

# **MatriCloud App**

## **Remote O&M Manual**

**App Version: v2.10.1**

**Shanghai Chint Power System Co., Ltd.**

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# 1. Preface

## 1.1. Legal Notice

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## 1.2. Disclaimer

While every effort has been made to ensure the accuracy and completeness of this manual, the information contained herein is for guidance only. Chint Power shall not be liable for any errors or omissions, nor for any consequences arising from the use of this information.

Due to continuous product development, Chint Power reserves the right to update the contents of this manual at any time without prior notice. Please obtain the latest version through our official channels to ensure safe and optimal equipment operation.

## 1.3. Software License Agreement

When using the firmware or software associated with this product, you agree to the following:

- Do not use any part of the software or firmware for commercial purposes.
- Do not decompile, disassemble, or reverse-engineer the software.

## 2. About This Manual

### 2.1. Purpose and Scope

This manual provides detailed guidance for the remote management of energy sites using the MatriCloud App.

- **In-Scope (Remote Operations):** Covers cloud-based tasks, including site monitoring, inverter control, firmware updates, and system maintenance.
- **Out of Scope:**
  - Local Commissioning: For on-site setup via Bluetooth or Wi-Fi direct connection, refer to the *MatriCloud App Commissioning Manual*.
  - Web Management: For browser-based management, refer to the *MatriCloud Web User Manual*.

### 2.2. Target Audience

This manual is primarily intended for:

- Distributors
- Installers
- Owners

## 3. Product Overview

### 3.1. MatriCloud App Introduction

The MatriCloud App is an intelligent Operations and Maintenance (O&M) tool designed to bridge physical PV equipment with digital cloud management. It allows users to monitor and control sites through two distinct connection modes: Remote Mode (via cloud) and Local Mode (via direct device connection).

#### Key Capabilities (Remote Mode):

- Real-time Monitoring: View operational data and status details for all registered sites.
- Asset Management: Quickly manage site-level assets, including inverters and gateways.
- Remote Configuration: Adjust device parameters and issue control instructions from any location.
- Proactive Maintenance: Locate faults instantly through real-time alerts and perform remote firmware upgrades.
- Performance Analysis: Evaluate electricity generation trends and financial revenue.

### 3.2. Network Connection Mode

The MatriCloud App supports two network modes for connecting to the inverters: remote mode and local mode. Select the connection mode based on your proximity to the inverter: Remote for off-site monitoring, or Local for on-site commissioning.

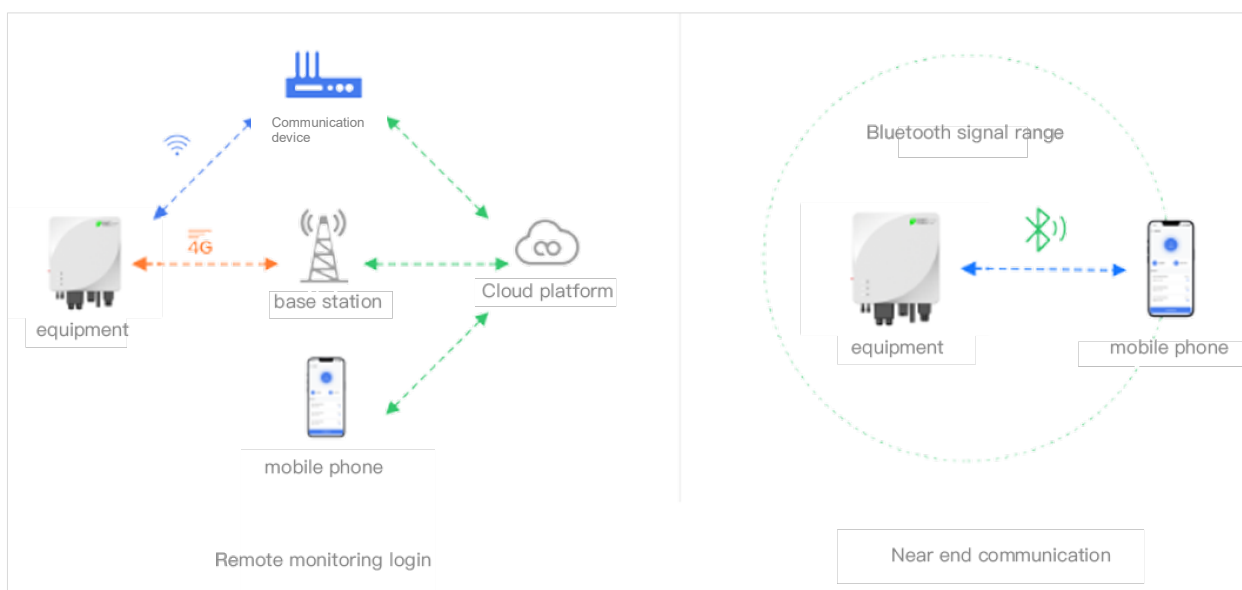


Figure 2-1 Network Connection Mode

- **Remote Mode (Remote monitoring login)**

Remote mode is mainly used for monitoring the whole station sties from any location, which needs you to login with account and password. The communication module establishes a communication connection with the home network or the communication base station, so that the inverter exchanges data with the cloud server. Users can view inverter data or issue instructions to control the inverter through the App.

- **Local Mode (Near-End Communication)**

Local mode is mainly used for local debugging and function testing when standing next to the machine. It uses inverter's built-in Wi-Fi or Bluetooth module to connect directly to your mobile device. Information can be viewed and parameters can be set for the inverter. This mode lets you view inverter information, configure parameters, test functions or debug issues on-site.

**NOTE!**

The Bluetooth login mode is only Applicable to the Chint Power inverter with built-in Bluetooth module. Please consult your distributor or installer whether the inverter has a Bluetooth module.

---

## 4. Get Started

### 4.1. Download and Install the App

#### 4.1.1. Preconditions

Before installing the App, ensure your device meets these requirements:

- Operating system: iOS 13.0 or later, Android 7.0 or later.
- Network: Connects to Wi-Fi or a 3G/4G/5G mobile network.
- Storage: Has enough storage to install a new Application.
- Battery: Ensure sufficient battery level (above 20%).

#### 4.1.2. Download App

1. Open your App store:
  - On Android, use the Google Play Store.
  - On iOS, use the App Store.
2. Search for **MatriCloud** in the store's search bar. Alternatively, scan the QR code provided in the inverter documentation to go directly to the download screen.



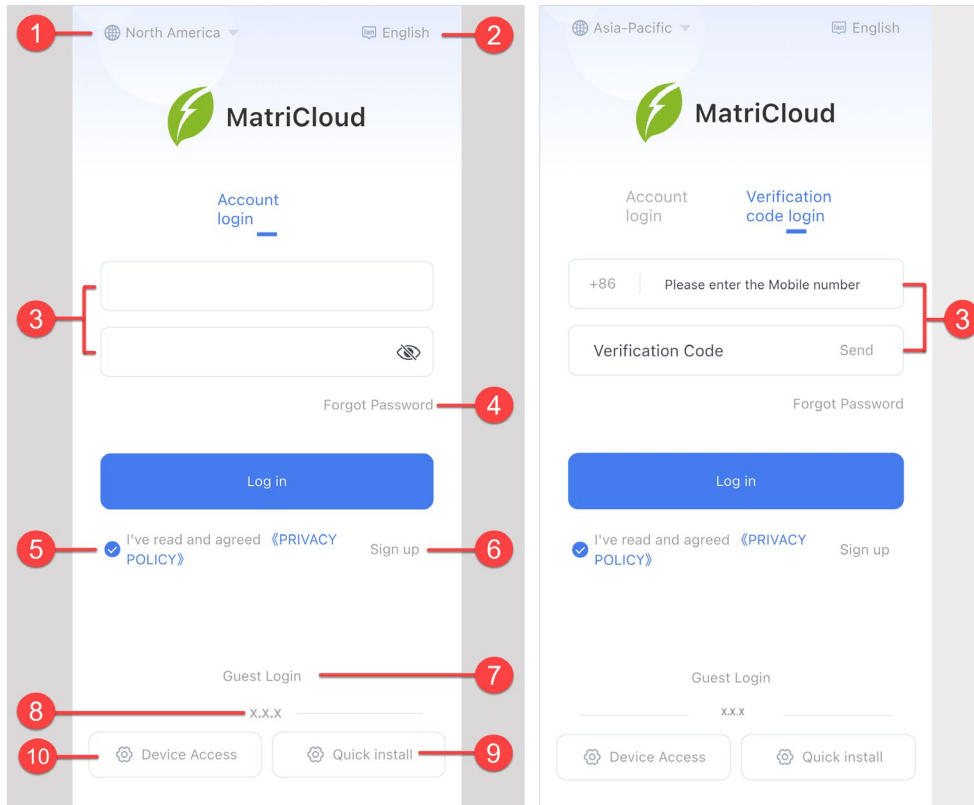
Figure 3-1 Scan to Download MatriCloud

3. Follow the on-screen prompts to download the App.
4. After installation, the MatriCloud icon appears on your home screen.

## 4.2. Log In

### 4.2.1. Login Overview

The login interface is the entry point for accessing the MatriCloud App. It allows you to log in remotely using your credentials or perform initial setup tasks, such as server selection and account registration



(A) Europe / North America Server (B) Asia-Pacific (with Mobile Login)  
Figure 3-2 Login Screen

Note: The login interface layout varies depending on the selected server region. The Asia-Pacific server provides an additional Mobile Login option via SMS verification.

Table 3-1 Login Items

No.	Name	Description
1	Server Region	Select the server for your location (e.g., EU or North America) to connect.
2	Language	Switch the App’s language to your preference.
3	Login Fields	Enter your credentials based on the selected region: <ul style="list-style-type: none"> <li>All Regions: Email and Password.</li> <li>Asia-Pacific Only: Mobile Number and SMS Verification Code.</li> </ul>
4	Forgot Password	Tap to reset your password if forgotten. See Section 4.2.5 <i>Forgot Password</i> .
5	Privacy policy	Review the privacy policy. Agree to it to proceed with login.
6	Sign up	Register a new account. See Section 4.2.3 <i>Sign Up</i> for instructions.
7	Guest Login	Access limited App features without an account, for visitors.
8	App Version	Displays the current App version number (e.g., 2.10.0).

9	Quick Install	Opens a wizard to set up the inverter quickly via Bluetooth for local mode. See <i>MatriCloud APP Commissioning Manual</i> .
10	Device Access	Tap to connect via Bluetooth for local mode and enter the home menu. See <i>MatriCloud APP Commissioning Manual</i> .

### 4.2.2. Server and Language Selection

Before logging in remotely, select the server for your region and set the App’s language. These options ensure the MatriCloud App connects to the correct service area and displays in your preferred language. Follow the steps below to configure both settings.

1. On the login screen, tap the server icon in the top-left corner.
2. Select the server region that corresponds to your location (e.g., EU for Europe, or North America) from the list.
3. On the Login screen, tap the language icon at the top right.
4. Choose your preferred language (e.g., English) from the list.

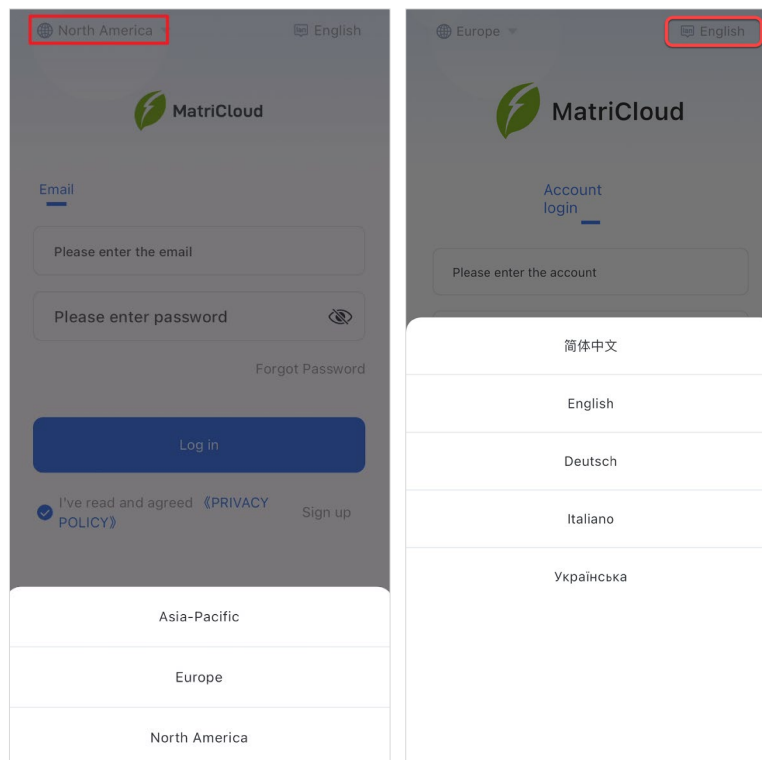


Figure 3-3 Server and Language Selection

### 4.2.3. Sign Up

The MatriCloud App supports three account type: Distributor, Installer, and Owner. Each type has specific roles in managing power stations:

- **Distributor:** A user who assists installers, owners, and end-users in creating, managing, and operating power stations.
- **Installer:** A user responsible for installing, commissioning, and maintaining power station devices.
- **Owner:** A station owner or end-user who monitors and manages their own power stations.

Follow these steps to sign up:

1. On the login screen, tap **[Sign up]**.
2. Select Server and Role:
  - Confirm your Server Address matches your physical location.
  - Select your category: **I am a distributor, I am the installer, or I am the owner.**
  - Tap **[Next Step]**.

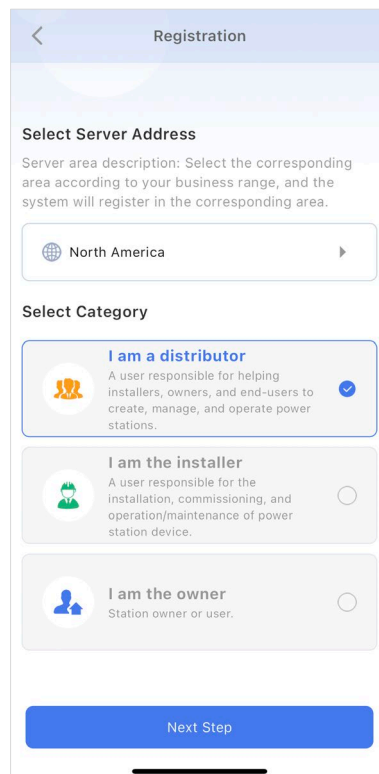
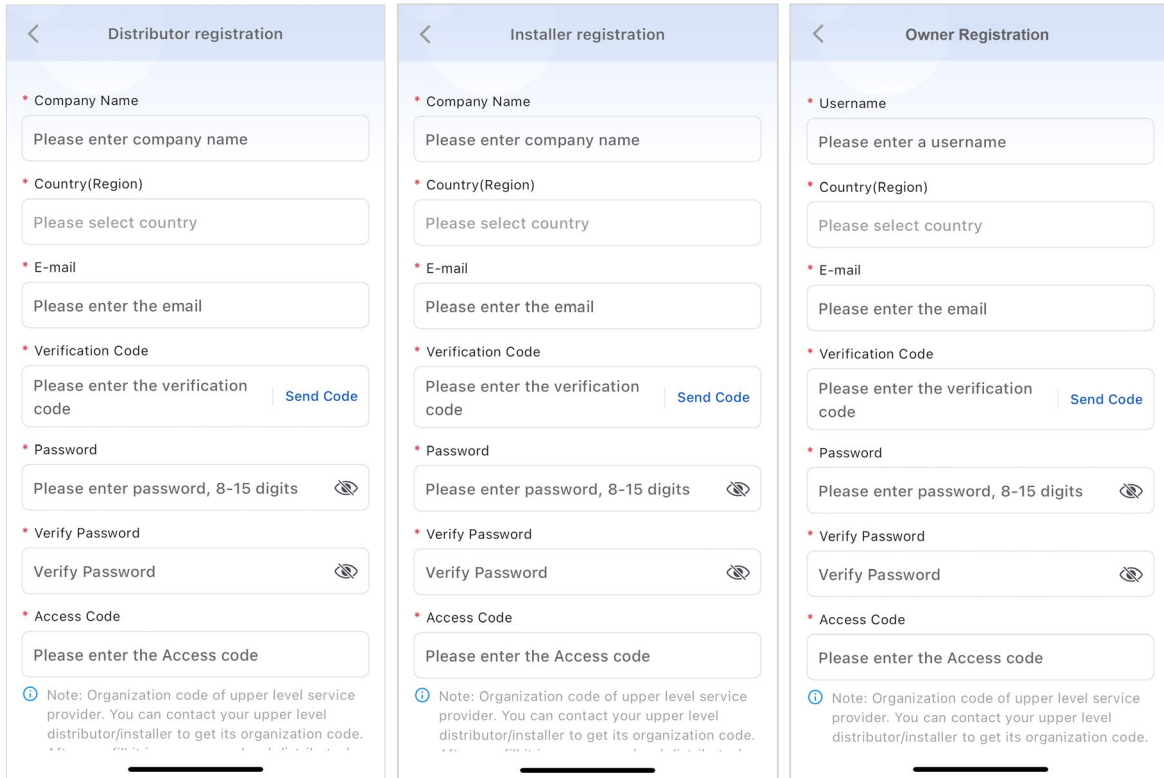


Figure 3-4 Tap Sign up

3. Enter the required account information:
  - Company name (for Distributor or Installer): Your organization's name (e.g., "ChintPower").
  - Username (for Owner): Your chosen account name (e.g., "johnsmith").
  - Country(Region): The country or region where your organization or power station operates
  - Enter your Email address (all regions) or Mobile Number (Asia-Pacific only).
  - Verification code: Tap **[Send Code]**, enter the 6-digit code received via email or SMS.
  - Password: Create your own password.
  - Verify Password: Re-enter your password to confirm it matches.

- Access Code: Enter the unique code provided by your upper-level service provider (**Distributor or Installer**) to enable site visibility. **Contact them directly to obtain this code.**

4. Tap **[Submit]** to complete your signup.



(A) Distributor

(B) Installer

(C) Owner

Figure 3-5 Sign Up Form

#### 4.2.4. Login with an Account

After signing up, use your MatriCloud account to log in remotely and manage power stations. Ensure your server and language are set before proceeding.

1. Open the MatriCloud App on your device.
2. Enter your credentials in the login fields:
  - **If using Email:** Enter your registered email address and password in the fields.
  - **If using Mobile (Asia-Pacific only):** Enter your mobile number, tap **[Send Code]**, and enter the 6-digit verification code received via SMS.
3. Check the Privacy Policy box.
4. Tap **[Login]** to access the Home dashboard.

### 4.2.5. Forgot Password

**NOTICE!**



Password reset is not available if:

- Your account isn't linked to an email address.
- Your email was deleted due to privacy protection agreement.
- You've forgotten your email address.

In these cases, contact the customer service center for assistance.

If you forget your MatriCloud account password, use these steps to reset it from the login screen.

1. On the login screen, tap **[Forgot Password]**.
2. Enter your account's email address in the provided field.
3. Tap **[Send Code]** to receive a verification code via email.
4. Check your inbox, then enter the 6-digit verification code in the App.
5. Enter a new password. The password must be 6 to 18 characters long and include uppercase letters, lowercase letters, numbers, and special characters (e.g., "Passw0rd!").
6. Tap **[Submit]** to reset your password successfully.

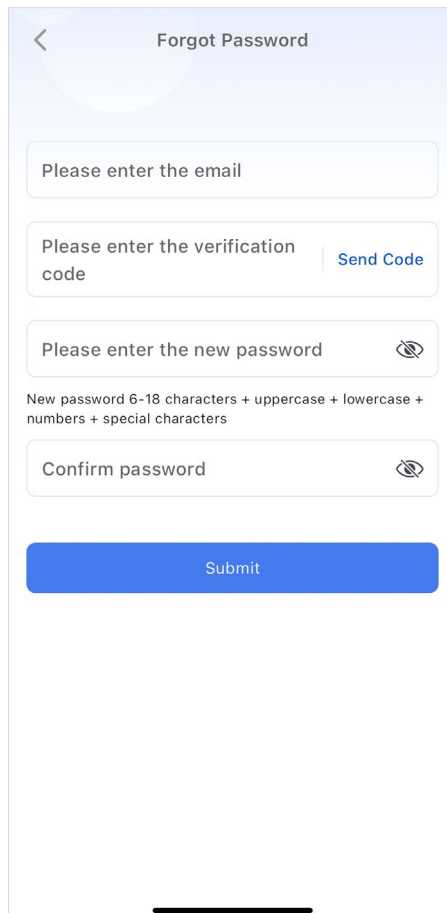


Figure 3-6 Reset Password

## 5. Home

The home screen is the main dashboard of the MatriCloud App, providing a quick view of your power stations' performance and revenue after logging in remotely. It displays key metrics, site statistics, and navigation options for Distributors, Installers, and Owners. This section describes the home screen's layout and features, as shown in the screenshot below.

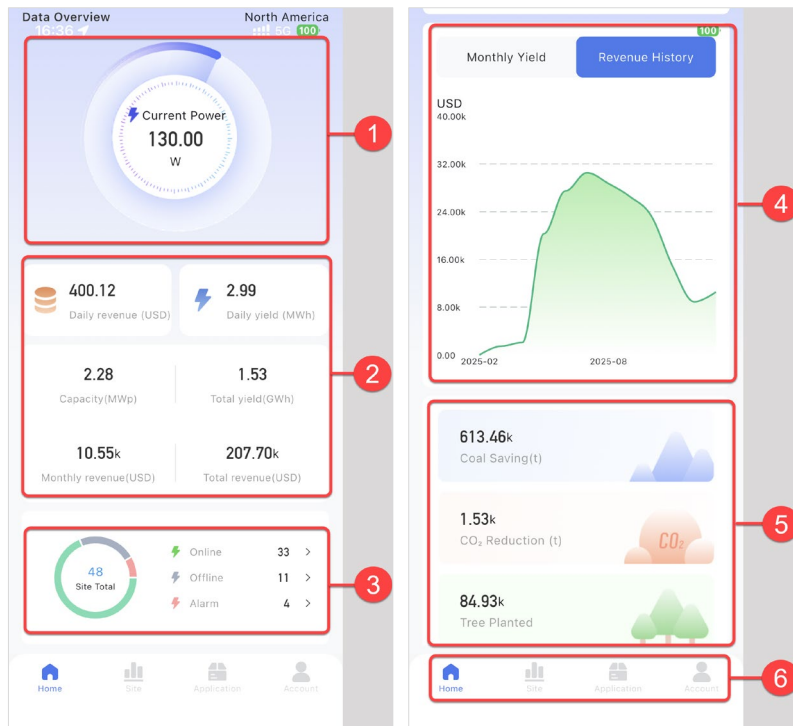


Figure 4-1 Home

Table 4-1 Home Items

No.	Name	Description
1	Current Power	Current power of all the sites assigned to your account.
2	Yield and Revenue	Show daily revenue, daily yield, monthly revenue, and total revenue
3	Site Total	A pie chart showing the total number of sites and their status.
4	Monthly Yield and Revenue History Graph	Tap <b>[Monthly Yield]</b> or <b>[Revenue History]</b> to switch views and analyze historical data. <ul style="list-style-type: none"> <li>Monthly yield: a graph of monthly energy production in kWh</li> <li>Revenue history: view revenue trends over time</li> </ul>
5	Conserve Energy, Reduce Emissions	Environmental impact metrics: <ul style="list-style-type: none"> <li>Coal Saving: Shows coal savings in tons (e.g., 18.9k tons) due to renewable energy use.</li> </ul>

		<ul style="list-style-type: none"> <li>• CO<sub>2</sub> Reduction: Displays CO<sub>2</sub> reduction in tons (e.g., 47.10 tons) from power station operations.</li> <li>• Trees Planted: Indicates the equivalent number of trees planted (e.g., 2.62k trees) based on emissions savings.</li> </ul>
6	Navigation Bar	<p>Icons to navigate the App:</p> <ul style="list-style-type: none"> <li>• <i>Home</i>: Current screen</li> <li>• <i>Site</i>: Manage sites (see Chapter 6 Site).</li> <li>• <i>Application</i>: Configure Applications (see Chapter 7 <i>Application</i>).</li> <li>• <i>Account</i>: Adjust account settings (see Chapter 8 <i>Account</i>).</li> </ul>

Note: To display revenue values in your local currency (e.g., EUR for EU users), update your currency settings in Chapter 8 *Account*.

## 6. Site

### 6.1. Site Overview

The Site screen in the MatriCloud App provides a centralized view to monitor and manage your power station sites after logging in remotely. It lists all sites associated with your account, showing their status, performance, and key metrics. This section describes the layout and key elements, as shown in the screenshot below.

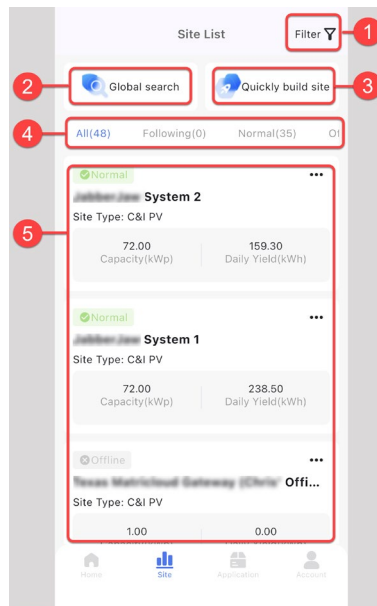


Figure 5-1 Site List

Table 5-1 Site Items

No.	Name	Description
1	Filter	Allows searching for a site by site type, site region, and operator.
2	Quickly Build Site	Tap the + icon to create a new site (see Section 6.2 <i>Create Site</i> for details).
3	Global Search	Allows searching for a site by site name
4	Status Tab	Tabs to filter sites by status: <ul style="list-style-type: none"> <li>ALL: Shows all sites (default).</li> <li>FOLLOWING: Display the sites users following.</li> <li>ONLINE: Displays only online sites.</li> <li>OFFLINE: Displays only offline sites.</li> <li>ALARM: Shows sites with active alerts.</li> </ul>
5	Site List	Lists individual sites with details, for site details see Section 6.7 <i>Site Details</i> .

## 6.2. Create Site

This section outlines the steps to create a new power station site in the MatriCloud App. The interface for adding a site may vary slightly depending on site type, inverter type, or communication device. Refer to the actual interface displayed during the process.

Follow the steps below to add a site:

1. On the Site screen, tap the **[Quickly build site]** to start creating a new site.

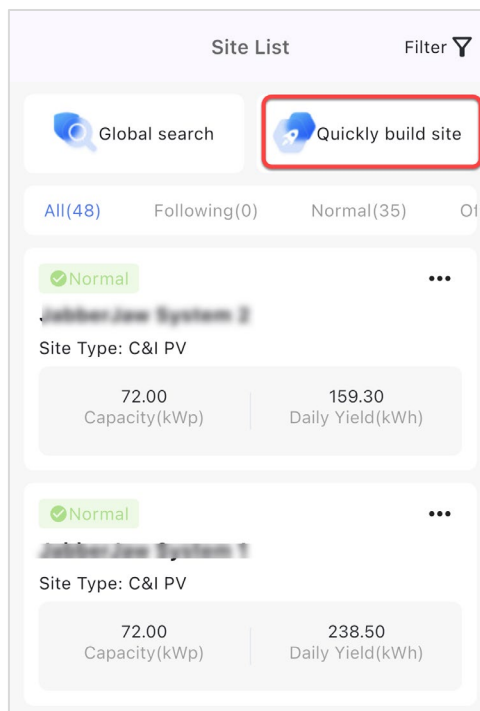


Figure 5-2 Quickly Build Site

2. **Add Device:** Tap **[Scan to add device]** to scan the barcode on the communication module, then tap **[Confirm]** to proceed.

Note: If scanning fails, manually enter the communication module's serial number (S/N) in the provided field.

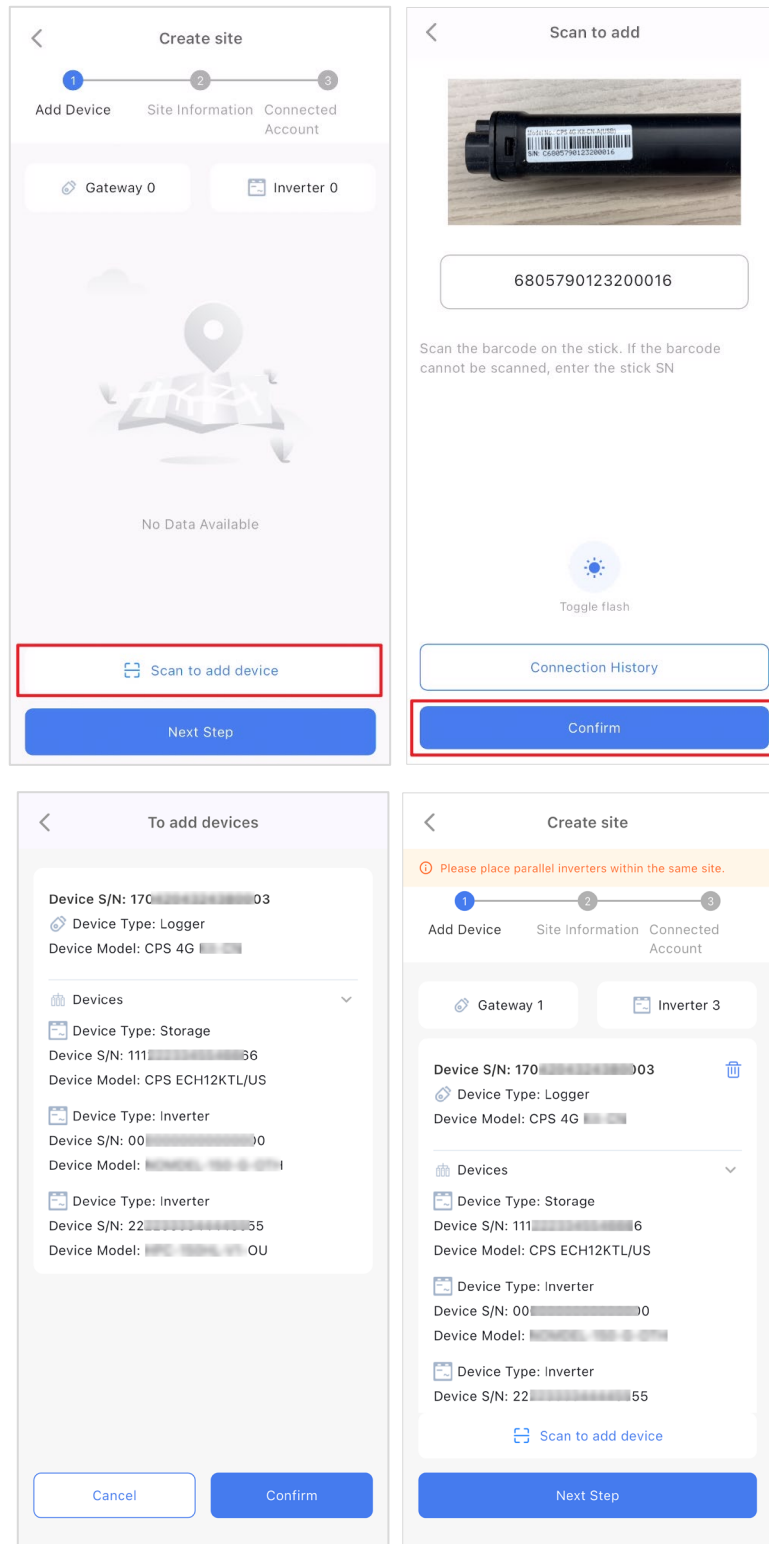


Figure 5-3 Scan to add device

3. **Site Information:** Enter all required information, then tap **[Next Step]** to continue:

- Site Name: Enter a name for the site (e.g., “SolarSite1”).
- Site Address: Input the physical address of the site (e.g., “123 Solar St, USA”).
- Region: Select the region where the site is located (e.g., “USA”) from the dropdown. This auto-fills Time Zone, Currency Unit, and Temp. Unit, but you can customize them.

- Time Zone: Auto-filled based on Region (e.g., “UTC-5”); adjust using the dropdown if needed.
- Site Type: Select the site category (e.g., “Residential ESS”) from the dropdown.
- Grid-connected Type: Choose the grid connection type (e.g., “Distributed and All to the Grid”) from the dropdown.
- Currency Unit: Auto-filled based on Region (e.g., “USD”); adjust using the dropdown if needed—also adjustable in account settings (see Chapter 8 Account).
- Temp. Unit: Auto-filled based on Region (e.g., “°C”); adjust using the dropdown if needed.
- Capacity (kWp): Enter the site’s capacity in kilowatt-peak (e.g., “10.0”).
- Benchmark Price (/kWh): Input the electricity price in currency per kWh (e.g., “0.15” for \$0.15/kWh).

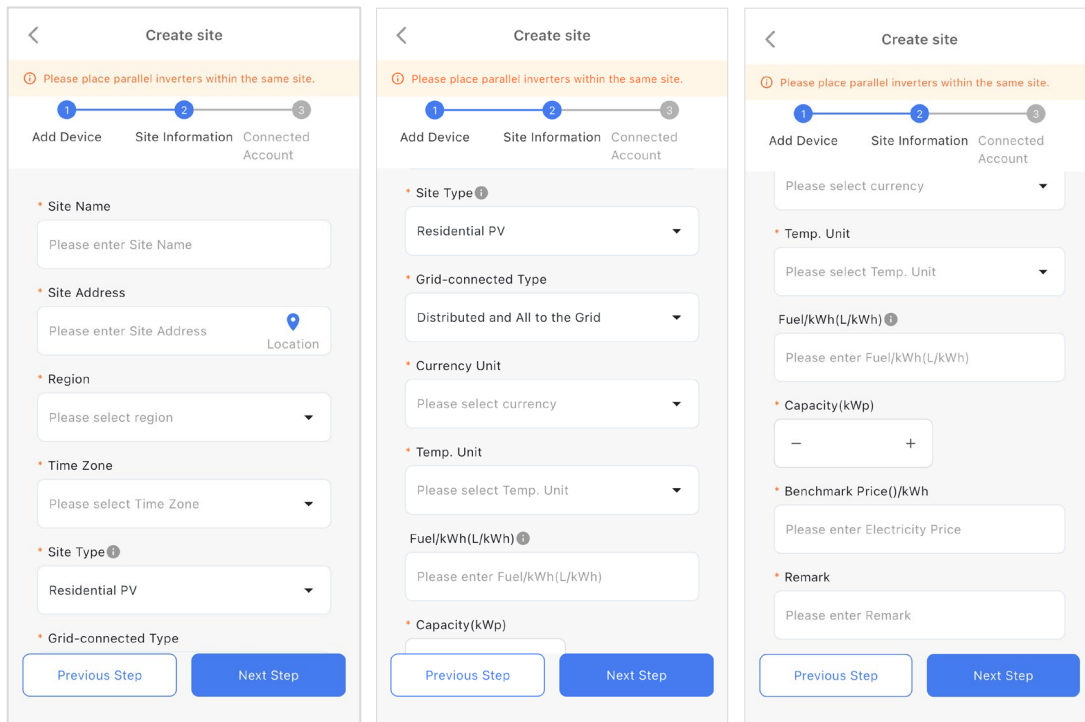


Figure 5-4 Fill in Site Information

4. Connected Account: Assign a site to one or more users. Select the account or create a new account to link to the site:
  - Enter a username to search for an existing account, or use the company filter to narrow options. Then, tap **[Create]** to finalize the site.

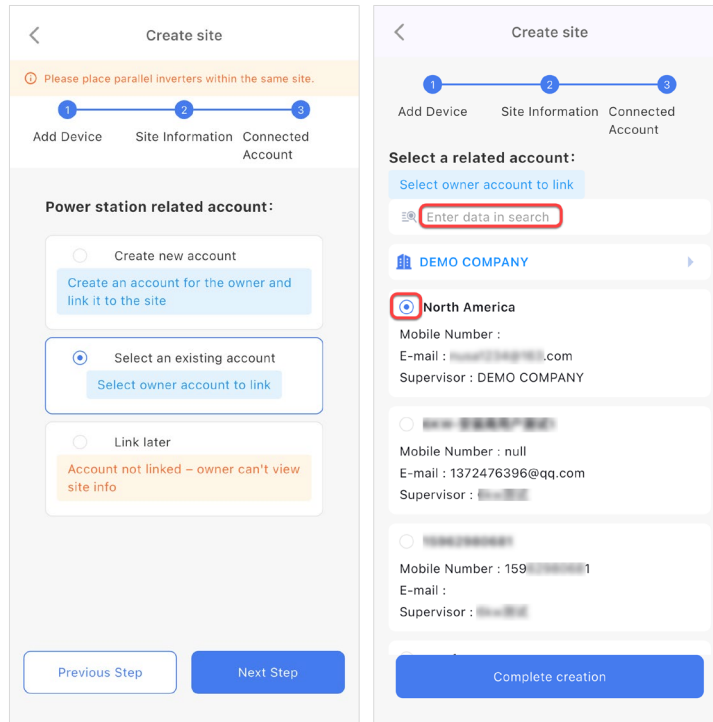


Figure 5-5 Account Selection

- Alternatively, create a new account by entering all necessary details step by step, then tap **[Create]** to complete the site setup. Once created, the site will appear in the Site List.

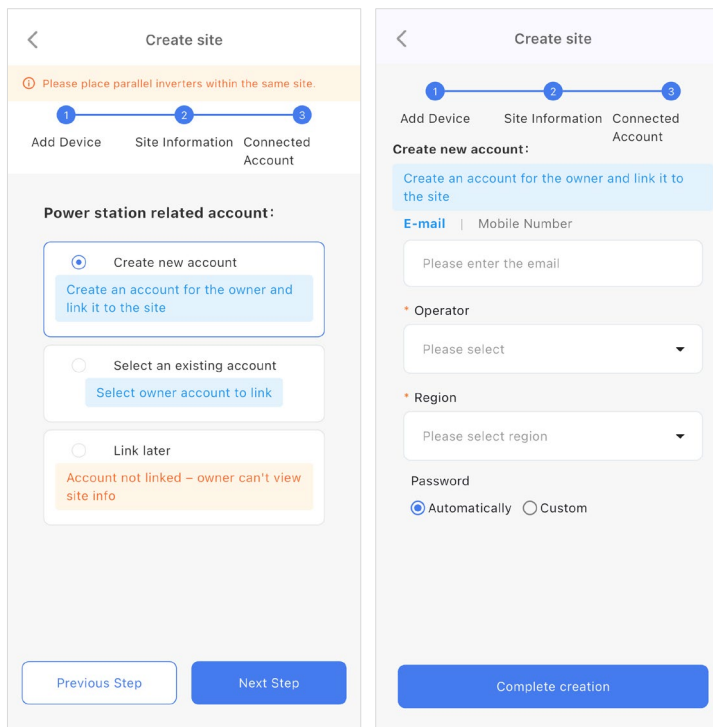


Figure 5-6 Create a new account for site assignment

5. After the site is created successfully, it will display on the site list.

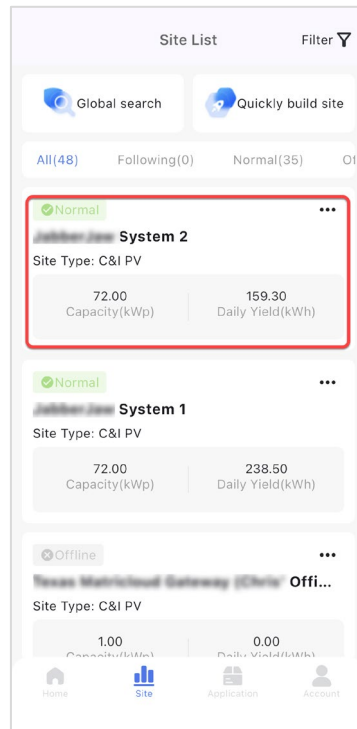


Figure 5-7 Site Created Successfully

### 6.3. Follow / Unfollow Site

The Follow feature allows you to prioritize specific sites by pinning them to the FOLLOWING tab for quicker access.

Follow the steps below to follow a site:

1. On the site list screen, locate the site you wish to follow.
2. Tap the More (⋮) icon in the top-right corner of the site card.
3. Select **[Follow]** from the pop-up menu.
4. In the confirmation dialog, tap **[Confirm]**.
5. A star icon will appear on the site card. The site will now be on the top of the site list.

To unfollow, repeat the steps and select **[Unfollow]**.

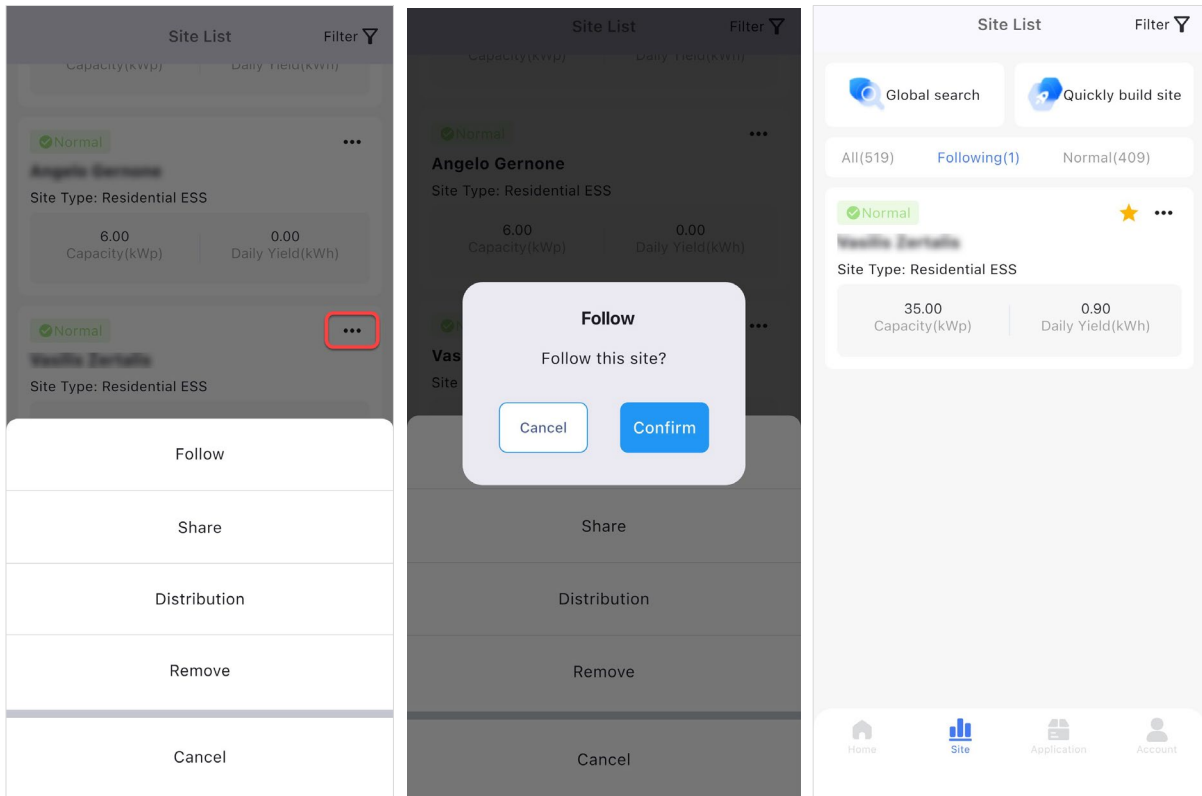


Figure 5-8 Follow Site

## 6.4. Share Site

Use the Share feature to provide other users with temporary "view-only" access to a site's performance data via a web link.

Follow the steps below to share a site:

1. On the site list screen, locate the site you wish to share.
2. Tap the More (⋮) icon on the target site.
3. Select **[Share]**.
4. Tap **[+]** Add to create a new sharing link.
5. Select the Period of Validity: Choose from 1 day, 7 days, 30 days, or Forever.
6. Copy the generated the address to share.

Note: You can edit or delete existing sharing links at any time to revoke access.

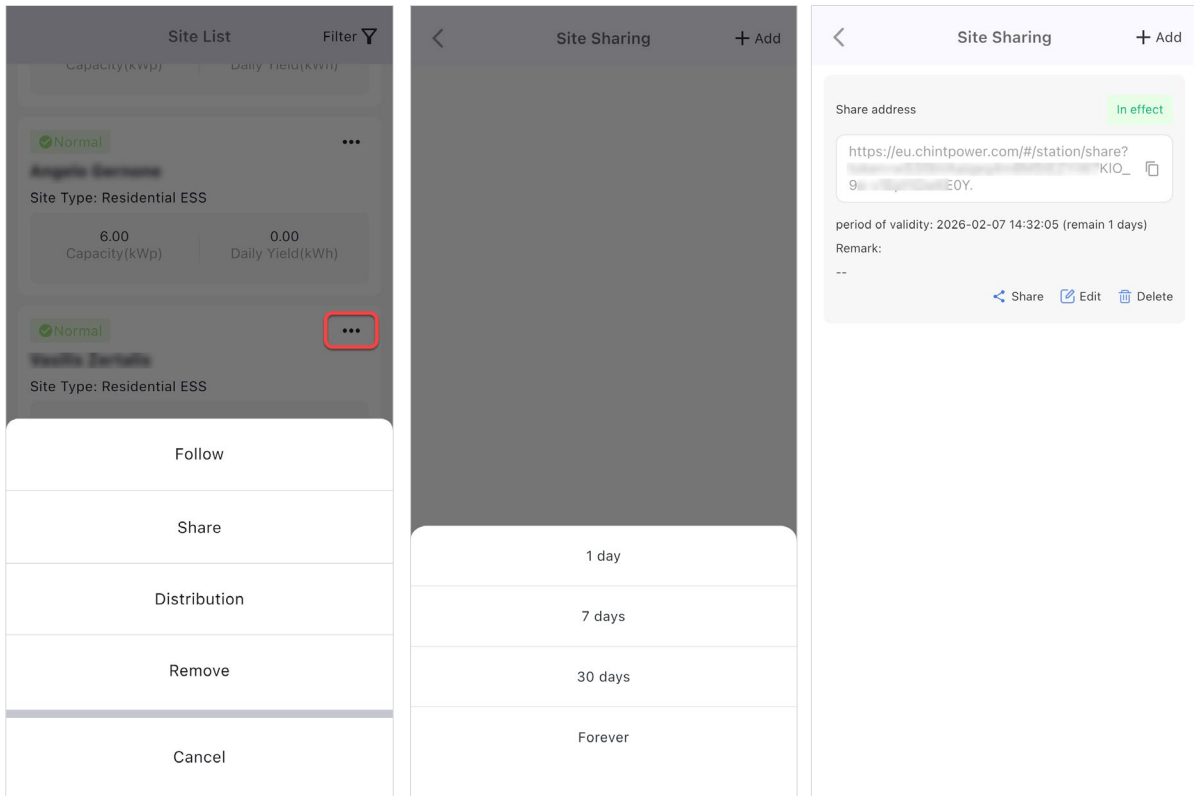


Figure 5-9 Share Site

## 6.5. Distribute Site

Distribution is used to assign or transfer site management authority to another account.

### Operation Steps:

1. On the site list screen, locate the site you wish to distribute.
2. Tap the More (⋮) icon on the site card and select **[Distribution]**.
3. Select the target account:
  - Select an existing account: Search by username or email to link the site to an established user.
  - Create new account: Enter the recipient's email and details to create a new account and link it simultaneously.
4. Tap **[Confirm]** to finalize the distribution.

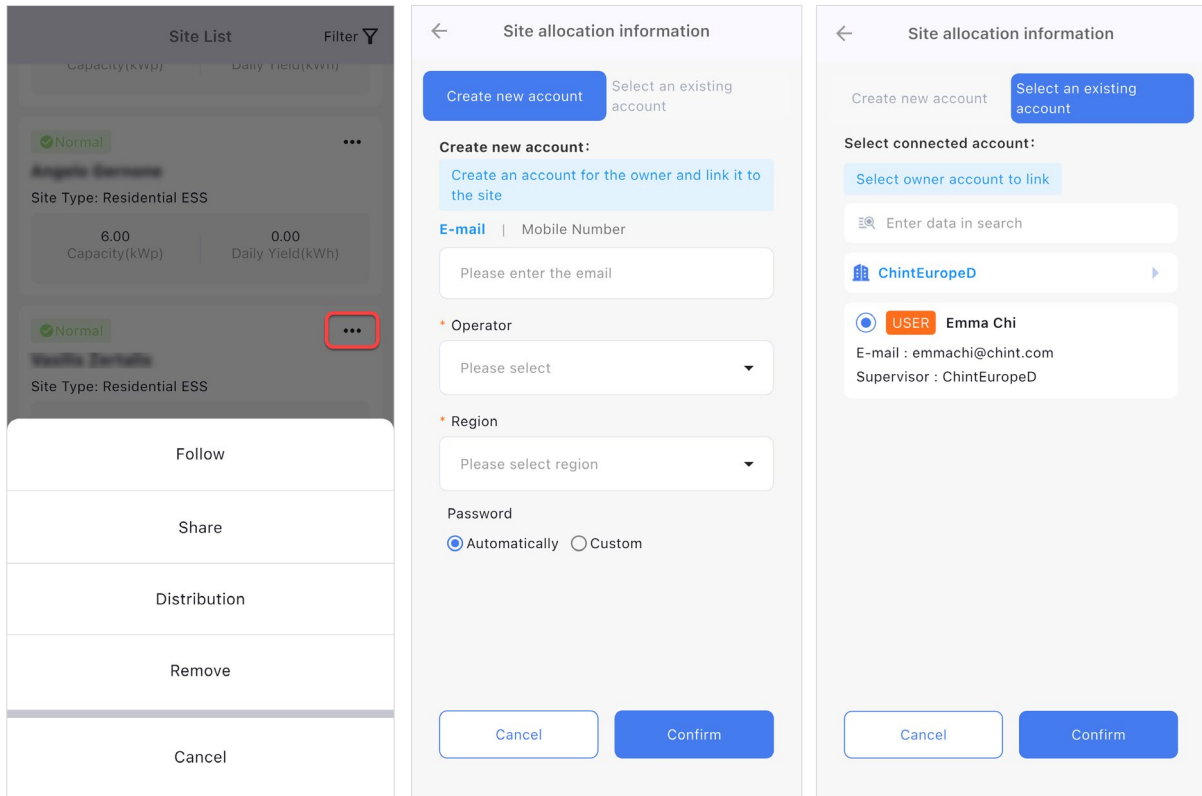


Figure 5-10 Distribute Site

## 6.6. Remove Site

This action permanently deletes a site from the MatriCloud platform.

### Prerequisites:

If the site is bound to any gateways, you must unbind them via the Web platform first. The App only supports direct removal for sites without bound gateways.

### Operation Steps:

1. On the site list screen, locate the site you wish to distribute.
2. Tap the More (⋮) icon on the site card and select **[Remove]**.
3. A warning prompt will appear: "This action will delete all data of the current site irreversibly!".
4. Tap **[Confirm]** to proceed.

**WARNING:** Once removed, all historical yield and revenue data for that site cannot be recovered.

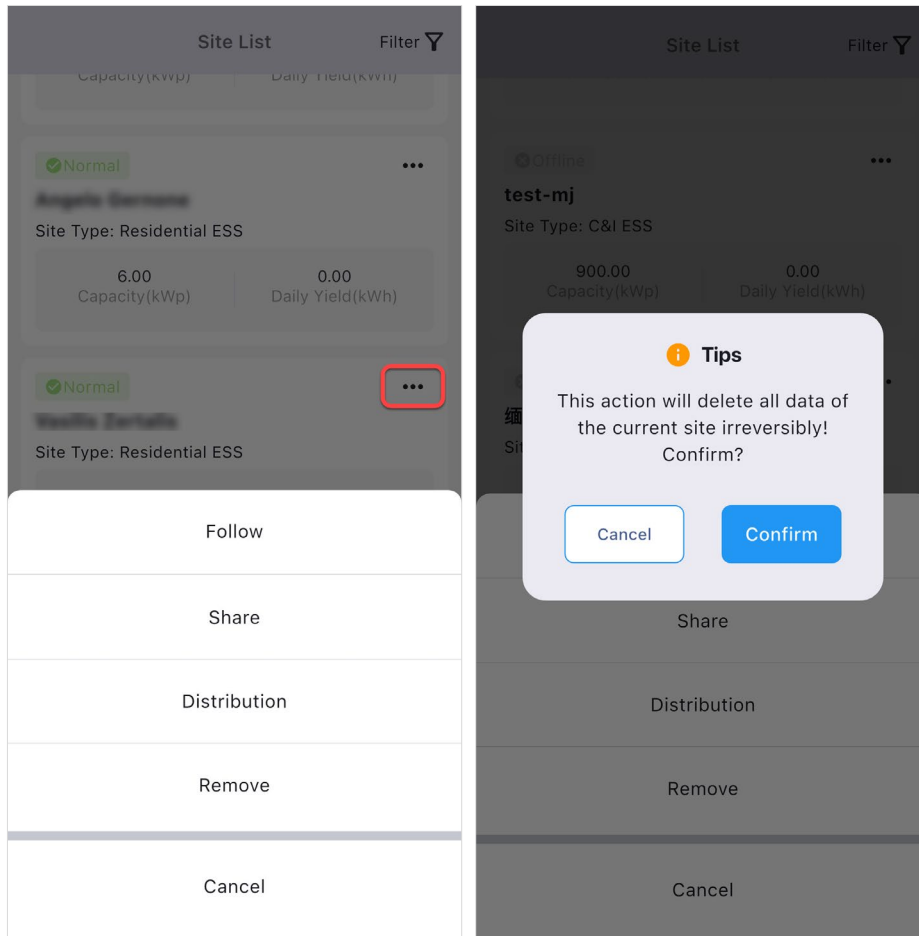


Figure 5-11 Remove Site

## 6.7. Site Details

The **Site Detail** screen in the MatriCloud App provides a comprehensive view of a selected power station site’s performance, energy flow, and settings. It is organized into four tabs – **Summary**, **Device**, **Alarm**, and **About**—allowing Distributors, Installers, and Owners to monitor operations, manage devices, and analyze data. Use the tabs to navigate between views, as shown in the screenshots below:

- **Summary (default):** Displays energy flow, graphs, and metrics.
- **Device:** Lists connected devices and allows adding a gateway.
- **Alarm:** Shows active alerts for the site.
- **About:** Provides site information.

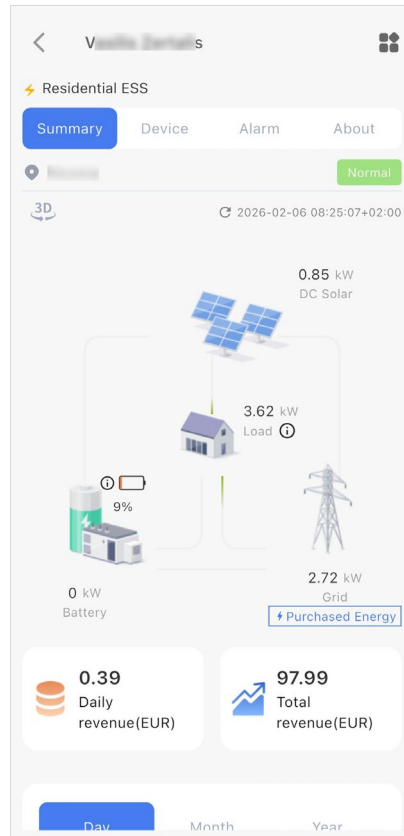


Figure 5-12 Site Detail

### 6.7.1. Add Gateway

The + button, fixed at the top of the screen across all tabs, allows adding a gateway if needed. This section describes the steps to view site details, the elements within each tab, and how to add a gateway, as shown in the screenshots below.

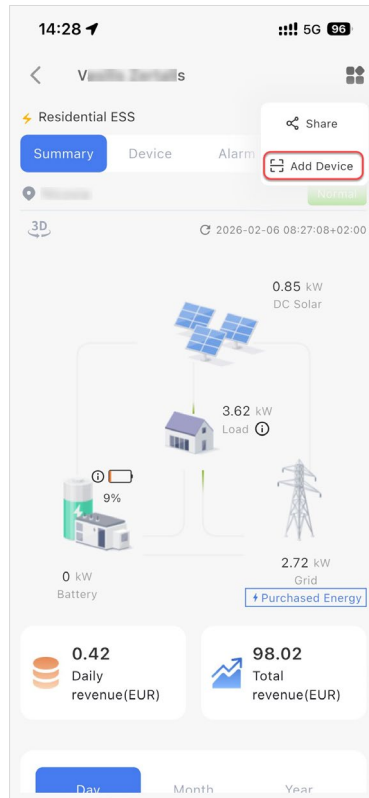


Figure 5-13 Add Gateway

### 6.7.2. Summary

The Summary tab provides an overview of the site's real-time energy flow, performance metrics, and environmental impact.

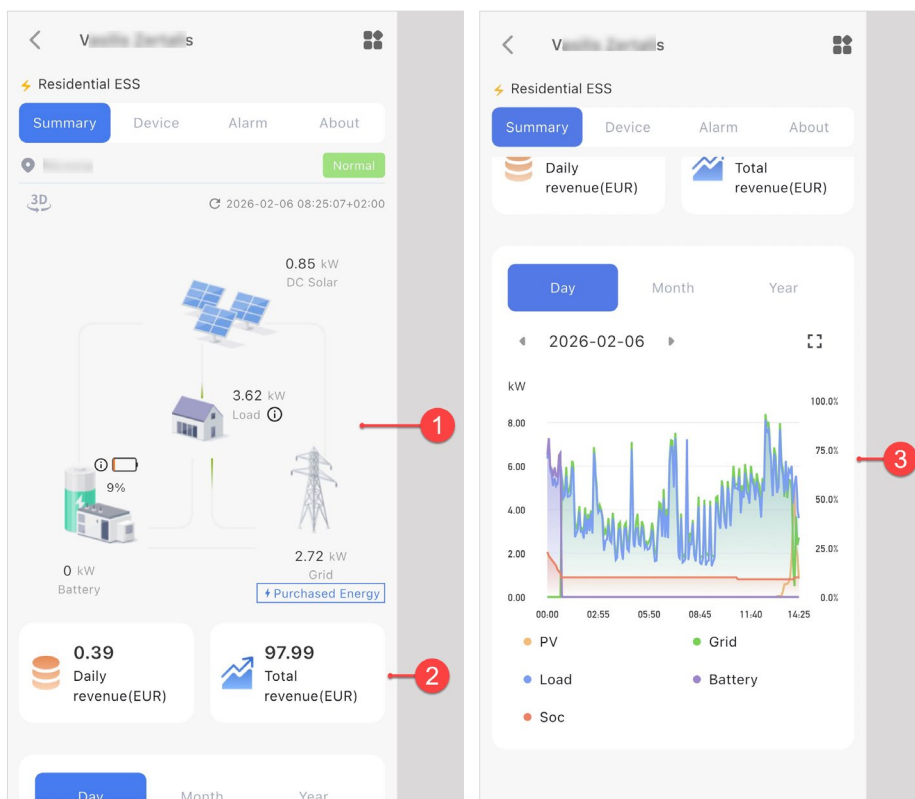


Figure 5-14 Summary Tab

Table 5-2 Summary Tab Items

No.	Name	Description
1	Energy Flow Diagram	Visualizes real-time energy flow. The display nodes vary depending on your power station type. The display mode can be switched as 2D or 3D, see Section 8.3.3 <i>Switch Energy Flow Mode</i> .
2	Energy Metrics	Economic data: <ul style="list-style-type: none"> <li>• Daily Revenue: Revenue generated from selling excess electricity to the grid on that day.</li> <li>• Total Revenue: Cumulative revenue from all transactions.</li> </ul>
3	Yield Graph	Displays energy trends in: <ul style="list-style-type: none"> <li>• Day (hourly)</li> <li>• Month (daily totals)</li> <li>• Year (monthly totals)</li> </ul>

### 6.7.3. Device

The **Device** tab displays a list of devices connected to the site, organized into two sections: **Gateway** and **Inverter**. Each section lists devices with their status, serial number, and performance details, helping you monitor connectivity and troubleshoot issues.

#### 6.7.3.1. Gateway

The Gateway section lists all communication modules (e.g., Wi-Fi or 4G gateways) connected to the site, providing details to ensure reliable data transmission.

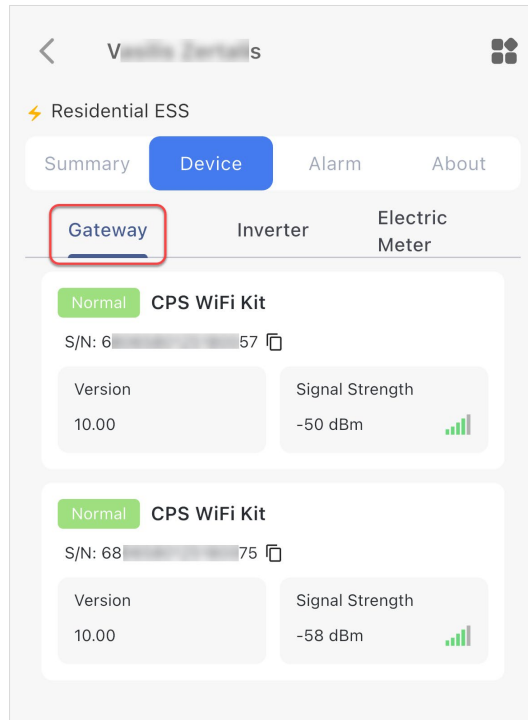


Figure 5-15 Site Detail > Device > Gateway

Tap a gateway from the Gateway lists opens the Gateway Detail screen, which provides in-depth information and management options. The screen is organized into four tabs: Details, Devices, Upgrade History, and More.

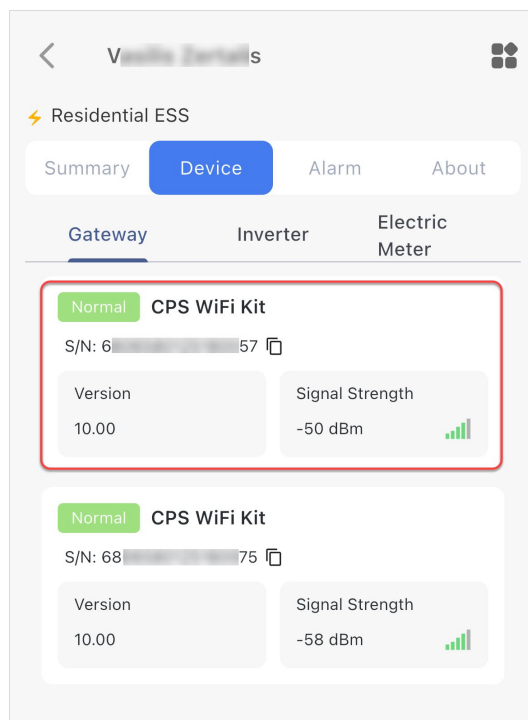


Figure 5-16 Enter Gateway Details

### 6.7.3.1.1. Gateway: Details Tab

The **Details** tab displays key information about the selected gateway, including its status, firmware version, and configuration details.

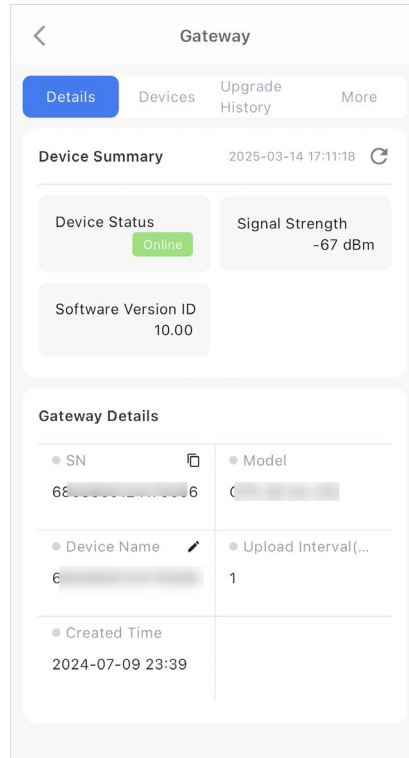


Figure 5-17 Gateway Details

Table 5-3 Details Tab Elements

Name	Description
Device Summary	Summarizes the gateway’s operational status <ul style="list-style-type: none"> <li>• Device Status</li> <li>• Signal Strength</li> <li>• Software Version ID: Firmware version</li> </ul>
Gateway Details	Provides configuration details: <ul style="list-style-type: none"> <li>• SN: Serial number.</li> <li>• Model: Device model.</li> <li>• Device Name: Custom name.</li> <li>• Upload Interval/Upload Number: Data upload frequency and count.</li> <li>• Created Time: Date and time of device creation.</li> </ul>

### 6.7.3.1.2. Gateway: Device Tab

The Devices tab lists devices connected through the gateway (e.g., inverters), showing their status and basic details. Tap a device from the Devices list opens the device detail screen, the

device detail screen is organized into for tabs: Details, Chart, Alarm, and more. For more information, please see Section 6.7.3.2 *Inverter*.

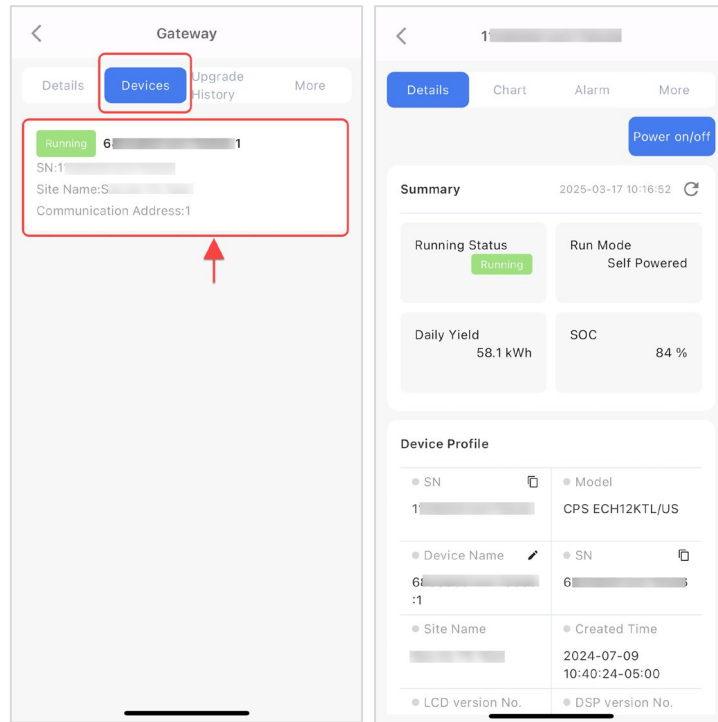


Figure 5-18 Site Details > Device > Gateway > Device

### 6.7.3.1.3. Gateway: Upgrade History Tab

The **Upgrade History** tab displays a log of firmware upgrades performed on the gateway, allowing you to track version changes, creators, and upgrade statuses to ensure the device remains up-to-date and operational.

You can filter the upgrade history by selecting a date range using the **Select Date** option to view specific upgrade records.

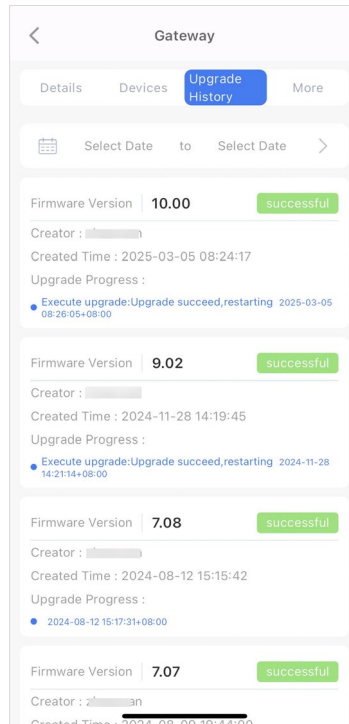


Figure 5-19 Gateway upgrade history

#### 6.7.3.1.4. Gateway: More Tab

The More tab provides advanced settings and management options for the gateway, allowing technicians to configure communication parameters, perform actions like rebooting, and manage additional features to optimize performance and connectivity.

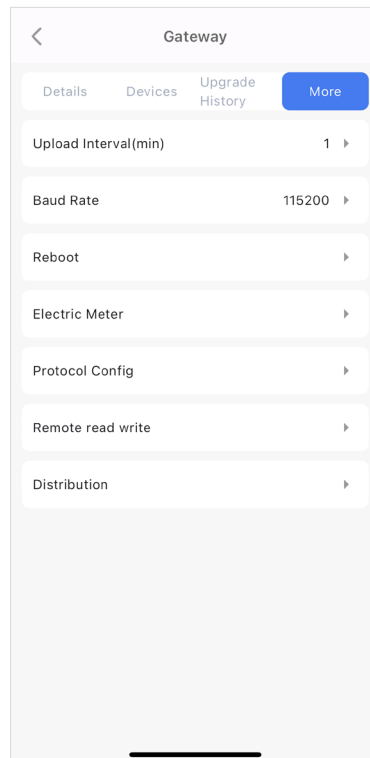


Figure 5-20 Gateway > More

Table 5-4 More Tab Elements

Name	Description
Upload Interval (min)	Sets the frequency (in minutes) for data uploads to the MatriCloud platform, e.g., “1” minute.
Baud Rate	Configures the communication speed (in bits per second), e.g., “115200”.
Reboot	Initiates a device reboot.
Electric Meter	Manages settings related to the electric meter connected to the gateway.
Protocol Config	Allows configuration of communication protocols. Tap the “New” icon to add Protocol Version.
Remote Read Write	Enables remote reading or writing of register parameters.
Distribution	Distribute a gateway to one site.

### 6.7.3.2. Inverter

This section displays the operational status and key metrics of each inverter. Tap an inverter to open the Inverter Details for further management, which is organized into four tabs: Details, Chart, Alarm, and More.

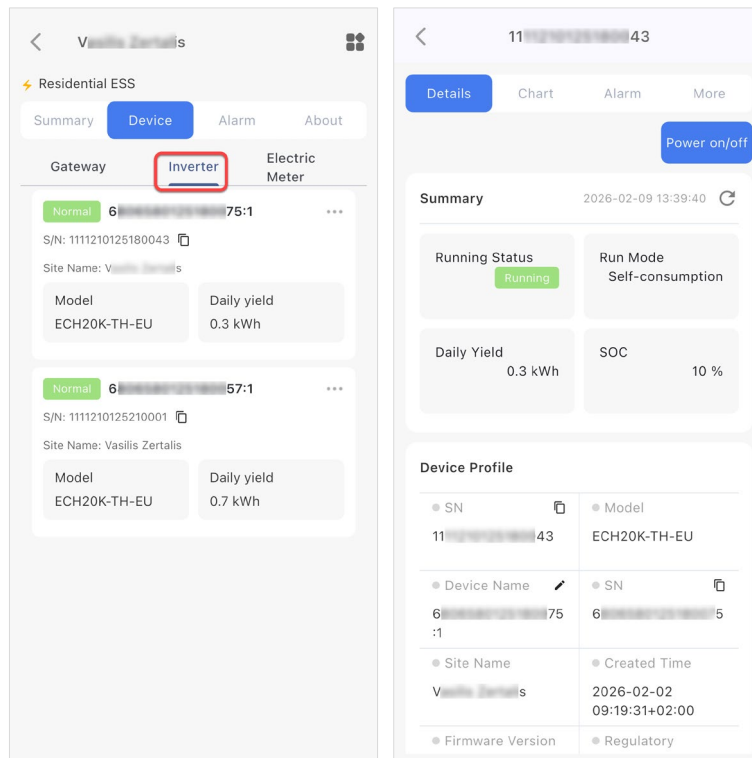


Figure 5-21 Site Detail > Inverter

### 6.7.3.2.1. Inverter: Details Tab

The *Details* tab provides a comprehensive overview of the selected inverter’s configuration, status, and performance metrics, enabling technicians to monitor and manage its operation effectively. This tab consolidates key information to support troubleshooting and maintenance tasks.

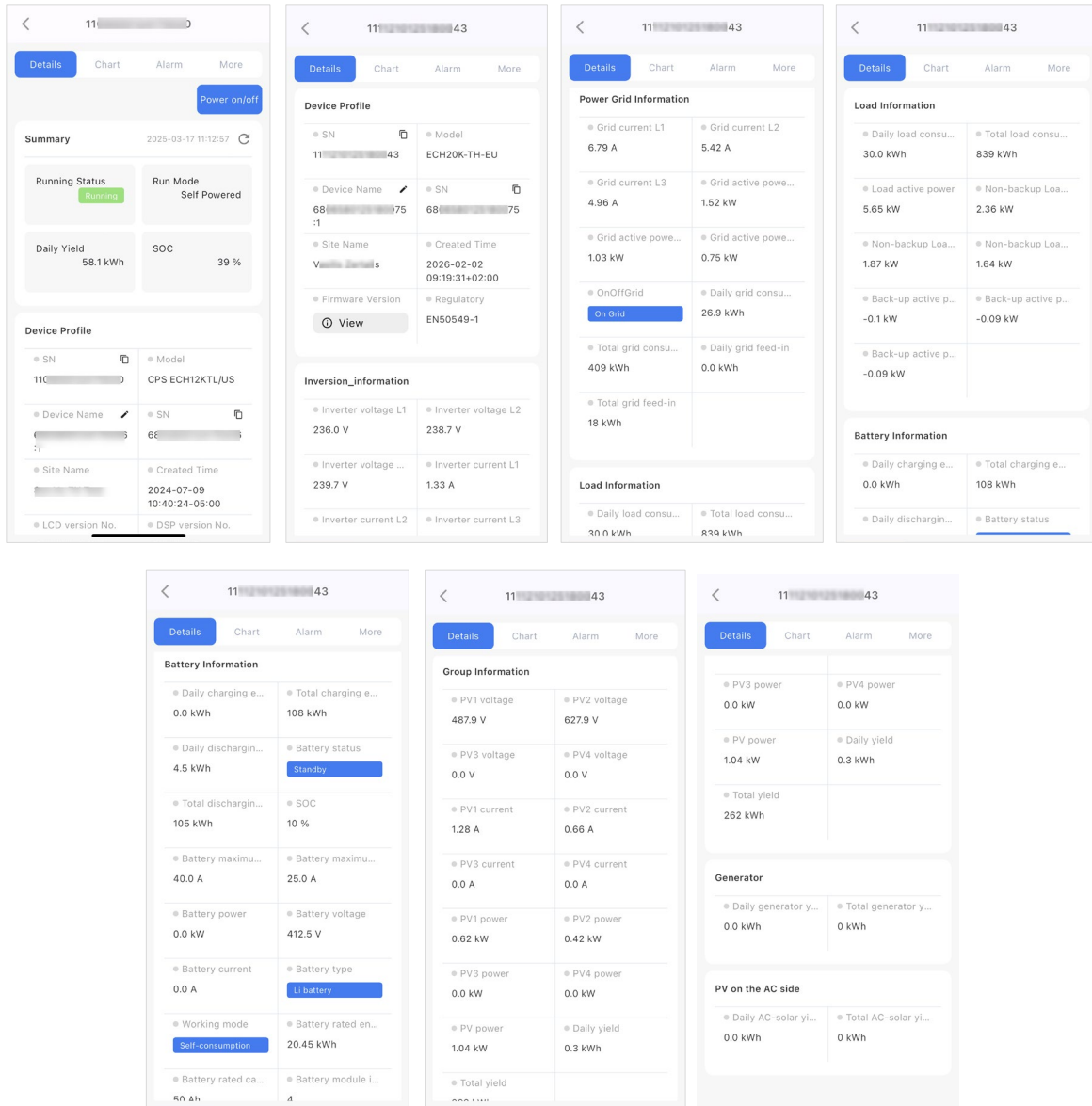


Figure 5-22 Site > Device > Inverter details tab

Table 5-5 Site > Device > Inverter details tab elements

Name	Description
Power on/off	Tap to power on or off the inverter.
Summary	Provides a quick overview of the inverter’s status and performance: Running Status Run Mode: Operating mode

	Daily Yield: Energy production in kWh SOC: State of Charge of the battery
Device Profile	Displays the inverter's configuration details: <ul style="list-style-type: none"> <li>• S/N: Serial number of the inverter</li> <li>• Model: Inverter model,</li> <li>• Device Name: Custom name</li> <li>• S/N (Secondary): Serial number of the gateway</li> <li>• Site Name: Associated site name</li> <li>• Created Time: Date and time of device creation</li> <li>• LCD Version No.: LCD firmware version</li> <li>• DSP Version No.: DSP firmware version</li> </ul>
Inversion Information	The voltage and current of L1/L2/3
Power Grid Information	Details grid interaction metrics
Load Information	Provides load consumption data: <ul style="list-style-type: none"> <li>• Daily load consumption</li> <li>• Total load consumption</li> <li>• Load active power</li> <li>• Non-backup Load active power L1/L2/L3</li> <li>• Backup load active power L1/L2/L3</li> </ul>
Battery Information	Details battery performance and status: <ul style="list-style-type: none"> <li>• Daily charge energy</li> <li>• Total charge energy</li> <li>• Daily discharge energy</li> <li>• Battery status</li> <li>• Total discharge energy</li> <li>• Battery maximum charge current</li> <li>• Battery maximum discharge current</li> <li>• Battery power</li> <li>• Battery voltage</li> <li>• Battery current</li> <li>• Battery type</li> <li>• Battery rated energy</li> <li>• Battery rated capacity</li> <li>• Battery module in series quantity</li> </ul> Battery brand
Group Information	Displays PV group metrics (average voltage, current, power)
Generator	Daily generator yield Total generator yield
PV on the AC Side	Daily AC-solar yield

Total AC-solar yield

### 6.7.3.2.2. Inverter: Chart Tab

The Chart tab provides a graphical representation of the inverter's energy production and performance metrics over time, enabling technicians to analyze trends and identify operational patterns. Users can customize the time range using predefined periods (Day, 3-Day, 7-Day) or a specific date range, adjust the time zone, and toggle detailed views to enhance monitoring and troubleshooting. Tap the **Filter** icon to select the parameters displayed on the graph.

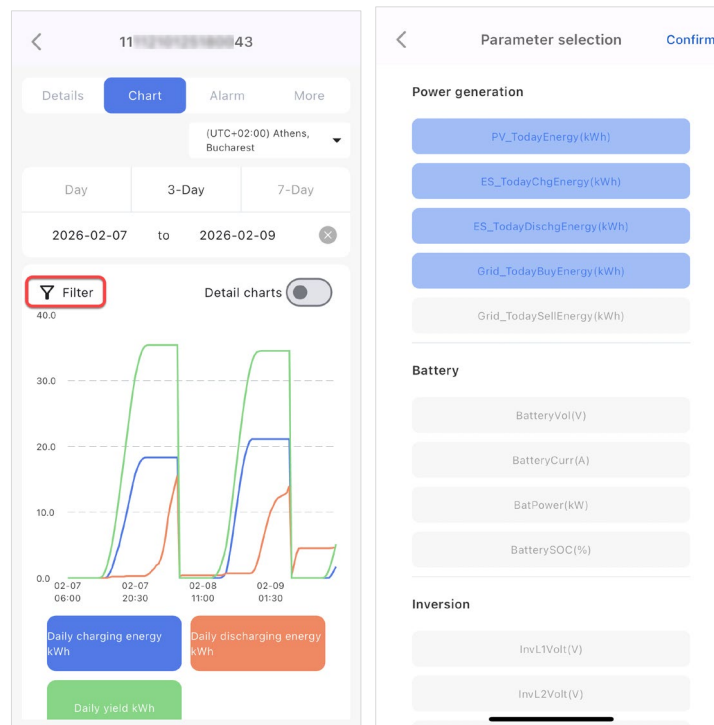


Figure 5-23 Inverter Details (Chart tab)

### 6.7.3.2.3. Inverter: Alarm Tab

The Alarm tab displays alarms for the inverter. Tap an alarm to view its details.

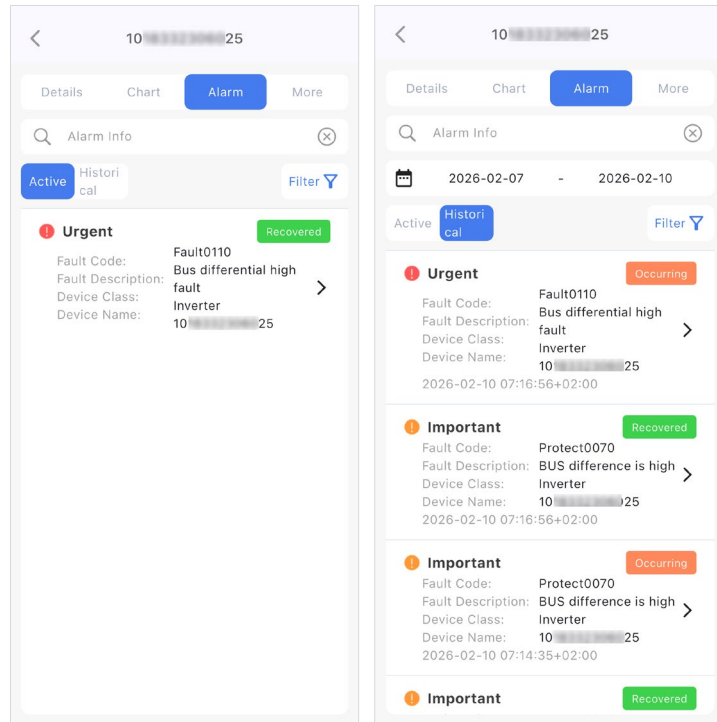


Figure 5-24 Inverter Details Screen (Alarm tab)

#### 6.7.3.2.4. Inverter: About Tab

This tab is opened to the user depending the user type, so the parameters displayed on the screen vary. Please refer to the actual interface.

- Setting: Read input register map, and read/write hold register map.
- Yield Trends: view yield trend by year, month, or day.
- Data: Device data list.
- Upgrade History: firmware upgrade history.
- Mode: Switch and configure the modes of PV power generation system: Pure PV, Self-Powered, fully fed, emergency charging, forced off-grid, TOU (Time of use)
- Intelligent Load: Switch and configure the modes of smart load function: manual control, battery energy control, time control, residual optical power control.

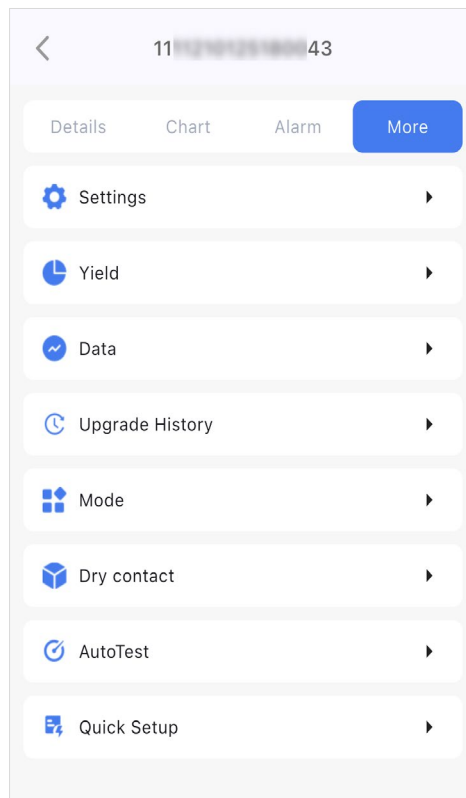


Figure 5-25 Inverter Details (More tab)

#### 6.7.3.3. Electric Meter

The Electric Meter section lists all Meters connected to the site, providing details to ensure reliable data transmission.

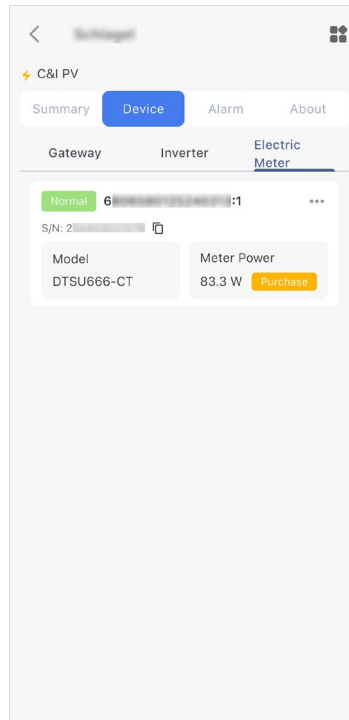


Figure 5-26 Electric Meter

### 6.7.3.3.1. Electric Meter: Details Tab

This tab displays the real-time operating status, power data, and basic parameters of the electric meter.

- Device Info: Includes Device Name (editable), S/N, and Model.
- Summary: Displays real-time running status (e.g., Normal), Meter Power, Purchase power quantity, and Feed-in grid power quantity.
- Basic Information: Displays real-time electrical parameters such as Meter Voltage.

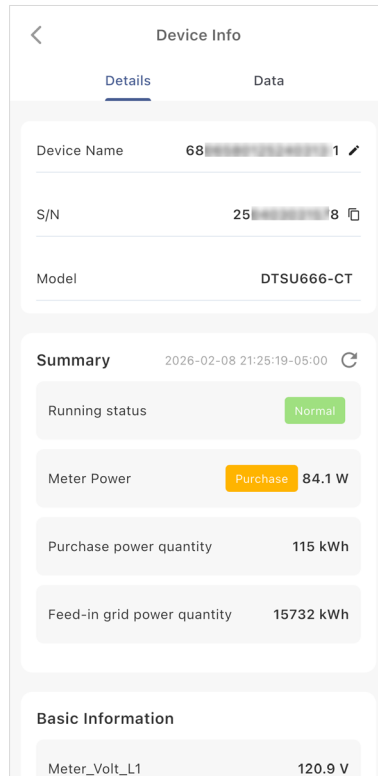


Figure 5-27 Electric Meter Details

### 6.7.3.3.2. Electric Meter: Data Tab

This screen provides a visual representation of historical statistics and power trends through charts.

- Time Intervals: Supports viewing energy fluctuations across different periods, such as **[Day]**, **[3-Day]**, and **[7-Day]**.
- Key Metrics: Charts illustrate comparative data for Grid-purchased power and Feed-in power.
- Filter Function: Use the **[Filter]** button to customize and display specific data items on the chart.

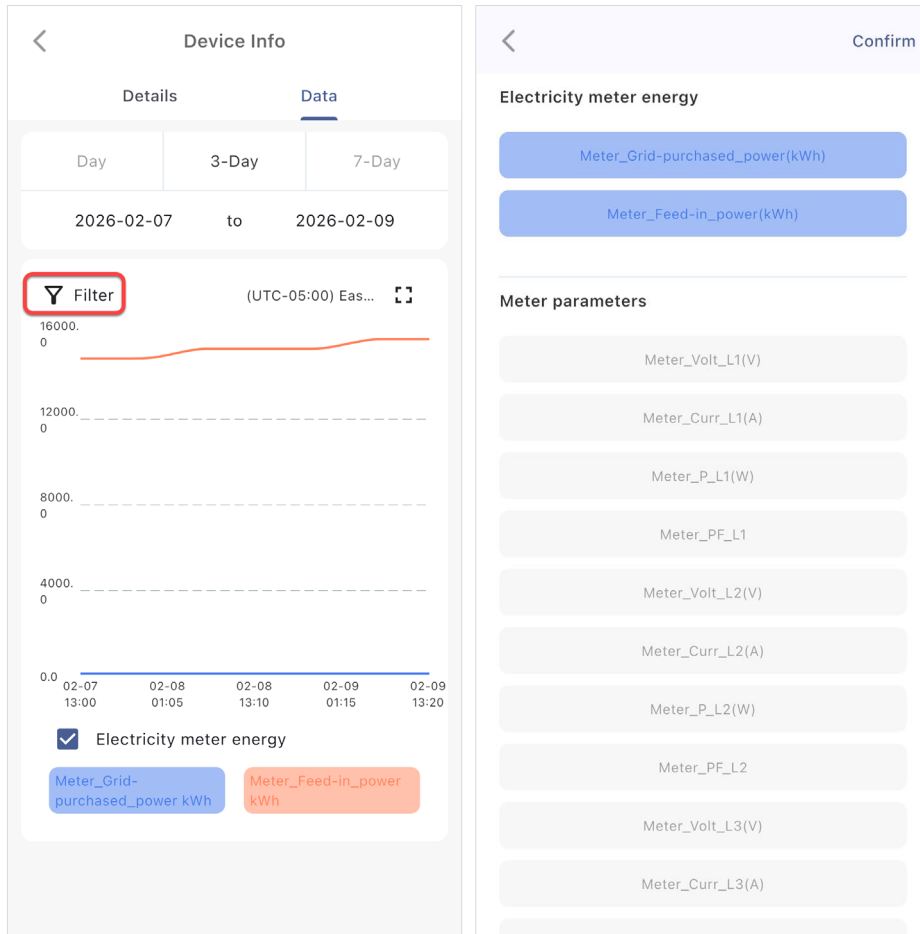


Figure 5-28 Electric Meter Data

#### 6.7.4. Alarm

The **Alarm** screen displays all system alarms for the selected site. It shows information about current and recovered faults by default. Users can also select a specific time range to view closed (historical) faults.

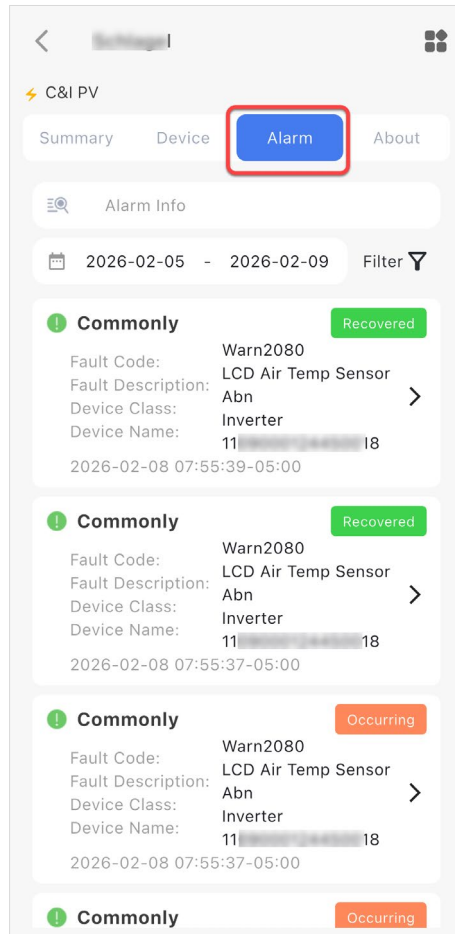


Figure 5-29 Site details (Alarm)

### 6.7.5. About

The **About** tab provides key information about the site, including its name, address, region, capacity, grid connection type, and other details. Users can also update this information using the **Edit** option.

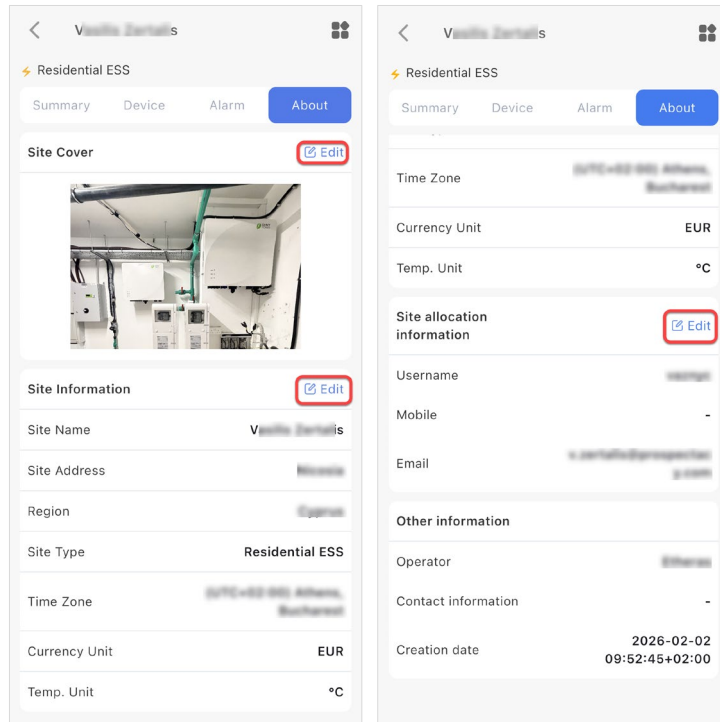


Figure 5-30 Edit site information

## 7. Application

### 7.1. Overview

The **Application** serves as a central hub for accessing a variety of tools and services related to site maintenance, asset management, and user management. It is divided into three categories: **Maintenance Tool**, **Asset Management**, and **Maintenance Service**.

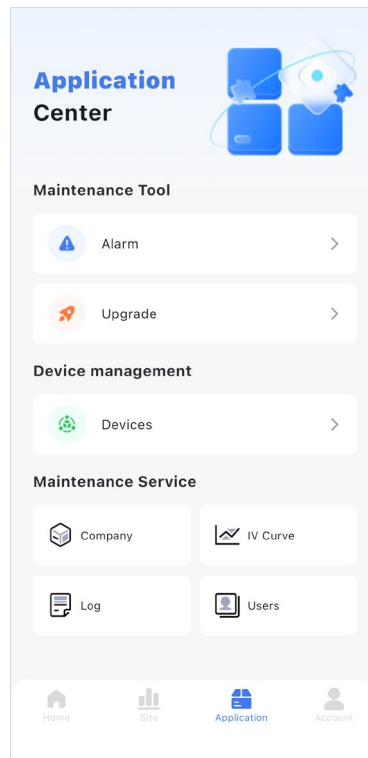


Figure 6-1 Application

### 7.2. Maintenance Tool

This section provides tools to monitor and maintain the system effectively.

#### 7.2.1. Alarm

This **Alarm** screen displays all system alarms for all sites. It shows information about current and recovered faults by default. Users can also select a specific time range to view historical faults.

This tool helps quickly identify and troubleshoot critical issues.

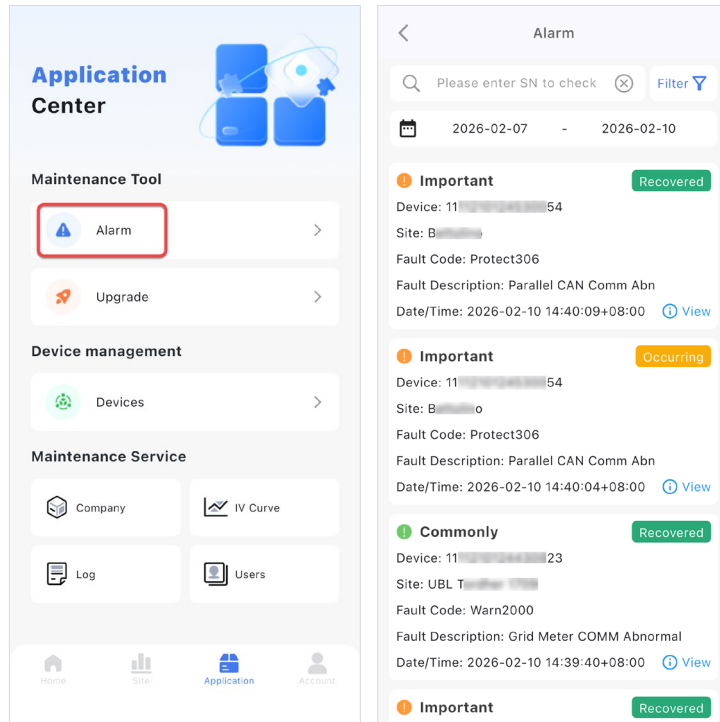


Figure 6-2 Application > Alarm

### 7.2.1.1. Searching for Alarms

Users can filter alarms using the following options:

- Search bar: Enter a device's serial number (SN) to filter alarms for a specific inverter.
- Filter Button: Tap the filter icon to refine results based on site, alarm type, and alarm info.
- Date Selector: Set a custom date range to display alarms within a specific period.

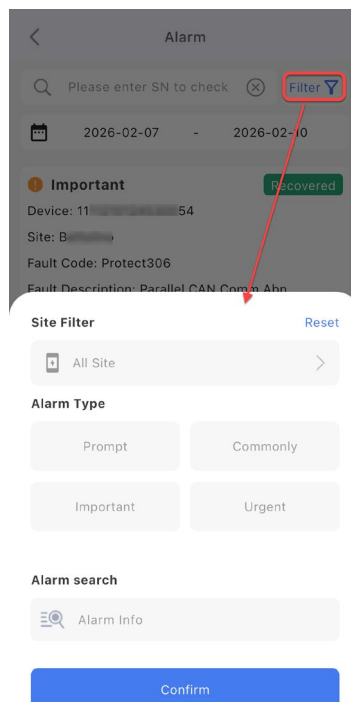


Figure 6-3 Filter alarm

### 7.2.1.2. Viewing Alarm Details

Tap **[View]** to see detailed Alarm information.

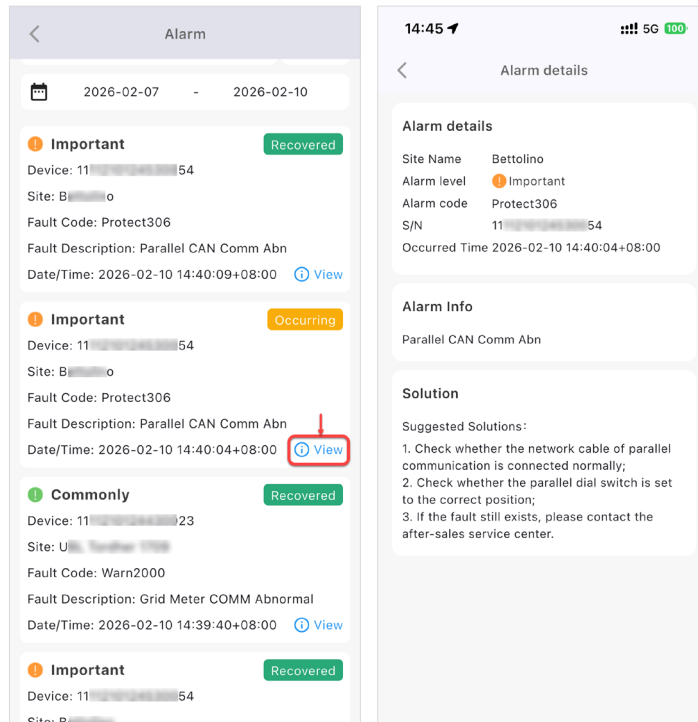


Figure 6-4 Alarm details

### 7.2.2. Remote Upgrade

The **Upgrade** screen allows users to update firmware for the Gateway and Inverter devices. This feature ensures that the system is running the latest software for optimal performance and stability.

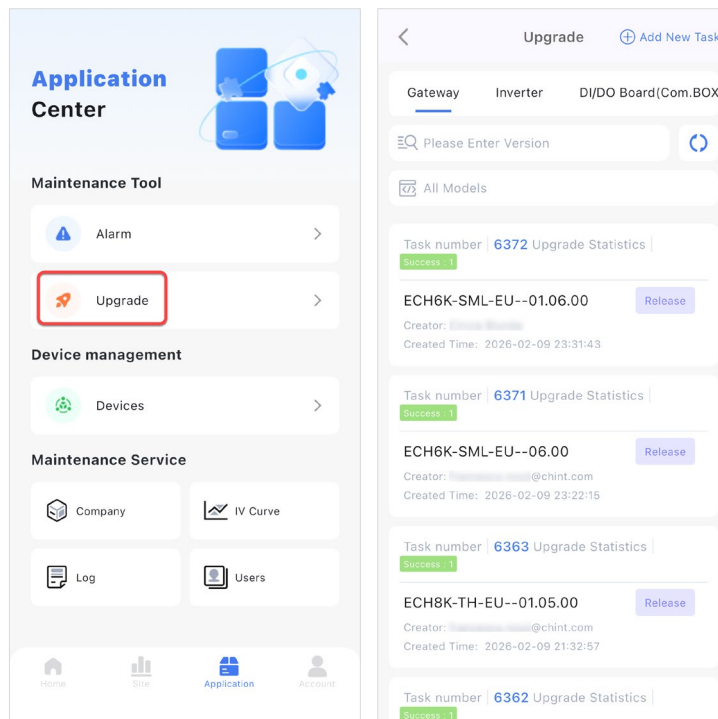


Figure 6-5 Upgrade (Remote)

### 7.2.2.1. Add New Upgrade Task for Gateway

To update the Gateway firmware, follow these steps:

1. Select the [**Gateway**] tab.
2. Tap [**+ Add New Task**] at the top right.

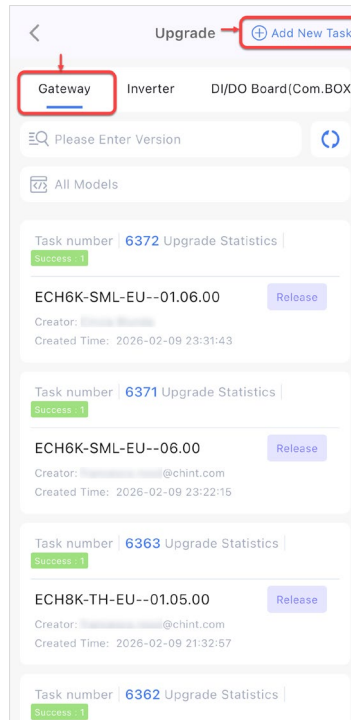


Figure 6-6 Tap [+Add New Task] for Gateway

3. Filter Model:
  - a) Select the Gateway model to be upgraded.
  - b) Select the firmware. If no firmware is available firmware, go to [**Account**] > [**Device Access**] to download firmware, see Section 8.4 *Device Access*.
  - c) Schedule an upgrade (optional): If you want to schedule the upgrade for a later time, select a specific date and time.
4. Tap [**Next Step**] to continue.

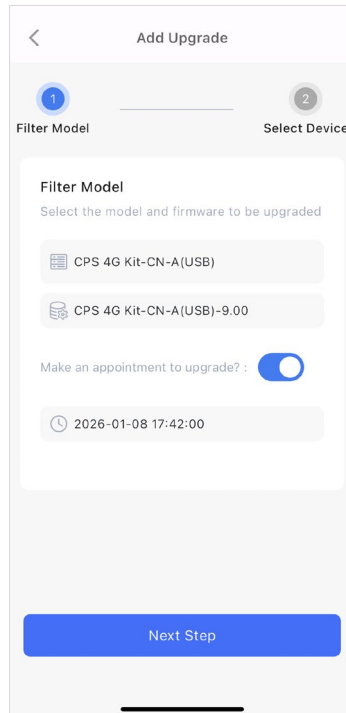


Figure 6-7 Add New Upgrade Task for Gateway->Filter Model

5. Select Device, you can filter the device by Site, gateway status, version, or SN to quickly find the correct device.
6. Tap [**Confirm Submission**] to create an upgrade task.

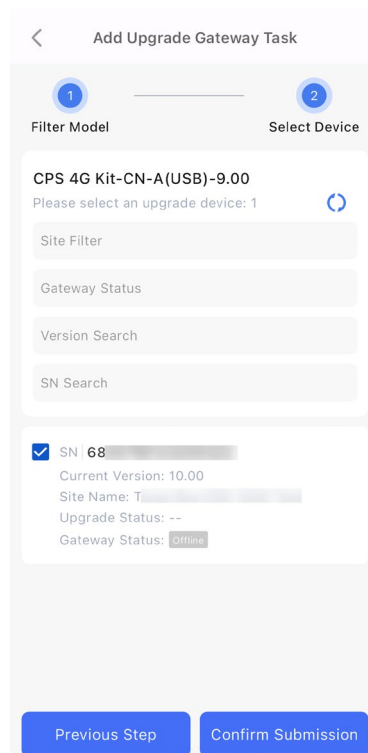


Figure 6-8 Add New Upgrade Task for Gateway-> Select Device

Once the upgrade task is created, it will Appear on the [**Upgrade**] > [**Gateway**] screen.

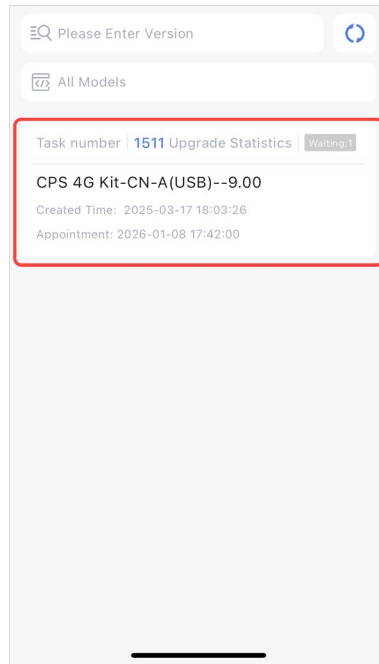


Figure 6-9 Successfully added gateway upgrade task

### 7.2.2.2. Add New Upgrade Task for Inverter

To update the Inverter firmware, follow these steps:

1. Select the [Inverter] tab.
2. Tap [+ Add New Task] in the top-right corner.

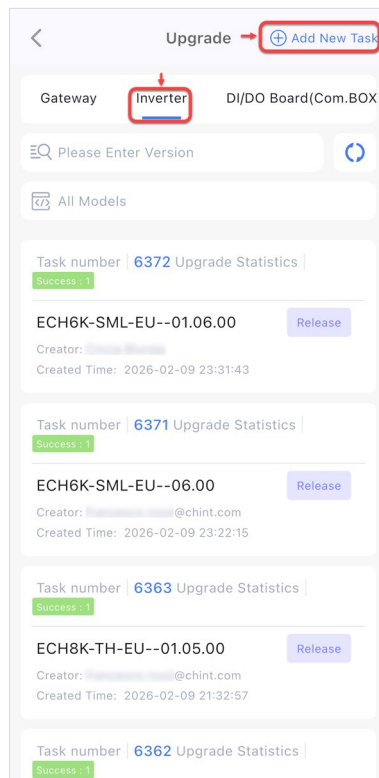


Figure 6-10 Tap +Add New Task for Inverter

3. Filter Model:

- d) Select the Site.
  - e) Select the firmware type: Gateway, LCD, DSP, Secondary DSP, Trip Board, EXHMI, ARC, Primary BMS, Secondary BMS, Senergy Primary DSP, Senergy Secondary DSP, Senergy CSB, Senergy AFCI Module.
  - f) Select firmware version: If no firmware is available firmware, go to **[Account]** > [Quick Install] to download firmware, see *8.5 Quick Install*.
  - g) Schedule an upgrade (optional): If you want to schedule the upgrade for a later time, select a specific **date and time**.
4. Tap **[Next Step]** to continue.

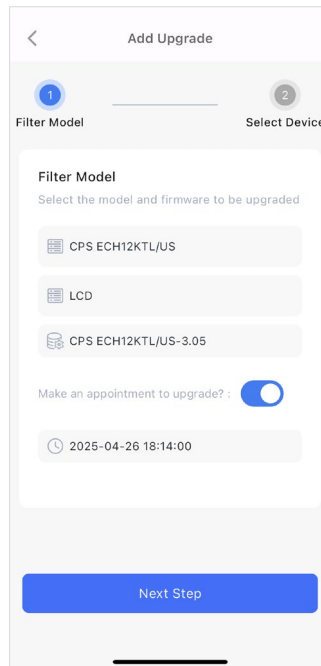


Figure 6-11 Add New Upgrade Task for Inverter -> Filter Model

- 5. Select Device, you can filter the device by Site, gateway status, version, or SN to quickly find the correct device.
- 6. Tap **[Confirm Submission]** to create an upgrade task.

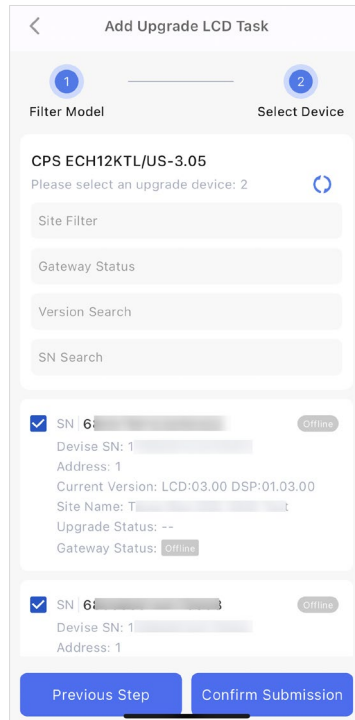


Figure 6-12 Add New Upgrade Task for Inverter -> Select Device

Once the upgrade task is created, it will appear on the **[Upgrade] > [Inverter]** screen.

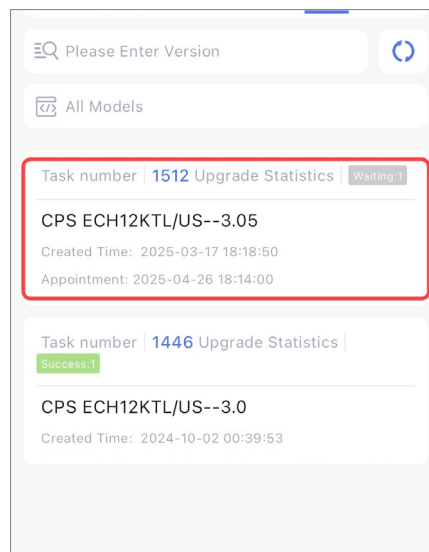


Figure 6-13 Successfully added inverter upgrade task

### 7.2.2.3. Add New Upgrade Task for DI/DO Board

To update the DI/DO board (Communication Box) firmware, follow these steps:

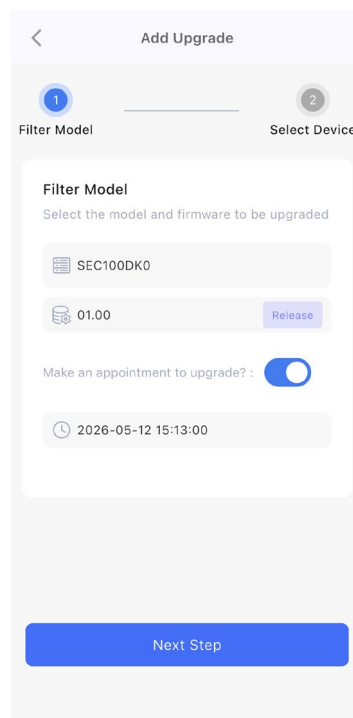
1. Select the **[DI/DO Board (Com. BOX)]** tab.
2. Tap **[+ Add New Task]** in the top-right corner.



Figure 6-14 Tap +Add New Task for DI/DO Board

3. Filter Model:

- a) Select the Gateway model to be upgraded.
- b) Select the firmware. If no firmware is available firmware, go to **[Account] > [Device Access]** to download firmware, see *8.4 Device Access*.
- c) Schedule an upgrade (optional): If you want to schedule the upgrade for a later time, select a specific **date and time**.



4. Tap **[Next Step]** to continue.

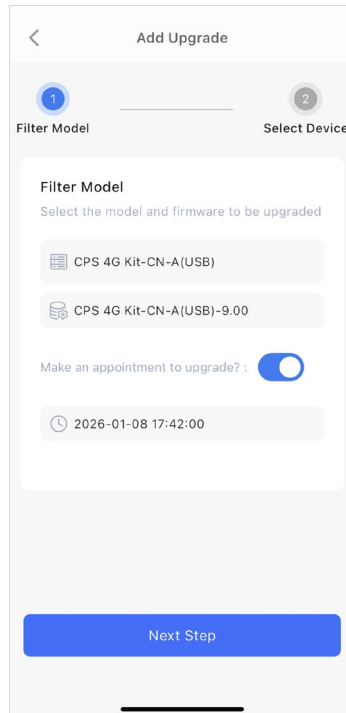


Figure 6-15 Add New Upgrade Task for Gateway->Filter Model

5. Select Device, you can filter the device by Site, gateway status, version, or SN to quickly find the correct device.
6. Tap **[Confirm Submission]** to create an upgrade task.

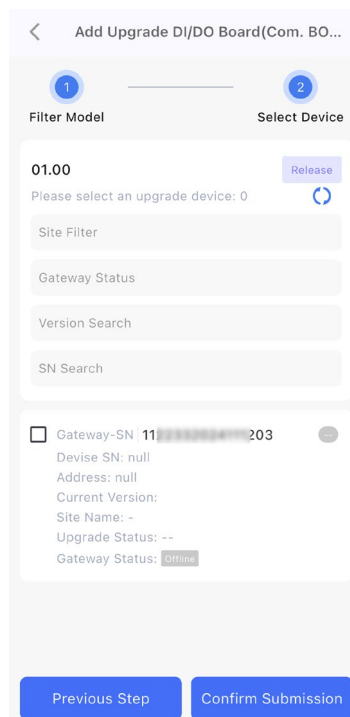


Figure 6-16 Add New Upgrade Task for DO/DI Box-> Select Device

7. Once the upgrade task is created, it will Appear on the **[Upgrade] > [Gateway]**.

### 7.2.2.4. View Upgrade Task Progress

Follow these steps to monitor the status of your upgrade task:

1. Go to the **[Upgrade] > [Gateway]** or **[Upgrade] > [Inverter]** tab, tap an update task to enter **[Upgrade Details]**.
2. Tap a firmware upgrade task to view detailed progress information.

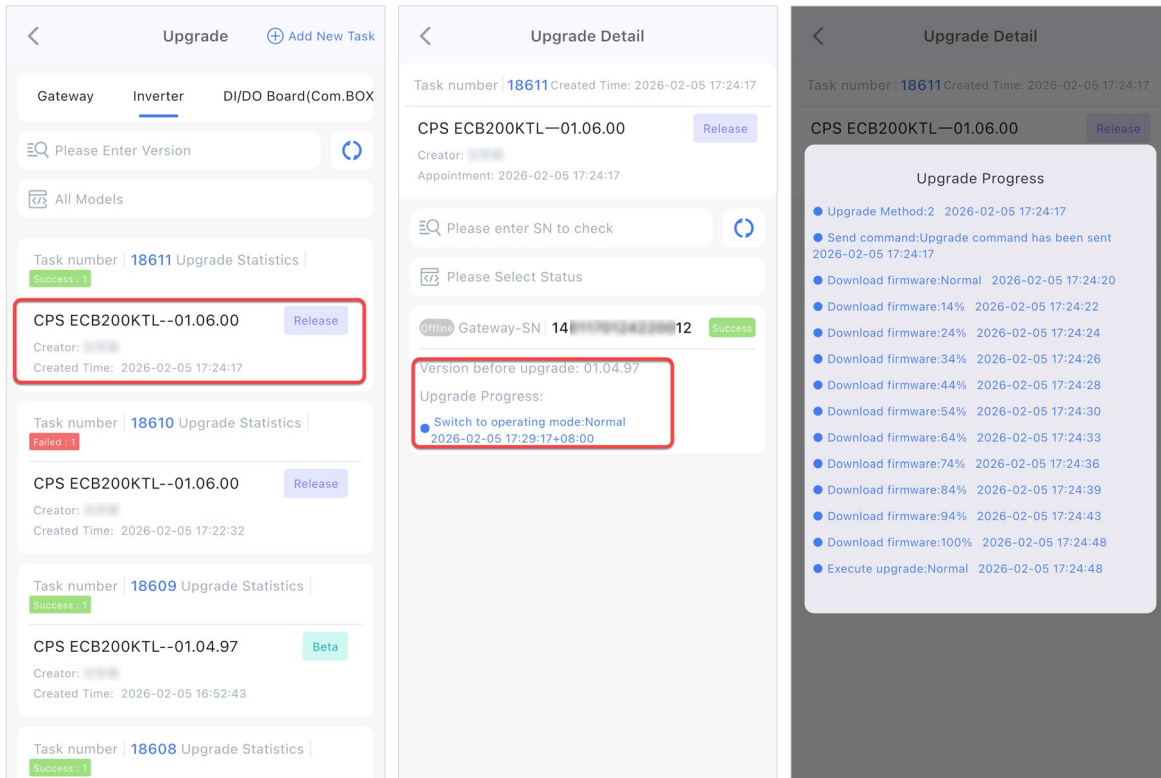


Figure 6-17 View Upgrade Task Progress

### 7.2.2.5. Remove an Upgrade Task

Follow these steps to remove an upgrade task:

1. Go to the **Upgrade > Gateway** or **Upgrade > Inverter** tab.
2. Locate the target task in the list.
3. Swipe left on the task entry to reveal the **Remove** button.
4. Tap **[Remove]** to delete the task.

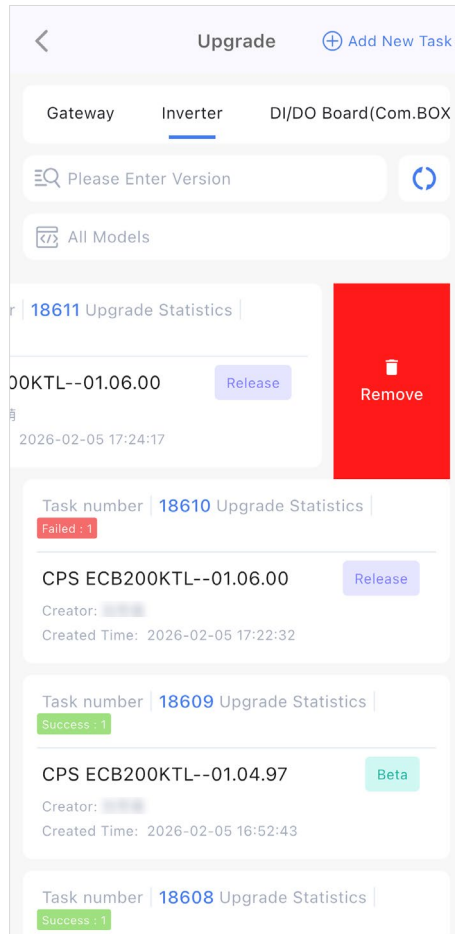


Figure 6-18 Delete Upgrade Task

### 7.3. Device Management

This section provides a centralized view of all devices across different sites.

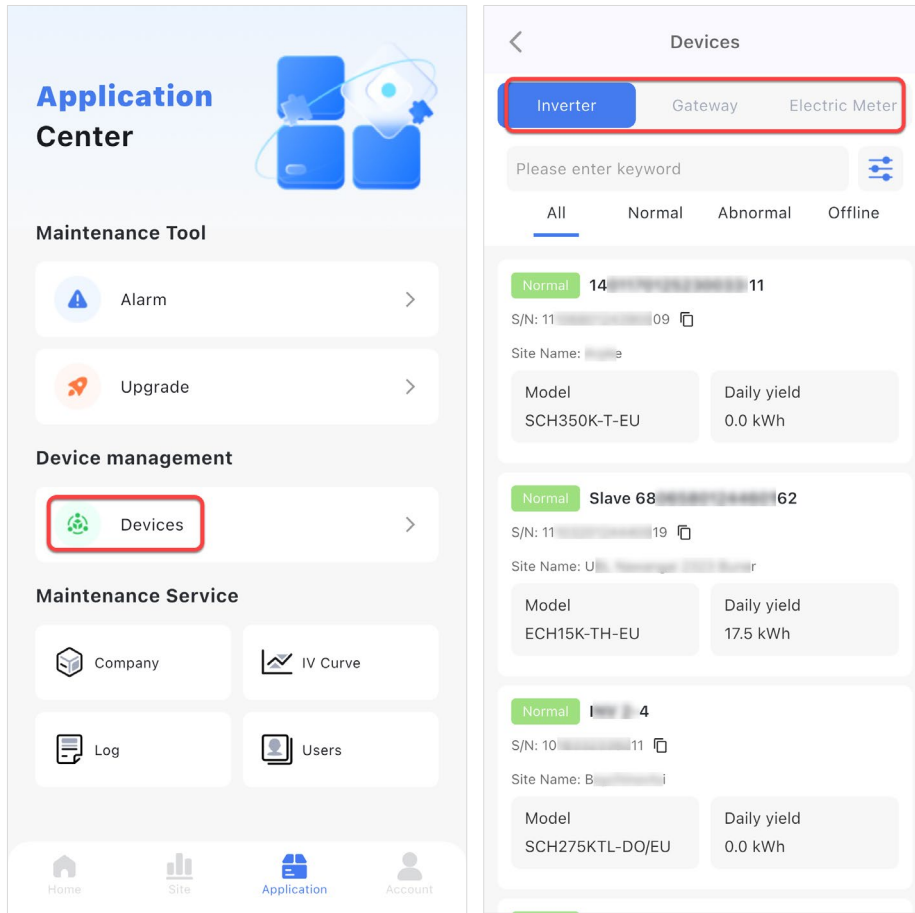


Figure 6-19 Device Management

### 7.3.1. Inverter

The inverter page provides a comprehensive list of all inverters. You can filter the inverters using the following criteria:

- Input Inverter name or serial number
- Status of Inverter

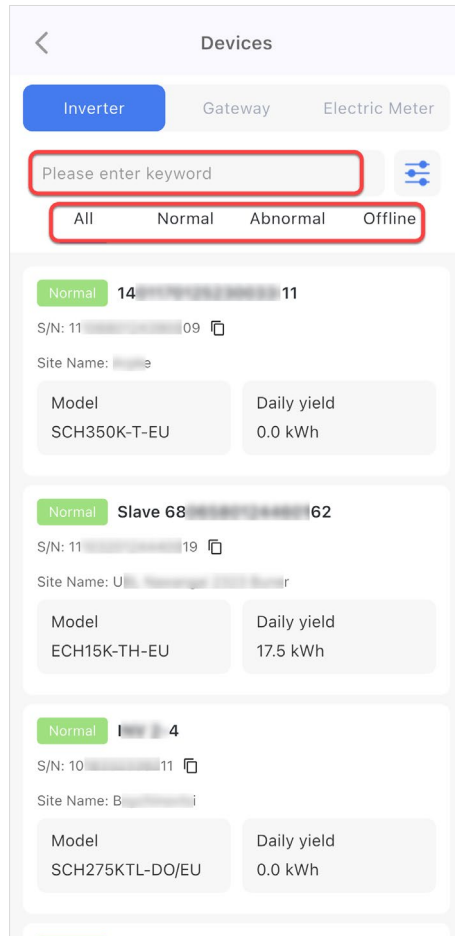


Figure 6-20 Device Management > Inverter

Tap the Inverter to enter the Inverter details. For Inverter Details , see 6.7.3.2 *Inverter*.

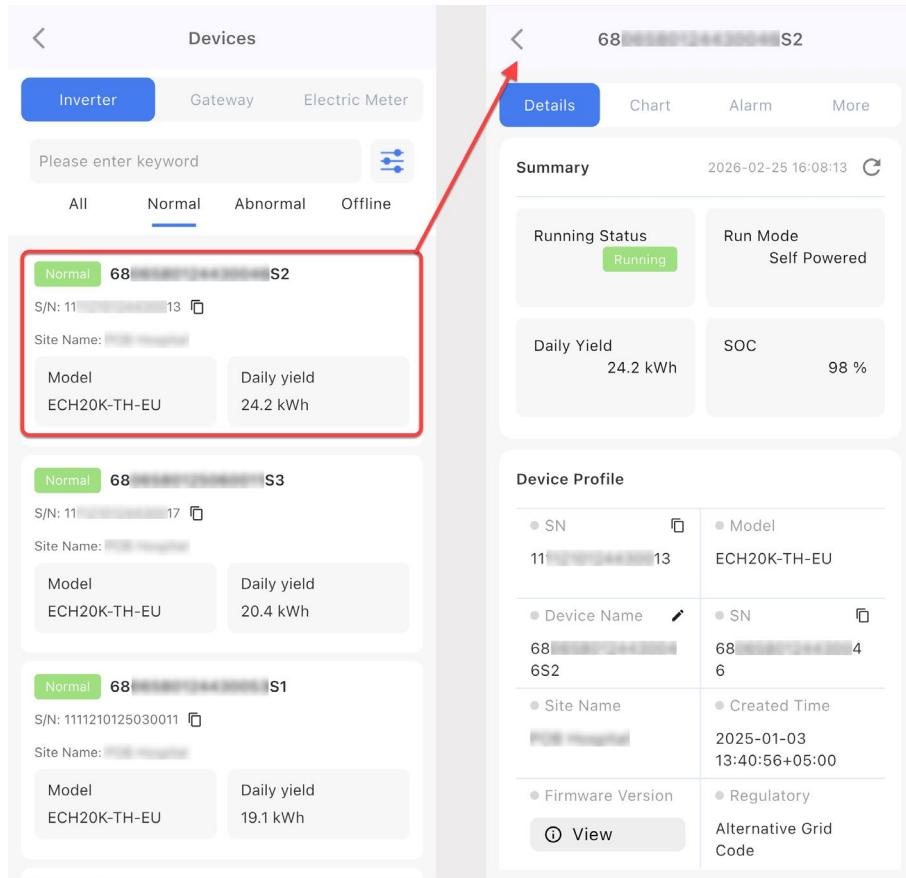


Figure 6-21 Inverter Details

### 7.3.2. Gateway

The Gateway page provides a comprehensive list of all gateways. You can filter the Gateways using the following criteria:

- Gateway SN
- Status of gateway

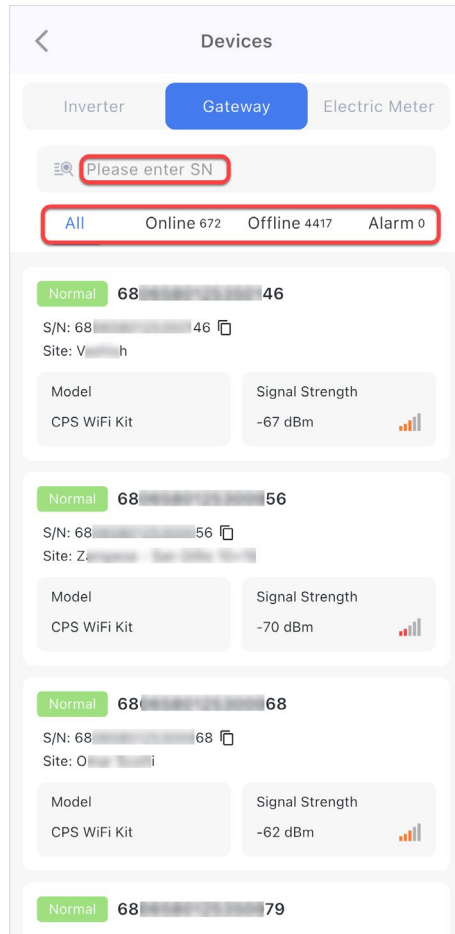


Figure 6-22 Device Management > Gateway

Tap the gateway to enter the gateway details. For Gateway Details Introduction, see 7.3.2 *Gateway*.

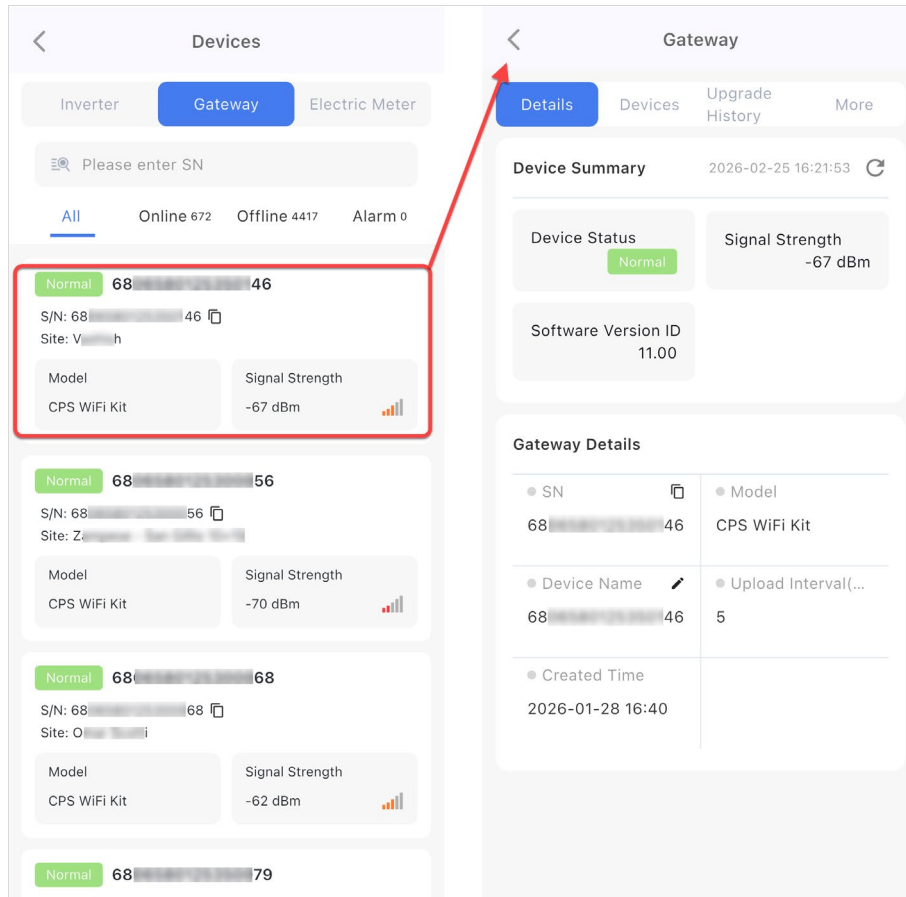


Figure 6-23 Gateway Details

### 7.3.3. Electric Meter

The Electric Meter page provides a comprehensive list of all Electric Meters. You can filter the Electric Meter using the following criteria:

- Input Meter name or serial number
- Status of Meter

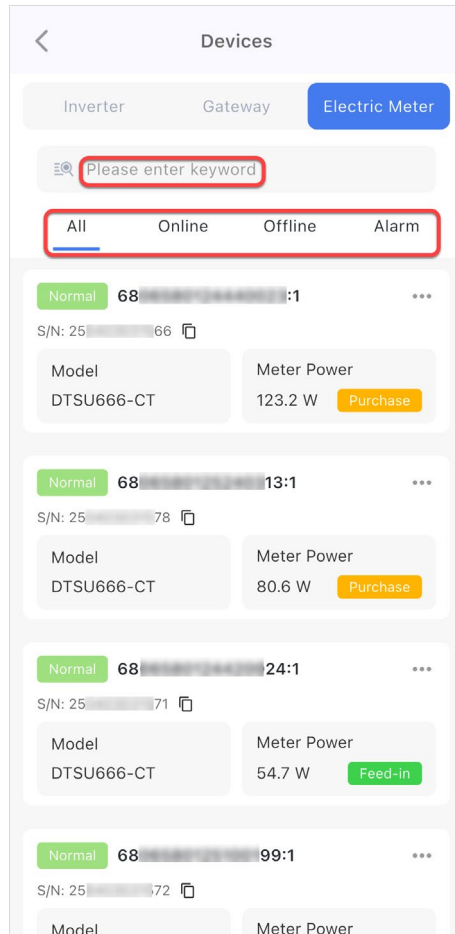


Figure 6-24 Device Management > Electric Meter

Tap the gateway to enter the gateway details. For Gateway Details, see 7.3.3 *Electric Meter*.

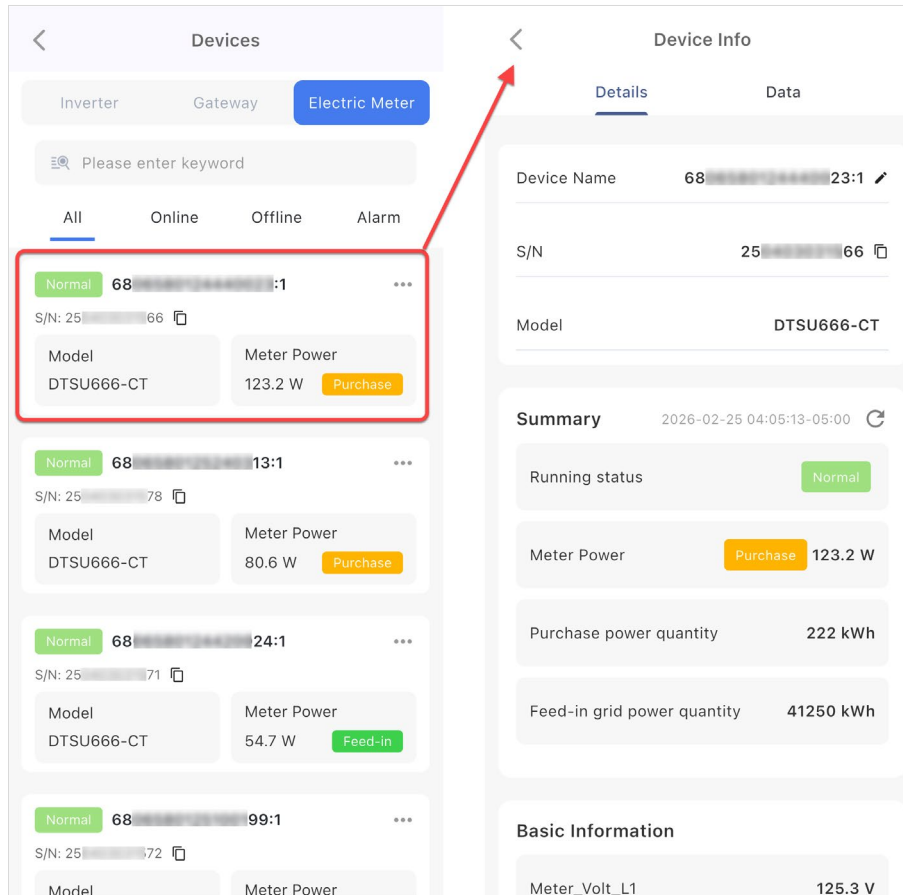


Figure 6-25 Electric Meter Details

## 7.4. Maintenance Service

This section provides advanced tools and features for system maintenance and user management.

- **Company:**
  - View and update company information associated with the site.
  - Manage details such as the company name, address, and other relevant information.
- **IV Curve:**
  - Analyze the IV (current-voltage) curve of the solar panels to evaluate their performance.
  - Use this tool for diagnostic purposes to identify issues with individual panels or strings.
- **Log:**
  - Access system logs to review historical data and event records.
  - Use logs to troubleshoot issues and understand system behavior over time.
- **Users:**
  - Manage user accounts with access to the system.
  - Add, edit, or remove users and configure their permissions.

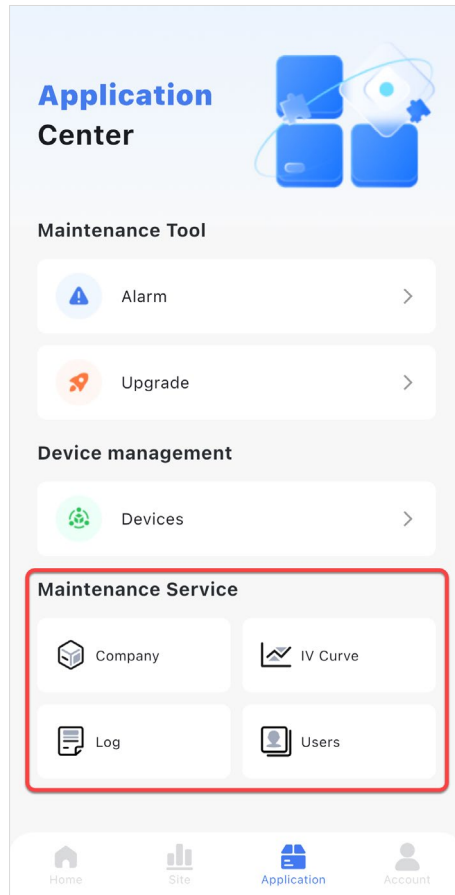


Figure 6-26 Maintenance Service

### 7.4.1. Company

The company screen enables users to add, modify, and manage company information associated with the devices and sites.

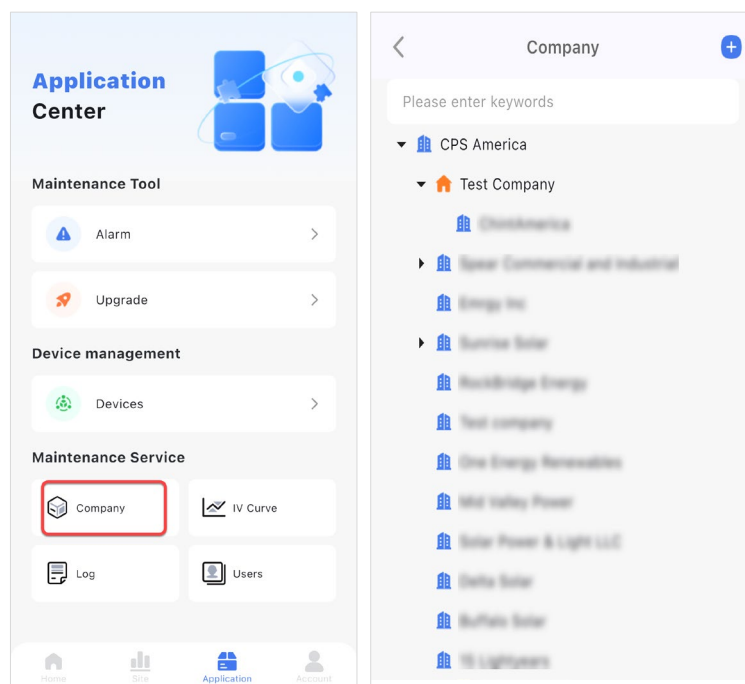


Figure 6-27 Manage Company

### 7.4.1.1. Add a Company

Follow these steps below to add a new company:

1. Tap the + button at the top right on the **[Company]** screen.

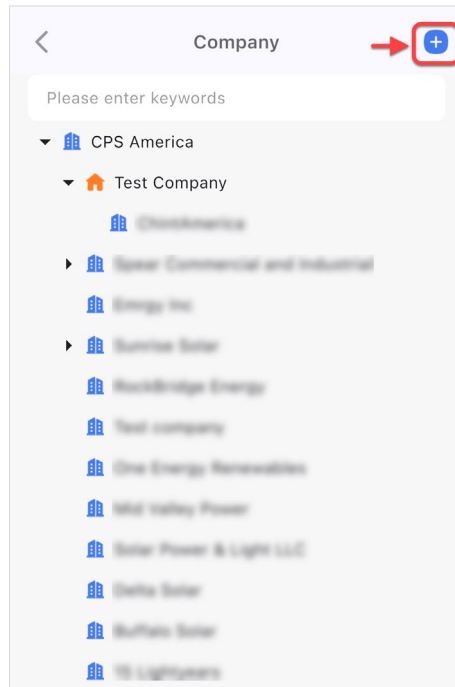
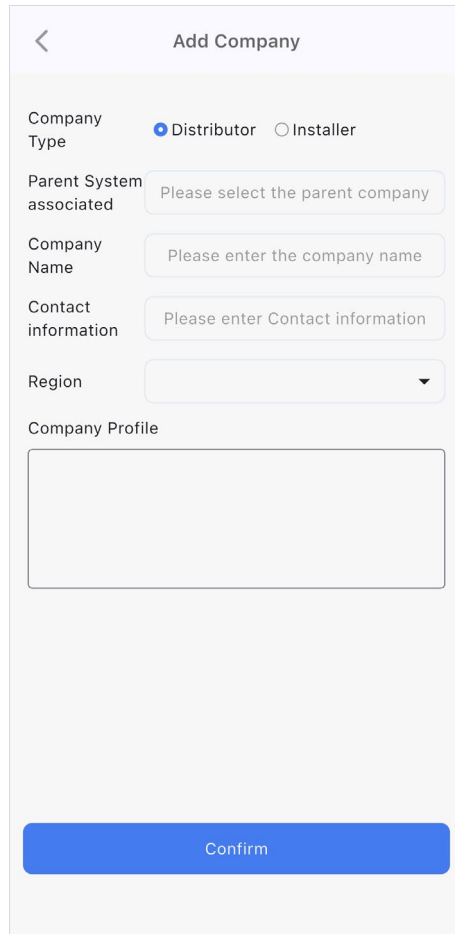


Figure 6-28 Tap + Button

2. Enter Company Information, fill in the required fields:
  - Company Type: Select the Appropriate type
  - Parent System Associated: Choose the parent company from the list (if Applicable).
  - Company Name: Enter the name of the company.
  - Contact Information: Optional, input the company's contact information.
  - Region: Select the geographical region from the dropdown menu.
  - Company Profile: Provide a brief description of the company.
3. Tap **[Confirm]** to create a new company.



The screenshot shows a mobile application interface for adding a company. At the top, there is a back arrow and the title 'Add Company'. Below this, the 'Company Type' section has two radio buttons: 'Distributor' (selected) and 'Installer'. The 'Parent System associated' field is a text input with the placeholder 'Please select the parent company'. The 'Company Name' field is a text input with the placeholder 'Please enter the company name'. The 'Contact information' field is a text input with the placeholder 'Please enter Contact information'. The 'Region' field is a dropdown menu. Below these fields is a large, empty rectangular box labeled 'Company Profile'. At the bottom of the form is a blue button labeled 'Confirm'.

Figure 6-29 Add Company

#### 7.4.1.2. Edit Company Information

Follow these steps to edit the company information:

1. Tap the company name from the company list.
2. Edit the company name, contact information, region, company profile, and company location as needed.
3. Tap **[Modify]** to confirm and save the updated information.

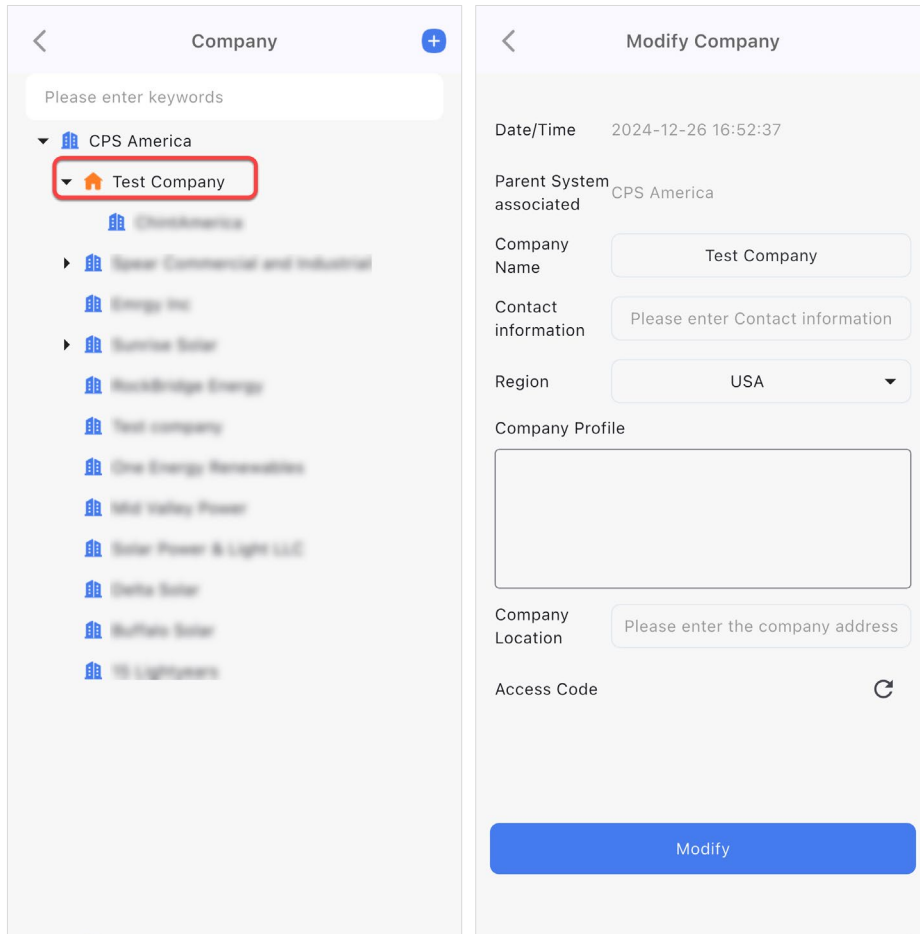


Figure 6-30 Modify Company Informaiton

## 7.4.2. IV Curve

IV curve scanning measures the current output of PV modules at different voltages to identify physical abnormalities. By integrating task management and real-time diagnostics, it helps you pinpoint performance issues such as shading, dust accumulation, or module aging.

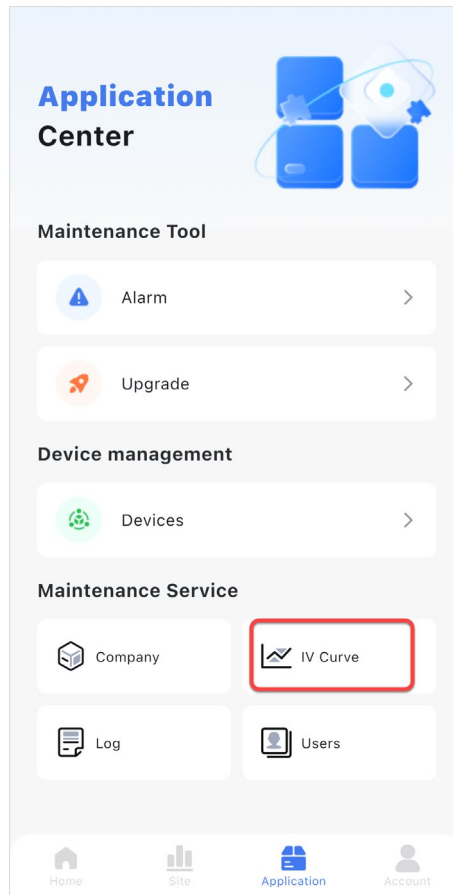


Figure 6-31 IV Curve

### 7.4.2.1. Create a New IV Curve Scanning Task

1. On the IV Curve task list screen, tap **[+]** at the top right.
2. Select **[Site Scan]** or **[Equipment Mode]**.
3. Select the target site or equipment for scanning.

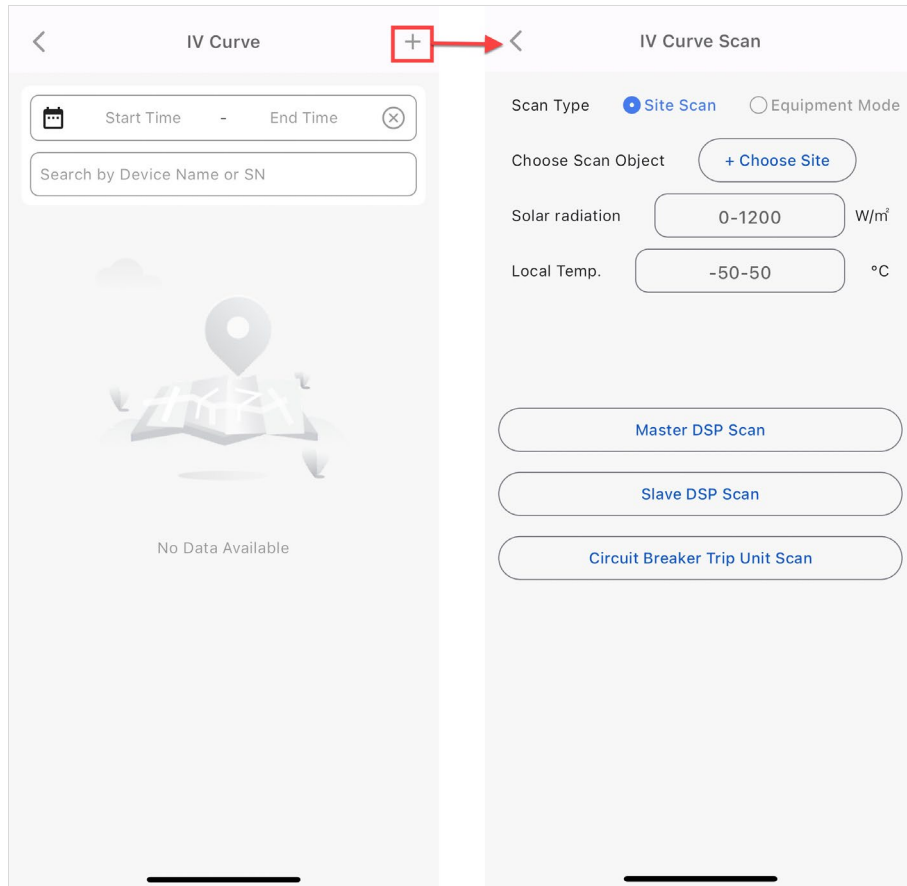


Figure 6-32 IV Curve

4. Tap the input fields for Solar Radiation or Local Temp, then use the pop-up menu to **[Paste]** values or **[Scan Text]** via your camera.

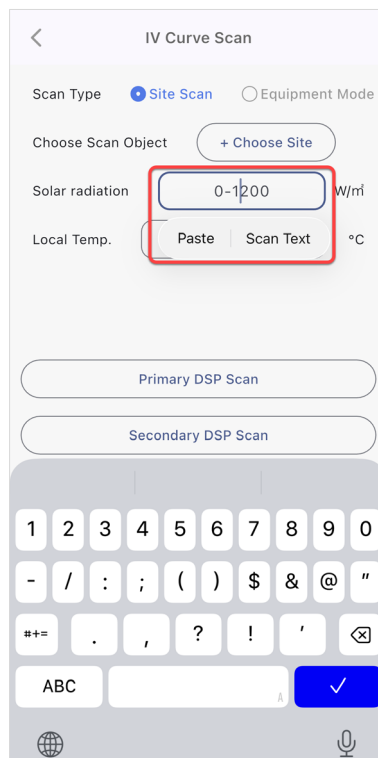


Figure 6-33 Input Solar Radiation and Local Temp.

5. Select an execution command (e.g., Primary DSP Scan) to start the detection. The system will automatically complete the scan and generate a task record.

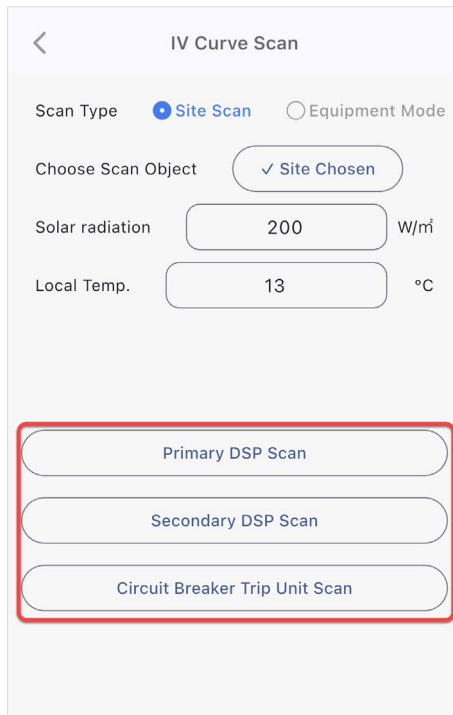


Figure 6-34 Execute Scanning Command

### 7.4.2.2. Manage and View IV Curve Scanning Task

1. Filter and search:
  - a. Tap the **Start Time - End Time** area at the top to filter historical tasks by date range.
  - b. Enter the Device Name or SN in the search bar to quickly locate specific records.

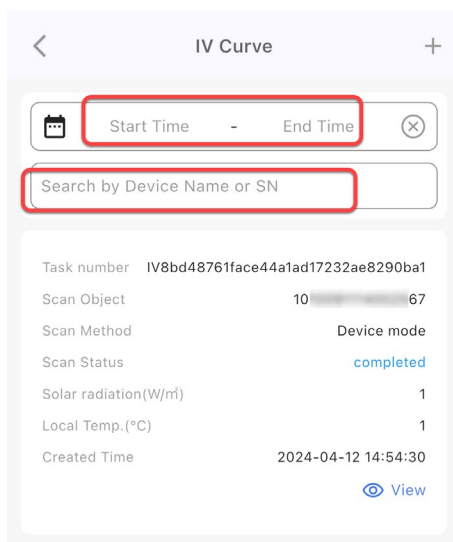


Figure 6-35 Filter and Search IV Curve Scanning Task

2. Locate the target task in the list and tap **[View]** in the lower right corner to access the detailed curve chart.

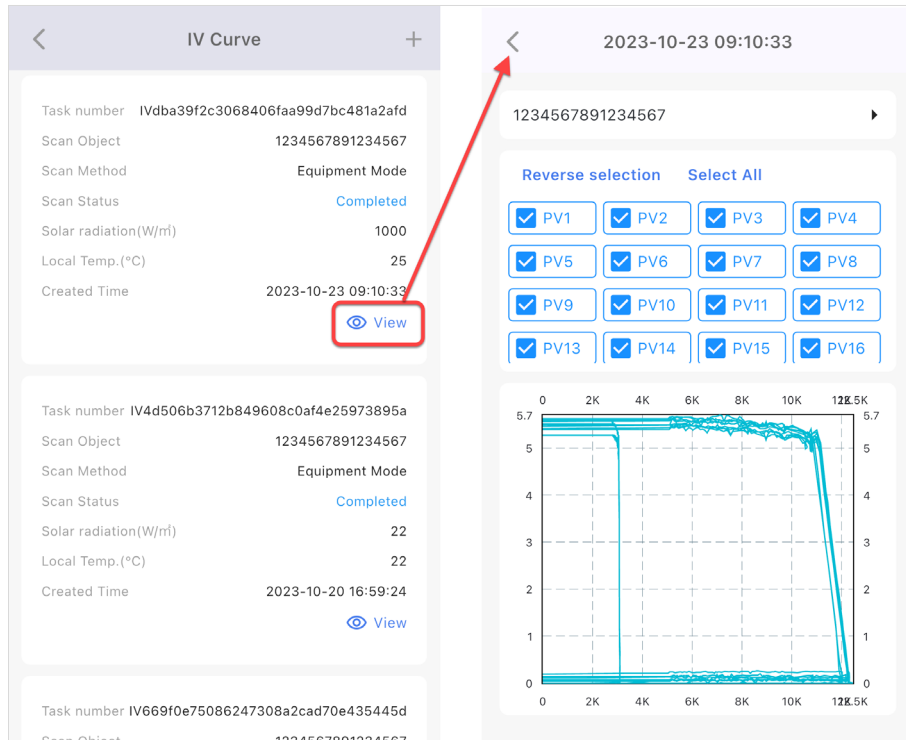


Figure 6-36 View IV Curve Scanning Details

### 7.4.3. Log Management

The **Log** screen lists all the logs of the system operation and App logs:

- **[Log] Tab:** Records settings and administrative actions performed via the cloud. It helps you track who, when and which module's changed the system configuration and when.
- **[APP Log] Tab:** Records every interaction between your phone and the device via Bluetooth or Wi-Fi Direct. You can check specific commands (like *ComDonOff*) and whether they were executed successfully.
- **Filter & Search:** Both tabs allow you to filter by Date or search with Keywords to quickly locate specific records.

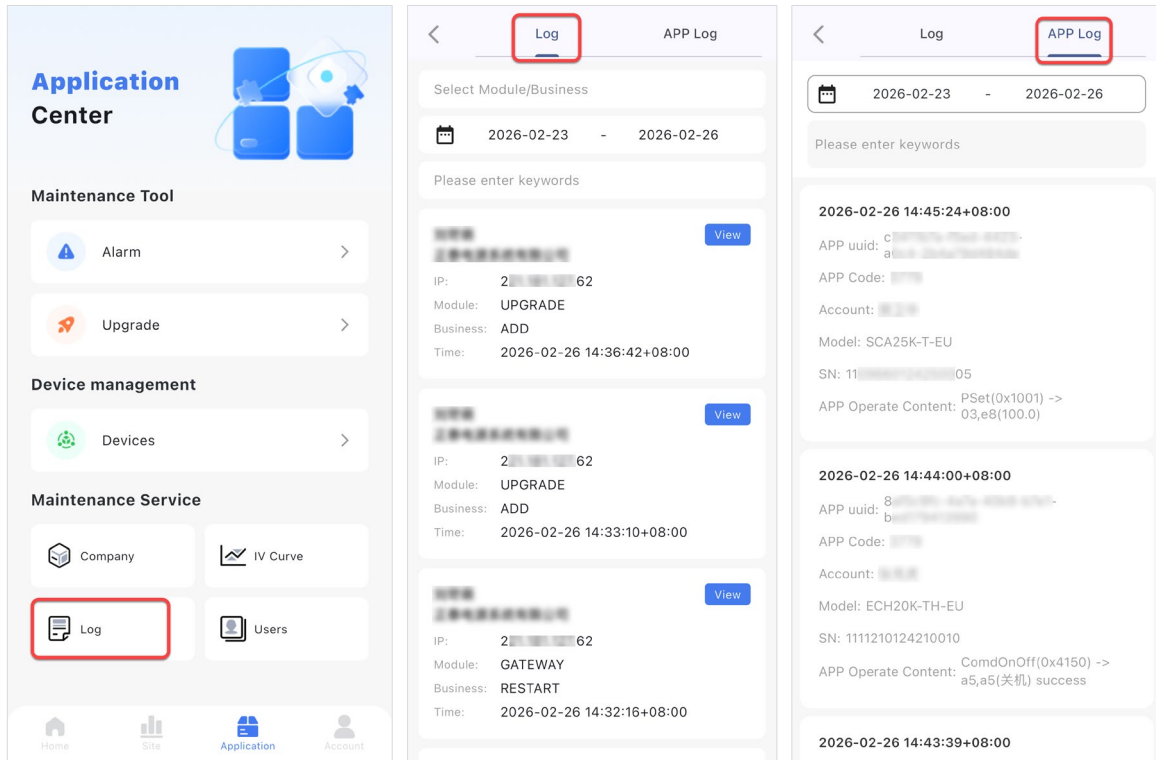


Figure 6-37 Log

### 7.4.4. User Management

The **Users** screen is used to manage the user accounts within your company. Managers and operations engineer can perform tasks such as adding user accounts, editing account information, resetting password, and controlling access permissions.

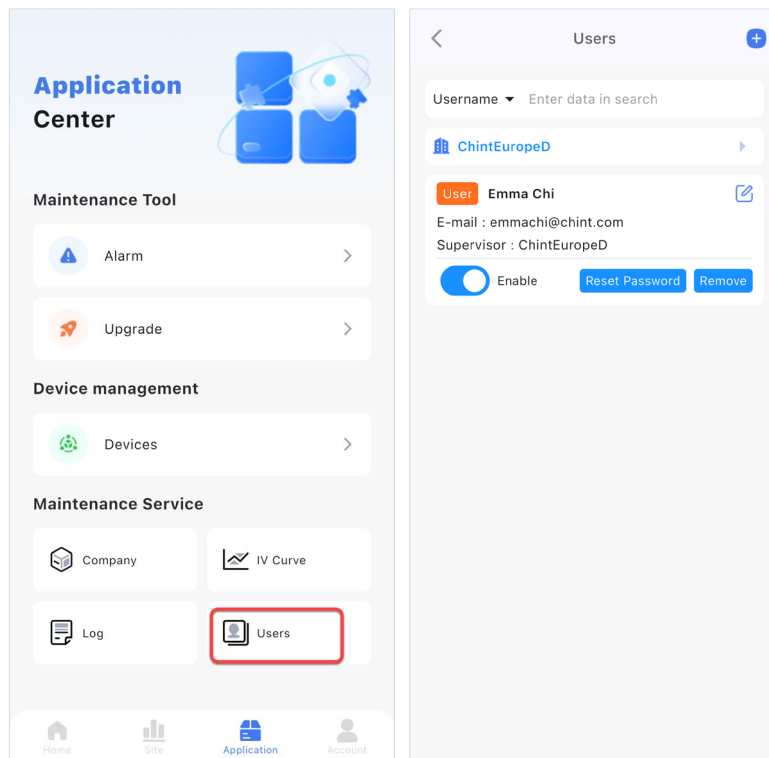


Figure 6-38 Manage Users

### 7.4.4.1. Add User Account

Follow the steps below to add user account:

1. On the Users screen, tap **[+]** at the top right.
2. Enter Basic Details:
  - Username: Enter the username for the user.
  - Region: Tap to select the business region for the member.
  - E-mail: Enter the user's contact email address.
3. Set Password: Choose how the password is created:
  - Automatically: The system generates a random password.
  - Custom: Manually set a specific password for the user.
4. Configure Management and Role:
  - Supervisor (Required): Select the parent company for the user.
  - User Role: Assign a functional role to the user from the list.
  - User Profile: Enter additional description or background information for the user.
5. Confirm and Submit: After verifying the details, tap the **[Confirm]** button at the bottom to complete the process.

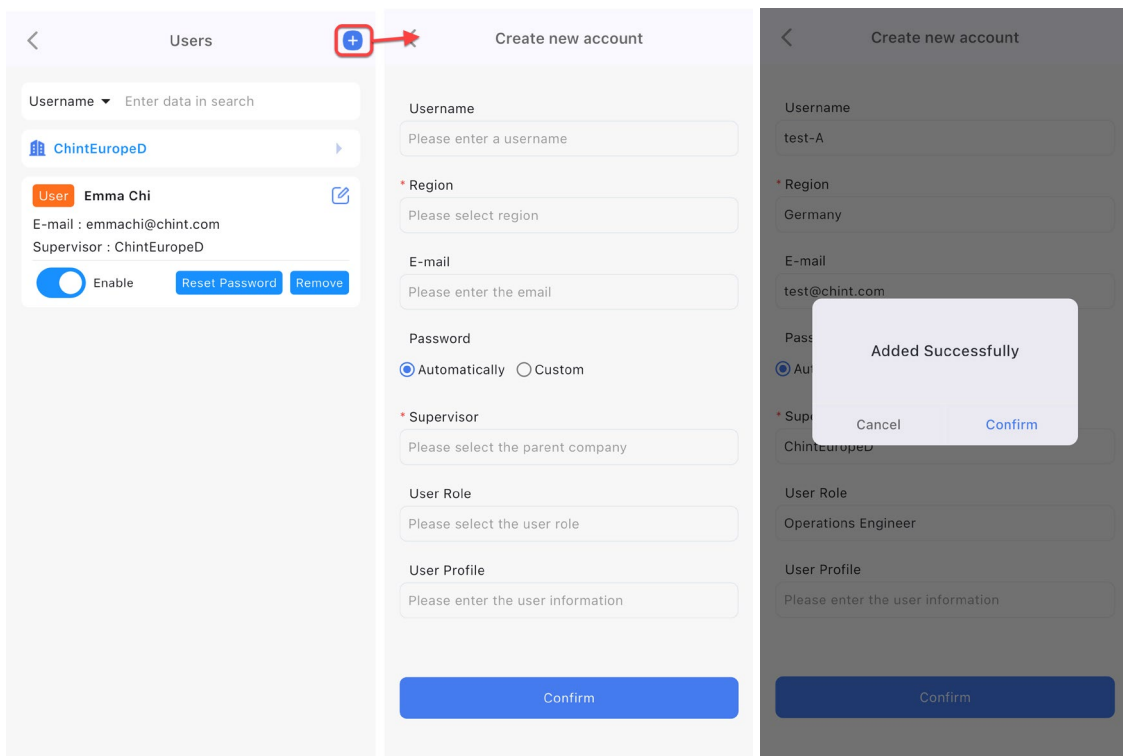


Figure 6-39 Add User Account

### 7.4.4.2. Edit User Account

Follow the steps below to edit user account information.

1. Locate the target user on the Users list and tap the Edit icon next the username.

2. Update the following information as needed on the editing screen:
  - Username: update the username.
  - Region: Update the region assigned to the user.
  - E-mail: Change the contact email address.
  - Supervisor: Reassign the user's parent company.
  - User Role: Change the member's functional role and permission level.
  - User Profile: Update or refine the member's additional background information.
3. Save Changes: After reviewing the updates, tap the **[Confirm]** button at the bottom to save and apply the new settings.

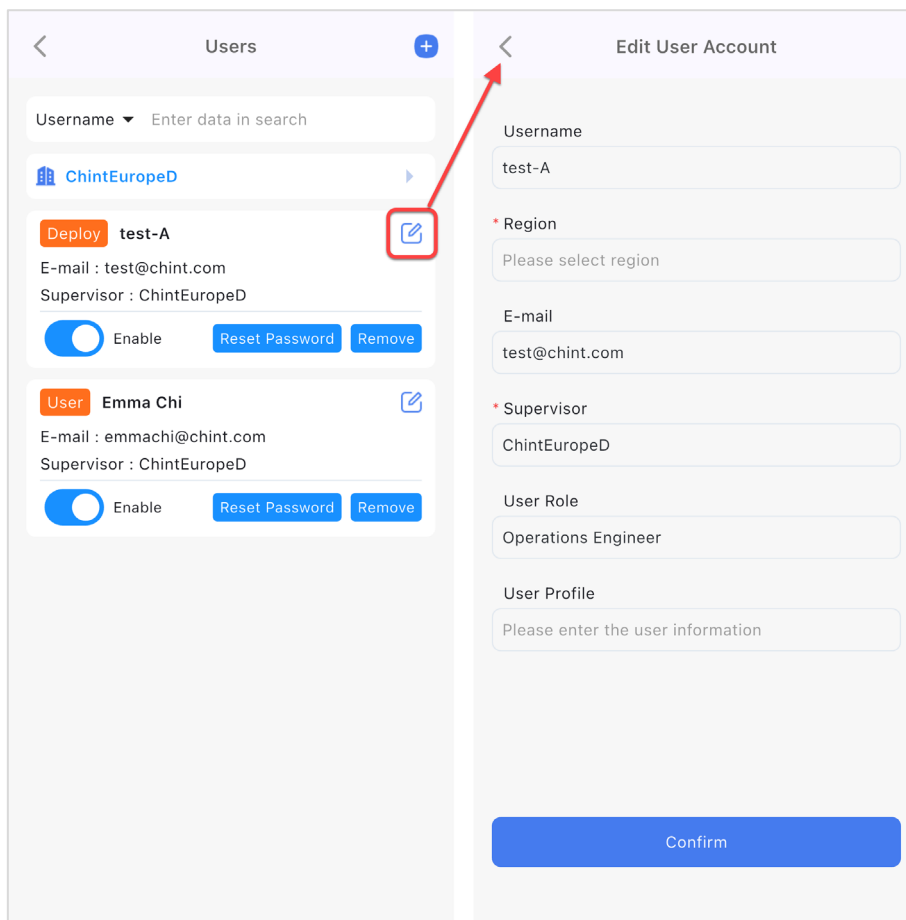


Figure 6-40 Edit User Account

#### 7.4.4.3. Enable/Disable User

User the Enable switch to manage user access permissions in real-time.

1. Locate the target user in the **[Users]** list.
2. Tap the **[Enable]** button:
  - Enable: The account is active; the user can log in and use MatriCloud normally.
  - Disable: The account is deactivated; the system will block all login requests from this account.

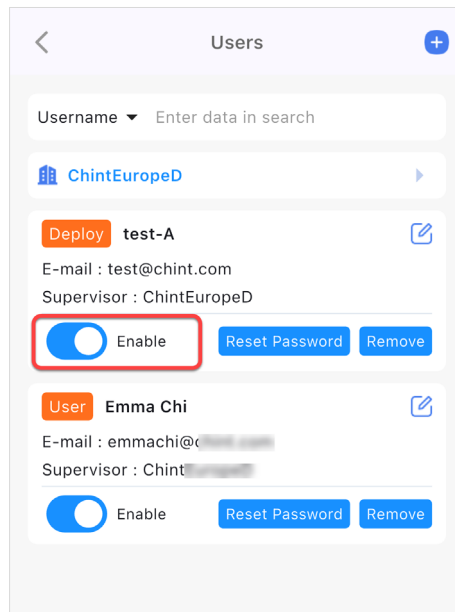


Figure 6-41 Enable/Disable User Account

#### 7.4.4.4. Reset User Password

Managers or operations personnel can use this feature to reset passwords for users who have forgotten them. The system supports both automatically generated random passwords and manually configured custom passwords

1. Locate the target user in the **[Users]** list and tap the **[Reset Password]** button below their entry.
2. Choose Reset Method:
  - Automatically: The system will generate a random password for the user.
  - Custom: Allows you to manually enter a specific new password.
3. Set New Password (If "Custom" is selected):
  - Enter the password in the **[Please enter the new password]** field.
    - Requirements: 8-18 characters, including at least two types from uppercase letters, lowercase letters, numbers, and special characters.
  - Re-enter the password in the **[Confirm password]** field for verification.
  - Confirm and Submit: Tap the **[Confirm]** button at the bottom to complete the reset.
4. Tap the **[Confirm]** button at the bottom to complete the reset.

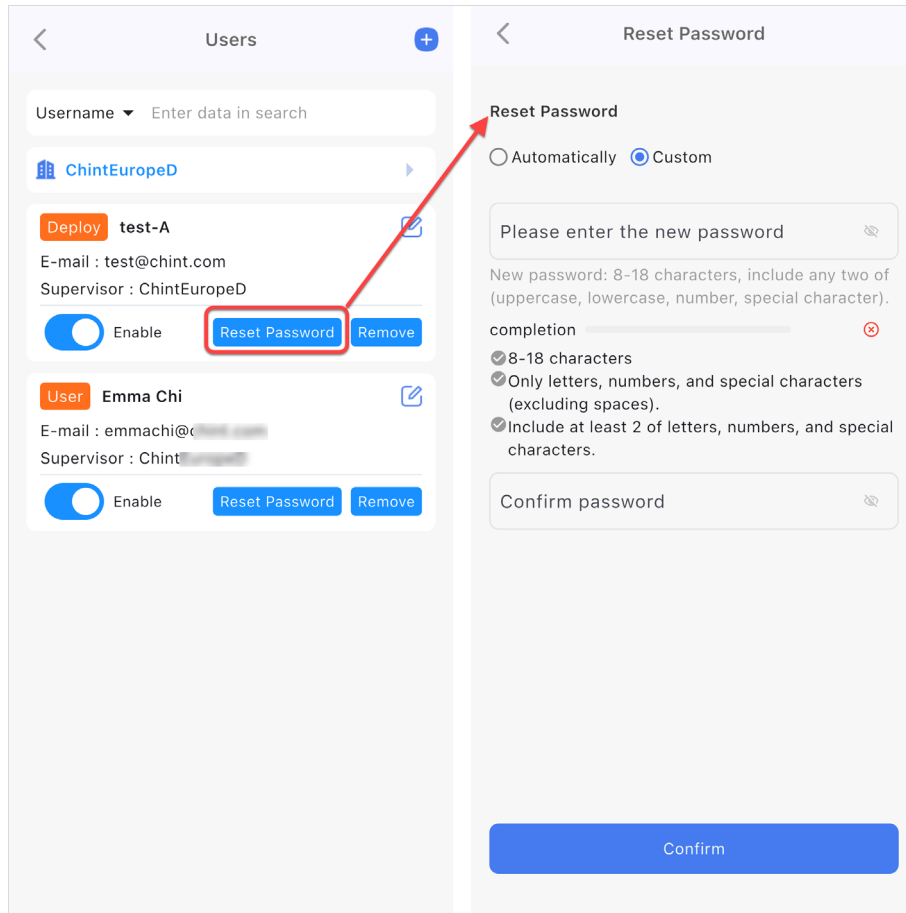


Figure 6-42 Reset Password

#### 7.4.4.5. Delete User Account

Managers and operations engineer can delete user accounts that are no longer needed. Note: The removal process is irreversible; once confirmed, the user will permanently lose all system access permissions.

1. Find the target user you wish to delete from the **[Users]** list.
2. Tap the **[Remove]** button located at the bottom right of the user entry.
3. Tap **[Confirm]** in the system's pop-up dialog. Once confirmed, the account will be removed from the list and cannot be recovered.

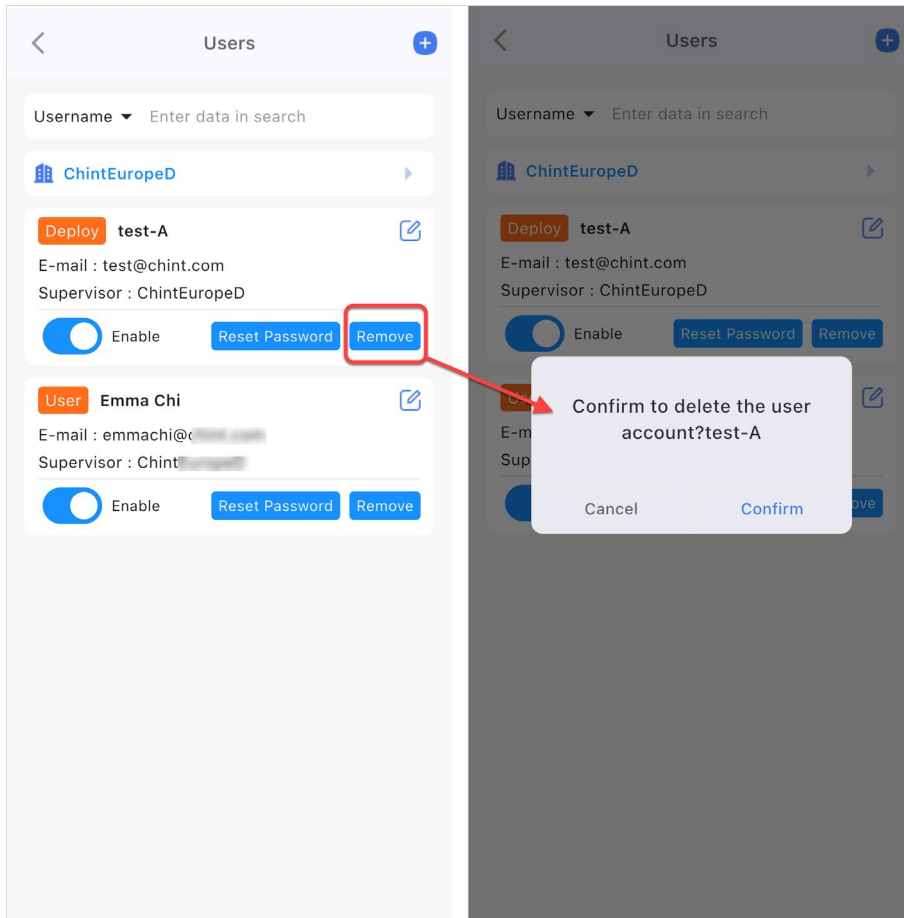


Figure 6-43 Delete User Account

## 8. Account

The **Account** screen allows users to manage their profile, security settings, device access, installation preferences, App settings, and language preferences. This section provides tools to customize the user experience, secure the account, and access App-related information.

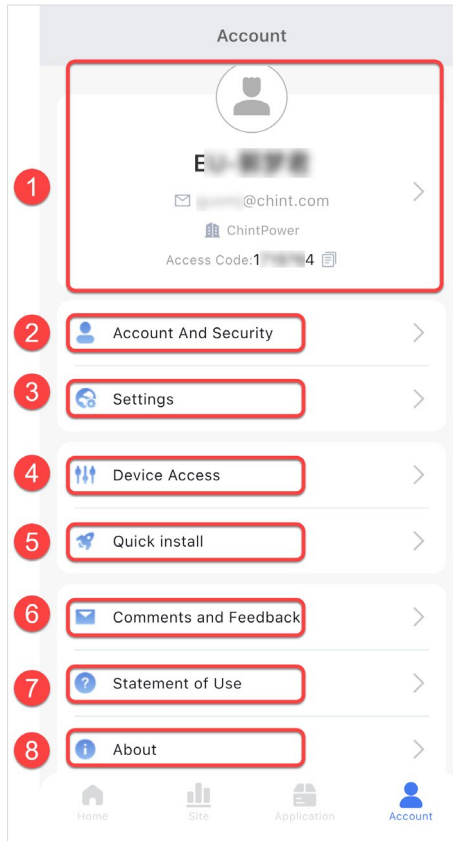


Figure 7-1 Account

Table 7-1 Account Items

No.	Item	Description
1	Personal Information	Displays nickname, email, company, and Access Code. Tap to edit avatar, nickname, and region (See Section 8.1.1 Update Avatar).
2	Account and Security	Modify the bound email, reset login password, or delete the account.
3	Settings	Configure App language, currency unit, and energy flow chart display (2D/3D).
4	Device Access	Perform near-end debugging and parameter configuration via Bluetooth.
5	Quick Install	Perform rapid local inverter setup via Bluetooth connection.
6	Comments and Feedback	Provides a channel for users to submit suggestions or report issues.

7	Statement of Use	Allows users to view legal documents, including the user agreement and privacy policy.
8	About	Shows the current App version, download QR code, and related official information.

## 8.1. Personal Information

This Personal Information module allows users to manage and update their profile details. It supports modifying the avatar, nickname, region, and associated email address.

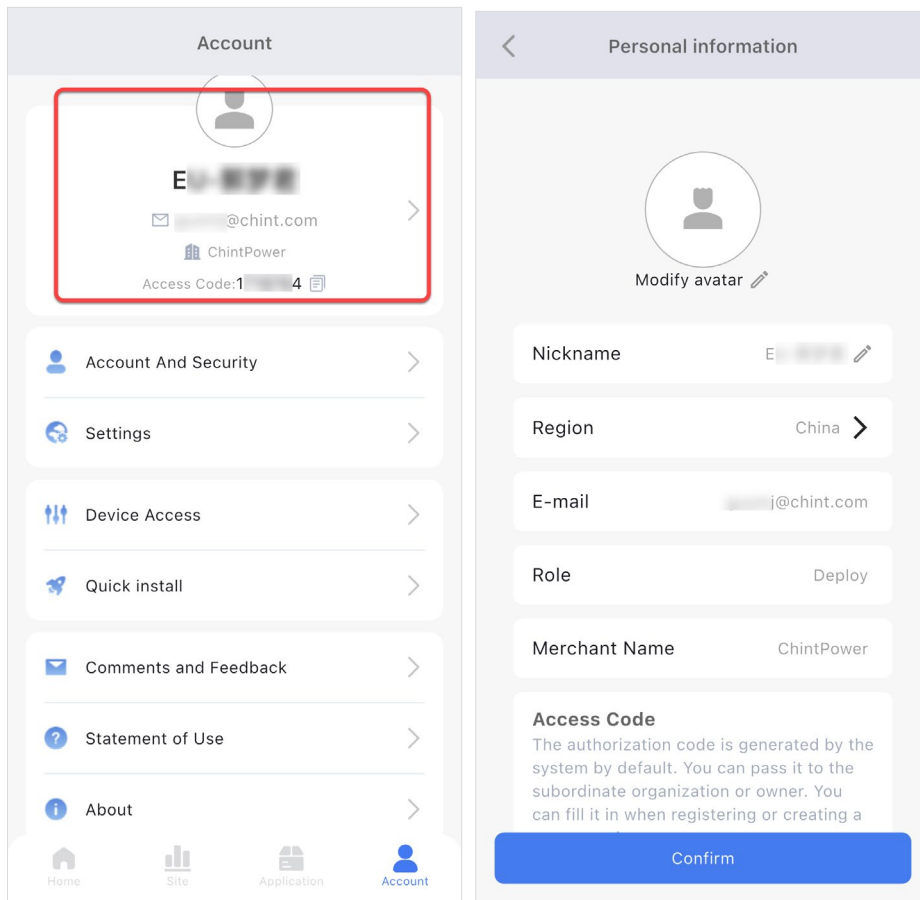


Figure 7-2 Update Information

### 8.1.1. Update Avatar

Tap the avatar to upload or take a new photo for your profile picture.

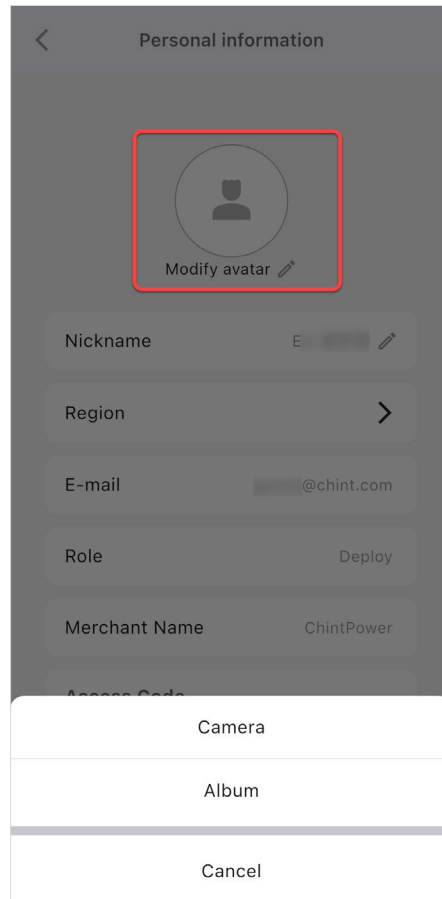


Figure 7-3 Update Avatar

### 8.1.2. Update Nickname

Tap the **[Nickname]** field, enter a new name, and tap the **[Confirm]** button at the bottom.

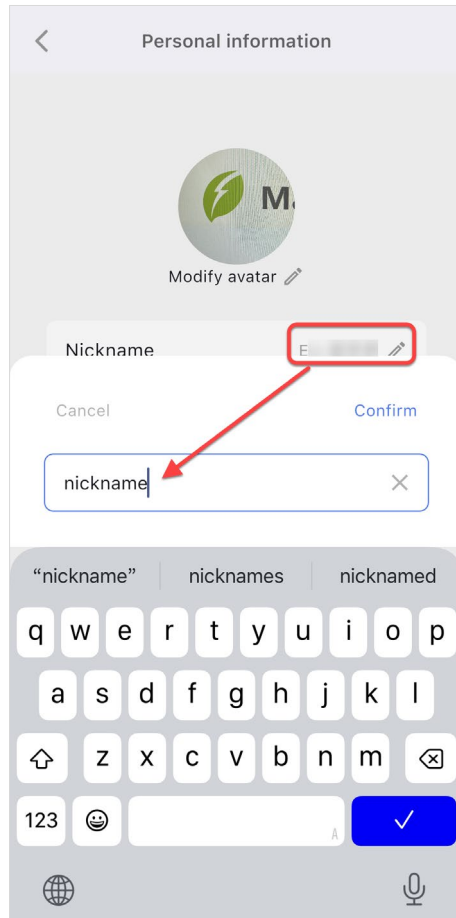


Figure 7-4 Update Nickname

### 8.1.3. Update Region

Tap the **[Region]** field, select your assigned area from the list, and tap the **[Confirm]** button.

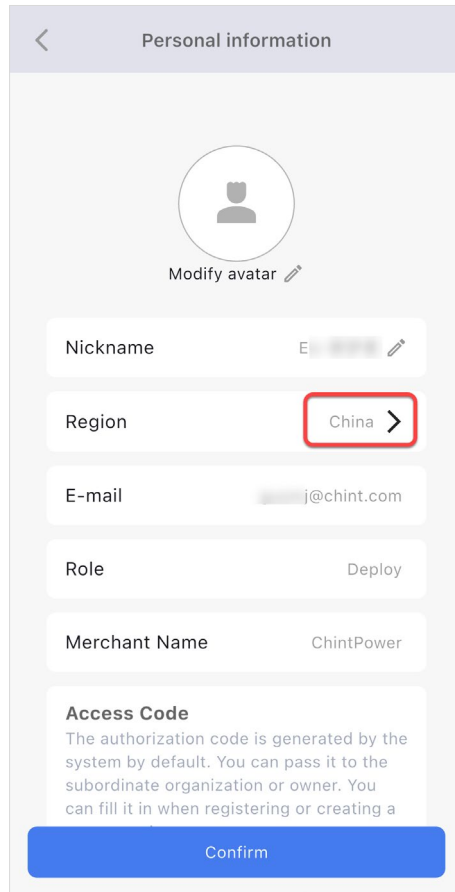


Figure 7-5 Update Region

## 8.2. Account and Security

The Account and Security is used to manage your account credentials and security settings. You can update your bound e-mail address, change your login password, or delete your account.

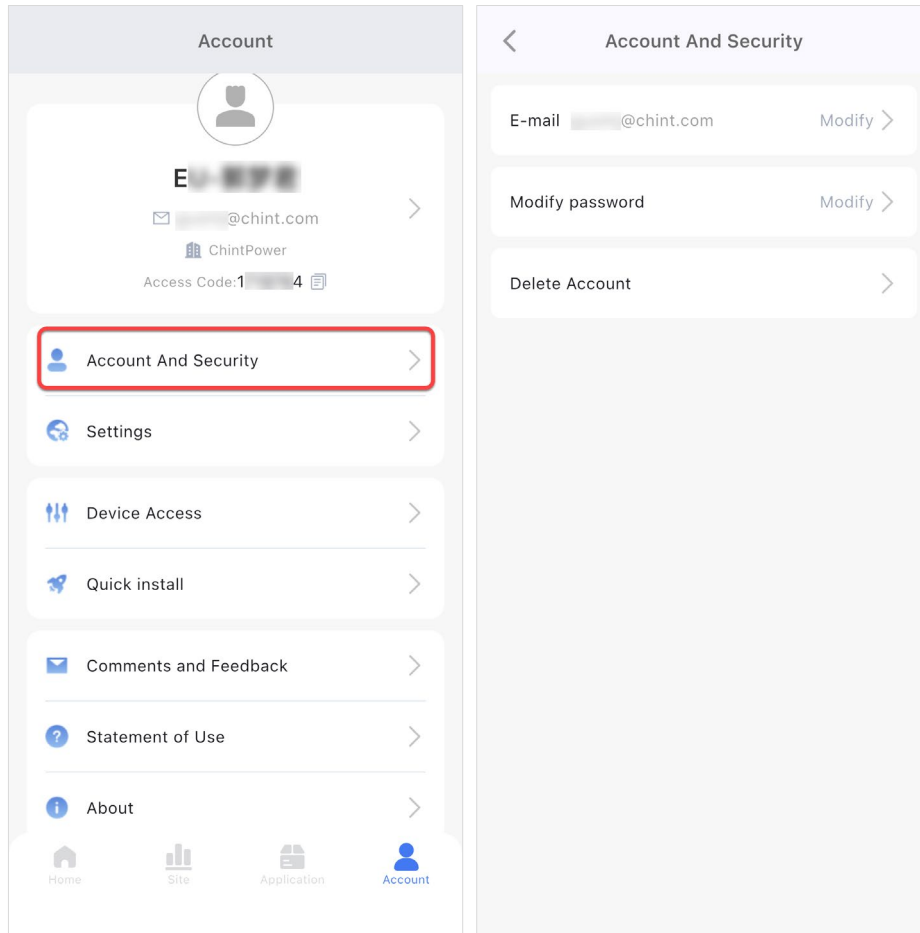


Figure 7-6 Account and Security

### 8.2.1. Modify E-mail

Follow these steps to modify the E-mail:

1. Go to **[Account]** -> **[Account and Security]** and tap the **[Modify]** button next to your e-mail address.
2. Tap **[Send Code]** to send a verification code to your current (old) e-mail address.
3. Enter the code and tap **[Confirm]** to verify your identity.
4. Enter the new e-mail address in the **[E-mail]** field.
5. Tap **[Send Code]** again to receive a code at the new e-mail address.
6. Enter the code and tap the **[Modify]** button to complete the update.

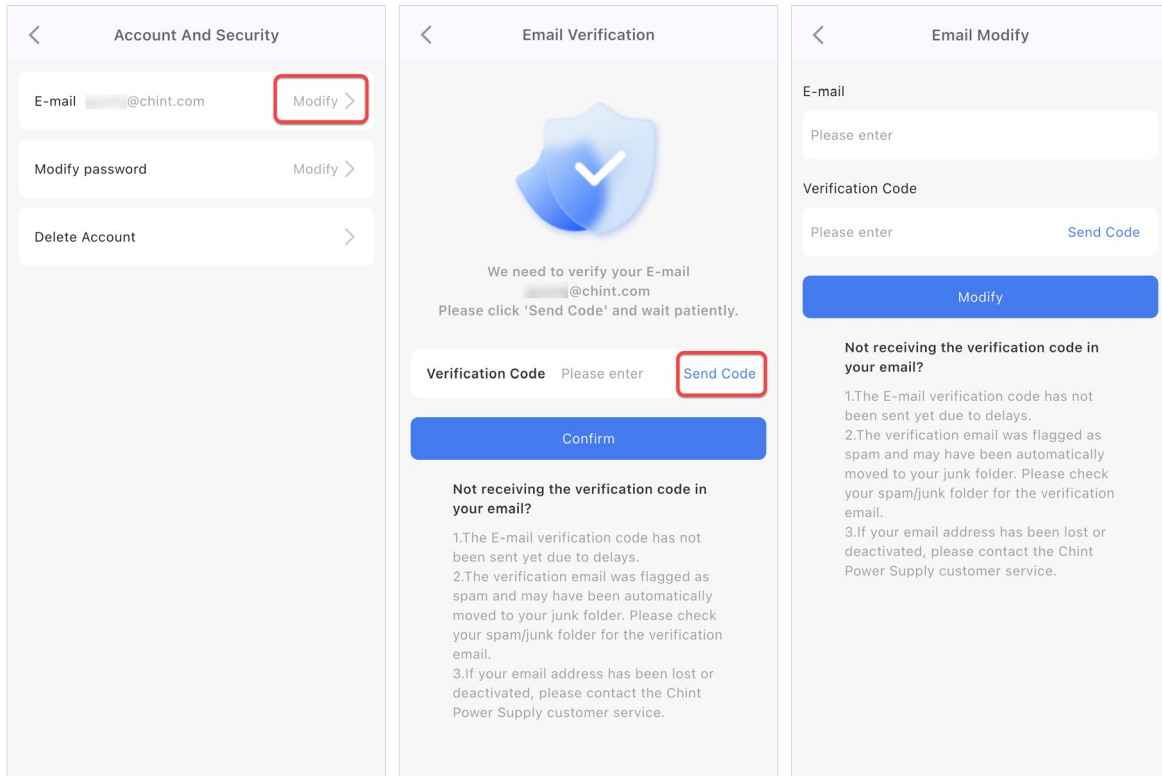


Figure 7-7 Modify E-mail

### 8.2.2. Reset Login Password

1. Go to **[Account]** -> **[Account and Security]** and tap the **[Modify]** button next to the Modify Password.
2. Enter your current password in the **[Please enter the old password]** field.
3. Enter a new password in the **[Set a new password]** field.
  - Requirement: 8-18 characters, including at least two types from uppercase letters, lowercase letters, numbers, and special characters.
4. Re-enter the new password in the **[Verify Password]** field for confirmation.
5. Tap the **[Confirm]** button at the bottom to complete the update.

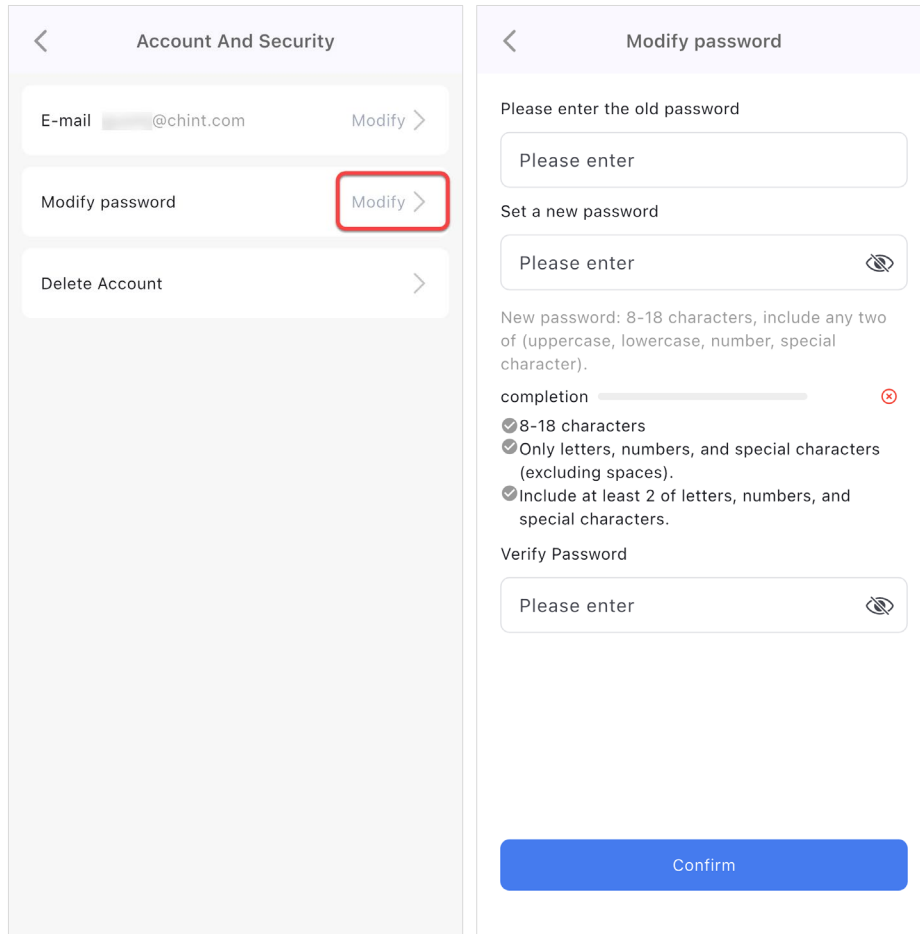


Figure 7-8 Reset Password

### 8.2.3. Delete Account

This function is used for the permanent closure of your account. Once the account is deleted, all related services and data will be permanently removed and cannot be recovered.

1. Go to the **[Account]** -> **[Account and Security]** screen.
2. Tap the **[Delete Account]** button.
3. Carefully read the cancellation notice and check the agreement box.
4. Tap **[Apply to delete account]** to confirm the deletion.

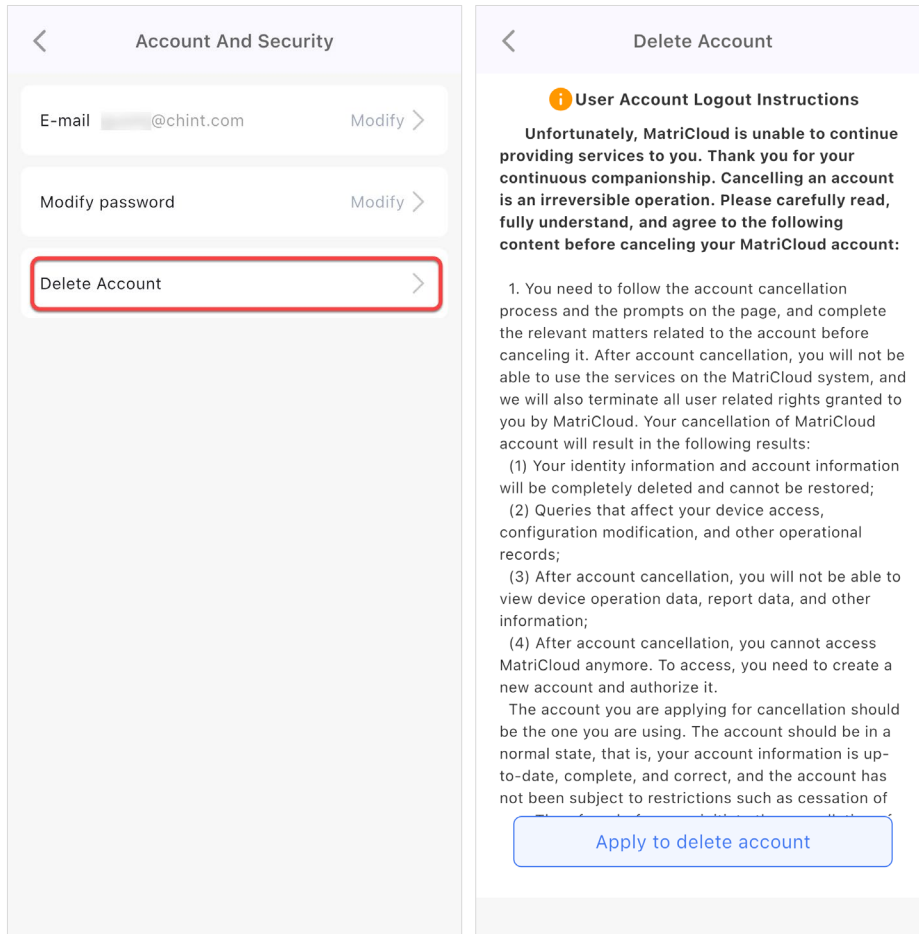


Figure 7-9 Delete Account

### 8.3. Settings

This section is used to configure personalized preferences for the App. You can switch the display language, modify the currency unit for statistical data, and adjust the energy flow chart display mode (2D or 3D) as needed.

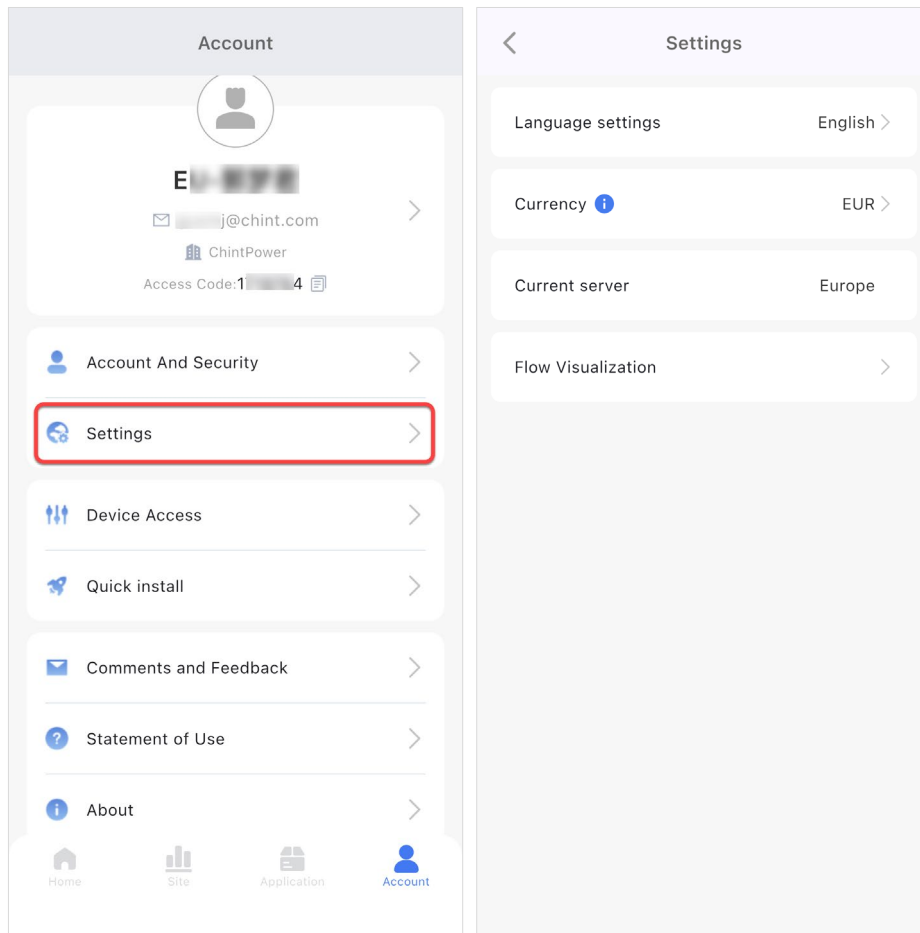


Figure 7-10 Settings

### 8.3.1. Switch Language

Follow the steps below to switch the language:

1. Go to the **[Account]** > **[Settings]** screen.
2. Tap the **[Language]** option.
3. Select your preferred language to apply the setting.

### 8.3.2. Set Currency

Follow the steps below to set the currency:

1. Go to the **[Account]** > **[Settings]** screen.
2. Tap the **[Currency]** option.
3. Select the target currency unit (e.g., USD, CNY).

### 8.3.3. Switch Energy Flow Mode

Follow the steps below to switch the energy flow mode:

1. Go to the **[Account]** > **[Settings]** screen.
2. Tap the **[Flow Visualization]** option.
3. Select either **[2D]** or **[3D]** mode based on your preference.
4. The setting will be saved automatically and applied to the data statistics pages.

## 8.4. Device Access

**Device Access** enables reading and configuring parameters of a local inverter via Bluetooth connection. This function is designed for special use cases to support customers or operations and maintenance (O&M) personnel. It facilitates local debugging, testing, near-end O&M, parameter configuration, fault diagnosis, and other device functions.

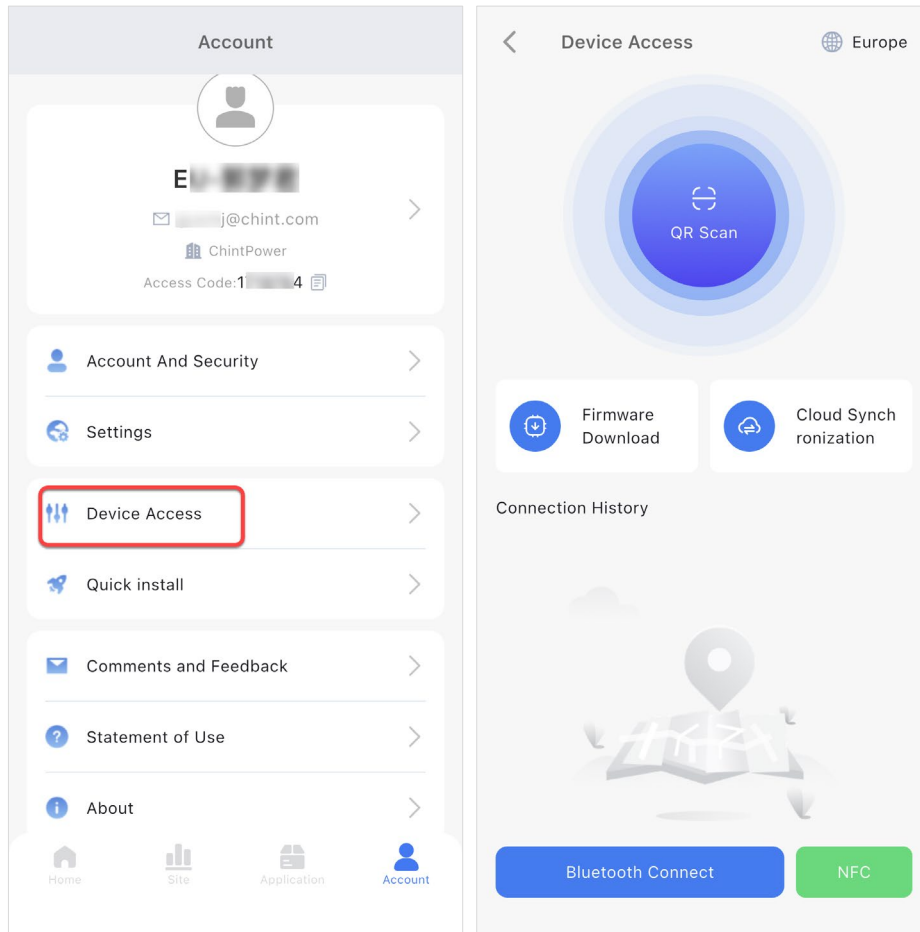


Figure 7-11 Device Access

Additionally, users can download the firmware to a mobile device through this page for near-end Bluetooth upgrades. For instructions on performing a near-end Bluetooth upgrade, refer to the *MatriCloud Mobile App – Local Operation Guide*.

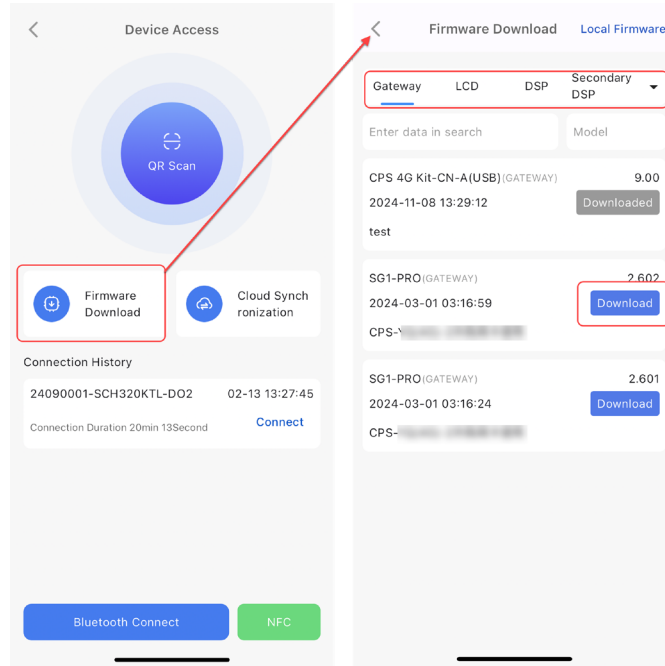


Figure 7-12 Download firmware

## 8.5. Quick Install

**Quick Install** enables fast local inverter setup via Bluetooth connection. For near-end Bluetooth Quick Install instructions, refer to the *MatriCloud APP Commissioning Manual*.

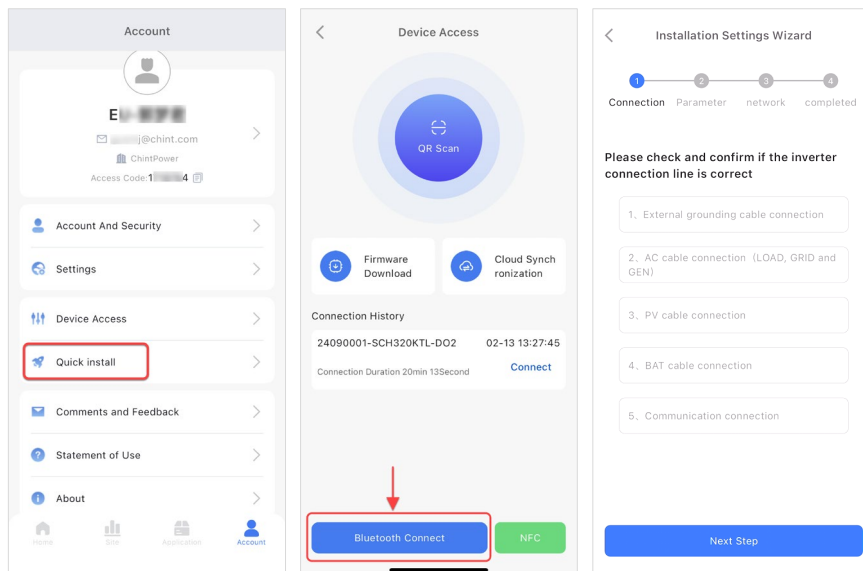


Figure 7-13 Quick Install

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