

Deye Cloud App User Manual

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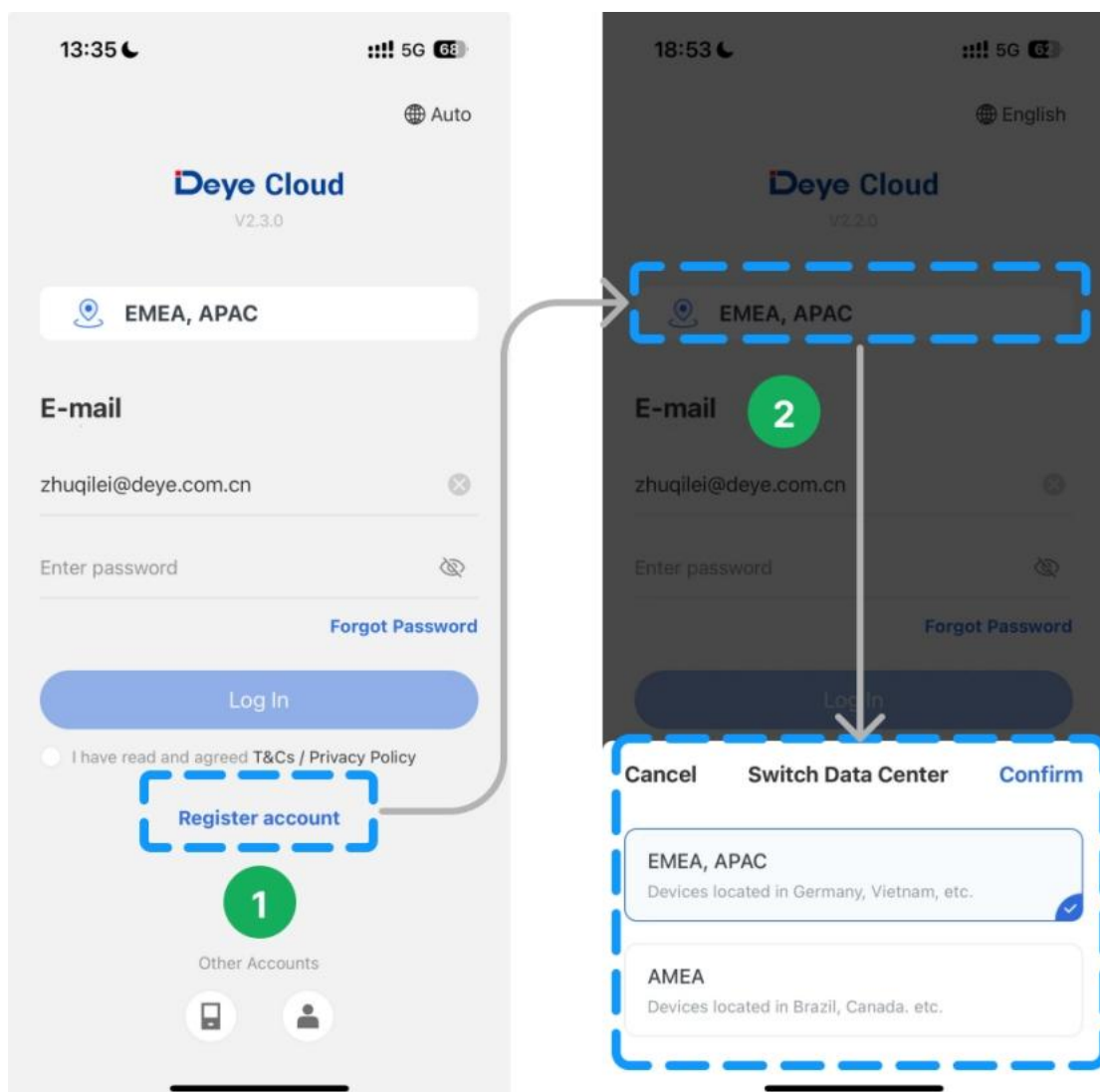
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1. Register and Login

1.1 Register an Account

Step 1: Tap on【Register account】into the registration page and E-mail or Phone Number are available;

Step 2: Select Data Center: 【EMEA, APAC】 as the default data center; Tap on 【EMEA, APAC】 ,the data center selection window appears at the bottom; Select a data center and tap 【Confirm】 ;

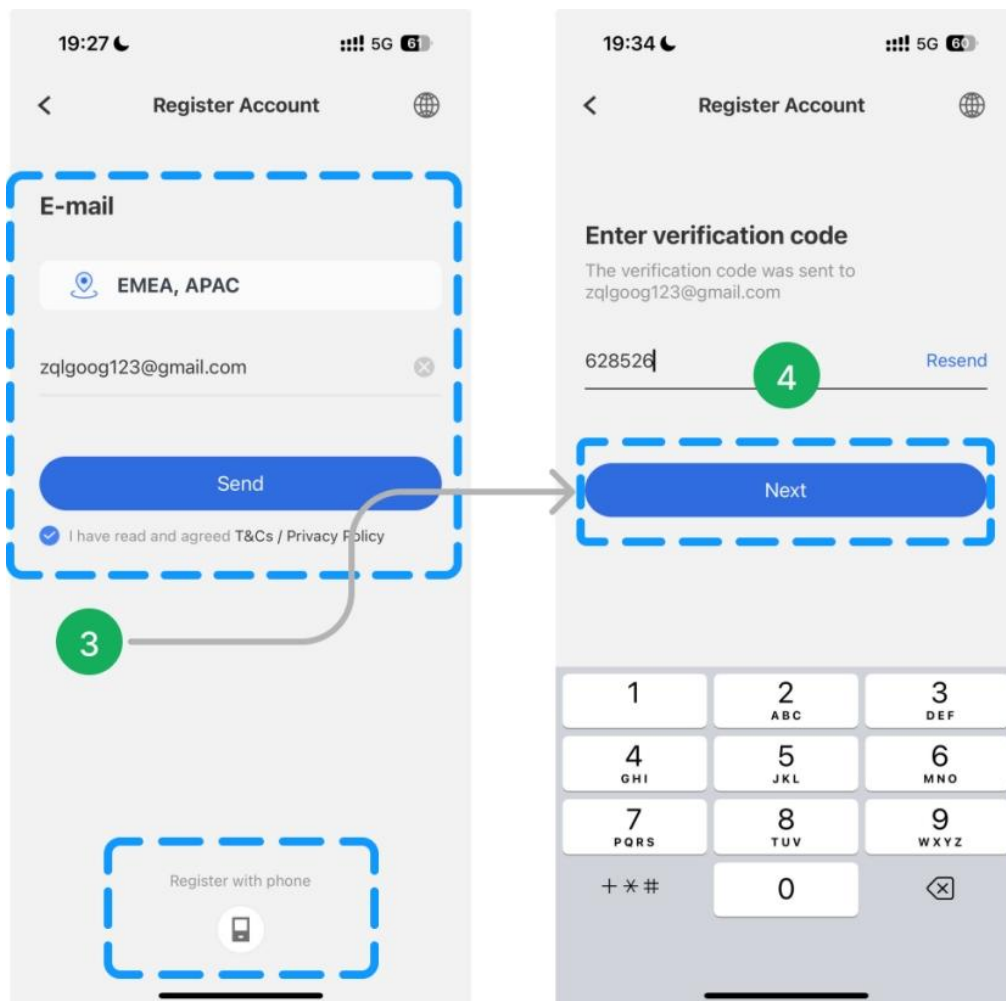


Step 3: Enter Register Account: E-mail or Phone Number two ways are available. They could be switched at the bottom of the page of entering account;

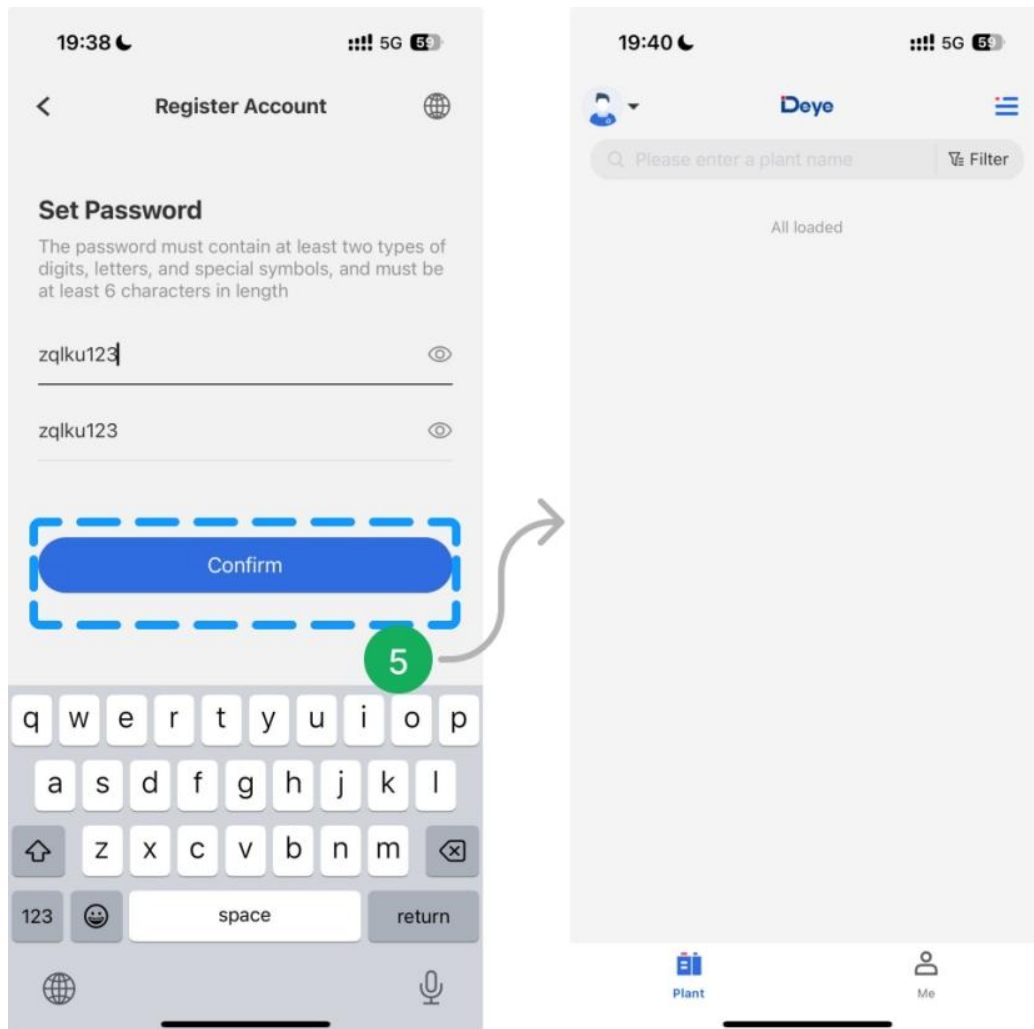
(3.1) E-mail Registration: Enter a correct E-mail in E-mail registration page, tick **【 I have read and agreed T&Cs/Privacy policy 】** , and tap on **【 Send verification code 】** ;

(3.2) Phone Number Registration: Enter a correct Phone Number in Phone Number registration page, tick **【 I have read and agreed T&Cs/Privacy policy 】** , and tap on **【 Send 】** ;

Step 4: Enter a valid verification code and tap on **【 Next 】** into Set Password page;



Step 5: Enter the same account password twice as required and tap on **【Confirm】** into plants list page;



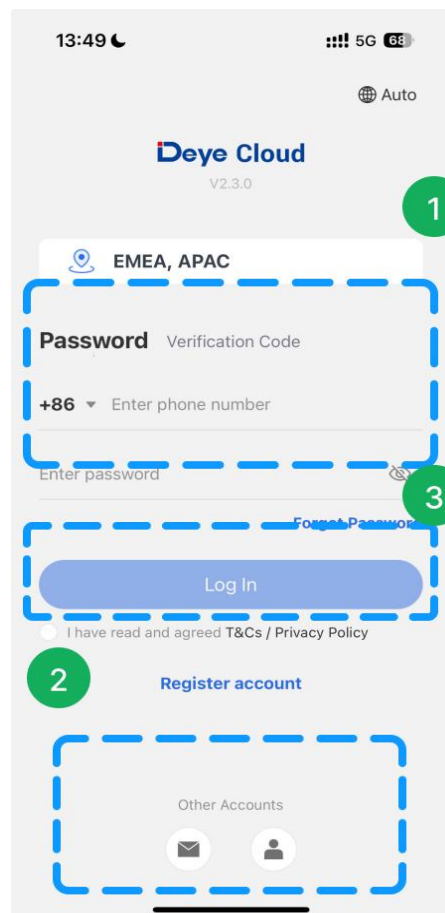
1.2 Log in the Account

Notice: E-mail, Phone number and Username three ways could be selected for login; In addition, Username login is only supported by the account that have been registered with an username in the old version.

Step 1: Phone Number Login---Password and Verification Code are available;

Step 2: Tap on icons at the bottom of the page to switch E-mail login or Username login (only password allowed);

Step 3: Tick **【I have read and agreed T&Cs/Privacy policy】** and tap on **【Log in】**; If not tick **【I have read and agreed T&Cs/Privacy policy】** and tap on **【Log in】**, the system will prompt to tick it before logging in.



1.3 Register a Business Account

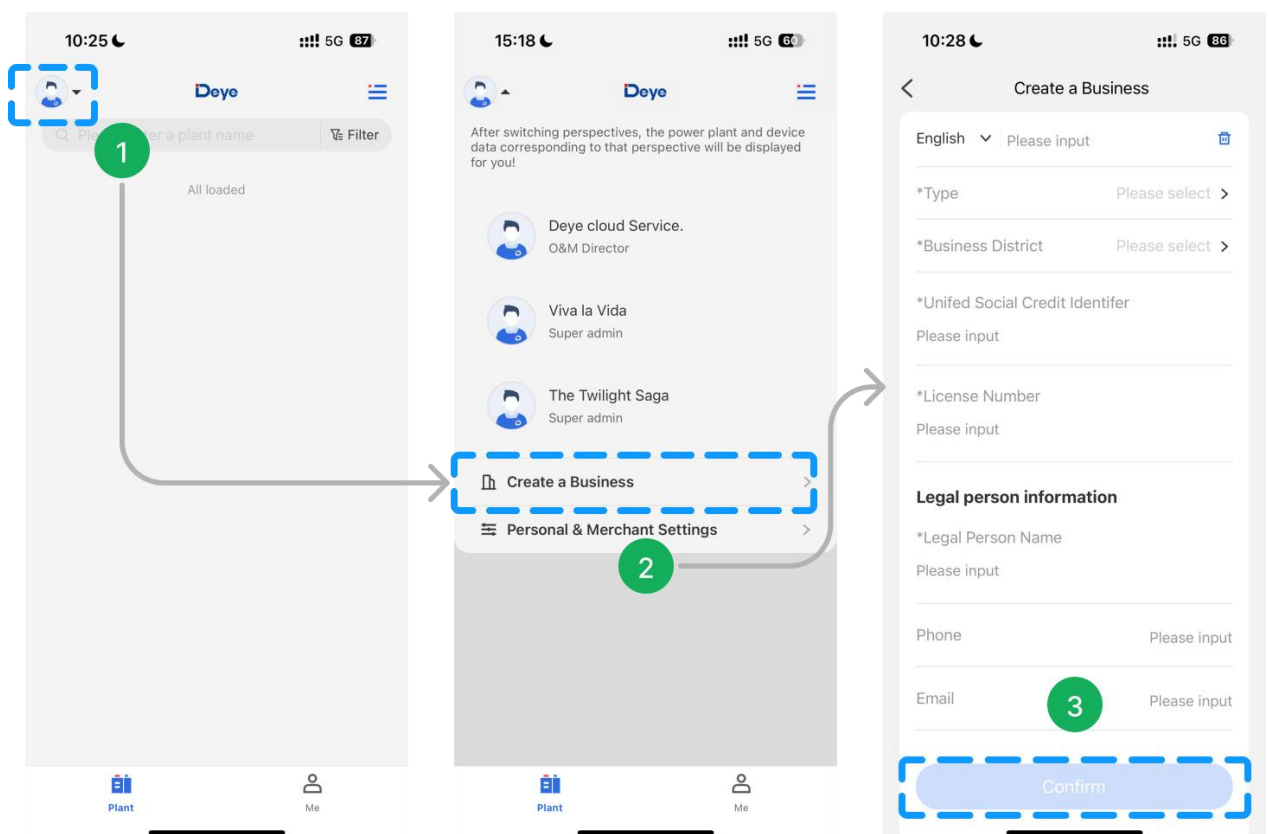
Notice: The first registration defaults to personal users. Filling business info is required for creating a business and one account creates up to 5 business accounts.

After log in, access for Creating a Business will display by tapping the profile in the upper left corner.

Step 1: Tap on the profile;

Step 2: Tap on **【Create a Business】** ;

Step 3: Tap on **【Confirm】** after filling the Business Info.



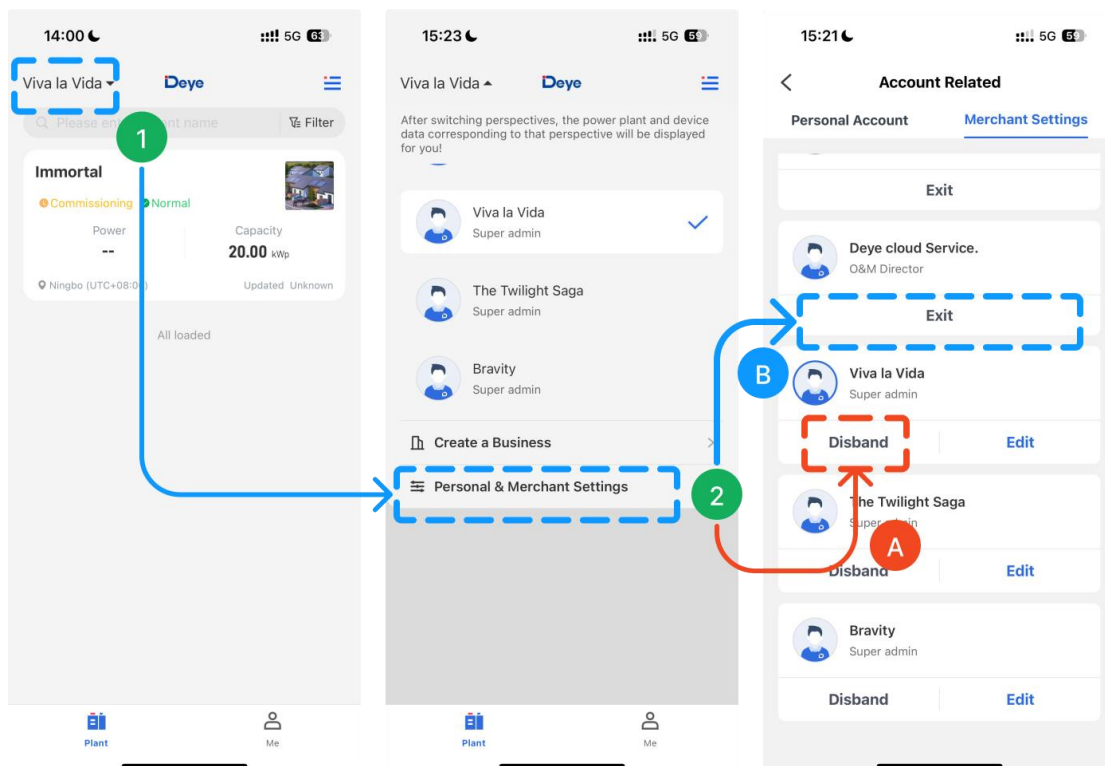
1.4 Disband or Exit a Business

Step1: Tap on the upper right corner;

Step2: Tap on the **【Personal & Merchant Setting】** ;

A: Tap on the **【Disband】** for disbanding the business.

B: Tap on the **【Exit】** for exiting the business.



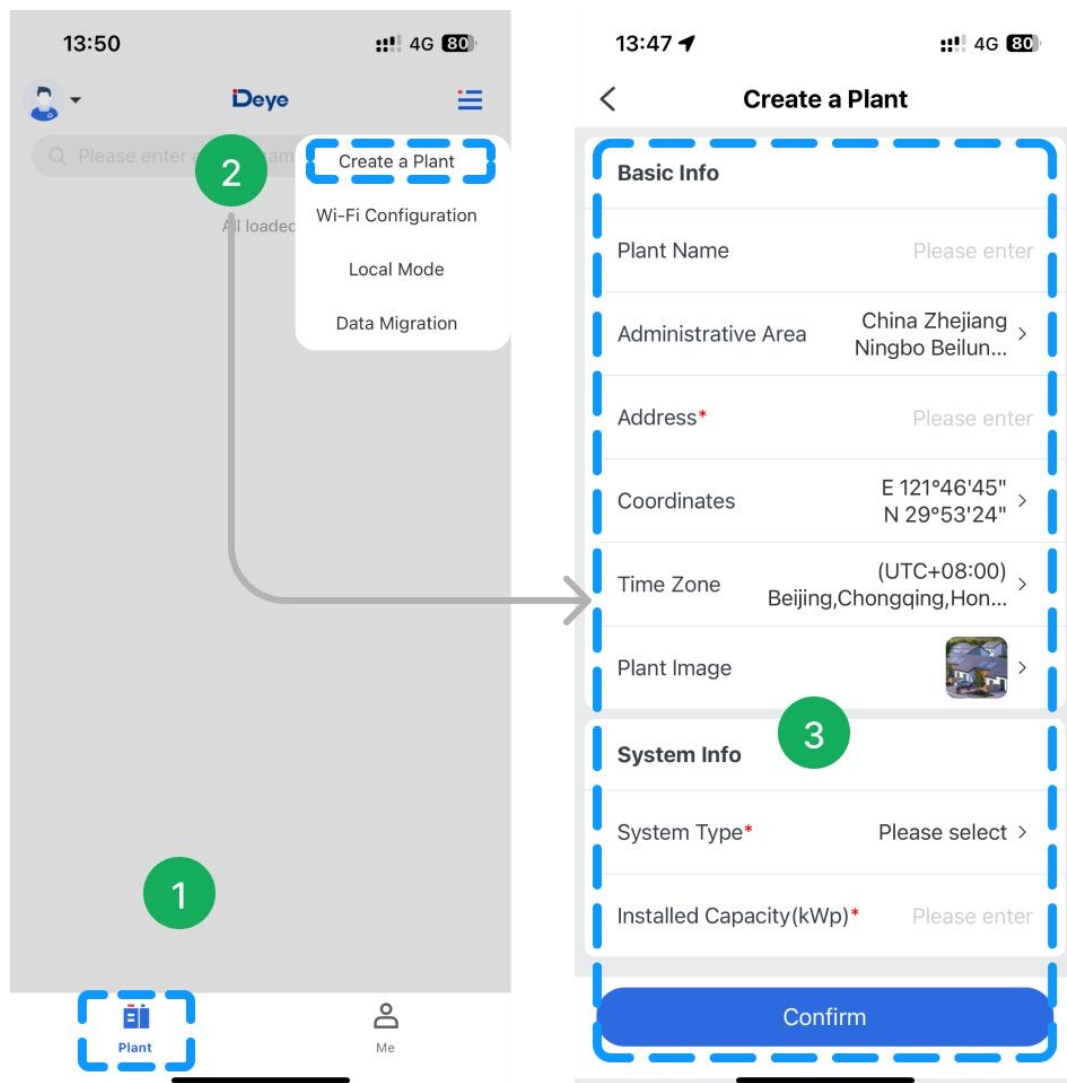
2. Create Plants

2.1 Create a Plant

Step 1: Log into Deye Cloud APP and enter the plants list page;

Step 2: Tap on the top right corner of the page 【】 and choose 【Create a Plant】 ;

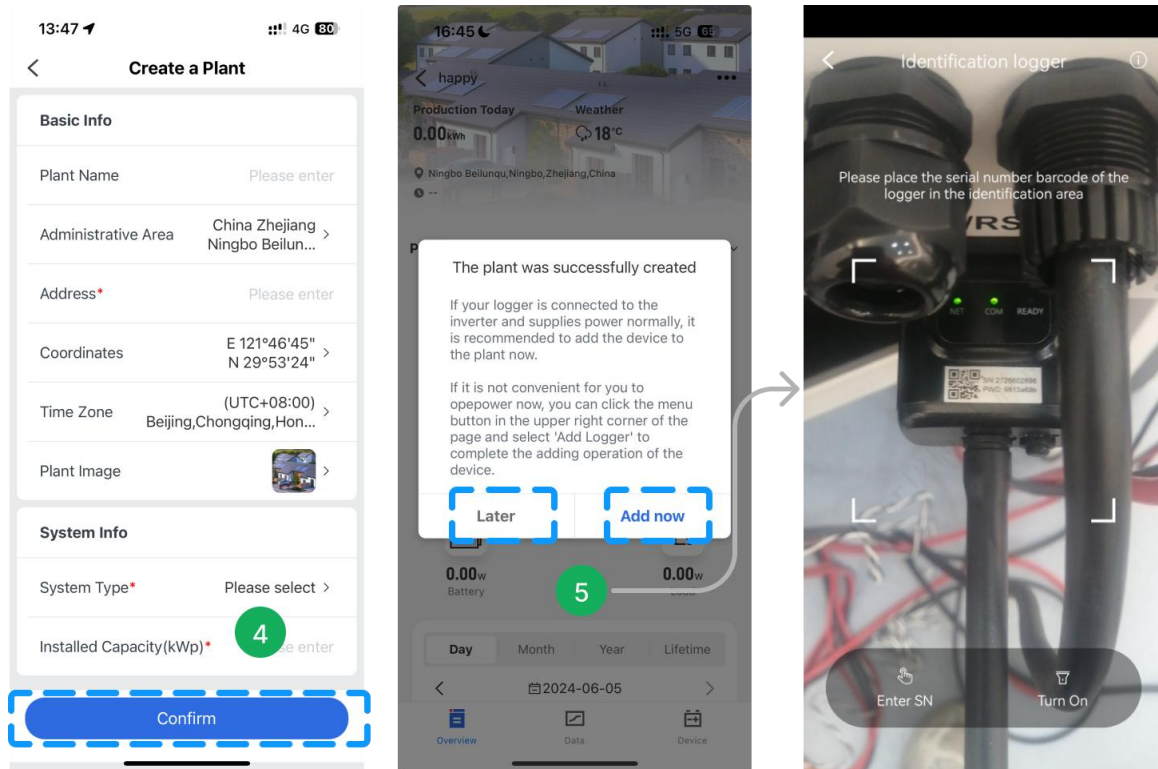
Step 3: On the “Create a Plant” page, enter Plant information;



Step 4: Tap **【Confirm】** ,then a plant has been created;

Step 5: Tap **【Later】** , in pop-up and you can add a logger later,

Tap **【Add now】** , in pop-up and you can add a logger now;



2.2 Add a Logger

Two methods of adding a logger are provided (choose any step 6 or 7 to go to step 8):

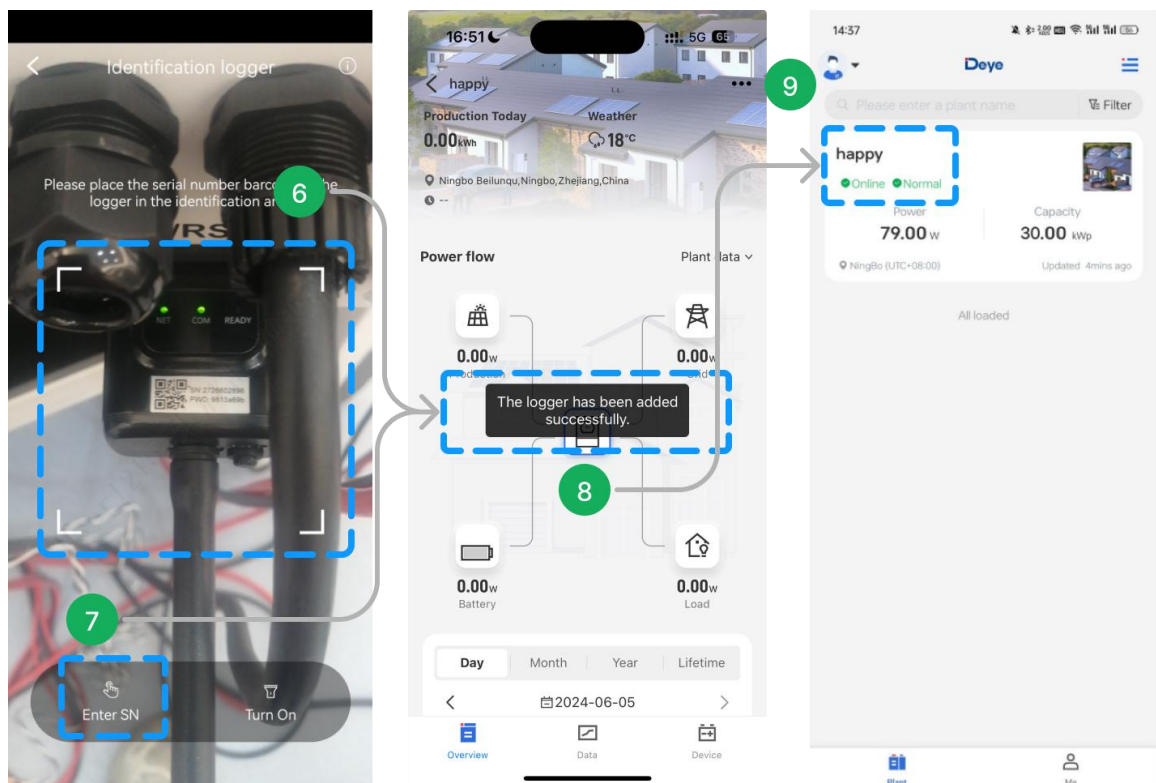
Step 6: Scan QR code on the logger; After successful scanning, tap **【Confirm】** to complete adding;

Step 7: Manual Enter; After entering the SN on the logger, tap **【Confirm】** to complete adding;

Step 8: The page display the logger has been added successfully;

Step 9: Back to the plants list page, wait for 10 minutes, and then check the communication status of the plant.

【Normal】 indicates that the communication status of the logger is normal and **【Commissioning】** indicates abnormal.

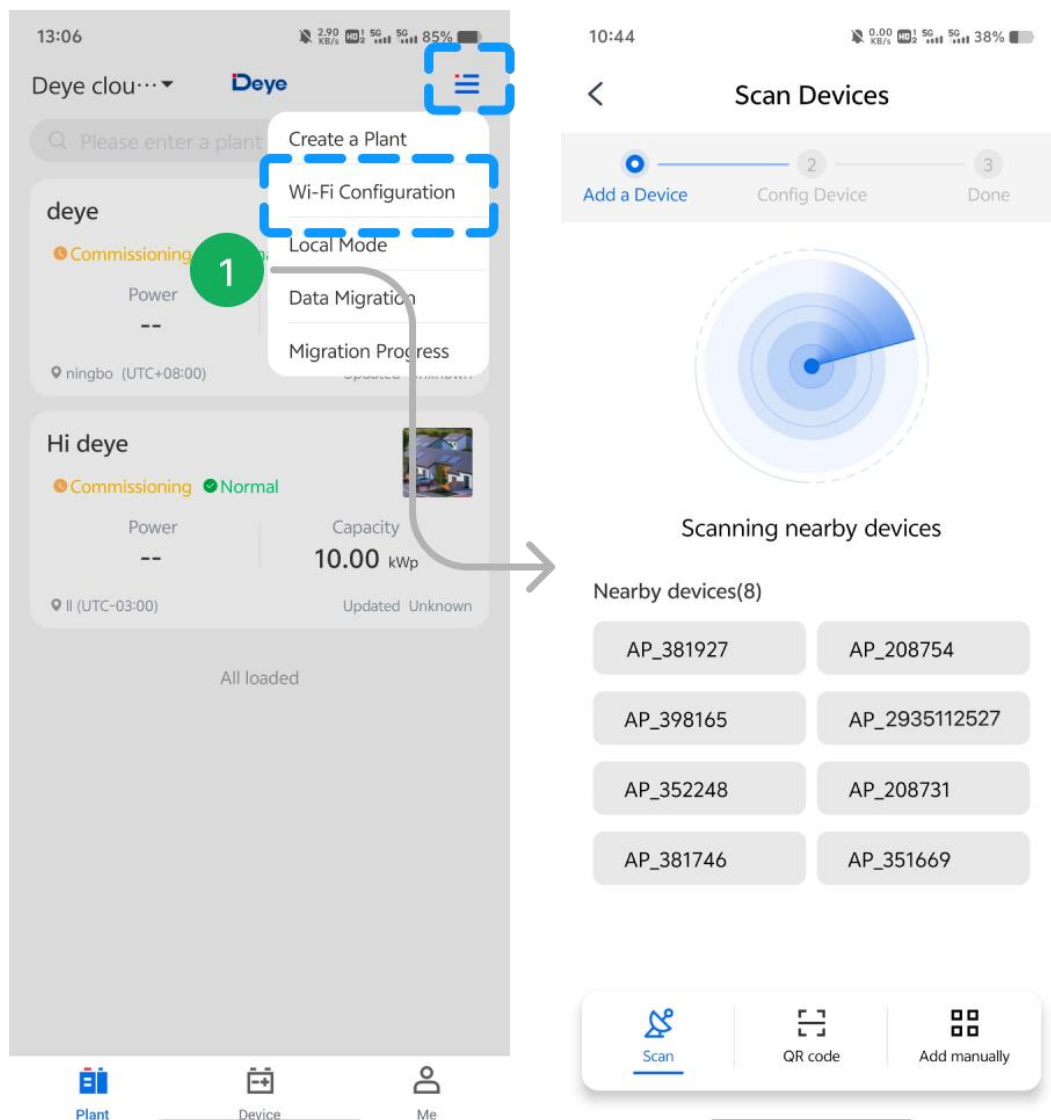


3. Wi-Fi Configuration

3.1 Wi-Fi Configuration by Using Bluetooth

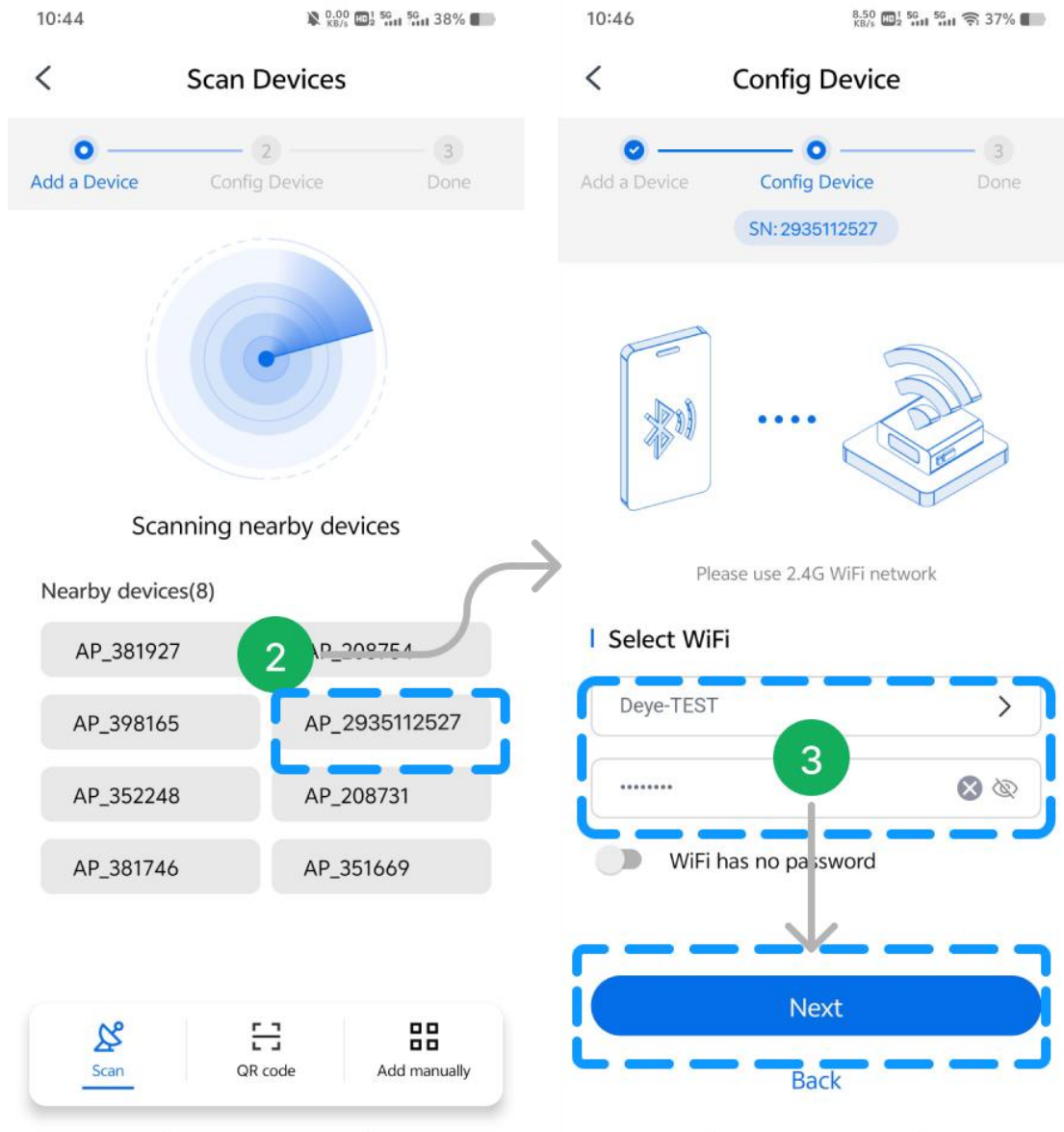
Part of devices support this method.

Step 1: Tap on  in the upper right corner, select **Wi-Fi configuration** and automatically jump to the page for scanning nearby devices;



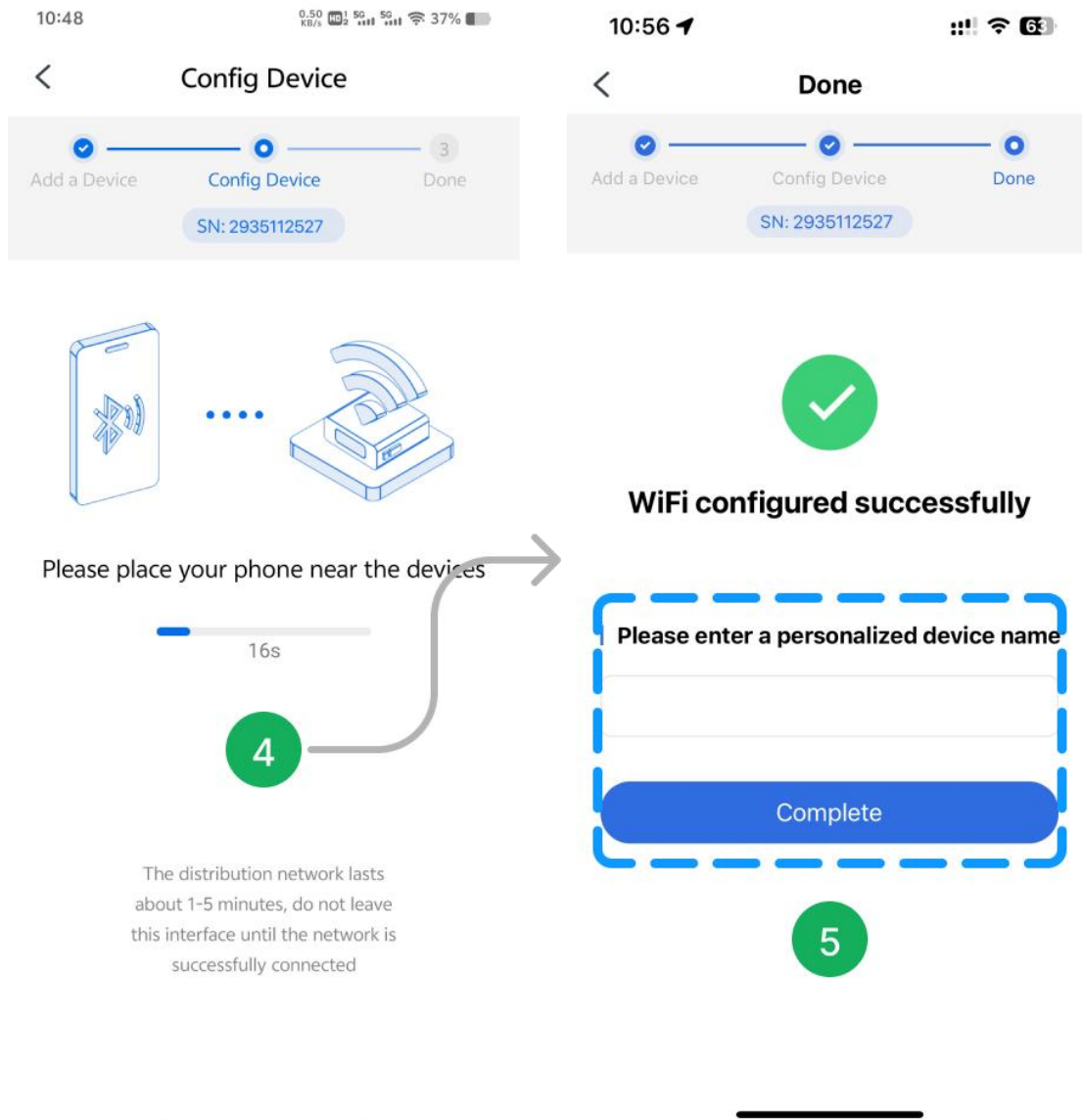
Step 2: Select an AP of device to embark on Wi-Fi configuration;

Step 3: Select an available 2.4G network, enter it's password and tap on **【Next】** ;



Step 4: Wi-Fi configuration is in process (Please don't leave this page and place your phone near the devices);

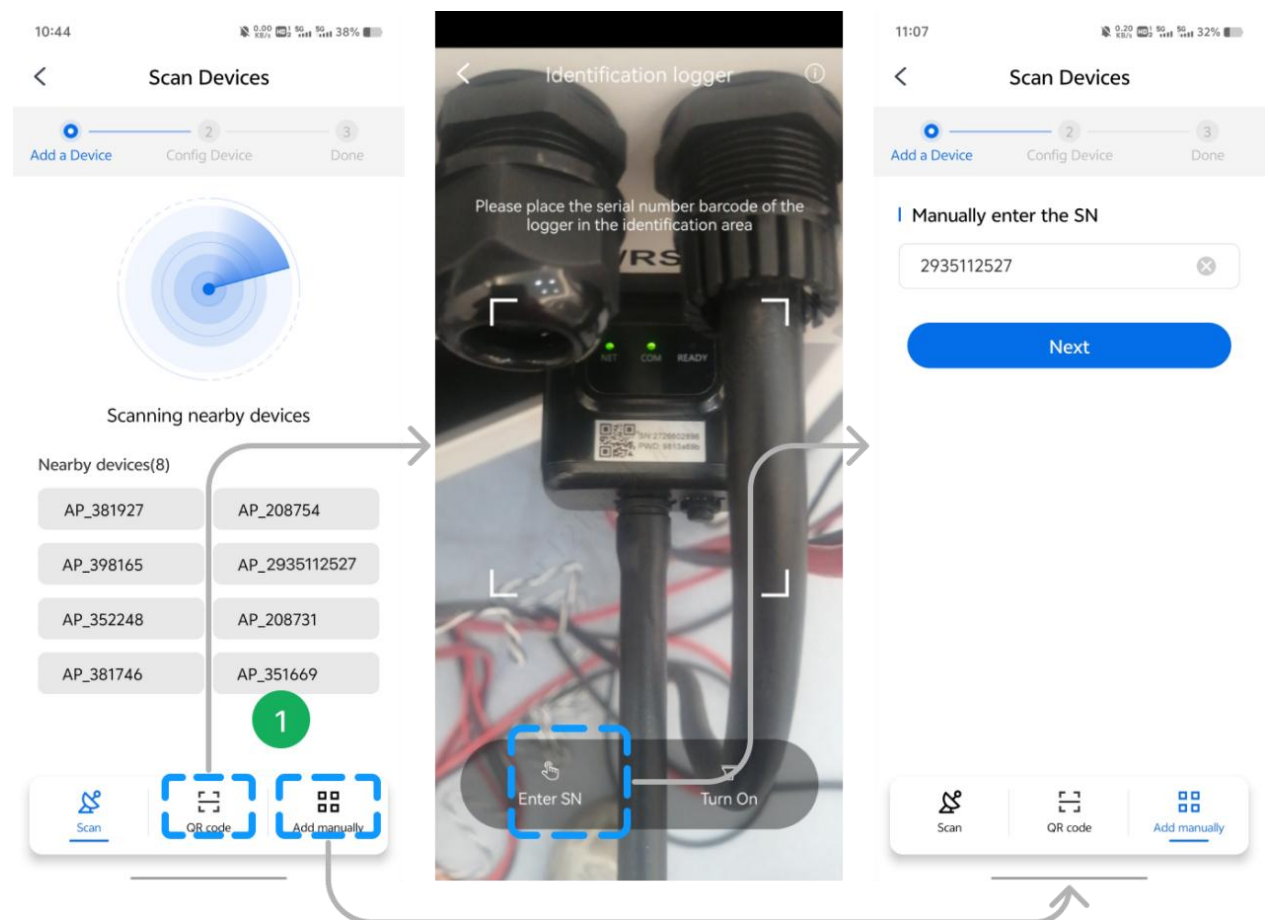
Step 5: After Wi-Fi configuration done, you could enter a personalized device name and tap on **【Complete】** to end the configuration.



3.2 General Wi-Fi Configuration

Part of devices without Bluetooth function support Wi-Fi configuration by scanning QR code or manually entering SN of logger.

Step 1: Tap on 【 QR code 】 or 【 Add manually 】 jumping to the corresponding page;



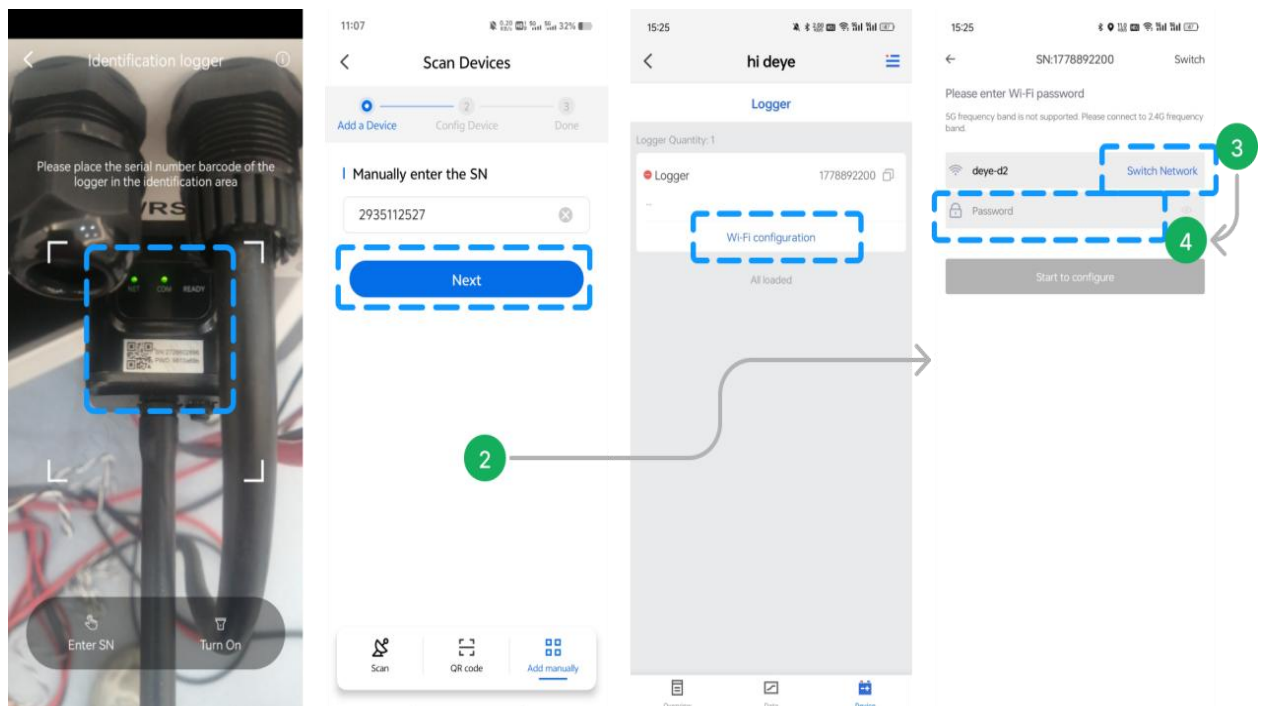
Step 2: After Scanning QR code or entering the SN, system will jump to the Wi-Fi configuration page;

In addition, Device page also support Wi-Fi configuration by tapping on **【Wi-Fi configuration】** below the Logger.

Step 3: Jump to the Wi-Fi configuration page, APP will default to obtaining the present network connected with the phone.

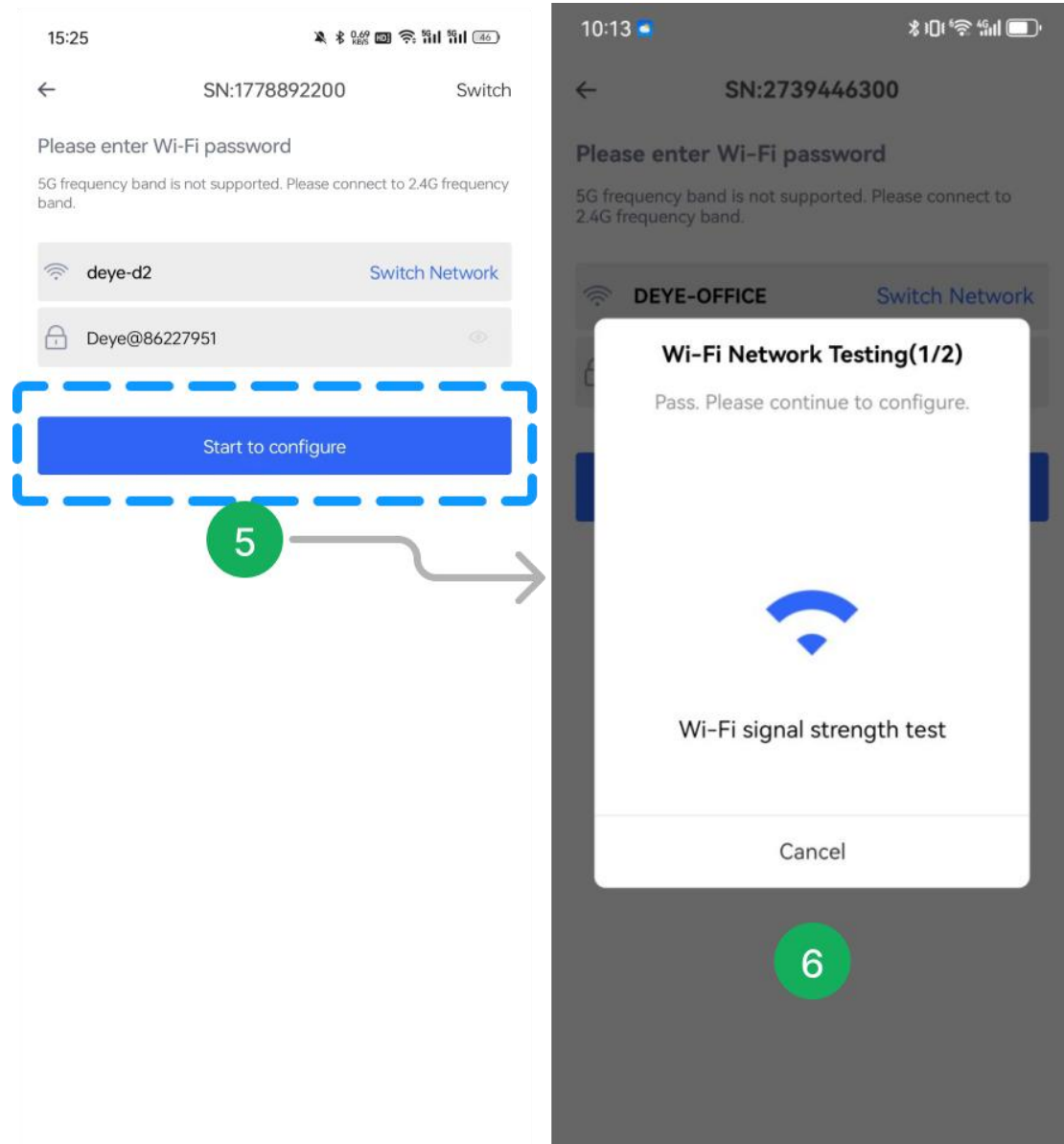
【Switch Network】 is optional and the other currently available wireless network could be switched manually;

Step 4: Enter the password for the WLAN;



Step 5: Tap on **【Start to configure】** ;

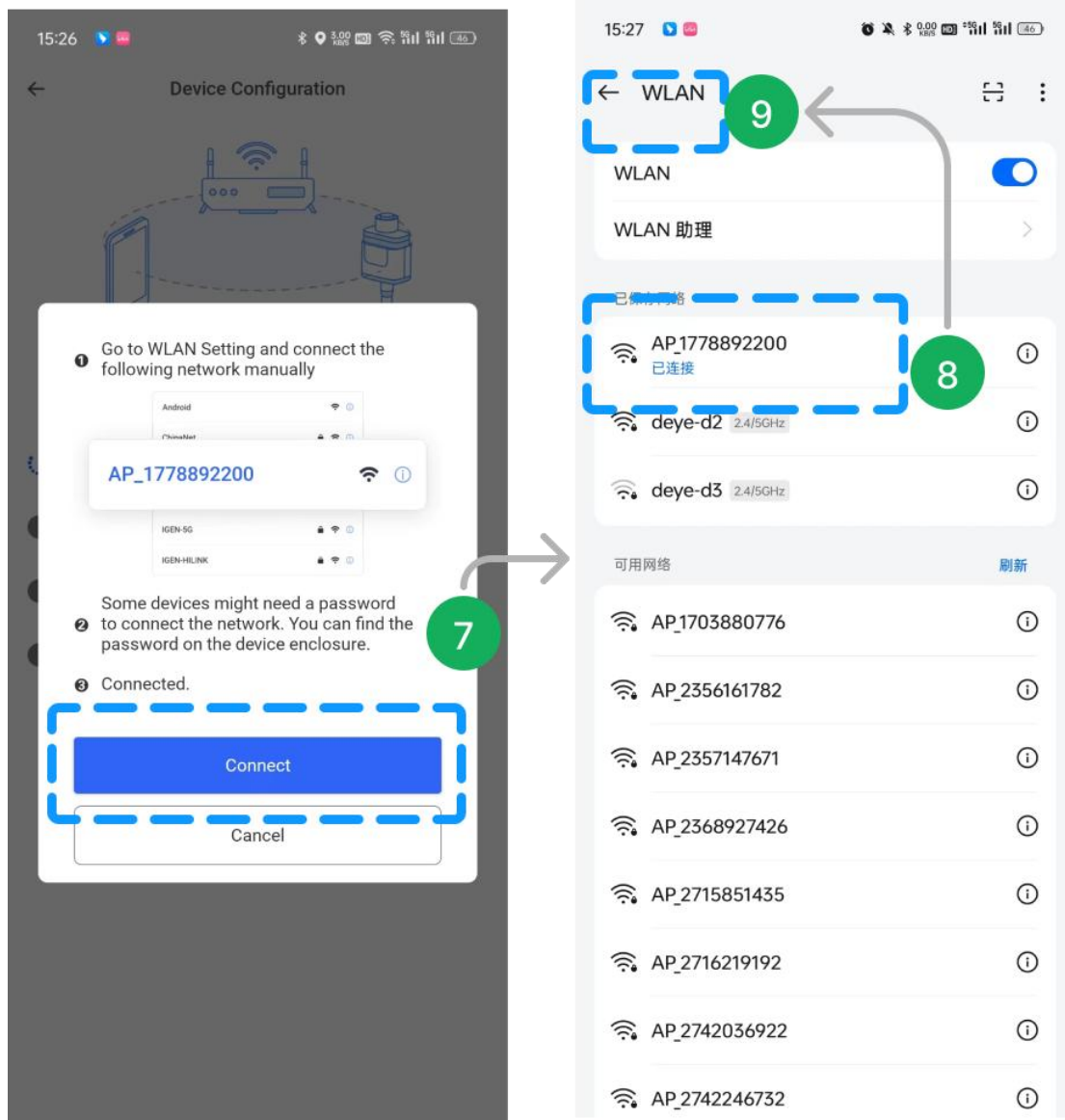
Step 6: Automatically embark on Wi-Fi network test ;



Step 7: Tap on **【Connect】** to configure logger in the WLAN;

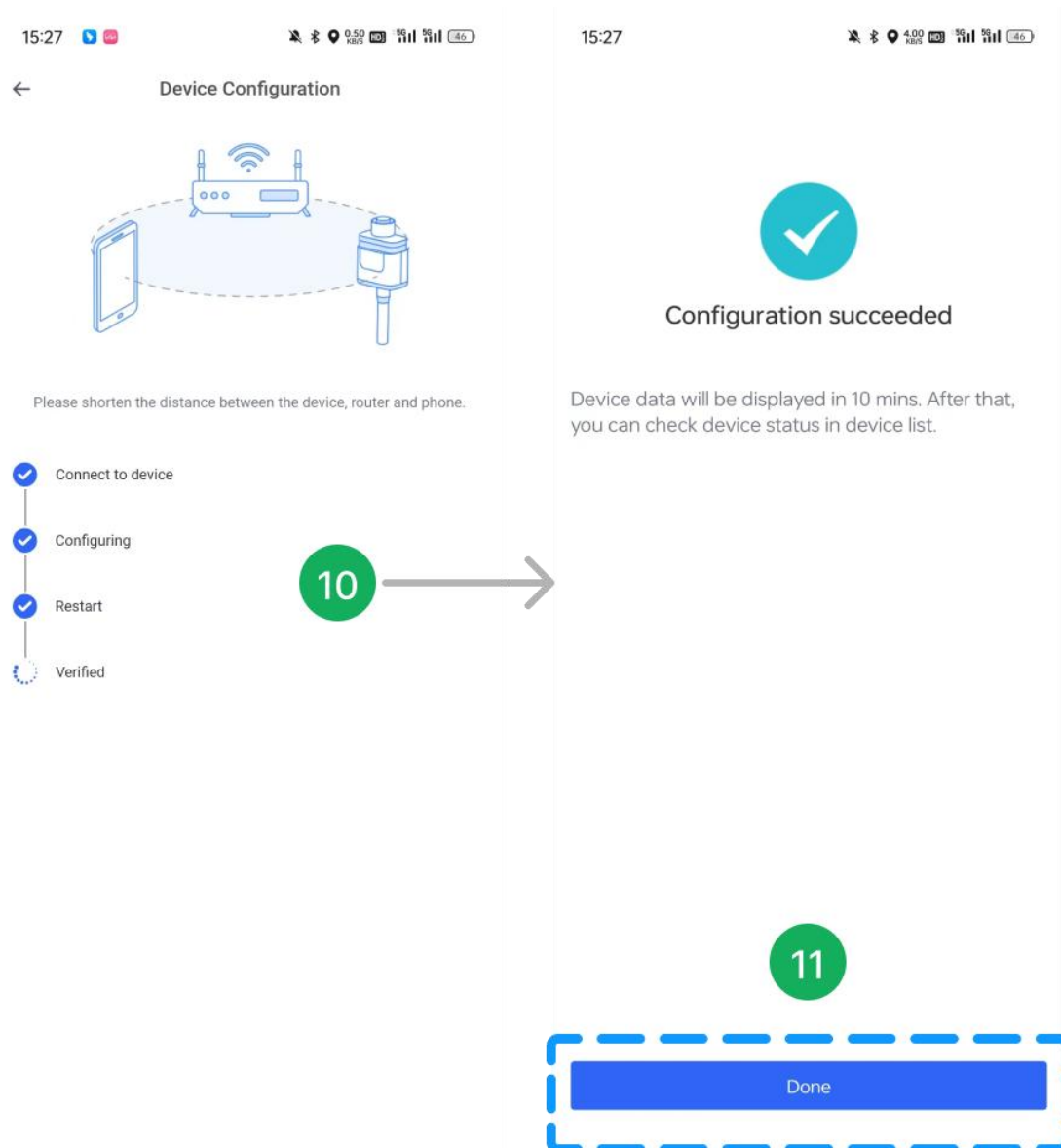
Step 8: Select the WLAN (AP+SN) prompted by the system and enter the password on the logger;

Step 9: Tap on **【←】** and back to APP;



Step 10: Connect to device, Configuring, Restart and Verified are Sequentially executed;

Step 11: After the page displaying “Configuration succeeded” , tap on **【Done】** to close the page and back to the device list.



4. Plant Authorization

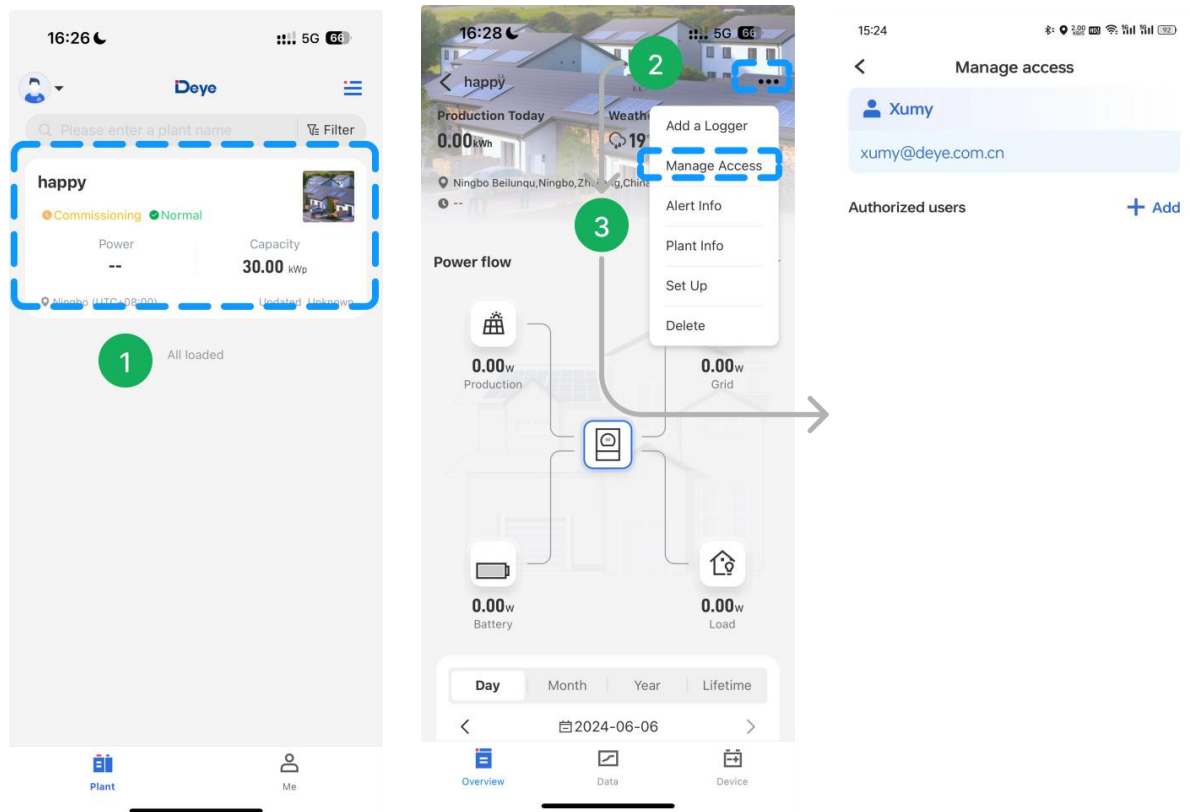
4.1 Plant Authorization of a Personal Account

Log in a personal user account and enter the plant list page.

Step 1: Tap on a plant and enter the “Overview” page;

Step 2: Tap on the icon  in the top right corner;

Step 3: Tap on **Manage Access** and jump to the page for authorization;

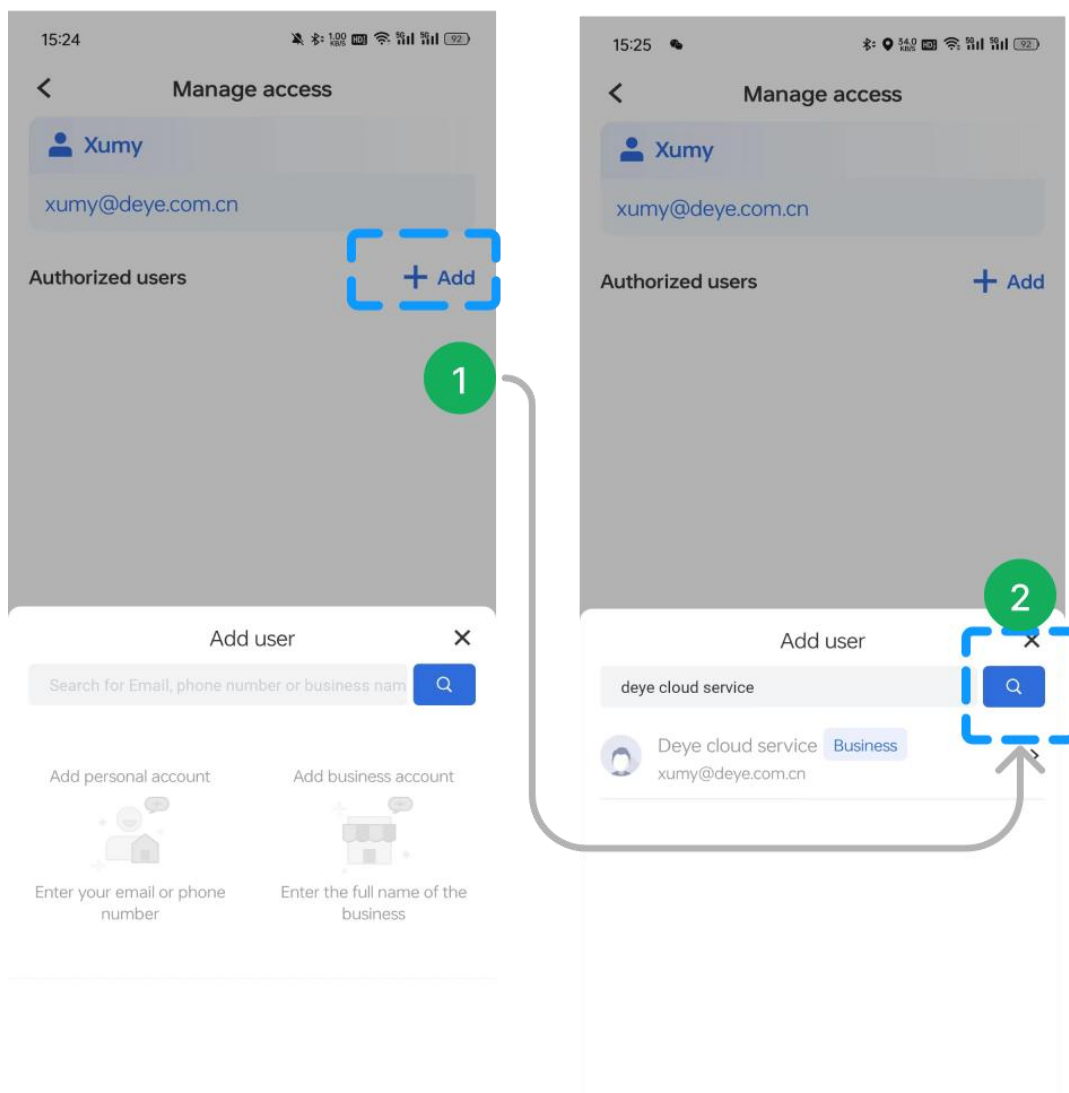


4.1.1 Authorized the Plant to a Personal Account or Business Account.

Step 1: Tap on **【+Add】** ;

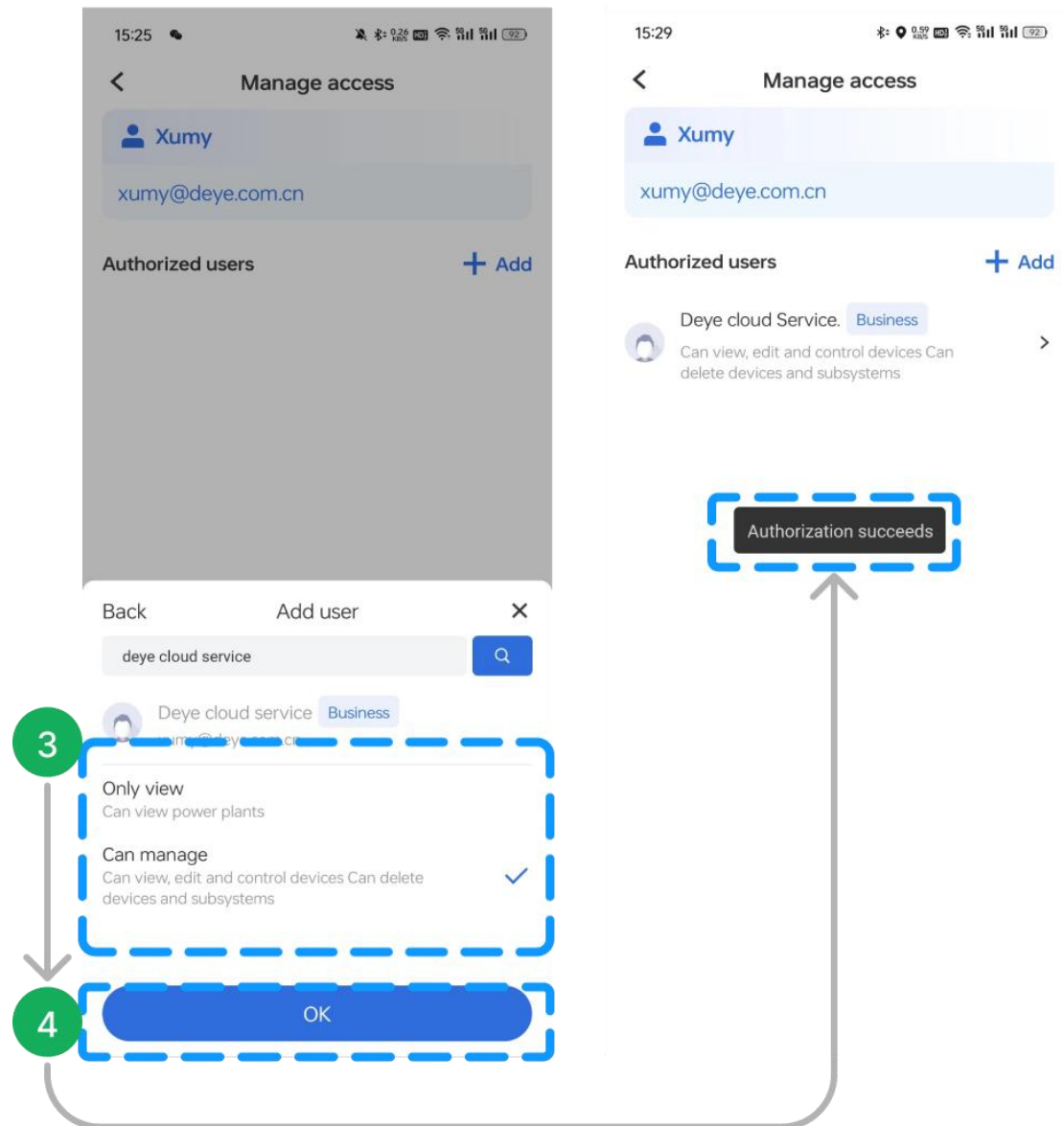
Step 2: Add a business account (Enter the full name of the business) and tap on **【🔍】** ; Add a personal account (Enter the personal user's email, phone number or name) and tap on **【🔍】**. Considering privacy protection, accounts in here need accurate search;

(Notice: After searching, the business account is with a tag-"Business" and the personal account without the tag.)



Step 3: Select a limit of authority (Select one from Only view and Can manage);

Step 4: Tap on **【OK】** , “Authorization succeeds” indicates authorization is completed.



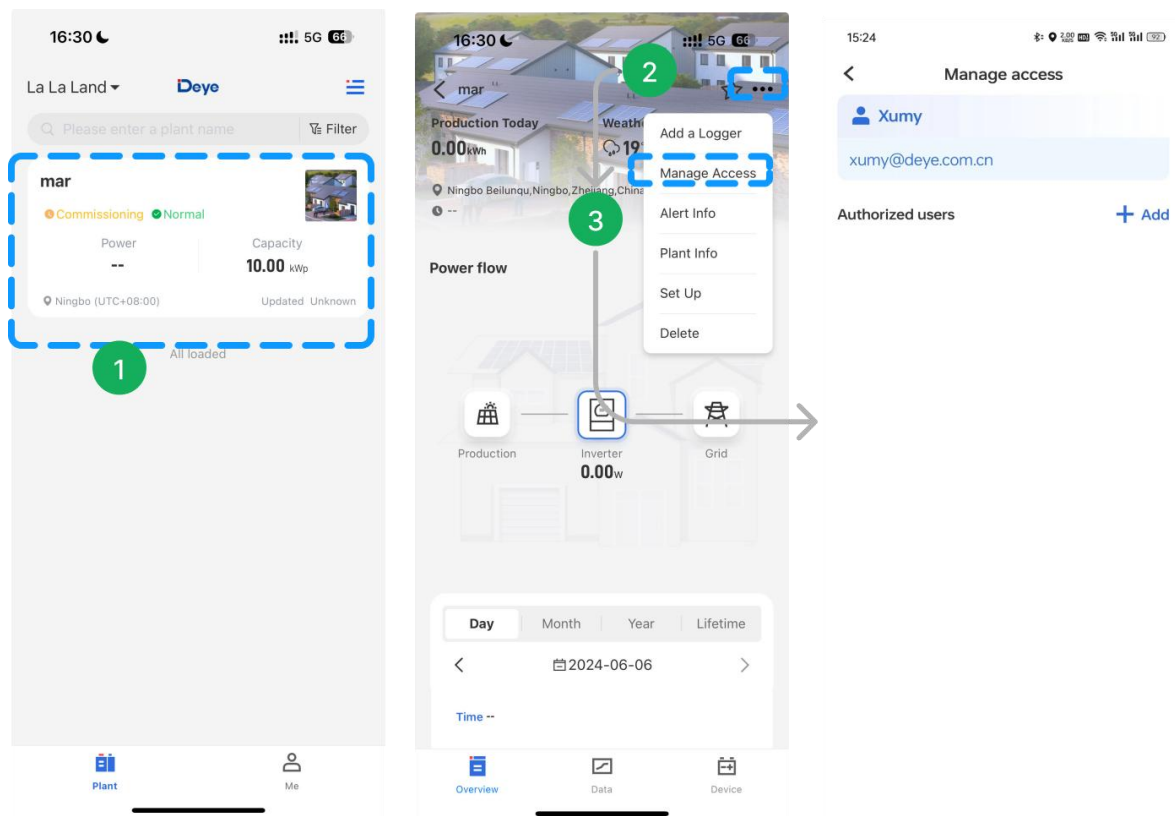
4.2 Plant Authorization of a business Account

Log in a business account and enter the plant list page.

Step 1: Tap on a plant and enter the “Overview” page;

Step 2: Tap on the icon  in the top right corner;

Step 3: Tap on “Manage Access” and jump to the page for authorization;

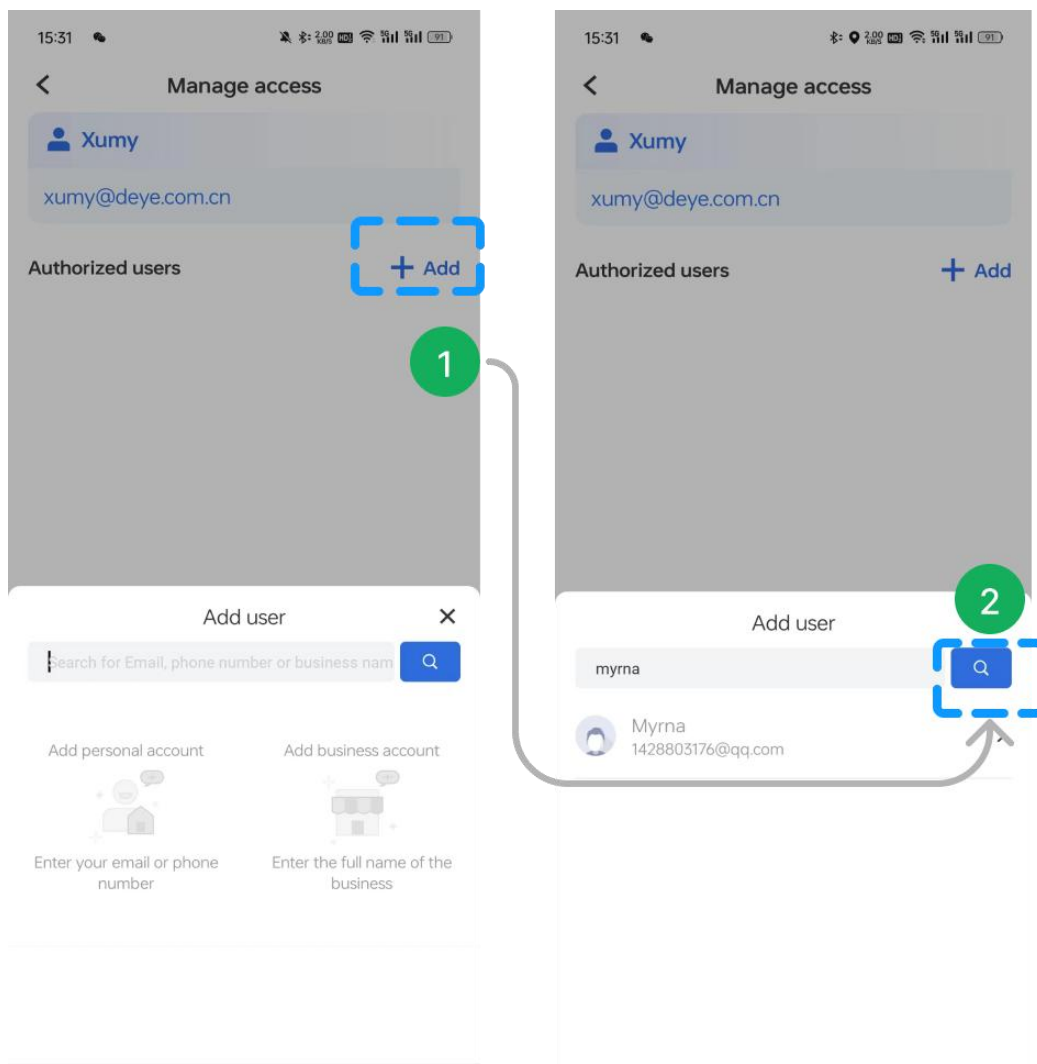


4.2.1 Authorized the Plant to a Personal Account or Business Account.

Step 1: Tap on **【+Add】** ;

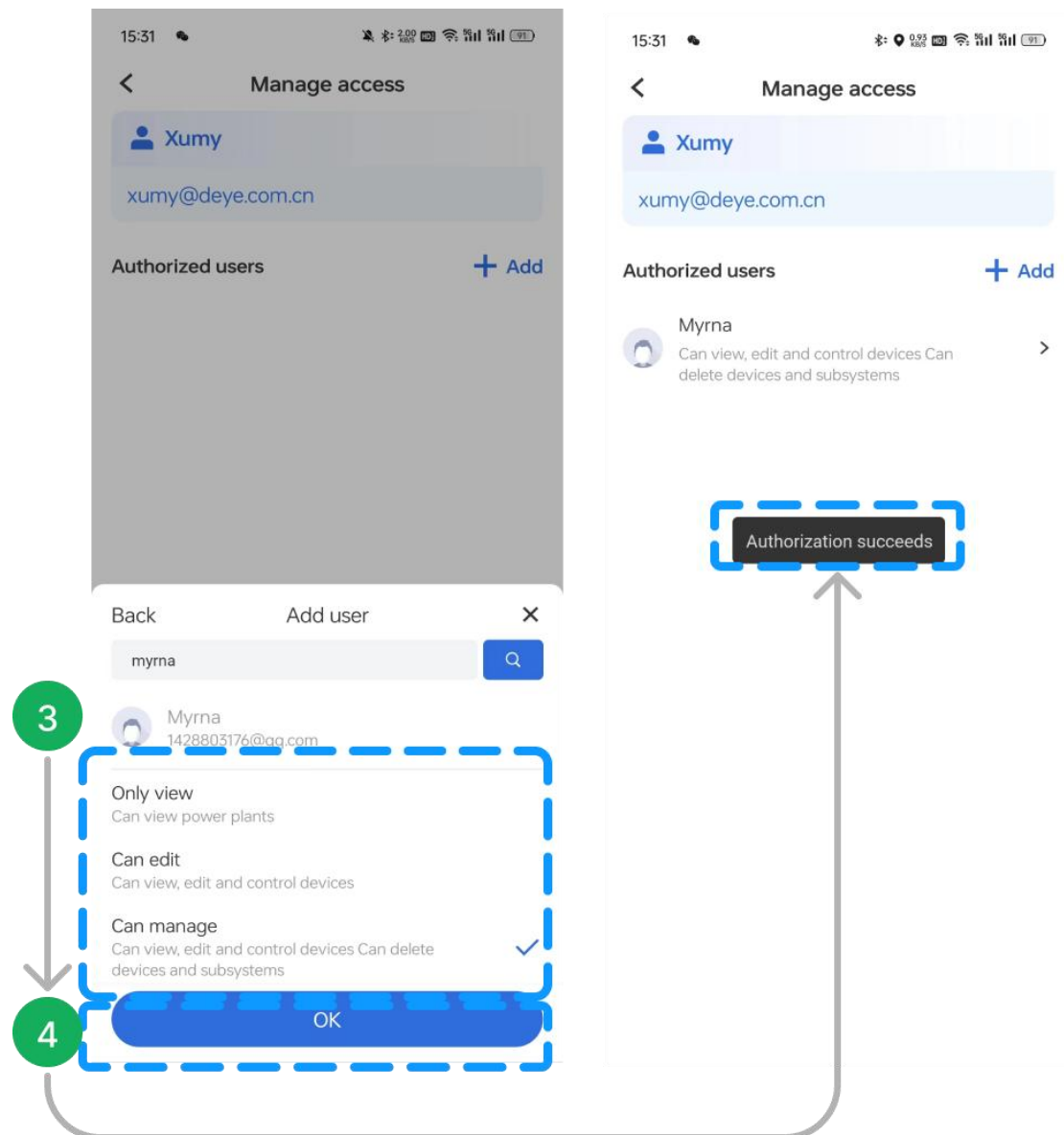
Step 2: Add a personal account (Enter the personal user's email, phone number or name) and tap on **【🔍】**; Add a business account (Enter the full name of the business) and tap on **【🔍】** Considering privacy protection, accounts in here need accurate search;

(Notice: After searching, the business account is with a tag-"Business" and the personal account without the tag.)



Step 3: Select a limitation of authority (Select one from Only view, Can edit and Can manage);

Step 4: Tap on **【Ok】**, “Authorization succeeds” indicates authorization is completed.

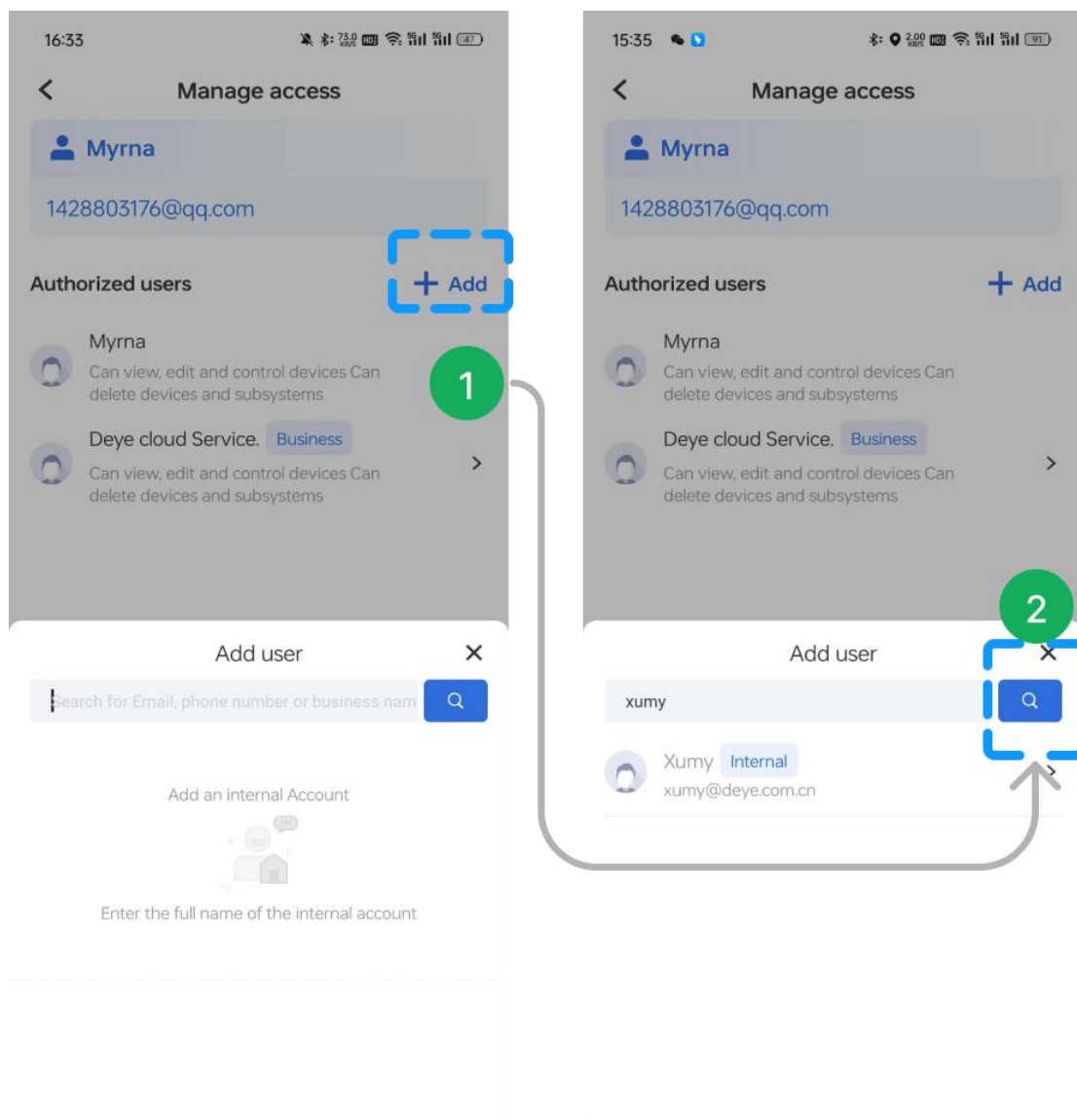


4.2.2 Authorize the Plant to an Internal Member

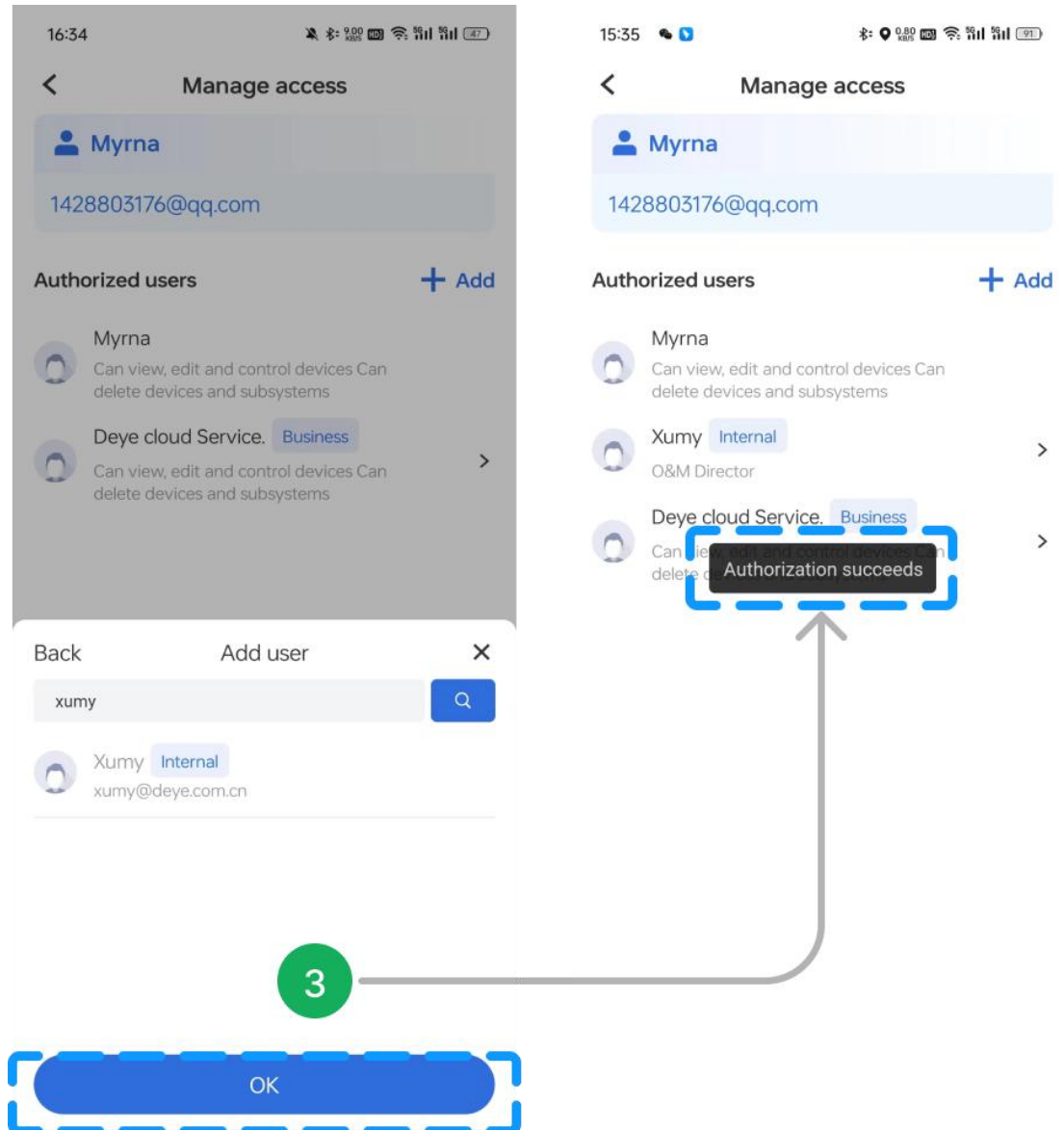
Take example of authorizing internal members by logging into an authorized plant business account.

Step 1: Tap on **【+Add】** ;

Step 2: Add an internal member (Enter the full name of the internal account) and Tap on **【🔍】** ;



Step 3: Tap on **【OK】** ,“Authorization succeeds” indicates authorization is completed. (The limit of authority of internal member is related to the role authorized by business account)

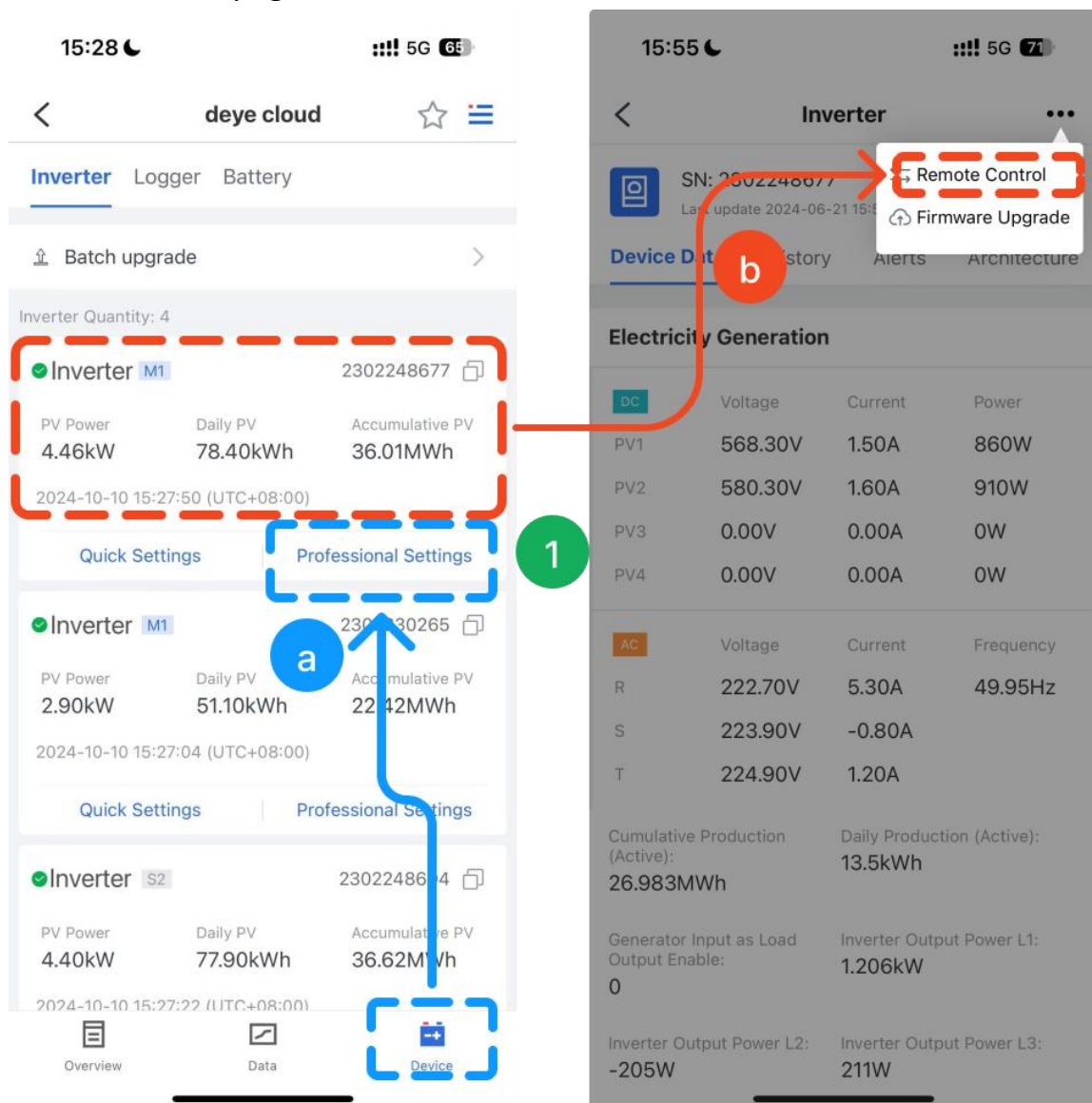


5. Remote Control

5.1 General Remote Control

Step 1: Plant/Device page for Remote Control is available:

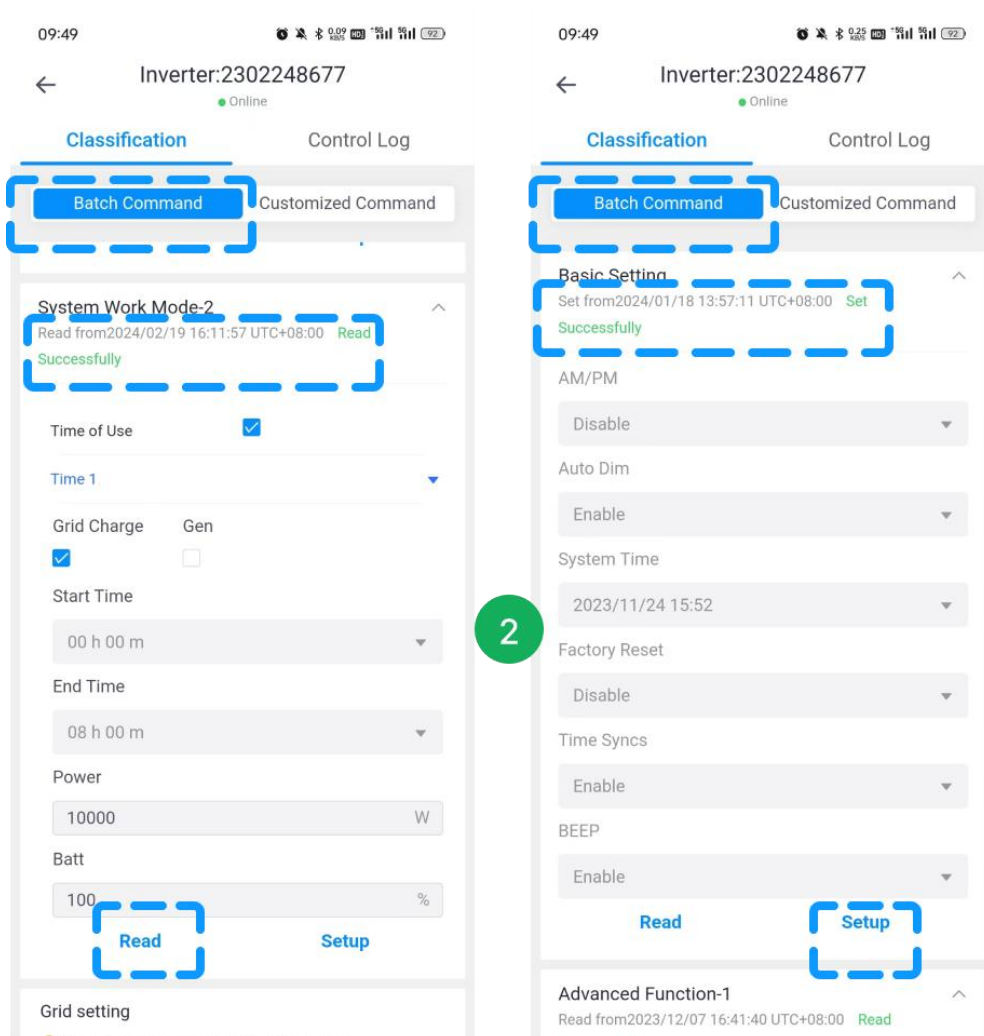
- a. Select a plant and Tap【Device】→【Inverter】→【Professional Settings】in sequence into the details page for Remote Control;
- b. Select a plant and Tap 【Device】 ; Select a inverter into it' s details page, and tap【...】at the top right corner→【Remote Control】in sequence into the details page for Remote Control;



Step 2: Tap **【Batch Command】** to execute batch configure of parameters. Battery Setting, System Work Mode-1, System Work Mode-2, Grid Setting, Basic Setting, SmartLoad Setting, Advanced Function-1 and Advanced Function-2 all could be configured;

Command for single module need Read or Setup in sequence; Tap **【Read】** to get the latest parameters on the device; Tap **【Setup】** to send configured parameters to the device.

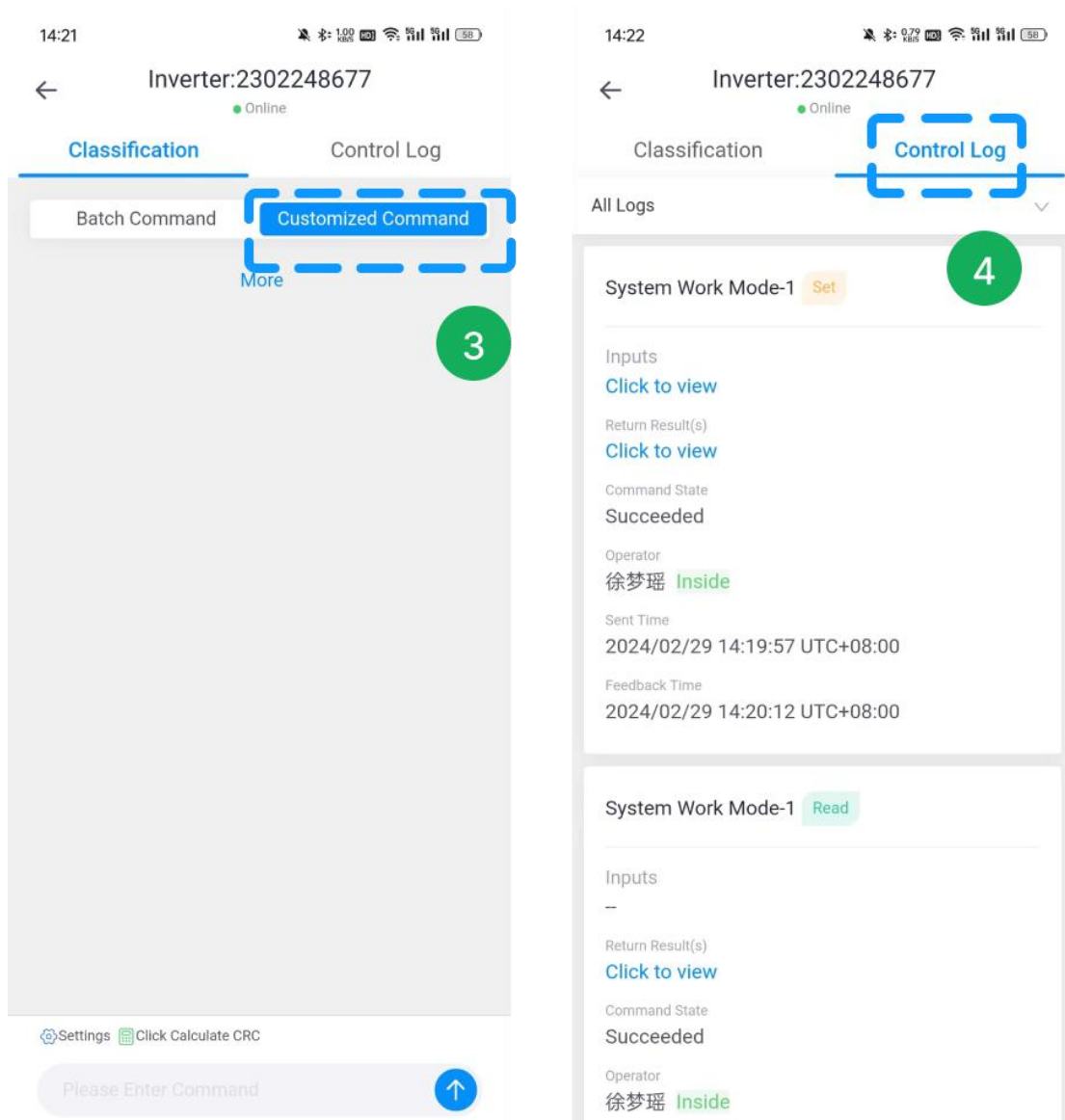
Notice: **【Read】** operation is required before configuring parameters of System Work Mode-1, System Work Mode-2, SmartLoad Setting and Advanced Function-1.



Step 3: Customized command configuration: Tap **【Customized Command】** into the configuration page;

Notice: This command is normally operated by maintenance personnel or platform developers. General users are not involved;

Step 4: Tap **【Control Log】** and check the log of command operation by the device.



5.2 Quick Settings

5.2.1 Micro Inverter Quick Setting

Step 1: Select an micro-Inverter need to modify active power and tap on **【Quick Settings】** to the setting page (The page will read the current value);

Step 2: Input the power you need and tap on **【Save】** ;

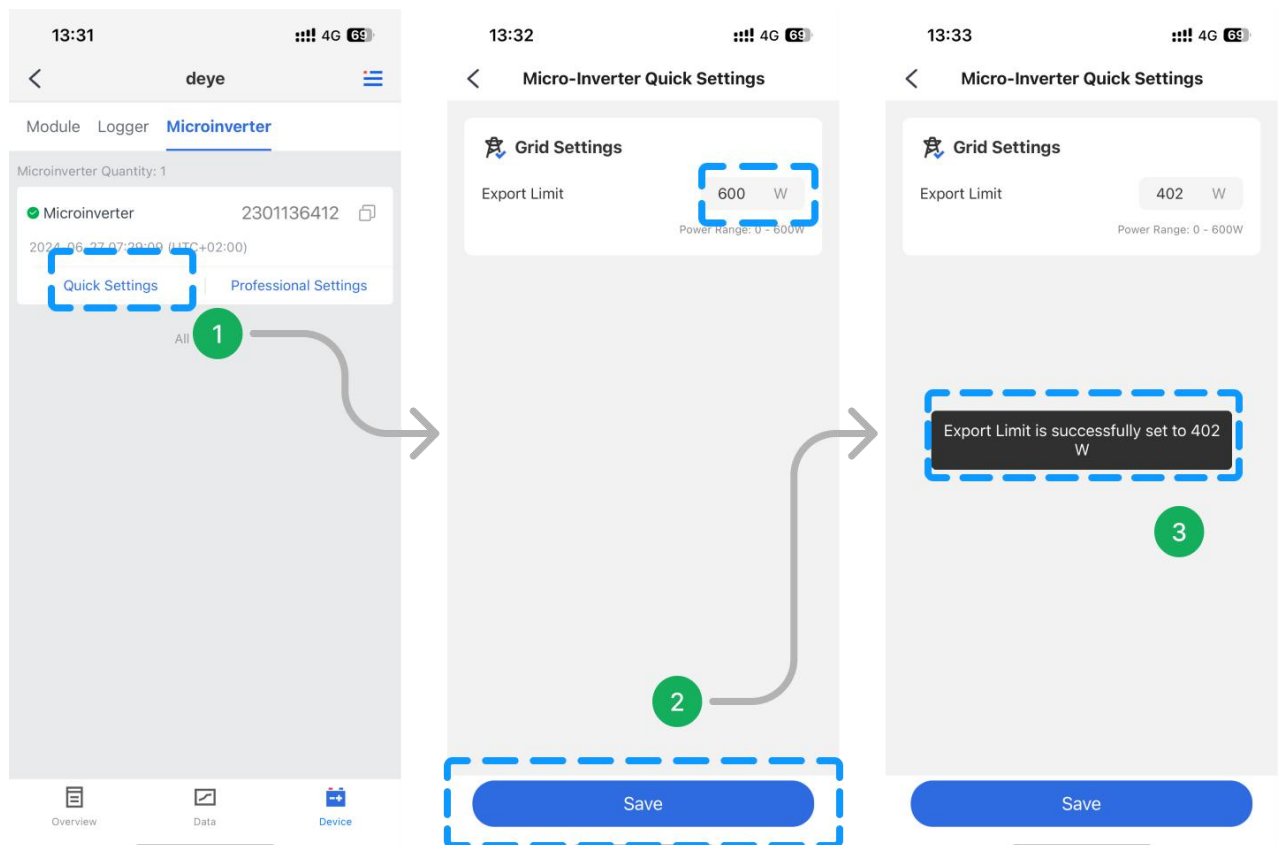
Notice:

1. Please input the value within the power range, otherwise it can't be saved.
2. The "Export Limit" will be converted to a percentage of the rated power and sent.

Conversion formula: Send value = (Export Limit / Rated Power)*100%

If it can not be divisible, the value will be rounded to two decimal places. So, the final set value may have slight differences from the input set value.

Step 3: Pop up “Export Limit is successfully set to XXX W”, the setting completed.



5.2.2 Micro Storage System Quick Setting

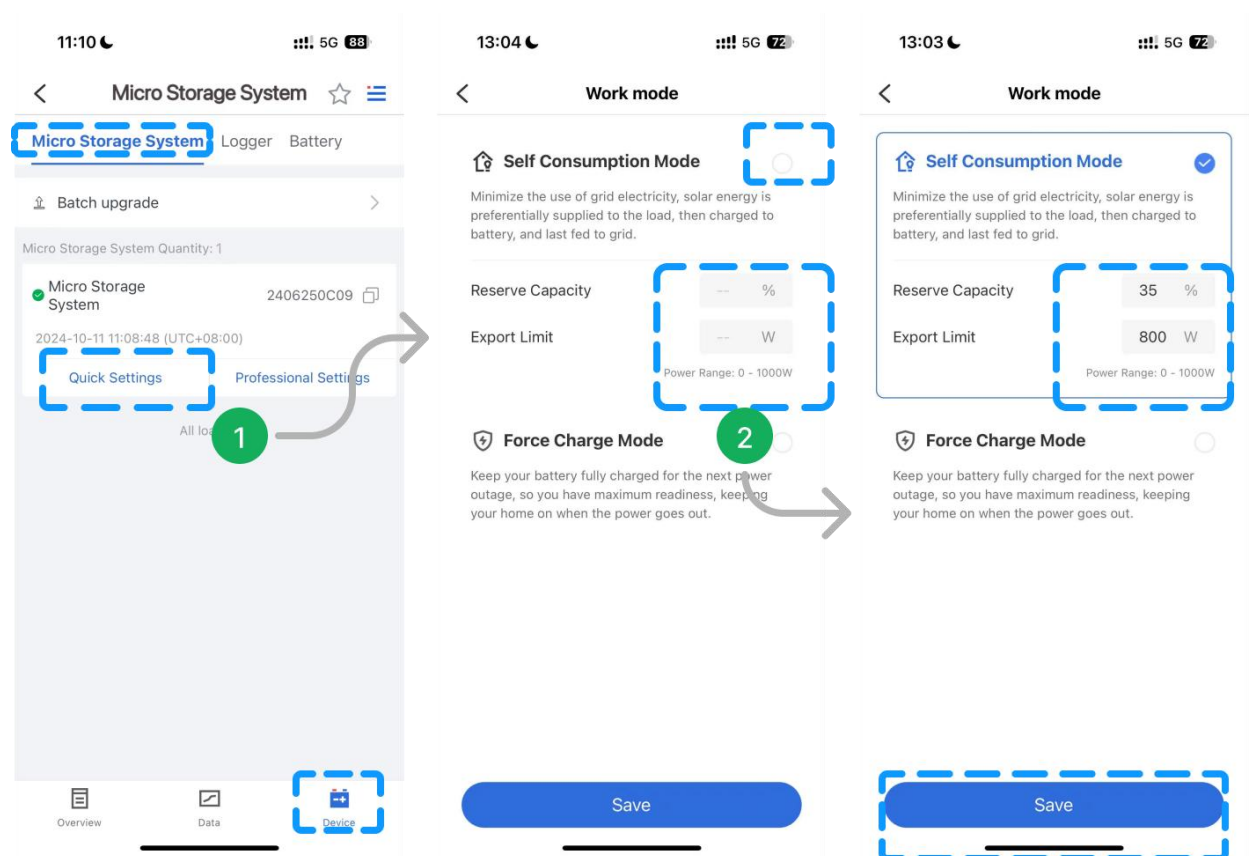
There are two mode could be set:

A. Self Consumption Mode: Minimize the use of grid electricity, solar energy is preferentially supplied to the load, then charged to battery, and last fed to grid.

B. Force Charge Mode: Keep your battery fully charged for the next power outage, so you have maximum readiness, keeping your home on when the power goes out.

Step 1: Select a Micro Storage System need to modify active power and tap on **【Quick Settings】** to the setting page;

Step 2: Select a work mode, Input the power you need and tap on **【Save】** ;



5.2.3 Hybrid Inverter Quick Setting

There are two mode could be set and the following is explanation and LCD displaying.

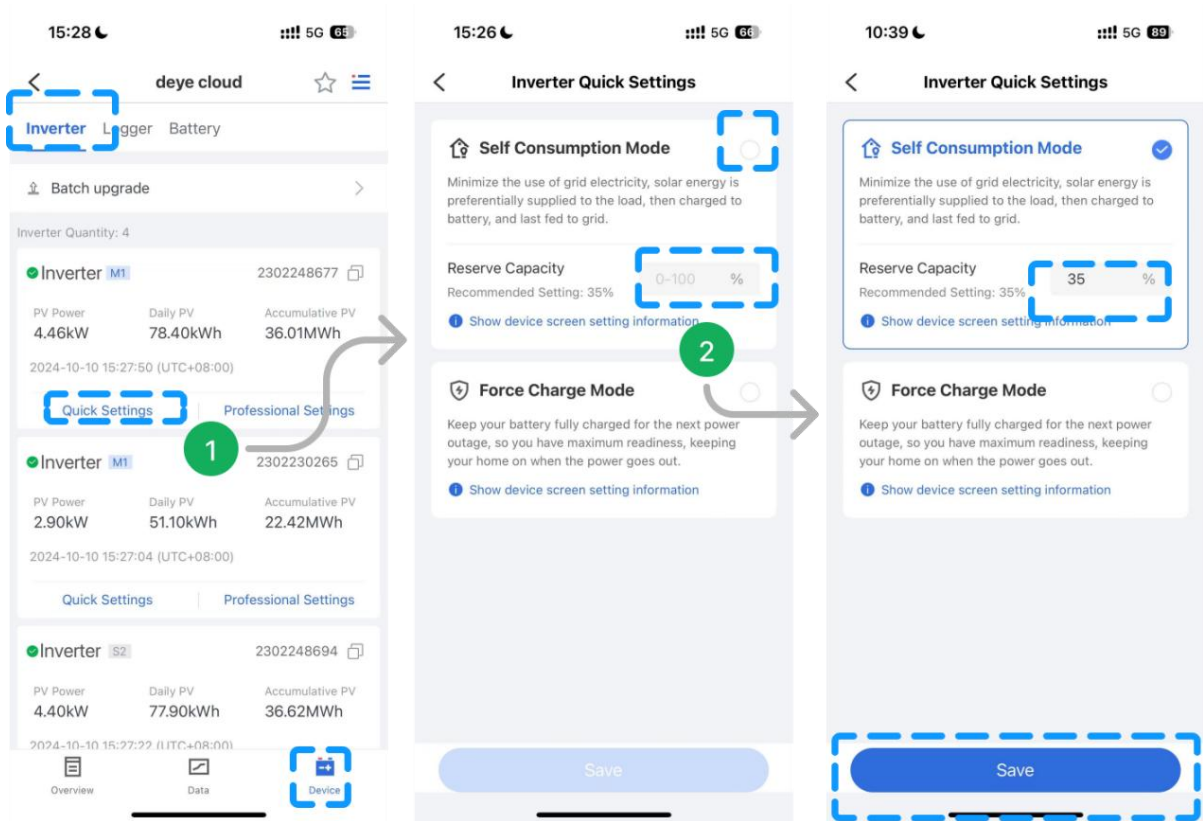
A. Self Consumption Mode: Minimize the use of grid electricity, solar energy is preferentially supplied to the load, then charged to battery, and last fed to grid.

B. Force Charge Mode: Keep your battery fully charged for the next power outage, so you have maximum readiness, keeping your home on when the power goes out.



Step 1: Select an Inverter need to modify active power and tap on **Quick Settings** to the setting page (The page will read the current value);

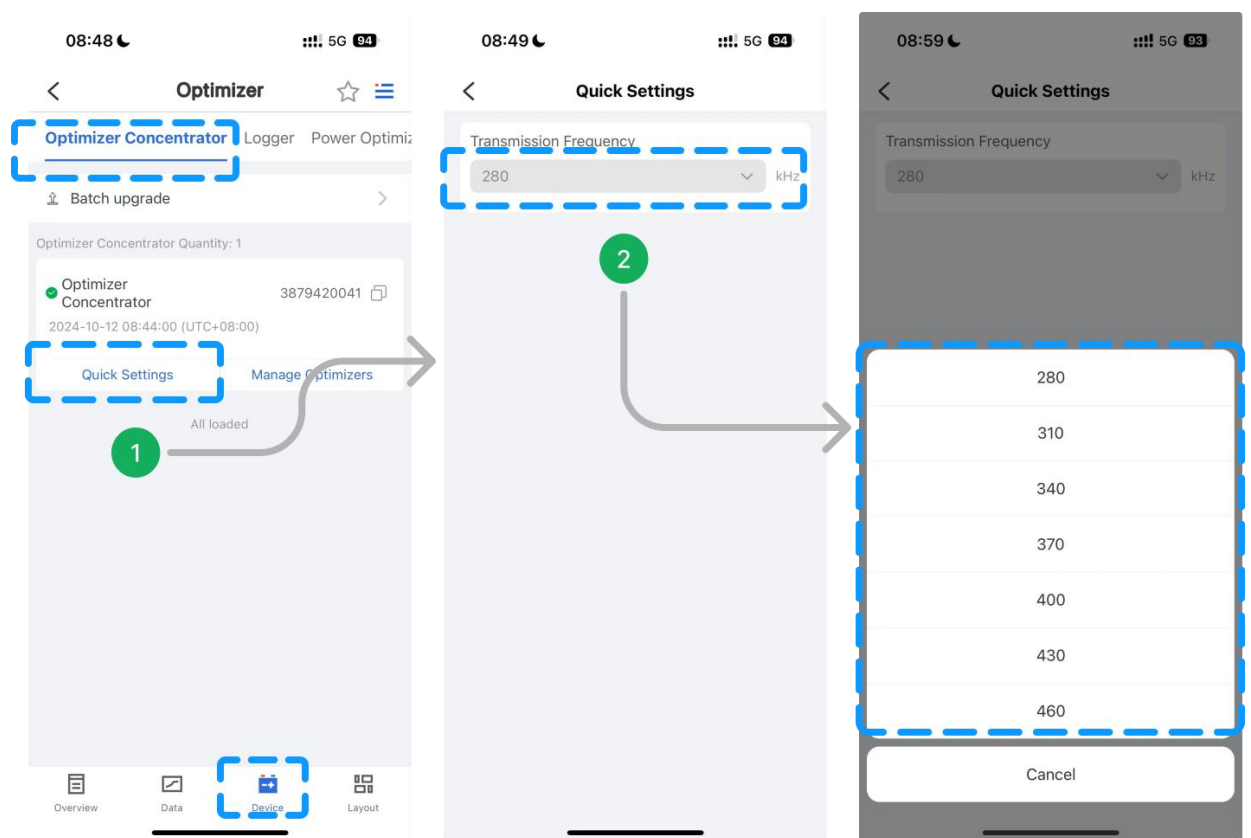
Step 2: Select a work mode, Input the power you need and tap on **Save** ;



5.2.4 Optimizer Concentrator Quick Setting

Step 1: Select a optimizer need to modify transmission frequency and tap on 【Quick Settings】 to the setting page (The page will read the current value);

Step 2: Tap on the setting icon and select the transmission frequency you need. (The system will automatically set after selected.)



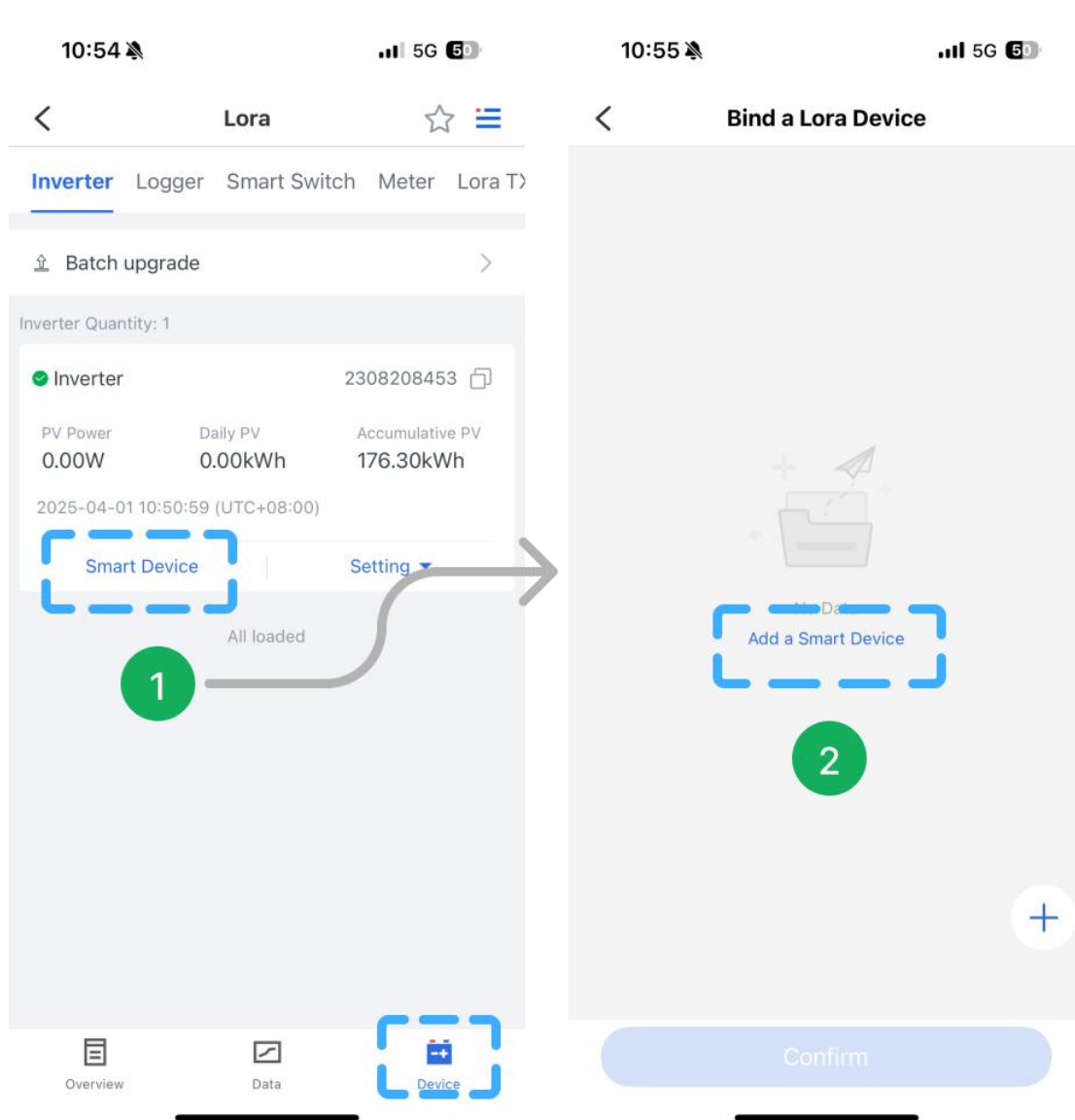
6. Lora Device

The inverter needs to be upgraded to the new firmware that supports lora devices to view or remotely control the smart device using the app.

6.1 How to bind Lora Smart Devices

Step1: In the plant detailed page, tap "Device" ➔ "Smart Device";

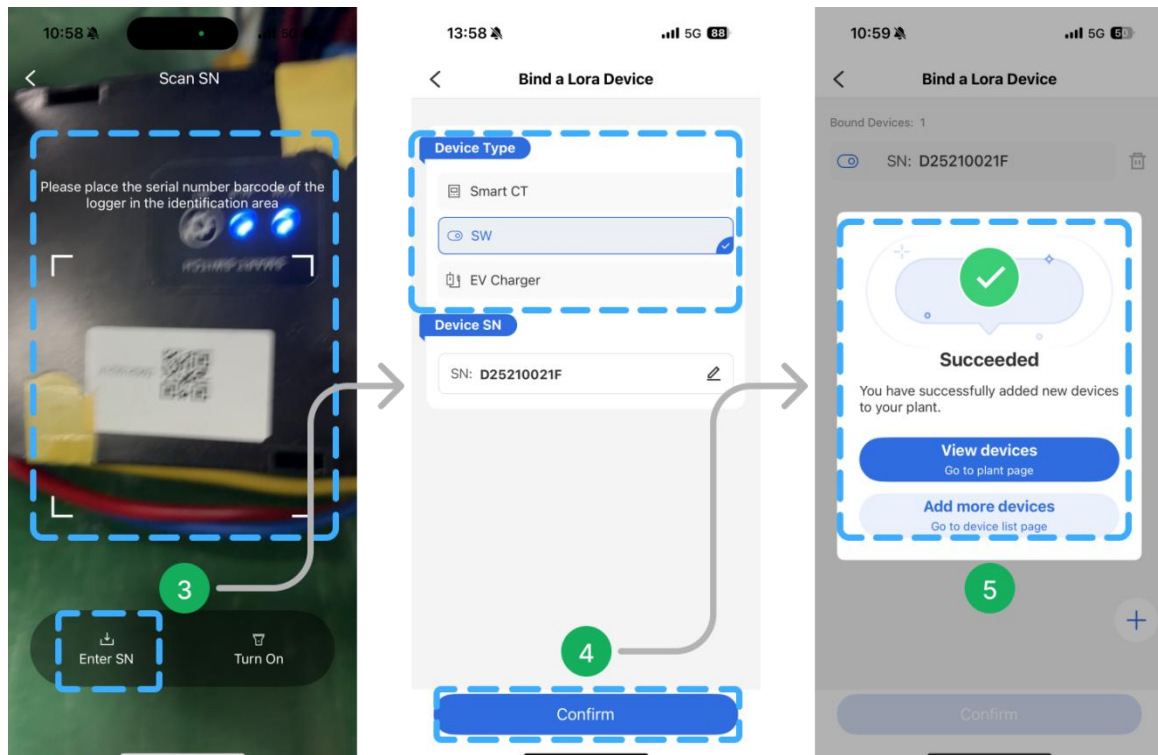
Step2: Tap "Add a Smart Device";



Step3: Scan QR code or manually enter SN to go the device binding page;

Step4: Select a Device Type need to bind (Smart CT, SW, EV Charger) and then tap “Confirm”.Here is an example of the Smart CT;

Step5: The pop-up window “Succeeded” means that the device has been successfully added and you can choose to view the device or continue to add more devices.



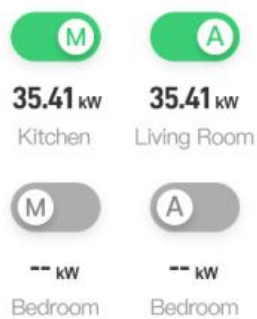
6.2 Smart Switch

6.2.1 Description of switching status

Plant Home Page Switch Status

Lora Network Status: Online / Offline

Online

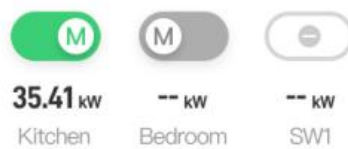


Offline

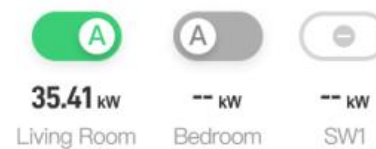


Switching Mode: Manual / Auto

Manual



Auto

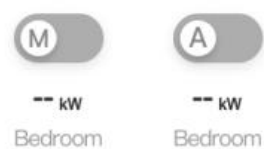


Switch Operation Status: On / Off

On



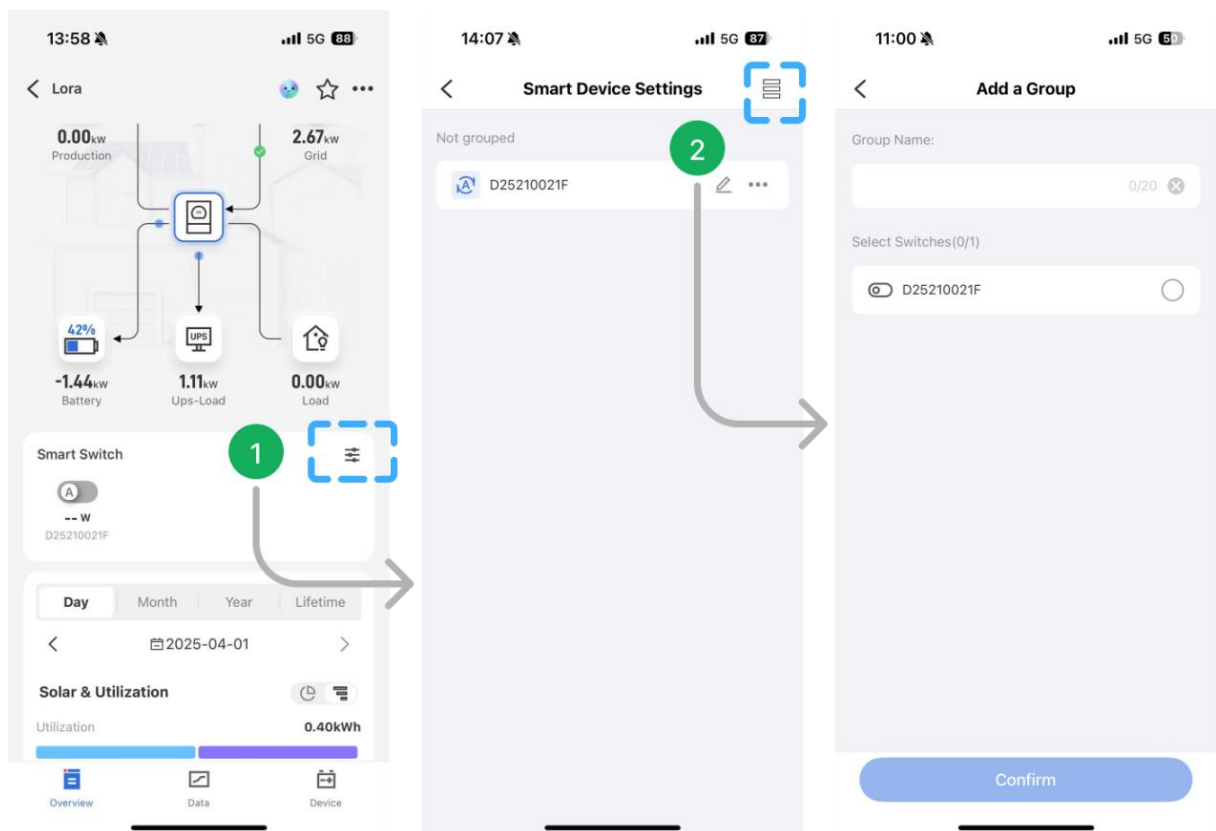
Off



6.2.2 How to Set up Groups

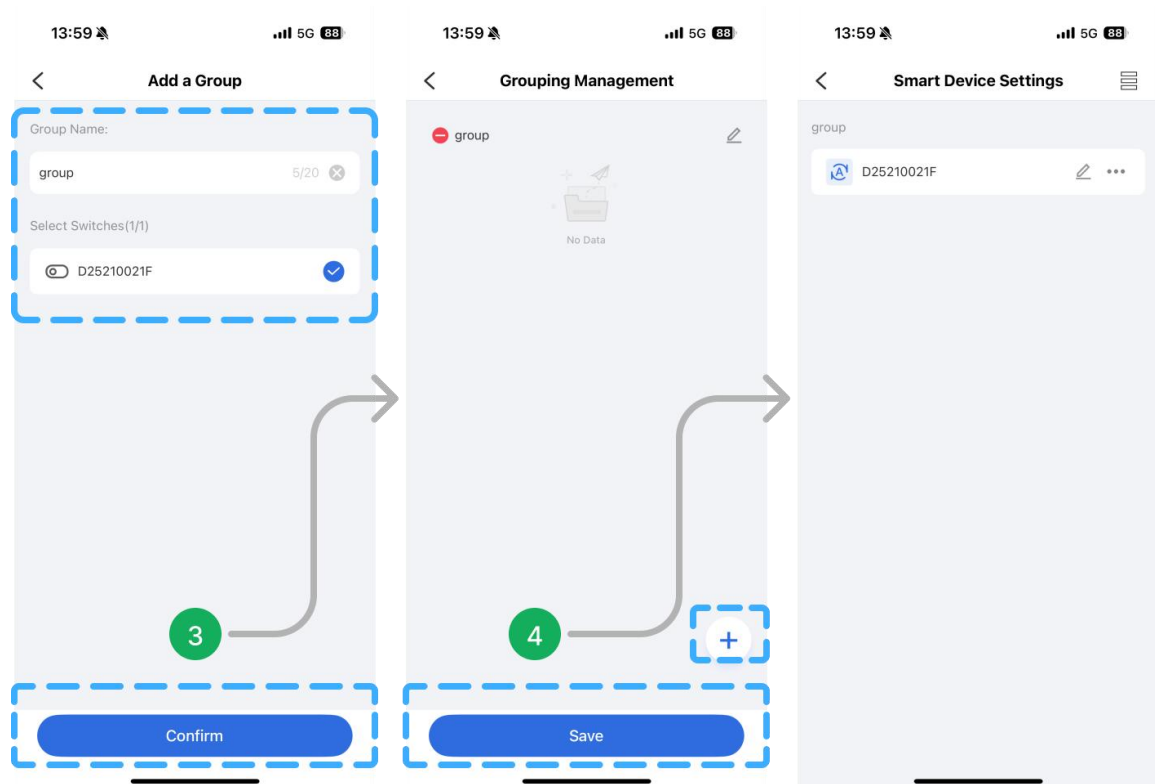
Step 1: According to the previous section (6.1. How to Bind Lora Smart Devices) after the operation of binding the smart switch, the home page of the plant will display the smart switch area, tap the icon in the upper right corner to enter the device settings page;

Step 2: Tap the icon in the upper right corner to enter the Add a Group page;



Step 3: After selecting the switching devices that need to be added to this group, name the group and then tap “Confirm”;

Step 4: When you have successfully added a group, the group will be displayed in “Group Management” page. You can tap “+” to continue to create the group, or tap “Save” to go back to the “Smart Device settings” page. The group name will be displayed above the smart switch.

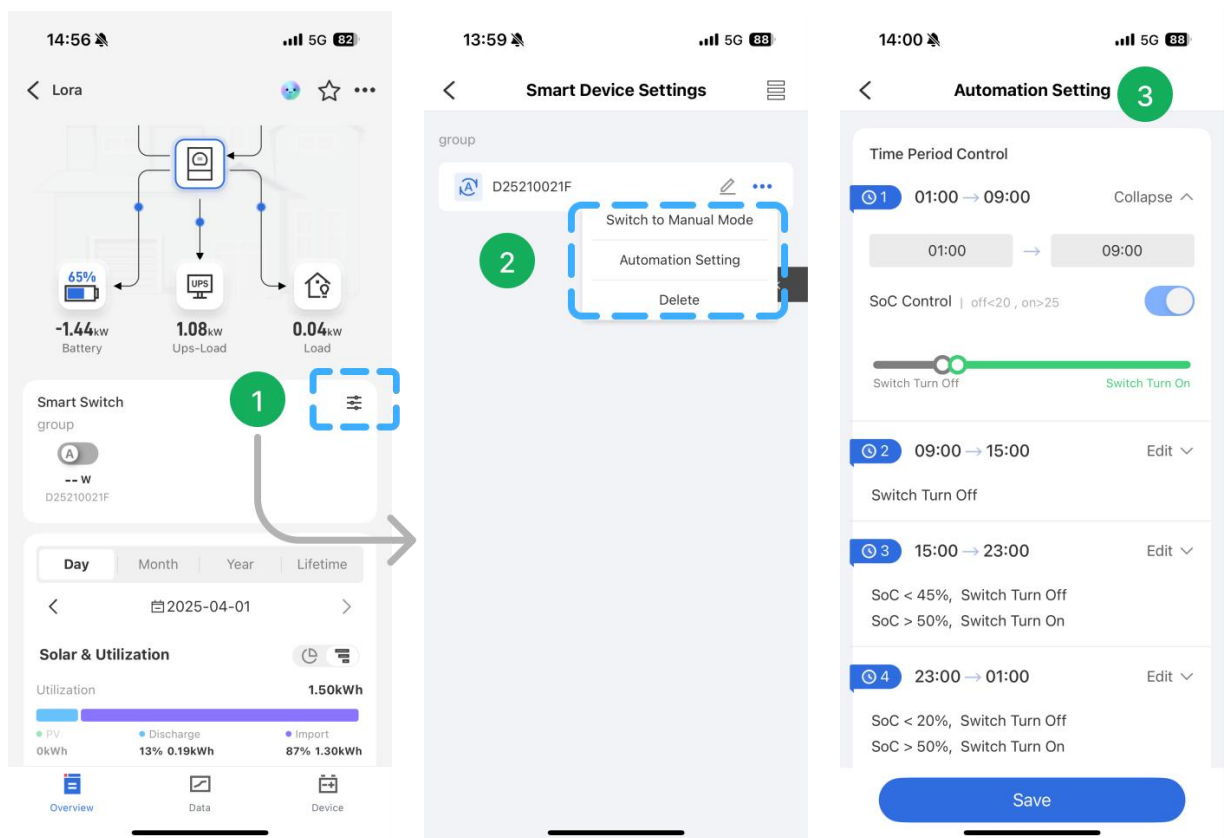


6.2.3 How to Switch Manual/Automatic Mode

Step 1: Tap the icon in the upper right corner to enter the “Smart Device Settings” page;

Step 2: Tap “...” to switch between manual mode/automatic mode.

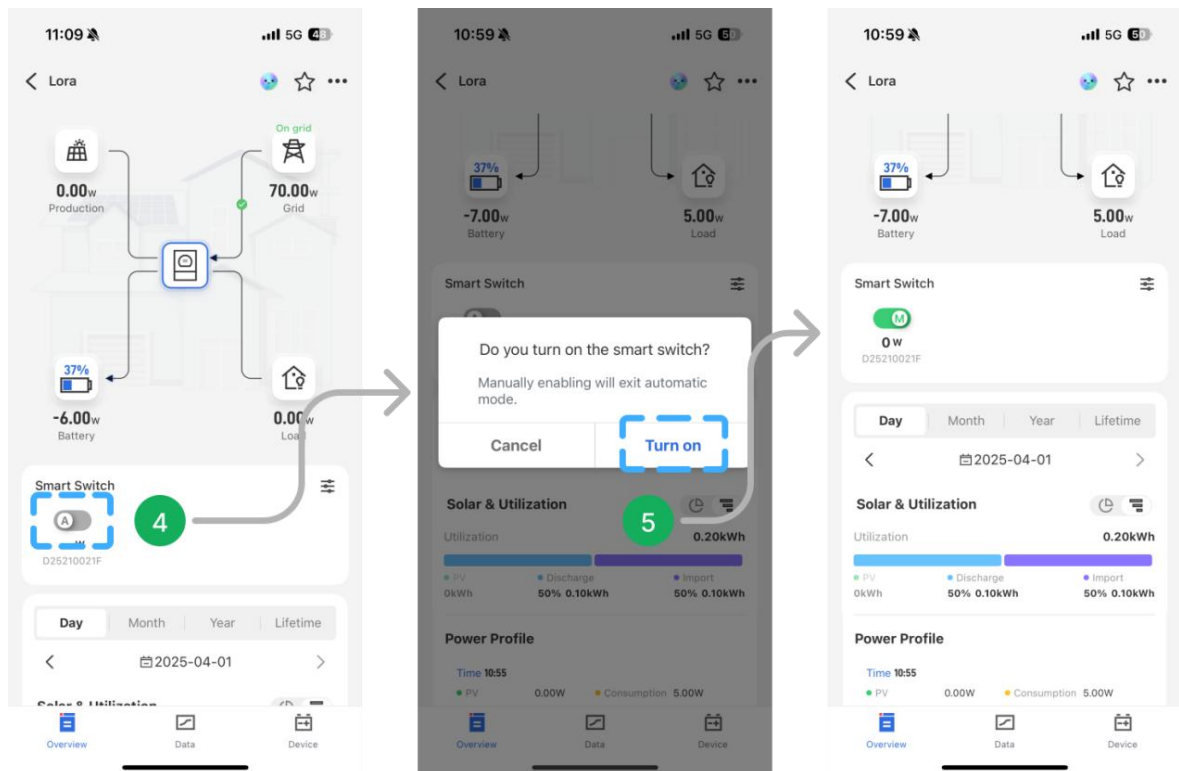
Step 3: If you are currently in auto mode, you can go to the “Automation Setting” page;



Step 4: Adjustments can also be made by tapping directly on the on/off button;

Note: If you are currently in auto mode, you will automatically switch to manual mode after tapping the switch button. If you need to switch back to auto mode, you need to reset it.

Step 5: Tap “Turn on” to turn the switch on.



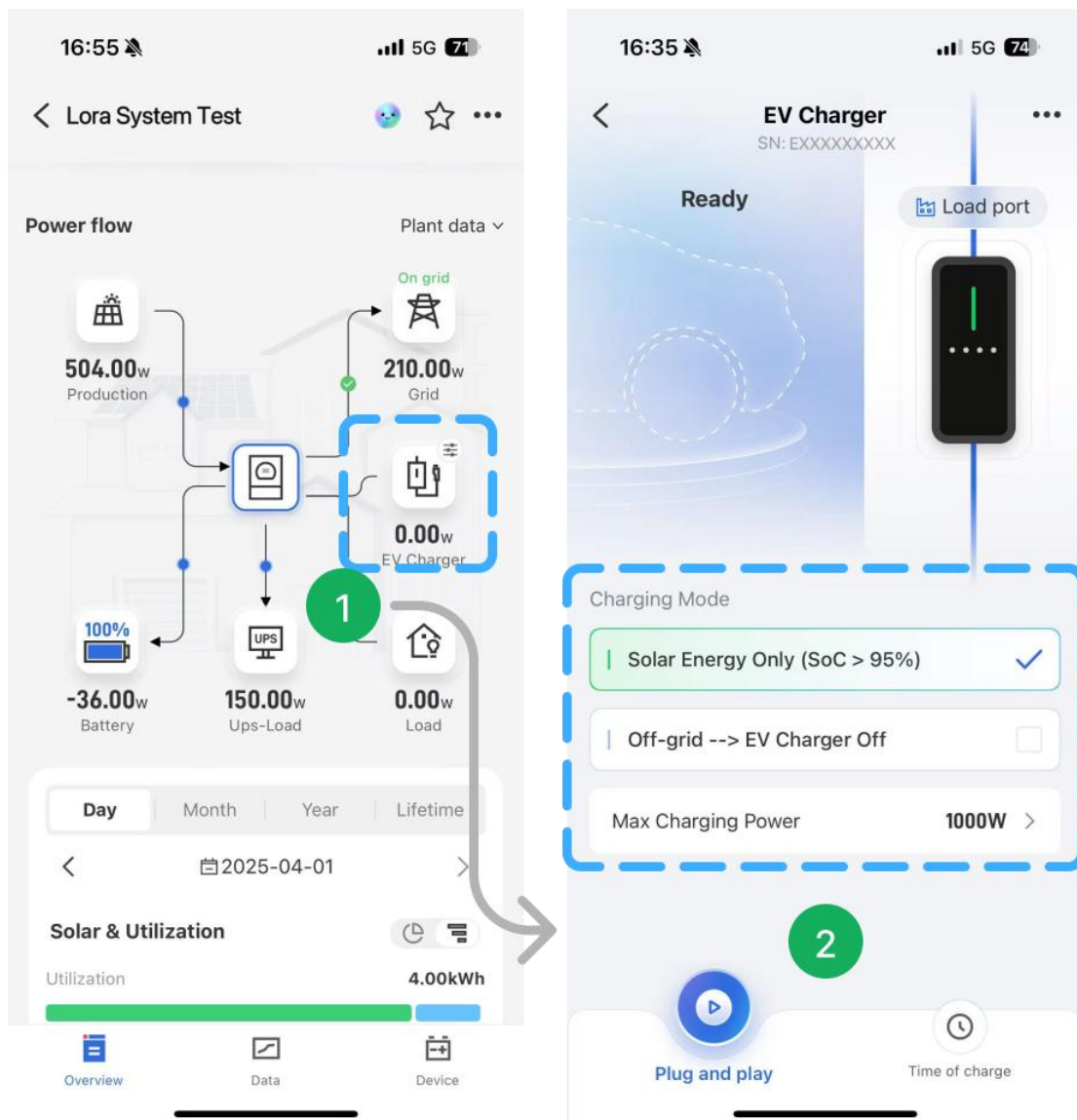
6.3 EV Charger

6.3.1 How to Set up EV Charger

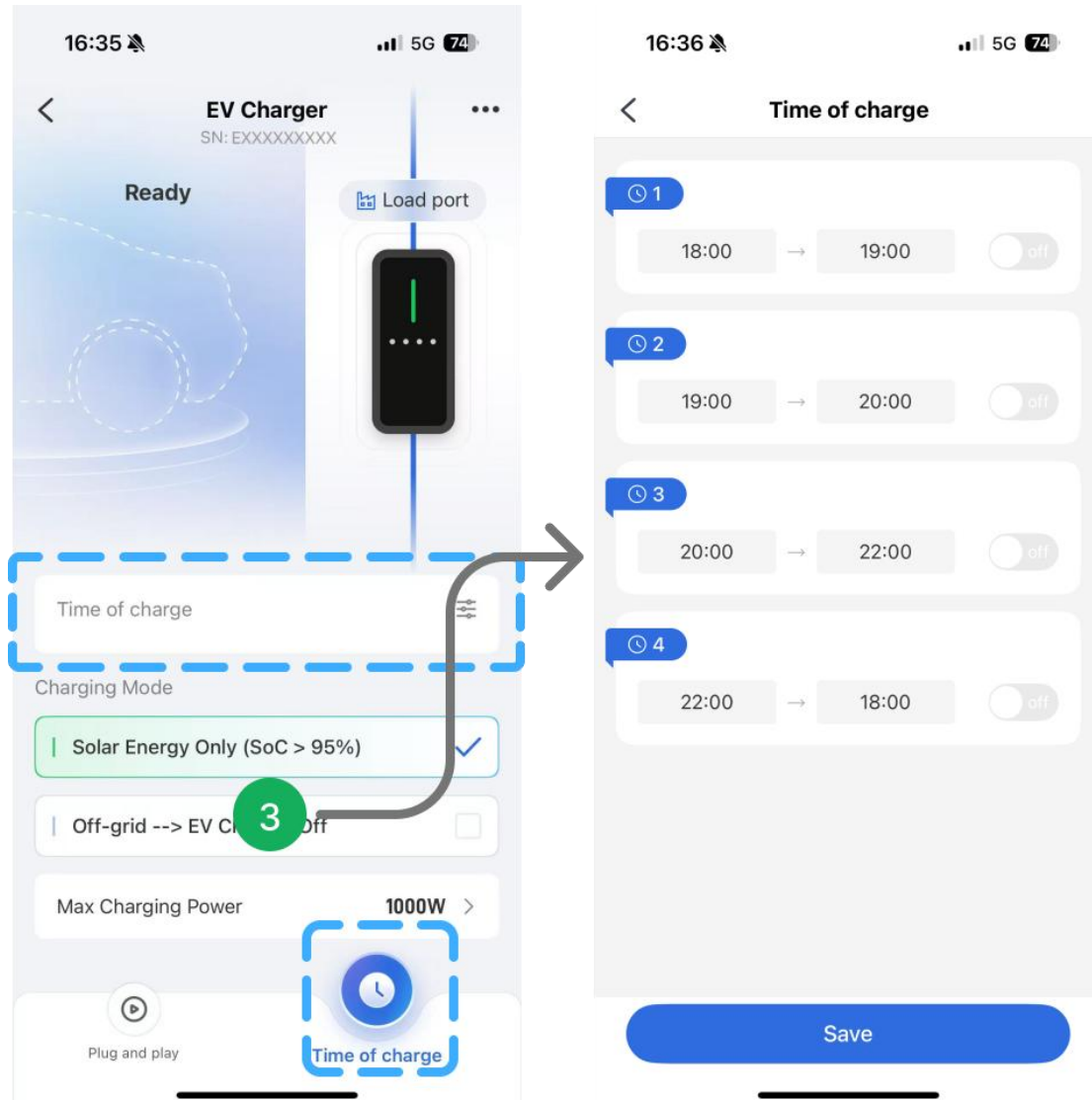
Step 1: Click on the EV Charger icon to enter the EV Charger control page;

Step 2: “Max Charing Power” can be set and there are two “Charging Mode”:

①Solar Energy Only; ②Off-grid--> EV Charger Off.



Step 3: The EV Charger supports charging by appointment, and four charging slots can be set up in a day. During the appointment time slot, if the charging gun is in the plug-in state, charging can be carried out



7. Deye Copilot ★

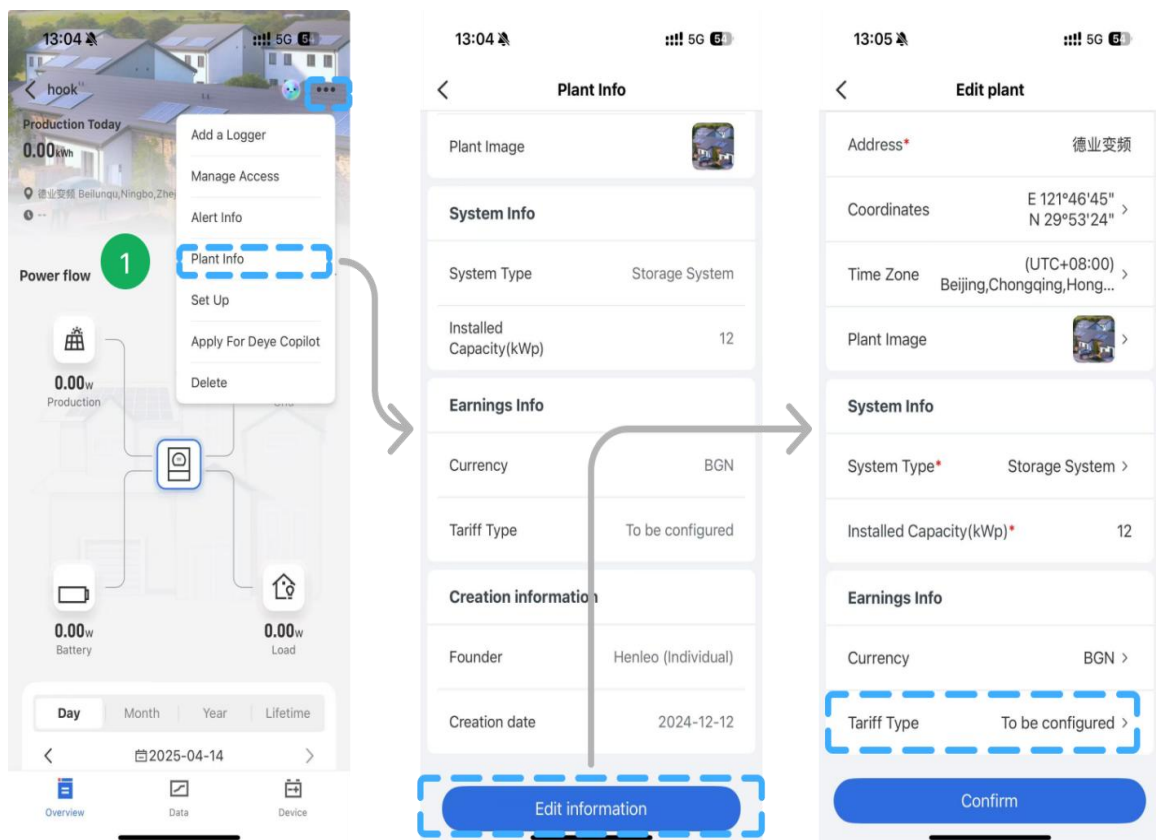
Before applying, ensure your equipment and plant meet these requirements:

- Hardware Requirements: Deye solar inverter and any brand battery
- Software Requirements: Deye Cloud App (V3.2.0 and above versions.)
- Plant Requirements: Rate Plan must be Configured

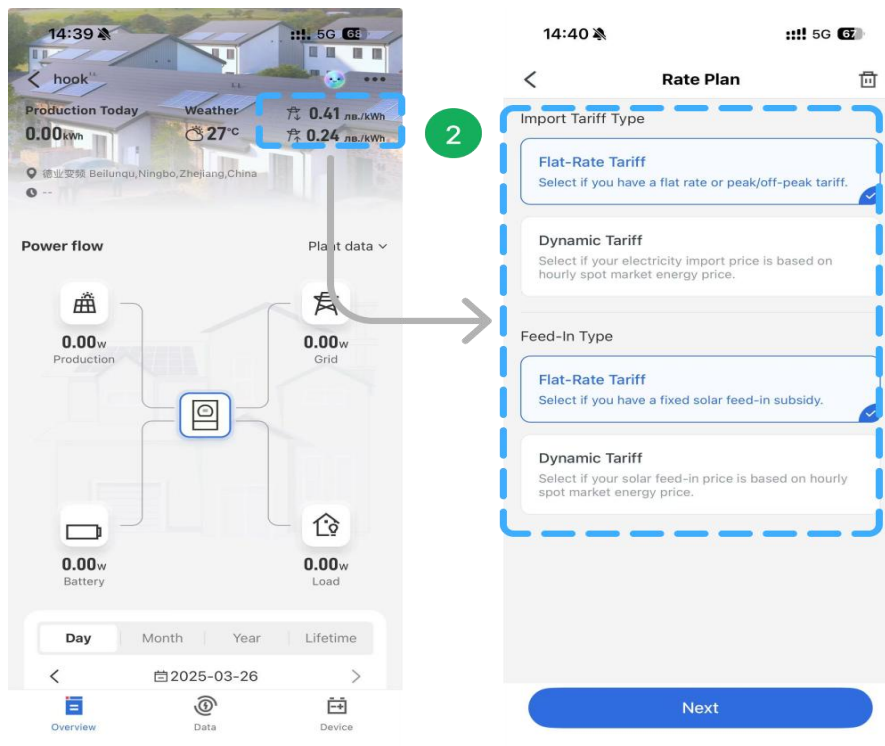
7.1 Set Tariffs Process

7.1.1 Three ways to set tariffs

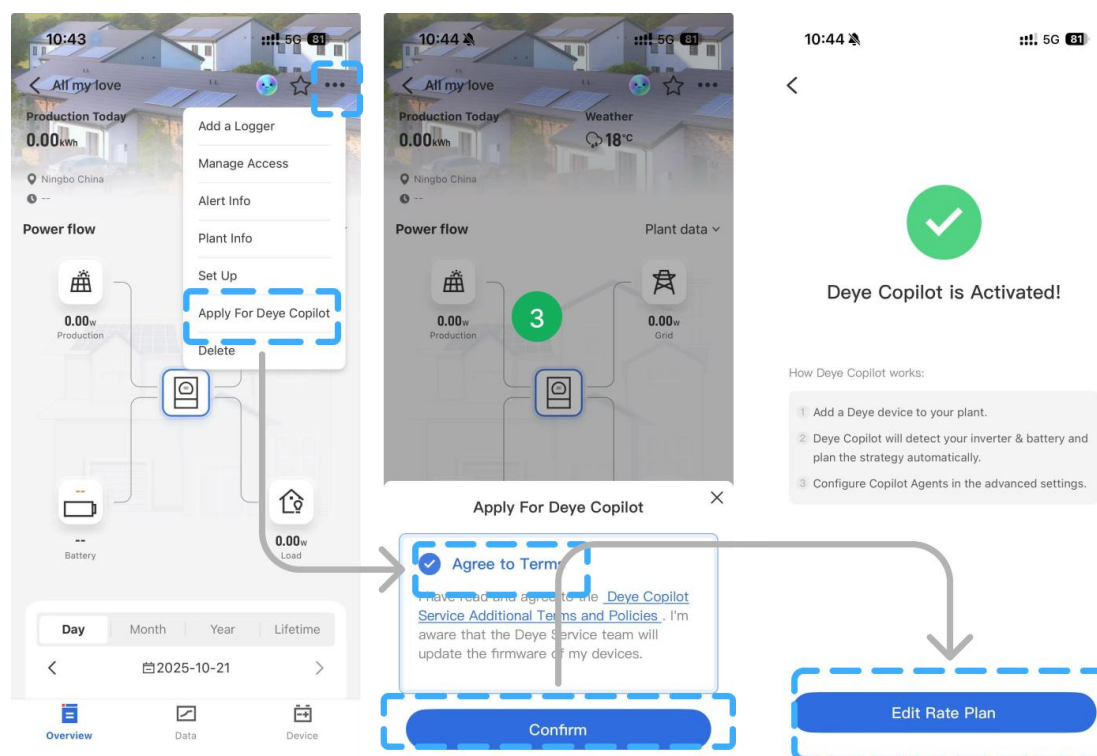
① For first-time setup: Go to Plant Details Page, tap the Menu Button (top right), then select " Plant Info " to configure your Tariff Type.



- ② For existing tariffs, tap the tariff area next to "Weather" on the Plant overview page to access settings directly. Follow the on-screen prompts to complete your configuration



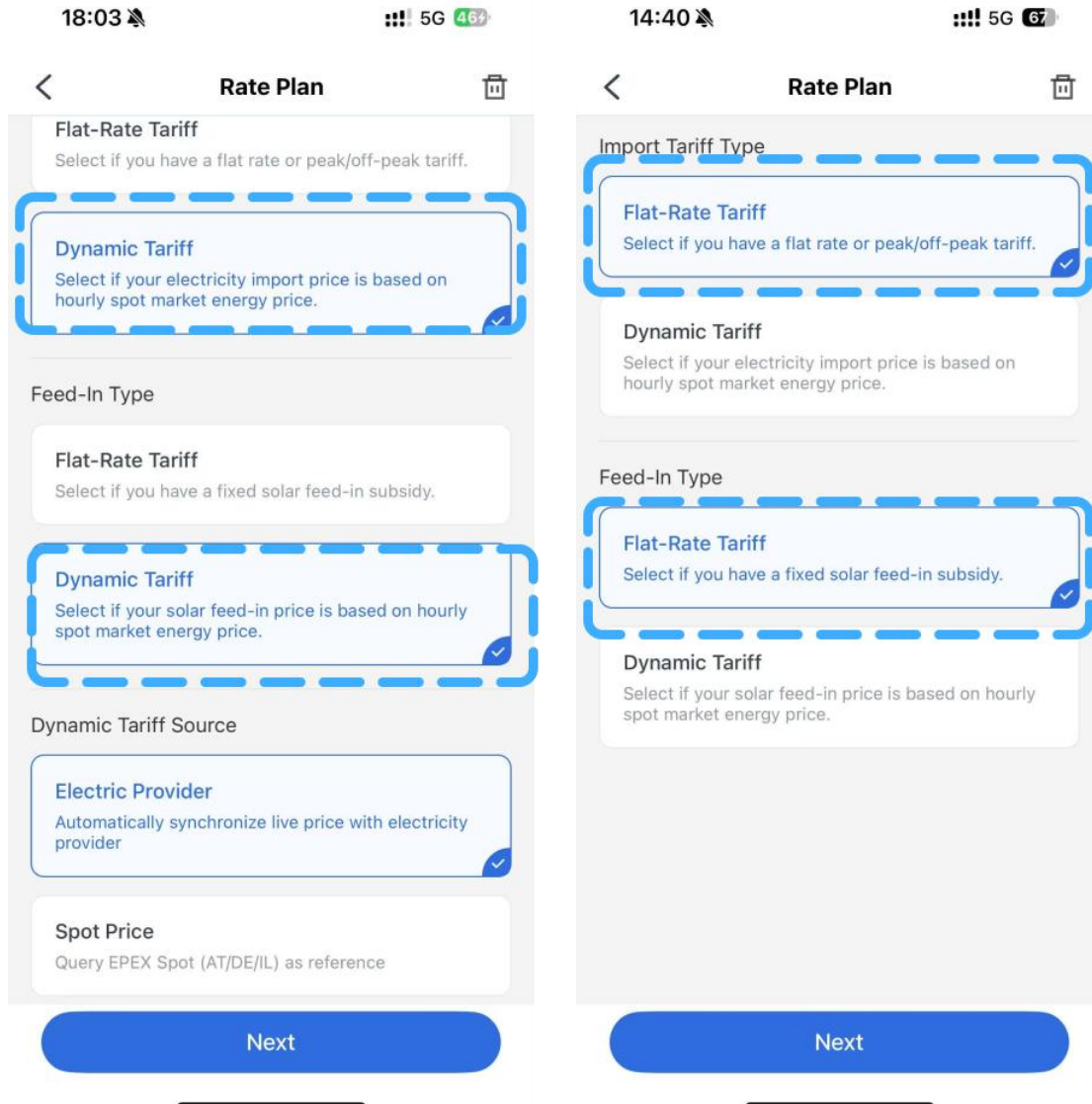
- ③ You can directly set tariff by tapping "Apply For Deye Copilot"



7.1.2 How to set your tariff?

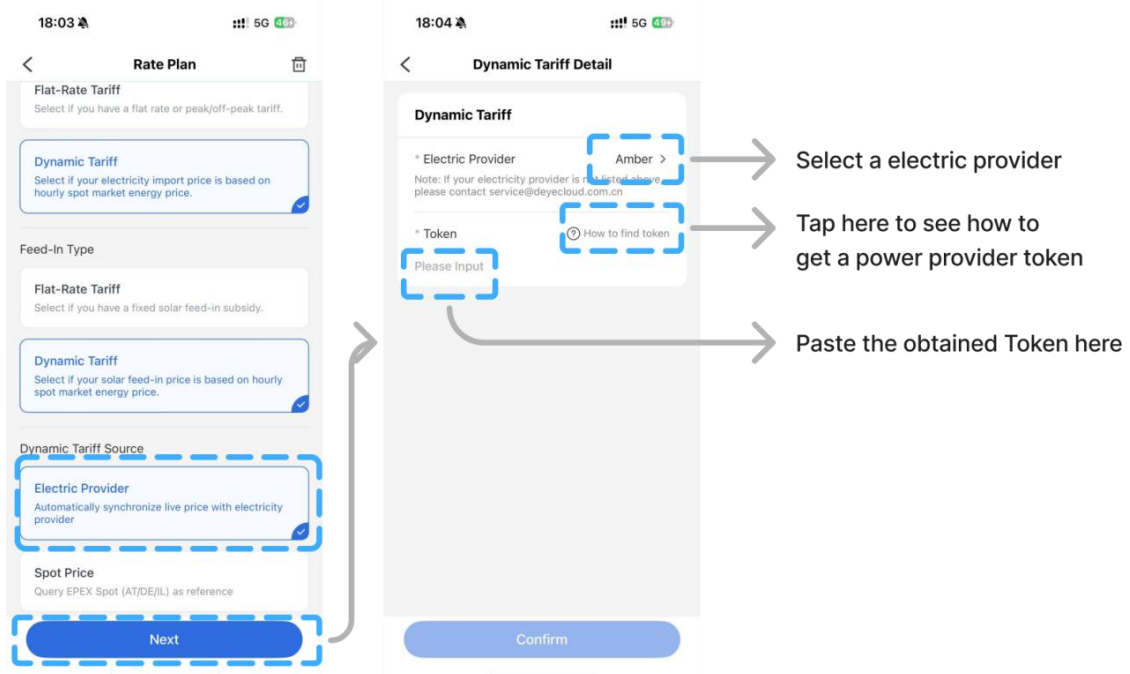
Step 1: Choose your Tariff Type

- Select "Dynamic Tariff" and proceed to Step 2
- Select "Flat-Rate Tariff" click "Next", and proceed to Step 3



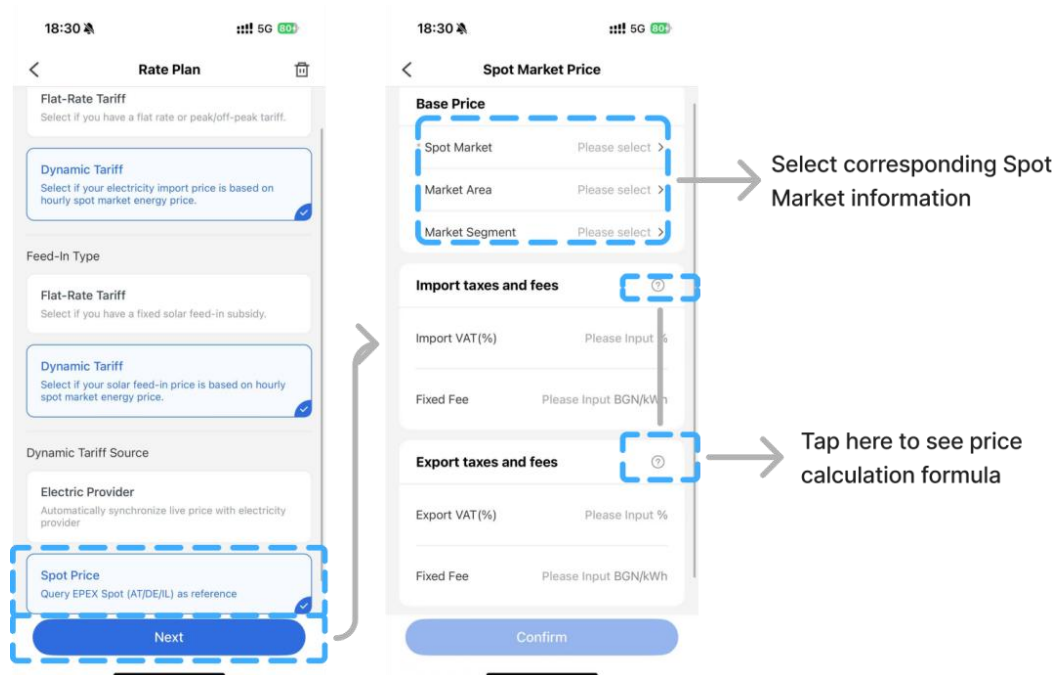
Step 2: Do you use an Electric Provider's rates?

- Yes: Select "Electric Provider", obtain and enter provider Token to complete configuration



Yes: use an Electric Provider's rate

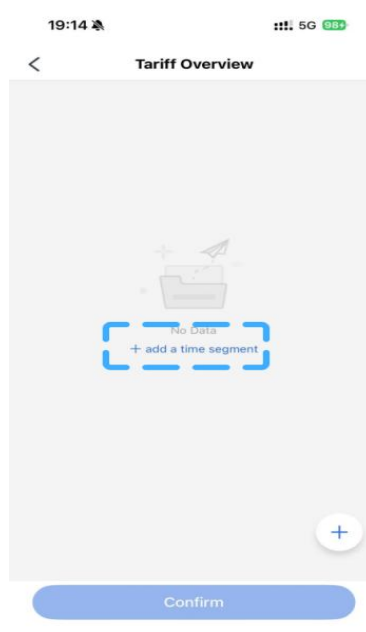
- No: Select "Spot Market", fill in power market information and tariff details to complete configuration



No: select Spot Market

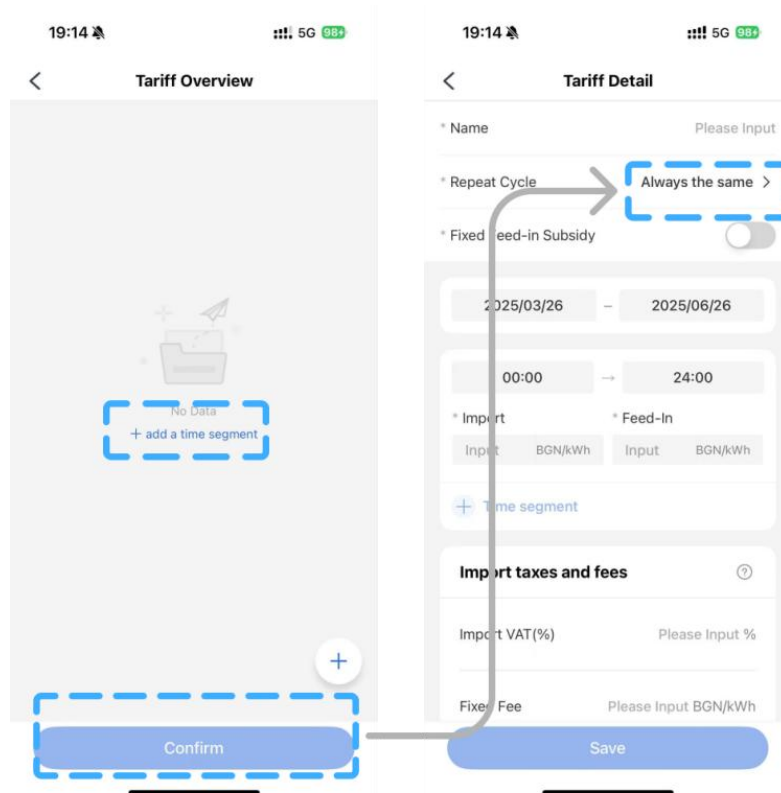
Step 3: Do you need different billing rates for holidays and weekends?

- Yes: Click "add a time segment," select "Always the Same" for Repeat Cycle, then proceed to Step 4



Yes: need different billing rates for holiday and weekends

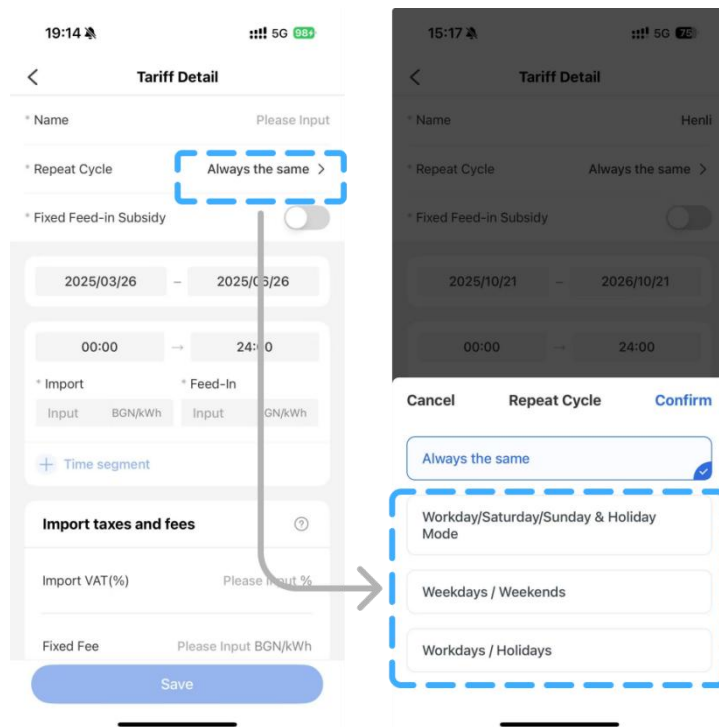
- No: Tap "add a time segment," then proceed to Step 5



No: always the same

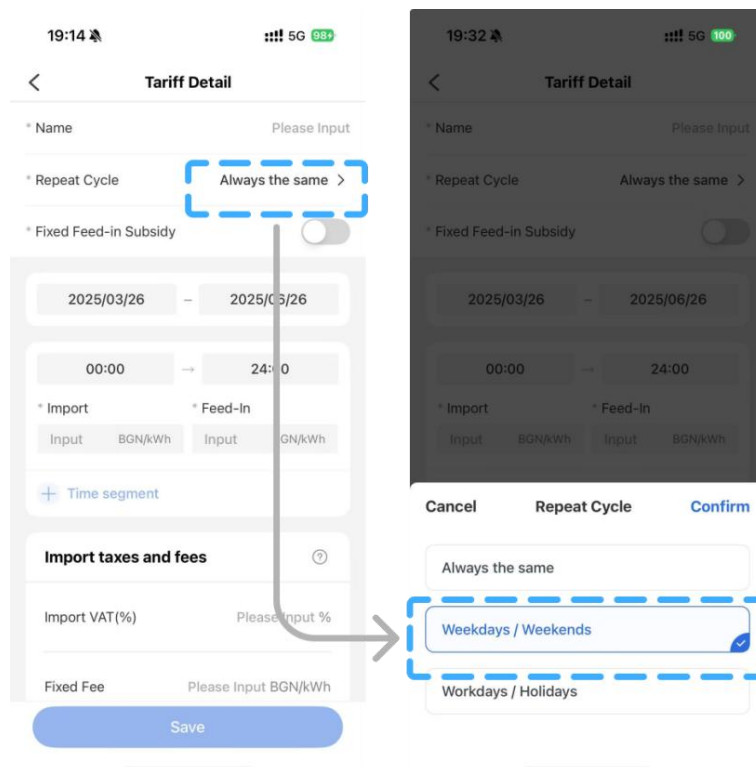
Step 4: Do you need separate billing rates for holidays?

- Yes: Select "Workdays / Holidays" for Repeat Cycle



Yes: select "Workdays / Holidays". etc

- No: Select "Weekdays / Weekends" for Repeat Cycle



No: select "Weekdays / Weekends"

Step 5: Do you have a Fixed Feed-in Subsidy for solar power generation?

- Yes: Turn on the "Fixed Feed-in Subsidy" switch
- No: Enter your specific tariff rates and click "Save" to complete the configuration

19:45 5G 100

< Tariff Detail

* Name Please Input

* Repeat Cycle Always the same >

* Fixed Feed-in Subsidy ☒

2025/03/26 – 2025/06/26

* Feed-In
Please input BGN/kWh

00:00 → 24:00

* Import
Input BGN/kWh

+ Time segment

Import taxes and fees ⓘ

Save

Yes: there is a fixed solar power grid subsidy

19:49 5G 100

< Tariff Detail

2025/05/19 – 2025/08/18

00:00 → 24:00

* Import * Feed-In
Input BGN/kWh Input BGN/kWh

+ Time segment

Import taxes and fees ⓘ

Import VAT(%) Please Input %

Fixed Fee Please Input BGN/kWh

Export taxes and fees ⓘ

Export VAT(%) Please Input %

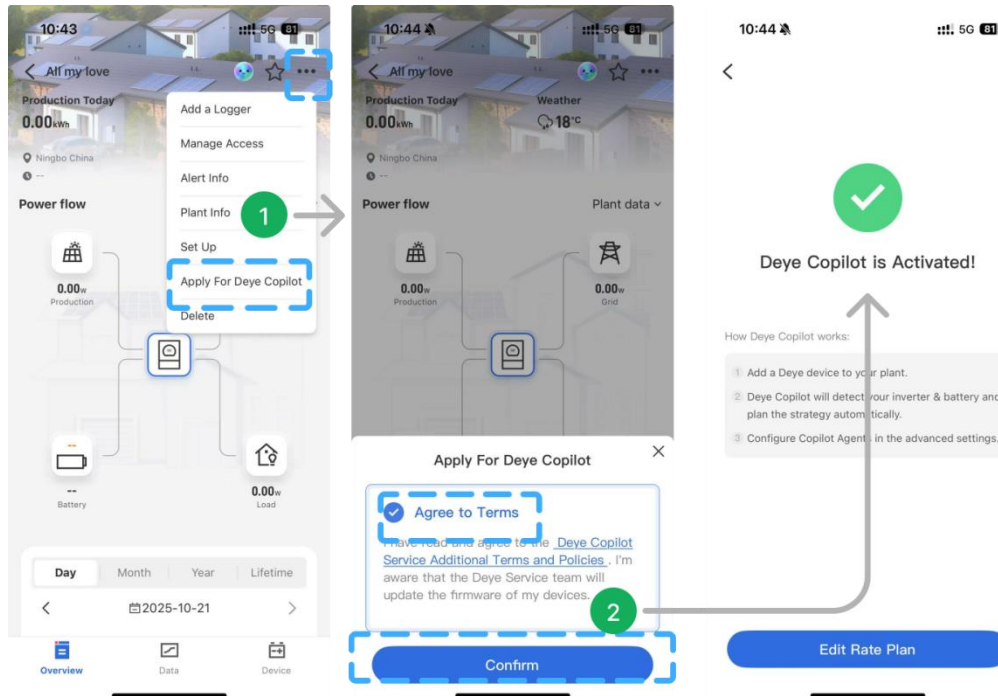
Save

No: enter your specific tariff rates

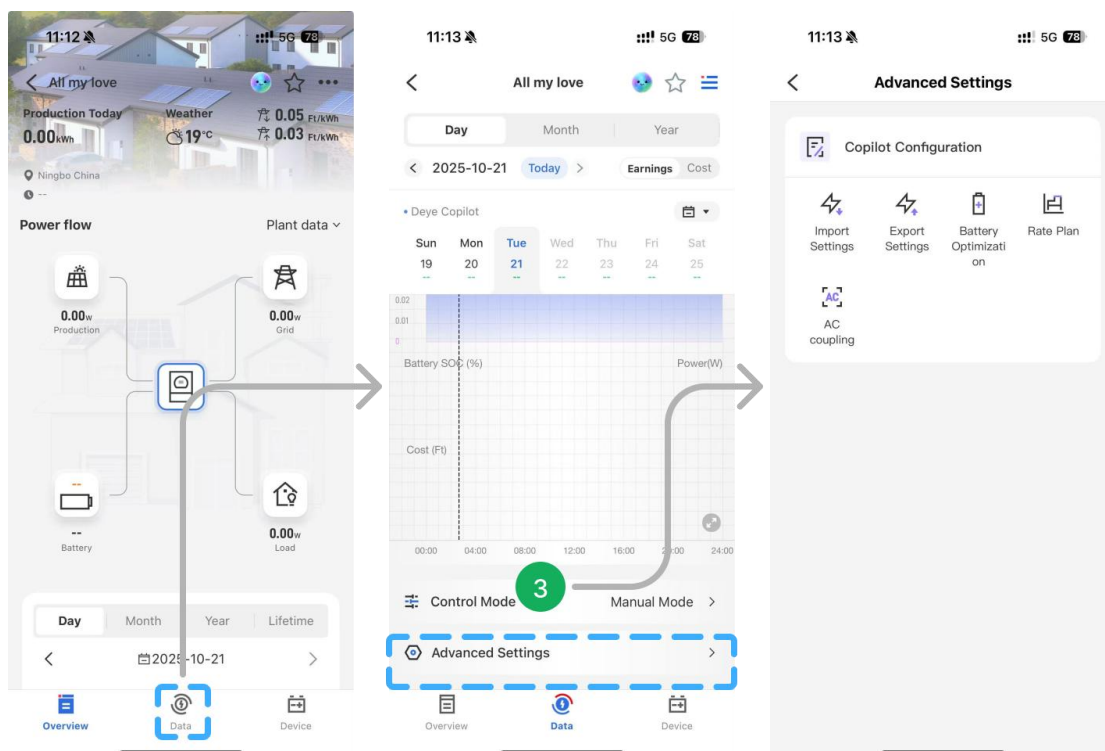
7.2 Deye Copilot Application Process

Step 1: Tap the menu button in the top right corner and select “Apply For Deye Copilot”;

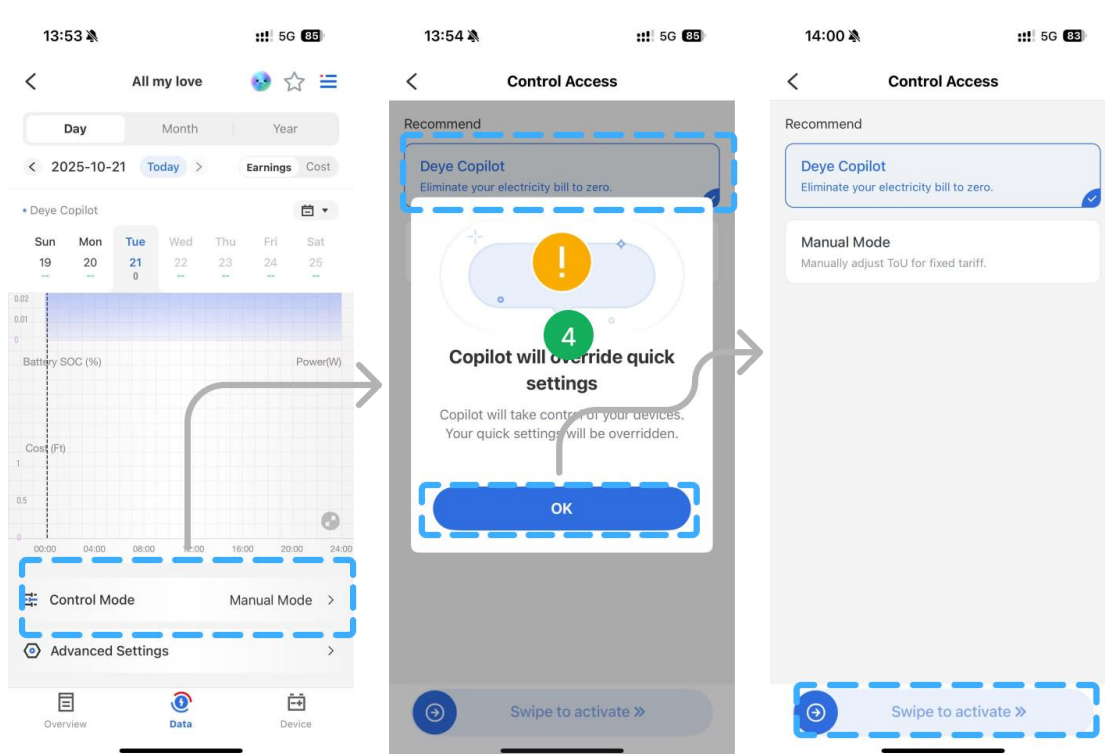
Step2: Tap on the “Agree to Terms” → “Confirm”;



Step3: Configure Deye Copilot in the “Advanced Setting”;



Step4: Switch the “Control Mode” from “Manual Mode” to active Deye Copilot.



7.2.1 Advanced Setting

● Import& Export Setting

Import Settings: Enable this setting to allow Copilot to charge the battery from the grid. You can set a price threshold to stop grid charging when rates are high. If no threshold is set, Copilot will regulate automatically.

Export Settings: Enable this setting to allow Copilot to sell electricity to the grid. Set time segments and price threshold (the battery will stop discharging to the grid when rates price drop below your set value). If no settings are configured, Copilot will regulate automatically.

13:36
5G
87

<
Import Settings

Control

☒ I agree to let Copilot help me purchase electricity from the grid when needed.

Price Threshold

Avoid importing from the grid when the import price is higher than

Please enter
Ft/kWh

Confirm

13:37
5G
87

<
Export Settings

Control

☐ I hold a license to export electricity.

Allowed Electricity Selling Time Slots

Schedule

+ Time segment

Repeat
Never

Sun Mon Tue Wed Thu Fri Sat

Threshold

Avoid export to the grid when the export price is under

Please enter
Ft/kWh

Max export power to the grid

Please enter
kW

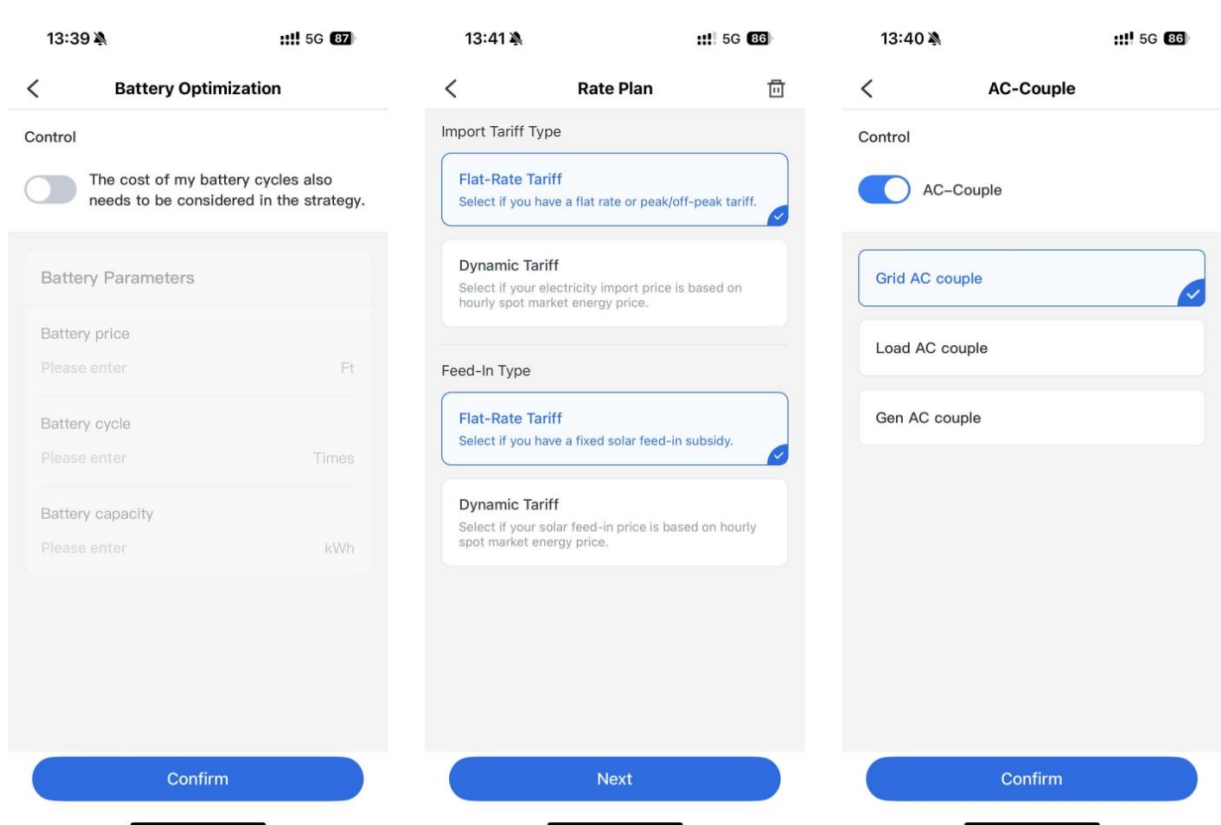
Confirm

● Battery Optimization& Rate Plan& AC-Couple

Battery Optimization: If battery cycle cost needs to be considered during the control period, please accurately input the battery's price, cycle life, and capacity.

Rate Plan: You can modify the electricity rate information here.

AC-Couple: If your system is of the AC couple type, please make sure to select this option



The image displays three screenshots of the Deye Cloud App interface, showing the settings for Battery Optimization, Rate Plan, and AC-Couple.

Battery Optimization: The screen shows a toggle switch for "The cost of my battery cycles also needs to be considered in the strategy." Below this, there is a section for "Battery Parameters" with input fields for "Battery price" (Ft), "Battery cycle" (Times), and "Battery capacity" (kWh). A "Confirm" button is at the bottom.

Rate Plan: The screen shows the "Import Tariff Type" section with two options: "Flat-Rate Tariff" (selected) and "Dynamic Tariff". Below this, there is a section for "Feed-In Type" with two options: "Flat-Rate Tariff" (selected) and "Dynamic Tariff". A "Next" button is at the bottom.

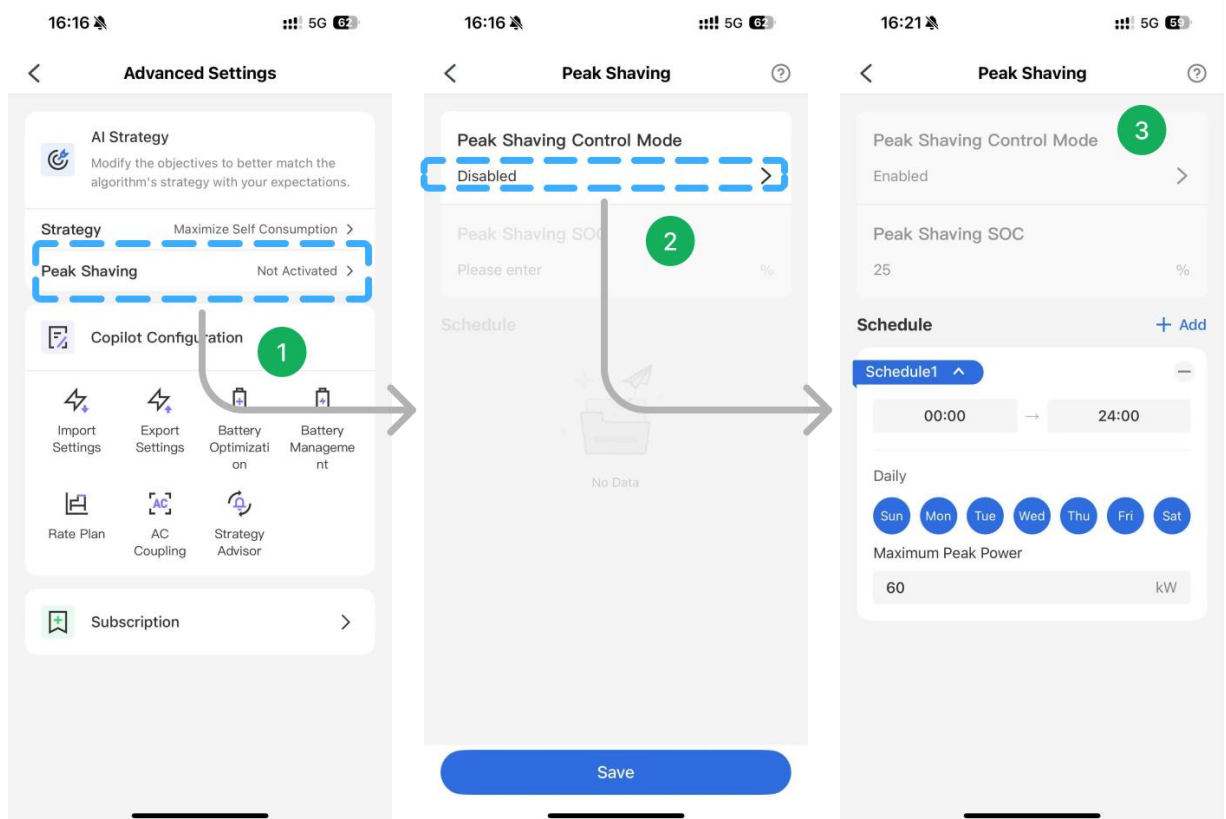
AC-Couple: The screen shows a toggle switch for "AC-Couple". Below this, there is a section for "Grid AC couple" (selected), "Load AC couple", and "Gen AC couple". A "Confirm" button is at the bottom.

● Peak Shaving:

Step1: Tap on Peak Shaving option and go to the detailed setting page;

Step2: Enable Peak Shaving Control Mode for setting it;

Step3: You can set Peak Shaving SOC, Schedule and Maximum Peak Power.



7.3 Advanced Settings-AI Strategy& Subscription

7.3.1 AI Strategy

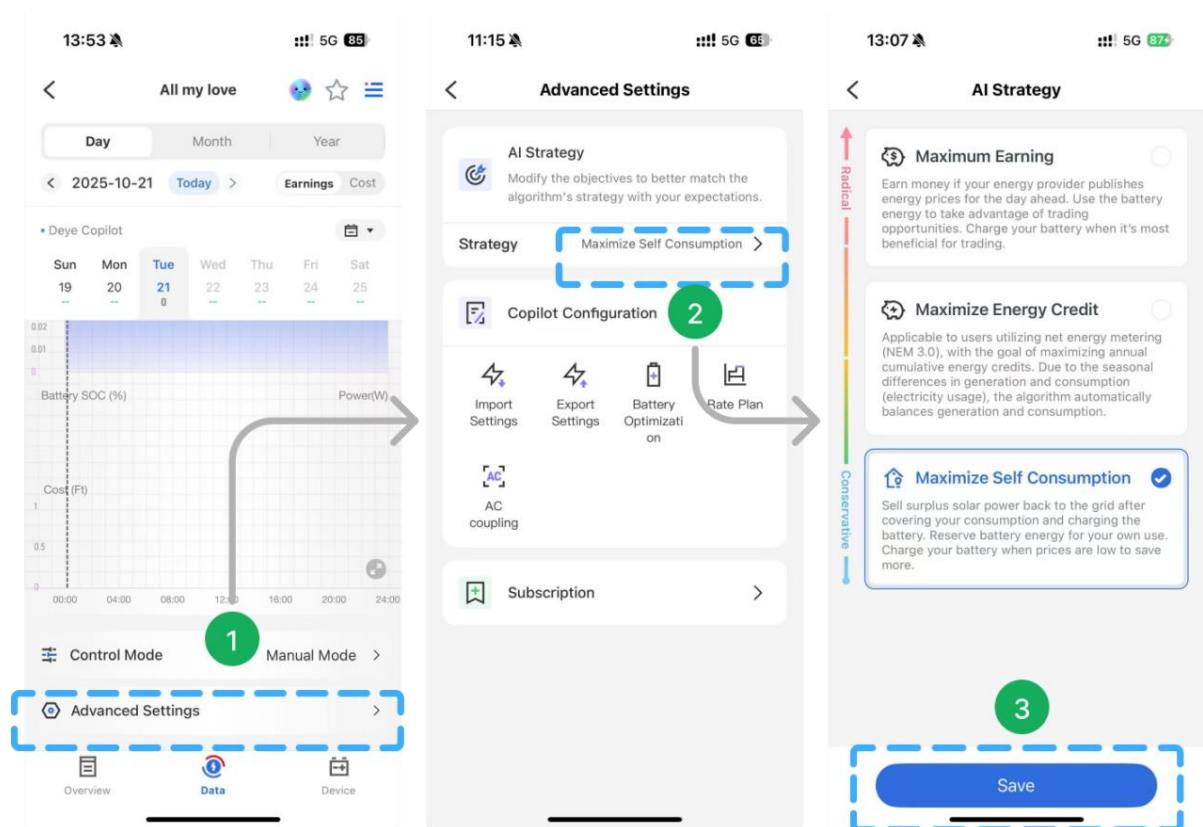
You can choose between three strategies for Copilot:

1. Maximum Earning; 2. Maximize Energy Credit; 3. Maximize Self Consumption

Step 1: Tap “Advanced Settings” in Copilot page and then directly jump to the corresponding page;

Step 2: Tap “AI Strategy” for changing the strategy for Copilot you need;

Step 3: Select a strategy and tap “Save” to complete the change.

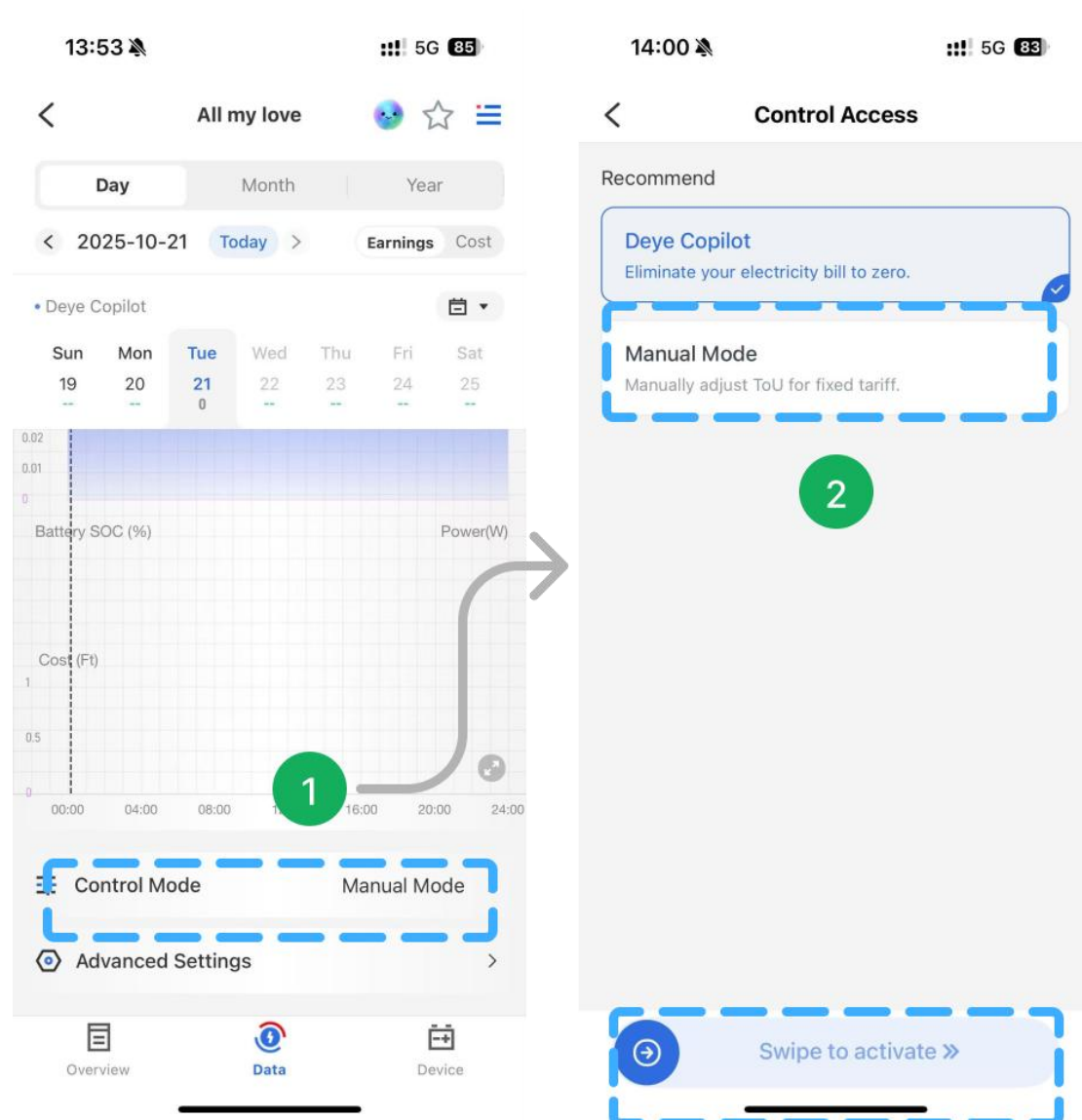


7.3.2 Subscription

If you want to keep the revenue new data page and do not want Copilot to continue regulating your plant, you can switch to manual mode.

Step 1: Tap “Control Mode”;

Step 2: Tap “Manual Mode” and swipe to disable Copilot mode.

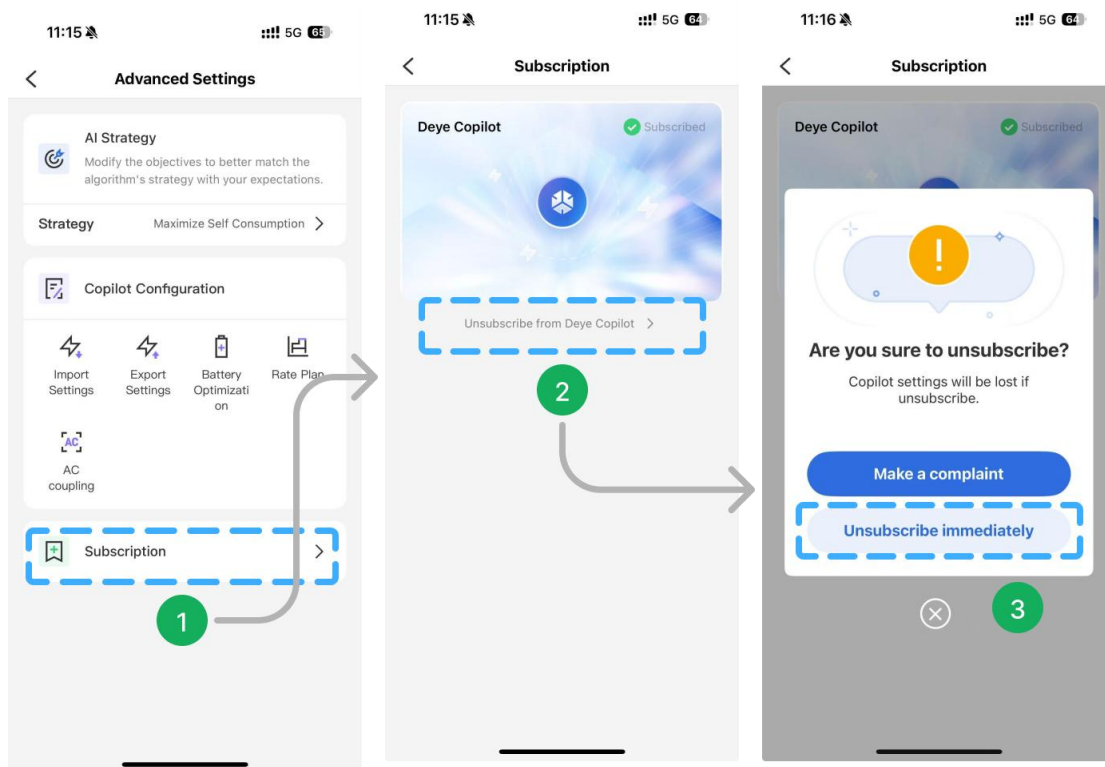


If you don't want to access Copilot and return to the original “Data” page, you can cancel your subscription; You can also re-subscribe, access Copilot and get the Copilot data page.

Step 1: Tap “Subscription” go to the Subscription page;

Step 2: Tap “Unsubscribe” to unsubscribe the Deye Copilot;

Step 3: Tap “Unsubscribe immediately” to complete the Unsubscribing.

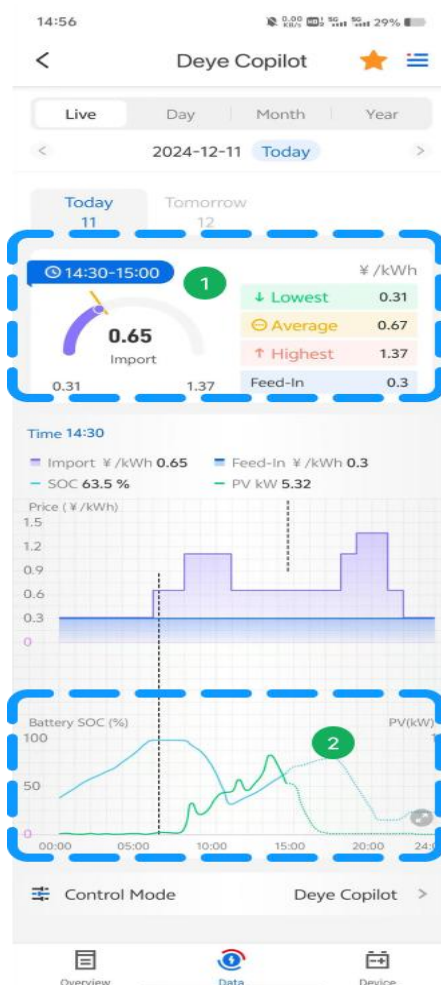


7.4 How to view the Copilot Data?

7.4.1 Live Data Viewing

After the Copilot function is connected, you can select “Live” to view the following real-time data:

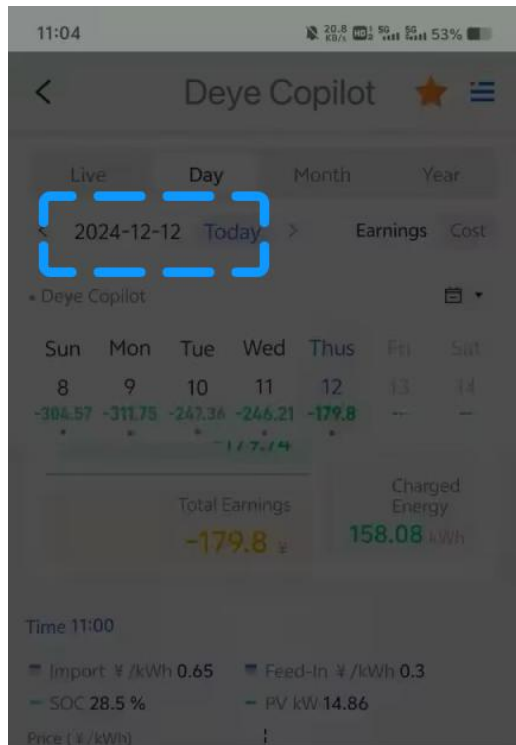
- ① Display the fixed electricity price you have entered or the dynamic electricity price have accessed from other electricity price platforms (Amber, Tibber, Nordpool and Awattar etc.) for each time period.
- ② Display the actual curves of battery SOC and PV as well as the predicted curves of battery SOC and PV generation power where the system automatically adjusts battery discharging/ charging to the electricity price. And the PV curve and battery SOC curve can be viewed together with the electricity price curve.



7.4.2 Historical Data Viewing

Daily Data

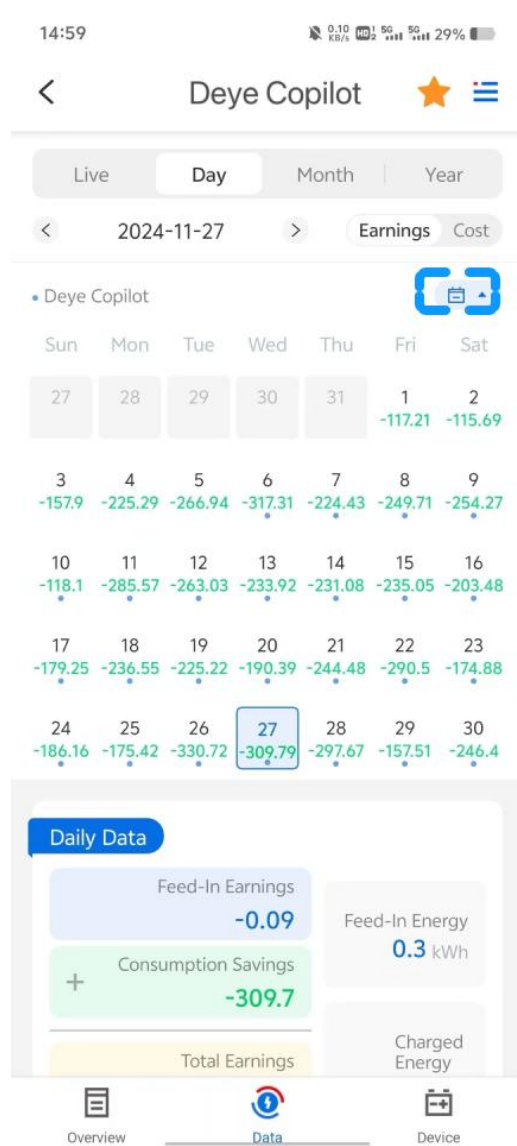
By tapping on the date you can quickly select the needed historical date to jump to or tapping on calendar icon to select the needed historical date to view.



Cancel

Confirm

2023	10	26
2024	11	27
2025	12	28



After selecting the needed date to view, you can view the following data on the page:

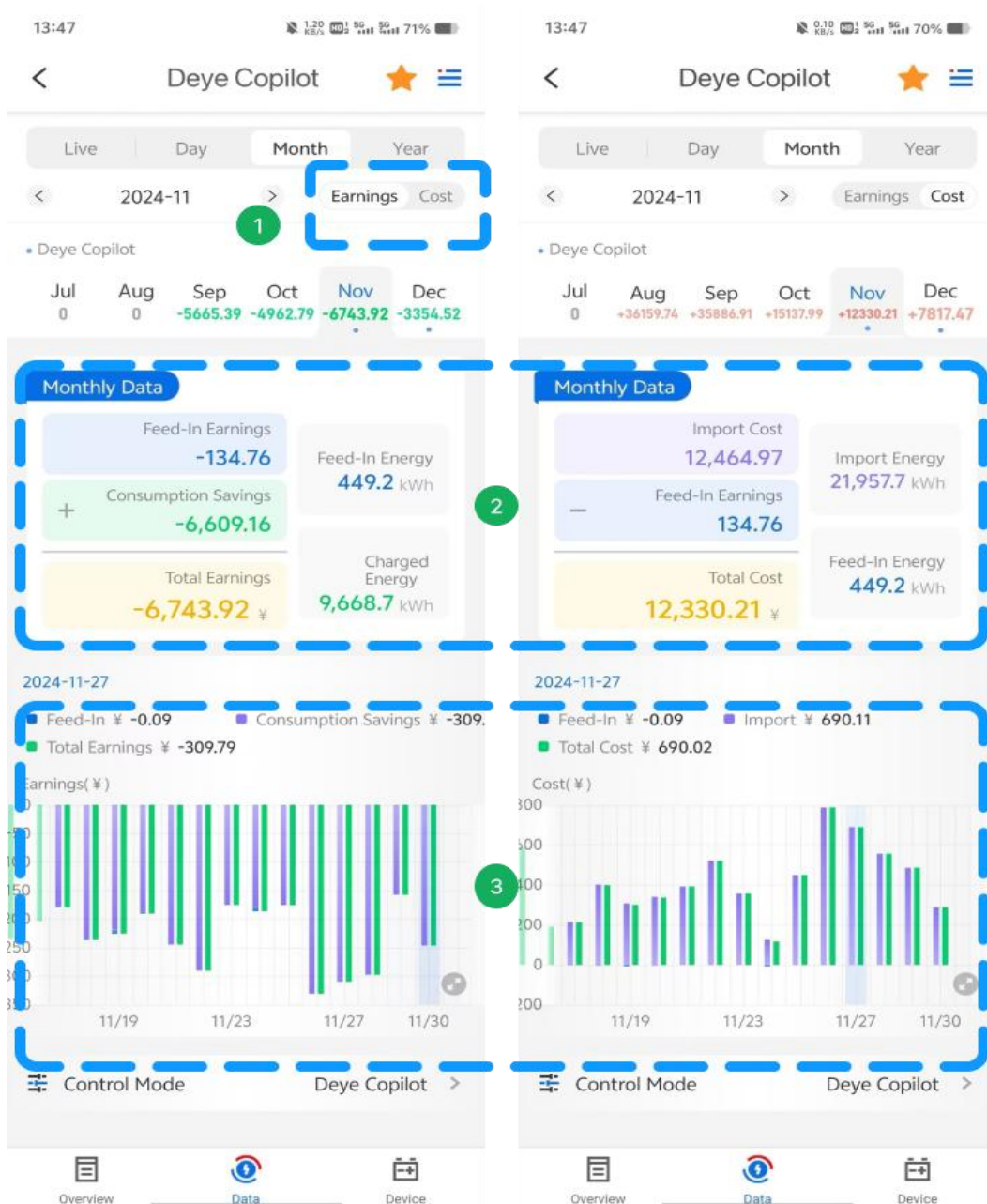
- ① Toggle the current daily Earnings/Cost data in the upper right corner.
- ② Feed-in or Import data for the selected date which includes Feed-in Energy, Charged Energy and Import Energy and will calculate daily Feed-in Earnings, Total Earnings and Import Cost etc.
- ③ The curves of PV generation power and battery SOC of the selected date. At the same time , you can also be combined with the electricity price curve together with the view of the day of the time period data, very intuitive and convenient!



Monthly Data

After selecting the needed month to view, the following data can be viewed:

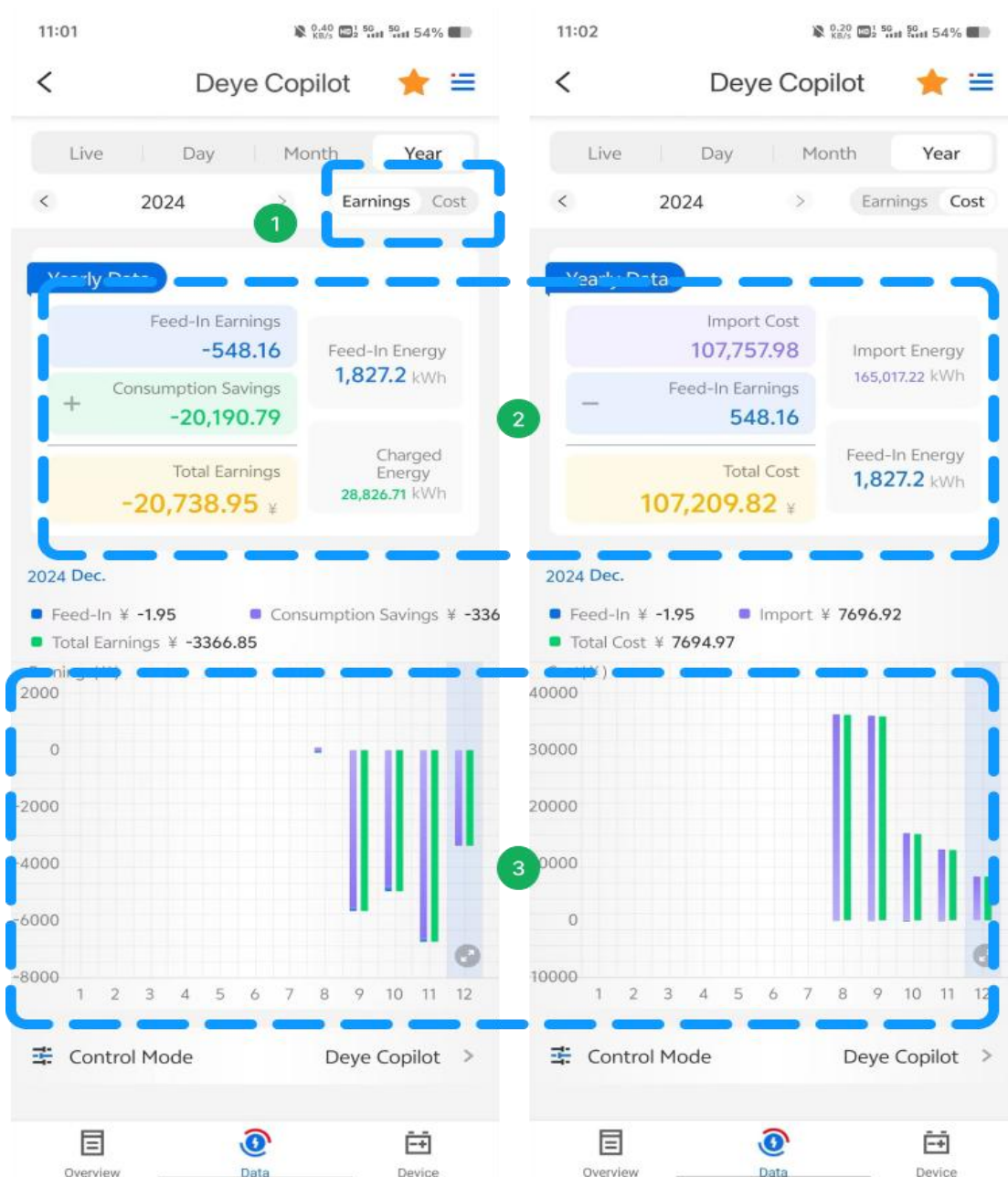
- ① Toggle the current monthly Earnings/Cost data in the upper right corner.
- ② Feed-in Energy, Import Energy and Charged Energy etc. for the month as well as Feeding Earnings, Total Earnings and Total Cost etc. for the month etc.
- ③ Tap on any day of the month in the bar chart to view its daily data



Yearly Data

After selecting the needed year to view, the following data can be viewed:

- ① Toggle the current yearly Earnings/Cost data in the upper right corner.
- ② Feed-in Energy, Import Energy and Charged Energy etc. for the year as well as Feeding Earnings, Total Earnings and Total Cost etc. for the year etc.
- ③ Tap on any month of the year in the bar chart to view its monthly data.



8. Message Center

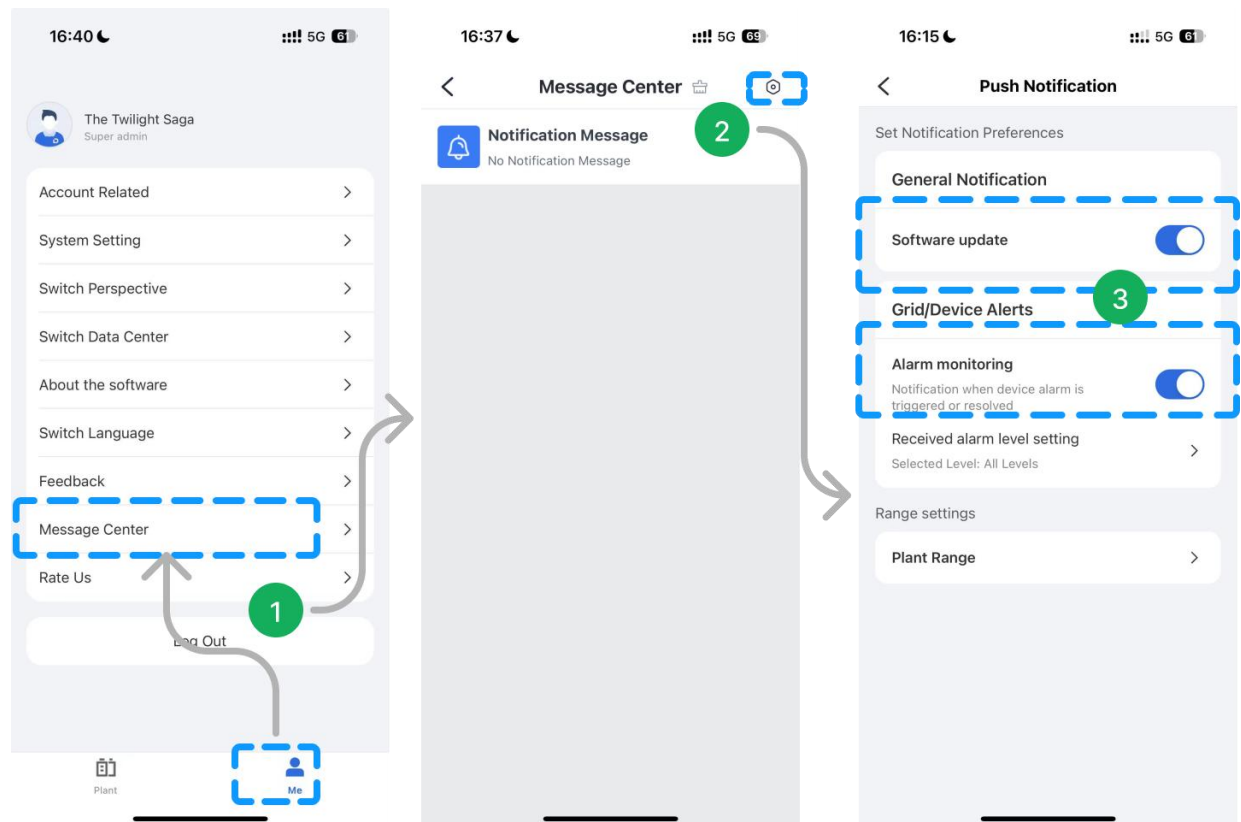
Message Center is opened to Personal and Business perspectives. Users can Set notification preference (Including app software update and alarm monitoring etc.) and “Plant range” feature is specially designed for Business perspective.

8.1 Set Notification Push

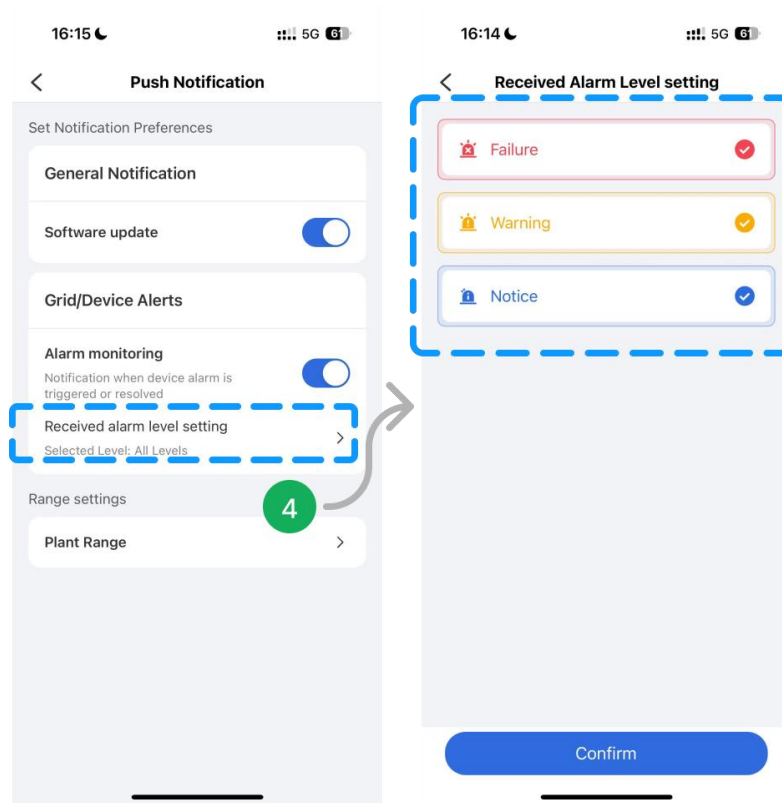
Step 1: Tap on 【Message Center】 ;

Step 2: Tap on the setting icon at the upper right corner;

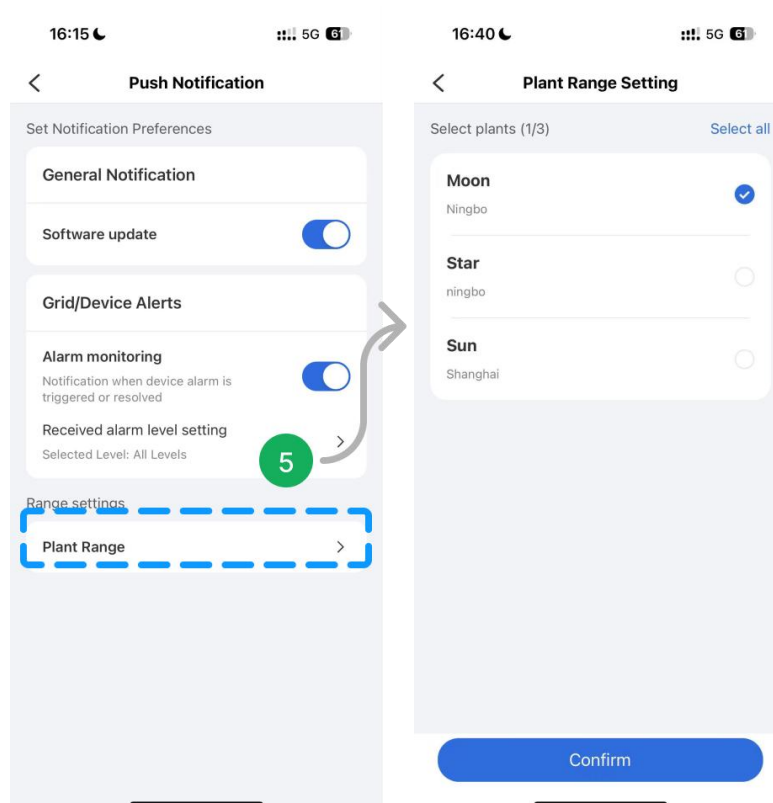
Step 3: Turn on the notification you need.



Step 4: “Received alarm level setting” could use to setting alarm level;



Step 5: Business perspective could set “Plant range” to decide which plant to receive the notification from.

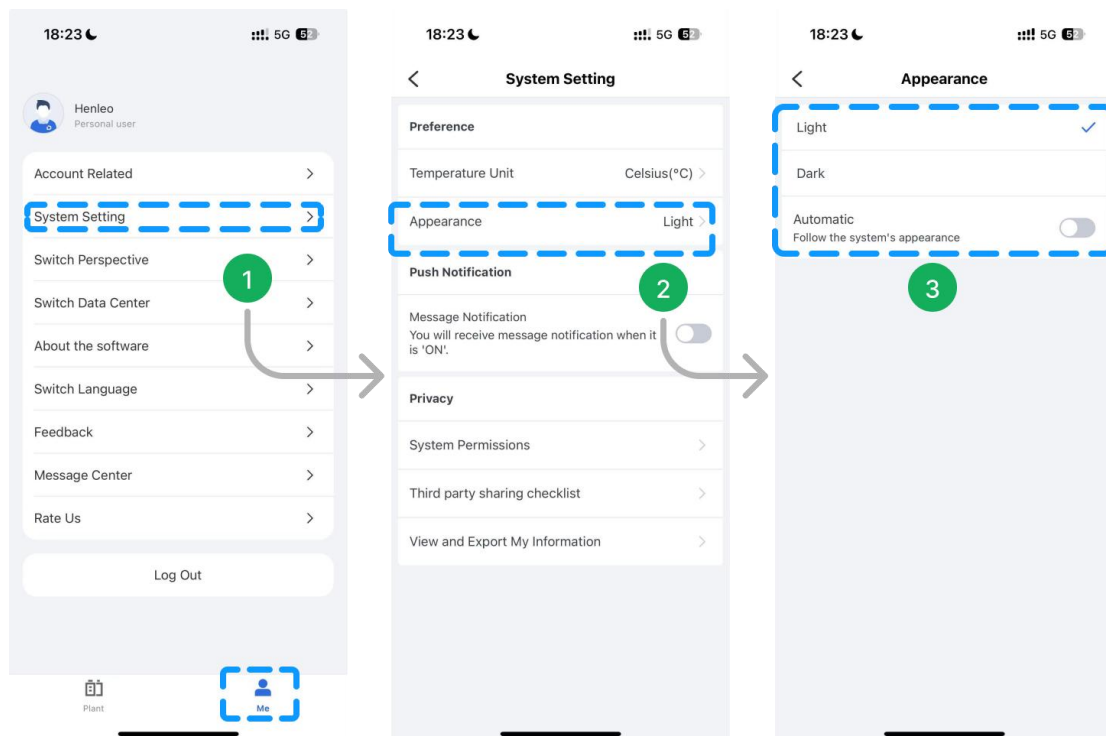


9. Dark Mode

Step 1: Tap on “Message Center”;

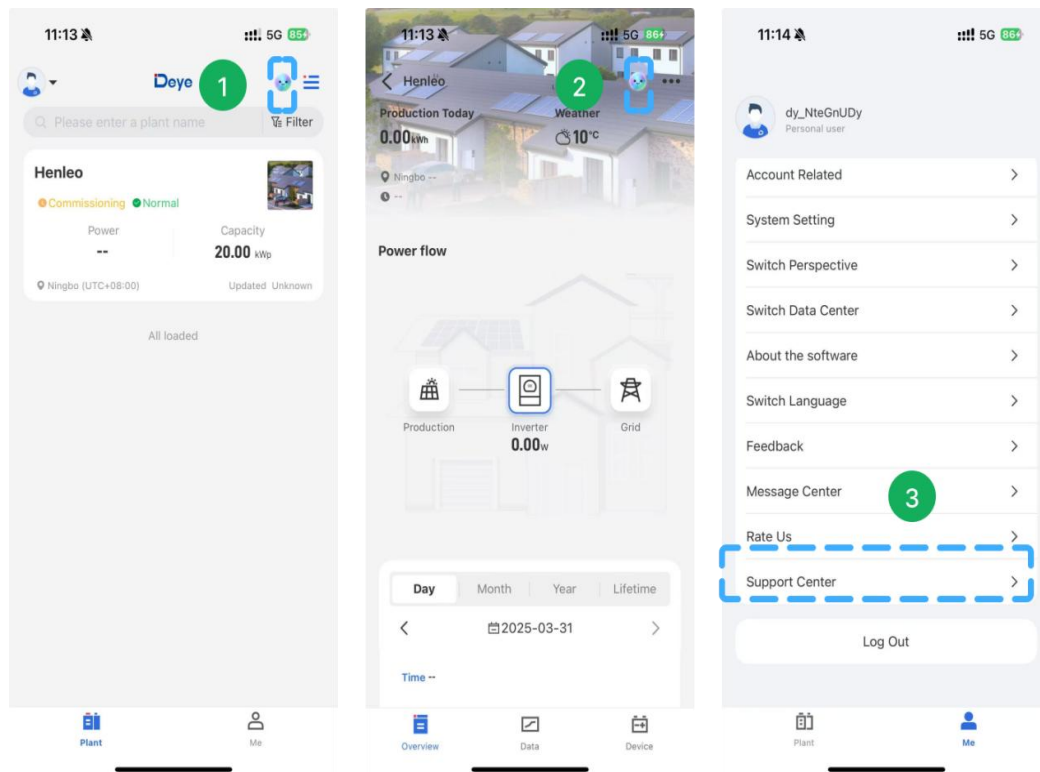
Step 2: Tap on “Appearance”;

Step 3: Turn on the mode option you need. “Automatic” option will follow the system’s appearance.



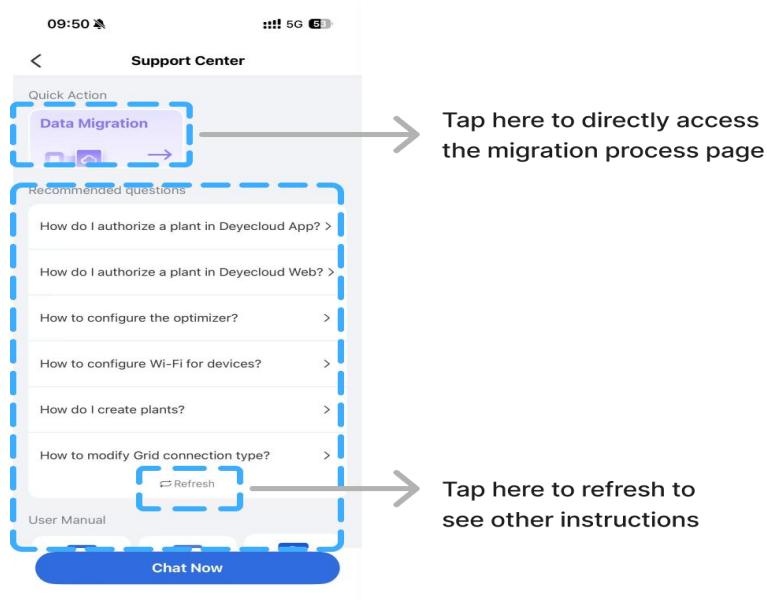
10. AI Customer Service

The page of AI customer service could be accessed in ①, ② or ③ way;

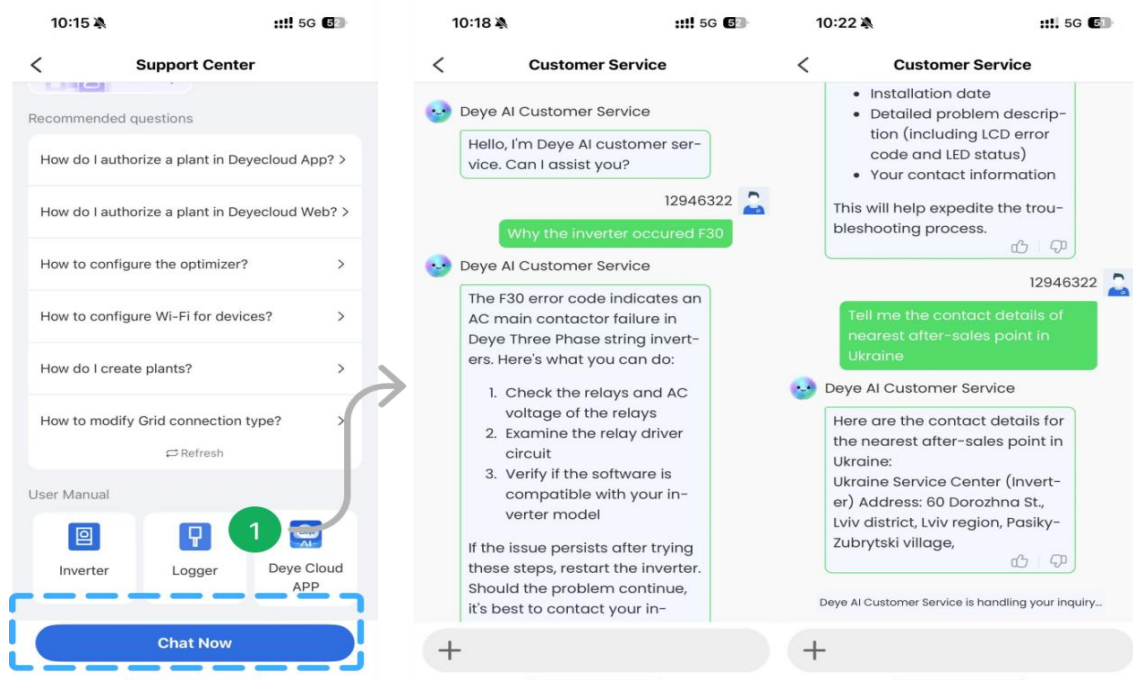


10.1 The Usage of AI Customer Service

① You can view relevant instructions, such as “How to configure Wi-Fi for devices”, “How do I perform migration” and “How to modify Grid connection Type” etc;



② You can chat with AI customer service for addressing your issue, such as “F30 alert of inverter” or “the contact details of the nearest after-sales point”;



③ You can chat with the human service to get help or other solution paths.

Notice: If there are more users inquiring about the human customer service at the same time, you need to wait in line to access it.

Here are three ways to chat with the human service:

1. Enter “Human”
2. Tap “+” and the human service icon
3. Tap the human service icon in the input icon

