Livoltek-portal User Manual For Distributor & Installer

Apply for Livoltek-portal V2.1

Content

1 Overview

1.1 Target Audience

This manual is intended to guide operators in monitoring, setting up and controlling of LIVOLTEK devices using the Livoltek-portal platform. The reader needs to have a basic knowledge of IoT and understand the product features of LIVOLTEK devices. Please read this manual carefully before using the Livoltek-portal (hereinafter referred to as the platform).

1.2 How to Become an Installer

For customers who purchased the product directly from LIVOLTEK, you can contact the sales person who served you at the time of purchase or the after-sales service line and he will take care of it for you.

For customers who purchased LIVOLTEK products from other sources, please contact your distributor and ask to take care of it for you. Provide your email address and your distributor will generate an unique invitation link for you on livoltek-portal and send to you by email. Check your inbox (or sometimes check your spam in case), Click on the link and fill in the relevant information and you will be able to become an installer and manage your organization.

You can also click "Register" button on the login page, fill in the information to register yourself as an installer, you need to fill in the information of your superior when registering, your registration will be submitted to your superior, please contact your superior agent for approval in time, after approval you can access the platform.

2 Log in

2.1   Enter LIVOLTEK-PORTAL

Enter the URL " https://www.livoltek-portal.com " in your browser, select the [Agent/Installer] tab, and enter the correct user name and password to log in to the platform.
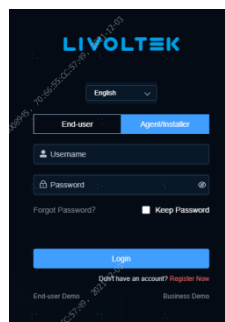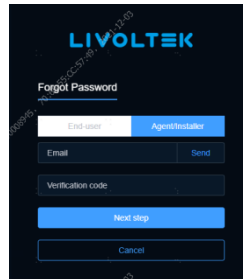

Picture 2-1

2.2 Forgot Password

Click [Forgot Password] on login page, then choose [Agent/Installer] Tab.
Enter your registered mailboxclick [Send] button, enter the mailbox to view the verification code, enter the verification code to meet the conditions, enter the password change step to change your password.
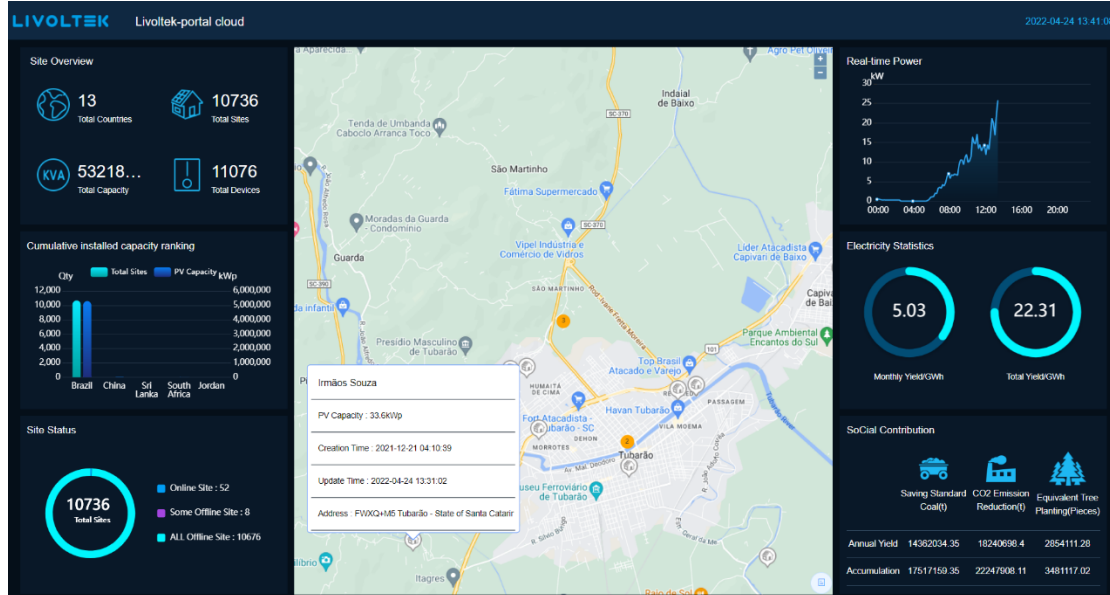

Picture 2-2

3 Big Board

Click [Big Board] on menu bar to enter the display.
site[Big Board] displays sites overview, real-time power, installed capacity ranking based on region, energy statistics, site status, social contribution and GIS map showing the distribution of sites, and the installation information of selected site on GIS.

Picture 3-1

4 Homepage

4.1 Homepage

It mainly displays power plant status, power generation overview, weather overview, grid-connected system and energy storage system statistics, making it easy for operators to view the operation of the power plant.
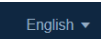

Picture 4-1

4.2 My profile

Click ![icon] icon to view [My profile] and [Reset Password], click [My profile] to view your personal account and the information of the organization you belong to.

Click [Reset Password], enter the old password and the new password to complete the password change.

4.3 Language Switching

Click the ![English ▼] icon to switch the system language.

5 Sites

[Sites] displays all authorized sites within the organization of your account. Supports adding, modifying, deleting and viewing details of sites. Site data is subject to authorized consent of the end user.

5.1 Site List

Enter the [Sites] menu to view the list of sites. Support searching sites according to site name, installer, product model, site status, country and creation time.

5.2 Add a New Site

Click the [+Add] button above the site list, fill in the basic information of the site, system information and associate the end user.
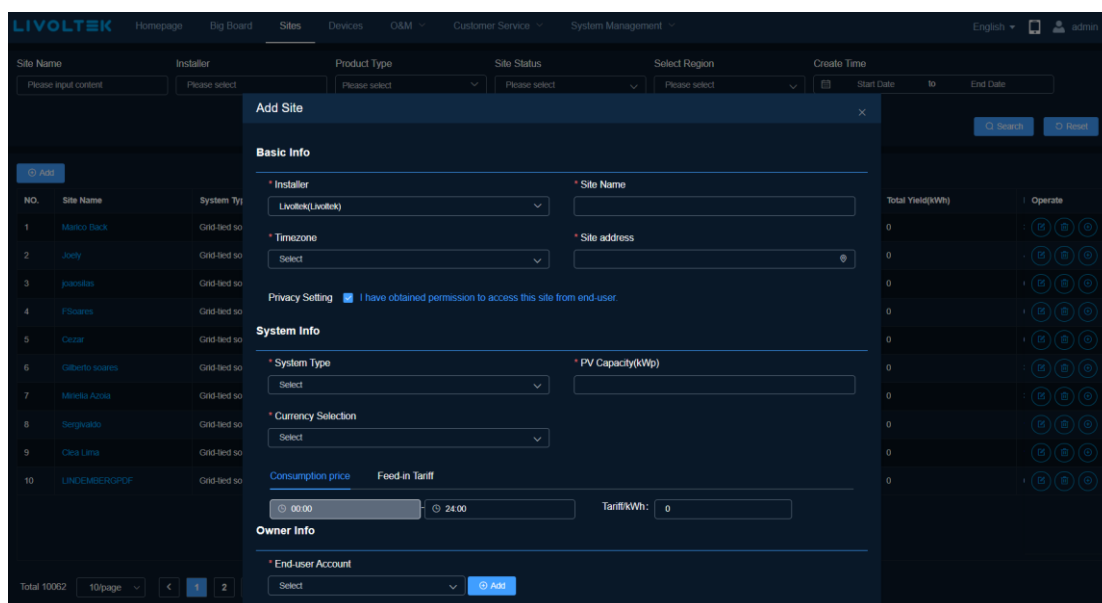
Picture 5-1

5.2.1 Add New Device

Select the target site in the site list, click the [Add Device] icon in the operation column to pop up the Add Device pop-up window, select the device model and enter the SN number to add the device.

5.3 Edit Site

In the device list, select the target site and click [Edit] icon in the operation column to edit the site.

5.4 Delete

In the device list, select the target site and click [Delete] icon in the operation column to delete the site. ***Note: You cannot delete a site when there are associated devices in the site.**

5.5 Site Details

In the site list, select the target site and click on the site name to enter the site details page to view the site details.

5.5.1 Detail Information

View stats indicators, power flow, power tendency, and generation bar charts.

Picture 5-2

5.5.2 Device Information

To view all the device list in the current site, click the *device SN* link to enter the [device detail] page. View device details.

Picture 5-3

5.5.3　Alarm Information

View the alarm data of all devices in the site. Default display the current day alarms, support to view more alarms by time selector.
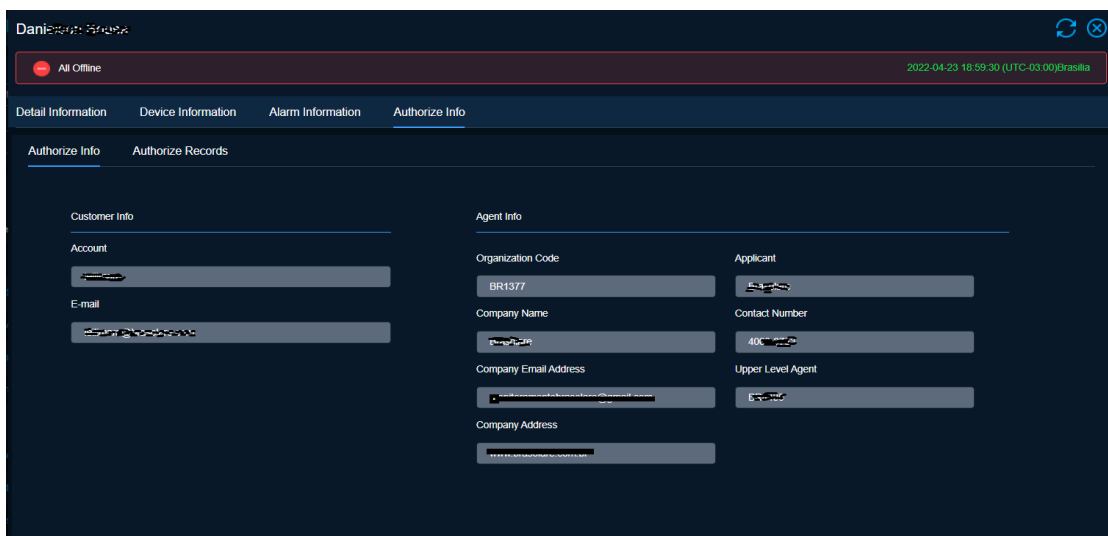
Click [operate] to view troubleshooting of the alarm.
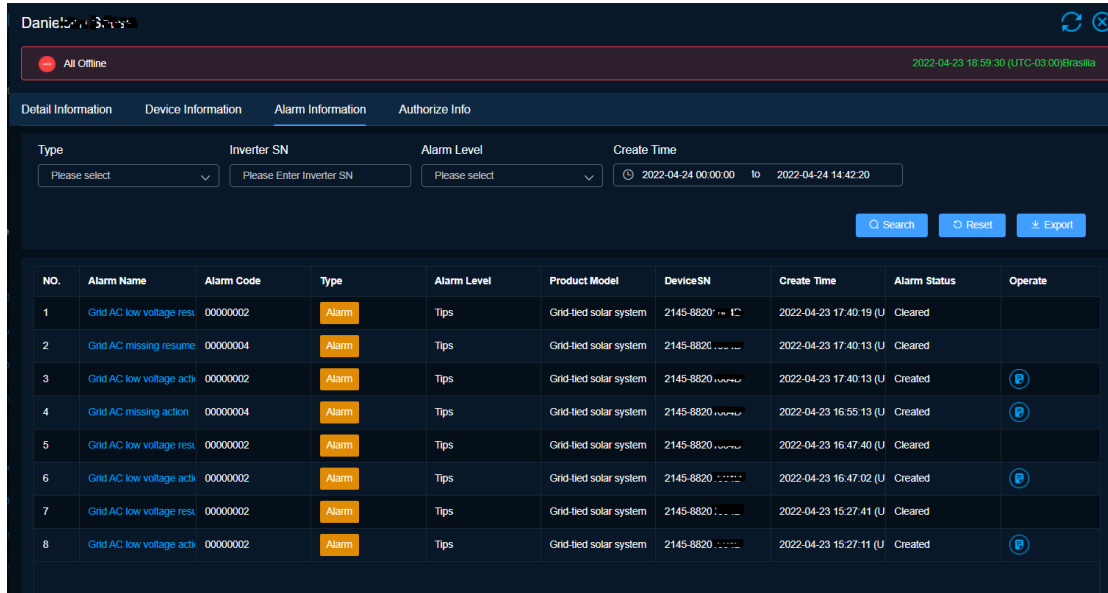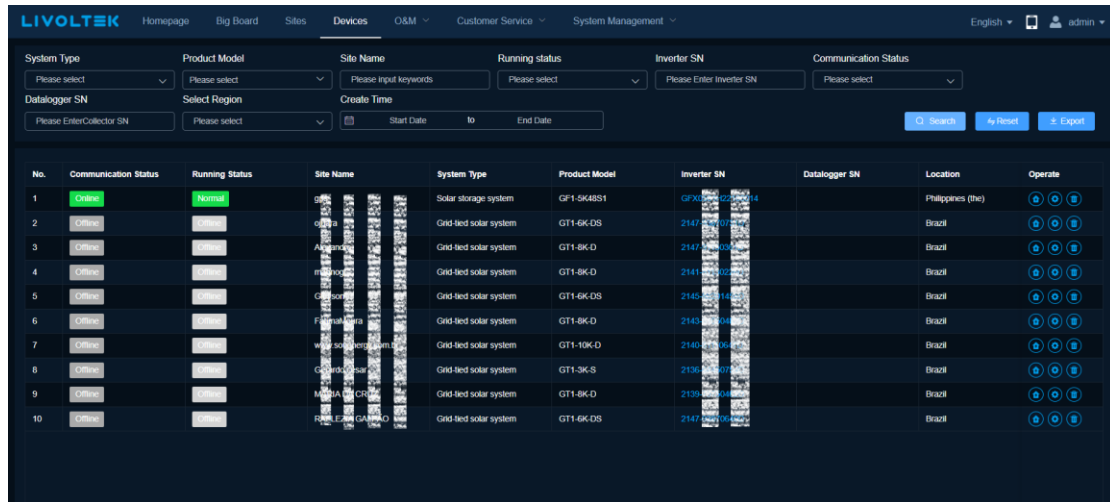

Picture 5-4

5.5.4　Authorize Info

View the site owner authorization information, visit the [Authorize Info] page to view the owner account email and authorized installer information. Visit [Authorize Records] to view the historical authorization records of the site.
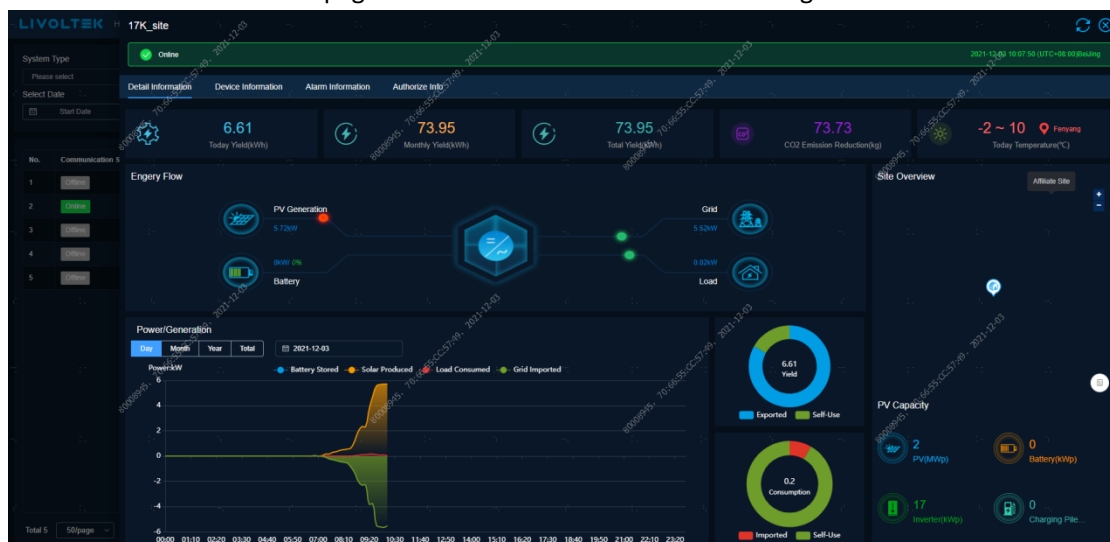

Picture 5-5

6 Devices

[Devices] is used to view list of devices. Device list supports exporting to Excel file.
Click [Devices] menu to enter the device management page and view the device list. It supports searching sites by system type, product model, site name, running status, product model, inverter SN, communication status, datalogger SN, region and creation time.
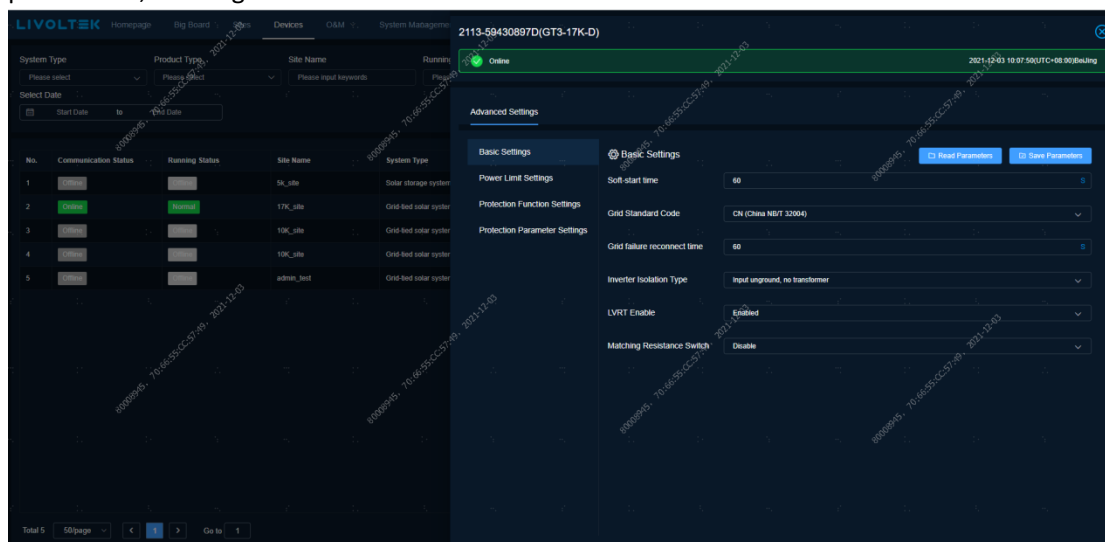

Picture 6-1

6.1 Affiliated Site

Select the target device in the device list and click the [Affiliated Site] icon in the operation column to enter the details page of the site to which the device belongs.

Picture 6-2

6.2 Device Operation

Select the target device in the device list, click the [Operate] icon in the operation column, enter the device settings page, modify the device parameters, such as grid voltage protection parameters, working mode.
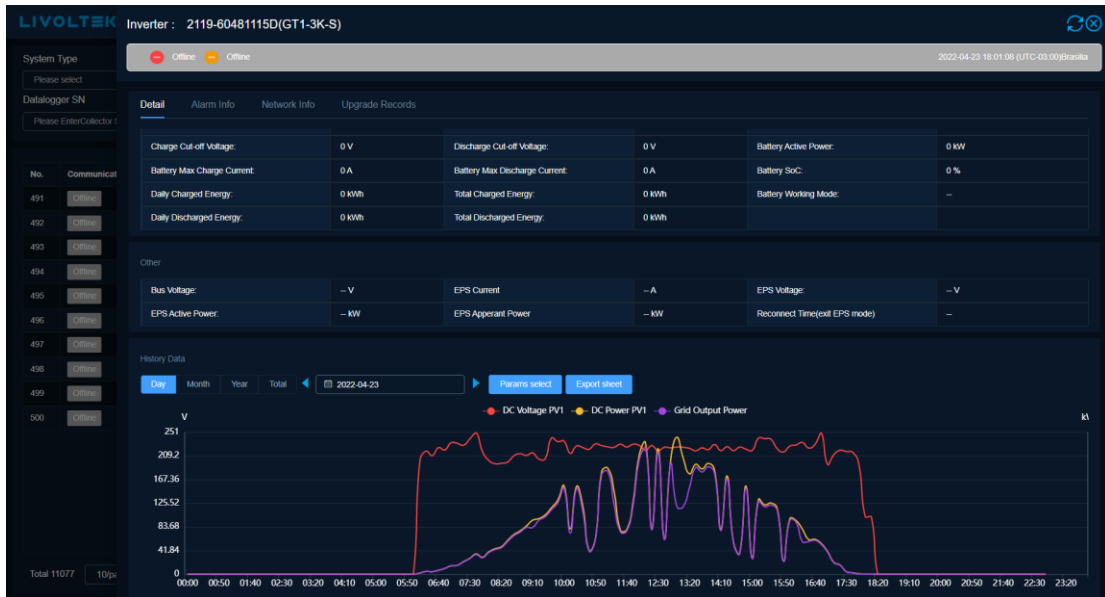

Picture 6-3

6.3 Device Details

6.3.1   Device Detail

Select the target device in the device list and click the *device SN* link to enter the device details page. Device details include data last update time, basic information, firmware version information, real-time data (power generation information, grid, load, battery, others) and historical data statistics curve.

*Generation info: if there are multi MPPTs, click more to view.

*Historical data: it contains daily, monthly, yearly and total curve statistics, support to less than 8 curve with four axis at once, and can be exported into an Excel file.

Picture 6-4

6.3.2 Alarm Info

On the device details page, click the [Alarm Info] tab to display the current day's alarms by default, and support viewing more alarms through the time selector.

6.3.3 Network Info

On the device details page, click the [Network info] tab to display the network topology of the device.

6.3.4 Upgrade Records

On the device details page, click the [Upgrade Records] tab to display all upgrade history pages for this device, as follows:

Picture 6-5

7   O & M

7.1   DeviceO&M

7.1.1   Firmware Upgrade

[Device Operation > Firmware Upgrade] support firmware OTA for the device, by using synchronous or asynchronous control methods. For GT1-3K-S/SS, GT1-5K/6K-D/DS, GT1-8K/10K-D, GT1-17K/20K/ 22K/25K/28K/30K-D, GT3-50K/60K support to asynchronous OTA task, other models support to synchronous task. Here you can view real-time task and historical logs.

7.1.1.1   Add New Task

Click [Real-time Table] tab, click [+ New Upgrade Mission] to create an OTA task.
1)   Select the product series, model, firmware type;
2)   Search and select the target device;
3)   Select the firmware version of the target to confirm the upgrade.
The system creates an upgrade task, and check the process in [Upgrade Step] in the list.
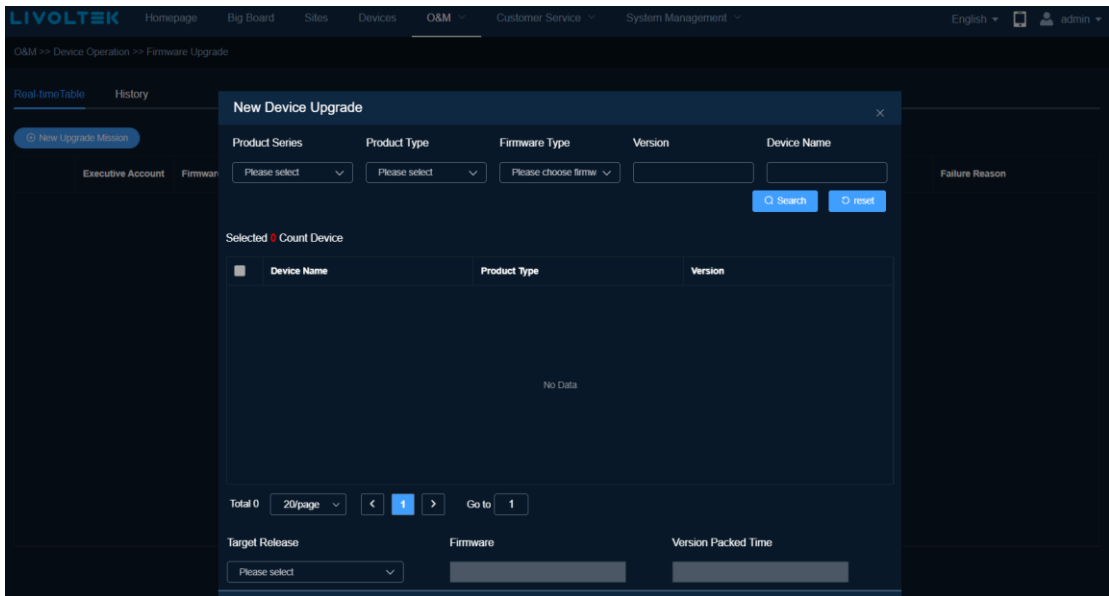
Picture 7-1

7.1.1.2   History Records
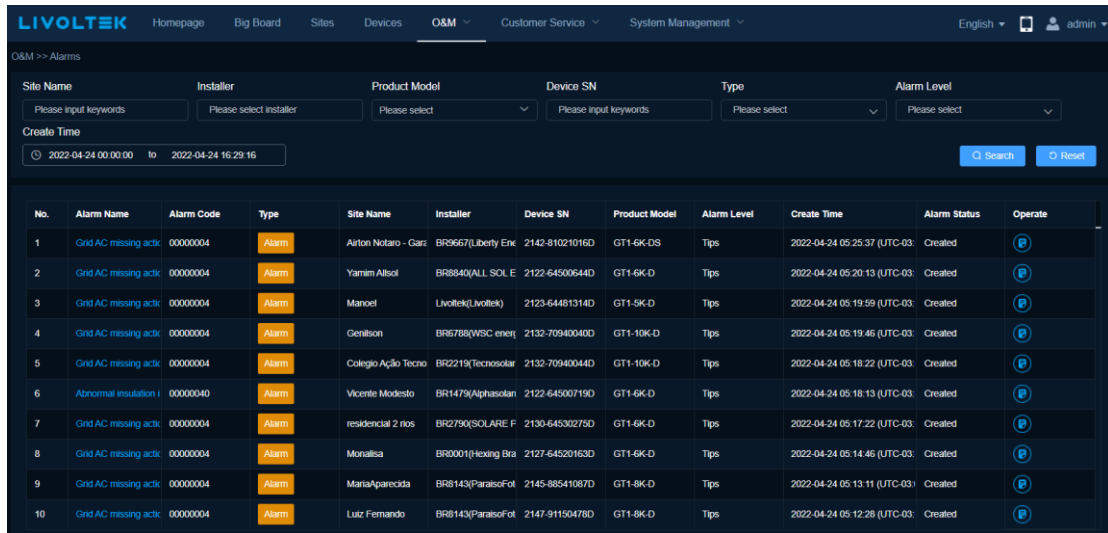
Click [History] tab to enter the history page, which supports querying historical upgrade record data by firmware type, upgrade result, upgrade time range, and supports exporting an Excel file.

7.2 Alarms

[Alarms] support to view the alarm data of all devices. By default, it displays the alarms of all devices today by default, and supports viewing more alarms through the time selector.
Support query by site name, product model, equipment SN number, type, alarm level and receiving time range.
Click the [Details] icon in the operation column to view the troubleshooting for the alarm.

Picture 7-1

7.3 Report

[Report] support to view the report data of site and device, support the statistics and export of daily, report and annual report data.

7.3.1 Site Reports

Supports viewing and exporting daily, monthly and yearly power generation reports of sites.

7.3.2 Device Reports

Support to view daily detailed parameters report of equipment and support to export 30 days detailed parameters.
Support to view and export the monthly and annual power generation report of the equipment.

11