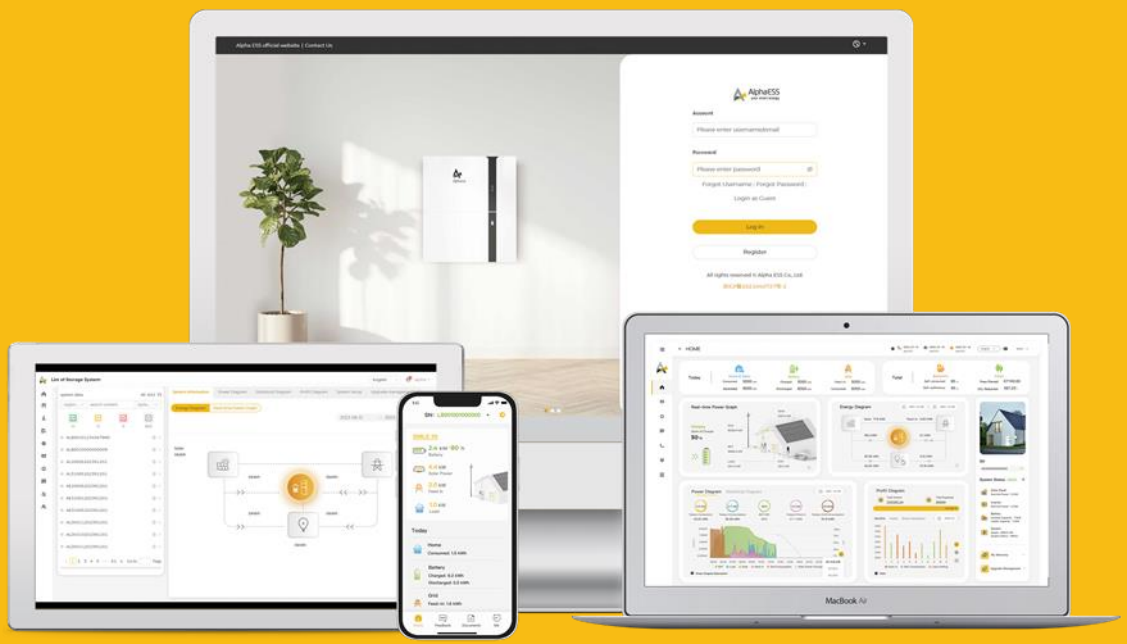
V07

ALPHACLOUD ONLINE MONITORING INSTALLER USER MANUAL



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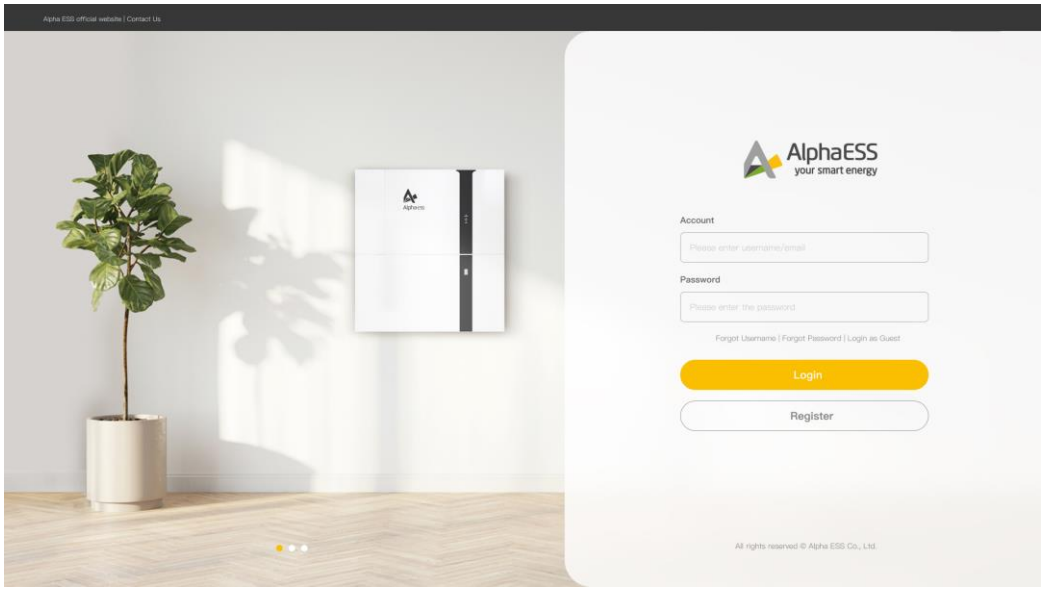
1. Login Interface

1.1. Login



Enter your username and password, and click “Log in” to jump to the home page. There will be a reminder if the login fails.

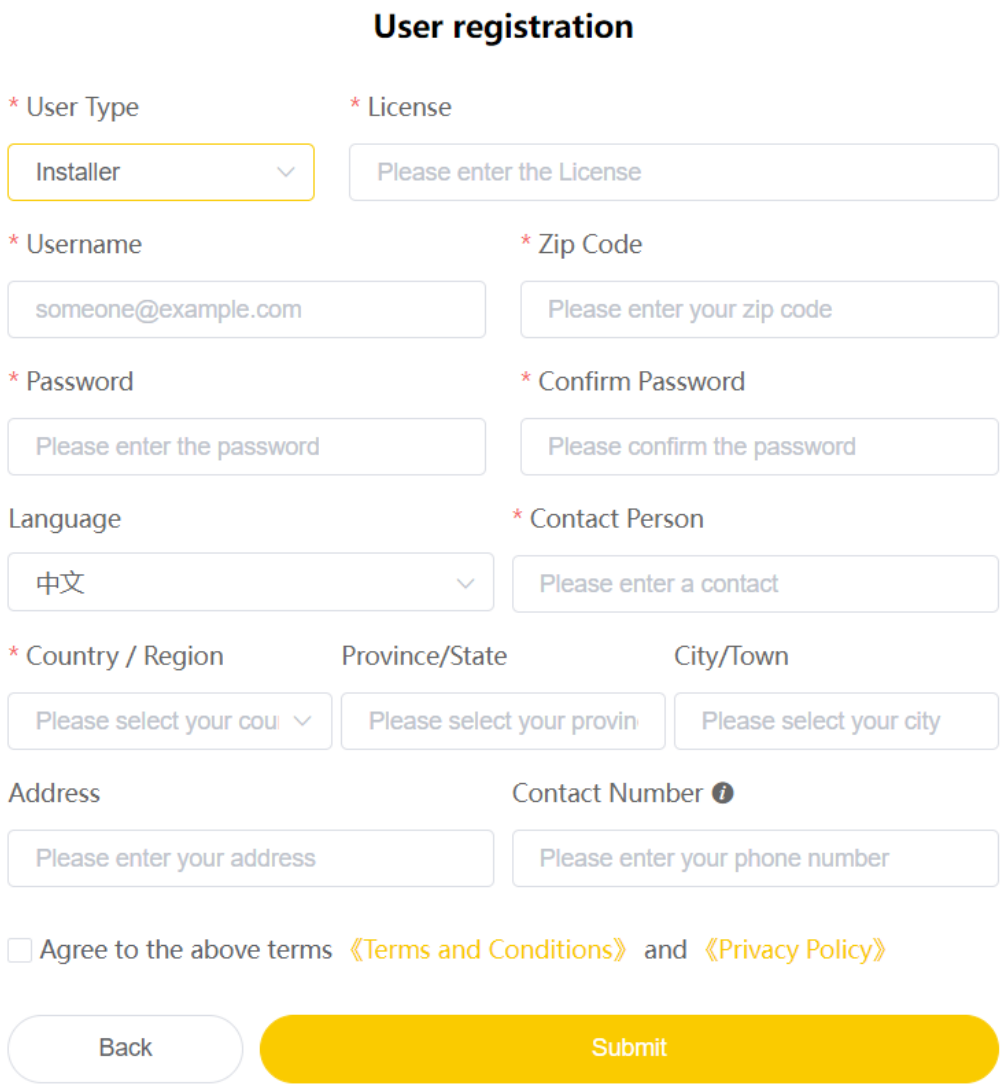
Users who haven't registered need to click “Register” to register first. Please refer to section 1.2.

Click “Imprint” to check the contact information on the AlphaESS official website.

Click “Privacy Policy” to check the Privacy Policy.

Click “Login as Guest” to check the functions of AlphaCloud.

1.2. Registration

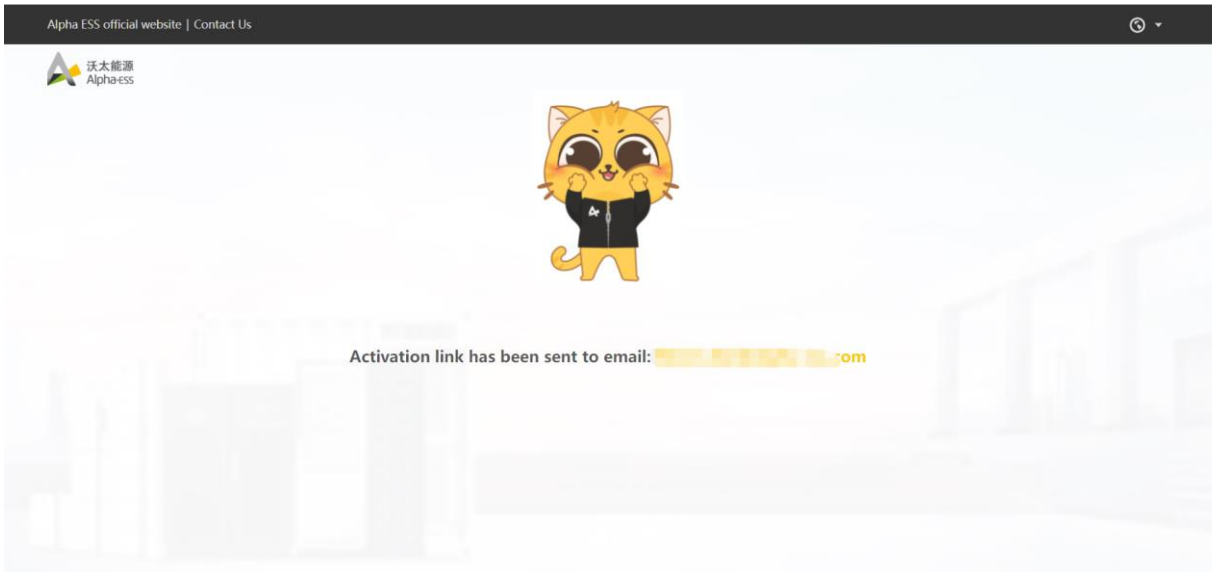


Fields with a "*" mark are required to be filled with accurate information. There are 2 types of registered users: end users and installers. Please select it according to the actual situation. You can select whether to enable auto upgrade or not. Then Click "Log in" to proceed to the login page.

When registering, you must use a valid email address for the username. If your email address cannot receive emails, your account registration will not be successful.

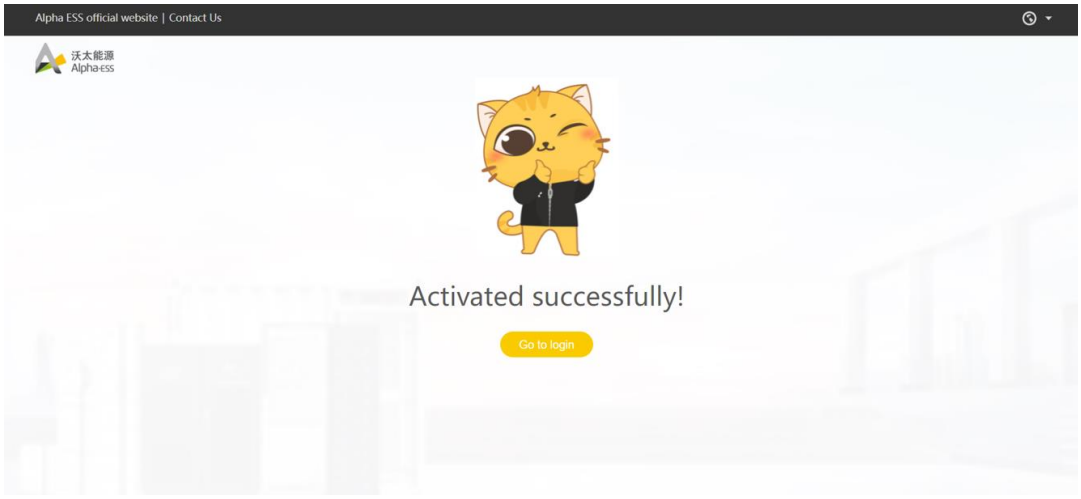
You can select the language on the upper right corner of the page. Currently, Chinese, English, and German are available.

Click "Sign Up Now", and a registration activation email will be sent to your email address, as shown below:



At the same time, you will receive an activation email, as shown below:

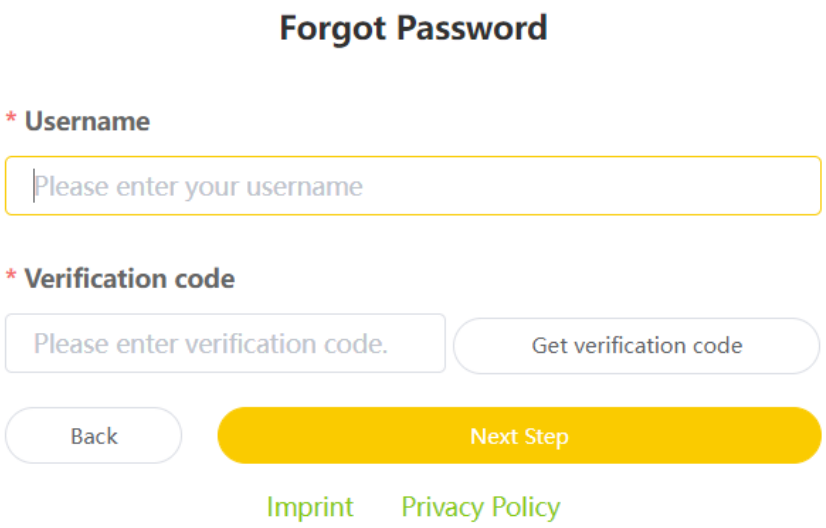
Click the activation link and it will indicate successful account activation and automatically redirect you to the login page.



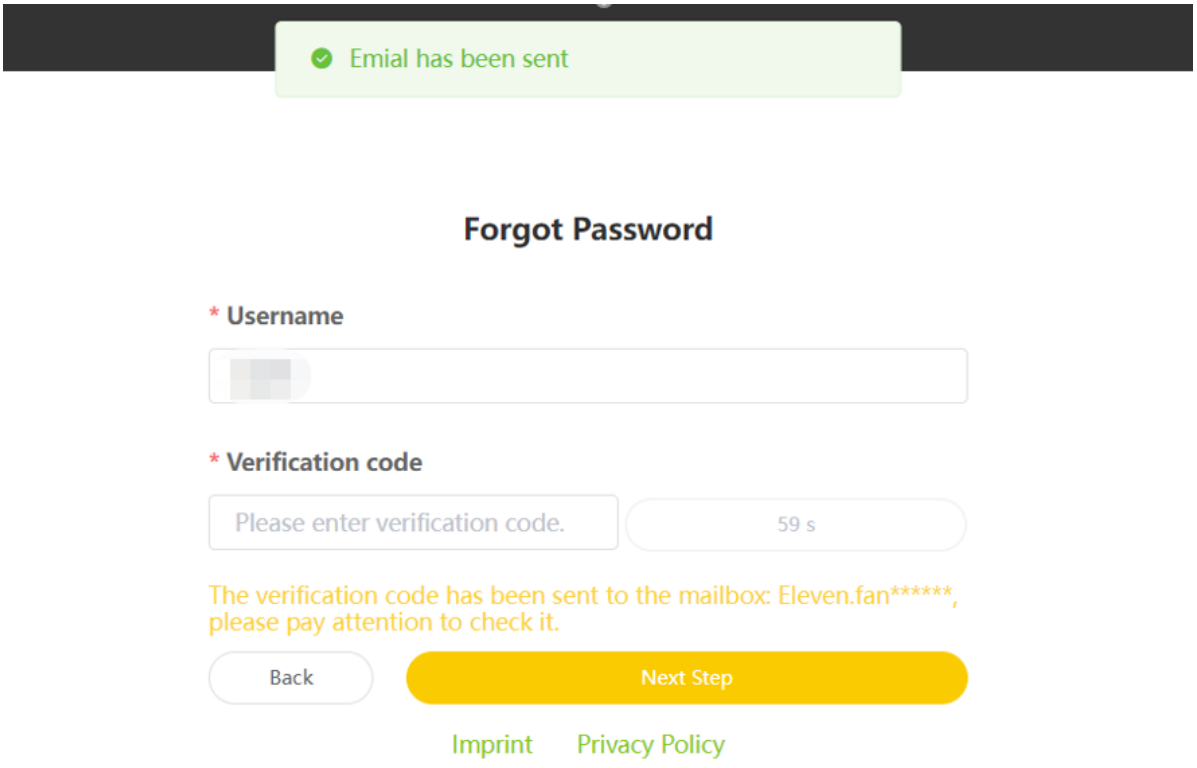
An email will be sent to your mailbox upon successful registration, as shown below:

1.3. Forgot Password

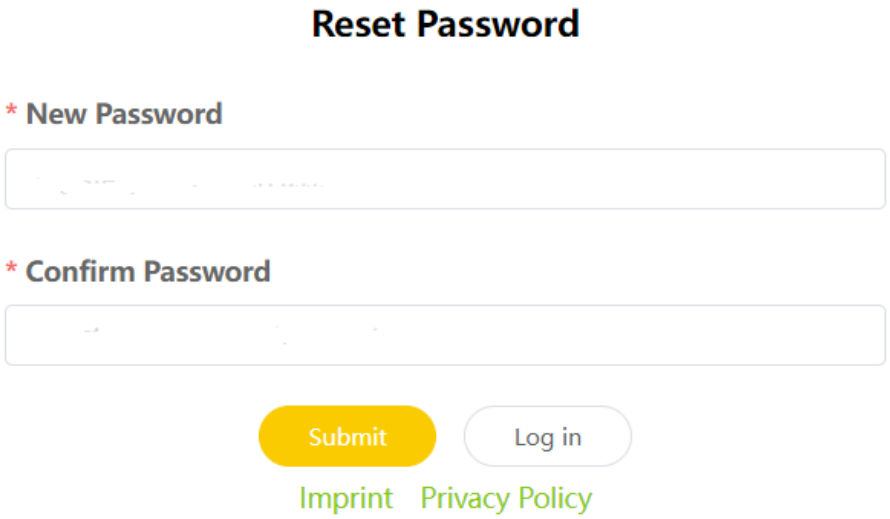
If you have forgotten your password, please click “Forgot Password” on the login page.



Then, you need to enter your email address used to register the account. Please click “Get verification code”, and the code will be sent to your mailbox.



After finishing the verification, you can enter your new password, and submit it to finish the password change.



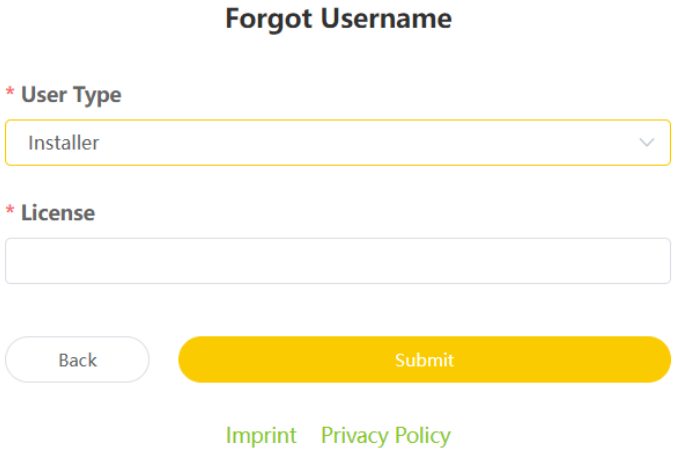
Click “Back” to jump to the login page.

Click “Imprint” to check the contact information on the AlphaESS official website.

Click “Privacy Policy” to check the Privacy Policy.

1.4. Forgot Username

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



After submitting the required information, you will receive an email in your mailbox to retrieve your username.

Click “Back” to jump to the login page.

Click “Imprint” to check the contact information on the AlphaESS official website.

Click ”Privacy Policy” to check the Privacy Policy.

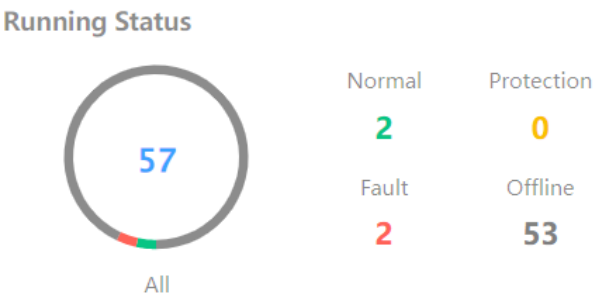
2. Homepage

2.1. Overview

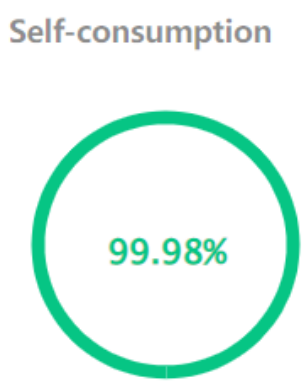
The homepage provides an overview of the information, including:

From left to right: running status, system data (including self-consumption rate, self-sufficiency rate), installed capacity.

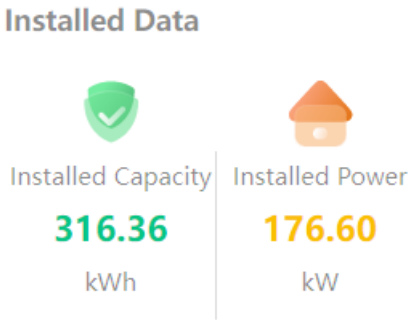
Four running statuses: Normal, Protection, Fault, Offline



System data: Self-consumption Rate is calculated by (total PV generation - total electricity sold to grid) / total PV generation



Installed Data: installed capacity of the batteries and rated power of the inverter



Load Consumed: Total load consumption since installation

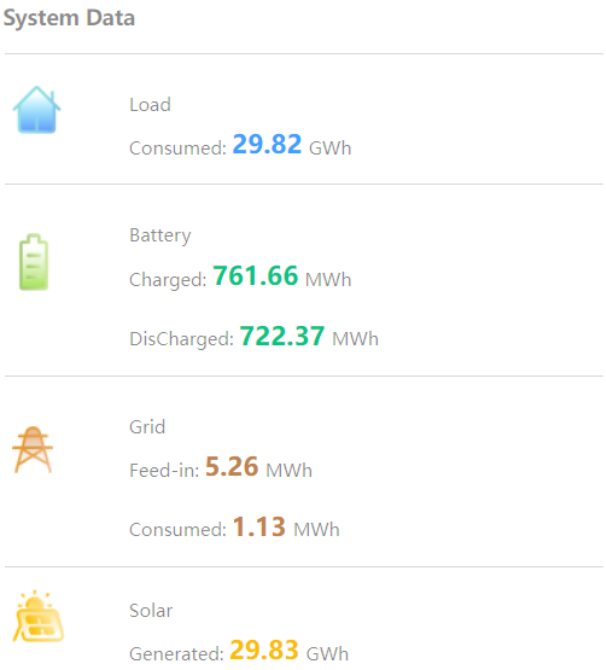
Battery Charged: Total battery charged energy since installation

Battery Discharged: Total battery discharged energy since installation

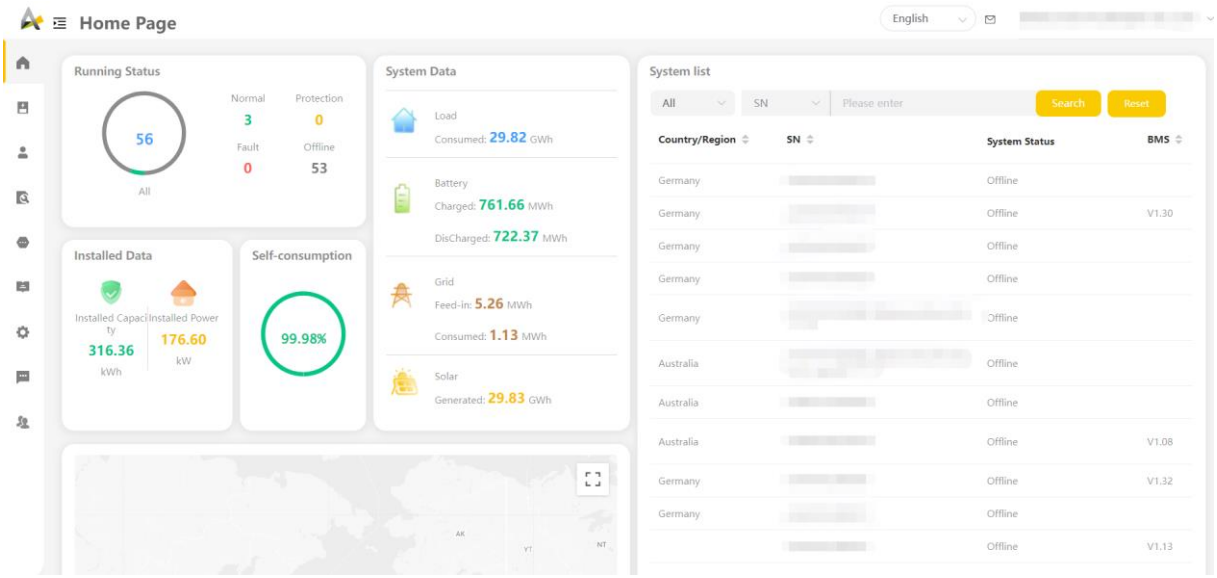
Grid Feed-in: Total energy fed into the grid since installation

Grid Consumed: Total energy consumed from the grid since installation

Solar Generated: Total energy generated by PV since installation



2.2. Map



The icons on the map show the distribution information of end users.

Right-click the icon, and there will be a message prompt panel. Click the S/N to jump to a new page of system data (see 2.3).

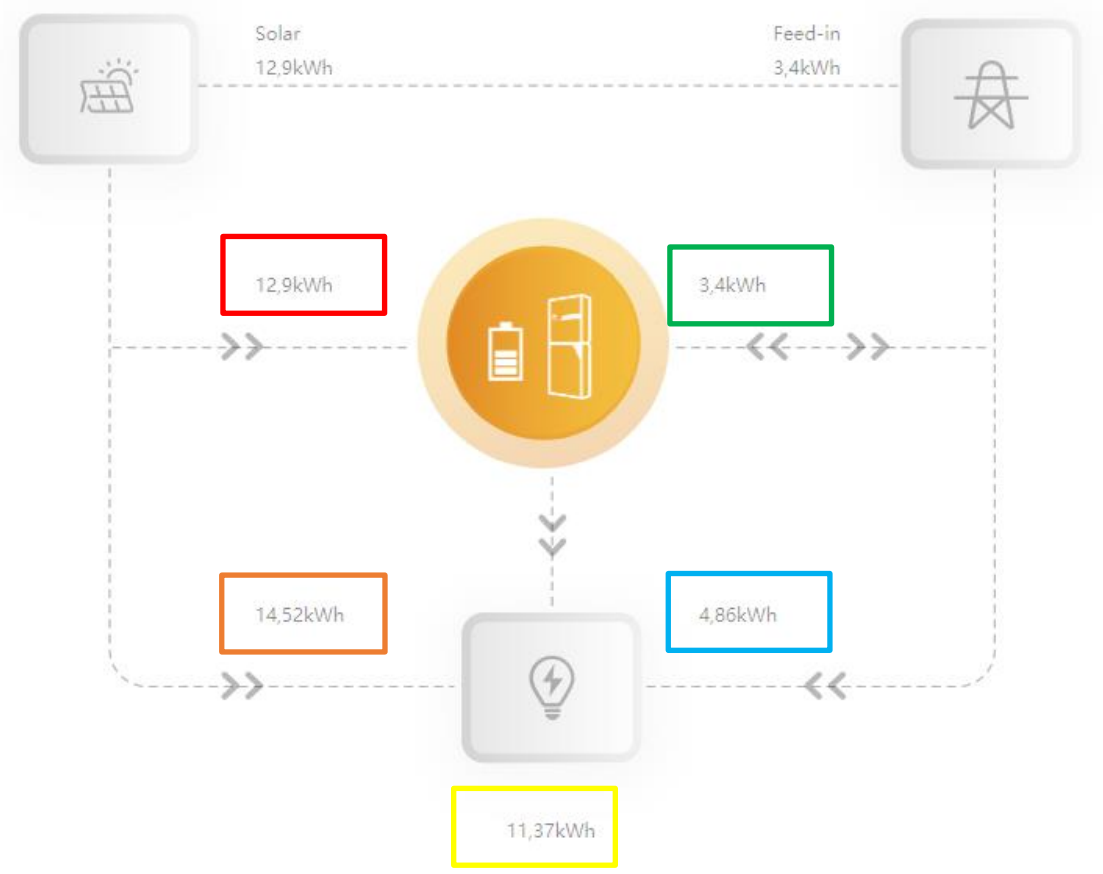
Jiaogang River
Chenjiagang
HAINAN NEIGHBORHOOD
Tongyang Canal
Youyi River
ZHANGZHI NEIGHBORHOOD
Dingbao River
GE GANGSANZU
XINSHENG NEIGHBORHOOD
QINGPING NEIGHBORHOOD
Zhonghenghe
RENQIAO TOWN
Ruchang River
Fuxing River
Feiyuehe
XUE'ANZHEN
CHAIWANZHEN
Ruhai Canal
Baimaogang
ZONGYUAN NO.8 GROUP
Nanling River
SUNZHUANGZHEN
BALI VILLAGE
FANQIAO VILLAGE
Beizhan River
Hongqi River
Zhongxin River
Jiangqiao Gang
Lingqing River
Dongfeng River
JIONGDUO NO.8 GROUP
CHAOWANG NO.9 GROUP
Quya River
Xuyinghe
DONGCHENZHEN
YAZHOUZHEN
SHAOZHUANGCUN
S/N:
System Model:
Zip Code: 226500
System Status: offline
RUGAO
YUANQIAOZHEN
Tougang Harbor
JIANSHEXIANG
Jijia Port
CHENGNAN NEIGHBORHOOD
Siyanfen River
Tuanjie River
GUXIZHEN
XIABAO TOWN
CHENCAO YIZU
Gumagan River
ZHANGZHUANG
DAMING TOWN
QIANRENGUO
DONGHU 6 ZU
Daminghe
Gaonanhe
Maozhihe
Yangmahe
BAN JINGYIZU
Dazhai River

3. List of Storage Systems

3.1. System Info

3.1.1. Energy Flow Chart

The image below shows the energy flow chart of the energy storage system without an EV charger installed:



The image below shows the energy flow chart of the energy storage system with an EV charger installed:

The above figure shows the total energy flow, which can be queried according to the start time and end time.

Description:

i. Solar (12.9kWh): Total energy from PV generation.

ii. Feed-in (3.4kWh): Total energy fed into the grid.

iii. Red box (12.9kWh): Energy charging the battery from PV.

iv. Green box (3.4kWh): Energy charging the battery from the grid.

v. Orange box (14.52kWh): Load consumption supplied by PV.

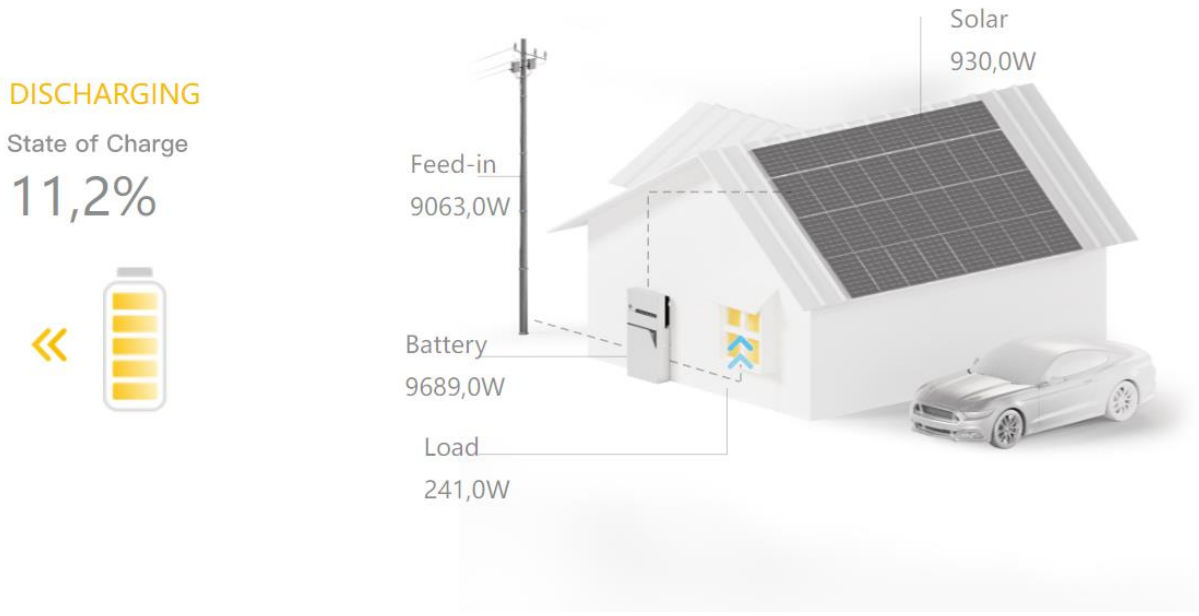
vi. Cyan box (4.86kWh): Load consumption supplied by the grid.

vii. Yellow box (11.37kWh): Total load consumption.

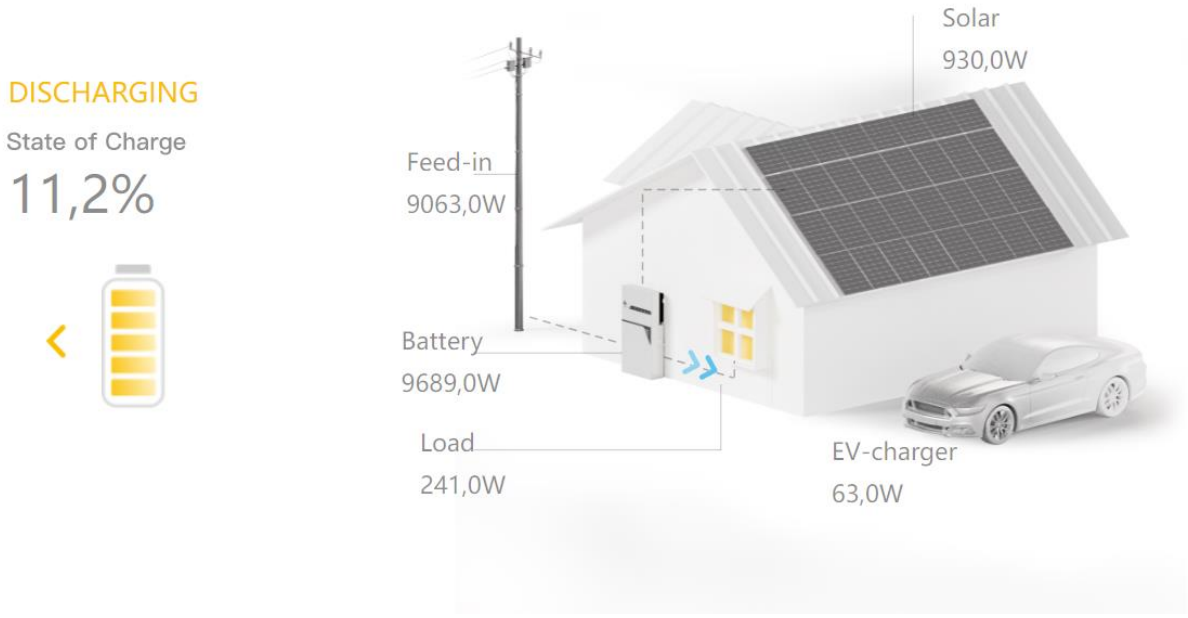
viii. Yellow box (24.31kWh): Consumption of EV charger.

3.1.2. Real-time Power Map

The image below shows a real-time power map of the energy storage system without an EV charger installed:



The image below shows a real-time power map of the energy storage system with an EV charger installed:



PS: Only SMILE series products have this function.

The above figure shows the real-time power (if the system supports the latest features).

Description:

i. 930.0 W: Real-time power generated by PV.

ii. 9063.0 W: Real-time power fed into the grid.

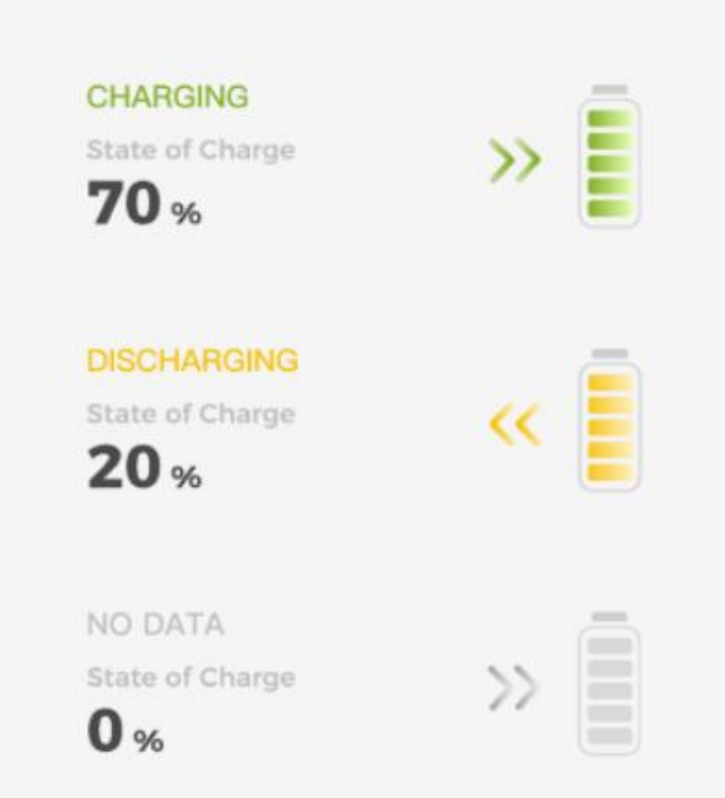
iii. 9689.0 W: Real-time power charging/discharging to/from the battery.

iv. 241.0W: Real-time load power.

v. 11.2 % (SOC): Remaining battery capacity.

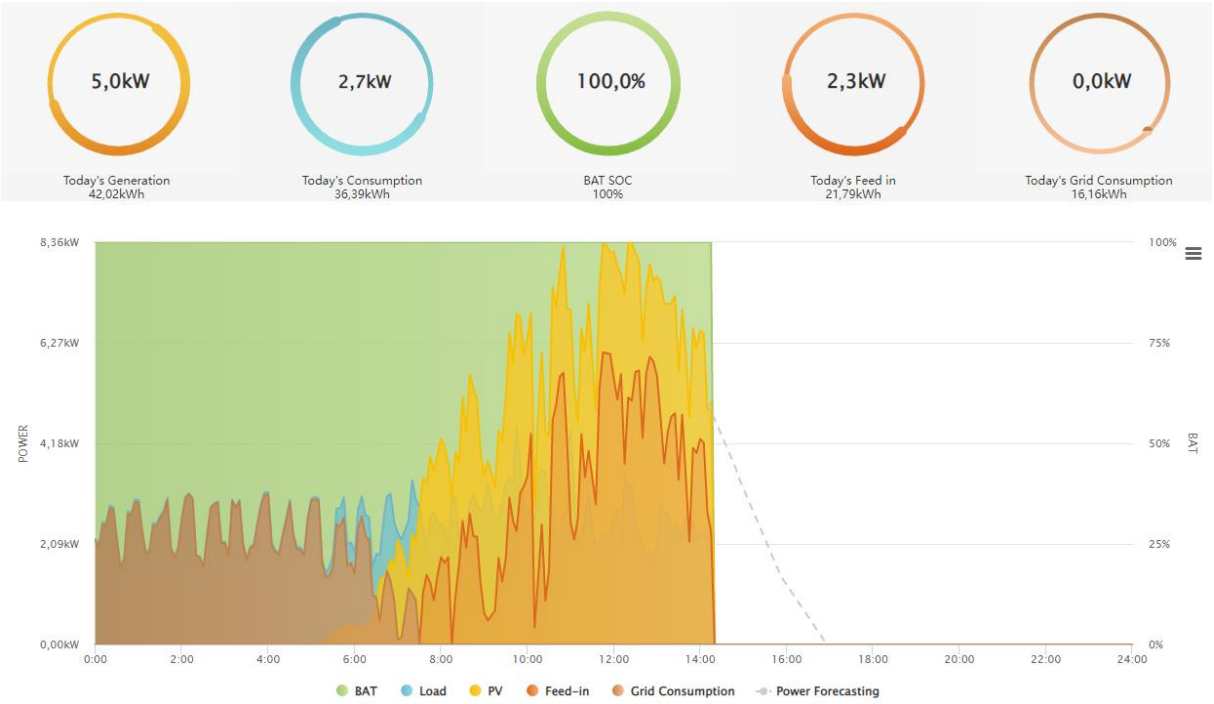
vi. 63.0W: Load consumption from EV charger.

The battery has the following state changes:

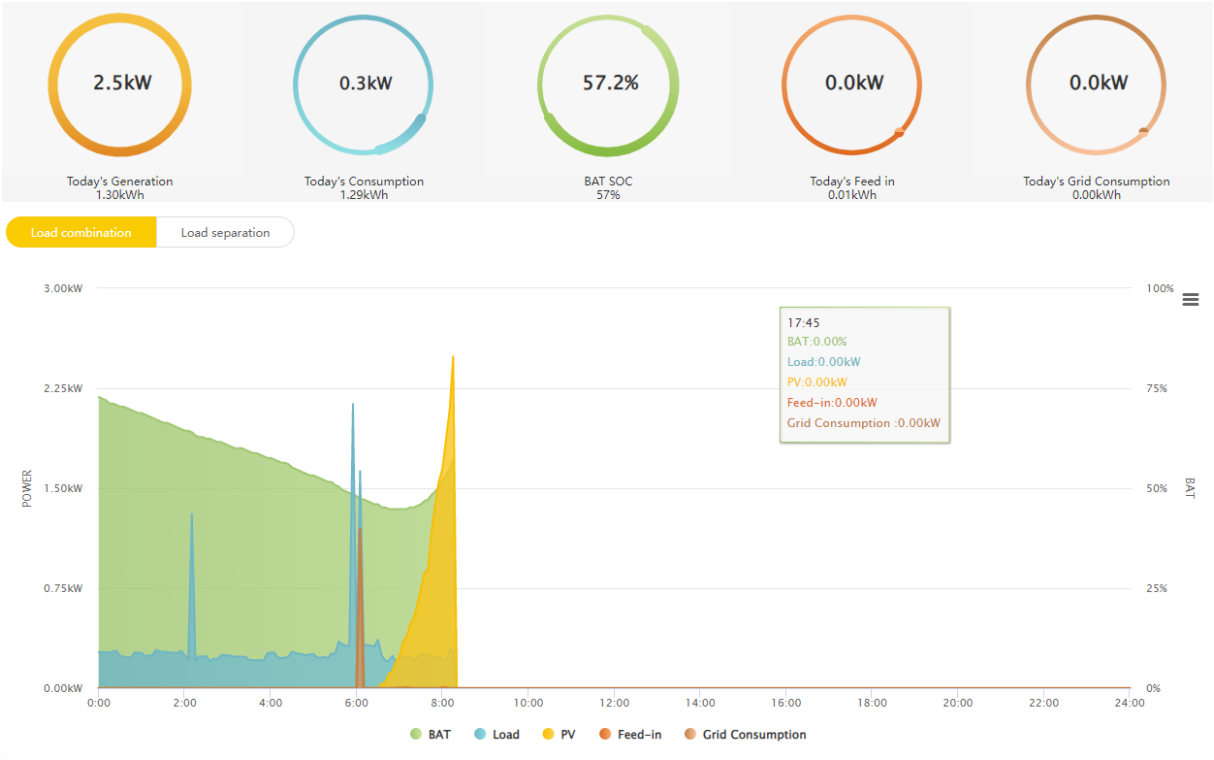


3.2. Power Diagram

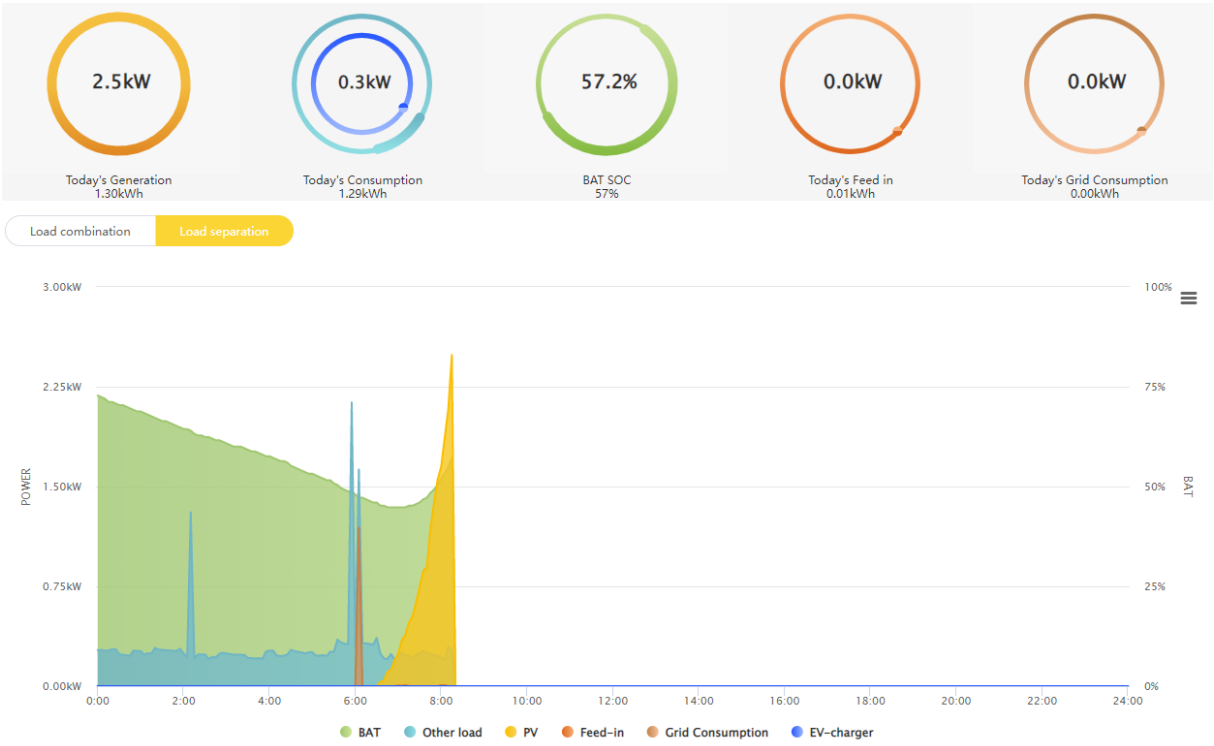
The image below shows the power diagram of the energy storage system without an EV charger installed:



The image below shows the power diagram of the energy storage system with an EV charger installed:



Click "Load combination" to view the power diagram that combines the user loads and the EV charger loads into a total load:



Click the power diagram on the home page to view the power map for a specific time period, as shown in the above figure.

Description:

Yellow (PV): Power generated from PV

Dark Blue (Load): Load consumption

Cyan (Battery): SOC (battery remaining capacity)

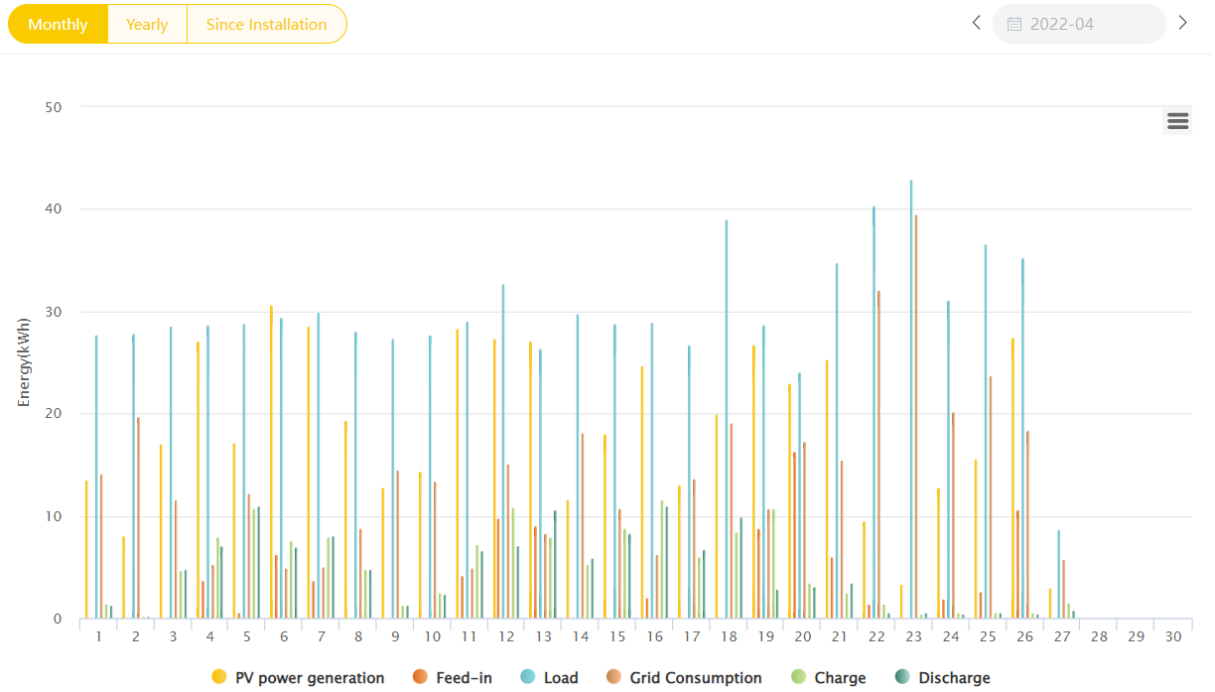
Orange (Feed-in): Power fed into the grid

Blue Purple (Grid consumption): Power supplied by the grid

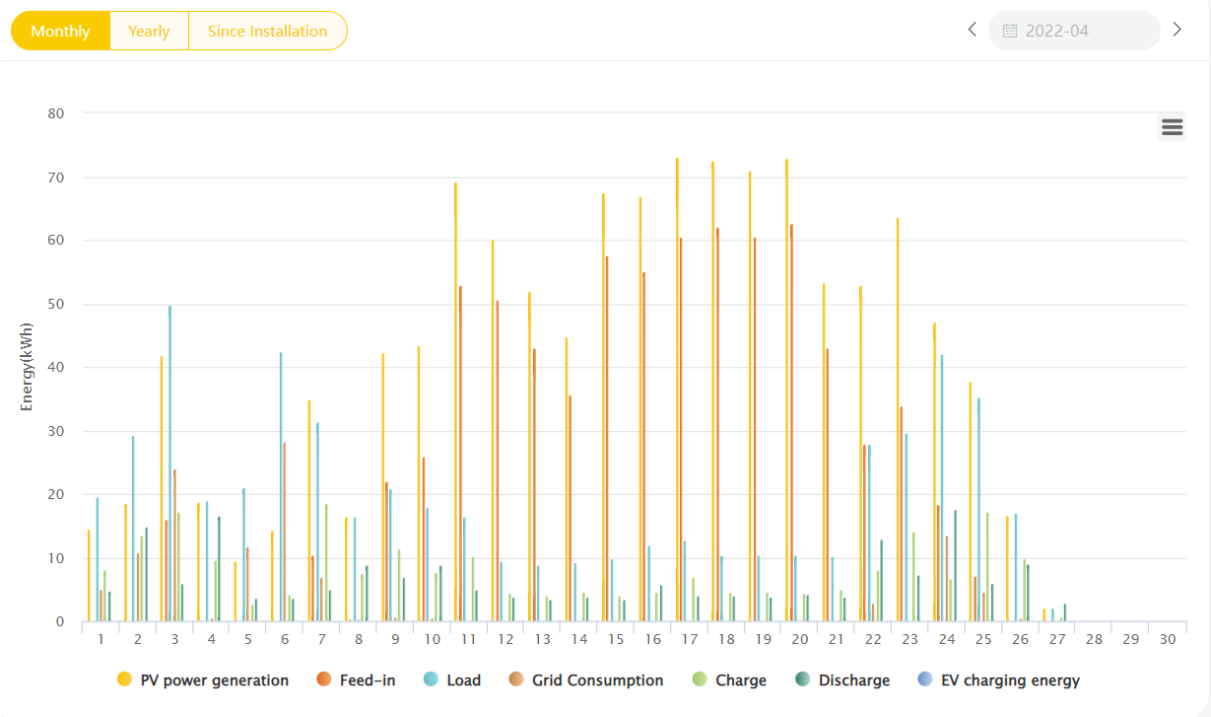
Users can set the date on the upper right corner to check the power data of a certain day. The diagram of a certain period can be zoomed in.

3.3. Statistical Diagram

The image below shows the statistical diagram of the energy storage system without an EV charger installed:



The image below shows the income graph of your energy storage system with an EV charger installed:



Click to check the S/N account. Click the homepage graph to view the chart for a specific time period.

Description:

There are three ways to calculate: by month, by year, or since the day of installation.

PV power generation: Total energy generated by PV.

Feed-in: Total energy fed into the grid.

Load: Total load consumption.

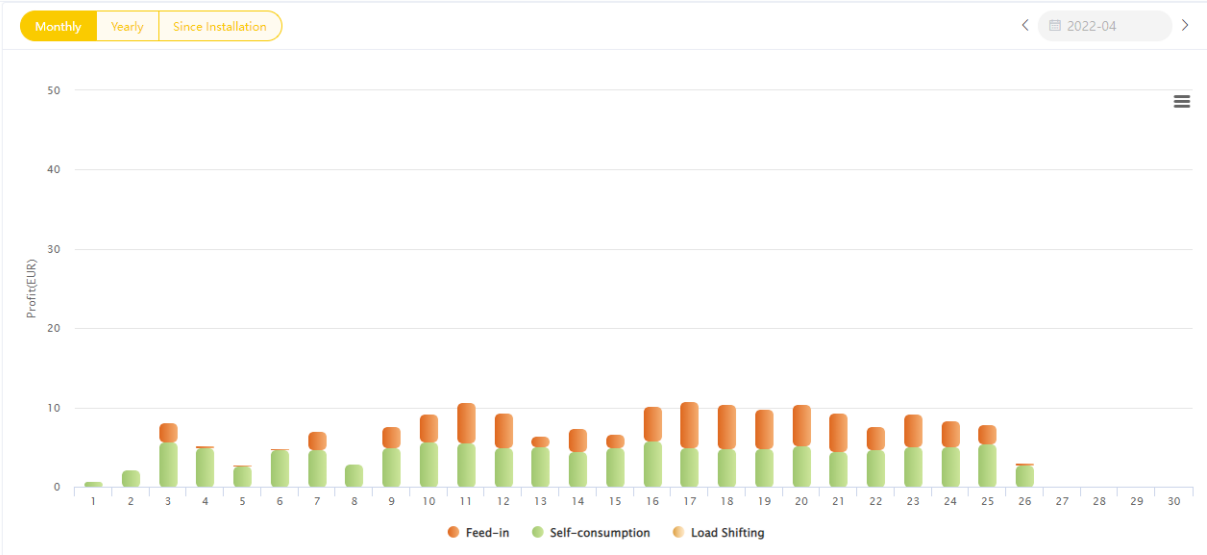
Grid Consumption: Energy consumption from the grid.

Charge: Total energy charged into the battery.

Discharge: Total energy discharged from the battery.

EV charging energy: Total energy charging the EV.

3.4. Profit Diagram



Click to check the S/N account. Click the home profit diagram to view the profit for a specific period.

Description:

The income chart can also be calculated monthly, yearly, or from the day of installation.

Total Income: Total income from the benefit of the system

Total Investment: Total investment cost (this value can be set by the customer)

The progress bar is the ratio of total income to total cost

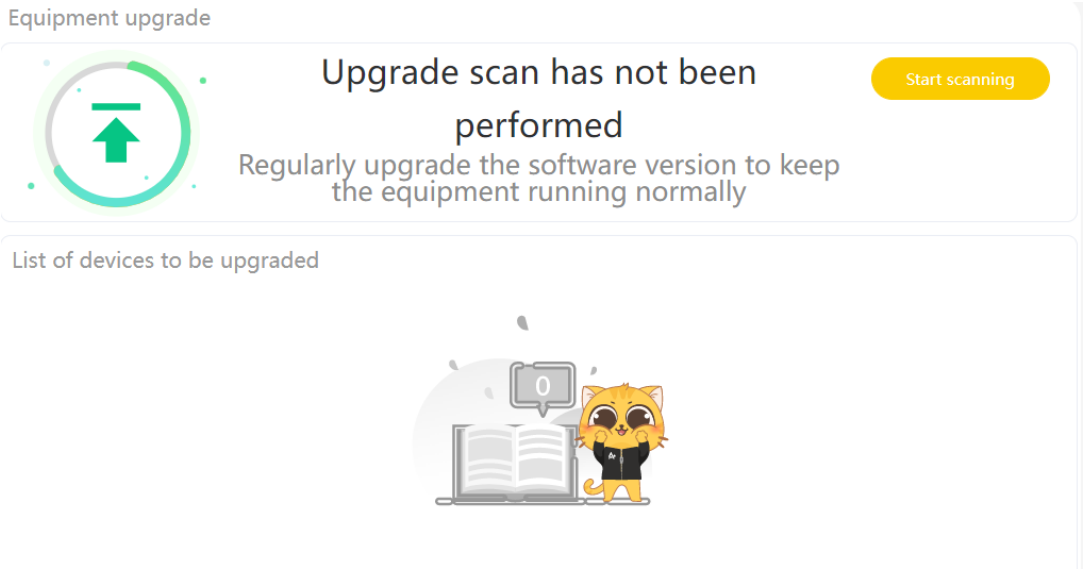
Feed-in: Income from energy fed into the grid, provided that there is a feed-in tariff

Self-consumption: income from PV generation

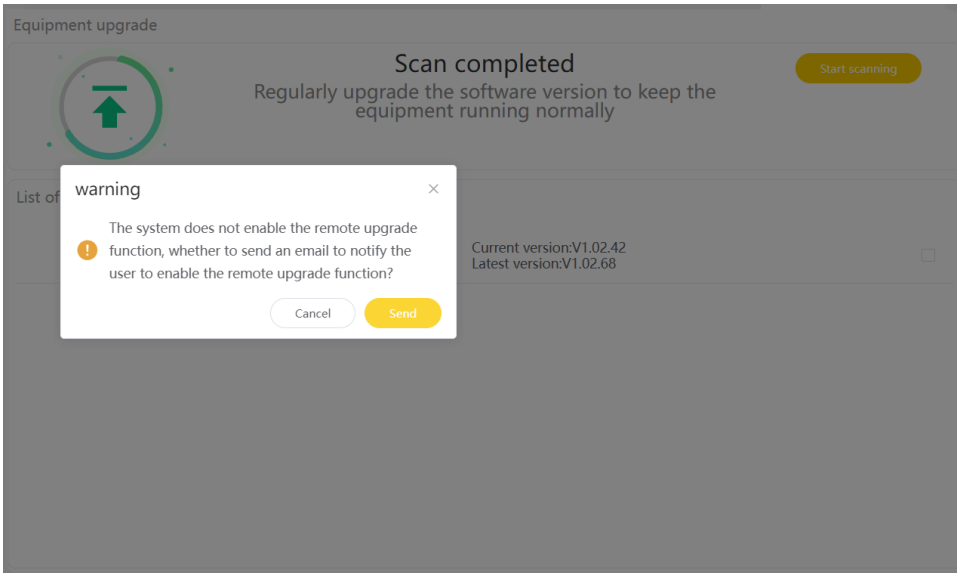
Load shifting: income from charging the battery at a low electricity price and using it at a high electricity price, if there are different tariffs for electricity throughout the day.

3.5. Upgrade Management

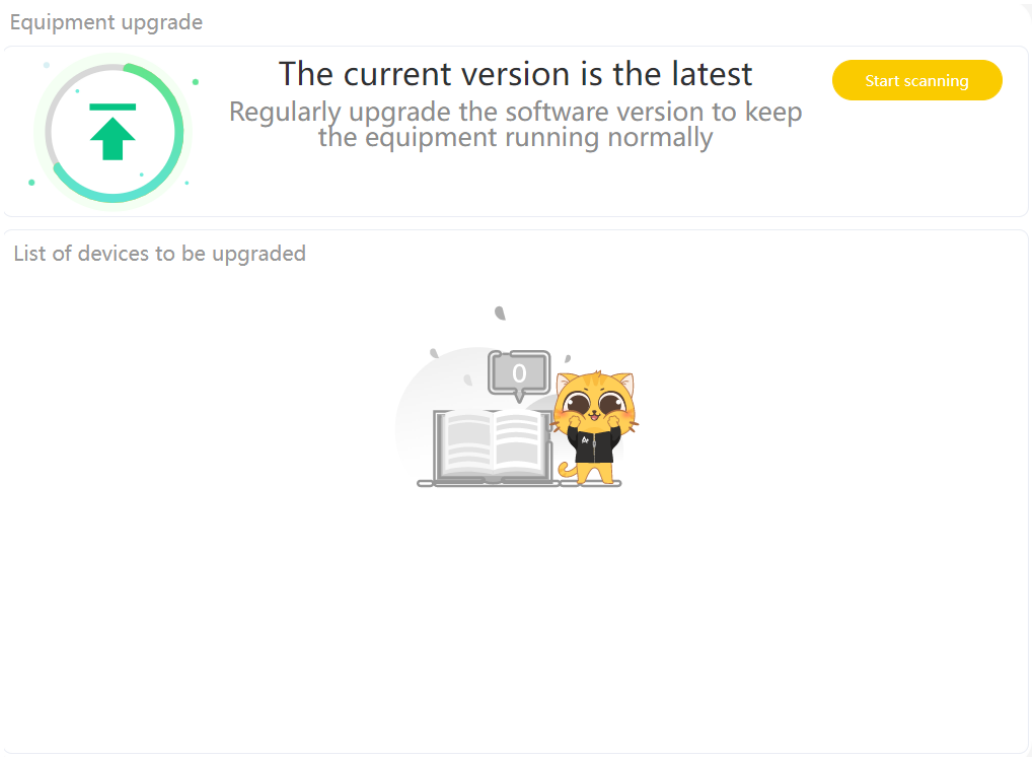
Please click "Start scanning" on this page to check if the current firmware version is the latest.



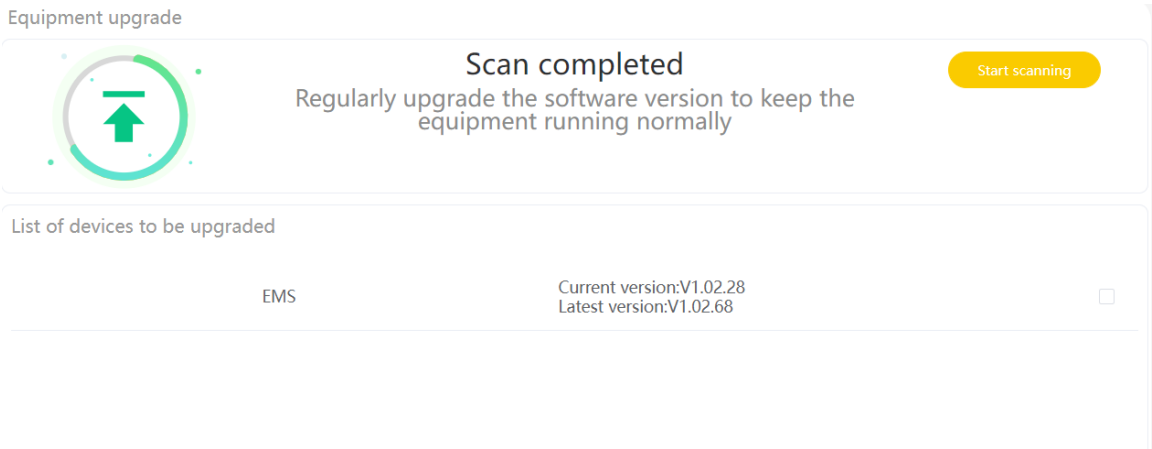
If the “Remote upgrade function” has not been enabled, a “warning” will pop up.



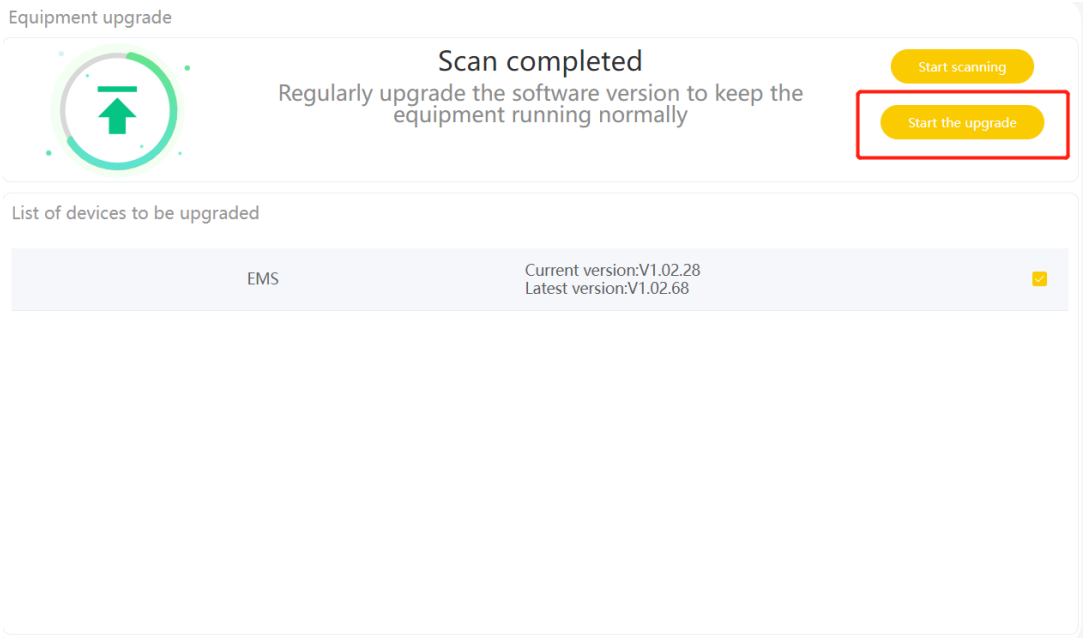
- If the current version is the latest, it will be displayed as follows:



- If a new version is available, it will be displayed as follows:

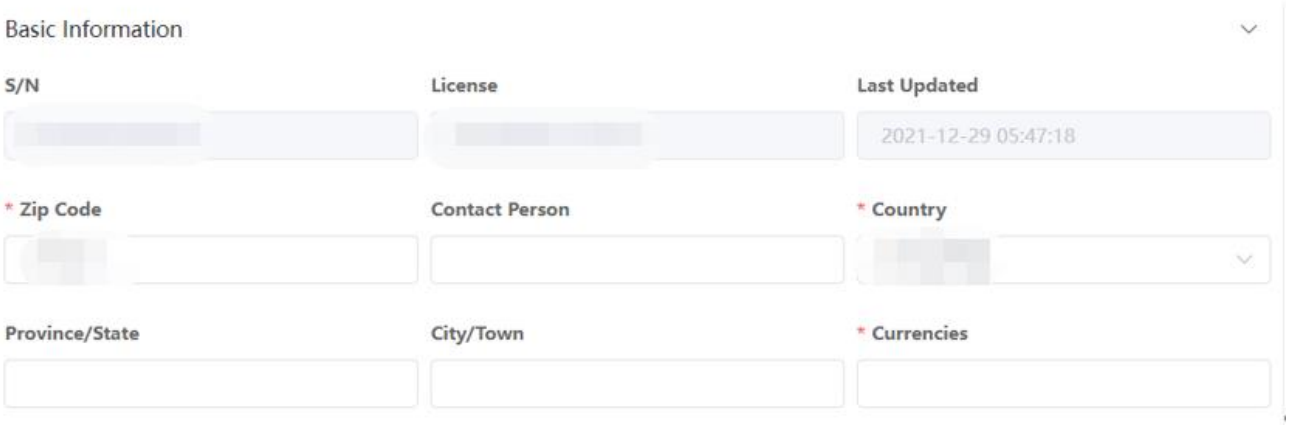


After selecting one of the firmwares, the "Start Upgrade" button will be displayed in the upper right corner. After clicking the button, the firmware will enter the upgrade mode.



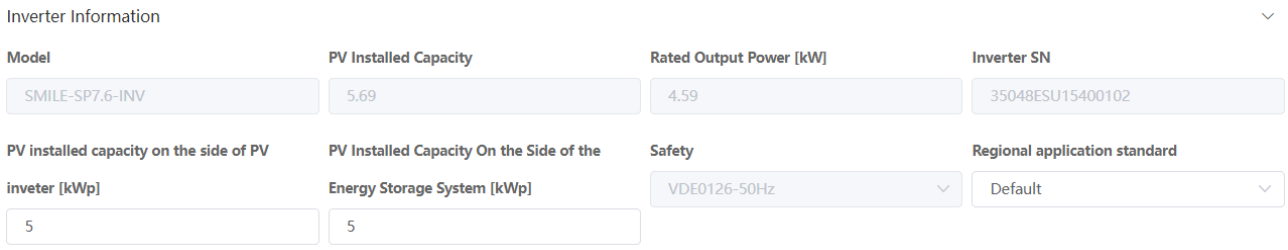
3.6. System Setup

3.6.1. Basic Information



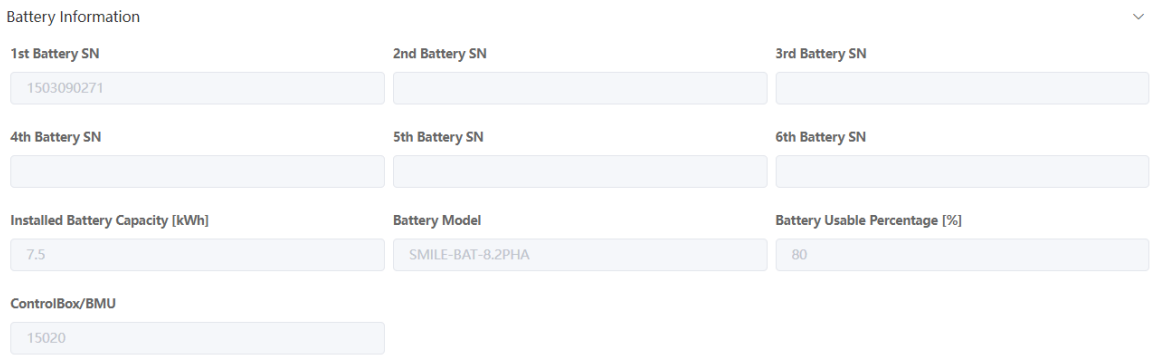
Fields with a "*" mark are mandatory and required to be filled in. Grey fields are default, and all white blank fields need to be filled in.

3.6.2. Inverter Information



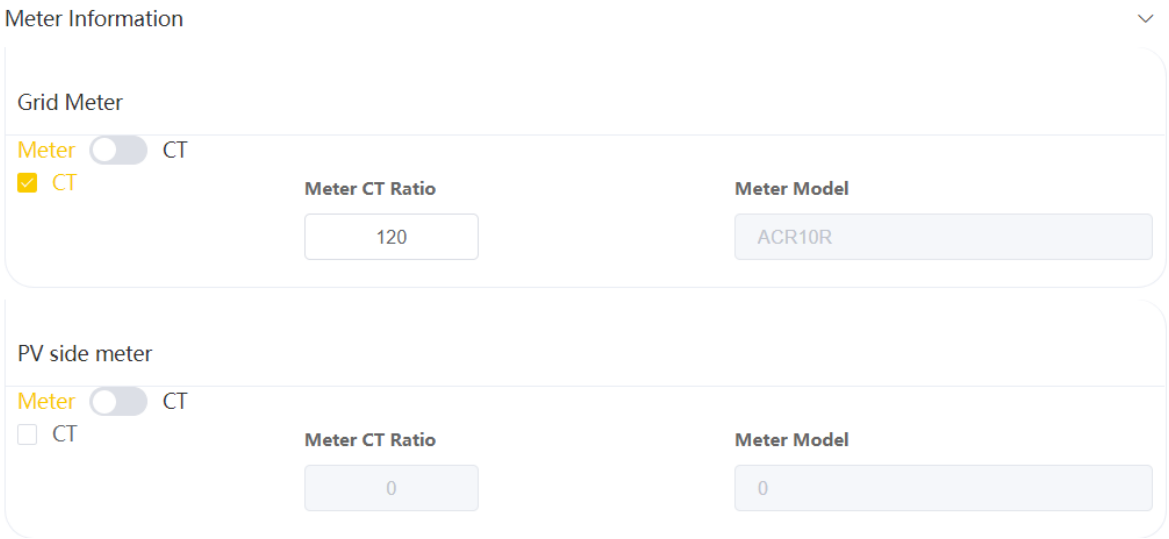
The above figure shows the basic information about the inverter. Grey fields are default, and all white blank fields need to be filled in.

3.6.3. Battery Information



The above figure shows the basic information about the batteries. For residential systems, up to 6 batteries are allowed, while for commercial systems, up to 18 batteries are permitted.

3.6.4. Meter Information



Grid Meter:

When the system is connected to the grid, the grid meter should be set.

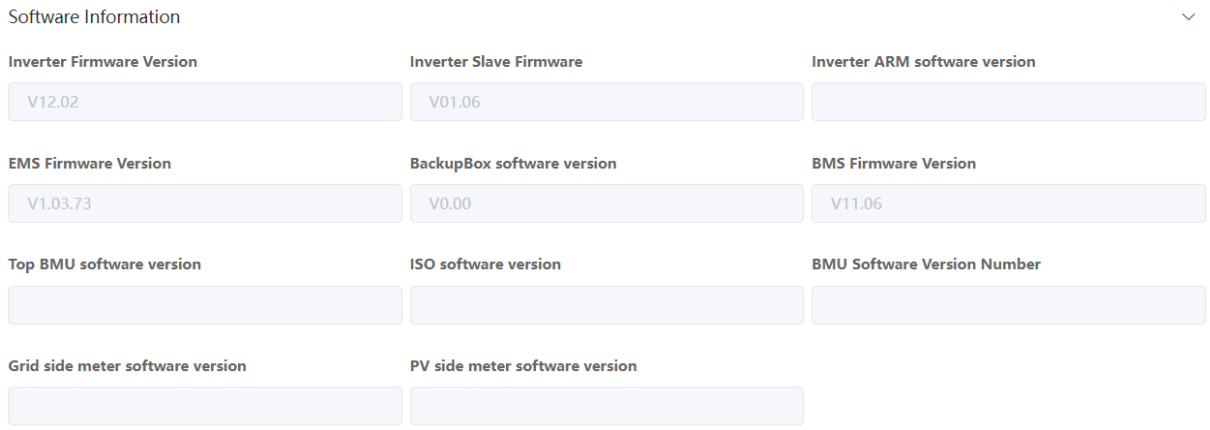
If the grid meter is installed, please select Meter for the grid side. If this meter is a CT meter and its CT ratio is not 1, please select CT below and input the Meter CT Ratio. The Meter Model cannot be manually set as it will be automatically set by EMS. If the installed meter is not a CT meter or its CT ratio is 1, please do not select CT below. On the grid side, if only a CT is installed, please select CT for the grid side.

PV meter:

When the system is installed with a PV inverter, the PV meter should be set.

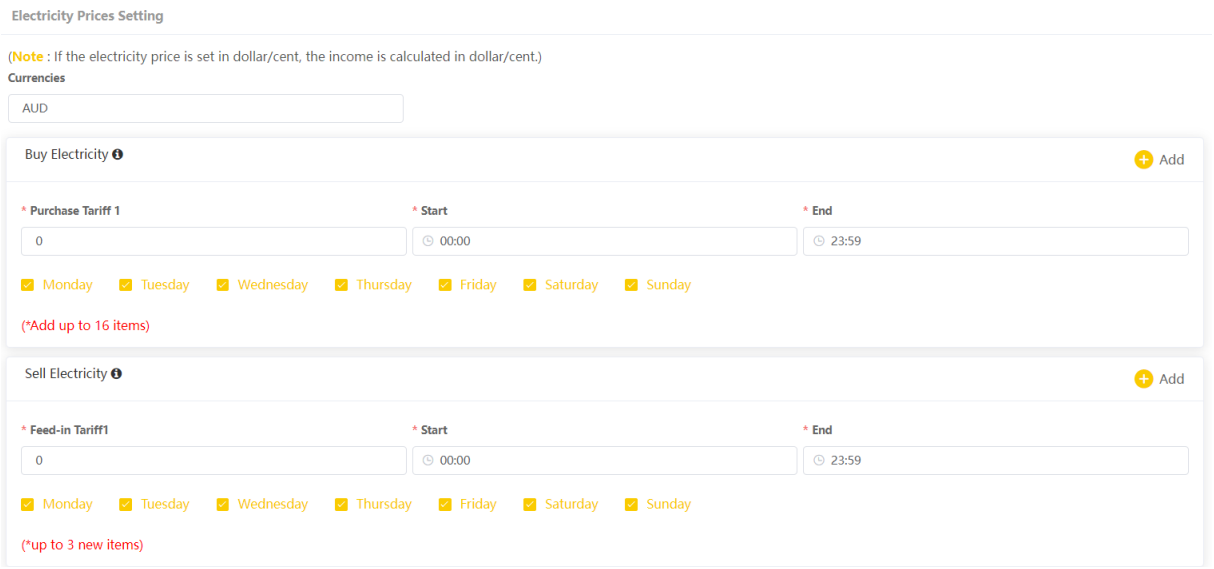
If the PV meter is installed, please select Meter for the PV side. If this meter is a CT meter and its CT ratio is not 1, please select CT below and input the Meter CT Ratio. The Meter Model cannot be manually set as it will be automatically set by EMS. If the installed meter is not a CT meter or its CT ratio is 1, please do not select CT below. On the PV side, if only a CT is installed, please select CT for the PV side.

3.6.5. Software Information



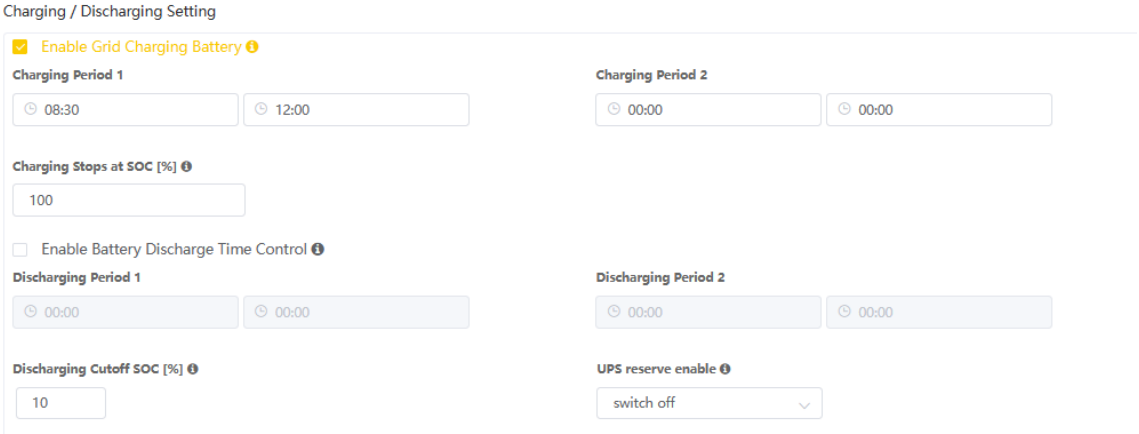
The above figure shows the basic information of the software and cannot be set manually.

3.6.6. Electricity Tariff Information



On this page, you can set electricity tariff, tariff period, and feed-in tariff.

3.6.7. Charge/Discharge Settings

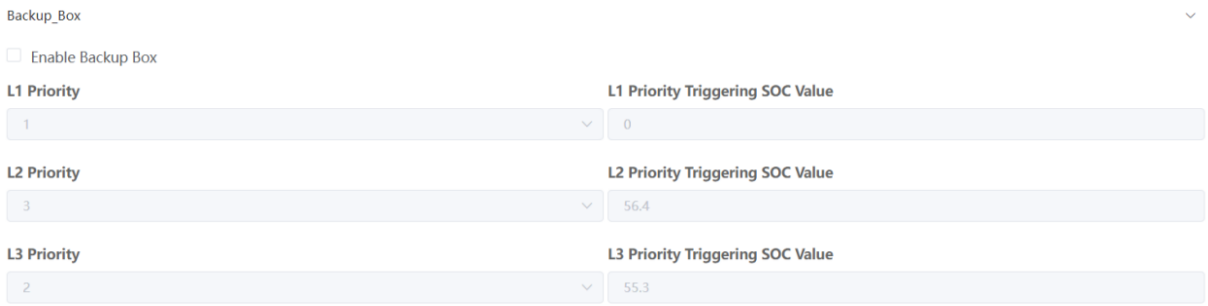


The main function of the charge and discharge setting is to set the charging and discharging period of the system in the on-grid situation. The cut-off SOC of charging and discharging should be paid attention to.

UPS reserve enable:

- When this function is enabled, upon returning to the grid-connected state from the off-grid state, the energy storage system will prioritize charging the battery to the cut-off SOC value by forcibly taking power from both the PV and the Grid.
- When this function is disabled, after the system returns to the grid-connected state from the off-grid state, the battery will only be charged by the PV and not from the grid until the battery reaches the cut-off SOC.

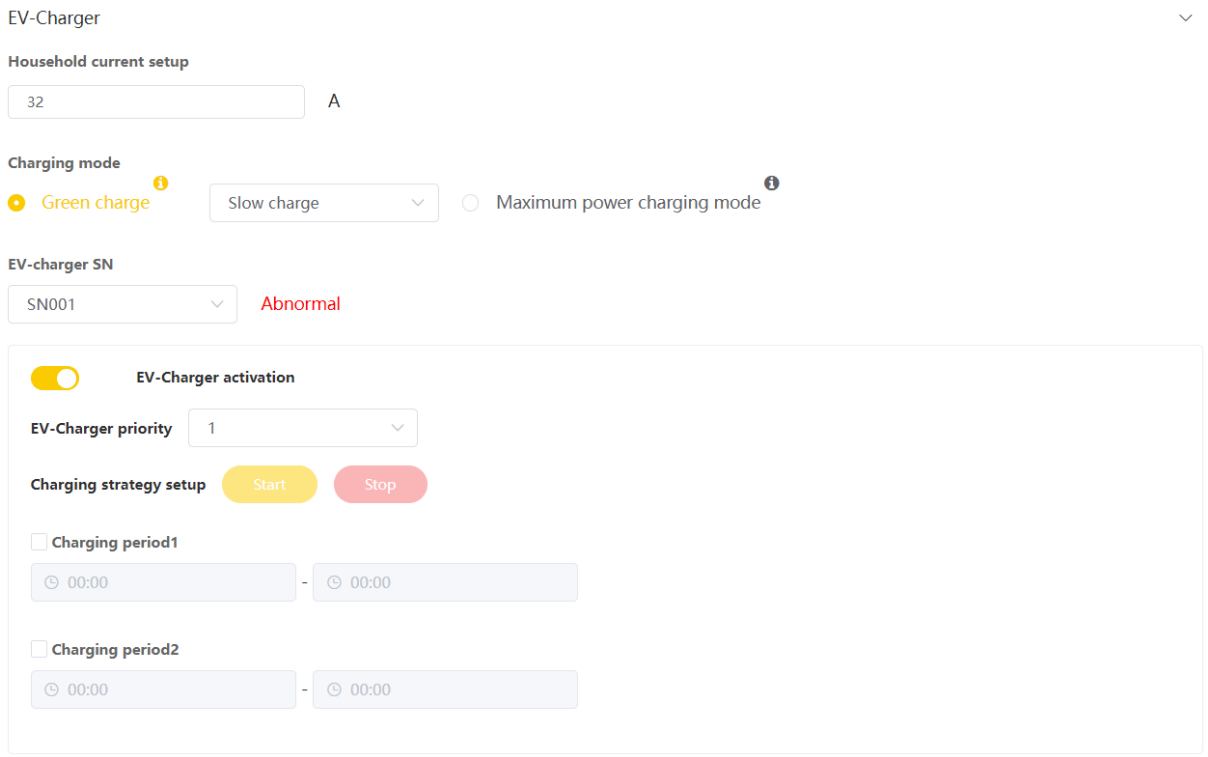
3.6.8. Backup Box



Set the priority of each load if a backup box is used.

3.6.9. EV Charger

The setting interface for the SMILE-EVCT11 EV Charger is as follows:

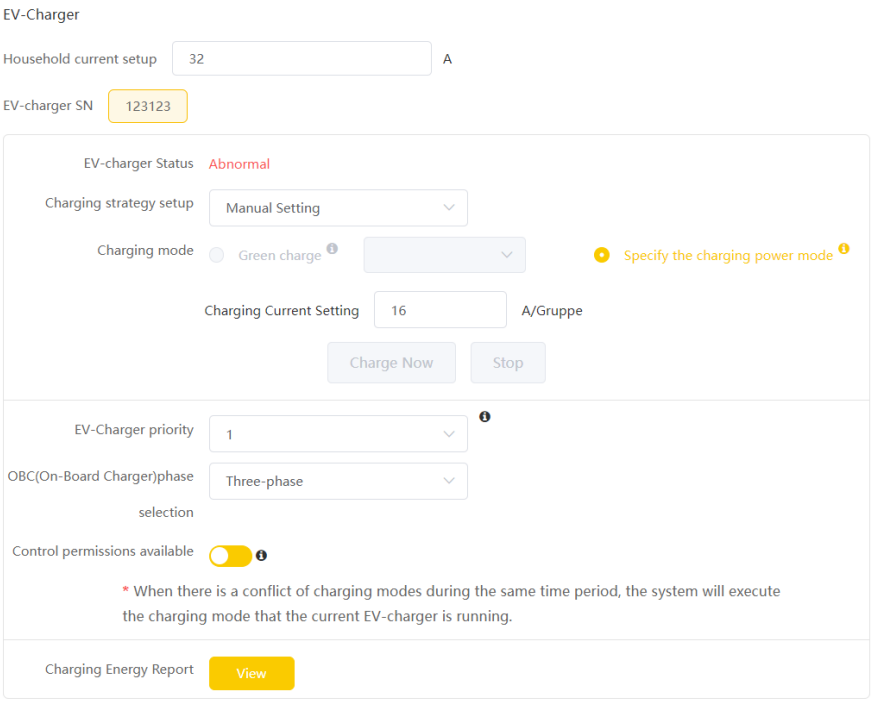


Here, the EV Charger option will only appear when selecting the SN of your system with an EV charger installed.

Household current setup: Set the incoming current.

Currently, the enable button, EV charger priority, fixed charging period 1 and period 2 can only be set by end users. The charging status will be displayed.

The setting interface for the SMILE-G3-EVCT11/S EV Charger is as follows:



Here, the EV Charger option will only appear when selecting the SN of your system with an EV charger installed.

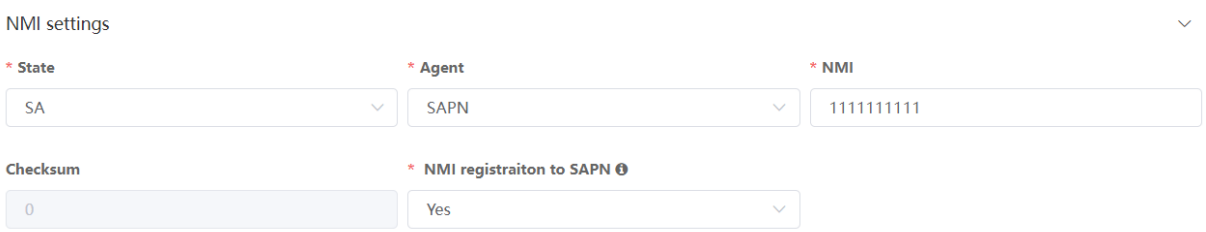
Household current setup: Set the incoming current.

Currently, the enable button, EV charger priority, fixed charging period 1 and period 2 can only be set by end users. The charging status will be displayed.

You can click "View" to check the EV charger energy report.

3.6.10. NMI Settings

An NMI settings tab is added for systems installed in Australia.



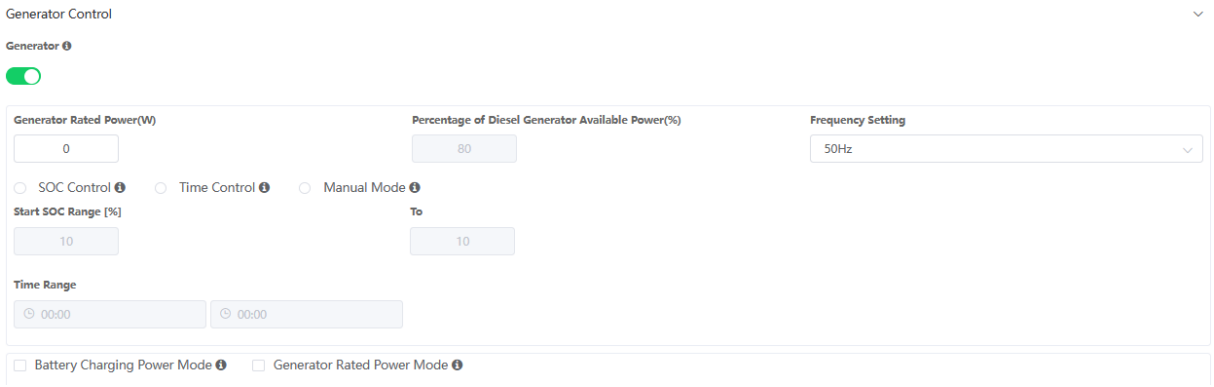
If you select "Agent" after choosing the State, you must enter the 10-digit NMI. The checksum will be calculated automatically. Additionally, if you choose "Yes" for "NMI

registration to SAPN", you will be automatically registered with the electricity distribution company.

3.6.11. Generator Control

There are three diesel generator control modes:

1) SOC mode: In this mode, please set a SOC range. When the battery SOC falls below the lower limit of the SOC range, the diesel generator will be turned on; when the battery SOC exceeds the upper limit of the SOC range, the diesel generator will be turned off.
2) Timed mode: In this mode, please set the start time and shutdown time of the diesel generator. During the set time period, the diesel generator will be on; outside of that time period, the diesel generator will remain off.
3) Manual mode: If you select this mode, the diesel generator will be always on.



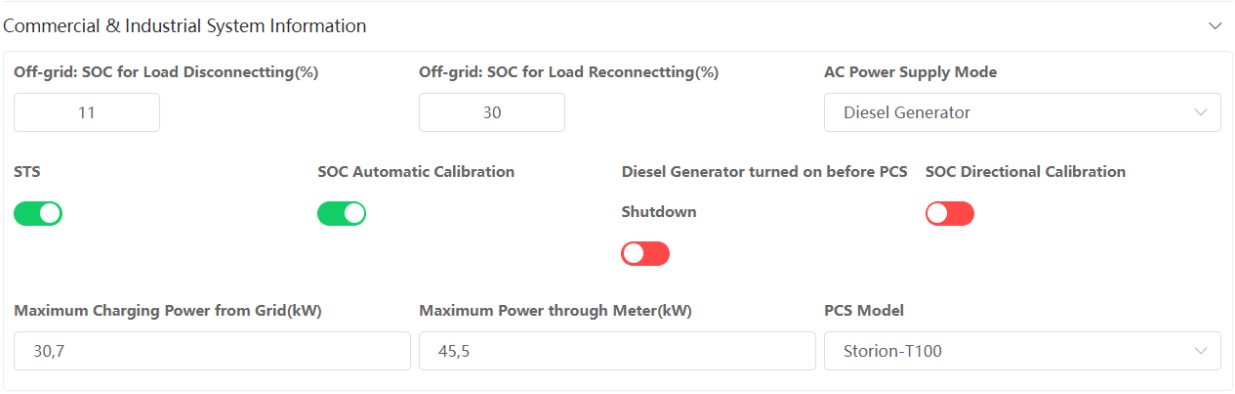
There are two generator charging modes: one is based on the generator rated power mode, and the other is based on battery charging power mode.

Generator rated power mode: In this mode, the inverter's power absorbed from the diesel generator = diesel generator rated power * percentage of diesel generator available power - load side power of the inverter - the PV side power of the inverter. If the calculation is a negative value, the inverter will not absorb power from the diesel generator.

Battery charging power mode: In this mode, the inverter's power absorbed from the diesel generator = the set battery charging power value. However, if the value (diesel generator rated power * percentage of diesel generator available power - load side power of the inverter) is less than the set battery charging power value, the inverter will absorb power from the diesel generator according to the value (the rated power of the

diesel generator * percentage of diesel generator available power-the load side power of the inverter).

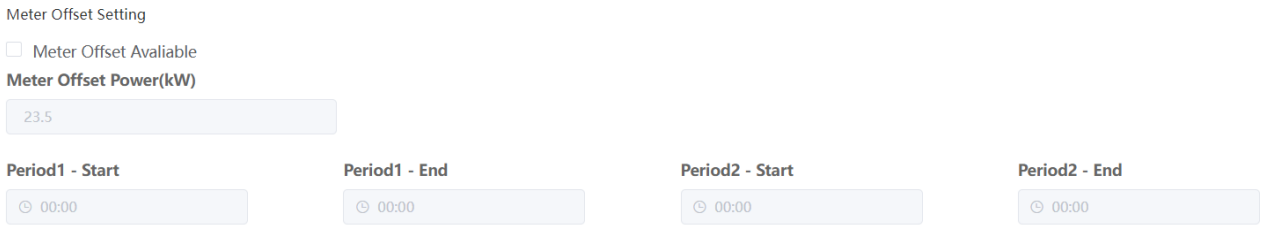
3.6.12. Commercial & Industrial System Information



This option is only available on commercial energy storage systems with the EMS version above V5.03.47.

Installers can set up the commercial & industrial systems here.

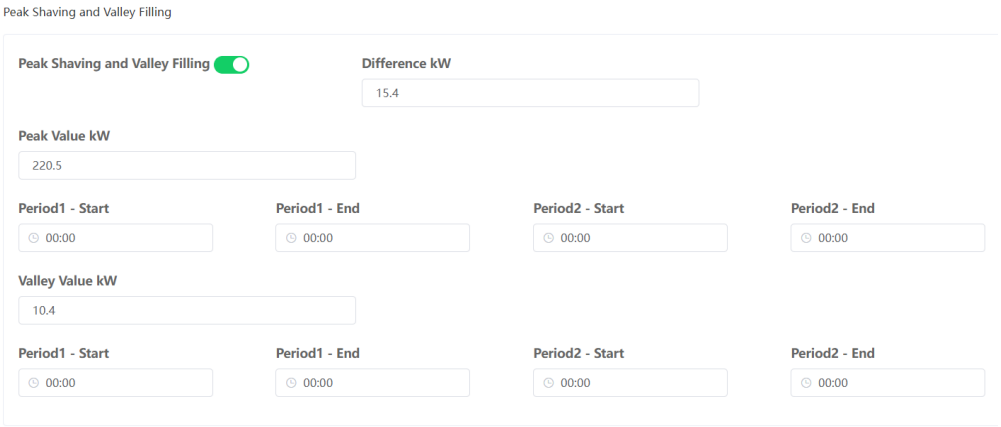
3.6.13. Meter Offset Settings



This option is only available on commercial energy storage systems with the EMS version above V5.03.47.

This mode is only applicable in on-grid mode. When the function is enabled, the EMS will verify if the current time point falls within the set time periods. If so, the EMS will regulate the AC side output power of the PCS according to the set power value. This will enable the system to absorb electricity from the grid or feed electricity into the grid, which will be reflected in the grid meter power value. If the current time point is not within the set time periods, the EMS will execute the self-generation mode or TOU charging/discharging mode.

3.6.14. Peak Shaving and Valley Filling



The peak-shaving and valley-filling function is only available on commercial energy storage systems with the EMS version above V5.03.47. The setting parameters include enable button, difference, peak value, start time and end time of peak shaving period 1/period 2, valley value, start time, and end time of valley filling period 1/period 2.

When the function is enabled, if the current time point is within a peak-shaving or valley-filling time period, the system will execute peak-shaving and valley-filling logic, if not, the system will execute other logic (self-consumption or timed charge and discharge control).

This mode is only applicable in on-grid mode. The EMS will first verify whether the function is enabled or not. If so, it will verify whether it is effective within the specified time period, which includes the sets of peak shaving time periods and the sets of valley filling time periods. The system will enter the peak shaving and valley filling logic when it is within any of these time periods.

During the peak shaving time period, if the absorbing power of the meter is greater than the peak value, the system will discharge the energy and cut the absorbing power of the meter to the value of peak minus the difference.

If the load power is not high enough to trigger peak shaving and lasts for 1 minute, then the AC side power of the system will be 0. Peak shaving will be triggered when the system does not discharge and the absorbing power of the meter is more than the peak value.

During the valley filling time period, if the absorbing power of the meter is less than the valley value, the system will be charged and increase the absorbing electric power of the meter to the value of the valley plus the difference. If the load power is not small enough to trigger valley filling and lasts for 1 minute, then the AC side power of the

system will be 0. Valley filling will be triggered when the system does not charge from the grid and the absorbing power of the meter is less than the valley value.

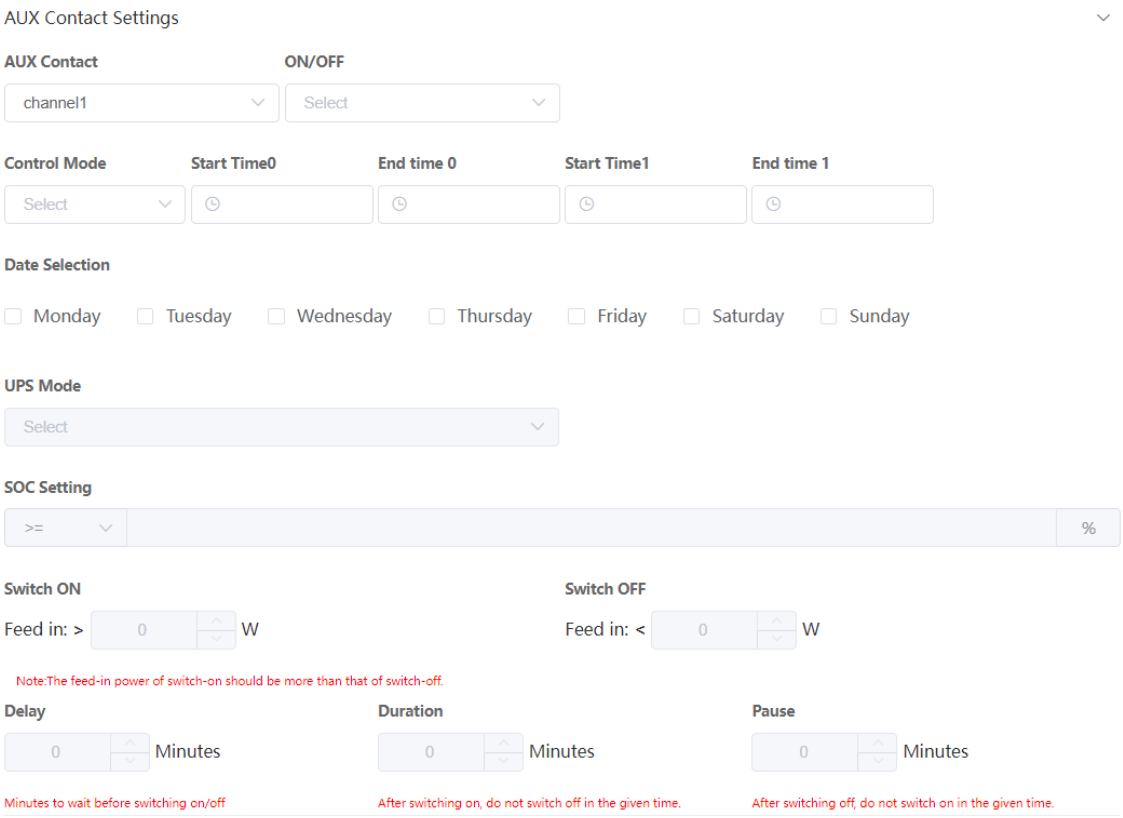
3.6.15. Aux Contact Settings

Aux contact settings are only for the end users who have an energy storage system with an aux contact function and use a device with dry contact connected correctly with the system. Currently, the aux contact function is only available on SMILE systems.

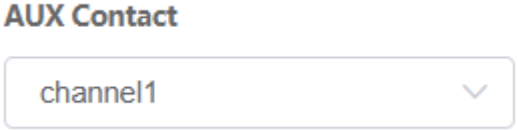
Under the aux contact function, the UPS mode should be disabled.

After wiring, the aux contact function can be set on the server.

1. Click “System Setup” and “AUX Contact Setting”. The following interface will appear:



2. Select AUX 1 or AUX 2 in AUX Contact Channel. Two devices can be controlled totally.

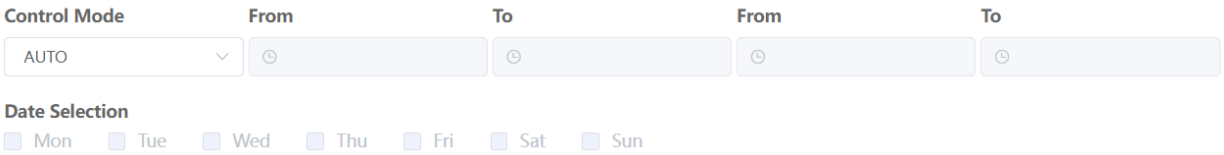


3. Set “enable” if the function for the chosen channel is available.

4. Set the Control Mode. There are 3 modes for the AUX contact: On, Off, and Auto.

a. Control Mode On

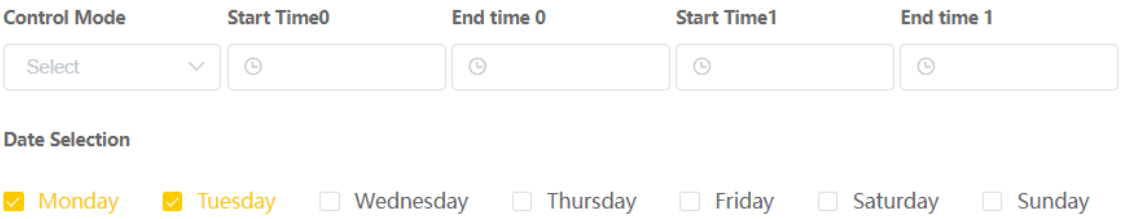
Set the time and date of switching on. You can set one or two time periods. During the set time periods, the Aux Contact will be switched on automatically, otherwise it will not be activated.



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

b. Control Mode Off

Set the time and date of switching off. You can set one or two time periods. During the set periods, the Aux Contact will be switched off automatically. If you don't set the period, this function will not be activated.



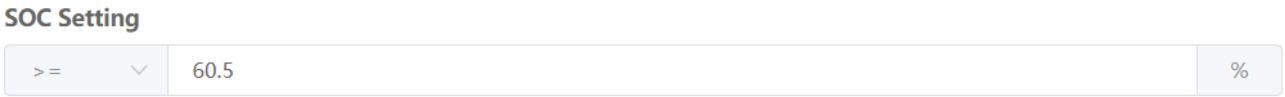
If the two periods are overlapped, only the first period will be active. In this mode, the normal self-consumption logic will be executed.

c. Control Mode Auto

This mode enables the Aux contact to be switched on or off automatically according to the following logic.

Under Auto Mode, the period control function doesn't work. In this mode, the following further specifications should be set.

c.1. set the SOC to activate. Three modes are available:



1. "≥" means when SOC ≥ given value, it works.

2. “≤” means when SOC ≤ given value, it works.

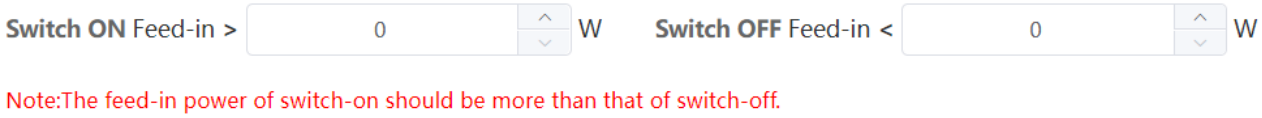
3. “disable“ means the Aux contact control is not related to the SOC value.

c.2. set surplus energy range, which means the feed-in condition.

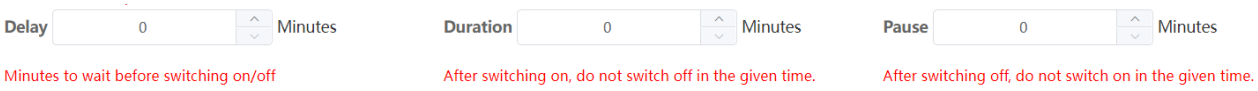
Set the feed-in power values, see the figure below.

When the feed-in power > left given value, the Aux contact will be switched on.

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



c.3. set the delay, duration, and pause time to prevent too frequent switching on and off.



Delay

The Aux contact will be switched on/off after the given time only if some conditions are fulfilled.

Duration

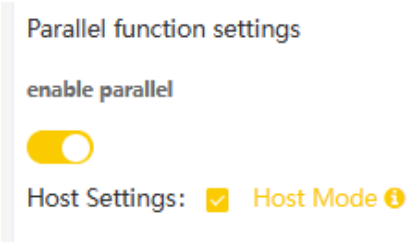
After the Aux contact is switched on, it will not be switched off within the given time.

Pause

After the Aux contact is switched off, it will not be switched on before the given time passed.

In this mode, the normal self-consumption logic will be executed.

3.6.16. Parallel function settings



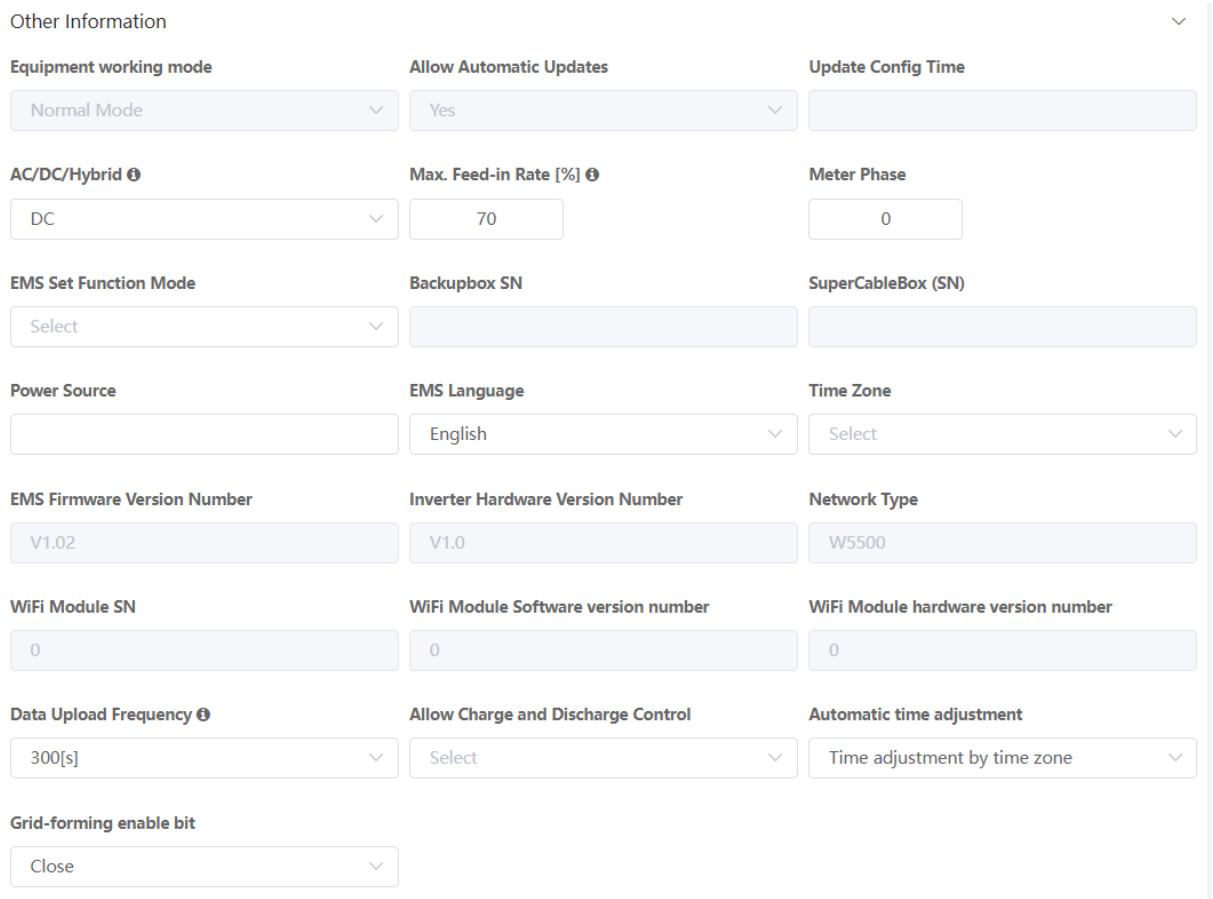
If this machine is chosen as the host, then please click “Host Mode”. If not, there is no need to click.

Note:

Please enable parallel function after finishing the firmware update.

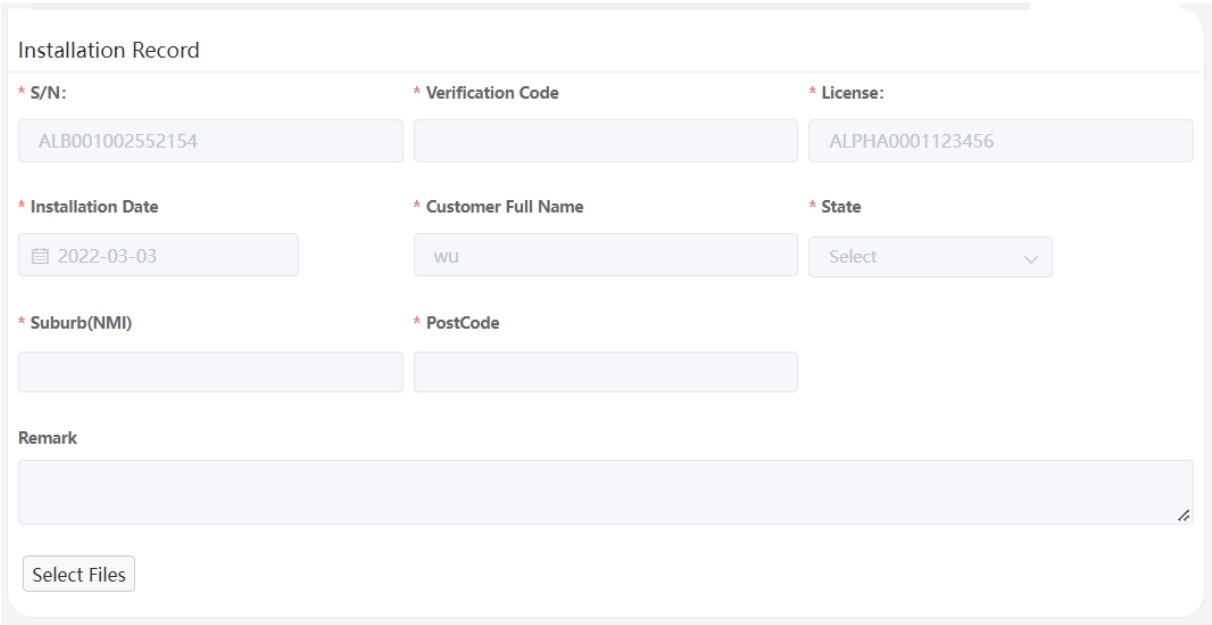
Only the following products support the parallel function: SMILE-G3-S5-INV, SMILE-G3-S3.6-INV, SMILE-G3-B5-INV.

3.6.17. Other Information



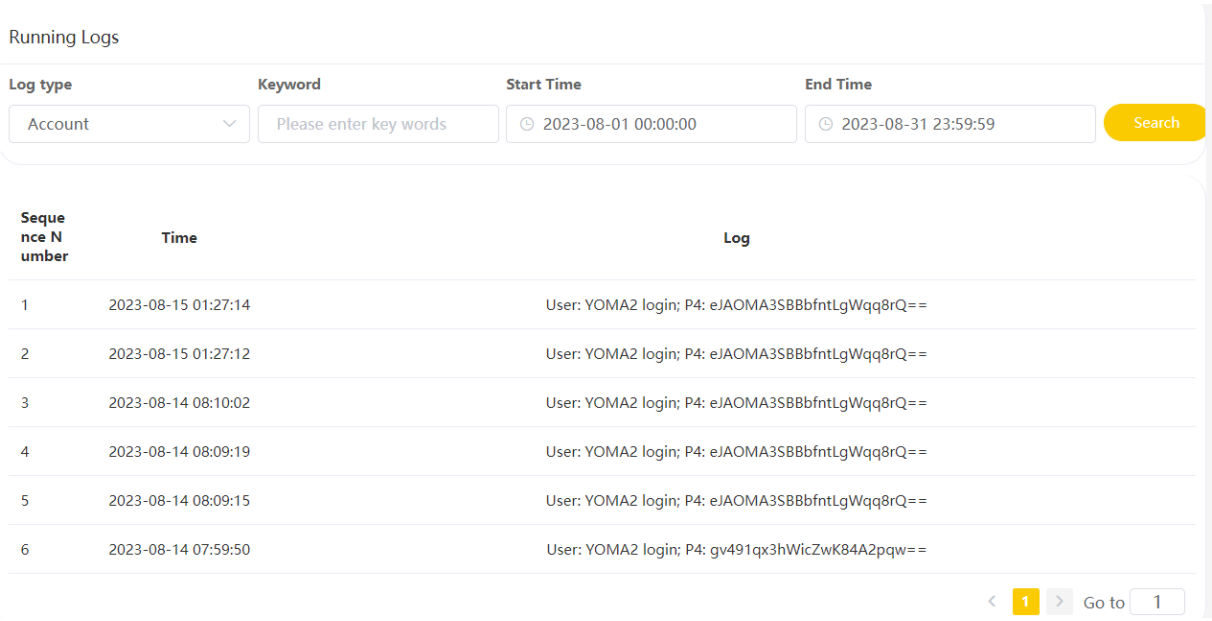
Other information is displayed here. Grey fields are default, while white blank fields can be edited.

3.7. Installation Record



Click the S/N you want to view and click the homepage installation record, as shown in the above picture. The fields with "*" are required to be filled in.

3.8. Running Logs



By selecting "Account" for "Log type", you can view the login logs for this account.

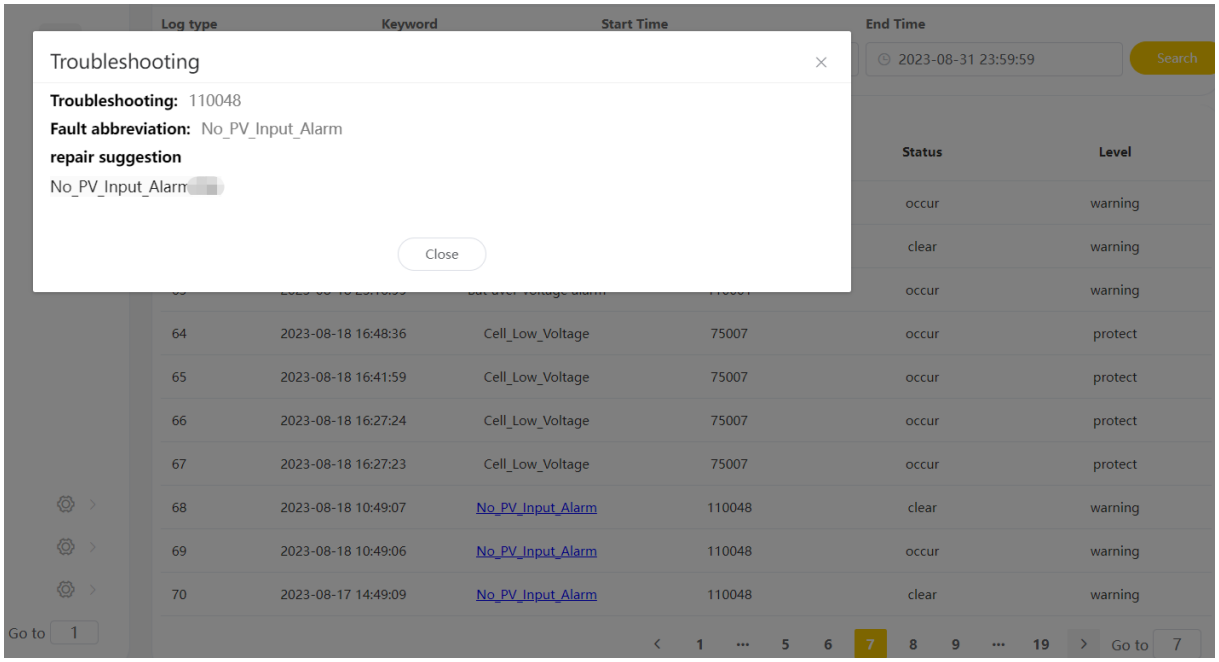
Running Logs

Log type: ERROR / All | Keyword: Please enter key words | Start Time: 2023-08-01 00:00:00 | End Time: 2023-08-31 23:59:59 | Search

Sequence Number	Time	Error Infomation	Error Code	Status	Level
1	2023-08-21 19:57:32	Para alarm	110075	occur	warning
2	2023-08-21 19:57:22	Inverter lost	4	clear	Fault
3	2023-08-21 19:56:11	Inverter lost	4	occur	Fault
4	2023-08-21 19:29:12	PE_Loss_Alarm	110026	clear	warning
5	2023-08-21 19:25:15	Bat_Open_Alarm	110056	occur	warning
6	2023-08-21 19:20:26	BMS Lost	7	occur	Fault
7	2023-08-21 19:19:45	Bat_Open_Alarm	110056	clear	warning
8	2023-08-21 19:19:28	Bat_Open_Alarm	110056	occur	warning
9	2023-08-21 19:19:28	PE_Loss_Alarm	110026	occur	warning
10	2023-08-21 19:19:27	EMS_Restart	10000	occur	Info

1 2 3 4 5 6 ··· 19 Go to 1

Selecting "Error/All" will display all error information. If an error information is displayed in green with an underline, clicking on it will provide troubleshooting details.



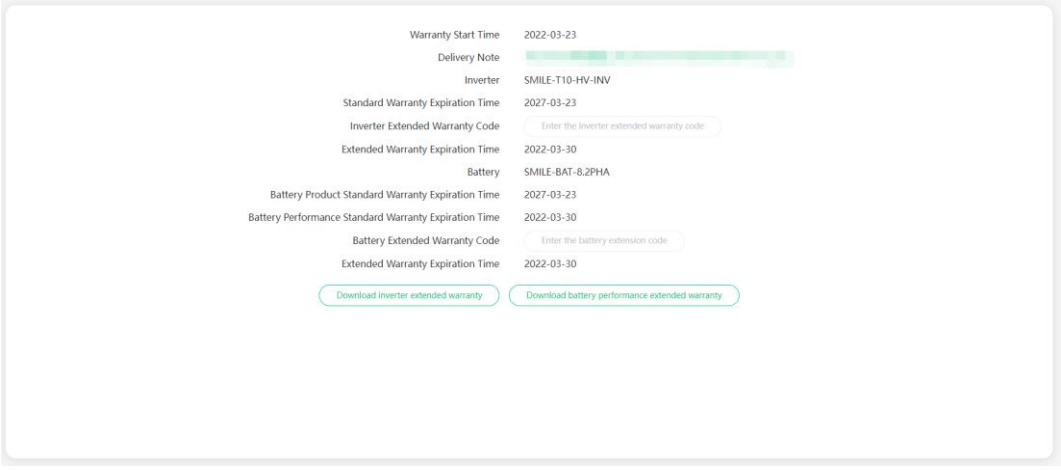
3.9. Data Analysis

Click the S/N you want to check, and click data analysis on the homepage to check the tracking curve for a specific time period.

3.10. Warranty

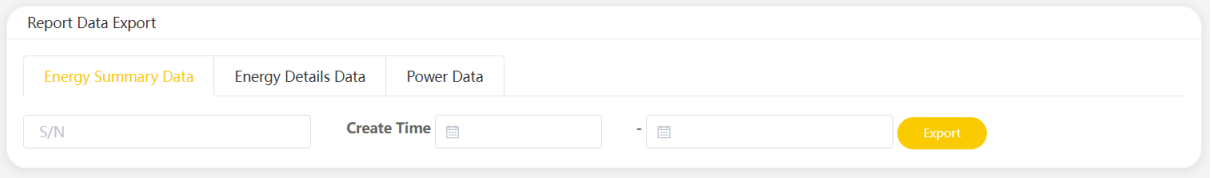
Currently, this page is only available for installers located in Germany, Austria, and Switzerland. It will not be displayed in other countries.

End user's product name, start and expiration date of the standard warranty will be displayed. If the end user has bought an extended warranty, it can be downloaded here.



4. Communication Data Management

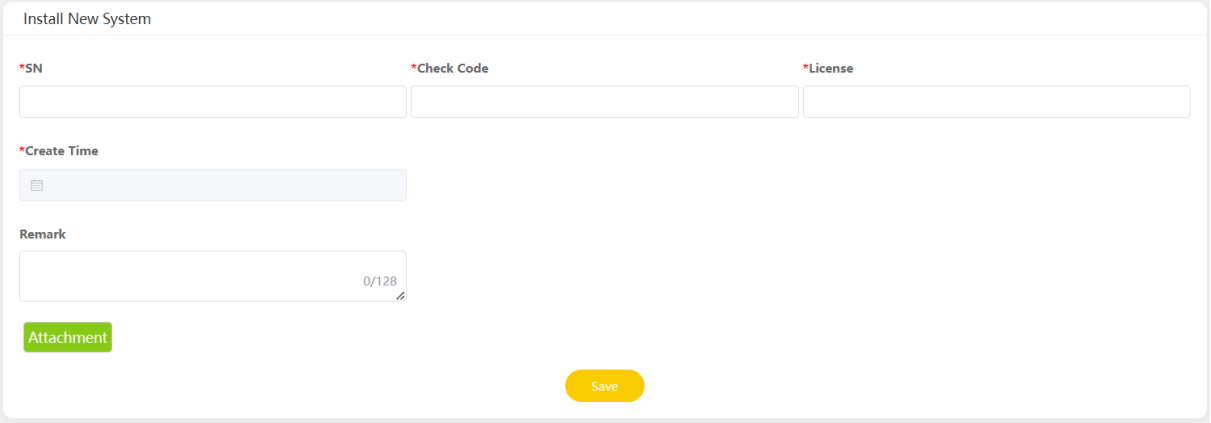
4.1. Report Data Export



You can export the energy summary data, energy details data, and power data of the system as shown in the above figure.

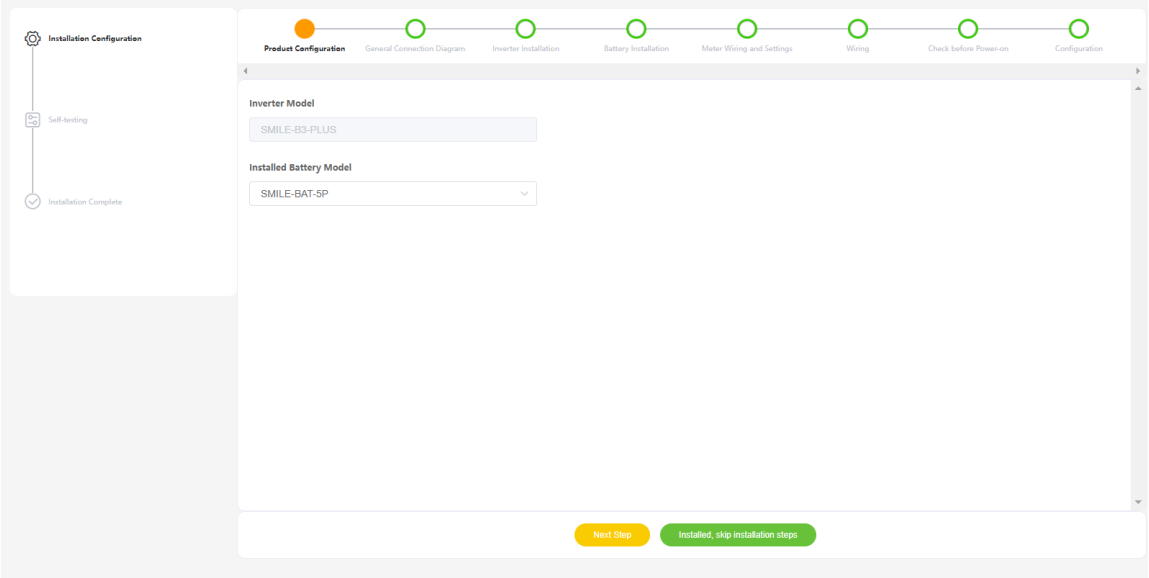
5. Storage System Maintenance

5.1. Install New System



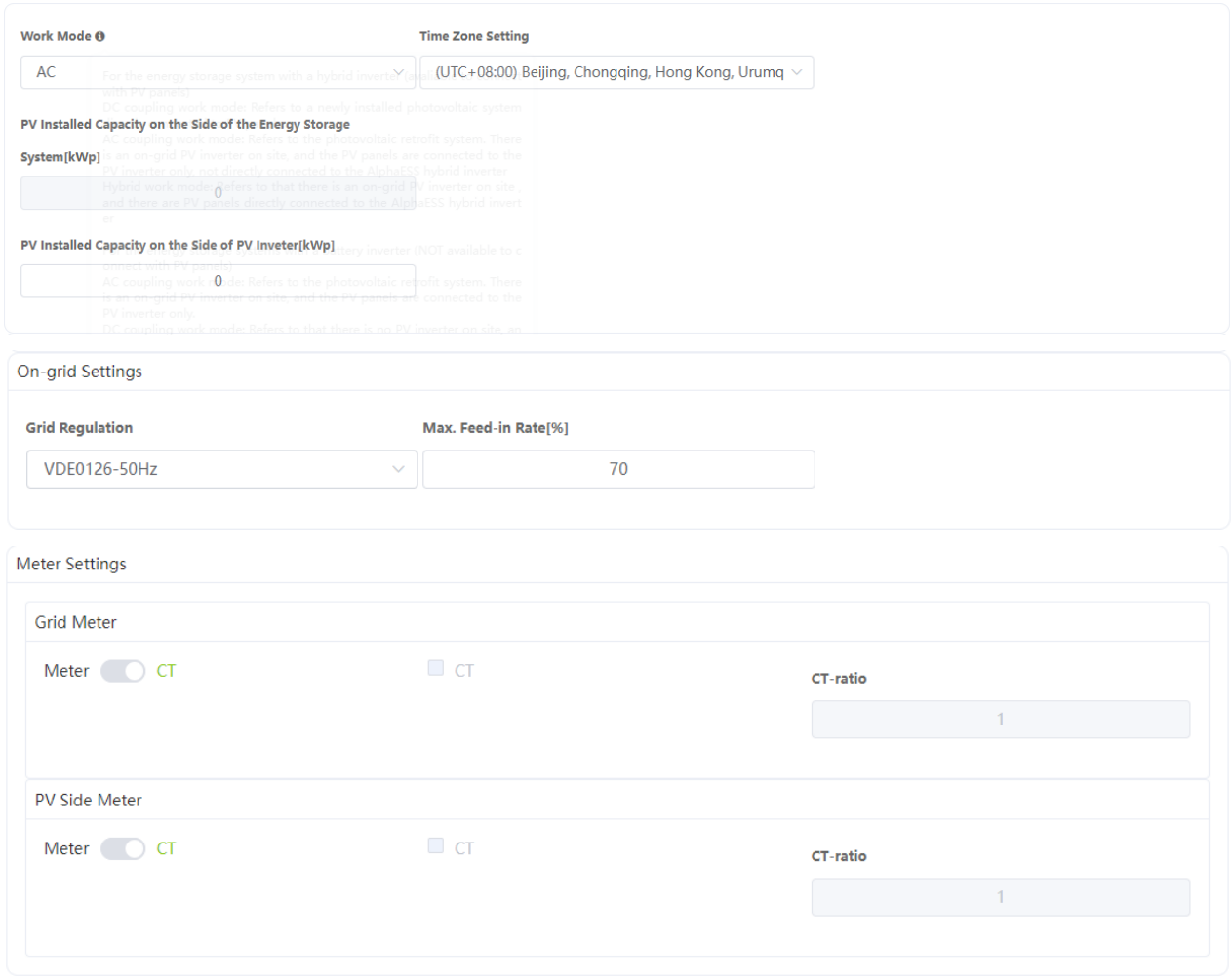
Enter S/N, check code, license, create time, customer full name, contact number, and address, then click the “Save” button. Fields with a "*" mark are required to be filled in. Click the “Browse” button to select the attachment you want to add.

Click "Save" to go to the Installation Configuration page. Select the Installed Battery Model for your current product.



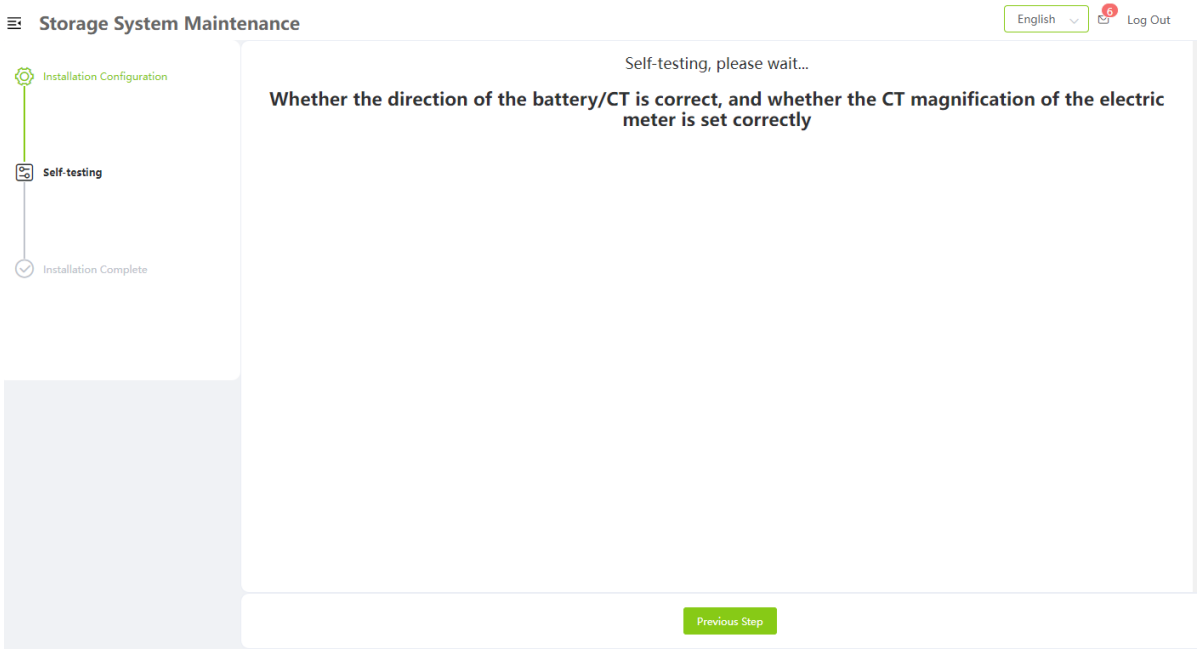
Click "Next Step" to see the quick installation steps, including General Connection Diagram, Inverter Installation, Battery Installation, Meter Wiring and Settings, Wiring, and Checks before Powering-on.

Click "Installed, skip installation steps" to go to the configuration page. Please set the relevant parameter correctly to ensure the successful operation of the system.

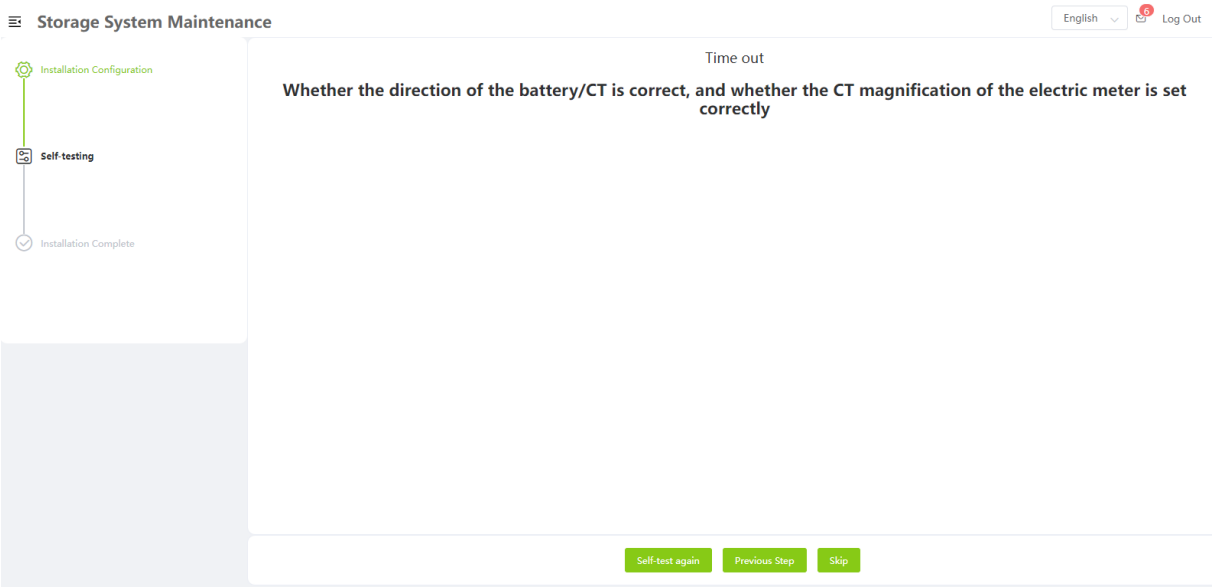


Click "Previous Step" to go back.

Click "Next Step" to start Self-testing. Currently, not all products are able to self-test.



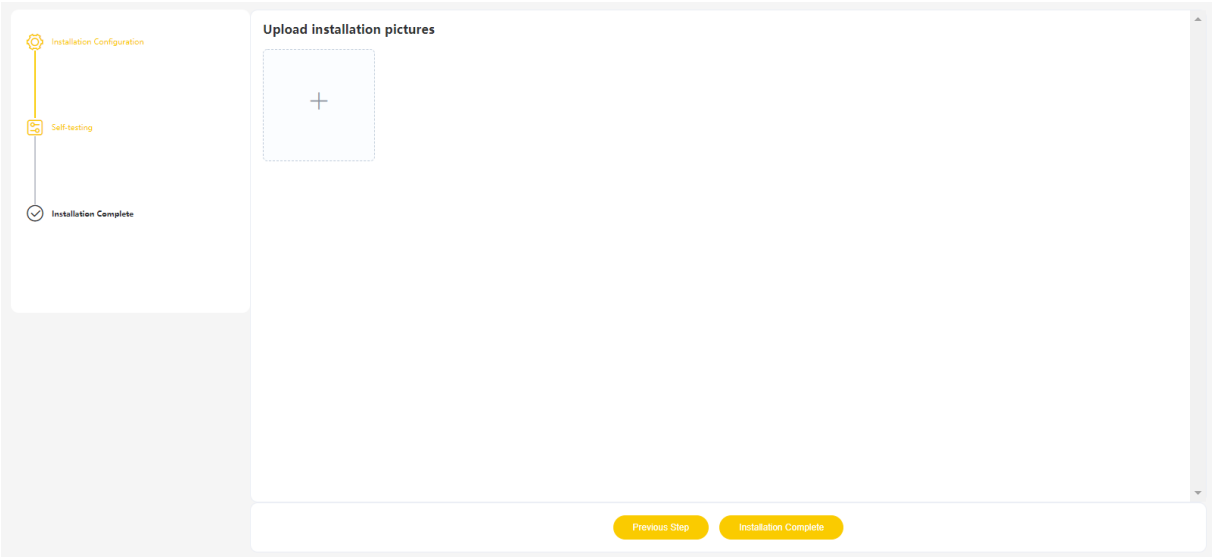
In case of time out, self-testing will be skipped.



Click "Self-test again" to repeat the test.

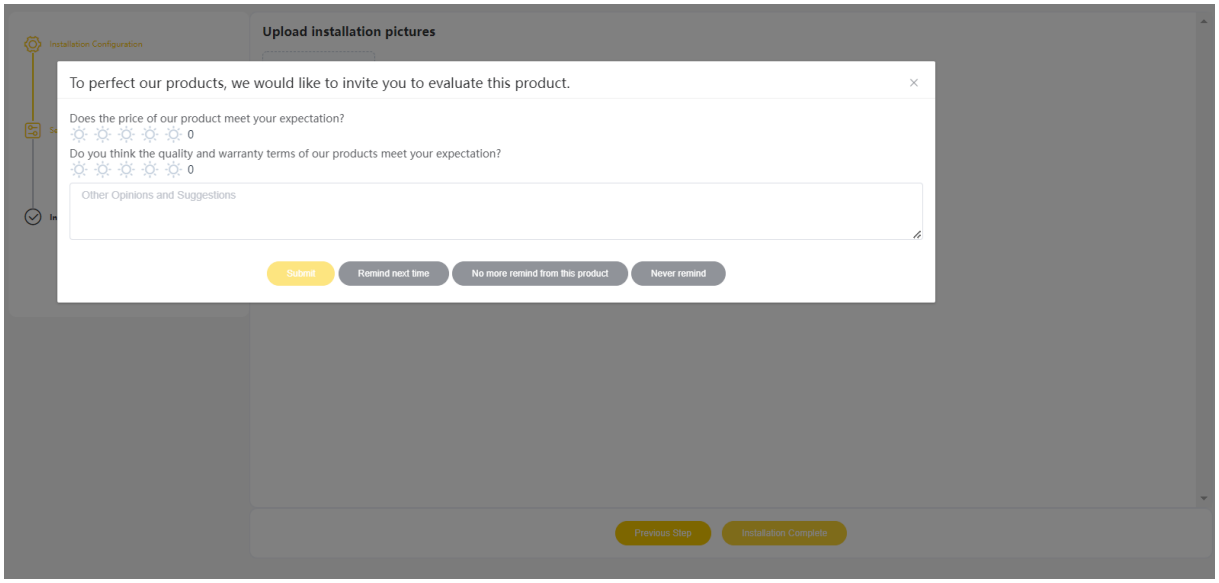
Click "Previous Step" to go back to the starting page and do the configuration again.

Click "Skip" to go directly to the upload installation picture page.



Click "Previous Step" to repeat self-testing.

Click "Installation Complete", and a product satisfaction survey page will pop up automatically.



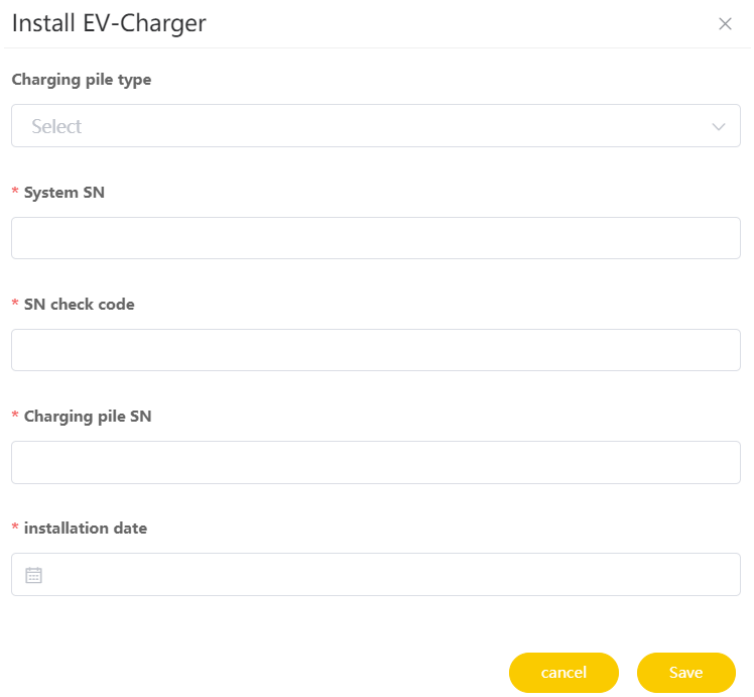
Click "Submit" to submit your satisfaction survey results.

Click "Remind next time", this prompt will appear next time when the installer completes another installation.

Click "No more remind from this product", no prompt for the same product will appear next time.

Click "Never remind", no prompts will appear in the future.

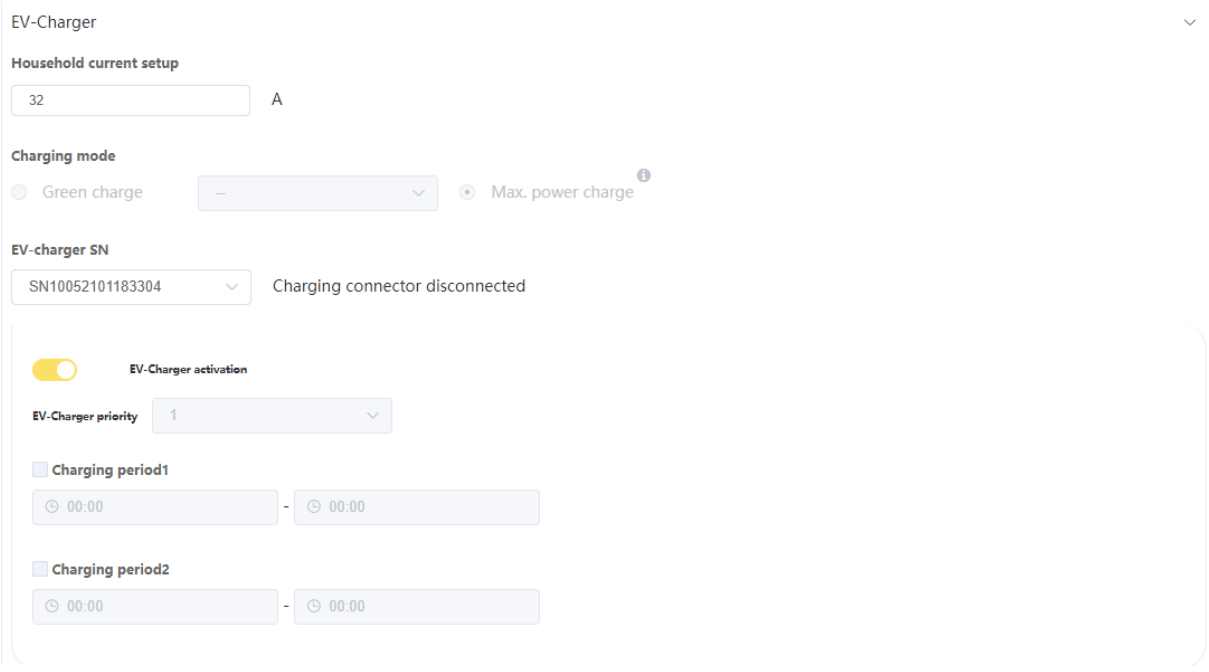
5.2. Insta ll EV Charger



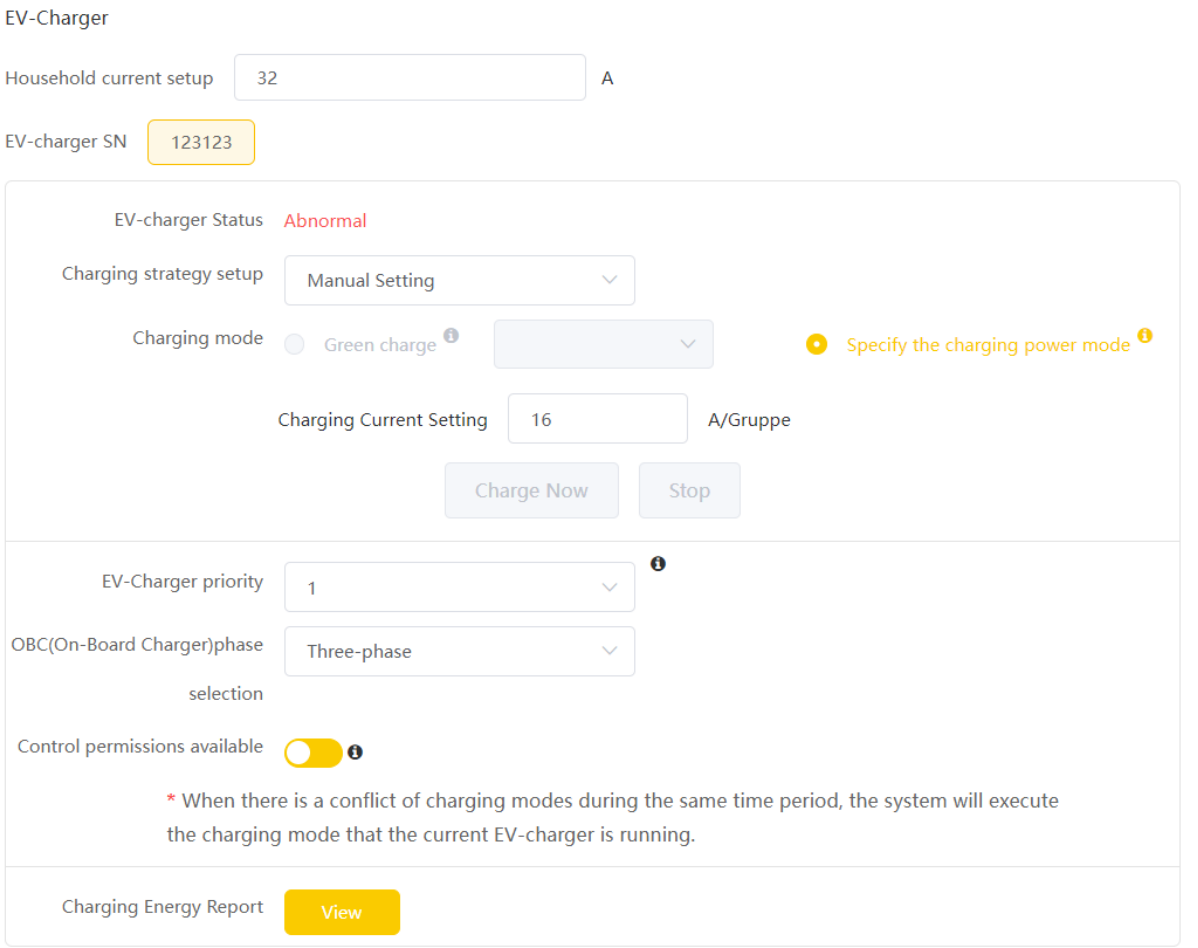
Enter EV charger type, System SN, check code, EV charger SN. Currently, only one EV charger can be installed.

After being installed, it will be added to the system list.

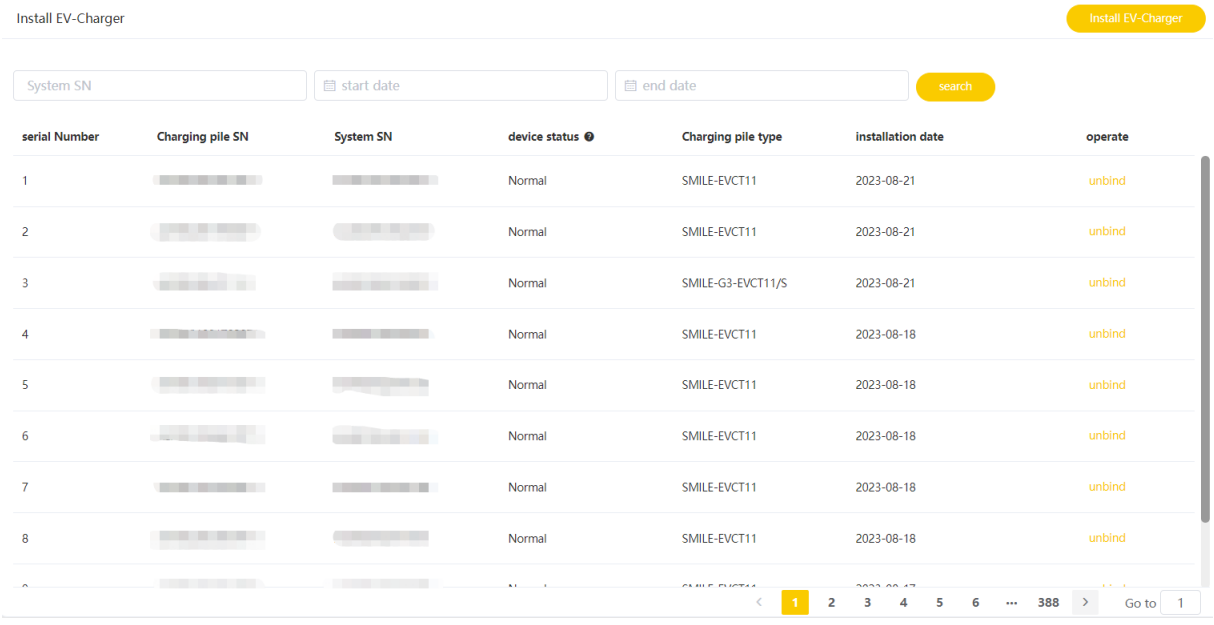
Here is the settings interface for SMILE-EVCT11 (first-generation model):



Here is the settings interface for SMILE-G3-EVCT11/S (second-generation model):

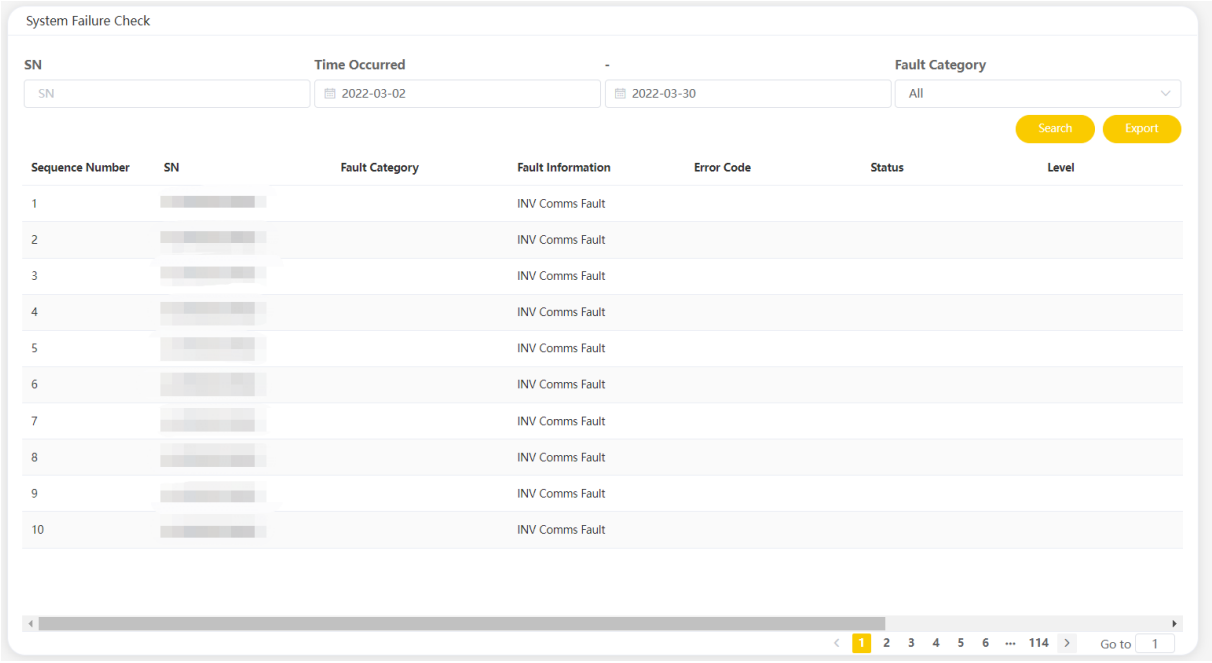


5.3. Installation Records



The installation records can be queried with the system S/N and a certain time period (fuzzy queries available). The records can be downloaded.

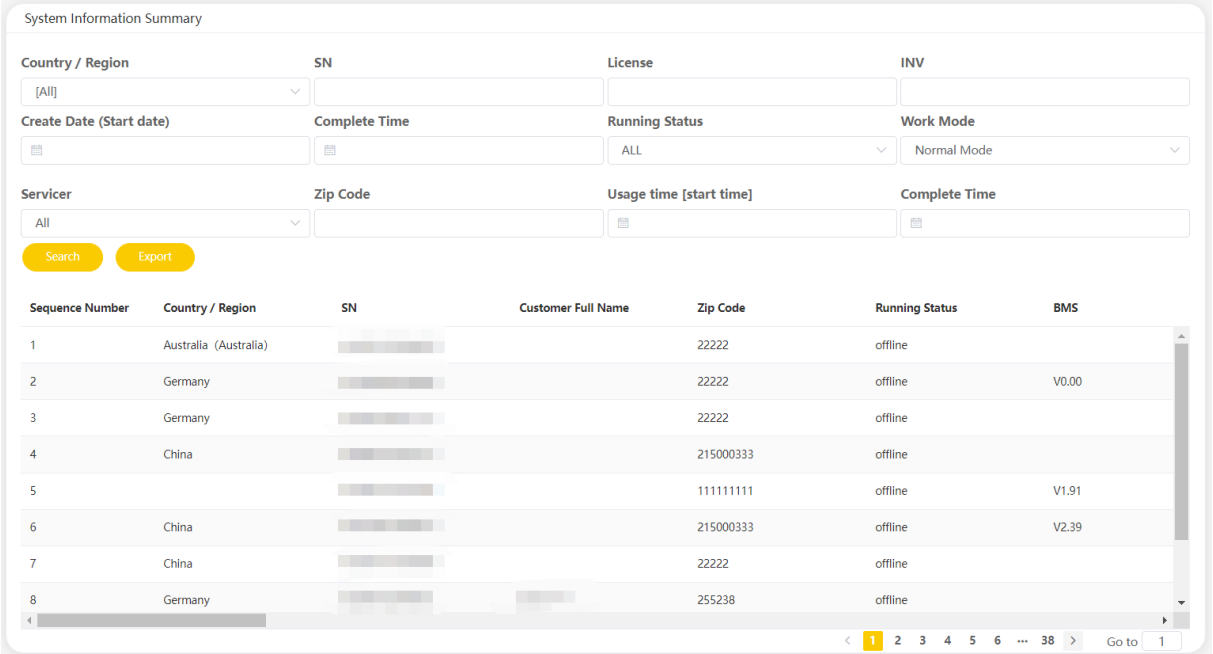
5.4. System Failure Check



System failures can be queried based on multiple conditional screening criteria. The query results can be exported in an Excel file.

6. Other Information

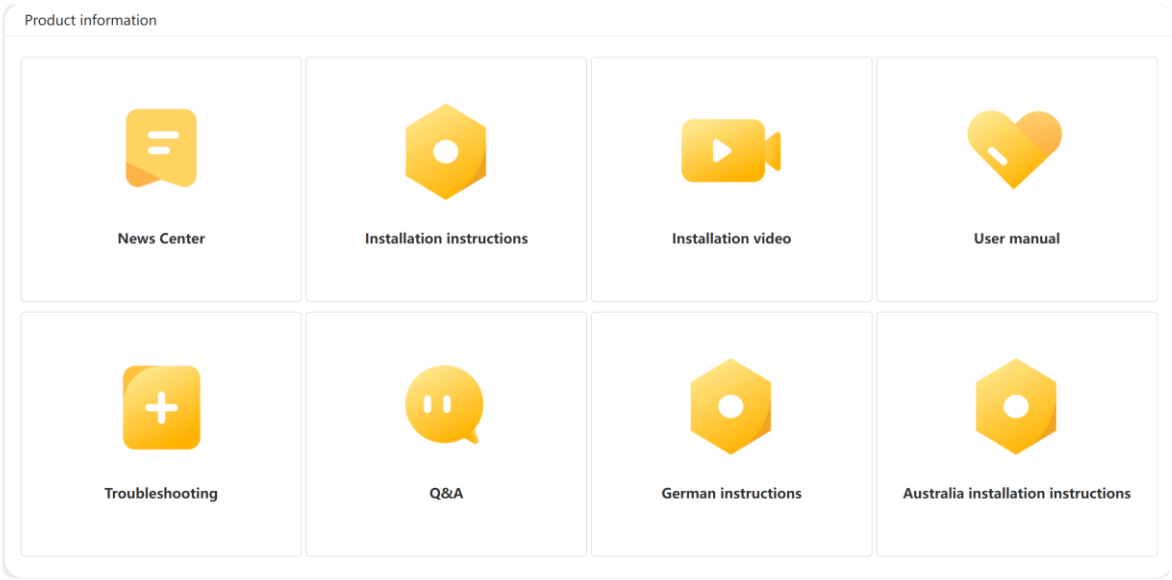
6.1. System Information Summary



Enter country/region, S/N, license No., INV, create date, complete time, running status, work mode, servicer, and zip code to check the required information. You can export the query results in an Excel file by clicking the “Export” button in the green box.

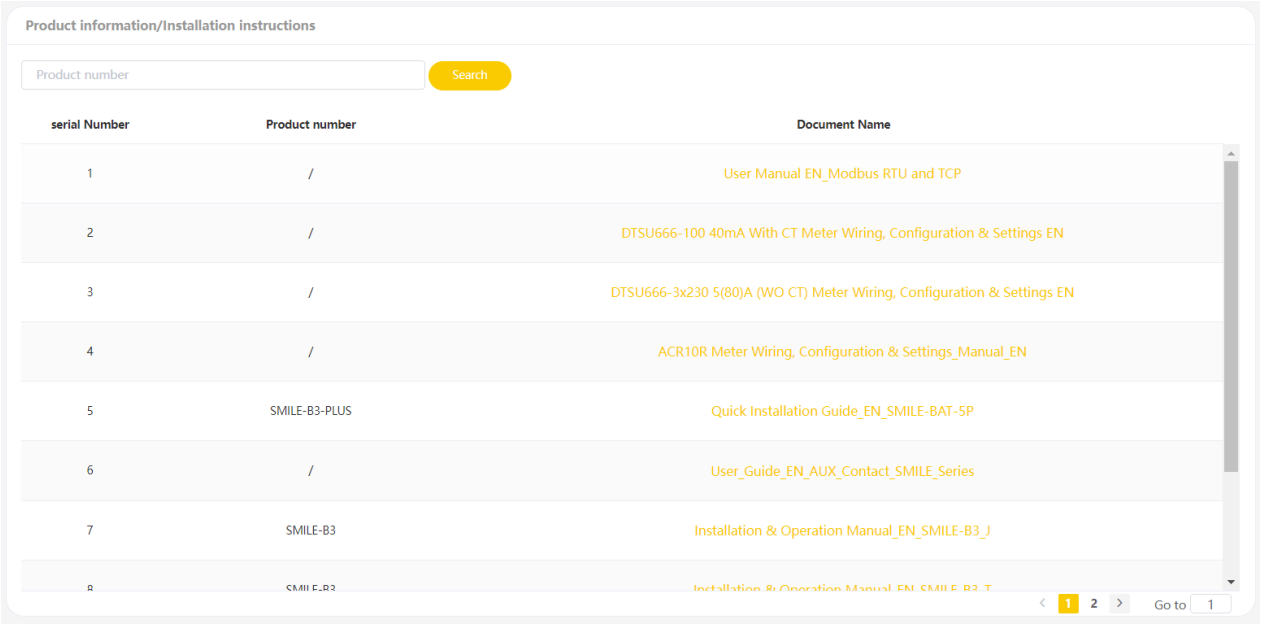
7. Document Center

7.1. Product Information



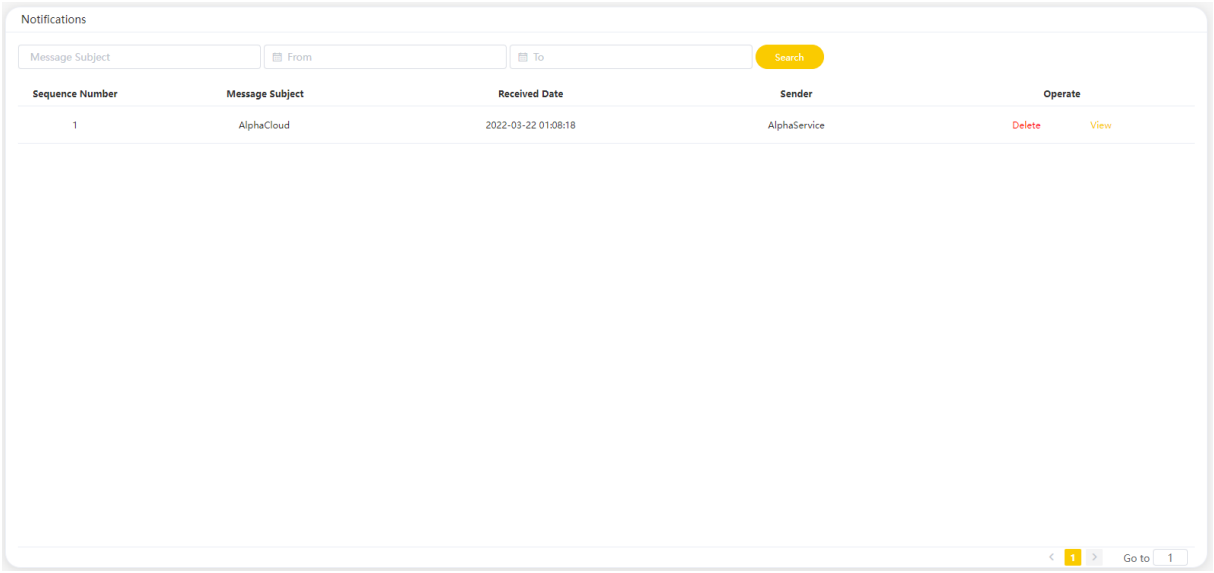
This is where new information is updated from time to time and where end users can view the News Center, Installation instructions, Installation video, User manual, Q&A, German installation instructions, and Australian installation instructions. The German installation instructions are only applicable to users whose system is installed in Germany. Australia installation instructions are only applicable to users whose system is installed in Australia.

Click on one of them to see the relevant content.



8. Basic Settings

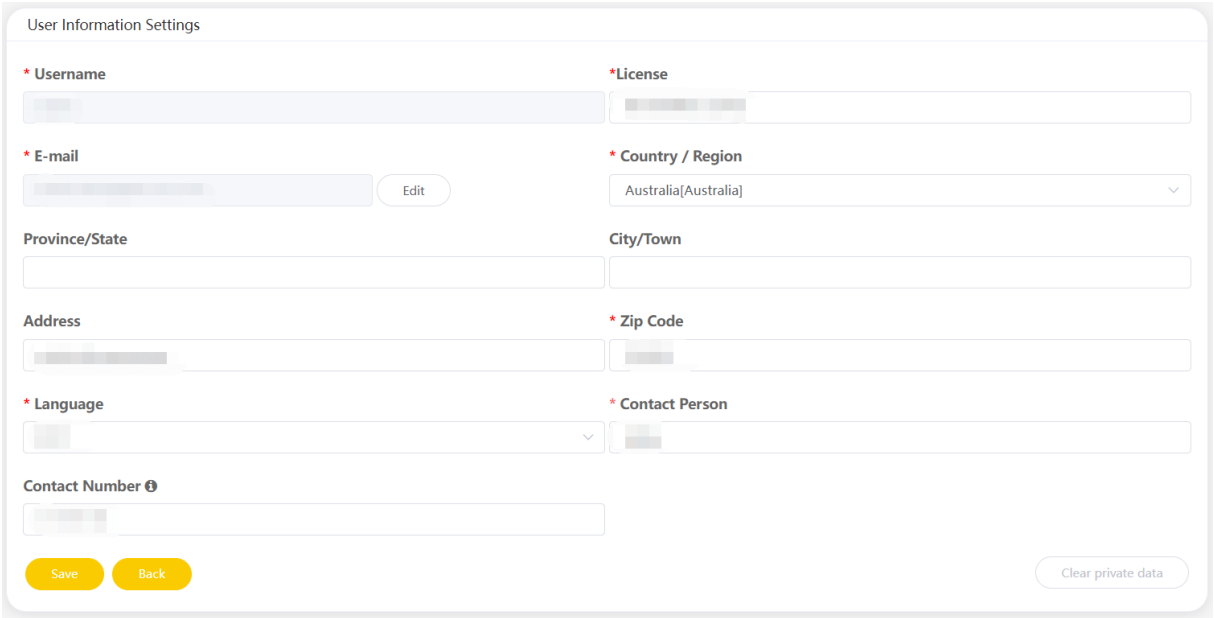
8.1. Notifications



Enter the message subject, start time, and end time to search for a message.

Click "Delete" or "View" to manage the messages.

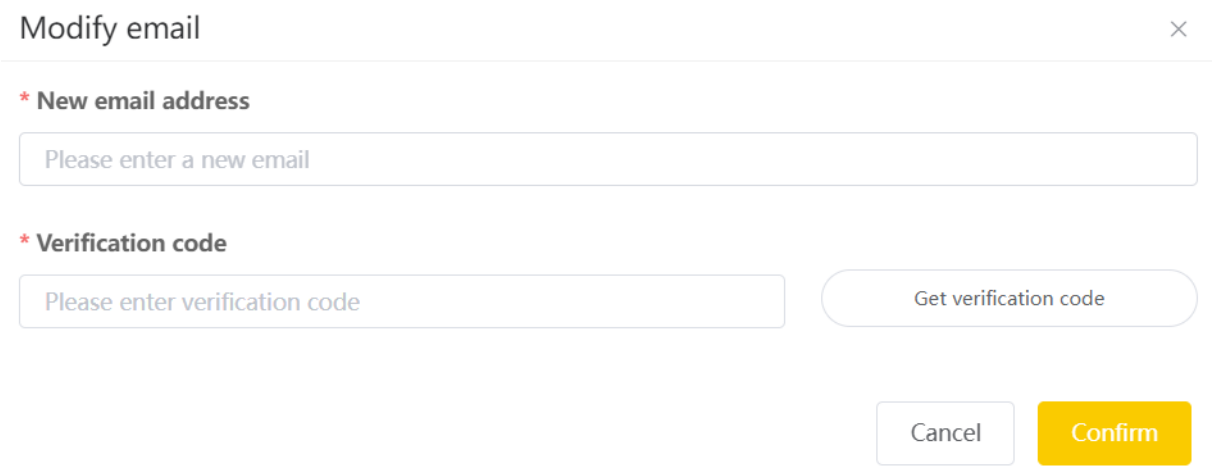
8.2. User Information Settings



Enter country/region, province/state, city/town, address, zip code, language, contact person, and contact number, then click "Save" to save the user information.

If you need to change your email address, please click “Edit” and enter your new email address. Then, the system will send you a verification code to your new email address.

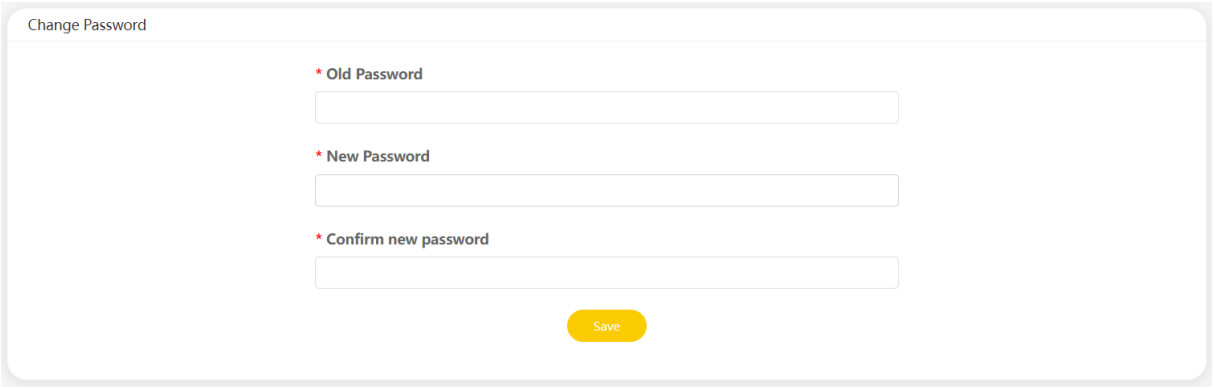
Once you have successfully verified the new email address, the system will send a notification email to inform you of the successful update.



If you click “Clear private data”, the system will delete all settings including email, address, contact number, and all information in the customer complaints you created. If you click this, please reset your email. If you do not reset the email, the functions “Forgot Username” and “Forgot Password” will not be available.

Click "Back" to return to the homepage.

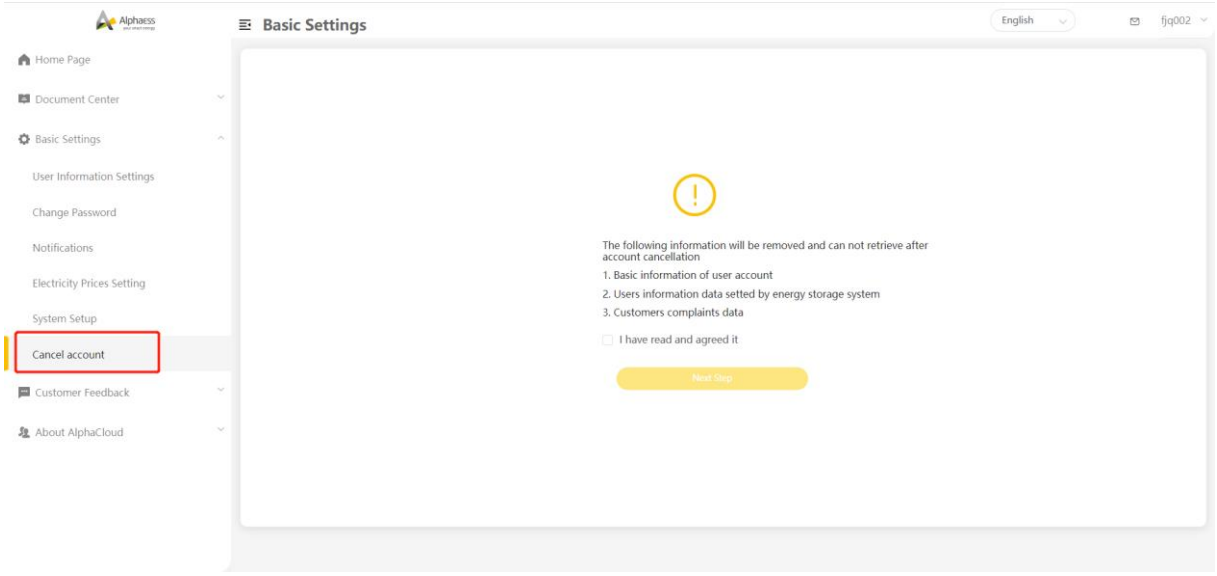
8.3. Change Password



To change the password, enter your old password and a new password twice. Then, click “Save” to complete the process.

8.4. Account Cancellation

Click “Cancel account” to enter the account cancellation interface.



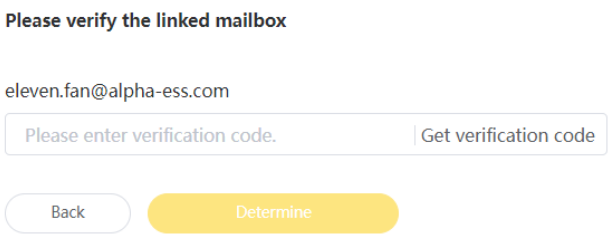
Please note that the following information will be permanently deleted upon account cancellation:

1. Basic information about the user account

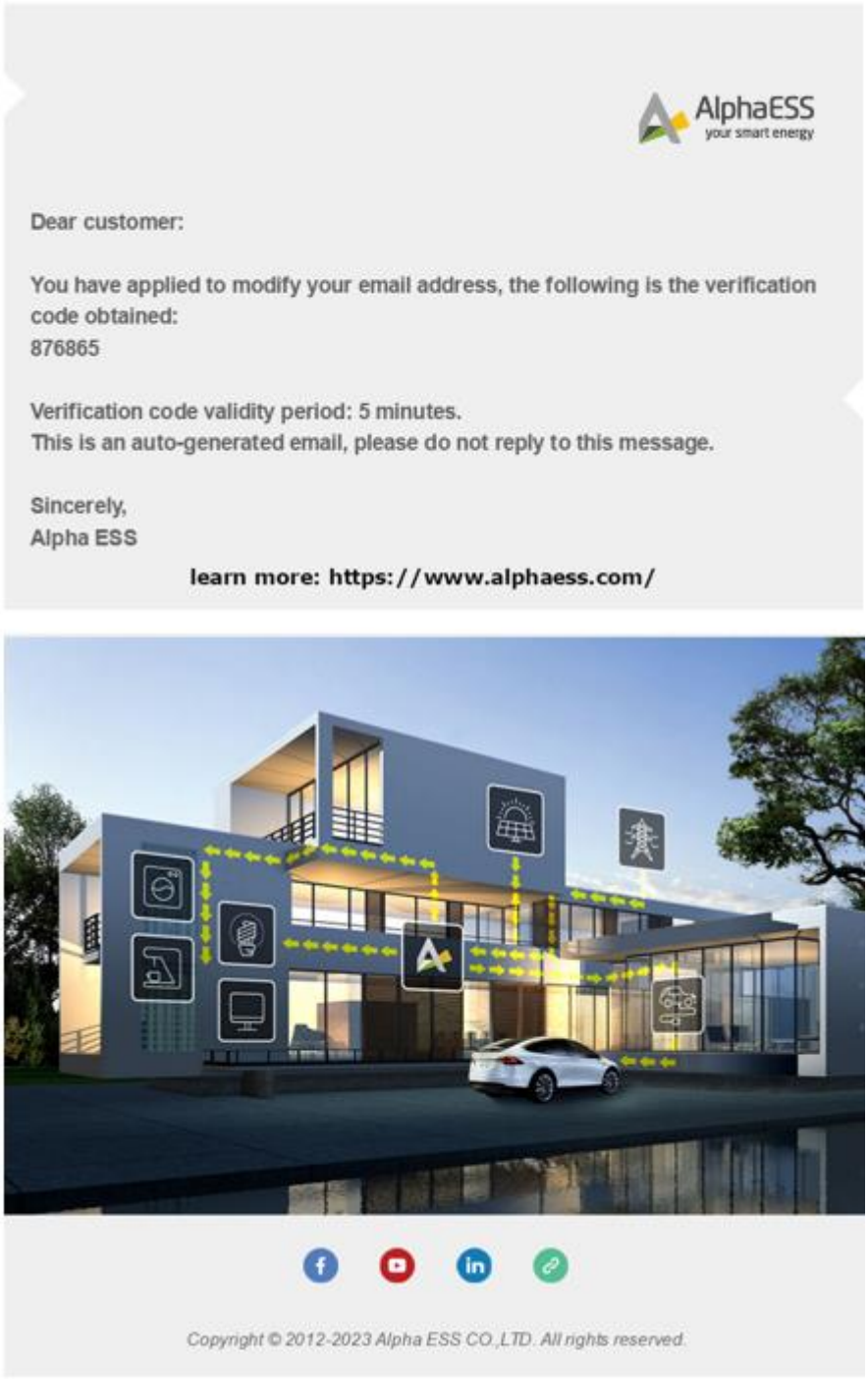
2. Users' information data set by the energy storage system

3. Customers complaints data

Click "Next" to enter the logout interface. Upon obtaining the verification code, enter it to complete the verification process.



Users will receive the following email:



After entering the verification code, click “OK” to cancel the account.

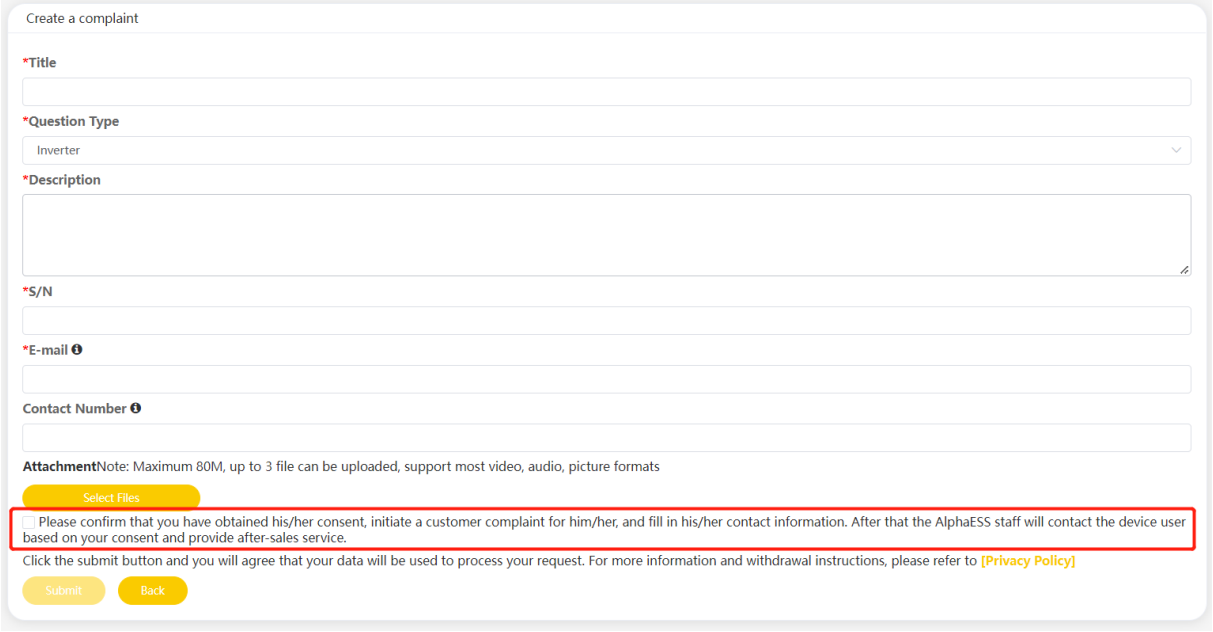
9. Customer Feedback

9.1. Complaints

9.1.1. Initiate a Complaint

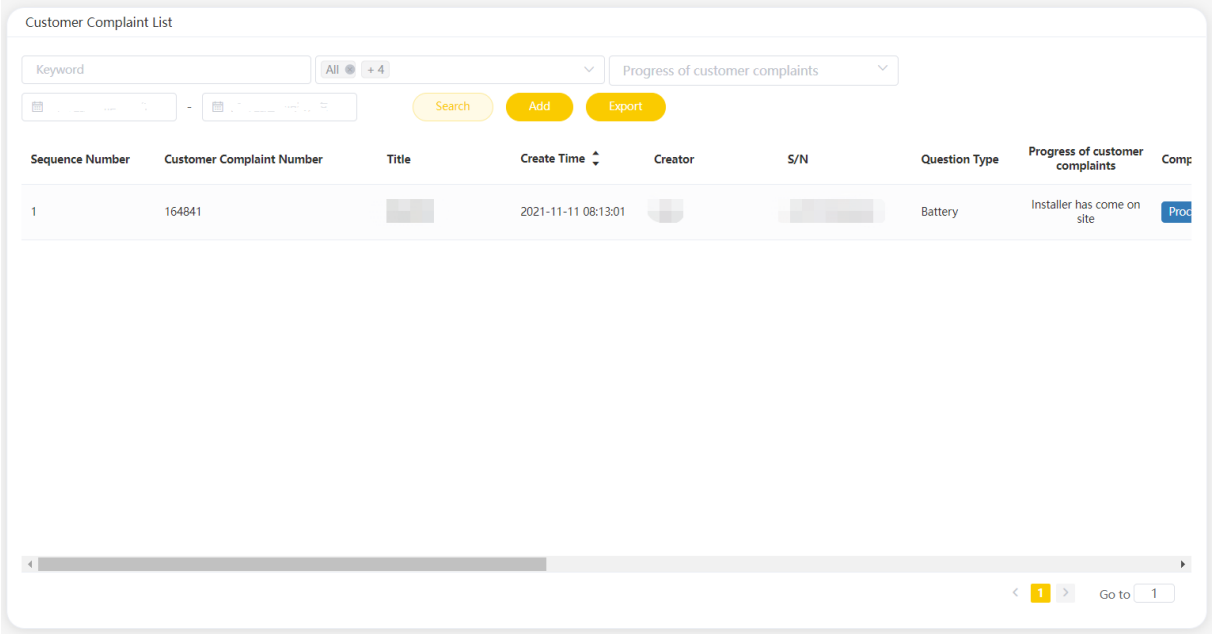
Before submitting, please click “Please confirm that you have obtained his/her consent to initiate a customer complaint for him/her, and fill in his/her contact information. After that, the AlphaESS staff will contact the device user based on your consent and provide after-sales service.”

Fill in the form (* is required information) and click "Submit" to send your complaint. The AlphaESS after-sales service team will deal with your complaint issues. If necessary, you will be contacted through the Contact Number or email address you provide in the form.

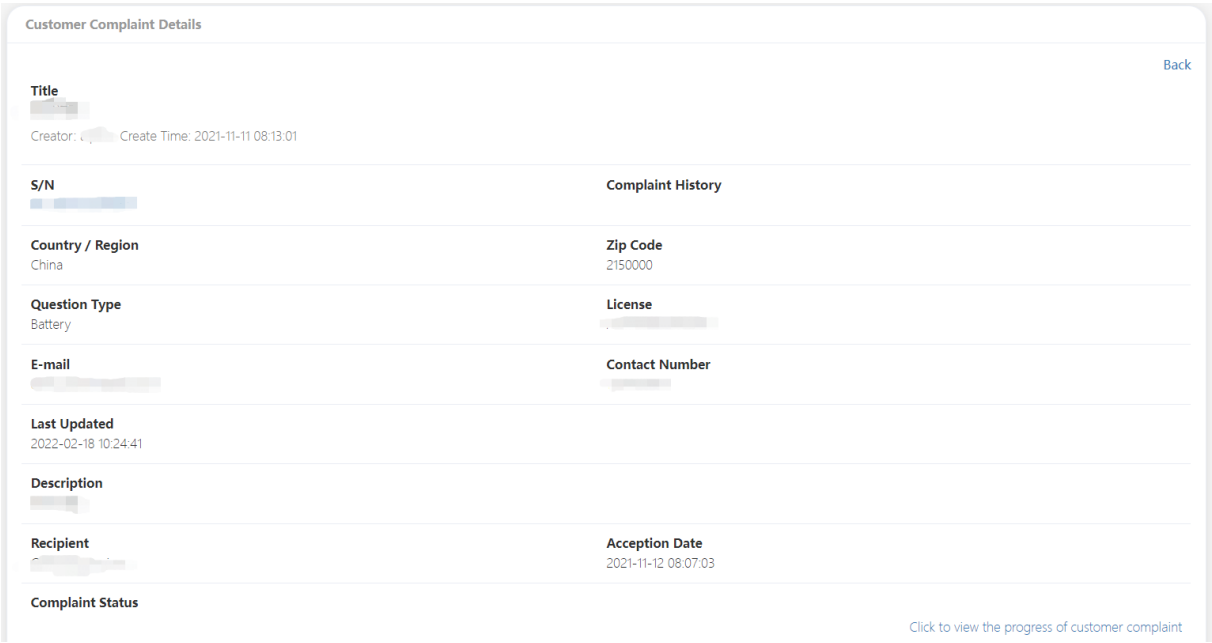


9.1.2. Customer Complaint List

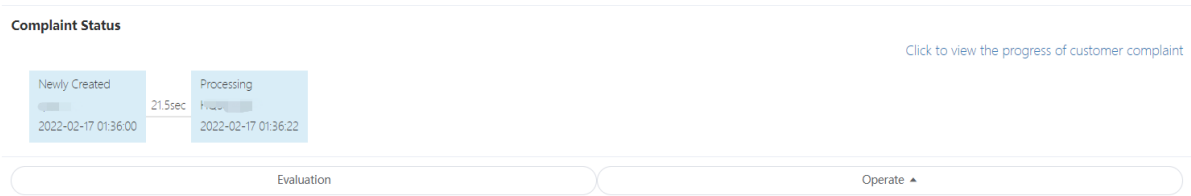
Click “Customer Complaint List” to view the history of the complaints you have submitted.



Click “Customer Complaint Number” to view the details and the progress of your complaint, and other actions.



This is the complaint status.

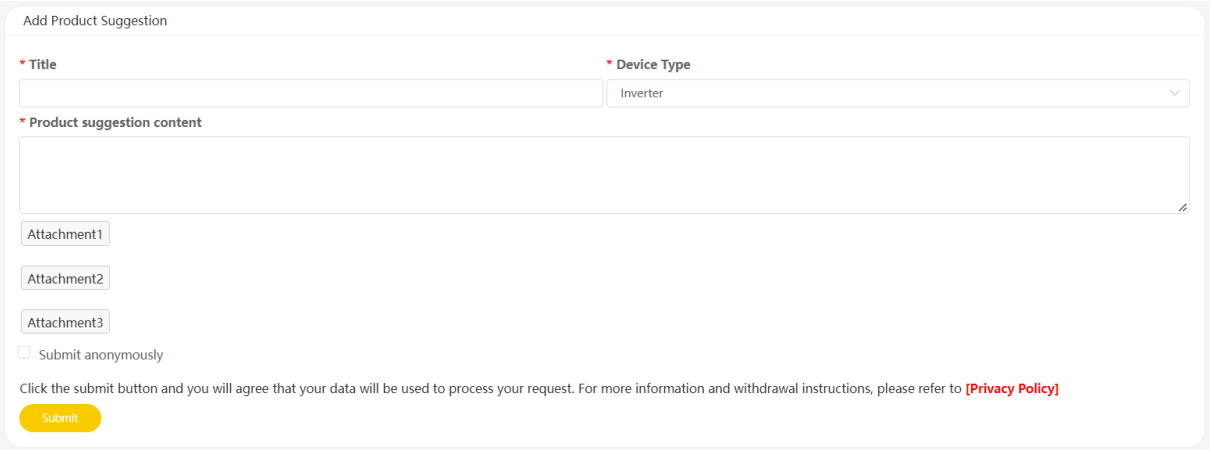


Evaluation: You can evaluate the ticket in advance.

Operation: There are two types of operation, "Comment" and "Remind". "Comment" is used to submit a message and the AlphaESS after-sales service team will be the first to receive your message and reply to it. "Remind" is used to remind the after-sales service team to deal with the complaint. When you click "Remind", the AlphaESS after-sales service team will be the first to receive your reminder and give priority to your customer complaint.

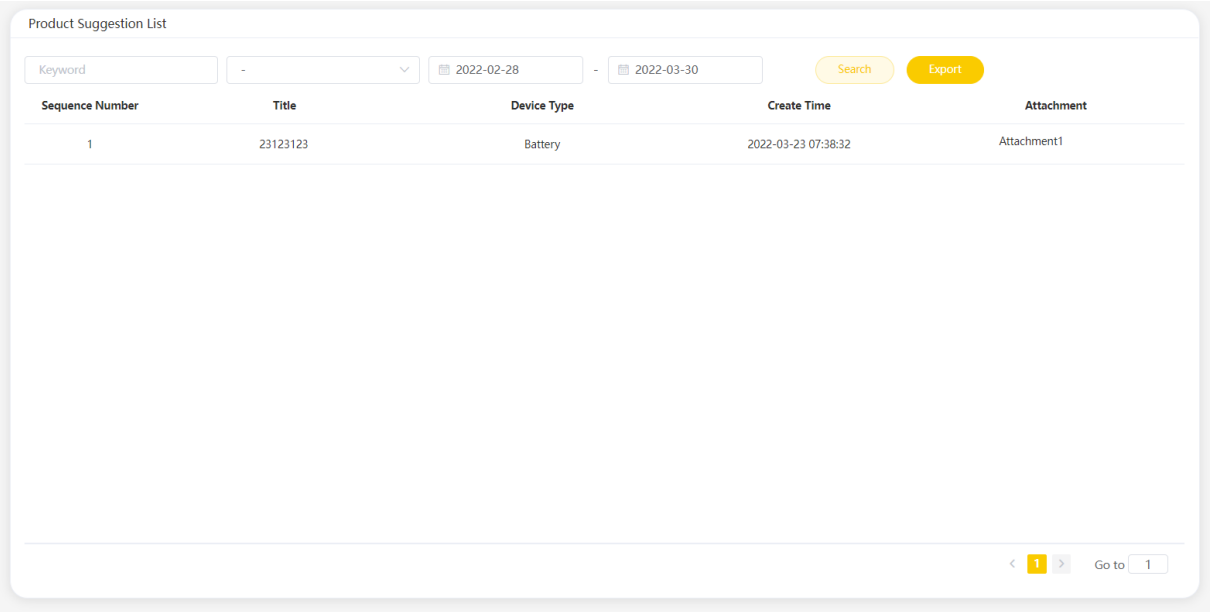
9.2. Product Suggestion

9.2.1. Add Product Suggestion



Click “Add Product Suggestion”. The fields with “*” are required to be filled in. The AlphaESS product team will receive your suggestion when you click “Submit”.

9.2.2. Product Suggestion List



Click "Product Suggestion List" to find out the record of your suggestions.

10. Imprint

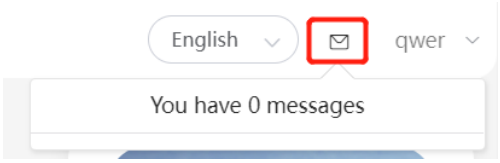
Click “Imprint” to find out "Imprint".

11. Privacy Policy

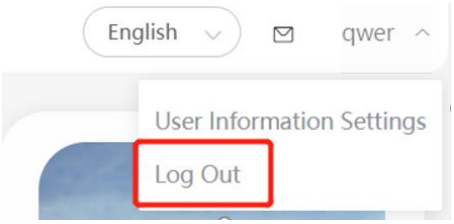
Click “Privacy Policy” to view the Privacy Policy.

12. Select Language and Logout

Click the drop-down list in the red box to select the language, including Chinese, English, German, Japanese, and Italian.

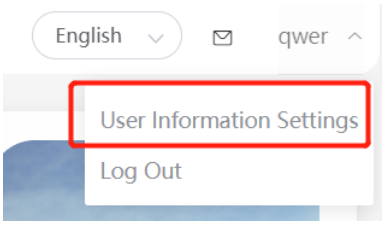


Click the mailbox to see the current unread system messages.



Log out:

Click your username and click “Log Out”.



Edit user’s information: Click your username and click “User Information Settings”.

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