

# Livoltex Website User Guide For Installer

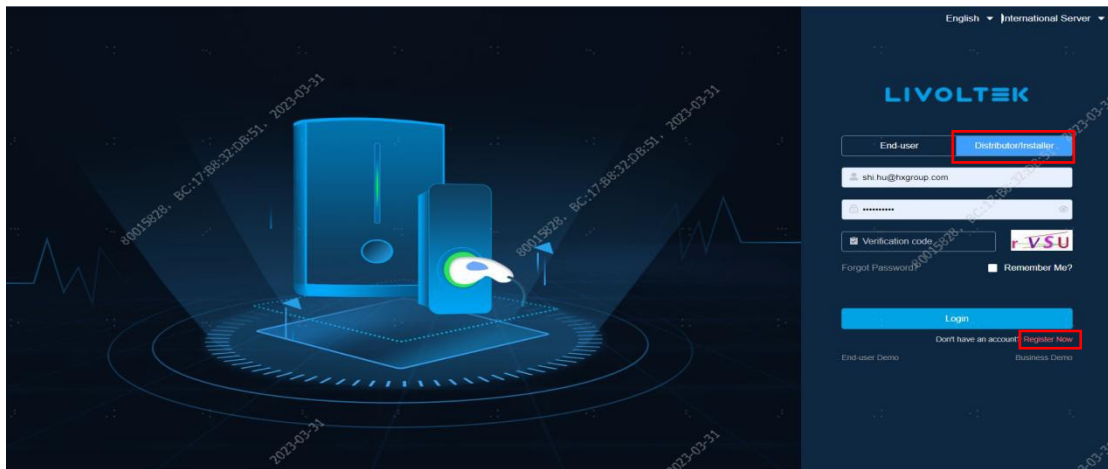
## —Off grid Inverters

There are two ways to obtain a My Livoltex account for distributors and installers:

1. Contact your upper distributor or installer to create a new account for you.
2. Register your own account through Livoltex web platform.

## A. Account Registration

1. Before register an account in Livoltex website, please kindly check the URL whether it is the correct server for your region or not.
  - For Asia, Latin America, Australia, and other regions' users, please access to international server by accessing to below URL.  
<https://www.livoltex-portal.com/#/>
  - For Europe, Middle East and Africa users, please access to EU & MEA server by accessing to below URL.  
<https://evs.livoltex-portal.com/#/>
2. Choose 'Distributor/Installer' tab and click Register Now to create an account.



3. Fill in required information successively and click 'Register'.

**Tips:** Open your email and enter the verification code you receive after filling in the email address on your registration list.



4. Go back to login page to enter account and password then click 'Login.'
5. Fill in the 'New organization' information table in turn and click 'submit' it.

**Tips:**

- ① The 'Company Name' will be as your organization name.
- ② If you don't have an upper-level organization, please input and search 'Livoltek'.)
- ③ After you click 'Submit' button, please wait for Livoltek administrator to review and pass your application. You can also contact our technical supporter to pass it quickly.

**Company Profile**

\* Company Name  
Please enter

\* Company Email  
Please enter

\* Region  
Please Select

\* Organization Type  
Please Select

\* Company Address  
Please enter

**Applier Info.**

\* Applier Name  
Please enter

\* Telephone  
Please enter

\* Login Account  
Milesinstaller

\* Register Email  
luchao\_chao@163.com

**Upper Level Info.**

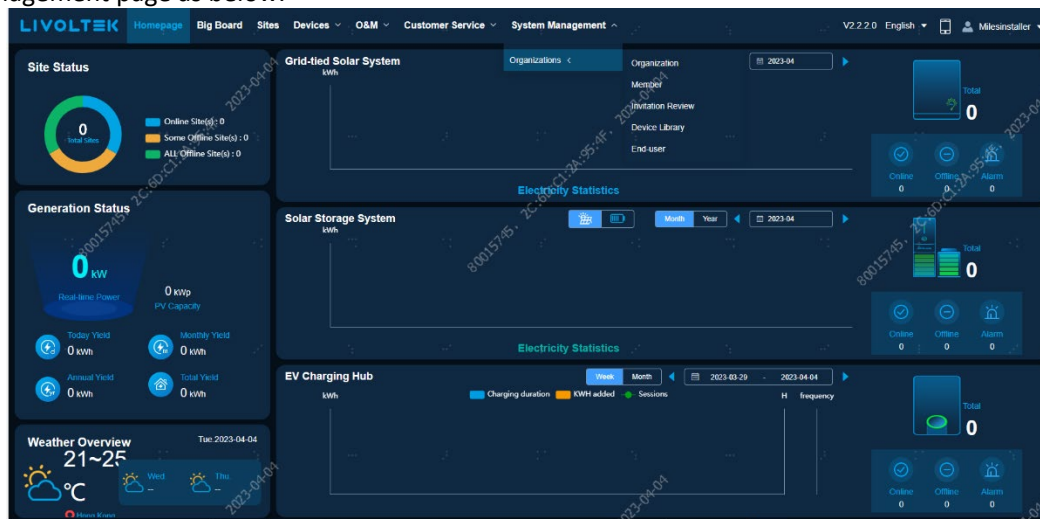
\* Upper Level Distributor  
Please input and search the Org code

1) Upper level distributor will browse and manage sites managed by you.  
2) Please ask your distributor to get their Org Code.  
3) If you don't have an upper level distributor, please input and search Livoltek.

**Submit**

## B. System Management

After application for registration is approved, you could login in your account. You will be at management page as below.



1. Create your lower-level organization if needed:

Click on "System management" > "Organization" to access the page. Click on the "Add" button on the right side to add your next-level installer/distributor and create an account for them. Fill in the information and submit it. You will see your newly created installer/distributor on your page.

No.	Org-Code	Region	Company Name	Parent Org	Company Email	Operator Type	Company Address	Cre-Operate
1	CN002ML99J	China	Milesinstaller-testing	livoltek	Miles_chaos@163.com	Installer	hangzhou,china	2023-04-04

The screenshot shows the 'Add' form in the Livoltek system management interface. The form is titled 'Add' and contains the following fields:

- Company Name: Kendalson
- Company Email: kendalshu@163.com
- Region: Denmark
- Org Code: DE004A1Y11
- Parent Org: DE004A1Y11(Kendall Solar)
- Operator Type: Installer
- Company Address: Please enter
- Remarks: Please enter

The background shows a table with columns for No., Org Code, Operator Type, Company Address, and Operator. The table has one row with the following data:

No.	Org Code	Operator Type	Company Address	Operator
1	DE004A1Y11	Agent	Am Blitzenberg 10, 97618	32

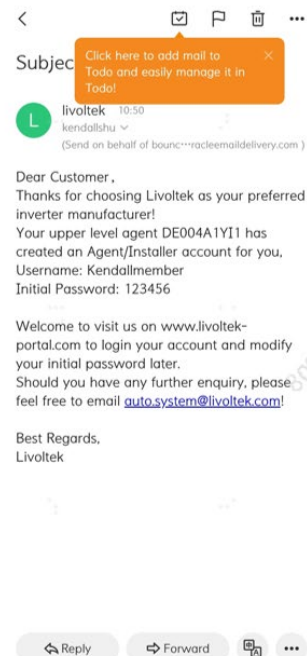
2. Add an administrator member for your organization:  
Click on "System management" > "Member" to access the page. You can then add an administrator for them on this page. Once you have completed all the necessary information, the administrator will receive an email with their account and password to log in.

The screenshot shows the 'Add' form in the Livoltek system management interface for adding a member. The form is titled 'Add' and contains the following fields:

- Login Account: Kendallmember
- Name: Kendallmember
- Email: kendalshu@163.com
- Organization: Kendalson
- User category: General Administrator
- Mobile Phone: 18856266201
- Telephone: Please enter
- Initial Password: 123456
- Remarks: Please enter

The background shows a table with columns for No., Org Code, Operator Type, Company Address, and Operator. The table has one row with the following data:

No.	Org Code	Operator Type	Company Address	Operator
1	DE004A1Y11	Agent	Am Blitzenberg 10, 97618	32



### Tips:

The first member's role created is the general administrator by default. The second and later member created can be chosen as different permissions customized.

## C. Create Site(Plant)

1. Add Site:

Click on the "Site" page and select the "Add" option on the top left to add your end customer's information and create a new site for them.

The screenshot shows the LIVOLTEK dashboard with the 'Sites' tab selected. In the top left corner of the 'Sites' section, there is a button labeled 'Add Site' which is highlighted with a red rectangle. Below this button is a table with columns: No., Site Name, System Type, Installer, Region, Site Status, Today Yield(kWh), Total Yield(kWh), PV Capacity(kWp), and Operate. Two rows of data are visible in the table.

No.	Site Name	System Type	Installer	Region	Site Status	Today Yield(kWh)	Total Yield(kWh)	PV Capacity(kWp)	Operate
1	Mitsunaga	EV charging hub with solar sto...	DK0M4AWU7(Kendallson)	Denmark	All Offline	0	0	5	⊞ ⊞ ⊞
2	Takashi Nakajima	EV charging hub with solar sto...	DE0MA1Y11(Kendall Solar)	Canada	All Offline	0	0	0	⊞ ⊞ ⊞

- Fill the required information and submit it:  
Click on "Customers info > Add" to fill in your end customer's information.  
In this area, you can fill in the e-mail address of your customer account which has been registered.  
**(If the account hasn't been registered, please create it by step3 )**

The screenshot shows the 'Add Site' form with the 'Customer Info.' section highlighted. The 'End-user Account' field is highlighted with a red rectangle and has an 'Add' button next to it. Below this is the 'Basic Info.' section with fields for 'Installer', 'Site Name', 'Site address', and 'Timezone'. The 'Privacy Setting' section has a checkbox for 'I have obtained permission to access this site from end-user.' which is checked. The 'System Info.' section has fields for 'System Type', 'PV Capacity(kWp)', 'PV Type (Optional)', 'PV Arrange (Optional)', and 'Currency Selection'.

- Create end-user account for your customer if not registered:  
Click on "Customers info > Add" to fill in your end customer's information>Click "confirm" to submit it.  
Fill in your end customer's information to create an end-user account for your customer with initial password 'Ltk123456' which is unable to edit.

**Tips:**

- ① Please inform your customer to login account and change password in time after you create the site and add the devices for, he or she.
  - ② If the End-user Account can be retrieved via e-mail address, please refer to step2 and skip this.
4. Fill in the required correct information when you complete the remaining contents and click “confirm” to submit it. Here are some points you should be aware of:
- Select “Residential solar energy storage(ess)” when you choose from “System type” in “system Info.”, and if there are EV chargers besides inverters, select “Residential EV Charger with solar ess”.

- Select the currency type from “Currency Selection” and fill 24 hours’ time of use tariff in “Buying Tariffs” to set time-of-use tariff of your site.

**System Info.**

\* System Type: Solar storage system

\* PV Capacity(kWp): Please enter

PV Type (Optional): Fill in like "BS72M-400W, 10PCS"

PV Arrange (Optional): Please select

\* Currency Selection: Please select

**Buying Tariffs** **Feed-in Tariffs**

00:00 24:00 Unit Price/KWh: 0

Confirm Cancel

## D. Add a device

1. Click the “Add Device” icon (marked by the red circle at the right corner as below) and go to Step 3.

Also, you can click the site name (marked by a red box as below).

**LIVOLTEK** Homepage Big Board **Sites** Devices O&M Customer Service System Management V2.2.2.0 English Installer

Site Name: Please enter Installer: Please enter System Type: Please select Product Model: Please select Site Status: Please select Region: Please select Creation Time: Start Date to End Date

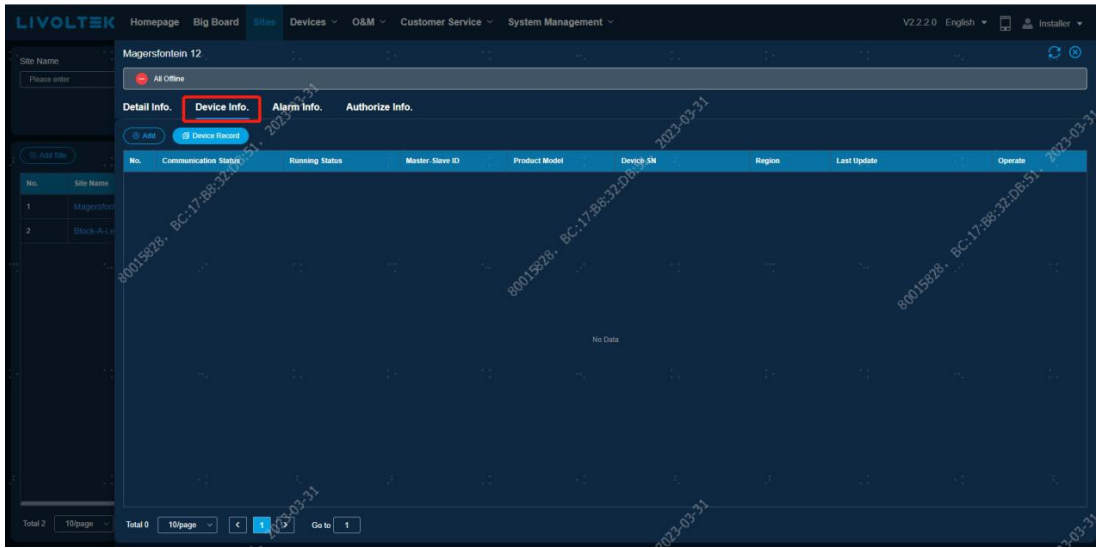
Search Reset

+ Add Site

No.	Site Name	System Type	Installer	Region	Site Status	Today Yield(kWh)	Total Yield(kWh)	PV Capacity(kWp)	Operate
1	Magenfontein 12	Grid-tied solar system	ZA062070VW(Inverter installer)	South Africa	All Online	0	0	5	⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞
2	Block-A-Left	Solar storage system	ZA062070VW(Inverter installer)	South Africa	All Online	0	1893.1	5	⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞ ⊞

Total 2 10/page 1 Go to 1

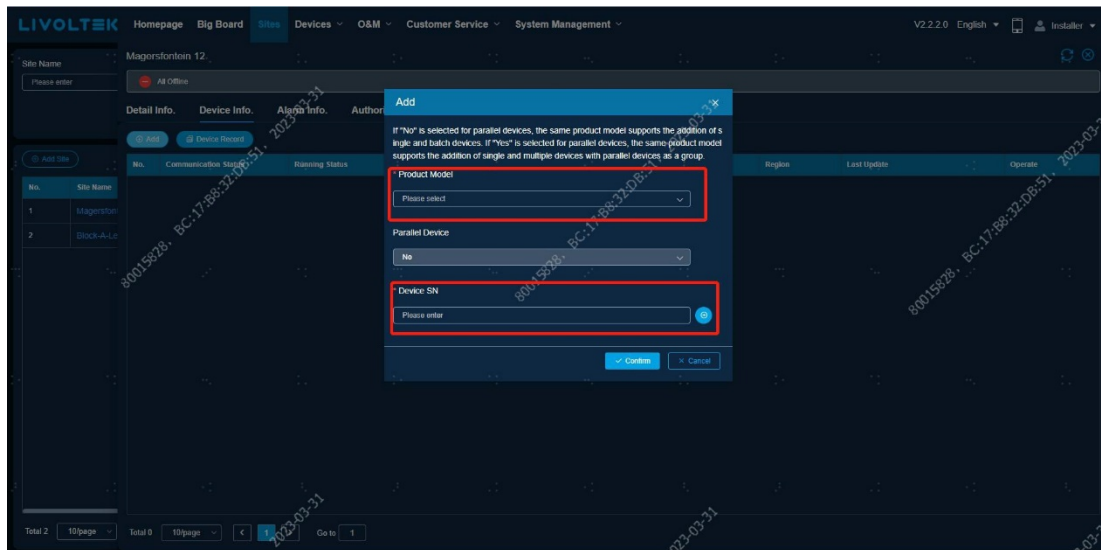
2. Click the Device Info and you can add the device.



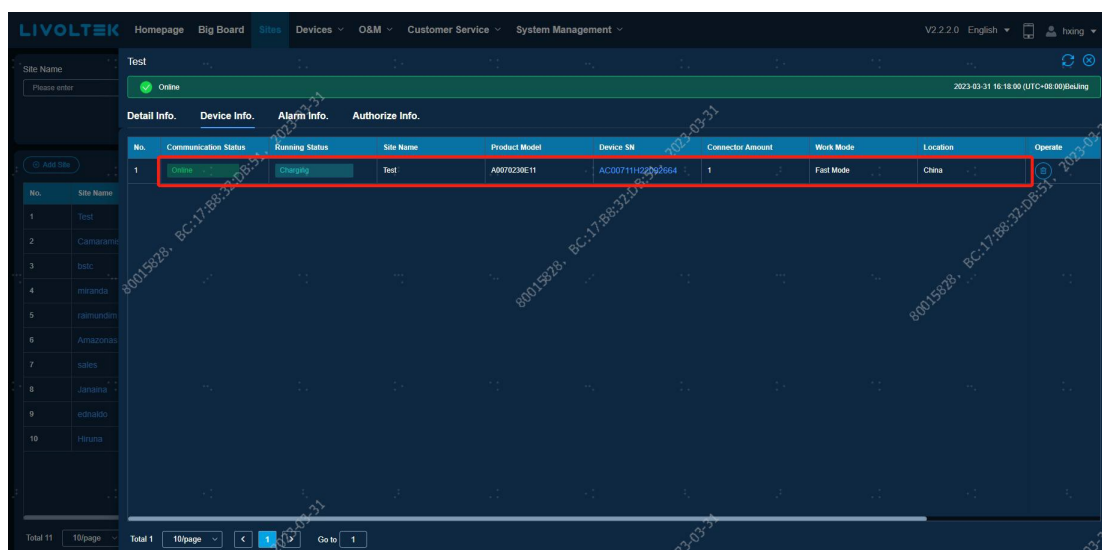


- Click “Add” then you need to choose Product Model and enter Device SN at prompted message.

**Tips: The Product Mode and Device SN can be founded at the nameplate of the device if you don’t know.**



- After you add device to the site successfully, then it will display on the list.



## E. Web Function brief Introduction

- Check device running status.
- Devices→ Inverter/ EV charger: Please select the device type which you want to check.

**Tips:** Here you can search and check the status of device.

Usually, only search device by device SN is enough to locate device.

search device according to its SN

No.	Communication Status	Running Status	Site Name	System Type	Product Model	Device SN	Region	Create Time	Operate
1	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF0301H22200130	China	2022-09-13 19:21:26	
2	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF5001N21120102	China	2022-09-08 15:31:52	
3	Offline	Offline	hyper-4F	Solar storage system	Hyper-5000	HP10503H22310052	China	2022-09-05 17:30:05	
4	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF0301H22200007	China	2022-09-03 19:27:07	
5	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF0301H22200127	China	2022-09-02 14:26:25	
6	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF0301H22110053	China	2022-08-31 17:16:04	
7	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF0301H22200065	China	2022-08-31 09:44:03	

① Device SN: Click here to check device running status.

② Site Icon: Click here to check the site.

③ Operate Icon: Click here check/change some settings remotely.

- Real time information: In detail page all the information is real time information, and data uploads and refreshes both five minutes once. (You can click "refresh button" to update manually.)

refresh button

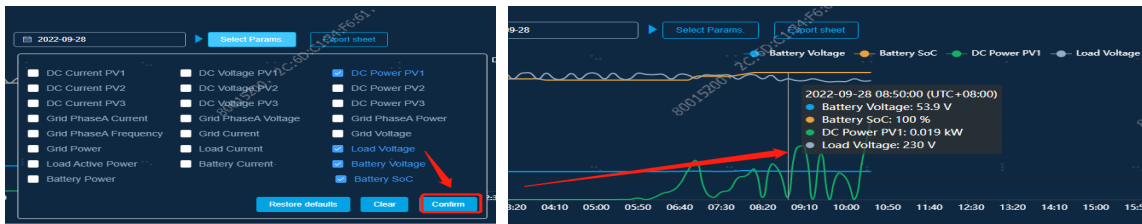
refresh time

- History data: Devices → Inverter/ EV charger → Details → History data.

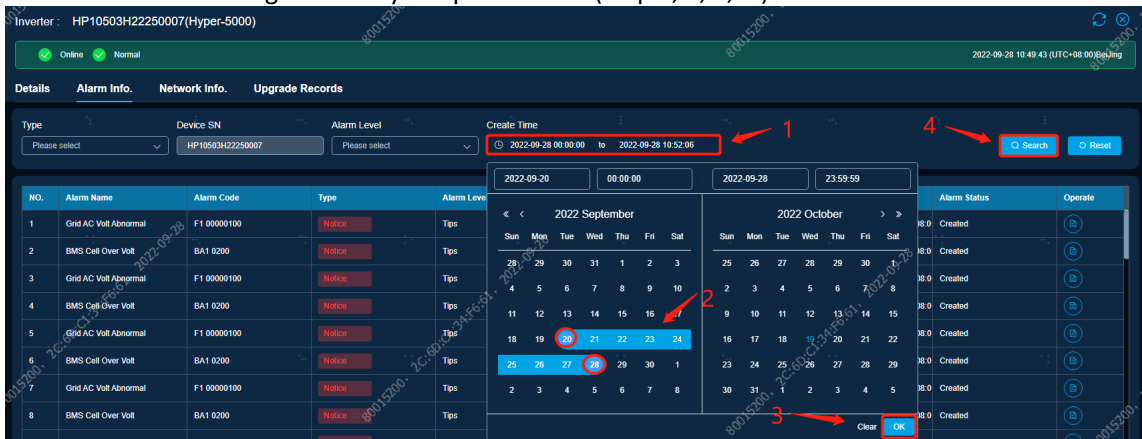
Select the date and parameters of device running as marked by red boxes as below:

Select Params

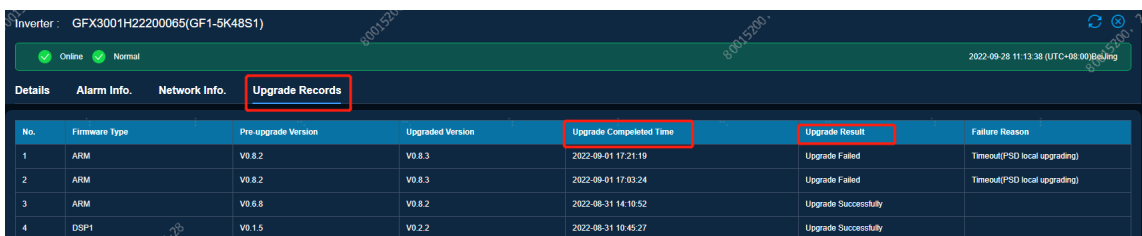
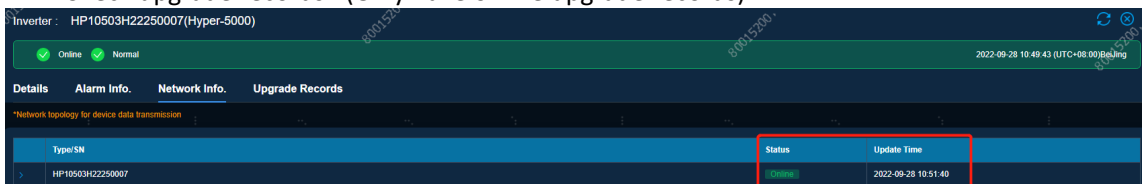
Select sheet



- Check the alarm by date, alarm type (notice or fault) and alarm level. Please follow the guidance by the photo show (step 1, 2, 3, 4) to search.



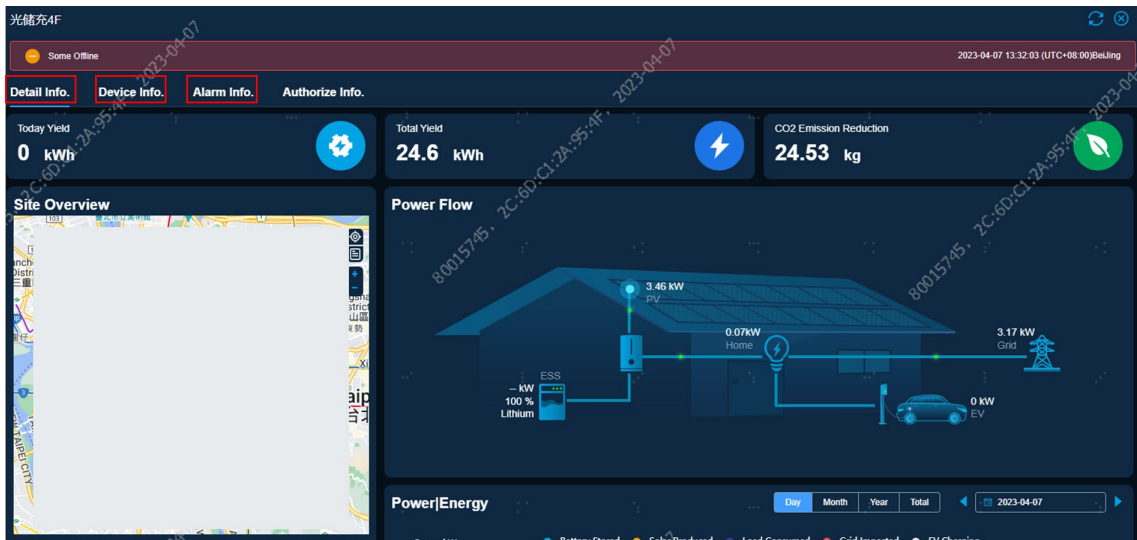
- Check upgrade records. (Only have online upgrade records)



2. Check the site which this device in.

- Devices → Inverter/ EV charger → Device SN → Site Icon:





- ① Detail Info—information related with this site
- ② Device Info—check all devices in this site
- ③ Alarm Info—check all devices' alarm records

### 3. Organization management.

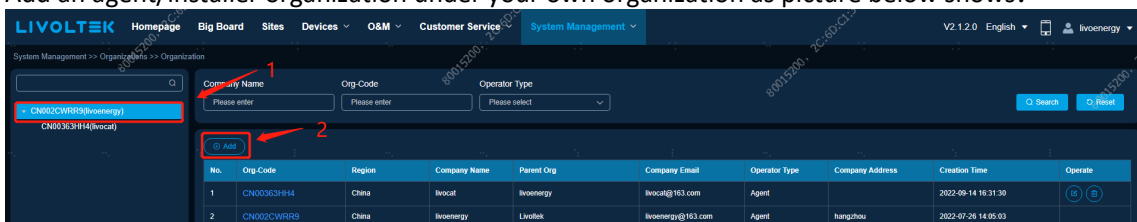
- System management → organizations



- ① Organization: Create a subordinate organization.
- ② Member: Add/Delete member in subordinate organization.
- ③ Invitation review: Agree or reject application from your agent/installer.
- ④ Device library: Add device to check online status no matter you are installer or not.
- ⑤ End-user: Create or delete end-user account.

- System management → organizations → organization

Add an agent/installer organization under your own organization as picture below shows:



after input all required info

1. Click your own organization (step 1 in picture).
2. Click add (step 2 in picture)
3. Input all required info in this page (as left picture show)
4. Click confirm (create your agent/installer account successfully)

- System management → organizations → member

① Click target organization and 'Add'.

add for your agent/installer

② Fill the information and select the roles for member account.

Operate	Role Name	Remarks
<input checked="" type="radio"/>	Agent Operator	Agent operator authority
<input checked="" type="radio"/>	Agent Query	Agent inquiry authority

**Tips:** Agent operator have right to delete or add device for customers; Agent query only have right to check the device information.

- System management → organizations → end-user

You can create end-user account for custom (Don't need verification code from customers).Also, can edit custom information ,delete end-user account or reset password(if they forget.)

- 

- | No. | Org. Code | Company Name           | Applier     | Telephone     | Upper Level Org. Code | Application Time    | Company Address                      | Approval Progress | Approval Tim | Operate   |
|-----|-----------|------------------------|-------------|---------------|-----------------------|---------------------|--------------------------------------|-------------------|--------------|---|
| 7   | UA00317GO | DELA Trade Company LLC | DELA Energy | +380637211109 | Livoltel(Livoltel)    | 2022-06-11 16:53:27 | 1914 Pivnagorskogo str., Kyiv, 03101 | To be verified    |              |   |
| 8   | BR003LEFS | Construol              | Construol   | 88996406902   | Livoltel(Livoltel)    | 2022-08-10 08:41:41 | 63530000                             | To be verified    |              |   |

- Verify

Organization Info.

Company Name

solars

Company Email

Operator Type

Installer

Region

Brazil

Org-Code

Company Address

rua santos dumont 77

Applier Info.

Applicant

solars

Contact Phone No.

88981234321

Register Email

contato@solars.eco.br

Login Account

Solars

Upper Level Info.

Upper Level Org.

Livoltek(Livoltek)

Verification Information

Note:

Please Enter Remarks

0/256

✓ Agree

✗ Disagree

4. Web style selecting.

- Dark mode/Light mode switch

You can click the right corner menu icon to select different web style.

