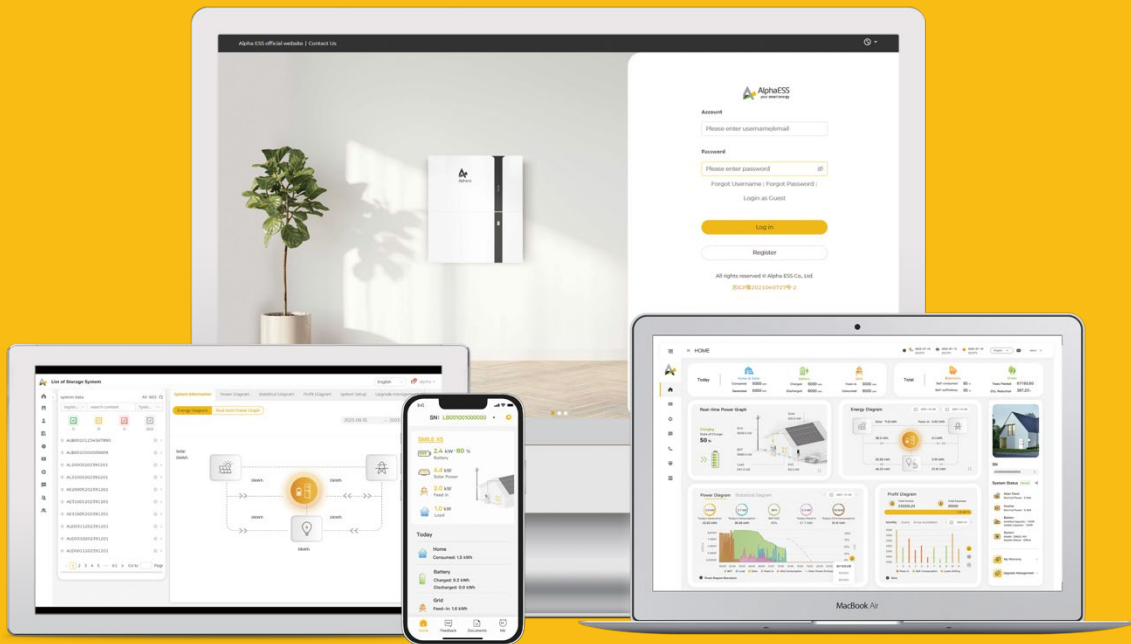


ALPHACLOUD APP USER MANUAL FOR END USERS



COPYRIGHT STATEMENT

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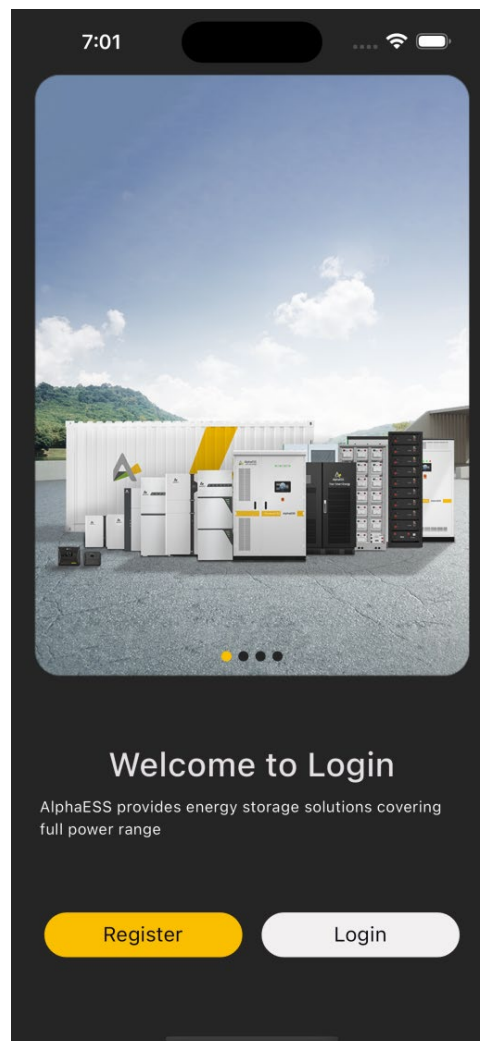
1 User Authentication

1.1 Welcome Screen

This screen will appear either upon the user's initial launch of the app or following a significant update.

To initiate the registration process, simply tap the "Register" button.

For users with existing accounts, access the login screen by tapping the "Login" button.



1.2 Registration

1.2.1 Select Role & Set Your Account

Select the option “End User Registration” as your preferred type. To complete the registration process, enter a valid email address and set a password. Please ensure that a valid email address is provided as the registration process cannot proceed without it.

Before advancing, take a moment to review our “Privacy Policy” and “Terms & Conditions”. If you agree with the terms, tap the “Next” button to proceed to the registration screen.

The image displays two sequential screenshots of the AlphaESS mobile application's registration process.

Left Screenshot (16:43): The screen is titled "Register" and features the AlphaESS logo with the tagline "your smart energy". Below the logo, there is a "Select Role" section with two options: "End user Registration" (represented by a yellow circle with a person icon) and "Installer Registration" (represented by a grey circle with a wrench icon). At the bottom, there is a link: "Please click here if you are a guest".

Right Screenshot (16:44): The screen is also titled "Register" and features the AlphaESS logo. It contains the following fields and elements:

- Account:** A text input field containing "xxx@gmail.com".
- Password:** A text input field with masked characters "...." and a visibility toggle icon.
- Confirm Password:** A text input field with masked characters "...." and a visibility toggle icon.
- Agreement:** A checked checkbox followed by the text "Agree [Privacy Policy](#) and [Terms & Conditions](#)".
- Next Button:** A prominent yellow rounded button labeled "Next".
- Login Link:** A link at the bottom that says "Have an account already? [Login](#)".

1.2.2 Fill in Registration Information

After filling in the required field, tap "OK" to proceed. Subsequently, an activation email will be sent to the email address you provided.

← End user Registration

Product S/N (Serial Number)

Product S/N (Serial Number) [QR icon]

Check code

Check code

Contact number(optional) ?

Contact number

Contact Person(optional) ?

Contact Person

Country(optional) ?

Country

Province/State(optional) ?

Province/State

City/Town(optional) ?

City/Town

Post code(optional) ?

Post code

← End user Registration

Address ?

Address

Time zone(optional) ?

Time zone

Installation date(optional) ?

Installation date

We ask you for the information above in order to provide to you our APP Monitoring Services, such as emergency calls, accurate weather data and after sales services. The consent can be withdrawn at any time for the future, but without affecting the lawfulness of the processing of your data based on your consent before its withdrawal. You can find more information about this [here](#).

I agree to the APP provider processing the above data for the purposes mentioned. I give this consent voluntarily. I am aware that I am not legally or contractually obligated to give this consent. If I do not give this consent, this will only have the consequence that I cannot use AlphaESS APP.

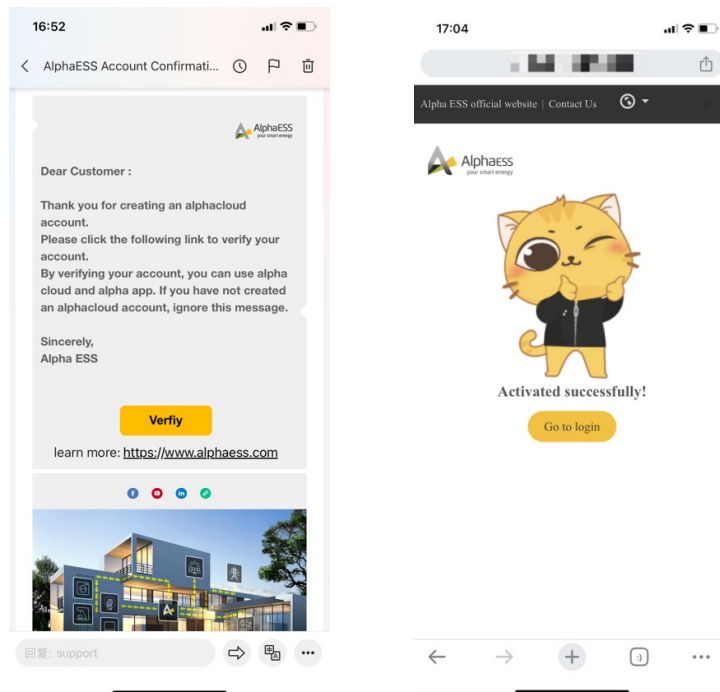
I agree to the [Terms and Conditions](#) for the use of this APP

Agree [Auto Update](#) ?

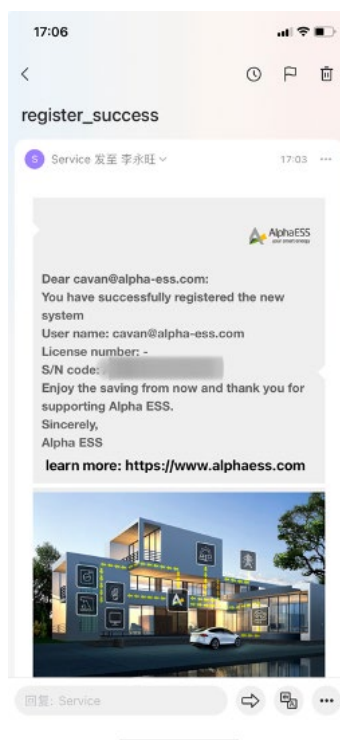
Submit

1.2.3 Verify Your Account via Email

You will receive an email to activate your account as shown below. Tap the “Verify” button to confirm account activation and automatically redirect to the login page.



Finally, a successful registration email will be sent to your email address following the completion of the registration process.



1.3 Login

The login screen incorporates several features, each outlined below:

1. Account & Password Fields: Input your login credentials in these fields.
2. Remember Me Checkbox: Save login credentials for future sessions, eliminating the need for repeated entries.
3. Forgot Password: Click on this link to reset your password. See section [1.4](#).
4. Login: Tap this button to submit your login credentials and access your account.
5. Register: Click on this link to register a new account. See section [1.2](#).
6. Language Selection: Choose your preferred language from the available multi-language options.
7. Network Node: Server data between China and other regions are segregated. The smart node automatically detects the region associated with the account based on your DNS. Alternatively, you can manually select the server node.
8. Wi-Fi Configuration: Configure the device's Wi-Fi dongle with the home router's Wi-Fi SSID. See section [2.5.2](#)
9. Guest Login: Access the App with a demo account. See section [1.6](#).

16:13 [status icons] [status icons] 23%

AlphaESS
your smart energy

Account

Please enter username

Password

Enter password

Remember me [Forgot password](#)

OK

Register

[WiFi Configuration](#) | [Guest login](#)

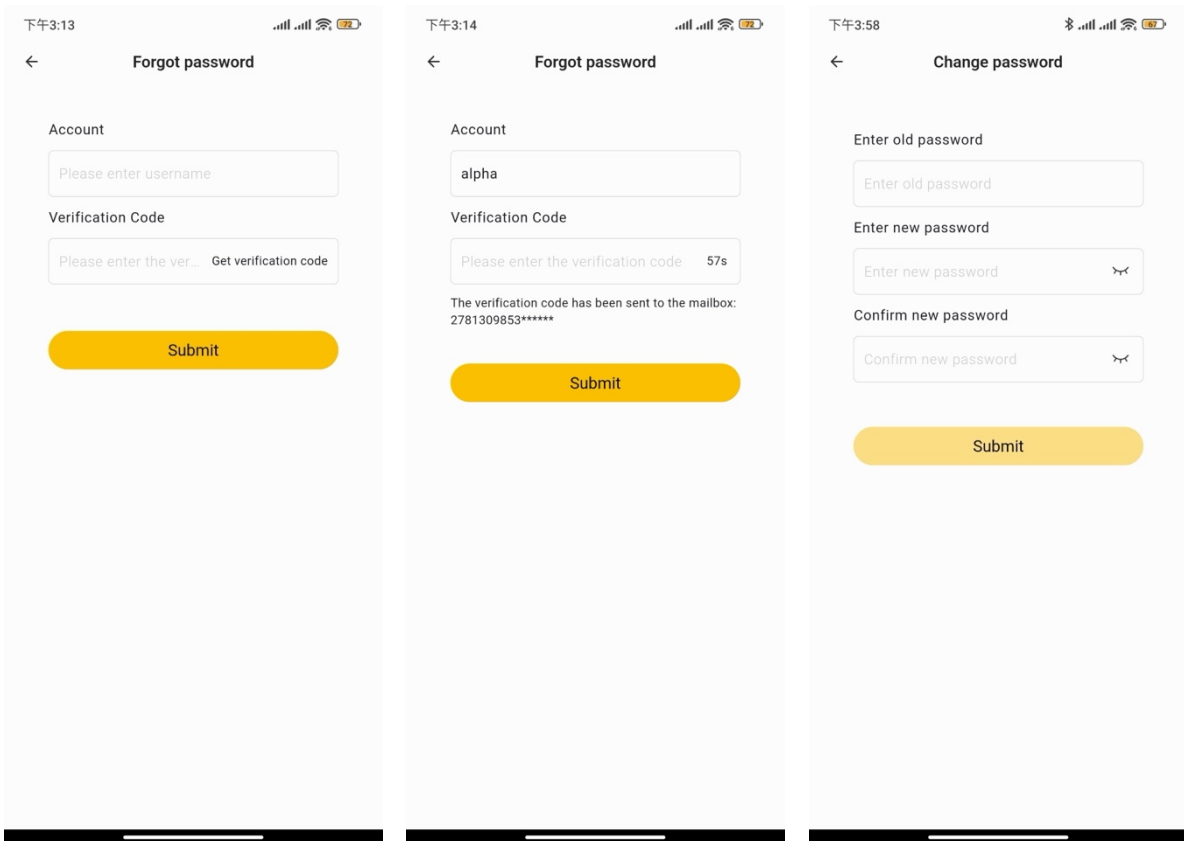
AlphaESS V6.0.0

1.4 Forgot Password

If you've forgotten your password, click on "Forgot Password" on the login page.

Next, enter the email address linked to your account during registration and click "Send Verification Code". The code will be sent to your email inbox.

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



1.5 Wi-Fi Configuration

Please refer to Section [2.5.2](#)

1.6 Guest Login

Tap "Guest Login" to login in as a demo account of the residential platform.

1.7 Devices on Different Platforms

The AlphaESS App incorporates two platforms: Residential and Industrial. Upon login, the content displayed is specific to the user's account type.

1.7.1 Residential Platform

If your devices are login in <https://cloud.alphaess.com>, the home screen will be shown as follows:



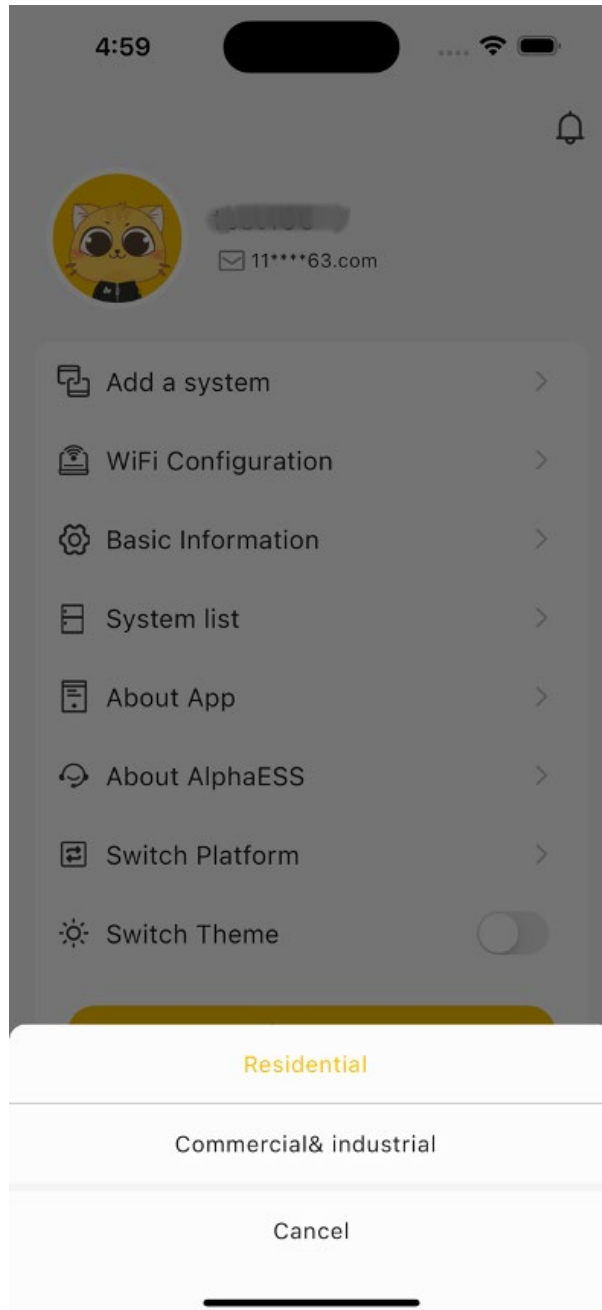
1.7.2 Commercial & Industrial Platform

If your devices are login in <https://cnicloud.alphaess.com>, the home screen will be shown as follows:



1.7.3 Both

If your account is both accessible on residential and industrial platforms, you can switch specific platform you wish in "Me" module by tap "Switch Platform". By default, you will be logged into the residential platform.

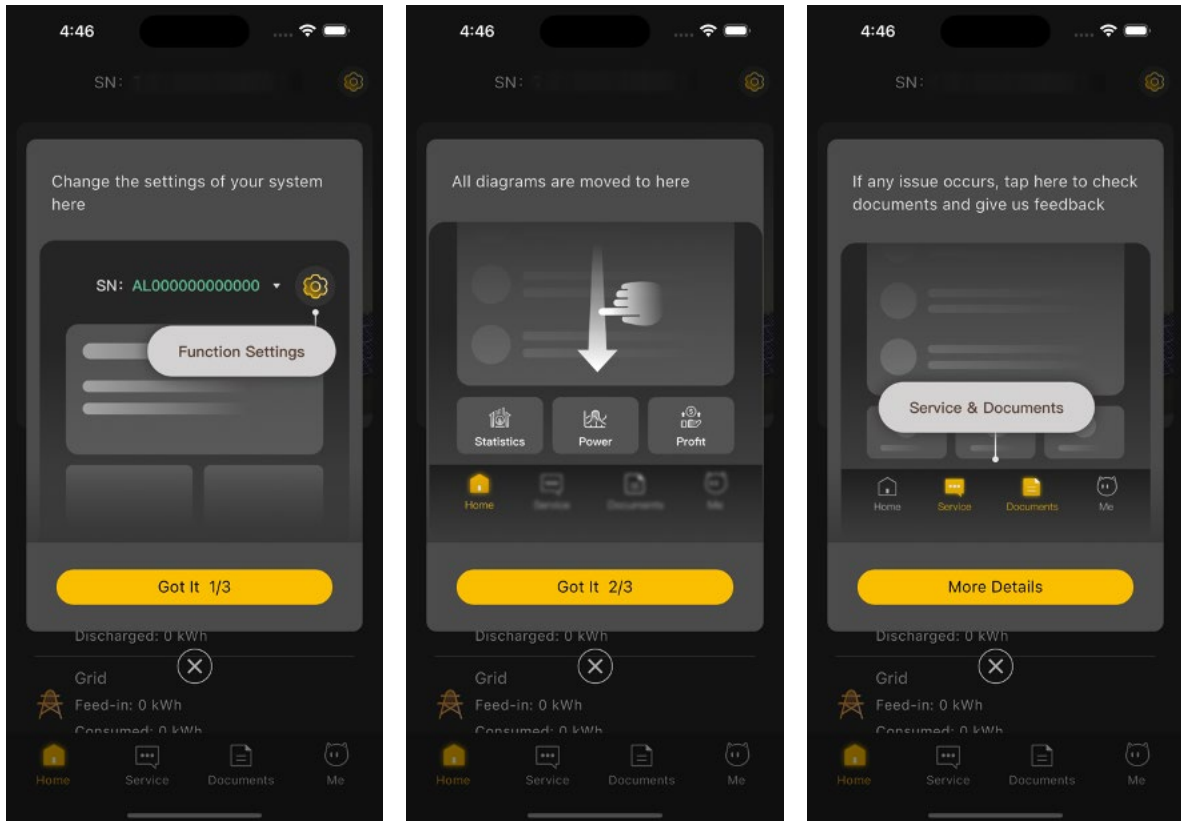


2 Pages for Residential Platform

2.1 Home

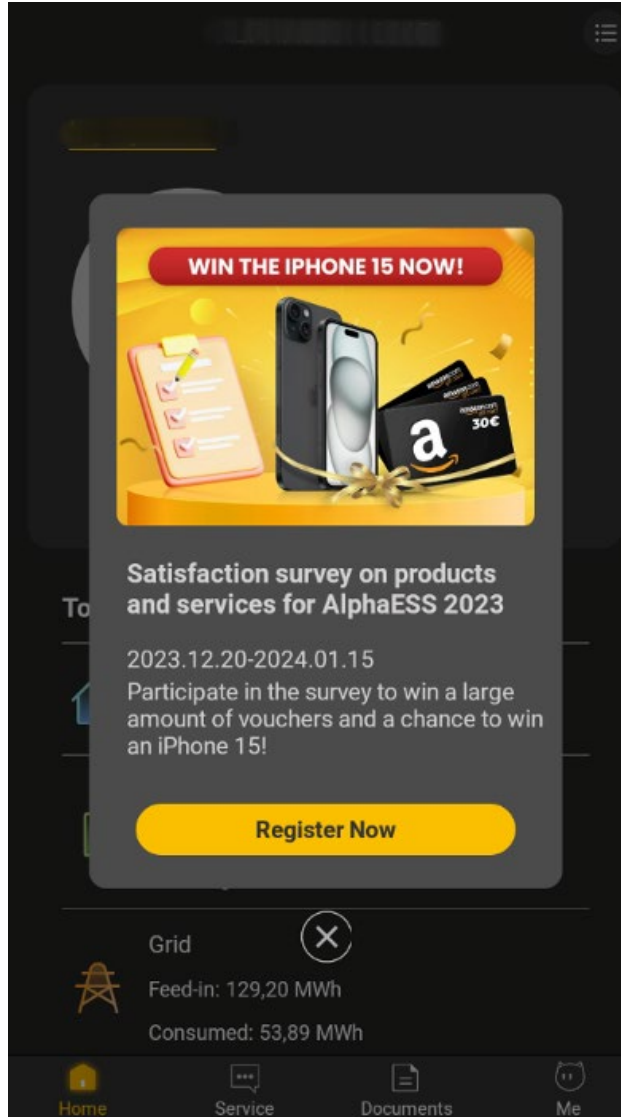
2.1.1 User Guide View

Upon entering the homepage for the first time, a prompt for the new user guide will be displayed. You can click "Got It" to proceed to the next content or click the close icon to dismiss the guide.



2.1.2 Activity

When there is an ongoing event for you to participate in, an activity notification will be displayed on the homepage. To view detailed information about the activity, you can tap "Register Now".



2.1.3 Homepage

Tap the SN to access the SN list of other systems.

Tap the setting icon located in the upper right corner to access the "Function Settings" module.

Tap "My System", "Statistics", "Power", and "Profit" to navigate to the corresponding screens.



2.1.4 System Details

2.1.4.1 My System

Solar: Solar generation

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

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

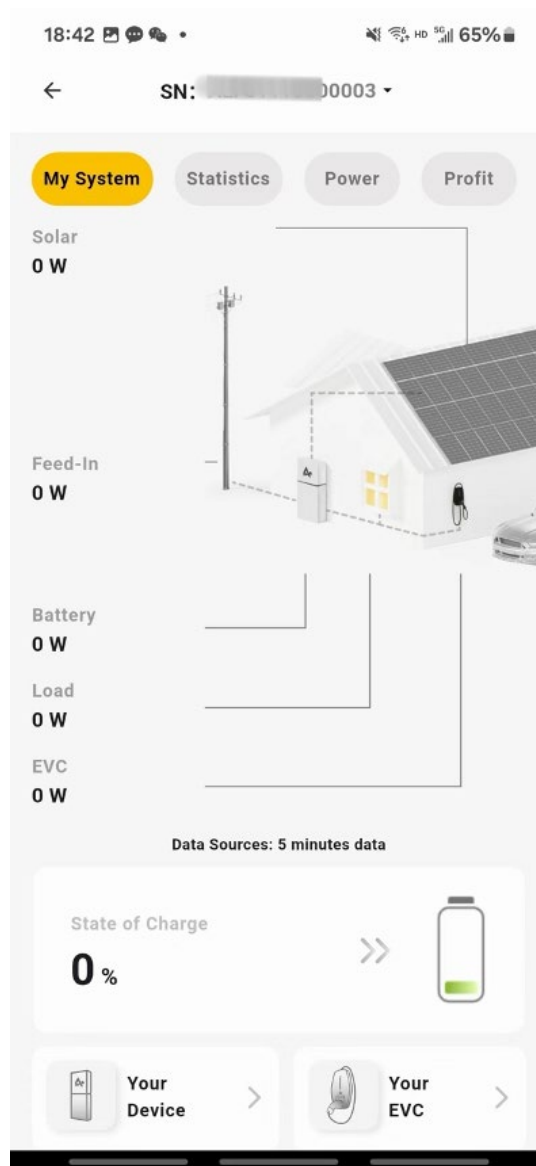
Grid: Real-time power from the grid

Load: Real-time load consumption

Battery SOC: The current energy level of a battery as a percentage of its total capacity

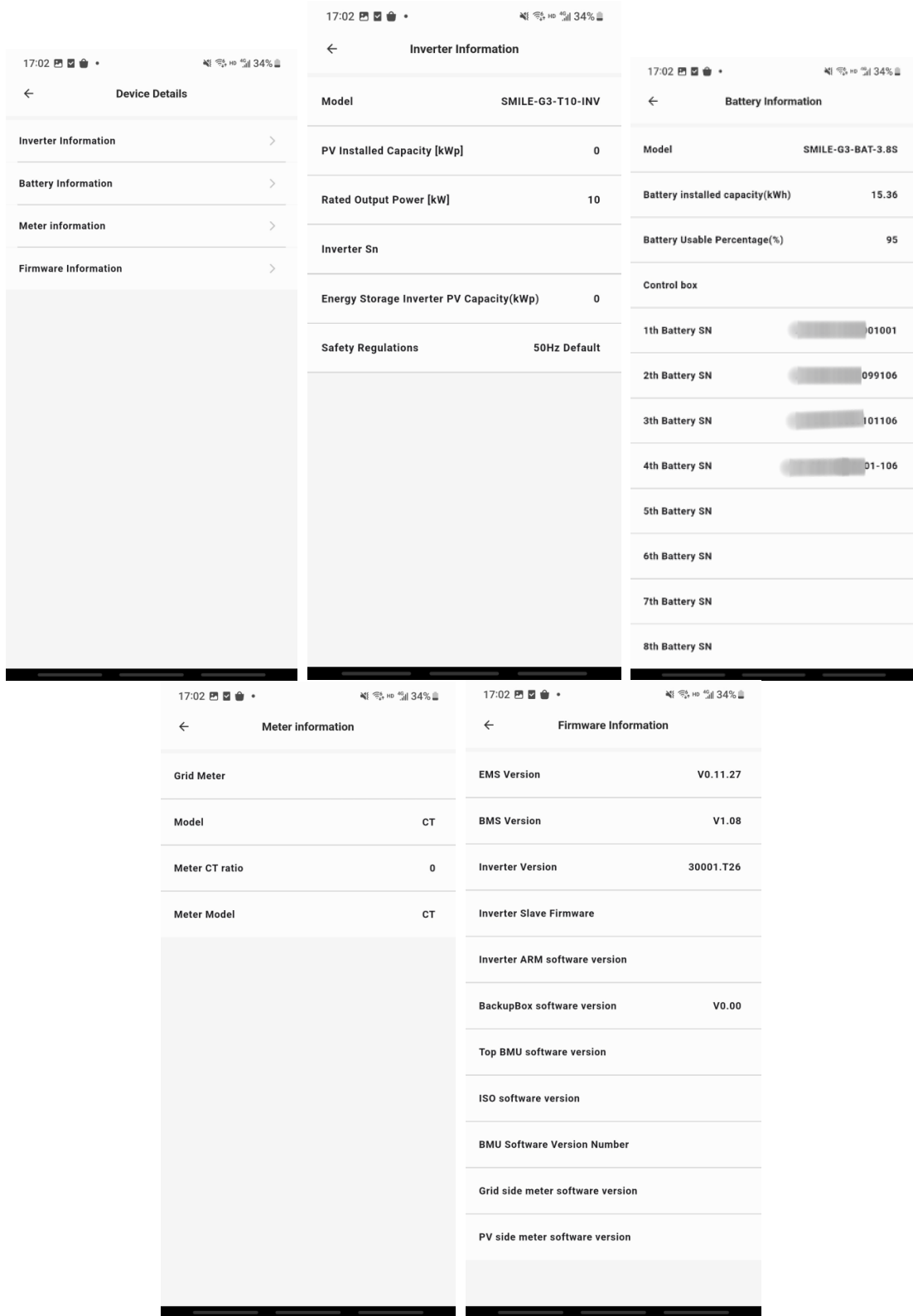
Tap the card labeled "Your Device" to view detailed information about the device.

Tap the card labeled "Your EVC" to access information about the device's EV charger.



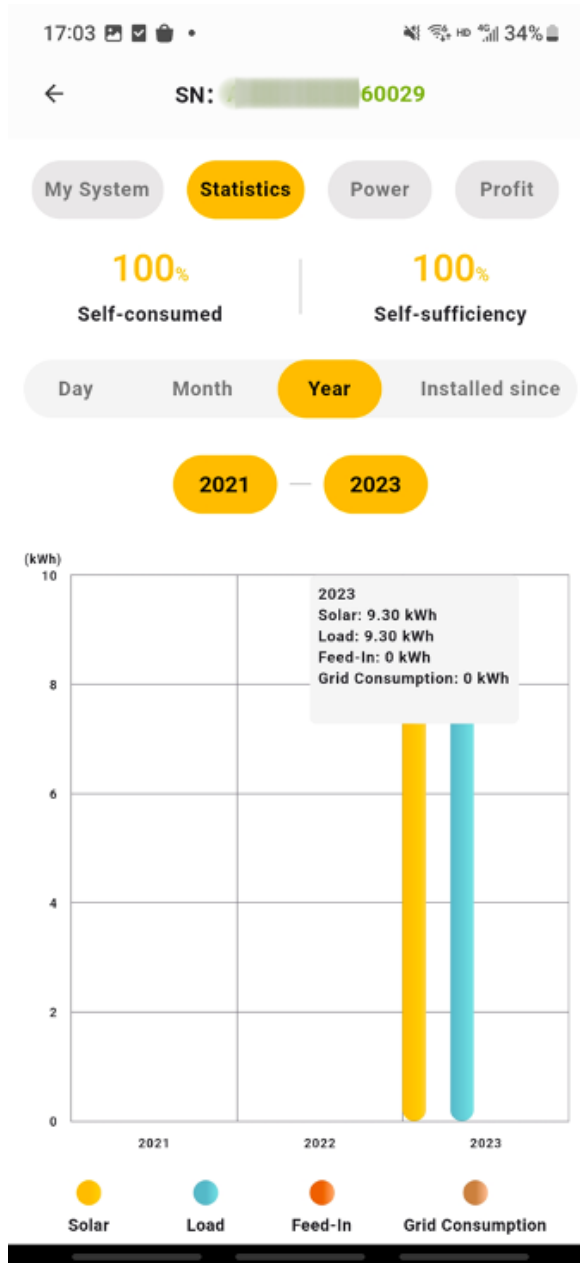
2.1.4.2 Device Details

Tap the card labeled "Your Device" to view detailed information, including details about the inverter, battery, meter, and firmware.



2.1.4.3 Statistical Diagram

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



2.1.4.4 Power Diagram

The power diagram shows weather conditions and power data for the next three days at the system's current location. Tap the date button in the middle to check the power diagram for different dates. Hide specific data by tapping on the data icons below the graph. Use the zoom in/out button to view the graph data in landscape mode.

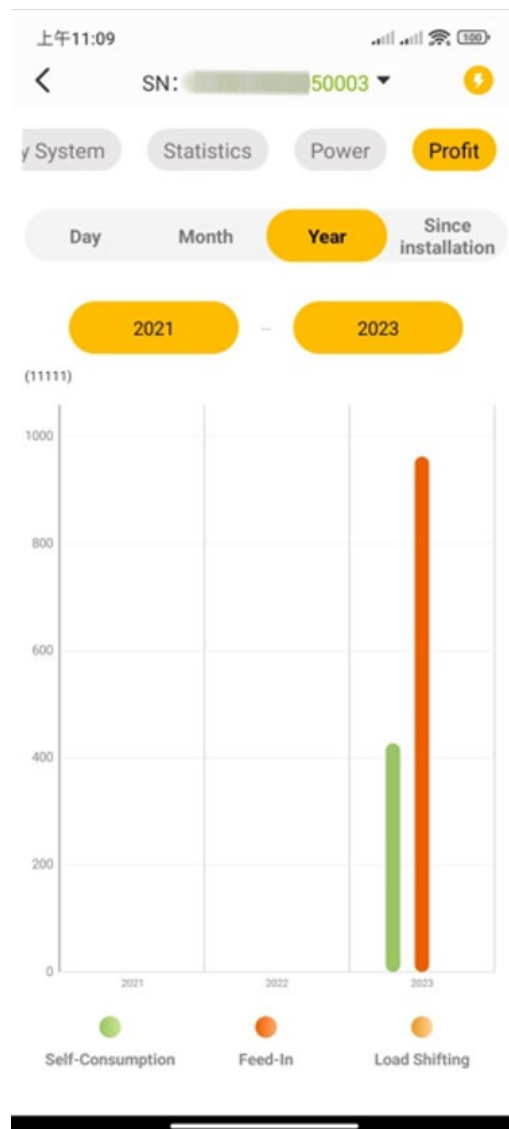


At the bottom of the power diagram, you will find several icons, including Battery SOC, Solar Generation, Load Consumption, EV Charger Consumption, Grid Consumption, and Grid Feed-in. Tapping these icons toggles the visibility of corresponding elements in the area chart. If the device is in dispatch mode, there will be an additional icon for VPP.

2.1.4.5 Profit Diagram

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

To set the electricity tariffs, tap the icon on the top right corner.



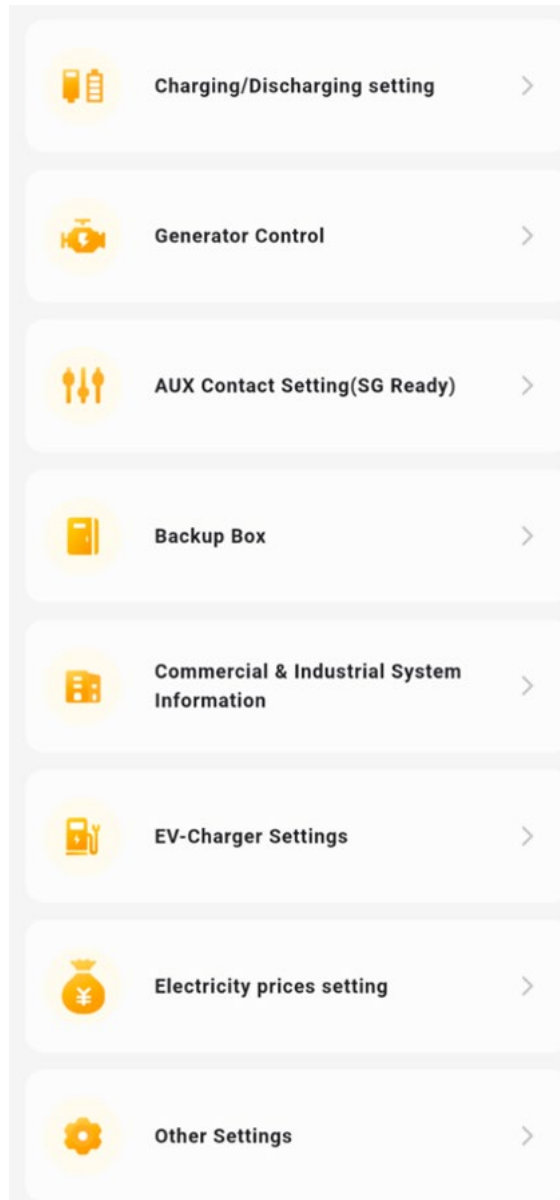
2.2 Function Settings

2.2.1 Function Settings Overview

The available settings vary depending on the model of the device.

1. NMI Settings
2. Changing/Discharging Settings
3. Generator Control

- 4. AUX Contact Settings
- 5. Backup Box
- 6. Commercial & Industrial System Information
- 7. EV Charger Settings
- 8. Electricity Prices Settings
- 9. Other Settings



2.2.2 NMI Settings

In Australia, NMI stands for "National Meter Identifier". This function is accessible only when your account country is set to "Australia". An NMI is assigned to each property connected to the electricity grid to ensure accurate recording and billing of electricity consumption data.

The screenshot shows a mobile application interface for "NMI Setting". At the top, the status bar displays the time 16:55, signal strength, HD, 4G, and 36% battery. Below the status bar is a navigation bar with a back arrow and the title "NMI Setting". The form contains several fields: "State" with a dropdown menu set to "SA"; "Agent" with a dropdown menu set to "SAPN"; "NMI" with a text input field containing "xxxxxxxxx"; "Checksum" with a text input field containing "5"; and "NMI registration to SAPN" with a dropdown menu set to "No" and a help icon. At the bottom of the form is a large yellow "Submit" button.

16:57 [notification icons] • [signal icons] 35%

← **Inverter Information**

Model	SMILE-T10-HV-INV
PV Installed Capacity [kWp]	5.88
Rated Output Power [kW]	6.78
Inverter Sn	[blurred]
Battery Connection ?	With Battery ▾
PV-inverter PV Capacity(kWp) ?	<input type="text" value="55"/>
Energy Storage Inverter PV Capacity(kWp) ?	<input type="text" value="110"/>
Maximum Charging Power from Grid(kW) ?	<input type="text" value="10"/>
Safety	EN50549
Shadow Scan ?	<input type="checkbox"/>
Three-phase imbalance ?	<input type="checkbox"/>

Submit

2.2.3 Charging/Discharging Settings

The charging/discharging settings enable you to define time periods for charging and discharging in on-grid systems.

Enabling the “Charge Batteries from the Grid” function and setting the charging period means that the batteries will automatically charge during that specific timeframe. They cannot discharge during this period, and priority will be given to PV power for charging. If there is insufficient PV power, the batteries will be charged from the grid. Outside of this time period, the system will operate in self-consumption mode. The battery will cease charging once the State of Charge (SOC) reaches the configured value.

Enabling the “Battery Discharge Time Control” function and setting the discharging period allows the batteries to exclusively discharge to the loads during that time. PV power will

initially supply the loads, and any excess power will be used to charge the battery. Outside of this period, the battery can only be charged and cannot discharge. The battery will stop discharging until the SOC reaches the specified SOC value.

The screenshot shows a mobile application interface for configuring battery settings. At the top, the status bar displays the time 16:57, signal strength, HD, 4G, and 35% battery. The app title is 'Charging/Discharging setting'. The settings are organized into sections:

- Charge Batteries from Grid:** A toggle switch is turned on.
- Charging period 1:** Time range from 05:00 to 06:00.
- Charging period 2:** Time range from 12:00 to 13:00.
- Charging stops at SOC:** A numeric input field set to 100%.
- Battery Discharge Time Control:** A toggle switch is turned on.
- Discharge period 1:** Time range from 06:00 to 11:00.
- Discharge period 2:** Time range from 06:00 to 22:00.
- Discharging cut off SOC:** A numeric input field set to 5%.
- UPS reserve enable:** A toggle switch is turned on.

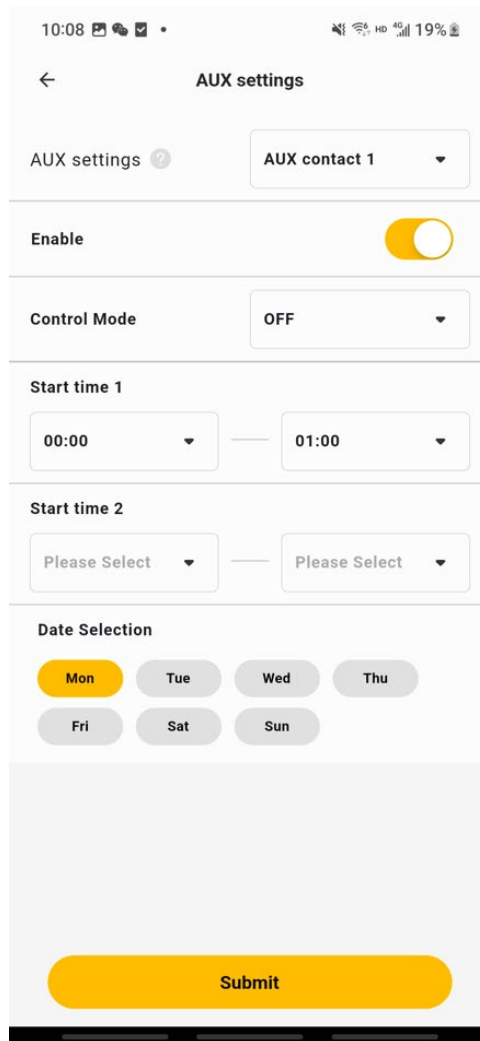
A large yellow 'Submit' button is located at the bottom of the screen.

2.2.4 Generator Control

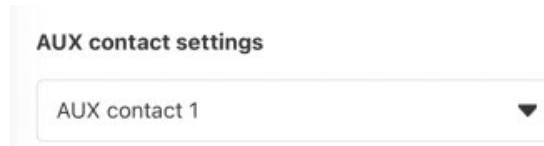
If the diesel generator is connected to the energy storage system, please switch on the "Generator" switch, and fill in necessary parameters.

The screenshot shows a mobile application interface for "Generator Control". At the top, the status bar displays the time 10:07, signal strength, HD, 4G, and 18% battery. The app title "Generator Control" is centered at the top with a back arrow on the left. Below the title, there is a "Generator" label with a help icon and a yellow toggle switch that is currently turned on. The interface is divided into several sections: 1. "Generator Rated Power (W)" with a text input field containing "0" and a "W" unit label. 2. "Percentage of Generator Available Power" with a value of "80%". 3. "Frequency" with a dropdown menu set to "50Hz". 4. "Control Mode" with a dropdown menu set to "SOC Control". 5. "Start SOC range(%)" with two text input fields, both containing "0", separated by a horizontal line. 6. "Output Mode" with a dropdown menu set to "Battery Charging Power Mode". 7. "Battery Charging Power Mode" with a text input field containing "0" and a "W" unit label. At the bottom of the screen, there is a large yellow "Submit" button.

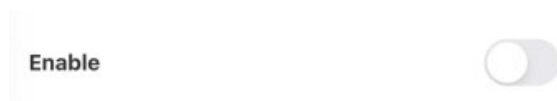
2.2.5 AUX Contact Settings



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.



Set the control mode.

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

a) Control Mode "ON"

When 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 no time period is set, this function will not activate.

In case of overlapping time periods, 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 this period, the normally closed contact will stay closed. If no time period is set, this function will not activate.

In case of overlapping time periods, 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, both normally open and normally closed contacts will be triggered based on the settings below.

When UPS mode is activated, no values can be set.

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

The period control function is disabled under Auto Mode, and additional specifications need to be set:

a. Set SOC status: Choose from three modes:

SOC Setting

>= 20 %

1. "≥" means when $SOC \geq$ given value, it works.
2. "≤" means when $SOC \leq$ given value, it works.
3. "Disable": AUX contact control is not related to the SOC value.

b. Set Surplus Energy Range (Feed-in Power Range).

Set feed-in power values, as illustrated in the figure below. When the feed-in power > the given value, the AUX contact switches on.

When the feed-in power < the given value, the Aux contact switches off (or returns to the initial state).

Switch ON

Feed In: > 0 W

OFF

Feed In: < 0 W

ⓘ 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

0 mins

ⓘ Minutes to wait before switching on/off

Duration time

0 mins

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

Pause time

0 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 closed.

3. Pause time refers to the prohibition of the closing action within the set pause time period after the AUX contact is disconnected.

2.2.6 Commercial & Industrial Information

This screen allows configuration of energy storage systems specifically designed for commercial & industrial use.

10:08 [notification icons] [signal strength] HD 4G [battery icon] 19%

← Commercial & Industrial System Information

Off-grid: SOC for Load Disconnecting(%)	10
Off-grid: SOC for Load Reconnecting(%)	11
AC Power Supply Mode	Diesel Generator ▼
STS	<input checked="" type="checkbox"/>
Diesel Generator turned on before PCS Shutdown	<input checked="" type="checkbox"/>
SOC Directional Calibration	<input checked="" type="checkbox"/>
Maximum Charging Power from Grid(kW)	10 kW
Maximum Power through Meter(kW)	0 kW
System Model	Storion-T50 ▼

Submit

2.2.7 Backup Box

The screenshot shows a mobile application interface for configuring a 'Backup Box'. At the top, there is a back arrow and the title 'Backup Box'. Below this is a toggle switch for 'Enable load management', which is currently turned on. The main configuration area consists of three rows, each representing a different policy level:

- L1 Policy priority:** A dropdown menu is set to '1', and the 'L1 Triggering SOC Value' is '10'.
- L2 Policy priority:** A dropdown menu is set to '2', and the 'L2 Triggering SOC Value' is '20'.
- L3 Policy priority:** A dropdown menu is set to '3', and the 'L3 Triggering SOC Value' is '30'.

At the bottom of the screen, there is a yellow 'Submit' button and a small circular logo with a stylized 'A'.

2.2.8 EV Charger Settings

2.2.8.1 Running Status of EV Charger

You can remotely monitor the online status of the EV charger and control its operation by starting or stopping the device.



2.2.8.2 EV Charger Settings: SMILE-EVCT11

Tap the setting icon 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

The screenshot displays the 'EV-Charger Settings' interface. At the top, the status bar shows the time 18:48, signal strength, HD, 5G, and 64% battery. The page title is 'EV-Charger Settings' with a back arrow on the left. The settings are organized into several sections:

- Household current setup(A):** A text input field containing the value '32'.
- Charging mode ?**: A section with a 'Green charge' checkbox (unchecked) and a dropdown menu currently set to 'Slow charge'.
- Specify the charging power mode ?**: A checkbox (checked) to enable this feature.
- EV-charger SN:** A text input field containing the value 'ZDZ11221'.
- Charging strategy setup**: A section containing an 'EV-Charger activation' toggle switch (turned off).
- OBC (On-Board Charger) phase selection:** A dropdown menu set to 'Three-phase'.
- Charging Current Setting(A/phase):** A text input field containing the value '6'.
- Timed Charging Period 1:** A checked checkbox followed by two time selection dropdowns, both set to '00:00'.
- Timed Charging Period 2:** An unchecked checkbox followed by two time selection dropdowns, set to '00:00' and '01:00' respectively.

At the bottom of the page is a prominent yellow 'Submit' button.

2.2.8.3 EV Charger Settings: SMILE-G3-EVCT11

← EV-Charger Settings

Household current setup(A)

EV-charger SN

Charging strategy setup

Charging mode

Green charge ?

Specify the charging power mode ?

Charging Current Setting(A/phase)

Priority ?

OBC (On-Board Charger) phase selection

2.2.9 Electricity Prices Settings

You can set the total investment, currency, electricity purchase tariff and time period, as well as the electricity feed-in tariff and time period. The system will calculate your earnings based on the information you provide, and your earnings will be displayed on the profit diagram. Please refer to section 2.1.4.5.

10:10 [notification icons] [status icons] 21%

← Electricity prices setting

Total investment

Currencies

Note: If the electricity price is set in dollar/cent, the income is calculated in dollar/cent.

Buy Electricity ?

Enable Time1 —

Purchase Tariff 1

02:30 - 23:59
Mon ▶

*up to 16 new items +

Sell Electricity ?

Enable Time1 —

Feed In Tariff1

10:30 - 23:59
Mon, Tue, Wed, Thu, Fri, Sat, Sun ▶

*up to 16 new items +

Submit

2.2.10 Other Settings

The screen below displays additional intrinsic information and adjustable settings for the energy storage system.

10:10 [notification icons] [signal icons] 21%

← Other Settings

Work Mode Normal Mode

Allow Auto Update Yes

Ems Update Config Time

AC\DC\Hybrid ⓘ Hybrid ▾

Maximum feeder power setting

Max Feed-in Rate ▾

Max Feed-in Rate 0 %

Meter Phase 1

EMS Set Function Mode Normal ▾

Backupbox SN

Supercablebox SN

Power Source Please input

Ems Language English ▾

Timezone

(UTC+06:00) Dhaka ▶

Ems Firmware Version Number V1.01

Inverter Hardware Version Number

Network Type

Wifi Module SN

Wifi Module Software Version Number

Wifi Module Hardware Version Number

Automatic Time Adjustment

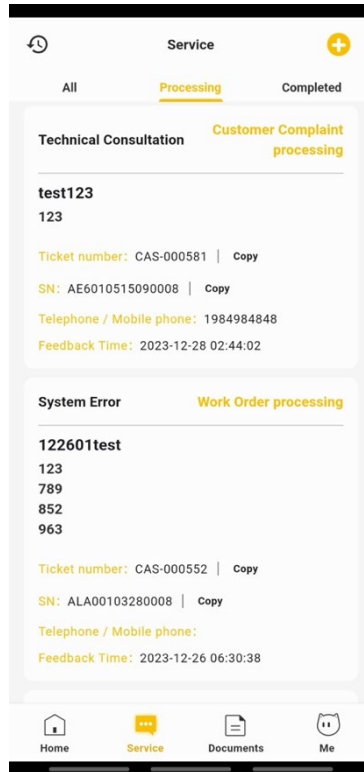
Time Adjustment By Time Zone ▾

Submit

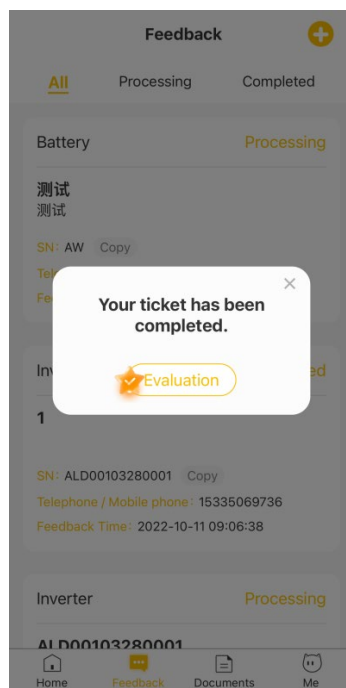
2.3 Service

2.3.1 Service List

You can view the historical list of the tickets you have submitted. You can filter tickets based on three statuses: "All", "Processing" and "Completed".



If there is a completed ticket waiting to be evaluated, you will receive a notification as shown below.



2.3.2 Create a Service Ticket

After completing all the necessary details, proceed to submit your ticket. Your ticket will be promptly forwarded to AlphaESS’s technical service team. Be assured that they will contact you using the provided contact number or email if further assistance is required.

16:51 [notification icons] [signal icons] 36%

← Service

Feedback Type

Support Ticket ▾

Issue type

Inverter Battery Meter EMS

Backup Box Monitoring APP

Other

Select System

ALB001000000005 ▾

Please enter the issue title

Fill in the issue

Add Photos

Upload up to 3 photos within 80M

Contact Information

Your E-mail Address ?

Your E-mail Address

Your Phone Number(optional) ?

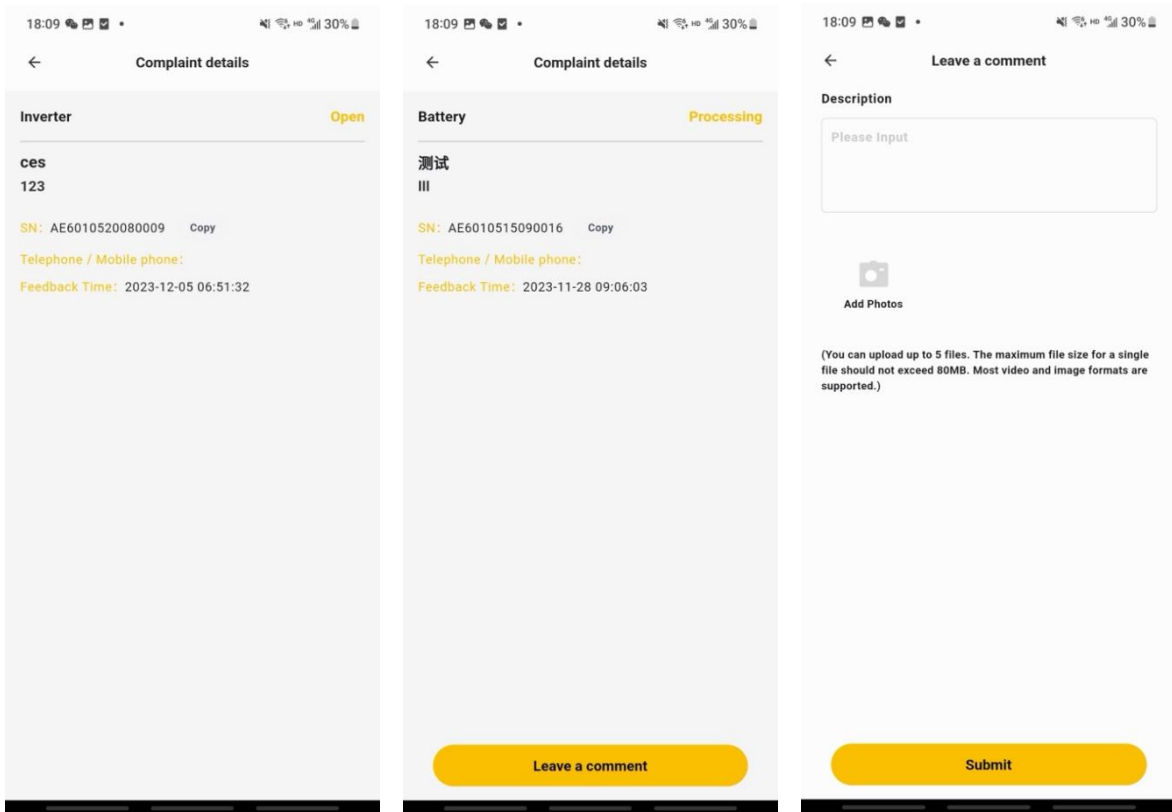
Your Phone Number

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.

Submit

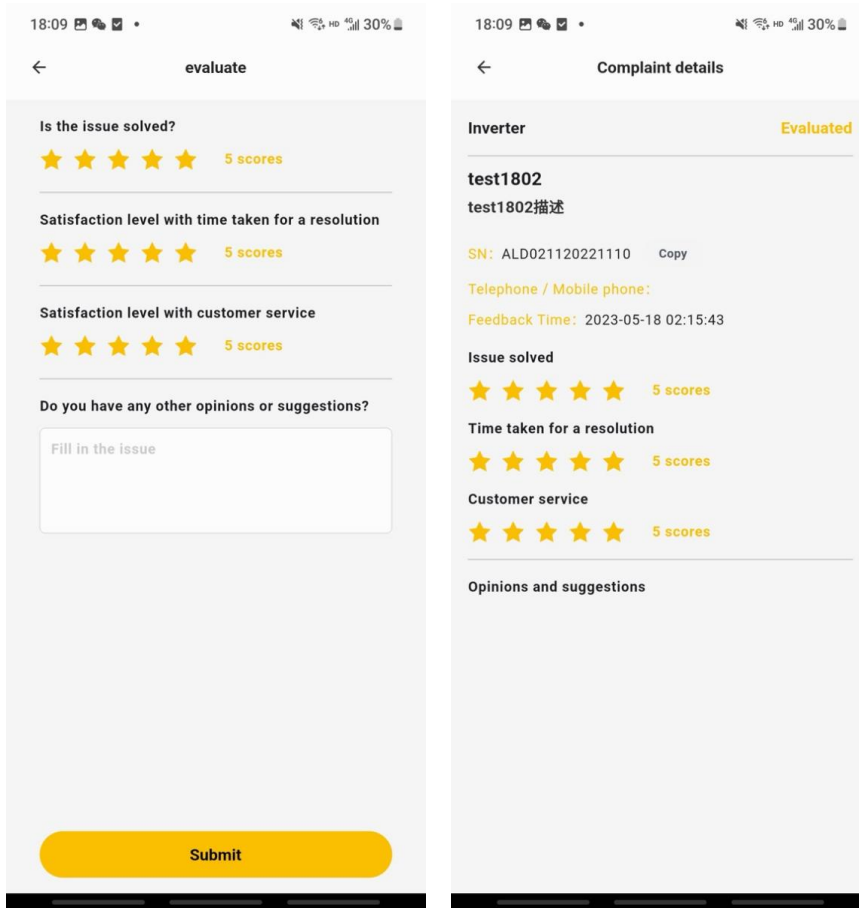
2.3.3 Service Ticket Details

The display of your ticket details will vary depending on the status of the process, whether it is open, being processed, or completed.



2.3.4 Evaluate Feedback

Tap the "Evaluate" button in the service list to evaluate the process of handling the support ticket.



2.3.5 Product Suggestion

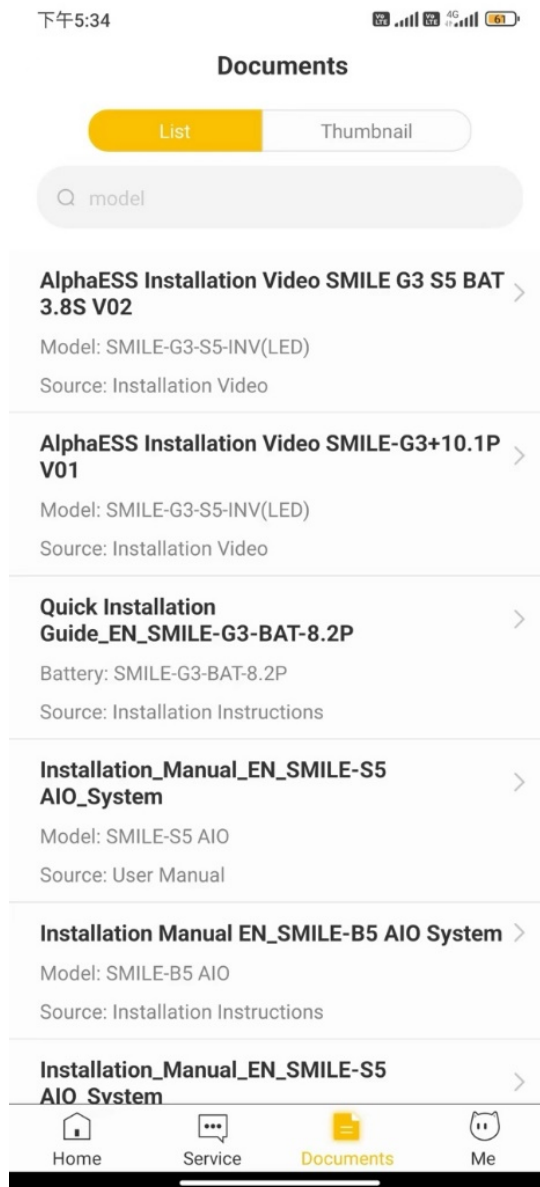
Feel free to provide any product suggestions about specific issues to AlphaESS technical team on this screen.

The screenshot shows a mobile application interface for submitting a product suggestion. At the top, the status bar displays the time 16:51, signal strength, HD 4G, and 36% battery. The page title is 'Service' with a back arrow on the left. The 'Feedback Type' section has a dropdown menu currently set to 'Product suggestion'. The 'Issue type' section features several selectable buttons: Inverter, Battery, Meter, EMS, Backup Box, Monitoring, APP, and Other. The 'Issue Description' section contains two text input fields: the first is labeled 'Please enter the issue title' and the second is labeled 'Fill in the issue'. At the bottom, there is a prominent yellow 'Submit' button.

2.4 Documents

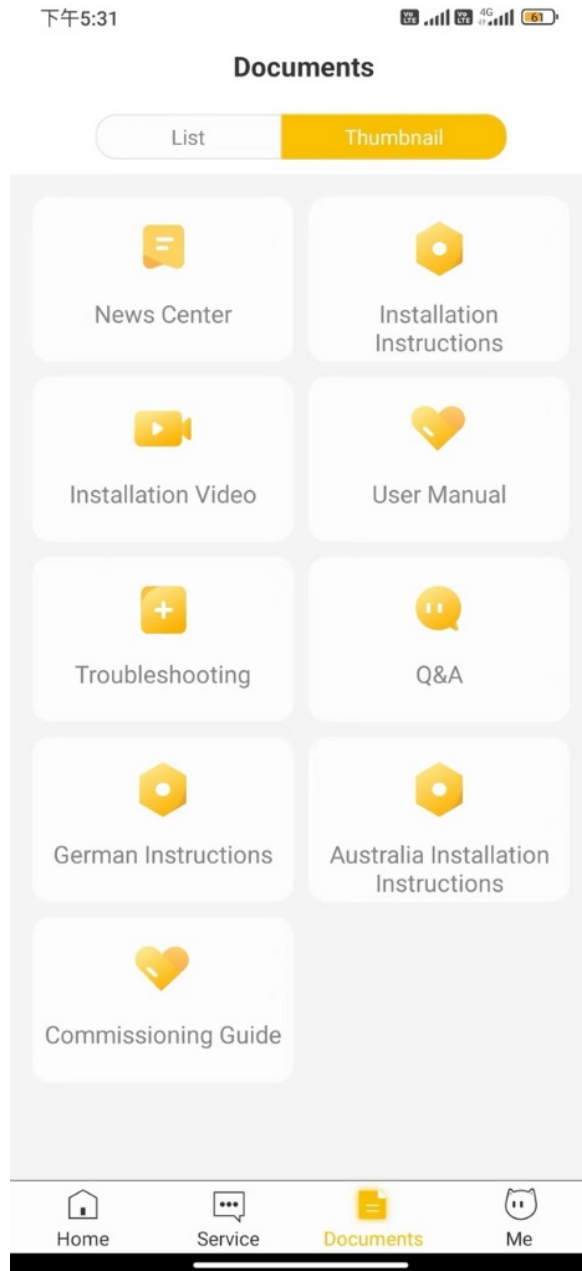
2.4.1 List

Installers can access up-to-date product information, including installation guides and user manuals. These documents can be displayed in either list mode or grid mode, providing installers with a more convenient viewing experience.



2.4.2 Thumbnail

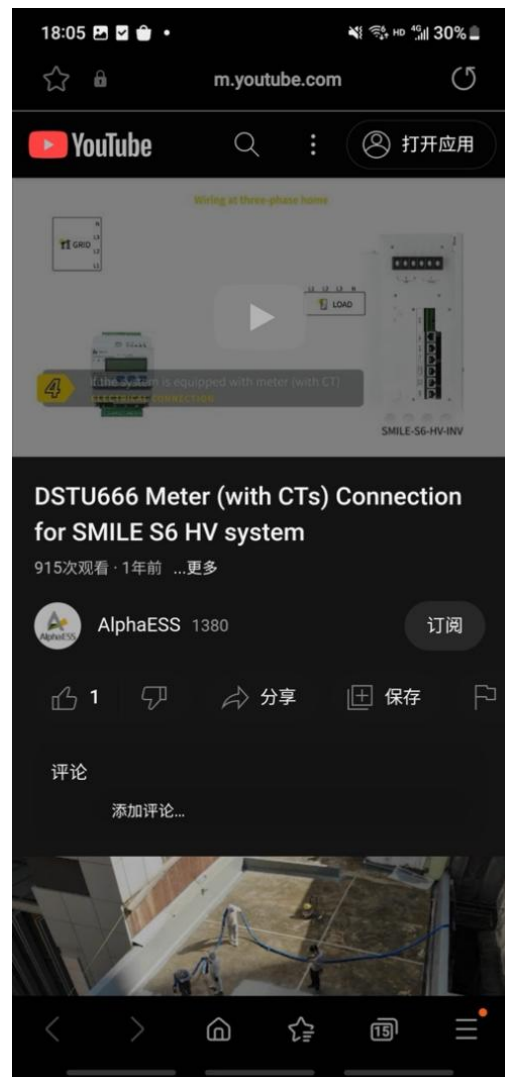
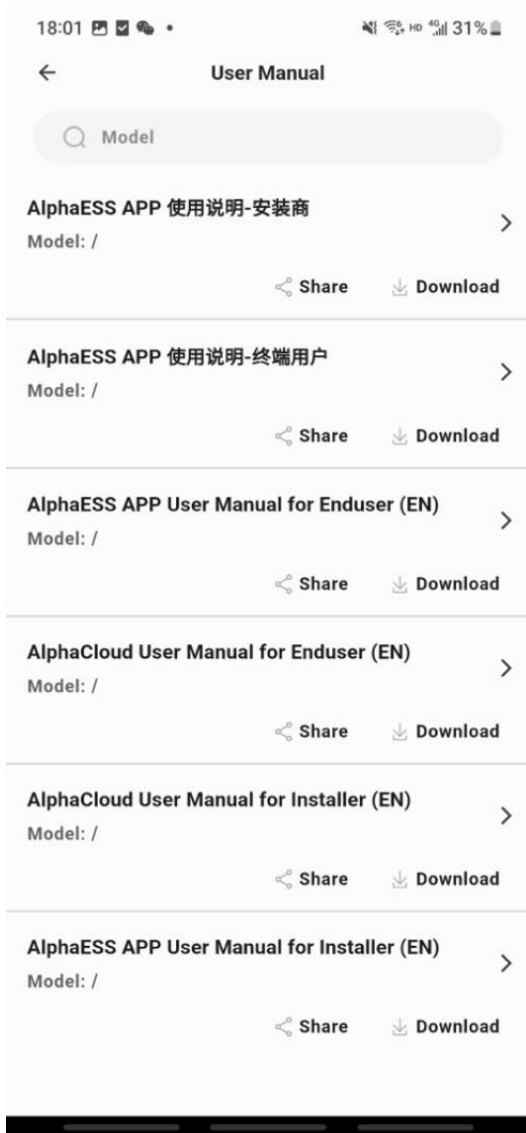
The document can be found in Thumbnail, which categorizes items under various labels, such as News Center, User Manual and Troubleshooting.



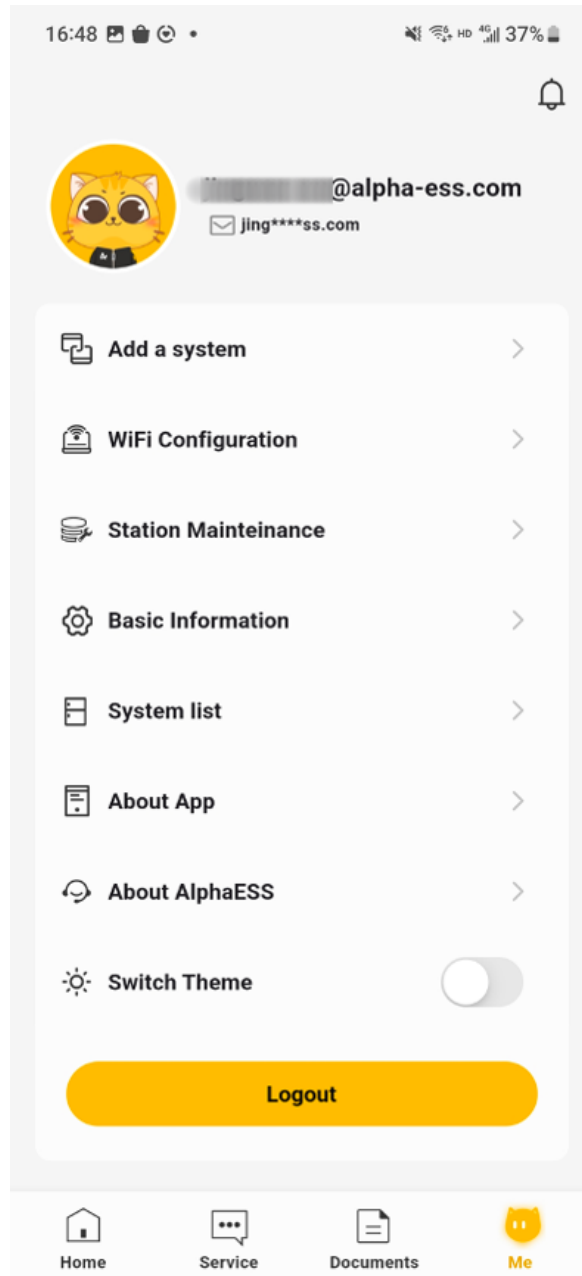
2.4.3 Document Details

In the detailed screen, tap the “Share” link to copy the user manual URL. Tap “Download” link to save the user manual to the local storage of your mobile phone.

Some documents are direct links; tapping on them will directly navigate you to the corresponding webpage.

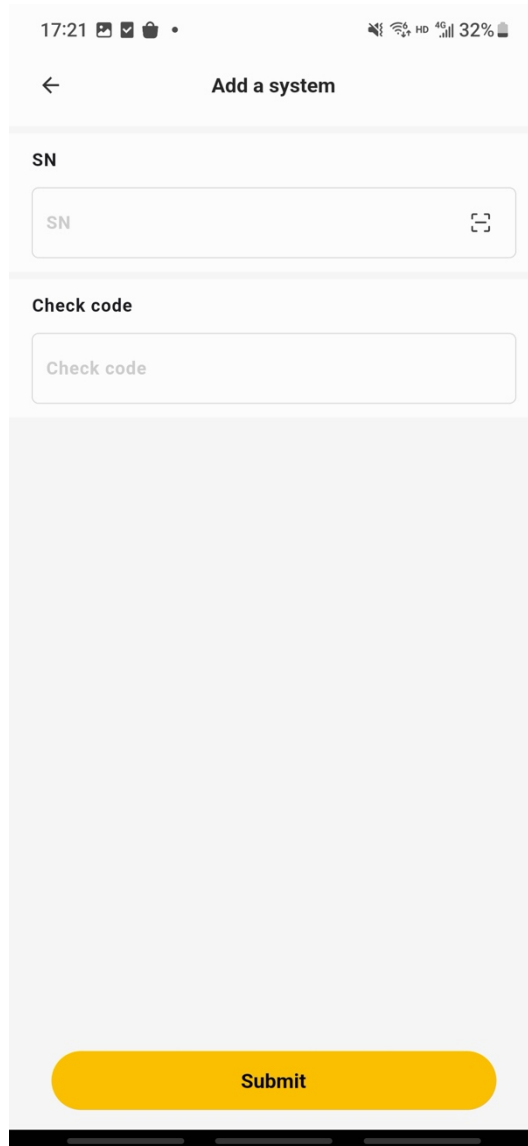


2.5 Me



2.5.1 Add a System

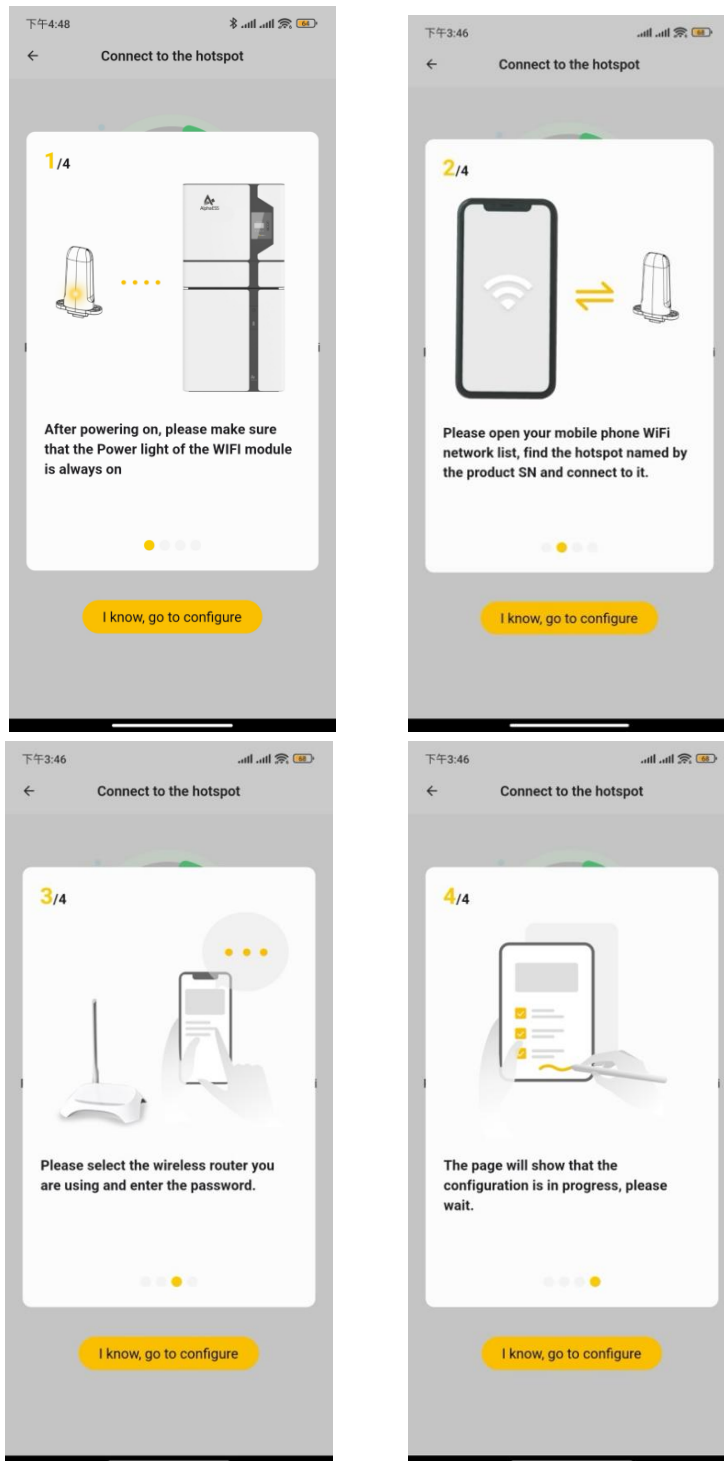
Fill in the SN and Check code in this screen. Once confirmed, a new energy storage system will be added to your account.



2.5.2 Wi-Fi Configuration

The AlphaESS App streamlines Wi-Fi setup, granting users access to system operation information and providing system configuration details.

Follow these detailed steps for configuration: four instructional images will guide you through the Wi-Fi configuration process. To skip the guide, tap on "I know, go to configure".



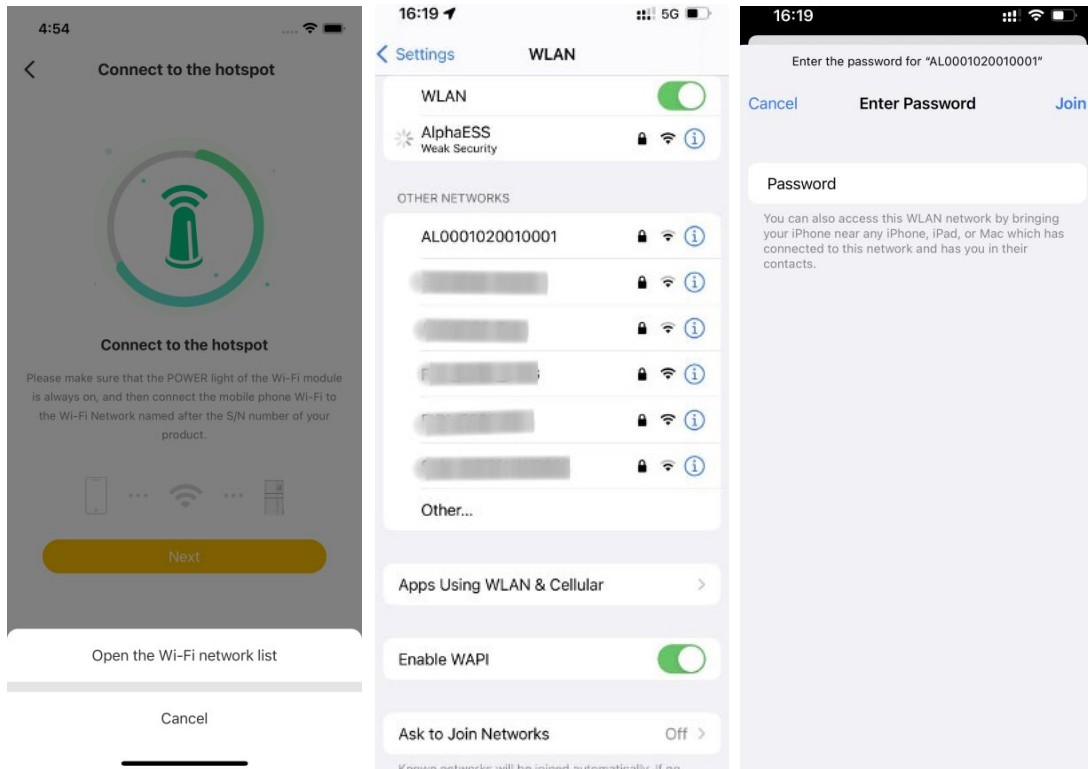
2.5.2.1 Step 1

Ensure that the Power Light on the Wi-Fi module is illuminated, tap "Open the Wi-Fi network list" to switch your phone's Wi-Fi. Connect to the SSID with the SN number as the name, using the default password "12345678". Return to the App and tap "Next".

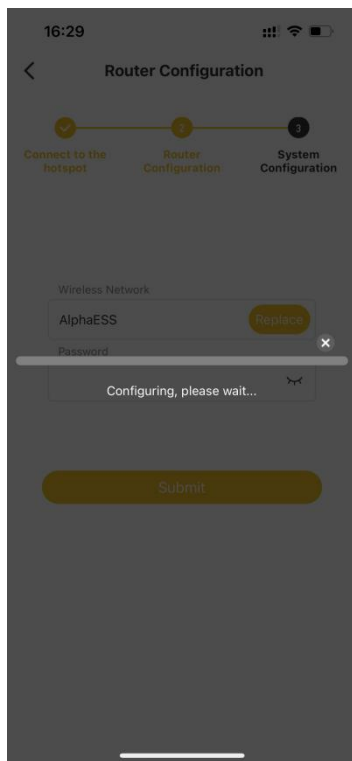
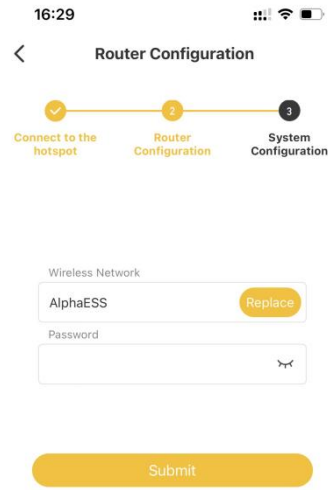


2.5.2.2 Step 2

Select your home router's SSID, input the password, and wait for the "Configuring, please wait" message. After successful configuration, tap "Next". If you do not need to configure your home router's Wi-Fi SSID into the device's Wi-Fi dongle, tap "Jump Over".

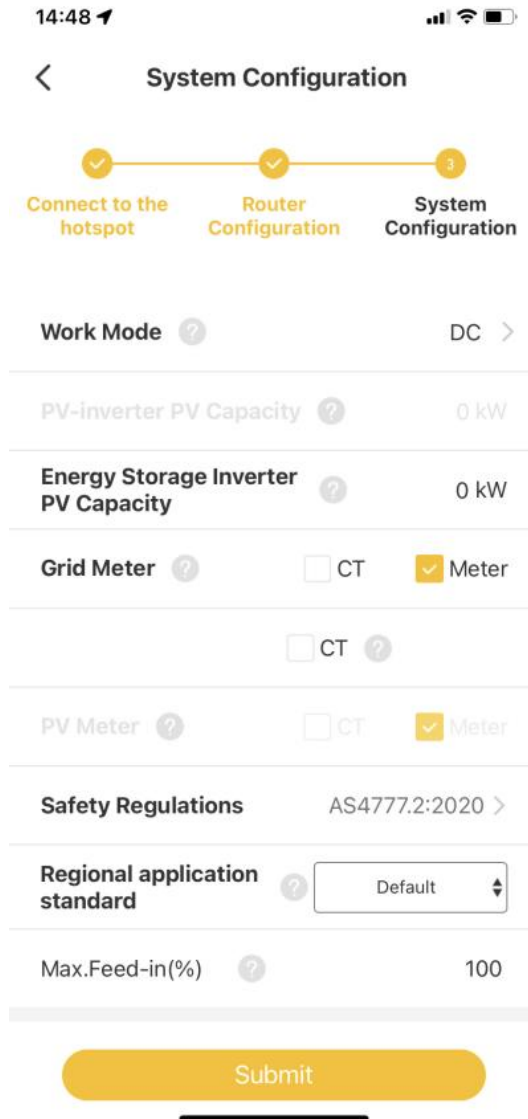


2.5.2.3 Step 3



2.5.2.4 Step 4

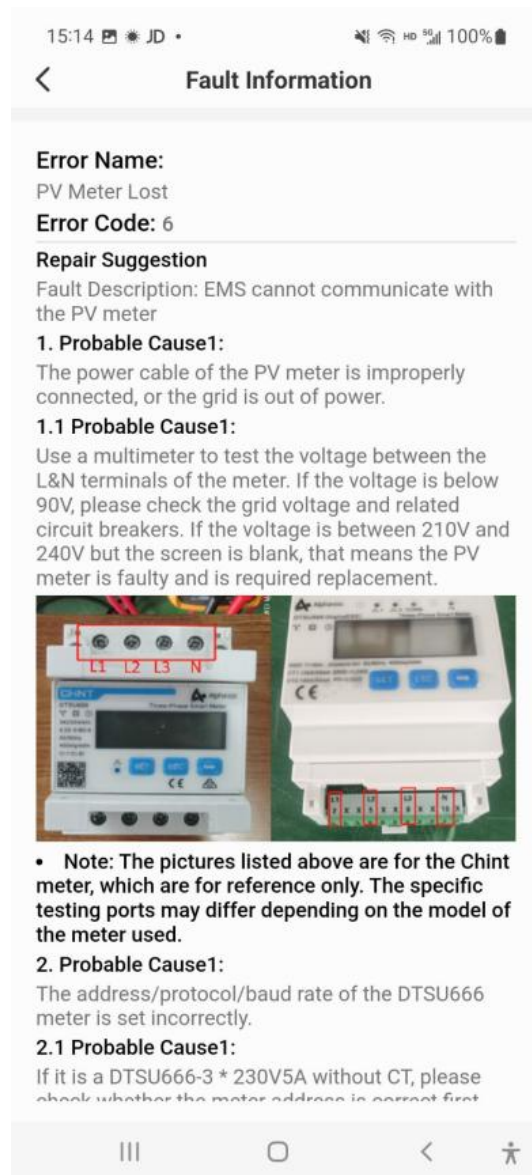
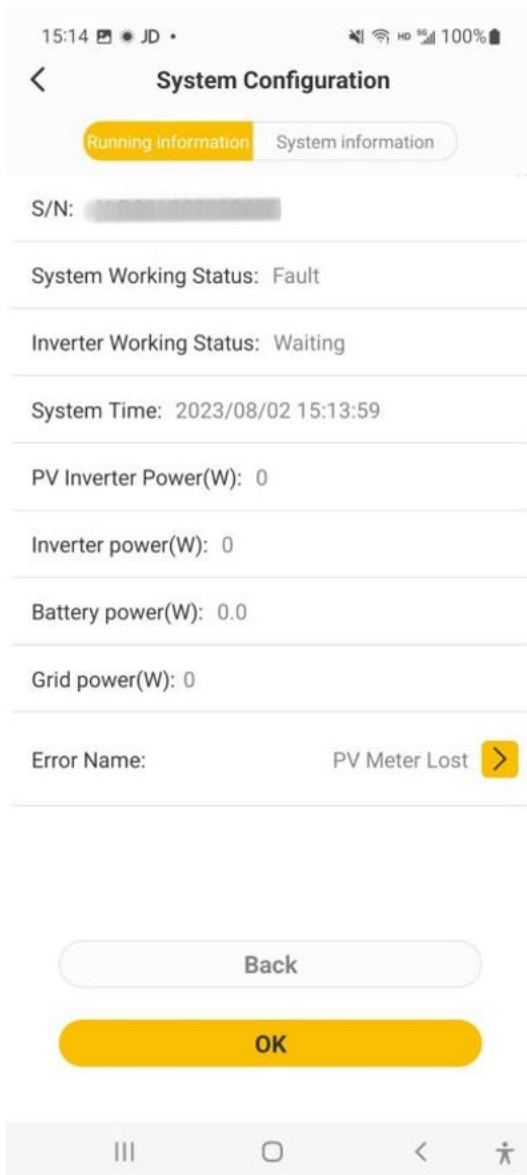
After a successful configuration, you can review the fundamental system parameters set during the installation.



2.5.3 Running Information & System Information

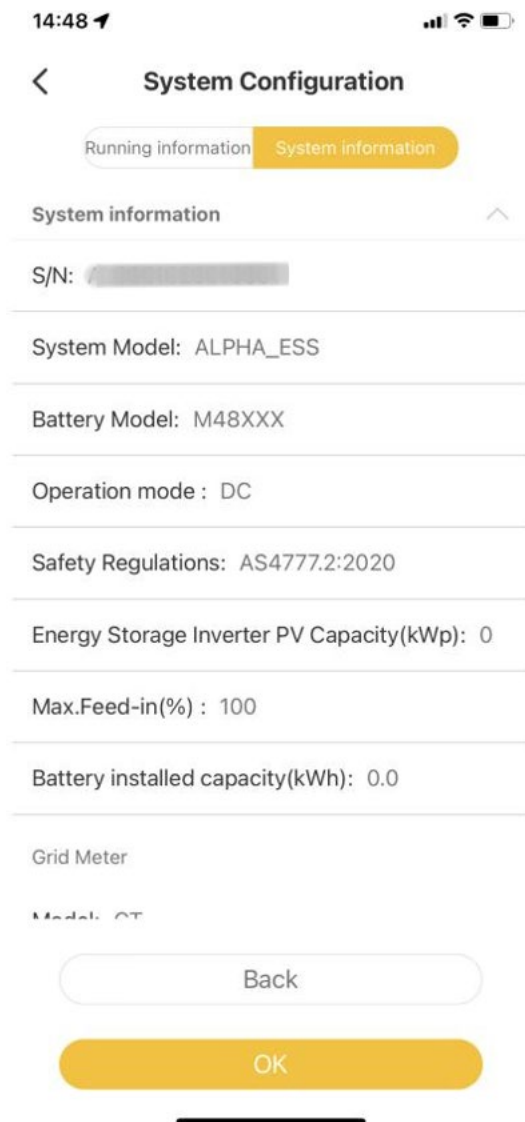
Running Information:

This screen provides an overview of the system’s current running data. In case of malfunctions, tap the arrow icon next to the corresponding fault to access the Troubleshooting screen. Follow the instructions provided to diagnose the issue. Please note that the Troubleshooting feature supports only specific malfunctions indicated by the arrow icon, and is accessible only after logging in.



System Information:

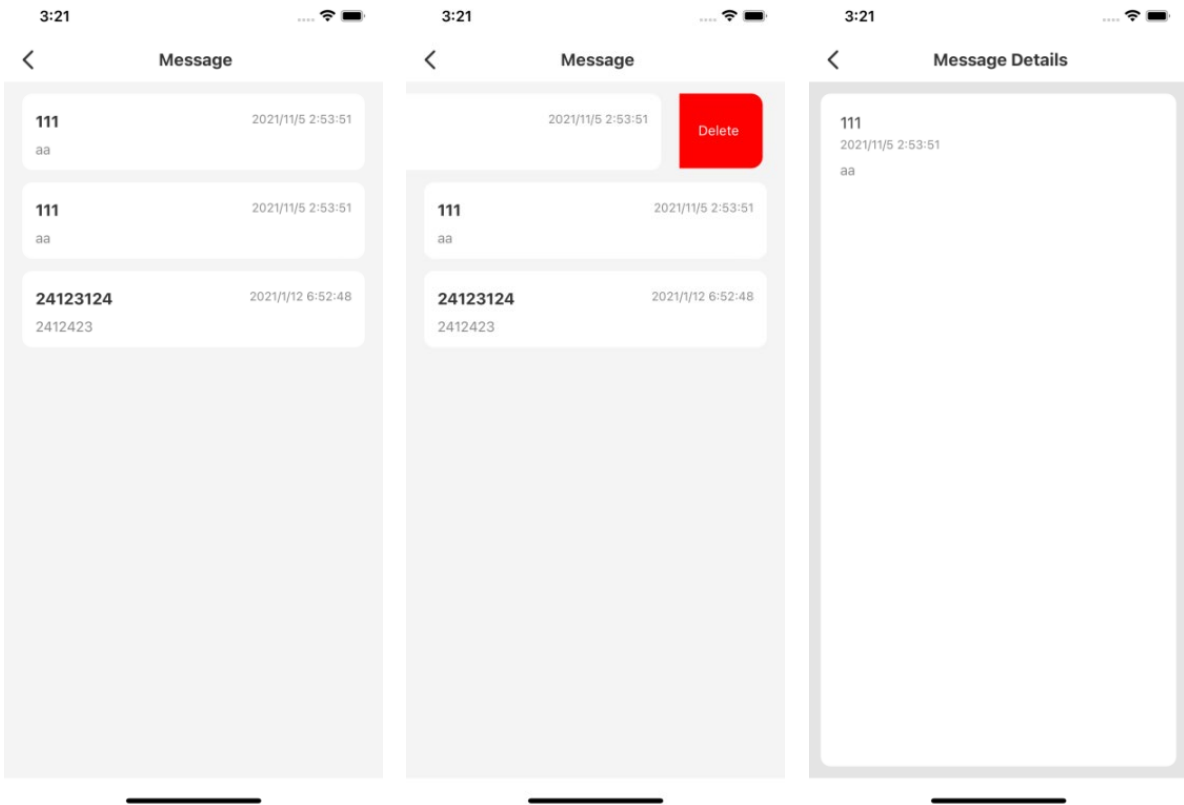
This section displays the configuration information of the system and its basic parameters. Once the setup is complete, tap "OK" to proceed to the login page. If you're not currently connected to an available Wi-Fi SSID, the App will prompt you to manually connect to a network.



2.5.4 Message

Access all notifications sent to you from the server by tapping the bell icon located in the top right corner.

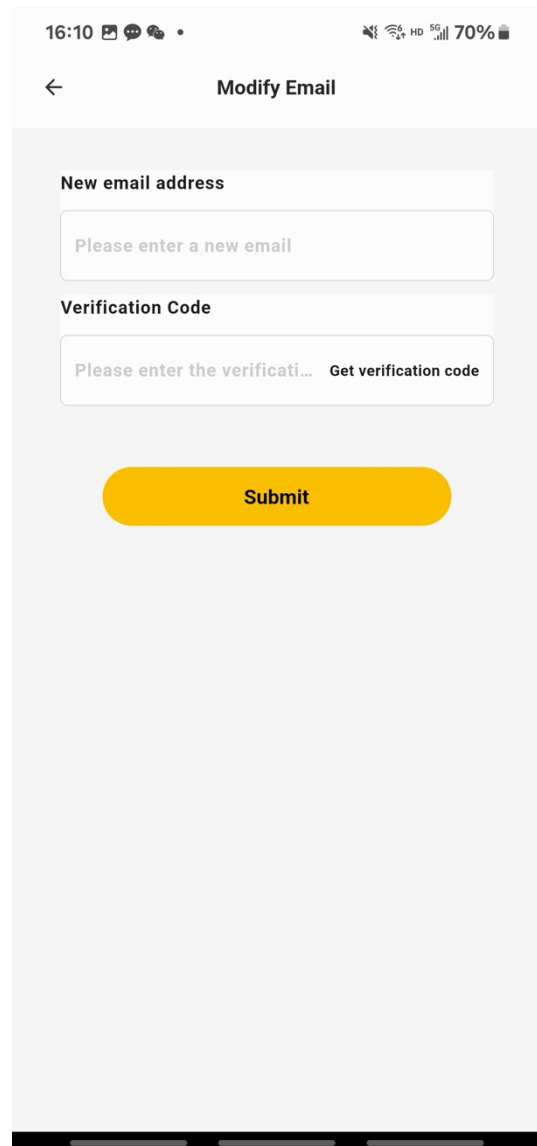
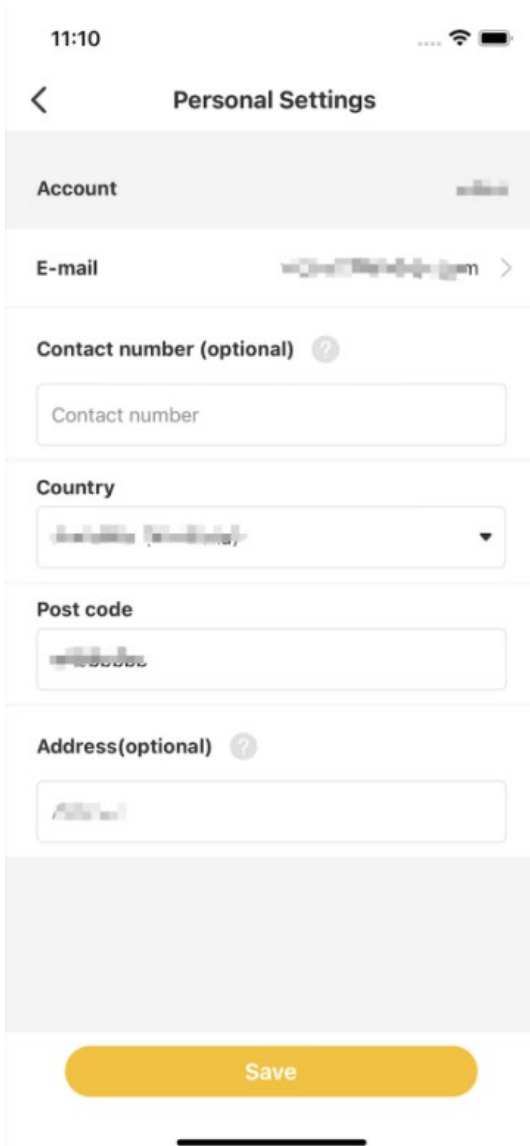
You can delete a message by sliding left or read its details by tapping on the message.



2.5.5 Personal Settings

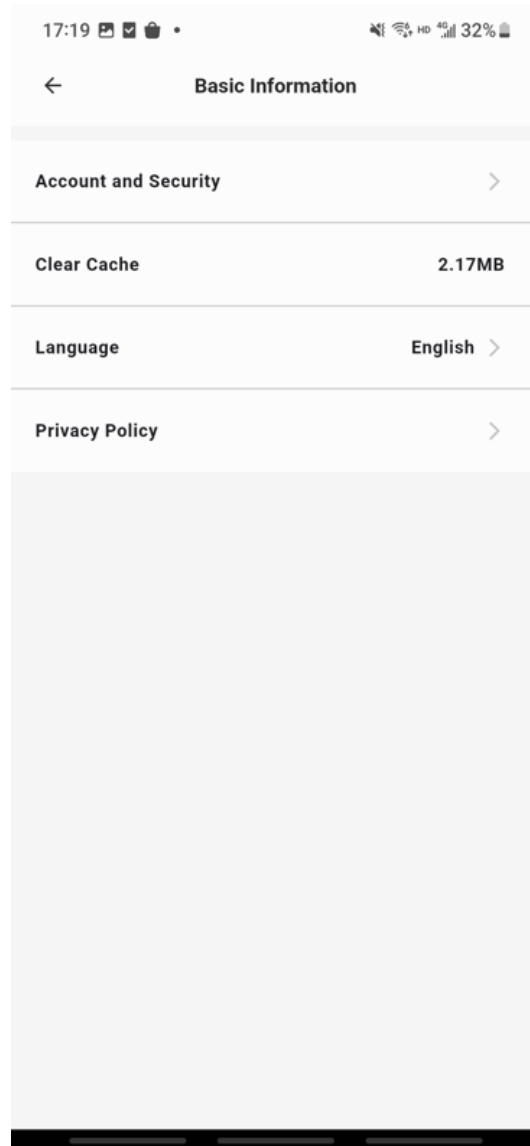
Access the personal settings page by tapping on your avatar, email, or account.

While the account number is not changeable, all other details can be edited. To change your email address, tap on "E-mail" and enter your new email address. A verification code will be sent to your new email address for confirmation. Upon successful verification, you will receive an email confirming the successful completion of the change.



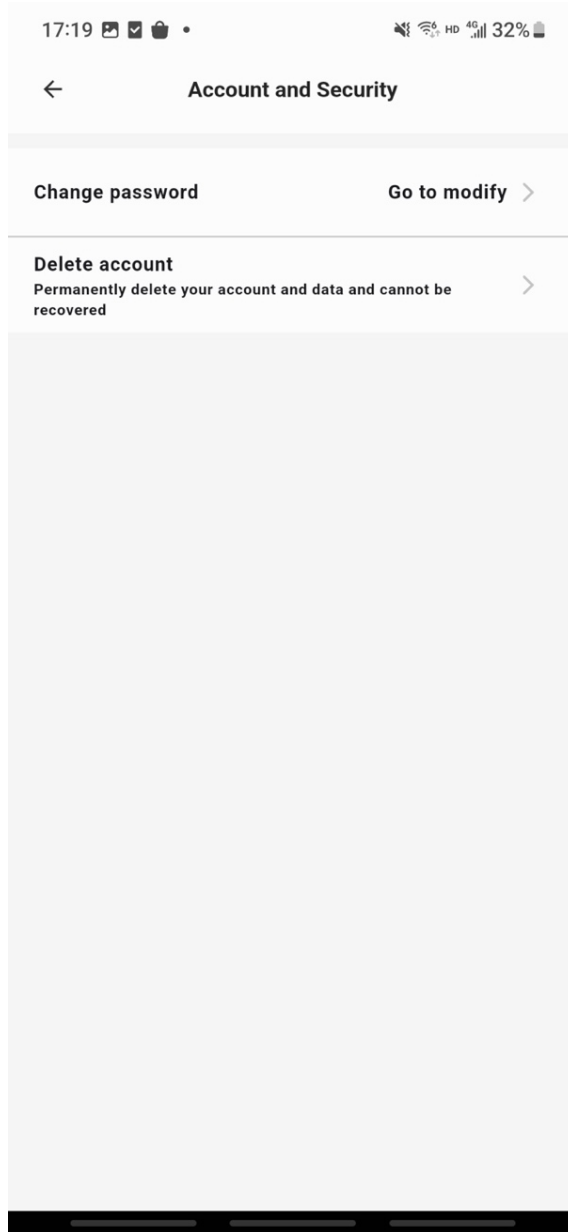
2.5.6 Basic Information

You can configure your account and security, clear the cache, and choose the language of the app in the “Basic Information” section.



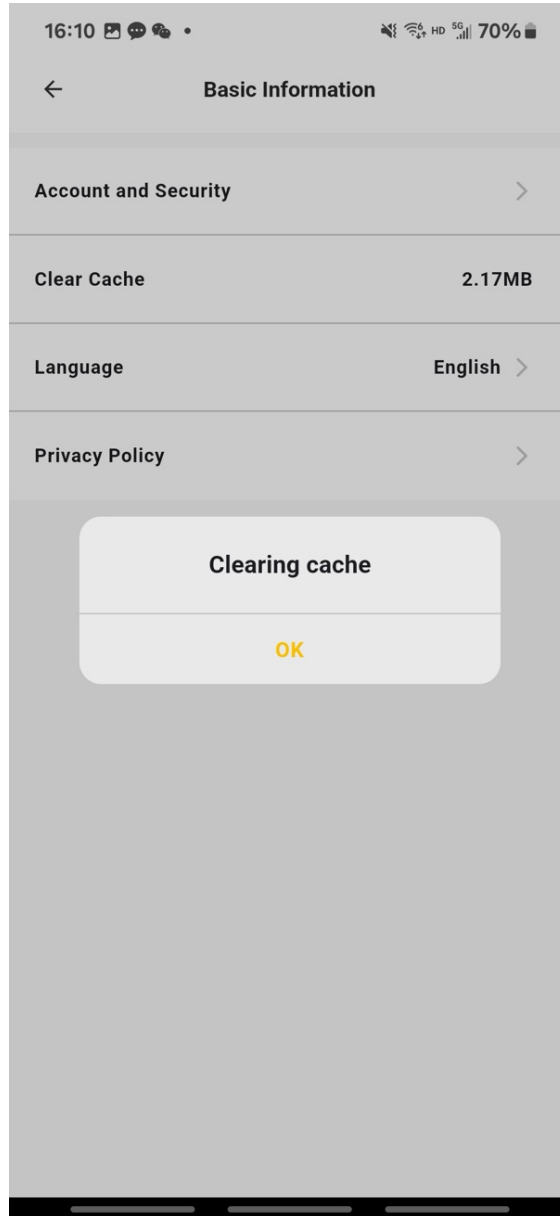
2.5.6.1 Account and Security

You can change your password by going to the "Account and Security" section. Once you have successfully changed your password, you will be automatically redirected to the login page.



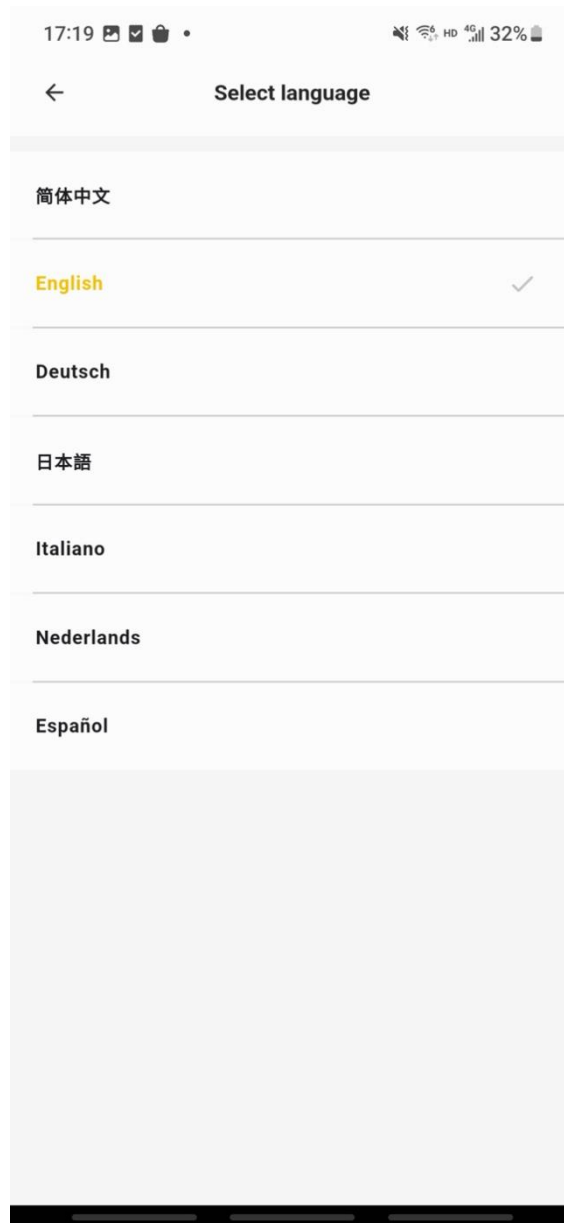
2.5.6.2 Clear Cache

Tap "Clear Cache" to clear cached data of the App.



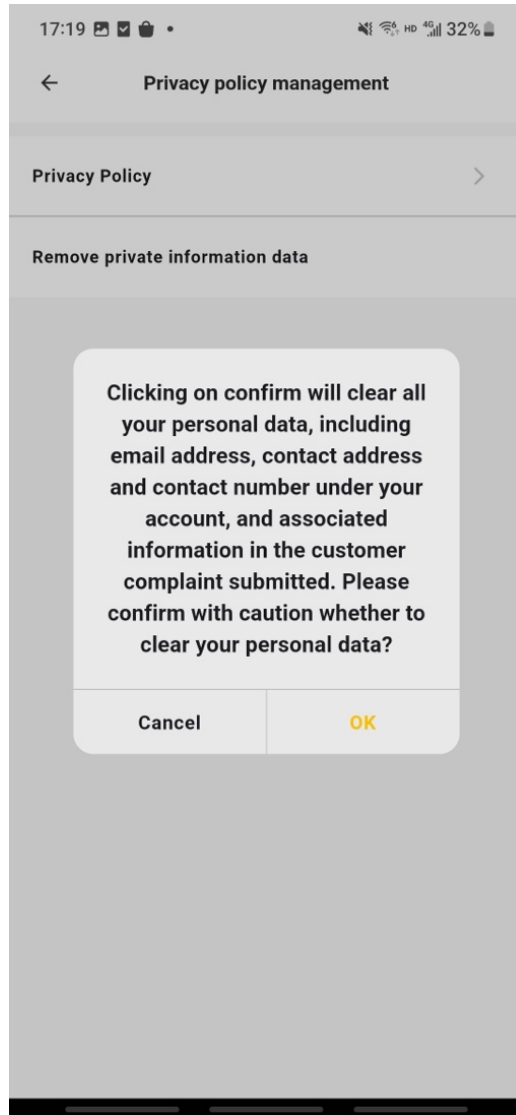
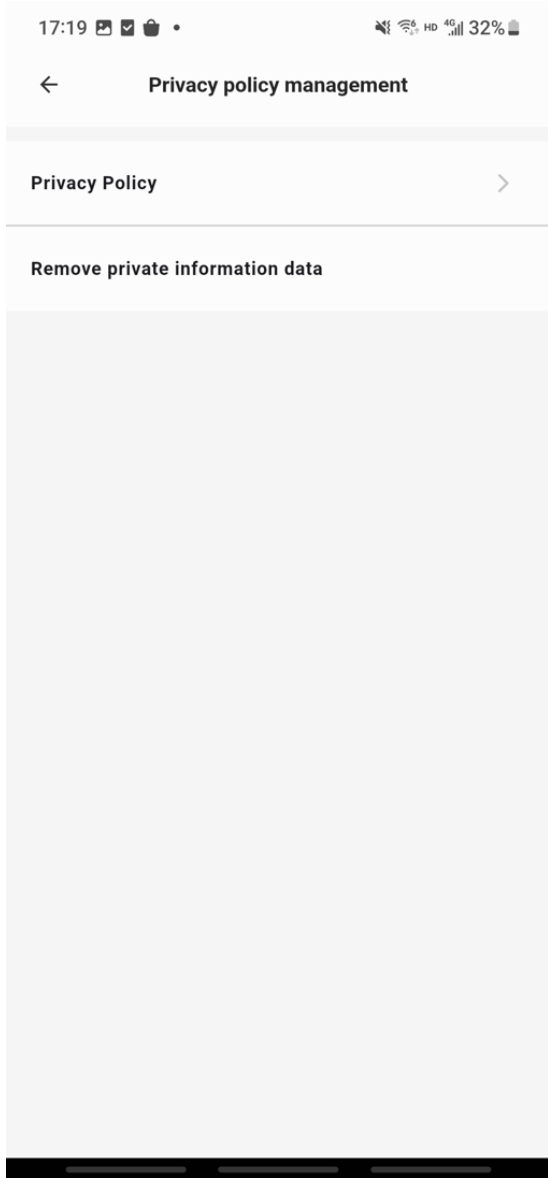
2.5.6.3 Select Language

Select the language of the App. Available languages include Chinese, English, German, Japanese, Italian, Dutch and Spanish.



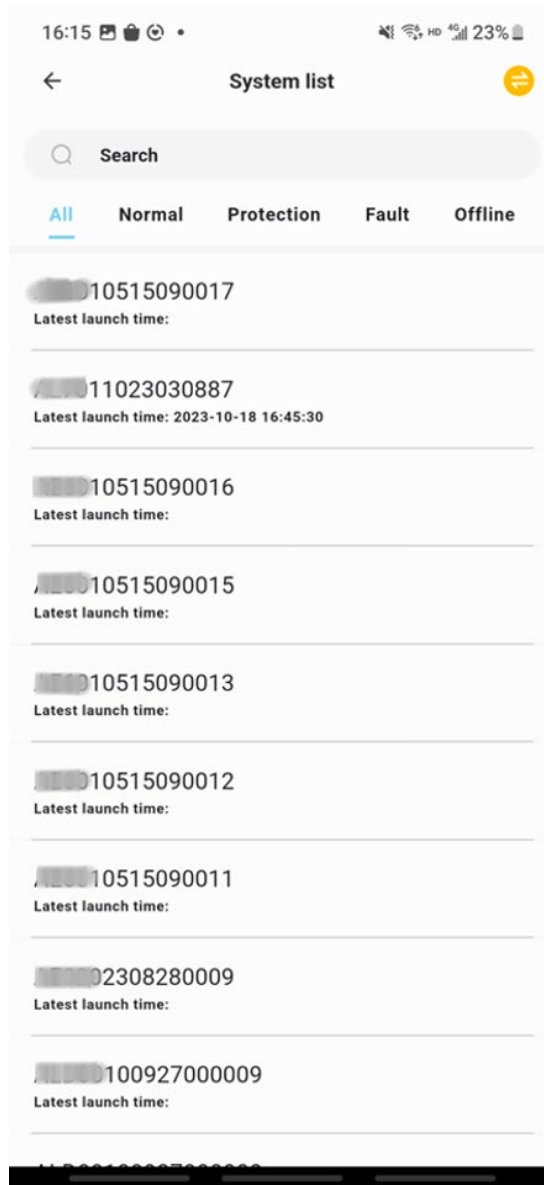
2.5.6.4 Privacy Policy Management

On this screen, you can review the privacy policy and remove the current user privacy data.



2.5.7 Energy Storage System List

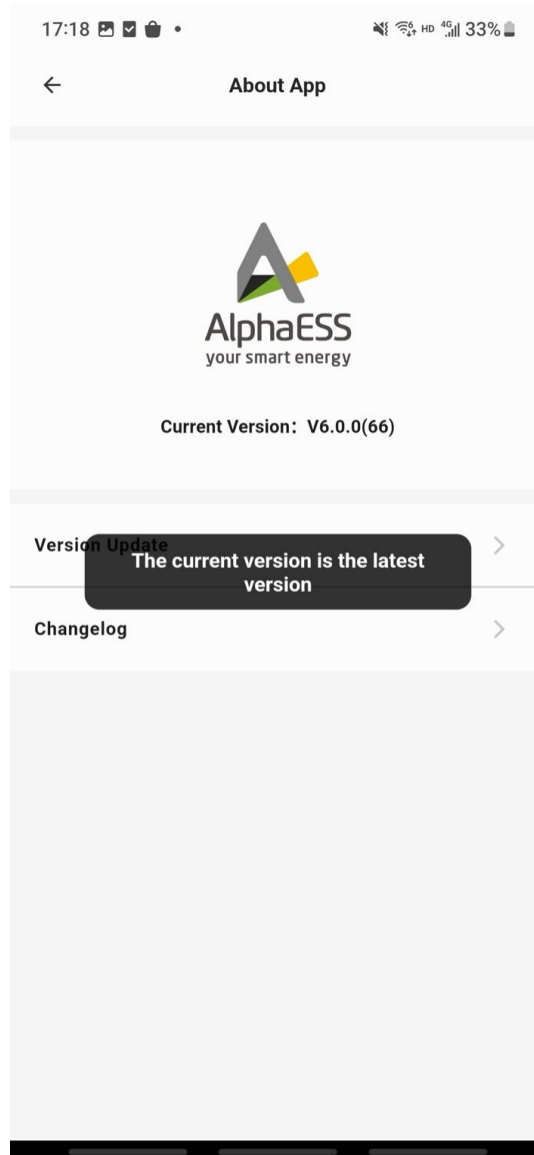
By tapping on the status tabs (All/Normal/Protection/Fault/Offline), you can access the device list in five different states. Once you have found the desired system, simply tap its SN to navigate to the "Homepage" screen.



2.5.8 About the App

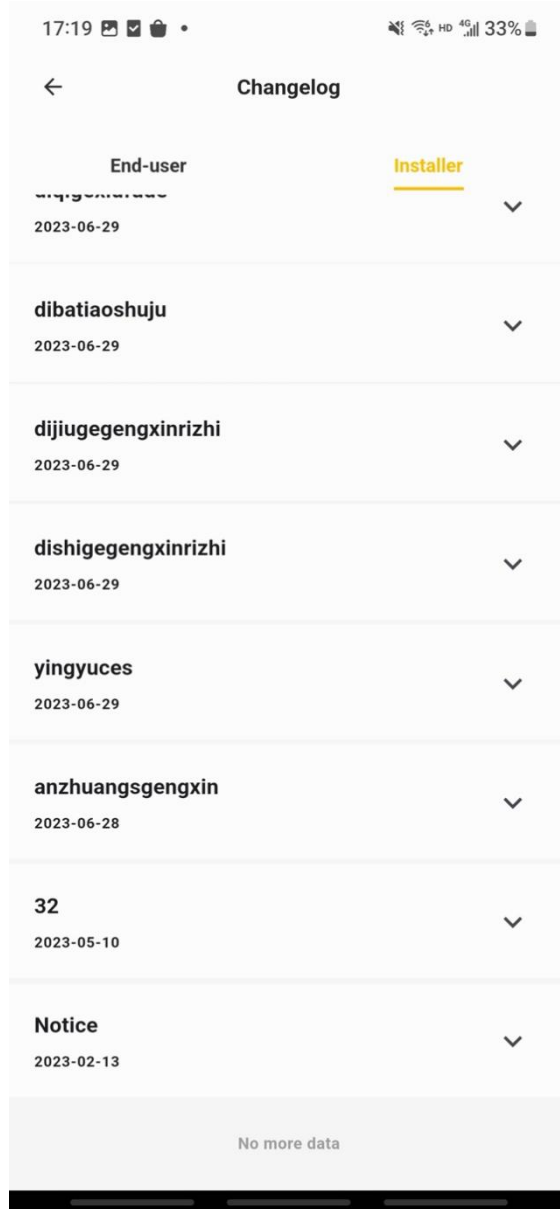
2.5.8.1 Check Version Update

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



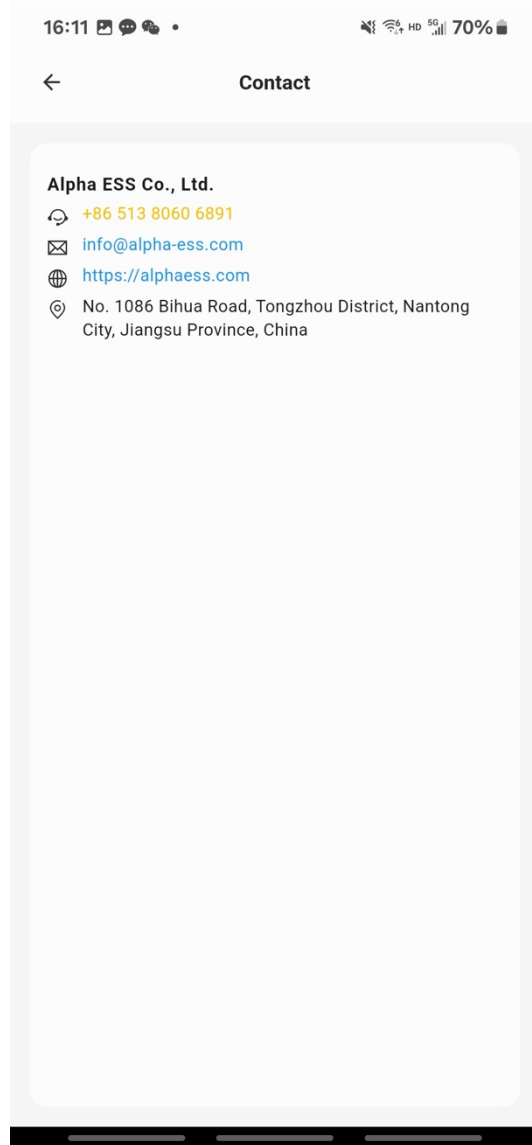
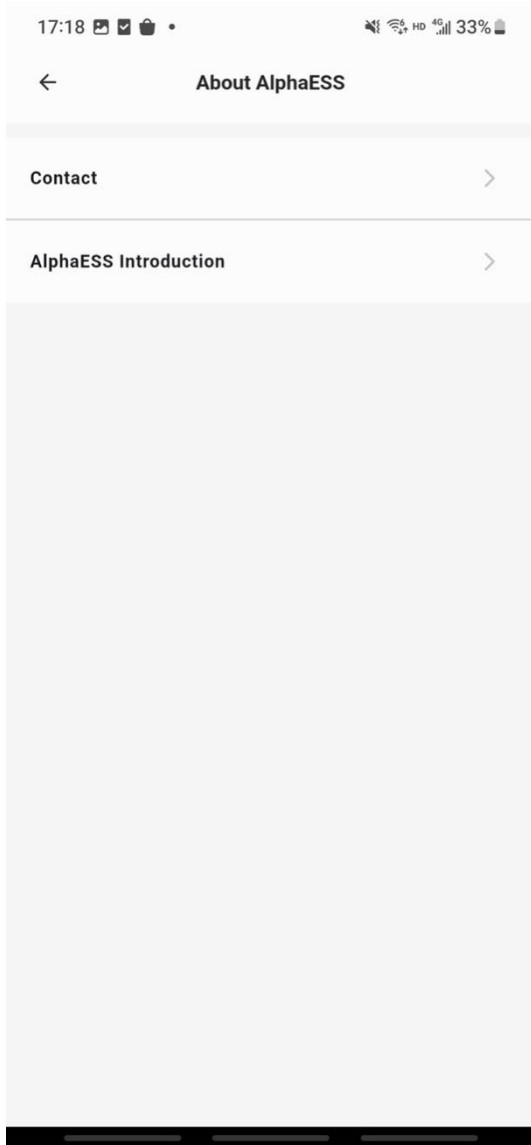
2.5.8.2 Changelog

Tap the "Changelog" to view the detailed changelog for the AlphaESS APP.

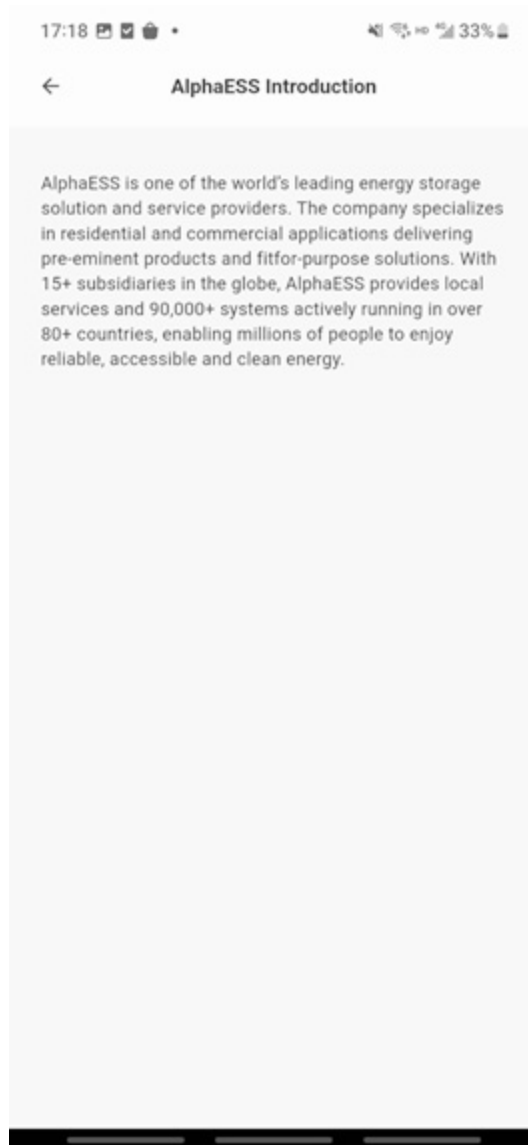


2.5.9 About AlphaESS

2.5.9.1 Contact Us

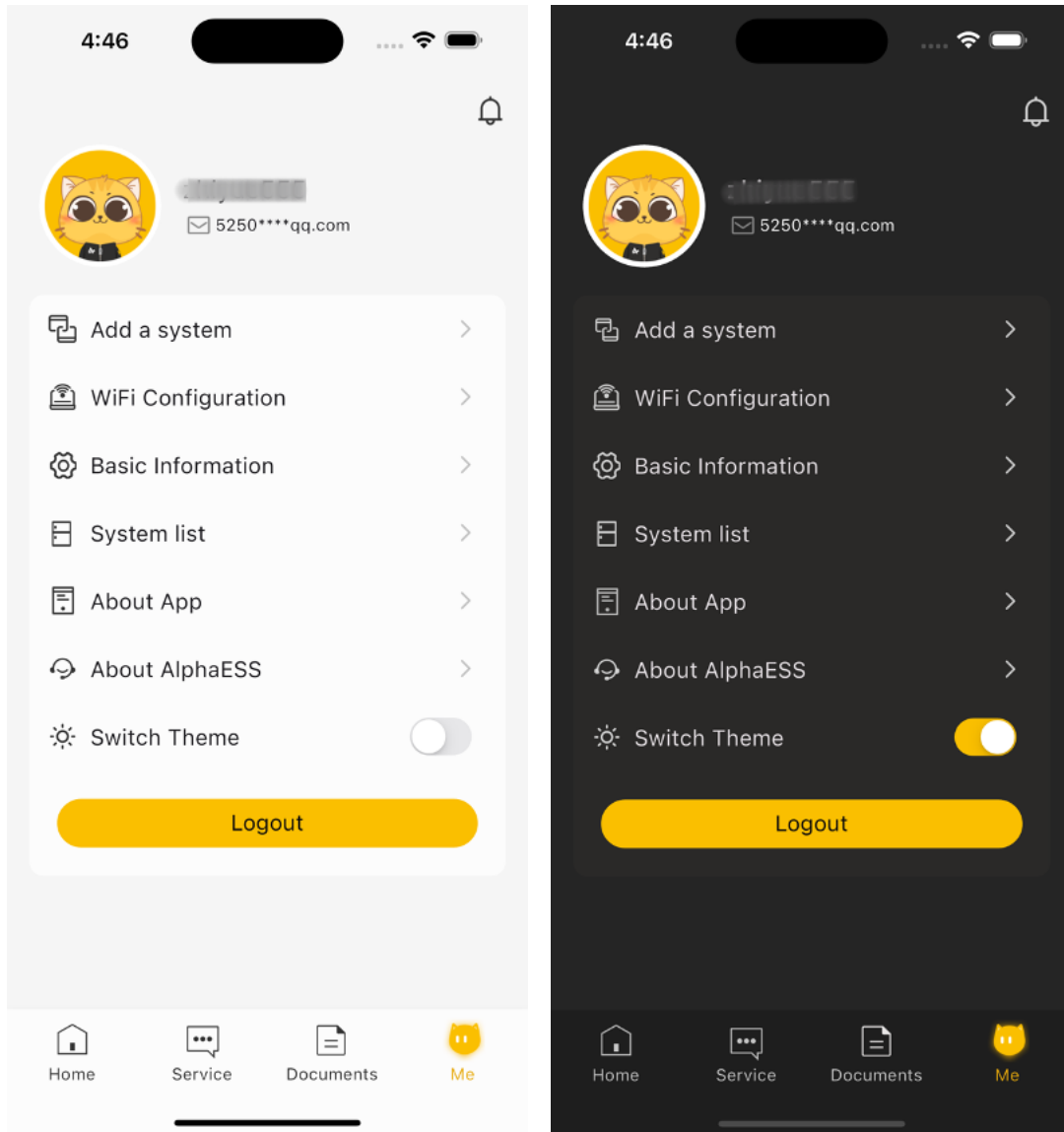


2.5.9.2 AlphaESS Introduction



2.5.10 Switch Theme

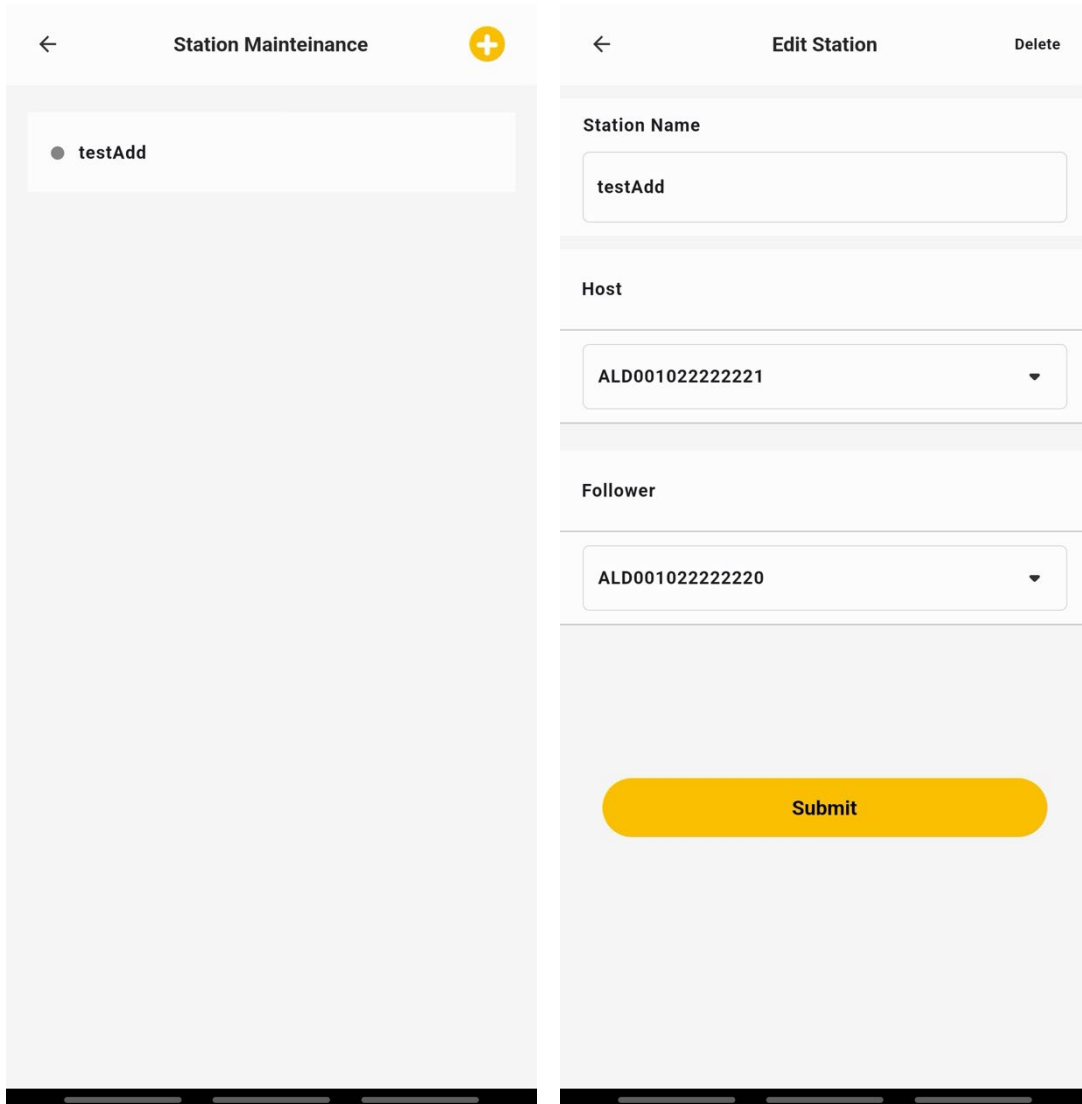
Toggle the "Switch Theme" to switch between light and dark modes for the app theme.



2.5.11 Station Maintenance

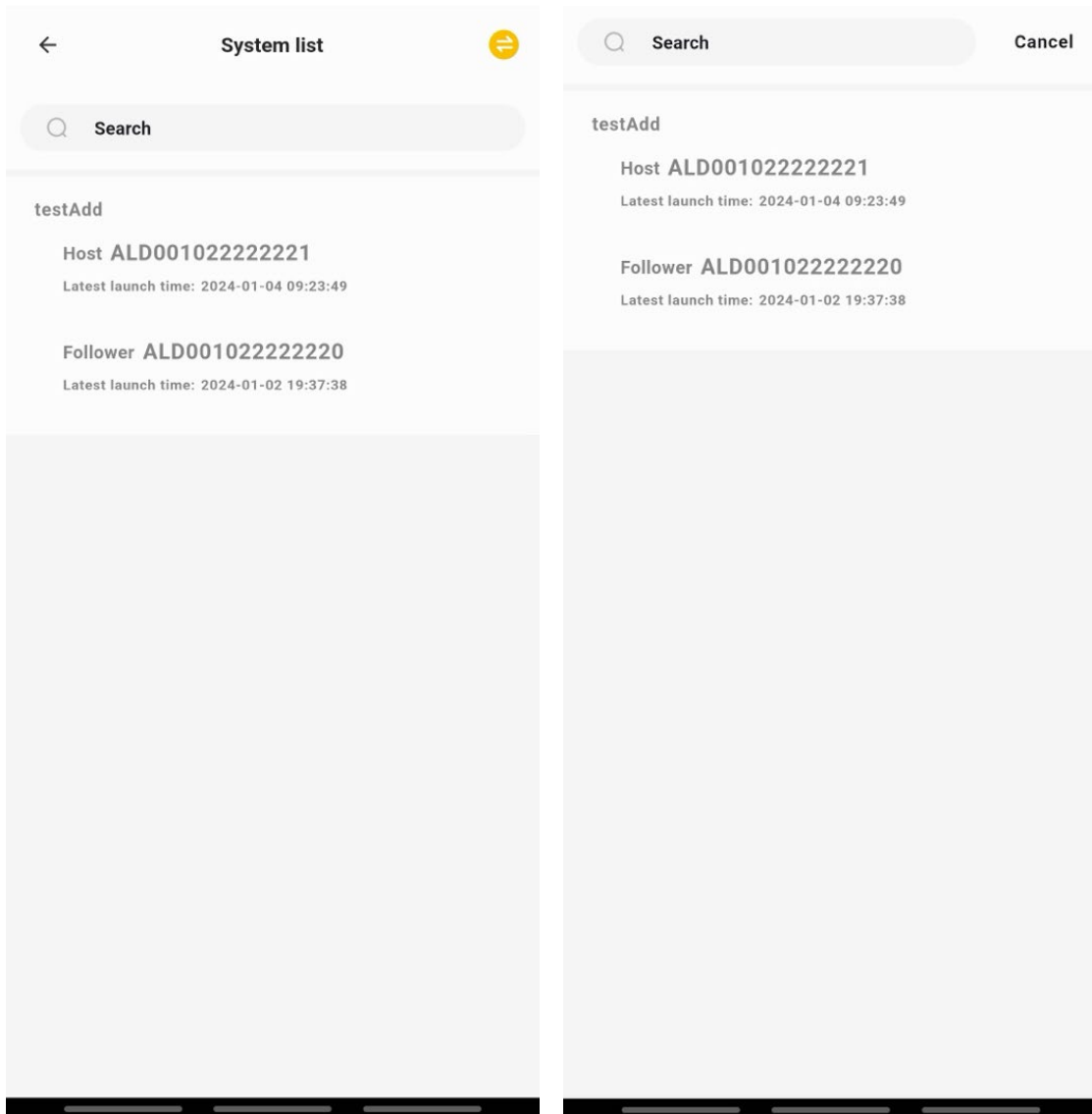
2.5.11.1 Maintain Stations

This function is exclusive to the SMILE-T10-HV model inverter, supporting the parallel feature. You can associate host and follower devices to form a station and set the station name on this screen.



2.5.11.2 System List/Search SN in Station Mode

Please refer to the station established in the previous step in the "System List" and "Search SN" pages. The "System List" displays individual devices in "normal mode" by default. To view stations, tap the icon button in the top right corner to switch to "station mode".



2.5.11.3 Host and Follower Information

The host and follower devices each possess unique information. You can access details for each device by tapping on its SN, or view the aggregate information for all devices by tapping on the station name.



3 Pages for Commercial & Industrial Platform

3.1 Home

3.1.1 User Guide View

Please refer to section 2.1.1

3.1.2 Activity

Please refer to section 2.1.2

3.1.3 Homepage



3.1.4 System Details

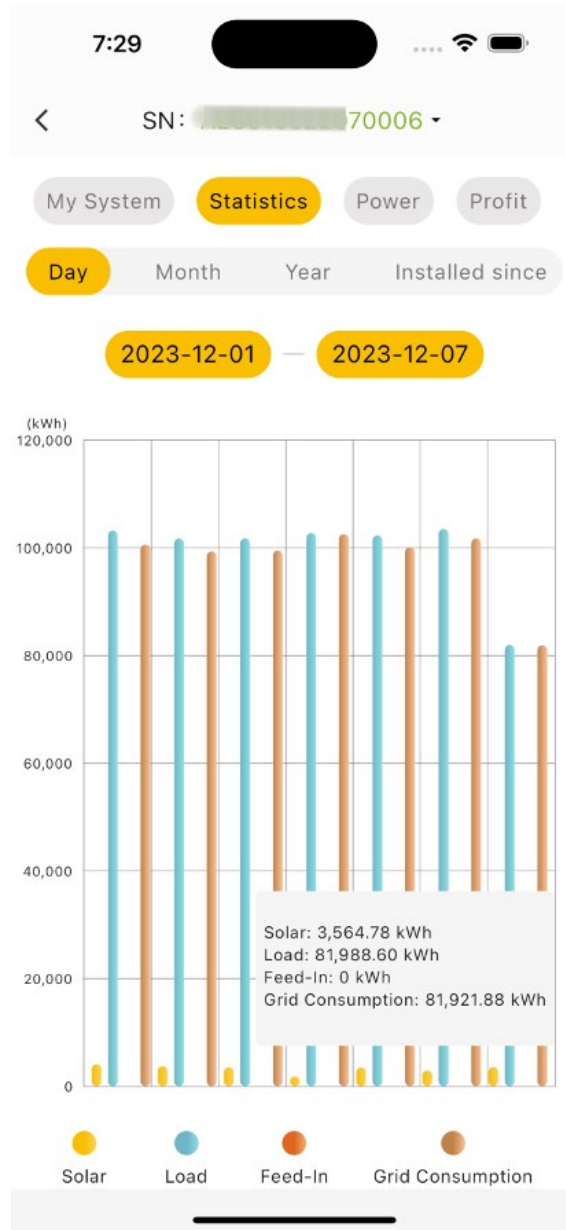
3.1.4.1 My System



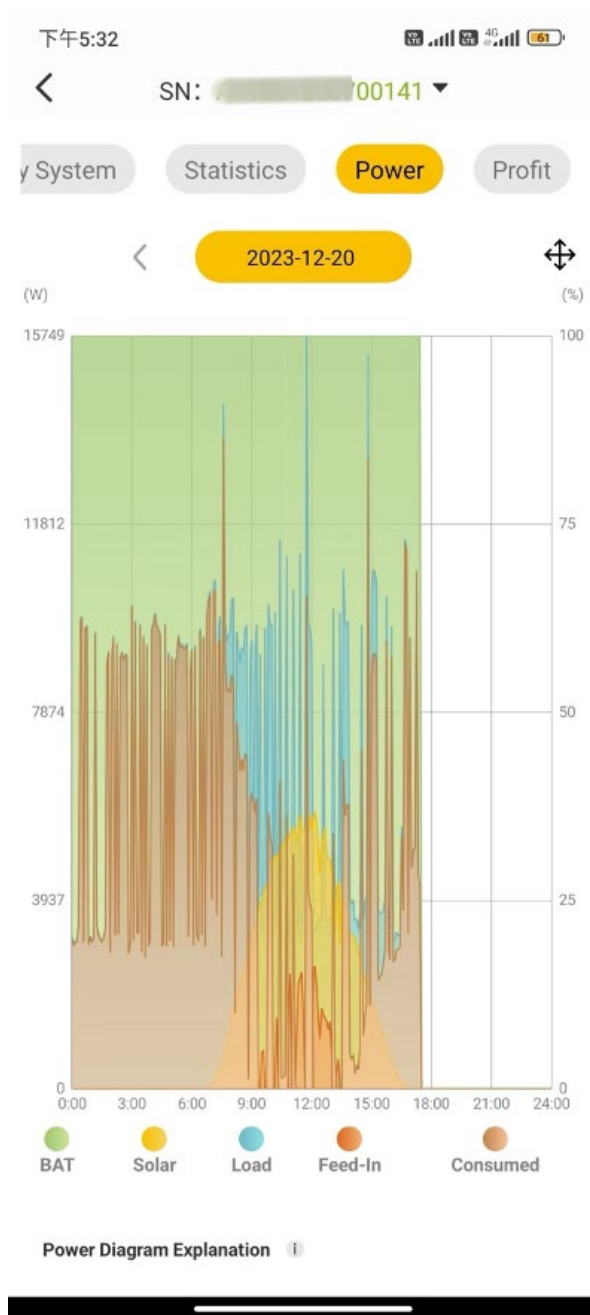
3.1.4.2 Device Details

Please refer to section 2.1.4.2

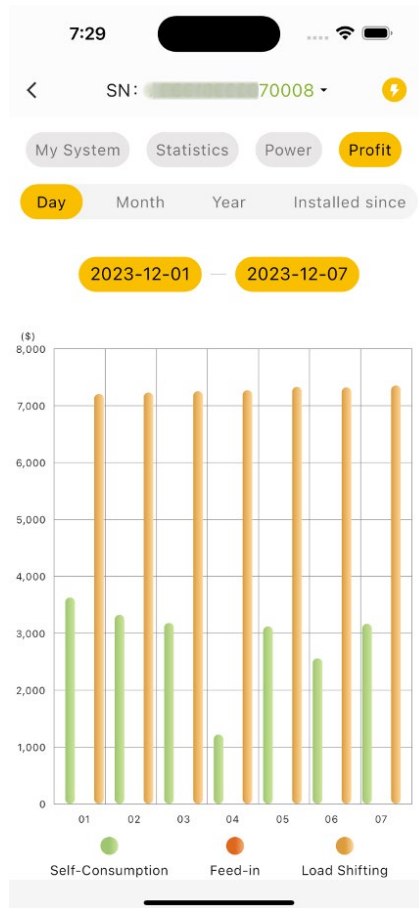
3.1.4.3 Statistical Diagram



3.1.4.4 Power Diagram

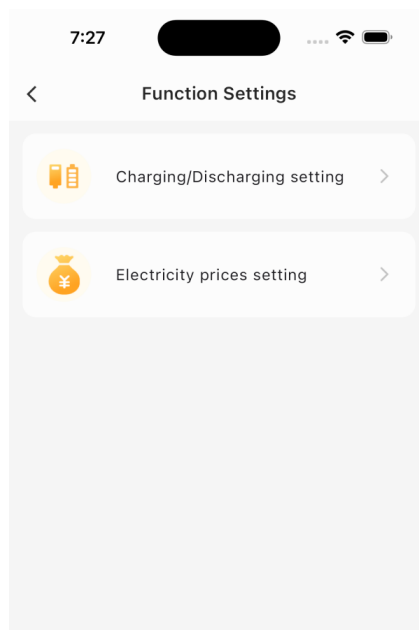


3.1.4.5 Profit Diagram



3.2 Function Settings

3.2.1 Function Settings Overview



3.2.2 Charging/Discharging Settings

7:27

< Charging/Discharging setting

Charge Batteries from Grid1

Charge Time

00:00 — 00:00

Charging stops at SOC %

Charge Power kW

Charge Batteries from Grid2

Charge Batteries from Grid3

Charge Batteries from Grid4

Battery Discharge Time Control1

Battery Discharge Time Control2

Battery Discharge Time Control3

Submit

3.2.3 Electricity Prices Settings

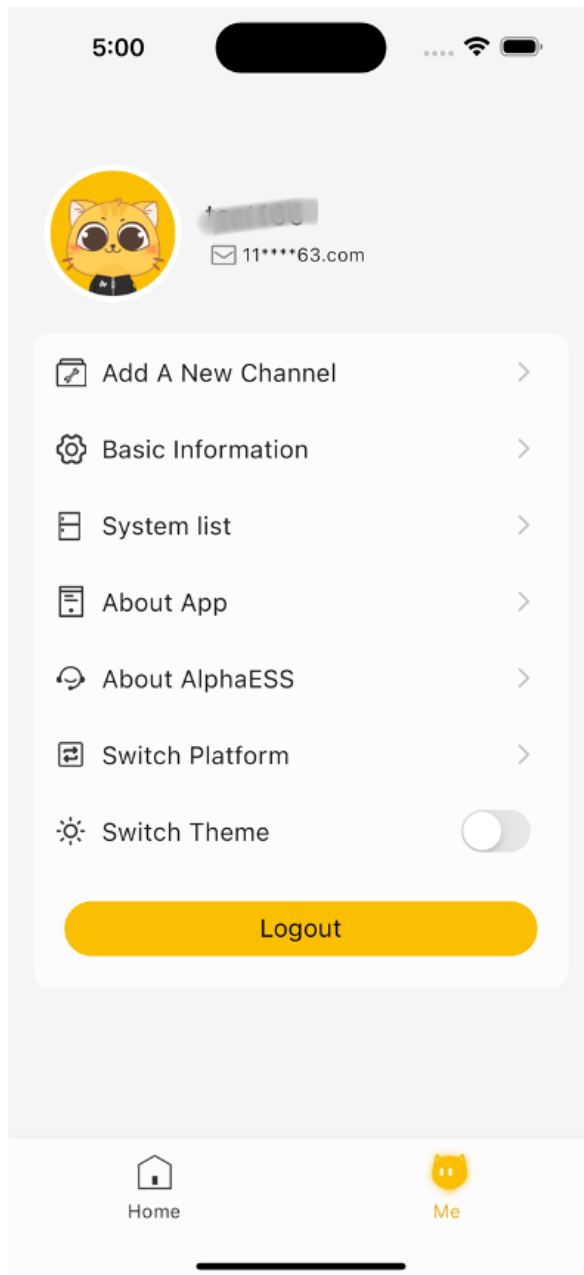
7:27

Electricity prices setting

Peak Price	1.1366
Flat Price	0.6609
Valley Price	0.2766
Spike Price	1.41
Selling Price	0
Currencies	\$
Time Range1	00:00 — 08:00
Type	Valley Price
Time Range2	00:00 — 11:00

Submit

3.3 Me



3.3.1 Message

Please refer to section 2.5.4

3.3.2 Personal Settings

Please refer to section 2.5.5

3.3.3 Add New Channel

To add a new channel to a specific station, follow these steps:

1. Choose the station you are currently in.
2. Enter the serial number and check code of the device to add it as a new channel to the selected station.

A screenshot of a mobile application form titled "Add A New Channel". The form has a white background and is set against a light gray background. At the top, there is a status bar showing the time "7:55" and icons for signal strength, Wi-Fi, and battery. Below the status bar is a navigation bar with a back arrow on the left and the title "Add A New Channel". The form consists of three main sections, each with a label and an input field: "Station" with a dropdown menu showing "Please Select", "Main Channel" with a text input field showing "Please Input", and "Check code" with a text input field showing "Please Input". At the bottom of the form is a large yellow button with the text "Submit".

A screenshot of a mobile application screen titled "Station List". The screen has a white background and is set against a light gray background. At the top, there is a status bar showing the time "17:09" and icons for signal strength, Wi-Fi, and battery. Below the status bar is a navigation bar with the title "Station List" and a "Cancel" button on the right. The screen displays a list of five station identifiers, each on a separate line with a horizontal separator below it: "1718306775", "1718306775001", "1718306775002", "AF10000231214001", and "TEST200109291215".

3.3.4 Basic Information

3.3.4.1 Account and Security

Please refer to section 2.5.6.1.

3.3.4.2 Clear Cache

Please refer to section 2.5.6.2.

3.3.4.3 Select Language

Please refer to section 2.5.6.3.

3.3.4.4 Privacy Policy Management

Please refer to section 2.5.6.4.

3.3.5 Energy Storage System List

Please refer to section 2.5.7.

3.3.6 About the App

3.3.6.1 Check Version Update

Please refer to section 2.5.8.1.

3.3.6.2 Changelog

Please refer to section 2.5.8.2.

3.3.7 About AlphaESS

3.3.7.1 Contact Us

Please refer to section 2.5.9.1.

3.3.7.2 AlphaESS Introduction

Please refer to section 2.5.9.2.

3.3.8 Switch Theme




Please refer to section 2.5.10.

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