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# BYD Energy App

User Manual

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# 1 Download and Install the app



## Instructions

- Requirements for mobile phone operating system: Android 8.0, iOS 15.0 or above.
- To ensure the stability of various functions, it is recommended to use a mobile phone of Android version 8.0 or above (in case of iOS terminals, iPhone 7 and later models are supported, but iPhone SE is not).
- The router supports 2.4 GHz wireless frequency band, and the WLAN signal covers the location of the device.
- The phone supports WLAN / Bluetooth functions.

### Operation step:

#### Method 1

Download and install through the App Store.

- *Android phone users* : Search for “**BYD Energy**” on Google Play.
- *iPhone users* : Search for “**BYD Energy**” in the App Store.

#### Method 2

Scan the QR code to download and install.



Users who choose method 2 can download according to the following methods:


- Download from BYD Energy official website : [www.bydenergy.com](http://www.bydenergy.com).
- Select browser download according to the “browser download” method. If you are prompted with “This app comes from an unofficial App store...” during the installation process, click “Continue Installation”.
- Make sure your device (phone) can access the Internet during configuration.

## 2 Register Your First Account


The LAN configuration of the device needs to be performed using the owner's or installer's account. If you do not have an owner account of BYD Energy App, please register according to the following steps.

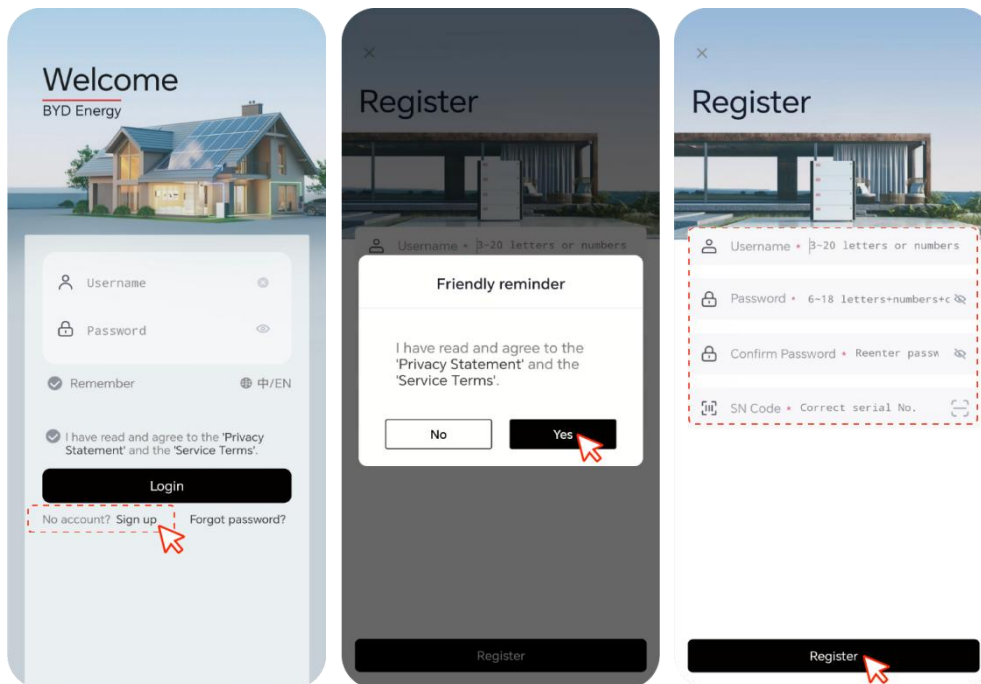
### Objects

Owners who have not registered the BYD Energy App and need to commission the energy storage equipment on their own.

 Installer users: Installers do not need to log in or register, as near-end Bluetooth connection is supported for device network configuration and device data view.

### Operation step:

1. Click “Sign up” on the right side of “No account?” at the bottom of the BYD Energy App login interface.
2. Click “Yes” in the registration pop-up window to indicate that you have read and agreed to the “Privacy Statement” and “Service Terms”.
3. Enter “Username”, “Password” and “Confirm Password” according to the prompts on the registration interface. The password must be 6 ~ 18 characters long and contain letters, numbers and special characters.
4. Enter the Host product serial number or click the Scan Code symbol on the right , and scan the QR code to obtain the product serial number. (The battery connected to the inverter is the the Host)
5. Click “Register” to confirm successful registration.



### Instructions

Any app user, not just the installer, can download the app from the app Store and search for the device's Bluetooth signal without registering or logging in. Once the device's Bluetooth signal is found, the user can connect to the device through the default password and view the device data. The user can also configure the network for the device.

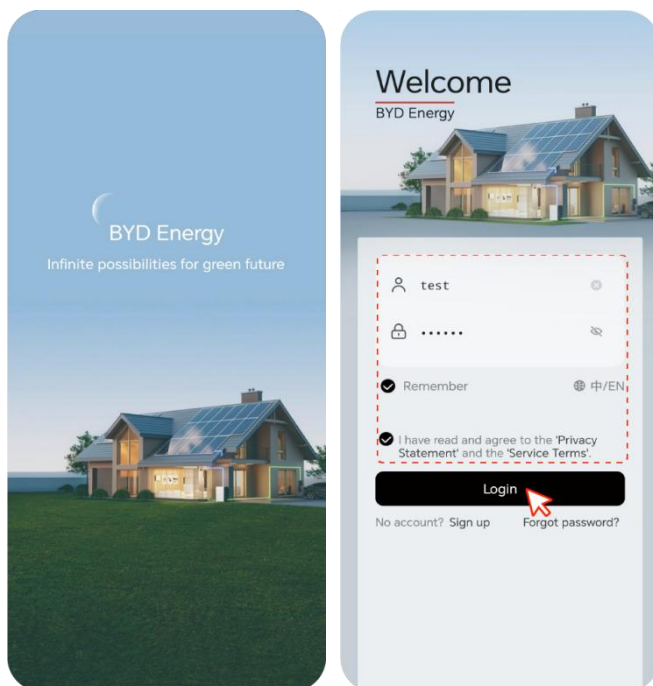
### 3 Log in and out of BYD Energy App

#### 3.1 Log in to the app

After correctly installing the app on your mobile phone, you can access the management system through the app.

**Operation step:**


1. On the mobile client desktop, click the app icon to enter the login interface.
2. On the app login interface, enter your account and password and click “Login”.
3. After completing the login information, check the box of the “Privacy Agreement” and “Service Terms” to indicate that you have read and agreed to the agreement.

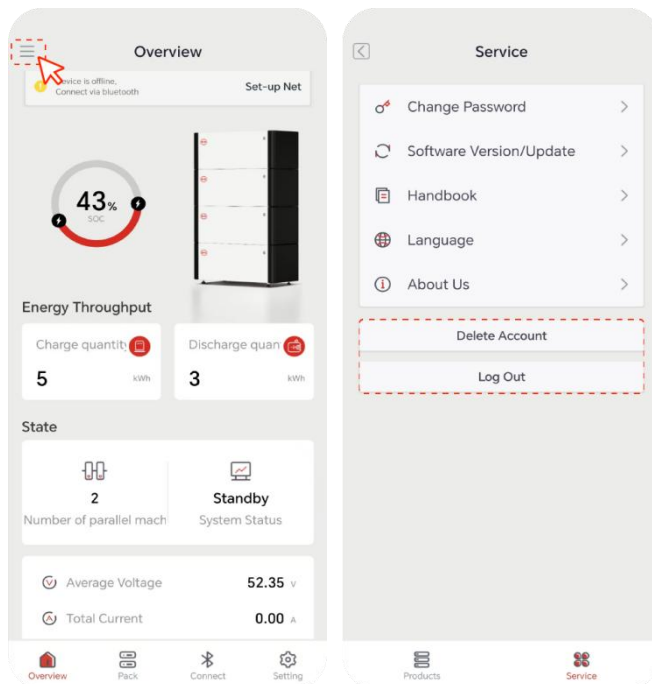


If a user enters an incorrect password five times in a row when logging in, the user account will be locked for five minutes. The user can wait until the locking period expires for another login, or contact after-sales personnel to unlock the system before logging in again.

### 3.2 Exit the app or log out of the app

#### Operation step:

1. Click  on the top left of the home page, and access the “Service” tab.
2. On the service interface, click “Log Out” or “Delete Account”.



- Logout simply exits the program. When you open it again, the last account you used will be displayed.
- “Delete Account” only deletes the account information on the app account server. To clear device data, the user needs to send an email, and the R&D staff will process and delete the device data on the server.

## 4 I am the Owner

### I am the Owner

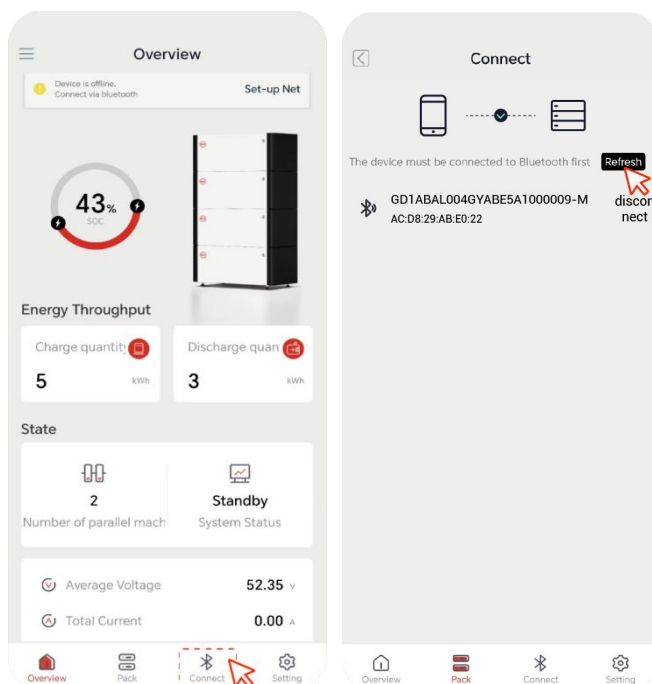
The BYD Energy App is a management tool for energy storage devices of the user. By connecting the device to WiFi or Bluetooth, it enables convenient and fast interaction between the mobile phone and the battery device. It can accurately obtain the basic information of the battery device, help users automatically identify the model and firmware version of the battery device, automatically detect whether upgrade is available, and download the latest version of the firmware for upgrading, thereby improving the performance of the device; The fault information and history of battery device can be obtained accurately and quickly to help diagnose problems with the battery device.

### 4.1 Connect device Bluetooth (near-end)

The Bluetooth configuration allows the energy storage battery to easily connect and communicate with smartphones, tablets or other smart devices. Through a dedicated app or web interface, users can view the battery power, charging status, temperature and other related parameters locally in real time.

#### Operation step:

1. The owner logs in to the BYD Energy App and click “Connect” on the main page.
2. Follow the interface prompts to connect to the device Bluetooth. (The product Bluetooth name is the SN code of the device connected to the inverter plus the suffix “-M”).



Please make sure that your phone has Bluetooth enabled and supports Bluetooth connection, and that the device's Bluetooth signal covers your location.



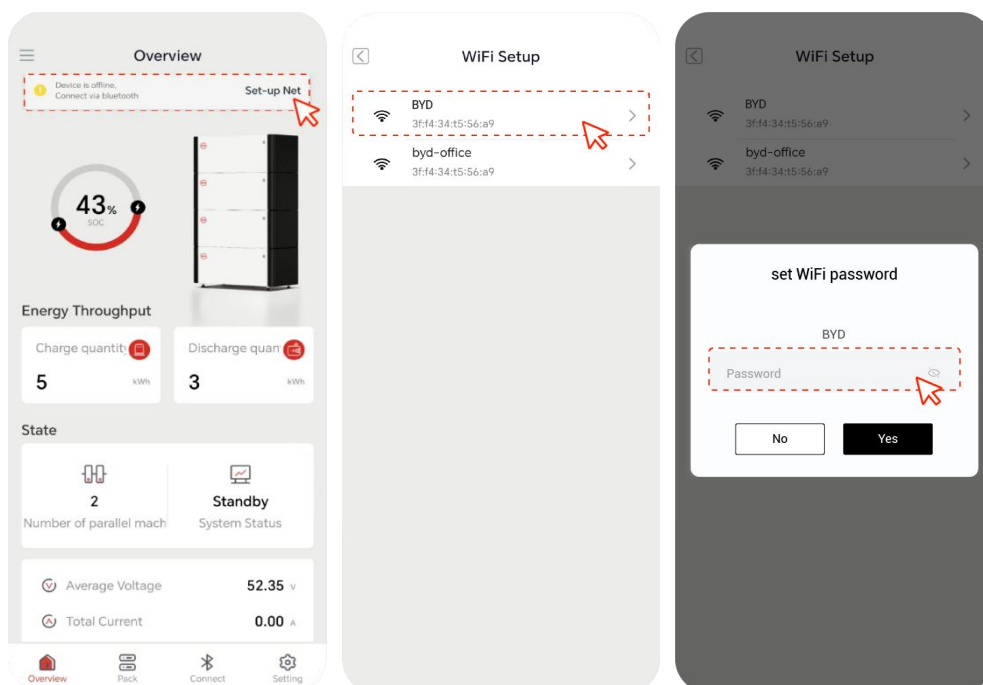
## 4.2 Fast network configuration

The WLAN configuration function allows the connection of the WiFi module to the home network, so that the battery can communicate with cloud server data. Users can view battery data or send commands to control the battery through the app.

### Method 1

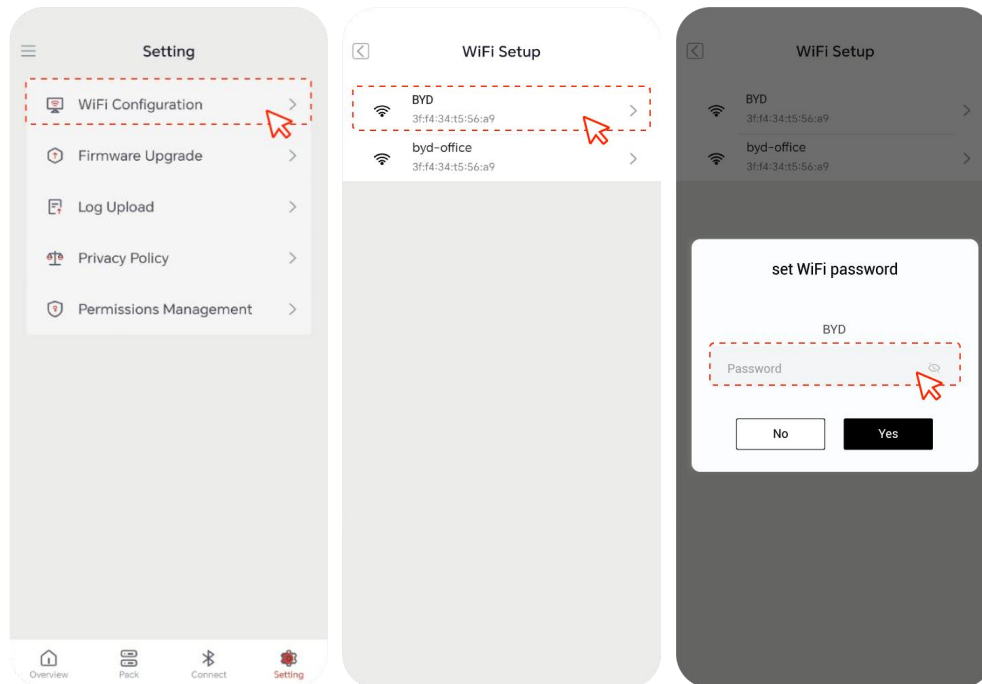
#### Operation step:

1. The owner logs in to the BYD Energy App and clicks “Set-up Net” in the “Overview” tab on the main page.
2. Before network configuration, make sure that the device and the mobile app have completed Bluetooth connection, and then connect to the device WLAN according to the prompts on the interface.
3. Click to set the home WiFi password, and connect the device to the home WiFi. Then the network configuration is completed for the device.
4. At this time, the device data is sent to the cloud server, and the mobile app can remotely obtain the data from the cloud.



**Method 2**

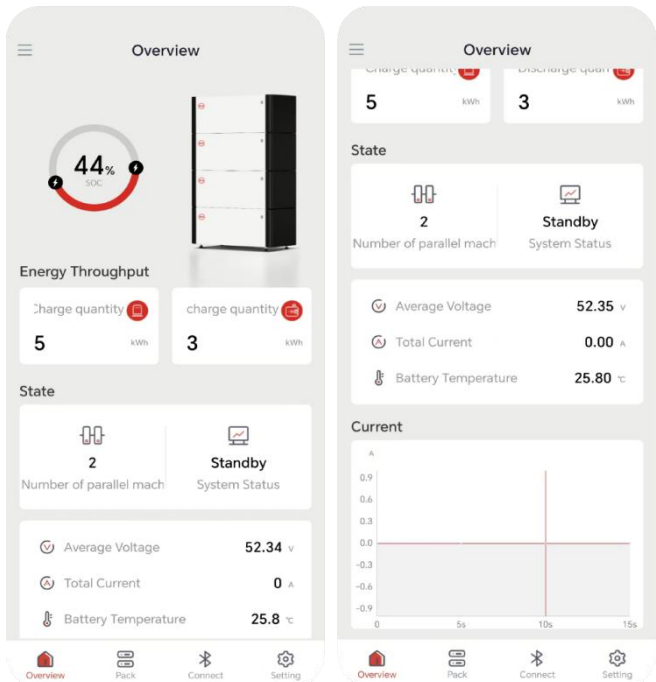
The owner logs in to the BYD Energy App, clicks “WiFi Configuration” in the “Setting” tab on the main page, and enters the network configuration page. (Same as *Method 1*)




- With Bluetooth connected, the app will first obtain device data via Bluetooth; After Bluetooth is disconnected and the device has been successfully networked, the app will obtain device data from the cloud.
- It is recommended that you update your password regularly and remember the changed password to ensure account security. Not changing the initial password may lead to password disclosure.
- Long-term use of passwords will increase the risk of theft and cracking. Loss of passwords will result in users being unable to access the device, and the user shall be responsible for any losses caused by the loss.

4.3 Check the energy storage status

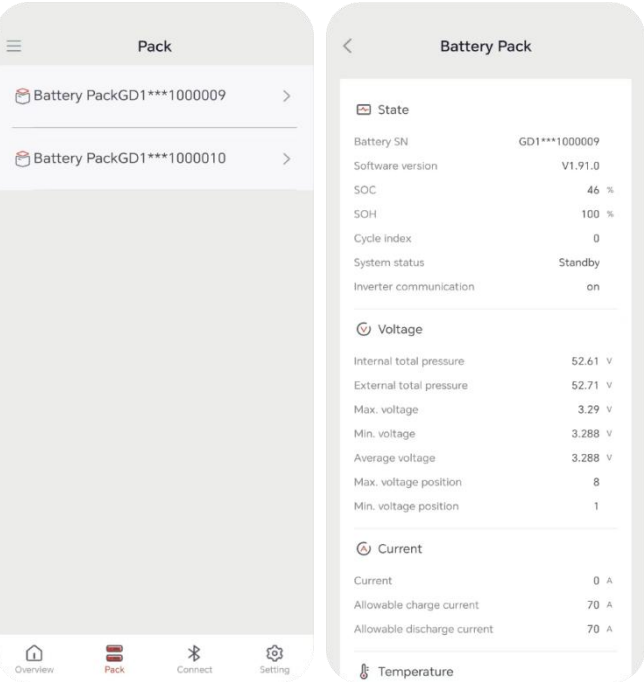
After logging in to the BYD Energy App and configuring the network, the “Overview” tab on the main page will display all the real-time operating status and basic battery information managed by the user by default.



 You can view real-time charging and discharging information, status information, device information, current, etc.

4.4 Check the operating battery pack status


After logging into the BYD Energy App, you can view the real-time information of each battery in the “Pack” page on the main page, such as the battery serial number, SOC, daily charge and discharge power.

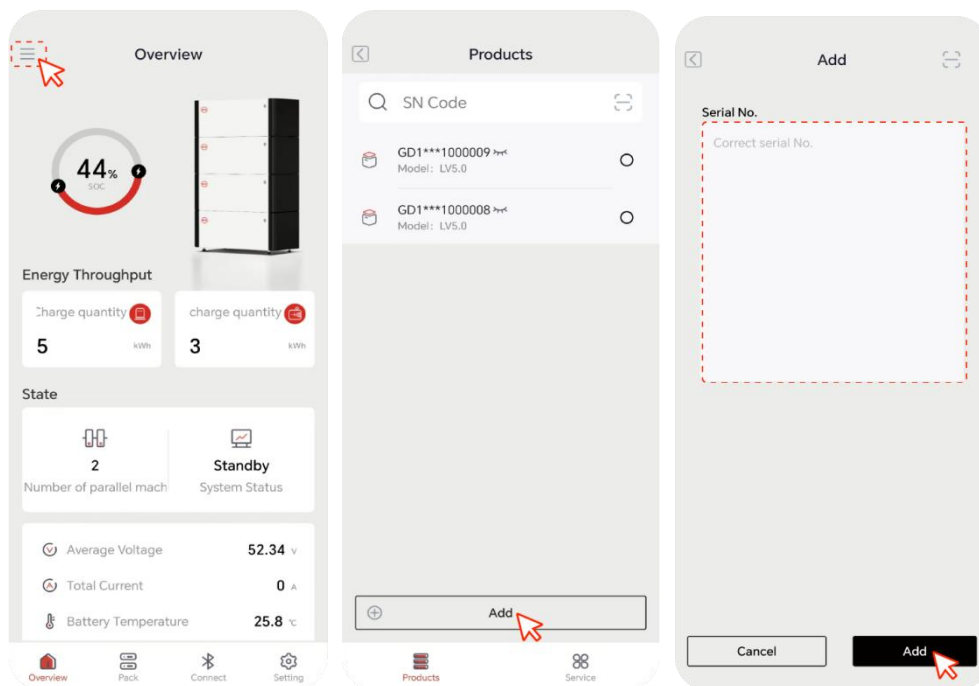


## 4.5 Product list

If the user purchases products of multiple models, they will be listed on this page.

### Operation step:

1. Android users should click  on the top left corner of the home page, and go to the “Products” tab. (For iOS users, click the “+” sign in the upper right corner to add).
2. You can add product serial numbers on the product list page as follows: select “Add”, enter the product serial number and then click “Add”.



Before binding, there will be permission-related prompts for the corresponding operations. If you scan the QR code to add, you need to enable the permission and authorize it on your phone, and then click OK.

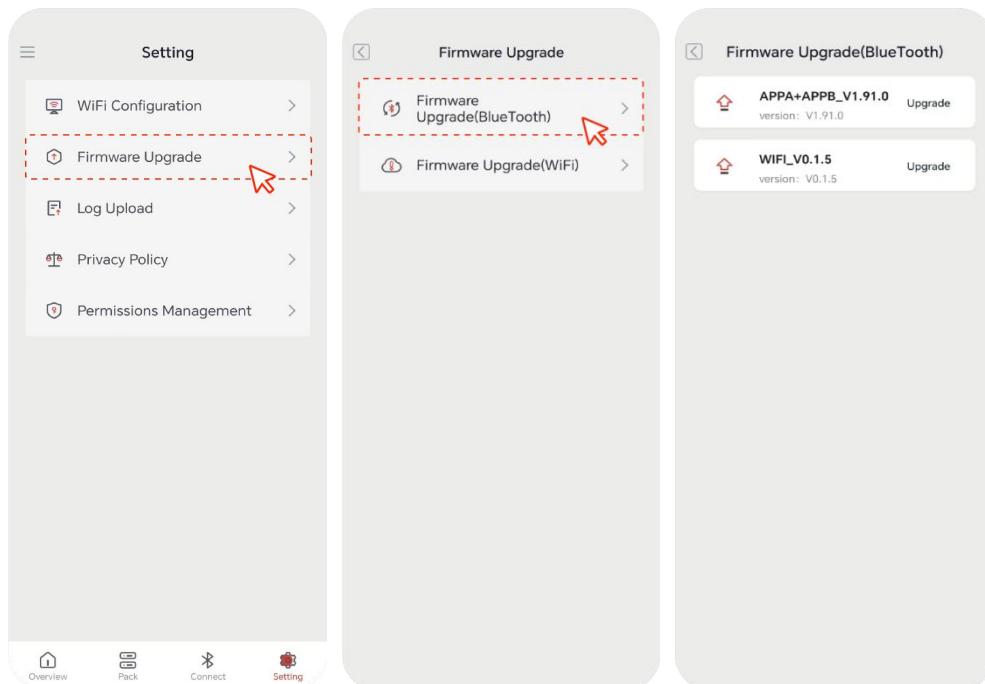
## 4.6 Firmware upgrade

After the management system pushes the device version upgrade message to the owner user, the owner user can handle the upgrade task in the app.

### Method 1

Bluetooth firmware upgrade steps:

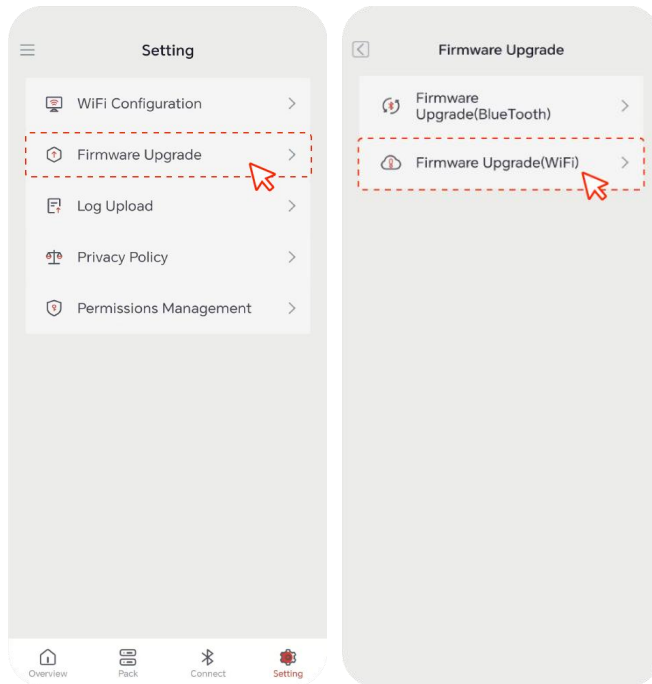
1. Click “Setting > Firmware Upgrade > Firmware Upgrade (Bluetooth)” on the main interface.
2. The mobile app downloads the upgrade package and transmits it to the device via Bluetooth; (The two buttons here are to upgrade different files, the upper one is used to upgrade the BMS, and the lower one is used to upgrade the WiFi module).



**Method 2**

WiFi firmware upgrade steps:

1. After the management system pushes the device version upgrade message to the owner user.
2. Users can enter the operation upgrade interface to upgrade.



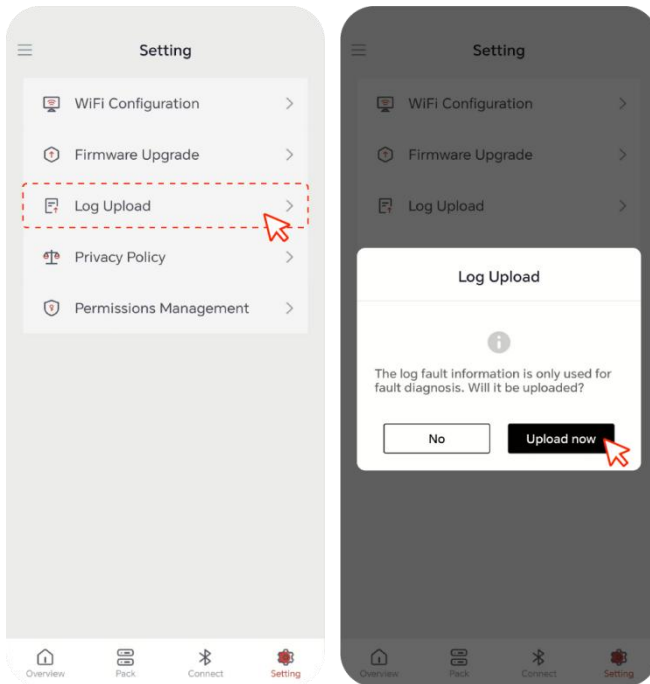
Abandoned firmware update tasks may affect device performance, and hinder the addition of new features or the fix of potential security vulnerabilities. If you still need to upgrade the device, please download it again or contact after-sales engineers to complete the upgrade task.

## 4.7 Log upload

The logs are only used for troubleshooting and maintenance. The transmission and storage of the logs are encrypted through Microsoft cloud services.

### Operation step:

1. Click “Setting > Log Upload” on the main interface.
2. Click “Upload Now” to upload the log to the server through the server interface for storage and the convenience of after-sales engineers to diagnose faults.



Facilitate the fault diagnosis and troubleshooting of energy storage systems.

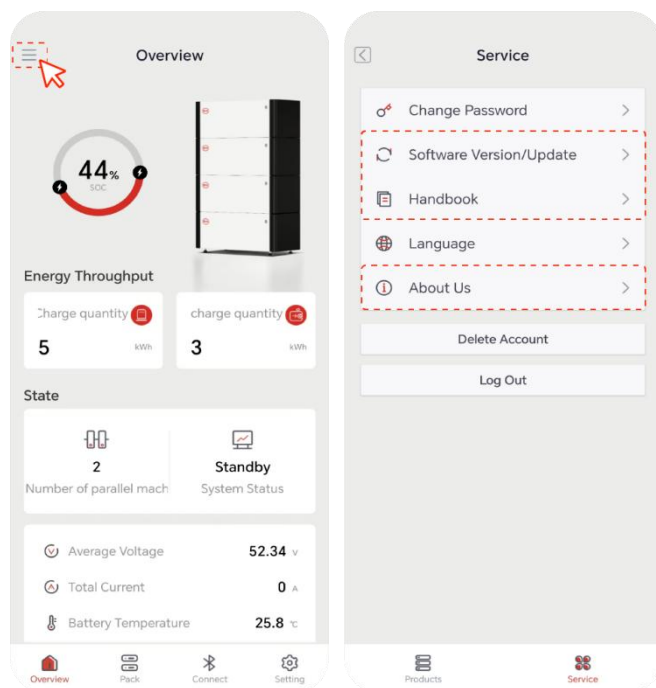
## 5 Services

Common functions include “Software Version / Update”, “Handbook” and “About Us”, which help you quickly understand functional features and solve problems you encounter more quickly.

- “Software Version / Update”: Improve the vulnerabilities of the operating system or previous software versions, or update the software to add new application functions to make the software more complete and easy to use.
- “Handbook”: Quickly obtain function operation instructions as needed.
- “About Us”: Provide solutions to common problems and help you answer your questions.

Common functions include user manuals, after-sales services, and software version / app version updates, which help you quickly understand functional features and solve problems you encounter more quickly.

- “User Manual”: Quickly obtain function operation instructions as needed.
- “After-sales Service”: Provide solutions to common problems and help you answer your questions.
- “Software Update”: Improve the vulnerabilities of the operating system or previous software versions, or update the software to add new application functions to make the software more complete and easy to use.




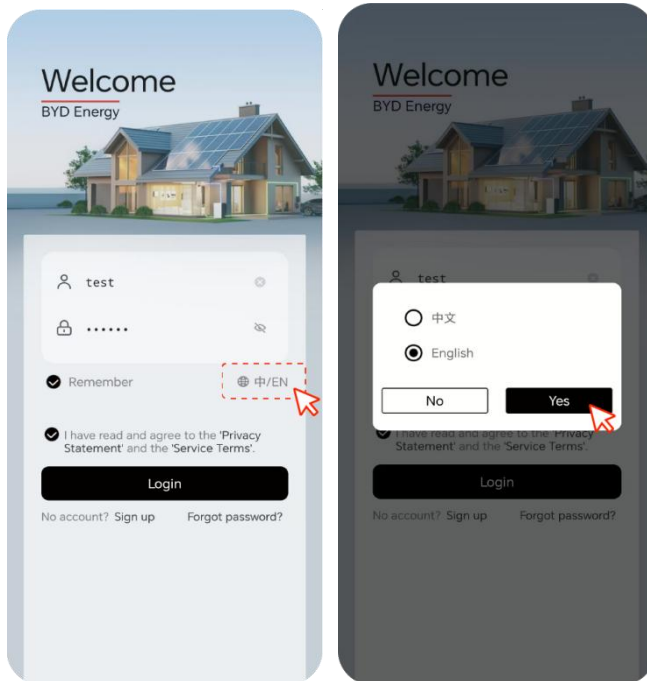


## 5.1 Switch language


### Operation step

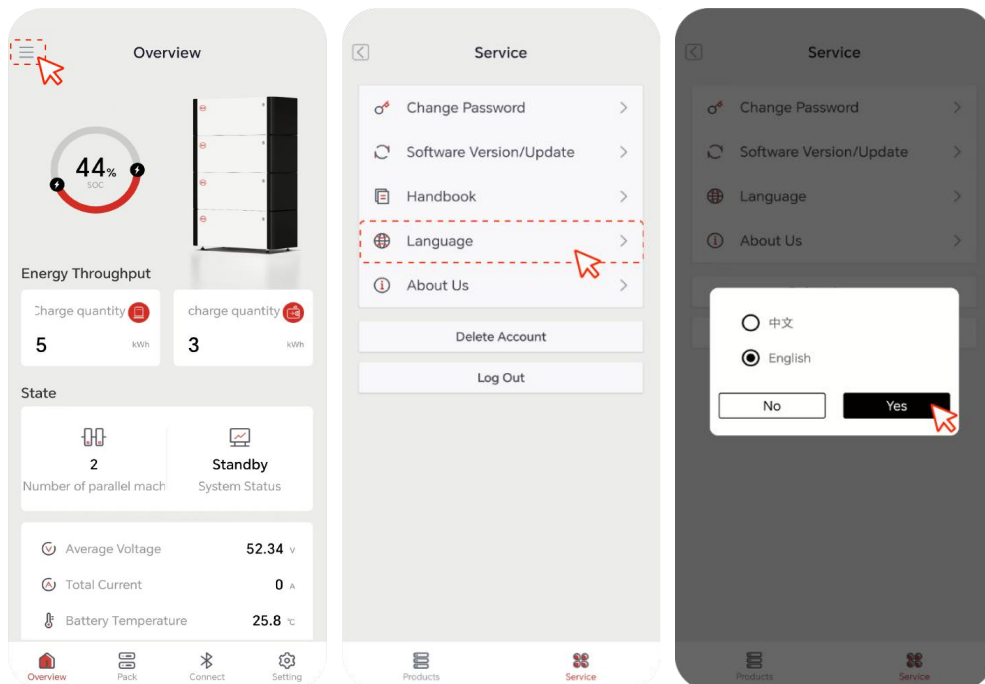
#### When not logged in:

1. Click  in the drop-down menu on the login page to enter the language pack page and click find language name.



#### When logged in:


1. Click  on the top left of the main interface, and access the “Service” interface.
2. Click “Service” - “Language” tab to enter the language interface and click find language name.

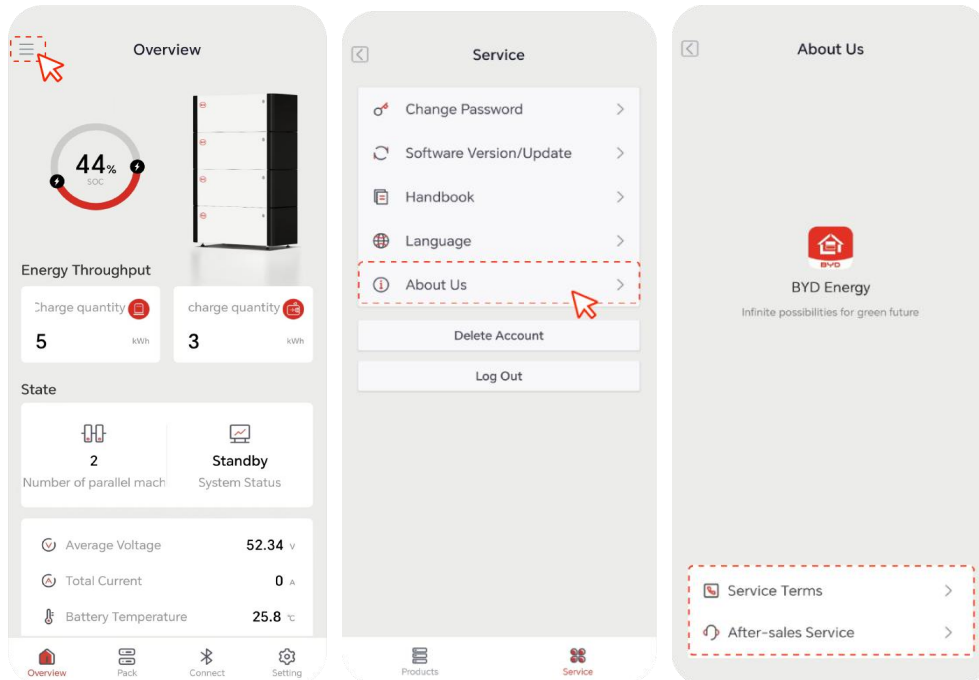


Currently only Chinese and English versions are supported and more will be added later.

## 5.2 About us

### Operation step:

1. Click  on the top left of the main interface, and access the “Service” interface.
2. Click the “Service” tab to enter the “About Us” interface, where you can find information such as “Service Terms” and “After-sales Service”.



## 6 Video Manual

For detailed operating instructions, please refer to the video manual on BYD Energy official website.

### Get the video manual

#### **Method 1**

Use a browser to access the URL below to obtain the corresponding video manual.

<http://www.bydenergy.com/smartEnergy?locale=EN>

#### **Method 2**

Scan the QR code below to obtain the corresponding video manual.




## 7 Account Security Settings

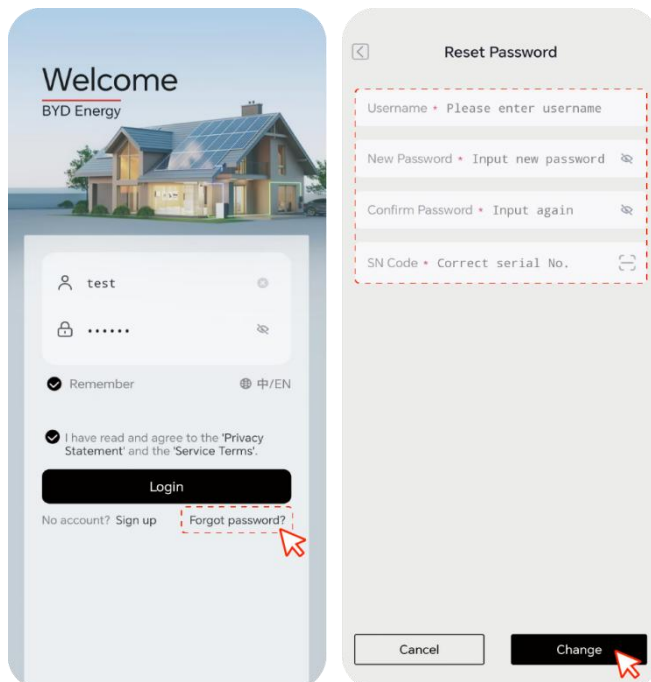
Account security settings include user name and changing personal password. The user name is used to reset the password when the user forgets the login password. When a user password is leaked or has not been changed for a long time, you can improve the account security by changing your personal password.

### 7.1 Reset password

When registering, users associated their account with their product serial number. If the user forgets the password, he or she can reset the password by using the associated product serial number.

#### Operation step:

1. Click “Forgot Password?” in the lower right corner of the BYD Energy App login interface.
2. Access the Reset Password page and enter your “Username”.
3. Enter “New Password” and “Confirm Password”. The new password must be 6 ~ 18 characters long and contain letters, numbers and special characters.
4. Enter the product serial number or click the scan code symbol on the right , and scan the QR code to obtain the product serial number.
5. Click “Change” to complete the password reset.




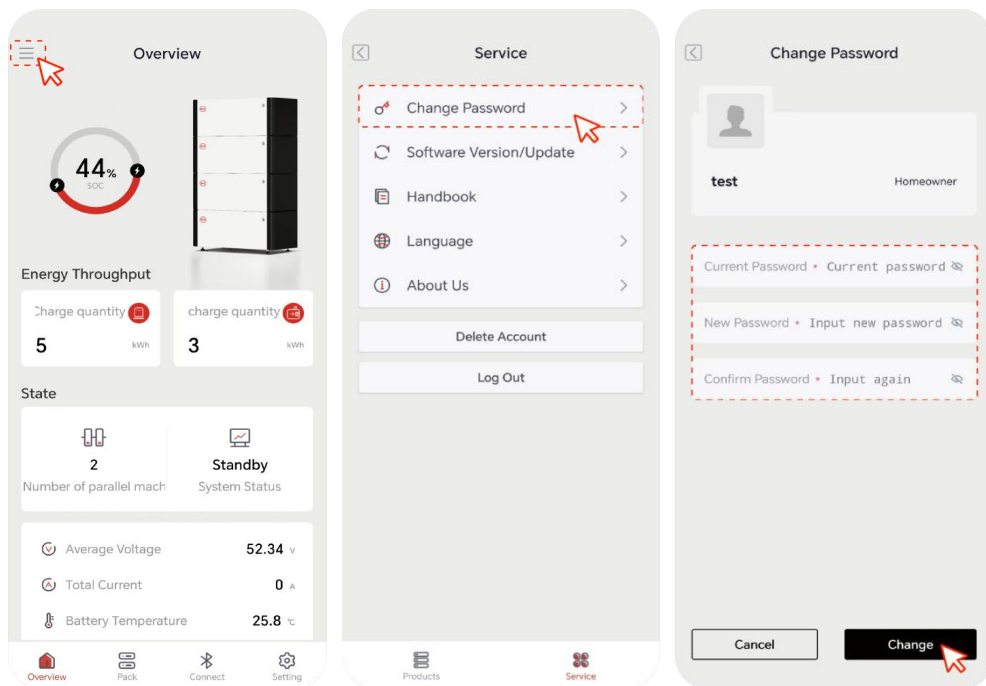
#### Instructions

Prerequisite: You must have registered for the BYD Energy App and obtained the account and password for logging into the app.

## 7.2 Change personal password

### Operation step:

1. Click  on the top left of the main interface, and access the “Service” interface.
2. Click “Change Password” to enter the password change interface. Enter “Current Password”, “New Password” and “Confirm Password”. The new password must be 6 ~ 18 characters long and contain letters, numbers and special characters.
3. Click “Change” to complete the password change.



- To improve user security, it is recommended that you change your password regularly (for example: every 3 months).
- If you cannot change your password, please contact after-sales personnel.

## 8 Permission Management

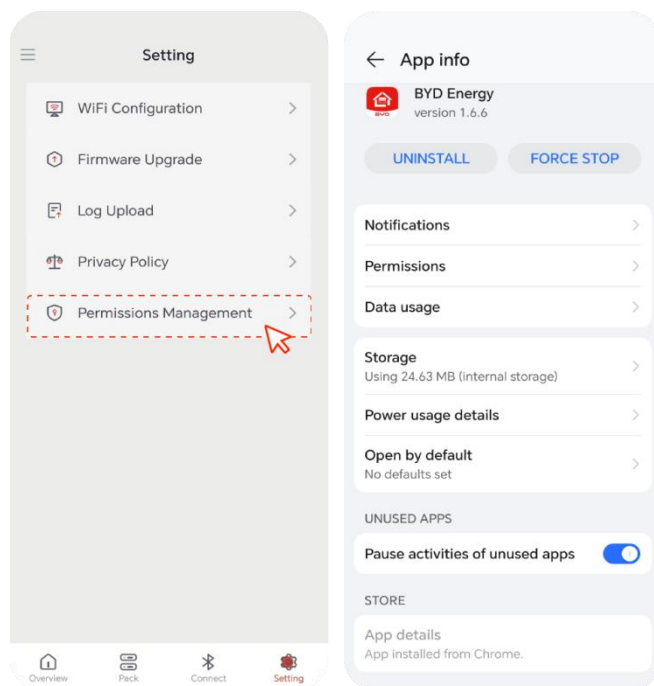
View and manage the system permissions called by BYD Energy App and their status.

### Instructions

To protect the security of your information, please disable the permission in time after using it.

#### Operation step:

1. In the main interface, click “Setting > Permissions Management”.
2. In the “Permissions Management” interface, you can view and manage the system permissions called by BYD Energy App and their statuses.
3. Enable or disable authorization: Click the target permission and set it according to the prompts on the interface.



- Due to the differences in permissions used by Android and iOS, the specific system permissions are subject to the interface display.
- System permissions are associated with roles. The specific system permissions are subject to the interface display.
- For more information on permissions, please visit “Setting > Privacy Policy”.