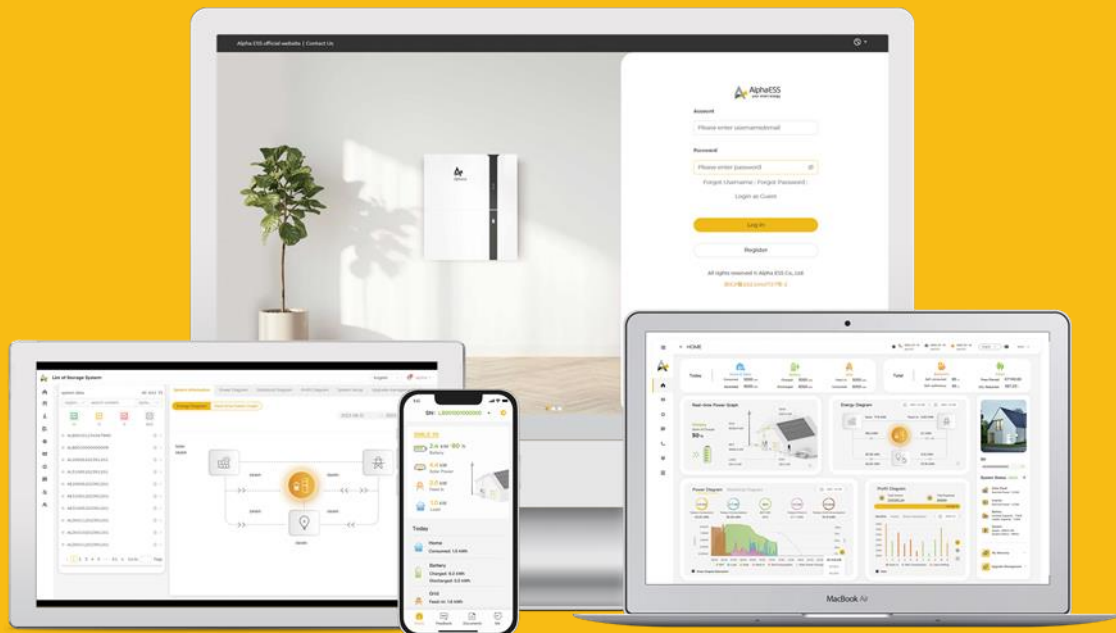


ALPHACLOUD ONLINE MONITORING INSTALLER USER MANUAL



COPYRIGHT STATEMENT

This manual is under the copyright of Alpha ESS Co., Ltd. with all rights reserved. Please keep the manual properly and operate in strict accordance with all safety and operating instructions in this manual. Please read through the manual before operating the product.



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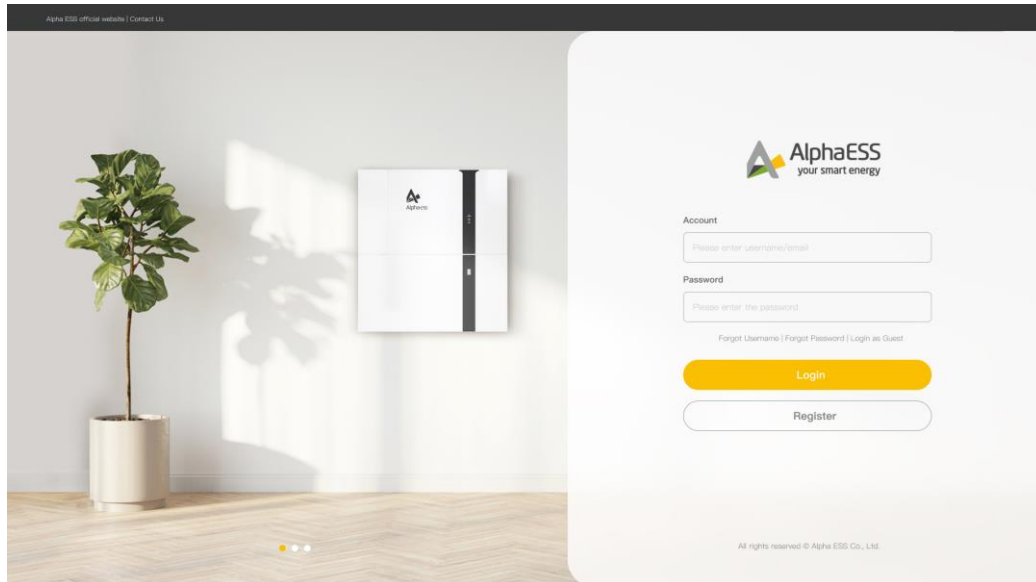
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1. Login Interface

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

User registration

* User Type

Installer ▾

* License

Please enter the License

* Username

someone@example.com

* Zip Code

Please enter your zip code

* Password

Please enter the password

* Confirm Password

Please confirm the password

Language

中文 ▾

* Contact Person

Please enter a contact

* Country / Region

Please select your country ▾

Province/State

Please select your province

City/Town

Please select your city

Address

Please enter your address

Contact Number ⓘ

Please enter your phone number

☐ Agree to the above terms [《Terms and Conditions》](#) and [《Privacy Policy》](#)

Back

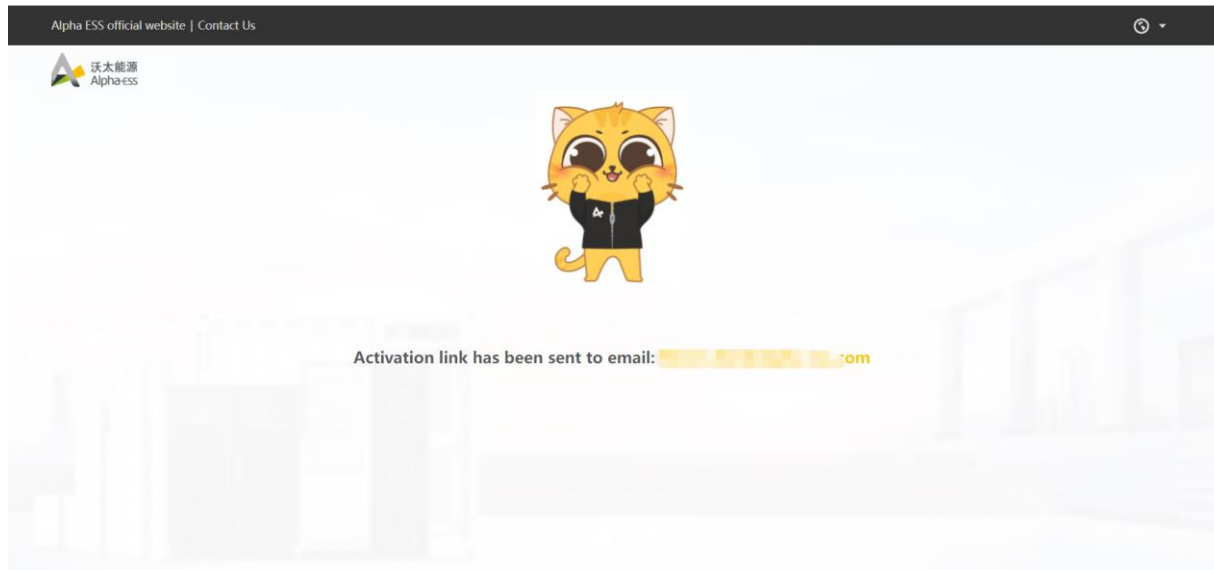
Submit

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.

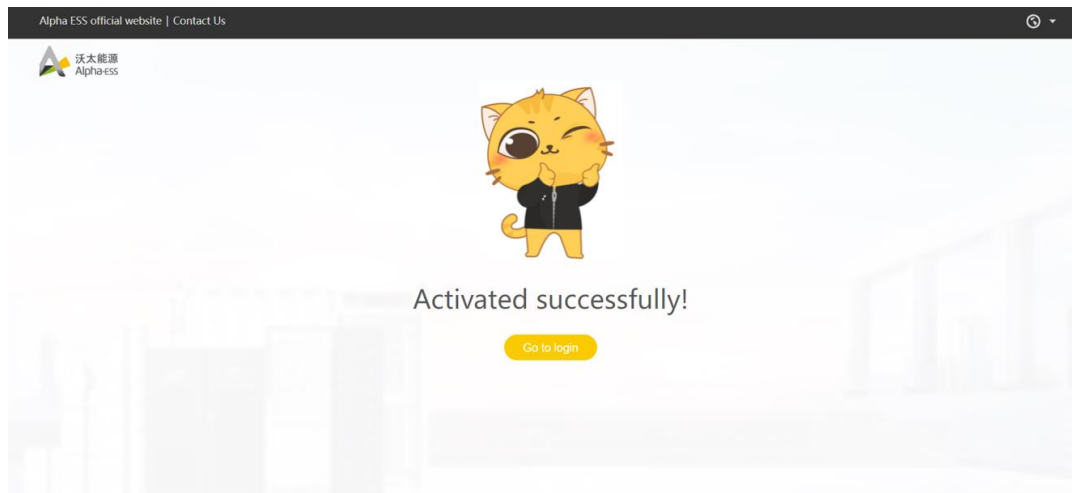
Click "Sign Up Now", and a registration activation email will be sent to your email address, as shown below:



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.

Forgot Password

* Username

Please enter your username

* Verification code

Please enter verification code.

Get verification code

Back

Next Step

[Imprint](#)
[Privacy Policy](#)

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.

 Email has been sent

Forgot Password

* Username

* Verification code

Please enter verification code.

59 s

The verification code has been sent to the mailbox: Eleven.fan*****, please pay attention to check it.

Back

Next Step

[Imprint](#) [Privacy Policy](#)

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

Reset Password

* New Password

* Confirm Password

Submit

Log in

[Imprint](#) [Privacy Policy](#)

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.

Forgot Username

*** User Type**

Installer ▼

*** License**

[Back](#) [Submit](#)

[Imprint](#) [Privacy Policy](#)

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.

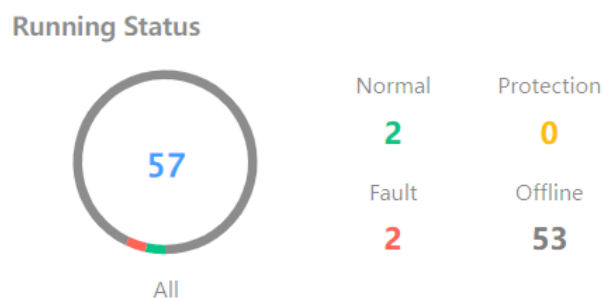
2. Homepage

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



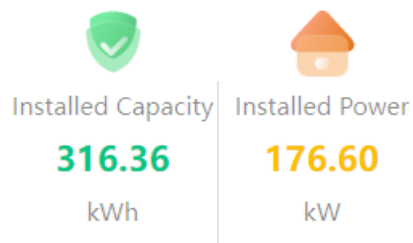
System data: Self-consumption Rate is calculated by (total PV generation - total electricity sold to grid) / total PV generation

Self-consumption



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

Installed Data



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

System Data



Load

Consumed: **29.82** GWh



Battery

Charged: **761.66** MWh

DisCharged: **722.37** MWh



Grid

Feed-in: **5.26** MWh

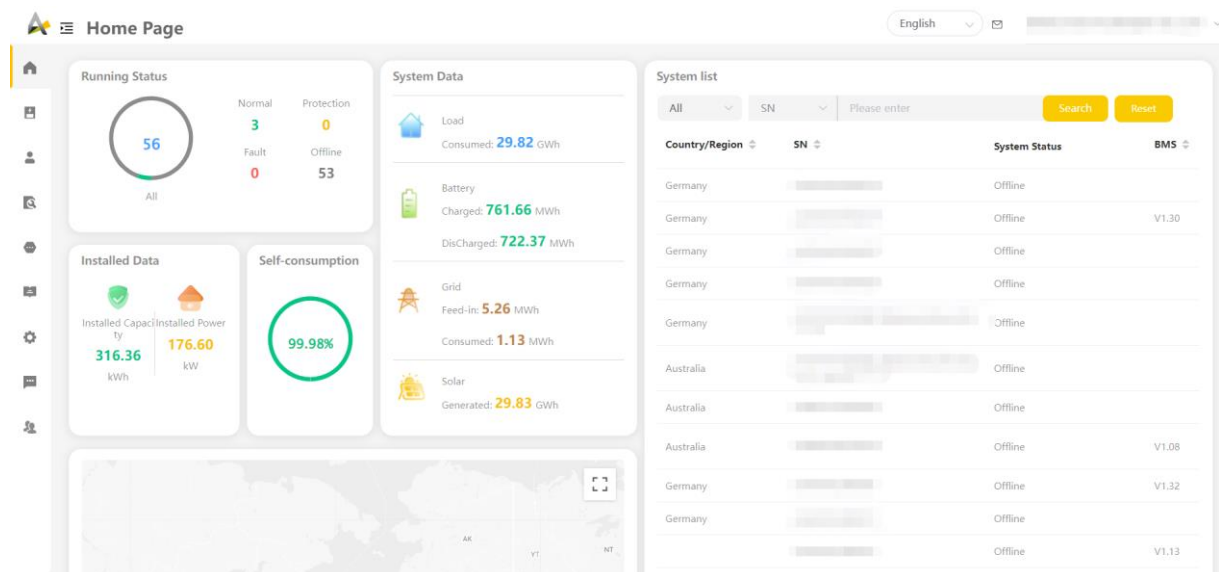
Consumed: **1.13** MWh



Solar

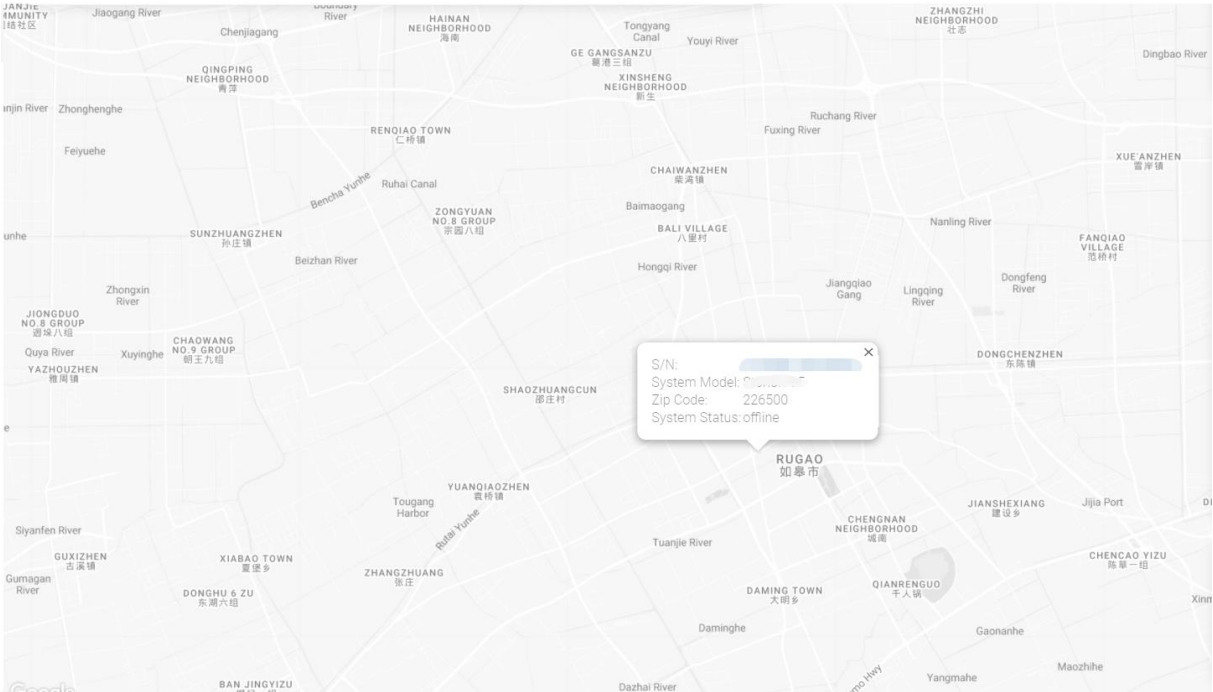
Generated: **29.83** GWh

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).



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:



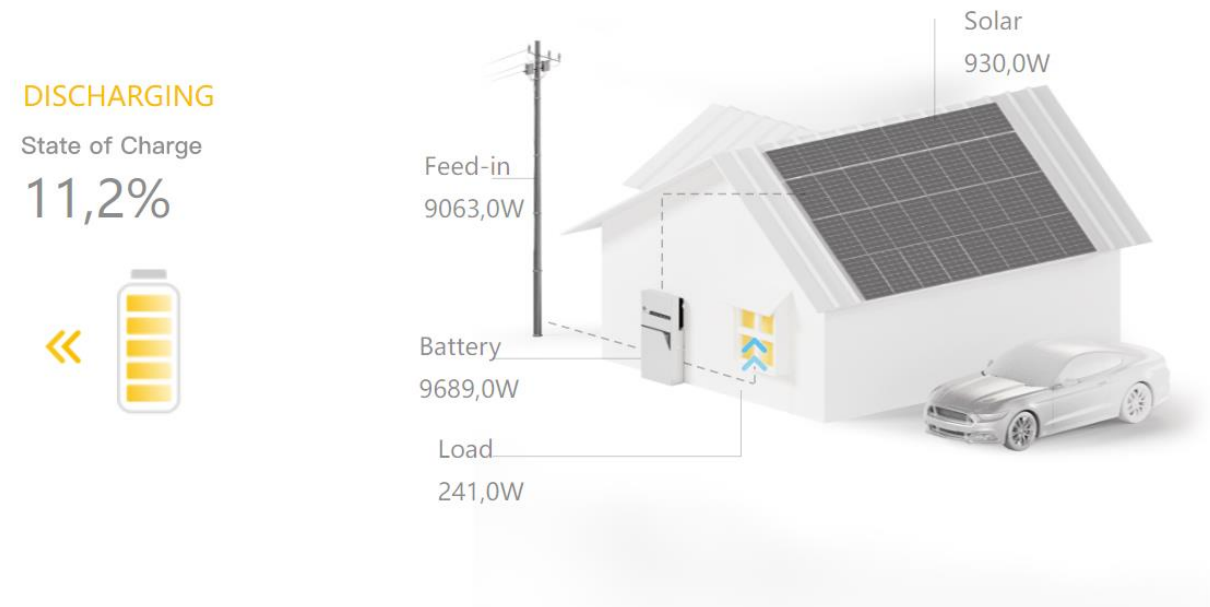
The above figure shows the total energy flow, which can be queried according to the start time and end time.

Description:

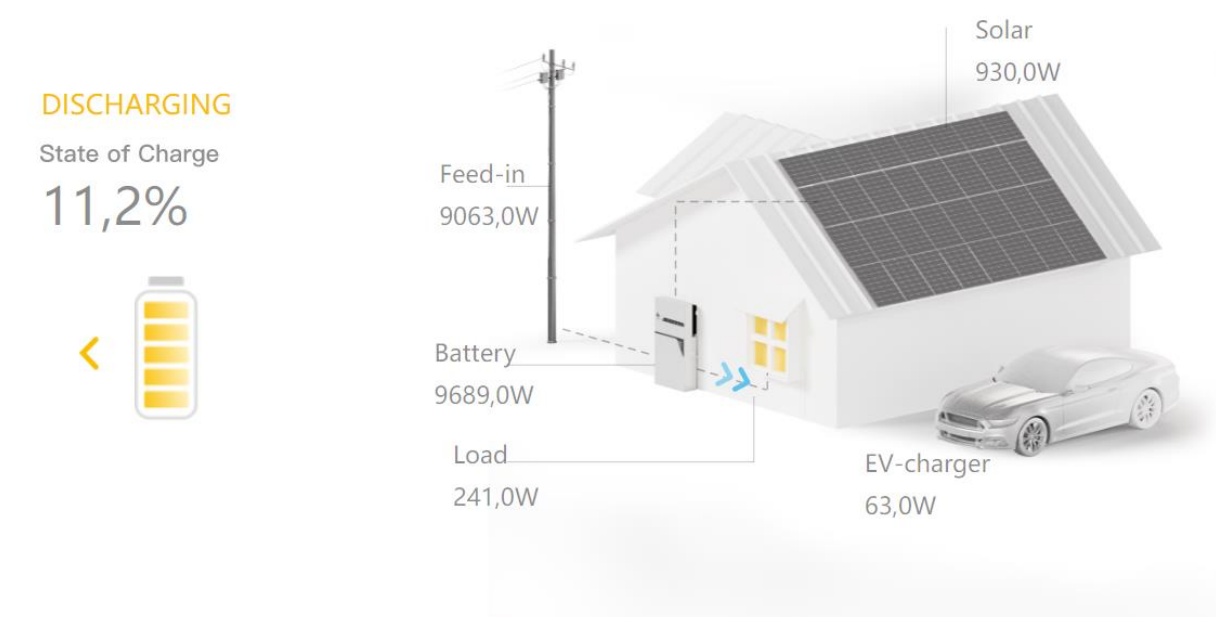
- i. Solar (12.9kWh): Total energy from PV generation.
- ii. Feed-in (3.4kWh): Total energy fed into the grid.
- iii. Red box (12.9kWh): Energy charging the battery from PV.
- iv. Green box (3.4kWh): Energy charging the battery from the grid.
- v. Orange box (14.52kWh): Load consumption supplied by PV.
- 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:



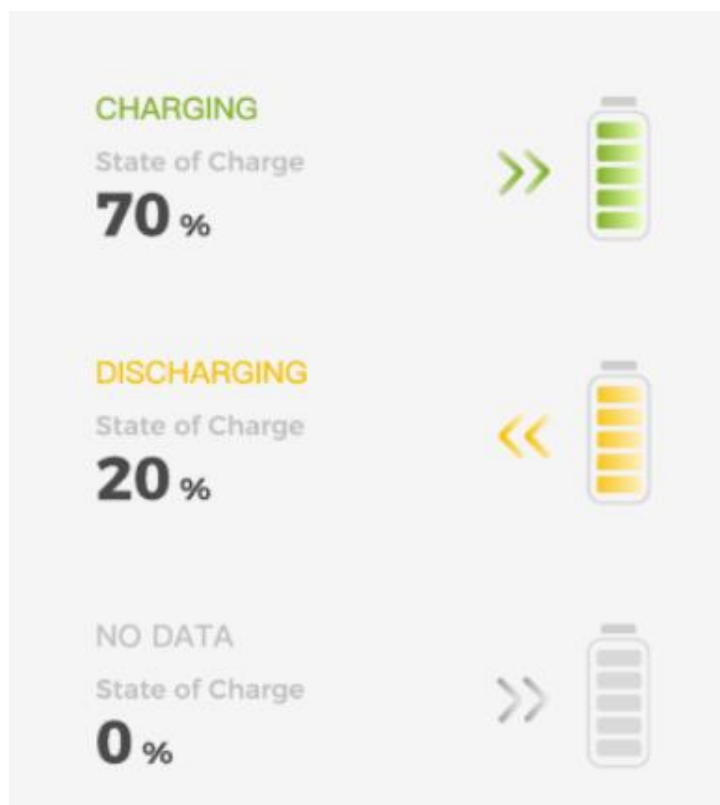
PS: Only SMILE series products have this function.

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

Description:

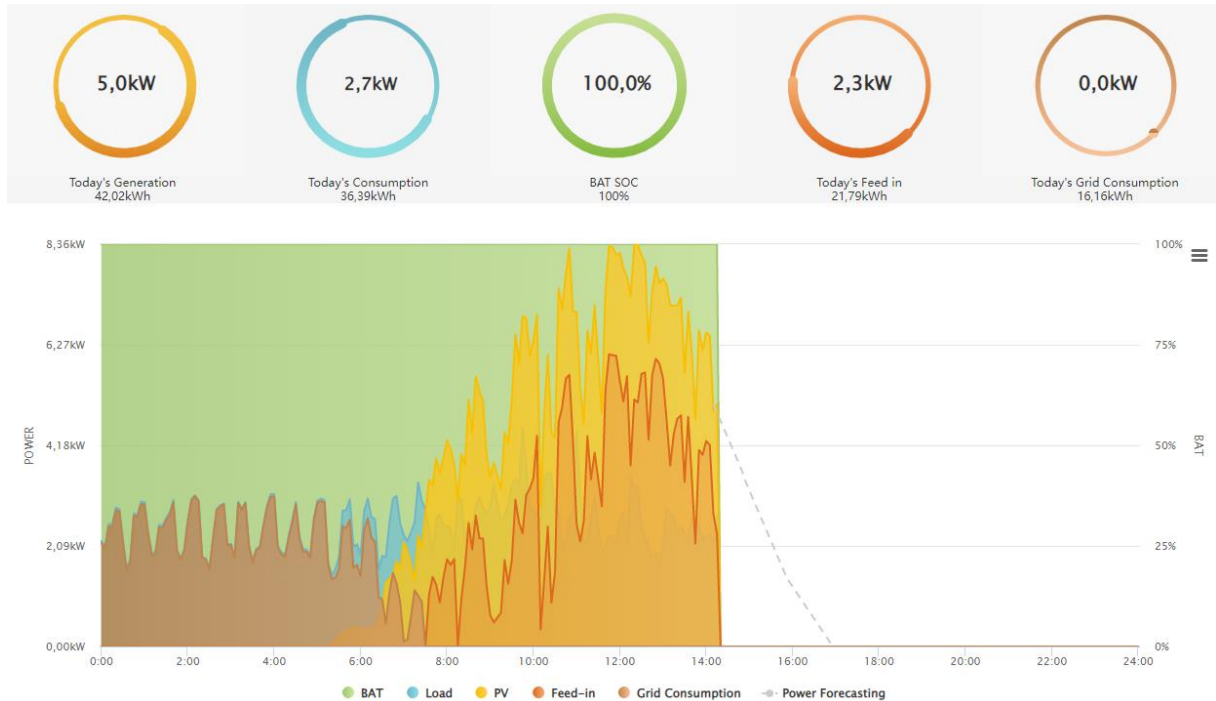
- i. 930.0 W: Real-time power generated by PV.
- ii. 9063.0 W: Real-time power fed into the grid.
- iii. 9689.0 W: Real-time power charging/discharging to/from the battery.
- iv. 241.0W: Real-time load power.
- v. 11.2 % (SOC): Remaining battery capacity.
- vi. 63.0W: Load consumption from EV charger.

The battery has the following state changes:

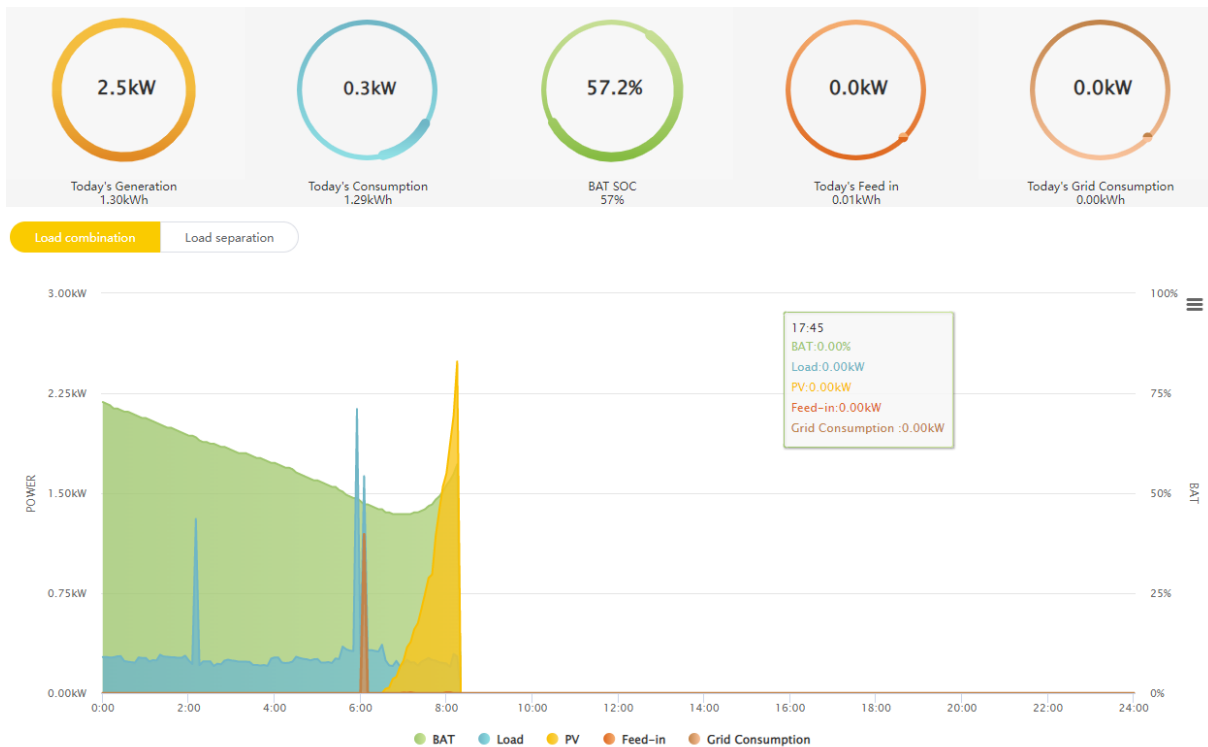


3.2. Power Diagram

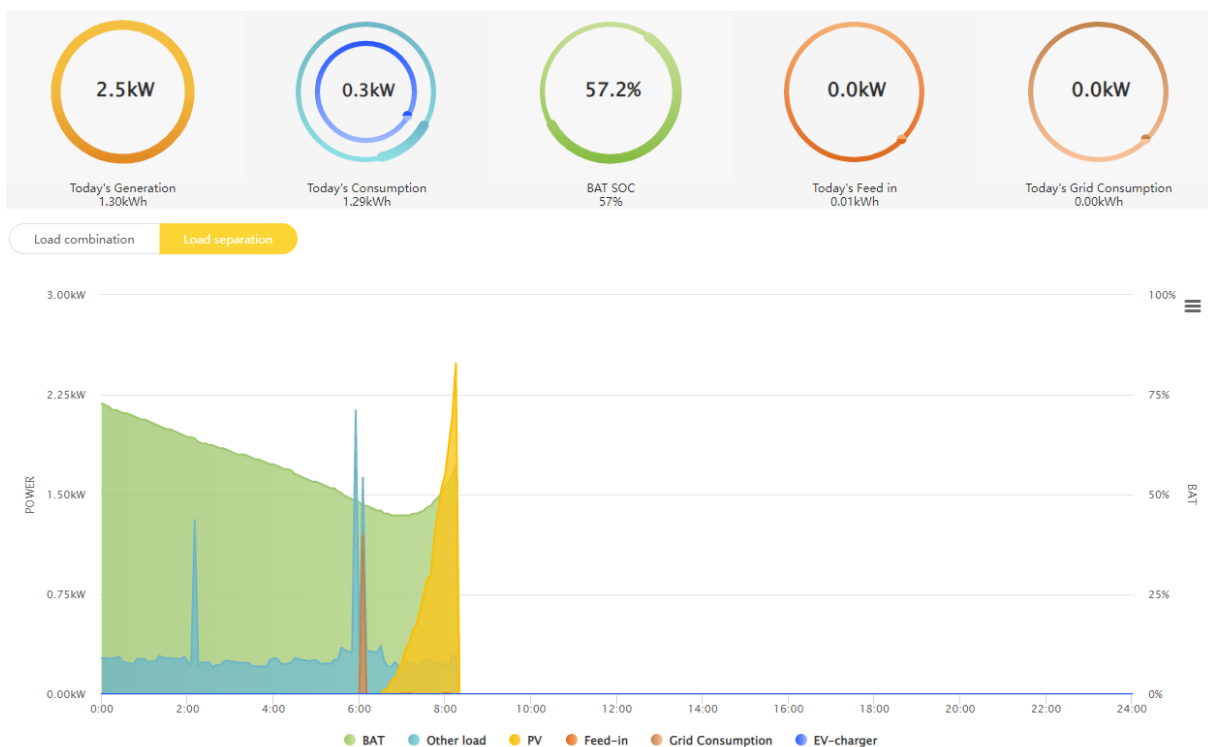
The image below shows the power diagram of the energy storage system without an EV charger installed:



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)

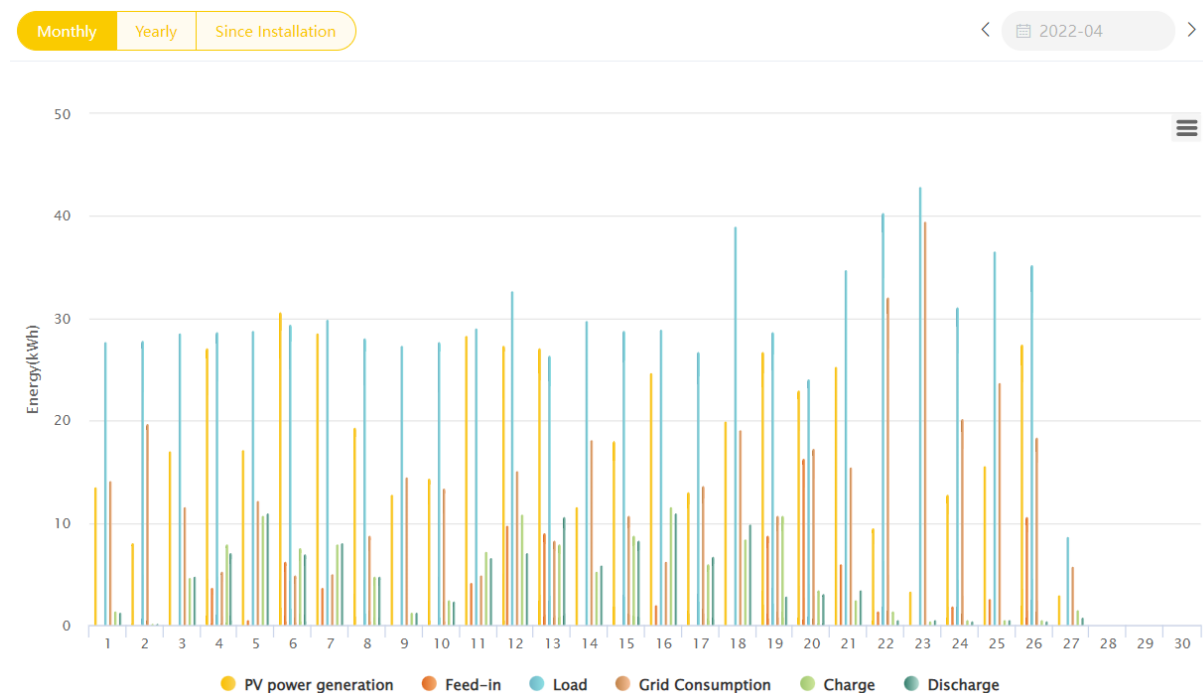
Orange (Feed-in): Power fed into the grid

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

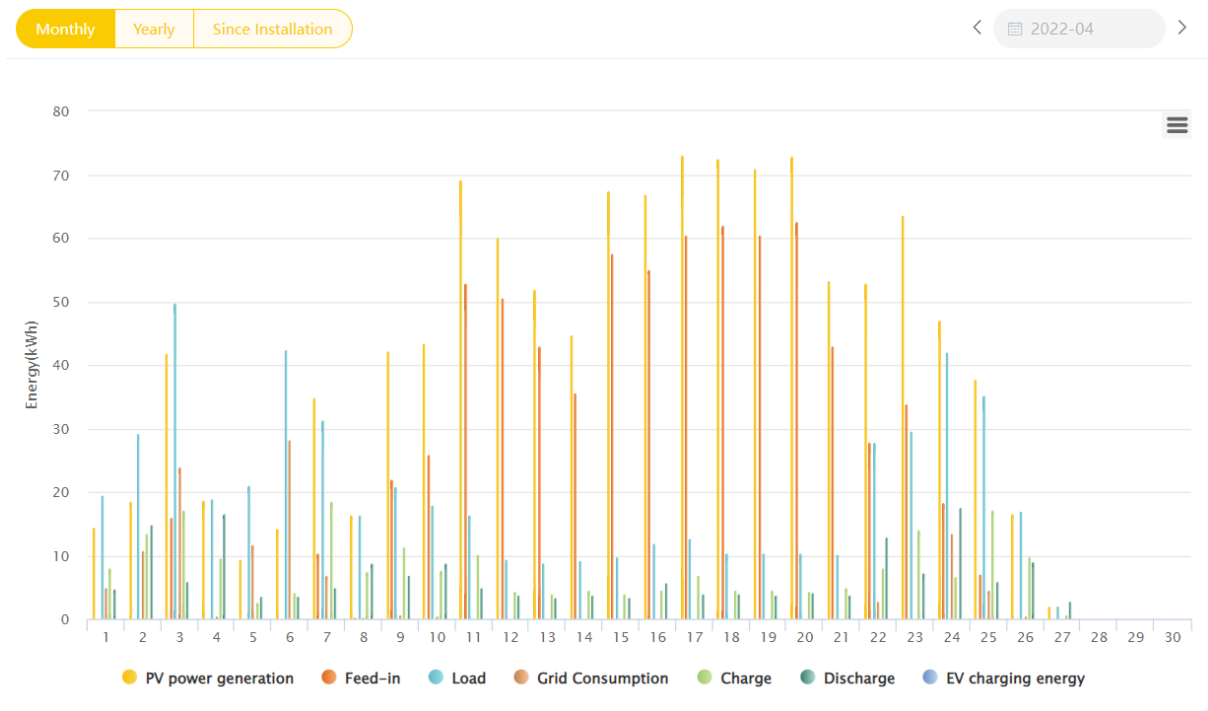
Users can set the date on the upper right corner to check the power data of a certain day. The diagram of a certain period can be zoomed in.

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.

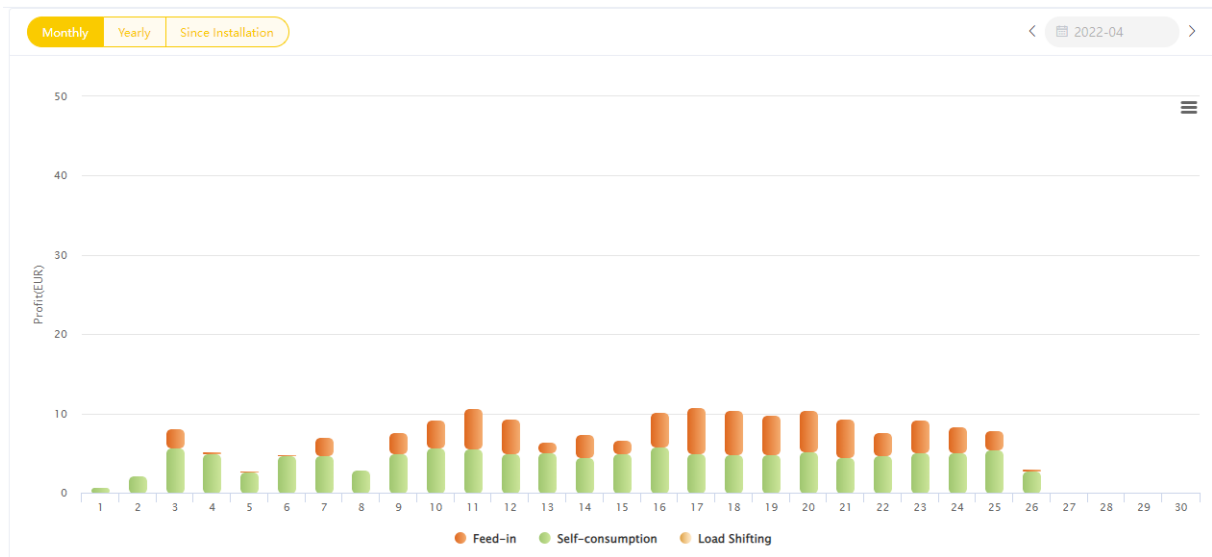
Grid Consumption: Energy consumption from the grid.

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

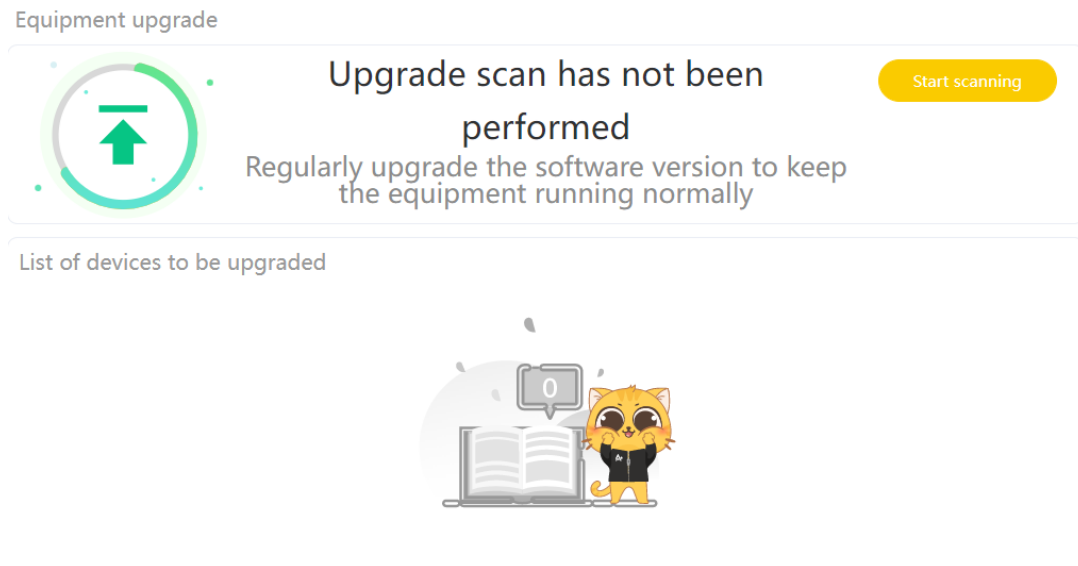
Feed-in: Income from energy fed into the grid, provided that there is a feed-in tariff

Self-consumption: income from PV generation

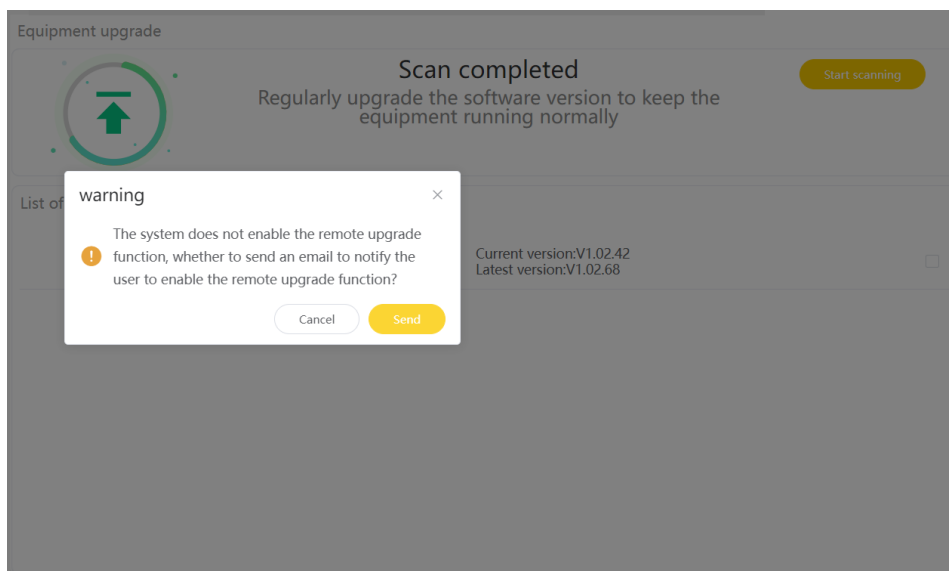
Load shifting: income from charging the battery at a low electricity price and using it at a high electricity price, if there are different tariffs for electricity throughout the day.

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:

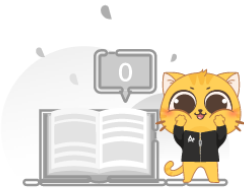
Equipment upgrade



The current version is the latest
Regularly upgrade the software version to keep the equipment running normally


Start scanning

List of devices to be upgraded



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

Equipment upgrade



Scan completed
Regularly upgrade the software version to keep the equipment running normally


Start scanning

List of devices to be upgraded

EMS	Current version:V1.02.28 Latest version:V1.02.68	<input type="checkbox"/>
-----	---	--------------------------

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.

Equipment upgrade



Scan completed

Regularly upgrade the software version to keep the equipment running normally


Start scanningStart the upgrade

List of devices to be upgraded

EMS	Current version:V1.02.28 Latest version:V1.02.68	<input checked="" type="checkbox"/>
-----	---	-------------------------------------

3.6. System Setup

3.6.1. Basic Information

Basic Information 

S/N	License	Last Updated
<input type="text"/>	<input type="text"/>	2021-12-29 05:47:18
* Zip Code	Contact Person	* Country
<input type="text"/>	<input type="text"/>	<input type="text"/>
Province/State	City/Town	* Currencies
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Inverter Information

Model	PV Installed Capacity	Rated Output Power [kW]	Inverter SN
SMILE-SP7.6-INV	5.69	4.59	35048ESU15400102
PV installed capacity on the side of PV inverter [kWp]	PV Installed Capacity On the Side of the Energy Storage System [kWp]	Safety	Regional application standard
5	5	VDE0126-50Hz	Default

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

Battery Information

1st Battery SN	2nd Battery SN	3rd Battery SN
1503090271		
4th Battery SN	5th Battery SN	6th Battery SN
Installed Battery Capacity [kWh]	Battery Model	Battery Usable Percentage [%]
7.5	SMILE-BAT-8.2PHA	80
ControlBox/BMU		
15020		

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

Meter Information

Grid Meter

Meter

☒ CT

Meter CT Ratio

120

Meter Model

ACR10R

PV side meter

Meter

☐ CT

Meter CT Ratio

0

Meter Model

0

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

Software Information 

Inverter Firmware Version	Inverter Slave Firmware	Inverter ARM software version
V12.02	V01.06	
EMS Firmware Version	BackupBox software version	BMS Firmware Version
V1.03.73	V0.00	V11.06
Top BMU software version	ISO software version	BMU Software Version Number
Grid side meter software version	PV side meter software version	

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

3.6.6. Electricity Tariff Information

Electricity Prices Setting

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

Currencies

AUD

Buy Electricity ⓘ

+ Add

* Purchase Tariff 1

* Start

* End

0

⌚ 00:00

⌚ 23:59

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

(*Add up to 16 items)

Sell Electricity ⓘ

+ Add

* Feed-in Tariff1

* Start

* End

0

⌚ 00:00

⌚ 23:59

☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☒ Saturday ☒ Sunday

(*up to 3 new items)

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

3.6.7. Charge/Discharge Settings

Charging / Discharging Setting

☒ Enable Grid Charging Battery ⓘ

Charging Period 1

⌚ 08:30

⌚ 12:00

Charging Period 2

⌚ 00:00

⌚ 00:00

Charging Stops at SOC [%] ⓘ

100

☐ Enable Battery Discharge Time Control ⓘ

Discharging Period 1

⌚ 00:00

⌚ 00:00

Discharging Period 2

⌚ 00:00

⌚ 00:00

Discharging Cutoff SOC [%] ⓘ

10

UPS reserve enable ⓘ


switch off

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

Backup_Box 


☐ Enable Backup Box

L1 Priority	L1 Priority Triggering SOC Value
<input type="text" value="1"/>	<input type="text" value="0"/>
L2 Priority	L2 Priority Triggering SOC Value
<input type="text" value="3"/>	<input type="text" value="56.4"/>
L3 Priority	L3 Priority Triggering SOC Value
<input type="text" value="2"/>	<input type="text" value="55.3"/>

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:

EV-Charger 


Household current setup

A


Charging mode

☒ Green charge   ☐ Maximum power charging mode 

EV-charger SN

 Abnormal

☒ EV-Charger activation

EV-Charger priority 

Charging strategy setup

☐ Charging period1

-

☐ Charging period2

-

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:

EV-Charger

Household current setup A

EV-charger SN

EV-charger Status **Abnormal**

Charging strategy setup

Charging mode ☐ Green charge Specify the charging power mode

Charging Current Setting A/Gruppe

EV-Charger priority

OBC(On-Board Charger)phase selection

Control permissions available ☒

* When there is a conflict of charging modes during the same time period, the system will execute the charging mode that the current EV-charger is running.

Charging Energy Report

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.

NMI settings

* State * Agent * NMI

Checksum * NMI registraiton to SAPN

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.

Generator Control ▼

Generator 

☒ 

<p>Generator Rated Power(W)</p> <p><input type="text" value="0"/></p>	<p>Percentage of Diesel Generator Available Power(%)</p> <p><input type="text" value="80"/></p>	<p>Frequency Setting</p> <p><input type="text" value="50Hz"/></p>
<p> <input type="radio"/> SOC Control  <input type="radio"/> Time Control  <input type="radio"/> Manual Mode  </p>		
<p>Start SOC Range [%]</p> <p><input type="text" value="10"/> To <input type="text" value="10"/></p>		
<p>Time Range</p> <p><input type="text" value="00:00"/> to <input type="text" value="00:00"/></p>		
<p> <input type="checkbox"/> Battery Charging Power Mode  <input type="checkbox"/> Generator Rated Power Mode  </p>		

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

Commercial & Industrial System Information

Off-grid: SOC for Load Disconnecting(%)

11

Off-grid: SOC for Load Reconnecting(%)

30

AC Power Supply Mode

Diesel Generator

STS

☒

SOC Automatic Calibration

☒

Diesel Generator turned on before PCS Shutdown

☐

SOC Directional Calibration

☒

Maximum Charging Power from Grid(kW)

30,7

Maximum Power through Meter(kW)

45,5

PCS Model

Storion-T100

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

Meter Offset Setting

☐ Meter Offset Available

Meter Offset Power(kW)

23.5

Period1 - Start

⌚ 00:00

Period1 - End

⌚ 00:00

Period2 - Start

⌚ 00:00

Period2 - End

⌚ 00:00

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

Peak Shaving and Valley Filling

Peak Shaving and Valley Filling ☒ Difference kW

15.4

Peak Value kW

220.5

Period1 - Start Period1 - End Period2 - Start Period2 - End

00:00 00:00 00:00 00:00

Valley Value kW

10.4

Period1 - Start Period1 - End Period2 - Start Period2 - End

00:00 00:00 00:00 00:00

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:

AUX Contact Settings

AUX Contact

ON/OFF

channel1

Select

Control Mode

Start Time0

End time 0

Start Time1

End time 1

Select

Date Selection

☐ Monday
 ☐ Tuesday
 ☐ Wednesday
 ☐ Thursday
 ☐ Friday
 ☐ Saturday
 ☐ Sunday

UPS Mode

Select

SOC Setting

>=

%

Switch ON

Feed in: >

0

W

Switch OFF

Feed in: <

0

W

Note:The feed-in power of switch-on should be more than that of switch-off.

Delay

0

Minutes

Duration

0

Minutes

Pause

0

Minutes

Minutes to wait before switching on/off

After switching on, do not switch off in the given time.

After switching off, do not switch on in the given time.

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

AUX Contact

channel1

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.

Control Mode	From	To	From	To
AUTO				

Date Selection

☐ Mon
 ☐ Tue
 ☐ Wed
 ☐ Thu
 ☐ Fri
 ☐ Sat
 ☐ Sun

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

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.

Control Mode	Start Time0	End time 0	Start Time1	End time 1
Select				

Date Selection

☒ Monday
 ☒ Tuesday
 ☐ Wednesday
 ☐ Thursday
 ☐ Friday
 ☐ Saturday
 ☐ Sunday

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:

SOC Setting

>=	60.5	%
----	------	---

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

2. "≤" means when $SOC \leq$ 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).

Switch ON Feed-in > W **Switch OFF** Feed-in < W

Note: The feed-in power of switch-on should be more than that of switch-off.

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

Delay Minutes **Duration** Minutes **Pause** Minutes
 Minutes to wait before switching on/off After switching on, do not switch off in the given time. After switching off, do not switch on in the given time.

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

Parallel function settings

enable parallel



Host Settings: ☒ Host Mode 


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 

Equipment working mode Normal Mode 	Allow Automatic Updates Yes 	Update Config Time <div></div>
AC/DC/Hybrid  DC 	Max. Feed-in Rate [%]  70	Meter Phase 0
EMS Set Function Mode Select 	Backupbox SN <div></div>	SuperCableBox (SN) <div></div>
Power Source <div></div>	EMS Language English 	Time Zone Select 
EMS Firmware Version Number V1.02	Inverter Hardware Version Number V1.0	Network Type W5500
WiFi Module SN 0	WiFi Module Software version number 0	WiFi Module hardware version number 0
Data Upload Frequency  300[s] 	Allow Charge and Discharge Control Select 	Automatic time adjustment Time adjustment by time zone 
Grid-forming enable bit Close 		

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

3.7. Installation Record

Installation Record

* S/N:

ALB001002552154

* Verification Code

* License:

ALPHA0001123456

* Installation Date

2022-03-03

* Customer Full Name

WU

* State

Select

* Suburb(NMI)

* PostCode

Remark

Select Files

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

Running Logs

Log type

Account

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	Log
1	2023-08-15 01:27:14	User: YOMA2 login; P4: eJAOMA3SBBbfntLgWqq8rQ==
2	2023-08-15 01:27:12	User: YOMA2 login; P4: eJAOMA3SBBbfntLgWqq8rQ==
3	2023-08-14 08:10:02	User: YOMA2 login; P4: eJAOMA3SBBbfntLgWqq8rQ==
4	2023-08-14 08:09:19	User: YOMA2 login; P4: eJAOMA3SBBbfntLgWqq8rQ==
5	2023-08-14 08:09:15	User: YOMA2 login; P4: eJAOMA3SBBbfntLgWqq8rQ==
6	2023-08-14 07:59:50	User: YOMA2 login; P4: gv491qx3hWicZwK84A2pqw==

< 1 >

Go to 1

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



Running Logs

Log type	Keyword	Start Time	End Time			
ERROR / All	Please enter key words	2023-08-01 00:00:00	2023-08-31 23:59:59	Search		
Sequence Number	Time	Error Information	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.

Log type
Keyword
Start Time
End Time
2023-08-31 23:59:59
Search

Troubleshooting
X

Troubleshooting: 110048
Fault abbreviation: No_PV_Input_Alarm
repair suggestion
No_PV_Input_Alarm

Close

Status	Level
occur	warning
clear	warning
occur	warning
occur	protect
occur	protect
occur	protect
occur	protect
clear	warning
occur	warning
clear	warning

Go to 1

< 1 ... 5 6 7 8 9 ... 19 > Go to 7

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

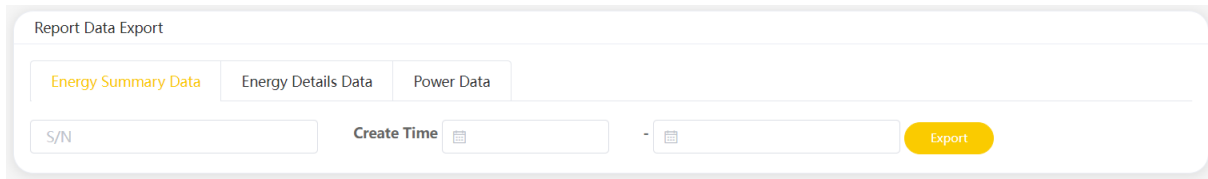
Currently, this page is only available for installers located in Germany, Austria, and Switzerland. It will not be displayed in other countries.

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.

Warranty Start Time	2022-03-23
Delivery Note	Download delivery note
Inverter	SMILE-T10-HV-INV
Standard Warranty Expiration Time	2027-03-23
Inverter Extended Warranty Code	<input type="text" value="Enter the inverter extended warranty code"/>
Extended Warranty Expiration Time	2022-03-30
Battery	SMILE-BAT-8.2PHA
Battery Product Standard Warranty Expiration Time	2027-03-23
Battery Performance Standard Warranty Expiration Time	2022-03-30
Battery Extended Warranty Code	<input type="text" value="Enter the battery extension code"/>
Extended Warranty Expiration Time	2022-03-30
Download inverter extended warranty Download battery performance extended warranty	

4. Communication Data Management

4.1. Report Data Export

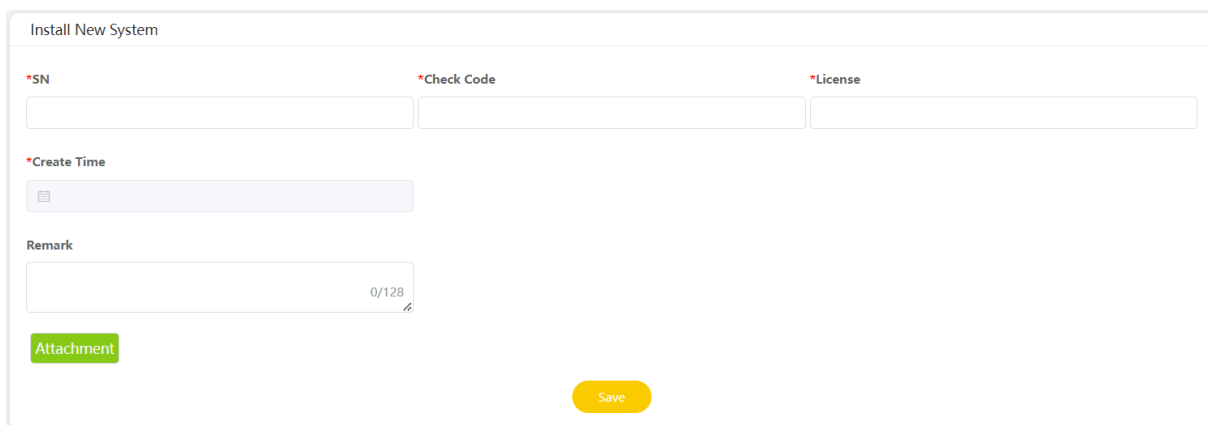


The interface for 'Report Data Export' features three tabs: 'Energy Summary Data' (selected), 'Energy Details Data', and 'Power Data'. Below the tabs is a form with an 'S/N' input field, a 'Create Time' field with a calendar icon, a separator '-', another field with a calendar icon, and a yellow 'Export' button.

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



The 'Install New System' form contains several fields: '*SN', '*Check Code', and '*License' (all marked as required with a red asterisk) are input fields. Below them is a '*Create Time' field with a calendar icon. A 'Remark' field is also present, showing a character count of '0/128'. At the bottom left is a green 'Attachment' button, and at the bottom center is a yellow 'Save' button.

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.

The screenshot displays a web-based installation configuration interface. On the left, a vertical sidebar shows the progress of the installation process with three steps: 'Installation Configuration' (active), 'Self-testing', and 'Installation Complete'. The main area features a horizontal progress bar at the top with eight steps: 'Product Configuration' (active), 'General Connection Diagram', 'Inverter Installation', 'Battery Installation', 'Meter Wiring and Settings', 'Wiring', 'Check Before Power-on', and 'Configuration'. Below the progress bar, the 'Inverter Model' is set to 'SMILE-B3-PLUS' and the 'Installed Battery Model' is set to 'SMILE-BAT-5P'. At the bottom, there are two buttons: 'Next Step' (yellow) and 'Installed, skip installation steps' (green).

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.



Work Mode

AC

For the energy storage system with a hybrid inverter with PV panels.

Time Zone Setting

(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumq

PV Installed Capacity on the Side of the Energy Storage

System[kWp]

0

PV Installed Capacity on the Side of PV Inverter[kWp]

0

On-grid Settings

Grid Regulation

VDE0126-50Hz

Max. Feed-in Rate[%]

70

Meter Settings

Grid Meter

Meter

CT

CT

CT-ratio

1

PV Side Meter

Meter

CT

CT

CT-ratio

1

Click "Previous Step" to go back.

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

Storage System Maintenance

English
Log Out

Installation Configuration

Self-testing

Installation Complete

Self-testing, please wait...

Whether the direction of the battery/CT is correct, and whether the CT magnification of the electric meter is set correctly

Previous Step

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

The screenshot shows the 'Self-testing' step of the 'Storage System Maintenance' process. On the left, a vertical progress bar indicates the current step. The main content area contains the text: 'Time out' and 'Whether the direction of the battery/CT is correct, and whether the CT magnification of the electric meter is set correctly'. At the bottom, there are three buttons: 'Self-test again', 'Previous Step', and 'Skip'.

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

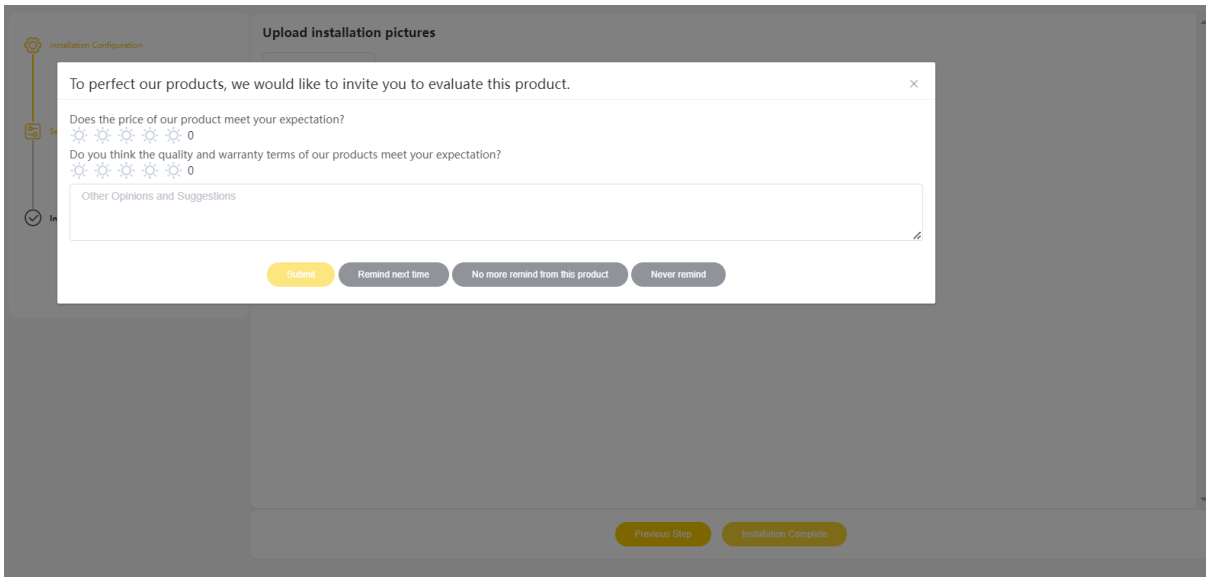
Click "Previous Step" to go back to the starting page and do the configuration again.

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

The screenshot shows the 'Upload installation pictures' step of the 'Storage System Maintenance' process. On the left, a vertical progress bar indicates the current step. The main content area contains the text: 'Upload installation pictures' and a large dashed box with a plus sign inside, indicating where to upload a picture. At the bottom, there are two buttons: 'Previous Step' and 'Installation Complete'.

Click "Previous Step" to repeat self-testing.

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



Installation Configuration

Upload installation pictures

To perfect our products, we would like to invite you to evaluate this product. ×

Does the price of our product meet your expectation?
☆☆☆☆ 0

Do you think the quality and warranty terms of our products meet your expectation?
☆☆☆☆ 0

Other Opinions and Suggestions

Submit Remind next time No more remind from this product Never remind

Previous Step Installation Complete

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 II EV Charger

Install EV-Charger

Charging pile type

Select

* System SN

* SN check code

* Charging pile SN

* installation date

cancel

Save

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):

EV-Charger

Household current setup

32

A

Charging mode

☐ Green charge

--

☒ Max. power charge

EV-charger SN

SN10052101183304

Charging connector disconnected

☒ EV-Charger activation

EV-Charger priority

1

☐ Charging period1

00:00 - 00:00

☐ Charging period2

00:00 - 00:00

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

EV-Charger

Household current setup

32

A

EV-charger SN

123123

EV-charger Status

Abnormal

Charging strategy setup

Manual Setting

Charging mode

Green charge

Specify the charging power mode

Charging Current Setting

16

A/Gruppe

Charge Now

Stop

EV-Charger priority

1

OBC(On-Board Charger)phase selection

Three-phase

Control permissions available

* When there is a conflict of charging modes during the same time period, the system will execute the charging mode that the current EV-charger is running.

Charging Energy Report

View

5.3. Installation Records

Install EV-Charger

Install EV-Charger

System SN

start date

end date

search

serial Number	Charging pile SN	System SN	device status	Charging pile type	Installation date	operate
1			Normal	SMILE-EVCT11	2023-08-21	unbind
2			Normal	SMILE-EVCT11	2023-08-21	unbind
3			Normal	SMILE-G3-EVCT11/S	2023-08-21	unbind
4			Normal	SMILE-EVCT11	2023-08-18	unbind
5			Normal	SMILE-EVCT11	2023-08-18	unbind
6			Normal	SMILE-EVCT11	2023-08-18	unbind
7			Normal	SMILE-EVCT11	2023-08-18	unbind
8			Normal	SMILE-EVCT11	2023-08-18	unbind
...						

<

1

2

3

4

5

6

...

388

>

Go to

1

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

Sequence Number	SN	Fault Category	Fault Information	Error Code	Status	Level
1			INV Comms Fault			
2			INV Comms Fault			
3			INV Comms Fault			
4			INV Comms Fault			
5			INV Comms Fault			
6			INV Comms Fault			
7			INV Comms Fault			
8			INV Comms Fault			
9			INV Comms Fault			
10			INV Comms Fault			

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

System Information Summary

Country / Region

[All] ▼

SN

License

INV

Create Date (Start date)

Complete Time

Running Status

ALL ▼

Work Mode

Normal Mode ▼

Servicer

All ▼

Zip Code

Usage time [start time]

Complete Time

Search

Export

Sequence Number	Country / Region	SN	Customer Full Name	Zip Code	Running Status	BMS
1	Australia (Australia)			22222	offline	
2	Germany			22222	offline	V0.00
3	Germany			22222	offline	
4	China			215000333	offline	
5				111111111	offline	V1.91
6	China			215000333	offline	V2.39
7	China			22222	offline	
8	Germany			255238	offline	

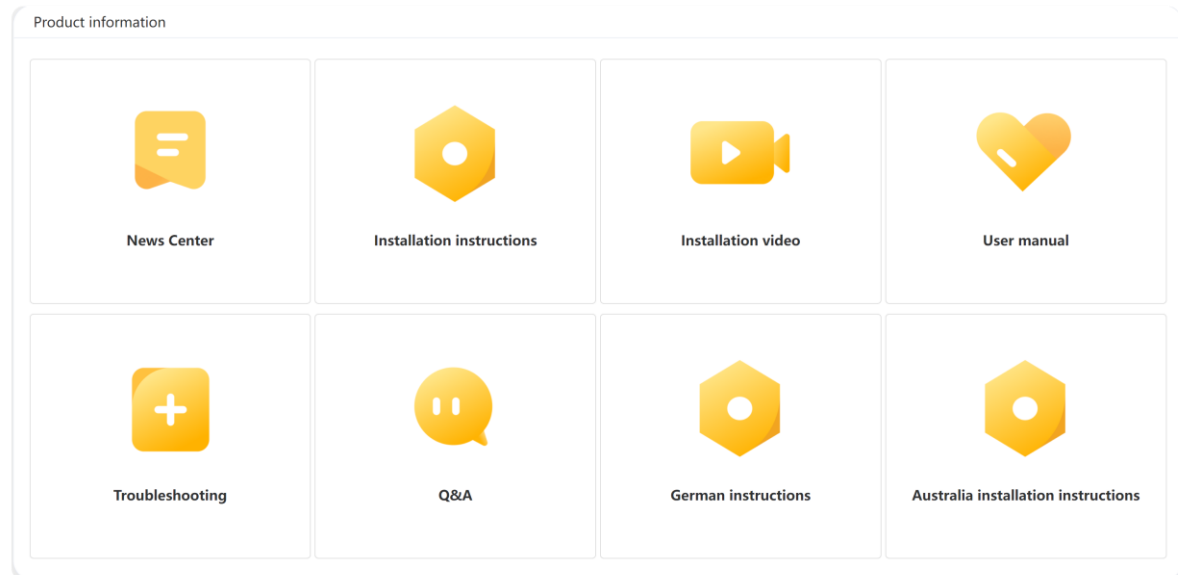
< 1 2 3 4 5 ... 38 >

Go to 1

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.

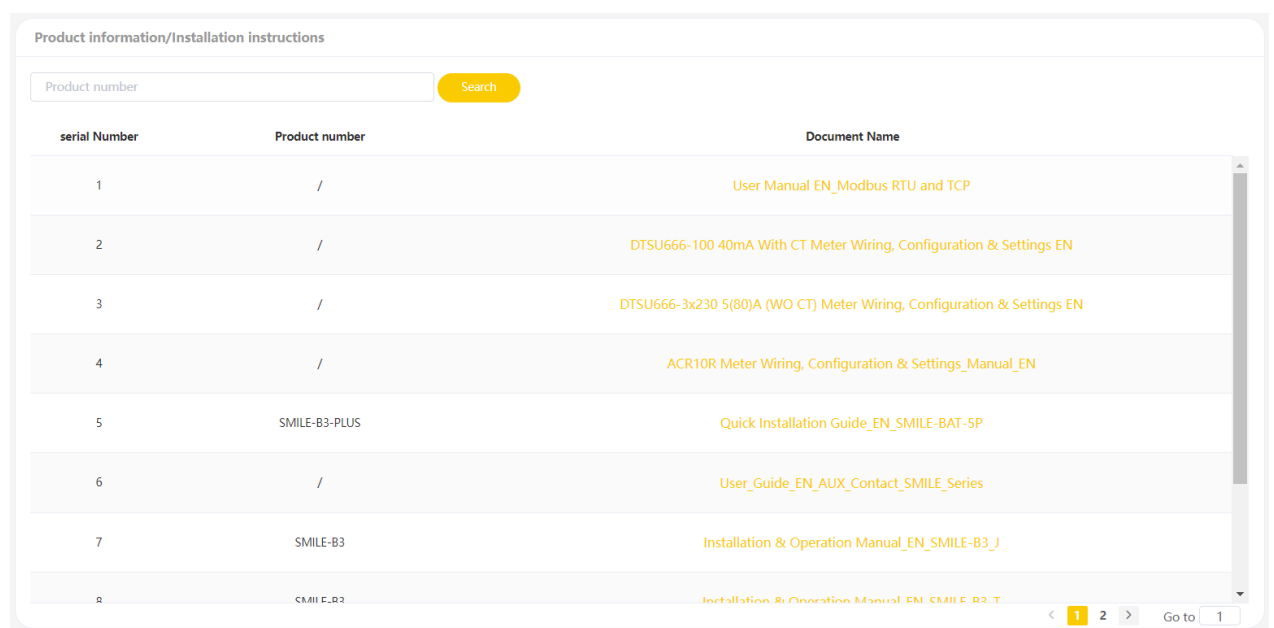
7. Document Center

7.1. Product Information



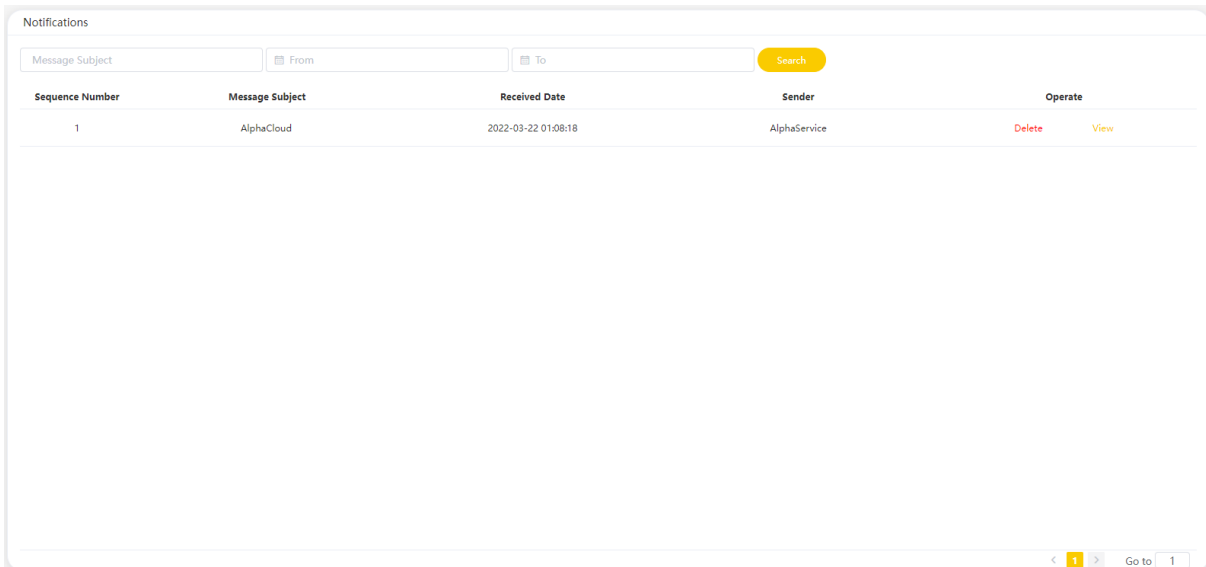
This is where new information is updated from time to time and where end users can view the News Center, Installation instructions, Installation video, User manual, Q&A, German installation instructions, and Australian installation instructions. The German installation instructions are only applicable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

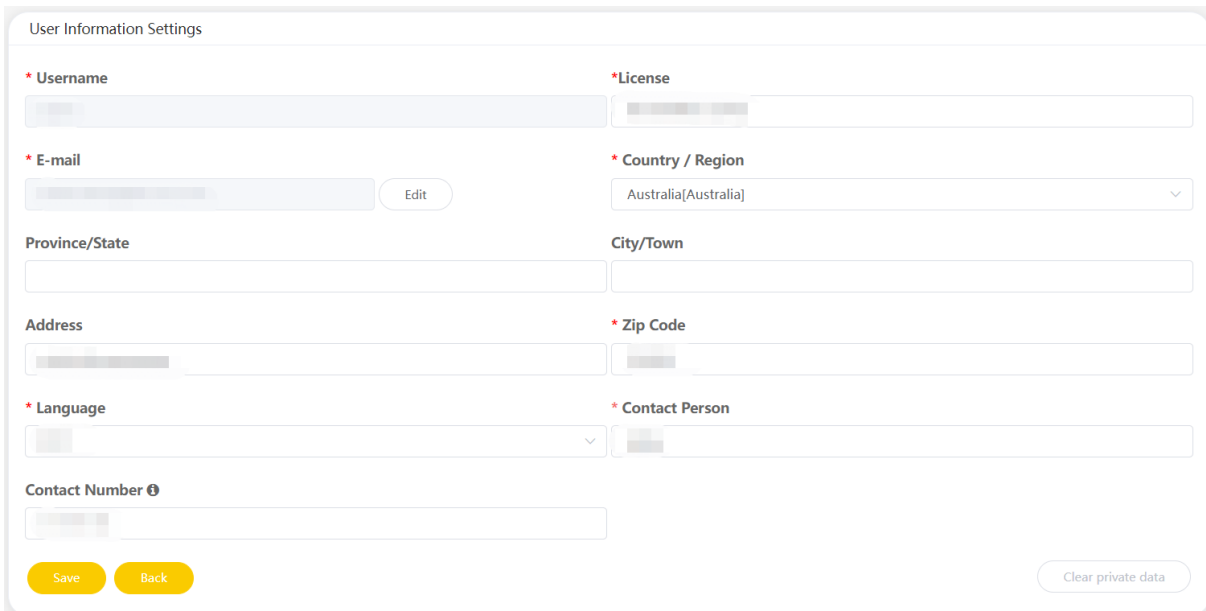


The Notifications interface includes a search bar at the top with fields for "Message Subject", "From", and "To", and a yellow "Search" button. Below the search bar is a table with the following columns: "Sequence Number", "Message Subject", "Received Date", "Sender", and "Operate". The table contains one row with the following data: Sequence Number: 1, Message Subject: AlphaCloud, Received Date: 2022-03-22 01:08:18, Sender: AlphaService, and Operate: Delete (red text) and View (yellow text). At the bottom right of the table, there is a pagination control showing "< 1 >" and "Go to 1".

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



The User Information Settings form contains the following fields and controls:

- * Username**: Text input field.
- * License**: Text input field.
- * E-mail**: Text input field with an "Edit" button next to it.
- * Country / Region**: Dropdown menu with "Australia[Australia]" selected.
- Province/State**: Text input field.
- City/Town**: Text input field.
- Address**: Text input field.
- * Zip Code**: Text input field.
- * Language**: Dropdown menu.
- * Contact Person**: Text input field.
- Contact Number ⑥**: Text input field.
- Buttons**: "Save" (yellow), "Back" (yellow), and "Clear private data" (light gray).

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.

Modify email

×

* New email address

Please enter a new email

* Verification code

Please enter verification code

Get verification code

Cancel

Confirm

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

Change Password

* Old Password

* New Password

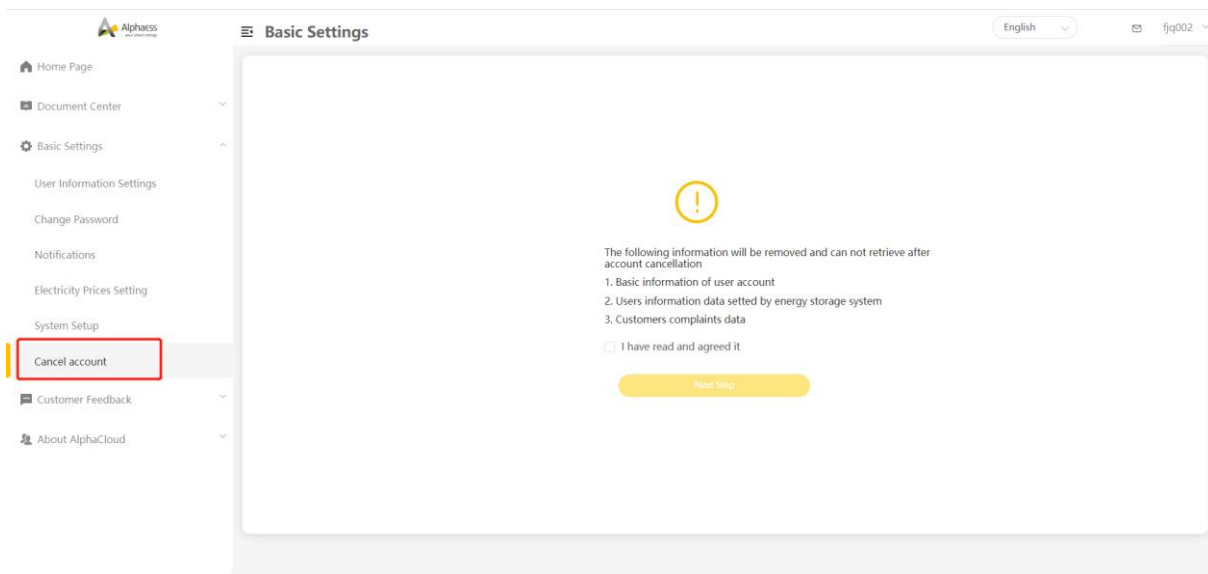
* Confirm new password

Save

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.

Please verify the linked mailbox

eleven.fan@alpha-ess.com

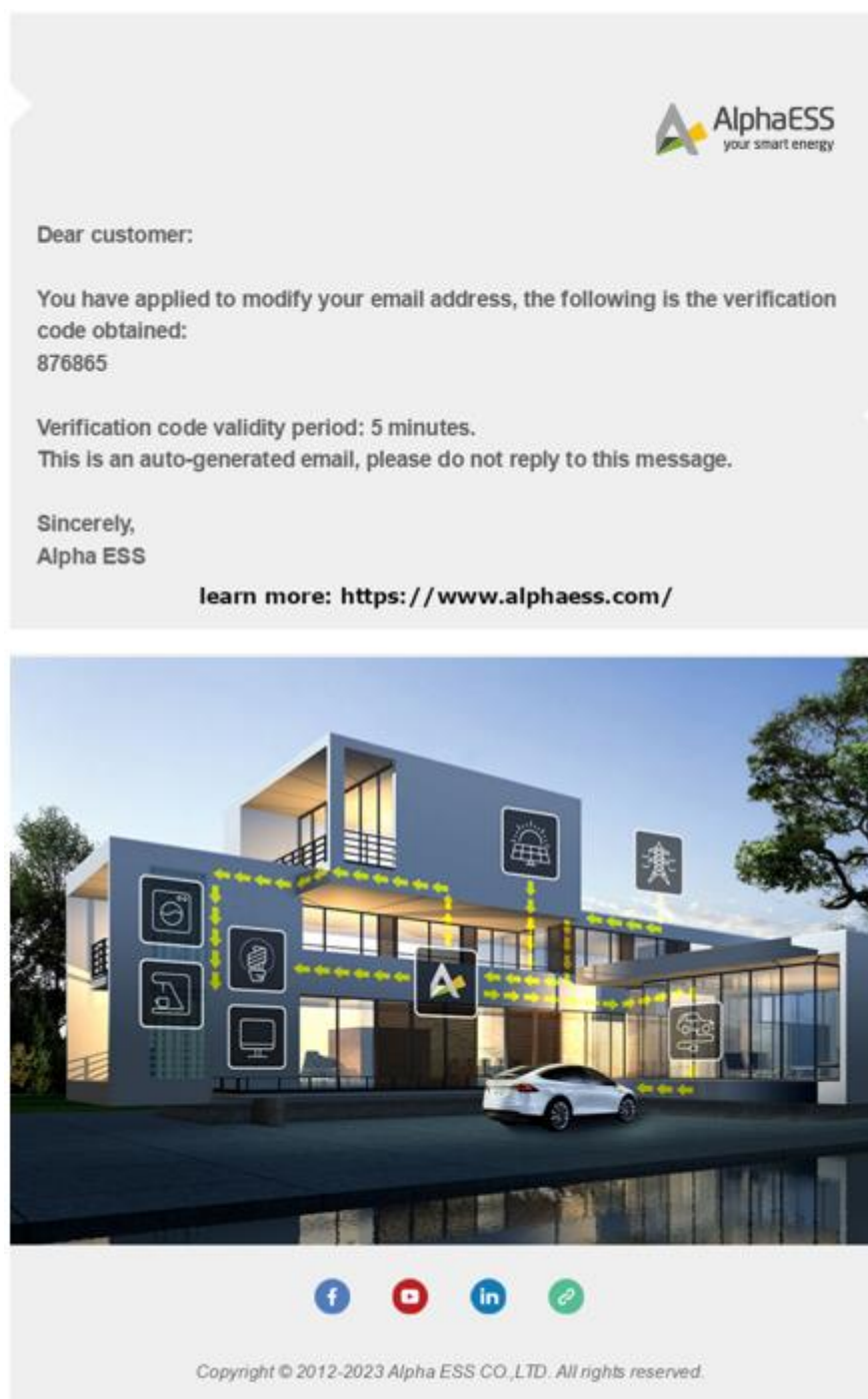
Please enter verification code.

[Get verification code](#)

[Back](#)

[Determine](#)

Users will receive the following email:



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

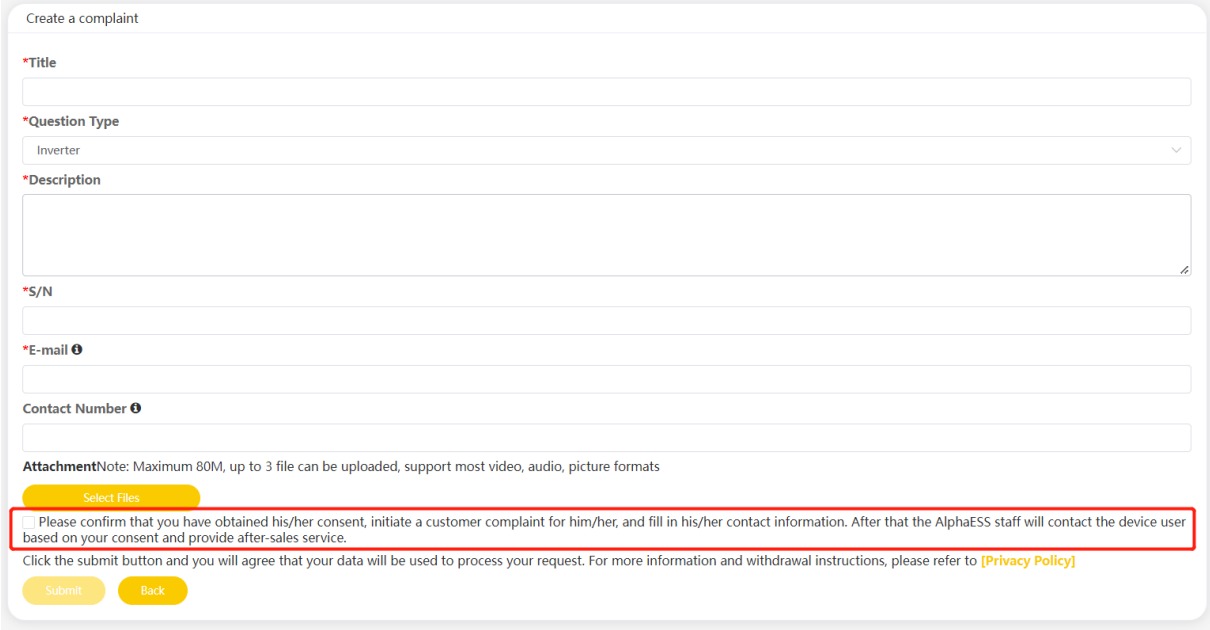
9. Customer Feedback

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.



Create a complaint

*Title

*Question Type

Inverter

*Description

*S/N

*E-mail ⓘ

Contact Number ⓘ

AttachmentNote: Maximum 80M, up to 3 file can be uploaded, support most video, audio, picture formats

Select Files

☐ 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.

Click the submit button and you will agree that your data will be used to process your request. For more information and withdrawal instructions, please refer to [\[Privacy Policy\]](#)

Submit Back

9.1.2. Customer Complaint List

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

Customer Complaint List								
Keyword		All +4		Progress of customer complaints				
Sequence Number	Customer Complaint Number	Title	Create Time	Creator	S/N	Question Type	Progress of customer complaints	Comp
1	164841		2021-11-11 08:13:01			Battery	Installer has come on site	Proc

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

Customer Complaint Details	
Back	
Title	
Creator: Create Time: 2021-11-11 08:13:01	
S/N	Complaint History
Country / Region	Zip Code
Question Type	License
E-mail	Contact Number
Last Updated	
Description	
Recipient	Acception Date
Complaint Status	

This is the complaint status.

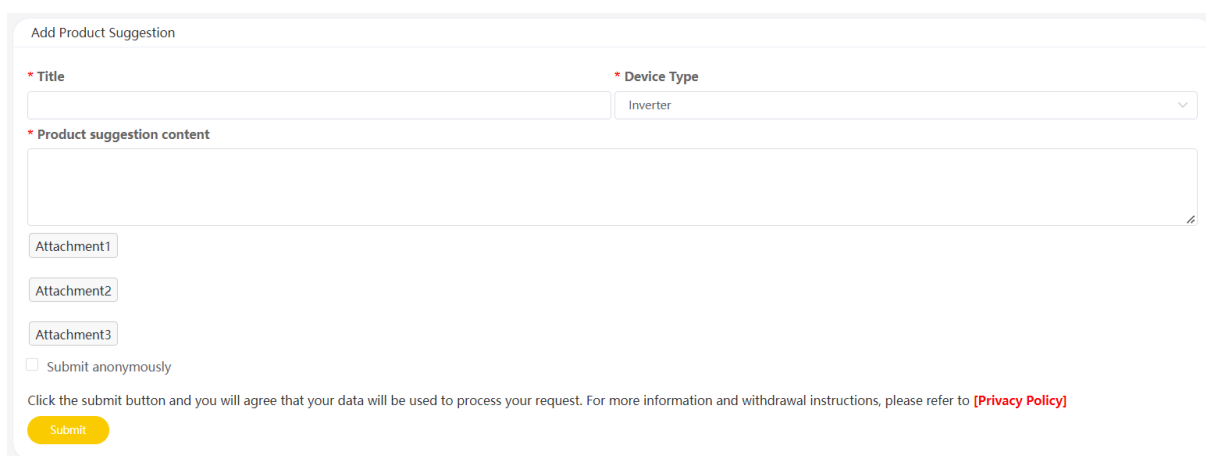
Complaint Status	
Click to view the progress of customer complaint	
Newly Created	Processing
2022-02-17 01:36:00	2022-02-17 01:36:22
Evaluation	
Operate	

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



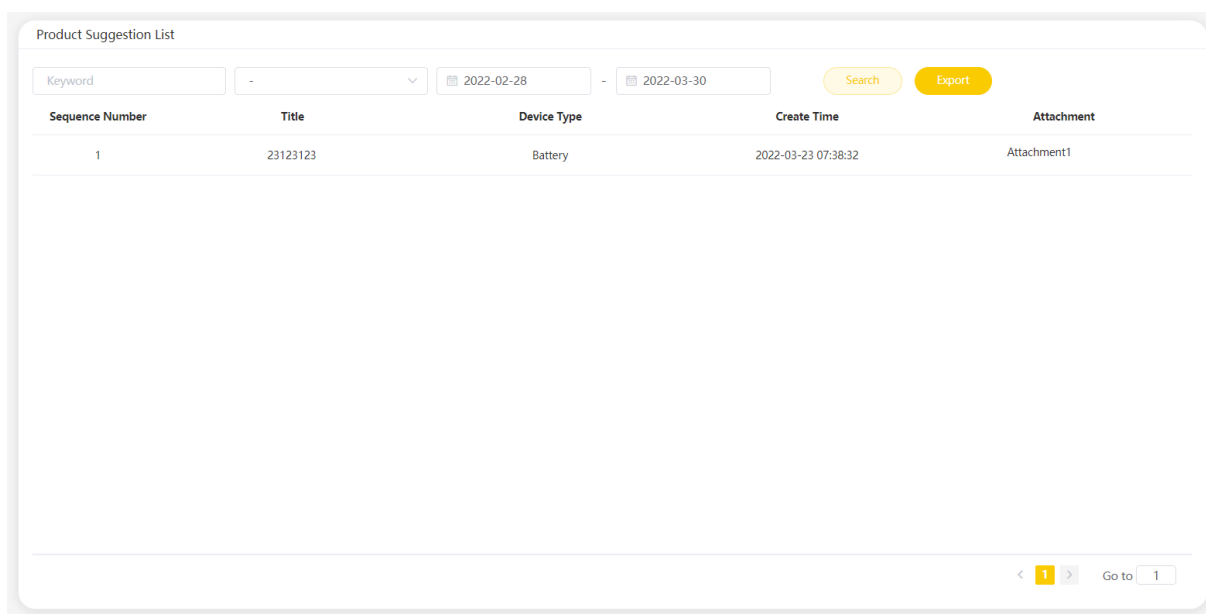
The form titled "Add Product Suggestion" contains the following fields and controls:

- * Title**: A text input field.
- * Device Type**: A dropdown menu with "Inverter" selected.
- * Product suggestion content**: A large text area for the suggestion.
- Attachment1**, **Attachment2**, **Attachment3**: Three buttons for uploading attachments.
- ☐ **Submit anonymously**: A checkbox.
- Submit**: A yellow button.
- Privacy Policy**: A link in red text.

Below the form, there is a disclaimer: "Click the submit button and you will agree that your data will be used to process your request. For more information and withdrawal instructions, please refer to [\[Privacy Policy\]](#)".

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



The table titled "Product Suggestion List" displays the following data:

Sequence Number	Title	Device Type	Create Time	Attachment
1	23123123	Battery	2022-03-23 07:38:32	Attachment1

At the top of the table, there are search and filter controls: a "Keyword" input field, a dropdown menu, date range selectors (2022-02-28 to 2022-03-30), and "Search" and "Export" buttons.

At the bottom right, there is a pagination control showing "1" of 1 page, with "Go to" and "1" buttons.

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

10. Imprint

Click "Imprint" to find out "Imprint".

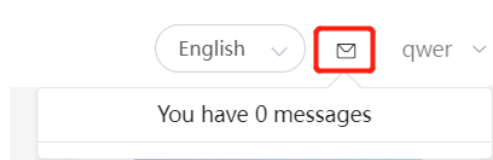
11. Privacy Policy

Click "Privacy Policy" to view the Privacy Policy.

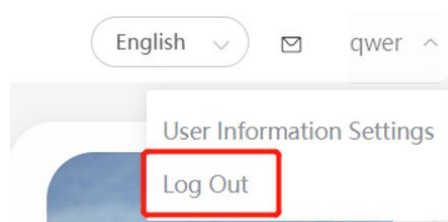
12. Select Language and Logout



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

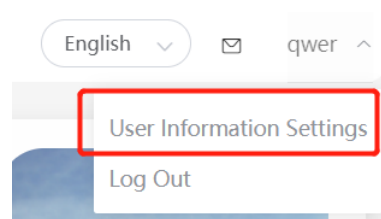


Click the mailbox to see the current unread system messages.



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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