

# Redx Power Mobile App

# Installer Manual

Version: 2023-04-11

Supporting Redx Energy Product: RX-2505AC, RX-2505PU, RX-2505PW, RX-5000AC, RX-7000HY

Rev 2023-04-11

Redx Power Mobile App - Installer Manual

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# 1 Before using the Redx Power App

# 1.1 Installer Account Registration

If the Installer does not have an Installer Account yet, they can register for one here: <u>www.redxpower.com/installerregistration</u>



QR code for Installer Registration

**Note**: The installer will not be able to start the installation without an Installer account.

# 1.2 Download & Review Redx Power Mobile App Manual

The installer is advised to make sure they are following the latest Redx Power Mobile App Installer manual, the most up to date version can be found on our website: <a href="http://www.redx.com.au/downloads/">www.redx.com.au/downloads/</a>



QR code to download latest Redx Power Mobile App Installer Manual

# 1.3 Download Redx Power Mobile App

Download and install Redx Power Mobile App via Google Play Store or Apple App Store. You can scan the QR code below to easily download Redx Power mobile app for Android or IOS.



QR code to download Redx Power Mobile App

#### **1.4 Commissioning Requirement**

Before starting the device commissioning, please go through the below steps:

1) The phone Bluetooth and Wi-Fi are ON as the mobile app actively uses it for connecting to the device throughout the installation process.

2) All the cables are already connected to the Redx Energy unit and the physical installation is finished.

3) The Inverter Power Button - circular push button with blue / green LED light must be ON.

4) If the Redx Energy unit has battery storage, then the Battery Breaker(s) on the side of each battery unit must be ON. If there are 2-8 batteries, all 2-8 battery breakers must be ON. If a separate DC isolator is used for batteries, this must also be ON.

#### **1.5 Minimum system requirements**

Redx Power app is developed and tested to work efficiently in all devices running Android and iOS irrespective of the device size or hardware specification.

However, due to fast-moving technological advancements and new generation optimized hardware and software designs, old mobile devices or devices with older mobile OS may not fully utilize some functionalities in the app.

Currently, Redx Power app is supported in all devices running:

- Android 6 and over
- iOS 11 and over

It is highly recommended to use newer mobile devices and to keep the mobile operating system up to date with the latest system software updates for a better user experience.

#### **1.6 App Permissions**

Please make sure you allow the app to have all the required permissions. After installing the app, permission request prompts will appear when necessary. In the Android app when prompted, choose '**While using the app'**, for iOS app choose '**OK'**. Denying any permission may cause installation interruptions and false flags. Denied permissions need to be manually changed from the phone's Settings section or the app should be uninstalled and installed again.

Note: All permissions are progressively requested when relevant functions are being used. The screenshots below reflecting all the granted permissions of the app in Android & iOS are taken after all app functionalities used and for demonstration / troubleshooting purposes only. Users may not see all of them listed as an approved permission till they use the respective functionalities for the first time.

#### Android Permissions

- Location
- Camera
- Nearby Devices



#### **iOS** Permissions

- Location
- Camera
- Local network
- Bluetooth

Settings	¢	Redx Power	A Redx Power	¢
Installation Process		Enter manually	Enter manually	
Create User Account & Plant	>	Scan QR Code	Scan QR Code	
Add vour location? Add The app needs location permission for	>			
Insta	>			
Test	>	"Redx Power" Would Like to Access the Camera The app needs camera usage	"Redx Power" would like to find and connect to devices on your local network	F
Devio		permission for scanning serial number QR codes of devices and taking on site installation photos	This app will be able to discover and connect to devices on the networks you use.	ai.
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The app needs Bluetooth permission for communicating with Redx devices			
Don't Allow OK			
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# 2 Redx Energy Unit Commissioning

#### 2.1 Create New Customer Account

If the Redx product is installed for a new customer, the first step of the installation process is to create a new account. Please observe the following steps:

- 1. Open Redx Power app and navigate to the "Settings" page.
- 2. Tap on "Create User Account & Plant".
- 3. Fill in the following information:
  - a. Do not tick the checkbox "Create plant for existing user account"
  - b. "Full Name" fill in the customer's full name or company full name.
  - c. "Account Name" fill in alphanumeric account login name or email address of customer without spacing, support special character: "@" "\_" "."
  - d. "Phone" fill in the phone number of the customer.
  - e. "Email" fill in the email address of the customer.
- 4. Verify email address.
  - a. Hit on "Send Code" and an email will be sent with verification code.
  - b. Enter the code and hit on "Verify"
  - c. If customer is not around to get the verification code, Installer can check the "Customer is unavailable" checkbox to skip the verification.
- 5. Check and change the following pre-filled information:
  - a. "Plant Address" pick the plant location for customer by hitting the location icon. Button with red "X" icon can be used to clear the address field. Starting to type inside the field will show autocomplete options for any given address,
  - b. "Installation Date" pick the installation date by hitting the calendar icon.
  - c. "Plant Name" fill in the plant name by using "Street address + suburb" format.
  - d. "Plant Type" select either "Residential" or "Commercial"
  - e. Hit on "Create" button.

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Add Device >	New End User Account Details Full Name	testpp@redx.com.au           Send Code         Verification code sent	Account: Select ~
Installation Photos	Account Name	Received Code	New Plant Details
Configure Device Grid Profile	Phone	l Verify	Plant Address Unit 2/21 Millennium Cct, Helensvale OLD 4212
Test & Activate Device >	Email	Customer is unavailable	Australia
Device Management		New Plant Details	Installation Date 2023-03-22
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## 2.2 Create New Plant for Existing Customer

If this is a new plant for an existing customer, the first step of the installation process is to add a new plant. Please follow the following steps:

- 1. Open Redx Power Mobile App and navigate to the "Settings" page.
- 2. Tap on "Create User Account & Plant". Fill in the following information.
- 3. Tick the checkbox "Create plant for existing user account".
- 4. Check and change the following pre-filled information:
  - "Plant Address" Street address of the customer's house, can be updated by clicking location icon. Button with red "X" icon can be used to clear the address field. Starting to type inside the field will show autocomplete options for any given address,
  - b. "Installation Date" Can be changed by Hitting the calendar icon.
  - c. "Plant Name" fill the plant name by using "Street address + suburb" format.
  - d. "Plant Type" select either "Residential" or "Commercial"
- 1. Hit "Create" button.

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Add Device	>	
Installation Photos	>	Account: Select V
Configure Device Grid Profile	>	New Plant Details
Test & Activate Device	>	Unit 2/21 Millennium Cct, Helensvale QLD 4212, Australia
Device Management		
Update WIFI Details	>	Installation Date 2023-03-22
Update Device Configuration	>	Unit 2/21 Millennium Cct,
Device List & Control	>	Plant Type Residental $\downarrow$
Local Commissioning	>	
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Home Settings Profile S	Support	ن کو

# 2.3 Add Device

For installing a new Redx Energy unit, follow the steps below:

- 1. Open Redx Power Mobile App
- 2. Navigate to the "Settings" page.
- 3. Hit "Add Device" and the QR code scanner will be launched.
- 4. Scan the QR code on the side or bottom of the Redx Energy unit. If the QR code is missing please contact Redx dealer If any difficulty while scanning the QR Code, the datalogger serial number can be entered manually by hitting the "Enter manually". In the next screen, dc the Datalogger serial number. Hit the "Check" and "Continue" button. If the serial number is missing please contact Redx dealer.



Bluetooth - QR code sample for scanning

Datalogger serial number



Wi-Fi - QR code sample for scanning

Datalogger serial number



Figure 2.2 – Scanning QR code

Depending on the device type, hardware design and custom requirements, Redx Energy unit may have one of the following 3 type of datalogger:

- 4G datalogger
- Wi-Fi datalogger
- Bluetooth datalogger

Datalogger type is identified automatically by the Redx Power app and appropriate navigation / instruction is provided throughout the process.

a) 4G Datalogger

For configuring a 4G datalogger equipped Redx device and connecting it to Redx servers:

- 1. Select the correct plant name from the dropdown.
- 2. Optional Enter alias name for the device, if necessary
- 3. Tap "Add Device" button and wait for the automated process to be completed.

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b) Wi-Fi or Bluetooth Datalogger

For configuring a Wi-Fi or Bluetooth datalogger equipped Redx Energy unit and connecting it to Redx servers:

- 1. Select the correct plant name from the dropdown.
- 2. Optional Enter alias name for the unit, if necessary
- 3. Use the dropdown menu to select and fill Wi-Fi name (SSID) field automatically or type Wi-Fi name.
- 4. Input the password of the customer's home Wi-Fi.
- 5. Hit the "Configure" button and wait for the automated process to be completed.

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Note 1: Bluetooth datalogger supports only one active connection at a time. Datalogger Bluetooth name will not be visible/discoverable if it already has an active connection to another mobile phone. Please make sure to disconnect Bluetooth connection before using the app on another mobile phone.

Note 2: If the Redx Power Mobile App failed to connect to the Redx unit via Wi-Fi, the App will ask you to manually connect to the unit Wi-Fi via the phone Wi-Fi settings. Hit the "Open Settings" button which opens phone's Wi-Fi settings page. Select the Wi-Fi name (SSID) from the Wi-Fi list which matches the name of the datalogger serial

number shown on the QR code sticker. The default Wi-Fi password of Redx Energy unit is 12345678.



**Note 3:** If the Wi-Fi connection to the datalogger is unsuccessful after multiple attempts, turn off the unit from the blue/green circular power button, turn off the Grid AC and battery breaker(s) to clear a temporary error in the datalogger. Restore power after 10 seconds and start the process again.

Note 4: For communicating and configuring Redx Energy unit, the mobile phone should be successfully connected to the Wi-Fi of the Redx device. As connecting to a Wi-Fi access point which does not have active internet connection is by default discouraged by mobile operating systems, there may be a need to follow the instructions below to handle the potential issues:

Android	Android 11	<ul> <li>If user gets error "Connection failed" or "CJWFA10I0XXXX has no Internet" after matching the Wi-Fi names:</li> <li>Select "Tap for options"</li> <li>Select "Yes" for "Stay Connected?"</li> </ul>
	Android 12-13	The installation process will only work if the Wi-Fi connection shows "Connected without internet" not "Connected" below the connected Wi-Fi SSID. Please manually connect to the device Wi-Fi from phone's Wi-Fi settings page:
		<ul> <li>Wait 5-10 seconds on the Android system Wi-Fi Setting page till "Internet may not be available" system dialog box popup appears. Once the popup appears you can use the app for connection, but to be safe you need to select "Always connect" option from this popup so you will not need to repeat this process again later.</li> </ul>
		<ul> <li>Thou, tap on the Wi-Frinance, then tap Forget network, connect it again and wait</li> <li>The last option is to disable Wi-Fi, enable it and wait again</li> </ul>
iOS		<ul> <li>If user gets error "The Wi-Fi does not seem to have active</li> </ul>
		<ul> <li>internet connection" - "Keep Trying Wi-Fi" or "Switch to Mobile data"</li> <li>Select "Keep Trying Wi-Fi" option</li> </ul>

#### 2.4 Upload Installation Photos

This is the next step after adding a Redx Energy unit to the customer account and monitoring server via "Add Device". Please follow the following steps to upload installation photos:

- 1. Navigate to the "Settings" page.
- 2. Select "Installation Photos".
- 3. Add the requested photos.

Note: The installer will not be able to Test & Activate the device until the required installation photos have been uploaded. If the phone camera is not responding, the installer should try to force stop/ kill the app and try again.

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Installation Process		004T0JF030236P
Create User Account & Plant	>	Installation location, showing the unit
Add Device	>	
Installation Photos	>	DC connections on PU (DC1/DC2)
Configure Device Grid Profile	>	
Test & Activate Device	>	Relevant labelled circuit breakers / Power points
Device Management		
Update WIFI Details	>	Serial number of the unit
Update Device Configuration	>	
Device List & Control	>	
Local Commissioning	>	Finish
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Set Grid Settings and Power Quality Values (Applicable to installations conducted in Australia only)Please follow the instructions below for accessing and configuring grid settings and power quality values of the device:

1. Navigate to the "Settings" page.

- 2. Tap on "Configure Device Grid Profile".
- 2. Scan the datalogger QR code if required.

Once inside 'Configure Device Grid Profile' functionality this step-by-step guide should be followed:

Step 1: Clicked on the pen icon to enable editing mode.

Step 2: Select the correct grid power operator of the customer's home from the list. Region code, correct grid protection settings and power quality settings values will be automatically applied on the base of the selected grid operator. Once saved, grid profile value will be reflected as AusA, AusB or AusC. Grid profile names defined in the system reflect corresponding region codes of Australia (A, B, C).

On the base of the selected grid operator and region code, default power quality settings values are set by the system.

Double check the value of region code in the mobile app with the table below after saving to make sure the region code, grid protection settings and power quality settings values are correctly applied.

Region	Distribution Network Service Providers (DNSP)
Australia A	Ausgrid, AusNet Services, Endeavour Energy, Essential Energy, Ergon Energy and Energex, EvoEnergy, Jemena, CitiPower, Powercor, United Energy, SA Power Networks and Power & Water
Australia B	Western Power
Australia C	Horizon Power and TasNetworks

Step 3: Enter the correct values for Generation Soft Limit, Generation Hard Limit, Export Soft Limit, Export Hard Limit values according to local state/ grid operator regulations.

Step 5: Tap 'Save & Lock' button.

Note: Please double check and make sure that you entered correct values as all values will be locked as per the requirements of nationwide regulatory authorities after saving them the first time. You may need to contact Redx to obtain a special password for updating them if required.

Step 6: Click on 'View Values' button to see all the saved regional grid settings values. The scrollable list in the opened window contains all the individual saved values of region code, grid profile name, grid protection settings, power quality settings values and firmware version details.

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Home     Settings     Profile     Support       III     C     X       33     PO< P		Home     Settings     Profile       III     O       I:39 Pl & Pl     Pl       Redx Power     Chain       SN: 004T0JF030236P     Chain       Generation & Power Quality     Chain       Generation Soft Limit (W)     Chain       2500     Chain       Generation Hard Limit (W)     Chain       2500     Chain       Export Soft Limit (W)     Chain       O     View Values	e Support	Home Sett	tings Profile  Profile  For Change D  on & Power Quali  It Values	Support
Home     Settings     Profile     Support       III     C        IIII     C		Home     Settings     Profile       III     O       II39 PI O E     III       Redx Power     Chan       SN: 004T0JF030236P     Chan       Grid Protection & Power Quality     Chan       Current Device Grid Profile     IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	e Support	Home Sett	tings Profile	Support

When the region setting is completed, the inverter will operate under default mode different from region. If you want to change the power quality response modes, please refer to below

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Volt-watt Turn O	n v	Volt-watt Turn	n On 🗸	Volt-watt Turr	n On ∨
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Reactive Power Tur	n On ∽	Reactive Power T	urn On 🗸	Reactive Power T	urn On 🗸
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Note: You may need to contact Redx to obtain a special password to make then change.

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#### 2.5 Test and Activate Device

This is the final step to finalize installing a new device. A final internal test and activation process will be executed.

- 1. Navigate to the "Settings" page in the mobile app.
- 2. Hit "Test & Activate Device".
- 3. Then Hit "Start".

Note: The installer will not be able to Test & Activate the device until the required installation photos have been uploaded.

Note: The installer will be shown if there are certain auto-detectable mistakes with the installation and will be asked to rectify them and re-do the Test & Activate.

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Settings	¢	Redx Power	Ţ	Redx Power	¢
Installation Process		Test & Activate D	evice	All done. No installation problem	found, device is
Create User Account & Plant	>				indity
Add Device	>	SN: 004T0JF030236P	Change Device	1 Initializing process	~
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Test & Activate Device	>	Start		Collecting current en flow data of the device server	ergy ce from 🗸
Device Management				4 Analyzing device ope status	eration 🗸
Update WIFI Details	>			Close	
Device List & Control	>				
Local Commissioning	>				
App Customization					
Show Multiple Device Options					
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#### 2.6 Check the data in the app

You can see the energy flow and energy trend data on the main screen of the app once the installation process is completed.



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## 3 Maintain the Redx Energy Unit from Anywhere

With the Redx Power Mobile App, the installer can remotely control the Redx Energy unit(s) by going to Setting section – Device Management. From "Device Management", hit on "Device List & Control" which will show all unit(s) under your account. Select the Redx Energy unit that you want to control and hit on "Control Device", the "Control Device" page will be shown.

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Settings	Ċ	Device List	Control Device	¢
Device Management		Select plant for devices list	SN: RX2505ACA1	0J0A160016
Update WIFI Details	>		On exertion Made	Auto
Device List & Control	>	DemoPlant ↔	operation mode	e Auto V
Local Commissioning	>	Account: demo	Select Action Stan	dby / Turn On 🗸
		Plant: DemoPlant		
App Customization		Datalogger SN: 004T0JF030236P		
Show Multiple Device Options		Device SN: 003XOJK230025B		
Show Wind Power Components		Operation Status: PassBy Last Data Received: 2022-12-19 16:56:04		
Account Management		Control Device 🔹		
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#### 3.1 Control Device – Auto Mode

Auto mode – this mode allows Redx Energy unit to run on its own without any manual setting. Most of the users can use this mode. This mode is "Set and forget!" Let the Redx Energy unit work for your users.

Note: Auto mode works best for AC coupled batteries when an external PV inverter is present and both the PV and Grid CTs are installed.

Auto mode is also the best mode for Redx Hybrid inverter products.

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Control Device	Control Device
SN: RX2505ACA10J0A160016	SN: RX2505ACA10J0A160016
Operation Mode 🛛 Auto 🗸	Operation Mode Auto
	VPP
Select Action Standby / Turn On 🗸	Select Action Standby Timed
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## 3.2 Control Device – Timed Mode

Timed mode – this mode allows installer to schedule battery charging and discharging.

Set up Charging Time: hit on "Charge", then select power level. Set the "Start", "Stop" time of Timer 1. For example, if your user's area has good sunshine from 9am to 3pm, you can set the charging power to 900W to charge 6 hours which can charge up a 5kWh battery. If there is a need to charge twice a day, please setup "Timer 2".

Set up Discharging Time: hit on "Discharge", then select power level. Set the "Start", "Stop" time of Timer 1. For example, if there is intensive load during 6pm – 9:00pm, you can set the discharging power to 2000kW to discharge battery in 3 hours. If there is a need to discharge twice a day, please setup "Timer 2". If the user does not want to discharge to grid, then "enable anti-backflow" must be ticked.



#### 3.3 Control Device – VPP Mode

VPP mode – this mode allows the installer to send commands to the Redx Energy unit. Caution is advised when using this mode, because this is a 100% manual mode. Installer has to send command to Redx Energy unit every time to charge and discharge battery. That means, this mode is meant for manually sending charge and discharge commands every day. It is recommended to reset the mode to "Auto Mode" or "Timed Mode" after manual control. This mode can also be used by Redx approved Energy Retailers or VPP solutions providers to remotely control the device with remote commands according to the user's VPP contract with the electricity retailer.

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ontrol Device	¢	Control Device	¢	Control Device	¢
SN: RX250	5PWA20J0A120365	SN: 003X0JK23001	5B	SN: 003XOJK230015B	
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	Discharge				
Select Action	Charge	Select Action Charge	~	Select Action Discharge	~
-	Standby / Turn On		-		_
Charging Pov	Clear Faults	Charging Power: 1000W	Set	Discharging Power: 2000W	Set
	Turn Off				
	~ -		_		_

Send Charge Command: select "Charge" and set charging power. Hit on "Set" button. Send Discharge Command: select "Discharge" and set discharging power. Hit on "Set" button.

Send Turn On Command: select "Standby / Turn On". Send Turn Off Command: select "Turn Off"

Send Clear Faults Command: select "Clear Faults"

If the device has a temporary fault, the installer can send a "Clear faults" command, then turn off and turn on the Redx Energy unit. If this doesn't work, please review "Help and Support" section of this manual.

#### Control Device – Backup Mode 3.4

Backup mode – this mode is only applicable to Redx PU series. It allows the Redx Energy unit to run as backup power supply to installed premises. It is the same as Auto Mode, but allows to set up a few parameters: Backup Charge Level in percentage, Discharge Level in percentage and Charge Power in kW.

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Control Device	¢	<b>Control Device</b>	Ţ
SN: 003X0JK230	015B	SN: 003X0JK23	80015B
Operation Mode	VPP	Operation Mode	Backup 🗸
	Timed		
Select Action Charge	Backup	Select Action Stand	oy / Turn On ∽
	Auto		
Charging Power: 1000W	Set		
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# 3.5 Set Input Ports

Installer can select the input combination for DC input on ports on the Redx PU, PW, HY series. The Redx Energy unit allows DC input from PV Solar Panels (an optimizer is required for Redx 2500 series), Wind Turbine with charge controller and other DC power sources.

From "Device Management", hit on "Device List & Control" which will show all unit(s) under the user account. Select the Redx Energy unit that you want to control and hit on "Control Device", the "Input Ports" page will be displayed. Select the external DC source connecting to the specific port. If there is no DC source, please set it as connecting to PV.

Settings	¢	Device List	A         Redx Power	A Redx Power
Device Management		Select plant for devices list		
Update WIFI Details	>	DemoPlant ∽	lanut Data	
Device List & Control	>	All devices of the plant	input Ports	Select
Local Commissioning	>	Account: demo	DC 1: PV, DC 2: PV 🗸	DC 1: PV, DC 2: PV
App Customization		Plant: DemoPlant Datalogger SN: 004TOJF030236P		DC 1: Wind, DC 2: PV
Show Multiple Device Options		Device SN: 003X0JK230025B		DC 1: Wind, DC 2: Wind
Show Wind Power Components		Last Data Received: 2022-12-19 16:56:04		
Account Management		Control Device 💠		
Utility Rate Plan	>	Set Input Ports		
Request Account Deletion	>	Firmware & Wi-Fi 🛛 🗐		
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Note: The Redx AC series has no DC input Ports.

# 4 Maintain Redx Energy Unit Locally

# 4.1 Control Redx Energy Unit Locally

In the unlikely event that there is no internet connectivity via Wi-Fi or 4G, users can control the Redx Energy unit via "Local Commissioning". The Redx Power Mobile App is equipped with powerful local control functions. By using Local Commissioning, installer can view the real-time energy flow data and the device operating status. The installer can also control the device and change its operating parameters with the Local Commissioning function.

#### 4.2 Review Energy Data Locally

Here are the steps using Local Commissioning and reviewing energy data:

- 1. Navigate to "Settings" section from the bottom menu.
- 2. Hit on "Local Commissioning" from "Device Management" section.
- 3. Scan the QR code on the side or at the bottom of Redx Energy unit.
- 4. Hit on "Read" button to view the live energy data of Redx Energy unit.

Note: You may need to connect to Wi-Fi of Redx Energy unit from the Settings section of the mobile phone. Default Wi-Fi password is: "12345678".



#### Control Device Locally – Auto Mode 4.3

Auto mode - this mode allows Redx Energy unit to run on its own without any manual setting. Most of the users can apply this mode. Set and forget! Let Redx Energy unit works for you.

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Local Commissioning	Local Commissioning
SN: CJWFA10J0A120058	SN: CJWFA10J0A120058
Energy Flow     Select       Operation Mod     Timed       Device Operation Mode     Backup       Device Contro     Auto       Advanced Settings	Energy Flow Operation Mode Device Operation Mode Auto ~ Device Control Advanced Settings
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#### 4.4 Control Device Locally – Timed Mode

Timed mode – this mode allows installer to schedule battery charging and discharging.

Set up Charging Time: hit on "Charge", then select power level. Set the "Start", "Stop" time of Timer 1. For example, if your area has good sunshine from 9am to 3pm, the installer can set the charging power to 900W to charge 6 hours which can charge up a 5kWh battery. If there is a need to charge twice a day, the installer can setup "Timer 2".

Set up Discharging Time: hit on "Discharge", then select power level. Set the "Start", "Stop" time of Timer 1. For example, if there is intensive load during 6pm – 9:00pm, installer can set the discharging power to 2000kW to discharge battery in 3 hours. If there is a need to discharge twice a day, installer can set up "Timer 2". If the customer does not want to discharge to grid, then "enable anti-backflow" must be ticked.

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Local Commissioning	Local Commissioning	Local Commissioning
	Device Operation Mode Timed V	Device Operation Mode Timed $\checkmark$
SN: CJWFA10J0A120058	Set Charge/Discharge Timers	Set Charge/Discharge Timers
Select	Charge Discharge	Charge Discharge
Energy Flow VPP		
Operation Mod Timed		Oct Discharring Dawar 10W
Device Operation Mode Backup	Set Charging Power: 500W	Save
Device Contro Auto	Save	
Advanced Settings		Times 1
	Start: 00:00 Stop: 00:00	Start: 00:00 Stop: 00:00
	Save	Save
	Timer 2	Timer 2
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# 4.5 Control Device Locally – VPP Mode

VPP mode – this mode allows installer to send commands to the Redx Energy unit. Caution is advised when using this mode because this is a 100% manual mode. The installer has to send commands to Redx Energy unit every time to charge and discharge the battery. This mode is meant for manually sending charge and discharge command continuously every day. It is recommended to reset the mode to "Auto Mode" or "Timed Mode" after manual control.



Under VPP mode, installer can send direct command as below:

Send Charge Command: select "Charge" and set charging power. Hit on "Set" button.

Send Discharge Command: select "Discharge" and set discharging power. Hit on "Set" button.

Send Turn On Command: select "Standby / Turn On".

Send Turn Off Command: select "Turn Off"

Send Clear Faults Command: select "Clear Faults"

If the device has a temporary fault, the installer can send a "Clear faults" command, then turn off and turn on the Redx Energy unit. If this doesn't work, please review "Help and Support" section of this manual.

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Select	Energy Flow	Energy Flow		
Discharge	Operation Mode	Operation Mode		
Charge	Device Control	Device Control		
Select Action Standby / Turn On	Turn On Select Action Set Discharging Power ~ Select Action Set Charging Power ~			
Clear Faults				
Turn Off	Discharging Power: 2000W	Charging Power: 484W		
Set Charging Power				
Set Discharging Power	Advanced Settings	Save		
		Advanced Settings		
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#### Control Device Locally – Backup Mode 4.6

Back mode - this mode is only applicable to Redx PU series. It allows the Redx Energy unit to run as backup power supply to installed premises. It is the same as Auto Mode but allows to set up a few parameters: Backup Charge Level in percentage, Discharge Level in percentage and Charge Power in kW.

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Energy Flow     Select       Operation Mod     VPP       Operation Mode     Backup       Device Operation Mode     Backup       Device Contro     Auto       Advanced Settings	Energy Flow Operation Mode Device Operation Mode Backup ~ Device Control Advanced Settings
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# 4.7 Advanced Settings

In advanced settings, the installer can update the Redx Energy unit – serial number and network connectivity information – server domain name, service ip address and access port number.

The installer needs the password to access to "Advanced Settings". Please contact Redx approved dealers or Redx Support Team for the password. Please refer to the Contact section for contact information.

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Local Commissioning	Local Commissioning
Advanced Settings	
Device Settings	Note: Either domain or IP can be set, not both
Device SN Save	Server Domain Save
C Read Auto Correct SN	Auto Correct Domain
C Read Server Details	Save
Note: Either domain or IP can be set, not both	Auto Correct IP
Server Domain Save	Server Port Save
Auto Correct Domain	Auto Correct Port
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# 5 Notification Center

Redx Power Mobile App has a dedicated notification center – a bell icon at top right position of App. This icon turns red when there are an operational warnings or errors. The notification provides all the necessary information and possible solution options when applicable.

3:11 🖪 😤 🖽 🔹 🗟 🗐 100% 🗈 4:48 🖪 🊸 தொ 100% Alarm & Warnings DemoPlant ¢ ~ ♣ No active alarm 26° C 0.44 kW Powe Consumpti 4.83 kW 6.65 kW RE Ě 1.37 kW Charging 93% ← This Year II -> Saving (i) CO2 Reduction (i) \$5,722 16,857kg **Smart Control** View All→ (2) Profile Q æ 2 •જે 0 G 6 Settings Support Settings Profile Support Home Home Ο 0 <

# 6 Edit Profile

Installers are allowed to update the profile information of their customer account. Simply navigate to "Profile" from the menu bar at the bottom. Hit on the pen icon for editing.

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# 7 Update Wi-Fi

The Redx Energy unit connects to Internet via the premises Wi-Fi (excluding devices equipped with 4G hardware modules). This Internet connection allows the Redx Energy unit to connect to the Redx Cloud Servers. If the premises Wi-Fi SSID (name) or password has changed, the Installer is recommended to update the Wi-Fi settings in the Redx Energy unit. Otherwise, the Redx Energy unit will be offline and the Home dashboard will not update any data. Here are the steps to update Wi-Fi on the Redx Energy unit:

- 1. Navigate to "Settings" section
- 2. Hit on "Update Wi-Fi Details."

3. Scan the QR code of the Redx Energy unit using the mobile phone camera. The QR code is located on the side of unit or under the inverter.

- 4. Type in Wi-Fi SSID or select the Wi-Fi name from the "Select Wi-Fi" drop down
- 5. Enter password of the Wi-Fi
- 6. Hit on "Configure".

Note 1: You may need to connect Redx device Wi-Fi from the Settings section of the mobile phone. Default Wi-Fi password is: "12345678".

Note 2: Select or enter a SSID and password combination. Incorrect Wi-Fi SSID, incorrect password or Wi-Fi without active internet connection will cause the process to fail.

Note 3: the App allows you to update the Wi-Fi connection credentials or to update the password for the existing Wi-Fi name. However, the App does not allow to reinsert the same Wi-Fi name and password combination that was previously saved to the device.

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Settings	¢	Redx Power	4	Redx Power	¢	Redx Power	¢	Redx Power	¢
Device Management		Enter manually		SN: 004TO	JF030236P	Please wait		Please wait	
Update WIFI Details	>	Scan QR Code		Please enter end user's hom	e WiFi details. The device will	1 Initializing process		Device will be online a	oon
Device List & Control	>			use this WiFi for cor	inecting to the server	Communicating with	Õ		
Local Commissioning	>			Refresh	WiFi List	2 device	<i>c</i> .		
App Customization		80.0	6	Select WiFi	•	Close			
Show Multiple Device Options			9		)			34	
Show Wind Power Components		S/N:TC230119	-	RedxTechnology					
		SIN.10230112	25	testDemo					
Account Management									
Utility Rate Plan	>	× 1		Cont	figure				
Request Account Deletion	>				_			Integration check in pro	gress
								Keep the screen on and avoid to	ching anything
Home Settings Profile	ری Support	ිම දේ ල Home Settings Profile	C) Support	Home Settings	이 문 문 문 문 문 문 문 문 문 문 문 문 문 문 문 문 문 문 문	Home Settings Profile	C) Support	ැල දේ ල Home Settings Profil	දිට Support
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# 8 Troubleshooting

If the installer has any unexpected issues or errors in the app, we recommend the following solutions:

- If the Wi-Fi connection to the datalogger is unsuccessful after multiple attempts, turn off the inverter by pressing the blue / green power button and then switch off the battery breaker(s) and switch off Grid AC. This action can help to clear a temporary error. Restore the power after 10 seconds and start the process again.
- Connectivity issues, during the installation process you may see 'Connection failed' or 'Wi-Fi does not have active internet connection' prompt. Please visit section 2.3 note 3 for more details.
- Please make sure to disconnect Wi-Fi connection before trying to connect from another mobile phone. Wi-Fi datalogger supports only one active connection at a time. If one mobile phone is already connected to the device Wi-Fi, all attempts to connect to the device Wi-Fi via another mobile device will fail.
- Please make sure to disconnect Bluetooth connection before using the app in another mobile phone. Bluetooth datalogger supports only one active connection at a time. Datalogger Bluetooth name will not be visible/discoverable if it already has an active connection to another mobile phone.
- In order to finalize the installation, the installer will need to have an active internet connection.
- For any unexpected App behavior, please quit the App and reopen it.
- If there is any permission request in the App denied, the App may not function as normal. Denied permissions can be changed manually from the phone's Settings section. Alternatively, the App can be uninstalled and reinstalled again with permission acceptance.
- Please make sure you always refer to the latest version of the App manual. The latest version can be found here: <a href="http://www.redx.com.au/downloads/">www.redx.com.au/downloads/</a>
- In order to download the latest version of the App, please visit the Apple App Store or Google Play Store and search for "Redx Power". Alternatively, scan the QR code below which will lead to the App download page.



QR code to download Redx Power App

# 9 Contact

If you have any questions about the Redx products, please provide your Redx dealers with the following information:

- 1. System serial number
- 2. System model
- 3. Fault name and code
- 4. Brief description of the fault symptom

If your questions related to the Redx Power Mobile App, please contact Redx with the following information:

- 1. Brief description of the issue
- 2. Make and model of the mobile phone
- 3. Mobile phone operating system and its version number
- 4. Error text info or error code, if available
- 5. Screenshot or screen video recording, if available

Please contact us via our dealers or Redx directly as below:

Redx Support Email: services@redx.com.au Redx Support Hotline: +61 7 56729983 Website: redx.com.au Address: Unit 2/21 Millennium Circuit, Helensvale, QLD Australia 4212



QR code to Redx website

\*this document is subject to change without advance notice.