



Convenient and Smart

AlphaESS Partner is an exclusive mobile app for Partners.



AlphaESS Partner App

Alpha ESS Partner App is an exclusive mobile App designed to provide service support to AlphaESS partners.

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Install new system/Self-testing /Monitoring and Settings



Part1:

What problems are Partner App trying to solve ?

What problems are Partner App trying to solve ?



User Segmentation

The original AlphaESS App carries both end-users and partner users, and it is difficult for an App to meet the needs of both types of users. **Partner App is like Uber's driver-side App**, which is specialized for partners.

Account Sharing Issues

In AlphaESS App, since the organization, License and account are one-to-one correspondence, there will be an issue that **multiple members of the organization share one account**, which will lead to **difficulties and risks in administration**

What problems are Partner App trying to solve ?



Organizational Management

In AlphaESS App, it is difficult for manager to understand the performance of different employees, and the lack of differentiation in permissions leads to the fact that any employee can view all the installation data for the entire company

Service Expansion

Based on PartnerApp, we can develop software services that are better suited to our partners for a better installation, work order, communication and documentation support experience.



Part2: What is Alpha Partner App?

What is Alpha Partner App?

- Alpha ESS Partner App is an exclusive mobile App designed **to provide service support to AlphaESS partners.**
- It can be used by **all AlphaESS partners**, including distributors, installers, service partners, technical engineers.
- In the future, the original AlphaESS App **will only be available to end customers**



Partner App For Android



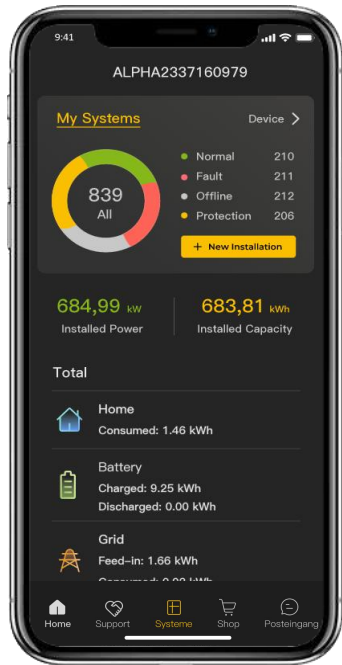
Partner App For iOS

Partner Portal (Web) : <https://partner.alphaess.com>

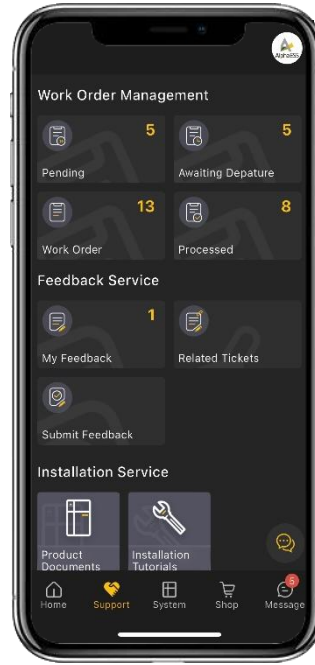
What Alpha Partner App can do?



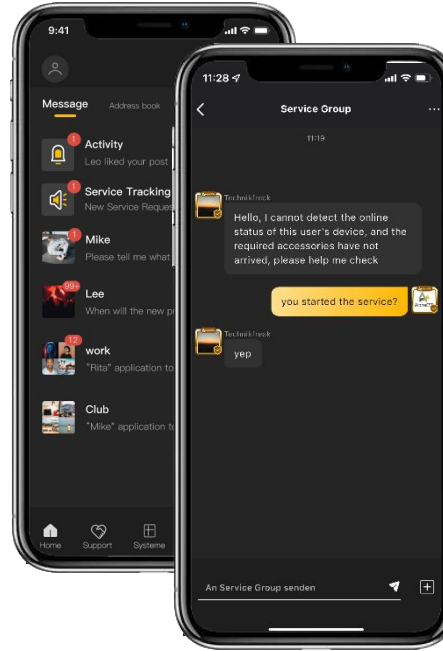
Alpha Partner App supports installation, work order, ticket tracking and device commissioning, while also offering organization management, online communication, installation guidance, and online shop.



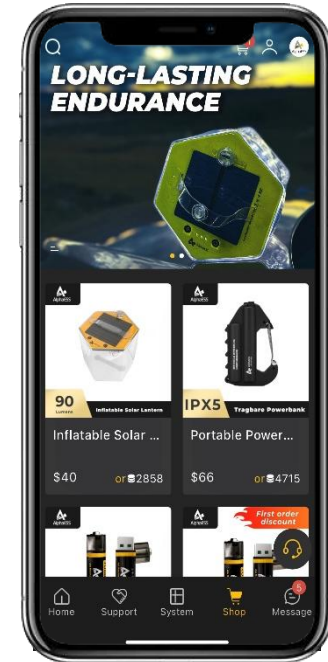
#System
Install System
Commissioning
Self-check



#Support
Work Order Management
Product information
Ticket Tracking



#IM
Instant Messaging (IM)
Official Communication
System Notification



#Shop
Online Mall
Points Exchange

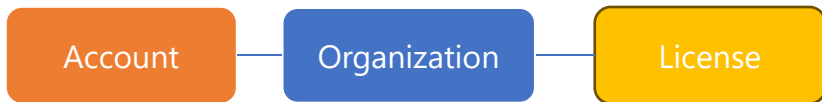


**Part3:
Differences between
Alpha Partner App and AlphaESS App**

Individual account & Organization management system

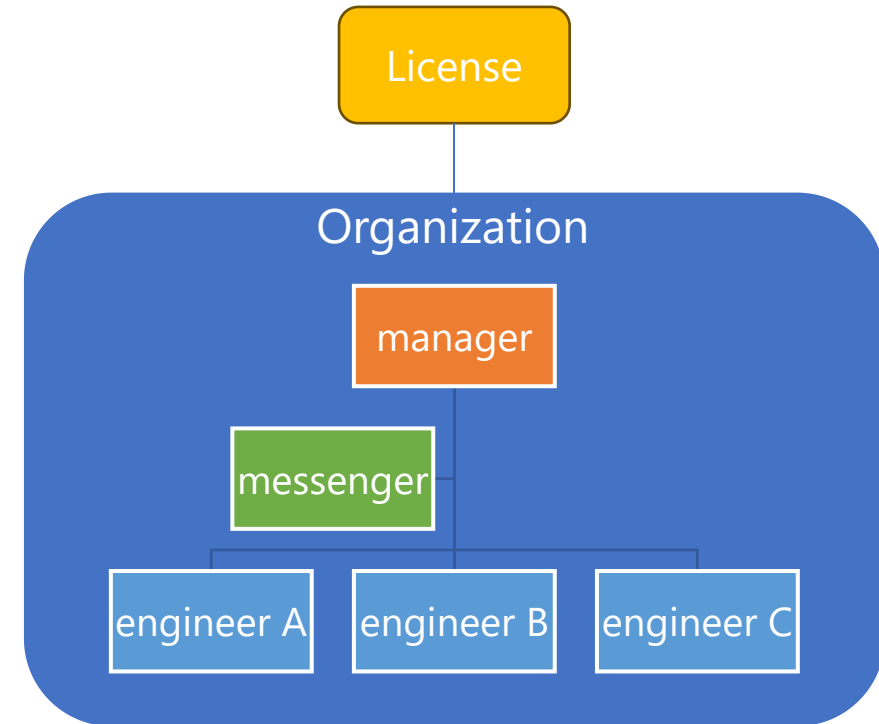


Before: AlphaESS App



In the original AlphaESS App, **account represent organization and are tied to license**, which does not prevent account sharing

Now: Alpha Partner App



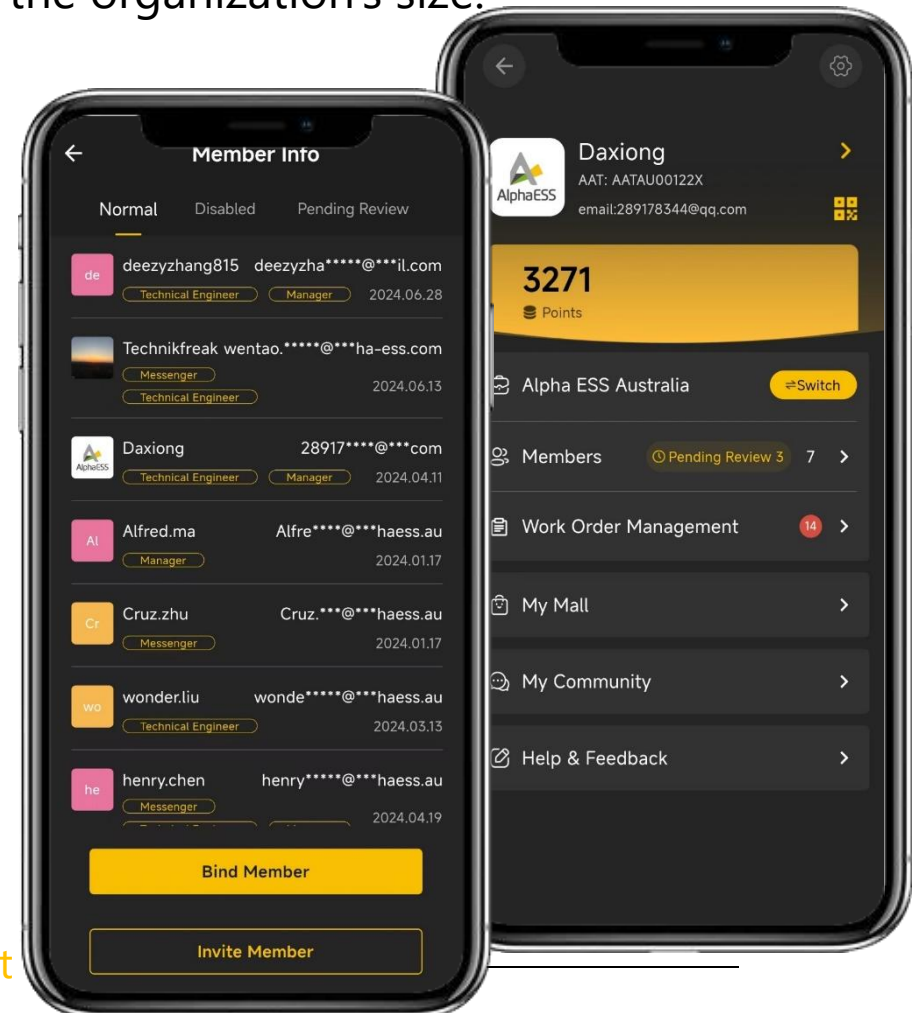
In the Partner App, the organization is tied to the license and **the account only represents an individual person**, account can join one or more organizations, which ensures flexibility and security at the same time

Individual account & Organization management system



The new ID structure offers individual accounts for manager, messenger, engineer and other roles as defined by your organization regardless of the organization's size.

- Every employee would have their own service record and exclusive points benefits.
- Unauthorized personal accounts do not see other people's business information
- Managers can see information about each employee's work

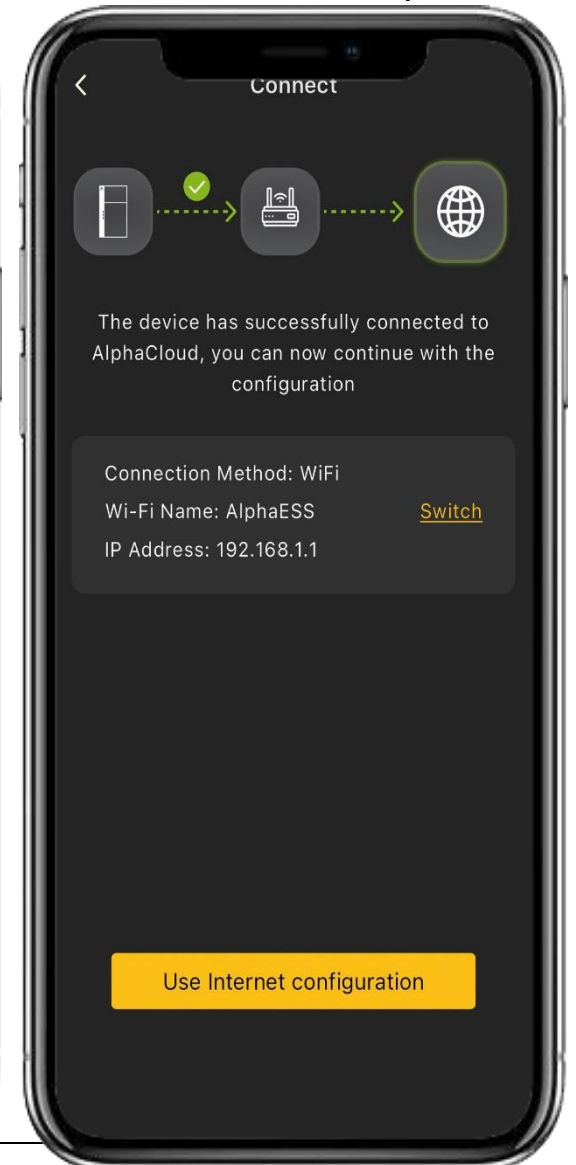
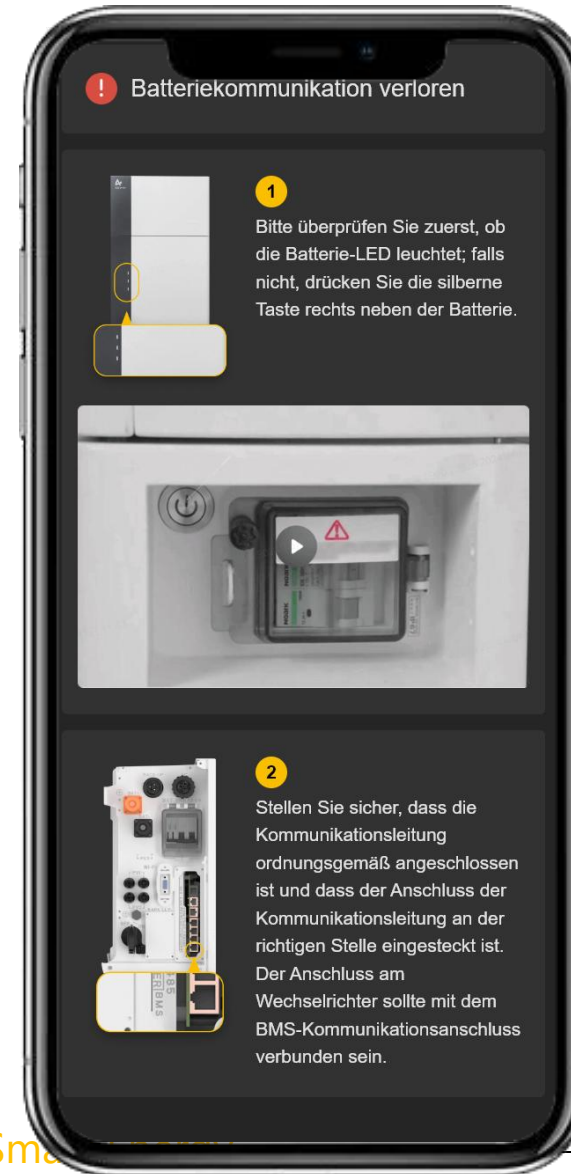
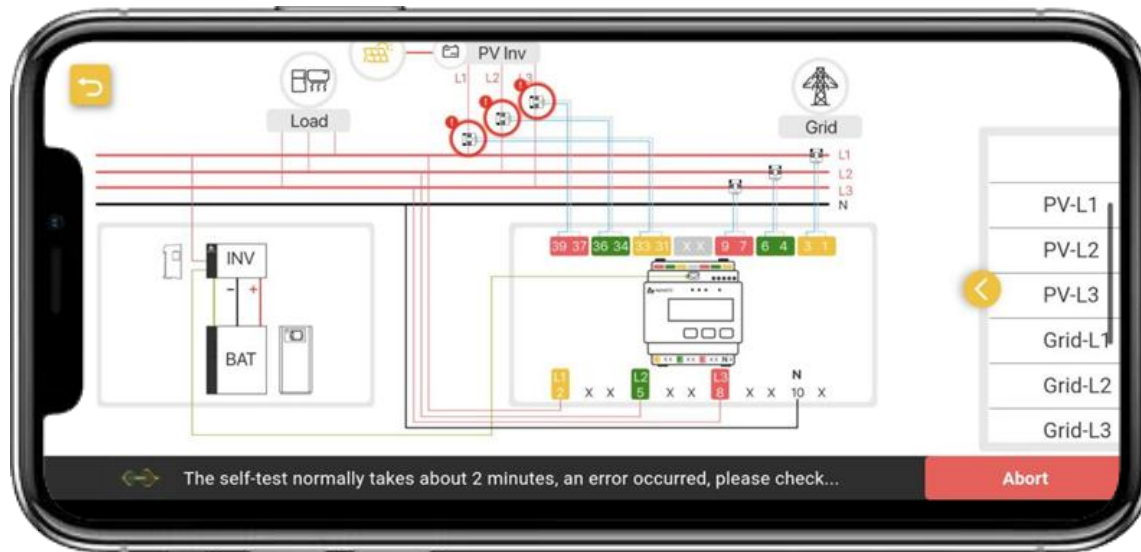


Brand New Commissioning

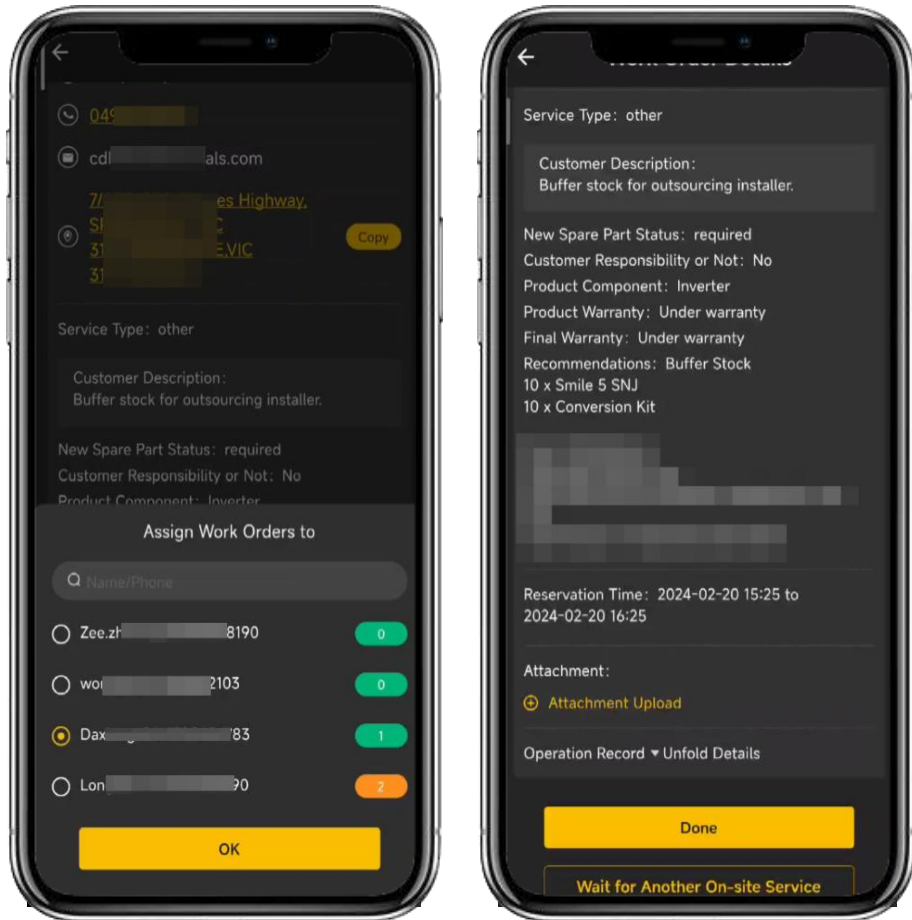


Partner App brings a new self-testing system that provides error alerts and repair guidelines through a graphical interface.

We are re-design the **commissioning** process, with **easier and simpler installation experience**.(coming soon)



Service-oriented intelligent work order system.

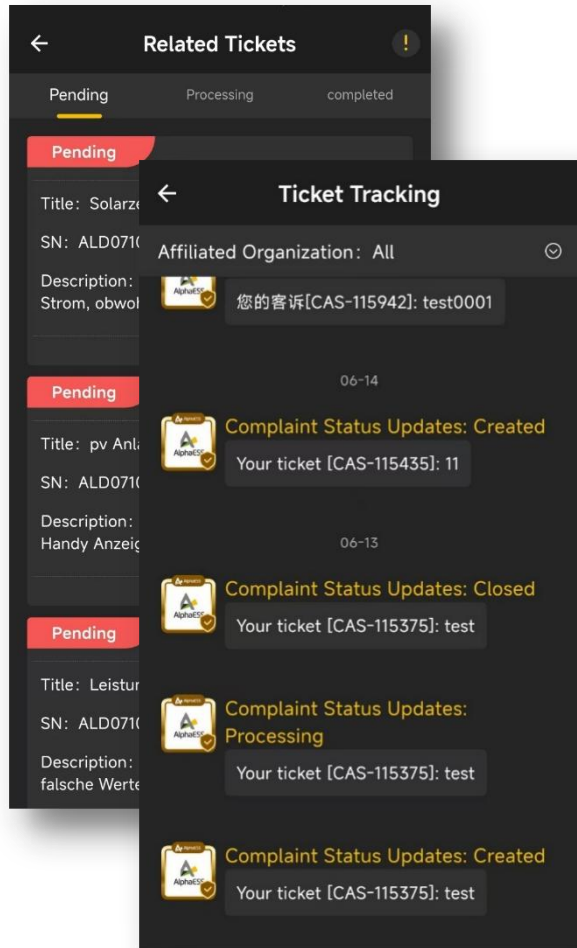
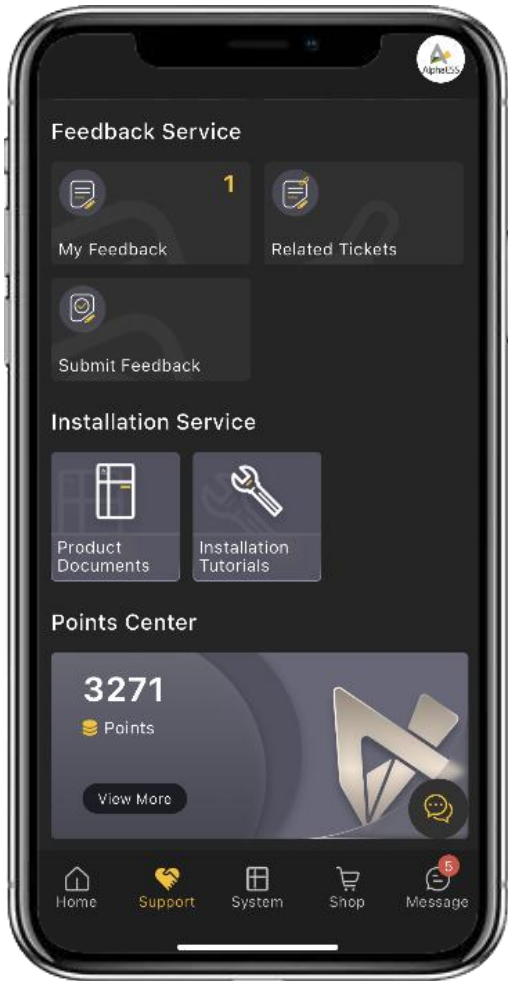


You can easily **complete the entire process** of receiving, dispatching, and servicing **after-sales work orders** through Partner App.

Traceability of the process and control of service progress

Provide **work order guidelines** to improve after-sales work experience

Ticket Tracking



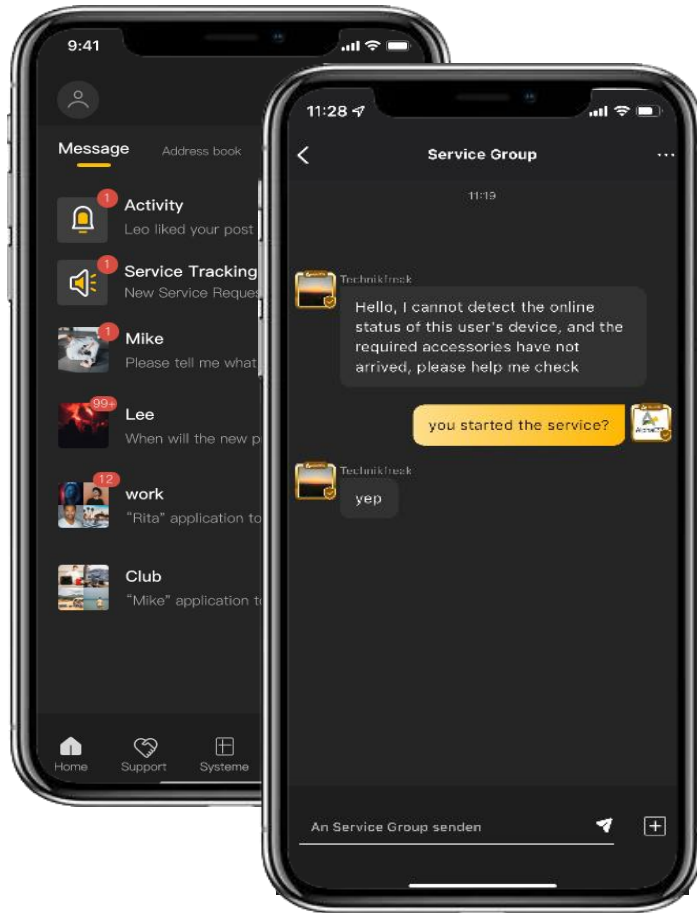
PartnerApp allows you to easily create and view tickets and **be notified of changes in their status.**

In addition to tracking the tickets you create yourself, you can also **view related tickets, including:**

- Installers can view tickets submitted by installers.
- Installer administrators or authorized accounts can view all appeals within the company
- Reseller companies can view all appeals from associated companies



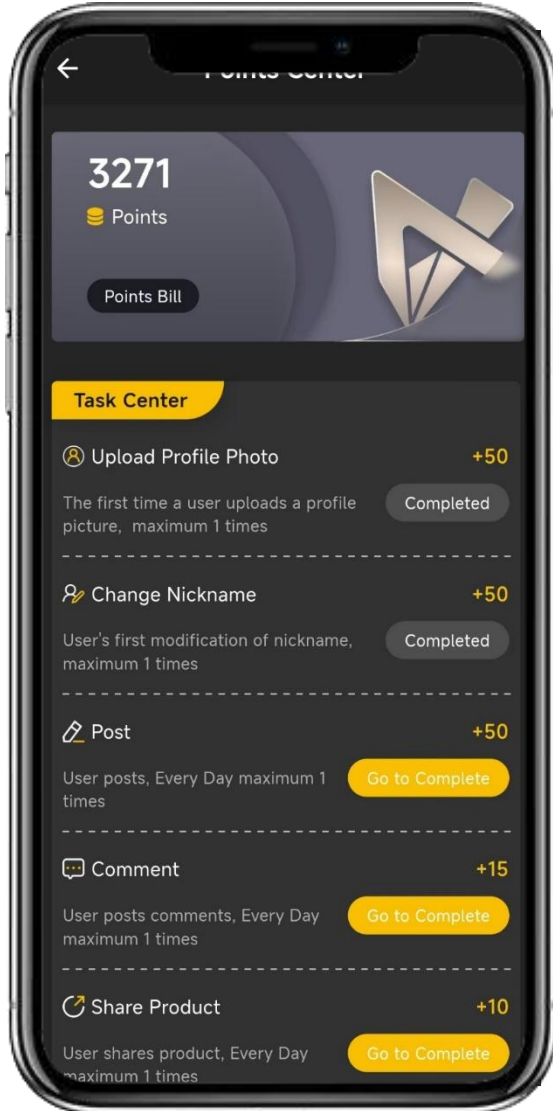
Communication tools for hosting services



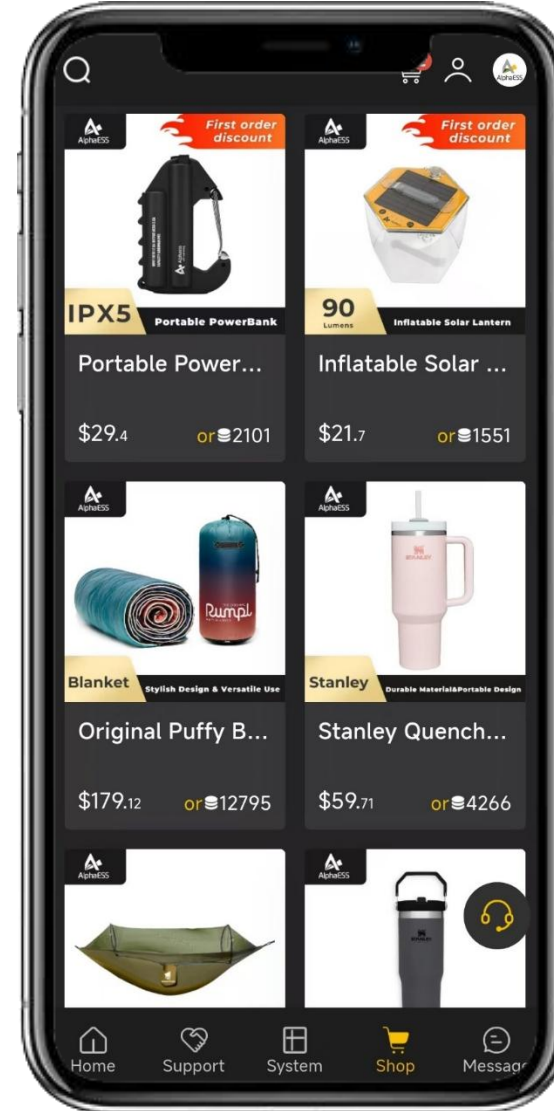
The Partner App provides a **online chat tool** that allows you to **communicate within your organization and initiate consultations with AlphaESS.**

In addition, you **can be informed of the progress of tickets and work orders**, and forward service-related information and product literature in the chat.

Points Rebate System & Online Shop



PartnerApp offers a points rebate system, **where individual accounts can earn exclusive extra rewards** by completing tasks in the points center (e.g., completing work orders, completing installations).



At the online shop, you can **redeem points for gifts or services.**

Function list of AlphaESS software for partners



Application		Partner App	Partner Portal (Web)	AlphaESS Cloud(Web)
Platform		Mobile Phone	PC	PC
User		Engineers Installers Managers	Managers Office Staffs	Managers Office Staffs
Function	Install System	√		√
	Commissioning	√		√
	Self-check	√		
	Monitoring	√		√
	Work Order Management	√	√	
	Work Order Service	√		
	Product Resource	√		√
	Ticket Tracking	√		√
	Organization Management		√	
	Member Management	√	√	
	Rights Management		√	
	Instant Messaging (IM)	√		
	Official Communication	√		
	System Notification	√		
Online Mall	√			
Points Center	√			

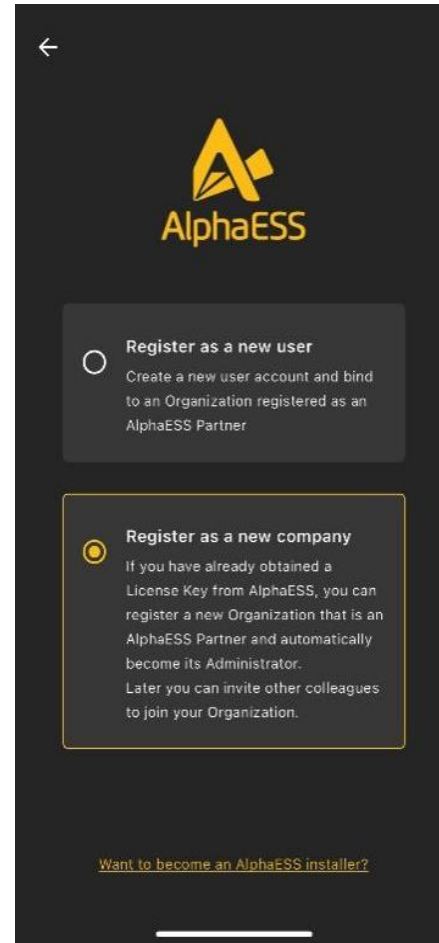


Part 4: Account and Organization

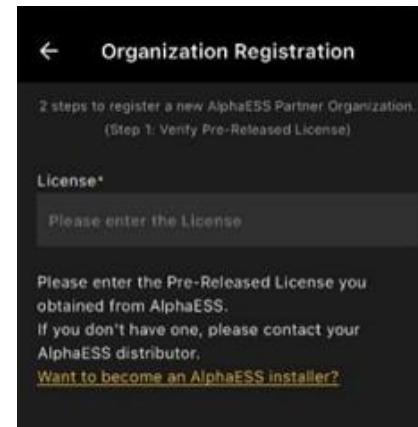
For Manager: Register Administrator Account & Organization



If you have an **AlphaESS account**, you can log in and create an organization automatically. you will be administrator for the organization.

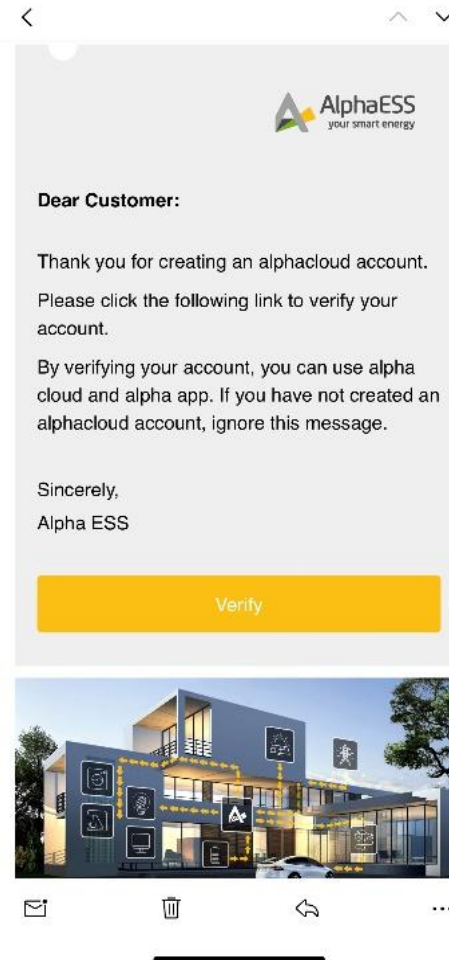
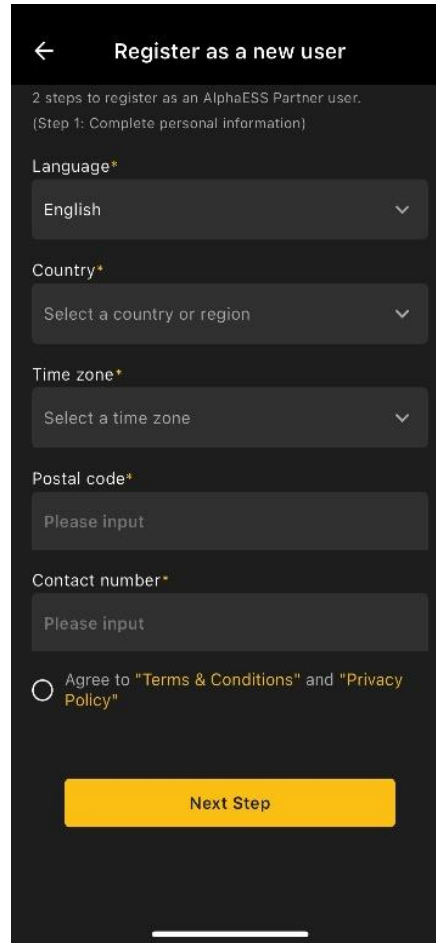
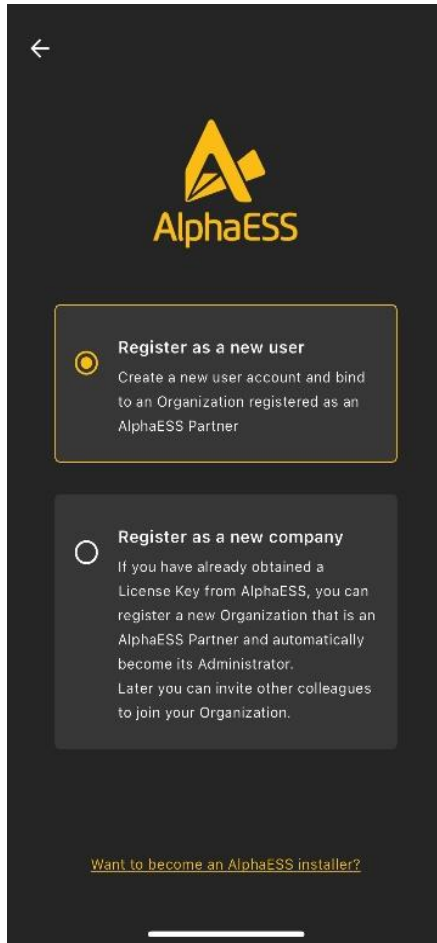


If you have a license but do not have an **AlphaESS account**, please select 'Register - Register as a new company'. and enter the License from AlphaESS.



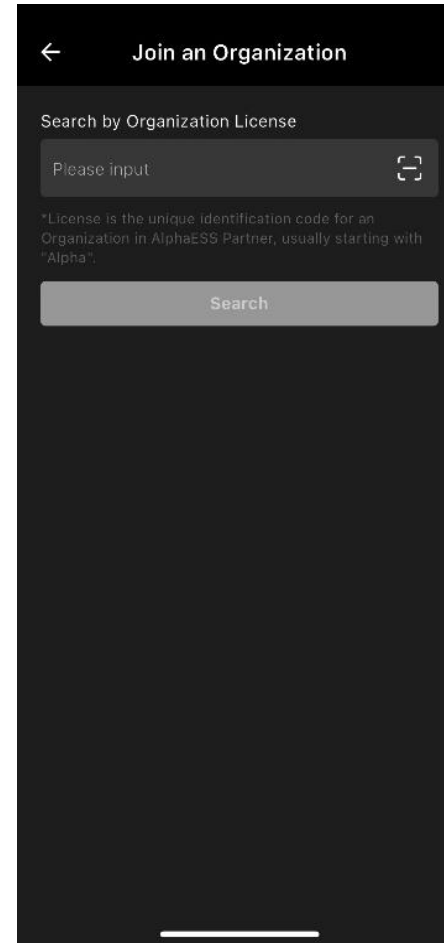
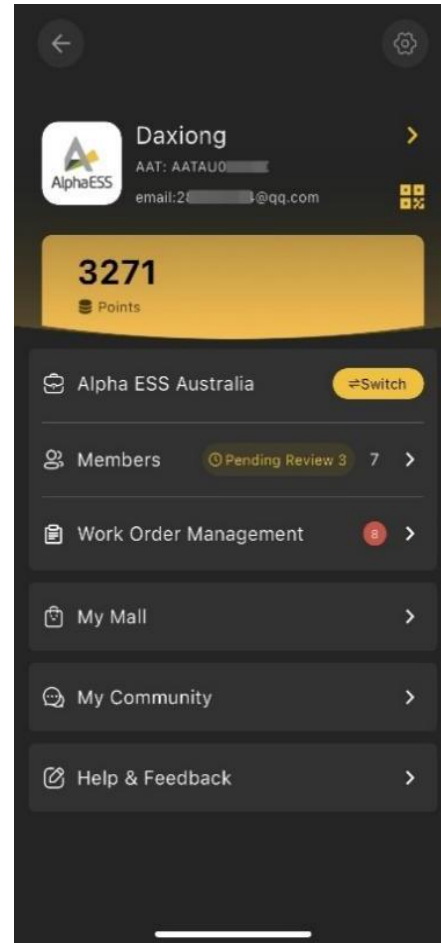
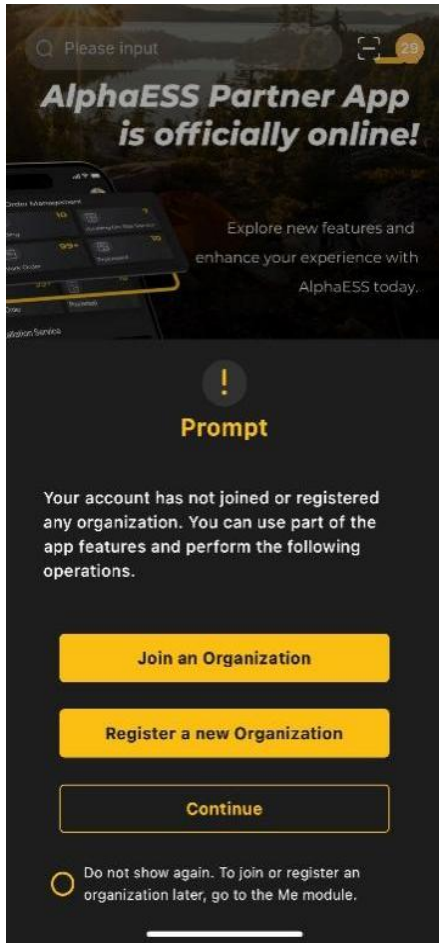
Complete the detailed organization information ,then check the your email and click the "Verify" link in the email to activate your account.

For Regular Users :Register a Personal Account



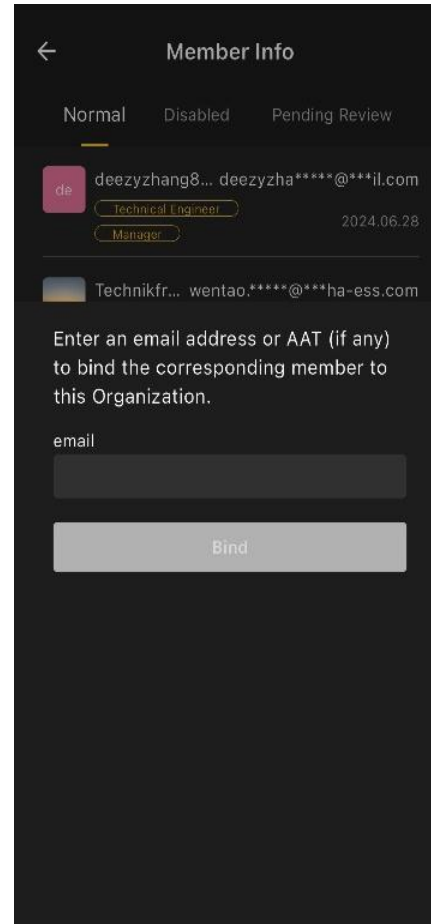
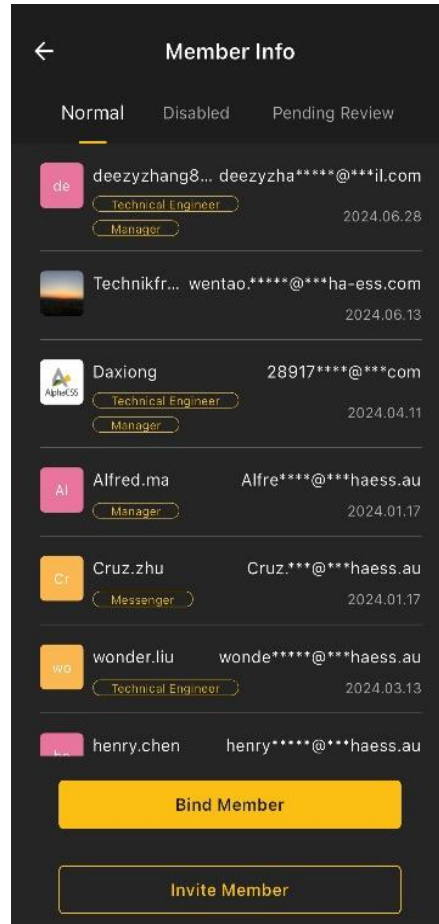
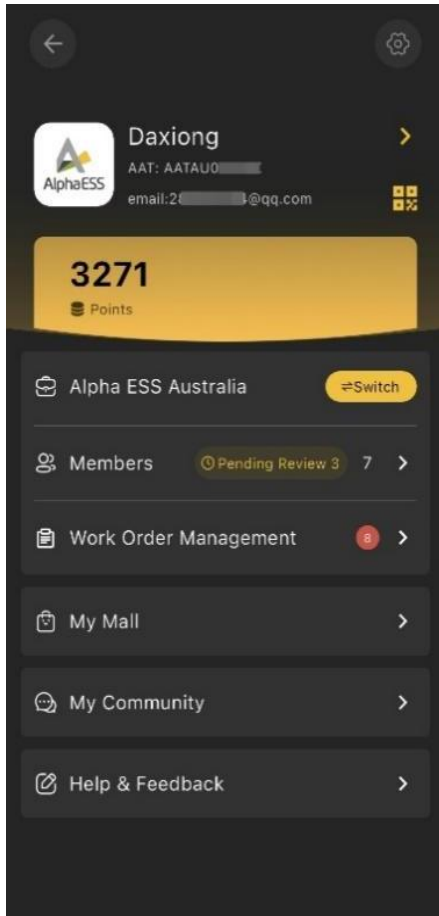
- Fill in the registration information.
- check the your email and click the "Verify" link in the email to activate your account and return to log in.

Joining an Organization on the Partner App



- Click on "join an organization" in prompt
- You can also click on the avatar, go to "My", click on "Switch", then choose "Join an Organization"
- enter the organization license, after the administrator's approval, you can join the organization.

Manager: Invite Others to Join an Organization on the Partner App



- In "My" page
- Click on "Members,"
- Click on "Bind Member" and enter the employee's username or AAT number to bind that employee.
- Or click "Invite Member," copy the organization's link, or download the invitation code to invite members to join the organization.

Invite Other to Join an Organization in Partner Portal



The screenshot displays the Alpha-ESS Partner Portal interface. On the left is a navigation menu with options like Home, Organization Management, Member Management, and Role Management. The main area shows a 'Member List' table with columns for Sequence Number, Account, Role Name, Nickname, Phone, Email, AAT, Source, Status, and Operation. A 'Bind Employee' button is visible above the table. An 'Add Employee' dialog box is open on the right, prompting for an email address.

Sequence Number	Account	Role Name	Nickname	Phone	Email	AAT	Source	Status	Operation
1	Deezy*****		Deezy Zhang	-	deezy.****@***h...	AATAU0C	Search for Lic...	To Be Reviewed	View details
2	yi.l*@***ha-e...		yi.li	-	yi.lj*@***ha-ess.c...	AATAU00	1 Search for Lic...	To Be Reviewed	View details
3	Ilyas*****	Technical Engineer	Ilyas Aden	-	ilyas*****@***ha-...	AATAU00	3 Search for Lic...	To Be Reviewed	View details
4	deezyzha*****...	Technical Engineer, Manager	deezyzhang815	043****184	deezyzha*****@*...	AATAU001	4 Search for Lic...	Normal	View details
5	wentao.*****...		Technikfreak	+86*****9154	wentao.****@***...	AATDE001	1 Link or QR Co...	Normal	View details
6	28917****@**...	Technical Engineer, Manager	Daxiong	861*****4783	28917****@***com	AATAU00	1 Link or QR Co...	Normal	View details
7	yii.w***@***h...	Messenger, Technical Engineer, Manager	yii.wang	049****656	yii.w***@***haes...	AATAU001	1 Search for Lic...	Disabled	View details
8	Zee.z*****@**...	Technical Engineer	Zee.zhuang	004****8190	Zee.z*****@***ha...	AATAU0C	1 Search for Lic...	Disabled	View details
9	Alfre****@***...	Manager	Alfred.ma	049****499	Alfre****@***hae...	AATAU0	1 Search for Lic...	Normal	View details
10	Cruz.***@***...	Messenger	Cruz.zhu	049****399	Cruz.***@***haes...	AATAUC	1 Search for Lic...	Normal	View details

Log in Partner Portal (<https://partner.alphaess.com>),

Click on "Bind Employee" in Member Management

Enter the employee's information or AAT number to bind that employee. Once they agree, they can access the organization.

Configuring roles and employee permissions in Partner Portal



In Partne Portal, we provide three default roles: Manager, Informer, and Technical Engineer. You can modify the permissions of a role or add a new role with custom permissions based on your organization's needs.

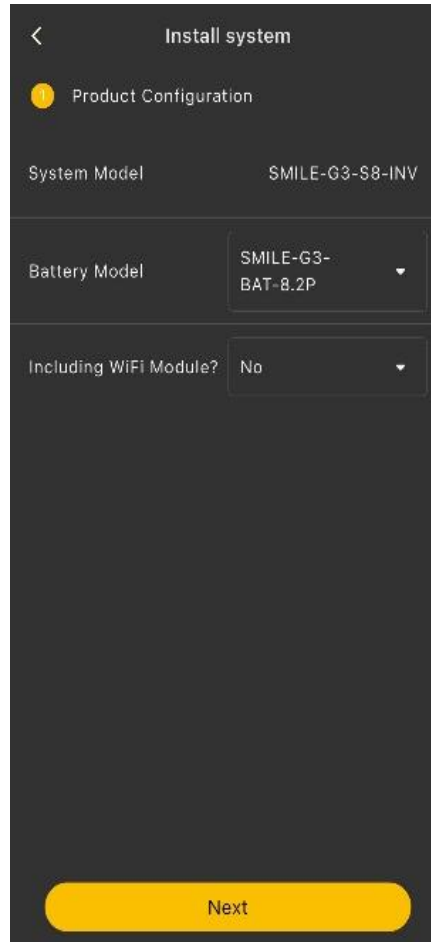
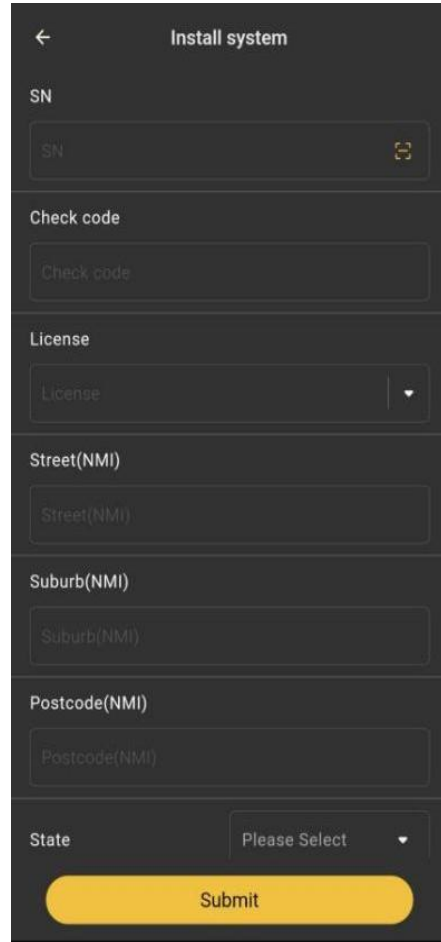
You can give permissions to your members via "Member Management" - "View Details" - " Set Roles"



Part5: Operating Guidelines

Install new system / Self-testing / Monitoring and Settings

Input SN



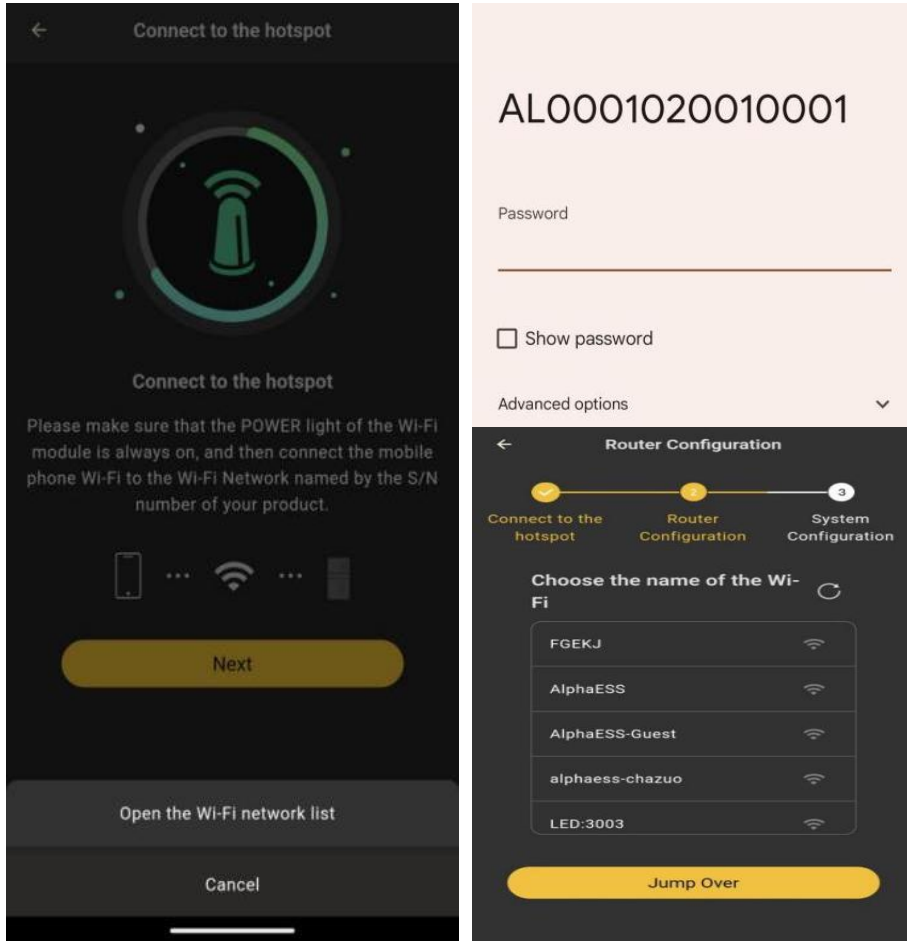
- Click on the "System" button at the bottom and in the new screen click on "New Installation".
- input or scan the SN of system, the check code, installer License number, and installation date.

PS: If the device does not have a Wi-Fi module, you will need to use a LAN to connect to consumer's home network, and select NO for the "including Wi-Fi module"

Wi-Fi Configuration



The AlphaESS Partner App supports Wi-Fi configuration of the system



- Make sure the Power Light on the Wi-Fi module is on and your phone is connected to the hotspot with the name of SN number.
- Choose the property's Wi-Fi, enter the password, then wait. After completing the configuration , click "Next". If using a phone directly connected to the system, click 'Jump Over'.
- Following a successful configuration, you can review the fundamental system parameters set during the installation.

Parameters Set



Install system

1 System Configuration

Work Mode ? DC

PV-inverter PV Capacity(kWp) ? 5

Energy Storage Inverter PV Capacity(kWp) ? 5

Maximum feeder power setting

Max Feed-in Factor

Max Feed-in Factor ? 70 %

Time zone

Dateline Standard Time

Meter on the grid side ? CT Meter

Meter on the PV side ? CT Meter

Next

Install system

2 System Configuration

PV-inverter PV Capacity(kWp) ? 5

Energy Storage Inverter PV Capacity(kWp) ? 5

Maximum feeder power setting

Max Feed-in Factor

Max Feed-in Factor ? 70 %

Time zone

Dateline Standard Time

Meter on the grid side ? CT Meter

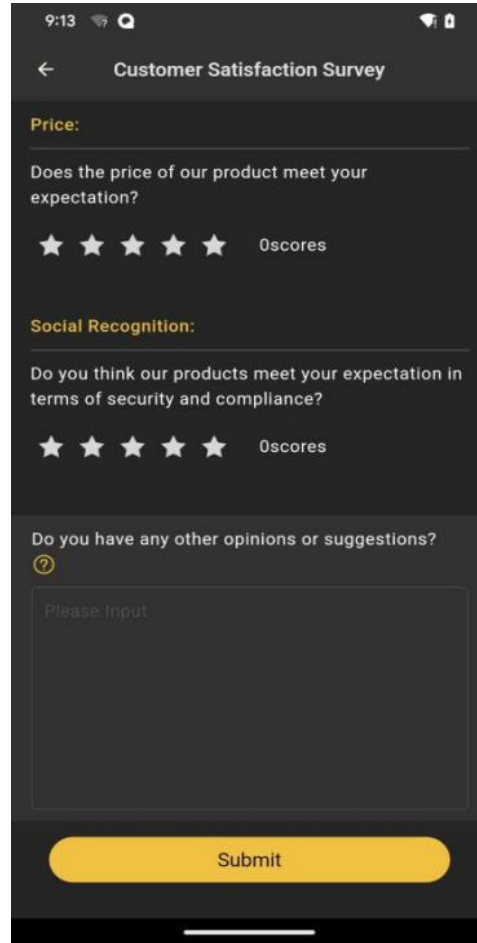
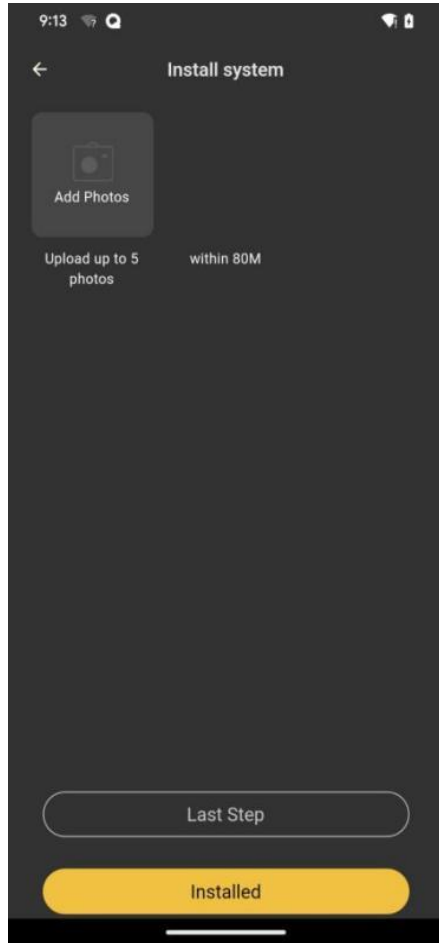
Meter on the PV side ? CT Meter

Last Step

Next

- Please set the relevant parameters correctly to ensure that the system operates properly.
- Click "Next" to start Self-testing. Products that support self-test function will start to self-testing.

Complete Installation



- You can upload pictures of the completed installation.
- click on the " Last Step", the system will redo the self-test.
- click on " Installed" and you will see product satisfaction survey screen.



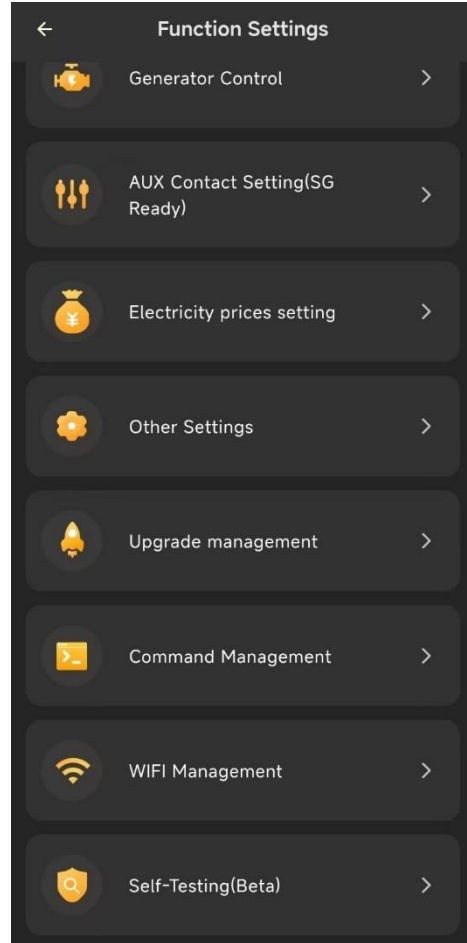
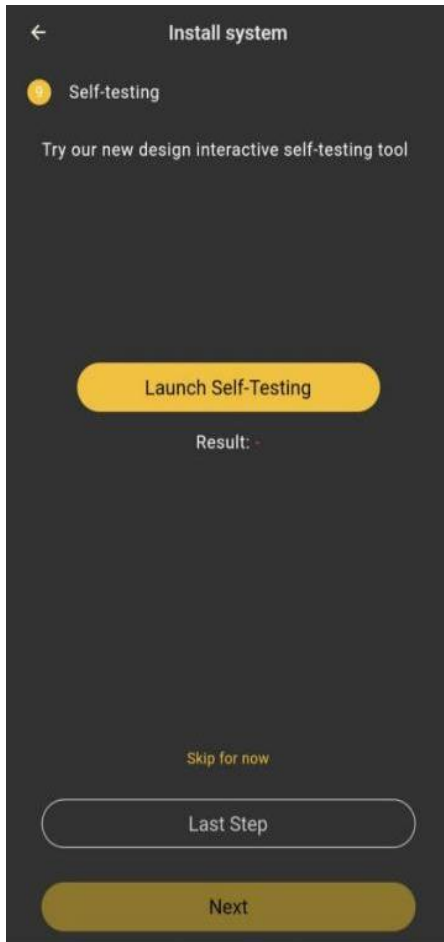
Part5: Operating Guidelines

Install new system/ **Self-testing** / Monitoring and Settings

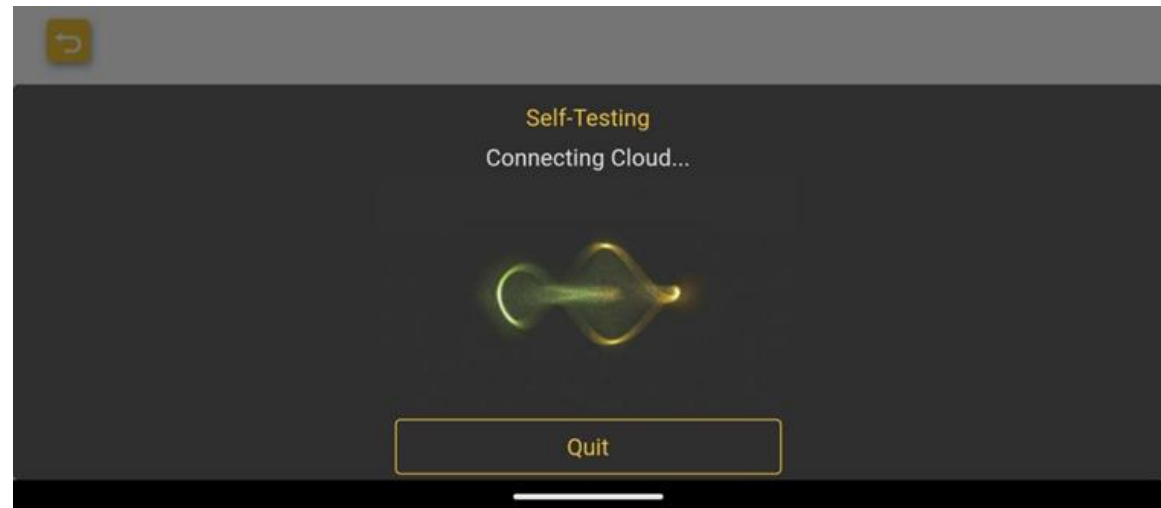
Self-Testing(Beta)-1



Device self-test requires the device's EMS version to be 3.6 or above

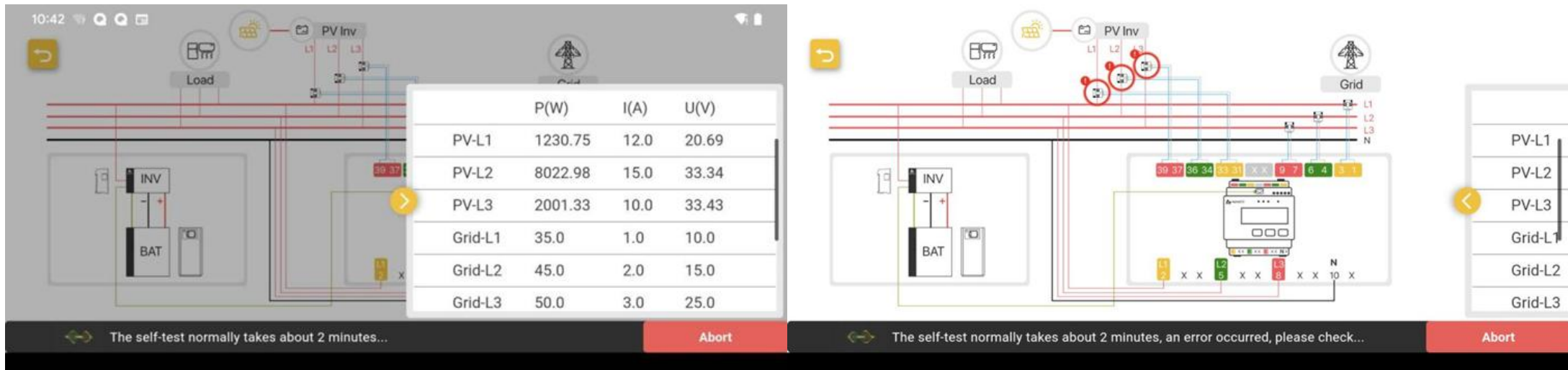


- Click "Launch Self-Testing" when you are installing a new system or click "Self-Testing (Beta)" in system function settings.
- Connect to the cloud to check the model supports self-test. You'll need to switch your phone to landscape viewing.



Self-Testing(Beta)-2

- Click on the yellow arrows on the right to view PV and Grid data.
- When an error is detected, it will be marked with a red circle. Clicking the red circle will display details of the error and its solution. The red circle will disappear once the error is resolved.



	P(W)	I(A)	U(V)
PV-L1	1230.75	12.0	20.69
PV-L2	8022.98	15.0	33.34
PV-L3	2001.33	10.0	33.43
Grid-L1	35.0	1.0	10.0
Grid-L2	45.0	2.0	15.0
Grid-L3	50.0	3.0	25.0

The self-test normally takes about 2 minutes...

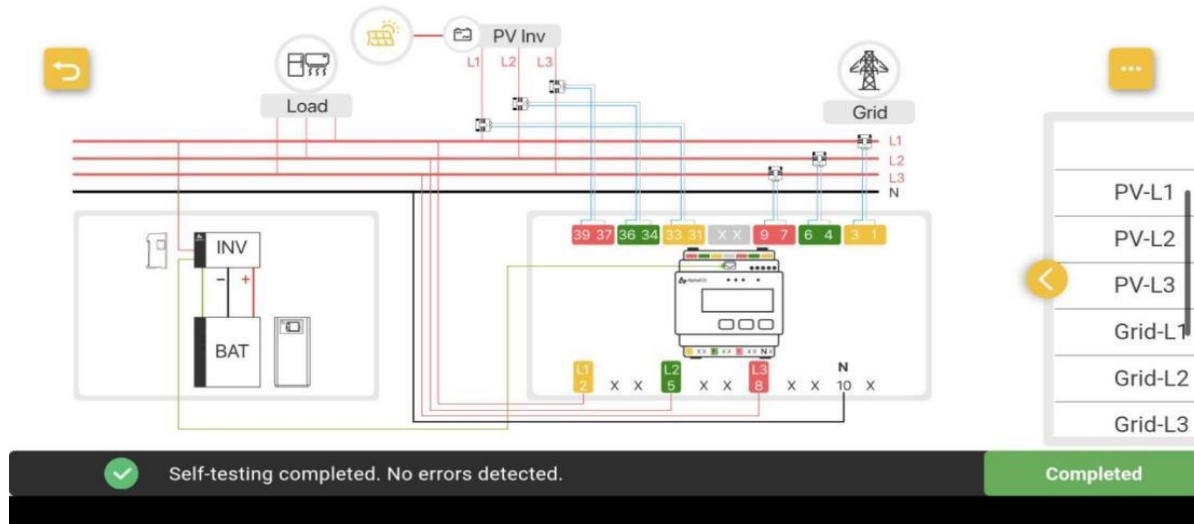
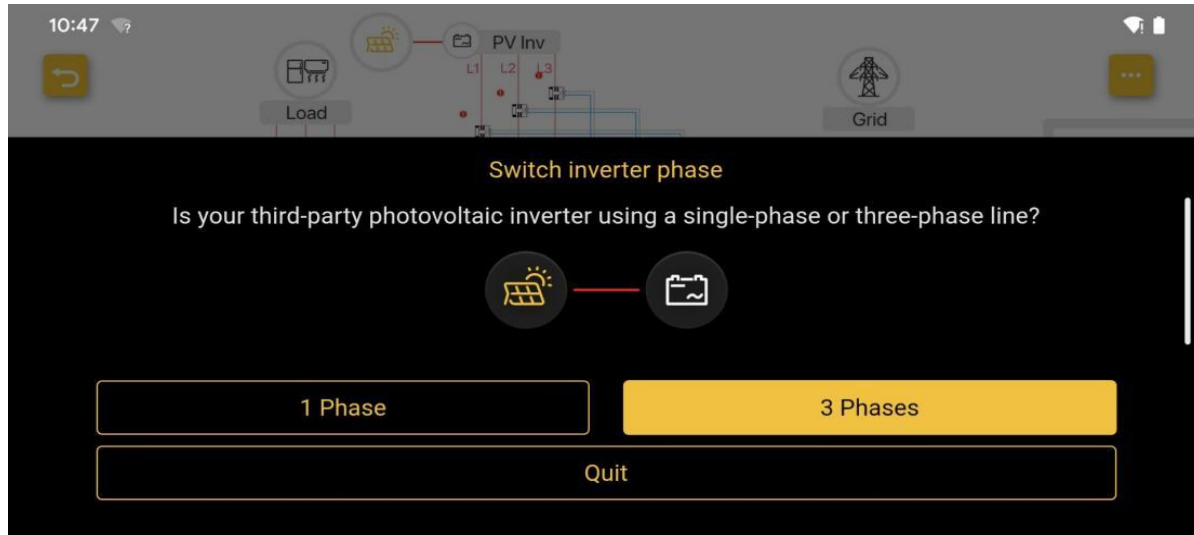
Abort

The self-test normally takes about 2 minutes, an error occurred, please check...

Abort

- PV-L1
- PV-L2
- PV-L3
- Grid-L1
- Grid-L2
- Grid-L3

Self-Testing(Beta)-3



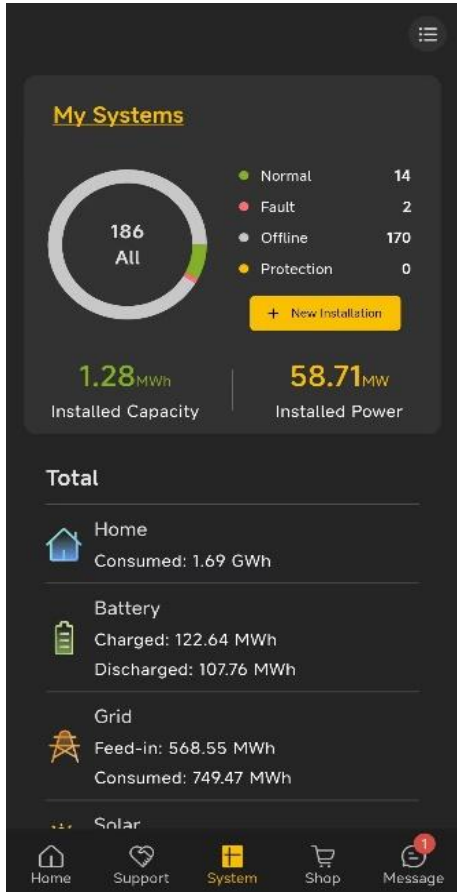
- Click the button in the upper right corner to toggle the inverter's one-way and three-way settings.
- After there are no errors, it shows that the "self-testing completed" and click on the top left corner to go back.



Part5: Operating Guidelines

Install new system/ Self-testing / **Monitoring and Settings**

System & System List



System list

Search

All Normal Protection Fault Offline

ALD031024527005	Latest launch time:
ALB00202467001	Latest launch time: 2024-07-18 11:30:59
ALB00202467003	Latest launch time: 2024-07-02 09:31:53
ALB00202467002	Latest launch time: 2024-07-02 09:32:03
ALD00104670003	Latest launch time: 2024-07-04 17:30:00
ALB00202052999	Latest launch time: 2024-06-05 14:16:24
ALB00202052967	Latest launch time:
ALB00102452965	Latest launch time: 2024-07-18 11:30:59
ALB00212405291	Latest launch time:
ALB00212400527	Latest launch time:
ALD031024527007	

System list

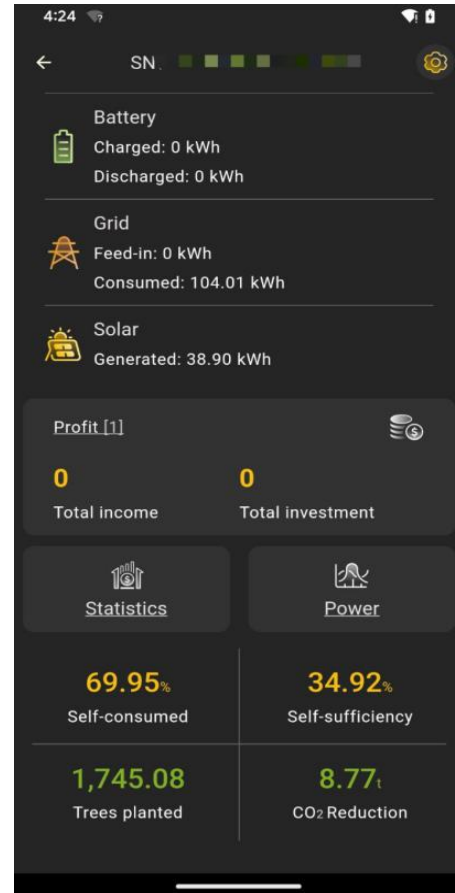
Search

All Normal Protection **Fault** Offline

ALD001020120001	Latest launch time: 2024-07-25 16:15:27	Self-Testing
ALD001023031268	Latest launch time: 2024-07-25 10:13:40	Self-Testing

- The system home page provides an overview of the devices you manage, including installed devices and those you have access to in your organization.
- Click on the “My System” button to access the system list and search for the system you want to check.
- You can switch tabs to see the different status of the device, when the device status is "Fault", you can quickly enter the self-testing function.
- After clicking on an SN, you can access the information about the selected system.

System Information

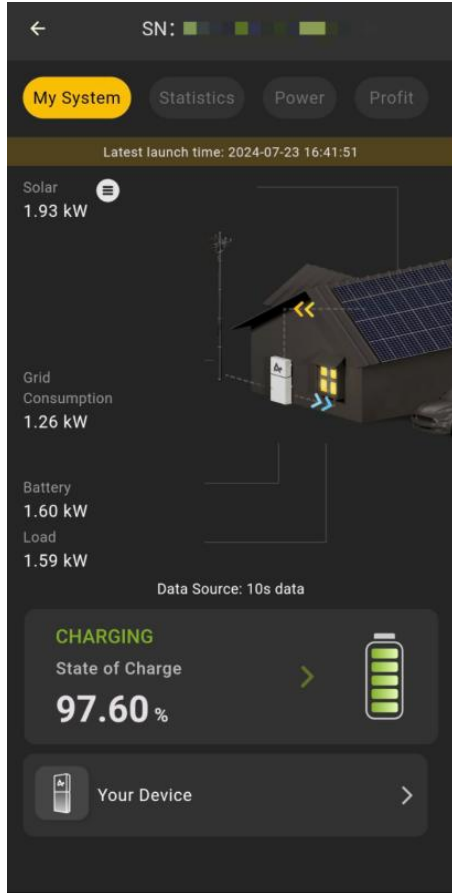


- System data summary on the information screen
- Click the upper right settings icon for configuration
- Click on the system name, "Statistics", "Power" and "Profit" to access to the corresponding information.

System Information



Click on the button labeled system name to access device details.



Detailed information:

Battery, Solar, Feed-in, Grid,
Load, EVC, Battery SOC



Click on the button labeled “Your Device”
to see the device information.

Diagram



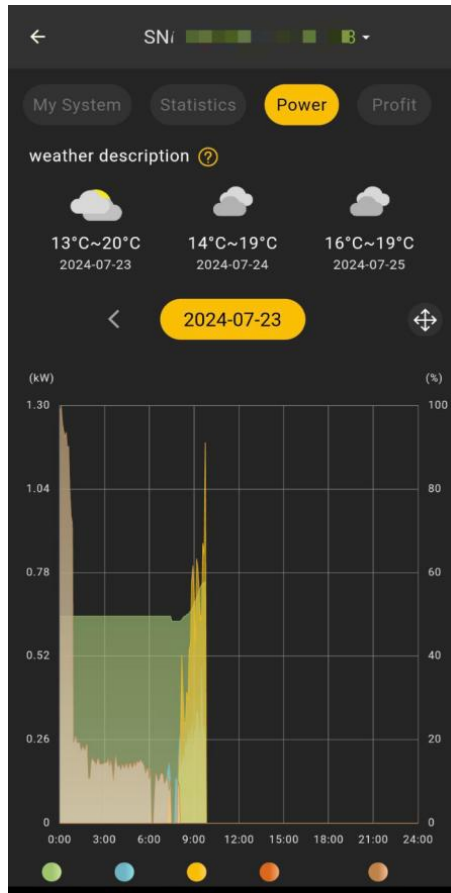
Statistical Diagram: filter data by day, month, or year to view statistics on solar power generation...

Power Diagram: the profit diagram page shows total revenue from self-consumption, load shifting... Filter according to the installation date.



Diagram

Power Diagram: weather and power data for the next three days at current location; use zoom in/out for landscape mode



If the device is in dispatch mode, a VPP icon will appear. Clicking it shows the active dispatch time period.

Charging/Discharging Settings

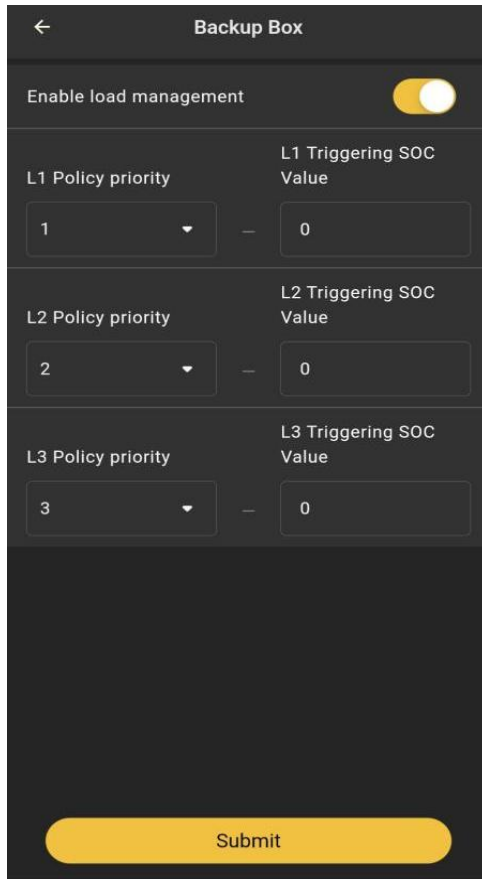


To set the charging and discharging time periods for on-grid systems.

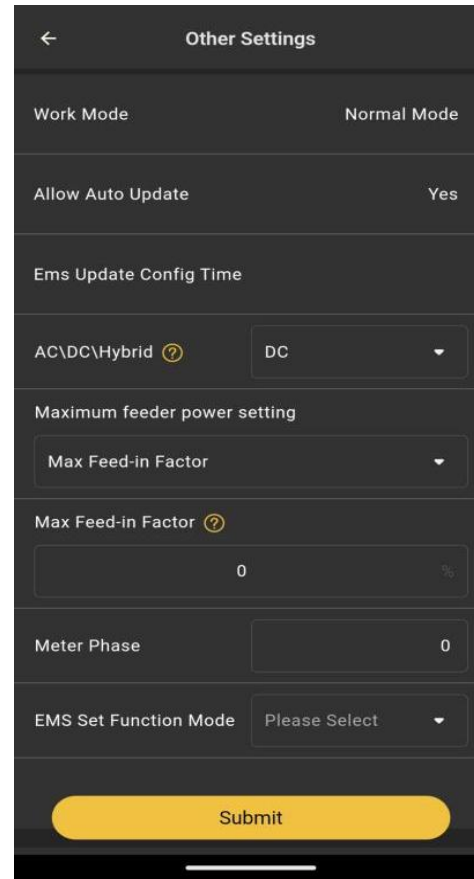
The image shows two side-by-side screenshots of the Alpha-ESS mobile application's 'Charging/Discharging setting' screen. The left screenshot shows the 'Charging' section with 'Charging stops at SOC' set to 100, a 'Start' button, 'Execution Cycle' set to 'Weekly', and 'Charge' and 'Discharge' toggles both turned on. The right screenshot shows the 'Discharging' section with 'Charge Time1' and 'Discharge' settings, 'Charging stops at SOC' set to 80, 'Discharge' and 'Discharge Time1' settings, 'Discharging cut off SOC' set to 0, and 'UPS reserve enable' turned off. Both screens have a 'Submit' button at the bottom.

- Charging Batteries from the Grid: Automatic Charging Period and Self-Consumption Mode
- Battery Discharge Time Control: Limited Discharging Period and SOC Management

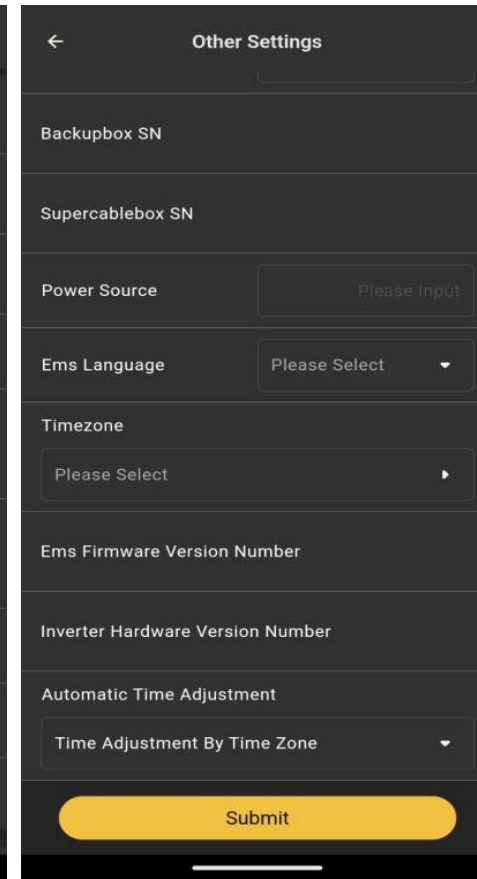
Backup Box Settings & Other Settings



The screenshot shows the 'Backup Box' settings page. At the top, there is a toggle for 'Enable load management' which is turned on. Below this, there are three sections for policy priorities: 'L1 Policy priority' with a dropdown set to '1' and a triggering SOC value of '0'; 'L2 Policy priority' with a dropdown set to '2' and a triggering SOC value of '0'; and 'L3 Policy priority' with a dropdown set to '3' and a triggering SOC value of '0'. A yellow 'Submit' button is at the bottom.



The screenshot shows the 'Other Settings' page. It includes: 'Work Mode' set to 'Normal Mode'; 'Allow Auto Update' set to 'Yes'; 'Ems Update Config Time' field; 'AC\DC\Hybrid' dropdown set to 'DC'; 'Maximum feeder power setting' dropdown set to 'Max Feed-in Factor'; 'Max Feed-in Factor' input field set to '0'; 'Meter Phase' input field set to '0'; and 'EMS Set Function Mode' dropdown set to 'Please Select'. A yellow 'Submit' button is at the bottom.



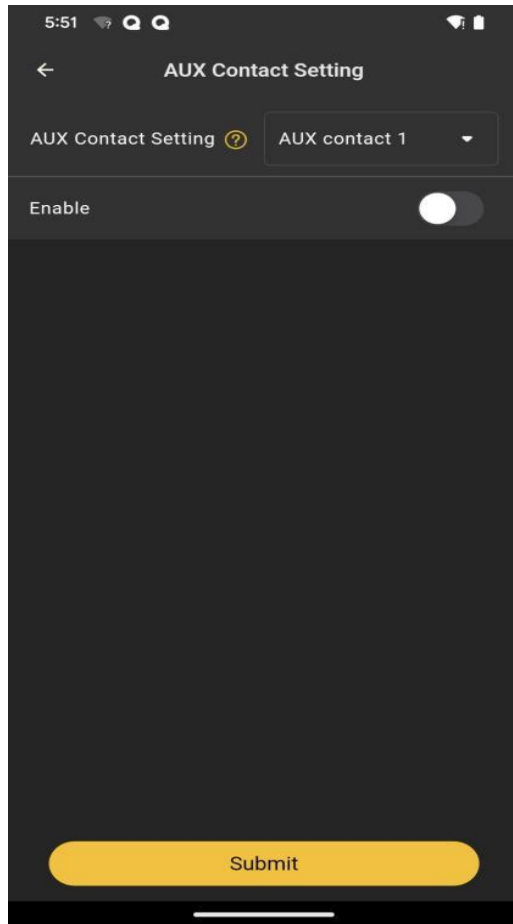
The screenshot shows the 'Other Settings' page. It includes: 'Backupbox SN' field; 'Supercablebox SN' field; 'Power Source' dropdown set to 'Please Input'; 'Ems Language' dropdown set to 'Please Select'; 'Timezone' dropdown set to 'Please Select'; 'Ems Firmware Version Number' field; 'Inverter Hardware Version Number' field; and 'Automatic Time Adjustment' dropdown set to 'Time Adjustment By Time Zone'. A yellow 'Submit' button is at the bottom.

The Backup Box page is to set the priority of each load circuit if load management is enabled.

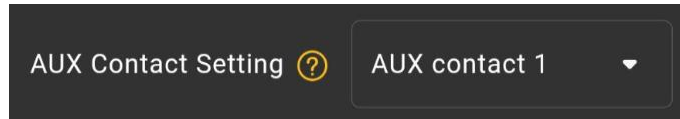
Meter Setting: The selection and scale configuration of meter CT is based on the type of meter installed in the system.

Aux Contact Settings

The AUX contact function is currently only available for the SMILE series systems.



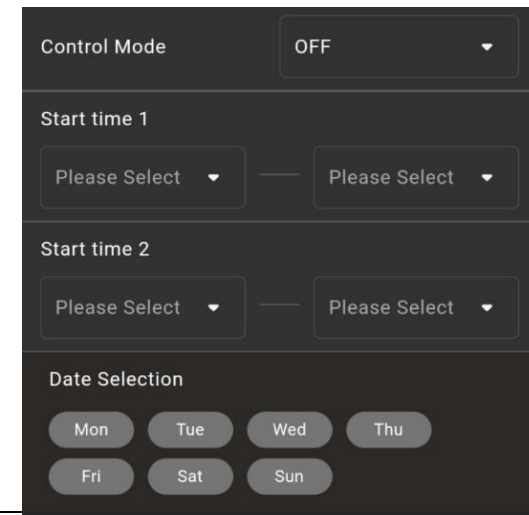
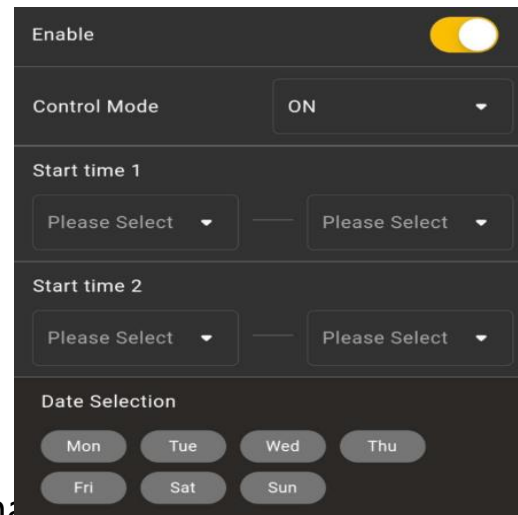
1. Select "AUX Contact 1" or "AUX Contact 2" in the "AUX Contact Settings".



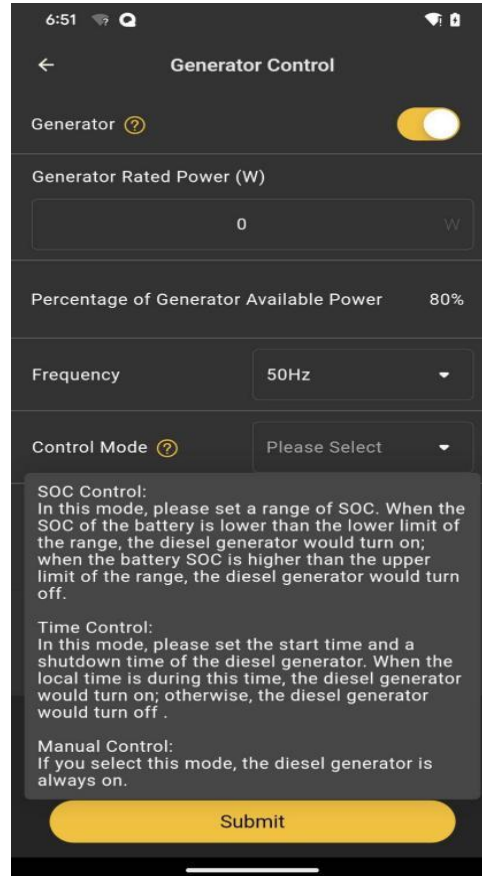
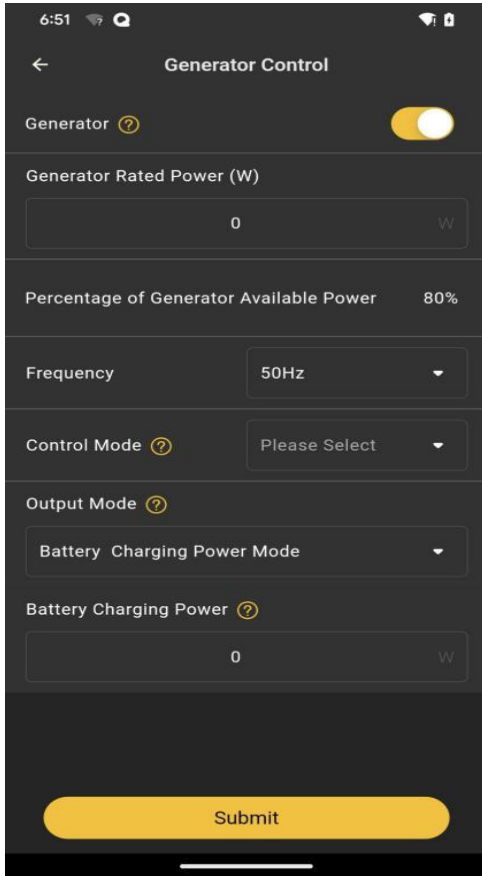
2. Set "Enable" if the function for the chosen channel is available.



3. Set the control mode.



Generator Control



The diesel generator's rated power and frequency settings are unaffected by its status and can be configured even when the generator is off.

Control and output mode settings can only be adjusted when the generator is on:

1. **Control mode:** you can set SOC control, time control, or manual control.
2. **Output mode:** you can set battery charge power mode or diesel rated power mode.



Partner App For Android

THANKS FOR YOUR TIME



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