

User Manual

iEnergyCharge Management Platform



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About This Manual

Target Group

This manual introduces the monitoring, O&M, and other main functions of the iEnergy-Charge charging management platform and some common operations on the platform, aiming to help platform providers and operators improve the charging pool operation and management capabilities and efficiency.

This manual is intended for users of the charging management platform, including:

- Platform provider (administrator and user)
- Operator (administrator and user)
- System administrator

Symbols in the Manual



“NOTE” indicates supplementary information, emphasis on specific points, or tips related to the use of the product that might help to solve your problems or save your time.

Requirements

Item	Requirement
Browser	Compatible with mainstream browsers including Chrome (high), 360 (compatibility mode, speed mode) (medium), and Firefox (low). Chrome 60 or later is recommended, and Safari 10 or later and Firefox 60 or later are supported.
Resolution	1920*1080 (recommended); 1366*768 (supported)

Notice

The manual may be updated and revised from time to time. If the pictures in the manual deviate from the actual user interfaces, it may be due to a system update. In such cases, the actual interfaces should take precedence.

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1 Common Operations

1.1 Create an Account

This section introduces how to create an iEnergyCharge account.

Step 1 Open a browser and enter <https://eu.ienergycharge.com/> in the address bar.

Step 2 Click **Register**.

Step 3 Select the server and account type.

iEnergyCharge Register

01 Account Information 02 Detailed Information

01 Account Type
Please select the account server for your area; if not available, please select the international server.

DEV-EU

02 Please select your role

☒ **Installer**
Users who provide services for owners

Next



Users in mainland China may choose **Chinese Server** and can only create an “Installer” account.

Users in Europe may choose **European Server** and can only create an “Installer” account.

Users in Australia may choose **Australian Server** and can only create an “Installer” account.

Users in other regions may choose **International Server** and can only create an “Installer” account.

Step 4 Complete the required information.

table 1-1 Information Required to Create an Account

Parameter	Description
*Email	Create an account with an email address.
*Verification code	After entering an Email address, click Send to send a verification code to this email address. Then, enter the verification code you have received here.
*Password and Repeat password	The password should be 8–32 characters long and contain numbers, letters, or special characters.
*Country/Region	The country or region where the user is located.
*Organization name	The organization where the retailer/installer belongs.
Upper Level Organization Code	Organization code of the upper-level service provider. You can reach your upper-level retailer/installer for this code. Providing this code allows the retailer/installer to view and manage the charging pools under your management (except for those shared with you).



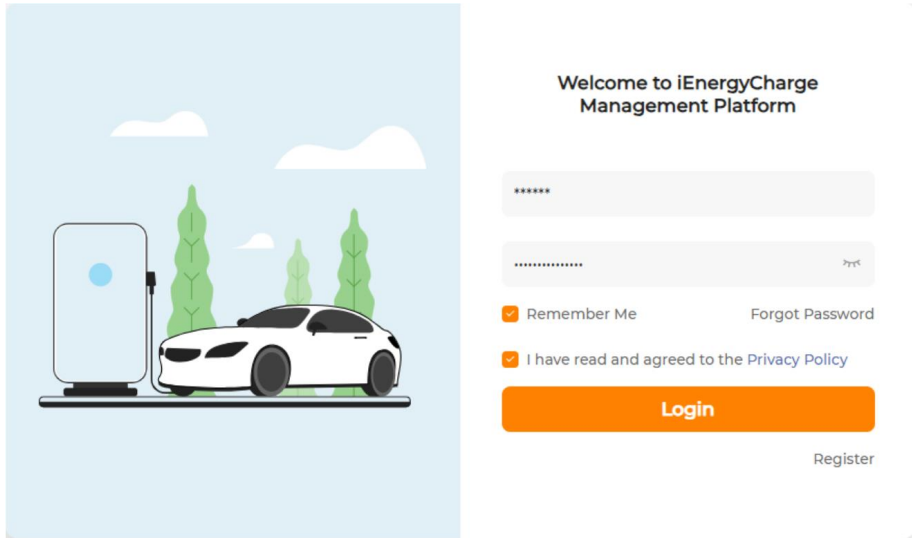
Those marked with * are required fields.

Step 5 Click **Confirm**, and agree to privacy policy. An iEnergyCharge account is now created.

-- End

1.2 Log in to an Account

This section introduces how to log in to the iEnergyCharge Web system.



Step 1 Open a browser and enter <https://eu.ienergycharge.com/> in the address bar.

Step 2 You can change the server and system language in the upper right corner of the login page. Users in mainland China may choose the **Chinese Server**. Users in Europe and Africa may choose the **European Server** and those in Australia may choose the **Australian Server**. Users in other countries/regions may choose the **International Server**.

Step 3 Enter the account name and password, select the **I have read and agreed to the privacy policy** checkbox, and click **Login**. You can select the **Remember Me** checkbox so that you do not need to enter the password at the next login.

-- End

1.3 Forgot Password

Step 1 Click **Forgot Password** on the login page.

Step 2 Enter your **Email**, and click **Send** on the right of the verification code input box. Then, put the verification code you have received through email in the box.

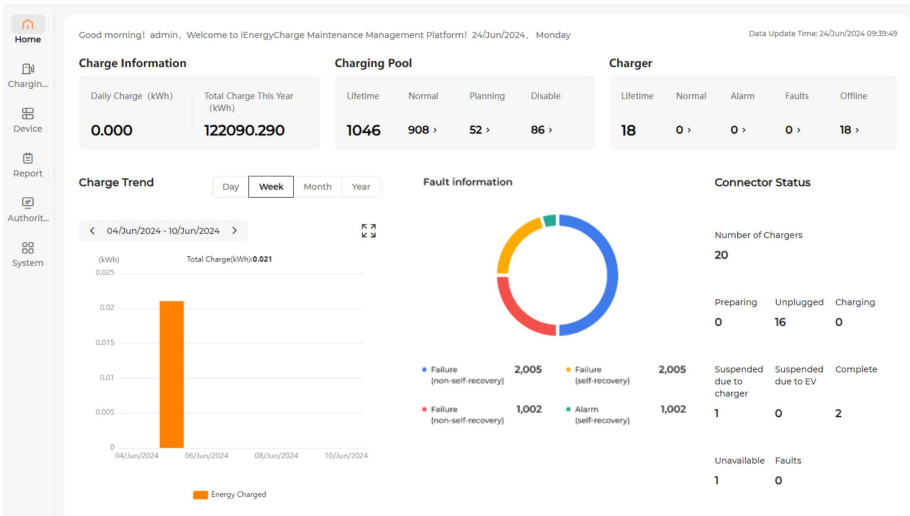
Step 3 Enter a **New Password**, and then **Confirm New Password**. The password shall be 8–32 characters long and contain numbers, letters, or special characters.

Step 4 Click **Confirm**. You will then go back to the login page. Now you can log into the system using your new password.

-- End

2 Home

After logging in to the iEnergyCharge Web system, you will go to the Home page, as shown below. Here you can have an overview of the information about the EV chargers and charging tasks in all charging pools that have been created in this account. Information presented here includes the charge data, charging pool information, charger information, charge trend, faults, and charging connector status.



Charge Information

Shows the total amount of energy delivered by all chargers in the day and the year.

Charging Pool

Click a number under the charging pool status to go to the list of the corresponding charging pools. For details, see ["3.1 Charging Pool List"](#).

Charger

Click a number under the charger status to go to the list of the corresponding chargers. For details, see ["4.1 Device List"](#).

Charge Trend

Select **Day**, **Week**, **Month**, or **Year**, and click **<** or **>** to switch between different time periods and view the charge curves accordingly.

You may click  or  to display the charge trend in a bar graph or a curve.

Fault Information

Shows the types of fault.

Connector Status

Shows the status of the online charging connectors.

3 Charging Pool

After logging in to the iEnergyCharge Web system, click **Charging Pool** in the side navigation bar. You will then go to the page as shown below.

Charging Pool Name	Charging Pool Status	Online Chargers / Total	Online Connectors / Total	Country/Region	Action
XXXXXXXXXXXXXX	Normal	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Normal	0/1	0/2	--	☆ ☰
XXXXXXXXXXXXXX	Disable	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Normal	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Normal	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Normal	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Disable	0/0	0/0	China	☆ ☰
XXXXXXXXXXXXXX	Normal	0/1	0/1	--	☆ ☰
XXXXXXXXXXXXXX	Normal	0/0	0/0	--	☆ ☰
XXXXXXXXXXXXXX	Normal	0/0	0/0	Brazil	☆ ☰

3.1 Charging Pool List

On the "Charging Pool" page, you can view the information about the charging pool, such as its status, number of chargers, and country/region, or follow or delete a charging pool.

Operations

- Search for a charging pool

Country/Region

▼

Charging Pool Name/Device ...

Search

- Search by country/region: Select a **Country/Region** in the drop-down list. Charging pools that meet the search criteria will then be shown on the screen.
- Search by charging pool information: Enter the **Charging pool name or device S/N**, and click **Search**. Charging pools that meet the search criteria will then be shown on the screen.
- Switch between the list view and card view
 - Click ☰ in the upper right corner to display the charging pools under the current account in a list view.
 - Click ☱ in the upper right corner to display the charging pools under the current account in a card view.
- Follow a charging pool

- Click  in the action column to follow a charging pool. You may check the charging pools you have followed in the “Following” list.
- Click  in the action column to unfollow a charging pool.
- Delete a charging pool

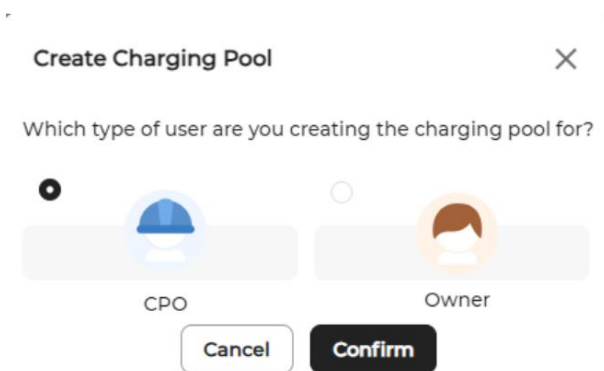
Click  in the action column to delete the corresponding charging pool.



Deleted charging pools cannot be recovered. Please proceed with caution.

3.2 Create a Charging Pool

On the “Charging Pool” page, click **Create Charging Pool** in the upper right corner to create a charging pool. You may choose to create a charging pool for a CPO (Charge Point Operator) user or an owner user.



3.2.1 Create a Charging Pool (CPO)

< Create Charging Pool

General Information

* Charging Pool Name

Please Enter

* Location

Please Select

* Country/Region

Country/Region

* City

Please Enter

* Time Zone

Please Select

Postal Code

Please Enter

Plant Image

+
Upload

You can upload 6 images at most. The first image will be set as charging pool avatar by default.

User Information

* CPO Organization Code

Please Enter

Installer Organization Code

Please Enter

Complete

Step 1 Complete the general information of the charging pool.

Parameter		Description
*Charging Pool Name		Name the charging pool. To learn about how to change its name after the charging pool has been created, see "3.3.5 Basic Information" .
*Charging Status	Pool	Set this parameter based on the actual conditions of the charging pool.
*Location		The location of the charging pool.
*Country/Region		The country/region where the charging pool is located.
*City		The city where the charging pool is located.
*Time Zone		This field will be auto-filled according to the country/region you have selected.
Postal Code		The postal code of the place where the charging pool is located.
Charging Pool Image		You may upload a photo of the charging pool.
*CPO Code	Organization	Enter the organization code of the CPO (Charge Point Operator). You can reach your upper-level CPO for this code. Providing this code allows your upper-level CPO to view and manage the charging pools under your management. Contact SUNGROW for a code if you do not have an upper-level CPO.
Installer Code	Organization	Enter the organization code of the installer. You can reach your upper-level installer for this code. Providing this code allows your upper-level installer to view and manage the charging pools under your management.



Those marked with * are required fields.

Step 2 Click **Complete**.

-- End

3.2.2 Create a Charging Pool (Owner)

< Create Charging Pool

General Information

* Charging Pool Name

Please Enter

* Location

Please Select

* Country/Region

Country/Region

* City

Please Enter

* Time Zone

Please Select

Postal Code

Please Enter

Plant Image

+

Upload

You can upload 6 images at most. The first image will be set as charging pool avatar by default.

User Information

* Email

Please Enter

* Verification Code

Please Enter

Send

Installer Organization Code ⓘ

Please Enter

Complete

Step 1 Complete the general information of the charging pool.

Parameter		Description
*Charging Pool Name		Name the charging pool. To learn about how to change the name after the charging pool has been created, see "3.3.5 Basic Information" .
*Charging Status	Pool	Set this parameter based on the actual conditions of the charging pool.
*Location		The location of the charging pool.
*Country/Region		The country/region where the charging pool is located.
*City		The city where the charging pool is located.
*Time Zone		This field will be auto-filled according to the country/region you have selected.
Postal Code		The postal code of the place where the charging pool is located.
Charging Pool Image		You may upload a photo of the charging pool.
*Email		Enter the owner's email address. The owner can log in to the iE-nergyCharge system using this email address to check the information about the charging pool.
*Verification Code		After entering an email address, click Send to send a verification code to the email address. Then, enter the verification code you have received here.
Installer Code	Organization	Enter the organization code of the installer. You can reach your upper-level installer for this code. Providing this code allows your upper-level installer to view and manage the charging pools under your management.



Those marked with * are required fields.

Step 2 Click **Complete**.

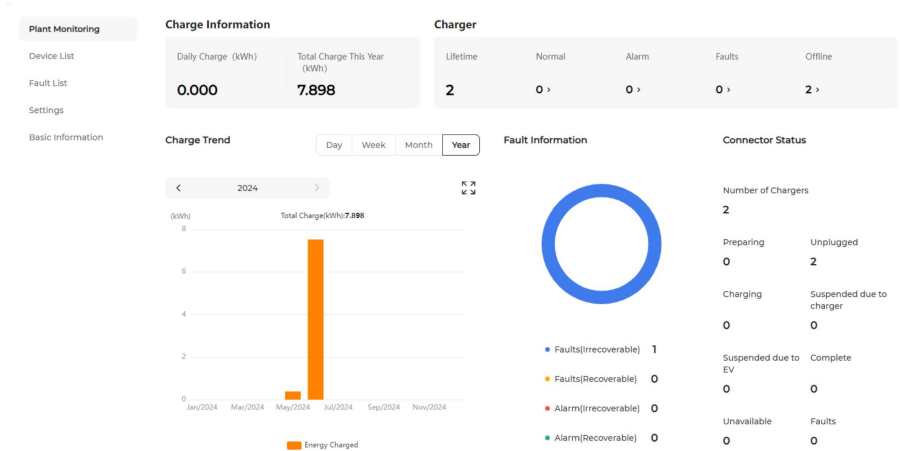
-- End

3.3 Charging Pool Details

Click on a charging pool in the charging pool list to go to its details page. Here you can check the information about the charging pool and its devices, including their faults, set the relevant parameters, and edit some general settings.

3.3.1 Charging Pool Monitoring

Click on a charging pool in the charging pool list, and you will go to the charging pool monitoring page by default, as shown below. Here you can view the information about the charging pool, such as the charge information, charging connector status, charge trend, and faults.



Charge Information

Shows the total amount of energy delivered by the chargers in the day and the year.

Charger

Click a number under the charger status to go to the list of the corresponding chargers. For details, see "4.1 Device List".

Charge Trend

Select **Day**, **Week**, **Month**, or **Year**, and click **<** or **>** to switch between different time periods and view the charge curves accordingly.

You may click  or  to display the charge trend in a bar graph or a curve.

Fault Information

Shows the types of fault.

Connector Status

Shows the status of the online charging connectors.

3.3.2 Device List

Click on a charging pool in the charging pool list, then choose **Device List** on the left. Here you can check the information of all devices in the current charging pool. The page is shown below.

Plant Monitoring	Running Status	Charger Type	Device Model	Device S/N	Search	+ Add Charger	☰	08
Device List	Device S/N	Running Status	Charger Status	Device Model	Charger Type	Current Version	Char	Action
Fault List	A23C1504960	Normal	■	AC22E-G2	AC	Version info	9779	✎ ⌚ ⋮
Settings	A2302300034	Offline	■ ■	CDC120-G4	DC	Version info	7756	✎ ⌚ ⋮
Basic Information	A2202406046	Offline	Connect cable: Unplugged	AC011E-01	AC	Version info	9077	✎ ⌚ ⋮
	A2270800186	Offline	Connect cable: Faults	AC011E-01	AC	Version info	17434	✎ ⌚ ⋮
	A2360809605	Offline	■	ACT1E-01	AC	Version info	6926	✎ ⌚ ⋮
	A2292804939	Offline	■	AC011E-01	AC	Version info >	17554	✎ ⌚ ⋮
	A225N010918	Offline	■ ■	CDC480-D-B-G2	—	Version info	9898	✎ ⌚ ⋮
	1234567	Offline	■ ■	DCB0-750F2C	DC	Version info	5018	✎ ⌚ ⋮
	A2332200996	Offline	■	IDC30E	DC	Version info	0372	✎ ⌚ ⋮
	S1234123	Offline	—	AC011E-01	AC	Version info	76154	✎ ⌚ ⋮

Operations

- Search for a device

Select the running status, charger type, and device model and enter the device S/N in the search bar. Then, click **Search**. Devices that meet the search criteria will then be shown on the screen.

- View device information

Click on the device name to go to its details page. Here you can check the detailed information about the device, such as the general information, O&M curves, faults, communication debugging information, charger logs, and parameter settings. For details, see "[4.2 Device Details](#)".

- Add a charger

Add Charger

✕

* Device S/N

Device Picture

+

Upload

Cancel

Confirm

- 1 Click **Add Charger** in the upper right corner of the page.
- 2 Enter the device S/N. You can also upload a device picture here.
- 3 Click **Confirm** to add the device to the charging pool.

- Switch between the list view and card view

- Click  in the upper right corner to display the devices in a list view.
- Click  in the upper right corner to display the devices in a card view.
- View the version information of the device
Click **Version Info** to check the version number of the device's each module.
- Edit
Click  in the action column, change the settings as needed, and click **Confirm**.
- Reboot
Click  in the action column, choose **Reboot Firmware/Reboot Software**, and click **Confirm**.

Restart the charger ×

Submit Restart the charger A23C1504960 Reboot Firmware

Cancel Confirm

- View task history
Choose ******* → **View Task History** to check the reboot and unlock activity history of the charger.
- Delete a device
Choose ******* → **Delete** to delete the device. Deleting a device will remove all the data of the device.

3.3.3 Fault List

Click on a charging pool in the charging pool list, and then choose **Fault List** on the left. The faults in the chargers in the current charging pool will be shown, from the most recent to the oldest. Only faults in pending state are shown by default. The page is shown below.

Plant Monitoring	Existing	Recovered	24/May/2024	25/Jun/2024	Alarm Type	Device Model	Search	Export History	Export
Device List									
Fault List									
Settings									
Basic Information									
Occurrence Time	Device S/N	Device Model	Fault Name	Fault Type	Fault Source	Action			
2024-05-30 15:56:12(GMT+1)	A2332200996	IDC30E	Err_Sys_System_Fan_3_Falle...	Unrecoverable Fault	A2332200996				
2024-05-30 15:56:12(GMT+1)	A2332200996	IDC30E	Reserved	Unrecoverable Fault	A2332200996				
2024-05-30 15:56:12(GMT+1)	A2332200996	IDC30E	0Err_TCU_CCUComm_Error	Unrecoverable Fault	A2332200996				
2024-05-30 15:56:12(GMT+1)	A2332200996	IDC30E	1Err_TCU_CardReader_Comm...	Unrecoverable Fault	A2332200996				
2024-05-30 15:56:15(GMT+1)	A2332200996	IDC30E	Err_Sys_CCU_Motherboard_V...	Unrecoverable Fault	Connector1				
2024-05-30 15:56:15(GMT+1)	A2332200996	IDC30E	Err_InterCore_Communicatio...	Unrecoverable Fault	Connector1				
2024-05-30 15:56:15(GMT+1)	A2332200996	IDC30E	Err_CCU_Onboard_Temp_Ala...	Unrecoverable Fault	Connector1				
2024-06-03 10:45:20(GMT+1)	A2332200996	IDC30E	EU_ERROR_CONNECTOR_1I	Unrecoverable Fault	Connector1				
2024-06-03 10:45:20(GMT+1)	A2332200996	IDC30E	Error_Connector1_LiquidCool...	Unrecoverable Fault	Connector1				
2024-06-03 10:45:20(GMT+1)	A2332200996	IDC30E	Err_CCU_Onboard_External...	Unrecoverable Fault	Connector1				

Operations

- Search for a fault
 - 1 Choose **Existing** or **Recovered**.
 - 2 Select the start time and end time, alarm type, and device model, and click **Search**. Faults that meet the search criteria will then be shown.
- View fault details

Click  in the action column to view the detailed information about the fault.
- Export fault data

Click **Export** to export the data of faults filtered by the current criteria.
- Export history

Click **Export History** to display the export history. Then, click the icon  in the action column on the right side of the task to download the exported file.

3.3.4 Charging Pool Settings

Click on a charging pool in the list, and then choose **Settings** on the left to go to the page for parameter settings.

Operations

- Search for a device
 - 1 Select the running status, device model, and firmware version of the device.
 - 2 Enter the device S/N, and click **Search**. Devices that meet the search criteria will then be shown.
- Batch settings

Select the target devices, and click **Batch Settings** in the upper right corner to set a group of devices at one time.
- View history

Click  in the upper right corner of the page to view the setting activities under the current account.
- View history of one device

Click  in the action column to view the setting activities performed for this specific device.
- View history of multiple devices

Select the target devices, and click  in the upper right corner to view the setting activities performed for these devices.

For detailed instructions, see "[4.2.6 Device Settings](#)".

3.3.5 Basic Information

Click on a charging pool in the charging pool list, and then choose **Basic Information** on the left. Here you can check the basic information about the charging pool and the user information, as shown below.

Plant Monitoring

Device List

Fault List

Settings

Basic Information

Charging Pool

General Information

Charging Pool Name
XXXXXXXXXXXX

Country/Region
XXXXXXXXXXXX

Time Zone
XXXXXXXXXXXX

User Information

CPO Organization Code
XXXXXXXXXXXX

Charging Pool Status
XXXXXXXXXXXX

City
XXXXXXXXXXXX

Creation Time
XXXXXXXXXXXX

Organization Name
XXXXXXXXXXXX

Location
XXXXXXXXXXXX

Postal Code
XXXXXXXXXXXX

Date of Connection
XXXXXXXXXXXX

Organization Email Address
XXXXXXXXXXXX

Edit

Operations

- Edit
 - 1 Click **Edit**.
 - 2 Change the settings as needed, and click **Save**.

4 Device

After logging in to the iEnergyCharge Web system, click **Device** in the side navigation bar to go to the “Device” page.

4.1 Device List

After logging in to the iEnergyCharge Web system, click **Device** in the side navigation bar. You will go to “Device List” by default, as shown below.

All Charging Pool		Running Status	Charger Type	Device Model	Device S/N	Search			
Device S/N	Running Status	Charger Status	Charging Pool	Device Model	Charger Type	Current Version	Charger Verification Code	Country/Region	Action
Z0000123008	Offline		xxxxxxxxxxxxxx	CDC120-2-C3	DC	Version Info	806847	--	
A23C1504960	Normal		xxxxxxxxxxxxxx	AC23E-C2	AC	Version Info	491808	Svalbard and Nu	
A232B191605	Offline		xxxxxxxxxxxxxx	AC01E-01	AC	Version Info	658535	China	
AZ202406121	Offline		xxxxxxxxxxxxxx	CDC120-2-C3	DC	Version Info	052650	--	
5G00A66011	Offline		xxxxxxxxxxxxxx	--	--	Version Info	719587	--	
A23D0800068	Offline		xxxxxxxxxxxxxx	AC007E-01	AC	Version Info	700221	Brazil	
A2202300034	Offline		xxxxxxxxxxxxxx	CDC120-2-C4	DC	Version Info	003852	Svalbard and Nu	
A2202406046	Offline		xxxxxxxxxxxxxx	AC01E-01	AC	Version Info	476945	Svalbard and Nu	
A244707011	Offline		xxxxxxxxxxxxxx	AC23E-C2	AC	Version Info	270963	China	
A2292804471	Offline		xxxxxxxxxxxxxx	AC01E-01	AC	Version Info	869058	China	

Operations

- Search for a device

Select the running status, charger type, and device model and enter the device S/N in the search bar. Then, click **Search**. Devices that meet the search criteria will then be shown.

- View device information

Click on the device name to go to its details page. Here you can check the detailed information about the device, such as the general information, O&M curves, faults, communication debugging information, charger logs, and parameter settings. For details, see "[4.2 Device Details](#)".

- Switch between the list view and card view

- Click  in the upper right corner to display the devices in a list view.
- Click  in the upper right corner to display the devices in a card view.

- Check the version information of the device

Click **Version Info** to check the version number of the device's each module.

- Edit

Click  in the action column, change the settings as needed, and click **Confirm**.

- Reboot

Click  in the action column, choose **Reboot Firmware/Reboot Software**, and click **Confirm**.

- View task history

Choose  → **View Task History** to check the reboot and unlock activity history of the charger.

- Delete a device

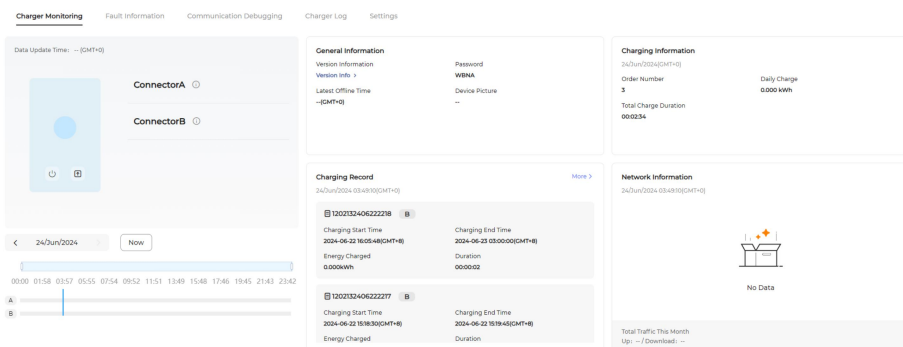
Choose “***” → **Delete** to delete the device. Deleting a device will remove all the data of the device.

4.2 Device Details

Click a device in the device list to go to its details page. Here you can find the detailed information about the device, including the monitoring data, O&M curves, general information, faults, communication debugging information, charger logs, and parameter settings.

4.2.1 Charger Monitoring

Click a device in the device list to go to its details page. You will go to the “Charger Monitoring” page by default, as shown below. Here you can view the general information, charging information, charging record, and network information of the device on a specified date, and reboot or update the device.



View device information

Select a date in the date picker. The device's general information, charging information, charging record, and network information on that specific date will be shown on the page.

- General information

Shows the general device information.

- Charging information

Shows the number of orders, energy delivered, and total charging hours of the day.

- Charging record

Shows the details of orders within a month preceding the specified date by default. You can click **More**, set the start time and end time, and click **Search** to check the orders in a specific time period.

- Network Information

Shows the network information on the day and the total data usage in the month.

Operations

- Reboot

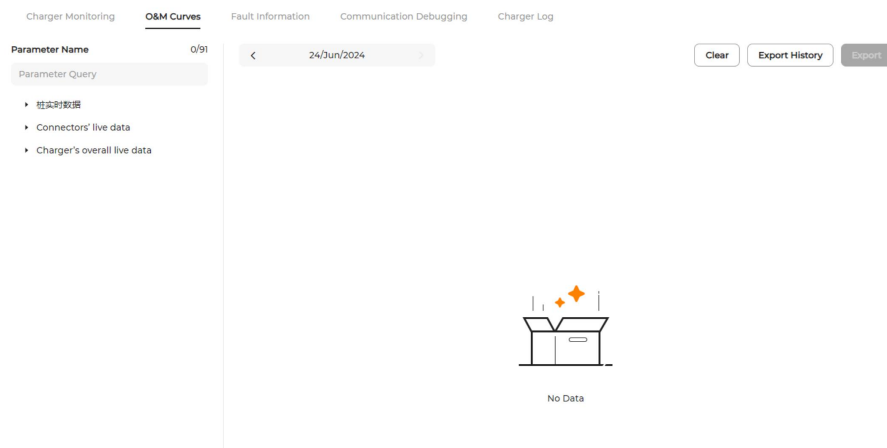
Click  in the action column, choose **Reboot Firmware/Reboot Software**, and click **Confirm**.

- Update

Click  in the action column to go to the page for device update. For details, see ["4.3 Firmware Update"](#).

4.2.2 O&M Curves

On the "Device Details" page, choose **O&M Curves** in the tab bar. You will then go to the page below.



Operations

- Check O&M curves

- 1 Select parameters in the **Parameter Name** column. You can search for and select a parameter by name using the **Parameter Query** search box, or select parameters directly from the lists of **Charger's overall live data**, **Connectors' live data**, and **Module's overall live data**.
- 2 Select a date. The O&M curve generated based on the selected data will be shown on the screen.

- Export O&M data

Click **Export** to export the O&M data filtered by the current criteria.

- Export history

Click **Export History** to display the export history. Then, click the icon on the right side of the task to download the exported file.

4.2.3 Fault Information

On the “Device Details” page, choose **Fault Information** in the tab bar. Here you can view the faults in the current device, from the most recent to the oldest, as shown below. Only faults in pending state are shown by default.

Occurrence Time	Fault Name	Fault Type	Fault Source	Action
2024-05-30 15:56:12(CMT+1)	Err_Sys_System_Fan_3_Failed_Warning	Unrecoverable Fault	A2332200996	
2024-05-30 15:56:12(CMT+1)	Reserved	Unrecoverable Fault	A2332200996	
2024-05-30 15:56:12(CMT+1)	0Err_TCU_CCUComm_Error	Unrecoverable Fault	A2332200996	
2024-05-30 15:56:12(CMT+1)	1Err_TCU_CardReader_Comm_Error	Unrecoverable Fault	A2332200996	
2024-05-30 15:56:15(CMT+1)	Err_Sys_CCU_Motherboard_Volatge_Abnormal_Ala...	Unrecoverable Fault	Connector1	
2024-05-30 15:56:15(CMT+1)	Err_InterCore_Communication_Error	Unrecoverable Fault	Connector1	
2024-05-30 15:56:15(CMT+1)	Err_CCU_Onboard_Temp_Alarm	Unrecoverable Fault	Connector1	
2024-06-03 10:45:20(CMT+1)	EU_ERROR_CONNECTOR_11	Unrecoverable Fault	Connector1	

Operations

- Search for a fault
 - 1 Choose **Existing** or **Recovered**.
 - 2 Select the start time and end time, alarm type, device model, and click **Search**. Faults that meet the search criteria will then be shown.

- View fault details

Click the fault name to view its detailed information.

- Export fault data

Click **Export** to export the data of faults filtered by the current criteria.

- Export history

Click **Export History** to display the export history. Then, click  the icon in the action column on the right side of the task to download the exported file.

4.2.4 Commissioning Debugging

On the “Device Details” page, choose **Commissioning Debugging** in the tab bar. You will then go to the page below.

Charger Monitoring

O&M Curves

Fault Information

Communication Debugging

Charger Log

YYYY-MM-DD hh:...

Instruction Type

☐ Auto Refreshing(3s)

Search

Export History

Export

	Debugging Action	Time(GMT+1)	Instruction Type	Key Data
1	Up	2024-06-03 11:16:26	ConnectionState	{ "connectionState": "0", "timestamp": 1717409605474 }
2	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
3	Down	2024-06-03 11:14:25	DataTransfer	{ "protocolID": "OCPP", "actionID": "DataTransfer", "pro...
4	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": false, "payload": { "ocppConfig...
5	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
6	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
7	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
8	Up	2024-06-03 11:14:25	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
9	Down	2024-06-03 11:14:25	DataTransfer	{ "protocolID": "OCPP", "actionID": "DataTransfer", "pro...
10	Up	2024-06-03 11:14:24	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
11	Up	2024-06-03 11:14:24	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
12	Up	2024-06-03 11:14:24	DataTransfer	{ "data": { "isCompress": true, "payload": { "timestamp": ...
13	Up	2024-06-03 11:14:24	DataTransfer	{ "data": { "isCompress": false, "payload": { "ocppConfig...

Operations

- Data query

Select the time and instruction type, and click **Search**. The communication debugging information that meets the criteria will then be shown on the screen. You can select the checkbox **Auto Refreshing(3s)** to get the data refreshed every 3 seconds.

- Export data

Click **Export**, select the start time, end time, and file format, and click Confirm to export the communication debugging data filtered by the current criteria. You may choose to export the data to an Excel or CSV file based on actual needs.

Export

×

* Date Range

🕒

Start Time

-

End Time

* Select File Type

☒ EXCEL

☐ CSV

Cancel

Confirm

- Export history

Click **Export History** to display the export history. Then, click  in the action column on the right side of the task to download the exported file.

Export History

No.	Task Name	Creation Time(GMT+8)	Export Time(GMT+8)	Decompression Password	Export Status	Action
4	2024/06/14 17:24:02_A24417071...	2024-06-14 17:24:02	--	--	No Data	
5	2024/06/14 17:22:51_A24417071...	2024-06-14 17:22:52	--	--	No Data	
6	2024/06/14 15:44:47_A24417071...	2024-06-14 15:44:47	--	--	No Data	
7	2024/06/11 14:08:52_A2360809...	2024-06-11 14:08:53	2024-06-11 14:08:57	dMDY	Completed	
8	2024/06/04 15:29:50_A2332200...	2024-06-04 15:29:50	2024-06-04 15:29:55	mEWU	Completed	

4.2.5 Charger Log

On the “Device Details” page, choose **Charger Log** in the tab bar to view the log of the current charger, as shown below. Charger log includes remote log and local log.

Charger Monitoring	Fault Information	Communication Debugging	Charger Log	Settings
Remote Log	Local Log			
Time(GMT+8)	Log File	Log Path	Action	
2024-06-24 14:37:21	1716630682092_3b184e_A23608096...	https://eco-fat-file.oss-cn-hangzhou.aliyuncs.com/lecApp/pileLog/1716630682092_3b184e_A236080960...		

Remote Log

Click **Remote Log**.

- Export Logs
 - Click **Export Logs**, select a log type in the pop-up window, and click **Confirm** to export the corresponding log.
- View task details
 - Click in the action column to view the details of the task. You can click in the action column to download the log to your local system.

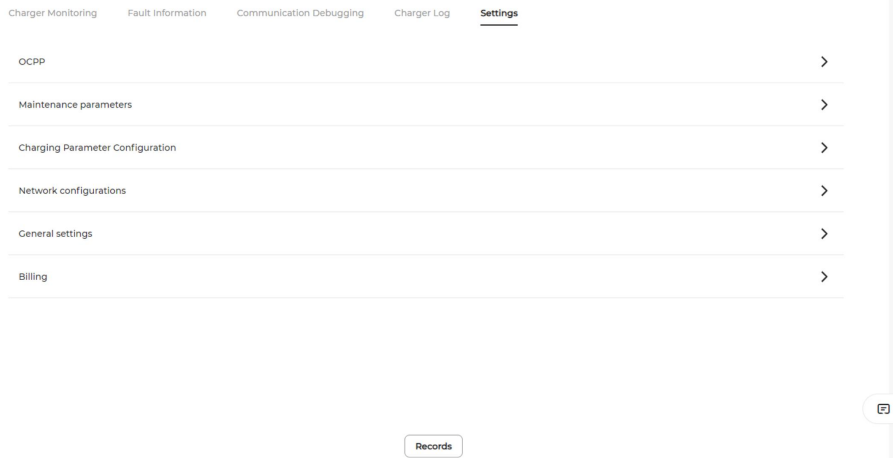
Local Log

Click **Local Log**.

- View task details
 - Click in the action column to view the details of the task. You can click in the action column to download the log to your local system.

4.2.6 Device Settings

On the “Device Details” page, choose **Settings** in the tab bar to go to the page for device parameter settings, as shown below. You can click to query or set the corresponding parameters.



4.3 Firmware Update

After logging in to the iEnergyCharge Web system, choose “**Device→Firmware Update**” on the left. You will see the page shown below.

All Charging Pool		Running Stat...	Device Model	Device S/N	Search	Firmware Update	
☐	Charging Pool	Device S/N	Charger Type	Device Model	Running Status	Current Version	Action
☐	XXXXXXXXXXXXX	A2360809613	AC	AC11E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A2270800186	AC	AC011E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A2410500110	AC	AC22E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A2360809605	AC	AC11E-01	Normal	Version Info	
☐	XXXXXXXXXXXXX	A2292804939	AC	AC011E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A2024040110	AC	AC7-00	Offline	Version Info	
☐	XXXXXXXXXXXXX	HLCPT000001	DC	IDC30E	Normal	Version Info	
☐	XXXXXXXXXXXXX	A2360809579	AC	AC22E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A2430757274	AC	AC22E-01	Offline	Version Info	
☐	XXXXXXXXXXXXX	A23D0800061	AC	AC007E-01	Offline	Version Info	

Operations

- Search for a device

- 1 Click to select the charging pool where the device is installed. You can select multiple plants at a time.
- 2 Select the running status and model of the device.
- 3 Enter the device S/N, and click **Search**. Devices that meet the search criteria will then be shown.

- Check the version information of the device

Click **Version Info** to check the version number of the device's each module.

- Device update

- 1 Click  in the action column.
- 2 Choose **Online Update Package** or **Local Update Package**.
- 3 Set **Single Device Update Timeout**, and click **Update**.

- Update devices in batch

- 1 Select devices of the same model, and click **Firmware Update** in the upper right corner of the page.
- 2 Choose **Online Update Package** or **Local Update Package**.
- 3 Set **Single Device Update Timeout**, and click **Update**.

- View task history

Click  in the upper right corner of the page to view all device update tasks under the current account.

- View the update history of a specific device

Click  in the action column to view all update tasks of this specific device.

4.4 Auto Update

After logging in to the iEnergyCharge Web system, choose “**Device→Auto Update**” on the left. You will see the page shown below.

Device S/N

Device Model

Lowest Version N...

Task Status

Search

+ Task Creation

Device Model	Lowest Version Number	Status	Creation Time(GMT+8)	Devices Updated	Remarks	Action
AC011E-01	LE-01.1E1.001.101.99	Running	2024-06-21 20:14:36	0/1	--	
AC011E-01	LE-01.1E1.001.101.99	Running	2024-06-21 19:59:34	0/1	--	
AC011E-01	LE-01.1E1.001.101.99	Running	2024-06-21 19:46:49	0/1	--	
AC22E-01	LE-01.1E1.001.101.99	Invalid	2024-06-21 19:44:23	0/1	--	
AC22E-01	LE-01.1E1.001.101.99	Invalid	2024-06-21 19:41:35	0/1	--	
AC22E-01	LE-01.1E1.001.101.17	Running	2024-06-21 18:56:17	0/1	--	

Operations

- Search for a device

- 1 Select the device model, firmware version, and task status.

- 2 Enter the device S/N, and click **Search**. Devices that meet the search criteria will then be shown.
- Add an automatic update task
 - 1 Click **Task Creation**. Then, fill in the general information on the page for task creating. You can select the checkbox **Mandatory Update** as needed. If mandatory update is enabled, the update will be performed without requiring the user's permission. If the option is disabled, the user will receive a confirmation email prior to an update, and the update will only proceed with the user's approval.
 - 2 Click **Temporary** or **Enable**. You can click **Temporary** to save the template in the list, or click **Enable** to effect the task settings now.

Create

General Information

* Device Model * Lowest Version Number Device S/N

Effective Time Failure Time

Update Package

☒ Online Upgrade

Remarks

☐ **Mandatory Update**

☒ If mandatory update is enabled, users won't need to grant permission. If it is disabled, they will get confirmation emails and updates can only proceed with user agreement.

Notification Text (Notify the owner before upgrading and upgrade the device only after the owner agrees)

- View details about the update task
 - 1 Click a number in the “Devices Updated” (number of devices that have been updated) column.
 - 2 Select the update status and owner's feedback, enter the device S/N, and click **Search**.
- Task in the “Running” state

Click  in the action column to view the detailed information about the task.

Click  in the action column to disable this auto update task permanently.
- Temporarily saved task

Click  in the action column to edit the settings of this auto update task.

Click  in the action column to apply the current auto update task settings. Make sure the update package is applicable to all the selected devices.

Click  in the action column to delete the current auto update task. The deleted data cannot be recovered.

4.5 Parameter Settings

After logging in to the iEnergyCharge Web system, choose “**Device**→**Settings**” on the left to go to the page for parameter settings.

All Charging Pool

Running Status

Device Model

Firmware Version

Device S/N

Search

Batch Settings

☐	Charging Pool	Device S/N	Running Status	Device Model	Charger Type	Firmware Version	Action
☐	cpo2设备通用用户电站	12345678901111	Offline	--	--	--	
☐	充电事业部测试部测试专用	32010600000076	Offline	CDC480-D-8-G2	--	01.00F.007.101.02	
☐	有电有	13245678901	Offline	--	--	--	
☐	充电事业部测试部测试专用	32010600000073	Offline	CDC480-D-8-G2	--	01.20E.001.101.03	
☐	压路电站	SG000132016	Offline	DC160-750F2C	DC	01.001.001.007.50	
☐	电液新能源测试站	A123456789B	Normal	AC7-00	AC	APP_VERSION_TEST	
☐	重生之我在做测试的电站	SUNGROW1010	Normal	AC7-00	AC	APP_VERSION_TEST	
☐	充电事业部测试部测试专用	S2024050601	Normal	UNKNOWN	--	01.20E.001.101.0G	
☐	新款专用站	S2024050602	Normal	IDC180-1000C2-G2	DC	09.001.001.002.03	
☐	新款专用站	S2024050604	Normal	CDC480-5C250-N2	DC	01.20E.001.101.03	

For details, see "3.3.4 Charging Pool Settings".

5 Report

After logging in to the iEnergyCharge Web system, click **Report** in the side navigation bar. Here you can view reports as needed.

5.1 Order List

A list of orders is shown on the Report page, as shown below. Here you can search for orders and export the order data.

All Charging Pool		24/May/2024 - 25/Jun/2024			Order Status	Order N...	Please Enter	Search	Export History	Export
Order ID	Order Number	User	Device S/N	Charging Pool	Connector Number	Organization Name	Order Status	Charging Start Time	Action	
2132247	1202132406242247	--	AZ202300033	XXXXXXXXXXXXXX	A	XXXXXXXXXXXXXX	Active	2024-06-24 15:37:34(G		
2132246	1202132406242246	--	AZ202300033	XXXXXXXXXXXXXX	A	XXXXXXXXXXXXXX	Closed	2024-06-24 15:34:00(C		
2132245	1202132406242245	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 15:20:43(C		
2132244	1202132406242244	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 15:12:23(CI		
2132243	1202132406242243	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 15:06:56(C		
2132242	1202132406242242	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 14:37:43(C		
2132241	1202132406242241	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 14:29:05(C		
2132240	1202132406242240	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 13:55:14(CI		
2132239	1202132406242239	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 13:33:29(C		
2132238	1202132406242238	--	SG00A16600A	XXXXXXXXXXXXXX	B	XXXXXXXXXXXXXX	Closed	2024-06-24 11:50:55(CI		

Operations

- Search for an order

Select the charging pool, start and end time, and order status, enter the device S/N, and then click **Search**. Orders that meet the search criteria will then be shown.

- Export order report

Click **Export** and select a file format to export the data of orders filtered by the current criteria.

Export

×

* Select File Type

☒ EXCEL

☐ CSV

Cancel

Confirm

- Export history

Click **Export History** to display the export history. Then, click  in the action column on the right side of the task to download the exported file.

Export History ×

No.	Task Name	Creation Time(GMT+8)	Export Time(GMT+8)	Decompression Password	Export Status	Action
1	2024/06/13 16:16:06_订单导出	2024-06-13 16:16:06	2024-06-13 16:16:09	q6nQ	✓ Completed	
2	2024/06/12 10:21:25_订单导出	2024-06-12 10:21:26	2024-06-12 10:21:29	HyNF	✓ Completed	
3	2024/06/04 15:34:56_订单导出	2024-06-04 15:34:56	2024-06-04 15:34:57	q6Pm	✓ Completed	
4	2024/05/29 23:16:24_订单导出	2024-05-29 23:16:25	2024-05-29 23:16:27	JSSL	✓ Completed	
5	2024/05/29 15:40_订单导出	2024-05-29 14:40:23	2024-05-29 14:40:26	aSSK	✓ Completed	
6	2024/05/29 15:36_订单导出	2024-05-29 14:36:35	2024-05-29 14:36:37	tRmZ	✓ Completed	
7	2024/05/29 14:07_订单导出	2024-05-29 14:07:52	2024-05-29 14:08:01	BZqh	✓ Completed	

6 Account Management

Click the avatar in the upper right corner of the page to manage the settings and information related to the account.

6.1 Profile

Click the avatar and choose **Profile**.
You can then click **Modify** and edit the general information settings or switch to another country/region.



General Information

Phone Number

XXXXXXXXXXXX

Email Address

XXXXXXXXXXXX

Country/Region

XXXXXXXXXXXX

User Role

XXXXXXXXXXXX

Organization Name

--

Current Organization Code ⓘ

--

Creation Time

--

Upper Level Organization Information

Upper Level Organization Code

--

Organization Name

--

Organization Email Address

--

Modify

6.2 General Settings

Click the avatar and choose **General Settings**. Here you can set the default system language.

6.3 Reset Password

Click the avatar and choose **Reset Password**.

- Step 1** Enter the current account password in **Old Password**.
- Step 2** Enter a **New Password**, and then **Confirm New Password**. The password shall be 8–32 characters long and contain numbers, letters, or special characters.

Step 3 Click **Save**.

-- End

6.4 About

Click the avatar and choose **About**. Here you can check the current software version, User Manual, Terms of Service, and Privacy Policy.

6.5 Logout

Click the avatar and choose **Logout**. You will then log out of the current account and go back to the login page.

7 Feedback

Click  at the lower right of any page to open the feedback panel. You can fill in the feedback form by referring to the table below.

Item	Description
*Function module	Choose the function module about which you want to report a problem.
Contact information	Provide your phone number or email address so that we can provide better assistance.
*Problem description	Please describe your problem in more than 10 words so that we can provide better assistance.
Screenshot	Click Screenshot to capture a picture of the problem you want to report.
Upload	Click Upload to upload a picture of the problem.



Those marked with * are required fields.