

# Stick Logger Quick Guide

Model:LSW-3-C

## Notice:

Please read this manual carefully before using products and keep it in the place where O&M providers can easily find.

Due to product upgrade and other factors, the content of this manual might change from time to time. Please take actual product as standard and get latest manual from [www.solarman.cn](http://www.solarman.cn) or sales. Unless otherwise agreed herein, this manual will only be used as guidance. Any statement, information or suggestion in this manual will not take any form of responsibility.

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**Warning:**  
Please remove logger after power off.

## Download APP



SOLARMAN Smart  
for end user



SOLARMAN Business  
for business

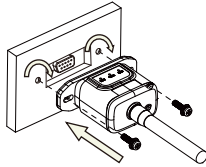
iPhone:Search "SOLARMAN Smart" in Apple Store.

Android:Search "SOLARMAN Smart" in Google Play.

## 1. Stick Logger Installation

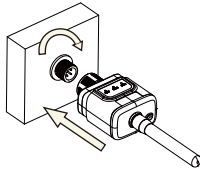
### Type 1

**Step1:** Assemble logger to the inverter communication interface as shown in the diagram.

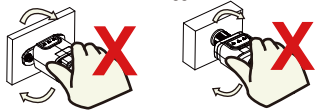


### Type 2

**Step1:** Assemble logger to the inverter communication interface as shown in the diagram.



**Warning:**  
Please do not hold the logger body to rotate while install or remove the logger.



## 2. Logger Status

### 2.1 Check Indicator light

Lights	Implication	Status Description(All lights are single green lights.)
NET	Communicate with router	1.Light off: Fail to connect to the router. 2.On 1s/Off 1s(Slow flash): Successful connection to the router. 3.Light keeps on: Successful connection to the server. 4.On 100ms/Off 100ms(Fast flash): Distributing network fast.
COM	Communicate with inverter	1.Light keeps on: Logger connected to the inverter. 2.Light off: Fail to connect to the inverter. 3.On 1s/Off 1s(Slow flash): Communicating with inverter.
READY	Logger running status	1.Light off: Running abnormally. 2.On 1s/Off 1s (Slow flash): Running normally. 3.On 100ms/Off 100ms(Fast flash): Restore factory settings.

**The normal operation status of the stick logger, when router connected to the network normally:**

- 1.Successful connection status with serve: NET light keeps on after the logger powered on.
- 2.Logger running normally: READY light flashes.
- 3.Successful connection status with inverter : COM light keeps on.

### 3. Abnormal State Processing

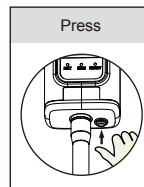
If the data on platform is abnormal when the stick logger is running, please check the table below and according to the status of indicator lights to complete a simple troubleshooting. If it still can not be resolved or indicator lights status do not show in the table below, please contact our Customer Service..

(Note: Please using the following table query after power-on for 2mins at least.)

NET	COM	READY	Fault Description	Fault Cause	Solution
Any state	OFF	Slow flash	Communicate with inverter abnormally	1.Connection between stick logger and inverter loosen. 2.Inverter does not match with stick logger's communication rate.	1.Check the connection between stick logger and inverter. Remove the stick logger and install again. 2.Check inverter's communication rate to see if it matches with stick logger's. 3.Long press Reset button for 5s, reboot stick logger.
OFF	ON	Slow flash	Connection between logger and router abnormal	1.Stick logger does not have a network. 2.Antenna abnormal 3.Router WiFi signal strength weak.	1.Check if the wireless network configured. 2.Check the antenna, if there is any damage or loose. 3.Enhance router WiFi signal strength. 4.Long press Resetbutton for 10s, reboot stick logger and networking again.
Slow flash	ON	Slow flash	Connection between logger and router normal, connection between logger and remote server abnormal.	1.Router networking abnormal. 2.The server point of logger is modified. 3.Network limitation, server cannot be connected.	1.Check if the router has access to the network. 2.Check the router's setting, if the connection is limited. 3.Contact our customer service.
OFF	OFF	OFF	Power supply abnormal	1.Connection between stick logger and inverter loosen or abnormal. 2.Inverter power insufficient. 3.Stick Logger abnormal.	1.Check the connection, remove the stick logger and install again. 2.Check inverter output power. 3.Contact our customer service.
Fast flash	Any state	Any state	SMARTLINK networking status	Normal	1.Exit automatically after 5mins. 2.Long press Reset button for 5s, reboot stick logger. 3.Long press Reset button for 10s, restore factory settings.
Any state	Any state	Fast flash	Restore factory settings	Normal	1.Exit automatically after 1mins. 2.Long press Reset button for 5s, reboot stick logger. 3.Long press Reset button for 10s, restore factory settings.

## 4. Usage Methods and Notices for Reset Button

### 4.1 Usage methods and key-press descriptions for reset button



Key-press	Status Description	Light Status
Short press 1s	SMARTLINK rapid networking status.	NET light flashes fast for 100ms.
Long press 5s	Rebooting the stick logger.	All lights are extinguished immediately.
Long press 10s	Resetting the stick logger.	1.All lights are extinguished after 4s. 2.READY light flashes fast for 100ms.

### 4.2 Notice



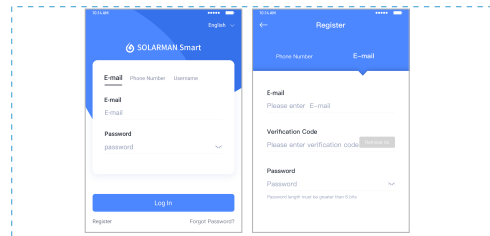
**Notice:**  
Do not remove waterproof plug.



## USER MANUAL for SOLARMAN Smart APP

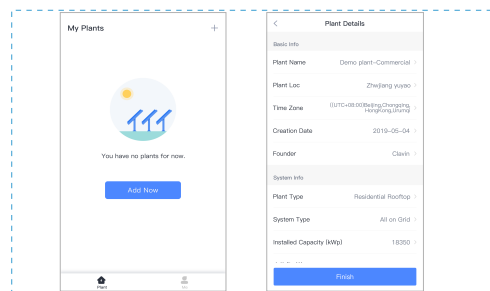
### 1.Registration

Go to SOLARMAN Smart and register. Click "Register" and create your account here.



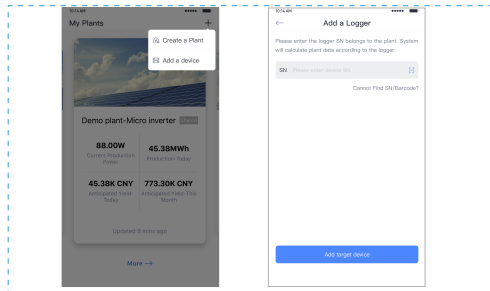
### 2.Create a Plant

Click "Add Now" to create your plant. Please fill in plant basic info and other info here.



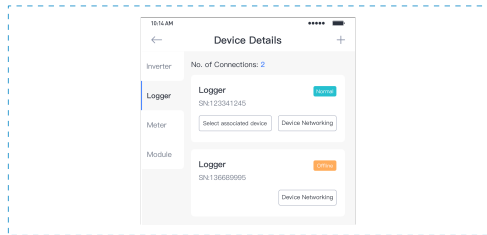
### 3.Add a Logger

Method 1: Enter logger SN manually.  
 Method 2: Click the icon in the right and scan to enter logger SN  
 You can find logger SN in the external packaging or on the logger body.



### 4.Network Configuration

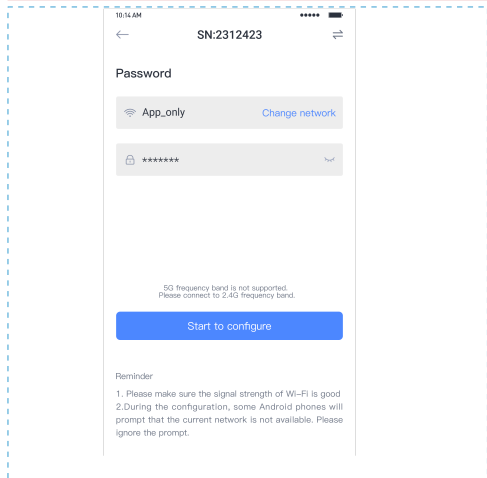
After the logger is added, please configure the network to ensure normal operation.  
 Go to "Plant Details"->"Device List", find the target SN and click "Networking".



#### Step 1: Confirm Wi-Fi Info

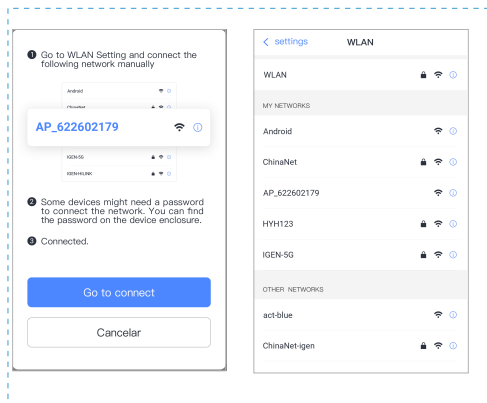
Please make sure your phone has connected to the right WiFi network. And click "Start".

**Notice:**  
 5G WiFi is not supported.  
 Special characters (e.g. ; , " = " ' ) in router name and password are not supported.



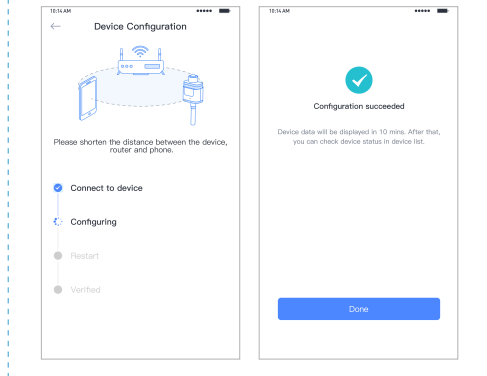
#### Step 2: Connect to AP network

Click "Go to connect" and find the right "AP\_XXXX" network (XXXX refers to logger SN).  
 If the password is required, you can find the password on the logger body.  
 Go back to SOLARMAN Smart APP, after connecting to AP network.



### Step 3:Auto Configuration

Please wait for a while to complete the configuration. Then system will switch to the following page.  
 Click "Done" to check plant data. (Usually, the data will be updated in 10 mins)



If configuration failure occurs, please check the following reason and try it again.

- (1) Make sure WLAN is ON.
- (2) Make sure WiFi is normal.
- (3) Make sure wireless router does not implement the white-black list.
- (4) Remove the special characters in Wi-Fi network.
- (5) Shorten the distance between the phone and device.
- (6) Try to connect to other Wi-Fi.

**Warning:** Please make sure the stick logger is working properly before you leave the site. If there is anything abnormal, please do not leave the site and contact customer service at the first time.  
 Customer service number: 400-181-0512

If you have any technical queries about our products, please contact us and provide the following information:  
 1. Product model and serial number of stick logger.  
 2. Product model and serial number of connected inverter.  
 Thank you for your support and cooperation!

## WARRANTY CARD

#### Dear Customers,

Thank you very much for using our products. In order to provide you with better service, please fill in the warranty card and reserve it carefully.

User Name		Customer Name	
Purchase Date		Customer Phone	
Product Name & Model		Product SN	
Customer Address			
Order No.			
Maintenance Records	Date	Failure Cause and Treatment	

#### Warranty Policy

If there is any breakdown which caused by the product's own quality, customers can send the warranty card with the product to our Customer Service Center.

#### Notice

1. According to the prescription, the warranty period is 5 years (From the day when you receive the product). During the warranty period, we provide free maintenance service to solve all non-artificial quality problems if the product is under normal usage circumstance. If the product exceeds the warranty period, only maintenance cost will be charged.
2. If the failure of the product is not due to quality problems (such as improper use, improper storage, unauthorized disassembly, etc.), maintenance cost will be charged.
3. Please pay for back goods freight in advance. Freight collect is not accepted.

Support Email: customerservice@solarmanpv.com

Customer Hotline: +86 400 181 0512

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