



USER GUIDE

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v.6 (07/28/22)



Table of Contents

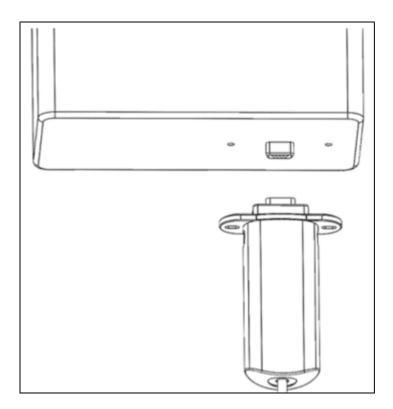
1. INSTALLATION	3
1.1. DATA LOGGER INSTALLATION	3
1.2. CONNECTING TO WI-FI	
1.3. NETWORK CABLE	6
2. ACCOUNT MANAGEMENT	7
2.1. REGISTRATION	7
2.2. REQUESTING USER LEVEL ACCESS CHANGE	
2.3. FORGOT PASSWORD	
	0
3. PLANT MANAGEMENT	9
3.1. CREATING A PLANT	9
3.2. ADDING A DEVICE	
3.3. EDITING A PLANT	
3.4. TRANSFERING A PLANT	
3.5. DELETING A PLANT	
3.6. PLANT MAP	
3.7. INVERTER STATISTICS	
3.8. PLANT OVERVIEW	19
4. EQUIPMENT	22
4.1. GATEWAY MANAGEMENT	22
4.2. GATEWAY DISTRIBUTION	
4.3. INVERTER MANAGEMENT	25
4.4. CHANGE INVERTER SETTINGS	-
4.5. INVERTER FIRMWARE MANAGEMENT	
4.6. INVERTER FIRMWARE MANAGEMENT	28
5. ENTERPRISE MANAGEMENT	30
5.1. COMPANY INFORMATION	30
5.2. ROLE MANAGEMENT	
5.3. STAFF MANAGEMENT	
5.4. SETTING / CHANGING CUSTOMER PERMISSIONS	
5.4.1. Creating user permissions	
5.4.2. Assigning customer permissions	
5.5. SHARING A PLANT	36



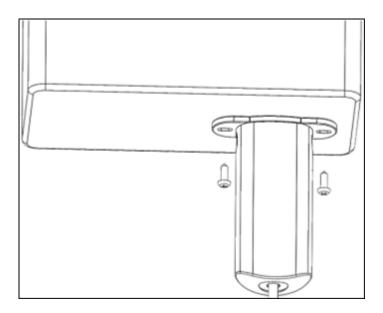
1. INSTALLATION

1.1. DATA LOGGER INSTALLATION

Insert the Data Logger into the DB9 interface of the inverter, as shown in the following figure.



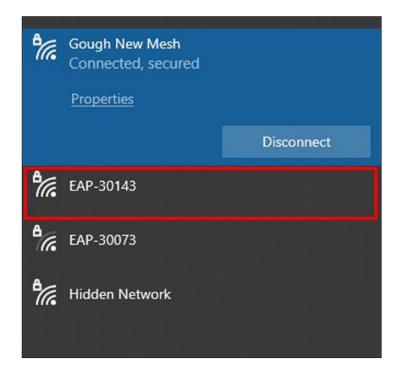
Insert the two screws that come with the Data Logger trough the holes, and then tighten them with a Phillips screwdriver, as shown in the figure below.



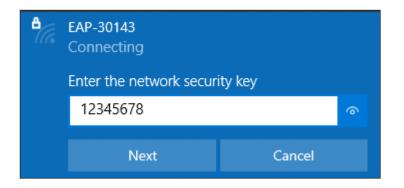


1.2. CONNECTING TO WI-FI

To connect the data logger to the Wi-Fi you need to go to the Wi-Fi setting on your device and search for it. You will see an available connection with the SSID 'EAP-****' ('****' are the last 5 digits of the serial number on the data logger).



1. Select the correct connection and then enter the password 12345678.



2. Once you have connected to the EAP connection, you need to connect it to your own Wi-Fi. To do this, open the Internet browser and search the IP address 10.10.10.1.



New Tab × + ← → C S 10.10.10.1 III Apps S S 10.10.10.1	
Q 10.10.10.1 - Google Search	
	Google
	Google Q Search Google or type a URL

3. Once connected, click 'Scan' to search the Wi-Fi List and you should then see your Wi-Fi connection.

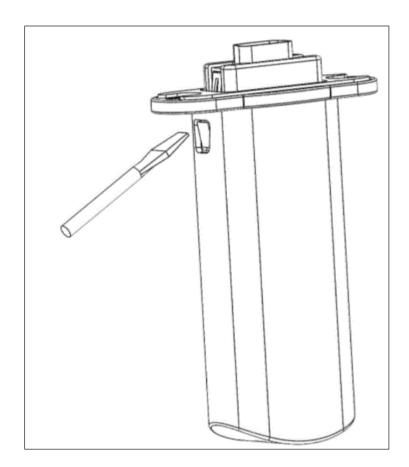
Wlan Connection		Wi-Fi 🗸
Wi-Fi SSID:	MERCURY_FC82	
Connection Status:	Connect Fail	
Using the following	static IP address	
Address:	0.0.0.0	
Netmask:	0.0.0.0	
Gateway:	0.0.0.0	
		Save
Wi-Fi AP list		Scan
EAP-30073		Ş
Home WiFI		Ŷ
Gough New Mesh		Ŷ
Gough New Mesh		(î;
Gough New Mesh		4) () ()
Virgin Media		(îŗ

- 4. Select your Internet / Wi-Fi connection, enter your password, and click 'Connect'.
- 5. Once your data logger is connected to your Wi-Fi, you can then disconnect from the data loggers EAP connection and connect back to your usual wi-fi connection.

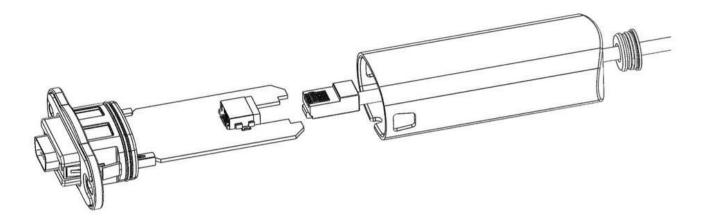


1.3. NETWORK CABLE

Use a flat-blade screwdriver to press the buckles on the left and right sides of the shell, as shown in the following figure. Then extract the DB9 interface part manually.



Pass the network cable through its specific hole at the bottom of the shell. Then, insert the RJ45 plug into the RJ45 socket, and place the sealing plug with the hole on the network cable, as shown in the figure below.

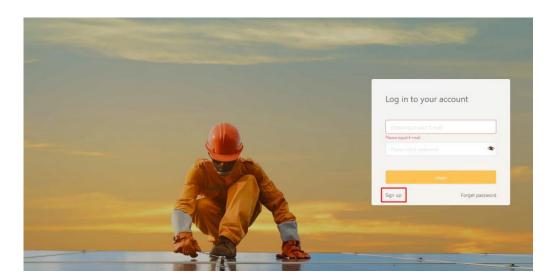




2. ACCOUNT MANAGEMENT

2.1. REGISTRATION

Enter https://sunsynk.net in your browser to access the web version of the management tool. Then, click 'Sign Up' on the Login page to access the Registration page.



Enter a valid phone number or e-mail address to receive the verification code. After completing the registration information, enter a password, check the box in the user agreement to indicate that you have read and agree to the agreement, then click 'Agree and register'.

	Get code
	case sensitive
	4
I have read and agreed	to the Terms & Privacy



2.2. REQUESTING USER LEVEL ACCESS CHANGE

If you are an installer and have registered an account on the Sunsynk Logger platform, you may have the default basic user account with limited permissions. Therefore, to request a different user level so that you can change parameters, remotely upgrade the inverter, in addition to other functions, please visit https://www.sunsynk.org/remote-monitoring and fill in the form.

2.3. FORGOT PASSWORD

Click 'Forget password' at lower right corner on the Login page to access the Reset Password page.

og in to your acc	count
lease input E-mail	
	4
	-
iign up	Forget passwo

Enter your e-mail address to receive the verification code. Then, enter the verification code, choose your new password, and click 'Confirm' to set the new password.

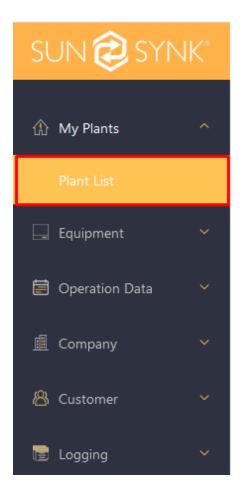
eset Password	
	Get code
	e sensitive 🛛 🔌
	4



3. PLANT MANAGEMENT

3.1. CREATING A PLANT

In the menu, first click 'My Plant', then 'Plant List'.



1. To create a new plant, click 'Create a Plant' on the right corner of the page.

SUN Ә SYNK"	٥				🔳 English 💉 🖉 joe	el@globaltech-china.com 💙
🕼 My Plants 🔷	Plant Status Statistics			Inverter Status Statistics		
Plant List		Normal	Off-line		Normal	Off-line
🖵 Equipment 🗸 👻		1	0	1	1	0
🗐 Operation Data 🛛 👻	Total	Warning O	Fault	Total	Warning O	Fault
盧 Company 💙	-		U	-		v
🐣 Customer 🛛 👻	Plant Map					Create Plant
🗟 Logging 🛛 🗸	All V Plant Name					
	Status Plant Power(k)	N) - Efficiency E-Today(kWh)		E-Total(kWh)	Last update	More
	SunSynk UK Office 0.0	0% 0		0.2	a few seconds ago	•
	🌒 Normal 🥥 Warning 🌘 Fault 🔘 Off-line					Go to 1

Data Logger | User manual



2. Enter the Serial Number (SN) and KEY on the Data Logger label, then click the 'Next'.

Plant List / Create Plant			
Create Plant			
Add Device	Plant Info.	Revenue Info.	Contacts
	* SN Please Input * Key Please Input	Cancel Next	

3. Enter the total capacity in 'Capacity' select the correct type in 'Plant Type', the information displayed on the page will be different if choose different types of plants. To ensure the accuracy of the plant statistics, please fill in the information on the page correctly.

		/	
* Plant Name			
* Capacity	Please input kWp	=	
* Commissioning Date	2021-04-28		
Plant Type	 Grid-Tied Energy Storage (AC Coupling) Energy Storage (DC Coupling) 	Upload picture The file forma and size can not exceed 10MB	t must be JPG, JPEG, PNG,
Installer			

4. You can enter the installation address of the plant in the address input box on the map to locate the specific installation location or you can use the map to select the correct installation location.





5. Also, please confirm if the time zone of the plant is correct. If it is not, please change it. Finally, click 'Next'.

* Time Zone	(UTC+00:00)Dublin,Edinburgh,Lisbon,London	~	Please select the correct time zone		
				Back	Next

6. Select your currency, your total investment, and your preferred Valuation Method. **Note:** The Live Price option is only currently available for UK customers.

SUN 😂 SYNK"	٥			🔳 English 👻 💩 joel@globaltech-china.com 🗡
🕼 My Plants 🔷	Plant List / Create Plant			
Plant List	Create Plant			
📮 Equipment 🛛 👻		8	(\$)	(a)
🗐 Operation Data 🛛 👻	Add Device	Plant Info.	Revenue Info.	Contacts
🚊 Company 🗸 👻				
🛎 Customer 🛛 👻		* Currency £	~	
🔚 Logging 🛛 👻	_	Total Investment Please input		
		* Valuation Method O Constant Price Time of	use price 💫 Live Price	
			£/kWh	
			Back Next	
	L			
		Copyright © 2021 E-LINTER Ltd. All right	is reserved.	
V210421				

7. Enter the name of the user who is going to manage the system, their phone number, and e-mail.

Create Plant			
Add Device	Plant Info.	Revenue Info.	Contacts
	* Manager		
	* Phone		
	E-mail		
		Back Complete	

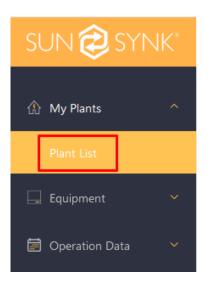
Page | 11

Data Logger | User manual



3.2. ADDING A DEVICE

In the menu, first click 'My Plant', then 'Plant List'.



1. Select the plant that need to add equipment from the 'Plant List'.

Plant List	Plant Map		
All	✓ Plant Name		
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)
6	SunSynk UK Office	0.0 0%	0
Normal	🥥 Warning 🏾 🌒 Fault	Off-line	

2. Click the 'More (...)' button and Select 'Add Gateway'.

Plant List	Plant Map						Create Plant
All ~		2					
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	E-Total()	kWh)	Last update	More
0	SunSynk UK Office	0.0 0%	0	0.2		a minute ago	
Normal	Normal 🕘 Warning 🌢 Fault 🏐 Off-line						1 Add Gateway
				Copyright © 2021 E-LINTER Ltd. All rights	record		Edit
				Copyright © 202 FE-LINTER Ltd. All fights	reserveu.		Transfer
							Delete

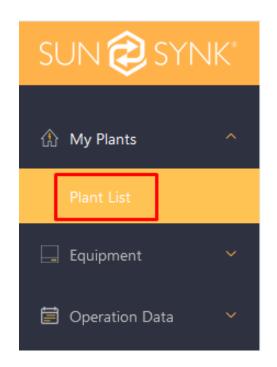


3. Input the serial number SN and Key of the Data Logger to be connected, and finally 'Confirm'.

Messa	age		×
* SN	Please input		
* Key	Please înput		
		Cancel	Confirm

3.3. EDITING A PLANT

In the menu, first click 'My Plant', then 'Plant List'.



1. Select the plant that need to be edited from the 'Plant List'.



Plant List	Plant Map			
All ~	Plant Name			
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	
Ø	SunSynk UK Office	0.0 0%	0	
Normal	🔵 Warning 🏾 🔵 Fault	Off-line		
				Сору

2. Click the 'More (...)' button and select 'Edit' to enter the Edit Plant page in order to make the changes to the plant.

	ant Map Plant Name	2				
itatus	Plant	Power(kW) - Efficiency	E-Today(kWh)	E-Total(kWh)	Last update	Mor
0	SunSynk UK Office	0.0 0%	0	0.2	a minute ago	
Normal	\varTheta Warning Fault	Off-line				Add Gateway
			Copyright © 2021 E-LINT	FER Ltd. All rights reserved.		Transfer
						Delete

3.4. TRANSFERING A PLANT

NOTICE

When transferring a plant to another user this will remove the ownership from you and you will no longer be able to access that plant.

In the menu, first click 'My Plant', then 'Plant List'.



sun 🥏	SYNK"
🏦 My Plants	
Plant List	
📮 Equipment	Ý
🗑 Operation D	ata 🗸

1. Select the plant that need to be edited from the 'Plant List'.

P	lant List	Plant Map					
	All ~	Plant Name					
	Status	Plant		Power(kV	V) - Efficiency	E-Today(kWh)	
	Ø	SunSynk UK C	Office	0.0	0%	0	
	Normal	🔵 Warning	● Fault	Off-line			
							Copyright

2. Click the 'More (...)' button and select 'Transfer' to enter the Transfer Plant page in order to make the changes to the plant.

	Plant Map					Create Plan
All 🗸		2				
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	E-Total(kWh)	Last update	Mor
0	SunSynk UK Office	0.0 0%	0	0.2	a minute ago	
Normal	😑 Warning 🛛 鱼 Fault	Off-line				< 1 Add Gateway
			Copyrigi	t © 2021 E-LINTER Ltd. All rights reserved.		Edit Transfer Delete

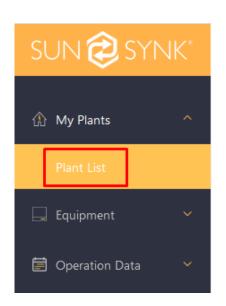


3. Enter the user's account in the pop-up window to complete the transfer of the plant.

Transfer		
* Account		
	Cancel	Confirm

3.5. DELETING A PLANT

In the menu, first click 'My Plant', then 'Plant List'.



1. Select the plant that need to be deleted from the 'Plant List'.

int List	Plant Map		
All	✓ Plant Name		
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)
Ø	SunSynk UK Office	0.0 0%	0
Norma	I 🥥 Warning 🌘 Fault	Off-line	

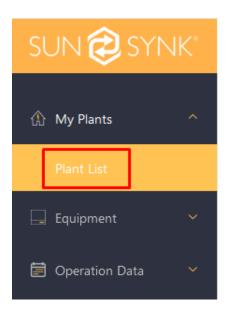


2. Click the 'More (...)' button and select 'Transfer to enter the Transfer Plant page in order to make the changes to the plant.

r Lier P	'lant Map					Create Plant
		2				
tatus	Plant	Power(kW) - Efficiency	E-Today(kWh)	E-Total(kWh)	Last update	More
D	SunSynk UK Office	0.0 0%	0	0.2	a minute ago	•
Normal	😑 Warning 🛛 🌢 Fault	Off-line				< 1 Add Gateway
				1. 0. 2024 F 18/777 1. 1 41 1. 1		Edit
				ant © 2021 E-LINTER Etd. Air rights reserved.		Transfer
			Соругі	ght © 2021 E-LINTER Ltd. All rights reserved.		

3.6. PLANT MAP

In the menu, first click 'My Plant', then 'Plant List'.



1. Click 'Plant Map'.

Plant List	Plant Map			
All	Plant Name	2		
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	
0	SunSynk UK Office	0.0 0%	0	
Normal	😑 Warning 🏾 🌒 Fault	Off-line		

A map with the listed plants will be displayed.



3.7. INVERTER STATISTICS

Click in the menu: 'My Plant' -> 'Plant List', you can intuitively know the statistical quantities of status of all inverters under this account in [Inverter Status Statistics].

SUN 🥏 SYN	NK"	0					🖲 English \vee	🔏 joel@globalte	ch-china.com 💙
🚯 My Plants	^	Plant Status St	atistics			Inverter Status	Statistics		
Plant List	~			Normal 0	Off-line 1			Normal <mark>0</mark>	Off-line 2
1 Firmware	~	To	otal	Warning	Fault O	Tor		Warning 0	Fault
📋 Operation Data	~								
圃 Company	~	Plant List P	Plant Map						Create Plant
\left Customer	~	All							
📄 Logging	~	Status	Plant	Pc	ower(kW) - Efficiency	E-Today(kWh)	E-Total(kWh)	Last update	More
V210514		Ø	SunSynk UK Office	0.	0 0%	0	0.2	3 days ago	

Click the < or > icon to view the abnormal information of the inverter in the last hour, as shown in the following figure.

Abno	orma	l Statistic	S	Last update a few s	econds ago
	•	13:55:13	SN:SX00170011780013	Utility Loss	1
	•	13:55:07	SN:SQ050K0011810092	Recover from warning	77
	•	13:54:15	SN:SX00170011820002	Output power reduce over at temper ature	
					More



3.8. PLANT OVERVIEW

In the menu, first click 'My Plant', then 'Plant List'.

S	UN 🤣 SYNK	<*
â)My Plants	^
	Plant List	
F	Equipment	~
Ē	Operation Data	~

1. Select plant list 'Plant List' and click the corresponding plant name to enter the plant Overview page.

Plant List	Plant Map			
All ~	Plant Name			
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	
3	SunSynk UK Office	0.0 0%	0	
Normal	🔵 Warning 🏾 🔵 Fault	Off-line		
				Copyright © 2021 E-L

2. In the plant overview page, you can view the status of the plant, weather information, energy flow diagram, inverter status, abnormality in the past hour, power generator chart and other information.



0		
Overview Equipment Event		
Plant List / Overview		
Current Status		
	0 E-Today(kWh)	0 E-Month(kWh)
Capacity 06 Today Revenue	0 E-Year(kWh)	0 E-Total(kWh)
Power Flow		
ow ow ow	e e e e e e e e e e e e e e e e e e e	

3. Click 'Equipment' in the Overview page to enter the Equipment page. Here you can view all the equipment in the plant, the corresponding operational data charts, remote upgrades, parameter Settings, and other operations.

Overview Equipment Event				
Plant List / Overview				
Current Status			Weather Info.	
0.0kW POWER	0 E-Today(kWh)	0 E-Month(kWh)	Partly doudy	15°C
CURRENT STATUS	0 E-Year(kWh)	0 E-Total(kWh)	Plant Info.	
Power Flow				Manual And
-		贫	Name:	Sunsynk UK Office 3.6kWp
ow.		ow	Capacity: Commissioning Date :	2021-07-21
			Installer:	Sunsynk

4. In the Equipment page, click the more button '(...)' in the upper right corner to set an alias for the device, perform remote upgrade, and change inverter settings / parameters, as shown in the figure below.



Overview	Equipment	Event									
Plant List 🖌 🖡	Equipment										
Inverter	Weather Station				Output Input	Battery	Grid Load Custom				
All 1	Normal 0	Warning 0	Fault 0	Offline 1	24		31		12		Set Alias
 20071 	144440				0 E-Today(kWh)		0 E-Month(kWh)		0 E-Year(kWh)		Remote Debug Upgrade
Alias				2007144440							Settings
SW Ver.			M 3.1.6.0 / S	/ C E.4.1.9 🔍		-ac-L1 A		V-ac-L1 V		P-ac-L W	Delete
Gateway			٢	E4A012130066		-ac-L2		V-ac-L2		P-ac-Li	2
Plant Nan	ne		Su	nsynk UK Office		A		V		W	
						P-ac 0kW		F HZ			

5. Click 'Event' menu in the power plant Overview page to switch to the Event page.

Overview	Equipment Event	
Plant List 🖊 🛛	Event	
Event		
Fault	∨ 🔁 2021-04-23 -	2021-04-29 Please input SN
Туре	SN	Time
		No Data
Info.	🔵 Warning 🏾 🕒 Fault	
		Copyright © 2021 E-LINTER Ltd. All rights reserved.

Here you can view the current plants abnormal information, as shown in the figure below.

Event			
Fault > 2020-11-21	Please input SN Q		
Type SN	Time	Description	Plant
• 661F502005WB019	2020-11-21 09:40:18	7 – Grid volt Fault	Dedekind
 Information Warning Fault 			< 1 2 3 >

Data Logger | User manual



4. EQUIPMENT

4.1. GATEWAY MANAGEMENT

In the menu, click 'Equipment' -> 'Gateway', to enter the Gateway List page.

SUN 🤣 SYNK"
🏠 My Plants 🛛 🖌
🔄 Equipment 🔷
Gateway
Inverter
Event
🚹 Firmware 🗸 🗸

In the Gateway List page, click on the 'SN' of a gateway to view the detailed information of the Data Logger.

All	~	Please input SN	Please i
	Status	SN	Key
	•	E470119C3186	EFM****7AW
	•	E41012080003	YS9****UHU
	•	E41012080002	KLS****QAS



If you need to remove the gateway from a power station, you need to unbind the gateway from the plant where it is located. The specific operation is as follows:

- 1. Select the gateway to be unbound on the Gateway List page.
- 2. Click the more button '(...)' and select 'Unbind' in the popup menu.
- 3. Follow the prompts to complete the unbind operation, as shown in the following figure.

Gateway	/								Download	🕂 Import
All					e input plant name	Search 🛛 Advanced				
	Status	SN	Кеу	Туре	Signal	Plant	Customer	SW Ver.	Online Time	More
	•		9L4****FWH	Wi-Fi	1 00	SunSynk UK Office		4870121130R	2021-04-29 09:27:27	
Norr	mal 🥥) Off-line						10/page	V < 1 Unbi	nd 1

4.2. GATEWAY DISTRIBUTION

In the menu, click 'Equipment' -> 'Gateway', enter the Gateway Management page and click the 'Import' button.

SUN 🍘 SYN	JK⁼	٥						🖲 English 🗸	🛞 joel@globaltect	n-china.com 🗸
	. * •	Status Statistics								
🖵 Equipment	^									
Gateway		N	ormal 1			Off-line 0		G		
	*	Gateway							Download	🖶 Import
Operation Data ① Company	* *	All V Please input gateway	/ SN Please input in	werter SN	Please input plant name	Search 🛛 Advanced				
	~	Status SN	Key	Туре	Signal	Plant	Customer	SW Ver.	Online Time	More
🗟 Logging	~	• • •	9L4****FWH	Wi-Fi	a1 []	SunSynk UK Office		4870121130R	2021-04-29 09:27:27	•
		Normal Off-line						10/page	2 × < 1 >	Go to 1
					Convergebt @ 2021 E-LI	VTER Ltd. All rights received				

1. Click 'Template', download the template for importing the gateway, fill in the SN and KEY for the gateway to be assigned to the template, and save it.



Import (Gateway 🛛 🔀	
	Add One	
Customer	Customer Name	
	If the customer is not selected, the collector will be imported t o the current user company by default	
Select	Files	
Only sup	port .xls or .xlsx files	
Templa	Cancel Confirm	

- 2. Click the 'Select File' button to select the template file that has been written in the Data Logger information.
- 3. Select assigned/imported customers (Dealers/Distributors) and then confirm.

Import	Gateway		\mathbf{X}
Bach	Add One		
Customer	Customer Name If the customer is not se o the current user company		will be imported t
	t Files oport .xls or .xlsx files		
Templ	ate	Cancel	Confirm



4.3. INVERTER MANAGEMENT

In the menu, click 'Equipment' -> 'Inverter' to enter the Inverter List page.

SUN 🥏 SYI	NK*
🏦 My Plants	~
🗔 Equipment	^
Gateway	
Inverter	
Event	
1 Firmware	~

1. In the Inverter List page, click on the SN of an inverter to view the detailed information and operational data of the inverter.

All	✓ Please input inverter	SN Please input gateway SN	Please input plant
	Status SN	Power(W)	E-Today(kW
	() 1903	0	0
Nor	mal 🔾 Warning 🌢 Fa	ault 🥥 Off-line 🕚 Upgrading	



2. Click on the plant name to enter the plant of the inverter.

nput plant name	Search Search		Ва	atch Operation $ \smallsetminus $
Today(kWh)	Version	Gateway	Plant Name	More
	1.8.7.8	E4A012130073	SunSynk UK Office	•••
			10/page V < 1 >	Go to 1
opyright © 2021 E	-LINTER Ltd. All rights reserved.			

4.4. CHANGE INVERTER SETTINGS

In the menu, click 'Equipment' -> 'Inverter' to enter the Inverter List page.

SI	JN 🥏 SY	(NK°
۵	My Plants	~
	Equipment	^
	Gateway	
	Inverter	
	Event	
↑	Firmware	~

In the Inverter List click More '(...)', then select the Inverter you wish to edit the settings, and finally click 'Settings'.

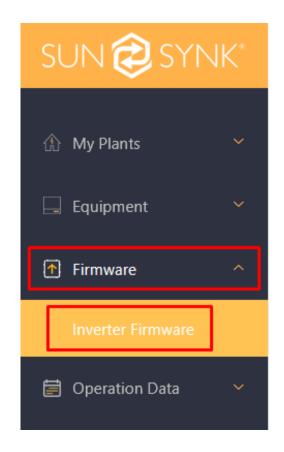


Normal		Warning O		Fault	Offline 1		All 1
U		0		U	I		1
_	_						_
evice List							
			Please input plant name	ch 🛛 Advanced			Batch Operatior
Status	SN	Power(W)	E-Today(kWh)	Version	Gateway	Plant Name	Mo
0	2007144440	0	0	3.1.6.0	E4A012130066	Sunsynk UK Office	
							Debug
Normal 😑	Warning 🕒 Fault	Offline 0 Upgrading				10/page < 1 >	Upgrade

You will then have access to the settings for that inverter such as Battery Setting, Timer, Grid Setting, Aux Load Output, Basic Setting, Advanced Setting.

4.5. INVERTER FIRMWARE MANAGEMENT

In the menu, click 'Firmware' 'Inverter Firmware' to enter the Inverter Firmware page.





Click the 'Publish' button and follow the prompts in the pop-up page to complete the new firmware release operation.

All		Please input name	Batch Operation \vee						Publish
	Туре	Name	SW Ver.	File Name	Firmware Size	Creator	Creation Time	Update Time	More
					No Data				
								< 1	Go to 1
				Copyright © 2021	1 E-LINTER Ltd. All rights res	erved.			

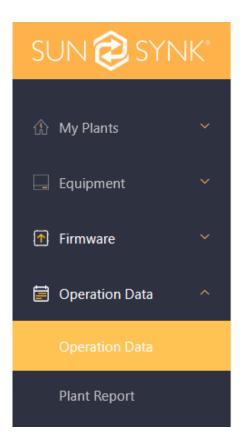
When a certain inverter firmware is no longer in use, Sunsynk can delete the firmware that need to be deleted in the firmware list, click the more '(...)' button, and follow the prompts to complete the 'Delete', as shown in the figure below.



4.6. INVERTER FIRMWARE MANAGEMENT

Click 'Operation Data' in the menu to enter the Operation Date page.





- 1. Enter the inverter's serial number (SN) for which data needs to be viewed.
- 2. Select the date range.
- 3. Click the search button to view the inverter's operational data.

If you need to download the data to your local device, click the 'Download' button to save it as a file in the ".xlsx" format.

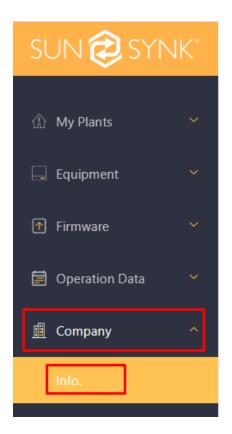
			±Download
Vac1(V)	Vac2(V)	Vac3(V)	lac1(A)
260.9	0.0	0.0	0.0
260.9	0.0	0.0	0.0
262.6	0.0	0.0	0.0
260.9	0.0	0.0	0.0



5. ENTERPRISE MANAGEMENT

5.1. COMPANY INFORMATION

In the main menu, click 'Company' -> 'Info' to enter the Information page, where you can add company information according to the prompts.



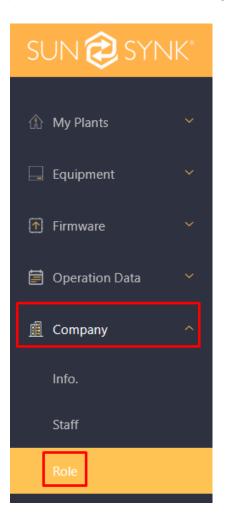
To update/change the company information, click the 'Edit' button on the Information page.

Company Information	Edit
* Name: sunsynk-1	
* Address:	



5.2. ROLE MANAGEMENT

In the main menu, click 'Company' -> 'Info' to enter the Role page.

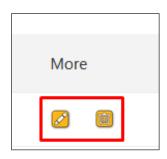


Click the 'Add' button on this page to enter the role name and select the permissions you want to assign in the pop-up window to complete the new role addition. As shown below.

	Add
More	
< 1 > Go to	1

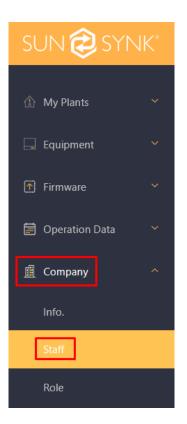


When you need to edit the permissions of a role or delete the role, click the 'Edit' or 'Delete' button behind the role in the 'Role List' to complete the operation. As shown in the figure below.



5.3. STAFF MANAGEMENT

In the main menu, click 'Company' -> 'Staff' to enter the Staff page.



Click the 'Add' button and follow the prompts to complete the addition of new employees. As shown below.



	More
Add	
More	
< 1 > Go to 1	L W

When an employee changes, you can find the employee in the Staff List page and click the 'Edit' or 'Delete' button to change the role of the employee or delete the employee.

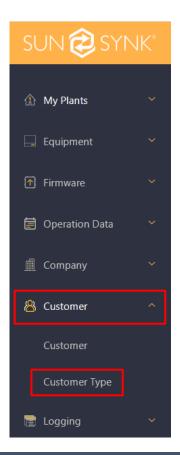
5.4. SETTING / CHANGING CUSTOMER PERMISSIONS

If you are an installer, you have the ability to change and set your customers permissions.

5.4.1. Creating user permissions

You need to start by creating a Customer Type.

1. In the menu, first click 'Customer', then 'Customer Type'.





2. Here you then want to click 'Add' to create a customer type.

Customer Type		
Please input name		Add
Name	Remark	More
	No Data	
		< 🚺 > Go to 1

3. You will need to give the customer type a name and remark. For example, we have used 'Advanced Customer' as the name and a brief description of what that customer type has access to in the 'Remark' section. You can then set the appropriate sections that you feel this Customer Type can have access to.

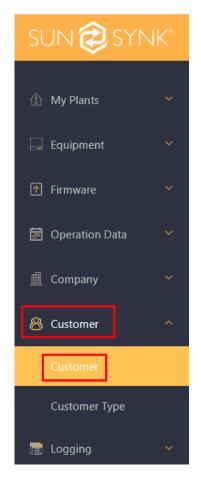
Create Type
* Name Advanced Customer Remark Has access to plant settings and workdata
 Logging Maintenance log Maintenance log View Gateway Inverter
 My Plants Plant List Transfer station Add Gateway Plant List View Edit Plant Delete Plant Share Plant Cancel Share Download Generation Overview Device Event Create Plant
Equipment Gateway
□ Gateway Download □ Gateway Unbind ✓ Gateway List View ✓ Gateway Add ■ Inverter ✓ Set Inverter Name □ Inverter Debug □ Inverter Lists View ✓ Inverter Setting Param □ Inverter Upgrade
 □ Inverter Delete □ Cancel upgrade ✓ Event ✓ Event Download ✓ Event List View



5.4.2. Assigning customer permissions

After creating the customer type, you need to assign the customer type you created to your customer.

1. In the main menu, first click 'Customer', the 'Customer'.



2. Then click 'Add' to the customer and assign the customer type.

Customer List						
Customer Name	2					Add
Company	Account	Туре	Manager	Phone	E-mail	More
			No Data			
						< 1 > Go to 1

3. You now need to enter the customer username in the 'Account' field, select you 'Customer Type' that you just created from the drop-down list, and then enter the company or users name in the 'Company' field (this is mainly for your records). Finally click 'Confirm' to save the changes.



Add customer							
* Account	demoaccount@sunsynkemail.com						
* Type	Advanced Customer						
* Company	Sunsynk Demo						
	Cancel						

5.5. SHARING A PLANT

If you are an installer and need to share the plant you created for a customer, follow the steps below.

1. In the menu, first click 'My Plant', then 'Plant List'.



2. Click 'More' (...) and then 'Share' in the plant you want to share.



Plant List	Plant Map					Create Plant
All ~						
Status	Plant	Power(kW) - Efficiency	E-Today(kWh)	E-Total(kWh)	Last update	More
0	Sunsynk Demo	0.0 0%	0	0	20 days ago	
Normal	\varTheta Warning 🛛 🌢 Fault	 Offline 				< 1 Add Gateway
			c	Copyright © 2021 E-LINTER Ltd. All rights reserved.		Edit
						Transfer Delete

3. You will then be presented with the option to share to an account. At this moment, you need to enter the customers username that they used to sign up to the platform, and finally click 'Confirm'.

	No	rmal 1	Offline ()			
	Share					1 Total
	* Share	Account				
				Cancel	Confirm	
]						_
	ficiana	E Today(k)M(b)		c .		

For more information, training videos, software upgrades, help line, forum please refer to http:// www.sunsynk.com - Tech Support (Do not forget to register first on the website).



Sunsynk

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Data Logger | User manual

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