FoxCloud WEB 2.0 User Manual



Manual Version: 2.0

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1 About This Document

This manual provides comprehensive instructions for operating and maintaining Plants and devices through the FoxCloud Web 2.0 platform. It introduces functions including Plant creation, device management, real-time monitoring, data analysis, alarm handling, report generation, and system upgrades, enabling efficient and streamlined management of residential, commercial, and industrial (C&I) energy systems.

Note: The user interfaces illustrated in this manual are based on the latest version of the system at the time of publication. These images and descriptions are intended for reference purposes only. Actual interfaces may vary slightly depending on Web updates. Always refer to the live system for the most accurate and up-to-date interface experience.

2 Getting Started

Web address: https://www.foxesscloud.com/v2

2.1 Create an Account

About Role:

Owner: Users who own the Plant.

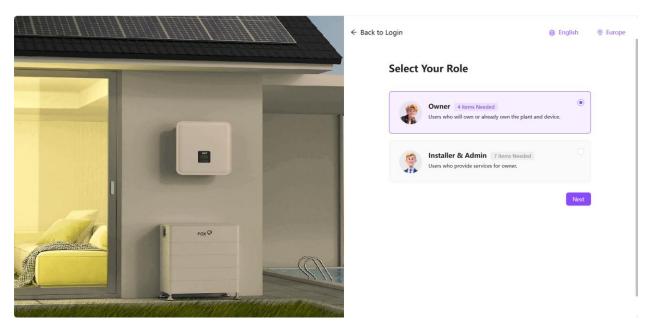
Installer / Agent: Users who provide owners with services such as Plant creation and O&M.

2.1.1 Create an Owner Account

Step 1: Enter https://www.foxesscloud.com/v2 in the address bar of a browser.

Step 2: Click "Sign Up", read Privacy Policy and Terms & Conditions, click "I have read the agreement" and click "Agree".

Step 3: Select "Owner" and click "Next".



Step 4: Fill in the required information and click "Submit" to complete registration.

Parameter	Description	Required	

User name	It will be used as your login credentials	Required
Password	It should contain at least 8 characters. Better contain symbols, numbers, and letters.	Required
Email	It will be used as your login credentials.	Optional

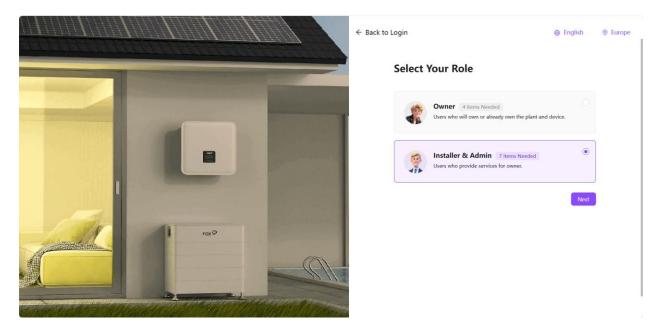
Note: If you are an installer or admin, please turn to "Create an Installer & Admin Account".

2.1.2 Create an Installer & Admin Account

Step 1: Enter https://www.foxesscloud.com/v2 in the address bar of a browser.

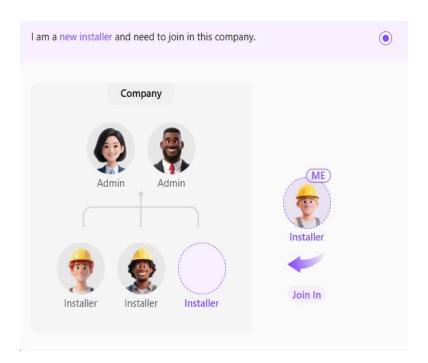
Step 2: Click "Sign Up", read Privacy Policy and Terms & Conditions, click "I have read the agreement" and click "Agree".

Step 3: Select "Installer & Admin" and click "Next".



Step 4: Select the role that matches your responsibilities

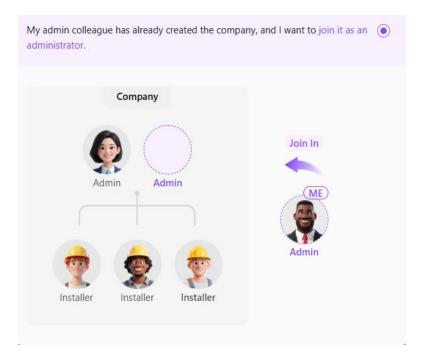
Option A: Select "Join in this company as an installer"



• Fill in the required information and click "Submit" to finish.

Parameter	Description	Required / Optional
Company Code	An invitation code provided by your Admin	Required
User Name	It will be used as your login credentials	Required
Password	It should contain at least 8 characters. Better contain symbols, numbers, and letters.	Required
Email	It will be used as your login credentials.	Required

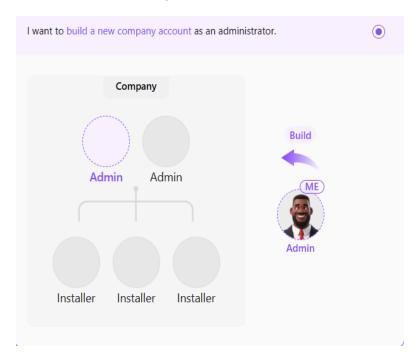
Option B: Select "Join in this company as an admin"



• Fill in the required information and click "Submit" to finish.

Parameter	Description	Required / Optional
Company Code	An invitation code provided by your partner	Required
User Name	It will be used as your login credentials	Required
Password	It should contain at least 8 characters. Better contain symbols, numbers, and letters.	Required
Email	It will be used as your login credentials.	Required

Option C: Select "Build a new company account"



• Fill in the required information and click "Submit" to finish.

Туре	Parameter	Description	Required / Optional
	Company Name	The official registered name of the company.	Required
Company Information	Country / Region	Where the company is located.	Required
	Contact Number	A valid phone number for the company	Required
Basic Information	User Name	Will be used as your login credentials	Required

Password	It should contain at least 8 characters. Better contain symbols, numbers, and letters.	Required
Email	It will be used as your login credentials.	Required

Note: If you are an owner, please turn to "Create an Owner Account".

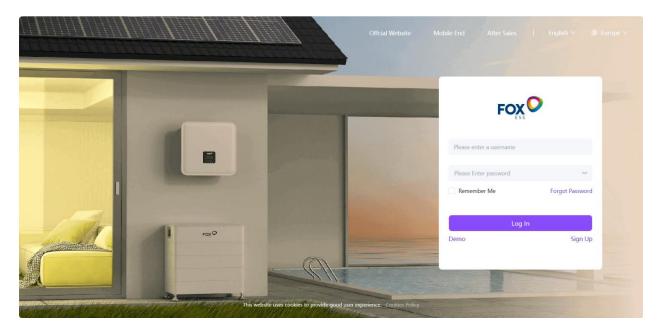
2.2 Log in

Login Requirements

Before proceeding, ensure you have:

- Valid FoxCloud account credentials
- Supported web browser
- Stable internet connection

Login Procedure



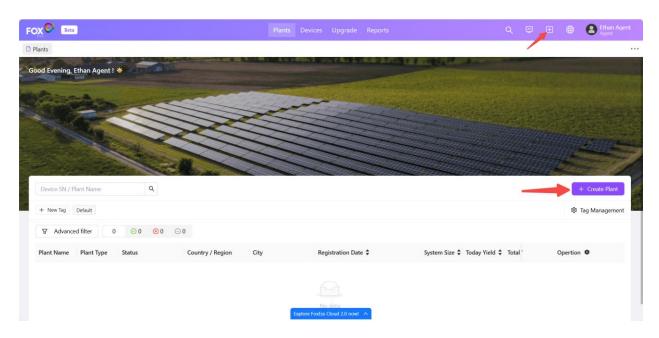
Step 1: Enter https://www.foxesscloud.com/v2

Step 2: Select the server and system language from the dropdown in the upper-right corner of the page.

Step 3: Enter the username and password on the login page, and click "Log In".

2.3 Create a Plant

Step 1: Click "In the top-right corner. Alternatively, click the "Create Plant" in the right of Plant list to start.



Step 2: Drag SN Code file or select them from computer, check the SN and click "Next".

Note: You can enter the SN manually.

Step 3: Fill in the required information and click "Create".

Parameter	Description	Required / Optional
Plant Name	Unique identifier for the Plant	Required
Currency	Monetary unit for financial data	Required
Agent	Primary contact or managing organization for the Plant	Required
Cover Image	Visual image for visual identification	Optional
Detailed Address	Including City, Country / Region, ZIP / Postal Code	Required
Time Zone	Local time zone	Required
PV Capacity	Total installed solar panel capacity	Required
Feed-in Unit	Earnings per kWh exported to the grid	Optional

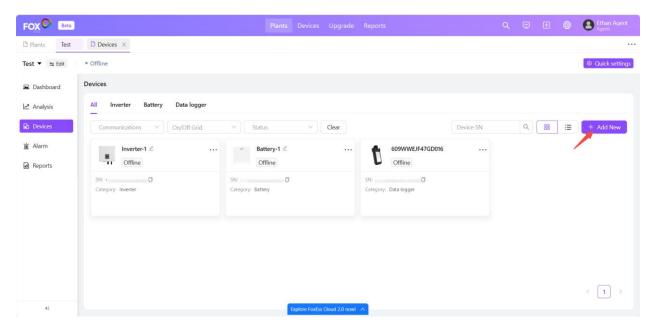
Income

Note: System may not fully load. If the plant does not appear, please refresh the page.

2.4 Add Devices

Step 1: Navigate to the Plant List and select the plant to which you wish to add devices and click its name.

Step 2: Click "Devices" in the left-side navigation bar and click "Add New".



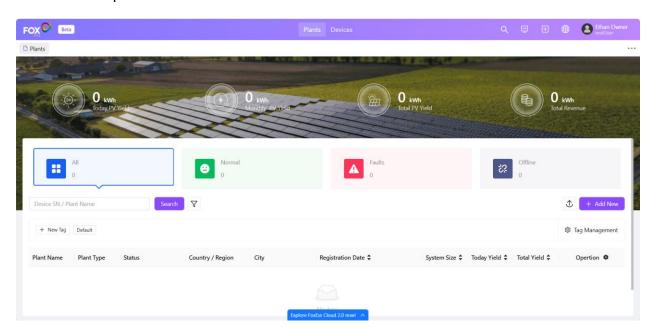
Step 3: Drag SN Code file or select them from computer, Check the device SN and click "Confirm".

Note: You can enter the SN manually.

3 Plant

3.1 Plant List

Upon successful login, the system automatically opens the **"Plants"** home page, providing an overview of all plants.



3.1.1 Top Menu

- Plants: Access the main dashboard displaying all registered plants and their key data.
- Devices: Navigate to the device management interface. For details, please turn to Device Dashboard.
- Upgrade: Update devices to the latest version.

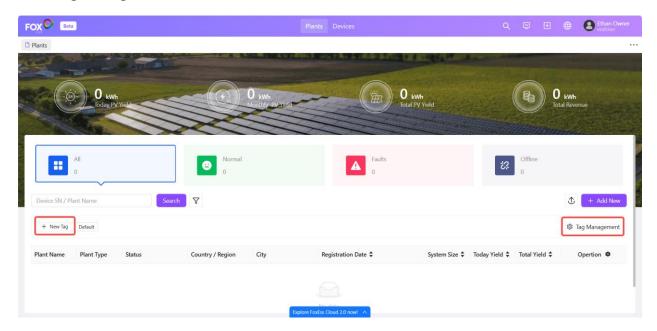
Note: Only Installer & Admin accounts have the Upgrade feature.

- **Global Search:** Search by plant name, device SN and username.
- GMAX GIS Dashboard: For details, please turn to the "GMAX GIX Dashboard".
- Create a Plant: For details, please turn to "Create a Plant".
- Language: Switch languages according to your actual needs.
- Account: Get details of account information and seek after-sales support.

3.1.2 Plant Status

The home page displays three device statuses: Normal, Faults, and Offline. Click any status to filter the Plant list and view only plants with that status.

3.1.3 Tag Management



Users can tag Plants to organize them by custom categories. There are two ways to add tags:

Option A:

- Step 1: Click "New Tag" on the left of the Plant list.
- Step 2: Customize tag names and group devices by searching their SN or Plant name to categorize them under the same tag.

Option B:

- Step 1: Click "Tag Management" to create.
- Step 2: Click "New Tag", customize the tag name and click blank space to create the tag.
- Step 3: Click "Details" and search for Plants to add by Plant name or SN.
- Step 4: Click "Confirm" to complete.

3.1.4 List Details

View information about all plants under the current user.

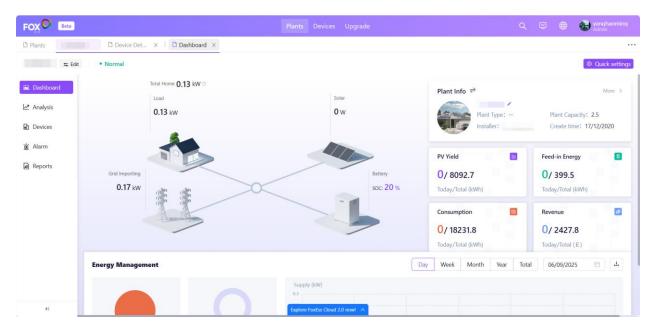
- End User: Plants created by end users and Plants associated with end users.
- Installer: Contain Plants created by the installer and the Plants created by the end user associated with that installer.
- Admin: Include Plants created by agents, Plants created by installers associated with the
 organization, Plants created by end users associated with the organization and Plants
 created by installers associated with the organization by end users.

3.2 Dashboard

Click Plant name on the Plant list and, users will enter Dashboard by default.

Note: The displayed information may vary depending on the device type and plant type. Please refer to your actual diagram for details.

3.2.1 Residential Plant



Power Flow

The real-time energy flow for all plant devices is shown on the system diagram, along with PV yield and revenue data. If the PV system is equipped with a meter, data on consumption and feed-in energy information can also be provided. Arrows between device icons represent power flow, with direction indicating the power transfer path.

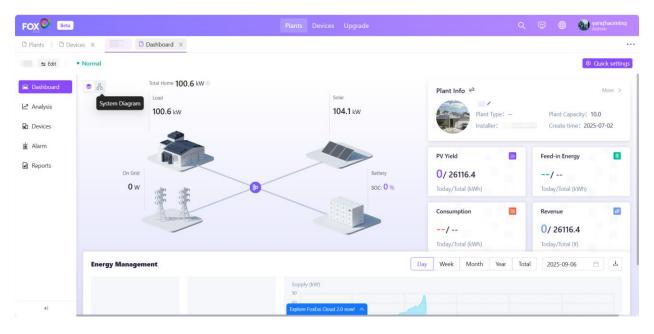
Energy Management



The Energy Management section provides real-time energy balance and self-sufficiency data, along with historical analysis. It features flexible time views (Day/Week/Month/Year/Total) to display summarized data trends.

Note: A negative energy balance means that you have produced less energy than you consumed.

3.2.2 C&I Plant



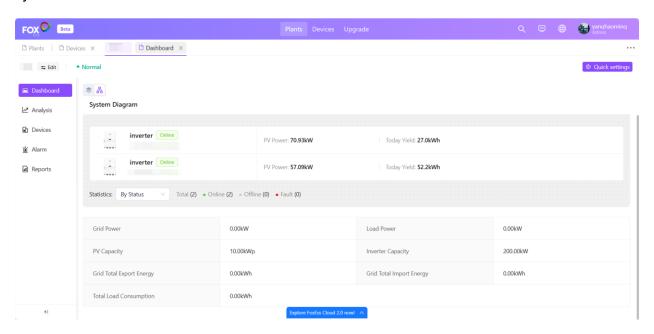
Power Flow

The C&I power flow displays real-time information such as PV yield and grid information, with arrows showing the direction of energy transfer. The diagram is complemented by key performance data, including production revenue.

Note: Consumption and feed-in data are only displayed if a meter is configured.

System Diagram

Click "System Diagram" in the top-left corner of the power flow diagram to access the detailed system view.



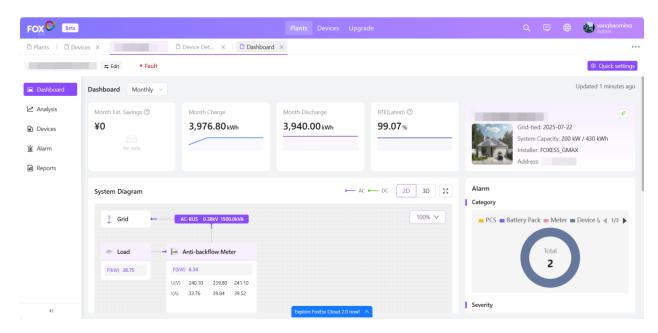
Users can monitor the status and performance of individual devices, filter them by status or category, and access a holistic overview of the entire plant's performance.

Energy Management



The energy management provides access to real-time data on energy balance and self-sufficiency, complemented by historical analysis with the flexible time-range options (Day/Week/Month/Year/Total).

3.2.3 GMAX Plant



GMAX Dashboard

This section displays a summary of key system metrics, including Month Est. Savings, Month Charge, Month discharge and RTE. Users can filter the data by month, year, or cumulative total.

GMAX System Diagram

The System Diagram provides a live, visual representation of plant's key components including grid, load, batteries, and meters. It clearly illustrates the real-time energy flow between these elements, with distinct visual cues differentiating AC and DC circuits. For enhanced analysis, users can freely zoom in and out of the diagram and toggle between 2D and 3D viewing modes.

GMAX Alarm

The Alarms section is organized into three key categories to help users quickly identify and diagnose warnings:

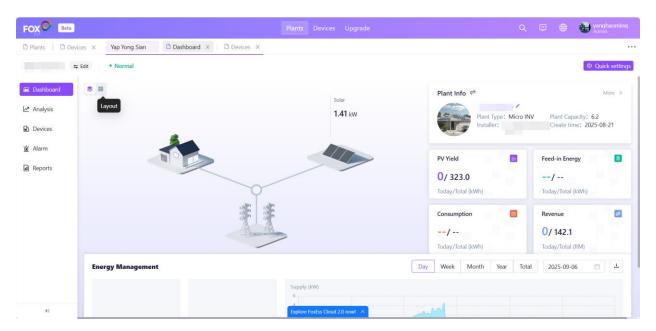
- Category: Display the types of devices that currently have active faults.
- Severity: Indicate the critical level of each alarm.
- Active Warning: Show the specific error messages and detailed descriptions for each active alarm.

Production and Consumption

The Production and Consumption displays a historical trend chart for monitoring energy flow. It tracks and graphs system information, enabling a comprehensive analysis of system performance over a selected time.

In addition to selecting different dates, users can also utilize the interactive time slider bar located beneath the chart. Dragging this slider allows you to zoom in on and view data for any specific time range within the selected date.

3.2.4 Micro Inverter Plant

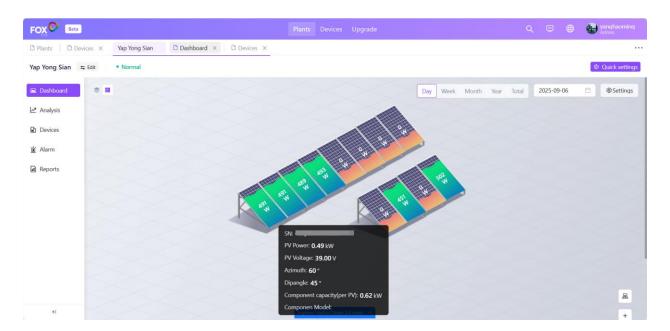


Power Flow

The micro inverter power flow provides a real-time visualization of the system's energy distribution, showing the interaction between solar generation, grid and load. Directional arrows clearly indicate the flow of energy between components.

Note: Consumption and feed-in data are only displayed if a meter is configured.

Layout



The Layout section provides a detailed overview of each micro inverter and its connected PV panels within the selected time. Users can view specific real-time data for every individual PV module including individual SN, PV power and Azimuth. Moreover, users are allowed to edit layout of each micro inverter by clicking "Settings". For more details, please refer to "Layout (Micro Inverter Only)".

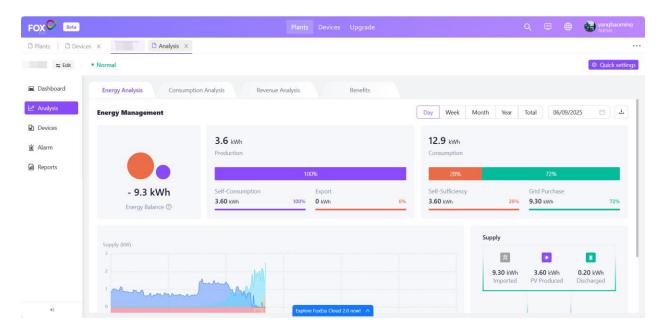
Energy Management



The Energy Management section offers real-time monitoring of the system's energy balance and self-sufficiency metrics, supported by historical data analysis. Users can flexibly select time ranges (Day/Week/Month/Year/Total) to review summarized trends and performance.

3.3 Plant Analysis

Click Plant name on the Plant list and select "Analysis" in the left side of navigation bar.



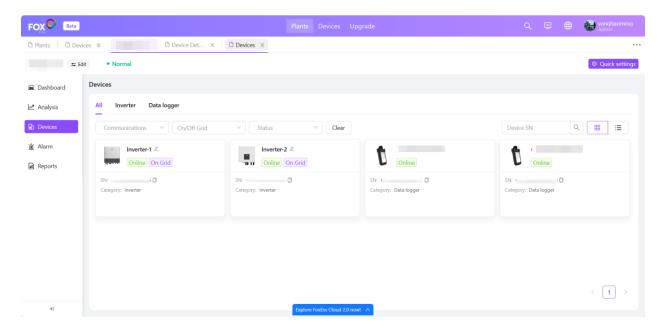
The Analysis page provides in-depth evaluation of your plant's performance through specialized modules:

- Energy Analysis: Detailed tracking of supply and usage patterns
- Consumption Analysis: Load behavior and efficiency metrics
- Revenue Analysis: Financial performance and export earnings
- Benefits: Overview of the plant's environmental contribution.

3.4 Devices

3.4.1 Device List

Click Plant name on the Plant list and select "**Devices**" in the left side of navigation bar to view the device list.



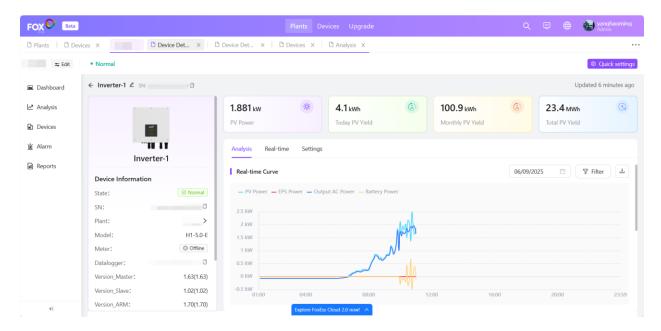
The Device List page displays all devices within the selected Plant. Users can:

- View SN, current status and category of each device
- Click specific device categories to quickly view corresponding devices.
- Filter devices by communications, on/off-grid mode, or status Alternatively, search directly for devices by inputting SN.
- Toggle between image-based layout and text-based list by clicking the switch icon on the right of device list.
- Click "Edit" to assign a custom name to any device for easier identification.

3.4.2 Device Analysis

To view a device's historical data, select it from the device list. The device analysis page will open by default.

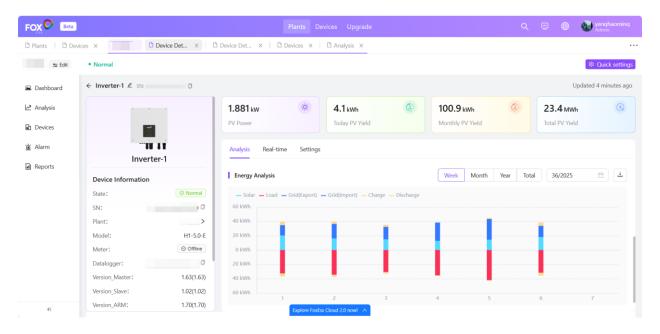
Curve



The real-time curve provides a dynamic visual representation of the device's key power metrics over a 24-hour period. Users can select a specific date and apply **"Filters"** to select which item appears on the curve chart.

Additionally, an Excel report can be exported by clicking the export icon in the right of the chart. To examine detailed data trends, hover over the chart and use the mouse wheel to zoom in, refining the timeline resolution for closer analysis.

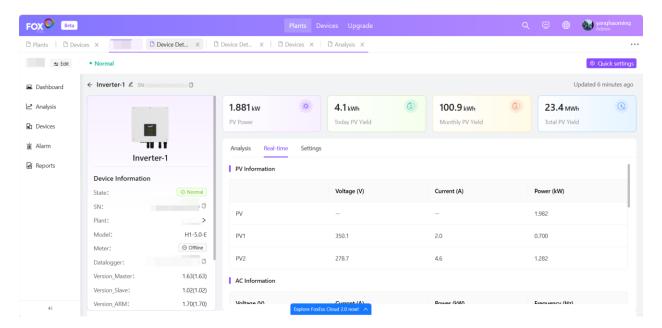
Energy Analysis



This section displays the energy usage data of the selected device. Users can select a specific date or choose a time range (Week/Month/Year/Total) to view corresponding energy trends. To export an Excel energy analysis report, click the export button on the right side of the section.

3.4.3 Real-time data

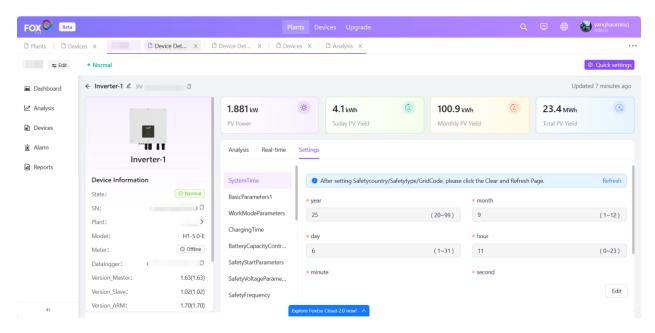
Select a device from the device list and choose "Real-time" to view real-time data.



The real-time data page provides comprehensive information for the selected device within the current plant. Users can access all relevant operational data, performance metrics specific to the device.

3.4.4 Advanced Settings

To configure device-specific parameters, select a device from the device list and navigate to the "Settings" option.



The Settings section provides advanced configuration options for customizing system behavior and optimizing performance.

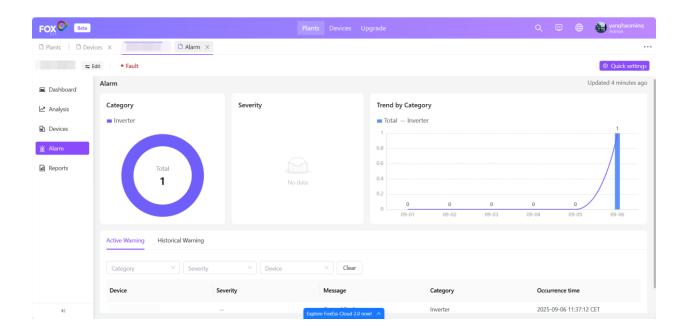
Note: For detailed guidance on specific parameters, consult the technical specification document or contact after-sales support.

3.5 Alarm

Click Plant name on the Plant list and select "Alarm" in the left side of navigation bar.

The Alarm section is organized into five key parts:

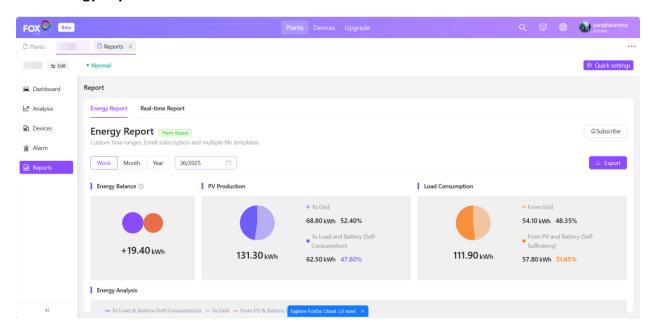
- Category: Display the categories and quantity of devices currently with active faults
- Severity: Indicate the critical level of each alarm.
- **Trend by Category:** Present the trend of devices that generated errors within the last week, including the quantity of occurrences per device type.
- Active Warning: Show the specific error messages and detailed descriptions for each active alarm.
- **Historical Warning:** Review past error messages. Users can customize time ranges and also export filtered error data as an Excel report for further review.



3.6 Report

Click Plant name on the Plant list and select "Alarm" in the left side of navigation bar.

3.6.1 Energy Report



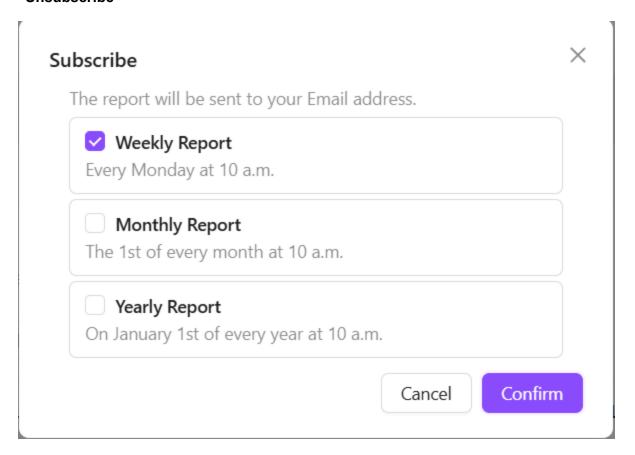
The energy report section provides a comprehensive overview of energy production and consumption patterns. Users can analyze PV production and load consumption data by

selecting a customized time range (Week/Month/Year). To export a report in CSV or PDF format for the selected period, click the export icon.

Subscribe

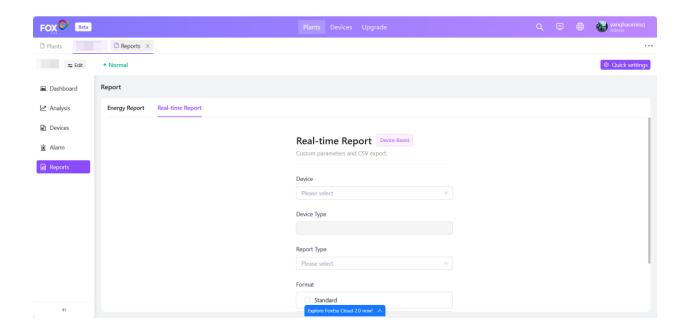
Users can subscribe to automated reports by clicking **"Subscribe"** and selecting a preferred frequency (Weekly, Monthly, or Yearly). Once confirmed, the system will send the selected reports to the user's email address at the scheduled time.

To modify or cancel the subscription, users can return to the Report page and select "Unsubscribe"



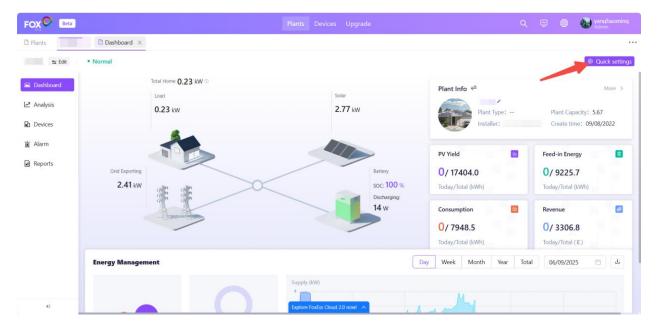
3.6.2 Real-time Report

The real-time report feature enables users to export data from selected devices. Customize reports by selecting specific time range and parameters, then download in CSV format or have them sent directly to users' emails.

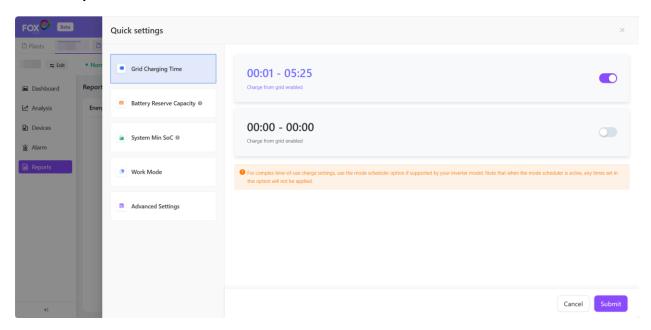


3.7 Quick Settings

To access "Quick Settings", navigate to the Plant List, click on the desired plant name, enter its Dashboard, and "Quick Settings".



3.7.1 European Series



• **Grid Charging Time:** Configure specific time periods when the system is permitted to charge from the grid.

Note: For complex time-of-use charge settings, use the mode scheduler option if supported by your inverter model. Note that when the mode scheduler is active, any time periods set in this option will not be applied.

- Battery Reserve Capacity: Set reserve SOC to stop discharging in grid connected mode when this SOC is reached.
- System Min SoC: Set Min SOC to stop discharging in off-grid mode when this SOC is reached.

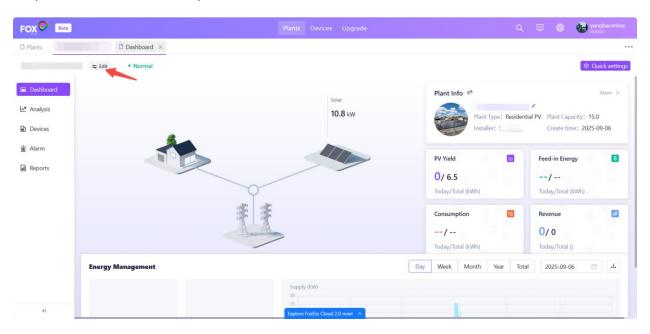
Note: It should be set lower than the battery reserve SOC.

- Work Mode: For more details, please refer to "Work Mode".
- Mode Scheduler: Allow users to configure and automate operational modes for the Plant based on customized time periods. Users can define start and end times for each schedule and select the desired work mode.
- Advanced Settings: Provide advanced configuration options for customizing system behavior and optimizing performance

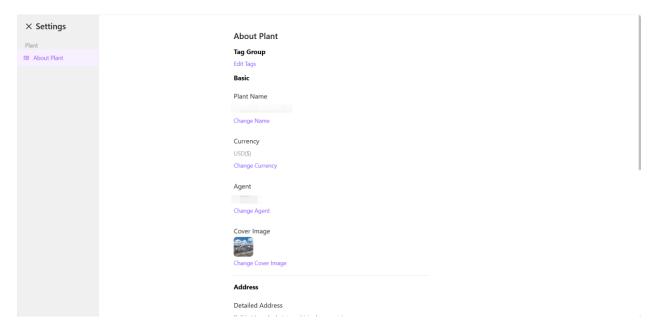
3.8 Plant Settings

3.8.1 Basic Information

- Step 1: Enter home page and select the Plant whose information you intend to view.
- Step 2: Click "Edit" in the top-left corner of the device list.



Step 3: Review the Plant information and update the information you wish to change.



Tariff Settings (GMAX Only)

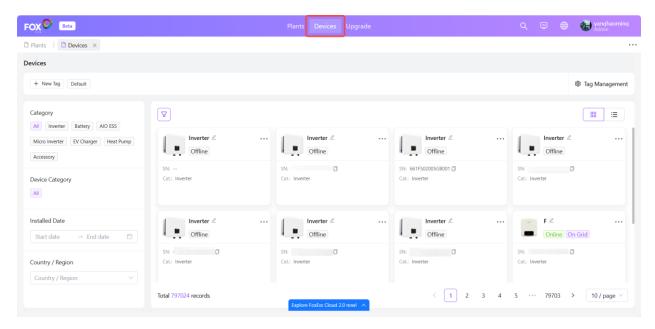
For more details, please turn to "Tariff Settings (GMAX Only)".

Layout (Micro Inverter Only)

For more details, please turn to "Layout (Micro Inverter Only)".

4 Devices

Enter the home page and click "Devices" from the top menu.

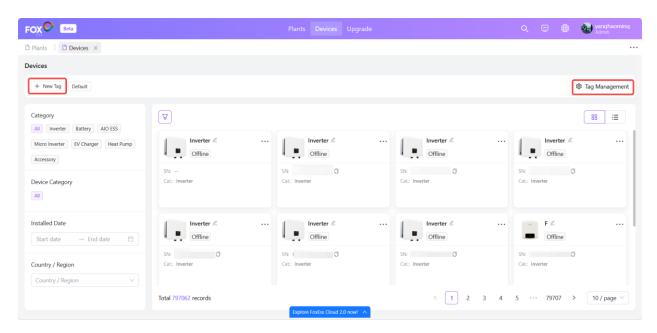


4.1 Device List

The device list displays a complete overview of all devices registered to the account. From here, users can:

- View device information. The list shows each device's name, SN, category, and current operational status.
- Search for a device by its SN. Filter devices by category, device category, intalled date, and country / region.
- Switch between the list view and image view. Switch between display modes by clicking the list view icon or image view icon in the upper-right corner of the device list.
- Click the Edit icon to customize each device's name

4.2 Tag



Option A:

- Step 1: Click "New Tag" to create a tag.
- Step 2: Customize the tag name and search for devices to add by Plant name or SN.
- Step 3: Click "Confirm" to complete

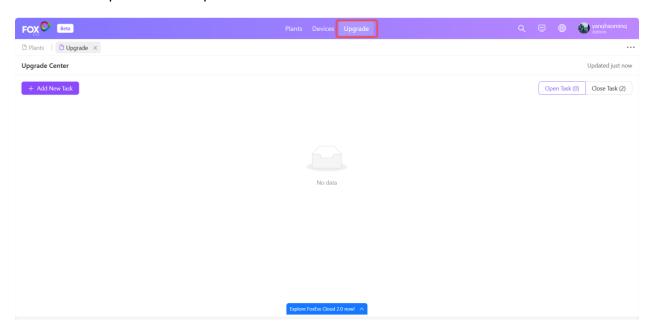
Option B:

- Step 1: Click "Tag Management" to create.
- Step 2: Click "New Tag", customize the tag name and click blank space to create the tag.
- Step 3: Click "Details" and search for devices to add by plant name or SN.
- Step 4: Click "Confirm" to complete.

5 Upgrade (Installer & Admin Accounts Only)

Navigate to the home page and click "Upgrade" from the top menu.

The upgrade feature allows remote updates of firmware versions, ensuring your devices operate with the latest performance optimizations.



5.1 Single Upgrade

- Step 1: Click "Add New Task" to begin the upgrade process.
- Step 2: Select the category corresponding to the device you wish to update, then select **"Single Upgrade"** and click **"Next"**.
- Step 3: Input the device's SN and click "Search".
- Step 4: Verify the device information to confirm it is the correct device for upgrade. After verification, select device (s) from the search results below and click "Next" to proceed.
- Step 5: Complete the upgrade task information. Once completed, click "Upgrade".

5.2 Batch Upgrade

Step 1: Click "Add New Task" to begin the upgrade process.

Step 2: Select the category corresponding to the device you wish to update, then select **"Batch Upgrade"** and click **"Next"**.

Step 3: Select the device series you wish to upgrade and click "Search".

Step 4: Verify the device information to confirm it is the correct device for upgrade. After verification, select device (s) from the search results below and click "Next" to proceed.

Step 5: Complete the upgrade task information. Once completed, click "Upgrade".

Note: Batch upgrade is not supported for C&I batteries. Please upgrade them individually.

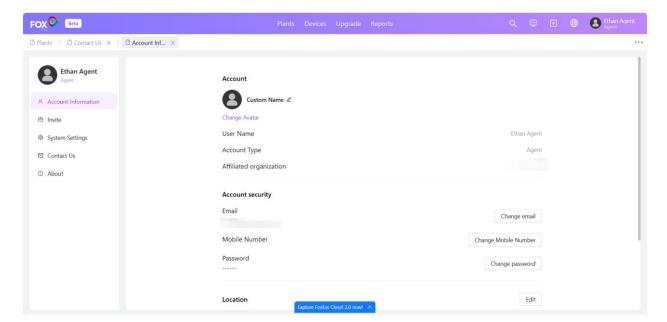
6 Account Settings

Click the avatar in the upper right corner of the home page to manage the settings and information related to the account.

6.1 Account Information

Click the avatar and select "Account Information".

Users can change avatar, customize name and update information related to account security and location.



6.2 Invite (Agent Accounts Only)

Click the avatar and select "Invite".

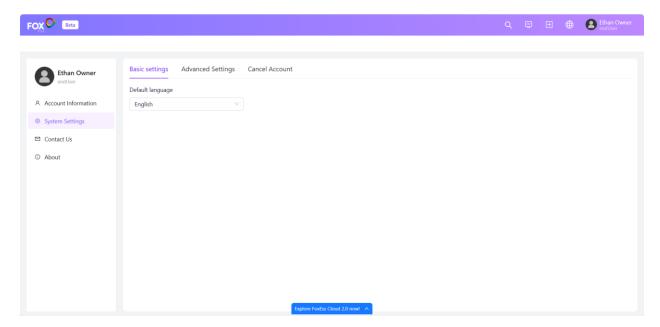
Agents can generate invitation codes to add Installers or other agents to their organization.

For more details, please refer to "How to Get Invitation Code".

6.3 System Settings

Click the avatar and select "System Settings".

Users can set default system language or delete their account in the settings.



6.3.1 Advanced Settings (Owner Accounts Only)

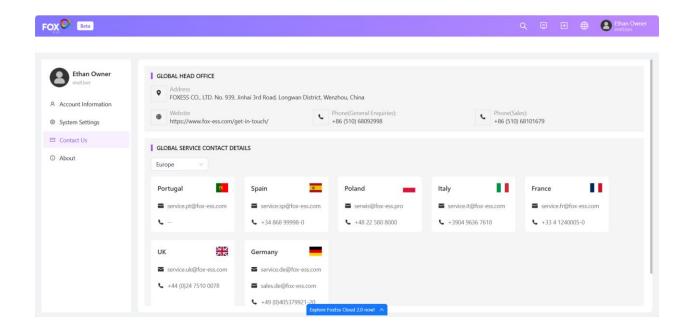
Click the avatar and select "Advanced Settings".

Users can allow multi-devices login.

6.4 Contact Us

Click the avatar and select "Contact Us".

Users can seek after-sales support via e-mail or phone.



6.5 About

Click the avatar and select "About".

Users can check current Privacy Policy and Terms of Services

6.6 Log Out

Click the avatar and select "Log Out".

Users will be logged out and returned to the login page.

7 GMAX GIS Dashboard

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Navigate to the home page and click "GMAX GIS Dashboard" from the top menu.

The central area of the dashboard displays an interactive map showing the geographical distribution of all GMAX Plants under your account.

Numeric markers on the map indicate the number of Plants at each location.

Click any marker to zoom in and view detailed plant distribution, or click the lightning icon to access a specific plant's details page.

Use the search button to locate plants by name or device SN. The map supports zooming in and out for clearer navigation.

Note: The map in this system is provided by Google Map. We cannot and will not be responsible for the accuracy, precision, availability, or non-infringement of the map service. If you find that the map content is inconsistent with your country/region information, check whether the country/region is correctly configured in "Settings".

Below the map, an information panel displays summary data for all GMAX Plants, including the total number of Plants, total capacity, total estimated savings, and total energy Generation.

On the left side of the page, panels show

The monthly energy generation trend

• The current energy generation by each plant.

The top-right panel provides dynamic updates including:

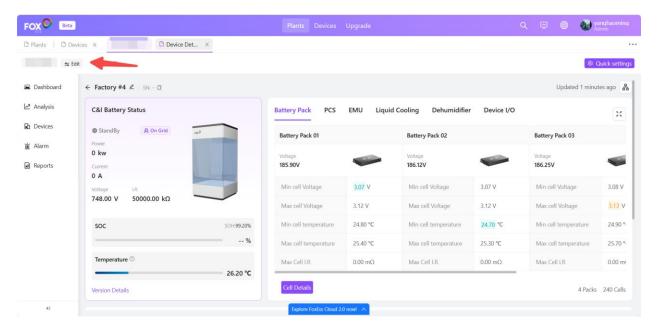
- Trends in the number of Plants under your account
- Online/offline status of Plants under your account
- Total capacity of each Plant

On the right side of the dashboard, panels display:

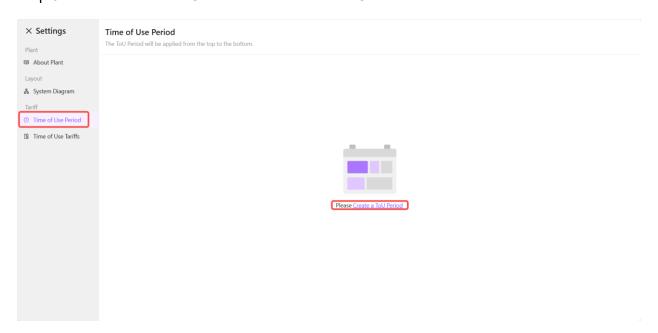
- Estimated Savings by each Plant
- SOH for each Plant
- Active alerts across all Plants, categorized by severity level

8 Tariff Settings (GMAX Only)

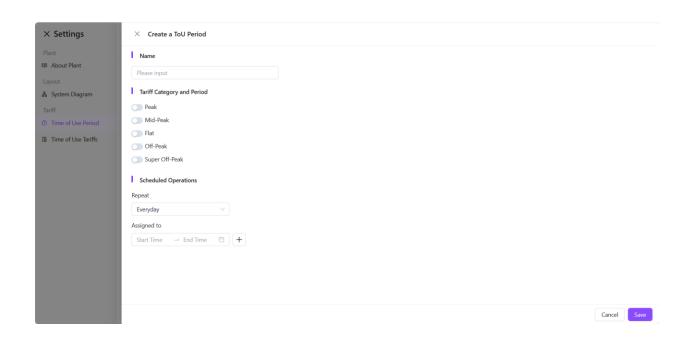
- Step 1: Enter the home page and locate the GMAX Plant whose information you wish to change.
- Step 2: Click "Edit" in the top-left corner of the device list.



Step 3: Select the Time of Use Period to create a ToU Period.



Step 4: Fill in required information including name, tariff category and period and scheduled operations. After completing the form, click the **"Save"** to finish.



9 Work mode

Navigate to the Plant list, select the desired plant, and access its Dashboard. Then, proceed to "Quick Settings" to configure the "Work Mode" and "Mode Scheduler".

The work mode feature allows users to customize the power plant's operational behavior based on varying energy needs. Users can select from modes to optimize energy distribution, prioritize power sources, or align with time-based electricity tariffs.

9.1 Self-use

The self-use mode maximizes the utilization of PV output and battery energy to power the loads, thus minimizing the consumption of grid energy.

9.1.1 Basic logic

- When the PV output power is sufficient, the PV energy will be first supplied to the loads, with the excess stored in the battery. If, after this, there is still any energy surplus, it will be fed into the grid.
- If the PV output power is insufficient to meet the load demand, the system supplies the
 energy stored in the battery to the load. If the battery capacity is insufficient, the system
 purchases energy from the grid to fulfill the load demand.

9.2 Feed-in Priority

The Feed-in priority mode prioritizes electricity sales to generate income.

9.2.1 Basic Logic

 When the PV is generating, the PV energy will be first supplied to the loads, the excess energy will be fed into the grid. If the feed-in limits are achieved, the energy will be stored in the battery.

9.3 Back Up

In this mode, the battery charges at the maximum power until reaching the backup SOC, while battery discharging is not allowed.

9.3.1 Basic Logic

- When the PV output power is sufficient, the system uses the PV power to charge the battery first. If, after this, there is excess energy, it will be supplied to the load.
- If the PV power cannot meet the backup demand, the system purchases energy from the grid to charge the battery.
- The battery is allowed to discharge while the current SOC exceeds backup SOC.

9.4 Peak Shaving

The peak shaving mode implements energy management strategies by setting battery SOC and grid import limits according to production schedules, reducing overall energy consumption during peak periods.

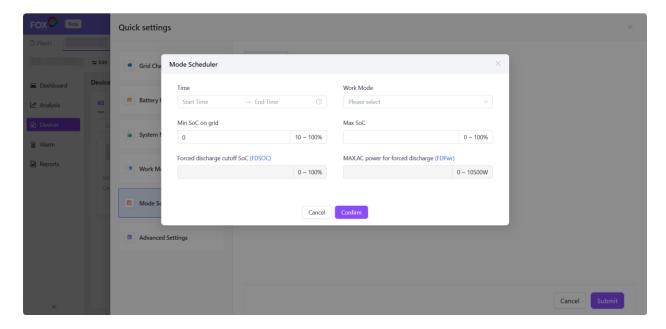
9.4.1 Basic Logic

Peak shaving requires setting two parameters: the import limit and threshold SOC.

- When battery SOC is above the threshold SOC, the system operates in self-use mode.
- When your battery SOC drops below the set threshold SOC, the system automatically
 activates peak shaving to reduce electricity costs. During this mode, your battery will
 only provide power when your home's electricity demand exceeds the import limit you've
 set.
- If grid draw continuously exceeds the import limit, battery depletion will occur until
 reaching the minimum SOC protection level. At this point, peak shaving automatically
 suspends to prevent battery damage, switching to fail-safe operation. The threshold
 SOC setting thus balances daily self-consumption with extended peak-cost avoidance.

9.5 Mode Scheduler

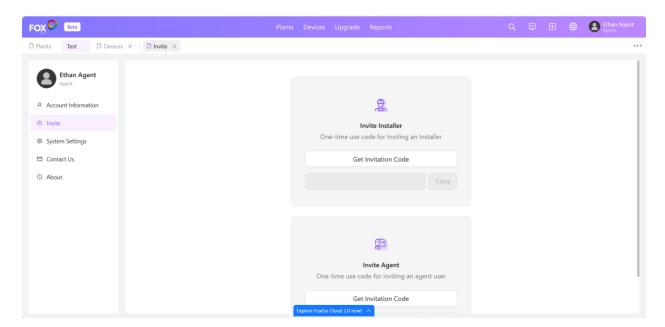
The Mode Scheduler enables users to automate operational modes within specified time periods to meet specific energy management needs. By defining start/end times and selecting a desired mode, the system will automatically switch modes according to the schedule.



11 FAQs

9.1 How to Get the Invitation Code

- Step 1: Click the avatar in the top right of the Plants and select "Invite".
- Step 2: Determine the level of access the invitee requires, select the corresponding invitation code.

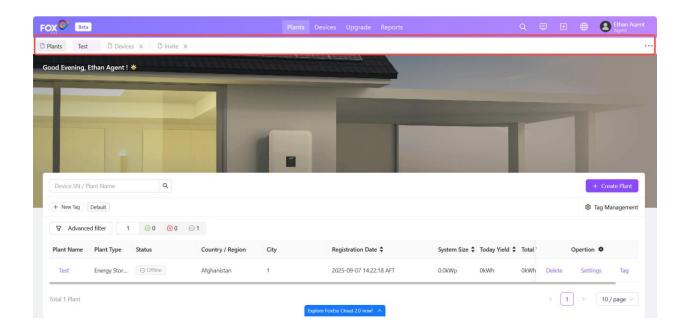


Step 3: Carefully confirm that you have selected the correct invite type, click **"Get Invitation Code"** and send the code to the invitee.

9.2 How to Switch Plants

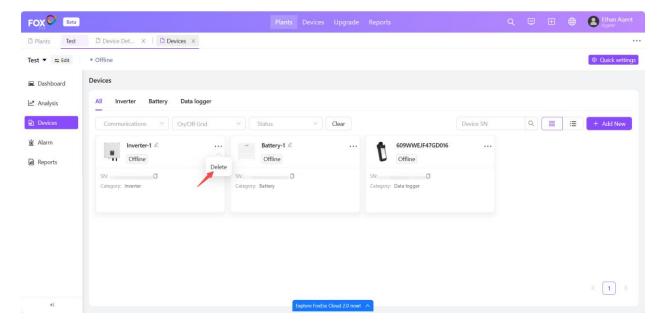
Enter the home page and click different Plant name on the Plant list below to switch.

The navigation bar allows users to quickly switch between plants they have previously viewed.



9.3 How to Delete Devices

- Step 1: Locate the Plant associated with the device you wish to remove in the Plant list and click its Plant name.
- Step 2: Click "Device" on the left-side navigation bar.
- Step 3: Identify the device you wish to delete, click "..." and select "Delete".



9.4 How to Get After-sales Support

- Step 1: Click the avatar in the top-right corner of home page and select "Contact Us".
- Step 2: Find service contact information and reach out for support via email or phone.

