

**Fox ESS Cloud
User Manual**



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Contents

1	About This Document	2
2	Regular Operation	2
2.1	Home Page	2
2.2	Sign Up	5
2.3	Sign In	10
2.4	Forgot Password	11
2.5	New Site (Agent or Installer)	12
2.5.1	Creating a Power Station (End User)	13
2.6	Log Out	14
3	Function Description	15
3.1	Overview	15
3.2	My Sites	16
3.2.1	My Sites	16
3.2.2	Consult a Map	16
3.2.3	+New Tag	17
3.3	Device	20
3.3.1	Inverter	20
3.3.2	Inverter Details	20
3.3.3	Datalogger	20
3.4	Firmware Management (Only Agent)	21
3.4.1	Firmware Version	21
3.4.2	Inverter Remote Upgrade	21
3.4.3	Datalogger Remote Upgrade	25
3.4.4	Battery Remote Upgrade	25
3.6	Data Report (Only Agent)	26
3.7	Error List	26
3.8	Personal Center	27
3.8.1	User Type (Agent)	28
3.8.2	User Type (Installer)	29
3.8.3	User Type (End User)	30
3.8.4	Summary	30
3.9	Account cancellation	31

1 About This Document

This manual introduces the function and operation process of Fox ESS Cloud, so as to facilitate users to operate and manage Fox ESS Cloud.

NOTE

Use Google Chrome for best results.

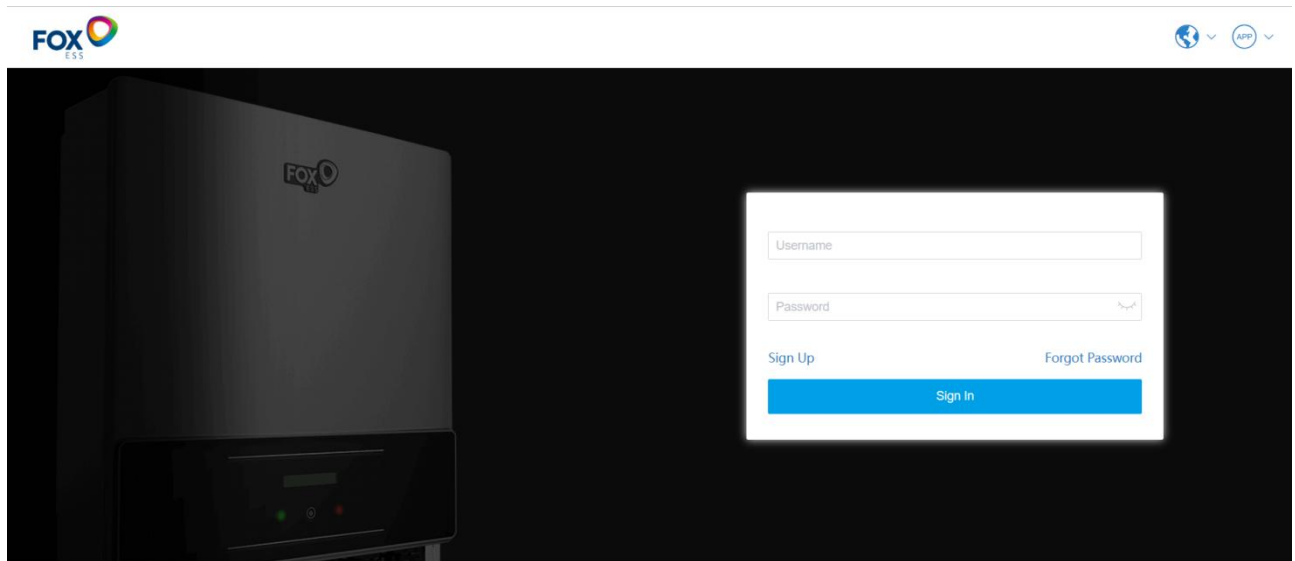
2 Regular Operation

2.1 Home Page

Operation steps

Step1 Open your browser, enter the URL: "https://www.foxesscloud.com" in the address bar and press enter) to login to the homepage of Fox ESS Cloud Platform.

Figure2-1



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Step 2 The default English language is used in the Fox ESS Cloud platform, and all the graphics of Fox ESS Cloud platform are shown in English in this article. You can change the language by clicking the "  " in the upper right corner.

Figure2-2-1

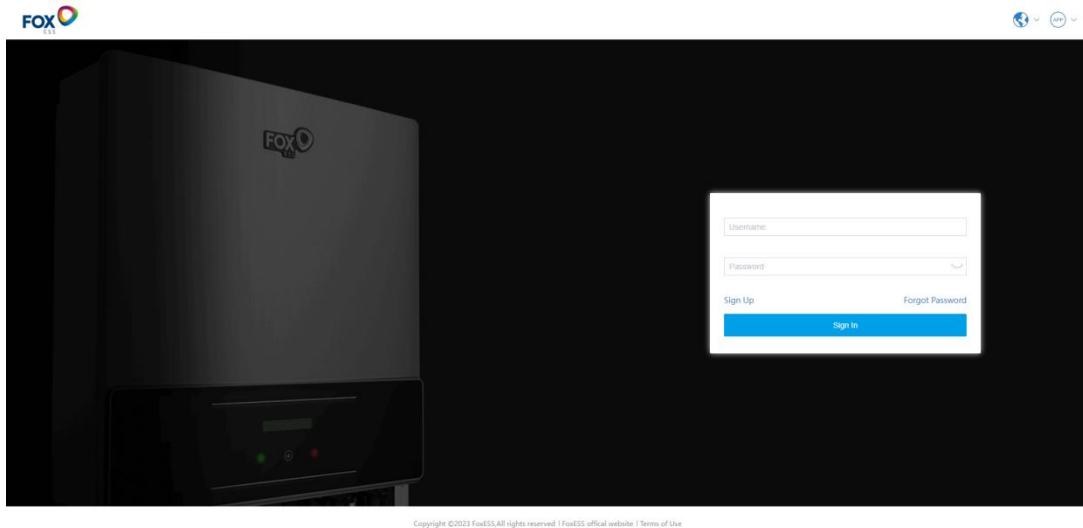
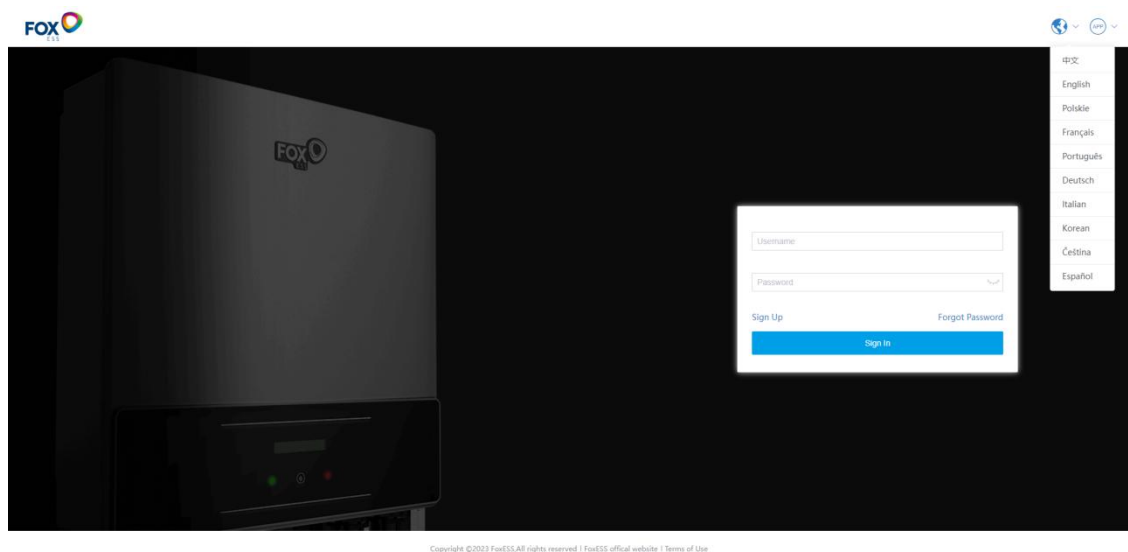
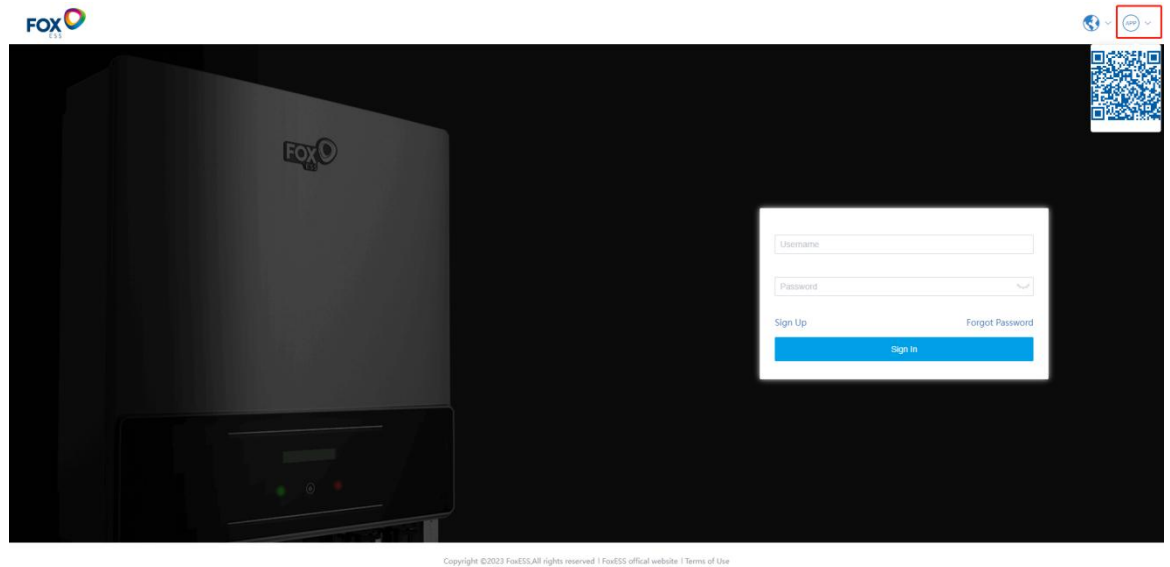


Figure2-2-2



Step 3 Fox ESSCloud Platform has developed a mobile client for users to view in real time. Click the “  ” in the upper right corner of the phone to scan the QR code and select the appropriate installation method.

Figure2-3



2.2Sign Up

Operation steps

Step 1 Click "Sign Up" on the home page to enter the registration page.

Figure2-4-1

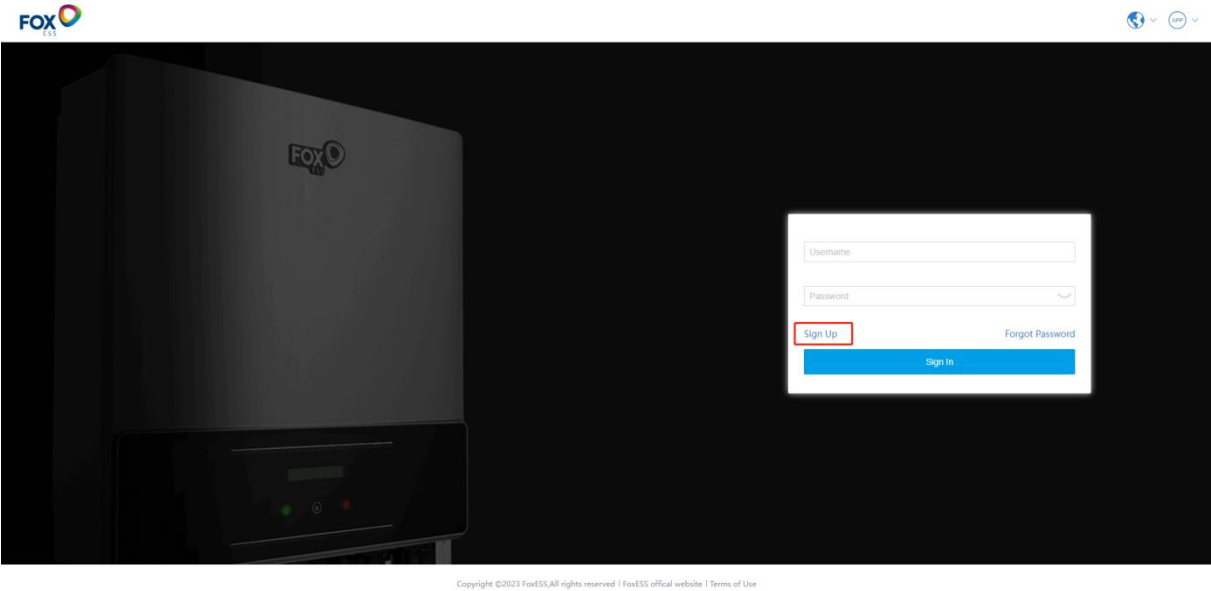
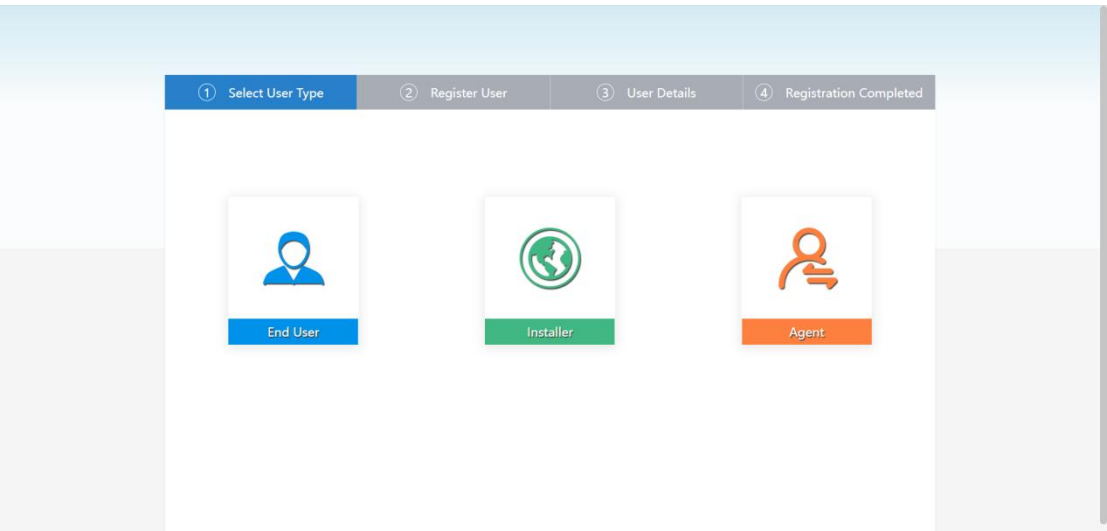


Figure2-4-2

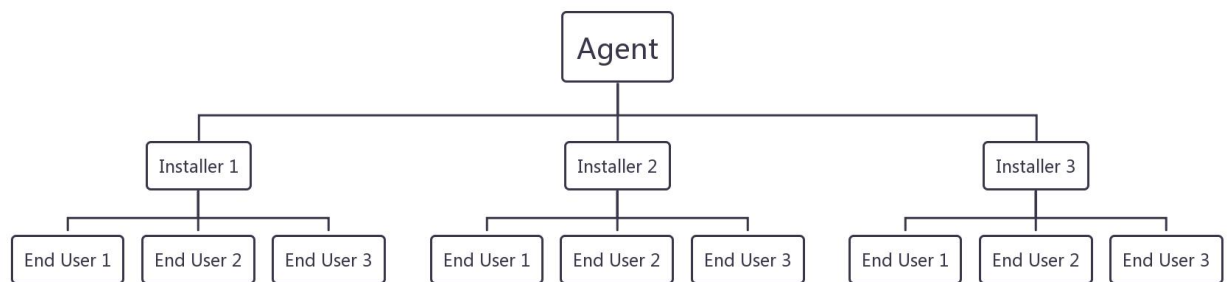


Step 2 Registration Page - Select User Role (Agent, Installer, End User)

Agent: Agent member users

Installer: Installer individual users

End User: End User individual users



NOTE

Web function	terminal	Installer	agent
Create a power station	✓	✓	✓
Remove the power station	✓	✓	✓
Edit the power station	×	✓	✓
Remote Settings	×	✓	✓
Remote upgrade	×	×	✓
Data report	×	×	✓

Step 3 Registration Page - User Information

After selecting the target role, you can enter the user information interface, enter the information and click "Terms of Service" to read the agreement, then click "Next" to proceed to the next step.

NOTE

It is recommended to enter your email address to facilitate receiving the verification code for resetting your password.

Figure2-5

The screenshot shows a registration form with a progress bar at the top containing four steps: 1. Select User Type, 2. Register User (active), 3. User Details, and 4. Registration Completed. The form fields include: * Username (text input), * Password (password input with a toggle icon), * Confirm Password (password input with a toggle icon), Email Address (text input), and a checkbox for AgreeTerms of Service. Below the fields are two buttons: a blue 'Next' button and a blue 'Reselect User Type' button.

Step 4 Registration Page - Role Information

- The first step is to select Agent

Click if the company and organization (hereafter referred to uniformly as organization) is using the Fox ESS Cloud platform for the first time, and enter the organization information in this page.

Figure2-6-1

The screenshot shows a registration form with a progress bar at the top containing four steps: 1. Select User Type, 2. Register User, 3. User Details (active), and 4. Registration Completed. The form includes radio buttons for 'New' (selected) and 'Join'. Below these are the following fields: * Company Name (text input), * Country / Region (dropdown menu), * Address (text input), Postcode (text input), Mobile Number (text input), and Remarks (text area). A blue 'Next' button is located at the bottom of the form.

If the organization is already registered, click "Join" on the page and enter the invitation code generated by other member accounts of the organization (how to generate the invitation code for agents) to join and share the data information of the organization. After registration is completed, you will be redirected to the home page.

Figure2-6-2

The screenshot shows a web interface for user registration. At the top, there is a progress bar with four steps: ① Select User Type, ② Register User (active), ③ User Details, and ④ Registration Completed. Below the progress bar, there are two radio buttons: 'New' (unselected) and 'Join' (selected). Below the radio buttons, there is a label '* Invitation Code' followed by a text input field. At the bottom, there is a blue button labeled 'Next'.

- The first step is to select installer

Enter your Agency ID (provided by the agent and viewed by the agent in the Personal Center) in order for the agent to check and process the information under your account. If you forget to fill out the form, you can enter it in the Personal Center after registration is completed. After registration is completed, you will be redirected to the home page.

Figure2-7

The screenshot shows a web interface for user registration. At the top, there is a progress bar with four steps: ① Select User Type, ② Register User, ③ User Details (active), and ④ Registration Completed. Below the progress bar, there are three text input fields: '* Installer', 'Agency ID', and 'Mobile Number'. At the bottom, there is a blue button labeled 'Next'.

- The first step is to select End User

SN input box to fill in the collector SN, it is recommended to fill in the after-sales organization identification code (provided by the agent or installer, check at the personal center) so that the after-sales personnel query processing information under your account.

Figure2-8

The screenshot displays a web-based registration interface. At the top, there is a horizontal progress bar with four steps: ① Select User Type, ② Register User (currently active), ③ User Details, and ④ Registration Completed. Below the progress bar, the form contains two input fields. The first field is labeled '* SN' and has a placeholder text '15 digits datalogger sn'. The second field is labeled 'After-sales organization identification code'. Below these fields is a blue button labeled 'Next'.

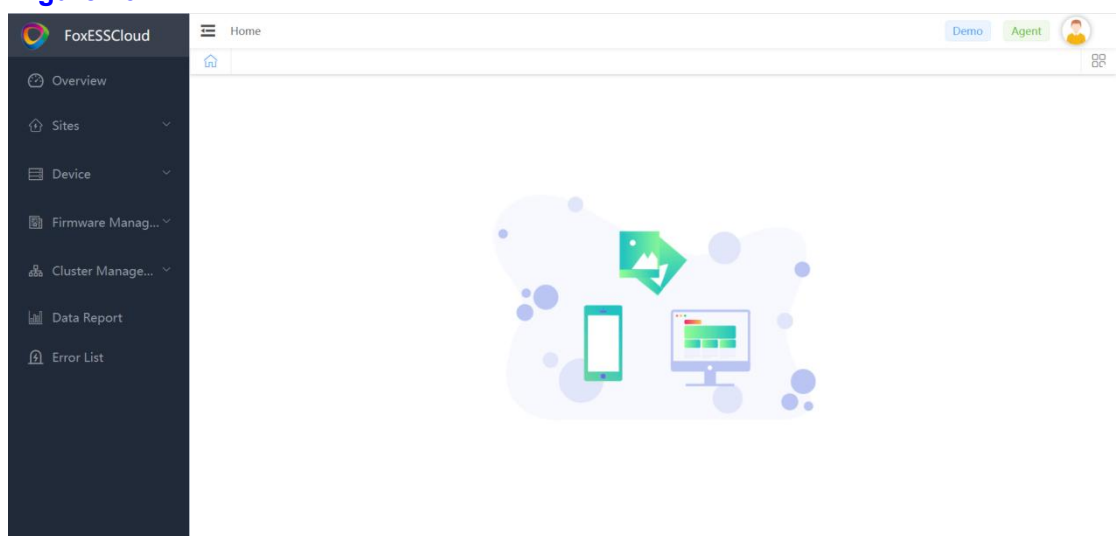
----End

2.3Sign In

Operation steps

Step 1 Enter your registered username and password on the homepage of Fox ESS Cloud Platform and click the "Login" button to log in.

Figure2-9



----End

2.4Forgot Password

Users can retrieve their password in case of forgetting it by using the "Forgot Password" option.

Operation steps

- Step 1** Click on Forgot Password
- Step 2** Enter your username and new password
- Step 3** Click to get the verification code to send the verification code, the verification code will be sent to the mailbox filled in when registering
- Step 4** Click "Reset Password" to reset your password

Figure2-10-1

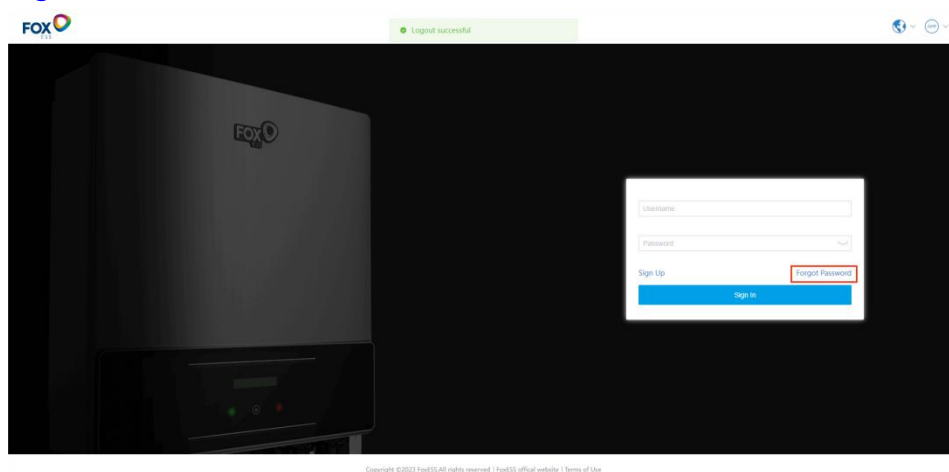
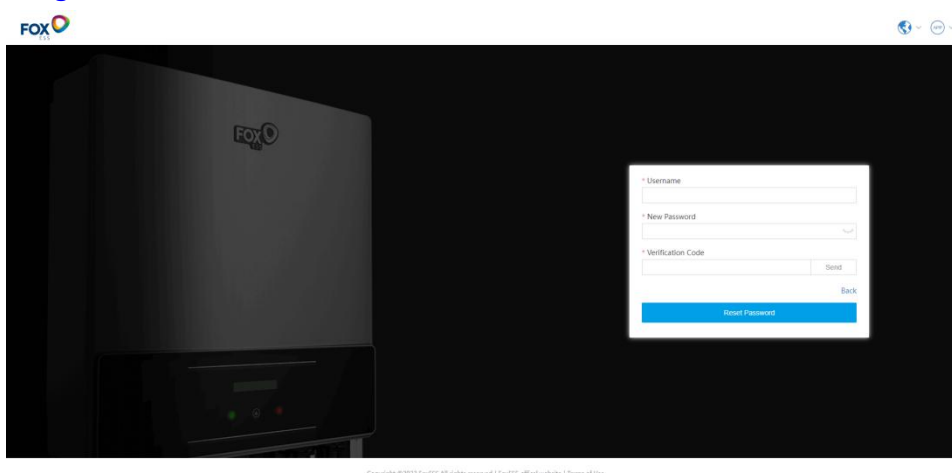


Figure2-10-2



----End

2.5 New Site (Agent or Installer)

After clicking Power Station Management in the left menu bar, click Create Power Station to enter Create

Operation steps

Step 1 Click on Power Station Management in the left menu bar

Step 2 Click to create a power station

Step 3 Go to the Create a Power Station page

Figure2-11

The screenshot shows the 'New Site' page in the FoxESSCloud interface. The left sidebar menu has 'New Site' selected. The main content area is titled 'New Site' and contains a 'Site Setting' section with the following fields: Agent (DemoPlant), Site Name, Site Type, Country/Region, City, Address, Postcode, Time Zone, PV Size (kWp), Feed-in Tariff (/kWh), and Currency (USD(\$)). Below this is a 'To bind a device' section with a field for SN and a plus icon. There are also optional sections for 'Additional Attributes (optional)' with an NMI field, and 'Group Information (optional)' with a Group dropdown. At the bottom right are 'Cancel' and 'Create' buttons. The footer shows 'Copyright ©2021 FoxESS, All rights reserved'.

----End

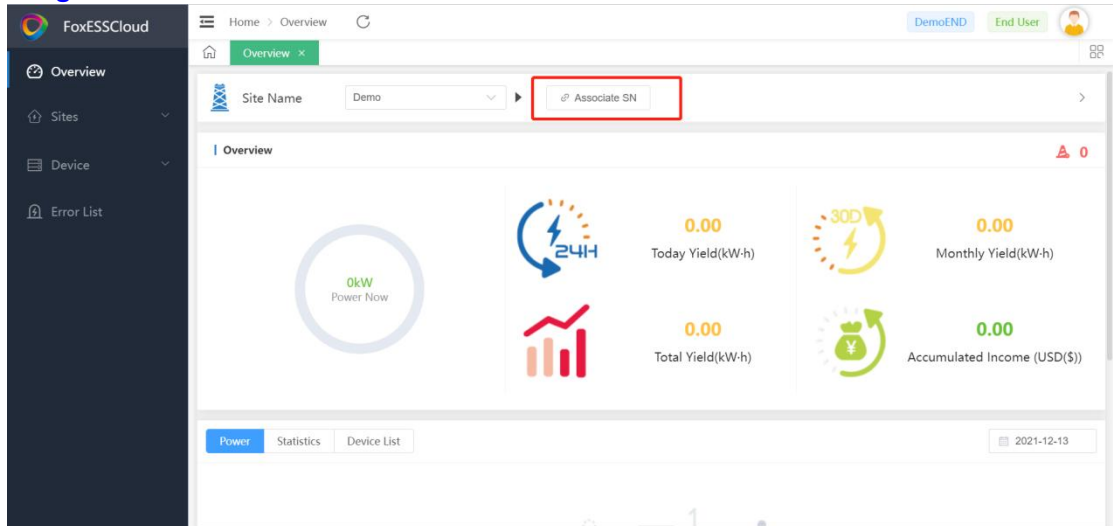
- Power station settings: Set up information about the power station
- Device binding: Enter the collector SN, click “+” to add multiple collector SN
- Additional attributes (optional): can be ignored
- Grouping information (optional): can be ignored

2.5.1 Creating a Power Station (End User)

Operation steps

Step 1 Click "Associate SN" in the Data Overview screen to enter the Associate Power Station screen.

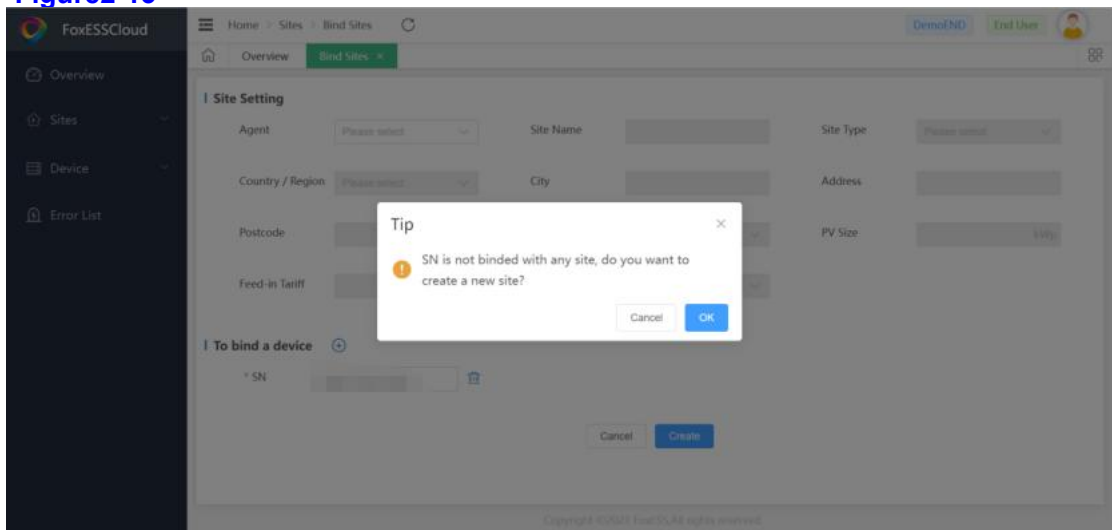
Figure2-12



Step 2 Enter the collector SN in the SN input box and click "Create".

- If "No valid validated SN" is prompted, it means that the SN of the collector is entered incorrectly, please re-enter it. If you confirm the correct input and still have the problem, please contact the agent to deal with it.
- Prompt "SN is not associated with a power station, do you want to create a power station?" If the installer or reseller has not yet helped you create the power station, you can click "OK" to create it yourself. Or contact your installer or reseller to create the power station for you, after which the third scenario below appears as per the above two steps.

Figure2-13



NOTE

The third scenario: Enter the "Operation successful" prompt and jump to the data overview page to find the newly associated power station in the power station name drop-down box.

2.6Log Out

Operation steps

- Step 1 Click on “” in the upper right corner of the entire interface
- Step 2 Check the box to log out and prompt "Sure you want to log out?"
- Step 3 Click OK to log out of your current account.

Figure2-14-1

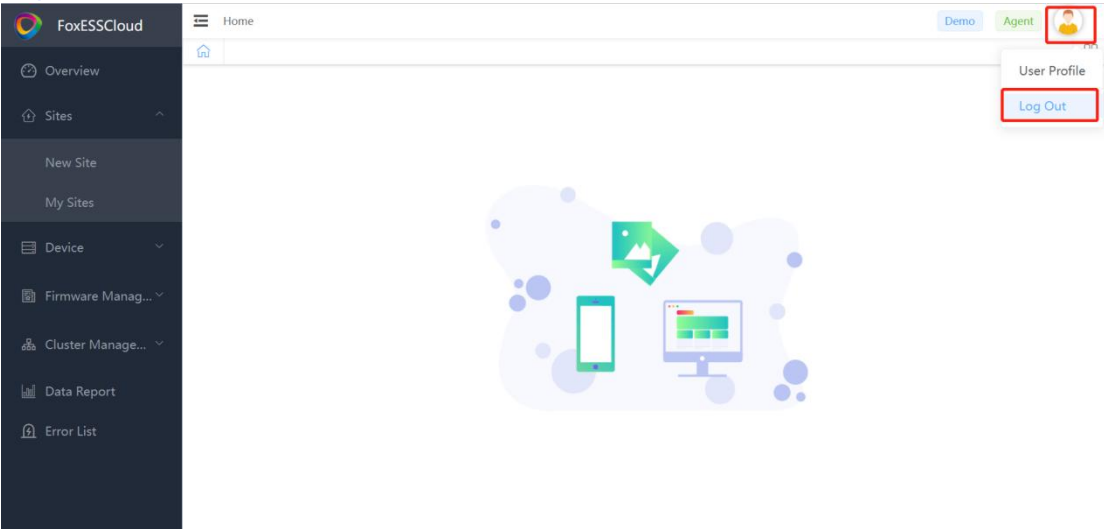
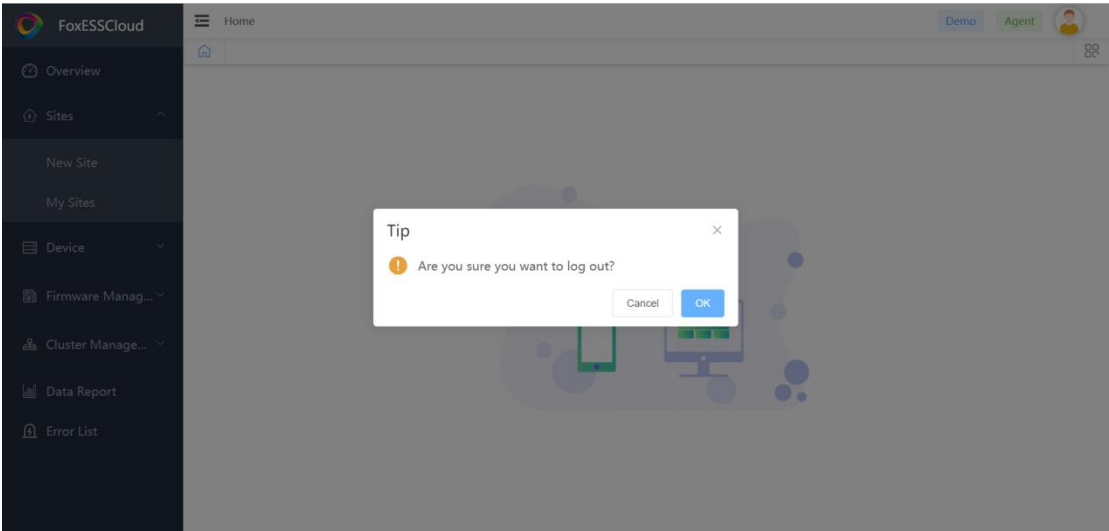


Figure2-14-2



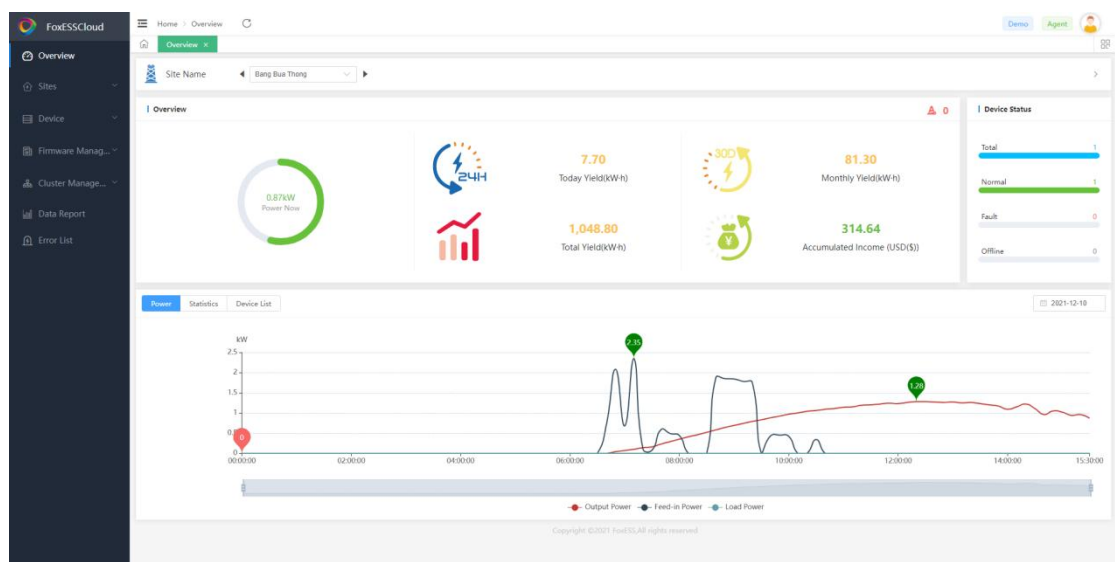
3 Function Description

3.1 Overview

Operation steps

Step 1 Click "Overview" in the left menu bar to view the information of each power station under the current user.

Figure3-1



----End

3.2My Sites

3.2.1My Sites

View information about all power stations under the current user.

- **Agent**
Includes power plants created by agents, power plants created by installers associated with the organization, power plants created by end-users associated with the organization and power plants created by installers associated with the organization by end-users.
- **Installer**
Contains power plants created by the installer and the power plants created by the end user associated with that installer.
- **End User**
Power stations created by end-users and power stations associated with end-users.

3.2.2Consult a Map

Click on the map to see the location distribution of the power station map.

 NOTE

Prerequisites: Create/edit power stations so that they are created/edited using map positioning

3.2.3+New Tag

Add Tag to make it easy to find quickly.

Operation steps

Step 1 Select one or more targets

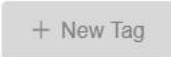
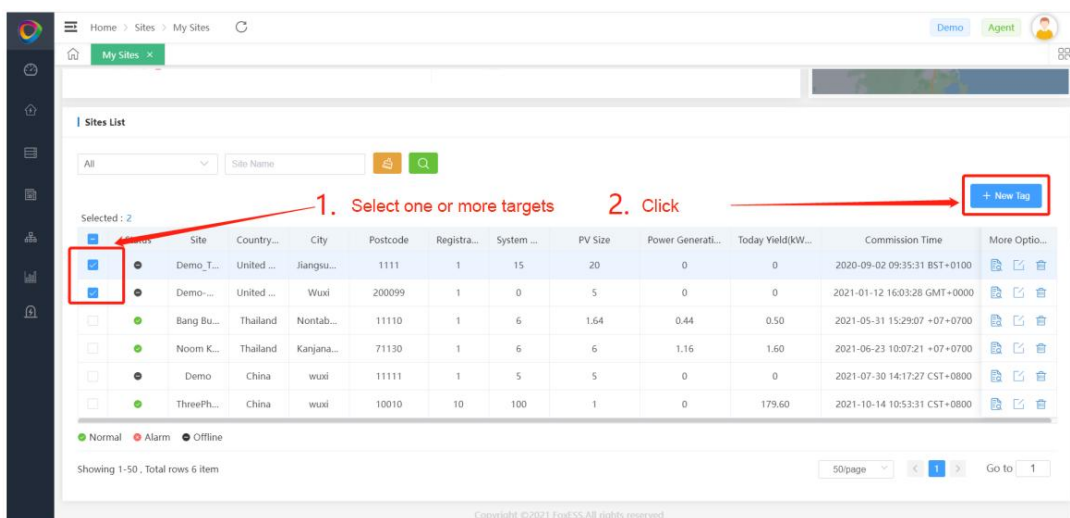
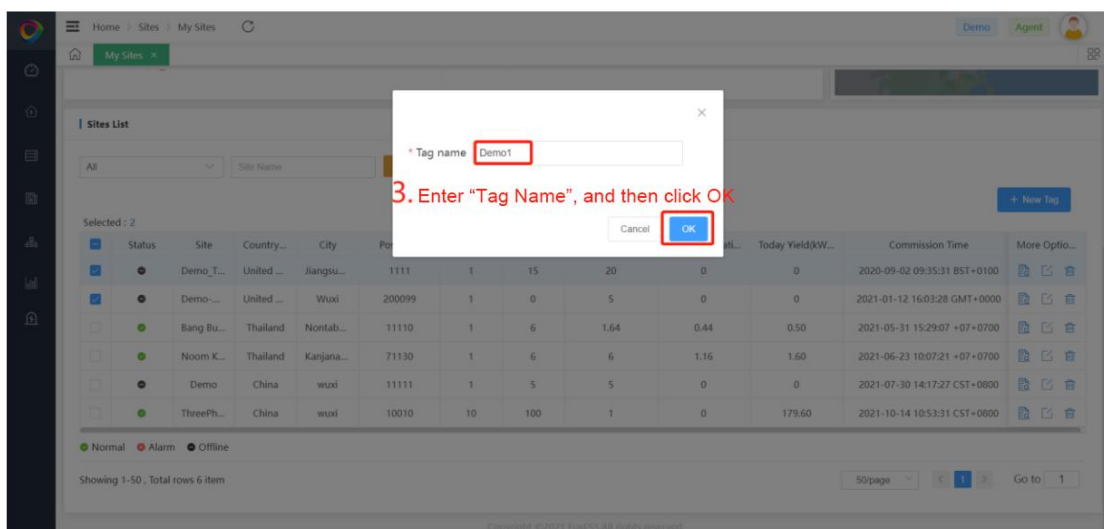
Step 2 Click “  ”

Figure3-2-1



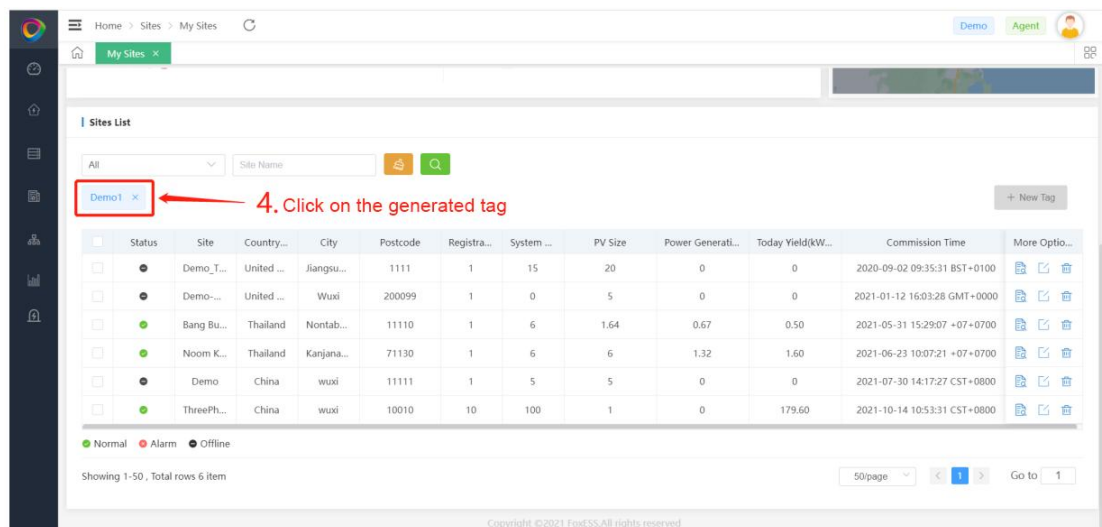
Step 3 Enter the Tag Name and click "OK".

Figure3-2-2



Step 4 The "Demo1" Tag is generated in the interface, click on the Tag to display the previously selected target

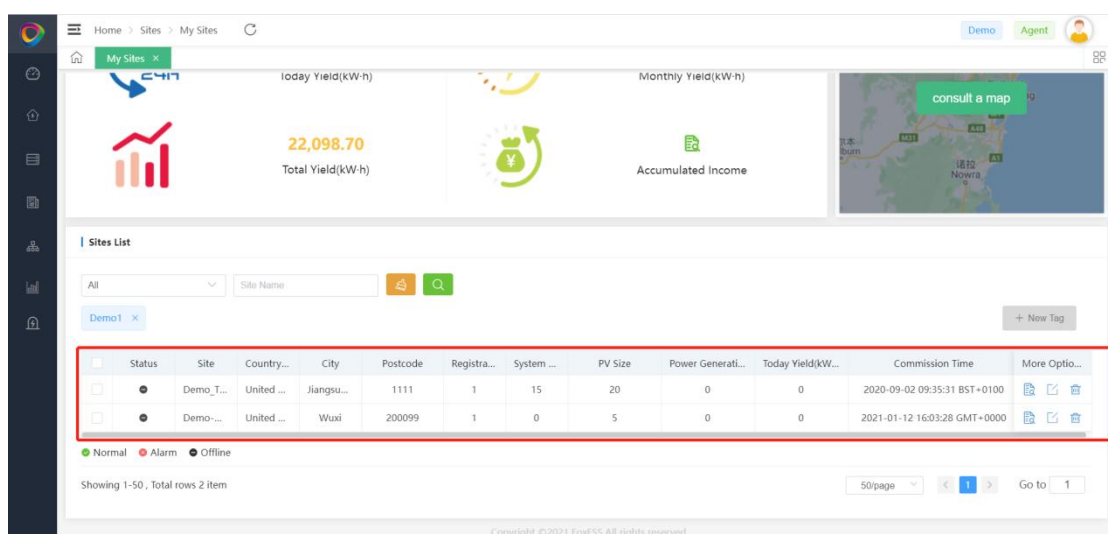
Figure3-2-3



Step 5 If you want to add a target to an existing Tag, you can repeat steps 1 and 2 and enter the existing Tag Name in step 3.

Step 6 If you no longer use a Tag, you can click the "x" after the corresponding Tag to delete the Tag

Figure3-2-4



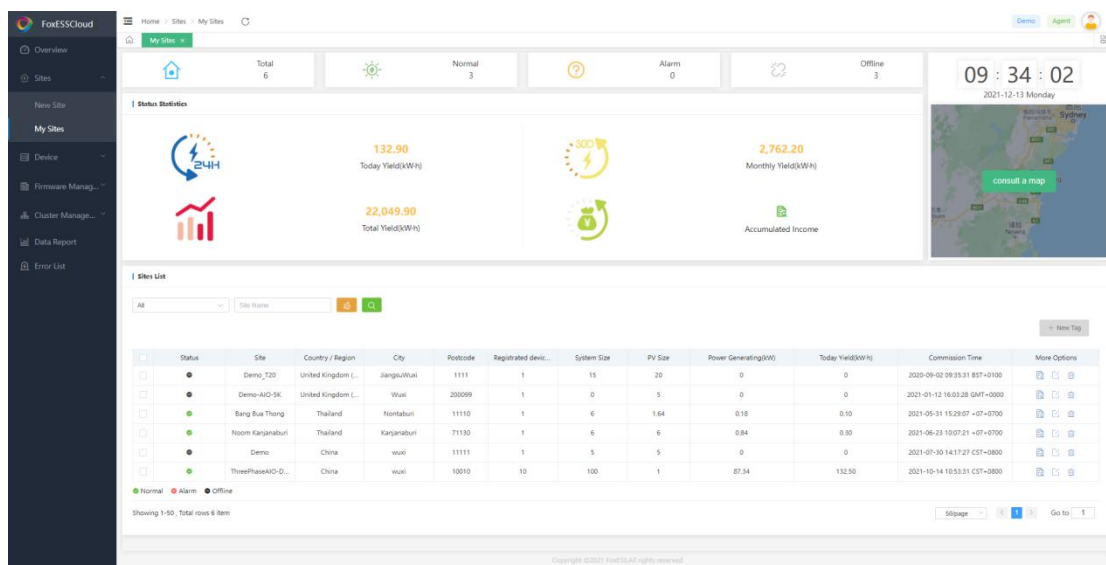
3.2.4 More Options

Operation can operate on the selected power station, click “” to view the power station details, click “” to edit the power station information, click “” to delete the selected power station.

NOTE

At present, the Fox ESS Cloud platform is not open to end-users to edit power stations.

Figure3-3



3.3Device

3.3.1Inverter

Query all devices under the current user, you can quickly find the target devices by filtering conditions of status, inverter SN, power station, collector SN, country/region, inverter model and grid connection time.

 **NOTE**

+New Tag reference 3.2.3

Operation steps

Step 1 Click " " to go to the inverter details to view the details of the selected device.

Step 2 Click " " to go to the remote setup page to set up the device.

 **NOTE**

Not configurable for end users and not configurable for devices offline.

3.3.2Inverter Details

In this interface, you can view basic information such as model and version of a single device, as well as real-time information such as current power and today's power generation.

- Inverter historical data power change curve
- Inverter historical power generation statistics can be queried by three time units: day, month and year.
- A varie of real-time data can be checked.

3.3.3Datalogger

Query all modules under the current user, you can filter by status, collector type, collector SN, view collector signal strength and other information

 **NOTE**

+New Tag reference 3.2.3

3.4Firmware Management （Only Agent）

3.4.1Firmware Version

Agents can view the latest version of firmware released by the manufacturer for various device types in order to select the right version to upgrade their devices.

3.4.2Inverter Remote Upgrade

Provides inverter remote upgrade operation, which can upgrade single unit or batch upgrade.

(Figure 3-4-1 shows the single inverter upgrade, and Figure 3-4-2 shows the batch inverter upgrade.)

Figure 3-4-1Single upgrade of the inverter

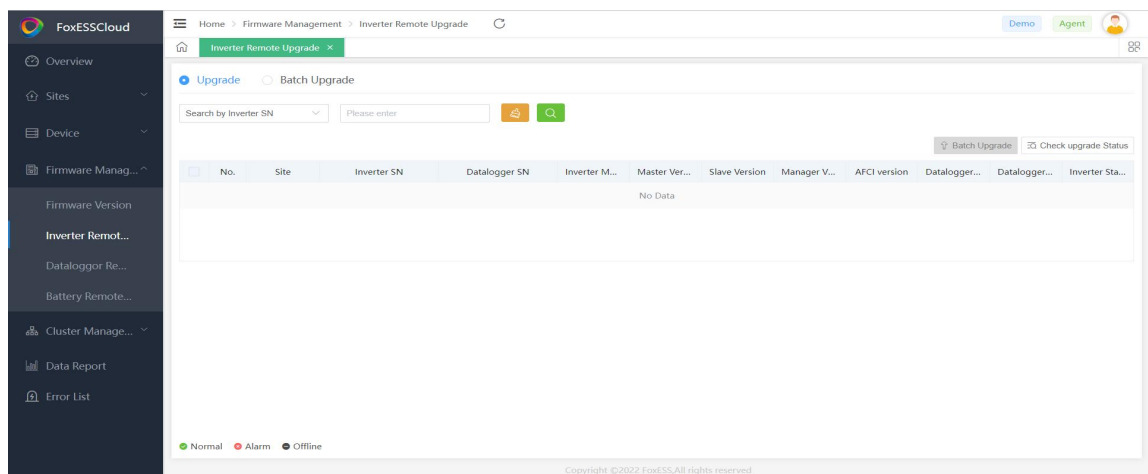
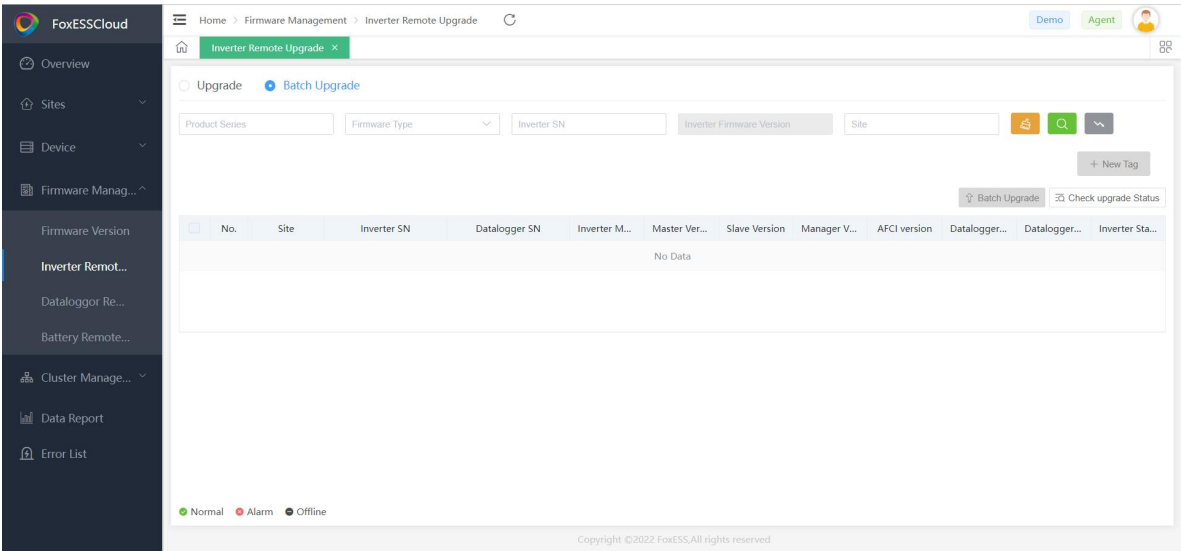
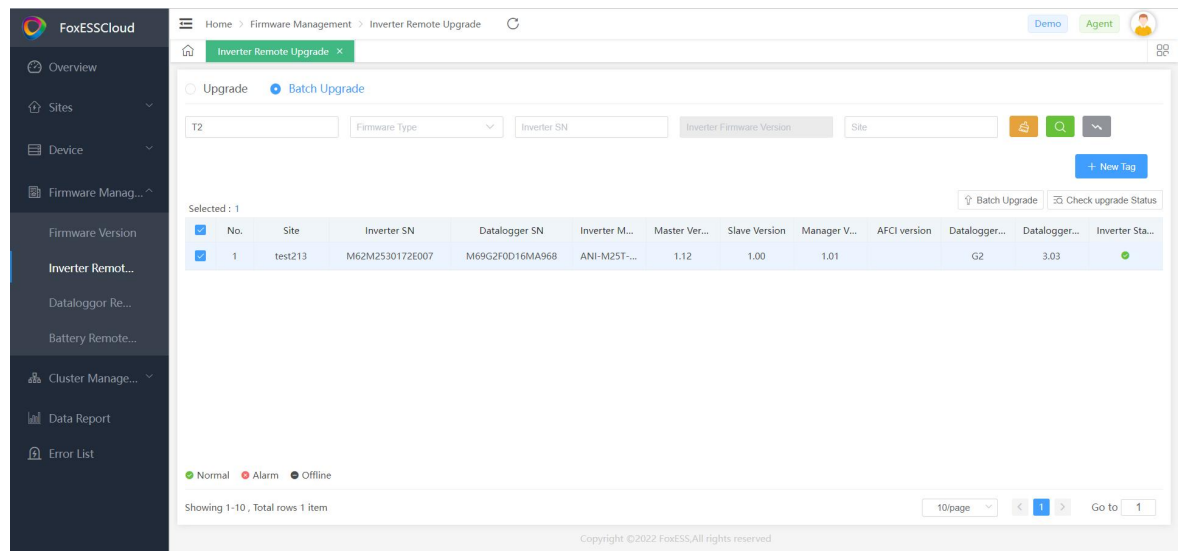


Figure 3-4-2 Batch upgrade of the inverter



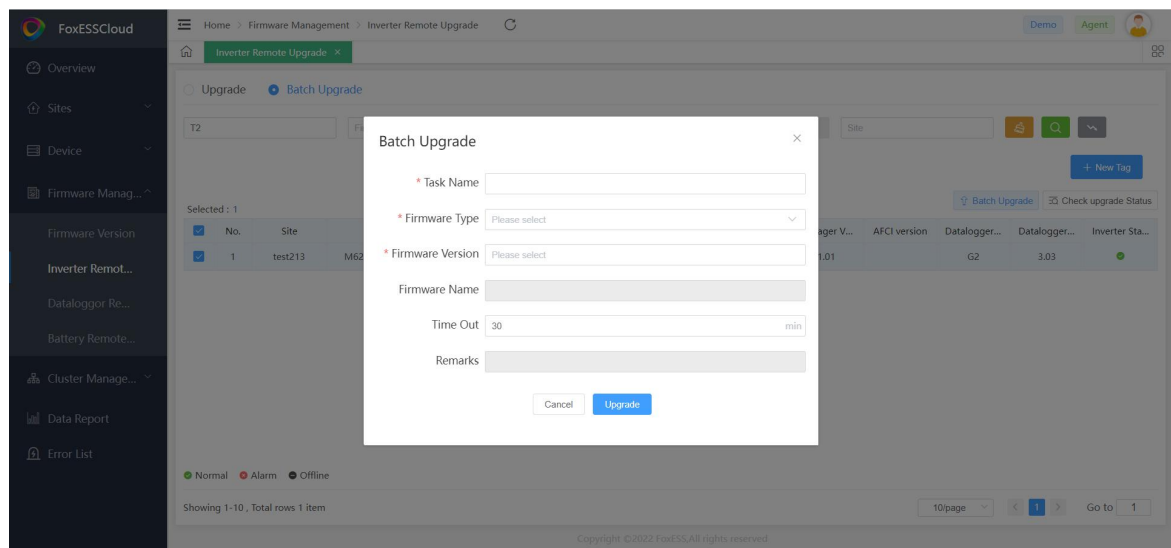
- Upgrade operation
 - a. Select the target device

Figure 3-5-1 Select the target equipment



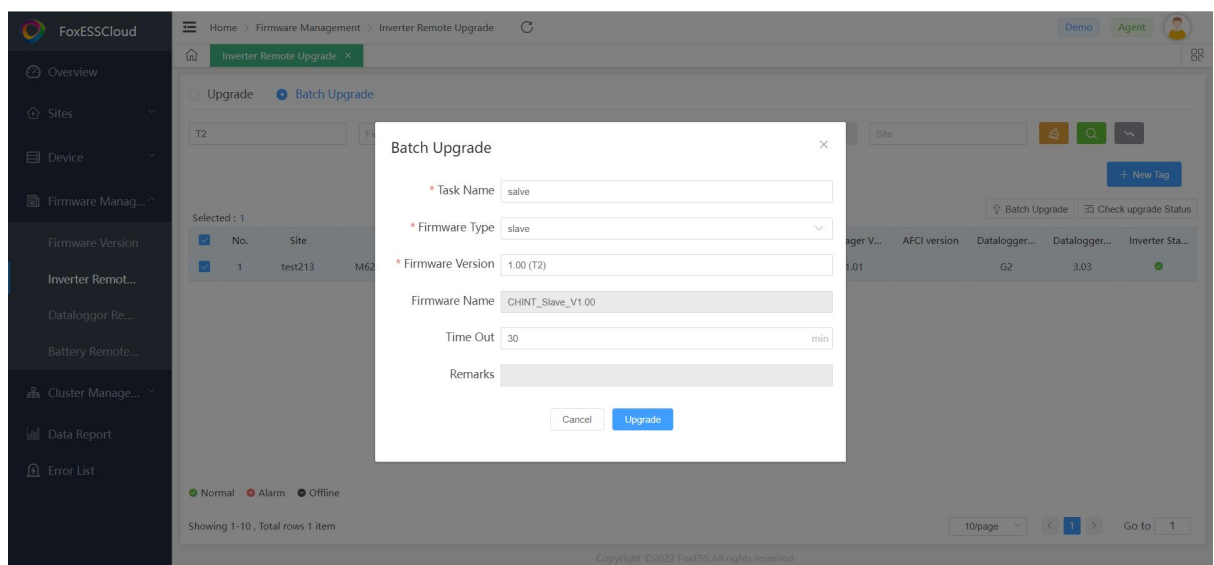
b. Click "Batch Upgrade".

Figure 3-5-2 Click Batch upgrade



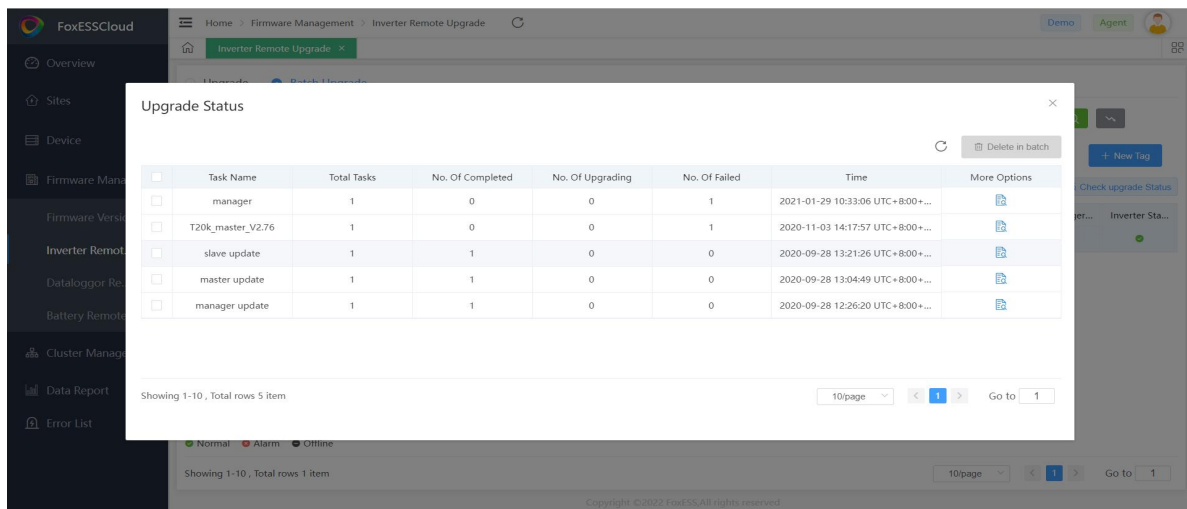
c. Enter the upgrade information and click "Upgrade".

Figure 3-5-3 Enter the upgrade content



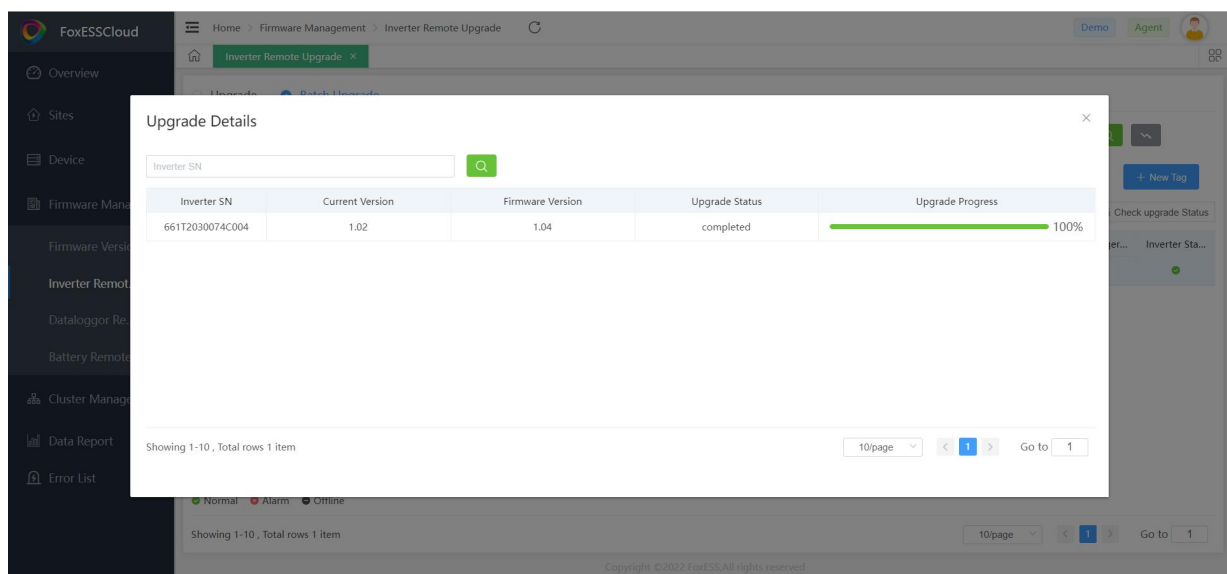
- Check the upgrade status
 - a. Click "View upgrade status".

Figure 3-6-1 View the upgrade status



- b. Click " " in the current page to view the upgrade task progress.

Figure 3-6-2 Upgrade task progress



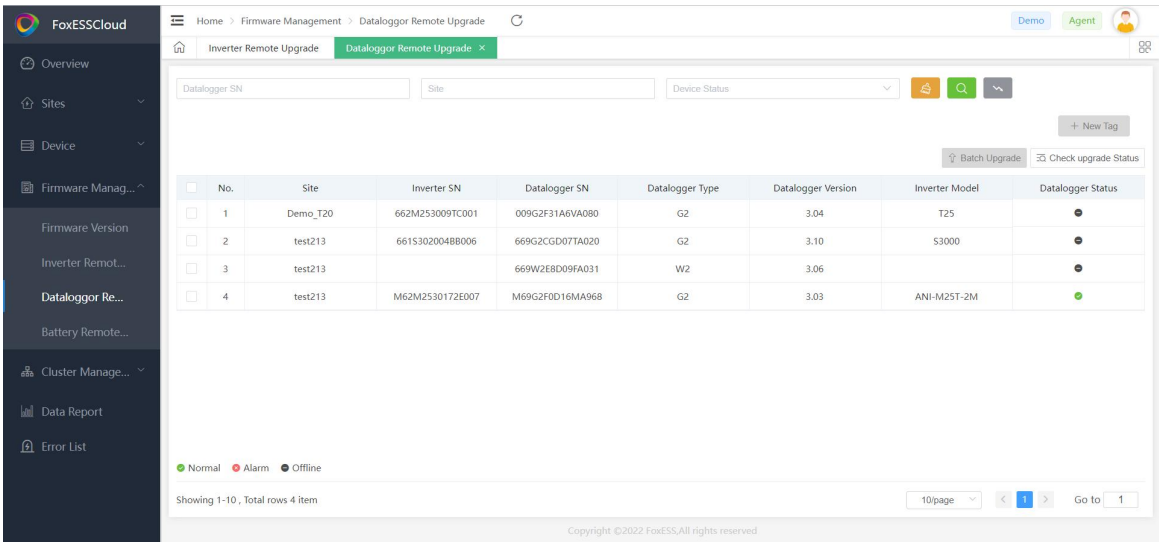
3.4.3Datalogger Remote Upgrade

Provides remote operation of the collector.



Please refer to 3.4.2 for upgrade operation and status check.

Figure 3-7 Collector remote upgrade



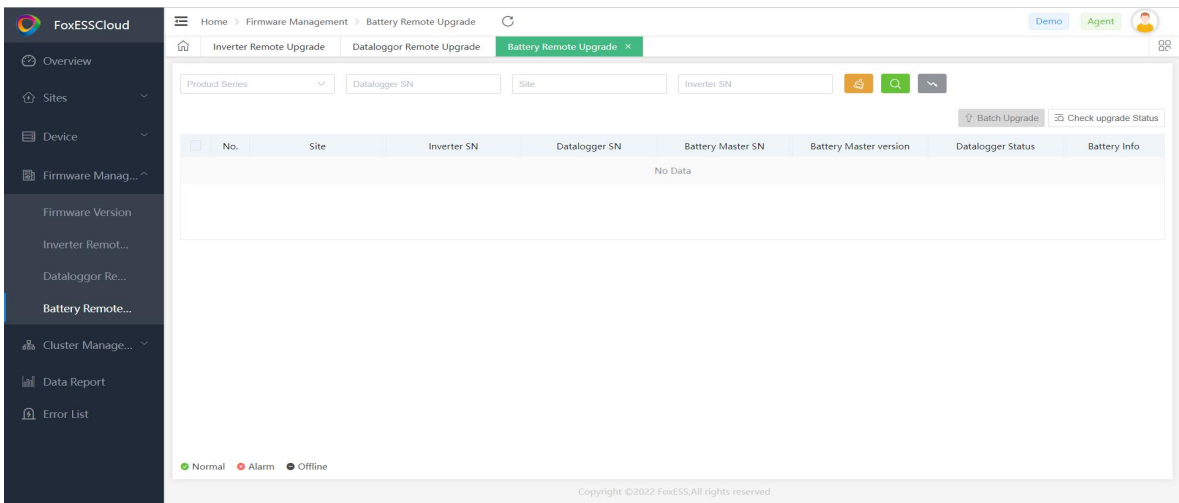
3.4.4Battery Remote Upgrade

Provides battery remote upgrade operation.



Please refer to 3.4.2 for upgrade operation and status check.

Figure 3-8 Remote battery upgrade



3.5 Cluster Management (Only Agent)

Remote Scheduling



For use in South Australia. Other countries/regions can be ignored.

3.6 Data Report (Only Agent)

- Query the inverter history data information, the maximum available range is 15 days.
- If the search range includes incoming and outgoing daylight saving dates, the search range should not exceed 14 days.
- After searching the inverter history data, you can export the data by clicking the "Download" button on the right.

3.7 Error List

- Query the inverter history data information, the maximum available range is 15 days.
- If the search range includes incoming and outgoing daylight saving dates, the search range should not exceed 14 days.
- After searching the inverter history data, you can export the data by clicking the "Download" button on the right.

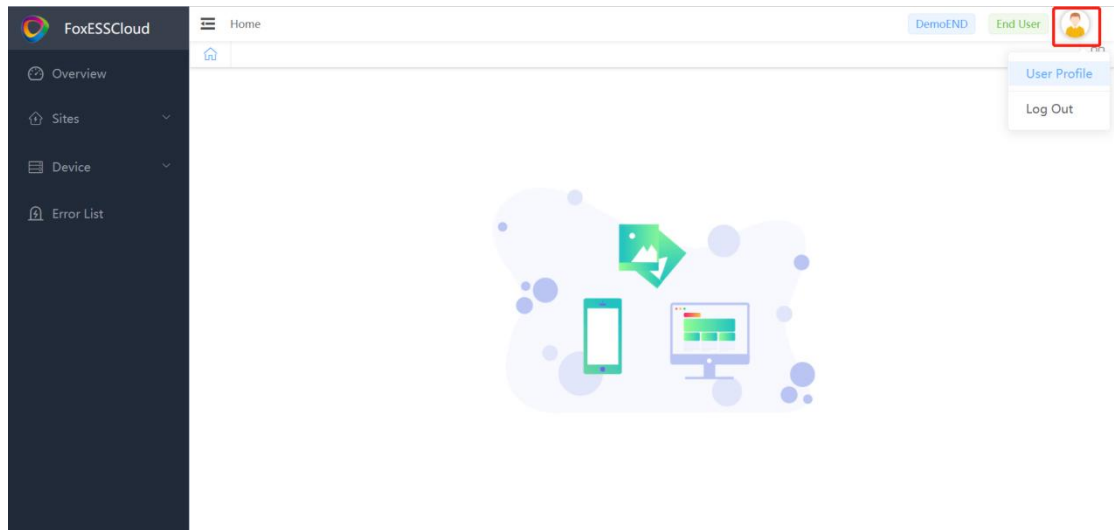
3.8 Personal Center

Operation steps

Step 1 Open Personal Center

Step 2 Click " " in the upper right corner of the entire interface, select "Personal Center" to enter the personal center page

Figure3-9



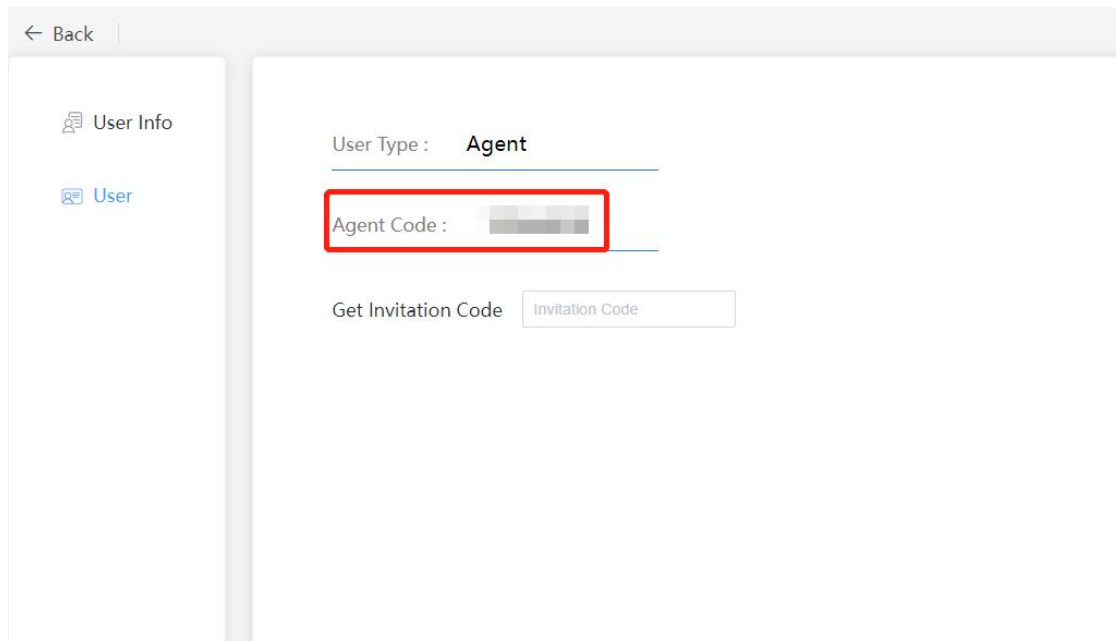
----End

- Click "User Information" to check the client-id and username information, or click Modify to change the password.
- Click "Account Management", and there are three cases depending on your role.

3.8.1 User Type (Agent)

- Reseller Code
 - a. The reseller identification code required for installer registration.
 - b. Aftermarket organization identification code required for end-user registration.
- Invitation Code
 - a. Click Generate Invitation Code on the right to generate an invitation code for new members to use when joining the organization, i.e. the join operation in Registered Agent.
 - b. The invitation code is valid for 5 minutes and expires once.

Figure3-10-1



← Back

User Info

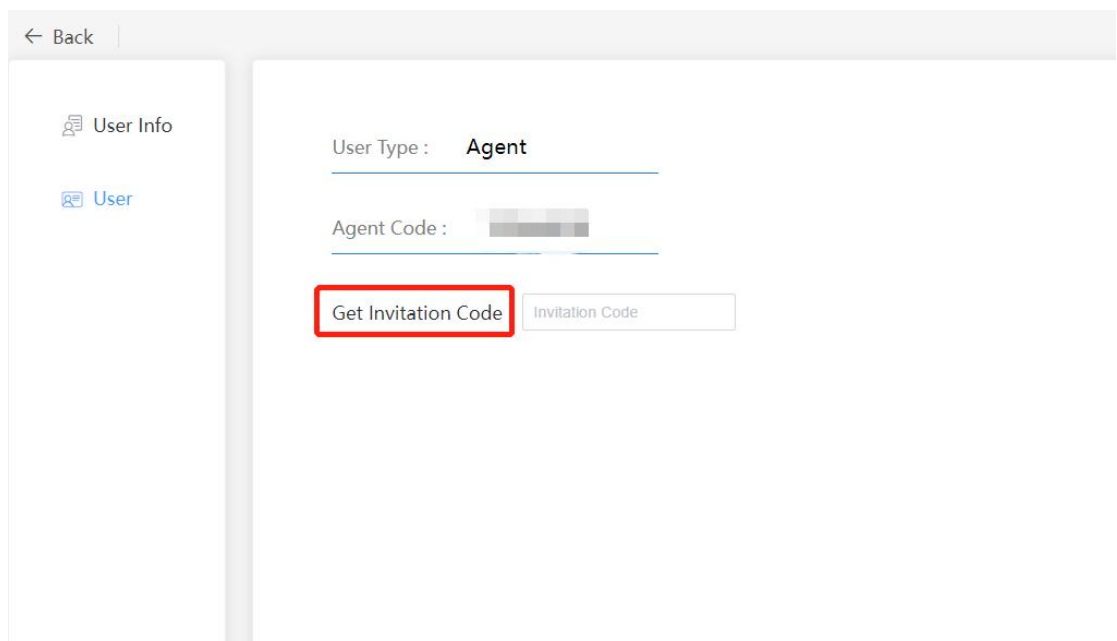
User

User Type : Agent

Agent Code : [Redacted]

Get Invitation Code

Figure3-10-2



← Back

User Info

User

User Type : Agent

Agent Code : [Redacted]

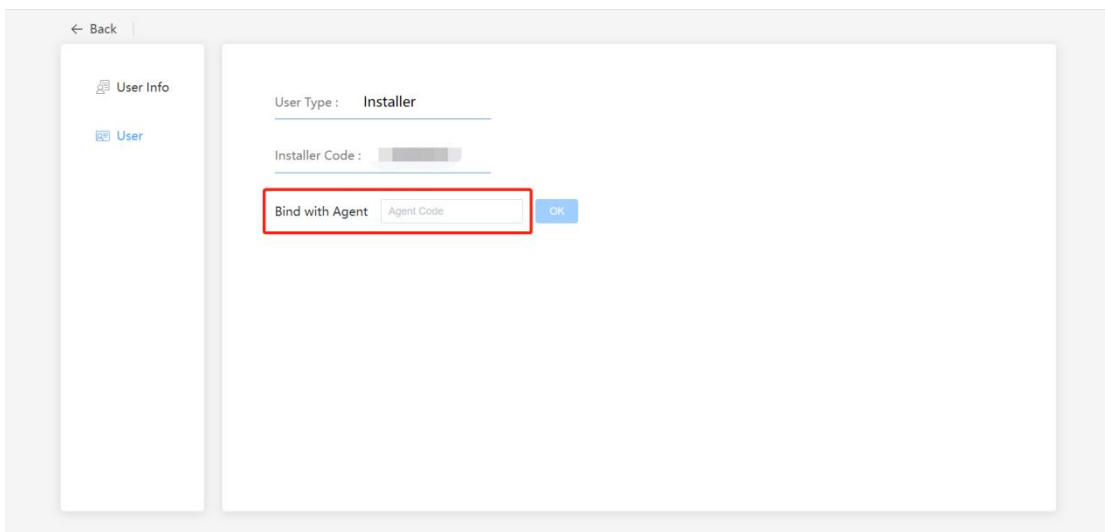
3.8.2 User Type (Installer)

Installer codes are available for end users to fill in after-sales organization identification codes when registering. If you want to bind the agent, you can enter the agent code in the input box after the associated agent and click "OK".

 NOTE

Installers are not allowed to fill in the installer code.

Figure3-11



← Back

User Info

User

User Type : Installer

Installer Code :

Bind with Agent

3.8.3 User Type (End User)

If you do not fill in the after-sales organization identification code during registration and need to fill in additional information, you can enter the installer/agent code here and click "OK".

NOTE

End users can and only can bind one code.

Figure3-12

← Back

User Info

User

User Type : End User

Bind with Installer/Agent

Installer/Agent Code

OK

3.8.4 Summary

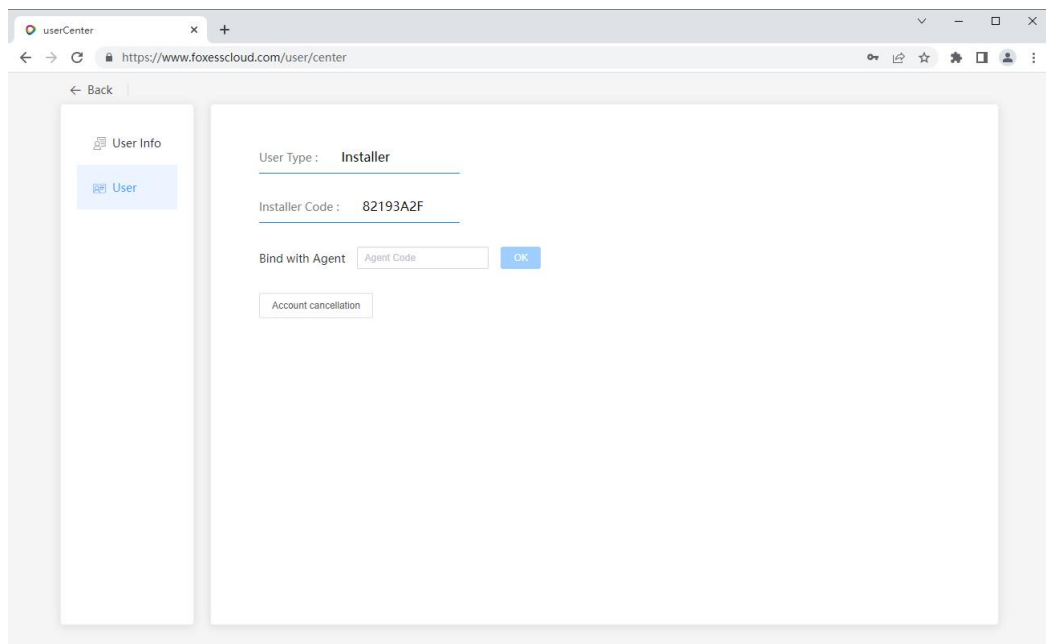
- The "Agent ID" of the installer's registration and the "After-sales Organization Identification Code" of the personal center can only be filled in with the "Agent Code", which can be filled in multiple times.
- You can fill in either the agent code or the installer code in the "After-sales organization identification code" and "Agent/Installer Code" in the personal center of the end-user registration, but only one can be filled in.

3.9 Account cancellation

Step 1 Click the icon in the upper right corner of the entire interface, select "Personal Center" to enter the personal Center page.

Step 2 Click "Account Management" to enter the "Account Management page".

Figure 3-13 Account management



Step 3 Click "Account Cancellation", pop up the "Account Cancellation" window, correctly enter "Password, Confirm password" in the pop-up window, and click OK.

Figure 3-14-1 Cancel the account

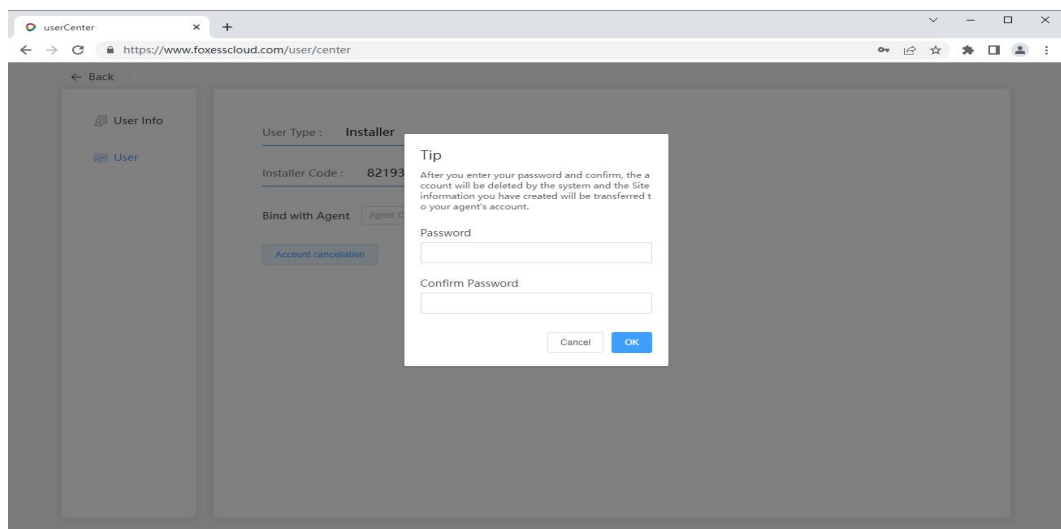
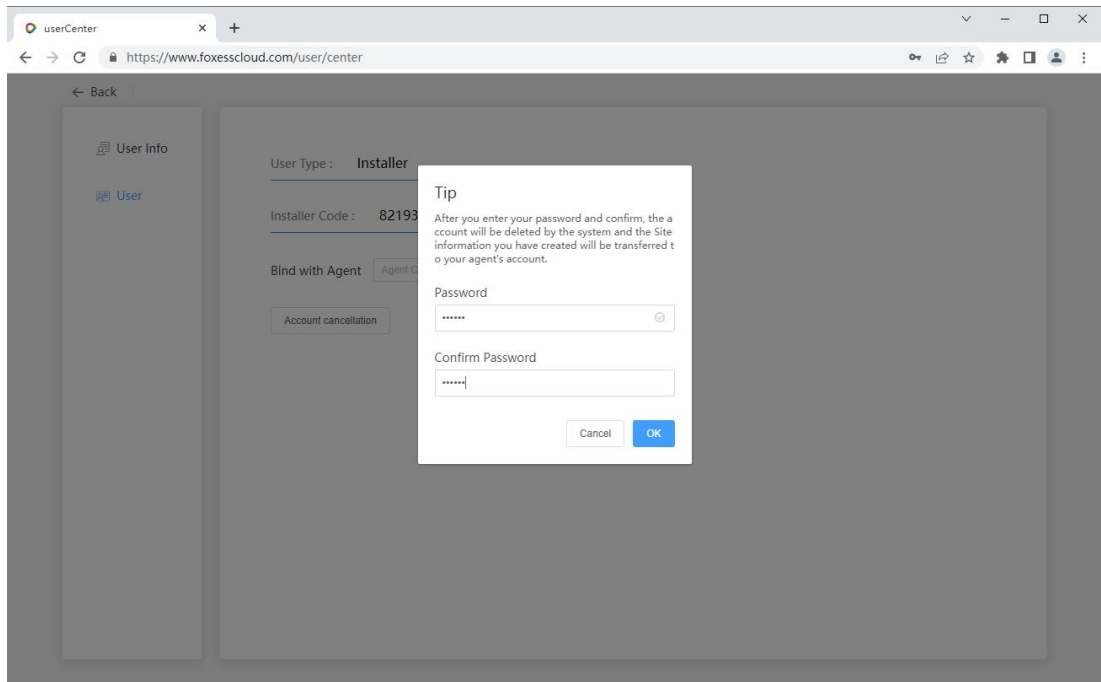


Figure 3-14-2 Enter the password



Step 4 Pops up, "Logout is OK?"Tip box, click" Save ", prompt logout is successful, the page jump to the login page.

Figure 3-15-1 Confirm the cancellation?

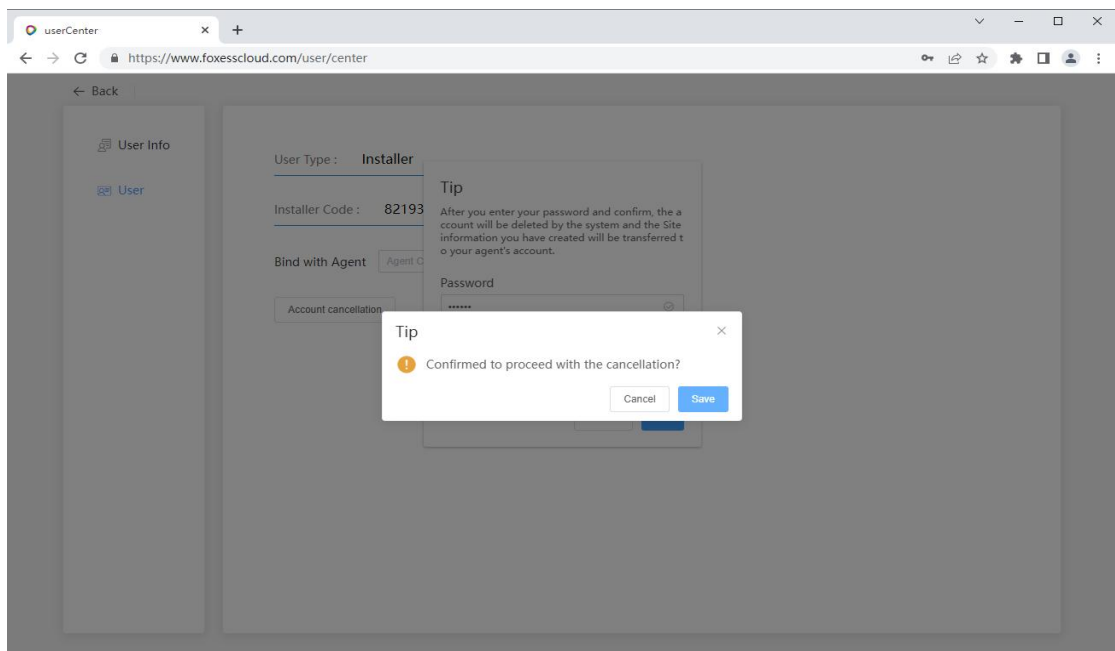


Figure 3-15-2 Successful logoff

