SolarEdge Go Mobile Application Guide

Revision history

Version 1.0, September 2024: Initial release

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Get started

This section provides a high-level overview of SolarEdge Go's features and benefits.
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Overview

SolarEdge Go is a mobile application that reduces the need for on-site management of PV sites and fleets. You can remotely manage your sites, fleets, related users, and devices. SolarEdge Go offers easy step-by-step flows for onboarding and full remote orchestration of your fleets and sites.

This enables you to:

- Increase time efficiency and decrease operational costs by servicing sites remotely
- Manage and monitor sites, users, and devices from anywhere
- Decrease system downtime
- Troubleshoot alerts and close them using the app

Core capabilities

SolarEdge Go provides the following core capabilities:

- Manage — manage and monitor sites, devices, users and permissions remotely
- Service — configure and troubleshoot remotely
- Install — install and commission systems using step-by-step wizards[1]

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[1] Coming soon.

SolarEdge Go FAQs

This section provides questions about SolarEdge Go and their answers.

What are top five things I can do with SolarEdge Go?

With SolarEdge Go, you can:

- Remotely access inverters to check their status and adjust device and system settings
- Create and edit sites, with automatic detection and application of SolarEdge Designer plans
- Register newly installed or replaced devices and view site equipment
- Add homeowners and system users and set their access permissions.
- Contact homeowners on-the-go using call, text message, or email

How do I log in to the application?

Simply log in with your existing SolarEdge monitoring platform credentials.
To register a new account in SolarEdge monitoring, see CREATE ACCOUNT.

> **NOTE**
>
> Registration is only for new accounts. If you have a previously registered SolarEdge account, contact your account administrator to add you as a user.

Can I remotely access any system?

Remote Access is enabled as a beta feature for account administrators only.
It allows you to remotely connect to the SetApp enabled leader inverters with CPU version 4.13 and higher. The ability to remotely access supported inverters depends on their connectivity status and the quality of their connection.

What can I do with remote access?

This feature allows viewing and modifying system and inverter settings and trigger actions from afar or when onsite.
Remote Access is intended for servicing systems remotely.
Therefore, it is limited to 15 minutes once connected.
Any actions triggered on the remote inverter will not be impacted once the SolarEdge Go app disconnects from it. You can reconnect to view or continue working on the inverter.

What happens if I have no internet connection on my phone?

SolarEdge Go requires a connection with the SolarEdge Cloud to provide the full scope of features it offers. Without internet connectivity, the usage is limited to local commissioning only using a direct (P2P) connection to the inverter, as offered by SetApp.

What can I do if the system or inverter I want to service is not connected to the Cloud?

You are unable to remotely service devices that are not connected. However, if SolarEdge Go is connected to the Cloud, you can monitor and manage sites, view their Equipment, and manage their users.

Does SolarEdge Go support commercial sites?

SolarEdge Go supports both Residential and Commercial sites.

User roles and permissions

The following table displays the site permissions required in SolarEdge Go:
You must be an admin user to perform any remote actions. For details about remote actions, see
Remote Access.

Site level permissions

Action	All Roles	Field Owner	Account Engineer	Account Operator	Account Manager	Account Admin
Info						
View site info	x					
View Advantage program info					x	x
Set favorite site	x					
Browse	x					
Contact users	x					
Manage users					x	x
Quick actions	x					
Alerts						
View alerts	x					
Sort & filter alerts	x					
Troubleshoot alerts	x					
Manage alerts				x	x	x
Layout						
View layout	x					
View periodic energy	x					
View info sheets	x					
Access inverter						x

Action	All Roles	Field Owner	Account Engineer	Account Operator	Account Manager	Account Admin
Remote Settings from info sheet						
Inventory						
View inventory	x					
View inverter info bottom	x					
Access inverter Remote Settings						x
Add device function				x	x	x
Inverter remote settings						
View Settings						x
Edit Settings						x

Fleet level permissions

Action	All Roles	Field Owner	Account Engineer	Account Operator	Account Manager	Account Admin
View fleet status (mini dashboard)				x	x	x
View fleet alerts				x	x	x
View site list/map	x					
Browse						

Install SolarEdge Go

You can download and install the SolarEdge Go mobile application for Android in Google Play and iOS in the App Store. For first time users, contact your account manager for your SolarEdge credentials.

> **NOTE**
>
> This mobile application is strictly for installers. Homeowners should use the mySolarEdge application to monitor their site.

Mobile application requirements

- Mobile device OS
  - Android version 11 or higher
  - iOS version 14 or higher
- Internet connectivity

Download SolarEdge Go

Download SolarEdge Go from the relevant app store for your mobile devices operating system. Use your SolarEdge credentials to log in.

To install SolarEdge Go:

1. In the relevant app store, search for SolarEdge Go and tap **Install.**
1. Open SolarEdge Go and tap **Login.**
2. Enter your SolarEdge account credentials: email and password.
3. Select **Remember me** and tap **Log in.**

Welcome to SolarEdge Go

Welcome to SolarEdge Go! You can review the core capabilities and feature of the application at any time. Go to the application **Main** menu > **Explore** and swipe the pages to learn about SolarEdge Go's key features.

Terms and Conditions

For details about the Terms and Conditions for SolarEdge Go, see SolarEdge Software License Terms and Conditions.

Privacy Policy

For details about our Privacy Policy, see SolarEdge Privacy Policy.

Share your feedback

SolarEdge Go has in-application feedback that allows you to make a suggestion or report an issue to SolarEdge Support directly from the application. This allows you to quickly report an issue, submit feedback or request a feature.

To submit feedback:

4. From within any of the app menus, go to **Feedback.**
5. In the pop-up, tap **Make a Suggestion** or **Report an issue**.
6. Describe the feedback and tap **Submit.**
7. In Share, select your preferred email app. An email is populated with all the feedback details and the GoSupport email address. You can add any additional details.
8. Send your email.

SolarEdge Support may contact you for more details if needed.

View and manage fleets

SolarEdge Go offers support for viewing your fleet as a site list or on a map. This allows you to monitor overall performance and quickly identify sites that need service or maintenance.

You can filter the fleet view to focus on specific sites based on their type, alert status, installed equipment, and more. You can filter the site list by alert impact, name, peak power, and installation date. After filtering, both the site list and the map view adjust to match the filter.

The fleet view enables the creation of new sites. For details, see Create a new site. The site list view provides a fleet status mini dashboard highlighting top alerts in your fleet and allows management of fleet alerts. For details, see Manage alerts.

Filter views

The filters you select determine the view of your fleet and sites. To apply filters, tap the filter icon on the top right of the mini dashboard. This table displays the filter parameters available for sites.

Filter	Description
Site type	Defines as Residential, Commercial, or All Sites
Favorites	◢ Defines as Favorite
Near Me	◢ Defines by the set radius ◢ Location services must be enabled on mobile device ◢ Set the radius under Main menu > User Settings ◢ Mutually exclusive with Location filter
Group	Defines by the selected Group
Alert Impact	Defines by their Alert Impact (highest to lowest)
Peak Power	Defines by the set peak power values
Location	◢ Defines by the set location parameters ◢ Mutually exclusive with Near Me
Installed	◢ Defines site installation date ◢ Select a date range or a preset dynamic filter for a recent installation: Today, This Week, This Month
Status	Defines by their status: Active, Pending, Inactive
Equipment	Defines by device type installed on the site
Account	Defines by the site user account (if applicable)

View fleet status on mini dashboard

The mini dashboard shows an overview of the fleet alert status and allows you to access All Alerts. The three highest alert impact categories are displayed on the dashboard with the number of affected sites in each category. The alert impact categories are:

- ◢ Not Communicating
- ◢ Production Issues
- ◢ Battery Alerts

View fleet in site list view

SolarEdge Go provides a site list view of the fleet. This view provides a list of sites sorted by default according to their Alert Impact level. Each site has a card that displays its status that includes:

- Site Image (or a placeholder if an image is not set)
- Name
- Number of Alerts
- kWp
- Site Address
- Alert Impact

Tap on the site to access the site dashboard and view additional details.

View fleet in map view

SolarEdge Go provides a map view for monitoring your fleet on a map. This visual representation allows you to analyze your fleet's overall performance and quickly identify alerts. The map pins indicate the location of sites, with color-coding indicating the alert impact. When multiple sites are nearby, they are grouped together as clusters. To view individual sites, zoom in on the map. Tapping on a pin displays the site card with details including the Site Name, Site Image, Number of Alerts, kWp, and Address. The site card also offers the options to View Site, get Directions, and Share.

Manage sites

You can create a Residential or Commercial site from your mobile device at any time, before, during, or after the installation process of the SolarEdge system. This allows you to register devices and create site users for homeowners and site system owners when onsite, in the office or on-the-go. SolarEdge Go allows you to create sites from the ground up or using designs from the SolarEdge Designer. SolarEdge Go also identifies existing nearby sites that you can use instead of creating duplicate sites.

> **NOTE**
> You must have an account engineer role or higher to create sites. For details, see User roles and permissions.

Create a new site

To create a new site, you must complete the following steps:

- Step 1: Add site
- Step 2: Add site details
- Step 3: (Optional) Add contact information

Step 1: Add site

1. Open SolarEdge Go.
2. From **Manage,** tap on the plus (**+**) icon.
3. Enter the site address or coordinates and tap **Continue**.

> **NOTE**
>
> Tap on the map to refine the site location. Move and drop the pin to the required location and update the address.

4. Check the site address details and add any missing information if needed and tap **Continue**.

> **NOTE**
>
> Depending on the site address, you may have an option to use an existing site or apply a design project from SolarEdge Designer. For details, see Identify and use a nearby site or Use SolarEdge Designer project to create a new site.

Step 2: Add site details

1. In **Add Site Details**, select the site type as **Residential** or **Commercial**, set the site name, and enter the **Installation Date**.
2. In **Est. Peak Power**, enter the amount of **kWp** and tap **Continue**.
3. (Optional) Set the site image – take a picture or load from your gallery and add site notes.
4. (Optional) Go to **Advanced**, set the **Revenue Calculation** mode for the site.
5. (Optional) Add the site to an existing **Group**.

Field	Description
Account	▰ Optional ▰ Only appears if you have multiple accounts ▰ Default is your own account ▰ You can select a sub account instead of your own account
Group	▰ Optional ▰ Associate the site with a specific group ▰ This allows you to filter by groups 💬 To add and manage Site Groups, see the Monitoring portal

Revenue Calculation	▰ Optional
	▰ Select one of the following;
	    • No Revenue (default)
	    • Flat Rate
	💬 For more comprehensive revenue calculations, see the Monitoring portal

6. Tap **Continue**.

Step 3: Add contact information

1. Enter the full name, email address, and telephone number of the site contact person.
2. (Optional) If this contact needs to be registered as a **Site User**, tap **Send registration request to user**. To register a site user, go to **User Details** and select the **Language**, **Access**, and **User**

Role.

3. Tap **Finish.**

You have created a new site in SolarEdge Go.

Use SolarEdge Designer project to create a new site

When creating a new site, SolarEdge Go searches for a design project created in SolarEdge Designer near the specified address. If a matching design is found, SolarEdge Go displays the design properties. You can then select and apply its properties to the new site.

To create a new site based on a design project:

Sites based on a SolarEdge Designer project design use the design's details by default. You can modify the information as needed.

1. Set the site address and tap **Continue.**
   If designs are found near the set address, SolarEdge Go automatically displays the closest one and its name next to the pin, along with a Design Card.
2. (Optional) Swipe to see more designs if multiple designs are available.
3. (Optional) Use the drop-down menu in the Design Card to see more design configurations.
4. Select the **Design** and tap **Apply**. The new site is created with this project's Design.
5. (Optional) **Add Site Details**.
6. (Optional) **Add Contact Information** and tap **Finish**.

Identify and use a nearby site

SolarEdge Go detects nearby sites to the set address. You can use an existing site instead of creating a new one. This allows you to save time by using the existing site's format and verify that the site hasn't been previously created.

How it works

After the location is set, the app searches for existing monitoring sites near the set address. Any nearby sites in your account are then displayed on the map, which can be viewed by swiping. If the site already exists, tap **Use This Site** to end the site creation process. You are redirected to the existing site, where you can add devices to it.

Monitor site performance

SolarEdge Go displays site monitoring data. You can monitor your site's performance according to the selected period — by the Day, Week, or Month. Each period displays different performance monitoring measurements and charts. The Day view displays more detailed information, such as Inverter Power. The Month view provides aggregated information.

To monitor site performance:

1. From the site, go to the **Monitoring** icon and select **Day**, **Week**, **Month, Year,** or **Billing period** depending on the site's definition.
2. (Optional) To view the previous period, swipe left.
3. (Optional) To view the data points, tap the chart to expand it to full view, then tilt your phone to landscape view and tap the chart again to see the data points.

> **NOTE**
>
> Some performance indicators such as Specific Yield and Performance Ratio are displayed only if the site is set to measure them. For details, see [Performance Ratio Calculation and Activation in the Monitoring Platform](#).

Manage devices

SolarEdge Go allows you to manage pre-commissioned sites from your mobile device.
You can add pre-commissioned devices and register them using SolarEdge Go. You can replace or remove devices.

> **NOTE**
>
> SolarEdge Go only fully installs and commissions the Residential and Commercial ONE Controller devices. You must commission other devices using SetApp.

Add devices

To add a Device:

1. Open SolarEdge Go, go to **Manage** and select the relevant site.
2. In the site dashboard, go to **Actions** > **Add Device** and tap on the relevant **Device.**

> **NOTE**
>
> You can also add Equipment from **Manage > Equipment** icon and tap **+ Add**.

3. Scan the QR code on the device or manually enter its serial number.
4. Continue with the onscreen steps to register the device with the site.

> **NOTE**
>
> If you select **Install & Commission**, you are directed to SetApp to complete the process.

Replace a device

You can replace a device and immediately register it in SolarEdge Go. When you replace a device, the new device is associated with the site instead of the device which it replaced. This ensures data continuity during monitoring, resulting in accurate measurements for the site, such as production levels.

To replace an inverter:

1. From **Manage,** go to the specific site dashboard > **Actions** and tap **Replace Device**.
2. Select **Leader Inverter** as the device type for replacement.

> **NOTE**
>
> When connected to the leader inverter, the follower inverters are automatically replaced on the Monitoring platform.

3. In **Replace Inverter**, tap
   a. **Scan Replaced Inverter** and scan the current inverter QR code or manually enter its serial number.
      or

   b. Select **Inverter** from the **Equipment List**.
4. Tap **Scan New Inverter** and scan the new inverter QR code or manually enter its serial number.
5. Tap **Replace** to complete the registration of the inverter replacement.
6. Tap **Done.**
    The new inverter now appears under **Devices**. This maintains the site's data continuity. You can now manage your site and its inverters.

To replace an optimizer:

1. From **Manage**, go to the relevant site dashboard> **Actions** and tap **Replace Device**.
2. Select **Optimizer** as the device type for replacement.
3. In **Replace Optimizer**, tap

    a. **Scan Replaced Optimizer**. Then scan the current optimizer QR code or manually enter its serial number.
        or
    b. Select **Optimizer** in the site layout.

4. Tap **Scan New Optimizer** and scan the new optimizer QR code or manually enter its serial number.
5. Tap **Replace** to complete the registration of the optimizer replacement.
6. Tap **Done**.
The new optimizer now appears in **Layout**. This maintains the site's data continuity. You can now manage your site and its optimizers.

Manage site users

This section explains how to add and manage different site users and the permissions associated with them.

Add a user

From the site dashboard, go to **Actions** > and tap **Manage Users.**

To add a user:

1. In the **Site User** list, tap on **Add user.**
2. Enter the site user's **email address.**
3. Select **Language**, **User Role (Site User or Site Owner)**, and **Site Access (Full Access, Dashboard and Layout, or Dashboard only)**.
4. (Optional) In **Sites with Smart Home Devices**, set the user permission to view or manage these devices.
5. Tap **Save** to invite the user to register.
    The user now receives an email inviting them to register with SolarEdge. After they have successfully registered, they can access the site.

Edit a user

To edit a user:

1. From the relevant site dashboard, go to **Manage Users > Site User** > relevant user and tap the **Edit** (pencil) icon.
2. Update the user's details and tap **Save**.

> **NOTE**
> You can only edit the user permissions, as the other details are controlled by them.

To delete a user:

From the user's details, tap **Delete User** and then tap **Save**.

Manage alerts

The alerts feature notifies you of potential issues in your site or fleet. You now can access alerts in both the Monitoring portal web application and the SolarEdge Go mobile application. This allows you to monitor and troubleshoot problems for individual sites and entire fleets from the SolarEdge Go mobile app.

Access alerts

To access a Site Alert, do one of the following:

- From the **Site List** view or **Map** view, go to the relevant site and tap on **Alerts**.
- From the Site dashboard, go to **Highest Alert** and tap **View Alerts**.

To access Fleet Alerts, do one of the following:

- From **Service**, go to **All Alerts**.
- From **Manage**, go to the **Fleet Status Card** and tap **All Alerts**.

Filter alerts

You can use different filters to display alerts according to your site's needs.

Site alert filters

Type	Description
Alert Impact	Filters alerts in a range from 1 to 9
Alert Category	Displays alerts by category
Alert Type	Displays alerts by type
Alert Status	Displays alerts by status

Fleet alert filters

Type	Description
Site Name	Enter the site name in the search bar to display its alerts
Group	Enter the group name in the search bar to display alerts in fleets that are associated with a group
Site Details	Enter the details in the search bar to display alerts with specific site details
Alerts:	Alert Impact: displays in descending order from high (9) to low (1) impact Alert Category: displays according to the category of alert Alert Type: displays according to the type of alert Alert Status: displays according to the status of the alerts
Favorites	Mark a site as Favorite Then filter the Alert view according to Favorites
Near Me	Use GPS to filter sites that are geographically close to your current location

To view Fleet Alerts on the mini dashboard, filter according to:

Filter	Description	Navigation
Alerts by type	Displays the same type of alerts	Tap the relevant alert type and then tap **Reset**
Sites With Most Alerts	Displays the site with the most alerts	Tap the relevant site to view alerts

Troubleshoot alerts

To troubleshoot an alert:

1. From the site, tap on the relevant Alert. Displayed is the serial number for the Device (if relevant) and impact, category, status, and a brief description of the Alert.
2. Tap **Troubleshoot**.

A list of possible solutions and a link to SolarEdge support (if relevant) displays.

To troubleshoot an alert in layout view:

1. From the site, tap on the relevant Alert. Displayed is the serial number for the Device and impact, category, status, and a brief description of the Alert.
2. Tap **View in Layout**. This displays the affected component in a Logical or Physical layout.

> **NOTE**
> - If the element is a logical device, such as a string, the **Logical** layout is displayed.
> - If the element is a physical device, such as an inverter, the **Physical** layout is displayed.

3. Tap on the element to view the details about the affected component. For more details about the Device, view the site in the Monitoring platform.

Remote Access

Remote Access allows you to manage and troubleshoot issues in your fleet from afar. You must have Admin permissions to perform Remote Access activities. Each session lasts for a maximum of 15 minutes; however, you can also terminate the session by tapping **Disconnect**.

After the session terminates, any actions you have initiated on the inverter continue to be carried out, and you can reconnect to monitor the progress. During Remote Access sessions, all communications are monitored and audited to ensure cyber security.

Supported inverters

Remote Access is currently supported for inverters that comply with the following:

- Leader inverter
- SetApp enabled without a screen
- Firmware version 4.13 and higher
- Connected to SolarEdge Cloud via a stable high bandwidth connection.

Remote Access requirements

- You must be an account administrator to access remote systems.
- Your system must have connectivity to the Cloud.
- Your mobile device must have an internet connection.

Enable Remote Access for your fleets

The first time you launch Remote Access on an inverter, tap **Welcome to Remote Access** to begin onboarding.

To register for Remote Access:

First time users must register to use Remote Access capabilities.

1. From the site, go to **Actions** > **Remote Access** and tap on the relevant inverter.

> **• • • NOTE**
> - If you have a single inverter, then you don't have to select it.
> - You can only select inverters that are designated for Remote Access.

2. Review Welcome to Remote Access.
3. Tap **Authenticate** to set up mobile authentication.

> **• • • NOTE**
> If you don't have your mobile authentication set up on your mobile device, you are prompted to set it up on the mobile device operating system. SolarEdge Go supports all mobile authentication methods your device has: fingerprint, face recognition, PIN, or pattern.

4. Read the terms, check the disclaimers, sign and select **V** to approve your signature, and tap

Accept Terms.

5. Then tap **Done.**

You have completed Remote Access registration.

Remotely connect to an inverter

After you have registered for Remote Access, you can remotely connect to any supported inverter in your fleet. This allows you to troubleshoot and manage devices in your fleet.

To remotely connect to an inverter:

Go to **Actions** > **Remote Access** > relevant inverter and tap **Remote Access**.
You are now remotely connected to the Inverter for 15 minutes.

> **NOTE**
>
> If authentication is disabled, you are prompted to set an authentication method before you can remotely access the inverter.

Remotely update an inverter's parameters

You can remotely update inverter parameters as needed. This allows you to troubleshoot and fix issues with an inverter while offsite. The remote connection view is like the local connection view of the inverter. This allows you to view the inverter's status and reconfigure any properties to maintain proper system operation.
Common examples include:

- Set Import and Export system limits
- Change country, grid code, and grid protection settings
- View inverter status and errors
- Modify connected device settings
- Trigger optimizer re-pairing

Tap **Terminate** to close your session.