



AisWEICloud Manual



Contents

1. About this Manual	4
1.1 Scope Of Application	4
1.2 Target Reader	4
1.3 Abbreviations	4
2. AiSWEICloud	5
2.1 Account Registration	5
2.2 Create a PV Plant	7
2.3 Share a PV Plant	8
2.3.1 Share Email Account	8
2.3.2 Share Mobile Account	9
2.4 Plant Grouping	9
2.4.1 Plant Group Management	9
2.4.2 Add Plant to a Group	9
2.4.3 Remove Plant from a Group	9
2.5 Plant Overview	10
2.5.1 Plant Power Curve	10
2.5.2 Type and Time of Selection	11
2.6 View Plant History Data	11
2.6.1 Select Historical Data Type	11
2.7 Event Query	12
2.7.1 Select Device and Time	12
2.8 Device Management	13
2.8.1 Binding and Unbinding of Plant Monitor	13
2.8.2 View Device Details	13
2.8.3 Monitor Operation	14
2.8.4 Inverter Operation	14
2.9 Report Configuration	15
2.9.1 Daily Report of the Plant	15
2.9.2 Monthly Report of the Plant	15
2.9.3 Plant Incident Report	16
2.9.4 Monitor Offline Report	16
2.10 Plant Configuration	16
2.10.1 Set Profit Coefficient for the Year	16
2.11 Share Configuration	17

2.11.1 Delete Shared Users	17
2.11.2 Add Shared Users	17
2.11.2.1 Share Email Account	17
2.11.2.2 Share Mobile Account	18
3. User Account	18
3.1 Basic Settings	18
3.2 Security Settings	19
3.2.1 Bind and Modify Mobile Phone Number	19
3.2.2 Authorize Upgrade Firmware	19
3.2.3 API Authorization Code	19
3.3 Change Password	20
4. ODM Users	20
4.1 Plant Center	20
4.1.1 Plant Group Management	21
4.1.2 Add Plant to a Group	21
4.1.3 Remove Plant from a Group	21
4.2 Device Center	22
4.2.1 Monitor Management	22
4.2.1.1 Monitor Details	22
4.2.2 Overview of Inverter	23
4.2.2.1 Details of Inverter Power	23
4.2.2.2 Basic Information of Inverter	24
4.2.2.3 Inverter Data Download	24
4.3 Organization Management	25
4.3.1 Account Management	25
4.3.1.1 Create Sub Account	25
4.3.2 Device Management	26
4.3.2.1 Allocate Device to Sub Accounts	26
5. Contact Us	28

1. About this Manual

This manual contains a detailed description of the AiSWEICloud, including precautions and operating instructions.

The specifications described in this document apply to the current version of the product. We reserve the right to make changes or to update our product to introduce new functions and overall improvements. This specification is subject to change without prior notice. Please contact AiSWEI to confirm the latest revision.

1.1 Scope of Application

This manual applies to the AiSWEI monitoring system (the AiSWEICloud), which refers to a PV system equipped with an AiSWEI inverter and AiSWEI monitoring device (ZeverCom/AiCom/ComBox/ZeverManager/AiManager). This manual assumes that a AiSWEI monitoring system has been installed.

1.2 Target Reader

This manual is intended for authorized skilled installers, and end users who have had an AiSWEI monitoring system installed by a skilled installer. Please read this manual carefully before setting up your AiSWEICloud PV plant.

1.3 Abbreviations

Table 1-1: Abbreviations

Abbreviation	Designation
E-Today	Daily Energy
E-Total	Total Energy
LAN	Local Area Network
WAN	Wide Area Network
WLAN	Wireless Local Area Network
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Server
PV	Photovoltaic
Pac	Alternating Current Output Power

2. AiSWEICloud

The AiSWEICloud is a cloud service platform for users provided by AiSWEI. The ZeverCom/AiCom/ComBox/ZeverManager/AiManager transfers the inverter and PV plant data to the AiSWEICloud server via the Internet to enable the users to monitor their PV plants and inverters remotely via a computer or a mobile device.

You can visit AiSWEICloud via the following website: <http://www.AiSWEICloud.com>.



To monitor the PV plant and inverter with AiSWEICloud, the ZeverCom/AiCom/ComBox/ZeverManager/AiManager and Internet must be functioning normally.

2.1 Account Registration

Users who use AiSWEICloud for the first time are required to register an account in AiSWEICloud. Monitoring can then be performed after the user has registered.

Step 1: Input <http://www.AiSWEICloud.com> in the browser and open the main page of AiSWEICloud, click the login in the upper right corner of the figure, shown in the following figure:



Total Generation

1.04 *mwh*



CO2

828255.66 *t*



Demo

GO 

Step 2: Click "CREATE AN ACCOUNT" in the following figure to enter the registration page, and register a user account according to the prompts:

Lon In

Email/Phone

Password

Lon In

Keep logged in [Forget password?](#)

Create Account

Step 3: After the registration has been completed, AiSWEICloud will send an activation email. Activate your AiSWEICloud account according to the information in the email. If there is no activation mail in your inbox, please check your spam folder.

Step 4: you can also register with your mobile phone. Click "register with your mobile phone" in the figure below. During the registration, the verification code will be sent to your registered mobile phone. Fill in the correct verification code to complete the registration.

Register

Please enter your information

Email

Password

Re-type Your Password

I have read and agree [Terms Of Service & Portal Data Protection Statement](#)

Return Submit

Sign up with your phone



If you did not receive an email from AiSWEICloud, it could be:

1. The email was identified as junk mail. Please check the spam folder. If the email from AiSWEICloud was identified as junk mail, please add the address of AiSWEICloud into your white list to avoid future emails from AiSWEICloud being identified as junk mail.
2. You may have input an email address which is different from the one you used for registration. Please confirm if the email was sent to another email address. Please reregister if you entered an unknown email address when entering account information.

2.2 Create a PV plant

Step1: Enter <http://www.AiSWEICloud.com> in the address bar of the browser and open the home page of AiSWEICloud as shown in Fig. 2-1 -1.

Step2: Input your user name and password in the area marked with a “1” in Fig. 2-1 -2 to login to AiSWEICloud. If the login is successful you will enter the web page with a PV plant list as shown in Fig. 2-2.

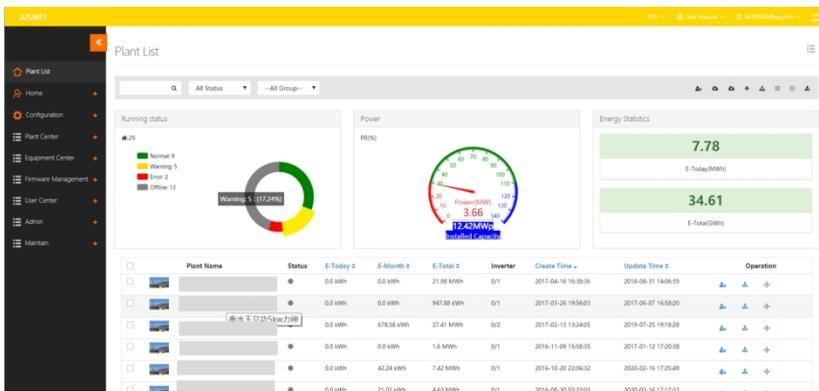


Fig. 2-2: Setting up a new PV plant

Step3: Click “SETTING UP A PV PLANT” in the figure below to enter the PV plant establishing page, as shown in the figure below. Follow the prompts on the page to establish a PV plant.



During PV plant creation, it is very important to choose the correct time zone. Please select the correct time zone where the PV plant is in Position 4 shown in Fig. 2-3.



When establishing a PV plant, it is necessary to input the serial number and registry number of the ZeverCom/AiCom/ComBox/ZeverManager/AiManager. This information can be found on the ZeverCom/AiCom/ComBox/ZeverManager/AiManager label.

2.3 Share a PV plant

Click  the share button in the list at the top right corner of the list to open the sharing page, enter the account of the other party, and the share is successful, as shown in the following figure.

2.3.1 Share Email Account

If the email account exists, you can share it directly; if the email account does not exist, a new account will be created, and you need this account to go to the email to find the activation email.

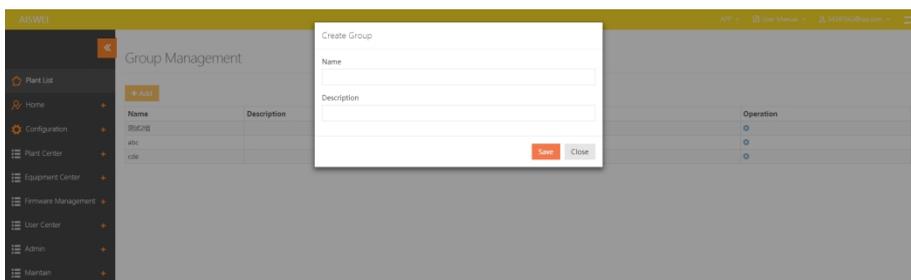
2.3.2 Share Mobile Account

If the mobile account exists, it can be shared directly; if not, an error message will be reported.

2.4 Plant grouping

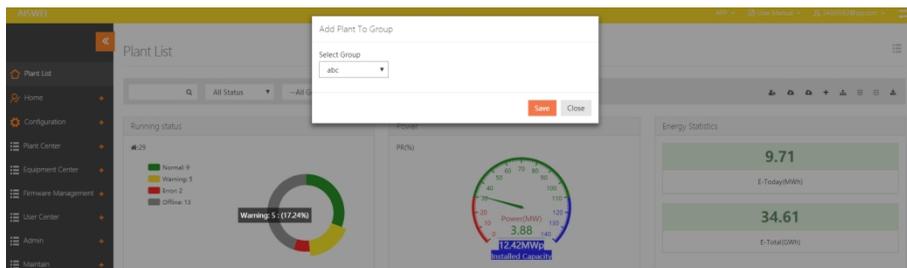
2.4.1 Plant group management

Click  in the list in the upper right corner of the plant list to jump to the plant group management page to add and delete user-defined groups, as shown in the following figure:



2.4.2 Add plant to a group

Select at least one plant, and then click  in the list at the top right corner of the plant list to pop up the add plant group. Select the group to be added, as shown in the following figure:



2.4.3 Remove plant from a group

First select at least one plant, and then **click**  in the list at the top right corner of the plant list to pop up the confirmation deletion dialog box, and click OK to remove the plant from the group.

2.5 Plant overview

Select any plant from the plants list and click to jump to the overview page.

2.5.1 Plant power curve

The overview page displays the data of power generation, daily power generation, total power generation, total carbon dioxide emission, total revenue and all inverters under the plant, shown in the following figure:



List of all inverters under the plant and corresponding data information:

Status	Alias	Power(W)	E-Today(kWh)	E-Total(MWh)	%E-Today)
	ZP04K000118A0073	55,295	92.5	59,383	24.84
	ZP03J66001178063	33,039	92.1	107,579	24.73
	ZP04K00011770001	34,947	94.3	108,461	25.32
	SX005050000000008	37,842	93.5	136,779	25.11
	SX00201411650050	0.0	0.0	99,544	0.0
	B1300000117A0036	0.0	0.0	0.253	0.0
	SM06K00011770009	0.0	0.0	0.0	0.0
	B1320000161850067	0.0	0.0	0.067	0.0
	B1320000161850091	0.0	0.0	0.067	0.0
	B130000011850031	0.0	0.0	0.309	0.0



2.7 Event query

Click the event query below the home page of the left navigation bar to jump to the plant event query page, shown in the following figure:

The screenshot shows the 'zeversolar root Event' page. It features a search bar with a dropdown menu set to '--All devices --', a time filter set to 'Within 12 hrs', and a search icon. Below the search bar is a table with columns: Time, Device Serial Number, Description, and Troubleshooting.

2.7.1 Select device and time

On the query page, you can select the device to query or the time period. Currently, data within 7 days is supported at most.

This screenshot shows the 'zeversolar root Event' page with the time filter dropdown menu open. The dropdown options are: 'Within an hour', 'Within 24 hours', 'Within 7 days', and 'Within 30 days'. The 'Within 24 hours' option is currently selected. The table below the dropdown is empty.

2.8 Device management

Click the left navigation bar to configure the following device management menu, jump to the device management page of the plant, and display the basic information of all monitors, inverters and meters of this plant, as shown in the following figure:

Type	Alias	Device Serial Number	Model	Attributes	Settings
☐	rrr	0407063160		☐	...
☐	0407165467	0407165467		☐	...
☐	0407735148	0407735148		☐	...
☐	0407965298	0407965298		☐	...
☐	☐#45GPRS(E-Inverter)	E450317C0061	EGEG-0005	☐	...
☐	BS300000117C0060	BS300000117C0060		☐	...
☐	SX0020411650050	SX0020411650050		☐	...
☐	SX0020411540002	SX0020411540002		☐	...
☐	ZS30000011880007	ZS30000011880007		☐	...
☐	ZS30000011880014	ZS30000011880014		☐	...
☐	E48961570068	E48961570068	A10060-10	☐	...
☐	E4896157028	E4896157028	PMU	☐	...

2.8.1 Binding and unbinding of plant monitor

Input the serial number and registration code on the device, click +Add Monitor to bind this monitor for the plant, if the input device has been bound by other plants, the error message of binding failure will be displayed;

Click Delete Monitor unbind the monitor. If the input device is not bound to this plant, the error message of the unbind failure will be displayed.

2.8.2 View device details

Click the icon  on the list line, and the suspension box displays the details of the device, as shown in the following figure:

Attributes

Device Serial Number:	BS300000117C0060
Type:	Inverter
Model:	
Manufacturer:	ZEVERSolar
Brand:	nvt
Software Version:	V610-01043-00
Safety Version:	V610-10002-00
Communication Protocol Version:	0309

2.8.3 Monitor operation

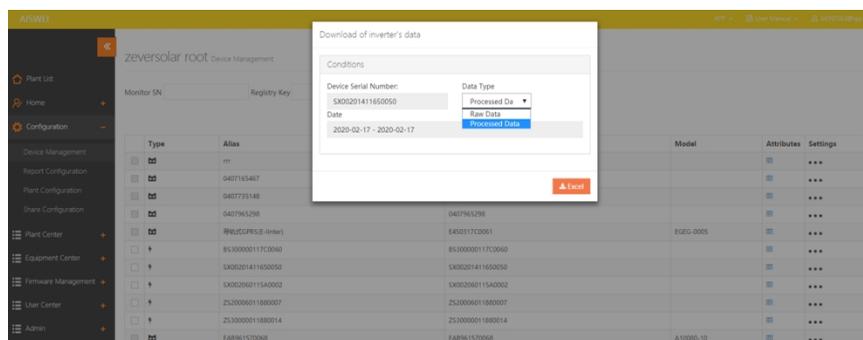
Click the icon  on the monitor list row, and select the required operation from the drop-down list:

- 1 Alias: the alias of the monitor can be updated;
- 2 Setting time: it can synchronize the HMI time of the inverter under the monitor.

2.8.4 Inverter operation

Click the icon  on the monitor list row, and select the required operation from the drop-down list:

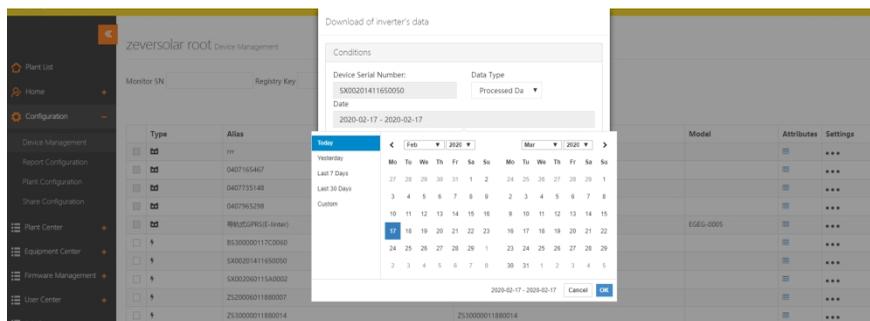
- 1 Alias: the alias of the monitor can be updated;
- 2 Setting time: it can synchronize the HMI time of the inverter under the monitor;
- 3 Delete: unbind the inverter;
- 4 Download: download the data of the inverter to the local area for query. The data provides two types of data: **statistical data** and **original data**, as shown in the following figure:



The screenshot shows the 'Download of inverter's data' dialog box. The 'Device Serial Number' field contains 'SX00201411650050'. The 'Data Type' dropdown is set to 'Processed Data'. The 'Date' field shows '2020-02-17 - 2020-02-17'. A 'Download' button is at the bottom right of the dialog. In the background, a table lists monitors with columns for Type, Alias, Model, Attributes, and Settings.

Type	Alias	Model	Attributes	Settings
td	nr	
td	0407163467	
td	0407735146	
td	0407795298	
td	@@@ZSPRSE-@www	
+	BS30000117C0060	EGG-0005
+	SX00201411650050	
+	SX00206011540002	
+	ZS20006011880007	
+	ZS30000011880014	
+	ZS30000011880014	
td	EAB9A1570068	A10000-10

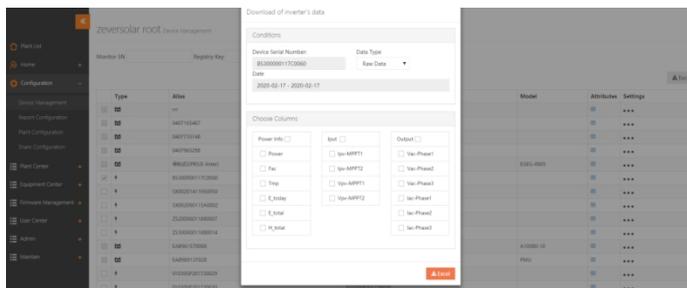
Statistical data: click the date box below to select the date of data downloading:



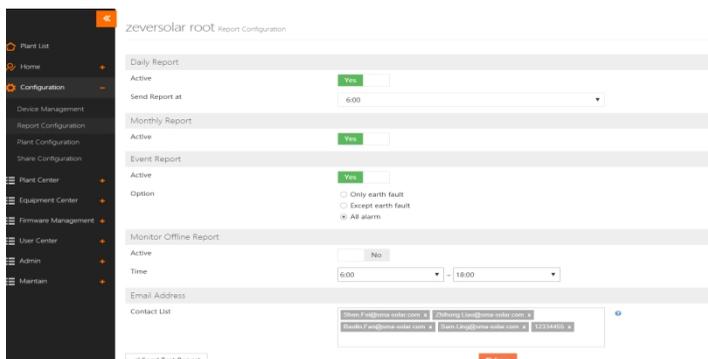
The screenshot shows the 'Download of inverter's data' dialog box with a date picker open. The date picker is set to February 2020, and the 17th is selected. The 'Device Serial Number' field contains 'SX00201411650050' and the 'Data Type' dropdown is set to 'Processed Data'. The 'Date' field shows '2020-02-17 - 2020-02-17'. A 'Download' button is at the bottom right of the dialog. In the background, a table lists monitors with columns for Type, Alias, Model, Attributes, and Settings.

Type	Alias	Model	Attributes	Settings
td	nr	
td	0407163467	
td	0407735146	
td	0407795298	
td	@@@ZSPRSE-@www	
+	BS30000117C0060	EGG-0005
+	SX00201411650050	
+	SX00206011540002	
+	ZS20006011880007	
+	ZS30000011880014	
+	ZS30000011880014	
td	EAB9A1570068	A10000-10

Original data: you can select the data columns to download so that you can more accurately select the data fields you need, as shown in the following figure:



2.9 Report configuration



Click the following report configuration menu in the left navigation bar to jump to the report configuration page of the plant. You can set the daily report and monthly report of the plant, as shown in the following figure:

2.9.1 Daily report of the plant

Click the activate button, the daily report of the plant will be received by default, and the sending time can be set. The daily report of yesterday will be sent from 0:00 to 6:00, and the daily report of that day will be sent from 18:00 to 21:00.

2.9.2 Monthly report of the plant

Click the activate button, the daily report of the plant will be received by default, and the system will send the monthly report on the 3rd of each month.

2.9.3 Plant incident report

Click the activate button, the event report of the plant can be received by default, and the report type can be selected. By default, the system will check whether there will be new events every hour, and push them to customers if there are any.

2.9.4 Monitor offline report

Click the activate button to receive the offline report of the monitor. The monitoring time period can be selected according to your own needs. Within the time period, the system will detect the online status of the monitor. Once a monitor is offline for more than one hour, the system will push the offline report to the customer mailbox.

2.10 Plant configuration

Click the following plant configuration menu in the left navigation bar to jump to the plant configuration page to edit the basic properties of the plant, as shown in the following figure:

zeversolar root Plant Configuration

1 • Plant Information

Plant Name *
zeversolar root

Installed Capacity *
448 kWp

Commissioning *
2015-11-04

Company/Organization
艾斯玛新能源技术有限公司

2 • Plant Parameters

CO2 Avoided Factor *
0.8 kg/kWh

Yield Factor *
0.798 ¥/kWh

Setting Year Yield Factor

E-Total Initial
0 kWh

Currency *
¥

Timezone *
(UTC+08:00) Beijing, Chongqing,Hong Kong, Urumqi

2.10.1 Set profit coefficient for the year

For the profit coefficient of the plant, you can set separately this year. Click link to jump to the corresponding setting page, as shown in the following figure:

Settings

Year
2015

Yield Factor *
0.798 kWh

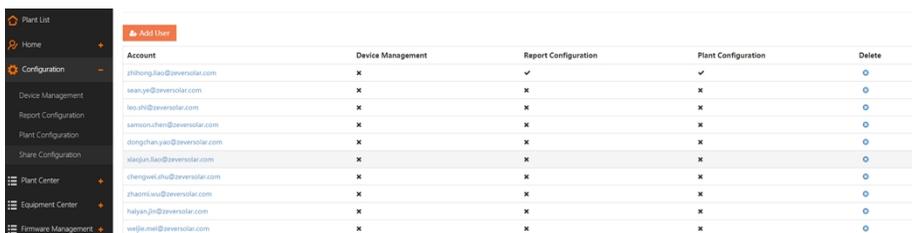
Save

Yield Factor

Year	Yield Factor

2.11 Share configuration

Click the sharing configuration menu below the configuration in the left navigation bar to jump to the sharing configuration page of the plant to view which users the plant has shared with, as shown in the following figure:



Account	Device Management	Report Configuration	Plant Configuration	Delete
zhihong.liao@zevensolar.com	x	✓	✓	○
sean.ye@zevensolar.com	x	x	x	○
leo.shi@zevensolar.com	x	x	x	○
samson.chen@zevensolar.com	x	x	x	○
dongchanyao@zevensolar.com	x	x	x	○
xiaojun.liao@zevensolar.com	x	x	x	○
chengwiliu@zevensolar.com	x	x	x	○
zhaomi.wu@zevensolar.com	x	x	x	○
huyanjie@zevensolar.com	x	x	x	○
weljie.mei@zevensolar.com	x	x	x	○

2.11.1 Delete shared users

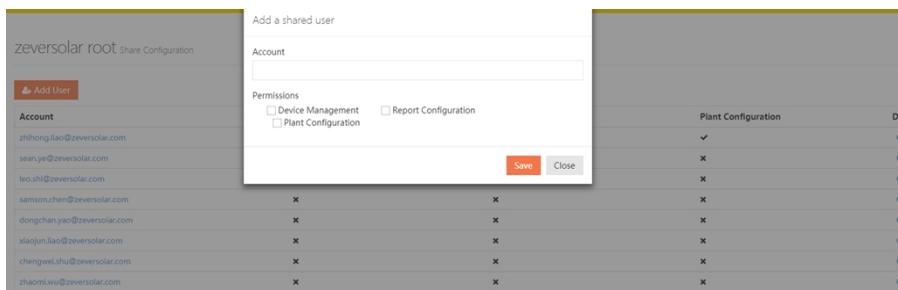
View the shared user column of the plant, and click the  button on the right to delete the changed shared user.

2.11.2 Add shared users

In the upper right corner of the plant, click the add user button to pop up the add shared user dialog box. Enter the user to be shared and the permissions assigned to the user, as shown in the following figure:

2.11.2.1 Share Email Account

If the email account exists, you can share it directly; if the email account does not exist, a new account will be created. You need this account to go to the email to find the activation email.



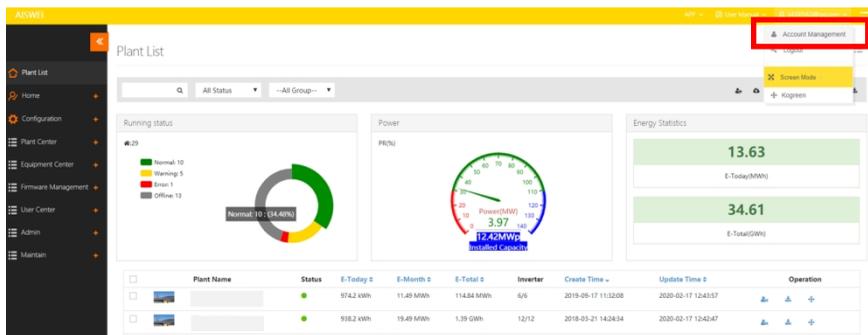
2.11.2.2 Share mobile account

If the mobile account exists, it can be shared directly; if not, an error message will be reported.

3. User account

After login, the user name will be displayed in the upper right corner of the system. Click the user name and select from the drop-down list box.

Account management, jump to the management page, can be divided into three parts, basic settings, security settings and password modification.



3.1 Basic settings

Set the basic information of the user, as shown in the following figure:

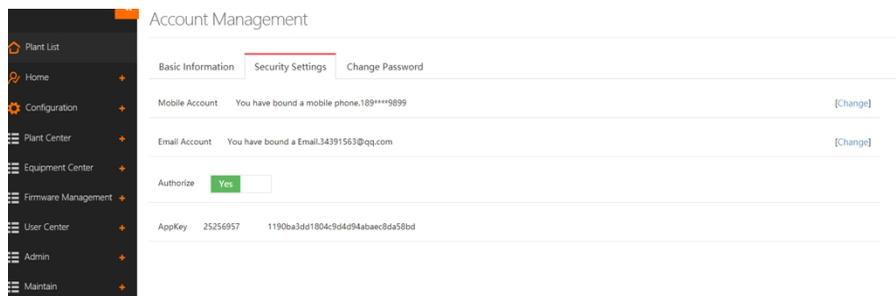
The screenshot shows the 'Account Management' page with three tabs: 'Basic Information', 'Security Settings', and 'Change Password'. The 'Basic Information' tab is active, showing a form with the following fields:

- Your Name: 范皓
- Company/Organization: abc
- Country: China(Mainland)
- STATE: Anhui
- City: [Empty]
- Street/No.: 苏州园区
- Zip Code: 215000

A 'Save' button is located at the bottom of the form.

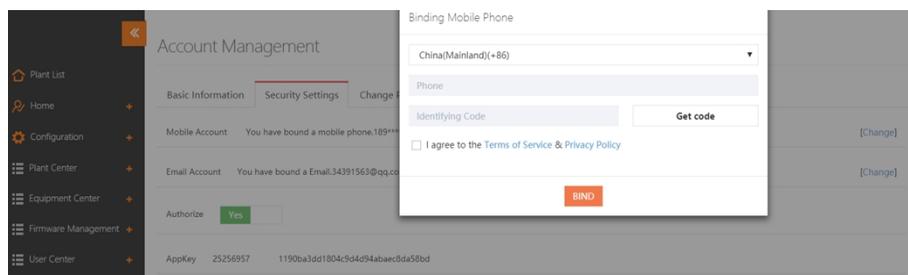
3.2 Security settings

Set the mobile phone number and email number bound by the user, view the authorization status of the user and the authorization code using the API, as shown in the following figure:



3.2.1 Bind and modify mobile phone number

By sending and verifying the verification code, you can bind or change your mobile account, as shown in the following figure:



3.2.2 Authorize upgrade firmware

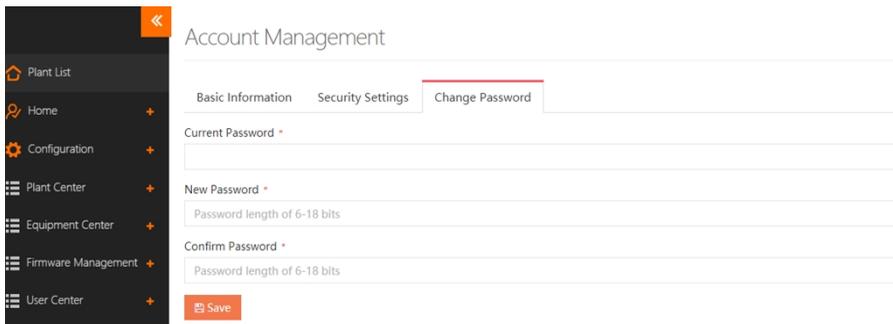
Click authorize update. By default, the firmware upgrade permission is open to the system staff. Once authorized, the authorization cannot be revoked.

3.2.3 API authorization code

Users can apply with customer service, and need to use the API interface of the AiSWEICloud system. After the application is passed, the authorization code will be displayed on this page, and customers can use the API through the authorization code.

3.3 Change password

The user can enter the original password and the password to be reset to change the password, as shown in the following figure:



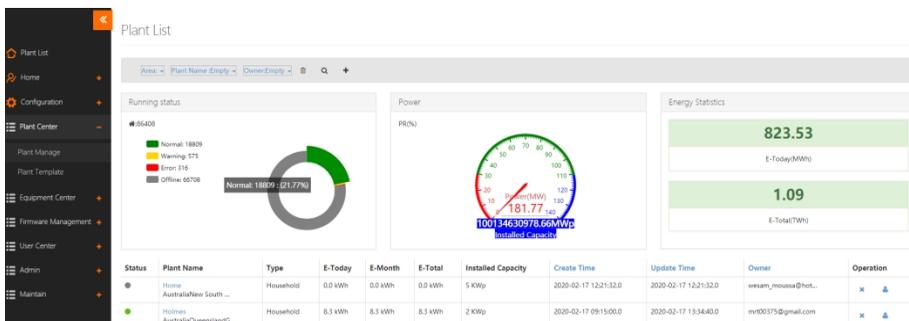
The screenshot shows the 'Account Management' page with the 'Change Password' tab selected. The form includes three password input fields: 'Current Password *', 'New Password *', and 'Confirm Password *'. Below the 'New Password *' field, there is a note: 'Password length of 6-18 bits'. A 'Save' button is located at the bottom left of the form area.

4.ODM users

After logging in, there will be three more menu bars on the left side of the system than ordinary users, namely, plant center, device center and organization management. Click the menu to jump to the corresponding page and display all manageable devices under ODM user name.

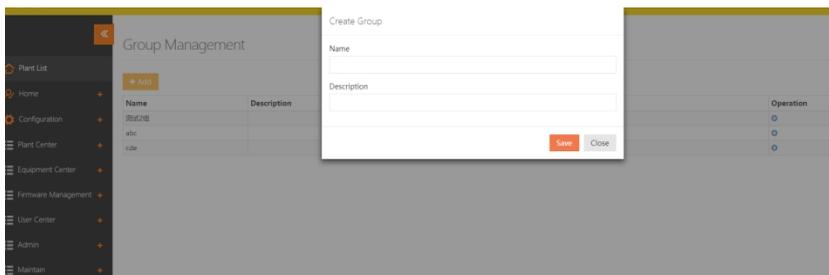
4.1 Plant center

Click the plant management menu under the plant center in the left navigation bar, and jump to the plant management page of ODM to view the details of all plants associated with inverters under your name, as shown in the following figure:



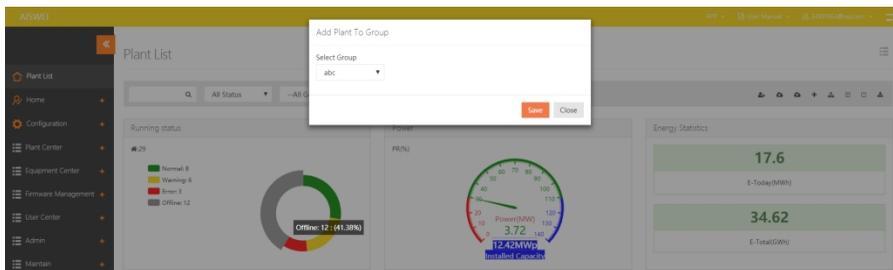
4.1.1 Plant group management

Click  in the list at the top right corner of the plant list to jump to the plant group management page, where you can add and delete user-defined groups, as shown in the following figure:



4.1.2 Add plant to a group

First select at least one plant, and then click  in the list at the top right corner of the plant list to pop up the add plant group. Select the group to be added, as shown in the following figure:



4.1.3 Remove plant from a group

First select at least one plant, and then click  in the list at the top right corner of the plant list to pop up the confirmation deletion dialog box, and click OK to remove the plant from the group.

4.2 Device center

Click the device center in the left navigation bar to pop up the drop-down menu, which is respectively monitor management and inverter overview.

4.2.1 Monitor management

Click the monitor management under the device center in the left navigation bar to jump to the ODM monitor management page and display all monitors under the ODM name, as shown in the following figure:

Status	Serial Number	Hardware ver.	Software ver.	Type	Last Login Time	Plant Name	Traffic used	Point	Operation
●	EAB9918B0034	C1.5-M1.7	17306-0447R	A10079-00	2020-02-17 06:10:48.0	TONG HEER FASTENERS	0KB	huatong2	●
●	EAB9911C006	M1.3-L1.3-C1.3	12W13A0B-337R	PMU	2014-08-21 23:40:29.0	111	0KB	hangzhou	●
●	EAB9911004	L1.4-C1.4-M1.4	12W13A0B-337R	PMU	2013-11-13 15:35:41.0	aaa	0KB	hangzhou	●
●	EAB99120010	V1.0	V1.0	2012	2018-08-19 07:39:48.0	Sands	0KB	hangzhou	●
●	EAB99120005	V1.0	V1.0	2012	2020-02-16 13:35:07.0	Stragemweg 13	0KB	hangzhou	●
●	EAB99120007	L1.3-C1.3-M1.3	12W13A0B-337R	PMU	2020-02-16 18:01:58.0	HugDEVELLE	0KB	hangzhou	●
●	EAB99120014	M10	18C03-813R	A10079-10	2018-12-11 13:56:22.0		0KB	huatong2	●
●	EAB99120017	V1.0	V1.0	2012	2014-09-20 07:11:21.0	The Jensen's	0KB	huatong2	●
●	EAB99120022	V1.0	V1.0	2012	1971-01-01 01:01:01.0	BALZ	0KB	huatong2	●
●	EAB99120025	L1.3-C1.3-M1.3	12W13A0B-337R	PMU	2020-02-16 17:06:25.0	Abakkeneg 7	0KB	hangzhou	●
●	EAB99120027	L1.3-C1.3-M1.3	12W13A0B-337R	PMU	2014-06-21 04:40:32.0	sozialhandel	0KB	hangzhou	●
●	EAB99120030	V1.0	V1.0	2012	1971-01-01 01:01:01.0		0KB	hangzhou	●
●	EAB99120032	V1.0	V1.0	2012	1971-01-01 01:01:01.0		0KB	hangzhou	●

4.2.1.1 Monitor details

Click the serial number of the monitor you want to view, and the page will jump to the monitor details page, as shown in the following figure:

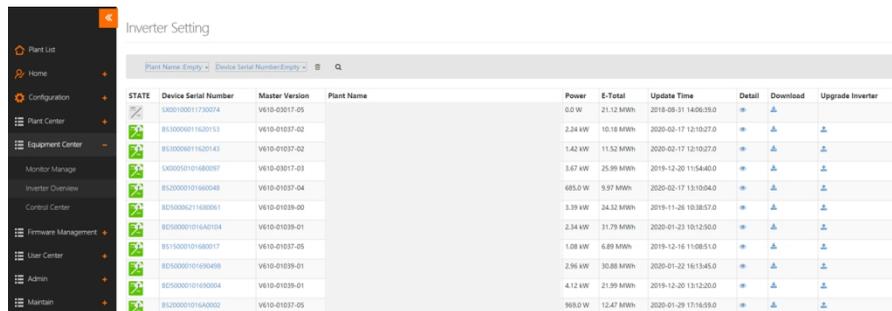
Plant Name	TONG HEER FASTENERS
Monitor	EAB9918B0034
Registration Code	BCJEXBDQQQFWWSHS
Type	ZeverManager
Model	A10079-00
STATE	Online
Software Version	17306-0447R
Hardware Version	C1.5-M1.7
System Version	15626-0021R
MOD1	nvl
MOD2	nvl
Device ID	FmfJ2yI2cPiuctlA05ok
Device Secret	epUSKRdWdDtAEPbBZQ2cfTBImiWJrth
Grant	Unauthorize
WiFi	0
Last Login IP	175.139.201.229
Last Login Time	2020-02-17 06:10:49.0

[Back](#)

4.2.2 Overview of inverter

Click the inverter overview under the device center in the left navigation bar, jump to the ODM inverter overview page, and display the inverters associated with all monitors under the ODM name, as shown in the following figure:

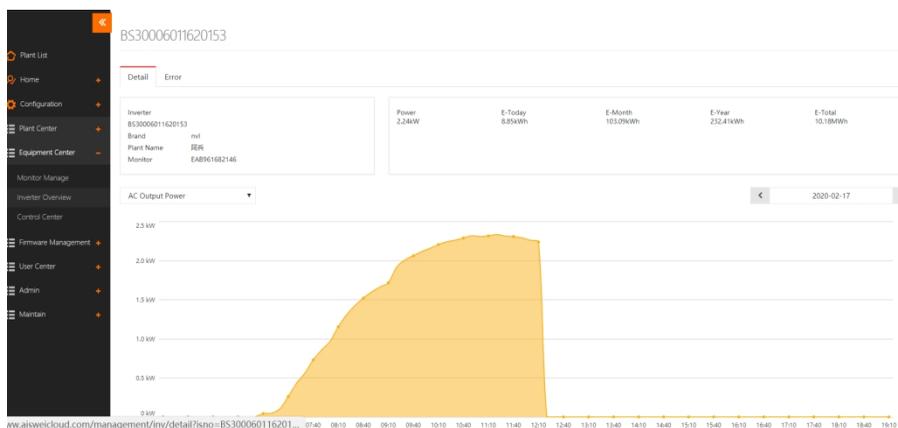
4.2.2.1



STATE	Device Serial Number	Master Version	Plant Name	Power	E-Total	Update Time	Detail	Download	Upgrade Inverter
	SX00100011730074	V610-03017-05		0.0 W	21.12 MWh	2018-08-31 14:06:39.0			
	BS30006011620153	V610-01037-02		2.24 kW	10.18 MWh	2020-02-17 12:10:27.0			
	BS10000011620143	V610-01037-02		1.42 kW	11.52 MWh	2020-02-17 12:10:27.0			
	SX00010101680097	V610-03017-03		3.67 kW	25.99 MWh	2019-12-20 11:54:40.0			
	BS2000101660048	V610-01037-04		655.0 W	5.97 MWh	2020-02-17 13:10:04.0			
	BS50006211680061	V610-01039-00		3.39 kW	24.32 MWh	2019-11-26 10:38:57.0			
	BS05000101640104	V610-01039-01		2.34 kW	31.79 MWh	2020-01-23 10:12:50.0			
	BS15000101680017	V610-01037-05		1.08 kW	6.89 MWh	2019-12-16 11:08:51.0			
	BS50000101690408	V610-01039-01		2.96 kW	30.88 MWh	2020-01-22 16:13:45.0			
	BS50000101690004	V610-01039-01		4.12 kW	21.99 MWh	2019-12-20 13:12:20.0			
	BS2000101640002	V610-01037-05		969.0 W	12.47 MWh	2020-01-29 17:16:59.0			

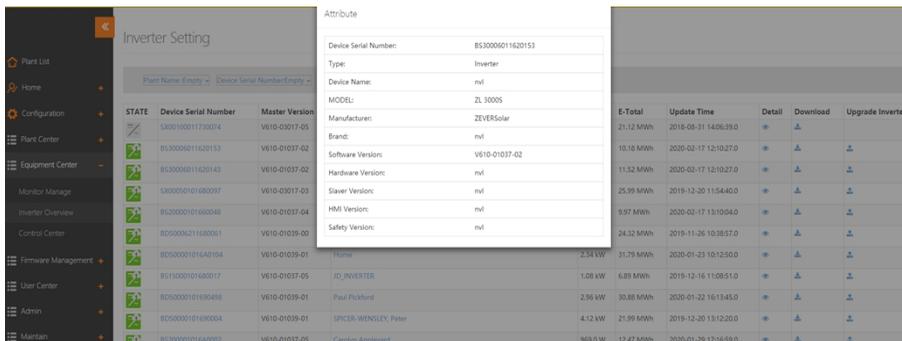
Details of inverter power

Click the serial number of the inverter device you want to view, and the page will jump to the inverter details page, as shown in the following figure:



4.2.2.2 Basic information of inverter

Click  on the right side of the inverter list to pop up the basic information display box of the inverter, as shown in the following figure:

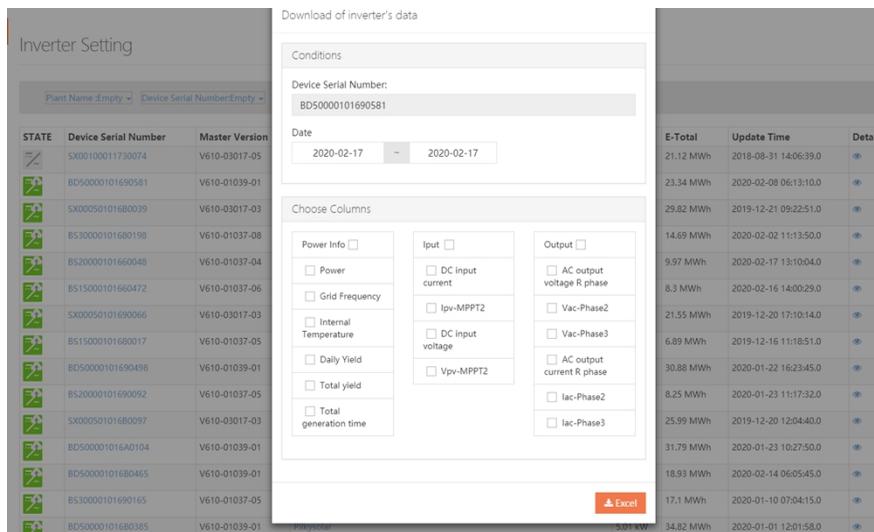


The screenshot shows the 'Inverter Setting' interface. On the left is a navigation menu with options like Plant List, Home, Configuration, Plant Center, Equipment Center, Monitor Manage, Inverter Overview, Control Center, Firmware Management, User Center, Admin, and Maintain. The main area displays a table of inverters with columns for STATE, Device Serial Number, and Master Version. A pop-up window titled 'Attribute' is open, showing details for Device Serial Number: BS3000011620153. The attributes include Type (Inverter), Device Name (nv), MODEL (ZL 3000S), Manufacturer (ZEVESolar), Brand (nv), Software Version (V610-01037-02), Hardware Version (nv), Slave Version (nv), HMI Version (nv), and Safety Version (nv). To the right of the pop-up is a table with columns: E-Total, Update Time, Detail, Download, and Upgrade Inverter.

E-Total	Update Time	Detail	Download	Upgrade Inverter
21.12 MWh	2018-08-31 14:06:39.0	*	↓	↓
10.18 MWh	2020-02-17 12:10:27.0	*	↓	↓
11.52 MWh	2020-02-17 12:10:27.0	*	↓	↓
25.99 MWh	2019-12-20 11:54:40.0	*	↓	↓
9.97 MWh	2020-02-17 13:10:04.0	*	↓	↓
24.32 MWh	2019-11-26 10:38:57.0	*	↓	↓

4.2.2.3 Inverter data download

Click  on the right side of the inverter list, and the inverter download prompt box will pop up. You can select the data field to download for user-defined data download, as shown in the following figure:



The screenshot shows the 'Inverter Setting' interface with a 'Download of inverter's data' prompt box. The prompt box includes a 'Conditions' section with 'Device Serial Number' (BDS50000101690581) and 'Date' (2020-02-17 to 2020-02-17). Below is a 'Choose Columns' section with three columns: Power Info, Input, and Output. Each column has several checkboxes for data fields. An 'Excel' button is at the bottom right of the prompt box.

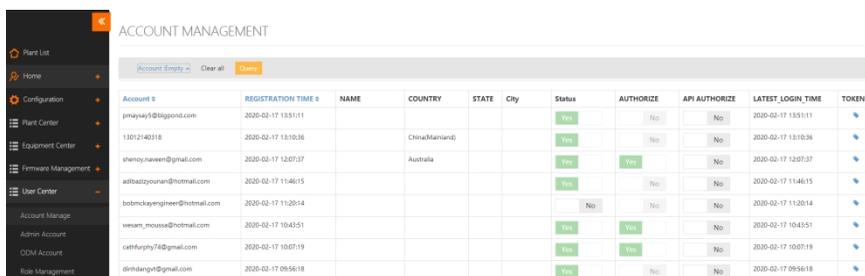
E-Total	Update Time	Detail
21.12 MWh	2018-08-31 14:06:39.0	*
23.34 MWh	2020-02-08 06:13:10.0	*
29.82 MWh	2019-12-21 09:22:51.0	*
14.69 MWh	2020-02-02 11:13:50.0	*
9.97 MWh	2020-02-17 13:10:04.0	*
8.3 MWh	2020-02-16 14:00:29.0	*
21.55 MWh	2019-12-20 17:10:14.0	*
6.89 MWh	2019-12-16 11:18:51.0	*
30.88 MWh	2020-01-22 16:23:45.0	*
8.25 MWh	2020-01-23 11:17:32.0	*
25.99 MWh	2019-12-20 12:04:40.0	*
31.79 MWh	2020-01-23 10:27:50.0	*
18.93 MWh	2020-02-14 06:05:45.0	*
17.1 MWh	2020-01-10 07:04:15.0	*
34.82 MWh	2020-01-01 12:01:58.0	*

4.3 Organization management

Click organization management in the left navigation bar to open the drop-down menu, which includes device management and account management.

4.3.1 Account management

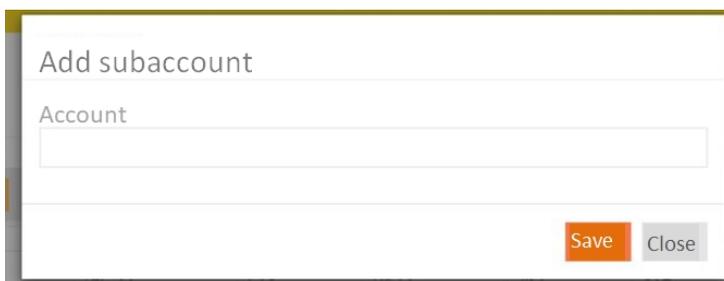
Click account management under organization management in the left navigation bar to jump to ODM sub account management page, displaying all sub accounts under ODM name and the sub accounts that can be created and deleted, as shown in the following figure:



Account ID	REGISTRATION TIME	NAME	COUNTRY	STATE	City	Status	AUTHORIZE	API AUTHORIZE	LATEST_LOGIN_TIME	TOKEN
prmay9@higson.com	2020-02-17 13:51:11					Yes	No	No	2020-02-17 13:51:11	
11012140118	2020-02-17 13:10:36		China(Mainland)			Yes	No	No	2020-02-17 13:10:36	
shenqy.naween@gmail.com	2020-02-17 12:07:37		Australia			Yes	Yes	No	2020-02-17 12:07:37	
edilbaitayevan@hotmail.com	2020-02-17 11:46:15					Yes	No	No	2020-02-17 11:46:15	
bobmkayengineer@hotmail.com	2020-02-17 11:26:14					No	No	No	2020-02-17 11:26:14	
wesam_mousse@hotmail.com	2020-02-17 10:43:51					Yes	Yes	No	2020-02-17 10:43:51	
cathfurlphy74@gmail.com	2020-02-17 10:07:19					Yes	Yes	No	2020-02-17 10:07:19	
divindanger@gmail.com	2020-02-17 09:56:18					Yes	No	No	2020-02-17 09:56:18	

4.3.1.1 Create sub account

Click  on the right side of sub account management to open the add sub account page, where you can enter the existing general account, as shown in the following figure:



Add subaccount

Account

Save
Close

4.3.2 Device management

Click the device management under organization management in the left navigation bar to jump to the ODM device management page and display all the device information under the ODM name, as shown in the following figure:

ODM Devices

Type	Plant Name	Device Serial Number	Search
STATE	Device Serial Number	Master Version	Plant Name
Offline	ZP033K0011580045	V610-03015-03	吕梁市
Offline	ZP033K0011580044	V610-03015-03	吕梁市
Offline	ZP033K0011580048	V610-03015-03	吕梁市
inactive	ZP033K0011640104		
inactive	XH30000311480009		

Navigation: << < 1 > >> GO

4.3.2.1 Allocate device to sub accounts

Click ‘[distribution](#)’ on the right side of the ODM device list to open the assigned history of the device. You can enter an account to search, as shown in the following figure:

account

Account: 123456@qq.com Search distribution

account time distribution

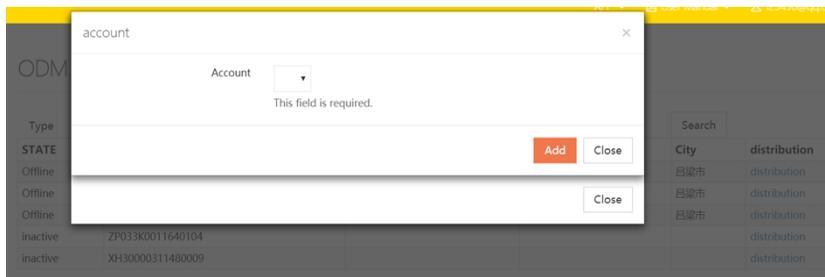
Navigation: << < > >> GO

City	distribution
吕梁市	distribution
吕梁市	distribution
吕梁市	distribution
	distribution
	distribution

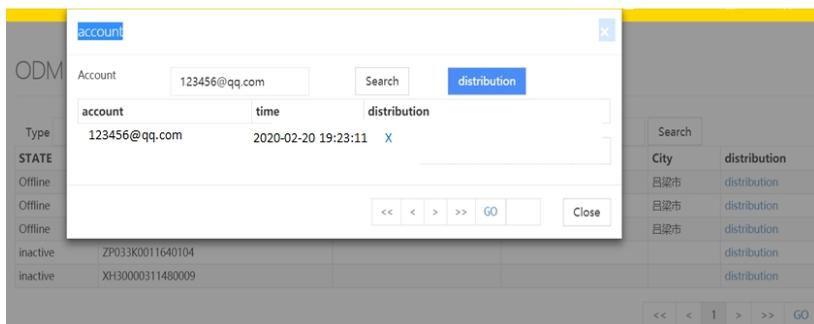
Close

Navigation: << < 1 > >> GO

Click **'distribution'** again to assign the device. The sub account drop-down list box will pop up. Select the sub account to assign, as shown in the following figure:



Assignment completed:



5. Contact Us

If you have any technical problems concerning our products, please contact AiSWEI service.

We require the following information in order to provide you with the necessary assistance:

- Monitoring device type (ZeverCom/AiCom/ComBox/ZeverManager/AiManager)
- SN(s) of monitoring device
- Error description

Service Contact

Our regional services contact information can be found at :

<https://en.aisweitech.com/intro/Customer-Interaction-Center-3.html>

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