Droplet installation and commissioning

with

Q CELLS Q.HOME+ ESS HYB-G2

switchDin

Q CELLS

Droplet Specifications

- Wifi
- Ethernet
- USB
- RS232, RS485 and more via converters
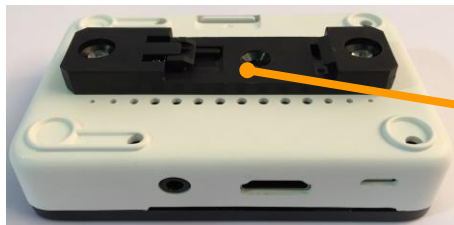
Droplet Overview

Status Indicators

Power
(Micro USB)

Ethernet Port

4 x USB
Ports

DIN rail mount

Notes for pre-installation

- To ensure devices are discovered and controllers can be added on-site the **Droplet software needs to be updated before installation**.
- This requires that the droplet is powered on and connected to the internet via Ethernet overnight.
- The update will occur automatically at ~ 11:30 PM AEDT.

Required LED indicators for successful internet connection (G,R,B,G,G)

Ethernet

Droplet Installation

Packing List

- 1 x SwitchDin Droplet
- 1 x Power Supply
- 1 x USB adaptor (optional depending on inverter)

Inspection

- Check that all parts are as per packing list.
- Check for signs of physical damage.
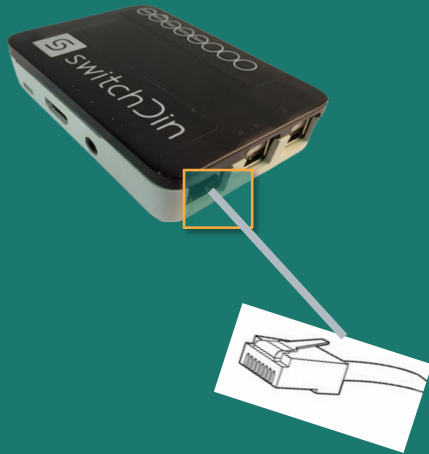- If any parts are missing or visibly damaged, please contact SwitchDin prior to installation.

Mounting

- The Droplet can be mounted on a standard DIN rail.
- Indoor installation.
- Below 40 degrees ambient

Droplet internet/network connection

Droplet

WiFi

Download the **SwitchDin Installer app** from the Google Play or iOS App store and follow the instructions.

Notes for internet/network connection

- The best place to install the Droplet is close to the router/modem with an ethernet connection. This simplifies installation and provides the highest reliability.
- If a wifi or ethernet over powerline extender is being used, it is compulsory to connect the device directly to the USB port of the Droplet using an Ethernet - USB converter (see below)

Power the Droplet

Resi Droplet

Plug power supply into GPO

Internet prerequisites

Mobile/tablet being used for commissioning is required to have an internet connection (wifi/4G) to configure the Droplet.

Internet connection required on site for Droplet/Stormcloud operation.

Q.HOME connection Option 1
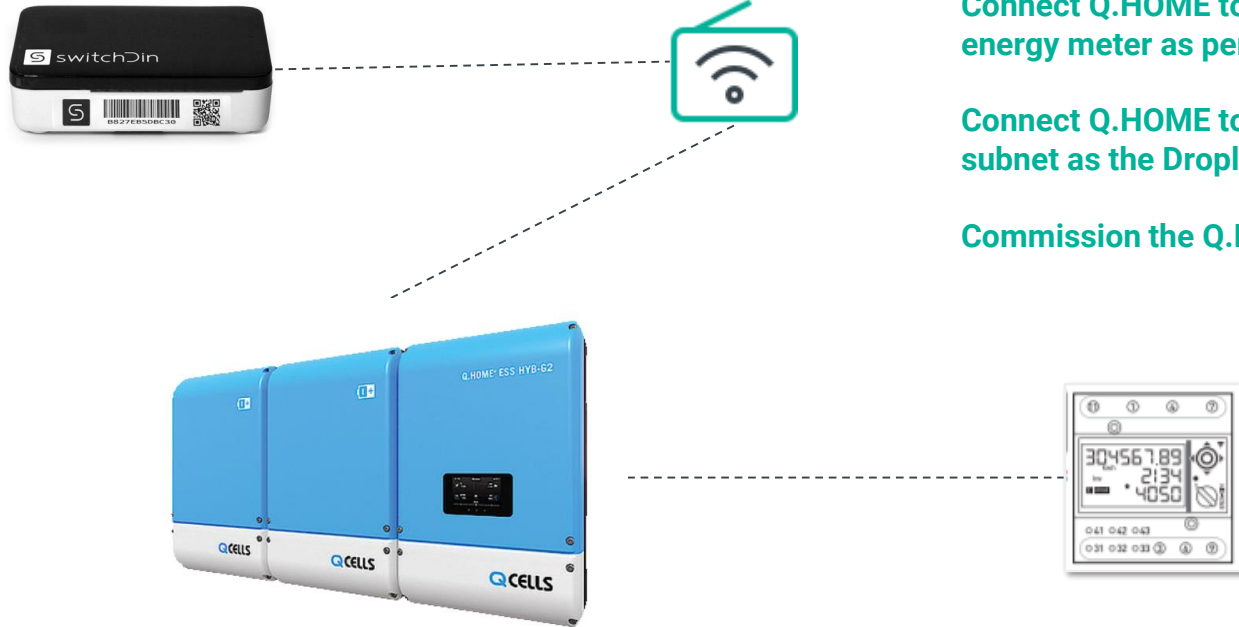
Connect Q.HOME to (EM112 / EM24) energy meter as per normal installation.

Connect Q.HOME to the same network and subnet as the Droplet (Ethernet preferred)

Commission the Q.HOME

Q.HOME connection Option 2 (if converter is supplied)

Connect Q.HOME to energy meter (EM112 / EM24) as per normal installation.

Connect inverter Ethernet directly to Droplet via Ethernet to USB converter provided.

The Droplet will provide internet connection to the Q.HOME.

Commission the Q.HOME.
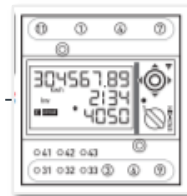
Q.HOME activating Modbus TCP port 1502

Through Q.ONNECT portal
au.qcells-qonnect.com

Log in and within the basic setting > product details page enable 3rd party control

Directly from inverter
(when no internet connection is available)

Enable PMS External Mode as per Section 7 in the Q.HOME manual.

Having issues? Please call 1800 QHOME 0 and Q CELLS can support

Status and Installer App

Status Indicators

	Indication	Red	Green	Blue
PWR	**Power**	N/A	Power	N/A
WiFi	**WiFi**	No WiFi	WiFi connected	Weak WiFi signal
iNet	**Internet**	No internet	Internet connected	Configure via SwitchDin app
SDin	**SwitchDin comms**	Cannot see SwitchDin	Connected to SwitchDin	N/A
Devs	**Devices attached**	No devices	Devices detected	N/A

Download and open the Installer app

The app is available by searching for "SwitchDin" in the Apple iOS App Store or the Google Play store. **Create an account!**

V0.2.28+

Commissioning

Scan QR Code
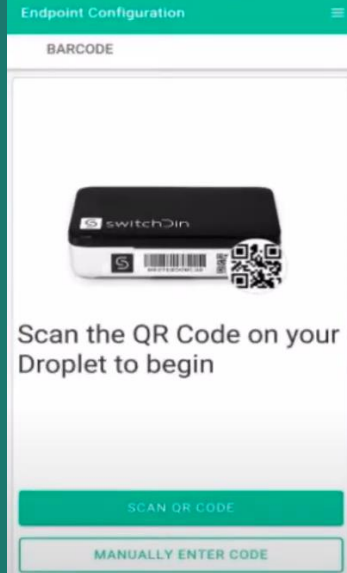
Or manually enter serial number
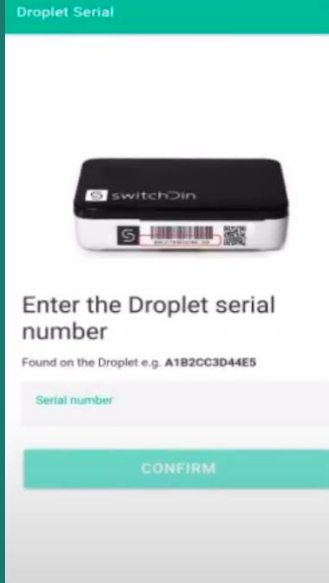
Create portfolio or add to existing
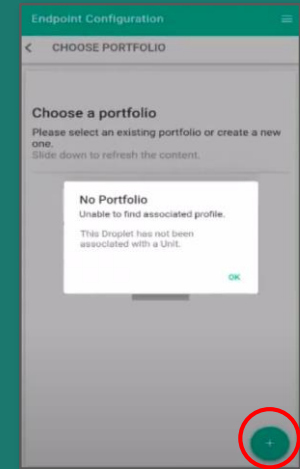
Only create a portfolio if it is your first installation!

Use a single portfolio for systems which require an agent!

Commissioning - setting up a site

Create a UNIT or choose an existing UNIT

Enter UNIT details

Add Droplet to UNIT

Commissioning - **Ethernet preferred**

Connect via Ethernet Connection should be automatic
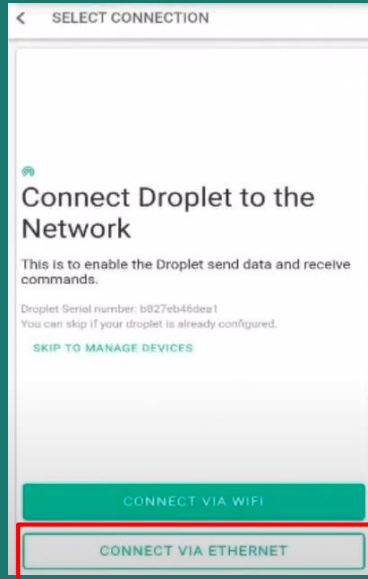
If Ethernet is not available. Connect via WiFi
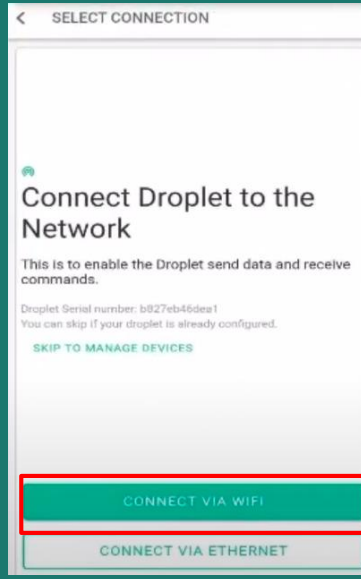
Turn off mobile data to ensure personal hotspot is off
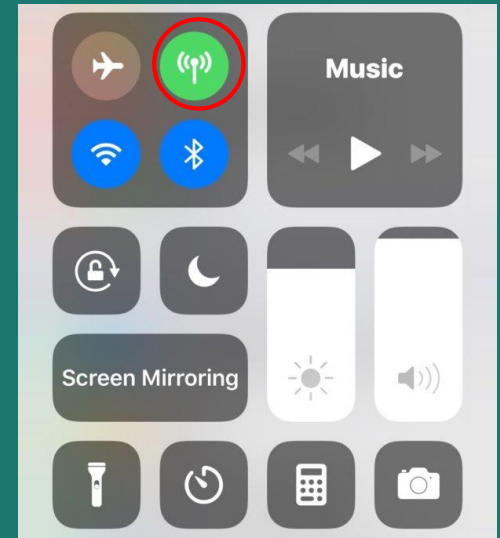
Commissioning Wifi - skip if Ethernet is used

Connect to Droplet

Select WiFi network
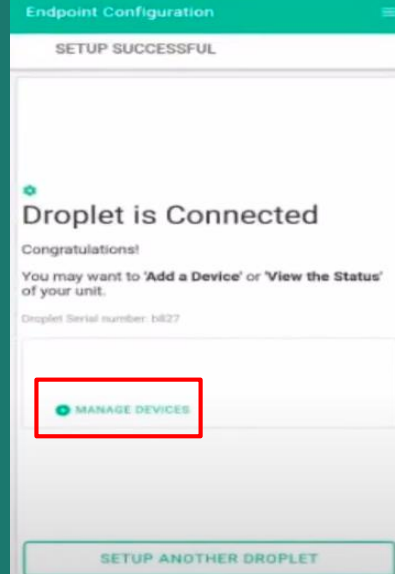

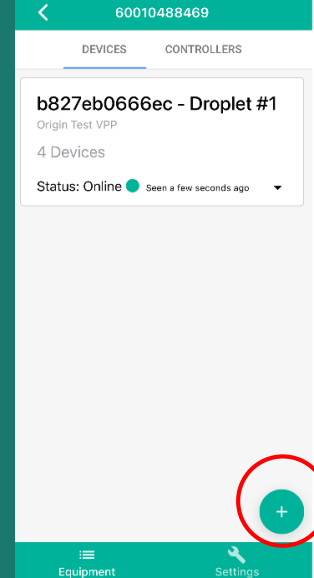## Enter WiFi password

Commissioning

Turn on your mobile data
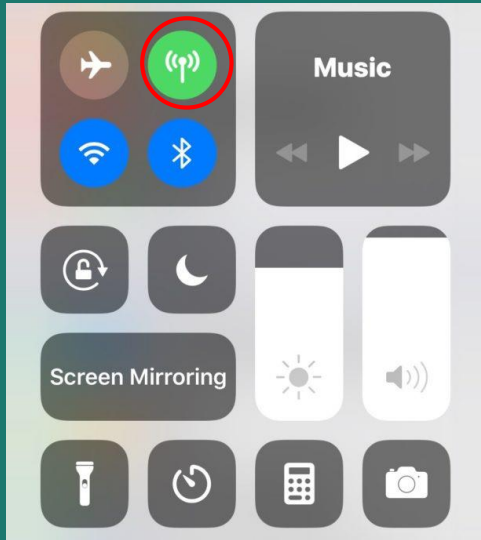
Select MANAGE DEVICES

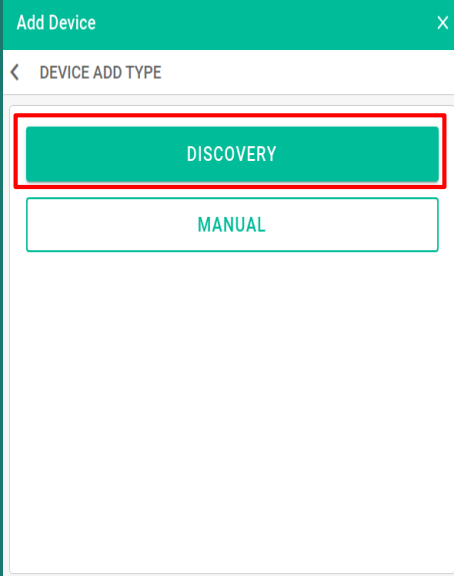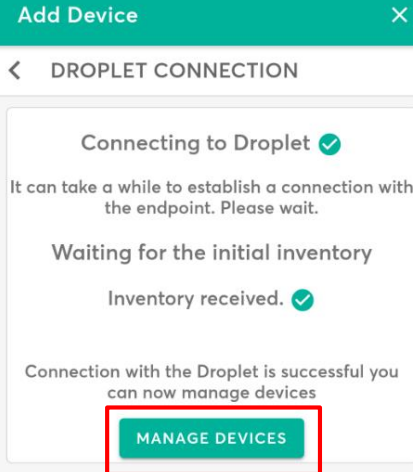## Add a device

Commissioning

Choose DISCOVERY option

Select MANAGE DEVICES

The Droplet will automatically discover the devices

Commissioning

Configure the inverter

Add a CONTROLLER

Name: Chosen Agent (SAPN/Origin/SG)
Description: inverter serial number
Controller type: Generic DRM Controller

Inviting system owner and updating details

Add the site NMI

Invite end customer to join

Enter details and UNIT SERVICE CUSTOMER access level

Troubleshooting

Troubleshooting

The LED Header indicates that there is no power. What should I do?

1. Check the GPO is switched on and has voltage.
2. Check whether the micro USB connector has become dislodged from the Droplet.
3. Test another power supply which uses micro USB. A mobile phone charger may be suitable.

[Link to video troubleshooting guide](#)

The LED header indicates the inverter is not connected. What should I do?

1. Is the inverter on the same network/subnet as the Droplet?
2. Is the inverter powered up?
3. Is the Modbus TCP port open/activated?
4. Is the Droplet connected to the network?
5. Have the cables connecting Droplets to inverters been tested for continuity?
6. Power cycle inverter and Droplet.

Troubleshooting

The Droplet will not connect to the network. What should I do?

1. Reboot router/modem/switch.
2. Check number of devices connected to the network. Home networks may have a limit of 10-20 devices.
3. If possible, try Ethernet instead of Wi-Fi as the Wi-Fi may be weak.
4. Ensure password entered is correct.
5. Check internet connectivity of the Ethernet cable by plugging into a laptop.
6. IF using Ethernet, are the two lights on the Ethernet port blinking. If there are no blinking lights the link is broken. Check the continuity of the Ethernet cable.

Link to video troubleshooting guide

Removing devices (if required)

Remove device from device list

Confirm device removal

Process for support

Troubleshooting

Follow the troubleshooting guide in this document and videos on support page.

Send information

If the Troubleshooting does not fix the issue, send the following info to support@switchdin.com

1. Droplet ID
2. How is the droplet Connected to devices/inverters?
3. Brand/model of inverters/meters?
4. Description of issue and relevant troubleshooting results.

If the Droplet is connected to the internet, we will be able to remotely perform diagnostics

If needed, call.

If the Droplet is not connected to the internet and there is an urgent need of support, please call our helpdesk on +61 02 4786 0426

For more information

SwitchDin Support

General enquiries: info@switchdin.com
Warranty claims & support: support@switchdin.com
Phone: +61 (0) 2 4786 0426

Q CELLS Support

Warranty claims & technical support: support@qhome.email
Phone: 1800 QHOME 0 (1800 746 630)