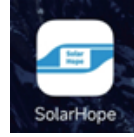# PrimeVOLT
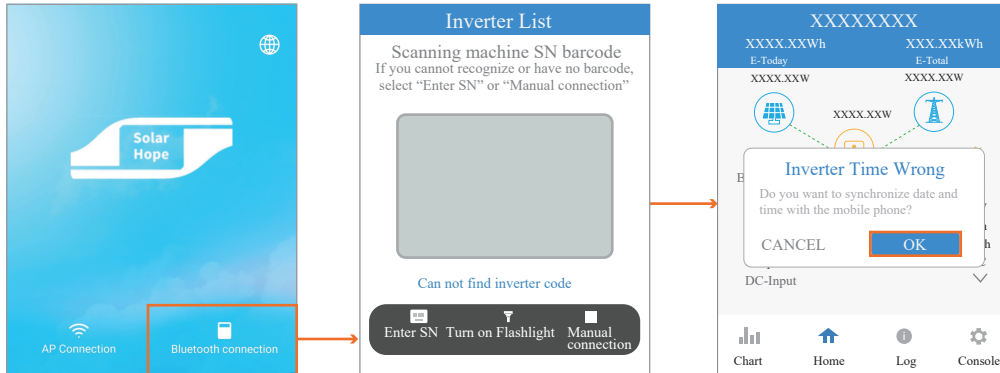## Installer APP (SolarHope) Quick Manual

1 APP Downloading

- Search and download "SolarHope" APP from Google Play or Apple Store.
- Scan the QR code on the inverter's front cover to reach APP download page directly.

  Note: The APP should access with some permissions, such as device's location.
  Please grant all rights that APP required.
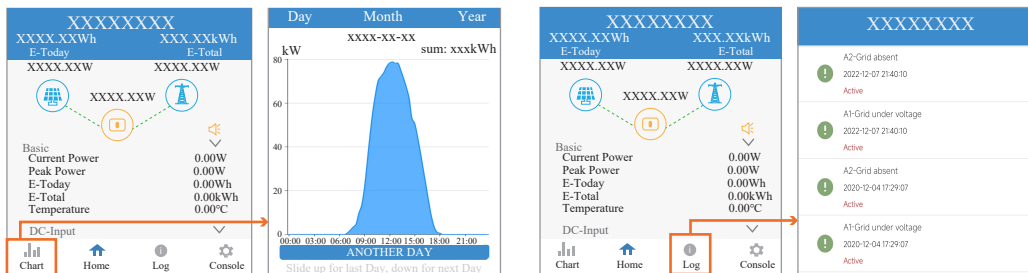

SolarHope

2 Connecting the Inverter

Step 1: Turn on switches of both DC and AC sides to power on inverter. LED indicator on the inverter's front cover will be flashing.

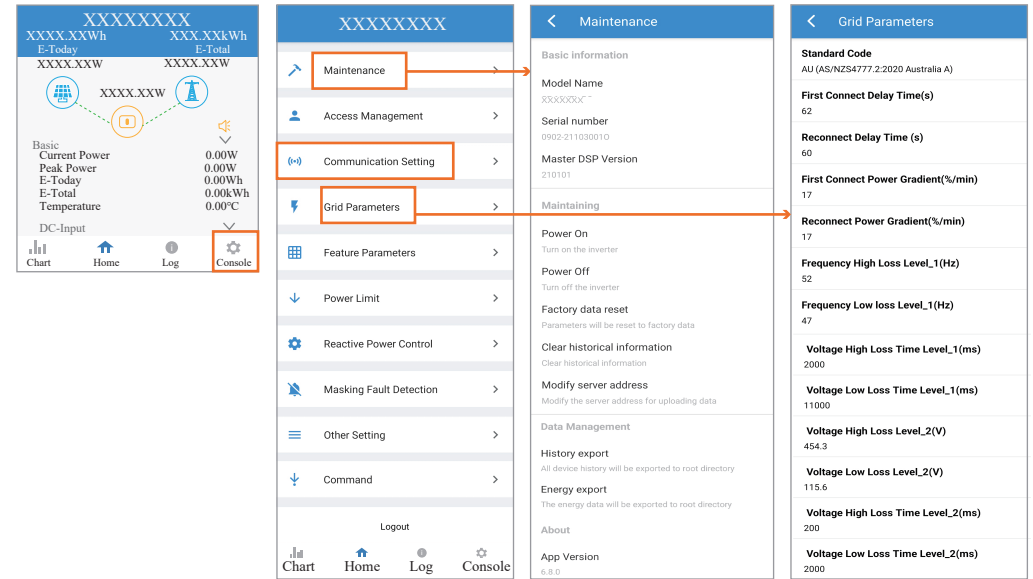Step 2: Open APP, follow below instructions to connect to inverter.

AP Connection Bluetooth connection

Inverter List
Scanning machine SN barcode
If you cannot recognize or have no barcode, select "Enter SN" or "Manual connection"

Can not find inverter code

Enter SN   Turn on Flashlight   Manual connection

XXXXXXXX
XXXX.XXWh E-Today   XXX.XXkWh E-Total
XXXX.XXW   XXXX.XXW

Inverter Time Wrong
Do you want to synchronize date and time with the mobile phone?
CANCEL   OK

DC-Input

Chart Home Log Console

3 Checking Inverter Information

Defaultly, users will login in Guest mode, which can check the information about inverter.

- Click Chart to check the information about generation data.
- Click Log to check the information about historical log.

XXXXXXXX
XXXX.XXWh E-Today   XXX.XXkWh E-Total
XXXX.XXW   XXXX.XXW

Basic
Current Power   0.00W
Peak Power   0.00W
E-Today   0.00Wh
E-Total   0.00kWh
Temperature   0.00℃

DC-Input

Chart Home Log Console

Day Month Year
XXXX-XX-XX
kW   sum: xxxkWh
80
60
40
20
0
00:00 03:00 06:00 09:00 12:00 15:00 18:00 21:00
ANOTHER DAY
Slide up for last Day, down for next Day

XXXXXXXX
XXXX.XXWh E-Today   XXX.XXkWh E-Total
XXXX.XXW   XXXX.XXW

Basic
Current Power   0.00W
Peak Power   0.00W
E-Today   0.00Wh
E-Total   0.00kWh
Temperature   0.00℃

DC-Input

Chart Home Log Console

XXXXXXXX
A2-Grid absent
2022-12-07 21:40:10
Active
A1-Grid under voltage
2022-12-07 21:40:10
Active
A2-Grid absent
2020-12-04 17:29:07
Active
A1-Grid under voltage
2020-12-04 17:29:07
Active

- Click Console to check the information about basic setting (including inverter firmware version, Standard code, Communicating Setting and grid protection settings).

XXXXXXXX
XXXX.XXWh E-Today   XXX.XXkWh E-Total
XXXX.XXW   XXXX.XXW

Basic
Current Power   0.00W
Peak Power   0.00W
E-Today   0.00Wh
E-Total   0.00kWh
Temperature   0.00℃

DC-Input

Chart Home Log Console

XXXXXXXX
- Maintenance
- Access Management
- Communication Setting
- Grid Parameters
- Feature Parameters
- Power Limit
- Reactive Power Control
- Masking Fault Detection
- Other Setting
- Command

Logout

Chart Home Log Console

Maintenance
Basic information
Model Name
XXXXXXX
Serial number
0902-211030010
Master DSP Version
210101

Maintaining
Power On
Turn on the inverter
Power Off
Turn off the inverter
Factory data reset
Parameters will be reset to factory data
Clear historical information
Clear historical information
Modify server address
Modify the server address for uploading data

Data Management
History export
All device history will be exported to root directory
Energy export
The energy data will be exported to root directory

About
App Version
6.8.0

Grid Parameters
Standard Code
AU (AS/NZS4777.2:2020 Australia A)
First Connect Delay Time(s)
62
Reconnect Delay Time (s)
60
First Connect Power Gradient(%/min)
17
Reconnect Power Gradient(%/min)
17
Frequency High Loss Level_1(Hz)
52
Frequency Low loss Level_1(Hz)
47
Voltage High Loss Time Level_1(ms)
2000
Voltage Low Loss Time Level_1(ms)
11000
Voltage High Loss Level_2(V)
454.3
Voltage Low Loss Level_2(V)
115.6
Voltage High Loss Time Level_2(ms)
200
Voltage Low Loss Time Level_2(ms)
2000

Inverter firmware version   Standard code setting and Grid protection settings

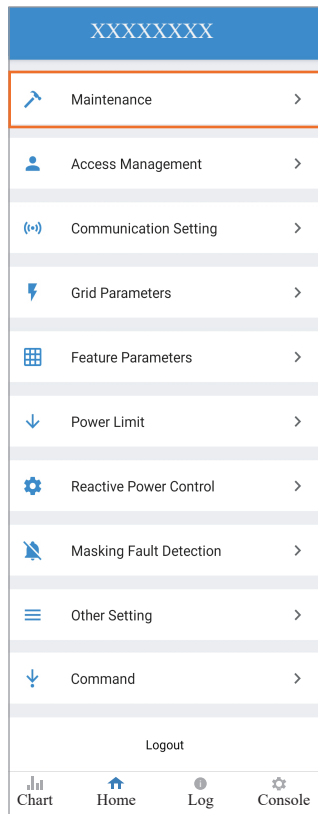### 4 Regional Safety Settings

4-1 Description

Regional Safety Setting (Grid Code Setting) is a mandatory selection when configuring the system; if not selected the system will not operate. For convenience the Regional Safety Settings are set by selecting the Region from the provided list in SolarHope APP. The list is maintained with the latest setting required by AS/NZS4777.2:2020. Selection of a region will automatically match to its Power Quality Response Mode settings, including:

- Voltage balance mode (where available)
- Voltage and frequency limits
- Sustained operation for frequency variations
- Grid Protection
- Power Rate Limits
- Frequency Response Limits
- Voltage Disturbance Withstand
- Volt-Var response
- Volt-Watt response
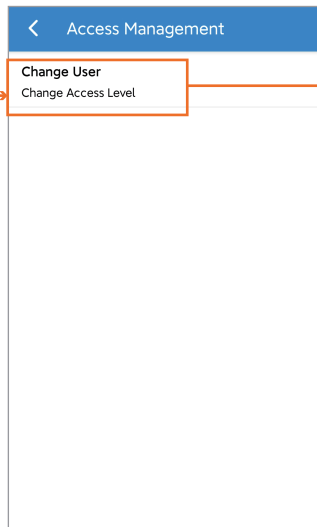- Fixed Power Factor Mode
- Reactive Power mode

4-2 Login as Administrator

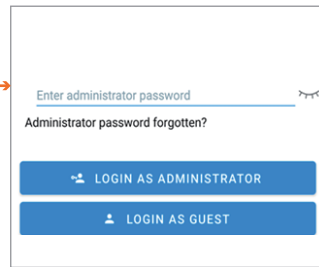Go to Console > Access Management > Change User page, and click LOGIN AS ADMINISTRATOR.

• Access management

XXXXXXXX		
🔧 Maintenance	>
👤 Access Management	>
(•) Communication Setting	>
⚡ Grid Parameters	>
▦ Feature Parameters	>
↓ Power Limit	>
⚙ Reactive Power Control	>
🔕 Masking Fault Detection	>
☰ Other Setting	>
↓ Command	>
Logout	

Chart Home Log Console

• Change user level

< Access Management

Change User
Change Access Level

• Input Admistrator password

Enter administrator password 👁
Administrator password forgotten?

🔹 LOGIN AS ADMINISTRATOR
👤 LOGIN AS GUEST

Note:
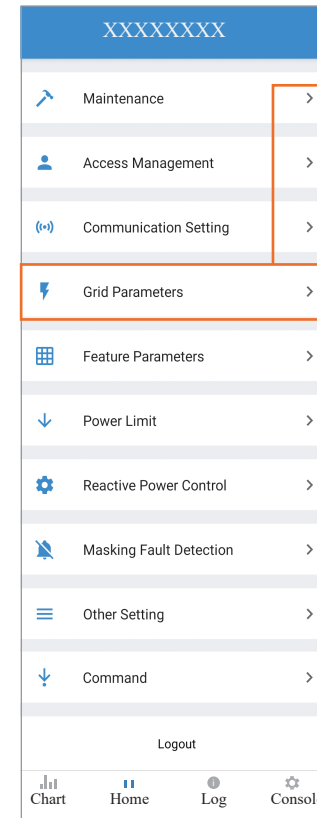• Click LOGIN AS ADMINISTRATOR to enter the administrator mode, and set Standard Code.
• Click LOGIN AS GUEST to enter the guest mode, and view or check Standard Code only.

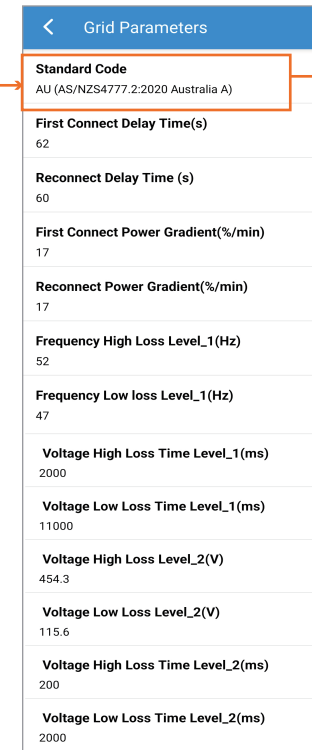ℹ Please contact PrimeVOLT service center to get the password to enter the administrator mode.

4-3 Set Standard Code

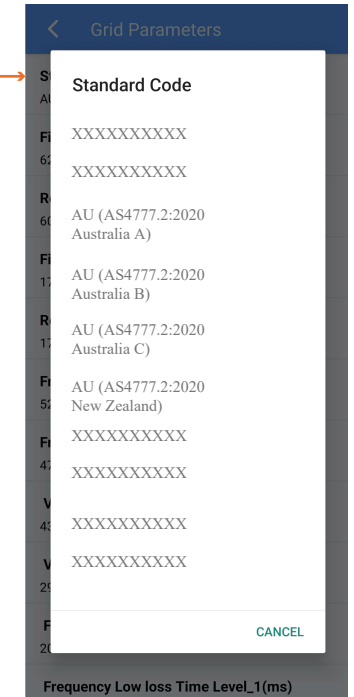Go to Console > Grid Parameters page, select region from Standard Code list.

• Console > Grid Parameters

XXXXXXXX		
🔧 Maintenance	>
👤 Access Management	>
(•) Communication Setting	>
⚡ Grid Parameters	>
▦ Feature Parameters	>
↓ Power Limit	>
⚙ Reactive Power Control	>
🔕 Masking Fault Detection	>
☰ Other Setting	>
↓ Command	>
Logout	

Chart Home Log Console

• Grid Parameters Page

< Grid Parameters

Standard Code
AU (AS/NZS4777.2:2020 Australia A)

First Connect Delay Time(s)
62

Reconnect Delay Time (s)
60

First Connect Power Gradient(%/min)
17

Reconnect Power Gradient(%/min)
17

Frequency High Loss Level_1(Hz)
52

Frequency Low loss Level_1(Hz)
47

Voltage High Loss Time Level_1(ms)
2000

Voltage Low Loss Time Level_1(ms)
11000

Voltage High Loss Level_2(V)
454.3

Voltage Low Loss Level_2(V)
115.6

Voltage High Loss Time Level_2(ms)
200

Voltage Low Loss Time Level_2(ms)
2000

• Standard codes to select

< Grid Parameters

Standard Code

XXXXXXXXXX

XXXXXXXXXX

AU (AS4777.2:2020 Australia A)

AU (AS4777.2:2020 Australia B)

AU (AS4777.2:2020 Australia C)

AU (AS4777.2:2020 New Zealand)

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

XXXXXXXXXX

CANCEL

Frequency Low loss Time Level_1(ms)

Note:
Standard Code can be selected under Administrator mode only.

ℹ 1. Please inquire local grid operator about the right Standard Code to select.
2. All PrimeVOLT inverters exported to Australia and New Zeeland markets meet AS/NZS4777.2:2020 requirements, with firmware support Standard Code setting.
3. Please contact PrimeVOLT service center and distributors for assistant if meet confront difficulties during installation.