

# SolarVu<sup>®</sup> Frequently Asked Questions

## Q1: Inverter error codes and how to find them using SolarVu?

**A1:** To diagnose inverter error messages displayed by SolarVu refer to the inverter manufacturer's error codes and interpretation from the inverter manual.

Get this document by clicking the [Codes](#) button next to [Analyzer ->Inverter Status->Status->Alarm State](#)

You can also download the full inverter manual by clicking the [Manual](#) button at the top of the [Inverter Status](#) screen.

## Q2: How can I add and remove alarm email information on SolarVu?

**A2:** To add or remove emails go to [Setup](#) and login using your [username](#) and [password](#).

Under [Account](#) go to [Email Setup -> Add Email](#). Enter desired email address and click [Add/Save](#).

## Q3: How can I download raw data using SolarVu?

**A3:** To download raw data go to [Setup](#) and login using your [username](#) and [password](#).

Under [Download](#) you have the option to download .csv file for any hardware that is being monitored by SolarVu.

## Q4: How can I change SolarVu alarm email frequency

**A4:** To change alarm email frequency go to [Setup](#) and login using your [username](#) and [password](#).

Under [Account](#) go to [Email Setup -> Frequency](#). Use the drop down to change frequency of emails then click [Add/Save](#).

## Q5: How can I change the fit sell rate?

**A5:** To change the fit sell rate go to [Setup](#) and login using your [username](#) and [password](#).

Under [Account](#) go to [System Parameters -> Sell Rate](#). Enter new desired sell rate then click [Save](#).

## Q6: Where can I download installation guides?

**A6:** To download installation guides you can go to [www.cachelan.com/support](http://www.cachelan.com/support)

Under [SolarVu Installation Guides](#) you will see [Inverters - Accessories - NRGpilot](#).

The list will expand upon being selected and all installation guides will be opened as a .pdf file.

## Q7: Where can I find a list of supported inverters?

**A7:** To view a list of supported inverters go to [www.cachelan.com/support](http://www.cachelan.com/support)

Under [SolarVu installation Guides](#) you will see [Inverters](#).

Click to expand the list of inverters that Cachelan support.

## Q8: How can I tell if my inverters are communicating properly with SolarVu equipment?

**A8:** Click on [Analyzer](#) and select [Equipment Log](#) from the top right drop down box of the SolarVu webpage.

This will list all equipment, including inverters, connected to SolarVu.



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**Q9: What does it mean when colors yellow or red appear on the Live page?**

**A9:** Clicking on the yellow, red or green LED on the [Live](#) page will direct you to the [Analyzer](#) page. This is often caused by an inverter alarm or loss in internet communication.

**Q10: What is the meaning of messages such as “No Communication” or “No Data Available”?**

**A10:** On the [Live](#) page, **NO COMMUNICATION** is displayed when there is no internet to make calls to SolarVu. Go to the [Analyzer](#) page and select [Communication](#). This will provide further details on internet access. When **NO DATA AVAILABLE** is displayed, there is internet access, but one or more devices connected to SolarVu has a communication issue. Go to [Analyzer](#) and select [Equipment Log](#) to list all equipment connected to SolarVu.