HUBBLE™ ENERGY

Hubble

Cloudlink

MANUAL



Settings & Communication

Installation

Troubleshooting

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1. IMPORTANT INFORMATION

Your CloudLink device supports a nominal DC input voltage of 24V to 48V.

2. INTRODUCTION

The Hubble Cloudlink connects to the Hubble battery via the BMS RS232 port, which enables the device to integrate directly with our BMS and report all statistics and alarms to the cloud for remote monitoring of both the batteries and selected inverters.

The Hubble Cloudlink has its own CAN Bus protocol. This protocol encapsulates 5 different CAN Bus protocols.

Key Features:

Can Bus
CAN bus converter for Hubble Lithium BMS. Multiple CAN bus protocols built-in for maximum inverter compatibility

Cloud Monitoring & Control
Reports inverter & battery values to the cloud for monitoring, control and troubleshooting.

Cloud Control
Remotely control your supported inverter for different operation modes and even change settings on the inverter setup remotely.

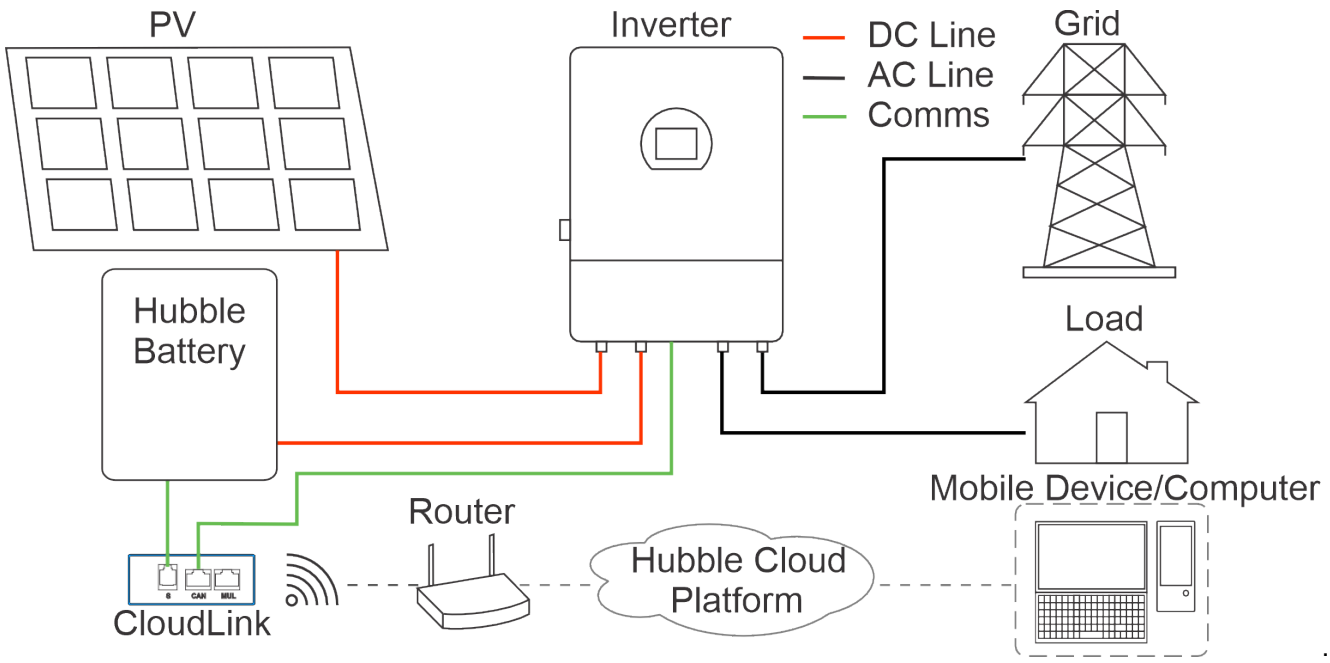
Auto Updates
Automatic seamless Cloudlink encrypted, over the cloud, updates.

Install
Easy “Plug & Play” Design. Powers directly from supporting inverter communication ports.

Local
Supported, Designed & Engineered in South Africa.

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3. TYPICAL APPLICATION



4. TECHNICAL SPECIFICATIONS

INPUT	
VOLTAGE	20V to 75V DC
POWER	<2W

COMPATIBILITY		
RS232	**INVERTER**	**BATTERY**
	Voltronic – Mecer – Axpert – Phocos - Kodak etc	Hubble
RS485/MOD	**ENERGY METER**	
	Eastron-Modbus: SDM120, SDM220, SDM630 Hubble 1 Phase Smart Meter Hubble 3 Phase Smart Meter	
CAN	**TO-INVERTER**	**FROM-BATTERY**
	Victron – Sunsynk – Deye – Solis – Goodwe – Schneider - Growatt, etc	Hubble Lithium

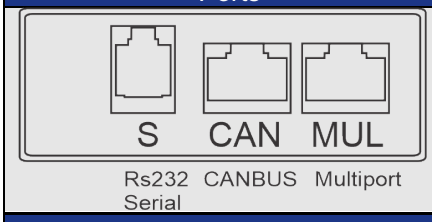
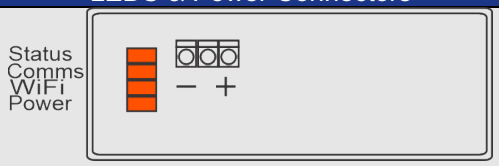
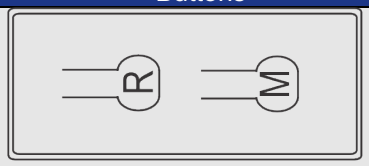
INCLUDED CABLES		
RS232	RJ12 to RJ12	For RS232 compatible battery
	RJ12 to RJ45	For RS232 compatible inverter
RS485/MOD	CAT5e Type B	Inverter with compatible pinouts
CAN	CAT5e Type B	Inverter with compatible pinouts *Victron has custom pinouts - see the Victron Setup Guide on our website

COMMUNICATIONS			
PROTOCOL	**STANDARD**	**PHYSICAL**	**BUILT-IN TERMINATION**
SERIAL	RS232	RJ11/12	N/A
CAN Bus	CAN J1939 & NMEA2000	2 X RJ45	Yes
Modbus	RS485	RJ45-MUL Port	Yes

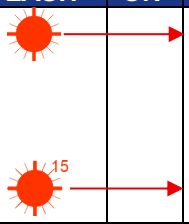
WIFI	
WIFI MODE	Station/SoftAP/SoftAP+Station/P2P
STANDARDS	FCC/CE/IC/TELEC/KCC/SRRC/NCC
PROTOCOL	802.11 b/g/n/e/i (802.11n up to 150 Mbps)
SECURITY	WPA/WPA2/WPA2-Enterprise/WPS

PORT PIN LAYOUTS			
PIN	**S-PORT RJ12**	**CAN-PORT RJ45**	**MUL-PORT RJ45**
1	12V	-	-
2	-	GND	GND
3	CLOUDLINK RX	-	-
4	CLOUDLINK TX	CAN-H	CAN-H
5	GND	CAN-L	CAN-L
6	5V	GND	GND
7	-	RS485 A	RS485 A
8	-	RS485 B	RS485 B

5. PRODUCT OVERVIEW

Ports	LEDS & Power Connectors	Buttons
		

Cloudlink Indicators

INDICATOR	FUNCTION	OFF	FLASH	ON	DESCRIPTION
Status	Indicates if the Cloudlink is still functioning.				After a Cloudlink reboot, the Status LED flashes very quickly for about 5 times. Thereafter it flashes once every 15 seconds to indicate the Cloudlink is operational / alive.
Comms	Indicates if a communication connection exists to the battery, inverter and/or other 3rd part equipment such as energy meters.				No serial or CAN communication to devices present (e.g., no battery or inverter connected). Serial or CAN communications with one device established. Serial or CAN communications with more than one device established.
Wi-Fi	Indicates the status of the Wi-Fi connection.				No Wi-Fi networks could be found.
					Connected to a Wi-Fi network, but the internet is not accessible.
					Connected to a Wi-Fi network with internet access available.
Power	Indicates if the Cloudlink is powered.				Cloudlink Power is off Cloudlink powered

5.2 Special LED Modes

Mode	LEDs	Pattern
Downloading firmware	WiFi, Comms, Status	Alternate flashing
Config mode	WiFi, Comms, Status	Flash simultaneously
Provisioning mode	WiFi, Comms, Status	Flash simultaneously

5.3 Mode Button Functions

Action	Hold Time	Until " " Beep/s
Do nothing	1 second	1
Enter/Exit Config. Mode	5 seconds	2
Enter Wi-Fi Provisioning Mode	10 seconds	3
Check for new firmware	15 seconds	4
Do nothing	20 seconds	5

5.4 Reboot Button Function

Action	Hold Time	LED
Reboots the CloudLink	1 second	Status LED blinks

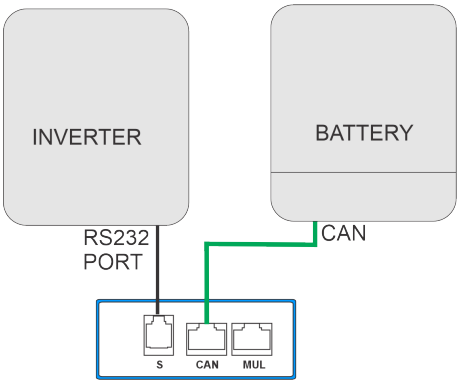
5.5 Cable Pin Layouts for Inverters

For the recommended cable pin layouts for the Cloudlink, Battery and Inverter refer to our website https://www.hubbleenergy.com/ , select Support then Inverter Guides.

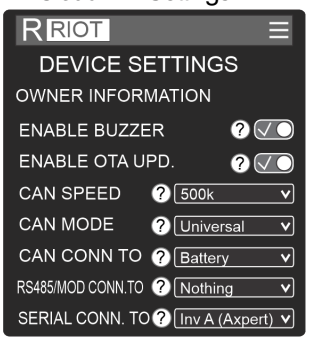
The blue and green cables are generic cables and might not be suitable for all installations.

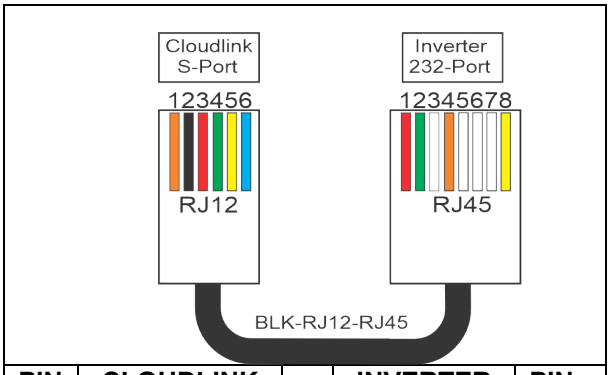
5.5.1 Axpert/Voltronic Connected to Cloudlink and AM2 Battery

Refer to our Inverter Guide for different Inverter/Battery options. Axpert Inverter Guide | Hubble Energy
Refer to cables provided in section 5.7.

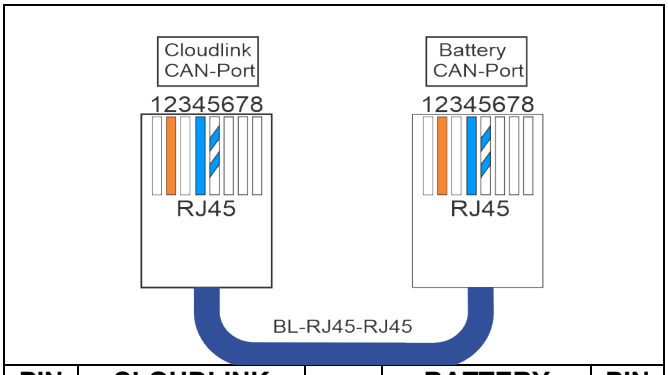


CloudLink Settings





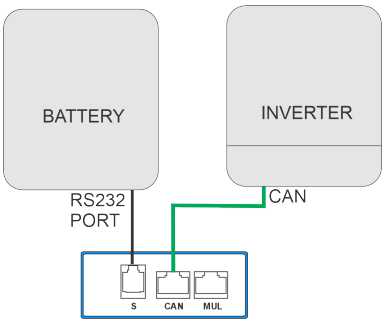
PIN	CLOUDLINK S-PORT RJ12		INVERTER 232-PORT RJ45	PIN
1	12V		RX	1
2	-		TX	2
3	CloudLink RX		-	3
4	CloudLink TX		12V	4
5	GND		-	5
6	-		-	6
			-	7
			GND	8



PIN	CLOUDLINK CAN-PORT RJ45		BATTERY CAN-PORT RJ45	PIN
1	-		-	1
2	GND	↔	GND	2
3	-		-	3
4	CAN-H	↔	CAN-H	4
5	CAN-L	↔	CAN-L	5
6	-		-	6
7	-		-	7
8	-		-	8

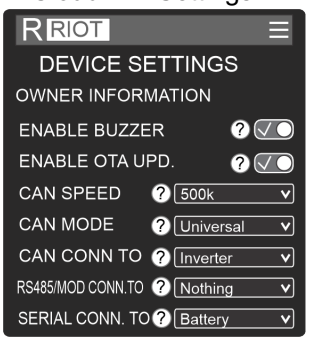
5.5.2 Sunsynk Connected to Cloudlink and AM2 Battery

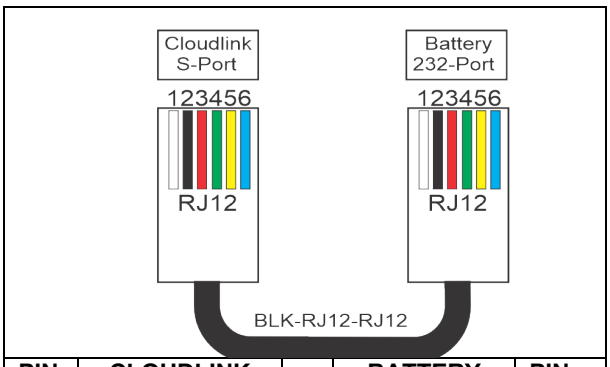
Refer to our Inverter Guide for different Inverter/Battery options. [Sunsynk Inverter Guide | Hubble Energy]
Refer to cables provided in section 5.7.



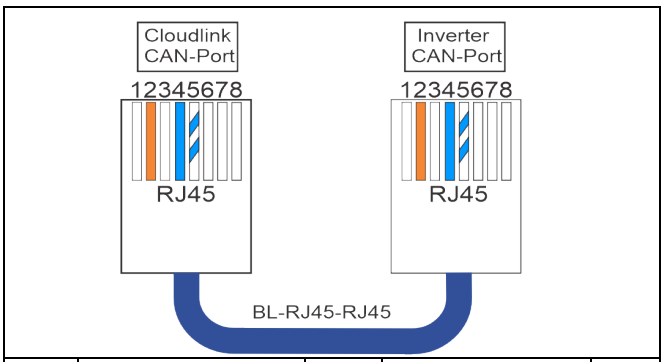
Inverter CAN Port	
No.	Function
1	-
2	GND
3	-
4	CAN-H
5	CAN-L
6	-
7	-
8	-

CloudLink Settings





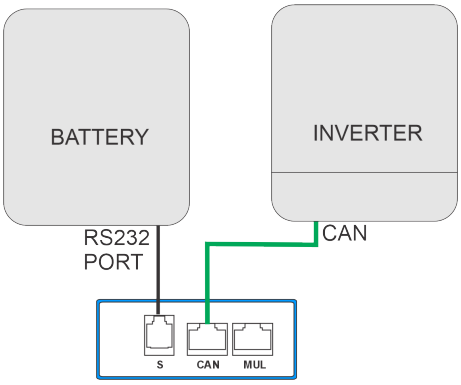
PIN	CLOUDLINK S-PORT RJ12		BATTERY 232-PORT RJ12	PIN
1	-		-	1
2	-		-	2
3	CloudLink RX	↔	RX	3
4	CloudLink TX	↔	TX	4
5	GND	↔	GND	5
6	-		-	6



PIN	CLOUDLINK CAN-PORT RJ45		INVERTER CAN-PORT RJ45	PIN
1	-		-	1
2	GND	↔	GND	2
3	-		-	3
4	CAN-H	↔	CAN-H	4
5	CAN-L	↔	CAN-L	5
6	-		-	6
7	-		-	7
8	-		-	8

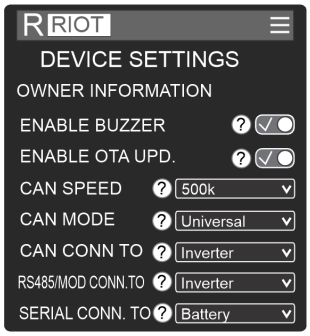
5.5.3 Sunsynk/Deye with a Single, Dual Function BMS Port

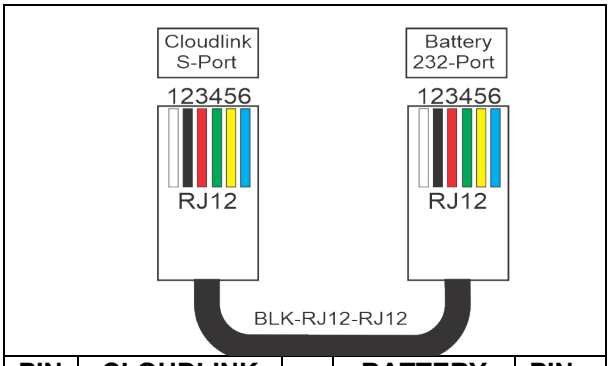
Refer to our Inverter Guide for different Inverter/Battery options. [Sunsynk Inverter Guide | Hubble Energy]
Refer to cables provided in section 5.7.



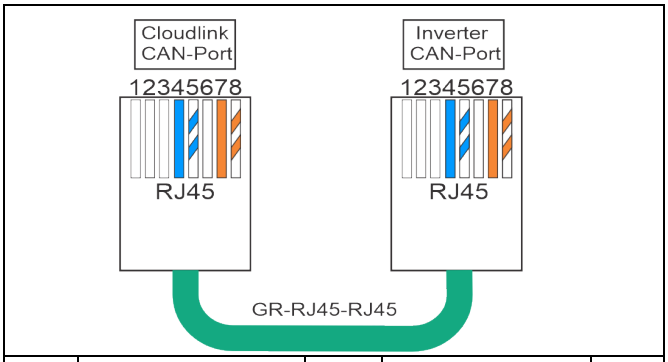
Inverter CAN/485	
No.	Function
1	485_B
2	485_A
3	-
4	CAN-H
5	CAN-L
6	GND_485
7	485_A
8	485_B

Cloudlink Settings





PIN	CLOUDLINK S-PORT RJ12		BATTERY 232-PORT RJ12	PIN
1	-		-	1
2	-		-	2
3	CloudLink RX	↔	RX	3
4	CloudLink TX	↔	TX	4
5	GND	↔	GND	5
6	-		-	6



PIN	CLOUDLINK CAN-PORT RJ45		INVERTER CAN-PORT RJ45	PIN
1	-		-	1
2	GND		GND	2
3	-		-	3
4	CAN-H	↔	CAN-H	4
5	CAN-L	↔	CAN-L	5
6	-		-	6
7	485-A	↔	485-A	7
8	485-B	↔	485-B	8

5.6 Multiple Cloudlinks

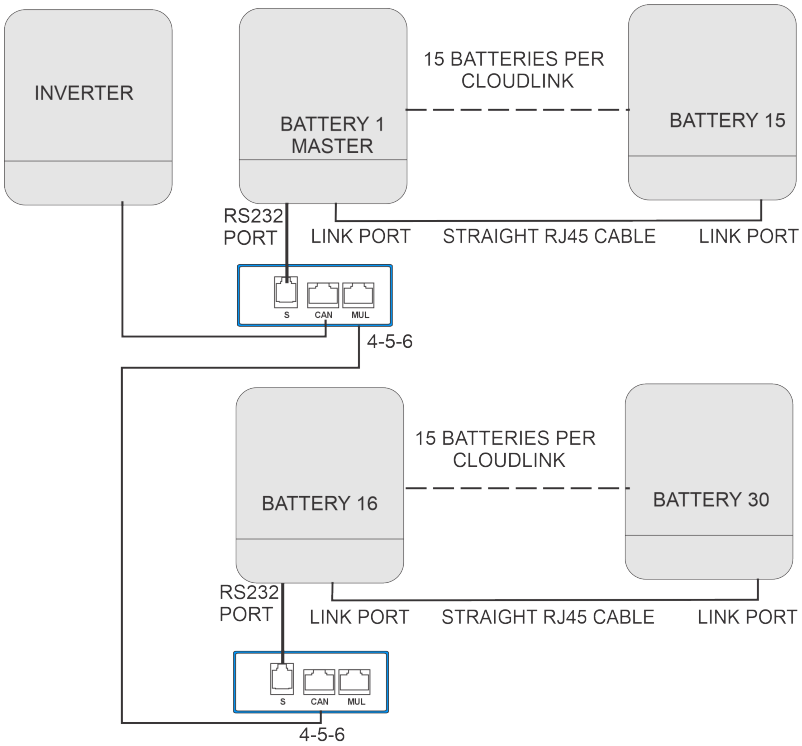
Each Cloudlink has the capacity to monitor 15 batteries.

It is best practice to add the first 15 batteries to the master Cloudlink, then the rest to the second Cloudlink.

With every batch of batteries, the DIP switch address needs to start from 1 and the Cloudlink of each batch needs to be connected to the master battery.

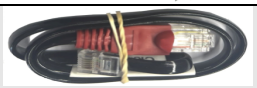
For example, in a system with 16 batteries,

- 15 batteries on the 1st Cloudlink.
- 1 battery on the 2nd Cloudlink.



5.7 Packaging Content

The following is contained in the packaging.

Code	Description	Picture
CL01	1 x CloudLink	
BLK-RJ12-RJ12	1 x RJ12 (6 Pin) to RJ12 (6 Pin) cable connects the CloudLink “S” port to the Serial RS232 (Master) port of the Hubble battery.	
BLK-RJ12-RJ45	1 x RJ12 (6 Pin) to RJ45 (8 Pin) (Black cable with red boot) used to connect CloudLink “S” port to the Serial/RS232 port of the inverter. See compatibility chart for list of compatible inverters.	
BLU-RJ45-RJ45	1 x Blue Cable for generic inverter CAN communications	
GR-RJ45-RJ45	1 x Green Cable for Deye/Sunsynk type inverter CAN communications	
R-B-POWER	1 x Power Cable	

6. POWERING THE CLOUDLINK

Your CloudLink device supports a nominal DC input voltage of 24V to 48V. The steps below are based on a 48V inverter installation, but your setup may differ.

Important: If you are not a qualified electrician or are unsure about your system, contact a qualified electrician for assistance. Refer to the Specifications section for inverter compatibility.

Step 1: Prepare the Power Cable

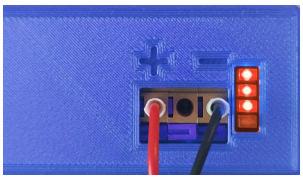
If the supplied power leads are not suitable for your installation, prepare two cable lengths:

- **Red cable** for positive (+)
- **Black cable** for negative (-)

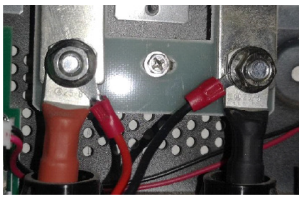
- Fit one end of each cable with an 8 mm ring lug suitable for your inverter or battery.
- Fit the other end with a 0.5 mm² bootlace ferrule.

Step 2: Connect Power

1. Turn off the inverter and lithium battery to isolate power.
2. Wait **5 minutes** for any residual power in the inverter to discharge before disconnecting the battery from the inverter.
3. Connect the black power cable to the CloudLink:
    - Depress the orange spring-loaded button.
    - Fully insert the black cable into the negative (-) terminal.
    - This is the terminal closest to the LED bar.
    - Lightly pull the cable to confirm it is secure.



4. Connect the red power cable to the CloudLink:
    - Depress the orange spring-loaded button.
    - Fully insert the red cable into the positive (+) terminal.
    - This is the terminal furthest from the LED bar.
    - Lightly pull the cable to confirm it is secure.
5. Connect the black wire to the negative battery terminal and secure it with the terminal nut.
6. Connect the red wire to the positive battery terminal and secure it with the terminal nut.
7. Tighten both terminal nuts to the torque specified in your inverter manual.
8. Power on the inverter and battery. The **PWR LED** on the CloudLink should turn on.



7. CONFIGURATION SETUP

After powering on the CloudLink for the first time, you must configure the Wi-Fi credentials. This allows the CloudLink to connect to the cloud server for monitoring and to automatically download and install the latest firmware updates.

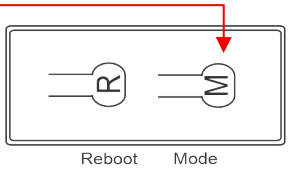
To configure the CloudLink, connect your mobile device to the CloudLink Wi-Fi network.

Step 1: Connecting using your Mobile Device

1. Disable mobile data on your phone before starting. This prevents your phone from disconnecting from the CloudLink during configuration.

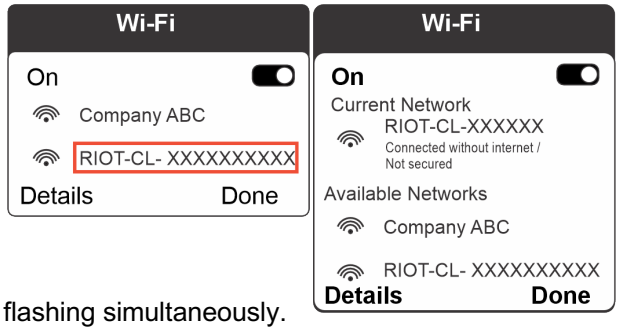
Step 2: Enter Configuration Mode

1. Press and hold the **Mode** button marked **"M"** on the side of the CloudLink.
2. Continue holding the button after you hear the first beep.
3. Release the button after you hear **two consecutive beeps**.
4. The CloudLink is now in **Configuration Mode**.
5. Wait until the Status, Comms and WiFi LEDs are flashing simultaneously.



Step 3: Connect to "RIOT CL-#" hotspot

1. Open the Wi-Fi settings on your mobile/desktop device.
2. Scan for available Wi-Fi networks.
3. Select the CloudLink access point named **RIOT CL-xxxx**.
4. No password is required.

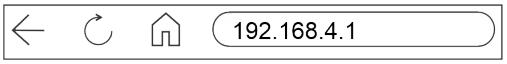


If the network does not appear:

- Refresh the Wi-Fi network list & wait up to **10 seconds**.
- Confirm that the Status, Comms and Status LEDs are still flashing simultaneously.
- If the LEDs are no longer simultaneously, repeat **Step 2** to re-enter Configuration Mode.

Step 4: Navigating the URL

1. Open a browser on your mobile device or computer. **Google Chrome is recommended.**
2. Enter the following address in the browser address bar: **http://192.168.4.1**



Samsung users can also tap the **gear icon** next to the **RIOT CL-xxxx** network name, then select **Manage Router** to open the configuration page directly.

Alternatively:

Scan the QR code to open the CloudLink configuration page automatically.

PLEASE NOTE

The **Wi-Fi access point** named **RIOT CL-xxxx** is only available while the device is in Configuration Mode.
The CloudLink automatically exits Configuration Mode after **2 minutes of inactivity** or after a maximum of **5 minutes**.
If the configuration is not completed within this time, you must restart the configuration process. This is a built-in security feature.

If your mobile device indicates whether you want to disconnect from the **RIOT CL-xxxx** network, select **Connect** or **Keep Connection** to continue.

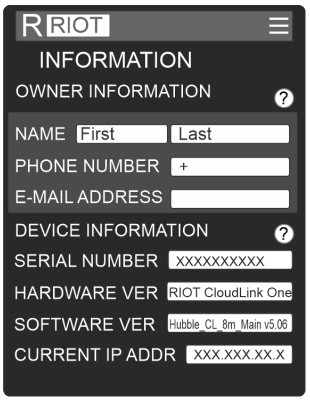
The network name includes part of the device's unique serial number. Use this number to identify the correct CloudLink if multiple devices are nearby.

For **iOS devices**, type the full address into the browser address bar: **http://192.168.4.1**

If the configuration page does not open, check the following:

- The CloudLink is still in **Configuration Mode**, indicated by the LED sequence.
- Your mobile device is still connected to the **RIOT CL-xxxx** Wi-Fi network. If either of these are not correct, return to: **Step 2: Configuration Mode** and repeat the process.

Step 5: Enter Owner Information



Once the configuration page has loaded, the INFORMATION screen is displayed.

Enter the following information:

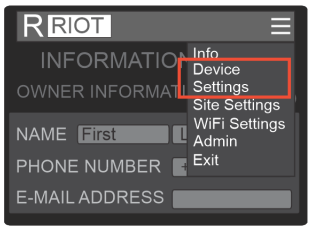
- First name & Surname
- Mobile number, including the Int'l dialling code (e.g. **+27 83 555 5555**)
- Email address

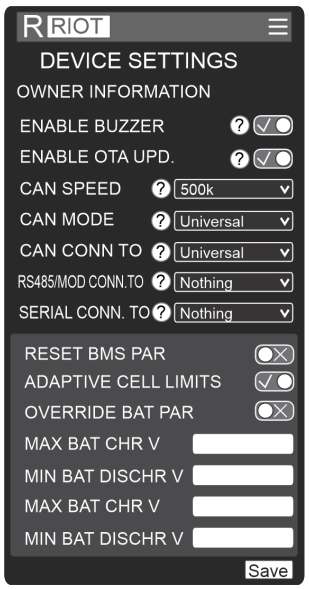
This information is stored on the CloudLink and is used to link and secure the device-e to your CloudLink Portal account.

REMINDER

CloudLink remains in Configuration Mode for a maximum of **10 minutes**.
If the setup process is interrupted or times out, return to **Step 2** and restart the configuration process.

Step 6: Open Device Settings





To access the Device Settings page:

1. Tap the **Menu** (☰) button.
2. Select **Device Settings** from the menu.

Enable Buzzer:

- Enable or disable the buzzer.

ENABLE OTA UPD: ***Warning !!!***

- Disable – This device will not receive automatic software updates via the internet.
- Enable - This device will automatically and periodically check for and then download new versions of software if available.
- Once the software has been updated the device will need to reboot and will go offline for a few seconds, this may cause other systems connected to this device to momentarily go into an alarm state.

CAN Speed:

- Must be the same for all devices on the CAN Bus (typically 500k)

CAN Mode:

- As per the inverter requirements, e.g. for a Victron system select Victron, for a Deye, Sunsynk system select Universal. For Solis select Solis LV.

RS485 Conn. To:

- As per the site requirements, if the inverter information is to be displayed on the Cloudlink Monitoring site, and the RS485 wires are connected, then select "Inverter.

SERIAL Conn To:

- Connect to battery for most instances.
- Connect to Axpert/Voltronic when connected to Axpert/Voltronic inverter.

Reset BMS Par:

- Do not change this setting.

Adaptive Cell Limits:

- Do not change this setting.

Override Bat Chr Voltage:

- Do not change this setting.

1. Tap **Save** to store the settings.
2. Tap OK.
3. Your settings are saved.

Step 7: Open Site Settings

To access the Site Settings page:

1. Tap the **Menu** (☰) button.
2. Select **Site Settings** from the menu.



Inverter Specifications:

- Inverter Brand - Select the Inverter from the dropdown list.
- Inverter Model - Select the inverter wattage.
- Nr of Inverters - Number of inverters installed.

Battery Specifications:
Note that the Cloudlink auto should detect the Brand, Model and Nr of Packs.

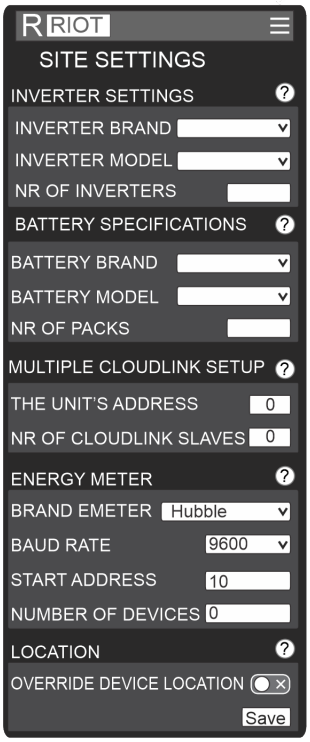
- Battery Brand.
- Battery Model.
- Nr of Packs.

Multiple Cloudlink Setup:

- The Units address - The master address must be 0.
- On a single Cloudlink unit site, the slave address must be set to 0.
- On a site with more than one external CloudLink, the slave addresses must start from 1 and increase sequentially.

Energy Meters:

- Brand EMeter – Barnd of meter in use.
- Baud Rate - Energy Meter Baud Rate if installed.
- Start Address - Energy meter address.
- Number Of Devices - Number of energy meters installed.

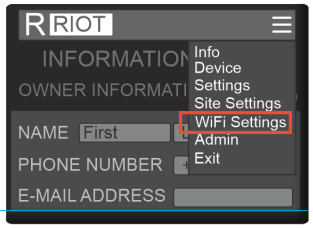


3. Tap **Save** to store the settings.
4. Tap OK.
5. Your settings are saved.

Step 8: Open Wi-Fi Settings

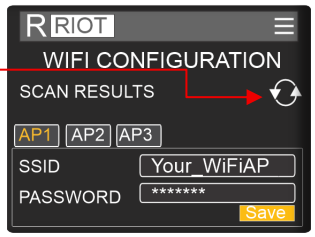
To access the Wi-Fi configuration page:

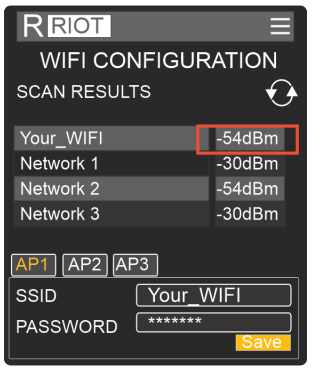
1. Tap the **Menu** (☰) button.
2. Select **Wi-Fi Settings** from the menu.



Step 9: Wi-Fi Configuration

1. From the **Wi-Fi Settings** page, tap **Refresh** to scan for available Wi-Fi networks.
2. Select the Wi-Fi network that the CloudLink should connect to.
   - **Do not select RIOT CL-xxxx**, as this is the temporary CloudLink setup network.
3. Enter your Wi-Fi password.
4. Tap **Save** to store the settings.
5. Tap OK.
6. Your settings are saved.





IMPORTANT

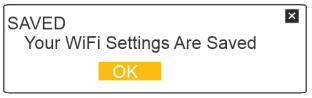
For the most reliable operation, select the Wi-Fi network with the strongest signal:

- Networks with stronger signals generally appear higher in the list.
- The recommended signal strength is between **0 dBm and -60 dBm**.
- Weak signals may affect CloudLink performance and connectivity.

If signal strength is poor:

- Contact Hubble regarding an external antenna option.
- Install a Wi-Fi extender or booster closer to the CloudLink device

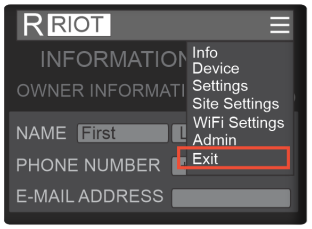
- The recommended signal strength is between **0 dBm and -60 dBm.**



Step 10: Complete the Setup

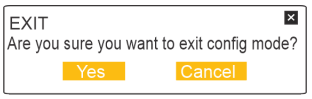
1. Tap the **Menu** (☰) button - Select **Exit**.

The CloudLink will save the settings, reboot and return to normal operation.



- After a few seconds, the **Status LED** turns off, indicating that Configuration Mode has ended.

  If the WiFi LED remains off for 1-5 minutes after this process, then it means that the device is unable to connect to the network and you may have typed the incorrect password for the selected AP.



- You have to restart the configuration.
- If the WiFi LED continues flashing it indicates that it was able to connect to the local AP (so the password is correct), but unable to make a connection to the Internet.
- This may be due to a firewall blocking Internet access or that the network may have reached its data cap. This may be the case when the device is installed at the guesthouse, office building or similar environment.
- Please consult with the business IT department to allow internet traffic to and from the Cloudlink device. If the LED light is solid on but not flashing, you are connected and ready to go! Will beep once to confirm connection.

Firmware Update vs Configuration Mode

The CloudLink may automatically download and install firmware updates during setup.
Firmware Update - The Status, Comms, and Wi-Fi LEDs flash one at a time in sequence.
Configuration Mode - The Status, Comms, and Wi-Fi LEDs flash together simultaneously.
These LED patterns indicate different operating states and should not be confused.

8. TROUBLESHOOTING WI-FI CONNECTION

8.1 Wi-Fi LED Remains Off

If the **Wi-Fi LED** stays off for **1–5 minutes** after setup:

- The device could not connect to the selected Wi-Fi network.
- The Wi-Fi password may be incorrect.

Repeat the configuration process and verify the password.

8.2 Wi-Fi LED Flashes Continuously

If the **Wi-Fi LED** continues flashing:

- CloudLink is connected to the local Wi-Fi network.
- However, it cannot reach the internet.

Possible causes include:

- Firewall restrictions
- Network security policies
- Internet connectivity issues
- Reached data limits or bandwidth restrictions

In business, office, hotel, or guest-house environments, consult the network administrator to allow internet traffic to and from the CloudLink device.

8.3 Wi-Fi LED Is Solid On

If the **Wi-Fi LED** remains solid on without flashing:

- CloudLink is successfully connected and operating normally.
- The device emits a single beep to confirm a successful connection.

9. CLOUDLINK PORTAL SETUP GUIDE

To access and monitor your CloudLink device online, create a CloudLink Portal account.

Step 1: Create or Access Your Account

Using a web browser on your mobile device or computer, navigate to:
https://portal.hubblelithium.com/signup

Alternatively, scan the provided QR code to open the registration page directly.

Already have an account?
Sign in using your existing username and password, then proceed to **Step 4: Log In**.

Step 2: Register Your Account

Complete the registration form with the following information:

- First Name
- Last Name
- Email Address (this will be your username)
- Password

For security, use a strong password containing:

- At least 8 characters
- Uppercase and lowercase letters
- Numbers
- Special characters

Once completed:

- Complete the reCAPTCHA verification.
- Review the Privacy Policy.
- Select the Privacy Policy acceptance checkbox.
- Click **Sign Up**.



Step 3: Activate Your Account

An activation email will be sent to the email address you provided during registration:

- Open the email.
- Click **Activate Your Account** to complete the registration process.

Note: If you do not receive the activation email within 10 minutes:

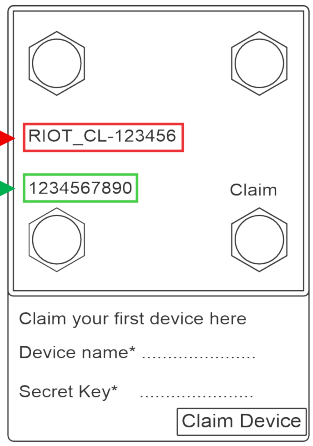
- Check that you entered the correct email address.
- Check your Spam or Junk folder.

Step 4: Log In

After activating your account, log in to the CloudLink Portal.
Navigate to: https://portal.hubblelithium.com/login
Enter the email address and password used during registration, then click **Log In**.

Once logged in, you can begin managing and monitoring your CloudLink devices through the CloudLink Portal.

10. CLAIMING YOUR DEVICE



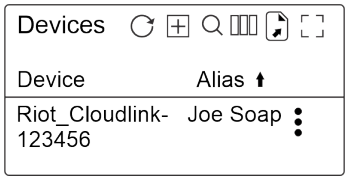
After creating and logging in to your CloudLink Portal account, you must claim your CloudLink device before you can access its remote monitoring features.

To claim a device, find the information located on the back of the Cloudlink:

1. **Device Name.**
2. **Secret Key**.
3. Enter these details in the corresponding fields.
4. Tap **Claim Device**.

Once the claim process is complete, the device will be linked to your CloudLink Portal account.

10.1 Adding Additional Devices



Mobile App

To claim additional CloudLink devices:

- Open the **Menu** (☰) - Select **All Devices**.
- Tap the **+** icon.
- Find the **Device Name** and **Secret Key** on the back of the CloudLink you wish to add.
- Enter the details in the appropriate fields.
- Tap **Claim Device**.

Desktop

- Open the **Menu** (☰) - Select **All Devices**.
- Scroll down to the **Device Claiming** section.
- Find the **Device Name** and **Secret Key** on the back of the CloudLink you wish to add.
- Enter the details in the appropriate fields.
- Click **Claim Device**.

PLEASE NOTE

Each CloudLink device has a unique **Device Name** and **Secret Key**. Ensure you enter the correct details to successfully link the device to your account.

Once claimed, the device will appear in your CloudLink Portal and be available for remote monitoring and management.

11. DASHBOARD OVERVIEW

The dashboard provides quick access to your system's performance and information.

On the Powerflow dashboard, tap the relevant icon to view detailed information.

11.1 Dashboard Icons

1. **Solar Panel Icon** – View your **Energy Savings**.
2. **Grid/House Icon** – View **Power Usage** and **Generation Graphs**.
3. **Inverter Icon** – View all connected inverters and photovoltaic (PV) production data.
4. **Battery Icon** – View battery information for all connected batteries.
5. **System Information** – Access detailed system information through the menu.

11.2 Changing Your Details

To update your contact details:

1. Open the **Menu (☰)** -Select **Site Manager**.
2. Scroll down to the **Devices** section.
3. Tap the ⋮ icon.
4. Select ✎ Edit Device
5. Scroll to the **Owner Contact** section.
6. Tap the ✎ **Edit** icon.
7. Update your details and select **Save**.

Your profile information will be updated immediately.

11.3 Changing Your Device Details

To modify your CloudLink device information:

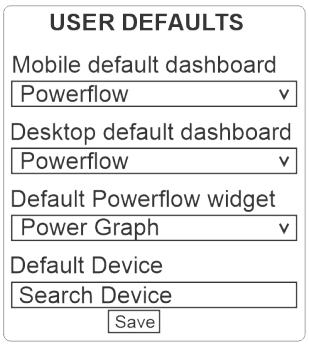
1. Open the **Menu (☰)** -Select **Site Manager**.
2. Scroll down to the **Devices** section.
3. Tap the ⋮ icon.
4. Select ✎ Edit Device
5. Scroll to the **Device Details** section.
6. Tap the ✎ **Edit** icon.

Update your device details and select **Save**

The changes will be applied to the selected device.

11.4 Changing Your Default Dashboards

You can choose which device and dashboard are displayed when you log in.



1. Open the **Menu (☰)**.
2. Select **Account**.
3. Scroll to User Defaults.
4. Configure:

- Mobile Default Dashboard – The dashboard shown on mobile devices.
- Desktop Default Dashboard – The dashboard shown on desktop devices.
- Default Powerflow Widget -
- Default Device – The device that opens automatically after login.

4. Save your preferences.

11.5 Changing CloudLink Configuration Settings

CloudLink settings can be updated remotely from the portal.

1. Open the **Menu (☰)**.
2. Select **Remote Console**.
3. Open the menu in the top-Left Info **(☰)**.
4. Select **Device Settings**.
5. Make the required changes.
6. Click **Save**.

Wait for the portal to confirm that the settings have been successfully sent to the CloudLink device.

11.6 Changing Inverter Settings

Where supported, inverter settings can be adjusted remotely.

1. Open the **Menu (☰)**.
2. Select **Inverter Settings**.
3. Update the required inverter settings.
4. Click **Save**.

Wait for confirmation that the changes have been successfully applied to the inverter.

Note: Some inverter settings may be restricted depending on the inverter model and firmware version.

11.7 Sharing Your Site with an Installer

To provide an installer with access to your site:



1. Open the **Menu (☰)**.
2. Select **Account**.
3. Click **Copy Secret Key**.
4. Send the copied key to your installer via email, message, or another secure method.

The installer can use this key to access your system remotely.

11.8 Adding a Customer (For Installers)

Installers can add customer devices to their accounts using the customer's Secret Key.

- Open the **Menu (☰)**.
- Select **All Devices**.
- Tap the **+** button in the top-right corner.
- Enter:
    1. The customer's **Secret Key**
    2. The customer's **Email Address**
- Click **Add Customer** or **Claim Device**.

Once verified, the customer's site will be linked to your installer account for monitoring and support.

PLEASE NOTE

Installers should never claim a customer’s device from the start.
It is important that customers claim their own devices.
When an installer claims a customer, the device will automatically be added for monitoring.

12. COMPLETION

You can now monitor your lithium batteries from anywhere in the world!

If you have any difficulties with setting up your system or queries regarding the portal you can contact our Technical Support Department via support@hubbleenergy.com.

Please include the following information in your initial email so that we can provide you with timely assistance:

1. Inverter make & model.
2. Model & number of connected batteries.
3. Are your batteries in series or parallel?
4. A brief description of your system and any issues you may be having.
5. If possible, images of your power system.
6. Your contact details.

12.1 Hubble Energy Apps

The following apps can be downloaded from:

Android Users:

Hubble Installer App	Hubble Cloudlink Monitoring App
Hubble Installer - Apps on Google Play	Hubble Cloudlink - Apps on Google Play

iPhone Users:

Hubble Installer App	Hubble Cloudlink Monitoring App
Hubble Installer v3 App - App Store	Hubble Cloudlink App - App Store

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