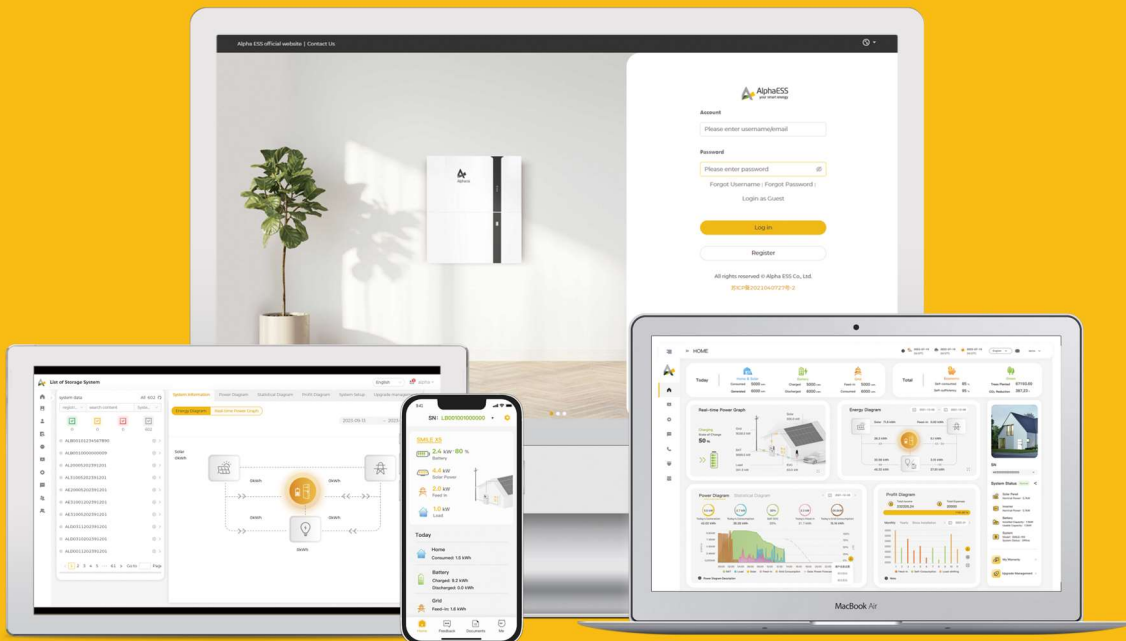




V06

ALPHACLOUD APP USER MANUAL FOR END USERS



COPYRIGHT STATEMENT

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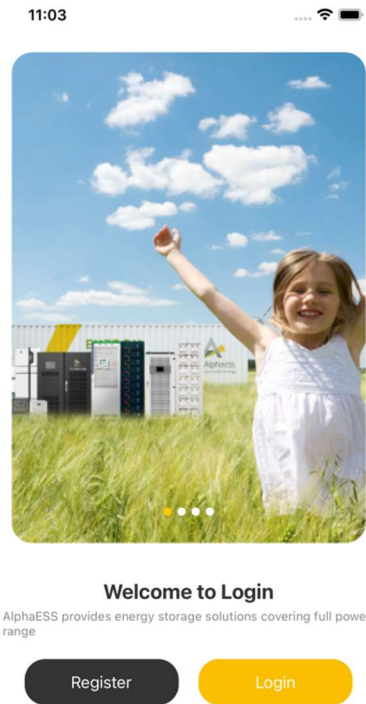
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1. Welcome Page



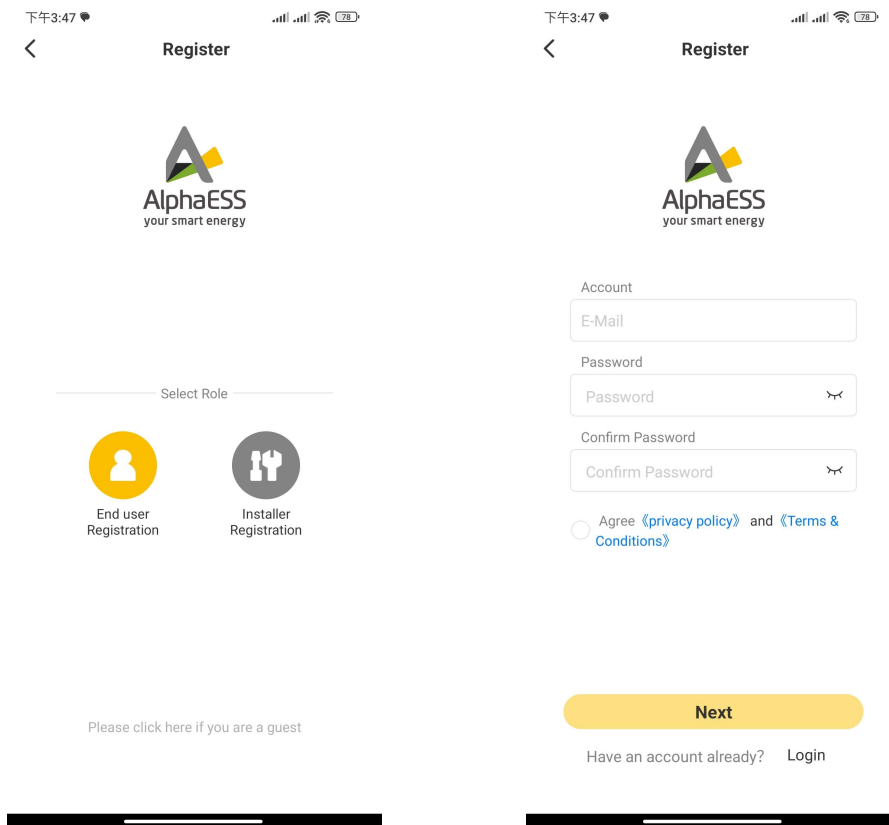
Click "Register" to jump to the registration interface

Click "Login" to jump to the login interface

2. Login Interface

2.1. Registration

Step 1: Select Role and Set Your Password

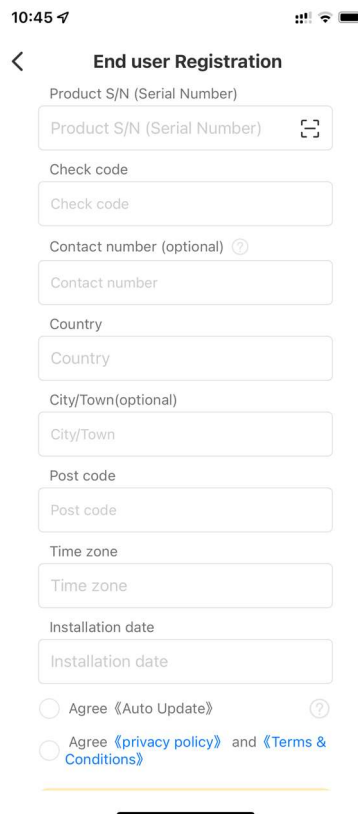


Choose the account type that suits your needs: End User Account or Installer Account. Click on "Please click here if you are a guest" to access the basic functions of the App using a demo account.

For registration, please provide a valid email address and set a password. Please note that if your email address is not available, the registration process cannot be completed. Before proceeding, carefully review our "Privacy Policy" and "Terms & Conditions". If you agree, click "Next" to move to the registration interface.

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

Step 2: End User Registration Information



The screenshot shows a mobile application interface for "End user Registration". At the top, the time is 10:45 and there are icons for signal strength, Wi-Fi, and battery. Below the title "End user Registration" is a back arrow. The form contains the following fields and options:

- Product S/N (Serial Number): A text input field with a QR code icon on the 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 input your SN, the Installation Time will be automatically identified. If not, you will need to manually enter the installation time of your device. Alternatively, you can scan the code to obtain the product serial number; refer to Step 3 for details.

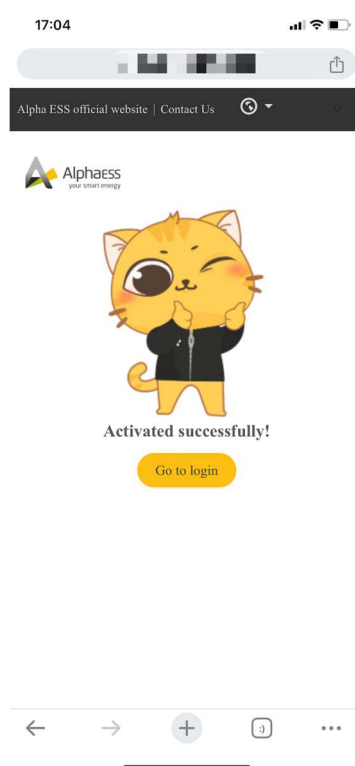
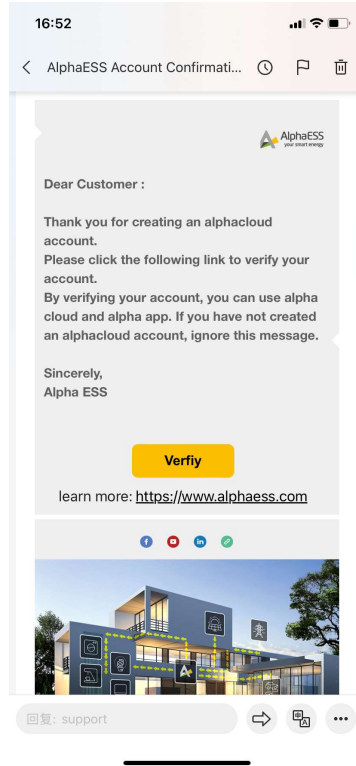
Upon clicking "OK", the system will verify if the code is correct. If not, the registration will not be successful.

While the contact number is optional, all other fields are required.

You can choose whether to accept automatic firmware updates.

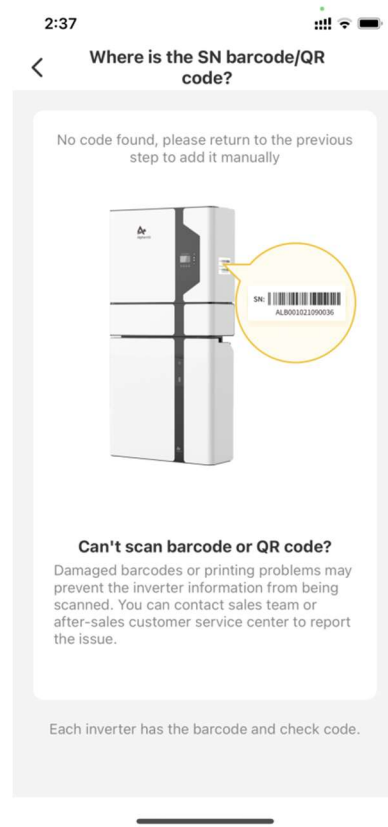
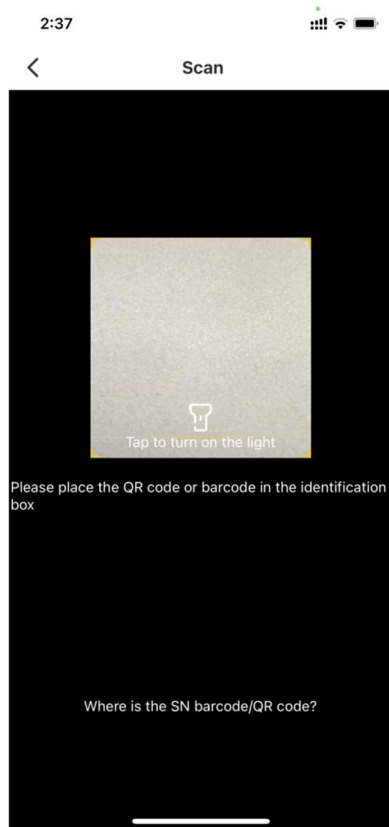
After completing all the necessary information, click "OK". Then, an activation email will be sent to your email address. Additionally, you will receive a message reminding you to activate your account by visiting your email address.

The email you receive is illustrated below. Click the activation link; it will confirm successful account activation and automatically redirect you to the login page.



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

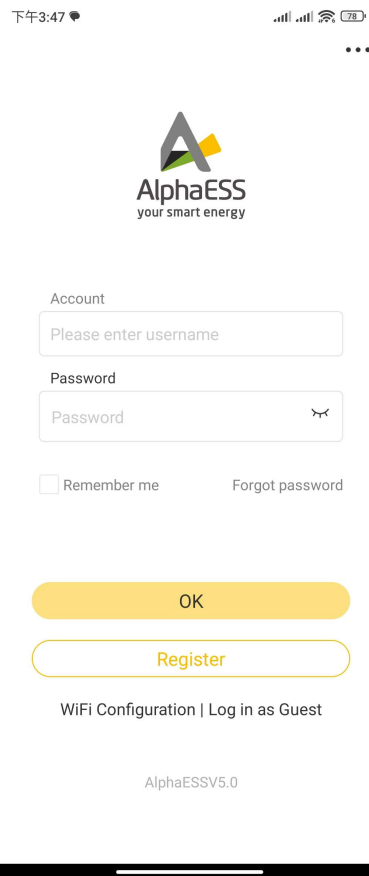
Step 3: Scanning



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.

2.2. 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 2.1.

Click "Remember me" to save your password.

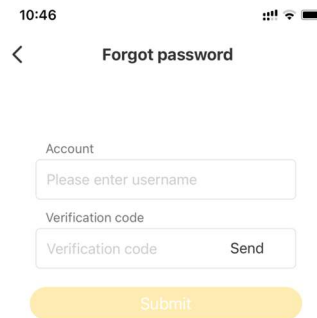
In case you forget your password, click "Forgot Password" to reset it; please see section 2.3.

Click "Wi-Fi 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.

2.3. Forgot Password

If you have forgotten your password, please click “Forgot password” on the login page.



10:46

< Forgot password

Account

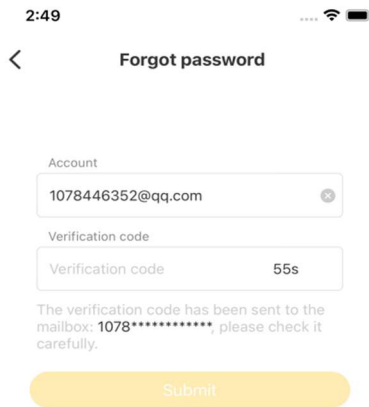
Please enter username

Verification code

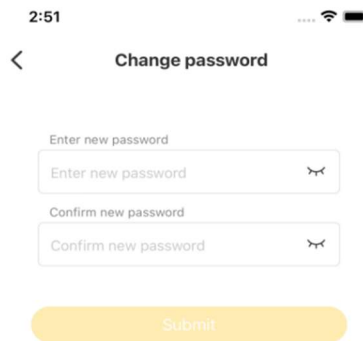
Verification code Send

Submit

Then, you need to input your email address used during the account registration and click “Send verification code”, the code will be sent to your email box.



Upon completing the verification, you can enter your new password and click "submit". Once done, the system will automatically redirect you to the login page.



2.4. Wi-Fi Configuration

After the installation of the system, the installer will help you with the Wi-Fi configuration. If the Wi-Fi module and router were disconnected at some point in the future (due to router name change, password change, router replacement, etc.), end users could use the AlphaCloud App to reconfigure the Wi-Fi. The AlphaCloud App supports Wi-Fi configuration of the system, viewing system operation information and system configuration information.

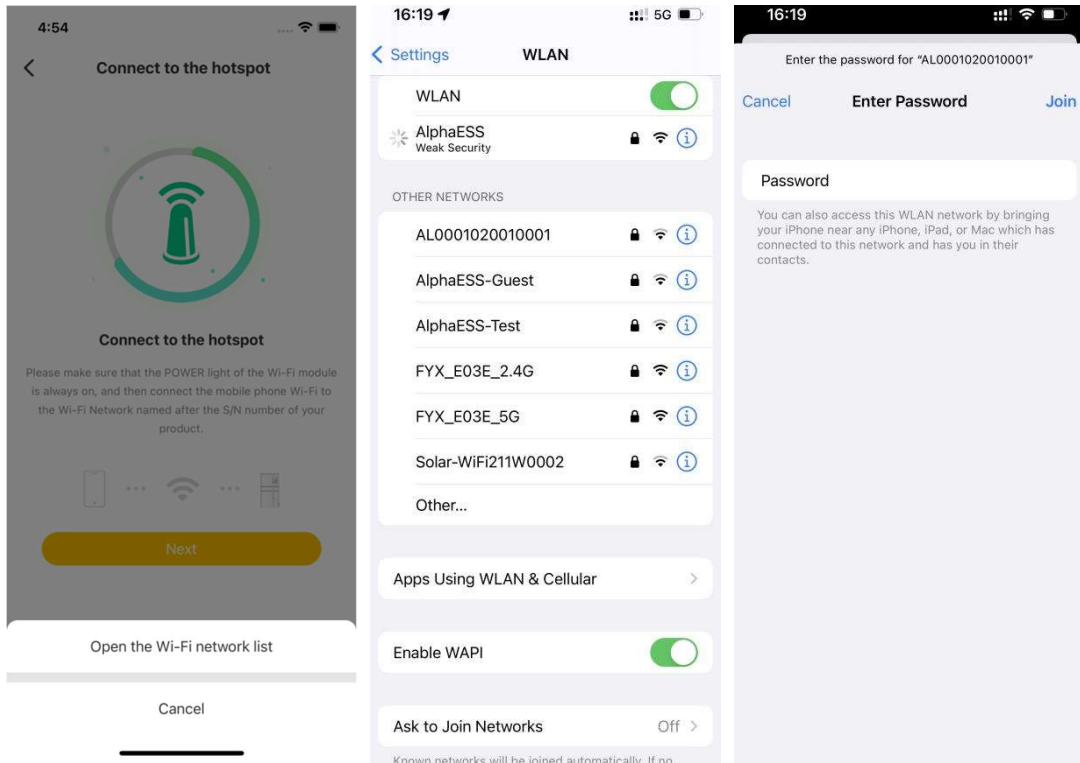
2.4.1. Configuration Steps



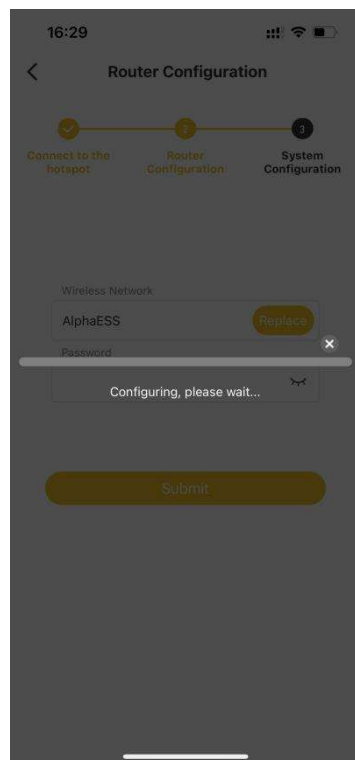
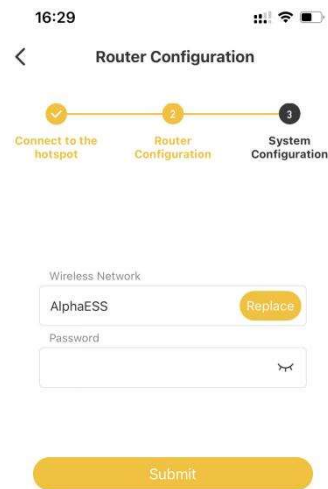
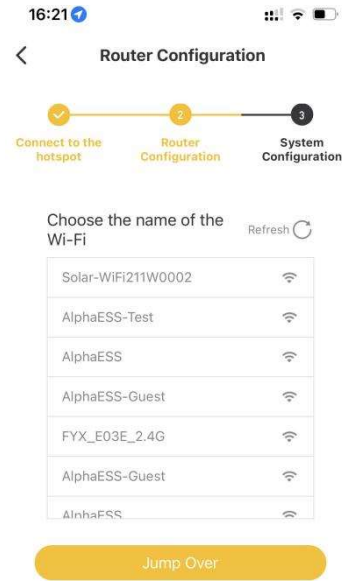
1. Initially, four instructional images will pop up, guiding you on how to configure Wi-Fi. Click "I know, go to configure" to skip the guide.



2. Step 1: Make sure the Power Light on the Wi-Fi 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 Wi-Fi module hotspot, a notification will pop up at the bottom to ask the user to switch the phone Wi-Fi. Please click the notification to jump to the system Wi-Fi list, then find the Wi-Fi 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: Choose the property's Wi-Fi, enter the password, and the page will show "Configuring, please wait". Once the configuration is successful, click "next". If you are using a mobile phone directly connected to the system, please click "Jump Over".

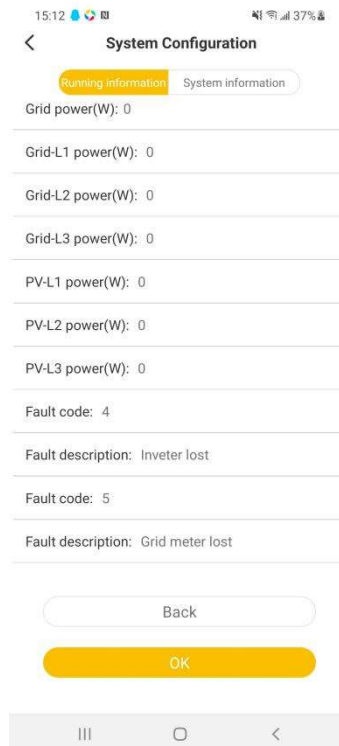


- Step 3: Following a successful configuration, you can review the fundamental system parameters set during the installation.



2.4.2. Running Information & System Information

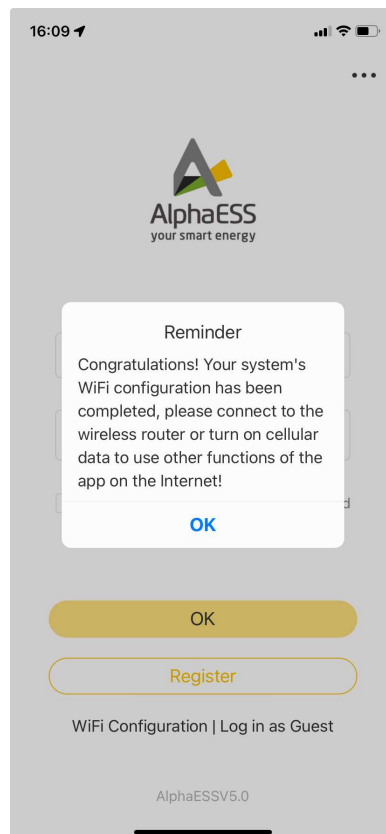
1. Running Information: Basic information of system operation



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



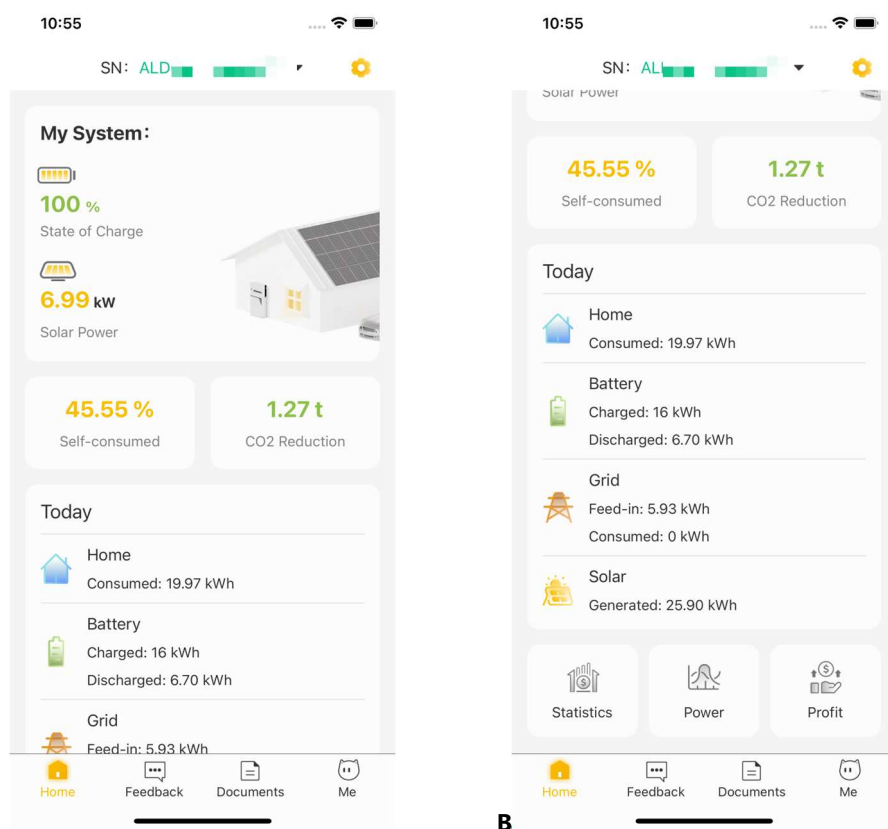
3. Then, click "OK" to go to the login page. If you are not connected to an available Wi-Fi signal, the App will suggest you connecting it manually.



3. Homepage

Summary of system information on the Homepage:

SN, System Model, Charge Status (Indicates whether the system is not charging, currently charging, or discharging, represented by the battery picture), Battery SOC, Solar power, Self-consumption Ratio (Calculated as (Total PV power generation - Total grid feed-in power)/ Total PV power generation * 100%), CO2 Emission Reduction, Total Loads Consumption, Total Charged Battery, Total Discharged Battery, Grid Consumption and Grid Feed-in Energy, Solar Generation, etc.



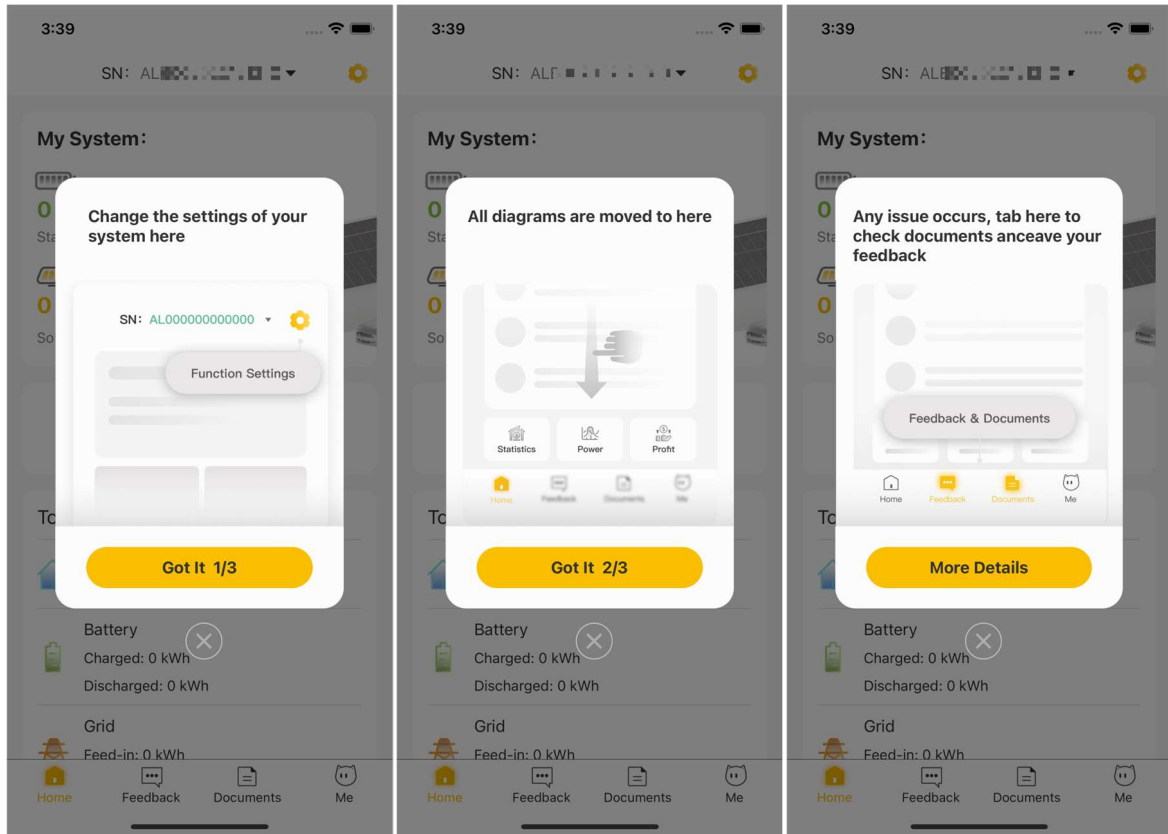
Click on the SN to view the SN of other systems.

Click on the upper-right settings icon to access the function modules.

Click on the "My System", "Statistics", "Power" and "Profit" to access to the corresponding information.

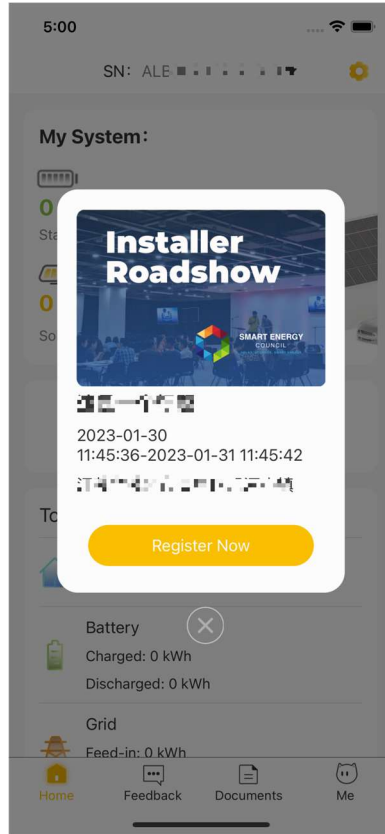
3.1. New User Guide

When you first enter the homepage, a new user guide prompt will appear. (You can click "Got it" to proceed to the next content or use the close button to dismiss the guide).

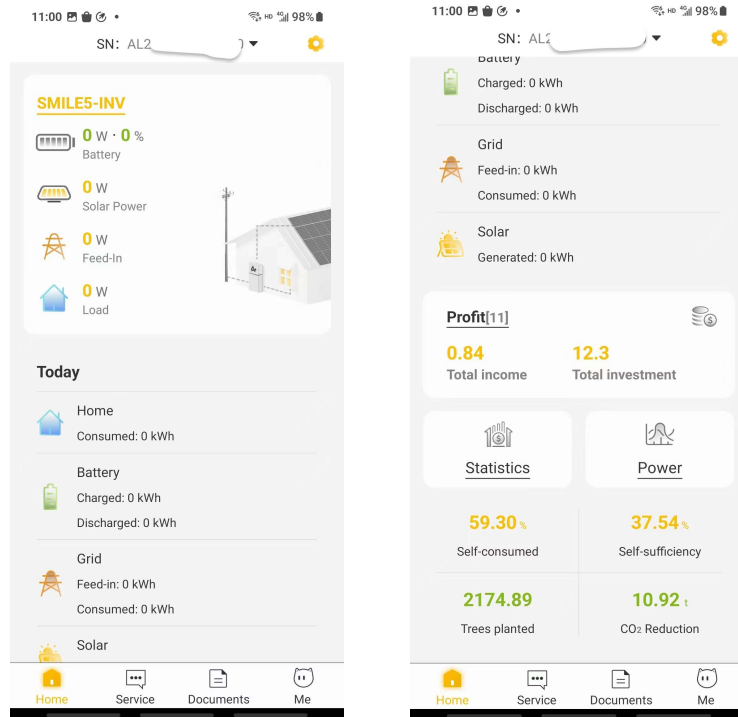


3.2. Activity

On the homepage, an activity notification will be displayed when there's an ongoing event for you to participate in. (You can click "Register Now" to view the detailed information about the activity.)



3.3. More Information



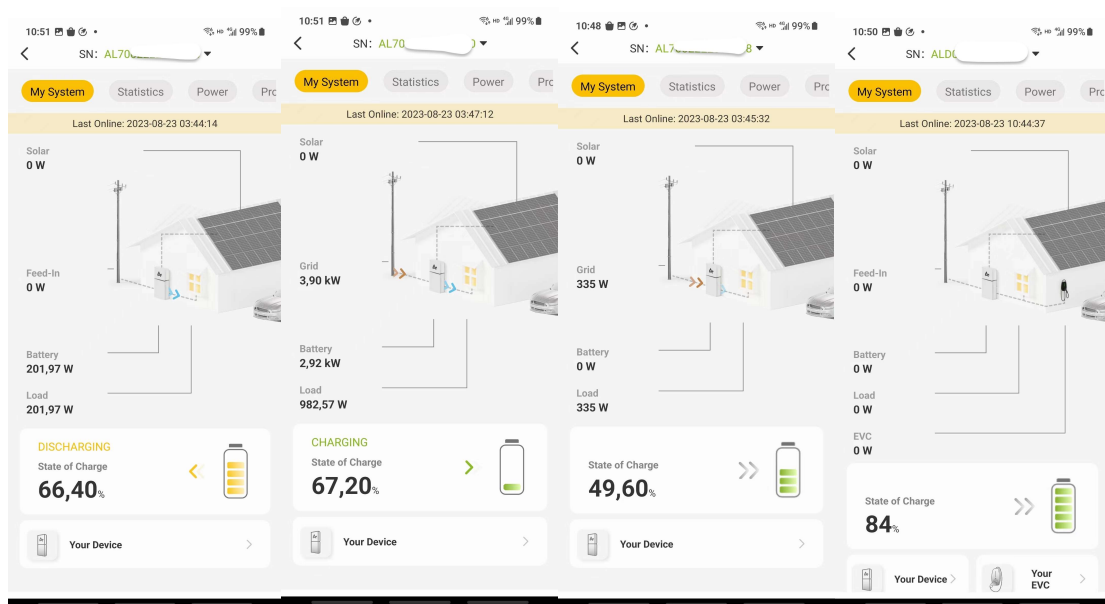
More information is displayed on the homepage, including Profit, Self-consumed, Self-sufficiency, Trees planted, CO2 Reduction, etc.

3.4. My System

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

Click on the button labeled "Your Device" to access detailed information about the device.

Click on the button labeled "Your EVC" to view the information about the EV charger of the device.



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

Solar: Solar generation

Feed-in: Real-time power from the Feed-in

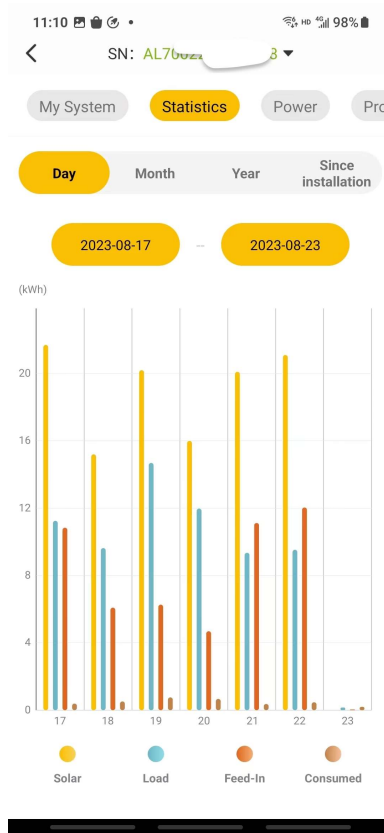
Grid: Real-time power from the grid

Load: Real-time loads consumption

EVC (it would not be shown on the diagram if there is no EV charger installed): Real-time EV charger consumption

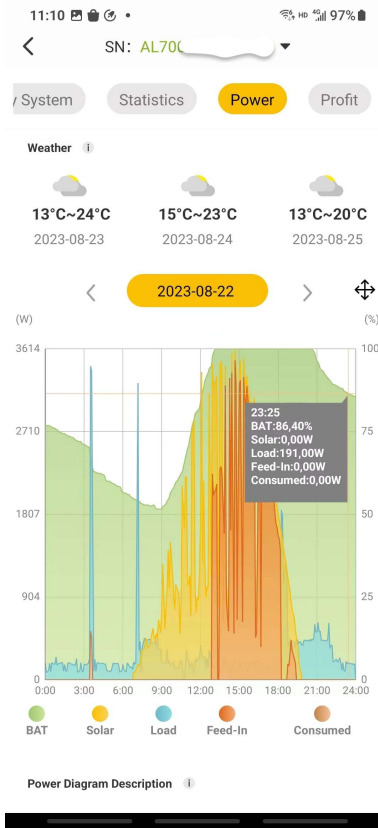
Battery SOC: Value of the battery charging or discharging state

3.5. Statistical Diagram



You can filter the data by day, month, year to check statistical diagrams of solar power generation, load consumption, EV charging consumption, grid consumption and feed-in energy in different periods of time since installation.

3.6. Power Diagram

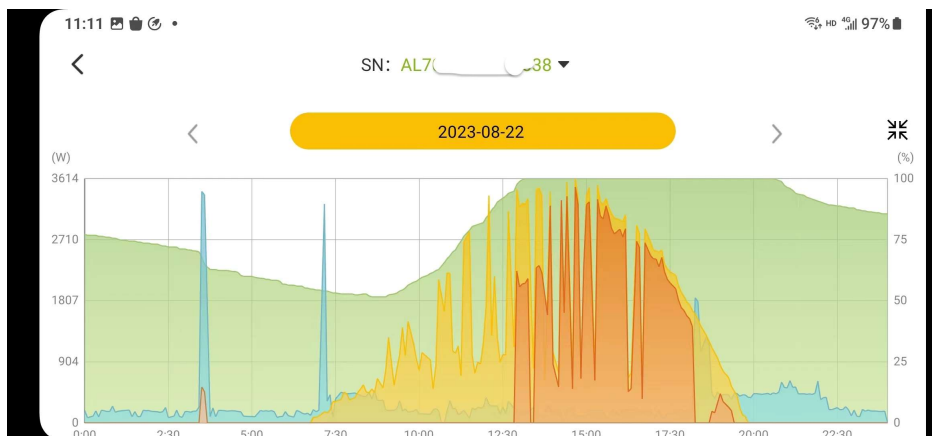


The power diagram displays both the weather conditions and power data for the next three days at the system’s current location.

Toggle the date button in the middle to check the power diagram for different dates.

Hide specific data by clicking on different data icons beneath the graph.

Use the zoom in/out button to view the graph data in landscape mode, as illustrated below:

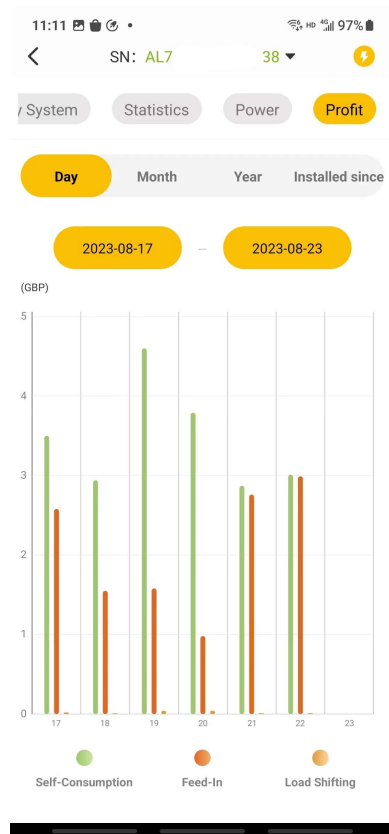


There are several icons at the bottom of the power diagram:

Battery SOC, Solar Generation, Load Consumption, EV Charger Consumption, Grid Consumption, Grid Feed-in.

If the device is in dispatch mode, an additional icon for VPP will be present. Clicking on this button shows the relevant mask, indicating the time period during which dispatch is active.

3.7. Profit Diagram

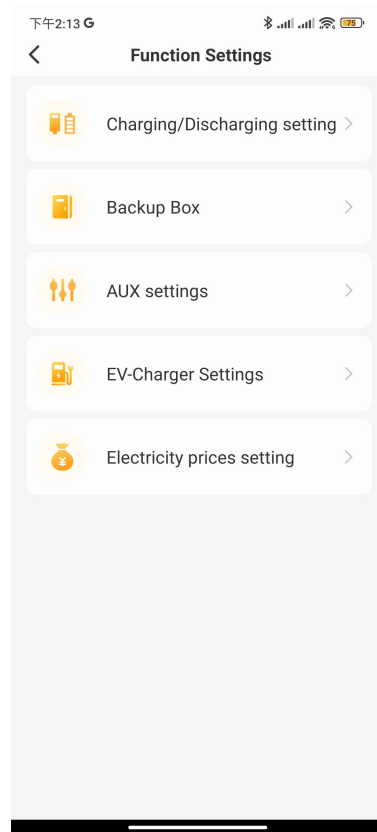


The profit diagram page displays the total revenue of the system for self-consumption, load shifting and feed-in. You can filter this information by day, month and year, starting from the installation date.

Click in the top right corner to set the electricity tariffs. Please refer to section 4.7.

4. Function

4.1. Function Settings



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

1. Charging/Discharging Settings
3. Backup Box
4. AUX Settings
5. EV Charger Settings
6. Electricity Price Settings

4.2. Charging/Discharging Settings

下午4:30 72%

< Charging/Discharging setting

Charge Batteries from Grid ?

Charging period 1

13:00 - 19:00

Charging period 2

05:00 - 09:00

Charging stops at SOC (%) ?

100

Battery Discharge Time Control ?

Discharge period 1

19:30 - 21:30

Discharge period 2

00:00 - 00:00

Discharging cut off SOC (%) ?

10

UPS reserve enable ?

Submit

The main function of the Charging/Discharging Settings is to set the charging and discharging time periods for on-grid systems.

If you turn on "Charge Batteries from the Grid" and set the charging period, it implies that, during this designated time frame, the batteries will be automatically charged. They cannot discharge during this period, and the charging power will prioritize PV

power. In cases where PV power is insufficient, the charging power will be sourced from the grid. Outside of this time period, the system will operate in self-consumption mode. During the specified time period, the battery will cease charging once the State of Charge (SOC) reaches the configured value.

If you activate the "Battery Discharge Time Control" function and set the discharging period, it means that solely during this set period, the batteries can discharge exclusively to the loads and not to the grid. PV power will initially supply the loads, and any surplus will charge the battery. Outside of this time period, the battery can only be charged and cannot discharge.

The battery will stop discharging until the SOC reaches the specified SOC value.

4.3. Backup Box

下午4:30

Backup Box setting

Enable load management

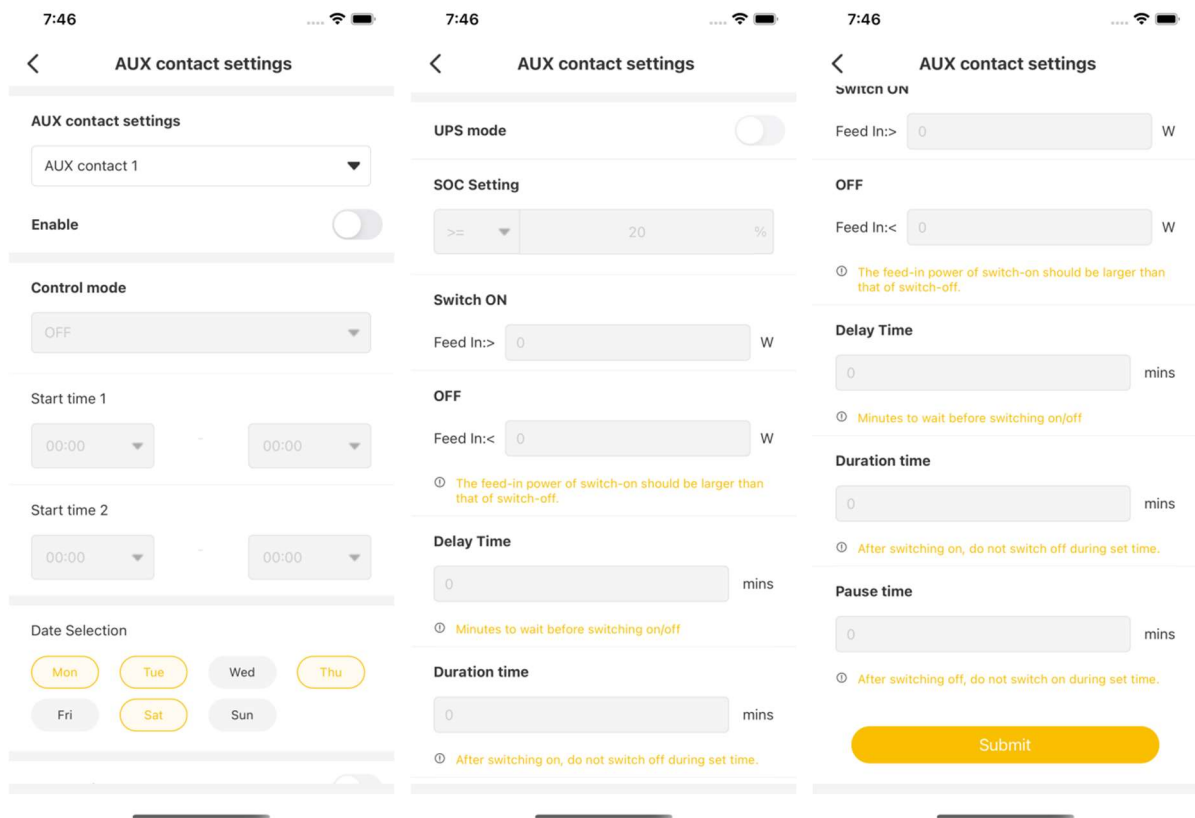
SOC Priority Setting

Triggering SOC Value	Policy priority
0	1
Triggering SOC Value	Policy priority
0	2
Triggering SOC Value	Policy priority
0	3

Submit

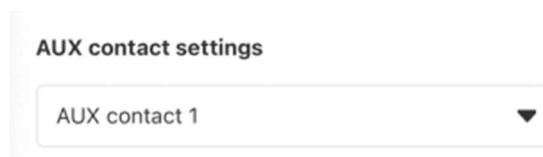
The Backup Box page is to set the priority of each load circuit if load management is enabled.

4.4. AUX Contact Settings



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

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.



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 time periods overlap, 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.

If the two time periods overlap, 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. There are three modes available:

The image shows a web interface for 'SOC Setting'. It features a dropdown menu with the symbol '>=' selected, a text input field containing the number '20', and a '%' symbol to the right of the input field.

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 (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).

The image shows two input fields for feed-in power. The first is labeled 'Switch ON' and 'Feed In:>' with a value of '0' and a 'W' unit. The second is labeled 'OFF' and 'Feed In:<' with a value of '0' and a 'W' unit. Below these fields is a warning icon and text: '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

ⓘ Minutes to wait before switching on/off

Duration time

mins

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

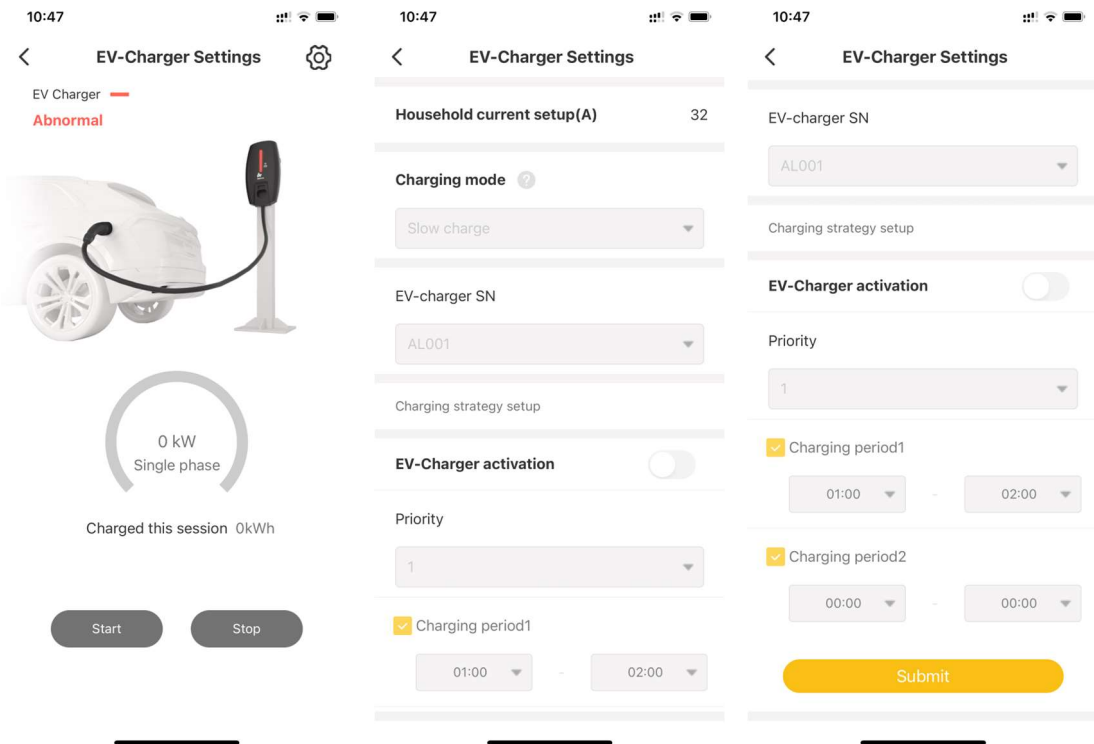
Pause time

mins

ⓘ 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.

4.5. EV Charger Settings

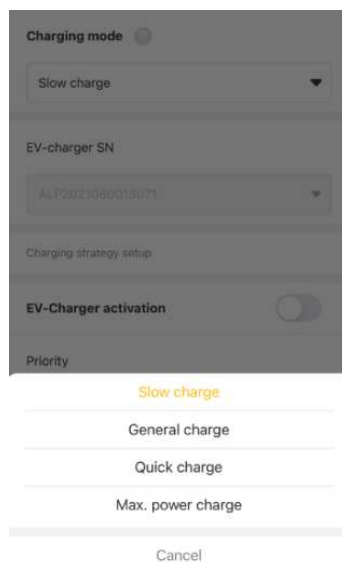


Here you can see the online status of the EV charger and remotely start or stop the device.

Click the setting button on the upper right corner to access the settings page.

Household Current Setup: Set the current from the grid into the house.

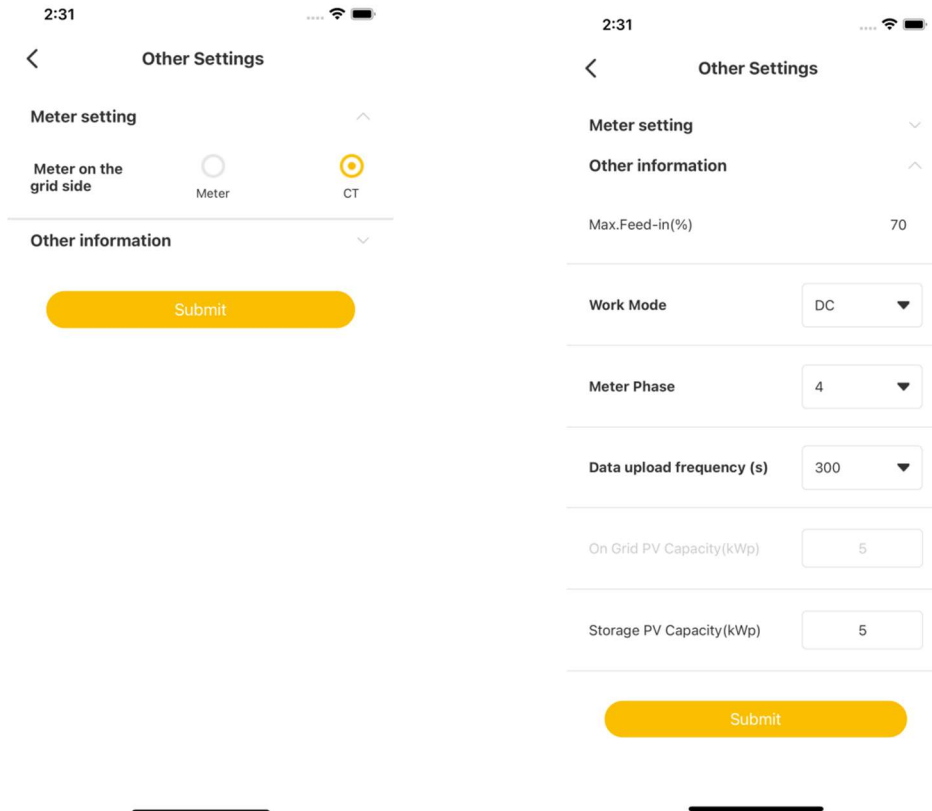
Four Charging mode: "Slow charge", "General charge", "Quick charge," and "Max. power charge".



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.

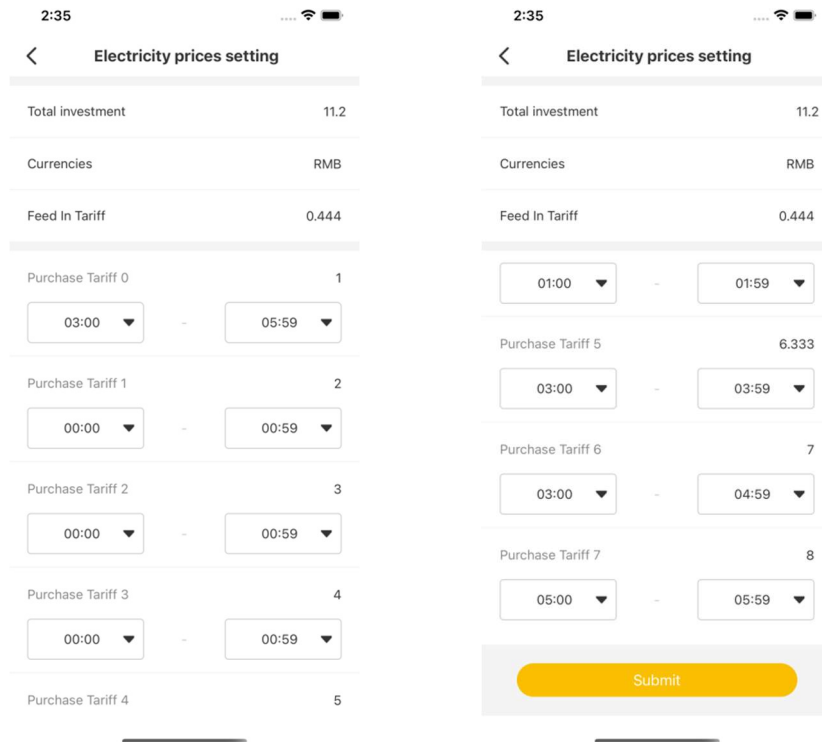
4.6. Other Settings



Meter Setting: The selection and scale configuration of meter CT is based on the type of meter installed in the system.

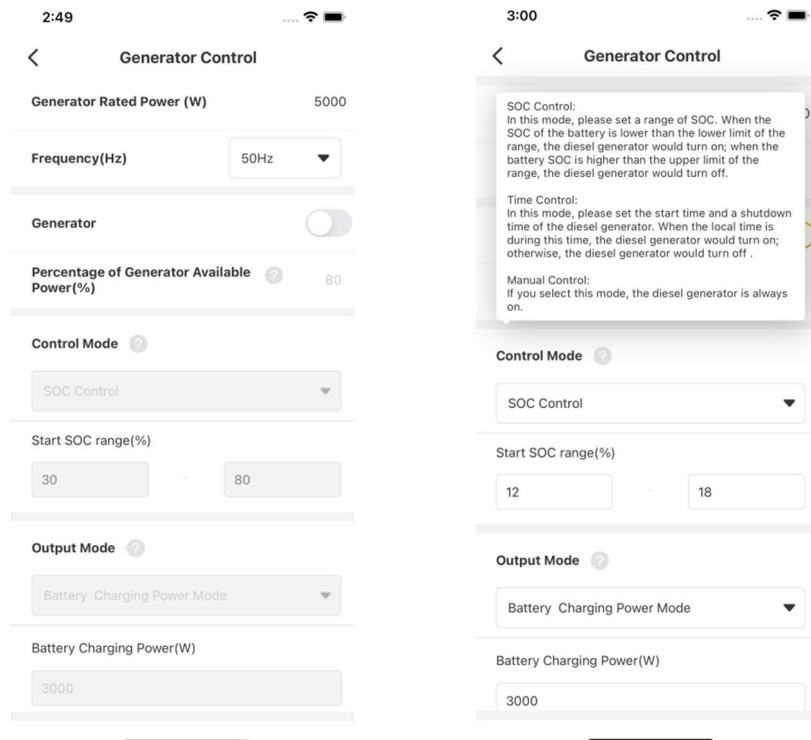
1. Max. Feed-in Factor (%)
2. Work Mode (AC/DC/Hybrid)
3. Meter Phase
4. Data Upload Frequency (s)
5. On-Grid PV Capacity (kWp)
6. Storage PV Capacity (kWp)

4.7. Electricity Price Settings



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

4.8. Generator Control



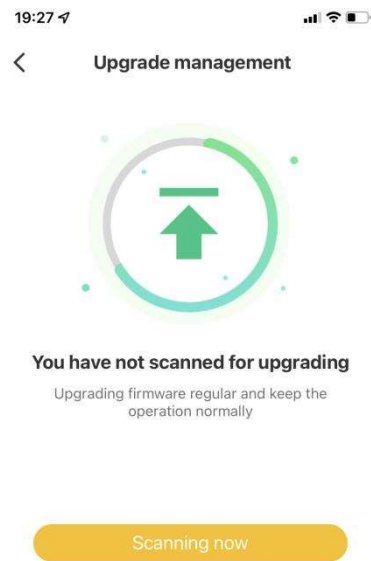
You can click on the "?" icon on the screen to see an explanation of settings.

The diesel generator's rated power and frequency settings remain unaffected by the generator's status. These parameters can be configured even when the diesel option is turned off.

The control mode and output mode settings can only be adjusted 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.

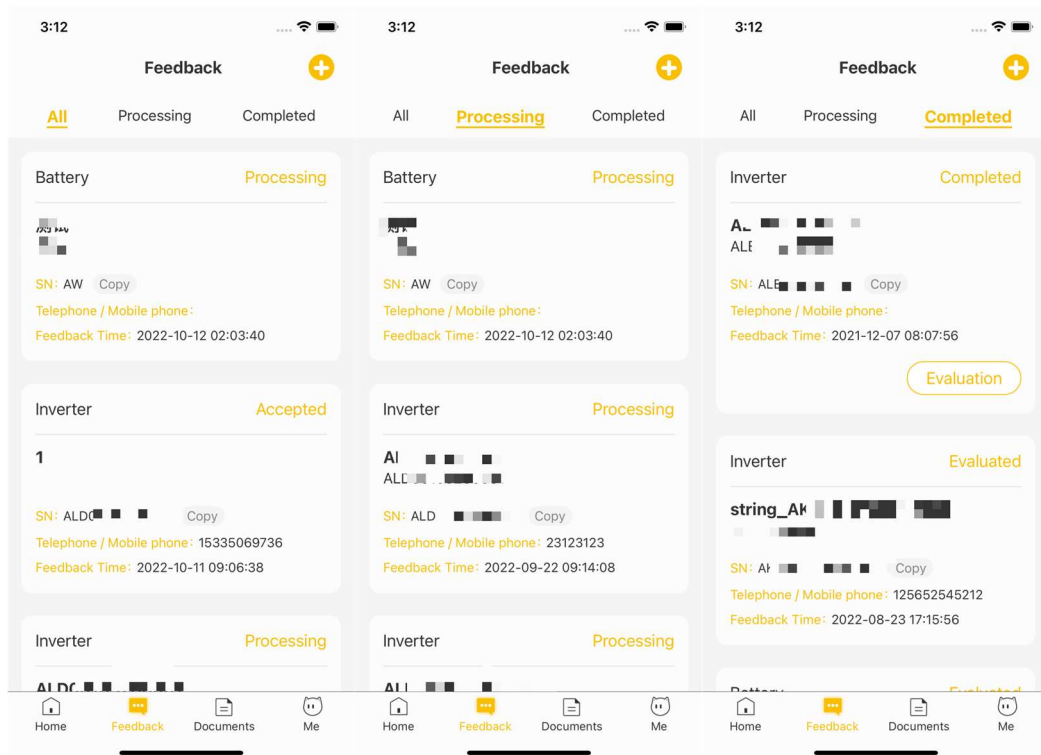
4.9. Upgrade Management



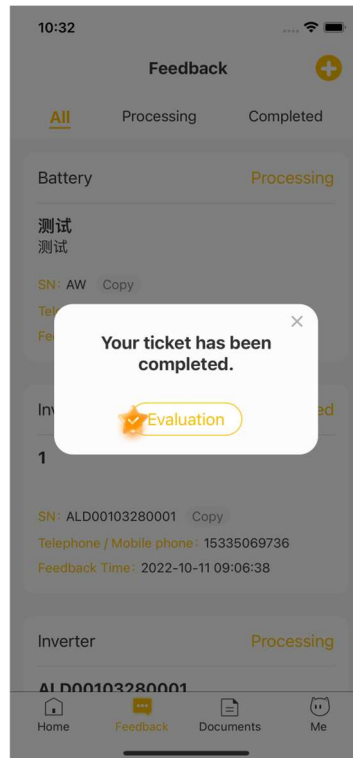
On the function setting interface, click "Upgrade Management" to scan and upgrade the firmware of the device.

5. Feedback

5.1. Feedback List

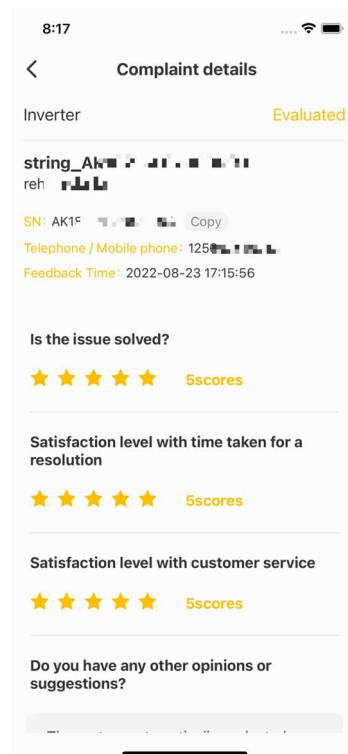


You can check the historical list of the complaints you have submitted. You can filter three statuses of complaints by click "All", "Processing" and "Completed".



If you have new complaints to evaluate, you will receive a notification to evaluate.

5.2. Complaint Details



Select one of the complaints to view its details.

5.3. Evaluate Feedback

The screenshot shows a mobile application interface for an evaluation form. At the top, the time is 3:12 and there are icons for signal strength, Wi-Fi, and battery. The title 'Evaluation' is centered at the top with a back arrow on the left. The form contains three questions, each with a 5-star rating system and a '5scores' label. The questions are: 'Is the issue solved?', 'Satisfaction level with time taken for a resolution', and 'Satisfaction level with customer service'. Below these is a text input field with the placeholder text 'Please write your opinions or suggestions about this product.' and a yellow 'Submit' button at the bottom.

Click on the button named "Evaluation" in the Feedback list to evaluate this complaint.

5.4. Question Feedback

The image displays two screenshots of a mobile application's feedback form. The left screenshot, taken at 3:52, shows the 'Feedback' screen with the following sections:

- Issue type:** A grid of buttons for 'Inverter', 'Battery', 'Meter', 'EMS', 'Backup Box', 'Monitoring', 'APP', and 'Other'.
- Select System:** A dropdown menu showing 'ALB011020100007'.
- Input fields:** A 'Please fill in' field and a larger 'Fill in the issue' text area.
- Photo upload:** An 'Add Photos' button.

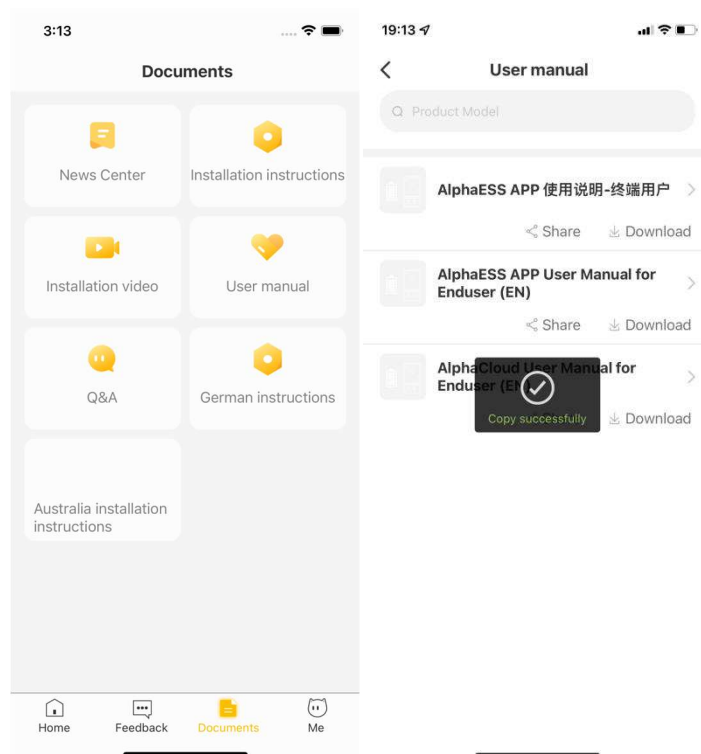
The right screenshot, taken at 3:00, shows the 'Feedback' screen with the following sections:

- Input fields:** A 'Fill in the issue' text area.
- Photo upload:** An 'Add Photos' button with the text 'Upload up to 3 photos within 80M'.
- Contact Information:**
 - 'Your E-mail Address' field with the value '1024511894@qq.com'.
 - 'Your Phone Number(optional)' field.
 - A checkbox with the text: '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.'
- Save button:** A prominent yellow button labeled 'Save'.

If the default-selected SN is not related to any installer account, you will receive a reminder. Please contact your installer initially to link your account to your installer account.

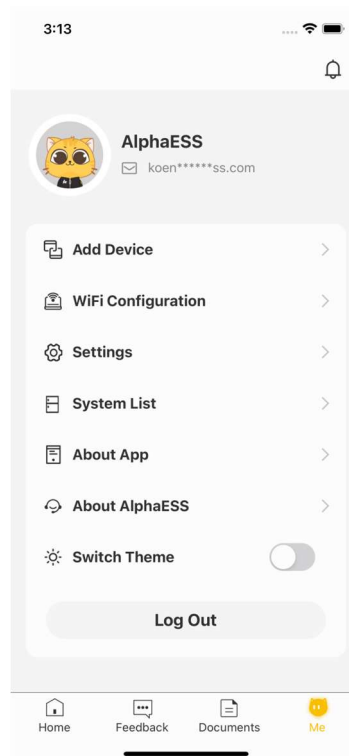
After completing all the required information, please click "Save" to submit your complaint. It will be sent to AlphaESS's technical service team, and if necessary, we will reach out to you via the contact number or email you have provided.

6. Documents



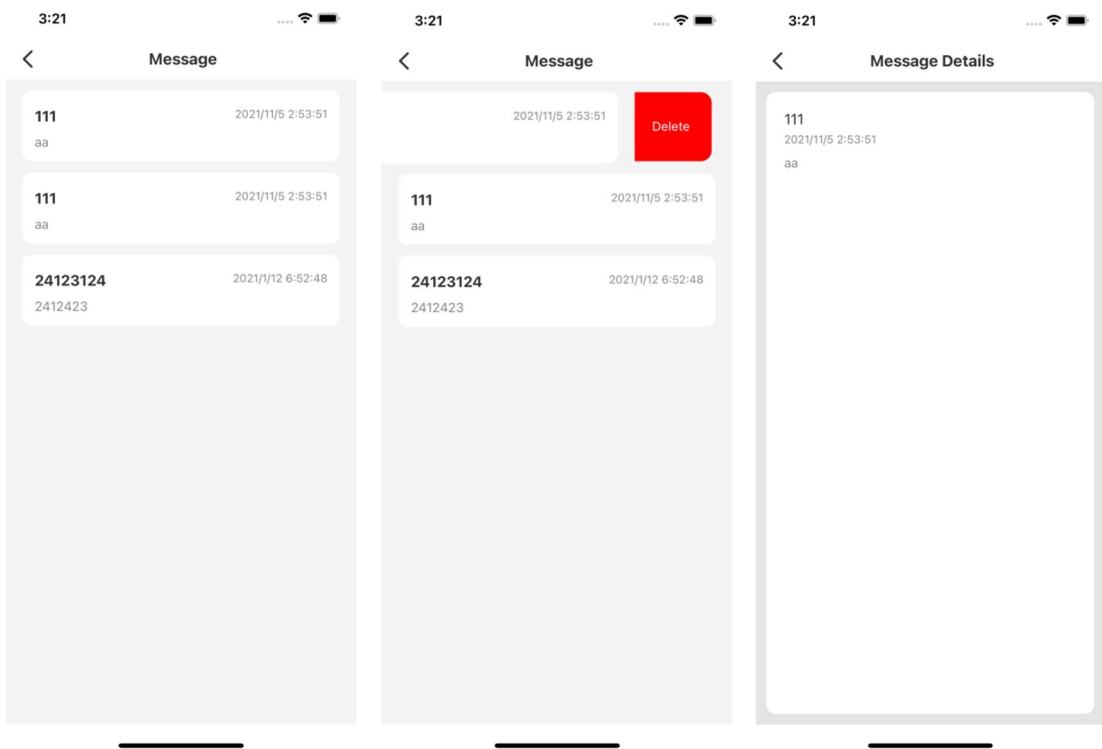
Click "User manual" in the Document Center, and each user manual has the function of copying the manual URL and downloading the manual. Click the "Share" button to copy the current user manual URL, and click the "Download" to download the current user manual to the local file management of your mobile phone.

7. Me



7.1. Message

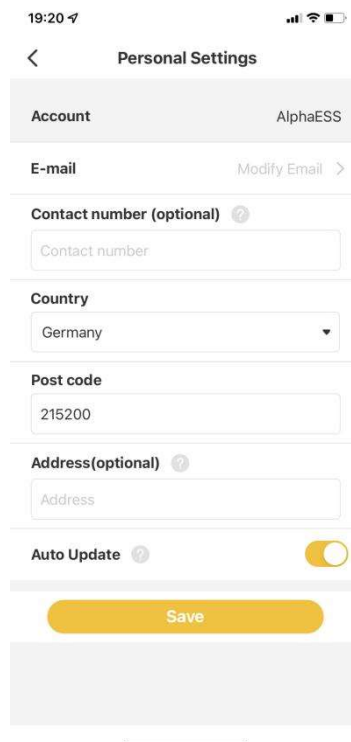
Click on the bell icon on the top right corner to access all the notifications sent to you by the platform.



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

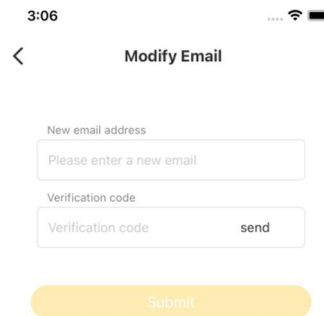
7.2. Personal Settings

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



The account number cannot be changed, and all other details can be edited.

If you need to change your email address, please click "E-mail" and enter your new email address. The system will then send a verification code to your new email address. Upon completing the verification, you will receive an email confirming the successful completion of the change.



3:06

< Modify Email

New email address

Please enter a new email

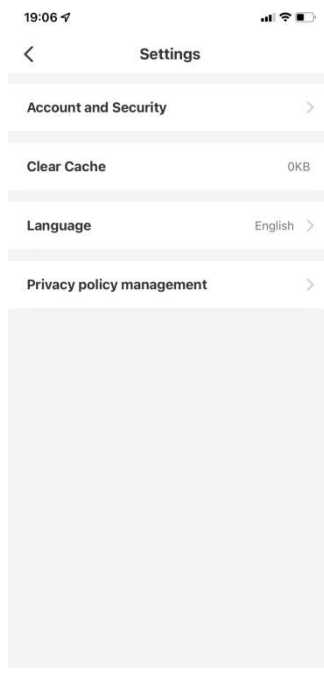
Verification code

Verification code send

Submit

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

7.3. Settings



19:06

< Settings

Account and Security >

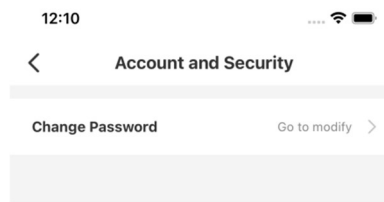
Clear Cache 0KB

Language English >

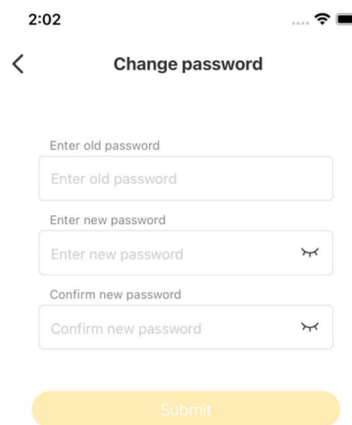
Privacy policy management >

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

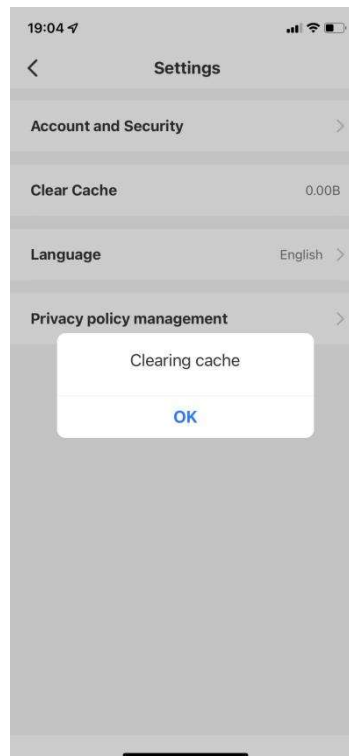
7.3.1. Account and Security



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

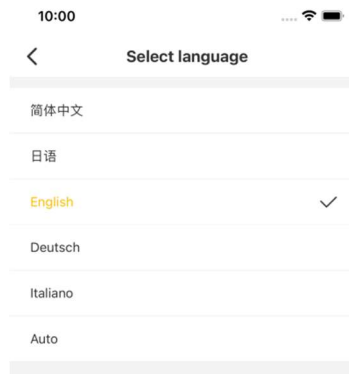


7.3.2. Clear Cache



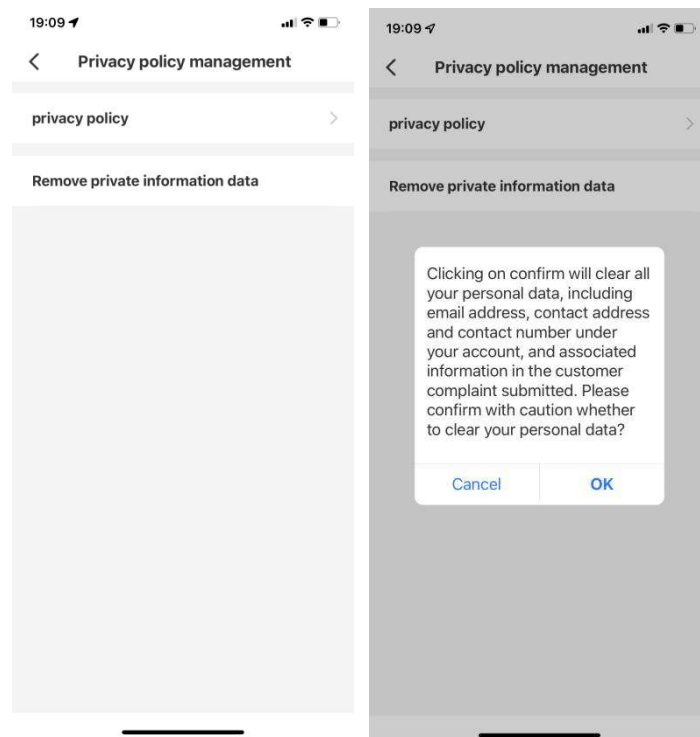
You can click on "Clear Cache" to clear some of the cached data of the App.

7.3.3. Select Language



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

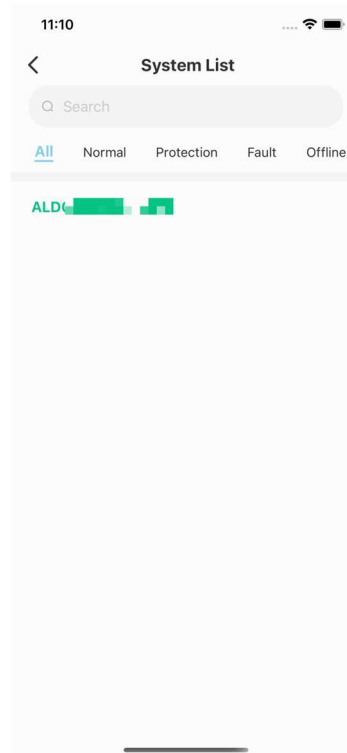
7.3.4. Privacy Policy Management



In this interface, you can view the current privacy policy and clear the current user privacy data.

After clicking "Clear Private Data", a pop-up window will prompt.

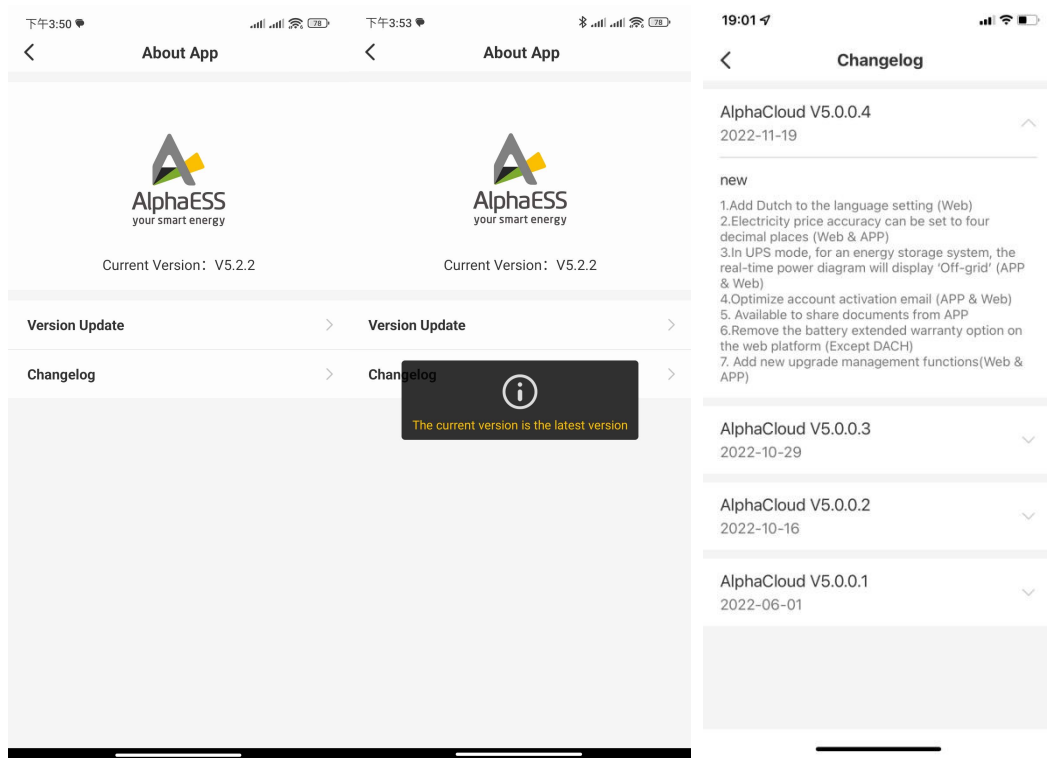
7.4. System List



You can view the data in five statuses 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.

7.5. About the App

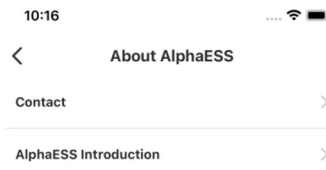


You could view the version of the App.

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

Click on the updated log, you can see the detailed updated log of AlphaCloud.

7.6. About AlphaESS



You can read our contact information and AlphaESS introduction here.

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