



## Studer Web Portal

# How to use the Studer Web Portal

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# How to use the Studer Web Portal

## 1. Introduction

The Studer Web Portal is the user interface to access your Studer installation remotely. Once your Xcom device is connected to our server, you can register your installation in the Studer Web Portal and access your system from the web browser. The Studer Web Portal allows you to both monitor real-time information, as well as control and change parameters and configuration.



If you have a Xcom-GSM or Xcom-LAN in your system, please read carefully the installation instructions and make sure that you follow the instructions to establish the internet connection between the Xcom and our Studer server. Before registering the installation in the Studer Web Portal, you need to make sure that you have received the message "Server connected" in your RCC.



In case you didn't receive the "Server connected" message, please check your internet connection (LAN or GSM) and read our FAQ section for further instructions.



## Studer Web Portal

### How to use the Studer Web Portal

## 2. Access and create a user

### 2.1. Studer Web Portal (Address)

The address of the Studer Web Portal is: <https://portal.studer-innotec.com>

### 2.2. Authentication

The landing page of the portal is the authentication page. Please sign in with your email and password. If you do not have an account yet, go to next chapter.



## Studer Portal

Sign in to start your session

Email

Password

[Forgot password](#)

☐ Off ☐ Keep me logged in

### 2.3. Create New Account

You should create a new account the first time you access the portal, please click on the "Create New Account" button and fill in the following form and click "Save".

To create an account, enter your email address and a password.

Email

First Name

Last name

Password

Repeat password

☐ I accept the [Terms of service](#)



## Studer Web Portal

### How to use the Studer Web Portal

#### 2.4. Home page

The portal home page is different depending if you have registered one or more sites.

##### 2.4.1. Live Dashboard (one installation registered)

After signing in you will reach the Dashboard (home page with one installation registered)

The screenshot shows the 'Quick overview - Power flows' dashboard. It features a central area with icons for power generation (solar panel), transmission (power line), and consumption (house), each labeled '0.00 kW'. A battery icon is at the bottom. The right sidebar shows a placeholder for a user photo with the text 'Your photo here' and 'Votre photo ici'. The top right corner indicates 'Dev Deutschland' with a dropdown menu and icons for notifications and settings. The bottom of the page contains copyright information: 'Copyright © 2019 Studer Innotec. All rights reserved. Version 1.0.0.40' and a link to 'Need help? Manual of the Studer Portal. Contact Us'.

##### 2.4.2. My Installations (several installations registered)

With several installations registered, the home page is “My Installations”.

The screenshot shows the 'My Installations' page. It features a table with columns 'Id', 'Name', and 'Detail'. The table lists five installations, with the third one, '3354 Spain Mallorca', highlighted in red. To the right of the table is a map titled 'Location' showing the location of the selected installation in Mallorca, Spain. The bottom of the page contains copyright information: 'Copyright © 2020 Studer Innotec. All rights reserved. Version 1.0.0.2'.

Id	Name	Detail
2876	England London (no BSP)	[Icons]
1834	Panneau de communications GSM	[Icons]
3354	Spain Mallorca	[Icons]
2911	Spania (no XT)	[Icons]
2877	Suisse (Xconnect LAN)	[Icons]

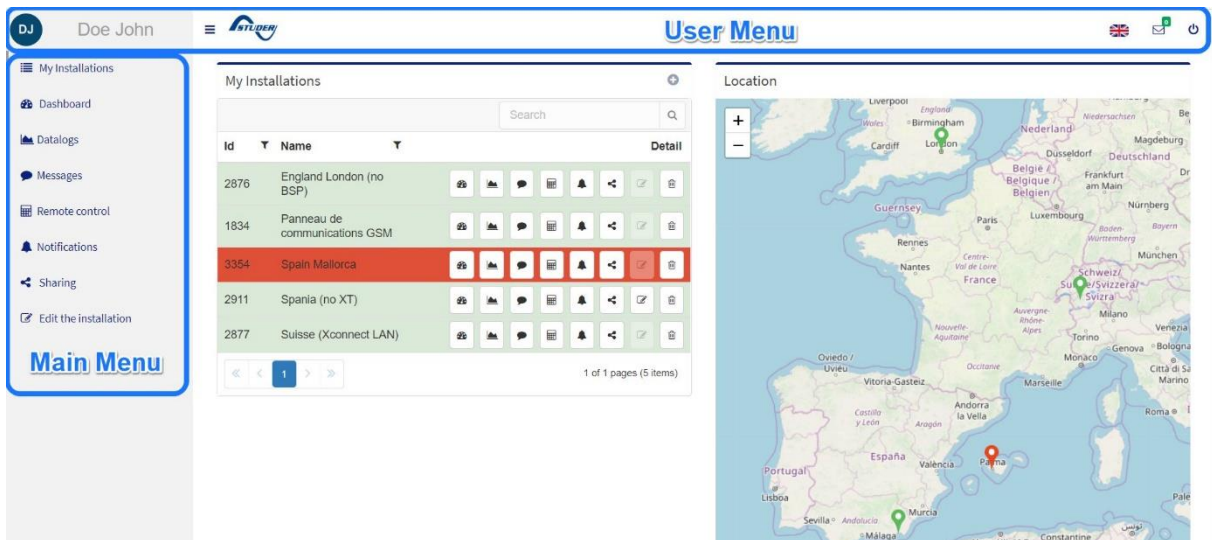


## Studer Web Portal

### How to use the Studer Web Portal

### 3. Navigating in the Studer Web Portal

The main elements of the Studer Web Portal are the Main Menu and the User Menu.



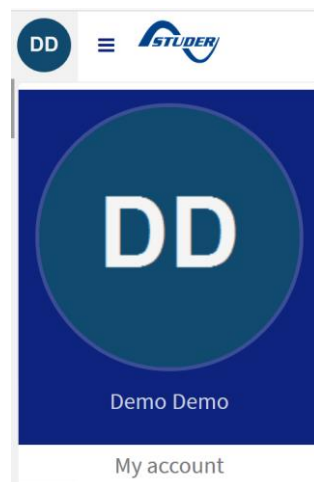
#### 3.1. User menu

This menu includes:

- User profile
- Language selector
- Your message inbox
- Logout button.

##### 3.1.1. User Profile

In the user profile section, you can see and edit your "account".



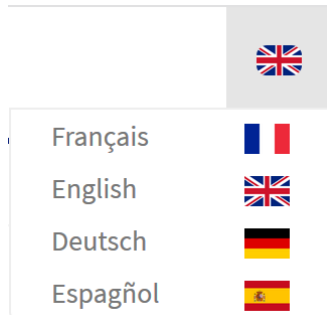


## Studer Web Portal

### How to use the Studer Web Portal

#### 3.1.2. Language Selector

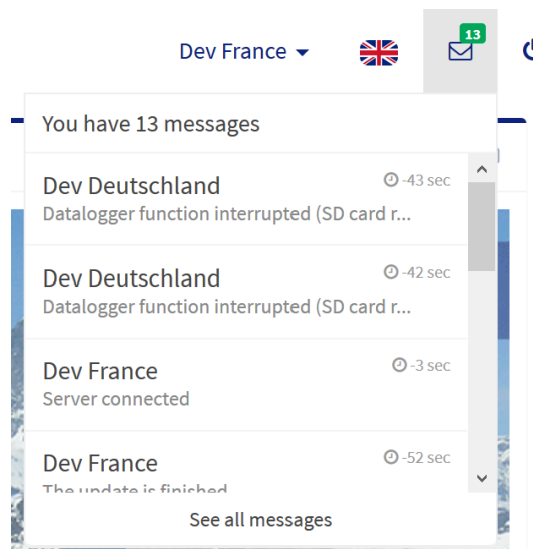
The language selector allows to choose one of our four working languages:



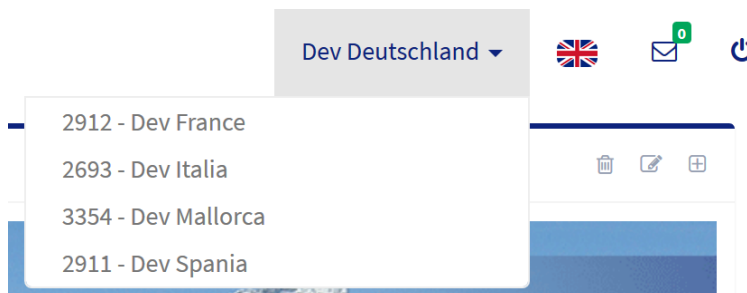
For other languages, please use the translation tool from your web browser, such as the translator available in Google Chrome.

#### 3.1.3. Message Inbox

In the message inbox you can read the messages you have received by installations.



When you select one installation, an installation navigation button will be available in the user menu, allowing to change easily from one installation to other.





## Studer Web Portal

### How to use the Studer Web Portal

#### 3.2. Main menu

The main menu allows the navigation among the different functions available in the portal:



**My Installations:** (only with two or more installations registered) See all your installations on the same page, with status of the connection for each installation. In addition, you will see your installations in a world map.



**Dashboard:** Instant system overview of the power, daily energy and battery status. You will need to select one installation before accessing the dashboard.



**Datalogs:** Check live your installation main graphs to follow system performance or download the logfiles (.csv) for a comprehensive and full review.



**Messages:** Read the messages from all the installations, you can filter by installation and message type.



**Remote control:** Access remotely to your system, either using the RCC interface or the quick options: User level, read information, read parameter, write parameter.



**Notifications:** Define some notifications per email or sms.



**Sharing:** establish the sharing rules for sharing some installations with your clients, technicians, final users, support team, etc.



**Edit Installation:** Modify Installation's name, description, location, data and pictures.

##### 3.2.1. My Installations (only with two or more installations registered)

The screenshot displays the 'My Installations' page in the Studer Web Portal. On the left, there is a sidebar with navigation icons. The main content area is divided into two sections: 'My Installations' and 'Location'.

**My Installations Table:**

Id	Name	Detail
2971	Dev Deutschland	[Icons: Home, Graph, Messages, Remote Control, Sharing]
2912	Dev France	[Icons: Home, Graph, Messages, Remote Control, Sharing]
2693	Dev Italia	[Icons: Home, Graph, Messages, Remote Control, Sharing]
3354	Dev Mallorca	[Icons: Home, Graph, Messages, Remote Control, Sharing]
2911	Dev Spania	[Icons: Home, Graph, Messages, Remote Control, Sharing]

At the bottom of the table, it indicates '1 of 1 pages (5 items)'.

**Location Map:**

The map shows Europe with markers for each installation location. A callout box for 'Dev Mallorca' is visible, showing its location on the island of Mallorca. The map is powered by Leaflet and OpenStreetMap.

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### How to use the Studer Web Portal

The list of your installations with a quick access to the main functions and the status of the connection (red or green).

- Red Status: Installation is not currently communicating with server (In this example “Dev France” is not connected to Portal, when the connection is back the data will be transfer automatically).

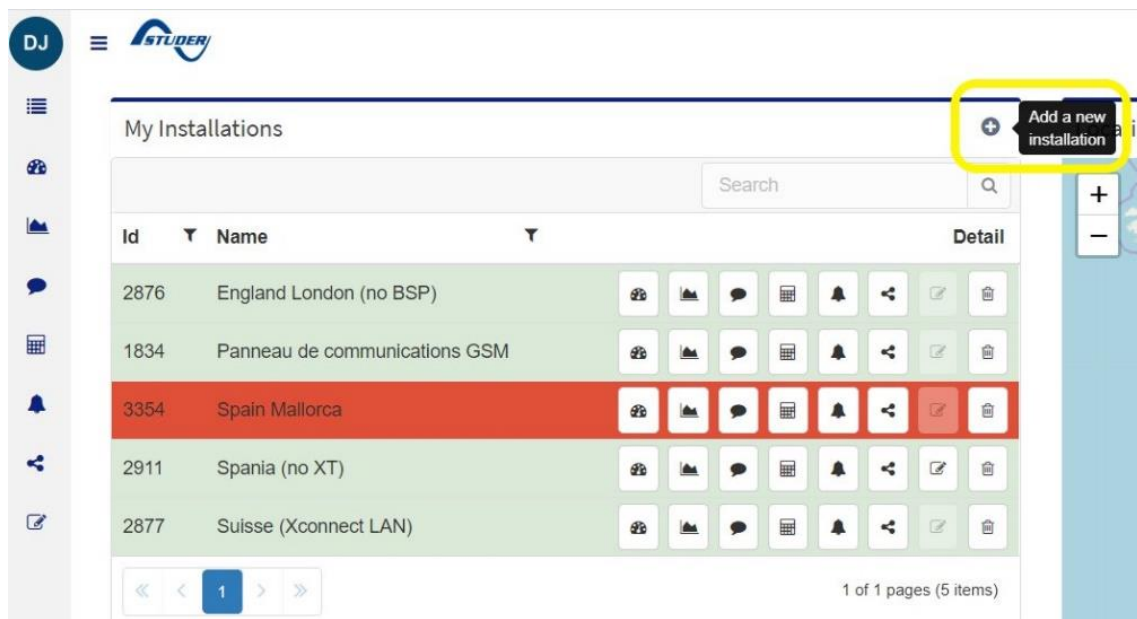
The installations will be in the location map if the coordinates have been introduced. The connection status is also available in the map (red or green pointer).

Id	Name	Quick Access	Detail
2876	England London (no BSP)	       	
1834	Panneau de communications GSM	       	
3354	Spain Mallorca	       	
2911	Spania (no XT)	       	
2877	Suisse (Xconnect LAN)	       	

1 of 1 pages (5 items)

#### Add new Installation

You can add a new installation from this window. Click in “+” icon.



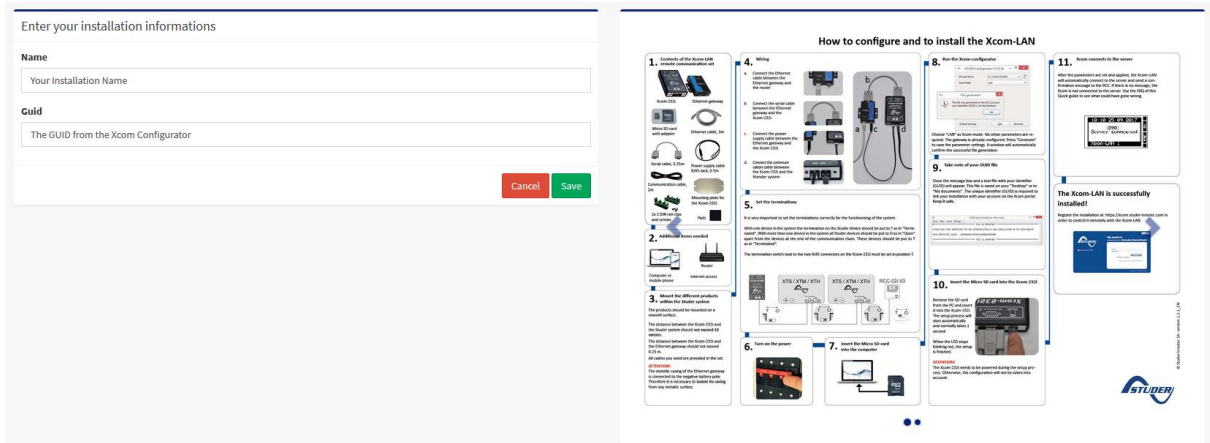




## Studer Web Portal

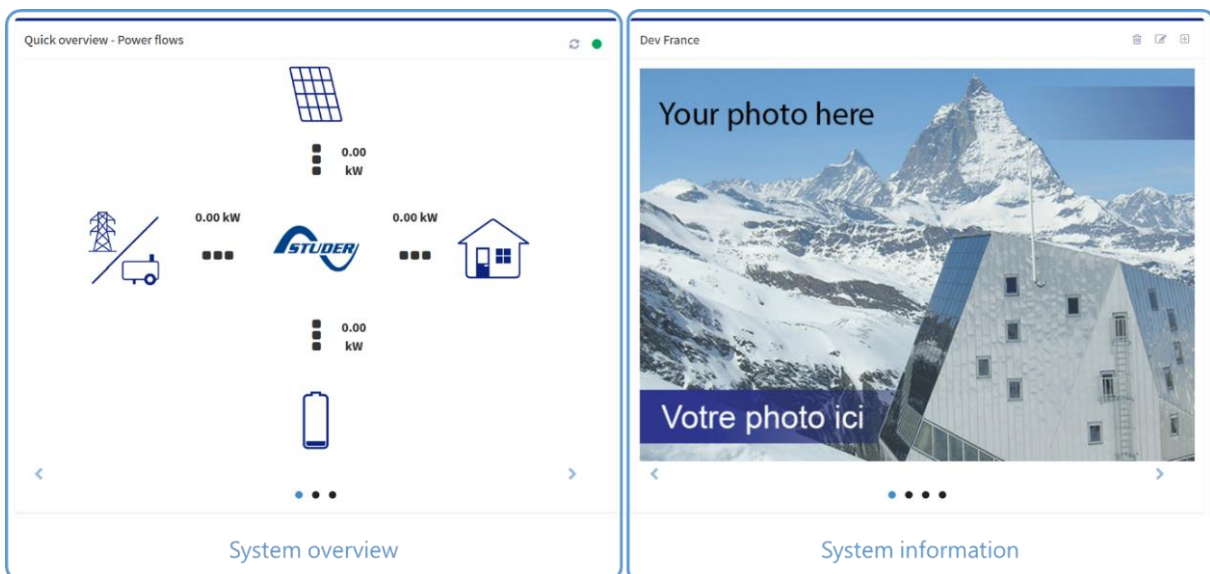
### How to use the Studer Web Portal

Please, introduce the GUID generated by the Xcom Configurator tool during the Xcom installation.



### 3.2.2. Live Dashboard

The dashboard will display a system overview with live instant information through three screens as well as the system information.



### System Overview

The system overview includes three screens:

- Power flows
- Daily energy
- Battery information.

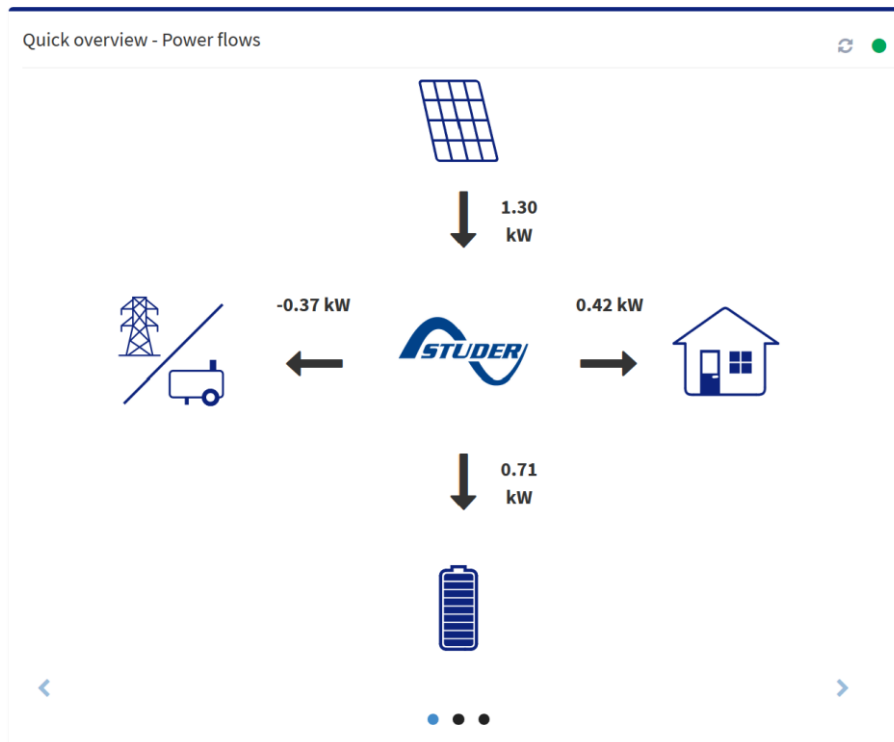
**Power Flows:** The first screen is the power flow in the system, including the instant power and the power flow.



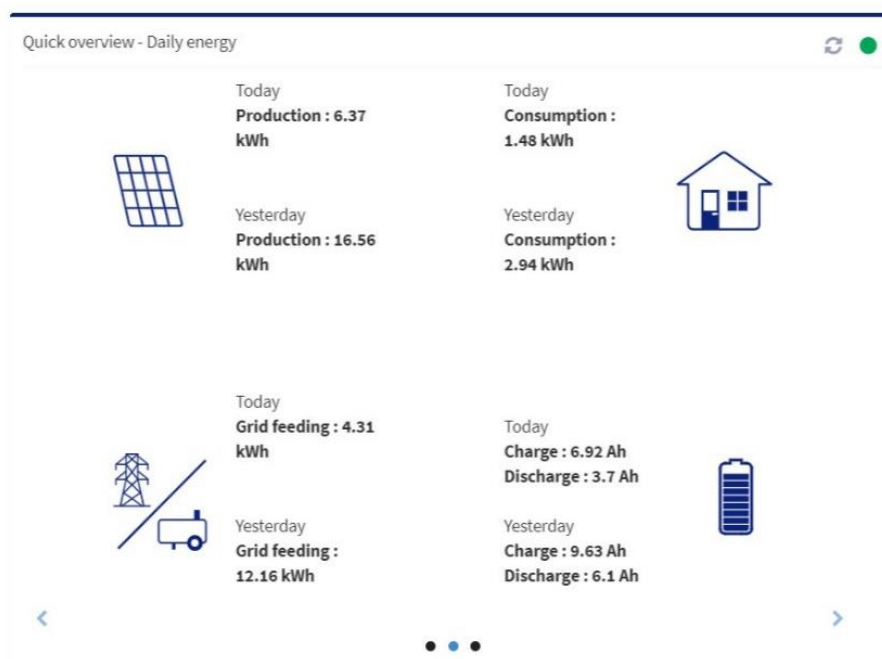
## Studer Web Portal

### How to use the Studer Web Portal

In the example, there is 1.3kW instantly produced by the solar generator (VarioTrack/VarioString), 0.42kW consumed on the AC-output, 0.71kW charged in the battery and 0.37kW feed into the grid, because it is negative. Except for the solar production, all the other powers can go in both directions.



Daily Energy: The second screen is the summary of the daily energy exchange, with the total kWh of the current day and the previous day.





## Studer Web Portal

### How to use the Studer Web Portal

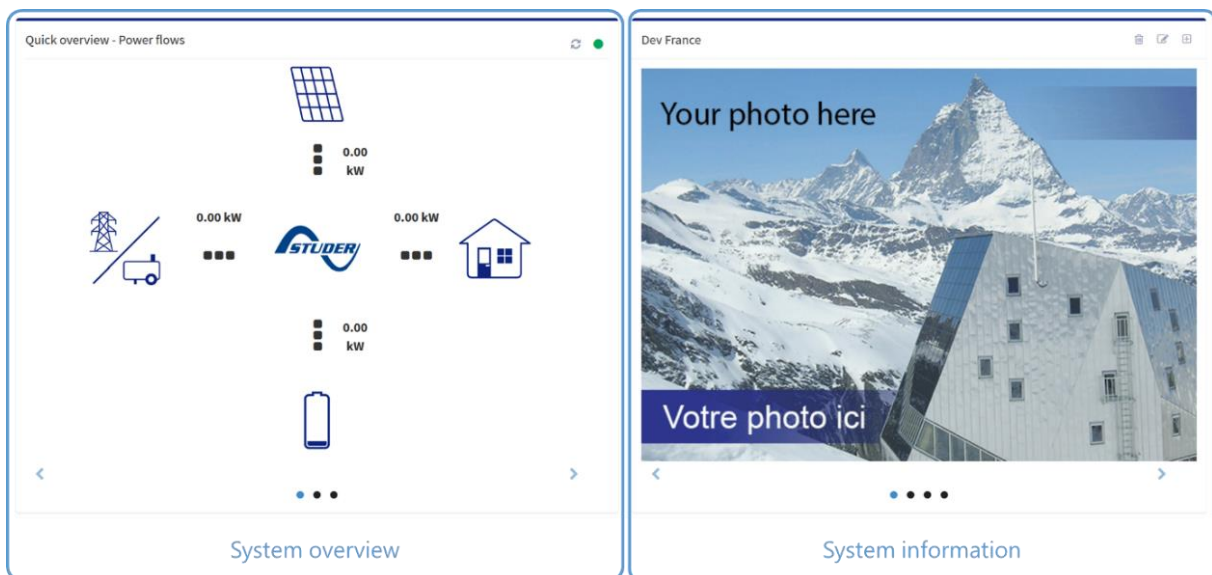
The production of the solar generator, the consumption on AC-out (load), the consumption or energy fed into the grid (-1.16kWh fed into the grid, negative) and the amount of energy that has been charged and discharged from the battery.

Battery Information: The third screen is the battery live main information: power (positive-charge, negative-discharge), voltage, current, state of charge (SoC) if accessory (BSP or Xcom-CAN) available and battery temperature if accessory (BSP or BTS-01) available.



<b>Power:</b>	0.72 kW
<b>Voltage:</b>	64.25 V
<b>Current:</b>	10.1 A
<b>SoC:</b>	100.0 %
<b>Temperature:</b>	21.6 °

### System Information



The System information consist of four screens, where you can edit:

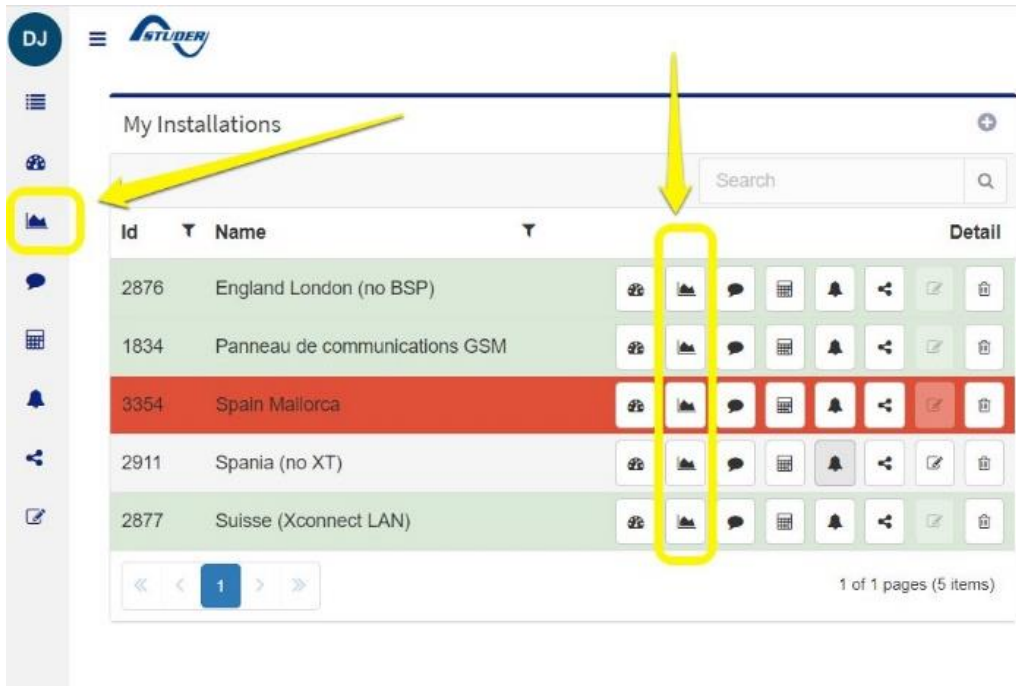
- Photos
- Installation details
  - o Installation name
  - o Location, either by introducing an address or the GPS coordinates
  - o Description, usually for describing the devices included in the installation
- Location
- Installer contact details.

## Studer Web Portal

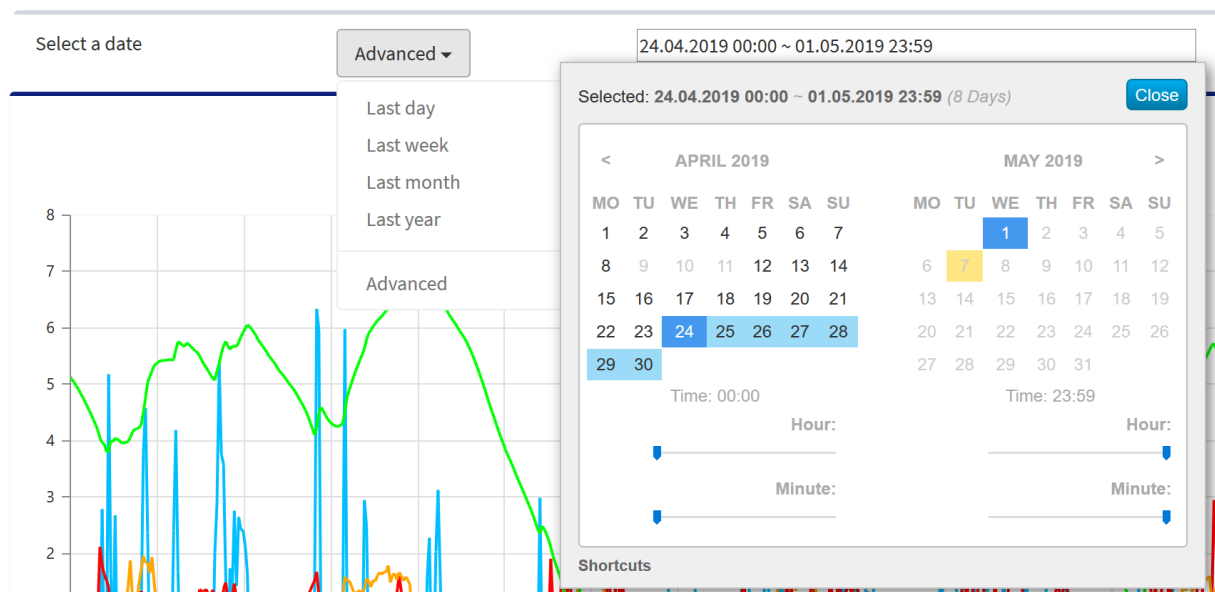
### How to use the Studer Web Portal

#### 3.2.3. Datalogs

In this new version we have more info available. From the Studer Web Portal it is possible to interactively see the performance of your installation trough Datalogs Menu. There are 2 possible access (See image below).



You can select the date range: last day, last week, last month, last year or your defined data range in “Advanced” option.



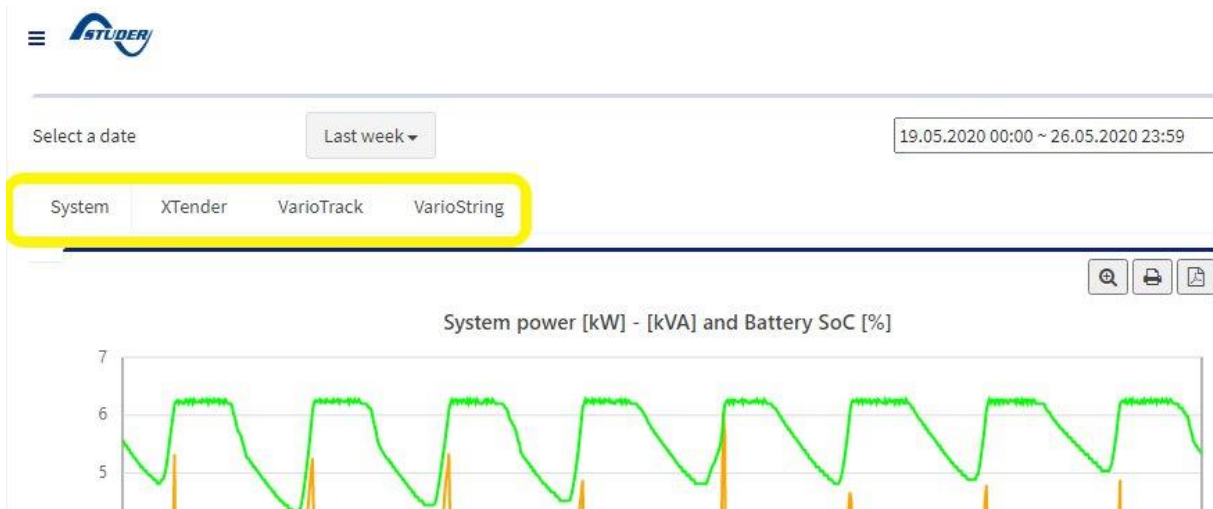
There are 4 main graphs available which will provide the relevant information for following up your system behaviour.



## Studer Web Portal

### How to use the Studer Web Portal

And select between 4 different tabs: System, Xtender, Variotrack and Variostring



Here is the list of the graphs you will see in each tab:

#### System:

- System Power (Battery SOC, Solar power (kW), Consumer (kW & kVA), Grid/Genset (kW))
- System Energy (Grid Genset (kWh), Consumer (kWh), Solar (kWh))
- Battery Voltage (Vdc) & Battery current (A)
- Battery Temperature & Battery SOC

#### XT (Inverter /charger):

- Power & Frequency AC Out (Grid/Genset (kW), Consumer (kW & kVA), Frequency ACout (Hz))
- Energy kWh day (Grid/Genset (kWh), ACoutput (kWh))
- Voltage ACin (Vac) & Frequency Acin (Hz)
- Current Acin (A) & Transfer relay
- Auxiliary contacts
- Remote entry

#### Variotrack

- PV Power (W)
- PV Voltage (Vdc)
- PV Energy (KWh)
- Battery Voltage (Vdc)



Studer Web Portal

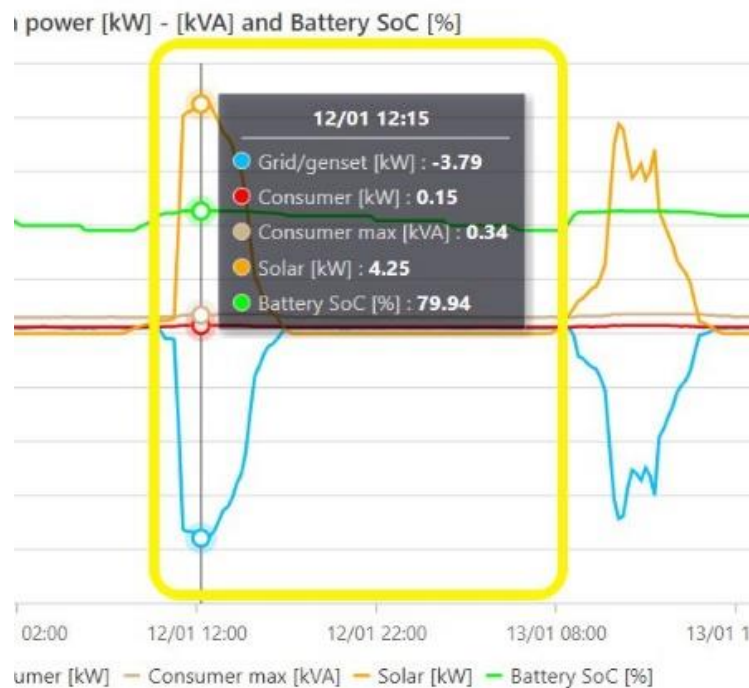
## How to use the Studer Web Portal

- Auxiliary contacts (Only if module included)

### Variostring

- PV Power (W)
- PV Voltage (Vdc)
- PV Energy (KWh)
- Battery Voltage (Vdc)
- Auxiliary contacts (Only if module included)

By navigating with the mouse, you can find the value of each of the variables. In the example, when pointing the cursor on day 12/01 at 12:15, shows the readings in that moment in time.



### Download datalogs

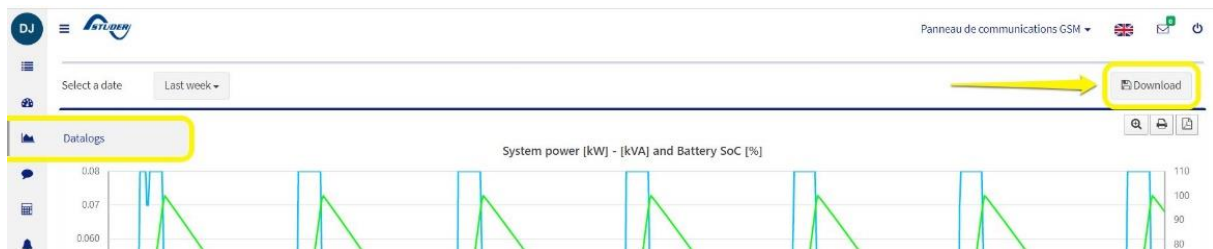
If you want to analyse the installation with more detail, you can always download the datalogs (.CSV) in your computer and use our Xtender Data Analysis Tool.

#### Step 1: Download datalogs

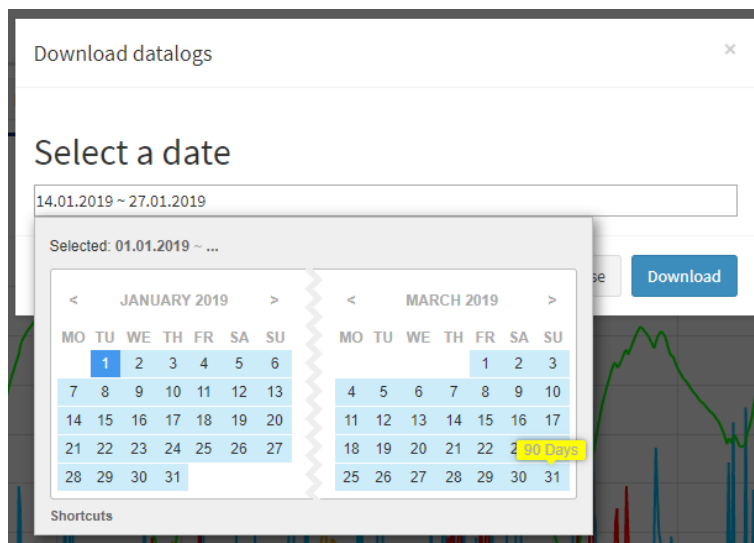


## Studer Web Portal

### How to use the Studer Web Portal



Select a date range and click on the download button. A zip file containing the logfiles will then be downloaded in your computer.



You can analyse the data with Data Analysis Tool. More info about this tool in Appendix.

### Upload datalog

In case there are some datalogues you do not have in portal, you can upload the datalogues missing from RCC SD card. Go to icon "Upload datalog file"



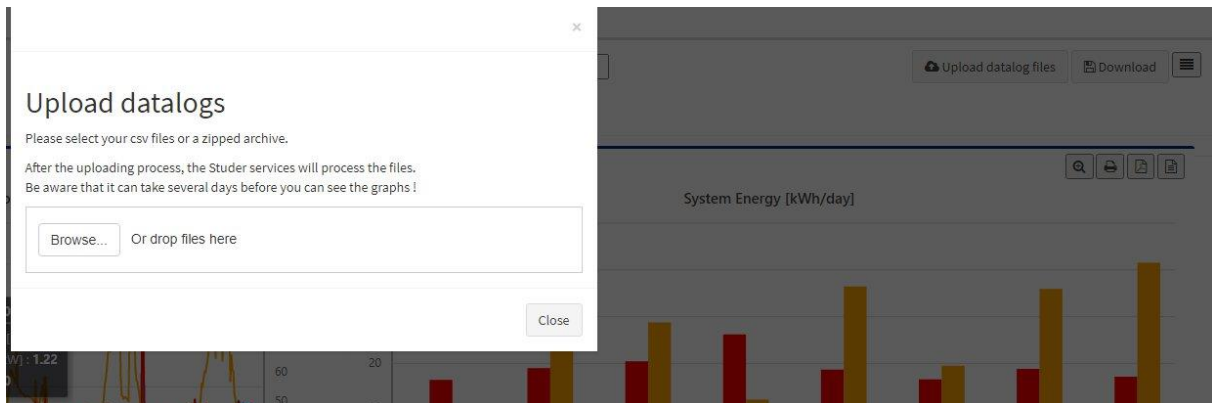




## Studer Web Portal

### How to use the Studer Web Portal

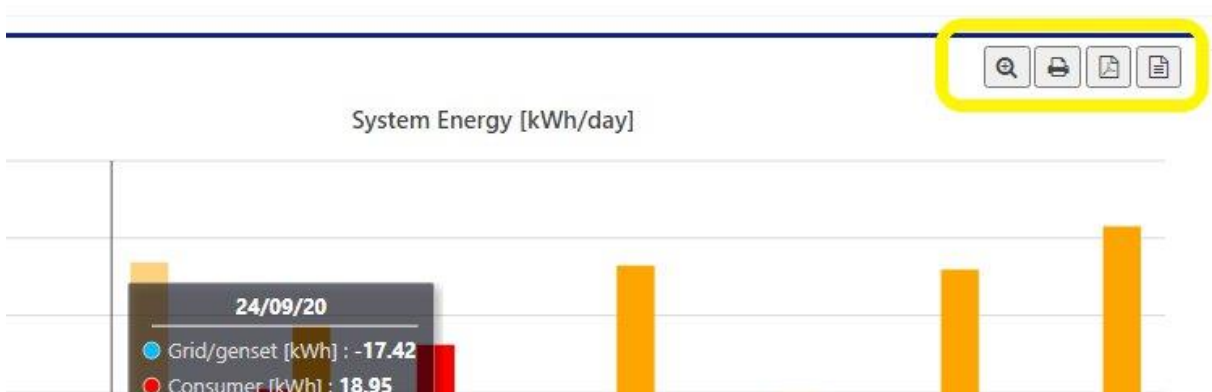
And select the files from your computer or drop them in this box.



#### Use data & Graphs

Next to each graph there is these icons

- Zoom
- Print graph
- Export graph as a PDF document
- Export data as CSV File.



#### 3.2.4. Messages

In this section all the messages from all the installations are shown and could be filtered according to the user needs by:

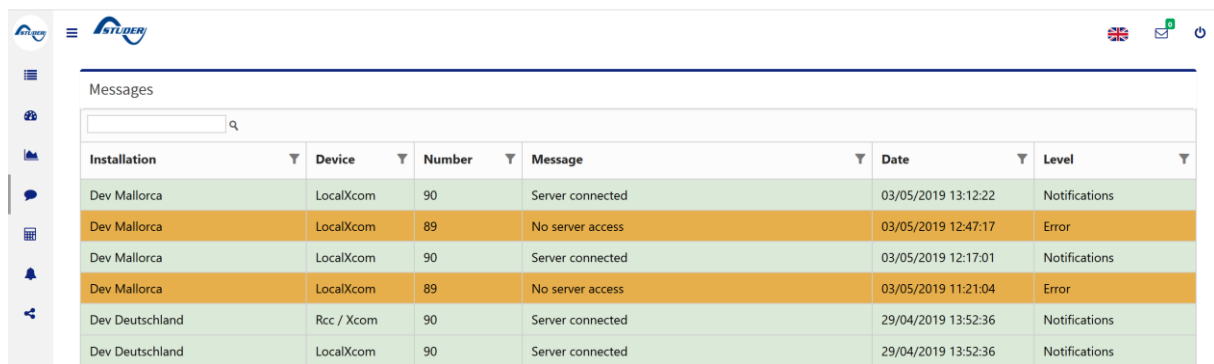
- Installation: name of the installation
- Device: device from the installation source of the message
- Number: message number (Id for troubleshooting)



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- Message: description of the message
- Date: day and time were the message was sent
- Level: There are four different types of messages:
  - o Notification (green): general information on the functioning of the installation.
  - o Warning (yellow): an event that may cause the system to malfunction or to shut down if not solved or remediated.
  - o Error (orange): a function of the system has been deactivated.
  - o Halted (red): The system had to be stopped as a major event is preventing its operation.

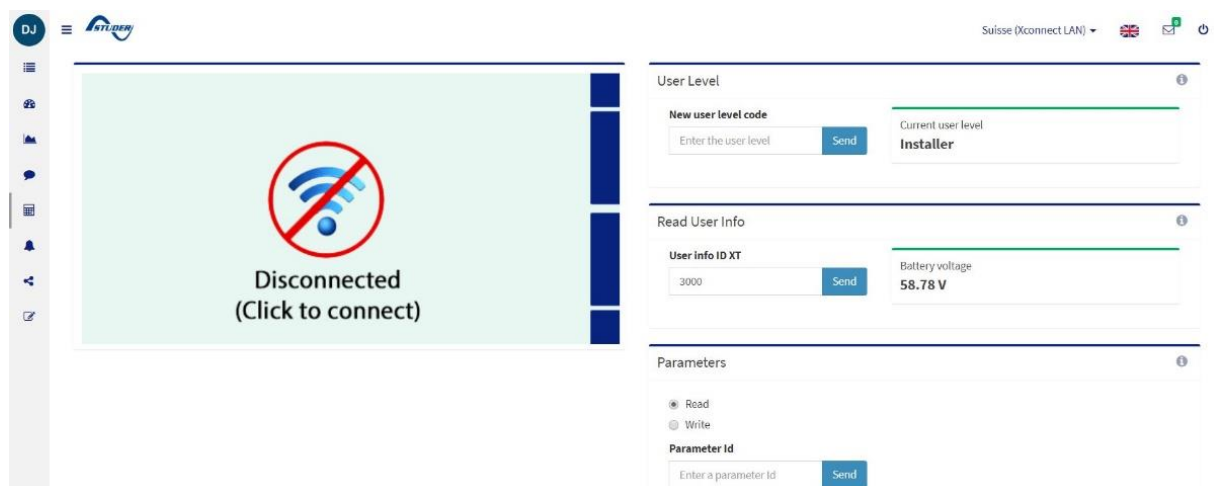


Installation	Device	Number	Message	Date	Level
Dev Mallorca	LocalXcom	90	Server connected	03/05/2019 13:12:22	Notifications
Dev Mallorca	LocalXcom	89	No server access	03/05/2019 12:47:17	Error
Dev Mallorca	LocalXcom	90	Server connected	03/05/2019 12:17:01	Notifications
Dev Mallorca	LocalXcom	89	No server access	03/05/2019 11:21:04	Error
Dev Deutschland	Rcc / Xcom	90	Server connected	29/04/2019 13:52:36	Notifications
Dev Deutschland	LocalXcom	90	Server connected	29/04/2019 13:52:36	Notifications

You can find a list of messages in the [RCC Quick guide](#) with a troubleshoot description, in the section 8 "Messages, account of events & troubleshoot".

#### 3.2.5. Remote control

Remote control function allows to check and configure the installation remotely from the portal.



#### RCC Screen

This is the screen of the Xcom and similarly to the RCC allows to check system information and settings, following the different navigation menus. Please see the RCC manual for further information.



Studer Web Portal

## How to use the Studer Web Portal



### Remote access

The Remote Access has three functions:

- User level: from here you can quickly change the user level of the Xcom
- Read User Info: from here you can quickly read one information from the system
- Parameters (Read): with this function you can read the value of one of the parameters of the installation.



## Studer Web Portal

### How to use the Studer Web Portal

User Level

New user level code

Enter the user level

Send

Current user level

Expert

Read User Info

User info ID XT

3000

Send

Battery voltage

12.16 V

Parameters

☒ Read

Parameter Id

Enter a parameter Id

Send

The list with the available User information and parameters could be find in the RCC Quickguide available in the Accessories User Manuals in our website [Download Center](#).

For example, the parameters for the Xtender are the 1000 series, while the user information are the 3000 series.

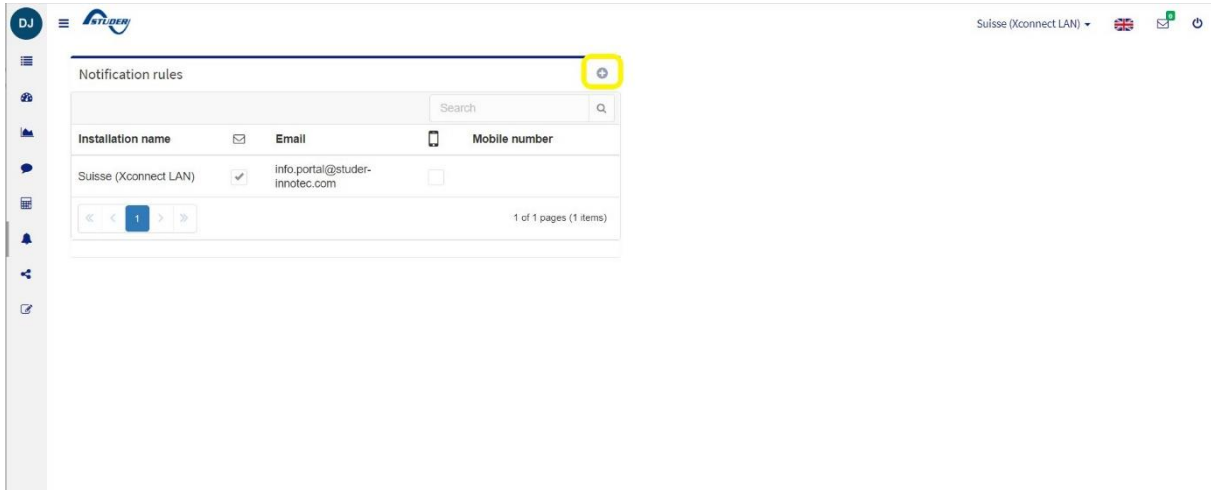


## Studer Web Portal

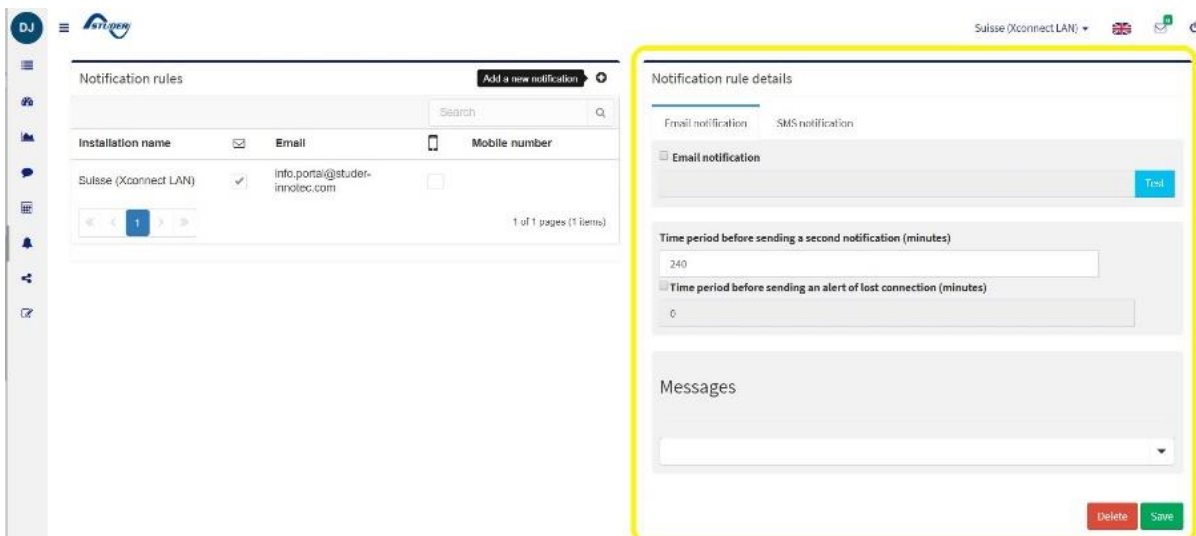
### How to use the Studer Web Portal

#### 3.2.6. Notifications

You can program different alarms that you can receive via Email or SMS.



If you want to create a new notification, click in “+” icon. It will open a new menu.



You have to choose “Email Notification” (Free) or “SMS Notification” (Service supplied by third parties, it may have some cost).



## Studer Web Portal

### How to use the Studer Web Portal

#### Email Notification

**Step 1:** Click “Email Notification”

**Step 2:** Enter Email to receive messages.

**Step 3:** Time Period before sending a second notification Minutes (Default: 240 minutes)

**Step 4:** Time period before sending an alert of lost connection (Default: 0 minutes)

**Step 5:** Messages. Select the message you want to received from a scrollable list. Example: “(0) Battery Low”.

**Step 6:** Click “SAVE” Button to apply.



## Studer Web Portal

### How to use the Studer Web Portal

#### SMS Notification

**Step 1:** Click “SMS Notification”

**Step 2:** Enter mobile phone number.

**Step 3:** Select SMS Provider (Third party) from scrollable list.

**Step 4:** Time Period before sending a second notification Minutes (Default: 240 minutes)

**Step 5:** Time period before sending an alert of lost connection (Default: 0 minutes)

**Step 6:** Messages. Select the messages you want to receive from a scrollable list.

Example: “(0) Battery Low”

**Step 7:** Click “SAVE” Button to apply.





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### 3.2.7. Sharing

It is possible to add a sharing rule allowing a second person to access your installation from the portal. To share an installation the email should be already registered as a Studer Portal Account. It is possible to share each of the portal functions according to user requirements.

Sharing

Email

Email

On

Remote control

On

Datalogs

On

Notifications

On

Sharing

On

Messages

On

Web Services

Cancel

Save

### 3.2.8. Edit Installation

It will allow you to edit installation data.

[illegible]

There are 3 submenus:

- **My Installation:** Edit address, location and details
- **Installer:** Edit installer info and contact details
- **Photo:** To add or remove photos.



## Studer Web Portal

### How to use the Studer Web Portal

## 4. Appendix

### 4.1. Data Analysis Tool

After downloading the logfiles from the portal a zip file will be downloaded in your computer, containing the CSV files from the installation. In order to read and analyse the .CSV files in a graphs, the latest version of the Xtender Data Analysis Tool is available in our website, an excel based tool that will generate automatically the graphs of the system from the CSV files.

Search EN SWISS MADE POWER

APPLICATIONS PRODUCTS OUR PARTNERS CASE STUDIES SUPPORT ABOUT US

Technical support

FAQ

Reference Installations

Warranty

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Qualified service partners

Technical area

### Download Center

Datasheet

Case Studies

User manuals

Accessories user manuals

Appendices

Software and Updates

[Data logger](#)

» Xtender Data Analysis Tool (V1.6.30)	EN(795KB)
» Xtender Data Analysis Tool (V1.6.30) - Week	EN(3MB)
» Xtender Data Analysis Tool (V1.6.30) - Month	EN(8MB)

You will need to import the CSV files, by selecting their location in the computer. After the logs are imported, then you could press the "Generate reports" button and you will be redirected to the graphs sheet when the data will be loaded.



## Studer Web Portal How to use the Studer Web Portal

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Web : [www.studer-innotec.com](http://www.studer-innotec.com)

### XTENDER Data Analysis Tool V 1.6.30

#### Step 1 Import datas from SD card



The files saved by Xtender system are on the SD card in folder CSVFILES, in a subdirectory LOG

To select all files use "CTRL"+"A" in the dialog box. You can import only one file (one day) to save time.

**N.B** With this tool it is not possible to import log files from more than one calendar year

(i.e.: from 15.12.15 to 15.01.16). Only data from the same calendar year can be viewed at the same time.

**N.B** Some versions of Microsoft Office Excel limit the file size of data used by an Excel file.

With Excel 32 bits, it is not possible import a full year of data to the Xtender Data Analysis Tool.

However, it is possible to import a full year of data with Excel 64 bits running in Windows 10 64 bits.

Import CSV files

Import cancel

Erase all imported datas

#### Step 2 Generate the report with the two steps below



#### Step 2a If you need to see a particular date, insert it in the cell below

Select report start date : 01.01.2018

#### Step 2b Push the button below to generate the reports

Generate reports

The graph sheet has 3 main sections: Xtender, BSP & System, Solar.

