



Redx Power

Mobile App

Installer Manual

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1. Connecting installed device to the cloud server

1.1 Redx Power mobile app

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



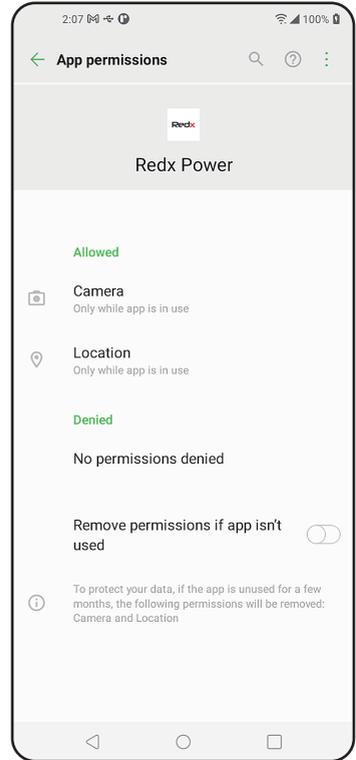
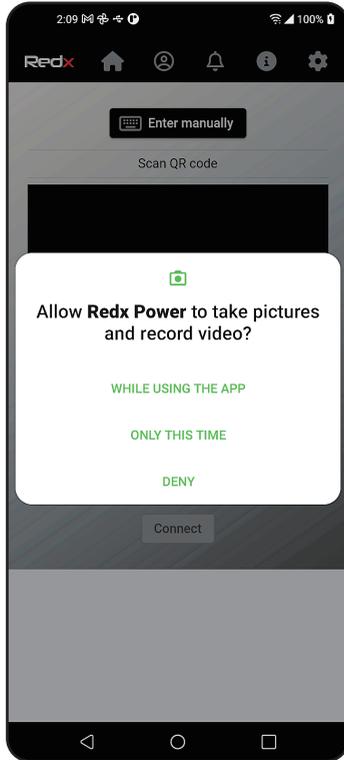
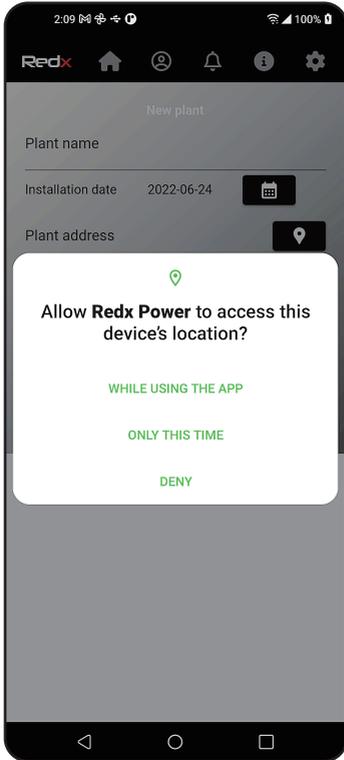
1.2 Before starting

Double check and make sure that:

- ① The phone WiFi is on as the mobile app actively uses it for connecting to the device through the installation process.
- ② Physical switch button (circle push button with blue glowing light ring) on the back of Redx Energy Storage unit is on – Pushed toward inside.
- ③ All cables are already connected to the Redx Energy Storage unit.

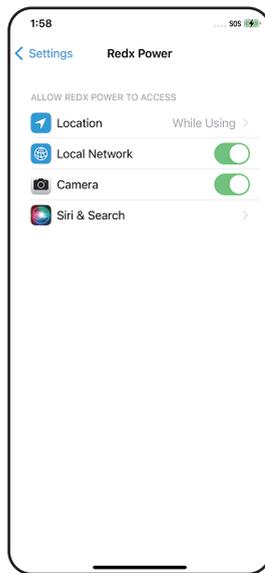
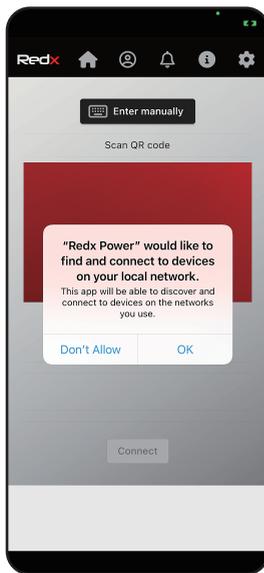
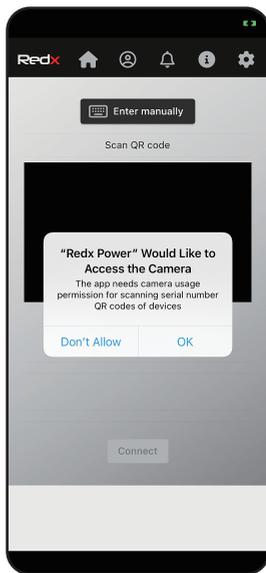
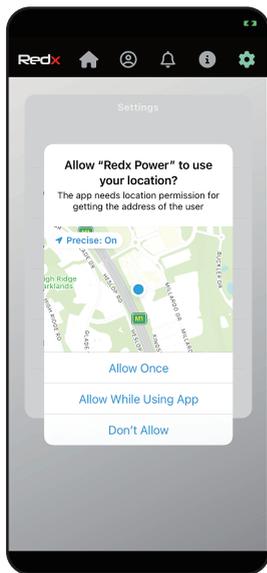
1.3 Required app permissions

Please make sure you allow the app to have all the required permissions. After installing the app, permission request popups will appear where necessary. In the Android app from popup dialog boxes, 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.



ios

Location / Camera / Local network



1.4 Creating user account and plant

The first step of the installation process is to create a new account and plant (site) for the customer.

1. Tap "Create Account" on login page.
2. Fill in all account information. Ask the customer to write down the account name and password.
3. Tap "Register".
4. After successful registration login with account name and password.
5. Navigate to Settings section and tap "Create Plant". Add all Plant (site) information. Please name the plant like following: unit number + street address + suburb.
6. Tap "Create Plant".

Note: You can add multiple devices (batteries) to the same plant (site). No need to create a new plant for each unit.

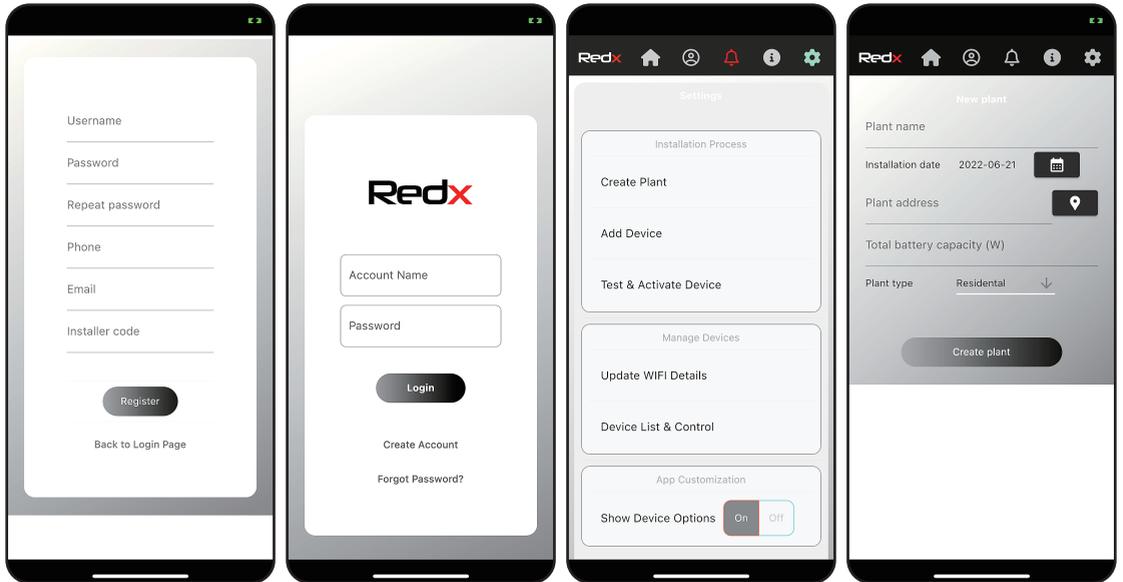


Figure 1.1 - Creating new account, logging in, creating plant

2. Device setup

2.1 Adding device

1. Tap **"Add Device"** from the **Settings** page, scan the QR code on the side of the battery unit with mobile phone camera.
2. When you see SN number on the bottom of the page tap **"Connect"**.
3. If the camera on the phone does not work, repeat the procedure with another phone or enter SN number manually. If the QR code is missing – contact Redx battery dealer.
4. When you tap **"Connect"** the app will automatically try to switch phone WIFI to the Redx device WIFI SSID. Select **"Join"** and continue.

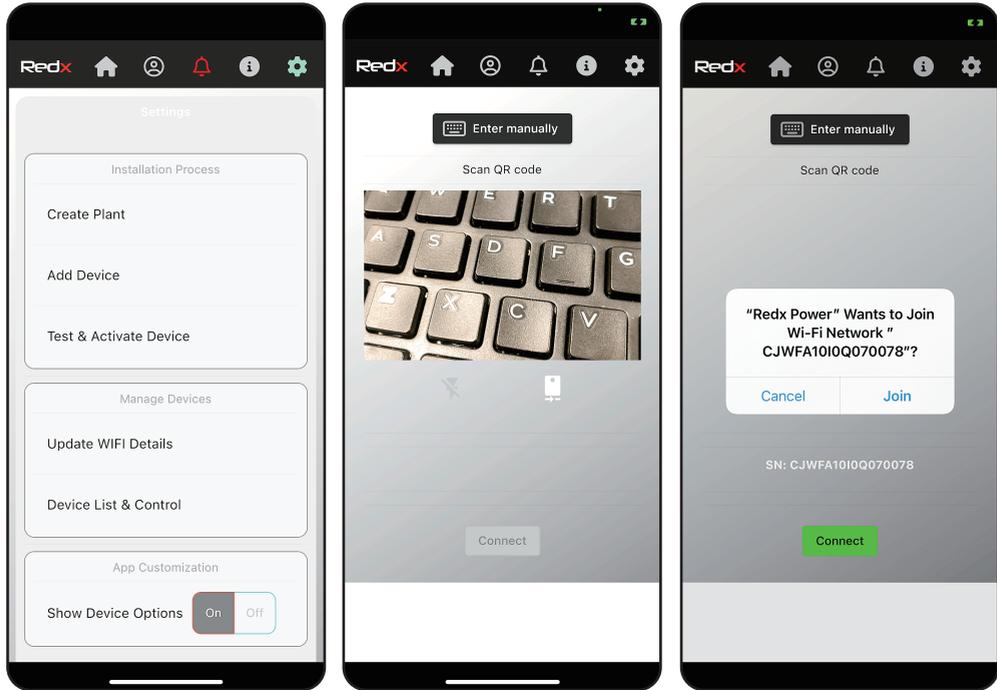


Figure 2.1 - Scanning QR code and joining device WI-FI

2.2 Adding local – customer’s home WiFi information to device

Fill in WiFi name (SSID) and password of the customer’s home Wi-Fi into the text fields respectively. If the customer has other plants, make sure the correct plant selected from the top options dropdown. Tap “**Configure**” and wait for the process to be completed.

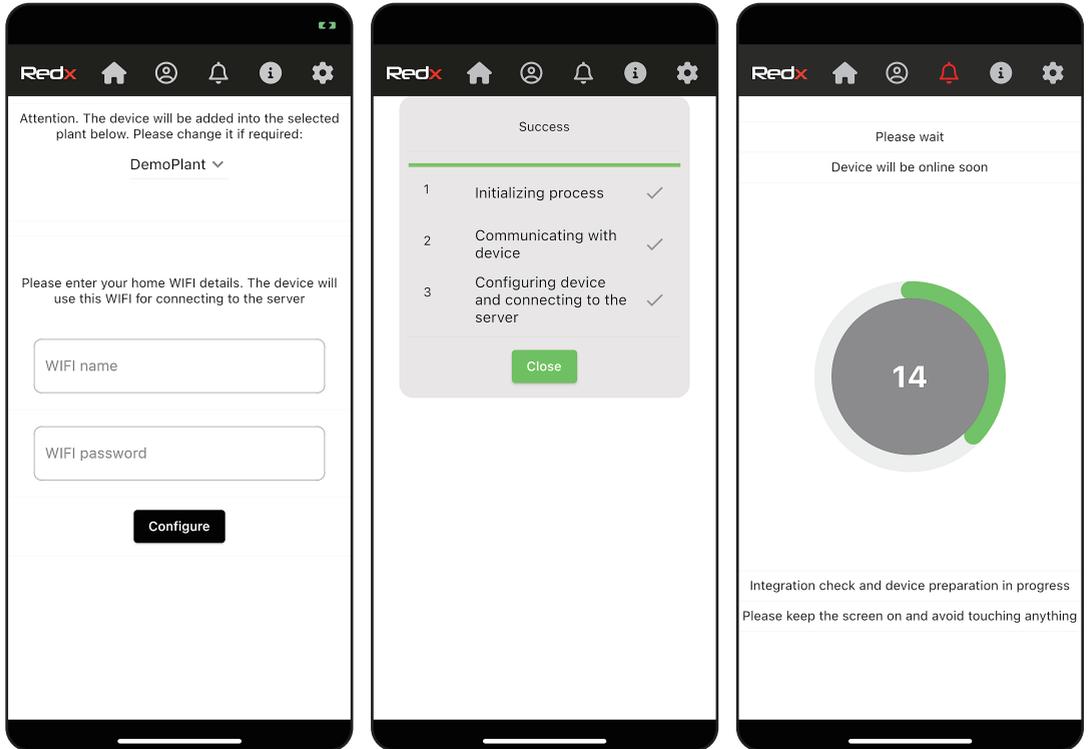


Figure 2.2 - Enter customer’s home Wi-Fi SSID and password

2.3 Manually switching WiFi connection

Note: If the in-app automatic WiFi switching was unsuccessful, the app will ask you to manually switch the WIFI from the Settings page of the mobile phone – Figure 2.3

1. If you see an error message popup asking to manually switch WiFi, you need to navigate to WIFI settings page of the phone. Check the screenshots below for guidance.
2. Scan for available WiFi networks and find the datalogger WiFi name that is the same as the device SN. The QR code sticker on the unit has the datalogger serial number eg. CJWFA10I0070015.
3. Connect to the network that has the matching name of the SN, the password is **12345678**. Return to the App once connected and tap "Configure" and wait for the process to be completed.

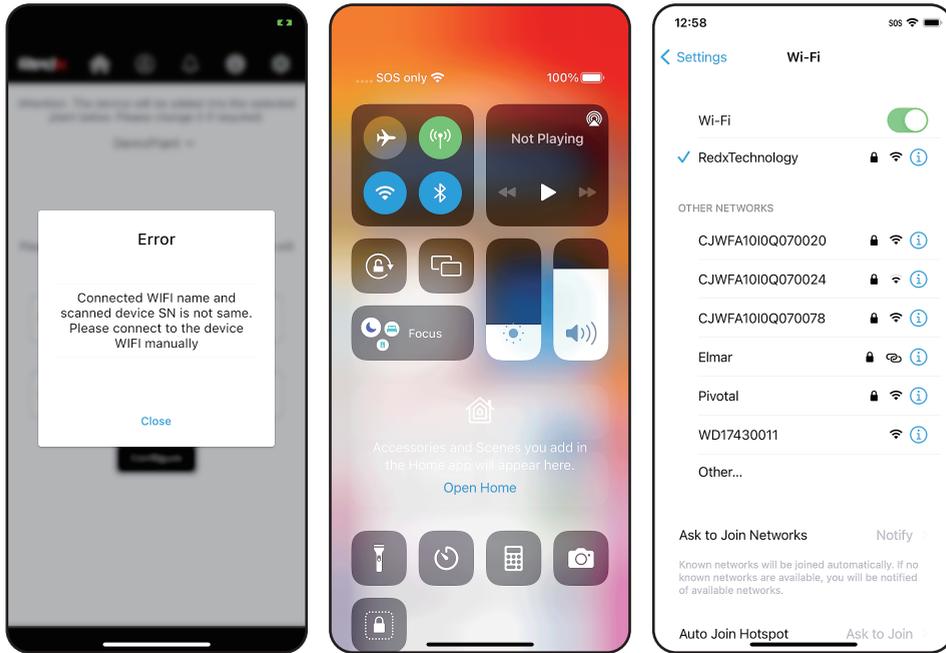


Figure 2.3 - Manually switching Wi-Fi connection

Note 1: If the WiFi connection to the datalogger is unsuccessful after multiple attempts, turn off the unit from the round blue power button, turn off the Grid AC and green battery breaker to clear a temporary error in the datalogger. Restore power after 10 seconds and start the process again.

Note 2: During installation process you may see 'Connection failed' or WiFi does not have active internet connection popups. As we communicate with device through WiFi module, we do not need internet connection at this stage, please follow the instructions below:

<p>Android 11</p>	<ul style="list-style-type: none"> ● If user gets error "Connection failed" or "CJWFA10I0XXXX has no Internet" after matching the WiFi names: ● Select "Tap for options". ● Select "Yes" for "Stay Connected?"
<p>Android 12</p>	<p>The installation process will only work if WiFi connection shows "Connected without internet" not "Connected" below connected Wi-Fi SSID. Please manually connect to the device WiFi from phone's WiFi settings page:</p> <ul style="list-style-type: none"> ● Wait 5-10 seconds on the Android system WiFi 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. ● If not, tap on the WiFi name, then tap Forget network, connect it again and wait. ● The last option is to disable WIFI, enable it and wait again.
<p>iOS</p>	<ul style="list-style-type: none"> ● If user gets error "The WiFi does not seem to have active internet connection" - "Keep Trying WIFI" or "Switch to Mobile data". ● Select "Keep Trying WIFI" option.

2.4 Test and activate installed device

1. Navigate to Settings page in the mobile app.
2. Tap "**Test & Activate Device**".
3. From the next window tap "**Start**".

Note: If you change phone or force-stopped (killed) the app between **Add Device** and **Test & Activate Device** processes, the app will direct you to the Scan QR code page when you tap "**Test & Activate Device**". Once scanned, you will be directed back to **Test & Activate Device** section automatically.

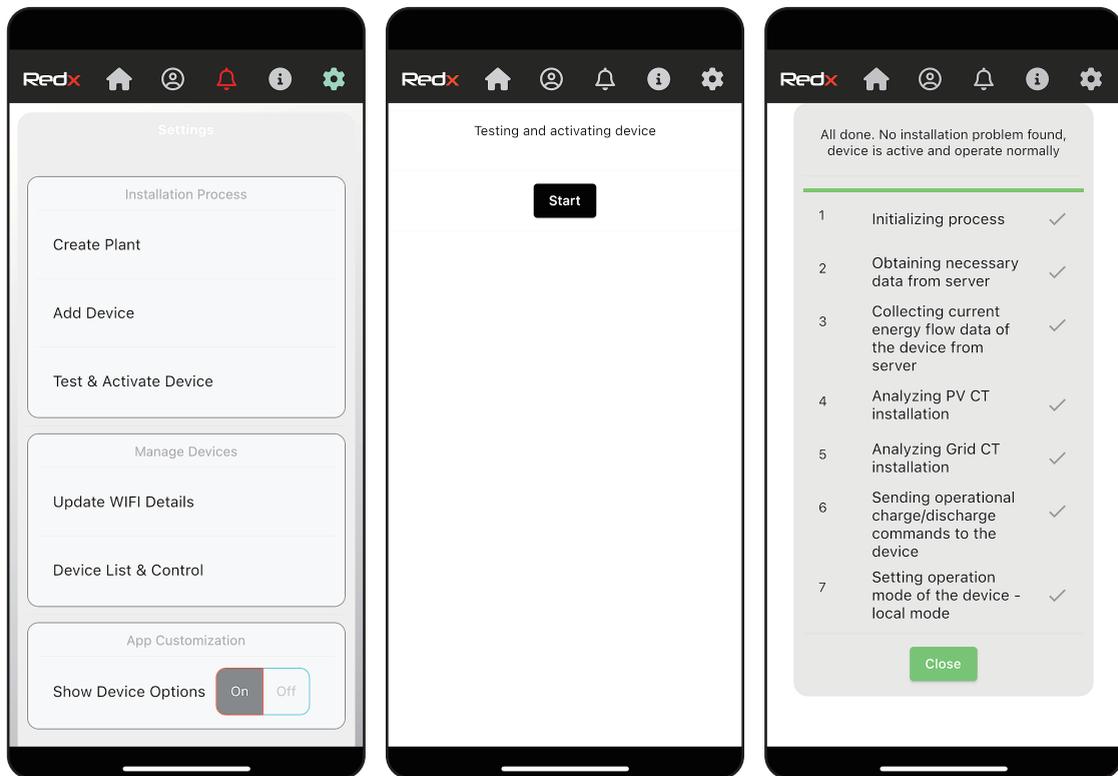


Figure 2.4 - Test & Activate installed device

2.5 Check the data in the app

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

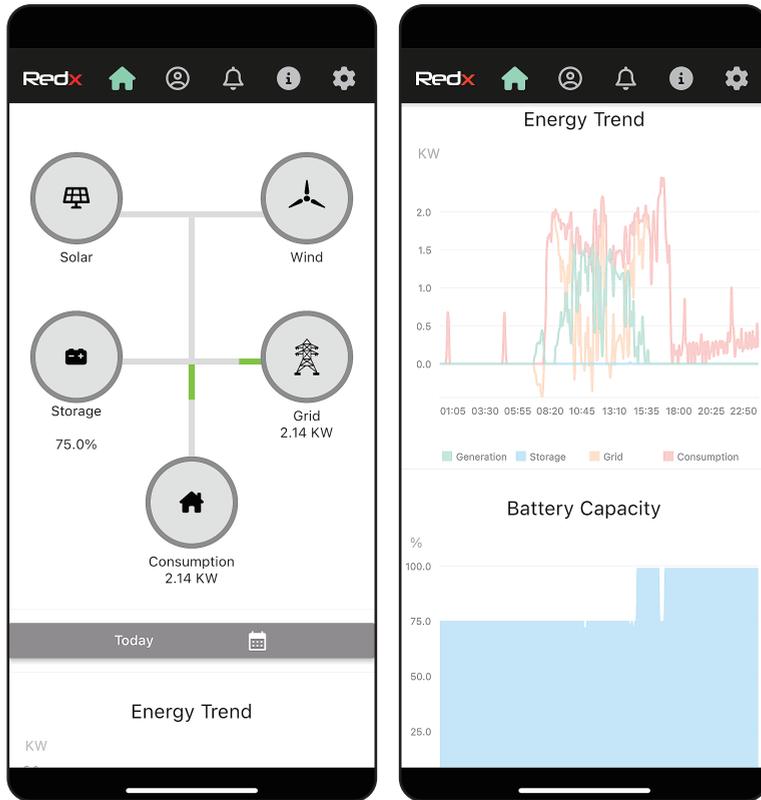


Figure 2.5 - Live energy data and flow

3. Contact

If you have any questions about our products, please contact our service hotline or dealers. Please provide the following information when inquiring:

1. System serial number.
2. System model.
3. Fault code / Name.
4. Briefly describe the fault symptom.



[http:// www.redxenergy.com.au](http://www.redxenergy.com.au)

For more information, please scan QR code above or log in directly
www.redxenergy.com.au



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