MatriCloud Platform Web Operation Guide for Energy Storage Inverters

(Europe and North America)

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Shanghai Chint Power System Co., Ltd.

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1 About This Manual

1.1 Purpose and Scope

The MatriCloud platform provides comprehensive enery power station management throught web browsers and mobile app, featuring account/site/device management, firmware updates, and maintenance services.

This manual helps users operate and maintain site devices using the MatriCloud platform web. This manual is written for distributors and installers working with energy storage products in Europe and North America, explaining how to manage sites, control inverters, update firmware, and handle maintenance in a simple way.

Scan the QR code below to downlaod the MatriCloud App. For App operation instructions, see the *MatriCloud Platform Mobile APP-Local Mode Operation User Guide*. And MatriCloud Platform Mobile APP-Remote Mode Operation User Guide.

1.2 Configuration Requirements

Configuration	Requirement
Browser	Google Chrome version 60 or higher is recommended; Safari version 10 or higher and Mozilla Firefox version 60 or higher are supported.
Resolution	1920×1080 is recommended; 1366×768 is supported.

1.3 Symbol Description

Additional information in the manual that highlights and supplements the content and may also provide tips or tricks to optimize the use of the product, which helps solve problems or save time.

1.4 Main Contents

This manual mainly introduces the installation, configuration, and basic operation methods of MatriCloud Platform.

	NOTE! The interface illustrated in this Manual is MatriCloud Platform. The icons and data involved in the picture are for reference only. Please refer to the actual interface.

1.5 All Rights Reserved

Copyright © Shanghai Chint Power Systems Co., Ltd. 2025. All rights reserved.

Without the authorization of Shanghai Chint Power Systems Co., Ltd. (hereinafter referred to as "Chint Power"), relevant contents of this Manual shall not be diffused, reproduced, or forwarded to a third party without permission, nor uploaded to public networks and other third-party platforms.

1.6 Trademark

This trademark and other Chint power trademarks used in this Manual are owned by Chint Power. All other trademarks or registered trademarks mentioned in this Manual are the property of their respective owners.

1.7 Software Licensing

- It is prohibited to use part or all the data in firmware or software developed by the Company for commercial purposes in any way.
- It is prohibited to perform decomplication, decoding or other operations which will beak the original program design.

2 Account and User

2.1 Account, Role, and Permission Overview

On MatriCloud platform, different roles are assigned different permissions. Identities of Distributors and installers can self-register accounts on the system, which are granted administrator privileges by default. Administrators can create multiple user accounts and assign them roles: O&M and Owner User. The specific permissions for Administrators, O&M, and Owner Users are shown in the table below:

Role	Permissions
Administrator (Distributor and installers)	Merchant Management, Stie Management, Gateway Management, Inverter Management, Upgrade Management, Maintenance Services
Operations &Maintenance (Operations Engineer)	Merchant Management (not able to delete merchant), Stie Management, Gateway Management, Inverter Management, Upgrade Management, Maintenance Services
Owner User (CommonUser)	View site, gateway, and inverter information

NOTE!

This manual is introduces the platform operation on the point view of Operations &Maintenance (Operations Engineer).

2.2 Distributor and Installer Account Registration

Distributors and installers can self-register accounts in the system, which are assigned administrator privileges by default. Follow the steps below to complete the self-registration process:

1. Access the Registration Page:

- For Europe: Go to https://eu.chintpower.com.
- For North American: Go to https://icloud.chintpowersystems.com.

2. Click **Sign Up Now** on the sign-in page to access the registration page.

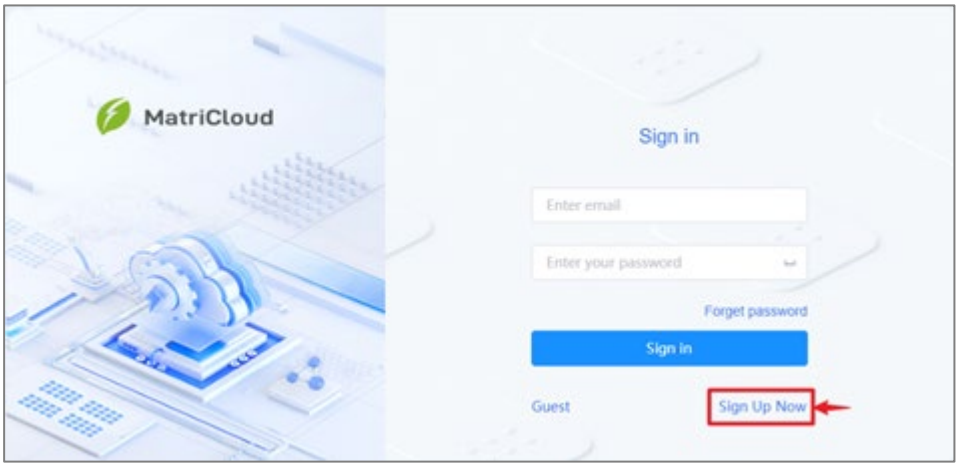

Figure 2-1 Sign Up

3. Select Account Type: Distributor Account, Installer Account, or Owner Account, then click **Next** to proceed to the registration form.

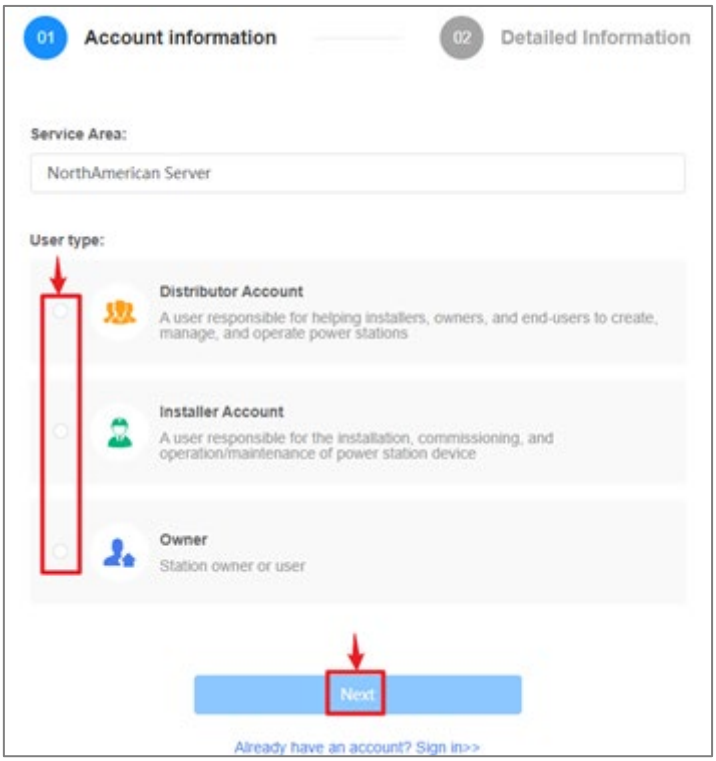

Figure 2-2 Select Account Type

4. Complete Registration: Enter your registration information, agree to the Privacy Policy, then click **Submit** to register.

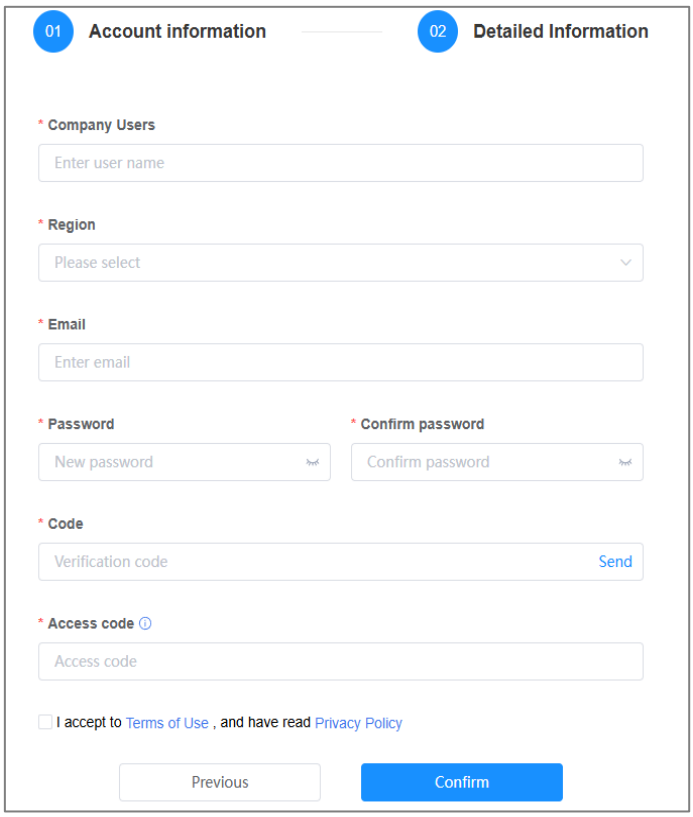

Figure 2-3 Complete Registration

Item	Description
Company name	Enter the company (merchant) name. Once the account is successfully registered, the company name will appear in the Company List. Please refer to **Section 5.1 Manage Company** for more information.
Region	Select a region from dropdown list
Email	Enter correct email
Password	The password must be 6 to 18 characters long and include a combination of uppercase letters, lowercase letters, numbers, and special characters.
Confirm Password	Input password again and keep it consistent with the password entered the first time
Code	After entering the email, click “Send”. A verification code will be sent to your email inbox.
Access Code	The access code is the organizational code of your superior service provider. Contact your superior distributor or installer to obtain it. After entering the code, your superior can access and manage the power stations under your supervision.
Terms of Use and Privacy policy	Read these two documents and tick the left-hand check the box.

Table 2-1 Account Registration

5. Log In to the system: After the account is successfully registered, the page will automatically redirect to the login page. Use your registered email and password to log in.

2.3 Forget Password

This section describes **two methods** for retrieving a forgotten password.

2.3.1 Method 1: Contact the Service Provider

Contact the service provider to reset the password. After resetting, the new password will be sent to the reserved e-mail.

2.3.2 Method 2: Self-Service Password Reset

Follow the steps below to reset your password yourself:

1. **Visit the website**:
   - For Europe: Go to https://eu.chintpower.com.
   - For North American: Go to https://icloud.chintpowersystems.com.
2. **Access the Password Retrieval Page**: Click **Forgot Password** to proceed to the password retrieval page.

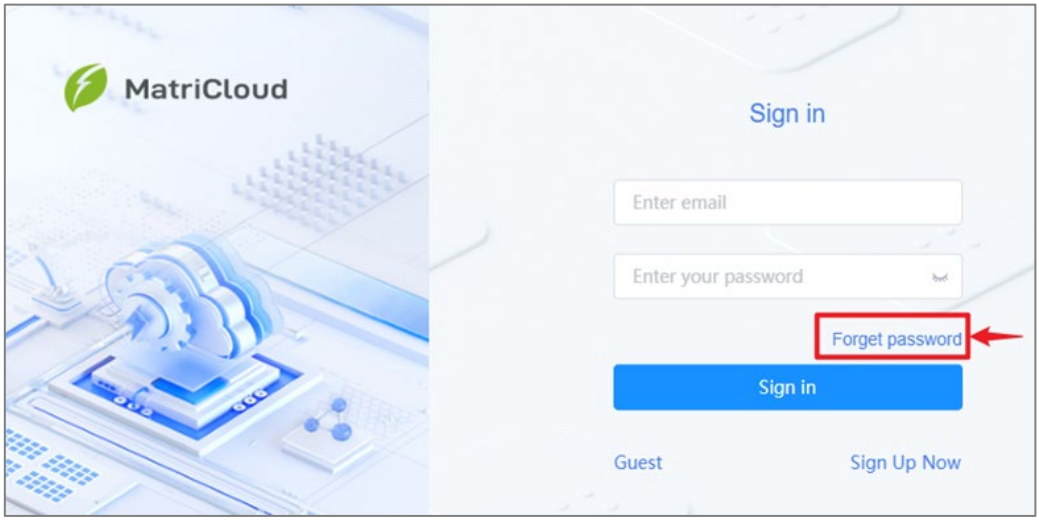

Figure 2-4 Password Reset

3. **Retrieve Your Password**: Fill in your registration information and click the **Determine** button to retrieve your password.

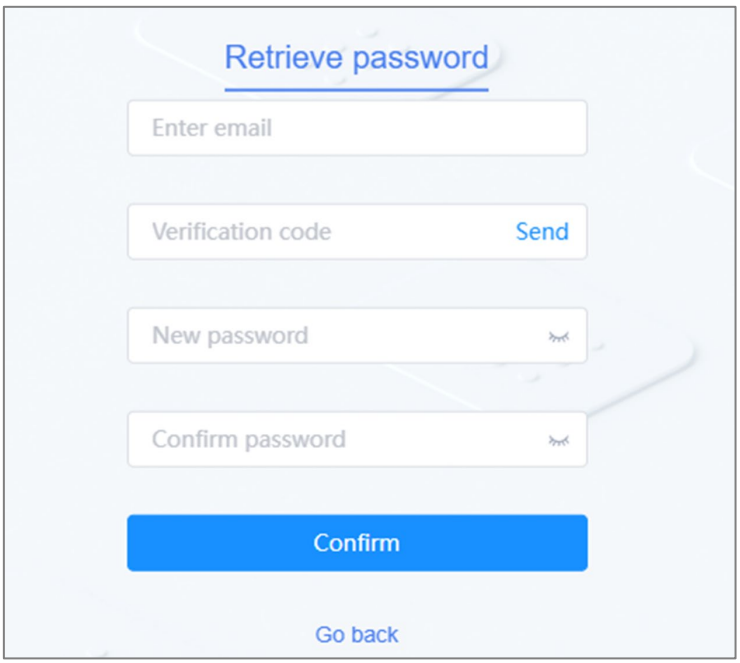

Figure 2-5 the password retrieval page

Item	Description
E-mail	Enter your email account
Verification Code	After filling in the e-mail, click Send and enter the verification code received.
New password	The password must be 6 to 18 characters long and include a combination of uppercase letters, lowercase letters, numbers, and special characters.
Confirm password	Input again and keep it consistent with the new password entered just now.

Table 2-2 Retrieve Password

3 User Configuration

The User Configuration page allows you to modify your profile avatar, username, currency unit, email, and password. This section explains how to update these settings.

3.1 Update Avatar, Username, and Currency Unit

Follow these steps to update your profile avatar, username, or currency unit:

1. Click your username in the upper-right corner of the page.
2. Select **User Configuration** from the dropdown menu.

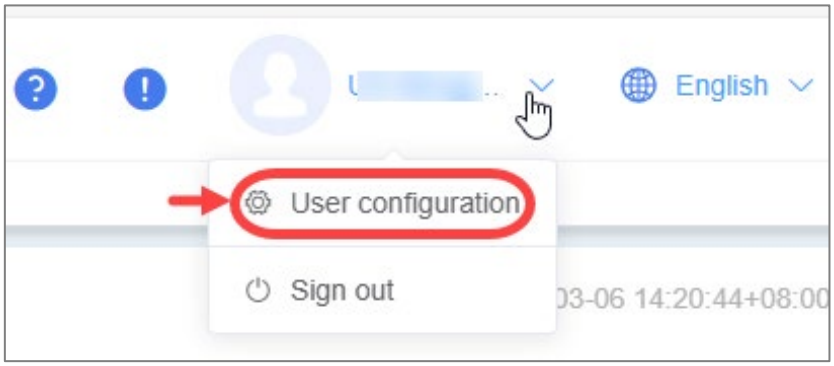

Figure 3-1 User Configuration

3. Click **Profile**.
4. Perform any of the following actions:
   - Upload a new profile picture
   - Enter a new username.
   - Select a currency unit from the dropdown.
5. Click **Update** to save the changes.

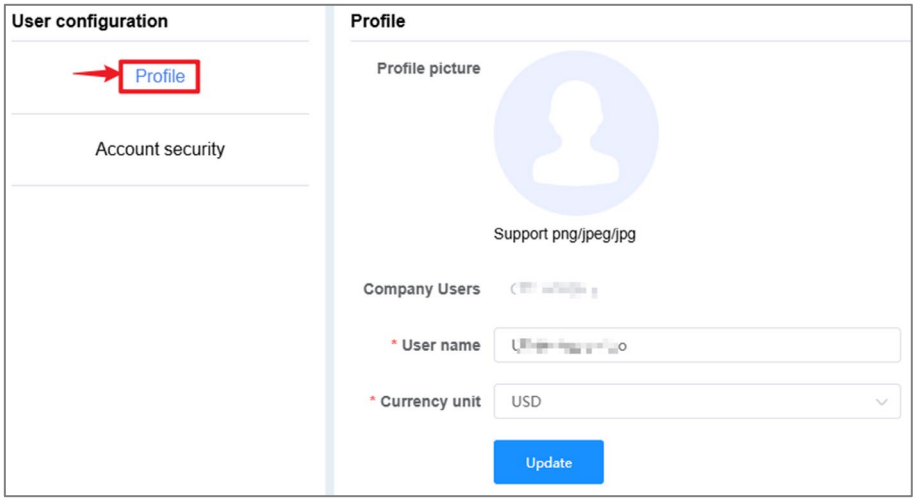

Figure 3-2 Profile Update

3.2 Modify Your Email

1. Click **User configuration** -> **Account security**.
2. In the emial section, click **Modify**.

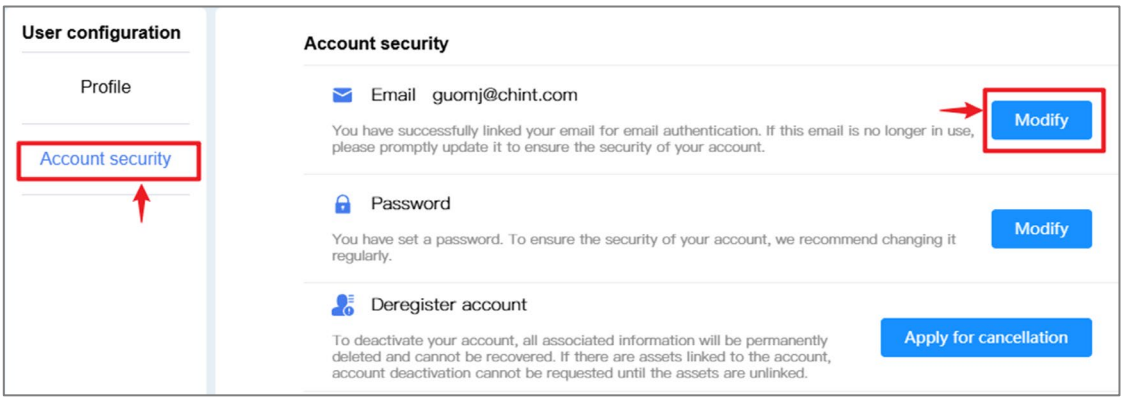

Figure 3-3 Modify Email

3. Click **Send** to receive a verification code at your current email address.
4. Enter the verification code, then click **Verification**.

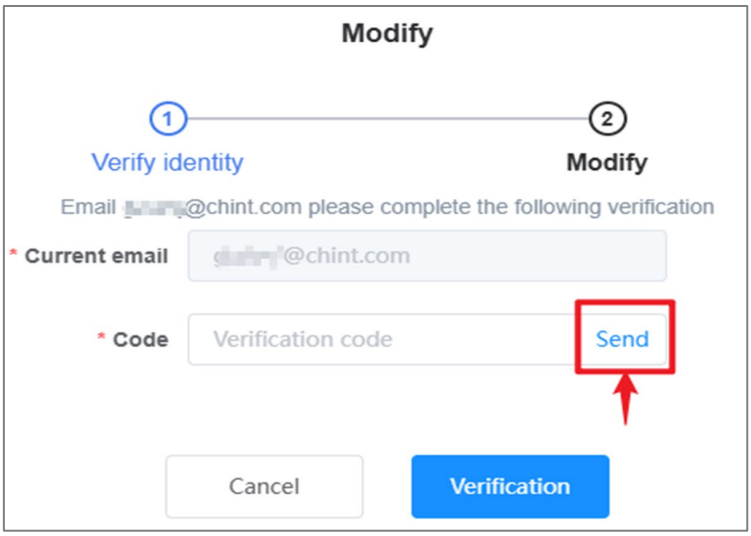

Figure 3-4 Verification mail

5. Enter your new email address, then click **Send**. A verification code will be sent to the new email.
6. Enter the verification code, then click **Confirm** to update your email.

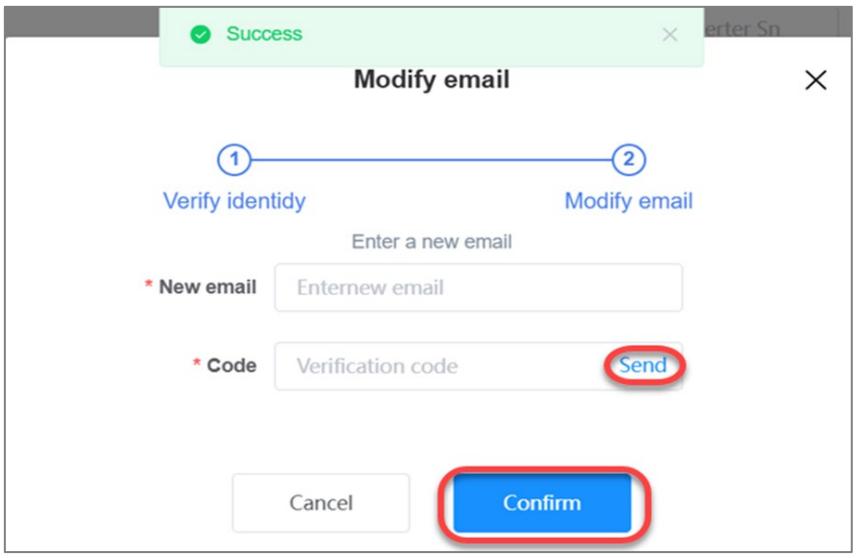

Figure 3-5 Enter New Email

3.3 Reset Your Password

Follow these steps to reset your password:

1. Go to **User Configuration** -> **Account Security**.
2. In the password section, click **Modify**.

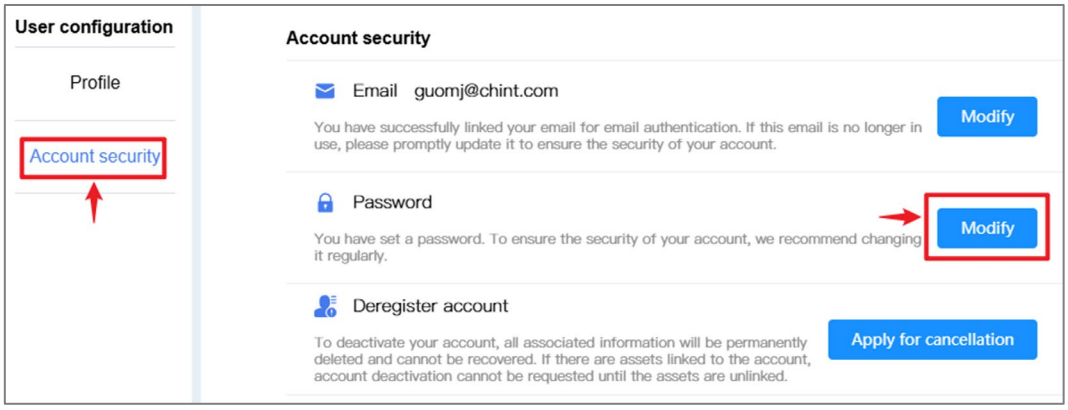

Figure 3-6 Reset Password

3. Enter your current password and your new password.
4. Click **“Confirm”** to reset your password.

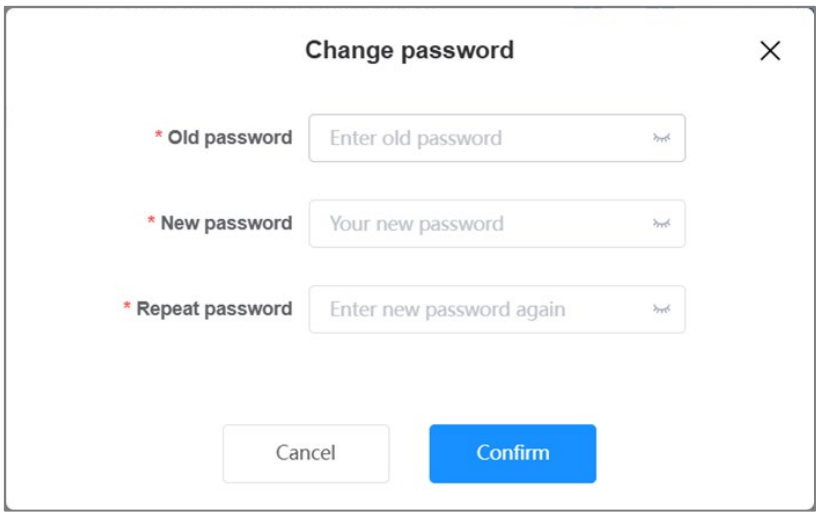

Figure 3-7 Confirm New Password

3.4 Deregister Your Account

Deactivating your account permanently deletes all associated information, and this action cannot be undone. If assets are linked to the account, you must unlink them before requesting deactivation.

Follow these steps to deregister your account:

1. Go to **User Configuration** -> **Account Security**.
2. In the Deregister Account section, click **Apply for cancellation**.
3. Read Account Cancellation Notice, then select the checkbox to confirm: *By applying for cancellation, you voluntarily waive all rights within the account and agree to withdraw*.
4. Click **"Confirm"** to complete the deactivation.

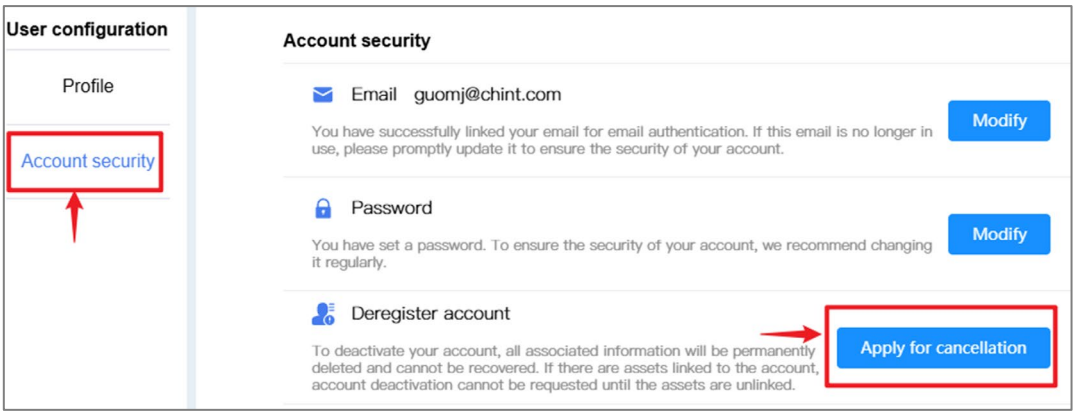

Figure 3-8 Deregister Account

4 Home

After logging into MatriCloud, you are redirected to the Home page, as shown below. This page displays the status, key performance indicators (KPIs), yield, and revenue for all sites linked to your account. You can also view additional details, including active alarms, yield trend curves, monthly yield charts, yield rankings, and carbon emission reductions (CERs).

Figure 4-1 Home Page

4.1 Site Status

The site status card shows the operational status of sites for the current day.

Figure 4-2 Site Status

Status	Description
Online	At least one device at the site is operational, and all devices are functioning normally.
Offline	All devices at the site are offline.
Abnormal	At least one device at the site is malfunctioning.

4.2 Site KPI

The site KPI section shows the operational performance metrics for each site:

- Current Power: The total current power output of all devices.
- Capacity: The total capacity of all devices.
- Daily Yield: The total daily yield of all devices.
- Total Yield: The cumulative yield of all devices.

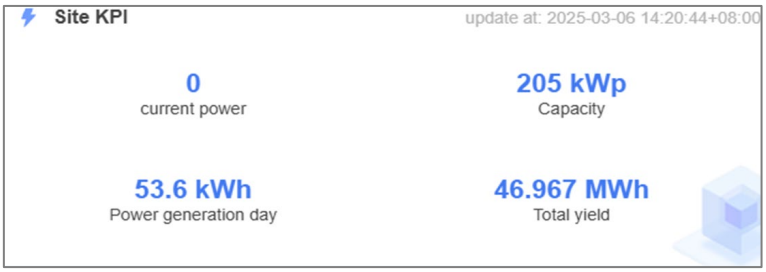

Figure 4-3 Site KPI

4.3 Active Alarms

This section displays device alarms for the current day.

Figure 4-4 Active Alarms

Alarm Type	Description
Urgent	The device has stopped running; immediate intervention is required.
Important	Device efficiency is affected; intervention is required.
Common	No impact on device operation; intervention is optional.
Prompt	Informational messages are displayed.

Table 4-1 Alarm Type Description

4.4 Revenue

The revenue cards shows device revenue for the current day, viewable across different time periods.

	NOTE! The currency displayed in this card are depends on the your personal user configuration, see Change Currency Unit.

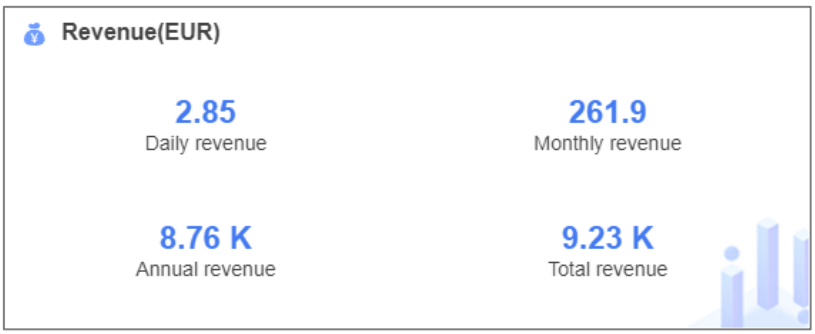

Figure 4-5 Revenue

4.5 Revenue and Monthly Yield Trends

The revenue trends and the monthly yield map for the corresponding time period can be viewed.

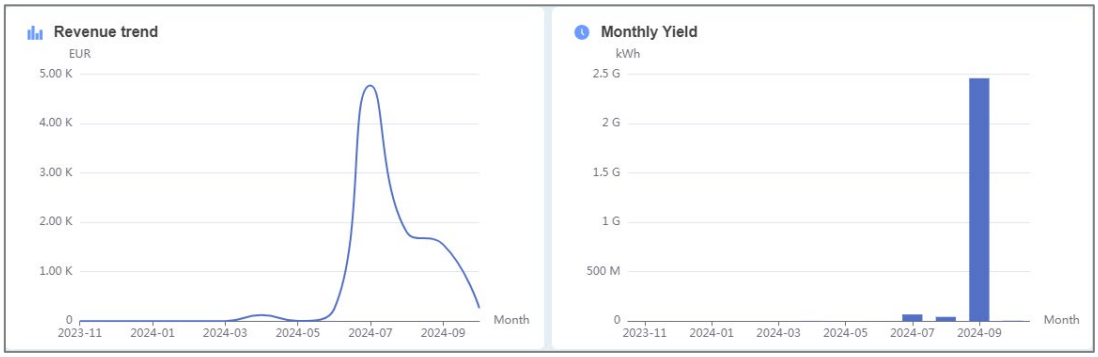

Figure 4-6 Revenue and Monthly Yield Trends

4.6 Green Efficiency

This section quantifies energy conservation and emission reductions. For every 1 kWh of electricity saved:

- Coal: A certain amount of standard coal is conserved.
- CO2: A corresponding reduction in carbon dioxide emissions is achieved.
- Trees: An annual decrease in carbon dioxide emissions is equivalent to the environmental benefit of planting a number of trees.

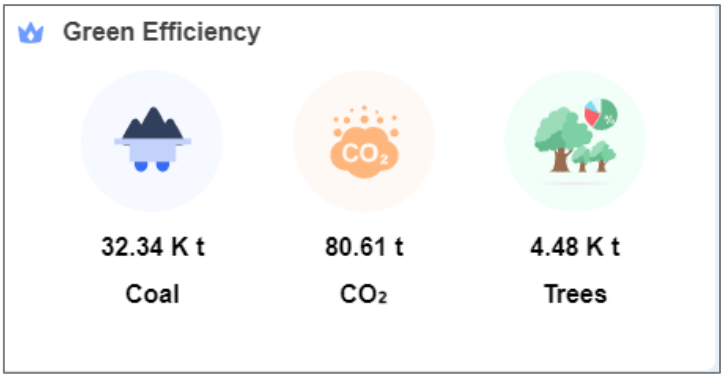

Figure 4-7 Green Efficiency

4.7 Yield Ranking

This section ranks sites based on their cumulative yield.

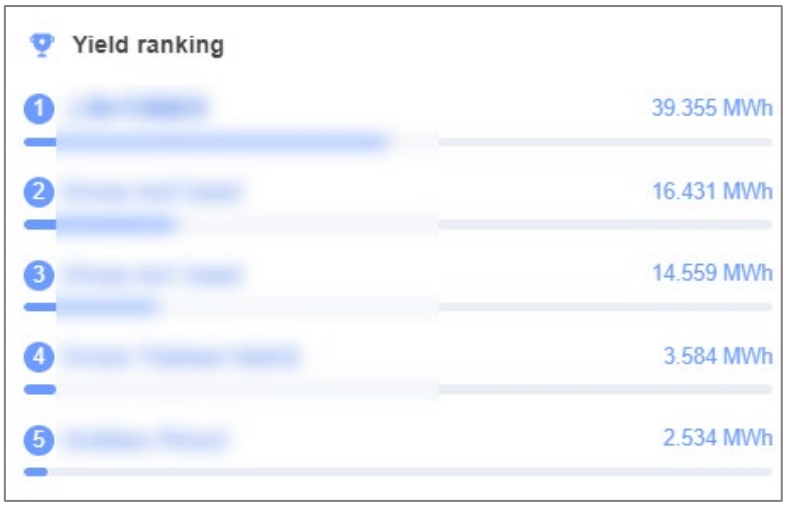

Figure 4-8 Yield Ranking

5 Account

The **Account** -> **Company** page allows you to manage companies and their users. On this page, you can add a company, manage users, or view company details.

The company list includes the company entered by the distributor or installer during account registration, see Distributor and Installer Account Registration for details.

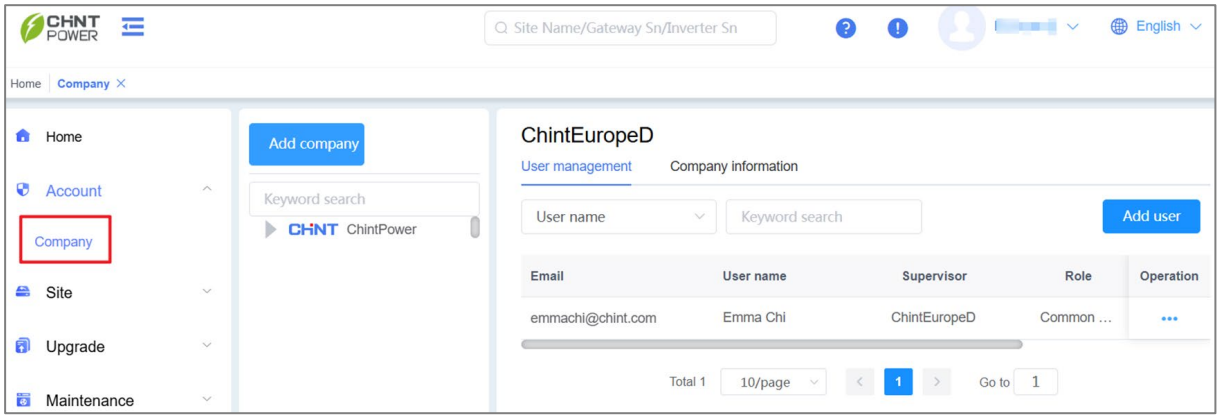

Figure 5-1 Account->Company

5.1 Manage Company

5.1.1 Add a Company

1. Click **Add Company** to open the add company page.

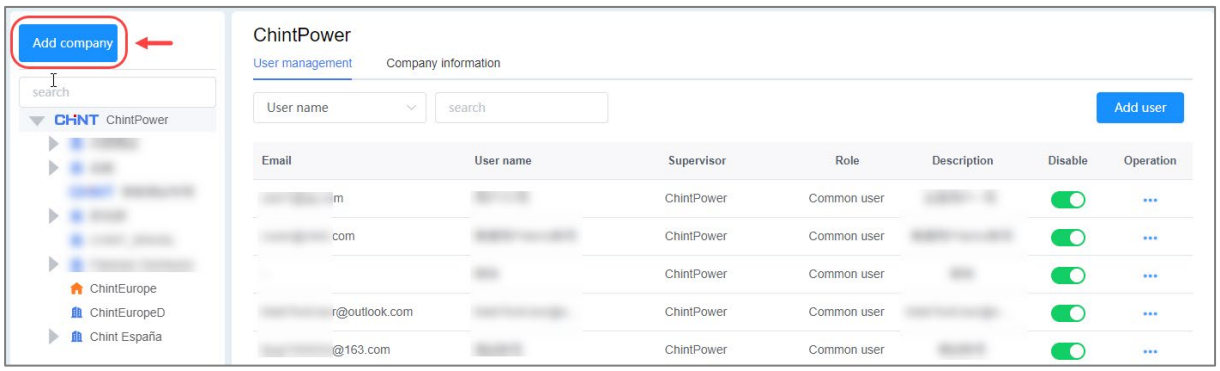

Figure 5-2 Add Company

2. Enter the following details, then, click **Confirm** to add the company:

- Company type
- Superior (if applicable)
- Company name
- Country
- Company description (optional)

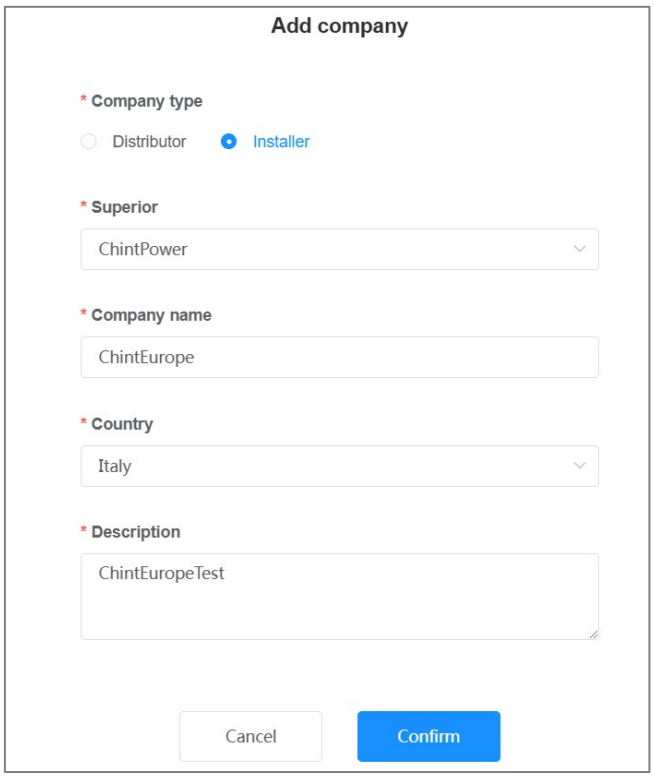

Figure 5-3 Fill in New Company Information

3. The new company appears in the company list.

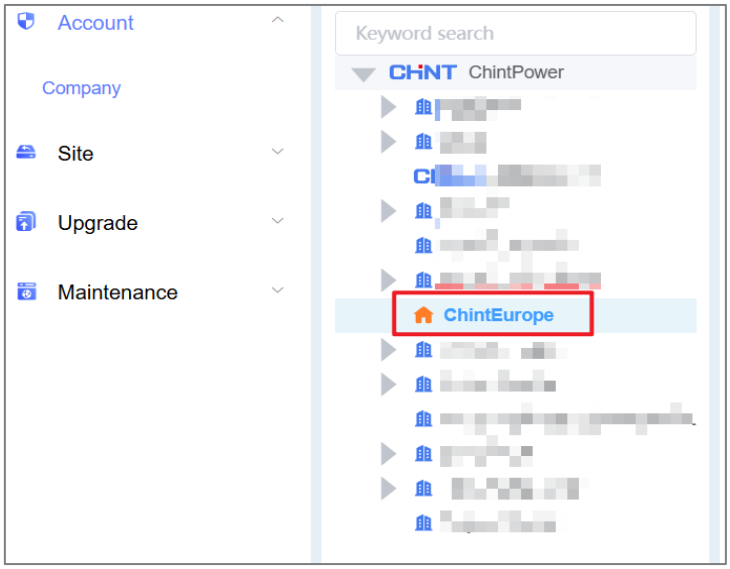

Figure 5-4 Add new company successfully

5.1.2 Edit a Company

1. Click the company name in the list.
2. Select **Company Information** to view detailed information.
3. Update any of the following:
   - Company name

- Region
- Description
- Address
- Logo

4. Click **Save** to apply the changes.

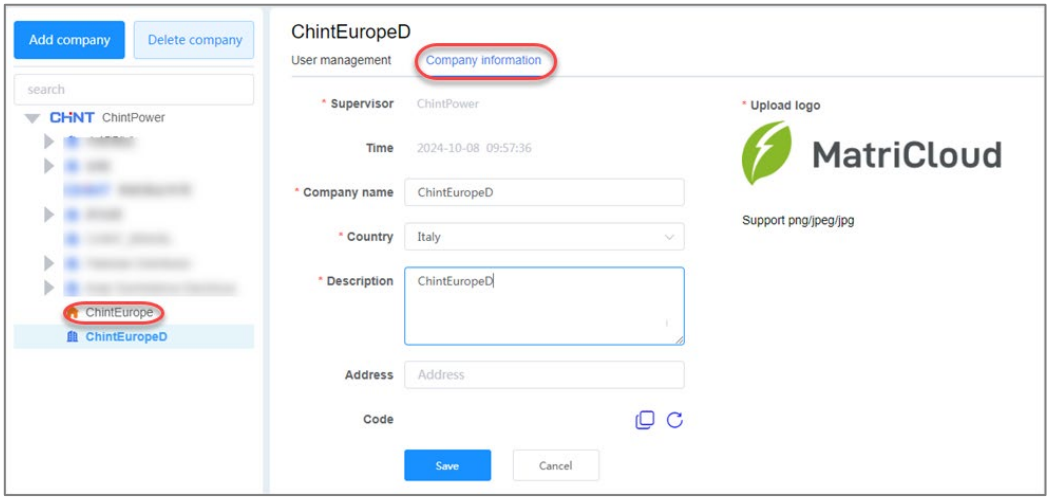

Figure 5-5 Update Company Information

5.1.3 Delete a Company (Administrators Only)

	NOTE! Only administrators can delete a company.

Follow these steps to remove a company no longer needed:

1. Select the company from the list.
2. Click **Delete Company** to delete it.

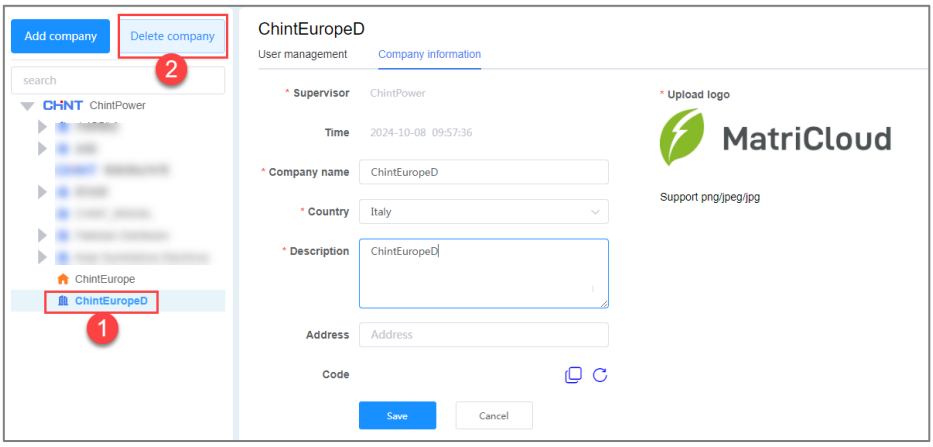

Figure 5-6 Delete Company Option

5.2 Manage User

5.2.1 Add a New User Account

1. Click the company name from the list.
2. Select **User management**.
3. Click **Add User**.

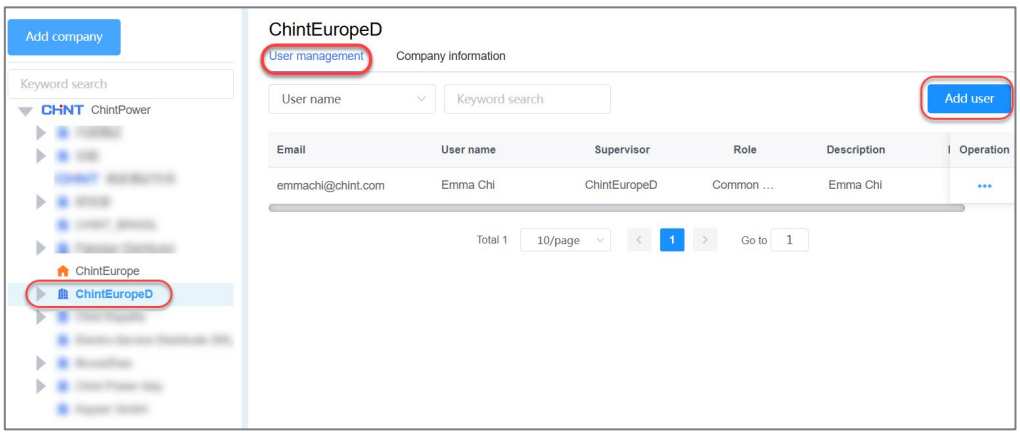

Figure 5-7 Add new user

4. Enter the following basic information, then click **Next**.
   - Username
   - Country
   - Email
   - Supervisor (if applicable)
   - Description (optional)
   - Set password: automatically assign by system or custom by yourself. If select automatically, a temporary password is sent to the email provided.

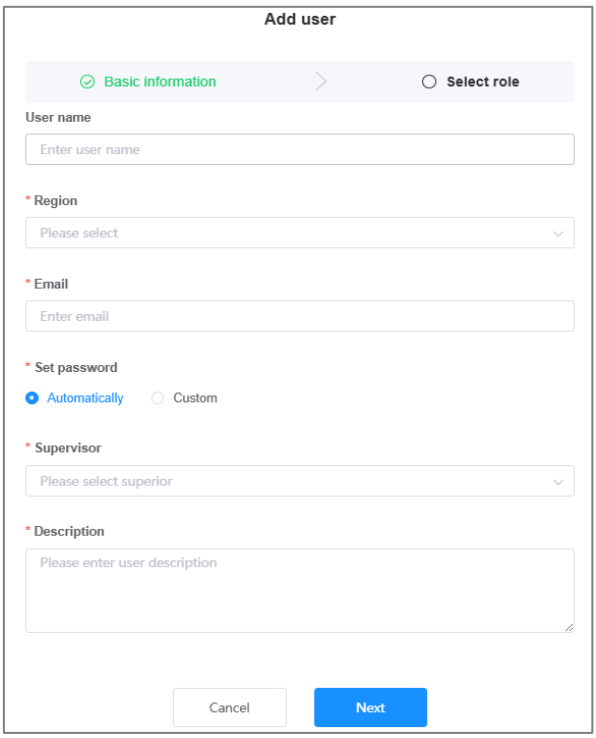

Figure 5-8 Add new user

5. Assign a role to the user (e.g., Operations Engineer for O&M permissions, Common User for owner permissions), then click **Confirm**. For details on roles and permissions, see *Account, Role, and Permission Overview*.

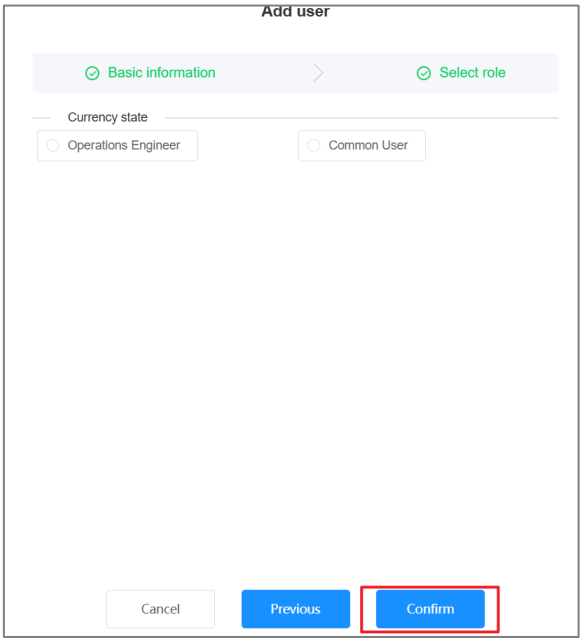

Figure 5-9 Assign role to user

6. The user can log in to MatriCloud using this email and password.

NOTE!

You can add unlimited users, but only administrators can modify roles. User permissions cannot be viewed directly in the interface

5.2.2 Edit User Information and Role

1. Click the company name.
2. Select the **User Management** tab.
3. In the Operation column, click the **…** icon next to the user.
4. Click **Edit**.

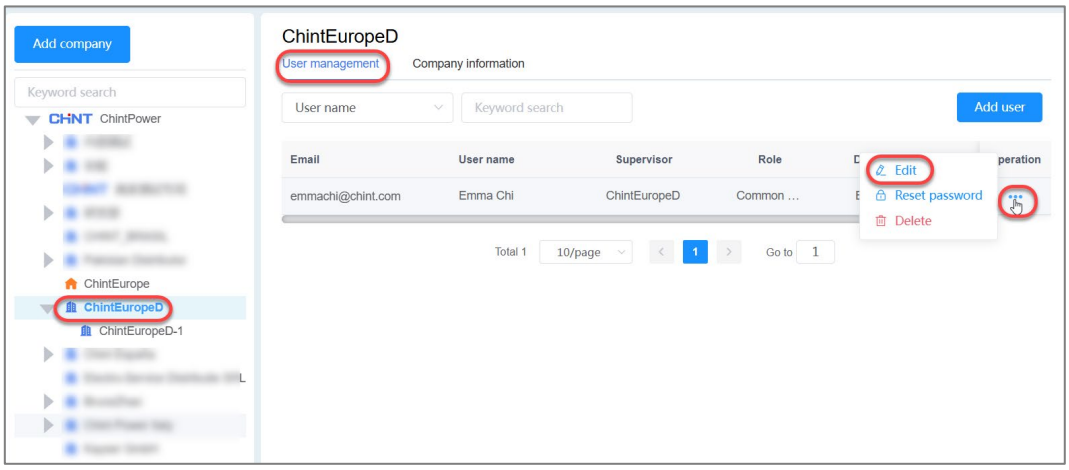

Figure 5-10 Edit Use Option

5. Update the user details. Then, click **Save** to apply the changes:
   - Select **Basic Information** to edit user details.
   - Select **Select Role** to reassign a role.

5.2.3 Reset User Password

If you are an administrator or operations engineer, you can reset passwords for other users.

1. Click the company name.
2. Select the **User Management** tab.
3. In the Operation column, click the **…** icon next to the user.
4. Click **Reset Password**.

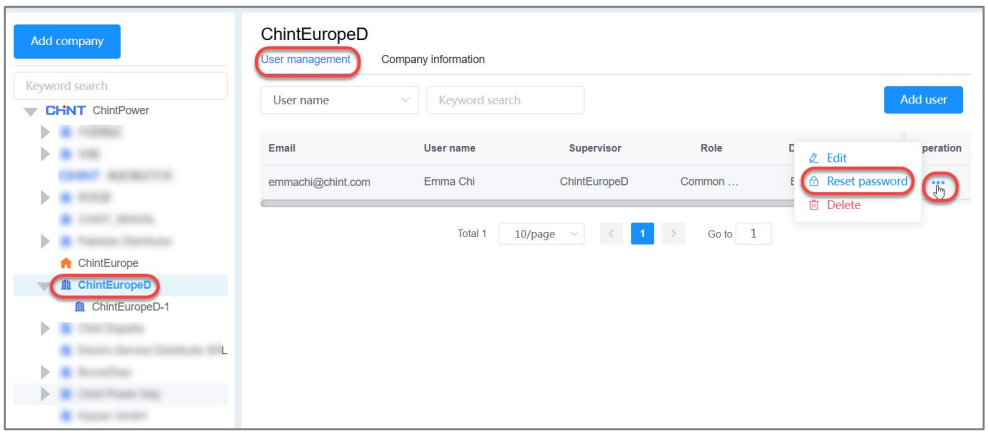

Figure 5-11 Reset Password for Users

5. Click **Confirm**. A new password is sent to the user's email.

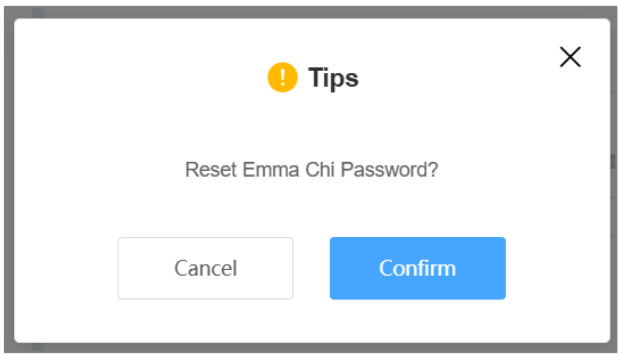

Figure 5-12 Password Reset Confirmation

6 Site

The **Site** page allows you to manage site details and operations. On this page, you can view information about all sites, including site details, device counts, energy yield, and revenue. Click any site name to access site-specific information, device details, fault records, and to operate site devices.

Additionally, you can configure site parameters using the function buttons in the **Site List** area.

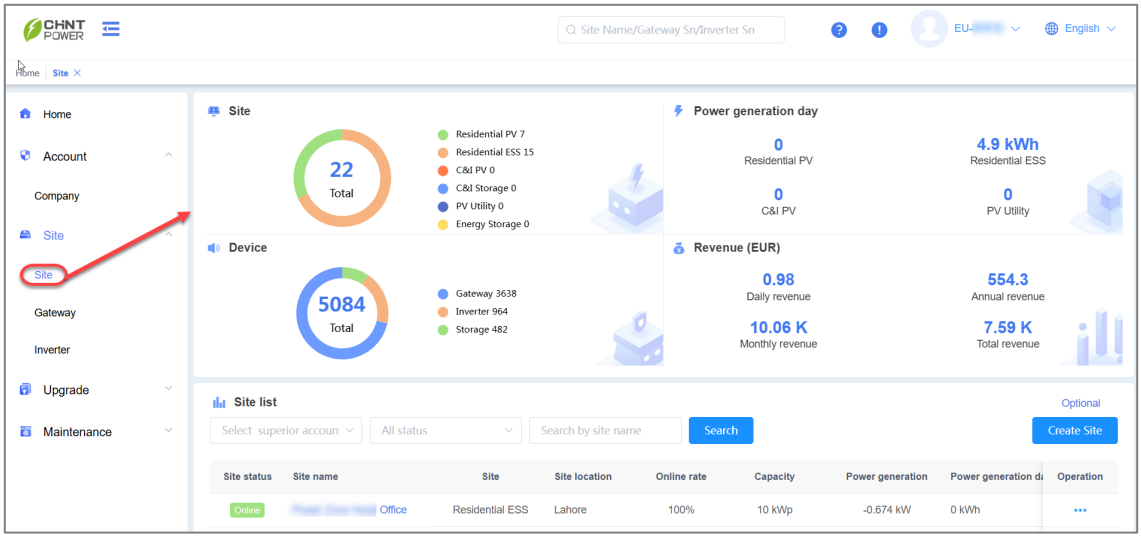

Figure 6-1 Site Page Overview

6.1 Manage Site

6.1.1 Search for Site

In the **Site List** area, use the search fields on the left side of the **Search** button to locate an existing site. Enter details in the following fields:

- Select Superior Account
- All Status
- Search by site name
- Search user

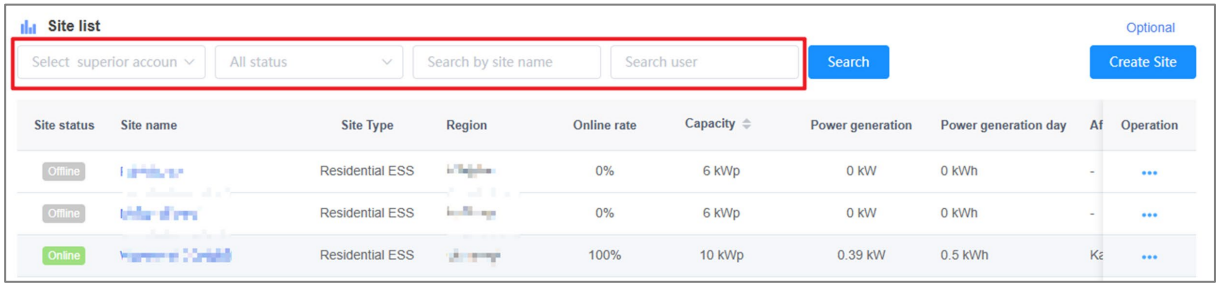

Figure 6-2 Site Search Fields

Follow these steps to customize the displayed columns:

1. Click **Optional** in the upper-right corner.
2. Uncheck the boxes for columns you want to hide, then click **Confirm**. The unchecked columns will no longer appear.

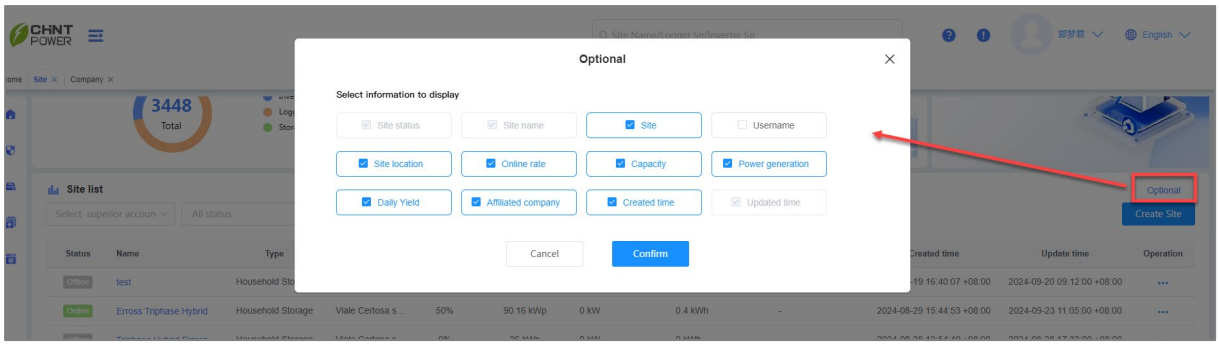

Figure 6-3 Column Customization

6.1.2 Create a Site

Follow these steps to create a new site:

1. Click the **Create Site** button to open the site creation dialog box.

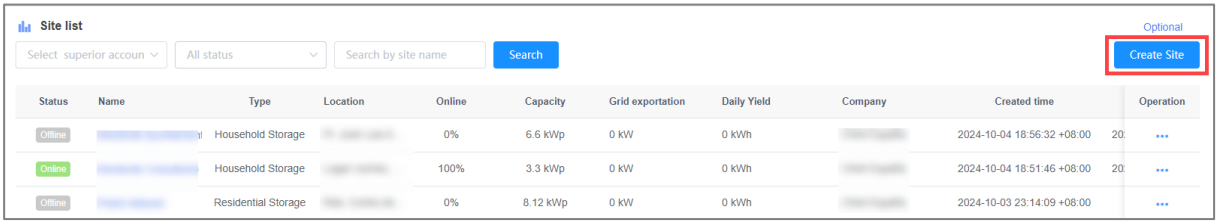

Figure 6-4 Column Customization

2. (Optional) Add gateway information. You can skip this step if not applicable.

Figure 6-5 Add gateway

3. Enter the site's basic information using the items listed below.

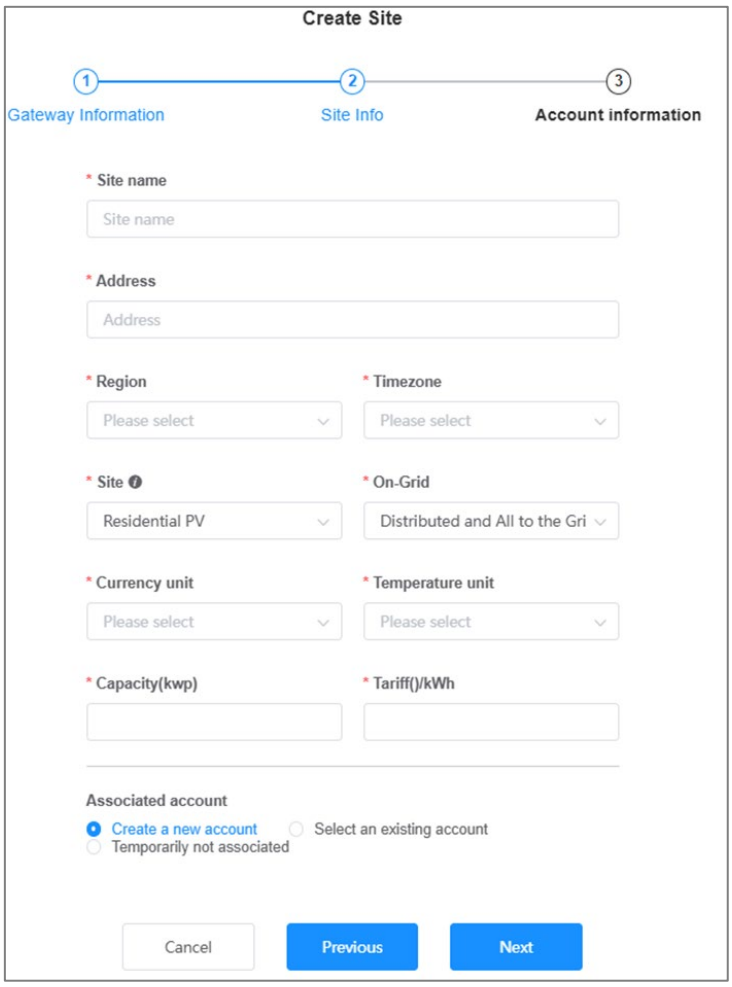

Figure 6-6 Fill in New Site Information

Items	Description
Site Name	Enter the site's name. To modify it later, use the Site Details page.
Address	Enter the site's physical address based on its actual location.
Region	Specify the region where the site is located.
Time Zone	Automatically set based on the selected region.
Site Type	Select the site type based on its actual characteristics.
On-Grid	Indicate the site's grid connection status based on its actual setup.
Currency Unit	Automatically set based on the selected region.
Temperature Unit	Automatically set based on the selected region.
Capacity	Enter the site's capacity based on its actual specifications.
Tariff ()/kWh	Automatically set based on the selected region. You can also customize
Associated Account	Choose to create a new account, link an existing one, or leave it unassociated.

Figure 6-7 Site Information Description

4. Associate the site with an account. The options in this step depend on your selection:

   - **Option 1: Create a New Account**: If you chose Create a new account in Step 3, enter the account details here.

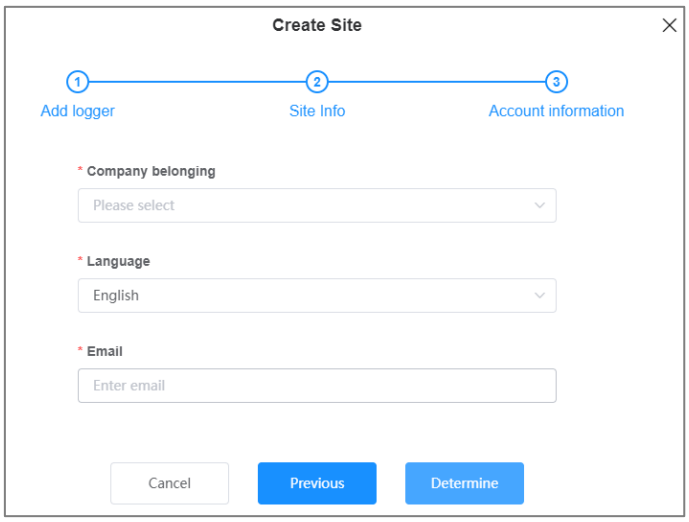

Figure 6-8 Create a New Account for New Site

- **Option 2: Select an Existing Account:** If you chose Select an existing account in Step 3, select a user to assign the site to. (Note: You can also assign sites to users later via the Site List; see Distribute/Rename/Delete a Site.)

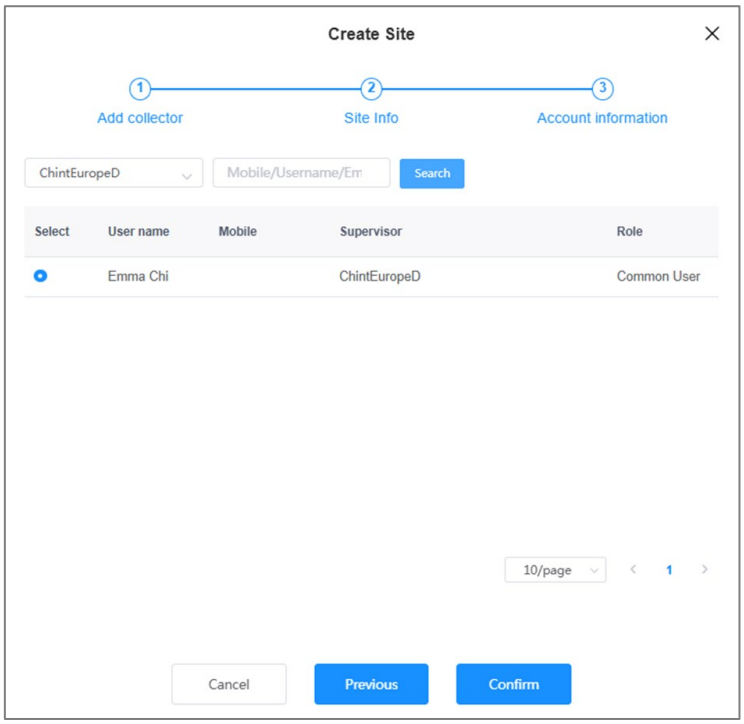

Figure 6-9 Select an Exisiting Account for New Site

- **Option 3: Temporarily Not Associated**
  If you chose Temporarily not associated in Step 3, the new site will appear in the Site List without an associated account.

6.1.3 Distribute/Rename/Delete a Site

In the **Site List** area, manage a site by following these steps:

1. Locate the site in the list.
2. In the Operation column, click the **...** icon next to the site.
3. Choose one of the following options:

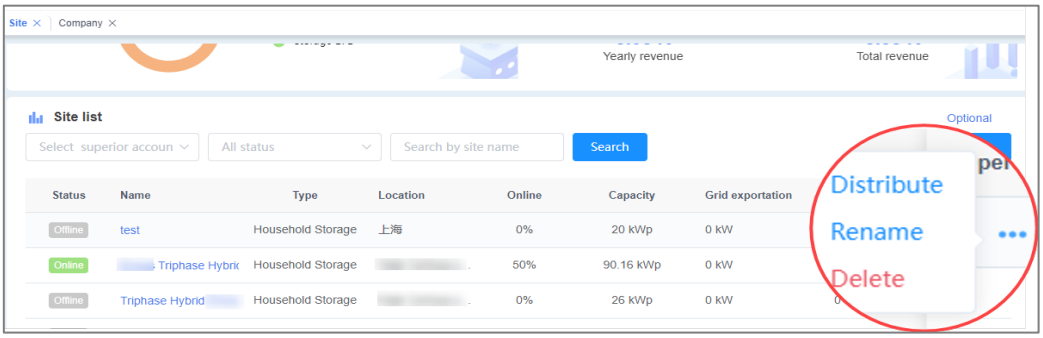

Figure 6-10 Site Management Options

- **Distribute**: Assign the site to a user.

  1. Click **Distribute**.
  2. Search the user by select a company or input the username/email.
  3. Click Search, the userers as listed.
  4. Check the user you want to assign the site.
  5. Click **Confirm** to complete the assignment.

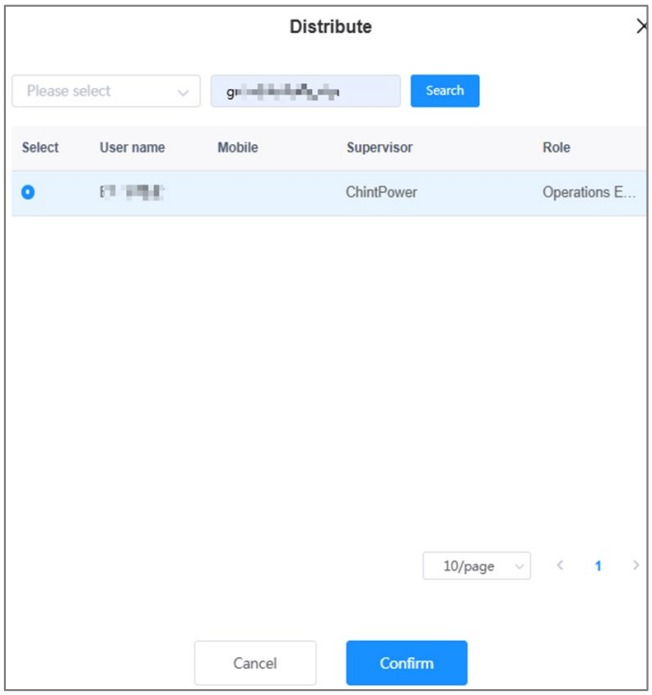

Figure 6-11 Distribute a site to user

- **Rename:** Update the site's name. (Follow the prompts to enter a new name.)
- **Delete:** Remove the site from the list. (Note: This action may be permanent; confirm before proceeding.)

6.2 Single Site Details

Click a site name in the **“Site List”** to open the Site Overview page.

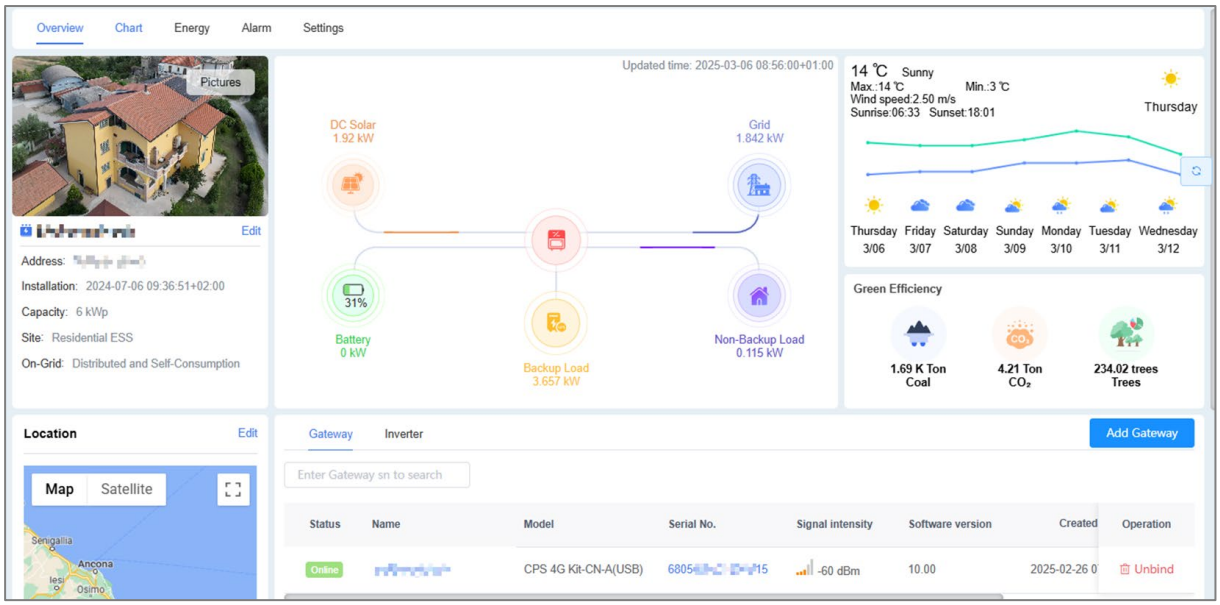

Figure 6-12 Site Details Overview Page

6.2.1 Edit Site Information and Location

In the Basic Information area, click the site picture or the **Edit** button to update the site’s picture and details. After entering the site’s specific address, the geographical location (site coordinates) is mapped via satellite view, and meteorological data for the past 7 days is displayed based on these coordinates.

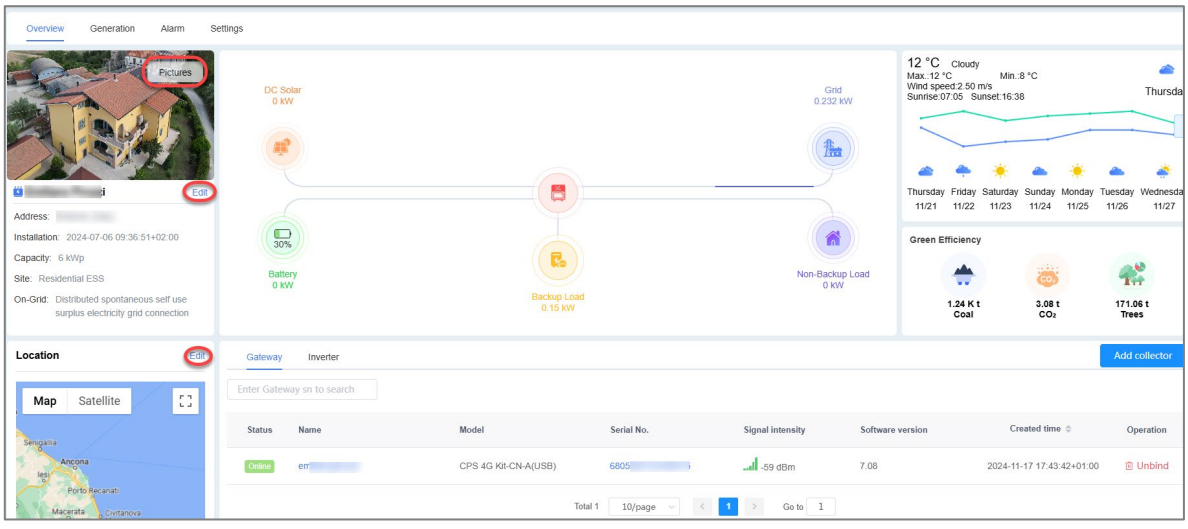

Figure 6-13 Edit Site Information

6.2.2 Manage Gateways and Inverters of the Site

The gateway and inverter list displays all gateways and inverters for the current site. Click an item for details.

For Gateway details page introduction, please see Gateway. For Inverter details page introduciton, please see Inverter.

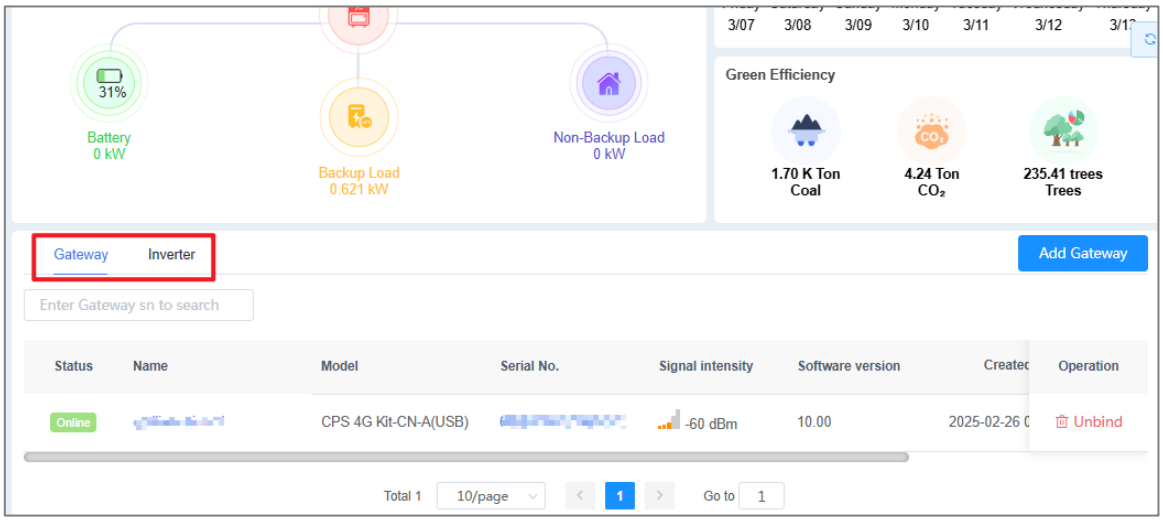

Figure 6-14 gateway and inverter list

6.2.2.1 Add a Gateway for the Site

1. Click **Add Gateway** in the site details page.
2. Enter the gateway's serial number (S/N).
3. Click **Confirm**.
4. Successfully added gateway appear in the Gateway List, along with their associated inverters in the Inverter List.

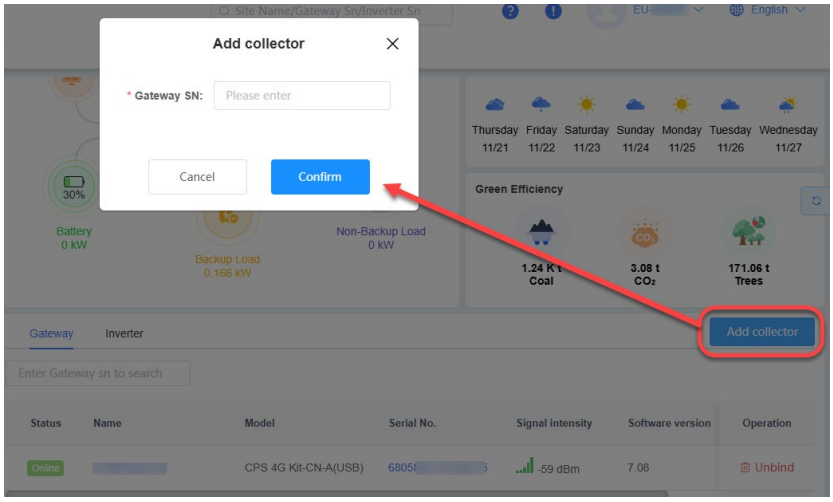

Figure 6-15 Add Gateway

6.2.2.2 Unbind a Gateway

1. Click the **Gateway** tab.
2. In the Operation column, click **Unbind** next to the gateway to remove it.

Figure 6-16 Unbind Gateway

6.2.2.3 Delete an Inverter

1. Click the **Inverter** tab.
2. In the Operation column, click **Delete** next to the inverter to remove it.
   Note: This action removes the inverter from both the gateway's associated inverters and the Inverter List.

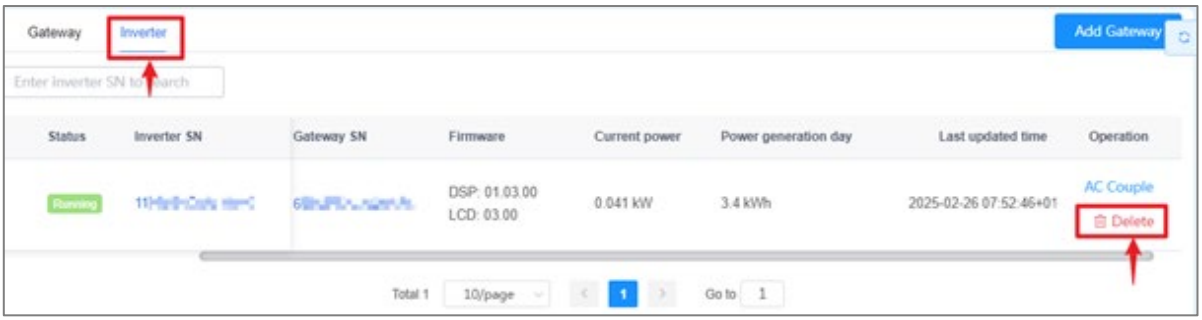

Figure 6-17 Delete Inverter Option

6.2.3 Chart

The **Chart** menu visually compare data within the power station.

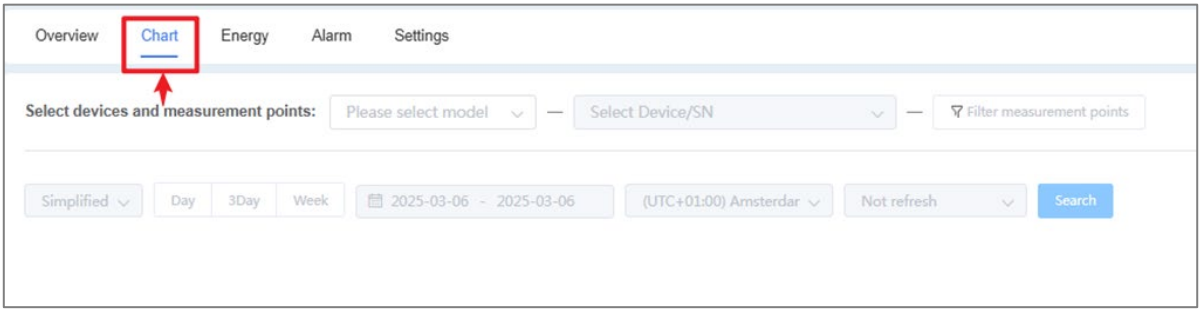

Figure 6-18 Chart of Single Site

1. Click **Chart** menu.
2. Select the model, serial number, and measurement points in order. The data chart will automatically appear on the page. Hover the mouse over the chart will display detailed data for the measurement points.

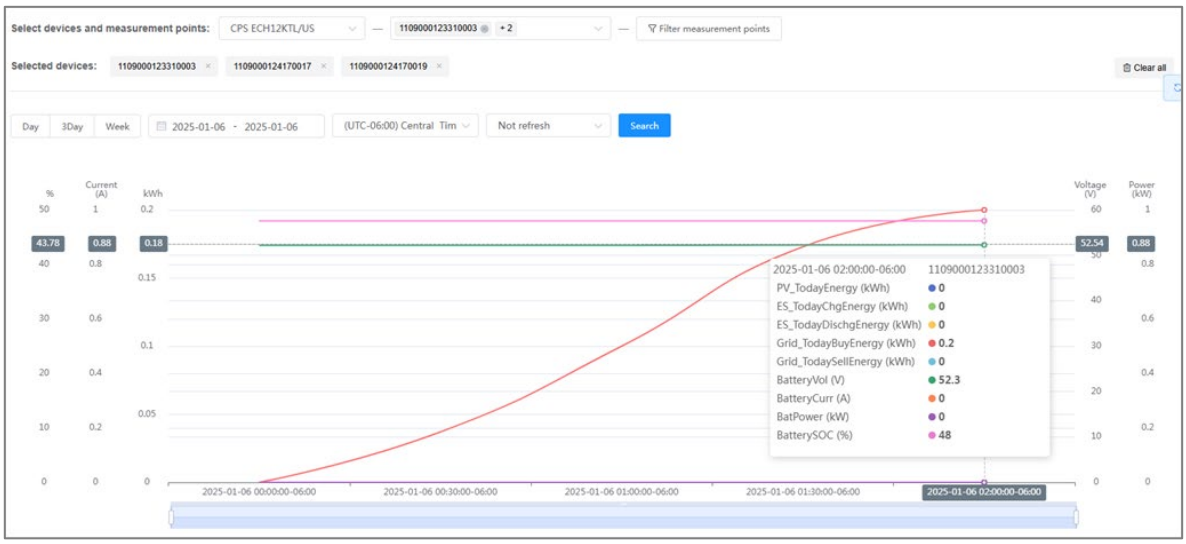

Figure 6-19 Chart and Measurment Points of Single Site

6.2.4 Energy

Under the **Site** menu, click **Select Device** and choose a single device to view its generation data.

Select a time range to display an energy generation bar graph across various time periods (year, month, or day). Click **Download** to save the generation data to your computer.

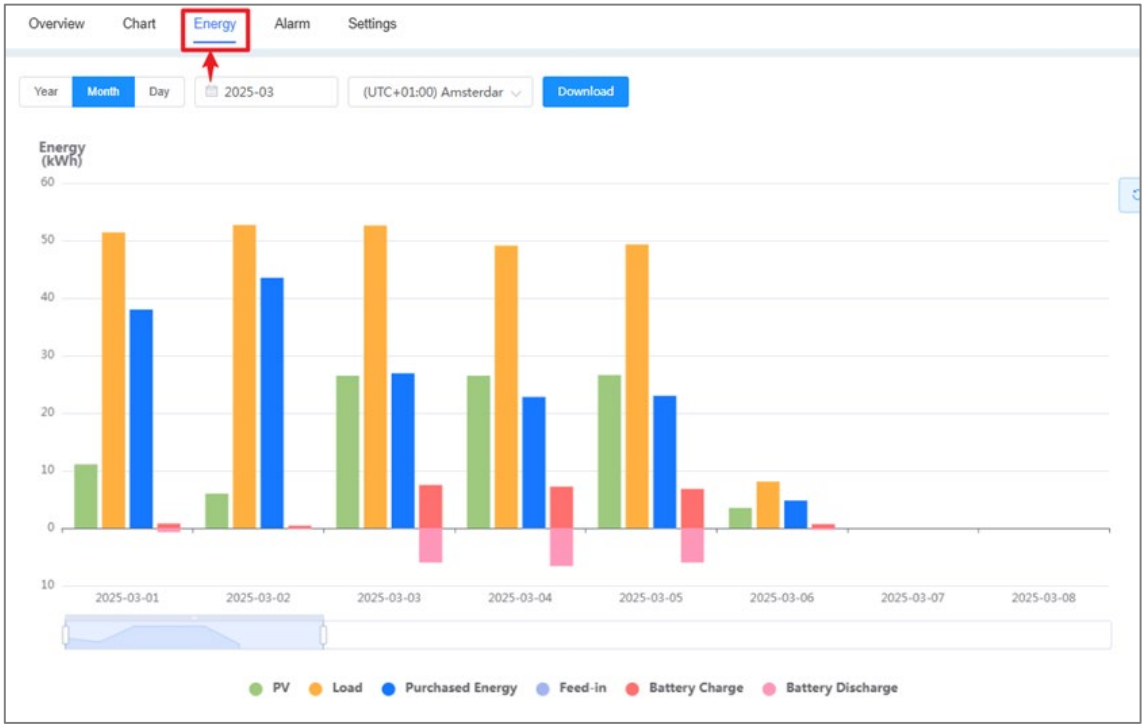

Figure 6-20 Energy of Single Site

6.2.5 Alarm

When a device experiences an abnormality or fault, key details—such as occurrence time and description—are recorded in real time and listed in the Alarms section.

To view alarms:
When a device experiences an abnormality or fault, key details—such as occurrence time and description—are recorded in real time and listed in the Alarms section.

1. Select the “Alarm”.
2. Filter alarms according to any of the following criteria:
    - Click **Select Device** to choose a device.
    - Click **Alarm Type** to filter by alarm level.(see the table below for description of alarm type.)
    - Time zone
    - Alarm info
    - Time Range
3. Click **Download** to save the filtered alarms to your computer.

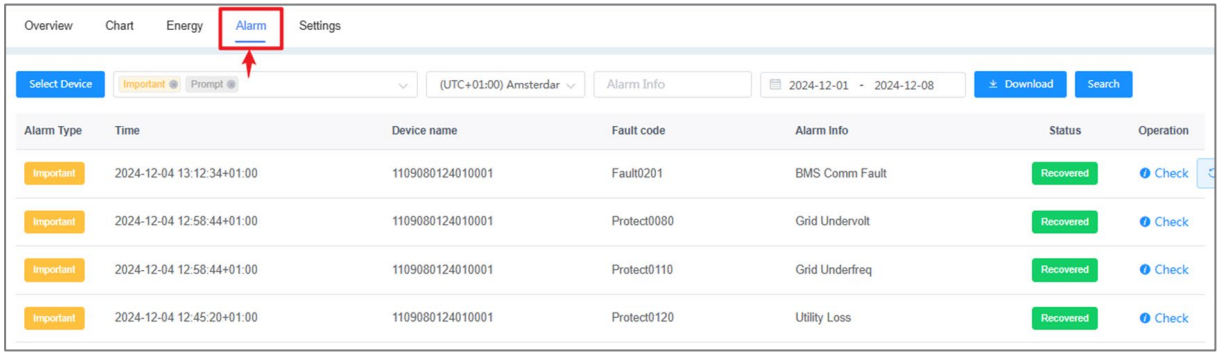

Figure 6-21 Alarm List of Single Site

Alarm Type	Description
Urgent	The device has stopped running; immediate intervention is required.
Important	Device efficiency is affected; intervention is required.
Common	No impact on device operation; intervention is optional.
Prompt	Informational messages are displayed.

Table 6-1 Alarm Type

6.2.6 Settings

Remotely configure inverter operating parameters and status. This feature supports remote parameter control for devices and is available only to Operations & Maintenance (O&M) roles.

To configure register parameters:

1. Click **Settings**.
2. Select an inverter from the left panel.
3. Search the paramtes by Quick Search or Group Search

- Quick Search (default): input the keyword to search.

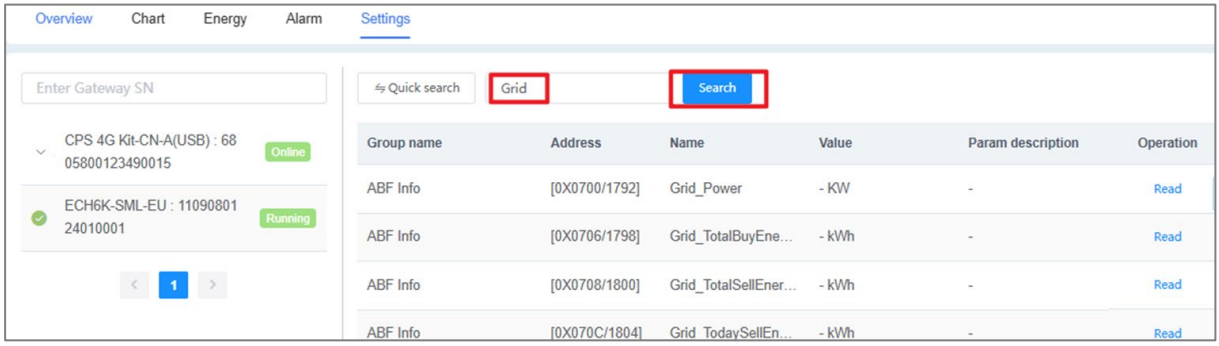

Figure 6-22 Quick Serach of Register Parameters

- Group Search: Click Quick Search button to switch to Group search page. Filter the parameters by group or keyword.

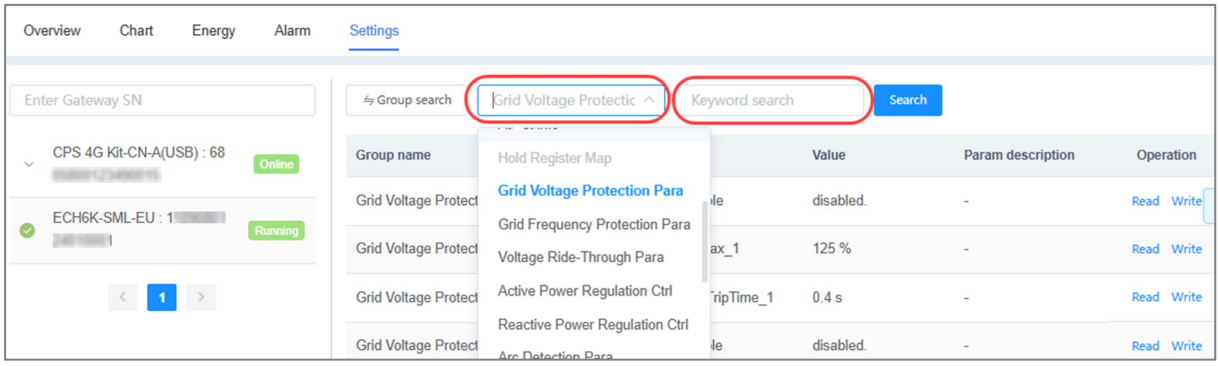

Figure 6-23 Group Search of Register Parametrs

4. In the Register Group dropdown, select a register group:

   - To view a parameter current value, click **Read** in the Operation column.

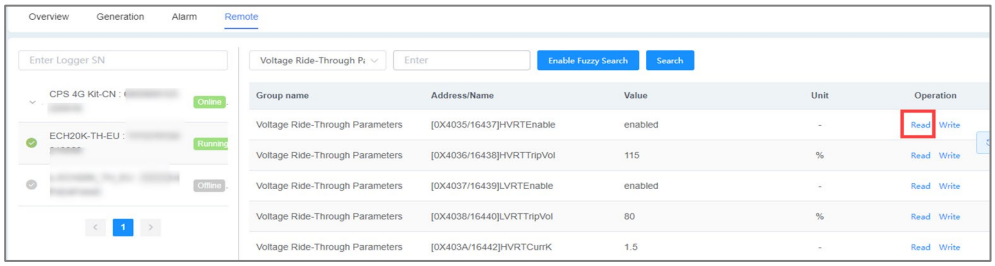

Figure 6-24 Read a Parameter

- To modify a parameter value, click “Write” in the Operation column, update the value in the pop-up window (within the specified range), and save the changes.

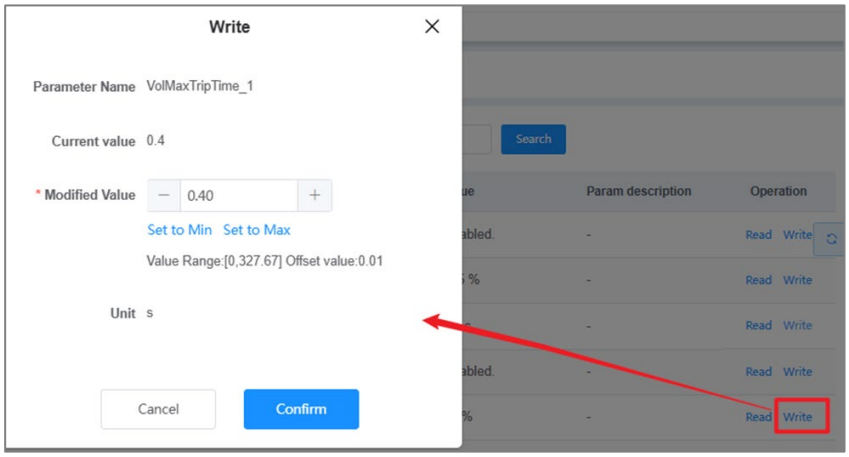

Figure 6-25 Write a Paraemter

6.2.7 Commissioning

The commissioning function is only availbale for North America area.

The commissioning menu is used to generate the commission report:

1. Click **Commissioning**.
2. Click **Create**.

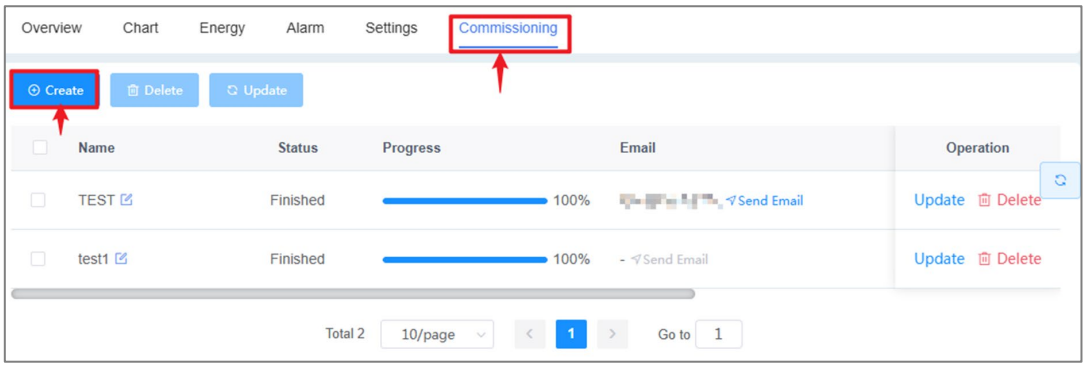

Figure 6-26 Create Commissioning Report

3. Input report name, email (optional), select the gateway, then click **Confirm**.

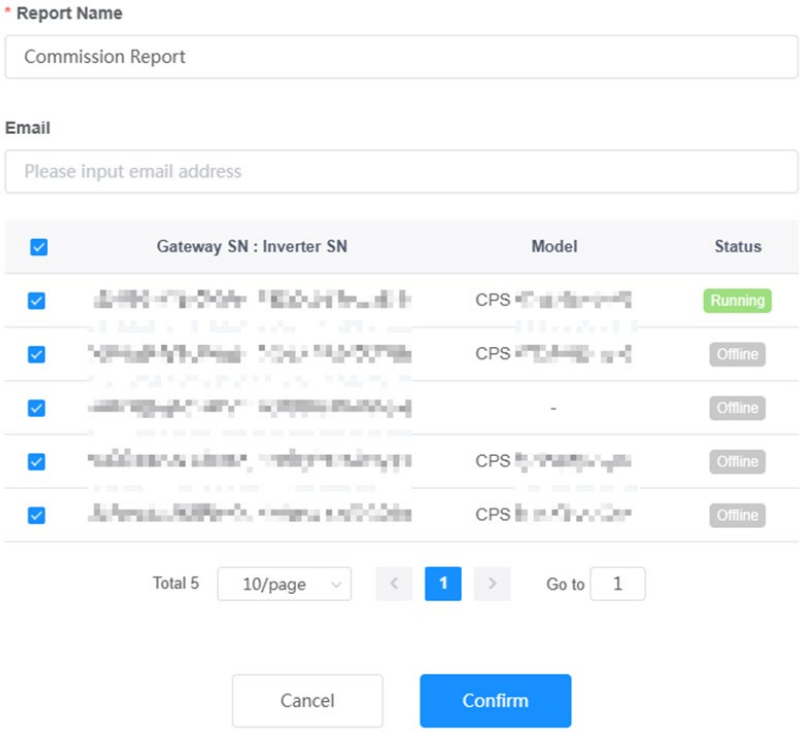

Figure 6-27 Fill in Commissioning Report Informaiton

A commission genration task is created. You can upate or delete the report you created.

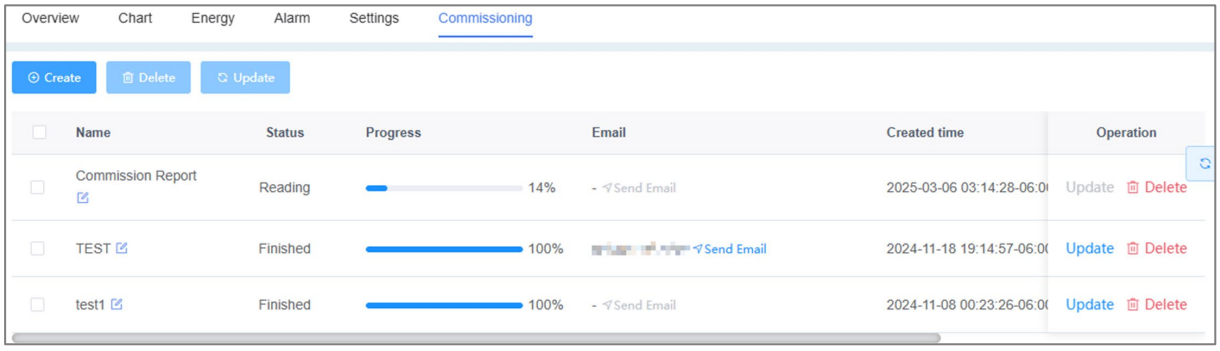

Figure 6-28 Commissioning Report List

6.3 Gateway

The **Gateway** page displays a dashboard with gateway status, type, and firmware version details. You can also view all gateways in a list.

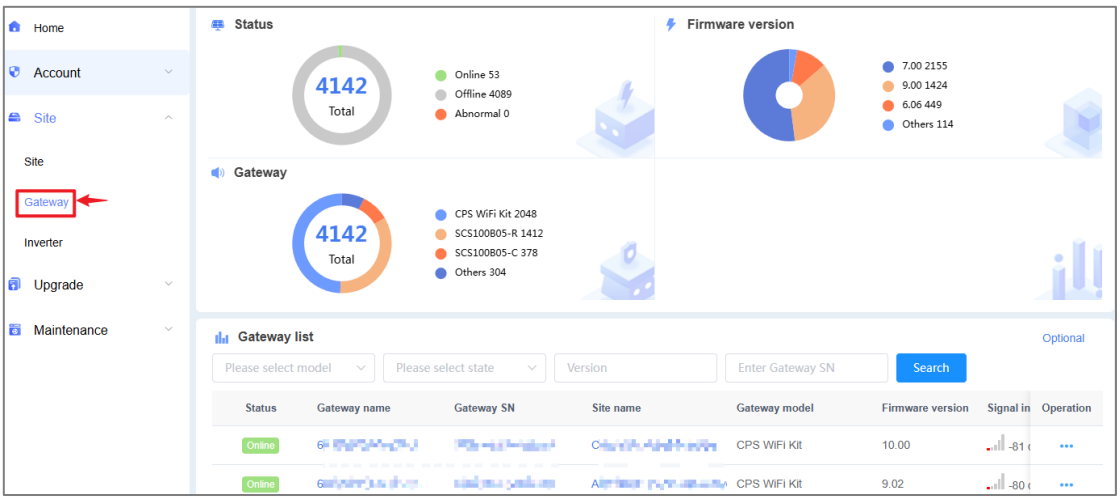

Figure 6-29 Gatway Overview Page

6.3.1 Gateway List

6.3.1.1 Search for a Gateway

On the **Gateway** -> **Gateway List** page, filter gateways using the any of following fields:

- Model: Choose the gateway type (e.g., 4G, WiFi, ETH).
- Status: Select the status (e.g., Online, Offline, Faulty).
- Version: Enter the firmware version.
- Gateway SN: Enter the gateway's serial number.

Search to view matching gateway details, device information, and configuration options.

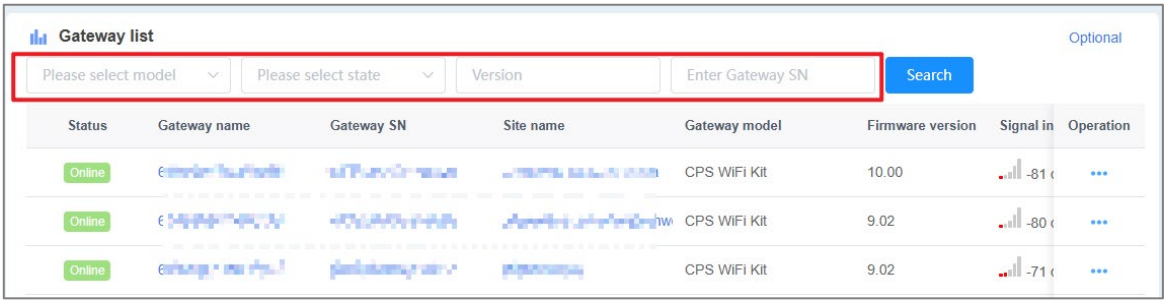

Figure 6-30 Search for Gateway

To customize displayed columns:

1. Click **optional** in the upper-right corner.
2. Uncheck the boxes for columns to hide, then click **Confirm**. Hidden columns will no longer appear.

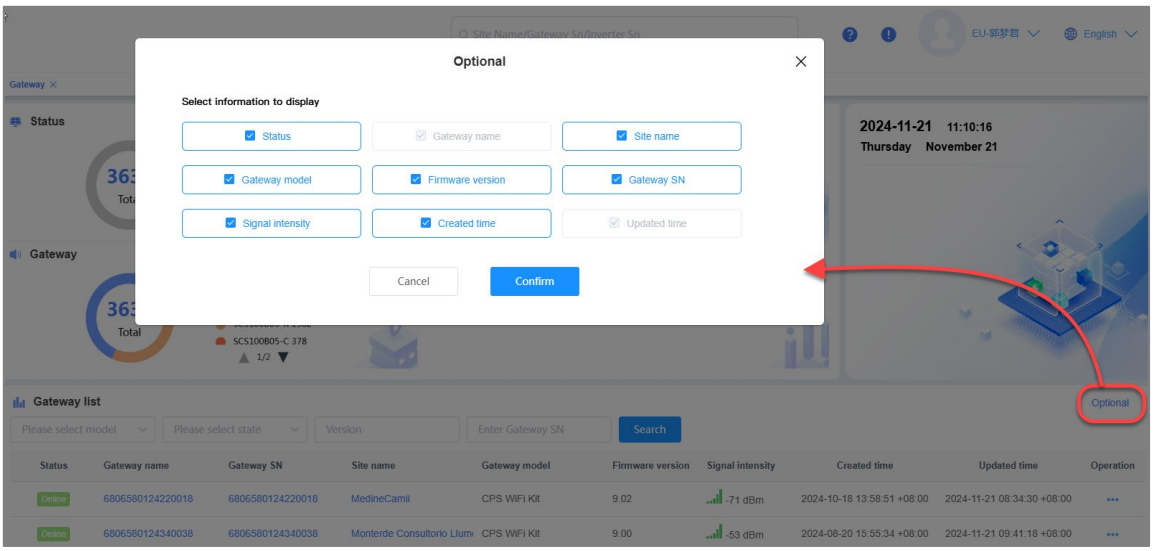

Figure 6-31 Gateway Fields Customize

6.3.1.2 Distribute/Rename a Gateway

In the **Gateway List** area:

1. Locate the gateway in the list.
2. In the Operation column, click the **"..."** icon next to the gateway.
3. Choose an option:

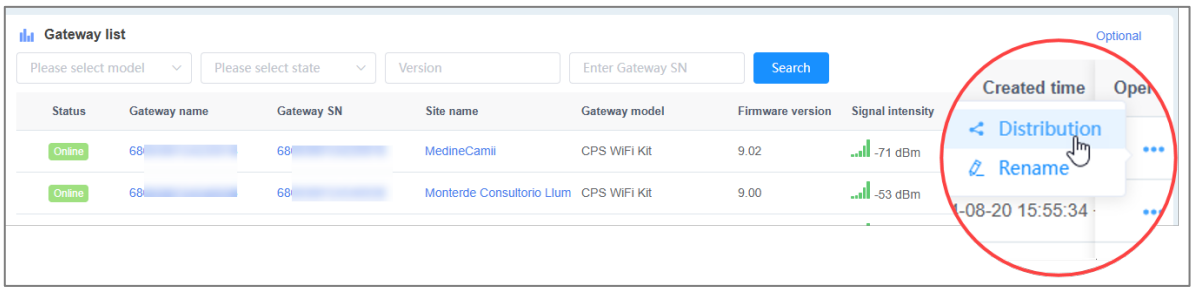

Figure 6-32 Gateway Management Opitons

Gateway Management Options:

- **Distribute**: Assign the gateway to a site.
  1. Click **Distribute**.

2. Select or search for the site to assign, then click **Confirm** to complete the assignment.

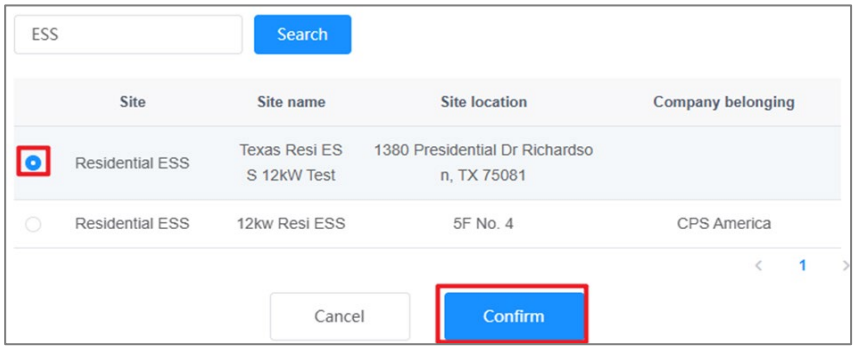

Figure 6-33 Distribute a Gateway

- **Rename**: Update the gateway's name. (Follow the prompts to enter a new name.)

6.3.2 Gateway Details

6.3.2.1 Gateway Overview

Click a gateway name in the **"Gateway List"** to open the Gateway Overview page. This page shows the gateway's basic information and a list of associated devices.

To remove a device:

1. In the Devices List, locate the device.
2. In the Operation column, click **Delete** to remove it.

Figure 6-34 Single Gateway Overview Page

6.3.2.2 Gateway Setting

Configure network card parameters, including model protocol, upload interval, and device address, as detailed below.

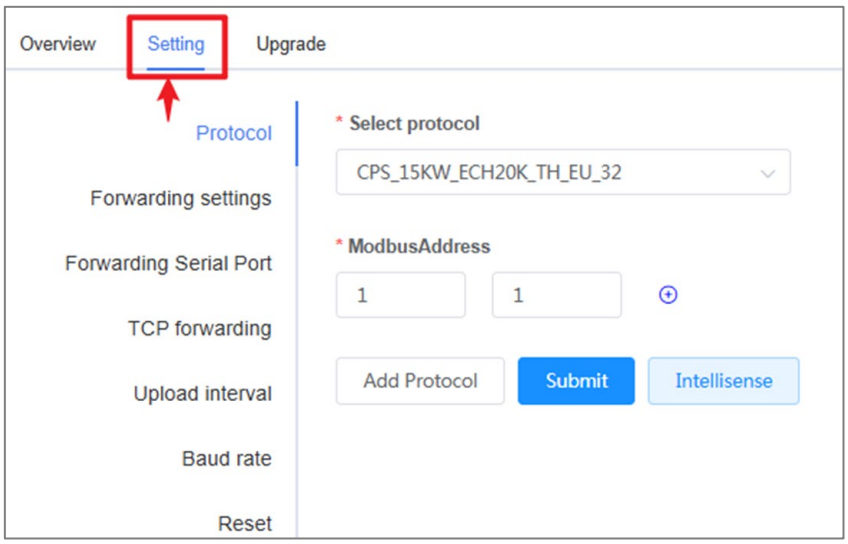

Figure 6-35 Gateway Settings

- **Protocol** Configure device data parsing rules.

1. Click **Add Protocol** to add a protocol address and selection.
2. Click **Submit Settings** to apply changes and restart the network card (10–20 seconds).
3. Click **Intellisense** to automatically detect the device protocol.

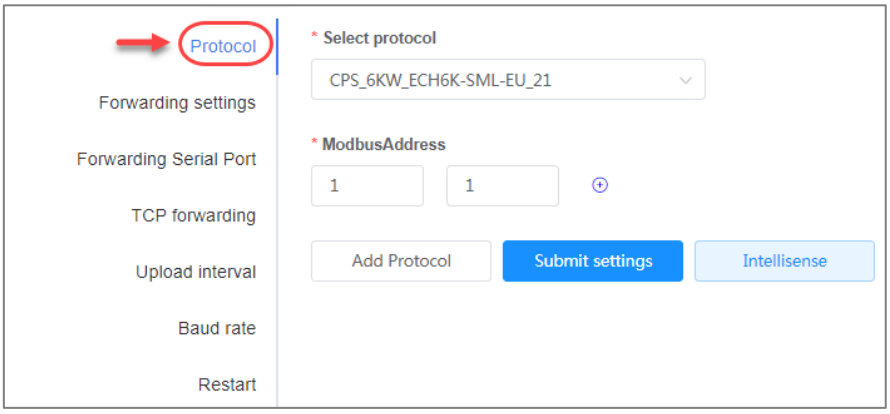

Figure 6-36 Gateway Protocol Setting

Parameter	Description
Select Protocol	Choose the parsing protocol for device data uploaded via the network card.
Modbus Address	Set the address used by the protocol for data parsing.

Table 6-2 Gateway Protocol Configuration Descripiton

- **Forwarding Settings**: Select forwarding options from the dropdown.

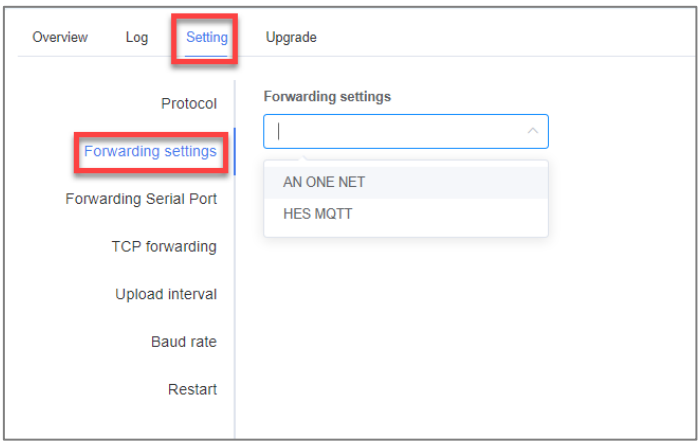

Figure 6-37 Forwarding Settings

- **Forwarding Serial Port**

1. Enter the communication port.
2. Select the baud rate, parity (check digit), protocol type, and other details as needed.
3. Click Submit to apply the settings.

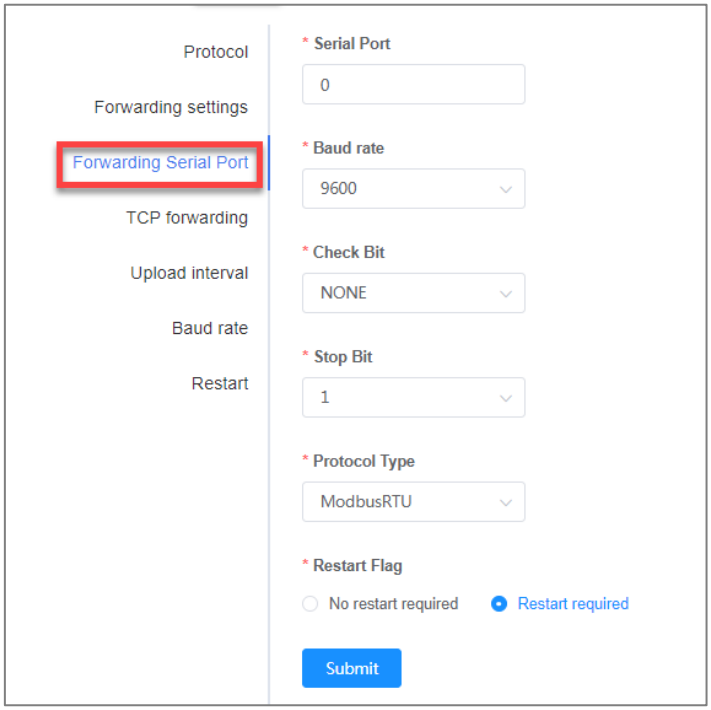

Figure 6-38 Forward Serial Port

- **TCP Forwarding Configure the TCP forwarding port and protocol.**

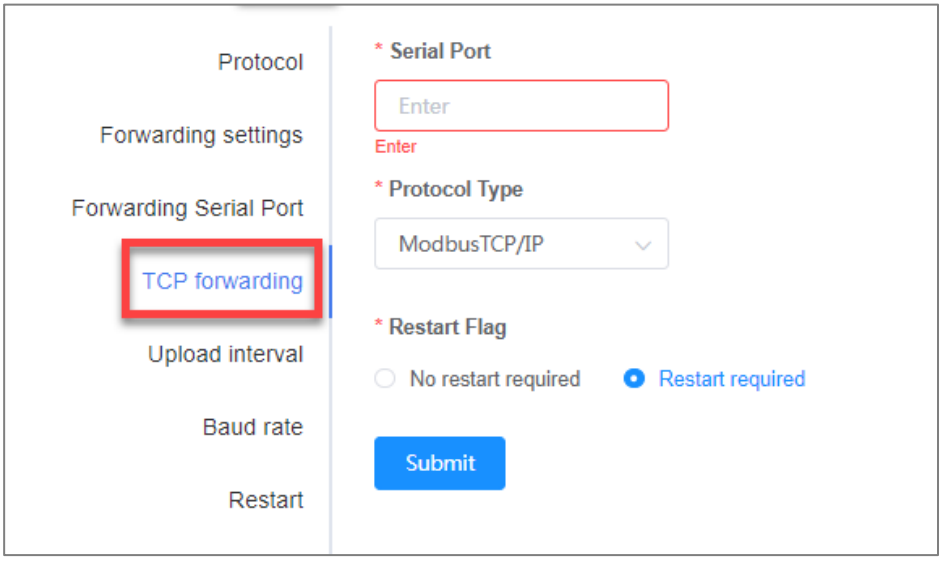

Figure 6-39 TCP Forwarding

- **Upload Interval** Set the device data upload frequency.

1. Select the interval.
2. Choose whether to restart safely (10–20 seconds).
3. Click **Submit Settings** to apply the changes.

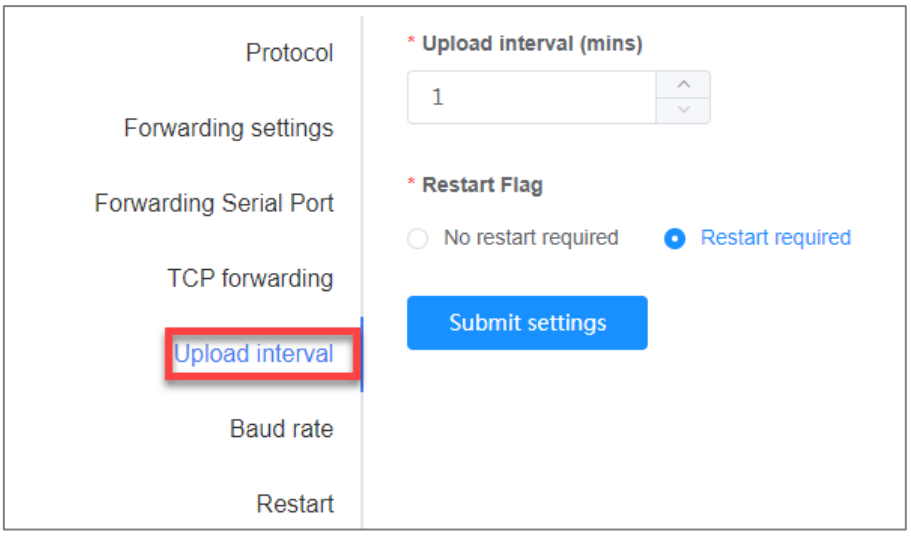

Figure 6-40 Upload Interval Settings

- **Baud Rate** Set the transmission speed of communication data; adjust to match the device's rate.

1. Select or enter the baud rate and related options.
2. Click **Submit** to confirm and apply the settings.

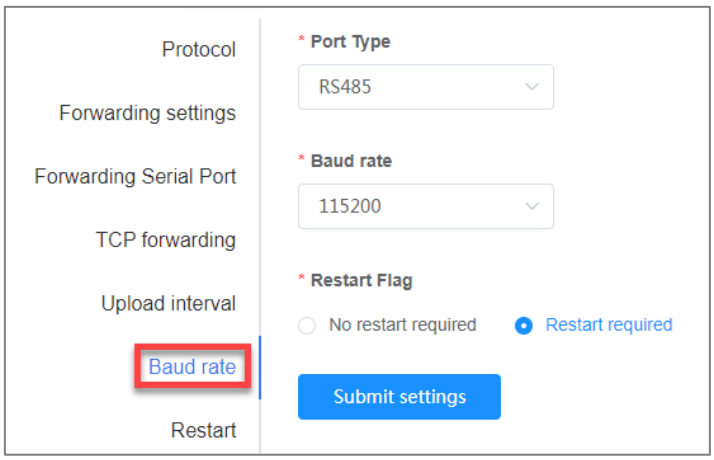

Figure 6-41 Baud Rate

- **Reset**: Click **Reset** to reboot the gateway.

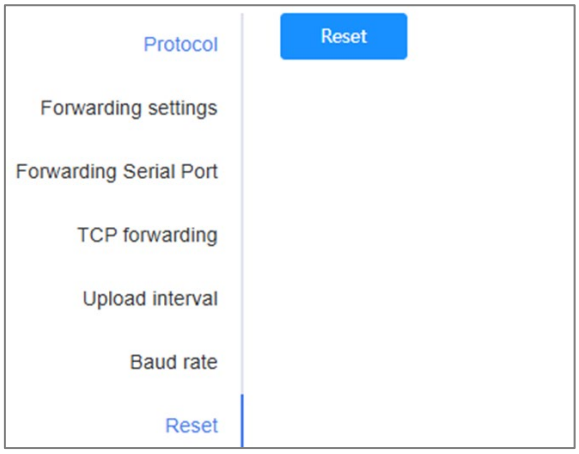

Figure 6-42 Rest Gateway

6.3.2.3 Gateway Upgrade

To upgrade a gateway:

1. Click **"Upgrade"** to open the upgrade window.
2. Choose the firmware version and reservation option, then click **"Confirm"** to start the upgrade.

- Firmware: The firmware version to apply to the network card.
- Reservation: Select Yes to schedule the upgrade or No to upgrade immediately.
- Time: Set the upgrade time if Yes is selected under Reservation.

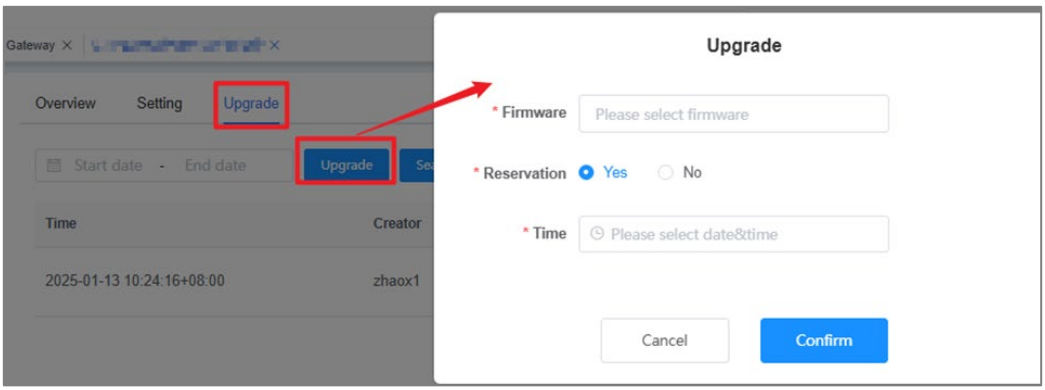

Figure 6-43 Create Gateway Upgrade Task

6.4 Inverter

The **Inverter** page lists all inverters and allows you to manage them.

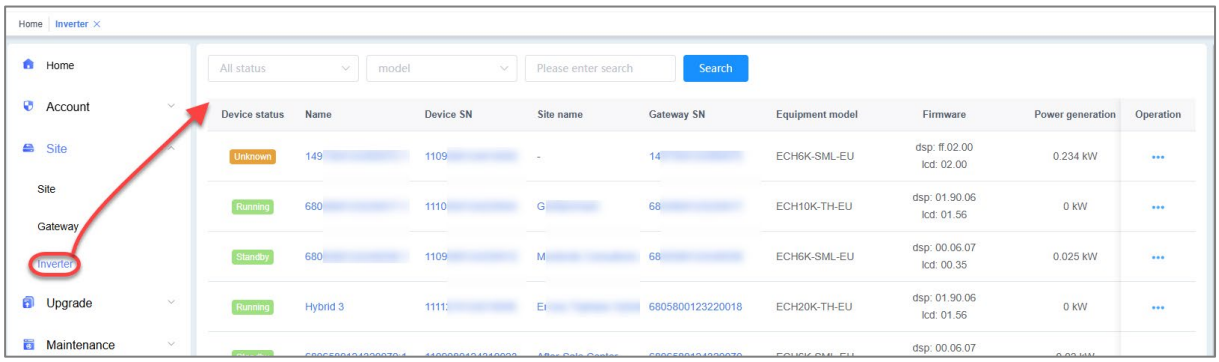

Figure 6-44 Inverters List Page

6.4.1 Search for an Inverter

1. On the **Inverter** page, use the following fields to locate inverters:
   - **All Status**: Select the device status (e.g., Online, Offline).
   - **All Models**: Choose the inverter model.
   - **Please Enter Search**: Enter a keyword (e.g., serial number or name).
2. Click **Search** to display matching inverters.

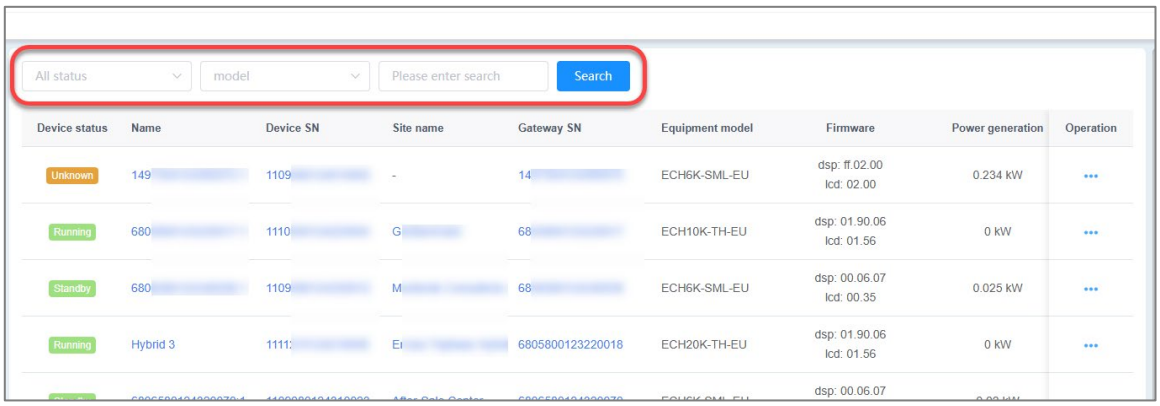

Figure 6-45 Search For Inverters

For managing a specific inverter:

1. In the Operation column, click the **"…"** icon.

2. Choose **Delete** to remove it or **Rename** to update its name.

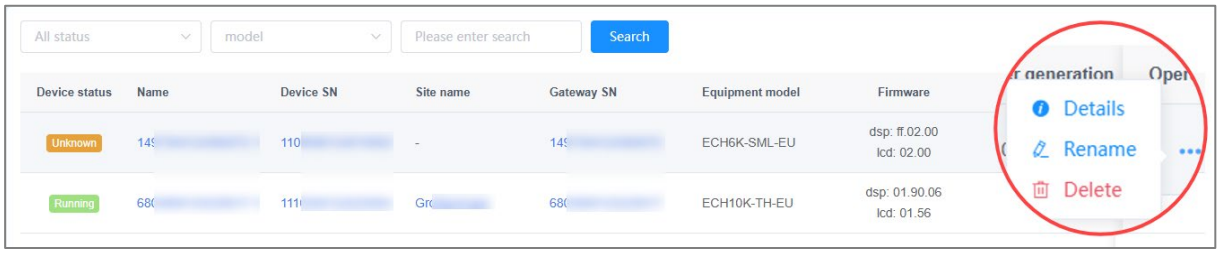

Figure 6-46 Inverter Management Options

6.4.2 Inverter Information

6.4.2.1 Details

From the Inverter list page, click an inverter's name or serial number (S/N) to open its details page by default and view its information. This page displays the inverter's current information, such as status and Inversion Inforamtion.

To control the inverter, click **Power On/Off** to turn it on or off.

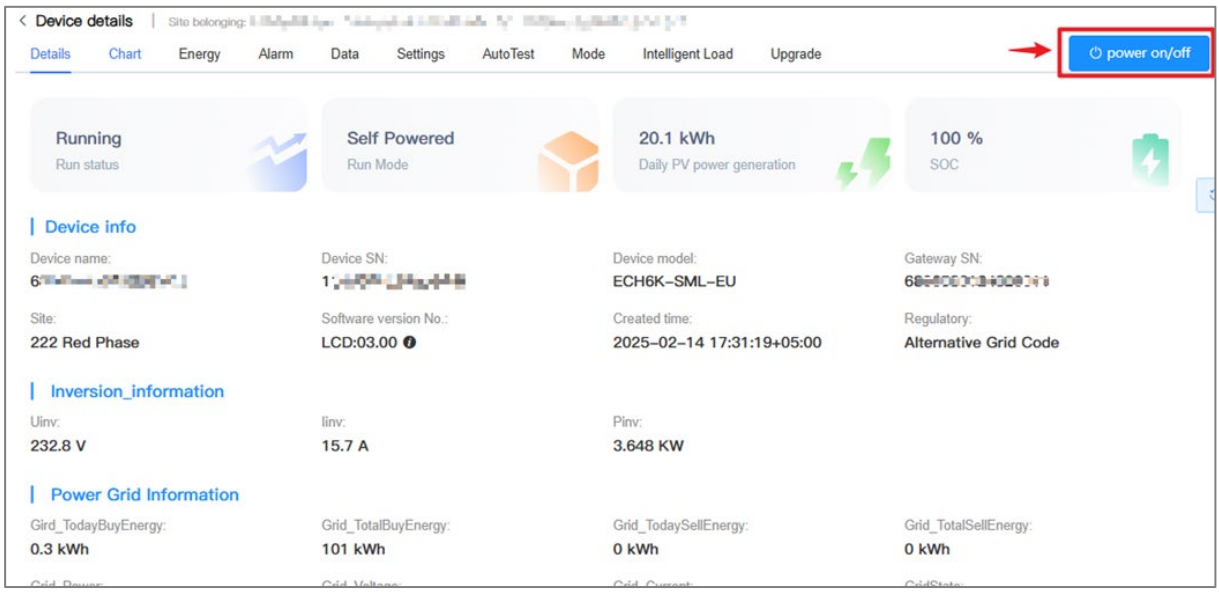

Figure 6-47 Deatails of Single Inverter

6.4.2.2 Chart

View inverter chart data by configuring:

- Chart style (Simplified or Detailed).
- Time interval, dimension, and range.
- Refresh interval.
- Measurement Points (e.g., Generation, Temperature, Power, AC, DC).

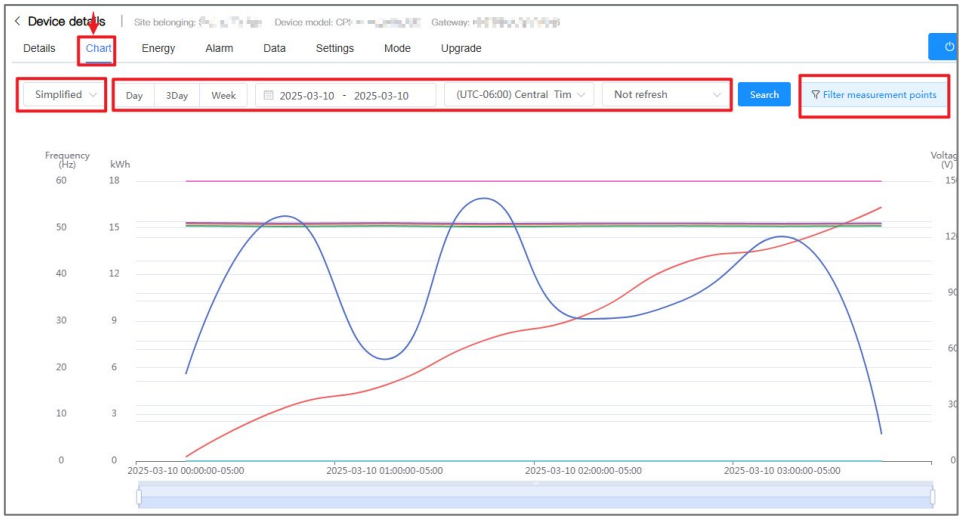

Figure 6-48 Chart of Single Inverter

6.4.2.3 Energy

To view energy data:

1. Select a time dimension (e.g. year, month, day).
2. Click the calendar to choose a specific year/month/date.

3. Click **Download** to save the energy yield data for the selected time range to your computer.

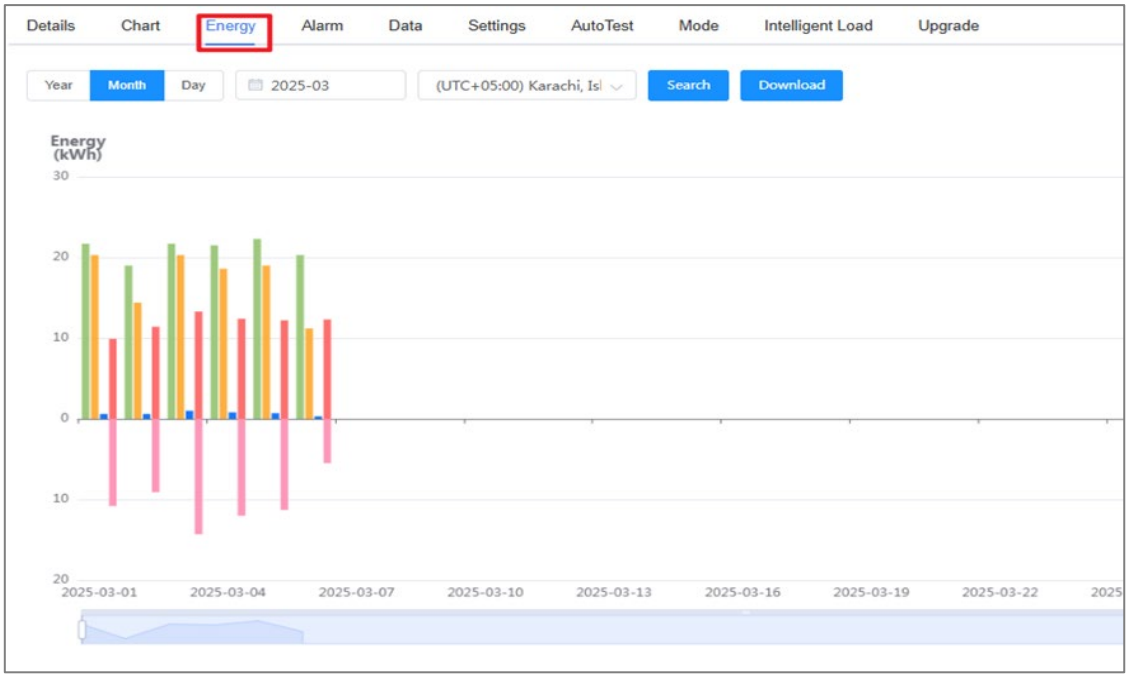

Figure 6-49 Energy Of Single Inverter

6.4.2.4 Alarm

Search for alarm events by:

1. Selecting the alarm type.
2. Choosing a time range.
3. Clicking **Search** to view results.
4. Clicking **Download** to save the alarm details to your computer.

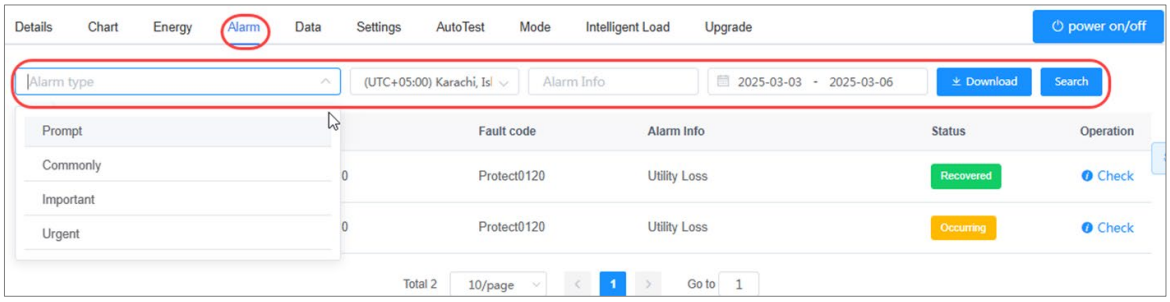

Figure 6-50 Alarm of Single Inverter

6.4.2.5 Data

To view device data:

1. Select a time range.
2. Click **Search** to display data for that period.

3. Click **Download** to save the data to your computer.

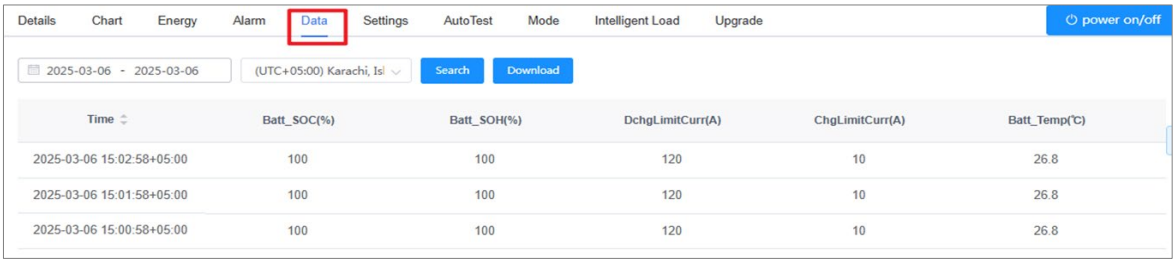

Figure 6-51 Data of Single Inverter

6.4.2.6 Settings

Select **Settings** from the function bar to view or edit register parameters.

6.4.2.6.1 Search Parameters

- Quick Search: Quick search is default by clickint **Settings**. Enter the keyword to search.

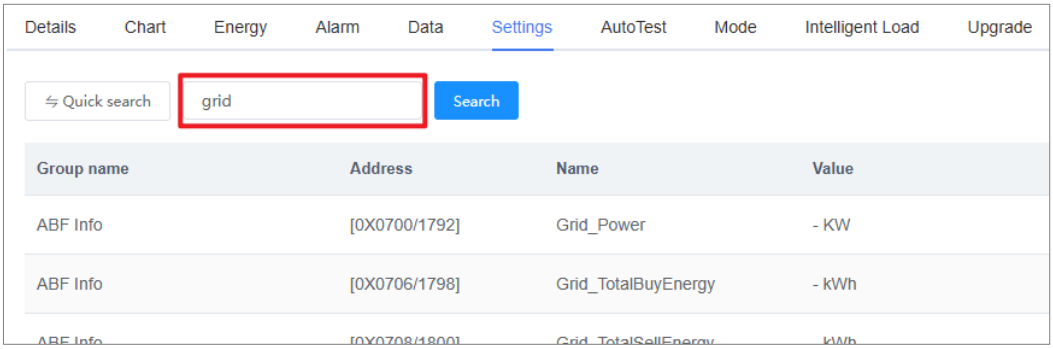

Figure 6-52 Inverter Parameters Quick Search

- Group Search: click quick search button to switch to group serach, select a register group or enter the keyword to search.

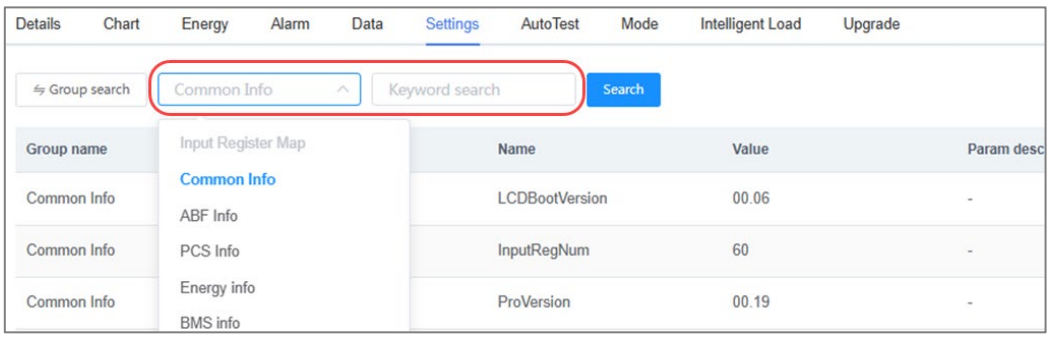

Figure 6-53 Inverter Parameters Group Search

6.4.2.6.2 Read and Write Parameters

- Click **Read** in the Operation column to view the current parameter value.
- Click **Write** in the Operation column to edit the parameter value.

Note: The **Write** option is available only for Hold Register Map parameters.

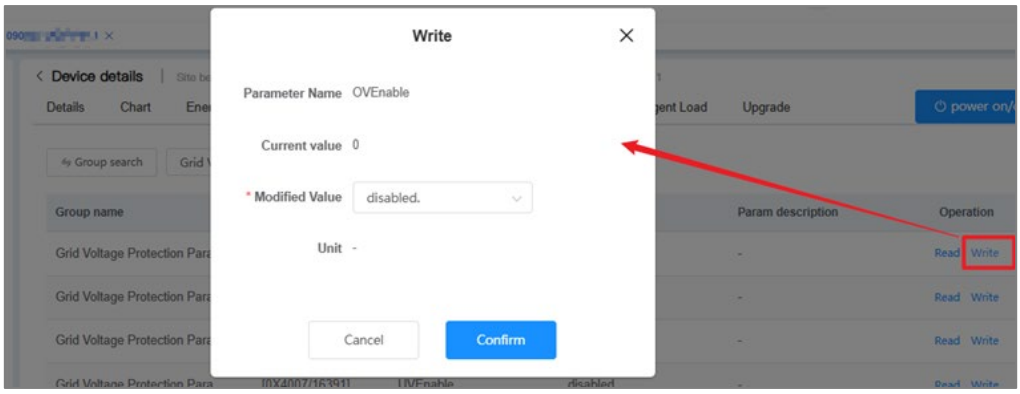

Figure 6-54 Write Inverter Parameters

6.4.2.7 AutoTest

AutoTest is only avalible for Italy. After confirm the test conditions, check the agreement, then click start to test.

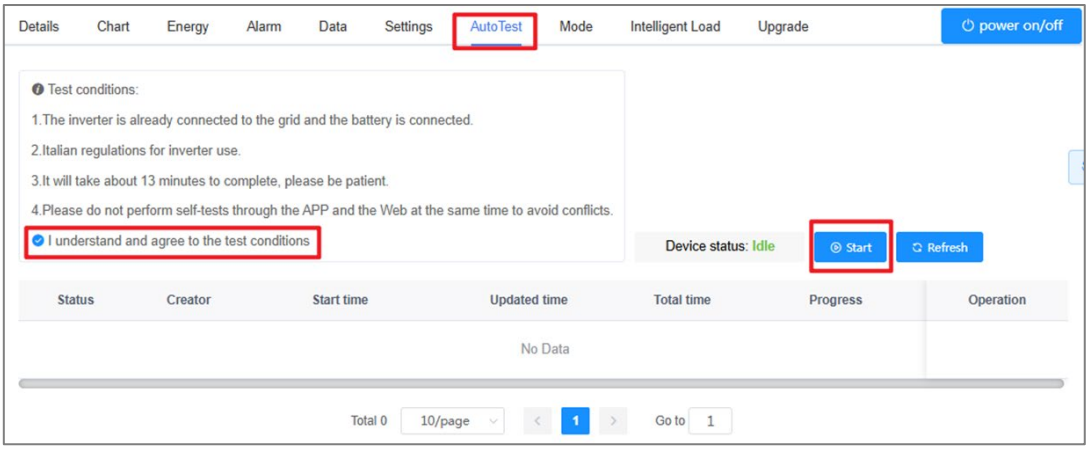

Figure 6-55 AutoTest

6.4.2.8 Mode

Select **Mode** from the function bar to control the operation mode of energy storage inverters.

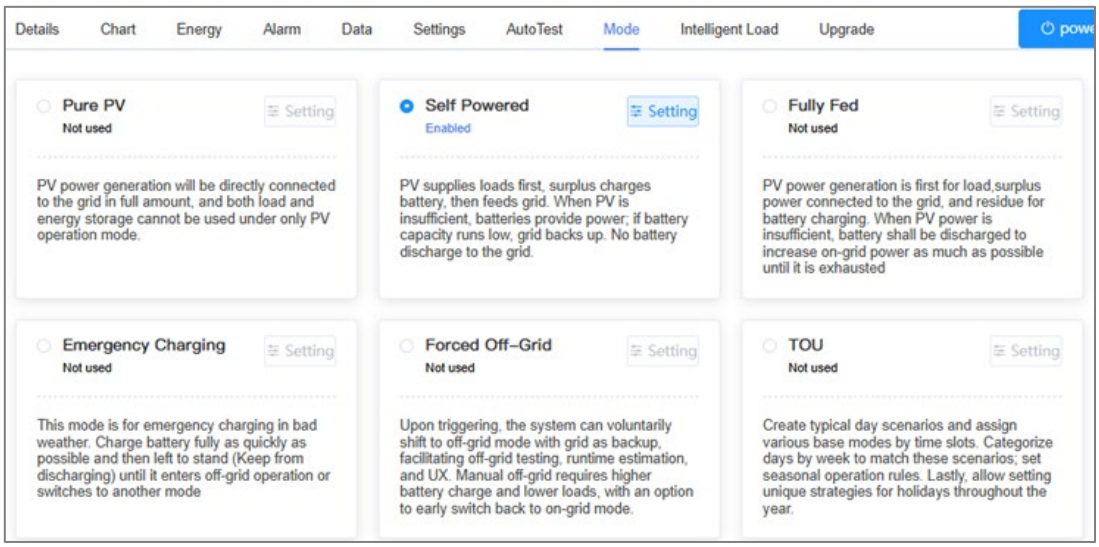

Figure 6-56 Mode Switch

Mode	Description
PV Mode	PV generation connects directly to the grid; load and energy storage are disabled.
Self-Consumption	PV prioritizes loads, then charges the battery, then feeds the grid. Battery discharges to loads when PV is low, but not to the grid; grid backs up if needed.
Full Feed-In	PV prioritizes loads, then feeds the grid, then charges the battery. Battery discharges to maximize grid feed-in when PV is insufficient.
Emergency Charging	Charges the battery fully and quickly in bad weather, then holds charge until off-grid mode or another mode is selected.
Forced Off-Grid	Shifts to off-grid mode with grid backup for testing or runtime estimation. Requires high battery charge and low loads; allows early return to on-grid mode.
TOU Mode	Sets time-based scenarios with base modes, weekly categories, seasonal rules, and holiday strategies.

Table 6-3 Running Mode Description

To configure a mode:

1. Click **"Setting"** button next to the mode (e.g., TOU Mode).

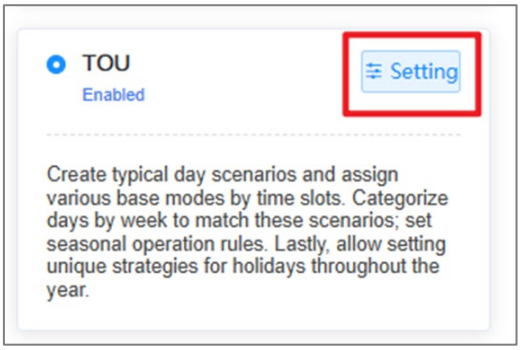

Figure 6-57 Mode Setting

2. Adjust the parameters as needed.

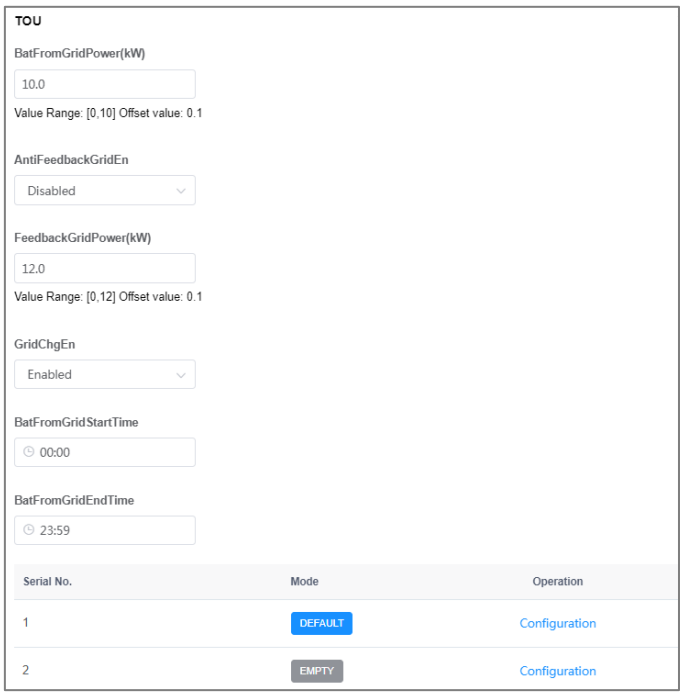

Figure 6-58 Example of TOU Mode Setting

6.4.2.9 Intelligent Load

Select **Intelligent Load** from the function bar to configure smart load settings.

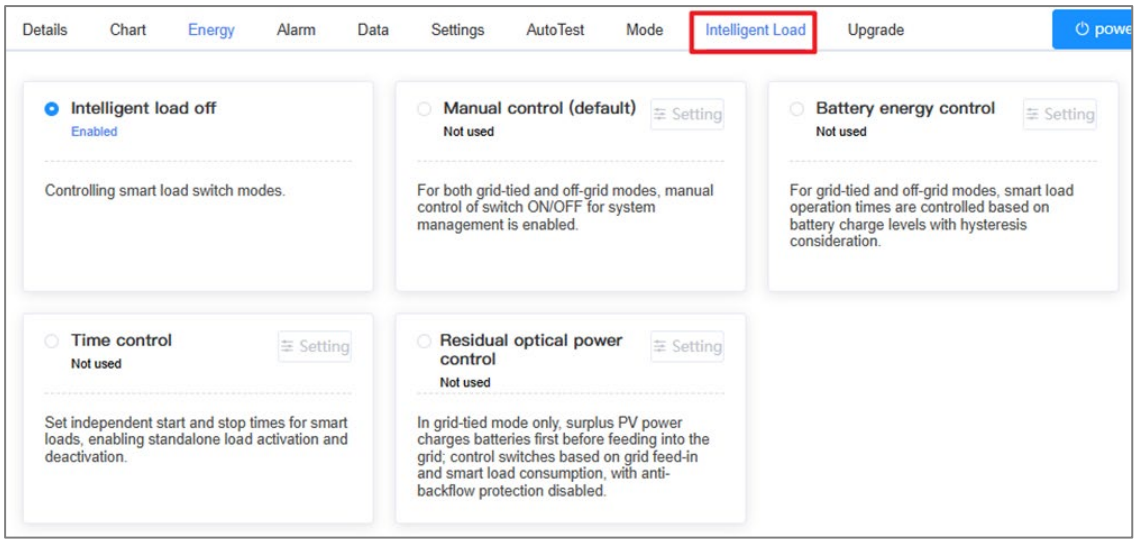

Figure 6-59 Intelligent Load Switch

Mode	Description
Intelligent Load	Disables smart load switch control.
Manual	Enables manual ON/OFF control for grid-tied and off-grid modes (default).
Battery Energy	Controls load operation times based on battery charge levels with hysteresis, for both grid-tied and off-grid modes.
Time Control	Sets independent start/stop times for smart loads in standalone operation.
Residual Optical	In grid-tied mode, surplus PV power charges batteries before feeding the grid,

Power Control	managing switches based on feed-in and load consumption (anti-backflow disabled).

Table 6-4 Intelligent Load Description

To configure the intelligent load parameters, select the load mode, then Click **"Setting"** button to configure.

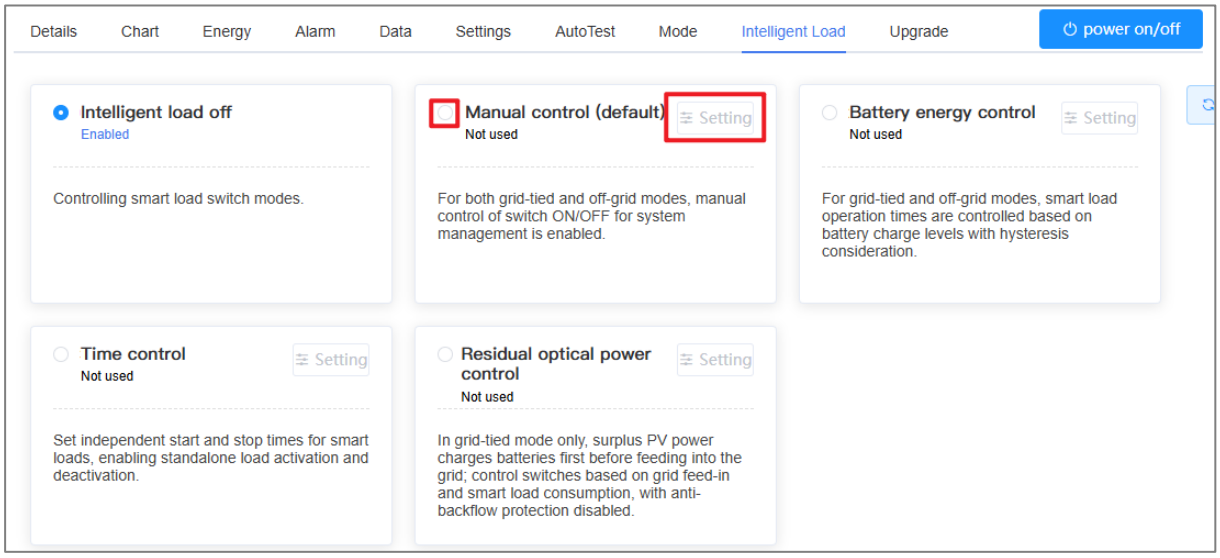

Figure 6-60 Intelligent Load Setting

6.4.2.10 Upgrade

The Upgrade section manages firmware updates for inverters, displaying version history and logs.

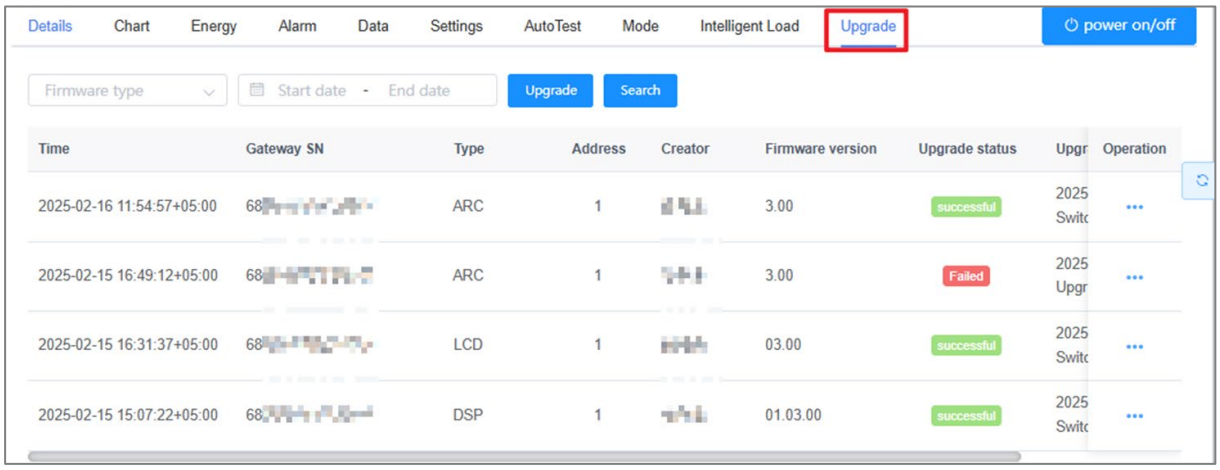

Figure 6-61 Upgrade Inverter

To upgrade firmware:

1. Click **Upgrade** next to the inverter.

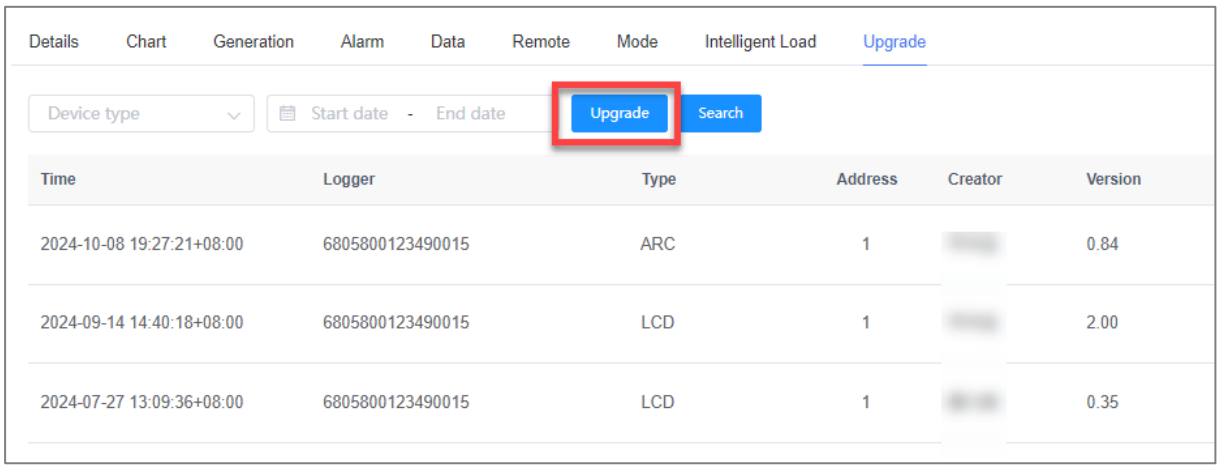

Figure 6-62 Create Upgrade Task

2. Configure the following itesm:

   - Firmware Type: Select the type (e.g., LCD, DSP, Slave DSP, Trip Board, EXHMI, ARC, Senergy Master DSP, Senergy Slave DSP, Senergy CSB, Senergy Module, etc.).
   - Firmware: Choose the firmware version to apply.
   - Reservation: Select Yes to schedule the upgrade or No to upgrade immediately.
   - Time: Set the upgrade time if Yes is selected under Reservation.

3. Click **Confirm** to add the task to the upgrade list.

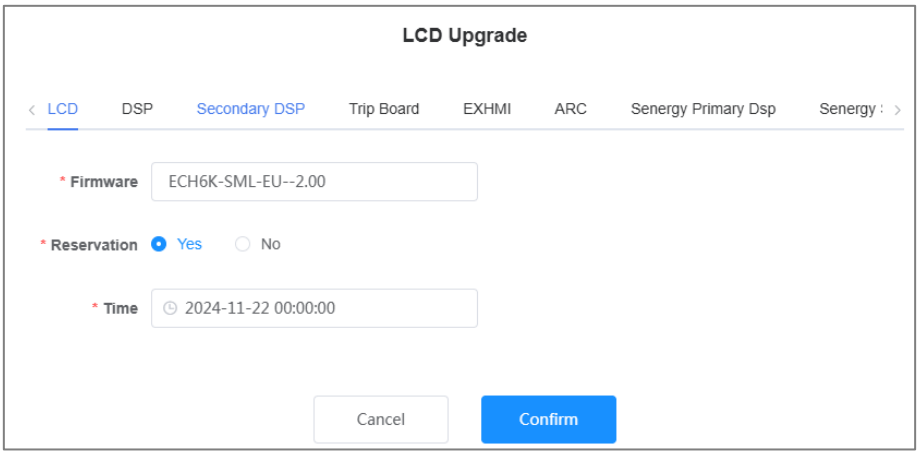

Figure 6-63 Upgrade Configuraiton

6.5 System Release

This feature is available exclusively for commercial, industrial, and utility energy storage systems in North America region. Contact technical support to activate the necessary permissions if access is required.

7 Upgrade

The **Upgrade** section enables you to manage firmware updates for devices. Use this section to download the latest firmware releases and to schedule, view, or delete upgrade tasks for your equipment.

7.1 Firmware Release

The **Firmware Release** page lists all firmware releases for devices. Use this page to find and download the latest firmware for later upgrades, or search for specific firmware versions.

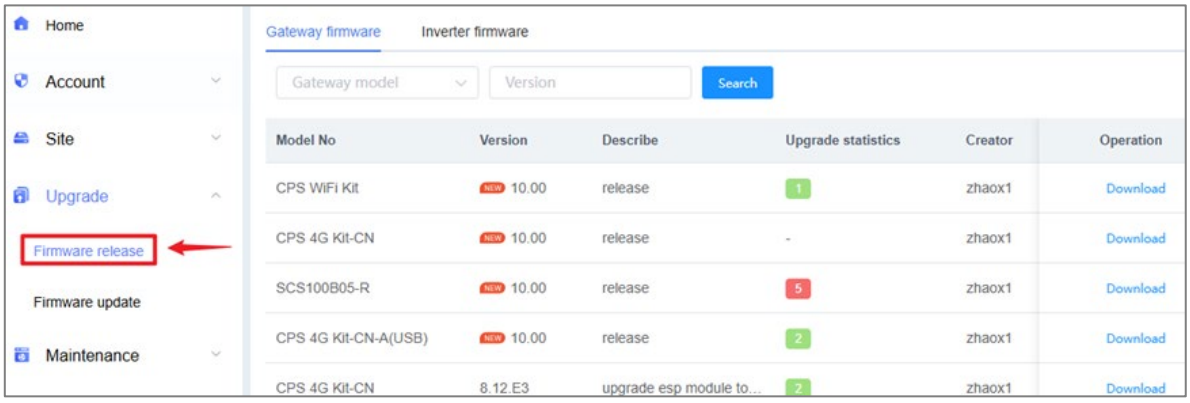

Figure 7-1 Firmware Release

To download a firmware release:

1. Click teh gateway firmware or inverter firmware.
2. (Optional) Filter by:
   - Device model.
   - Firmware version.
3. Click **Download** to save the firmware to your computer.

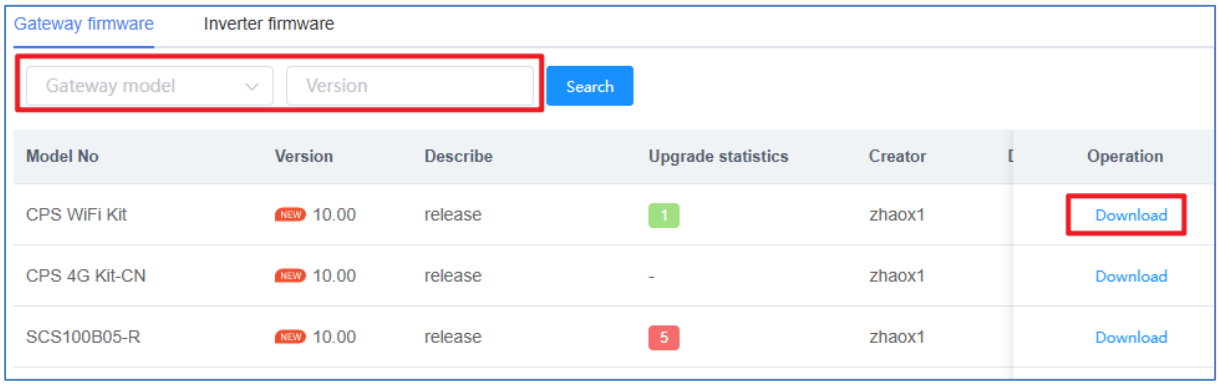

Figure 7-2 Downlaod Firmware

7.2 Firmware Upgrade

The **Firmware Upgrade** page lists all upgrade tasks. You can view task details, add new tasks, or delete existing tasks from this page.

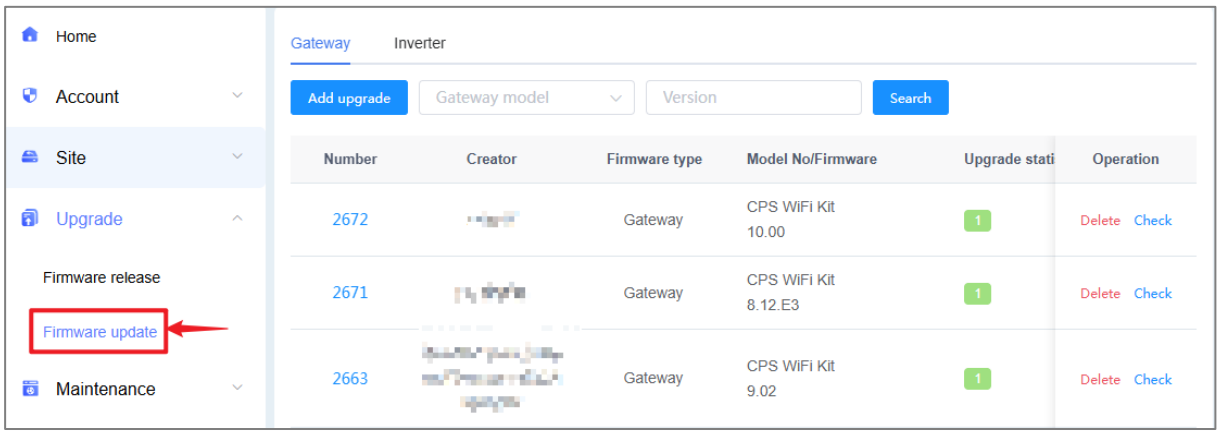

Figure 7-3 Firmware Update

7.2.1 Add an Upgrade Task

To create an upgrade task to batch upgrade gateways:

1. Select the device type (gateway or inverter) from the tab bar.
2. Click **Add upgrade** on the left side to initiate an upgrade for one or more devices.

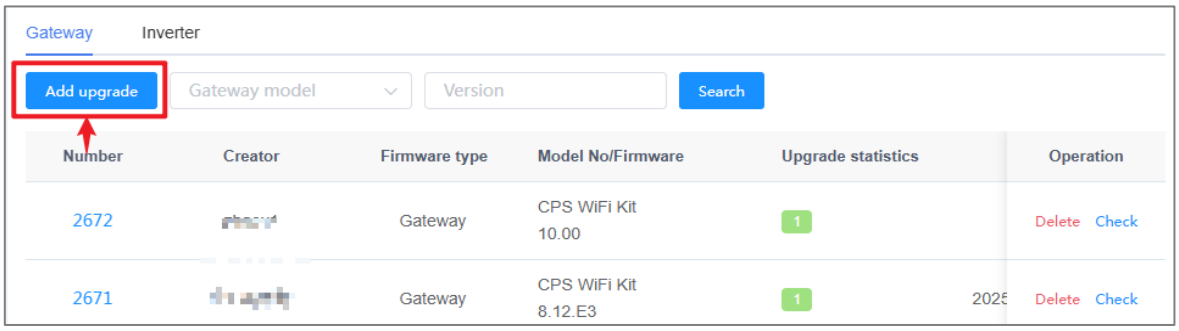

Figure 7-4 Create Upgrade Task

3. Fill in the upgrade task information:
   - Model No.: Select the device model.
   - Firmware version: Choose the firmware version.
   - Reservation: Yes: Need to configure a specific time to upgrade; or No: upgrade immediatly.
   - Time: If Reservation is checked by Yes, configure a reservation time to upgrade. Select one or multiple devices for upgrading.
4. Click **Confirm** to add the task to the upgrade list.

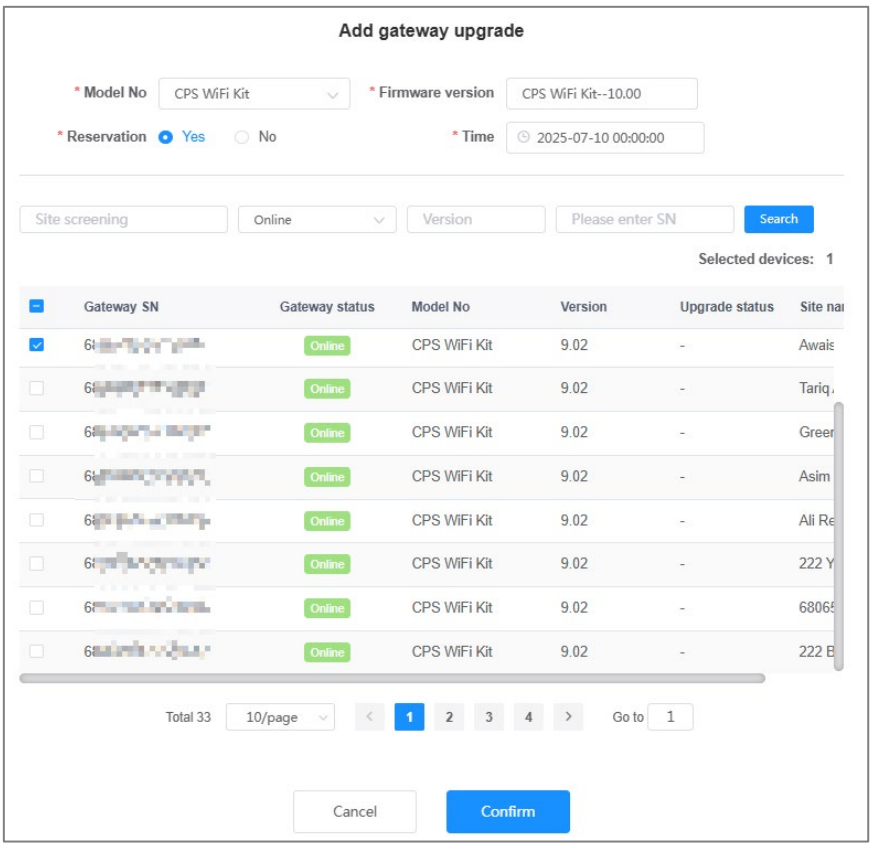

Figure 7-5 Upgrade Task Configuration

7.2.2 View Upgrade Task Details

Click the task number or check button to expand and view the upgrade details.

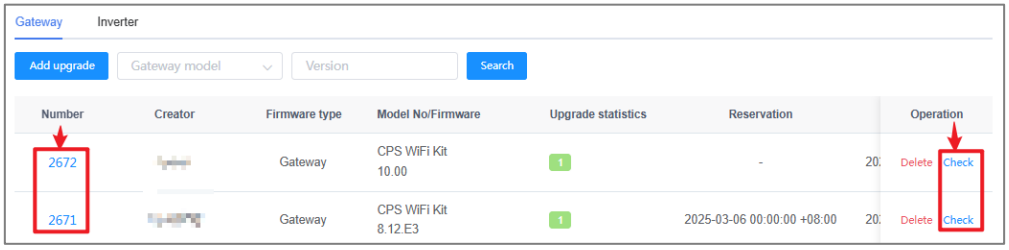

Figure 7-6 View Upgrade Task Details

7.2.3 Delete an Upgrade Task

Click **Delete** in the operation column to delete an upgrade task

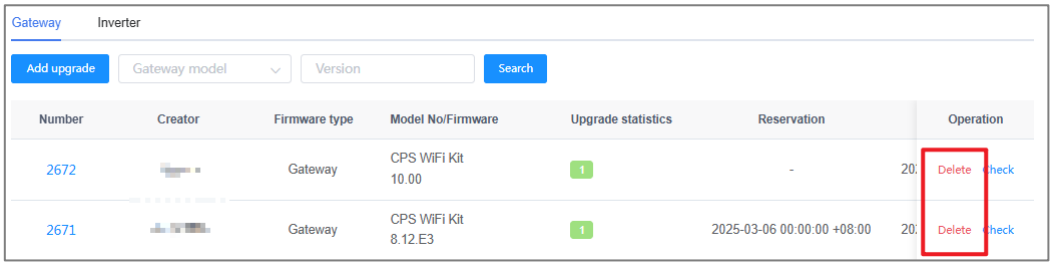

Figure 7-7 Delete an Upgrade Task

8 Maintenance

8.1 Alarm Management

The **Alarm Management** page allows you to view and filter alarm information for devices. Use the following fields to search for alarms:

- **Site Screening** : Select a site from the dropdown.
- **Search SN** : Enter a device serial number.
- **Alarm Type** : Choose an alarm level.
- **Alarm Info**: Input the alarm information.
- **Time Zone** and **Time Range**: Specify a time period.

Optionally, click **Download** to save the alarm details for the selected device and time range to your computer.

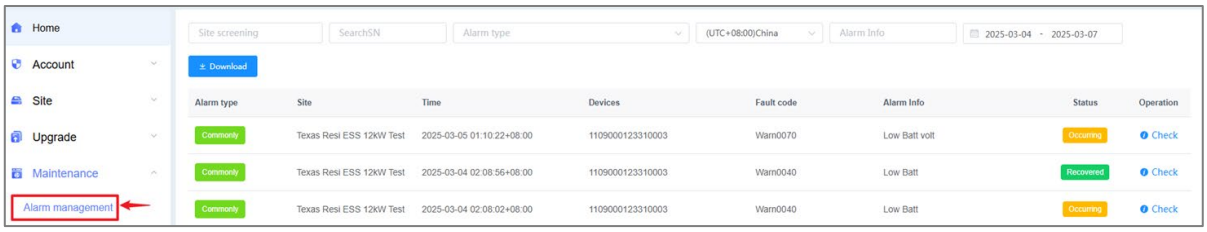

Figure 8-1 Alarm Management