FoxCloud 2.0 App

Retailer Manual

For Retailers

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Retailer Manual

1. Download

1.1. FoxCloud2.0 App Download

1.1.1. Android Requirements

Requirements for Android devices:

- Android 7 or later.
- At least 1 GB of memory.

1.1.2. iOS Requirements

Requirements for iOS devices:

- iPhone 6s or later.
- At least 1 GB of memory.
- iOS 13 or later.

1.1.3. Download the App

Download FoxCloud2.0 from the App Store or Google Play, or scan the QR code below.

The instructions in this manual apply to the FoxCloud2.0 app.

2. Getting Started with FoxCloud2.0

Use this guide to register an Installer or Agent account, set up a customer's Plant, connect devices, and invite the End User.

For registration, follow the steps in section **2.1** that match your situation.

After registration, continue with the same setup process:

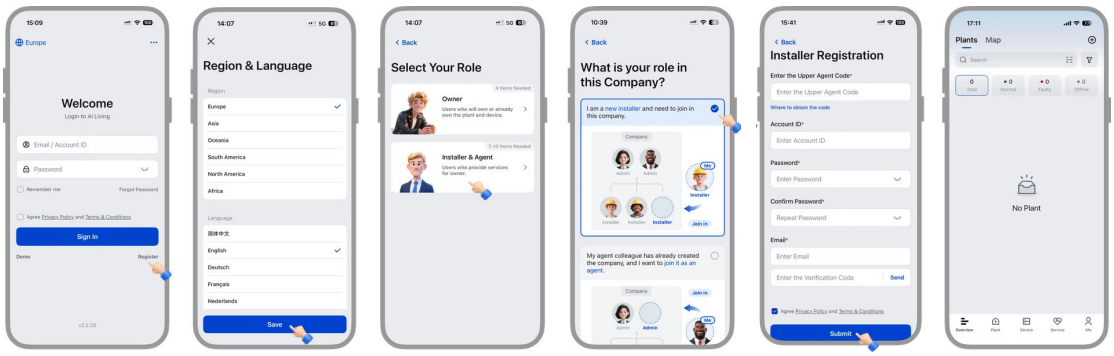
Create a Plant → Add and connect devices → Complete Plant Information → Invite the End User

2.1. Register Your Retailer Account

2.1.1. Join an Existing Company as an Installer

If you are an Installer joining an existing company, ask your company or upper-level Agent for an **Upper Agent Code** before you begin.

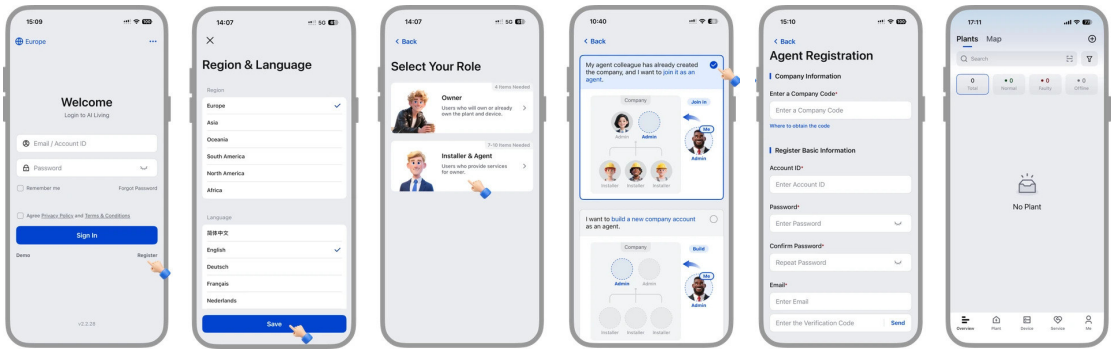
1. Open **FoxCloud2.0** and tap **Register**.
2. Select your **region and language**, then tap **Save**.
3. Review the **Privacy Policy** and **Terms & Conditions**, then tap **Agree & Continue**.
4. Select **Installer & Agent**.
5. Select **I am a new installer and need to join in this company.**
6. Enter the **Upper Agent Code**.
7. Enter your **Account ID**, **Password**, **Confirm Password**, and **Email**.
8. Tap **Send** and enter the verification code sent to your email.
9. Review and agree to the **Privacy Policy** and **Terms & Conditions**, then tap **Submit**.
10. After registration, return to the login page and sign in. Your Installer account is now linked to the company.



2.1.2. Join an Existing Company as an Agent

If another Agent has already created your company, ask them for the **Company Code** before you begin.

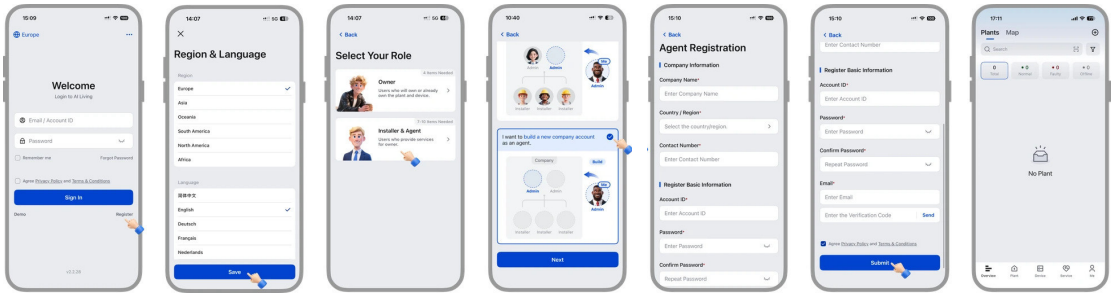
1. Open **FoxCloud2.0** and tap **Register**.
2. Select your **region and language**, then tap **Save**.
3. Review the **Privacy Policy** and **Terms & Conditions**, then tap **Agree & Continue**.
4. Select **Installer & Agent**.
5. Select **My agent colleague has already created the company, and I want to join it as an agent.**
6. Enter the **Company Code**.
7. Enter your **Account ID**, **Password**, **Confirm Password**, and **Email**.
8. Tap **Send** and enter the verification code sent to your email.
9. Review and agree to the **Privacy Policy** and **Terms & Conditions**, then tap **Submit**.
10. After registration, return to the login page and sign in. Your Agent account is now linked to the company.



2.1.3. Create a New Company as an Agent

If your company has not yet been created in FoxCloud, follow these steps to create it.

1. Open **FoxCloud2.0** and tap **Register**.
2. Select your **region and language**, then tap **Save**.
3. Review the **Privacy Policy** and **Terms & Conditions**, then tap **Agree & Continue**.
4. Select **Installer & Agent**.
5. Select **I want to build a new company account as an agent.**, then tap **Next**.
6. Enter the **Company Name**, **Country / Region**, and **Contact Number**.
7. Enter your **Account ID**, **Password**, **Confirm Password**, and **Email**.
8. Tap **Send** and enter the verification code sent to your email.
9. Review and agree to the **Privacy Policy** and **Terms & Conditions**, then tap **Submit**.
10. After registration, return to the login page and sign in. Your company and Agent account are now created.



2.2. Create a Plant and Add Devices

After signing in, create a Plant for the customer's FoxESS system and add its devices.

2.2.1. Create a Plant

If no Plant has been created yet, the **Plant** page will display **No Plant**.

Tap **Create a plant** to begin.

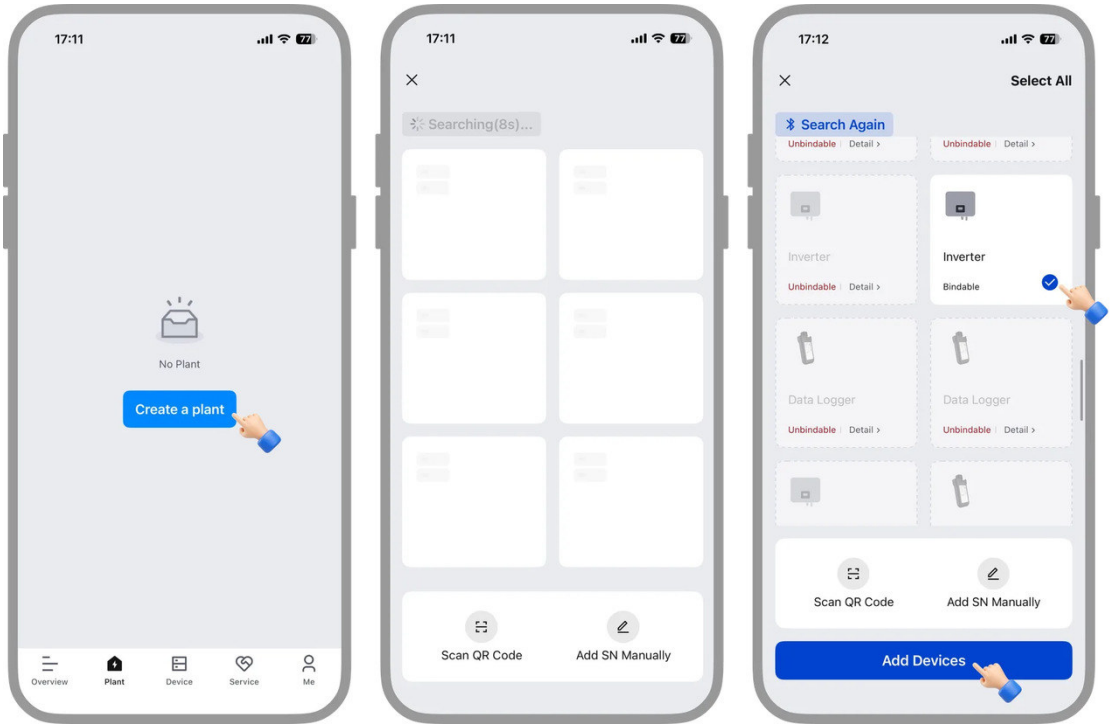
FoxCloud will then search for nearby devices.

2.2.2. Add Devices

When the search is complete:

1. Select the devices that belong to the customer's system.
2. Tap **Add Devices**.

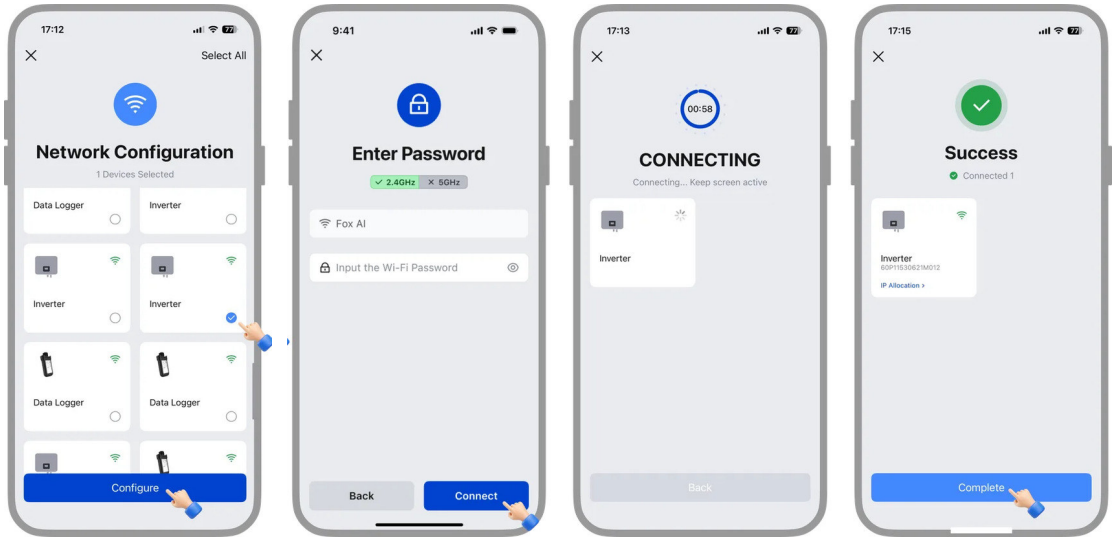
After adding the devices, continue with network configuration if required.



2.3. Configure the Device Network

Select the devices you want to connect to Wi-Fi, then tap **Configure**.

1. Select the Wi-Fi network.
2. Enter the **Wi-Fi password**.
3. Tap **Connect**.
4. Wait until the connection is complete.
5. When **Success** is displayed, tap **Complete**.



Wi-Fi requirement

Use a **2.4 GHz Wi-Fi network**. A 5 GHz network may cause the configuration to fail.

After completing any required network configuration, enter the Plant information.

2.4. Complete the Plant Information

Enter the required information for the customer's Plant.

2.4.1. Basic Information

Enter the **Plant Name**, **Currency**, and **Agent**.

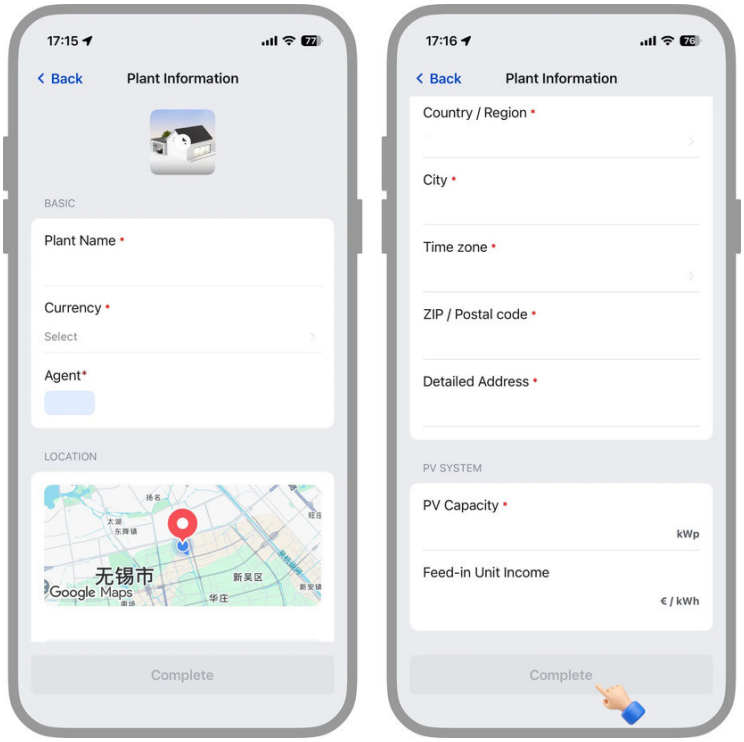
2.4.2. Location

Enter the **Country / Region**, **City**, **Time zone**, **ZIP / Postal code**, and **Detailed Address**.

Confirm the Plant location on the map if required.

2.4.3. PV System

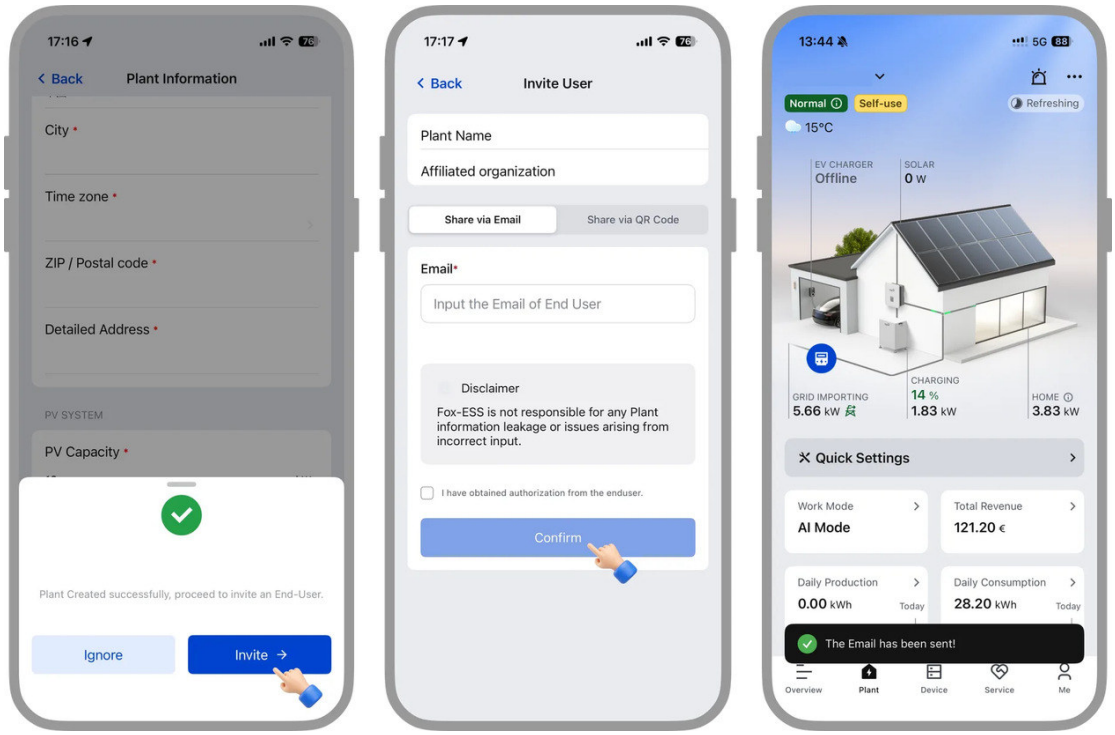
Enter the **PV Capacity** and, if applicable, the **Feed-in Unit Income**.



Tap **Complete** to create the Plant.

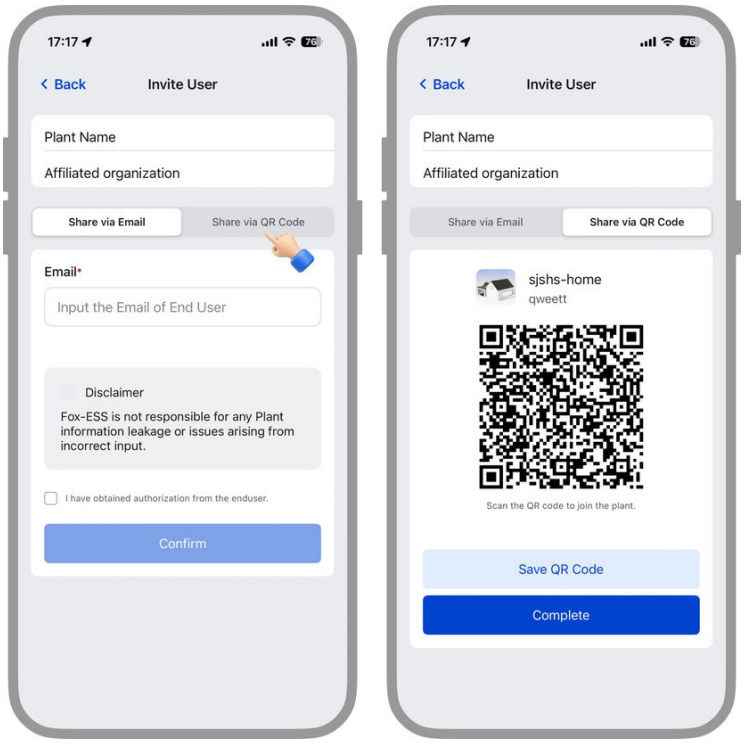
2.5. Invite the End User

Invite the End User to access the Plant now, or send the invitation later from the Plant page.



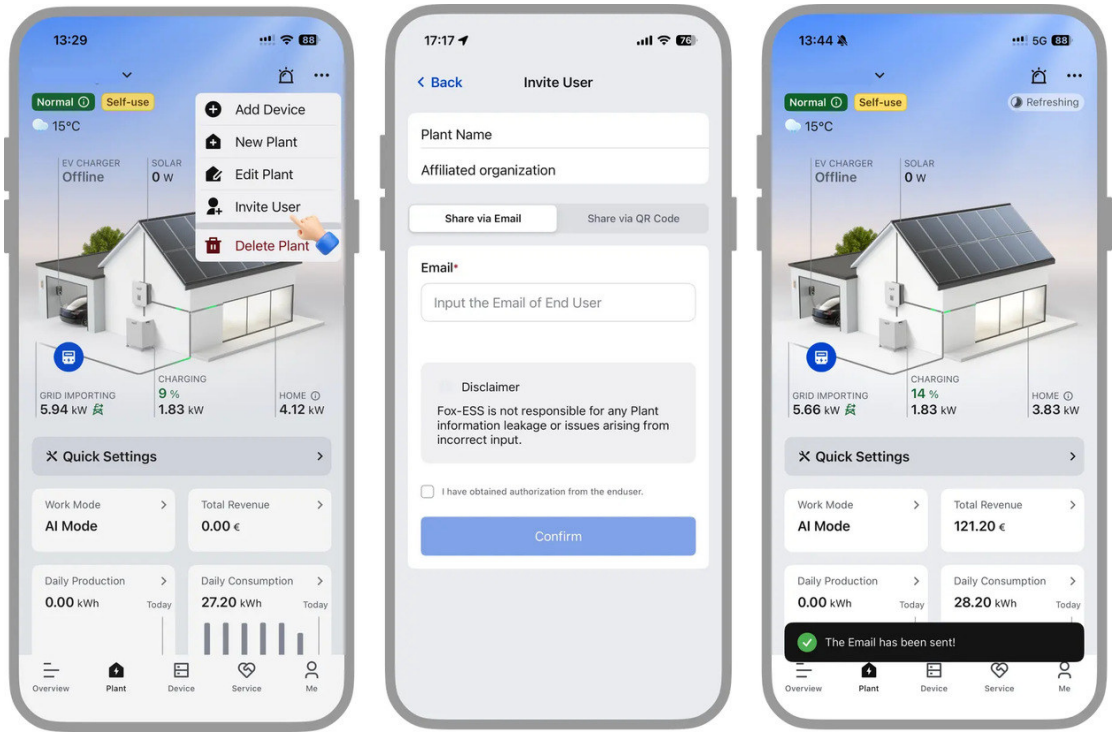
To invite later, open the Plant and tap **More > Invite User**.

Choose **Share via Email** to send an invitation to the End User's email address, or **Share via QR Code** to let them join by scanning a code.



2.5.1. Invite the End User via Email

On the **Invite User** page, select **Share via Email**, enter the End User's **email address**, select the checkbox confirming you have their authorization, and tap **Confirm**. Make sure FoxCloud displays **The Email has been sent!**



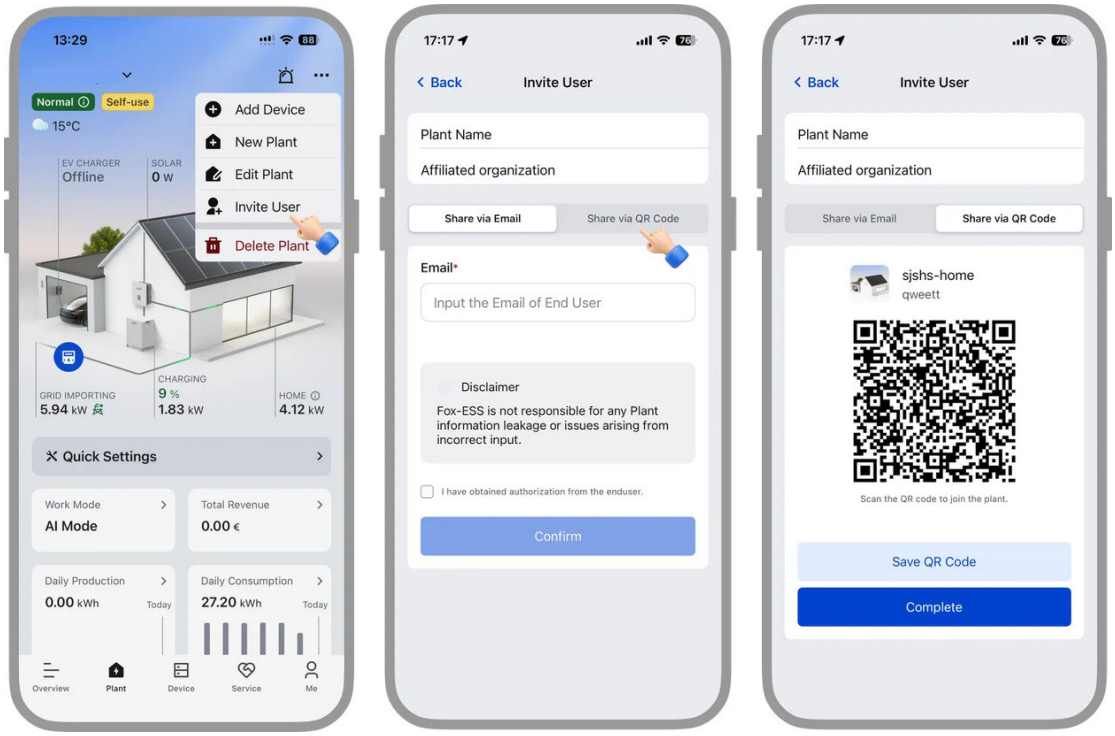
The End User can follow the email instructions to register or link an existing FoxCloud account.

2.5.2. Invite the End User via QR Code

On the **Invite User** page, select **Share via QR Code**. FoxCloud generates a QR code for the Plant.

Important

The QR code provides access to the Plant. Share it only with the intended End User.



Ask the End User to scan the code, or tap **Save QR Code** and send it to them. Tap **Complete** when finished. The End User can then follow the instructions to register or link an existing FoxCloud account.

2.6. You’re All Set

Once the invitation is accepted, the End User can view and monitor the Plant in FoxCloud2.0.

3. Common Operations

3.1. Manage Your System Settings

Use **Quick Settings** to manage commonly used battery, grid, and system settings.

3.1.1. Advanced Settings

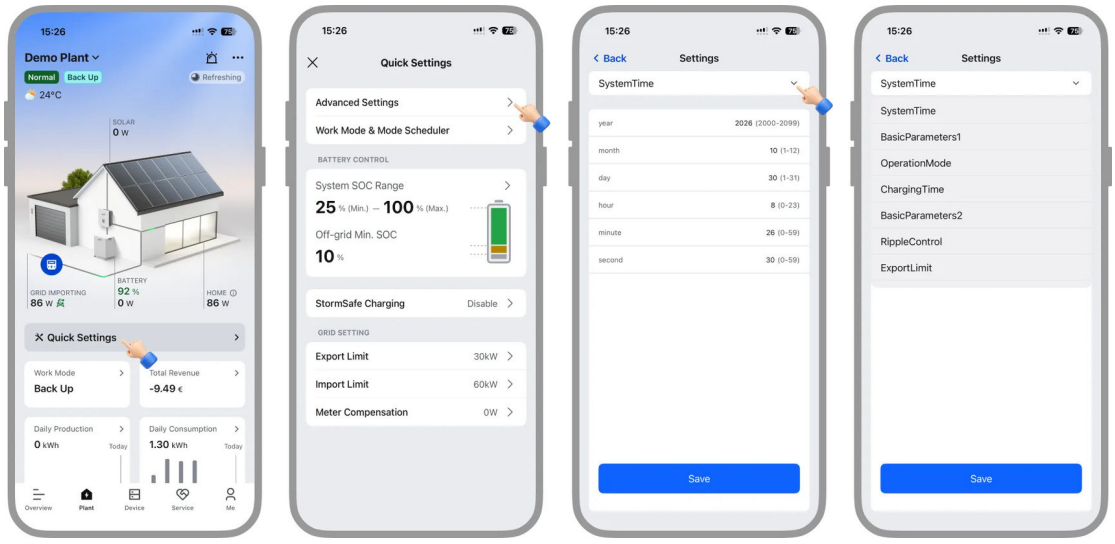
Advanced Settings lets installer and retailer accounts view and configure device parameters, including the date and time, basic parameters, and operating mode.

To access this feature, go to **Plant > Quick Settings > Advanced Settings**.

1. Tap the drop-down menu at the top to select the parameter category.
2. View and modify the available parameters as needed.
3. Tap **Save** to apply the changes.

Note

Available parameters may vary depending on the device model. Please ensure that all settings are configured correctly, as changes to advanced parameters may affect device operation.



3.1.2. Work Mode & Mode Scheduler

Work mode availability

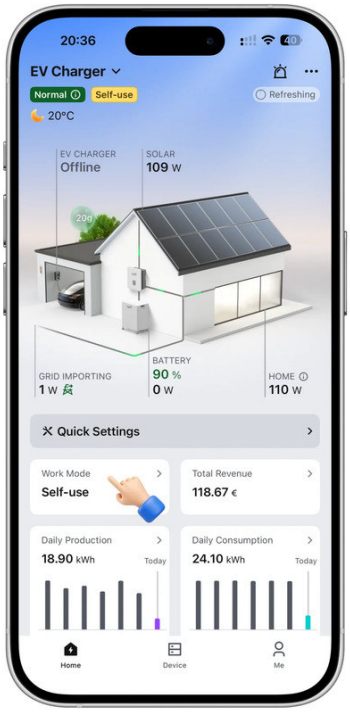
The energy storage system supports multiple work modes. Available modes vary by country or region and device model. Octopus Agile and VPP Controlled are available only in selected regions; other modes depend on the device model. Choose from the modes available in the FoxCloud2.0 app.

How to Access Work Mode & Mode Scheduler

Work Mode & Mode Scheduler can be accessed from the system home screen in either of the following ways:

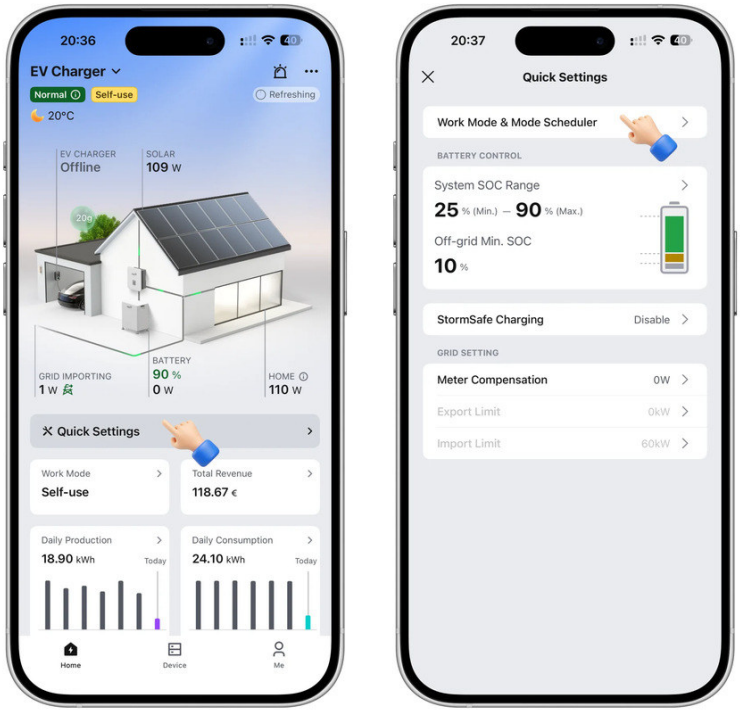
- **Option 1: From the Home Screen**

Find the **Work Mode** card on the home screen. The card displays the system's current work mode, such as **Mode Scheduler**. Tap the card to access the settings.



- **Option 2: From Quick Settings**

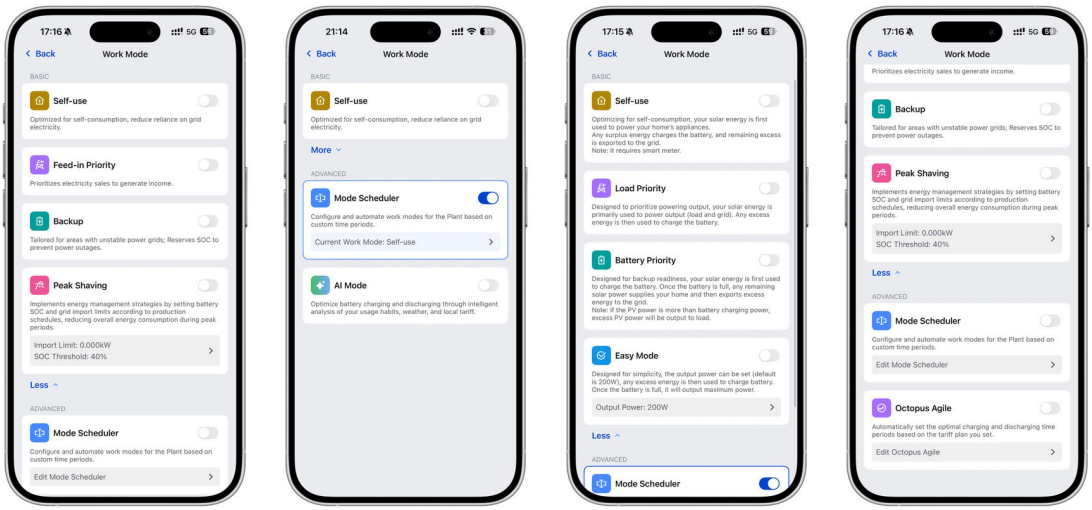
1. Tap **Quick Settings** on the home screen.
2. Tap **Work Mode & Mode Scheduler** at the top of the Quick Settings page.



Both options lead to the same settings page. Either option may be used.

3.1.2.1. Introduction to Work Mode

Work Mode offers operating modes for different energy needs and use cases. Available options depend on the system and region.



3.1.2.2. Self-use

What is Self-use?

Self-use Mode maximizes the use of solar energy generated by the PV system, reducing reliance on grid electricity. Solar energy is used to supply the home loads first, while excess energy is stored in the battery for later use.

How It Works

- **When solar generation is sufficient:** Solar power supplies the home loads first. Excess power charges the battery; once it is full, any remaining power is exported to the grid.
- **When solar generation is insufficient:** Solar power and the battery work together to supply the home loads. If they still cannot meet the power demand, additional power is drawn from the grid.
- This mode increases solar self-consumption and household energy self-sufficiency, helping to reduce electricity bills.

Solar generation is sufficient	**PV → Home Load → Battery Charging → Grid**
Solar generation is insufficient	**PV + Battery → Home Load → Grid (if needed)**

This mode is suitable for regions with high electricity prices, low feed-in returns, or grid export limits.

self-use-mode-daily-energy-flow.html

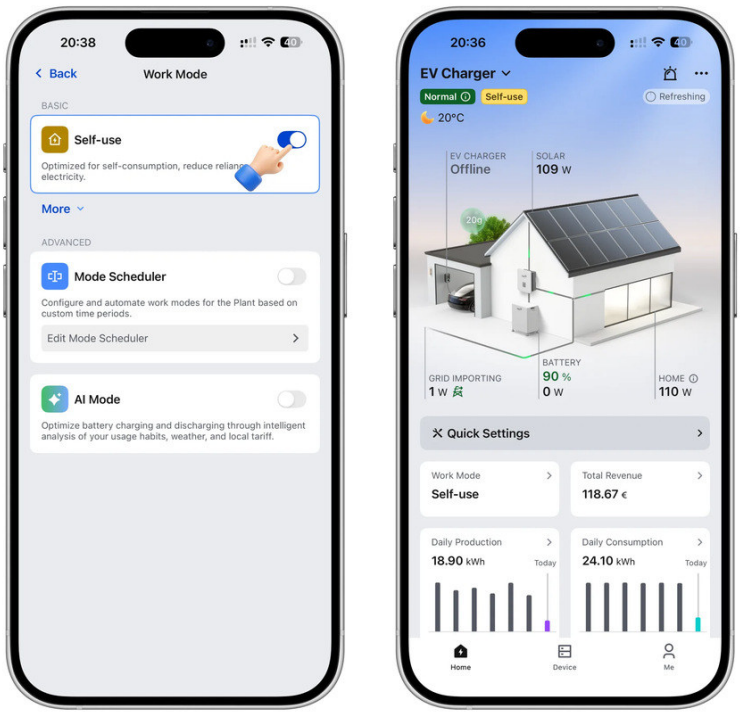
How to Enable Self-use

Step 1: Open Work Mode & Mode Scheduler from the Home screen or Quick Settings.

Step 2: Find **Self-use** under **Basic**.

Step 3: Turn on the **Self-use** switch.

Once enabled, self-use will be shown as the current Work Mode on the Home screen.



3.1.2.3. Feed-in Priority / Load Priority

What is Feed-in Priority?

Feed-in Priority prioritizes exporting excess solar energy to the grid, maximizing the benefits of electricity sales when feed-in tariffs are favorable.

How It Works

- **When solar generation exceeds the load demand:**

Solar power supplies the local loads first, and the surplus is exported to the grid. Once export reaches the **Export Limit**, any remaining solar power charges the battery.

- This mode prioritizes exporting excess solar energy to the grid to increase potential revenue from electricity sales. It is suitable for regions with high feed-in tariffs or solar export incentives.

Solar generation exceeds the load demand	**PV → Home Load → Grid →Battery Charging**

feed-in-priority-daily-energy-flow.html

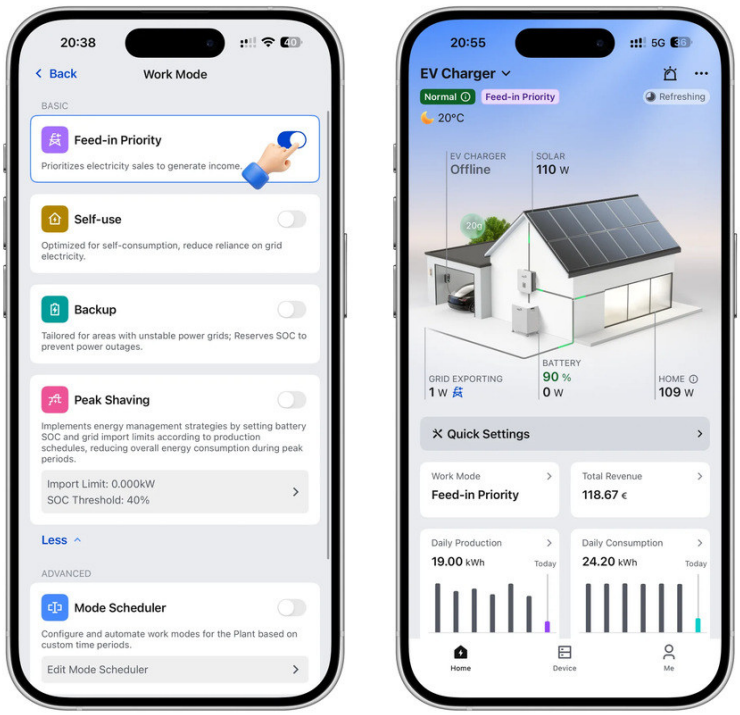
How to Enable

Step 1: Go to Work Mode & Mode Scheduler.

Step 2: Find **Feed-in Priority** under **Basic**.

Step 3: Turn on the **Feed-in Priority** switch.

Once enabled, Feed-in Priority will be shown as the current Work Mode on the home screen.



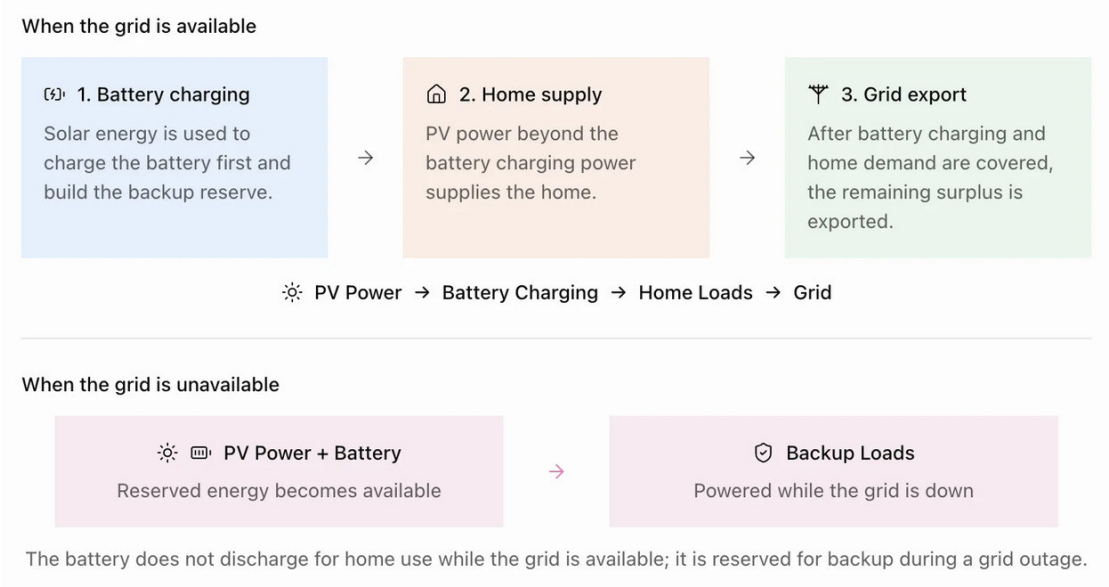
3.1.2.4. Backup / Battery Priority

What is Backup?

Backup Mode reserves battery SOC for backup use, helping reduce the risk of power interruptions when the grid is unstable.

How It Works

- **Backup Mode** prioritizes fully charging the battery to ensure sufficient backup power during an outage. PV power exceeding the battery's charging power is used to supply home loads or exported to the grid.
- This mode is suitable for areas with an unstable grid, frequent power outages, or a need for a reliable power supply.



Scenario 1: Grid available	**Solar → Battery charging → Home loads → Grid** **The system maintains the reserved battery SOC.**
Scenario 2: Grid outage	**Battery SOC → Reserved for Backup**

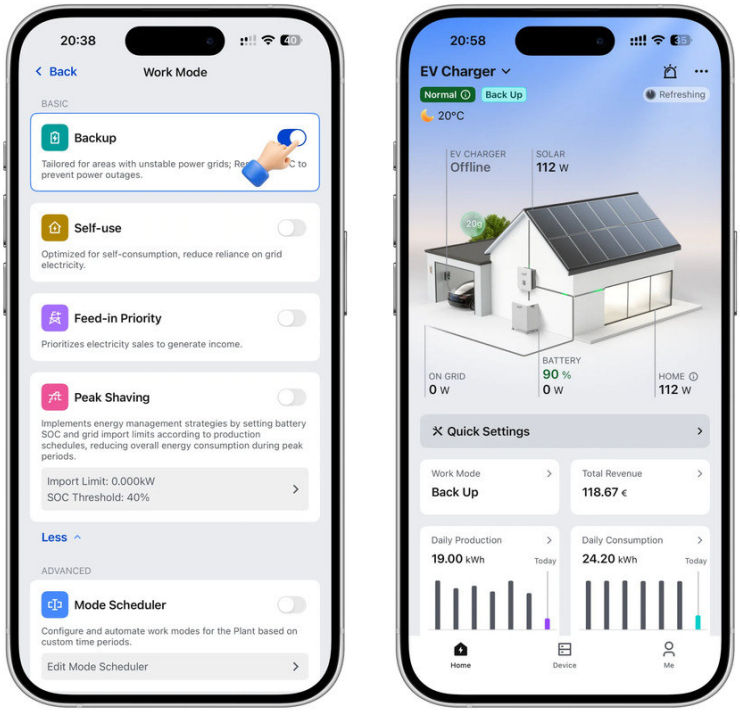
How to Enable

Step 1: Go to **Work Mode & Mode Scheduler**.

Step 2: Find **Backup** under **Basic**.

Step 3: Turn on the **Backup** switch.

Once enabled, the system will prioritize keeping sufficient battery energy available for backup use. Then Backup will be shown as the current Work Mode on the home screen.



3.1.2.5. Peak Shaving

What is Peak Shaving?

Peak Shaving Mode uses solar power and battery energy to limit grid import power during peak periods, helping prevent the grid capacity from being exceeded and potentially reducing peak demand charges.

How It Works

- **When electricity demand is low:** The system charges the battery to prepare for peak periods.
- **During peak demand:** Solar power and the battery work together to power the home and reduce grid imports.
- **When the Import Limit is exceeded:** The battery automatically supplies the excess demand, keeping grid import within the configured limit whenever possible.

Store energy during low-demand periods and discharge it during peak periods to reduce grid import.

This mode is suitable for regions with grid import limits, peak-demand charges, or high electricity costs during peak periods.

Peak-Shaving-Mode-Daily-Operation.html

How to Enable

Step 1: Go to Work Mode & Mode Scheduler.

Step 2: Find **Peak Shaving** under **Basic**.

Step 3: Turn on the **Peak Shaving** switch.

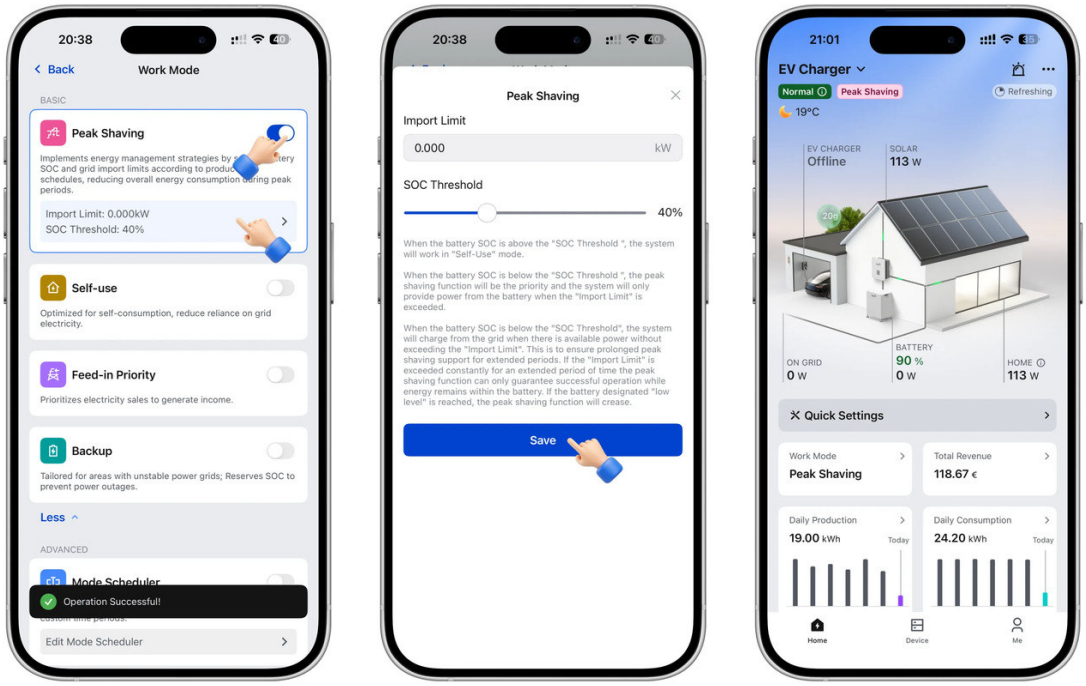
Step 4: Tap the Peak Shaving settings area.

Step 5: Set the Import Limit and SOC Threshold.

- **Import Limit:** The maximum power allowed to be imported from the grid. The battery helps supply excess demand when this limit is exceeded.
- **SOC Threshold:** The battery SOC level used to manage Peak Shaving. Above this threshold, the system operates in Self-use mode. Below it, battery energy is prioritized for Peak Shaving when the Import Limit is exceeded; when spare grid capacity is available, the battery may charge from the grid to support continued Peak Shaving.

Step 6: Tap **Save** to apply the settings.

Once enabled, Peak Shaving will be shown as the current Work Mode on the home screen.



3.1.2.6. Easy Mode

What is Easy Mode?

Easy Mode is a simplified operating mode. Set a fixed AC output power, and the system manages the energy flow automatically.

How It Works

The system manages energy based on the configured output power. Energy above the set output is used to charge the battery. Once the battery is full, any remaining energy is supplied to the system, up to the maximum output power.

How to Enable

Step 1: Go to Work Mode & Mode Scheduler.

Step 2: Find **Easy Mode** under **Basic**.

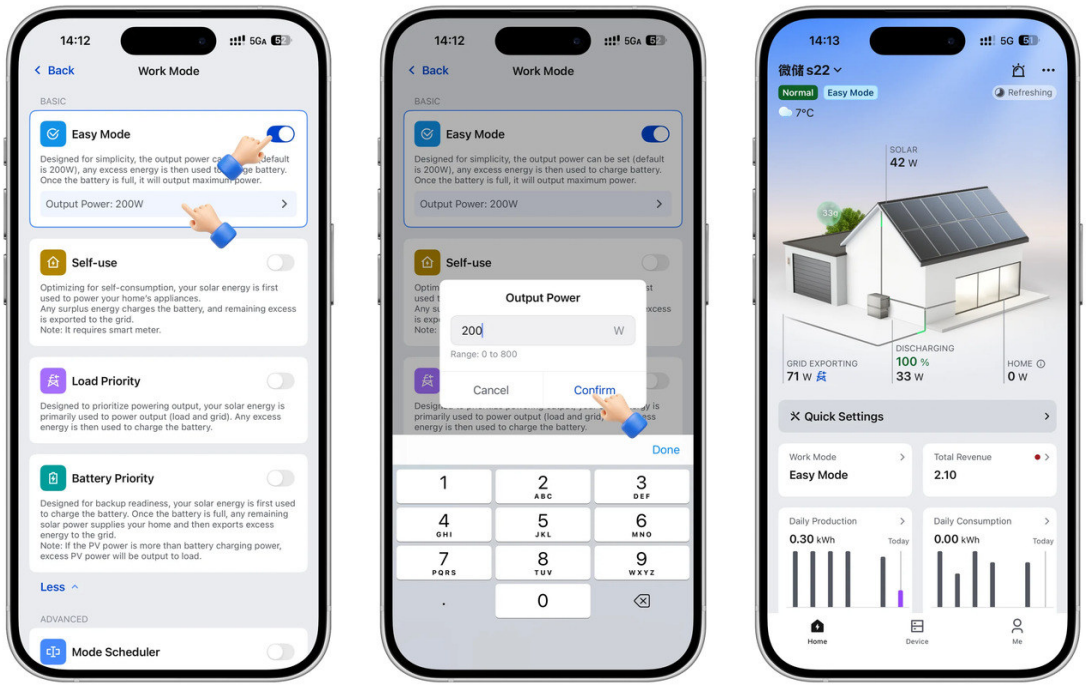
Step 3: Turn on the **Easy Mode** switch.

Step 4: Tap the Easy Mode settings area.

Step 5: Set the **Output Power**. (The default output power is 200 W.)

Step 6: Tap **Confirm** to save the setting.

Once enabled, Easy Mode will be shown as the current Work Mode on the home screen.



3.1.2.7. Mode Scheduler

What is Mode Scheduler?

Mode Scheduler requires the user to manually configure the time periods and select a work mode for each period. Once the schedule is saved and enabled, the system automatically switches modes according to the configured schedule. Up to **96 time periods** can be configured, enabling flexible management of PV power, battery energy, and grid power.

It is suitable for regions with time-of-use tariffs, peak and off-peak pricing, or different energy management needs throughout the day. Available work modes are subject to the options displayed on the page.

How It Works

The following example uses **Self-use** as the **Remaining Time Mode**.

Remaining Time Mode

Applies the selected work mode to all periods of the day that are not covered by a scheduled time period.

foxcloud-mode-scheduler-daily-schedule.html

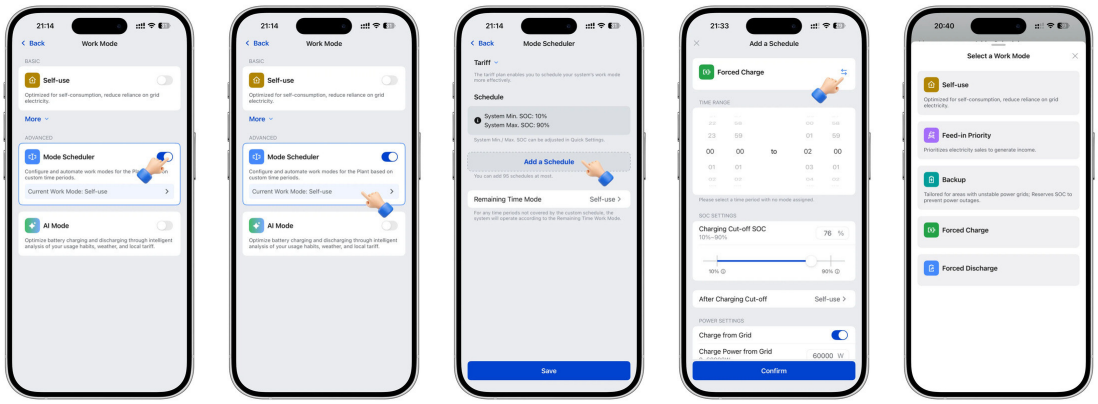
How to Enable

Step 1: Go to Work Mode & Mode Scheduler.

Step 2: Find **Mode Scheduler** under **Advanced** and turn on the **Mode Schedule** switch.

Step 3: Tap **Current Work Mode**, then tap **Add a Schedule** and select a work mode.

Step 4: Set the time period and required parameters, then tap **Confirm**.



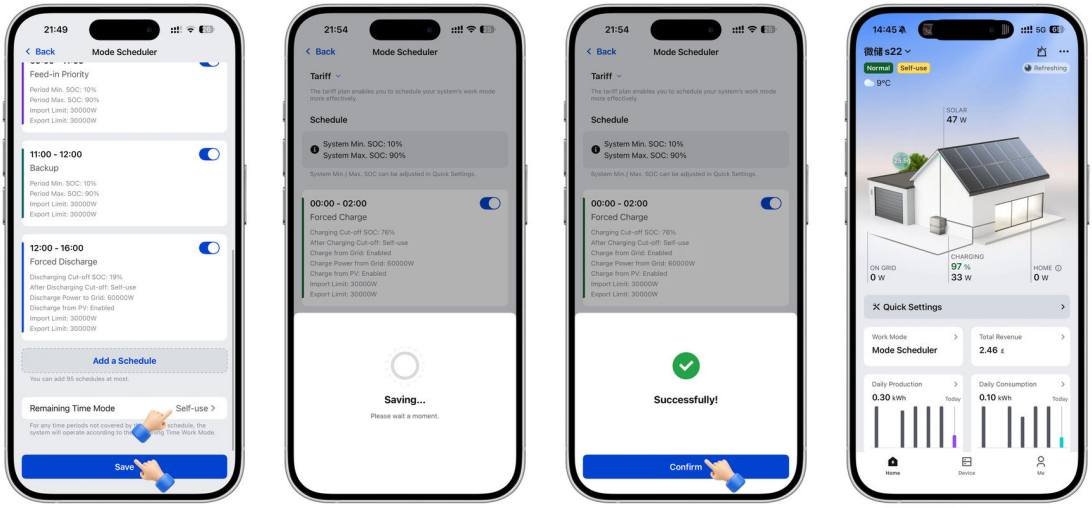
Step 5: Add more schedules as needed and configure the **Remaining Time Mode**.

Step 6: Tap **Save**. The system will automatically switch work modes according to the configured schedule.

Once enabled, Mode Scheduler will be shown as the current Work Mode on the home screen.

Scheduling notes

- An individual schedule can be disabled. Its time period will then follow the **Remaining Time Mode**.
- Scheduled time periods cannot overlap.



3.1.2.8. AI Mode

What is AI Mode?

AI Mode analyzes local time-of-use electricity rates, weather conditions, and your energy usage patterns to predict solar generation and household demand. It then automatically creates and dynamically adjusts the battery charging and discharging strategy to optimize energy use and reduce electricity costs.

How It Works

foxcloud-ai-mode-day-chart-export-limit-3-2.html

How to Enable

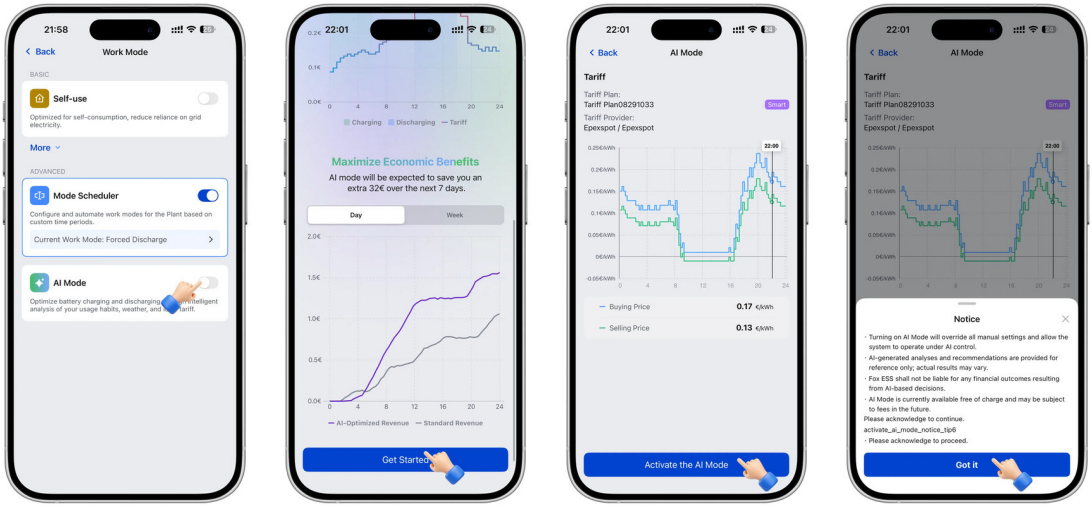
Step 1: Go to Work Mode & Mode Scheduler.

Step 2: Find **AI Mode** under **Advanced** and turn on the **AI Mode** switch.

Step 3: Review the introduction and tap **Get Started**.

Step 4: Confirm the tariff plan and tap **Activate the AI Mode**.

Step 5: Read the notice and tap **Got it**.

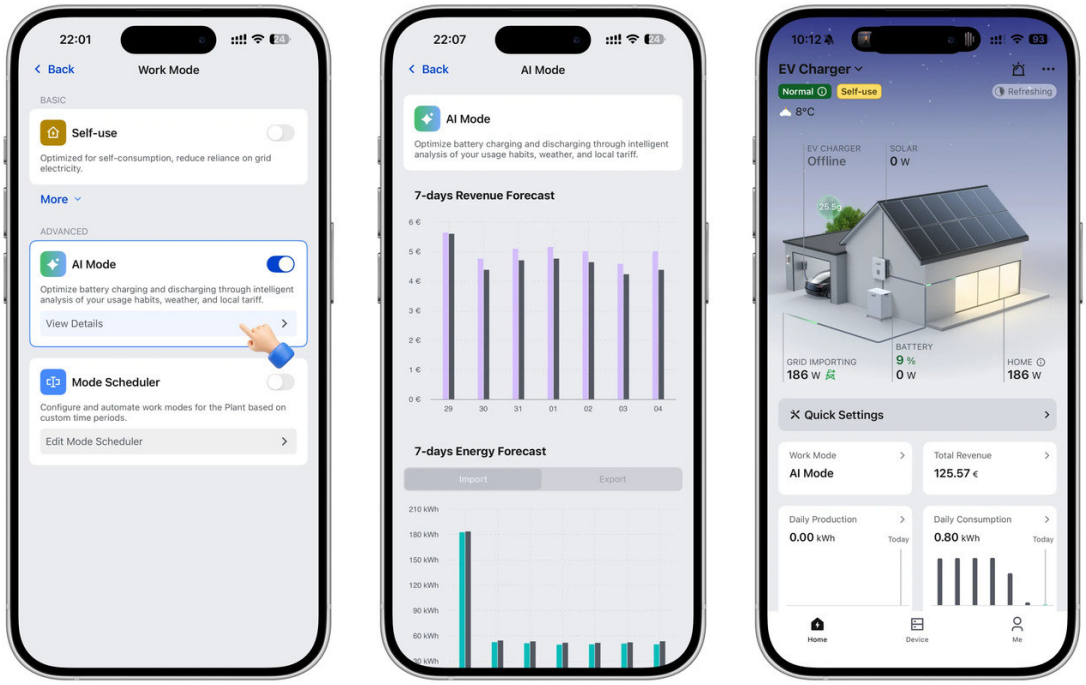


Step 6: Tap **View Details** to review the 7-day revenue and energy forecasts..

Once enabled, AI Mode will be shown as the current Work Mode on the home screen.

Before using AI Mode

- Ensure the device is operating normally and has at least three days of historical data for AI forecasting and optimization.
- Ensure the electricity buying and selling tariffs are correctly configured for the Plant.



3.1.2.9. VPP Controlled

You will see **VPP Controlled** as your work mode when your system is enrolled in a VPP program.

Depending on your VPP program:

- You may be able to **temporarily take over your battery** when it is outside a VPP control window.
- In some programs, your battery will remain locked in **VPP Controlled** mode and cannot be taken over manually.

If you want to leave the VPP program, please contact your **VPP provider**.

3.1.3. Battery Settings

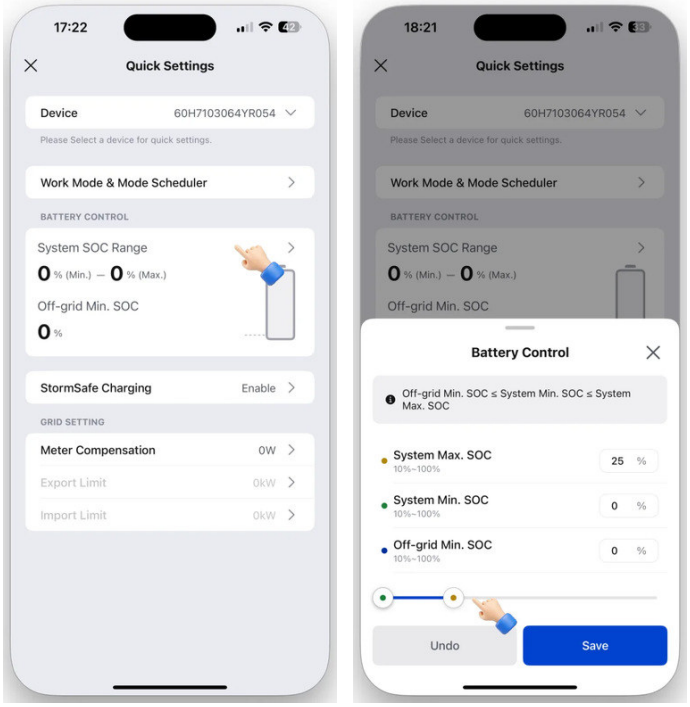
3.1.3.1. Set the System SOC Range

Adjust the **System SOC Range** to set the battery's operating SOC limits.

How to set it

1. Open **Quick Settings** and tap **System SOC Range**.
2. In the **Battery Control** pop-up, tap the value or drag the slider to set the SOC percentage.
3. Review the settings and tap **Save**.

Tap **Undo** or close the pop-up if you want to discard your changes.



3.1.3.2. Set the Off-grid Minimum SOC

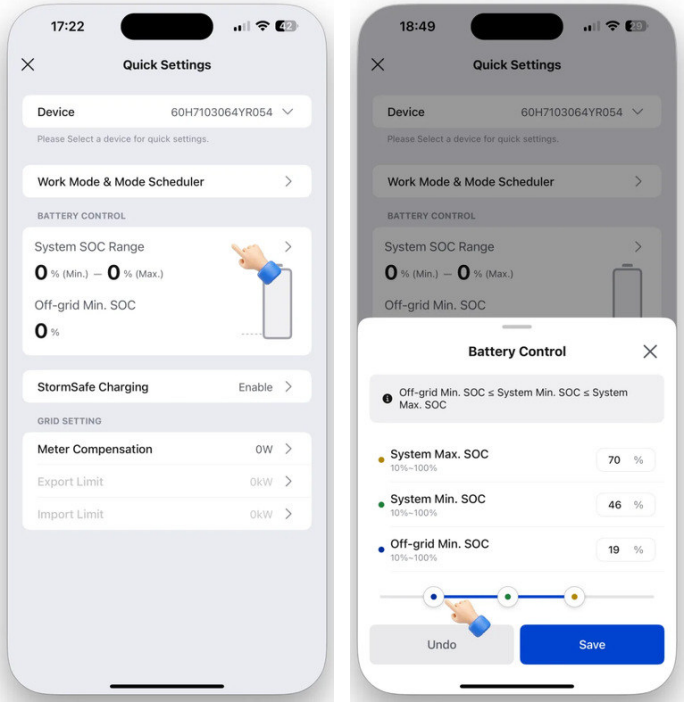
Use this setting when you want to change the **Off-grid Min. SOC** value.

How to change it

1. Open **Quick Settings** and tap **Battery Control**.

2. Find **Off-grid Min. SOC**.
3. Enter the required percentage or adjust it using the slider.
4. Tap **Save** to apply the changes.

Tap **Undo** if you want to discard any unsaved changes.

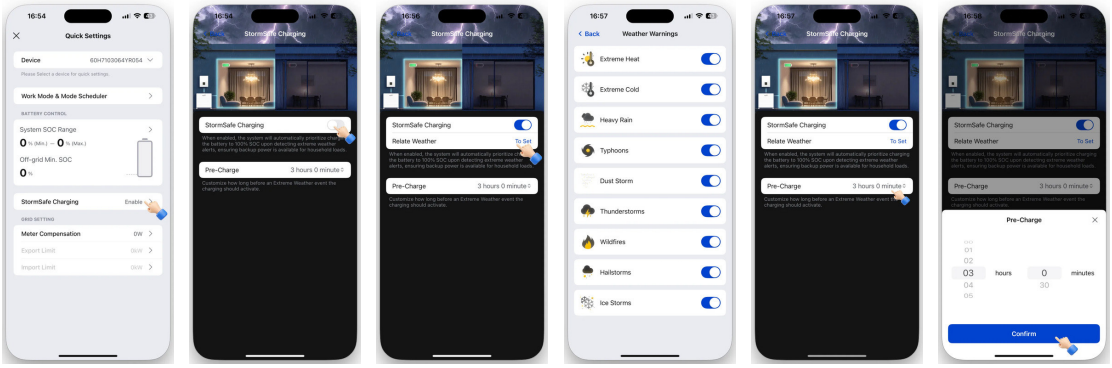


3.1.3.3. Set Up StormSafe Charging

Use **StormSafe Charging** when you want the system to start pre-charging before selected extreme weather events.

How to set it up

1. Open **StormSafe Charging** and turn it on.
2. Tap **To Set** under **Relate Weather**.
3. Select the weather events to use as pre-charging triggers.
4. Return to the **StormSafe Charging** page and tap **Pre-Charge**.
5. Choose how long before the predicted weather event to start pre-charging.
6. Tap **Confirm** to save.



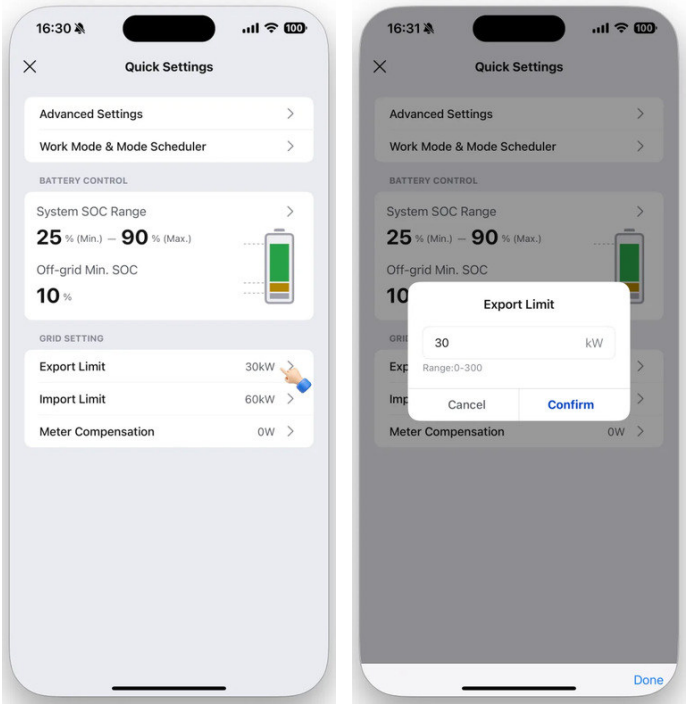
3.1.4. Grid Settings

3.1.4.1. Set the Export Limit

Use Export Limit when you want to define the maximum power fed into the utility grid.

How to set it up

1. Open the **Quick Settings** page in the app.
2. Scroll down to the **GRID SETTING** section.
3. Tap **Export Limit** to open the configuration pop-up.
4. Enter your preferred export power limit (range: 0–300 kW).
5. Tap **Confirm** to save.

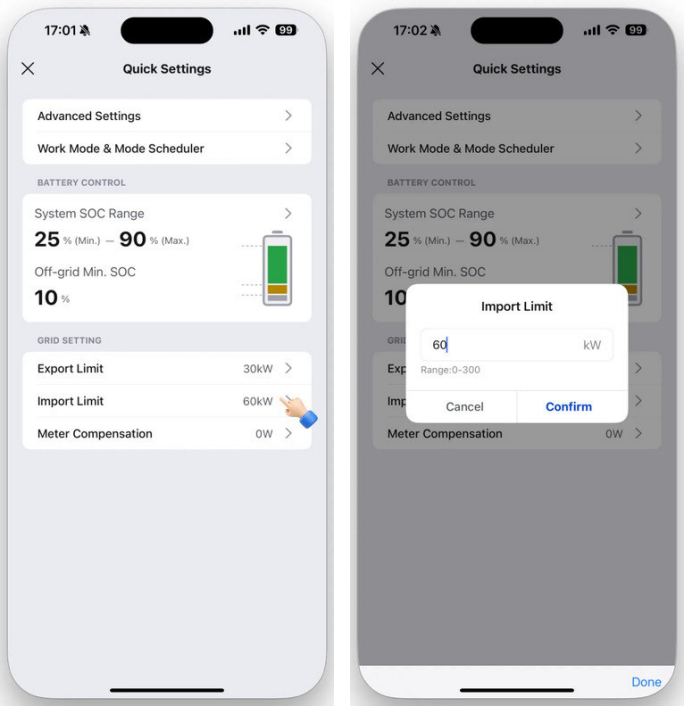


3.1.4.2. Set the Import Limit

Use Import Limit when you want to define the maximum power draw from the grid.

How to set it up

1. Open the **Quick Settings** page in the app.
2. Scroll down to the **GRID SETTING** section.
3. Tap **Import Limit** to open the configuration pop-up.
4. Enter your preferred import power limit (range: 0–300 kW), then tap **Confirm** to save.



3.1.5. Adjust Meter Compensation

When should you use Meter Compensation?

Use **Meter Compensation** when your **Import Limit or Export Limit is set to 0 W**, but your system still shows a small and stable amount of power being imported from or exported to the grid.

For example:

- Your system is set to **Zero Export**, but it still exports a small amount of power.
- Your system is set to **Zero Import**, but it still imports a small amount of power.
- There is a consistent difference between the target and the actual grid-point power.

3.1.5.1. How to adjust it

1. Open **Quick Settings → Grid Settings → Meter Compensation**.
2. Observe the grid-point power for a short period and check whether the system is consistently importing or exporting a small amount of power.
3. Do not make an adjustment based on a single brief fluctuation.

4. Drag the slider toward **Export More** or **Import More**.
5. You can also tap the watt value, select **Import** or **Export**, enter a value, and tap **Confirm**.
6. Only use values within the range shown in the app.
7. Tap **Save**.
8. Wait a few minutes and check the grid-point power again.
9. If a small, stable offset remains, repeat the adjustment in small increments until the actual grid power is close to **0 W**.

3.1.6. Smart Load Control

When should you use Smart Load Control?

Use **Controlled By Timer** when you want to control third-party devices connected through the inverter's **dry contacts**.

You can either turn the connected device on or off manually, or configure scheduled operating periods so that the device is automatically controlled at specific times.

For example:

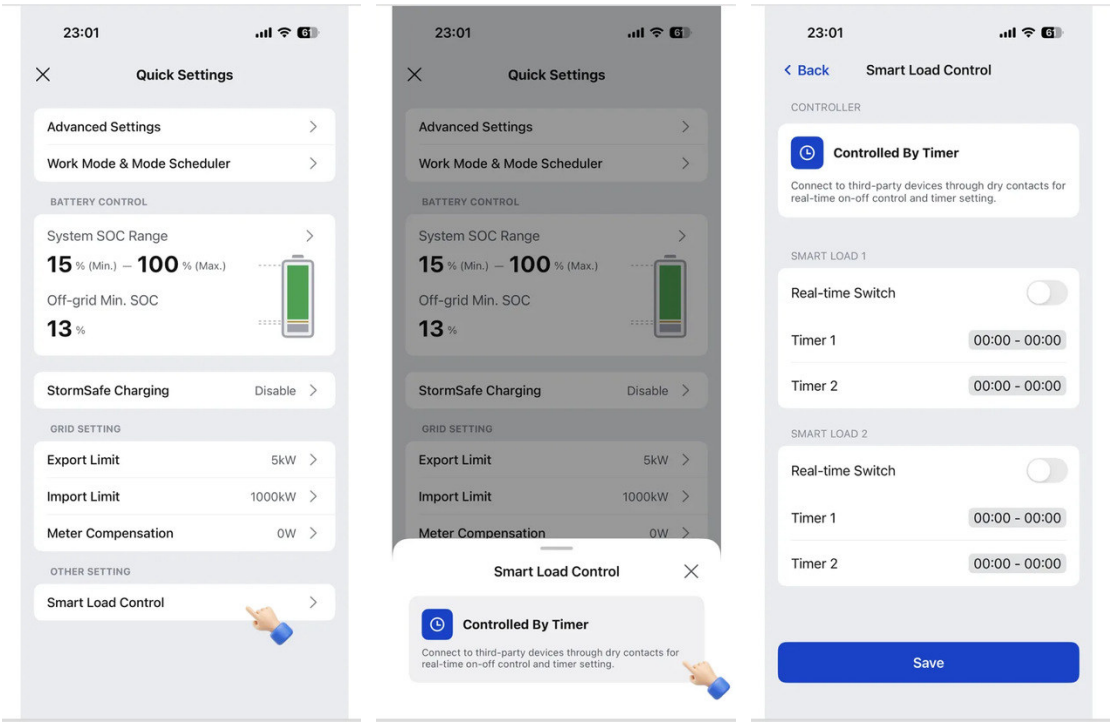
- Use **Real-time Switch** to manually turn the connected device on or off.
- Set **Timer 1** or **Timer 2** to automatically activate the device during predefined time periods.
- Use separate settings for **Smart Load 1** and **Smart Load 2** when two controllable loads are connected.

3.1.6.1. How to configure it

1. Open **Quick Settings → Smart Load Control**.
2. Select **Controlled By Timer**.
3. Locate the smart load you want to configure, such as **Smart Load 1** or **Smart Load 2**.
4. To control the load manually, enable or disable the **Real-time Switch**.
5. To configure scheduled operation, tap **Timer 1** or **Timer 2** and set the required start and end time.
6. Tap **Save** to apply the settings.

Note

The timer settings control the output of the corresponding dry contact. Make sure the connected third-party device is correctly wired and configured before enabling Smart Load Control.



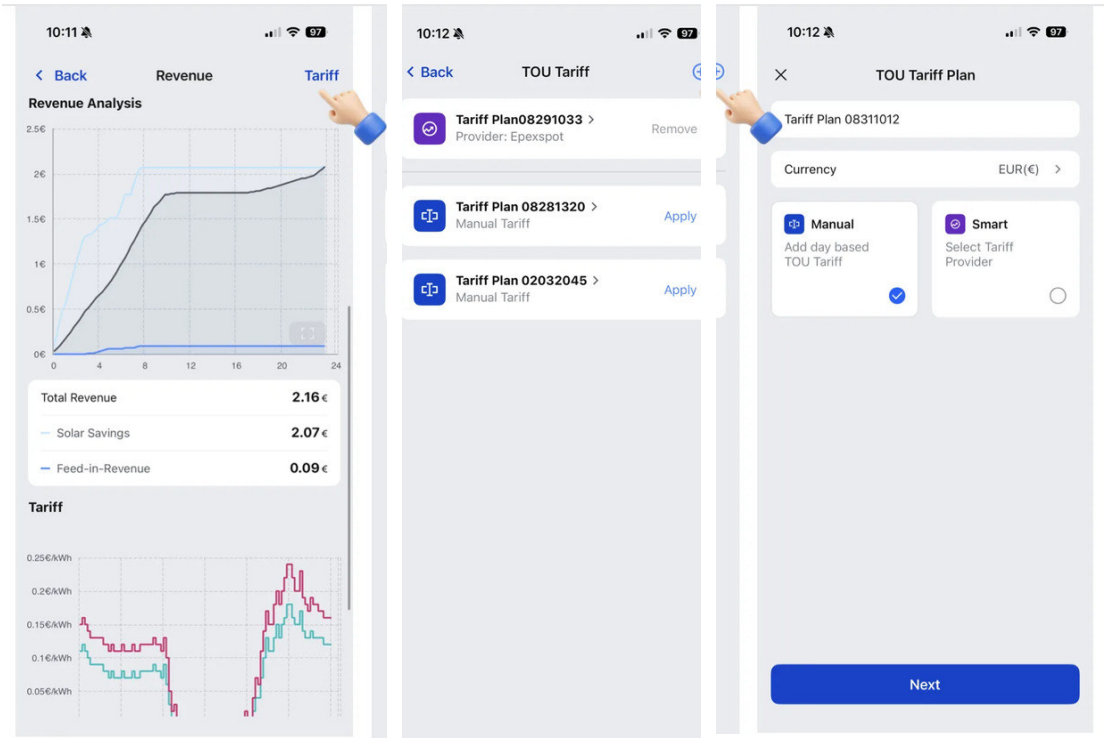
3.2. Manage Tariffs and Revenue

3.2.1. Set Up Your Electricity Tariff

Use **Tariff Settings** when you want to apply an existing tariff plan or create a new one.

How to get started

1. Open the **Revenue** page and tap **Tariff**.
2. To use an existing tariff, select it and tap **Apply**.
3. To create a new tariff, tap **+**.
4. Enter a plan name and select your currency.
5. Choose **Manual** or **Smart**, then tap **Next**.

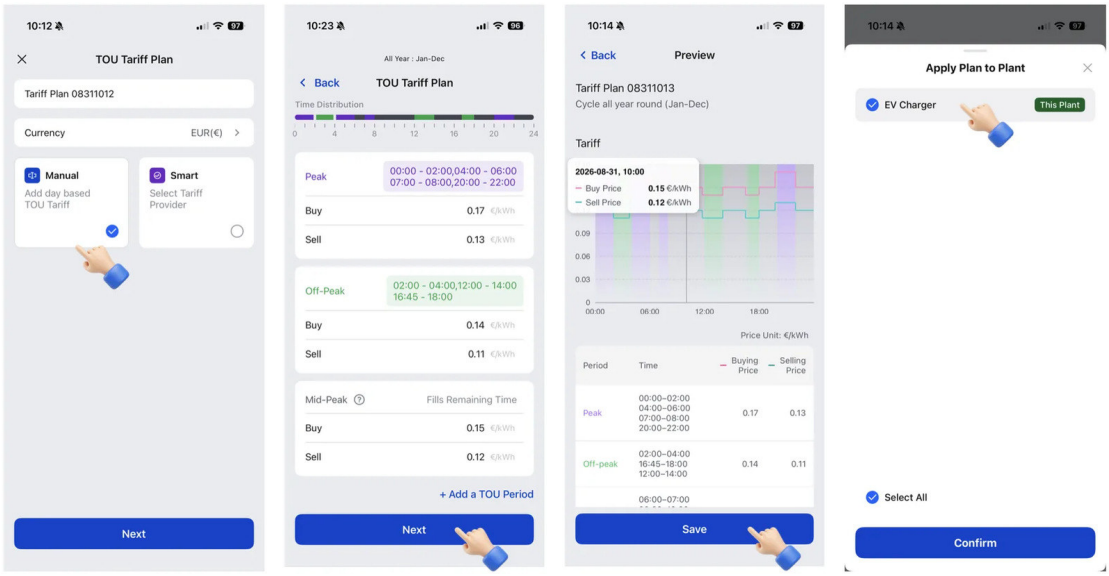


3.2.1.1. Create a Manual Tariff

Choose **Manual** when you want to enter your electricity Buy and Sell prices for different time periods yourself.

How to set it up

1. Select **Manual** and choose your currency, then tap **Next**.
2. Set the time periods and buy/sell electricity prices for **Peak**, **Off-Peak**, and **Mid-Peak**.
3. Tap **Next**.
4. Review the tariff chart and time breakdown.
5. Tap **Save**.
6. Select the Plant you want to apply the tariff to and tap **Confirm**.

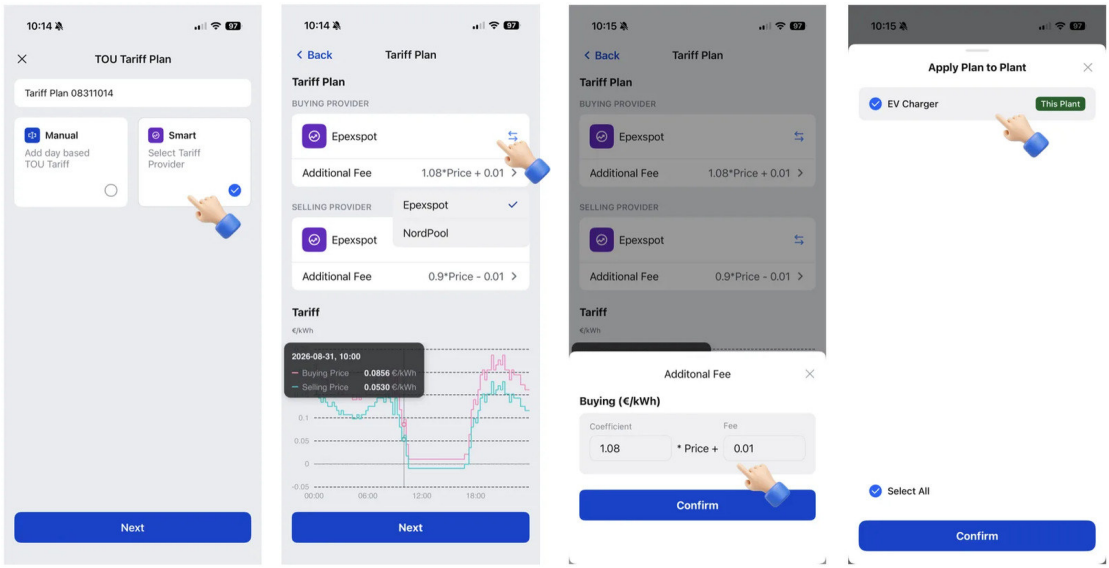


3.2.1.2. Create a Smart Tariff

Choose **Smart** when you want to select an electricity tariff provider rather than manually entering each time period and rate.

How to set it up

1. Select **Smart** and tap **Next**.
2. Select your **Buying Provider** and **Selling Provider**.
3. If required, tap **Additional Fee** and configure the **Price Coefficient** and additional **Fee**.
4. Tap **Next**.
5. Select the Plant you want to apply the tariff to and tap **Confirm**.

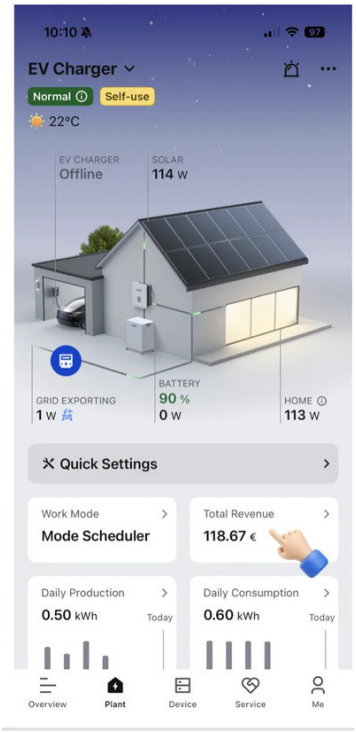


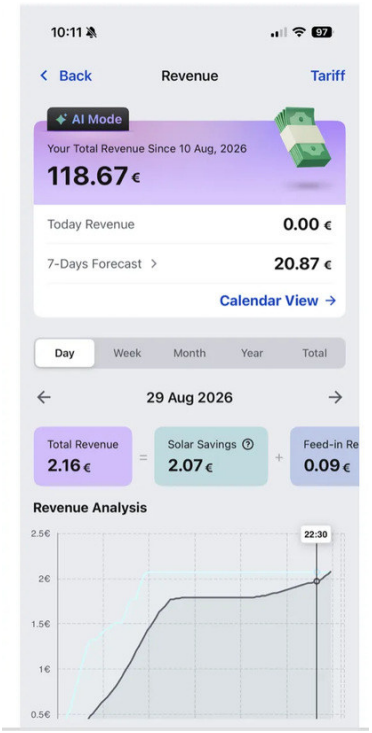
3.2.2. View Your Revenue

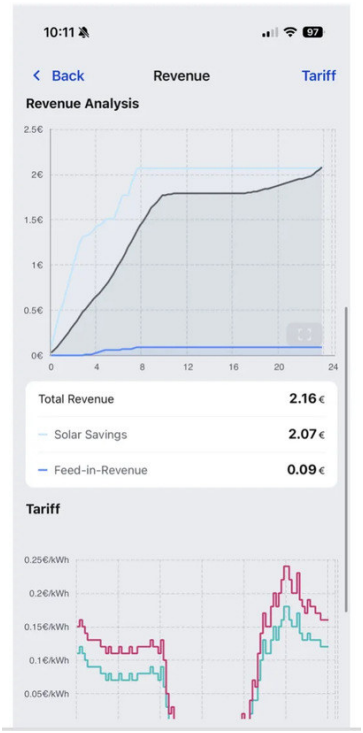
Use the **Revenue** page when you want to check your total revenue or understand where it comes from.

How to view it

1. On the Home screen, tap **Total Revenue**.
2. Your total revenue is shown at the top of the page.
3. Switch between **Day, Week, Month, Year,** and **Total** to view different time periods.
4. Check metrics such as **Solar Savings** and **Feed-in Revenue**.
5. Scroll down to view **Revenue Analysis** and **Tariff** trend charts.





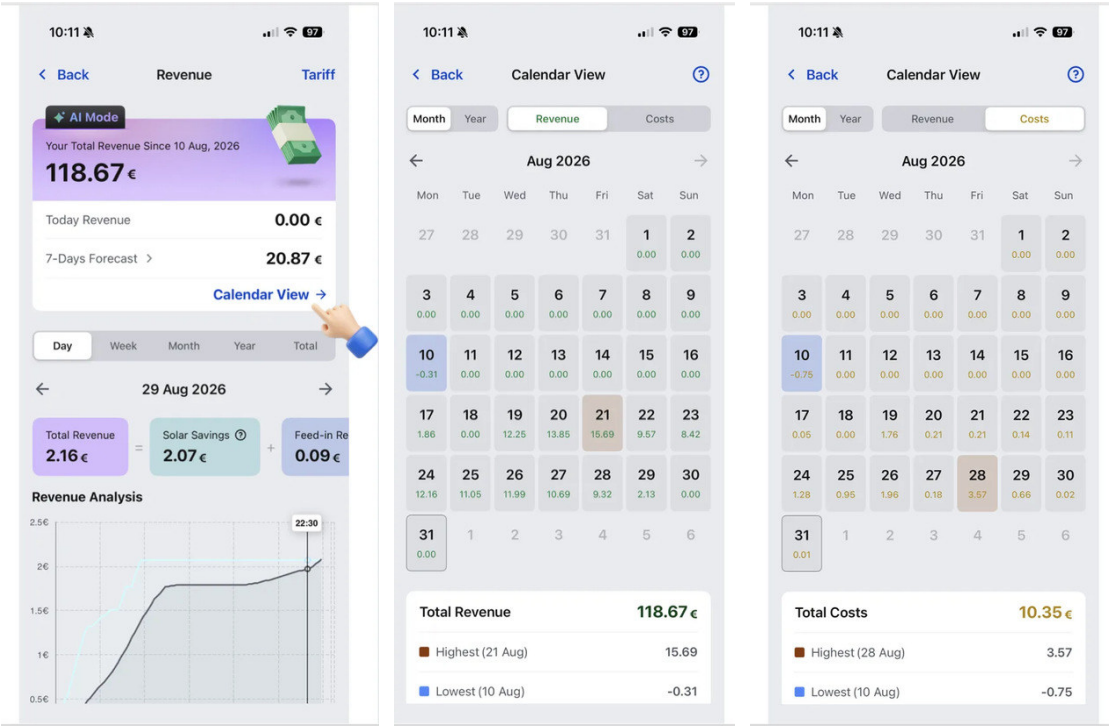


3.2.3. Calendar View

Use **Calendar View** when you want to see revenue or cost information for specific dates.

How to use it

1. On the Revenue page, tap **Calendar View →**.
2. Switch between **Revenue** and **Costs**.
3. Select **Month** or **Year**.
4. Tap a date to view the revenue for that day.
5. You can also see the total calculated revenue and statistics such as the **Highest** and **Lowest** revenue days.



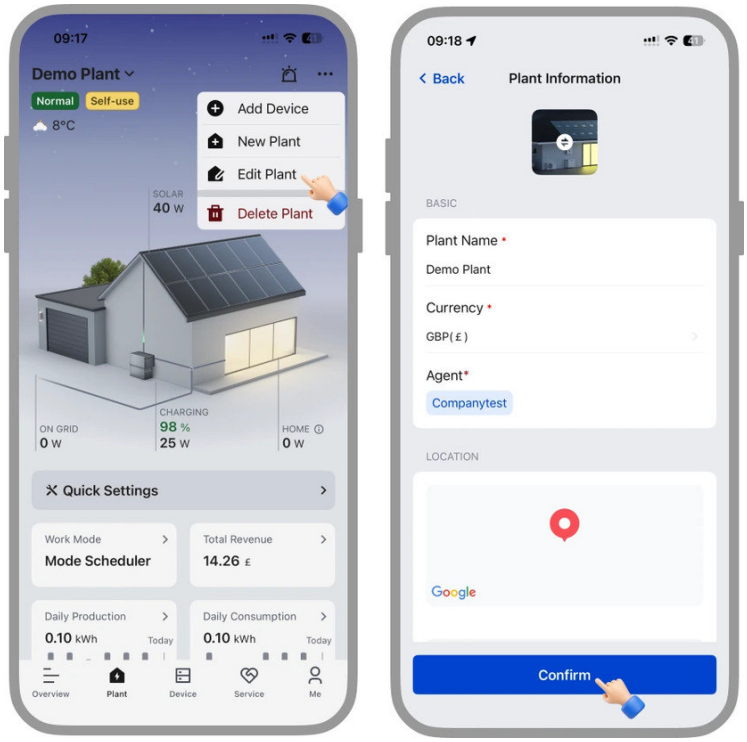
3.3. Manage Your Plant

3.3.1. Edit Your Plant Information

Use this option when you want to update the information for your Plant.

How to edit it

1. Go to the **Home** screen and tap **Edit Home**.
2. Update the information.
3. Tap **Complete** to save your changes.



3.3.2. Add a Device to Your Plant

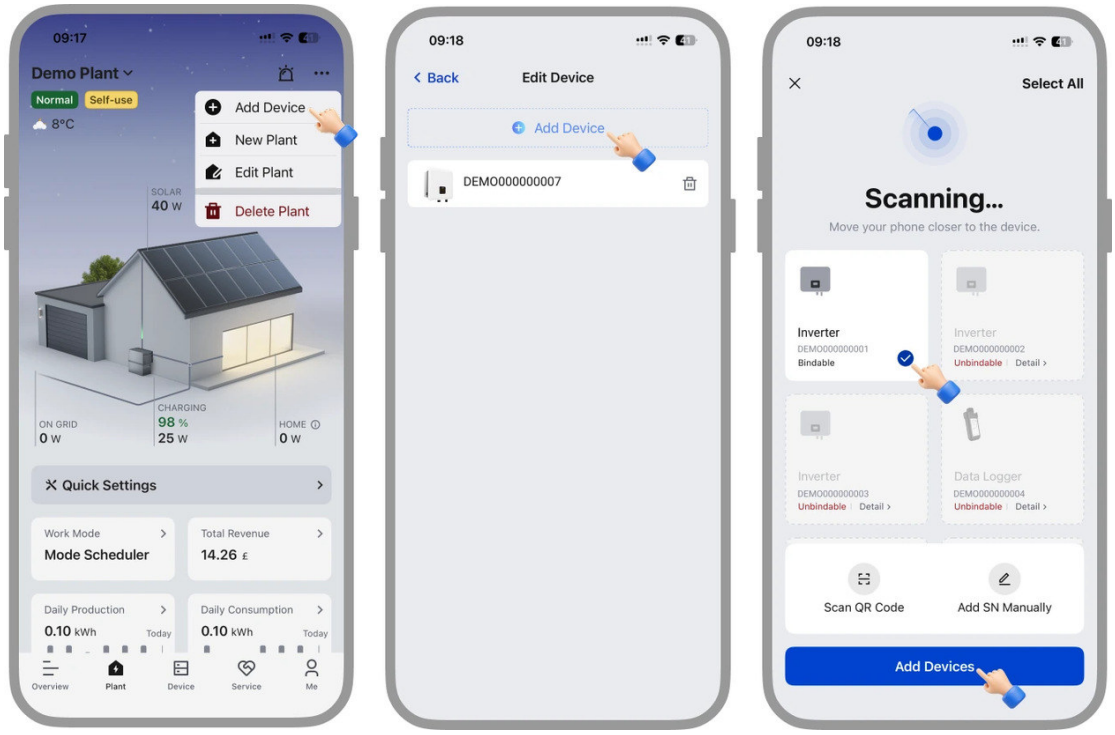
Use **Add Device** when you want to add another FoxESS device to your existing Plant.

Wi-Fi requirement

Use a **2.4 GHz Wi-Fi network** for device network configuration. A 5 GHz network may cause configuration to fail.

How to add a device

1. From the Home screen, tap **Add Device**.
2. You can also go to the **Device** screen and tap **+**.
3. Wait for FoxCloud to search for devices.
4. Select the devices you want to add and tap **Add Device**.
5. Select the devices that require network configuration and tap **Configure**.
6. Select your Wi-Fi, enter the password, and tap **Connect**.
7. Once the connection is successful, tap **Complete**.



3.3.3. Create a New Plant

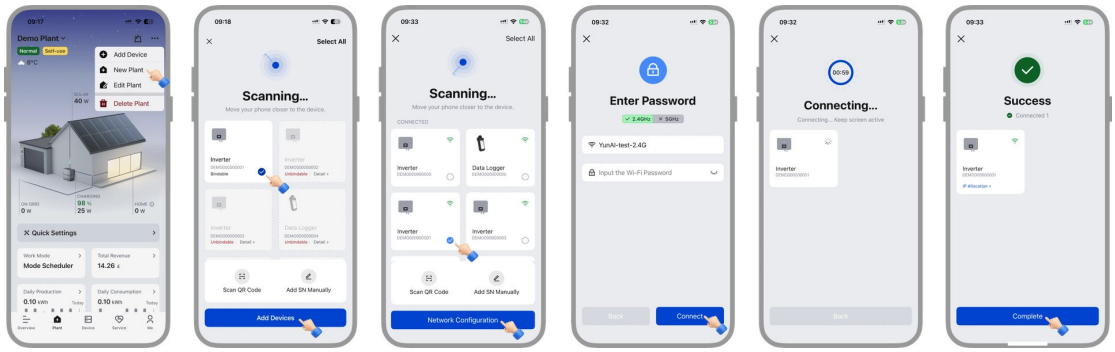
3.3.3.1. Add Devices and Configure the Network

Wi-Fi requirement

Use a **2.4 GHz Wi-Fi network** for device network configuration. A 5 GHz network may cause configuration to fail.

From the Plant screen, tap **More > New Plant**. When the search is complete, select the devices in the customer's system and tap **Add Devices**.

Select the devices that need network configuration and tap **Configure**. Choose the Wi-Fi network, enter its password, and tap **Connect**. After the configuration succeeds, tap **Complete** to continue to Plant Information. If you do not want to configure any devices, select none and tap **Skip** to proceed directly to Plant Information.

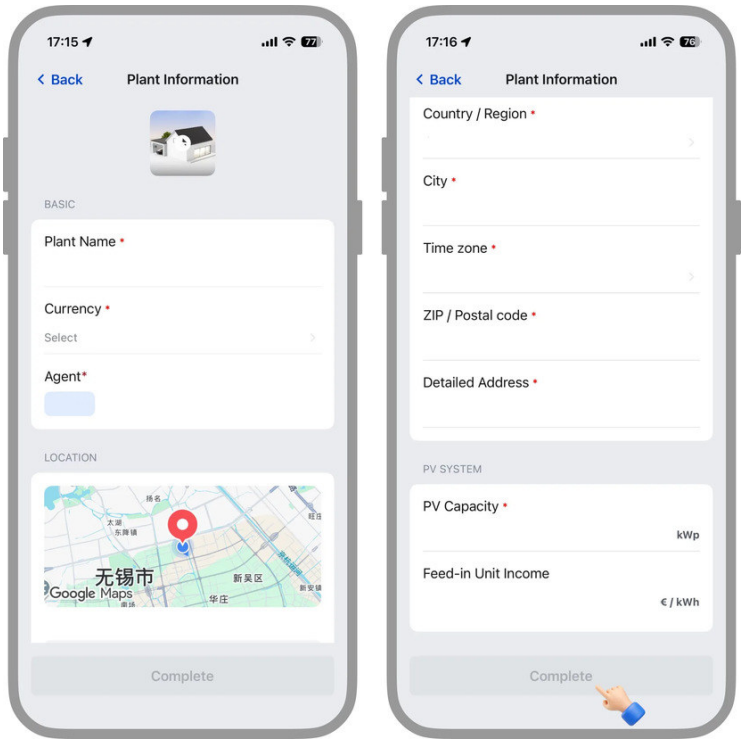


3.3.3.2. Complete the Plant Information

Enter the Plant details:

- **Basic:** Plant Name, Currency, and Agent.
- **Location:** Country / Region, City, Time zone, ZIP / Postal code, and Detailed Address. Confirm the location on the map if prompted.
- **PV system:** PV Capacity and, if applicable, Feed-in Unit Income.

Tap **Complete** to create the Plant.

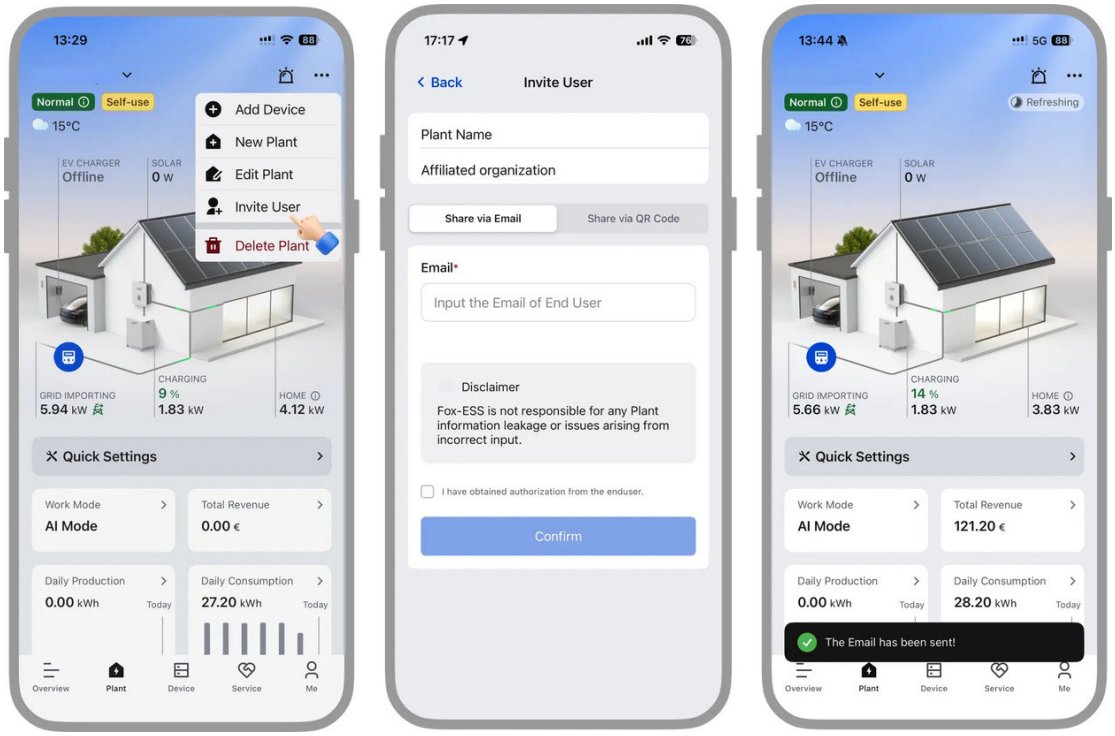


3.3.4. Invite an End User

Open the Plant, tap **More > Invite User**, then choose **Share via Email** or **Share via QR Code**.

3.3.4.1. Invite the End User via Email

Select **Share via Email**, enter the End User's **email address**, select the checkbox confirming you have their authorization, and tap **Confirm**. When **The Email has been sent!** appears, the End User can follow the email instructions to register or link an existing FoxCloud account.



3.3.4.2. Invite the End User via QR Code

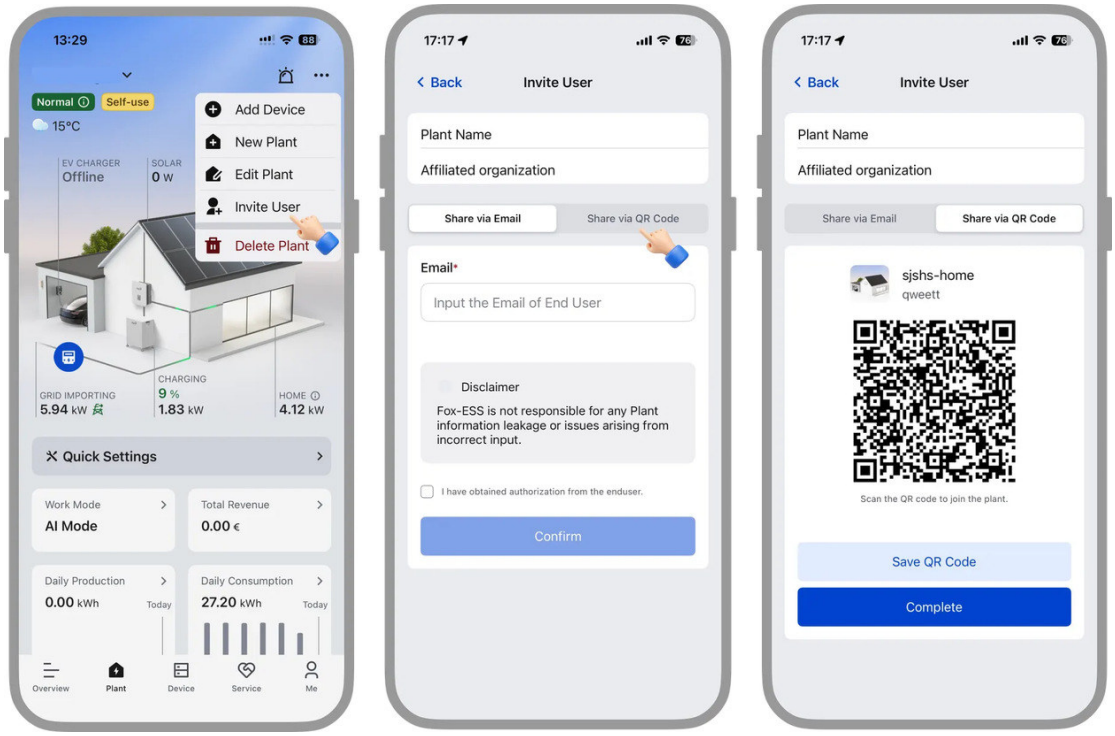
Select **Share via QR Code**. FoxCloud generates a QR code for the Plant.

Important

The QR code provides access to the Plant. Share it only with the intended End User.

Ask the End User to scan the code, or tap **Save QR Code** and send it to them.

Tap **Complete**. The End User can then follow the instructions to register or link an existing FoxCloud account.

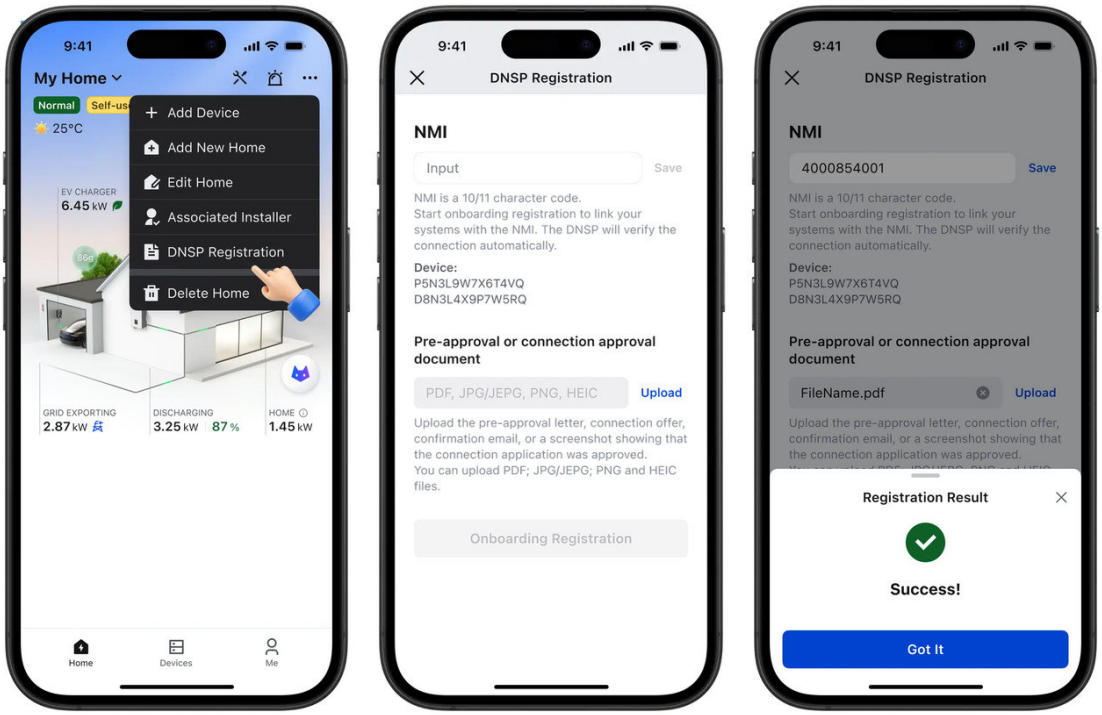


3.3.5. DNSP Registration

Use **DNSP Registration** when you want to register an NMI to a DNSP.

How to start DNSP registration

1. From **Home**, open **Menu > DNSP Registration**.
2. Enter the NMI and tap **Save**. Then upload the pre-approval document (e.g., SPA).
3. After the upload completes, **Onboarding Registration** becomes available. Tap it to submit the registration.

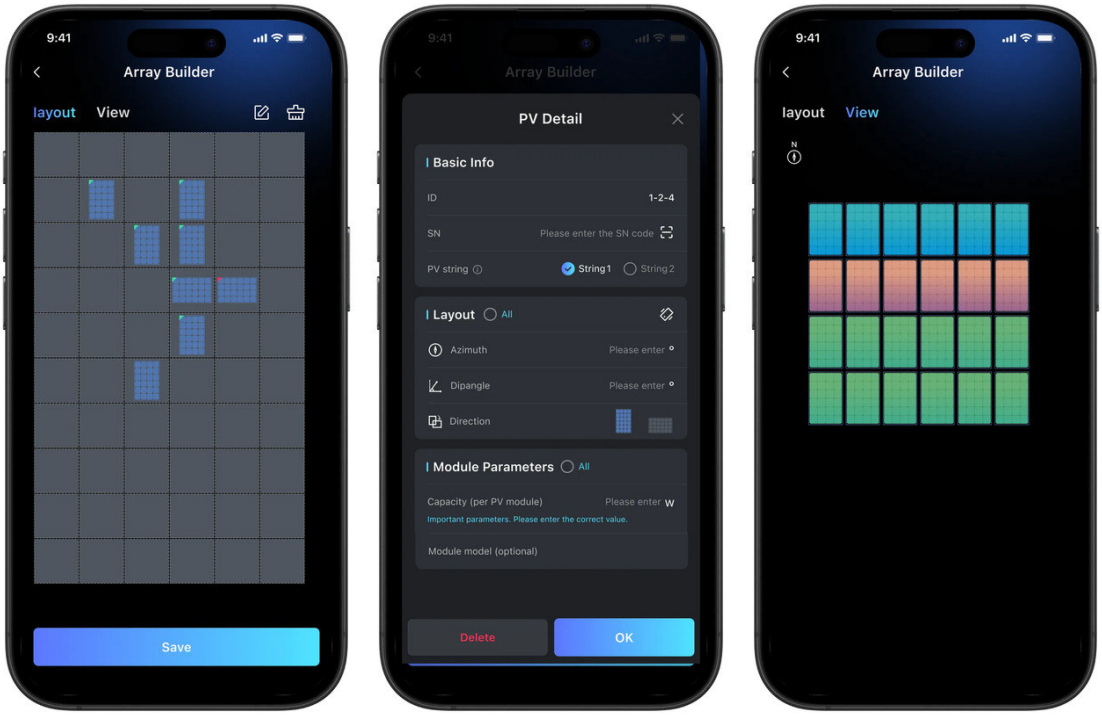


4. To register a newly added device in a registered Plant, tap **Onboarding Registration**. You do not need to upload the pre-approval document again.

3.3.6. Layout

Use **Layout** to arrange your PV modules (available only for Micro Inverters).

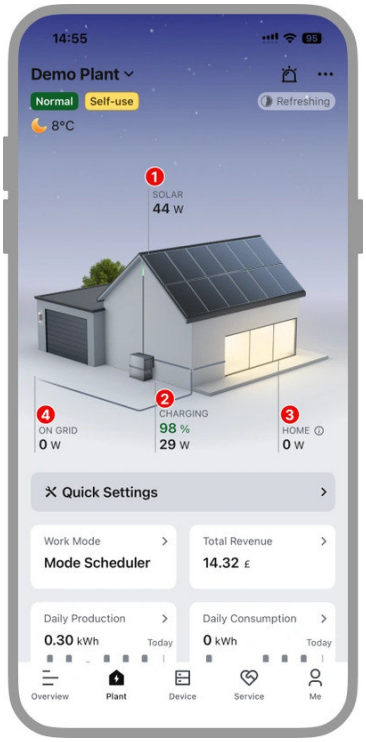
1. Open **Layout** in the **Menu** from **Home**.
2. Select a PV array to customize its layout.
3. Tap **View** to preview the layout.


9:41
Array Builder
layout
View
Save
9:41
Array Builder
PV Detail
Basic Info
ID
1-2-4
SN
Please enter the SN code
PV string
String1
String2
Layout
All
Azimuth
Please enter
Dipangle
Please enter
Direction
Module Parameters
All
Capacity (per PV module)
Please enter
W
Important parameters. Please enter the correct value.
Module model (optional)
Delete
OK
9:41
Array Builder
layout
View
N

4. Plant Energy Flow Diagram

4.1. Energy Flow on the Plant Page

The energy flow diagram is displayed on the **Plant** page. It shows real-time power readings and flow states for the system components.



4.1.1. Energy Flow

4.1.1.1. Solar and Gen Load

- **Solar:** Power generated by the PV system.
- **Gen Load:** Power from third-party generation equipment, such as a third-party inverter.

4.1.1.2. Battery

- **Discharging / Charging:** The battery is discharging or charging.
- **Battery:** The battery is neither charging nor discharging.
- **Batteries:** Multiple batteries are in different states.
- **Warmup:** Battery warmup is in progress.

4.1.1.3. Home and Load

- The values include normal loads and EPS loads.
- For commercial and industrial Plants, load power is labeled **Load**; for residential Plants, it is labeled **Home**.

Why does Load show a negative value?

Possible causes include third-party generation that is not included in the calculation or an incorrectly wired meter CT.

4.1.1.4. Grid

- **Grid Exporting / Grid Importing:** Power is flowing to or from the grid.
- **On Grid:** There is no energy flow between the system and the grid.
- **Off Grid:** The system is disconnected from the grid.
- **Diesel Gen (Off Grid):** The system has detected power output from a diesel generator.

Grid and Load readings may be unavailable when no meter is installed in the system.

4.1.1.5. EV Charger

- Shown only when the system includes an EV charger.
- The EV charger's power is calculated separately and is not included in the load value.
- The diagram displays the EV charger's real-time power and PV Linkage mode (Green mode or Economy mode).

4.1.1.6. Heat Pump

- Shown only when the system includes a heat pump.
- The heat pump's power is calculated separately and is not included in the load value.
- The diagram displays the heat pump's real-time power and operating mode (Cooling, Heating, or Auto).

4.2. Energy Flow Diagrams by Plant Type

4.2.1. Residential Grid-Tied System



Grid-Tied System



Micro Inverter System

4.2.2. Residential Energy Storage System



Energy Storage System



Energy Storage System (AIO)

4.2.3. Commercial and Industrial (C&I) Grid-Tied Systems



Grid-tied System (R/V*1)



Grid-tied System (R/V*2)



Grid-tied System (R/V*3)



Grid-tied System (R/V > 3)

4.2.4. Commercial and Industrial (C&I) Energy Storage Systems



Energy Storage System (H3-Plus)



Energy Storage System (R/V + Residential Hybrid Inverter)



Energy Storage System (Gmax-Plus*1)



Energy Storage System (Gmax-Plus*2)



Energy Storage System (Gmax-Plus > 2)

5. Overview

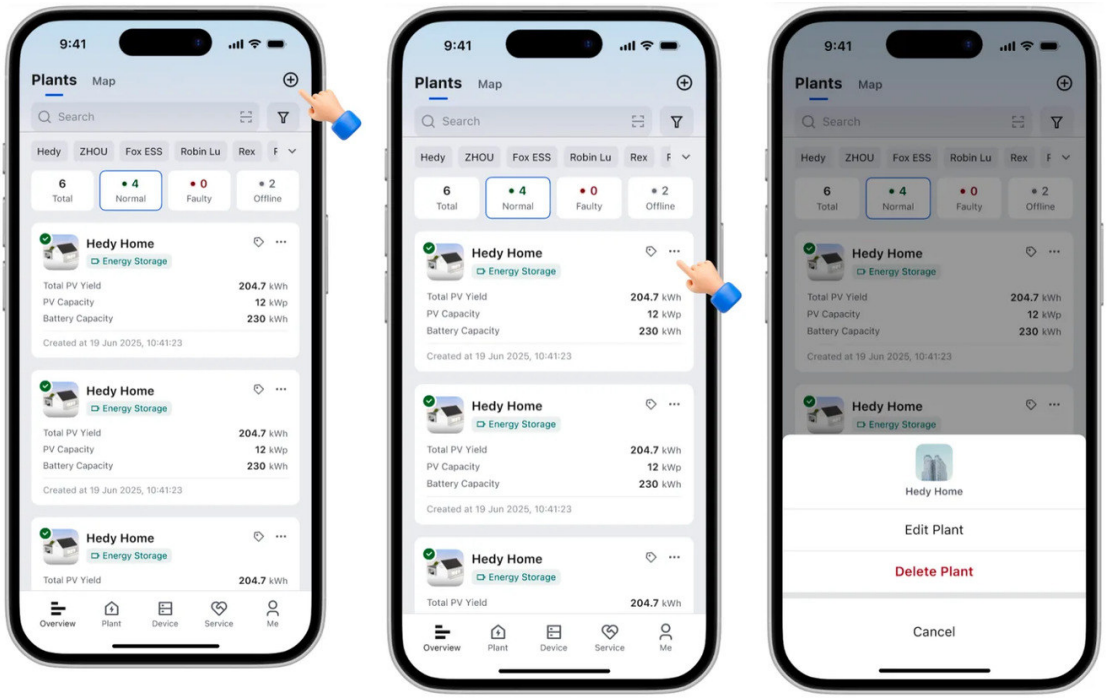
5.1. Plant Management

The **Overview** page displays the plants in your account and lets you manage them.

5.1.1. Plant List

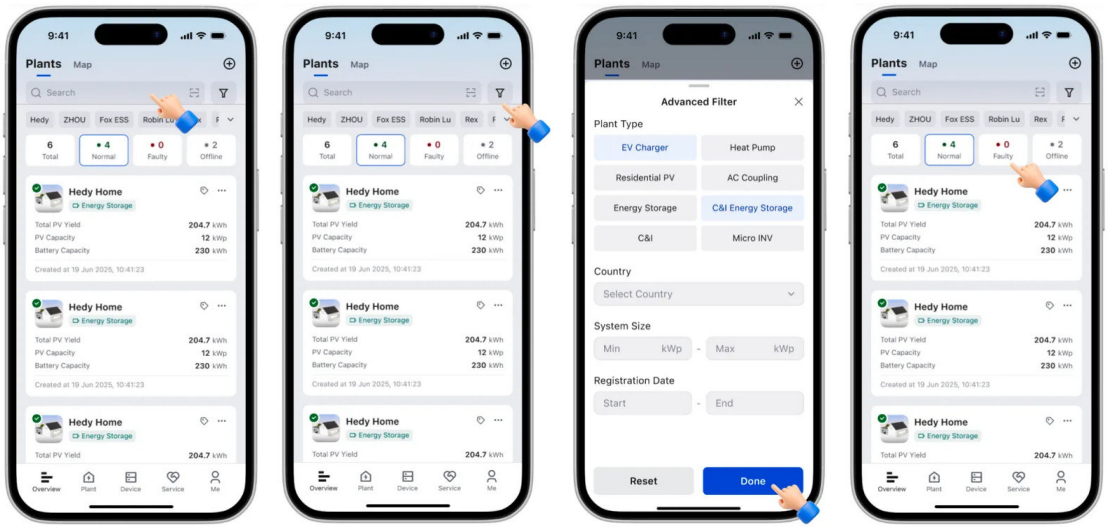
Plants are listed with the most recently created first. Each plant card shows the **Plant Name**, **Plant Status**, **Plant Type**, **Today PV Yield**, **PV Capacity**, **Battery Capacity**, and **Registration Date**. Tap a card to view plant details.

- Tap the **"+"** icon in the upper-right corner of the page to create a new plant.
- Tap the **"..."** icon on the right side of a plant card to edit or delete the plant.



5.1.2. Plant Search and Filtering

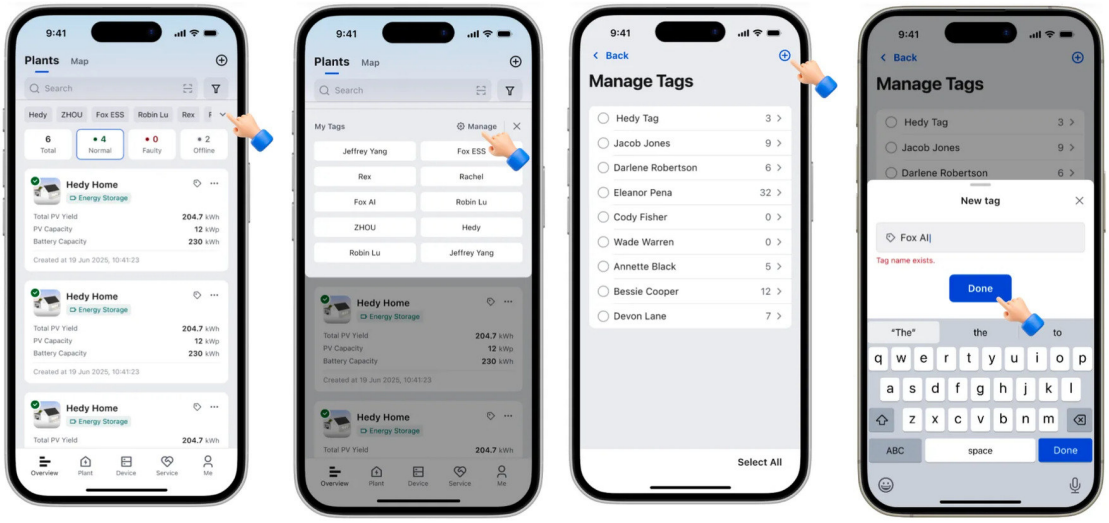
- **Search by SN / Plant Name:** Enter a serial number (SN) or plant name in the search box. You can also scan a device's QR code to retrieve its SN and find the corresponding plant.
- **Advanced Filter:** Tap the filter icon and specify the filter criteria, including **Plant Type**, **Country**, **System Size**, and **Registration Date**. Then tap **Done** to display plants that match the selected criteria.
- **Quick Filter by Plant Status:** Tap **Normal**, **Faulty**, or **Offline** at the top of the page to quickly filter plants by status.



5.1.3. Tags

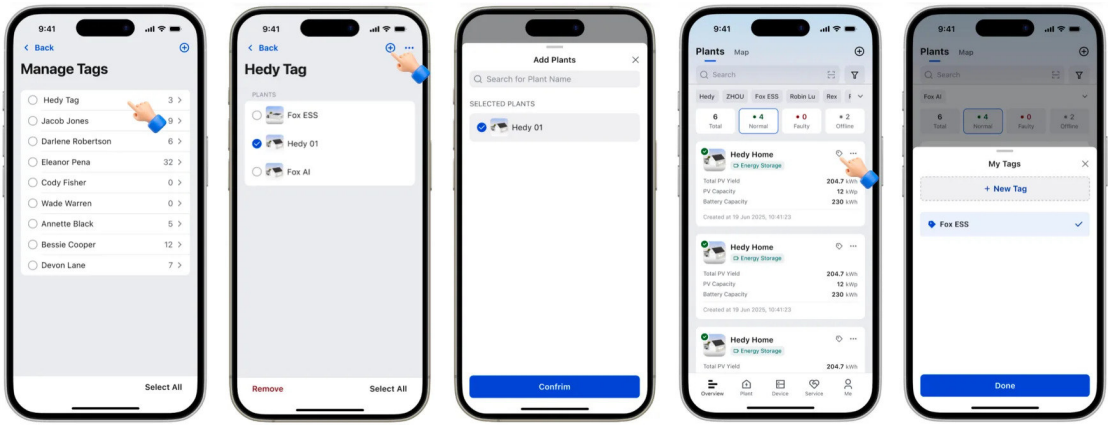
Step 1: Tap the drop-down icon below Advanced Filter, and then tap **Manage**.

Step 2: Tap the **"+"** icon in the upper-right corner, enter a tag name, and tap **Done** to create the tag.



Step 3: Select a tag to open its plant list. Tap the **"+"** icon in the upper-right corner and select the plants you want to add to the current tag.

Step 4: You can also assign a tag from the plant list by tapping the **Tag** icon on the corresponding plant card.



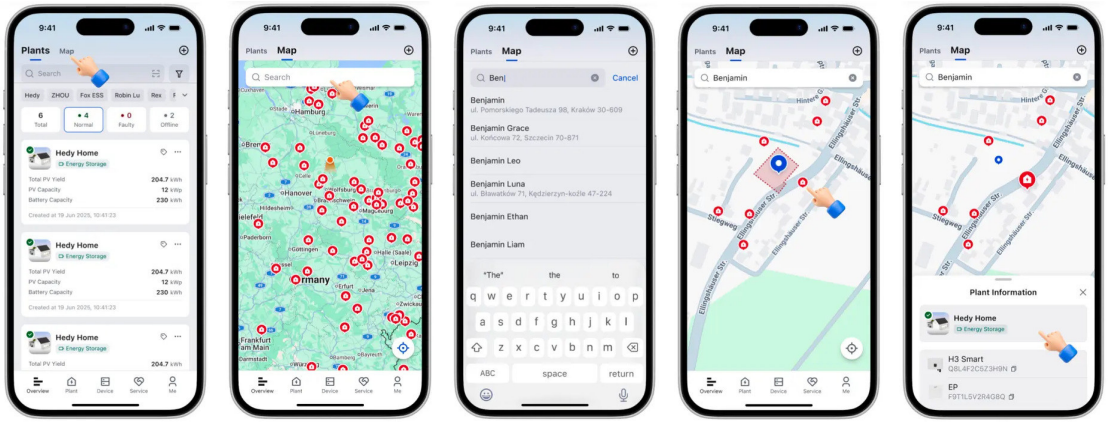
5.2. Map Search

Step 1: Tap the **Map** tab at the top of the page.

Step 2: Tap the search box and enter an address.

Step 3: Tap a plant icon on the map to view the **Plant Information**.

Step 4: Tap the plant card to open the plant details page. To view device details, tap the corresponding device card.



6. Analysis

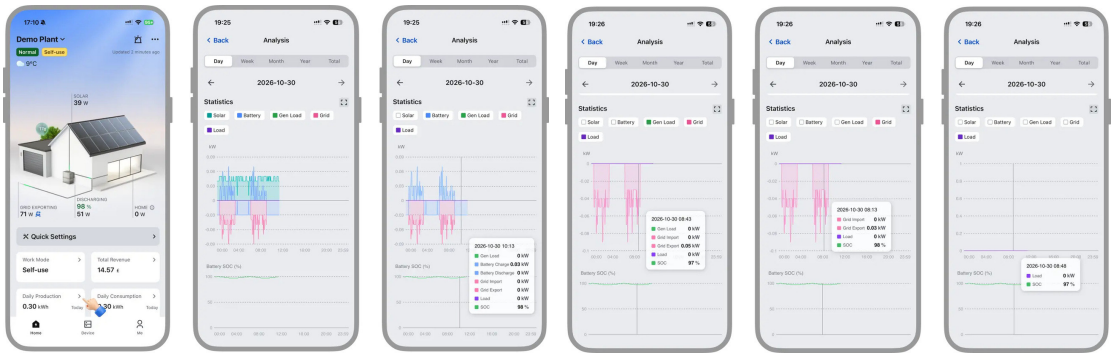
The **Analysis** page summarizes PV generation, load consumption, grid exchange, and battery performance for the selected period.

6.1. Open Analysis and Select a Time Range

1. On the Home screen, tap **Daily Production**, **Daily Consumption**, or **Battery SOC** to open Analysis.
2. Select **Day**, **Week**, **Month**, **Year**, or **Total** at the top of the page.

Time range	Data shown
Day	Generation, consumption, and battery changes throughout the selected day
Week	Daily generation and consumption for the selected week
Month	Daily generation and consumption for the selected month
Year	Monthly generation and consumption for the selected year
Total	Cumulative data since the system was installed

For Day, Week, Month, and Year, use the arrows to move to the previous or next period. **Total** shows lifetime data and cannot be navigated with the arrows.



6.2. Production and Consumption Summary

The summary cards show totals for the selected period.

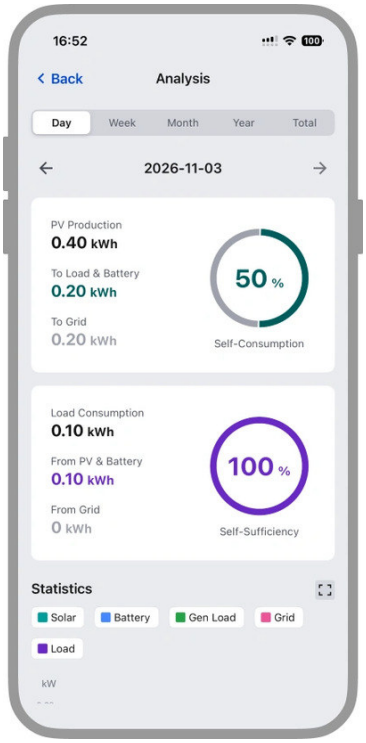
6.2.1. PV Production

- **PV Production:** Total solar energy generated, in kWh.
- **To Load & Battery:** Energy used by the loads or stored in the battery.

- **To Grid:** Energy exported to the grid.
- **Self-Consumption:** The share of generated solar energy used by the system's loads or stored in the battery.

6.2.2. Load Consumption

- **Load Consumption:** Total energy used by the loads during the selected period.
- **From PV & Battery:** Energy supplied by solar generation or battery discharge.
- **From Grid:** Energy imported from the grid.
- **Self-Sufficiency:** The share of load consumption supplied by PV and battery rather than the grid.



6.3. Statistics

Scroll down to **Statistics** to view the data in charts.

6.3.1. Chart Legend

The legend identifies the data series shown in the chart. Depending on the system, it may include:

- **Solar:** PV generation.
- **Battery:** Battery charging or discharging.
- **Gen Load:** Power from third-party generation equipment.
- **Grid:** Power imported from or exported to the grid.

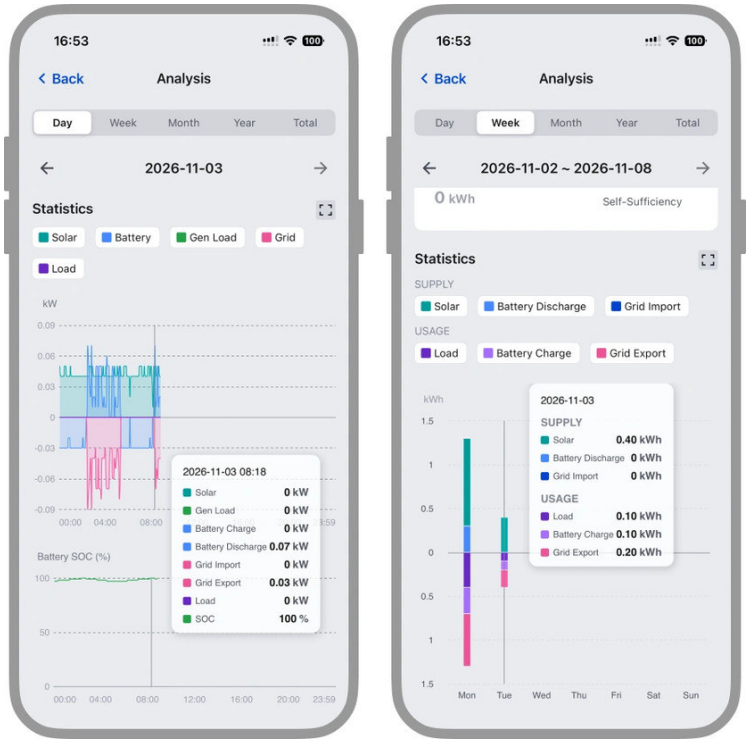
- **Load:** Power or energy used by the loads.

In Week, Month, Year, and Total views, the legend may group series under **SUPPLY** and **USAGE**. Tap a legend item to hide or show its series.

6.3.2. Inspect Data on the Chart

Tap or drag across the chart to view details for a point or period:

- In Day view, the chart shows instantaneous power in **kW** and battery **SOC**.
- In Week, Month, Year, and Total views, the chart shows energy in **kWh** for the selected bar's period.

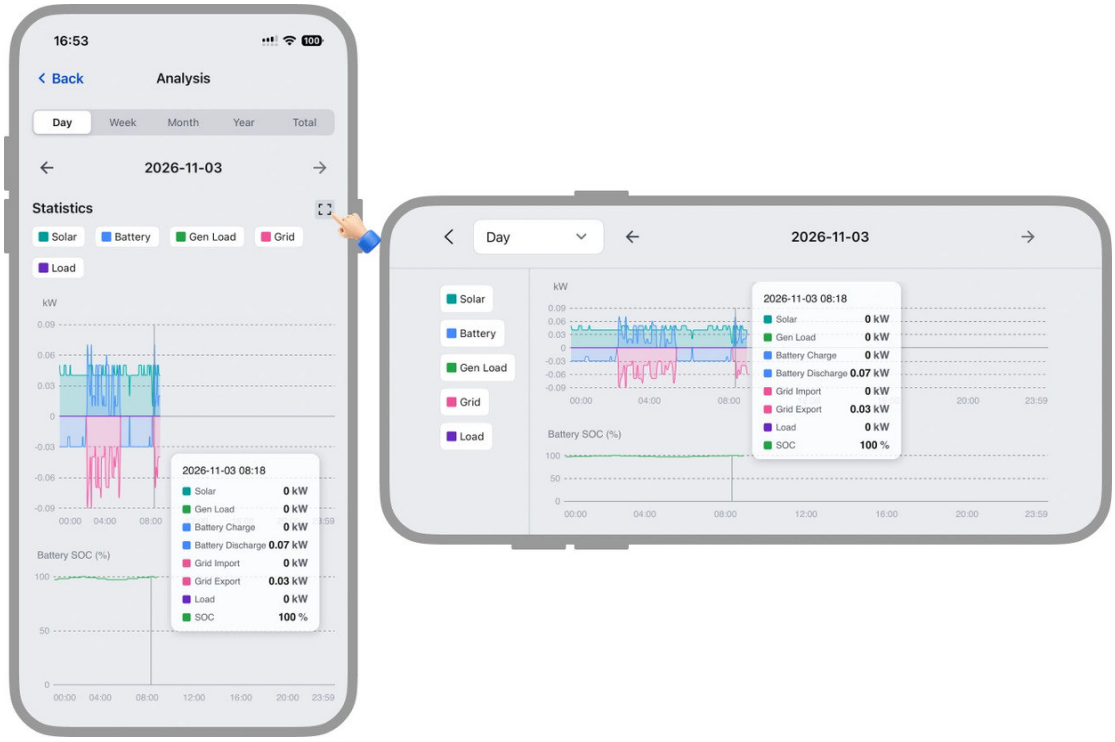


6.3.3. Day View and Longer Periods

Day view displays power changes throughout the day as a curve, with the battery SOC trend on a **0–100%** scale. Week, Month, Year, and Total views use bars to compare energy across days, months, or years, as applicable. The battery SOC curve is shown only in Day view.

6.4. View Charts Full Screen

Tap the **fullscreen icon** at the top-right of the chart to expand it. Use the time-range selector on the right to switch between **Day**, **Week**, **Month**, **Year**, and **Total**. Tap the back arrow to return to the standard view.



6.5. FAQ

6.5.1. Why is the data zero for some periods?

Possible causes include the device being offline or turned off, or the selected period being before the system was installed. Check the device's connection status.

6.5.2. What is the difference between kW and kWh?

kW (kilowatt) measures power at a moment in time. **kWh (kilowatt-hour)** measures energy over a period of time. The Day statistics chart shows power in kW; summary cards and longer-period charts show energy in kWh.

6.5.3. Where can I see the battery SOC curve?

The battery SOC curve appears below the power chart in Day view. It is not shown in Week, Month, Year, or Total views.

6.5.4. How often is the data refreshed?

Data updates as the device reports it. If the device is offline, readings may be delayed; missing data may be backfilled after the device reconnects.

6.5.5. If I hide a chart series, will its data be lost?

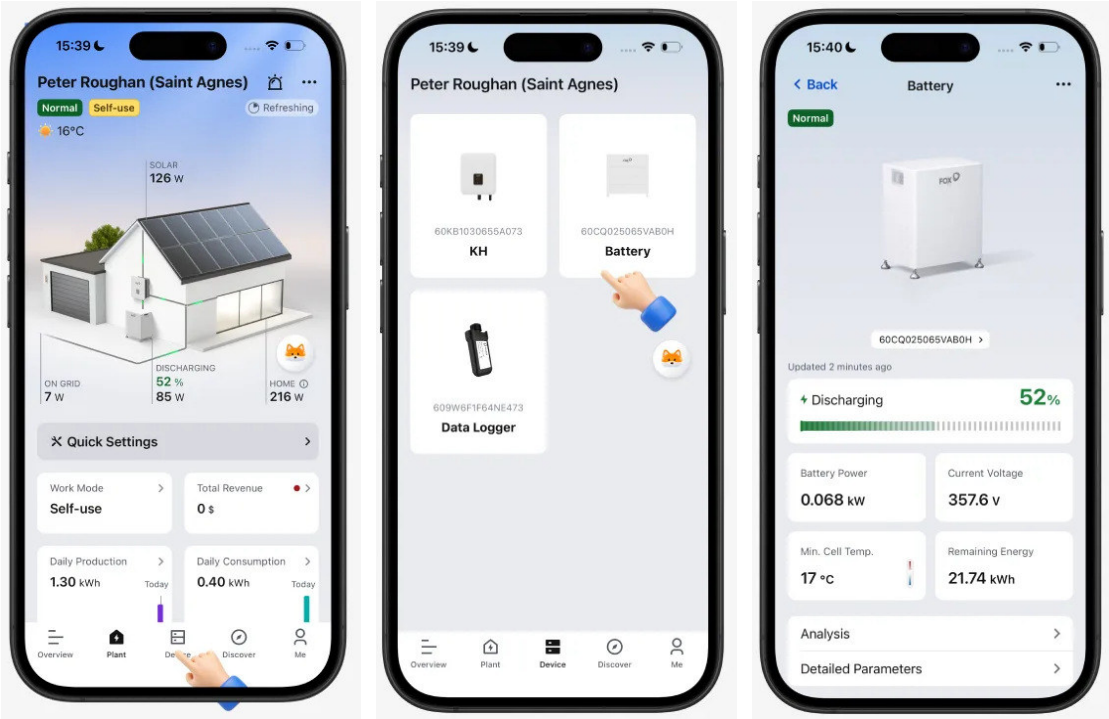
No. Hiding a legend item only hides that series from the chart; tap the item again to show it.

7. Device Management

7.1. Battery

7.1.1. Data View

On the **Battery** page, you can view key battery information, including the state of charge, power, voltage, cell temperature, and remaining energy. You can also access **Analysis** to view historical battery data and trends, or **Detailed Parameters** to view more detailed battery operating data.



7.1.1.1. Battery SOC

Displays the battery's current **State of Charge (SOC)** as a percentage. For example, **50%** indicates that approximately half of its available capacity remains.

The current battery status, such as **Charging**, **Discharging**, or **Standby**, is also displayed next to the SOC.

7.1.1.2. Current Voltage

Displays the battery's **Current Voltage** in volts (**V**).

7.1.1.3. Min Cell Temperature

Displays the minimum temperature currently detected among the battery cells in degrees Celsius (°C).

7.1.1.4. Remaining Energy

Displays the energy currently available in the battery in kilowatt-hours (kWh).

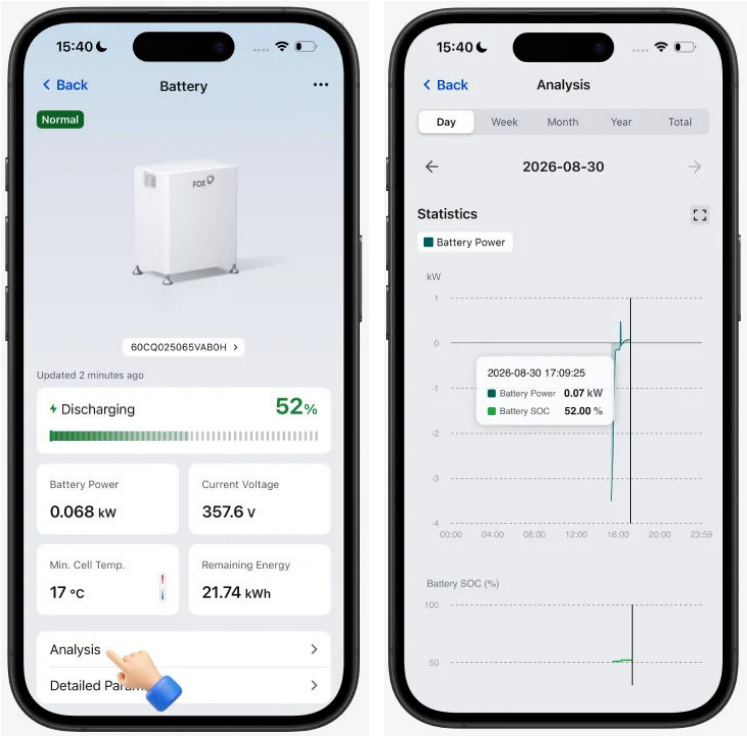
7.1.1.5. Data Analysis

Tap **Analysis** to view historical battery operating data and trends.

You can select **Day**, **Week**, **Month**, **Year**, or **Total** to view data for different time periods. In Day view, the charts display:

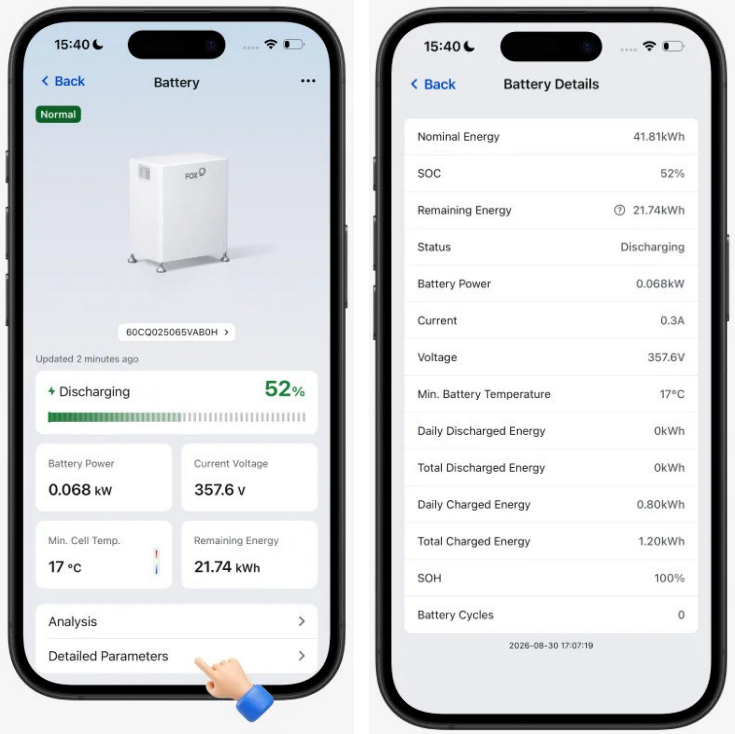
- **Battery Power (kW):** Shows changes in the battery's charging and discharging power.
- **Battery SOC (%):** Shows changes in the battery's State of Charge (SOC).

Tap or move along the chart to view Battery Power and SOC values at a specific time. Use the date navigation controls to view other dates or periods.



7.1.1.6. Battery Details

Tap **Detailed Parameters** on the Battery page to view detailed battery information, including energy, operating status, charging and discharging data, and battery health.



7.1.1.6.1. Nominal Energy

Displays the battery's Nominal Energy in kilowatt-hours (kWh), representing the nominal amount of energy the battery is designed to store under specified conditions.

7.1.1.6.2. SOC

Displays the battery's current State of Charge (SOC) as a percentage. For example, **51%** indicates that the battery is about half charged.

7.1.1.6.3. Remaining Energy

This is the total usable energy left in your battery. This value depends on your current charge level (SOC) and your battery’s long-term health (SOH).

7.1.1.6.4. Status

Displays the battery's current operating status, such as Charging, Discharging, or Standby.

7.1.1.6.5. Battery Power

Displays the battery's current charging or discharging power in kilowatts (kW).

7.1.1.6.6. Current

Displays the battery's current operating current in amperes (A).

7.1.1.6.7. Voltage

Displays the battery's current operating voltage in volts (V).

7.1.1.6.8. Min Battery Temperature

Displays the minimum battery temperature currently detected, in degrees Celsius (°C).

7.1.1.6.9. Daily Discharged Energy

Displays the total amount of energy discharged by the battery during the current day, in kilowatt-hours (kWh).

7.1.1.6.10. Total Discharged Energy

Displays the total amount of energy discharged by the battery over its recorded operating period, in kilowatt-hours (kWh).

7.1.1.6.11. Daily Charged Energy

Displays the total amount of energy charged into the battery during the current day, in kilowatt-hours (kWh).

7.1.1.6.12. Total Charged Energy

Displays the total amount of energy charged into the battery over its recorded operating period, in kilowatt-hours (kWh).

7.1.1.6.13. SOH

Displays the battery's State of Health (SOH) as a percentage, indicating the battery's current health condition relative to its original condition.

7.1.1.6.14. Cycle Count

Displays the battery's accumulated number of charge and discharge cycles, indicating how extensively the battery has been used.

7.1.2. Firmware Upgrade

The FoxCloud2.0 app supports remote firmware upgrades for selected devices. Availability depends on the device model.

The upgrade page can update multiple firmware components for one device in a single task, without requiring you to start each component's upgrade separately.

There are two ways to perform a firmware upgrade:

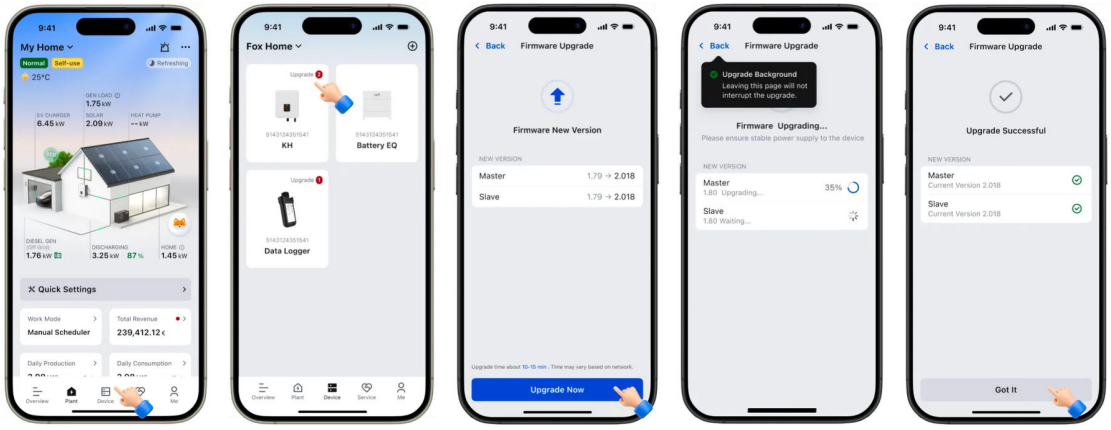
7.1.2.1. Method 1: Quick Upgrade from the Device List

Step 1: Tap **Device** in the menu.

Step 2: If an upgrade is available, an **Upgrade** button will appear in the upper-right corner of the device card. Tap **Upgrade**.

Step 3: On the upgrade page, tap **Upgrade Now** to confirm.

Step 4: Once confirmed, the upgrade will begin. You can view the upgrade progress for all firmware on this page. When all upgrades are complete, tap **Got it** to finish.



You do not need to stay on the upgrade page while the upgrade is in progress. You can leave the page and continue using other features without interrupting the upgrade task.

You can also check the overall upgrade progress from the device list. Tap the progress indicator to return to the upgrade page.

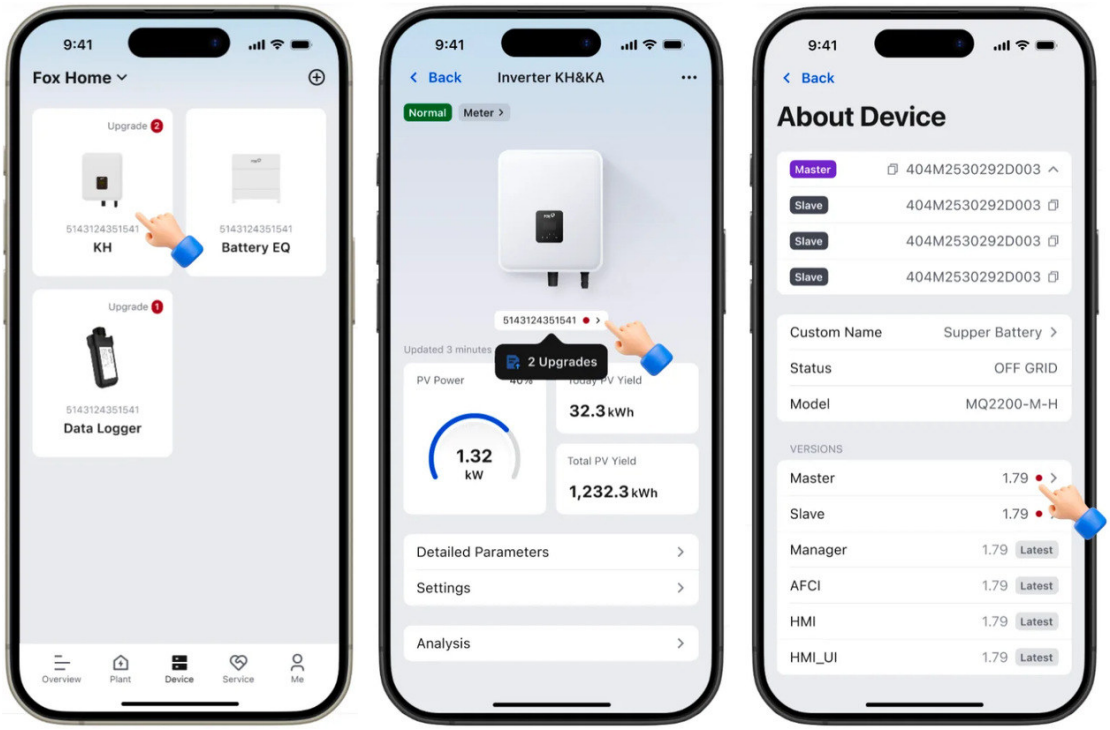
7.1.2.2. Method 2: Upgrade from the About Device Page

Step 1: Tap the **Device** card.

Step 2: If firmware upgrades are available, a pop-up next to the **SN** will show the number of available upgrades. Tap the **SN** to open the **About Device** page.

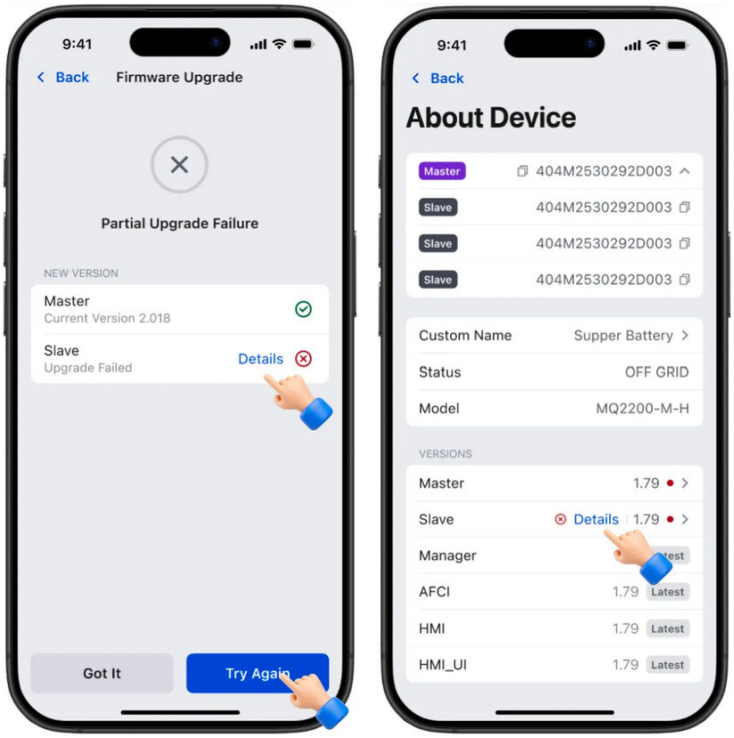
Step 3: Under **Version**, tap any firmware item marked with a red dot to open the upgrade page.

Follow the same steps described in **Method 1** to complete the upgrade.



If a firmware upgrade fails, tap **Details** next to the failed firmware to view the failure details. You can also tap **Try Again** to retry the upgrade.

If you have already left the upgrade page, go to **About Device** and tap **Details** to view the failure details or retry the upgrade.



Note: A standalone data logger and an inverter cannot be upgraded at the same time.

7.2. Energy Storage Inverter

7.2.1. Scope

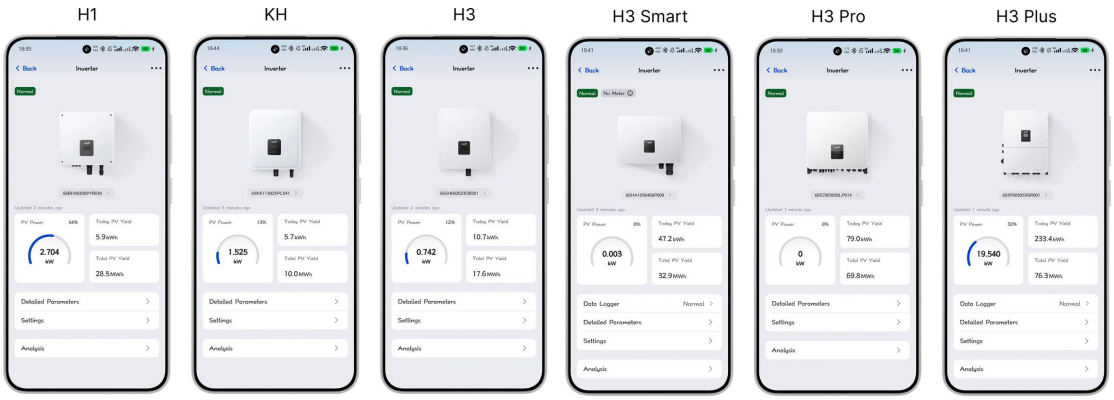
This guide covers the inverter details page, including its operating status, real-time metrics, cumulative data, and available features.

7.2.2. Device Categories

Device Category	Device Scope	Page Focus	Typical Parameters
All-in-One System	The inverter and battery are managed together on the same device page or within the same system.	Battery availability and current charging or discharging status	SOC; Battery Power; Current Voltage; Remaining Energy; Min. Cell Temp.
Split System	The current page manages only the inverter. If a battery is present, it is handled by another device or page.	Current and cumulative PV generation	PV Power; Today PV Yield; Total PV Yield

7.2.3. Split Systems

Split-system models include H1, KH, H3, H3 Pro, H3 Smart, and H3 Plus.



7.2.3.1. PV Power

Shows the inverter's current PV power.

7.2.3.2. Today PV Yield

Shows the PV energy generated today.

7.2.3.3. Total PV Yield

Shows the total PV energy generated since the system started operating.

7.2.3.4. Data Logger

Shows the connected data logger's information and status.

7.2.3.5. Detailed Parameters

Provides detailed inverter parameters, including PV, AC, load, and grid data where supported.

7.2.3.6. Settings

Provides settings for system parameters.

7.2.3.7. Analysis

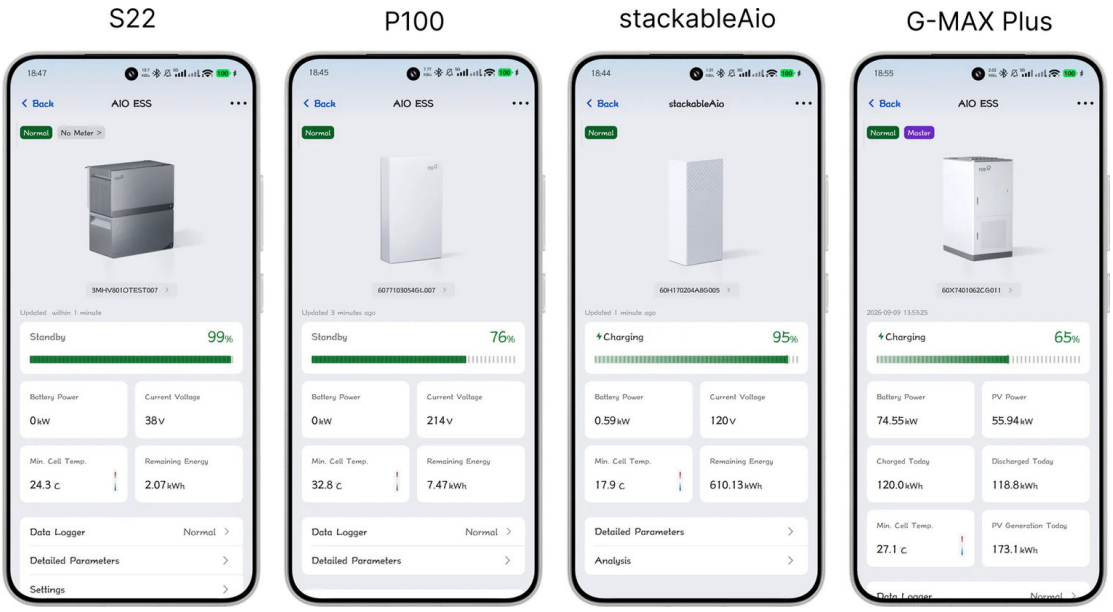
Provides charts for the **Day**, **Week**, **Month**, **Year**, and **Total** views.

The Day view displays power curves for PV Power, Battery Power, AC Port Power, and EPS Power.

Other views show energy data, such as AC Output Energy, Battery Charged, Battery Discharged, and Solar, when available for the device.

7.2.4. All-in-One Systems

All-in-one system models include S22, P100, stackableAio, and G-MAX Plus.



7.2.4.1. Battery SOC & Status

Displays the battery's SOC as a percentage and its current status.

7.2.4.2. Battery Power

Shows the battery's current power.

7.2.4.3. Current Voltage

Shows the battery's current voltage.

7.2.4.4. Min. Cell Temp

Shows the minimum battery cell temperature.

7.2.4.5. Remaining Energy

Shows the energy remaining in the battery.

7.2.4.6. Data Logger

Shows the connected data logger's information and status.

7.2.4.7. Detailed Parameters

Provides detailed parameters for PV, AC, load, grid, and battery.

7.2.4.8. Settings

Provides settings for system parameters.

7.2.4.9. Analysis

Provides charts for the **Day**, **Week**, **Month**, **Year**, and **Total** views.

The Day view displays power curves for PV Power, Battery Power, AC Port Power, and EPS Power.

Other views show energy data, such as AC Output Energy, Battery Charged, Battery Discharged, and Solar, when available for the device.

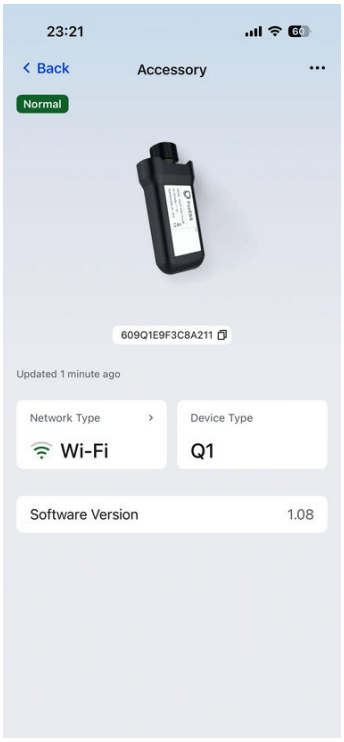
7.3. Accessory

7.3.1. Data Logger

The **Data Logger** page displays the current status and basic information of the connected data logger.

The following information is available:

- **Status:** Shows the current operating status of the data logger.
- **Serial Number:** Shows the unique serial number of the data logger.
- **Network Type:** Shows the current communication method
- **Device Type:** Shows the data logger model.
- **Software Version:** Shows the current software version of the data logger.

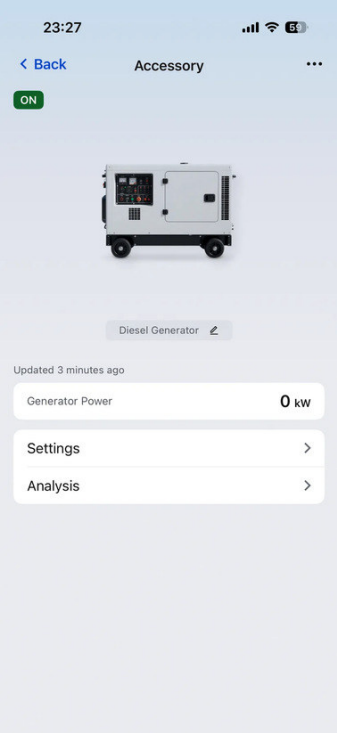


7.3.2. Diesel Generator

The **Diesel Generator** page displays the current operating status and basic information of the connected diesel generator.

The following information is available:

- **Status:** Shows whether the diesel generator is currently on or off.
- **Device Name:** Shows the name of the diesel generator. The name can be edited.
- **Generator Power:** Shows the current power output of the generator.
- **Settings:** Used to view or configure generator-related settings.
- **Analysis:** Used to view the operating data and performance of the generator.

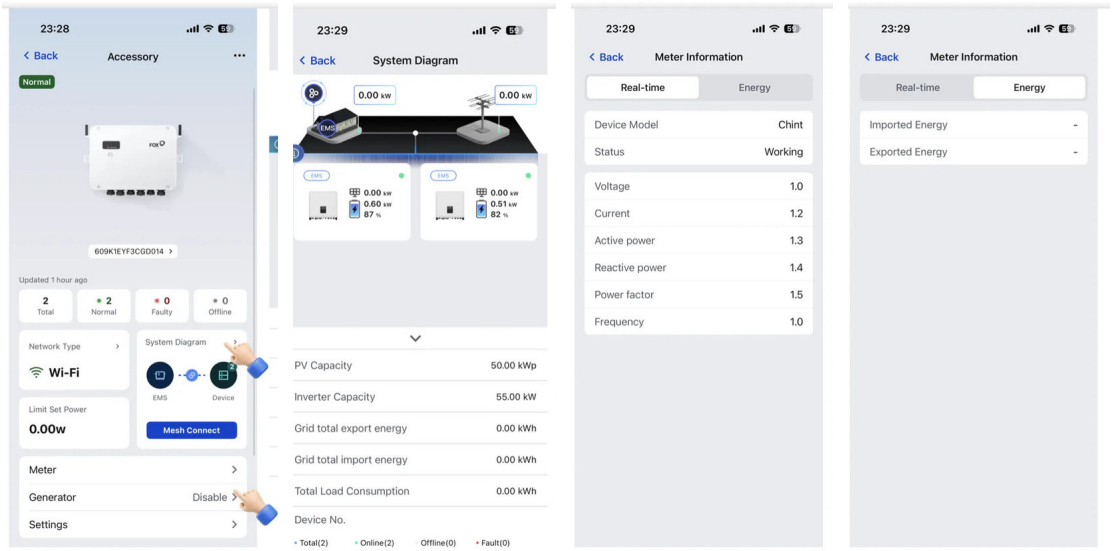


7.3.3. Smart Logger

The **Smart Logger** page displays the operating status and key information of the connected Smart Logger and its managed devices.

The following information is available:

- **Status:** Shows the current operating status of the Smart Logger.
- **Serial Number:** Shows the unique serial number of the Smart Logger.
- **Device Status:** Shows the total number of connected devices and their **Normal**, **Faulty**, and **Offline** status.
- **Network Type:** Shows the current communication method.
- **Limit Set Power:** Shows the current active power limit setting.
- **Updated:** Shows when the Smart Logger data was last updated.



7.3.3.1. System Diagram

The **System Diagram** displays the system topology and real-time operating information of devices connected to the Smart Logger.

You can view:

- Real-time power flow
- PV power and capacity
- Inverter power and capacity
- Battery power and SOC
- Grid import and export power
- Total imported and exported energy
- Total load consumption
- Connected device status

7.3.3.2. Meter Information

The **Meter Information** page displays the operating data and energy statistics of the connected meter.

The **Real-time** tab displays:

- Device Model
- Status
- Voltage
- Current
- Active Power

- Reactive Power
- Power Factor
- Frequency

The **Energy** tab displays:

- **Imported Energy:** Total energy imported from the grid.
- **Exported Energy:** Total energy exported to the grid.

7.3.3.3. Generator

The **Generator** page is used to configure and monitor a generator connected to the Smart Logger.

The following settings are available:

- **Gen Enable:** Enables or disables generator control.
- **Start SoC:** Sets the battery SOC threshold to start the generator.
- **Stop SoC:** Sets the battery SOC threshold to stop the generator.
- **GEN Charge:** Sets the generator charging power.
- **Judge Time:** Sets the delay before the generator starts or stops condition is confirmed.
- **Minimum Reset Time:** Sets the minimum interval before the generator can be started again.

The **Real-time** tab can be used to view the current generator operating data.

7.3.3.4. Settings

The **Settings** page is used to configure communication devices and system control parameters.

The **Devices** tab allows you to:

- Select the communication port.
- Configure the device address.
- Configure the baud rate.
- View connected devices.
- Add new devices.

The **System** tab provides system-level control settings, including:

- **DRM**
- **Ripple Control**
- **Power Limit Control**
- Other system parameters

After changing a setting, tap **Confirm** to apply the configuration.

7.3.3.5. Analysis

The **Analysis** page displays historical operating data of the Smart Logger system.

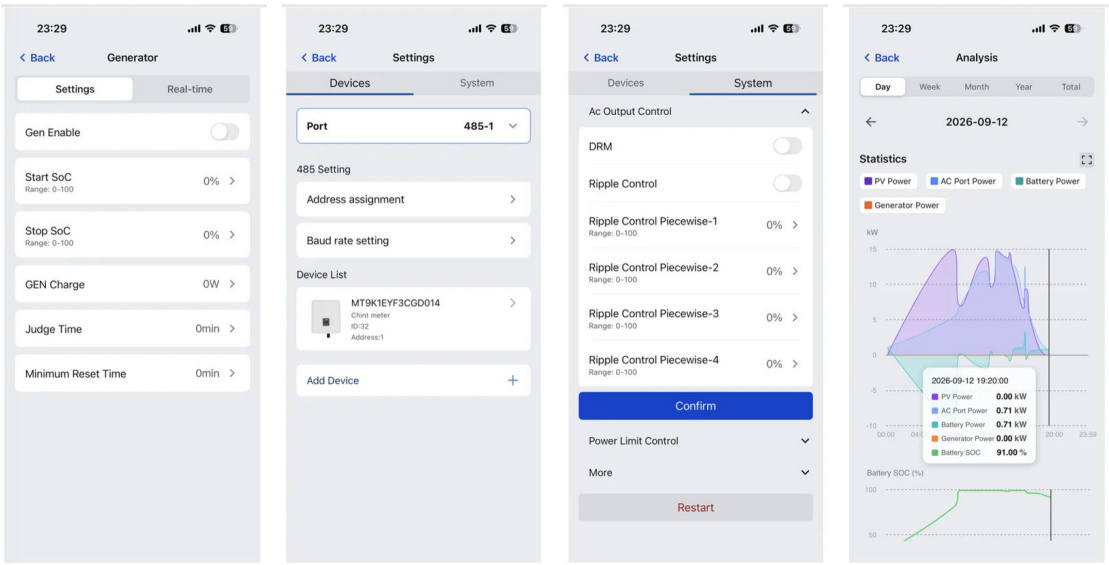
You can view data by:

- Day
- Week
- Month
- Year
- Total

The chart can display:

- PV Power
- AC Port Power
- Battery Power
- Generator Power
- Battery SOC

Tap or move across the chart to view the value at a specific time.



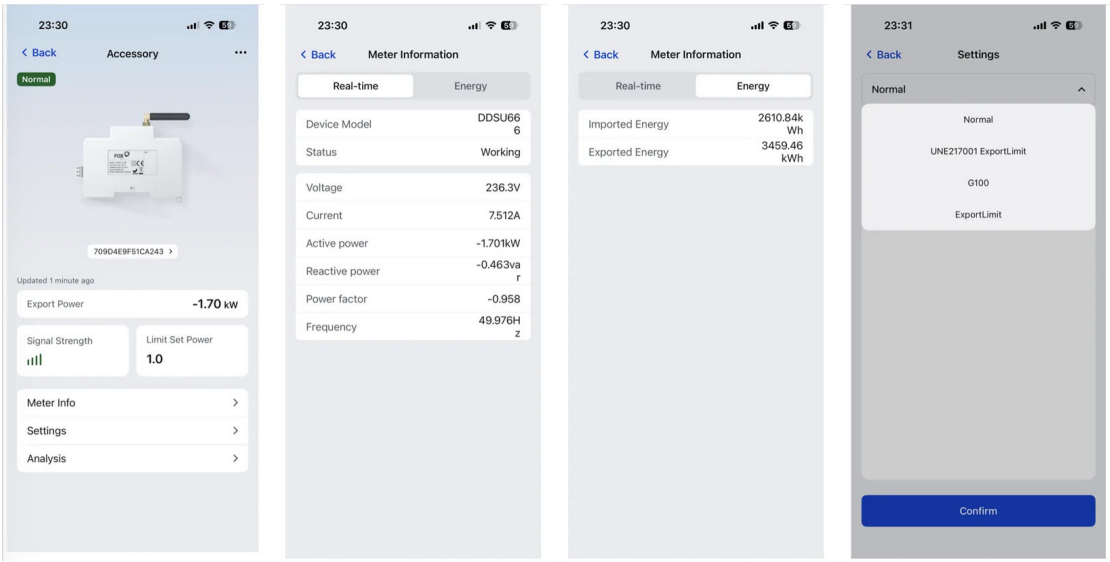
7.3.4. Gateway

The **Gateway** page displays the current operating status and key information of the connected gateway.

The following information is available:

- **Status:** Shows the current operating status of the gateway.

- **Serial Number:** Shows the unique serial number of the gateway.
- **Export Power:** Shows the current power exported to or imported from the grid.
- **Signal Strength:** Shows the current communication signal strength.
- **Limit Set Power:** Shows the current power limit setting.



7.3.4.1. Meter Info

The **Meter Info** page displays real-time electrical data and energy statistics from the connected meter.

The **Real-time** tab displays:

- Device Model
- Status
- Voltage
- Current
- Active Power
- Reactive Power
- Power Factor
- Frequency

The **Energy** tab displays:

- **Imported Energy:** Total energy imported from the grid.
- **Exported Energy:** Total energy exported to the grid.

7.3.4.2. Settings

The **Settings** page is used to select the required grid or export control configuration.

Available options may include:

- **Normal**
- **UNE217001 ExportLimit**
- **G100**
- **ExportLimit**

Select the required mode and tap **Confirm** to apply the setting.

7.3.4.3. Analysis

The **Analysis** page displays historical operating data of the Gateway and connected meter, helping users review power and energy trends over time.

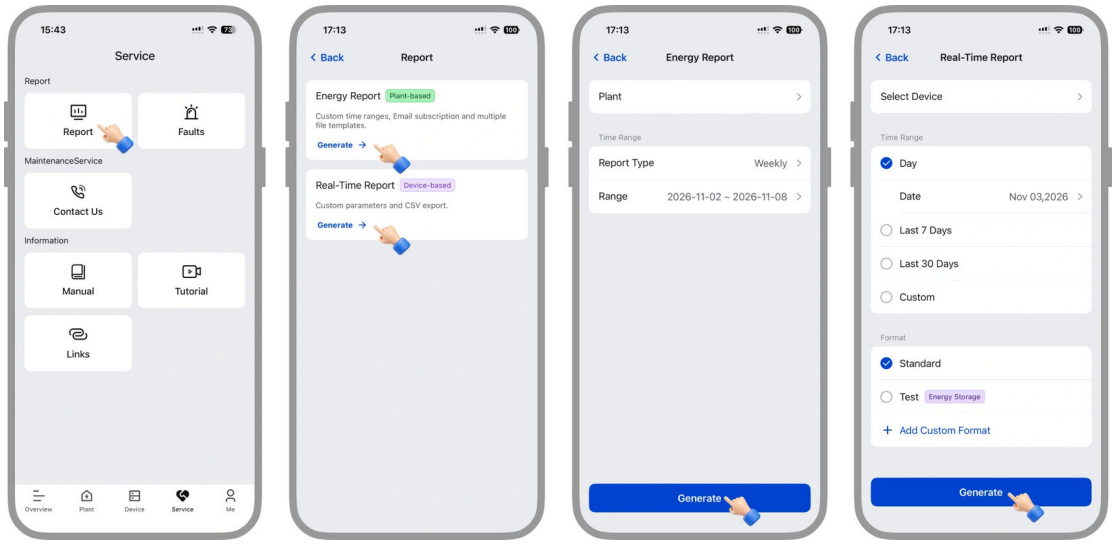
8. Service

8.1. Report

The **Report** module generates plant-based and device-based reports for analysis, troubleshooting, and recordkeeping.

The module includes two report types:

1. **Energy Report:** A plant-based report of overall energy data. Select a plant, report type, and time range, then generate the report. Options include custom time ranges, email subscriptions, and multiple file templates.
2. **Real-Time Report:** A device-based report of operating data. Select a device, time range, and report format, then export the data as a CSV file. Available time ranges are **Day**, **Last 7 Days**, **Last 30 Days**, and **Custom**. You can use a standard or device-specific format, or add a custom format.

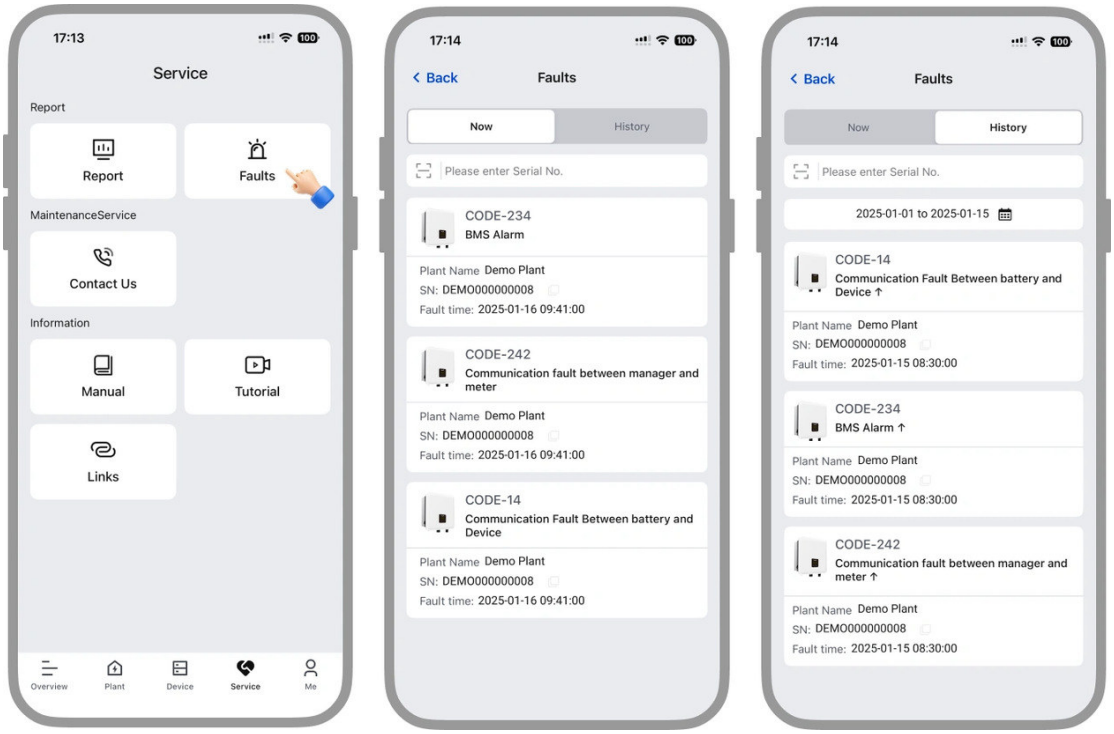


8.2. Faults

The **Faults** module lets you view and search current and historical device fault records.

The module includes two tabs:

1. **Now:** Displays active faults. Each fault card shows the fault code and name, device SN and type, and report time. Use the serial number search field to find faults for a specific device.
2. **History:** Displays past faults. Search by device serial number and filter by date range. Each record shows the fault code and name, plant name, device SN, and fault time.

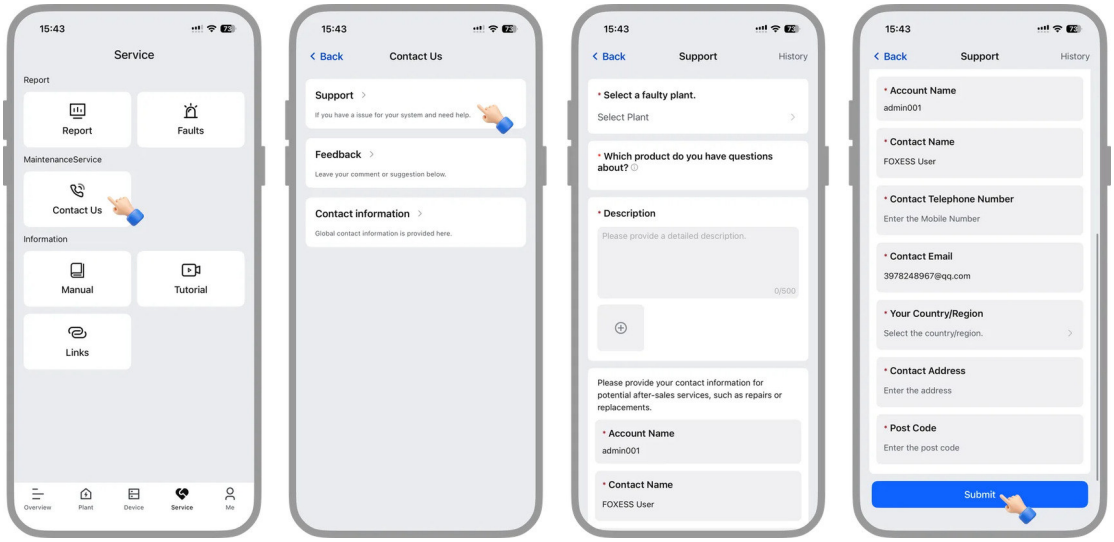


8.3. Maintenance Service

8.3.1. Support

Go to **Service > Contact Us > Support** to submit a support request.

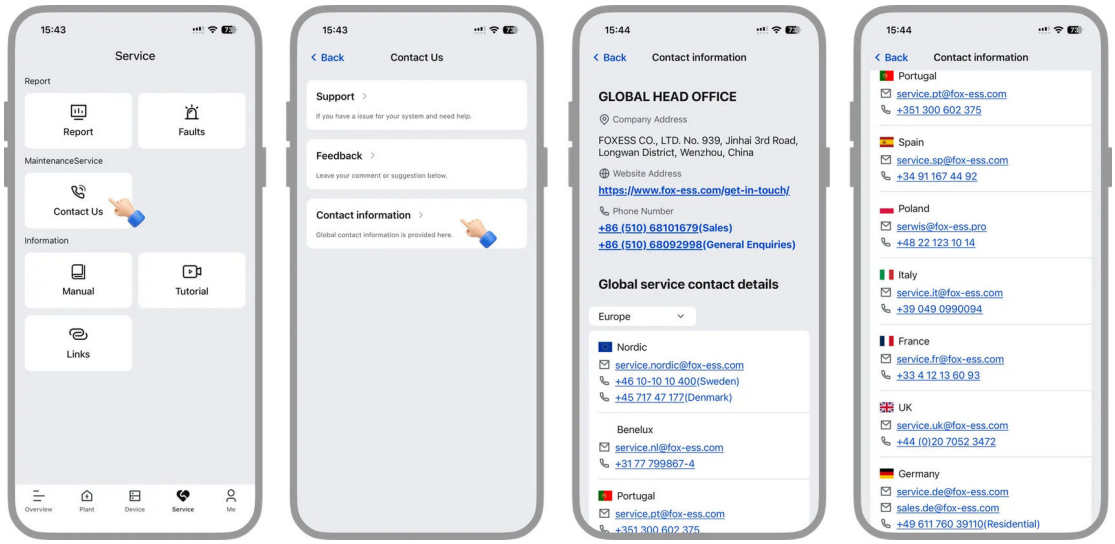
1. Select the plant experiencing an issue and choose the relevant product.
2. Enter a detailed description of the issue and upload supporting images if necessary.
3. Complete the required contact information, including your phone number, country/region, address, and postal code.
4. Tap **Submit** to send your support request.



8.3.2. Contact Information

Go to **Service > Contact Us > Contact Information** to view FOXESS global contact details.

This page provides the head office address, official website, and contact numbers. You can also select a region to find local service email addresses and phone numbers.



8.4. Information

8.4.1. Tutorial

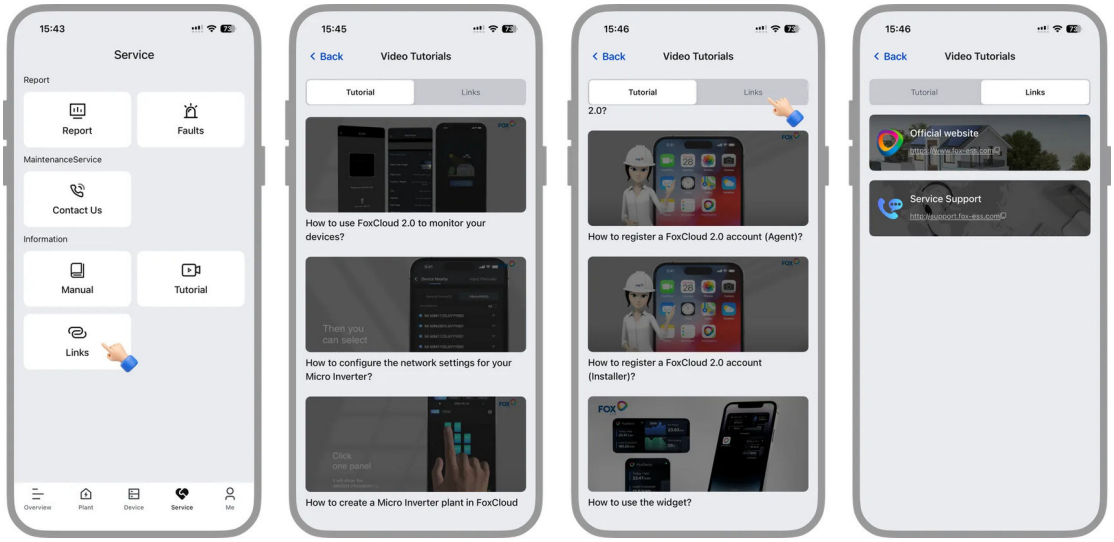
Go to **Service > Tutorial** to access video tutorials.

Browse the available tutorials and tap a video for step-by-step instructions on using FoxCloud2.0, configuring devices, and completing other common tasks.

8.4.2. Links

Go to **Service > Links** to access useful FOXESS resources.

Tap **Official website** to visit the FOXESS website, or **Service Support** to access the online support platform.


15:43
Service
Report
Report
Faults
MaintenanceService
Contact Us
Information
Manual
Tutorial
Links
Overview
Plant
Device
Service
Me
15:45
Back
Video Tutorials
Tutorial
Links
How to use FoxCloud 2.0 to monitor your devices?
How to configure the network settings for your Micro Inverter?
How to create a Micro Inverter plant in FoxCloud
15:46
Back
Video Tutorials
Tutorial
Links
2.0?
How to register a FoxCloud 2.0 account (Agent)?
How to register a FoxCloud 2.0 account (Installer)?
How to use the widget?
15:46
Back
Video Tutorials
Tutorial
Links
Official website
Service Support

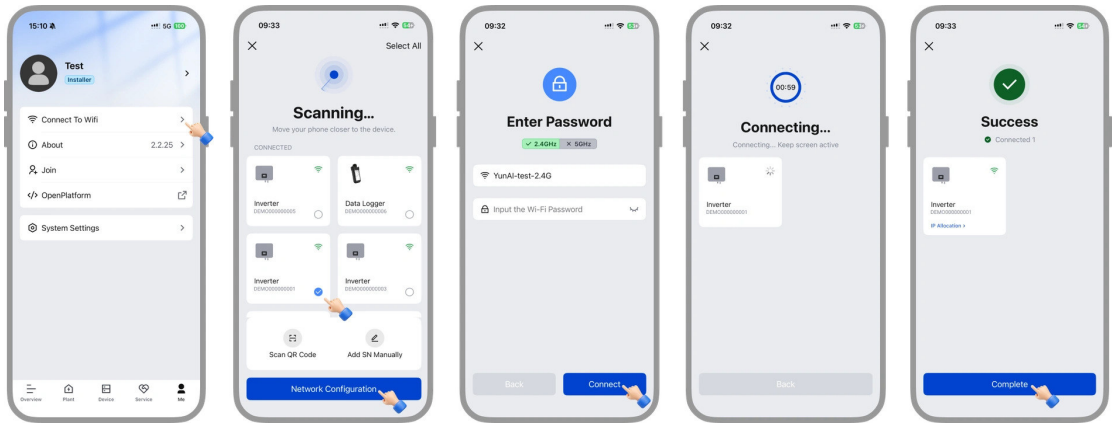
9. Me

The **Me** page brings together account and app settings, notifications, organization invitations, and links to related services.

9.1. Connect to Wi-Fi

Use **Connect to Wi-Fi** to configure Wi-Fi for nearby compatible FoxESS devices.

1. Go to **Me > Connect to Wi-Fi** and select the device after the search completes. If it is not listed, tap **Search Again**.
2. Tap **Network Configuration**, select a **2.4 GHz Wi-Fi network**, and enter its password.
3. Tap **Connect** and keep the screen active while the device connects.
4. When **Success** appears, tap **Complete**.



9.2. Message Center

The Message Center lets you view notifications and configure how and when you receive them.

9.2.1. View Messages

Go to **Me > Message Center** to view system notifications and messages.

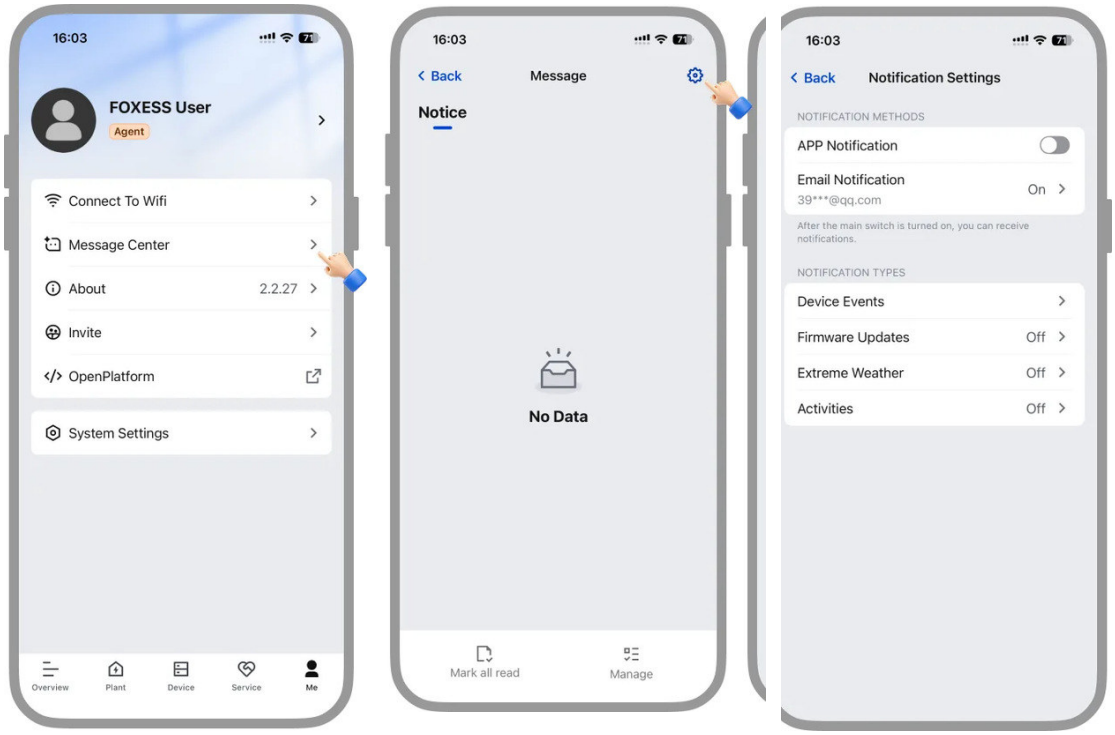
- Tap a message to view its details. Unread messages are marked as read when opened.
- Tap **Mark all read** to mark all unread messages as read.
- Swipe left on a message to delete it, or tap **Manage** to select and delete multiple messages.

Note: Unread messages are indicated by a red dot. Deleted messages cannot be recovered.

9.2.2. Notification Settings

Go to **Me > Message Center** and tap the **Settings** icon in the upper-right corner to access **Notification Settings**.

Here, you can manage notification delivery and choose which types of notifications to receive.



9.2.2.1. APP Notification

Use the **APP Notification** switch to enable or disable push and in-app notifications.

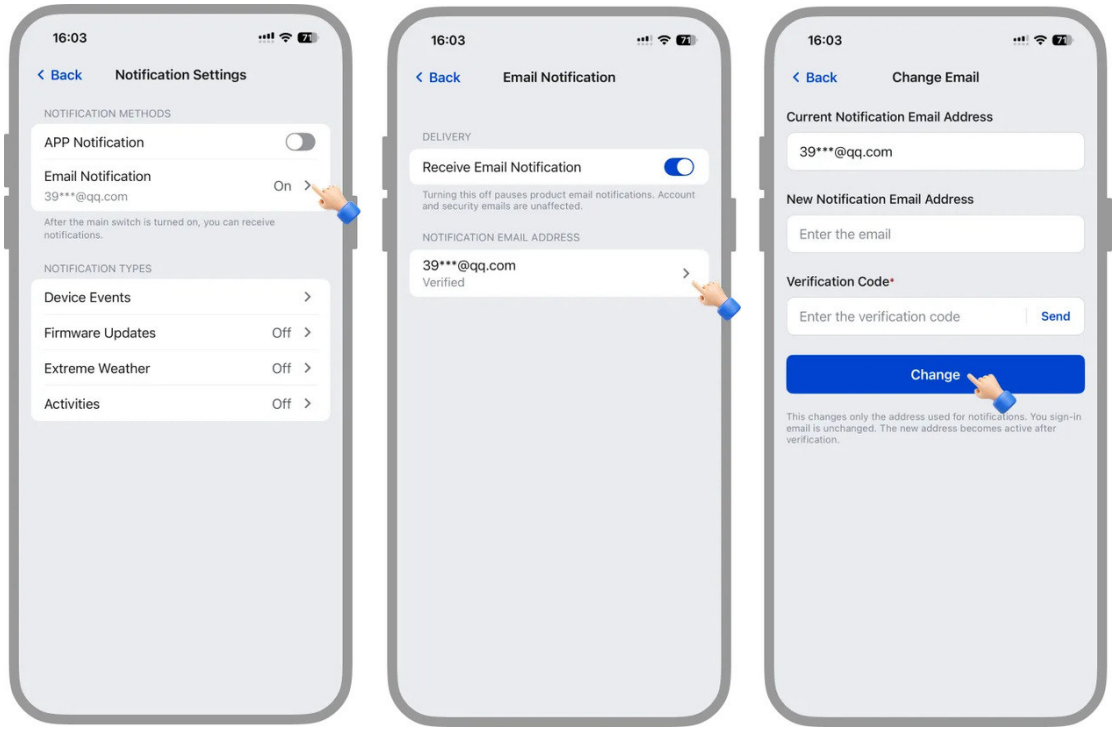
Tap this option to open your device's notification settings and manage app permissions.

9.2.2.2. Email Notification

Tap **Email Notification** to manage email notifications and the associated email address.

1. Turn **Receive Email Notification** on or off to control product-related emails.
2. Tap the current notification email address to update it.
3. Enter the new email address, tap **Send**, then enter the verification code.
4. Tap **Change**. The new address takes effect after verification.

Note: This changes only the notification email address, not your account sign-in email. Account and security emails are not controlled by the email notification switch.



9.2.3. Notification Types

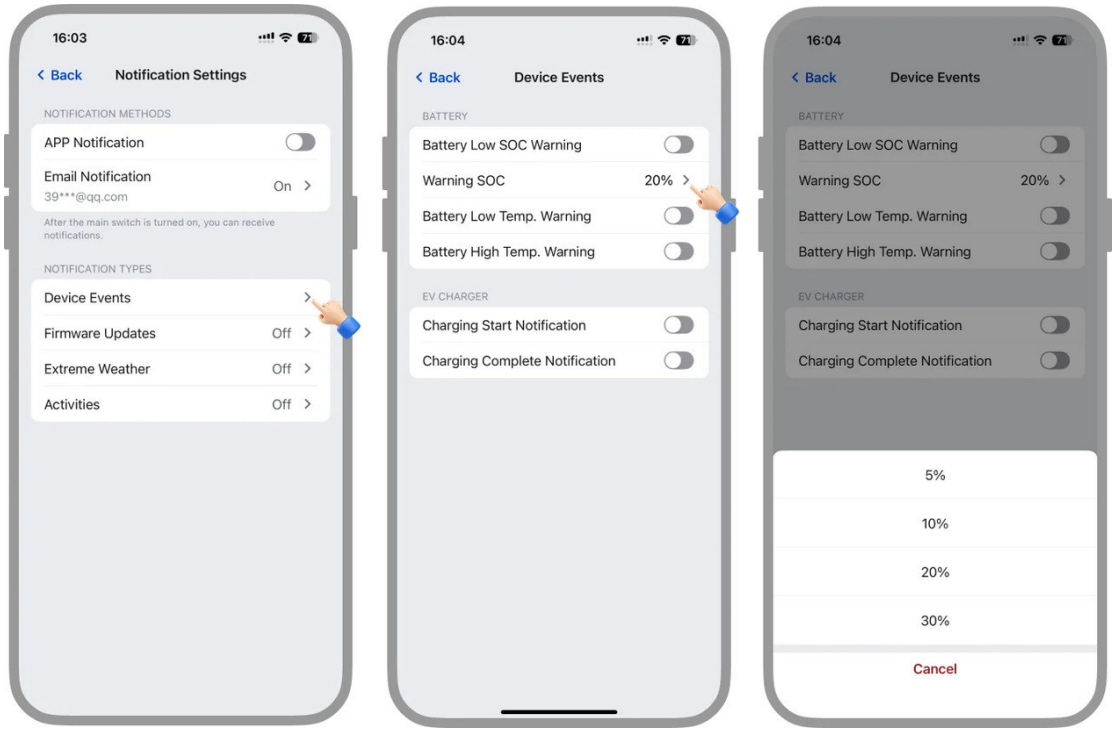
Under **Notification Types**, you can configure notifications for **Device Events**, **Firmware Updates**, **Extreme Weather**, and **Activities**.

9.2.3.1. Device Events

Tap **Device Events** to configure battery and EV charger notifications.

- **Battery Low SOC Warning:** Enable or disable low battery SOC warnings.
- **Warning SOC:** Tap to select the warning threshold (5%, 10%, 20%, or 30%).
- **Battery Low/High Temp. Warning:** Enable or disable battery temperature warnings.
- **Charging Start/Complete Notification:** Enable or disable notifications when EV charging starts or completes.

Note: Battery and EV charger notification options are displayed only when the corresponding devices are available.



9.2.3.2. Firmware Updates

Tap **Firmware Updates** and use the switch to enable or disable notifications about device firmware updates.

9.2.3.3. Extreme Weather

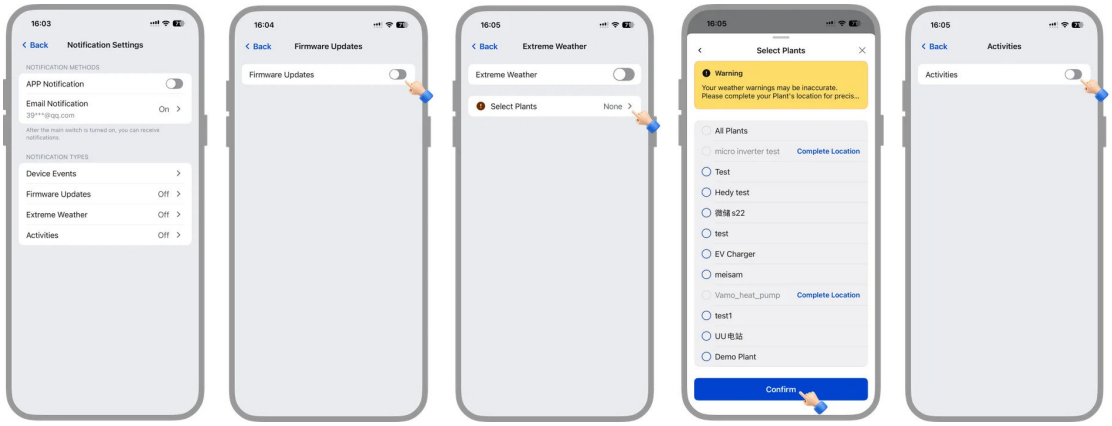
Tap **Extreme Weather** to configure weather warning notifications.

1. Turn on **Extreme Weather**.
2. Tap **Select Plants** and choose the plants for which you want to receive warnings.
3. Select **All Plants** or specific plants, then tap **Confirm**.

Note: Make sure the plant location is complete and accurate to receive more precise weather warnings. Plants with incomplete location information must be updated before they can be selected.

9.2.3.4. Activities

Tap **Activities** and use the switch to enable or disable notifications about product activities and promotional campaigns.



9.3. About

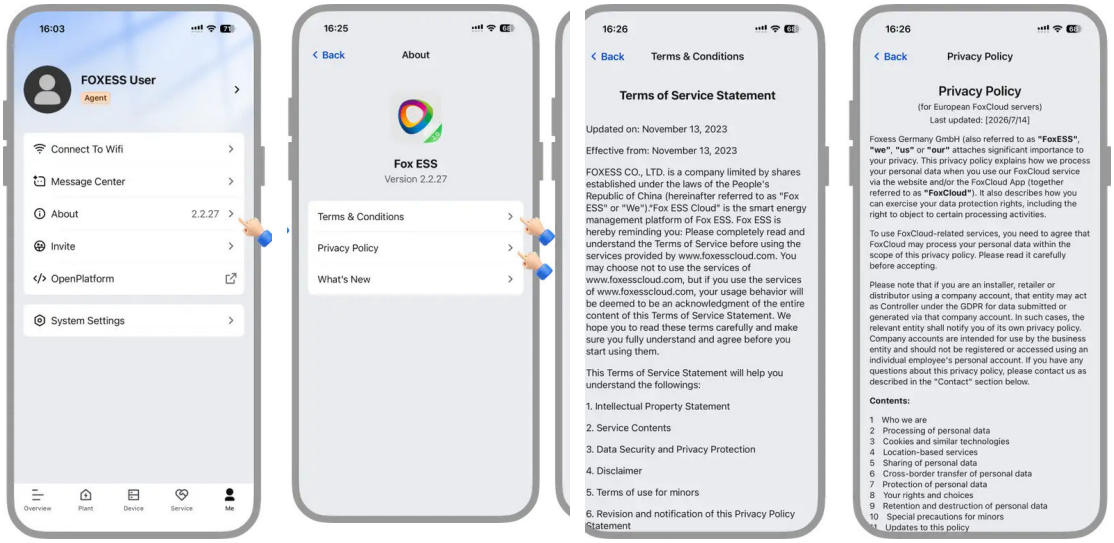
Go to **Me > About** to view the app version, terms and conditions, privacy policy, and release notes.

9.3.1. Terms & Conditions

Tap **Terms & Conditions** to view the terms of service, including the conditions of use, intellectual property rights, data security, and other relevant legal information.

9.3.2. Privacy Policy

Tap **Privacy Policy** to learn how FOXESS collects, processes, stores, and protects personal information when you use FoxCloud services.



9.3.3. What's New

Tap **What's New** to view the app's version history and release notes.

1. Select a version from the list to view its release date and update details.
2. Review the features, improvements, and fixes included in that version.

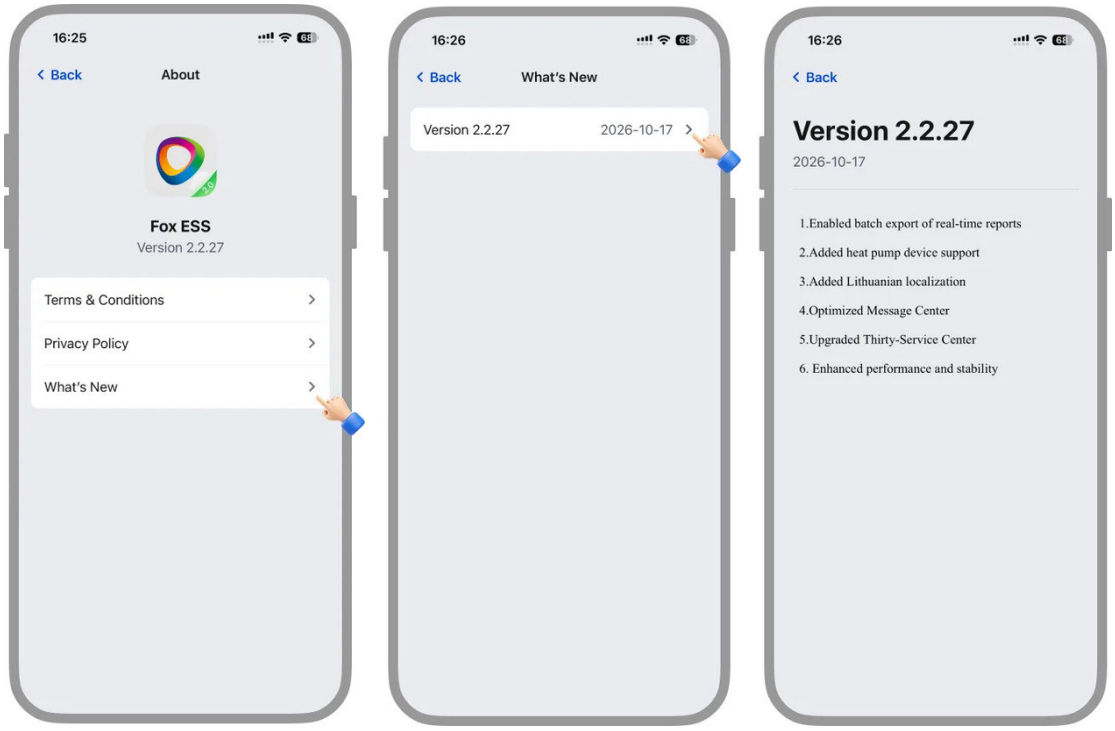
Note: The version history displays published updates from the past year, with the latest version listed first.

9.3.3.1. App Updates

When a new app version is available, an update notification may appear.

- **Required Update:** You must update the app to continue using it.
- **Optional Update:** Update now, or close the notification and continue using the current version. You can review the latest release notes under **What's New**.

Note: App updates are available for the latest released version only.



9.4. Invite Code

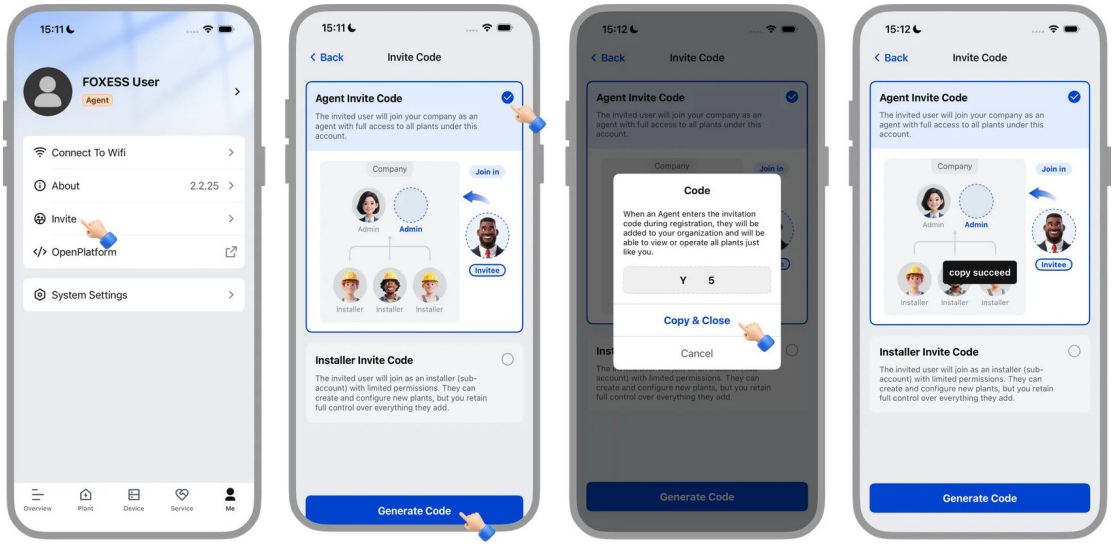
Use **Invite** to invite an Agent or Installer to your organization, or use **Join** to join another organization with an invitation code.

9.4.1. Generate an Invite Code

Go to **Me > Invite**, select **Agent Invite Code** or **Installer Invite Code**, tap **Generate Code**, then tap **Copy & Close**. Share the code only with the intended recipient.

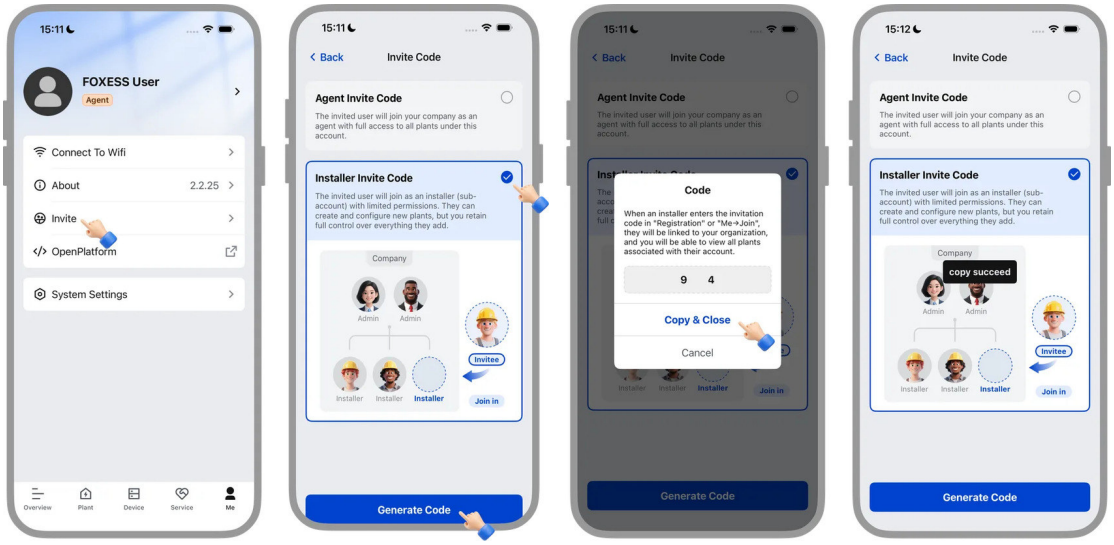
9.4.1.1. Agent Invite Code

An invited Agent can use the code during registration or from **Join**. Their access to the organization's Plants depends on their assigned permissions.



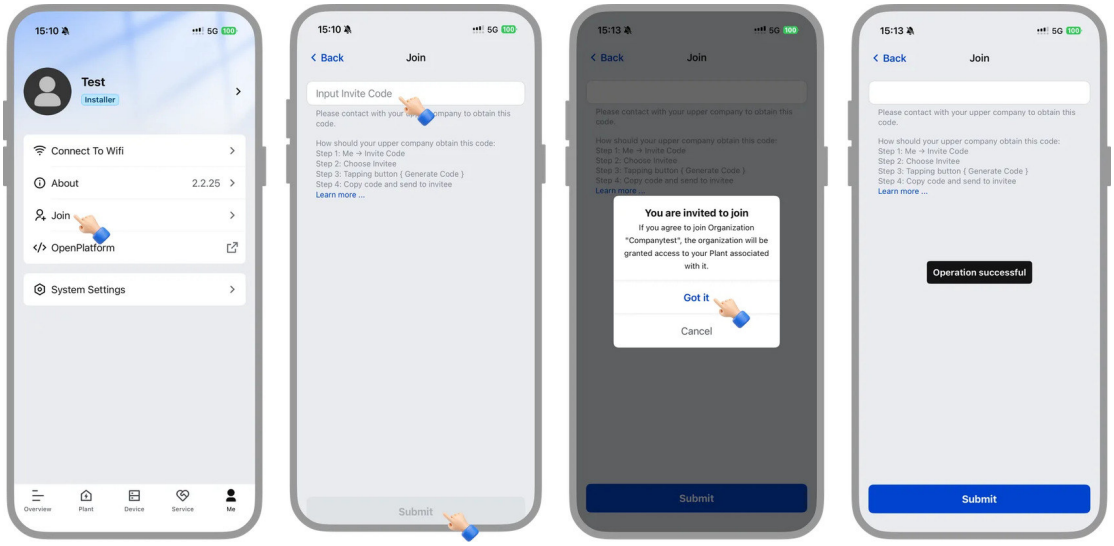
9.4.1.2. Installer Invite Code

An invited Installer can use the code to join your organization with Installer permissions.



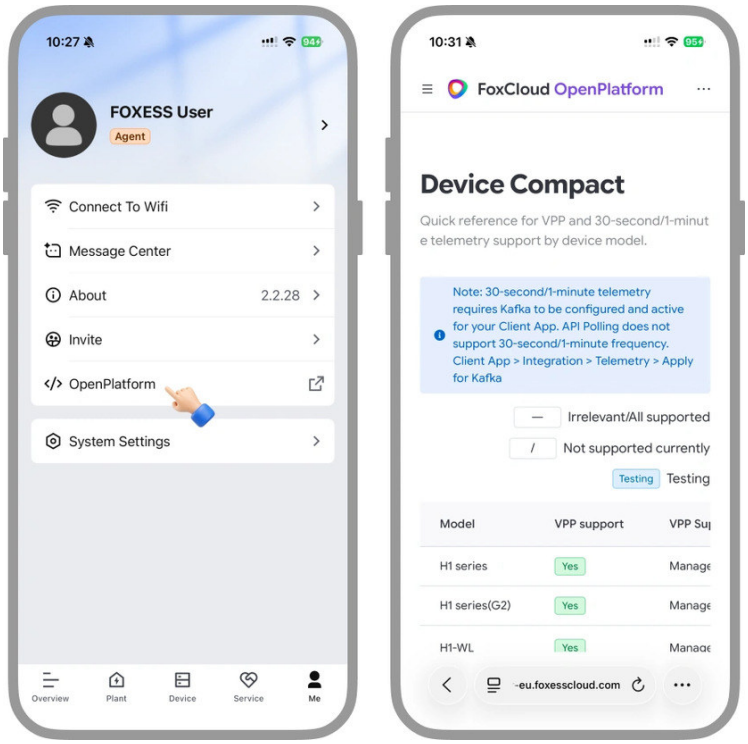
9.4.2. Joining an Organization with an Invite Code

If you have an invitation code, go to **Me > Join**, enter the code, and tap **Submit**. Review the organization details and tap **Got it** to confirm. The code determines whether you join as an Agent or Installer.



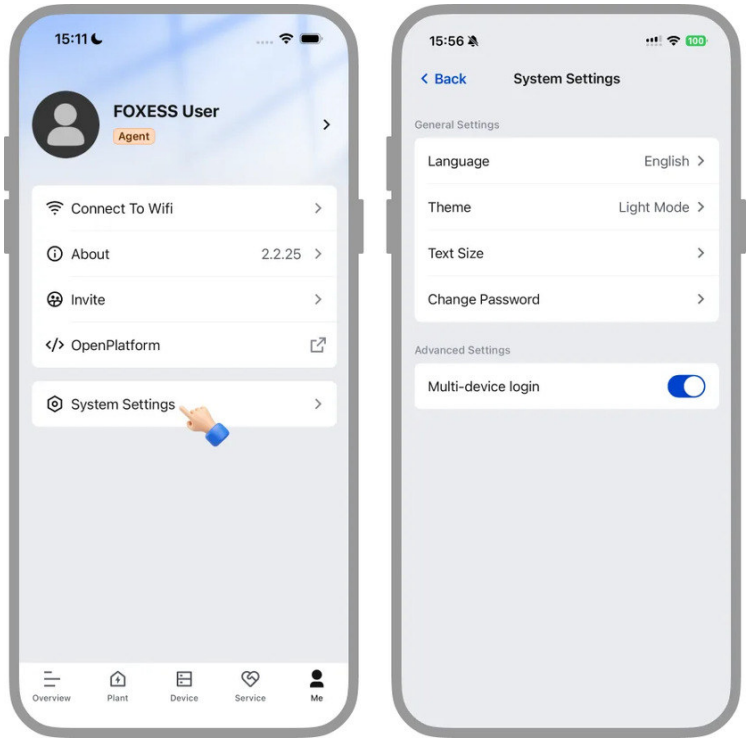
9.5. OpenPlatform

Tap **OpenPlatform** to access resources for integrating third-party Virtual Power Plant (VPP) platforms with FoxESS services, including API documentation and user guides.



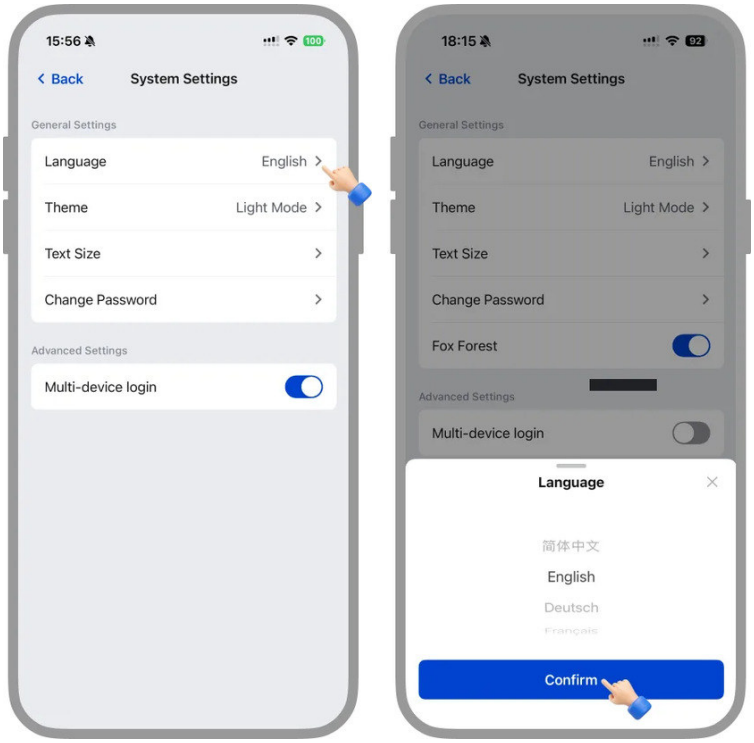
9.6. System Settings

Go to **Me** and tap **System Settings** to configure your preferences.



9.6.1. Language

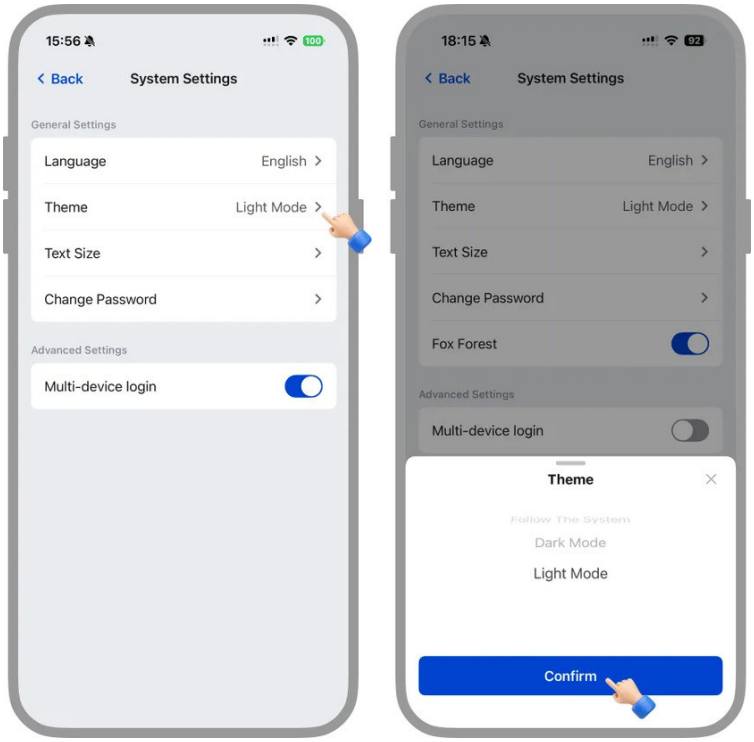
Tap **Language**, select your preferred language, then tap **Confirm**.



9.6.2. Theme

Tap **Theme**, select a theme, then tap **Confirm**.

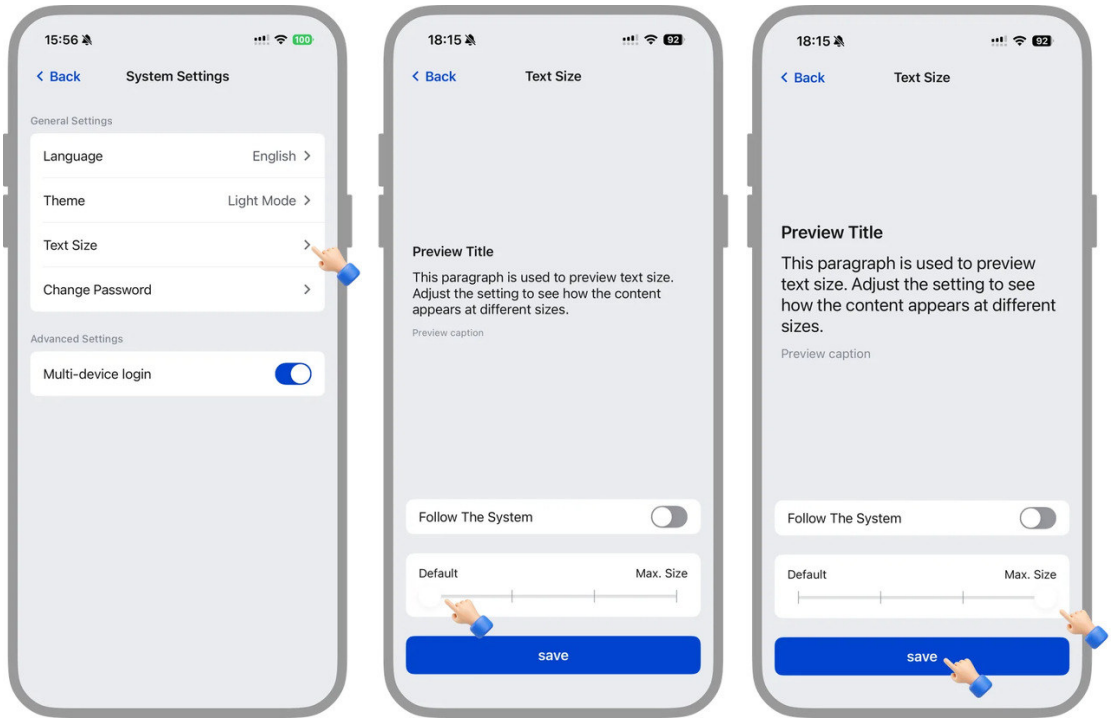
Select **Follow The System** to match the app's theme to your device settings.



9.6.3. Text Size

Tap **Text Size** and drag the slider to adjust the text size, then tap **Save**.

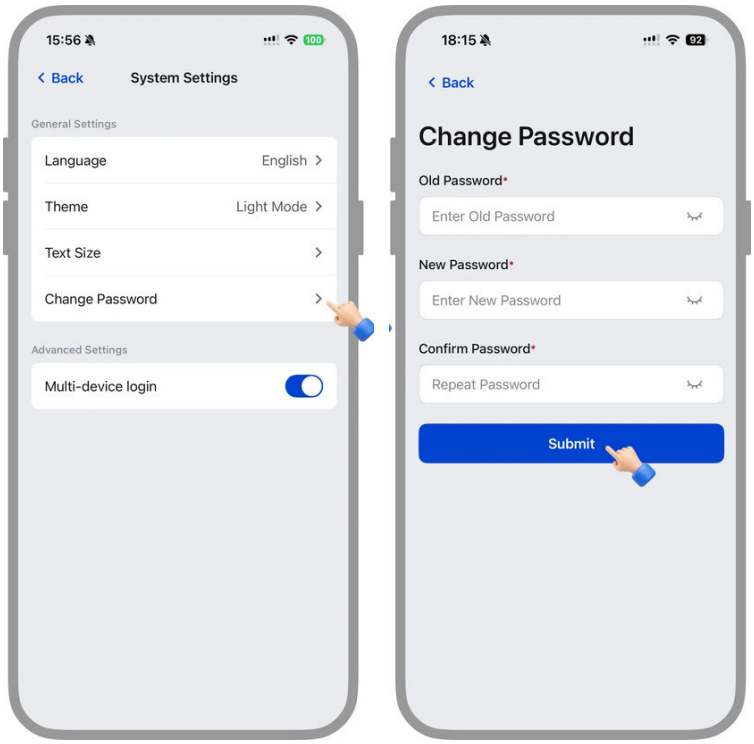
Select **Follow The System** to match the app's text size to your device settings.



9.6.4. Change Password

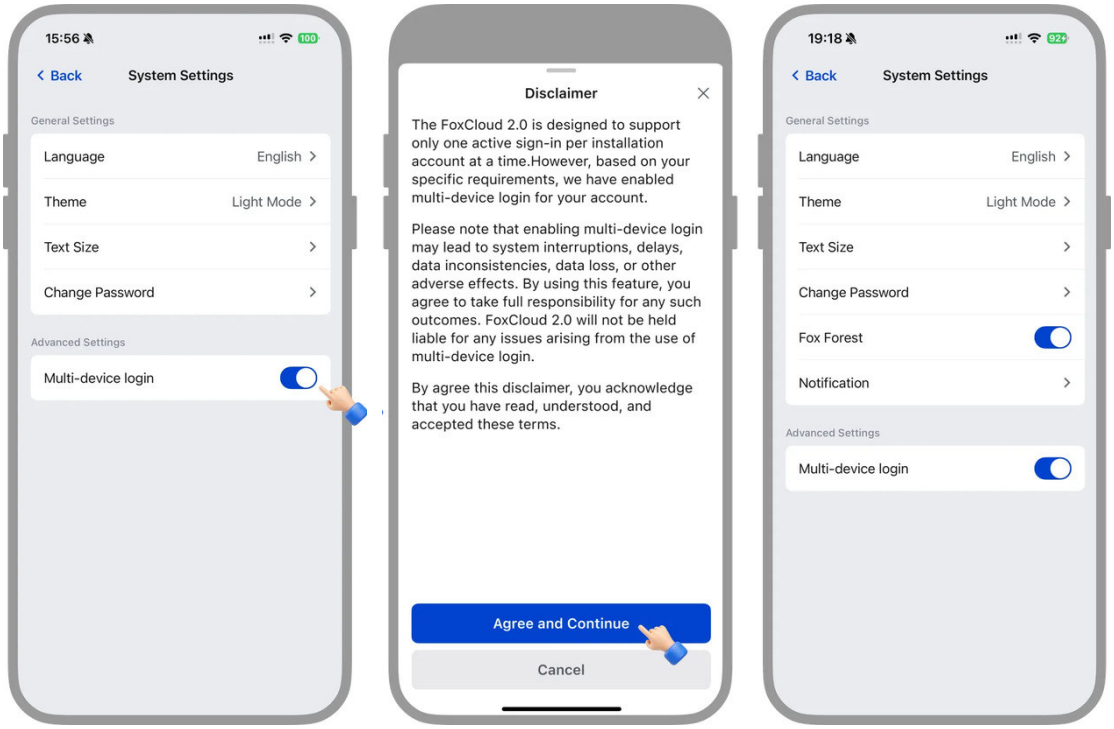
Tap **Change Password**, enter your **Old Password** and **New Password**, then enter the new password again in **Confirm Password** and tap **Submit**.

The password must contain at least 8 characters.



9.6.5. Multi-device Login

Turn on **Multi-device login** and review the disclaimer. Tap **Agree and Continue** to allow your account to be signed in on multiple devices at the same time.


15:56
Back
System Settings
General Settings
Language
English
Theme
Light Mode
Text Size
Change Password
Advanced Settings
Multi-device login
Disclaimer
The FoxCloud 2.0 is designed to support only one active sign-in per installation account at a time.However, based on your specific requirements, we have enabled multi-device login for your account.
Please note that enabling multi-device login may lead to system interruptions, delays, data inconsistencies, data loss, or other adverse effects. By using this feature, you agree to take full responsibility for any such outcomes. FoxCloud 2.0 will not be held liable for any issues arising from the use of multi-device login.
By agree this disclaimer, you acknowledge that you have read, understood, and accepted these terms.
Agree and Continue
Cancel
19:18
Back
System Settings
General Settings
Language
English
Theme
Light Mode
Text Size
Change Password
Fox Forest
Notification
Advanced Settings
Multi-device login