FoxCloud2.0 App

User Manual

Manual Version: 1.0

Date: July 30, 2025

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Contents

1 FoxCloud2.0 App Introduction

The FoxCloud2.0 app allows remote management of devices at any time, from anywhere. You can set and choose personalized energy-saving strategies for your family and enjoy your life with the help of our special features.

NOTE

Local, physical settings take precedence over app settings. Remote operation through the mobile application cannot serve as evidence of circuit safety, as it must be verified and confirmed through on-site inspection. Failure to conduct an on-site inspection prior to work may result in personal injury or even fatality.

2 FoxCloud2.0 App Installation

Hardware and software environment requirements for Android version of the phone

- Mobile phone memory of 1G or more.
- Android 7 and above operating system.

Hardware and software environment requirements for Apple version of the phone

- Require iphone 6s and above.
- 1G+ memory on board.
- Ios 13 and above operating system.

To download the FoxCloud2.0 app, visit the App Store or Google Play.
Or scan the following QR code to down the app.

Download on the App Store

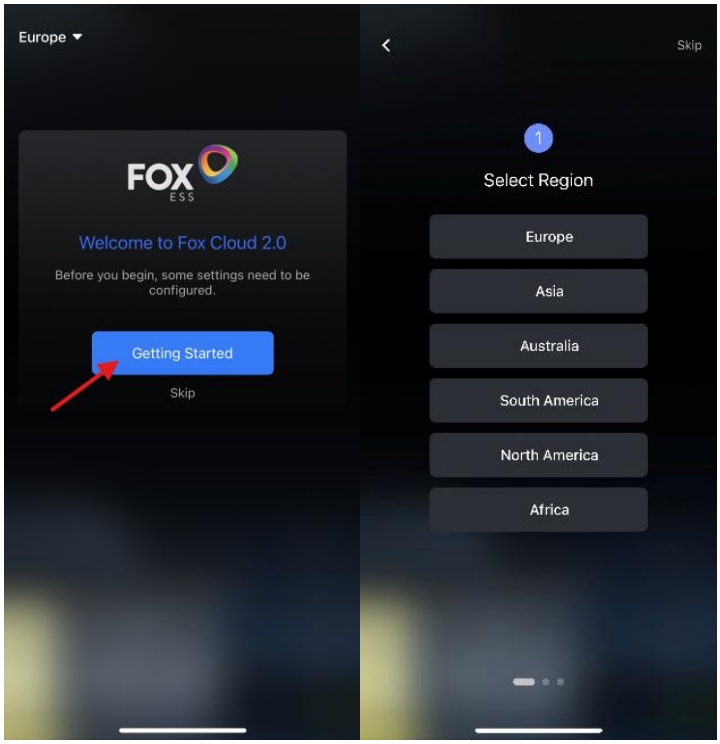
GET IT ON Google Play

The following operation applies to the FoxCloud2.0 App.

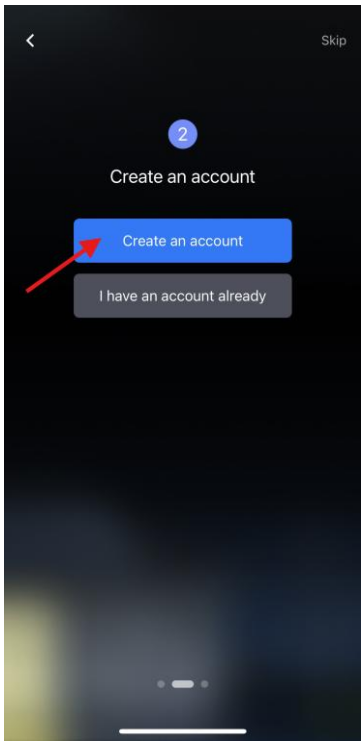
3 Create Accounts

3.1 Create an Owner Account

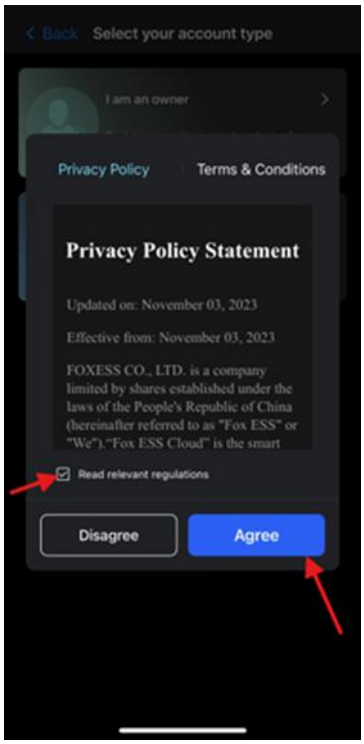
Step 1: Open FoxCloud2.0 app, tap **“Getting Started”**, select your region.



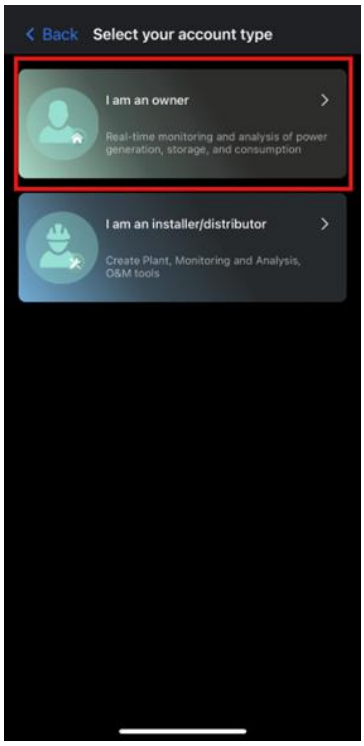
Step 2: Tap **“Create an account”** to continue.



Step 3: Read Privacy Policy and Terms & Conditions, tap **"Read relevant regulations"** and tap **“agree”**.

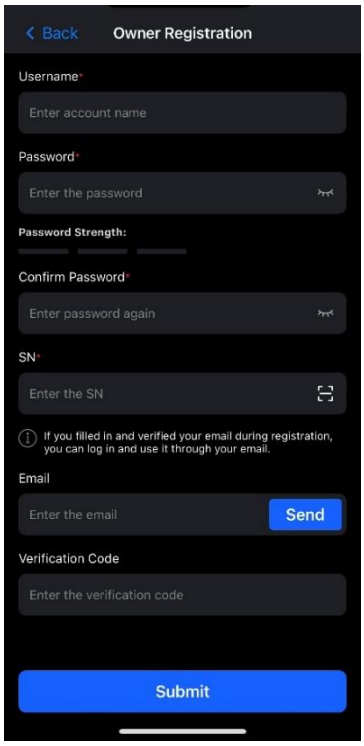


Step 4: Select **"I am an owner"** to create an owner account.



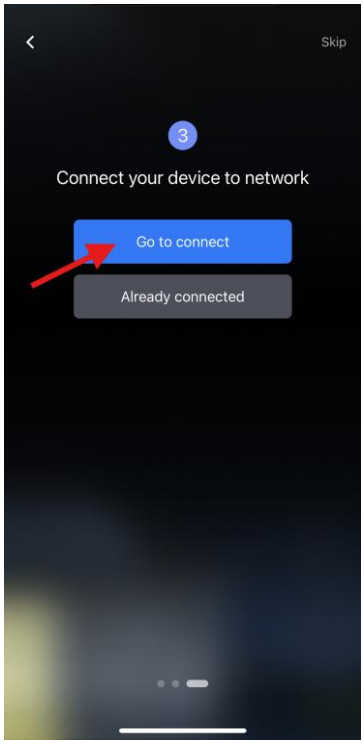
Note: If you are an installer or distributor, please turn to "Create an Installer/Distributor Account".

Step 5: Fill in the required information and tap **"Submit"** to complete registration.

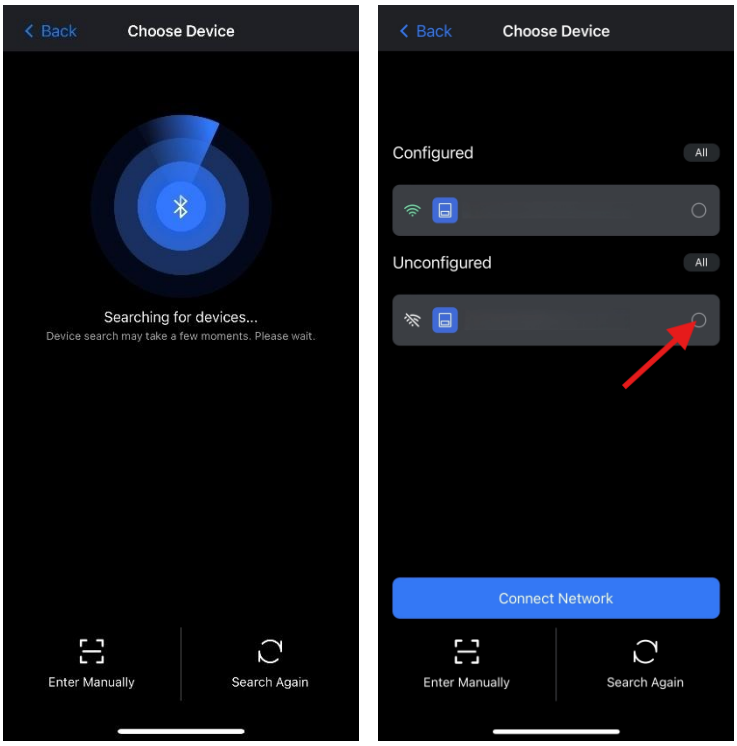


Note: If you filled in and varied your email during registration, you can log in and use it through your email.

Step 6: Tap **“Go to connect”** to connect your device to network

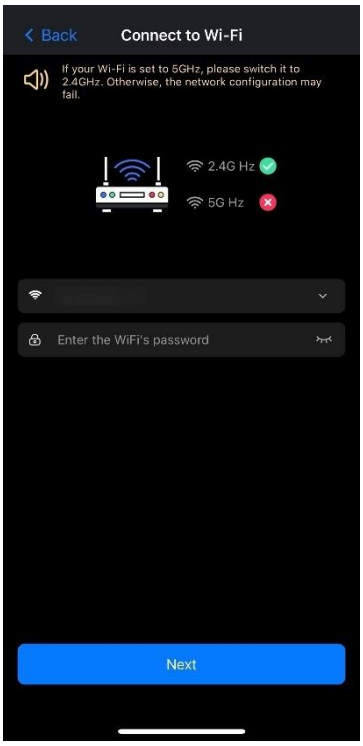


Step 7: Wait for system to search for devices. Once the search is complete, check the detected SN, select devices that you want to connect to WI-FI, and Tap **“Connect Network”**.



Note: you can scan the QR code on your device or enter the SN manually.

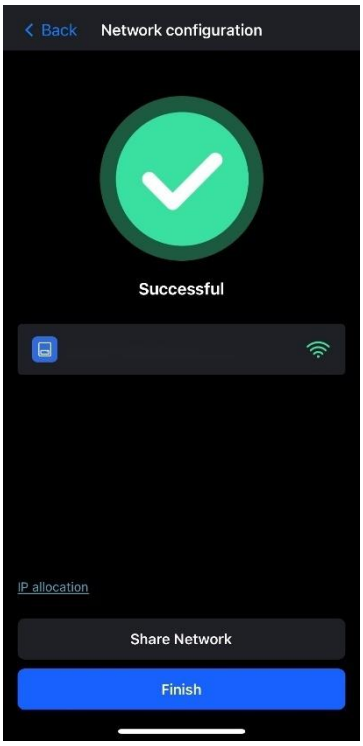
Step 8: Select WI-FI and tap **"Next"**.



Note: If your WIFI is 5G Hz, Please set it to 2.4G Hz, otherwise,

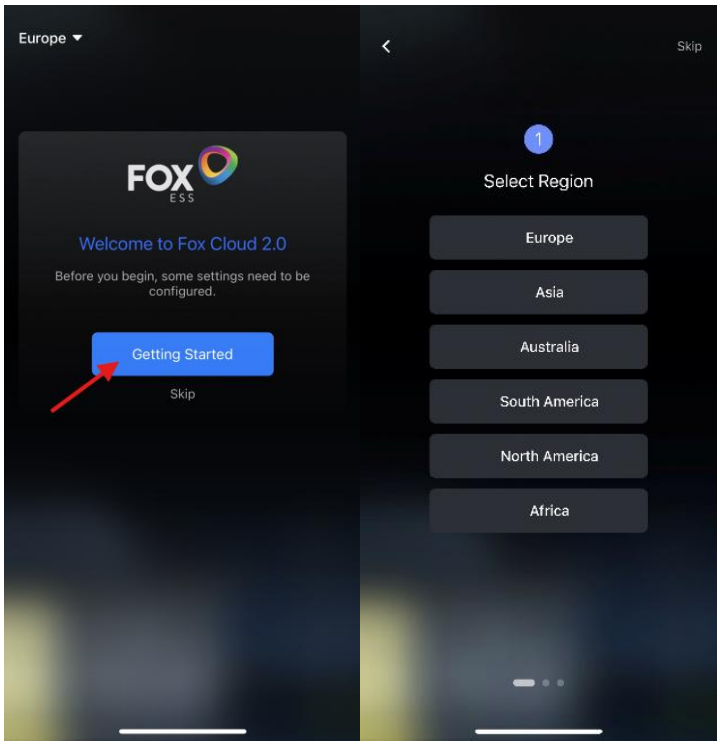
network configuration may fail.

Step 9: Check the device SN and tap **"Finish"** to complete the process.

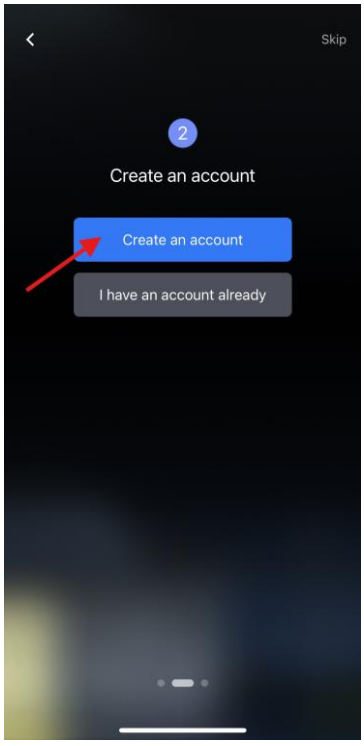


3.2 Create an Installer/Distributor Account

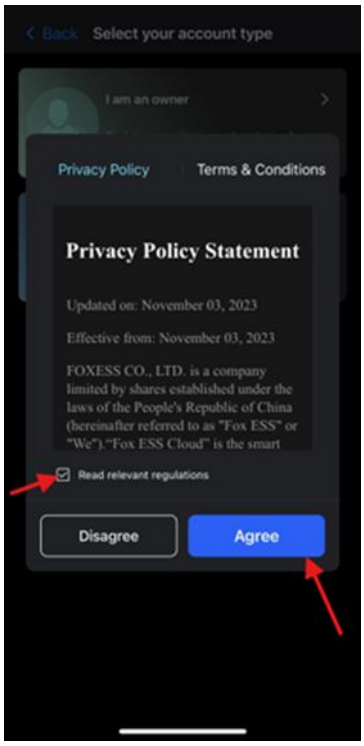
Step 1: Open FoxCloud2.0 app, tap **"Getting Started"**, select your region.



Step 2: Tap **“Create an account”** to continue.

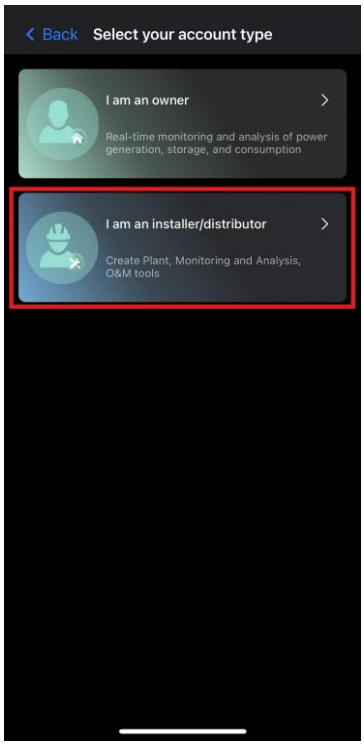


Step 3: Read Privacy Policy and Terms & Conditions, tap **"Read relevant regulations"** and tap **“agree”**.

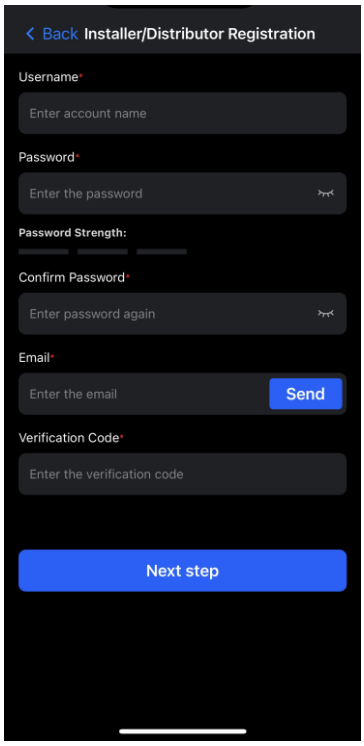


Step 4: Select **"I am an installer/distributor"** to create an installer/distributor account.

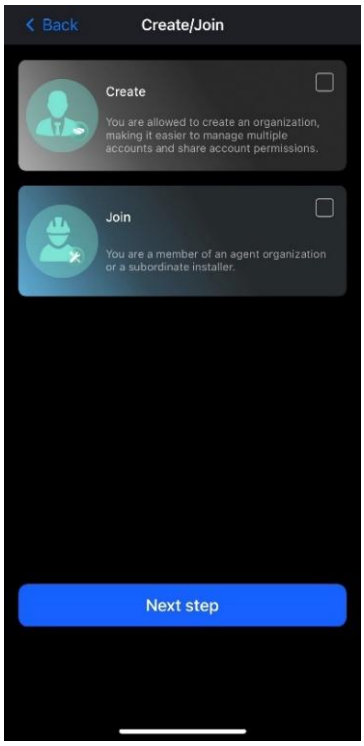
Note: If you are not an installer/distributor, please turn to "Create an Owner Account".



Step 5: Compete the information as prompted and tap **“Next Step”**.

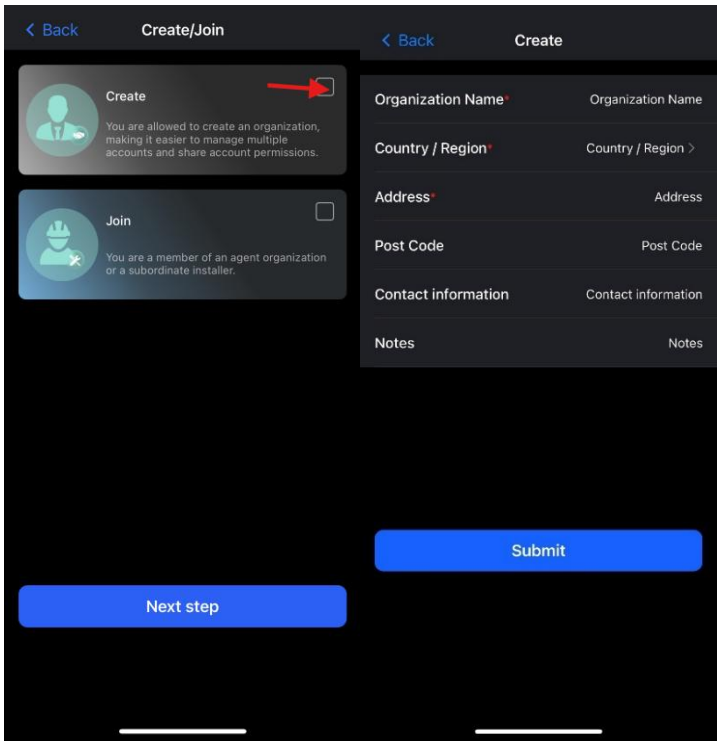


Step 6: Choose to create a new organization or join an existing one according to your actual needs.

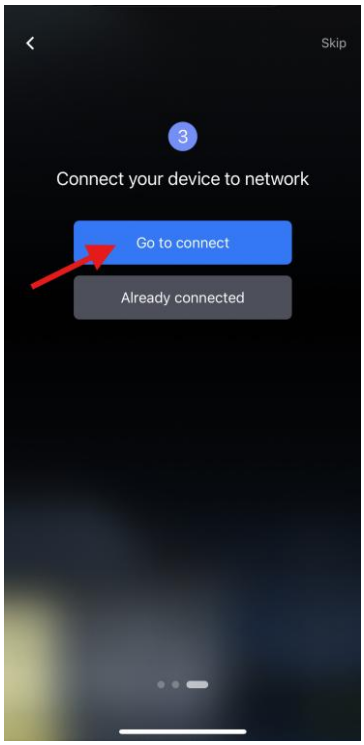


3.2.1 Option A: Create an Organization

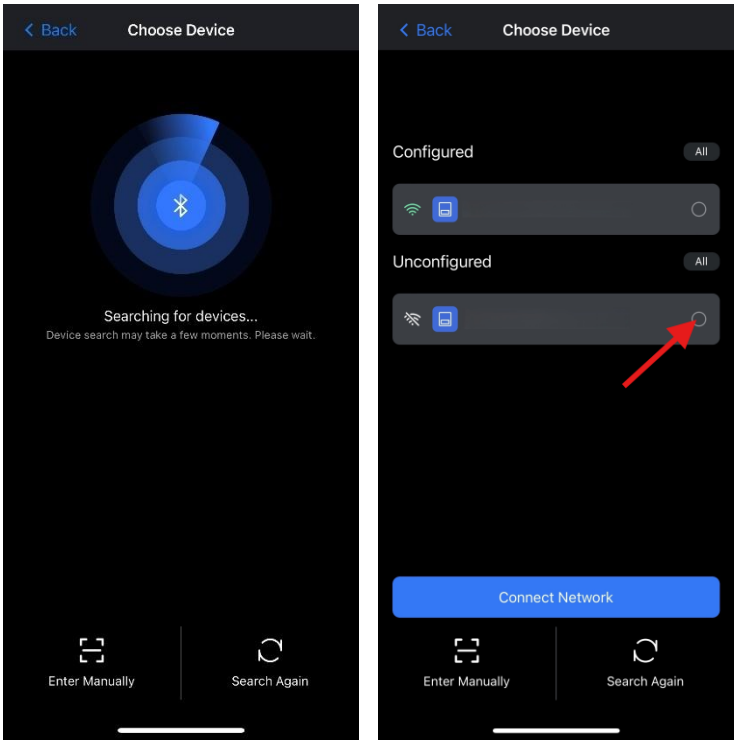
Step A1: Tap **"Create"**, enter organization details and tap **"Submit"** to complete registration.



Step A2: Tap **"Go to connect"** to connect your device to network

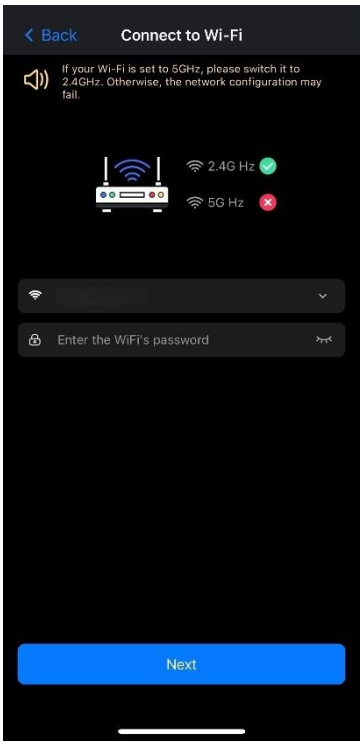


Step A3: Wait for system to search for devices. Once the search is complete, check the detected SN, select devices that you want to connect to WI-FI, and Tap **"Connect Network"**.



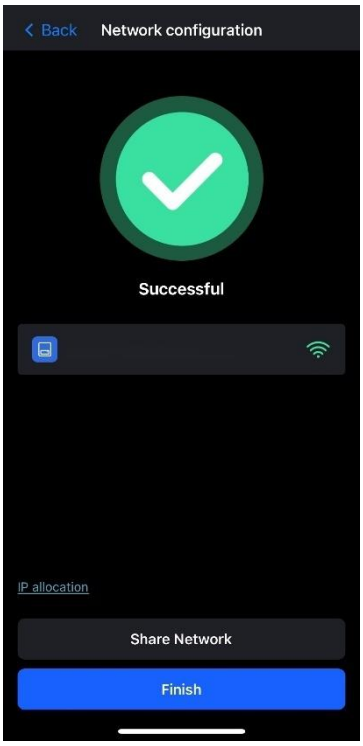
Note: you can scan the QR code on your device or enter the SN manually.

Step A4: Select WI-FI and tap **"Next"**.



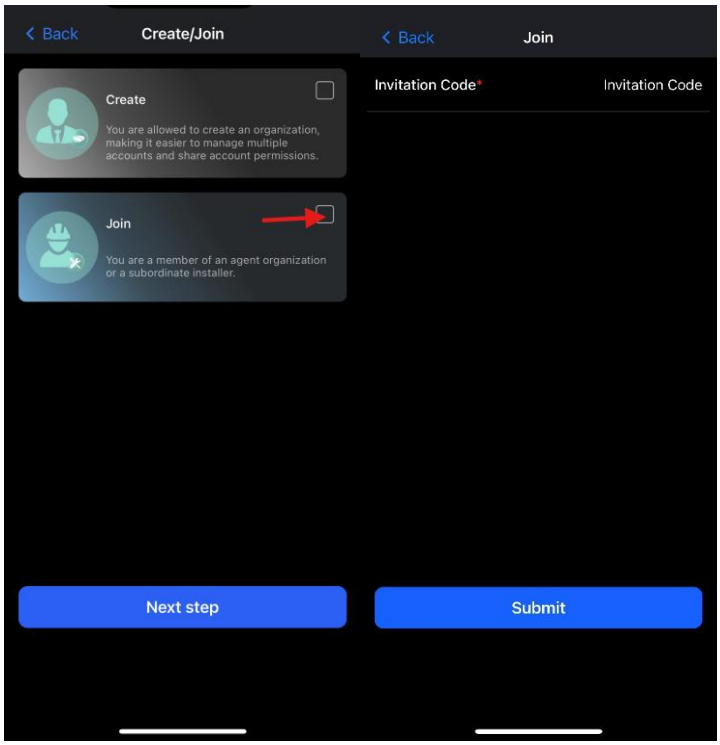
Note: If your WIFI is 5G Hz, Please set it to 2.4G Hz, otherwise, network configuration may fail.

Step A5: Check the device SN and tap **"Finish"** to complete the process.



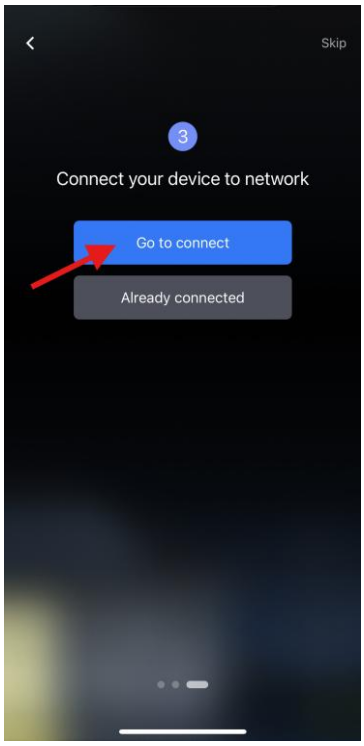
3.2.2 Option B: Join an Organization

Step B1: Tap **“Join”**, enter Invitation Code and tap **“Submit”** to complete registration.

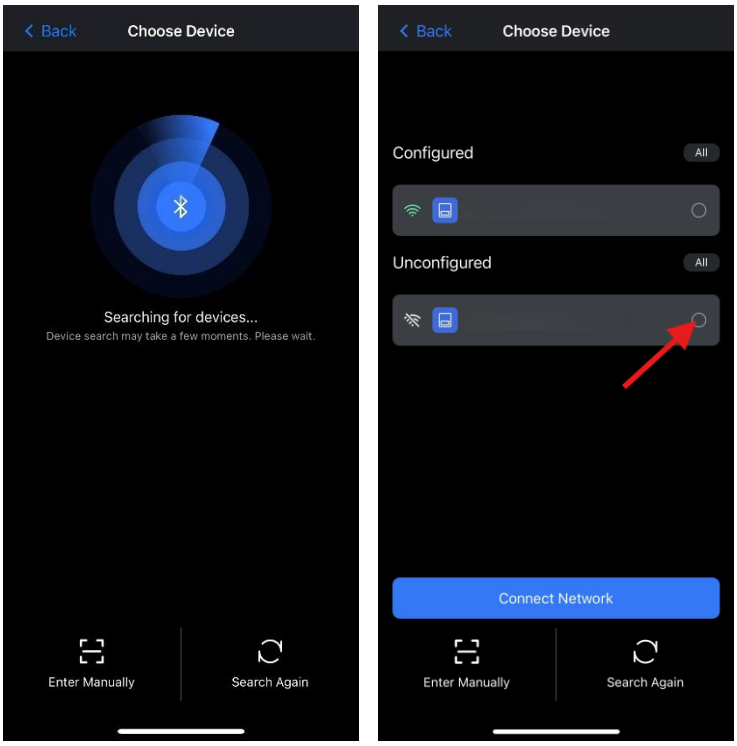


Note: Please request invitation code from your partner organization. If you are not registered with any organization, return to the previous step and select "Create”.

Step B2: Tap **“Go to connect”** to connect your device to network



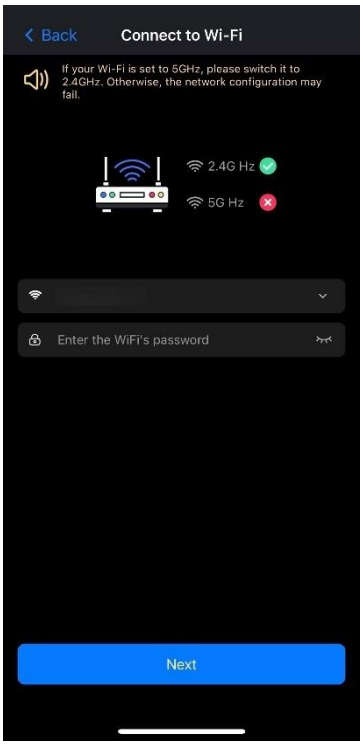
Step B3: Wait for system to search for devices. Once the search is complete, check the detected SN, select devices that you want to connect to WI-FI, and Tap **"Connect Network"**.



Note: you can scan the QR code on your device or enter the SN

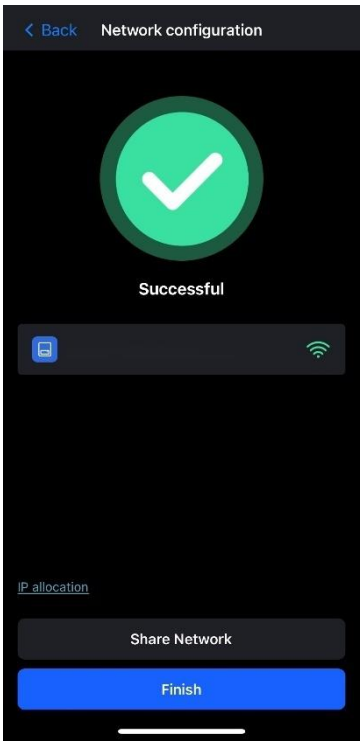
manually.

Step B4: Select WI-FI and tap **“Next”**.

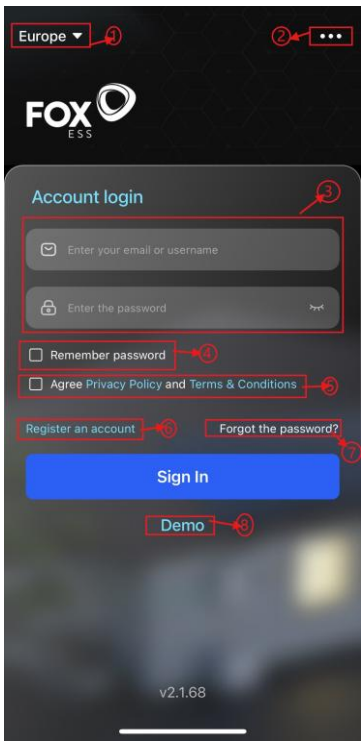


Note: If your WIFI is 5G Hz, Please set it to 2.4G Hz, otherwise, network configuration may fail.

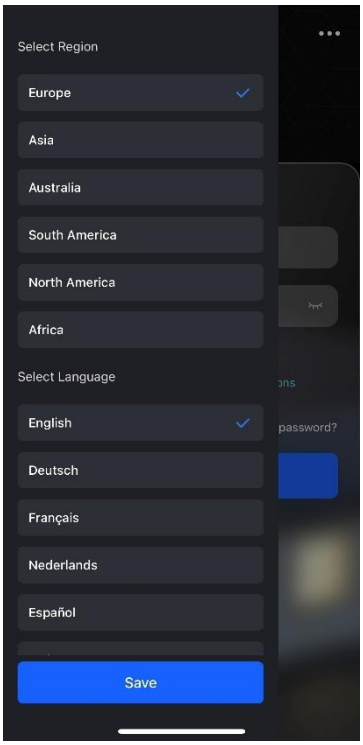
Step B5: Check the device SN and tap **"Finish"** to complete the process.



3.3 Log in



① **Region:** Change the region and language you have selected when creating the account.



② **WLAN Configuration:** Configure your network to connect devices.

③ **Account and Password:** Enter your email or username and password to log in.

④ **Remember Password:** To auto-fill your password next time you log in.

⑤ Check Privacy Policy and Terms & Conditions

⑥ **Register an account:** Turn to “Create Accounts” to create an account according to your needs.

⑦ **Forgot the Password?:** Turn to Reset Password to reset your password if forgotten or to change it.

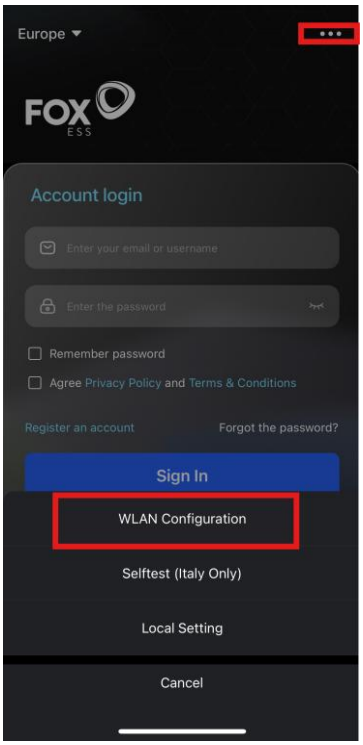
⑧ **Demo:** Discover FoxCloud2.0 without logging in.

4 WLAN Configuration

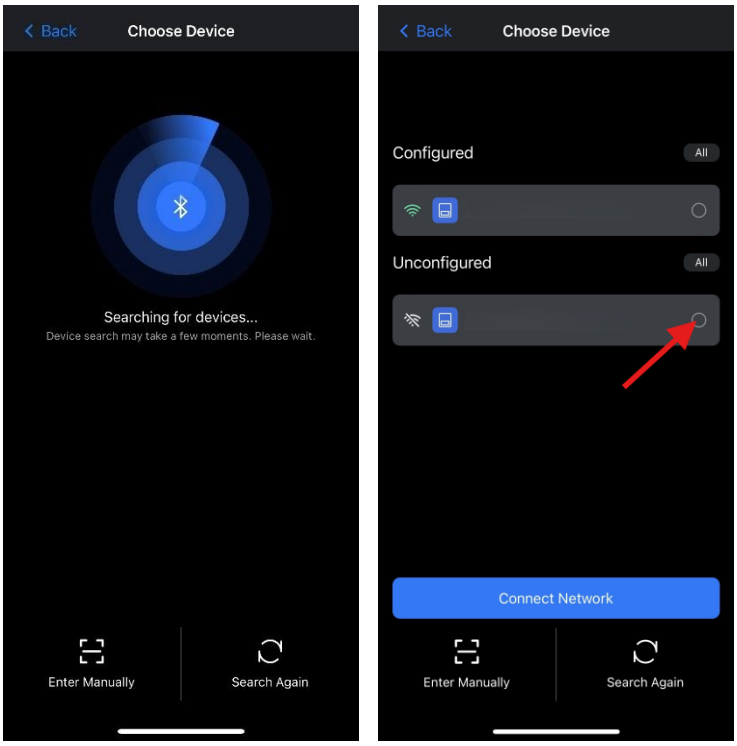
Note: If you connected your devices to Wi-Fi during account registration, you may skip this chapter.

Alternatively, if you need to configure WLAN settings after logging in, go to the Me dashboard to set up your WLAN configuration.

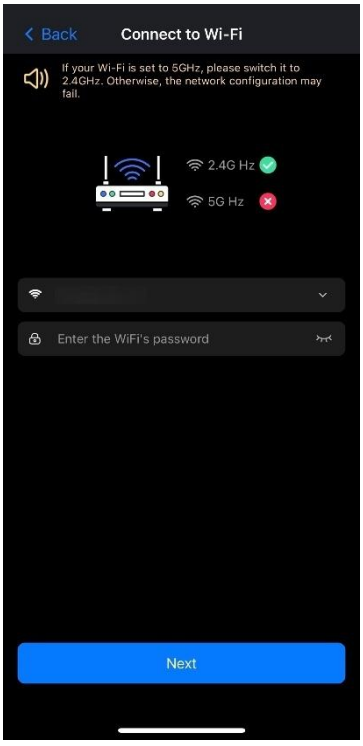
Step 1: Tap **"•••"** and select **"WLAN Configuration"**.



Step 2: Wait for system to search for devices. Once the search is complete, check the detected SN, select unconfigured device(s), and Tap **"Connect Network"**.

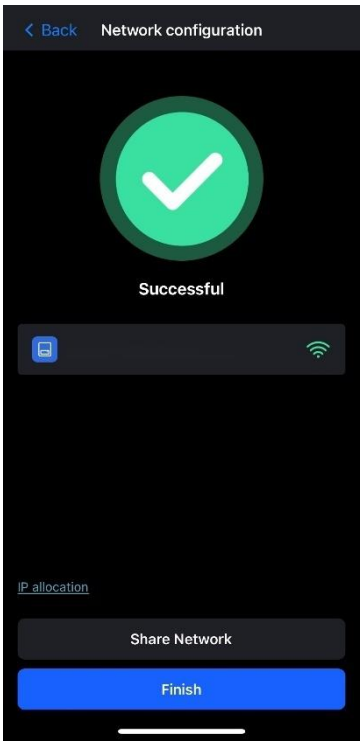


Step 3: Connect to WI-FI and tap **“Next”**.



Note: If your WIFI is 5G Hz, Please set it to 2.4G Hz, otherwise, network configuration may fail.

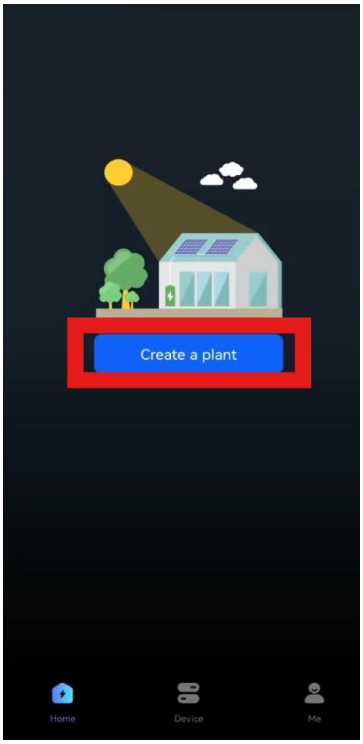
Step 4: Check the device SN and tap **"Finish"** to complete the process.


Back
Network configuration
Successful
IP allocation
Share Network
Finish

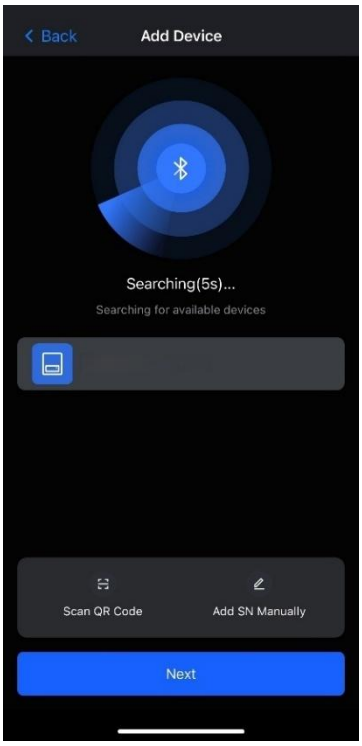
5 Create a Plant

5.1 For Owner Accounts

Step 1: Enter the home page and tap **"Create a plant"**.

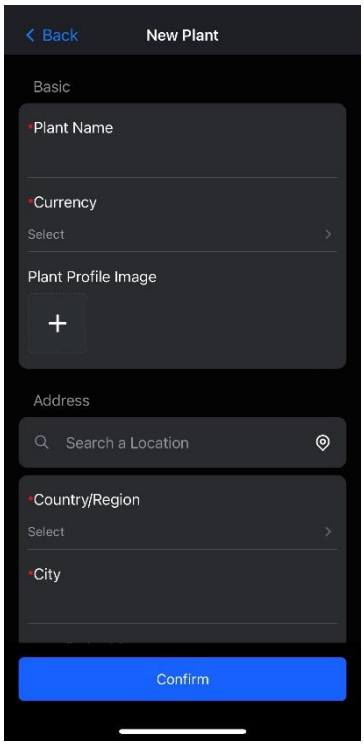


Step 2: Wait for system to search for devices. Once the search is complete, tap **“Next”**.



Note: you can scan the QR code on your device or enter the SN manually.

Step 3: Enter new plant information and tap **"Confirm"** to create a plant.



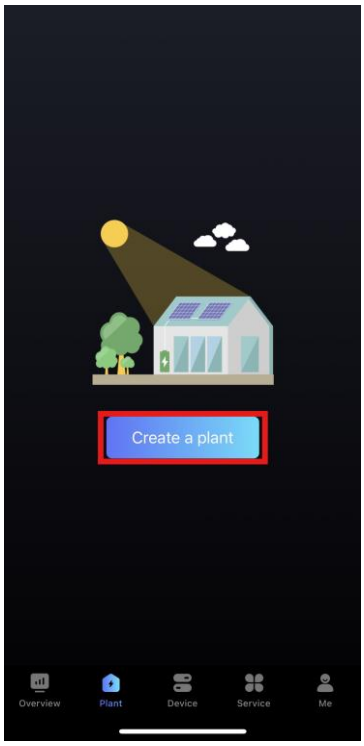
Note: By tap "", information related to the plant location will be

auto-filled.

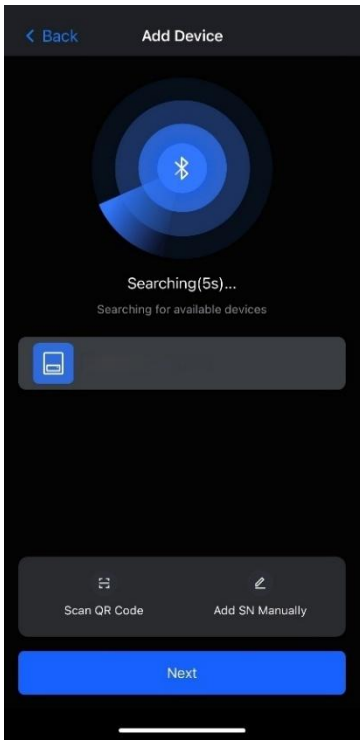
Step 4: Create a plant successfully.

5.2 For Installer/Distributor Accounts

Step 1: Enter Plant page and tap **“Create a plant”**.

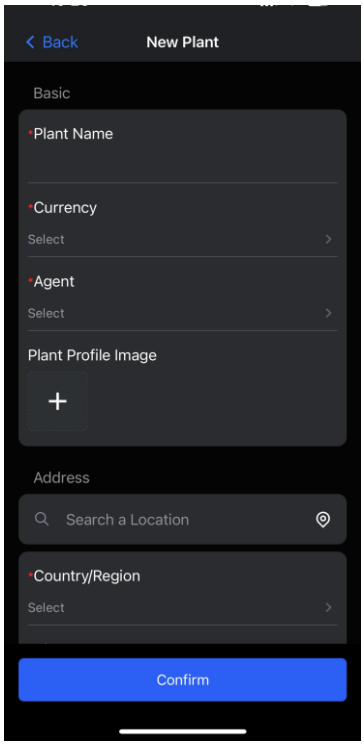


Step 2: Wait for system to search for devices. Once the search is complete, tap **“Next”**.



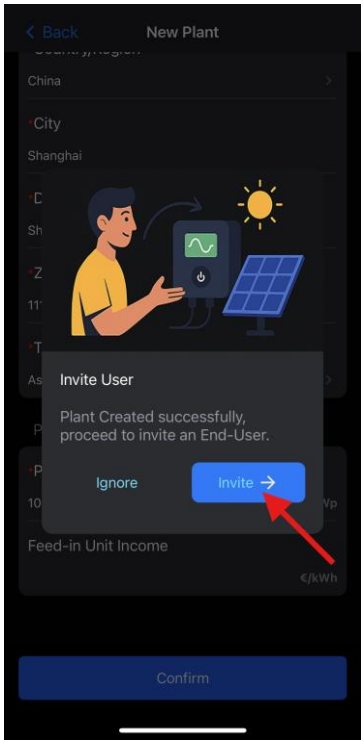
Note: you can scan the QR code on your device or enter the SN manually.

Step 3: Enter new plant information and tap **"Confirm"** to create a plant.

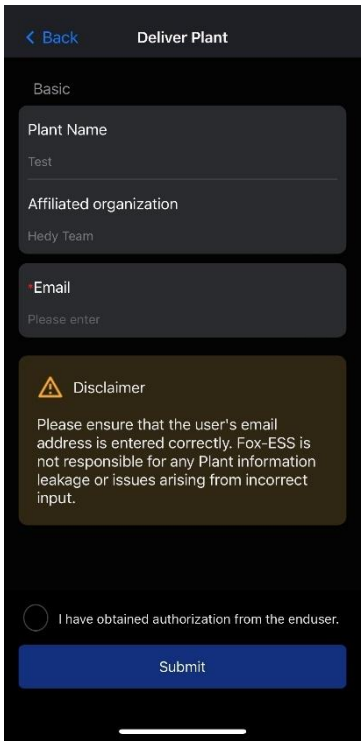


Note: By tap "", information related to the plant location will be auto-filled.

Step 4: Tap **“invite”** to invite an end user to share this plant



Step 5: Check basic information and enter the end user’s email address

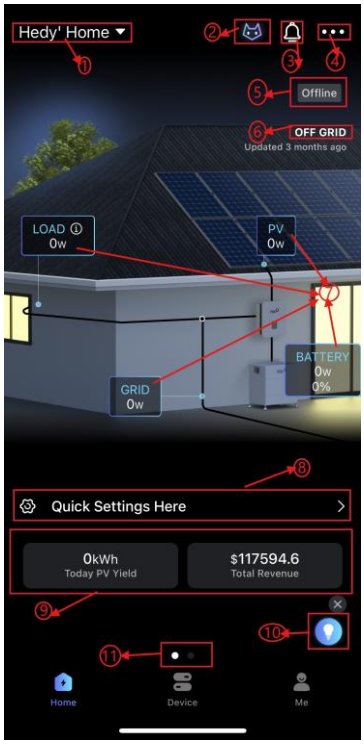


Note: Ensure your email address is entered correctly. Fox-ESS is not liable for any plant data leaks or issues caused by incorrect input.

Step 6: Create a plant successfully.

6 Plant Management

6.1 For Owner Accounts



① Plant Name: Check plant name and tap to switch plants.

② FoxBot: AI assistant.

③ Alarm: Real-time monitoring and historical display of device errors.

④ Create, edit or delete a plant and edit device.

⑤ System status.

⑥ Grid status.

⑦ Real-time data including Load/PV/Grid/Battery.

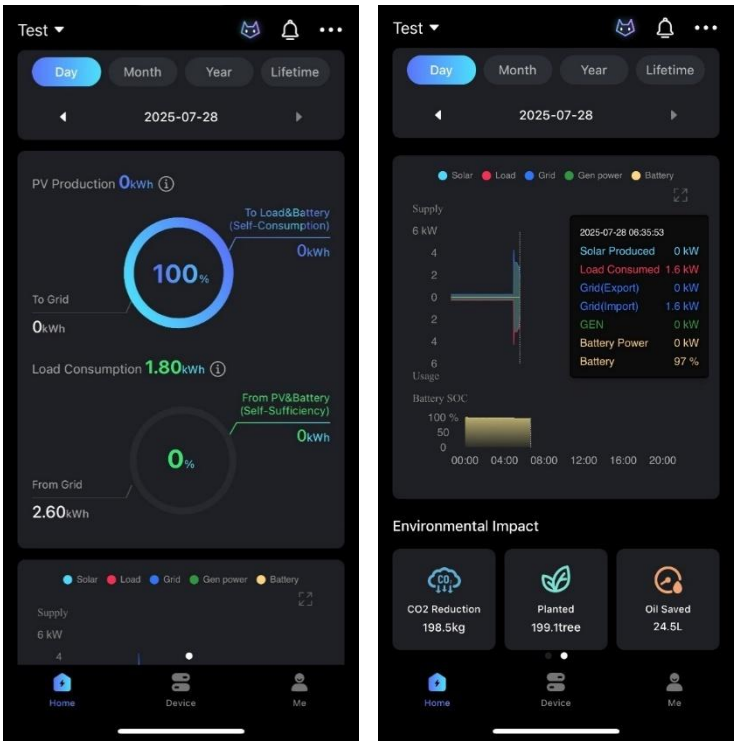
Note: Tap any device to view its details on the Device dashboard.

⑧ Make Quick Settings. Turn to “Quick Settings”.

⑨ Summary Data.

⑩ Quick Guide for starters.

⑪ Swipe left to view the statistical analysis of the Plant.



PV Production: Refer to PV yield.

To Grid: Refer to energy exported to Grid.

Self-consumption: Show how much PV yield is used for house load and battery charging. Self-consumption=PV Production- To Grid.

Load Consumption: Refer to house load consumption.

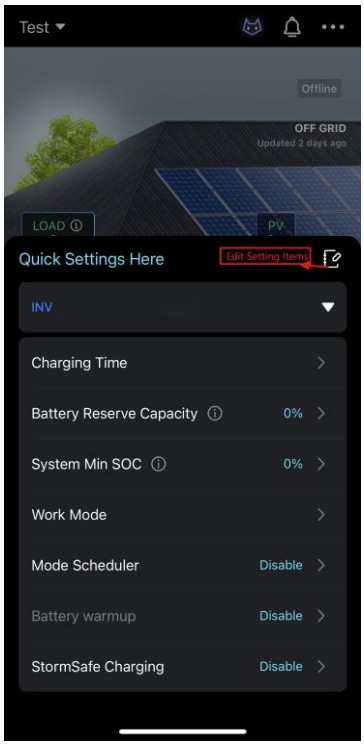
From Grid: Refer to energy purchased from Grid.

Self-sufficiency: Show how much load consumption is taken from PV and battery discharge. Self-sufficiency=Load Consumption-From Grid.

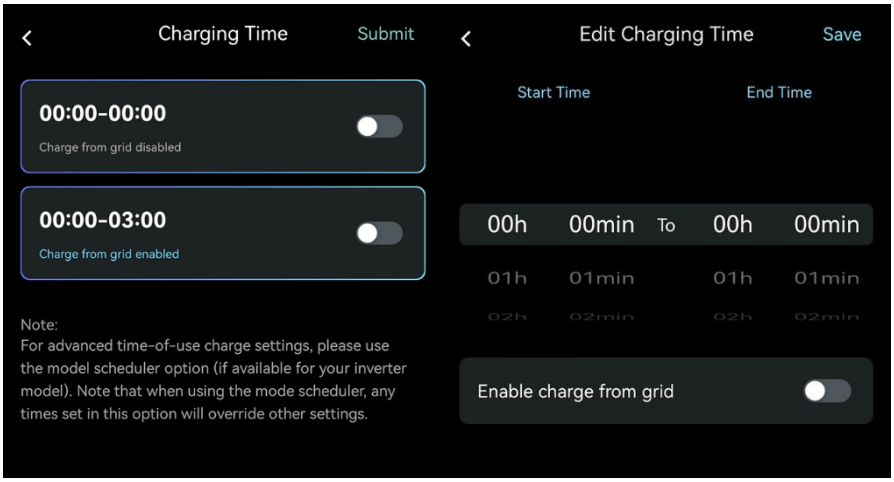
Energy Supply=Solar + Battery Discharged + Grid Imported.

Energy Usage=Load + Battery Charged + Grid Exported.

6.2 Quick Settings



Charging Time: Allow to set two separate charging time periods.



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

Work Mode	Explanation
Self-Use	Optimized for self-consumption, minimizing reliance on grid electricity.
Feed-in Priority	Prioritizes electricity sales to generate income.
Back up	Designed for areas with unstable power grids; Reserves SOC to maintain power during outages
Peak Shaving	Reduces grid electricity costs by actively shifting energy usage away from peak pricing periods. Users set battery discharge schedules and grid import limits to avoid high electricity rates during peak pricing periods.

Self-Use

(1) with PV Power

Priority: load>battery>grid.

The energy produced by the PV system is used to optimize self-consumption. Solar energy powers local loads first. Excess energy charges the battery, with any surplus exported to the grid.

(2) **without PV Power**

The battery supplies local loads. If other generation sources produce excess power, it charges the battery.

Feed-in Priority

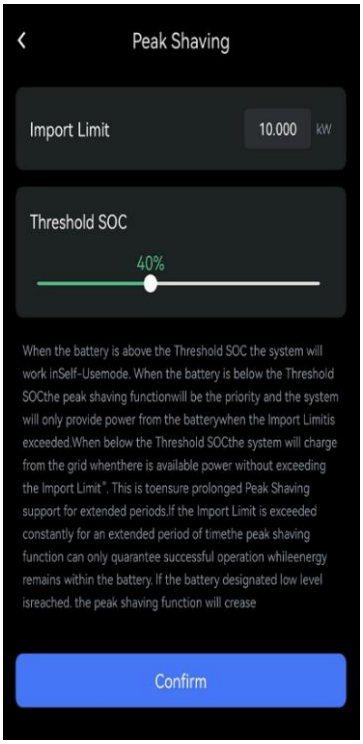
Priority: load>grid>battery

In the case of the external generator, the energy generated powers home loads first. All surplus is exported to the grid. The battery charges only if grid export capacity is exceeded.

Back up

During a grid outage, the system supplies emergency power to home loads from either the PV or battery. (Battery in EPS mode is necessary).

Peak Shaving

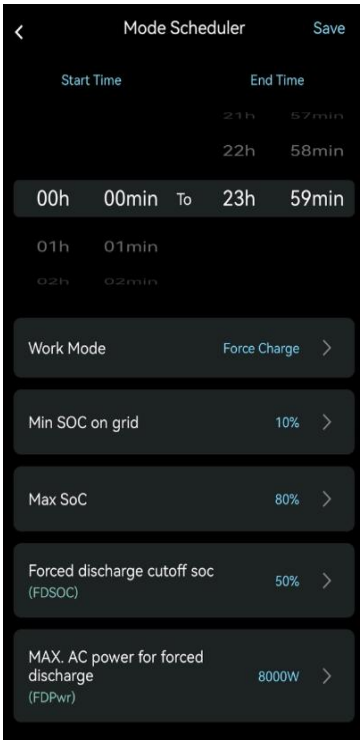


Peak Shaving requires setting two parameters: the Import Limit and Threshold SOC. When battery SOC is above the Threshold SOC, the system operates in Self-Use mode. Below this threshold, Peak Shaving activates: batteries discharge only when grid draw exceeds the Import Limit, while charging occurs from the grid during off-peak hours within

the Import Limit to replenish reserves.

This function sustains grid demand reduction only while battery energy lasts. 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.

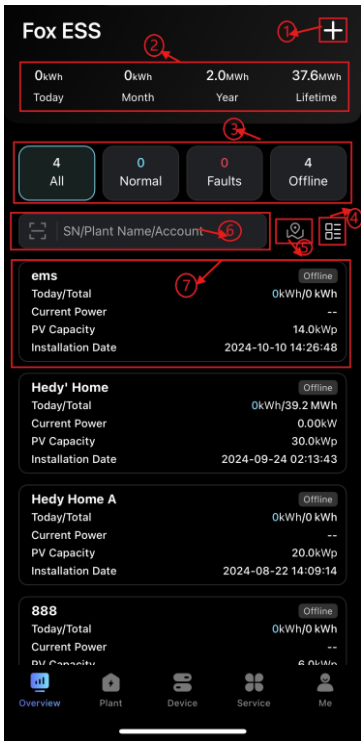
Mode Scheduler: Allows more advanced controls on charging/discharging settings.



6.3 For Installer/Distributor Accounts

6.3.1 Overview Dashboard

The Overview dashboard provides installers/distributors with centralized control for managing distributed plants. Key capabilities include creating a new plant, monitoring power generation (today/monthly/annual/total), tracking plant status distribution with interactive filtering, toggling image modes, analyzing power distribution, searching plants/devices via multiple methods, and viewing plant data.



① Create a plant

② Power generation by date

③ Plant status with corresponding quantity per status. Tap Normal, Faults or Offline to check plants in the selected state.

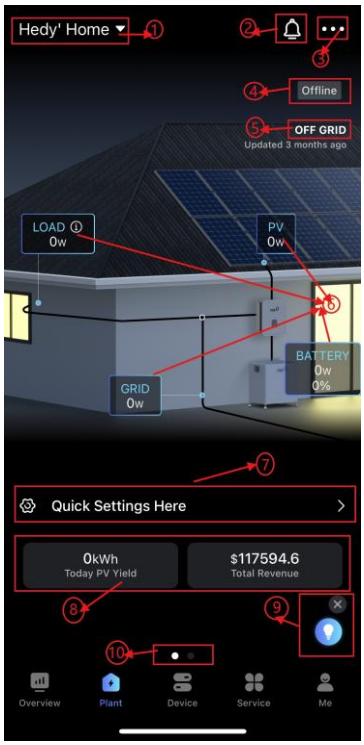
④ Toggle imagine mode.

⑤ Check your plant distribution.

⑥ Search for a plant. You could search for a plant by entering SN, scanning the QR code on the device, or entering an account (user name).

⑦ Display the selected plant. Each power plant in the list displays key summary data (Plant Name, Plant Status, Today/Total Power Generation, Current Power, PV Capacity and Installation Date). Tap any plant to enter Plant dashboard.

6.3.2 Plant Dashboard



① **Plant Name:** Check plant name and tap to switch plants.

② Alarm: Real-time monitoring and historical display of device errors.

③ Create, edit or delete a Plant, and edit a device or layout.

④ System Status

⑤ Grid Status

⑥ Real-time Data Including Load, PV, Grid and Battery.

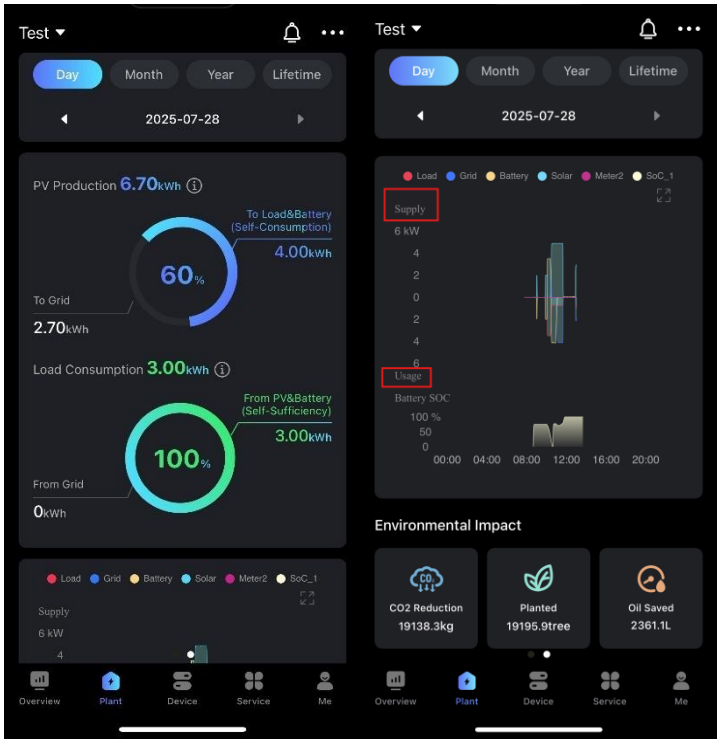
Note: Tap any device to view its details on the Device dashboard.

⑦ Quick Settings

⑧ Display Today PV Yield and Total Revenue.

⑨ Quick guide for starters

⑩ Swipe left to view the statistical analysis of the Plant.



PV Production: Refer to PV yield.

To Grid: Refer to energy exported to Grid.

Self-consumption: Show how much PV yield is used for house load and battery charging. Self-consumption=PV Production- To Grid.

Load Consumption: Refer to house load consumption.

From Grid: Refer to energy purchased from Grid.

Self-sufficiency: Show how much load consumption is taken from PV and battery discharge. Self-sufficiency=Load Consumption-From Grid.

Energy Supply=Solar + Battery Discharged + Grid Imported.

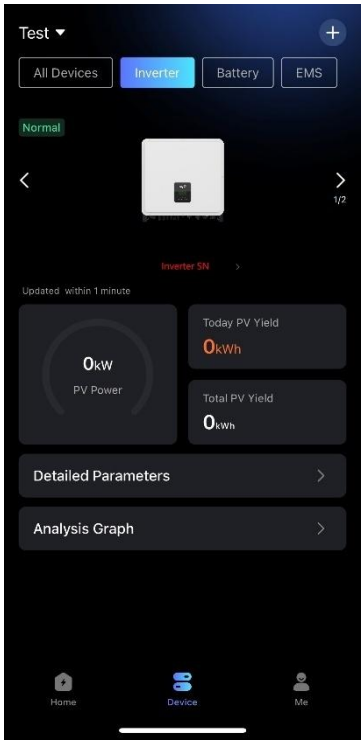
Energy Usage=Load + Battery Charged + Grid Exported.

7 Device Management

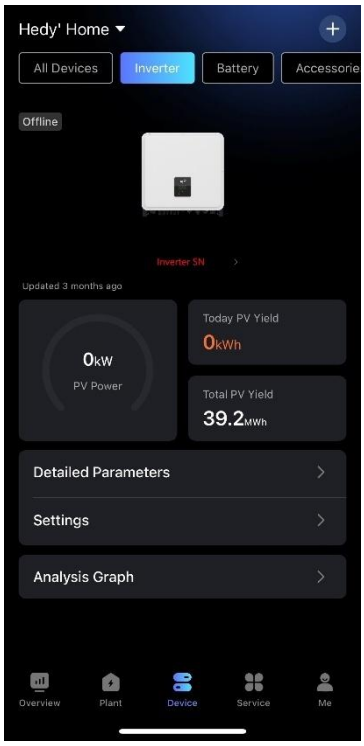
7.1 Inverter

Inverter dashboard displays key information related to the inverter including its SN, PV Power, Today/Total PV Yield.

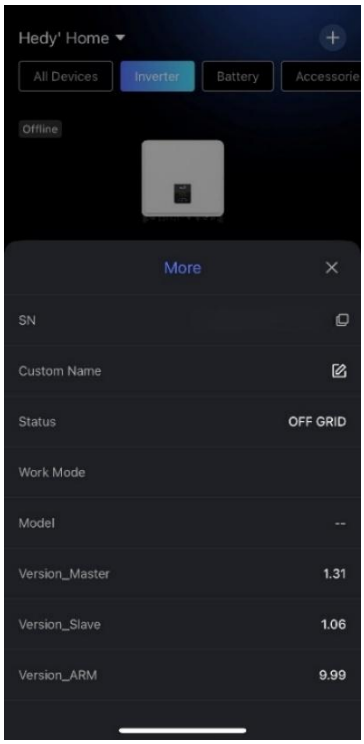
For Owner Accounts: See image below



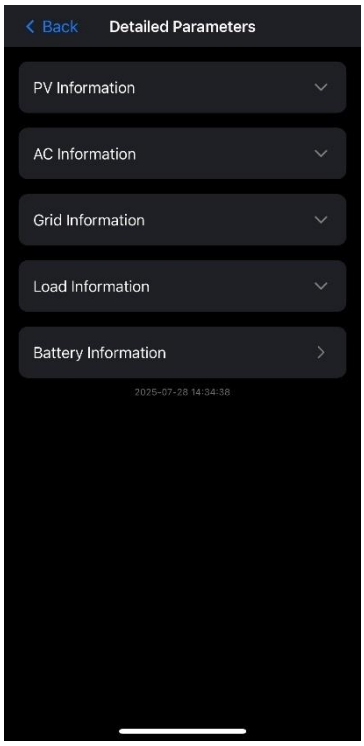
For Installer/Distributor: See image below



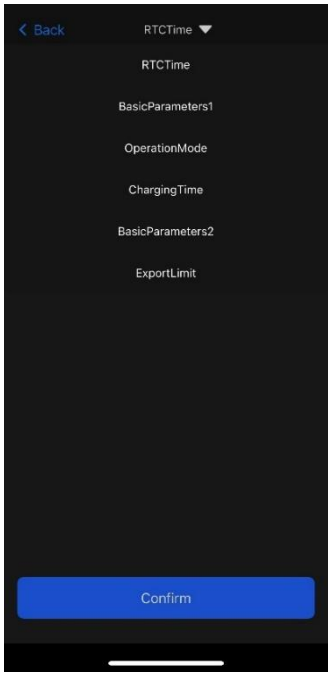
Inverter SN: Tap inverter SN to get more details about its Work Mode, Model and Version.



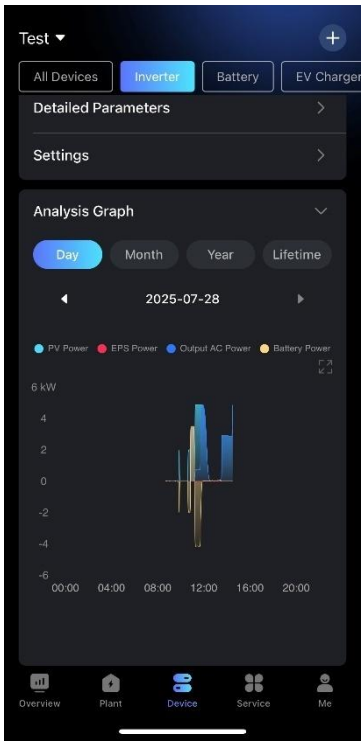
Detailed Parameters: Provide real-time monitoring of key system data, including PV, AC, grid, load, and battery performance.



Settings (For Installer/Distributor): Allow to adjust RTC Time, Basic Parameters, Operation Mode, Charging Time, and Export Limit.



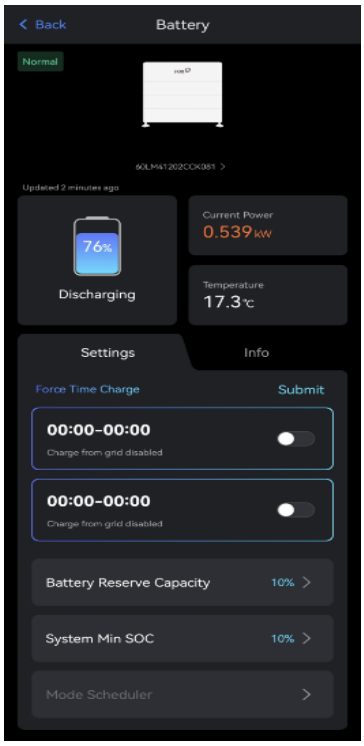
Analysis Graph: Provide historical data of the inverter You could check PV Power, EPS Power, Output AC Power and Battery Power by date.



EPS POWER: Refer to the Emergency Power Supply, which provides backup power in case of a grid outage.

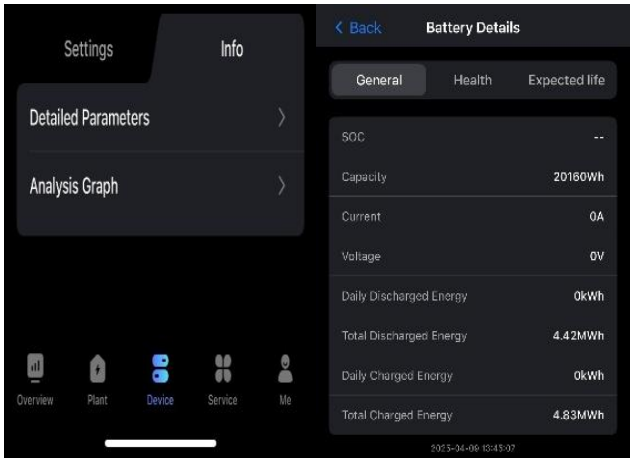
7.2 Battery

Battery dashboard shows information related to the battery including its SN, Charing/Discharging Status, Current Power and Temperature.

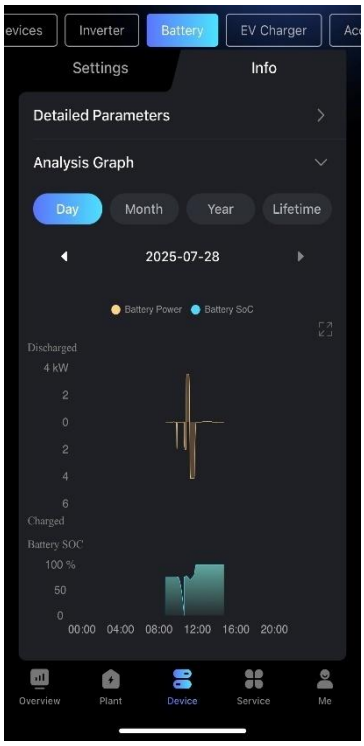


Setting: Set charge/discharge time and SOC settings.

Detailed Parameters: Provide more details of the battery.

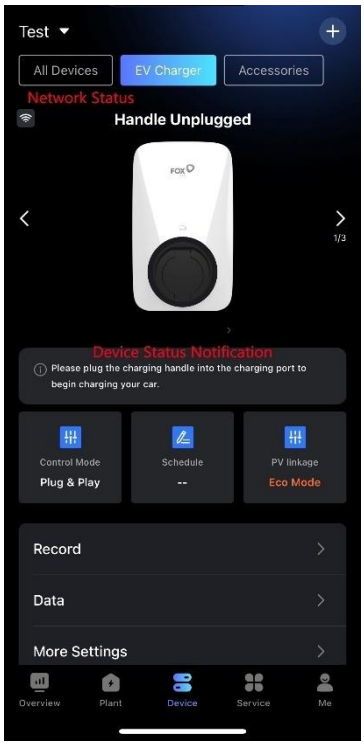


Analysis Graph: Provide historical data of the battery.



7.3 EV Charger

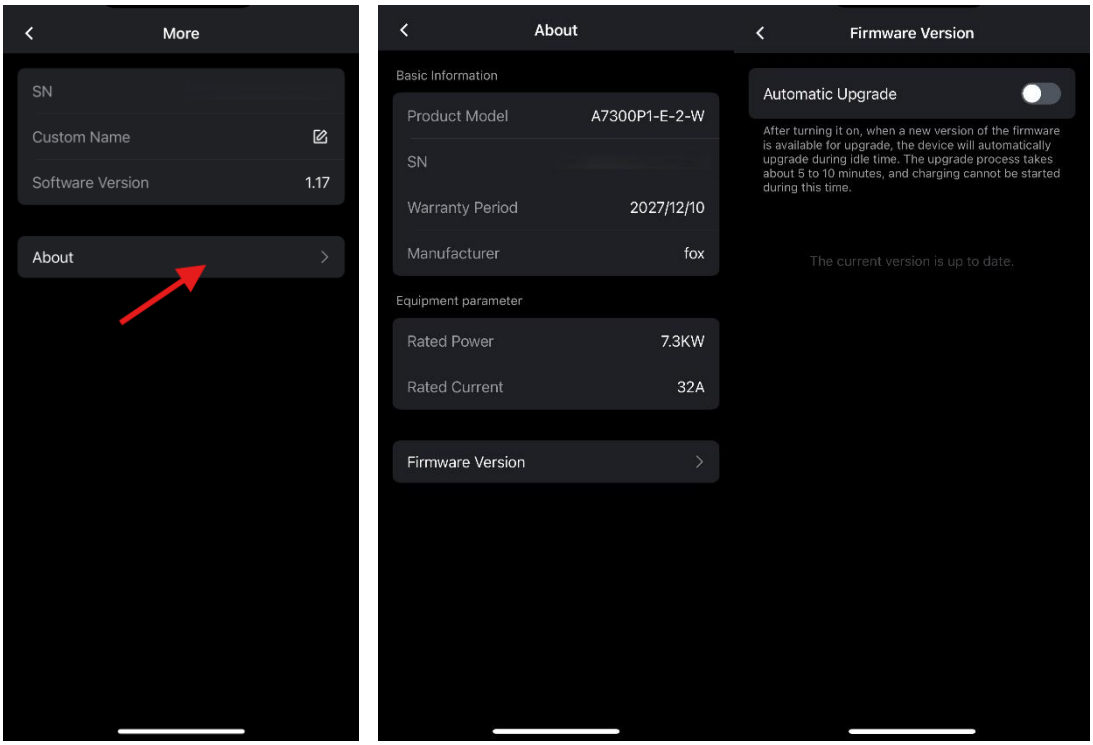
EV Charger dashboard provides information and controls including Network Status, Device Status, Control Mode, Scheduled charging, and PV Linkage.



EV Charger SN: Tap EV Charger SN to get detailed charger information and customize its custom name.

Tap **"About"** to access comprehensive details of EV Charger.

Tap **"Firmware Version"** to turn on or turn off **Automatic Upgrade**.



Note: After turning it on, new firmware versions will automatically upgrade during low-usage periods. The upgrade process requires 5-10 minutes, during which charging services remain unavailable.

Control Mode

Work Mode	Explanation
Controlled	The start and stop are controlled by app or card.
Plug & Play	Charging will automatically once the charging handle is plugged in.
Locked	The EV Charger will be locked and unable to charge.

Schedule: Enables manual start/stop control via app or RFID card.

PV Linkage: Choose to turn on the PV linkage mode as economic mode or green mode.

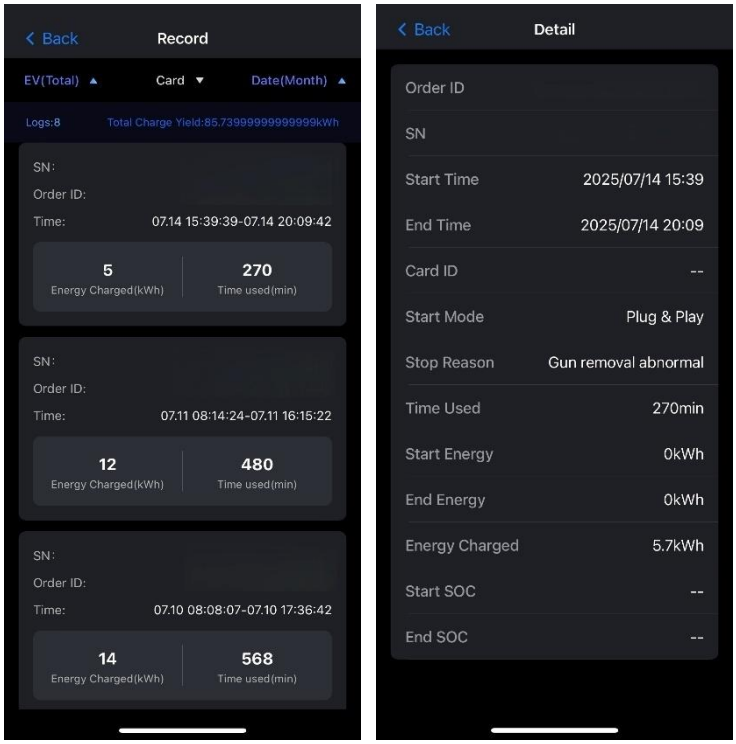
By selecting Green Mode or Economy Mode in PV Linkage settings, EV Charger can obtain the inverter's power generation current data in real time through the smart meter, and then control EV Charger to use solar energy only or prioritize solar energy according to the PV linkage mode you selected.

Economy mode: EV Charger uses PV power generation as much as possible for charging, and when the PV power generation does not meet the charger's minimum power requirement, it will take power from the grid to continue charging.

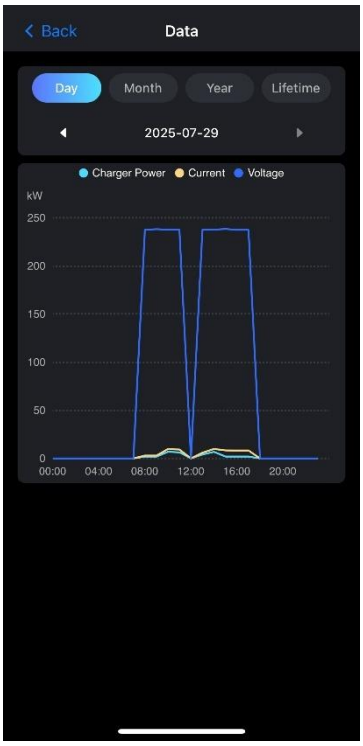
Green Mode: The EV Charger only uses PV power generation for charging, when the PV power generation does not meet the charger's minimum power requirement, the charging will be suspended, and will start charging again when the PV power generation meets the starting demand of the EV Charger.

Note: When PV Linkage is enabled, you can set a maximum discharge rate for your home battery. The charging station will then use this stored battery power to charge your vehicle.

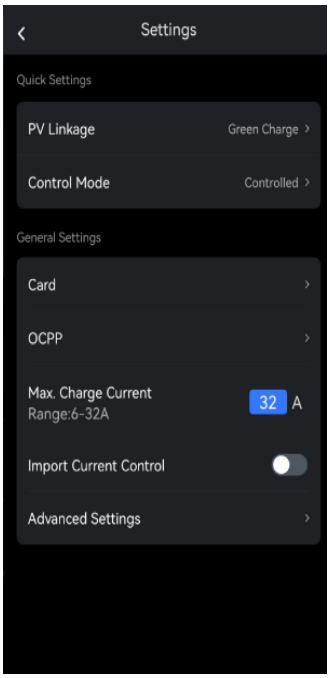
Record: Select an EV Charger SN or Card, specify the desired time, and the system will automatically display all associated records generated during the selected period. Tap any record to get further details.



Data: Charge Power/Voltage/Current can be shown according to the date.



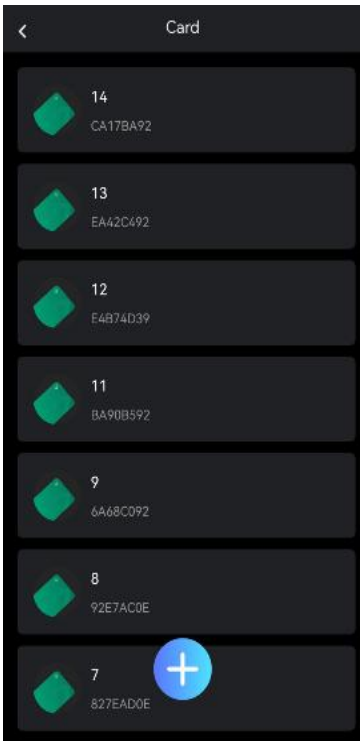
More Settings: PV Linkage and Control Mode could also be set here.



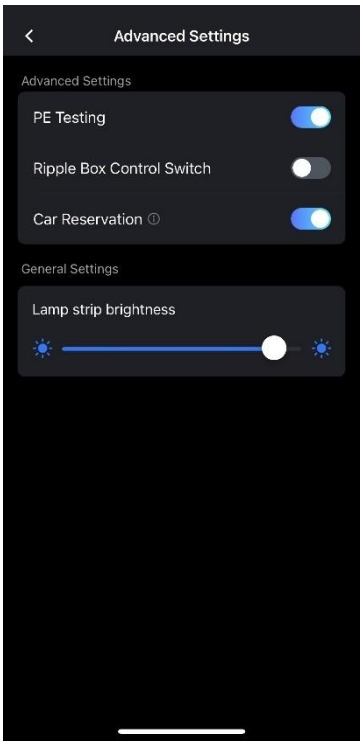
Card: Check card information.

Add card: Tap the **"+"** button, then hold your RFID card to the charger's reader until you hear a beep. Enter a name for the card to save it. Saved RFID cards can be used to start and stop charging sessions.

Note: The EV charger is provided with two RFlD cards, and at most 8 RFlD cards can be added to one EV charger.



Advanced Settings: Include more settings for enhanced system control and customization.



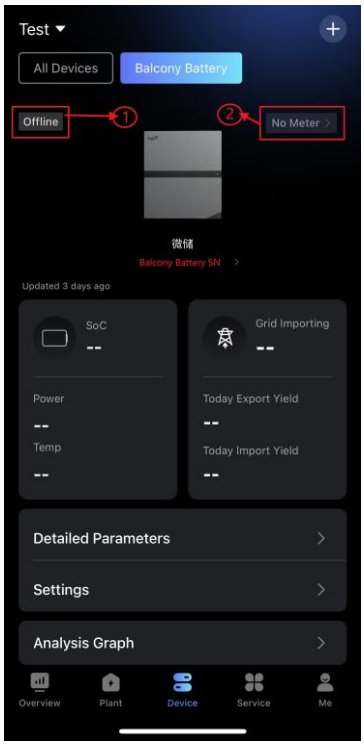
PE Testing: Check whether the protective earth connection is correctly installed and functioning.

Ripple Box Control Switch: Allow the system to respond to external control signals (ripple control) from the utility for functions such as load management or charging control.

Car Reservation: Set how long the charging handle waits for a response from the vehicle. If the switch is on, the charger will wait indefinitely until the vehicle responds. If the switch is off, the charger will wait up to 60 seconds, and if there is no response within that time, the connection will be considered timed out and charging will be terminated.

7.4 Balcony Battery

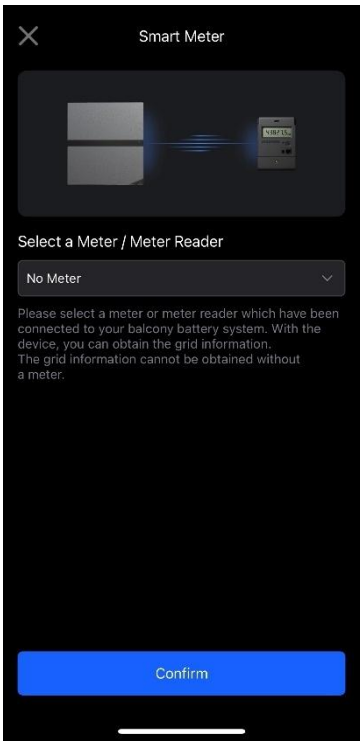
Balcony Battery dashboard displays key system information, including battery status, meter status, charging/discharging status, current power, temperature, as well as grid importing, today’s export yield, and import yield.



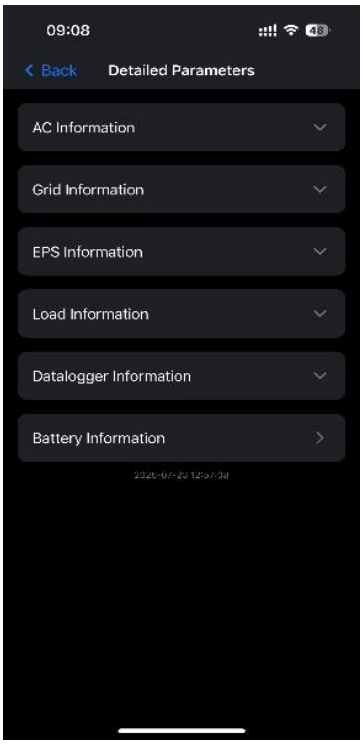
① Battery Status

② **Meter Status:** Select a meter or meter reader which have been connected to your balcony battery system. With the device, you can obtain the grid information.

Note: The grid information cannot be obtained without a meter.



Detailed Parameters: Provide real-time monitoring of key system data, including AC, grid, load, datalogger and battery performance.



Settings: Turn to **“Quick Settings”**.

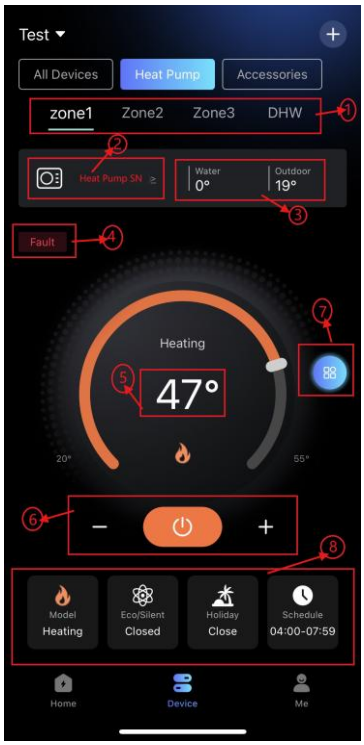
EPS ECO Mode: Provide backup power during grid failures by instantly

switching critical loads to battery power.

Analysis Graph: Historical data analysis for battery power and battery SOC

7.5 Heat Pump

The Heat Pump App allows users to set temperature zones, manage heating and cooling modes, schedule operations, and view energy statistics. It supports both single and multiple zone configurations and integrates features such as sterilization, solar heating, and energy usage tracking.



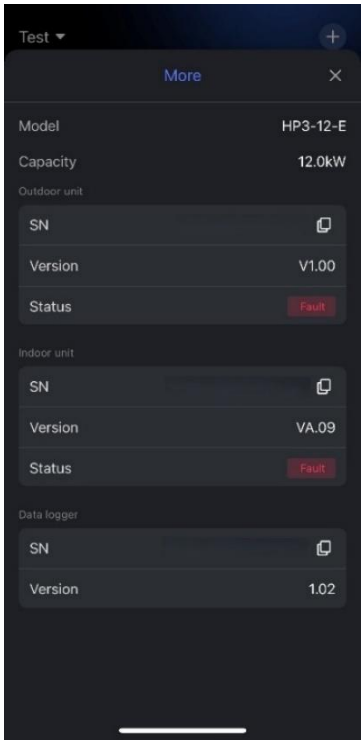
① **Zone:** The heat pump system supports multi-zone control, allowing users to manage different areas of the building independently.

Zone 1 / Zone 2 / Zone 3: Each zone can be configured with separate temperature settings, schedules, and operation modes (e.g., Heating,

Cooling, ECO).

DHW (Domestic Hot Water): Provide hot water for household use such as bathing, washing, and cleaning.

② Tap heat pump SN to get more details including Model, Outdoor Unit, Indoor Unit and Data Logger SN.



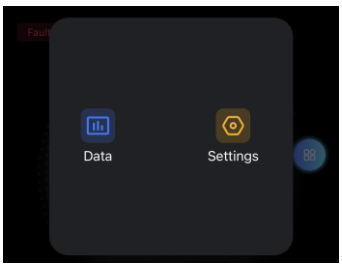
③ Real-time water temperature and outdoor temperature

④ System status

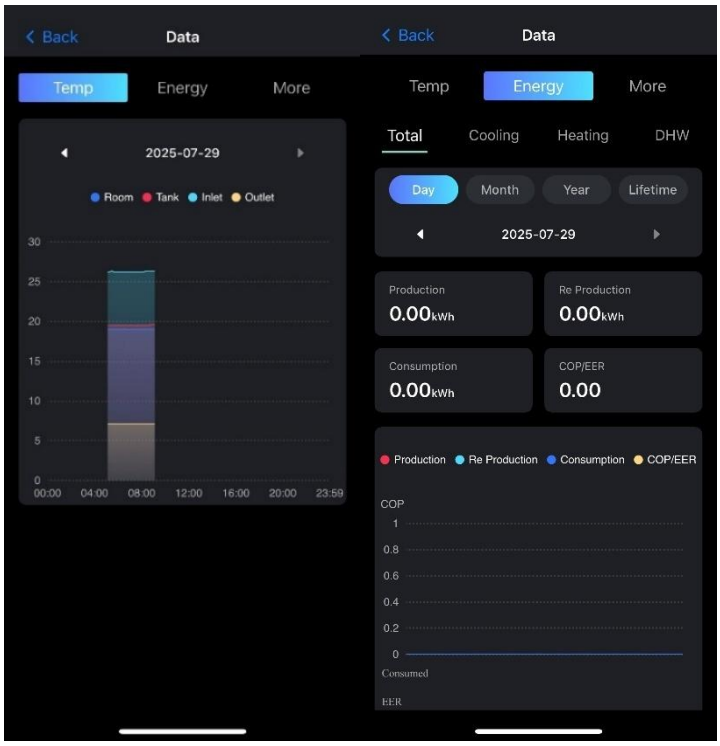
⑤ Current set temperature

⑥ Power switch and temperature adjustment buttons

⑦ Data and Settings



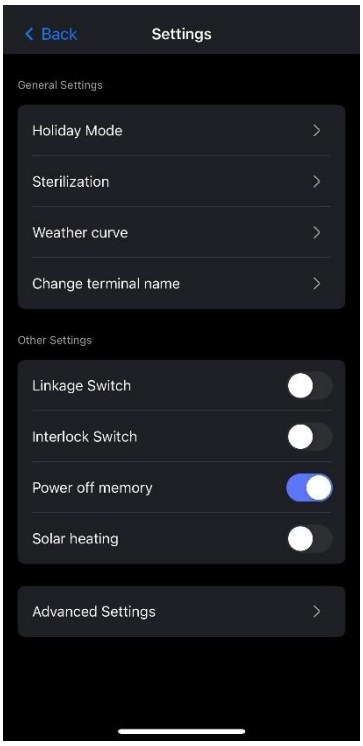
Data: Offer detailed information on temperature performance and energy usage. Users can view full analysis results by selecting a date range.



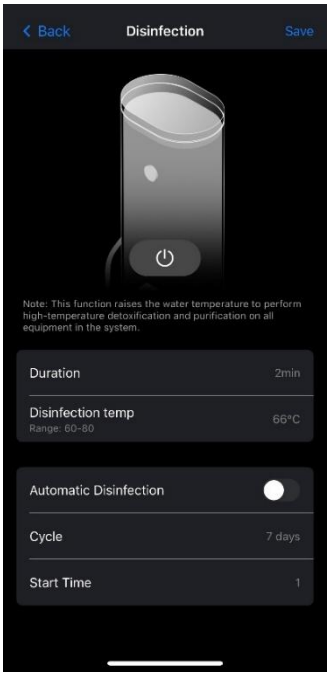
COP (Coefficient of Performance): Measure the heating efficiency of heat pump. It tells you how many units of heat energy are delivered for each unit of electrical energy consumed.

EER (Energy Efficiency Ratio): Measures the cooling efficiency of heat pump at a specific, stable outdoor temperature. It tells you how many units of cooling energy are delivered for each unit of electrical energy consumed.

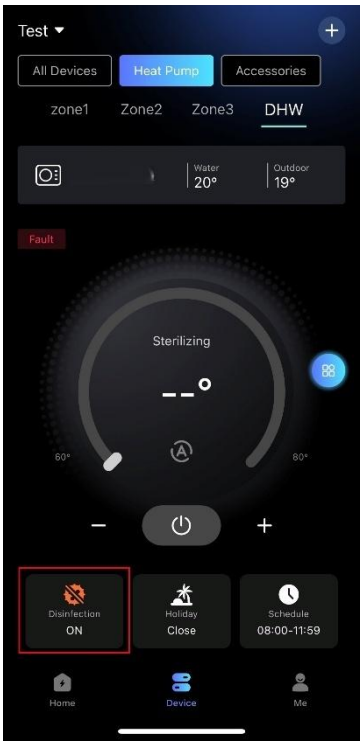
Settings: Allows users to set key system functions and customize the operating environment.



Sterilization: Perform a high-temperature cleaning cycle to eliminate harmful bacteria.



Note: This feature can also be accessed and configured on the DHW dashboard.



Weather Curve: An intelligent control feature that automatically adjusts your heat pump's heating output based on the current outdoor temperature.

Linkage Switch: Allow the heat pump system to operate in coordination with other devices or control systems.

Interlock Switch: Prevent conflicting operations between devices.

⑧ Work Mode:

Mode	Explanation
Heating	Extract heat from the outside air (even in cold temperatures) and transfers it indoors to warm up the rooms or the water tank.
Cooling	Remove heat from the indoor space and releases it outside, lowering the indoor temperature.
Auto	Automatically switch between heating and cooling

	based on the current indoor temperature and the user's preset range.

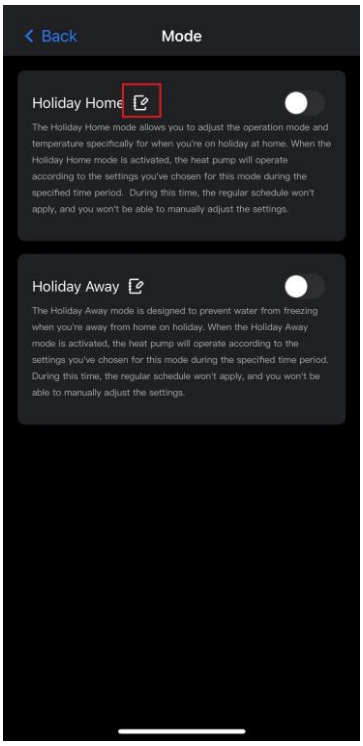
ECO/Silent Mode

Mode	Explanation
ECO	Reduce energy consumption while maintaining basic comfort. The system operates at lower power or with optimized parameters to save electricity
Silent	Reduce system noise for a quieter indoor environment
Closed	Turn off this mode

Holiday Mode

Mode	Explanation
Holiday Home	Keeps the system running at a customized temperature while you're staying at home on holiday.
Holiday Away	Maintains frost protection and energy-saving operation when you're away.

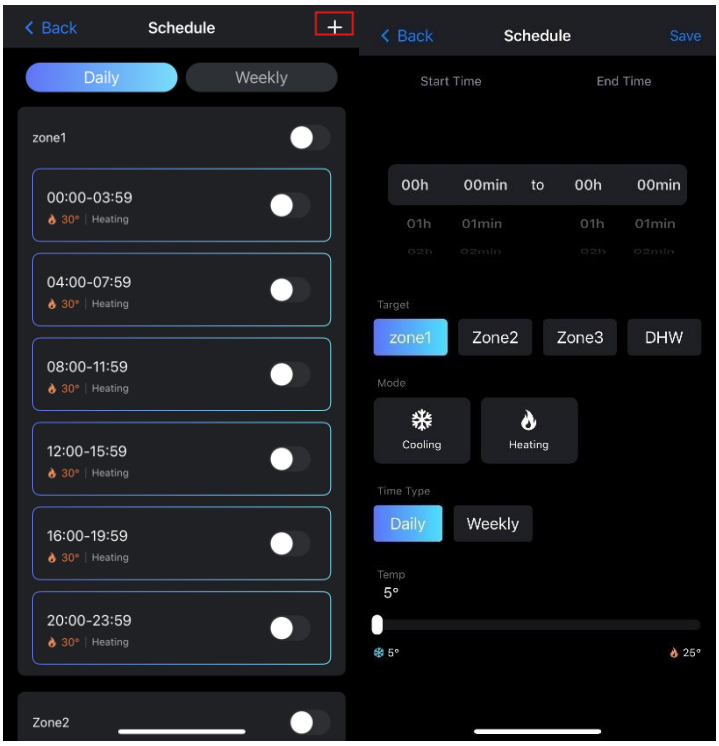
Once a holiday mode is enabled, tap “  ” to set the start and end time for the selected period.



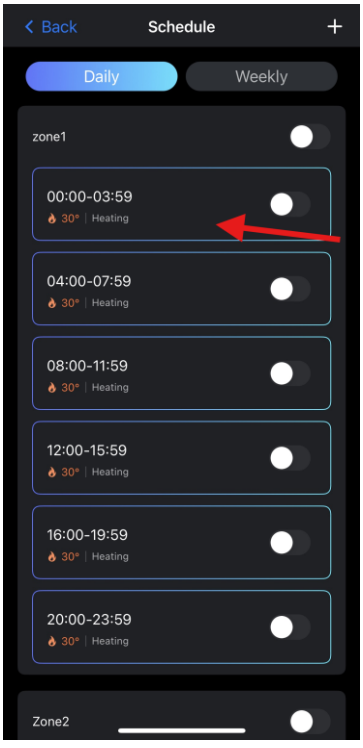
Note: This mode overrides regular schedules and disables manual control during its active period.

Schedule: Set the function for each zone and DHW independently and schedule it to run during specific time periods. These schedules can be set to repeat either for the entire week or only on selected days of the week.

Option A: Tap "+" to adjust the schedule, choose the target zone, select the operation mode and set temperature



Option B: Tap existing settings to edit

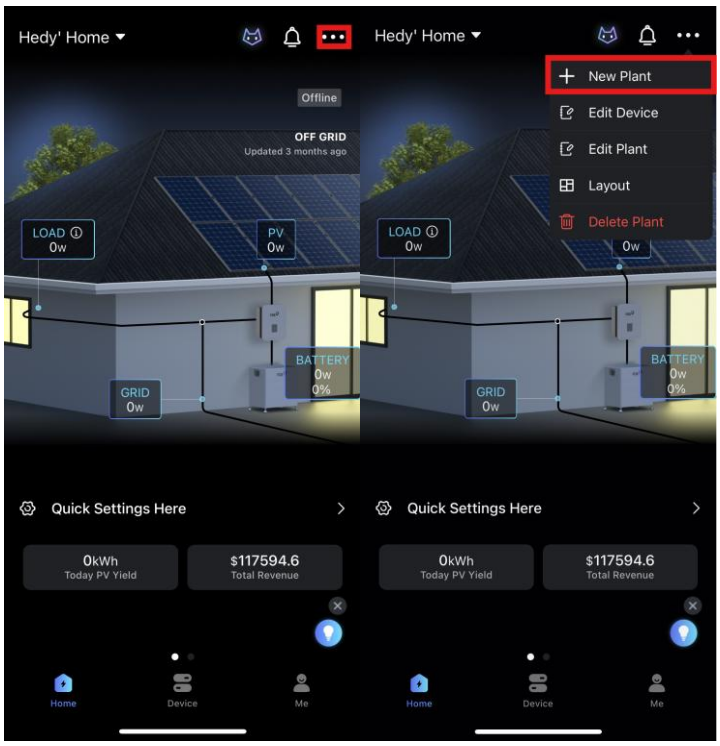


8 Q&A

8.1 How to Create a Plant

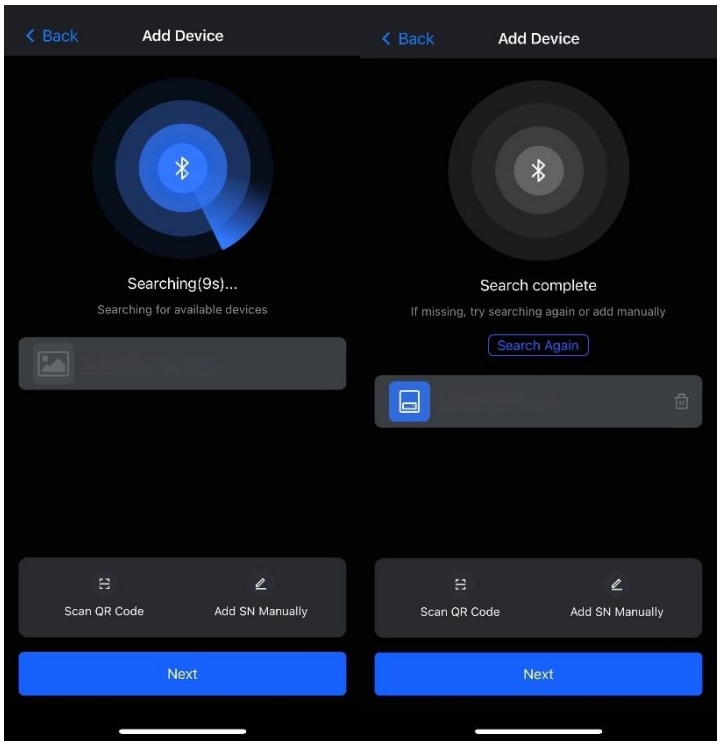
8.1.1 For Owner Accounts

Step 1: Enter home page, tap **“···”** and tap **“New Plant”**.

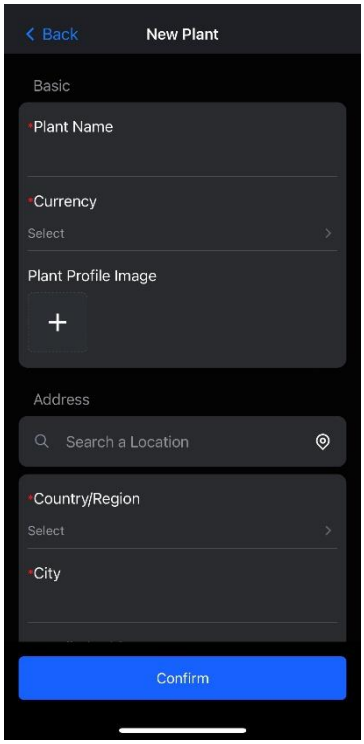


Step 2: Wait system searching for devices. If searching is complete, tap **“next”**.

Note: You can scan the QR code on your device or enter the SN manually.



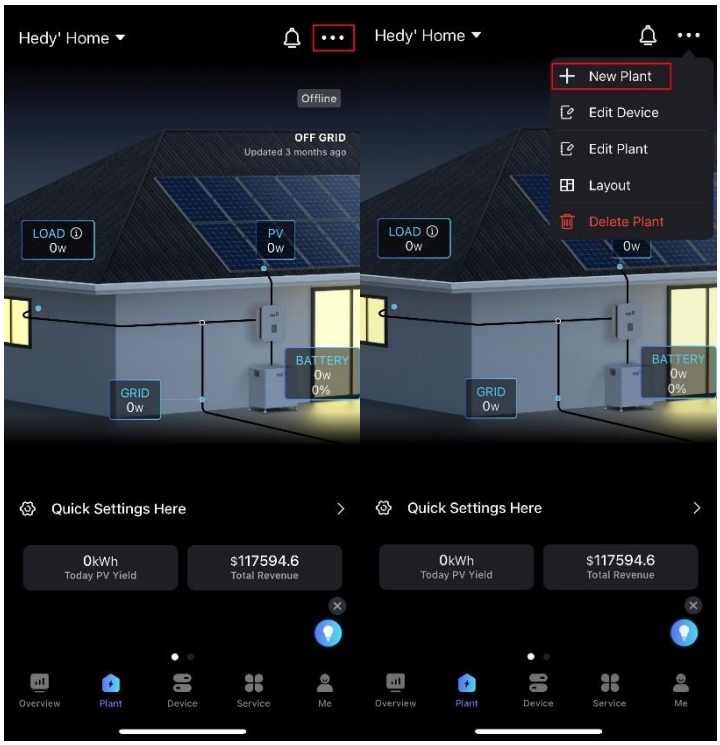
Step 3: Enter new plant information and tap **"Confirm"** to create a plant.



Note: By tap "", information related to the plant location will be auto-filled.

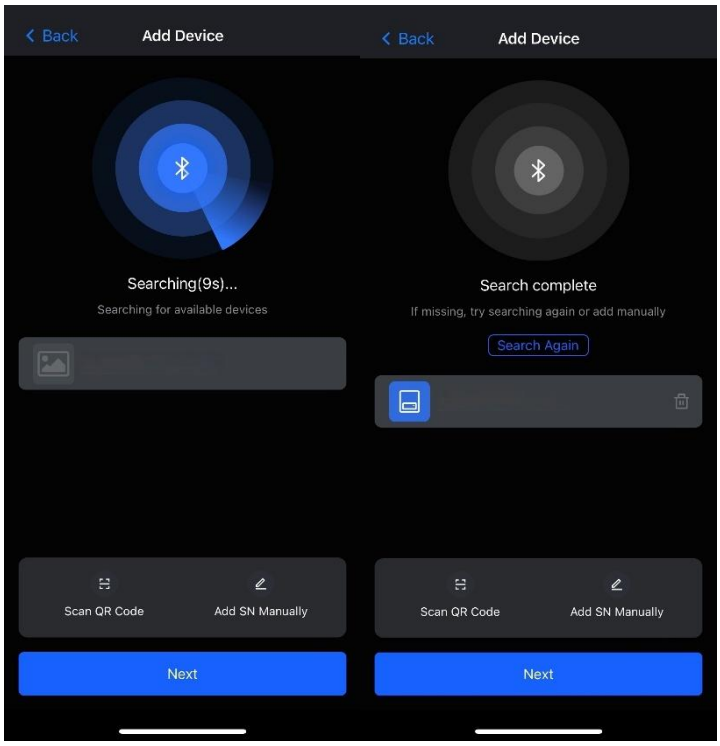
8.1.2 For Installer/Distributor Accounts

Step 1: Enter home page, tap “···” and tap **“New Plant”**.

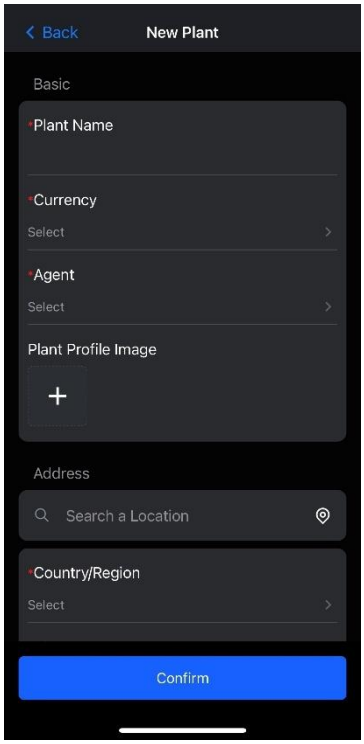


Step 2: Wait system searching for devices. If searching is complete, tap **“next”**.

Note: You can scan the QR code on your device or enter the SN manually.



Step 3: Enter new plant information and tap **"Confirm"** to create a plant.

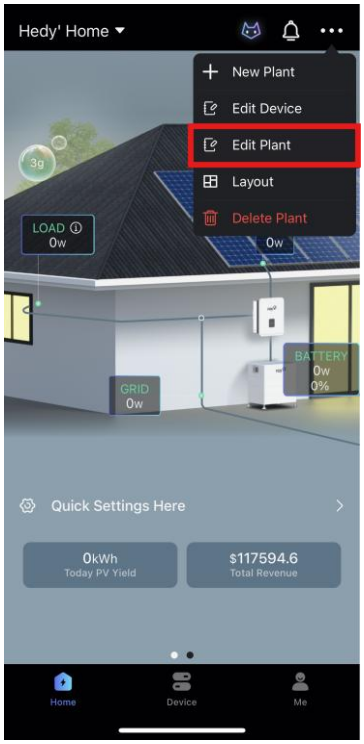


Note: By tap "[icon]", information related to the plant location will be auto-filled.

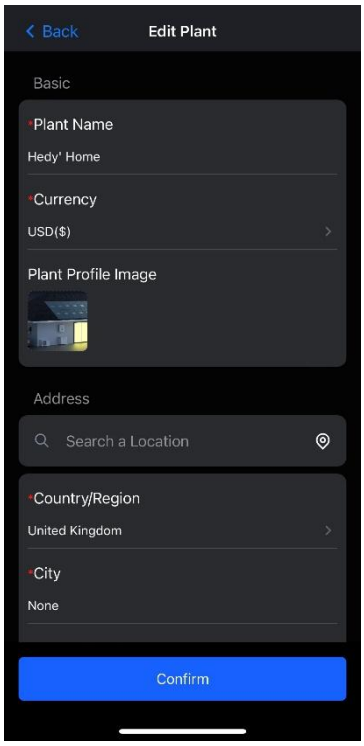
8.2 How to Edit a Plant

8.2.1 For Owner Accounts

Step 1: Enter Home page, tap **“···”** and tap **“Edit Plant”**.

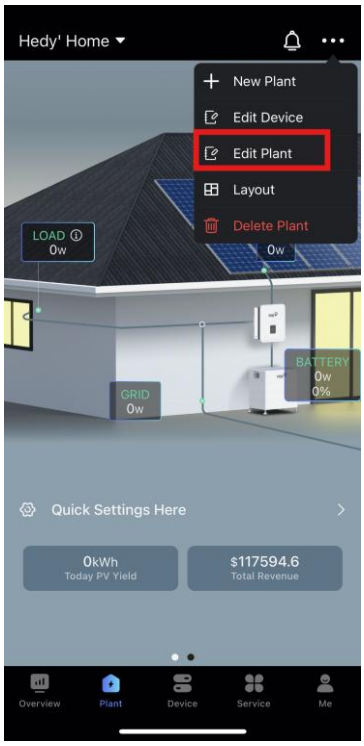


Step 2: Select the information you want to modify and tap **“Confirm”**.

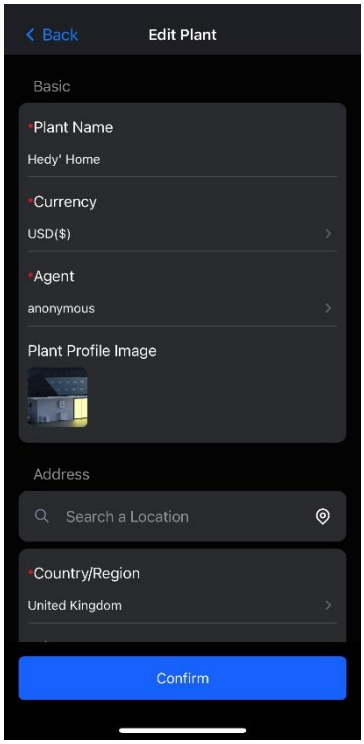


8.2.2 For Installer/Distributor Accounts

Step 1: Enter Plant dashboard, tap "···" and tap **"Edit Plan"**.



Step 2: Select the information you want to modify and tap **"Confirm"**.



Note: By tap "◎", information related to the plant location will be

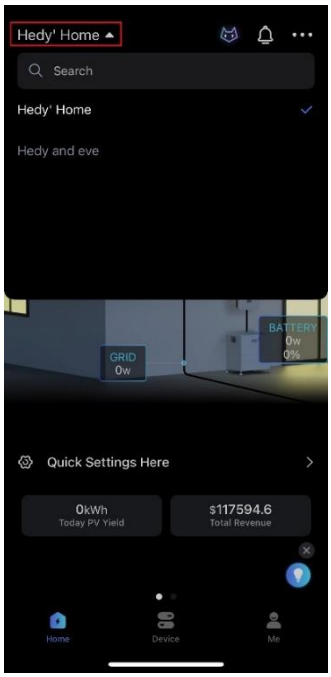
auto-filled.

8.3 How to Switch Plants

8.3.1 For Owner Accounts

Step 1: Enter home Dashboard and tap your plant name.

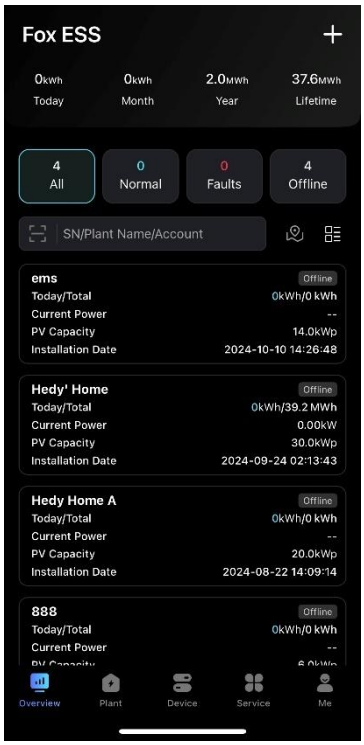
Step 2: Scroll up/down to browse the plant list, or enter the Plant Name in the search bar at the top. Tap the target Plant name to switch to it.



8.3.2 For Installer/Distributor Accounts

Step 1: Enter the Overview dashboard.

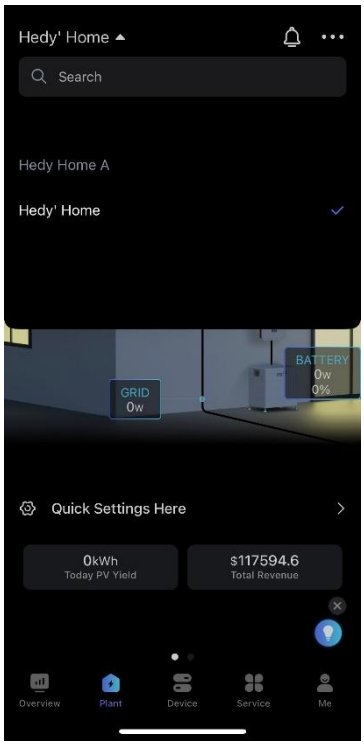
Step 2: Scroll up/down to browse the plant list, or enter SN/the plant name/Account in the search bar at the top. Tap the target Plant name to switch to it.



Or

Step 1: Enter Plant dashboard.

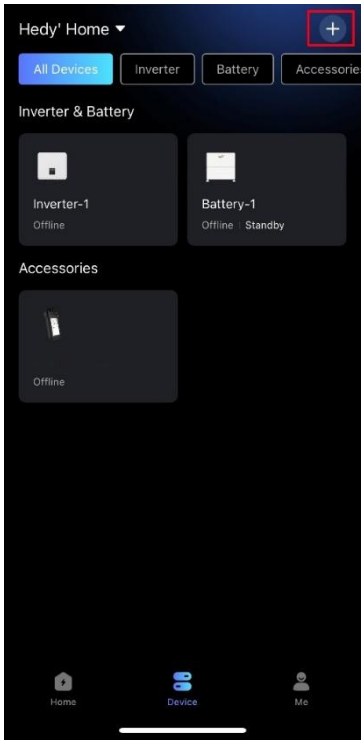
Step 2: Scroll up/down to browse the plant list, or enter the Plant Name in the search bar at the top. Tap the target Plant name to switch to it.



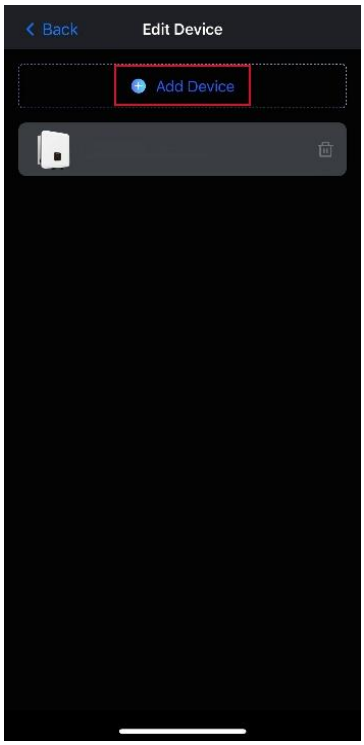
8.4 How to Add a Device

8.4.1 For Owner Accounts

Step 1: Enter the Device dashboard and **tap "+"**.

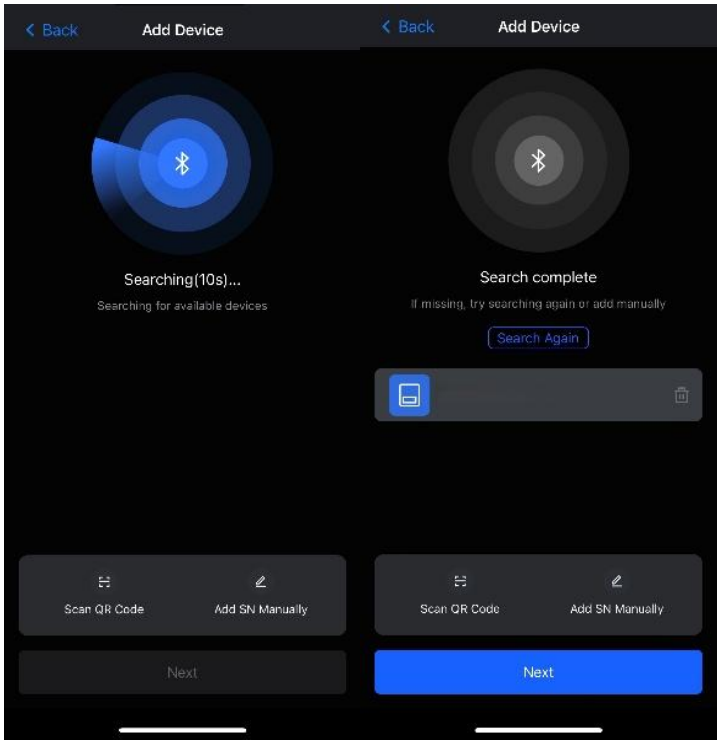


Step 2: Tap **"Add Device"**.



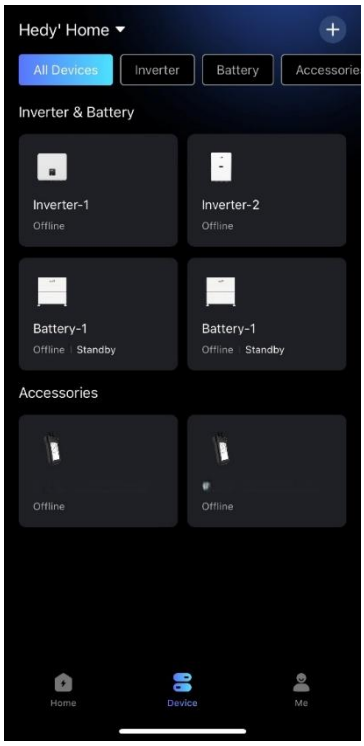
Step 3: Wait for system to search for device. Once the search is complete, tap **“Next”**.

Note: you can Scan the QR code on your device or Enter the SN manually.



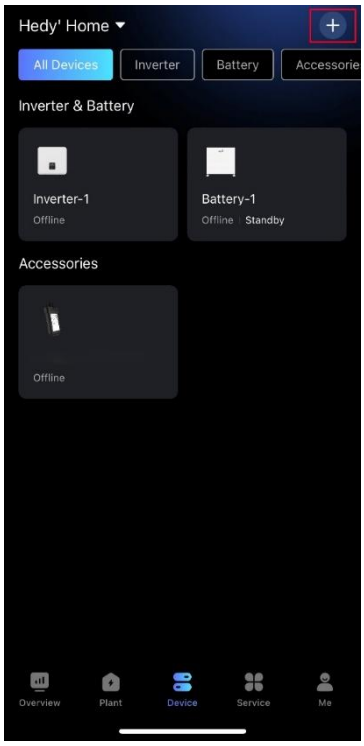
Step 4: Add device successfully.

Note: System may not fully load. Please refresh.

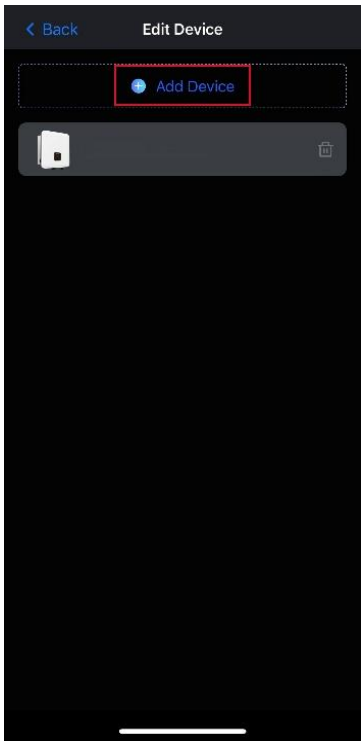


8.4.2 For Installer/Distributor Accounts

Step 1: Enter device dashboard, tap “ + ”.

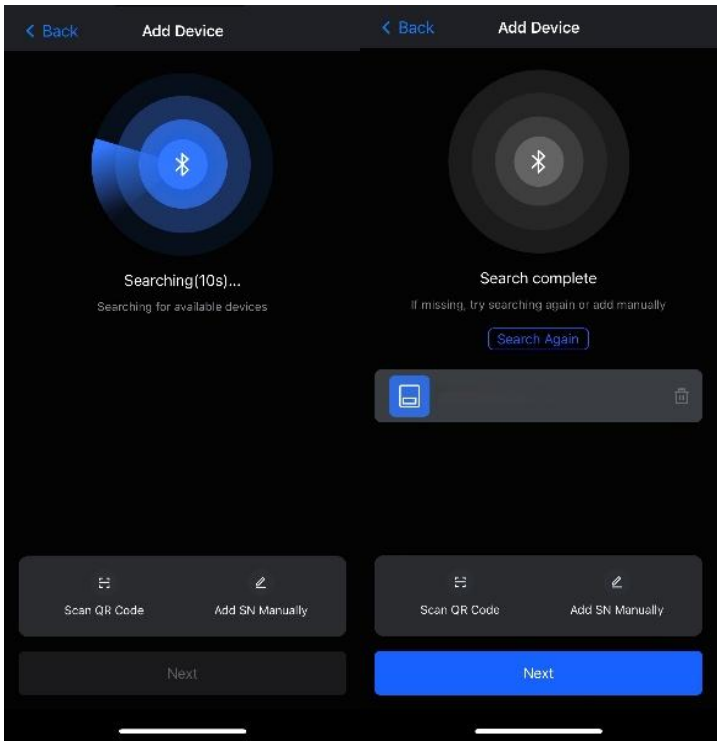


Step 2: Tap “Add device”.

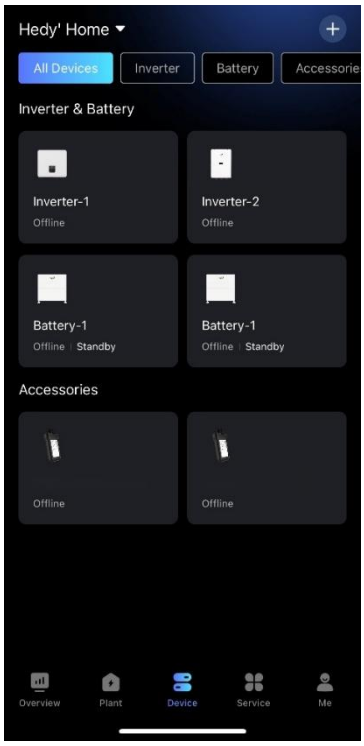


Step 3: Wait for system to search for devices. Once the search is complete, tap **“Next”**.

Note: you can Scan the QR code on your device or Enter the SN manually.



Step 3: Add device successfully.

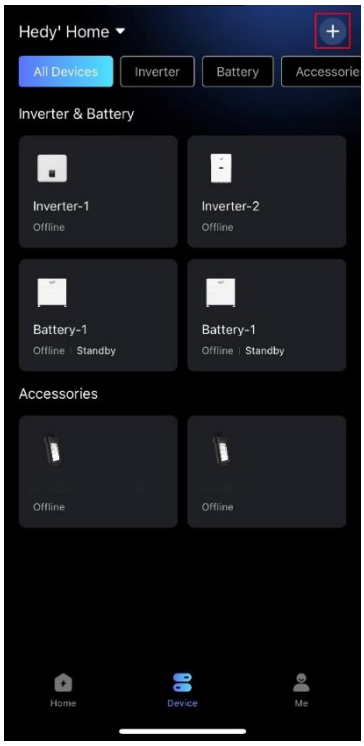


Note: System may not fully load. Please refresh.

8.5 How to Delete a Device

8.5.1 For Owner Accounts

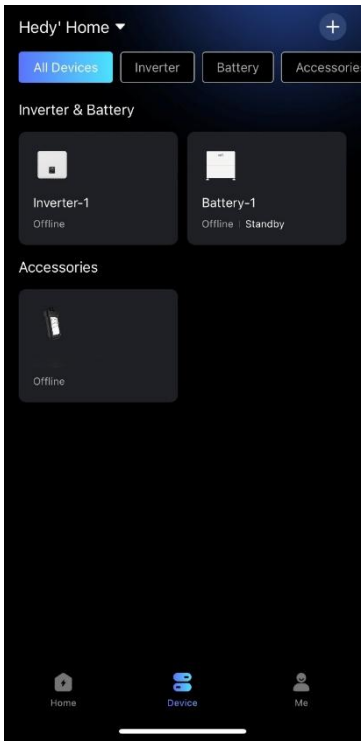
Step 1: Enter device dashboard, **tap "+"**.



Step 2: Tap “  ” to delete a device.

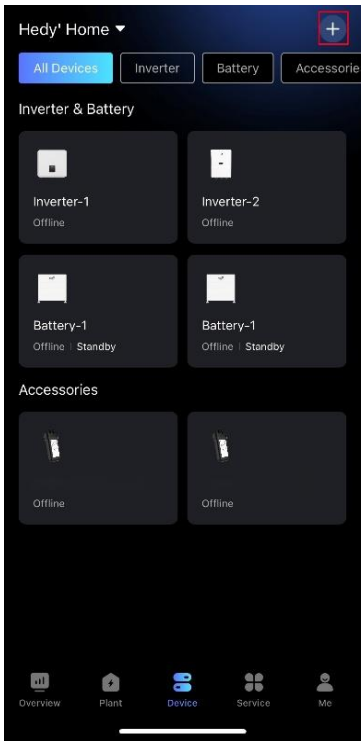
Step 3: Delete device successfully.

Note: System may not fully load. Please refresh.



8.5.2 For Installer/Distributor Accounts

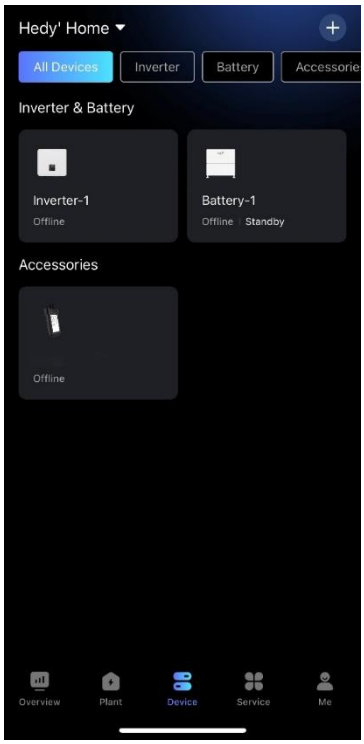
Step 1: Enter device dashboard, tap "+".



Step 2: Tap "🗑" to delete a device.

Step 3: Delete device successfully.

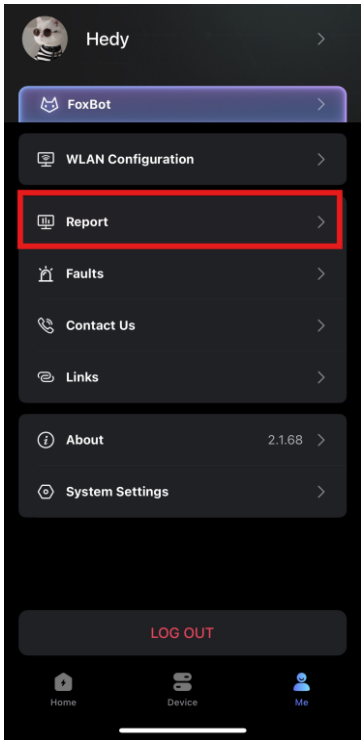
Note: System may not fully load. Please refresh.



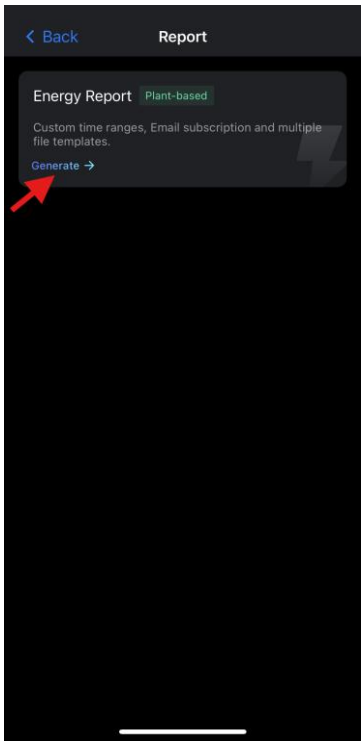
8.6 How to Export a Report

8.6.1 For Owner Accounts

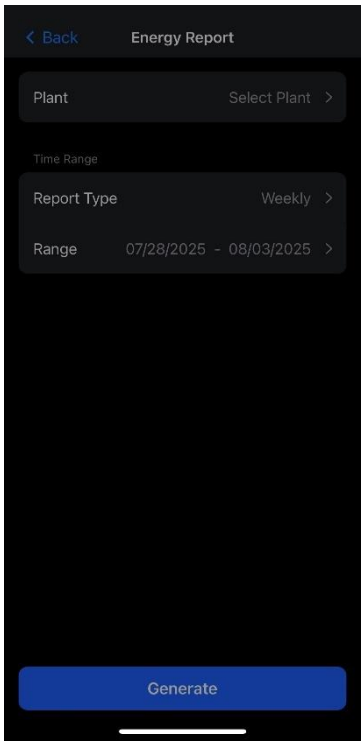
Step 1: Enter Me dashboard and tap **“Report”**.



Step 2: Select the type of report and tap **“Generate”**.

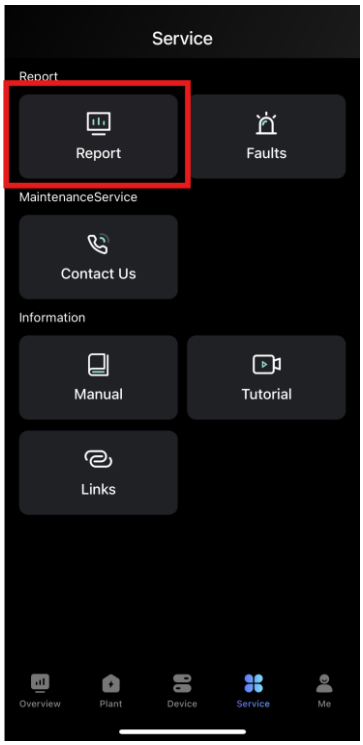


Step 3: Select the plant, set time range and tap **“Generate”**.

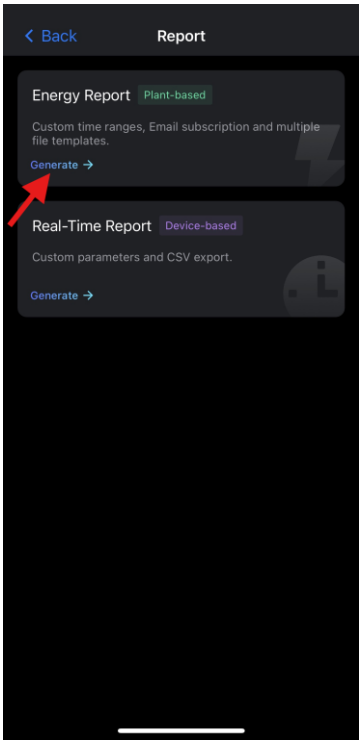


8.6.2 For Installer/Distributor Accounts

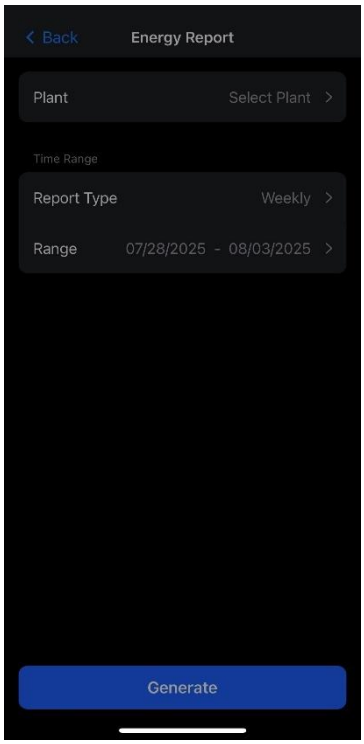
Step 1: Enter Service dashboard and tap **“Report”**.



Step 2: Select the type of report and tap **“Generate”**.



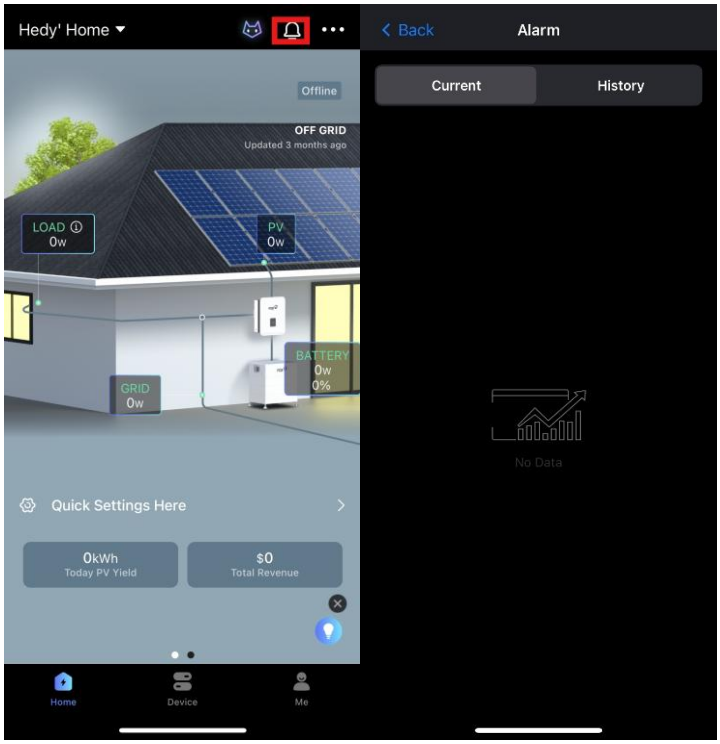
Step 3: Select the plant, set time range and tap **“Generate”**.



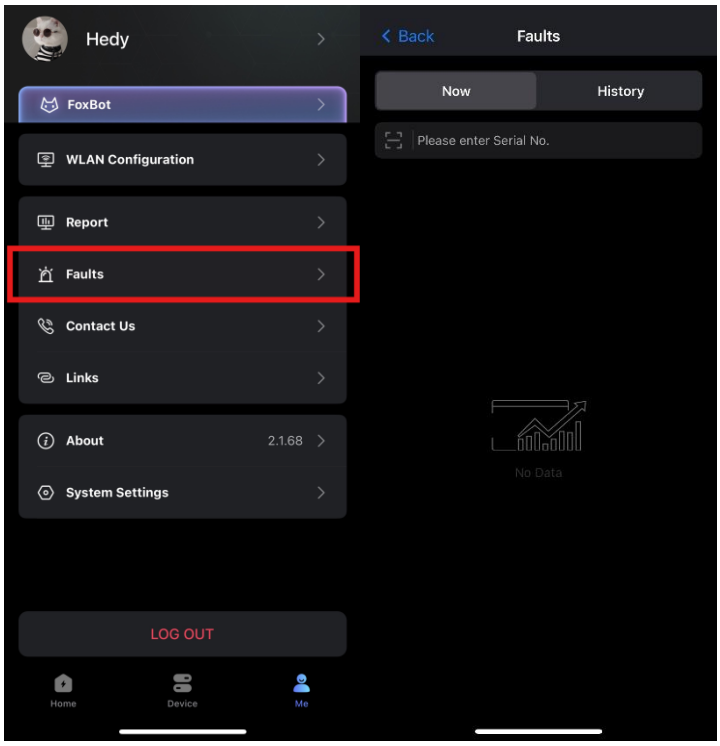
8.7 How to View Alarm Messages

8.7.1 For Owner Accounts

Option A: Enter Home dashboard, tap “  ” and view real-time monitoring and historical display of device alarms.



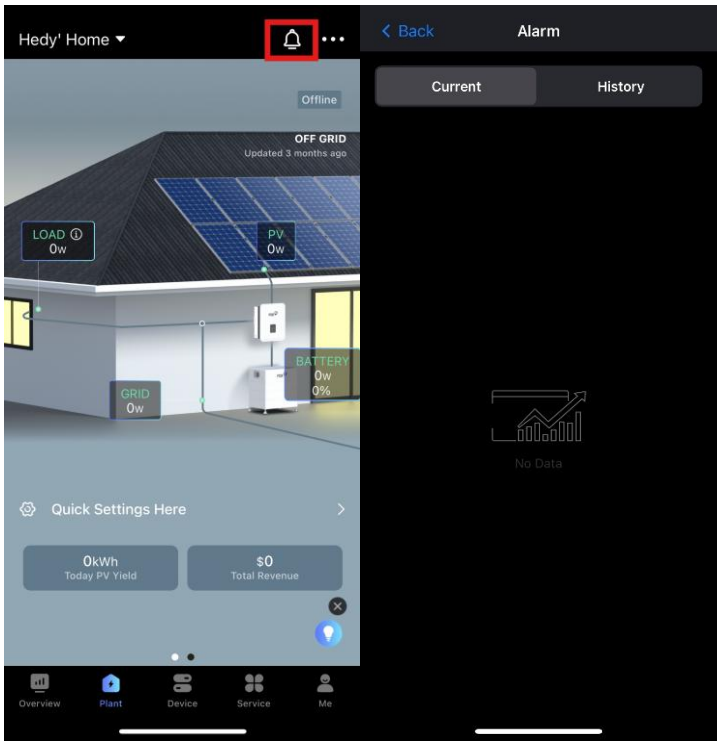
Option B: Enter Me dashboard, tap **“Faults”** to view alarm messages.



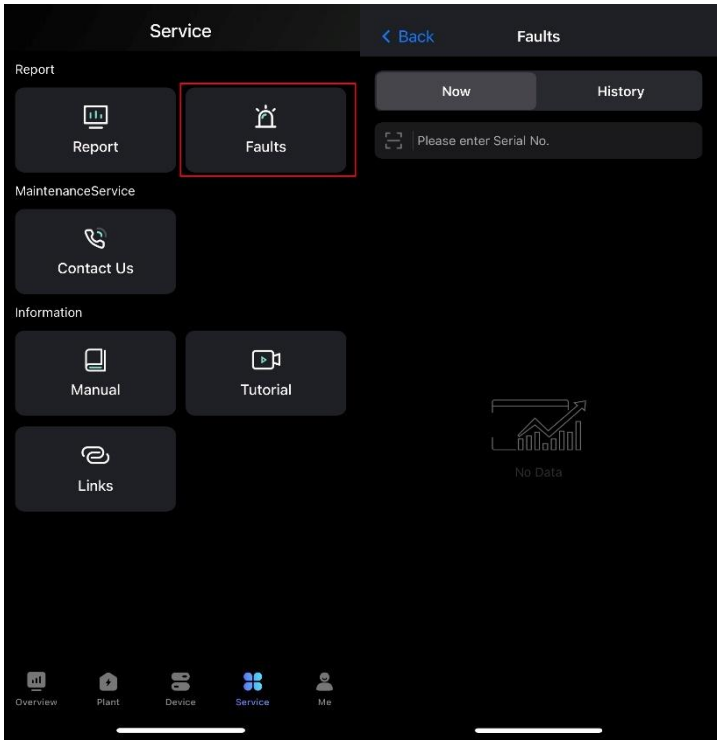
Note: For Option A, the Home page displays alarm messages related to that specific plant by default. For Option B, to view alarm messages in the Me page, you should first select the corresponding plant.

8.7.2 For Installer/Distributor Accounts

Option A: Enter Plant dashboard, tap "🔔" to view alarm messages.



Option B: Enter Service dashboard, tap **"Faults"** to view alarm messages.

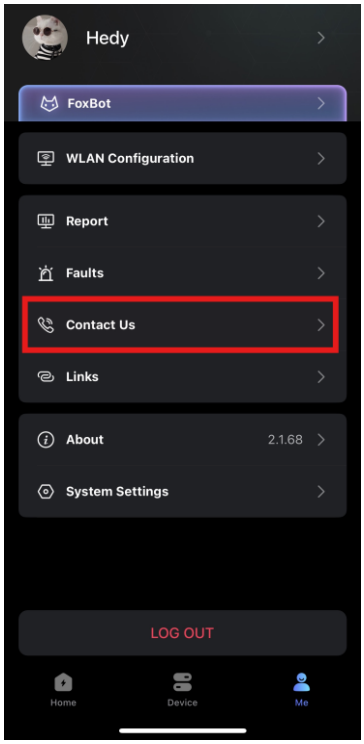


Note: For Option A, the Plant page displays error messages related to that specific plant by default. For Option B, to view alarm messages in the Service page, you should first select the corresponding plant.

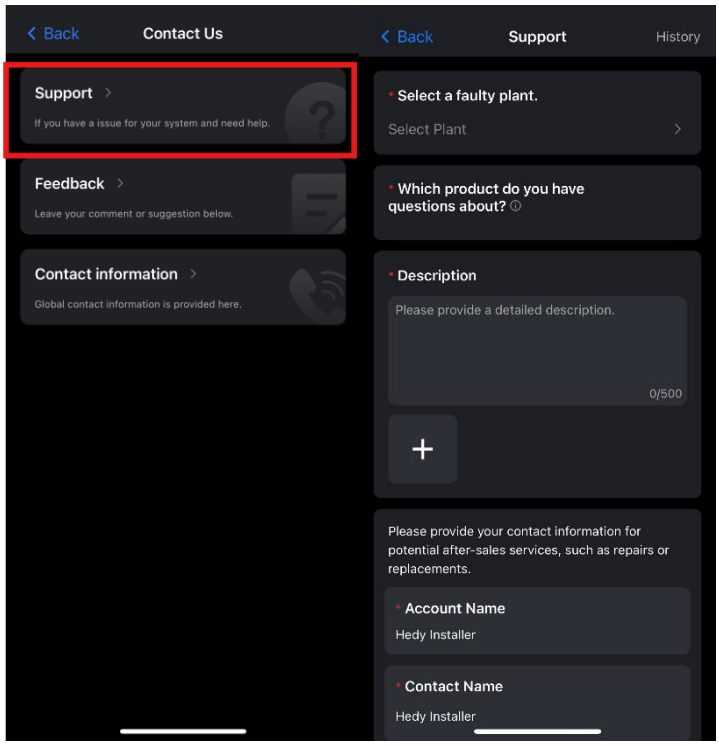
8.8 How to Get After-sales Support

8.8.1 For Owner Accounts

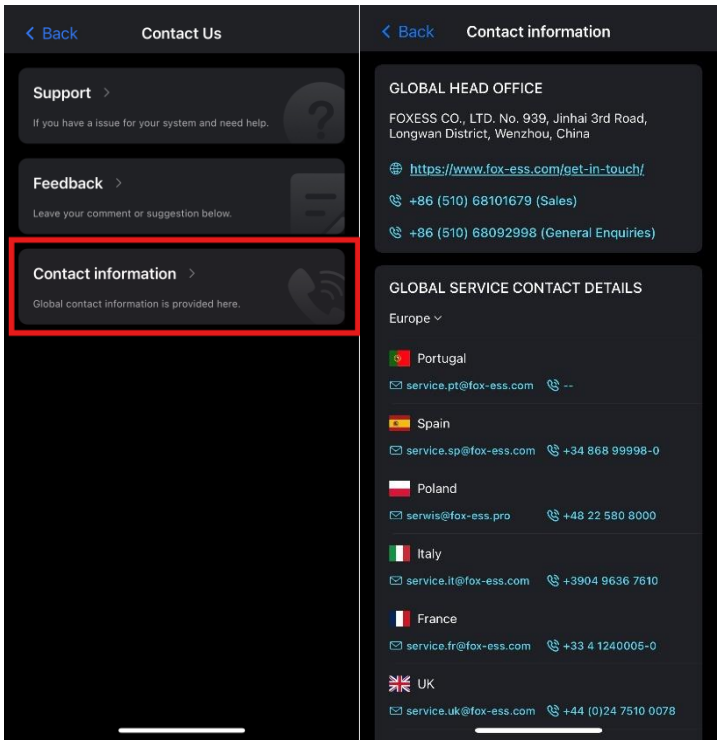
Step 1: Enter Me dashboard and tap **“Contract Us”**.



Option A: Tap **“Support”**, select a faulty plant, fill in the fault details, confirm contact information, and tap **“Submit”**.

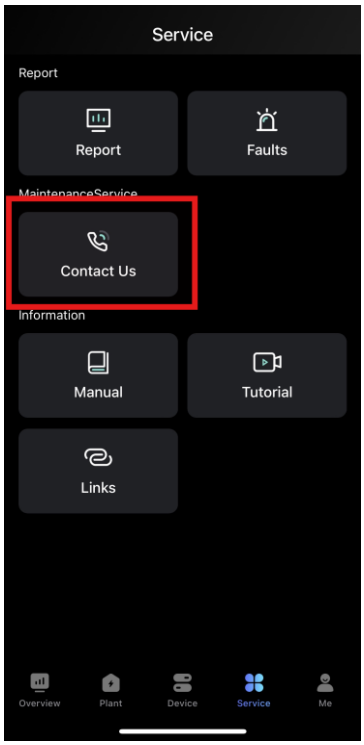


Option B: Tap **"Contact information"**, find service contact information and seek supports and reach out for support via email or phone.

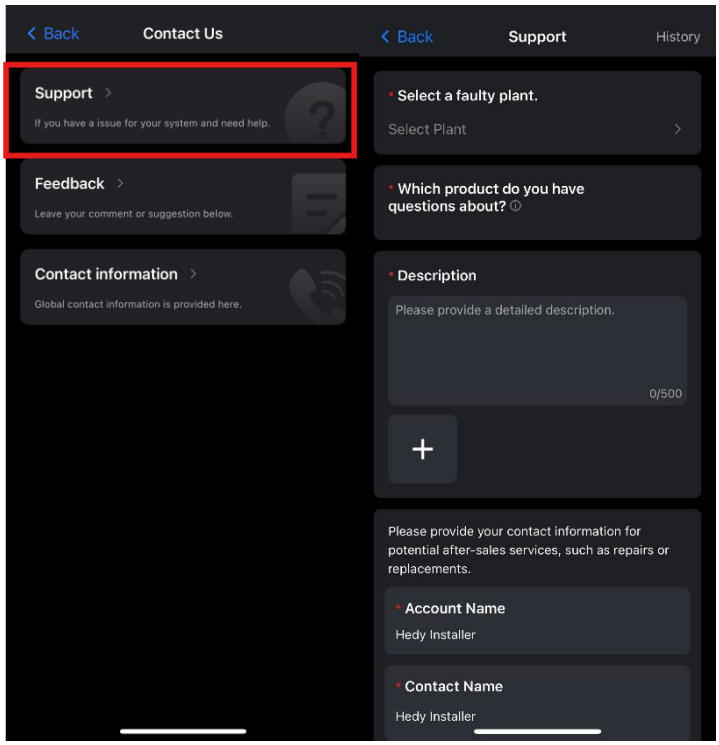


8.8.2 For Installer/Distributor Accounts

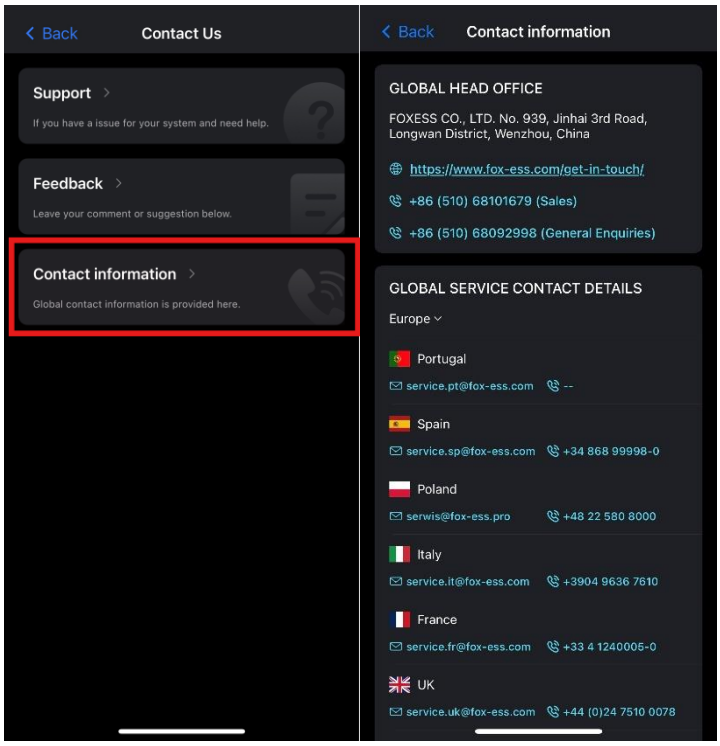
Step 1: Enter Service dashboard and tap **“Contact Us”**.



Option A: Tap **“Support”**, select a faulty plant, fill in the fault details, confirm contact information, and tap **“Submit”**.



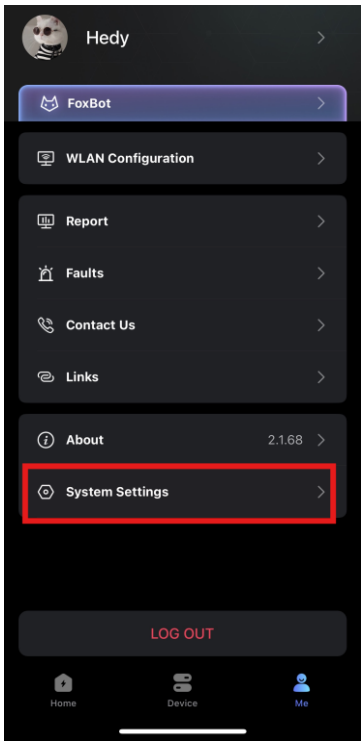
Option B: Tap **“Contact information”**, find service contact information and seek supports and reach out for support via email or phone.



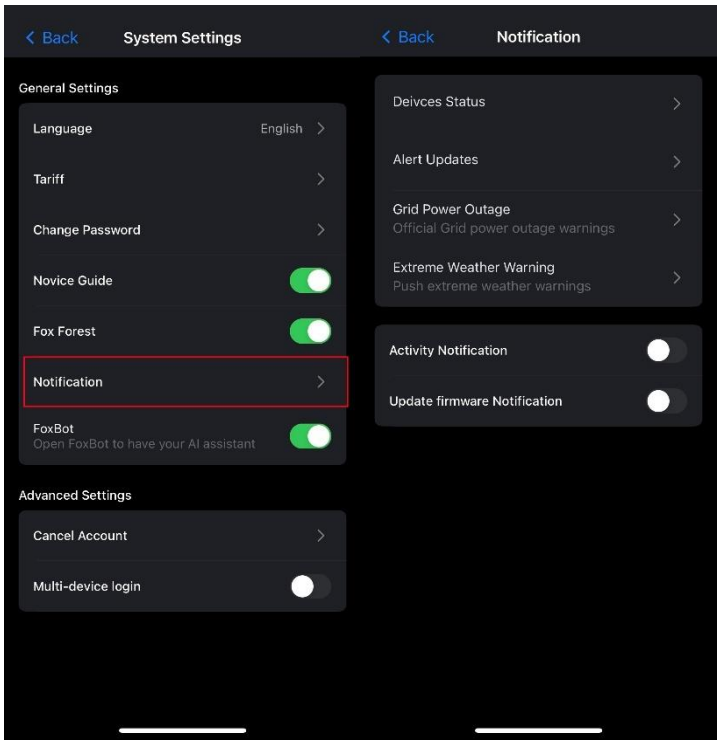
8.9 How to Enable Notifications

8.9.1 For Owner Accounts

Step 1: Enter Me dashboard and tap **“System Settings”**.

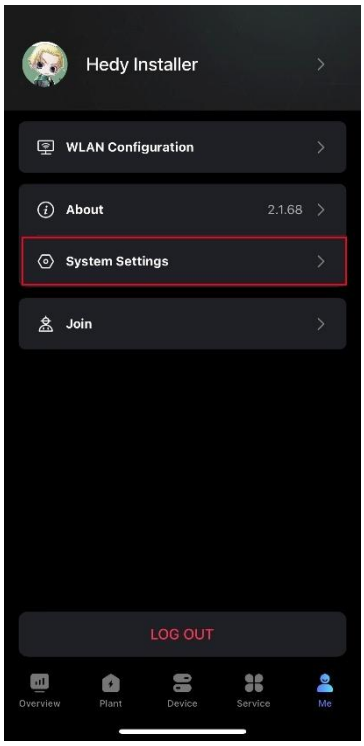


Step 2: Tap **"Notification"** and select the features you want to receive notifications.



8.9.2 For Installer/Distributor Accounts

Step 1: Enter Me dashboard and tap **“System Settings”**.



Step 2: Tap **“Notification”** and select the features you want to receive notifications.