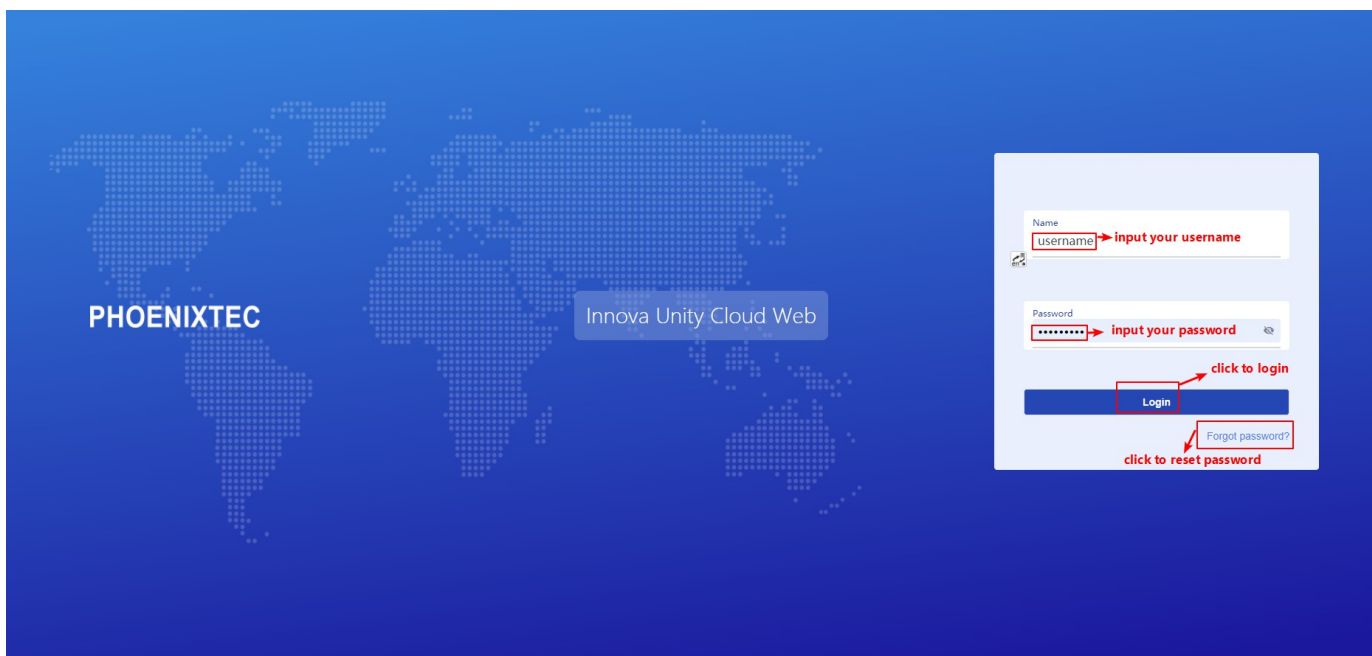


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 - 6. Device
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Cloud Web User Guide

1. Login

1. Website URL : <https://cloudweb.iot.phoenixtecpower.com> ;
2. Copy the URL to mainstream browsers other than IE, such as Chrome and Edge, and then the login page will open, enter your username and password on the login page, and click the **【Login】** button to log in to the system.



If you log in for the first time or log in after the password expires, the system will automatically jump to the password modification page, and you must modify the password to log in to the system

2. ReSet Password

If you have forgotten your login information, you can also click the **【Forgot password ?】** link on the login page to jump to the password retrieval page to retrieve your password .

1. step 1: Enter the email address associated with your account ;
2. step 2: Click the **【Send Verification Code】** button, Wait a while, check your email, you will get your username and verification code ;

[EXTERNAL] 【Innova Unity Cloud Web】 Password Reset

unityiotcenter@gmail.com(unityiotcenter@gmail.com, 通过)

保留策略 Inbox - Retain for 1 year (1 年)

过期 2022/5/20

此邮件的实际发件人与普通发件人不同。单击此处了解详情。

回复 全部回复 转发 ...

2021/5/19 (周三) 9:26

【Innova Unity Cloud Web】Your Account:adm, Password reset verification code:19263439, expires in 10 minutes, if it is not your operation, please delete

3. input your username;
4. enter the verification code, the verification code will expire after half an hour ;
5. input new password;
6. confirm new password.

Password rules: Password must be between 8 and 16 characters long, contain at least one uppercase character, one lowercase character, one number, and one special character.

3. User Center and User Guide

IoT Cloud Portal

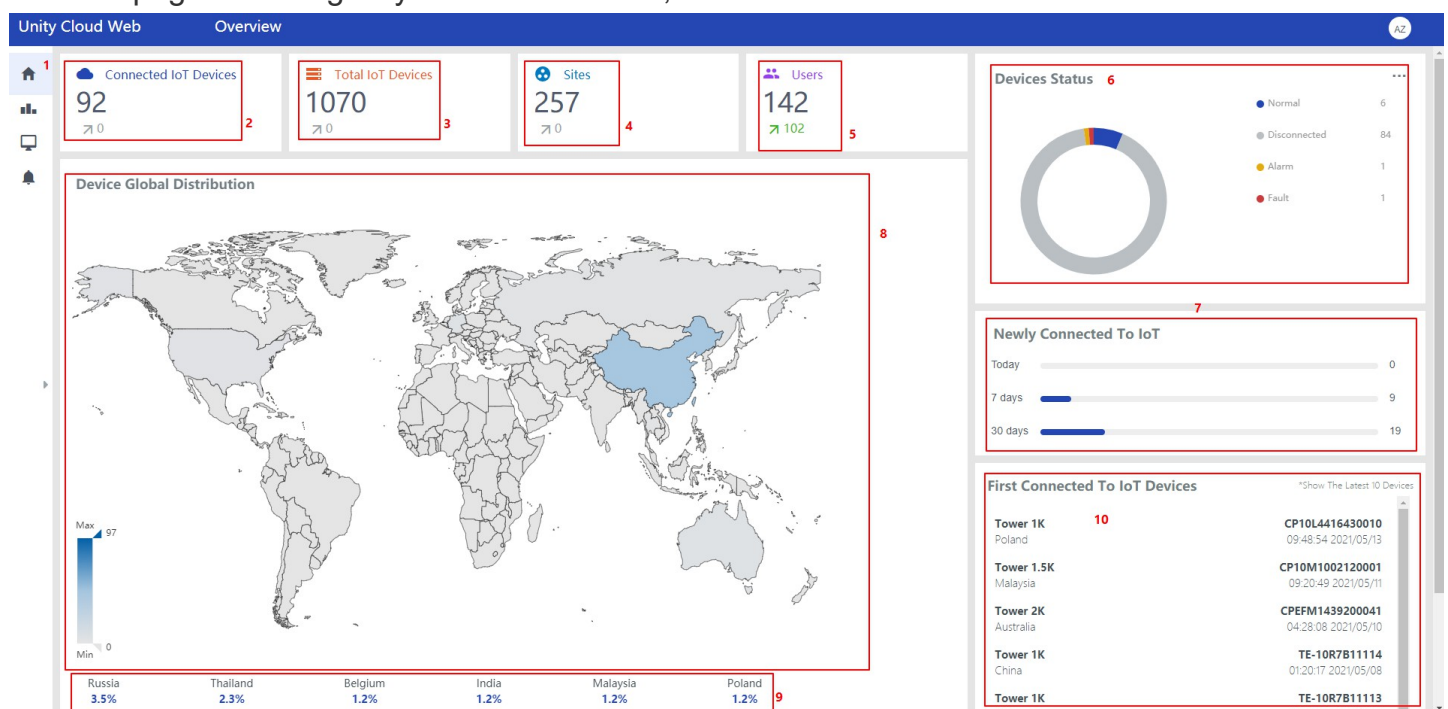
Overview

1 ? 2

1. Click "?" chart, or click the link <https://cloudweb.iot.phoenixtecpower.com/userguide.html>, you can open the user guide page;
2. click user name, you can change your basic information, and change your password, you also can change your email info.

4. Overview

The first page of the login system is Overview ,as follows.

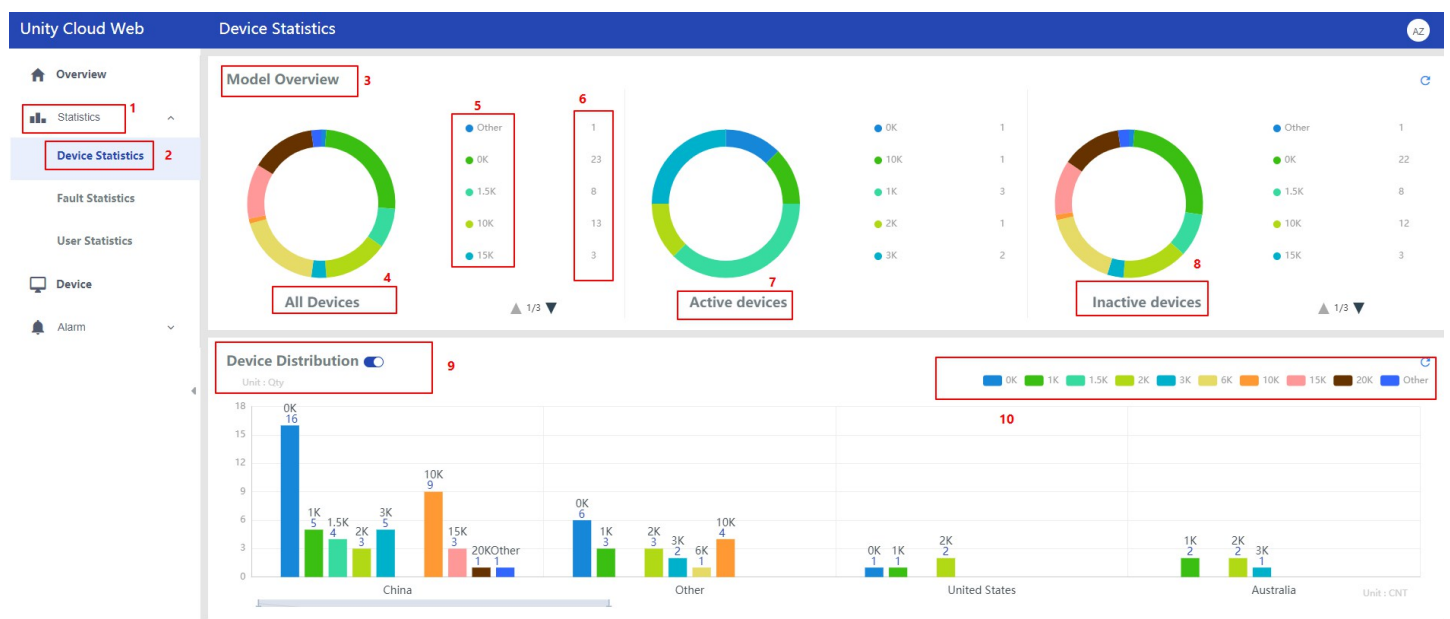


1. Click the icon, you can return to the overview from any page ;
2. Represents the total number of devices connected to IoT ;
3. Represents the number of IoT devices shipped;
4. Total number of representative sites;
5. Represents the number of App users;
6. A pie chart of equipment statistics based on equipment status. Currently, there are mainly four states: Normal、Alarm、Fault、Disconnected;
7. They are the number of devices connected to IoT today, the number of devices connected to IoT within seven days, and the number of devices connected to IoT within 30 days.;
8. The map records the country where the equipment is distributed ;
9. Percentage of the number of devices in each country ;
10. Ten devices that are newly connected to IoT. The four pieces of information in a row are device model, device SN, device distribution, and connection time.

5. Statistics

The statistics module has three pages, namely Device Statistics,Fault Statistics,User Statistics.

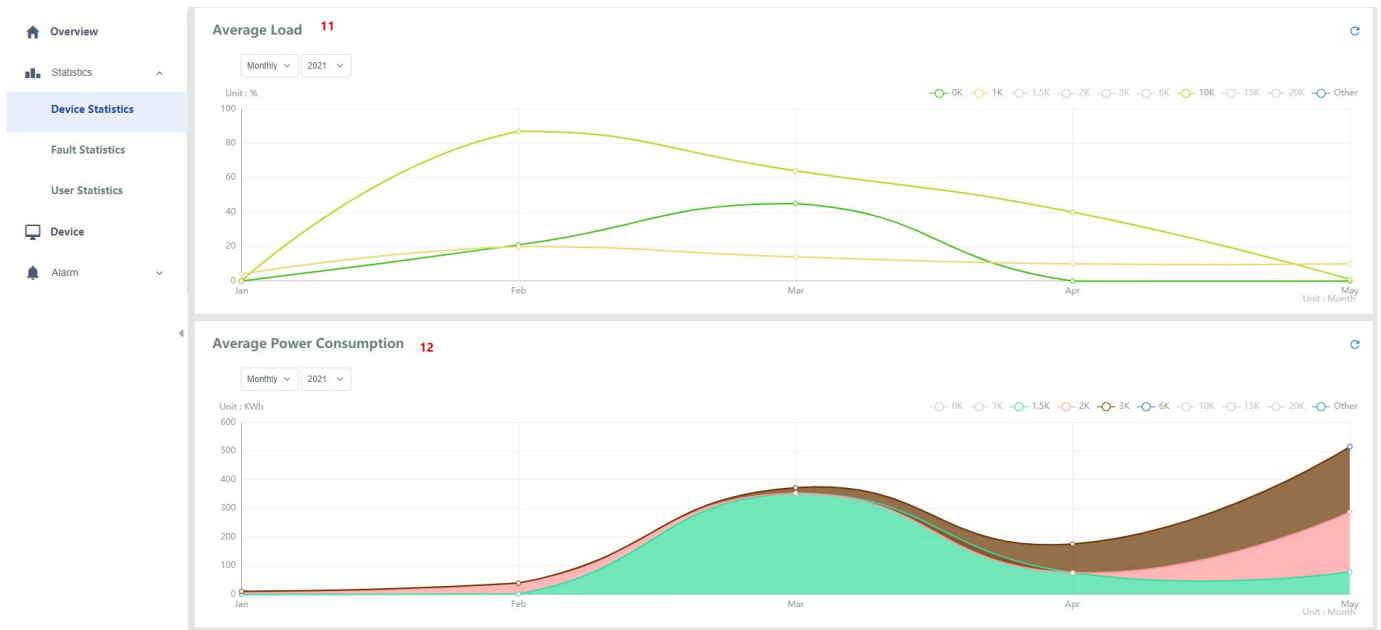
5.1. Device Statistics



1. Statistics Module;
2. Click the icon, you can return to the Device Statistics from any page;
3. Pie chart module based on equipment power segment statistics ;
4. Represents statistics of all devices ;
5. apparent power;
6. The number of devices corresponding to the apparent power;
7. Represents statistics of active devices ;
8. Represents statistics of not active devices ;

9. Statistic equipment distribution based on apparent power with histogram ;

10. apparent power;



11. Average load curve statistics;

- You can count the average load of each power segment in each year according to Yearly;
- You can count the average load of each power segment in a certain year according to Monthly;
- You can calculate the average load of each power segment in a certain year in each week according to Weekly .

12. Average power consumption area chart statistics ;

- You can count the average power consumption of each power segment in each year - according to Yearly;
- You can count the average power consumption of each power segment in a certain year according to Monthly;
- You can count the average power consumption of each power segment in a certain year in each week according to Weekly .



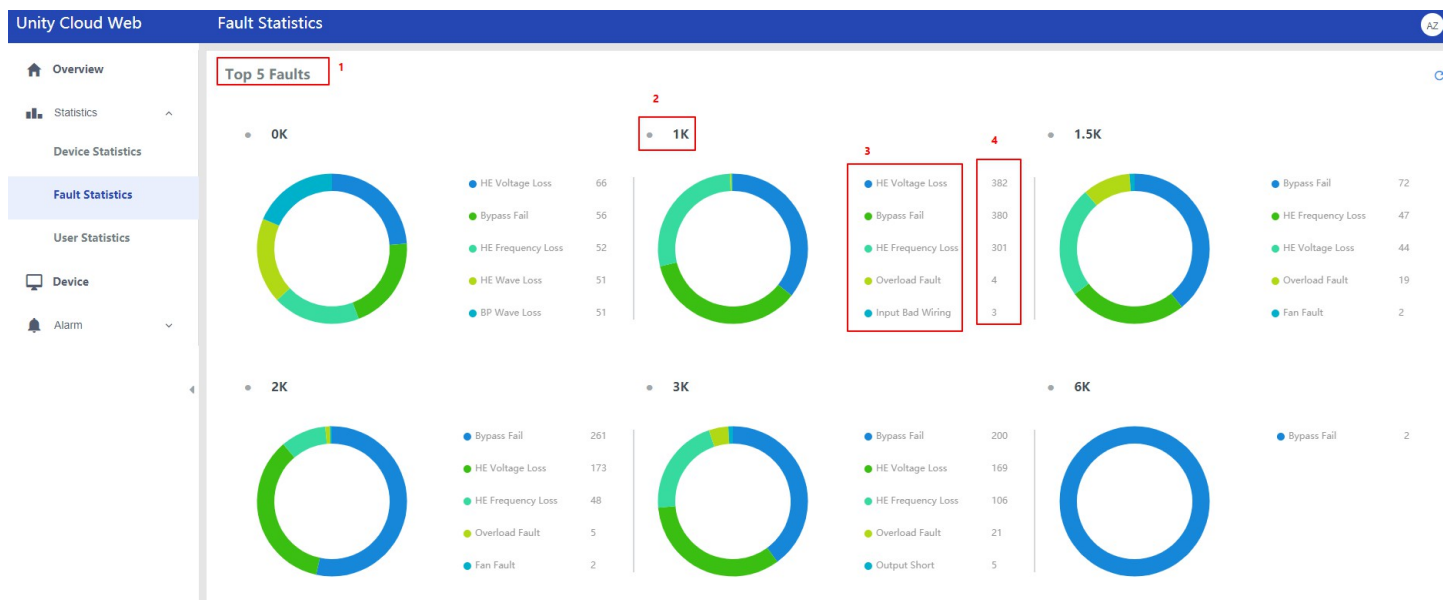
13. Statistics of the number of power outages ;

- You can count the number of power outages of equipment in each area in each year according to Yearly;
- You can count the number of power outages of equipment in each area in a certain year according to Monthly;
- According to Weekly, you can count the number of power outages of equipment in each area in each week of a certain year.

14. Average temperature curve statistics .

- You can count the average temperature of each area in each year according to Yearly;
- You can count the average temperature of each area in a certain year according to Monthly;
- You can count the average temperature of each area in a certain year in each week according to Weekly.

5.2. Fault Statistics



1. Count Top5 fault;
2. apparentpower;
3. fault name;
4. Number of failures.

Through these pie charts, you can intuitively see the top five failures that have a relatively large number of failures in each apparent power .



5. Failure rate histogram statistics;

- You can count the failure rate of each apparentpower in each year according to Yearly;
- You can count the failure rate of each apparentpower in a certain year according to Monthly;
- You can count the failure rate of each apparentpower in a certain year in each week according to Weekly.

6. Communication lost histogram statistics ;

- You can count the number of communication losses in each area in each year according to Yearly;
- You can count the number of communication losses in each area in a certain year according to Monthly;
- According to Weekly, you can count the number of communication losses in each area in a certain year in each week.

6. Device

6.1 Device List

The screenshot shows the 'IoT Cloud Portal' interface for the 'Device' section. The left sidebar contains a menu with 'Device' highlighted (1). The main area displays a table of devices with columns: Status, SN, Device Model, Apparentpower, Location, Users (8), Device Warranty (3), and Operation. The 'Device Warranty' section includes sub-columns: Period (4), Remaining (5), Renew Date (6), and Notify User (7). The 'Operation' column has a 'Manage' button (9). A 'Batch Import' button (10) is in the top right. The table lists two devices: CP20L0100TEST01 and CP20L0100TEST02, both with status 'Online' and location 'China'. The bottom of the table shows 'Total 2 items' and pagination controls.

Status	SN	Device Model	Apparentpower	Location	Users	Device Warranty	Operation
						Period Remaining Renew Date Notify User	Manage
Online	CP20L0100TEST01	Tower 3K	3K	China	8		Manage
Online	CP20L0100TEST02	Unity 3K	3K	China	8		Manage

Total 2 items < 1 > 20 /page Goto 1

1. Menu location;
2. Query filter;
3. device warranty module;
4. warranty;
5. How many days are left to expire;
6. Last renew date;
7. Whether to notify or not, if set to notify, the cloud will send an email to notify the device owner when the warranty period is about to expire ;
8. Click this button to view the app users associated with this device;

Unity Cloud Web

Device

Overview

Statistics

Device

Alarm

All Status

All Models

All Locations

All Warranties

Input serial search

Status	SN	Device Model	Apparentpower	Location	Users	Device Warranty			
						Period	Remaining	Renew Date	Notify Us
	CP10L0100020001	INNOVA UNTIY	0K	China					
	CP10L3811400001	RT 3K	3K	China		1M	-138D	2020-12-01	
	CP10L0100040001	INNOVA UNTIY	0K	China					
	CP10L3711360007	RT 1.5K	1.5K	China					
	CP10M0558680002	RT 1500	1.5K	Russia					
	TE-10R7B10002		3K	Other		12M	165D	2020-11-20	
	TE-10R7B10105	INNOVA UNTIY	0K	China					
	CP10A3764050001	Online Unity IoT RT 3-3 10K	10K	China					
	CP10M0558680003	Innova RT II 1500	1.5K	China					
	TE-10R7B10001		6K	Other					
	TE-10R7B10103	RT 1.5K	1.5K	China		30M	743D	2020-12-01	
	TE-10R7B10509	RT 3-1 10KS	10K	China					
	CP-10TCA27004	Tower 10K	10K	Other					
	TE-10R7B11111	Tower 1K	0K	China					
		RT 3K	3K	China					
	CP-10TAA27001	RT 1.5K	1.5K	China					
	TE-10R7B10000		1K	Other					
	CP10M0156790002	RT 3-1 10K	10K	China					

Total 55 items

Users

乐佳贺

JX Jielong xu

9. Click the manage button to manage the device, such as warranty management; [Example](#)

UPS Information

SN

UUID

UPS Warranty

Warranty Period(Month)

5

Renew Date

Please choose datetime 

Notify User

☐ No 

Remark

Device note information

Save

Cancel

10. Batch management of devices .

SN

Separate SN with Enter

UPS Warranty

Warranty Period(Month)

5

Renew Date

Please choose datetime 

Notify User

☐ No  Save

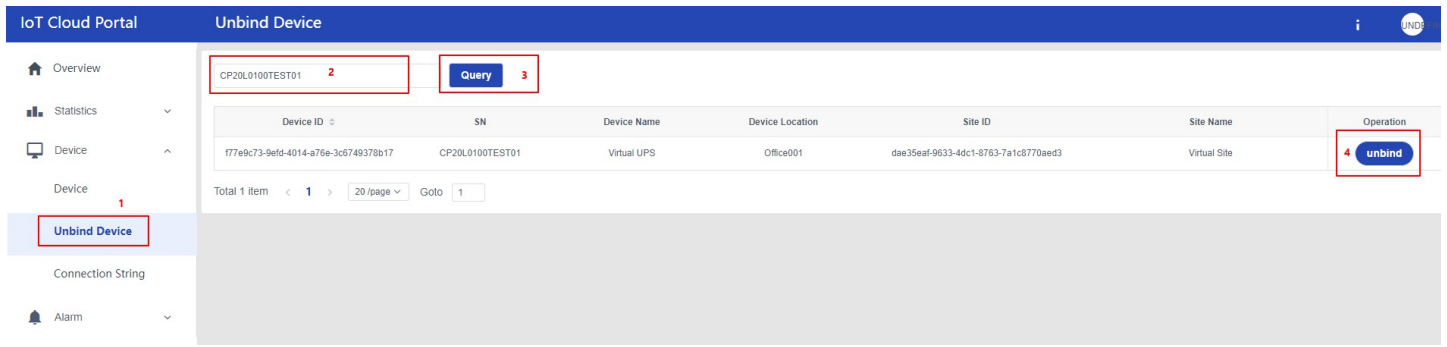
✕ Cancel

6.1.1 Warranty Management Example

If you set the Warranty Period (Month) to 5 months and the Last Renew Date to 2022.4.30, the device will expire five months after 2022.4.30, that is, 2022.9.30. When the warranty period remains 90 days, 60 days, 30 days, will send an email notification to the owner of the device that the warranty period of the device is about to expire.

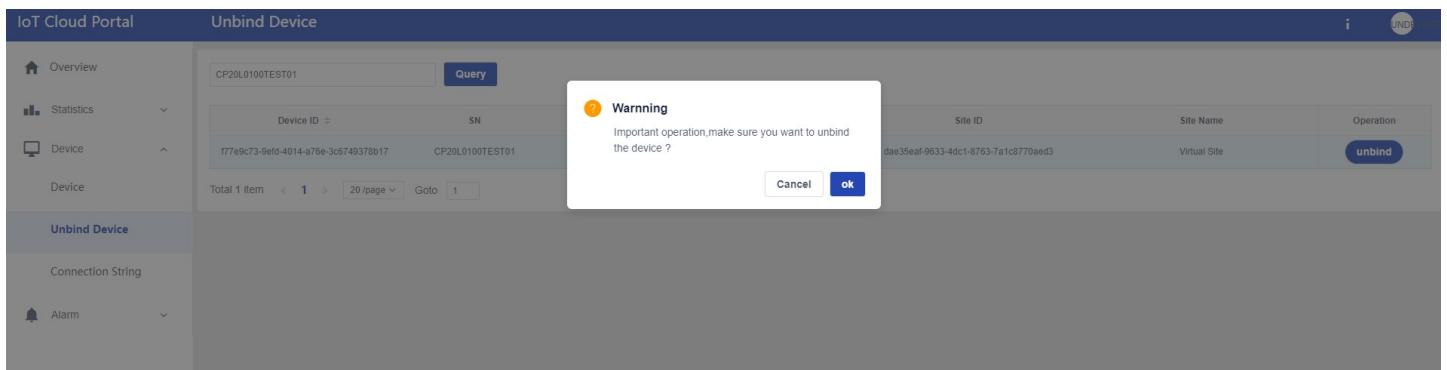
6.2 Unbind Device

On this page, you can operate the device to unbind.



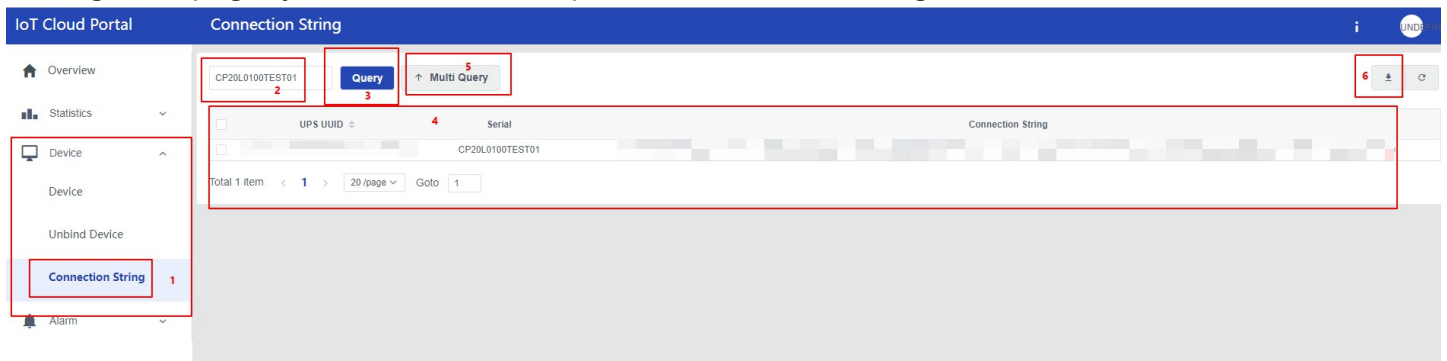
1. Menu location;
2. Input sn or device uuid to query;
3. Click Query button to get device binding information. Only when the device binding information is found, the device unbinding operation can be performed;
4. Click the Unbind button to unbind the device.

Unbinding a device is a dangerous operation. After unbinding, the user who originally bound the device and the user who was added to observe the device will not be able to see the device. Please operate with caution! ! !



6.3 Connection String

Through this page, you can view and export the connection string of the device connected to lotHub.



1. Menu location;
2. Input SN to query;
3. Click Query button to get device data;
4. If the device is already registered with lotHub, you will get the uuid and connection string of the device;

5. Click Multi Query button,you can enter multiple SNs to search;

Multi Query

Batch Serial

CP20L0100TEST01

CP20L0100TEST02

CP20L0100TEST03

View

Cancel

6. export excel button.

7. Alarm

7.1 Active Alarm

Current alarm :

Unity Cloud Web

Active Alarm

AZ

Overview

Statistics

Device

Alarm

Active Alarm

History

Input serial search

Input model search

Download

Refresh

Type	Event Description	SN	Model Name	Event time
🔔	Communication lost	TE-10R7B11112	Tower 1K	2021-05-19 08:38:42
🔔	Output off	CP10L3711340001	RT 1KS	2021-05-18 23:45:52
🔔	EPO active.Check EPO connector status.	CP10L3711340001	RT 1KS	2021-05-18 23:45:52
🔔	Battery disconnected.	CP10L3711340001	RT 1KS	2021-05-18 23:45:52
🔔	Communication lost	TE-10R7B11111	Tower 1K	2021-05-18 23:24:39
🔔	Output off	TE-10R7B11114	Tower 1K	2021-05-18 22:16:44
🔔	Battery disconnected.	TE-10R7B11114	Tower 1K	2021-05-18 22:16:44
🔔	Communication lost	CP10M1002120001	Tower 1.5K	2021-05-18 08:49:27
🔔	Communication lost	CP10M1033160001	Online Unity IoT Tower 3-3 20K	2021-05-17 17:25:08
🔔	Communication lost	TE-10R7B11113	Tower 1K	2021-05-17 11:53:35
🔔	Communication lost	CPEFM1439200041	Tower 2K	2021-05-14 10:04:32
🔔	Communication lost	CP10L4416430010	Tower 1K	2021-05-13 22:41:39
🔔	Communication lost	TE-10R7B11110	Tower 1K	2021-05-13 09:12:09
🔔	Communication lost	CPANM082630001	Tower 3K	2021-05-12 15:35:12
🔔	Communication lost	CP10L4496720010	RT 1K	2021-05-12 04:35:01
🔔	Communication lost	CP10L4331790003	Tower 3K	2021-05-10 23:21:10
🔔	Communication lost	CP-10TCA29002	Tower 3-1 10K	2021-05-08 14:18:34
🔔	Communication lost	CP10L4431800011	Tower 3K	2021-05-07 19:55:11
🔔	Communication lost	CP10M0558680003	Innova RT II 1500	2021-05-06 18:46:53
🔔	Communication lost	CP10L4416430011	Tower 1K	2021-05-06 18:34:13

Total 90 items < 1 2 3 4 5 > 20/page Goto 1

7.2 History

The historical alarm record page is the same as the eventlog on the app:

IoT Cloud Portal

History

i

UNDEVELOPED

Overview

Statistics

Device

Alarm

Active Alarm

History

Input serial search

Start Time

End Time

Query

Download

Refresh

Type	Serial	Event Description	1 lot timekey	2 IoT time	3 Event timekey	4 Event time	5 Server Time
🔔	CP20L0100TEST02	Communication lost	1625208830272	2021-07-02 14:53:50	1625208830	2021-07-02 14:53:50	2021-07-02T06:54:00.04
🔔	CP20L0100TEST02	Bypass mode	1625047549793	2021-06-30 18:05:49	1625047544	2021-06-30 18:05:44	2021-06-30T10:05:49.94
🔔	CP20L0100TEST02	Communication restore	1625047549793	2021-06-30 18:05:49	1625047544	2021-06-30 18:05:44	2021-06-30T10:05:49.82
🔔	CP20L0100TEST02	Communication lost	1625036949661	2021-06-30 15:09:09	1625036949	2021-06-30 15:09:09	2021-06-30T07:10:00.037
🔔	CP20L0100TEST02	Bypass mode	1625036049661	2021-06-30 14:54:09	1625036044	2021-06-30 14:54:04	2021-06-30T06:54:10.06
🔔	CP20L0100TEST02	Communication restore	1625036049661	2021-06-30 14:54:09	1625036044	2021-06-30 14:54:04	2021-06-30T06:54:09.9
🔔	CP20L0100TEST02	Communication lost	1624500698918	2021-06-25 13:58:18	1624500698	2021-06-25 13:58:18	2021-06-25T06:00:00.037
🔔	CP20L0100TEST01	Communication lost	1624600539871	2021-06-25 13:55:39	1624600539	2021-06-25 13:55:39	2021-06-25T05:56:00.02
🔔	CP20L0100TEST02	Normal mode	1624599658467	2021-06-25 13:40:58	1624599654	2021-06-25 13:40:54	2021-06-25T05:40:58.547
🔔	CP20L0100TEST01	Normal mode	1624598973424	2021-06-25 13:29:33	1624598973	2021-06-25 13:29:33	2021-06-25T05:29:33.493
🔔	CP20L0100TEST01	Battery mode	1624598962596	2021-06-25 13:29:22	1624598962	2021-06-25 13:29:22	2021-06-25T05:29:22.65
🔔	CP20L0100TEST01	Output off	1624598948392	2021-06-25 13:29:08	1624598948	2021-06-25 13:29:08	2021-06-25T05:29:08.467
🔔	CP20L0100TEST01	Bypass mode	1624598928627	2021-06-25 13:28:48	1624598928	2021-06-25 13:28:48	2021-06-25T05:28:48.687
🔔	CP20L0100TEST01	Output off	1624598459296	2021-06-25 13:20:59	1624598452	2021-06-25 13:20:52	2021-06-25T05:20:59.37

1. Timestamp of data received by IOT Hub;

2. The time when the IOT Hub receives the data;

3. Device upload event timestamp;

4. Device upload event time;

5. The record time of the server, regular users do not need to pay attention, generally only system maintenance personnel will pay attention.

8 TroubleShooting

1. [How to reset password?](#)

2. **What should I do if the App fails to add a device and prompts that the device has been added?**

A: First, enter sn on the Device page, click the Bind User button, and you can see who has added the device. If it is determined that the user who added the device has left or was added by someone else, you can unbind it through [the device unbinding function](#), and then pass the App can be added.

3. [How to set warranty of device?](#)