

# SOLIVIA Monitoring

## User manual

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To use the SOLIVIA Monitoring Portal, you must register as a user with Delta.

If you already have a user account (e.g. via the PV Planner), you can use this login data and do not need to register again.

**You can access SOLIVIA Monitoring via**  
**<http://monitoring.solar-inverter.com>**

(If you are reading this manual on a computer and are connected to the Internet, you can use this link to access the website directly.)

**Sign up**

The Delta Customer Portal is an exclusive platform for our customers. Different services are available in the portal, like the monitoring solution SOLIVIA Monitor, useful downloads and many more.

Do you need a customer account?

**Register**

**Sign in**

E-Mail address:

Password:

[You can not access your account?](#)

☐ Remain signed in


**Sign in**

If you do not have a user account with Delta, you must register here.

If you already have a user account with Delta, you can log in here.

If you experience problems when logging in, you can access Help via this link.

Select this option if you wish to remain logged in even after you have closed the browser window.



## Sign up

The Delta Customer Portal is an exclusive platform for our customers. Different services are available in the portal, like the monitoring solution SOLIVIA Monitor, useful downloads and many more.

Do you need a customer account?

**Register**

Click on the **Register** button and fill out the form.

Select this option if you do not wish to receive the newsletter.

To send the form, click on the **I accept** button.

Fill out at least all fields displayed in **bold**.

## Create your Delta Customer Account

**E-Mail address:**

**Password:**

**Confirm Password:**

**Salutation:**  
Ms. ☐ Mr. ☐

**Title:**

**First name:**

**Last name:**

**Company:**

**Address 1:**

**Address 2:**

**Postal code:**

**City:**

**State:**

**Country:**  
Please select...

**Time zone:**  
Please select...

**Language:**  
Please select...

**Phone:**

**Fax:**

**Mobile phone:**

**Occupation:**  
Please select...

☒ Yes, I want to subscribe to the SOLIVIA solar news. The monthly newsletter is going to inform me about solar inverter topics and the latest news from the PV business and industry.

By clicking **I accept** you agree to the [terms of use](#) and [privacy statement](#).

**I accept**

Enter a valid e-mail address. After registration, an e-mail is sent to this e-mail address.

Pay attention to the tips that appear when entering your password.

Read the terms of use and data privacy statement before sending the form.

After sending the registration form, you will receive an e-mail much like the following:

Dear Mr./Ms. XY,

Thank you for registering with Delta.

Please click on the following link (within 30 days) to confirm your registration and activate your account:

<https://login.solar-inverter.com/en-EN/Account/Confirm/409BC983D7E34608B74D196EB7492E6F>

Click here to complete registration and activate your user account.

If you want to cancel your registration, please click on the link below:

<https://login.solar-inverter.com/en-EN/Account/Disconfirm/409BC983D7E34608B74D196EB7492E6F>

Click here if you want to undo your registration.

Your data will then be deleted from the database.


Note:

- If the links do not work, please copy them into the address bar of your browser.
- The links will become invalid after successful confirmation.

With kind regards,

Your SOLIVIA team at Delta

After completing registration, you can log in at <http://monitoring.solar-inverter.com>.



### Sign in

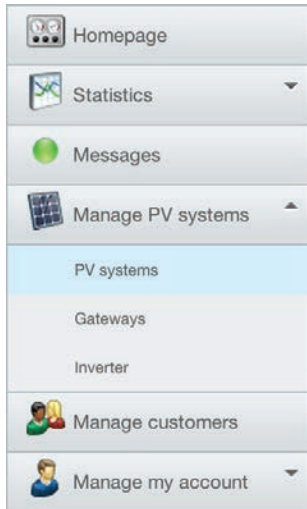
E-Mail address:

Password:

[You can not access your account?](#)

☐ Remain signed in

## Set up a PV system | General information



In the *PV Systems* section, which you can access via the menu on the left of the SOLIVIA Monitoring Portal, you can create and manage your PV systems.

When creating a new PV system, you must ensure that you follow the correct sequence.

1. If the new PV system is for one of your customers and they are not yet registered in the SOLIVIA Monitoring Portal, you should first create a user account for the customer (*Manage customers* section).



The Customer section is only displayed if you are registered as an **installer** in SOLIVIA Monitoring.  
► Contact Delta Solar Support if you want to register as an installer.

2. Switch to the *Manage PV systems* section.
3. Create a new PV system and assign it to a customer, if necessary.
4. Create the data for the gateways used in the PV system.
5. Finally, enter the data for all solar power inverters that are installed in the PV system and connected to a gateway.



The following pages describe the individual steps in detail.

# Set up a PV system | Overview

Homepage

Statistics

Messages

Manage PV systems

PV systems

Gateways

Inverter

Manage customers

Manage my account

Create new PV system.

List of customers. This list is only displayed if you are registered as an installer.

List of your PV systems or the systems of the customer selected on the left.

Expand the detail view for the PV system.

Identifier of PV system. This is generated automatically.

Name of the PV system.

Installed power

Date of commissioning

Customer: »

PV system:

Enter new PV system






Power Plant Id	Name	Installed power	Date of commissioning	
				✓

Show entry 1 - 1 of 1

## Set up a PV system | Create a new PV system

Click on the **Create new PV system** button.

Enter new PV system

PV system	Name	Installed power	Date of commissioning
No records to display.			
    			Show entry 0 - 0 of 0

Fill out at least all the fields indicated with an asterisk (\*).

Enter only the numerical value. The currency is determined automatically.

You can enter the date directly in the field or select it by clicking on the two buttons with the mouse.

Make sure that you select the correct customer here. Otherwise, the customer will not be able to view his PV system in the portal later on.

### Enter PV system

\* Name

Name of PV module. The name is shown in the list of PV systems.



\* Installed power

Installed capacity of PV system in KWp

\* Payment per kWh

Enter the numerical value only e.g. 0.30.

\* Date of commissioning

The date on which the PV system was commissioned.

\* Customer

Name of customer the PV system belongs to.

### Address of PV system



## Set up a PV system | Create a new PV system

### Address of PV system

\* Street and house number

Private/business address. Not the address of the PV system.

\* Postal code/zip code

\* City/town

State/County

\* Country

Images

Select...

Click here to upload pictures of the PV system. The pictures are then displayed as a small slideshow on the homepage.

#### Übersicht PV Anlage

#### PV Anlage

Geo-Koordinaten: Uznach, Switzerland  
Datum der Inbetriebnahme: 15.11.2011  
Installierte Leistung: 6,00 kWp

Wechselrichter: SOLIVIA 15 EU G3 TL (1)



### Geo coordinates

\* Latitude

Enter "" for North and "-" for South e.g. 48.133605 This data is essential for correct calculation of PV system statistics.

\* Longitude

Enter "" for East and - for West e.g. 7.804783 This data is essential for correct calculation of PV system statistics.

\* Height above sea level

Height of PV system above normal height null (above sea level). This data is essential for correct calculation of PV system statistics.

\* Time zone

Mandatory field. This data is essential for correct calculation of PV system statistics.

Fields marked \* are mandatory.

[Back to overview](#)

Save

These details are needed for calculating statistics and for weather forecasts.

Therefore, these details must be as precise as possible. The next page describes how to determine geo-coordinates using Google Maps.

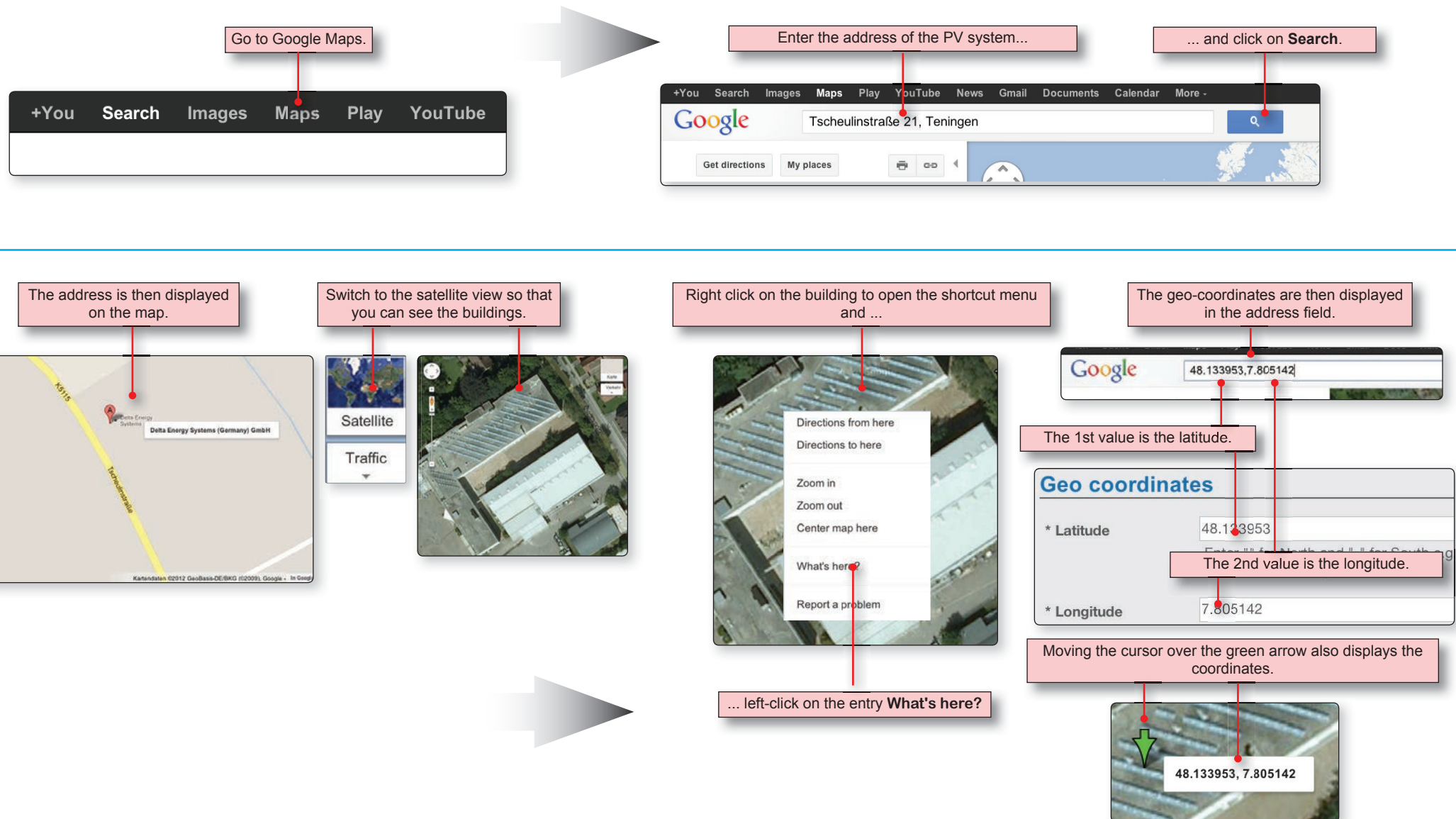
The time zone is important for displaying characteristic curves in the statistics.

Don't forget to save!

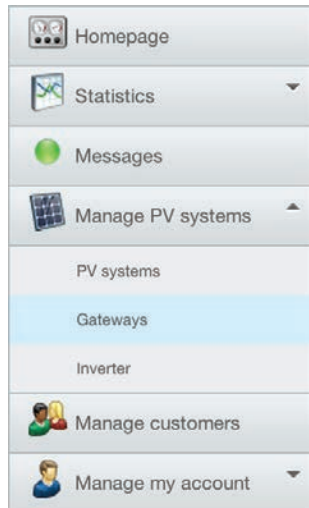
## Set up a PV system | Determine geo-coordinates with Google Maps

If you do not know the geo-coordinates (latitude and longitude) of the PV system, you can determine the geo-coordinates with Google Maps.

Open the Google website [www.google.de](http://www.google.de)



## Set up a PV system | Gateways | Overview



Create new gateway.

The MAC address is required in order to establish a connection to the gateway via the Internet.  
The MAC address is provided with the gateway.

There are several gateway types with different functionalities.

Name of the PV system to which the gateway is assigned.

If a connection is established to the gateway via the MAC address, the IP address is entered here automatically.

Enter gateway

PV system	MAC address	IP address	Gateway type
No records to display.			

List of all installed gateways

Show entry 0 - 0 of 0

## Set up a PV system | Gateways | Create a new gateway



Before you can create a new gateway, at least one PV system must be created! Otherwise, you will receive an error message!

Click on the **Enter gateway** button.

Enter gateway				
	PV system	MAC address	IP address	Gateway type
No records to display.				
				Show entry 0 - 0 of 0



The MAC address is written on a small label, which is always supplied with the gateway.

### Enter gateway

MAC address

The MAC address can be found on the gateway type plate. Format: XX:XX:XX:XX:XX:XX

\* Gateway type

\* PV system

Name of PV system in which the gateway is used.

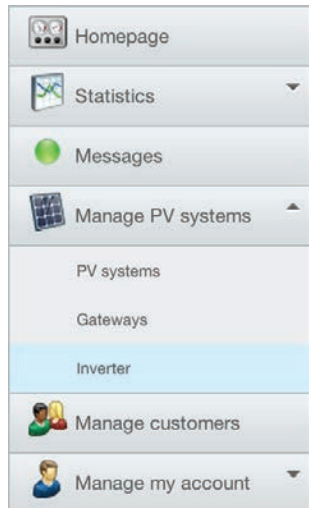
Fields marked \* are mandatory.

[Back to overview](#)

Don't forget to save!

Save

## Set up a PV system | Power inverter | Overview



Create new power inverter.

Save list of power inverter as CSV file.

The serial number is entered automatically. It is located on the power inverter's type plate.

The RS485 ID is entered automatically.

Current status of the power inverter.

Expand detail view of the power inverter.

	Gateway	Inverter type	Series number	RS485 ID	Edit status	
	00:18:23:	SOLIVIA 5.0 EU G3	220201091	1		✓
	00:18:23:	SOLIVIA 11 EU G4 TR	220190081	1		✓
	00:18:23:	SOLIVIA 2.5 EU G3	113268091	2		✓
	00:18:23:	SOLIVIA 2.5 AP G3	220201091	5		✓
	00:18:23:	SOLIVIA 15 EU G3 TL	23022305	254		✓

MAC address for the gateway to which the power inverter is connected.

Type of power inverter.

Copy the settings of the power inverter.

Remove power inverter from the list.

Replace power inverter (when exchanging the power inverter).

Show entry 1 - 5 of 5

## Set up a PV system | Power inverter | Create power inverter

As soon as the gateway has been identified via the MAC address, the SOLIVIA Monitoring Portal automatically calls the connected power inverter.

If all power inverters are correctly connected with one another via the RS485 interface and a different RS485 ID is configured for every power inverter, then all power inverters are automatically recognized.

**There is no need to create a power inverter manually!**





















The identified power inverters are entered in the list.

If not all power inverters of the PV system are displayed, check whether all power inverters are correctly connected with one another via the RS485 interface and a different RS485 ID is configured for every power inverter.

Each power inverter automatically transfers various information to the SOLIVIA Monitoring Portal (e.g. the serial number and the RS485 ID). This information is also displayed.

The details for the MPP tracker must be entered manually. See the descriptions on the next page.





To complete the power inverter data, click here and open the file view.

Enter new inverter		Export to CSV			
Gateway	Inverter type	Series number	RS485 ID	Edit status	
00:18:23:	SOLIVIA 5.0 EU G3	220201091	1	  	
00:18:23:	SOLIVIA 11 EU G4 TR	220190081	1	  	
00:18:23:	SOLIVIA 2.5 EU G3	113268091	2	  	
00:18:23:	SOLIVIA 2.5 AP G3	220201091	5	  	
00:18:23:	SOLIVIA 15 EU G3 TL	23022305	254	  	

Show entry 1 - 5 of 5

Enter new inverter

Export to CSV

Gateway	Inverter type	Series number	RS485 ID	Edit status	
00:18:23:	SOLIVIA 5.0 EU G3	220201091	1	  	

### Inverter

Series number

220201091

Inverter type

SOLIVIA 5.0 EU G3

DateCode

RS485 ID

1

\* Gateway

00:18:23:

### MPP tracker 1

\* Azimuth

150 °

\* Inclination

35 °

\* Capacity of a PV module.

245 W

\* Number of PV modules

7

\* Number of parallel strings

3

\* Type of tracking

Without tracking

\* Type of installation

Roof mounting with distance of more than 10 cm to roof

Copy settings

Fields marked \* are mandatory.

This information is entered automatically.

Select the power inverter to which you want to copy the settings for the current power inverter.

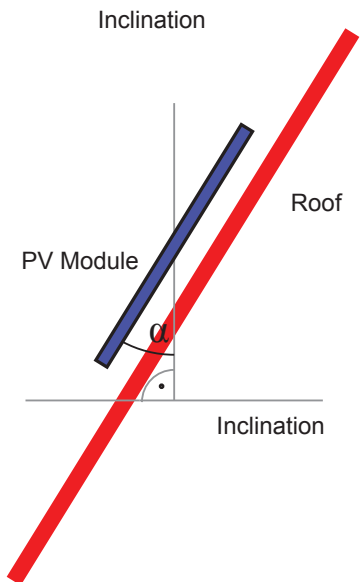
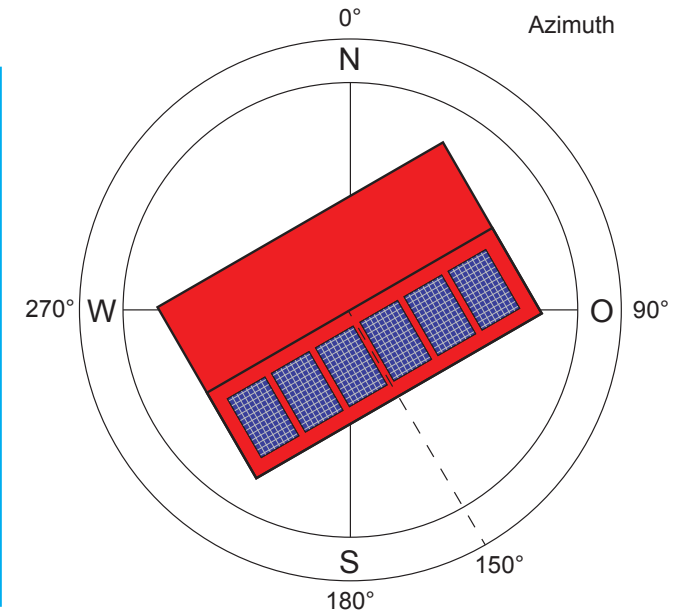
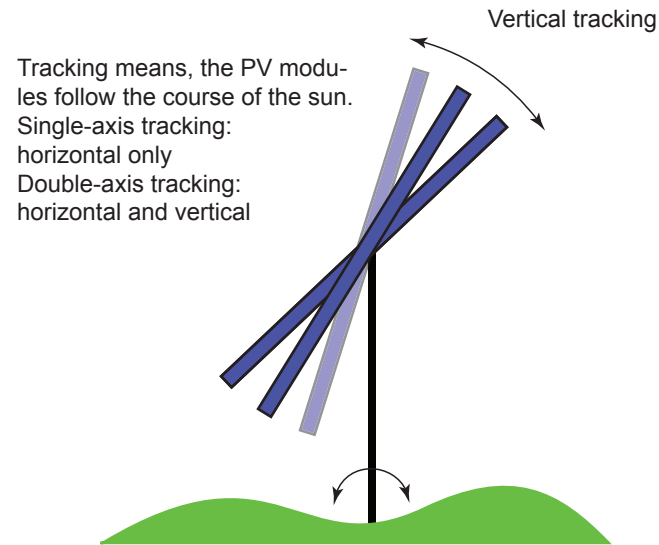
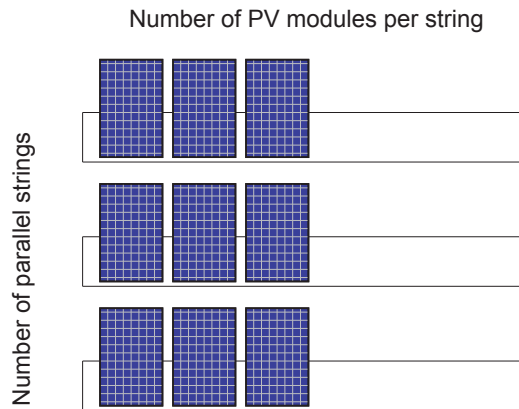
Select	Inverter	Azimuth	Inclination	Tracker
<input type="checkbox"/>	[1] SOLIVIA 5.0 EU G3	150 °	35 °	1
<input type="checkbox"/>	[1] SOLIVIA 11 EU G4 TR	0 °	0 °	1
<input type="checkbox"/>	[2] SOLIVIA 2.5 EU G3	0 °	0 °	1
<input type="checkbox"/>	[254] SOLIVIA 15 EU G3 TL	0 °	35 °	1
<input type="checkbox"/>	[254] SOLIVIA 15 EU G3 TL	0 °	35 °	2
All/none				
Copy settings				

Click here to copy the settings to the selected power inverter.

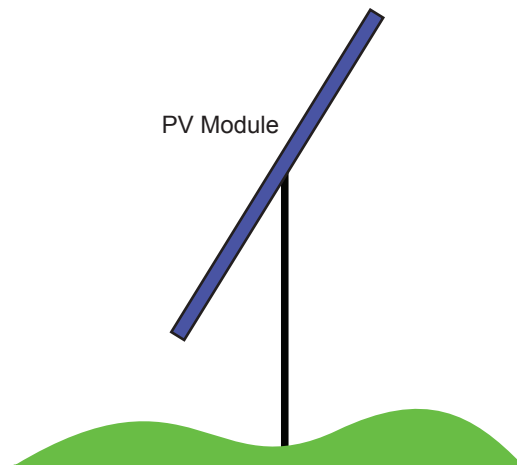
Copy the current settings to other power inverters.



## Set up a PV system | Power inverter | Create power inverter

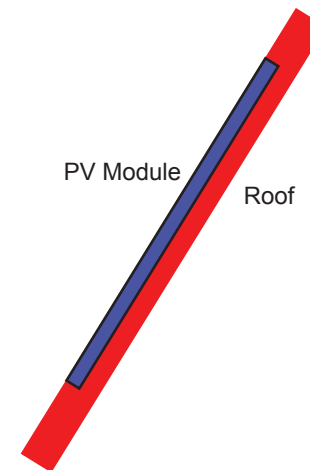


Open space

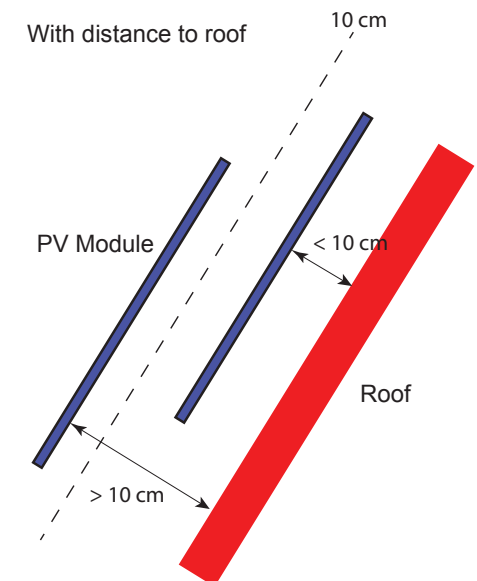


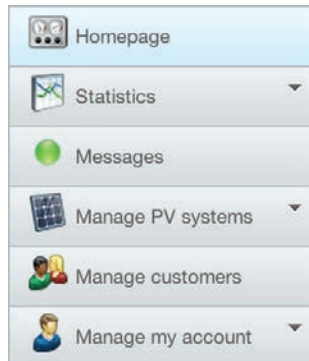
### Type of installation

Integrated into the roof



With distance to roof





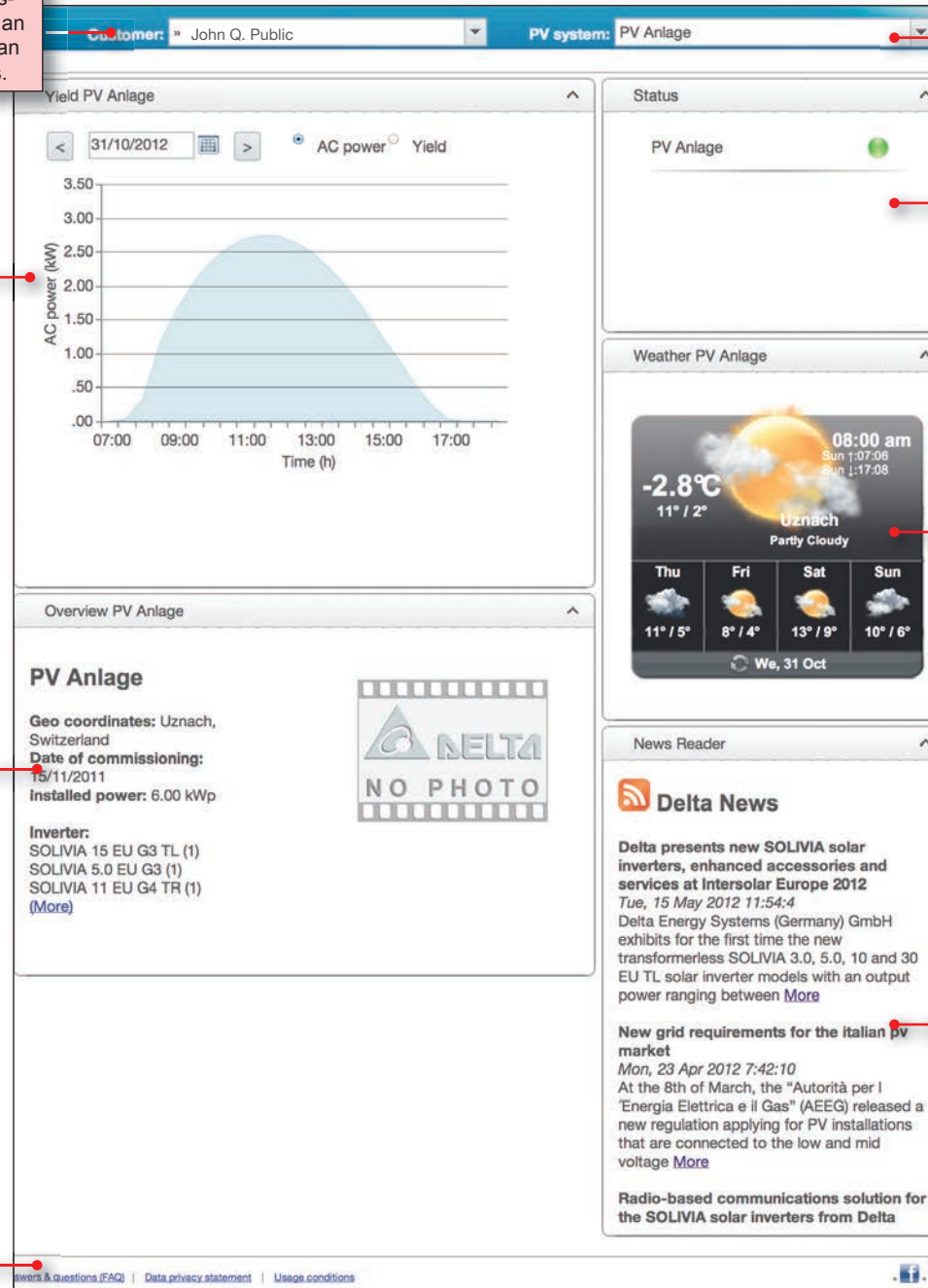
After creating a photovoltaic system in SOLIVIA Monitoring, in future you will be able to access all information via the Internet. The homepage provides a good overview of the current system status. The individual sections on the homepage are explained on the following pages.

The **Customer** field is only displayed if you are registered as an Installer. As an Installer, you can manage your own customers.

Current energy generated by the PV system.

An overview of the most important technical data for the PV system.

The lower section provides links to important information and social networks.



If you have installed several PV systems, you can toggle between them.

The current operational status for all PV systems. Any error messages issued by a power inverter are displayed here.

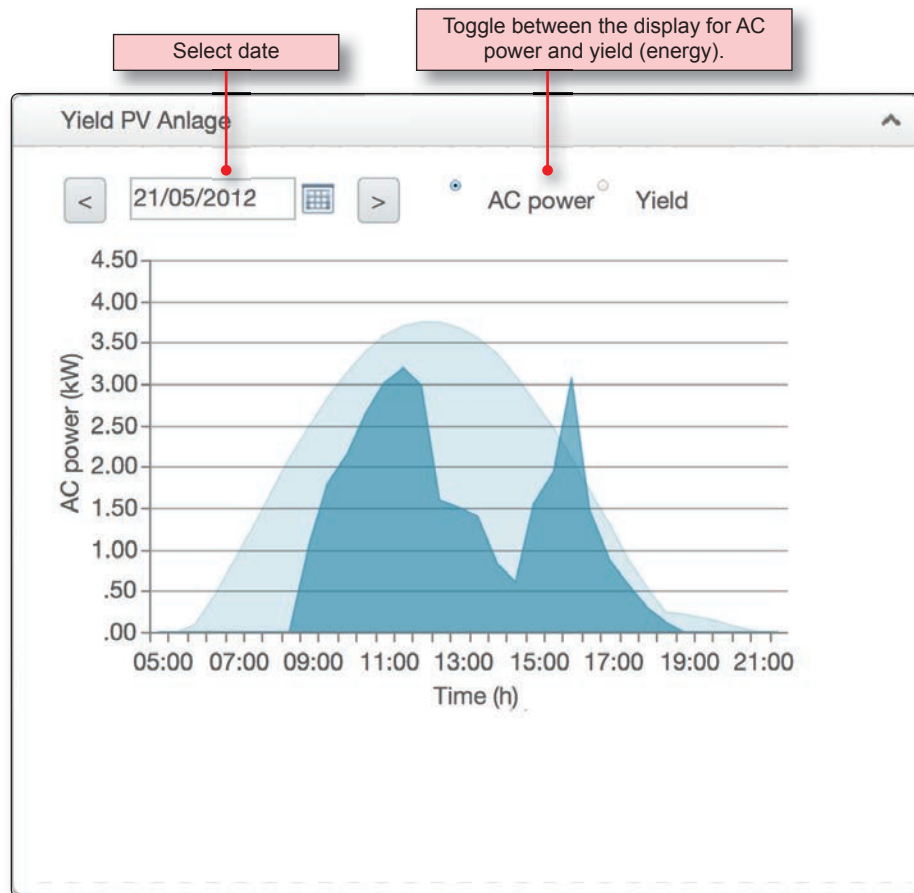
The current weather report for the location of the PV system.

The newsletter provides important news and information about Delta and Delta products.

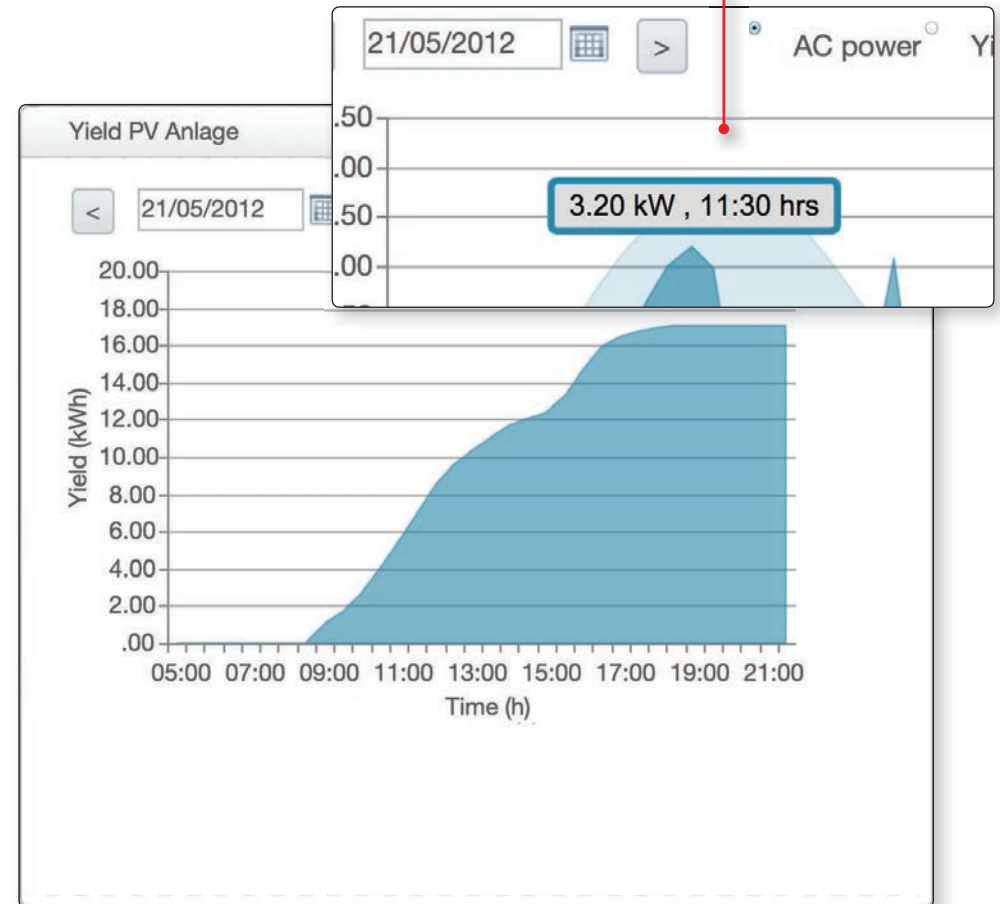


The "Yield" section displays the current and daily values for generated AC power and yield (energy).

The information is updated automatically every 30 minutes.



Display AC power in kW.




Display yield (energy) in kWh.

The light blue graph in the background represents the maximum possible AC power achievable if the sun shines all day.

Click on a line to display the error messages in detail.

Status

PV Anlage




The green LED indicates that the PV system is currently operating correctly.

Export to CSV

Status	Time	Inverter	Details	Edit status
	31/10/2012 07:53	[17] SOLIVIA 3.3 EU G3	AC Not OK	
	31/10/2012 07:53	[18] SOLIVIA 3.3 EU G3	AC Not OK	
	31/10/2012 07:38	[17] SOLIVIA 3.3 EU G3	Input Power Low	
	31/10/2012 07:38	[15] SOLIVIA 3.3 EU G3	Input Power Low	

Weather PV Anlage



The weather data are determined using the for the PV system geo-data (longitude and latitude) .

Homepage

Statistics

Messages

Manage PV systems

PV systems

Gateways

Inverter

Manage customers

Manage my account

**Geo coordinates**

- \* Latitude 47.224989
- \* Longitude 8.967935
- \* Height above sea level 420.00 m
- \* Time zone Romance Standard Time

Fields marked \* are mandatory.

This is where you can view pictures of the system.


To upload an image of the system, switch to the menu **Manage PV systems > PV systems**.

Overview PV Anlage

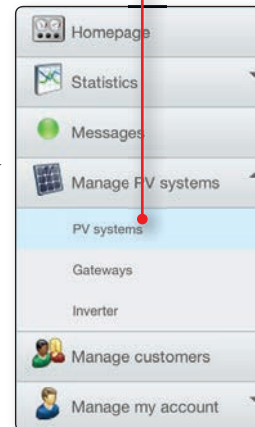
## PV Anlage

**Geo coordinates:** Uznach, Switzerland  
**Date of commissioning:** 15/11/2011  
**Installed power:** 6.00 kWp

**Inverter:**  
 SOLIVIA 15 EU G3 TL (1)  
 SOLIVIA 5.0 EU G3 (1)  
 SOLIVIA 11 EU G4 TR (1)  
[\(More\)](#)



Click on this link to display the full list of power invertors.



**Address of PV system**

\* Street and house number: Burgerfeldstrasse 19

\* City/town: Uznach

\* State/County: S...

\* Country: Switzerland

**Images** [Select...](#)

**Geo coordinates**

\* Latitude: 47.224989


You can upload images in **Images**.

Click on the **Select** button.

The new picture then appears in the list.

**Images** [Select...](#)

Image.jpg



[Delete picture.](#)

Enter new inverter | Export to CSV

	Gateway	Inverter type	Series number	RS485 ID	Edit status
	00:18:23	SOLIVIA 20 EU G3 TL	2302241	1	
	00:18:23	SOLIVIA 20 EU G3 TL	2302241	2	
	00:18:23	SOLIVIA 15 EU G3 TL	2302230	3	
	00:18:23	SOLIVIA 15 EU G3 TL	2302230	4	
	00:18:23	SOLIVIA 20 EU G3 TL	2302241	5	
	00:18:23	SOLIVIA 20 EU G3 TL	2302241	6	

Show entry 1 - 6 of 6

The pictures are displayed as a slideshow on the homepage.

Overview PV Anlage

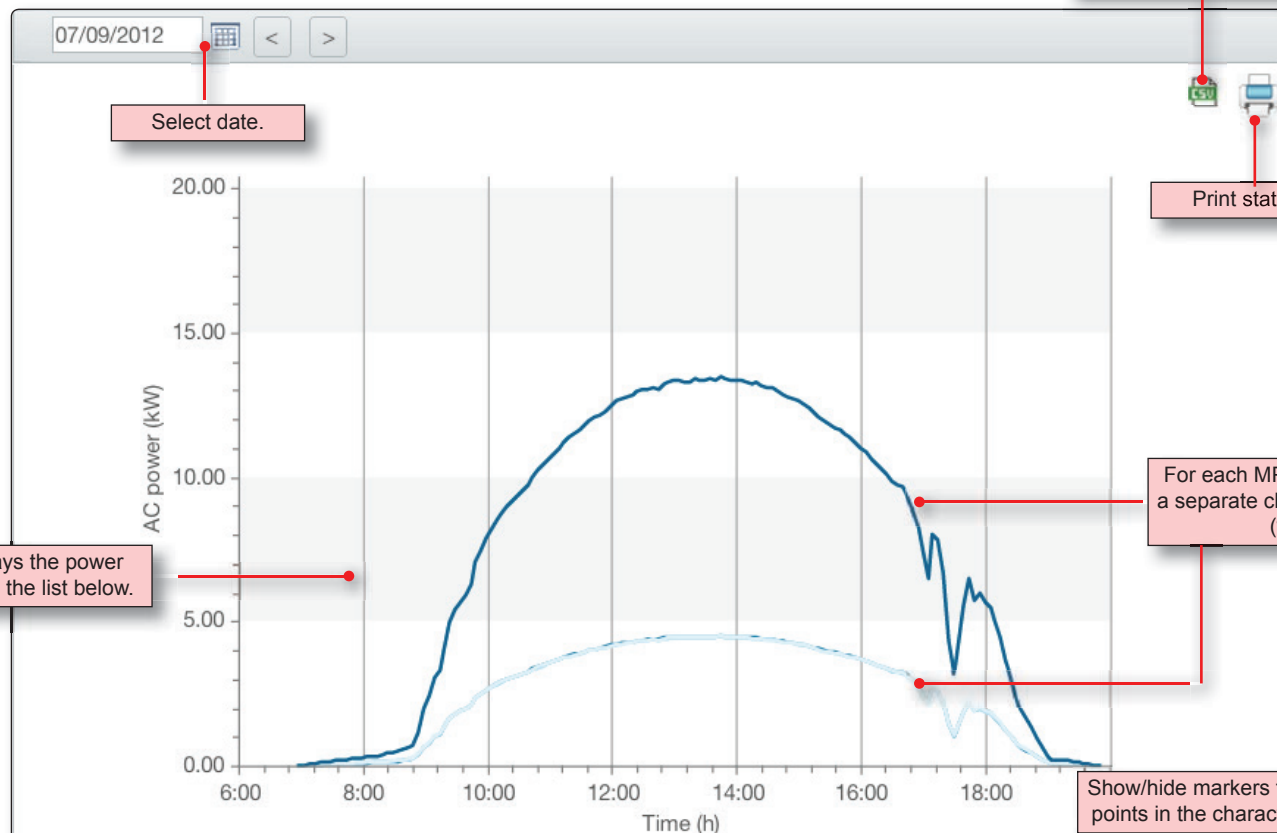
## PV Anlage

**Geo coordinates:** Uznach, Switzerland  
**Date of commissioning:** 15/11/2011  
**Installed power:** 6.00 kWp

**Inverter:**  
 SOLIVIA 15 EU G3 TL (1)



- Homepage
- Statistics
  - AC power
  - Yield
  - AC voltage/current
  - DC voltage/current
- Messages
- Manage PV systems
- Manage customers
- Manage my account



List of power inverters connected to the gateway via the RS485 interface.

The color with which the power inverter is displayed in the diagram.

☐ Show marker

The power inverter is selected and displayed in the diagram.

Select	Inverter	RS485 ID	Color	Number of phases	Number of MPP trackers
<input checked="" type="checkbox"/>	SOLIVIA 20 EU G3 TL	1		3	2
<input type="checkbox"/>	SOLIVIA 20 EU G3 TL	2		3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	3		3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	4		3	2
<input type="checkbox"/> All/none					

Select all / no power inverters for display.

The RS485 ID of the power inverter. This is configured on the power inverter.

The number of phases with which the power inverter is connected.

Number of MPP trackers. This depends on the type of power inverter.

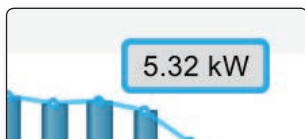
The displayed power is the average for the configured calculation period.

The calculation period depends on the time intervals at which the gateway data is transferred to the monitoring portal.

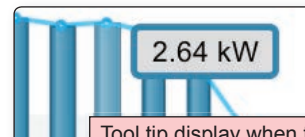
The time interval can be configured in the gateway configuration software.

### Tool tips

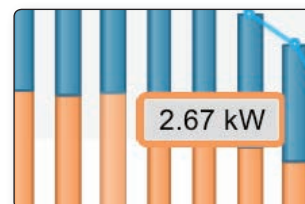
Additional information is displayed when you move the cursor over the graph line or bar:



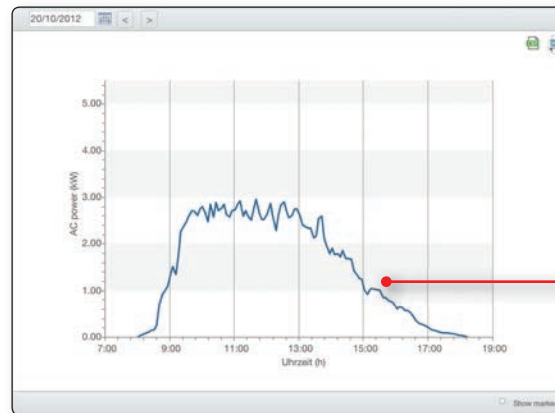
Tool tip display when the cursor is over the graph. Displays the total of the individual values of the power inverters.



Tool tip display when the cursor is over a blue bar. Displays the total energy generated by this power inverter until this point in time.

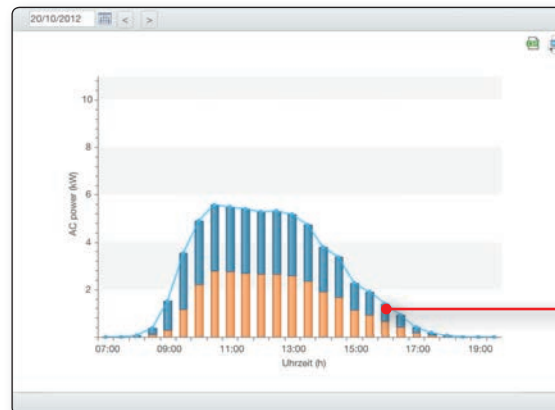


The color of the tool tip always matches the bar over which the cursor is positioned.



Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1	<span style="color: blue;">■</span>	1	1
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	2	<span style="color: orange;">■</span>	1	1
<input type="checkbox"/> All/none					

If several power inverters are selected, the data is displayed as a graph.



Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1	<span style="color: blue;">■</span>	1	1
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	2	<span style="color: orange;">■</span>	1	1
<input type="checkbox"/> All/none					

If several power inverters are selected, the data is displayed as a bar chart.

Homepage

Statistics

AC power

Yield

AC voltage/current

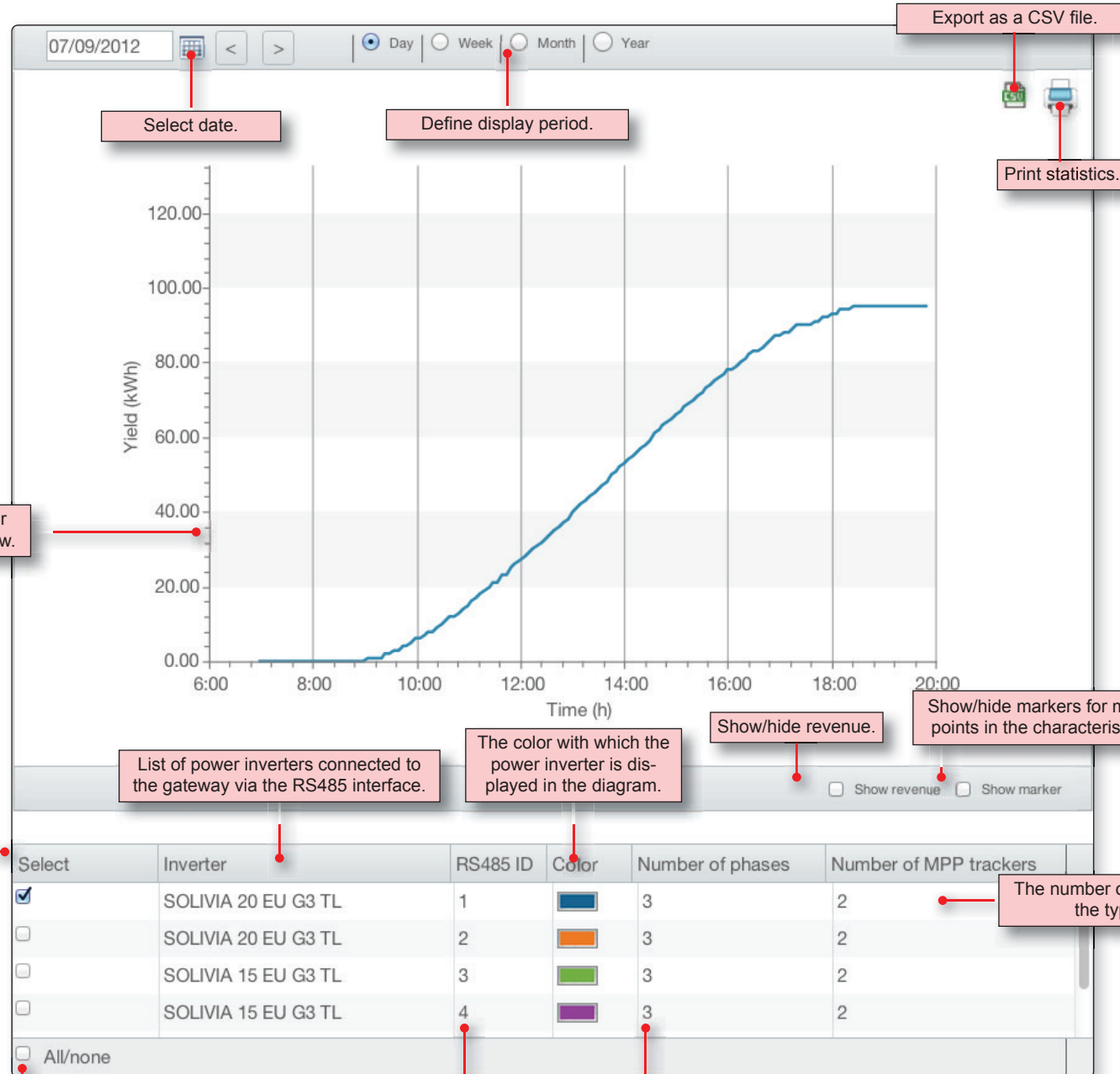
DC voltage/current

Messages

Manage PV systems

Manage customers

Manage my account



Select all / no power inverters for display.

The RS485 ID of the power inverter. This is configured on the power inverter.

The number of phases with which the power inverter is connected.





The statistics for the AC energy can be displayed for different periods:

- Day
- Week
- Month
- Year

You can switch the Y axis for the diagram between kWh and revenue (e.g. in euros).

The diagram display depends on the number of power inverters selected in the list.

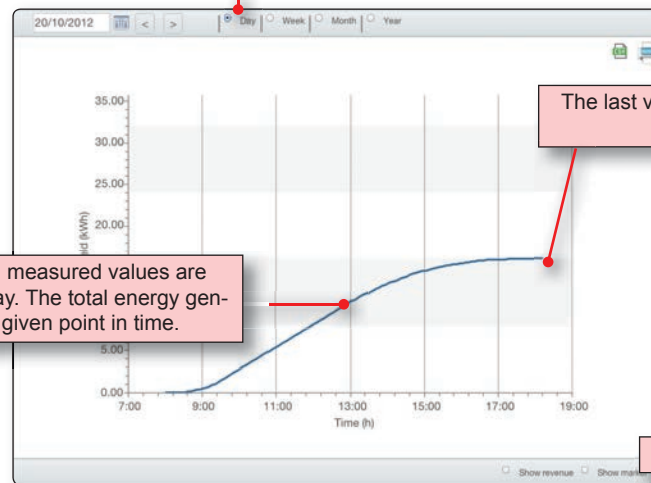
The diagrams on this page are displayed when a single 1-phase power inverter is selected from the list.

Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1		1	1
<input type="checkbox"/>	SOLIVIA 5.0 EU G3	2		1	1
<input type="checkbox"/> All/none					

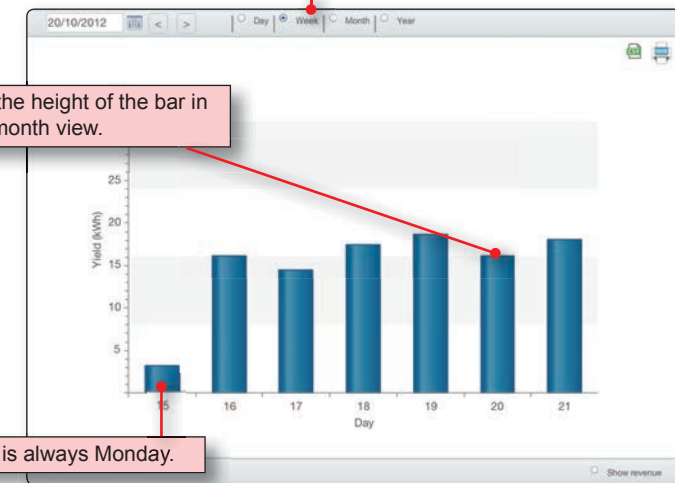
Display period **Day** selected

Display period **Week** selected

In the Day view, the individual measured values are totaled over the course of the day. The total energy generated is displayed up to a given point in time.

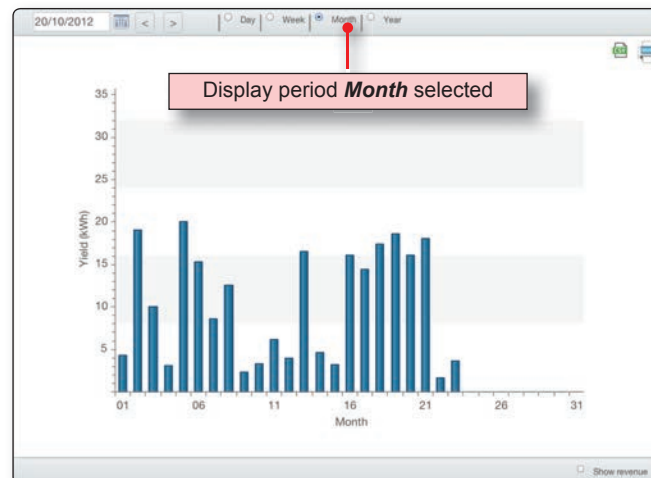


The last value matches the height of the bar in the week or month view.

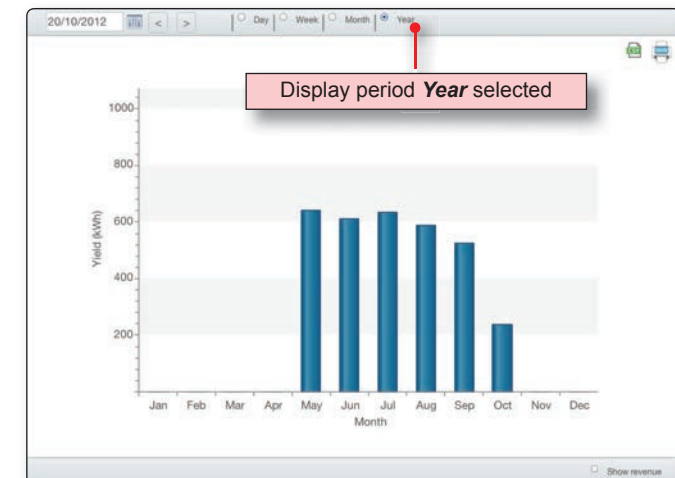


The first day is always Monday.

Display period **Month** selected





Display period **Year** selected



If several power inverters are selected in the list, the type of diagram display changes.

The diagrams on this page are displayed when two 1-phase power inverters are selected from the list.

These colors are used for displaying power inverters in the diagram.

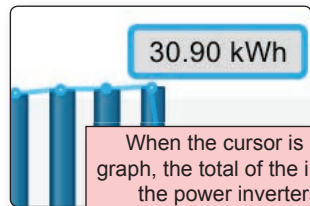
Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1		1	1
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	2		1	1
All/none					

Display period **Day** selected.

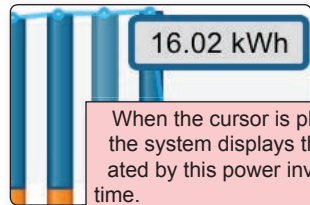
Display period **Week** selected.

## Tool tips

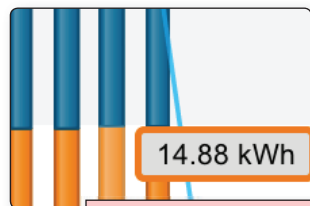
Additional information is displayed when you move the cursor over the graph line or bar:



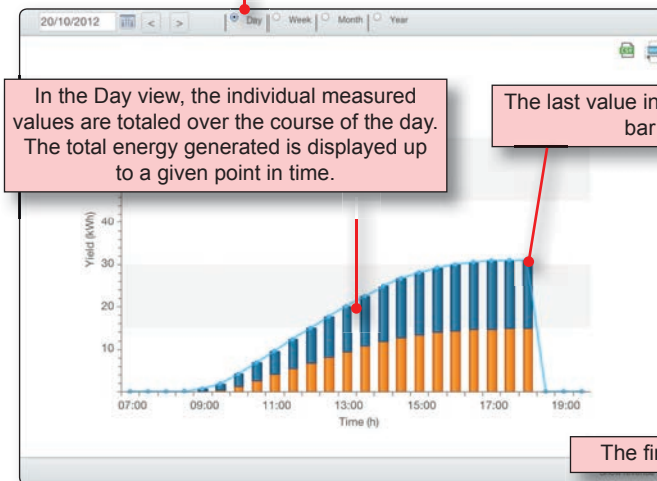
When the cursor is placed over the graph, the total of the individual values of the power inverters is displayed.



When the cursor is placed over a blue bar, the system displays the total energy generated by this power inverter until this point in time.



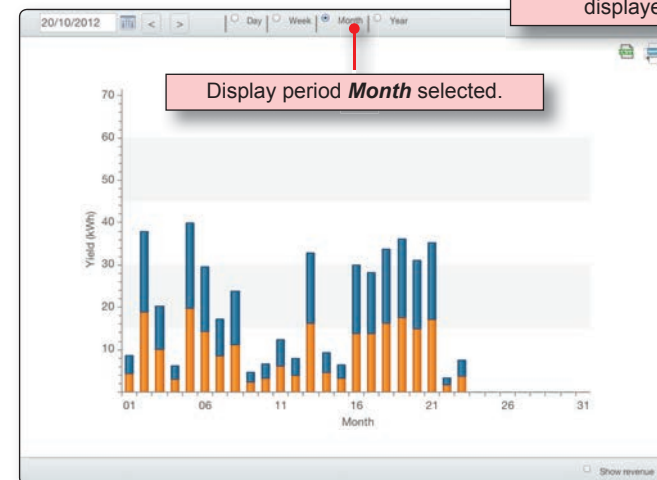
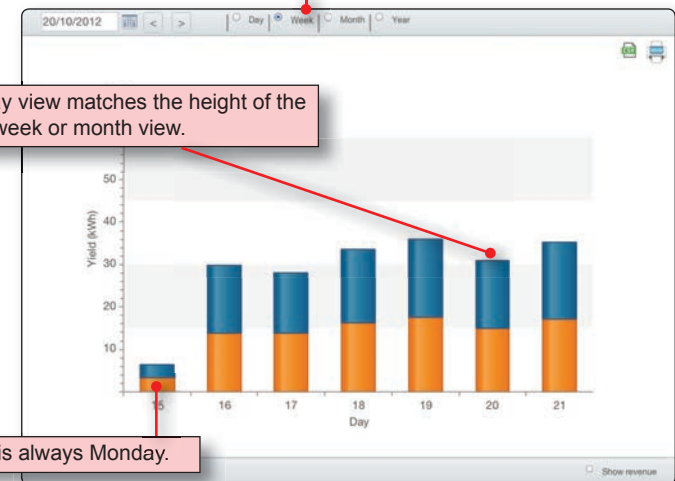
The color of the information box always matches the bar over which the cursor is positioned.



In the Day view, the individual measured values are totaled over the course of the day. The total energy generated is displayed up to a given point in time.

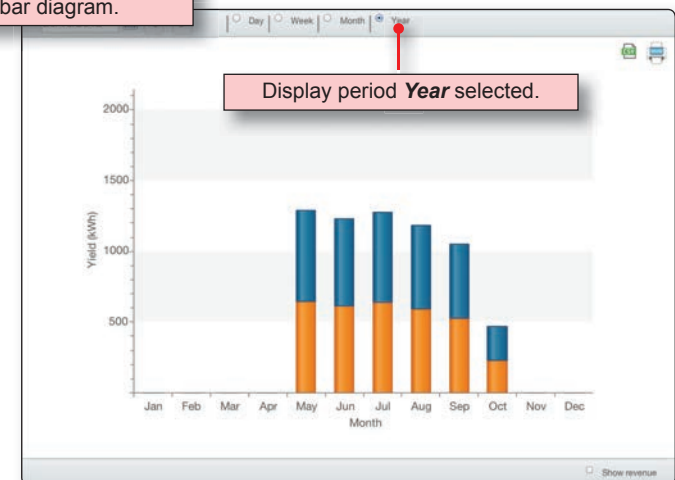
The last value in the Day view matches the height of the bar in the week or month view.

The first day is always Monday.



Display period **Month** selected.

The values for the power inverters are displayed as a bar diagram.



Display period **Year** selected.

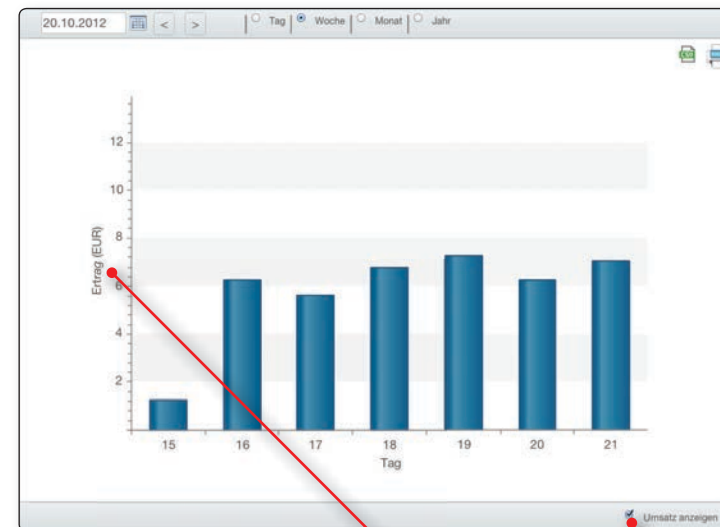


You can switch the display for yield between kWh and revenue (e.g. in euros).

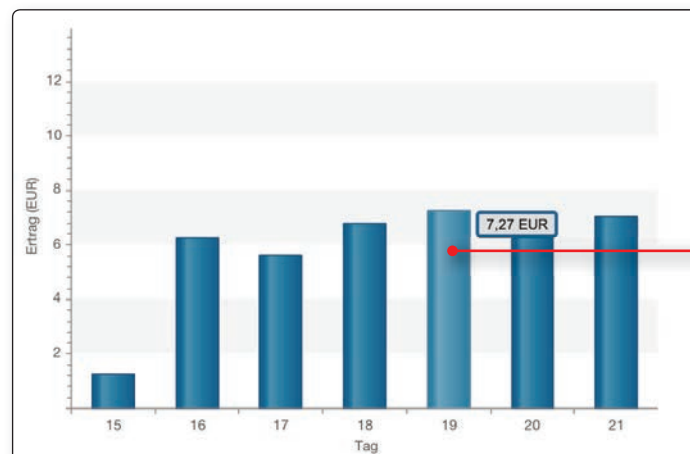
Switching only changes the Y axis, the diagram itself does not change.

To display revenue, however, a value must be entered in **Manage PV systems > PV systems** in the field **Payment per kWh**.

By default, the yield is displayed in kWh.



If the option **Display revenue** is selected, the revenue is displayed in euros. The currency depends on the country in which you live.



Moving the cursor over a bar displays the revenue as a tool tip.

Homepage

Statistics

AC power

Yield

AC voltage/current

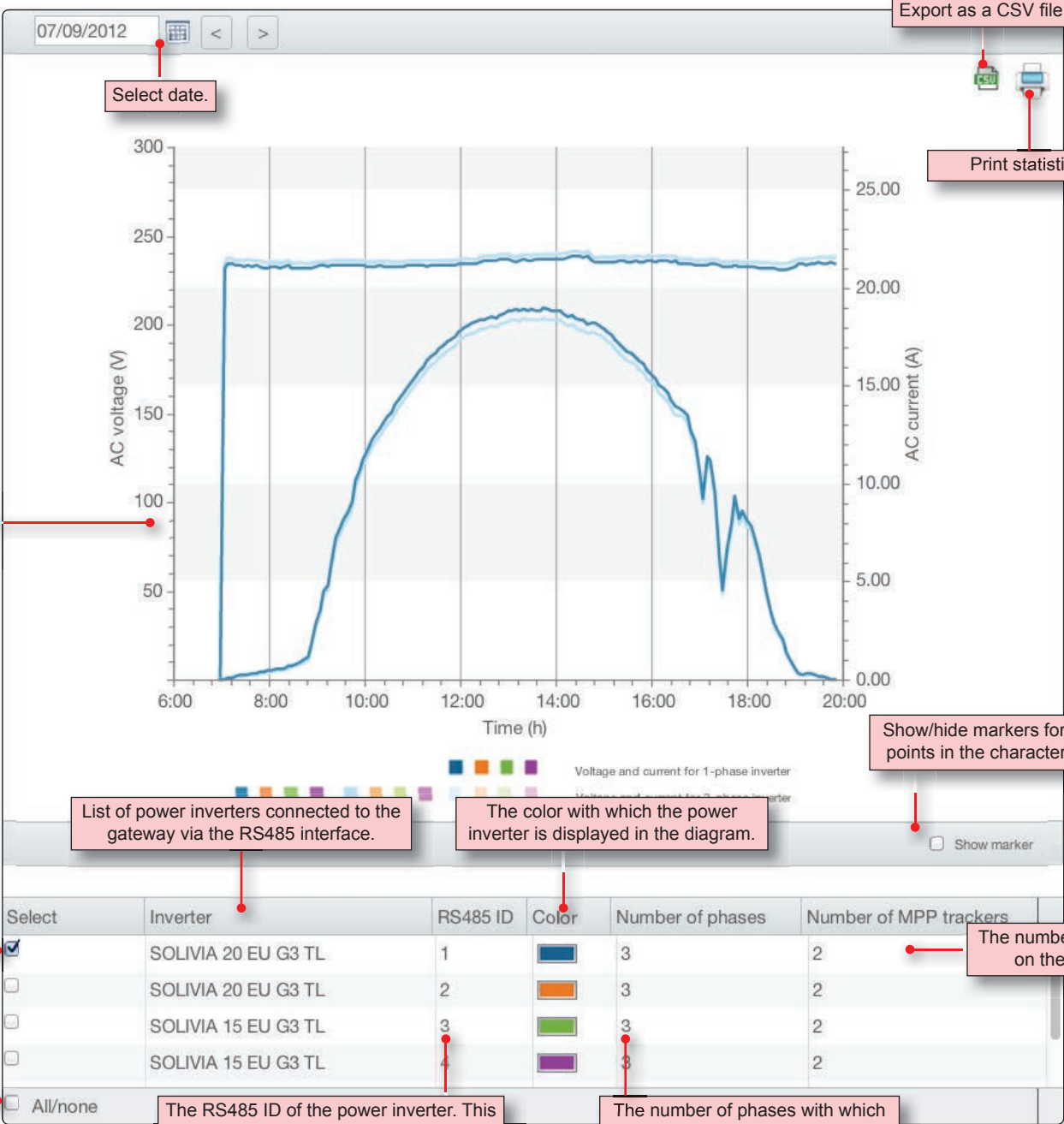
DC voltage/current

Messages

Manage PV systems

Manage customers

Manage my account



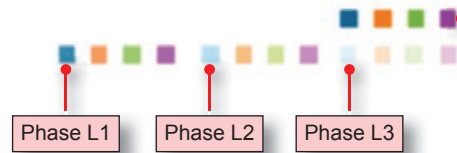
AC voltage and AC current are displayed for each phase.

This means that for 3-phase power inverters, six graphs are displayed.



Because this display quickly becomes confusing, we recommend only ever displaying one power inverter at a time.

## Color coding



The top color sequence applies to 1-phase power inverters, while the bottom color sequence applies to 3-phase power inverters.

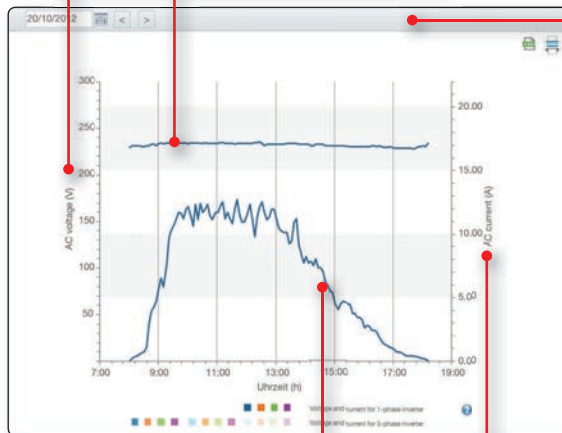
If more than four power inverters are connected, the color assignment starts again from the beginning. The fifth power inverter is therefore displayed in blue.

For 3-phase power inverters, the voltages and currents for each phase are displayed separately in different colors.



The 3-phase power inverters from Delta have integrated phase balancing, and therefore store the same current in each phase. This means that the graphs for the three phases are laid exactly one over the other and therefore only one graph is visible.

The upper graph shows the voltage and the Y-axis on the left applies.



For 1-phase power inverters, two graphs are displayed per power inverter.

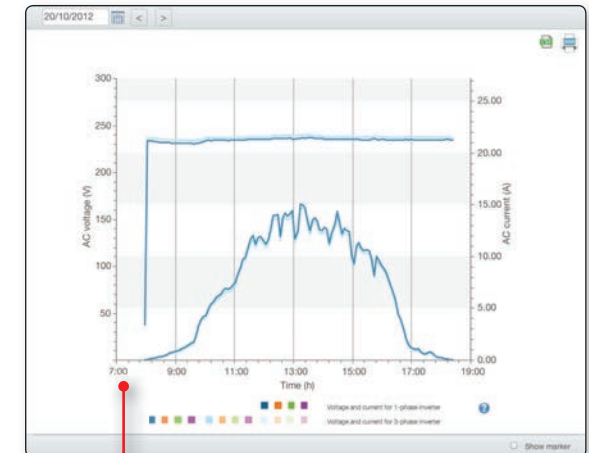
Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1		1	1
<input type="checkbox"/>	SOLIVIA 5.0 EU G3	2		1	1
<input type="checkbox"/> All/none					

The lower graph shows the current and the Y-axis on the right applies.

For each MPP tracker of a power inverter, a separate characteristic curve is displayed for voltage and current (with its own color).

Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 20 EU G3 TL	1		3	2
<input type="checkbox"/>	SOLIVIA 20 EU G3 TL	2		3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	3		3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	4		3	2
<input type="checkbox"/> All/none					

For 3-phase power inverters, six graphs are displayed per power inverter. Two for each phase.



Homepage

Statistics

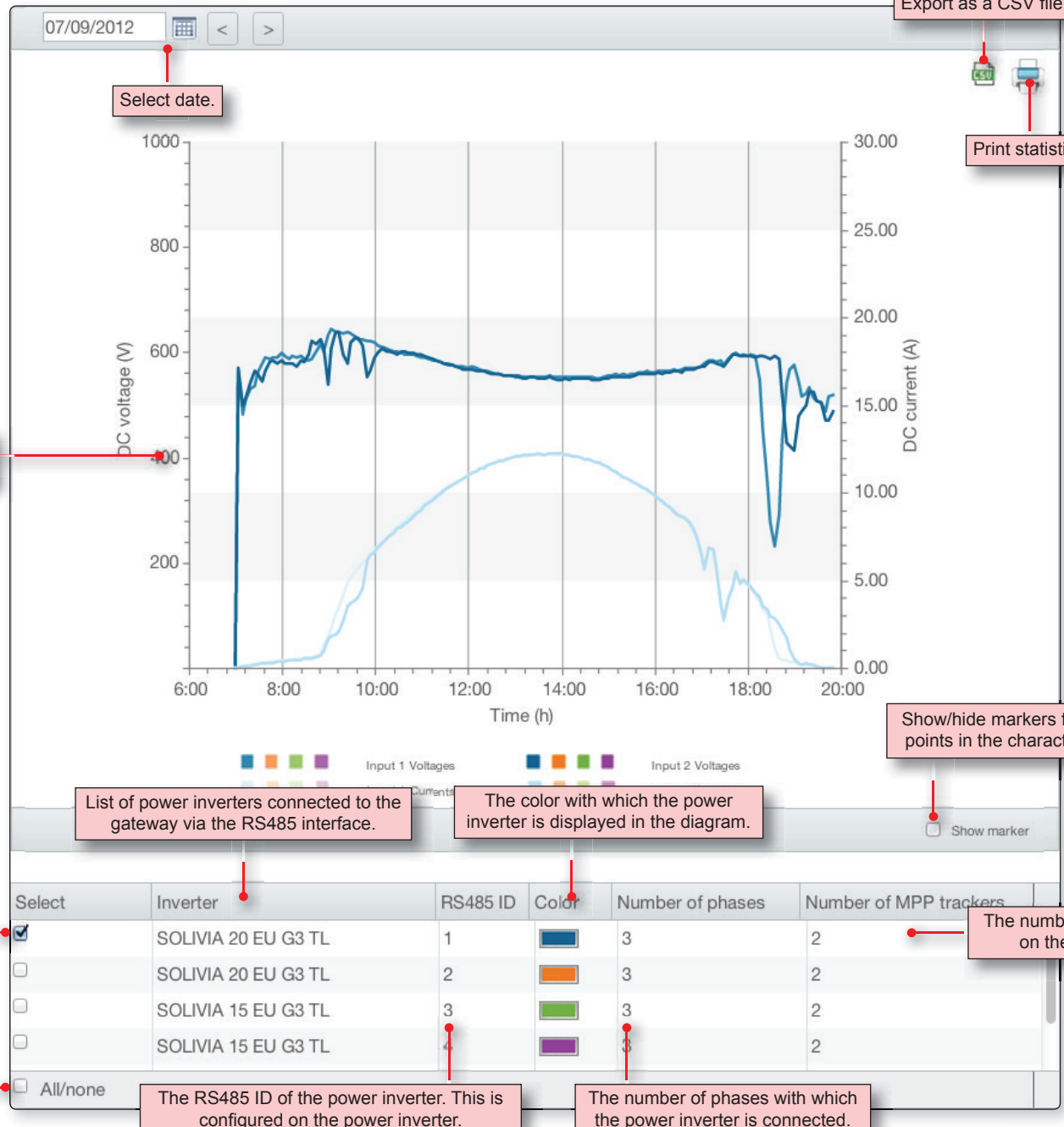
- AC power
- Yield
- AC voltage/current
- DC voltage/current

Messages

Manage PV systems

Manage customers

Manage my account



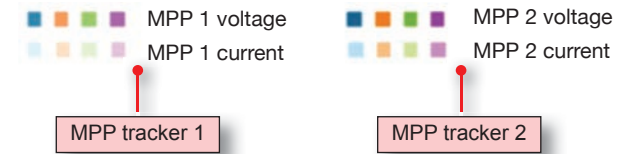
For every MPP tracker, DC voltage and DC current are displayed.

There are power inverters with one and two MPP trackers.

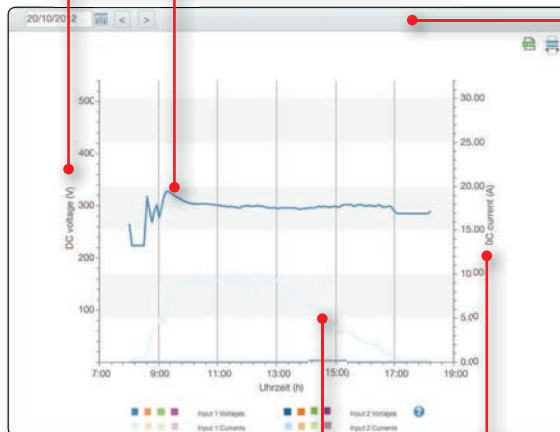


Because this display quickly becomes confusing, we recommend only ever displaying one power inverter at a time.

## Color coding



The upper graph shows the voltage and the Y-axis on the left applies.



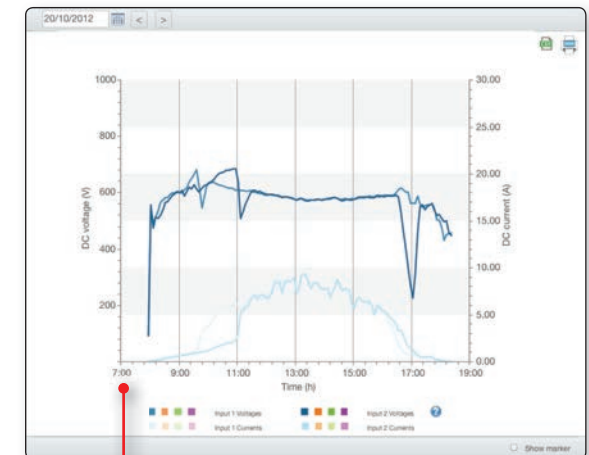
For power inverters with one MPP tracker, two graphs are displayed per power inverter.

Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 5.0 EU G3	1	<span style="color: blue;">■</span>	1	1
<input type="checkbox"/>	SOLIVIA 5.0 EU G3	2	<span style="color: orange;">■</span>	1	1
<input type="checkbox"/> All/none					

The lower graph shows the current and the Y-axis on the right applies.

Select	Inverter	RS485 ID	Color	Number of phase	Number of MPP t
<input checked="" type="checkbox"/>	SOLIVIA 20 EU G3 TL	1	<span style="color: blue;">■</span>	3	2
<input type="checkbox"/>	SOLIVIA 20 EU G3 TL	2	<span style="color: orange;">■</span>	3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	3	<span style="color: green;">■</span>	3	2
<input type="checkbox"/>	SOLIVIA 15 EU G3 TL	4	<span style="color: purple;">■</span>	3	2
<input type="checkbox"/> All/none					

For power inverters with two MPP trackers, four graphs are displayed per power inverter.



- Homepage
- Statistics
- Messages
- Manage PV systems
- Manage customers
- Manage my account



To improve password security, you should use a mixture of upper and lower case letters, as well as numbers and special characters.  
Do not use passwords that you use elsewhere (e.g. for Internet banking).

Export as a CSV file. [Export to CSV](#)

The current status of the error.

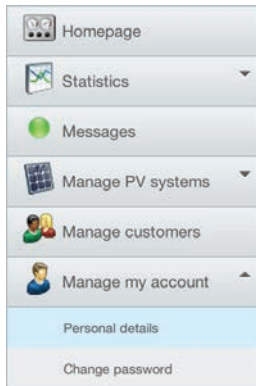
Status	Date and time at which error occurred.	RS485 ID and type of power inverter.	Short error text.	Change error status manually.
	30/10/2012 07:46	[16] SOLIVIA 3.3 EU G3	Input Power Low	
	30/10/2012 07:46	[13] SOLIVIA 3.3 EU G3	AC Not OK	
	30/10/2012 07:46	[14] SOLIVIA 3.3 EU G3	AC Not OK	
	30/10/2012 07:46	[13] SOLIVIA 3.3 EU G3	Input Power Low	
	30/10/2012 07:46	[15] SOLIVIA 3.3 EU G3	AC Not OK	
	30/10/2012 07:41	[17] SOLIVIA 3.3 EU G3	Input Power Low	
	30/10/2012 07:31	[14] SOLIVIA 3.3 EU G3	Input Power Low	
	30/10/2012 07:31	[18] SOLIVIA 3.3 EU G3	Input Power Low	
	30/10/2012 07:21	[17] SOLIVIA 3.3 EU G3	AC Not OK	
	30/10/2012 07:21	[16] SOLIVIA 3.3 EU G3	AC Not OK	

Update list. 1 2 3

Scroll through the error list.

Show entry 1 - 10 of 22





In this section, you can manage your personal data.

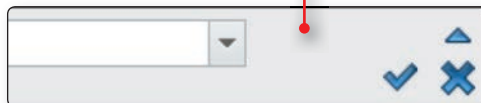
Fill out at least the fields indicated with an asterisk (\*).

### How to use



To change the details in an input field, click on the blue triangle to the right of the input field.

This opens the input field allowing you to make the required changes.



This will collapse the input field temporarily. The changes will not be adopted!

Click on the cross to cancel processing without adopting any changes.

Click on the checkmark to adopt the changes.

### Account details

\* Form of address Mr.

Title

\* First name John Q.

\* Last name Public

Company

E-mail

John Q. Public@xyz.com

This is the e-mail address that you entered during registration. You cannot change the e-mail address here. If you want to change the e-mail address, please contact Delta Solar Support.

\* Language

English

The language you configure here is used for the SOLIVIA Monitoring Portal.

Customer type

Installer

Your customer type is defined by Delta Solar Support. They will also provide you with further information.

### User address

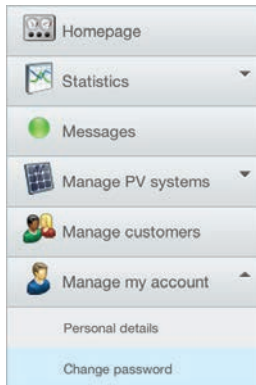
\* Street and house number 1 Sample Street

\* City/town Sample city

State/County

\* Postal code/zip code 12345

\* Country Germany



To improve password security, you should use a mixture of upper and lower case letters, as well as numbers and special characters. Do not use passwords that you use elsewhere (e.g. for Internet banking).

### Login password

The password must consist of between 8 and 20 characters. Make sure you only use safe passwords which are known only to you. In addition, your password should consist of lower and upper case letters as well as numerals and special characters.

Current login password

New login password

Repeat login password

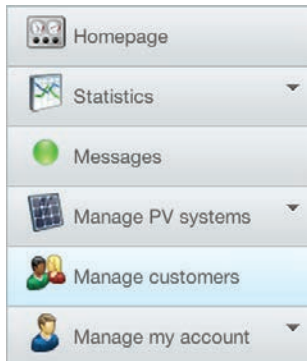
Save

Enter the old password here.

Enter the new password here. You must enter exactly the same password in each text field!

To activate the new password, click on **Save**.





If Delta Solar Support has assigned you the appropriate customer type (e.g. "Installer"), then you can access customer management for your own customers. You can access information on the individual customer types from Delta Solar Support. Only Delta Solar Support can **delete a customer**.

**Before you create a new customer and enter their private data, make sure you obtain their consent first!**

You customer has the option to register with the SOLIVIA Monitoring Portal independently of your customer management and create and manage their own PV system independently.

As soon as a customer has registered, you will no longer be able to access their personal data. From that point, only they can change this data.

Create new customer.

Export as a CSV file.

Enter new customer

Export to CSV

	First name	Last name	Postal code/zip code	City/town	Edit status
	John	Smith	12345	Sample city	<div> <div>✖</div> <div>✚</div> </div>

Expand detail view.

⏮

⏪

1

⏩

⏭

Show entry 1 - 1 of 1

This icon currently has no function.

Click on this icon to send an invitation to your customer. The customer then receives an e-mail.

Click on the **Create new customer** button.

Enter new customer

Export to CSV

	First name	Last name	Postal code/zip code	City/town	Ed

The system opens the form for new customer creation.

Enter new customer

Customer data

\* Form of address

Title

Fill out at least all the fields indicated with an asterisk (\*).

Enter new customer

Customer data

\* Form of address

Mr.

Title

\* First name

John

First name of customer or contact person.

Fields marked \* are mandatory.

[Back to overview](#)

Save

Finally, click the **Save** button. The new customer is then added to the list of your customers.

Enter new customer		Export to CSV			
	First name	Last name	Postal code/zip code	City/town	Edit status
	John Q.	Public	12345	Sample city	
<span>1</span>					Show entry 1 - 1 of 1

Click on this icon to send an invitation to your customer. The customer then receives an e-mail.

Dear Mr. Public, John Q. - 12345 Sample city,

Ms. Jane Q. Public, is inviting you to register with Delta SOLIVIA Monitoring Portal. The SOLIVIA Monitoring Portal provides comprehensive information on the status of your photovoltaic system. After registration, you will be able to check the status of your photovoltaic system for yourself via the Internet. To accept this invitation and register with the SOLIVIA Monitoring Portal, click on the following link.

Note: The e-mail address used for this invitation must also be used for the registration. If you want to register with the SOLIVIA Monitoring Portal, you must register yourself in the SOLIVIA Monitoring Portal.

<https://login.solar-inverter.com/Account/Register?email=John Q. Public@xyz.com>

After registration, you can log in to the SOLIVIA Monitoring Portal via this link.

<https://pvmmonitoring.solar-inverter.com/>

After accepting the invitation, the customer can log in to the SOLIVIA Monitoring Portal via this link.

To register themselves, customers must click on this link. The customer must use the same e-mail address during registration to ensure that automatic assignment to your account works!

To reject the invitation, click on the following link:

<https://pvmmonitoring.solar-inverter.com/Account/CancelInvitation/7a55fe7e-1bc1-4f67-9a19-07a29945183c>

The customer can reject the invitation here.

Note:

- If the links do not work, please copy the link into the address bar of your browser.
- The links are invalid after use.

With kind regards,  
Your SOLIVIA team at Delta

## SUPPORT - EUROPE

### Austria

service.oesterreich@solar-inverter.com  
0800 291 512 (Free Call)

### Belgium

support.belgium@solar-inverter.com  
0800 711 35 (Free Call)

### Bulgaria

support.bulgaria@solar-inverter.com  
+421 42 4661 333

### Czech Republic

podpora.czechia@solar-inverter.com  
800 143 047 (Free Call)

### Denmark

support.danmark@solar-inverter.com  
8025 0986 (Free Call)

### France

support.france@solar-inverter.com  
0800 919 816 (Free Call)

### Germany

service.deutschland@solar-inverter.com  
0800 800 9323 (N° vert)

### Greece

support.greece@solar-inverter.com  
+49 7641 455 549

### Israel

support.israel@solar-inverter.com  
+49 7641 455 549

### Italy

supporto.italia@solar-inverter.com  
800 787 920 (Free Call)

### The Netherlands

ondersteuning.nederland@solar-inverter.com  
0800 022 1104 (Free Call)

### Portugal

suporte.portugal@solar-inverter.com  
+49 7641 455 549

### Slovakia

podpora.slovensko@solar-inverter.com  
0800 005 193 (Free Call)

### Slovenia

podpora.slovenija@solar-inverter.com  
+421 42 4661 333

### Spain

soporto.espana@solar-inverter.com  
900 958 300 (Free Call)

### Switzerland

support.switzerland@solar-inverter.com  
0800 838 173 (Free Call)

### United Kingdom

support.uk@solar-inverter.com  
0800 051 4281 (Free Call)

### Other European countries

support.europe@solar-inverter.com  
+49 7641 455 549