

# User's Guide of SolarGo App

V1.0  
2021.08.20

## 1 Introduction

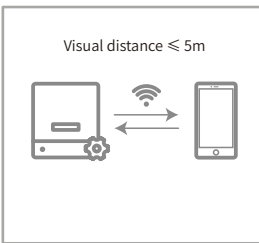
### 1.1 Function

SolarGo communicates with inverter via Wi-Fi locally on site. User can view the running data and alarms of inverter, perform parameters setting by SolarGo.

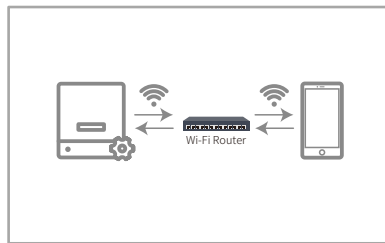
### 1.2 Connection Method

- Inverter is powered on by DC input.
- In order to ensure the stability of Wi-Fi communication, the distance between cell phone and inverter should be kept within 5m.
- The Wi-Fi function of cell phone works normally.

#### Cell phone connects inverter directly



#### Cell phone connects inverter via Wi-Fi router (if inverter already connects to router)



## 2 Install App

You can search 'SolarGo' in Google Play or Apple App Store and install it on your cell phone. Or you can scan the QR code to download and install it.

- Find 'SolarGo' in Google Play or Apple App Store.
- Or scan the QR code right side.
- Install the App.
- It shows as SolarGo.



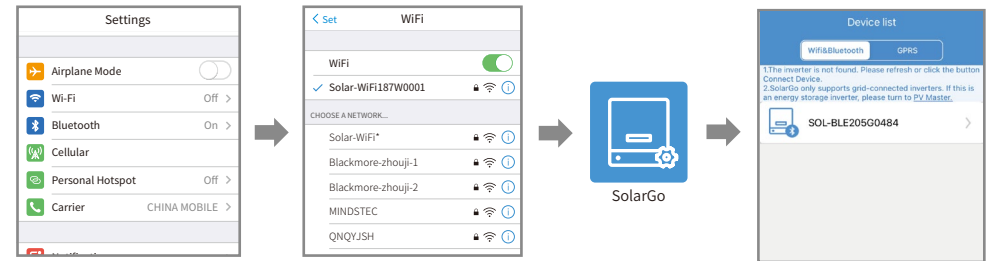
SolarGo



SolarGo App

### 2.1 Cell phone connects inverter directly

Open [Settings] → [WLAN], enable WLAN, find Solar-WiFi\*(\*is the rear 8 numbers of SN), enter the password of Wi-Fi (12345678). Run SolarGo after connection and the Wi-Fi name of inverter will be shown in the device list.



Inverter's Wi-Fi name is Solar-WiFi plus rear 8 numbers of SN.  
For example, the Wi-Fi name of inverter 8050KMTS16BW0003 is Solar-WiFi16BW0003.

### 2.2 Cell phone connects inverter directly II

Also you can run SolarGo -> [+Connect Device] -> [Go to the Settings interface] -> [Settings] -> [WLAN] to connect inverter's Wi-Fi. Refresh device list after Wi-Fi connection.

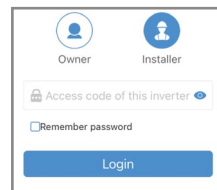


## 3 Installer/Owner Login

### 3.1 Role Verification

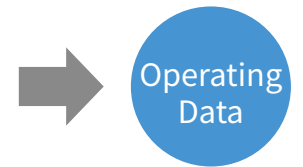
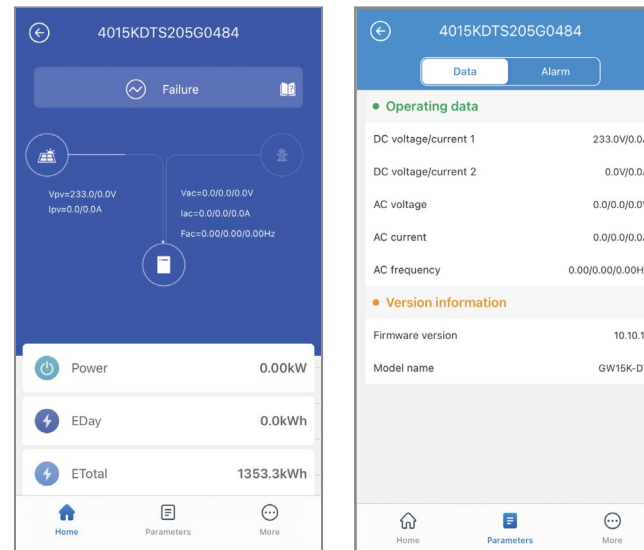
1. Click the Wi-Fi name of inverter in device list to login as 'installer' or 'owner' with access code.
2. The original access code of inverters is '1234'.

- Do not share the access code of inverter to others.
- Modify different access code separately for installer and owner.
- The authority for installer and owner is different.
- Only ONE user can login the single inverter at the same time.



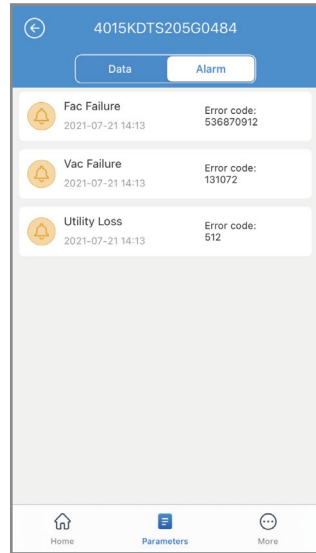
### 3.2 View running data

After role verification, [Home] shows and can switch to [Parameters] to view running data.



### 3.2 Alarms of inverter

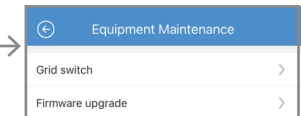
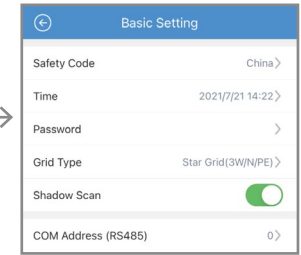
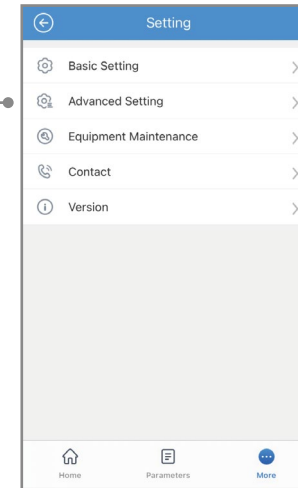
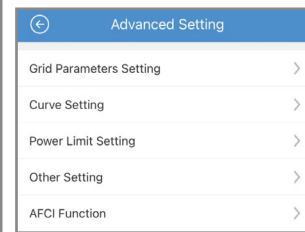
After role verification, [Home] shows and can switch to [Parameters] to alarms of inverter.



- Check the system following the solution's guide of the alarm.
- Contact GoodWe's service if the alarm cannot be cleared up.
- Contact GoodWe's service if inverter doesn't work without any alarm.

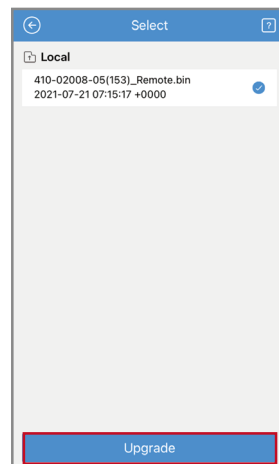
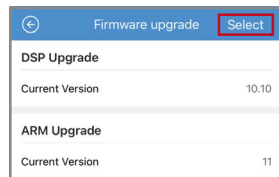
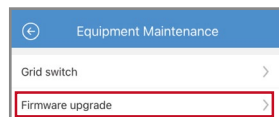
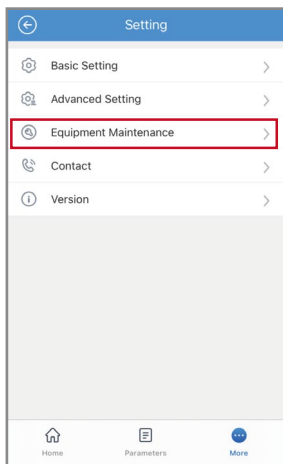
### 3.3 Settings

Enter [Settings] interface, you can set several parameters of inverter.



### 3.4 Upgrade firmware of inverter

This function can ONLY be operated by the authorized personnel when it is indeed necessary.



**Step 1**  
Enter 'Setting' page to set up parameters and Click 'Equipment Maintenance'.

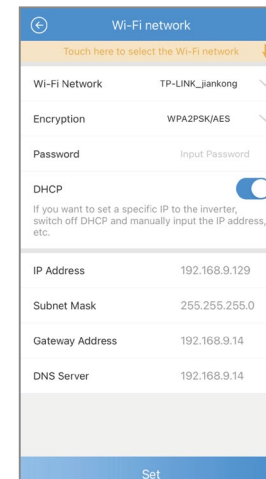
**Step 2**  
Enter 'Firmware Upgrade' page to click 'Select' and choose firmware file.

**Step 3**  
Click 'upgrade'.

**Warning:** Please contact GoodWe service for firmware file and detailed guideline. Misconduct may cause inverter malfunctioning.

### 3.5 Connect inverter to Wi-Fi network

After role verification, switch to [Settings] → [Communication parameters] → [Wi-Fi Network], Wi-Fi network settings interface shows. Choose network name and encryption mode, enter the password, click 'Set' to complete setting.



1. Choose Wi-Fi network name



2. Choose encryption mode



3. Choose encryption mode



4. Enter Wi-Fi password

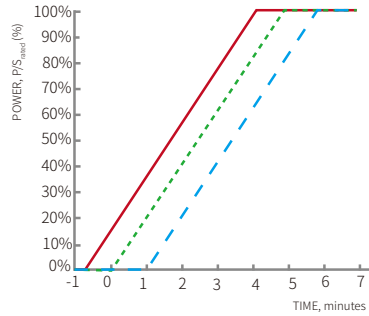
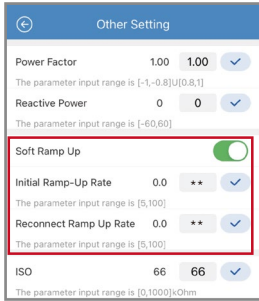
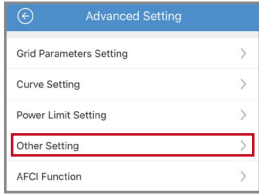


5. Click 'Set'

**Note:** Please download the SEMS Portal App for more Wi-Fi configuration features.

### 3.6 Setting the Ramp-Up

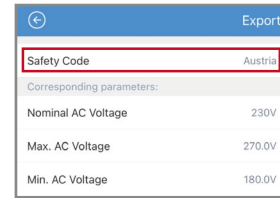
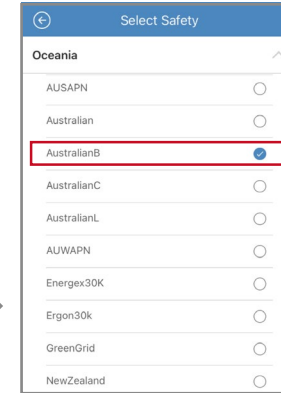
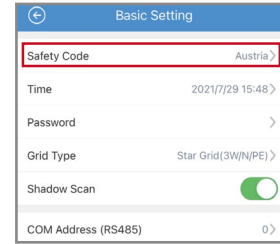
Set the curve in compliance with the grid standards.



Ramp-up Curve

### 3.7 Setting the Safety Code

Set the Safety Code in compliance with the grid standards.

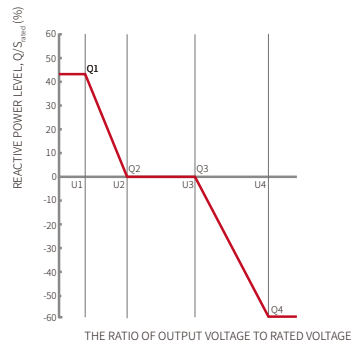


Safety Code	AustralianB
Corresponding parameters:	
Nominal AC Voltage	230V
Max. AC Voltage	270.0V
Min. AC Voltage	180.0V
Max. Frequency	47.50Hz
Min. Frequency	52.50Hz
Reconnection Time	30s
Anti-islanding	On
Islanding Trip Time	2s
Soft ramp up power rate	0.0%
Overvoltage Threshold 1	117.4%
Overvoltage Threshold 2	0.0%
Overvoltage Trip Time 1	8s
Overvoltage Trip Time 2	0s
Undervoltage Threshold 1	78.3%
Undervoltage Threshold 2	0.0%
Undervoltage Trip Time 1	8s
Undervoltage Trip Time 2	0s
Overfrequency Threshold 1	52.50Hz
Overfrequency Threshold 2	0.00Hz
Overfrequency Trip Time 1	5s
Overfrequency Trip Time 2	5s
Underfrequency Threshold 1	47.50Hz
Underfrequency Threshold 2	0.00Hz
Underfrequency Trip Time 1	5s
Underfrequency Trip Time 2	0s
10 Minute Overvoltage Threshold	0.0%

Selecting a Region B should then automatically load all region B setpoints for volt-watt, volt-var, underfrequency, overfrequency, etc.

Region	Default value	U1	U2	U3	U4
Australia A	Voltage	207V	220V	240V	255V
	Inverter reactive power level (Q) % of S <sub>rated</sub>	44 % supplying	0%	0%	60 % absorbing
Australia B	Voltage	205V	220V	235V	255V
	Inverter reactive power level (Q) % of S <sub>rated</sub>	30 % supplying	0%	0%	40 % absorbing
Australia C	Voltage	215V	230V	240V	255V
	Inverter reactive power level (Q) % of S <sub>rated</sub>	44 % supplying	0%	0%	60 % absorbing
New Zealand	Voltage	207 V	220 V	235 V	244 V
	Inverter reactive power level (Q) % of S <sub>rated</sub>	60 % supplying	0%	0%	60 % absorbing
Allowed range	Voltage	180 to 230 V	180 to 230 V	230 to 265 V	230 to 265 V
	Inverter reactive power level (Q) % of S <sub>rated</sub>	30 to 60 % supplying	0%	0%	30 to 60 % absorbing

Volt-var response set-point values



QU Curve

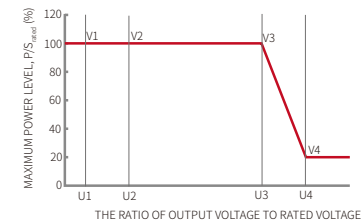
For the Australian market, to comply with AS/NZS 4777.2:2020, please select from Australia Region A/B/C, please contact your local electricity grid operator on which Region to select.

**NOTE 1** Inverters may operate at a reactive power level with a range up to 100 % supplying or absorbing.

**NOTE 2** Australia C parameter set is intended for application in isolated or remote power systems.

Region	Default value	U3	U4
Australia A	Voltage	253V	260V
	Inverter maximum active power output level (P) % of S <sub>rated</sub>	100%	20%
Australia B	Voltage	250V	260V
	Inverter maximum active power output level (P) % of S <sub>rated</sub>	100%	20%
Australia C	Voltage	253V	260V
	Inverter maximum active power output level (P) % of S <sub>rated</sub>	100%	20%
New Zealand	Voltage	242 V	250 V
	Inverter maximum active power output level (P) % of S <sub>rated</sub>	100%	20 %
Allowed range	Voltage	235 to 255 V	240 to 265 V
	Inverter maximum active power output level (P) % of S <sub>rated</sub>	100%	0 % to 20 %

Volt-watt response default set-point values



PU Curve

For the Australian market, to comply with AS/NZS 4777.2:2020, please select from Australia Region A/B/C, please contact your local electricity grid operator on which Region to select.

**NOTE** Australia C parameter set is intended for application in isolated or remote power systems.

Protective function	Protective function limit	Trip delay time	Maximum disconnection time
Undervoltage 2 (V < <)	70 V	1 s	2 s
Undervoltage 1 (V <)	180 V	10 s	11 s
Overvoltage 1 (V >)	265 V	1 s	2 s
Overvoltage 2 (V > >)	275V	-	0.2 s

Passive anti-islanding voltage limit values

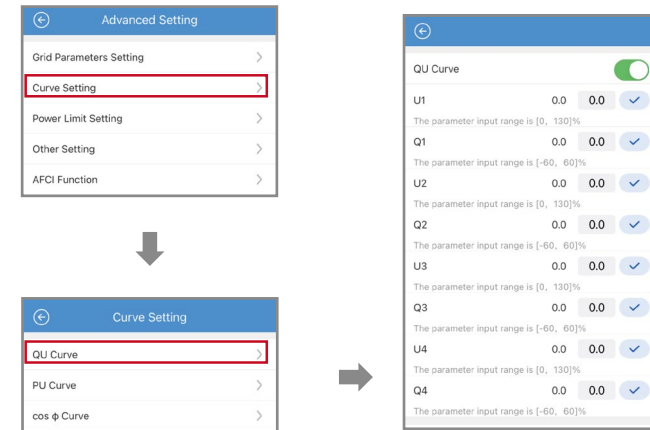
	Region	Australia A	Australia B	Australia C	New Zealand
Under-frequency 1 (F <)	Protective function limit value	47 Hz	47 Hz	45 Hz	45 Hz
	Trip delay time	1 s	1 s	5 s	1 s
	Maximum disconnection time	2 s	2 s	6 s	2 s
Over-frequency 1 (F >)	Protective function limit value	52 Hz	52 Hz	55 Hz	55 Hz
	Trip delay time	-	-	-	-
	Maximum disconnection time	0.2s	0.2s	0.2s	0.2s

Passive anti-islanding frequency limit values

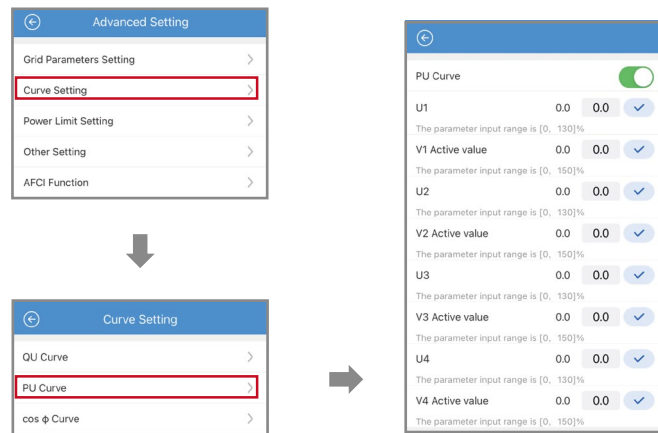
### 3.8 Setting Safety Parameters

Safety country/region can be set via SolarGo APP. Some parameters related to safety regulations will be set by default after setting the safety country/region. These parameters can also be changed after setting safety country/region. Parameters related to safety regulations: PU Characteristic Curve, QU Characteristic Curve, Voltage and Frequency Limits of the Inverter, and so on

#### 3.8.1 Setting QU Characteristic Curve

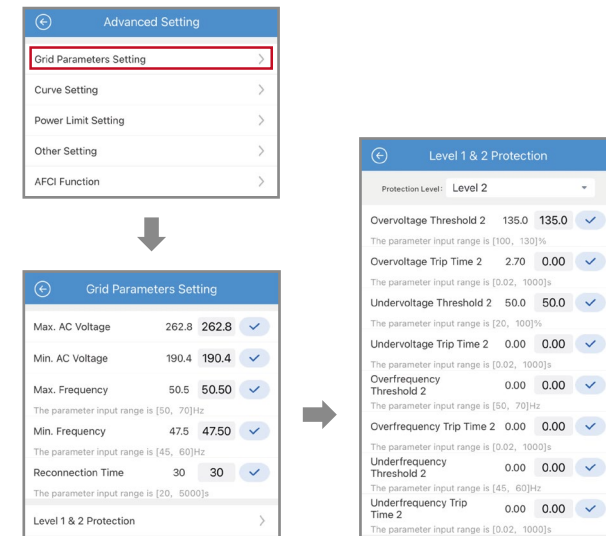


#### 3.8.2 Setting PU Characteristic Curve



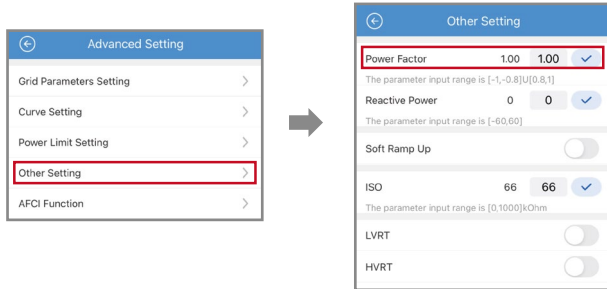
#### 3.8.3 Setting the Voltage and Frequency Limits of the Inverter

Set this parameter in compliance with the grid standards.



### 3.9 Setting the Power Factor

Set the power factor in compliance with the grid standards.



## 4 Troubleshooting

Description	Possible Cause	Solution
Cannot install SolarGo on android phone	1. The version of android system is too low 2. 'Unknown sources' is disable	1. Upgrade android syste 2. Enter [Settings], enable 'Unknown sources'
Communication failure	The distance between cell phone and inverter is longer than 5m	Move closer to inverter and reconnect inverter's Wi-Fi
Acquiring data failure during operation	The Wi-Fi connection between cell phone and inverter breaks	Move closer to inverter and reconnect inverter's Wi-Fi
Wi-Fi connection with inverter breaks	Too long distance or weak Wi-Fi signal	Move closer to inverter and reconnect inverter's Wi-Fi
Inverter's Wi-Fi name doesn't show in device list		Try connecting inverter's Wi-Fi more times; If not works, quit app and run app again