Smart HOME APP

User Manual

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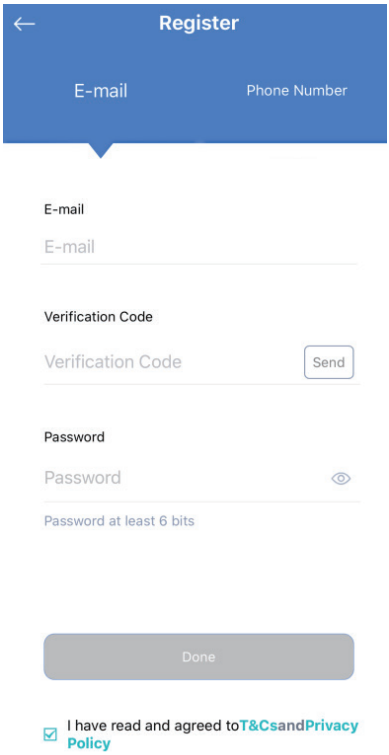
34 Other

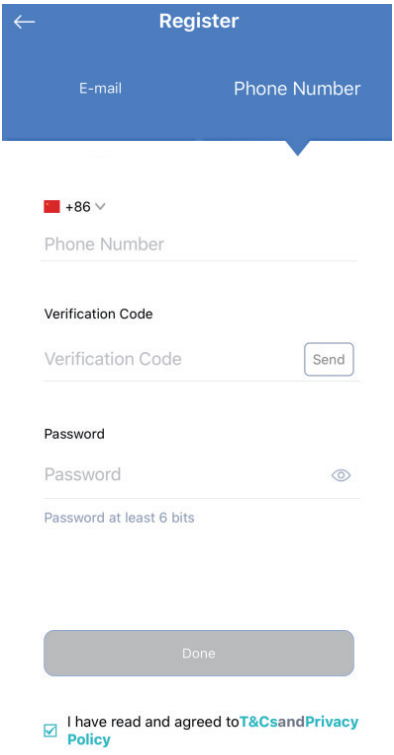
Account

Login and Registration

Registration

- After entering ‘Smart HOME APP’ please register before use.
- To do so, first click “Register”.
- The system currently supports email or phone registration. To continue:
  1. Set your login account (Phone number and E-mail are supported).
  2. Set a password (Password length: 6-50 bits).

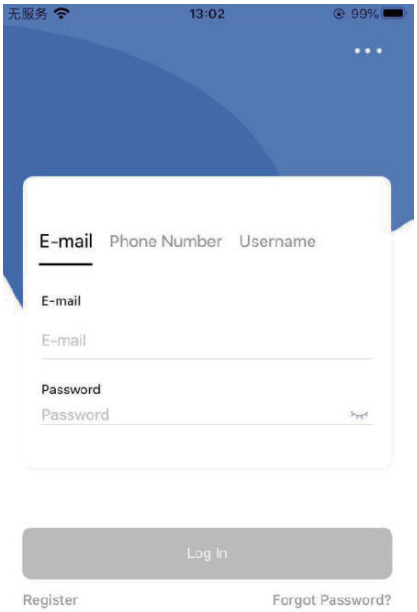




Account (Cont.)

Login

- If you have an account with the Smart HOME Platform, you can login directly.

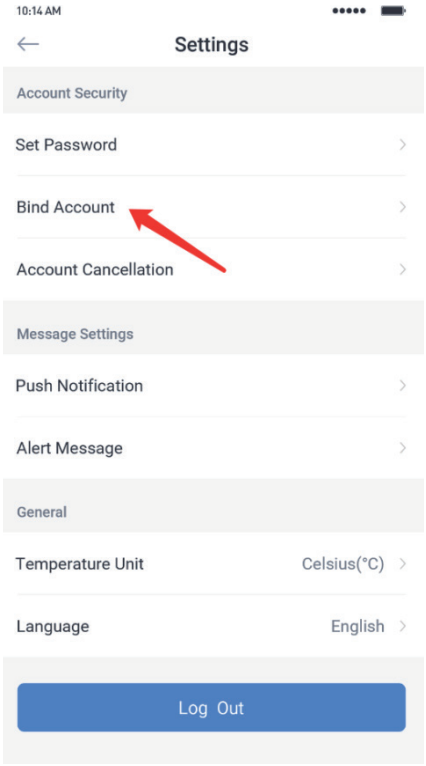


Account Binding

- Go to [Me] - [Settings]- [Account Binding] to bind (i.e. link) your account with your main contact method.
- You can log in via your main contact method after the binding process is complete.
- Certain functions (e.g. sending alerts to your e-mail) will be available after binding.
- Binding Methods:
  1. Phone Number
  2. E-mail
  3. Username

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Account (Cont.)

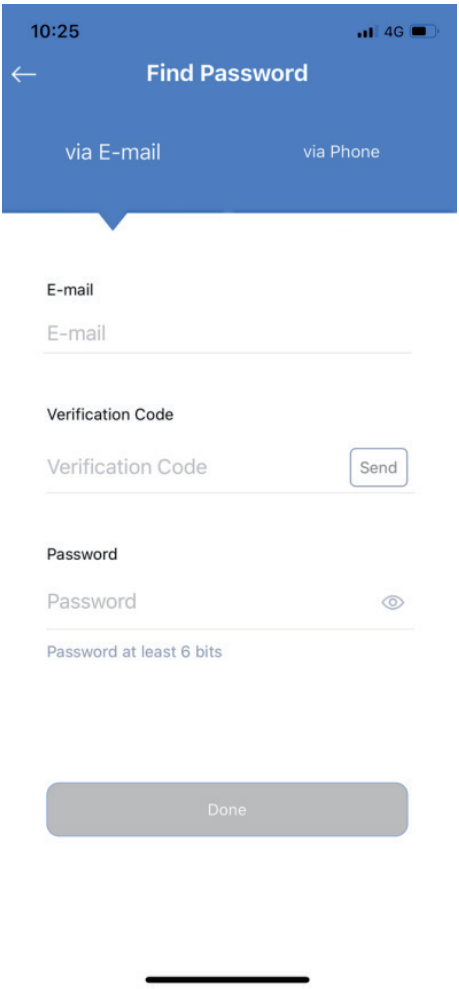


Password

Forgot Password?

- If your have forgotten your password, please click “Forgot Password” to reset your password.
  1. If you want to find your password via your phone, please enter your phone number first, then click “Send”. The system will send a verification code message to your phone. Please enter the right verification code and reset your password.
  2. If you try to find your password via E-mail, please enter your E-mail address first, then click “Send”. The system will send a verification code E-mail to your mailbox. Please enter the right verification code and reset your password.
- **Note:** If you encounter the following problems, please contact After Sales Support:
  1. Your phone or E-mail has been deactivated.
  2. Login method is “Username” and your account has not been bound (linked) to your phone or E-mail.

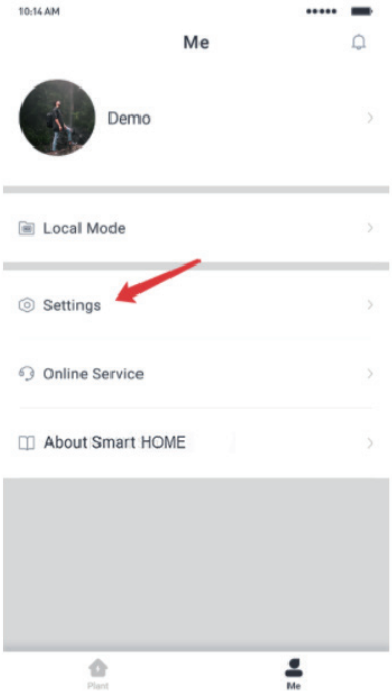
Account (Cont.)

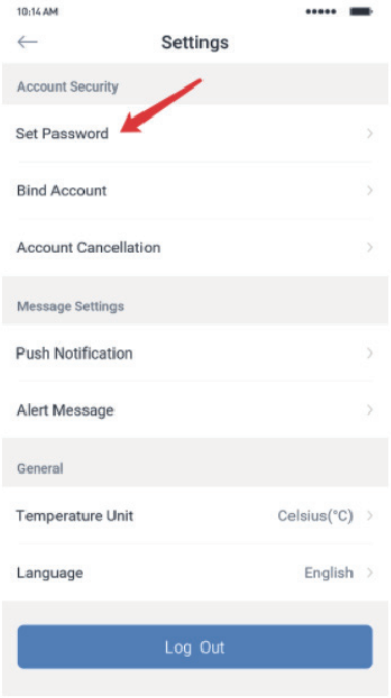


Account (Cont.)

Password Modification

- Go to [Me] - [Settings] - [Modify password] to change your password.





Account Cancellation

Step 1

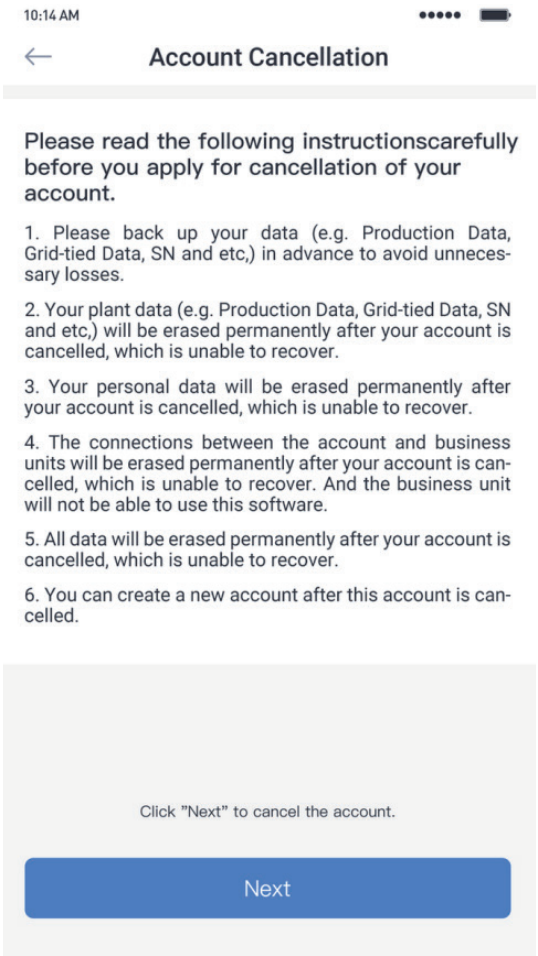
- Go to [Account Cancellation] Page: [Me] - [Settings] - [Account Cancellation].

Step 2

- Read cancellation notice: Please read the following instructions carefully before you apply for cancellation of your account.
  1. Please back up your data (e.g. Production Data, Grid-tied Data, SN and etc,) in advance to avoid unnecessary losses.
  2. Your plant data (e.g. Production Data, Grid-tied Data, SN and etc,) will be erased permanently after your account is cancelled, and will not be able to be recovered.

Account (Cont.)

3. Your personal data will be erased permanently after your account is cancelled, and will not be able to be recovered.
4. The connections between the account and business units will be erased permanently after your account is cancelled, and will not be able to be recovered. Additionally, the business unit will not be able to use this software.
5. All data will be erased permanently after your account is cancelled, and will not be able to be recovered.
6. You can create a new account after this account is cancelled.



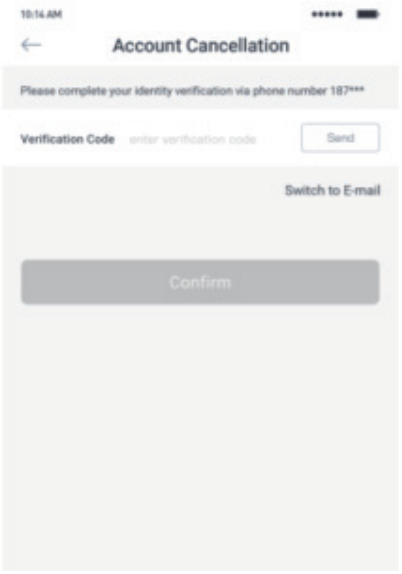
Account (Cont.)

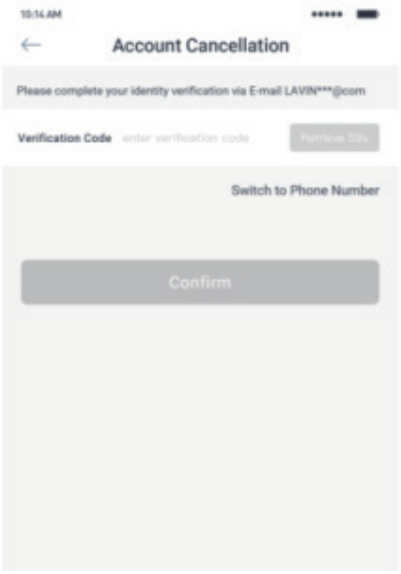
Step 3

- Select reason for cancellation.
- **Note:** Account that has data on Business can't be cancelled from Smart HOME.

Step 4

- Phone number/email verification: If your account has bound to phone number or E-mail, phone number/E-mail verification will be required. You can select either method for verification.



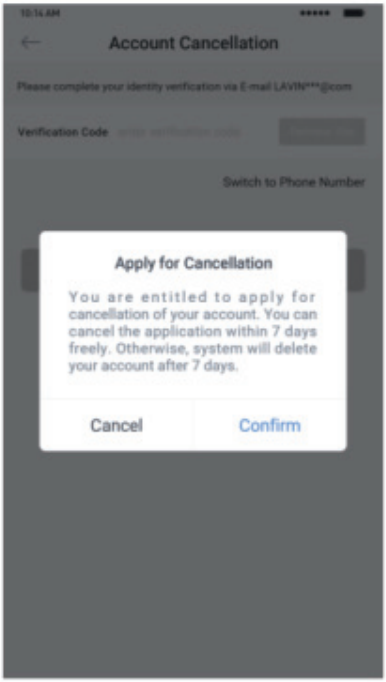


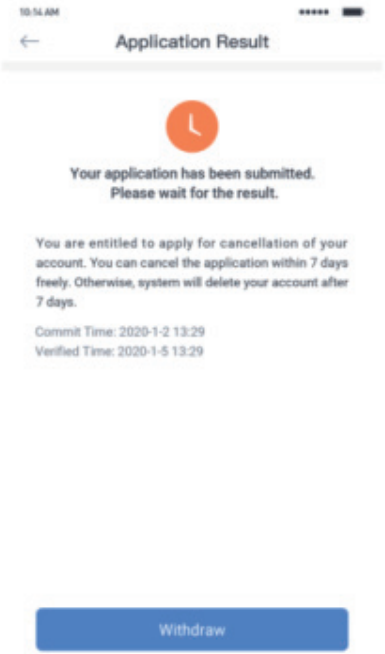
- After entering the verification code, click "Confirm".
- **Note:** If your account has not bound to phone number or E-mail, please skip this step.

Step 5

- Final confirmation: Please read the content in the popup carefully and make your final confirmation here.
- The application review period is 7 days. You can cancel the application within 7 days freely. Otherwise, system will delete your account after 7 days and all data will be erased completely.

Account (Cont.)





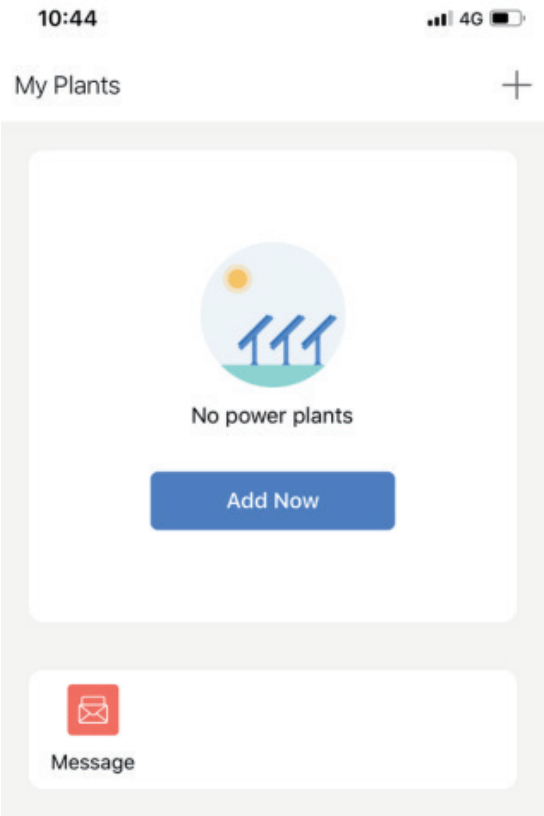
Plant Monitoring

Plant Monitor

- You can create your own plant at “Smart HOME” to run a real-time monitoring. System will collect and calculate data from associated devices, which enables a full understanding of PV plant running status.

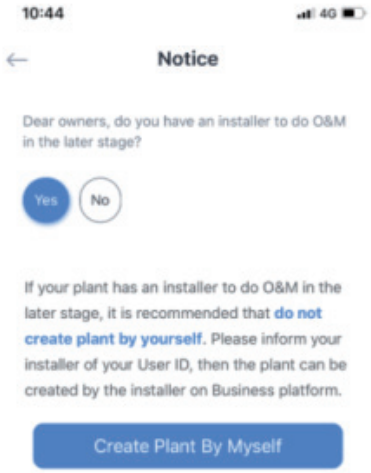
Step 1

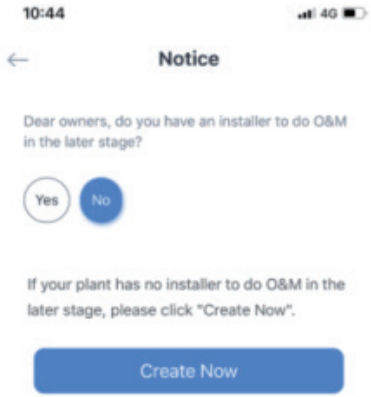
- Add Now: Click “Add Now” to create your plant on Smart HOME.
- **Note:** If you have already created a plant, you will not see the following page. And if you wish to create another plant, please click “+” in the upper-right corner and select “Create a Plant”.



Plant Monitoring (Cont.)

- When you enter the following page, please select the appropriate options.
- If your plant has an installer to do O&M in the later stage, it is recommended that you do not create plant by yourself.





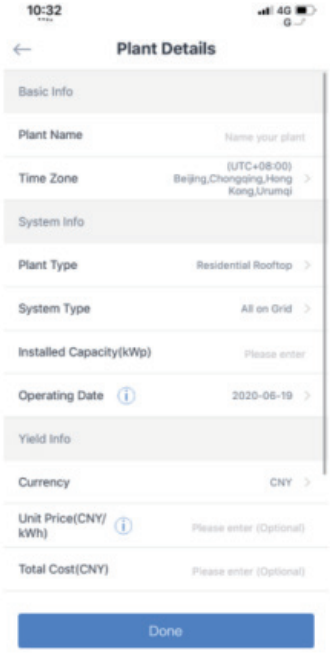
Step 2

- Enter Plant Details: Please enter detailed plant information according to your actual situation.
- The system will create an unique plant for you. In order to calculate plant data precisely, please enter:
  1. Plant Name
  2. Plant Type
  3. Grid Type
  4. Plant Location
  5. Installed Capacity
  6. Time Zone
  7. Other information

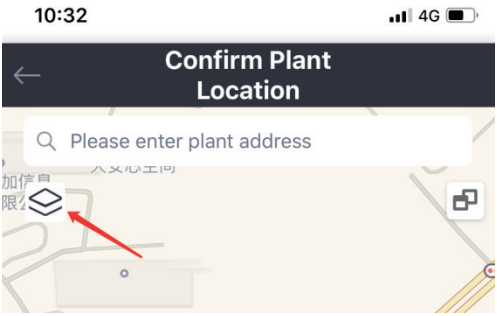
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Plant Monitoring (Cont.)



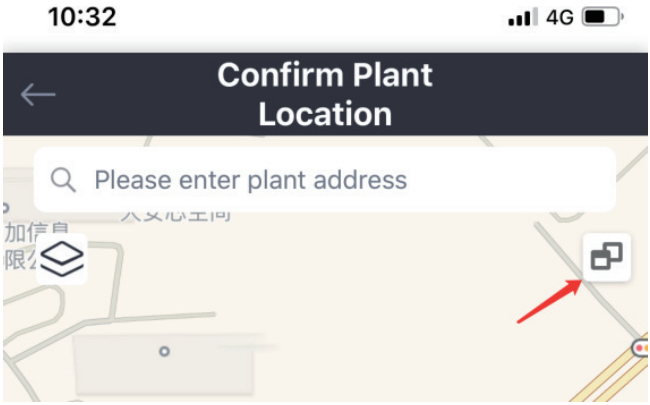


- **Note:** You can click the left icon to switch to Google Maps. Google Maps will enhance searching & locating ability globally.



Plant Monitoring (Cont.)

- You can click the right icon to switch between 2D Plan and Satellite Map.



- Click “Done” to complete the creation.
- If there is no data in your plant it means you have not added a device to your plant yet.

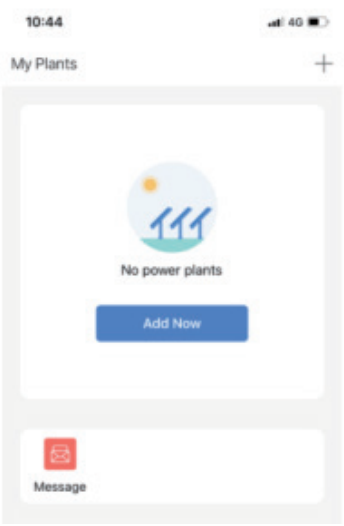
Add a Logger

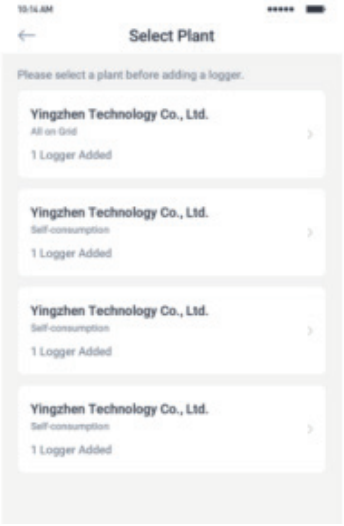
- After the plant is created, you can add a logger. Loggers can collect running data from PV devices and upload to the server, which enables a clearer understanding of PV plant running status and revenue information. Furthermore, Smart HOME will determine whether the plant is running normally, which avoid property losses caused by device failure and other occurrences.

Step 1

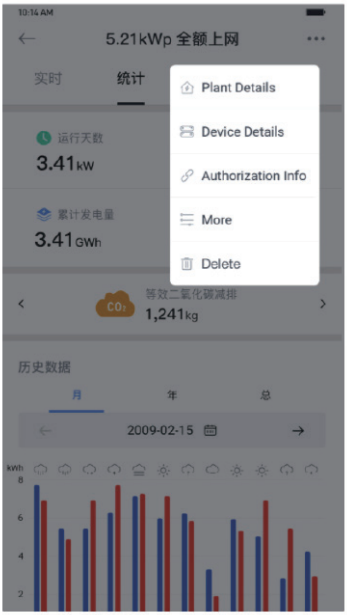
- In case you have multiple power plants, which might cause data corruption, it is recommended to select a plant first before adding a logger.
- Ways to add a logger:
  1. Go to “Plant Homepage” , click “+” in the upper-right corner, select “Add a Logger”, then [Select a Plant] according to your situation.

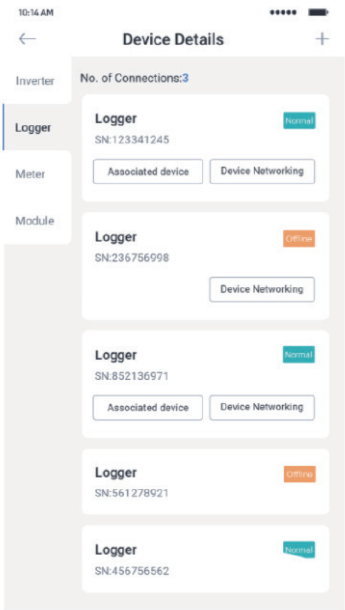
Plant Monitoring (Cont.)





2. Go to [Plant Details], click "..." in the upper-right corner, and go to [Device Details] then click "+" in the upper-right corner to add a logger to the target plant.

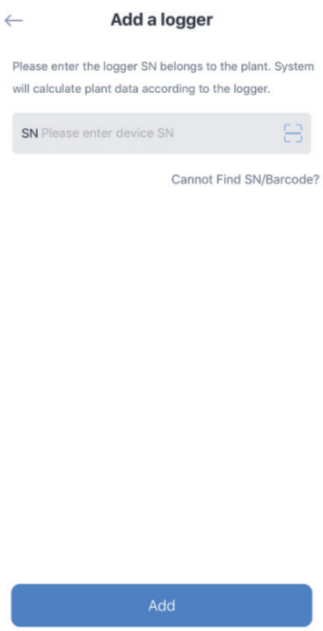


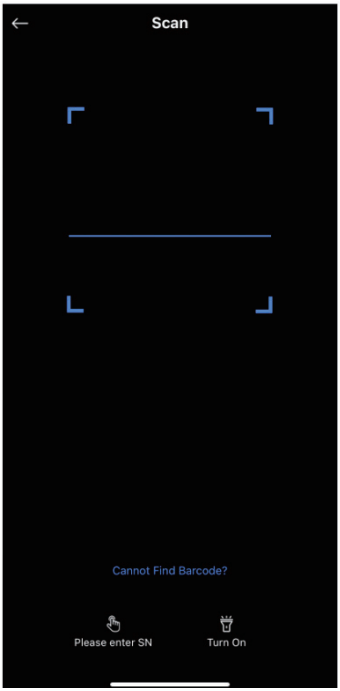


Plant Monitoring (Cont.)

Step 2

- Enter Logger SN: Users can enter logger SN manually or click icon in the right to scan SN. SN can be found on the product box. If the product box has been lost, you can find SN on WIFI Module body.





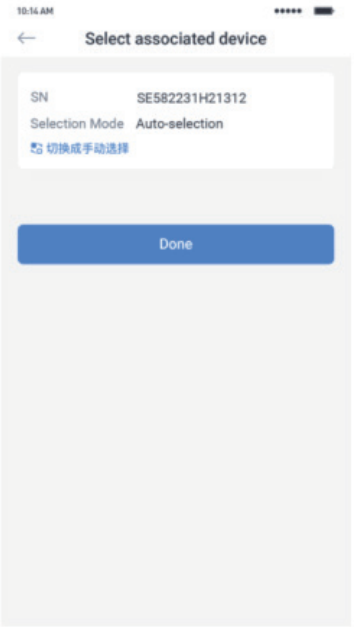
Step 3

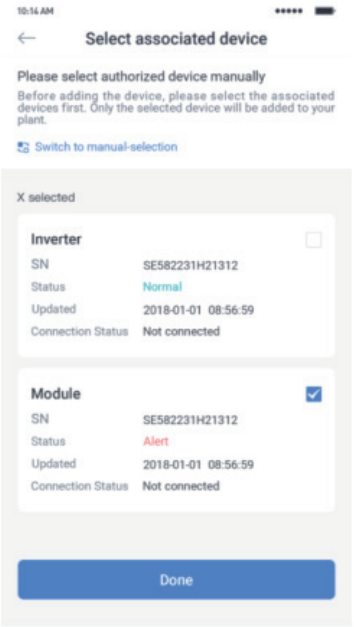
- Select Authorization Mode: When you add a logger, you must select the authorization mode. The system will add a device to your plant according to your authorization mode.
  1. Select authorized device automatically:
     Default authorization mode: Select authorized device automatically. If you select this mode, devices connected to logger will be added to the plant automatically.
  2. Select authorized device manually
     If you select authorized device manually, it is required to select the device connected to logger first, then add the target devices to the plant. If the logger does not have normal networking or devices have no connection with the logger at this period, you can go to [Device Details] and add device manually when it is running normally.

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Plant Monitoring (Cont.)

- **Note:** Once the device has been added to the plant, authorization mode cannot be changed. If you want to change the authorization mode, please delete the logger first and add to the plant again.





Step 4

- After you have finish adding a logger, you can check the logger data on the “Device Details” page. If the logger is equipped with a Wi-Fi module, please note:
  1. The Wi-Fi module is not capable of communication, and cannot transmit data directly.
  2. If you wish to make your logger is capable of communication, you must operate networking configuration first. The system will keep you informed after adding a device. Then, please click “Go to Configure”.
  3. After networking configuration is done, it means the logger is capable of communication, which means it is able to transmit data to server. You can then check plant data on Smart HOME.
  4. Due to network and server connection reasons, please wait about 5-10 mins to check the data after the configuration is done.
  5. If the data cannot be displayed normally, please check router network or try networking configuration again.

Plant Monitoring (Cont.)

Networking Configuration

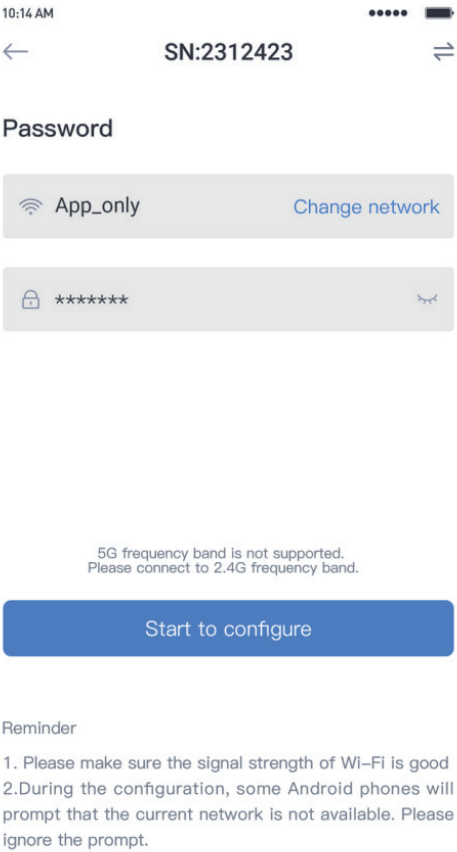
- If the logger is equipped with a Wi-Fi module, it is required to operate networking configuration to ensure normal communication.
- Go to [Device List] and check if there is “Networking Configuration” button. If not, it means networking configuration is not required.

Networking Process

- Please use 2.4G network for configuration. 5G network is not supported.

Step 1

- Confirm Wi-Fi Info: Please make sure your phone has connected to the right Wi-Fi network and click “Start”.

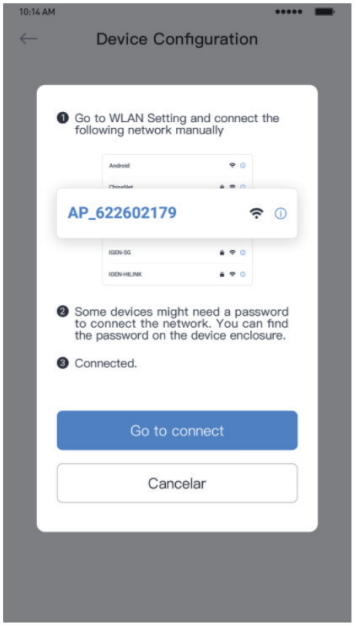


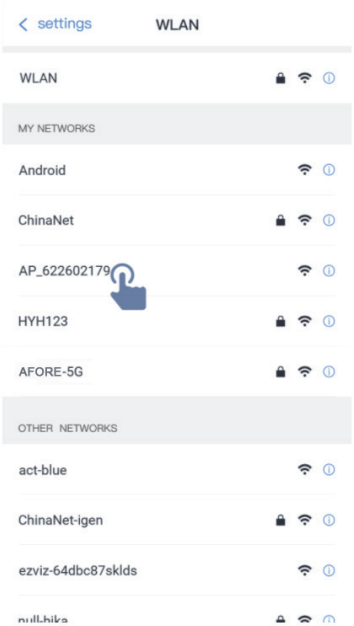
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Plant Monitoring (Cont.)

Step 2

- Connect to AP network: Go to Phone Settings-WLAN, find the right “AP_XXXXX” network and click “Go to connect”.
- Go back to Smart HOME after your phone has connected to AP network.



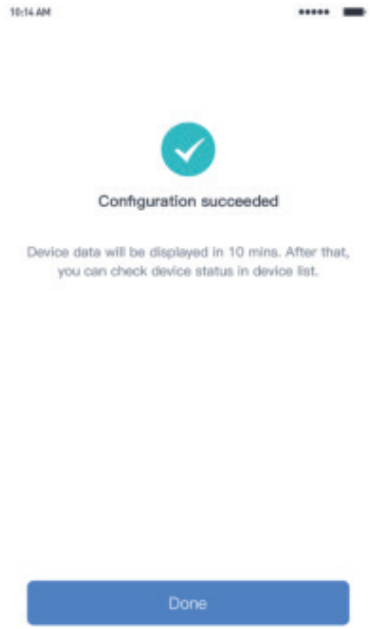


Plant Monitoring (Cont.)

Step 3

- Auto Configuration: Please wait for a while to complete the configuration. The system will switch to the Configured Page automatically.
- When you go back to [Device List] , the logger will still at Offline status.
- Usually, the data will be updated in approx. 10 mins. Please wait for this to finish.





- If configuration failure occurs, please check the following reasons and try it again.
  1. Make sure WLAN is ON;
  2. Make sure Wi-Fi is normal;
  3. Make sure wireless router does not implement the white-black list;
  4. Shorten the distance between the phone and device;
  5. Try to connect to another Wi-Fi network;
  6. Remove any special characters in the Wi-Fi network.

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Plant Monitoring (Cont.)

Data View

- After the plant settings and device settings have been completed, users can check the data.
- **Note:** The data will be updated in 5-10 mins after the configuration is done.

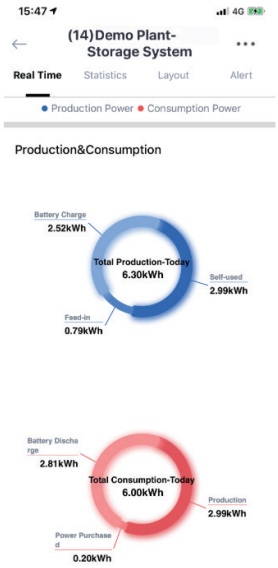
Real-time Data

- Users can check various data on this page. E.g. Real-time Production Power, Flow Chart, 24H Curve, Production, Consumption and etc,.
- **Note:** The System will display a different page layout according to your plant system type. Please set plant system type according to your situation.

Our recommendations:

- If your device (e.g. inverter) only acquires production data and transmits data to the grid, it is recommended that you choose “All on Grid” as your plant system type;
- If your device (e.g. inverter) acquires production data and consumption data at the same time, it is recommended that you choose “Self-consumption” as your plant system type;
- If your device (e.g. inverter) acquires production data, consumption data, battery data and grid data at the same time, it is recommended that you choose “Storage System” as your plant system type.

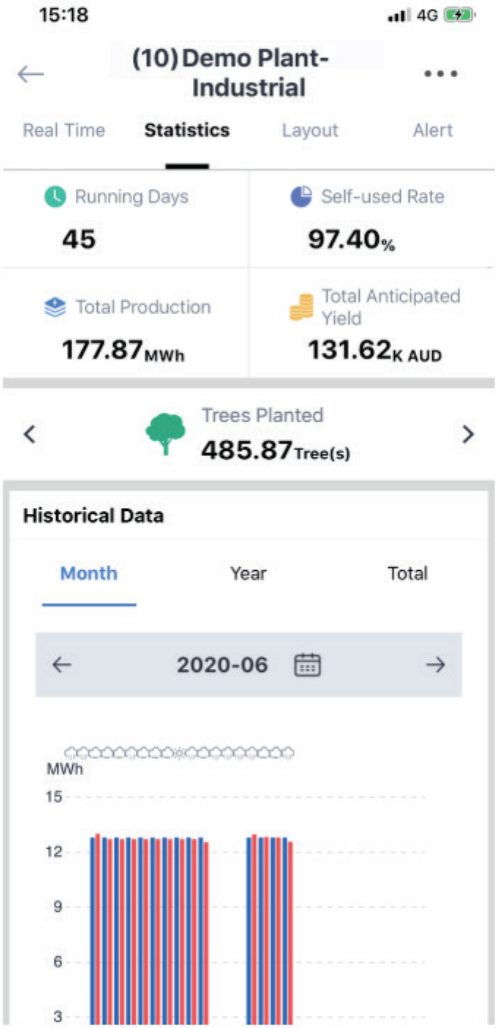




Plant Monitoring (Cont.)

Statistics Data

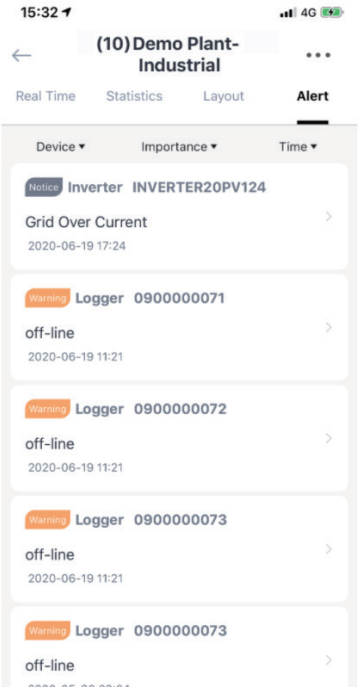
- Users can check plant statistics data and historical data on this page and filter by specific dates and conditions to query.

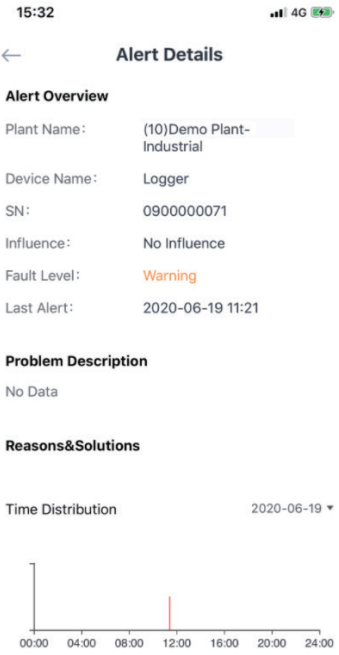


Plant Monitoring (Cont.)

Plant Alert

- Users can check plant alert on this page. Alerts will be classified by alert grade and alert content, which enables you to understand the importance of alerts. Through these alert message, users can learn the fault status of their plant, helping to avoid any property losses.

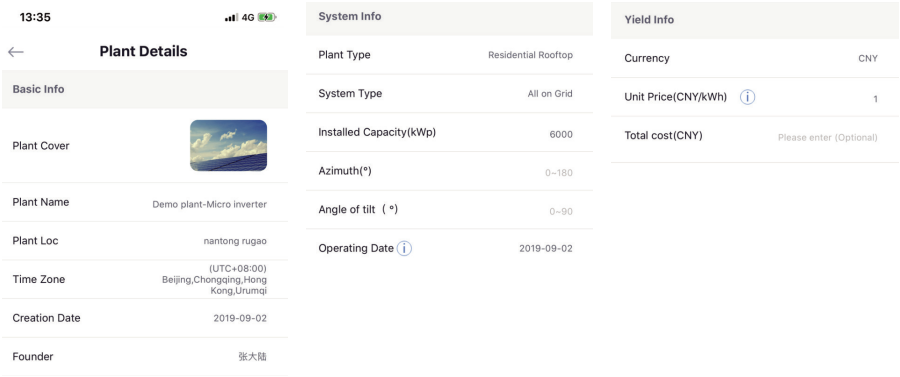




Plant Details

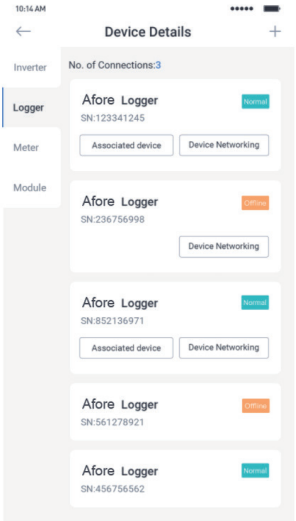
- Click "…" in the upper-right corner to go to [Plant Details] page. Users can check Basic Info, System Info, Revenue Info and etc,. Moreover, you can modify the information here to ensure a better analysis of plant data.

Plant Monitoring (Cont.)



Device Info

- Click "…" in the upper-right corner to go to [Device Info] page. Users can check device information on this page. Click a specific device to check specific info, including device real-time parameters, statistical charts, etc,. Moreover, users can check if the device is running normally.
- Click "More" in the upper-right corner on [Device Details] page to edit or unbind a device.
- If the device is a logger, "Networking Configuration" can be operated here.
- If the device is a meter, "Meter Configuration" can be operated here.





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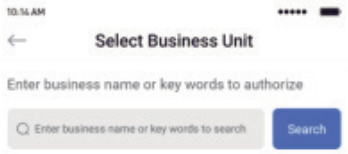
Plant Monitoring (Cont.)

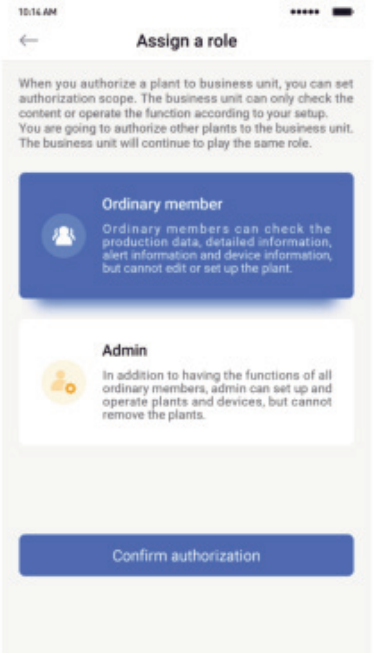
Plant Authorisation

- Click "…" in the upper-right corner on [Plant Details] page to go to [Authorization Info] page.
- According to plant property, there are two types of plant. One is created by the user. Another is authorized by others.

Plant created by the user

- Please refer to authorization steps. Users can authorize the plant to your service provider. After that, the authorized service provider can check your plant data and operate your device.
- The authorization scope is determined by the role you set for the service provider:
- If the service provider is "Ordinary Member", then it can check all plant data.
- If the service provider is "Admin", then it can check all plant data and operate the plant/device.

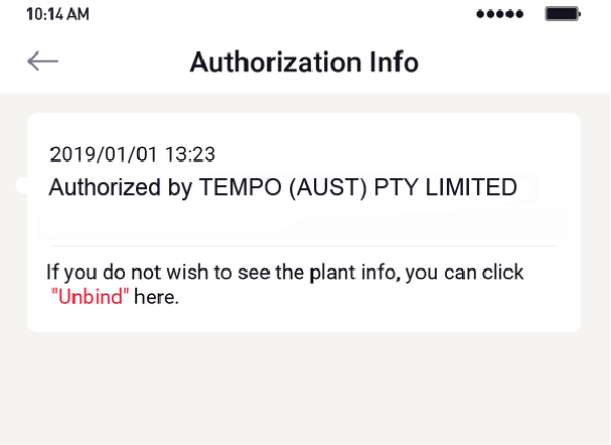




Plant Monitoring (Cont.)

Plant authorised by others

- Currently, the service provider can authorize the plant to users. Users can check data of authorized plants within the permissions.
- Users cannot authorize such plants to others.
- If users do not wish to follow the plant, click “Unbind”.



Plant Settings

Delete Plant

- Click “…” in the upper-right corner on [Plant Details] page to delete a plant.
- System will display a popup dialog twice for confirmation. After your confirmation, the plant will be deleted from your account. The deletion is not recoverable and all the data will be deleted. Please exercise caution!
- **Note:** Authorised plants cannot be deleted.

Plant Settings

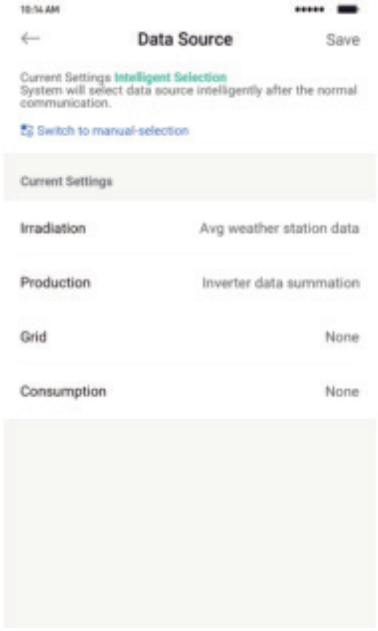
Click “…” in the upper-right corner on [Plant Details] page to go to [More Settings]. Users can set plant properties and rules here.

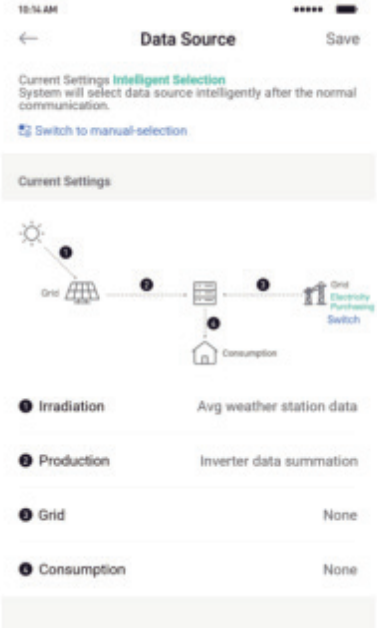
- Data Source
- Calculation of Accumulated Production
- Zero Setting for Production Power

Plant Monitoring (Cont.)

Data Source

- Users can set the data source for production, grid, consumption and battery to ensure data accuracy.
- Default: Intelligent Selection. The system will select data source based on the plant's actual situation. Alternatively, you can modify it manually.





Calculation of Accumulated Production

- Users can set rules of taking figures for production, consumption, grid feed-in, electricity purchasing, energy charged, energy discharged.
- Default: via accumulated production uploaded by devices.
- Users can select via daily production summation manually and system will no longer use device data as the benchmark, and will use the platform calculation instead.
- Platform Calculation = Daily production summation within the selected time period

Plant Monitoring (Cont.)

- E.g. Accumulated Production in 30 days= Production on 1st June + Production on 2nd June + …… + Production on 30th June



Zero Setting for Production Power

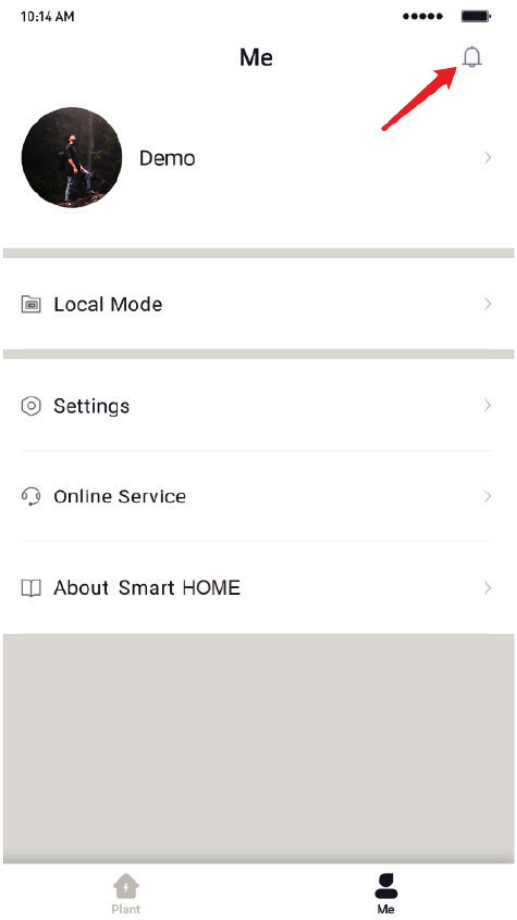
- Zero Setting for Production Power is applicable to the situation that the production power is zero when no power is generated at night. System will automatically zero up the production power in this period after applying this setting. (This setting is generally used for self-consumption system.)
- Meet all three preconditions of zero setting below:
  1. Current time is within Effective Time.
  2. Inverters or other generating devices do not upload production data.
  3. Data source on Generation-side is not “None”.
- Due to local sunrise and sunset time change seasonally, the period of no power generated at night changes synchronously. It is recommended that set Effective Time as From Sunset to Sunrise, which means system will set effective time according to actual sunset and sunrise time.

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Message

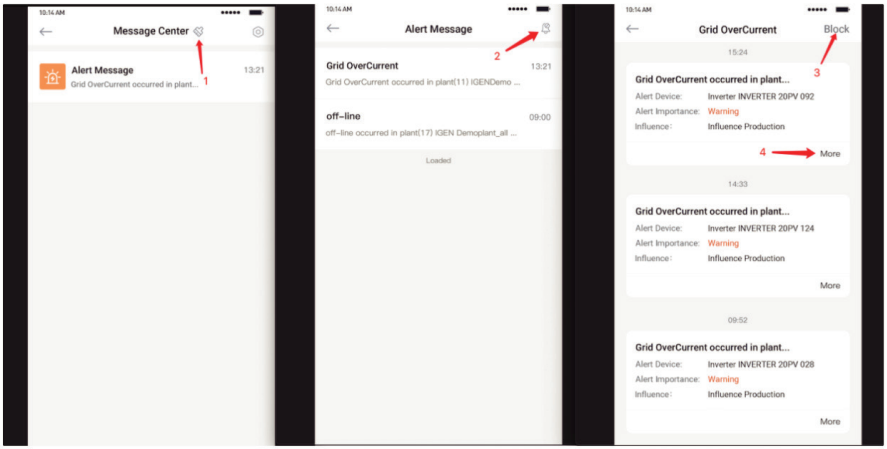
Messaging

- Go to [Me] page and find “Messaging” icon in the upper-right corner.
- The system will list plant messages, alert messages and notifications here.
- **Note:** Currently, users can only receive alert messages here.



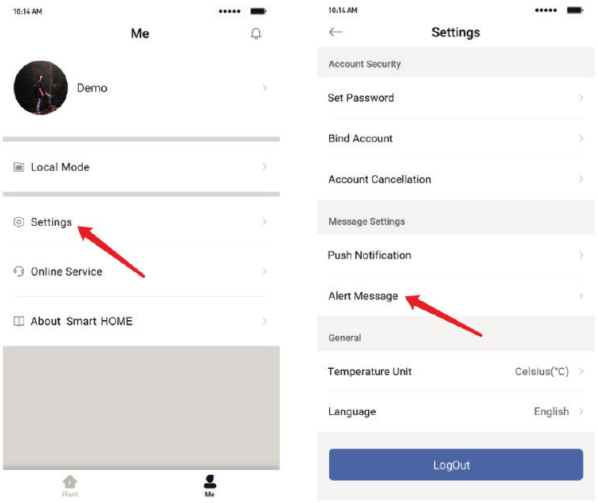
Message (Cont.)

- Click the “Messaging” icon to view more details.
  1. Icon 1: Mark all message as read.
  2. Icon 2: Go to [Block List], users can restore block settings here.
  3. Icon 3: Block current alert or restore current alert. After the blocking, such alerts will no longer be pushed.
  4. Icon 4: Go to [Alert Details].



Message Settings

- Go to [Me] - [Settings] - [Alert Message] page, users can set alert message here.



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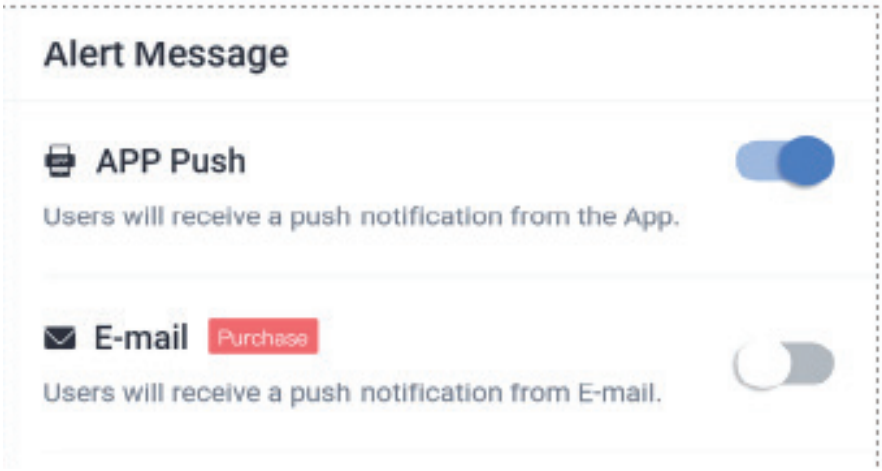
Message (Cont.)

Receive Alert Message

- Smart HOME App pushes all alert message for free. System also supports Email Notification, which is a paid service.

E-mail Notification | Paid Service

- Users will receive a push notification from E-mail, which is convenient to receive through smart terminals such as PC / tablet / mobile phone. Currently, “service plan” is in trial operation period, each account can enjoy 500 E-mail notifications for free.

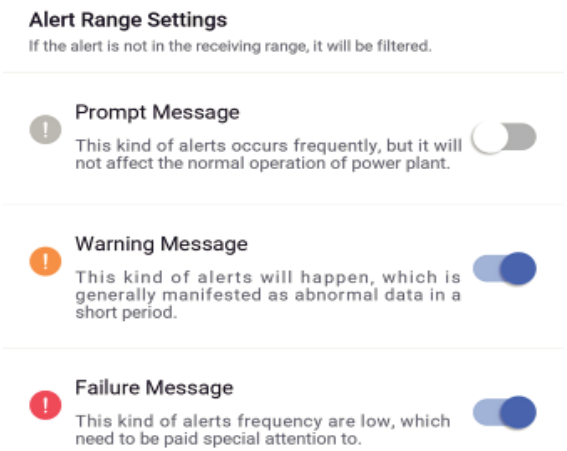


Alert Range Settings

Smart HOME will classify all alerts by importance. Users can set the alert range, which can reduce the disturbances caused by unimportant alerts.

- Prompt Message: This kind alert occurs frequently, but it will not affect the normal operation of power plant.
- Warning Message: This kind alert will happen, which generally manifests as abnormal data in a short period.
- Failure Message: The frequency of this kind alert is low, and needs to be paid special attention to.

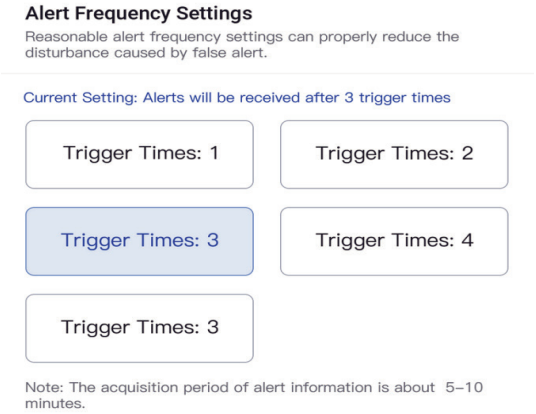
Message (Cont.)



Alert Frequency Settings

Currently, device data will be sent to platform periodically following a certain frequency. Users can set alert frequency reasonably, which can reduce the disturbance caused by unimportant alerts or false alerts.

- For example:
  1. If you set Trigger Times: 1, platform will notify you immediately when the alert data has been uploaded. One alert data means one alert notification.
  2. If you set Trigger Times: 3, platform will notify you when it has received three of the same alert data. Three of same alert data means one alert notification.

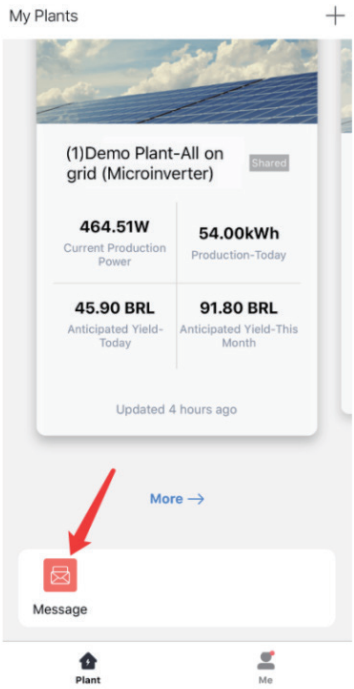


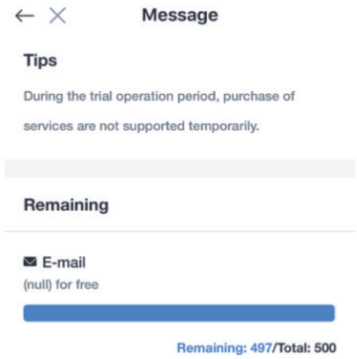
Message (Cont.)

Service Plan

Smart HOME supports multiple receiving methods for alert message. Users can receive message via E-mail, which avoid property losses caused by device failure and other reasons.

Receiving alert messages from E-mail is a paid service.

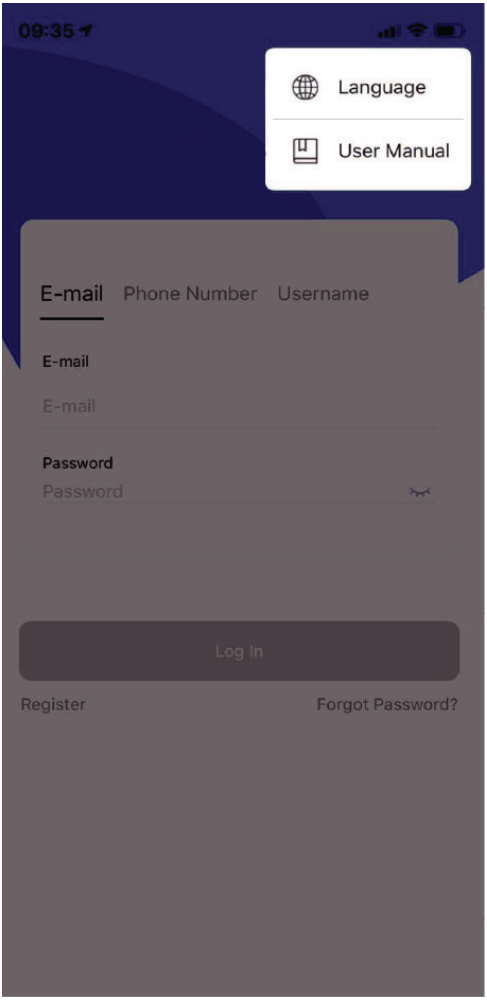




Other

Languages

- Smart HOME supports 5 languages for now, which are Chinese, English, Español, Português, and Polski.
- When you first log in to Smart HOME App, the system will select the language according to your phone system. If you wish to switch the language, please go to upper-right corner at login page or [Me] - [Settings] -[Languages].



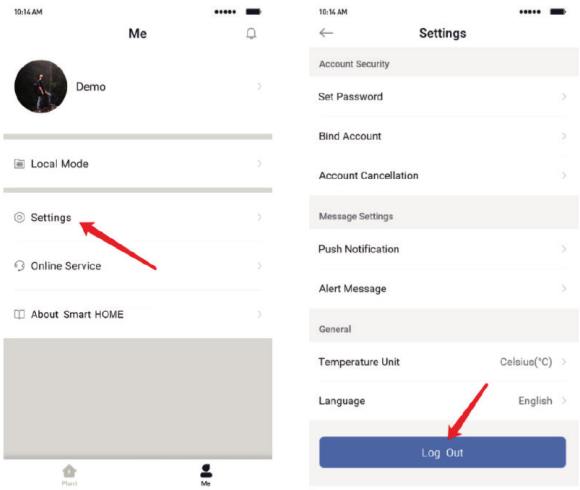
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Other (Cont.)

Common Operations

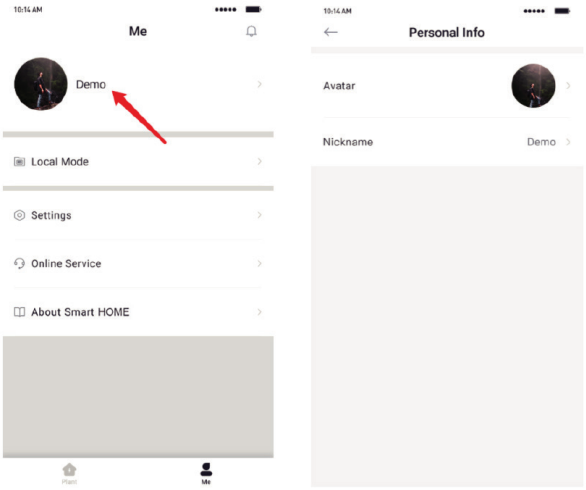
Log Out

- Go to [Me] - [Settings] to log out.



Personal Info

- Go to [Me] and click your avatar to modify your personal info.

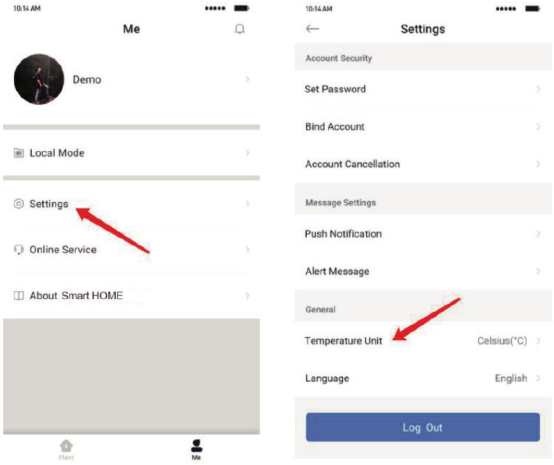


Other (Cont.)

General

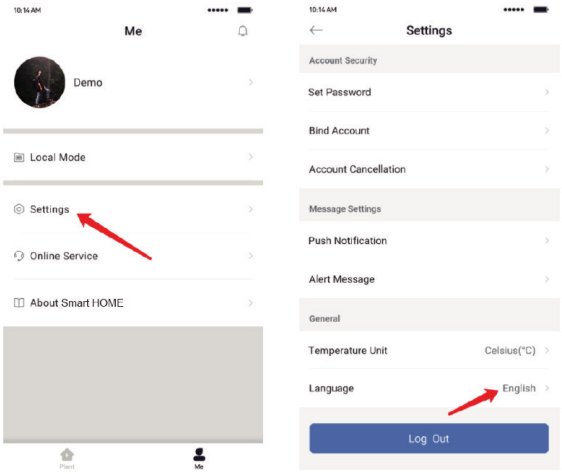
Temperature Unit

- Go to [Me] - [Settings] to select temperature unit.
- Please note, this system only currently supports Celsius and Fahrenheit.



(2) Language

- Go to [Me] - [Settings] to select the language.
- Smart HOME currently supports 5 languages; Chinese, English, Español, Português and Polski.

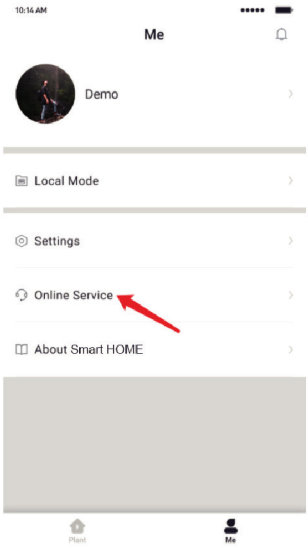


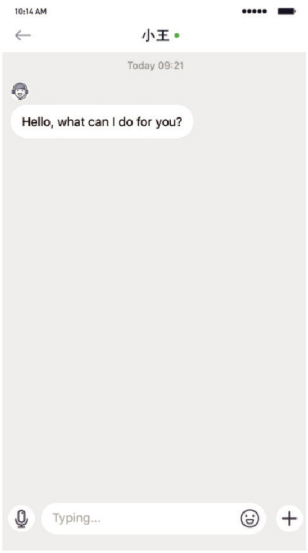
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Other (Cont.)

Online Service

- Go to [Me] - [Online Service] to contact customer service directly. Online Time: 09:00~11:30 AM, 12:30~18:00 PM (UTC+8).
- Alternatively, users can leave a message here, and customer service will reply to you as soon as possible.





Warranty returns

Should you for any reason need to return this product for a warranty claim, make sure to include all accessories with the product.

Product does not work?

If you encounter problems with this product, or if it fails to perform to your expectations, make sure to contact our After Sales Support Centre on (AU) 1300 886 605 for advice.

For an electronic copy of this manual, please contact our after sales support centre.

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