

# ALPHAESS PARTNER APP USER MANUAL



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## 1. About AlphaESS Partner APP

AlphaESS Partner App is an exclusive mobile App designed to provide service support to distributors, installer companies, installers and other partners, It offers individual accounts for administrators, installers and other roles as defined by your organization regardless of the organization's size. This eliminates the need for account sharing, enhances management accuracy, and reduces security risks.

AlphaESS Partner App can assist you in handling tasks such as installation, after-sales service, and device commissioning. Additionally, Partner App will provide digital services including organization management, online communication, installation guidance, and online mall.



Partner App For Android



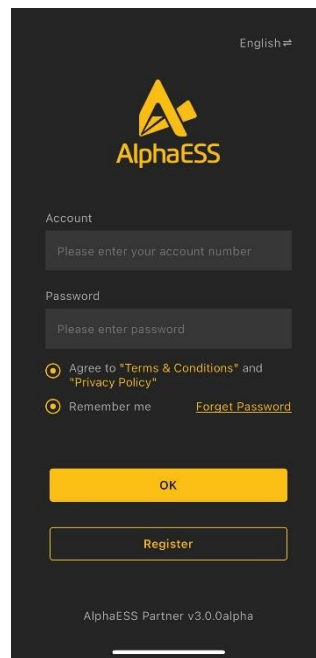
Partner App For IOS

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

## 2. Account and Organizations

### 2.1. administrator Account First Login

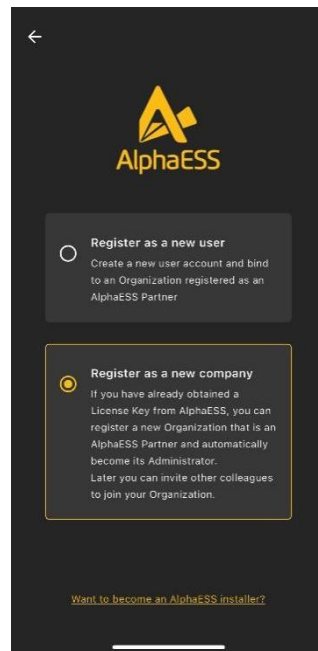
If you already have an AlphaESS account, you can log in directly. We will automatically create an organization for you, and your account will become the administrator of this organization. If you have a license but do not have an AlphaESS account, please select "Register - Register as a new company."



The image shows a mobile application login screen for AlphaESS. At the top right, it says "English" with a flag icon. The AlphaESS logo is centered. Below the logo, there are two input fields: "Account" with the placeholder "Please enter your account number" and "Password" with the placeholder "Please enter password". Below the password field, there are two radio buttons: "Agree to 'Terms & Conditions' and 'Privacy Policy'" (which is selected) and "Remember me". To the right of "Remember me" is a link "Forget Password". At the bottom, there are two buttons: a yellow "OK" button and a white "Register" button with a yellow border. At the very bottom, it says "AlphaESS Partner v3.0.0alpha".

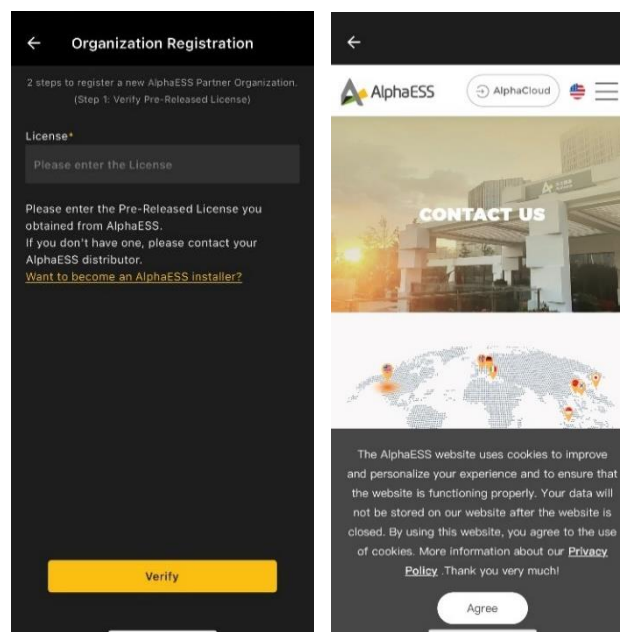
### 2.2. Register Organization

As a manager or administrator of an organization, after selecting "Register as a new company" you will first need to enter the License obtained from AlphaESS. If you have not obtained a License yet, please contact AlphaESS or your distributor. Additionally, you can click on "Want to become an AlphaESS installer" for more detailed information.



### 2.2.1. Verify License Validity

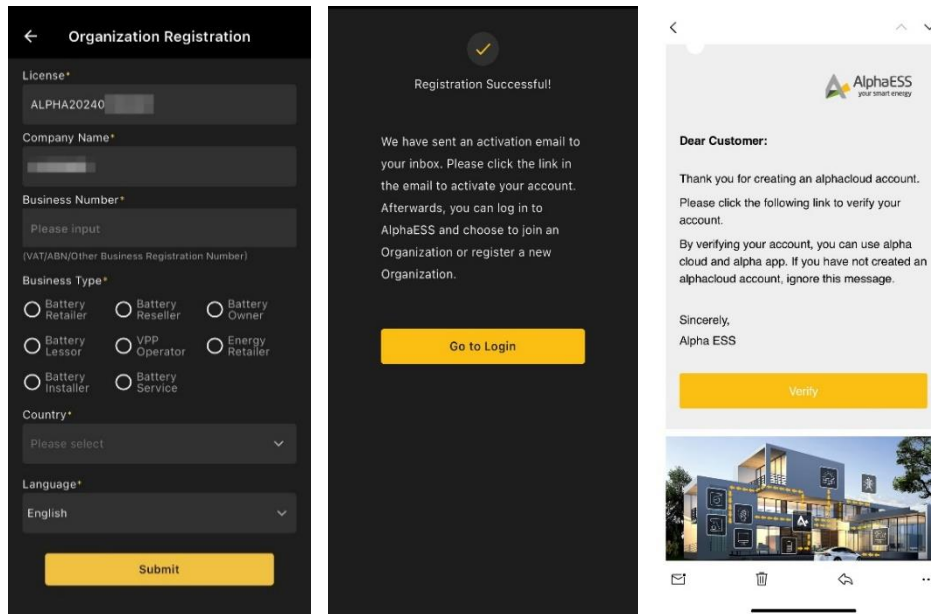
After entering the organization's license, you can proceed to the next step by clicking "Verify" to confirm the validity of the License, and then fill in the relevant organization information.



Please complete the detailed organization information and click the "Submit" button after filling out the form. The system will guide you to the "Registration



Successful" page. To complete the registration process, you must go to the email address you provided during registration and click the "Verify" link in the email to activate your account.

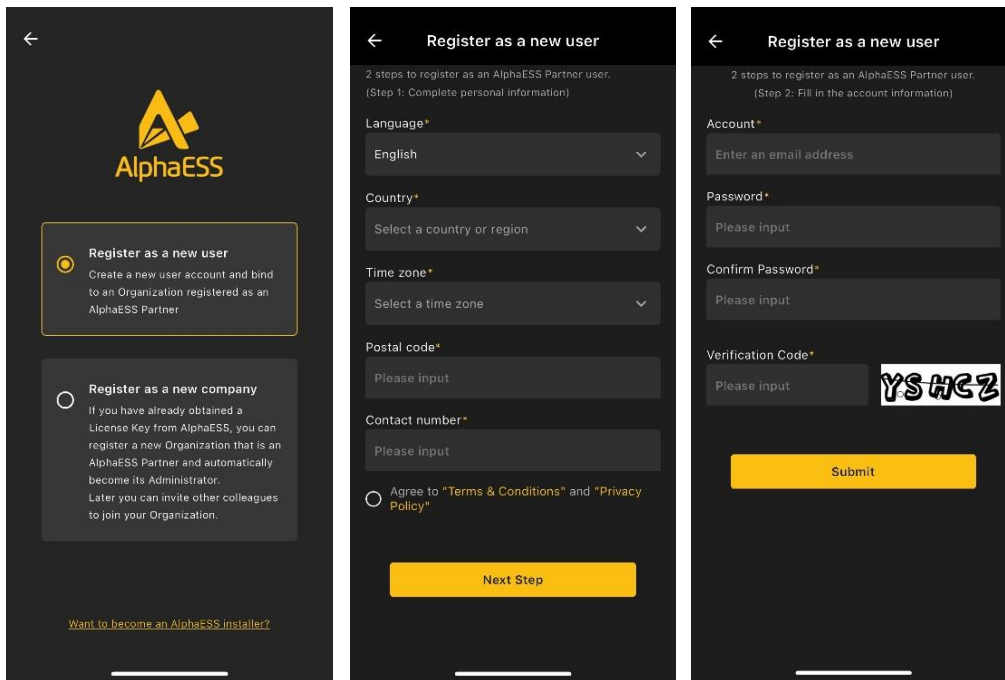


Account activation successful. The system will automatically direct you to the login page, completing the registration process smoothly.

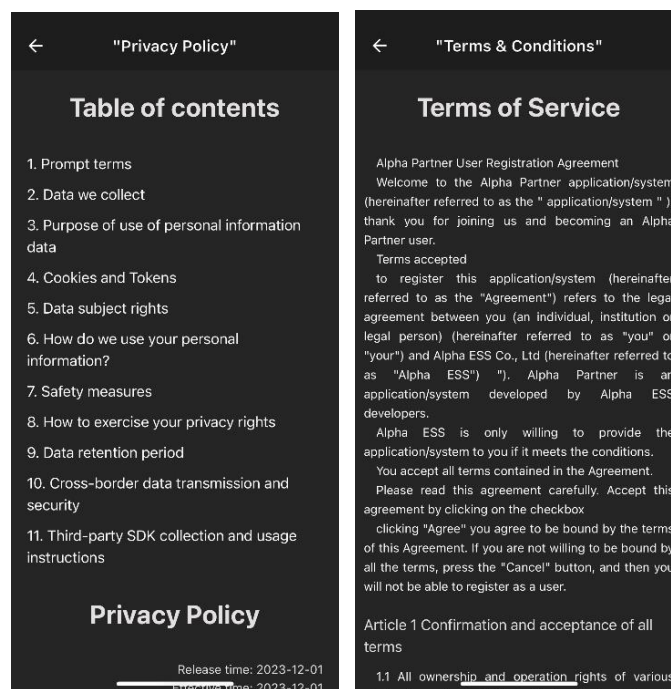
## 2.3. Register Account

### 2.3.1. Choose Registration Type

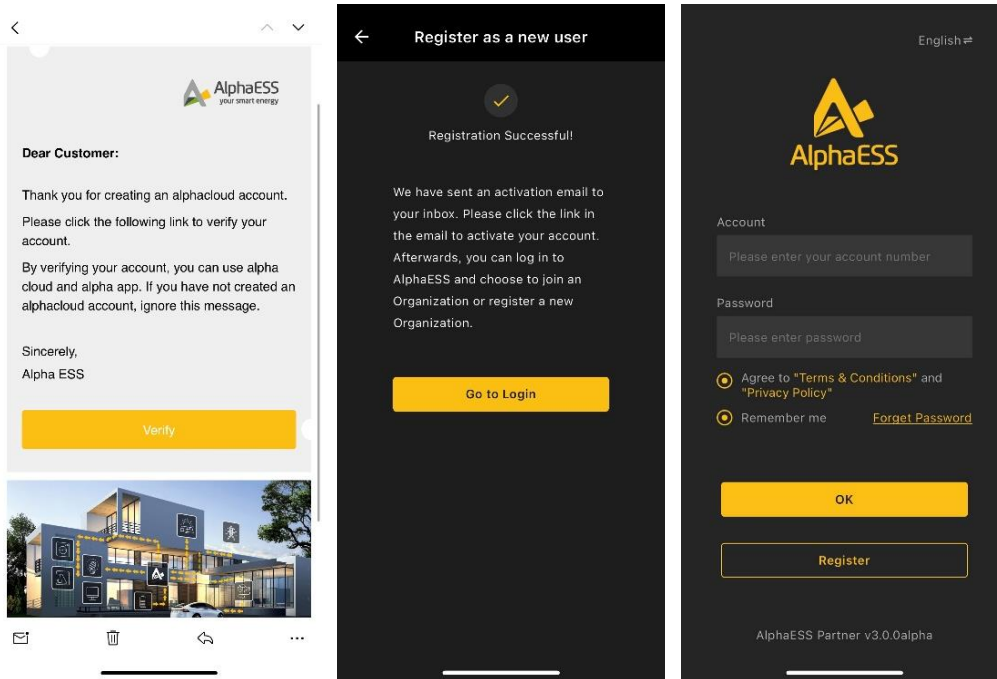
If you are a member of the organization, you will need to choose to "register as a new user"



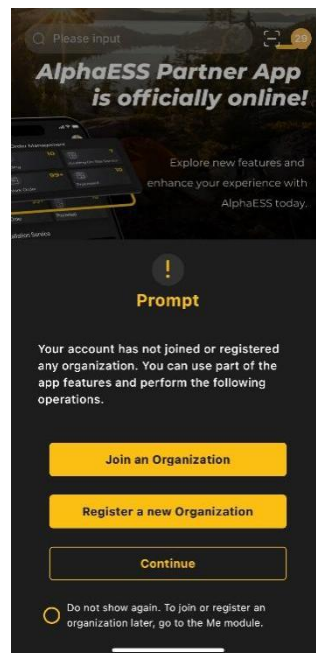
You need to fill in the relevant registration user information. Before proceeding to the next step, please read and agree to our "Terms & Conditions" and "Privacy Policy".



The activation email you received is as shown in the image below (if not found in your email box, please check your spam folder). Click the button in the email to activate your account and return to log in.



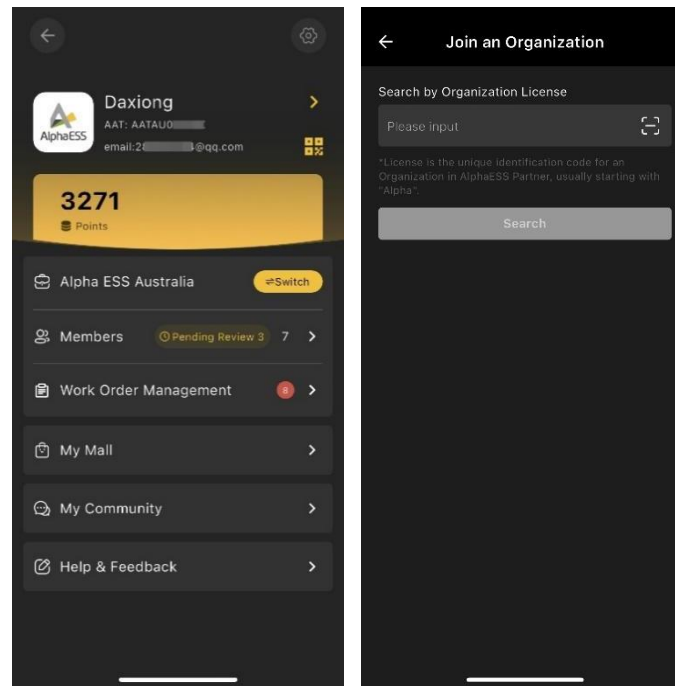
After logging in, you can choose to join the organization immediately or join later. Please note: Personal accounts that have not joined an organization can use community, homepage, IM, shopping mall, and other functions. However, they cannot use organization-related functions such as device installation and online work orders.



## 2.4. Join Organization

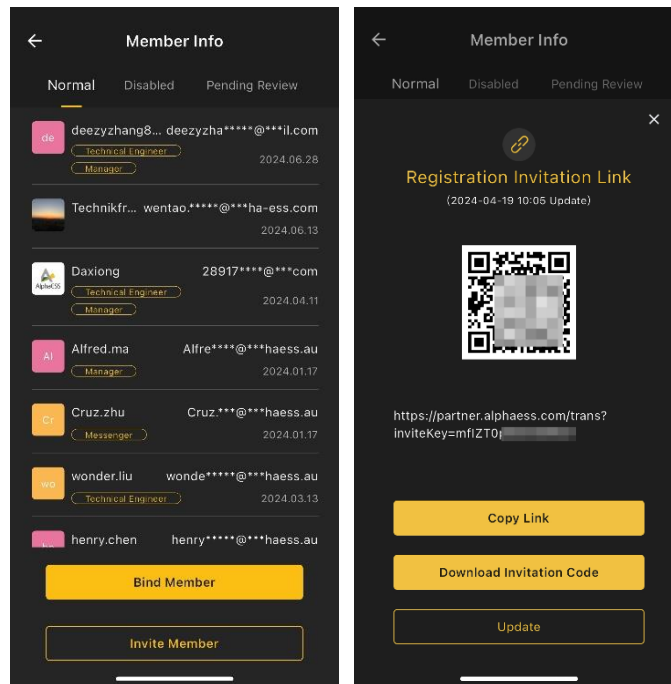
### 2.4.1. Joining an Organization on the Partner App

Click on the avatar, go to "My", click on "Switch", then choose "Join an Organization". You can enter the organization's license or scan to join the organization. If you have already joined multiple organizations, you can switch between them here.



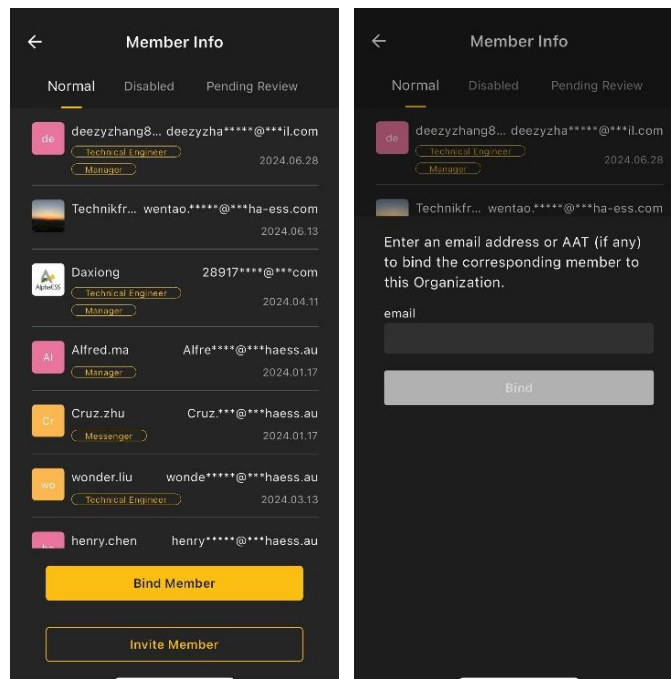
### 2.4.2. Invite Others to Join an Organization on the Partner APP

Click on "Members," then enter "Member Info." Here, you can click "Invite Member," copy the organization's link, or download the invitation code to invite members to join the organization.



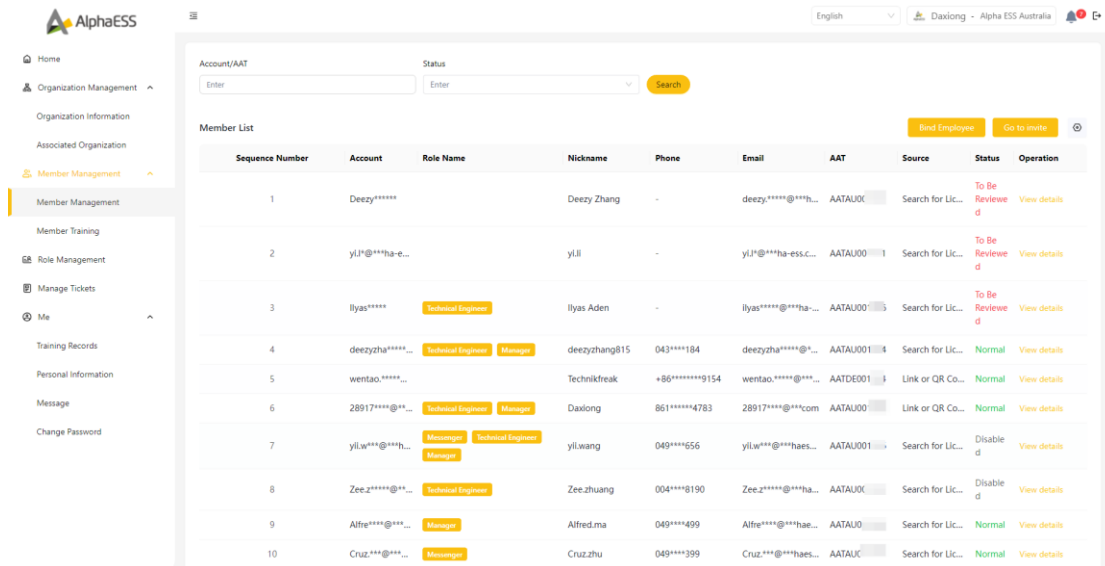
You can also click on “Bind Member” and enter the employee's username or AAT number to bind that employee. Once they agree, they can access the organization.

The AAT number is the unique identification code for your account. You can find your AAT number below your nickname in the “My” interface

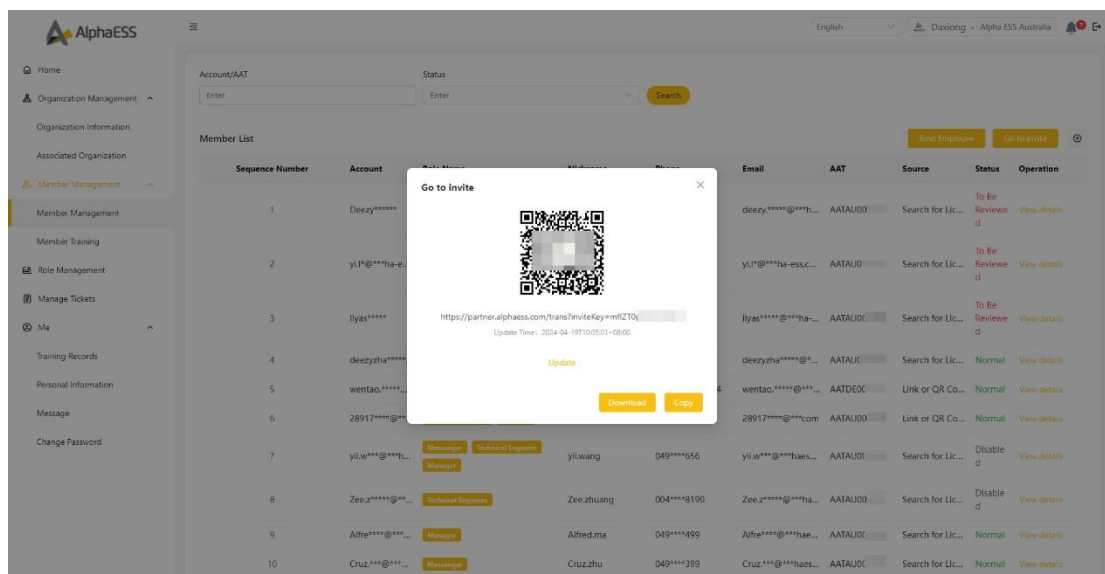


### 2.4.3. Invite Other to Join an Organization on the Partner Portal


Go to Partner Portal (<https://partner.alphaess.com>), select “Go to invite” in Member Management, and copy the organization link or download the invitation code.



Sequence Number	Account	Role Name	Nickname	Phone	Email	AAT	Source	Status	Operation
1	Deezy*****		Deezy Zhang	-	deezy*****@...	AATAU00	Search for Lic...	To Be Reviewed	View details
2	ylj*****@...		yl.ji	-	ylj*****@ess.c...	AATAU00	Search for Lic...	To Be Reviewed	View details
3	Ilyas*****	Technical Engineer	Ilyas Aden	-	ilyas*****@...	AATAU00	Search for Lic...	To Be Reviewed	View details
4	deezzyzha*****	Technical Engineer, Manager	deezzyzhang815	043****184	deezzyzha*****@...	AATAU00	Search for Lic...	Normal	View details
5	wentao*****		Technikfreak	+86*****9154	wentao*****@...	AATDE00	Link or QR Co...	Normal	View details
6	28917*****@...	Technical Engineer, Manager	Daxiong	861****4783	28917*****@com	AATAU00	Link or QR Co...	Normal	View details
7	ylw*****@...	Manager, Technical Engineer	yl.wang	049****556	ylw*****@haes...	AATAU00	Search for Lic...	Disabled	View details
8	Zee.z*****@...	Technical Engineer	Zee.zhuang	004****8190	Zee.z*****@...	AATAU00	Search for Lic...	Disabled	View details
9	Alfre*****@...	Manager	Alfred.ma	049****499	Alfre*****@hae...	AATAU00	Search for Lic...	Normal	View details
10	Cruz.***@...	Manager	Cruz.zhu	049****399	Cruz.***@...haes...	AATAU00	Search for Lic...	Normal	View details



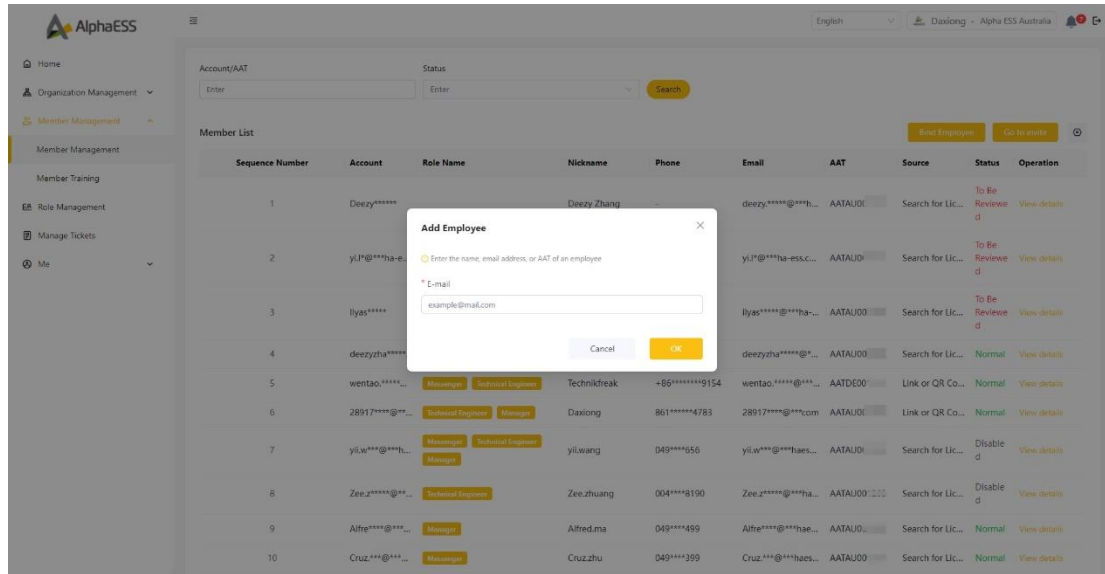
Go to invite



<https://partner.alphaess.com/trans?inviteKey=mlfZTQ>  
Update Time: 2024-04-19T10:05:01+08:00

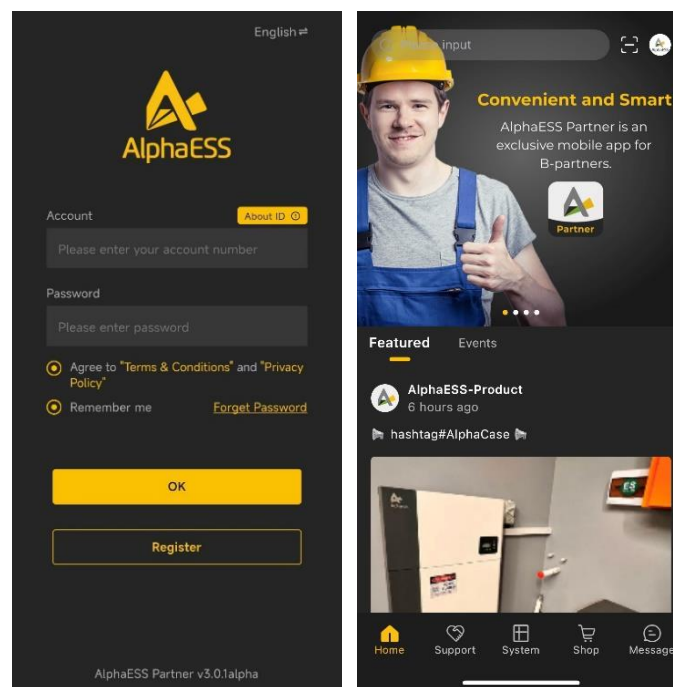
Download Copy

You can also click on “Bind Employee” and enter the employee's information or AAT number to bind that employee. Once they agree, they can access the organization.

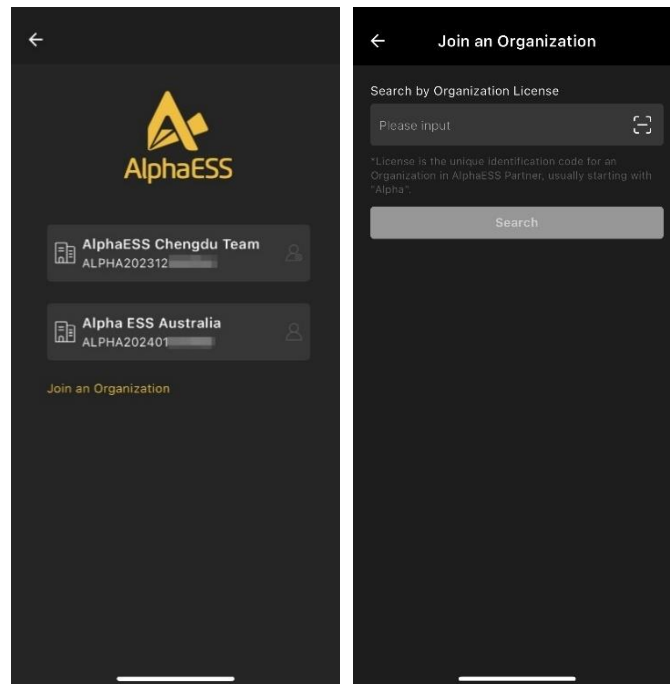


## 2.4.4. Account Login

When your account is associated with only one organization, upon logging in, the system will automatically navigate to the homepage.



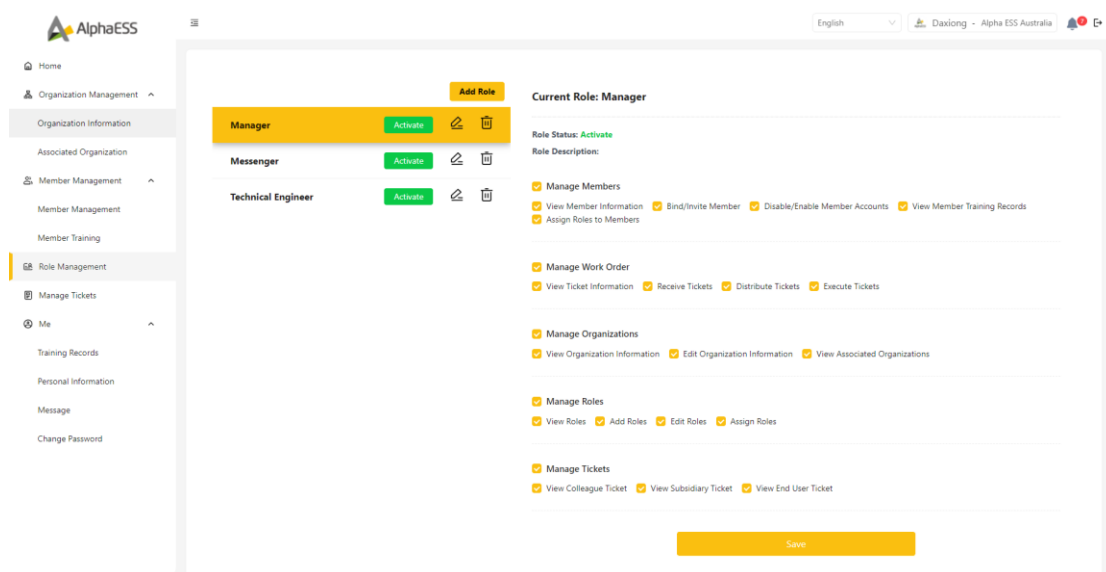
If your account has joined multiple organizations, you need to select the organization you wish to enter upon logging in. Click "Join an Organization" to search/scan for the organization's license to successfully complete the relevant operation.



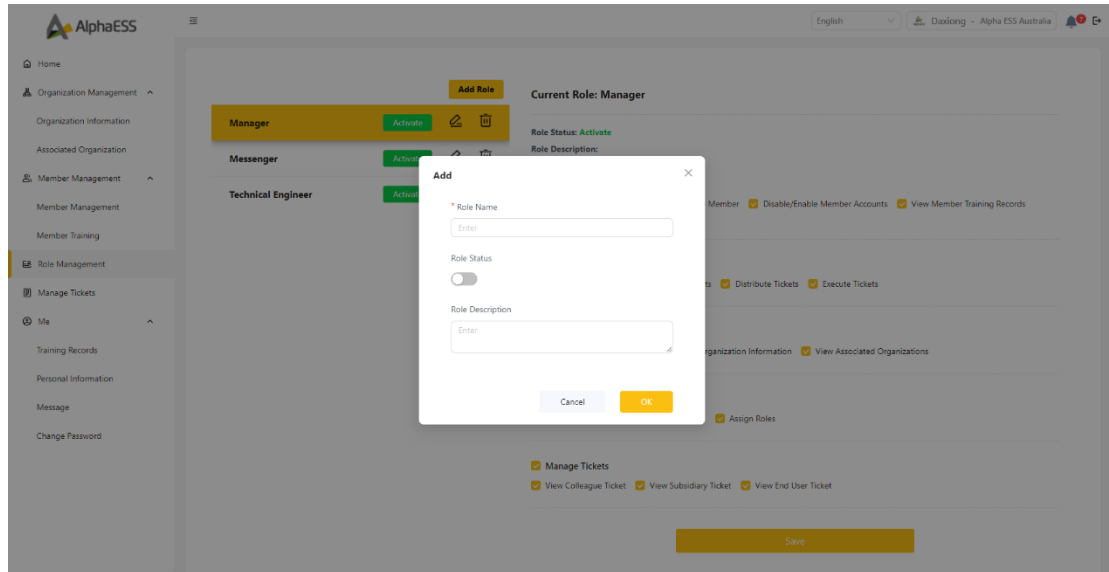
## 2.5. Role and Permissions

### 2.5.1. Setting Roles on the Partner Portal

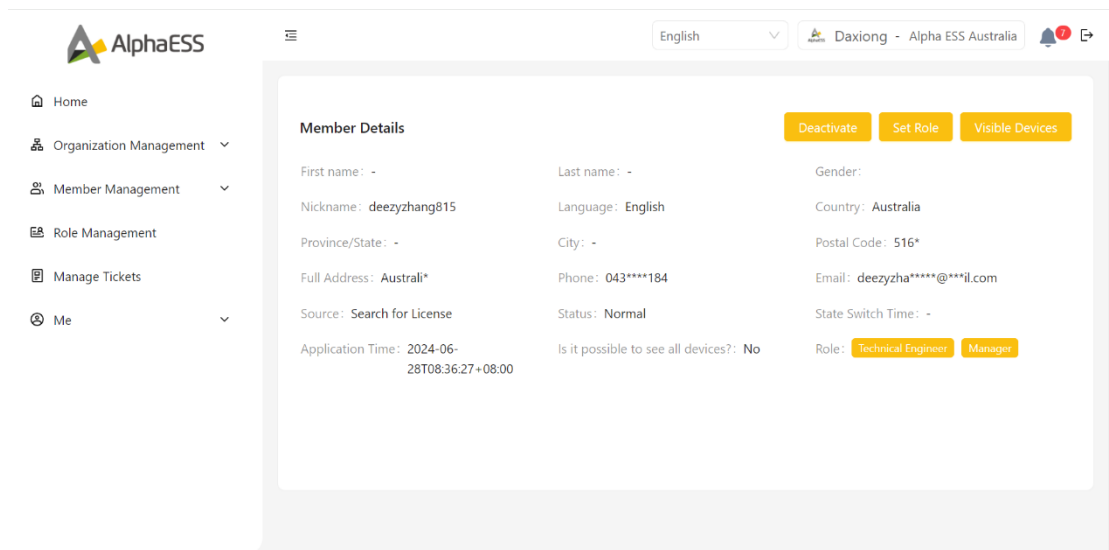
If you are the administrator of the organization, you can go to Partner Portal (<https://partner.alphaess.com>), The Partner Portal provides three default role configurations, including Manager, Messenger, and Technical Engineer, and you can adjust the configuration of permissions or add a new custom role and configure permissions according to your organisation's actual situation.

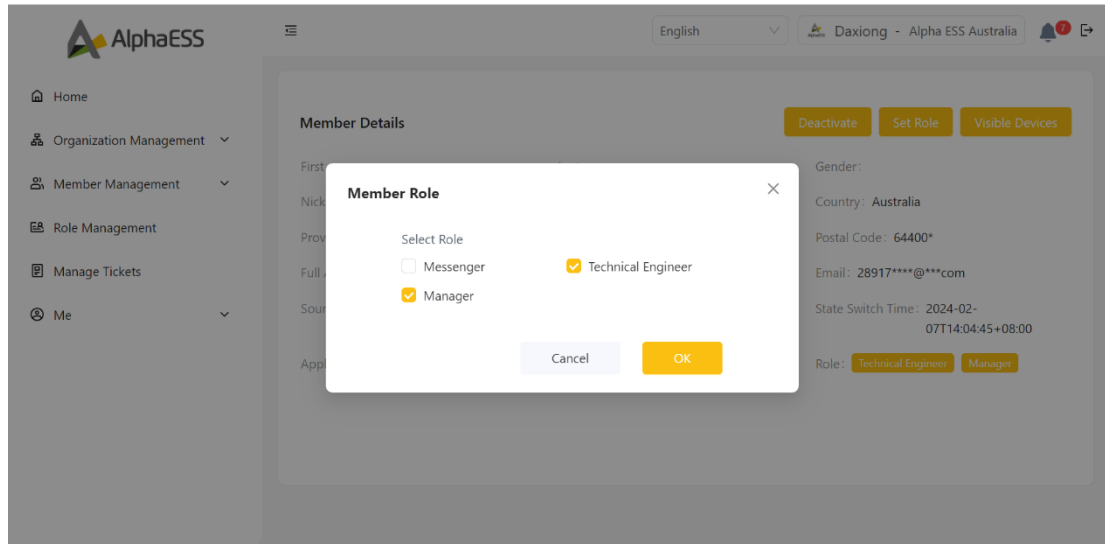






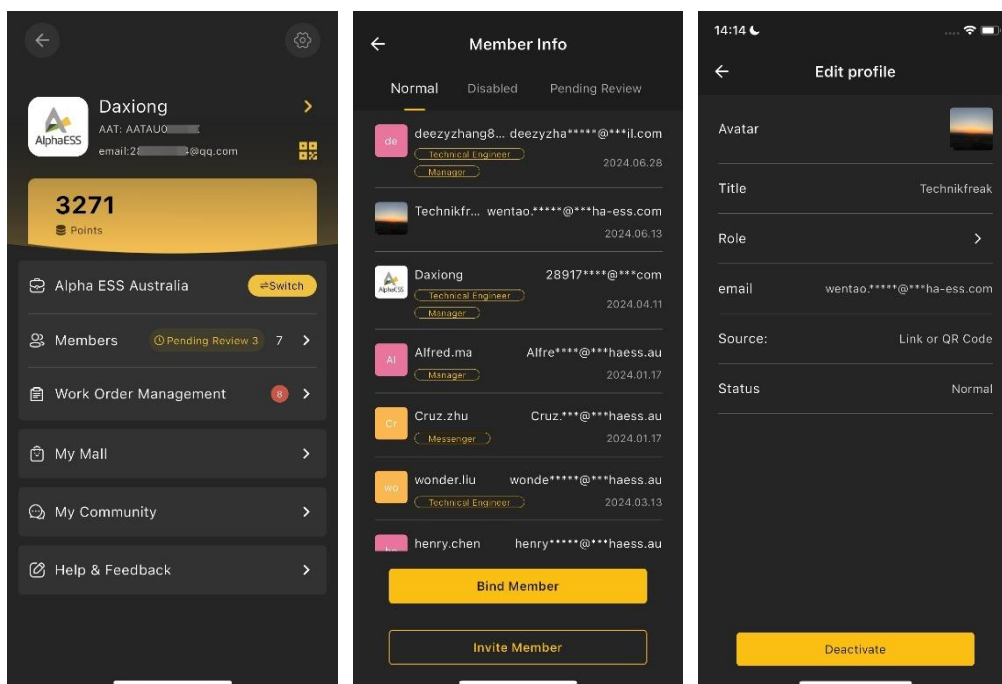
In the Member Management section, click on "View details" next to a member to enter Member Details. Click on "Set Role" to assign roles and allocate permissions to members within the organization.



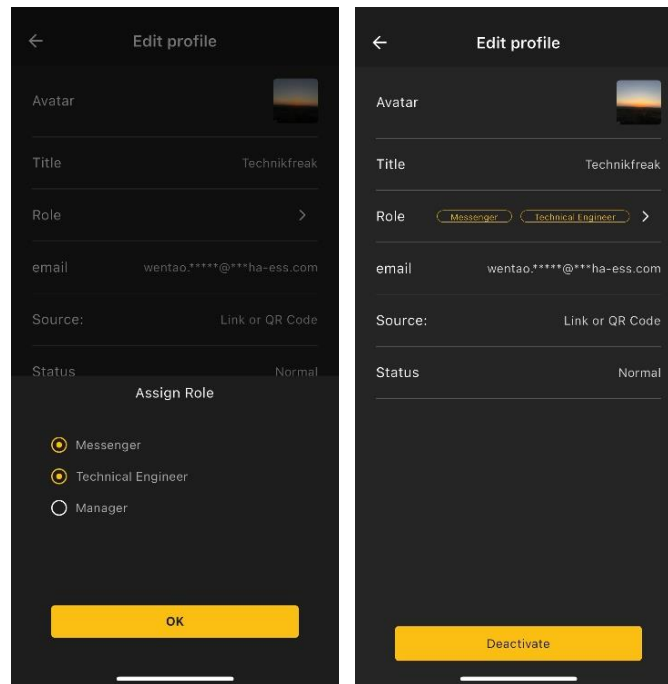


## 2.5.2. Setting Roles on the Partner APP

Click on “Members” then enter “Member Info” where you can click on the object to whom you need to assign a role, and then proceed to “Edit profile”.

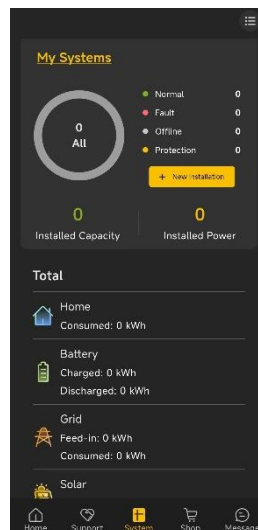


Click on “Role” to assign roles. You can set roles and allocate permissions to members within the organization. A single member can have multiple roles. Click “OK” to confirm and complete the role assignment for the member.



### 3. Install New System

Click on the “System” button at the bottom and in the new screen click on “New Installation”.



#### 3.1. Input SN

To install a new system, you need to input or scan the SN of system, the check code, installer License number, and installation time.

For Australian installers, additional information is required. Fill in the Street (NMI), Suburb (NMI), Postcode (NMI) fields, and add a new region field, the

region has (NSW, QLD, VIC, SA, TAS, WA) six fixed options.

The image displays three sequential screenshots of the 'Install system' form in the Alpha Partner App. Each screenshot shows a dark-themed interface with a yellow 'Submit' button at the bottom. The first screenshot shows the 'SN' field with a QR code icon, a 'Check code' field, a 'License' dropdown menu, an 'Installation date' dropdown menu set to '2024-07-23', and a 'Remark(optional)' text area. The second screenshot shows the 'Street(NMI)', 'Suburb(NMI)', and 'Postcode(NMI)' fields, along with a 'State' dropdown menu set to 'Please Select'. The third screenshot shows the 'Street(NMI)', 'Suburb(NMI)', 'Postcode(NMI)', and 'State' dropdown menu, with the 'Installation date' dropdown menu set to '2024-07-23'.

### 3.2. Wi-Fi Configuration

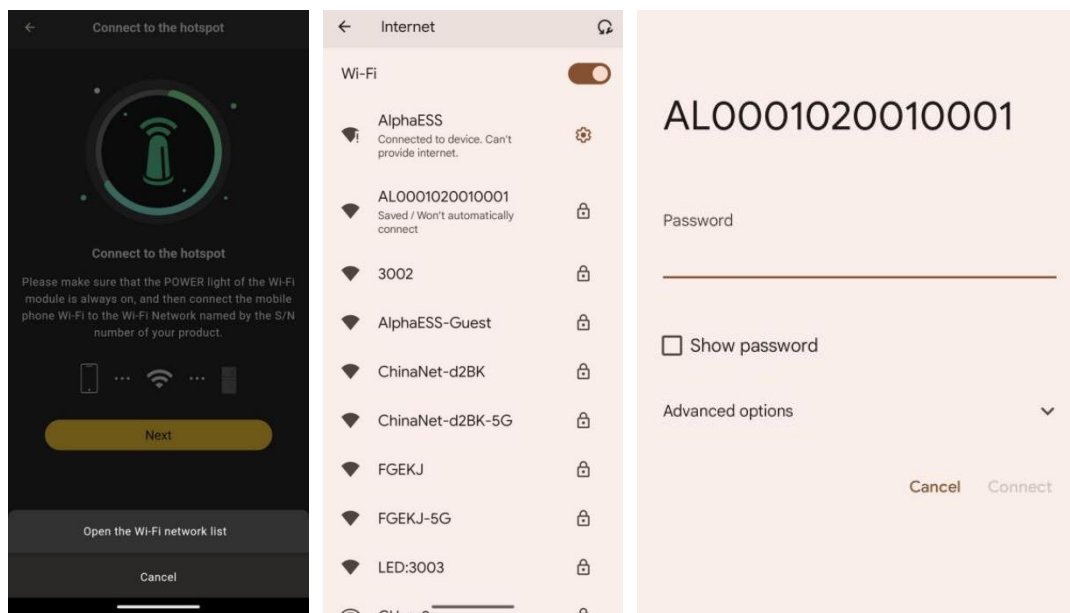
The AlphaESS Partner App supports Wi-Fi configuration of the system, viewing system operation information and system configuration information.

1. Initially, four instructional images will pop up, guiding you on how to configure Wi-Fi. Click "I know, go to configure" to skip the guide.

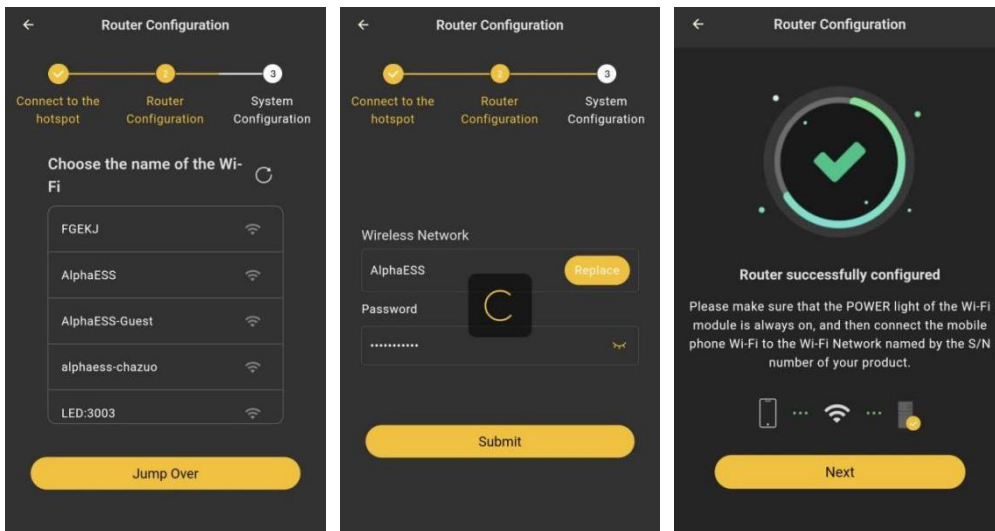


2. Make sure the Power Light on the Wi-Fi module is always on and your phone is connected to the hotspot with the name of SN number.

(If the phone is not connected to Wi-Fi module hotspot, a notification will pop up at the bottom to ask the user to switch the phone Wi-Fi. Please click the notification to jump to the system Wi-Fi list, then find the Wi-Fi with the same name as the SN number on the device and connect it, the default password is 12345678. After this, please return to the App, and then click "Next" .)



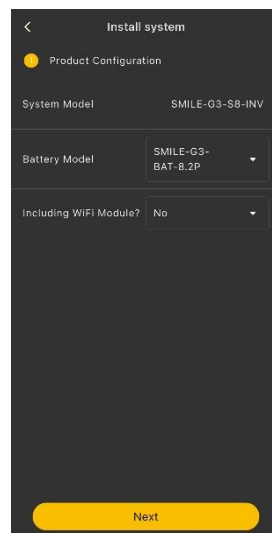
3. Choose the property's Wi-Fi, enter the password, and the page will display "Configuring, please wait". Once the configuration is successful, click "Next". If you are using a mobile phone directly connected to the system, please click "Jump Over".



4. Following a successful configuration, you can review the fundamental system parameters set during the installation.

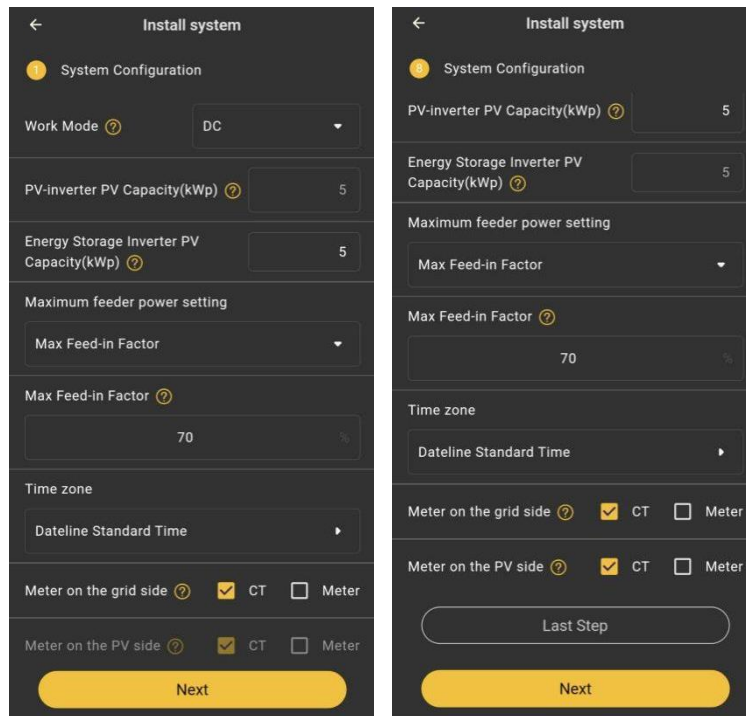
### 3.3. LAN Configuration

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" option after completing the steps 3.1.



### 3.4. Parameters Set

Please set the relevant parameters correctly to ensure that the system operates properly. As shown in the diagram below:

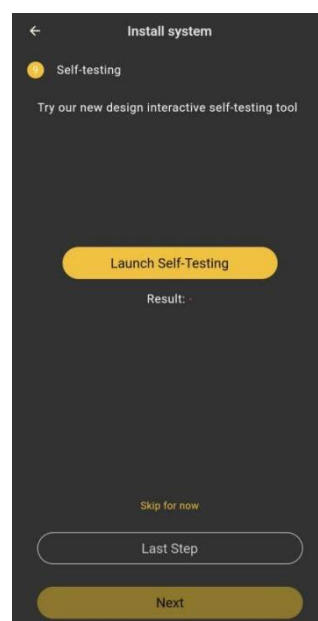


Click "Next" to start Self-testing. Products that support self-test function will start to self-testing.

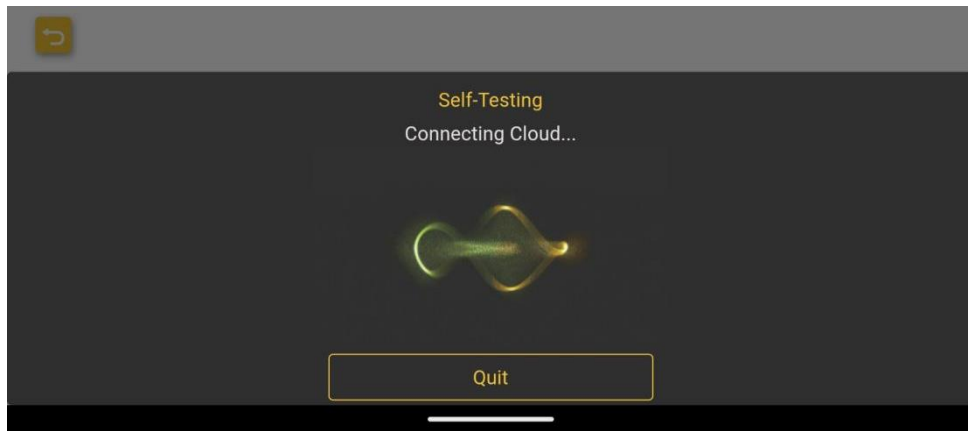
### 3.5. Self-Testing(Beta)

If the device supports the new self-testing function (EMS version 3.6 and above), click "Launch Self-Testing" to enter the Self-Testing (Beta) page for self-testing.

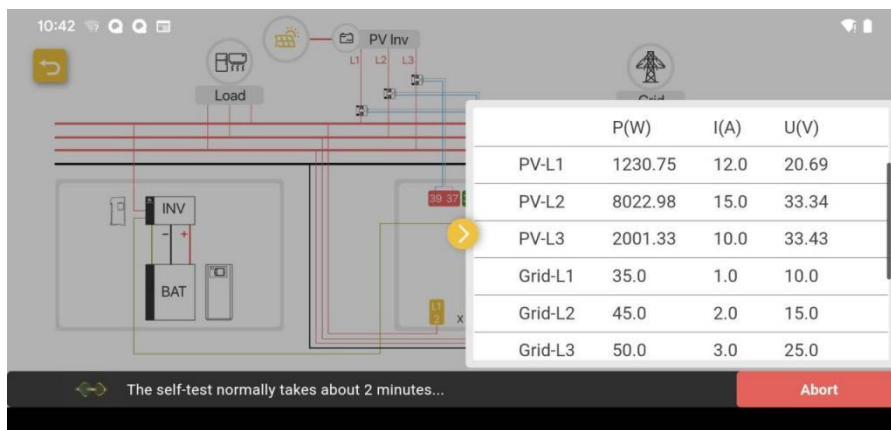
If the test times out, you can skip it or test it again.



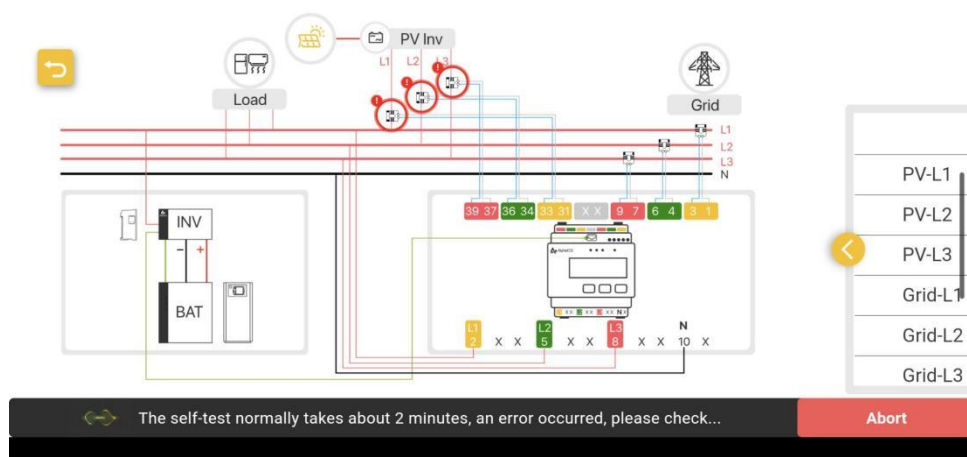
Go to the self-test page and connect to the cloud to check if the model supports self-test. you'll need to switch your phone to landscape viewing



Click on the yellow arrows on the right to view PV and Grid data

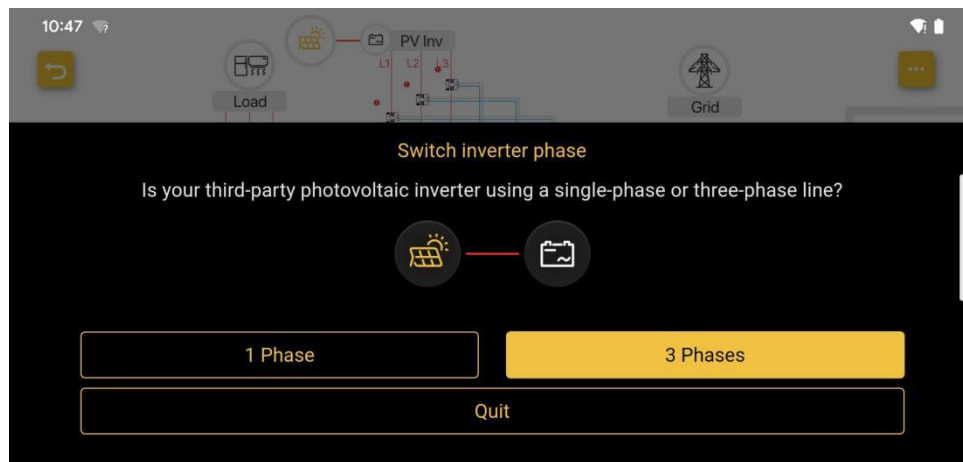


When an error is generated by checking, it will be marked with a red circle on the corresponding position, clicking on the red error marking circle will show you the details of the error and its solution, and the red circle will disappear after fixing the corresponding error.

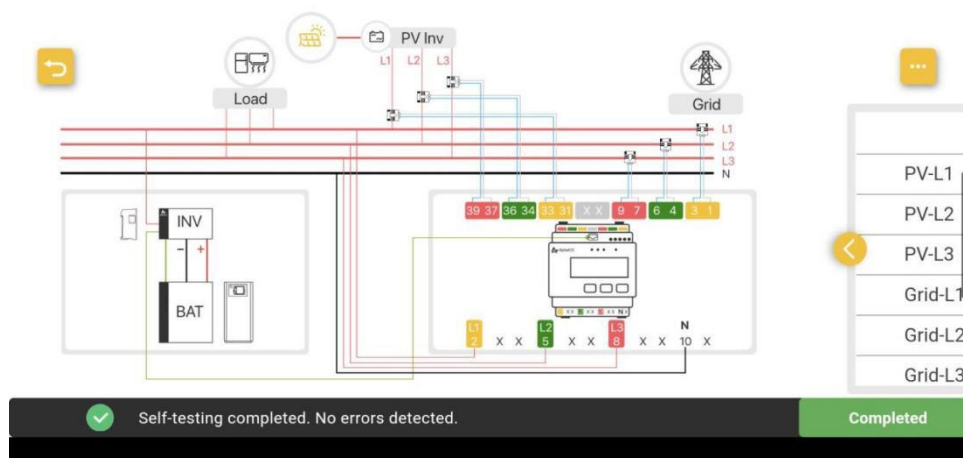




Click the button in the upper right corner to toggle the inverter's one-way and three-way settings.

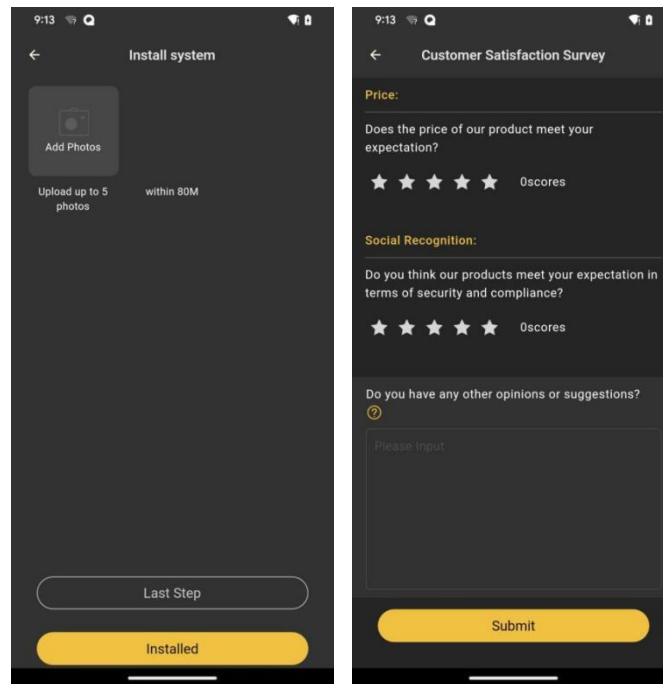


After there are no errors, it shows that the "self-testing completed" and click on the top left corner to go back.



### 3.6. Complete Installation

You can upload some 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.



## 4. System Monitoring

### 4.1. System

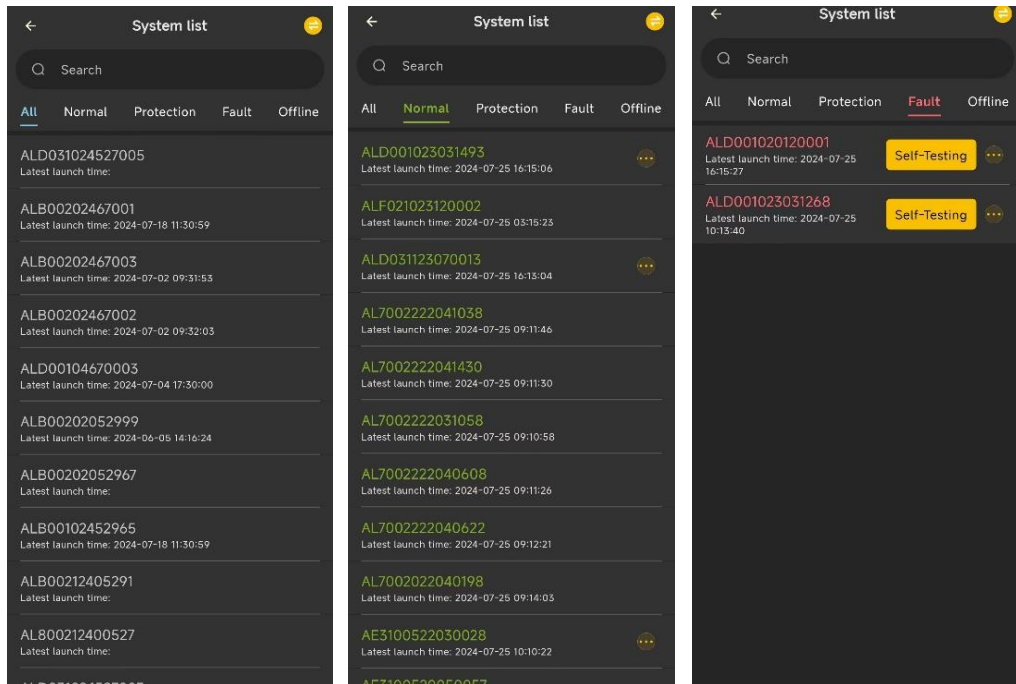
On the system home page you can see an overview of the devices you manage, including the devices you have installed and those you have access to in your organization.



### 4.2. System List

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.

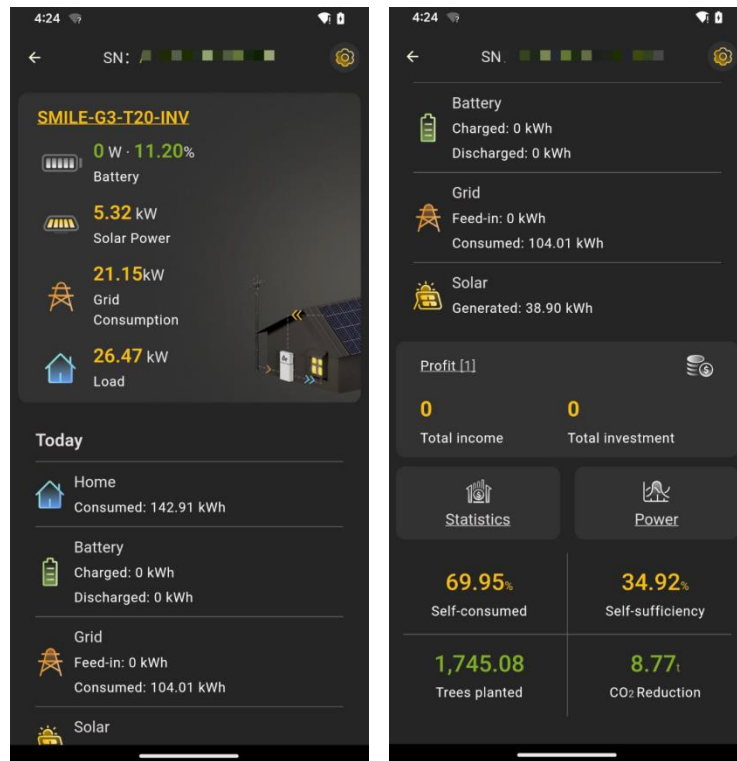


### 4.3. System Information

A summary of the system's data can be monitored in the system information screen.

Click on the upper right setting picture to function settings

Click on the system name, "Statistics", "Power" and "Profit" to access to the corresponding information.



Click on the button labeled system name to access detailed information about the device.

Battery: Real-time power charging to the battery or discharging from the battery.

Solar: Solar generation

Feed-in: Real-time power from the Feed-in

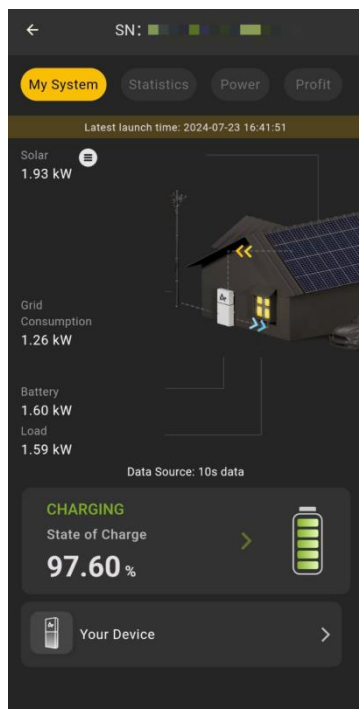
Grid: Real-time power from the grid

Load: Real-time loads consumption

EVC (it would not be shown on the diagram if there is no EV charger installed):

Real-time EV charger consumption

Battery SOC: Value of the battery charging or discharging state



You can click on the button labeled “Your Device” to see the detailed information of the device.



## 4.4. Diagram

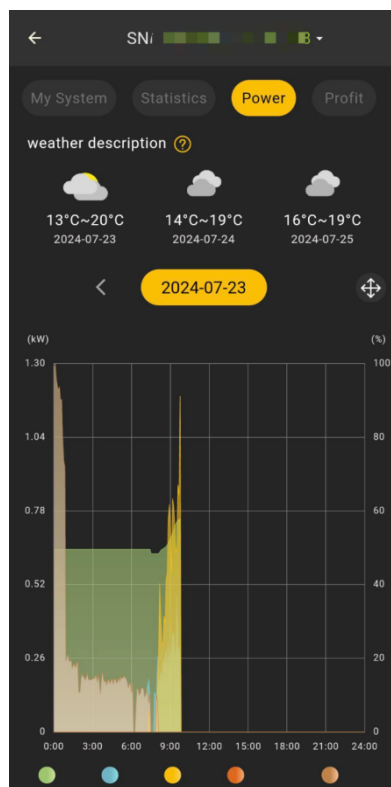
### 4.4.1. Statistical Diagram

You can filter the data by day, month, year to check statistical diagram of solar power generation, load consumption, EV charging consumption, grid consumption and feed-in energy in different periods of time since installation.



#### 4.4.2. Power Diagram

The power diagram displays both the weather conditions and power data for the next three days at the system's current location. Use the zoom in/out button to view the graph data in landscape mode, as illustrated below:



There are several icons at the bottom of the power diagram:

Battery SOC, Solar Generation, Load Consumption, EV Charger Consumption, Grid Consumption, Grid Feed-in.

If the device is in dispatch mode, an additional icon for VPP will be present. Clicking on this button shows the relevant mask, indicating the time period during which dispatch is active.



#### 4.4.3. Profit Diagram

The profit diagram page displays the total revenue of the system for self-consumption, load shifting and feed-in. You can filter this information by day, month and year, starting from the installation date.

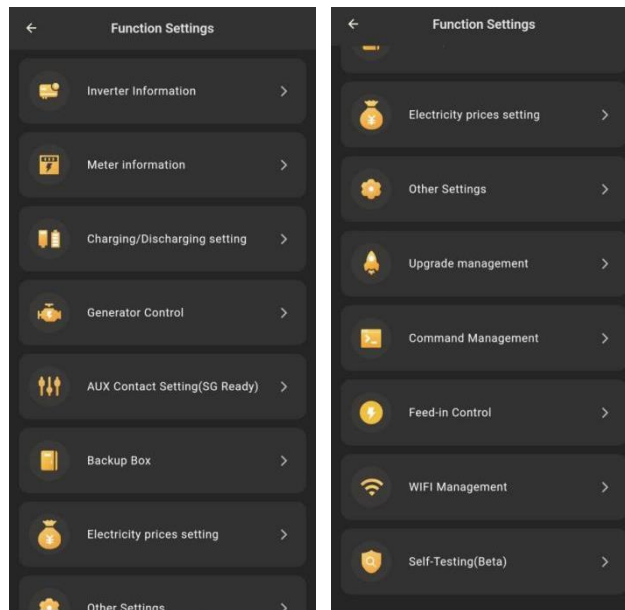


## 5. Function Settings

You can enter the function setting interface by clicking the setting icon in the upper right corner of the system information interface.

Depending on different system models, the contents that can be set vary, this manual explains a few common function settings.





## 5.1. Charging/Discharging Settings

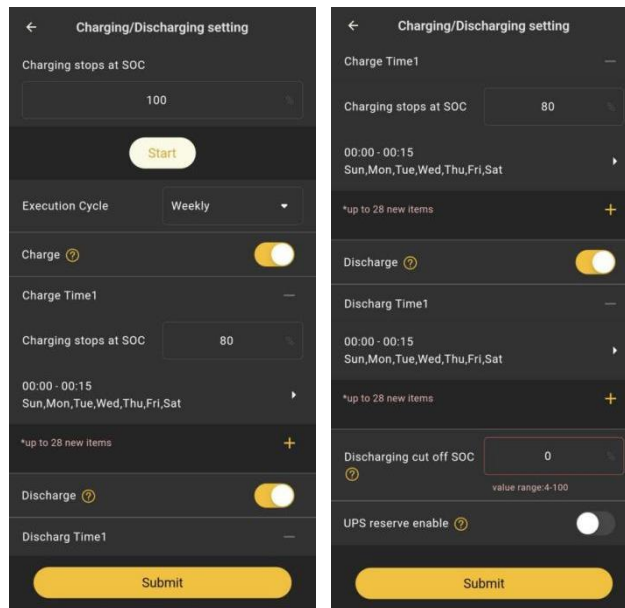
The main function of the charging/discharging setting is to set the charging and discharging time periods for on-grid systems.

If you turn on “Charge Batteries from the Grid” and set the charging period, it implies that, during this designated time frame, the batteries will be automatically charged. They cannot discharge during this period, and the charging power will prioritize PV power. In cases where PV power is insufficient, the charging power will be sourced from the grid. Outside of this time period, the system will operate in self-consumption mode.

During the specified time period, the battery will cease charging once the State of Charge (SOC) reaches the configured value.

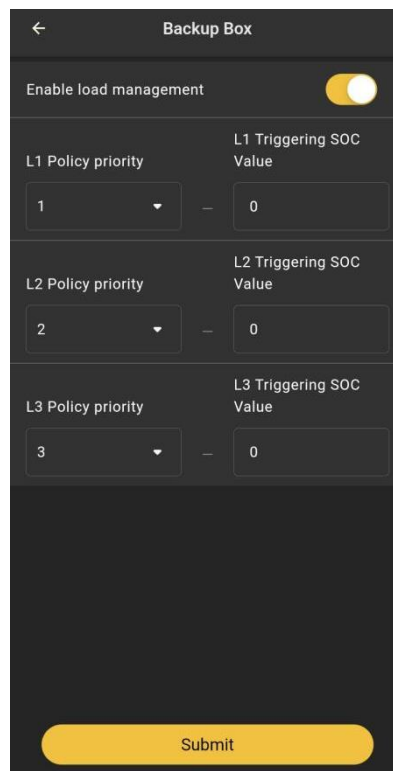
If you activate the “Battery Discharge Time Control” function and set the discharging period, it means that solely during this set period, the batteries can discharge exclusively to the loads and not to the grid. PV power will initially supply the loads, and any surplus will charge the battery. Outside of this time period, the battery can only be charged and cannot discharge.

The battery will stop discharging until the SOC reaches the specified SOC value.



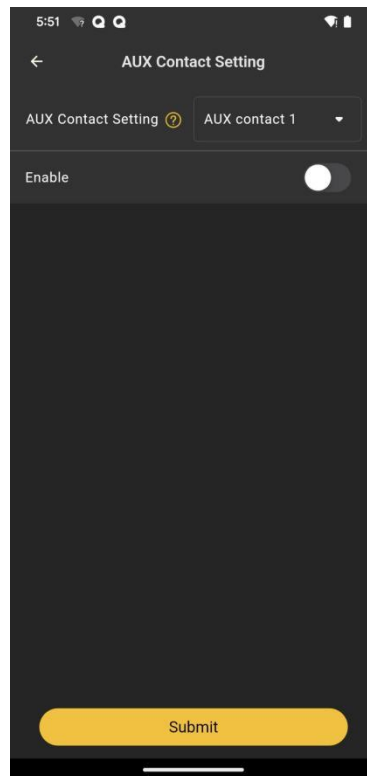
## 5.2. Backup Box Settings

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

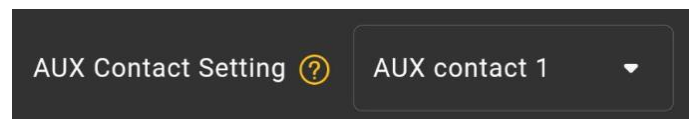


## 5.3. AUX Contact Settings

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.

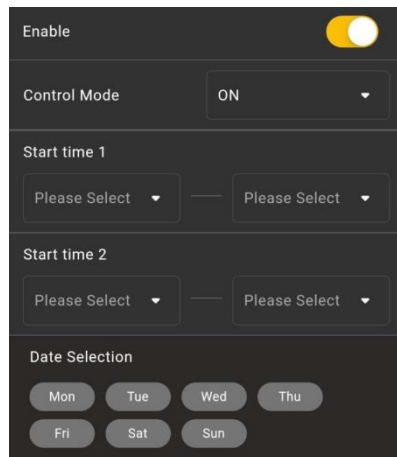


3. Set the control mode.

There are three modes: "ON", "OFF" and "Auto" .

- a) Control mode "ON"

When the Control Mode ON is selected, the normally open contact will be closed during the set time period. Outside the time period, the normally open contact will stay open. If you don't set the period, this function doesn't work.

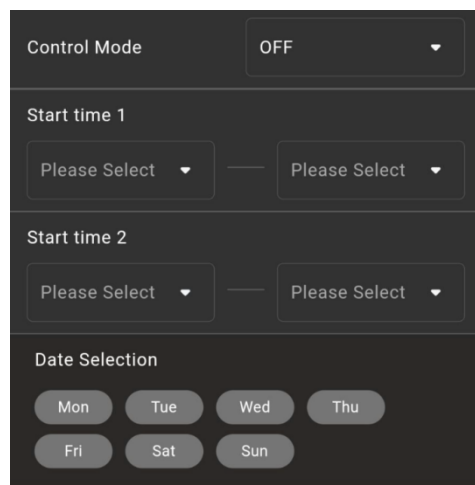


The screenshot shows the 'Control Mode' settings in the Alpha Partner App. At the top, there is an 'Enable' toggle switch that is turned on (yellow). Below it, the 'Control Mode' is set to 'ON' in a dropdown menu. There are two sections for 'Start time 1' and 'Start time 2', each containing two 'Please Select' dropdown menus. At the bottom, there is a 'Date Selection' section with buttons for each day of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun.

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

b) Control mode "OFF"

When Control Mode OFF is selected, the normally closed contact will open during the set time period. Outside the time period, the normally closed contact will stay closed. If you don't set the period, this function doesn't work.



The screenshot shows the 'Control Mode' settings in the Alpha Partner App. The 'Control Mode' is set to 'OFF' in a dropdown menu. There are two sections for 'Start time 1' and 'Start time 2', each containing two 'Please Select' dropdown menus. At the bottom, there is a 'Date Selection' section with buttons for each day of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun.

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

c) Control mode "Auto"

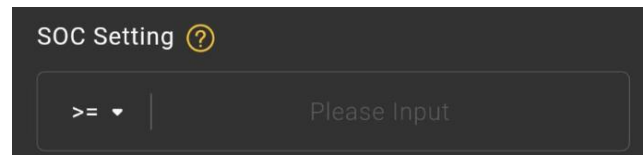
When Control Mode AUTO is selected, normally open and normally closed contact will be triggered according to the settings below.

When UPS mode is on, it is not possible to set any values.

When the UPS is off, you can set the SOC threshold, the grid power on and off conditions, the waiting time, the duration and the pause time.

Under Auto Mode, the period control function doesn't work and the following further specifications should be set:

- a. Set the status of the SOC. There are three modes available:

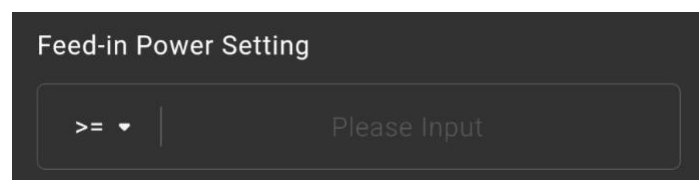


1. " ≥ " means when SOC ≥ given value, it works.
2. " ≤ " means when SOC ≤ given value, it works.
3. "Disable" means the AUX contact control is not related to the SOC value.

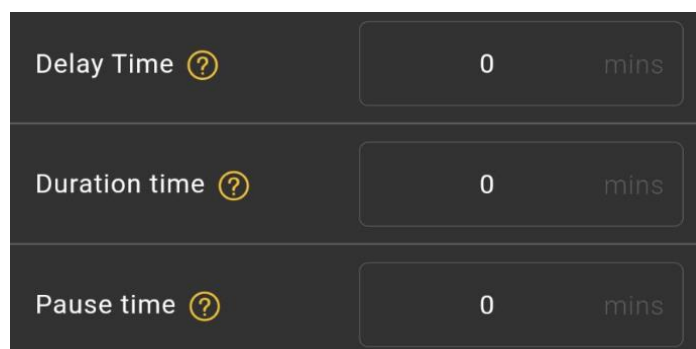
- b. Set surplus energy range (feed-in power range).

Set the feed-in power values, see figure below. When the feed-in power > given value, the AUX contact will be switched on.

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



- c. Set the delay, duration and pause time to prevent too frequently switching



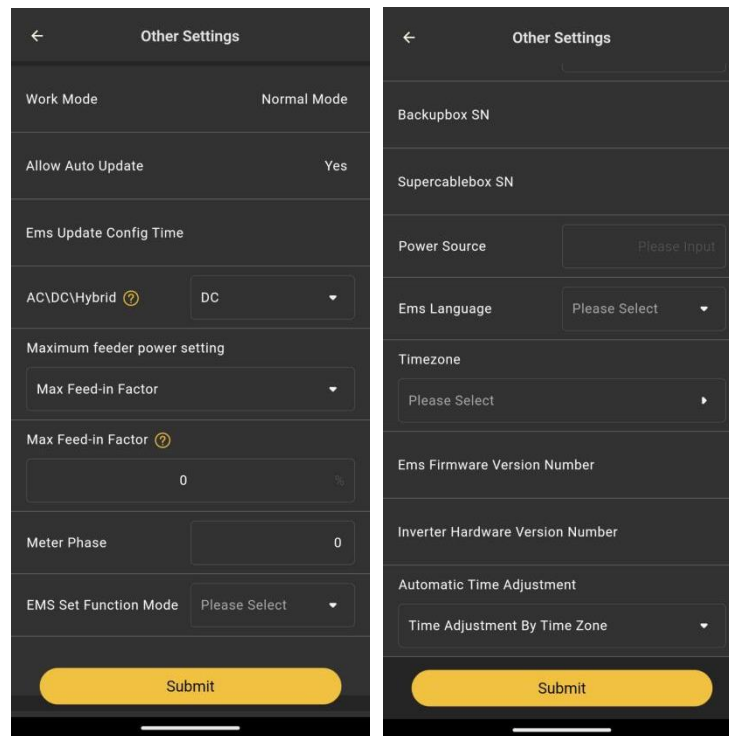
on and off.

1. Delay time refers to the opening/closing action after the set delay time period.
2. Duration time refers to the prohibition of the disconnecting action within the set duration time period after the AUX contact is close.
3. Pause time refers to the prohibition of the closing action within the set pause time period after the AUX contact is disconnected.

#### **5.4. Other Settings**

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

1. Max. Feed-in Factor (%)
2. Work Mode (AC/DC/Hybrid)
3. Meter Phase
4. Data Upload Frequency (s)
5. On-Grid PV Capacity (kWp)
6. Storage PV Capacity (kWp)

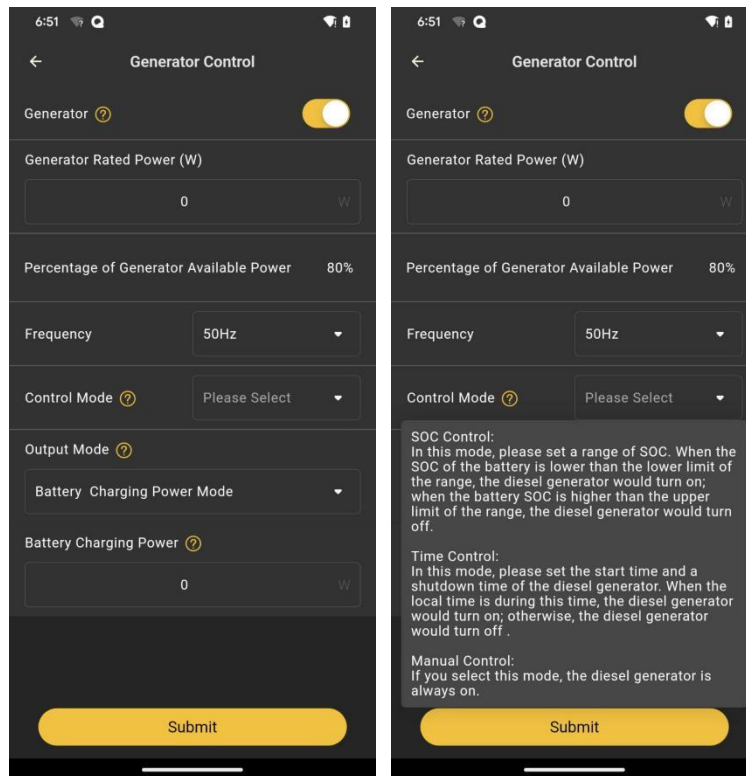


## 5.5. Generator Control

The diesel generator's rated power and frequency settings remain unaffected by the generator's status. These parameters can be configured even when the diesel option is turned off.

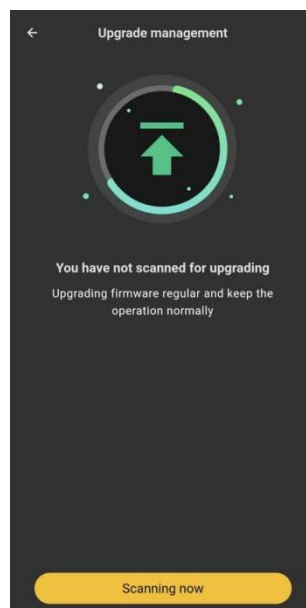
The control mode and output mode settings can only be adjusted when the generator option is switched on:

1. In the control mode, you can set SOC control, time control, or manual control.
2. In the output mode, you can set battery charge power mode or diesel rated power mode.



## 5.6. Upgrade Management

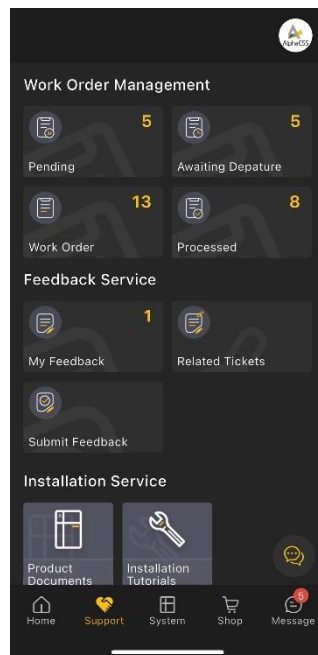
On the function setting interface, click “Upgrade Management” to scan and upgrade the firmware of the device.





## 6. Online Work Order

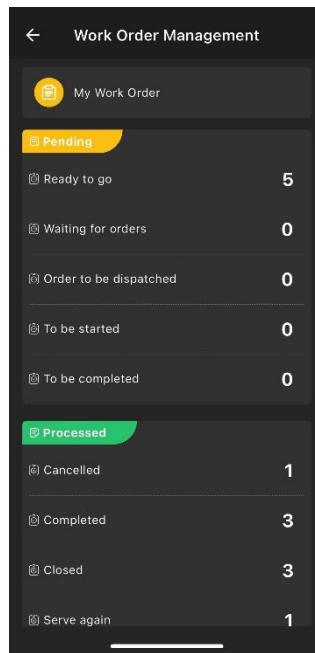
On the Support page, you can view work order statistics. Browse and review all work orders to understand their current status. You can initiate an online chat with customer service by clicking on the floating icon at the bottom right corner for assistance.



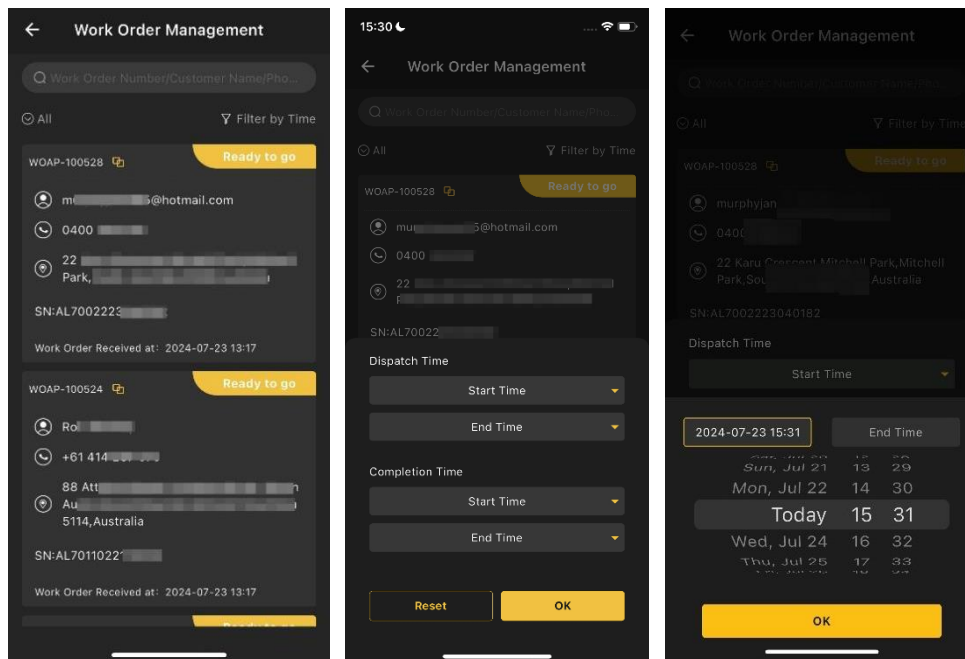
### 1.

#### 6.1. Work Order List

Click on 'Work Order' to access the Work Order Management page, where you can view statistics of work orders in different statuses.



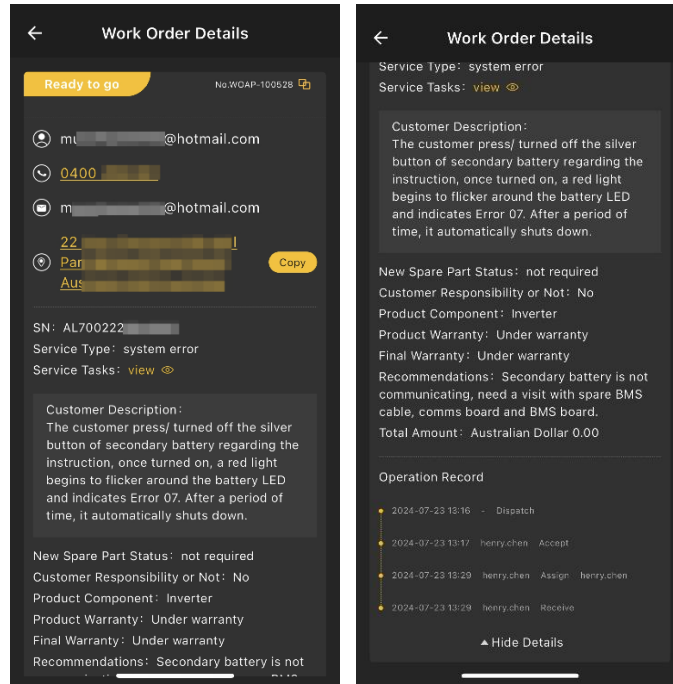
Click on 'My Work Order,' then select 'Filter by Time' to filter by time period. Search by work order number, customer, or phone number to quickly find specific work order records.



## 6.2. Work Order Details

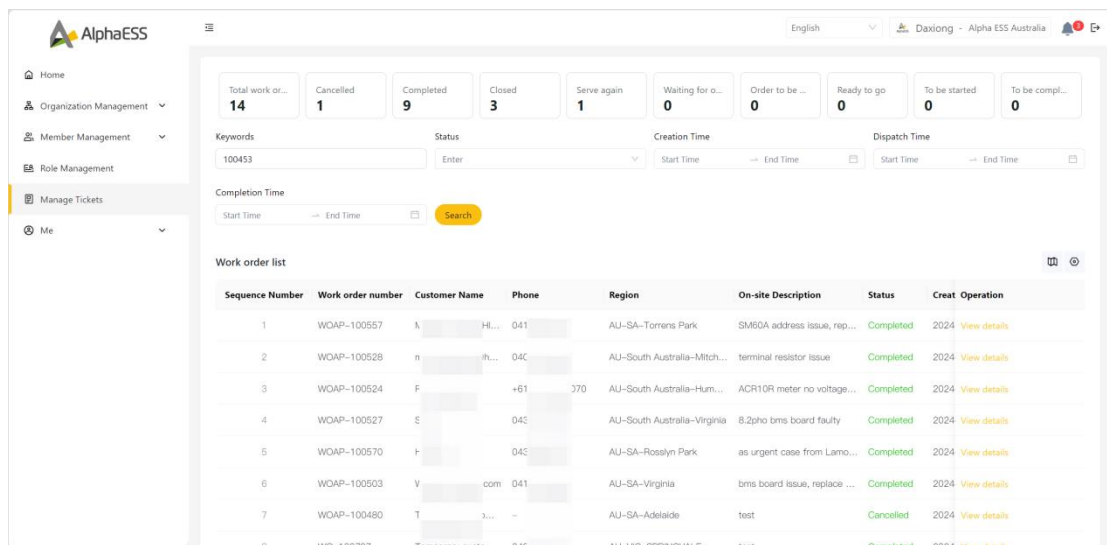
### 6.2.1. Viewing Work Order Details on the Partner APP

On the Partner App, click on 'Work Order,' then go to 'Work Order Details' to view the detailed information of the work order.



### 6.2.2. Viewing Work Order Details on the Partner Portal

On the Partner Portal, click on 'Manage Tickets' to access the ticket list. Click on 'View Details' on the right side of the list to view the work orders.



The screenshot shows the AlphaESS Partner App interface. At the top, there are status counts: Total work or... 14, Waiting for ord... 1, Cancelled 1, Completed 3, Closed 3, Serve again 1, Ready to go 5, Order to be dis... 0, To be started 0, and To be completed 0. A 'Work Order Details' modal is open, showing the following information:

- Work order number: WOAP-100557
- Creation Time: 2024-07-23 15:37:38
- Full Address: AU-...
- System Fault Type: system error
- Customer Description: Hi team, battery Not/Charging Discharging and system is showing Meter fault, we guided Ct to reset meter address but still issue does not solved. Please check and advise a solution for it. Thanks

The modal has buttons for 'Receive order', 'Reject', and 'Close'. The background shows a table of work orders with columns for Status, Keywords, Status, Creation Time, and Dispatch Time.

**Work Order Details** Completed

Work order number: WOAP-100528    Customer Name: murph... L. Phone: ...7  
com

Email: murph...@...    Creation Time: 2024-07-23 13:16:28    SN: /...  
Postal Code: 5043    Full Address: AU-South Austri... chell Park

System Fault Type: system error

Customer Description: The customer press/ turned off the silver button of secondary battery regarding the instruction, once turned on, a red light begins to flicker around the battery LED and indicates Error 07. After a period of time, it automatically shuts down.

New Spare Part Status: -    New Spare Part Number: -    Customer Responsibility: No

Product Component: Inverter

Product Warranty: Under warranty    Final Warranty: Under warranty

On-site Description: terminal resistor issue

Requested Completion Time: -    Total Amount: -

Suggested Solution: Secondary battery is not communicating, need a visit with spare BMS cable, comms board and BMS board.

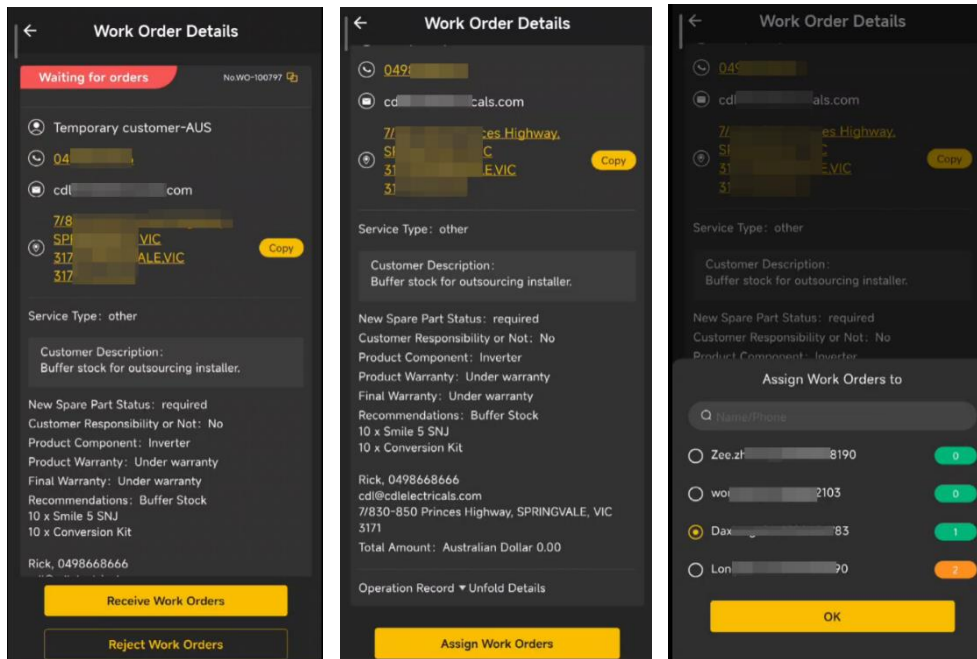
Attachment List: [fc1efde7145096d5308835ba3f220aee\\_exif.jpg](#)

Close

## 6.3. Receiving Orders and Dispatching

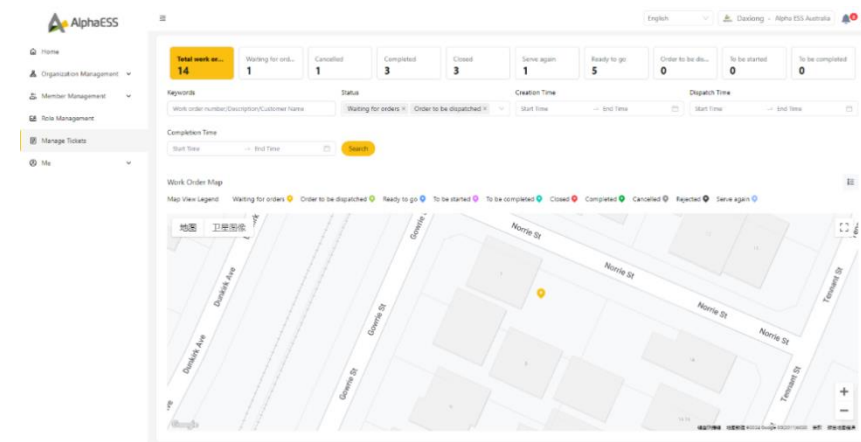
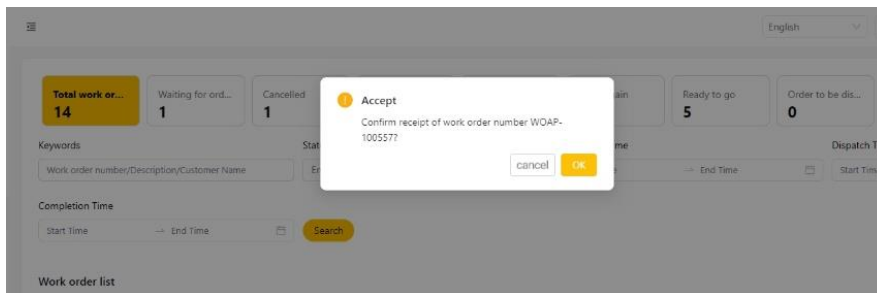
### 6.3.1. Receiving Orders and Dispatching on the Partner APP

Click on a work order with the status 'Waiting for order,' then click 'Receive' to accept the work order. You can assign the work order to a member.



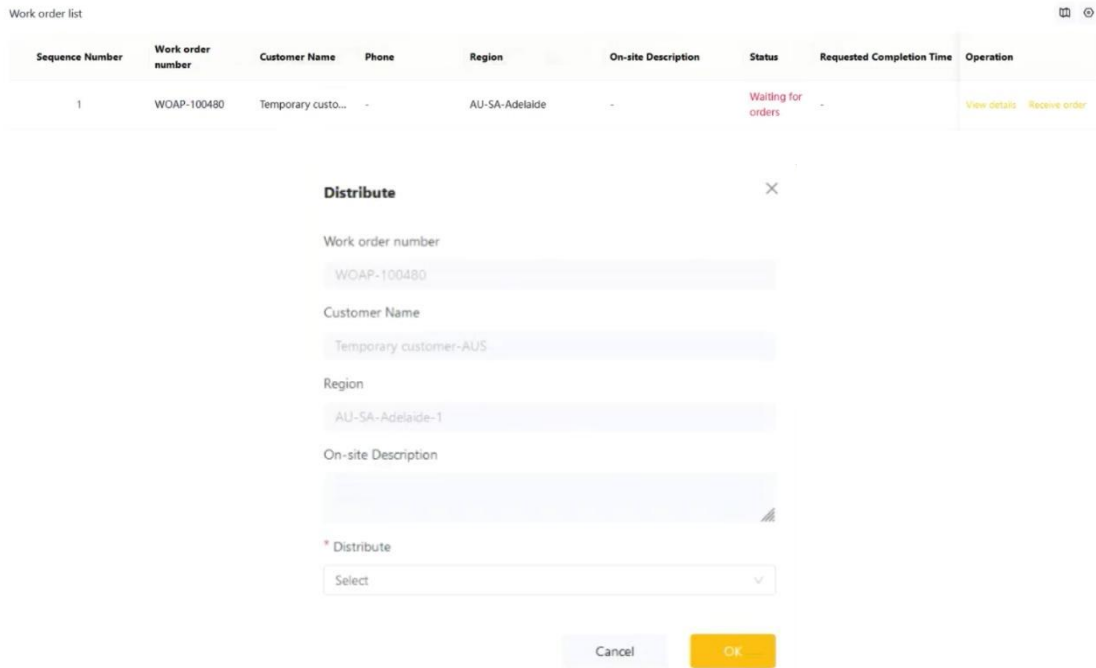
### 6.3.2. Receiving Orders and Dispatching on the Partner Portal

In Manage Tickets, click on 'Receive order' on the right-hand side, then click on the map button to switch views and see the location of the work order.



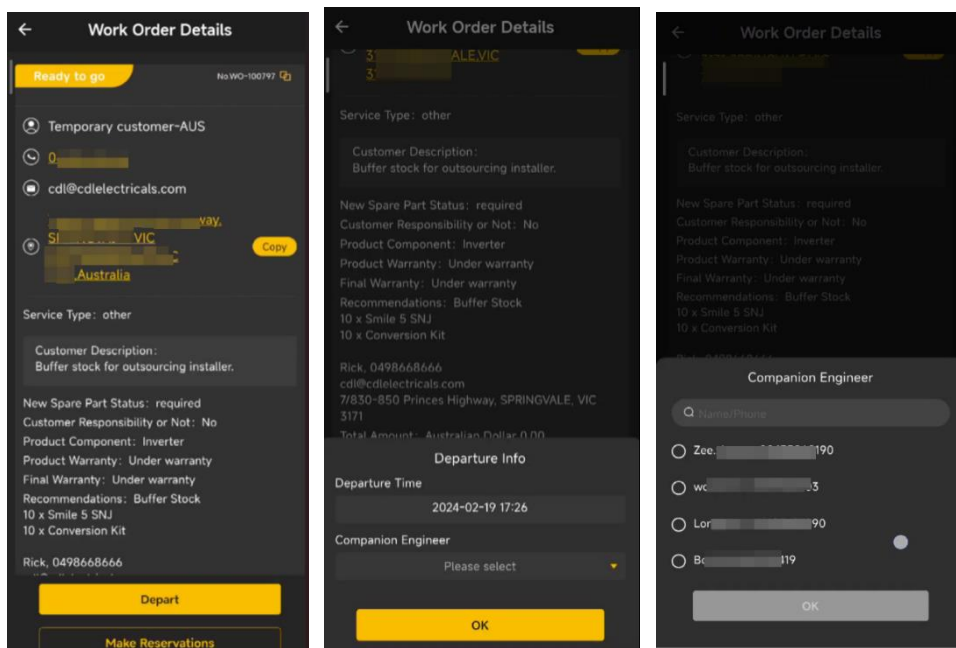
Select a work order with the status 'Waiting for orders,' then click 'Receive order'

to assign the work order to a specified member.



### 6.4. Scheduling Appointments

Click on a work order with the status 'Ready to go,' then click 'Depart.' Select the departure time and choose accompanying personnel.

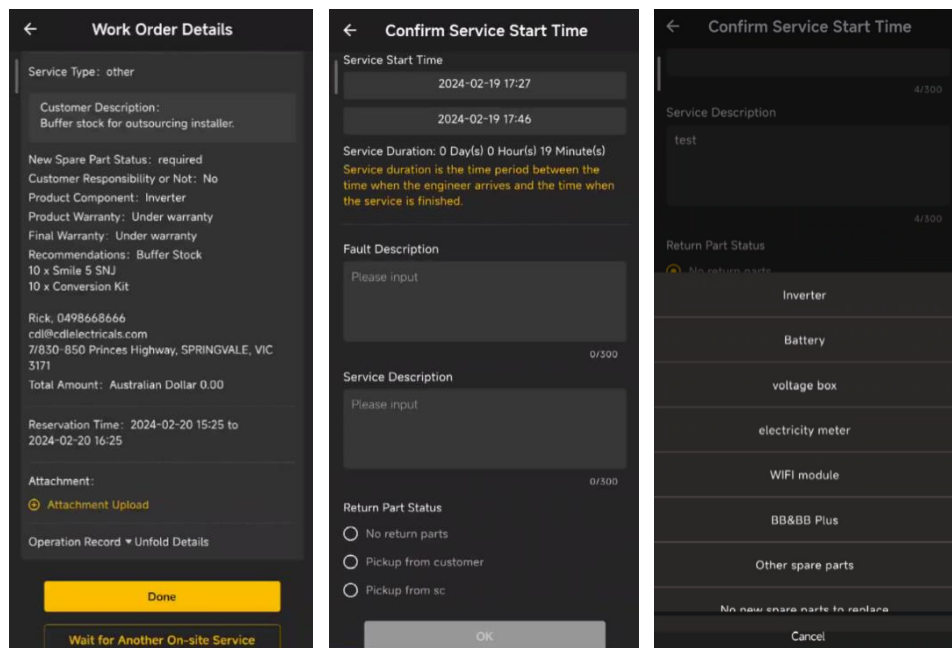


### 6.5. Home Visit

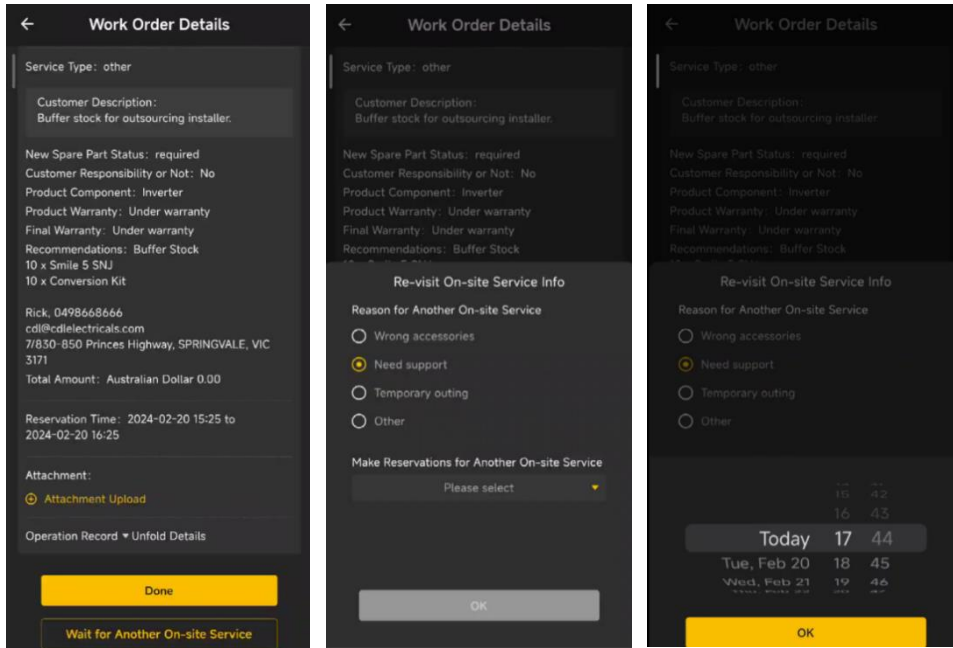
After completing the on-site service, click on 'Done.' You will need to confirm the actual start time of the service and fill in details such as fault description, service description, and whether old parts were returned and new parts were used.

Clicking on the plus sign allows you to add information about additional parts used.

Once all information is filled out and confirmed, the work order task is completed. The system will automatically calculate the service time. You can upload on-site photos or document attachments via attachments in the work order details page.



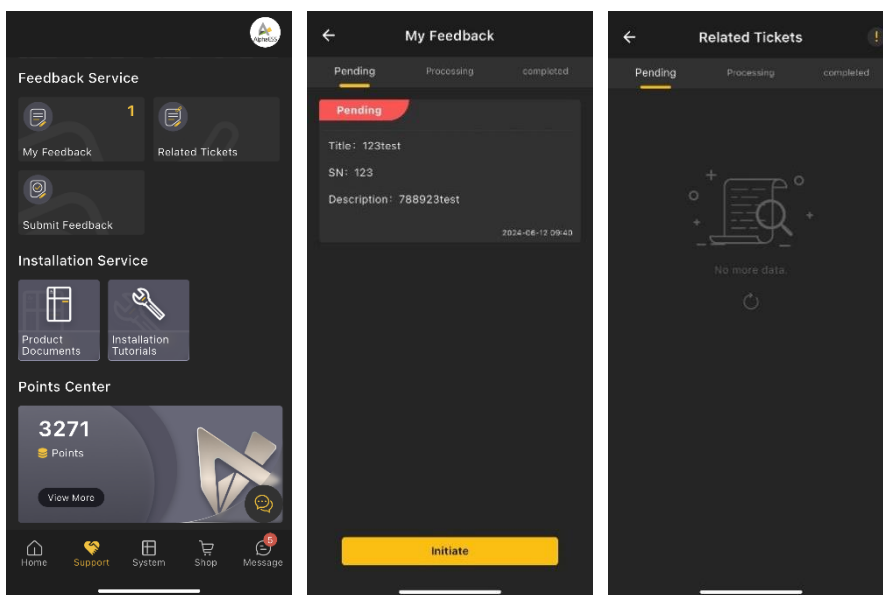
If the installation is not completed during this visit, you can choose 'Wait for Another On-site Service'. Please provide the reason for the return visit and select a suitable time.



## 7. Support Service

### 7.1. Feedback Tracking

In 'My Feedback,' you can get help and support. You can initiate and view feedback tickets, which come in three statuses: 'Pending,' 'Progressing,' and 'Completed.' Click on 'My Feedback' to view the complaints you have submitted. Click on 'Related Tickets' to see feedbacks related to you, including feedbacks initiated by customers or those for which you have viewing permissions.



At 'My Feedback,' clicking on 'Initiate' or 'Submit Complaint' allows you to



initiate feedback and fill in relevant information.

Submit Complaint

Current Organization And License  
Alpha ESS Australia  
ALPHA20240112008

\*Title

\*Type  
System fault  
Monitor data abnormal  
Consult  
Other

\*SN

\*Description

\*Contact Person  
Daxiong

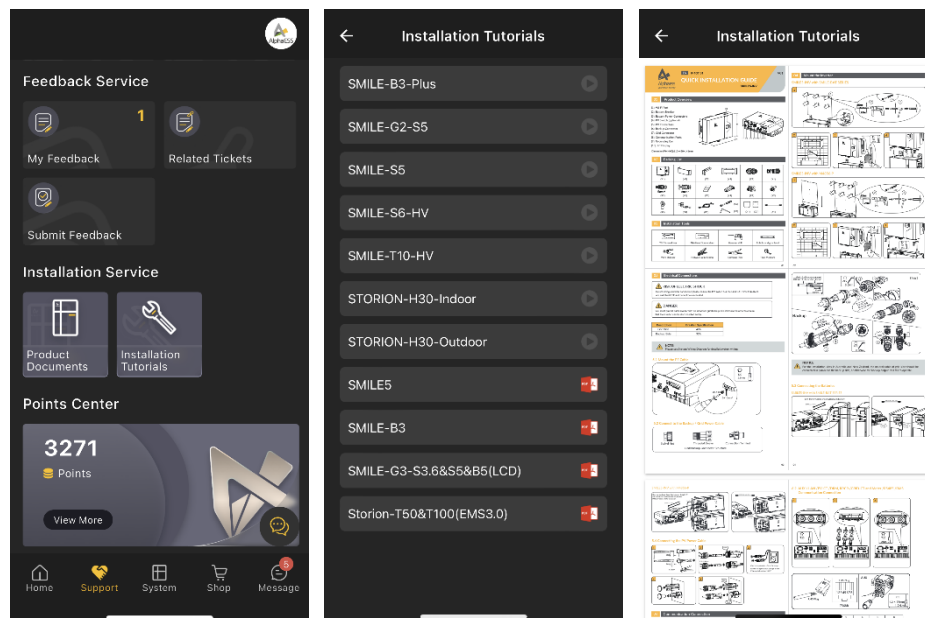
\*Phone Number  
8615708454783

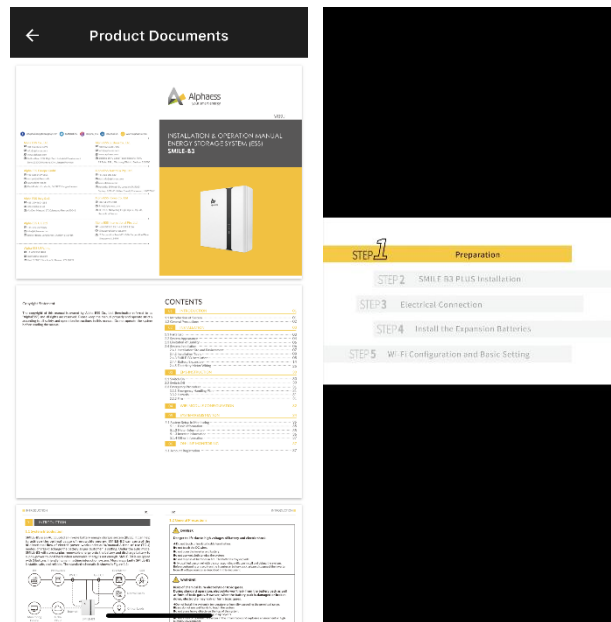
\*Contact Email

Submit

## 7.2. Installation Services

On the Support page, under Installation Services, you can browse product documents and installation tutorials, making it convenient for you to quickly reference installation information when needed.



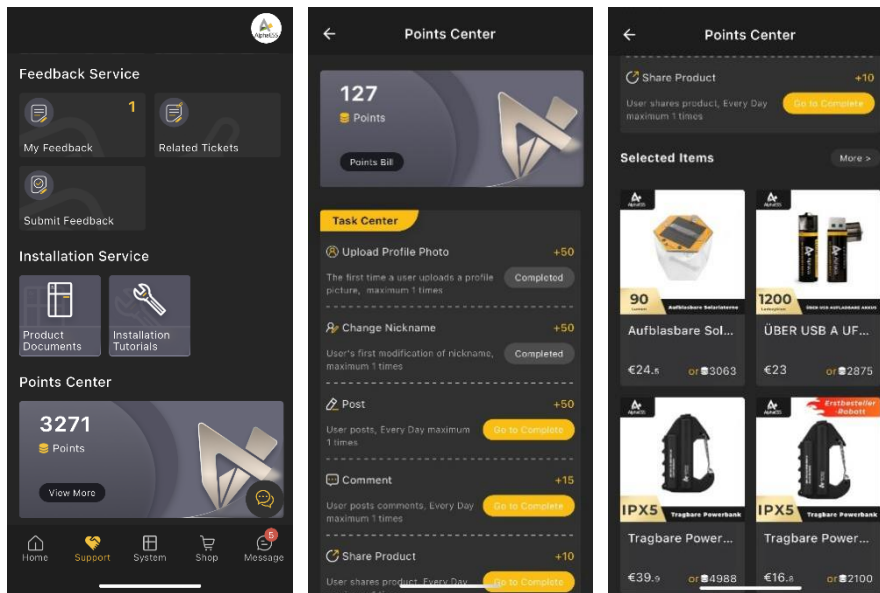


## 8. Points and Mall

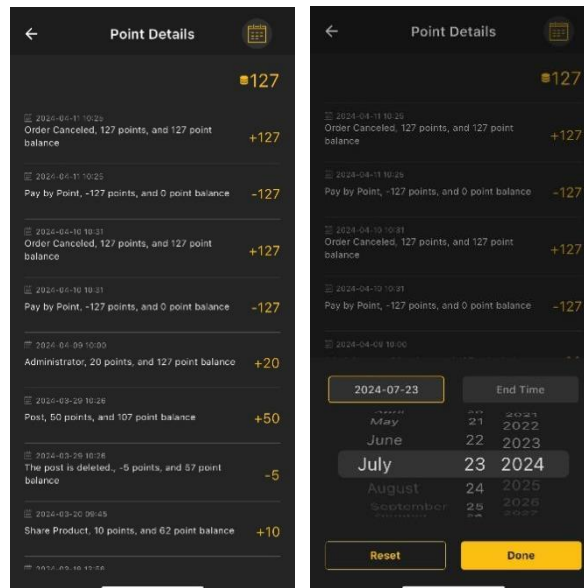
The AlphaESS PartnerApp features a brand new points reward system and online shopping mall; points can be earned for every successful installation and service, forum posts, providing feedback suggestion, and more. These points can be used to redeem discounts when purchasing items in the store.

### 8.1. Points Center

You can click on the 'View More' card in Support to enter the Points Center. In the Points Center, you can view the current ways to earn points and the products available for redemption. Click on details to get a more detailed record of your points.



Clicking on 'Point Bill' allows you to browse details of points earned and spent.

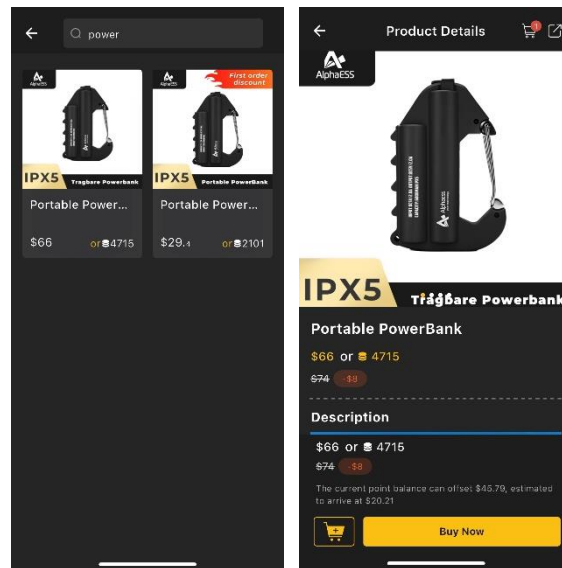


## 8.2. Mall

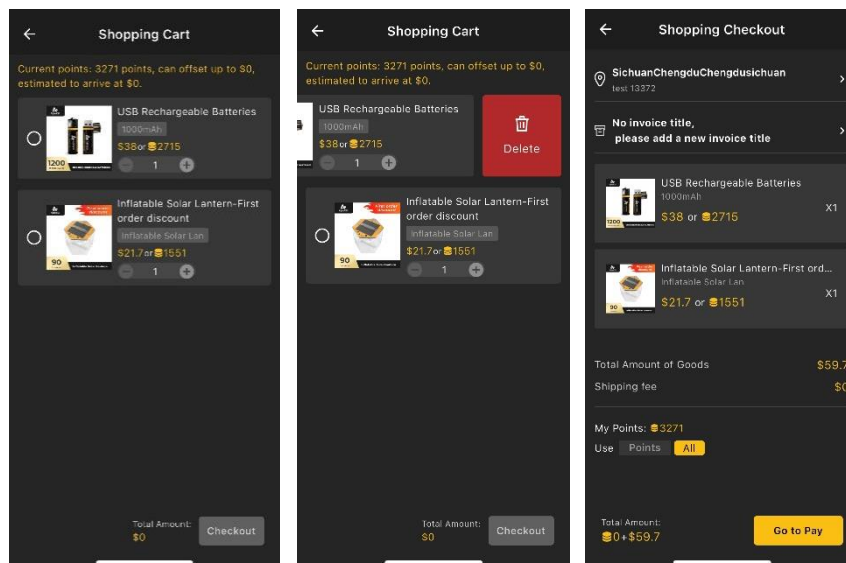
You can use points to redeem practical tools, equipment, or other peripheral products in the online store. Alternatively, you can choose to purchase them directly, enjoying more shopping discounts and privileges.

Click on the search button in the top left corner to enter the search page.

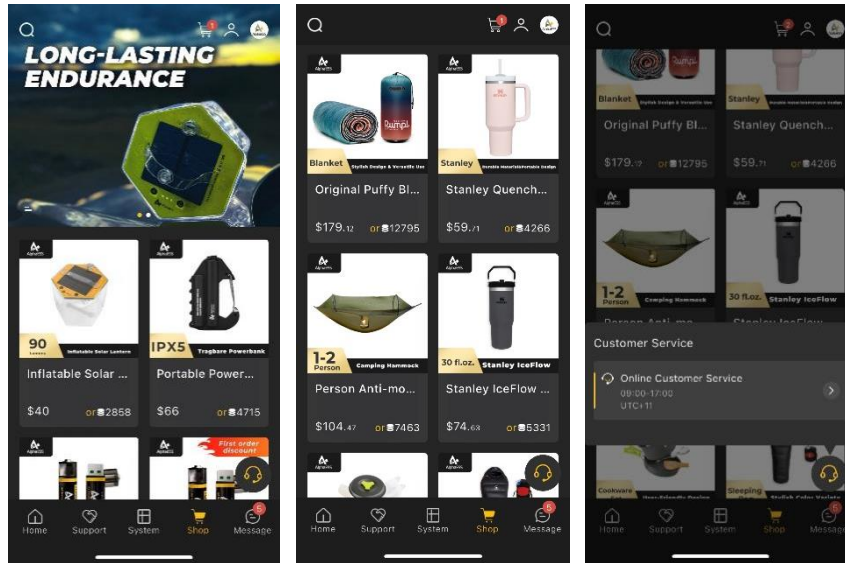
Enter the product keywords here to obtain related product information. Once you find the product you are interested in, click on the product details to view more detailed information.



Click on the shopping cart button in the top right corner to view your cart. You can 'delete' or 'add' items in the cart, select individual items to remove or perform bulk deletion operations, adjust the quantity of items in the cart, and proceed to checkout with your chosen items.



You can click on the customer service button to seek assistance and resolve any issues you encounter while using the online store.



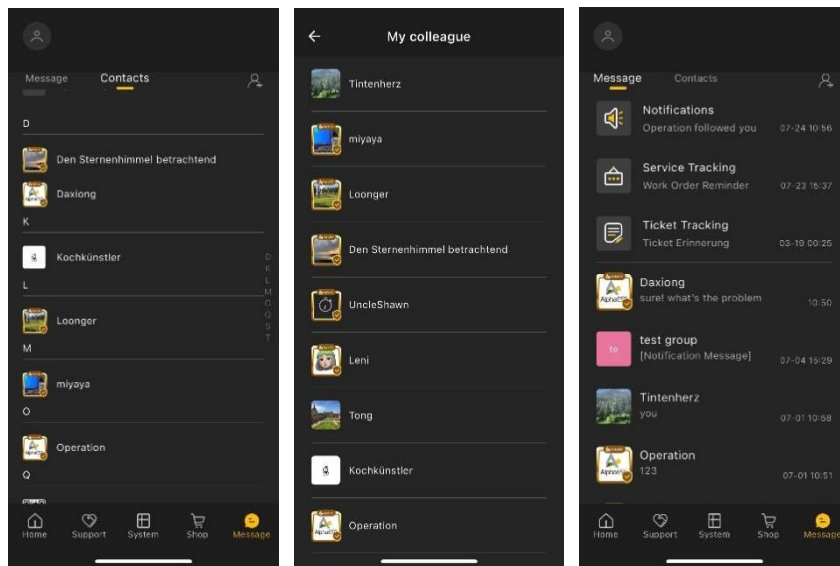
## 9. Online Communication

The newly upgraded instant messaging system allows seamless real-time communication with vendors, installers (peers and service company technicians) without switching platforms, enabling quick feedback and issue resolution.

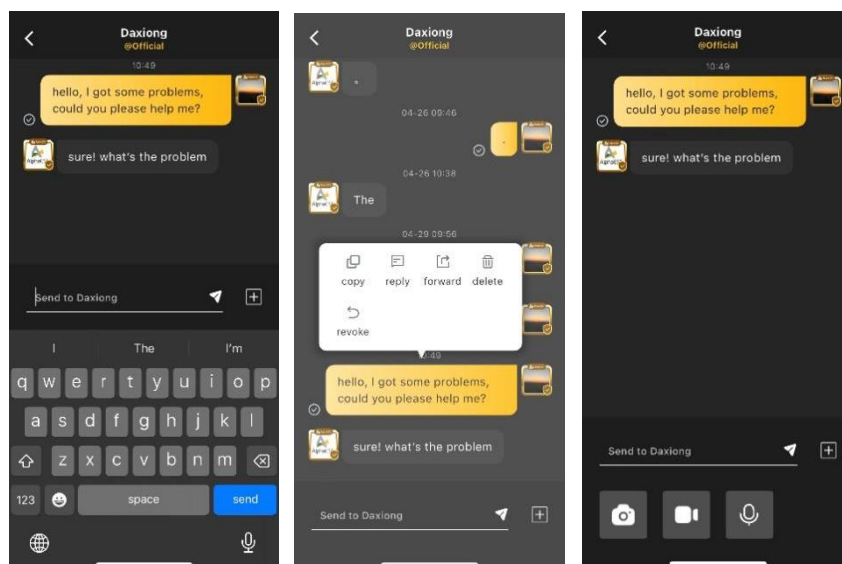
Moreover, the instant messaging system also provides technical support from AlphaESS engineers. Group creation facilitates multi-party discussions and technical issue resolution.

### 9.1. Chat Window

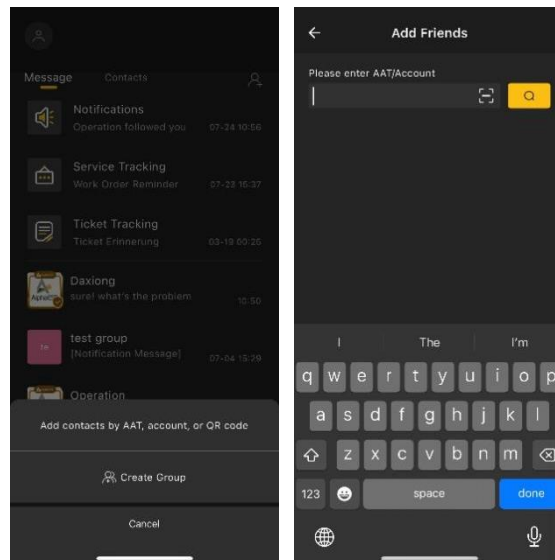
You can initiate chats here with members within the organization, with added friends, or with official customer service.



In the chat window, you can copy, reply, forward, delete, and revoke messages. You can also send voice messages, pictures, and videos in the chat window.

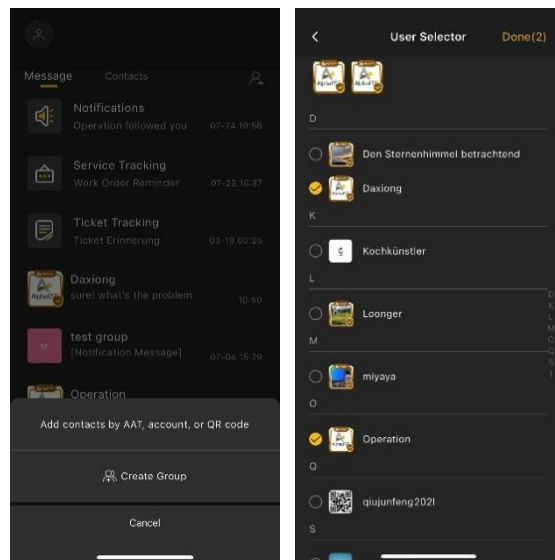


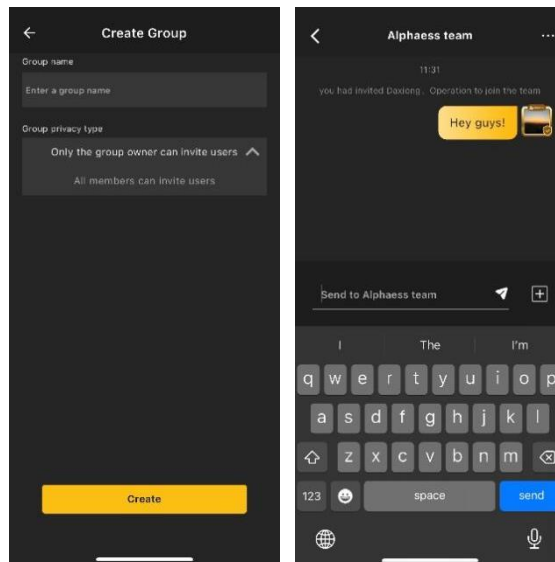
Click on the button in the top right corner to add friends. Enter the user's AAT, nickname, or email to search for and add friends.



## 9.2. Group Chat

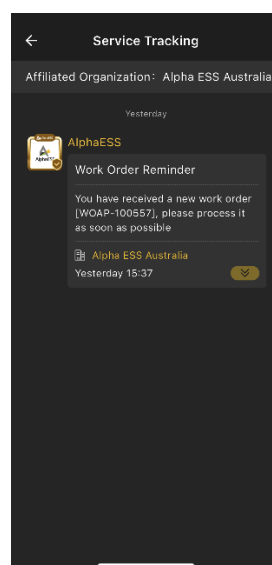
When creating a community, you can click on the 'Create Group' button. After selecting community members, click 'Done' to finalize the member list. Enter the community name and choose the group privacy type. Once these steps are completed, the community will be successfully created.





### 9.3. Service Notification

Click on the 'Message' function to enter and view message notifications. In the 'Notifications' section, the system promptly alerts you to various types of received messages.



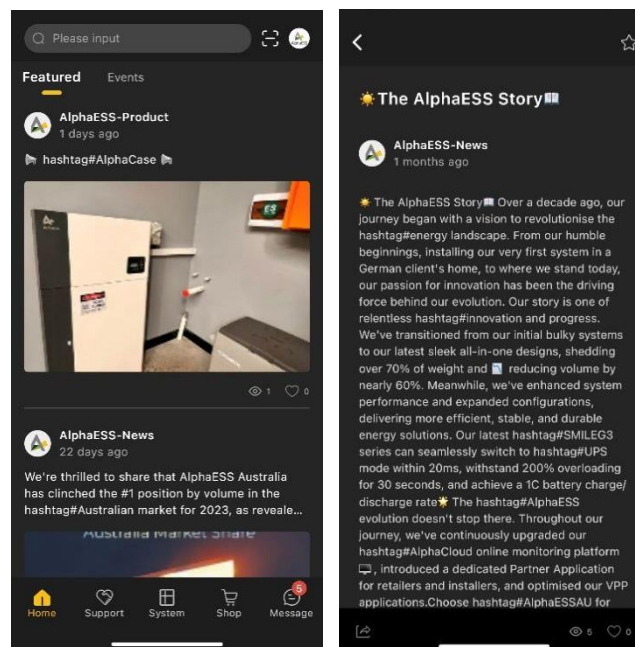


## 10. Information and Community

Read featured articles, stay updated on the latest policies, market trends, and product information. Engage in in-depth technical discussions with industry experts to collectively explore and resolve various technical issues.

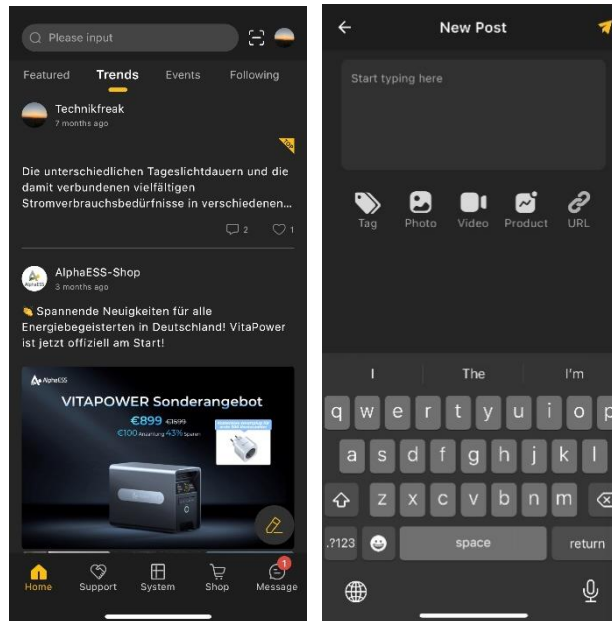
### 10.1. Official News

On the Home page, you can access the latest news from AlphaESS and stay informed about industry trends. We aim to provide robust support through continuous information updates.

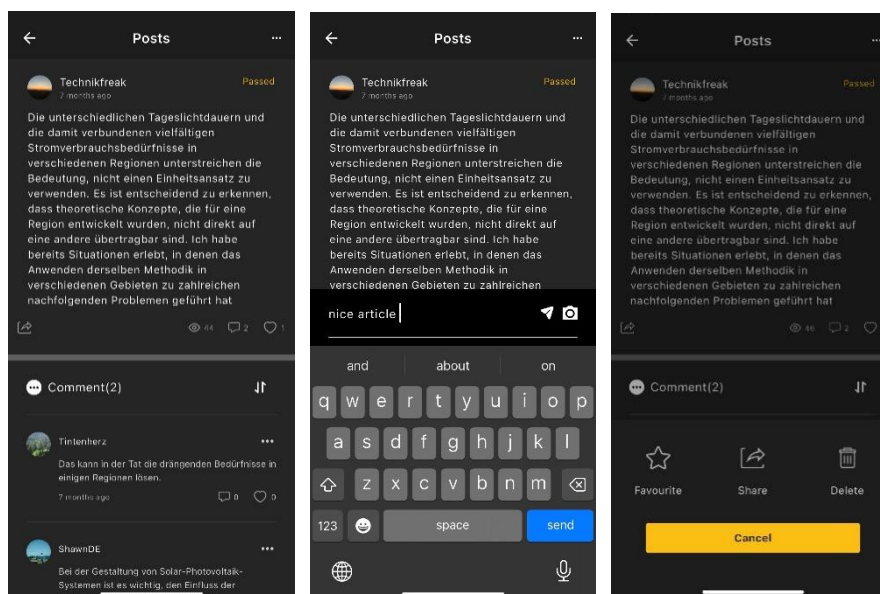


### 10.2. User Community

You can post updates and share news by clicking on the edit window in the bottom right corner. Afterwards, you can insert tags, pictures, videos, products, and links. Once you finish editing, click on 'Publish'. Please note that your content will undergo backend review and must be approved before it can be successfully published.



You can browse posts, share your opinions through comments or likes. You can “favorite”, “share”, and “like” articles. Clicking “share” allows you to choose to share on “WhatsApp”, “Facebook”, and “X”. Certain actions may earn you points. For more details, please refer to the points explanation page within the app.

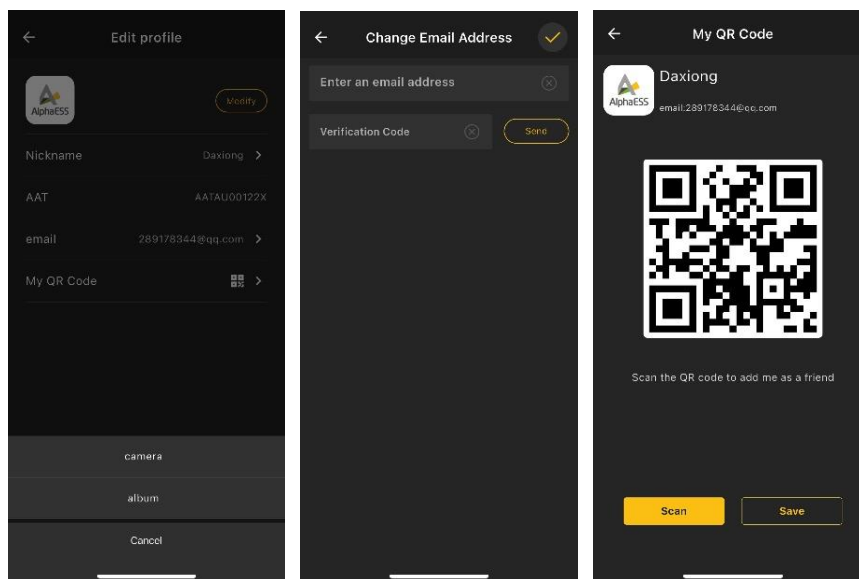
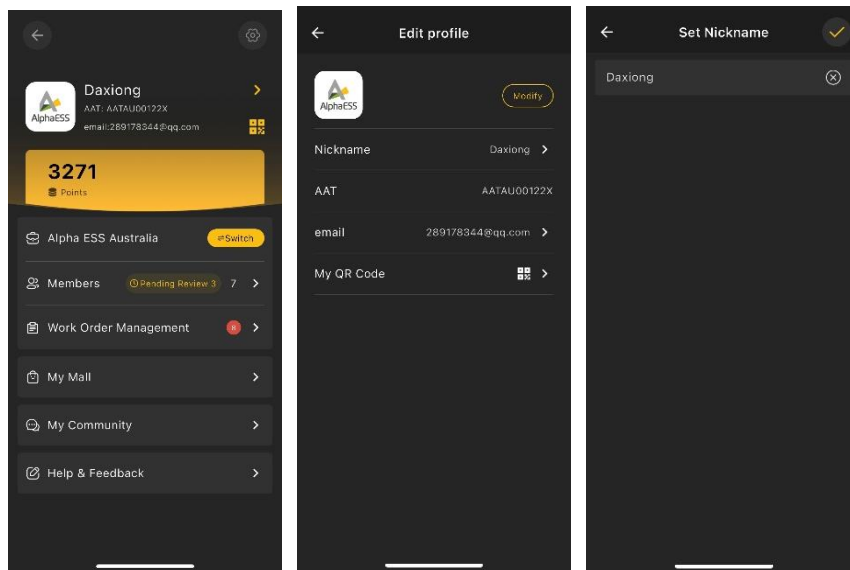


## 11. Settings

### 11.1. My Account - Settings

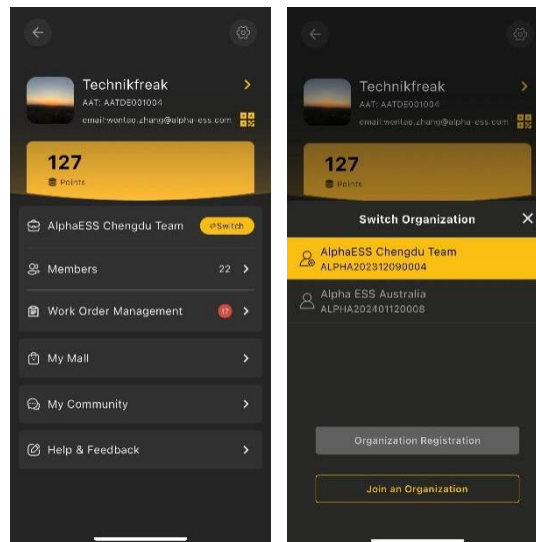
Click on the profile picture in the top right corner to access your personal page. Click on your nickname to modify and edit your nickname, avatar, and email

address. You can also obtain your personal QR code here, which can be used to join groups and add friends.



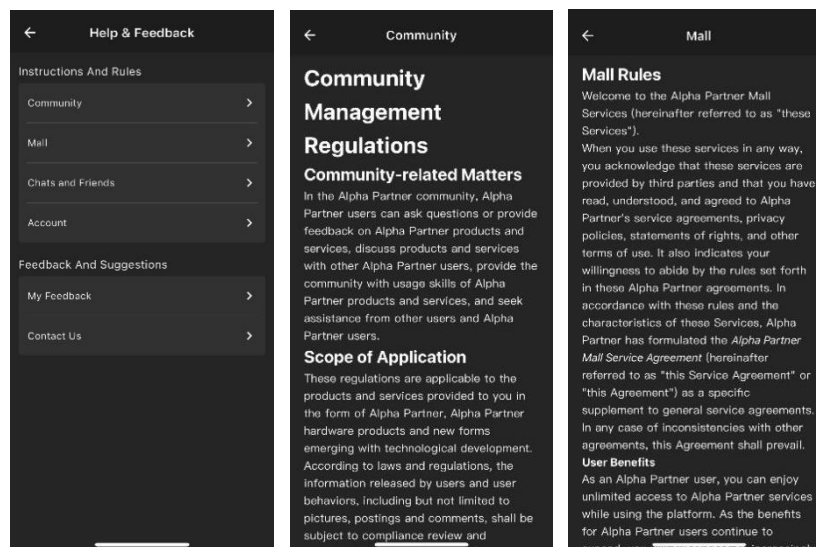
## 11.2. Organization Switch

Click on the "Switch" option to switch to different organizations you've joined. In the switch interface, you can choose to log in to specific organizations to manage and operate their related affairs.

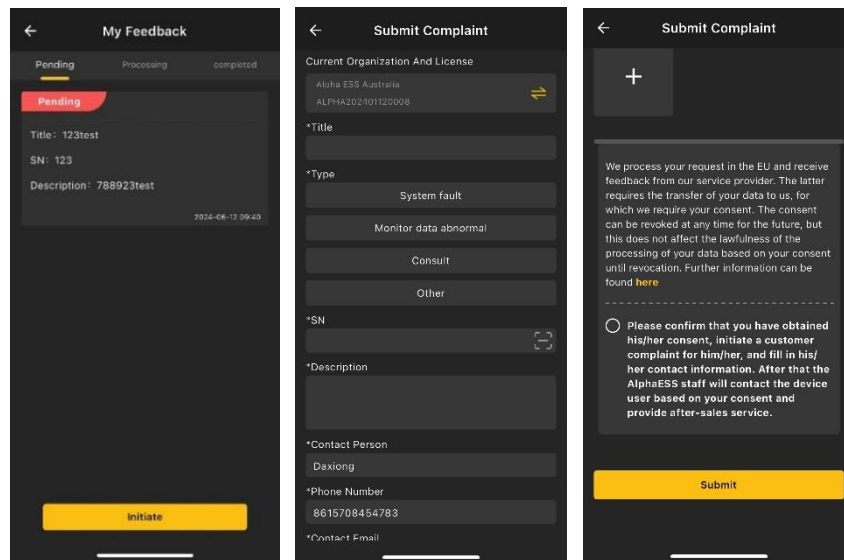


### 11.3. Help and Feedback

View "Help & Feedback": View the relevant terms for community, mail, chats and friends, and account help you need to obtain support and assistance.







My Feedback: In this module, you can obtain help and support for complaints, where you can initiate and view complaint tickets.



**Contact Us:** In this module, you can contact us for help or technical support. If you need assistance, you can find our contact phone number, email address, website, and physical address.






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