

Livolttek Website User Guide For Installer

—Off grid Inverters

There are two ways to obtain a My Livolttek 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 Livolttek web platform.

A. Account Registration

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

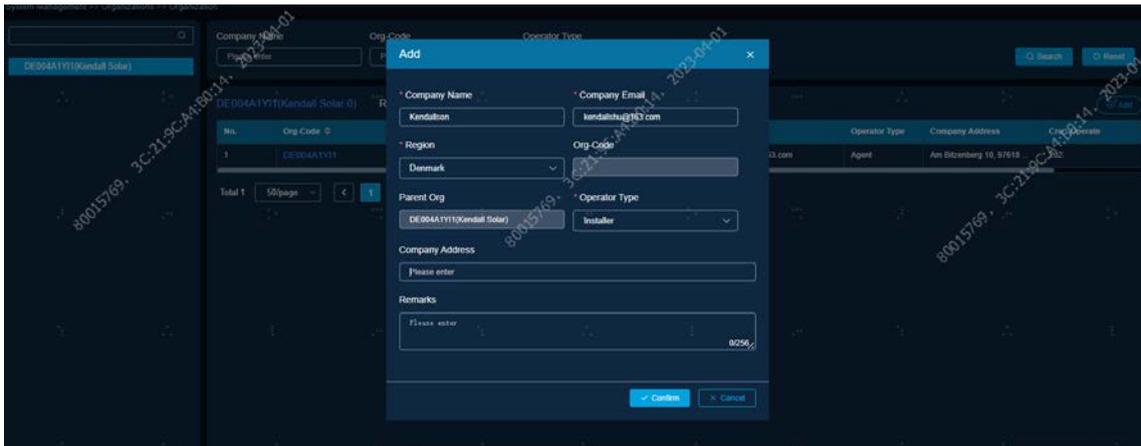
B. System Management

After your application of registration is approved, you could log into your account. You will see the management page as below.

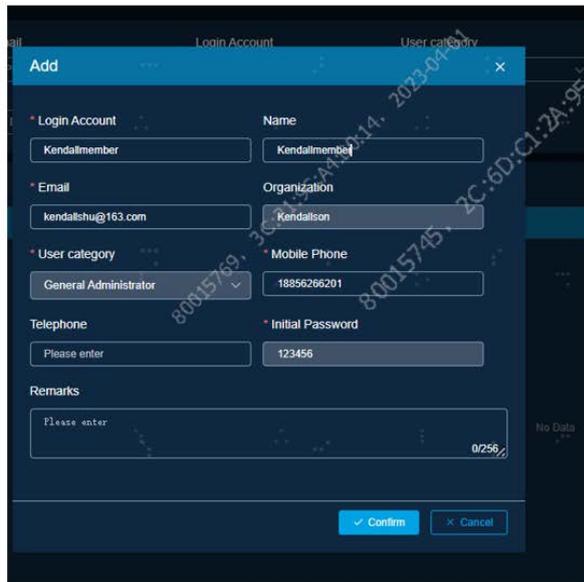
1. Create your lower-level organization if needed:

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	C/O	Operate
1	CN002ML99J	China	Miesinstaller testing	Livoltek	Mies_chaos@163.com	Installer	hangzhou,china	zoc	



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.



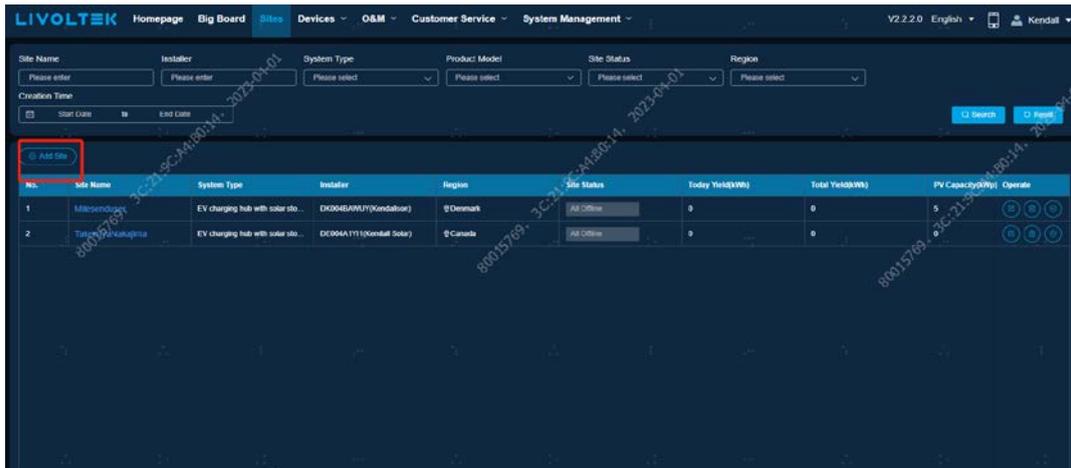
Tips:

The first member’s role created is the general administrator by default. The second and subsequent 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.



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

The screenshot shows the 'Add Site' form. The form is divided into several sections: Customer Info., Basic Info., Privacy Setting, and System Info. The 'End-user Account' field in the Customer Info. section is highlighted with a red box. Below it, there are fields for Site address, Timezone, System Type, PV Capacity(kWp), PV Type (Optional), PV Arrange (Optional), and Currency Selection. The 'I have obtained permission to access this site from end-user.' checkbox is checked.

- 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.

The screenshot shows the 'Add Site' form with a modal window for user creation. The modal window has the following fields:

- Login Account:** Please enter
- Password:** Ltk123456
- Mobile Phone:** Please enter
- Telephone:** Please enter
- Name:** Please enter
- Type:** General User
- Email:** Please enter
- Region:** Select
- Note:** (Empty text area)

The background form includes fields for:

- Site address:** Please enter
- Timezone:** Please select
- PV Capacity (kWp):** Please enter
- PV Type (Optional):** Fill in like "BS72M-400W, 10PCS"
- PV Arrange (Optional):** Please select
- Currency Selection:** (Dropdown menu)

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".

The screenshot shows the 'Add Site' form with the 'System Info.' section expanded. The 'System Type' dropdown menu is open, showing the following options:

- Residential solar only
- Residential solar energy storage (ess)** (highlighted with a red box)
- Residential EV Charger
- Residential EV Charger with solar ess

Other visible fields in the form include:

- Installer:** Please select
- Site Name:** Please enter
- Site address:** Please enter
- Timezone:** Please select
- Privacy Setting:** I have obtained owner's permission to access to this site.
- PV Capacity:** Please enter kWp
- PV Arrange (Optional):** Please select
- Unit Price/kWh:** 0

- 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

Q Search | D Reset

+ Add Site

No.	Site Name	System Type	Installer	Region	Site Status	Today Yield(kWh)	Total Yield(kWh)	PV Capacity(kWp)	Operate
1	Magorsheloni 12	Grid-tied solar system	ZAN02079WW(Inverter installer)	South Africa	All Online	0	0	5	⊕ ⊖ ⌂
2	Block-A-Left	Solar storage system	ZAN02079WW(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.

The screenshot displays the LIVOLTEK web application interface. At the top, there is a navigation bar with the following menu items: Homepage, Big Board, Sites, Devices, O&M, Customer Service, and System Management. The version is V2.2.2.0, and the language is set to English. The user is logged in as an Installer.

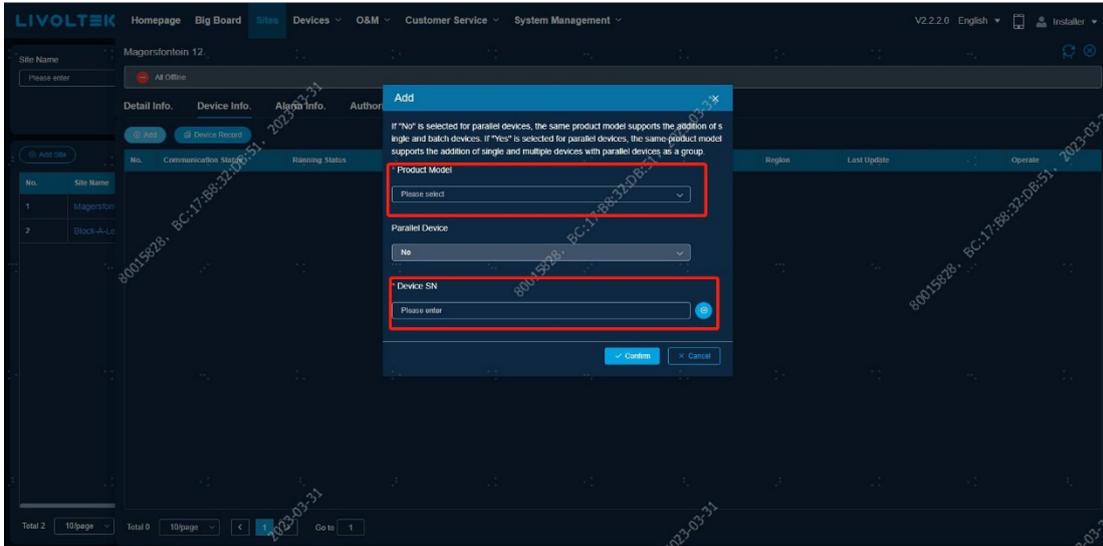
The main content area is for site 'Magersfontein 12'. It shows a status of 'All Offline'. Below this, there are three tabs: 'Detail Info.', 'Device Info.', and 'Authorize Info.'. The 'Device Info.' tab is currently selected and highlighted with a red box. There are also buttons for 'Add', 'Device Record', and 'Add Site'.

A table is displayed below the tabs, with the following columns: No., Communication Status, Running Status, Master-Slave ID, Product Model, Device SM, Region, Last Update, and Operate. The table is currently empty, showing 'No Data'.

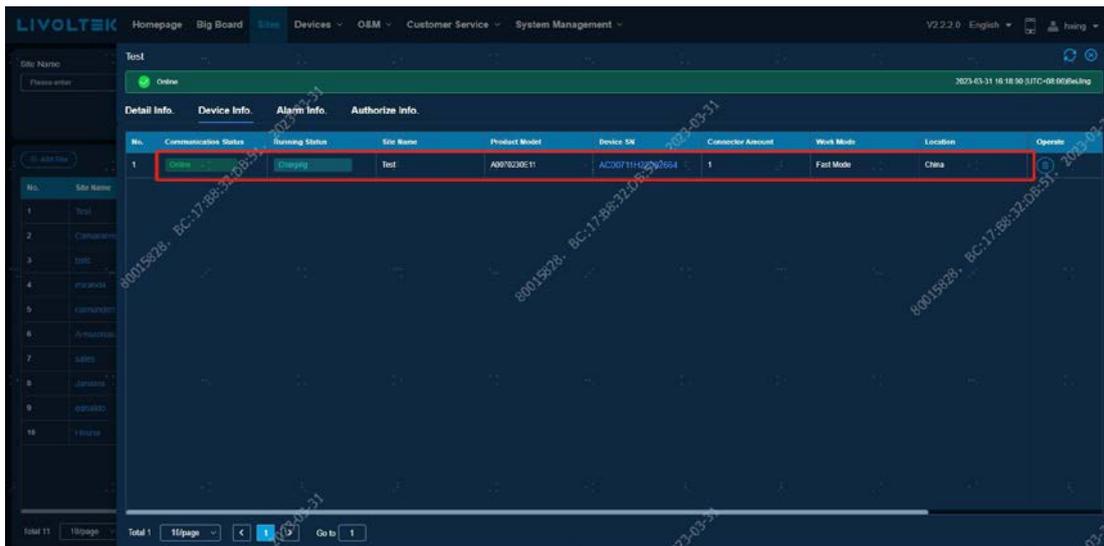
At the bottom of the page, there is a pagination control showing 'Total 0' and '10/page', with a 'Go to' field set to '1'.

- 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 .



- After you add device to the site successfully, then it will be displayed 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	GFX0501H22200130	China	2022-09-13 19:21:26	[Home] [Settings]
2	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GF5001N21120102	China	2022-09-08 15:31:52	[Home] [Settings]
3	Offline	Offline	hyper-4F	Solar storage system	Hyper-5000	HP10503H22310052	China	2022-09-05 17:30:05	[Home] [Settings]
4	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GFX0501H22200007	China	2022-09-03 18:27:07	[Home] [Settings]
5	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GFX0501H22200127	China	2022-09-02 14:26:25	[Home] [Settings]
6	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GFX0501H22100033	China	2022-08-31 17:16:04	[Home] [Settings]
7	Offline	Offline	offgrid-4F	Solar storage system	GF1-5K48S1	GFX0501H22200065	China	2022-08-31 09:44:03	[Home] [Settings]

- 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.)

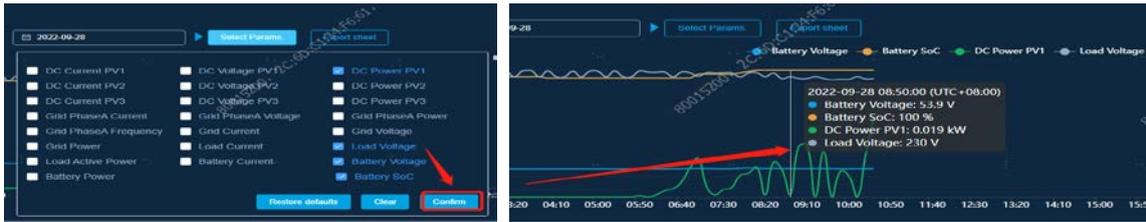
refresh button

refresh time

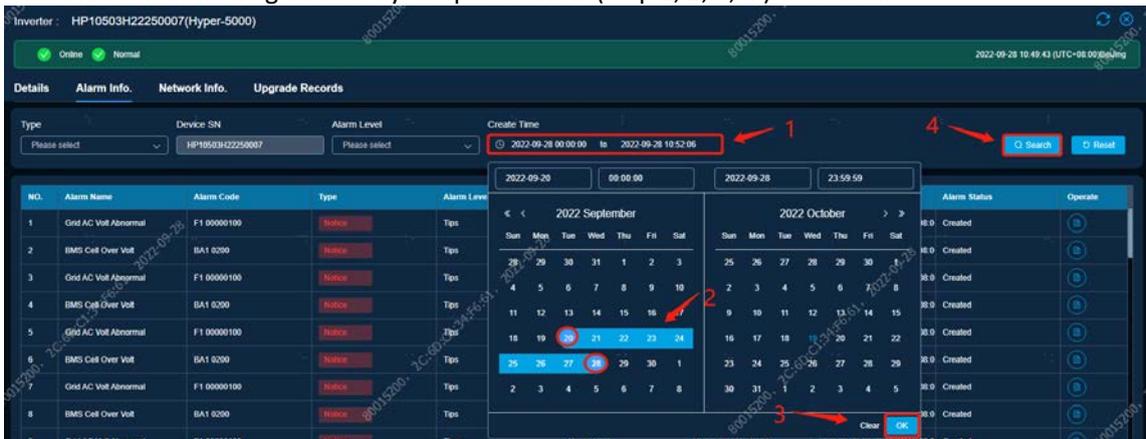
- History data: Devices → Inverter/ EV charger → Details → History data. Select the date and parameters of device running as marked by red boxes as below:

Select Param.

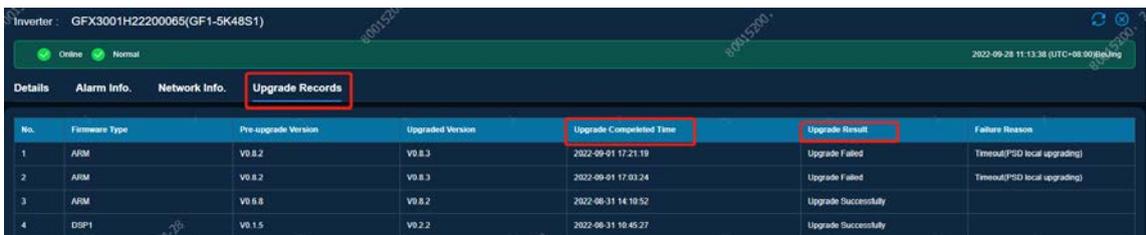
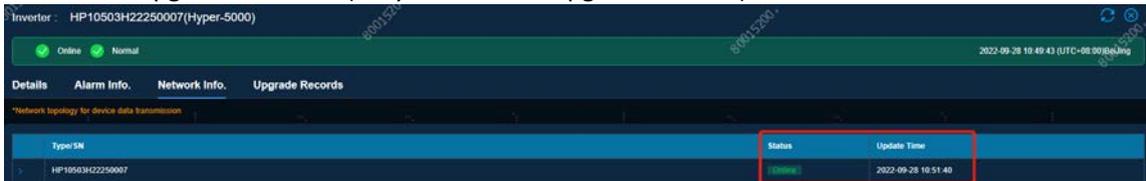
Export sheet



- 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.



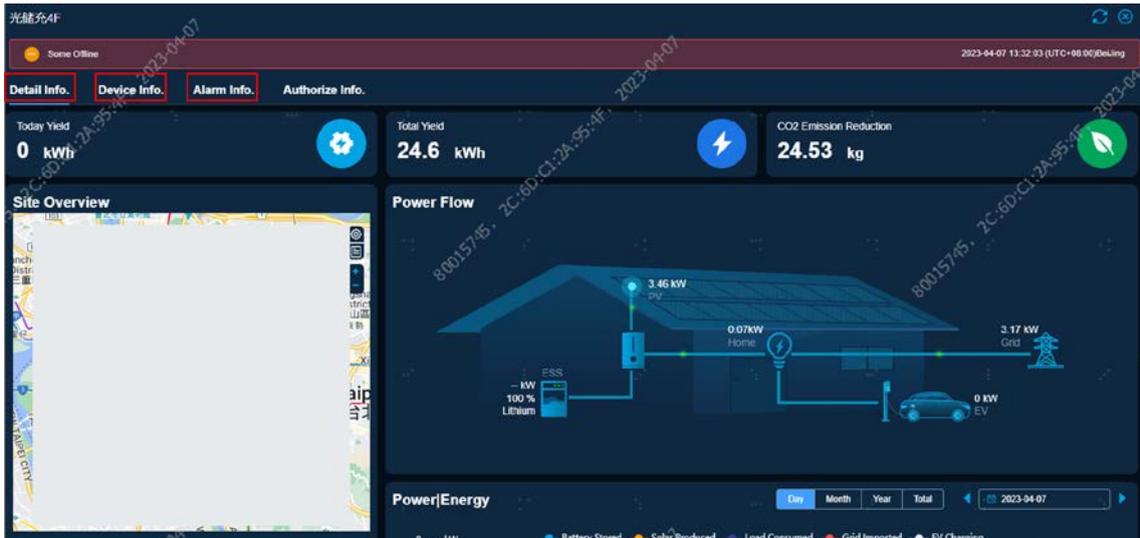
- Check upgrade records. (Only have online upgrade records)



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.

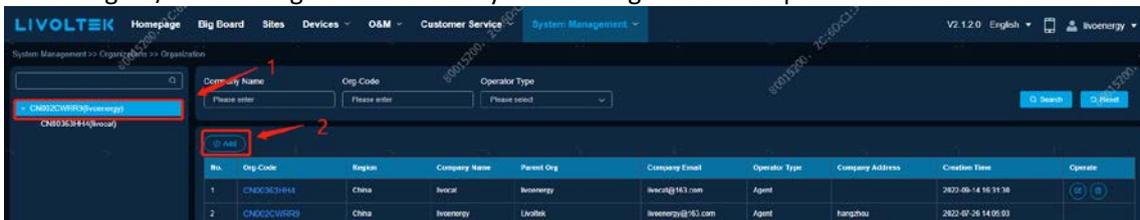
- System management → organizations



- 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:



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'.

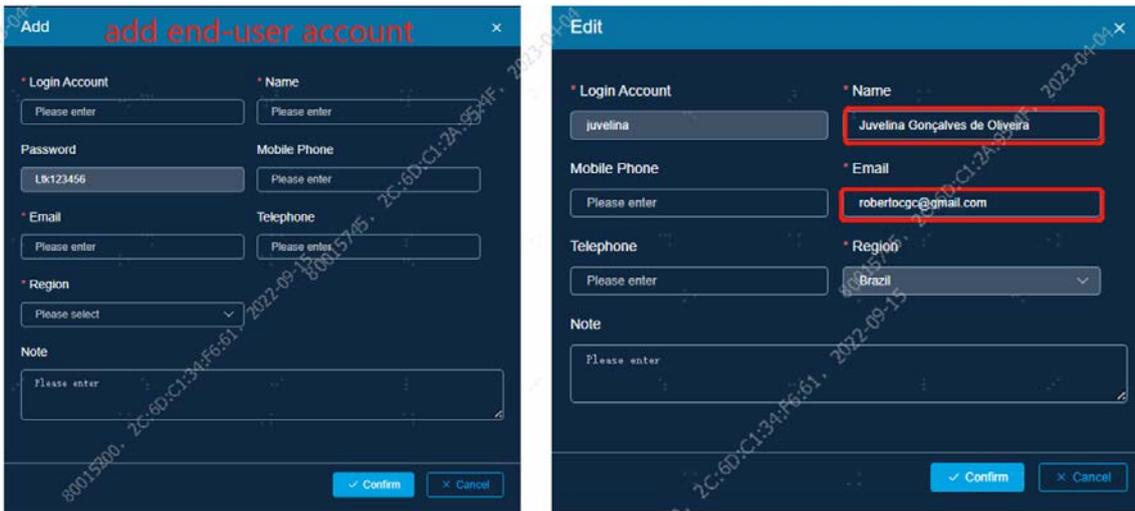
② Fill the information and select the roles for member account.

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

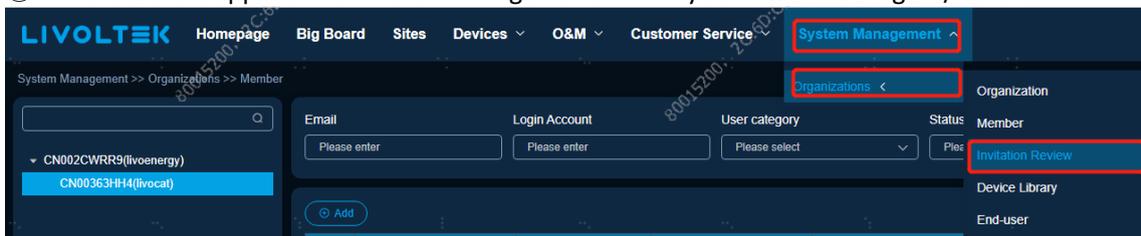
● System management → organizations → end-user

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.)



● System management → Organizations → Invitation review

① Here are the applications of account registration from your lower-level agent/installer.



② Click the icon marked by the red circle to check Registration Application.

No.	Org Code	Company Name	Applier	Telephone	Upper Level Org. Code	Application Time	Company Address	Approval Progress	Approval Time	Operate
7	UA003Y1700	DELA Trade Company LLC	DELA Energy	+38067211108	Livoltek(Livoltek)	2022-08-11 16:53:27	194 Pirogostkogo str., Pskov, 331K	To be verified		
8	BR003LEJFS	Construol	Construol	88996406902	Livoltek(Livoltek)	2022-08-10 08:19:41	63530800	To be verified		

③ After confirming the application info, click “Agree” to pass it or click “Disagree” to refuse.

Verify

Organization Info.

Company Name: solars | Company Email: [redacted] | Operator Type: Installer

Region: Brazil | Org-Code: [redacted] | 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.

