ZENITHNORD CUSTOMER GUIDE

The SolaXCloud app: your solar and battery on your phone

How to set up the SolaXCloud app, read the home screen, see what your panels have made, check the battery and alarms, and reconnect after a new router. For SolaX X1-Hybrid G4 systems with a SolaX Wi-Fi dongle.

SolaXCloud app
iPhone and Android
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THE APP

SolaXCloud

Free from the App Store and Google Play, made by SolaX. It shows what your system is doing, live, wherever you are.

There is an older app just called "SolaX" for old accounts. If your installer set you up on SolaXCloud, use SolaXCloud.

HOW IT CONNECTS

A small Wi-Fi dongle

The stick plugged into the bottom of the inverter sends its data over your home Wi-Fi. If it loses Wi-Fi, your system keeps working: the app just stops updating.

Before you start

- A smartphone, iPhone or Android
- Your home Wi-Fi name and password
- A 2.4 GHz Wi-Fi network
- Wi-Fi that reaches the inverter
- An email address for your account
- The dongle's Registration No.

Good to know

- Your installer may already have set up your account. If so, you'll have an email: just log in.
- The dongle only works on **2.4 GHz** Wi-Fi, not 5 GHz.
- Keeping the system online matters: SolaX's warranty terms reward connected systems.
- The app is free. There is no subscription.

01 Get set up

Skip to Part 02 if your installer has done this.



STEP 1

Download SolaXCloud

Search for **SolaXCloud** in the App Store or Google Play. Check it's made by SolaX, then install it.



STEP 2

Create your account

Tap **Create a new account**, enter your email, the code SolaX sends you, and a password. Then log in.



STEP 3

Find the Registration No.

Every dongle has a **Registration No.** printed on its label. You can also see it on the inverter screen: **ENTER**, then **About**. Take a photo of it.



STEP 4

Add your system

Tap **Site**, then **+**, then **Add device**. Type in the Registration No. or scan the code on the dongle. Give your site a name, such as your street.



STEP 5

Connect the dongle to your Wi-Fi

If the app asks, choose your home Wi-Fi, enter the password, tap **Next**, then **Join** to let your phone talk to the dongle. It joins your router and the data starts to show within a few minutes.



STEP 6

Check the dongle's light

- **Steady green:** connected and sending data.
- **Blinking green:** it can't reach your router, or the inverter.
- **Red:** a Wi-Fi or internet problem. See step 13.

02 Every day

Four tabs along the bottom: Site, Inverter, Alarm and Account.



STEP 7

The home screen

The **Site** tab shows the power flowing right now: from your **solar**, in or out of your **battery**, to your **home** and to or from the **grid**. The battery shows as a percentage.

Below it are today's, this month's and the total energy made.



STEP 8

Charts and history

Open **Graphics** to see the day as a curve, and bars for each day, month and year. It's the easiest way to see how much your panels make in summer and winter.



STEP 9

Alarms

The **Alarm** tab lists any faults with their name and code, the same as the inverter screen. Turn on notifications so you hear about them straight away.

Most grid alarms clear themselves. For anything else, contact your installer and give them the code.

03 Settings

Your installer sets these up. Change them only if you know what you want.



STEP 10

Work mode

Open the **Inverter** tab, then the remote settings, to switch between **Self Use**, **Feed-in Priority**, **Backup** and the others. The inverter guide explains each one.

Advanced settings need the installer password. Leave those alone.



STEP 11

Charging on a cheap night rate

Time slots tell the battery when to charge from the grid, when to discharge and when to rest. You can have up to **10 slots**, each at least 15 minutes, for example 00:30 to 05:30 on an overnight tariff.

Changed energy tariff? Ask your installer to set the slots to match.



STEP 12

Let your installer help

In **Account**, **Access permission settings** lets you give your installer access, so they can check your system remotely and spot problems early. You can take it away again at any time.

04 If something goes wrong

Nearly always a Wi-Fi problem. Your panels and battery keep working.

The app says offline

- Check your broadband works on another device.
- Check the dongle's light (step 6).
- New router or Wi-Fi password? See step 13.
- Router puts 2.4 and 5 GHz under one name? Your provider can split them.

Figures missing or odd

- Data from while it was offline may not fill in.
- Grid and home figures need the SolaX meter your installer fitted.
- No solar at night is normal.
- **Local Mode** shows live figures when you're near the inverter, even without internet.



STEP 13

New router or Wi-Fi password

In the app: **Account**, then **Wi-Fi Connection**, and follow the steps with your new network.

Or without the app: on your phone, join the Wi-Fi called **Wifi_S** followed by numbers, open **192.168.10.10** in your browser (**5.8.8.8** on older dongles), log in, choose **Find AP**, pick your network, enter the password and **Save**. Your installer can give you the login if it isn't in your handover pack.

Set-up checklist

Tick each one off as you go.

- [ ] SolaXCloud downloaded and logged in
- [ ] Site added with the Registration No.
- [ ] Dongle light steady green
- [ ] Home screen showing live figures
- [ ] Notifications turned on
- [ ] Installer given access, if you want

Help from SolaX

SolaX keep their app guides and manuals on their website.

SolaX: solaxpower.com, then search for SolaXCloud or Pocket WiFi.

The app: search **SolaXCloud** in the App Store or Google Play.

Your installer can check your system remotely if you give them access (step 12).

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