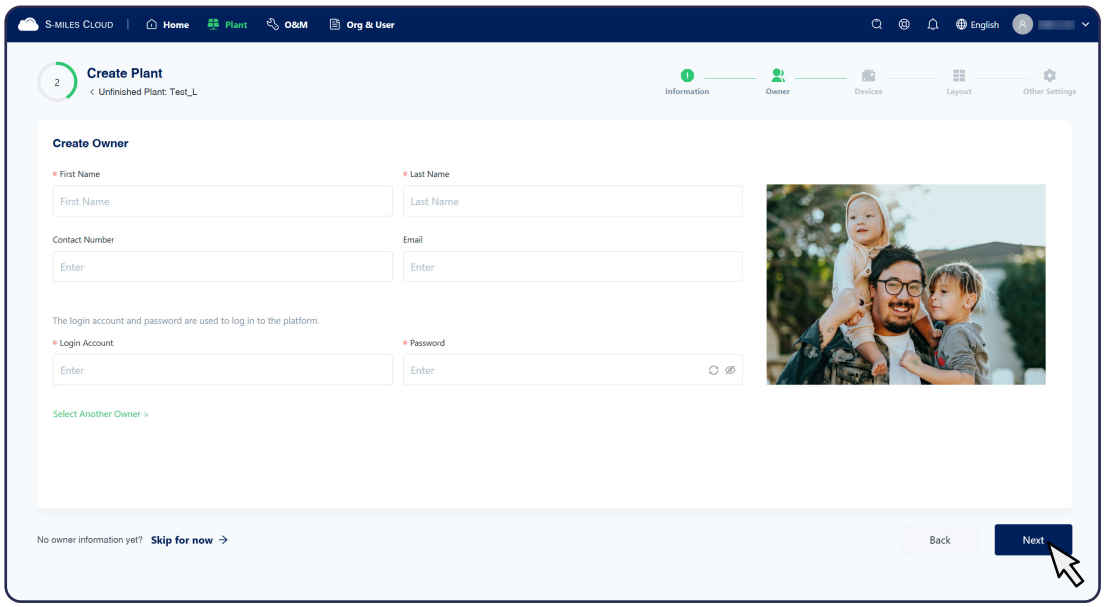
Step 3 Select the plant type, enter basic information, and click **Next**.



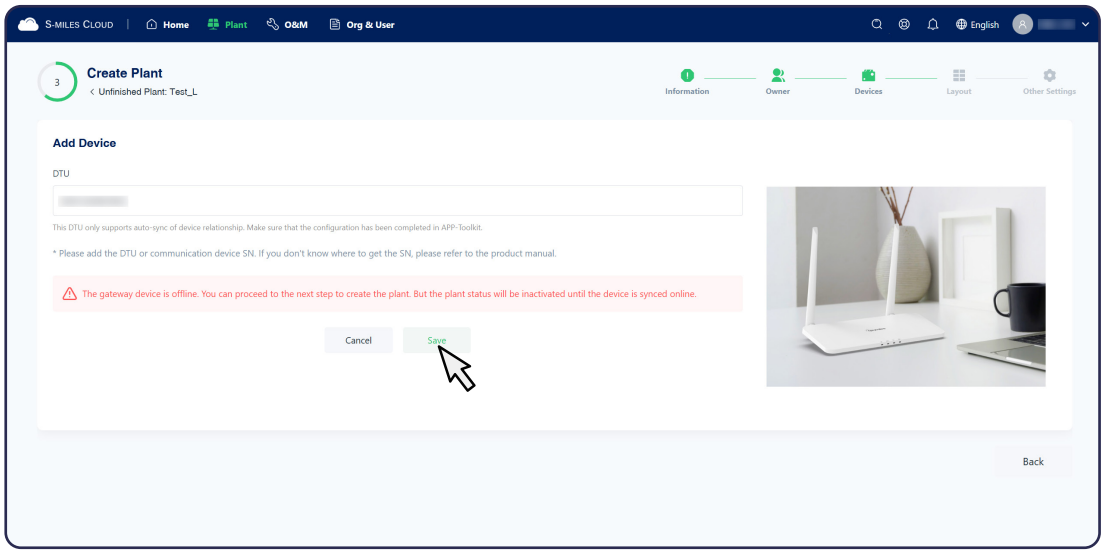
Step 4 Enter personal information to create an owner and click **Next**. It is recommended to enter an email address to help the owners reset the password if they forget it.

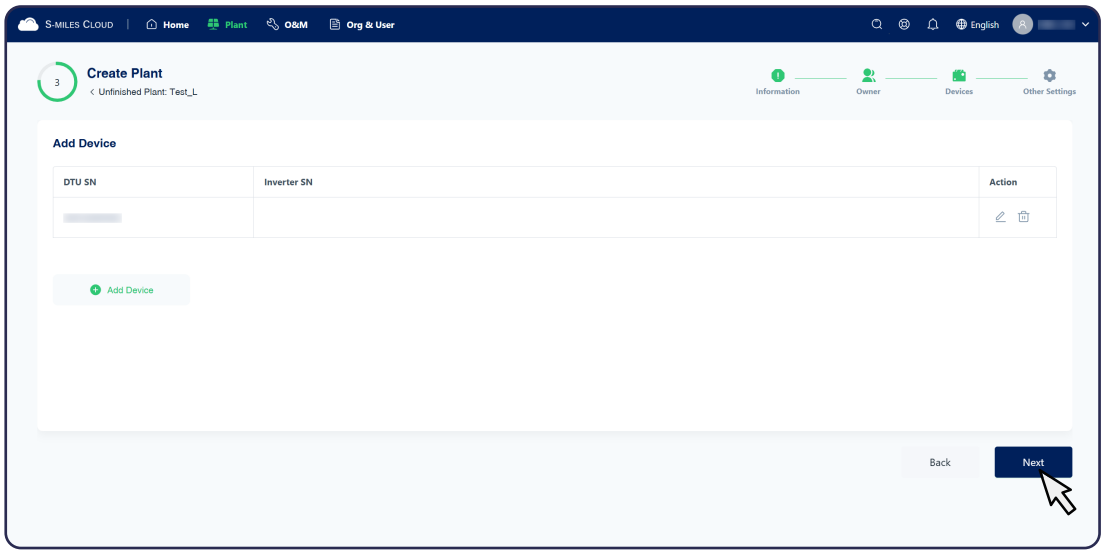
NOTE

- If you want to select an existing owner, click **Select Another Owner**.
- If you want to skip this step, click **Skip for now**.



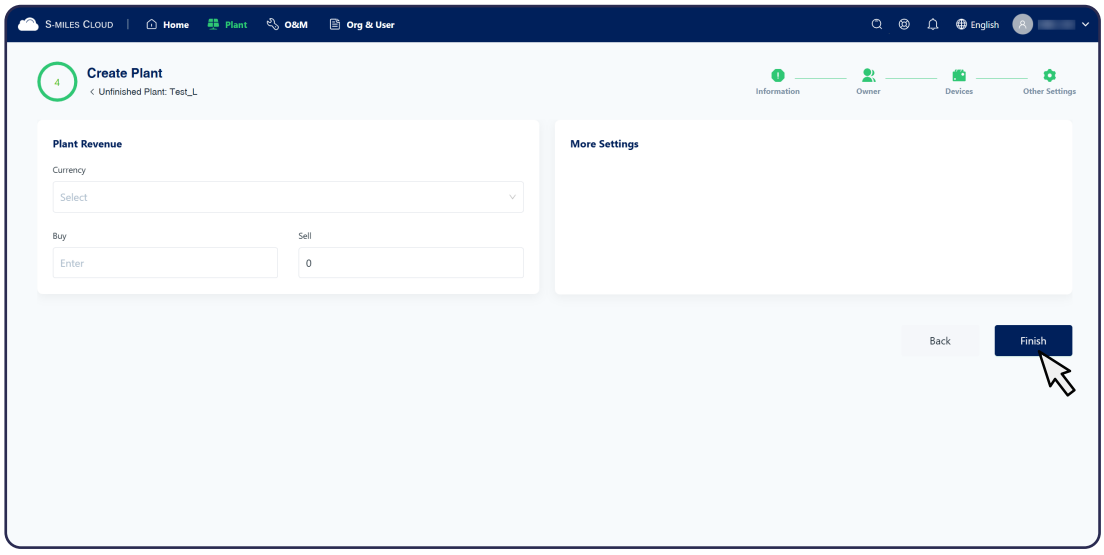
Step 5 Enter DTU SN, click **Save**, and click **Next**.





Step 6 (Optional) Enter relevant information about plant revenue.

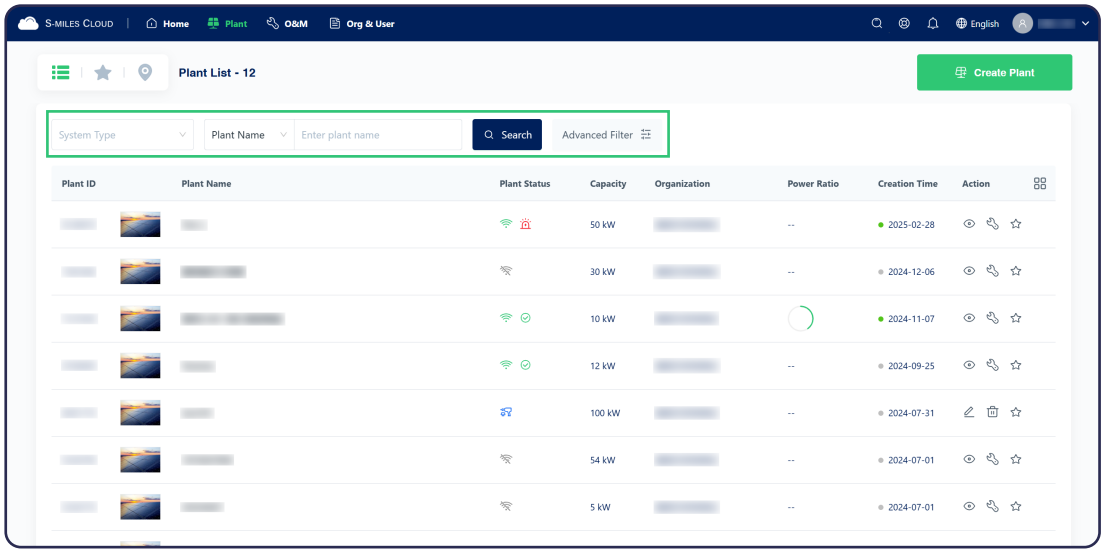
Step 7 Click **Finish**.



8.2 Filter Plants

Step 1 Click **Plant**.

Step 2 Filter plants with conditions such as system type, plant status, plant name, etc.



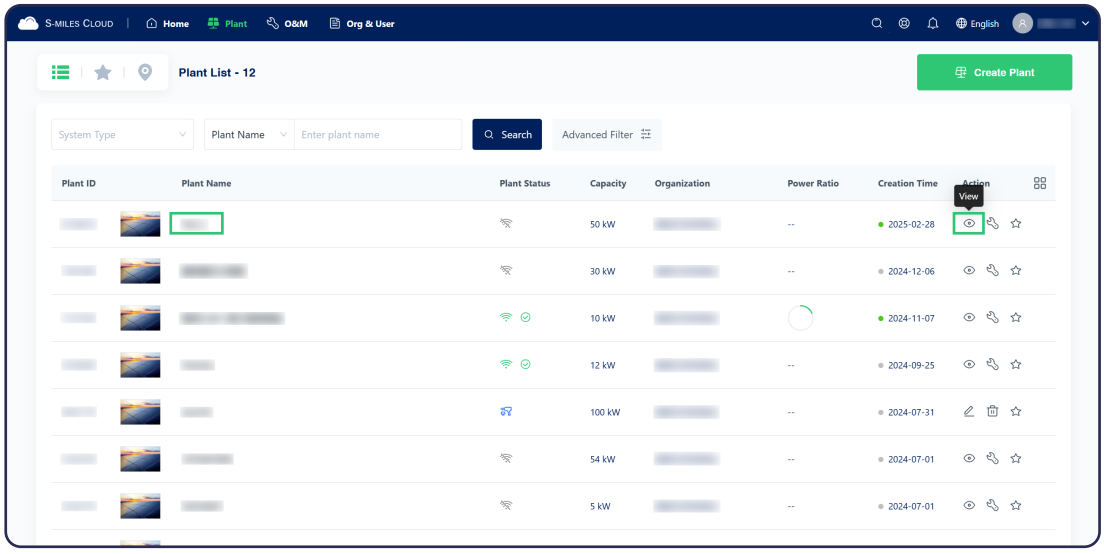
Plant Status

Item	Icon	Description
Network Status		Normal.
		Unstable Internet Connection.
		Offline.
System Status		Normal.
		Alarm.
		Abnormal Grid.
		Meter Alarm.
		Communication Failure (only for the AC-coupled plant).
		SN Mismatch.
/		Unfinished Plant.

8.3 View a Plant

Step 1 Click **Plant**.

Step 2 Find the target plant, and click the plant name or **View** in the Action Column to view a plant.

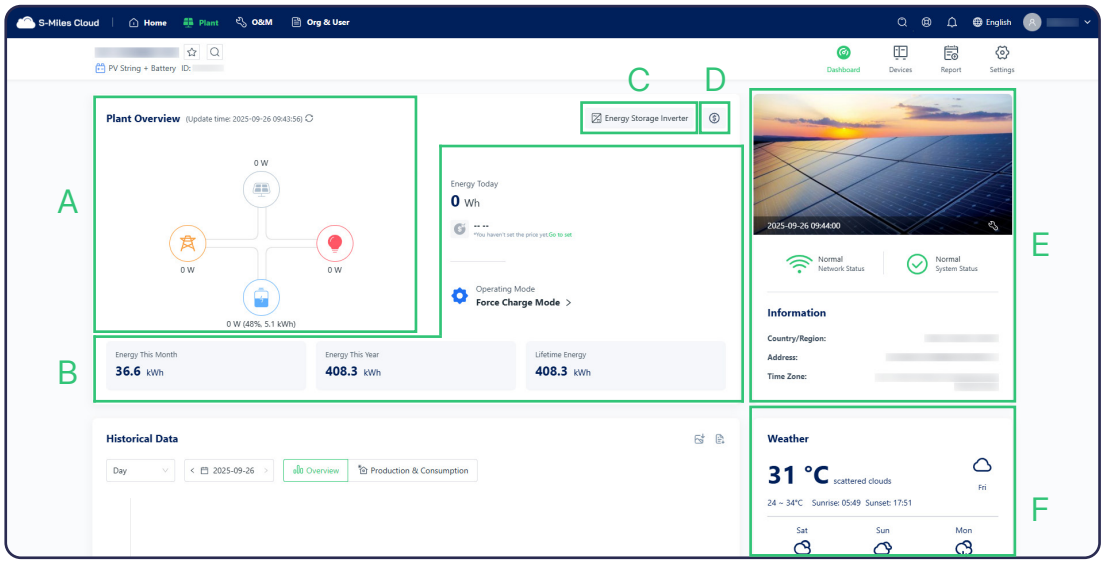


8.3.1 View Dashboard

Step 1 Click **Plant**.

Step 2 Find the target plant, and click the plant name or **View** in the Action Column.

Overview



No.	Item	Description
A	Power Flow	This section displays the status and direction of real-time power flow.
B	Energy	This section displays the energy (based on day, month, year, and total) and the current working mode (You can click the working mode to change it).
C	Device	Click **Energy Storage Inverter** to view data of PV, Grid, Loads, Battery, or Energy Storage Inverter.
D	Plant Revenue	Click **Plant Revenue** to set currency and electricity price per unit (sell and buy).
E	Basic Information	This section displays plant basic information, network status, and system status. If the system status is in an alarm, you can click **Alarm** to view the current alarm.
F	Other information	This section displays the weather, installation information, and environmental data.

Historical Data

The following tables describe the meaning of the chart legends.

For **Overview**:

Item	Icon	Description
Production		It refers to the power generated by PV systems.
Consumption		It refers to the power consumed by loads.
From Grid[+] / To Grid[-]		From Grid[+] refers to the power imported from the grid. To Grid[-] refers to the power exported to the grid.
Discharge[+] / Charge[-]		Discharge[+] refers to the battery power discharged. Charge[-] refers to the battery power charged.
SOC		It reflects the changes of battery SOC.

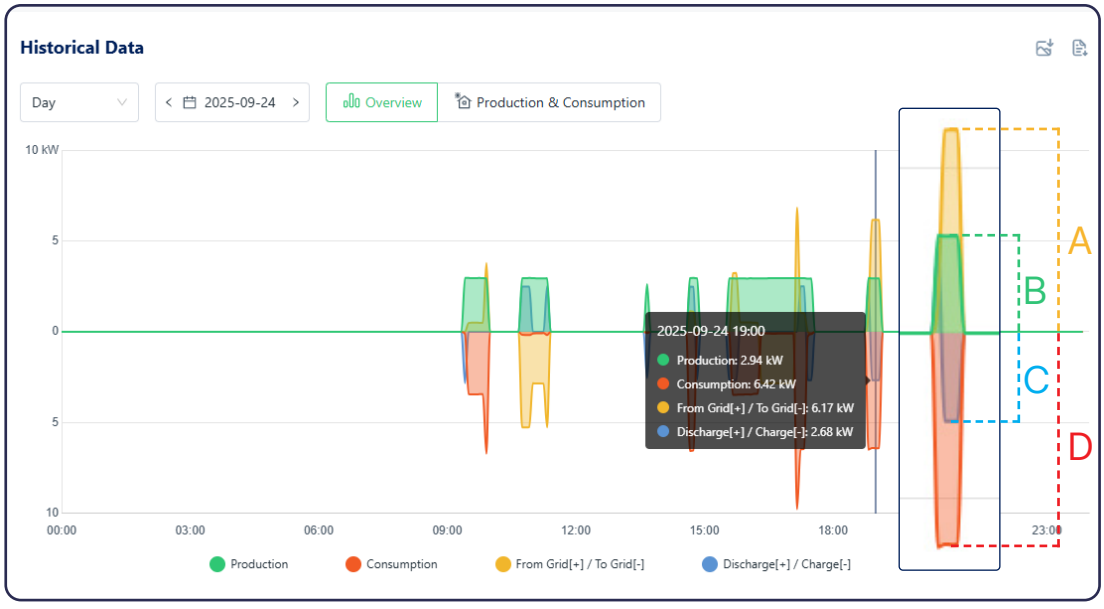
For **Production & Consumption**:

Item	Icon	Description
Production		**To Load**. It refers to the PV power supplied to loads.
		To Battery. It refers to the PV power used to charge the battery.
		To Grid. It refers to the PV power sold to the grid.
Consumption		**From Solar**. It refers to the PV power supplied to loads.
		From Battery. It refers to the battery power supplied to loads.
		From Grid. It refers to the grid power supplied to loads.

NOTE

You can click the icon to display or hide the data of the corresponding item.

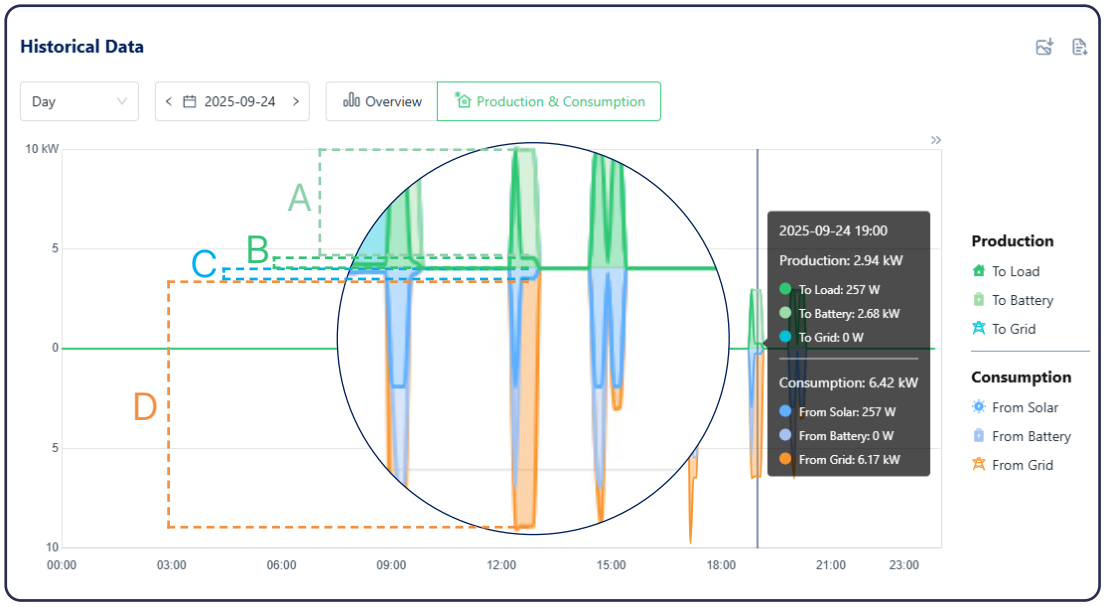
An example to illustrate **Overview**:



At 19:00, the power imported from the grid (A) is 6.17 kW, and the solar production (B) is 2.94 kW.

The battery power charged (C) is 2.68 kW, and the load consumption (D) is 6.42 kW.

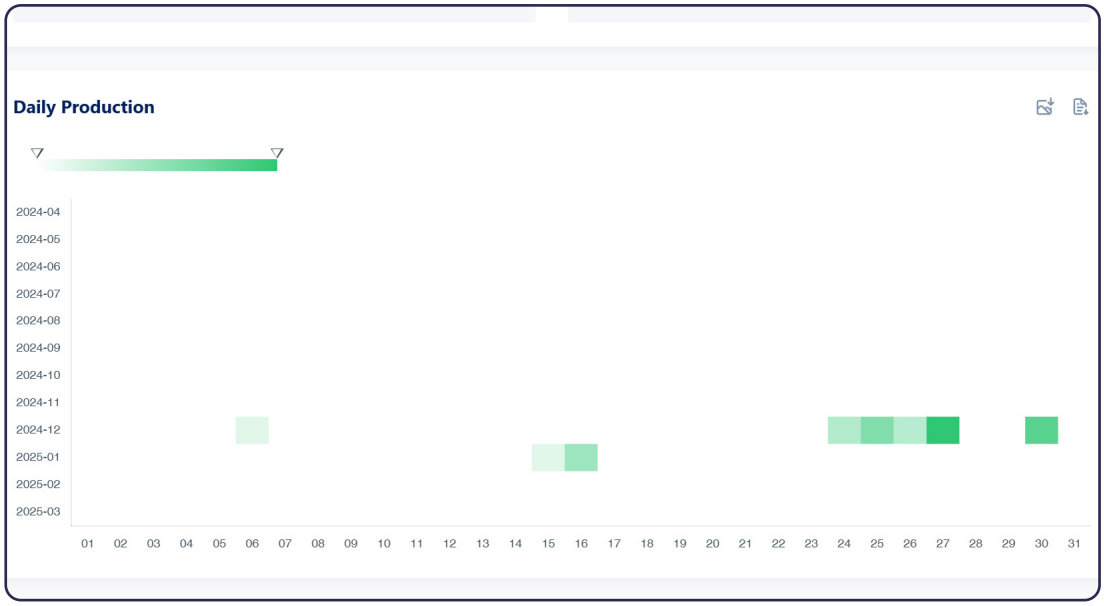
An example to illustrate **Production & Consumption**:



At 19:00, the total production (A + B) is 2.94 kW. 2.68 kW (A) is used to charge the battery, and 257 W (B) is supplied to loads.

The total consumption (C + D) is 6.42 kW. 257 W (C) is from solar, and 6.17 kW (D) is from the grid.

Daily Production



This chart can help you compare the daily production of your plant.

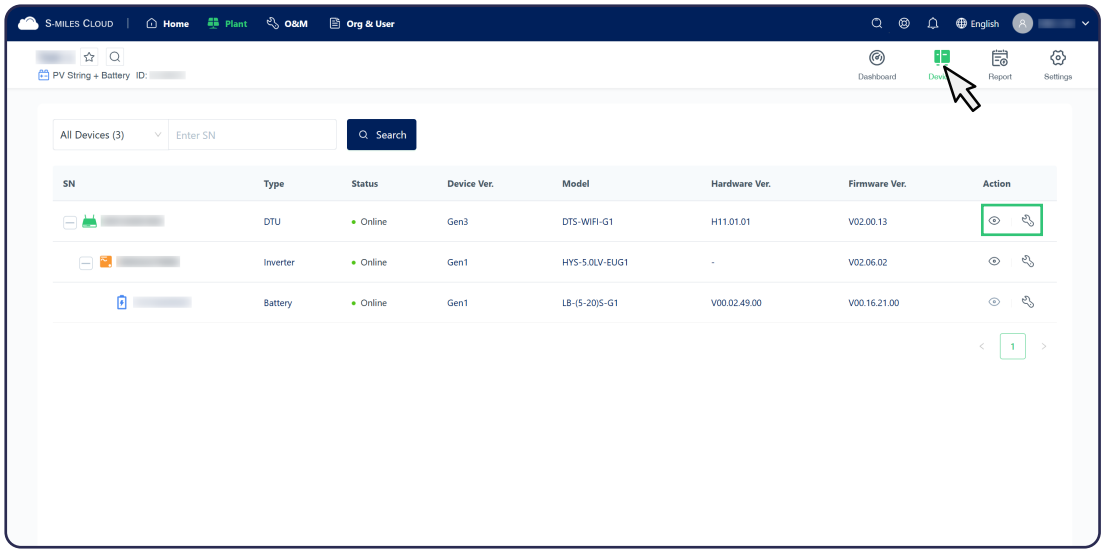
- You can compare the daily production by the shade of green.
- You can drag ▽ ▽ to filter dates with higher or lower daily production.
- You can click the green block to navigate to the upper **Historical Data** to view the production and consumption on that day.

8.3.2 View Devices

Step 1 Click **Plant**.

Step 2 Find the target plant, and click the plant name or **View** in the Action Column.

Step 3 Click **Devices** to view device details and perform device maintenance.



Icon	Item	Description
	View Details	Click the icon to view device type, SN, hardware version, firmware version, creation time, plant name, replacement record, and device status.
	Device Maintenance	Click the icon to perform device maintenance.

NOTE

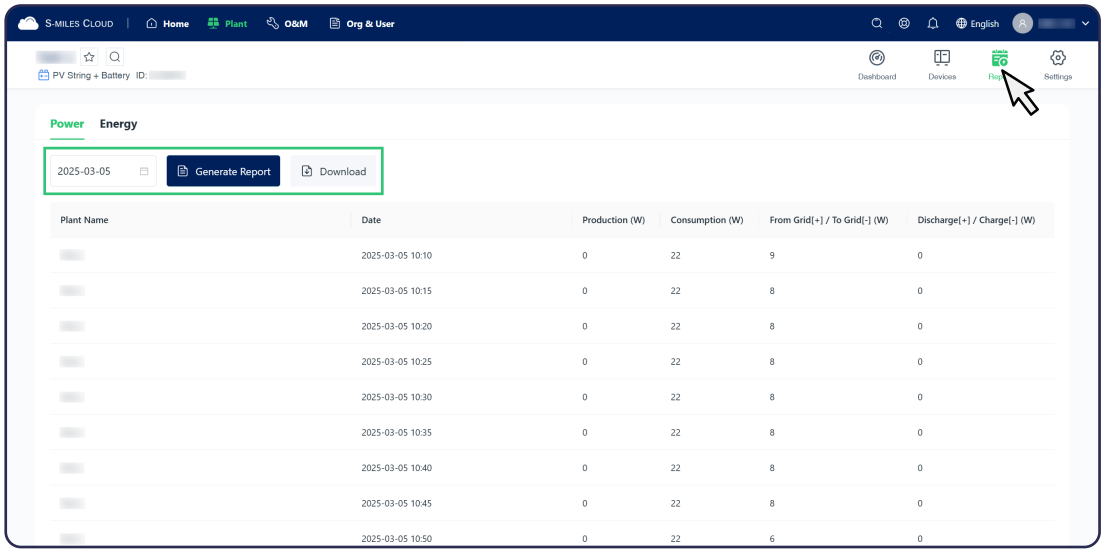
You can also perform device maintenance by clicking **O&M** > **Device List** > **Device Maintenance**. For details, refer to ***9.2 Device Operation and Maintenance***.

8.3.3 View Reports

Step 1 Click **Plant**.

Step 2 Find the target plant, and click the plant name or **View** in the Action Column.

Step 3 Click **Report** to generate and download power and energy reports.



NOTE

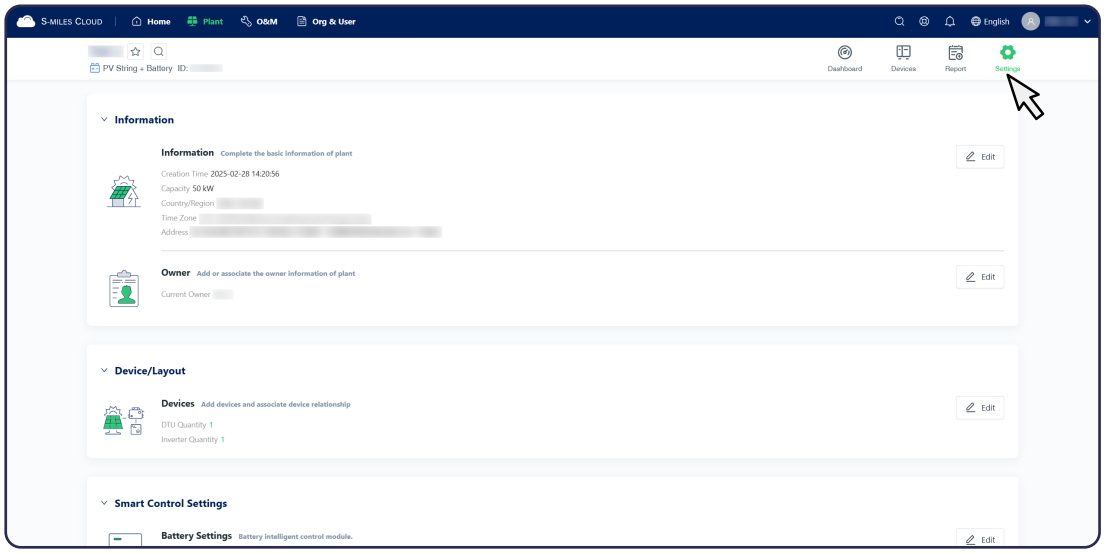
You can also view reports by clicking **O&M** > **Report Query**. For details, refer to *9.4 Report Query*.

8.3.4 Change Settings

Step 1 Click **Plant**.

Step 2 Find the target plant, and click the plant name or **View** in the Action Column.

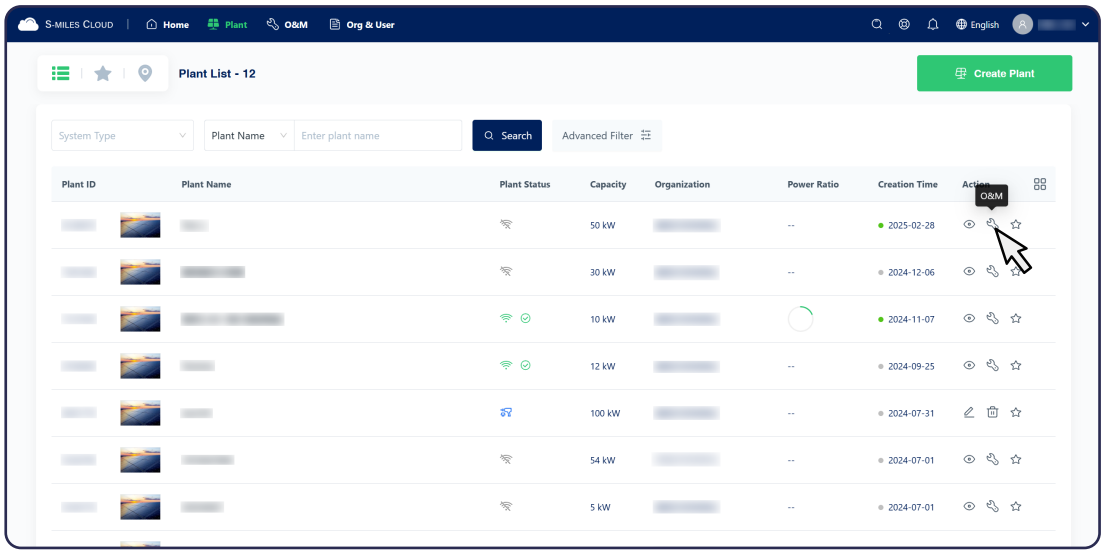
Step 3 Click **Settings** to view or change relevant settings. For details, refer to *8.4 Edit a Plant*.



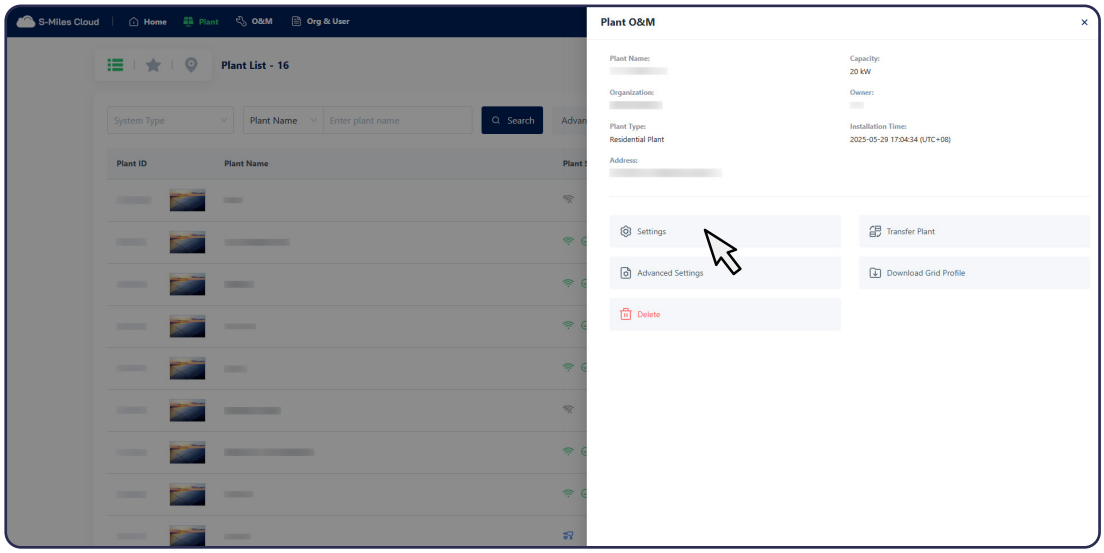
8.4 Edit a Plant

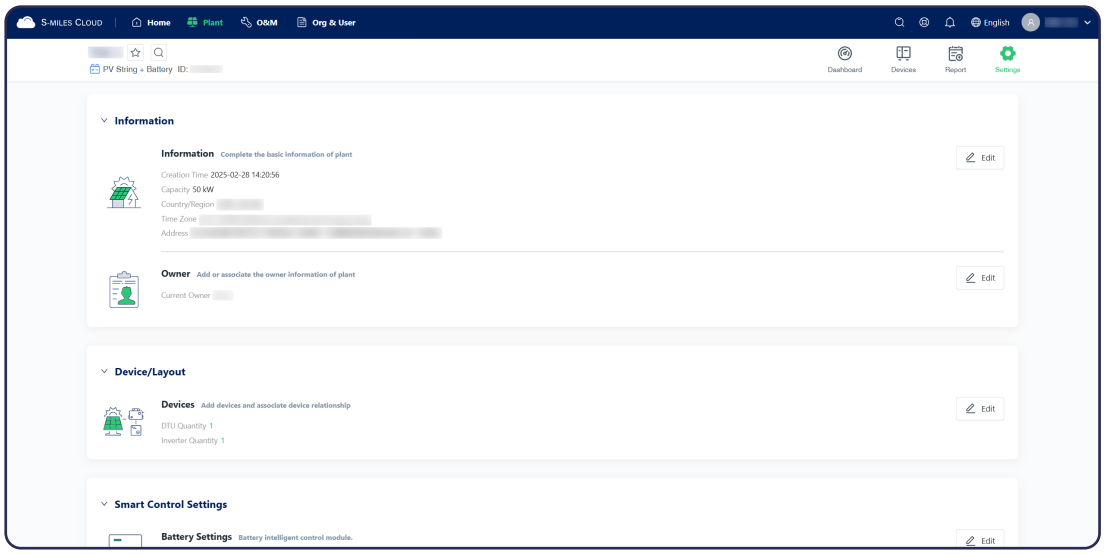
Step 1 Click **Plant**.

Step 2 Find the target plant and click **O&M** in the Action Column.



Step 3 Click **Settings**.

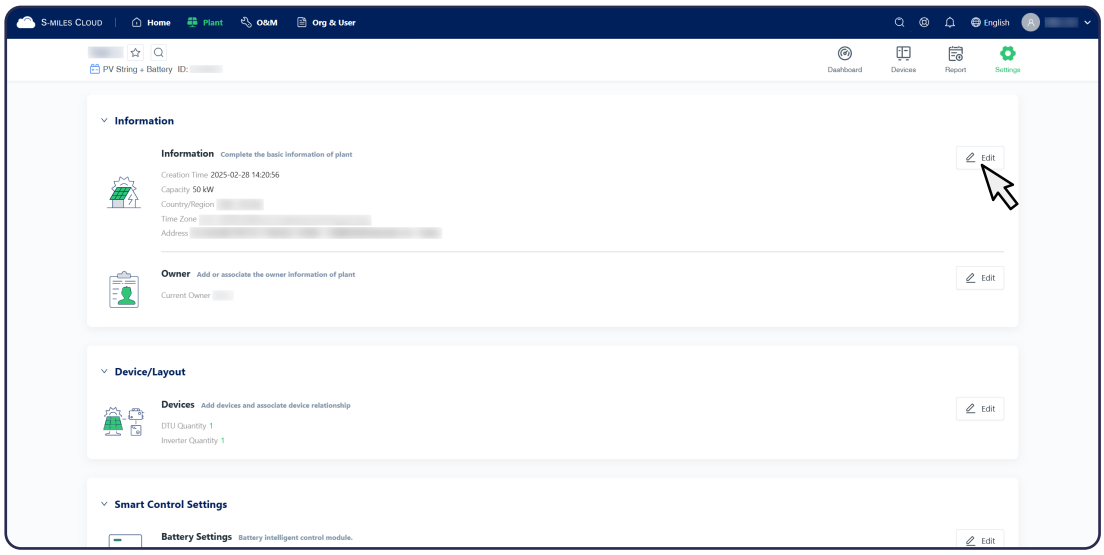




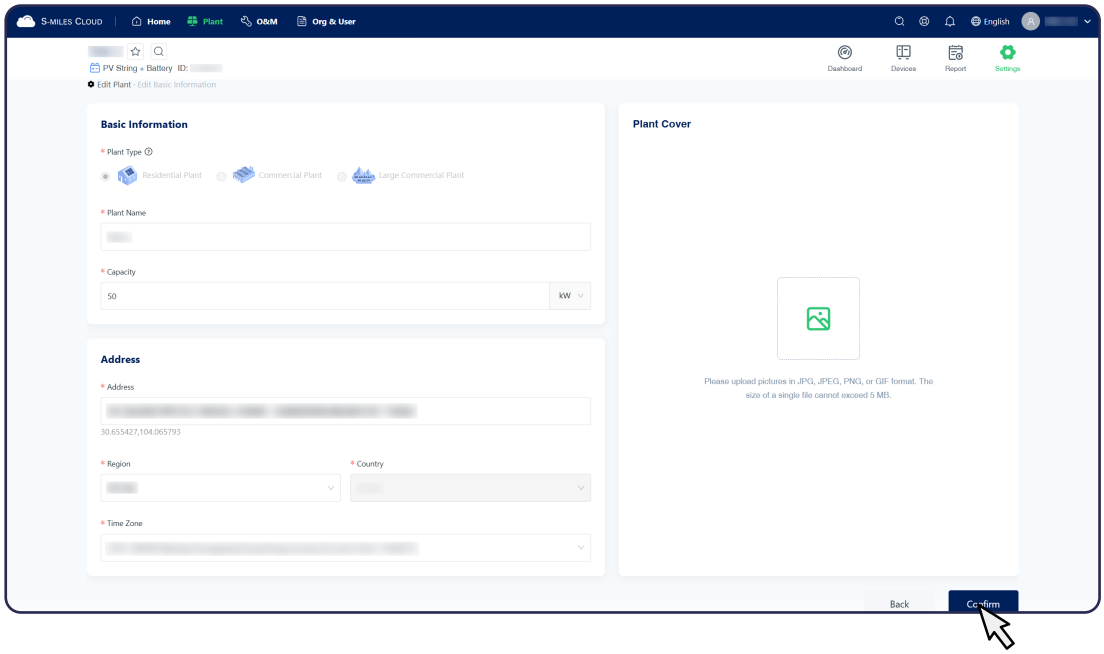
8.4.1 Edit Basic Information

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

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



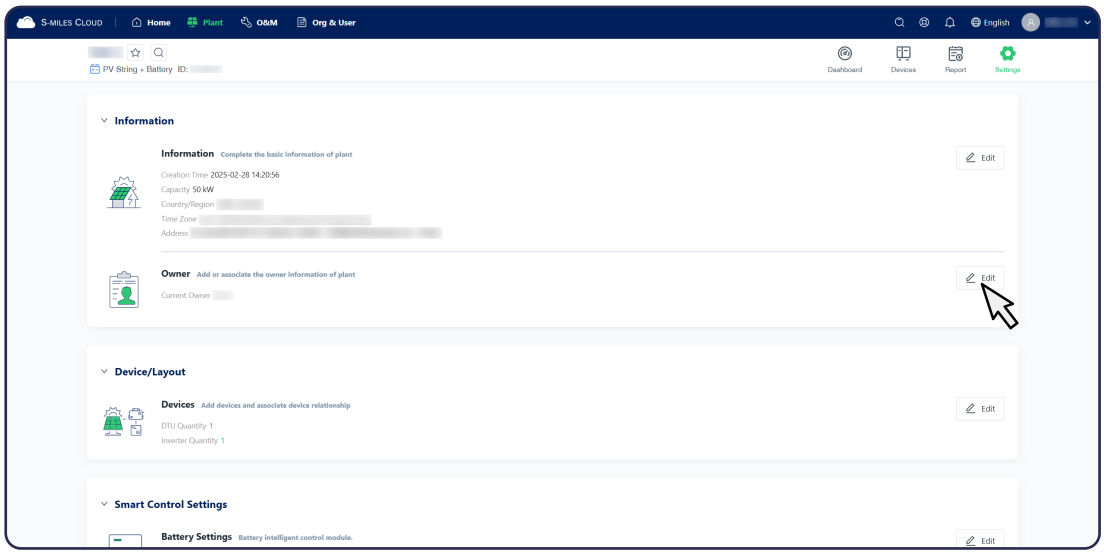
Step 3 Edit the plant name, capacity, address, or plant cover, and click **Confirm**.



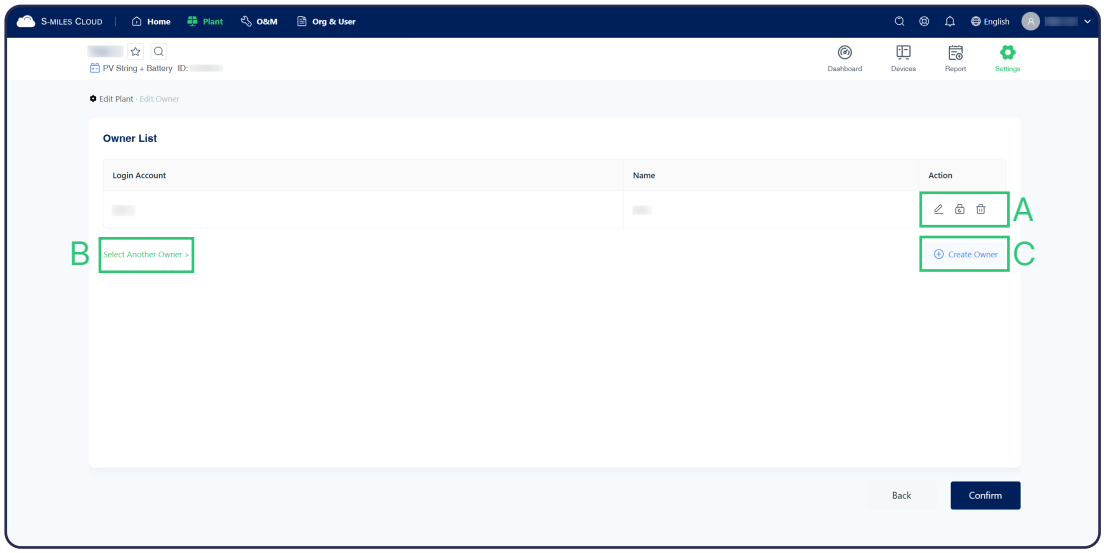
8.4.2 Edit Owner Information

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

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



Step 3 Edit owner information, reset password, remove an owner, select an existing owner, or create a new owner, and click **Confirm**.



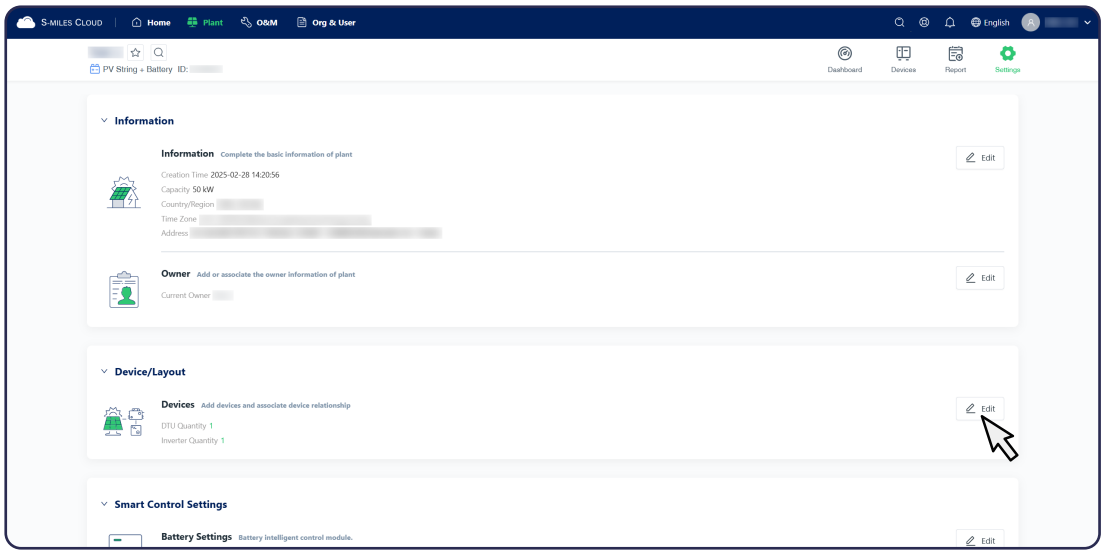
NO.	Item	Description	
A	Edit Existing Owner		Click the icon to edit owner name, contact number, and email address.
			Click the icon to reset the password.
			Click the icon to remove this owner from the plant.
B	Select Another Owner	Click the icon to add another existing owner to this plant.	
C	Create Owner	Click the icon to create a new owner.	

8.4.3 Add a Device

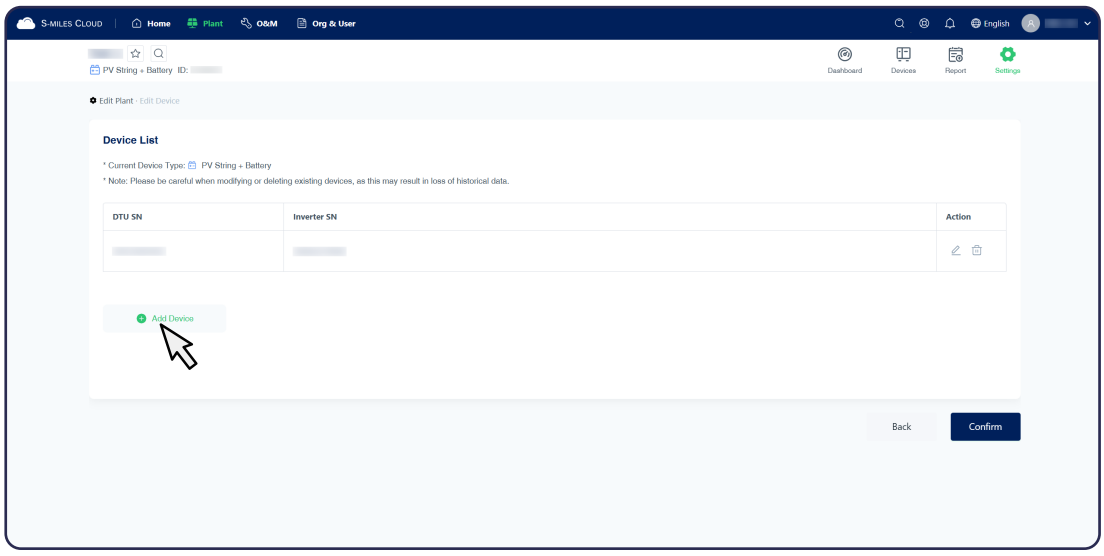
In an AC-coupled system, if a Hoymiles microinverter is connected to an energy storage inverter, follow the instructions to add the microinverter to the residential energy storage plant.

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

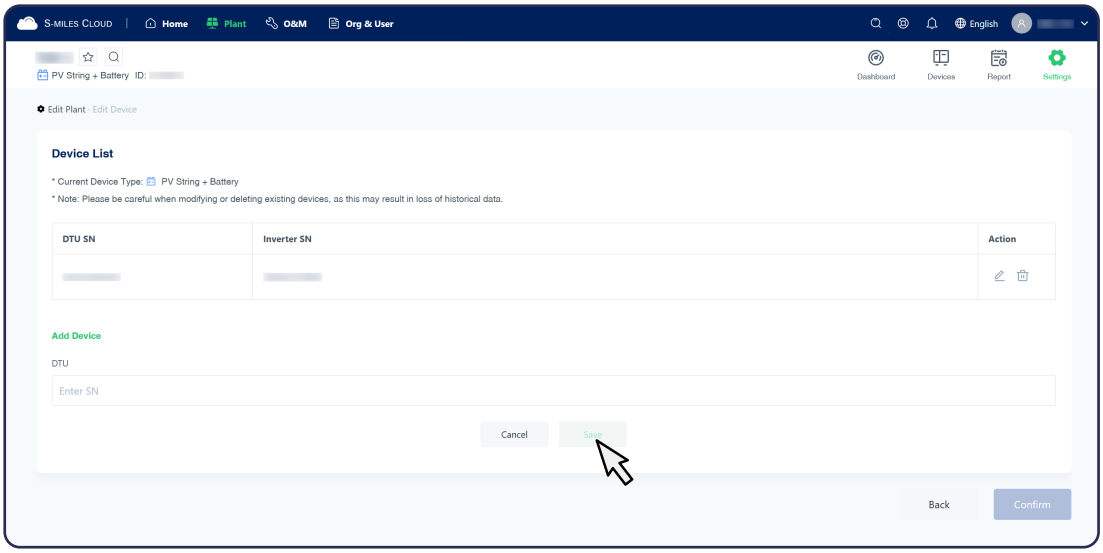
Step 2 Click **Edit** on the right side of **Devices**.



Step 3 Click ⊕ **Add Device**.



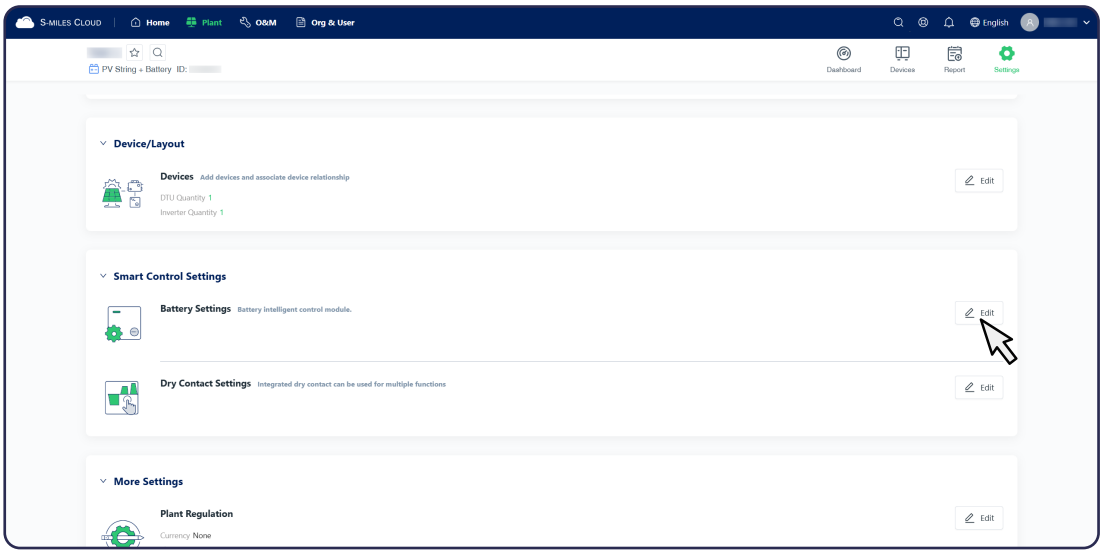
Step 4 Enter the SN of DTU (here refers to Data Transfer Unit) and click **Save** > **Confirm**.

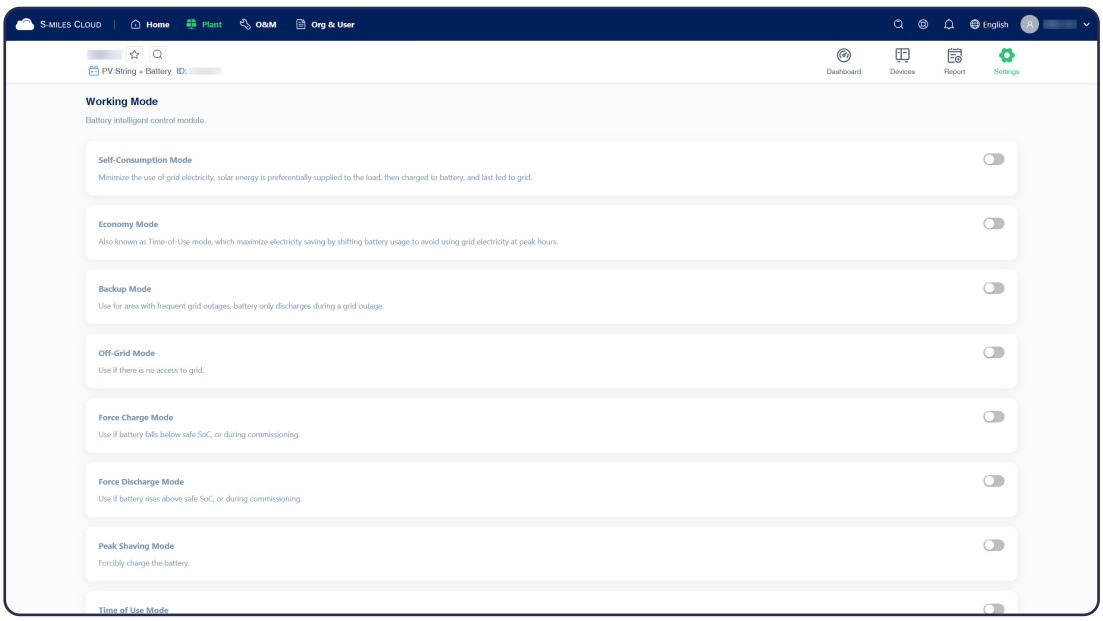


8.4.4 Set Working Mode

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

Step 2 Click **Edit** on the right side of **Battery Settings** to set the working mode. Only one mode can be selected at a time.





★ Self-consumption Mode

In the daytime, solar energy supports the loads firstly, and surplus energy is stored in the battery. When the battery is fully charged or reaches the maximum charge power, the surplus energy is fed into the grid (or limited if required). At night, the battery discharges for the loads firstly, and the grid will supply the loads once the battery power is not enough. In this mode, battery cannot be charged from the grid at night.

The self-consumption mode can reduce the use of grid power. Solar energy is preferentially supplied to the loads, charged to the battery, and finally fed into the grid. Users can set the reserved SOC within a certain range. (A small amount of power can be reserved due to infrequent power outages.)

★ Economy Mode

In this mode, battery charging and discharging periods need to be defined. Meanwhile, the battery can be forced to charge from the grid during the preset charging time. For instance, the battery could be charged or discharged according to valley or peak electricity prices. You can set reserved SOC within a certain range (a small amount of power can be reserved due to infrequent power outages), select the type of currency you need, and set different time periods to flexibly to save costs of electricity. Set the time period for peak, low and partial peak grid prices in different seasons or dates, and you can just add up to four time periods.

★ Backup Mode

The backup mode can be selected when the grid frequently breaks down. The battery will be forced to charge to a set capacity so that it has enough power to support the electricity consumption in daily life when the inverter is in off-grid mode. You can also set the reserved SOC within a certain range.

★ Off-grid Mode

When the system is not connected to the grid, you can select the off-grid mode.

★ Force Charge Mode

The force charge mode can be used during the commissioning of inverter or when the battery capacity falls below the value of safety SOC. You can set the reserved SOC within a certain range. If the battery capacity is lower than the setting, the battery will be forcibly charged. And You can set the max. charging power of battery if needed. Finally, save the values you have changed.

★ Force Discharge Mode

The force discharge mode can be used during the commissioning of inverter or when the battery capacity rises above the value of safety SOC. You can set the reserved SOC within a certain range. If the battery capacity is higher than the setting, the battery will be forcibly discharged. And you can set the max. discharging power of battery if needed. Finally, save the values you have changed.

★ Peak Shaving Mode

In this mode, the Peak Meter Power (the maximum power that the inverter obtains from the grid) can be set; only when PV and battery can fully supply the loads, can the Peak Meter Power be limited. Set the Baseline SOC to ensure the normal operation of this mode. When the battery SOC is less than the Baseline SOC, the grid can supply the loads or charge the battery with an output power not higher than the Peak Meter Power; when the battery SOC is less than the reserved SOC, the battery will not be discharged.

★ Time of Use Mode

The time of use mode allows users to customize the charge and discharge time of the battery within eight periods. During the pre-set charge time, the battery will be charged from the grid at the pre-set charging power until it reaches the pre-set stop charge SOC; during the pre-set discharge time, the battery will supply power to the load and the grid at the pre-set power until the battery discharges to the pre-set stop discharge SOC. The energy storage system allows users to freely set the charge and discharge time according to the local peak and valley electricity price to maximize the benefits. For the rest of the time, the system will run in self-consumption mode by default.

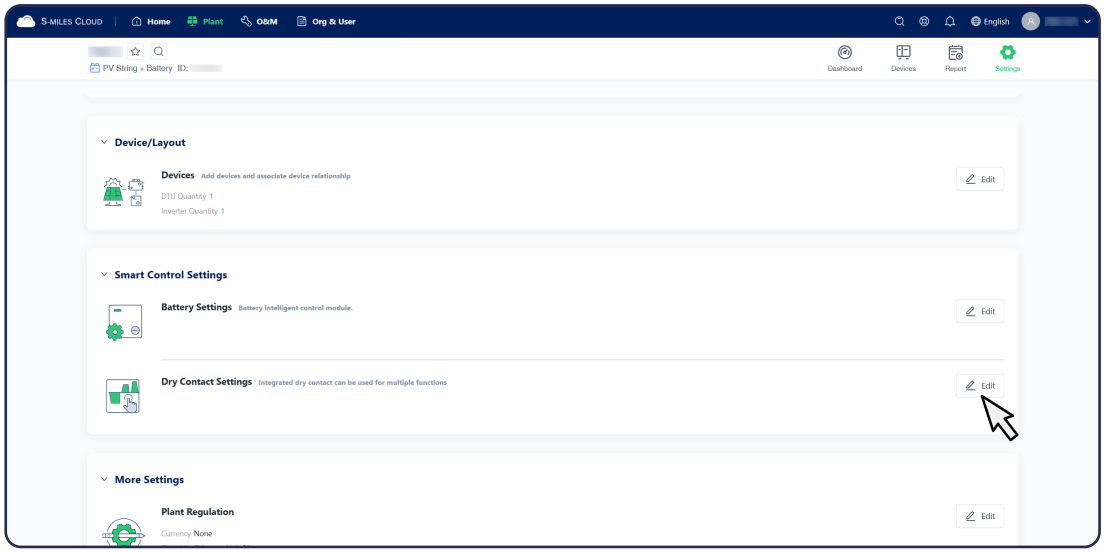
ⓘ NOTE

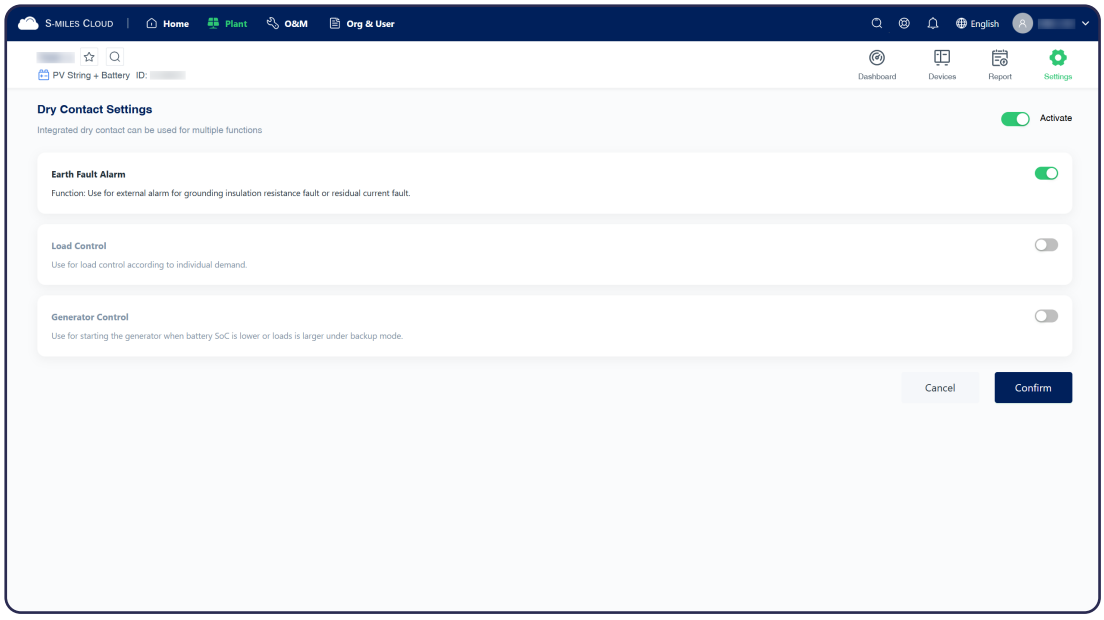
Peak Shaving Mode and Time of Use Mode are not supported in North America.

8.4.5 Set Dry Contact Function

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

Step 2 Click **Edit** on the right side of **Dry Contact Settings** to set dry contact mode. Only one mode can be selected at a time.





★ Earth Fault Alarm

This function is used for external alarm caused by grounding insulation resistance fault or residual current fault. Disable the external alarm when the load is connected. This function is to produce alarm, not to cause tripping.

★ Load Control

Load control can be used according to individual demand. This setting is to control whether the load is working or not. There are six modes available as follows.

(1) Switch Mode

Manually turn on or turn off the dry contact.

(2) Scheduled Mode

Set the time period for the dry contact to work. The dry contact is closed during this set time and disconnected at other times.

(3) Intelligent Mode

Because the energy generated by PV fluctuates, this mode is to avoid the dry contact being turned on and off frequently. The dry contact will only be turned on when the residual energy generated by the PV exceeds the

power set by the load within the set time period. You can set the minimum run time and the nominal power of the dry contact.

(4) EPS Port Smart Control

The unnecessary dry contact will be turned off in off-grid situation when the battery capacity is lower than the set SOC value. You can set the value of protection SOC if needed.

(5) EV Charger Smart Control

In this mode, whether to start the EV charger can be determined based on the total input current. When the input current is less than the value of the entrance breaker rated current minus the EV Charger rated current, the EV Charger is allowed to work; when the input current is larger than the entrance breaker rated current, shut down the EV Charger to protect the entrance breaker.

(6) Heat Pump Control

The heat pump control function allows users to add up to four runtimes. According to the set power and battery SOC, it can control the start and stop as well as the power of the SG Ready heat pump, maximizing the PV energy utilization.

Parameter	Description
Start Power	When the average feed-in power is greater than or equal to the start power, the heat pump will be started.
Shutdown Power	When the running time is greater than or equal to the minimum single runtime and the average grid input power is greater than or equal to the shutdown power, the heat pump will be shut down.
Battery Starting SOC	There is an ON/OFF option. The default option is OFF. ON: When the average feed-in power is greater than or equal to the start power or the battery SOC is greater than or equal to the battery start SOC, the heat pump will be started.
Battery Shutdown SOC	When the running time is greater than or equal to the minimum single runtime and the battery SOC is less than the battery shutdown SOC, the heat pump will be shut down.
Min. Single Runtime	The minimum single runtime of the heat pump.
Max. Single-day Runtime	There is an ON/OFF option. The default option is OFF. ON: The heat pump will be shut down when the running time of the day reaches the maximum single-day runtime; it will be started again when the starting condition is reached the next day.
Time Range	Up to four operating periods can be set.

★ Generator Control

(1) Exercise Mode

The generator starts regularly during the preset period to ensure the operation of the generator.

Parameter	Description
Frequency	It allows the generator to start regularly at this frequency.
Duration	The generator will stop running after this duration.
Start Time	It allows the generator to start regularly at this time.

(2) Running Mode

This mode is the off-grid operation mode of the generator, including manual mode and auto mode.

A. Manual Mode

The manual mode is used to turn on or turn off the generator manually.

B. Auto Mode

The auto mode is used to turn on or turn off the generator according to the battery capacity. The auto mode only supports generators controlled by Dry Contact. Otherwise, please select the manual mode.

Parameter	Description
GEN Start SOC	In off-grid mode, start the generator when the battery capacity is lower than the safety SOC.
GEN Shutdown SOC	In generator mode, shut down the generator when the battery capacity is higher than the safety SOC.
Quiet Time	During the quiet time, the generator is disabled. If you set this time, it will affect the normal use of electricity.

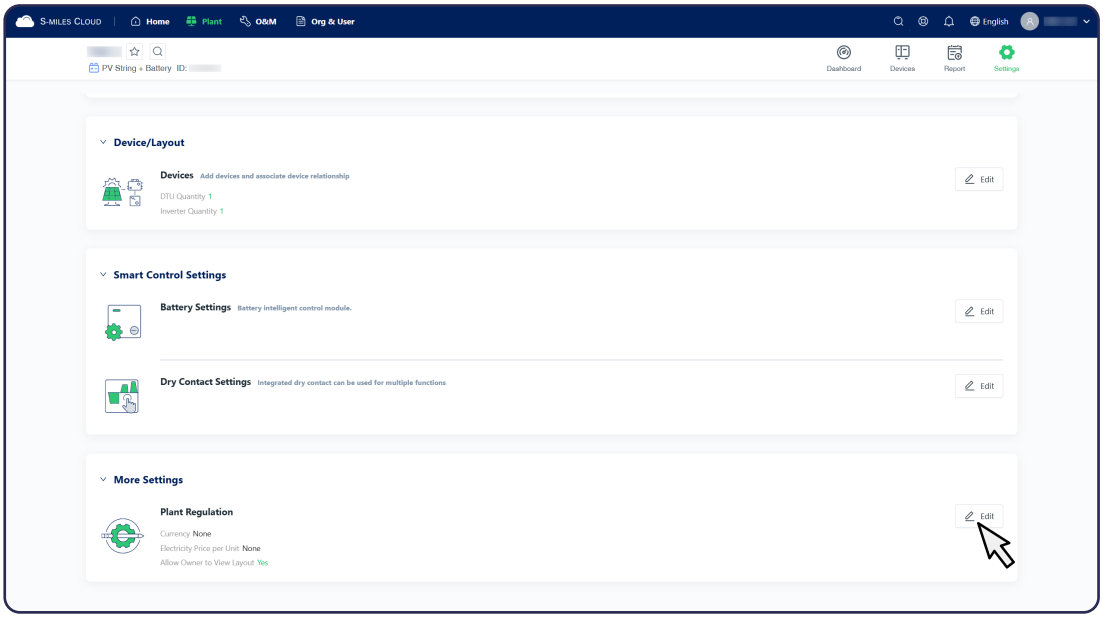
(3) Battery Charge Time

Parameter	Description
Battery Charge Time	The generator will charge the battery during the preset period. Please choose the time period when the PV power is low to avoid wasting PV power.

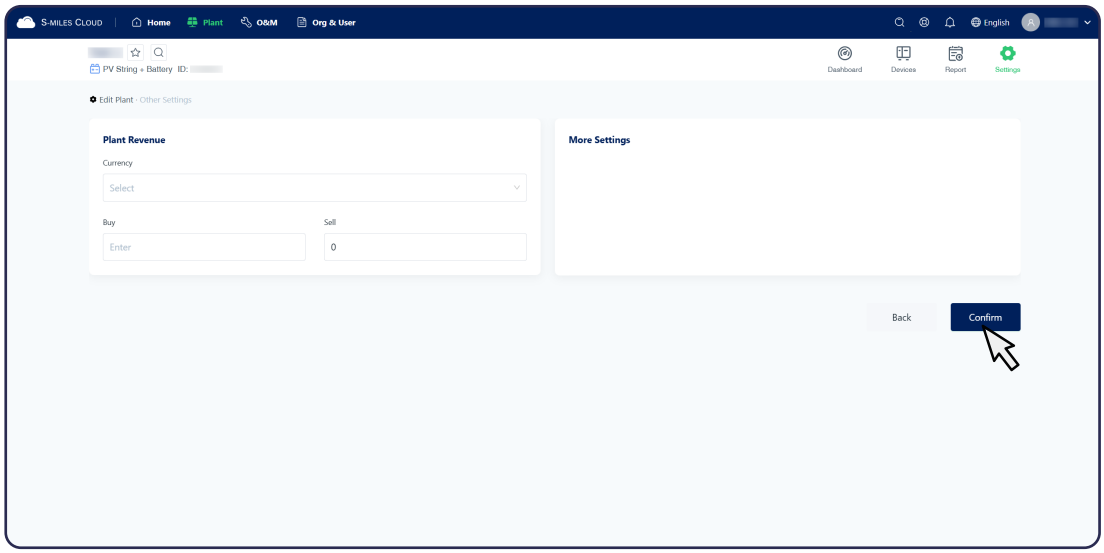
8.4.6 Edit Other Settings

Step 1 Refer to ***8.4 Edit a Plant*** to enter the Setting Page.

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



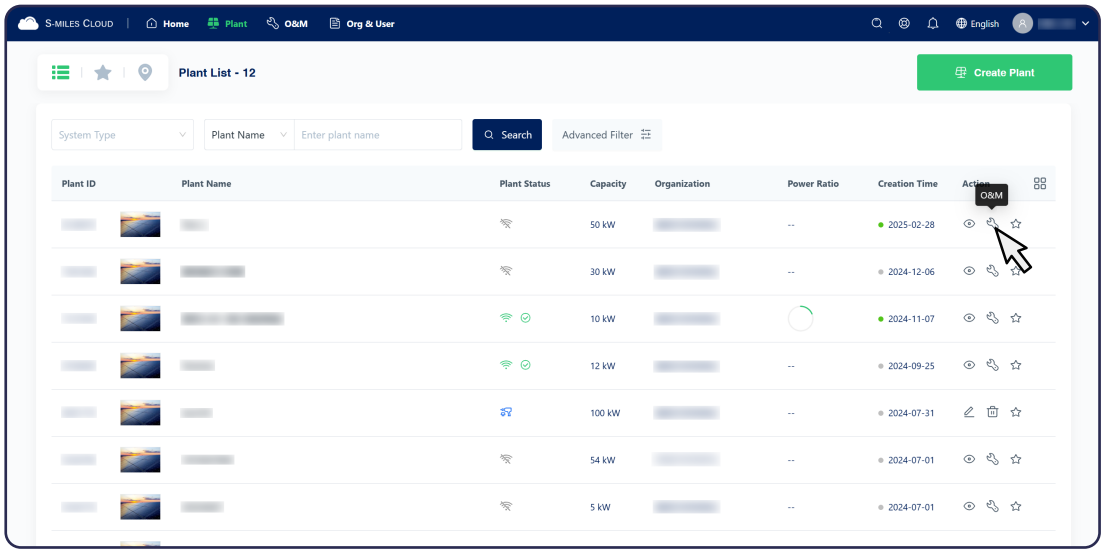
Step 3 Set relevant parameters of plant revenue and click **Confirm**.



8.5 Transfer a Plant

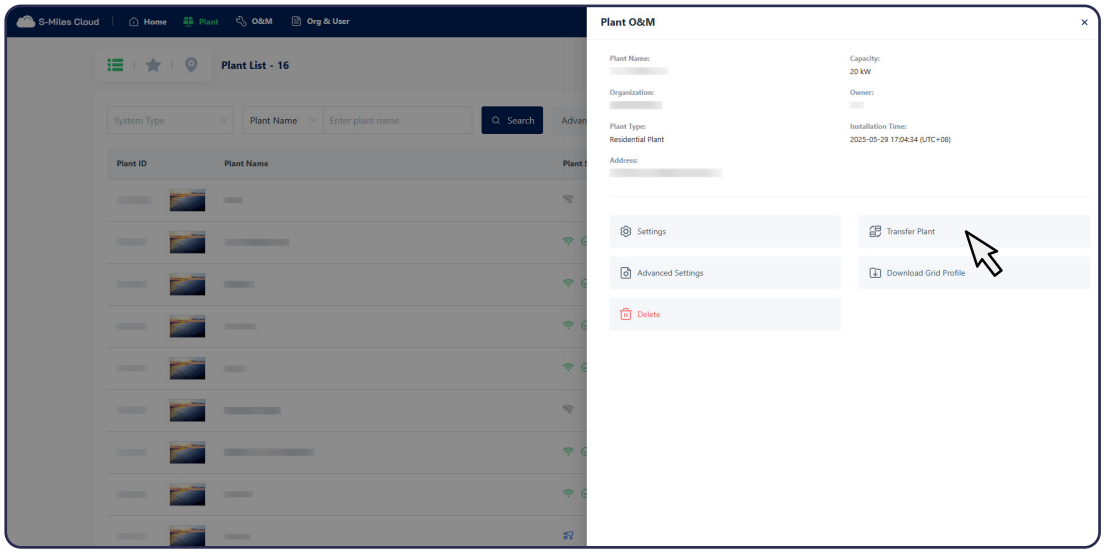
Step 1 Click **Plant**.

Step 2 Find the target plant and click **O&M** in the Action Column.



Step 3 Click **Transfer Plant**.

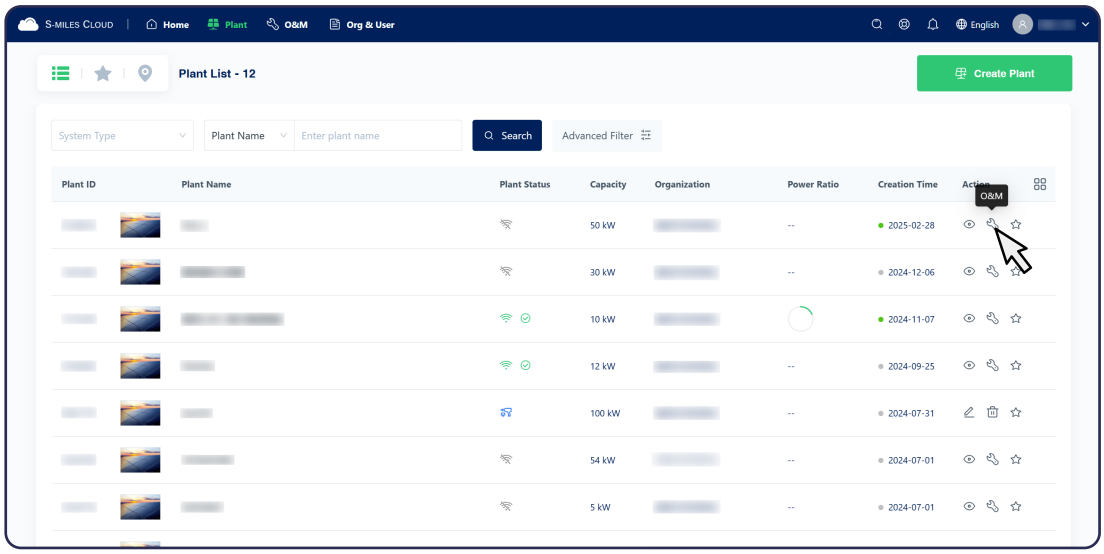
Step 4 Select an organization and click **Confirm**.



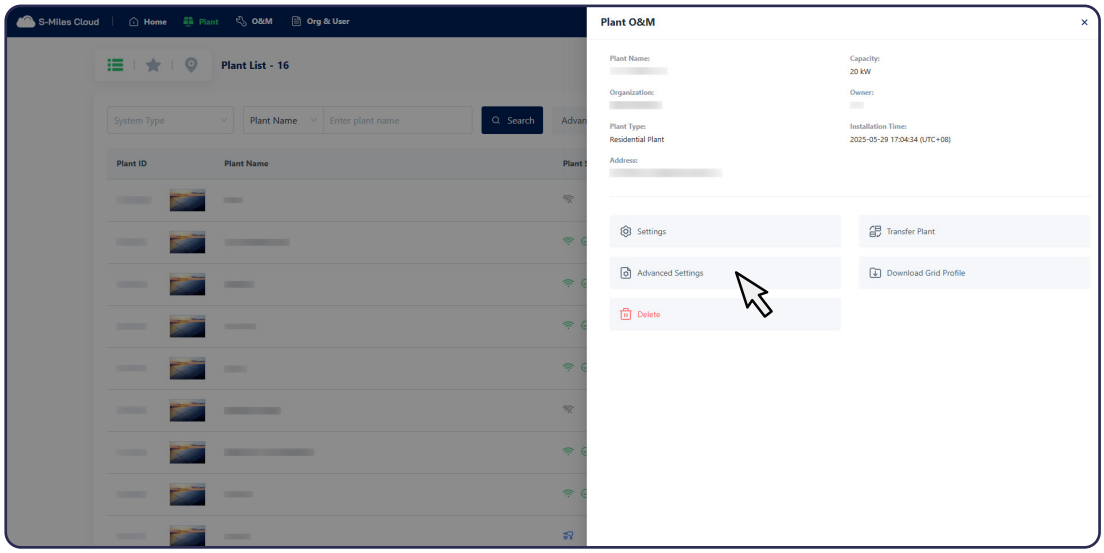
8.6 Perform Advanced Settings

Step 1 Click **Plant**.

Step 2 Find the target plant and click **O&M** in the Action Column.



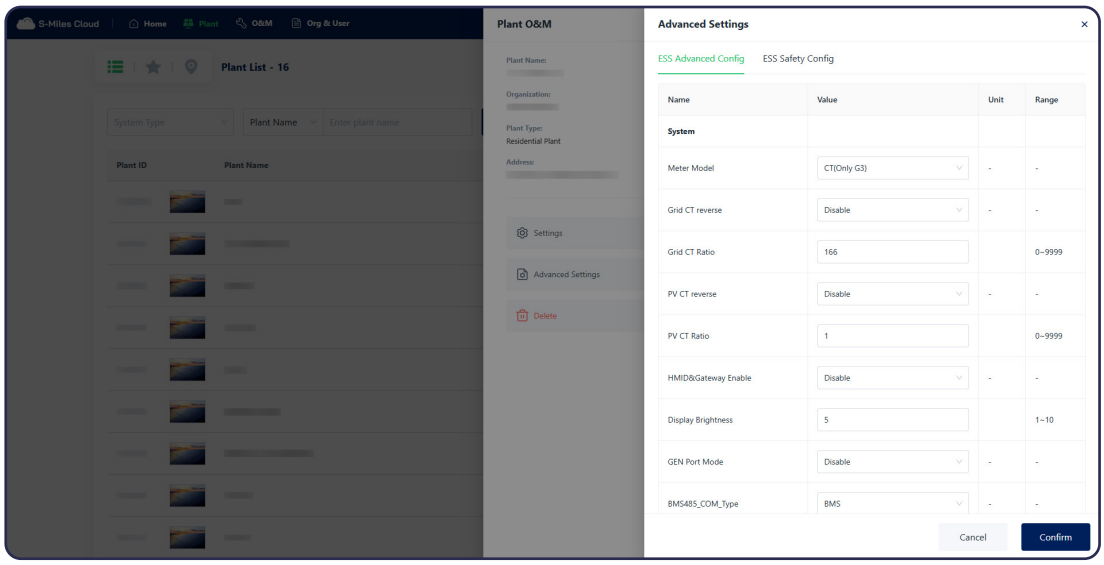
Step 3 Click **Advanced Settings**.



8.6.1 Set Advanced Parameters

Step 1 Click **Plant**, find the target plant, and click **O&M** in the Action Column.

Step 2 Click **Advanced Settings** > **ESS Advanced Config** to set parameters of System, Battery, PV, Emergency Power Supply (EPS), and Generator, and click **Confirm**.



★ System

Parameter	Description	Default Value
Meter Model	• For a single-phase inverter, select “Single-phase Meter”, “Three-phase Meter”, “Meter_1S/1T_G3”, “Meter_2S/2T_G3”, or “CT (Only G3)” according to actual installation. • For a three-phase inverter, select “Three-phase Meter”, “Meter_1S/1T_G3”, “Meter_2S/2T_G3”, or “CT (Only G3)” according to actual installation. • For an inverter used in North America, please select “Two-phase Meter”.	No Meter
Grid CT Reverse	Enable it to get correct sampling current when the grid side CT is reversely connected.	Disable
Grid CT Ratio	Set the grid side CT ratio.	2000
PV CT Reverse	Enable it to get correct sampling current when the PV inverter side CT is reversely connected.	Disable
PV CT Ratio	Set the PV inverter side CT ratio.	2000
HMID&Gateway Enable	Manually enable or disable HMID or Gateway.	Disable
Display Brightness	Set the brightness of LED indicators.	10
GEN Port Mode	Select “PV”, “Generator”, or “Smart Load (Only G3)” based on the actual installation.	Disable
BMS485_COM_Type	• If the RS485 port is connected to the battery, please select “BMS”. • If the RS485 port is connected to the microinverter DTU, please select “DTU Com”.	BMS

Parameter	Description	Default Value
Three-phase Unbalance	When the loads of the three-phase inverter are not balanced, enable the three-phase unbalance function. It can compensate for each load.	0

★ Battery

Parameter	Description	Default Value
Max. Discharging Power	Set the maximum discharging power.	100%
Max. Charging Power	Set the maximum charging power.	100%
Max. SOC	Set the maximum battery capacity as recommended by the battery manufacturer.	100%
Min. SOC	Set the minimum battery capacity as recommended by the battery manufacturer.	10%
Min. SOC Force Charging Power	Set the power to forcibly charge the battery when the battery SOC falls below the set minimum SOC.	200 W
Reserved SOC Force Charging Power	Set the power to charge the battery when the battery SOC falls below reserved SOC.	2%
Max. BAT Feed-in Power in Peak Time	Set the maximum value of battery feed-in power in peak time.	100%
Max. Grid Charging Power in Off-peak Time	Set the maximum power to charge the battery from the grid in off-peak time.	0 W
Max. BAT Discharging Power in Partial Peak Time	Set the maximum value of battery discharging power in partial peak time.	100%

★ PV

Parameter	Description	Default Value
MPPT Global Scan	If the PV modules are shaded, enable this function.	Disable

★ Emergency Power Supply (EPS)

Parameter	Description	Default Value
EPS Mode	• When the EPS port is connected, you can select “EPS” or “UPS”. You can select “UPS” when the load keeps power on, and the system will automatically switch between the on-grid mode and the off-grid mode under UPS mode. • EPS is characterized by continuous power supply, which means that the loads are powered by bypass under normal power supply, and the DC power will be inverted to supply the loads during power outage, maximizing energy utilization.	EPS

Parameter	Description	Default Value
EPS Mode	• UPS is a kind of uninterrupted power supply which has stable voltage and frequency, and has an extremely high requirement for switching time. UPS not only operates during power outage, but also can output high quality power supply to ensure normal operation of electric equipment in case of abnormal situations such as overvoltage, undervoltage, and surge. • When the inverter is used as a PV inverter, select “Disable”.	EPS
External Bypass	For inverters with an external ATS (EPS) Box, when the external bypass switch is enabled, the inverter EPS port works in the off-grid mode and will not work in the on-grid mode.	Disable
PV Only	In off-grid mode, the hybrid inverter supports operation with PV when there is no battery connection. (This function is not recommended since the system is unstable under this mode.)	Disable

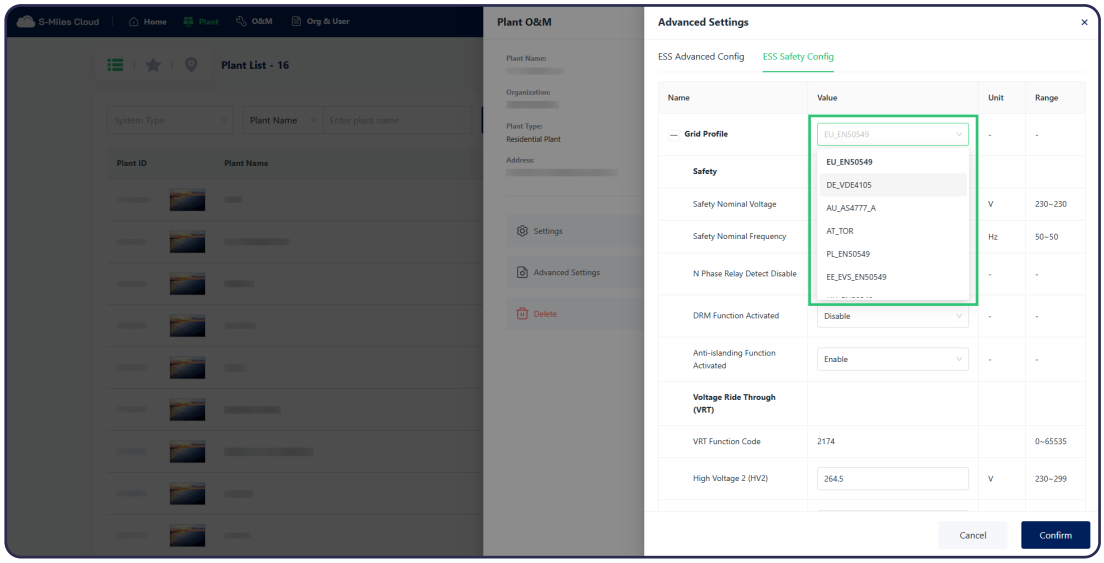
★ Generator

Parameter	Range
GEN Location	None/GenSide. To ensure the normal operation of the generator, please select “GenSide”.
GEN Signal Setting	Manual or DI/DO. If the generator cannot be controlled by dry contact, please select “Manual”. If the generator can be controlled by dry contact, please select “DI/DO”.
Min. Run Time	5-60 min
Max. Run Time	6-10 hour
Protection Interval	5-60 min
Synchronize Time	1-20 min
Shutdown Delay	1-20 min
GEN Rated Power	0-20000 W
High Voltage Limit	0-280 V
Low Voltage Limit	0-180 V
High Frequency Limit	0-70 Hz
Low Frequency Limit	0-59 Hz
Max. GEN Charging Power	0-20000 W

8.6.2 Configure Grid Profile

Step 1 Click **Plant**, find the target plant, and click **O&M** in the Action Column.

Step 2 Click **Advanced Settings** > **ESS Safety Config** > **Grid Profile** to select the grid profile in your region, and click **Confirm**.



8.6.3 Enable DRM Function

Step 1 Click **Plant**, find the target plant, and click **O&M** in the Action Column.

Step 2 Click **Advanced Settings** > **ESS Safety Config** > **DRM Function Activated** to enable DRM function.

Step 3 (For some countries) Set the mode of **DRM Control**.

Step 4 Click **Confirm**.

NOTE

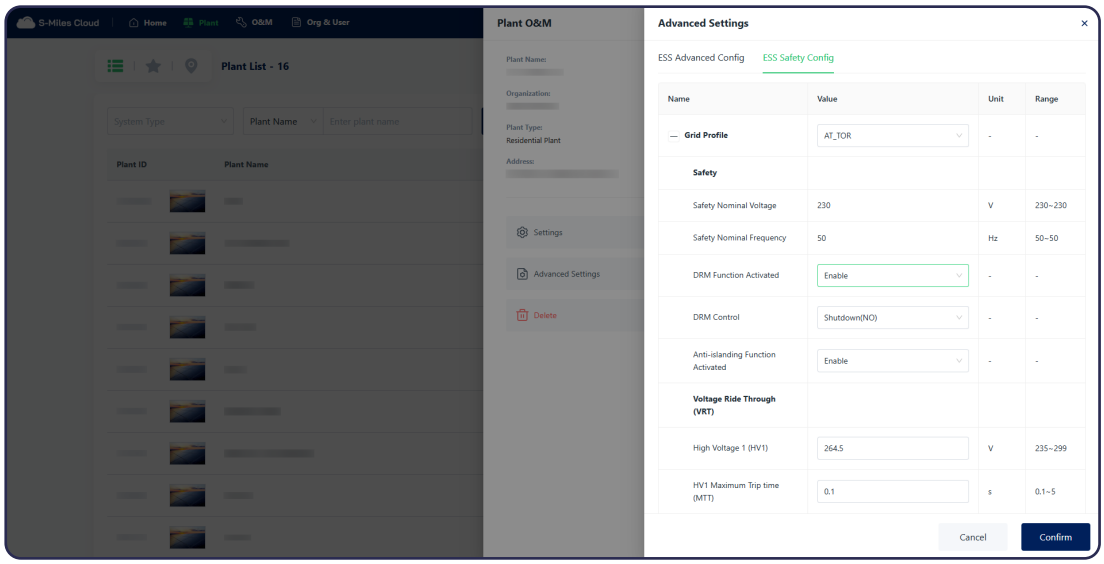
- The DRM function is disabled by default.
- Only the installer can modify grid protection and power quality response mode parameters.
- **DRM Control** for Austria

  Zero Export (NO): If the contactor is closed, the feed-in power of the inverter will be limited to zero; if the contactor is disconnected, the inverter will work normally.

  Zero Export (NC): If the contactor is closed, the inverter will work normally; if the contactor is disconnected, the feed-in power of the inverter will be limited to zero.

  Shutdown (NO): If the contactor is closed, the inverter will be shut down; if the contactor is disconnected, the inverter will work normally.

  Shutdown (NC): If the contactor is closed, the inverter will work normally; if the contactor is disconnected, the inverter will be shut down.



8.6.4 Set Export Management Parameters

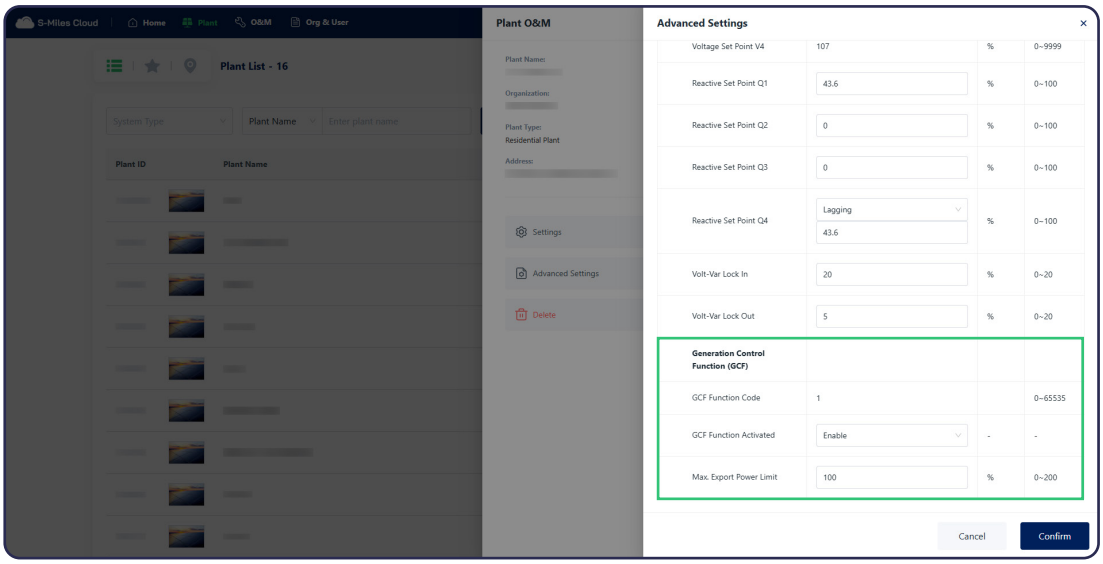
NOTE

- The function is enabled by default, and the default value of Max. Export Power Limit is 100%.
- ESS refers to a single energy storage inverter or parallel system.
- The energy storage inverter cannot control the output power of other input devices connected to the grid side. It means that the feed-in power cannot be limited to 0 if other input devices are connected to the grid side.
- If no input device is connected to the grid side, Max. Export Power Limit can be set to 0-100%.

Step 1 Click **Plant**, find the target plant, and click **O&M** in the Action Column.

Step 2 Click **Advanced Settings** > **ESS Safety Config**, scroll down the page to the bottom.

Step 3 Ensure **Generation Control Function (GCF)** is enabled, set the value of **Max. Export Power Limit**, and click **Confirm**.



- If no input device is connected to the grid side, and you do not need to limit the feed-in power, disable this function or skip this setting.
- If an input device, such as a microinverter, is connected to the grid side, and you do not need to limit the feed-in power, disable this function.
- If you need to limit the feed-in power, set Max. Export Power Limit as required.

  Scenario 1: Max. Export Power Limit is 0

  The feed-in power of an Energy Storage System (ESS) is 0. If an input device, such as a microinverter, is connected to the grid side, its output power cannot be controlled; it will output power according to its logic.

  Scenario 2: Max. Export Power Limit is 50%

  The maximum allowable feed-in power is 50% of the rated power of ESS. If an input device, such as a microinverter, is connected to the grid side, it can operate at full power, and the energy storage inverter will adjust the output of ESS in real time according to the set Max. Export Power Limit.

  Scenario 3: Max. Export Power Limit is 100%

  The maximum allowable feed-in power is 100% of the rated power of ESS. If an input device, such as a microinverter, is connected to the grid side, it can operate with its full power, and the energy storage inverter will adjust the output of ESS in real time according to the set Max. Export Power Limit.

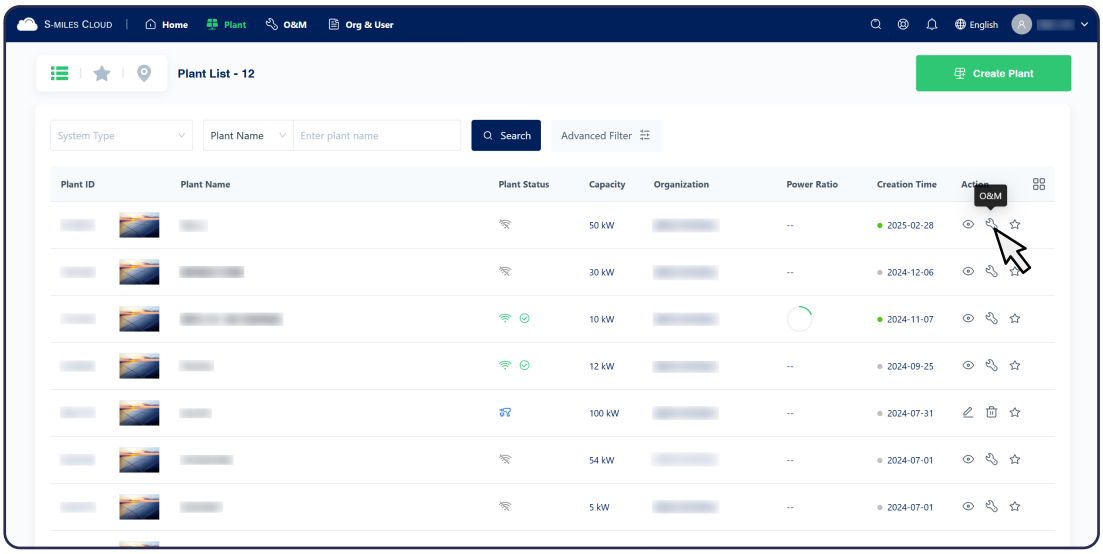
  Scenario 4: Max. Export Power Limit is 150%

  The maximum allowable feed-in power is 150% of the rated power of ESS. If an input device, such as a microinverter, is connected to the grid side, it can operate with its full power, and the energy storage inverter will adjust the output of ESS in real time according to the set Max. Export Power Limit.

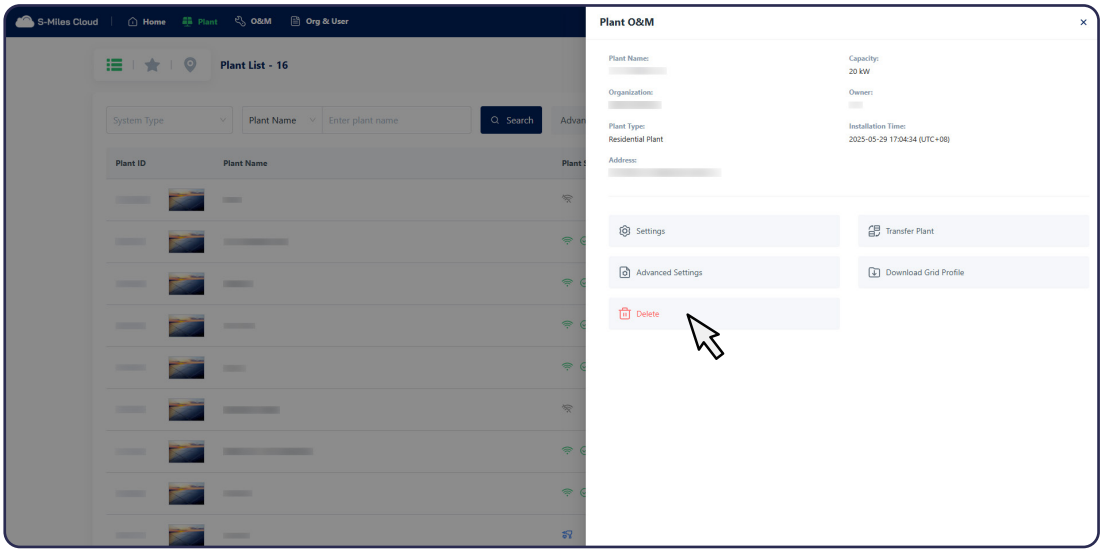
8.7 Delete a Plant

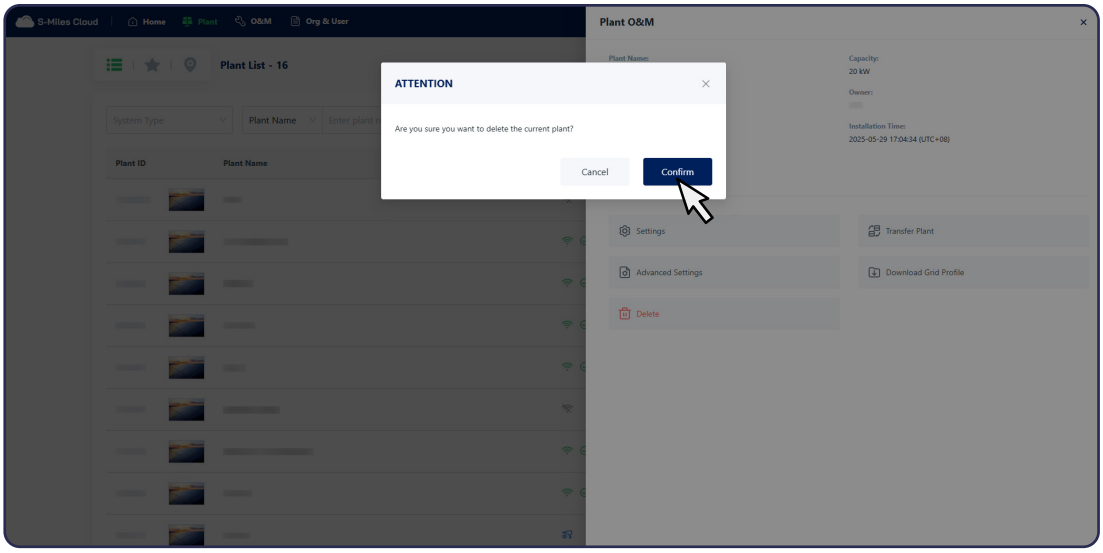
Step 1 Click **Plant**.

Step 2 Find the target plant and click **O&M** in the Action Column.



Step 3 Click **Delete** > **Confirm**.

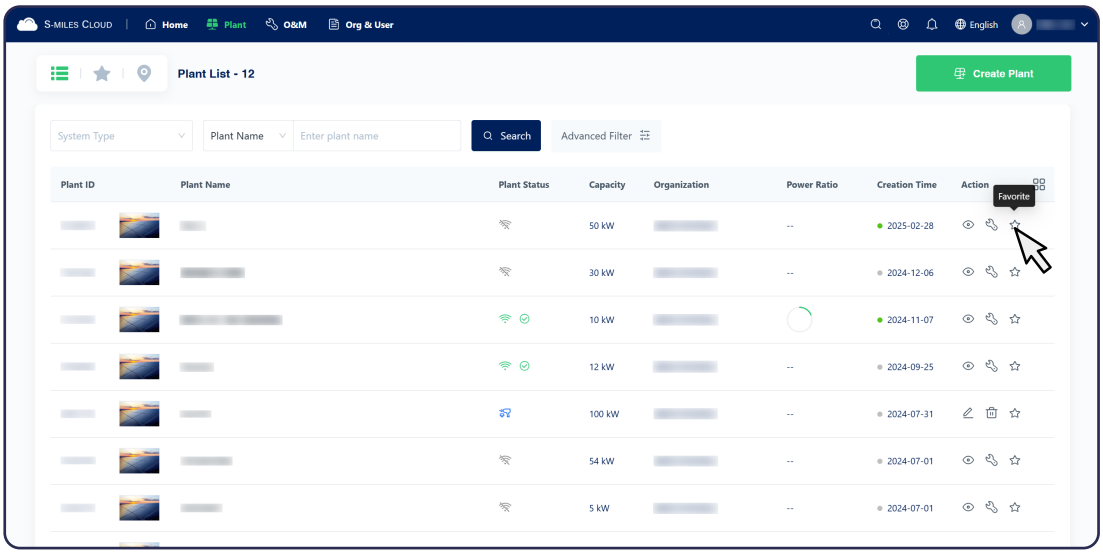




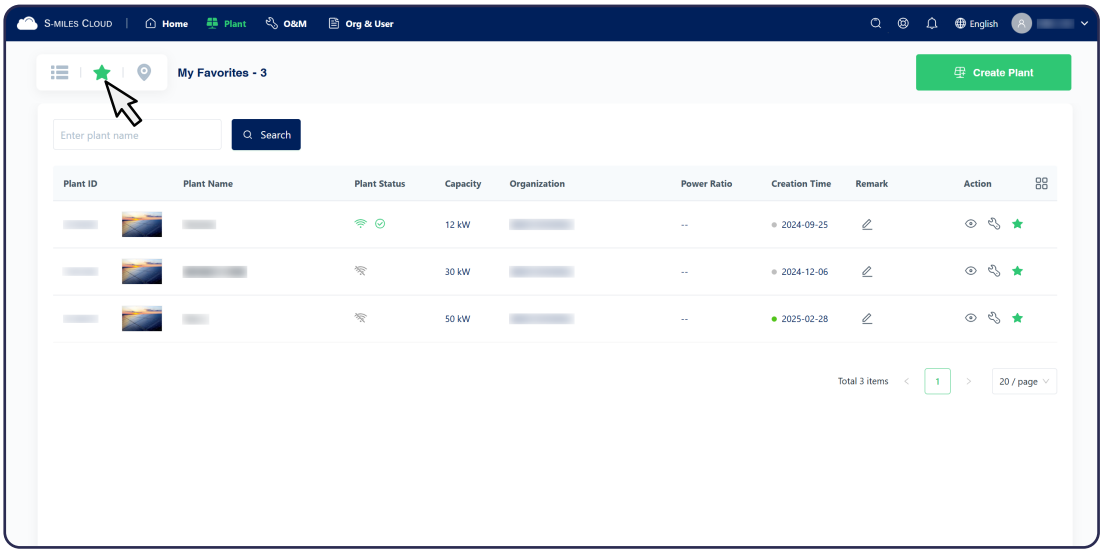
8.8 Add a Plant to Your Favorites

Step 1 Click **Plant**.

Step 2 Find the plant that you want to add to your favorites and click **Favorite** in the Action Column.



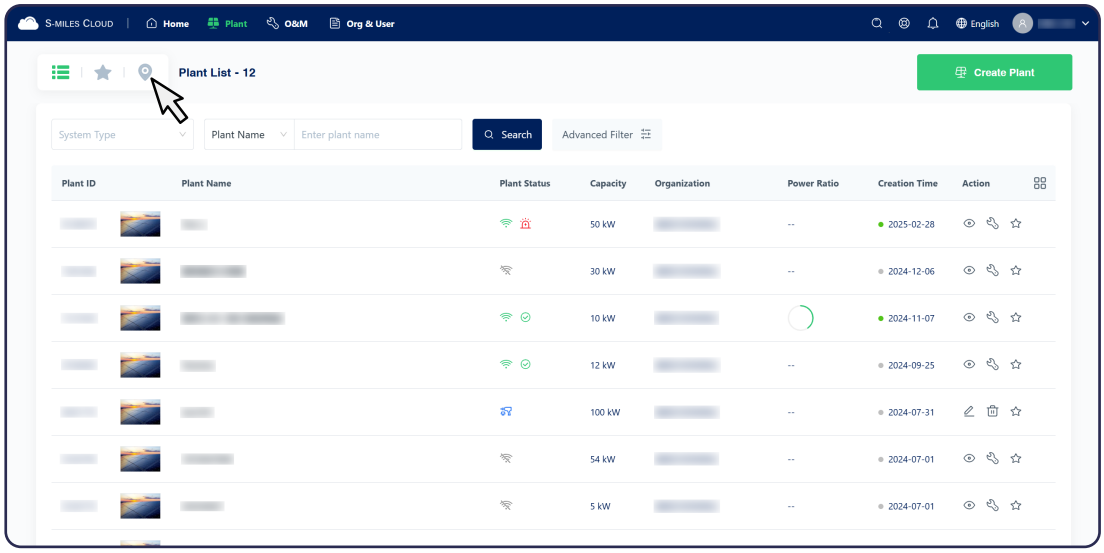
Step 3 (Optional) Click in the upper left corner to view your favorites.



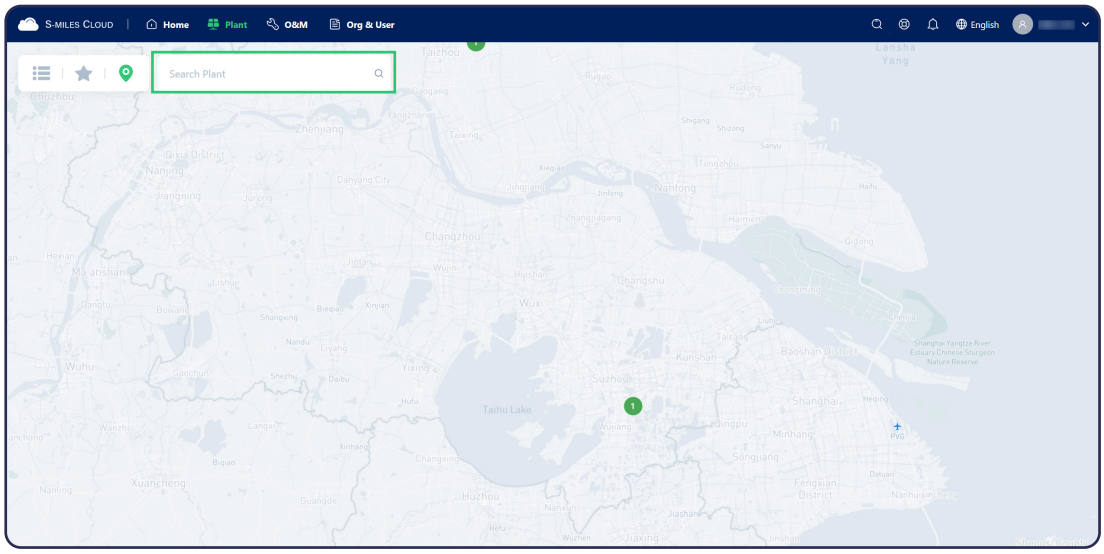
8.9 View Plant Location

Step 1 Click **Plant**.

Step 2 Click .



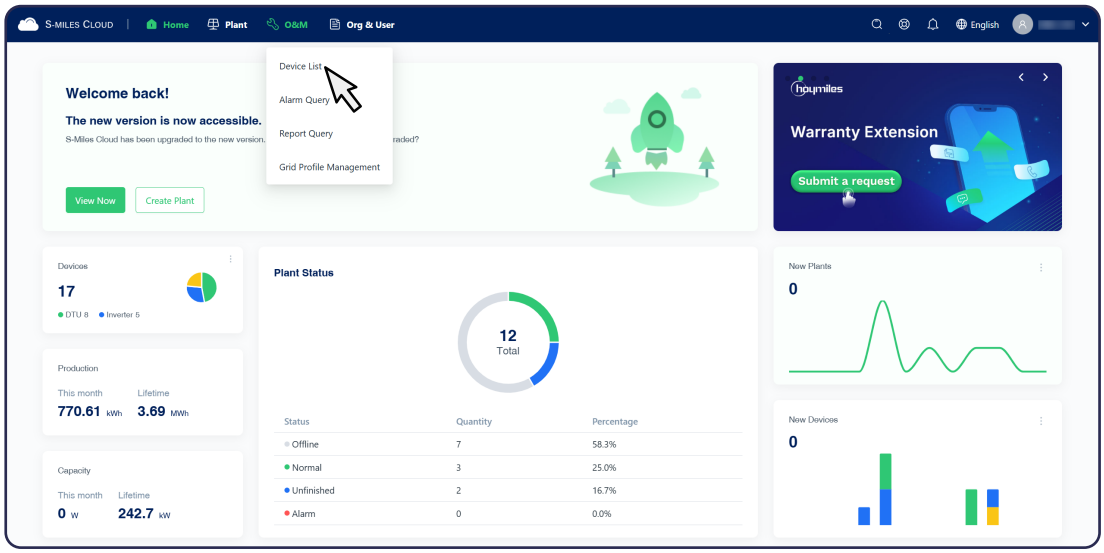
Step 3 Enter the plant name to view the location.



9 Operation and Maintenance

9.1 Device Overview

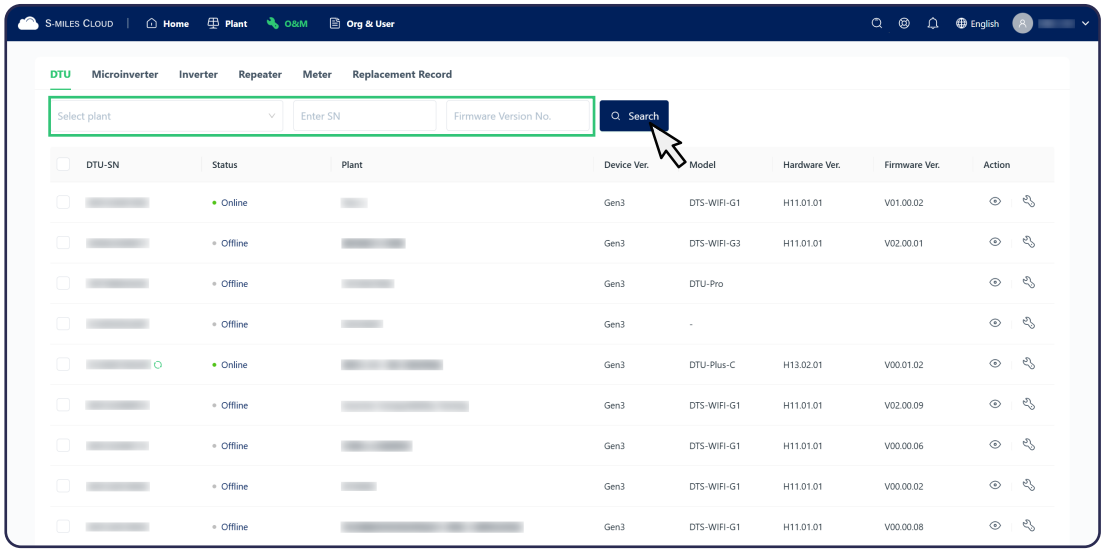
Click **O&M** > **Device List** to view the devices of your plants.



9.1.1 Search for a Device

Step 1 Click **O&M** > **Device List**

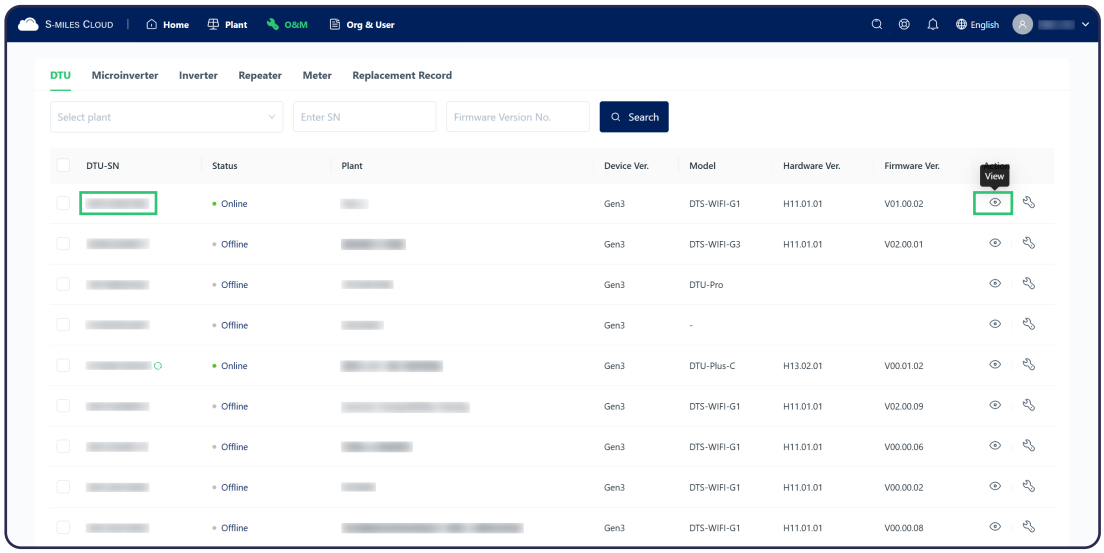
Step 2 Enter a plant name, a device SN, or a firmware version and click **Search**.

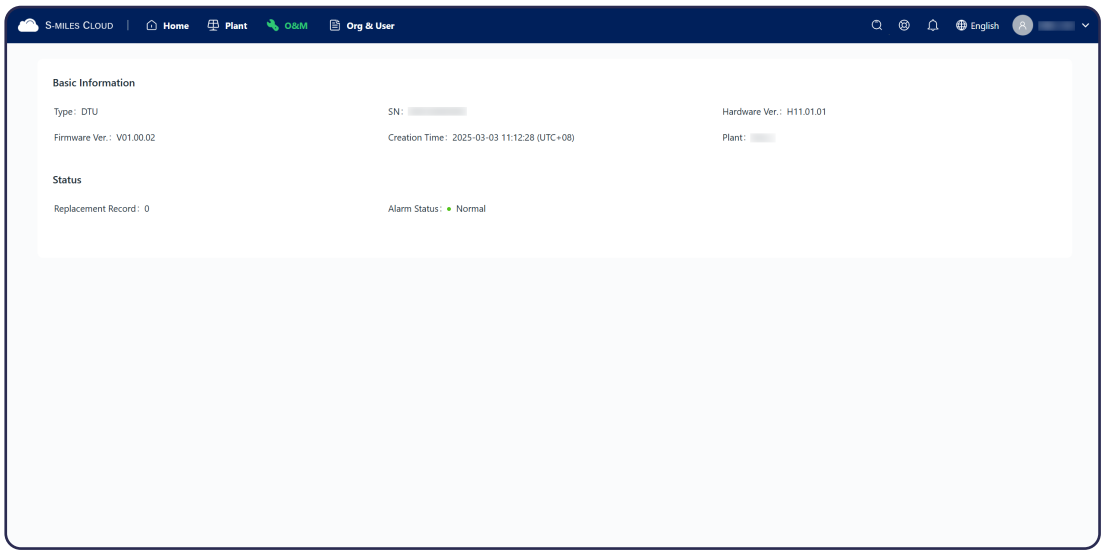


9.1.2 View Details

Step 1 Click **O&M** > **Device List**

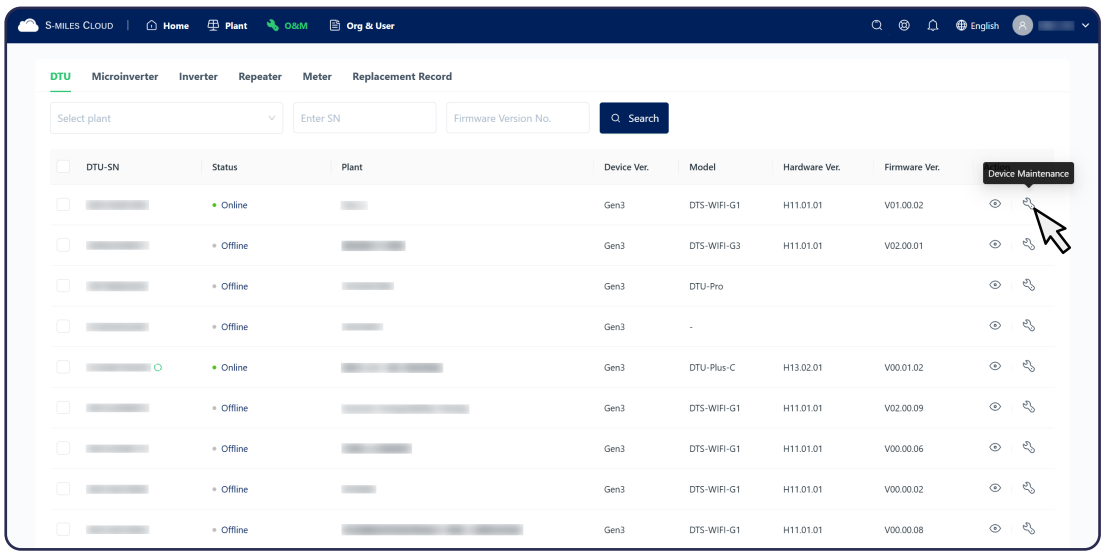
Step 2 Click the device SN or **View** to view device details.





9.2 Device Operation and Maintenance

Click **O&M** > **Device List** > **Device Maintenance** to perform relevant operations of DTU and inverters.

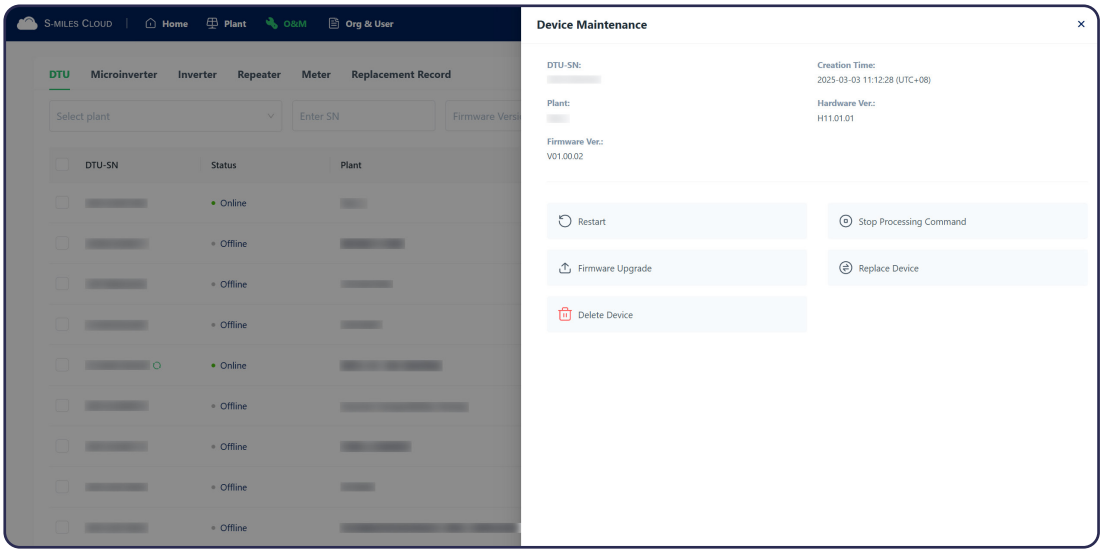


9.2.1 Operate and Maintain the DTU

Step 1 Click **O&M** > **Device List**.

Step 2 Find the target DTU.

Step 3 Click **Device Maintenance.**



Step 4 Refer to the following table for instructions.

Actions	Steps
Restart the DTU.	Click **Restart**.
Stop processing command of the DTU.	Click **Stop Processing Command**.
Upgrade the firmware of the DTU.	Click **Firmware Upgrade**.
Replace the DTU.	Click **Replace Device**, enter the SN of the new DTU, and click **Confirm**.
Delete the DTU.	Click **Delete Device** > **Confirm**.

NOTE

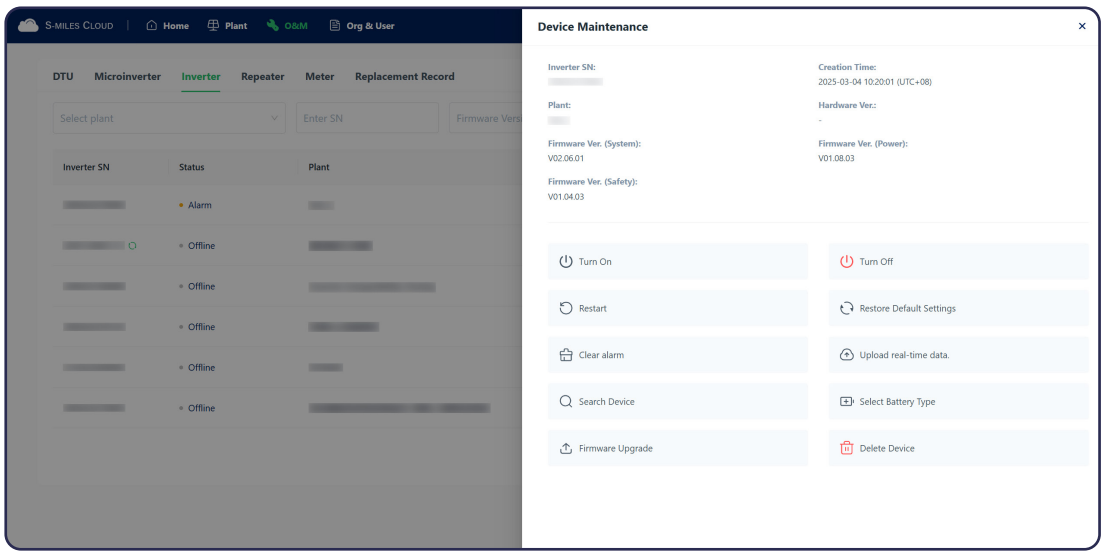
During the firmware upgrade, do not power off the device.

9.2.2 Operate and Maintain the Inverter

Step 1 Click **O&M** > **Device List** > **Inverter**.

Step 2 Find the target inverter.

Step 3 Click **Device Maintenance.**



Step 4 Refer to the following table for instructions.

Actions	Steps
Turn on the energy storage inverter.	Click **Turn On**.
Turn off the energy storage inverter.	Click **Turn Off**.
Restart the energy storage inverter.	Click **Restart**.
Restore default settings of the energy storage inverter.	Click **Restore Default Settings**.
Clear alarms.	Click **Clear Alarm**.
Upload the real-time data.	Click **Upload real-time Data**.
Search for the energy storage inverter.	Click **Search Device**.
Select the battery type if the batteries are connected to the energy storage inverter.	Click **Select Battery Type**, select the battery type, set relevant parameters, and click **Confirm**.
Upgrade the firmware of the energy storage inverter.	Click **Firmware Upgrade**.
Delete the energy storage inverter.	Click **Delete Device** > **Confirm**.

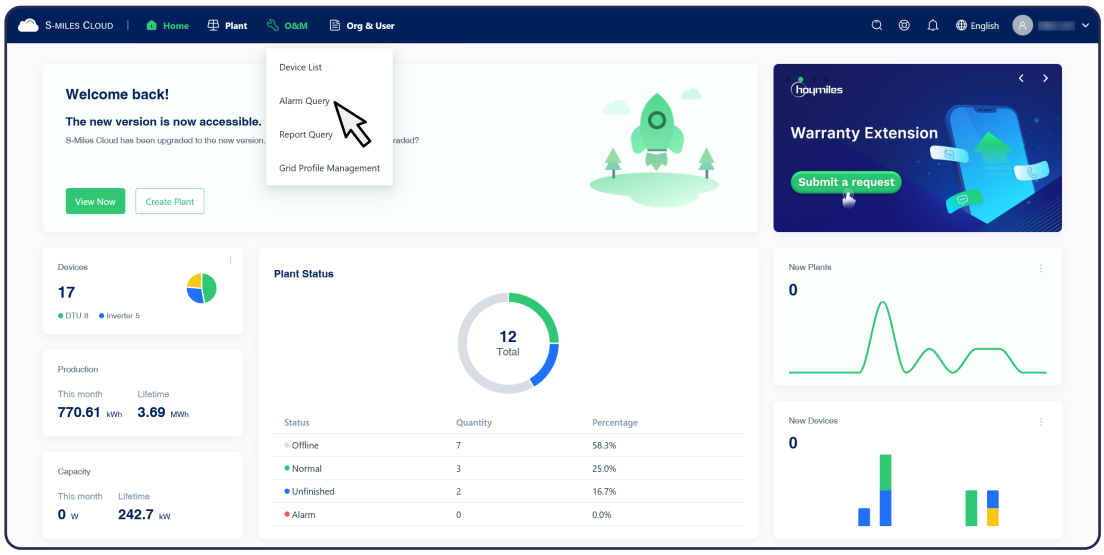
NOTE

- **Search Device** is only applicable for the Master inverter in a parallel system.
- If Li-ion batteries are connected to parallel inverters and the communication cable is connected to the Master inverter, click **Select Battery Type,** select Li-ion battery, set relevant parameters, and enable **Multiple PCS**.
- During the firmware upgrade, do not power off the device.

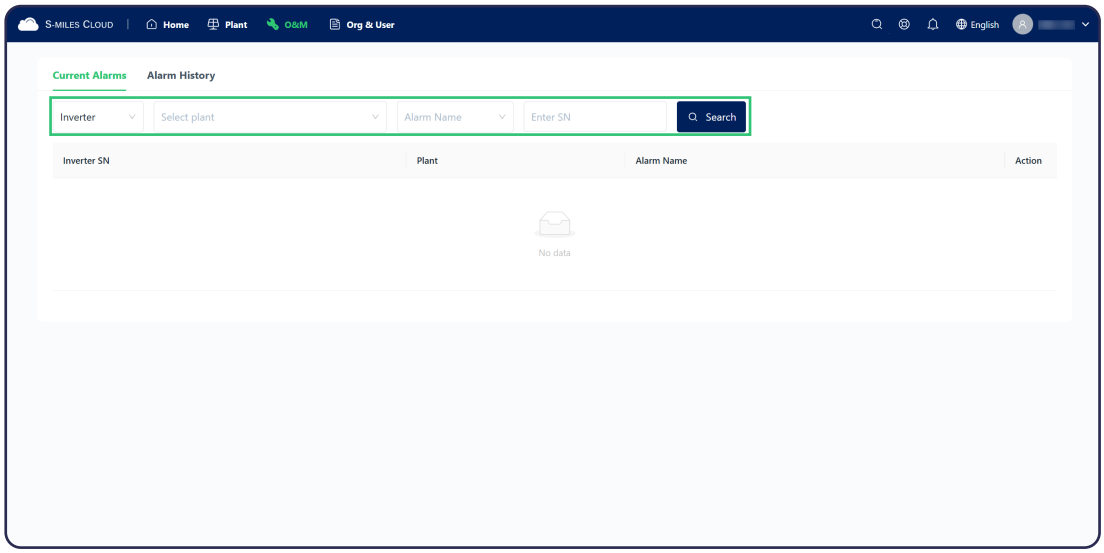
9.3 Alarm Query

You can view the current alarms and troubleshooting suggestions.

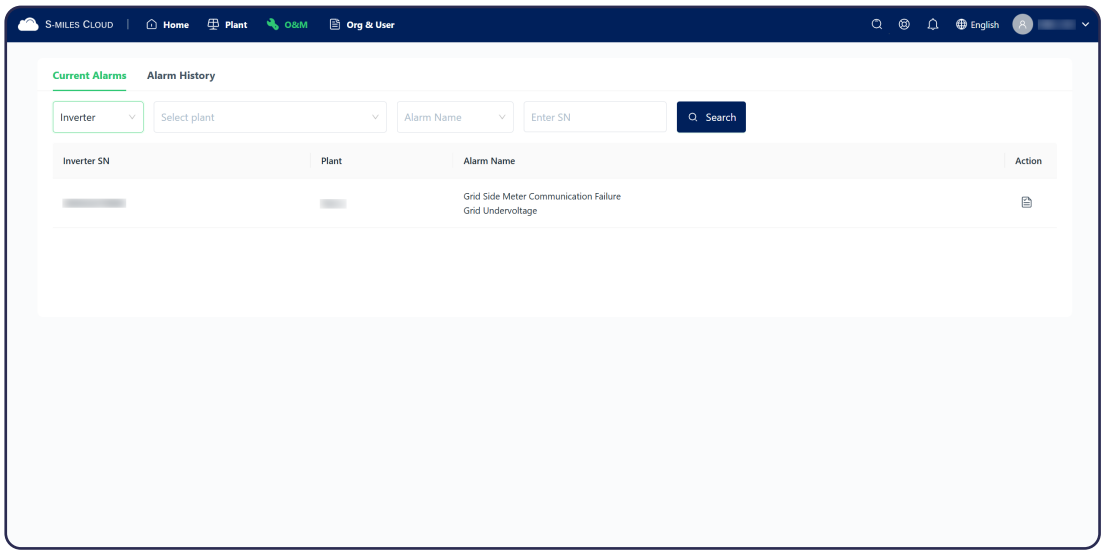
Step 1 Click **O&M** > **Alarm Query**.



Step 2 Select the plant and device you want to view.



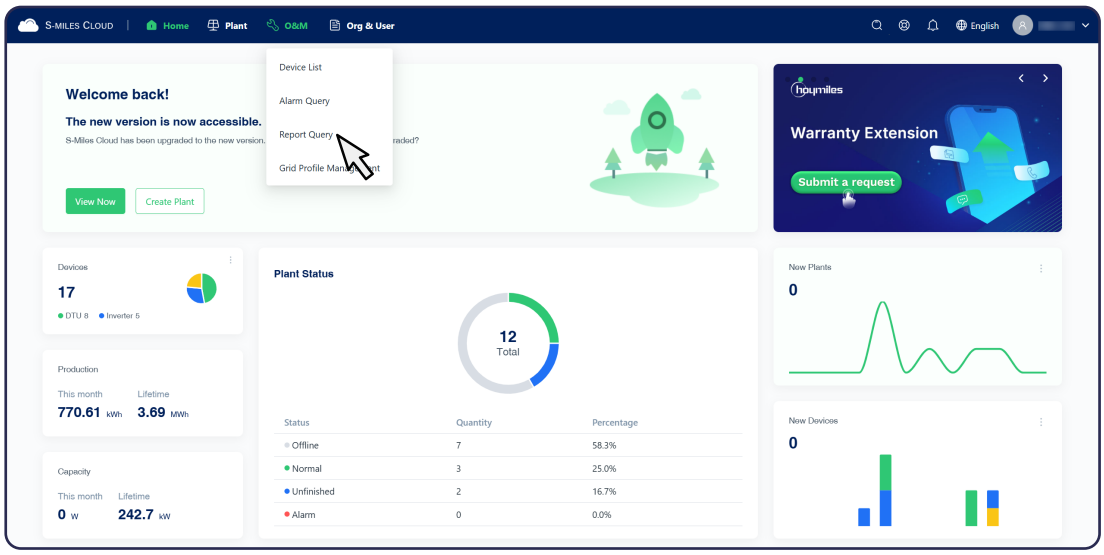
Step 3 View the current alarms and click to view the corresponding troubleshooting suggestions.



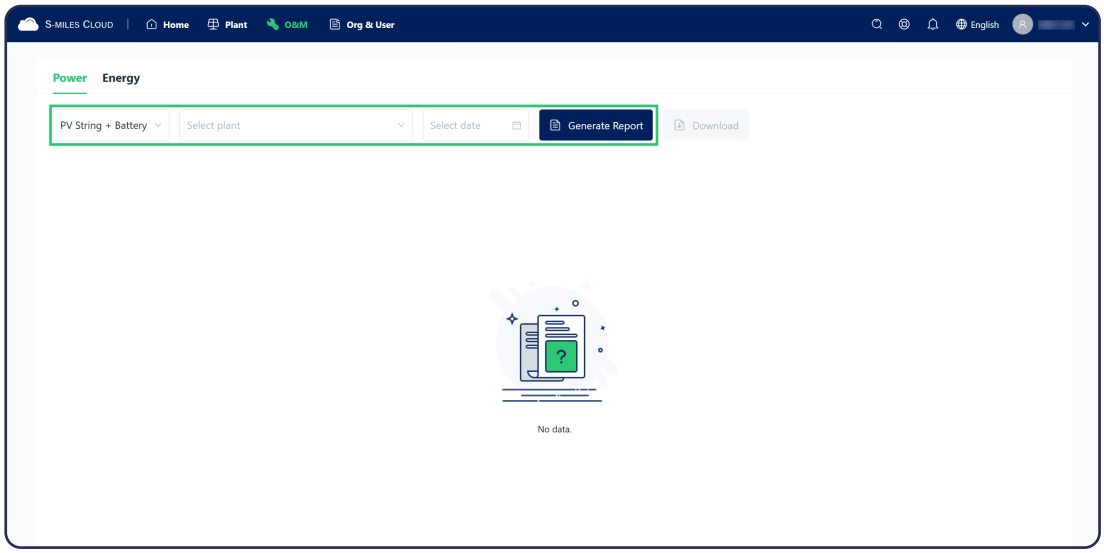
9.4 Report Query

You can generate and download power and energy reports.

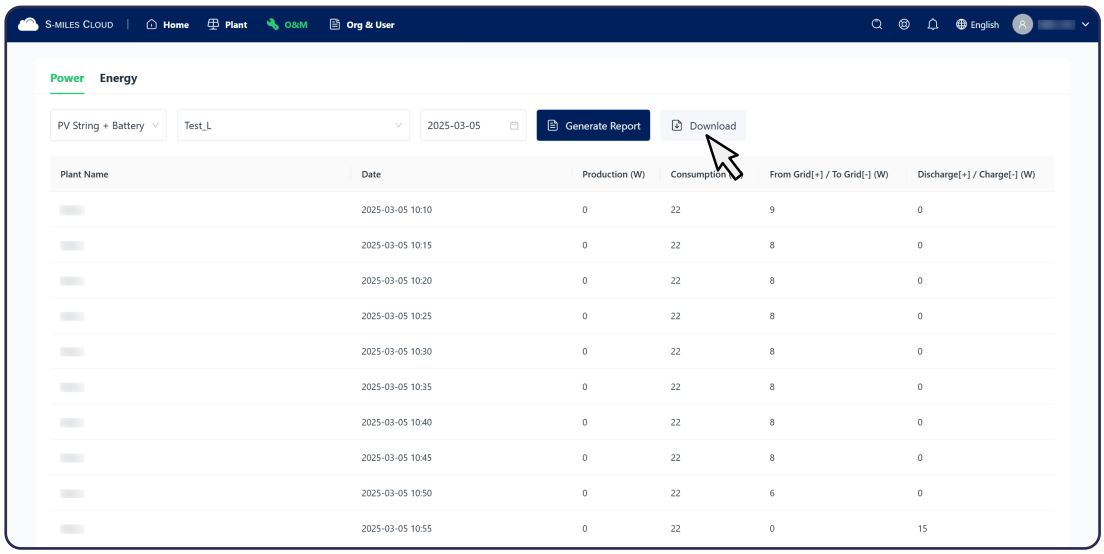
Step 1 Click **O&M** > **Report Query**.



Step 2 Select the plant and date you want to view.



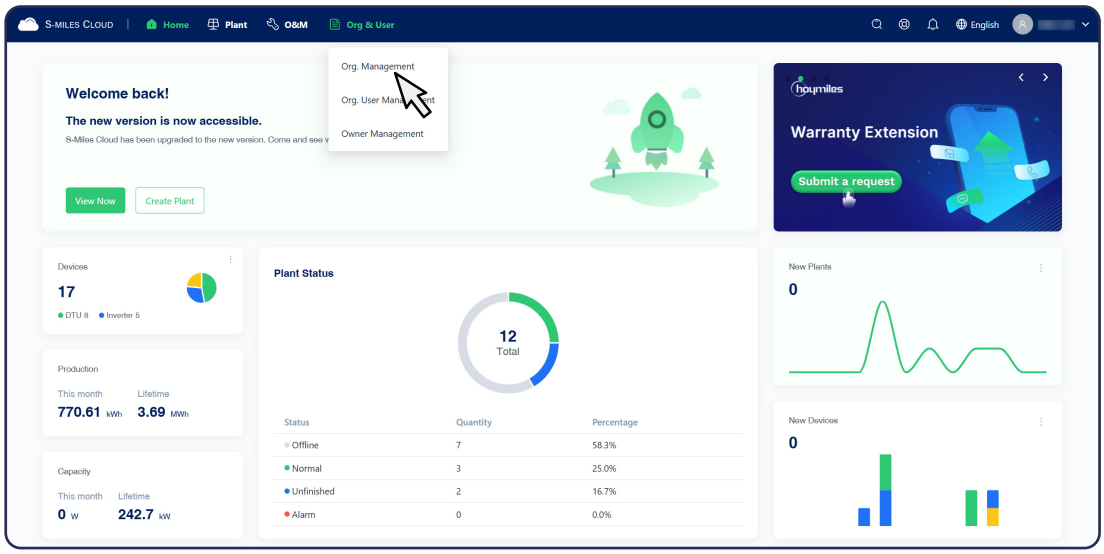
Step 3 (Optional) Click **Download** to download the reports.



10 Organization and User Management

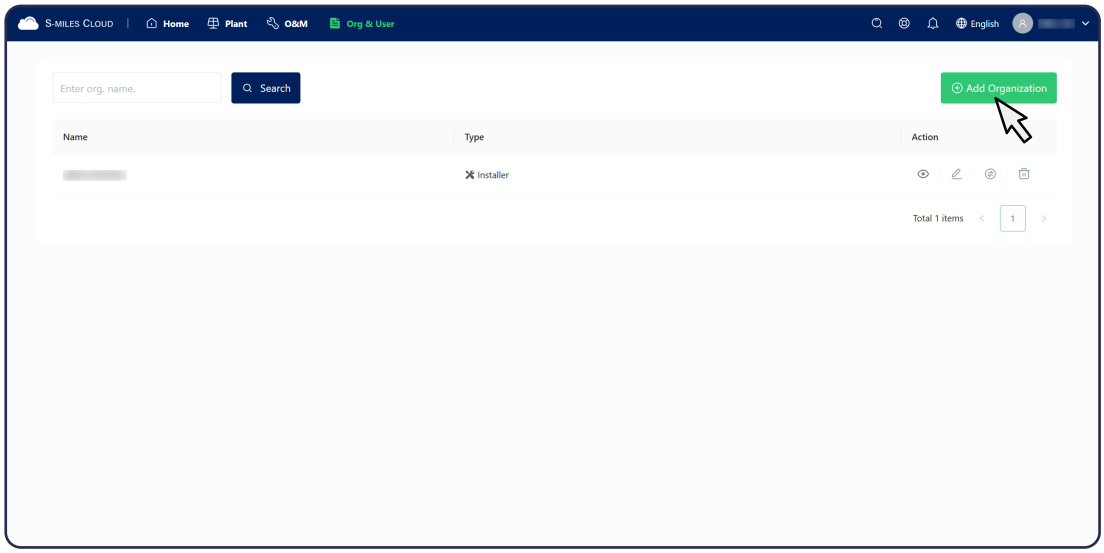
10.1 Organization Management

Click **Org & User** > **Org. Management**.

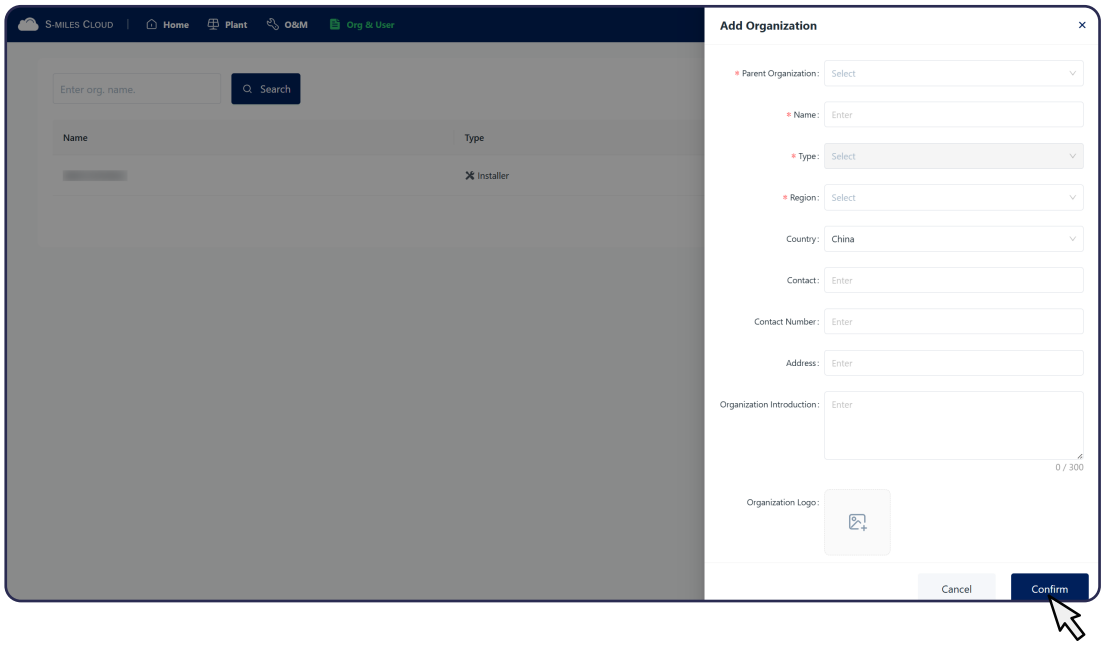


10.1.1 Add an Organization

Step 1 Click **Org & User** > **Org. Management** > **Add Organization**.



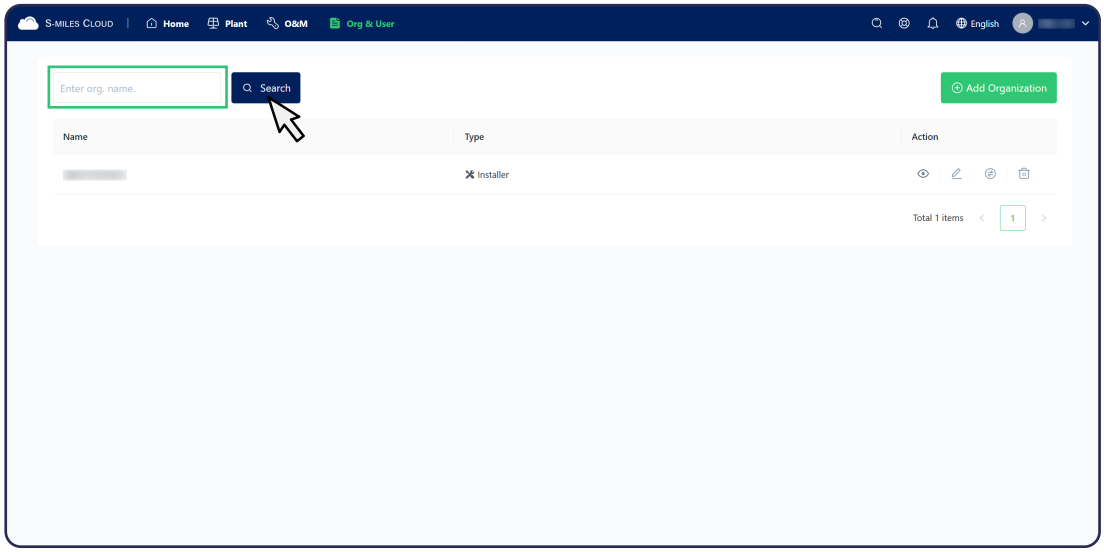
Step 2 Enter the basic information and click **Confirm**.



10.1.2 Search for an Organization

Step 1 Click **Org & User** > **Org. Management**.

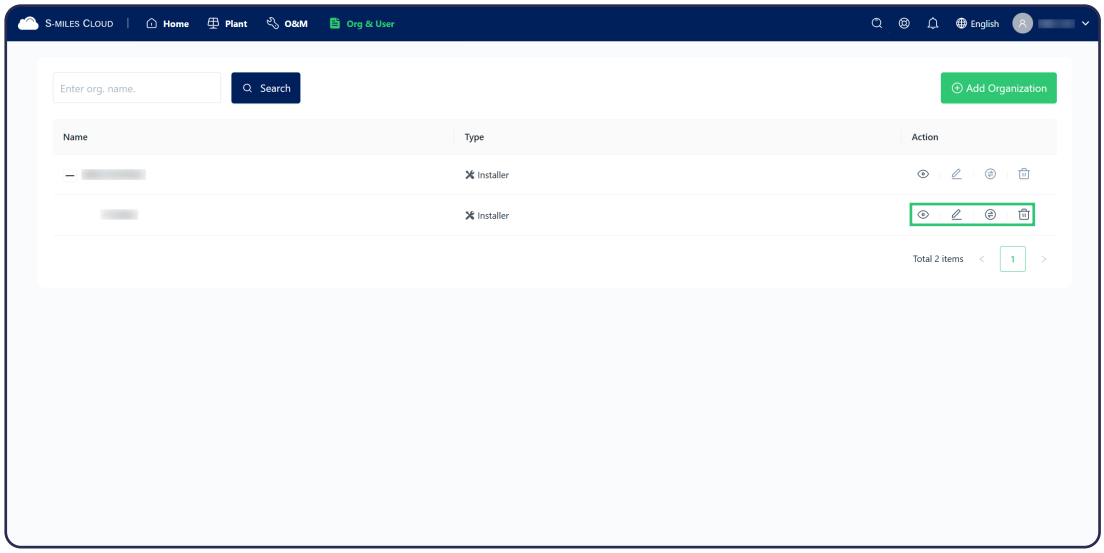
Step 2 Enter the organization name and click **Search**.



10.1.3 Manage an Organization

Step 1 Click **Org & User** > **Org. Management**.

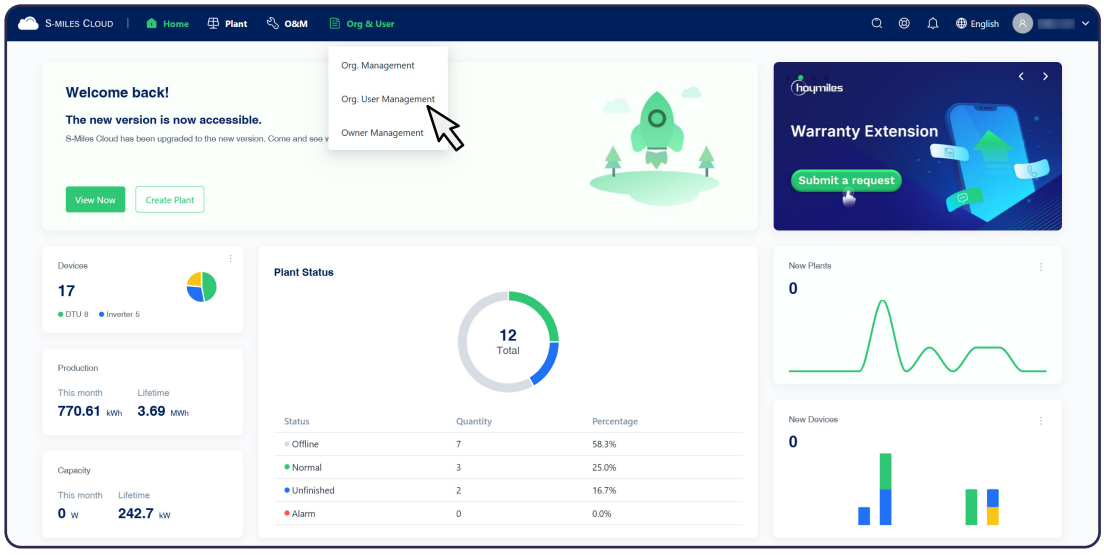
Step 2 View and edit user information, reset the password, or delete an organization.



Item	Icon	Description
View		Click the icon to view organization details.
Edit		Click the icon to edit organization information.
Transfer Organization		Click the icon to transfer the organization. Once the organization is transferred, all sub-organizations, organization users, owners, and plants linked to this organization will also be transferred.
Delete		Click the icon to permanently delete the organization.

10.2 Organization User Management

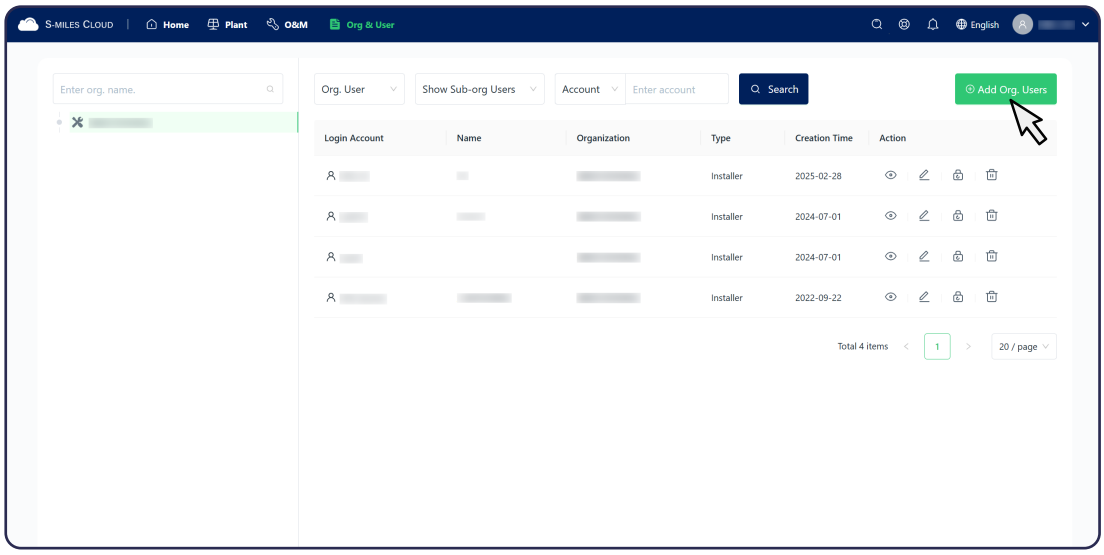
Click **Org & User** > **Org. User Management**.



10.2.1 Add an Organization User

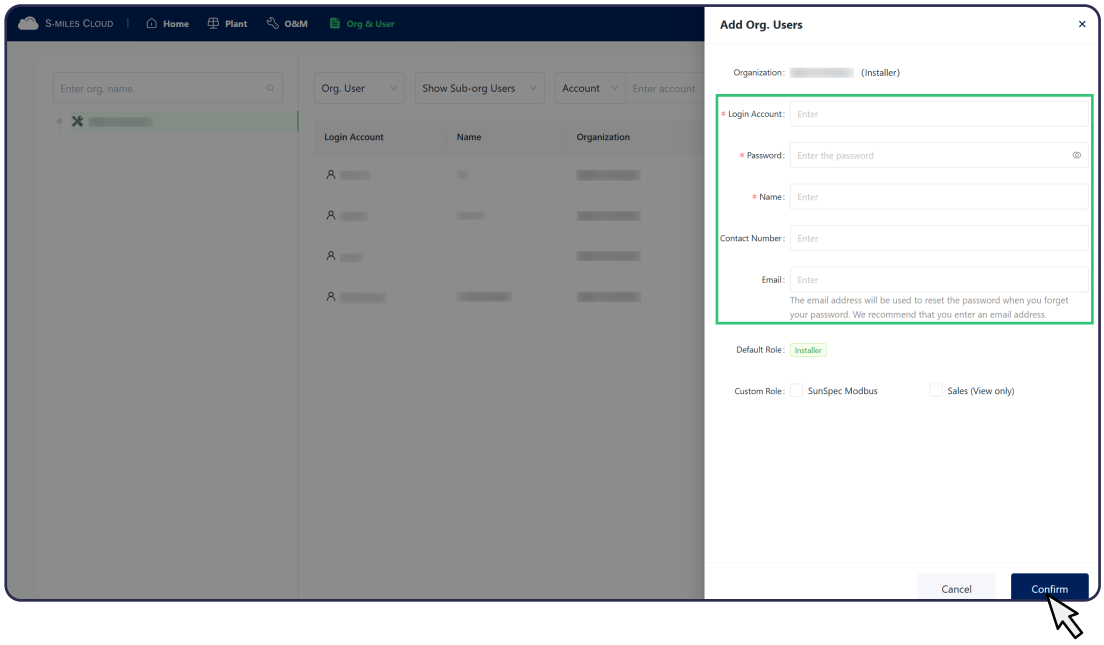
> **NOTE**
>
> You can select the organization name and add multiple organization users since an organization can have multiple login accounts.

Step 1 Click **Org & User** > **Org. User Management** > **Add Org. Users**.



Step 2 Enter login account, password, name, etc. It is recommended to enter an email address to help users reset the password when they forget it.

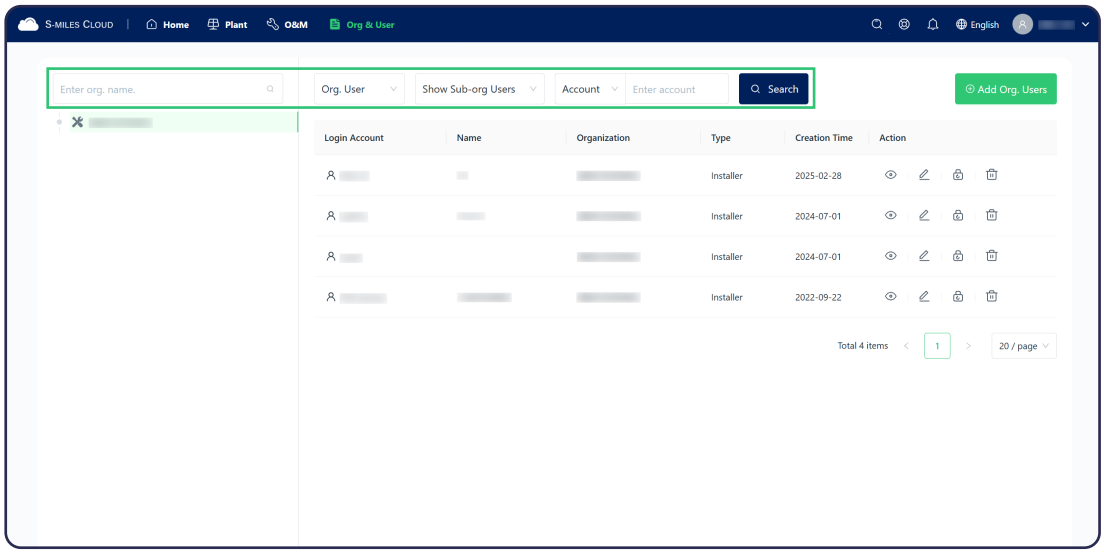
Step 3 Click **Confirm**.



10.2.2Filter Organization Users

Step 1 Click **Org & User** > **Org. User Management**

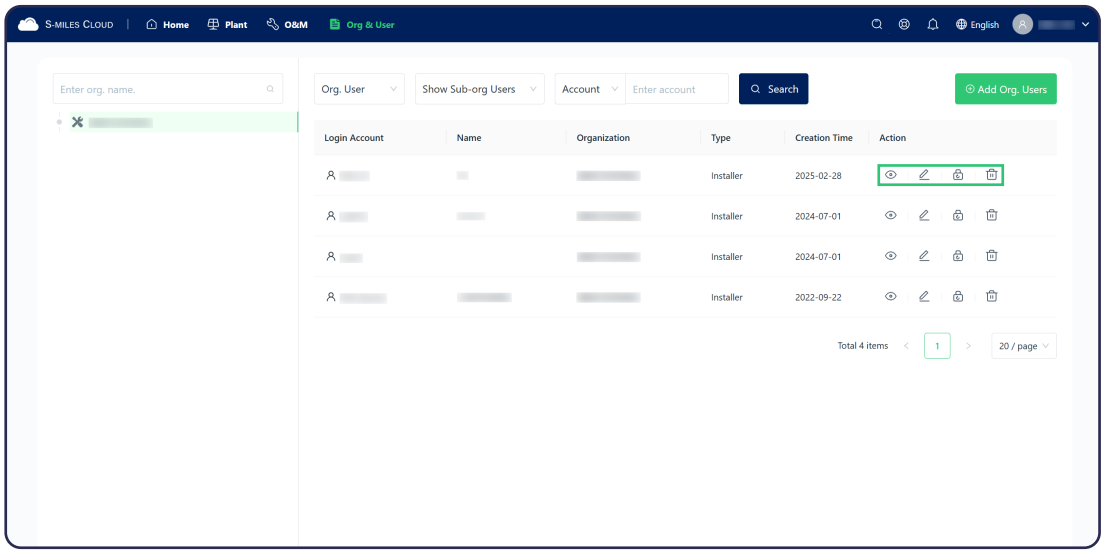
Step 2 Filter organization users by organization name, user type, account, or email.



10.2.3Manage an Organization User

Step 1 Click **Org & User** > **Org. User Management**

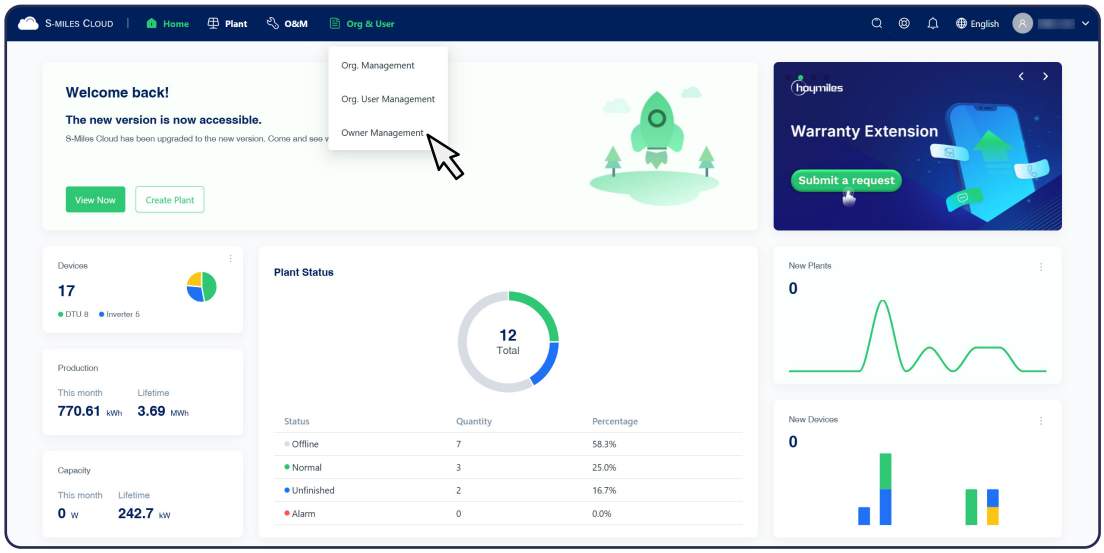
Step 2 View and edit user information, reset the password, or delete an account.



Item	Icon	Description
View		Click the icon to view user information.
Edit		Click the icon to edit user information. It is recommended to enter an email address to help users reset the password when they forget it.
Reset Password		Click the icon to reset the password.
Delete		Click the icon to permanently delete an account from this organization.

10.3 Owner Management

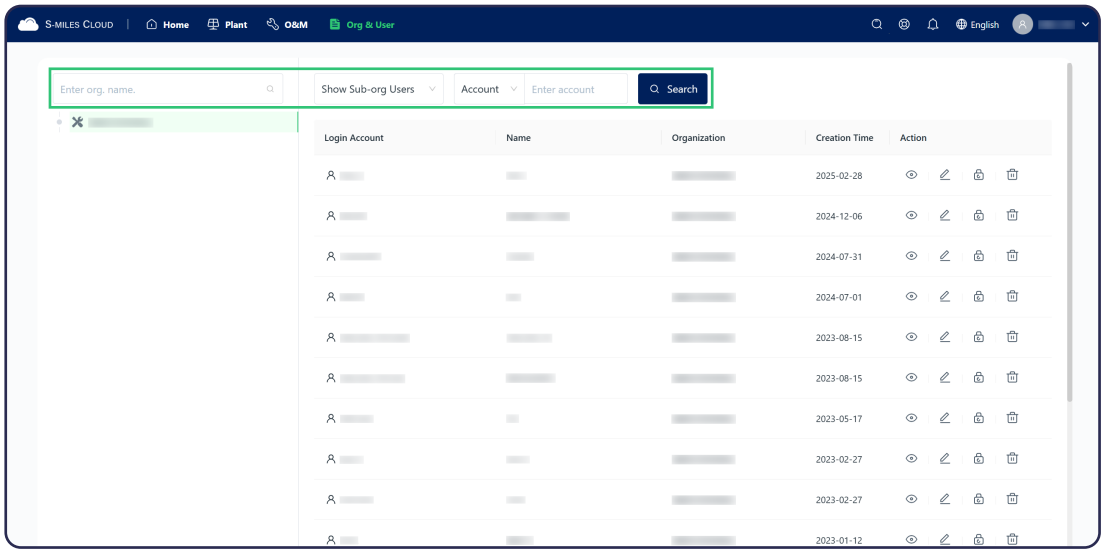
Click **Org & User** > **Owner Management**.



10.3.1 Filter Owners

Step 1 Click **Org & User** > **Owner Management**.

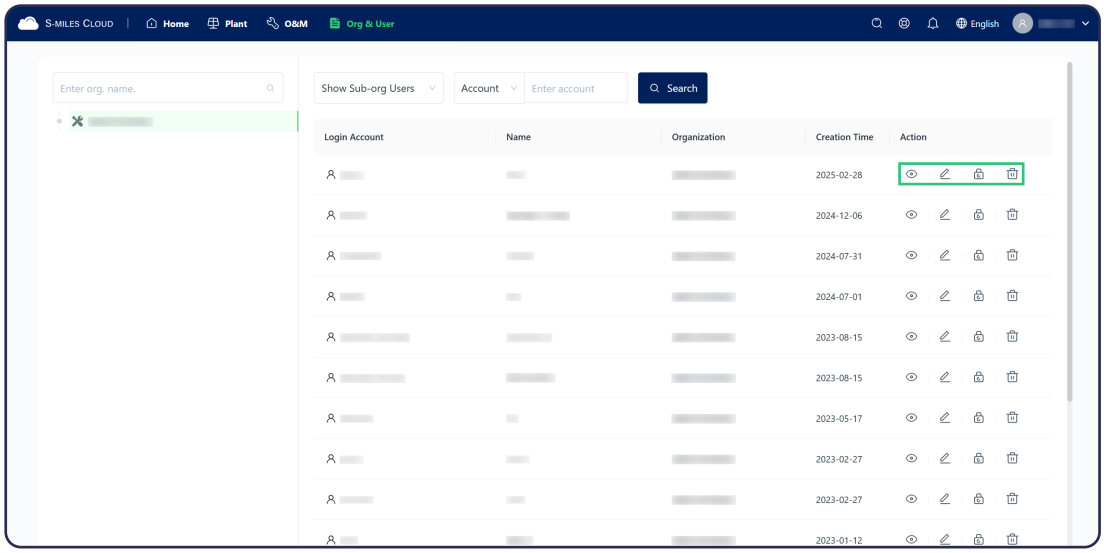
Step 2 Enter the organization name, account, or email to filter owners.



10.3.2 Manage an Owner

Step 1 Click **Org & User** > **Owner Management**.

Step 2 View and edit owner information, reset the password, or delete an account.



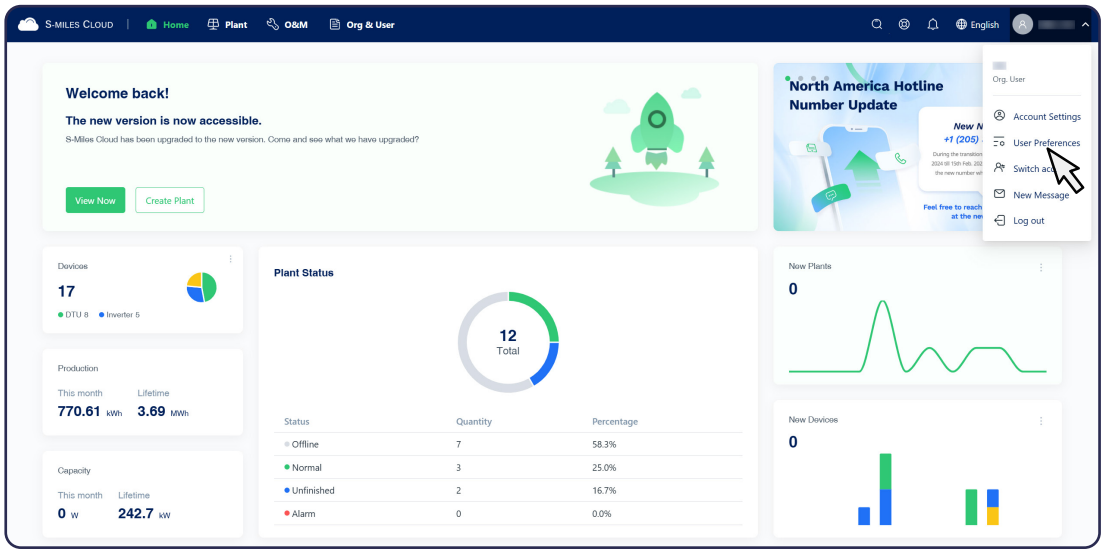
Item	Icon	Description
View		Click the icon to view owner information.
Edit		Click the icon to edit owner information. It is recommended to enter an email address to help the owners reset the password when they forget it.
Reset Password		Click the icon to reset the password.
Delete		Click the icon to permanently delete an account from this organization.

11 User Service and Operation

11.1 Set User Preferences

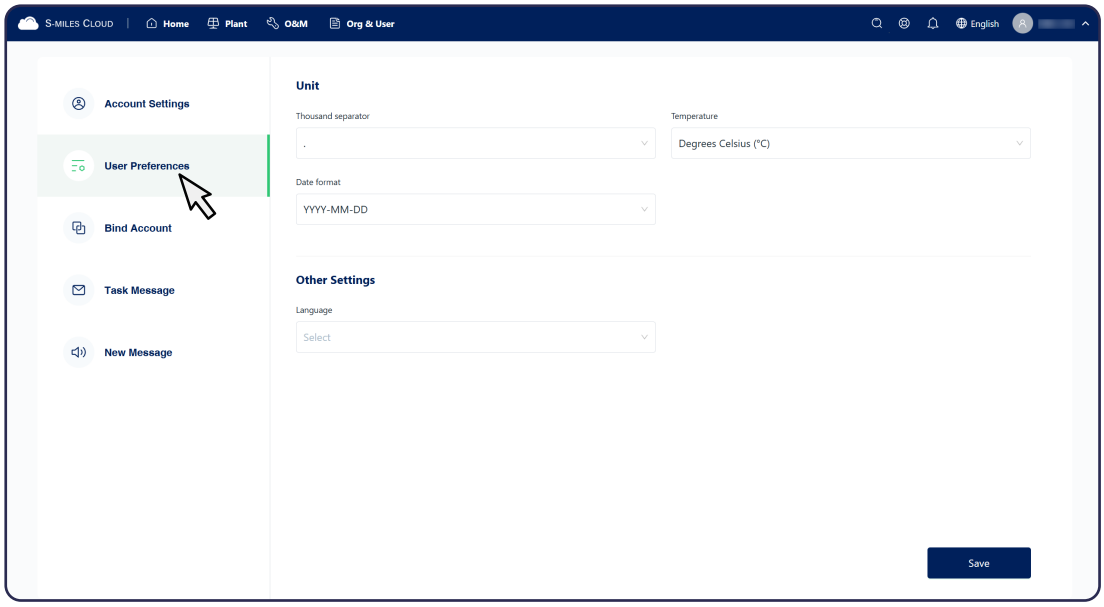
You can set user preferences to improve your experience.

Step 1 Click > **User Preferences**.



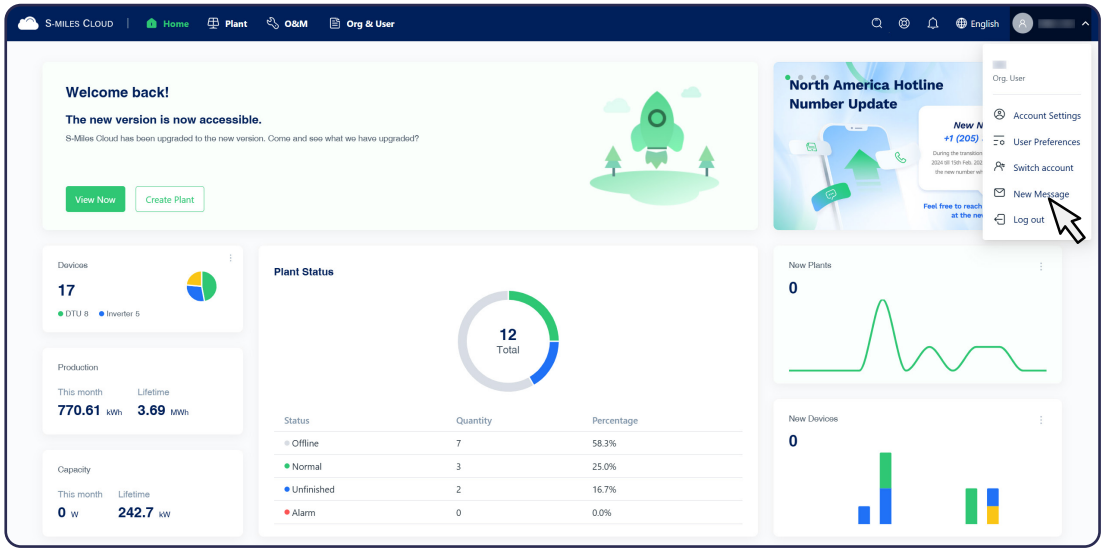
Step 2 Set the thousand separator, temperature unit, data format, and language that you prefer.

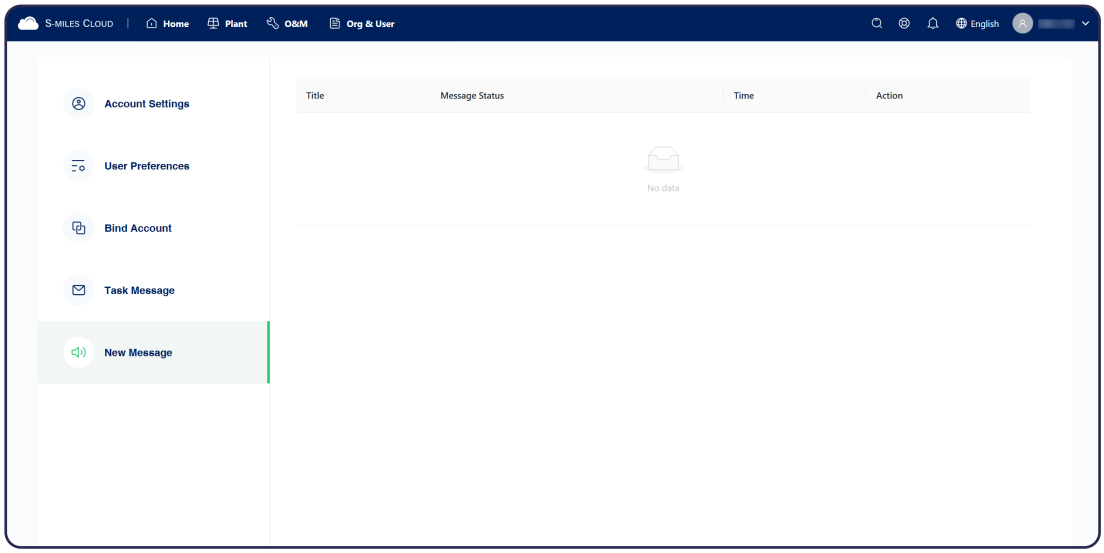
Step 3 Click **Save**.



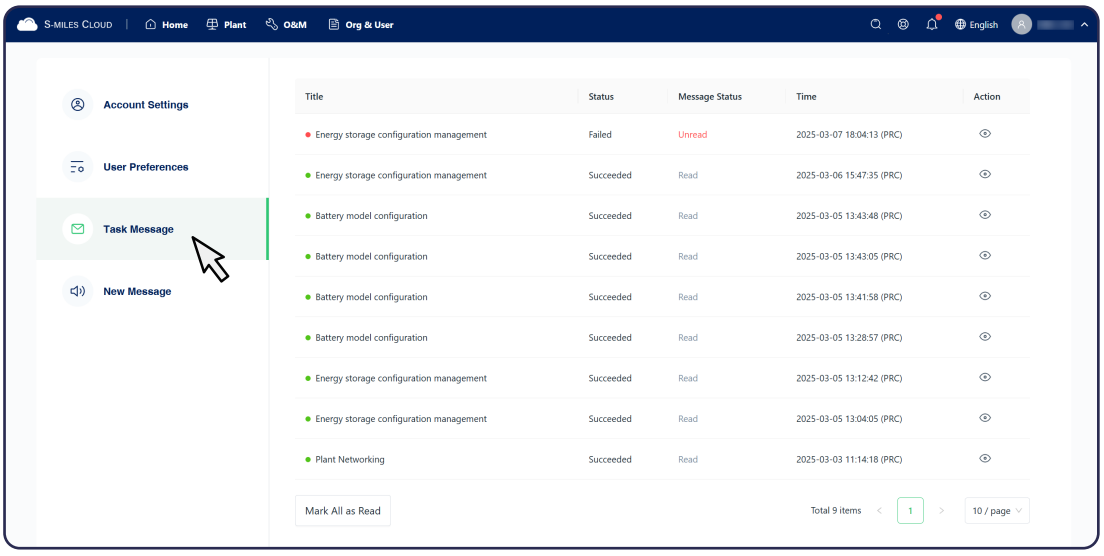
11.2 View New Messages

Step 1 Click > **New Message** to view new messages.



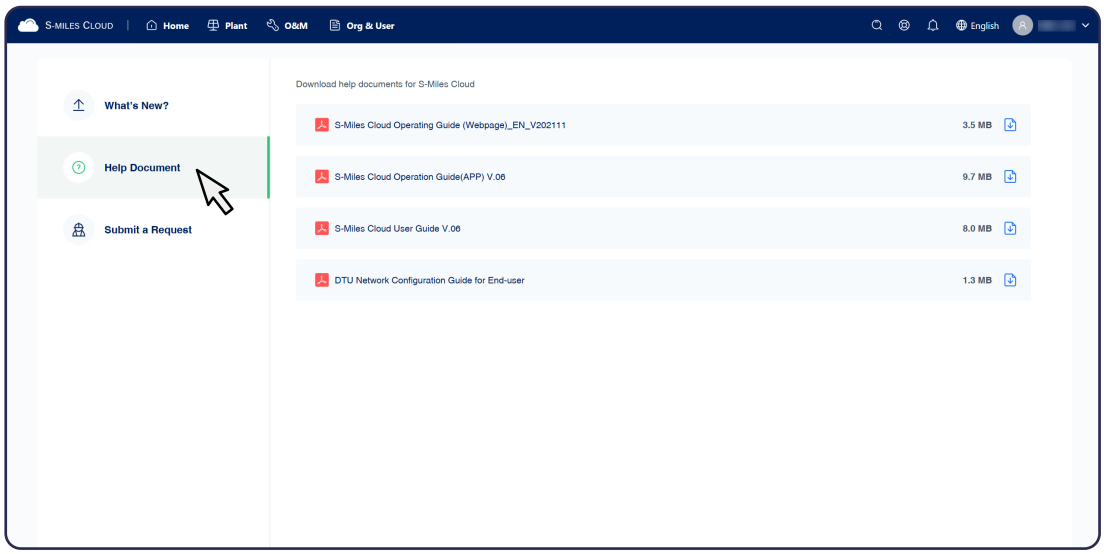


Step 2 (Optional) Click **Task Message** to view task records and details. You can also mark all messages as read by clicking the button in the lower left corner.



11.3 Download Related Documents

Click **Resource Center** > **Help Document** or **Home** > **View Now** > **Help Document** to download related documents about S-Miles Cloud.

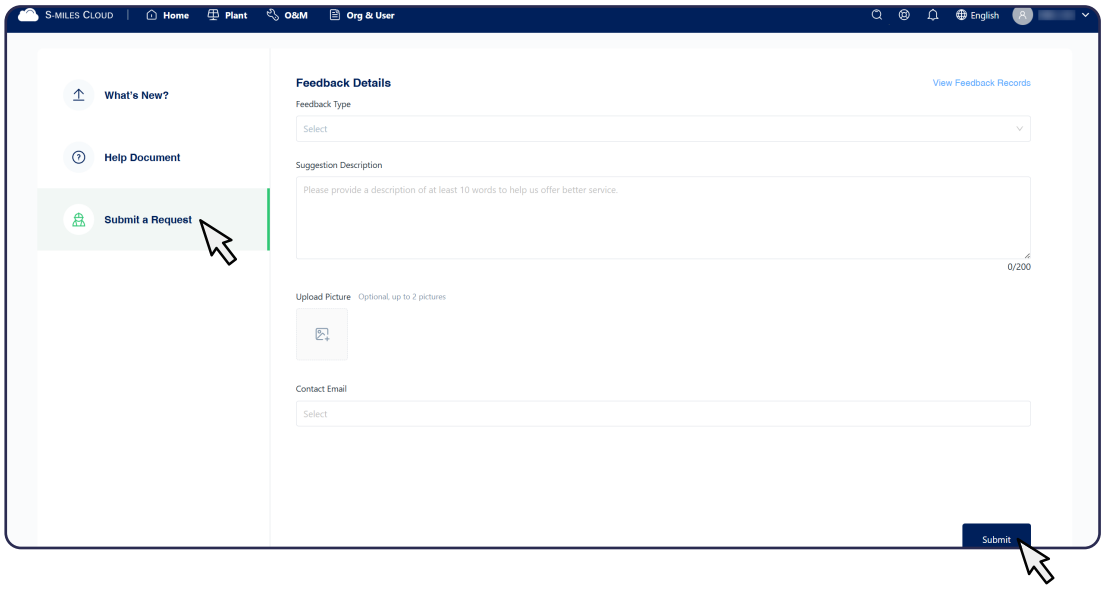


11.4 Submit a Request

Step 1 Click **Resource Center** > **Submit a Request** or **Home** > **View Now** > **Submit a Request**

Step 2 Select feedback type and enter your suggestions.

Step 3 Click **Submit**.



12 Appendix: Role Introduction

12.1 Role Structure

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

Role	Description
Distributor/Dealer	• New distributors/dealers: Send an email to ***service@hoymiles.com*** for account creation. • Existing installers: Add an organization user. (For details, refer to ***10.2.1 Add an Organization User***).
Installer	• New installers: Contact the distributor for account creation. • Existing installers: Add an organization user. (For details, refer to ***10.2.1 Add an Organization User***).
End-user	Refers to the owner. Contact the installer for account creation.

12.2 Role Permission

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

Operation Permission	Distributor/Dealer	Installer	End-user
Create Distributor/Dealer Accounts	●		
Create Installer Accounts	●	●	
Create End-user/Owner Accounts	●	●	
Create Plants	●	●	
Edit Plant Basic Information	●	●	
Remotely Control Devices	●	●	
Edit Smart Control Settings	●	●	●
Export Reports	●	●	●

Hoymiles Power Electronics Inc.

Floor 6, Building 5, Housheng 99 Road,
Gongshu District, Hangzhou 310015 P. R. China

+86 571 2805 6101

hoymiles.com

service@hoymiles.com
support@hoymiles.com