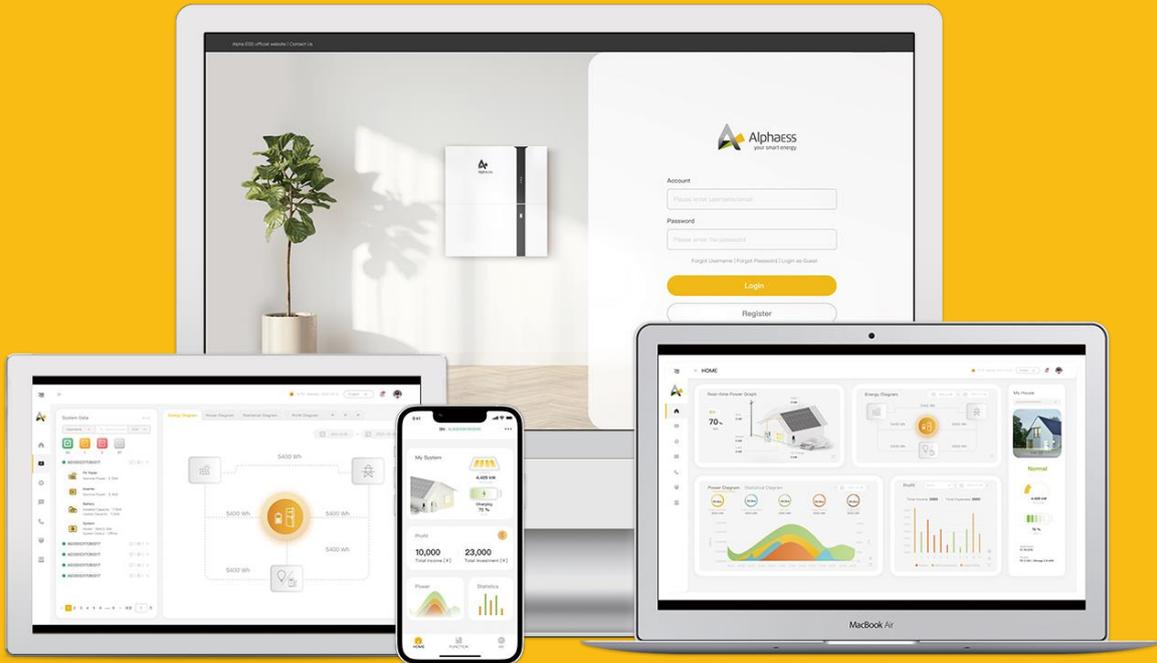




V04

# AlphaCloud APP User Manual For End Users



## **COPYRIGHT STATEMENT**

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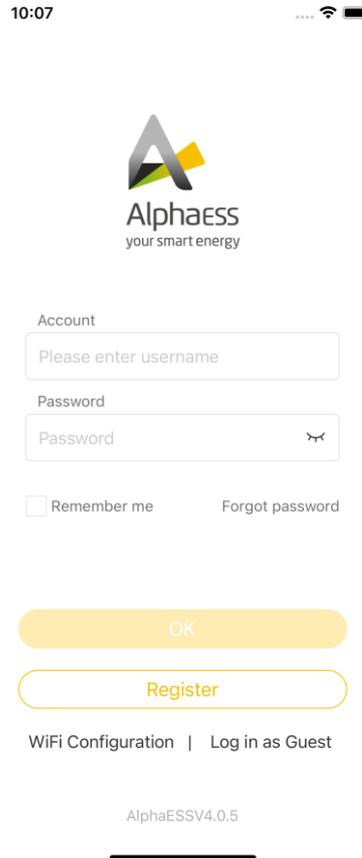
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## 2. Login Interface

### 2.1. Login



Input your username and password, then click "OK" to jump to the home page. There would be a prompt if login failed.

Users who haven't registered need to click "Register" to register first, see section 2.2.

Click "Remember me" then your password will be saved.

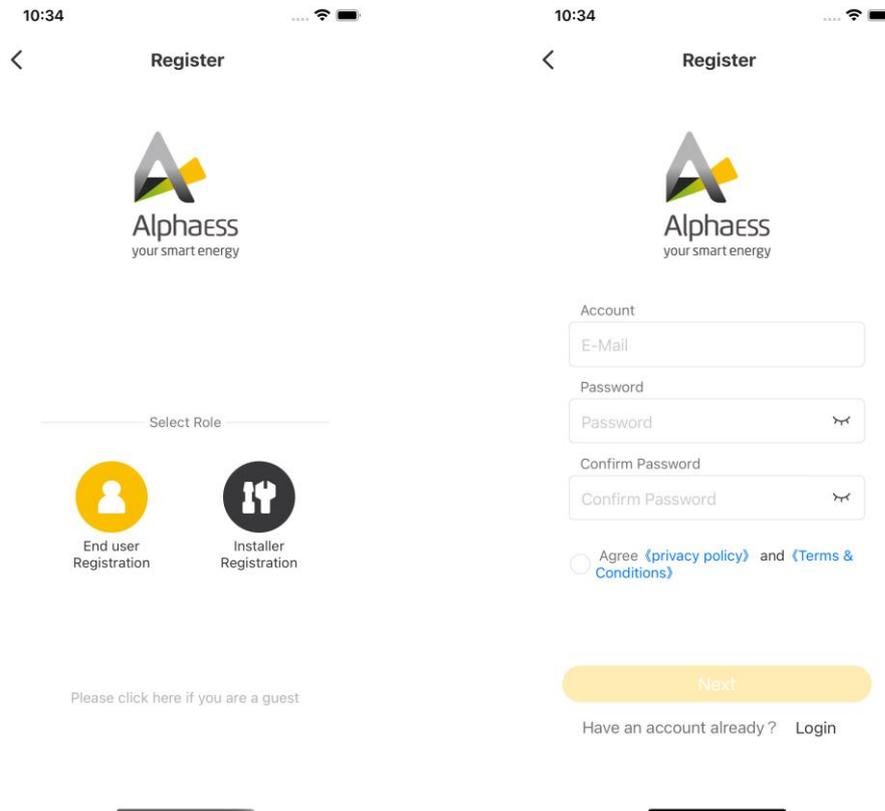
If you have forgotten your password, you will need to click "Forgot Password" to reset your password, please see section 2.3.

Click "WiFi Configuration" to configure the device routing, please refer to section 2.4.

Click "Log in as Guest" to view the basic functions of the app with a demo account.

## 2.2. Register

### 2.2.1. Select Role and Set Your Password



There are two types of accounts: End user account and Installer account. Please choose according to your situation.

Click "please click here if you are a guest" to view the basic functions of the app with a demo account.

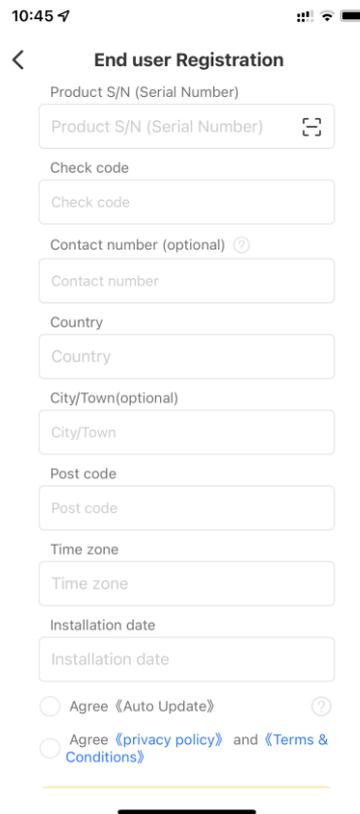
You need to input a valid email address and set the password. Please notice that if your email address is not available, you cannot finish the registration.

Please read the "Privacy Policy" and "Terms & Conditions" before the next step.

Click "Next" to jump to the registration interface.

If you already have an account, you can click "Login" to login directly.

## 2.2.2. End user Registration Information



The screenshot shows a mobile application interface for "End user Registration". At the top, the time is 10:45. The form includes the following fields and options:

- Product S/N (Serial Number): A text input field with a QR code icon to its right.
- Check code: A text input field.
- Contact number (optional) ⓘ: A text input field.
- Country: A text input field.
- City/Town(optional): A text input field.
- Post code: A text input field.
- Time zone: A text input field.
- Installation date: A text input field.
- Agree 《Auto Update》 ⓘ: A radio button option.
- Agree 《privacy policy》 and 《Terms & Conditions》: A radio button option.

When you enter your SN, the Installation Time will be automatically identified. If not, you will need to manually enter the installation time of your device. You can also scan the code to obtain the product serial number, see section 2.2.3.

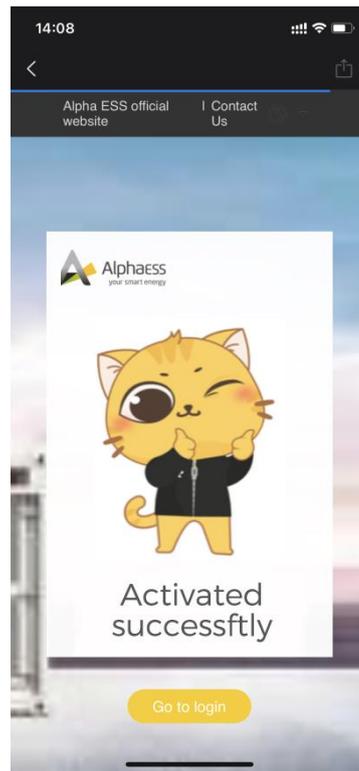
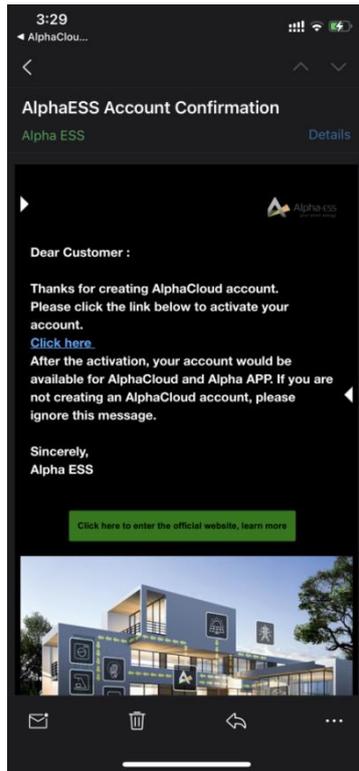
When you click "OK", the system will check if the code is correct. If not, the registration will not be successful.

The contact number is optional and all others are required.

You can choose whether to accept automatic firmware updates or not.

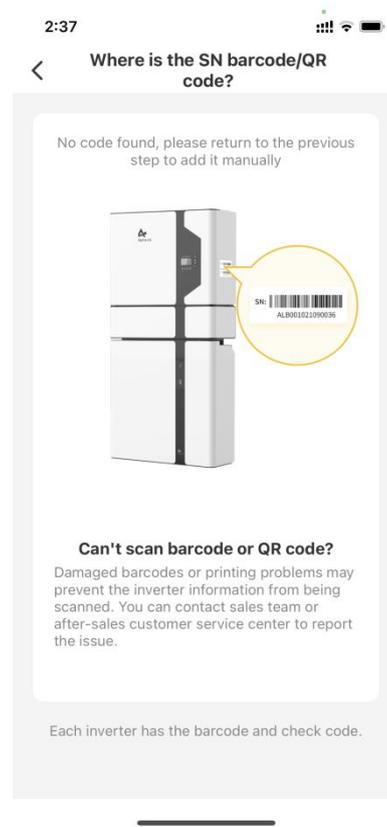
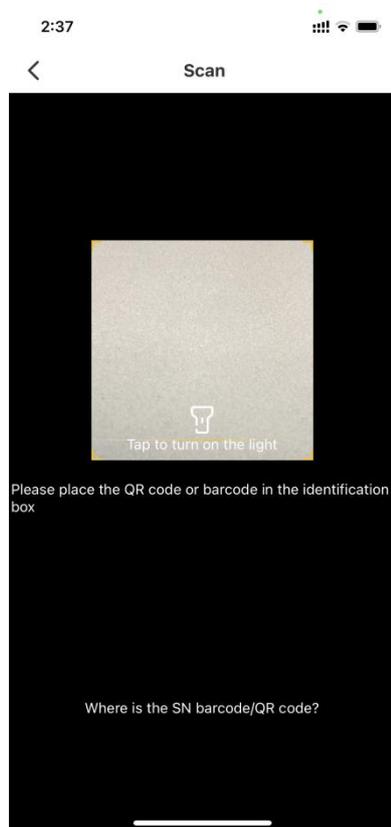
After filling all information, click "OK", then, an activation Email will be sent to your Email address. Meanwhile, there will also be a message reminding you that you must go to your email address and activate your account.

The email you received as shown below. Click the activation link and it would indicate successful account activation and automatically redirect you to the login page.



After that, a successful registration email will be sent to your email address

### 2.2.3. Scanning

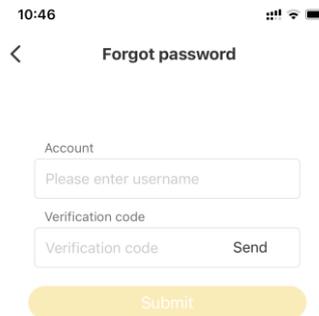


You can identify the SN by scanning the code.

Click "Tap to turn on the light" in the scan box to turn on flashlight on your phone. If you are not sure where the SN is, please click "Where is the SN barcode / QR code?" to see the instructions.

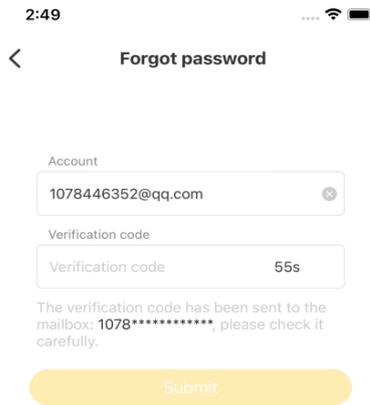
### 2.3. Forgot Password

If you have forgotten your password, please click "Forgot Password" on the login page

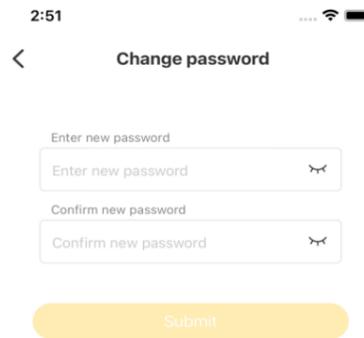


The screenshot shows a mobile application interface for the "Forgot password" screen. At the top, the status bar displays the time "10:46" and various system icons. Below the status bar, there is a back arrow on the left and the title "Forgot password" in the center. The main content area contains three input fields: "Account" with the placeholder text "Please enter username", "Verification code", and a "Send" button next to it. At the bottom of the form is a large yellow "Submit" button.

Then, you need to input your email address which you were used to register the account. Then, click "Send verification code", then the code will send to your email box.



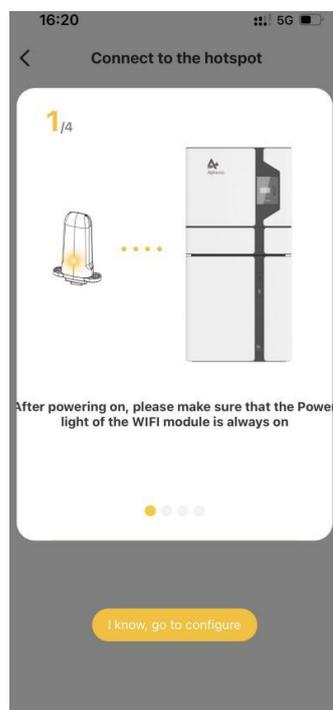
When you finish the verification, you can input your new password. Then, click “submit”. When this is completed, system would automatically redirect you to the login page.



## 2.4. WiFi Configuration

After the installation of the system, the installer will help you with the WiFi configuration. If the WiFi module and router are disconnected in the future (due to router name change, password change, router replacement, etc.), the end user can use the APP to configure the WiFi. The AlphaCloud APP supports WiFi configuration of the system, viewing system operation information and system configuration information.

### 2.4.1. Configuration Steps

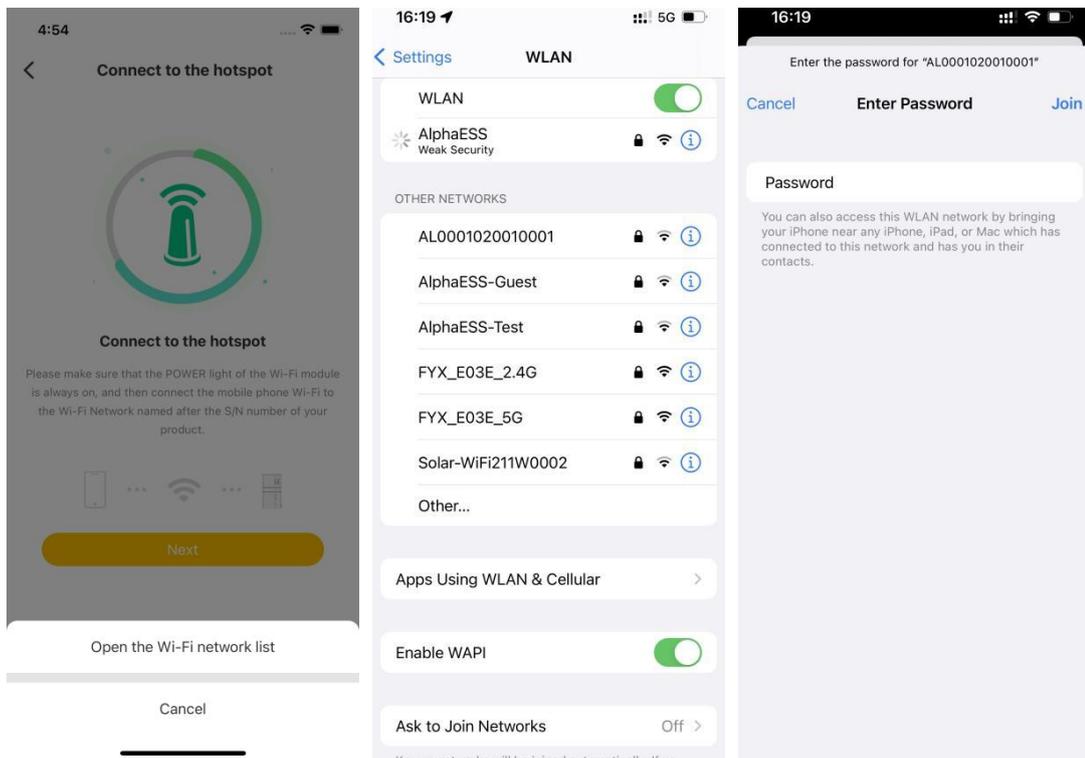


1. First of all, four guide images will pop up which can teach you how to configure WiFi before the configuration. Click "I know, go to configure" to skip the guidance.

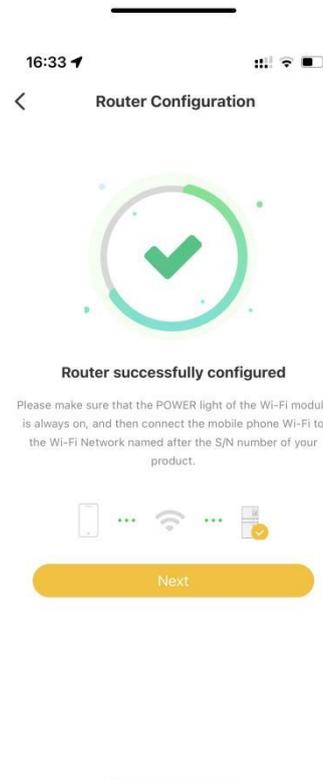
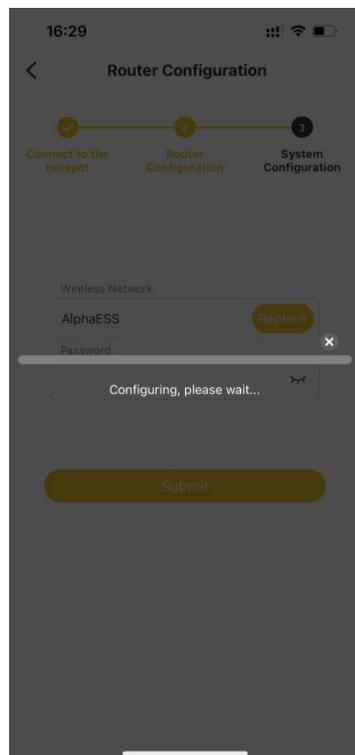
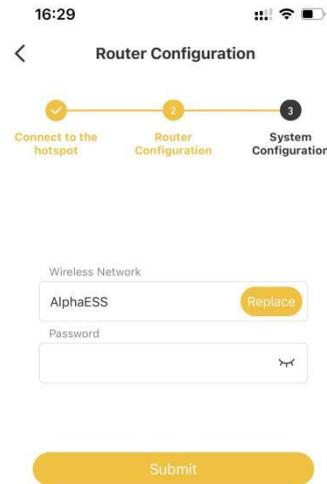
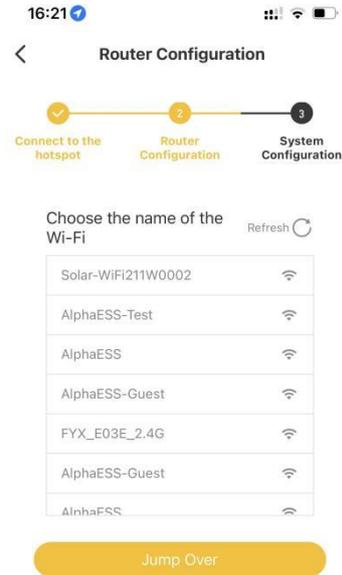


2. Step 1: Make sure the Power light on the WiFi module is always on and your phone is connected to the hotspot with the name of SN number.

a) Click 'Next', if the phone is not connected to WiFi module hotspot, a notification will pop up at the bottom to ask the user to switch the phone WiFi. Please click the notification to jump to the system WiFi list, then find the WiFi with the same name as the SN number on the device and connect it, the default password is 12345678. After this, please return to the APP, and then click 'Next'.



- Step 2: Select the WiFi of the property, enter the password. Then, the page will show "configuring please wait". After it shows successful configuration, click "next"; if you are using mobile phone connecting system directly, please click "Jump over".

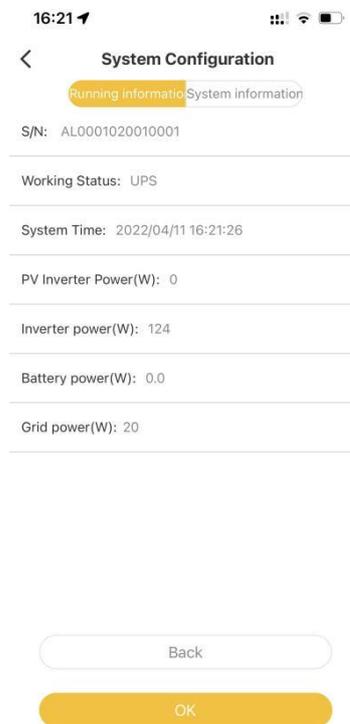


- Step 3: After successful configuration, you will be able to check the basic system parameters set during the installation.



### 2.4.2. Operating Information & System Information

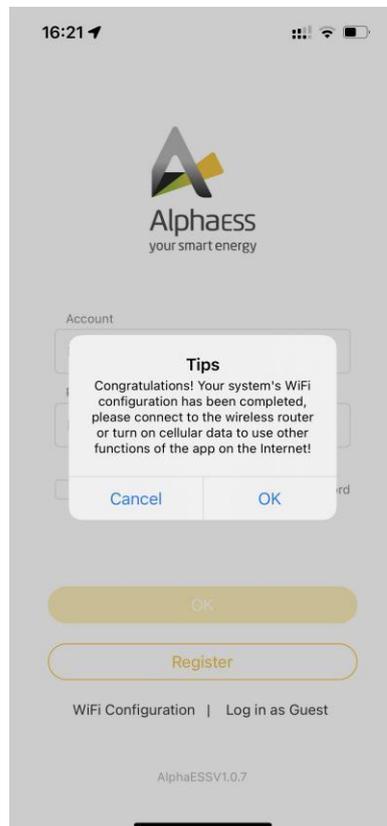
1. Operating Information: Basic information about system operation



2. System Information: Display the configuration information of the system and basic parameter settings.



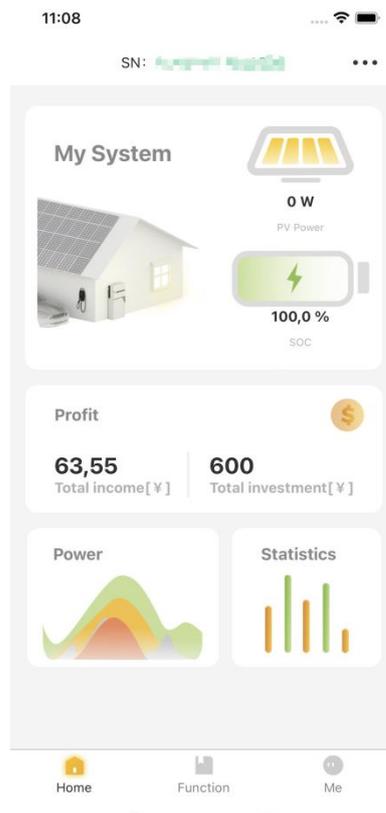
3. Then, click "OK" to go to the login page. If you are not connected to an available WiFi signal, APP will suggest you to connect it manually.



### 3. Homepage

The summary of the system information on the homepage (as shown below).

This includes the SN, PV capacity, the operating status of the system (charging, discharging, not showing means not operating), the battery SOC, the revenue and the amount invested to current system.



Click on the "... " on the upper right corner or click on the SN, you can check the SN of other systems

There are 4 main module on this page and you can click on the four any module to access to the corresponding information.

PV Power: Power generation from PV

Device status: Discharging/Charging/Not online

SOC: percentage of power remaining in the energy storage system

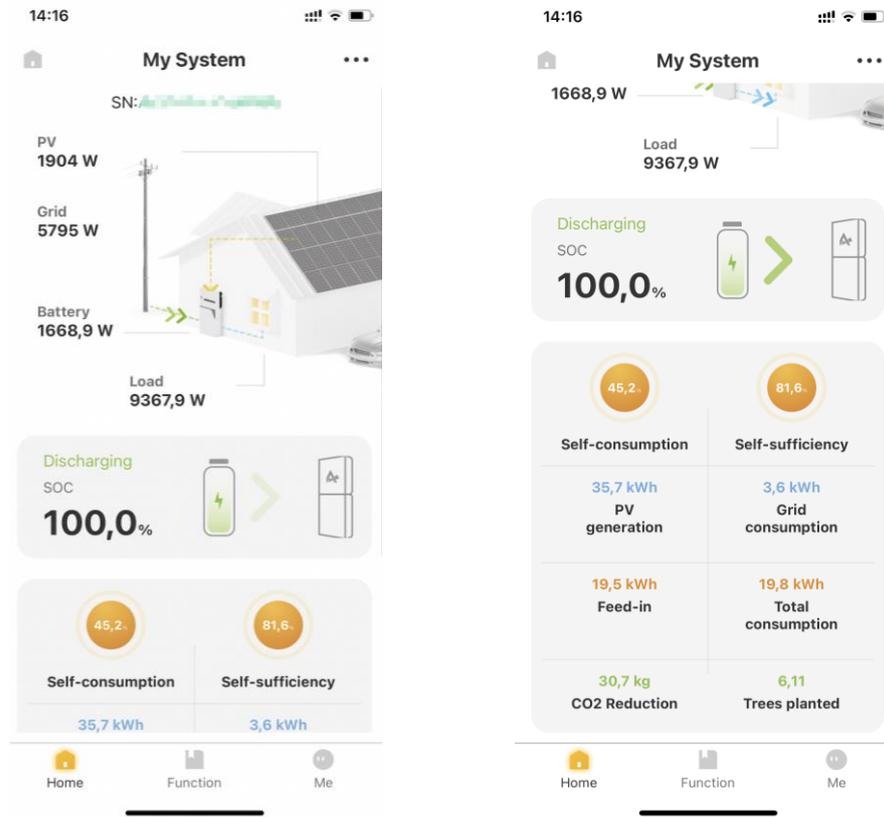
Total income: the total income of the system since the start of the installation

Total investment: total investment of the system since the start of the installation

There will be an guidance when you first enter this page (you can swipe left and right to switch between different module ).

### 3.1. My System

Click the house button on the upper left corner to return to the home page.



Battery 1668.9W: Real-time power charging or discharging to or from the battery.

PV 1904W: PV generation

Grid 5795W: Real-time power from the grid

Load 9367.9W: Real-time loads consumption

EV-Charger (it would not be shown on the diagram if there is no EV-charger installed)

0W: Real-time EV-charger consumption

Battery SOC: 100.0%

Self-consumption ratio:  $(\text{Total PV power generation} - \text{Total grid feed-in power}) / \text{Total PV power generation}$  45.2%.

Self-sufficiency ratio:  $(\text{Total load consumption} - \text{Total grid consumption}) / \text{Total load consumption}$ . 81.6%

PV generation: 35.7kWh

Grid consumption: 3.6kWh

Grid feed-in: 15.9kWh

Loads consumption: 19.8kWh

Carbon dioxide (CO2) emission reduction: 30.7kg

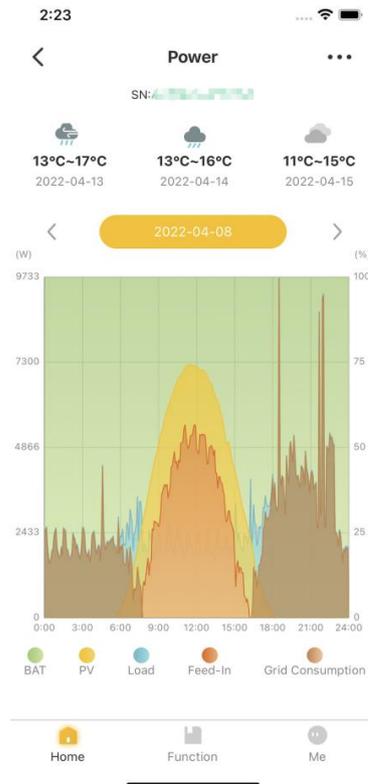
Trees planted: Carbon dioxide (CO2) emission reduction data and its equivalence to the number of trees planted: 6.11

### 3.2. Statistical Diagram



Statistical diagram shows the total percentage of self-consumption and self-sufficiency of the system. You can filter the data by day, month, year to check statistical diagram of PV power generation, load consumption, EV charging consumption, grid consumption and feed-in energy in different period of time since the start of installation.

### 3.3. Power Diagram

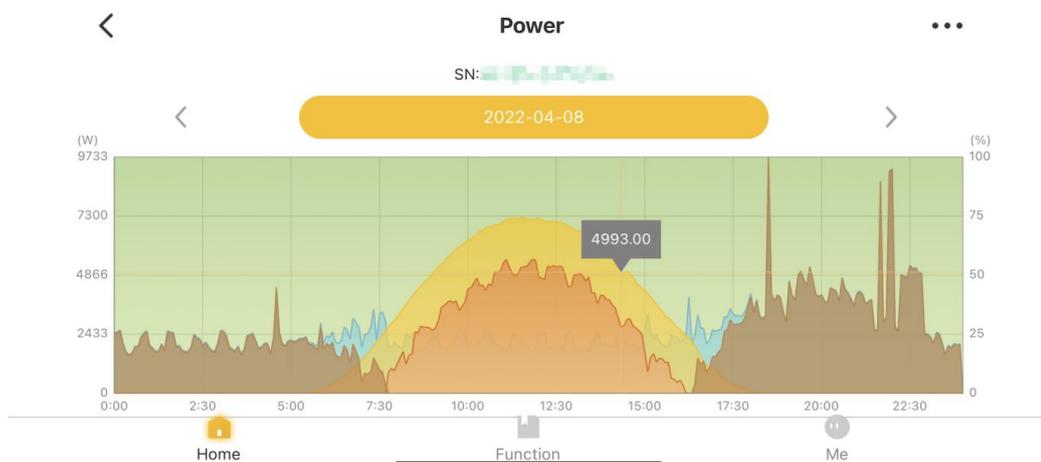


The power diagram shows the weather conditions and power data for the next three days at the current location of the system.

Click on the date button in the middle toggles to check the power diagram of different dates.

Click on different data icon under the graph to hide the icon represented data.

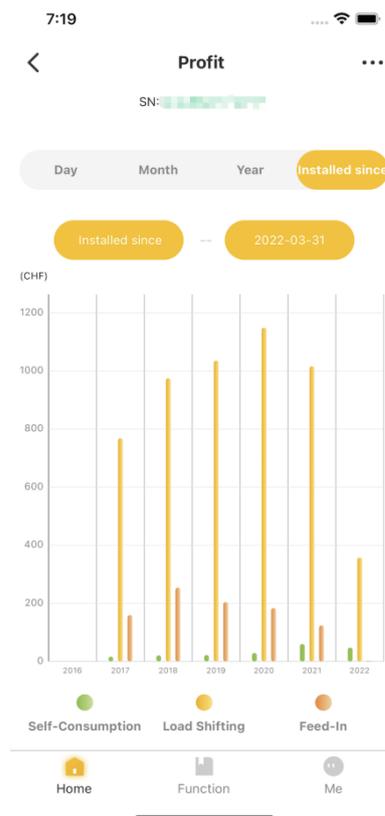
Click on the top right corner or SN toggles to check the graph data in landscape. As shown below:



There are several icons at the bottom of the power diagram.

Battery SOC, PV generation, Load consumption, EV-Charger consumption, grid consumption and grid feed-in. If the device is in dispatch mode, there will be a VPP button, and clicking on this button shows the relevant mask indicating the time period being dispatched.

### 3.4. Profit Diagram

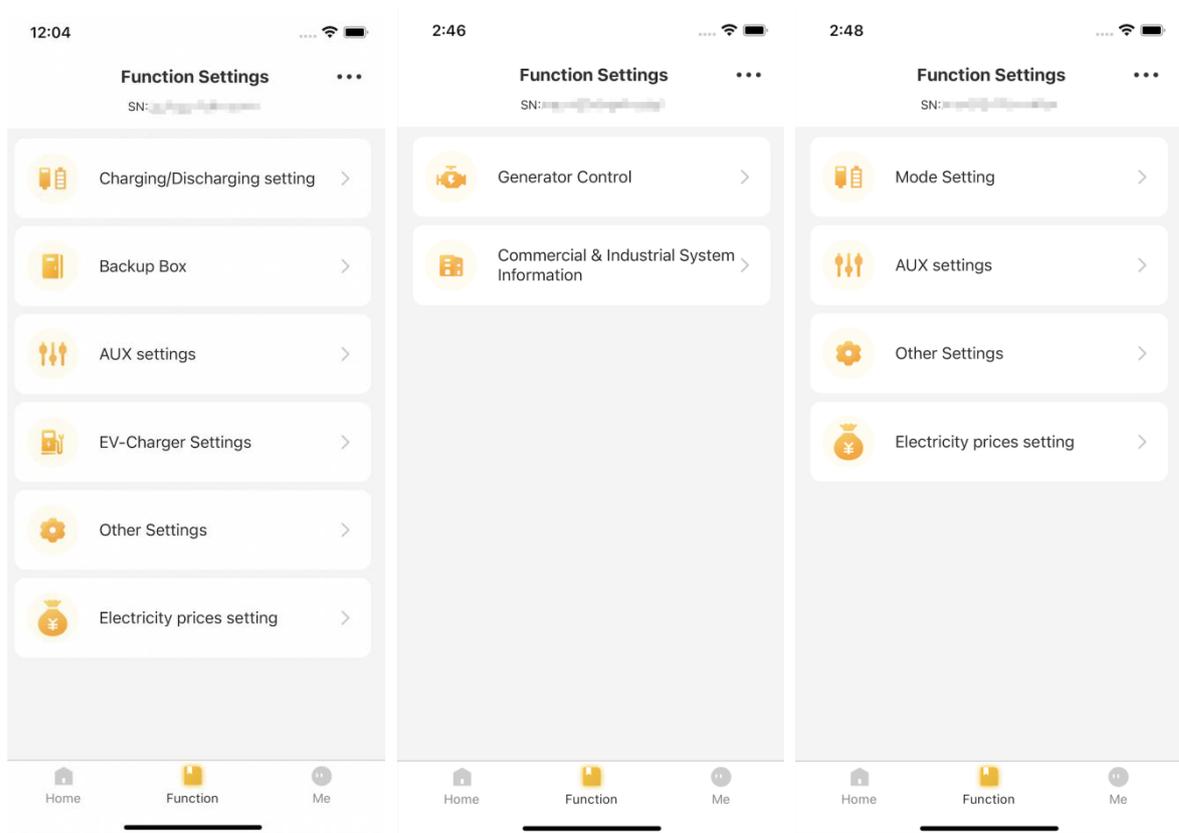


The profit diagram page shows total revenue of the system for self-consumption, load shifting and feed-in, which can be filtered by day, month and year since the start of the installation.

Click in the top right corner to switch devices and set the electricity tariffs. Please refer to section 4.1.6.

## 4. Function

### 4.1. Function Settings

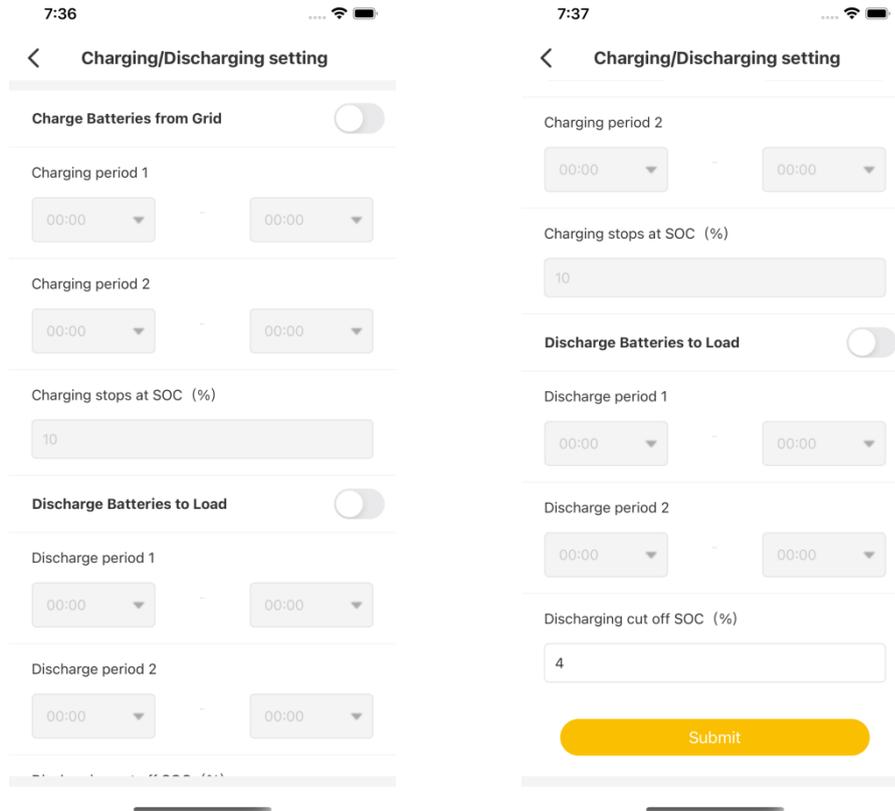


If there are more than one system, you can click the "... " or the SN on the upper right corner to switch the systems. If there is only one system, the "... " toggle button or SN will not be shown.

Depending on different system models, the contents that can be set.

1. Charging/Discharging setting.
2. Backup Box.
3. AUX settings.
4. EV-Charger Setting
5. Other Settings
6. Electricity prices setting
7. Generator Control

### 4.1.1. Charging/Discharge setting



The main function of charging/discharging setting is to set the charging and discharging time period of grid-connected systems.

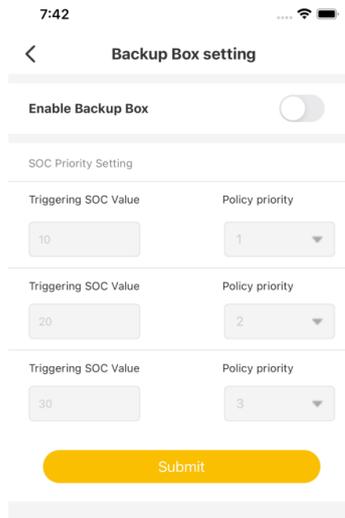
If you turn on 'Enable Grid Charging Battery' and the charging period is set, this means during the setting period, the batteries will be charged automatically and cannot discharge. The charging power will be from PV power firstly. If the PV power is not enough, the charging power will be from grid. Outside this time period, the system will be in self-consumption mode.

During the set time period, the battery will stop charging until the SOC reaches the set value.

If you turn on 'Battery Discharge Time Control' function and the discharging period is set, this means only during the setting period, the batteries can discharge only to loads but not to the grid. The PV power will supply the loads first and the surplus will charge the battery. Outside this time period, the battery can be charged only but cannot discharge.

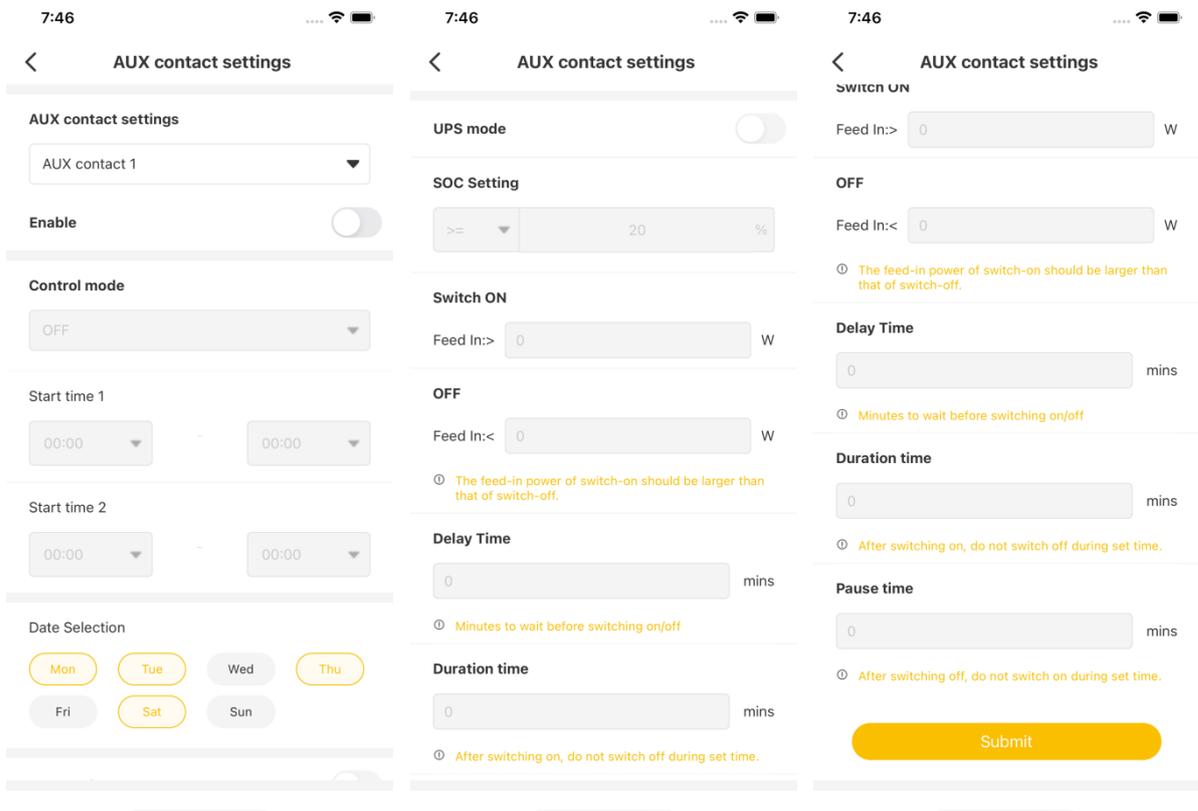
The battery will stop discharging, until the SOC reaches the set SOC.

### 4.1.2. Backup Box



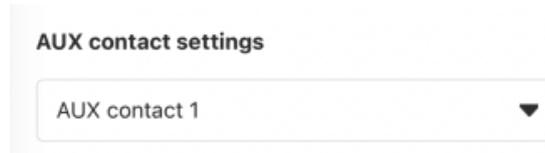
Backup Box page is to set the priority of each load circuit if a backup box is used.

### 4.1.3. AUX contact settings



The AUX contact function is currently only available for the SMILE system.

1. Select "AUX contact 1" or "AUX contact 2" in the "AUX contact Settings".



2. Set "enable" if the function for the chosen channel is available.

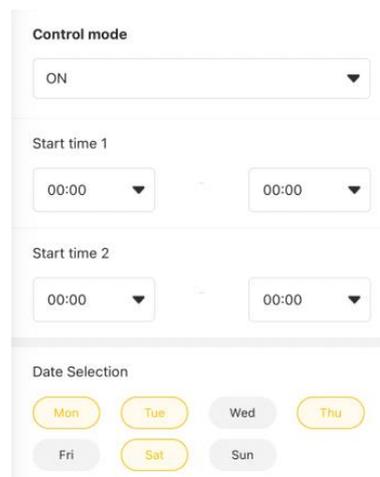


4. 3. Set the control mode.

There are three modes: "ON", "OFF" and "Auto".

a) Control mode "ON"

When the Control Mode ON is selected, the normally open contact will be closed during the set time period. Outside the time period, the normally open contact will stay open. If you don't set the period, this function doesn't work.



If the two periods are overlapped, only the first period will be active. In this mode the normal self-consumption logic will be executed.

b) Control mode "OFF"

When Control Mode OFF is selected, the normally closed contact will open during the set time period. Outside the time period, the normally closed contact will stay closed. If you don't set the period, this function doesn't work.

Control mode

OFF

---

Start time 1

00:00 00:00

---

Start time 2

00:00 00:00

---

Date Selection

Mon Tue Wed Thu

Fri Sat Sun

If the two periods are overlapped, only the first period will be active. In this mode the normal self-consumption logic will be executed.

c) Control mode "Auto"

When Control Mode AUTO is selected, normally open and normally closed contact will be triggered according to the settings below.

When UPS mode is on, it is not possible to set any values.

When the UPS is off, you can set the SOC threshold, the grid power on and off conditions, the waiting time, the duration and the pause time.

Under Auto Mode, the period control function doesn't work and the following further specifications should be set:

a. Set the statue of SOC. Three modes available:

SOC Setting

>= 20 %

1. "≥" means when SOC ≥ given value, it works.
2. "≤" means when SOC ≤ given value, it works.
3. "Disable ", means the Aux contact control is not related to the SOC value.

b. Set surplus energy range, means the feed-in power range.

Set the feed-in power values, see figure below. When the feed-in power > given value, the Aux contact will be switched on.

When the feed-in power < given value, the Aux contact will be switched off (or back to the initial situation).

**Switch ON**

Feed In:>  W

---

**OFF**

Feed In:<  W

① The feed-in power of switch-on should be larger than that of switch-off.

c. Set the delay, duration and pause time to prevent too frequently switching on and off.

**Delay Time**

mins

① Minutes to wait before switching on/off

---

**Duration time**

mins

① After switching on, do not switch off during set time.

---

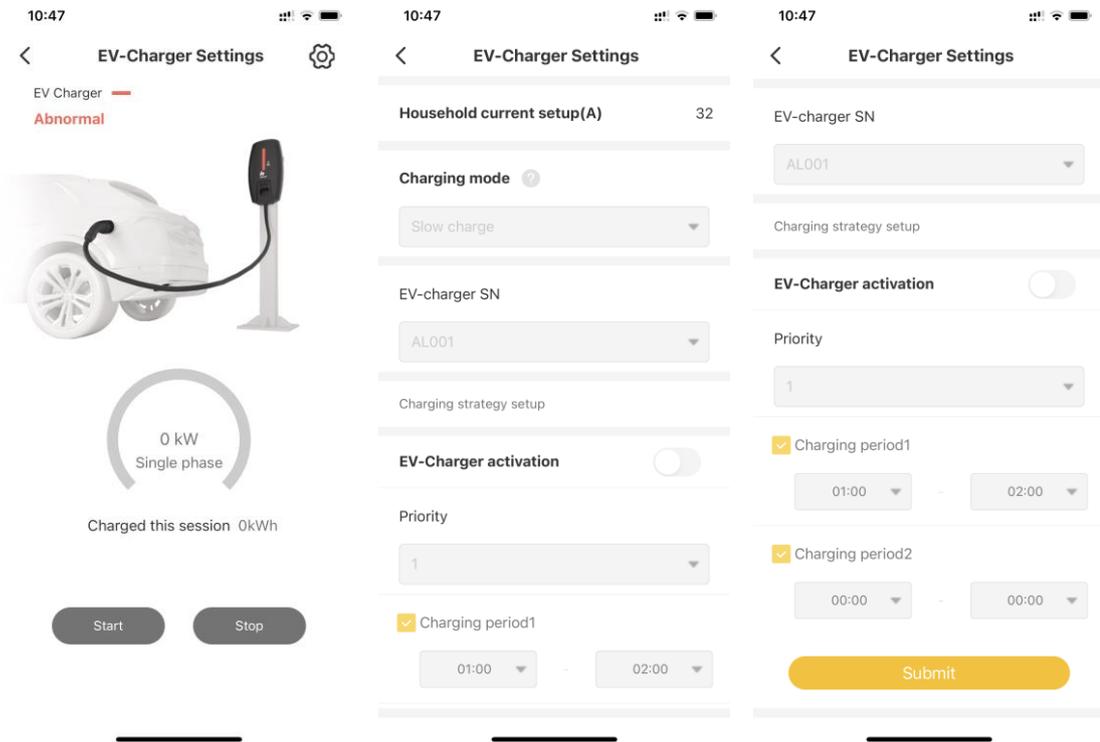
**Pause time**

mins

① After switching off, do not switch on during set time.

1. Delay time refers to the opening/closing action after the set delay time period.
2. Duration time refers to the prohibition of the disconnecting action within the set duration time period after the Aux contact is close.
3. Pause time refers to the prohibition of the closing action within the set pause time period after the Aux contact is disconnected.

### 4.1.4. EV-Charger Settings

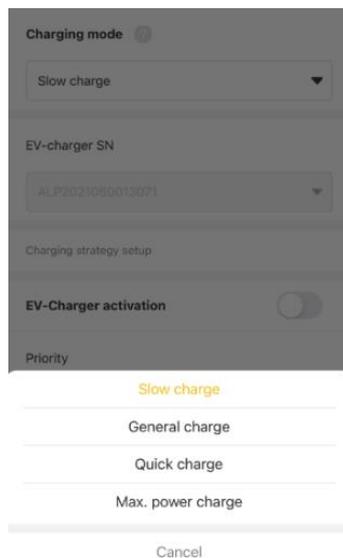


Here you can see the online status of the EV-charger and remotely start and stop the device.

Click the setting button on the upper right corner to enter the setting page.

Household current setup: Set the current of the grid into the house

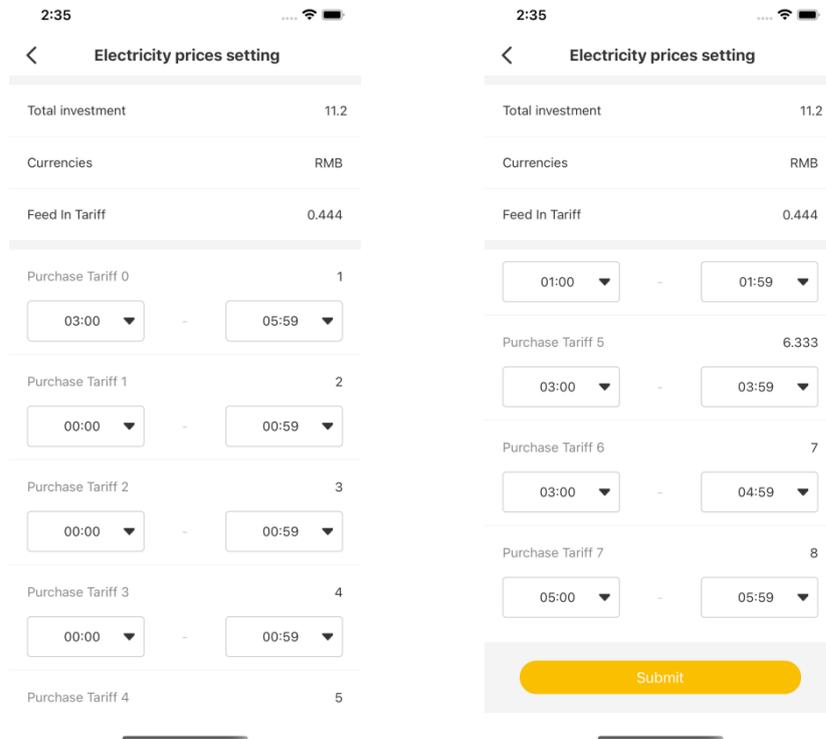
4 Charging mode: "Slow charge", "General charge", "Quick charge" and "Max. power charge".



EV-Charger SN: The SN of your installed EV-charger

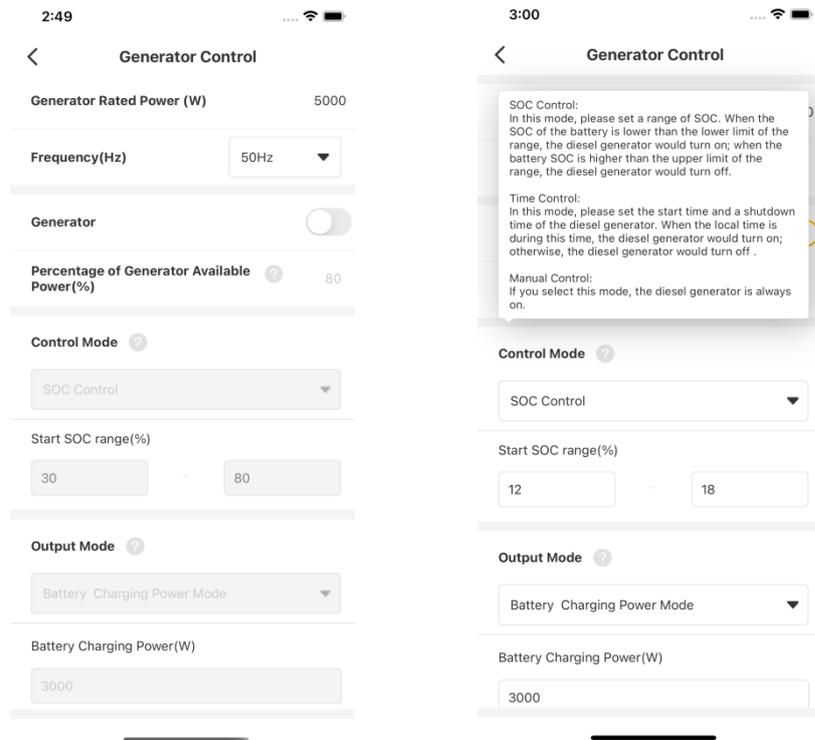
Above are the system settings of the EV-Charger, where you can set the priority of the EV-Charger, as well as the charging time.

### 4.1.5. Electricity prices setting



Electricity prices setting: You can set the total investment amount, currencies, FIT price and 7 prices and time periods.

### 4.1.6. Generator Control

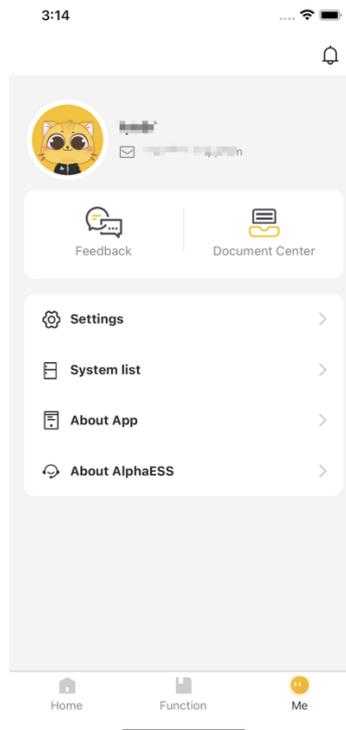


You can click on the "?" icon on the screen to see an explanation of settings.

The diesel generator rated power and frequency settings are not affected by the status of the generator and you can set these parameters even when the diesel option is off. The setting of control mode and output mode can only be operated when the generator option is switched on.

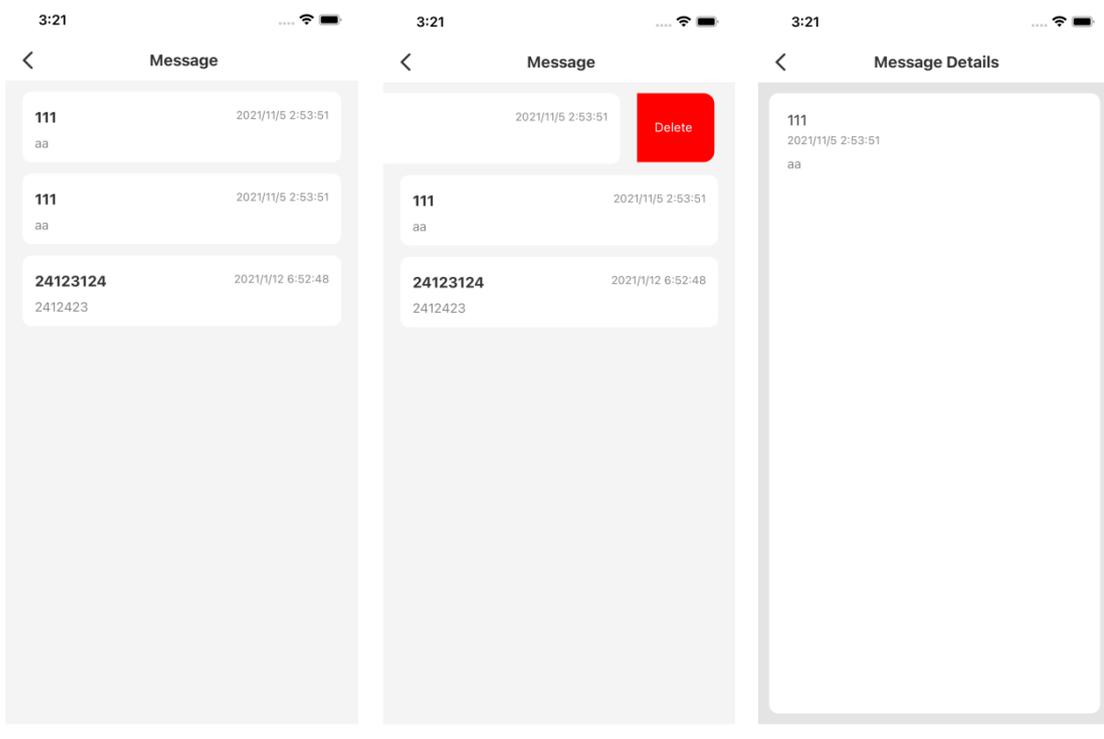
1. In the control mode, you can set SOC control, time control or manual control
2. In the output mode, you can set battery charge power mode or diesel rated power mode.

## 5. Me



### 5.1. Message

Click on the bell icon on the top right corner to access all the notifications sent to you by the platform.



You can swipe left to delete the message, or click on a message to read the details

## 5.2. Personal Settings

You can access the personal settings page by clicking on your avatar, email or account.

11:00

< Personal Settings

Account AlphaESS

E-mail 1024511894@qq.com >

Contact number (optional) ?

354364

Country

Australia

Post code

215200

Address (optional) ?

543543

Auto Update ?

Remote Dispatch ?

Save

The account number cannot be changed and all others can be edited.

If you need to change your email address, please click "E-mail" and directly input your new email address. The system will then send a verification code to your new email address. When you complete the verification, the system will send you an email to inform you that the change is completed successfully.

3:06

< Modify Email

New email address

Please enter a new email

Verification code

Verification code send

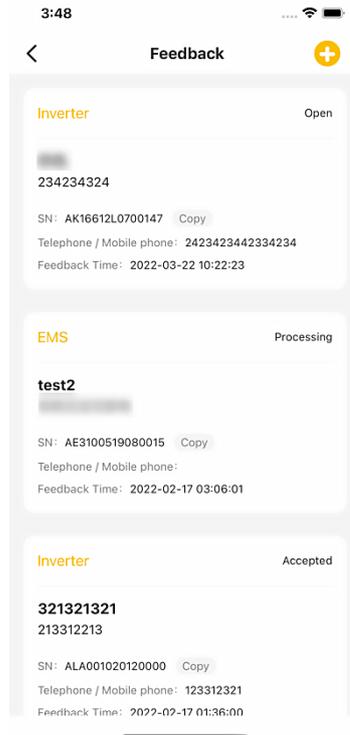
Submit

If you turn on 'Auto updates', we will automatically update your system firmware to the latest version remotely.

If you turn on 'Remote Dispatch', you will allow another device to control your system.

## 5.3. Feedback

### 5.3.1. Feedback List



You can check the historical list of the complaints you have submitted.

### 5.3.2. Feedback

The image displays two sequential screenshots of a mobile application's 'Feedback' form.

**Left Screenshot (3:52):**

- Issue type:** A grid of buttons for selecting the problem category: Inverter, Battery, Meter, EMS, Backup Box, Monitoring, APP, and Other.
- Select System:** A dropdown menu showing the system ID 'ALB011020100007'.
- Input Fields:** A 'Please fill in' label above a large text area labeled 'Fill in the issue'.
- Photo Upload:** An 'Add Photos' button with a camera icon.

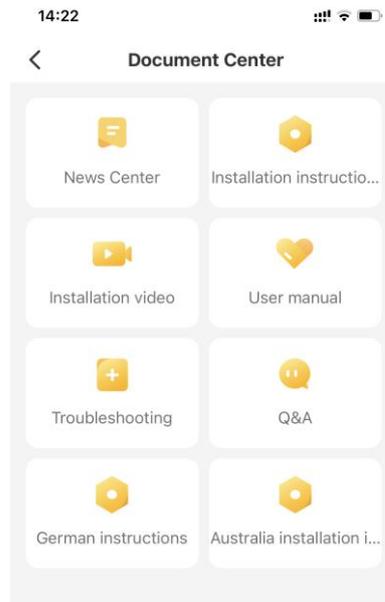
**Right Screenshot (3:00):**

- Contact Information:** Fields for 'Your E-mail Address' (containing '1024511894@qq.com') and 'Your Phone Number(optional)'. A note below states: 'Please confirm that you have obtained his/her consent, initiate a customer complaint for him/her, and fill in his/her contact information. After that the AlphaESS staff will contact the device user based on your consent and provide after-sales service.'
- Action:** A prominent yellow 'Save' button at the bottom.

If the SN selected by default is not related to any installer account, you will receive a reminder. Please contact your installer first to assign your account to your installer account

Once you have filled in all required information, please click "Save" to submit your complaint, which will then sent to Alpha's after-sales service team. If necessary, we will contact you via the contact number or email you have provided.

## 5.4. Document Center

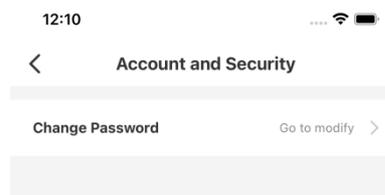


## 5.5. Settings

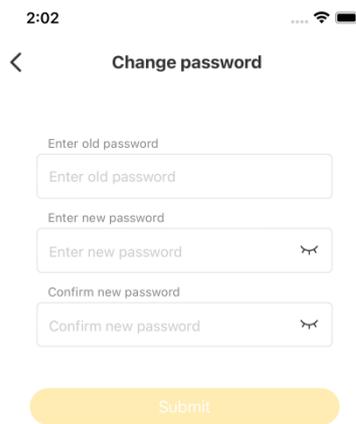


You can set Account and Security, Clear Cache and Language in this page

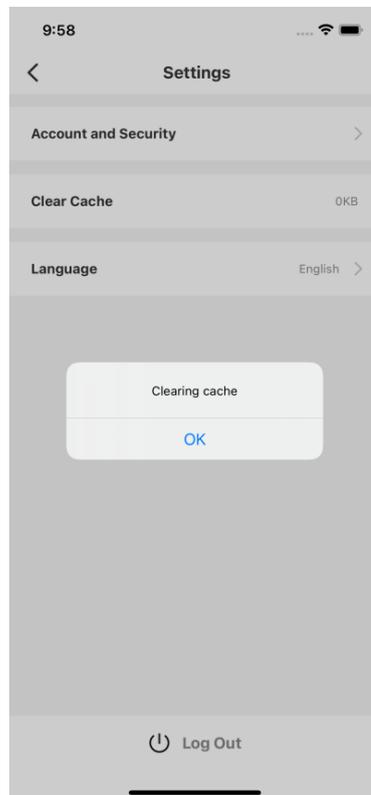
### 5.5.1. Account and Security



You can change your password in Account and Security. After a successfully change, you will automatically be redirected to the login page.

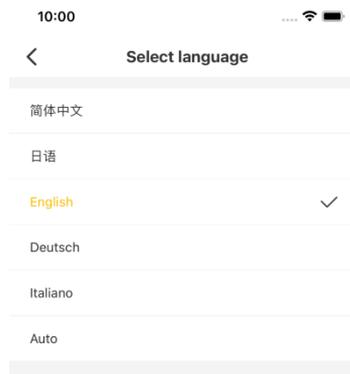


### 5.5.2. Clearing Cache



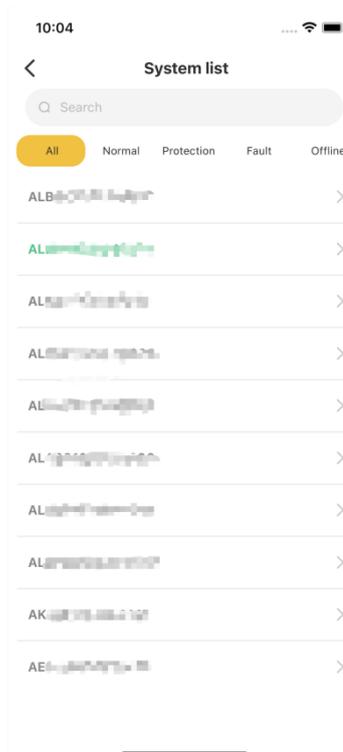
You can click on Clear Cache to clear some of the cached data in the APP.

### 5.5.3. Select language



You can choose the language of the APP, including: Chinese, Japanese, English, German, Italian, Auto (follows the OS language of your phone automatically).

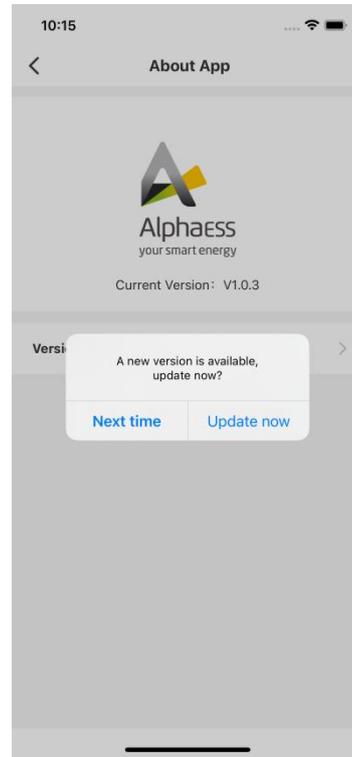
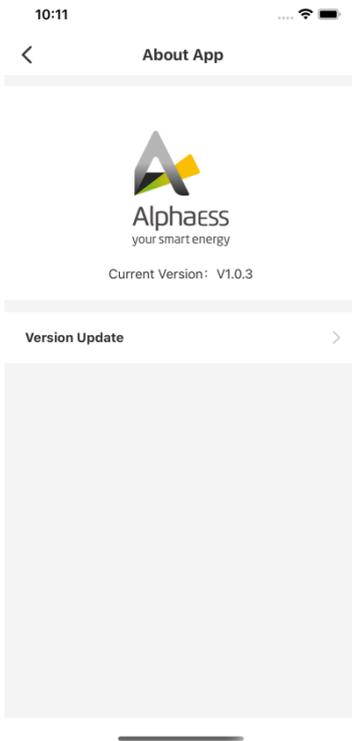
### 5.6. System list



You can view the data in five states by clicking on the System list. Clicking on a SN will take you to the home page and display information about the selected SN.

1. System status bar (All/Normal/Protection/Fault/Offline).
2. Click the search box and input SN to find the system you want to check.

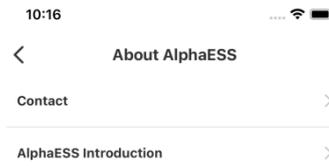
### 5.7. About App



You could view the version of the APP

Click "Version Update" to check if there is any update.

## 5.8. About AlphaESS



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You can read our contact information and AlphaESS introduction here.

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