



BYD Energy App

Quick Operation Guide

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1 Download and Install

Notice

1. Requirements on mobile phone system: Android 8.0, iOS 15.0 or above.
2. To ensure the stability of app functions, it is recommended to use mobile phones running Android 8.0 and above (For those running iOS, iPhone 7 and later versions are supported, while iPhone SE is not supported).
3. The router must support 2.4 GHz WLAN, and WLAN signal reaches the installed device.
4. Mobile phone must support WLAN or Bluetooth.

Procedure:

Method 1

Search and download **BYD Energy** in Google Play for Android system or in App Store for iOS system.

Method 2

Scan QR code to download and install



iOS



Android



Users who use method 2 can select the following download methods:

- Download on BYD energy official website: www.bydenergy.com
- Download on a browser. If messages such as “the App is downloaded from unofficial App store” pops up during installation, please tap “Allow”.

Make sure the Internet is available during configuration.

2 Register and Log in

Owner:

Refers to the customer who directly purchases the machine/equipment associated with this App, and holds the ownership of the equipment as well as the access right to the core functions of the App.

Installer:

Refers to a professionally qualified staff member who provides equipment installation and commissioning services for the Owner.

2.1 Installer Register an Account Without Company Code

Company code:

A unique identification code for the installer's company (installation service provider) to register an App account. It usually consists of 6 digits and serves as the core identifier for the system to link corporate information.

If you are the first installer in your company to register on this system, please follow the steps below to register.

Intended Users

The installer has not registered the BYD Energy App, and the installer's company has never registered any account for the BYD Energy App before.

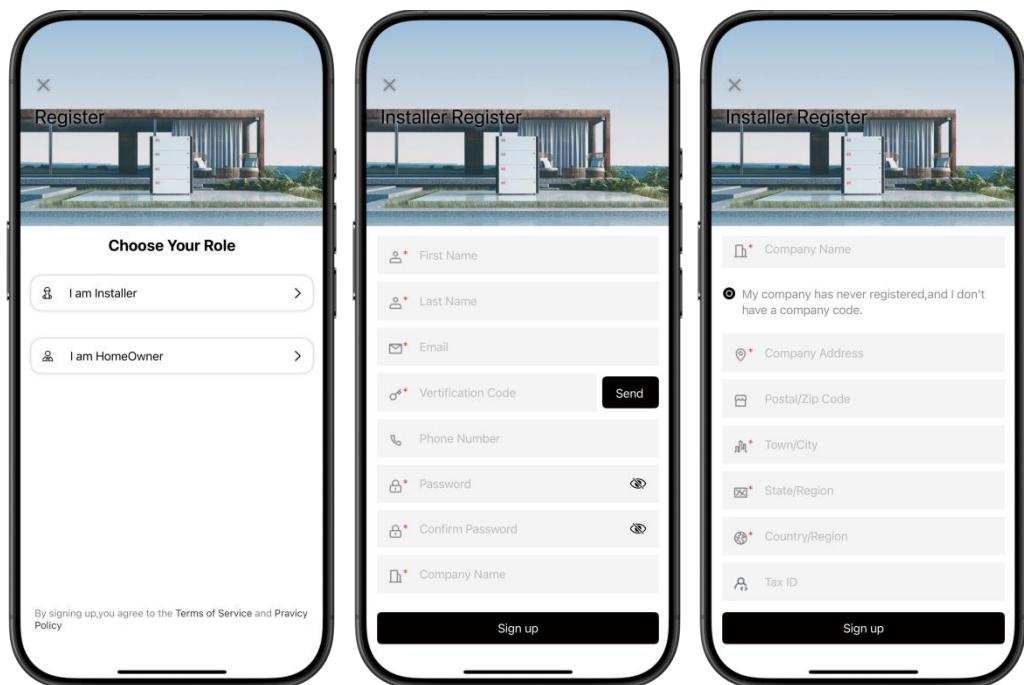
Procedure:

Tap “Sign Up” at the bottom left of the login page.

1. For installers:

- Select the installer role.
- Enter the “Last Name” and “First Name” of the installer.
- Enter the “Email” of the installer, click the “Send” button. The installer will receive an email containing a verification code. Fill in the correct verification code. The verification code can be sent again every 60 seconds, but it will expire after one hour.
- (Optional) Enter the installer's phone number.
- Enter the password according to the password rules, and repeat it.
- Enter “Company name”.
- Check the option “My company has never been registered and I don't have a company code.”
- Fill in “Company Address”, “City”, “State”, “Country”, (optional) “Tax ID”, (optional) “Postal/Zip Code”.

2. Tap “Sign Up” and the company code will be displayed.



2.2 Installer Register an Account with Company Code

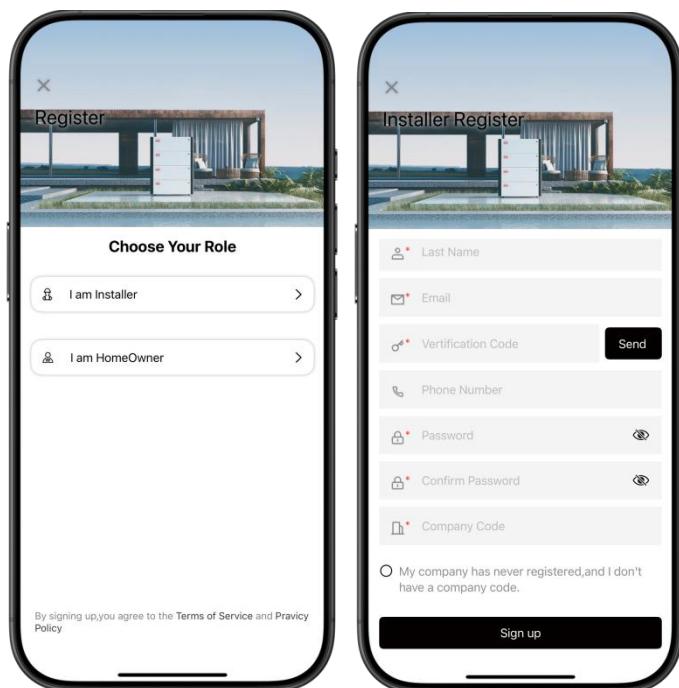
Intended Users

The installer has not registered for the BYD Energy App, but the installer company already has a company code.

Procedure:

Tap “Sign Up” at the bottom left of the login page.

1. For installers:
 - Select the installer role.
 - Enter the “Last Name” and “First Name” of the installer.
 - Enter the “Email” of the installer, click the “Send” button. The installer will receive an email containing a verification code. Fill in the correct verification code. The verification code can be sent again every 60 seconds, but it will expire after one hour.
 - (Optional) Enter the installer’s phone number.
 - Enter the password according to the password rules, and repeat it.
 - Enter “Company Code”.
2. Tap “Sign Up” .



2.3 Owner Register an Account

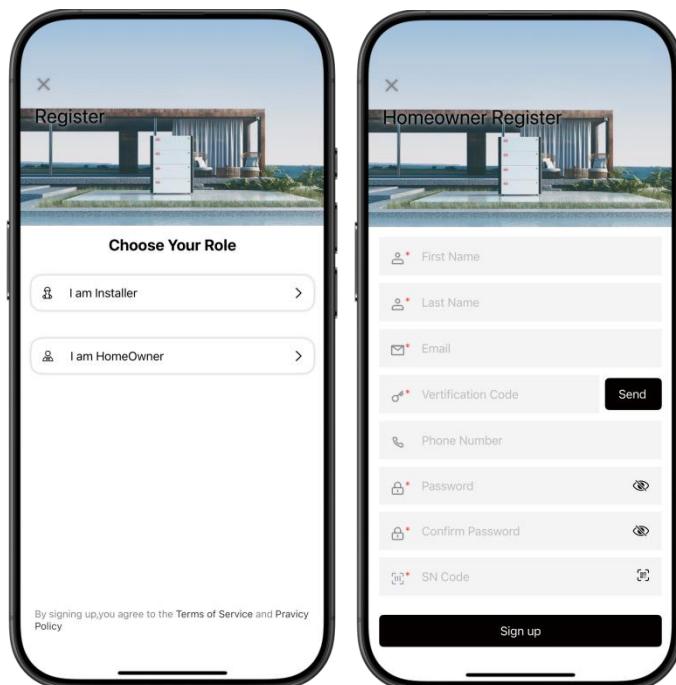
Intended Users

Owners who have not registered the BYD Energy App.

Procedure:

Tap “Sign Up” at the bottom left of the login page.

1. For owners:
 - Select the owner role.
 - Enter the “Last Name” and “First Name” of the owner.
 - Enter the “Email” of the owner, click the “Send” button. The owner will receive an email containing a verification code. Fill in the correct verification code. The verification code can be sent again every 60 seconds, but it will expire after one hour.
 - (Optional) Enter the owner's phone number.
 - Enter the password according to the password rules, and repeat it.
 - Enter “SN Code”.
2. Tap “Sign Up” .



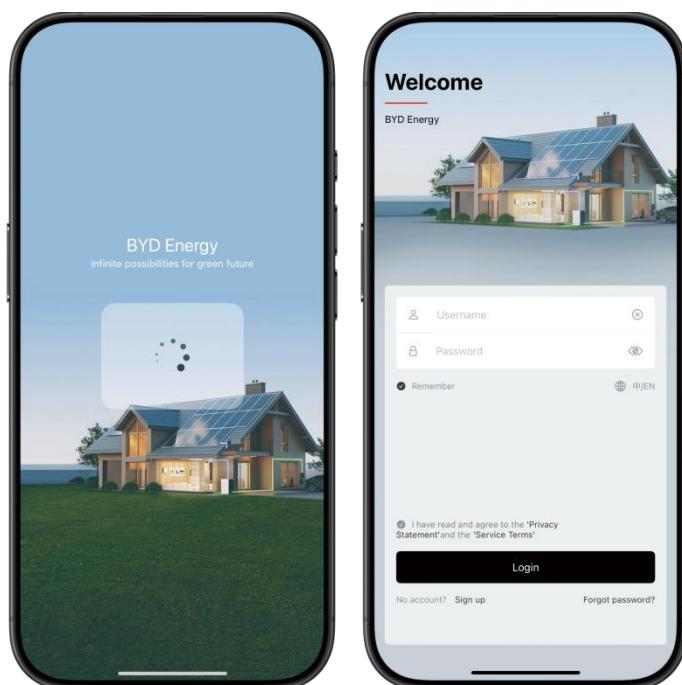
2.4 Log in and Log out

2.4.1 Log in

After installing the App on a mobile phone, the user can access the management system through the App.

Procedure:

1. Tap the App icon to access the welcome page. It will automatically jump to the login page after a few seconds.
2. Enter username / Email and password on the login page.
3. Check the box below, which means that you have read and agreed to the “Privacy Agreement” and “Service Terms”.
4. Tap “Login” and it will be automatically redirected to product page after successful login.

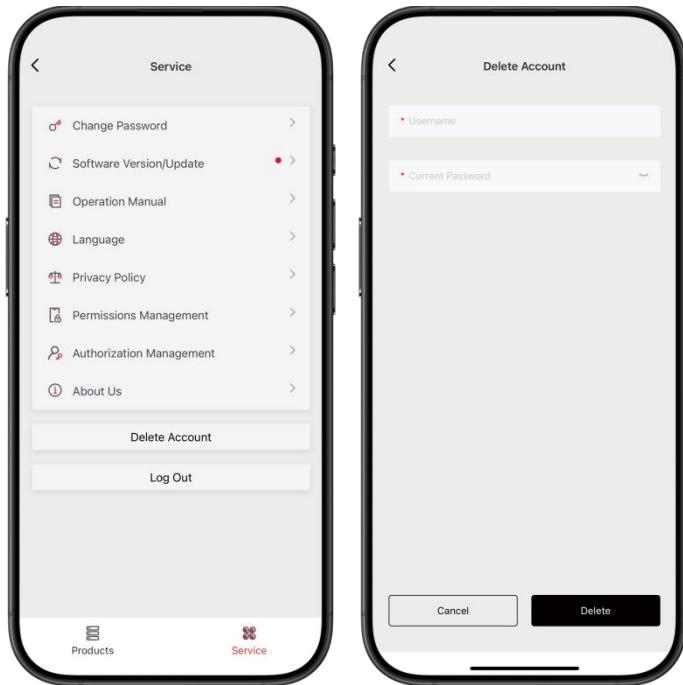


i If you enter incorrect passwords for five consecutive times, the account will be locked for 5 minutes. You can log in again after 5 minutes or contact the after-sales team to unlock the account.

2.4.2 Log out or Delete Account

Procedure:

1. Tap “Service” at navigation bar and enter the service page.
2. Tap “Log Out” or “Delete Account” on this page.



Logging out means signing out. The account can still be used when logging in next time.
When the account is deleted, the account information on the server of this App will also be deleted.
For the deletion of the data associated with the account, you can send an email to the after-sales service.

3 Installation Guidance

The installer can debug and configure the basic parameters of the system through the BYD Energy App to achieve unified monitoring and operation and maintenance of the equipment.

3.1 Installation Wizard

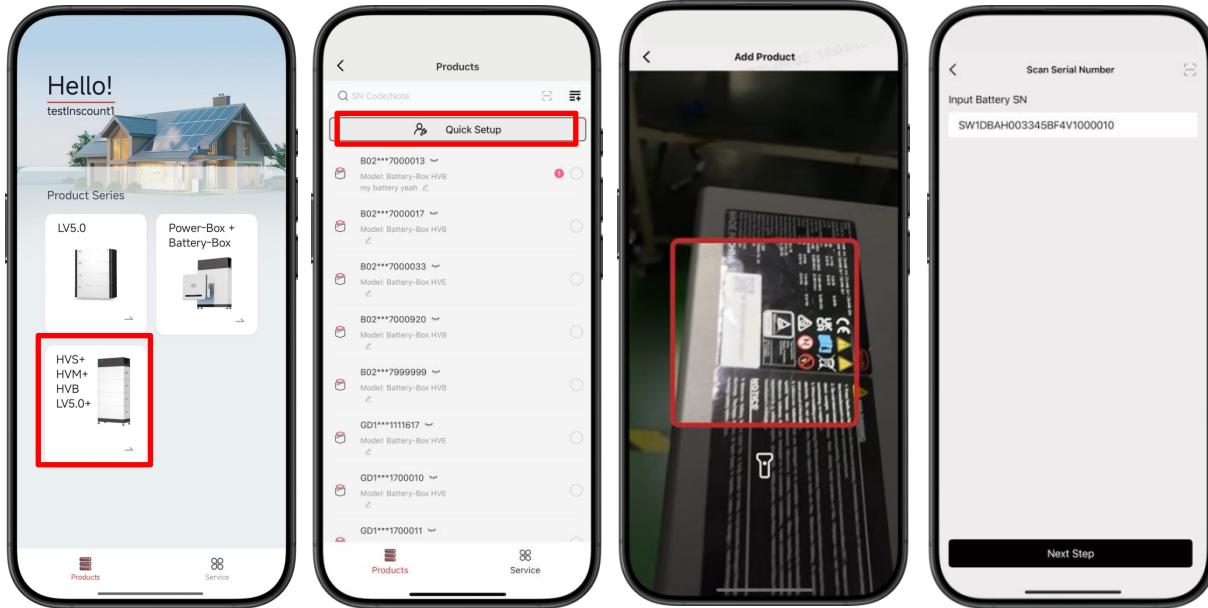
The Installation Wizard is an guidance tool designed to assist installers in quickly completing device configuration. It supports the entire process including Bluetooth and Internet Connection, Firmware Update.

3.1.1 Scan Serial Number

Installers access the installation wizard workflow through the product list interface.

Procedure:

1. Select the corresponding product on the "Product Series" interface.
2. Tap "Quick Setup" to enter the workflow.
3. Scan the **BCU's SN code** to add the product. If scanning fails, you can manually enter the serial number.
4. Tap "Next".

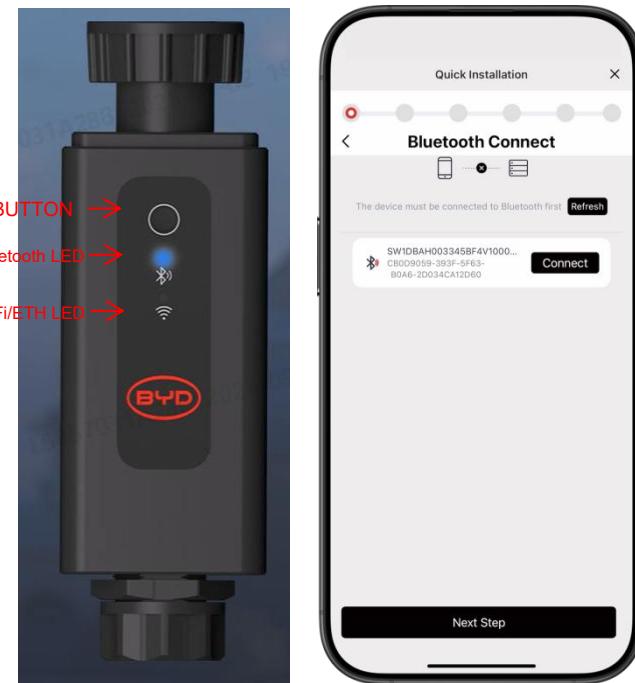


3.1.2 Bluetooth Connection

After adding the product, proceed to Bluetooth Connection.

Procedure:

Tap “Connect” to connect Bluetooth.



What should I do if I don't see the device on the Bluetooth connect page?

1. Click the “refresh” button on the page and see if it works.

2. If it doesn't work, please press the button of the **dongle** for 7 seconds.

Then the blue LED light will blink quickly. That means the Bluetooth is available to access. You will see the device on the page.

3. Still not work?

The mobile phone's location access must be turned on before connecting to Bluetooth.

When the Bluetooth is connected, the blue LED will be constant blue.

3.1.3 Basic Information

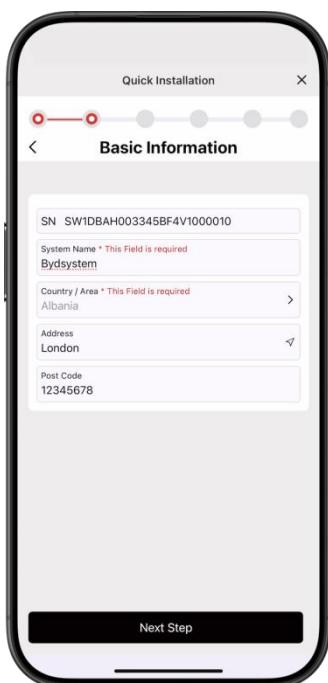
After connecting the device to Bluetooth, go to the basic information section and fill in the relevant information of this system.

Prerequisite:

Bluetooth communication is available between the device and App.

Procedure:

1. Enter “System Name”.
2. Tap “Country / Region” and select your current location.
3. (Optional)Enter “Address”.
4. (Optional)Enter “Post Code”.
5. Tap “Next Step” to proceed.



3.1.4 Connected Devices

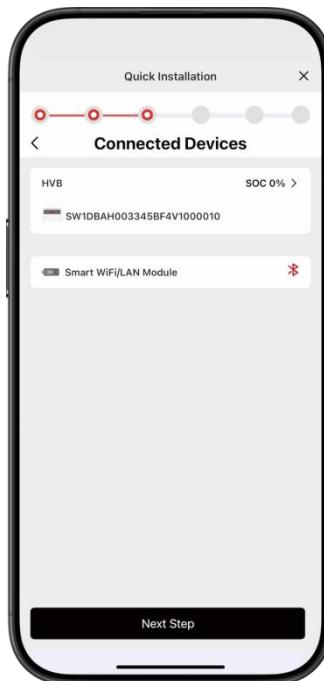
Display the connected devices of the system and the connection status of each device.

Prerequisite:

Bluetooth communication is available between the device and App.

Procedure:

1. Check the status of battery and Dongle.
2. Tap “Next Step” to proceed.



If the SOC is shown as 0, it indicates that the communication line between the inverter and the battery is not connected. Please reconnect and try again.

3.1.5 Firmware Update

Check the version and update status of the system devices, and upgrade the firmware. You must upgrade the firmware before you can proceed to the next step.

Prerequisite:

Bluetooth communication is available between the device and App.

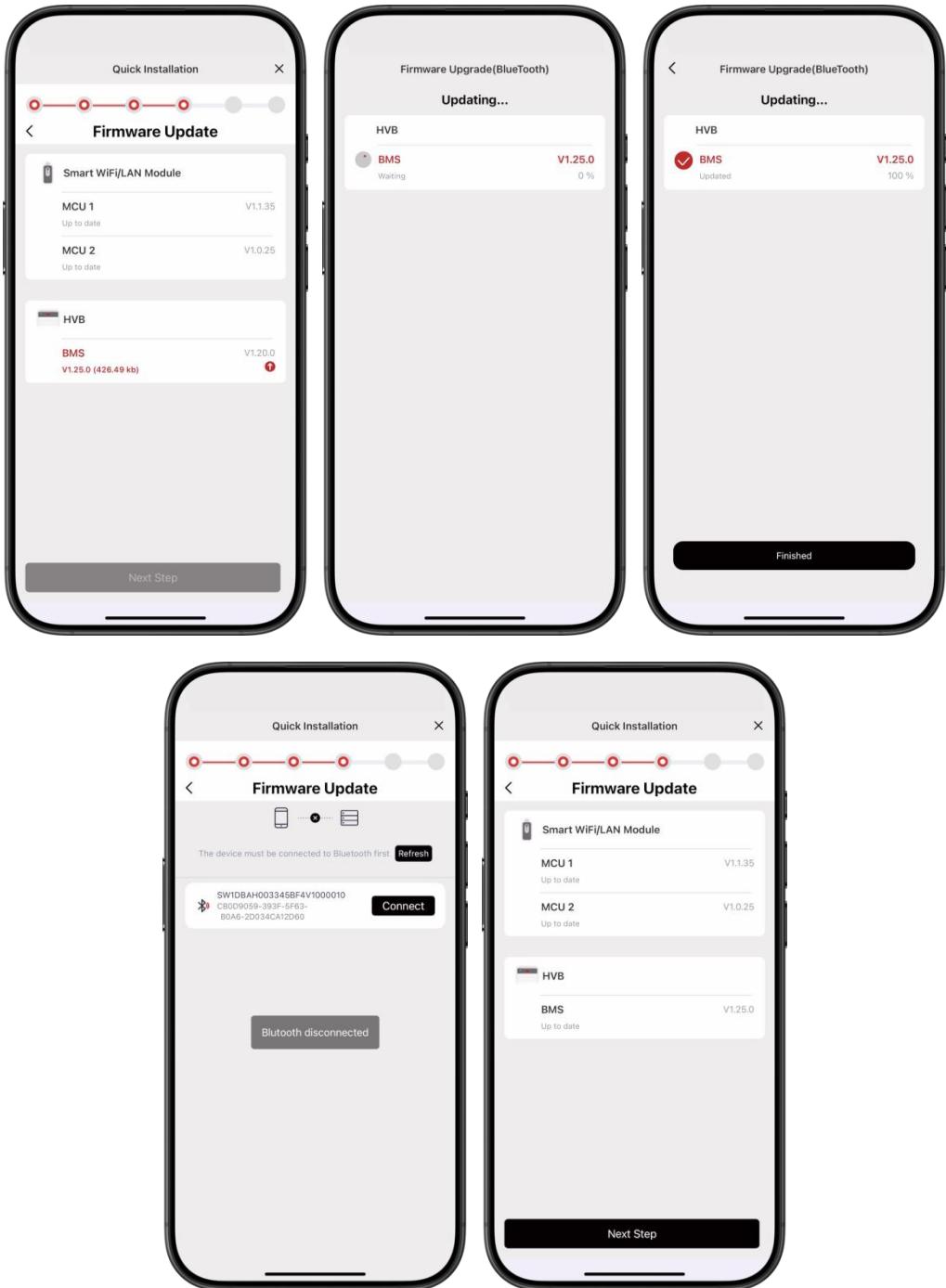
Procedure:

1. Grey indicates that the current firmware has been upgraded to the latest version and no further update is required. Red indicates that the current firmware needs to be upgraded.
2. Click the red button on the right to upgrade the current firmware.

The latest version of smart WiFi/LAN module is 1.1.35 for MCU1, V1.0.25 for MCU2.

The latest version of BMS is V1.28.0

3. If the Bluetooth connection is lost during the upgrade process, you need to reconnect the Bluetooth and then proceed with the upgrade.
4. After the upgrade is completed, the Bluetooth will be disconnected. Please manually reconnect it.
5. Tap “Next Step” to proceed.

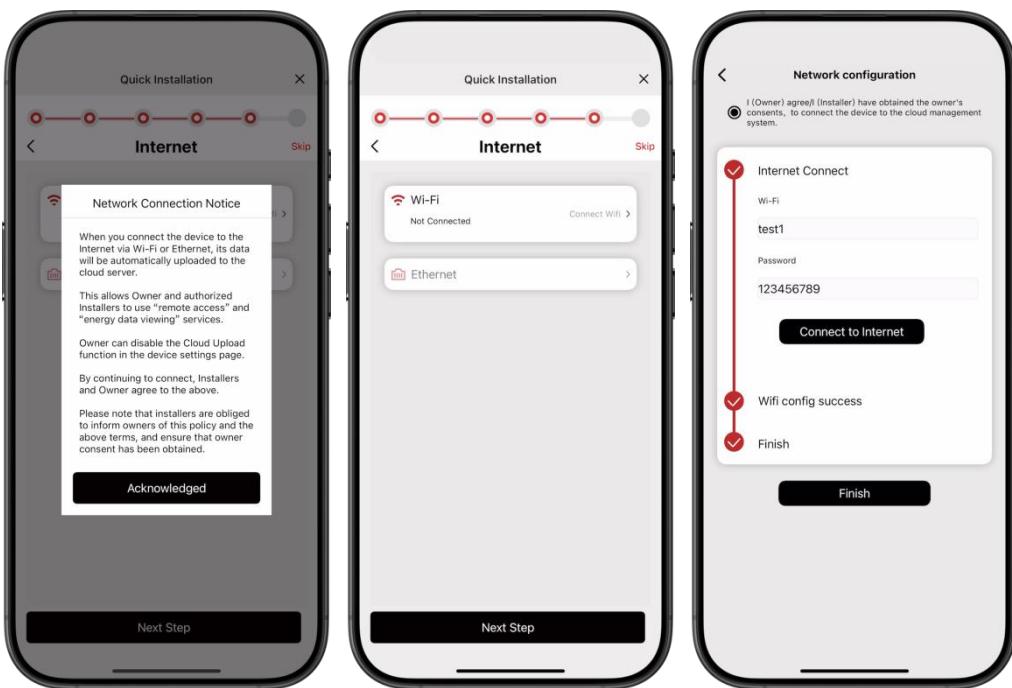


3.1.6 Network Configuration

Dongle can connect to Internet via network configuration.

Procedure:

1. Click on "Acknowledged" to indicate that you are aware of the information.
2. Method 1: Tab“Wi-Fi”, After checking the agreement, proceed with the distribution network connection according to the progress bar process.
3. Method 2: Insert an Ethernet cable into the communication dongle's port.
4. Wait for the communication dongle to connect to the network. Once connected, device data will be transmitted to the cloud server, and the App can retrieve this data remotely.
5. Click “Next Step”.



i When the Bluetooth is connected, the App will preferentially obtain the device data via Bluetooth. If the Bluetooth is disconnected and the device has been successfully configured with the network, the App will obtain the device data from the cloud server.

When using Wi-Fi for network configuration, Android devices display a list of nearby Wi-Fi networks, while iOS devices can only recognize and use the network they are currently connected to.

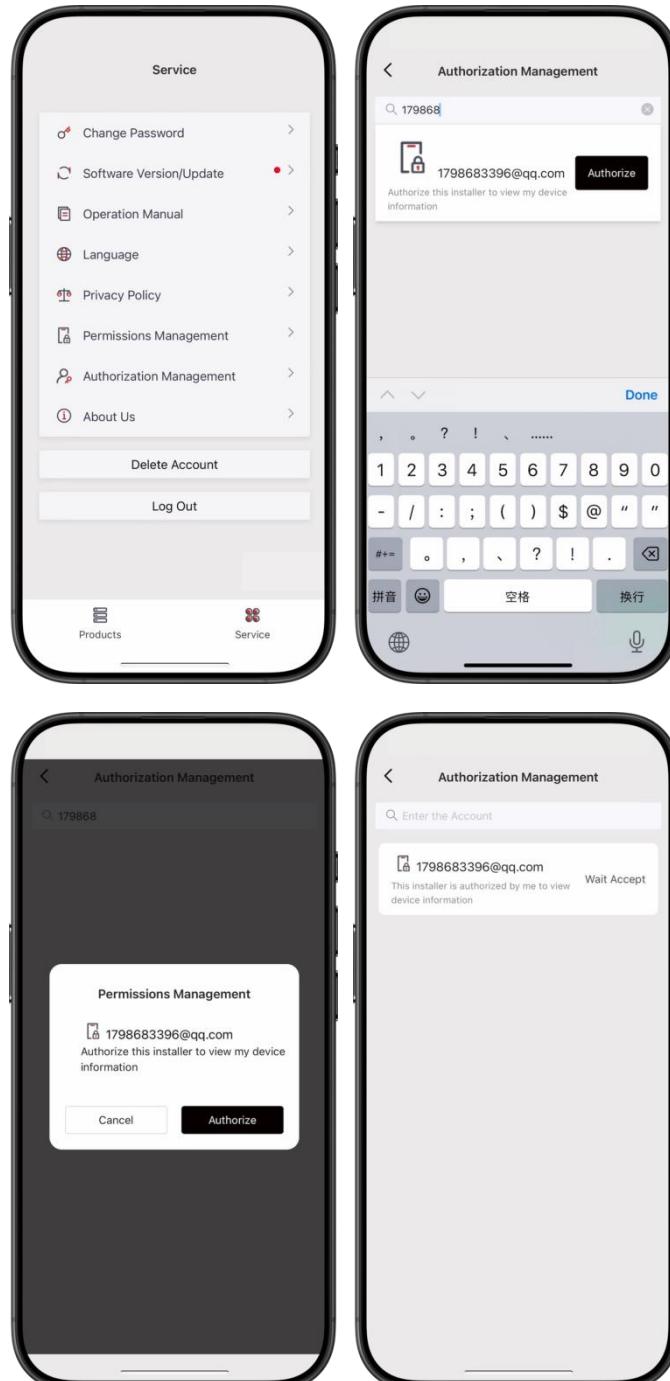
When the WiFi/Ethernet is connected, the WiFi LED will be constant green.

3.1.7 Authorization Management

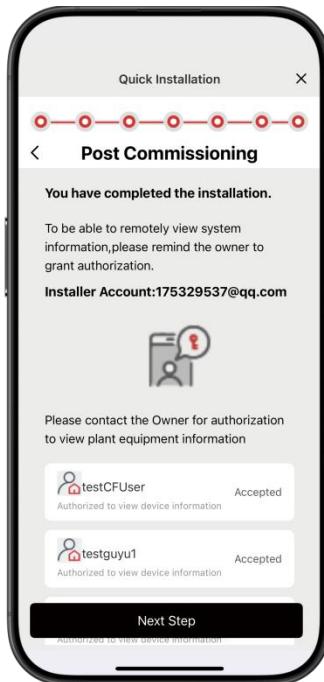
After owner granting permissions to installers through the App, installers can view and maintain the owner's devices remotely.

Procedure:

1. In the owner App, the owner navigates to "Services > Authorization Management", searches for the installer's username, and initiates the authorization. After that, the Installer authorization management page will display information about the owner initiating an authorization.



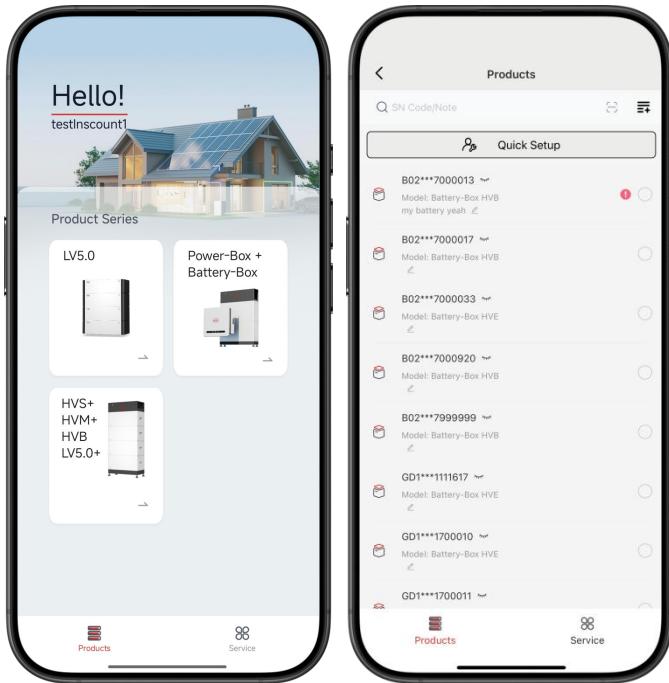
2. After confirming that the owner has sent the authorization information, please click the icon at the top left to go back to the previous step, and then click "Next Step" again to refresh the interface information. Then the installer should tap "Accept" to agree to the owner's authorization to themselves, otherwise tap "reject" to reject the owner's authorization. After the owner's authorization has been accepted, the owner's username will be displayed.



3. Click "Next Step" and finish the installation.

3.2 Product List Viewing and Management

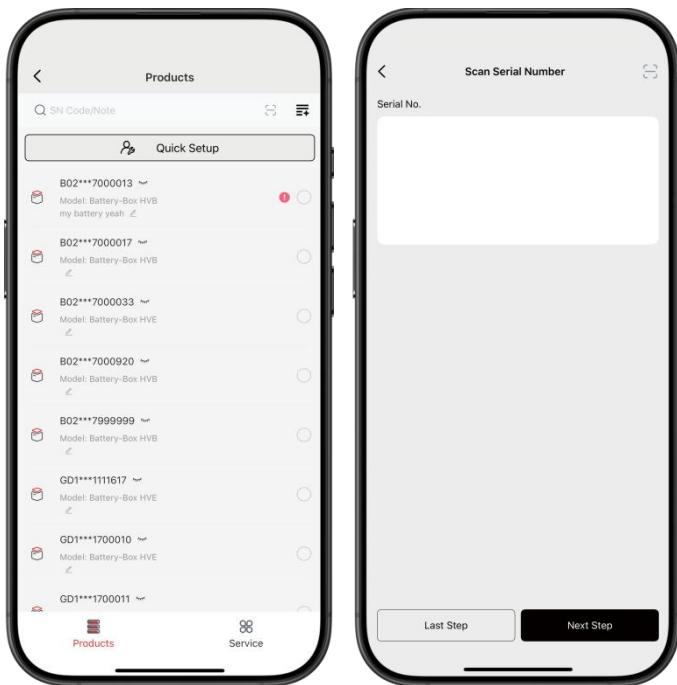
After logging in BYD Energy App, it will enter product series page. Select product series and enter the product list page of the series to view all the products associated with this account.



3.2.1 Add Products

Procedure:

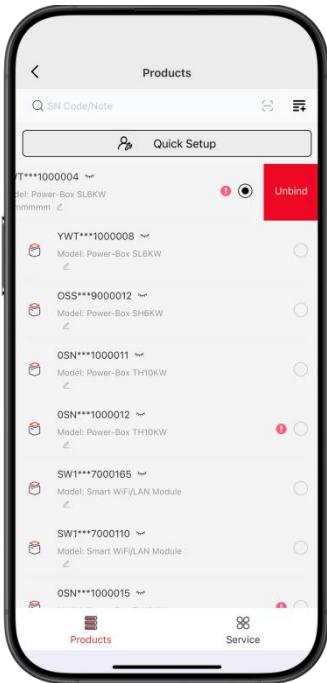
Tap the “Add Product” button at the top to enter the Add Product interface.



1. Enter the product serial number or click the scan code icon on the right side 
2. Click the Add button in the bottom-right corner to successfully add the product. Click Cancel to return to the product list interface.

3.2.2 Unbind Products

1. Swipe right on the device you wish to unbind, and a red "Unbind" button will appear on the right side of the list. Tap the button to successfully remove the binding.

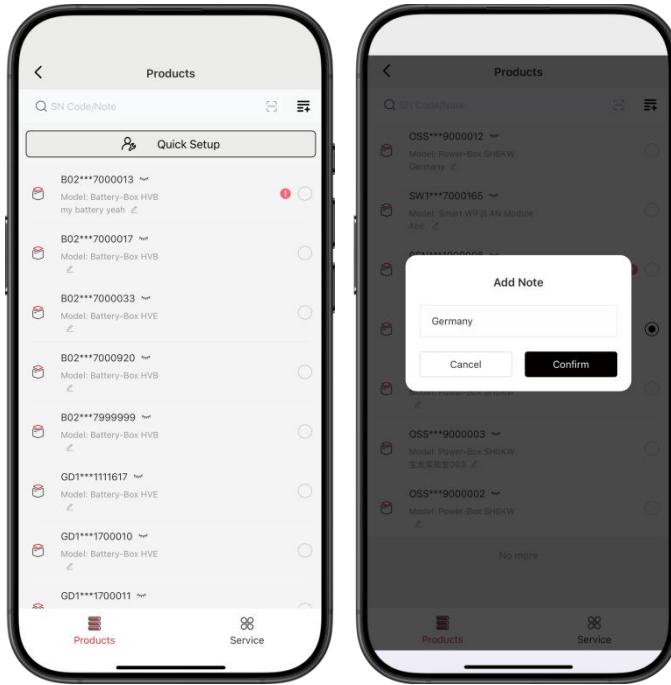


The registered device cannot be unbound through this method. To unbind it, you must deactivate your account, after which the device will be automatically released within 10 minutes.

3.2.3 Add Notes

Procedure:

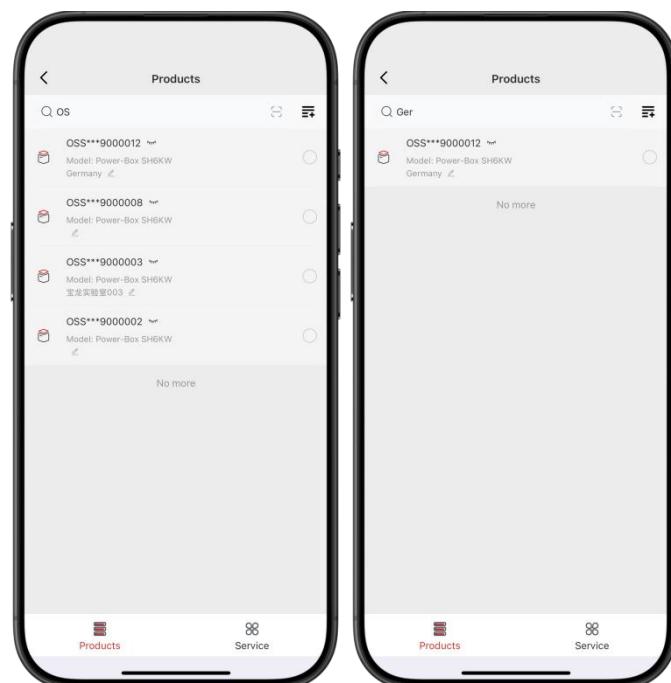
1. Tap the add notes icon “” in the product list bar, and the user enters the remarks they want to add.
2. Tap the "Confirm" button to add a note to the product for easy identification.



3.2.4 Search Products

Procedure:

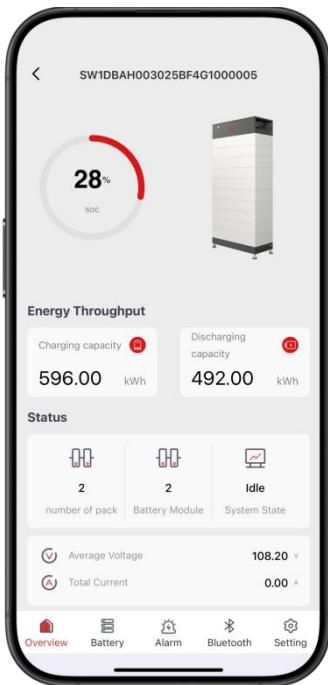
1. Enter the product serial number or click the scan icon “” on the right to scan the QR code and obtain the product serial number.
2. Click the Search button to retrieve the matching product.



4 App function interface

4.1 Overview Page

The BYD Energy App supports multiple energy storage systems, and users can view system information on the overview page.

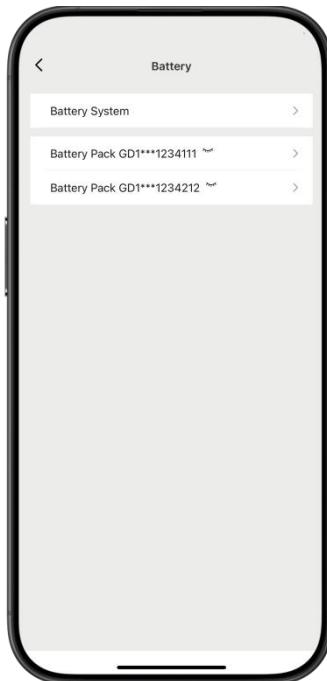


Displays the real-time information on charging and discharging, status, device, and current, etc. Please note that the low-voltage battery does not have a battery module.

4.2 Battery System

4.2.1 Battery

Tap “Battery” on the device list page and enter detail page.



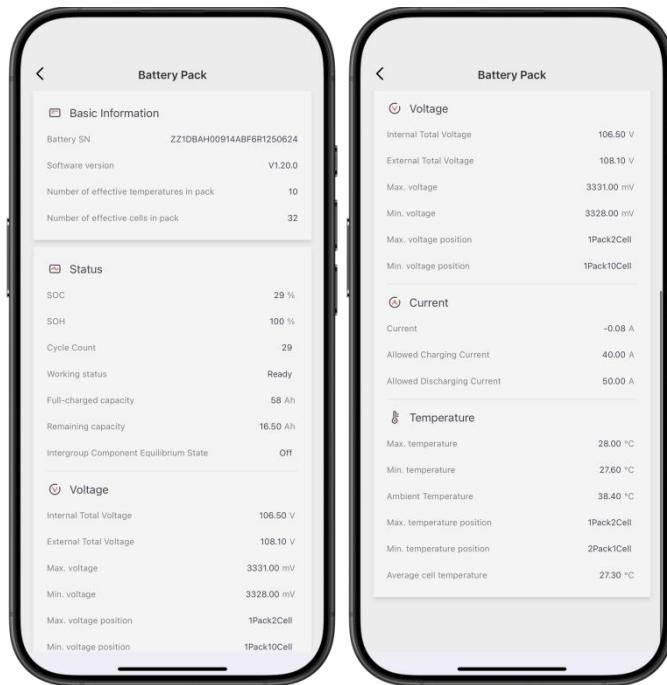
Tap battery system or any battery pack on the battery pack list page and enter detail page.

4.2.2 Battery System



No.	Function	Description
1	Basic Information	Displays serial number and software version number of system.
2	Battery Info	Displays capacity, cycles and system status of system.
3	Voltage	Displays voltage of system.
4	Current	Displays current of system.

4.2.3 Battery Pack



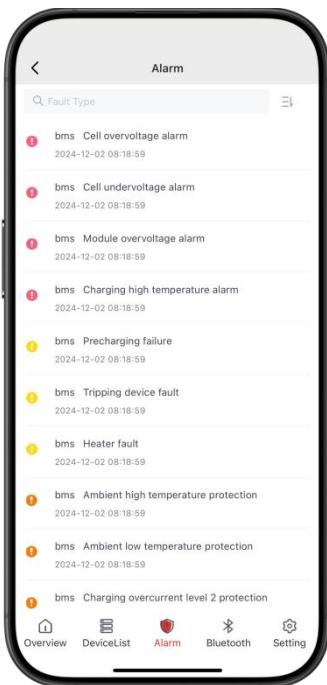
No.	Function	Description
1	Basic Information	Displays SN code and software version of pack.
2	State	Displays SOC, cycles and status of pack.
3	Voltage	Displays voltage of pack.
4	Current	Displays current of pack.
5	Temperature	Displays temperature of pack.



The data of the high-voltage battery is different from that of the low-voltage battery. It is provided for reference only.

4.3 Alarm

Click on "Alarm" in the homepage tab to view real-time alarms and prompts.



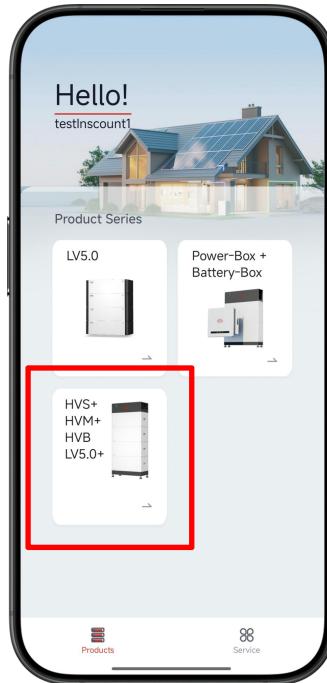
4.4 Settings

4.4.1 Network Configuration

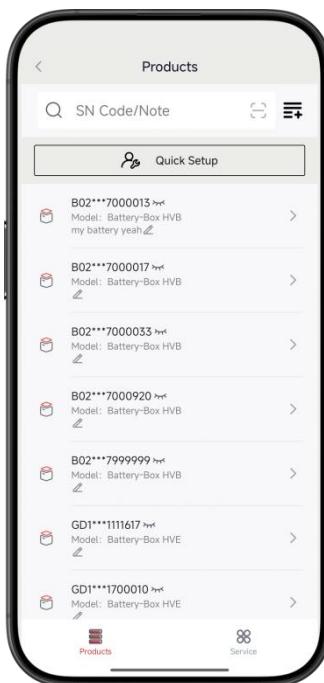
The WLAN configuration function can connect the Wi-Fi module to the home network, enabling data exchange between storage systems and cloud server. With network configuration, users can remotely view the device data or issue commands to control the device through the App.

Procedure:

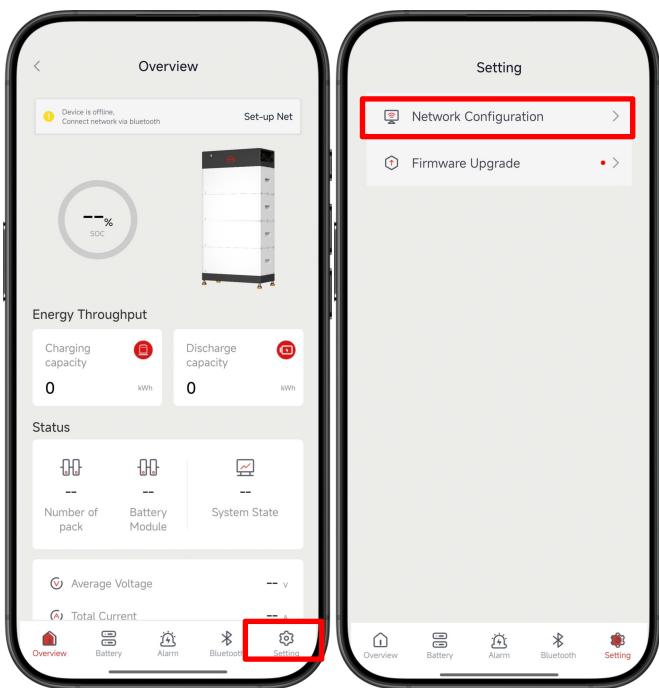
1. Select the corresponding product on the "Product Series" interface.



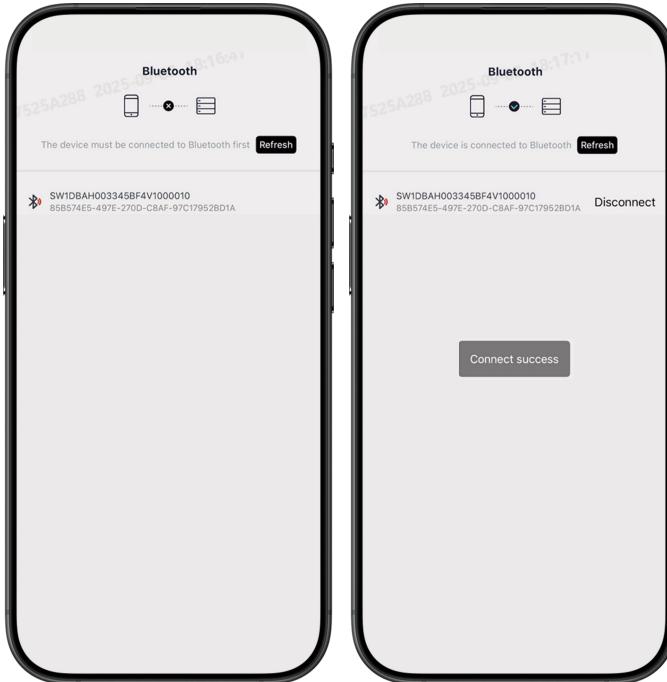
2. Choose the corresponding battery.



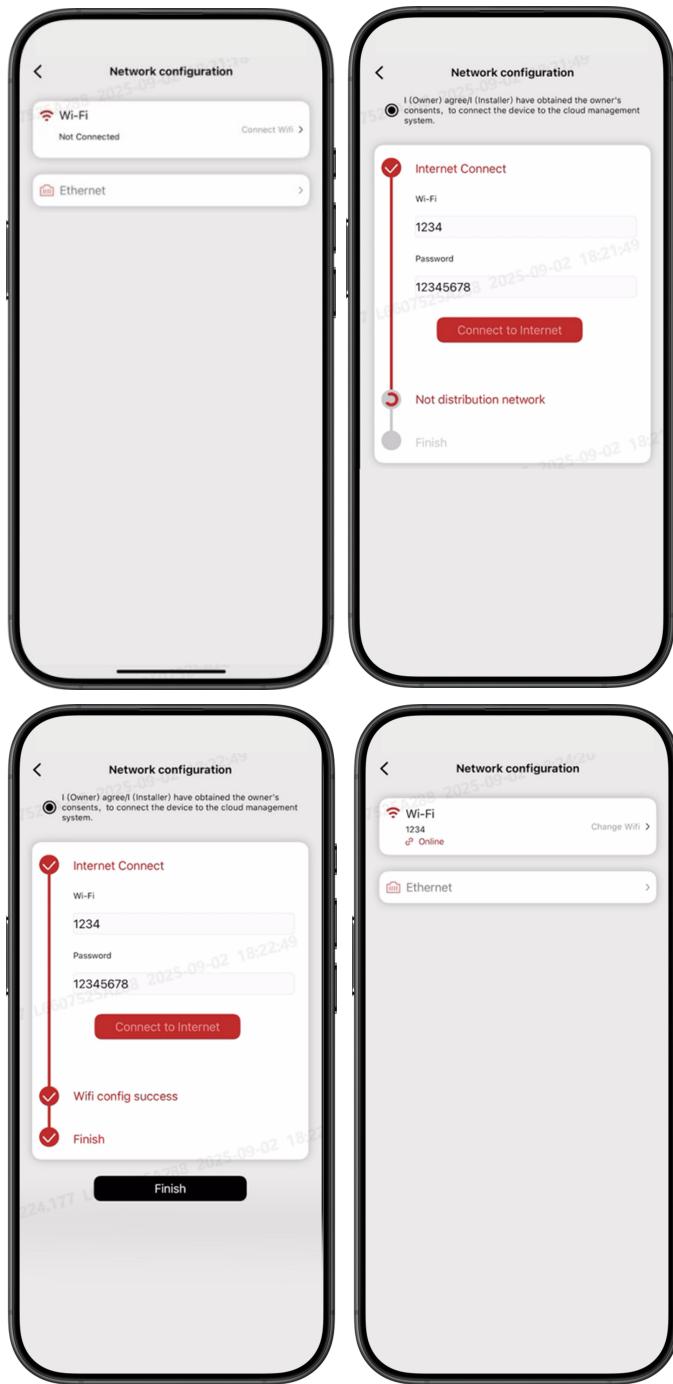
3. Tap "Setting > Network Configuration" on the overview page.



4. Before network configuration, make sure the successful Bluetooth connection between device and App on mobile phone.



5. Connect the internet with WiFi: Tap "Wi-Fi", After checking the agreement, proceed with the distribution network connection according to the progress bar process.



6. Connect the internet with Ethernet: Insert the network cable into the network port of the dongle. The Ethernet connection will be available.
7. After successful configuration, device data is sent to the cloud server, and the App can obtain data from the cloud server.



1. When the Bluetooth is connected, the App will preferentially obtain the device data via Bluetooth. If the Bluetooth is disconnected and the device has been successfully configured with the network, the app will obtain the device data from the cloud server.
2. It is recommended to update Wi-Fi password regularly. Please remember the password after changing it to ensure account security. Unchanged initial password may result in password disclosure.
3. Unchanged password will increase the risks of cracking. Users cannot access device if password is lost. Any losses arising therefrom shall be borne by the users themselves.

4.4.2 Firmware Upgrade

When a new firmware is available, there are two methods to upgrade the firmware in the setting menu.

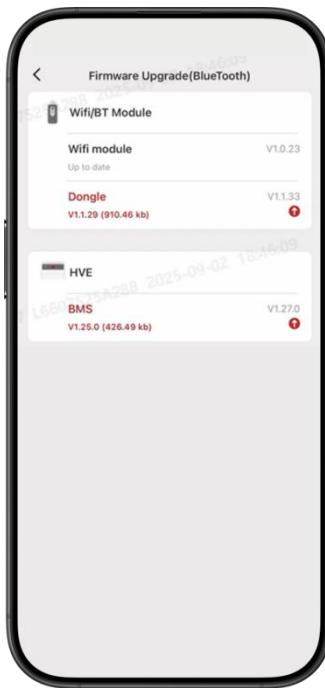
Method 1

Firmware update via Bluetooth:

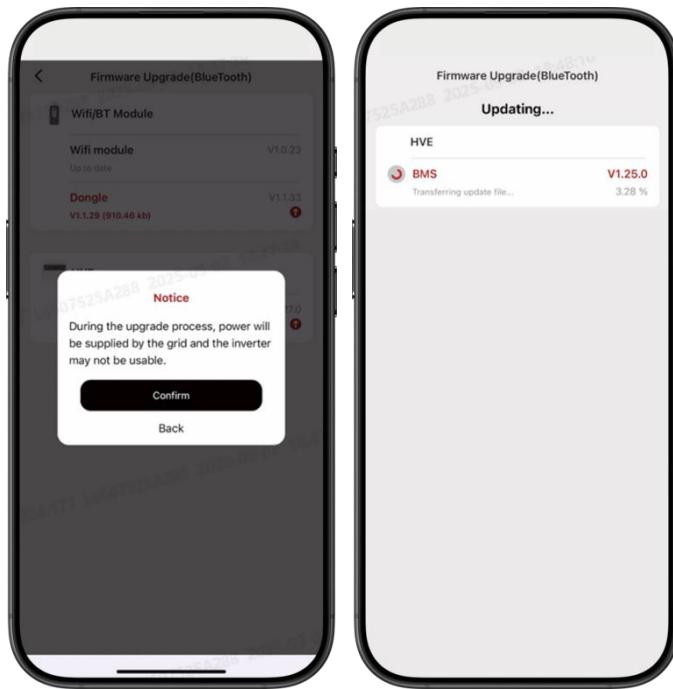


1. Tap “Setting > Firmware Upgrade > Firmware Upgrade(Bluetooth)” on the above page.

2. After entering the interface, it was observed that the red part represents the firmware to be updated, while the gray part indicates the firmware that is already the latest version.



3. Click to upgrade the firmware for the upgrade process. If the upgrade fails halfway, you can return and try again.

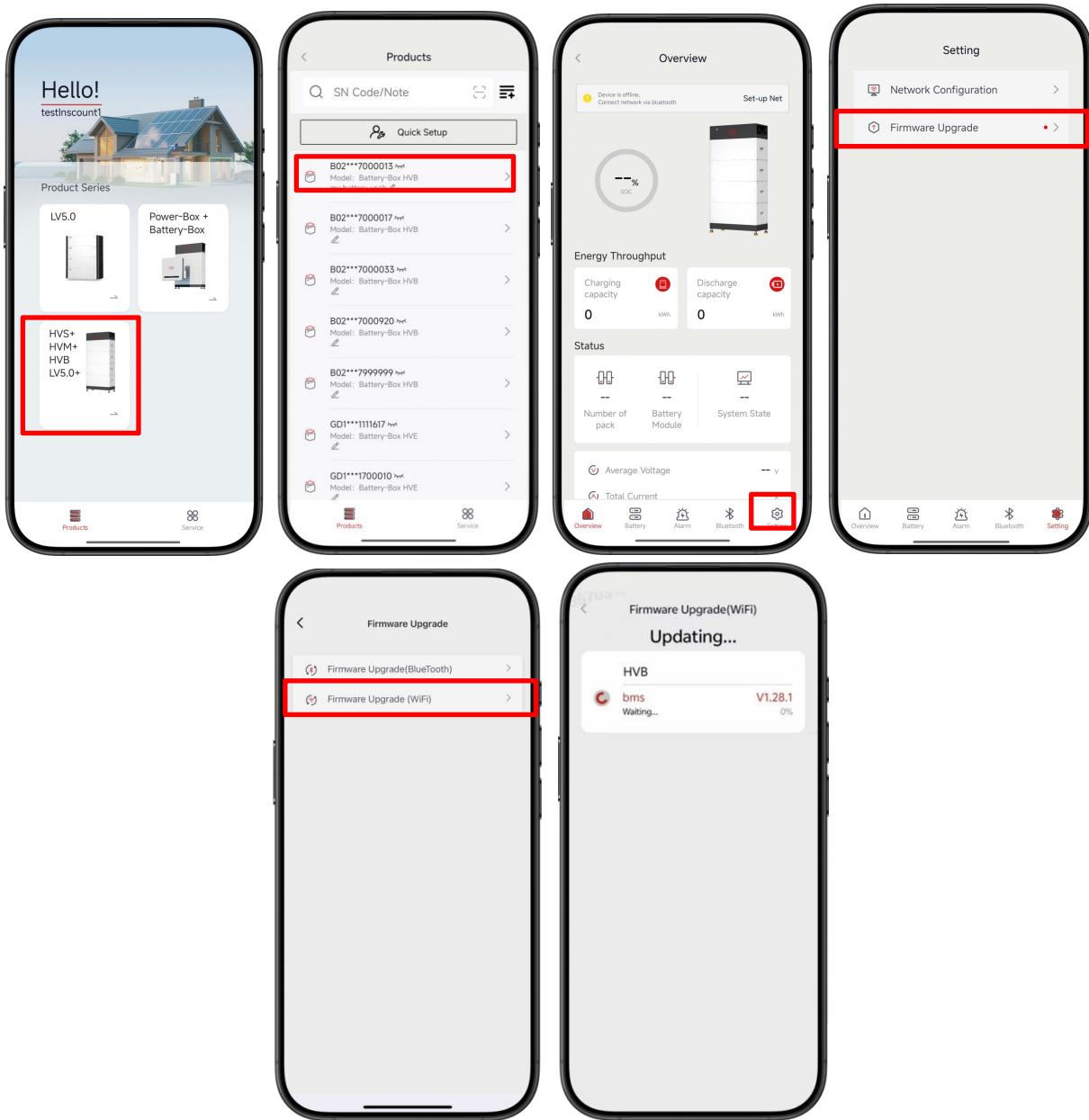


The latest version of smart WiFi/LAN module is 1.1.35 for MCU1, V1.0.25 for MCU2.

The latest version of BMS is V1.28.0

Method 2

Firmware update via Wi-Fi:



1. Make sure the WiFi or Ethernet is connected first. Tap “Setting > Firmware Upgrade > Firmware Upgrade(Wi-Fi)” on the above page.
2. Owner users enter corresponding page to update.
3. After entering the interface, it was observed that the red part represents the firmware to be updated, while the gray part indicates the firmware that is already the latest version.
4. Click to upgrade the firmware for the upgrade process. If the upgrade fails halfway, you can return and try again.

The latest version of smart WiFi/LAN module is 1.1.35 for MCU1, V1.0.25 for MCU2.

The latest version of BMS is V1.28.0



Firmware version without update may affect the performance of the device, and is not conducive to new functions or fixing potential security bugs. If it is still necessary to upgrade the device, please re-download the update package or contact the after-sales engineers for help.

5 Account Security Settings

Account security settings include username and password changing. Username is for password reset when the password is forgotten. When password is disclosed or has not been changed for a long time, change password for security improvement.

5.1 Reset Password

The account is associated with product serial number when registration. If the password is forgotten, it can be reset through the associated serial number.

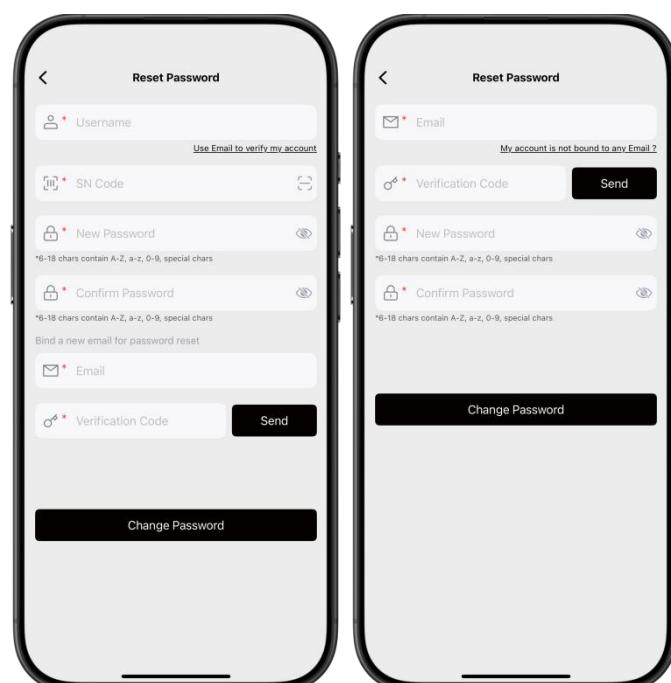
Two Procedure:

1. Change password via email:

- Tap “Forgot Password?” in the lower right corner on the login page.
- Enter the password reset interface and then input your email address.
- Click "Send", then enter the verification code received in your email.
- Enter "New Password", "Confirm Password", and the new password must be 6 to 18 characters long, including letters, numbers and special characters.
- Tap “Change Password” to complete password reset.

2. Change password using the SN number:

- Tap “Forgot Password” in the lower right corner on the login page.
- Click on "My account is not bound to any email?"
- Enter the username.
- Enter the SN number.
- Enter "New Password", "Confirm Password", and the new password must be 6 to 18 characters long, including letters, numbers and special characters.
- Enter the password reset interface and then input your email address.
- Click "Send", then enter the verification code received in your email.
- Tap “Change Password” to complete password reset.

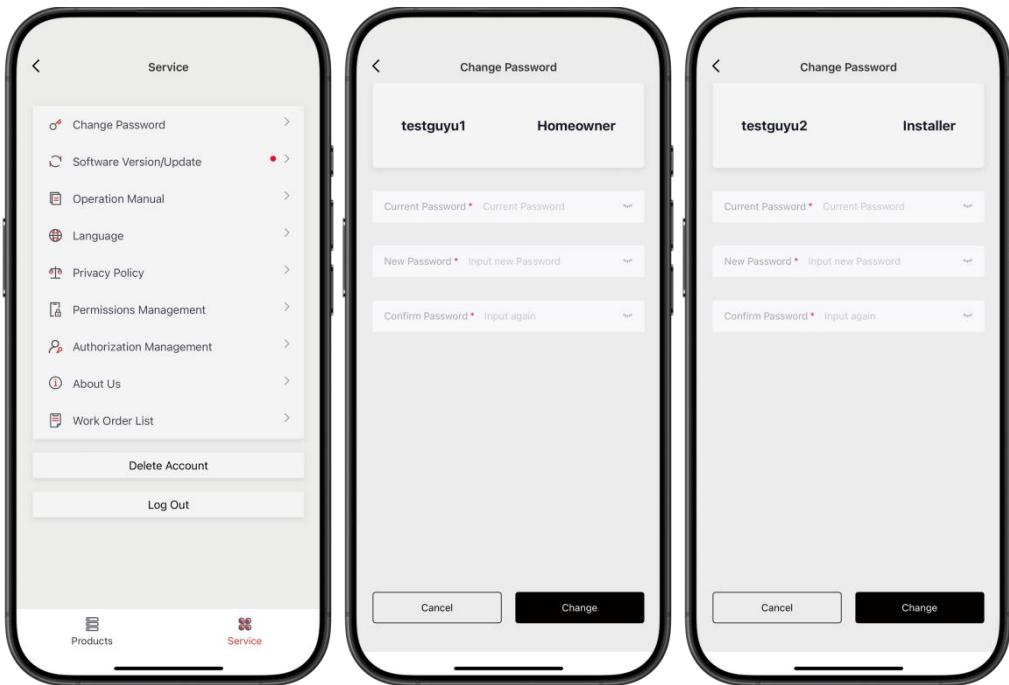


BYD Energy is available in Chinese and English by now and more languages will be available later.

5.2 Change Password

Procedure:

1. Tap “≡” at the upper left of Home to enter “Service” page
2. Tap “Change Password” and enter “Current Password”, “New Password” and “Confirm Password”. New password should be between 6-18 characters containing letter, number and special character
3. Tap “Change” to complete password changing.



To ensure account security, it is recommended to change password regularly (every three months for example).

Please contact the after-sales staff if it is unable to change the password.