MatriCloud App

Remote Operation and Maintenance Manual

Applicable to MatriCloud App v2.13.2

Shanghai CHINT Power Systems Co., Ltd.

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1. About This Manual

1.1. Purpose and Scope

This manual provides detailed guidance for the remote monitoring and operation and maintenance (O&M) of energy sites with the MatriCloud App. It describes the App screens, the operations that can be performed remotely, and the conditions that apply to each operation.

In-Scope (Remote Operations)

This manual 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. Platform-level administration and configuration are outside the scope of this manual.
- Hardware Installation: For hardware installation, wiring, and the electrical safety of the devices, refer to the documentation supplied with the inverter, the gateway, or the electricity meter.

1.2. Target Audience

This manual is primarily intended for:

- Distributors
- Installers
- Owners

Your account type and the role assigned to your account determine the functions and the data that are available in the App. The menus, tabs, and configuration items described in this manual may therefore differ from those displayed on your device. If an entry described in this manual is not displayed, your account does not have the corresponding permission. For details of the account types, see Section *3.2.2 Sign Up*.

1.3. Safety and Responsibility

General Compliance and Liability

- **Operational Compliance:** Read this manual carefully before use, follow the instructions strictly, and observe all safety precautions on product labels and within this manual.
- **Applicability of Laws and Standards:** In addition to the safety instructions in this manual, you must comply with relevant international, national, or regional laws, regulations, standards, and industry requirements.
- **Limitation of Liability:** The Company shall not be liable for any personal injury, death, or property loss resulting from improper equipment use or violation of safety requirements.

Remote Operation Safety Precautions

Remote operation is performed over the network, without direct access to the site. Observe the following requirements:

- Before you issue a control or configuration command, make sure that the selected site and the selected device are the ones that you intend to operate.
- Do not perform remote operations on a device or on a site while on-site work is in progress. Inform the on-site personnel before you start a remote operation, and agree on the sequence of the work.
- The status and the data displayed in the App are the values that were reported by the devices at their latest successful communication. They do not replace the measurements and the safety measures taken on site.
- Remote control and parameter settings are available only to users with the corresponding role and permission. If a function is not available for your account, do not attempt to perform the same operation with another account.
- For a site that operates in parallel with the grid, perform only the operations that are permitted by the local grid code and by the site owner.
- If a remote command is not applied as expected, check the device status first and then contact your distributor or installer. Do not repeat the command before the status of the device is confirmed.



NOTICE!

Confirm the target site and device before you issue a remote command, and make sure that no on-site work is in progress. A remote operation that is started during on-site work may cause personal injury or equipment damage.

1.4. How to Use This Manual

This manual is organized by task, so that you can find an operation by the object that you want to work with.

- **Chapters 4 to 7** describe the four main screens of the App in the order of the bottom navigation bar: Home (**Chapter 4**), Site (**Chapter 5**), Application (**Chapter 6**), and Account (**Chapter 7**).
- **Chapter 5 Site** describes the sites, their devices, and their alarms, together with the operations that are started from the site level.
- **Chapter 6 Application** describes the maintenance tools that are used across sites: alarm query, remote upgrade, device management, and maintenance services.
- **Chapter 7 Account** describes your account, the App settings, and the device access and quick install entries.
- **Section 2.4 Capability and Permission Boundaries** describes the conditions that decide whether a function is available to you. Read it before you try to locate a function that appears to be missing.

Reading guidance by role:

- If you are a Distributor or an Installer, the operations that you use most often are described in Chapter 5 Site (site and device management), Chapter 6 Application (alarm handling, remote upgrade, maintenance services, and user management), and Chapter 7 Account.
- If you are an Owner, the information that you use most often is the Home screen (Chapter 4), the Summary, Device, and Alarm tabs of the site details (Chapter 5 Site), and the alarm functions of the Application screen (Chapter 6 Application).

1.5. Symbol Introduction

The symbols in this document are defined as follows:



DANGER indicates a hazardous situation with high level of risk which, if not avoided, will result in death or serious injury.



WARNING indicates a hazardous situation with medium level of risk which, if not avoided, could result in death or serious injury.



CAUTION!

CAUTION indicates a hazardous situation with low level of risk which, if not avoided, could result in minor or moderate injury.



NOTICE!

NOTICE indicates a hazardous situation which, if not avoided, could result in equipment working abnormally or property loss.



IMPORTANT!

IMPORTANT! indicates important supplementary information or provides skills or tips that can be used to help you solve a problem or save your time.

2. System Overview and Architecture

2.1. MatriCloud Platform Overview

MatriCloud is a comprehensive cloud platform designed for the full lifecycle monitoring, operation, and maintenance (O&M) of photovoltaic (PV) and energy storage systems (ESS).

The platform is accessed through two primary client interfaces MatriCloud Web: the browser-based web application (MatriCloud Web) and the mobile application (MatriCloud App). Both interfaces synchronize with the same cloud backend, ensuring that site telemetry, device states, and operational records remain consistent across platforms.

The MatriCloud App supports two connection modes: remote mode and local mode. Select the connection mode according to your position relative to the device: use remote mode for off-site monitoring and remote O&M, and local mode for on-site commissioning.

NOTICE!

The MatriCloud App is designed as a focused mobile companion, not a complete replacement for MatriCloud Web. Platform-level administration, organization restructuring, and batch report configurations must be performed via the Web portal.

Relationship Between the Access Ends and the Devices

The table below summarizes the purpose of each client interface and clarifies the scope covered in this manual.

Table 2-1 Client Interfaces and Operational Scope

Client / System Component	Purpose	Covered by This Manual
MatriCloud Web	Comprehensive platform for site administration, bulk device management, system configuration, and data auditing via a web browser	No. Refer to the MatriCloud Web User Manual.

MatriCloud App (remote mode)	The mobile entry point for the remote monitoring and O&M of sites and devices through the cloud service.	Yes. This is the scope of this manual.
MatriCloud App (local mode)	On-site local commissioning and functional testing through a direct Bluetooth or Wi-Fi connection to a device.	No. Refer to the MatriCloud App Commissioning Manual.

2.2. Connection Modes: Remote vs. Local

The MatriCloud App supports two connection modes: remote mode and local mode. Select the connection mode according to your position relative to the device: use remote mode for off-site monitoring and remote O&M, and local mode for on-site commissioning.

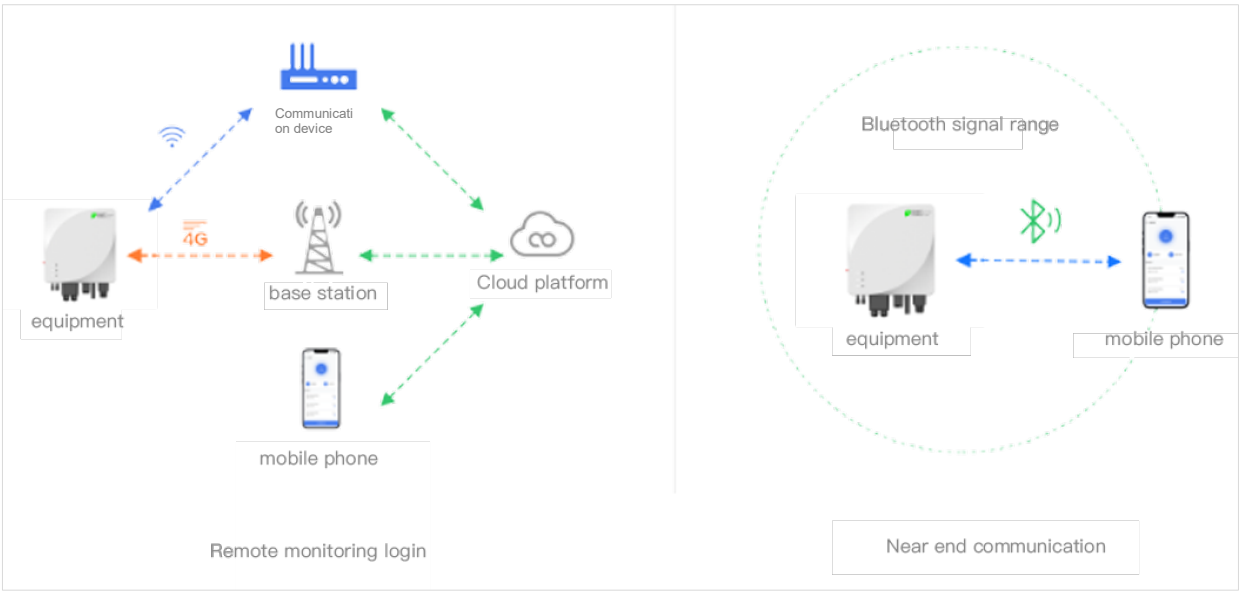


Figure 2-1 Network Connection Modes (Remote Mode vs. Local Mode)

Remote Mode (Remote monitoring login)

- Data Flow: On-site communication hardware (such as a 4G/Wi-Fi Gateway or a Local Controller) uploads telemetry data to the regional cloud platform. The mobile app communicates directly with the cloud service over Wi-Fi or mobile cellular data.
- Application Scenarios: Daily performance checks, cross-site alarm tracking, remote power control, operating mode adjustments, and remote firmware upgrades.
- Authentication: Requires logging in with a registered account username/email and password.

Local Mode (Near-End Communication)

Local Mode is dedicated to on-site commissioning and physical maintenance when a technician is standing next to the equipment.

- Data Flow: The mobile device connects point-to-point to the inverter or gateway using built-in Bluetooth or local Wi-Fi. Telemetry and commands are exchanged directly without passing through the cloud server.
- Application Scenarios: Initial grid-connection commissioning, electrical parameter calibration, safety regulation testing, and offline troubleshooting.
- Authentication: Direct Bluetooth connection without requiring a cloud account login.



NOTICE!

Direct Bluetooth communication is supported only on Chint Power devices equipped with an integrated Bluetooth module. Consult your distributor or installer to verify whether your specific device model supports Bluetooth connectivity.

2.3. Core Functional Capabilities

In remote mode, the App provides the following core capabilities:

- Real-time Monitoring: View operational data and status details for all registered sites.
- Asset and Topology Management: Monitor connected hardware (string inverters, PCS units, battery clusters, gateways, and electricity meters) organized by physical site or hierarchical device tree.
- Remote Configuration and Parameter Setting: Adjust device parameters and issue control instructions from any location.
- Proactive Maintenance and Diagnostics: Review active and historical alarms, analyze fault codes, locate faults instantly through real-time alerts and perform remote firmware upgrades.
- Enterprise and Account Management: Manage company profiles, provision and assign roles to team members, distribute site management rights, and personalize display preferences.

2.4. Capability and Permission Boundaries

The functions, configuration tabs, and telemetry parameters displayed in the App depend on dynamic operational boundaries. If a specific menu or control button is unavailable on your screen, confirm the following boundary conditions:

- **Account Type and Role Permissions**

- Distributor and Installer accounts have administrative capabilities, allowing users to configure devices, perform upgrades, and manage organization members.
- Individual accounts (Owner) are limited primarily to read-only access for monitoring energy yields, viewing site status, and inspecting active alarms.

- **Device Communication and Online Status**
  - Remote control commands, mode changes, and parameter modifications require the target device and its parent communication module (Gateway or Local Controller) to be online.
  - If a device is offline, only the last successfully reported telemetry values are displayed.
- **Hardware Model and Site Architecture**
  - System topology varies by site type. Standard solar plants display basic PV telemetry, whereas residential energy storage sites display additional battery metrics, SOC indicators, and charge/discharge tabs.
  - Integrated commercial & industrial storage (C&I ESS) and utility-scale sites present device tree rather than a flat device list.
- **Grid Compliance and Regional Regulations**
  - Specific diagnostic tools are constrained by local grid codes. For example, the AutoTest feature appears only when the inverter is configured under the Italian grid regulation.
  - Dry Contact smart load management is currently supported only on designated residential storage models in the Europe and Asia-Pacific regions.
- **Server Deployment Region**
  - User accounts and plant data are physically partitioned across regional cloud servers (Europe, North America, and Asia-Pacific). You can only access data hosted on the specific server where your account was registered.

2.5. App Interface Overview

The MatriCloud App interface is built around a persistent bottom navigation bar that provides instant access to the four primary operational screens. An AI Assistant floating shortcut is also accessible across all screens.

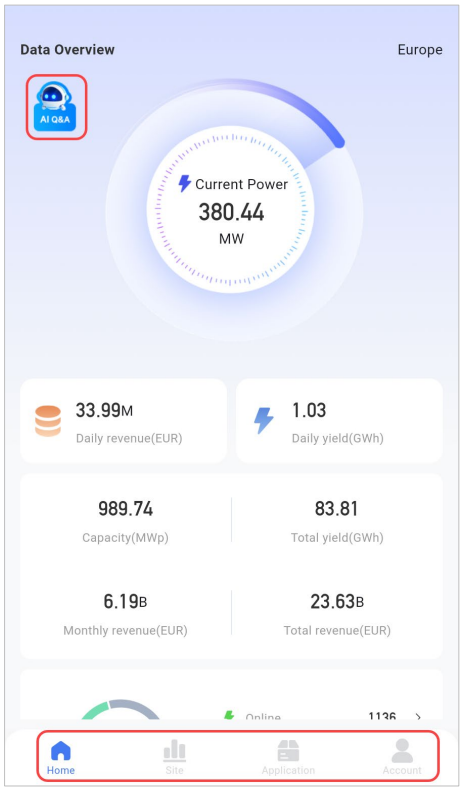


Figure 2-2 App UI Architecture and Bottom Navigation Bar

Table 2-2 describes the core responsibilities of each primary navigation entry.

Table 2-2 Navigation Entries

Entry	Main Functions	Refer to
Home	View overall power, daily/monthly energy yield, revenue, and site status (online, offline, alarm).	Chapter 4 Home
Site	Manage site assets, monitor live 2D/3D energy flow, inspect connected devices (Inverters, Gateways, Meters), and track site-specific alarms.	Chapter 5 Site
Application	Access cross-site O&M tools: centralized alarm management, batch remote firmware upgrades, IV curve diagnostics, system logs, and company/user management.	Chapter 6 Application
Account	Manage personal profiles, credentials, and notification settings; customize language and currency; access local Bluetooth commissioning shortcuts.	Chapter 7 Account
AI Assistant	Tap the floating icon to ask questions about fault codes, FAQs, and usage guides.	Section 2.6 AI Assistant

2.6. AI Assistant

The AI Assistant provides intelligent, real-time conversational support within the MatriCloud App.

The assistant entry button floats persistently on the screen after login. Tap this icon to open the chat dialog without leaving your current workspace.

The AI Assistant can help you with:

- Fault troubleshooting: interpret fault codes, help locate the problem, and propose solutions.
- FAQ: answer frequently asked product questions.
- Usage instructions: look up operating guides, correct usage, and maintenance guidance.
- Product information: check model specifications, model mapping, and basic parameters.

To use it, tap the floating AI Assistant entry, then type or select your question in the chat window.

The assistant screen shows a greeting and an introduction, and provides History and New conversation. You can enter your question as text or by voice (voice input requires the microphone permission).

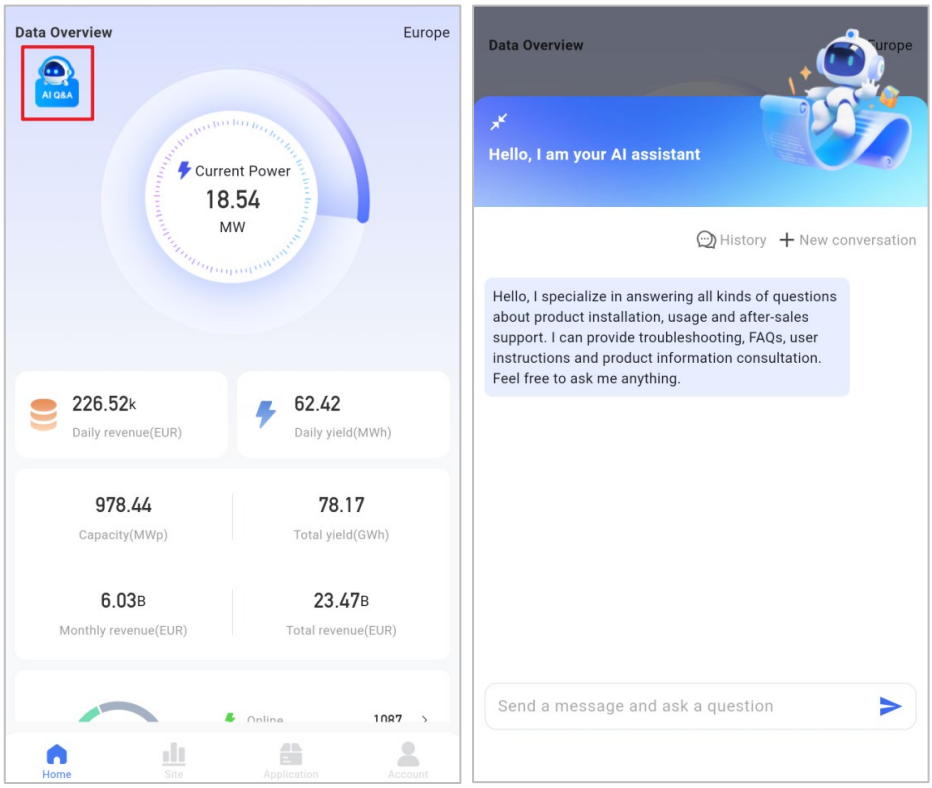


Figure 2-3 AI Assistant (AI Q&A)

3. Getting Started

3.1. Prerequisites and App Installation

3.1.1. 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%).
- **Account:** A MatriCloud account that was registered on the server of your region, with the permissions that are required for the tasks that you perform. See Section *3.2.2 Sign Up*.
- **Site and gateway:** The site has been created and a gateway has been added to it, and the devices that you want to monitor are visible in the device list of the site. See Section *5.2 Site Card* Actions

3.1.2. Follow / Unfollow Site

The Follow feature allows you to prioritize frequently inspected sites by pinning them to the top of the list and grouping them under the FOLLOWING tab.

Operation Steps:

1. On the site list screen, locate the target site card.
2. Tap the More options 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**.

   A star icon appears on the site card, and the site is pinned to the top of the list and added to the FOLLOWING tab.

5. To unfollow, repeat the steps and select **Unfollow**.

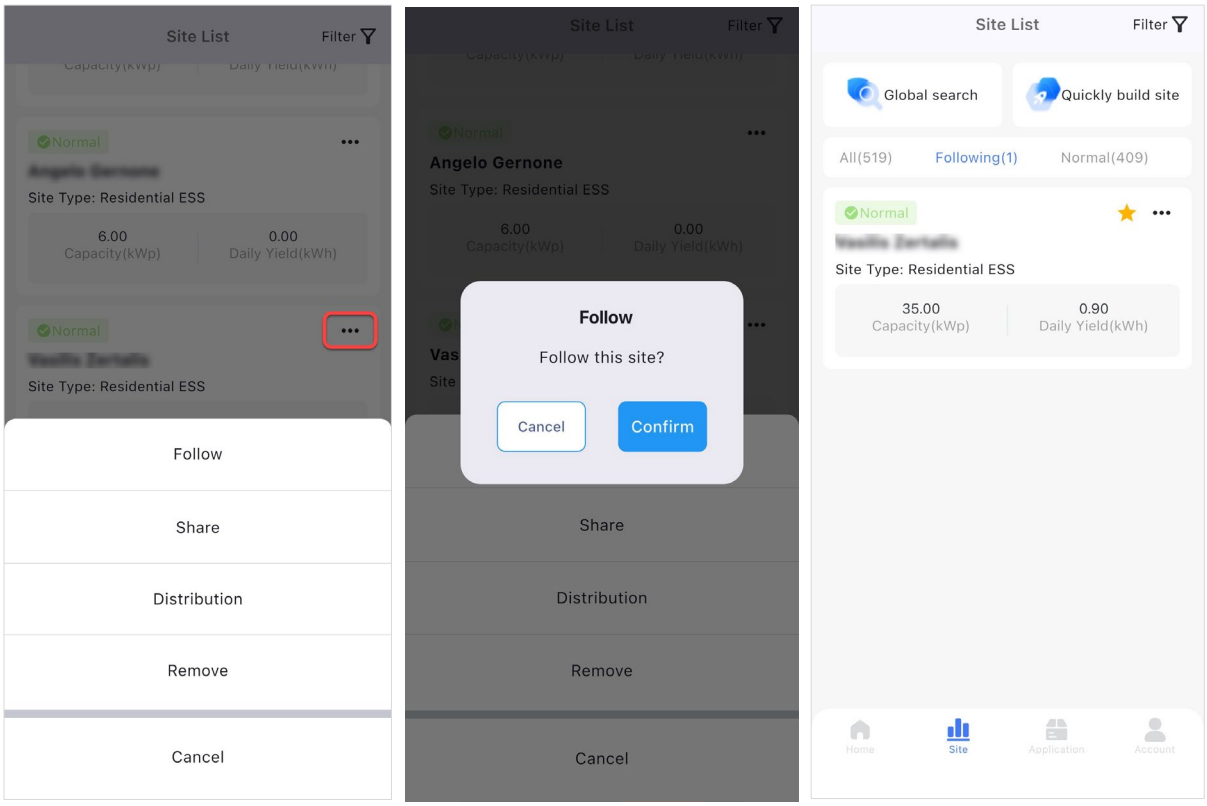


Figure 5-2 Follow Site

3.1.3. Share Site

The Share feature allows you to generate a secure web link, granting third parties temporary, view-only access to plant performance data without requiring them to register an account.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (⋯) and select **Share**.
3. On the Site Sharing screen, tap **+ Add** in the upper-right corner to create a new sharing link.
4. Select the Period of Validity: 1 day, 7 days, 30 days, or Forever.
5. Tap Confirm to generate the link, then tap Copy to share the URL address with recipients.

NOTICE!

You can edit the validity period or tap **Delete** on the Site Sharing screen at any time to revoke guest access immediately.

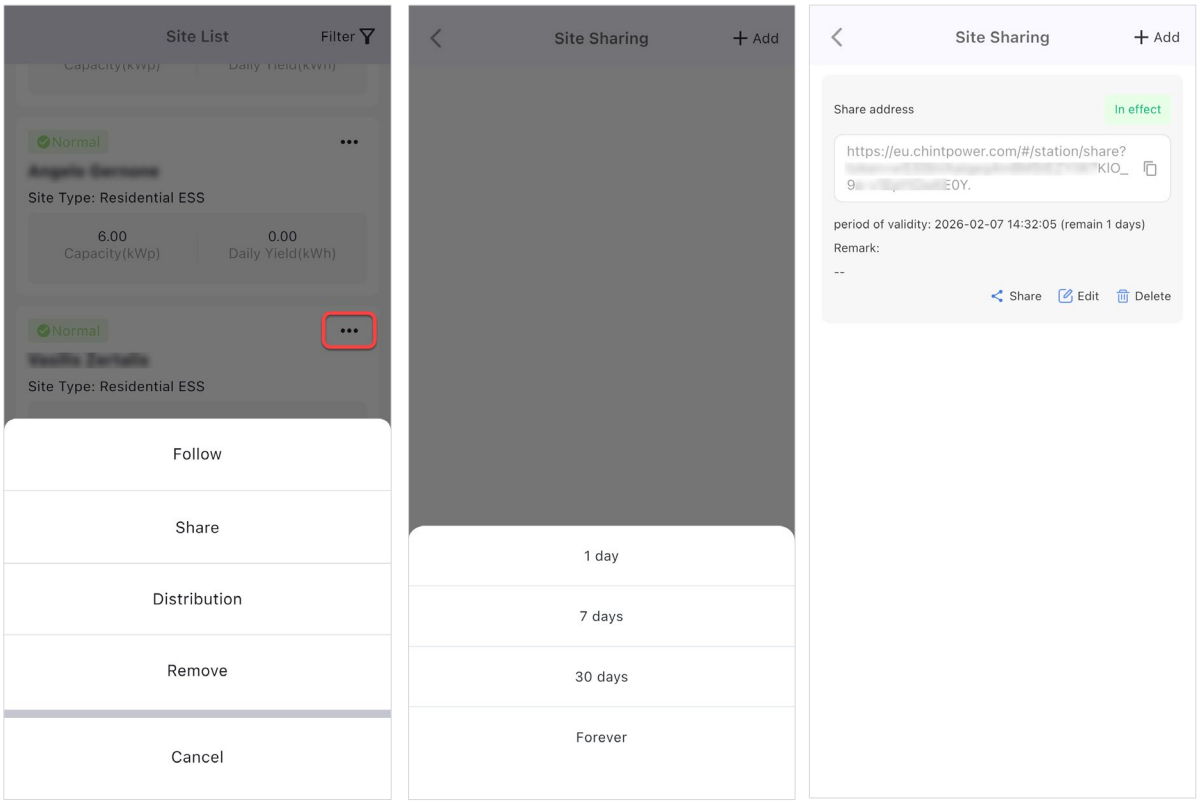


Figure 5-3 Share Site

3.1.4. Distribute Site

The Distribution feature allows service providers (Distributors and Installers) to assign or transfer site management authority to an Owner account.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (⋯) and select Distribution.
3. On the Site allocation information screen, choose an assignment method:
   - Select an existing account: Tap **Select an existing account**, search for the target user by username or email, and select the account from the list.
   - Create new account: Tap **Create new account**, enter the recipient's email address (or mobile number for Asia-Pacific), select the operator and region, and configure the login password (choose Automatically or Custom).
4. Tap **Confirm** to complete the site assignment.

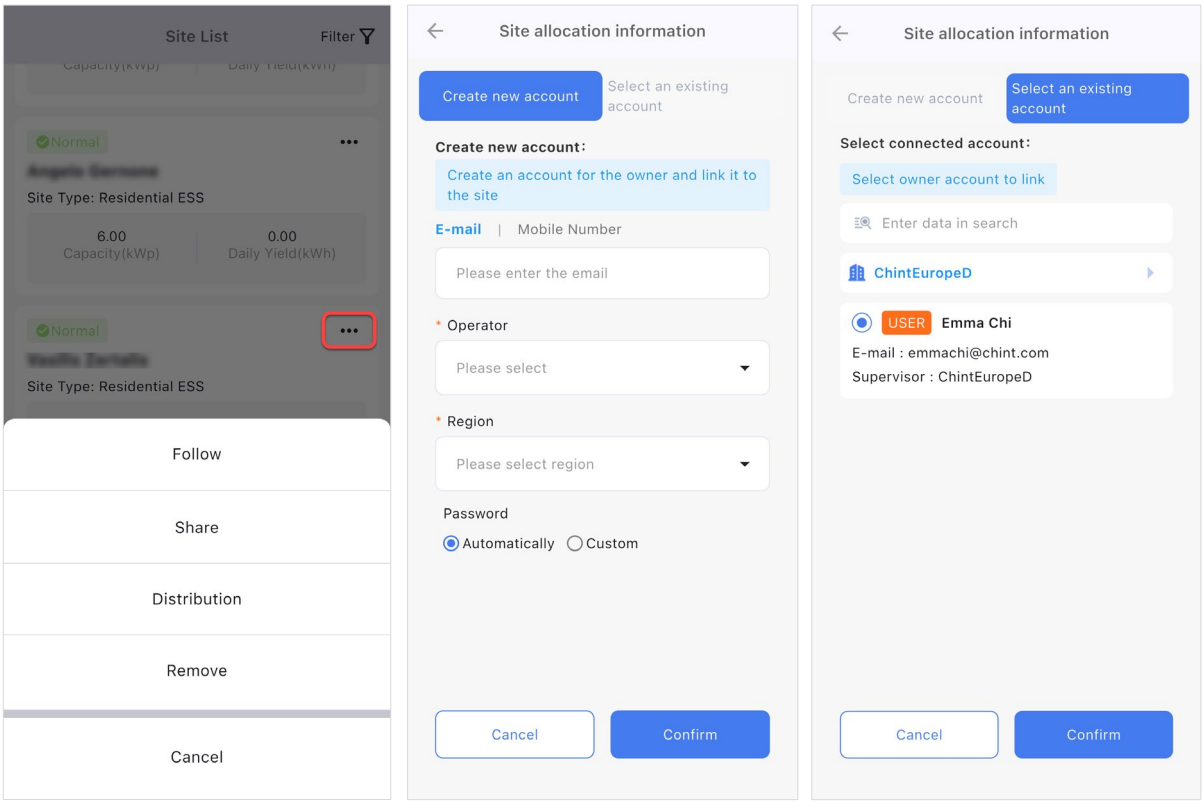


Figure 5-4 Distribute Site to an Account

3.1.5. Remove Site

This action permanently deletes a site from the MatriCloud platform.

WARNING!

Deleting a site permanently erases all associated historical generation, yield, and revenue records from the cloud. This operation is irreversible and cannot be recovered.

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.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (···) and select Remove.
3. A warning dialog appears: "This action will delete all data of the current site irreversibly!"
4. Tap **Confirm** to permanently delete the site. The site card will be removed from the list immediately.

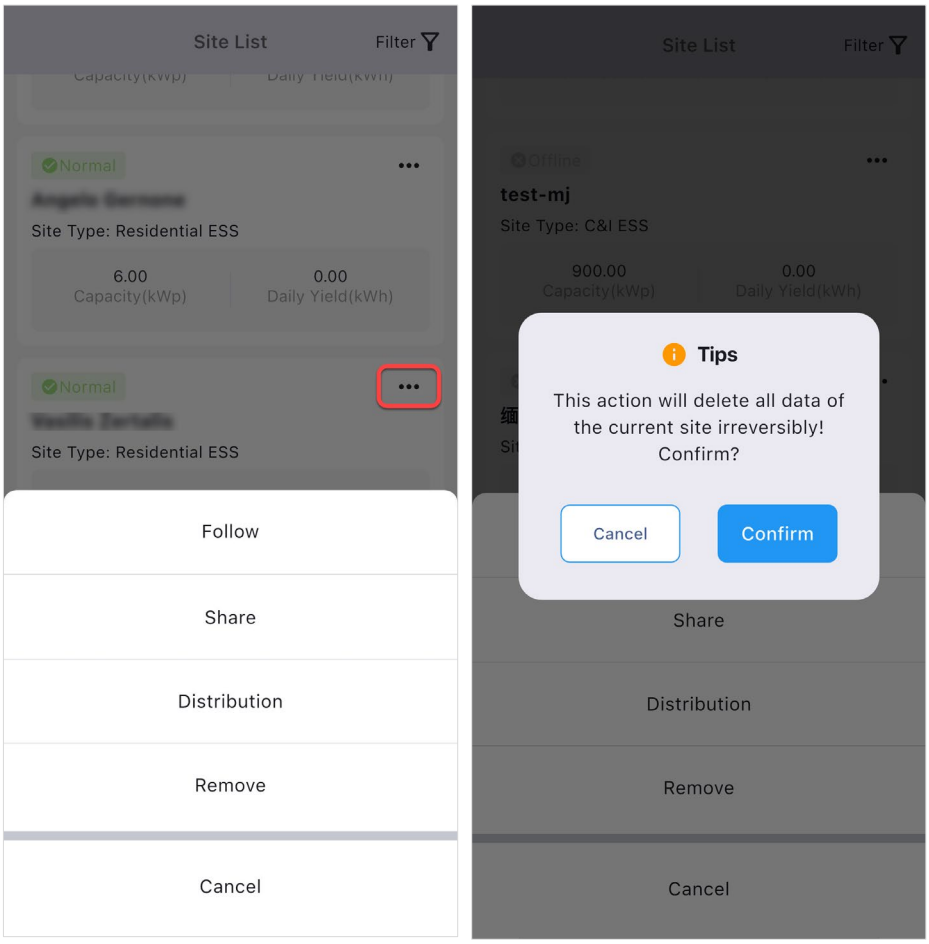


Figure 5-5 Remove Site

- Create Site and Section *5.4.1 Add /* Share Gateway.

3.1.6. Download and Install the App

Method 1: Search in Store

1. Open your app store.
2. Search for **MatriCloud.**

Method 2: Scan QR Code

Scan the QR code to access the download page.

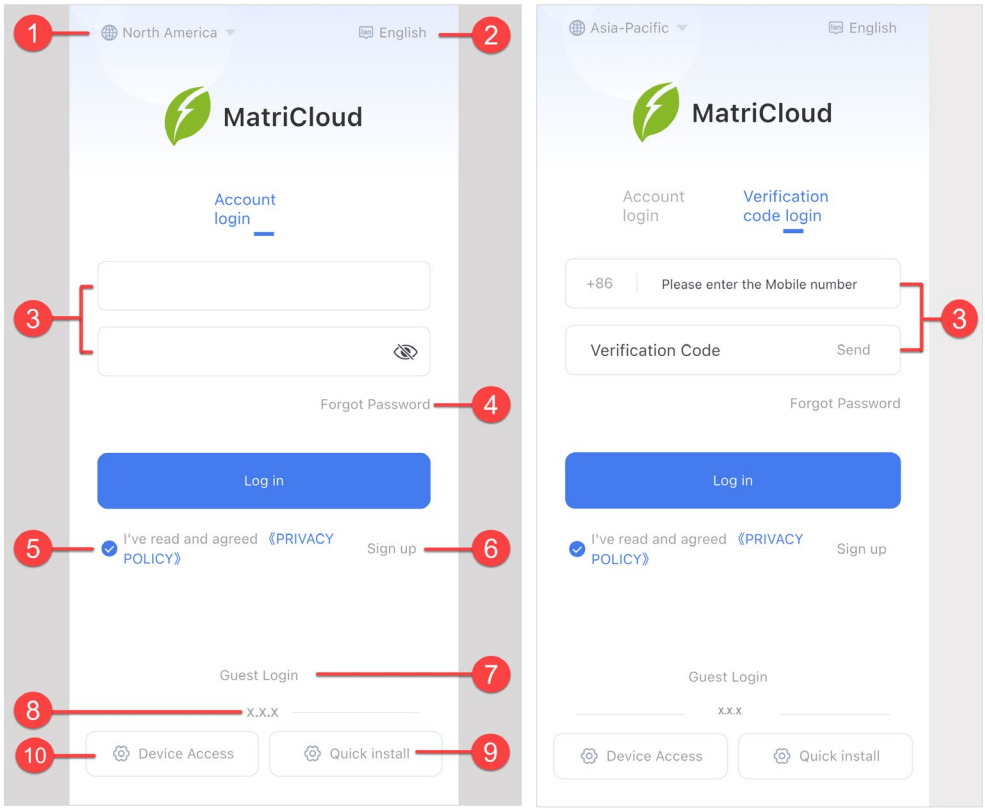
Figure 3-1 Scan to Download MatriCloud

5. Follow the on-screen prompts to download the App.

6. After installation, the MatriCloud icon appears on your home screen.

3.2. Account Setup and Login

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

NOTICE!

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: • All Regions: Email and Password. • Asia-Pacific Only: Mobile Number and SMS Verification Code.
4	Forgot Password	Tap to reset your password if forgotten. See Section *3.2.4 Forgot Password*.
5	Privacy policy	Review the privacy policy. Agree to it to proceed with login.
6	Sign up	Register a new account. See Section *3.2.2 Sign Up*.
7	Guest Login	Access limited App features without an account, for visitors.
8	App Version	Displays the current App version number (e.g., 2.13.2).
9	Quick Install	Opens a wizard to set up the inverter quickly via Bluetooth for local mode. See MatriCloud APP Commissioning Manual.
10	Device Access	Tap to connect via Bluetooth for local mode and enter the home menu. See MatriCloud APP Commissioning Manual.

3.2.1. 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.

Operation Steps:

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.

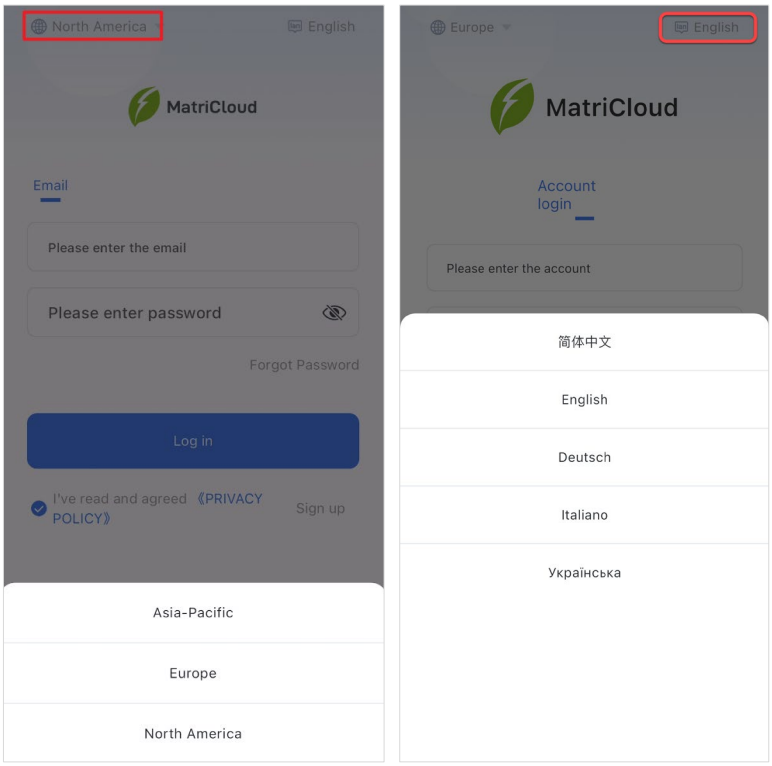


Figure 3-3 Server and Language Selection

3.2.2. Sign Up

The MatriCloud App supports three account types: 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**.
3. Tap **Next Step**.

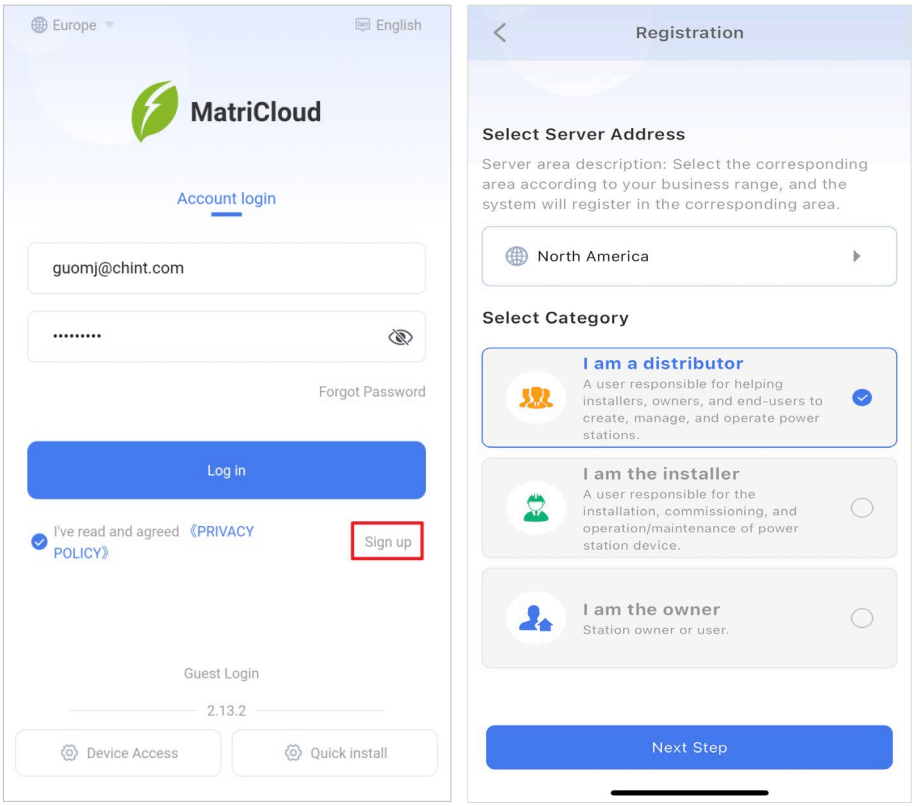
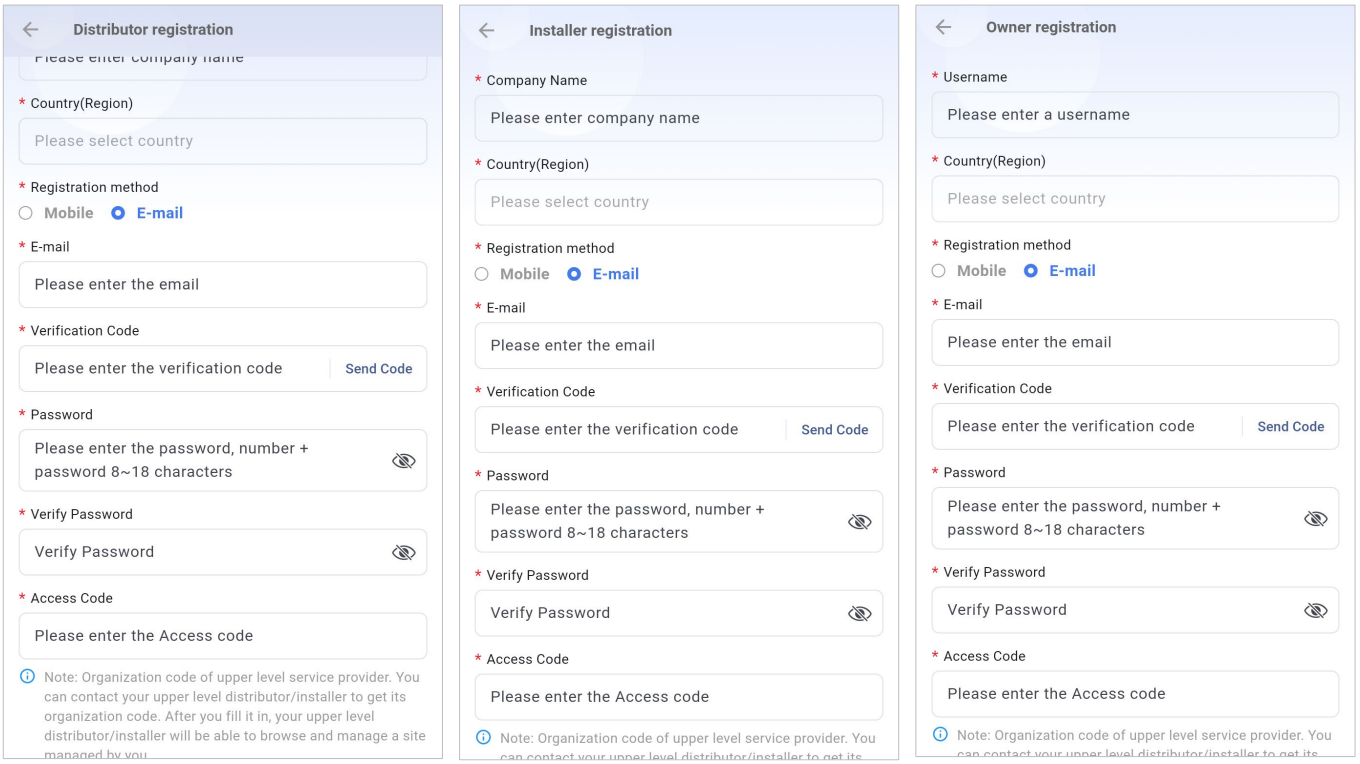


Figure 3-4 Tap Sign up

4. Enter the required account information:

Item	Description
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
Registration method	• Mobile: Asia-Pacific only • Email address: All regions
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.

5. Tap **Submit** to complete your signup.



(A) Distributor (B) Installer (C) Owner

Figure 3-5 Sign Up Form

3.2.3. Account Login

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.

3.2.4. Forgot Password

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.
6. Tap **Submit** to reset your password successfully.

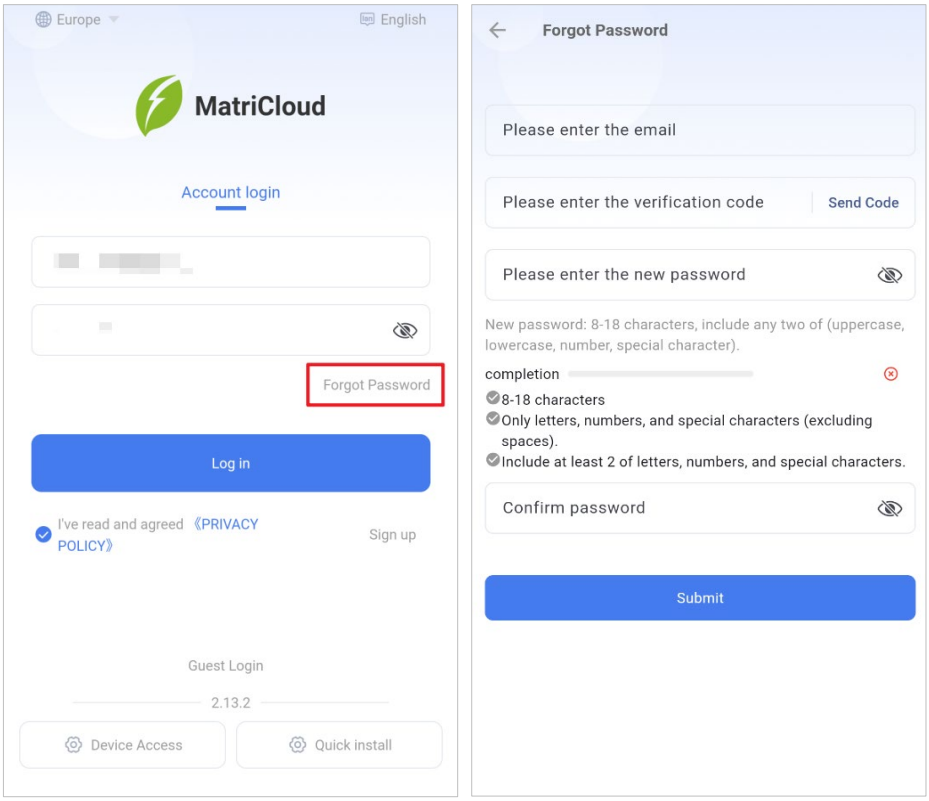


Figure 3-6 Reset Password

3.3. First-Time Quick Start

The following path takes you through the screens that are required for a first remote O&M task. The steps are a summary; each step refers to the section that describes the operation in detail.

1. Set the server region and the App language, and log in with your MatriCloud account. See Section *3.2 Account Setup and Login*.
2. If no site has been created yet, create one from the Site screen. See Section *5.2 Site Card Actions*.
3. Review the overall status of your sites on the Home screen. See Chapter *4 Home*.
4. Open Site and select the target site to open its details. See Section *5.1 Site List*.

5. Check the operating status and the energy flow of the site on the Summary tab. See *Section 5.4.2 Summary.*
6. Open the Device tab, and then select the gateway, the inverter, or the electricity meter to view its data and its parameters. See Section *5.4.3 Device*.
7. Open the Alarm tab to review the active alarms of the site, and tap an alarm to view its details. See Section *5.4.4 Alarm*.
8. For maintenance tasks such as a firmware upgrade of the gateway, of the inverter, or of the DI/DO board, open **Application** > **Maintenance Tool**. See Section *6.2 Maintenance Tool*.
9. If you need help with a fault code or with an operation, open the AI Assistant and enter your question. See Section *2.6 AI Assistant*.

NOTICE!

The order of the steps may vary. If you are the Owner of a site that has already been created and commissioned by your installer, start from step 3. The entries that are available to you depend on your account role and on the current state of the site and of the devices. See Section *2.4 Capability and Permission Boundaries.*

4. 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.

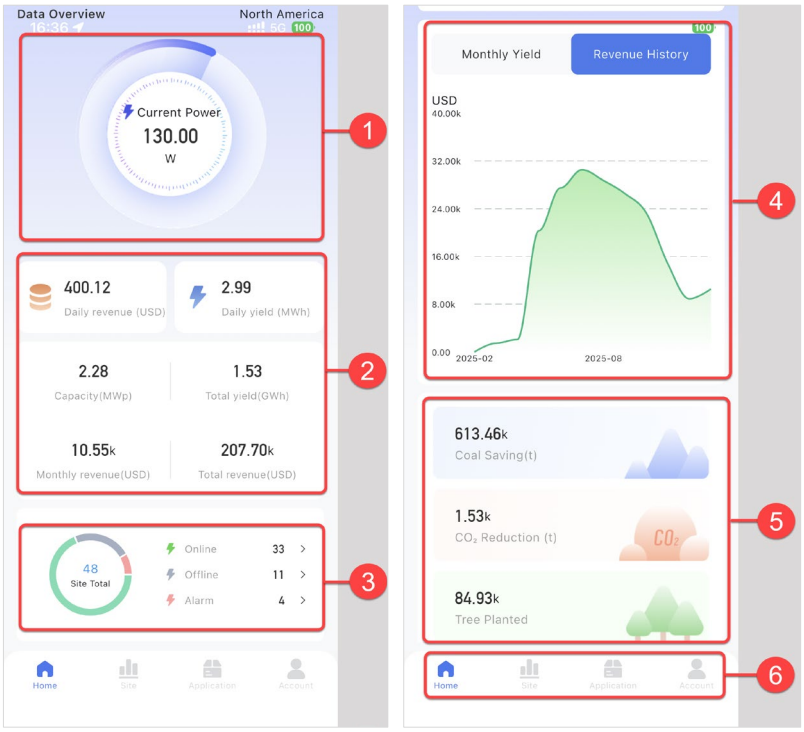


Figure 4-1 Home

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 **Monthly Yield** or **Revenue History** to switch views and analyze historical data. • Monthly yield: a graph of monthly energy production in kWh • Revenue history: view revenue trends over time
5	Conserve Energy, Reduce Emissions	Environmental impact metrics: Coal Saving: Shows coal savings in tons (e.g., 18.9k tons) due to renewable energy use.

		CO_2 Reduction: Displays CO_2 reduction in tons (e.g., 47.10 tons) from power station operations. Trees Planted: Indicates the equivalent number of trees planted (e.g., 2.62k trees) based on emissions savings.
6	Navigation Bar	Bottom navigation bar: • Home: Current screen • Site: Manage sites (see Chapter *5 Site*). • Application: Configure Applications (see Chapter *6 Application*). • Account: Adjust account settings (see Chapter *7 Account).*

NOTICE!

To display revenue values in your local currency (e.g., EUR for EU users), update your currency settings in Chapter *7 Account*.

5. Site

The Site module is the central workspace for managing power station assets and monitoring operational performance. It allows users to create and onboard new sites, track real-time 2D/3D energy flow, inspect connected devices (including gateways, inverters, and electricity meters), and handle site-specific alarms and administrative configurations.

5.1. Site List

The **Site List** screen displays all power stations associated with your account after logging in remotely. It provides key operational metrics for each plant, status filtering, search capabilities, and site-level management actions.

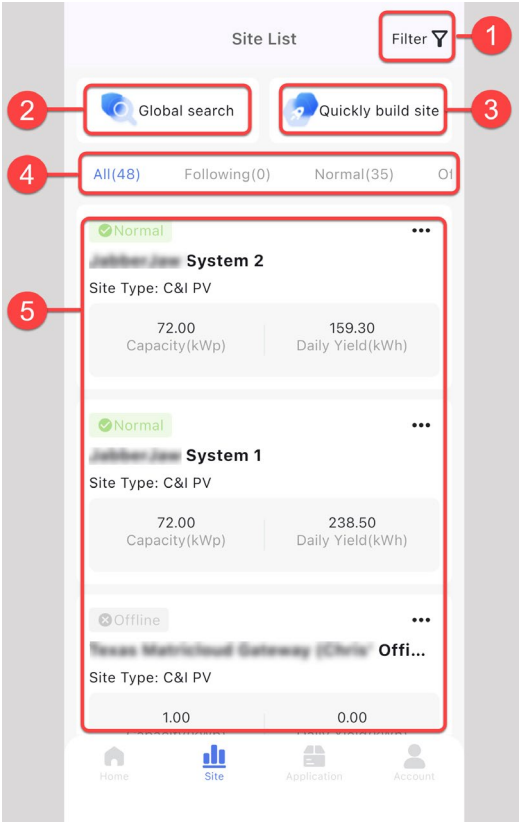


Figure 5-1 Site List Screen Overview

NOTICE!

You can pull down the screen or tap the refresh control at any time to query the cloud server and retrieve the latest site status.

Table 5-1 Site List Elements

No.	Element	Description
1	Filter	Filter sites by multiple criteria, including site type, region, and operator.
2	Quickly Build Site	Opens the site creation wizard to onboard a new site (see Section *5.2*
3	Global Search	Quickly search for specific sites by entering the site name.
4	Status Tab	Filter displayed sites by connection state: **ALL**, **FOLLOWING**, **ONLINE**, **OFFLINE**, or **ALARM**.
5	Site Cards	Displays individual site overview cards (capacity, daily yield, operational status). Tap a card to enter Site Details. For site details see Section *5.4 Site Detail*.

5.2. Site Card Actions

5.2.1. Follow / Unfollow Site

The Follow feature allows you to prioritize frequently inspected sites by pinning them to the top of the list and grouping them under the FOLLOWING tab.

Operation Steps:

1. On the site list screen, locate the target site card.
2. Tap the More options 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**.

   A star icon appears on the site card, and the site is pinned to the top of the list and added to the FOLLOWING tab.

5. To unfollow, repeat the steps and select **Unfollow**.

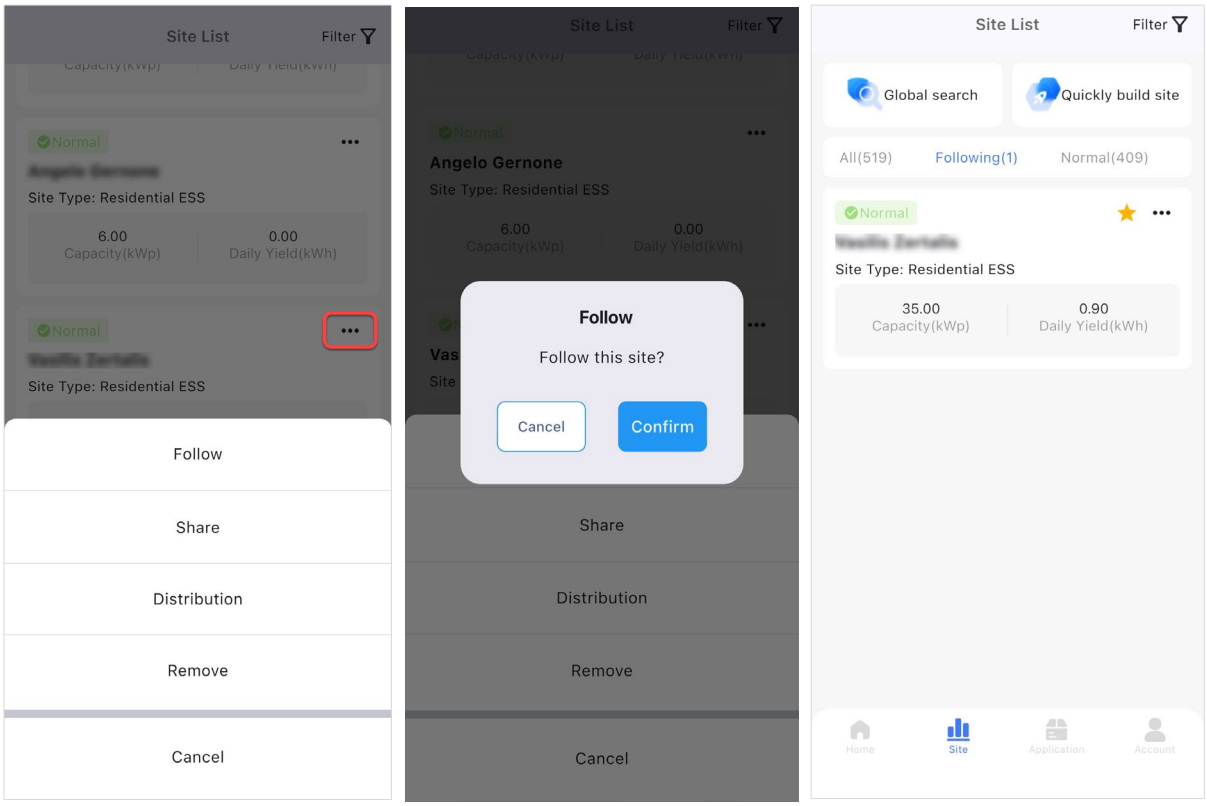


Figure 5-2 Follow Site

5.2.2. Share Site

The Share feature allows you to generate a secure web link, granting third parties temporary, view-only access to plant performance data without requiring them to register an account.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (⋯) and select **Share**.
3. On the Site Sharing screen, tap **+ Add** in the upper-right corner to create a new sharing link.
4. Select the Period of Validity: 1 day, 7 days, 30 days, or Forever.
5. Tap Confirm to generate the link, then tap Copy to share the URL address with recipients.

NOTICE!

You can edit the validity period or tap **Delete** on the Site Sharing screen at any time to revoke guest access immediately.

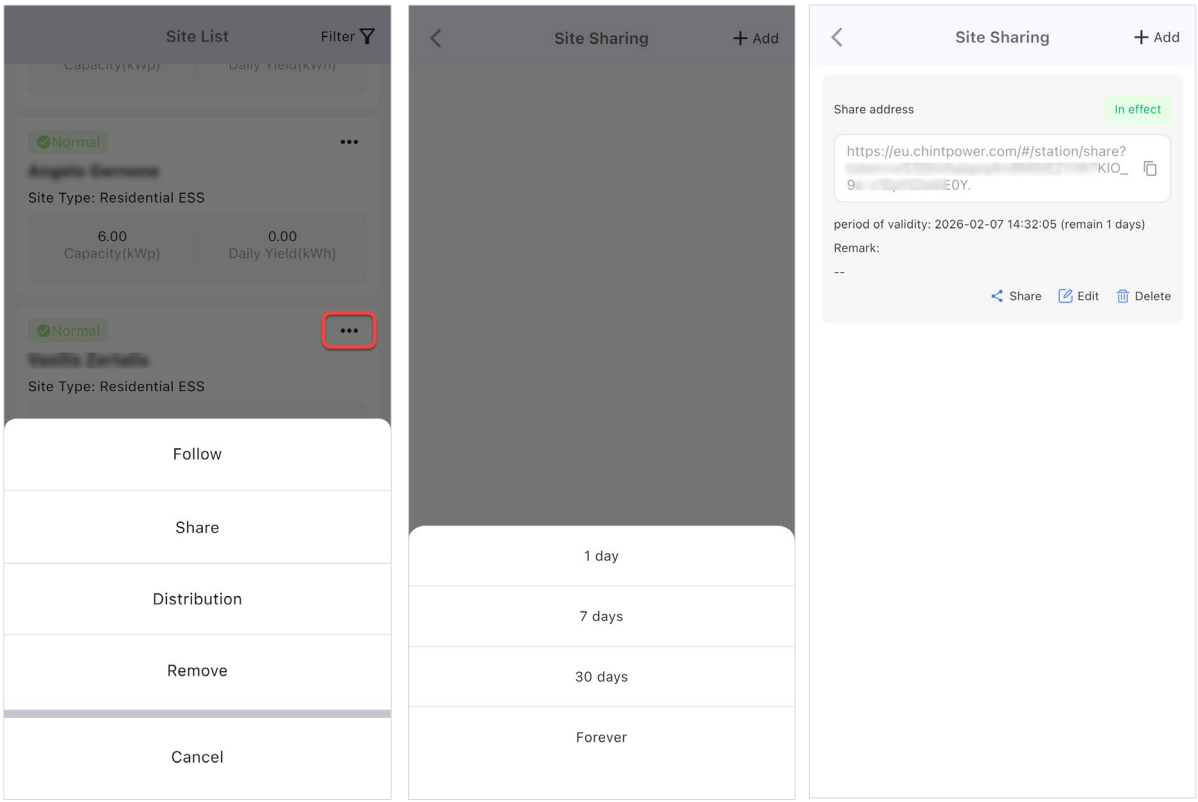


Figure 5-3 Share Site

5.2.3. Distribute Site

The Distribution feature allows service providers (Distributors and Installers) to assign or transfer site management authority to an Owner account.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (⋯) and select Distribution.
3. On the Site allocation information screen, choose an assignment method:
   - Select an existing account: Tap **Select an existing account**, search for the target user by username or email, and select the account from the list.
   - Create new account: Tap **Create new account**, enter the recipient's email address (or mobile number for Asia-Pacific), select the operator and region, and configure the login password (choose Automatically or Custom).
4. Tap **Confirm** to complete the site assignment.

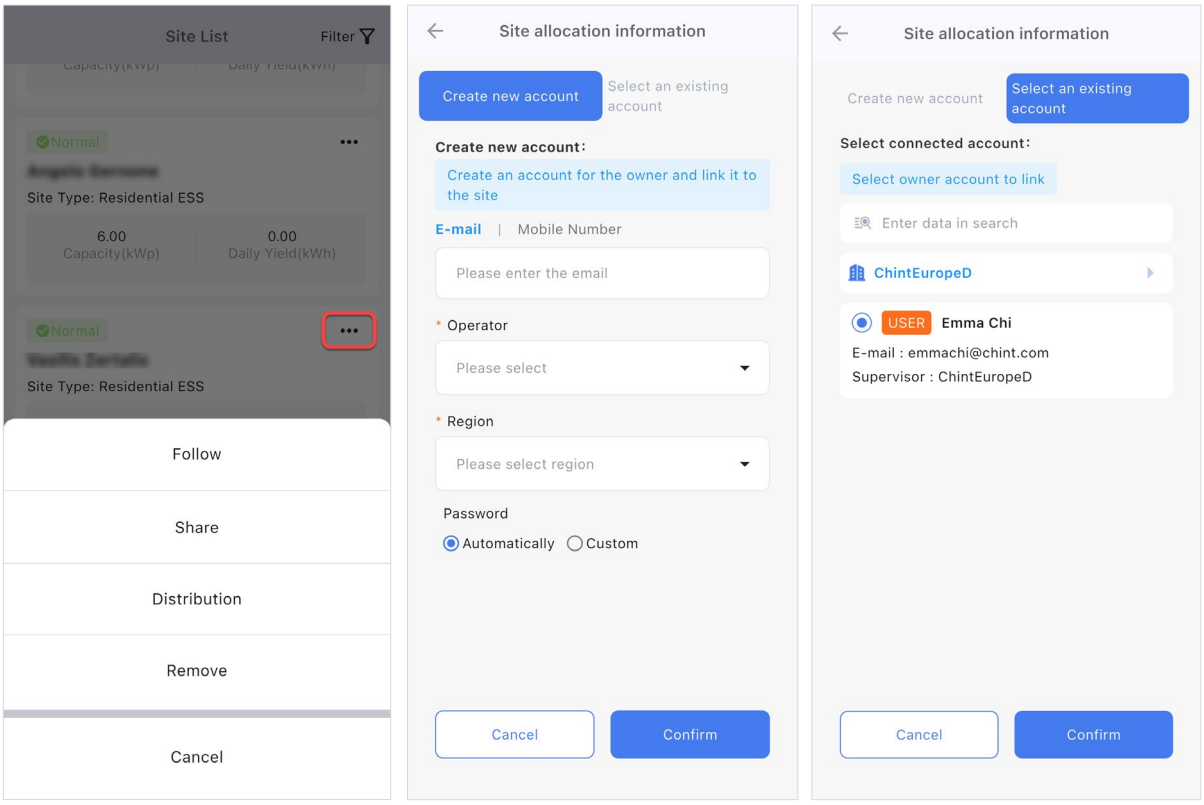


Figure 5-4 Distribute Site to an Account

5.2.4. Remove Site

This action permanently deletes a site from the MatriCloud platform.

WARNING!

Deleting a site permanently erases all associated historical generation, yield, and revenue records from the cloud. This operation is irreversible and cannot be recovered.

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.

Operating Steps:

1. Locate the target site card on the Site List screen.
2. Tap the More options icon (⋯) and select Remove.
3. A warning dialog appears: "This action will delete all data of the current site irreversibly!"
4. Tap **Confirm** to permanently delete the site. The site card will be removed from the list immediately.

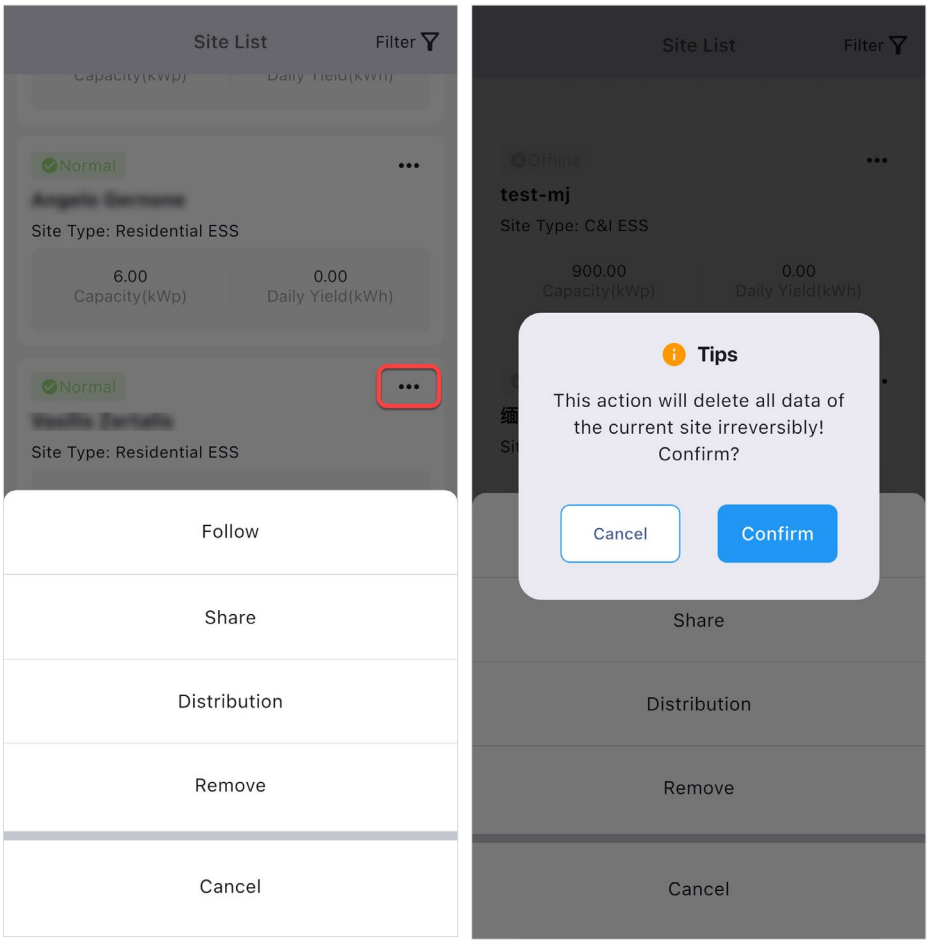


Figure 5-5 Remove Site

5.3. Create Site

NOTICE!

MatriCloud App now only supports creating site for Standard and Standalone PCS sites, that is creating a site via Gateway.

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.

Operation Steps:

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

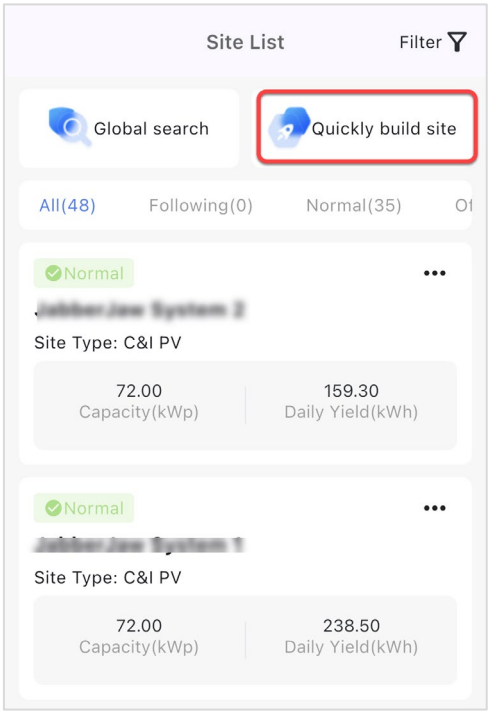


Figure 5-6 Quickly Build Site

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

NOTICE!

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

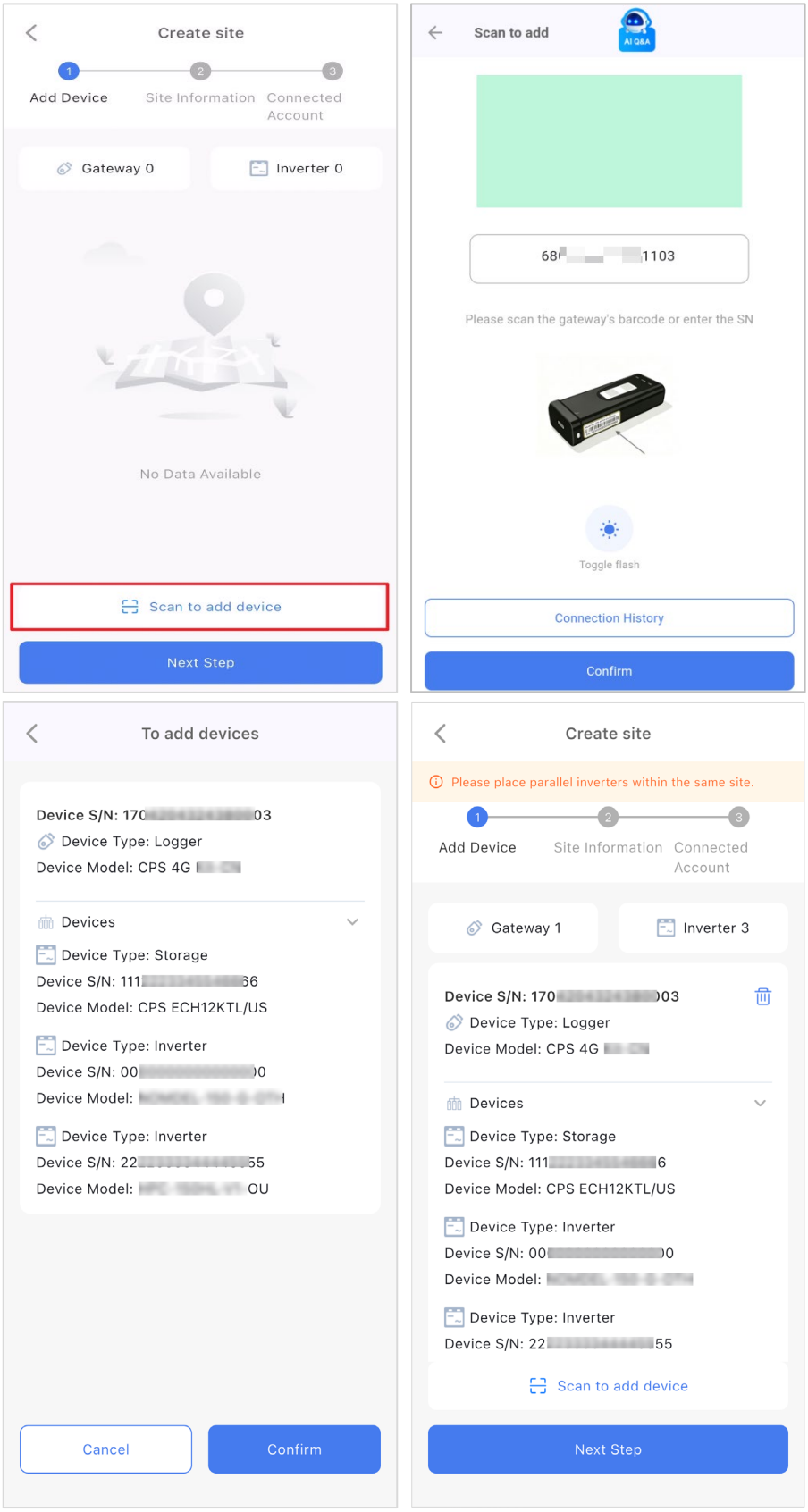


Figure 5-7 Scan to add device

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

Item	Description
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	Type: Choose the grid connection type (e.g., “Distributed and All to the Grid”) from the dropdown.
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).

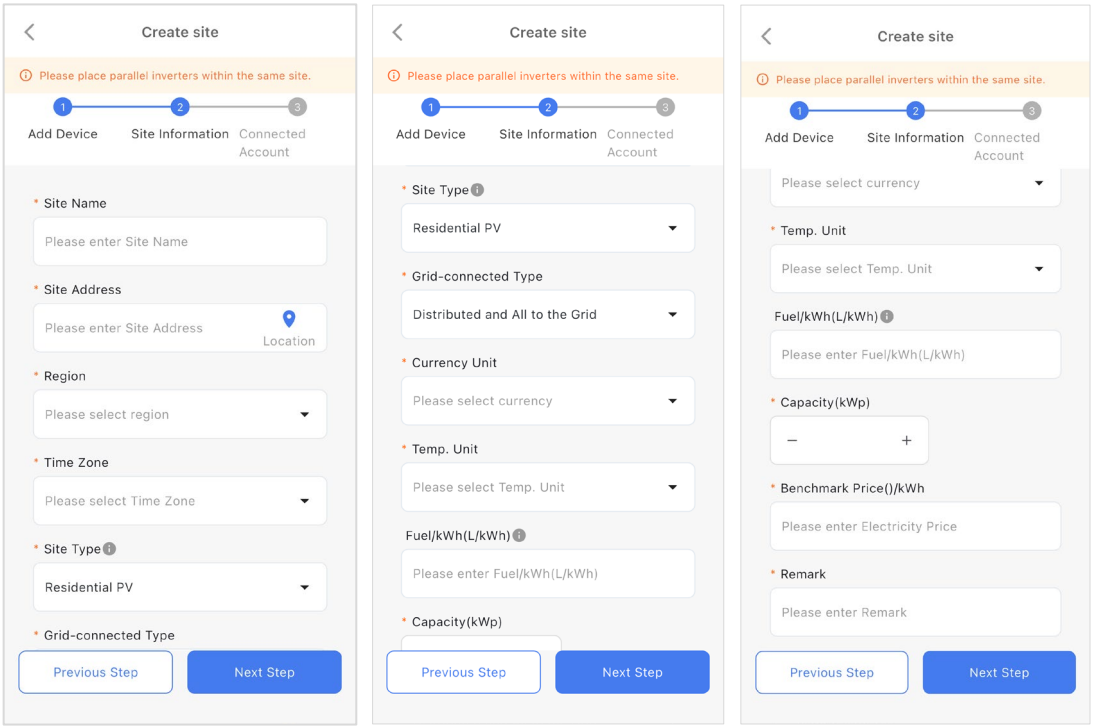


Figure 5-8 Fill in Site Information

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.

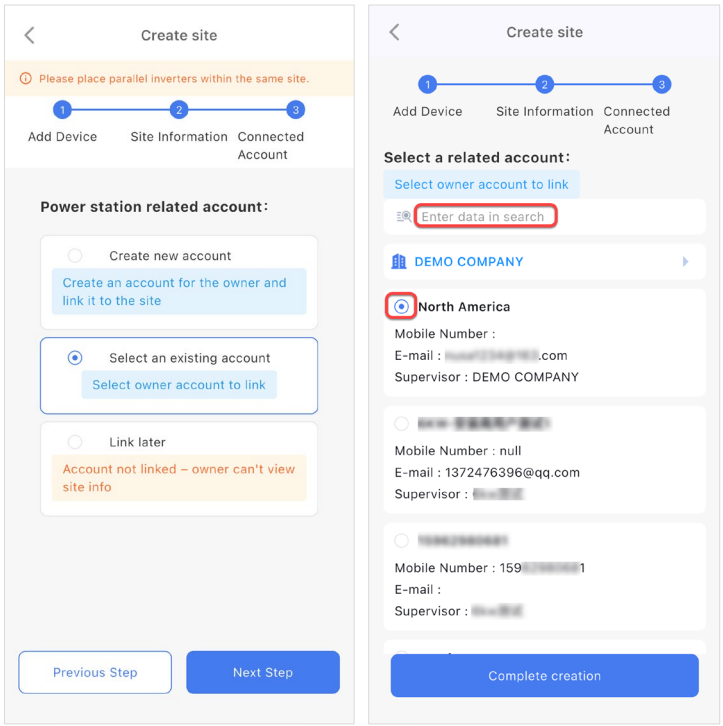


Figure 5-9 Account Selection

- 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.

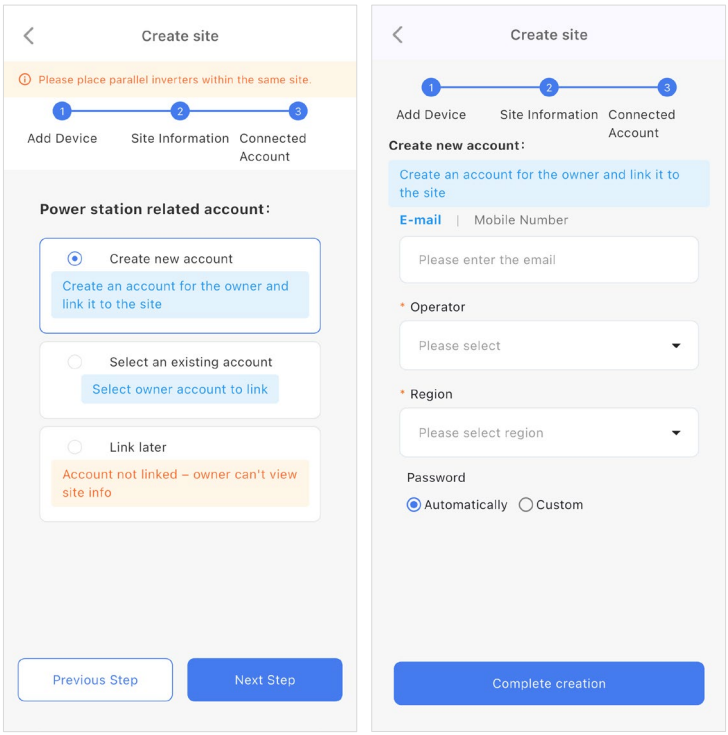


Figure 5-10 Create a new account for site assignment

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

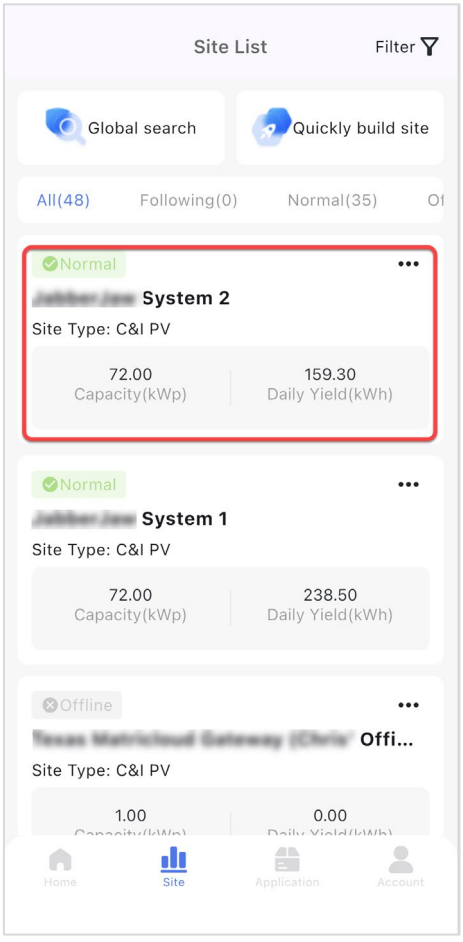


Figure 5-11 Site Created Successfully

5.4. Site Details — Standard and Standalone PCS Site

NOTICE!

The site details in this section apply to Standard and Standalone PCS sites, specifically Residential PV, Residential ESS, C&I PV, and PV Utility sites.

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 **More**—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.
- More: Provides site information.



Figure 5-12 Site Detail

5.4.1. Add / Share Site

The button, which is fixed at the top of the screen across all tabs, allows adding a gateway and shaing a site if needed. For adding a device, see Section *5.3 Create Site*. For sharing a site, see Section *5.2.2 Share Site*.

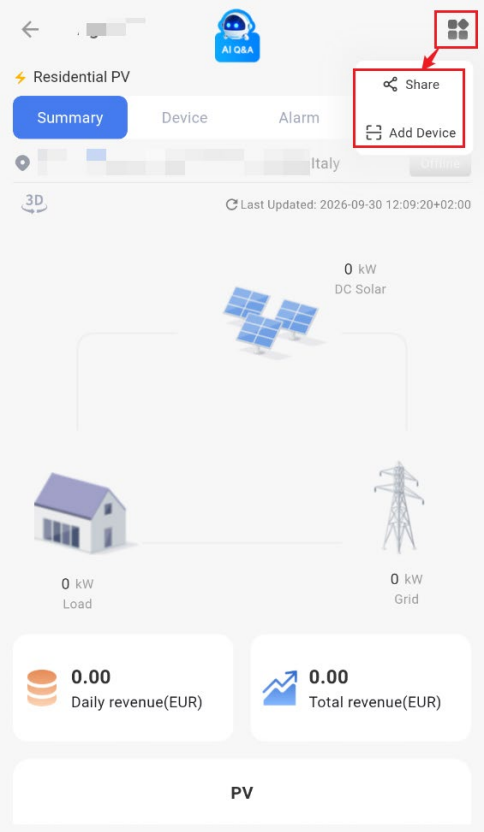


Figure 5-13 Add / Share Site

5.4.2. Summary

The Summary tab provides an overview of the site's real-time energy flow, performance metrics, and environmental impact. Note that the information presented on this screen is subject to variation based on the specific type of station; the actual interface shall prevail.

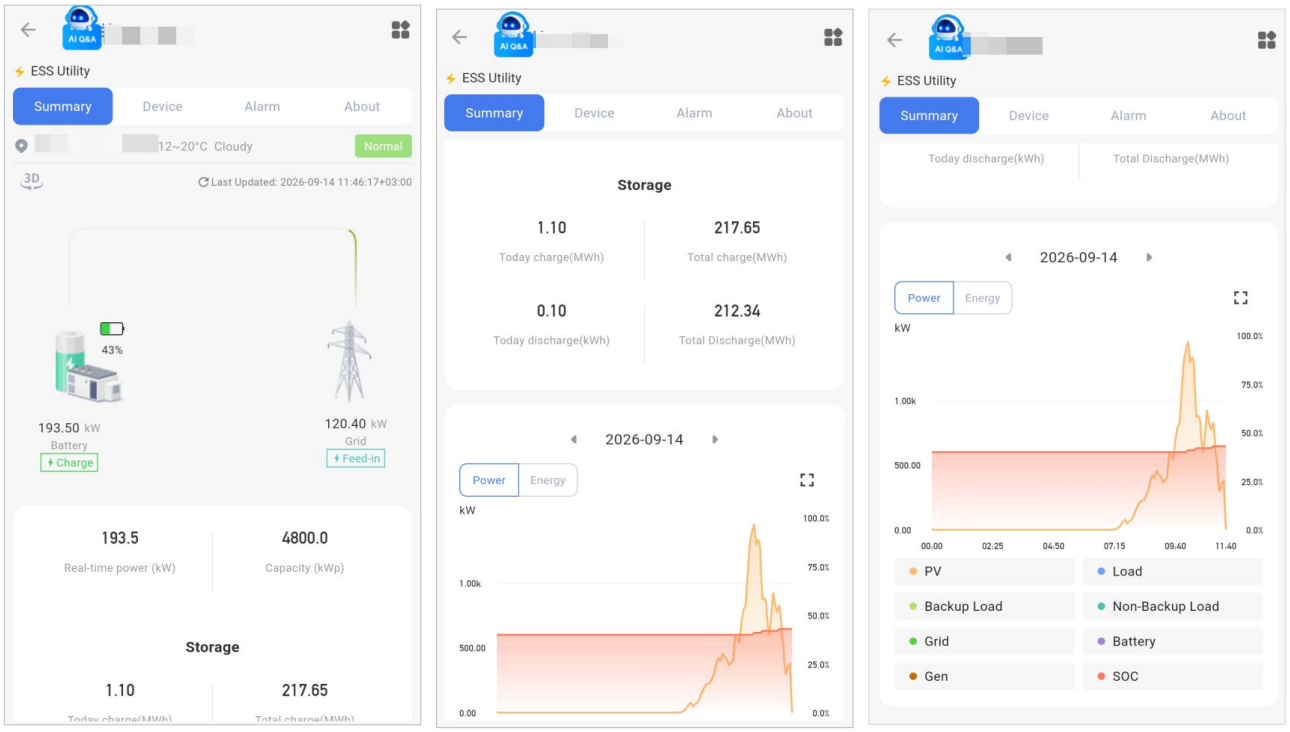


Figure 5-14 Summary Tab

5.4.3. Device

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

5.4.3.1. 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.

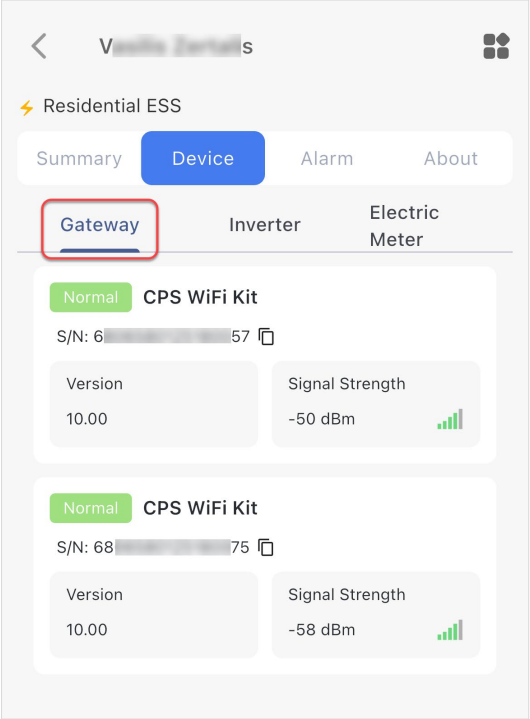


Figure 5-15 Site Detail > Device > Gateway

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.

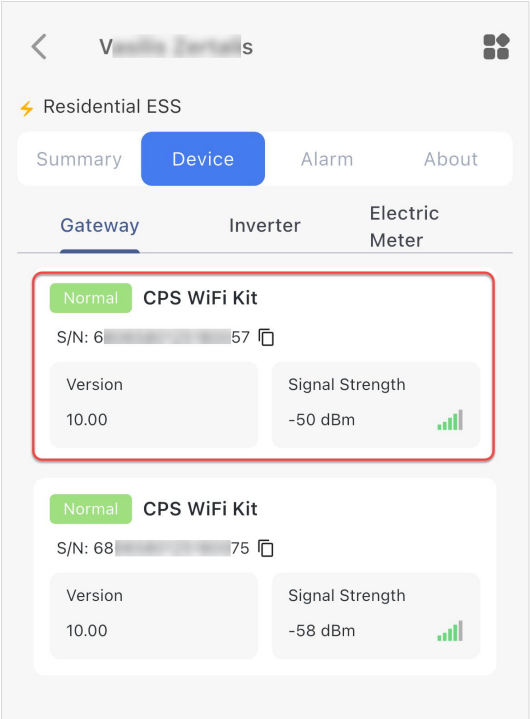


Figure 5-16 Enter Gateway Details

5.4.3.1.1. Gateway: Details Tab

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

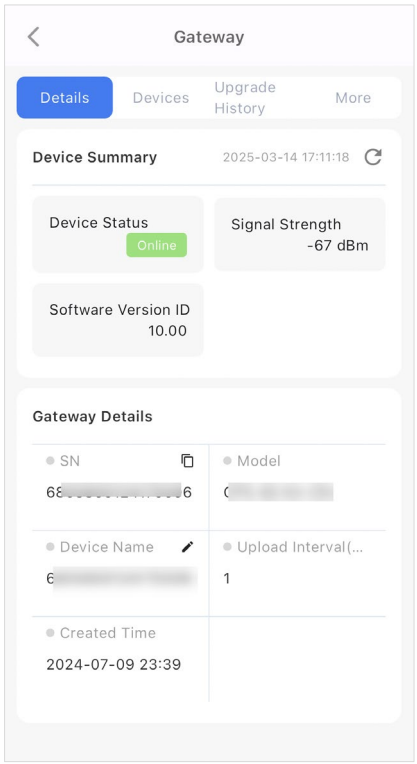


Figure 5-17 Gateway Details

5.4.3.1.2. Gateway: Devices 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 four tabs: Details, Chart, Alarm, and more. For more information, please see Section *5.4.7.2 Inverter.*

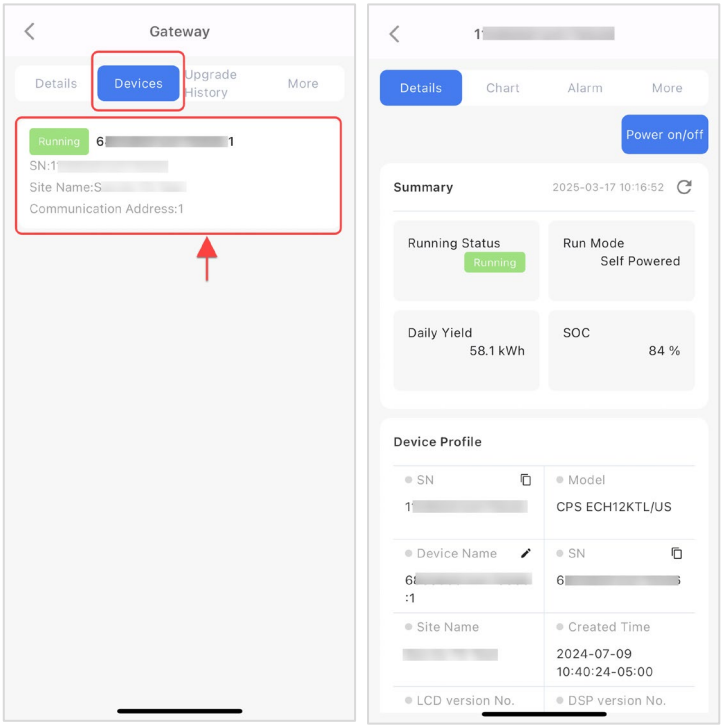


Figure 5-18 Site Details > Device > Gateway > Device

5.4.3.1.3. 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.

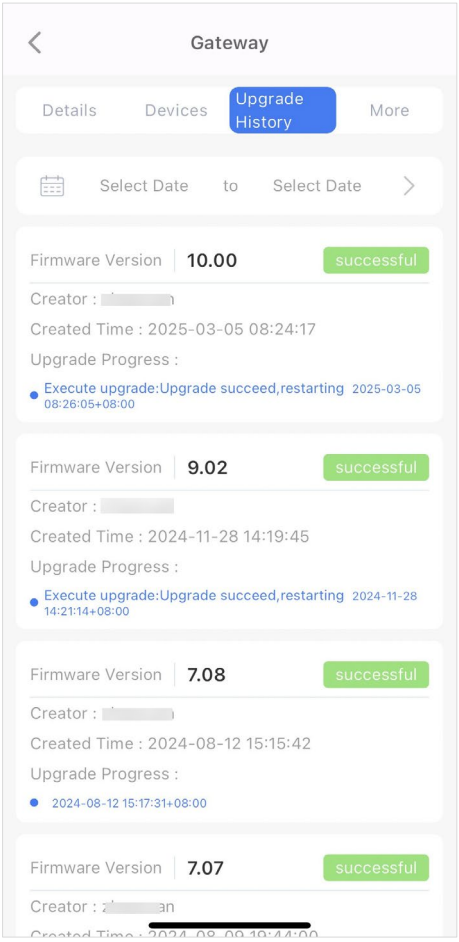


Figure 5-19 Gateway upgrade history

5.4.3.1.4. 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.

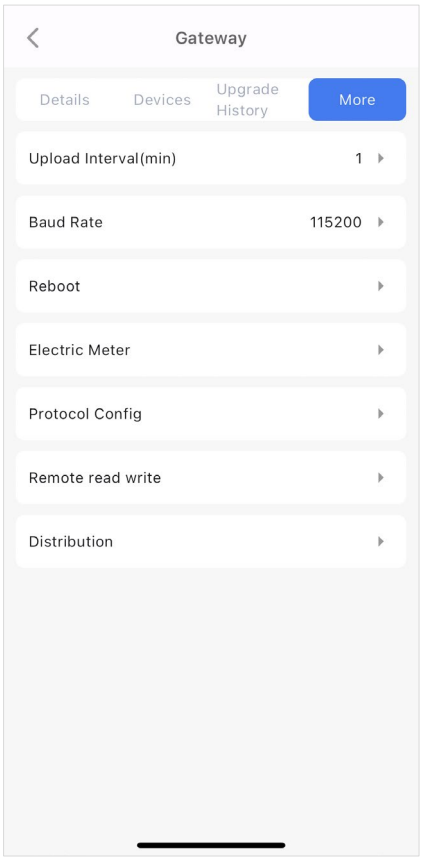


Figure 5-20 Gateway > More

Table 5-2 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.

5.4.3.2. 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.

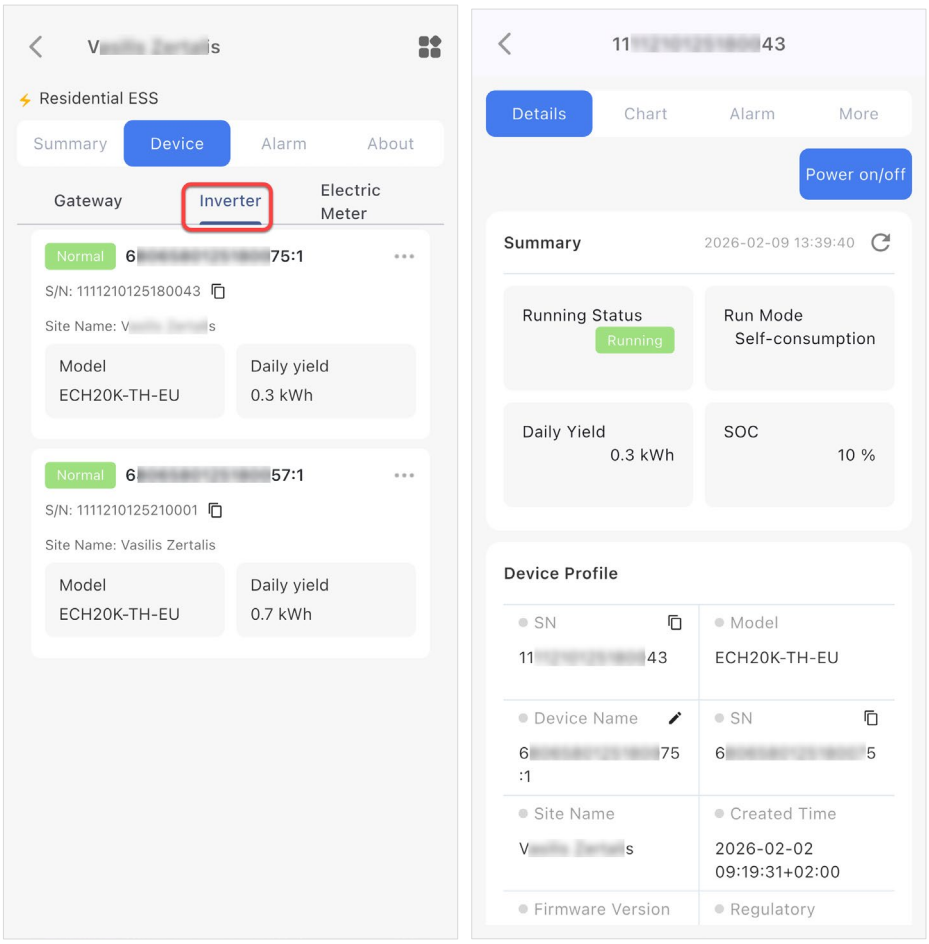


Figure 5-21 Site Detail > Inverter

5.4.3.2.1. 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.

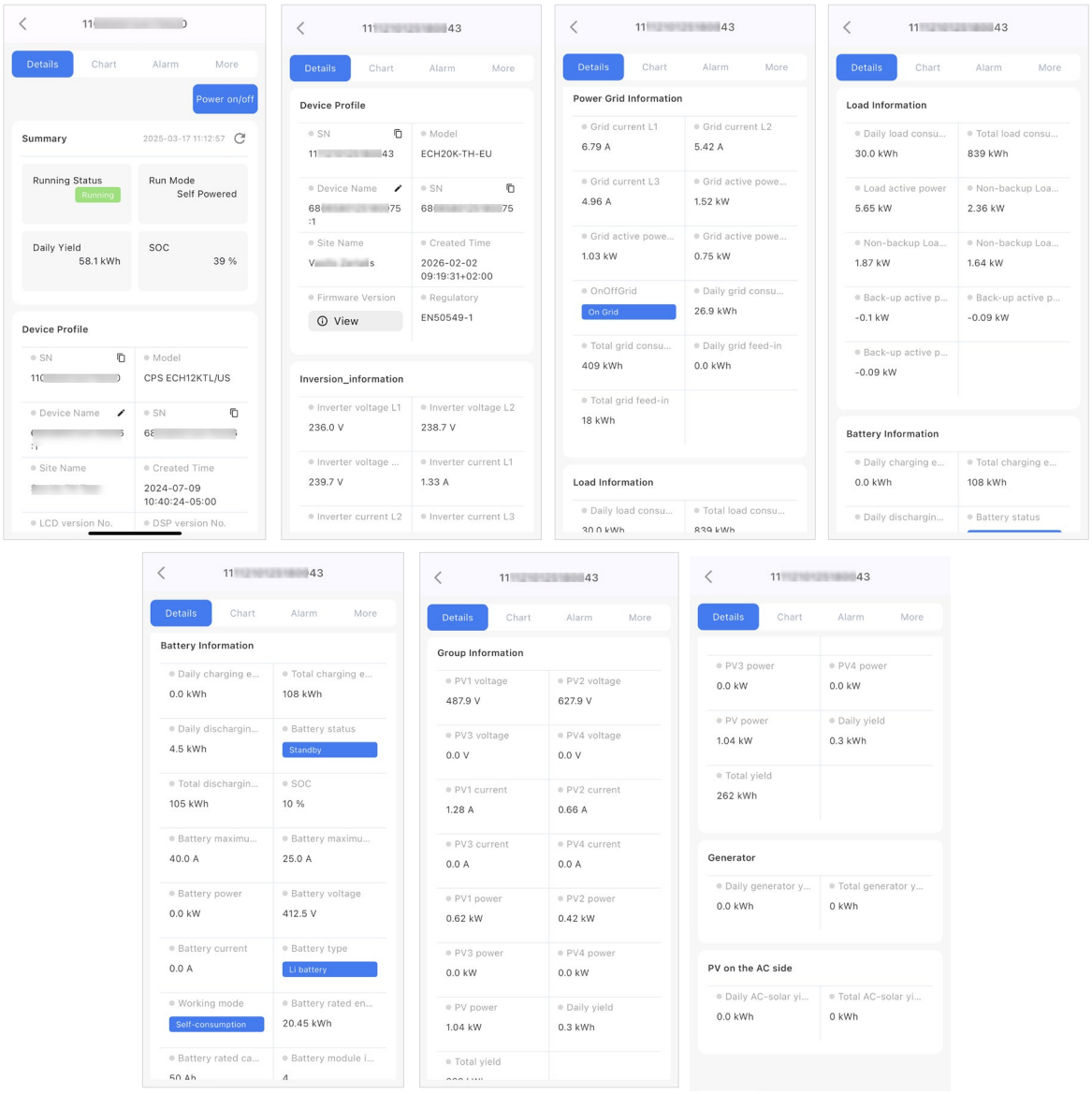


Figure 5-22 Site > Device > Inverter details tab

Table 5-3 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:

	• S/N: Serial number of the inverter • Model: Inverter model, • Device Name: Custom name • S/N (Secondary): Serial number of the gateway • Site Name: Associated site name • Created Time: Date and time of device creation • LCD Version No.: LCD firmware version • DSP Version No.: DSP firmware version
Inversion Information	The voltage and current of L1/L2/3
Power Grid Information	Details grid interaction metrics
Load Information	Provides load consumption data: • Daily load consumption • Total load consumption • Load active power • Non-backup Load active power L1/L2/L3 • Backup load active power L1/L2/L3
Battery Information	Details battery performance and status: • Daily charge energy • Total charge energy • Daily discharge energy • Battery status • Total discharge energy • Battery maximum charge current • Battery maximum discharge current • Battery power • Battery voltage • Battery current • Battery type • Battery rated energy • Battery rated capacity • Battery module in series quantity

	• 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

5.4.3.2.2. 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.

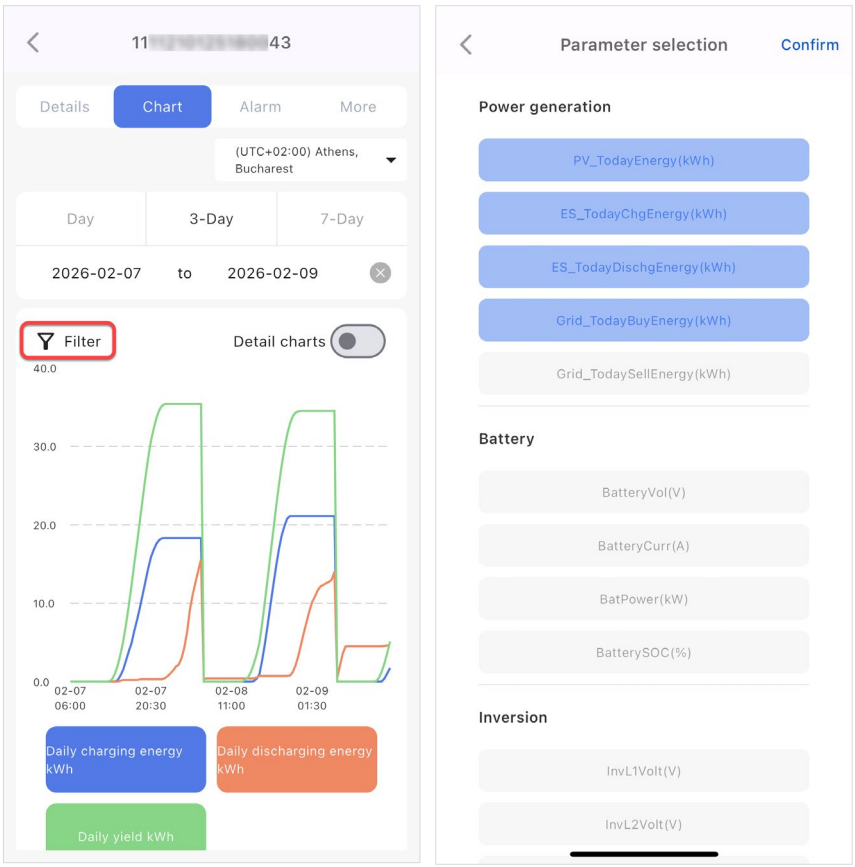


Figure 5-23 Inverter Details (Chart tab)

5.4.3.2.3. Inverter: Alarm Tab

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

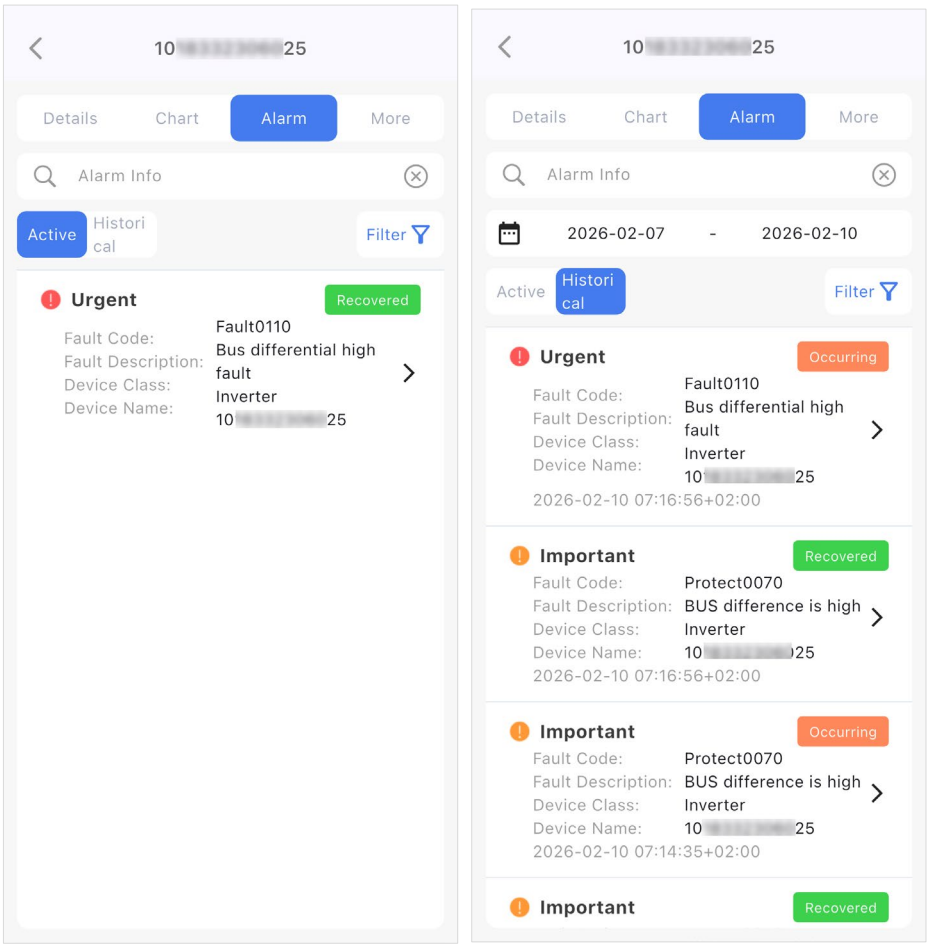


Figure 5-24 Inverter Details Screen (Alarm tab)

5.4.3.2.4. Inverter: More Tab

The tabs available on the More screen depend on the device type, the grid code and the user role. The table below lists the tabs and the scenarios in which they are displayed; the following sections describe each tab in detail.

Tab Name	Description	Applicable Scenarios
Quick Setup	Set Basic parameter, Grid Regulation, Battery	Residential ESS
Settings	Remote settings, View and configure Device parameters.	Residential PV / Residential ESS / C&I PV / PV Utility
Yield	View yield trend by year, month, or day	Residential PV / Residential ESS / C&I PV / PV Utility
Data	View operating data uploaded by the Device.	Residential PV / Residential ESS / C&I PV / PV Utility
Upgrade History	Perform Firmware Upgrade and view upgrade history.	Residential PV / Residential ESS / C&I PV / PV Utility
Mode	Switch and configure the working mode of PV power generation system: Pure PV, Self-Powered, fully fed, emergency charging, forced off-grid, TOU (Time of use)	Residential ESS
Dry Contact	Configure Dry Contact control strategies for smart loads or generators.	Only supports Residential ESS Devices in Asia-Pacific and Europe regions.
AutoTest	Perform automatic tests compliant with Italian regulatory requirements, and support viewing test results and test reports.	Available only for Devices configured with Italian grid code.

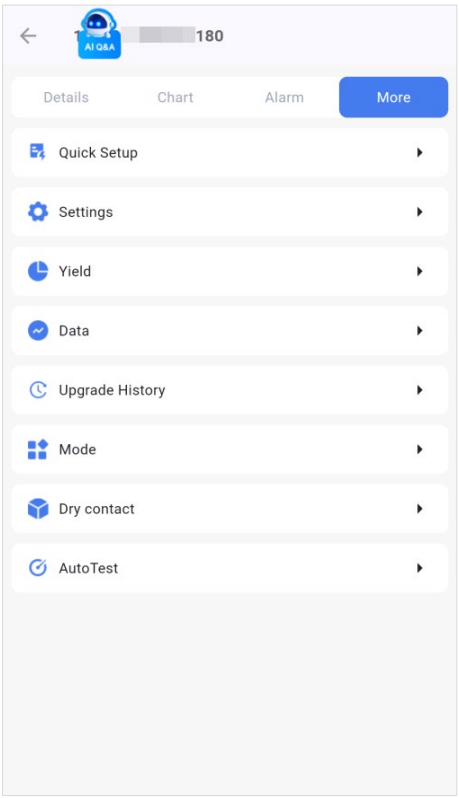


Figure 5-25 Inverter Details (More tab)

Quick Setup

Quick Setup provides a single place to configure the most frequently used operating parameters of a residential ESS device. The parameters are grouped into Basic Parameters, Grid Regulation and Battery.

1. Open the target inverter details page and tap **More > Quick Setup**.
2. Modify the parameters in the required group: Basic Parameters, Grid Regulation, or Battery.
3. Tap **Confirm** to apply the settings. The new parameters take effect after they are synchronized to the device.

NOTICE!

The Quick Setup tab is displayed only for residential ESS devices.

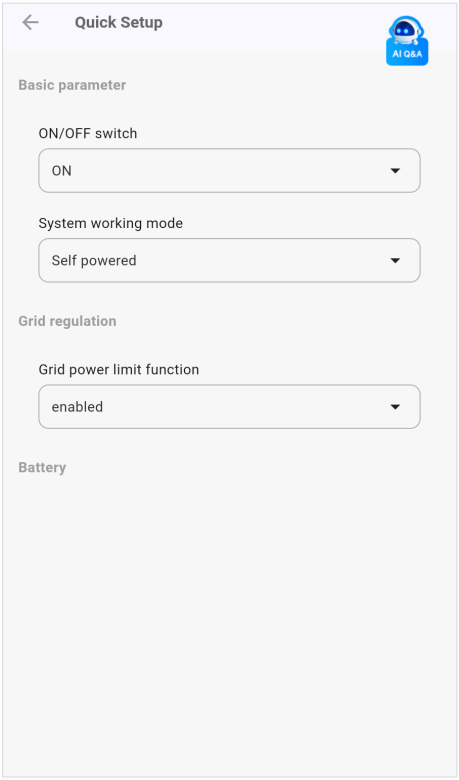


Figure 5-26 Quick Setup

Settings

Settings is used to read and configure device parameters remotely. The parameters are grouped by register category (for example input registers and holding registers), and the displayed items depend on the device model and the user role.

1. Open the target inverter details page and tap **More > Settings**.
2. Select the parameter group you want to view or configure.
   - To read data, tap the Read icon at the upper-right corner; the App reads the current parameter values from the device
   - To edit data, tap the Modify icon at the upper-right corner, enter the new value of the target parameter, and then tap Save to send it to the device.

NOTICE!

The device must be online to apply remote settings, and writable parameters require the corresponding account permission. Read-only parameters are displayed without an edit entry.

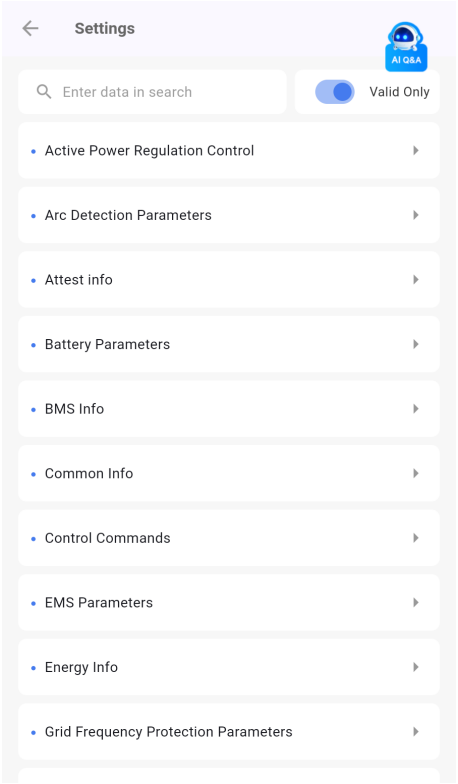


Figure 5-27 Settings

Yield

Yield shows the power generation trend of the inverter. The statistics can be viewed by year, month or day.

1. Open the target inverter details page and tap **More** > **Yield**.
2. Select the statistical period: Year, Month or Day.
3. View the yield curve and the corresponding values, such as PV yield, feed-in energy, load consumption and battery charge/discharge.
4. Switch the date or period to compare historical yields.

NOTICE!

The items displayed vary with the device type. For a PV inverter only the PV items are available, while for a residential ESS the battery charge/discharge items are also displayed.

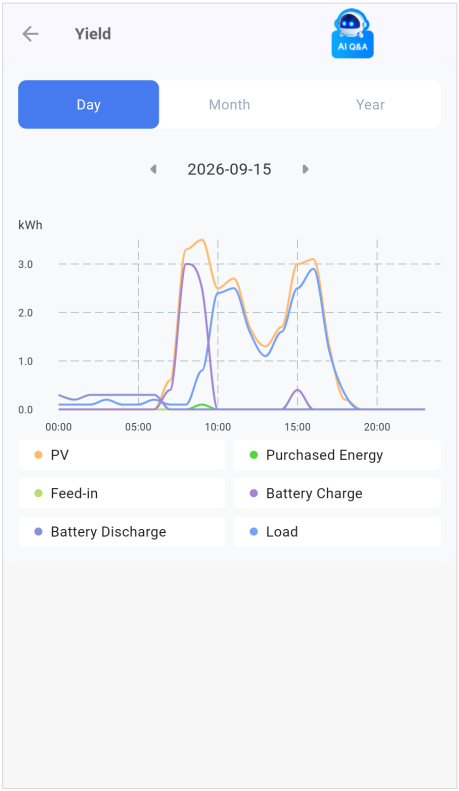


Figure 5-28 Yield

Data

Data displays the operating data uploaded by the device, including the latest values and historical records.

1. Open the target inverter details page and tap More > Data.
2. Select the time range (a quick period or a custom start/end time) to define the data to be displayed.
3. Browse the parameter list, or use the search/filter entry to locate a specific parameter.
4. Refresh the page to obtain the latest uploaded data.

NOTICE!

The data is only as current as the last upload from the device, and the available parameters depend on the device model.

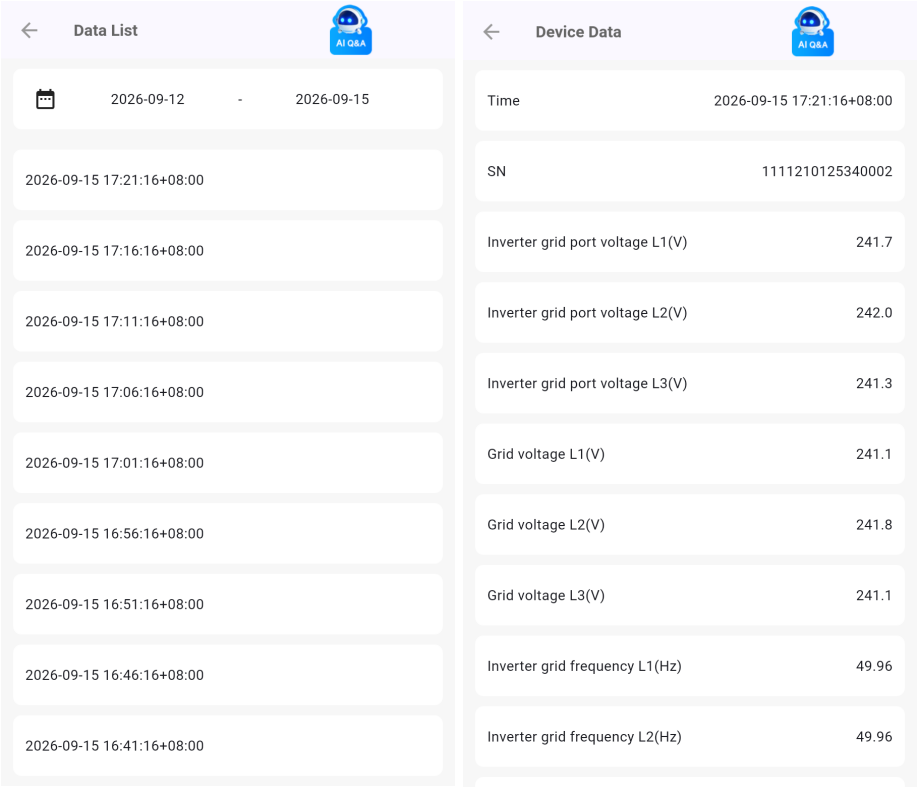


Figure 5-29 Data

Upgrade History

The **Upgrade History** screen lists every firmware upgrade record together with the firmware type (for example DSP or LCD), the target version (for example 01.00.52 or 05.00), the device SN, the operator, the result and the time.

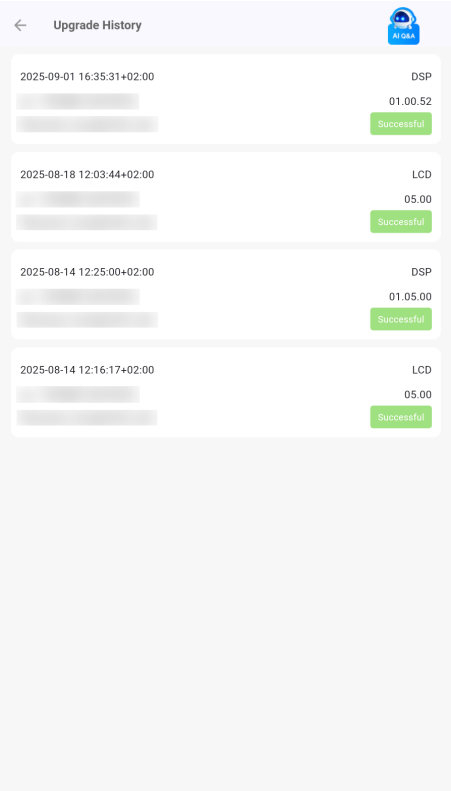


Figure 5-30 Firmware type and version in Upgrade History

Mode

Mode is used to switch and configure the operating mode of the PV and energy storage system. The following modes are available: Pure PV, Self powered, Fully feed, Emergency charging, Forced off-grid and TOU (Time of Use).

1. Open the target inverter details page and tap **More** > **Mode**.
2. Select the target mode.
3. If the selected mode requires parameters (for example TOU time periods, or the peak-shaving SOC of Self powered mode), tap **Setup**, fill in the parameters and save them.
4. Confirm to apply the mode to the device.
   - Pure PV: PV power is fully fed into the grid; the energy storage system is not used.
   - Self powered: PV power supplies the load first, the surplus charges the battery, and the remaining power is fed into the grid; when PV power is insufficient, the battery supplies the load first and the grid supplements it when necessary.
   - Fully feed: PV power supplies the load first and the surplus is fed into the grid; when PV power is insufficient, the battery discharges to support the feed-in power until the SOC limit is reached.
   - Emergency charging: used when severe weather or a power outage is expected; the battery is charged quickly first and then remains idle (no discharge) until off-grid operation begins.

- Forced off-grid: actively switches to off-grid operation while the grid is available, to test off-grid functions and evaluate the backup duration. The system must satisfy all of the following conditions at the same time: battery status normal, on-grid operation, not in parallel operation, SOC greater than 40%, SOC less than 95%, and the backup load not overloaded.
- TOU: defines different modes for different time periods. The periods must cover the whole 24 hours, must not overlap, and the end time must be later than the start time.

NOTICE!

The Mode tab is displayed only for residential ESS devices.

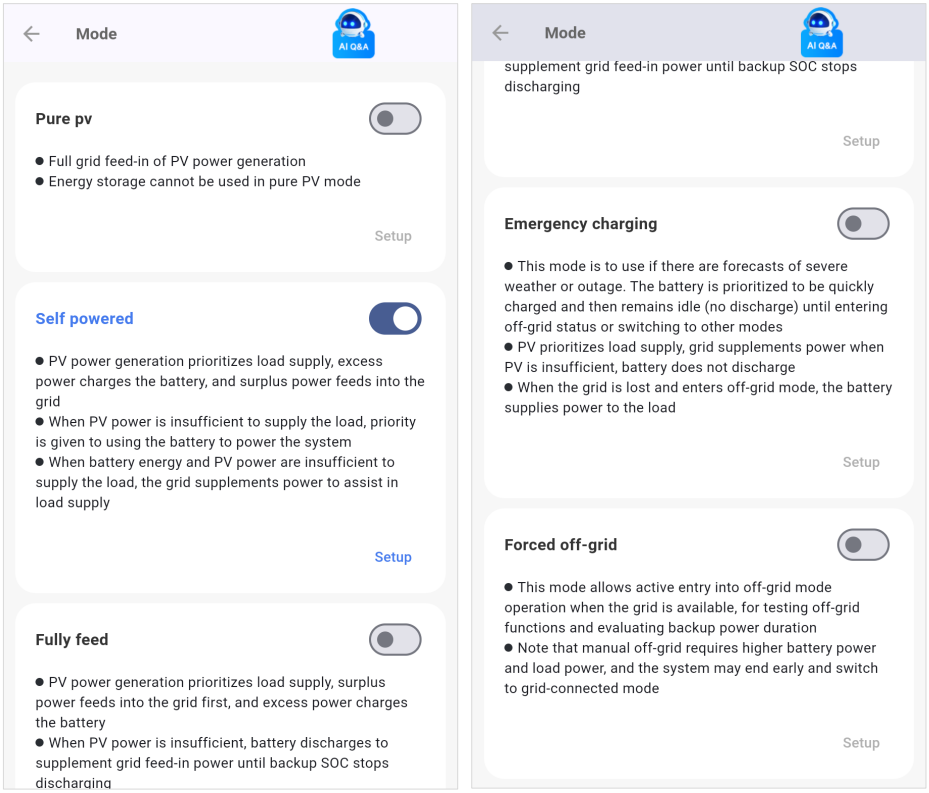


Figure 5-31 Mode

Dry Contact

Dry Contact is used to control external devices (such as smart loads or generators) through the dry contact of the inverter according to the configured conditions. Two control objects are supported: Intelligent Load and Generator.

1. Open the target inverter details page and tap **More** > **Dry Contact**.
2. Select the control object: **Intelligent Load** or **Generator**.

3. Select the control mode to be enabled.
4. If the selected mode requires parameters, tap **Setup**, fill in the parameters according to the actual requirements and save them.
   - Manual control: the smart load is switched on/off manually in both grid-tied and off-grid modes.
   - Battery energy control: in grid-tied and off-grid modes, the operating time of the smart load is controlled by the battery state of charge, with hysteresis.
   - Time control: sets independent start and stop times for the smart load.
   - Residual optical power control: available in grid-tied mode only; surplus PV power charges the battery first and then feeds into the grid, and the switch is based on the feed-in power and the smart load consumption (anti-reflux is disabled).

NOTICE!

Dry Contact is supported only on residential ESS devices in the Asia-Pacific and Europe regions

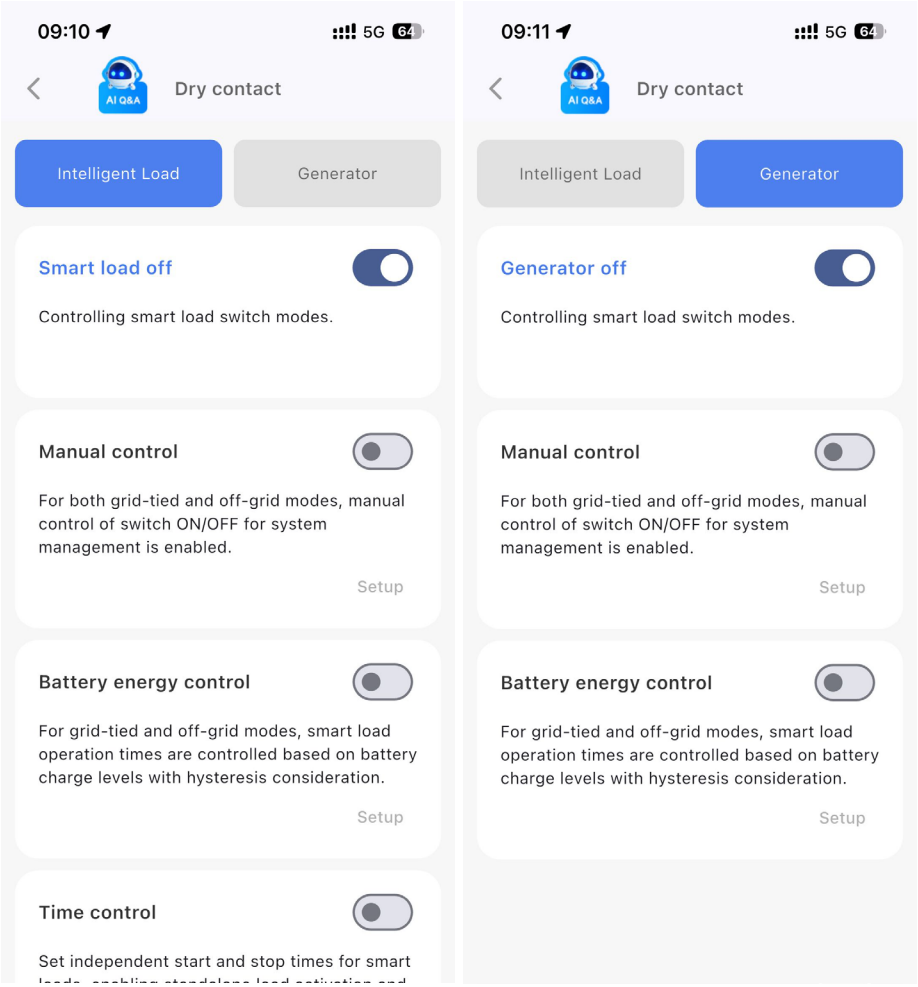


Figure 5-32 Dry Contact

AutoTest

AutoTest performs the automatic tests required by the Italian grid-connection regulations. The tab is displayed only when the grid code of the device is set to the Italian grid code.

1. Open the target inverter details page and tap **More** > **AutoTest**.
2. Read the test conditions carefully.
3. After confirming that all conditions are met, select "I have read and agree to the test conditions".
4. Tap **Start** to begin the automatic test. The test takes about 13 minutes.
5. During the test, tap **Refresh** to view the latest test status and progress.
6. After the test is complete, view the record in the test list: tap **Check** to view the test details, or tap **Download** to download the test report.

NOTICE!

The Italian regulations must be selected, the battery and the grid must be connected, and grid-connected operation is required. Do not start AutoTest from the App and the Web platform at the same time.

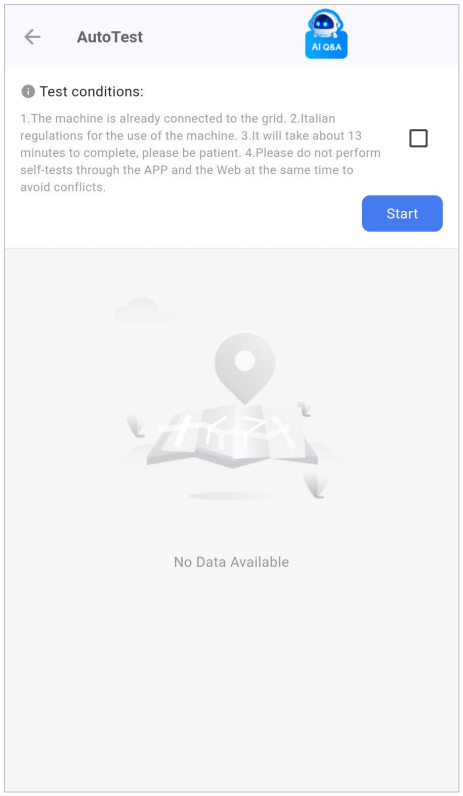


Figure 5-33 AutoTest

5.4.3.3. Electric Meter

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

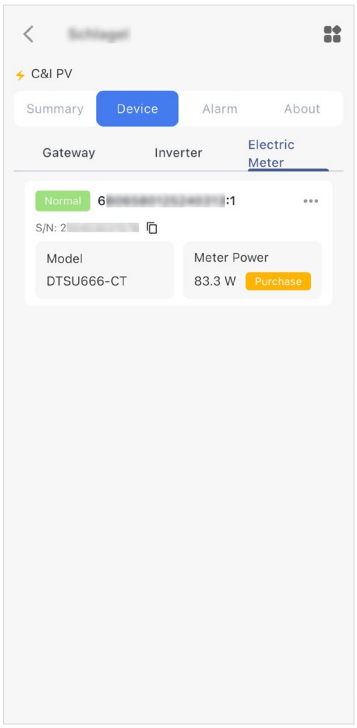


Figure 5-34 Electric Meter

5.4.3.3.1. 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.

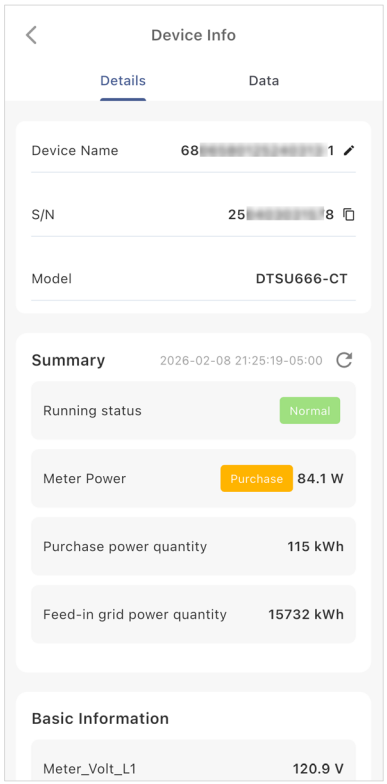


Figure 5-35 Electric Meter Details

5.4.3.3.2. 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.

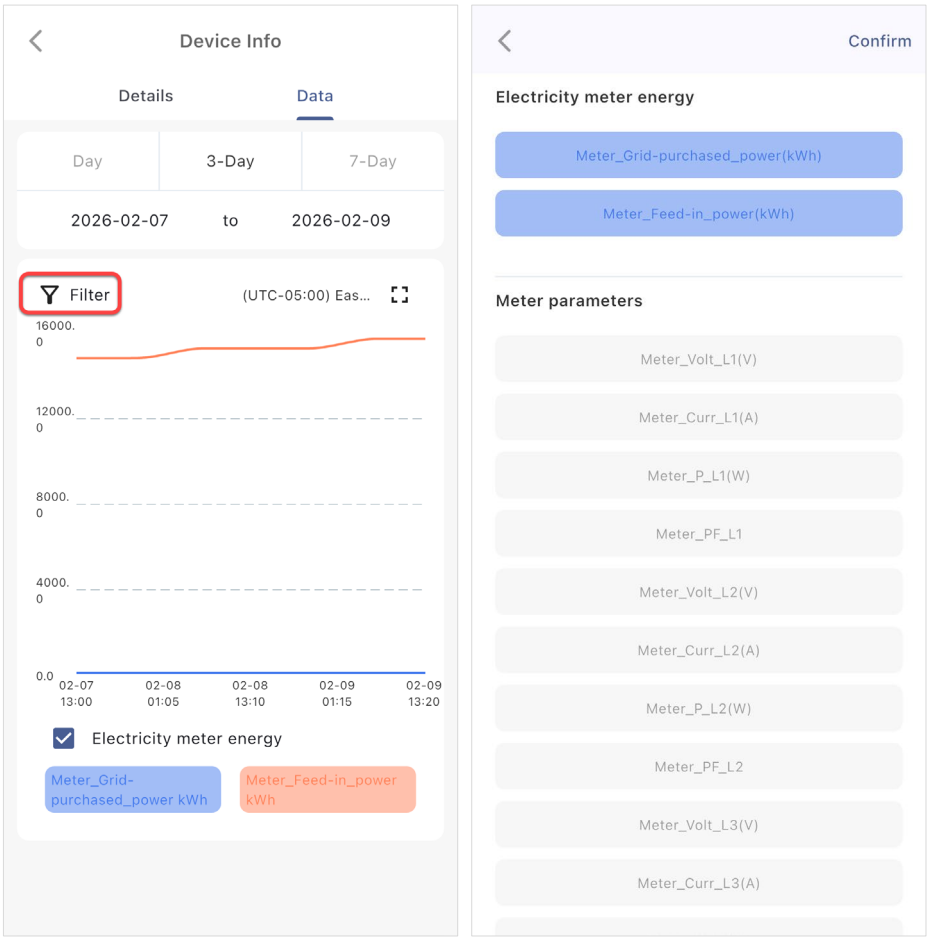


Figure 5-36 Electric Meter Data

5.4.4. Alarm

The Alarm tab 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.

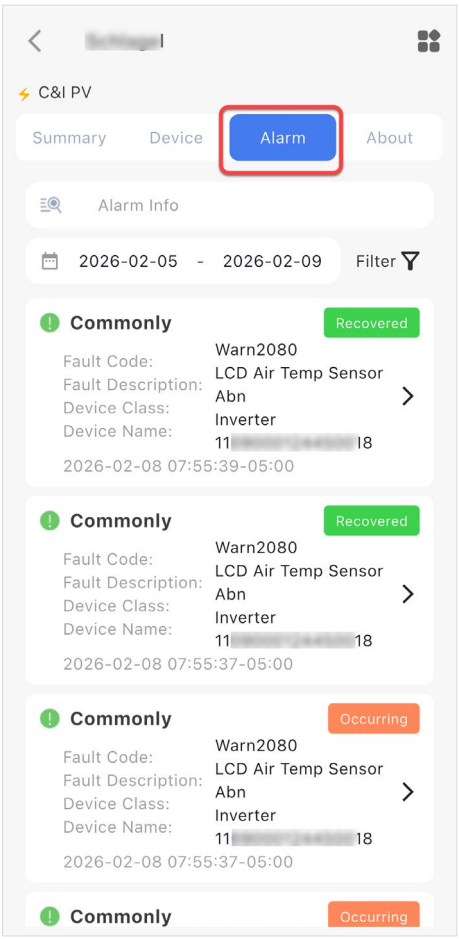


Figure 5-37 Site details (Alarm Tab)

5.4.5. More

The More tab provides access to Station Configuration, where you can view and edit settings, and Operation Log, where you can view operation records.

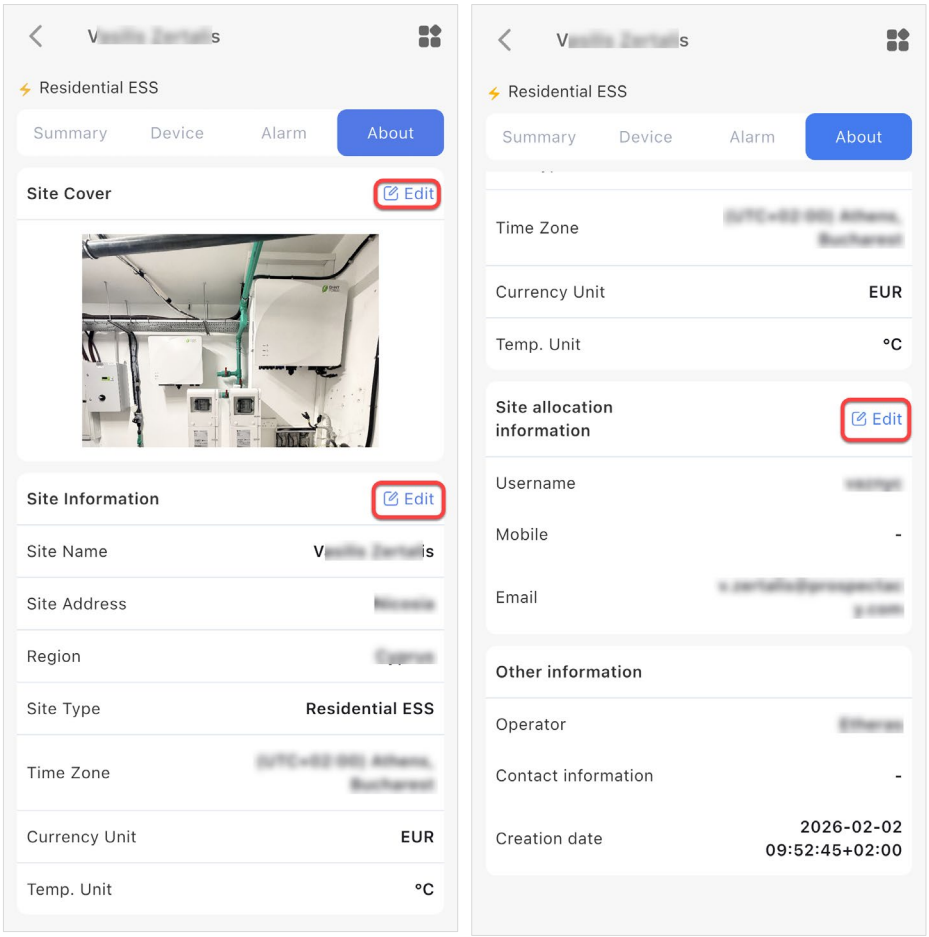


Figure 5-38 Edit site information

5.4.5.1. Station Configuration

The **Station Configuration** 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.

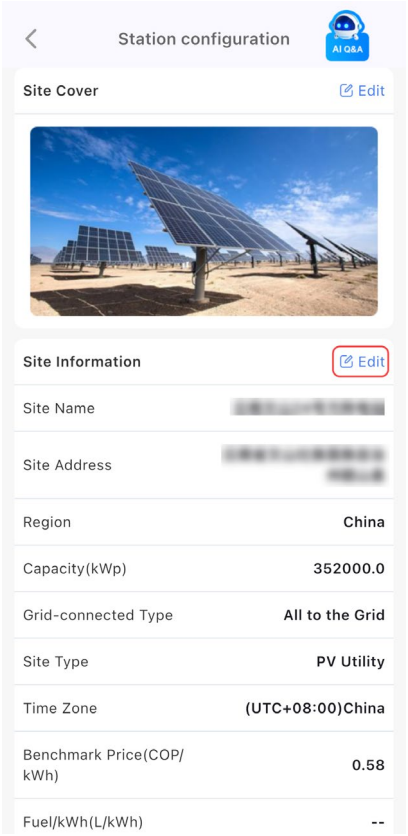


Figure 5-39 Station Configuration

5.4.5.2. Operation Log

The Operation Log screen provides a comprehensive record of user activities within the system, allowing administrators to track and audit changes made across different substations.

Users can filter logs by substation and date. Each entry displays the operation performed, the operator's name, and the exact timestamp.



Figure 5-40 Operation Log

5.5. Site Details — Integrated ESS Site (BETA)

NOTICE!

The site details in this section apply to ESS sites, specifically C&I ESS and ESS Utility sites. The intergrated ESS sites are currently in the BETA phase and are available exclusively for designated pilot projects. The UI and functionalities for these features are subject to continuous optimization.

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 **More**—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.
- More: Provides site information and operation log.

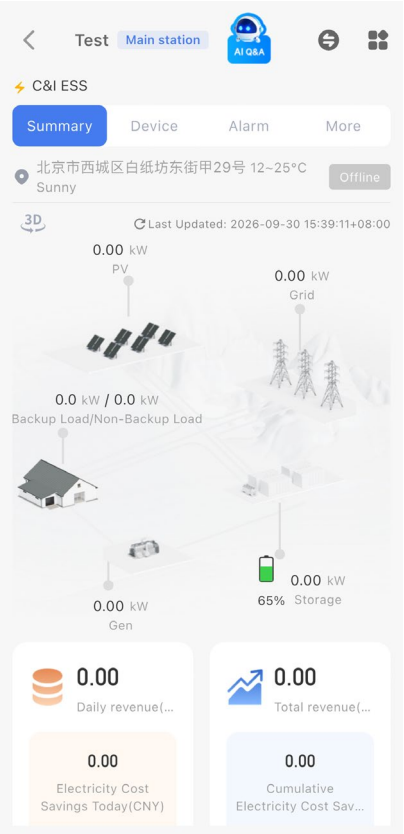


Figure 5-41 Site Detail

5.5.1. Substation Switching

The button, which is fixed at the top of the screen across all tabs, allows switching between main station and substations.

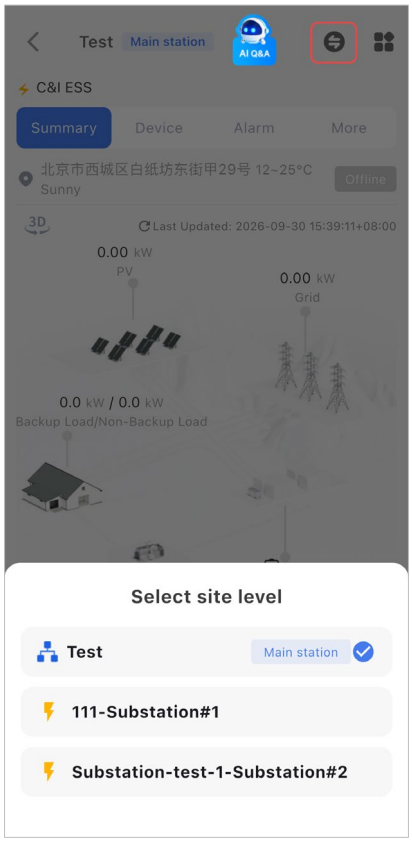


Figure 5-42 Switch to Substation

5.5.2. Summary

The Summary tab provides an overview of the site's real-time energy flow, performance metrics, and environmental impact. Note that the information presented on this screen is subject to variation based on the specific type of station; the actual interface shall prevail.

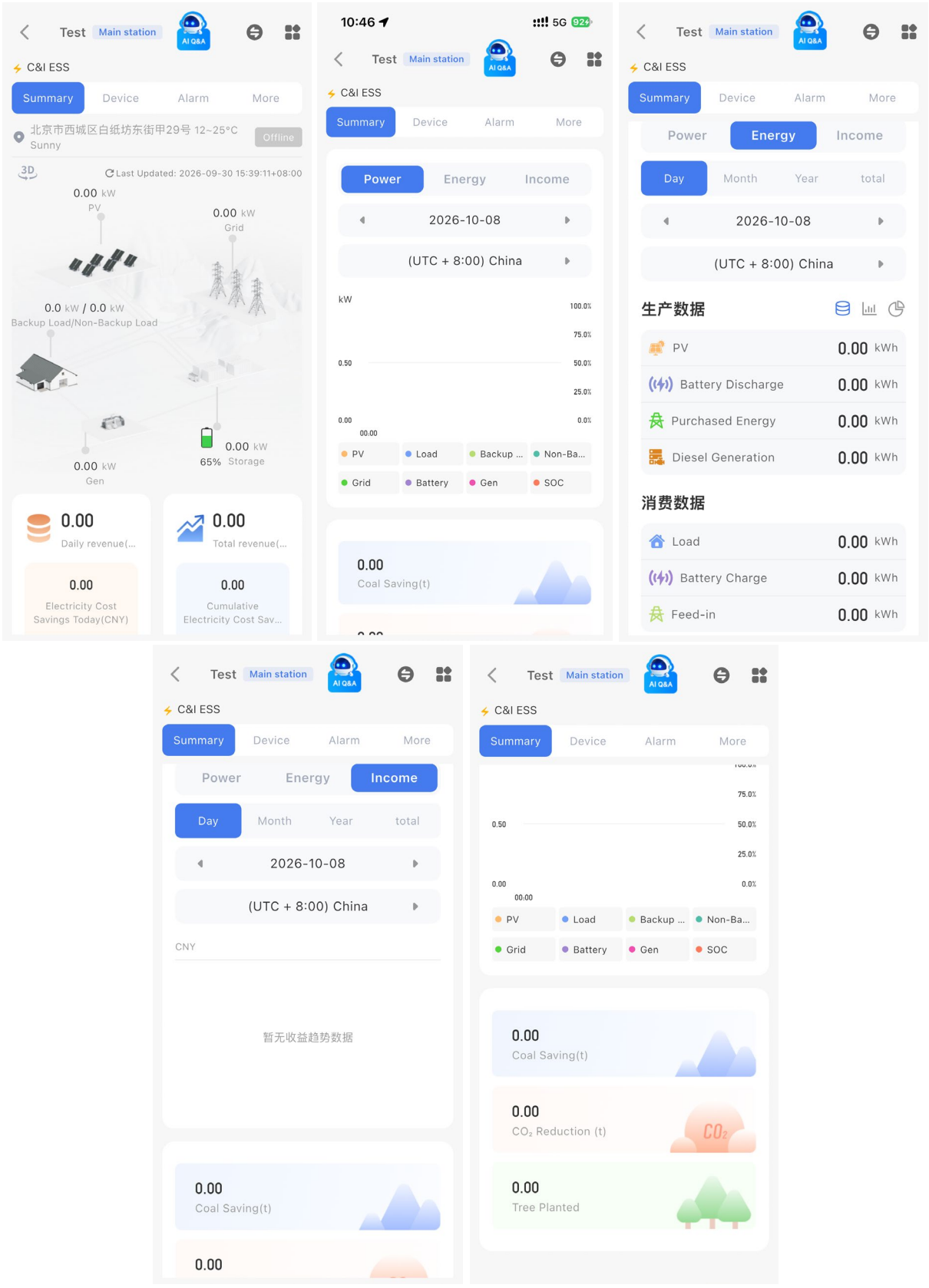


Figure 5-43 Summary View

5.5.3. Device

The Device tab is the central telemetry and asset management console for integrated ESS site connected via a Local Controller (LC). Users can monitor the operating status of substations, local controllers, PV inverters, PCS units, BMS clusters, and public auxiliary equipment, or open the More Information drawer to perform detailed diagnostic operations.

The device tree consists of five hierarchical levels. Tapping any node in the tree loads its corresponding data.

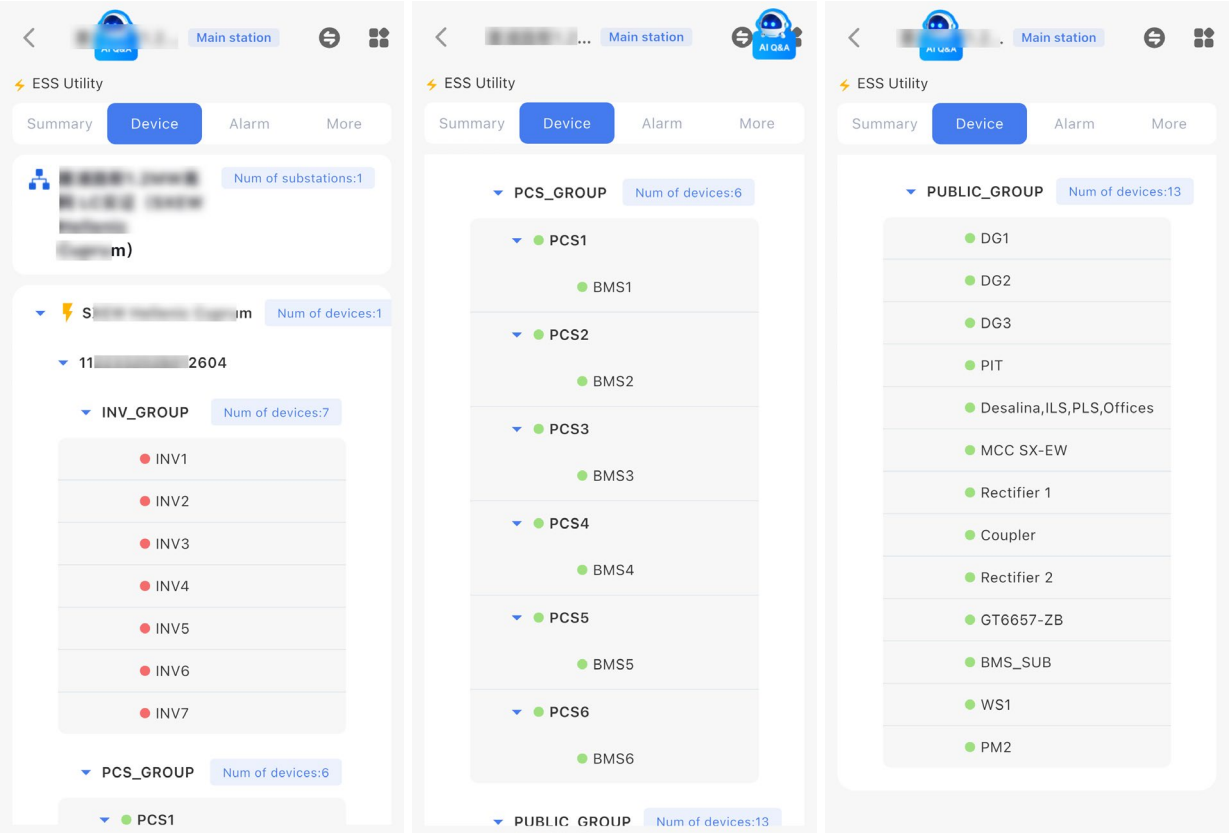


Figure 5-44 Device Tree

- **Substation**

The root node representing the entire site. Displays site-level overview, revenue summary, and energy statistics.

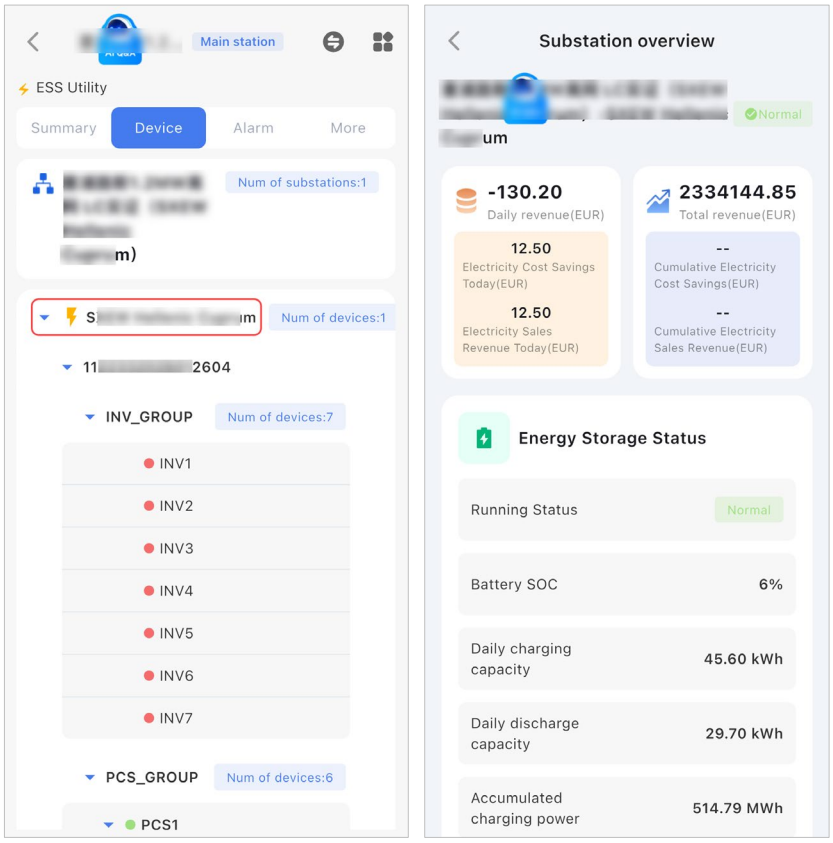


Figure 5-45 Substation Details

- **Local Controller**

The main control node for the site. Displays hardware status, resource usage, and provides access to remote control entry.

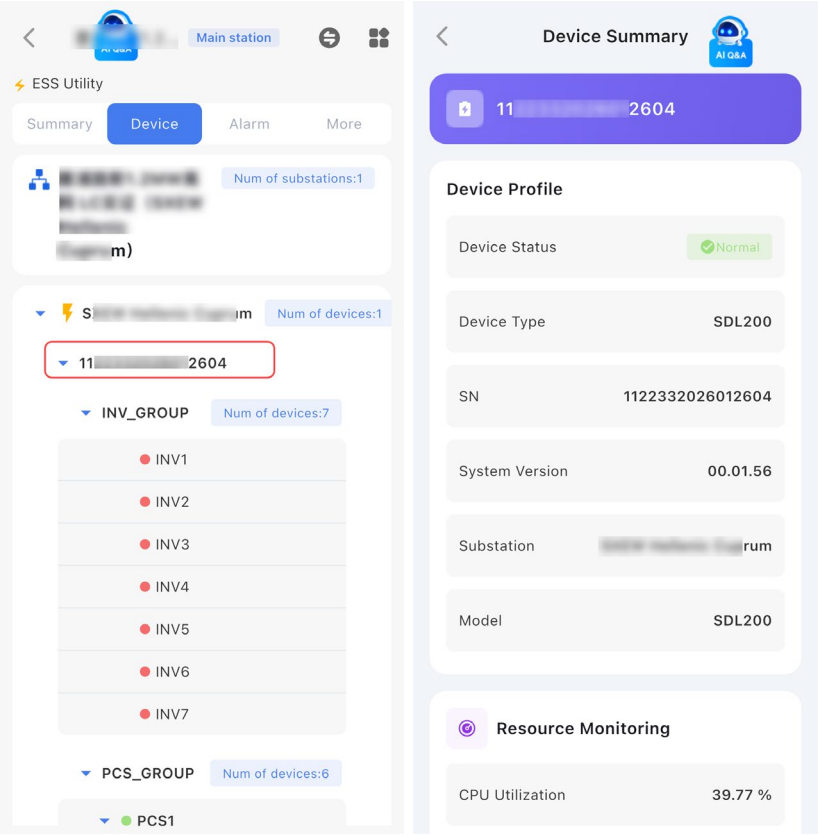


Figure 5-46 Local Controller Details

- **INV_GROUP**

Contains PV Inverters. (e.g., INV1) Displays Inverter status, active/reactive power, power factor, daily/total yield, and power trend curves.

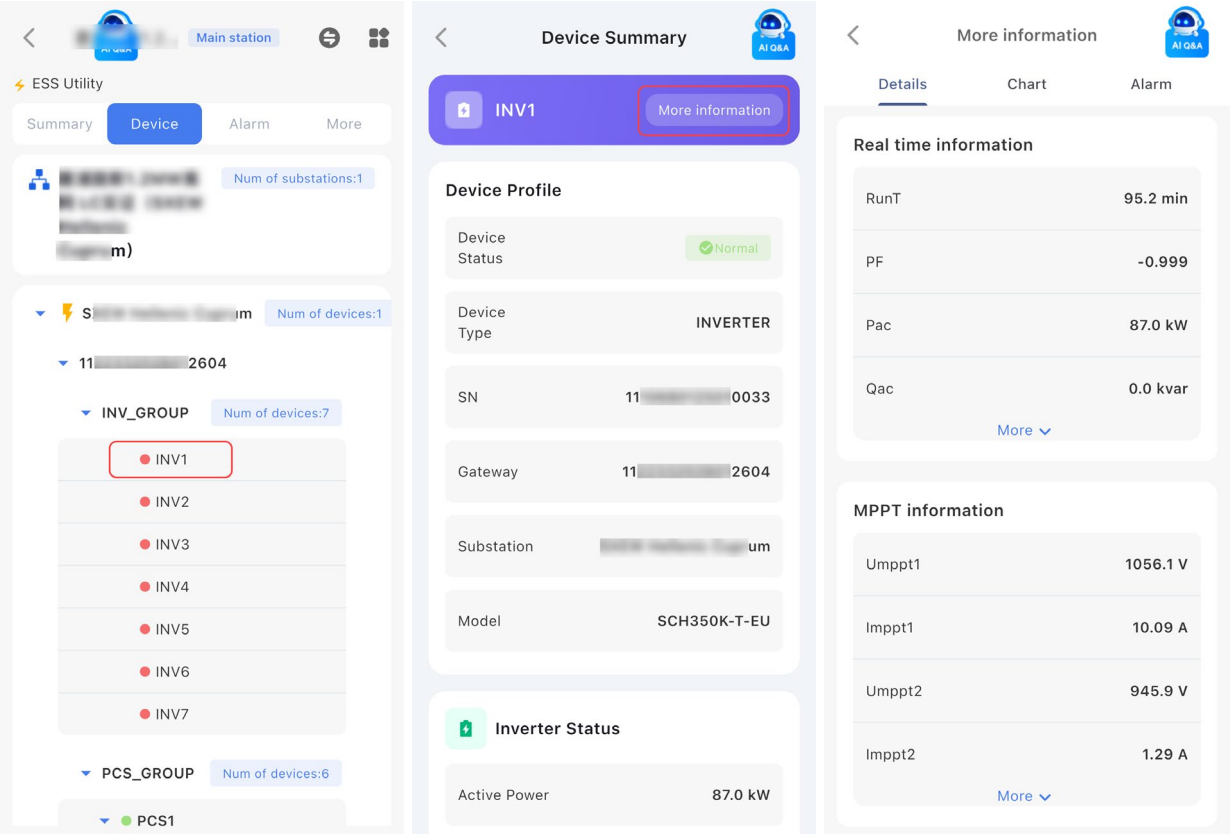


Figure 5-47 Inverter Details

- **PCS_GROUP:** Contains PCS Units (e.g., PCS1-PCS6) and its subordinate BMS battery clusters (e.g., BMS1).
  - PCS1 ~ PCSn: expanding PCS_GROUP reveals individual units such as PCS1, PCS2, etc. Display PCS status, battery stack SOC, charge/discharge state, grid-connection status, active power, daily/total energy, and trend curves.

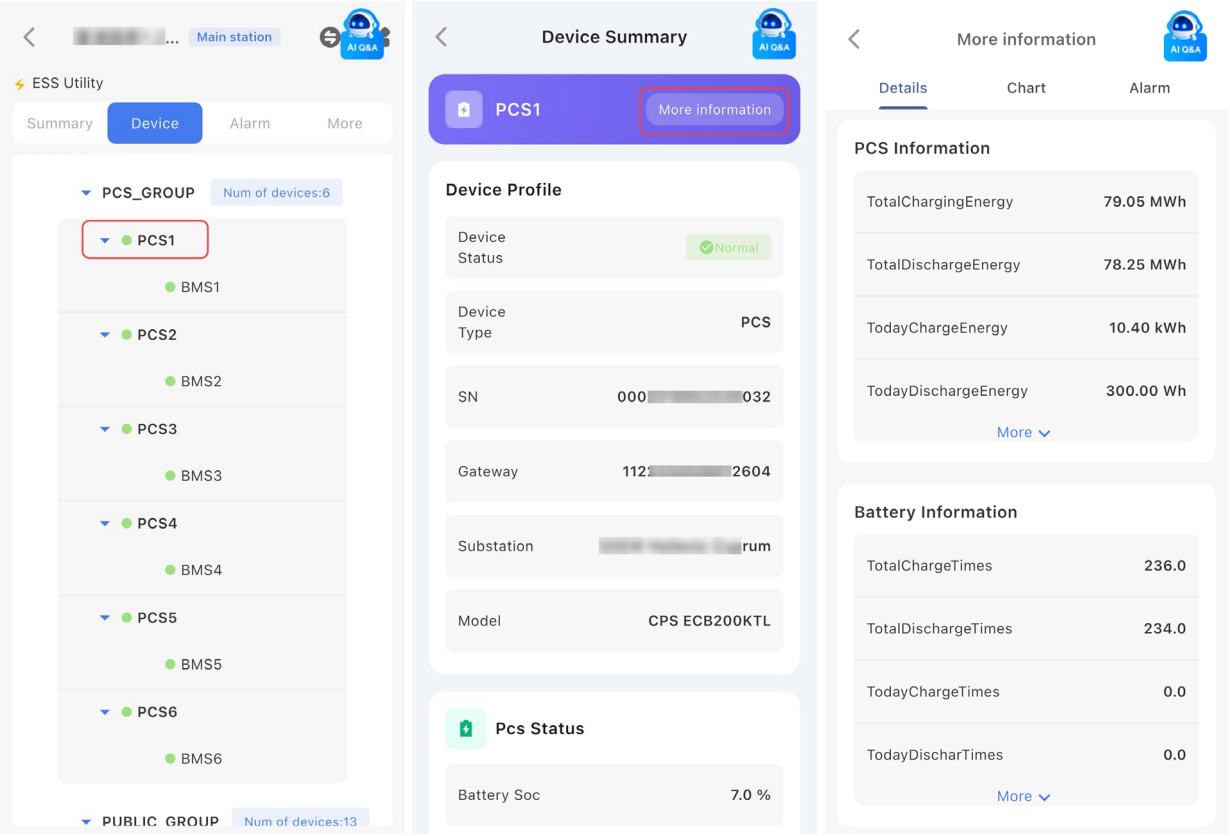


Figure 5-48 PCS Details

- BMS: Subordinate components connected to a specific device. For example, expanding an individual PCS node (PCS1) reveals its subordinate BMS battery clusters (BMS1). Displays Battery stack status, charge/discharge state, stack SOC, daily/cumulative energy, and SOC trend curves.

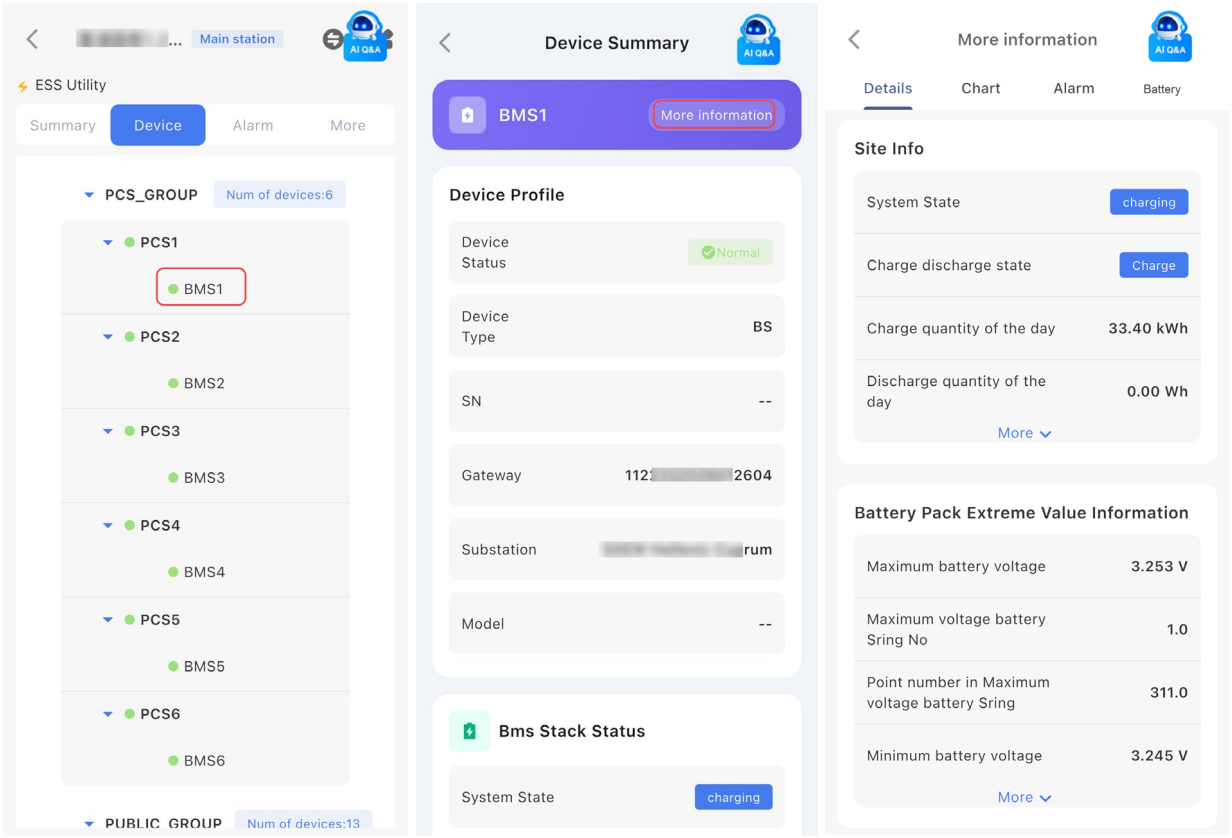


Figure 5-49 BMS Details

- **PUBLIC_GROUP**: Contains public auxiliary equipment. Expanding PUBLIC_GROUP reveals specific auxiliary equipment, including:
  - TRA: Transformers
  - TH: Thermostats
  - IPD: Integrated Protection Devices
  - METER: Electricity Meters
  - Liquid cooling machine: Liquid Chillers

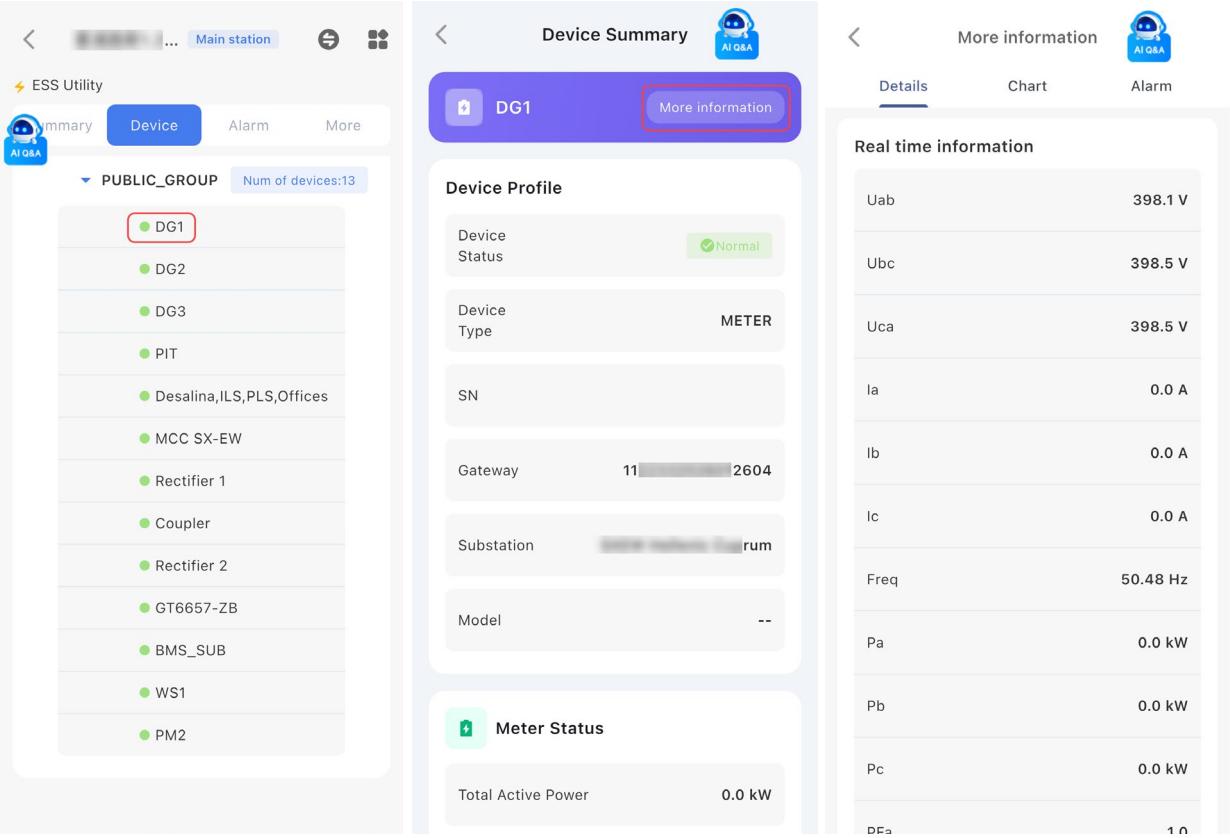


Figure 5-50 Public Auxiliary Equipment Details

5.5.4. Alarm

The Alarm tab 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.

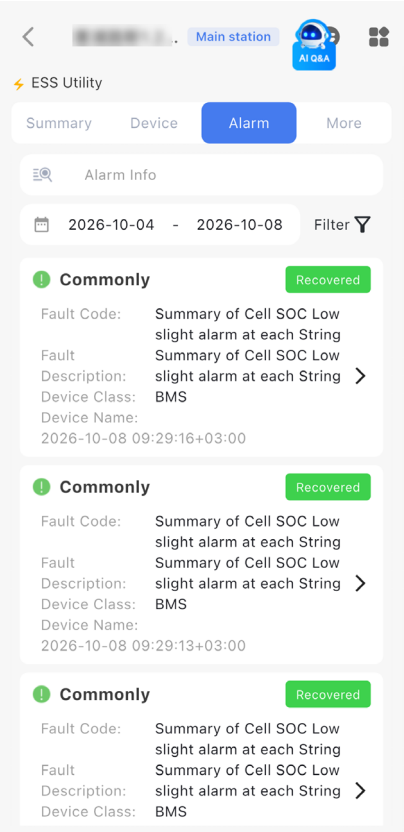


Figure 5-51 Alarm

5.5.5. More

The More tab provides access to Station Configuration, where you can view and edit settings, and Operation Log, where you can view operation records.

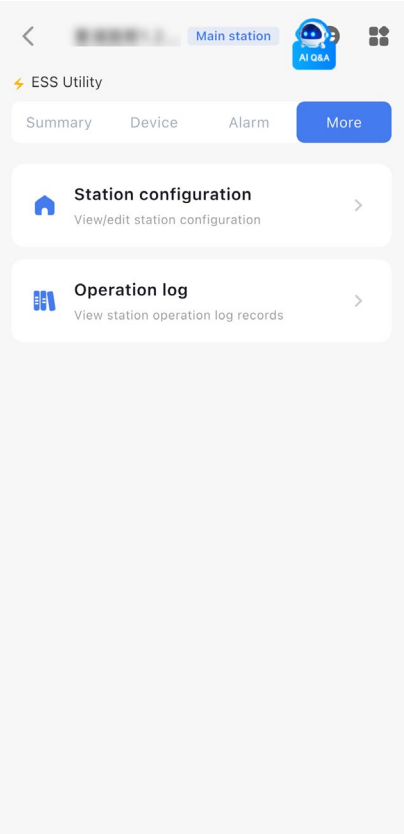


Figure 5-52 More tab

5.5.5.1. Station Configuration

The **Station Configuration** 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.

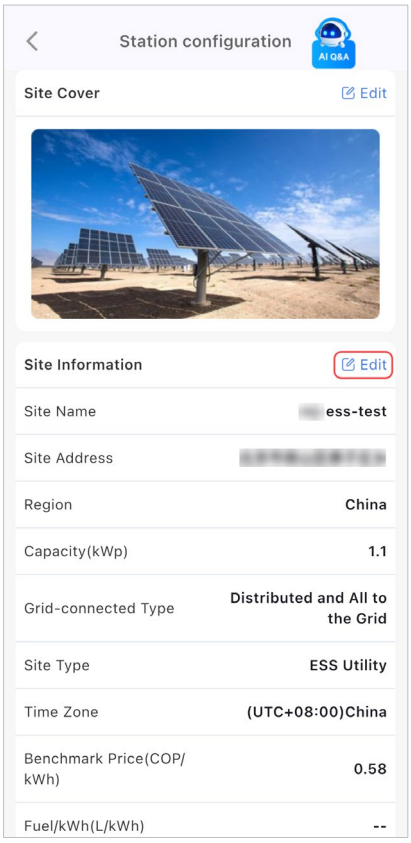


Figure 5-53 Station Configuration

5.5.5.2. Operation Log

The Operation Log screen provides a comprehensive record of user activities within the system, allowing administrators to track and audit changes made across different substations.

Users can filter logs by substation and date. Each entry displays the operation performed, the operator's name, and the exact timestamp.



Figure 5-54 Operation Log

6. Application

6.1. 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, Device Management, and Maintenance Service.

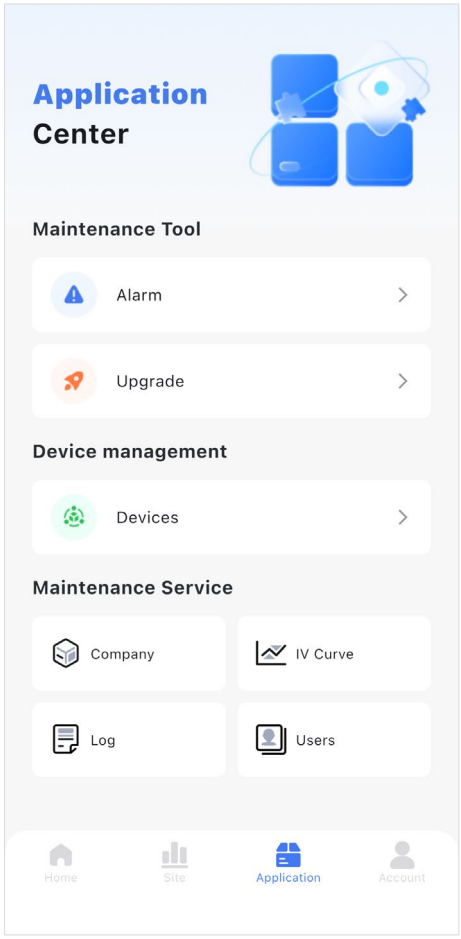


Figure 6-1 Application

6.2. Maintenance Tool

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

6.2.1. 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.

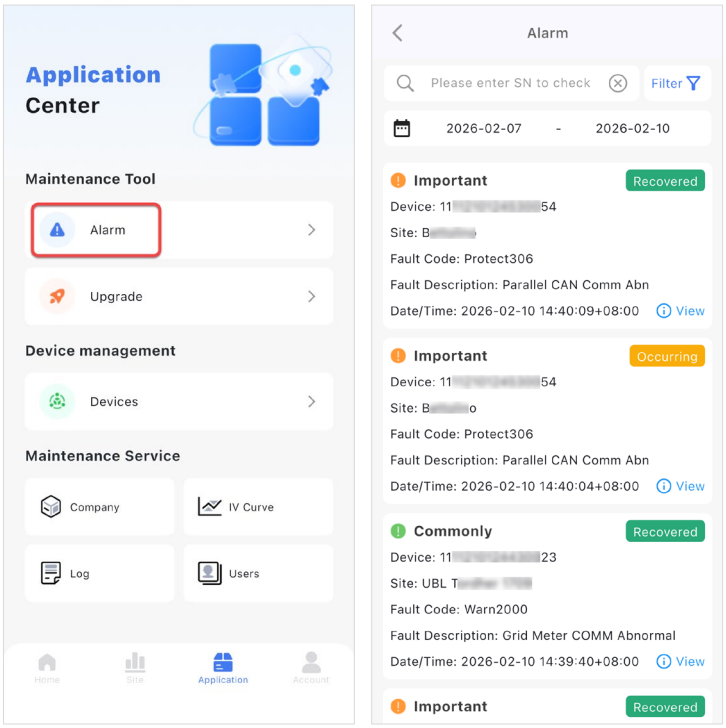


Figure 6-2 Application > Alarm

6.2.1.1. 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.

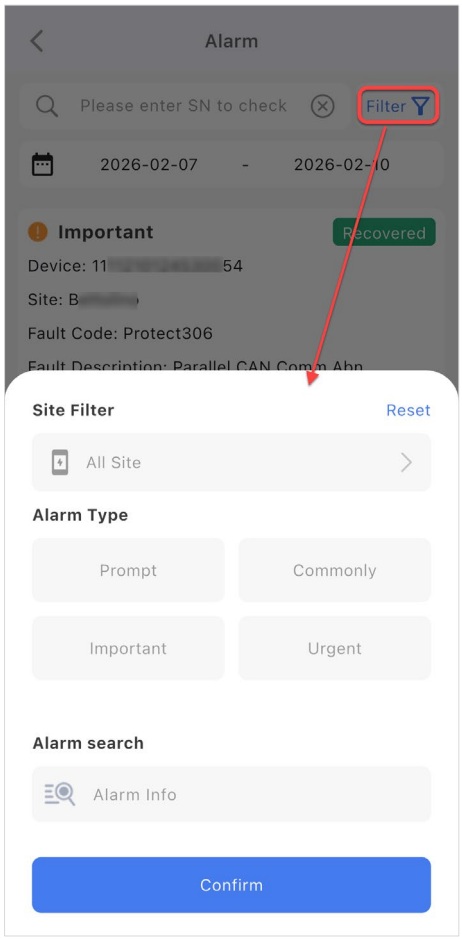


Figure 6-3 Filter alarm

6.2.1.2. Viewing Alarm Details

Tap View to see detailed alarm information.

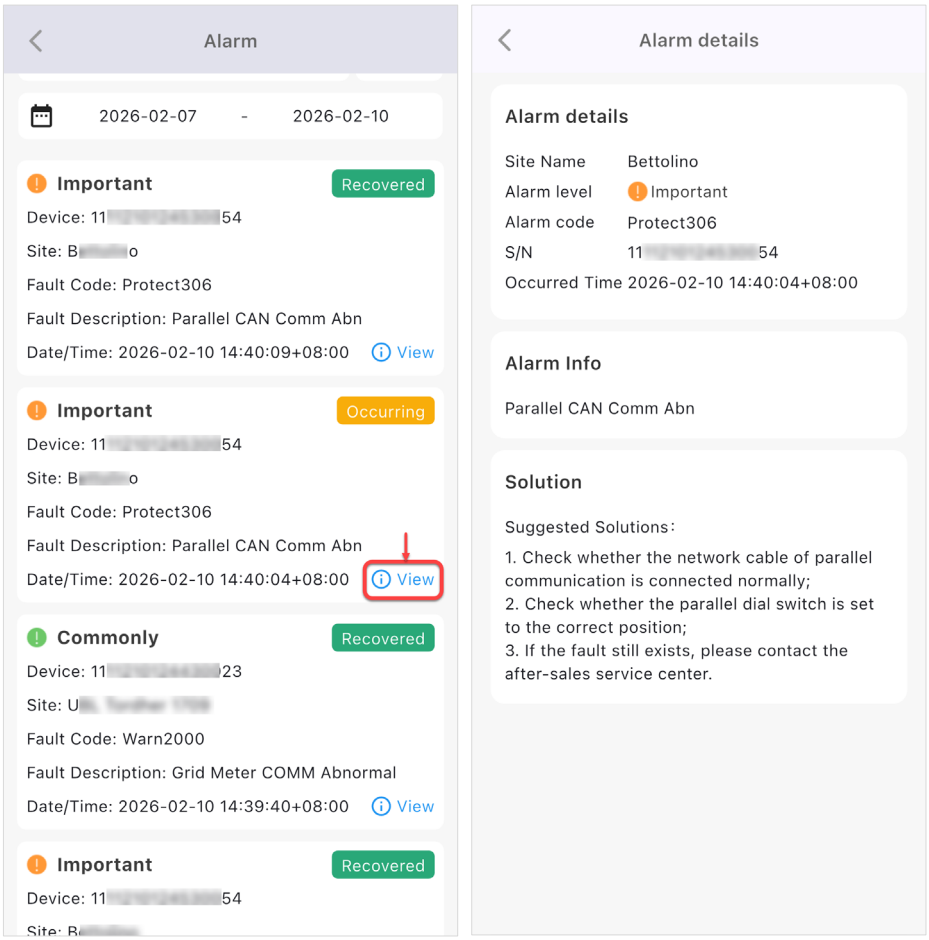


Figure 6-4 Alarm details

6.2.2. 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.

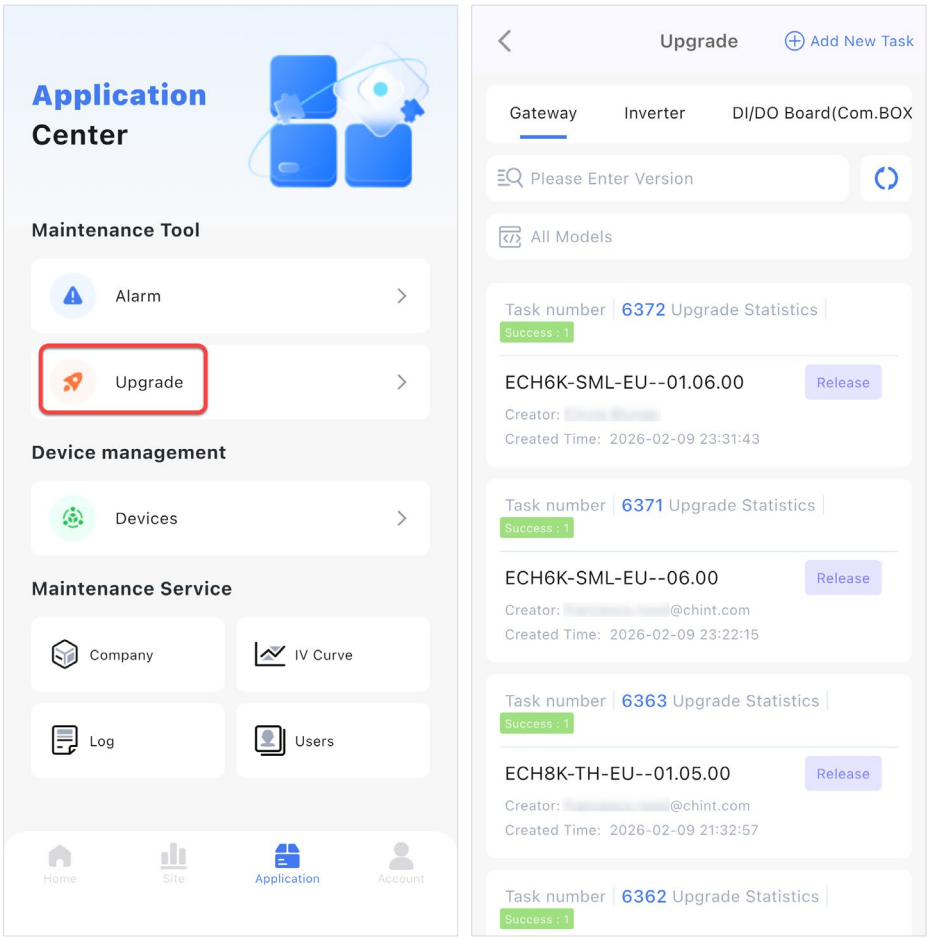


Figure 6-5 Upgrade (Remote)

6.2.2.1. Add New Upgrade Task for Gateway

Operation steps:

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

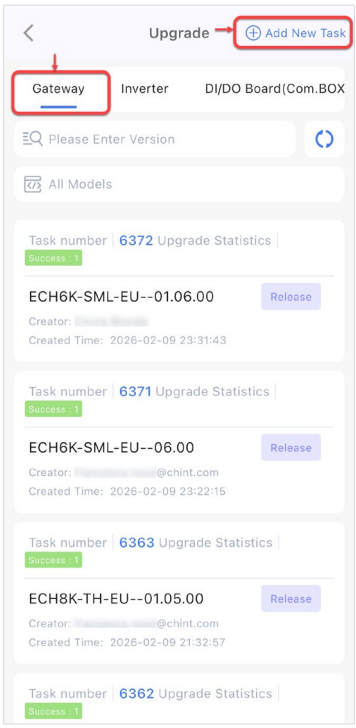


Figure 6-6 Tap +Add New Task for Gateway

3. Filter Model:

   - Select the gateway model to be upgraded.
   - Select the firmware release. If no firmware is available, go to **Account** > **Device Access** to download firmware, see Section *7.5 Local Tools* and Help

The Account screen provides auxiliary tools for on-site Bluetooth commissioning, as well as access to customer feedback, compliance documentation, and software version information.

   - Device Access.
   - 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.

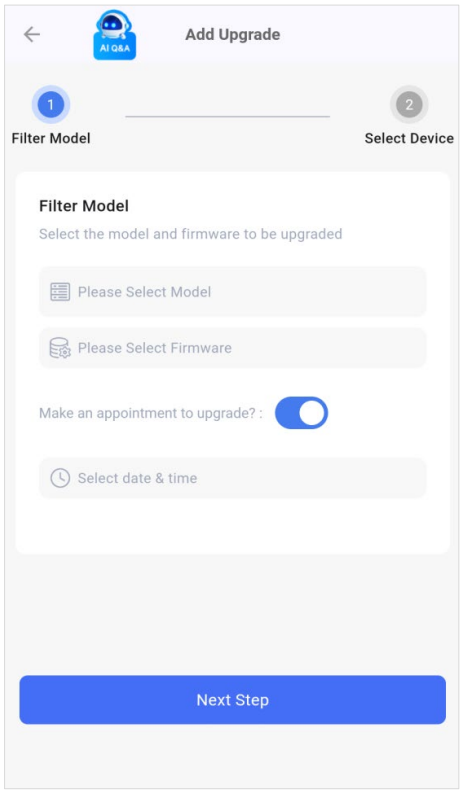


Figure 6-7 Add New Upgrade Task for Gateway->Filter Model

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.

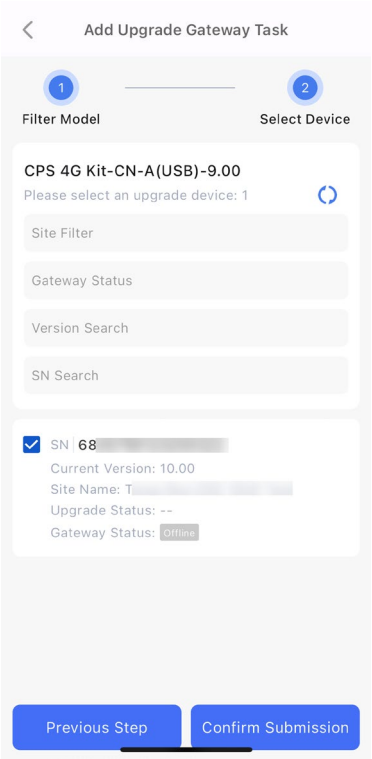


Figure 6-8 Add New Upgrade Task for Gateway-> Select Device

7. Once the upgrade task is created, it will appear on the **Upgrade** > **Gateway** screen.

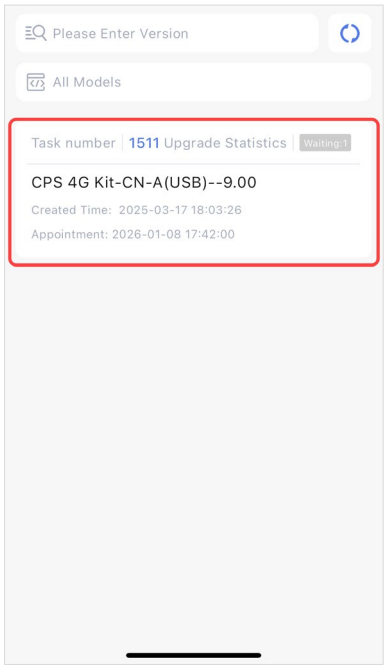


Figure 6-9 Successfully added gateway upgrade task

6.2.2.2. 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.

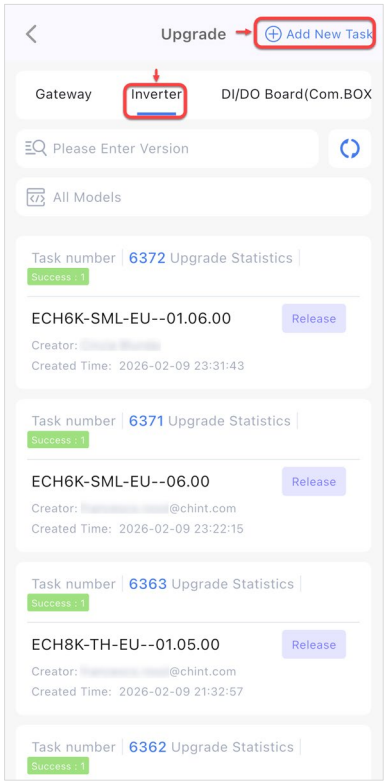


Figure 6-10 Tap +Add New Task for Inverter

3. Filter Model:
    - Select the Site.
    - 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.
    - Select firmware version: If no firmware is available, go to **Account > Device Access** to download firmware, see Section *7.5 Local Tools* and Help

The Account screen provides auxiliary tools for on-site Bluetooth commissioning, as well as access to customer feedback, compliance documentation, and software version information.

- Device Access.
- 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.

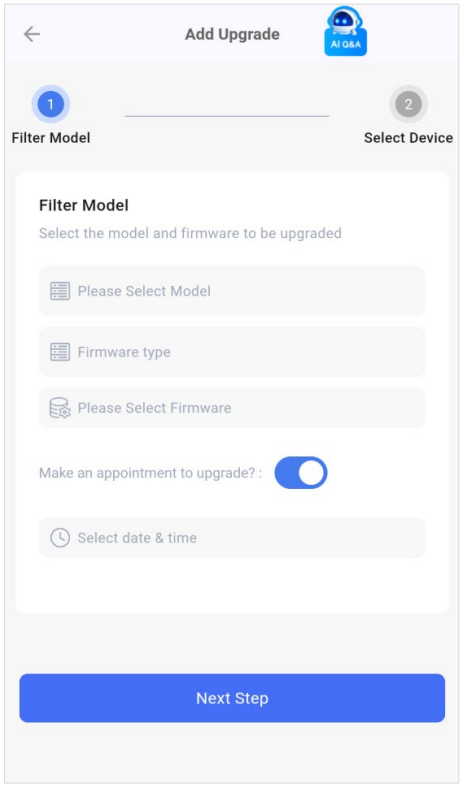


Figure 6-11 Add New Upgrade Task for Inverter -> Filter Model

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.

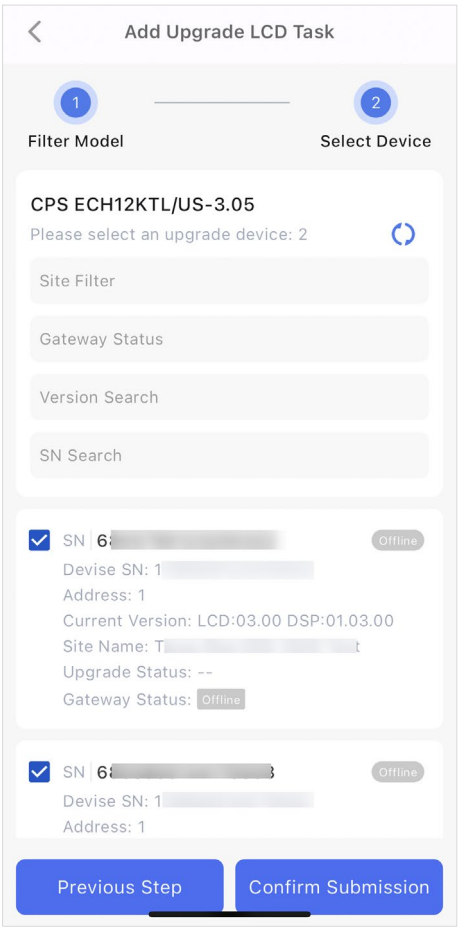


Figure 6-12 Add New Upgrade Task for Inverter -> Select Device

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

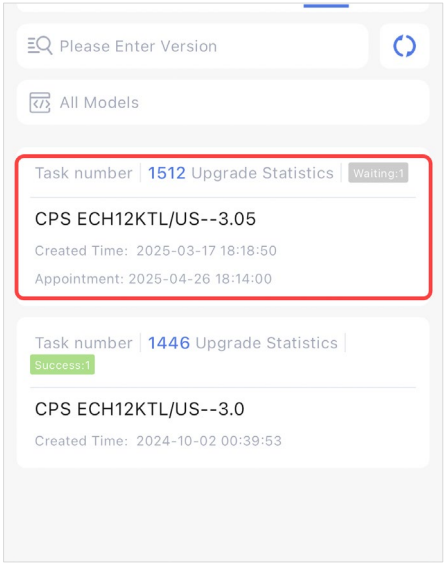


Figure 6-13 Successfully added inverter upgrade task

6.2.2.3. 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.

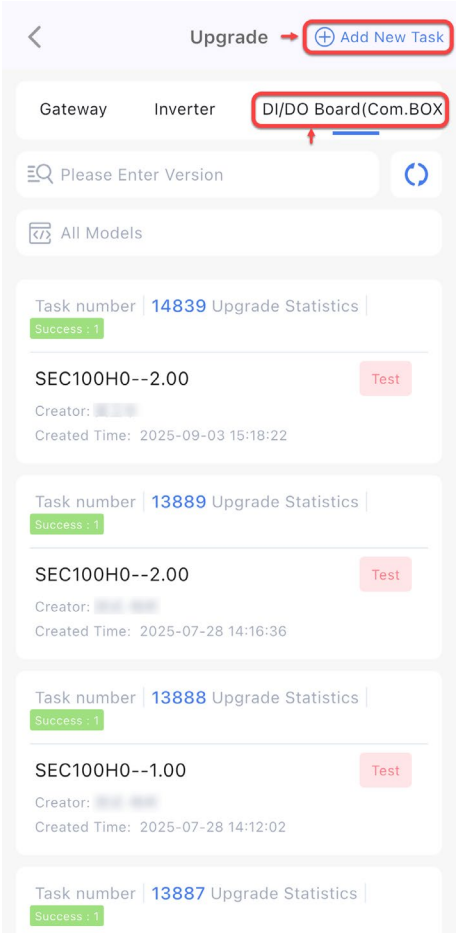


Figure 6-14 Tap +Add New Task for DI/DO Board

3. Filter Model:
   - Select the Gateway model to be upgraded.
   - Select the firmware. If no firmware is available, go to **Account > Device Access** to download firmware, see Section *7.5 Local Tools and Help.*
   - Schedule an upgrade (optional): If you want to schedule the upgrade for a later time, select a specific date and time.

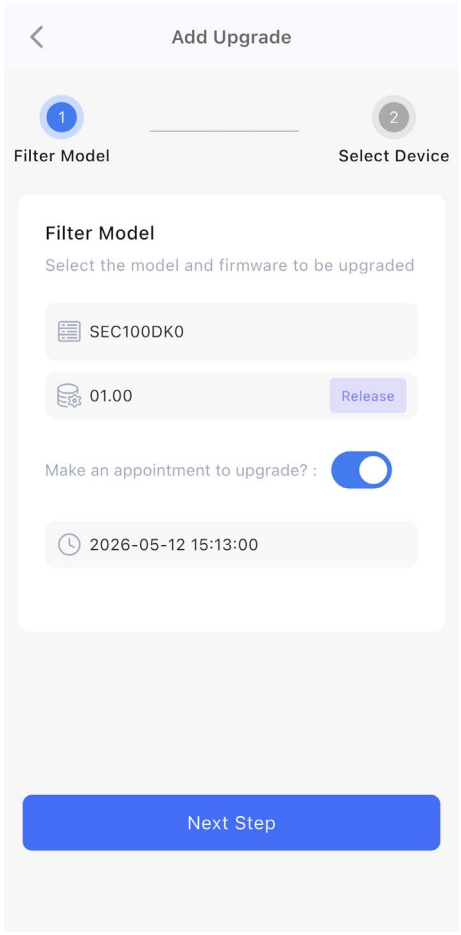


Figure 6-15 Upgrade DI/DO Board-1

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

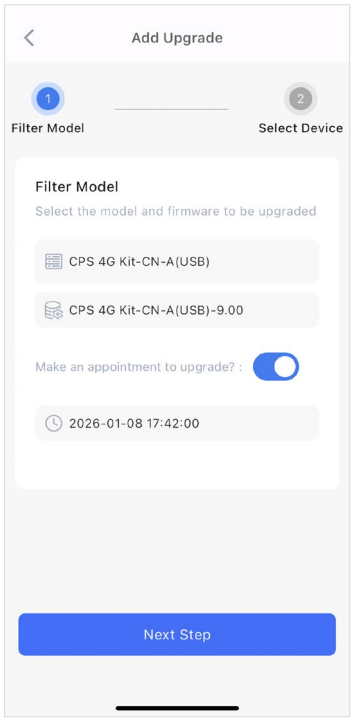


Figure 6-16 Upgrade DI/DO Board-2

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.

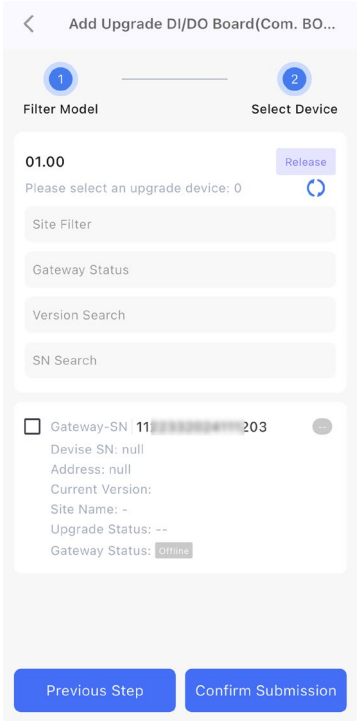


Figure 6-17 Upgrade DI/DO Board-3

7. Once the upgrade task is created, it will appear on the **Upgrade** > **Gateway** screen.

6.2.2.4. View Upgrade Task Progress

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

1. Go to the **Upgrade**, tap an update task to enter **Upgrade Details.**
2. Tap a firmware upgrade task to view detailed progress information.

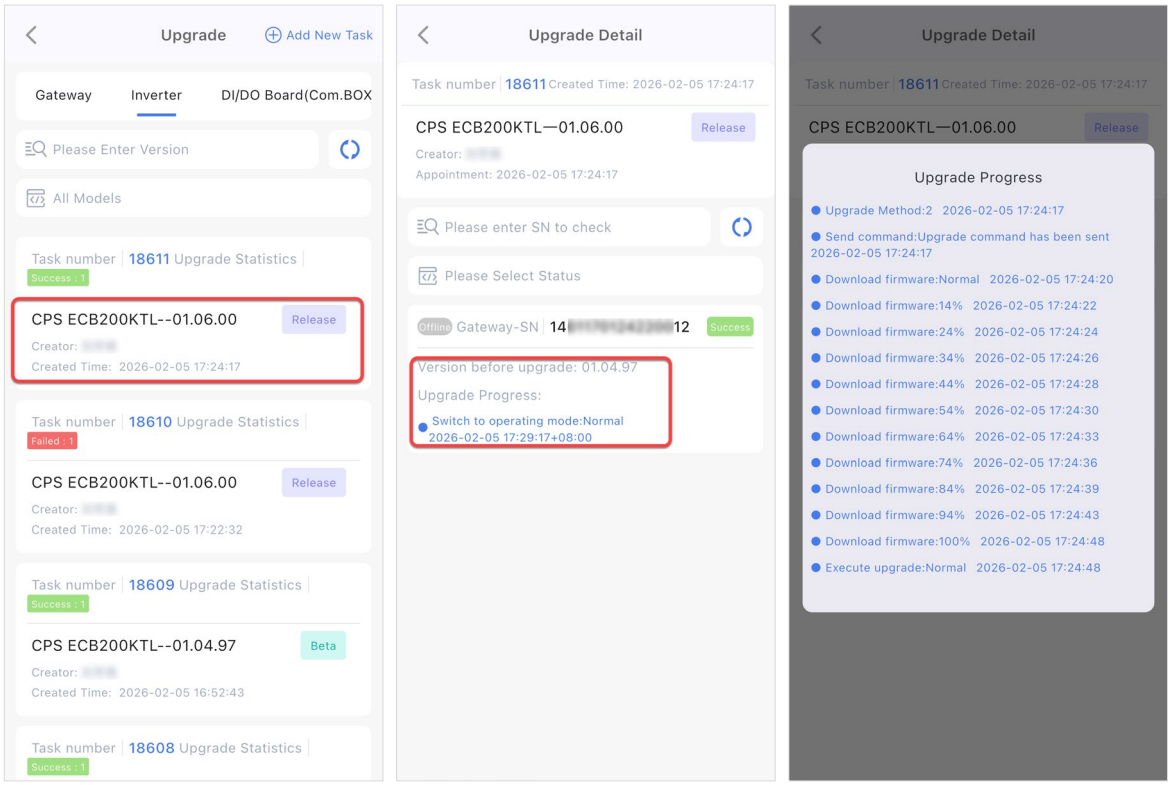


Figure 6-18 View Upgrade Task Progress

6.2.2.5. Remove an Upgrade Task

Follow these steps to remove an upgrade task:

1. Go to the **Upgrade**.
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.

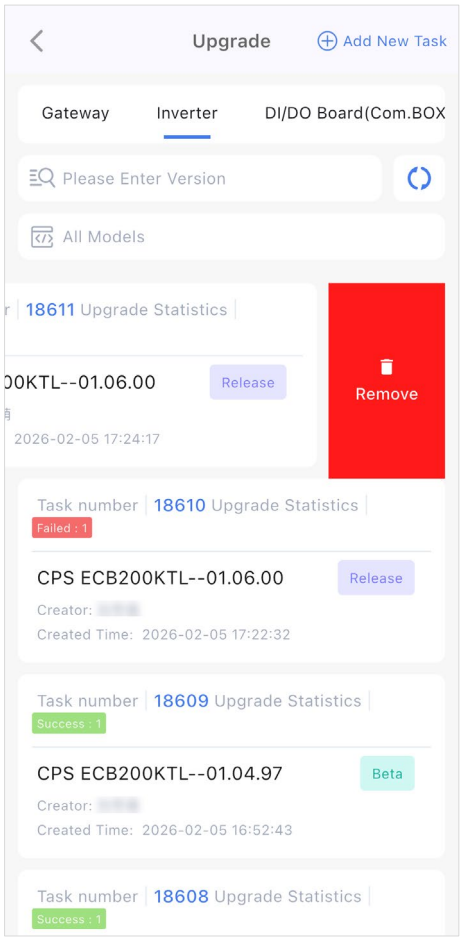


Figure 6-19 Delete Upgrade Task

6.3. Device Management

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

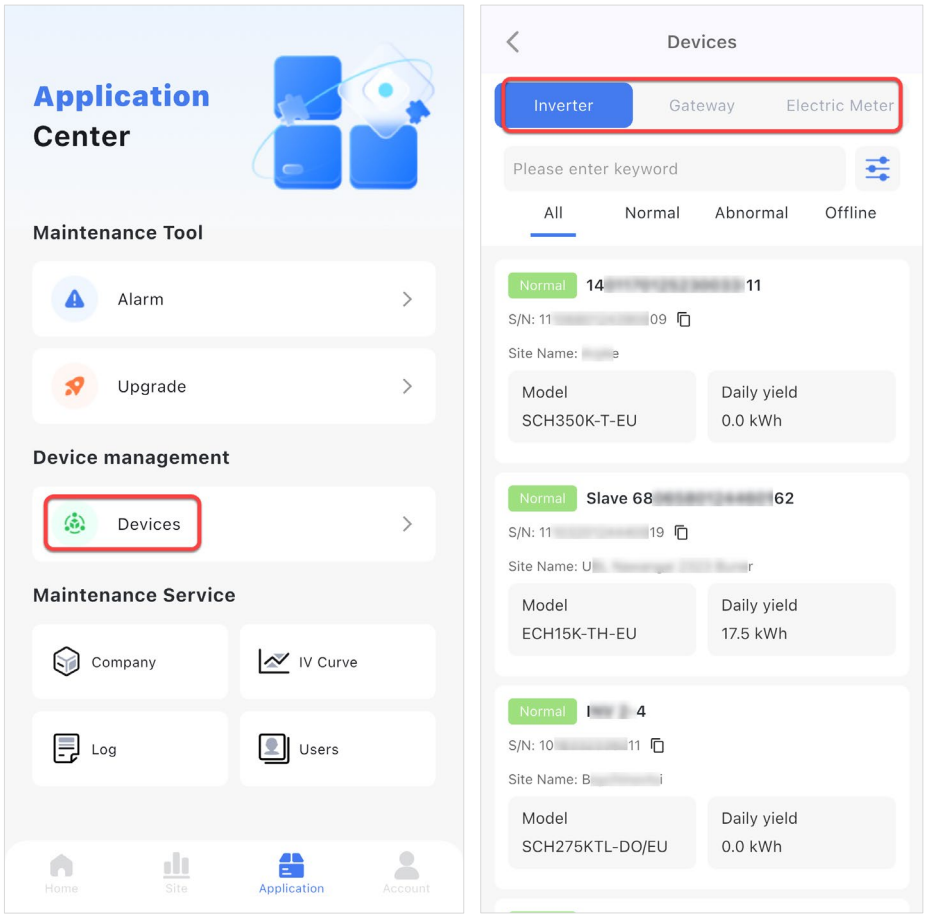


Figure 6-20 Device Management

6.3.1. Inverter

The inverter screen provides a comprehensive list of all inverters.

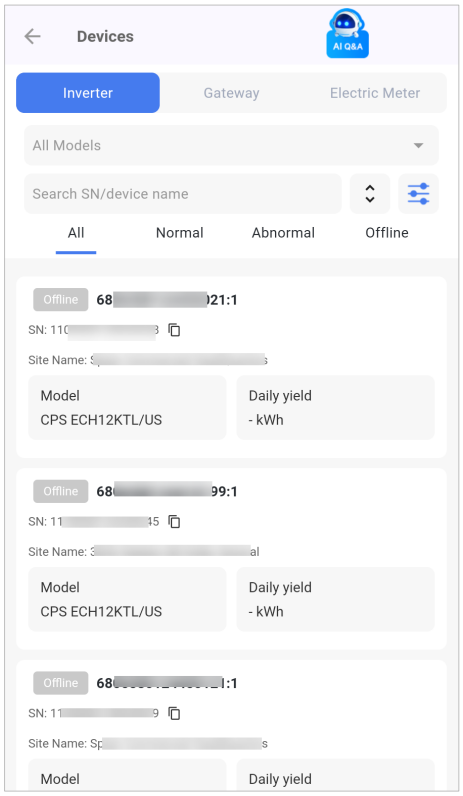


Figure 6-21 Device Management > Inverter

Tap the Inverter to enter the Inverter details. For Inverter Details, see Section *5.4.7.2 Inverter*.

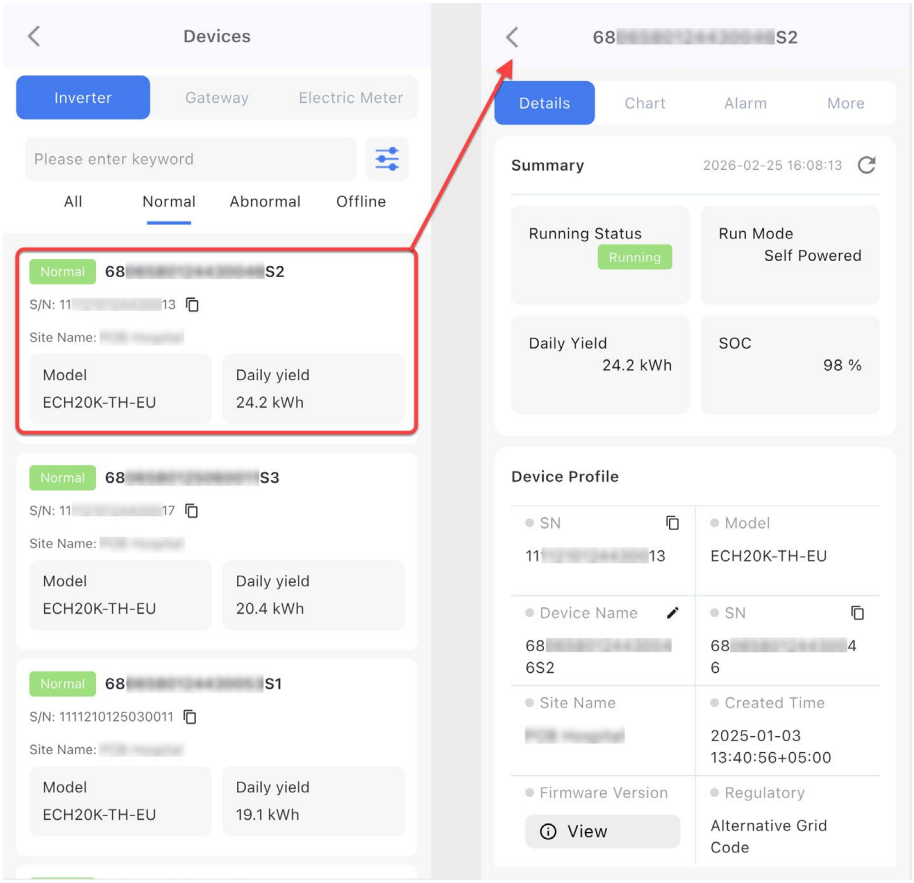


Figure 6-22 Inverter Details

6.3.2. Gateway

The Gateway page provides a comprehensive list of all gateways.

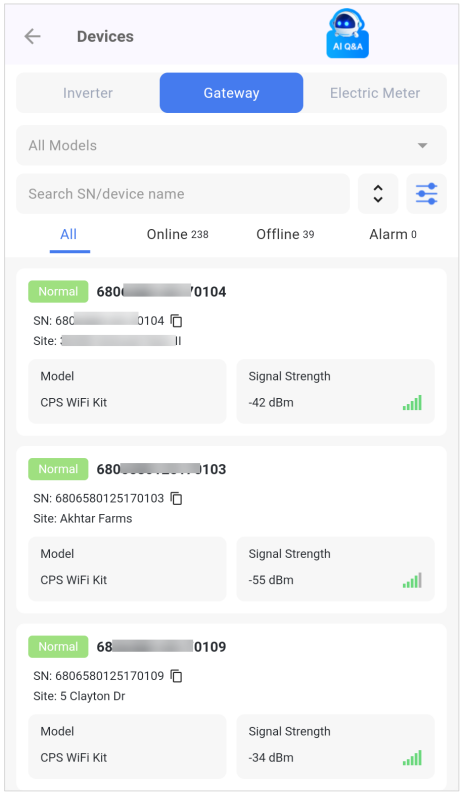


Figure 6-23 Device Management > Gateway

Tap the gateway to enter the gateway details. For Gateway Details Introduction, see Section *5.4.7.1* Gateway.

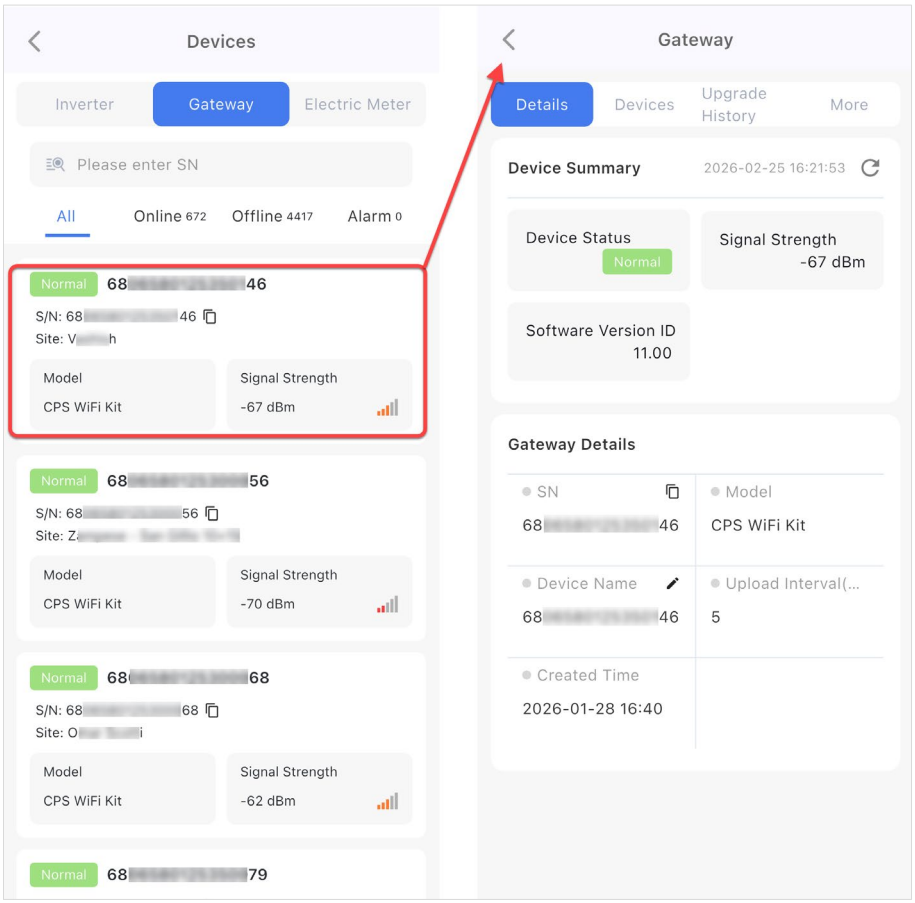


Figure 6-24 Gateway Details

6.3.3. Electric Meter

The Electric Meter screen provides a comprehensive list of all Electric Meters.

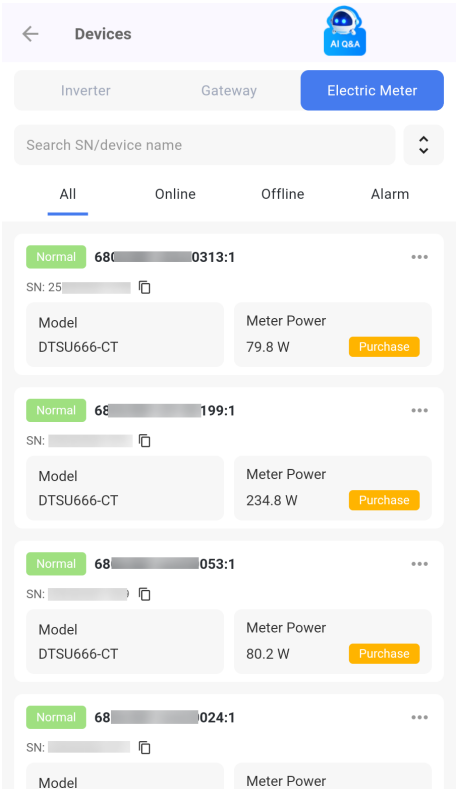


Figure 6-25 Device Management > Electric Meter

Tap the meter to enter the meter device details. For Electric Meter Details, see Section *5.4.7.3 Electric Meter*.

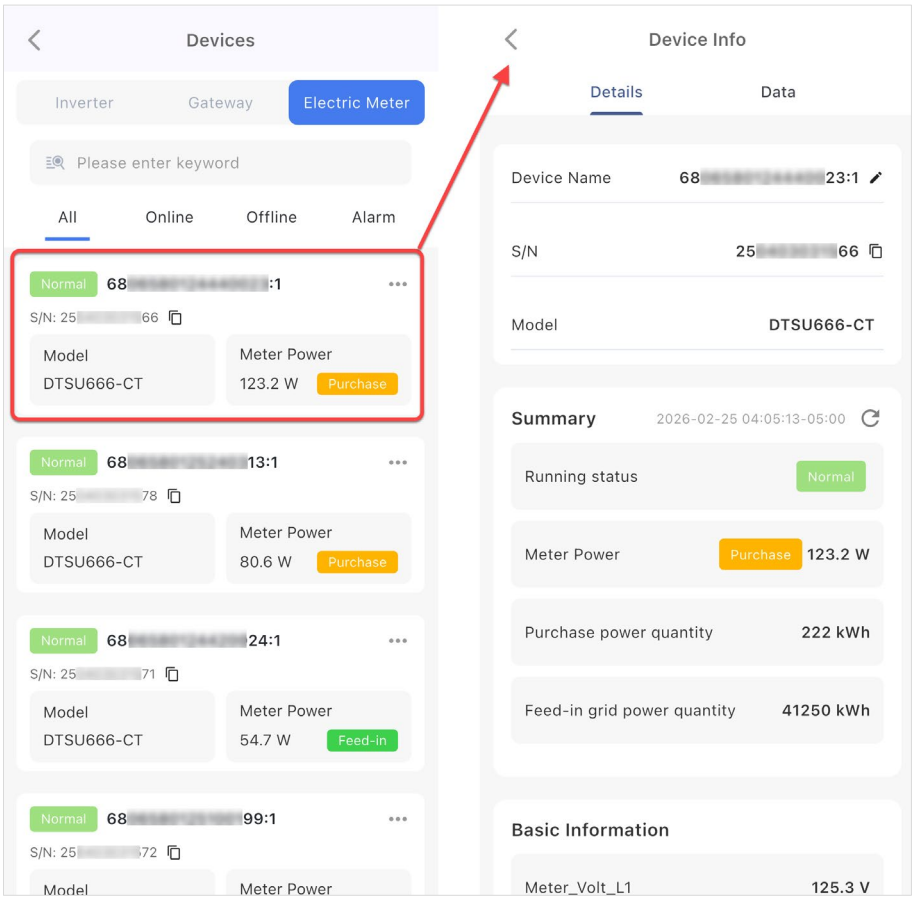


Figure 6-26 Electric Meter Details

6.4. 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.

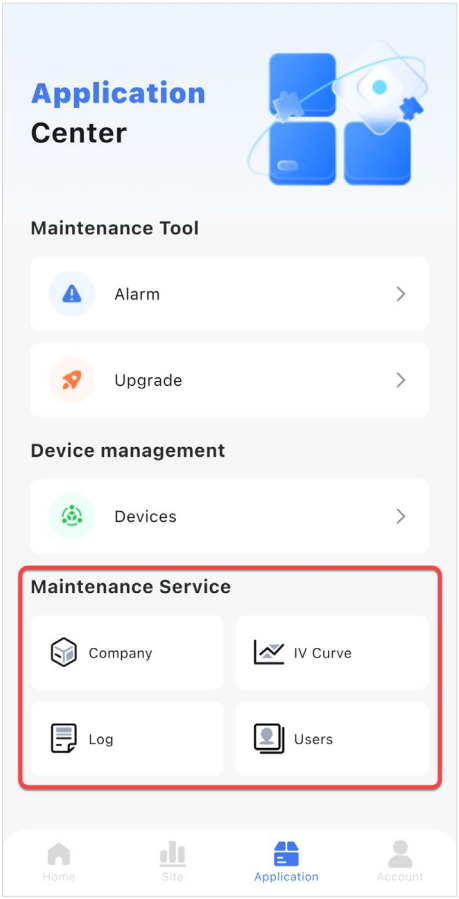


Figure 6-27 Maintenance Service

6.4.1. Company

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

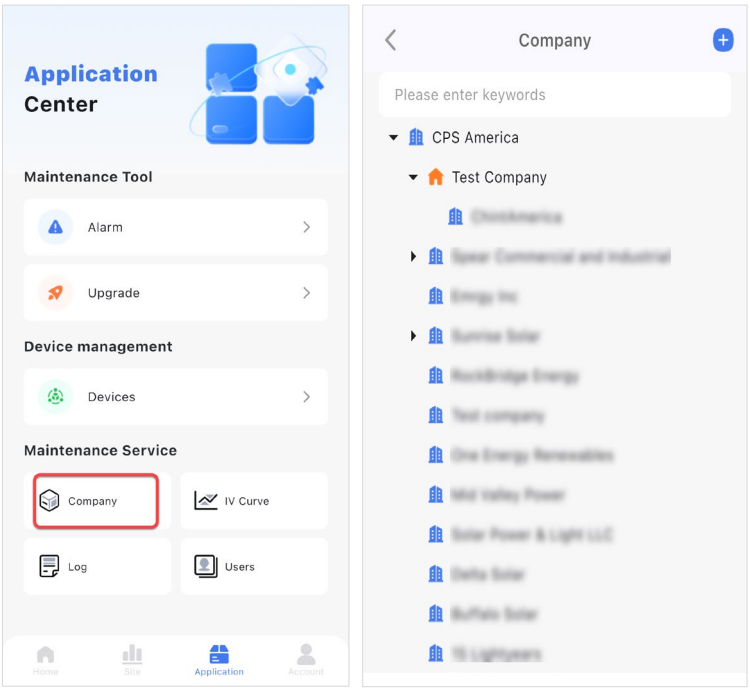


Figure 6-28 Manage Company

6.4.1.1. Add a Company

Follow these steps below to add a new company:

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

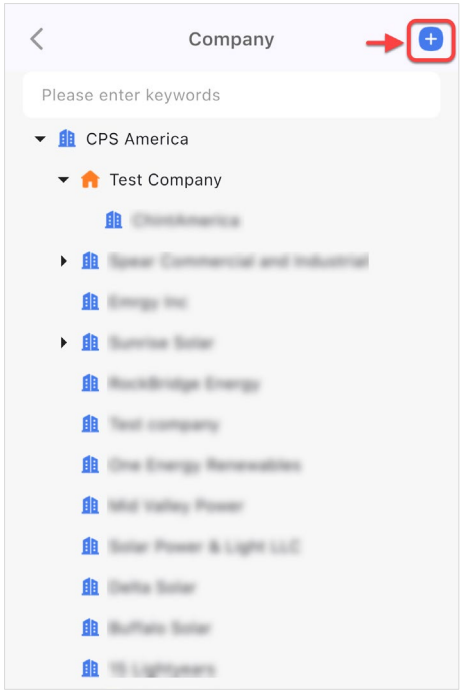


Figure 6-29 Tap + Button

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.

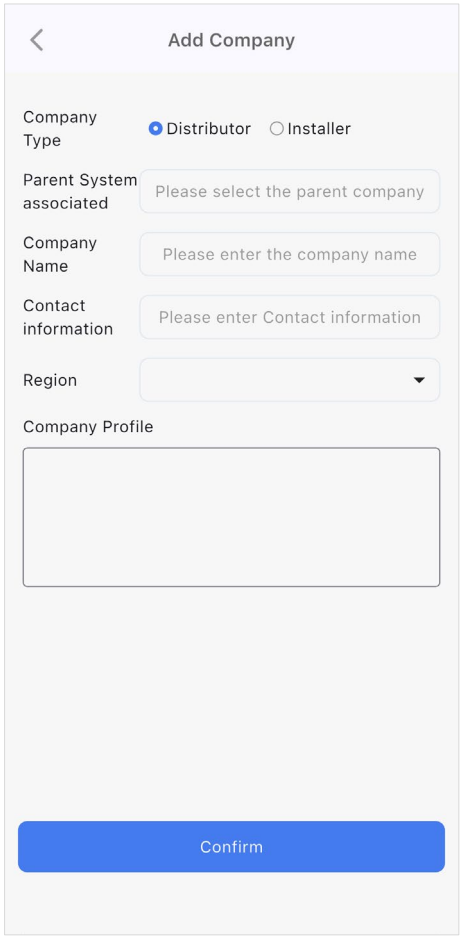


Figure 6-30 Add Company

6.4.1.2. 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.

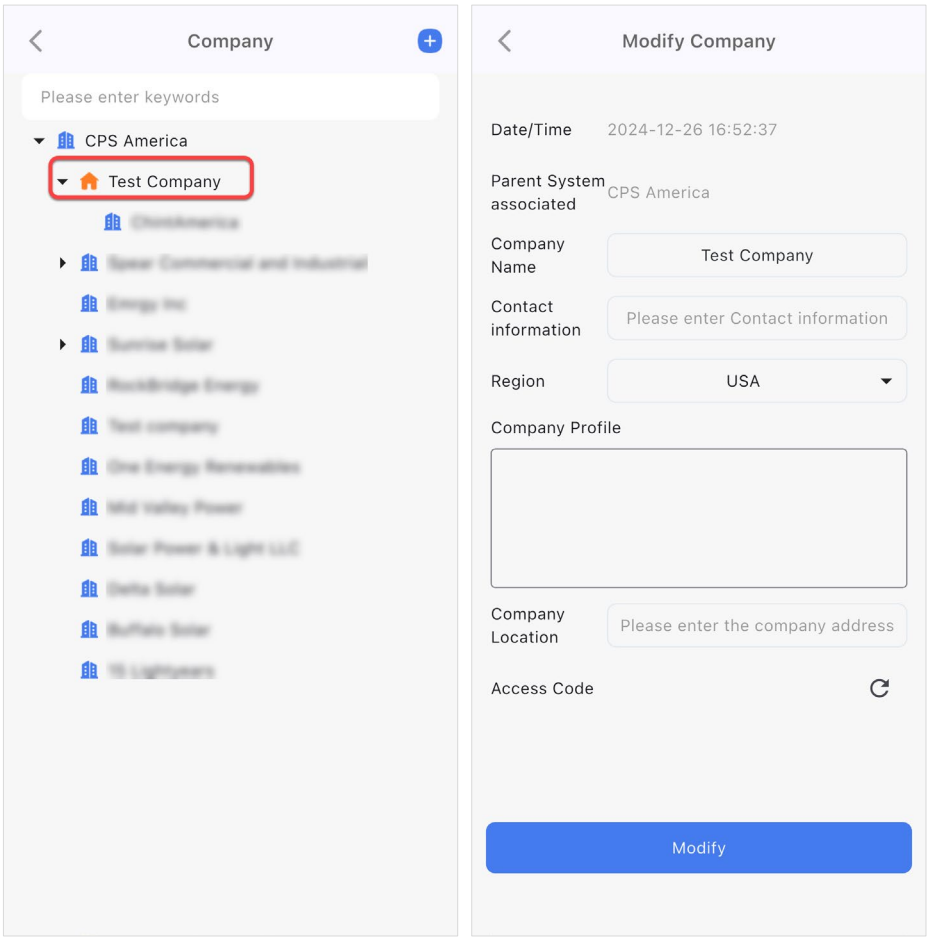


Figure 6-31 Modify Company Information

6.4.2. 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.

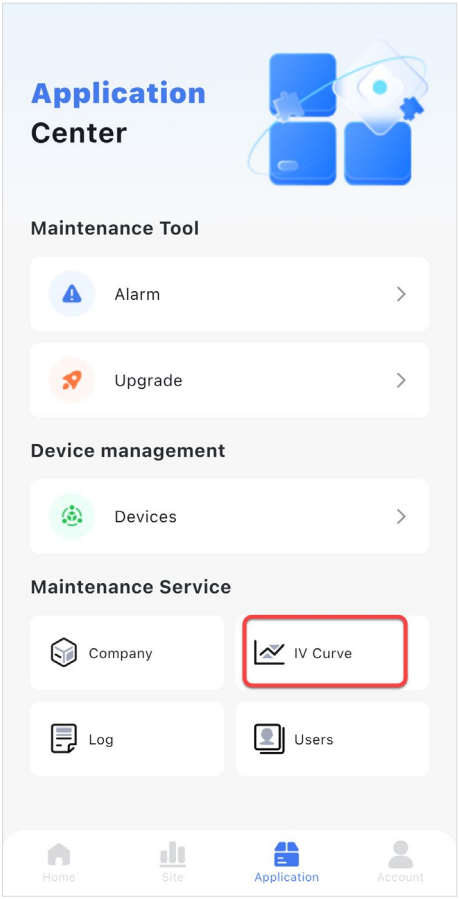


Figure 6-32 IV Curve-1

6.4.2.1. Create a New IV Curve Scanning Task

Operation Steps:

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.

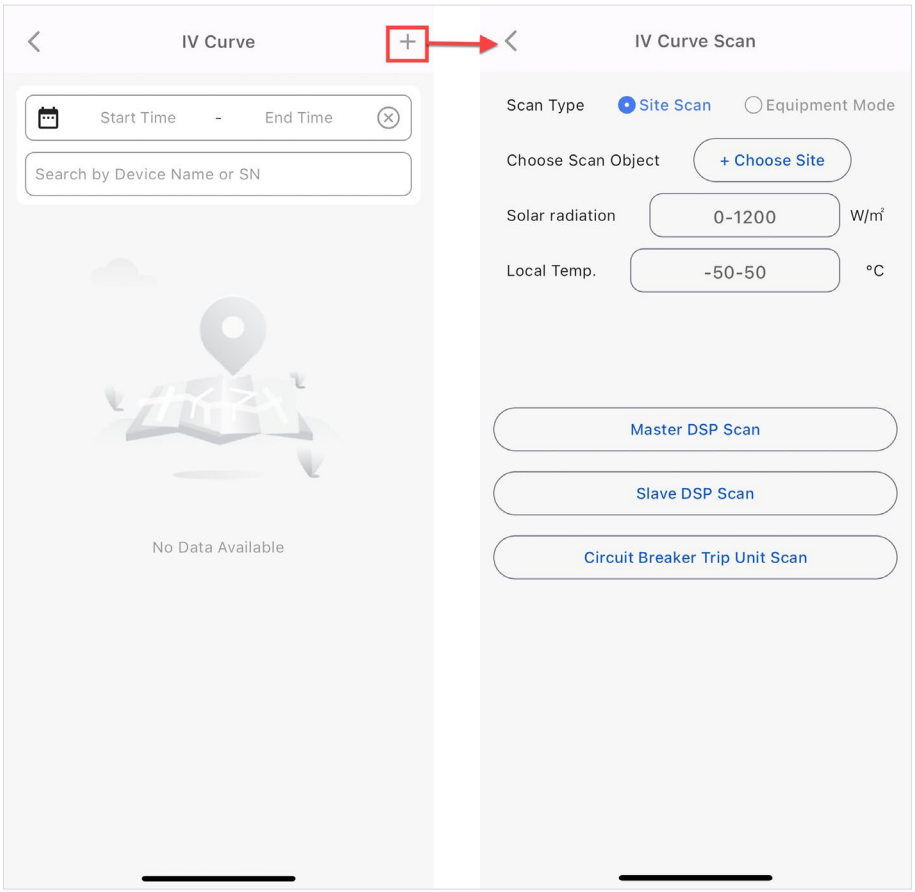


Figure 6-33 IV Curve-2

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.

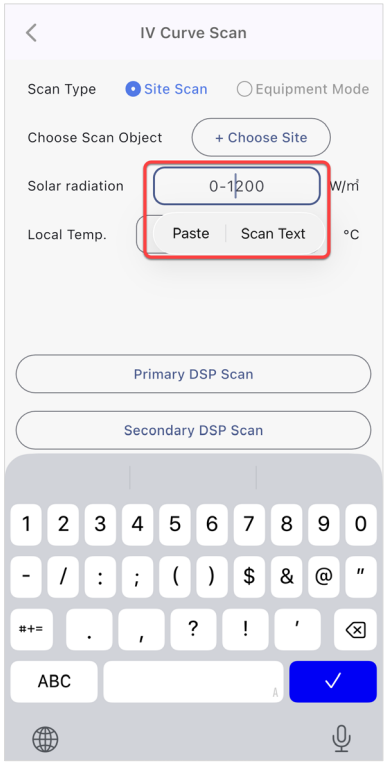


Figure 6-34 Input Solar Radiation and Local Temp.

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.

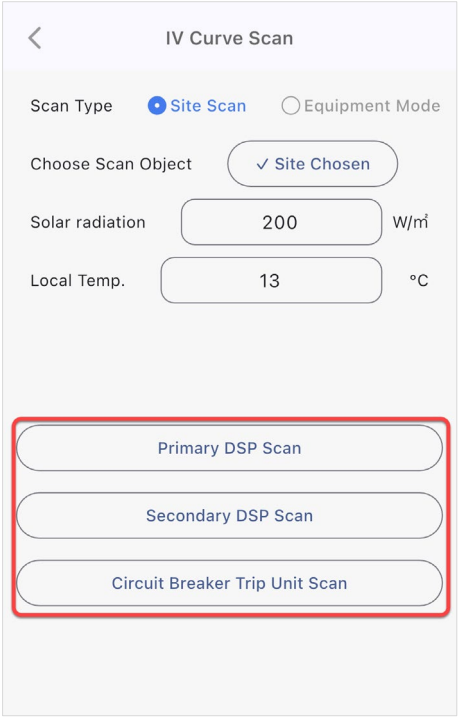


Figure 6-35 Execute Scanning Command

6.4.2.2. Manage and View IV Curve Scanning Task

Filter and search:

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

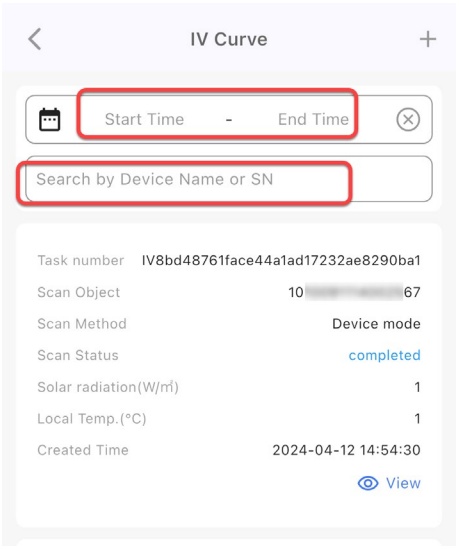


Figure 6-36 Filter and Search IV Curve Scanning Task

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

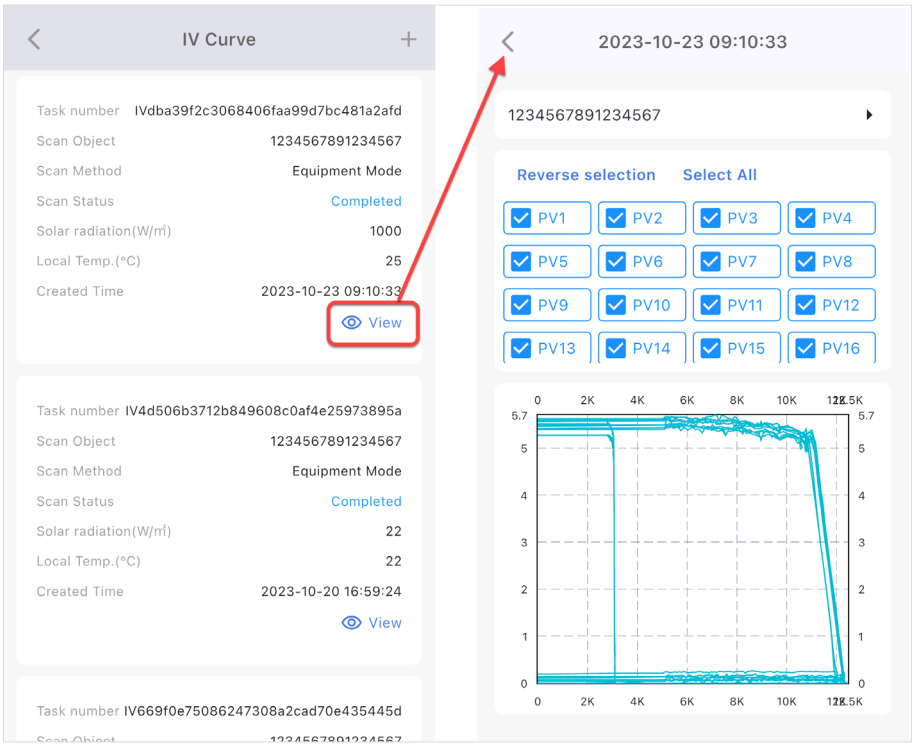


Figure 6-37 View IV Curve Scanning Details

6.4.3. 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 has 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.

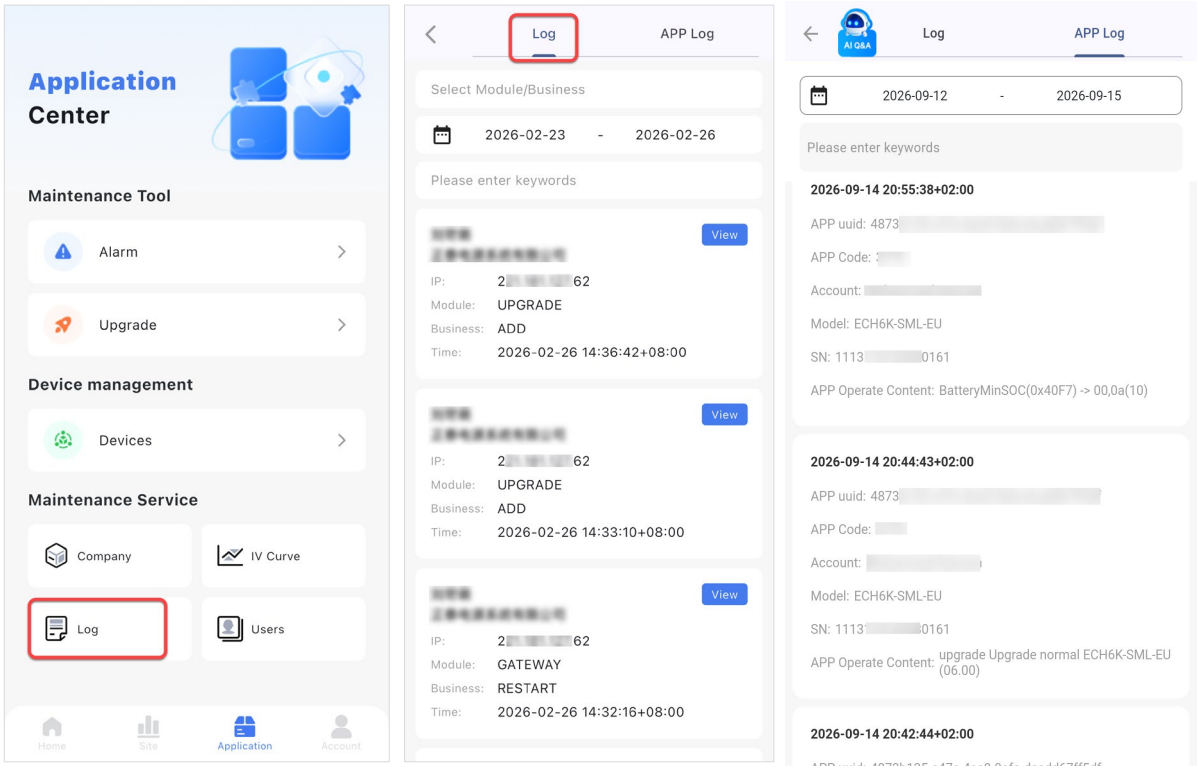


Figure 6-38 Log

6.4.4. User Management

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

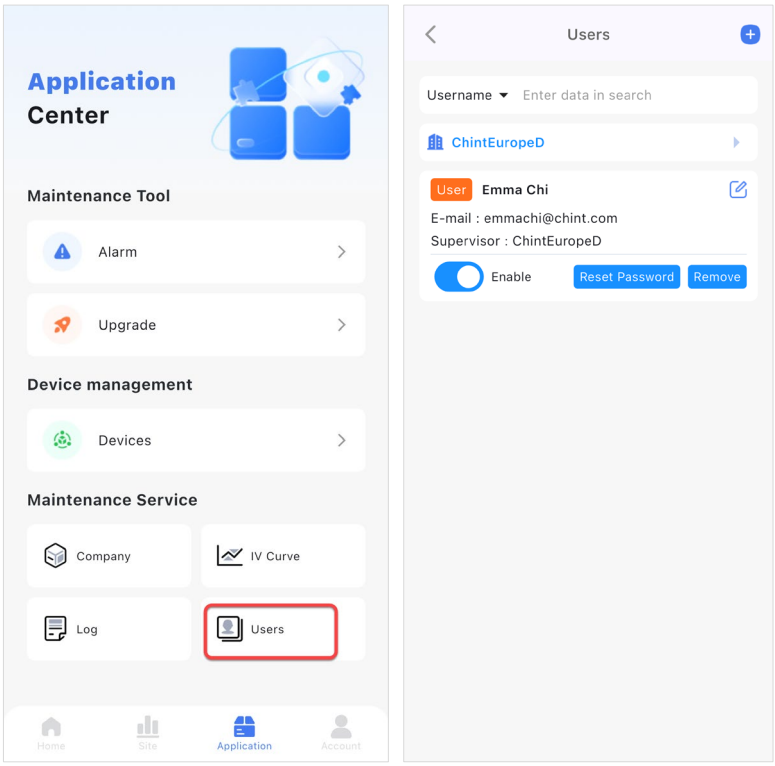


Figure 6-39 Manage Users

6.4.4.1. Add User Account

Operation Steps:

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.
    - Set Password: Choose how the password is created:
    - Automatically: The system generates a random password.
    - Custom: Manually set a specific password for the user.
    - 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.
3. Confirm and Submit: After verifying the details, tap the **Confirm** button at the bottom to complete the process.

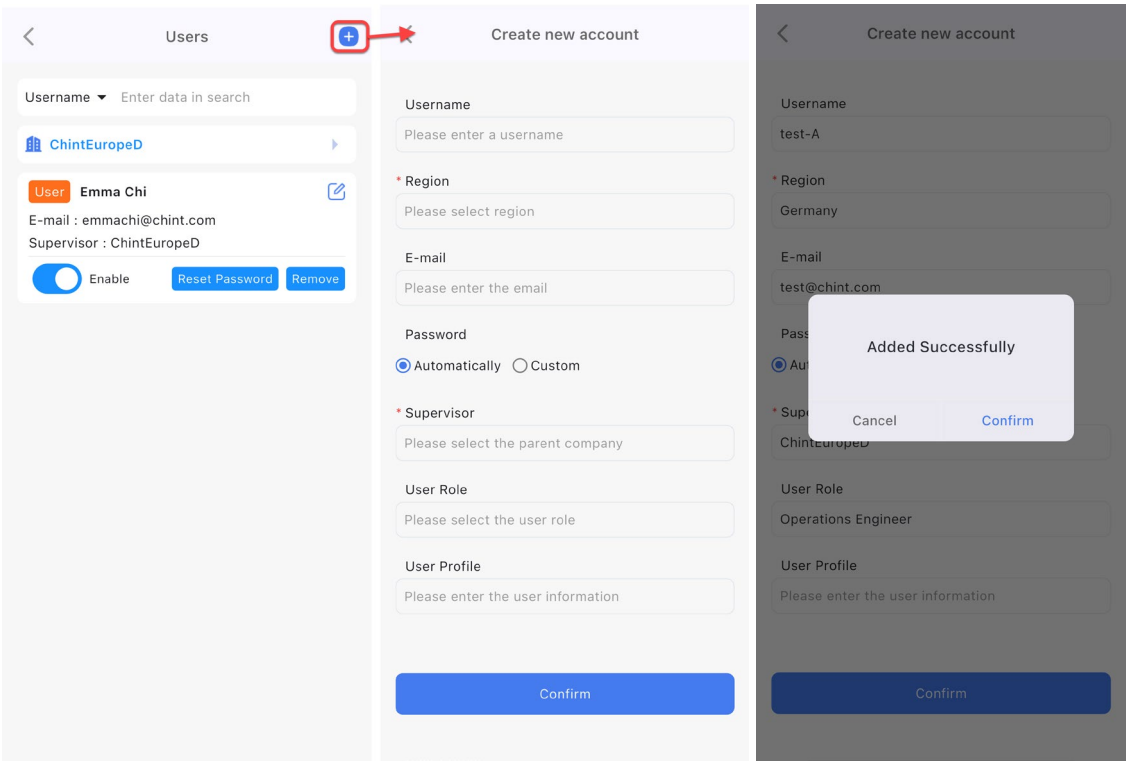


Figure 6-40 Add User Account

6.4.4.2. 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** at the bottom to save and apply the new settings.

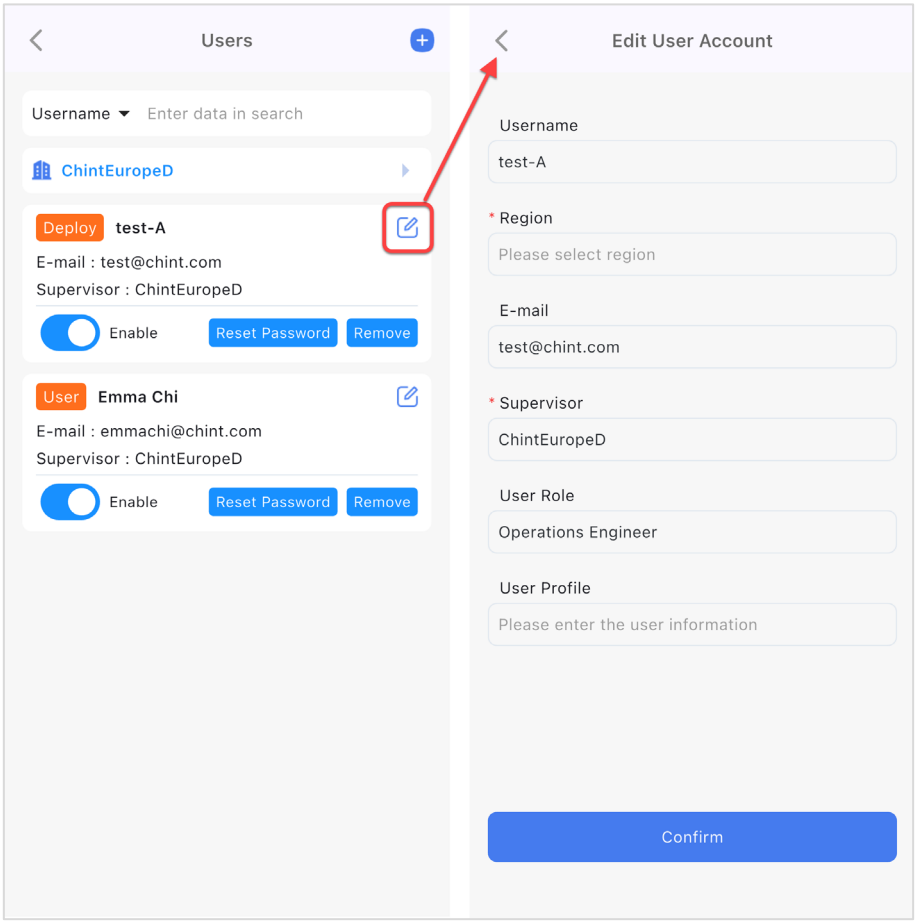


Figure 6-41 Edit User Account

6.4.4.3. Enable/Disable User

Use 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.

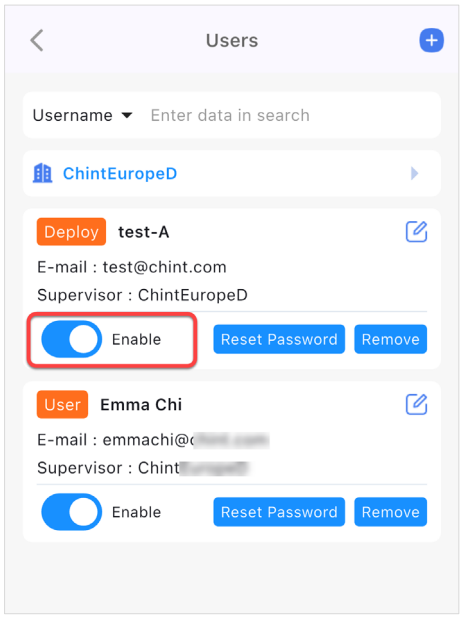


Figure 6-42 Enable/Disable User Account

6.4.4.4. 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.
   - Re-enter the password in the **Confirm password** field for verification.
4. Tap the **Confirm** button at the bottom to complete the reset.

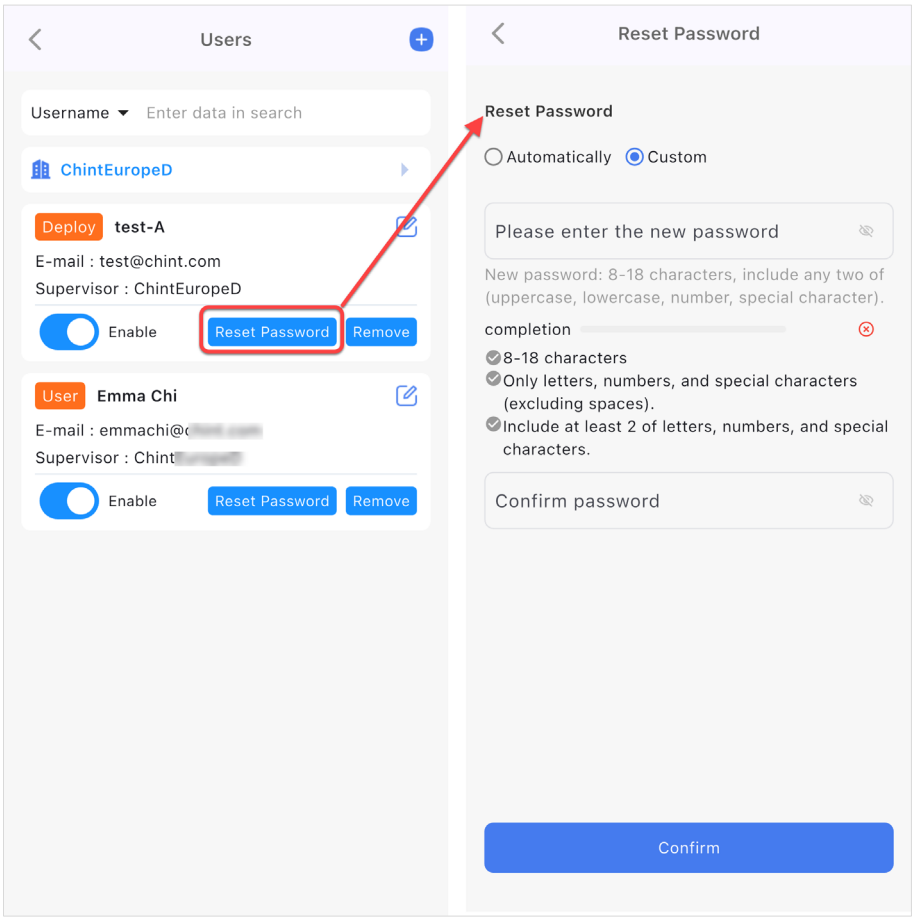


Figure 6-43 Reset Password

6.4.4.5. Delete User Account

NOTICE!

The removal process is irreversible; once confirmed, the user will permanently lose all system access permissions.

Managers and operations engineer can delete user accounts that are no longer needed. Find the target user you wish to delete from the **Users** list.

1. Tap the **Remove** button located at the bottom right of the user entry.
2. Tap **Confirm** in the system's pop-up dialog. Once confirmed, the account will be removed from the list and cannot be recovered.

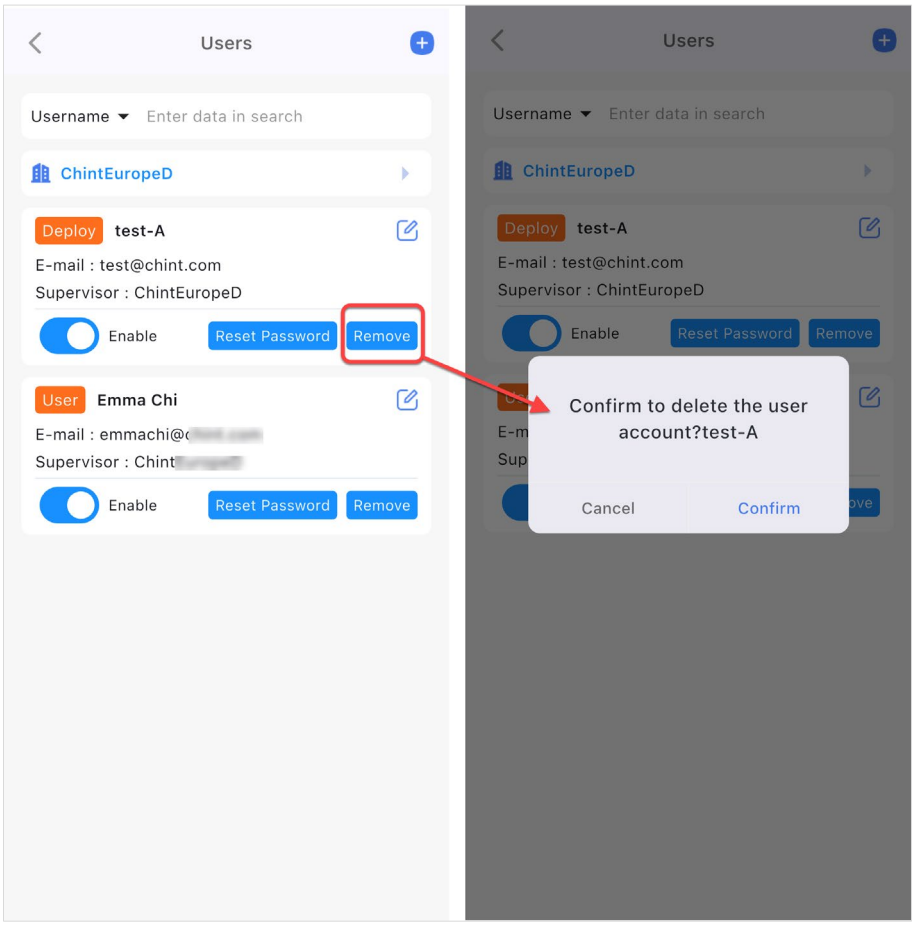


Figure 6-44 Delete User Account

7. 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.

7.1. Message Center (In-App Messages)

The Message Center delivers in-App notifications generated by the MatriCloud platform, such as urgent fault notifications that you subscribed to on the Web platform. Depending on the subscription settings, notifications are received in real time or as a summary.

To view received messages, tap the bell icon at the upper-right corner of the Account screen to open the Message Center. The screen provides the **Real-time notification** and **Summary notification** tabs.

Tap a message to read its details. Unread messages are marked in the list until they are read.

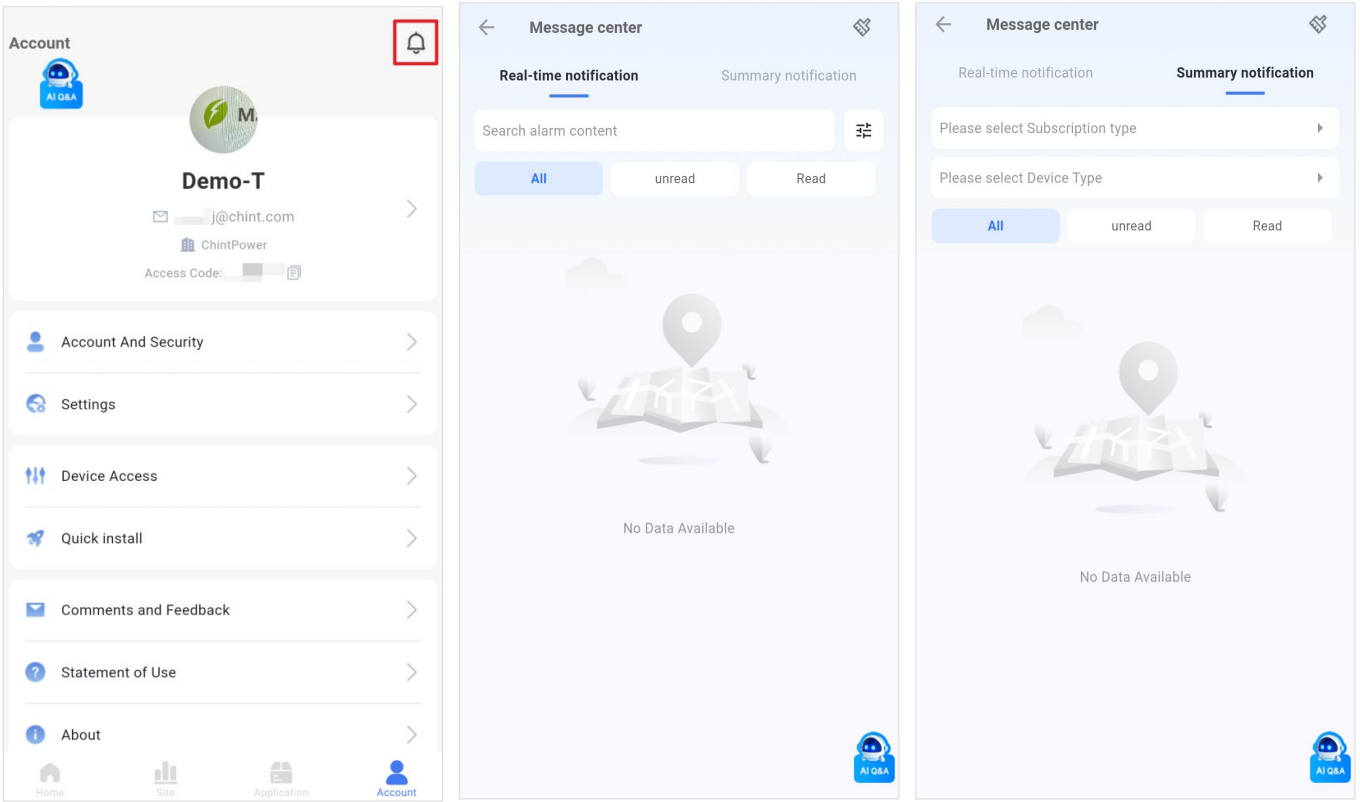


Figure 7-1 Message center

7.2. 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.

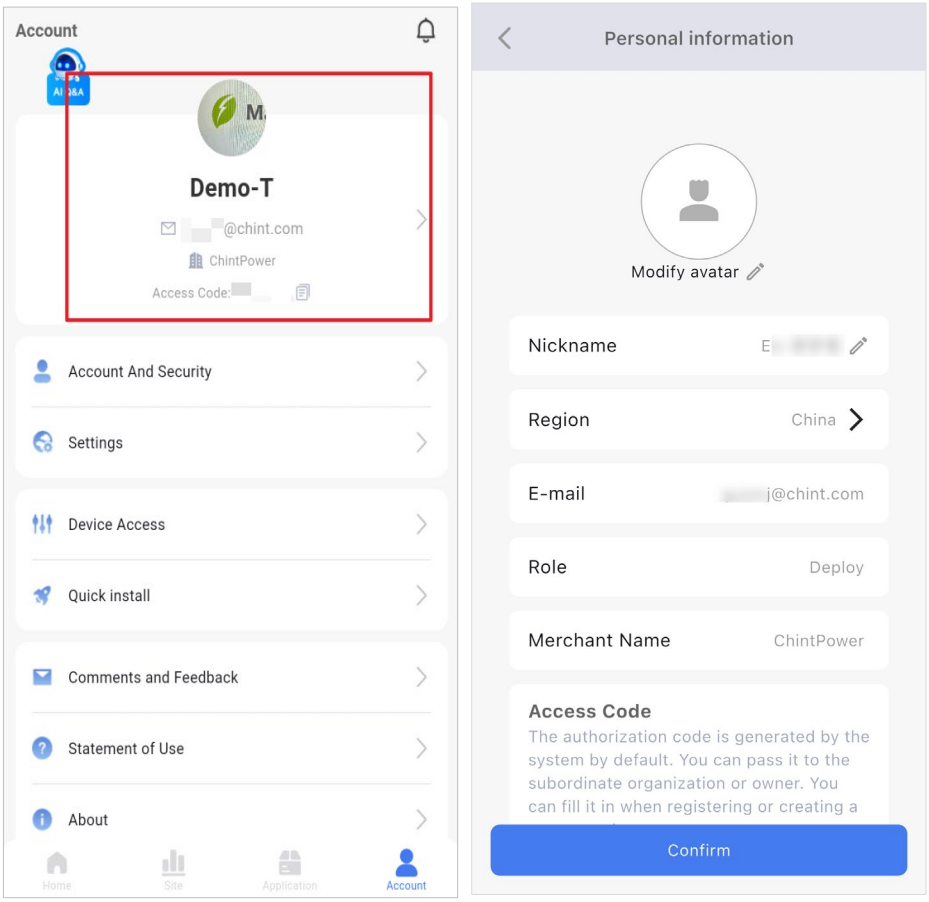


Figure 7-2 Update Information

7.2.1. Update Avatar

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

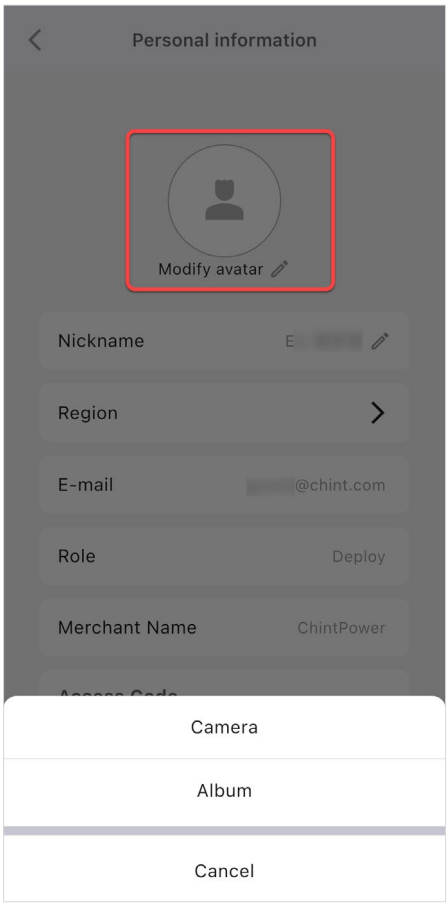


Figure 7-3 Update Avatar

7.2.2. Update Nickname

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

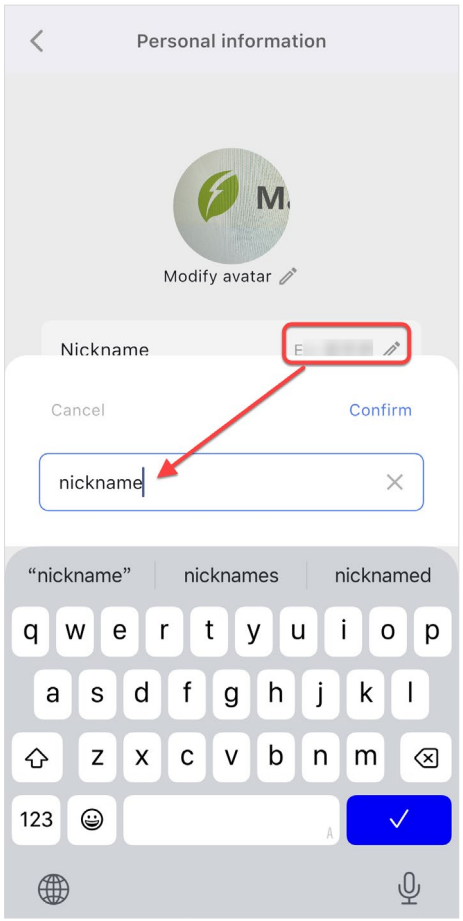


Figure 7-4 Update Nickname

7.2.3. Update Region

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

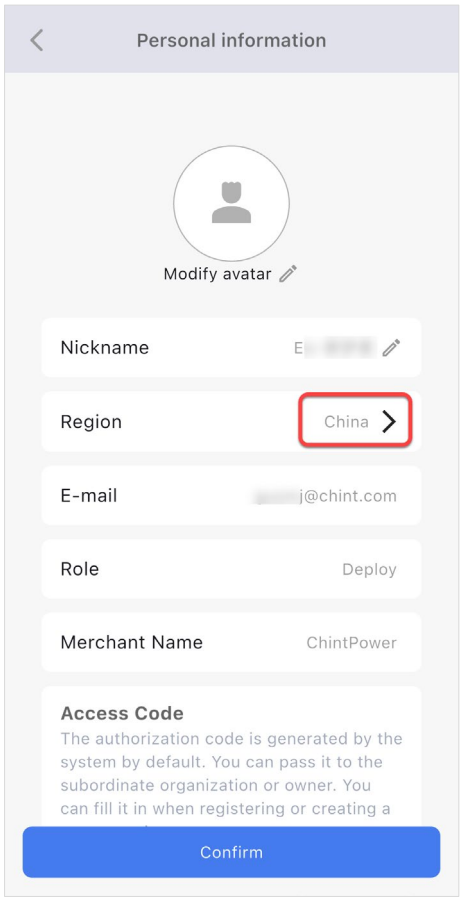


Figure 7-5 Update Region

7.3. Account and Security

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

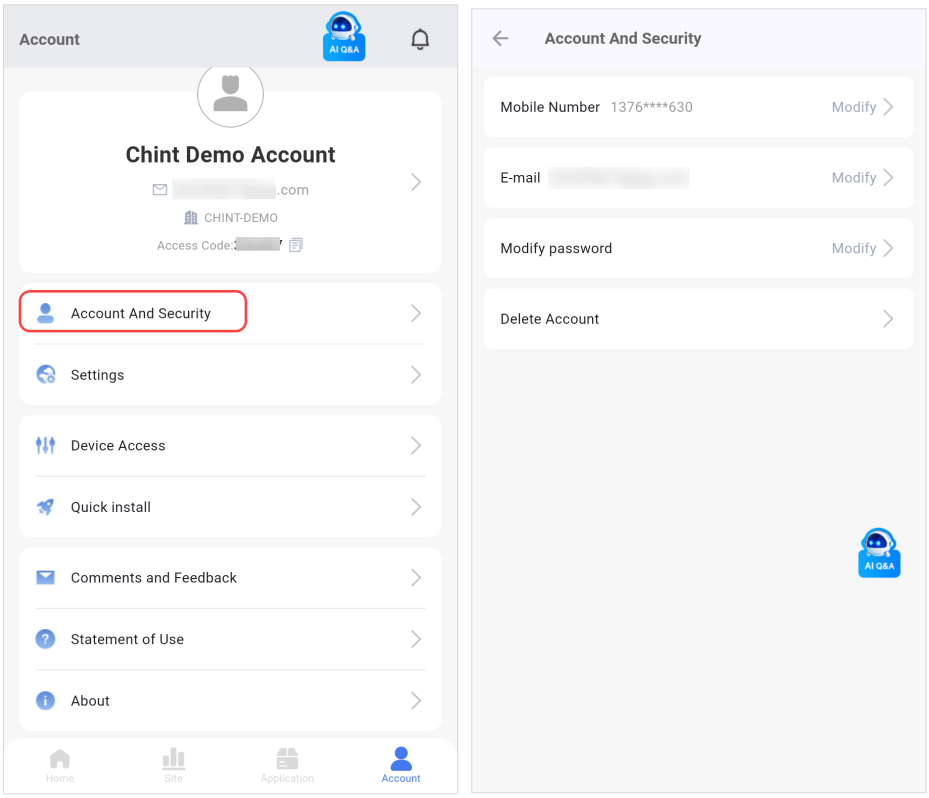


Figure 7-6 Account and Security

7.3.1. Modify Mobile Number (Asia-Pacific Only)

Follow these steps to modify the mobile number:

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

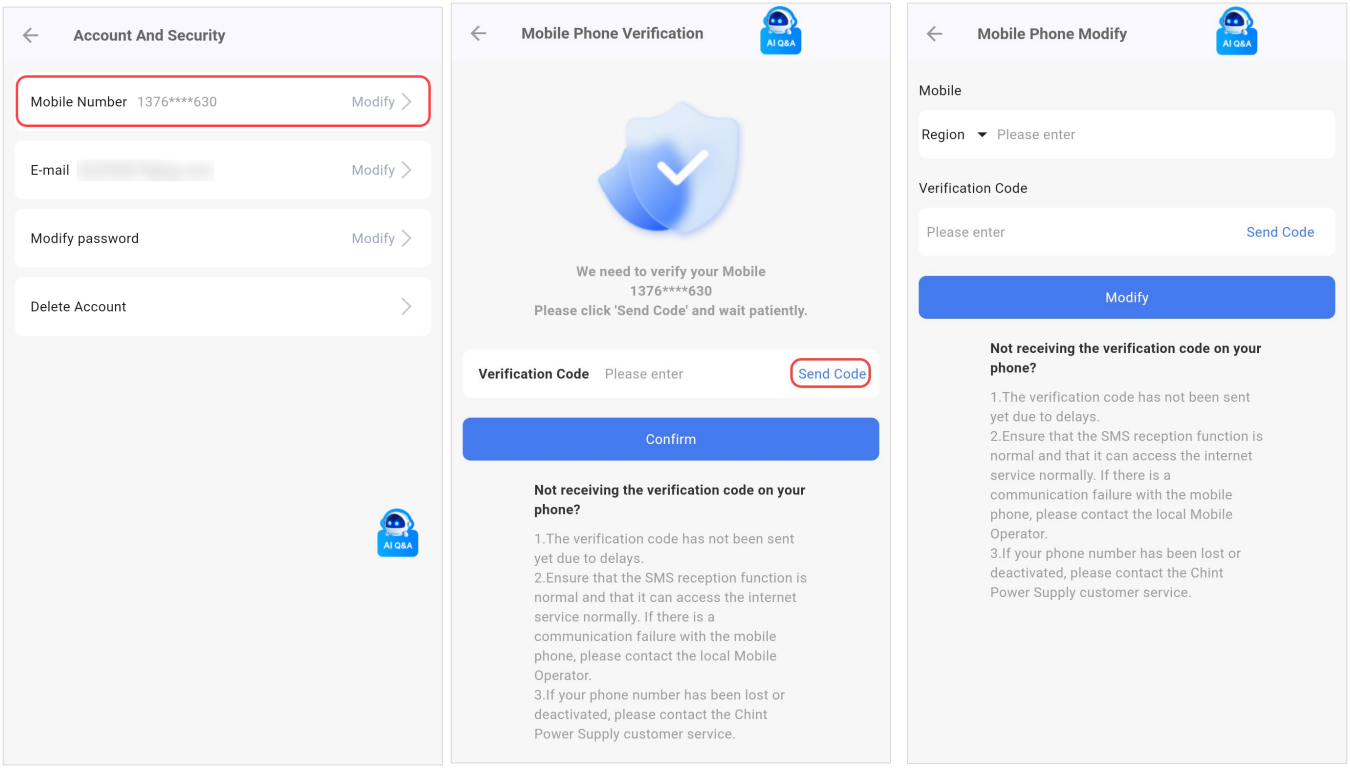


Figure 7-7 Modify Mobile Phone Number

7.3.2. 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.

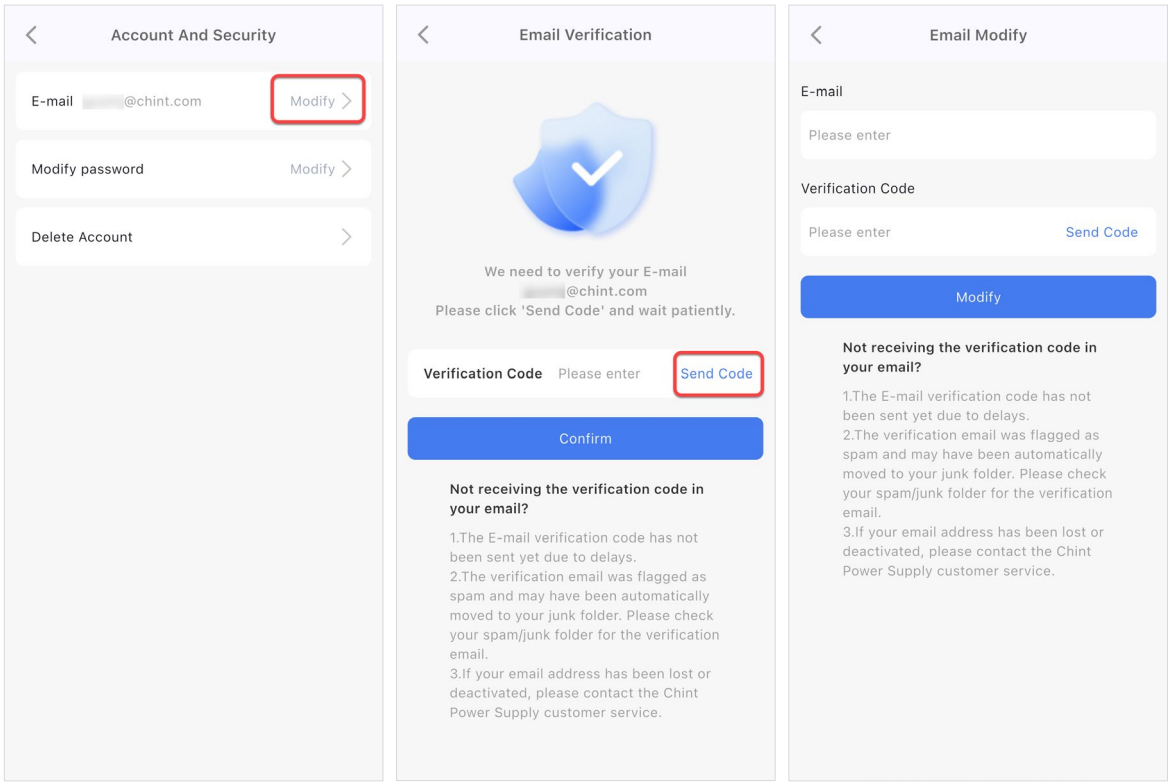


Figure 7-8 Modify E-mail

7.3.3. Reset Login Password

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

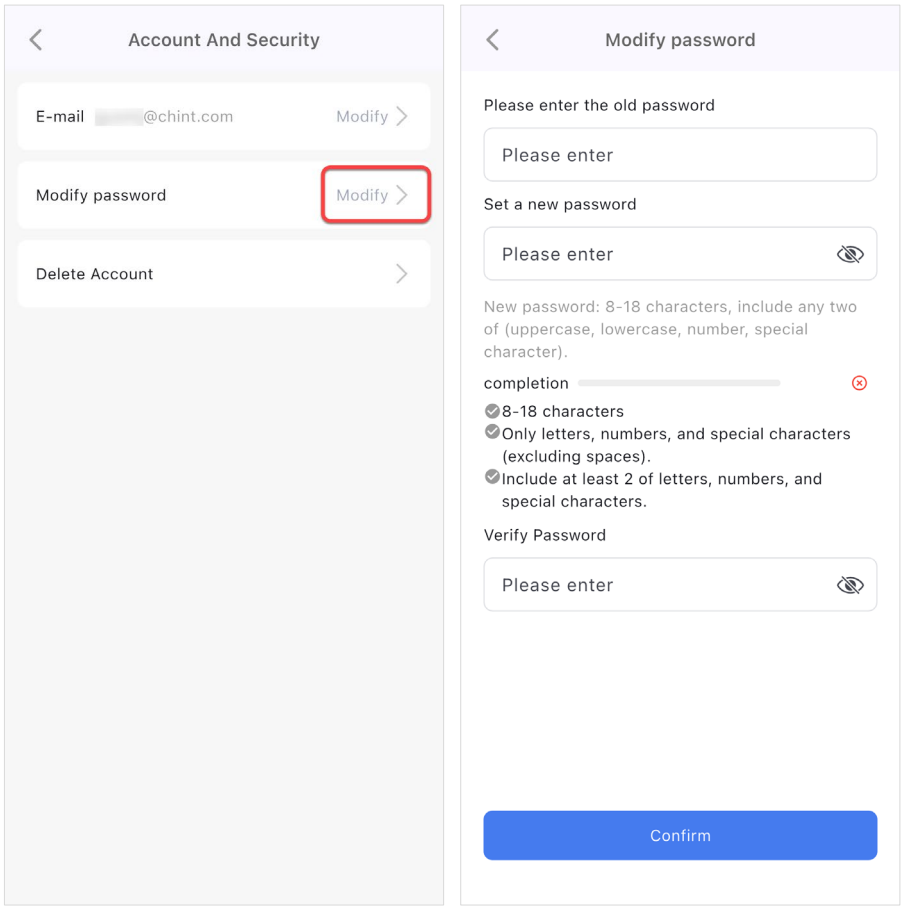


Figure 7-9 Reset Password

7.3.4. 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.

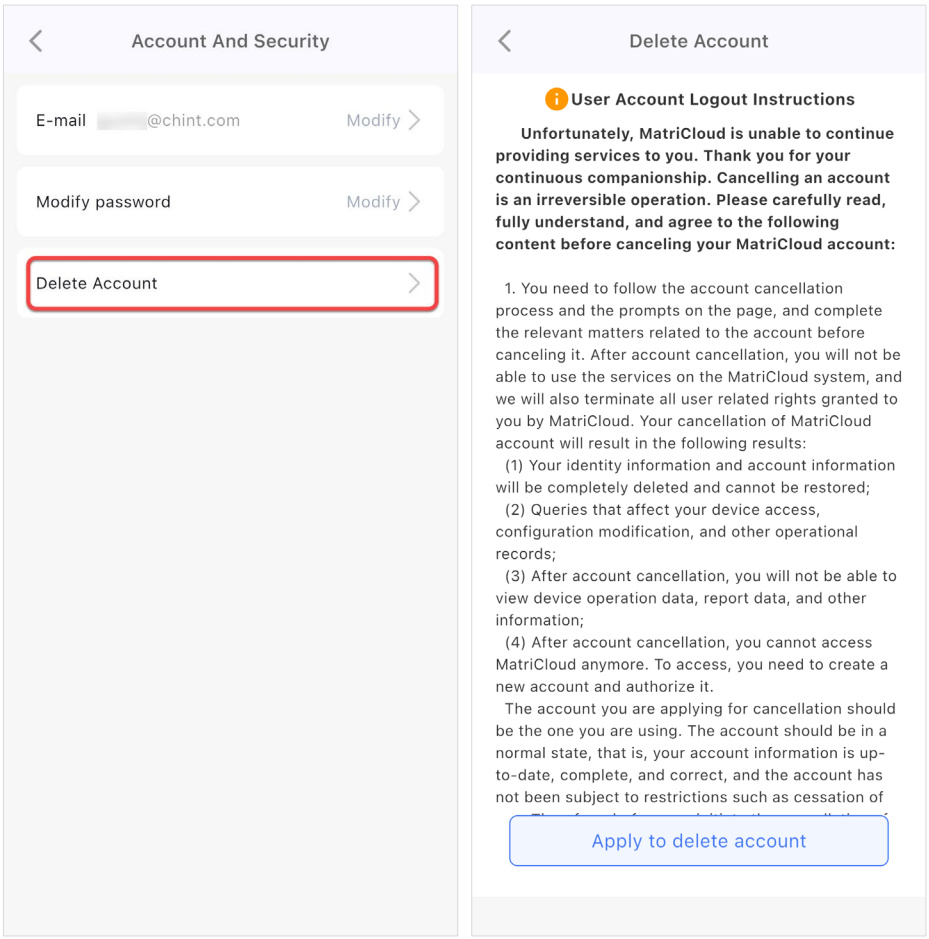


Figure 7-10 Delete Account

7.4. 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.

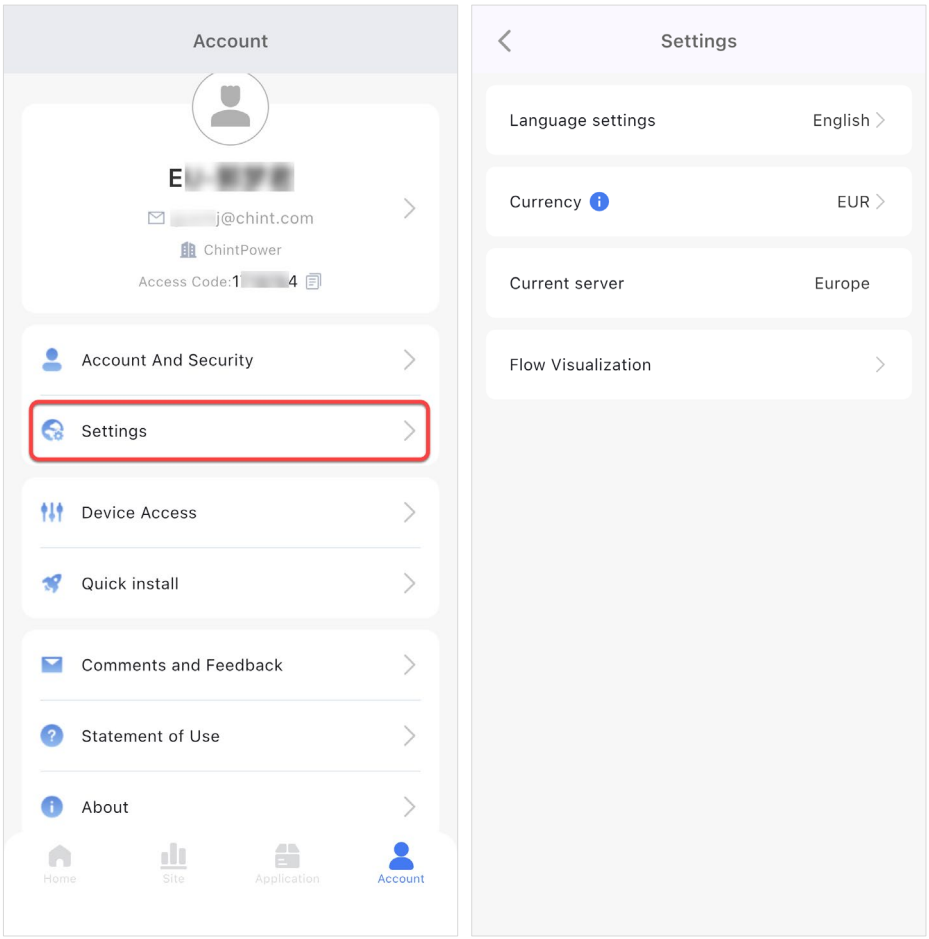


Figure 7-11 Settings

7.4.1. 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.

The available languages may vary by server. Supported languages include English and, depending on the server, other languages such as German, French, Spanish, Italian, and Polish. The new language is applied immediately after selection.

7.4.2. 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).

7.4.3. 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.

The setting will be saved automatically and applied to the data statistics pages.

7.5. Local Tools and Help

The Account screen provides auxiliary tools for on-site Bluetooth commissioning, as well as access to customer feedback, compliance documentation, and software version information.

7.5.1. Device Access

Device Access enables technicians to connect directly to nearby inverters via Bluetooth to read real-time telemetry, configure parameters, and execute local diagnostics without routing traffic through the cloud.

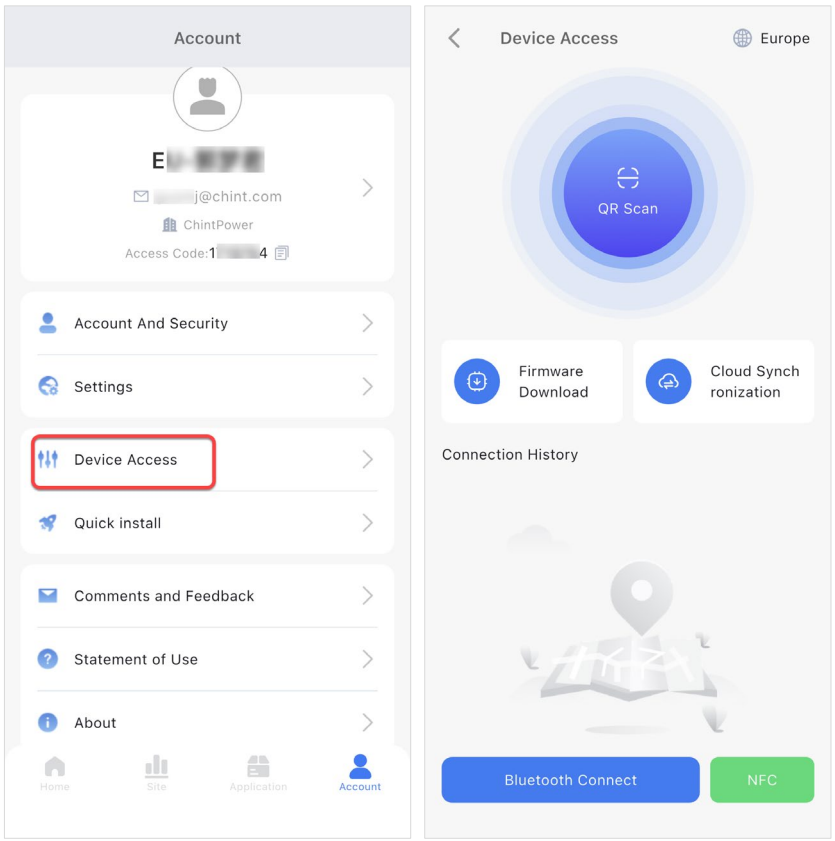


Figure 7-12 Device Access

- Local Debugging & Testing: Perform point-to-point electrical parameter inspection, grid standard configuration, and control testing. For local debugging and commissioning, see MatriCloud App Local Commissioning Manual.

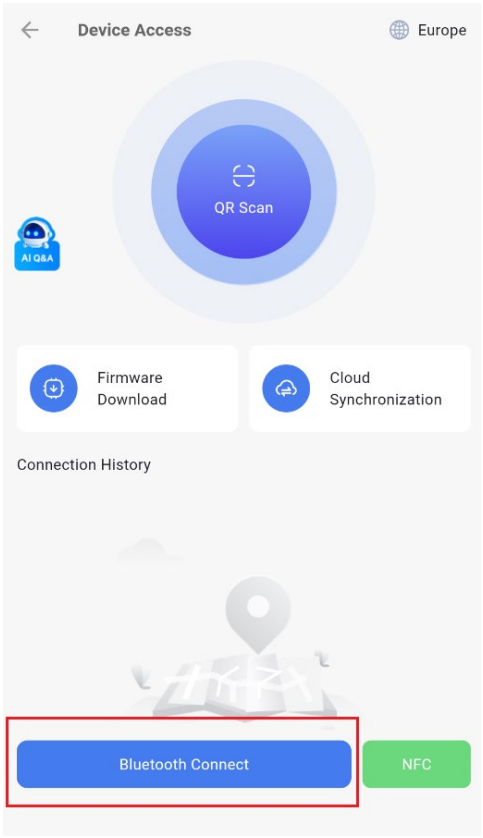


Figure 7-13 Bluetooth Connect

- Firmware Package Download: Download inverter and gateway firmware upgrade packages to your mobile storage for near-end offline flashing.

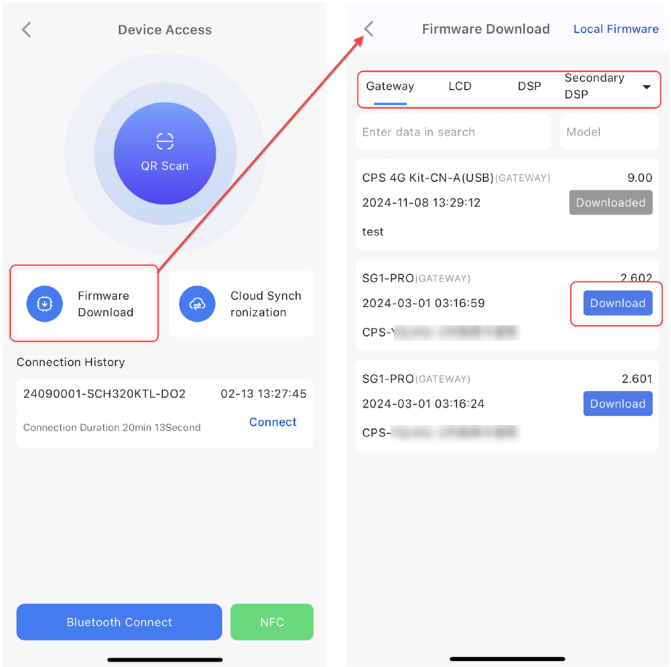


Figure 7-14 Download Firmware

7.5.2. Quick Install

Quick Install is a streamlined on-site commissioning wizard designed for installers. By connecting to the inverter via Bluetooth, it guides technicians step-by-step through physical wiring verification, essential parameter configuration, and communication setup.

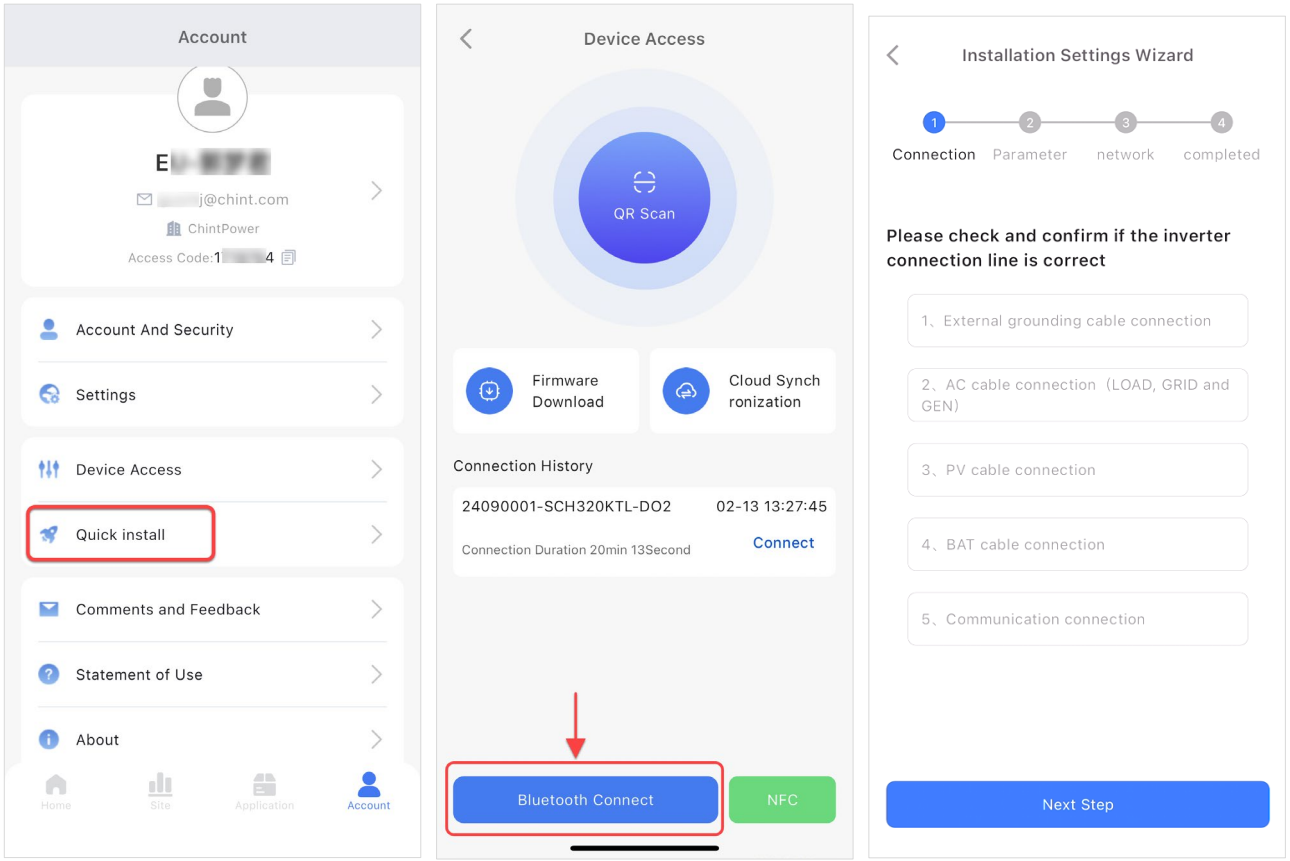


Figure 7-15 Quick Install

NOTICE!

For the complete four-step Quick Install commissioning procedure and fault-handling workflows, refer to the MatriCloud App Local Commissioning Manual.

7.5.3. Comments and Feedback

The Comments and Feedback entry provides a direct service channel to report issues or suggest product enhancements to the Chint Power technical support team.

Operating Steps:

1. On the Account screen, tap **Comments and Feedback**.
2. Select the feedback category (e.g., Feature Suggestion, Fault Report, or Other).

3. In the text area, describe the issue or enhancement request in detail.
4. (Optional) Tap the attachment area to upload supporting screenshots or log files.
5. Tap **Submit** to send the feedback ticket.

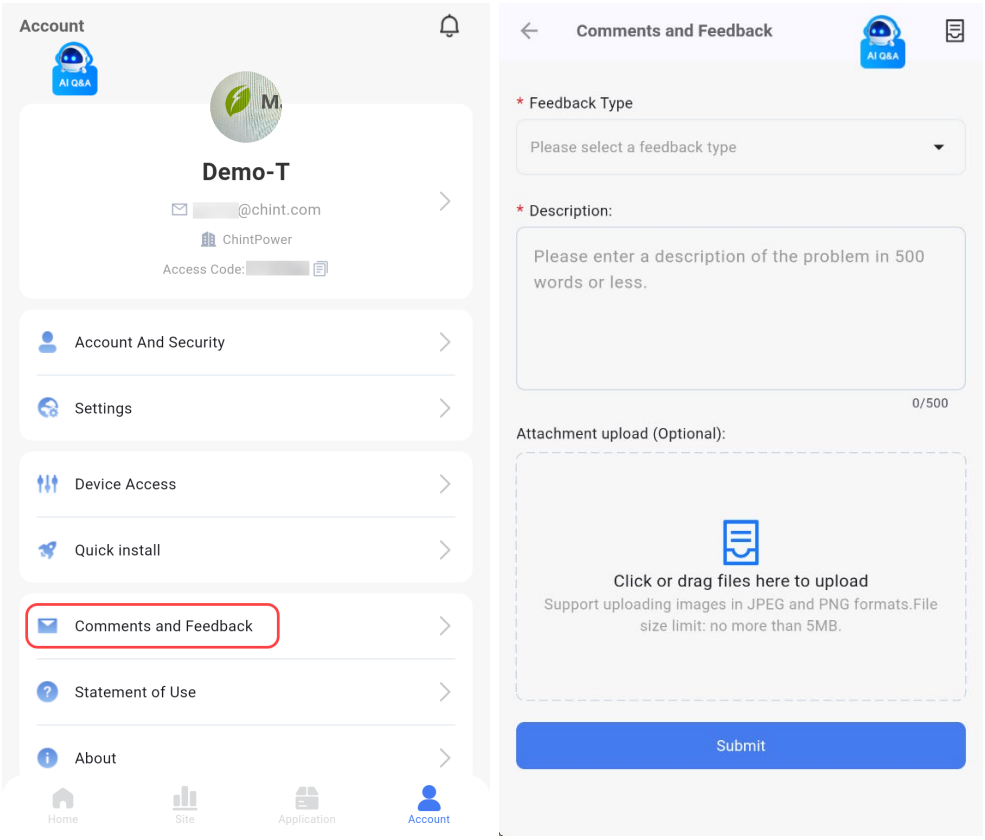


Figure 7-16 Comments and Feedback

7.5.4. Statement of Use

The Statement of Use section provides access to regulatory and legal documentation governing platform usage.

Tap Statement of Use on the Account screen to review the following compliance terms:

- User Service Agreement: Defines mutual rights, platform responsibilities, account obligations, and software licensing conditions.
- Privacy Policy: Outlines how personal information, plant geographical data, and device telemetry are collected, processed, and safeguarded under international data security regulations.

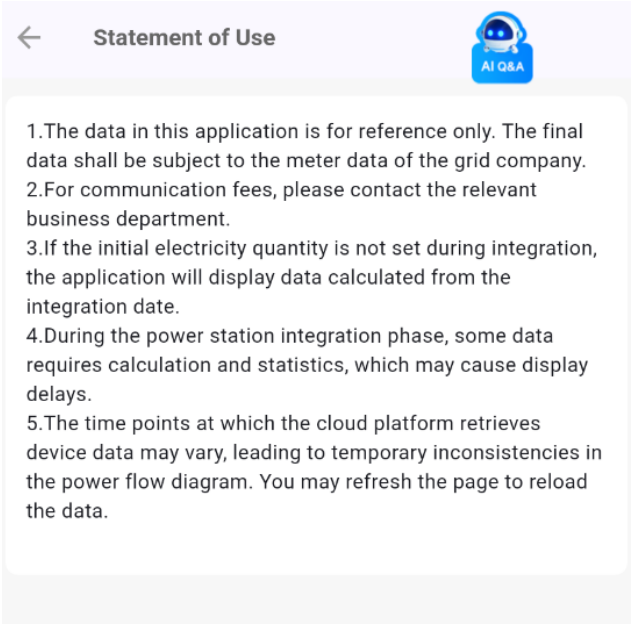


Figure 7-17 Statement of Use

7.5.5. About

The **About** screen displays essential application metadata, official download channels, and update mechanisms.

8. Terminology and Abbreviations

The following table lists and defines the key terms and abbreviations that are used in this manual. The terms are consistent with the MatriCloud Web User Manual.

Table 8-1 Terminology and Abbreviations

Term	Full Term	Description
MatriCloud	MatriCloud Platform	The cloud-based platform used to monitor and manage photovoltaic and energy storage systems. It is available as a web application and as a mobile app.
Web	MatriCloud Web	The browser-based access to the MatriCloud platform.
App	MatriCloud App	The mobile access to the MatriCloud platform. This manual describes remote monitoring and O&M with the App.
Remote mode	—	The connection mode in which the App communicates with sites and devices through the MatriCloud cloud service. This is the mode described in this manual.
Local mode	—	The connection mode in which the App communicates directly with a device through a Bluetooth or Wi-Fi connection. Local mode is described in the MatriCloud App Commissioning Manual.
Site	—	A power plant or installation registered on the platform. A site contains devices and is bound to a gateway.
Gateway	—	The communication device that connects the devices of a site to the MatriCloud platform.
Inverter	PV Inverter	A device that converts the DC output of the PV modules into AC power. A residential storage inverter also manages the charging and discharging of the battery.
Electric Meter	—	A device that measures the energy imported from or exported to the grid.
ESS	Energy Storage System	A system that stores electrical energy and releases it when required.

Term	Full Term	Description
Firmware	—	The embedded software of a device. Firmware can be upgraded remotely from the App.
Alarm	—	An event reported by a device or by the platform that indicates a fault or an abnormal condition.
O&M	Operation and Maintenance	The daily operation and maintenance activities that are performed through the platform.
Distributor	—	An account type used by distributors who create and maintain sites on behalf of end users.
Installer	—	An account type used by installation and commissioning personnel.
Owner	—	An account type used by the end user who owns the site.
SN	Serial Number	The unique serial number of a device, used to identify the device on the platform.
AI Assistant	—	The conversational help function that is available in the App after login. See Section *2.6 AI Assistant*.

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