User Manual

Hypon Cloud Platform

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2. About This Manual

Intended for

This manual provides users with guidance on the operation and maintenance of their solar system devices through the Hypon.Cloud operation and maintenance management platform. The Hypon.Cloud operation and maintenance management platform provides system management, device management, operation and maintenance tool use, report viewing, customer service management and other functions.

This document is intended for:

• Installers
• End-users

System requirements:

Item	Requirements
Browser	Chrome 130 and later versions, Safari 18 and later versions, Firefox 130 and later versions are recommended.
Recommended resolution:	1920×1080. Supports 1366×768.

> The manual is based on the V1.14.9-alpha version and the illustrations are for reference only.

3. Common Actions

3.1 Account Signup

This section describes the process of signing up for Hypon.Cloud accounts for end-users and installers.

Prerequisites

The Hypon cloud platform is operating normally, and the network between the computer and the server is normal.

Background information

User roles are divided into end-user and installer.

End-user: A user who will own or already own their own solar systems.

Distributor/Installer: A user who provides end-users with services such as solar system creation, operation, and maintenance.

Step 1 Enter the specified URL **https://www.hypon.cloud/login** in the address bar of your browser to open the login page.

Step 2 Click on **"Sign Up"** to go to the user registration page.

Step 3 Select an account type.

- End-user: A user who will own or already own their own solar systems.

- Installer: A user who provides end-users with services such as solar system creation, operation, and maintenance.

Sign Up

Already have an existing Hypon.Cloud account? Log in here.

Account type

- End-user
- Installer

Figure 3-1 Account types

⚠ If you need distributor permission, please contact Hypon customer support.

Step 4 Enter your information.

Table 3-1 Account signup information

Field	Description
Company name*	The name of the company where the distributor/installer is employed.
Cell phone /mail*	Only China's Mainland supports mobile phone number registration. For Europe or other regions, please sign up with your email.
Verification code*	Enter your phone number or email address, click to get a verification code, and enter the verification code you received.
First and last name*	It is up to the user to define.
Password & confirmation password*	The password is a combination of 8-32 digits of numbers, letters, or symbols.
Country (Region)*	The user's country or region.
City and address	Fill in your city and address.
Phone number	Fill in your city and address.
Currency	Fill in your city and address.

> ⚠ Fields marked with * are required.

Step 5 Agree to the Privacy Agreement and click on "**Sign Up**" to complete the account registration.

    - - Ends here

3.2 Log In to Your Account

This section describes the steps to log in to Hypon.Cloud smart energy management system.

Figure 3-2 Login page

Step 1 Enter the specified URL **https://www.hypon.cloud/login** in the address bar of your browser.

Step 2 Change the system language in the upper right corner of the page.

Step 3 In the user login dialog box, enter your account and password, tick to box to agree to our privacy statement, and then click "**Login**"。

    - - Ends here

3.3 Reset Your Password

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

Step 2 You can reset your password via **phone or email**.

> **Users in China's Mainland** can use their **phone or email**.
> **Users in other regions** can use their email.
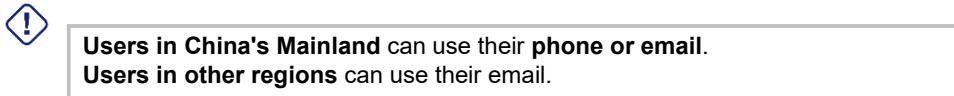
- - Ends here
Phone/Email recovery

Figure 3-4 Forgot password

Step 1 **Enter your phone number or email address**, click to get a verification code, enter the verification code received by SMS or email, and then click "**Next**".

Step 2 **Enter and confirm your new password**. The password is a combination of 8-32 digits of numbers, letters, or symbols.

Step 3 After clicking "**Confirm**", you will be redirected to the login page to sign in again.

    -Ends here

4. Homepage

After logging in to the Hypon Cloud web page, you will enter the homepage by default, as shown in the following figure. You can view the power information, power generation information, operation status, environmental emission reduction contribution, and income data of all systems under the account.
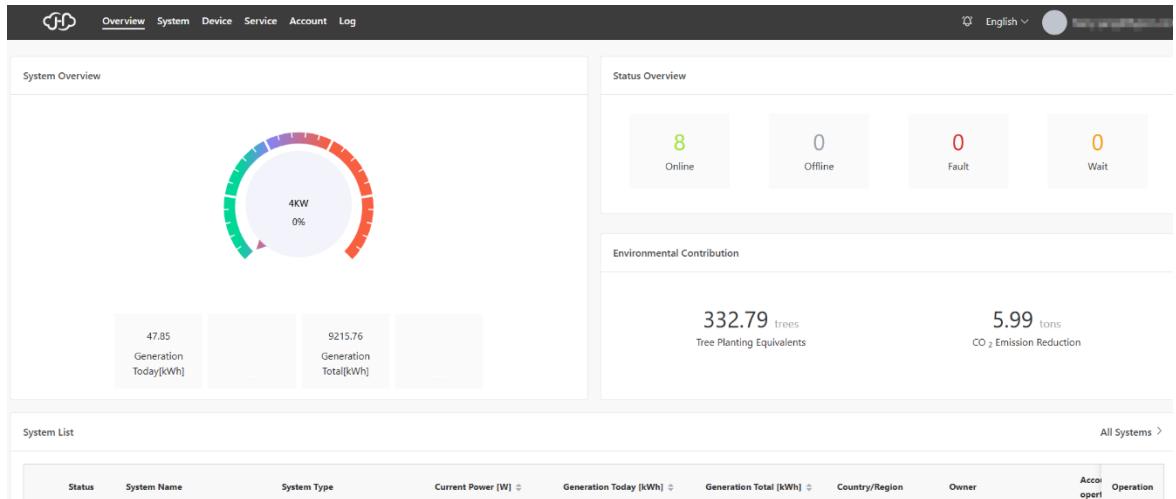

Figure 4-1 Homepage

System overview

Includes today's generation, today's income, cumulative generation, and cumulative income.

Status overview

Displays the number of machines that are currently online, offline, faulty, and waiting.

System list

Click "Status" or "System Type" to go to the system list page.

Environmental contribution

The data of carbon dioxide emission reduction and equivalent tree planting indicators are calculated based on the total production of a solar system. If the system already generates electricity before the Hypon.Cloud is used, the existing production is excluded from the calculation of energy saving and emission reduction data.

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5. Systems

After logging into Hypon Cloud's web portal, click "**System**" in the top navigation bar to access the page shown below.


Figure 5-1 Systems page

5.1 System List

On the system list page, you can view the status, type, current power, generation, and other information of each solar system, and you can pin, view, edit, or delete the solar systems. This is shown in the figure below.


Figure 5-2 List of solar systems

Procedures

- Search for solar system

  — Search by name: You can search by name - enter a system name, end-user name, or dongle serial number, then click "**Search**" to see a list of solar systems matching your criteria.

  — Search by filter: You can select a role, country/region, system type, or status, and then click "**Search**" to see a list of solar systems that meet the query conditions.

  — Click "**Reset**" to quickly clear the entered information and filters and see all solar systems.

- Pin solar system

  — Click the ☆ icon to prioritize a solar system, making it appear at the top of the list.

  — Click 📌 to unpin.

- View solar system

  — Click the ⋯ icon on the right side of any solar system to view its details page, including the energy flow diagram and other data.

- Edit solar system

  1 Click the ⋯ icon on the right side of any solar system and select "**Edit**" to access the editing page, where you can modify system properties, tariffs, user permissions, and other information.

     — Visitor: View-only access to solar system data.
     — Administrator: Edit solar systems, configure parameters, and view data.

  2 Click "**Finish**" to save.

- Delete solar system

  — Click the ⋯ icon on the right side of any solar system and the system will be removed from the account and will no longer be displayed in the system list.

> ⚠ Solar systems cannot be restored after they are deleted, so please operate with caution.

5.2 **Create Solar System**

On the solar system list page, click the "**+**" button in the upper-right corner to enter the solar system creation page.

5.2.1 Solar System Information

Creating a New System
0 of 3 parts completed

PART 1 ① System Properties	**System Properties**
PART 2 ② Revenue & savings	* System Name Please enter
PART 3 ③ User access	**Installation Date** 📅 2025-04-15
	* Installation Capacity of PV Array 0 kWp ⌄
	Geographical Information
	Latitude, longtitude and time zone of the system's location will be needed to display correctly on a map overview. Stating the time zone of the system additionally helps to correctly represent diagrams in system overview.
	Notice: System location on map can be changed by moving the pin.
	Please enter

Continue
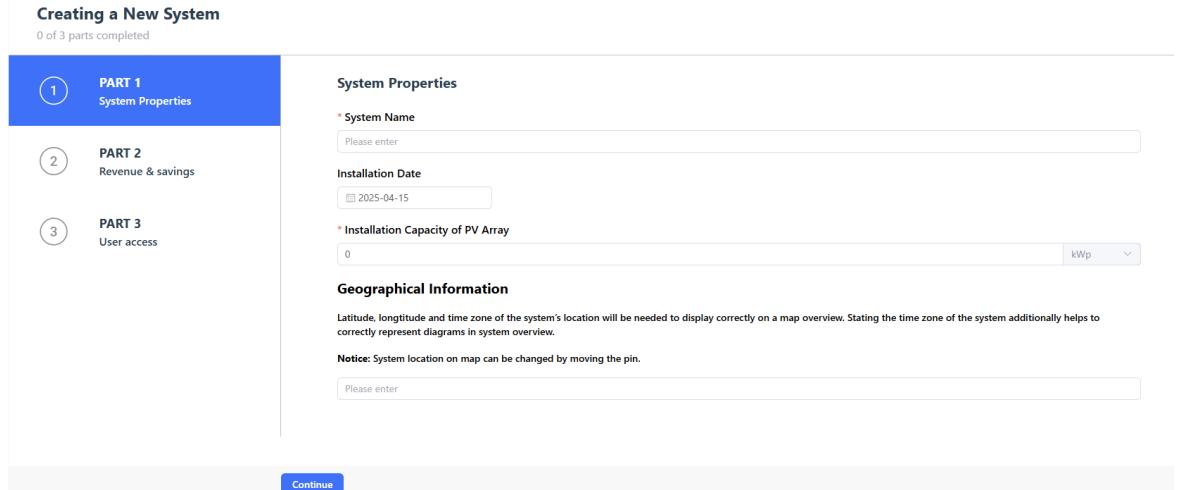
Figure 5-3 Solar system information page

Step 1 Fill in the basic information of the solar system.

Field	Description
System name*	Enter the name of the solar system.
Installation date	Enter the actual installation date of the solar system.
Installed capacity of PV array* (kWp)	The sum of the power ratings of the installed devices in a solar system.

Address information can be automatically obtained by clicking the ◎ icon on the map.
To modify, click 🔵 to edit manually.

Map selection works only in Google Maps-enabled regions.

Country (Region)*	Country/region where the solar system is located.
City*	The city where the solar system is located.
Address 1 & address 2	Your full address.
Zip code	The zip code of the location where the solar system is located.
Other settings	You can set the time zone and upload photos of the actual solar system.

⚠	Fields marked with * are required.

Step 2 Fill in your income* and savings

Field	Description
Currency*	Currency.
Income*	Energy exported to the grid x Feed-in tariff
Savings	Directly consumed energy x Tariff

1 Select a currency.
2 Click the ⊕ icon to add a tariff and the 🗑 icon to delete it.
3 Select a valid expiration date.
4 Set the tariff type and value.
   ● Constant rate: The tariff is the same for all time periods.
   ● Time-of-use tariff: You can set the tariffs for multiple time periods, with no overlapping between periods.

Add Tariff Set   ✕

Valid from   📅 Select Date

Calculation Type   Constant rate   ⌄

TARIFFS   0   per kWh

                              Cancel   **OK**

Figure 5-4 Add tariff

Step 3 Click "**OK**" to go to the user access permissions page.

User Access

Indicate which role you have in this system, and who else need access here.

* Owner of the System
◉ I am or my company is the owner of this system.
○ The owner of this system is my customer. I am setting up the system for him/her.

User Group of the System

· You can always skip this part for now and add other people later.
· Your account's installer and wholesaler (if any in user management) will be automatically added as the admin(s) of this system.

⊕ ADD USER

Account	NAME ⇕	ROLE	ACCESS	
----- me		Owner	Ownership	🗑

1 Select a system owner type.
2 You may optionally add users now to assign administrators or visitors to the system. You can also skip this step and add users later.
   ● Visitor: View-only access to solar system data.
   ● Administrator: Edit solar systems, configure parameters, and view data.

Step 4 Click "Finish" to create the system and the redirection page appears.

Your have created a new system!

Go to System Overview   Back to System List
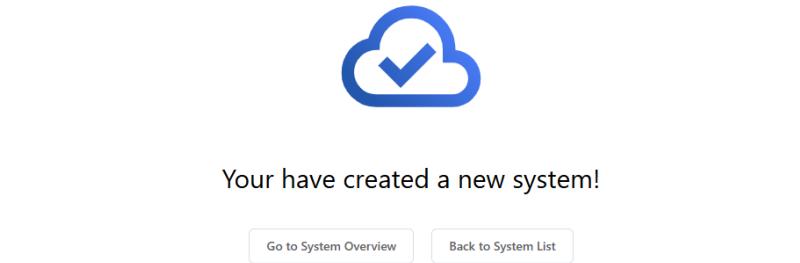
Figure 5-5 Completion page

Step 5 Click "Go to System Overview" to open the page. From there, you can click Devices and add dongles.
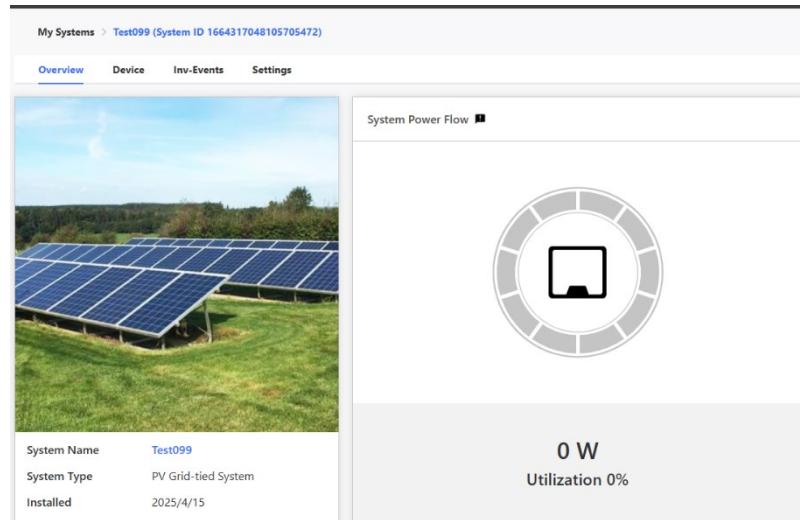
Figure 5-6 Overview

Step 6 Click "Add Device" and enter the serial number and key of the dongle. The key is 4 digits, and you need to repeat it.
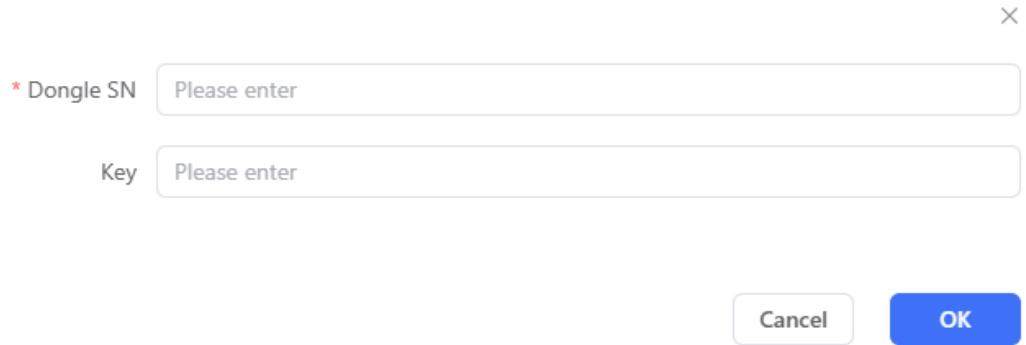
Figure 5-7 Add dongle

Step 6 Click "Confirm".

- - Ends here

5.3 Connect Communication Devices to the Network

After the dongle is added, the current device is offline and needs to be connected to an available and stable wireless network.

5.3.1 Download App

At present, the network configuration operation can only be completed through the mobile app. Please scan the code to download the applicable app.

Step 1 Enter the specified URL **https://www.hypon.cloud/login** in the address bar of your browser to open the login page.

Step 2 Scan the applicable code and tap to download and install the app.

Figure 5-8 Download app

5.3.2 Set Up Wi-Fi

Step 1 Open the app, tap "Login" and "Local Mode".
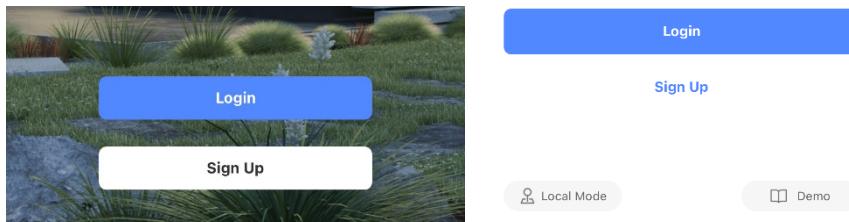
Figure 5-9 & 10 Local Mode

Step 2 Tap "Connect by Scanning QR Code" and scan the QR code of the dongle.
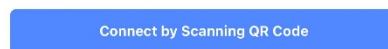

Figure 5-11 Scan code

Step 3 Turn on your phone's Bluetooth [Bluetooth icon], tap "Connect by Scanning QR Code" and scan the QR code of the dongle.

Step 4 Tap "Internet Connection", select a stable wireless network, enter the network password, tap "Join", and wait for the success prompt.
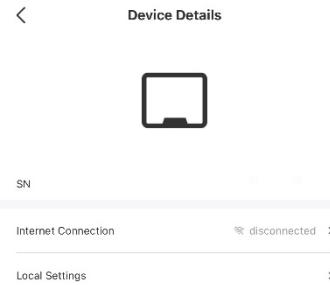
Figure 5-12 Set up network

Step 5 The device is connected to the network.

- - Ends here
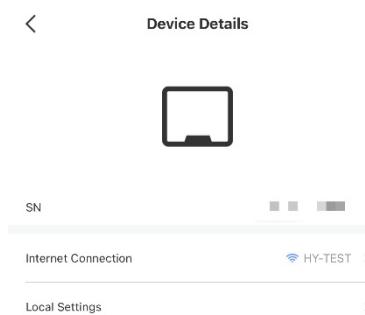
Figure 5-13 Complete network setup

> [!NOTE]
> **To <u>switch networks</u>, simply repeat the above steps and select a different network for configuration**

6. Devices

Select "My Systems" and click "Devices" to enter the monitoring and management page of devices such as dongles, inverters, and batteries.

6.1 Dongles

You can perform various operations on dongles including viewing, setting, restarting, and unbinding.

Figure 6-1 Dongle

6.1.1 View

View more dongle information.

6.1.2 Set Up

You can set the data interval to 30-300 seconds. (4G dongle does not have this feature.)

Figure 6-2 Set interval

6.1.3 Restart

If you find that the data delay is large, you can restart the dongle.

6.1.4 Unbind

A dongle can only be bound to one system at a time. If you want to bind the dongle to a new system, you need to unbind it first before binding it to the new system.

Figure 6-3 Unbind dongle

6.2 Inverter

The inverter supports functions such as viewing, setting, managing work tickets, monitoring data, and modifying device names.
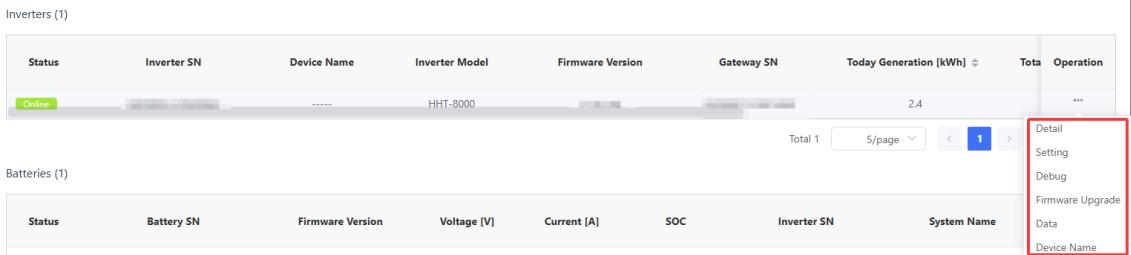
Inverters (1)

Status	Inverter SN	Device Name	Inverter Model	Firmware Version	Gateway SN	Today Generation [kWh] ⇕	Tota	Operation
Online		-----	HHT-8000			2.4		...

Total 1   5/page ⌄   ‹ 1 ›

Detail
Setting
Debug
Firmware Upgrade
Data
Device Name

Batteries (1)

Status	Battery SN	Firmware Version	Voltage [V]	Current [A]	SOC	Inverter SN	System Name

Figure 6-4 Inverter

6.2.1 View

View the basic information, production statistics, historical power generation, historical data curve, etc. of a single inverter, and see the changes in power, current, voltage, and frequency more intuitively by selecting the parameters of historical data.

6.2.2 Set Up

It includes inverter parameter settings, grid-connection standards, active and reactive power control, energy management modes, etc.

6.2.3 Tickets

When the system fails, if you can't directly contact customer support for assistance, you can upload the exception via a ticket.

Owner [   ]

System Name [   ]

Device [   ]

* Type [Please select   ⌄]
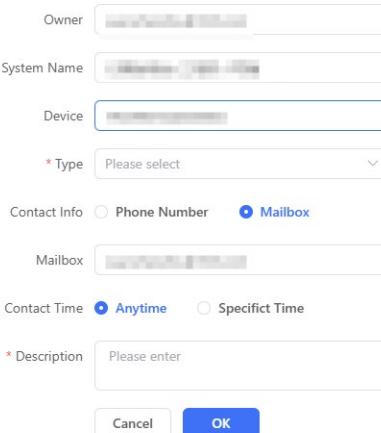
Contact Info ○ Phone Number   ● Mailbox

Mailbox [   ]

Contact Time ● Anytime   ○ Specific Time

* Description [Please enter   ]

[Cancel]   [OK]

Figure 6-5 Upload ticket

6.2.4 Monitor Data

You can set the start date and end date, search and query the detailed monitoring data in the time period, and export it as an Excel file for easy filtering and analysis.

| Overview | Device | Inv-Events | Settings | | | | | | | | | | |

| Date | 2025-04-15 | - | 2025-04-15 | Search | Export | | | | | | | | |
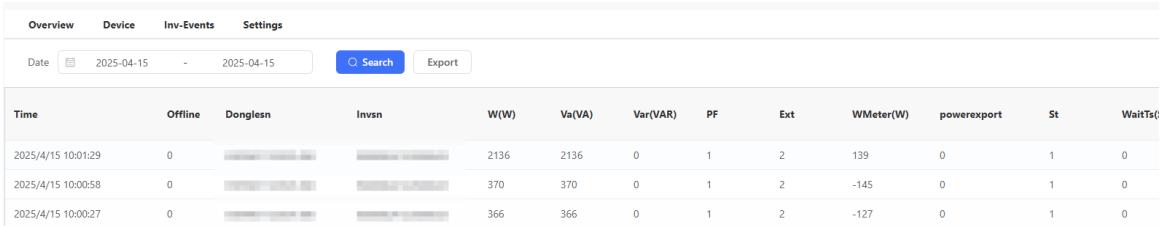
Time	Offline	Donglesn	Invsn	W(W)	Va(VA)	Var(VAR)	PF	Ext	WMeter(W)	powerexport	St	WaitTs(
2025/4/15 10:01:29	0			2136	2136	0	1	2	139	0	1	0
2025/4/15 10:00:58	0			370	370	0	1	2	-145	0	1	0
2025/4/15 10:00:27	0			366	366	0	1	2	-127	0	1	0

Figure 6-6 Inverter data page

6.2.5 Device Names

The inverter has no name by default, and the user can change the name for easy identification.

Inverters (1)

Status	Inverter SN	Device Name	Inverter Model	Firmware Version	Gateway SN
Online		-----	HHT-12000		

Figure 6-7 Device name

6.3 Inverter Events

You can view the fault information reported by inverters.

	Dongles	Inverters	Batteries	Meters	Hi-Managers	**Inv-Events**	Firmware

Inverter SN [Please enter]   Time [📅 Start Date] To [End Date]   [🔍 Search] [Reset]

System Name	Inverter SN	Type	Error Code	Description	Time ⇅
░░░░░░	░░░░ ░░░░	Fault	░	░░░░░	2025-04-22 13:54:08

Figure 6-8 Fault information

6.4 Set Up

You can edit solar system information, income, and savings, and user permissions. Please refer to section 5.2 on how to create a solar system.

Figure 6-9 Edit solar system information

7. Devices

This page shows information about all devices in the system, including dongles, inverters, batteries, meters, and other devices, and can be quickly filtered by serial number and status.

Figure 7-1 Search device

8. Tickets

If you have submitted a ticket, you can view the progress of the ticket here.

Figure 8-1 Search ticket

9. User

You can manage users on this page, including modifying existing account roles, registering accounts for new users, and adding subordinate users to current accounts.

Role permission table

10. FAQ