

FoxCloud2.0 App User Manual



Manual Version: 2.1

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Contents

1. FoxCloud2.0 App Introduction	6
2. FoxCloud2.0 App Installation	7
3. Getting Started.....	8
3.1 Register an Account	8
3.1.1 Register an Owner Account	8
3.1.2 Register an Installer or Agent Account	9
3.2 Log in	11
3.3 Create Your First Plant	12
3.3.1 For Owner Accounts	12
3.3.2 For Installer and Agent Accounts.....	12
4. Plant	17
4.1 Residential Plant	17
4.2 C&I Plant	18
4.3 Micro Inverter Plant.....	18
4.3.1 Layout	19
4.4 Parallel System (Multi-device Plant)	21
4.4.1 System Diagram	21
4.5 Plant Settings	22
4.6 Quick Settings	23
4.7 Meter Check	24
4.8 Revenue (Owner Accounts Only).....	25
4.9 Data Analysis.....	27
4.10 Fox Forest (Owner Accounts Only)	28
5 Work Mode.....	30
5.1 Self-use	30
5.1.1 Basic logic	30
5.2 Feed-in Priority	31
5.2.1 Basic Logic.....	31
5.3 Back Up.....	31

5.3.1 Basic Logic.....	31
5.4 Peak Shaving.....	31
5.4.1 Basic Logic.....	32
5.5 Mode Scheduler	32
5.6 AI Mode (Owner Accounts Only).....	33
6 Devices	34
6.1 Device Management.....	34
6.2 Analysis Graph	35
6.3 Firmware Upgrade	35
6.4 Adding a Smart Meter for Balcony Battery.....	36
6.5 EV Charger Settings	37
6.5.1 Control Mode.....	38
6.5.2 PV Linkage.....	38
6.5.3 Adding a RFID card.....	39
6.6 Heat Pump Settings	39
6.6.1 Operating Modes.....	40
7. Overview (Installer and Agent Accounts).....	42
7.1 Advanced Filter	42
7.2 Tag Management	43
7.2.1 Add a Tag	43
7.2.2 Delete a Tag	44
8. Service.....	46
8.1 Report	46
8.1.1 Energy Report	46
8.1.2 Real-time Report (Installer and Agent Accounts)	46
8.2 Faults	47
8.3 Maintenance Service	47
8.4 Information.....	48
9. Me.....	49
9.1 Account Information.....	49
9.2 WLAN Configuration	49

9.3 Join (Installer Accounts Only)	49
9.4 Invite Code (Agent Accounts Only)	50
9.4.1 Inviting an Installer to Join Your Organization	50
9.4.2 Inviting an Agent to Joining Your Organization.....	50
9.5 System Settings.....	51
10. FAQs	52
10.1 How to Set a Tariff Plan (Owner Accounts Only)	52
10.1.1 Set a Manual Tariff.....	52
10.1.2 Set a Smart Tariff	53
10.2 How to Share my Plant with an End User (Installer and Agent Accounts)	53
10.3 How to Share my Plant with an Installer (Owner Accounts Only)	54
10.4 Why Can' t I See My Installer' s Plant (Agent Accounts)	55

1. ● FoxCloud2.0 App Introduction

The FoxCloud2.0 app allows remote management of devices at any time, from anywhere. You can set and choose personalized energy-saving strategies for your family and enjoy your life with the help of our special features.



NOTE

Local, physical settings take precedence over app settings. Remote operation through the mobile application cannot serve as evidence of circuit safety, as it must be verified and confirmed through on-site inspection. Failure to conduct an on-site inspection prior to work may result in personal injury or even fatality.

2. FoxCloud2.0 App Installation

Hardware and software environment requirements for Android version of the phone

- Mobile phone memory of 1G or more.
- Android 7 and above operating system.

Hardware and software environment requirements for Apple version of the phone

- Require iphone 6s and above.
- 1G+ memory on board.
- Ios 13 and above operating system.

To download the FoxCloud2.0 app, visit the App Store or Google Play. Or scan the following QR code to down the app.



The following operation applies to the FoxCloud2.0 App.

3. Getting Started

3.1 Register an Account

About Role:

Owner: Users who own the Plant.

Installer / Agent: Users who provide services to owners, including Plant creation and O&M.

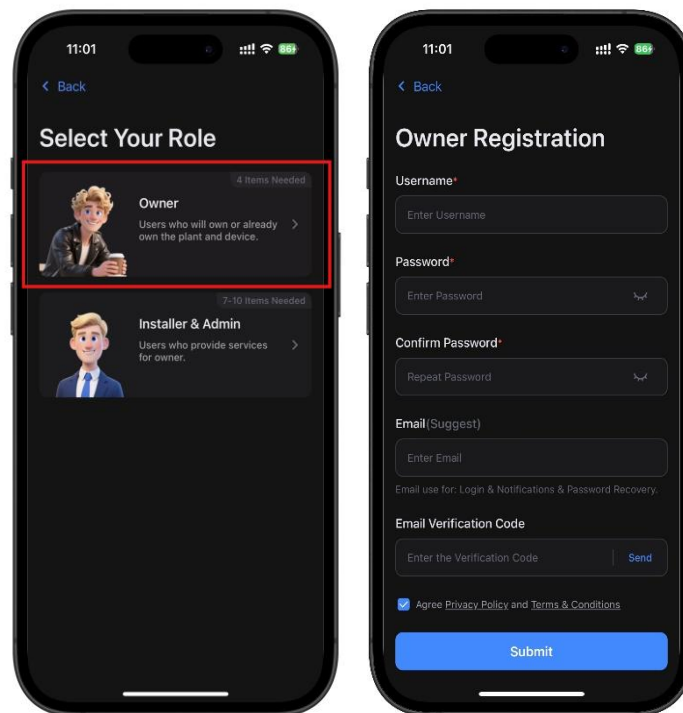
3.1.1 Register an Owner Account

Step 1: Open **FoxCloud 2.0** and tap **“Register”**.

Step 2: Select your region and language and tap **“Save”**.

Step 3: Review the **Privacy Policy** and **Terms & Conditions**. Once you have finished, tap **“Agree & Continue”**.

Step 4: Select **“Owner”**, fill in the required information and tap **“Submit”** to finish.



Note: If you are an installer or admin, please turn to **“Create an Installer & Agent Account”**.

3.1.2 Register an Installer or Agent Account

Step 1: Open **FoxCloud 2.0** and tap **“Register”**.

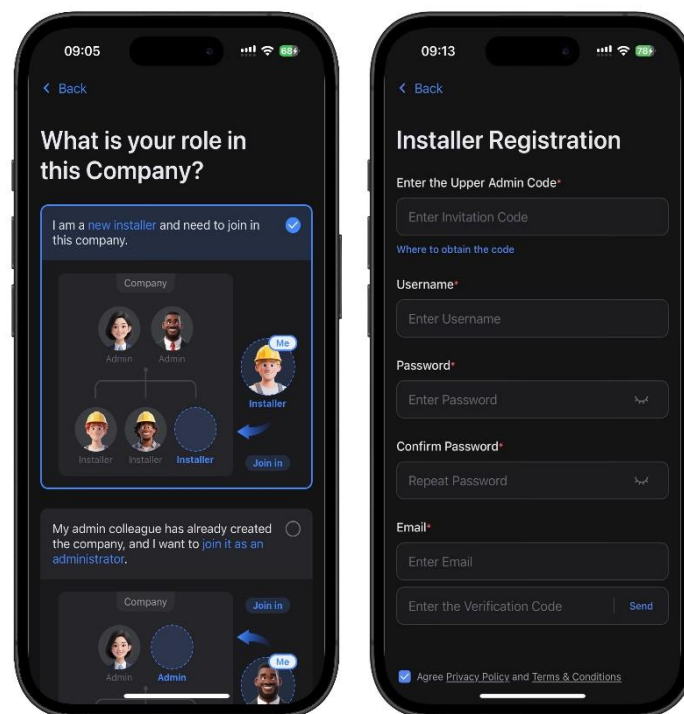
Step 2: Select your region and language and tap **“Save”**.

Step 3: Review the **Privacy Policy** and **Terms & Conditions**. Once you have finished, tap **“Agree & Continue”**.

Step 4: Select **“Installer & Admin”** and choose the role that matches your responsibilities.

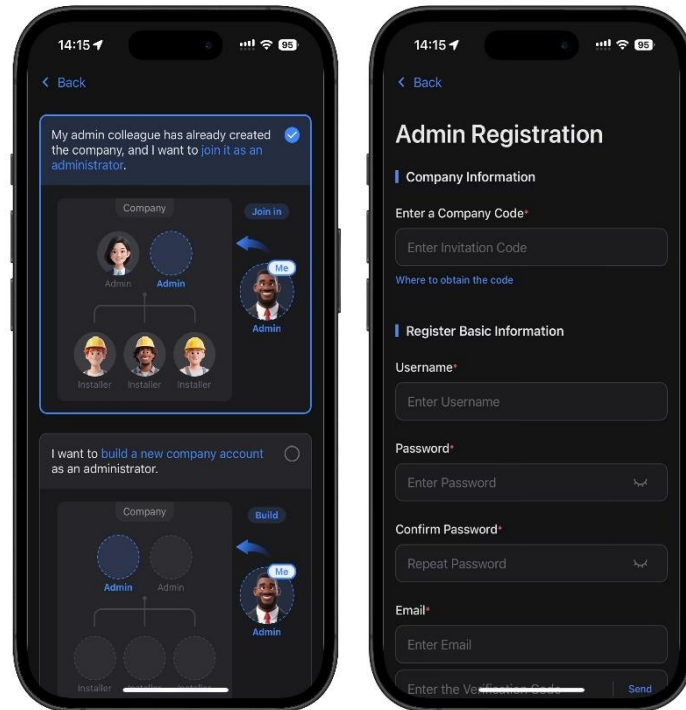
Option A: Select "Join in this company as an installer".

Step 4A: Fill in the required information and tap **“Submit”** to finish.



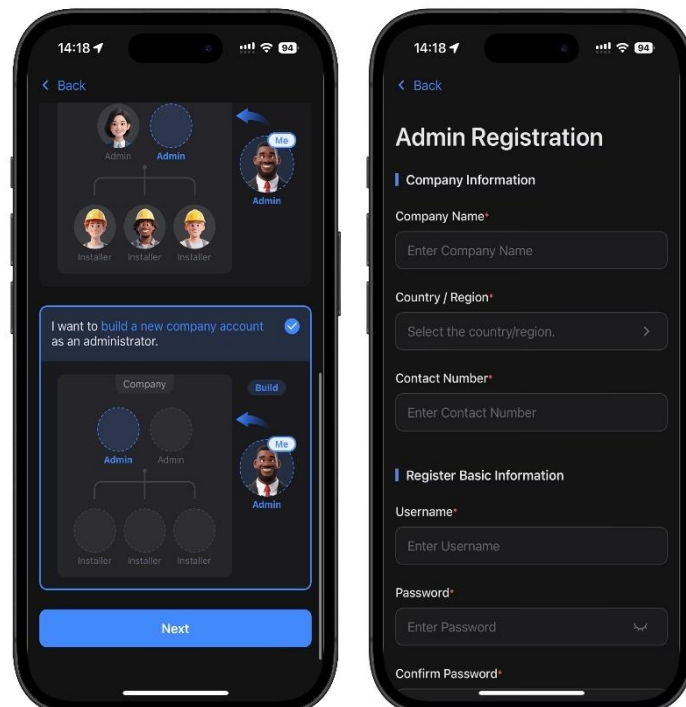
Option B: Select “Join in this company as an admin”

Step 4B: Fill in the required information and tap **“Submit”** to finish.



Option C: Select "Build a new company account".

Step 4C: Fill in the required information and tap “**Submit**” to finish.



3.2 Log in

Login Requirements

Before proceeding, ensure you have:

- Valid FoxCloud account credentials
- A mobile device running Android 7.0 / iOS 13 or later
- At least 1 GB of available memory
- Stable internet connection

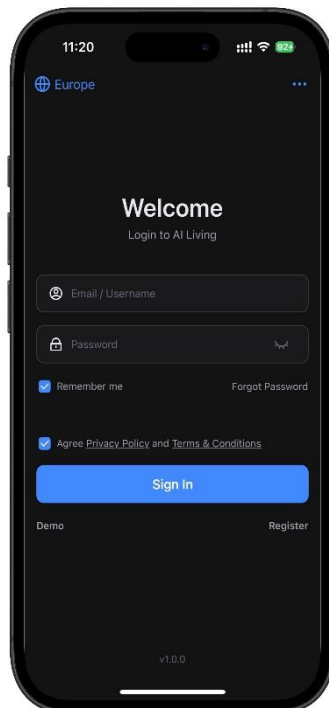
Login Procedure

Step 1: Open the FoxCloud 2.0 on your mobile device to access the login screen.

Step 2: Confirm the region and language from the dropdown in the upper-left corner of the page.

Step 3: Agree Privacy Policy and Terms & Conditions.

Step 4: Enter the email or username and password, then tap **"Sign In"**.



3.3 Create Your First Plant

A plant serves as the foundation for centralized device management, allowing you to organize devices and manage monitoring and O&M within the FoxCloud 2.0.

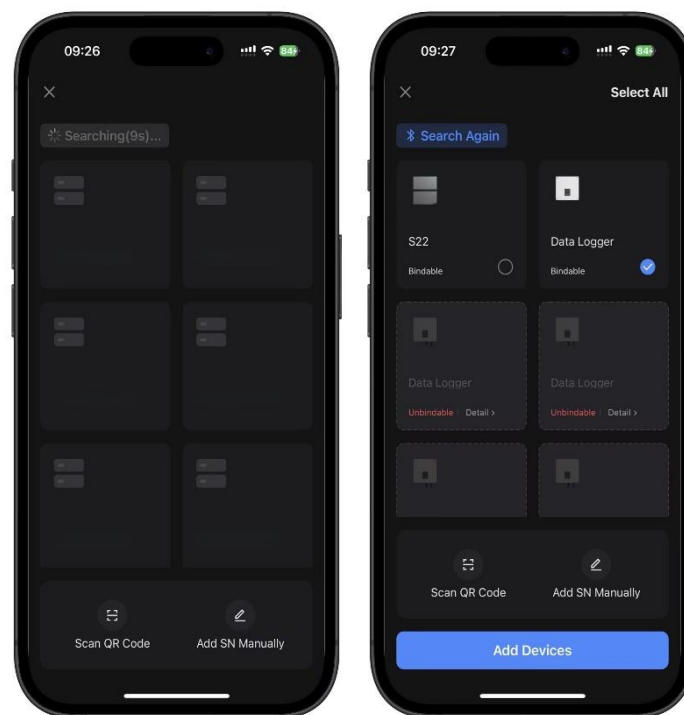
3.3.1 For Owner Accounts

The system will automatically create a Plant for end users named "[Username]'s Home" after they complete registration. and they will only need to add their devices to this ready-to-use Plant.

3.3.2 For Installer and Agent Accounts

Step 1: Tap **"Plant"** on the bottom tab bar, then tap **"Create a plant"**.

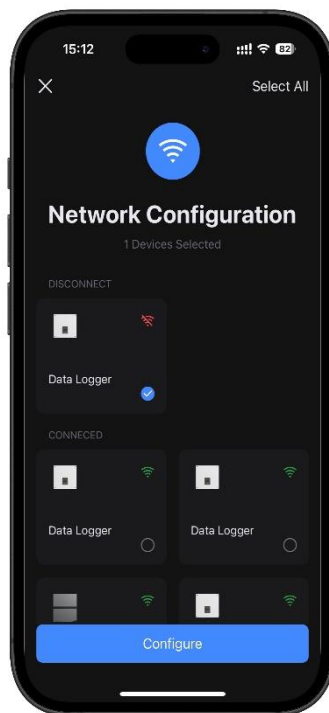
Step 2: Wait for the system to search for devices. Once the search is complete, tap **"Add Devices"**.



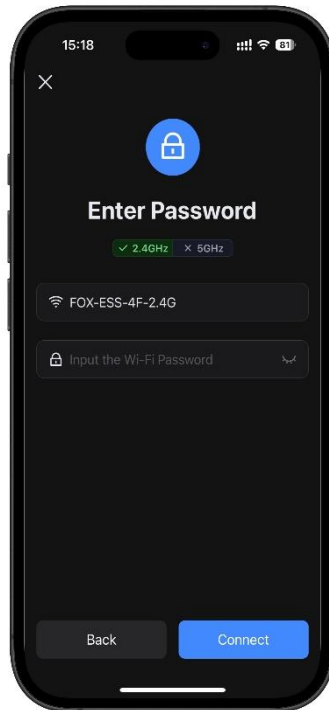
Terms	Explanation
-------	-------------

Bindable	The device is available to be bound to a plant
Unbindable	The device cannot be bound to a plant
Importable (Owner Accounts Only)	The device has already been bound to a Plant. The end user can import the Plant into their account.

Step 3: Select the device(s) and tap **“Configure”** to start WLAN configuration.

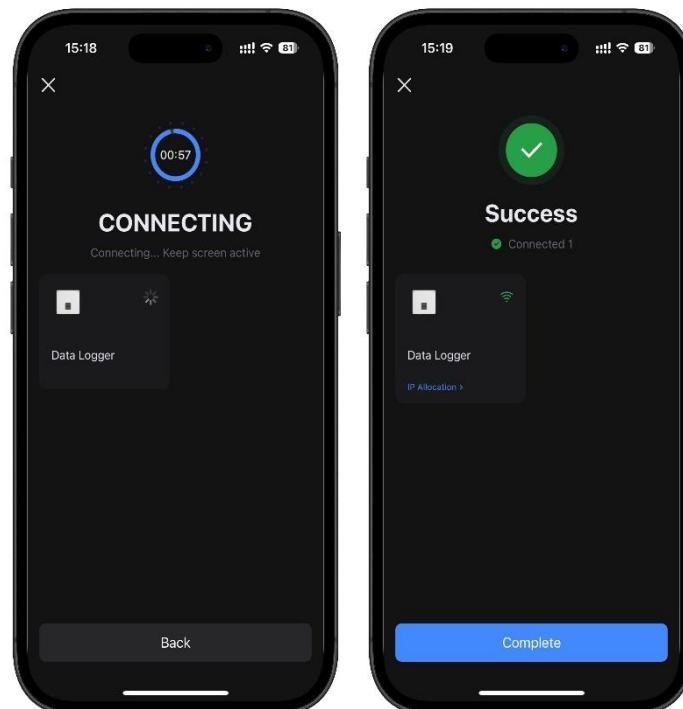


Step 4: Select the Wi-Fi and enter password, then tap **“Connect”**.



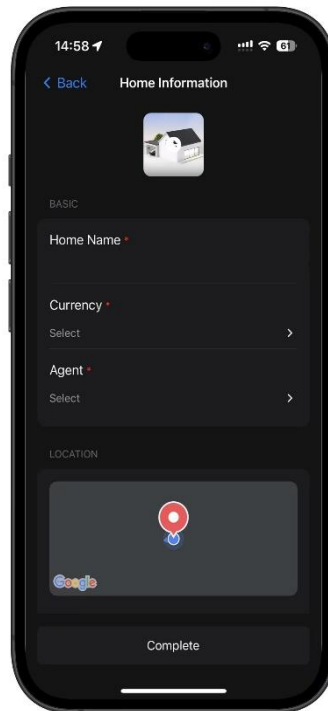
Note: If your WIFI is 5G Hz, please set it to 2.4G Hz, otherwise, network configuration may fail.

Step 5: Wait for the system to connect the devices to the network. Once successful, click **“Complete”**.

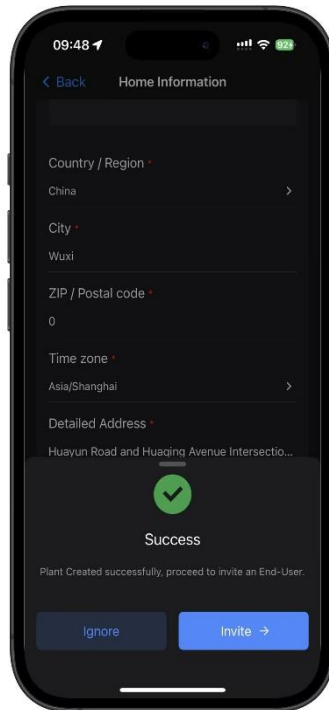


Ip Allocation: Users can set or view IP allocation for the connected devices. Switch to "Automatic" via the menu.

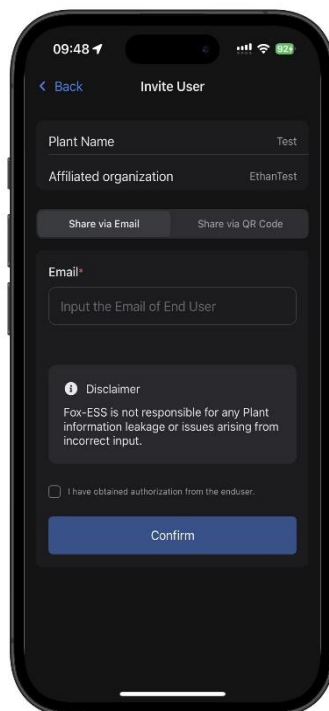
Step 6: Fill in the required information and tap **"Confirm"** to create a Plant.



Step 7: Tap **"invite"** to invite an end user to share this Plant.



Step 8: Invite the end user to bind the Plant by entering the end user's email address or scanning the QR code. Then, tap **"Confirm"** to complete the process.



4. Plant

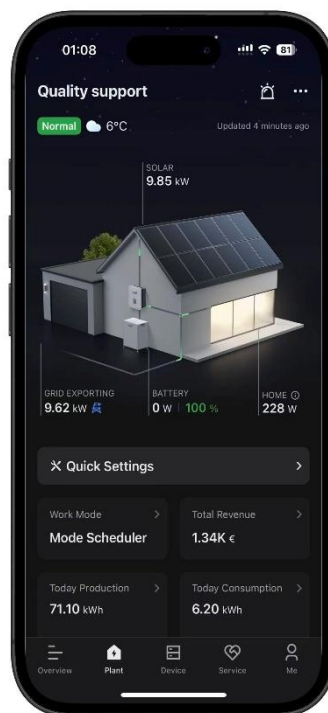
After the Plant is created, users can access an overview in the **Plant** tab (labeled **Home** for end users). This view provides real-time insights into system status, power flow diagram, energy production and consumption, revenue, and weather information.

Note: The displayed information may vary depending on the device type and plant type.

Please refer to your actual diagram for details.

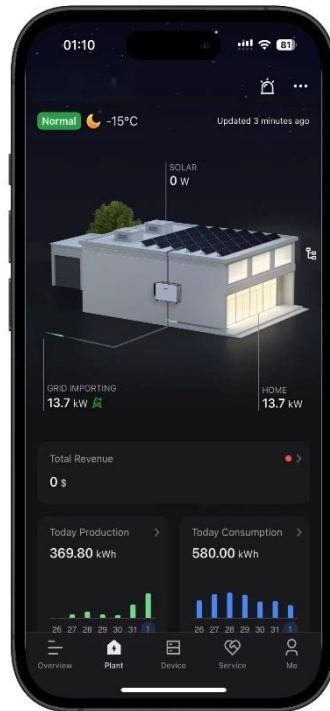
4.1 Residential Plant

The real-time energy flow for all plant devices is shown on the system diagram. If the PV system is equipped with a meter, data on consumption and feed-in energy information can also be provided. Arrows between device icons represent power flow, with direction indicating the power transfer path.



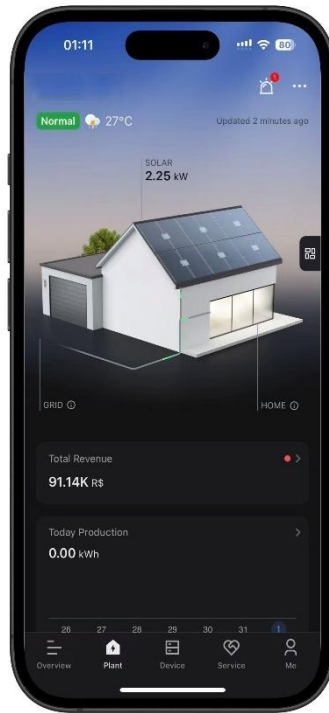
4.2 C&I Plant

The C&I power flow displays real-time information such as PV yield and grid information, with arrows showing the direction of energy transfer.



4.3 Micro Inverter Plant

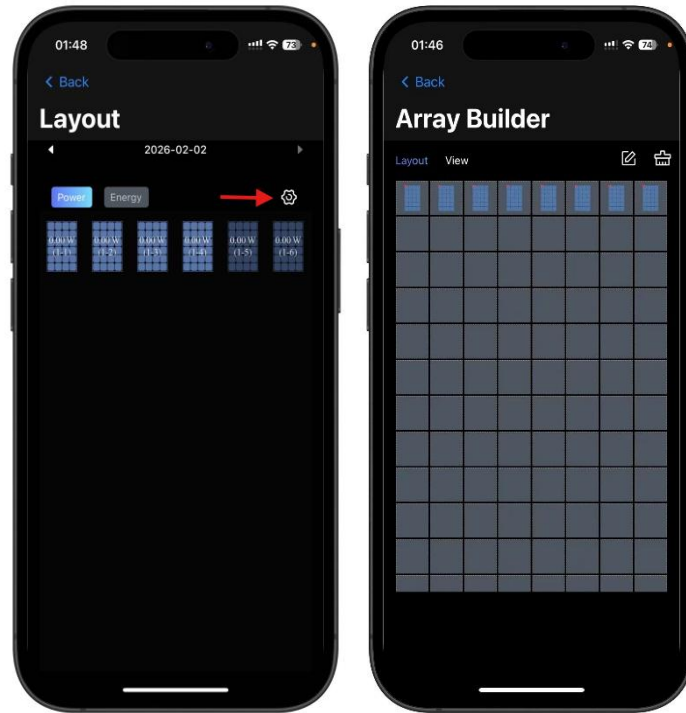
In the case of micro-inverters, the energy flow diagram visualizes the energy distribution from individual solar panels, showing the interaction between solar generation, grid and load. Directional arrows clearly indicate the flow of energy between components.



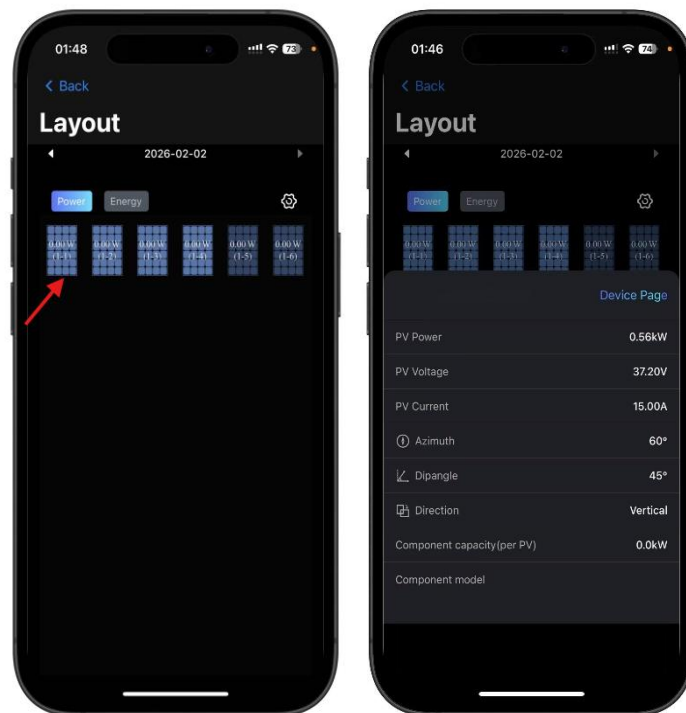
4.3.1 Layout

Tap “” to access the PV module screen, where users can check the power and energy production data view real-time performance of each PV panel.

By tapping “” users can configure the layout of the micro inverters.

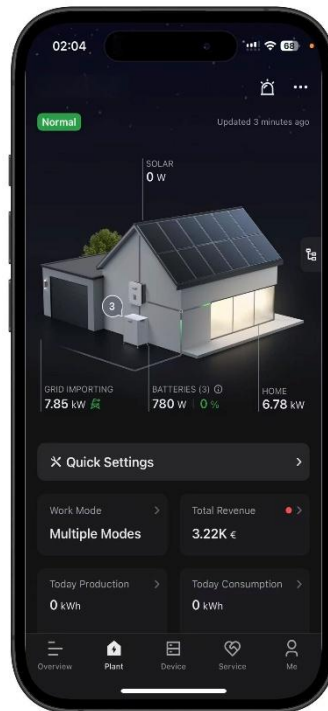


Tap any panel to access its detailed data and tap **“Device Page”** to check all micro inverters



4.4 Parallel System (Multi-device Plant)

For plants with multiple devices connected in parallel, a system-level energy flow diagram is provided. This diagram presents the overall energy flow of the entire system, showing how multiple devices operate together as a unified plant.



4.4.1 System Diagram

Tap “” to the right of the energy flow diagram to switch to the system diagram. Users can monitor the status and performance of individual devices and access a holistic overview of the entire plant's performance.

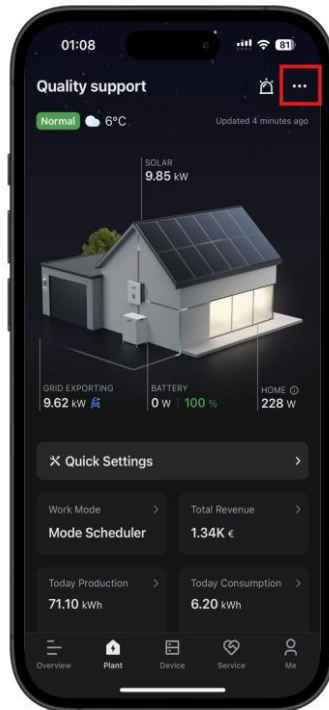


4.5 Plant Settings

Tap “” in the top-right corner of the Plant screen to access plant management options.

From here, users can:

- Add devices to the Plant
- Edit or delete the Plant
- Associate Installer (Owner Accounts Only): End users can share a plant they have created with an installer to enable after-sales support and ongoing plant management.
- Invite User (Installer and Agent Accounts): This allows installers and agents to share a plant they created with the end user for access and monitoring.
- DNSP Registration: User could register the plant with the local DNSP for grid connection approval and compliance.



Tap “” in the upper part of the Plant screen to access alarm section which allows users to monitor and review plant alerts and fault information. Alarms are categorized into **Current** and **History**:

Current: Displays active alarms with specific error messages and detailed descriptions.

History: Provides a record of past alarms for reference and analysis.

4.6 Quick Settings

Quick Settings enables swift configuration of key battery and system parameters.

Setting	Description
System Min. SOC	Stops discharging once the SOC reaches the set value during grid-connected operation
System Max. SOC	Stops charging once the SOC reaches the set value during grid-connected operation

Setting	Description
Backup Cut-off SOC	Stops discharging once the SOC reaches the set value during off-grid operation
Battery Warmup	Automatically heats the battery at low temperatures to ensure safe charging and discharging
Smart Load Control	Allows users to manage connected loads through real-time and scheduled control
Import Limit	Sets the maximum power allowed to be drawn from the grid
Export Limit	Sets the maximum power allowed to be fed into the grid
StormSafe Charging	Enables force charge in advance when extreme weather alerts are received
Power Outage Reserve	Enables force charge in advance when power outage alerts are received

Note: Options in Quick Settings may vary depending on role, region and devices

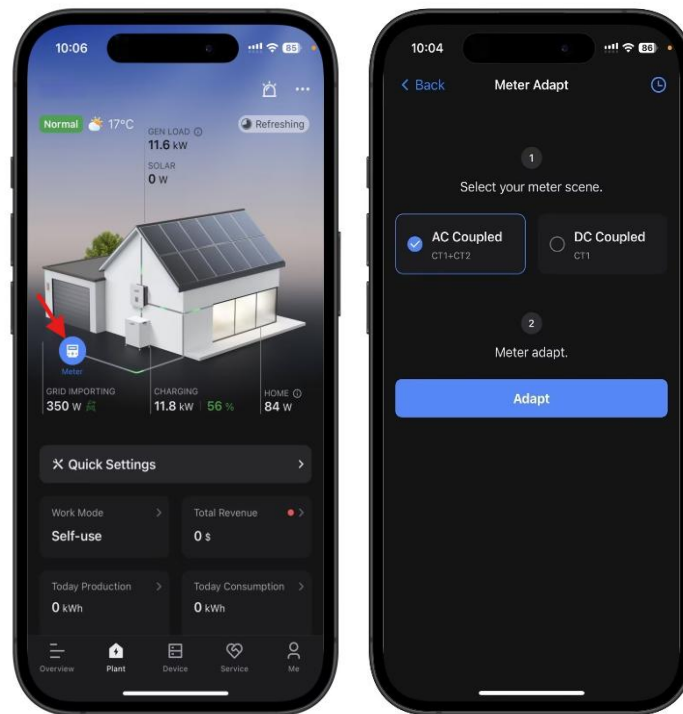
4.7 Meter Check

This feature is designed to verify CT installation and measurement accuracy during on-site commissioning. In installations involving CTs—especially complex setups using up to six CTs with third-party generation devices—incorrect phase sequence or reversed CT orientation may result in inaccurate power flow diagrams and data.

Meter Check automatically identifies phase sequence and intelligently adapts to complex wiring scenarios. This simplifies the installation and commissioning process, reduces trial-and-error, and helps ensure accurate power flow and system data.

Step 1: Navigate to the **Plant** screen and tap the meter icon on the power flow diagram.

Step 2: Tap **“Adapt”** to start the process.

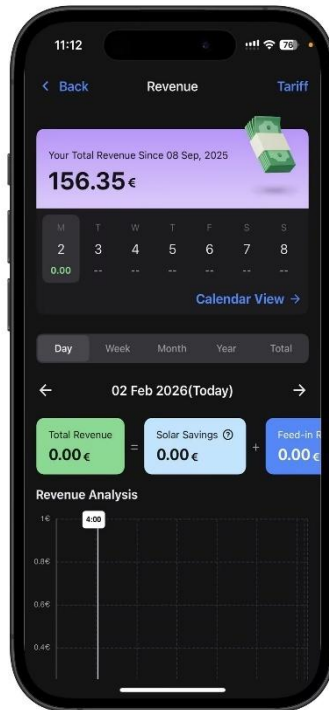


Note: Please make sure the device is powered on and operating properly during meter check.

4.8 Revenue (Owner Accounts Only)

Tap **“Total Revenue”** box within the data panel on the Plant screen. This section provides insights into the financial performance of your Plant based on a configured tariff plan. By setting a tariff plan, end users can track revenue generated by the system and understand earnings trends over time.

For detailed instructions, refer to [How to Set a Tariff Plan](#).



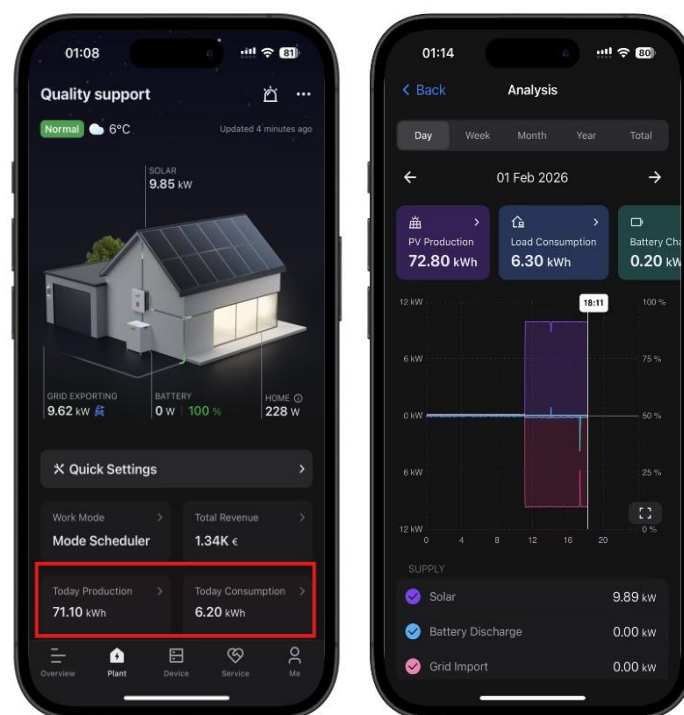
Tap **“Calendar View”** to track your daily revenue



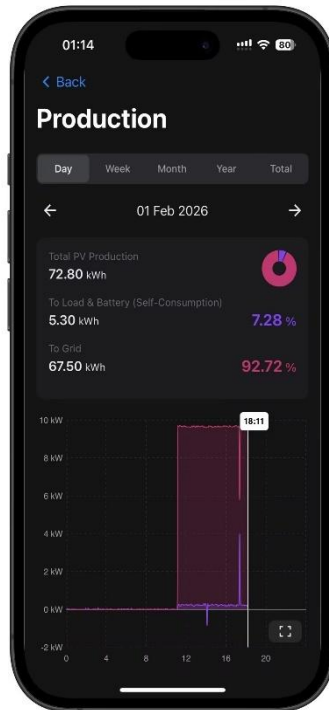
4.9 Data Analysis

Go to the **Plant** screen and tap “**Today Production**” or “**Today Consumption**” to enter the Analysis section. This section presents PV production, load consumption, and other energy data across different time dimensions, helping you analyze performance and optimize energy management.

Note: If the plant includes third-party generation devices, their output is also displayed in the Analysis section as Gen Load.



Tap each card to view details for the corresponding parameters.



4.10 Fox Forest (Owner Accounts Only)

Go to the **Plant** screen and tap the **tree icon** behind the house

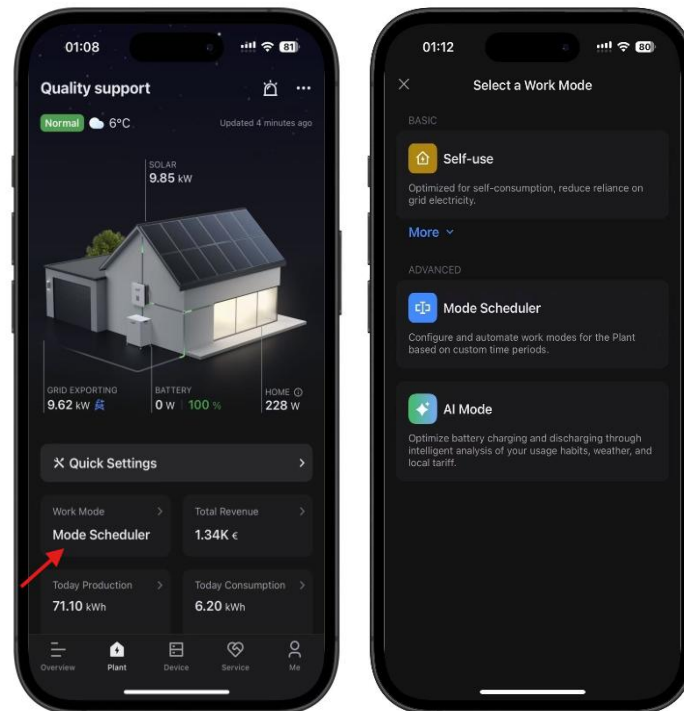


Fox Forest is an environmental feature that calculates the carbon savings generated by your Plant's renewable energy production. Similar to virtual forest programs, users can track the positive environmental impact of their system in real time and see how their clean energy contributes to reducing carbon emissions

5 Work Mode

Navigate to the **Plant** on the bottom navigation bar and tap **“Work Mode”**.

The work mode feature allows users to customize the power plant's operational behavior based on varying energy needs. Users can select from modes to optimize energy distribution, prioritize power sources, or align with time-based electricity tariffs.



5.1 Self-use

The self-use mode maximizes the utilization of PV output and battery energy to power the loads, thus minimizing the consumption of grid energy.

5.1.1 Basic logic

- When the PV output power is sufficient, the PV energy will be first supplied to the loads, with the excess stored in the battery. If, after this, there is still any energy surplus, it will be fed into the grid.

- If the PV output power is insufficient to meet the load demand, the system supplies the energy stored in the battery to the load. If the battery capacity is insufficient, the system purchases energy from the grid to fulfill the load demand.

5.2 Feed-in Priority

The Feed-in priority mode prioritizes electricity sales to generate income.

5.2.1 Basic Logic

- When the PV is generating, the PV energy will be first supplied to the loads, the excess energy will be fed into the grid. If the feed-in limits are achieved, the energy will be stored in the battery.

5.3 Back Up

In this mode, the battery charges at the maximum power until reaching the backup SOC, while battery discharging is not allowed.

5.3.1 Basic Logic

- When the PV output power is sufficient, the system uses the PV power to charge the battery first. If, after this, there is excess energy, it will be supplied to the load.
- If the PV power cannot meet the backup demand, the system purchases energy from the grid to charge the battery.
- The battery is allowed to discharge while the current SOC exceeds backup SOC.

5.4 Peak Shaving

The peak shaving mode implements energy management strategies by setting battery SOC and grid import limits according to production schedules, reducing overall energy consumption during peak periods.

5.4.1 Basic Logic

Peak shaving requires setting two parameters: the import limit and threshold SOC.

- When battery SOC is above the threshold SOC, the system operates in self-use mode.
- When your battery SOC drops below the set threshold SOC, the system automatically activates peak shaving to reduce electricity costs. During this mode, your battery will only provide power when your home's electricity demand exceeds the import limit you've set.
- If grid draw continuously exceeds the import limit, battery depletion will occur until reaching the minimum SOC protection level. At this point, peak shaving automatically suspends to prevent battery damage, switching to fail-safe operation. The threshold SOC setting thus balances daily self-consumption with extended peak-cost avoidance.

5.5 Mode Scheduler

Users could configure and automate operational modes for the Plant based on customized time periods. Users can define start and end times for each schedule and select the desired work mode.

In addition to the four basic work modes, Mode Scheduler provides two additional control modes for advanced energy management.

- **Forced Charge:** Uses both PV power and grid power to charge the battery.
- **Forced Discharge:** Uses PV power and battery power to supply loads and export energy to the grid.

Note: For any time periods not covered by the custom schedule, the system will operate according to the Remaining Time Work Mode.

5.6 AI Mode (Owner Accounts Only)

This mode automatically optimizes battery charging and discharging based on user energy usage patterns, weather forecasts, and tariffs.

To use AI Mode, users only need to set a tariff plan. Once configured, the system automatically manages battery operation to maximize energy efficiency and cost savings

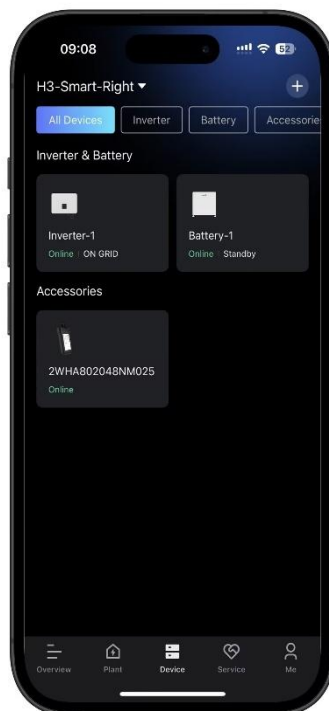


Note: AI mode is currently available in the Netherlands. Support for other regions is on the roadmap.

6 Devices

Open **FoxCloud 2.0** and tap **Device** on the bottom navigation bar.

The **Device** screen provides an overview of all devices within the selected Plant. Devices are organized into different sections, such as inverter & Battery, allowing users to quickly understand the system composition and current status at a glance. Each device card displays key information, including: device name, status and current operating state.



6.1 Device Management

Tap the “+” icon in the top-right corner of the Device screen to manage devices in the Plant.

Users can:

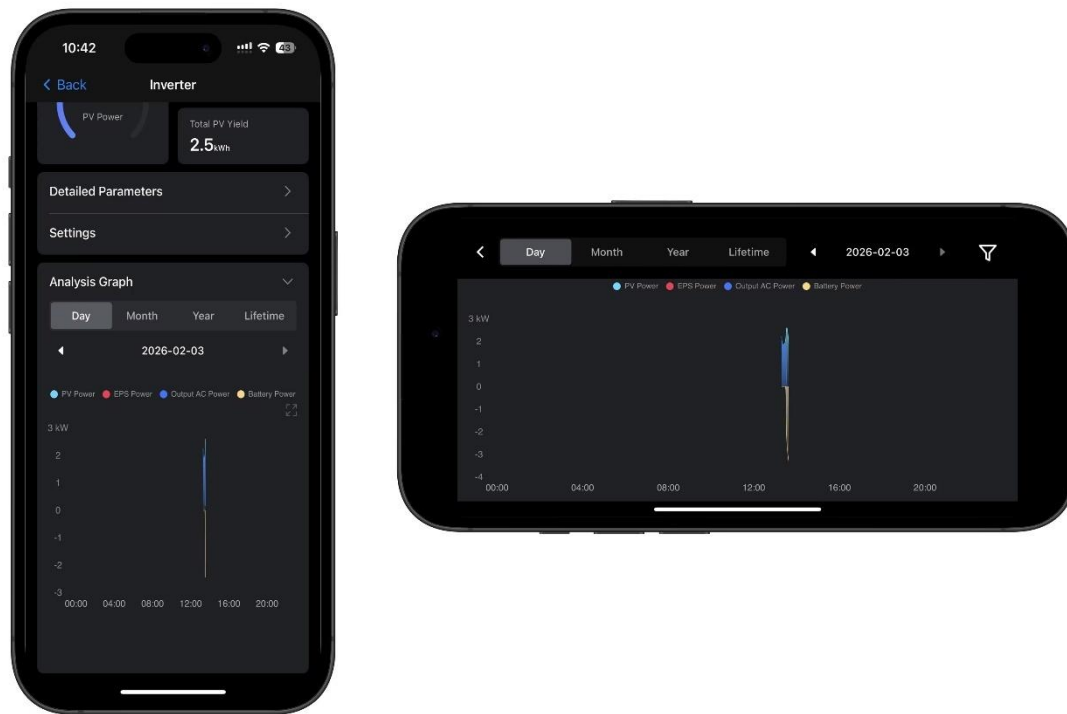
- Add new devices to the Plant
- Delete existing devices when needed

6.2 Analysis Graph

Step 1: Tap any device on the **Device** screen to open the device details screen.

Step 2: Locate the **Analysis graph** and tap it to expand the curve view.

User can tap “” to zoom out the curve and select the parameters you want to view



6.3 Firmware Upgrade

FoxCloud 2.0 supports remote firmware upgrades, allowing users to keep devices up to date with the latest features, performance improvements, and stability enhancements.

Step 1: Go to the **Device** screen and select the device you want to upgrade.

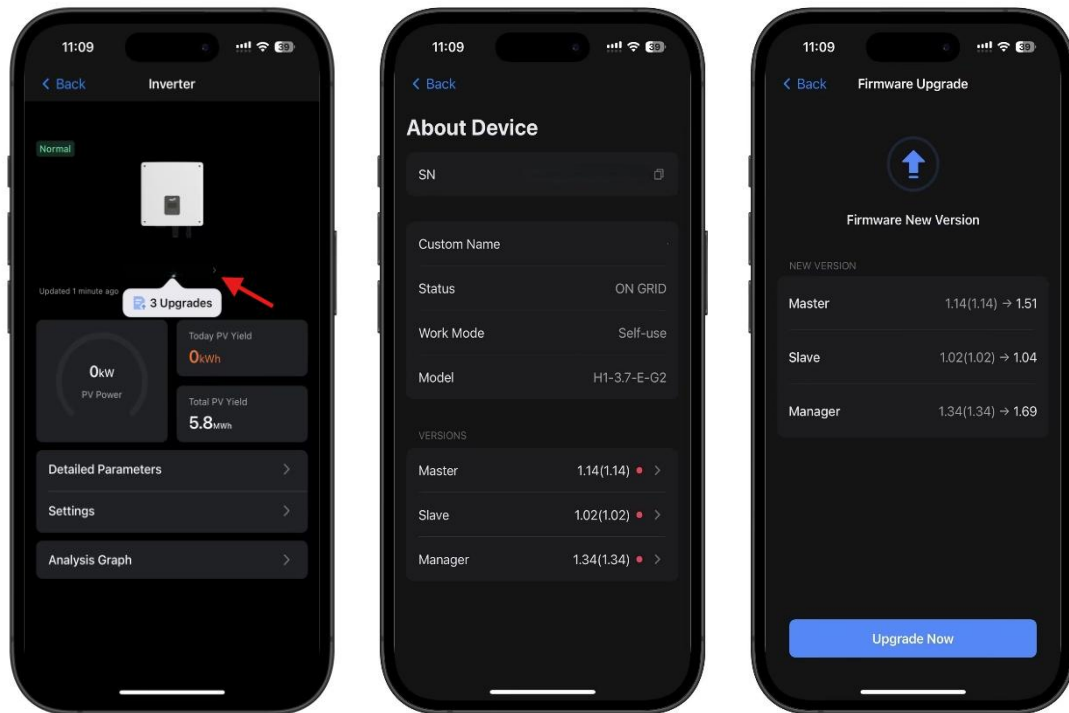
Step 2: Open the device details screen and tap the device SN.

Step 3: In the **Version** section, check whether a new firmware version is available. A red dot indicates that a new version is available.

Step 4: Tap a firmware version to enter the firmware upgrade screen.

Step 5: Review the version to be upgraded and tap “**Upgrade Now**”.

Step 6: Wait for the upgrade to complete. When finished, tap “Got it” to exit.



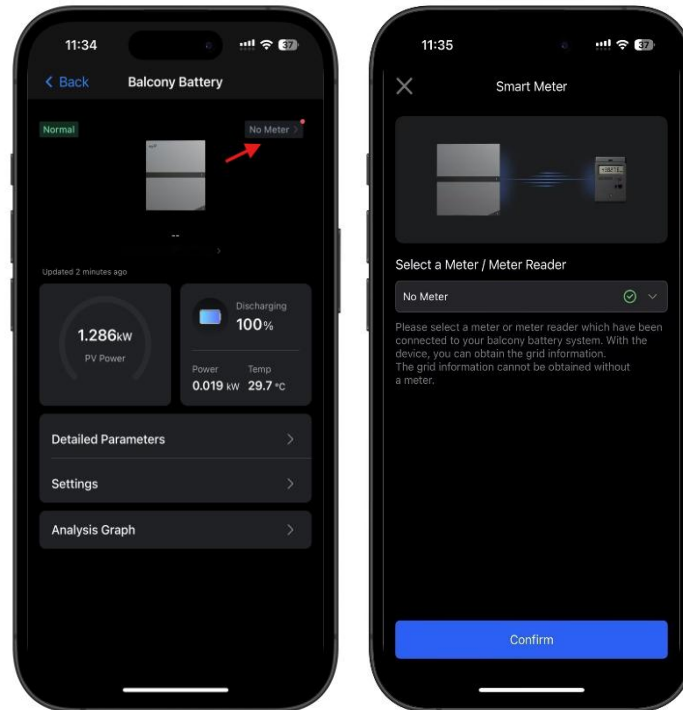
Note: Firmware upgrade via the app is currently supported only for H1-G2. More devices will be supported in future releases.

6.4 Adding a Smart Meter for Balcony Battery

Step 1: Go to the **Device** screen and select the balcony battery to which you want to add a smart meter.

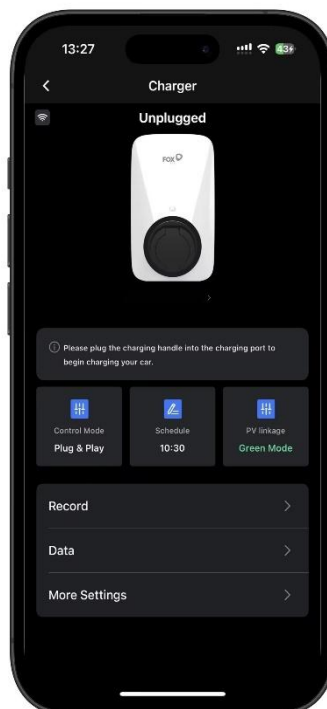
Step 2: On the balcony battery details screen, tap the meter icon in the top-right corner.

Step 3: Select a meter brand and tap **Confirm** to start pairing the smart meter with the balcony battery. Once completed, tap **Finish** to complete the process.



6.5 EV Charger Settings

Go to the **Plant** screen and tap the EV charger icon, or go to the **Device** screen and select the EV charger you want to configure.



6.5.1 Control Mode

The EV charger supports three control modes, allowing users to manage charging behavior based on their needs.

Controlled: Charging start and stop are controlled via the app or an RFID card.

Plug & Play: Charging starts automatically when the charging connector is plugged in.

Locked: The EV charger is locked and charging is disabled.

6.5.2 PV Linkage

The EV charger can be configured to operate in Green Mode (Solar-only charging) or Economic Mode (Solar-priority with grid backup). Real-time solar generation data is transmitted from the Fox ESS inverter to the charger via meter, enabling dynamic adjustment of charging behavior based on the selected mode.

Green Mode: Uses only solar energy for charging.

Charging Conditions

- Start / Continue Charging:
 - Solar generation > Household load + 6 A
 - Charging current = Solar generation – Household load
 - Charging current range: 6 A–32 A
- Pause Charging:
 - Solar generation < Household load + 6 A
- Resume Charging:
 - Solar generation > Household load + 6.5 A

Economic Mode: Prioritizes solar energy and supplements with grid power when necessary.

Charging Conditions

- Solar Sufficient:
 - Solar generation > Household load + 6 A
 - Charging current = Solar generation – Household load

- Charging current range: 6 A–32 A
- Solar Insufficient:
 - Solar generation < Household load + 6 A
 - Charging current = 6 A
 - Grid power supplements the remaining demand

Note: With the PV linkage function, the PV - Storage – EV direct solution works efficiently. (Wire RS485 Direct Connection) Users can set the discharging power of the battery by themselves according to the need. The EVC can obtain meta data and the charge-discharge status of the energy storage battery through the inverter. When green mode is enabled, users can set the power value that the EVC can draw from battery.

6.5.3 Adding a RFID card

Step 1: Go to the **EV Charger detail screen** and tap **“More Settings”**.

Step 2: Tap **“Card”**, then tap the **“+”** button, then hold your RFID card close to the charger’s card reader until you hear a beep.

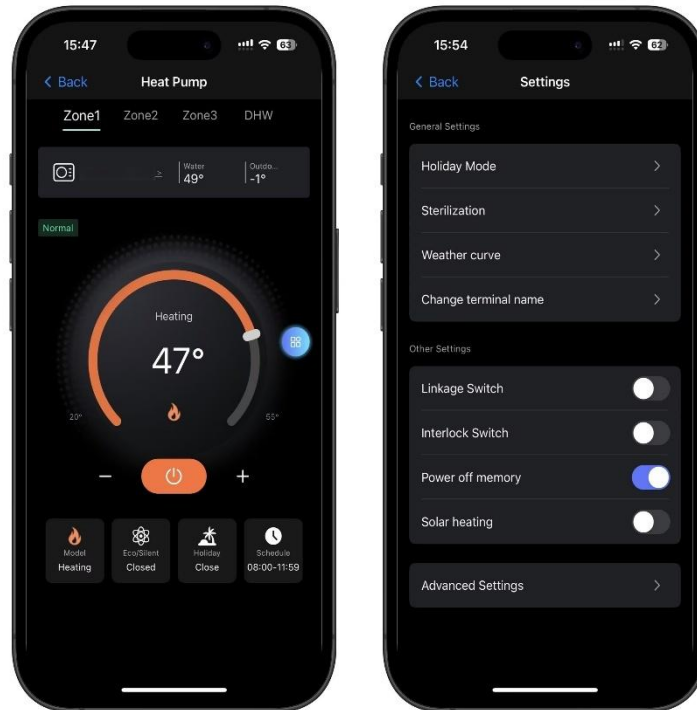
Step 3: Enter a name for the card and tap **“Save”** to complete the process. Once saved, the RFID card can be used to start and stop charging sessions.

Note: The EV Charger is supplied with two RFID cards by default. A maximum of eight RFID cards can be added to a single EV Charger.

6.6 Heat Pump Settings

Go to the **Plant** screen and tap the heat pump icon, or go to the **Device** screen and select the heat pump you want to configure.

The Heat Pump screen allows users to set temperature zones, manage heating and cooling modes, schedule operations, and view energy statistics. It supports both single and multiple zone configurations and integrates features such as sterilization, solar heating, and energy usage tracking.



6.6.1 Operating Modes

The heat pump offers multiple operating modes to adapt to different usage scenarios.

1. Mode

Mode	Explanation
Heating	Extracts heat from the outdoor air (even in cold conditions) and transfers it indoors to heat rooms or the water tank.
Cooling	Removes heat from the indoor space and releases it outdoors, reducing indoor temperature.
Auto	Automatically switches between Heating and Cooling based on the current indoor temperature and the user-defined temperature range.

2. ECO / Silent Mode

Mode	Explanation
ECO	Reduces energy consumption while maintaining basic comfort. The system operates at lower power or with optimized parameters to save electricity.
Silent	Reduces system operating noise to provide a quieter indoor environment.
Closed	Turns off ECO or Silent mode and returns the system to normal operation.

3. Holiday Mode

Holiday Mode is designed to maintain comfort or protect the system during extended periods at home or away.

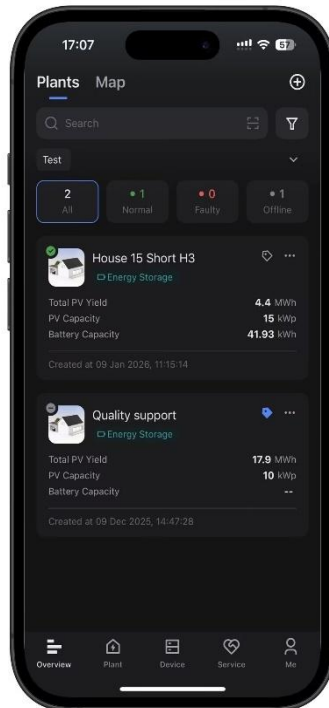
Mode	Explanation
Holiday Home	Keeps the system operating at a customized temperature while you are staying at home during a holiday.
Holiday Away	Maintains frost protection and energy-saving operation while you are away from home.

Note: Holiday Mode overrides regular schedules and disables manual control while it is active.

7. Overview (Installer and Agent Accounts)

The Overview screen provides installers or admins with centralized control for managing created plants. Key features include:

- **Plant List:** Displays all Plants under the account with key information such as Total PV Yield, PV Capacity, Battery Capacity, and status.
- **Quick Status Filters:** Easily filter Plants by status using the All / Normal / Faulty / Offline buttons at the top.
- **Map View:** Switch to the **Map** tab to view the geographical distribution of all Plants.
- **Add New Plant:** Tap the “+” to create a new Plant or add additional Plants.

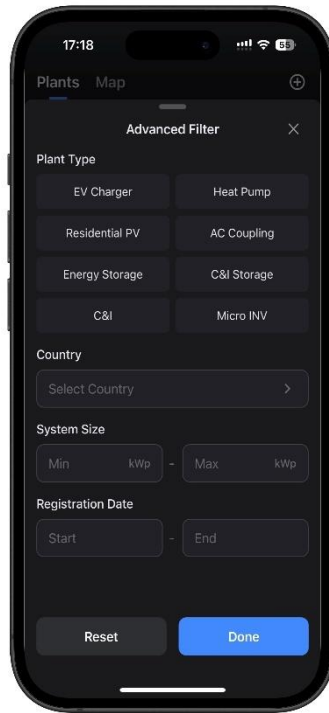


7.1 Advanced Filter

Step 1: Tap “” in the top-right corner of the Overview screen.

Step 2: Select the criteria you want to apply, then tap “**Done**”.

The Plant list will update automatically to display only the Plants that match your selection.



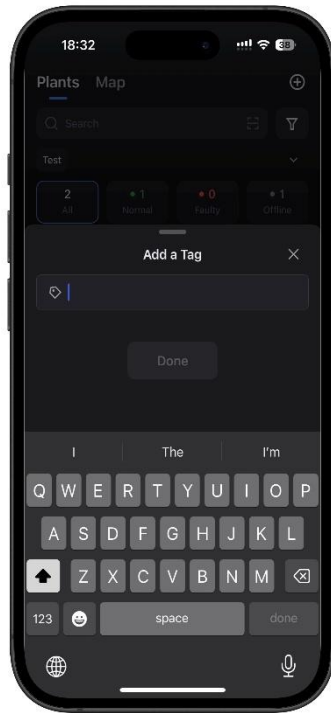
7.2 Tag Management

7.2.1 Add a Tag

Option A: Add Your First Tag

Step 1: Select the Plant to which you want to add a tag, then tap “”.

Step 2: Tap “**New Tag**” and enter a tag name.



Step 3: Tap **“Done”** to save.

Option B: Add Additional Tags

Step 1: Tap the drop-down icon, then tap **“Manage”**.

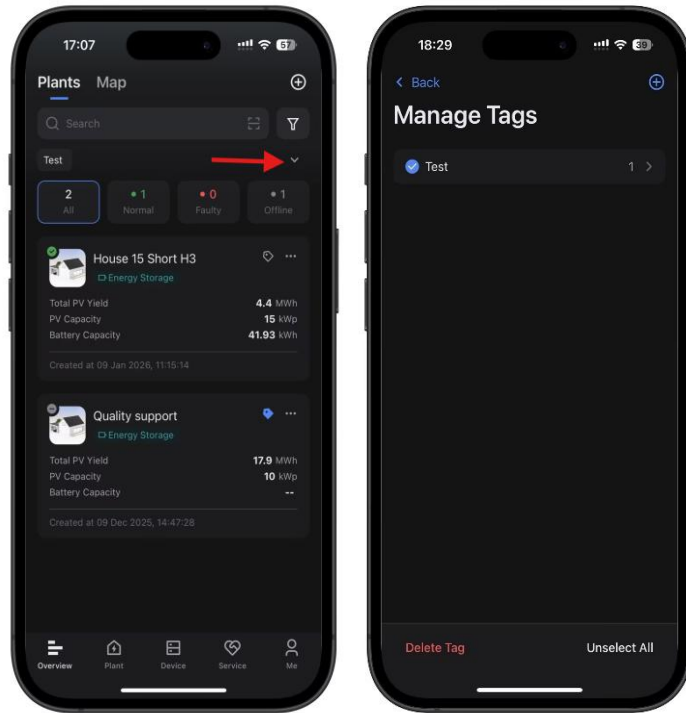
Step 2: Tap **“+”** in the top-right corner of the **“Manage Tags”** screen and enter a tag name.

Step 3: Tap **“Done”** to save

7.2.2 Delete a Tag

Step 1: Tap the drop-down icon, then select **“Manage”**.

Step 2: Select the tag you want to remove and tap **“Delete Tag”**.



8. Service

The **Service** section offers installers and agents access to after-sales support features, helping them manage maintenance tasks and provide ongoing support more efficiently.

8.1 Report

The Report feature includes two types of reports: Energy Report and Real-time Report, allowing users to analyze system performance and export operational data as needed.

8.1.1 Energy Report

The Energy Report provides a comprehensive overview of energy production and consumption trends. It helps users analyze PV production and load consumption over a selected period.

Step 1:

- For **installers and agents**, go to the **Service** screen and tap **Report**.
- For **end users**, go to the **Me** screen and tap **Report**.

Step 2: Select “**Energy Report**”.

Step 3: Select the Plant for which you want to generate a report. You can search by Plant name or device SN, then select a time range.

Step 4: Tap “**Generate**” to create the report.

8.1.2 Real-time Report (Installer and Agent Accounts)

The Real-time Report allows users to export operational data from selected devices. Users can customize the report by selecting specific parameters, a time range, and the export format. Reports are downloaded in CSV format.

Step 1: Go to the **Service** screen and tap “**Report**”.

Step 2: Select “**Real-time Report**”.

Step 3: Select the Plant for which you want to generate a report. You can search by Plant

name or device SN, then select the desired time range and format.

Step 4: Tap **“Generate”** to download the report.

8.2 Faults

Alarms from all Plants under the current account are listed here. They are categorized into Current and History:

Current: Displays active alarms with specific error messages and detailed descriptions.

History: Provides a record of past alarms for reference and analysis.

8.3 Maintenance Service

Installers and agents can request after-sales support through the **Maintenance Service** feature by following the steps below:

Step 1: Go to the **Service** screen and tap **Contact Us**.

Step 2: Select **Support** and enter the details of the issue you are experiencing.

20:33 80%

< Back Support History

Select a faulty plant.

Select Plant >

Which product do you have questions about? ⌵

Description

Please provide a detailed description.

0/500

+

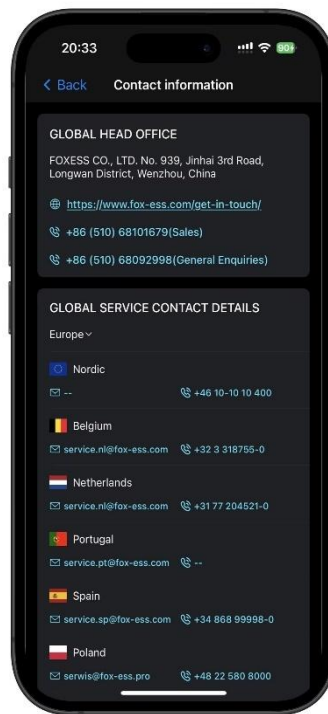
Please provide your contact information for potential after-sales services, such as repairs or replacements.

Account Name

Contact Name

Enter the name

Alternatively, users can tap **Contact Information** in Contact Us screen to view regional service contact details and reach out for support via **email or phone**.



8.4 Information

The **Information** section provides users with guidance on how to use FoxCloud 2.0, along with links to the official website for additional resources and support.

9. Me

The **Me** section serves as a personal account center, where users can manage profile information and account settings

9.1 Account Information

Click the avatar to enter **Account Details** screen.

Users can change avatar, customize name and update information related to account security and location.

9.2 WLAN Configuration

This feature allows users to connect devices to a Wi-Fi network

Step 1: Go to **Me** screen and tap **“WLAN Configuration”**.

Step 2: Wait for the system to search for available devices. Once complete, select the devices you want to connect and tap **“Connect Network”**.

Step 3: Select the Wi-Fi and enter password, then tap **“Next”**.

Note: If your WIFI is 5G Hz, please set it to 2.4G Hz, otherwise, network configuration may fail.

Step 4: Wait for the system to connect the devices to the network. Once successful, click **“Finish”**.

9.3 Join (Installer Accounts Only)

Step 1: Navigate to **Me** screen and tap **“Join”**.

Step 2: Input the invitation code provided by the agent of the organization you wish to join.

Note: Please refer to **“Invite Code (Agent Accounts Only)”** for the complete steps to generate an invite code.

Step 3: Read the notice and tap **“Got it”** to finish.

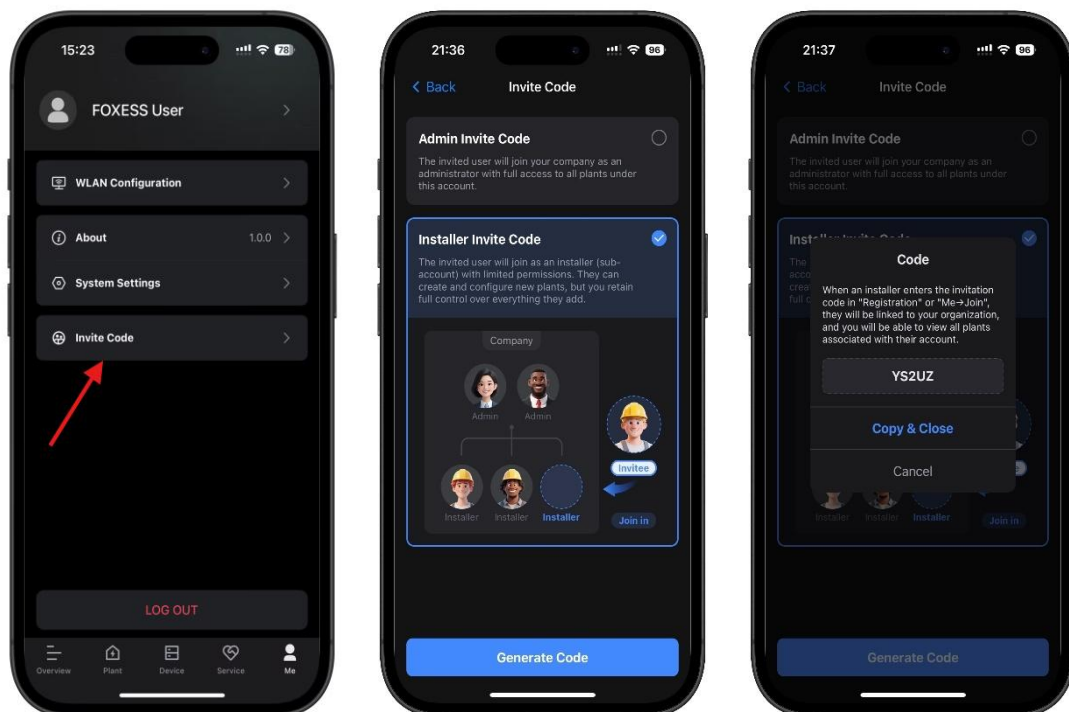
9.4 Invite Code (Agent Accounts Only)

9.4.1 Inviting an Installer to Join Your Organization

Step 1: Navigate to **Me** screen and tap **“Invite Code”**.

Step 2: Select **“Installer Invite Code”** and tap **“Generate Code”**.

Step 3: After reading and confirming the notice, click **“Copy & Close”** and share the code with the invited installer.

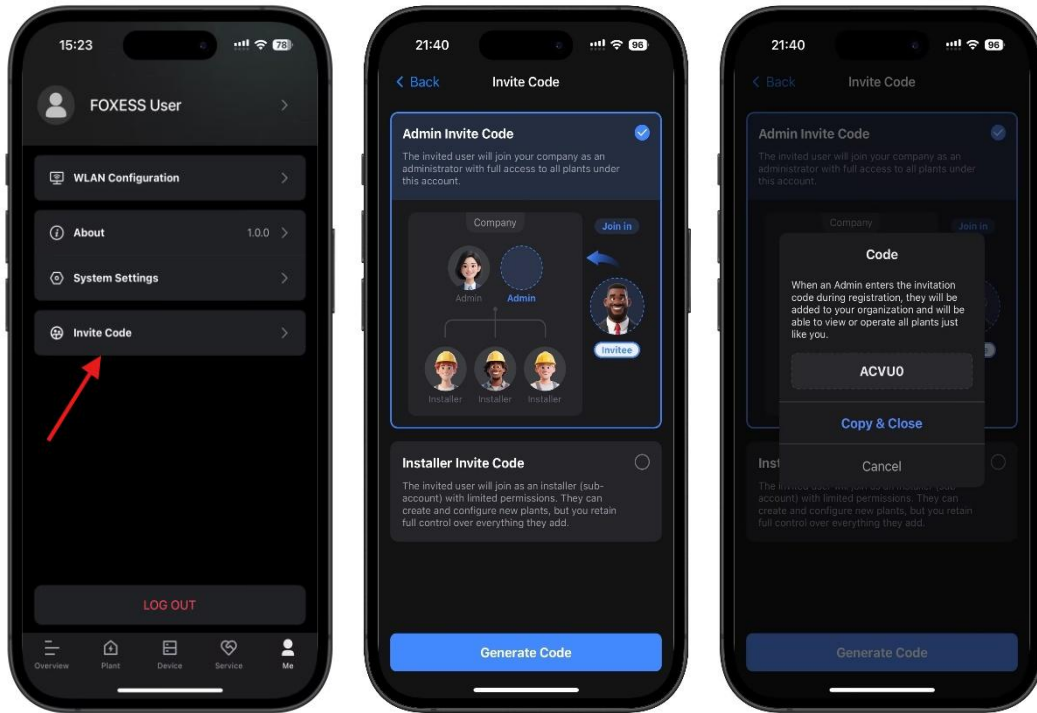


9.4.2 Inviting an Agent to Joining Your Organization

Step 1: Navigate to **Me** screen and tap **“Invite Code”**.

Step 2: Select **“Admin Invite Code”** and tap **“Generate Code”**.

Step 3: After reading and confirming the notice, tap **“Copy & Close”** and share the code with the invited agent.



9.5 System Settings

The **System Settings** section allows users to manage general app and account preferences.

From here, users can:

- Set the default system language
- Enable or disable multi-device login
- Delete their account

For **end users**, this section also allows them to:

View or configure the tariff plan. For detailed instructions, refer to **How to Set a Tariff Plan**.

- Enable or disable the **Fox Forest** feature

10. FAQs

10.1 How to Set a Tariff Plan (Owner Accounts Only)

10.1.1 Set a Manual Tariff

Step 1: Go to the **Plant** screen and tap **“Total Revenue”**, then tap **“Tariff”**.

Alternatively, go to the **Me** screen, tap **“System Settings”**, and then tap **“Tariff”**.

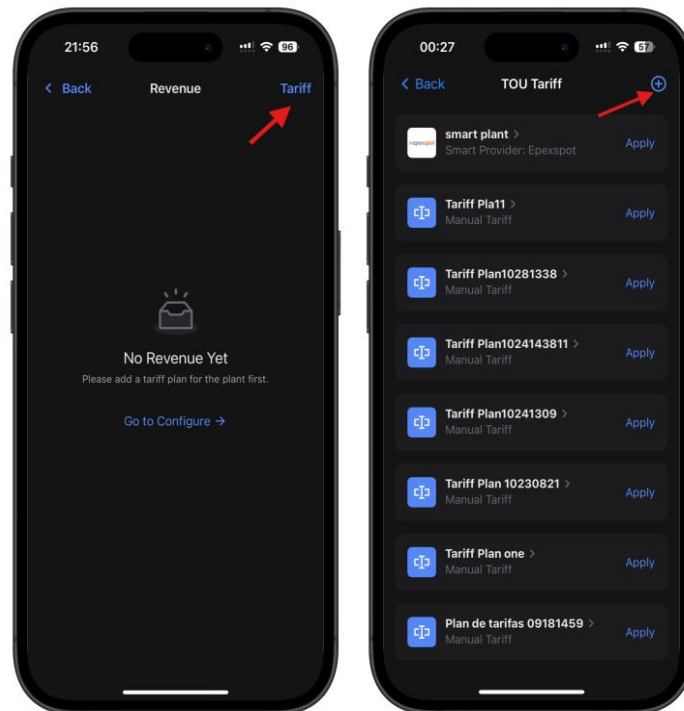
Step 2: Tap the **“+”** in the top-right corner of the **TOU Tariff** screen and select **“Manual”**.

Users can enter a custom name for the tariff plan and select the currency.

Step 3: Enter the buy and sell prices for the peak, off-peak, and mid-peak periods. Once complete, tap **“Finish”**.

Step 4: Review the tariff plan you have set and tap **“Save”**.

Step 5: Apply the tariff plan to the Plant and tap **“Confirm”**.



10.1.2 Set a Smart Tariff

Step 1: Go to the **Plant** screen and tap **“Total Revenue”**, then tap **“Tariff”**.

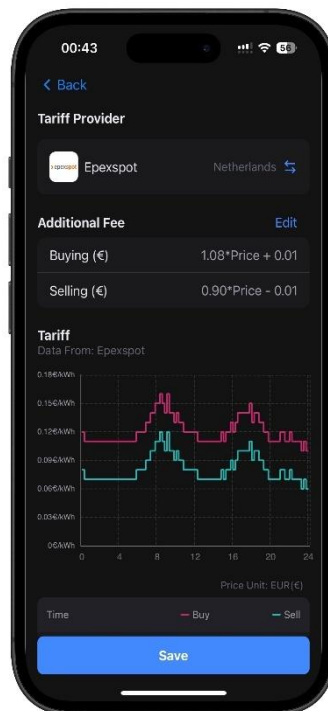
Alternatively, go to the **Me** screen, tap **“System Settings”**, and then tap **“Tariff”**.

Step 2: Tap the **“+”** in the top-right corner of the **TOU Tariff** screen and select **“Smart”**. Users can enter a custom name for the tariff plan

Step 3: Select a tariff provider and tap **“Confirm”** to automatically create a tariff plan.

Step 4: Review the tariff plan and tap **“Save”**.

Step 5: Apply the tariff plan to the Plant and tap **“Confirm”**.



Note: Smart Tariff is available now in the Netherlands, Belgium, and the UK. Other regions will be supported in the future.

10.2 How to Share my Plant with an End User (Installer and Agent Accounts)

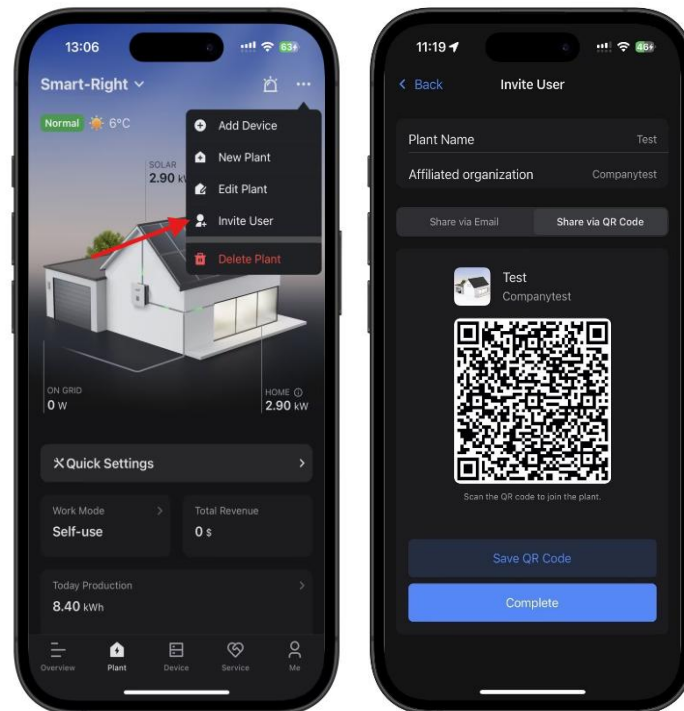
Step 1: Go to the **Plant** screen, tap **“⋮”** in the top-right corner, and select **“Invite User”**.

Step 2: Choose an invitation method: **Email** or **QR code**.

Step 3:

- If using **Email**, enter the end user's email address.
- If using **QR code**, share the invitation by displaying the code.

Step 4: Tap "**Confirm**" to send the invitation.

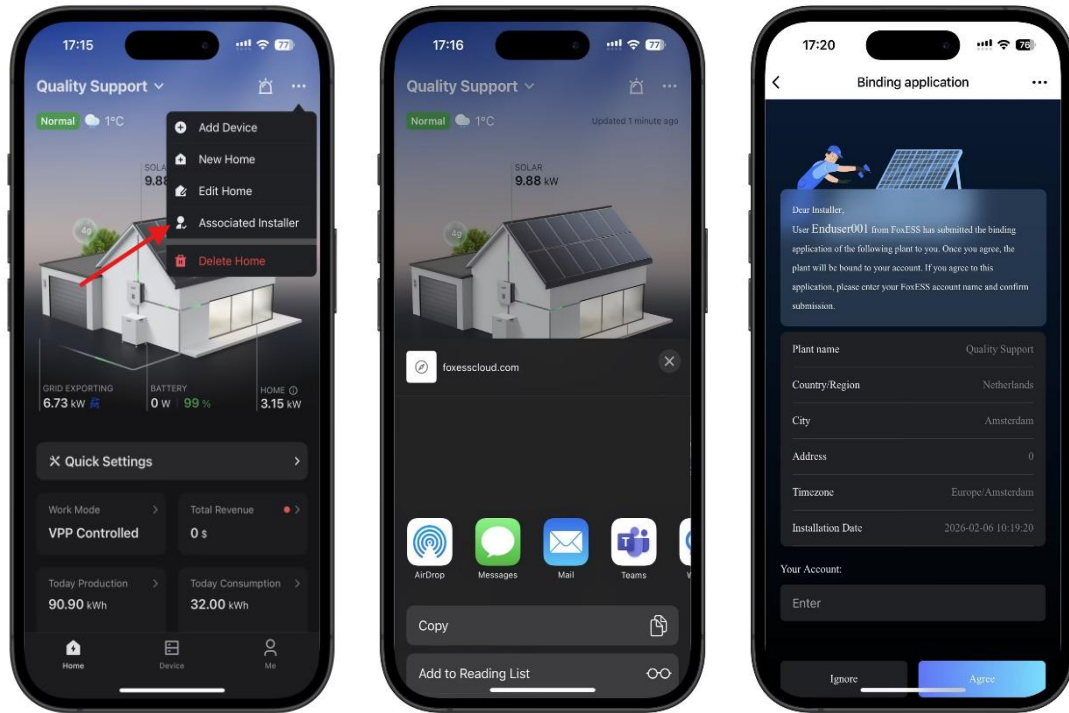


10.3 How to Share my Plant with an Installer (Owner Accounts Only)

Step 1: Go to the **Plant** screen, tap "**...**" in the top-right corner, and select "**Associated Installer**".

Step 2: After the system generates an invitation link, share it with the installer through social media or other messaging apps.

Step 3 (Installer): Open the invitation link, enter the installer's username, and tap "**Agree**" to complete the process.



10.4 Why Can't I See My Installer's Plant (Agent Accounts)

It's important to note that when an installer creates a Plant, the Plant should be assigned to the same organization as the agent. Only then will the agent be able to view the plant. If the installer selects a different organization, the plant will not be visible to the agent.

