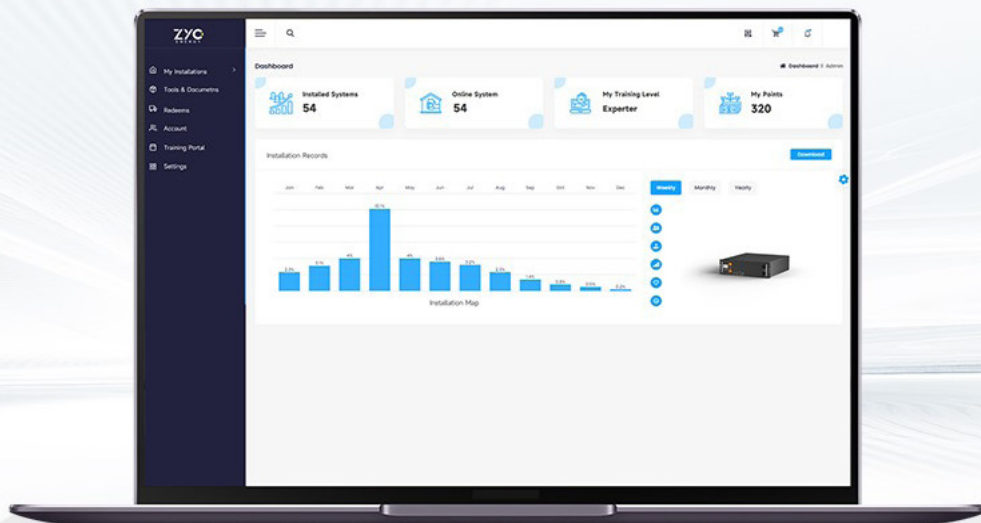


ZYC Tools User Manual_V1.1

- ZYC Portal
- ZYC Assist
- ZYC Assist Pro

ZYC ENERGY
ZERO YOUR CARBON

Released Date: 2024-10-10



Contents

1. ZYC Portal	3
1.1. Introduction	3
1.2. Getting started with ZYC Energy	3
1.2.1. Sign Up and Log In	3
1.2.2. Dashboard	3
1.3. Home	4
1.4. Systems and Configuration	5
1.4.1. Add New System	5
1.4.2. System Operation	6
1.4.3. System Information	6
1.4.4. BMS List	7
1.5. My Tickets	8
1.6. My Account	9
2. ZYC Assist	10
2.1. Introduction	10
2.2. Start with ZYC Assist	10
2.3. System	10
2.4. Firmware	11
2.5. Record	12
2.6. Other	13
2.7. Connect to Internet	14
2.8. WIFI Dongle Password Setting	14
3. ZYC Assist Pro	15
3.1. Introduction	15
3.2. System Information	15
3.3. Connect to Battery WIFI	16
3.4. Data Refreshing	16
3.5. Firmware Upgrade	17
3.6. Cells Details	19
3.7. Logs and Event Download	19
3.8. Real Time Monitoring	20
3.9. Setting (Connect to Internet)	21
3.10. Setting (Change WIFI's Password)	21
Contact Us	22

1. ZYC Portal

1.1. Introduction

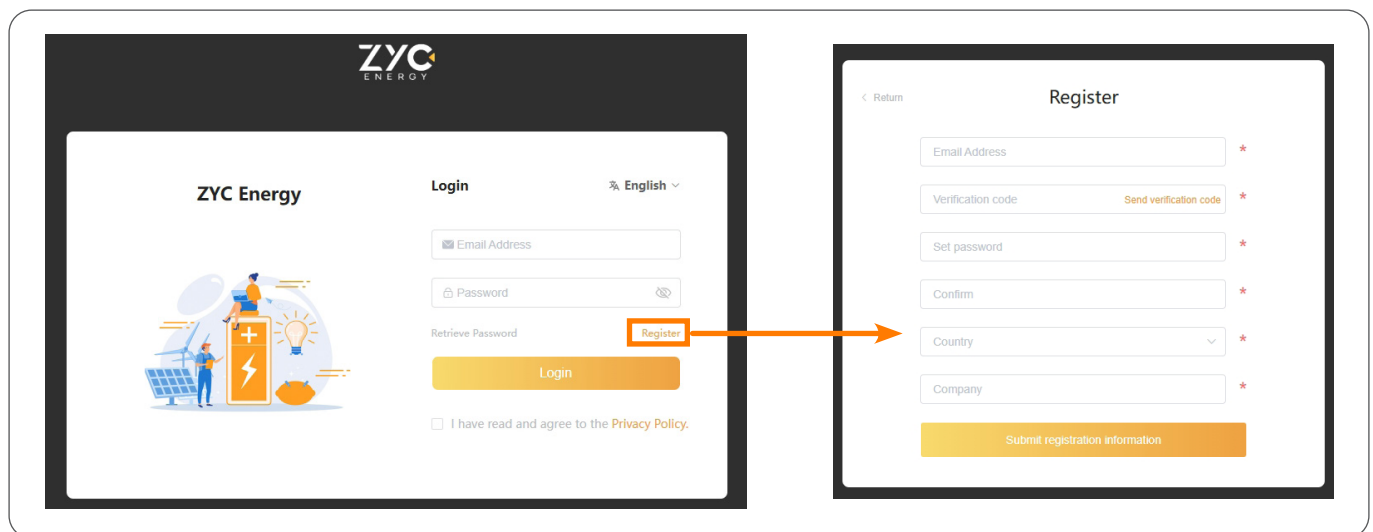
ZYC Portal is a remote monitoring tool and offers user with comprehensive technical guidance and services. It allows user to perform remote monitoring of the ZYC Energy Storage systems in real-time, system management, maintenance, diagnosis and fault feedback.

1.2. Getting started with ZYC Energy

1.2.1. Sign Up and Log In

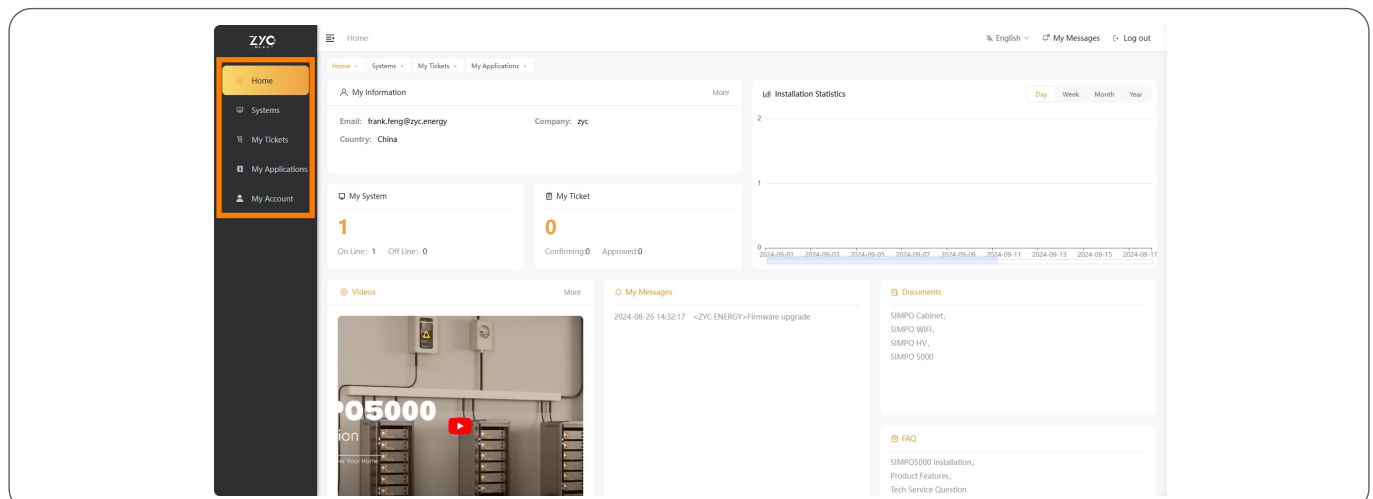
The ZYC Portal can be accessed via the link: **www.zycportal.com**. And you are required to log in with your email and password.

For new users, please click on '**Register**' and use email address to sign up for the ZYC Portal account. Once successfully registered, you will receive an email reminder.



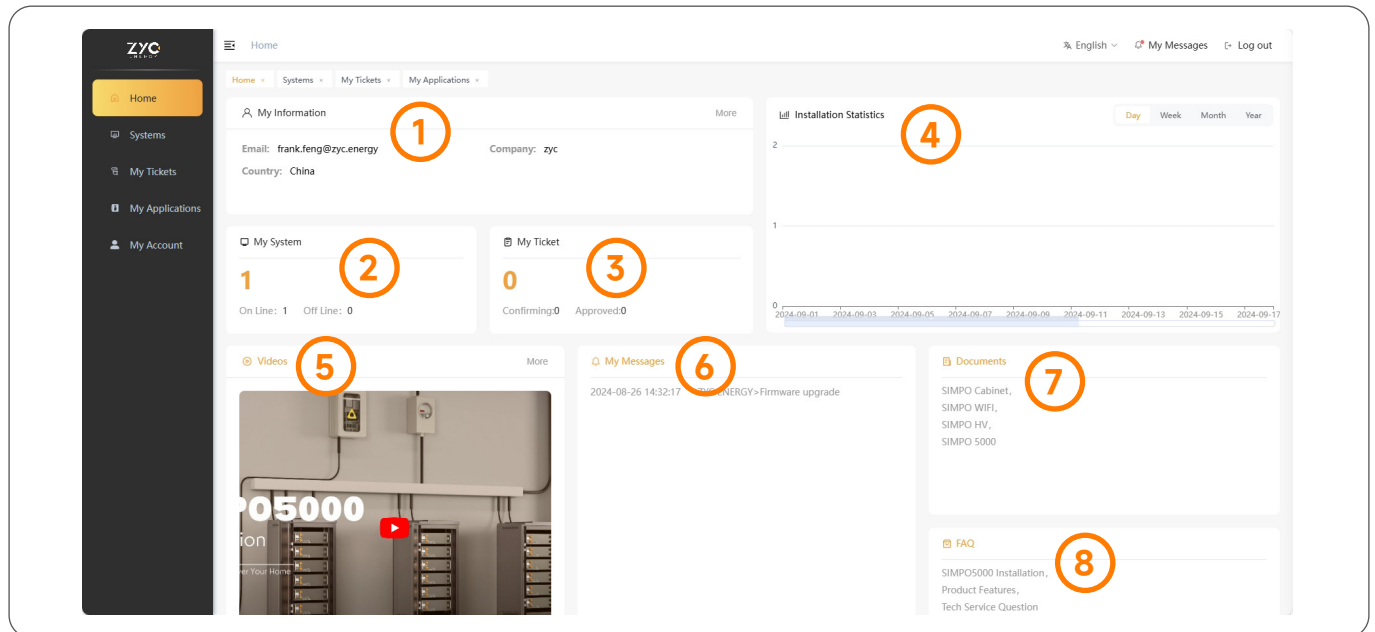
1.2.2. Dashboard

After log in, you are able to see **Home**, **Systems**, **My Tickets**, and **Personal center** four main pages on the left side dashboard. And accessing each pages for different functions.



1.3. Home

The Home page summarises the basic content of 8 parts.



1. **My Information** is for personal profile editing.
2. **My System** is straightforward to see the number of total systems, online and offline systems.
3. **My Ticket** shows the status and number of ongoing tickets.
4. **Installation Statistics** summarises the number and time of all installations.
5. **Videos** part leads directly to our video channel.
6. **My Messages** includes all the important announcements from ZYC Energy.
7. **Documents** includes all relevant documents for products released by ZYC Energy.
8. **FAQ** provides some frequently asked product-related questions and solutions.

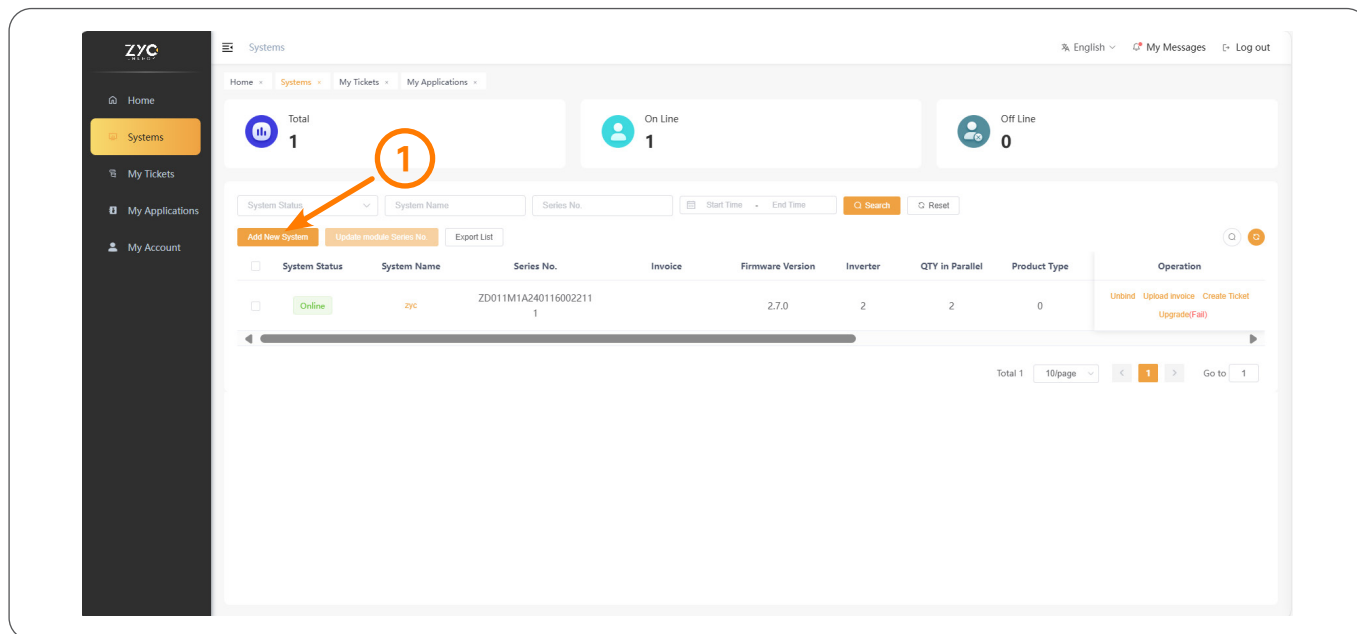
Note: For more details of each part, just click on it, then jump directly to the page.

1.4. Systems and Configuration

1.4.1. Add New System

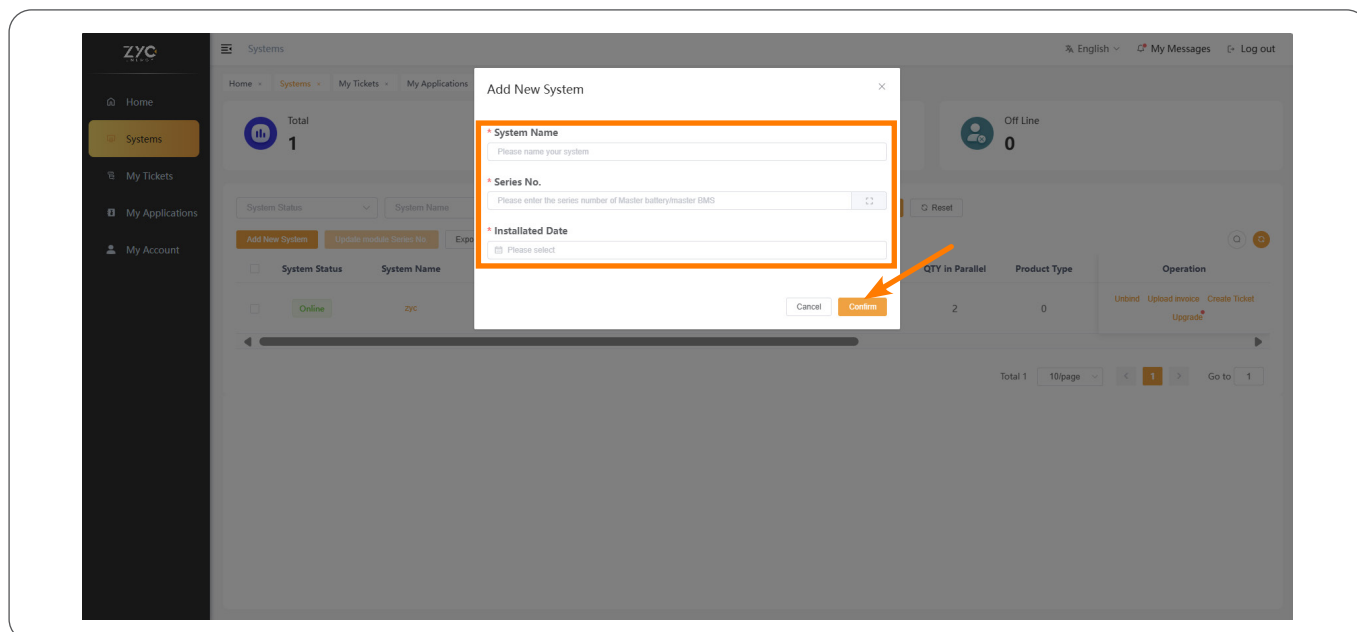
When new system has been installed, please add it to your account in portal by following steps.

Step 1: Click on 'Add New system'.



Step 2: Fill out the **Series No.** of **master battery/tower** and the installed date.

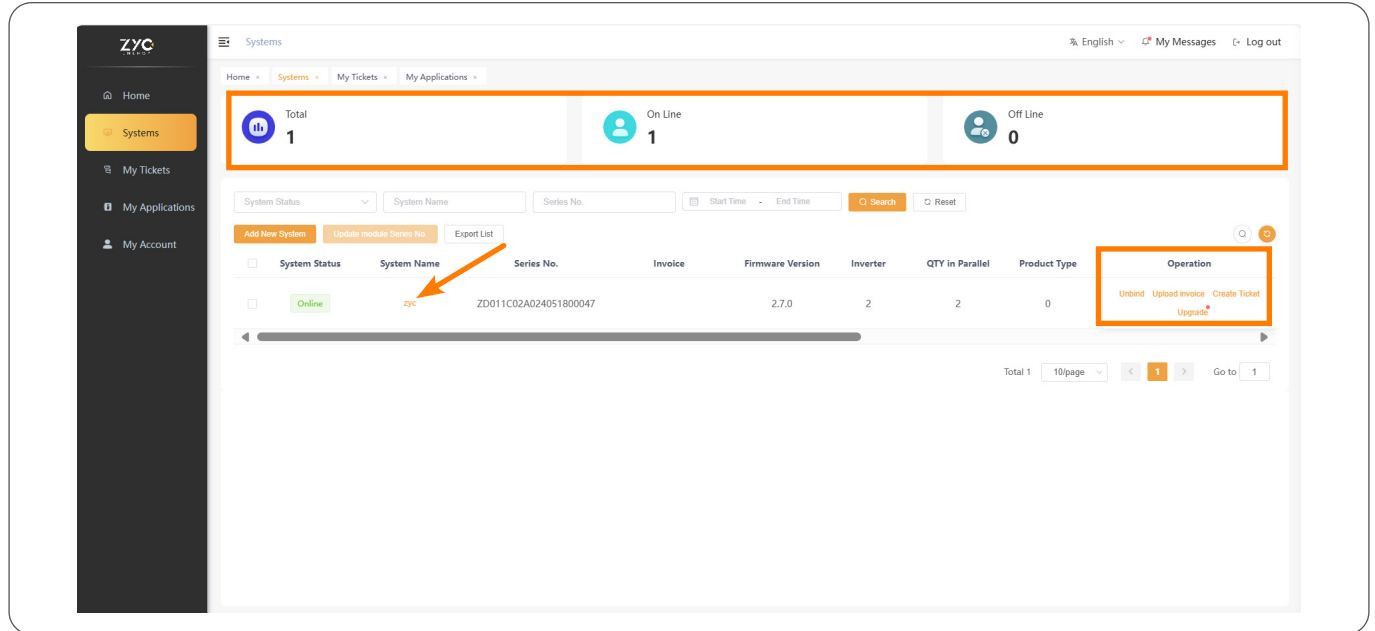
Note: The series number of master battery can also be added by upload the picture of series number.



1.4.2. System Operation

Once the system has been added, you are able to see the number of total installed system, online and off-line system in the upper part of the page. You can also realize some remote operations such as system upgrade, unbind upload invoice and create ticket.

Click on the Name of each system to get more details.

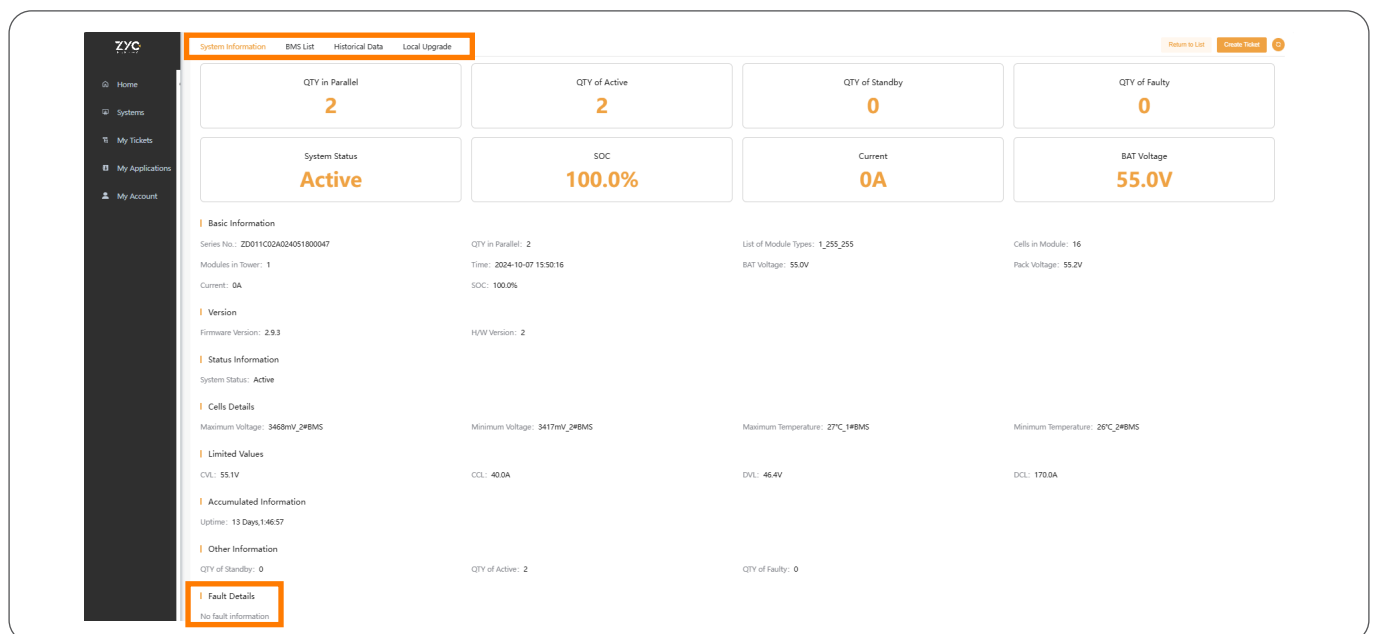


The screenshot shows the ZYC Systems page. At the top, there are three summary cards: Total (1), On Line (1), and Off Line (0). Below these, there is a table of systems. The first system is highlighted with a red box around its name 'zyc' and a red arrow pointing to it. To the right of the table, there is a red box around the 'Operation' column, which contains links for 'Unbind', 'Upload Invoice', 'Create Ticket', and 'Upgrade'.

1.4.3. System Information

In System Information page, user can see the operational details of the system. The BMS List, Historical Data and Local Upgrade can also be viewed.

If any faults are detected, the specific details of the faults can be found in the fault information. At the same time, you will receive an email with the fault information. If you are unable to resolve the fault, please get help by uploading a ticket.

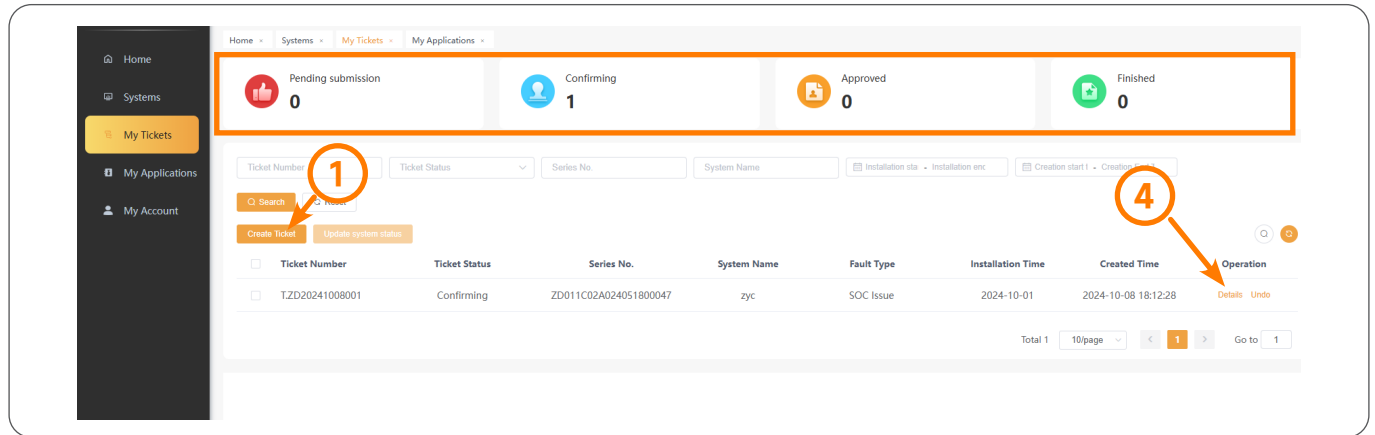


The screenshot shows the ZYC System Information page. At the top, there are four summary cards: QTY in Parallel (2), QTY of Active (2), QTY of Standby (0), and QTY of Faulty (0). Below these, there are four more cards: System Status (Active), SOC (100.0%), Current (0A), and BAT Voltage (55.0V). The main content area is divided into several sections: Basic Information, Version, Status Information, Cells Details, Limited Values, Accumulated Information, and Other Information. A red box highlights the 'Fault Details' section, which shows 'No fault information'.

1.5. My Tickets

Please follow below steps to submit a ticket for technical assistance.

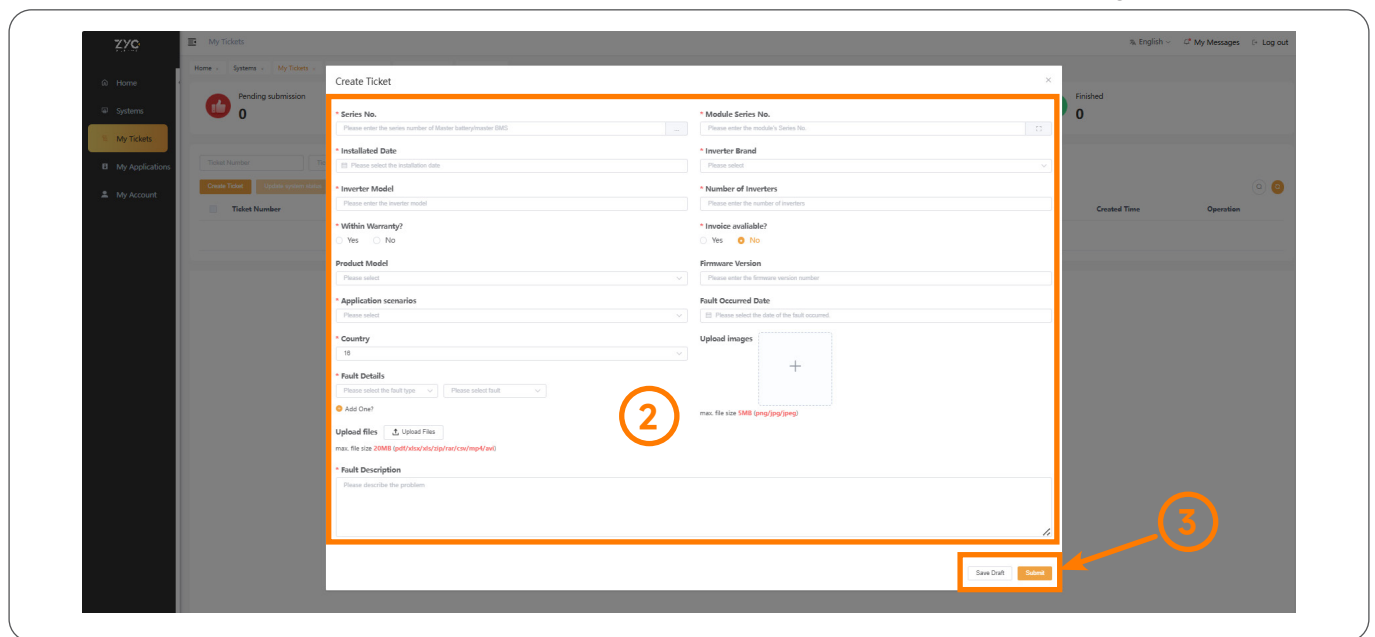
Step 1: Click on **Create Ticket**



Step 2: Fill in the following information according to the actual installation

Step 3: Submit the ticket or save as a draft.

Note: You can find the series number and fault information by going to the **Systems** page - **System Name**.



Step 4: Once the ticket has been submitted successfully, the technical team's response can be viewed via **Details**.

Pending submission includes the draft tickets.

Confirming includes all submitted tickets.

Approved includes the tickets that have already been reviewed and are in process.

Finished includes all completed tickets.

1.6. My Account

On My Account page, users can upload their own logo, edit personal information, email and password change functions

Once the information has been successfully changed, you will receive a confirmation e-mail

ZYC

Home

Systems

My Tickets

My Applications

My Account

My Account

English My Messages Log out

Home Systems My Tickets My Applications My Account

Basic Information

Save changes

My Logo

+

My Profile

+

My ID

ZYXC.240007

Country

16

Company Website

Email

frank.feng@zyc.energy

Company

zyc

Phone number

Surname

Given Name

Registration Time

2024-04-19 10:00:04

Address

Change email account

Email account as login account, please modify with caution!

Confirm changes

New email

Verification code

Verification code

Send Verification Code

Change Password

Confirm changes

2. ZYC Assist

2.1. Introduction

ZYC Assist is a phone APP released by ZYC Energy, and the main aim is to assist users to upgrade firmware, and monitor the system information.

The main functions of ZYC Assist are monitoring the operational status of battery system, updating the firmware, running log and fault records reading and local network configuration. It has 4 main pages of **System**, **Firmware**, **Record** and **Others**.

This section will describe in detail the usefulness of each function to improve the users' experience.

This is the icon of ZYC Assist:



Note: ZYC Assist can be downloaded from the App Store and Google Play.

2.2. Start with ZYC Assist

To access ZYC Assist, **SIMPO WIFI Dongle** is a necessary device. The SIMPO WIFI Dongle is shown as figure 2.1.



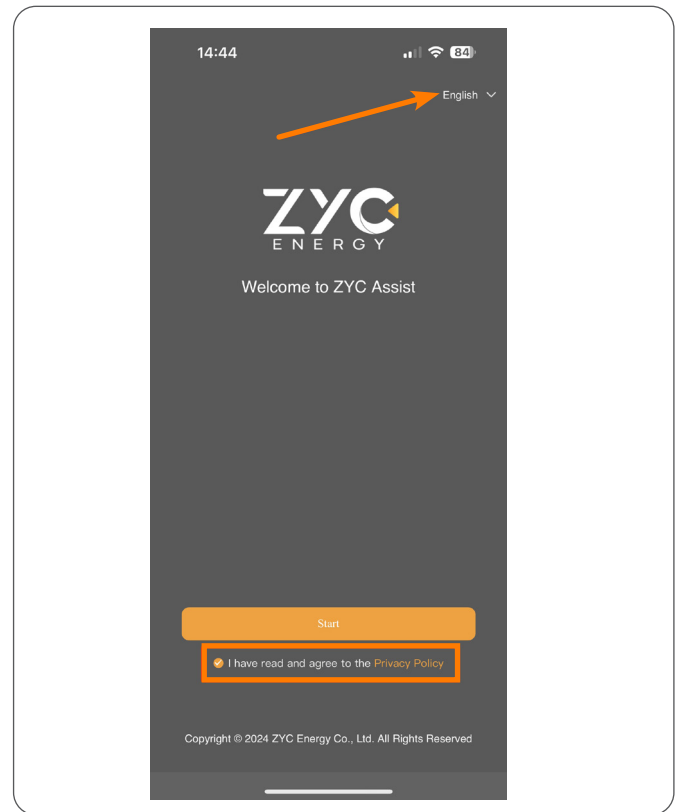
Figure 2.1

ZYC Assist does not require a login account and password, just connect phone to SIMPO WIFI Dongle to continue. For more about SIMPO WIFI Dongle, please refer to '**User Guide of SIMPO WIFI**'


Available at: '<https://www.zyc.energy/download>'.

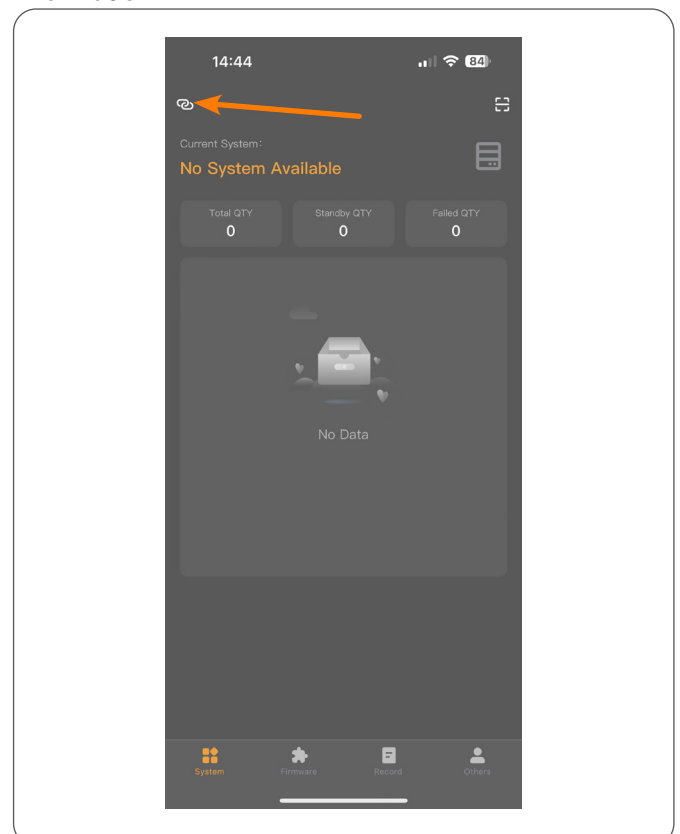
When the phone is connected to the network and enters ZYC Assist, the APP will automatically detect if there is a new firmware version released, and it is highly recommended to download the latest firmware update when it is available.

Also users can select the language on the entry page and it is necessary to tick the Privacy Policy to enter the app.

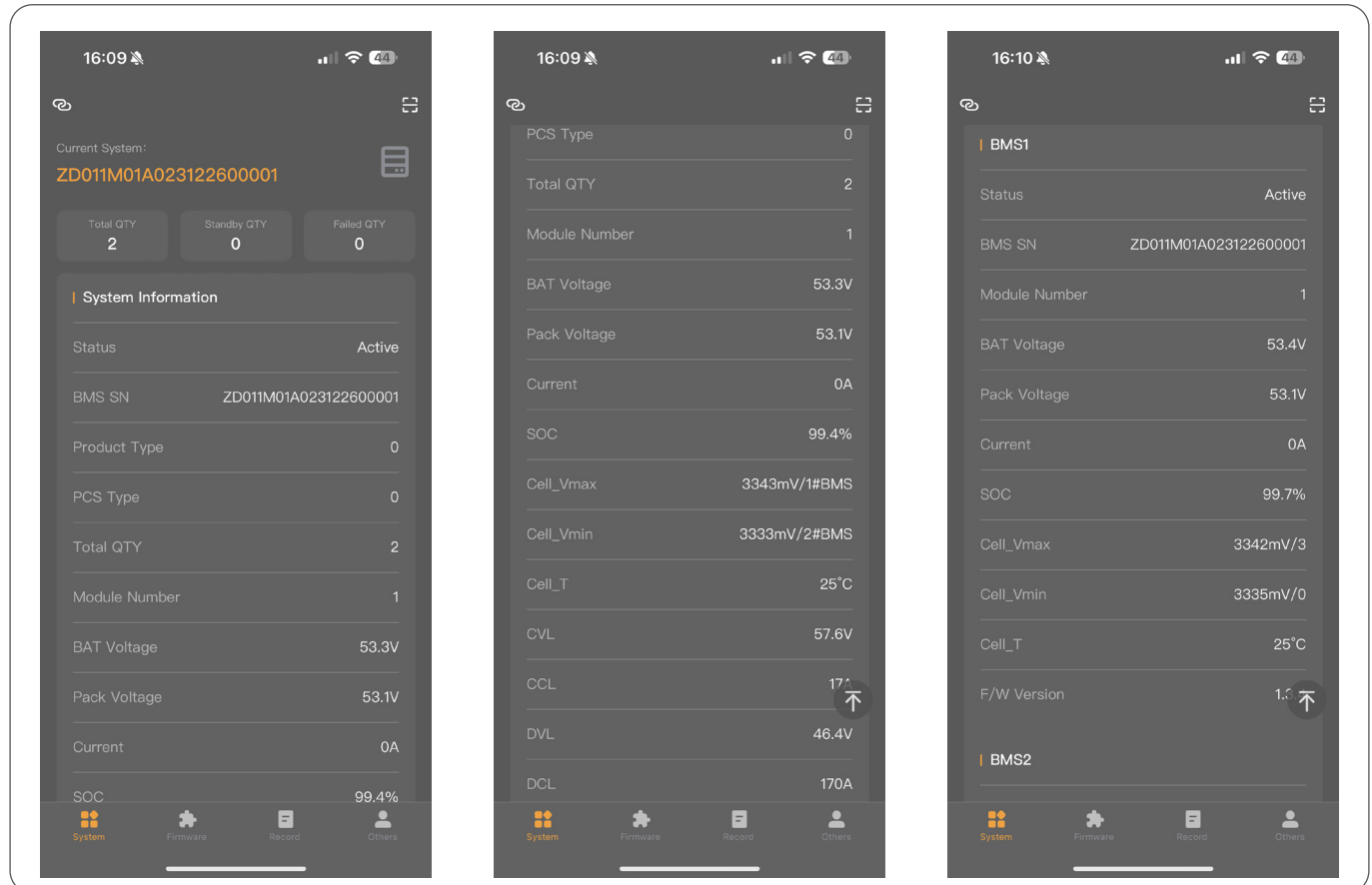


2.3. System

Once you are in the app, click on  to connect the phone to SIMPO WIFI to read the battery system information.



As shown in the figures below, users can read the operational data of whole system and each BMS through the **System** page.



Note: That the data is not automatically updated, so you need to refresh to obtain the latest data. scrolling down the page to refresh.

2.4. Firmware

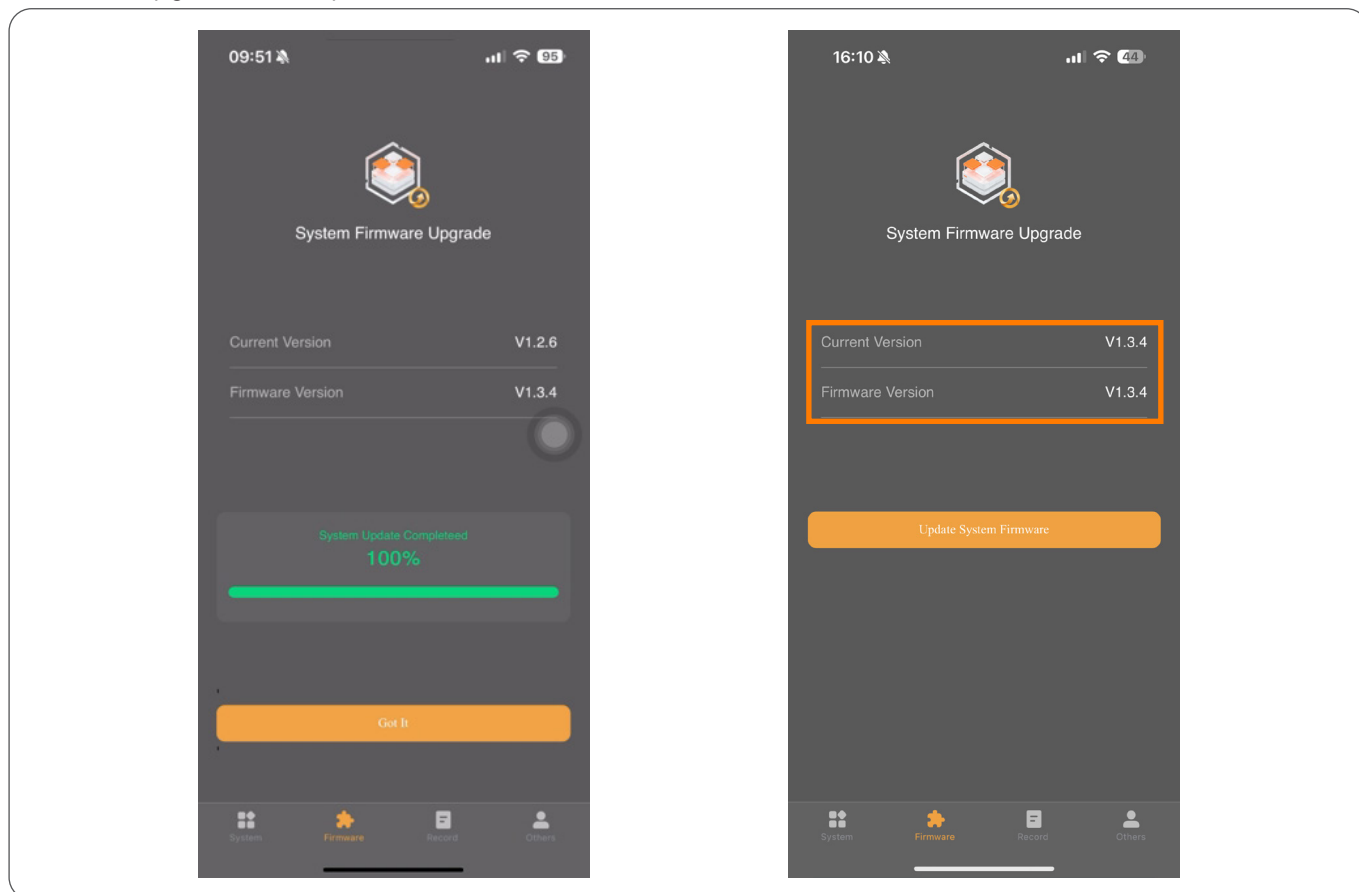
Users can upgrade the battery firmware through the Firmware page. When ZYC Energy releases a new firmware version, users will be prompted to download the new version when entering the app. Once the new version is downloaded, users can upgrade their battery system.



As the figure above, the 'Current Version' is system current firmware version.

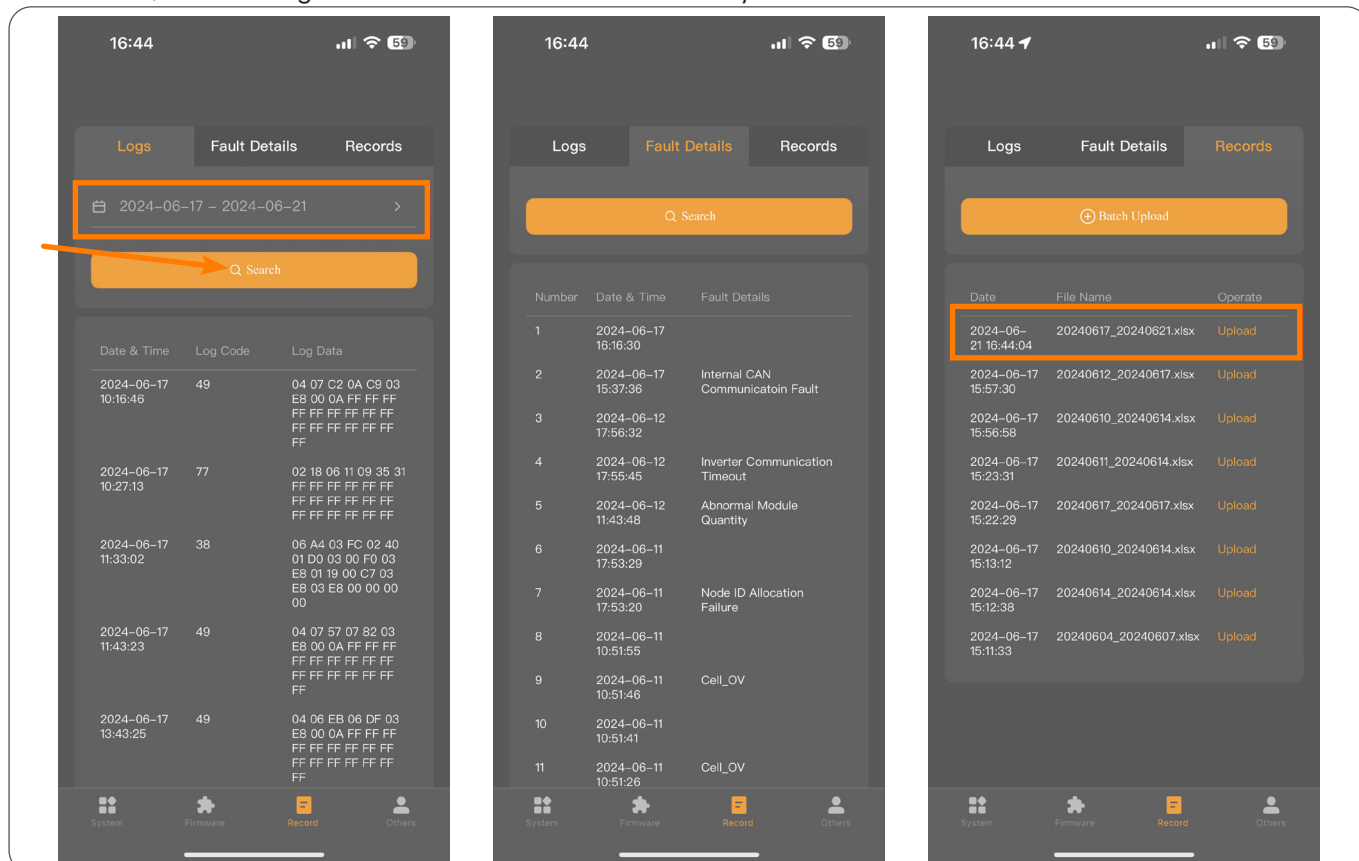
And the 'Firmware Version' is the latest firmware version that has been downloaded.

When the upgrade is complete, the 'Current Version' will be the same as 'Firmware Version'.



2.5. Record

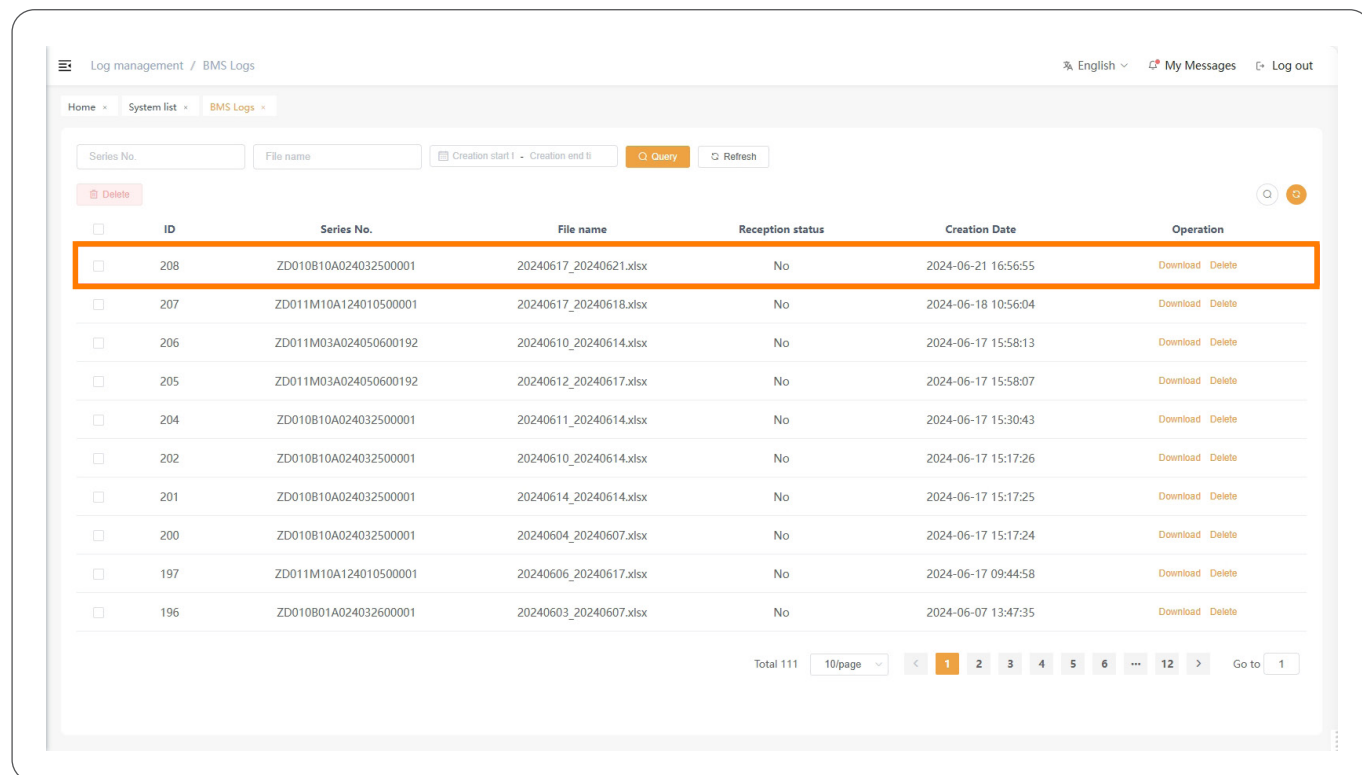
On **Record** page, by setting a time interval and tapping **Search**, users can see the system running logs and fault details, also the logs and fault details are automatically downloaded in **Records**.



Note: Automatic download only when tapping on Search and the BMS has a running log during the time.

Connect your phone to the internet to upload logs to the portal. when you see the hint of successful upload, it indicates that your system log has been uploaded to the administrator portal. This function is used to help feedback logs to our technical team.

The image below shows that our technical team can see the logs successfully uploaded by administrator's portal.



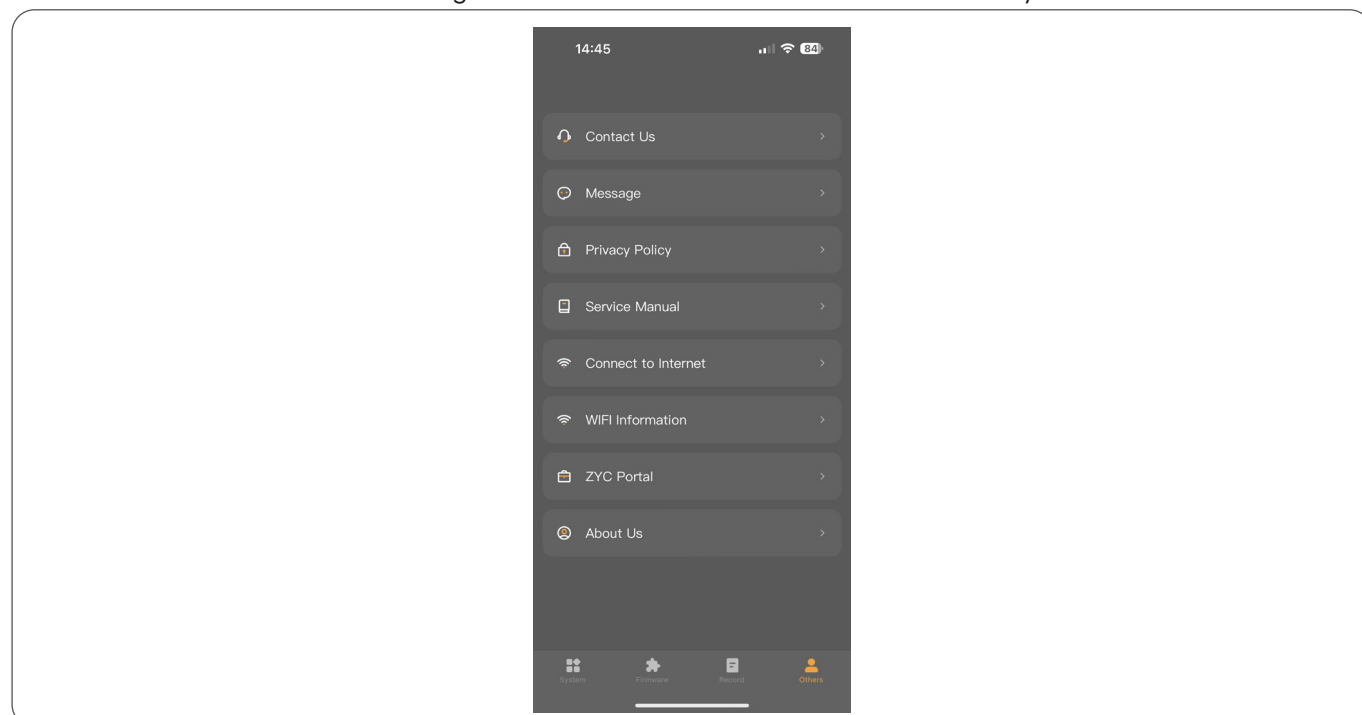
The screenshot displays the 'BMS Logs' management page. At the top, there are search filters for 'Series No.', 'File name', and 'Creation start' to 'Creation end', along with 'Query' and 'Refresh' buttons. Below the filters is a table with the following columns: ID, Series No., File name, Reception status, Creation Date, and Operation. The table contains 11 rows of log entries. The first row (ID 208) is highlighted with an orange border. At the bottom, there is a pagination bar showing 'Total 111' logs, '10/page', and a series of page numbers from 1 to 12.

ID	Series No.	File name	Reception status	Creation Date	Operation
208	ZD010B10A024032500001	20240617_20240621.xlsx	No	2024-06-21 16:56:55	Download Delete
207	ZD011M10A124010500001	20240617_20240618.xlsx	No	2024-06-18 10:56:04	Download Delete
206	ZD011M03A024050600192	20240610_20240614.xlsx	No	2024-06-17 15:58:13	Download Delete
205	ZD011M03A024050600192	20240612_20240617.xlsx	No	2024-06-17 15:58:07	Download Delete
204	ZD010B10A024032500001	20240611_20240614.xlsx	No	2024-06-17 15:30:43	Download Delete
202	ZD010B10A024032500001	20240610_20240614.xlsx	No	2024-06-17 15:17:26	Download Delete
201	ZD010B10A024032500001	20240614_20240614.xlsx	No	2024-06-17 15:17:25	Download Delete
200	ZD010B10A024032500001	20240604_20240607.xlsx	No	2024-06-17 15:17:24	Download Delete
197	ZD011M10A124010500001	20240606_20240617.xlsx	No	2024-06-17 09:44:58	Download Delete
196	ZD010B01A024032600001	20240603_20240607.xlsx	No	2024-06-07 13:47:35	Download Delete

2.6. Other

This page is mainly for showing basic information about ZYC Energy and publishing messages.

Note: The latest contents of Message and Service manual need to be obtained by connect to internet.



2.7. Connect to Internet

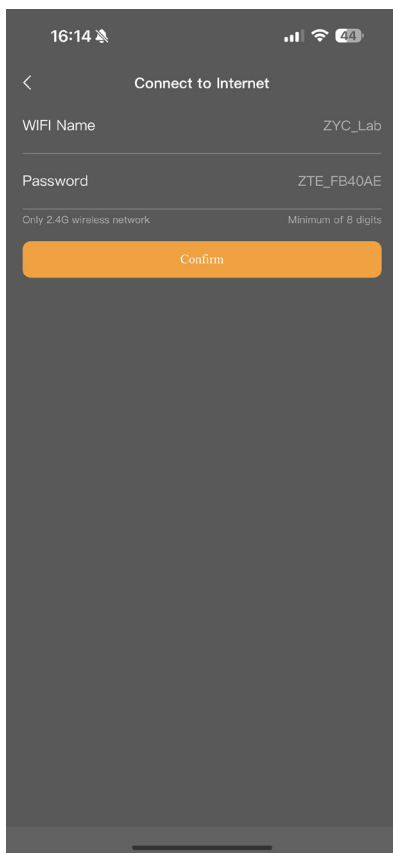
This function is designed to connect the battery system to their local internet.

Step 1: Fill out the WIFI Name and Password of your local internet.

Step 2: Confirm the setting.

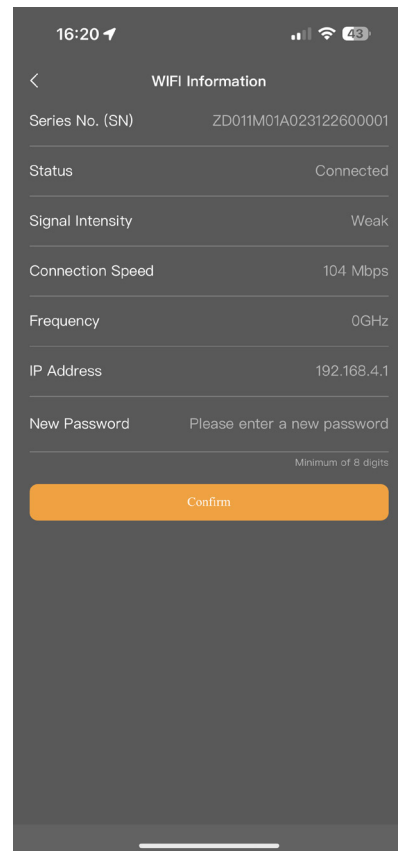
Once the local internet is configured, whole system can be monitored via battery WIFI on the portal.

Note: The local internet is only 2.4G wireless network.



2.8. WIFI Dongle Password Setting

Users can check the details of SIMPO WIFI Dongle WIFI Information page and also set a new password for SIMPO WIFI Dongle.



3. ZYC Assist Pro

3.1. Introduction

ZYC Assist Pro is a PC based application released by ZYC Energy, and it is designed to assist users to monitor and manage their battery system.

The main functions of ZYC Assist Pro are monitoring the operational status of battery system, firmware update, running logs and fault details reading and download, and local network configuration.

This document will describe in detail the usefulness of each function to improve the users' experience.

The latest version of ZYC Assist Pro is available on '<https://www.zycportal.com/>'.

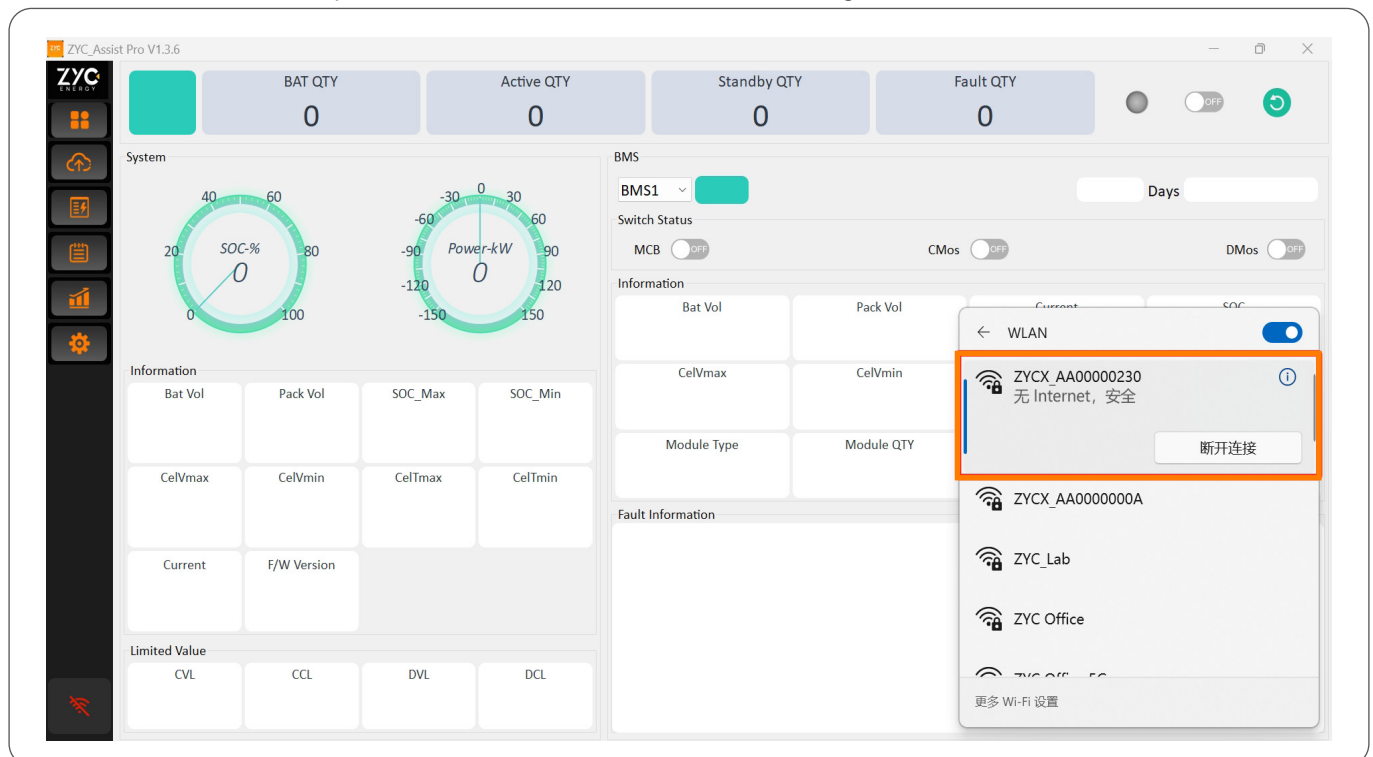
Note: ZYC Assist Pro is only supported on Windows systems

3.2. System Information


To access ZYC Assist Pro, **SIMPO WIFI Dongle** is a necessary device.

1. Open ZYC Assist Pro.
2. Connect to the battery's WIFI.

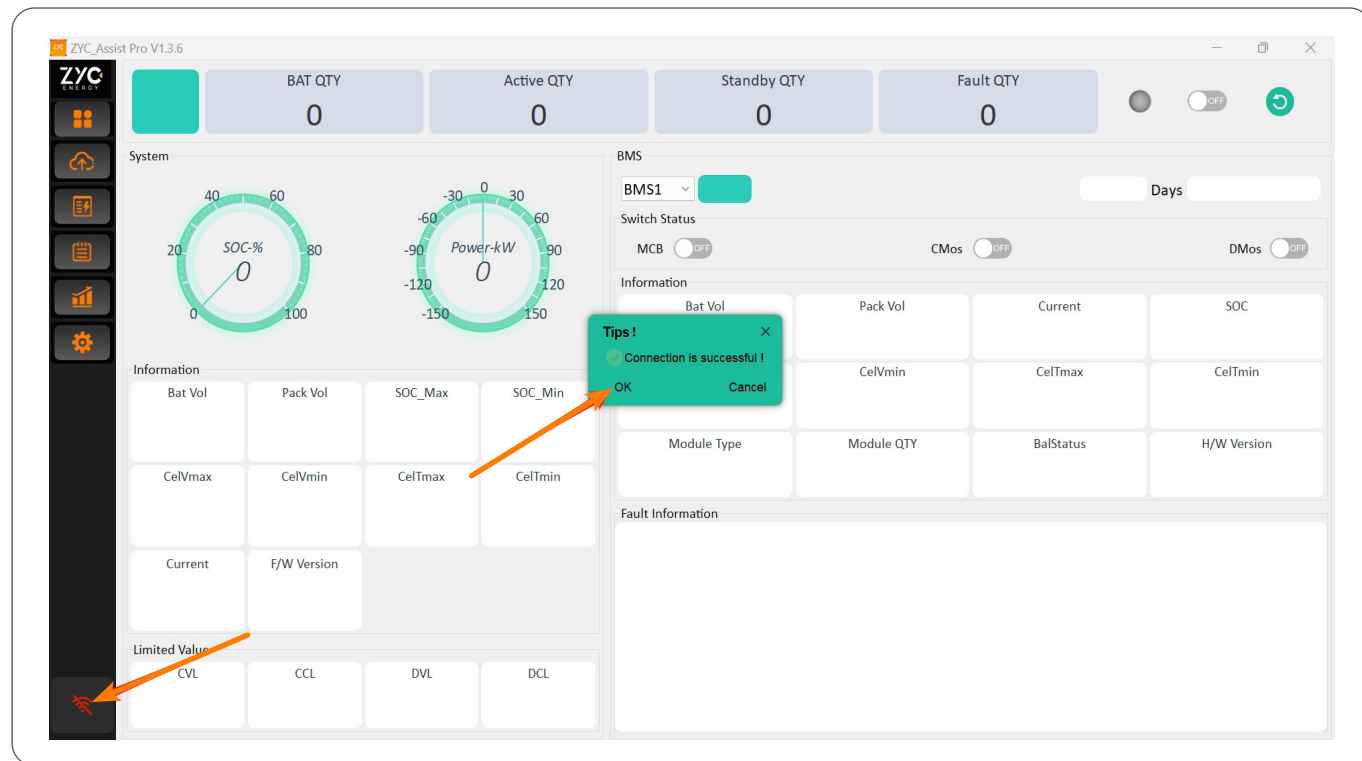
Note: The WIFI name and password are on the surface of WIFI dongle.





3.3. Connect to Battery WIFI

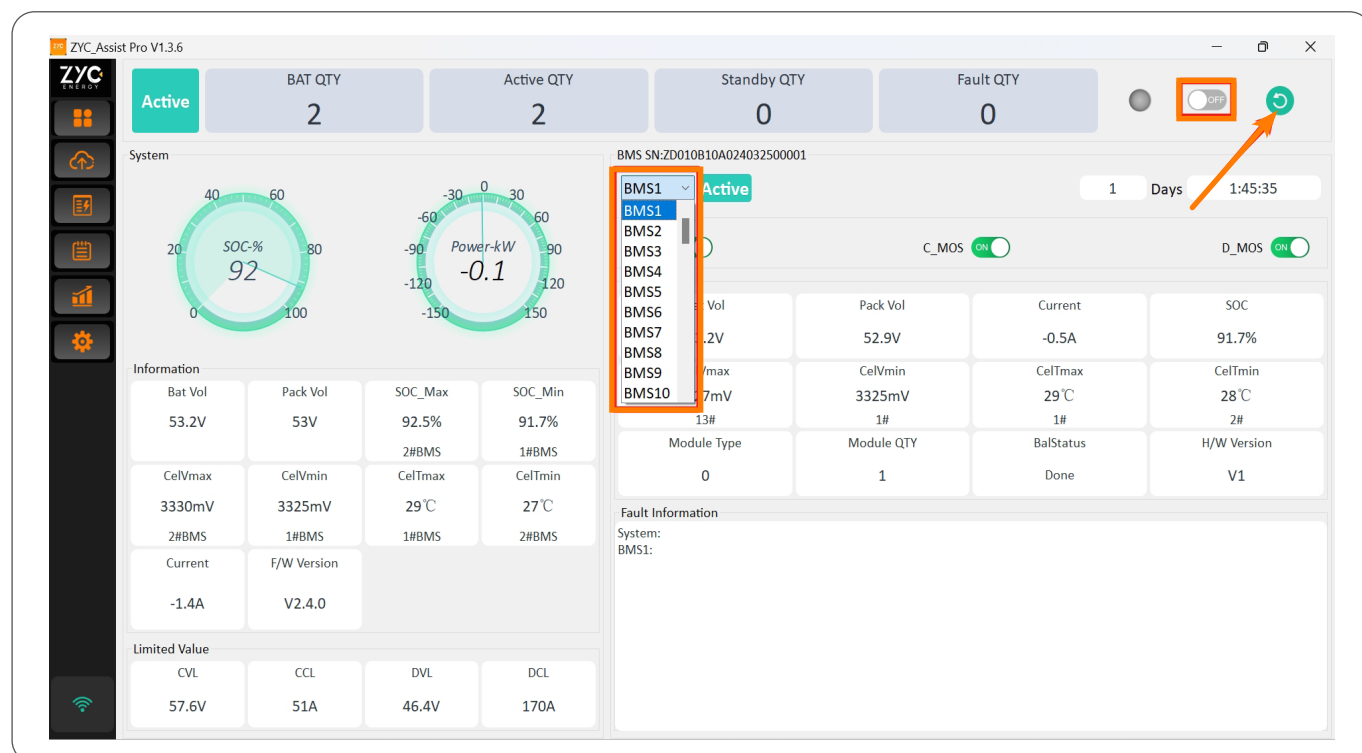
Click on the icon  at the bottom left corner, once the WIFI is connected successfully, and then click on the 'OK' button to confirm the connection.

Then the WIFI icon will turn to green after successful connection .



3.4. Data Refreshing

When the battery WIFI connection is successful, click on  to refresh the data. Turn on the , and the data will be refreshed automatically every 2 seconds. Users can select different BMS to check each detail.

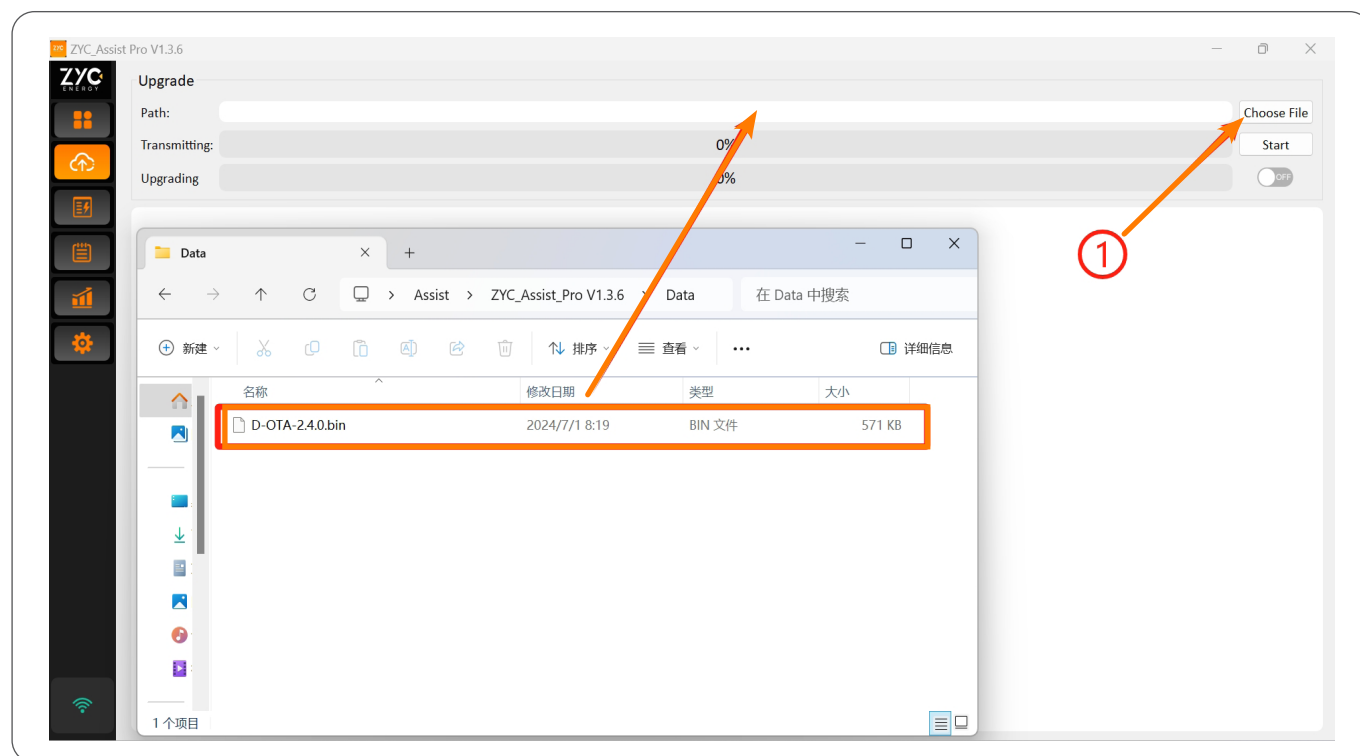


3.5. Firmware Upgrade

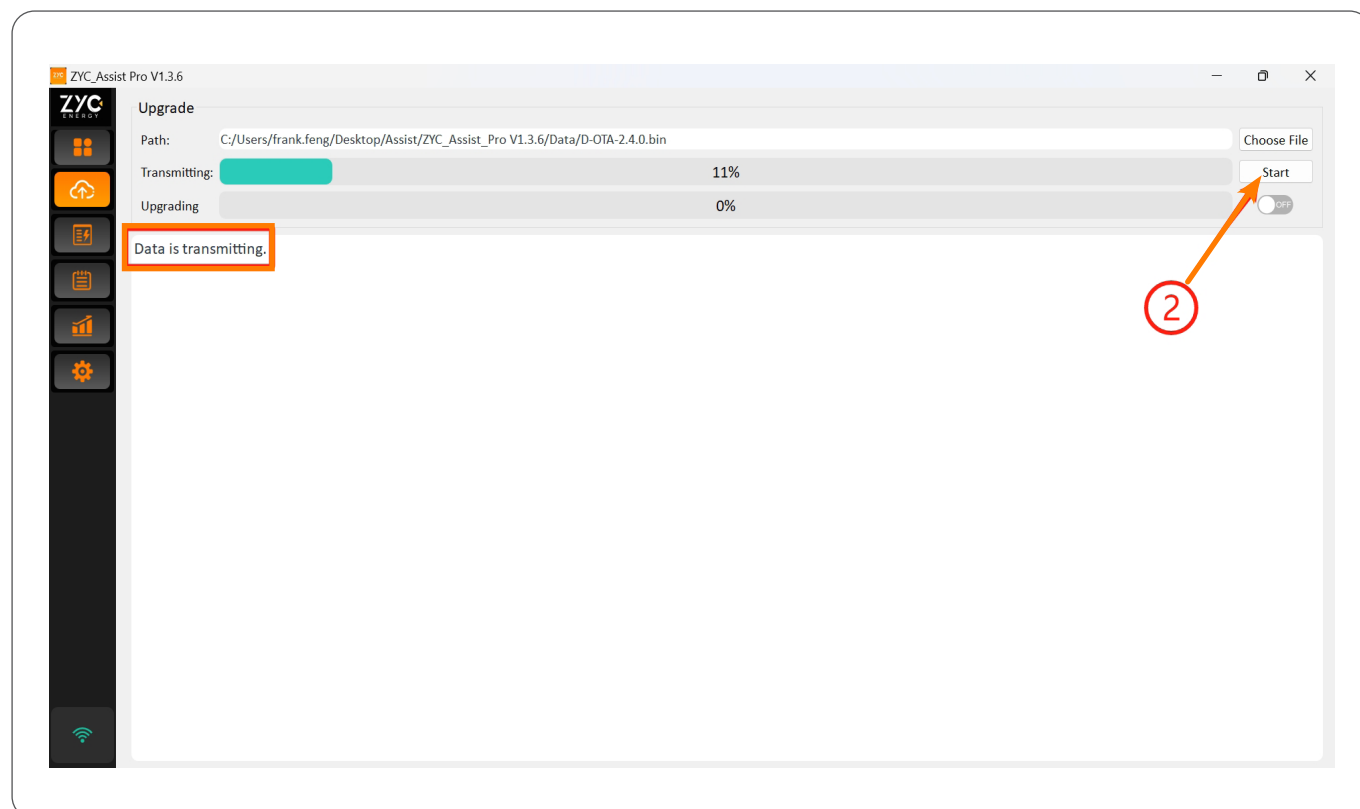
Important information

Note: Please always download and use the latest firmware version, available at: '<https://www.zycportal.com/>'.

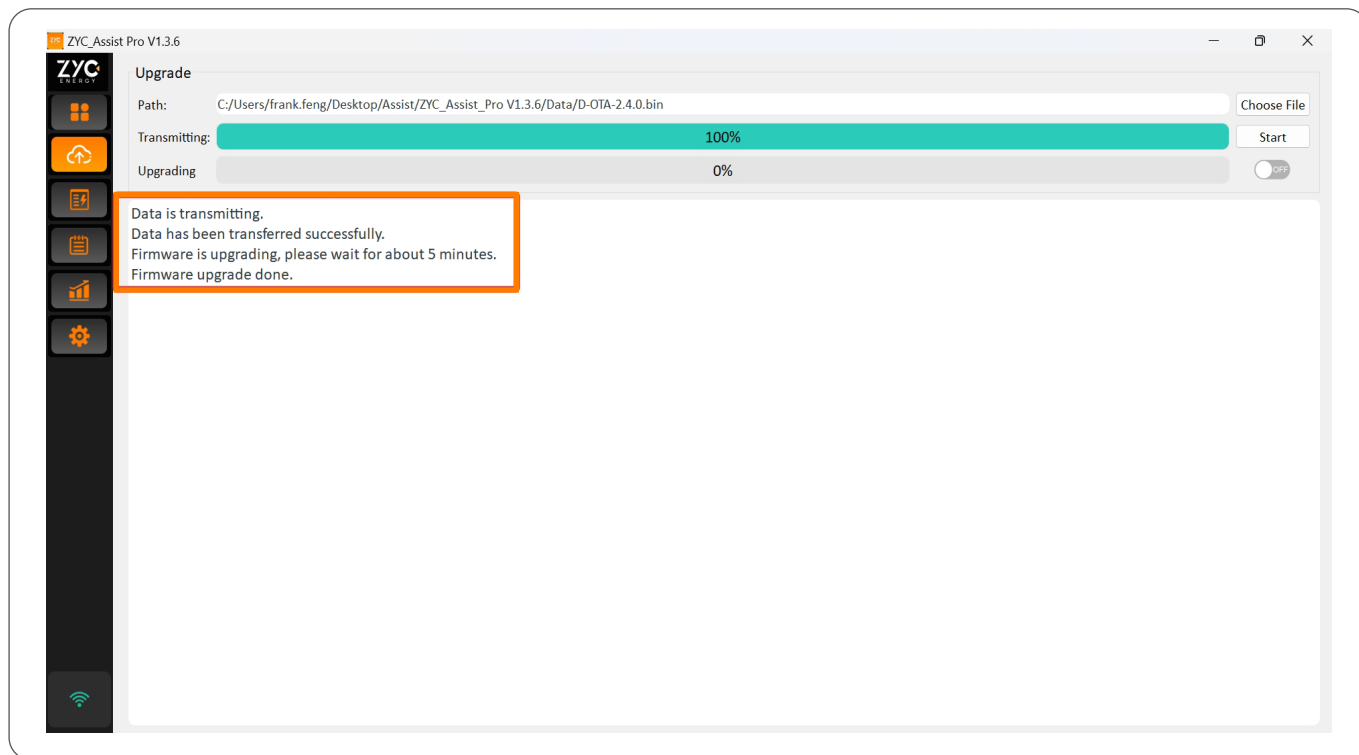
Step 1: Go to the Upgrade page and click on 'Choose File' to select the latest version of firmware file. Or drag the firmware file directly into the 'Path' as shown in the below figure.



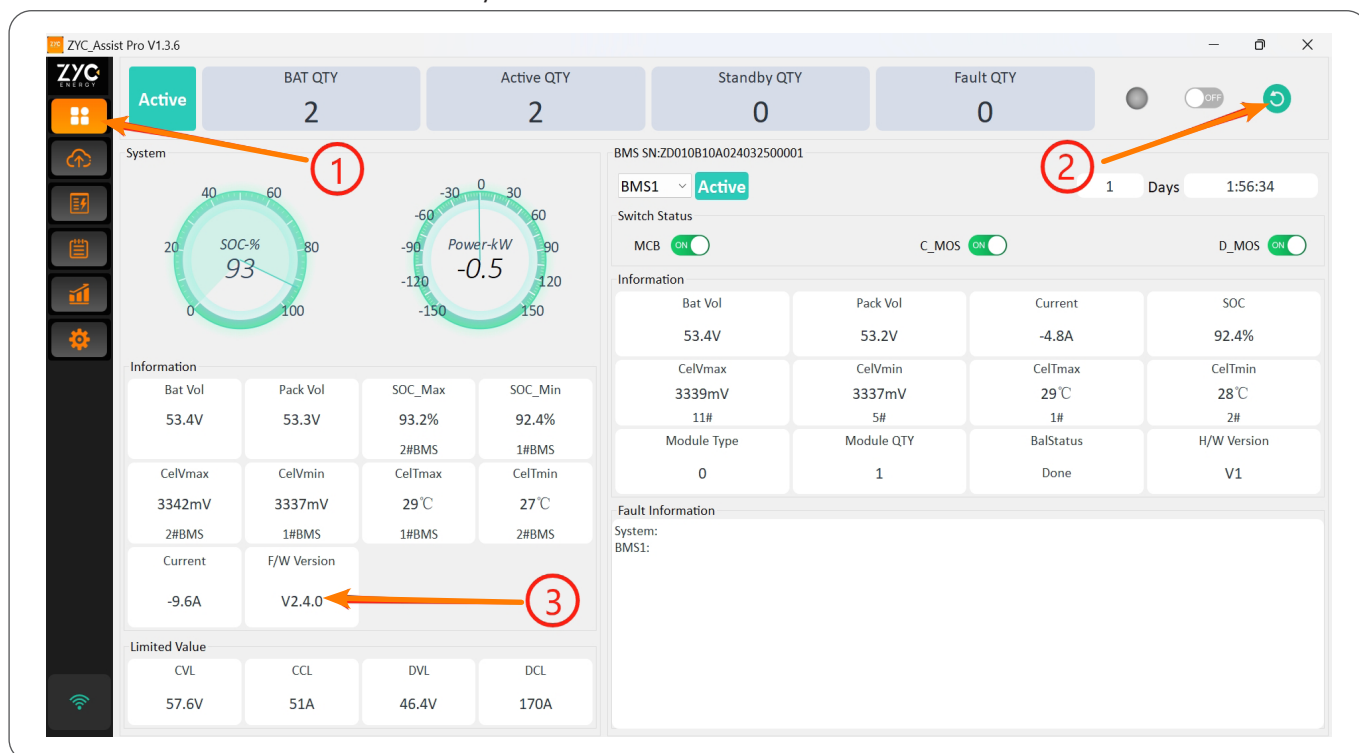
Step 2: Click on 'Start' to begin the upgrade, and wait for the data transfer to finish.



Step 3: The upgrade will be performed automatically after the transfer is complete. When the upgrade is finished, there is a message 'Firmware upgrade done'.



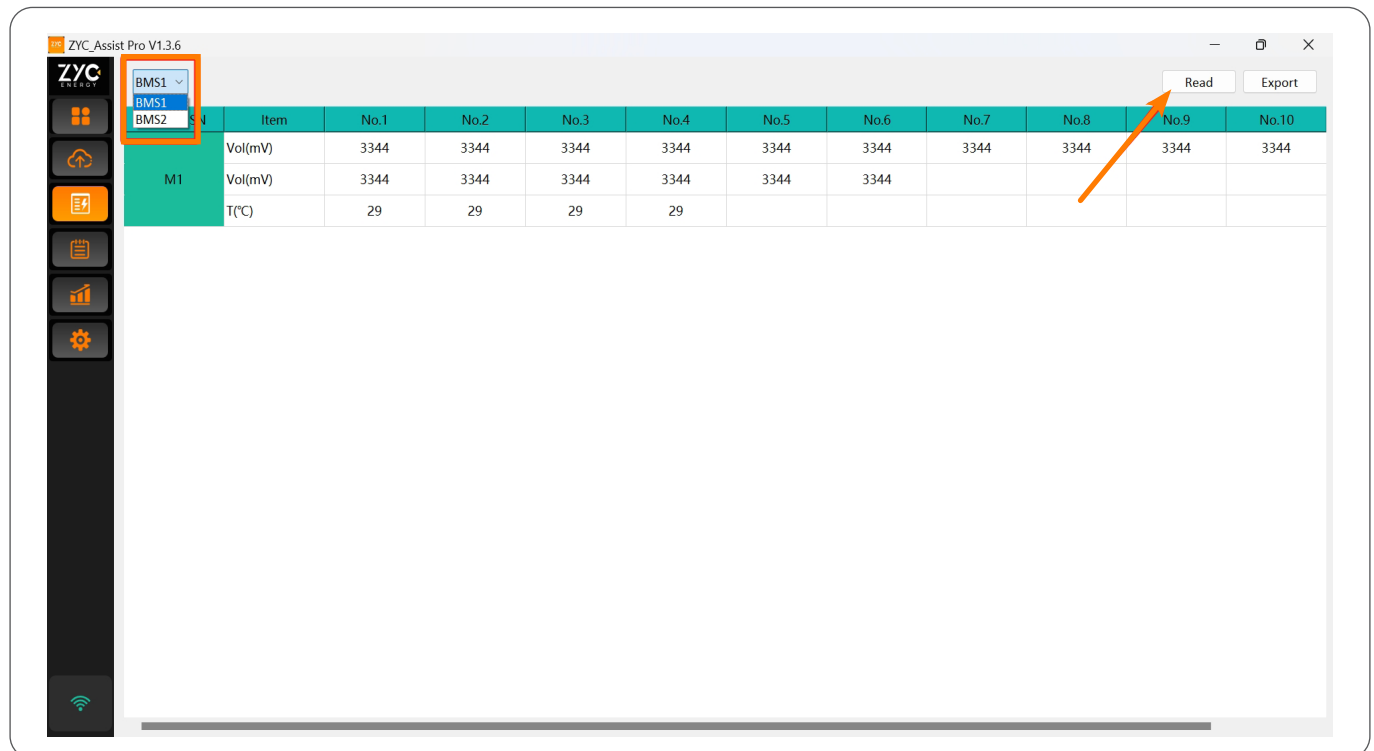
Step 4: Check the firmware version on the System Information page, Refresh the information to make sure the firmware version is the latest one you've chosen.



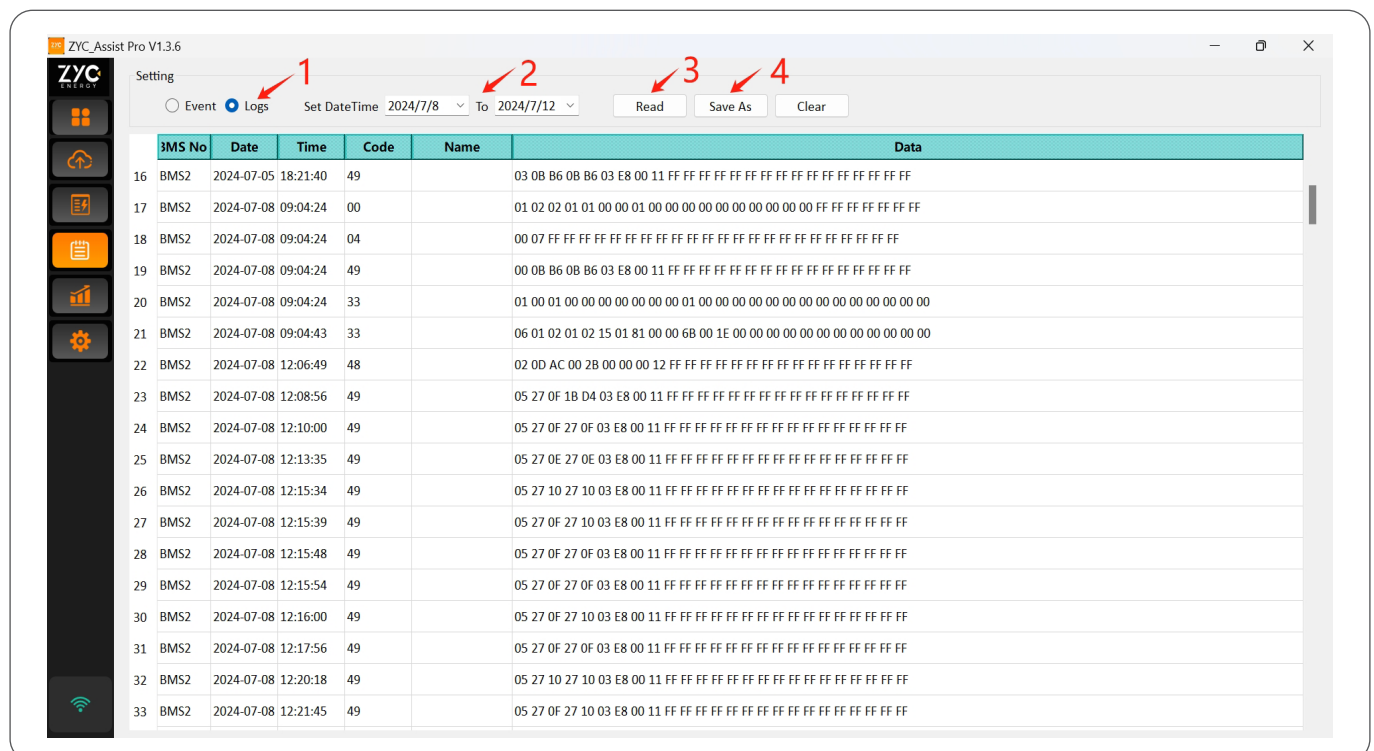
3.6. Cells Details

By selecting different BMS to read the data of all the cells in each module and export the data.

When any system failure occurs, this function can help users to upload the cells datasheet for technical support.



3.7. Logs and Event Download



Please follow the steps below to read and download the module logs and events.

Step 1: Select 'Logs or Event'.

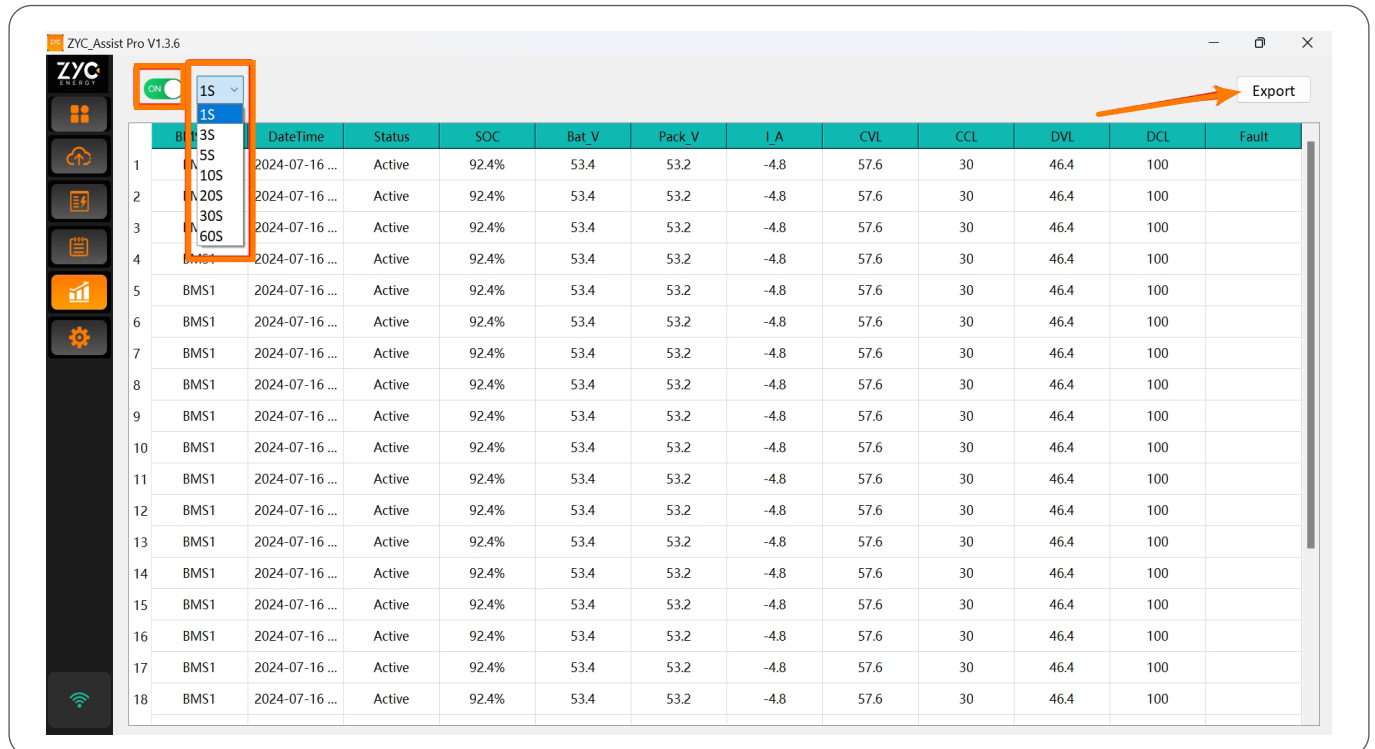
Step 2: Set the time interval that needs to be read.

Step 3: Click the 'Read' button to start reading.

Step 4: Click on 'Save As' to export both logs and events as a csv file. Then users can upload it by **ZYC Portal** for technical support.

3.8. Real Time Monitoring

This function helps users to realize real-time monitoring of the system. Click on ON/OFF to enable the data auto refresh function, then select the refresh interval, after that the data will be automatically refreshed in every fixed time.



The screenshot displays the ZYC_Assist Pro V1.3.6 software interface. On the left sidebar, there are several icons, including a gear icon for settings. The main area shows a table with 13 columns: BMS, DateTime, Status, SOC, Bat_V, Pack_V, I_A, CVL, CCL, DVL, DCL, and Fault. The table contains 18 rows of data, all showing 'Active' status and a SOC of 92.4%. A red box highlights the 'ON' button and a dropdown menu for selecting the refresh interval (1S, 10S, 20S, 30S, 60S). An orange arrow points to the 'Export' button in the top right corner.

BMS	DateTime	Status	SOC	Bat_V	Pack_V	I_A	CVL	CCL	DVL	DCL	Fault
1	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
2	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
3	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
4	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
5	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
6	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
7	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
8	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
9	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
10	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
11	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
12	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
13	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
14	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
15	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
16	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
17	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	
18	2024-07-16 ...	Active	92.4%	53.4	53.2	-4.8	57.6	30	46.4	100	

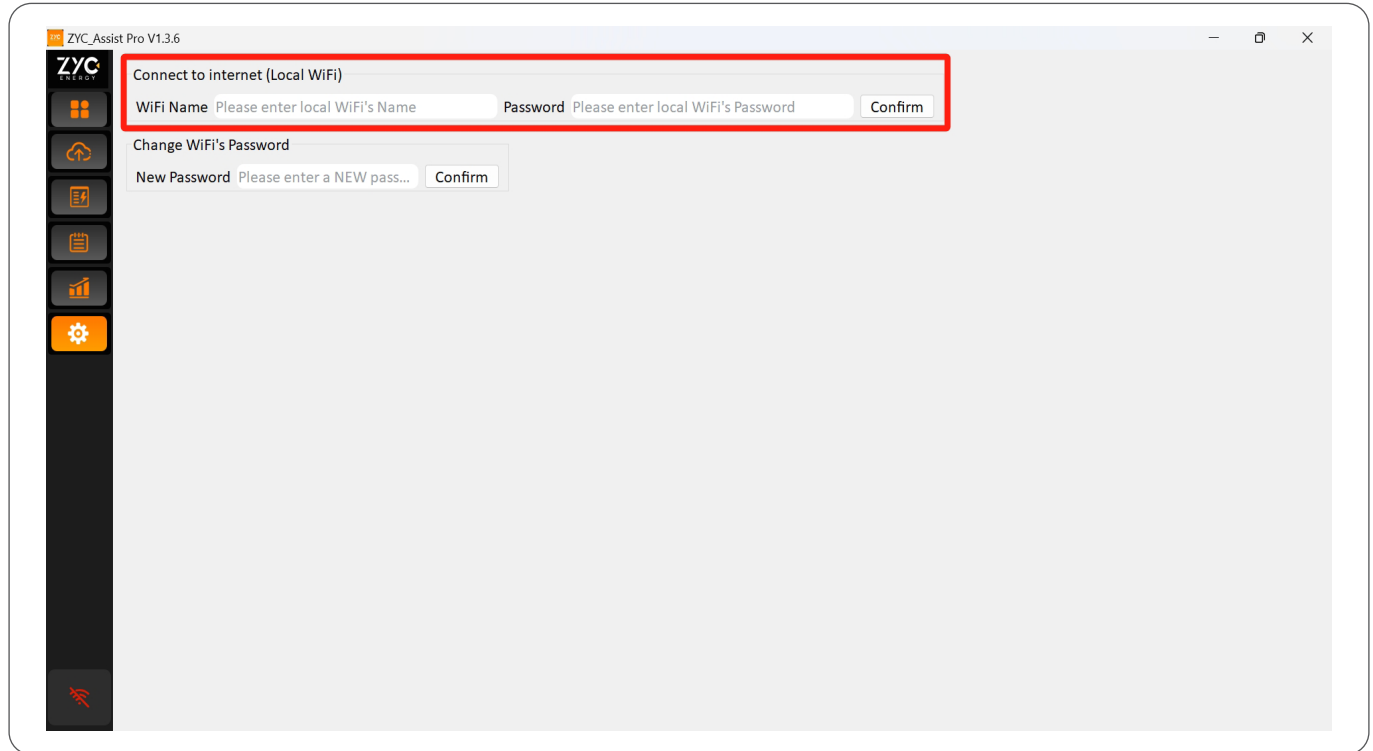
3.9. Setting (Connect to Internet)

This function help users to connect the battery to internet, then installer can monitor the system remotely.

Step 1: Fill in the WIFI Name and Password of your local internet.

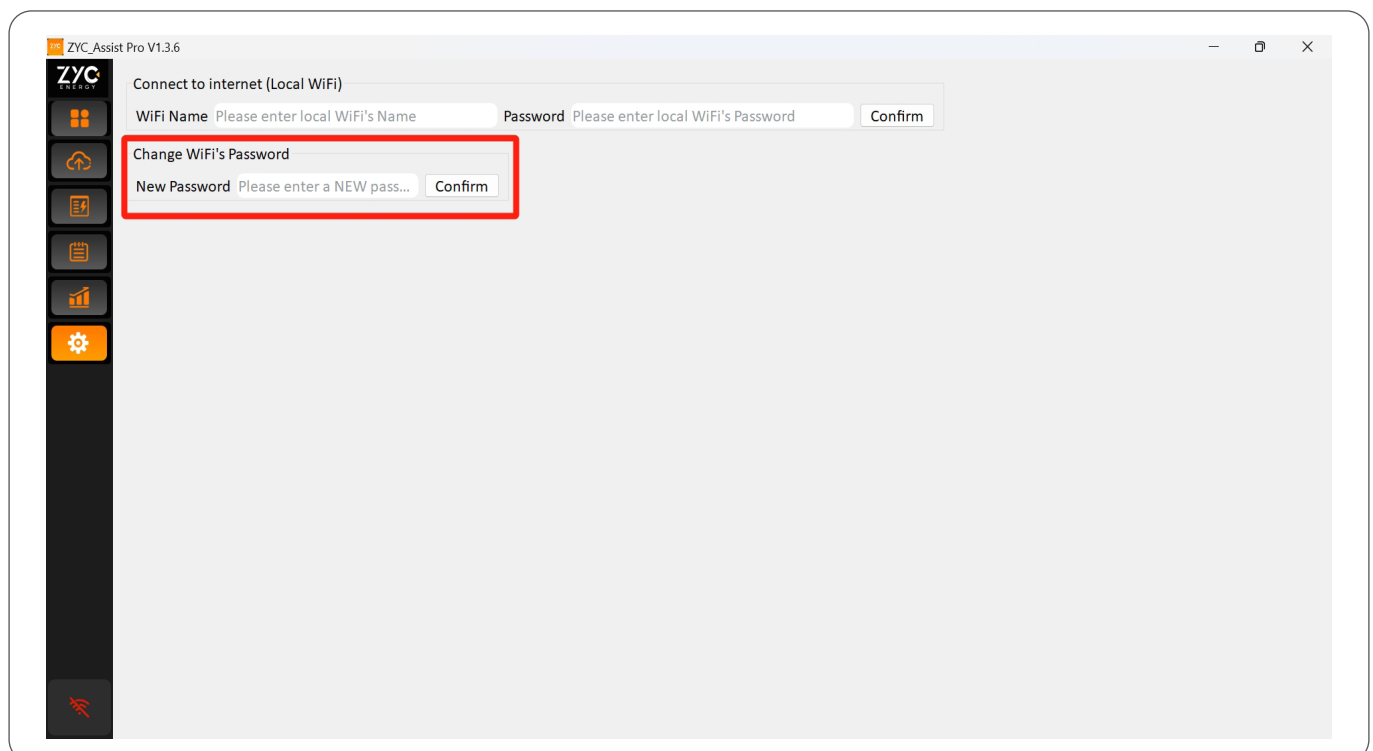
Step 2: Confirm the setting. Then disconnect your device from the battery WIFI

Note: Once the local network is configured, whole system can be monitored via battery WIFI on the portal.



3.10. Setting (Change WiFi's Password)

Users can set a new battery WiFi password of at least 8 characters.



Contact Us



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