SINEXCEL

iSUNA

ESS LINK CLOUD

Operation Instruction

catalog

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1 Introduction to ESS LINK CLOUD

ESS LINK CLOUD is a web-based backend platform for remote monitoring and upgrading of inverters. Common features include:

- Monitoring inverter system data, alarms, software versions, etc;
- Setting inverter parameters;
- Remotely upgrading inverter software;
- Creating and managing subordinate O&M provider accounts.

1.1 Website

China https://admin.pqwisdomcloud.com/

Europe https://europe.pqwisdomcloud.com/

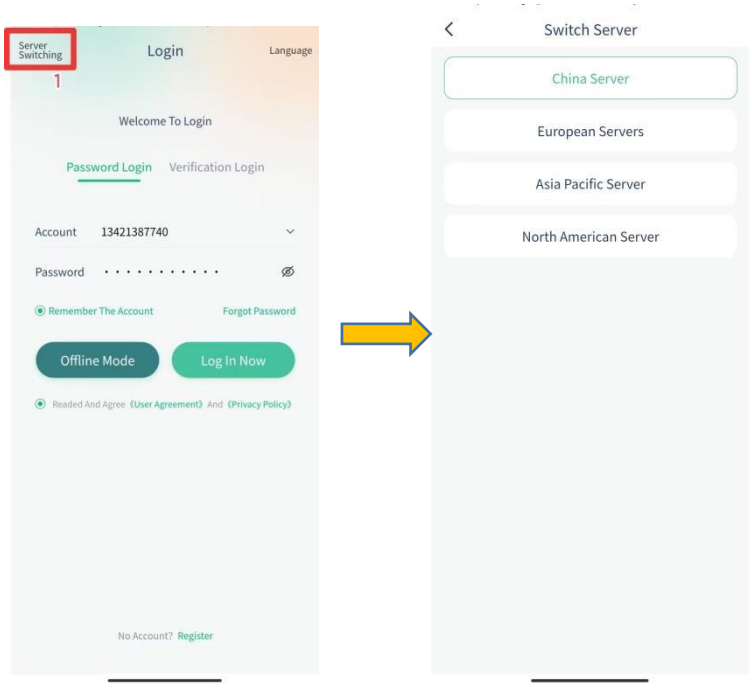
Asia Pacific https://asiapacific.pqwisdomcloud.com/

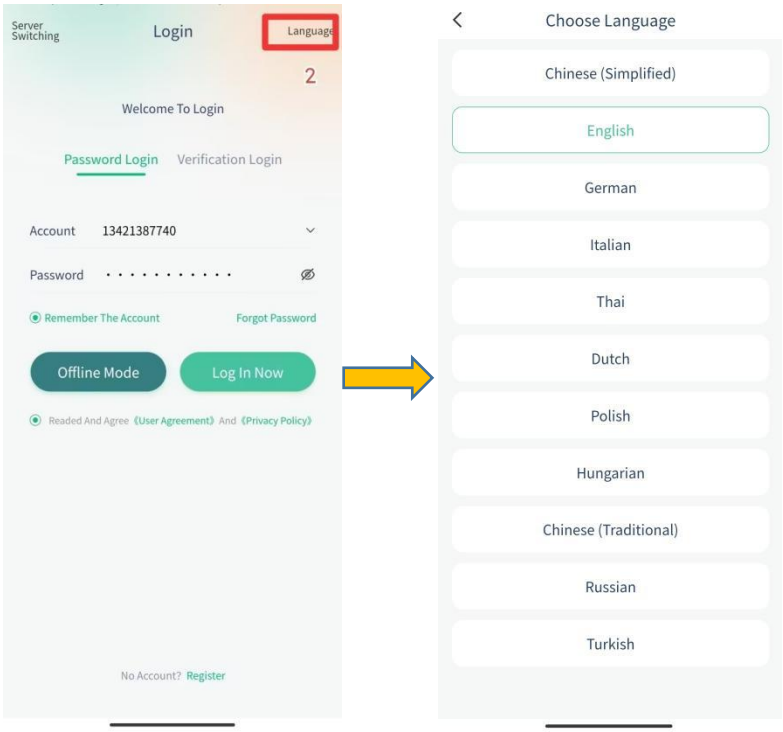
North America https://northamerica.pqwisdomcloud.com/

1.2 Account Registration & Login

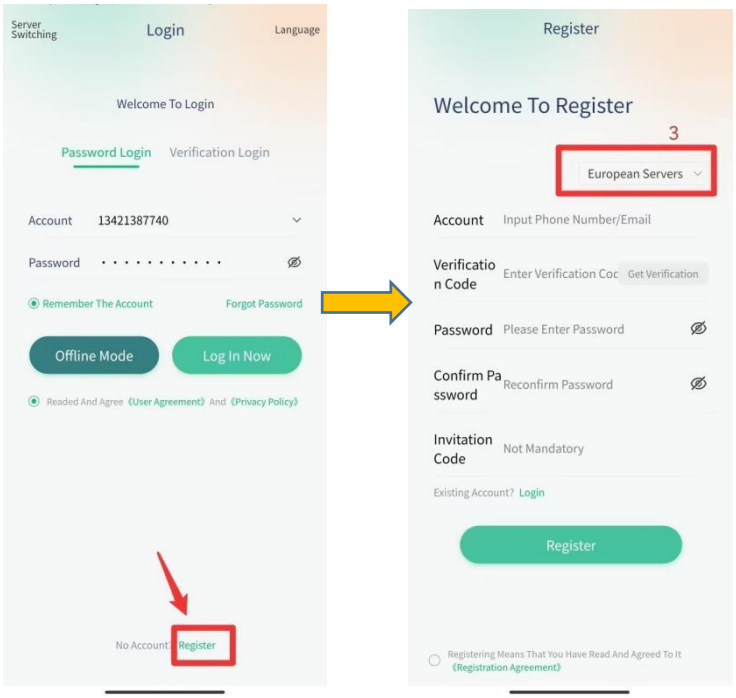
1.2.1 Register Account

Step 1: Click App Icon > Server Switch (Ensure it matches the Wi-Fi dongle server selection). On the login interface, select **Server Switching** in the top left corner and choose the nearest server based on the device's geographical location; **Language** in the top right corner allows you to select the language type.





Step 2: Register > Select Server > Enter Mobile Number/Email > Get Verification Code > Set Password > Register to complete new account registration. As shown below:

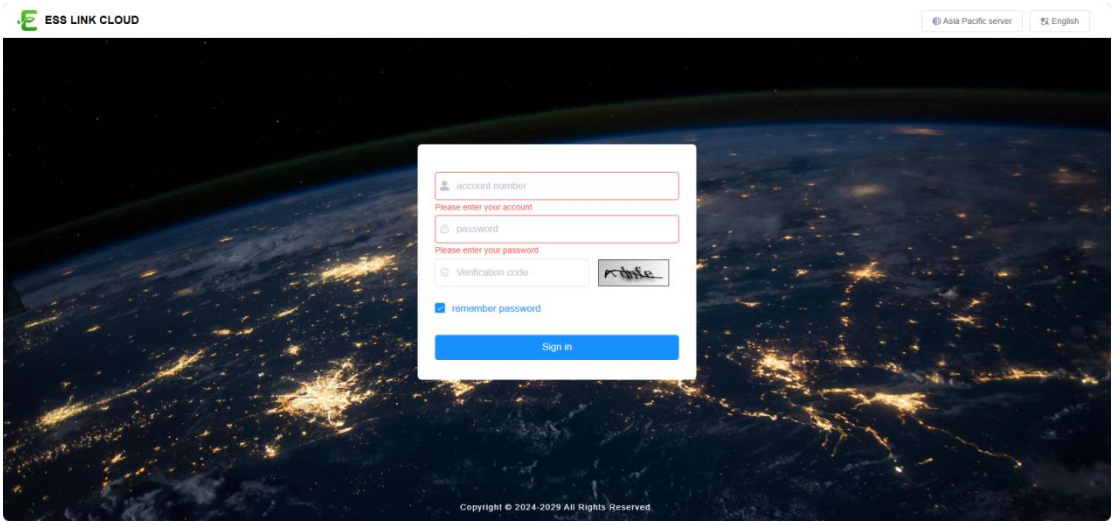


Step 3: After successful registration, please contact the manufacturer to grant O&M provider permissions to the account.

Note: If you already possess an O&M provider account, skip this step.

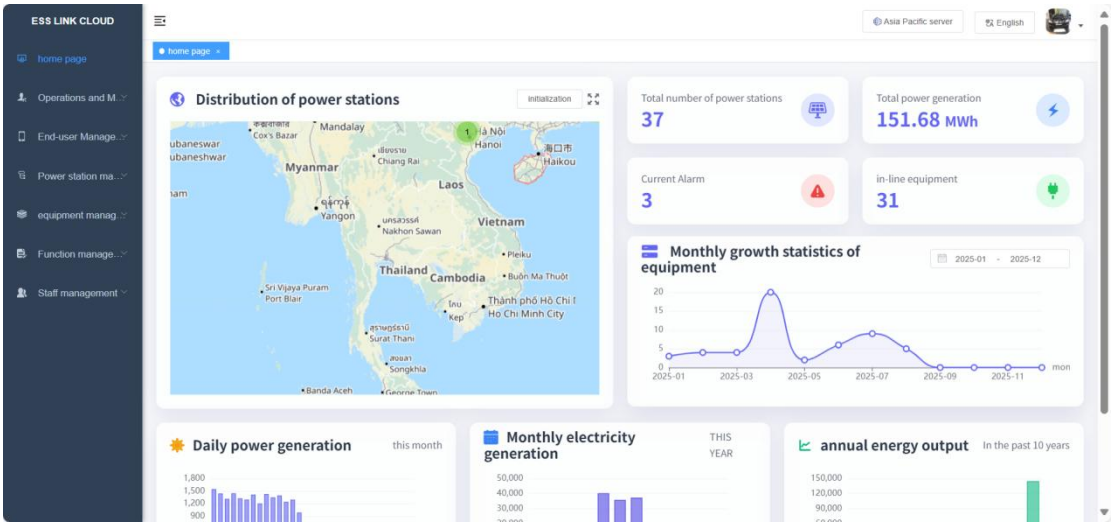
1.2.2 Login

Open the backend website URL corresponding to the account's server (**see 1.1**) in a browser, or after opening the webpage, select the server corresponding to the account, then enter the registered and authorized O&M provider account and verification code to log in.



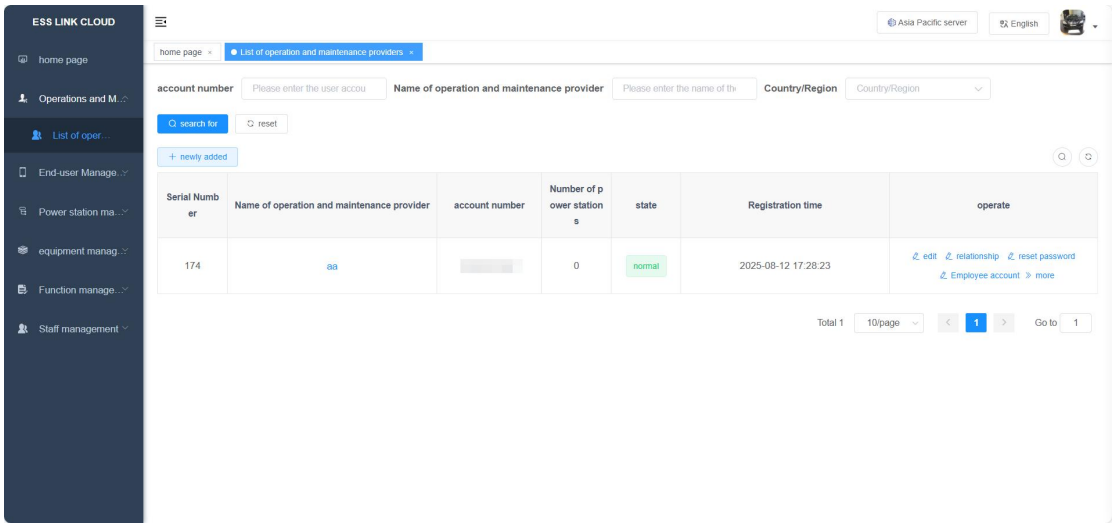
2 Home Page

The home page dashboard displays information for all devices bound under this account, including total number of sites, number of online devices, power generation, etc.



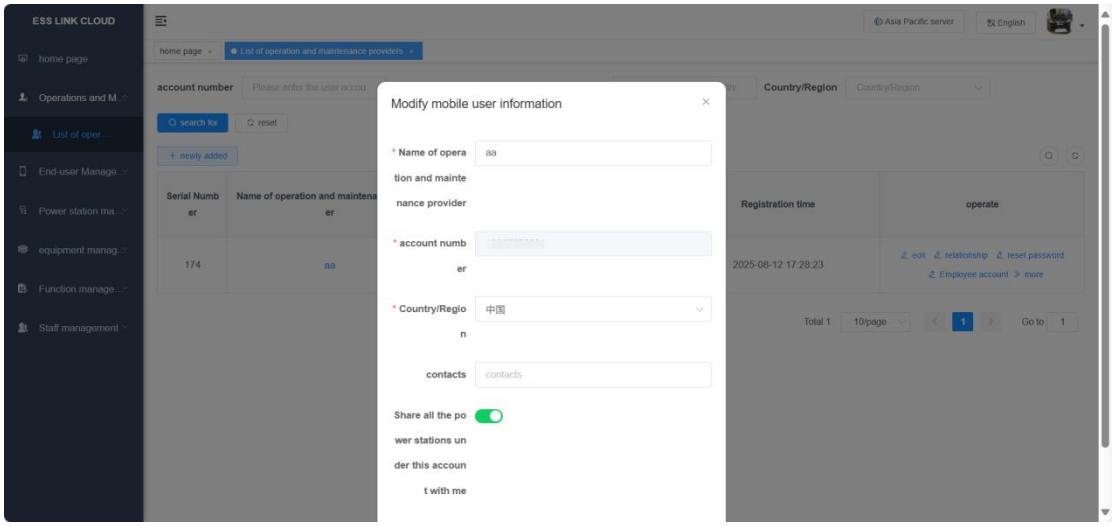
3 O&M Provider Management

The O&M providers List displays all subordinate O&M provider accounts created under this account. Use the various filter boxes to search for subordinate accounts. Clicking an O&M provider name will jump to the list of all sites bound to that provider's account.



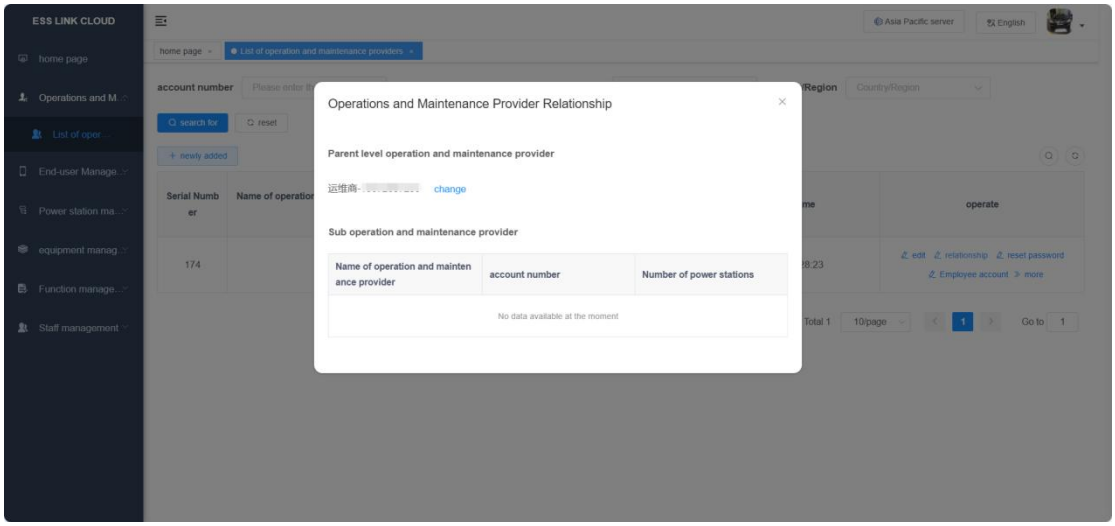
3.1 O&M provider List - Edit

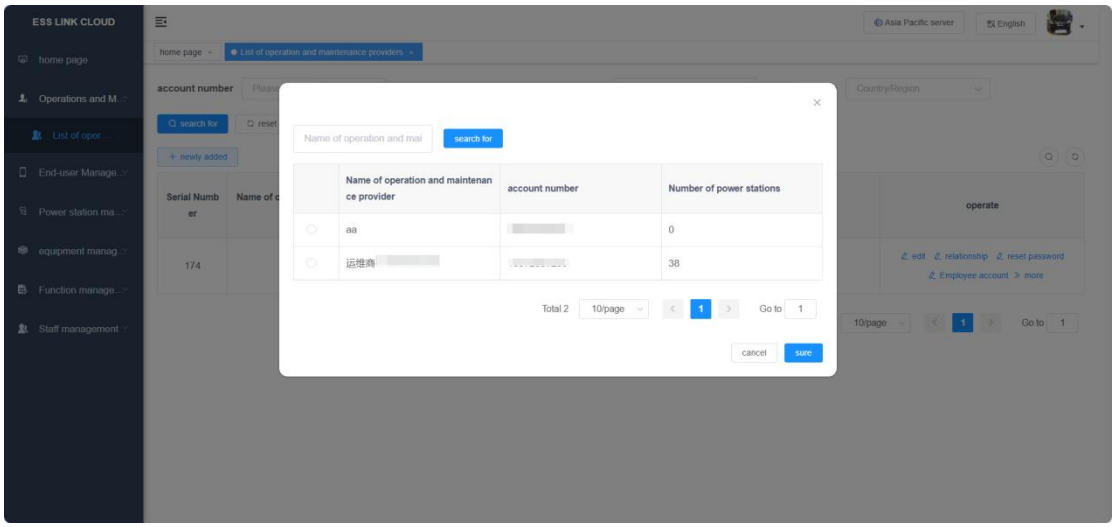
Edit information for an existing subordinate O&M provider account. The provider account name itself cannot be modified.



3.2 O&M provider List - Relationship

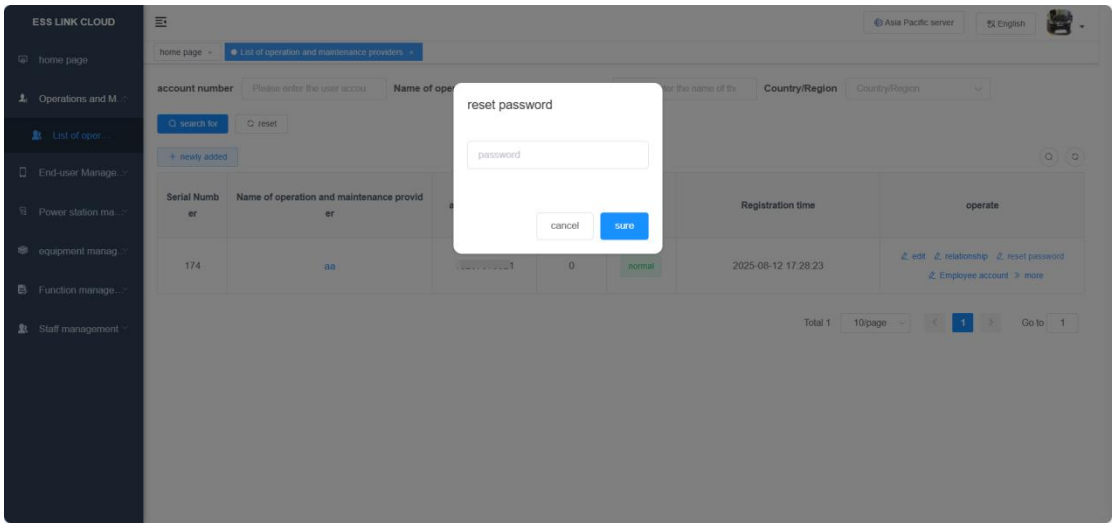
View and modify the parent O&M provider account for this provider. View the list of subordinate O&M provider accounts created by this provider.





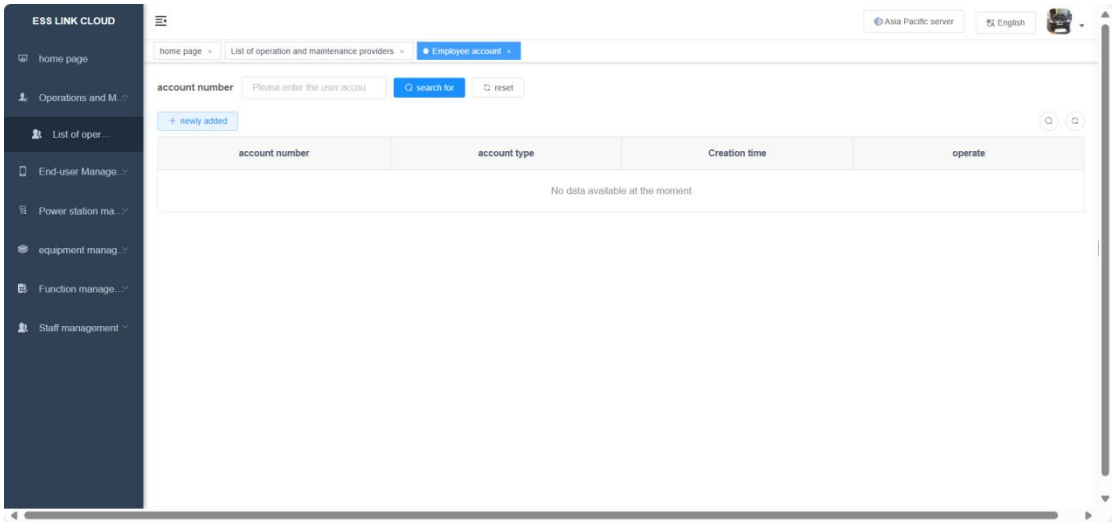
3.3 O&M provider List - Reset Password

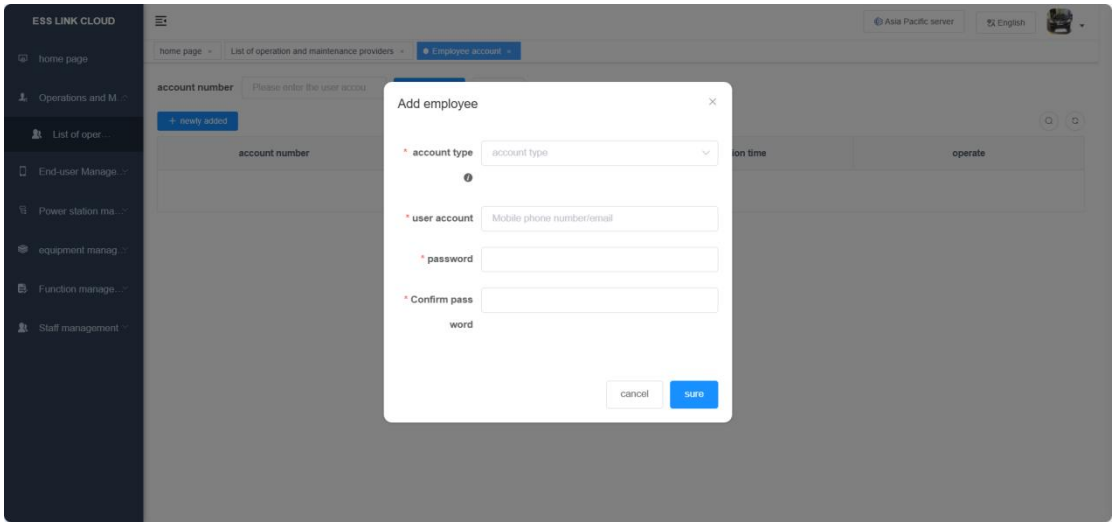
If the password is forgotten, you can reset the password for this O&M provider account.



3.4 O&M provider List - Employee Account

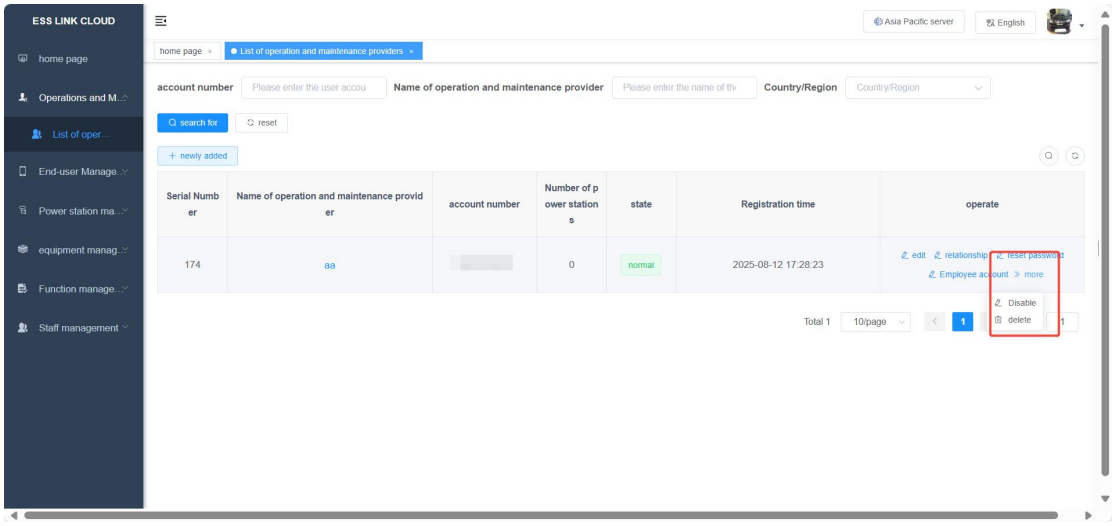
Display the list of staff accounts created under this O&M provider account. You can also add new staff accounts with different permissions.





3.5 O&M provider List - More

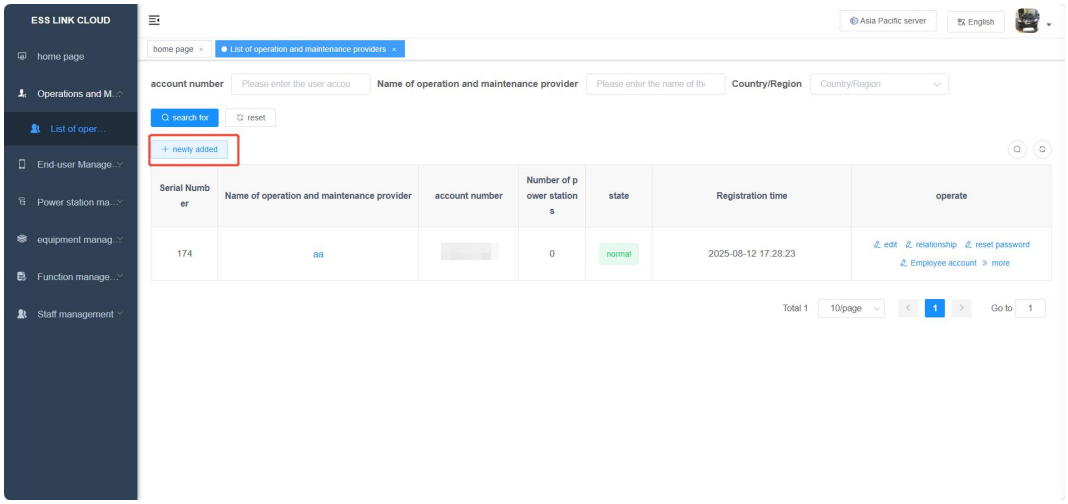
Disable or delete subordinate O&M provider accounts created by this provider. (Disabled accounts still exist but cannot log in; Deleted accounts will be cancelled).

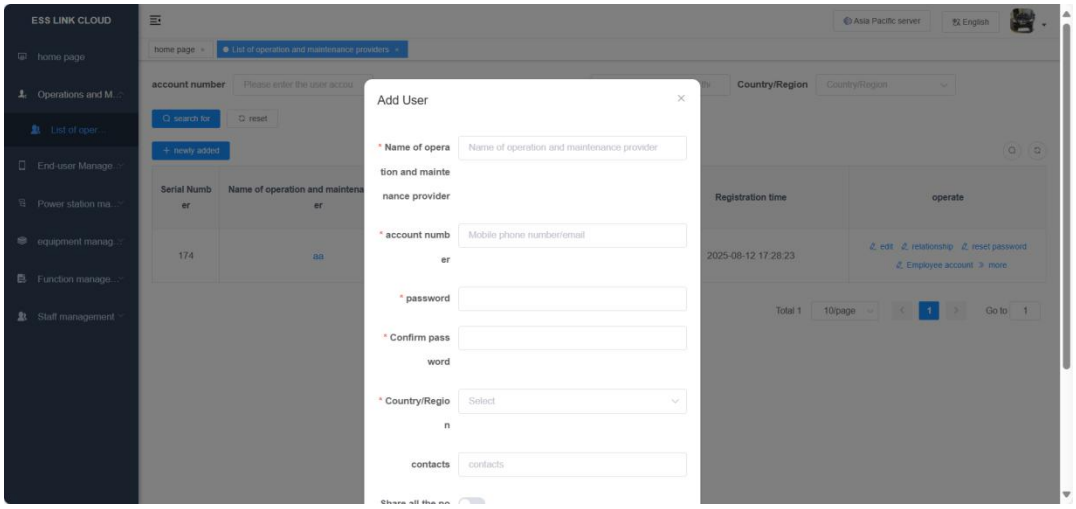


3.6 Create New Subordinate O&M provider Account

Click "Add" to create a new subordinate O&M provider account. Fill in the relevant account information and save.

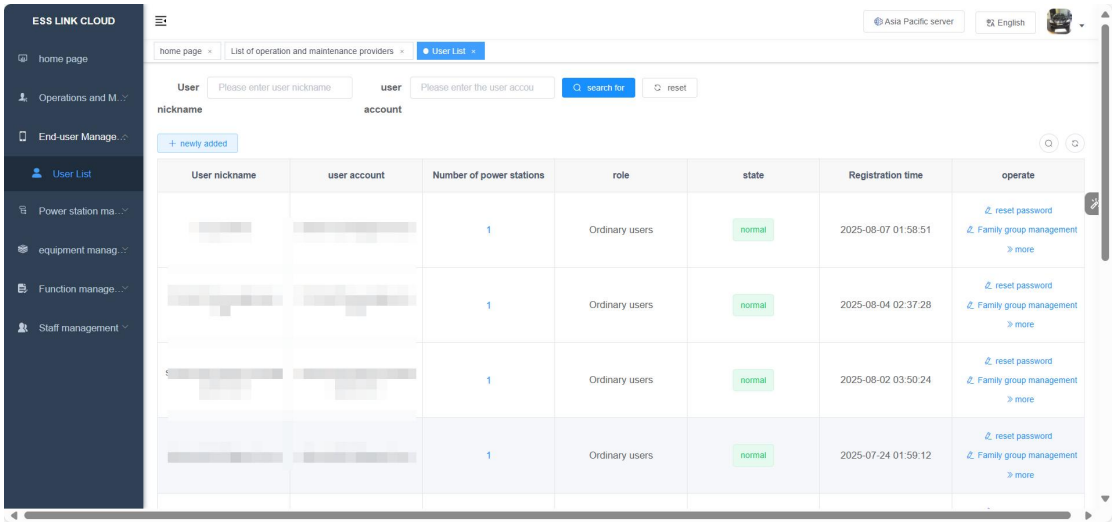
Note: Enabling "Share all sites under this account with me" means all devices subsequently bound to this subordinate account will automatically be bound to its parent O&M provider account.





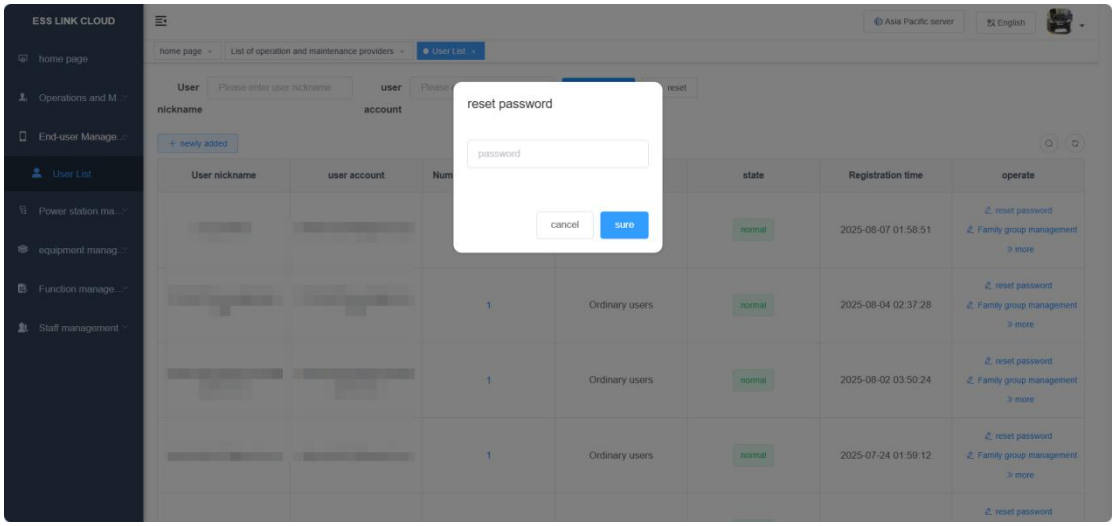
4 End-User Management

The User List displays all end-user accounts within sites bound under this account. Use the various filter boxes to search for user accounts. Clicking the number of sites will jump to the list of all sites bound to that user account.



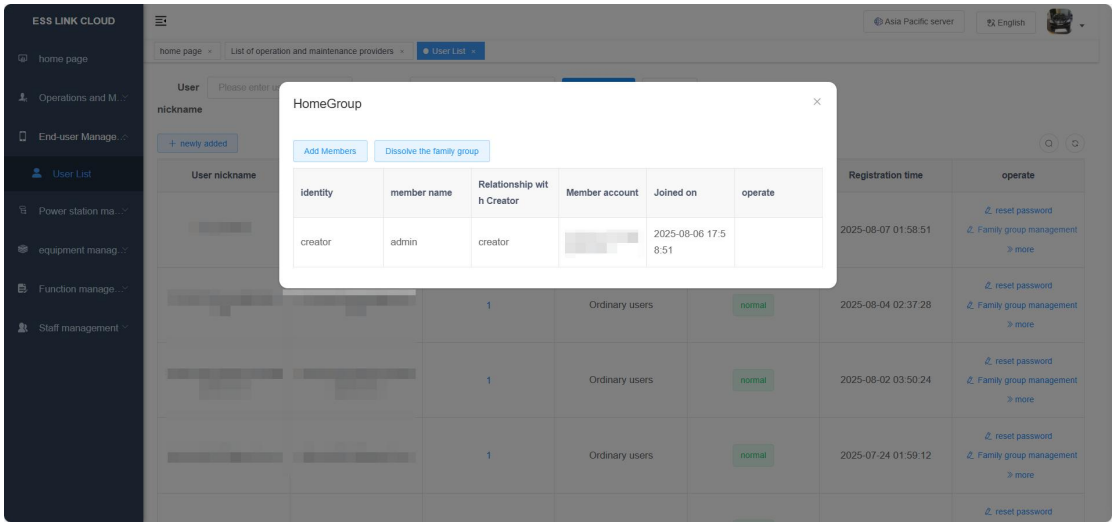
4.1 End-User List - Reset Password

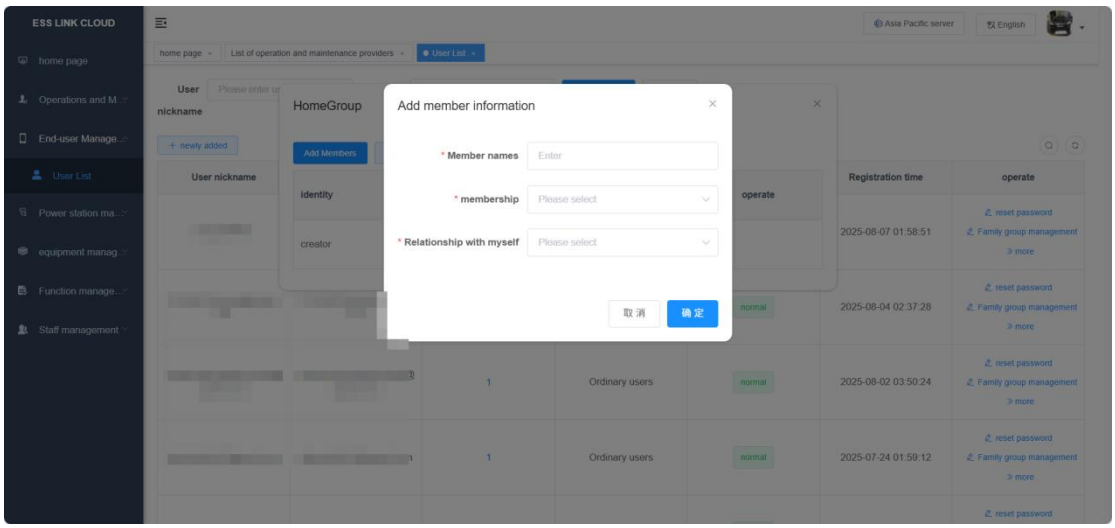
If the password is forgotten, you can reset the password for this end-user account.

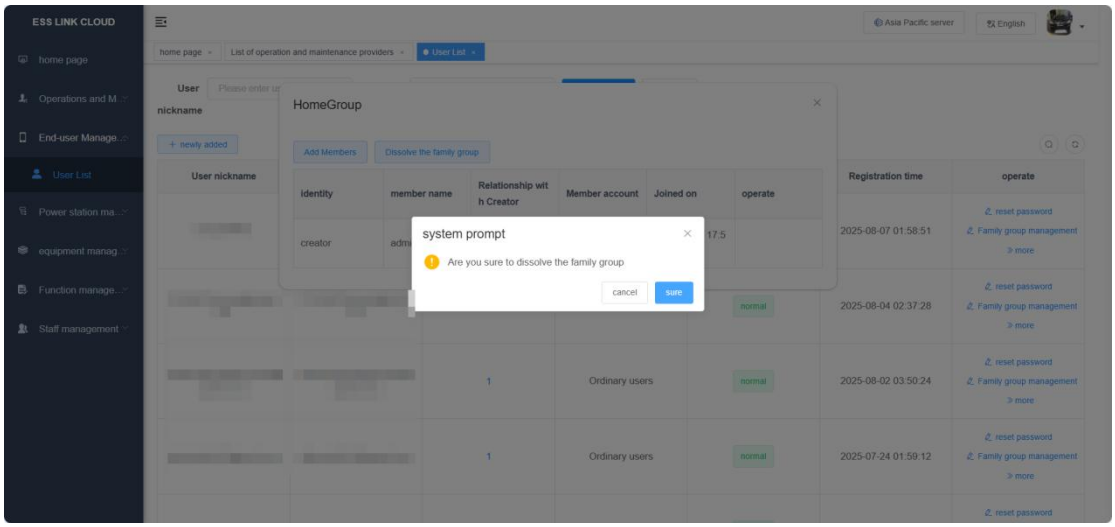


4.2 End-User List - Family Group Management

View the list of family group members under an end-user account. You can also add new family members or disband this family group.

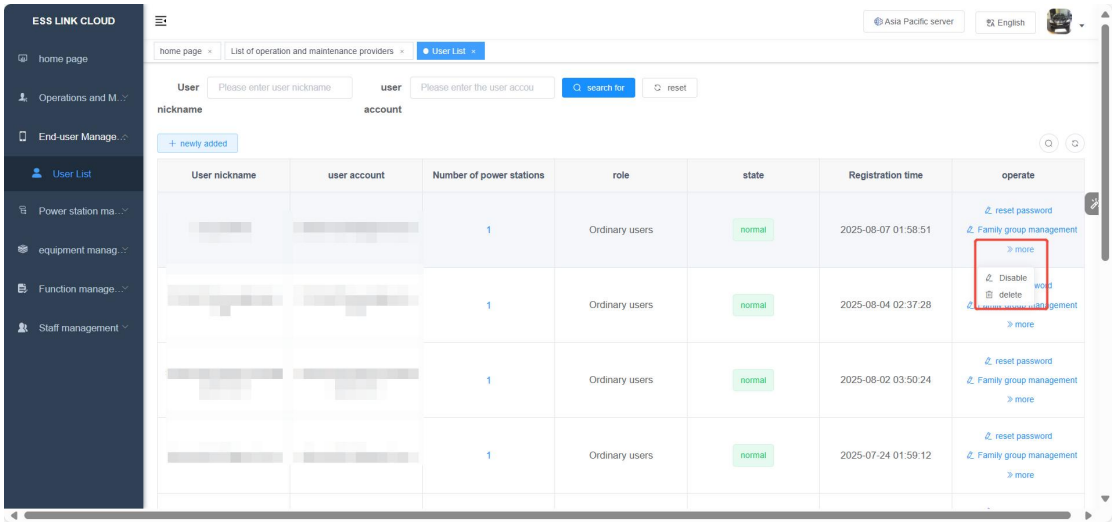






4.3 End-User List - More

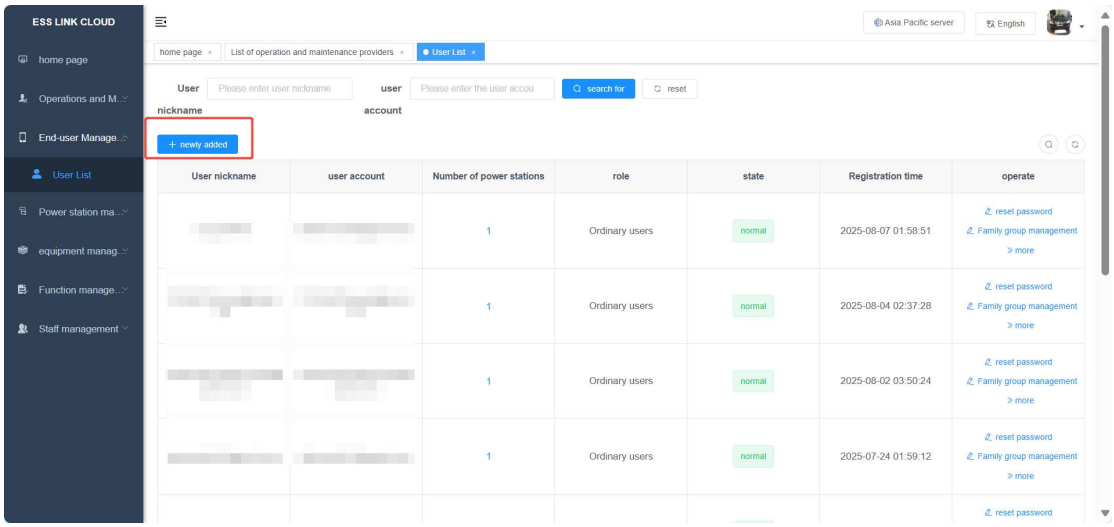
Disable or delete this user account. (Disabled accounts still exist but cannot log in; Deleted accounts will be cancelled).

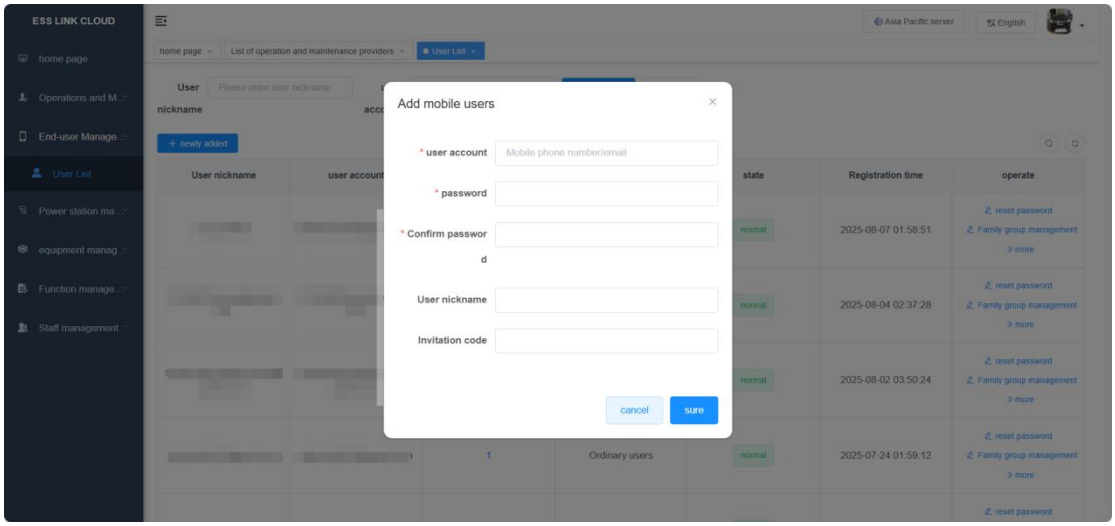


4.4 Create New User Account

Click "newly added" to create a new user account. Fill in the relevant account information and save.

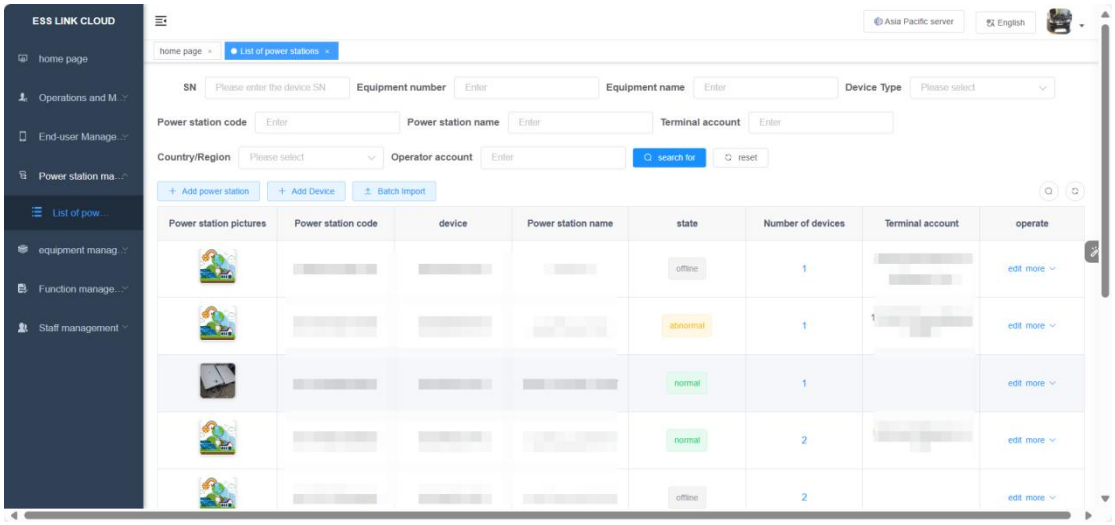
Note: "Invitation Code" is optional. It is only required when a user creates a family group and wants to add a new user to that group automatically.





5 Power Station Management

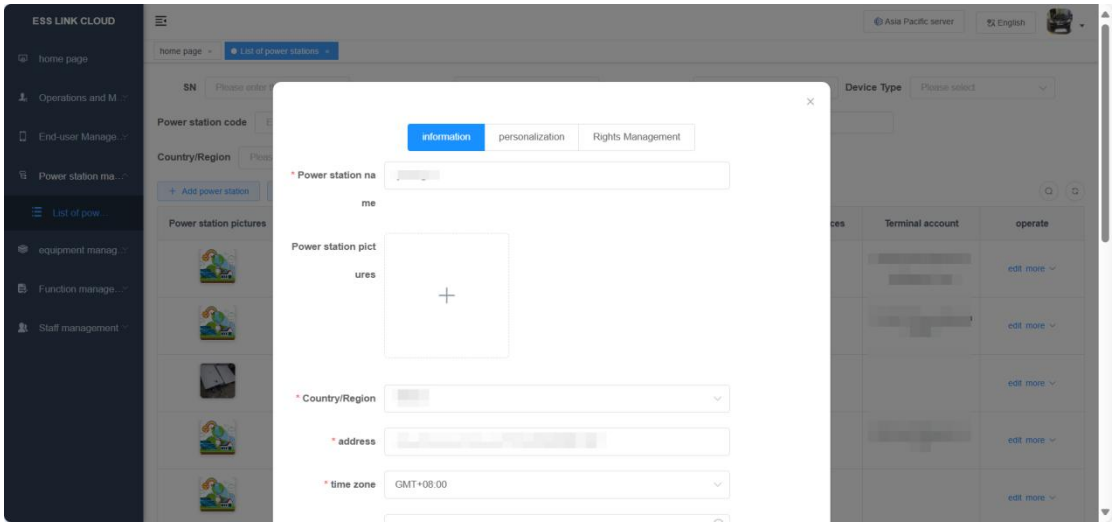
The site List displays all sites bound under this account. Use the various filter boxes to search for sites. Clicking the number of devices will jump to the list of all devices bound to that site.



5.1 Site List - Edit

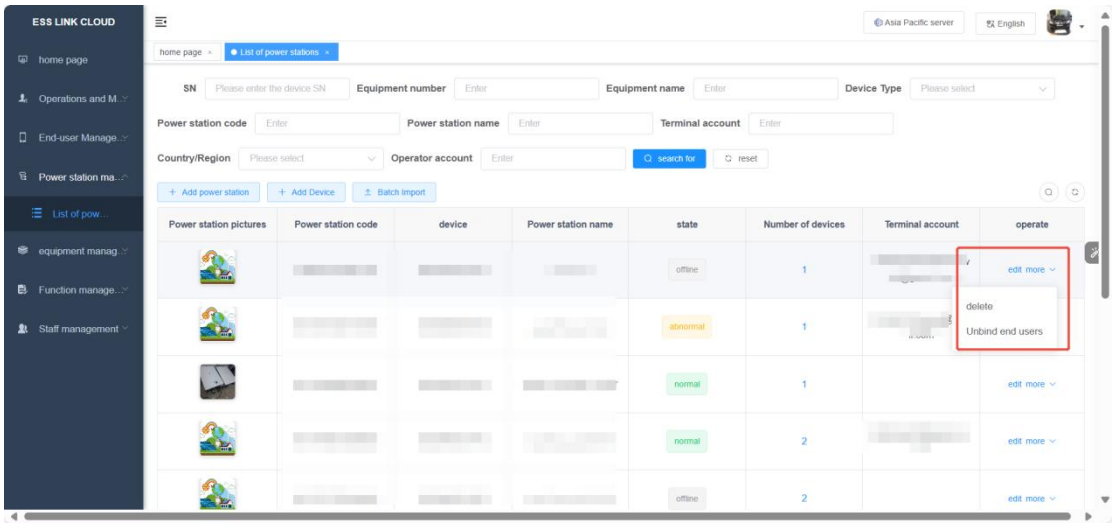
Edit an existing site in the list, including plant information, customization, and permission management.

Note: "Allow remote operation and maintenance by the trustee" can only be modified by end-user accounts; O&M provider accounts cannot modify this setting.



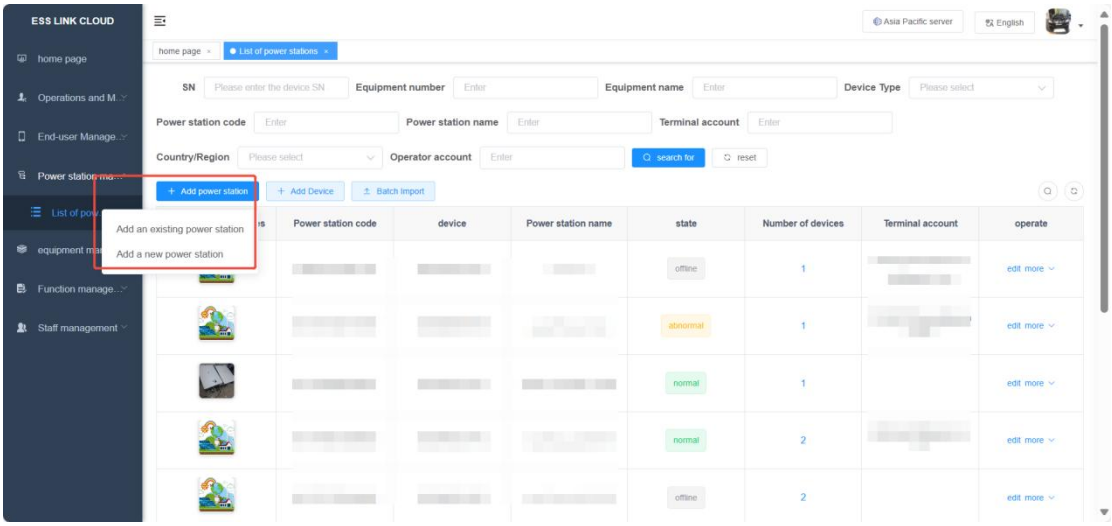
5.2 Site List - More

Delete this site or unbind the end-user account. (Deleting dissolves the site, and its devices can be re-bound to other plants; Unbinding allows the site to be bound to a different end-user account).



5.3 Add site / Device

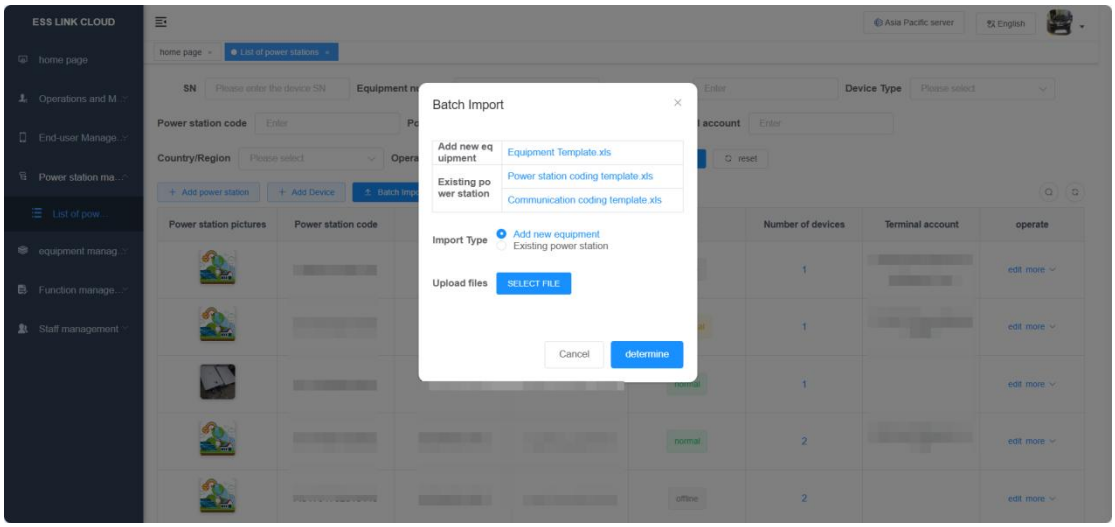
Follow the same steps as in the APP to bind a new site or device to this O&M provider account.



5.4 Batch Import

Select the "Add new equipment" template to download. Fill in the Site code, Communication code, and Device Name for the devices you want to batch import into the corresponding columns of the spreadsheet. Upload the spreadsheet to bind multiple sites and devices to this account.

Select the "Existing power station" template to download. Fill in the site Code or Comm code for the devices you want to batch import into the corresponding column of the spreadsheet. Upload the spreadsheet to bind multiple sites to this account or bind multiple devices to the same site.



6 Equipment Management

6.1 Device List

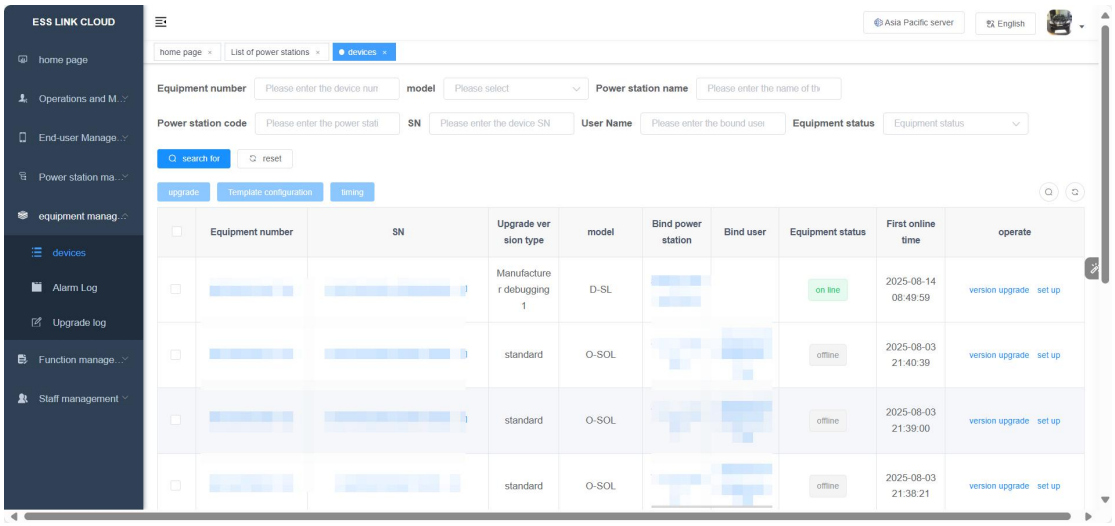
The Device List displays all inverters bound under this account. Use the various filter boxes to search for devices.

Click the Comm code or SN to jump to view this device's measurement data, version information, and operation records.

Click the Bound site to jump to the list of sites this device is bound to.

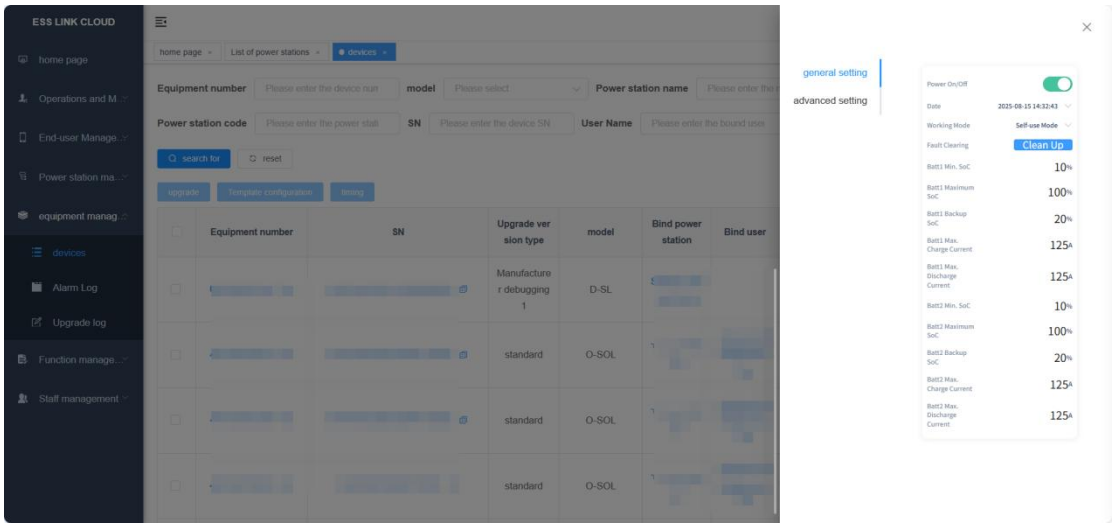
Click the End-User Account to jump to the list of end-user accounts this device is

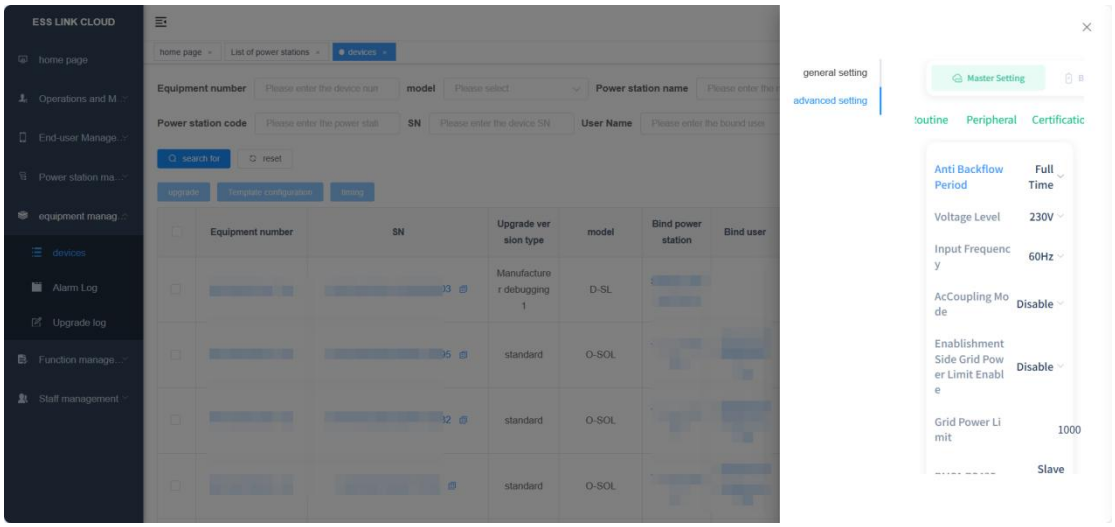
bound to.



6.1.1 Device List - Set Up

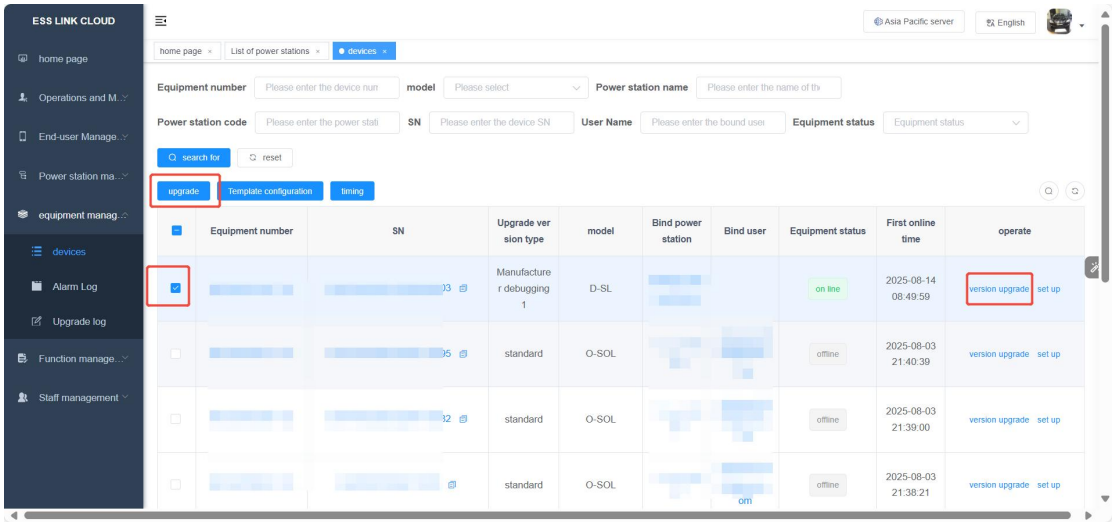
Access the inverter parameter settings page to modify inverter-related parameters. Functionality is the same as the APP.



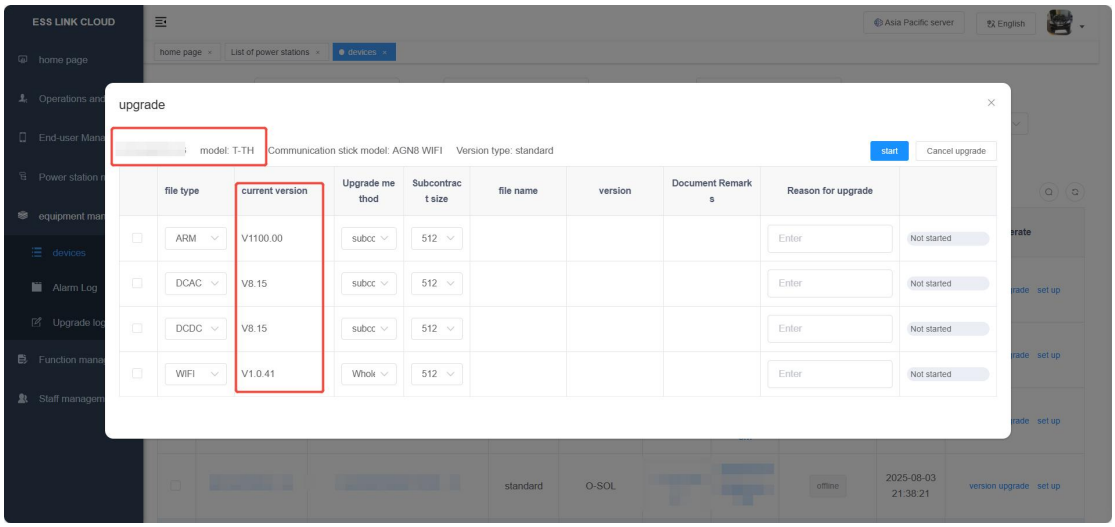


6.1.2 Device List - Upgrade / Version Upgrade

Search for the Comm code of the device needing upgrade or find it in the device list. Select the device(s), then click "Upgrade" or "Version Upgrade" to perform the software upgrade operation.



On the device upgrade page, double-check that the Comm code and Model are correct. The upgrade page shows the device's current software version information.



During upgrade, after selecting the corresponding file type, the upgrade file name and remarks will be displayed. Choose the appropriate upgrade method and click "Start" to begin. The progress bar shows the upgrade status. Click "Cancel Upgrade" to terminate the operation. **Do not close this page during upgrade!**

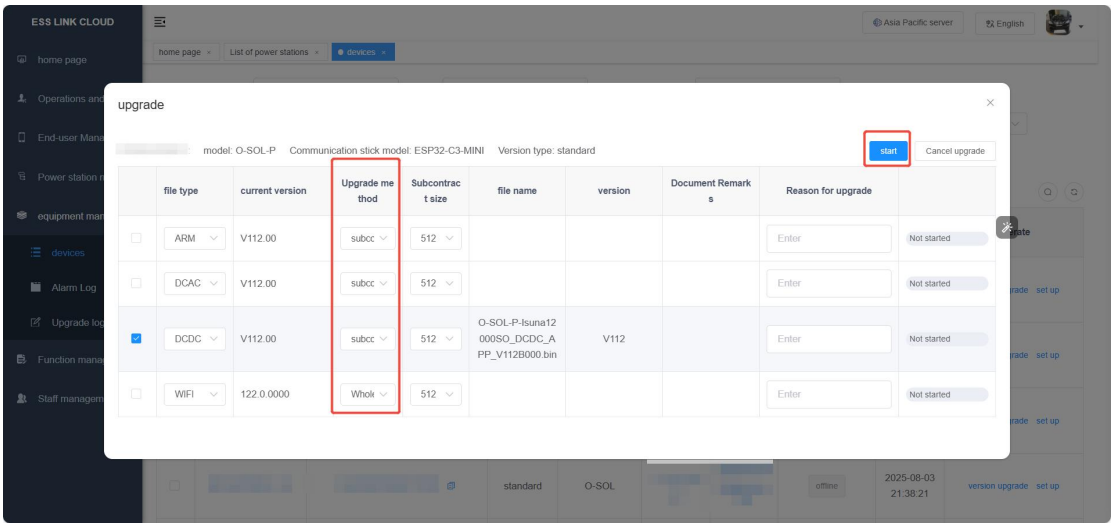
Note:

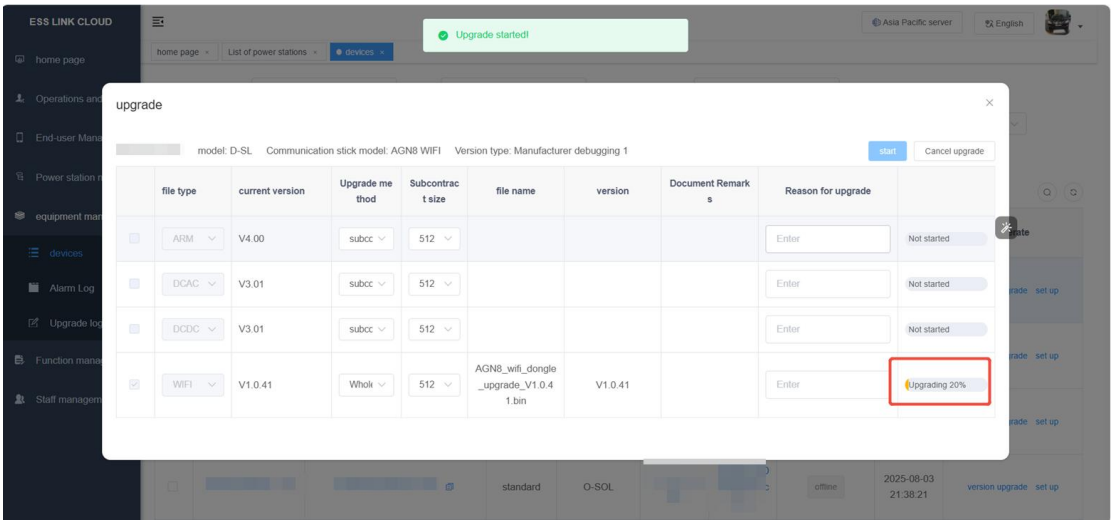
WiFi upgrade method only supports **Whole Package,** first upgrade the WiFi software and then upgrade the rest of the files;

For on-grid inverters, other file types can be upgraded using Whole Package or Subcontracting (Whole Package is faster but requires better network quality; choose Subcontracting if network quality is poor);

For off-grid inverters, other file types can only be upgraded using **Subcontracting;**

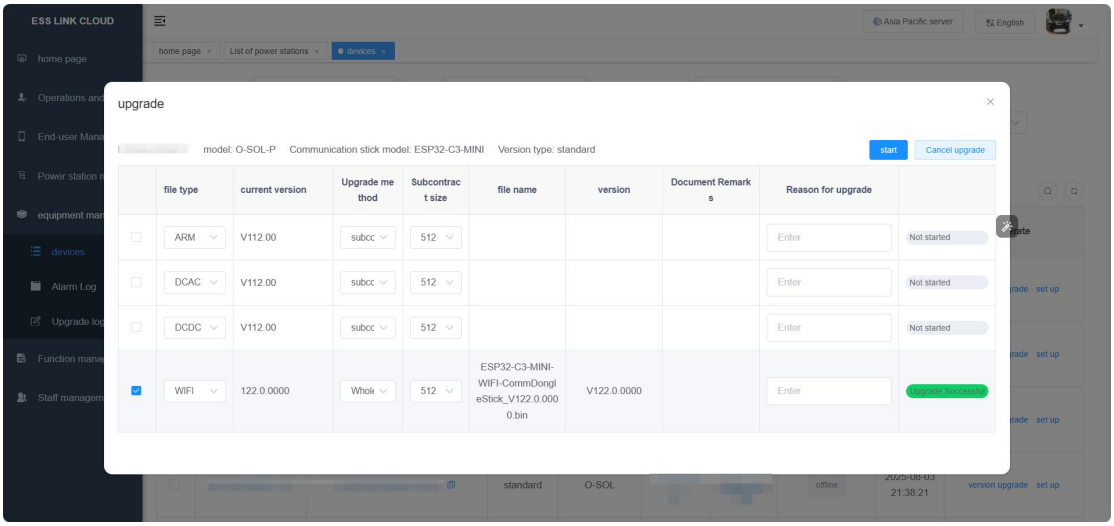
When the file type is "BMS", **the subcontract size can only be "128"**.

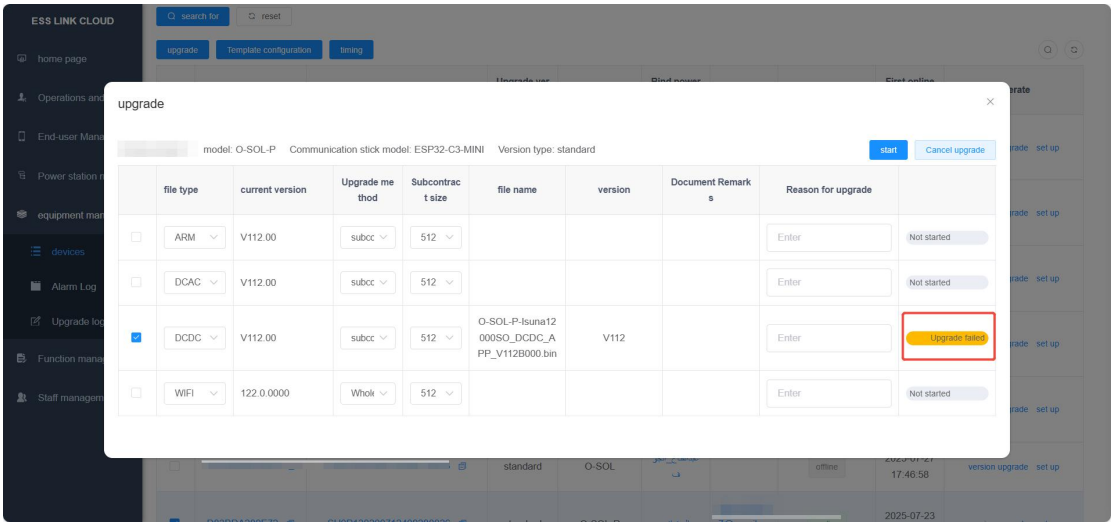


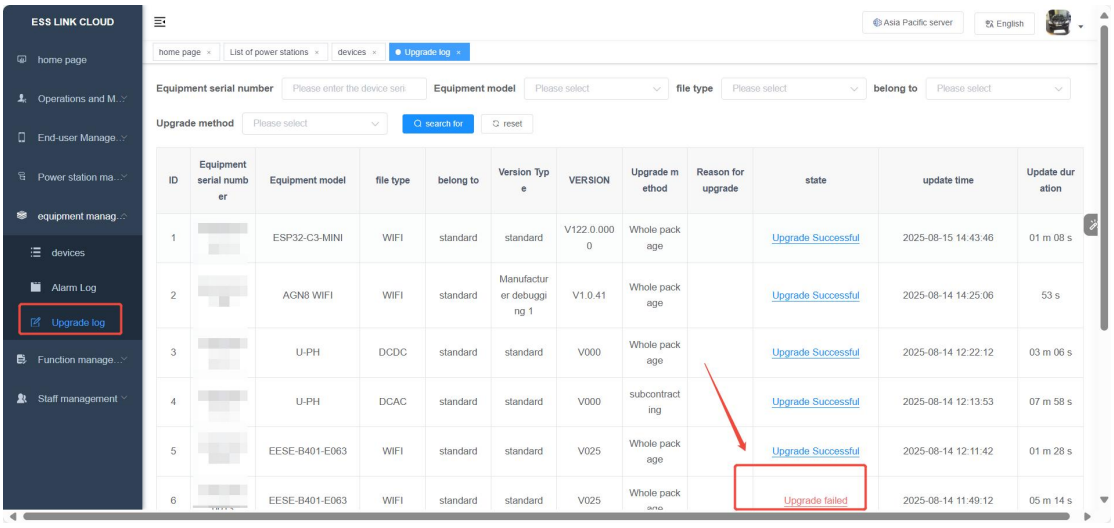


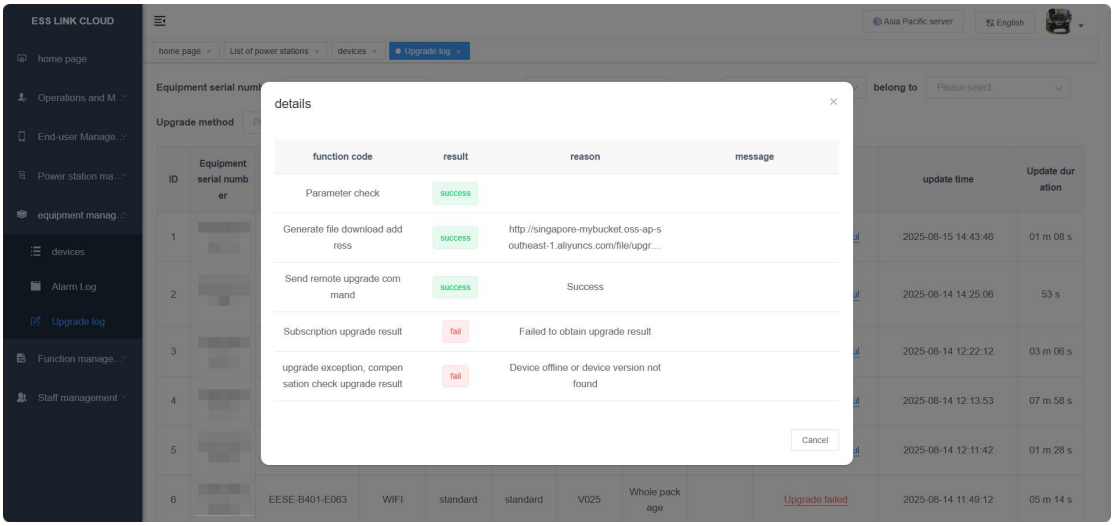
When the progress bar turns green and shows "Upgrade Success", the file has been successfully upgraded to the device.

When the progress bar turns yellow and shows "Upgrade Failed", the file was not upgraded to the device. Check the reason for failure in the Upgrade Logs and retry the upgrade.


ESS LINK CLOUD
upgrade
model: O-SOL-P Communication stick model: ESP32-C3-MINI Version type: standard
start
Cancel upgrade
file type
current version
Upgrade method
Subcontract size
file name
version
Document Remarks
Reason for upgrade
ARM V112.00 subcc 512 Not started
DCAC V112.00 subcc 512 Not started
DCDC V112.00 subcc 512 Not started
WIFI 122.0.0000 Whole 512 ESP32-C3-MINI-WIFI-CommDongleStick_V122.0.0000.bin V122.0.0000 Upgrade Successful

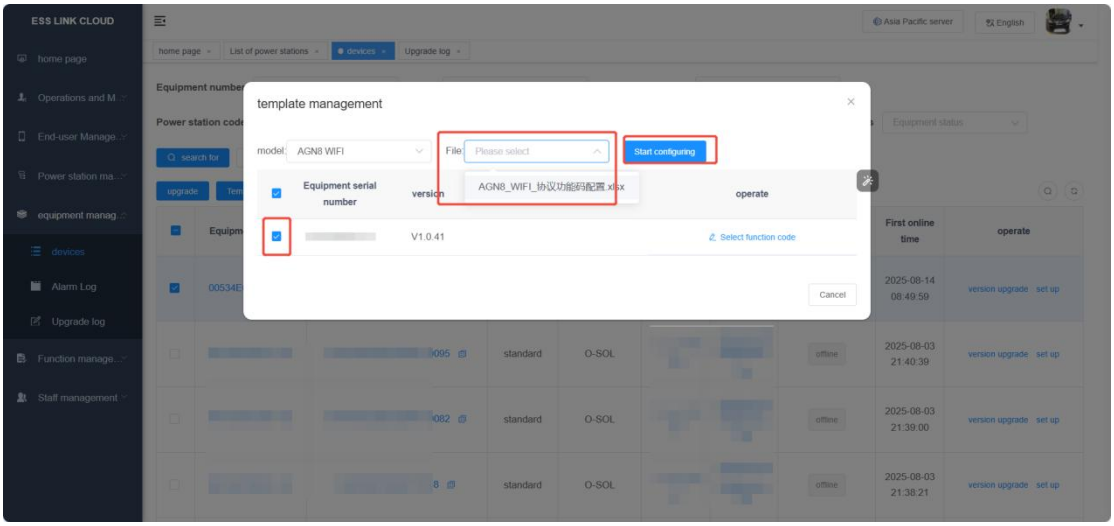

ESS LINK CLOUD
upgrade
model: O-SOL-P Communication stick model: ESP32-C3-MINI Version type: standard
start
Cancel upgrade
file type
current version
Upgrade method
Subcontract size
file name
version
Document Remarks
Reason for upgrade
ARM V112.00 subcc 512 Not started
DCAC V112.00 subcc 512 Not started
DCDC V112.00 subcc 512 O-SOL-P-Isuna12000SO_DCDC_APP_V112B000.bin V112 Upgrade failed
WIFI 122.0.0000 Whole 512 Not started


ESS LINK CLOUD
home page
Operations and M...
End-user Manage...
Power station ma...
equipment manag...
devices
Alarm Log
Upgrade log
Function manage...
Staff management
Upgrade log
Equipment serial number
Equipment model
file type
belong to
Upgrade method
search for
reset
ID
Equipment serial number
Equipment model
file type
belong to
Version Type
VERSION
Upgrade method
Reason for upgrade
state
update time
Update duration
1 ESP32-C3-MINI WIFI standard standard V122.0.0000 Whole package Upgrade Successful 2025-08-15 14:43:46 01 m 08 s
2 AGN8 WIFI WIFI standard Manufacturer debugging 1 V1.0.41 Whole package Upgrade Successful 2025-08-14 14:25:06 53 s
3 U-PH DCDC standard standard V000 Whole package Upgrade Successful 2025-08-14 12:22:12 03 m 06 s
4 U-PH DCAC standard standard V000 subcontracting Upgrade Successful 2025-08-14 12:13:53 07 m 58 s
5 EESE-B401-E063 WIFI standard standard V025 Whole package Upgrade Successful 2025-08-14 12:11:42 01 m 28 s
6 EESE-B401-E063 WIFI standard standard V025 Whole package Upgrade failed 2025-08-14 11:49:12 05 m 14 s



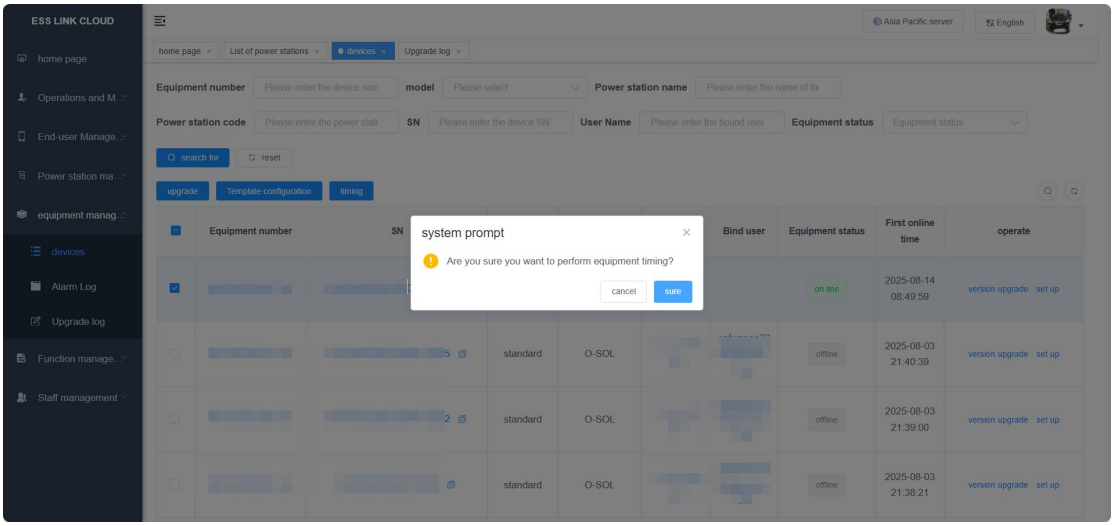
6.1.3 Device List - Template Configuration

If the historical data charts or operating status information displayed in the APP for an inverter do not match reality, it may be due to an unconfigured template. Click "Template Configuration" to reconfigure the template for the inverter.



6.1.4 Device List - Timing

If the time points in the historical data charts displayed in the APP for an inverter are inconsistent with the site's time zone (lagging or leading), it may be because the Wi-Fi dongle time is not calibrated. Click "Timing" to recalibrate its time.

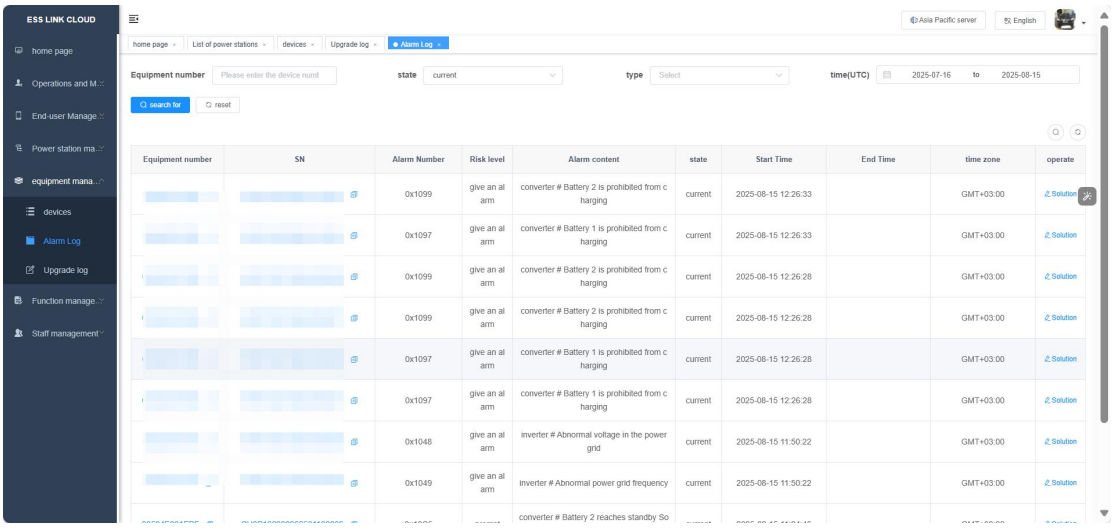


6.2 Alarm Log

Displays alarm information for all devices bound under this account, including current and historical alarms. Use the various filter boxes to search for alarm information.

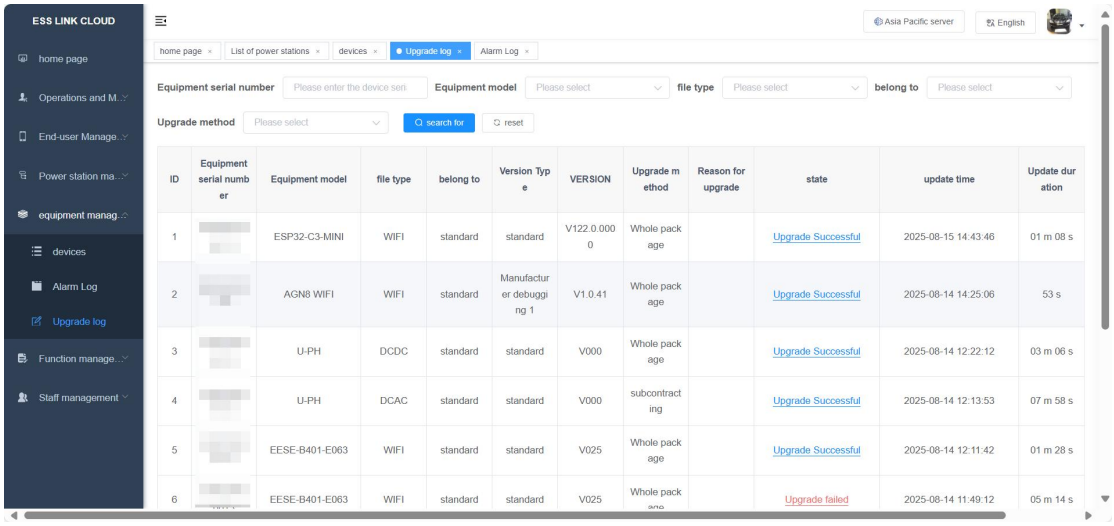
Click the Comm code or SN to jump to view this device's measurement data, version information, and operation records.

Click Solution to view how to handle this alarm.



6.3 Upgrade Logs

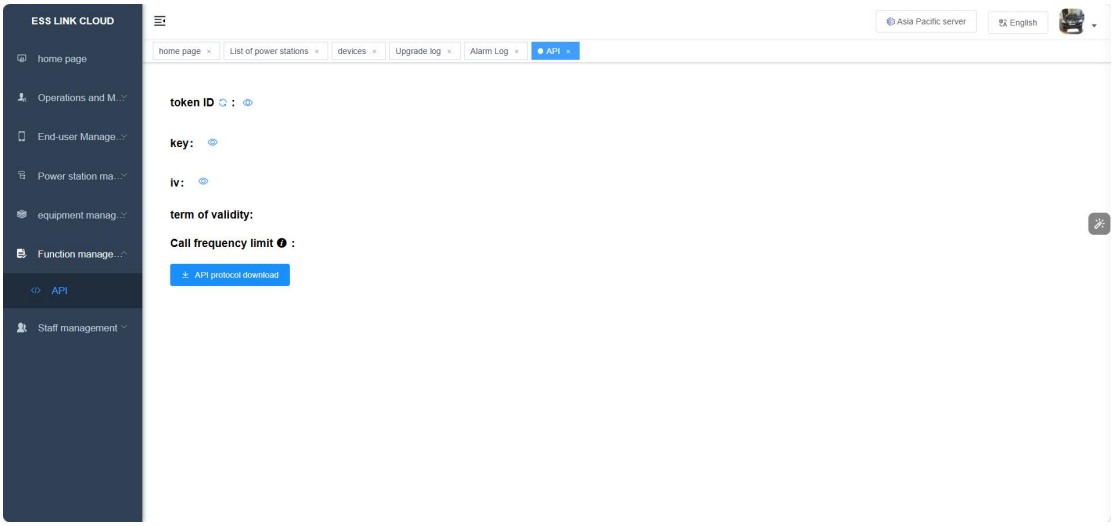
View the upgrade records and results for all devices bound under this account, used for after-sales troubleshooting. Use the various filter boxes to search for upgraded devices.



7 Function Management

7.1 API

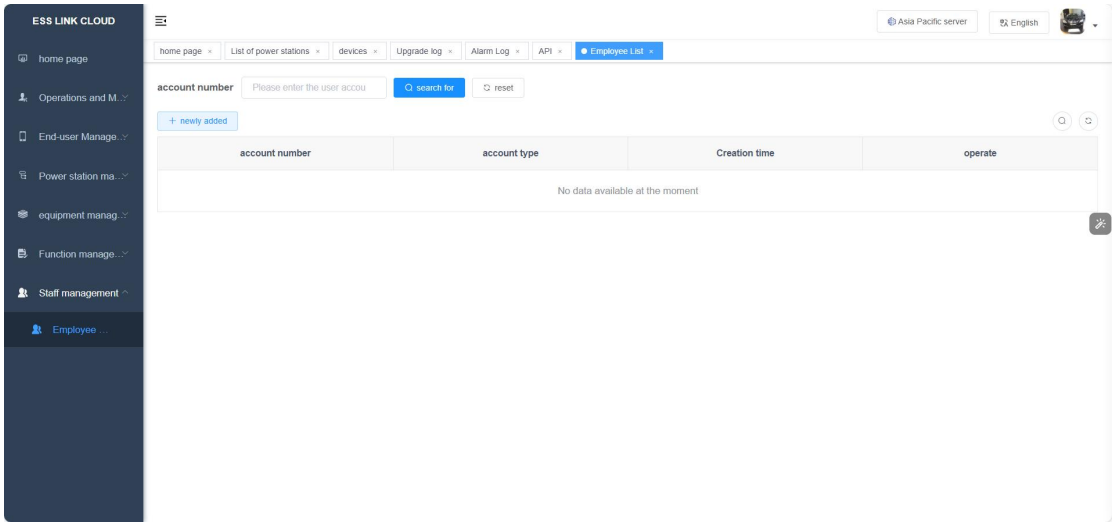
If users want to store all device data under their account on another cloud platform, they can obtain the data via the API interface. This page provides interface-related information and protocols. Contact the manufacturer for more support to use this function.



8 Staff Management

8.1 Staff List

The Employee List displays all staff accounts created under this account. Use the various filter boxes to search.


ESS LINK CLOUD
home page
Operations and M...
End-user Manage...
Power station ma...
equipment manag...
Function manage...
Staff management
Employee ...
Asia Pacific server
English
home page
List of power stations
devices
Upgrade log
Alarm Log
API
Employee List
account number
Please enter the user accou
search for
reset
newly added
account number
account type
Creation time
operate
No data available at the moment