

FusionSolar App

# Quick Guide (Charger)

Issue 03

Date 2025-12-27



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# About This Document

## Purpose

This document describes how to use the FusionSolar app to perform deployment and commissioning, and provides answers to frequently asked questions (FAQs) and troubleshooting methods.

## Intended Audience

This document is intended for owners and installers.

## Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 <b>DANGER</b>	Indicates a hazard with a high level of risk which, if not avoided, will result in death or serious injury.
 <b>WARNING</b>	Indicates a hazard with a medium level of risk which, if not avoided, could result in death or serious injury.
 <b>CAUTION</b>	Indicates a hazard with a low level of risk which, if not avoided, could result in minor or moderate injury.
 <b>NOTICE</b>	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results. NOTICE is used to address practices not related to personal injury.
 <b>NOTE</b>	Supplements the important information in the main text. NOTE is used to address information not related to personal injury, equipment damage, and environment deterioration.

## Change History

Issue	Date	Change Description
03	2025-12-27	Updated <a href="#">4 Device Commissioning (Charger)</a> .
02	2025-10-15	Changed "EMMA" to "SmartAssistant" in the entire document.
01	2025-07-14	Updated the section "Connecting to a Plant."

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# 1

# Downloading and Installing the App

## NOTICE

- Mobile phone operating system: Android 8.0, iOS 13.0, or later versions
- To ensure the stability of each function, you are advised to use mobile phones running Android 8.0, iOS 13.0, or later versions. (For the mobile phones running iOS, iPhone 6 and later versions are supported, but iPhone SE series are not supported.)
- Use mobile phones that support the access to the Internet.
- Use mobile phones that support the WLAN function.
- The router supports 2.4 GHz WLAN, and the WLAN signal reaches the device.
- The WPA, WPA2, or WPA/WPA2 encryption mode is recommended for routers. The Enterprise mode is not supported (such as airport WLAN and other public hotspots that require authentication). WEP and WPA TKIP are not recommended because they have serious security vulnerabilities. If the access fails in WEP mode, log in to the router and change the encryption mode of the router to WPA2 or WPA/WPA2.

## Download Method 1

Search for FusionSolar in the app store on your phone and download and install it.

## NOTE

Currently, it is available on App Store, Huawei AppGallery, Samsung Galaxy Store, Xiaomi GetApps, OPPO APP Market, and vivo V-Appstore.



## Download Method 2

Scan the QR code to download the app.



### NOTE

- This method applies only to the Android version.
- When you select **Download via the Browser**, if a security warning message is displayed indicating that the app is from an external source, tap **ALLOW**.

# 2 Registering the Company's First Installer Account

## Context

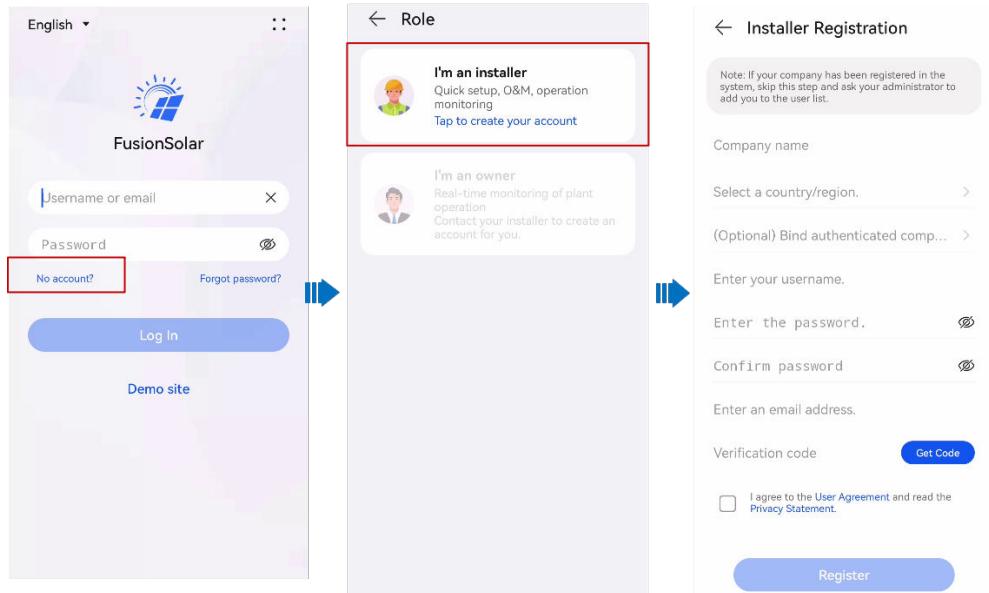
- When you register the first installer account, a company is registered in the FusionSolar.
- If you have completed company registration and authentication in the installer community, you need to associate your company with the installer community when registering an account. This helps installers take part in activities such as in-kind incentives and bonus point redemption in the installer community.

### NOTE

To associate your company with the installer community, you need to obtain the company ID in the community in advance.

## Procedure

1. On the app login screen, tap **No account?**.
2. On the **Role** screen, tap **I'm an installer** and complete the registration as prompted.



 **NOTE**

If your company has been registered in the installer community, tap **Bind Authenticated Company**, enter the company ID in the installer community, and associate the company registered in the installer community with the company in the management system. This motivates installers to participate in activities such as in-kind incentives and bonus point redemption in the installer community.

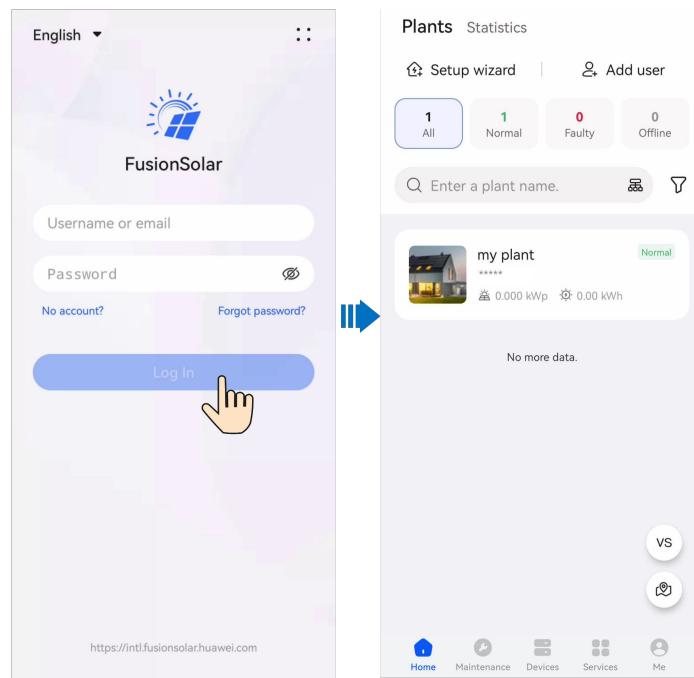
# 3 Logging In to and Out of the App

After the app is correctly installed on a mobile phone, you can access the management system through the app.

## Logging In to the App

1. On the mobile device, tap the app icon to access the login screen.
2. On the app login screen, enter the account information and tap **Log In**.

Figure 3-1 Login



 NOTE

- If a new user logs in to the app for the first time or a user logs in to the app for the first time after the password is reset, change the login password as prompted.
- If a user enters incorrect passwords for five consecutive times within 5 minutes, the account will be locked for 30 minutes. The user can log in again after the lockout period expires or contact the installer or administrator to unlock the account.
- To ensure account security, protect the password by changing it periodically, and keep it secure. Your password might be stolen or cracked if it is left unchanged for extended periods. In these cases, the Company shall not be liable for any loss.

## Logging Out of the App

1. On the home screen, tap **Me**.
2. Tap **Settings > Log out** on the **Me** screen.

# 4 Device Commissioning (Charger)

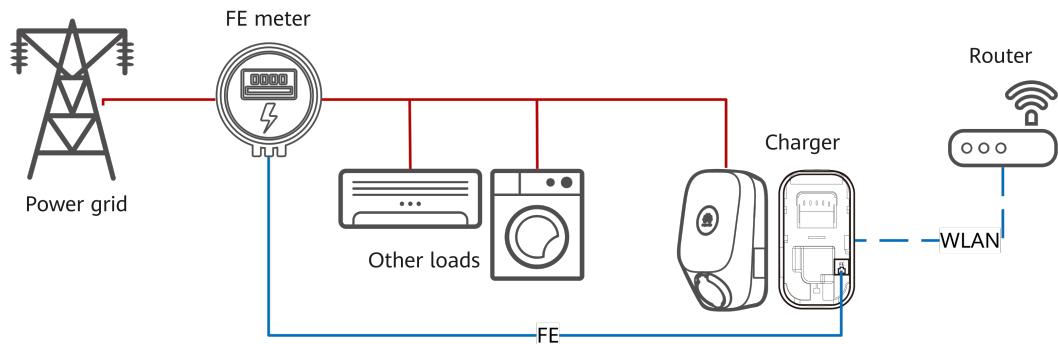
## 4.1 Charger-Only Scenario

### NOTE

- 6.23.00.157 and later versions support chargers and new functions. Update the app to the latest version before connecting to chargers.
- Before site deployment and commissioning, if the app displays a message indicating that the charger software version needs to be updated, update it promptly.

Perform commissioning based on the actual networking scenarios of chargers, meters, and routers.

**Figure 4-1** Charger FE port directly connected to a meter

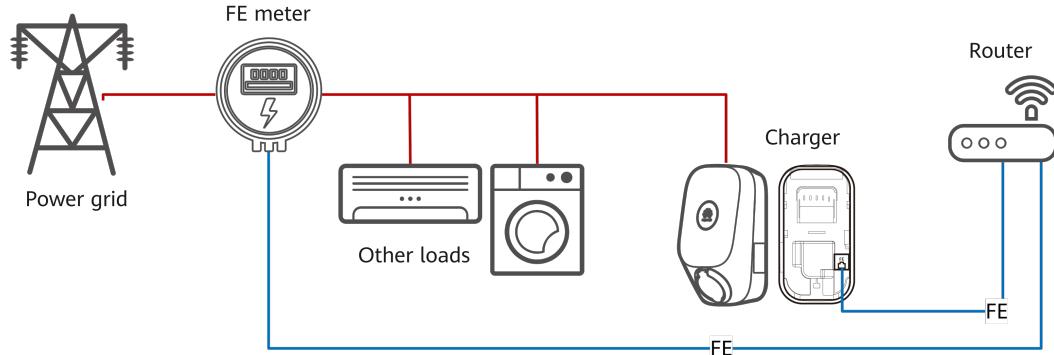


### NOTE

If chargers are connected through WLAN, dynamic charging power may be affected due to unstable signals.

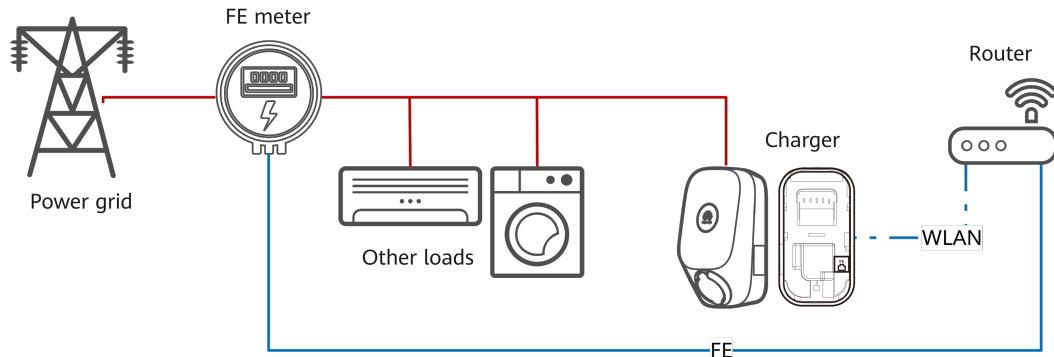
For details about the commissioning procedure, see [4.1.1 Charger FE Port Directly Connected to a Meter](#).

**Figure 4-2 Charger FE port directly connected to a router**



For details about the commissioning procedure, see [4.1.2 Charger FE Port Directly Connected to a Router](#).

**Figure 4-3 Charger connected to a router through WLAN**



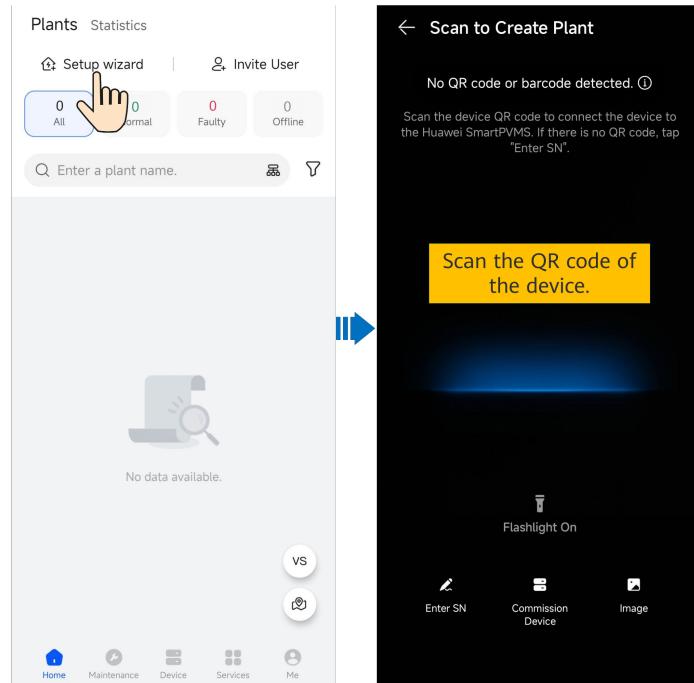
**NOTE**

If chargers are connected through WLAN, dynamic charging power may be affected due to unstable signals.

For details about the commissioning procedure, see [4.1.3 Charger Connected to a Router Through WLAN](#).

### 4.1.1 Charger FE Port Directly Connected to a Meter

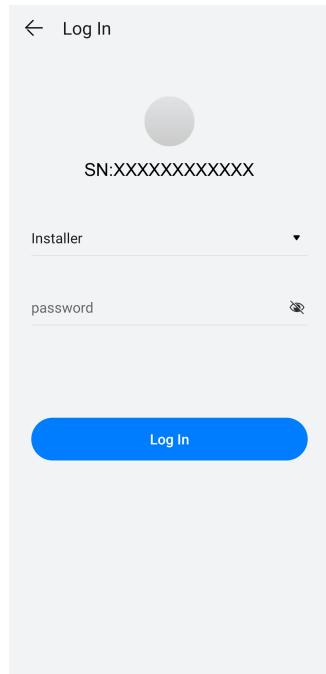
1. Log in to the FusionSolar app as an installer, tap **Setup wizard** on the **Home** screen, scan the QR code of the device, and connect to the device WLAN as prompted.



#### NOTE

- The last six digits of the device WLAN name are the same as the last six digits of the device SN.
- For the first connection, log in with the initial password. You can obtain the initial WLAN password from the label on the device.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.
- If the login screen is not displayed after you scan the QR code, check whether your phone is correctly connected to the device WLAN. If not, manually select and connect to the WLAN.
- If **This WLAN network has no Internet access. Connect anyway?** message is displayed when you connect to the built-in WLAN, tap **CONNECT**. Otherwise, you cannot log in to the system. The actual UI and messages may vary with mobile phones.

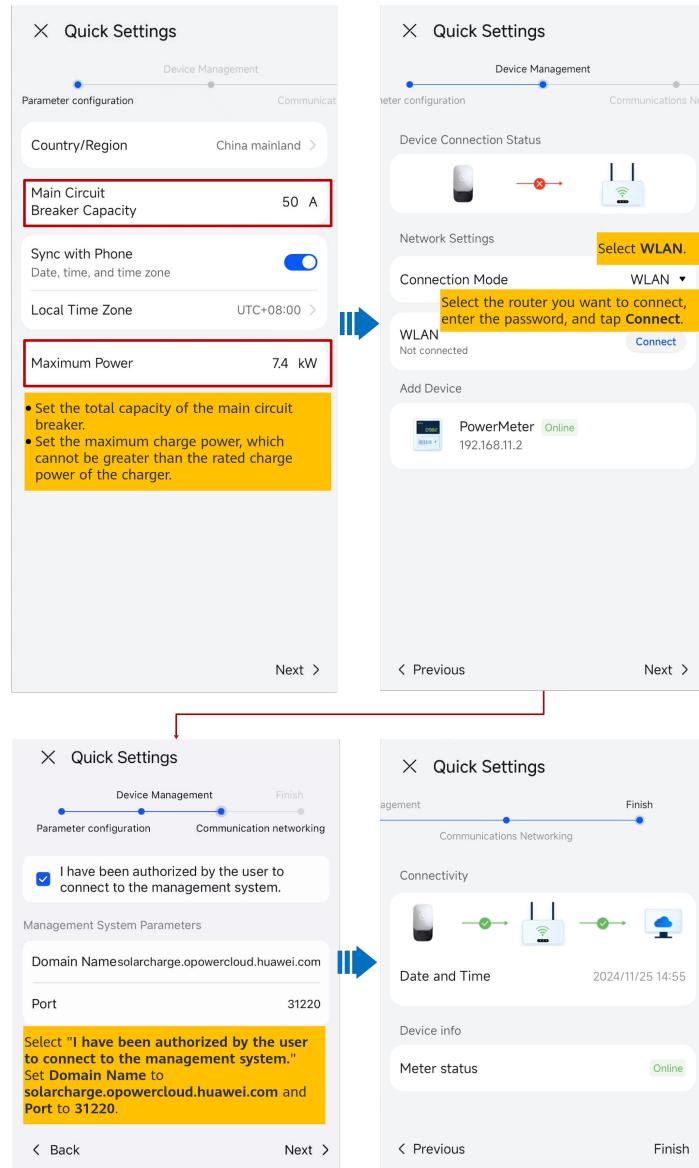
2. Log in to the app as the **Installer** user.



 **NOTE**

- Use the initial password for the first login. The initial password is **Changeme**. Change the password as prompted after login.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.

3. Commission the device according to the wizard procedure.



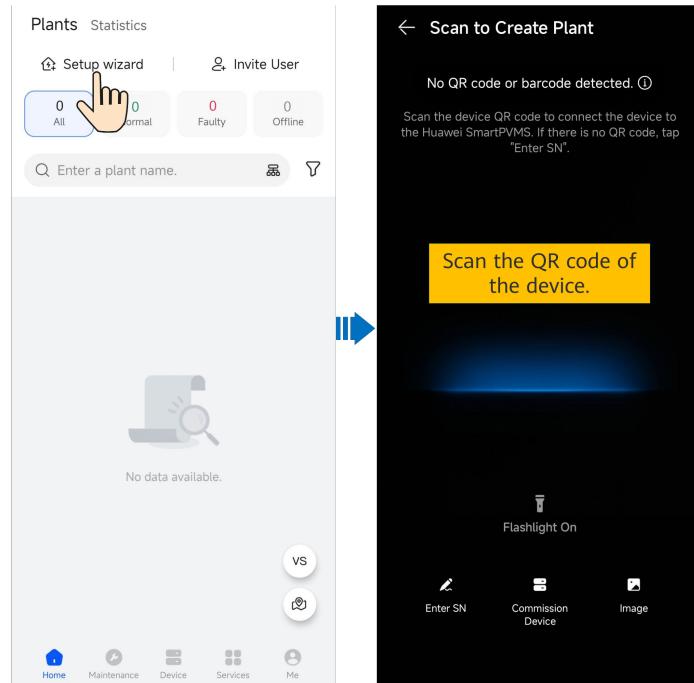
 **NOTE**

Set the capacity of the main circuit breaker based on site requirements. If the set value is greater than the actual capacity, the circuit breaker trips due to overcurrent. If the set value is less than the actual capacity, the charger cannot work.

4. Tap **Finish** and **connect devices to a plant** as prompted.

## 4.1.2 Charger FE Port Directly Connected to a Router

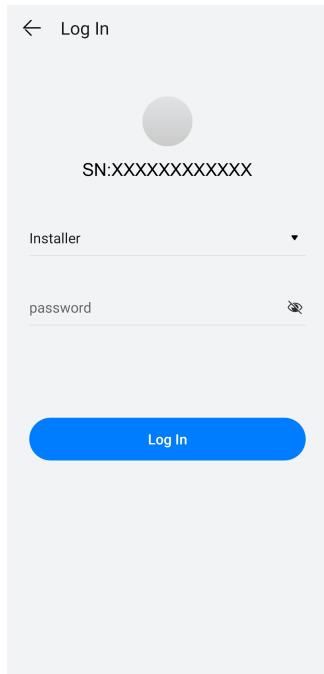
1. Log in to the FusionSolar app as an installer, tap **Setup wizard** on the **Home** screen, scan the QR code of the device, and connect to the device WLAN as prompted.



### NOTE

- The last six digits of the device WLAN name are the same as the last six digits of the device SN.
- For the first connection, log in with the initial password. You can obtain the initial WLAN password from the label on the device.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.
- If the login screen is not displayed after you scan the QR code, check whether your phone is correctly connected to the device WLAN. If not, manually select and connect to the WLAN.
- If **This WLAN network has no Internet access. Connect anyway?** message is displayed when you connect to the built-in WLAN, tap **CONNECT**. Otherwise, you cannot log in to the system. The actual UI and messages may vary with mobile phones.

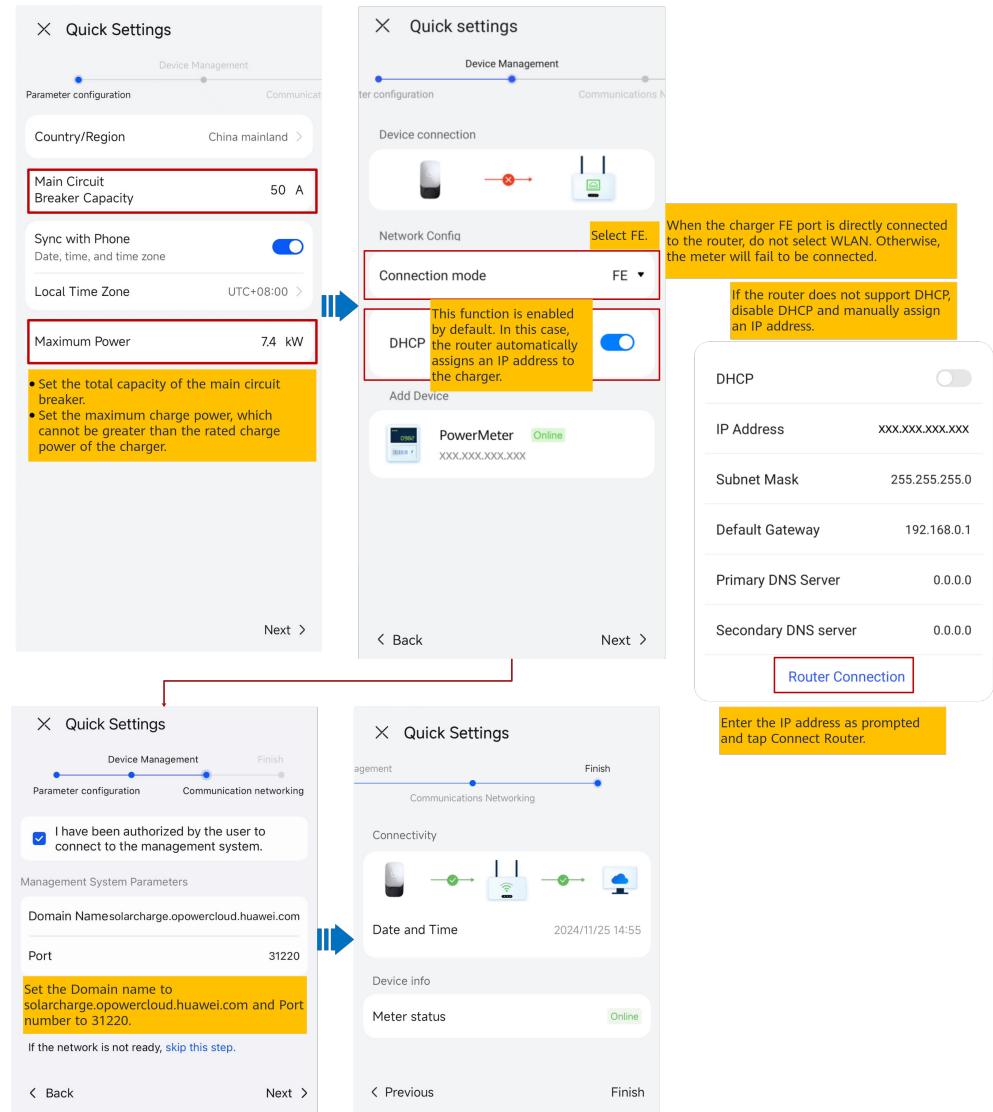
2. Log in to the app as the **Installer** user.



 **NOTE**

- Use the initial password for the first login. The initial password is **Changeme**. Change the password as prompted after login.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.

3. Commission the device according to the wizard procedure.



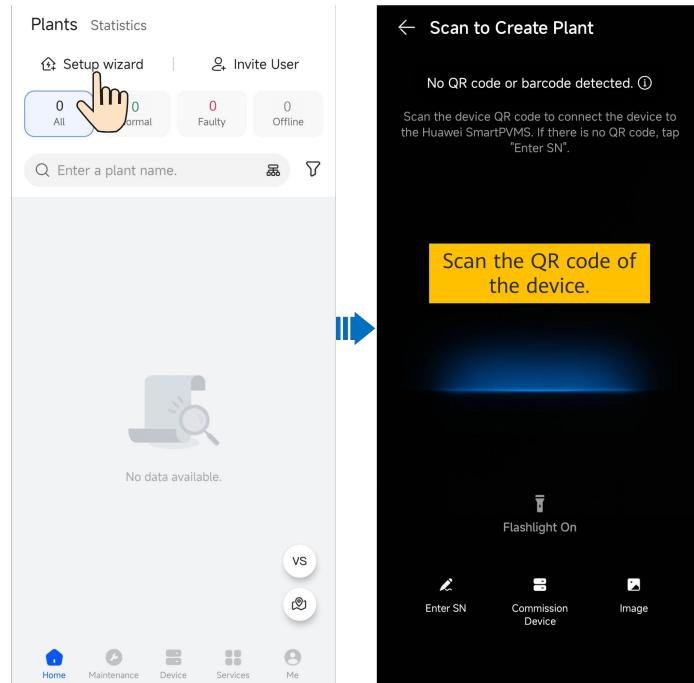
#### NOTE

Set the capacity of the main circuit breaker based on site requirements. If the set value is greater than the actual capacity, the circuit breaker trips due to overcurrent. If the set value is less than the actual capacity, the charger cannot work.

4. Tap **Finish** and **connect devices to a plant** as prompted.

### 4.1.3 Charger Connected to a Router Through WLAN

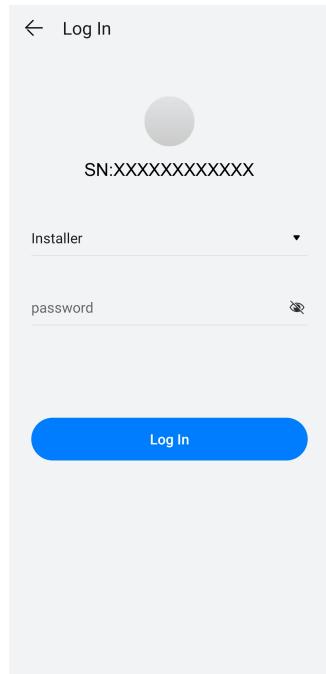
1. Log in to the FusionSolar app as an installer, tap **Setup wizard** on the **Home** screen, scan the QR code of the device, and connect to the device WLAN as prompted.



#### NOTE

- The last six digits of the device WLAN name are the same as the last six digits of the device SN.
- For the first connection, log in with the initial password. You can obtain the initial WLAN password from the label on the device.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.
- If the login screen is not displayed after you scan the QR code, check whether your phone is correctly connected to the device WLAN. If not, manually select and connect to the WLAN.
- If **This WLAN network has no Internet access. Connect anyway?** message is displayed when you connect to the built-in WLAN, tap **CONNECT**. Otherwise, you cannot log in to the system. The actual UI and messages may vary with mobile phones.

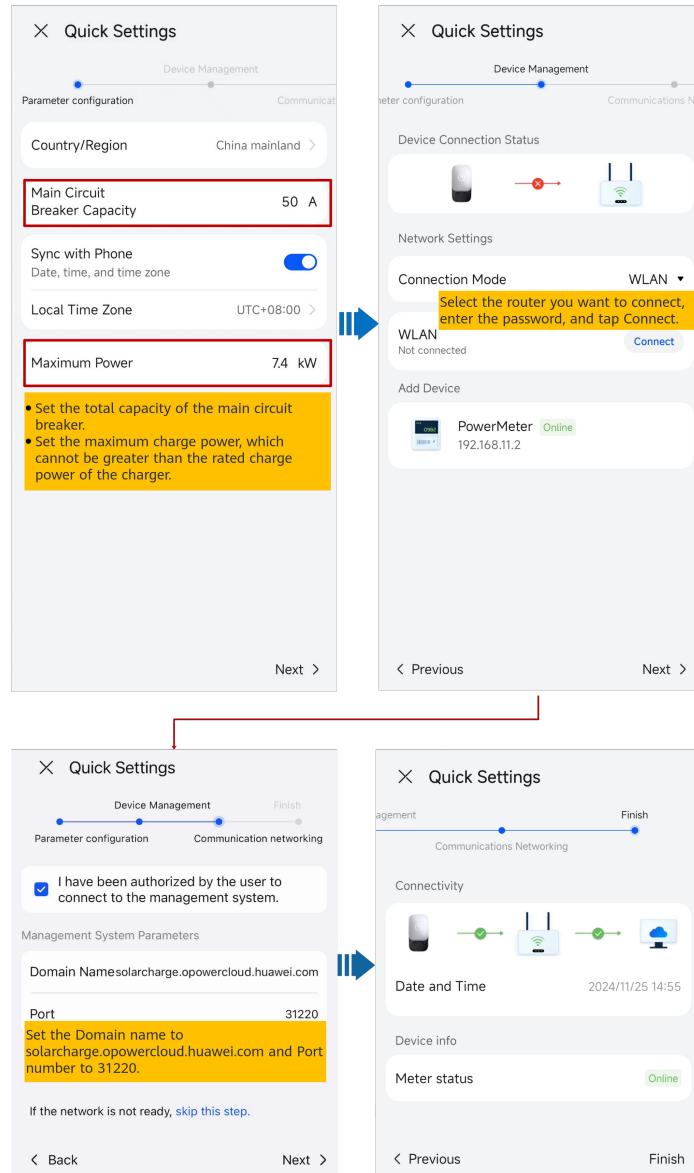
2. Log in to the app as the **Installer** user.



 **NOTE**

- Use the initial password for the first login. The initial password is **Changeme**. Change the password as prompted after login.
- Ensure account security by changing the password periodically. Your password might be stolen or cracked if it is left unchanged for extended periods. If a password is lost, the device cannot be accessed. In these cases, the Company shall not be liable for any loss.

3. Commission the device according to the wizard procedure.



 **NOTE**

Set the capacity of the main circuit breaker based on site requirements. If the set value is greater than the actual capacity, the circuit breaker trips due to overcurrent. If the set value is less than the actual capacity, the charger cannot work.

4. Tap **Finish** and **connect devices to a plant** as prompted.

## 4.2 PV+ESS+Charger (Smart Dongle/Inverter WLAN Direct Connection Scenario)

The charger can implement dynamic power by connecting to the DTSU666-FE meter or the WLAN/FE Smart Dongle in the PV system through virtual meter networking to obtain RS485 meter detection data.

1. For details about PV+ESS device deployment and commissioning, see ***FusionSolar App Quick Guide (Smart Dongle Networking & Inverter Direct Connection)***

 NOTE

If a virtual meter is used for a charger, log in to the inverter connected to the Smart Dongle, choose **Settings > Communication configuration > Dongle parameter settings**, and set **Modbus TCP** to **Enable (unrestricted)**. If an FE meter is used, set **Modbus TCP** to **Disable**.



2. Commission the charger by referring to [4.1 Charger-Only Scenario](#).
3. Connect the charger to the created PV plant by referring to [5 Connecting to a Plant](#).

## 4.3 PV+ESS+Charger/Charger-Only (SmartAssistant Scenario)

The charger can be connected to the same router as the SmartAssistant over WLAN or FE. As one of the home loads, the charger is managed and controlled by the SmartAssistant. After the deployment and commissioning on the SmartAssistant side are complete, the charger can be connected to the management system. You do not need to perform deployment and commissioning on the charger separately.

For details about SmartAssistant deployment and commissioning, see [FusionSolar App Quick Guide \(SmartAssistant\)](#), or scan the QR code to obtain the corresponding quick guide.



 NOTE

- If there is only one charger, it can be directly connected to the SmartAssistant over FE or connected to the router over FE or WLAN.
- If there are two chargers, connect the FE ports of the two chargers to the router. Do not connect one charger to the router over wired network (FE) and the other charger over WLAN.

# 5 Connecting to a Plant

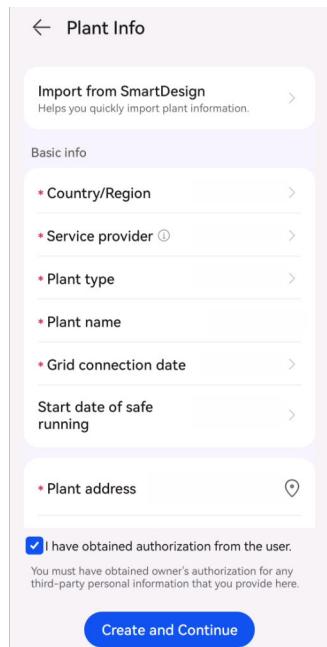
After devices are commissioned, you can create a plant and configure basic information on the FusionSolar app to implement unified device monitoring and O&M.

- If the owner does not have a plant on FusionSolar SmartPVMS or FusionSolar app, see [Creating a Plant](#) to connect the devices to a new plant.
- If the owner has a plant on FusionSolar SmartPVMS or FusionSolar app, see [Connecting to an Existing Plant](#) to connect the devices to an existing plant.
- If PV and energy storage devices and chargers are not provided by the same installer, see [Connecting Devices from Different Installers to the Same Plant](#) to connect them to a plant.

## 5.1 Creating a Plant

1. If no plant has been created, tap **Add plant**.
2. Tap **Plant Info** and enter the basic plant information.

**Figure 5-1** Plant information

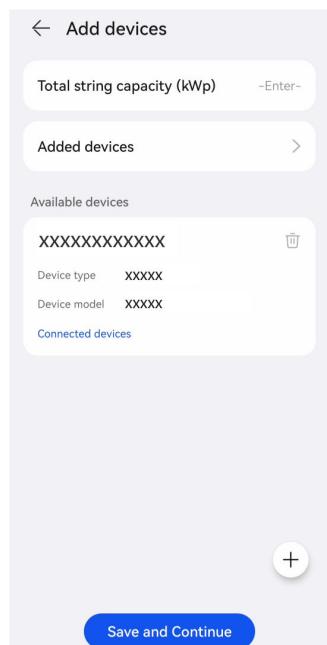


3. Tap **Create and Continue**.
4. On the screen for adding devices, view the added devices.
  - If multiple devices need to be connected to the same plant, tap + to scan the QR codes of the devices and add the devices one by one.

 **NOTE**

The devices to be added must have been commissioned.

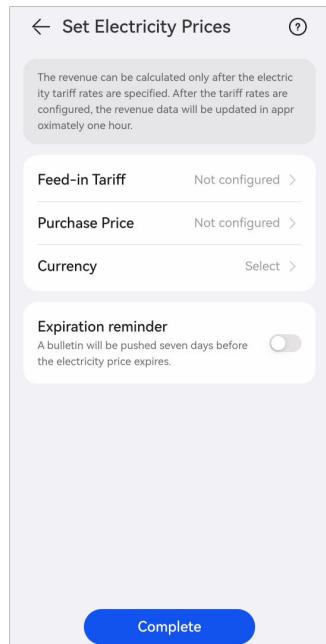
**Figure 5-2** Adding devices



5. Tap **Save and Continue**.

6. Set the feed-in tariff, purchase price, and revenue unit (currency) of the plant as electricity price inputs for revenue calculation.

**Figure 5-3** Setting electricity prices

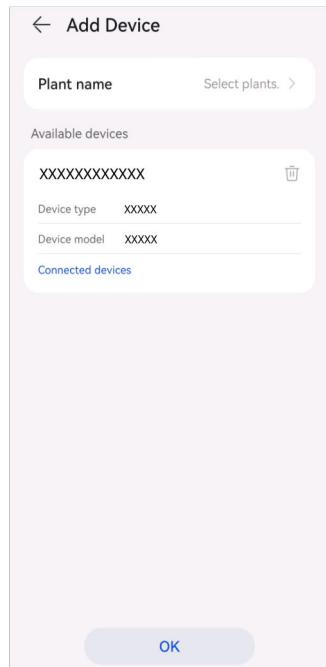


7. Tap **Complete**.

## 5.2 Connecting to an Existing Plant

1. If a plant has been created, tap **Connect to existing plant**.
2. Select the plant to be bound.
3. Tap **OK** to complete the binding.

**Figure 5-4 Adding devices**



## 5.3 Connecting Devices from Different Installers to the Same Plant

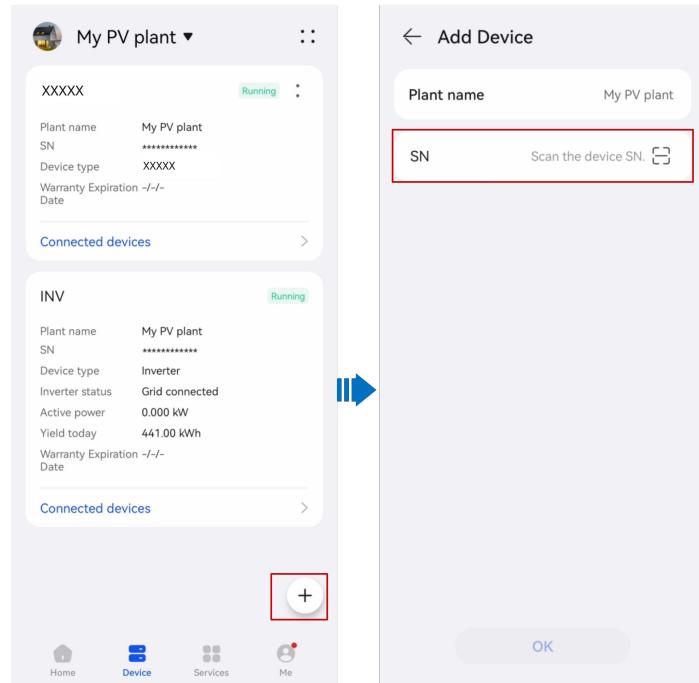
You have purchased a PV device (in Smart Dongle networking or inverter direct connection mode) and Huawei's charger from different installers, and need to connect the PV device and charger to the same plant for unified management.

### Scenario 1

You purchase a PV device from installer A and installer A creates a plant. Then, you purchase a charger from installer B.

After installer B completes the deployment and commissioning of the charger, you (as an owner) need to bind the charger to the plant created by installer A.

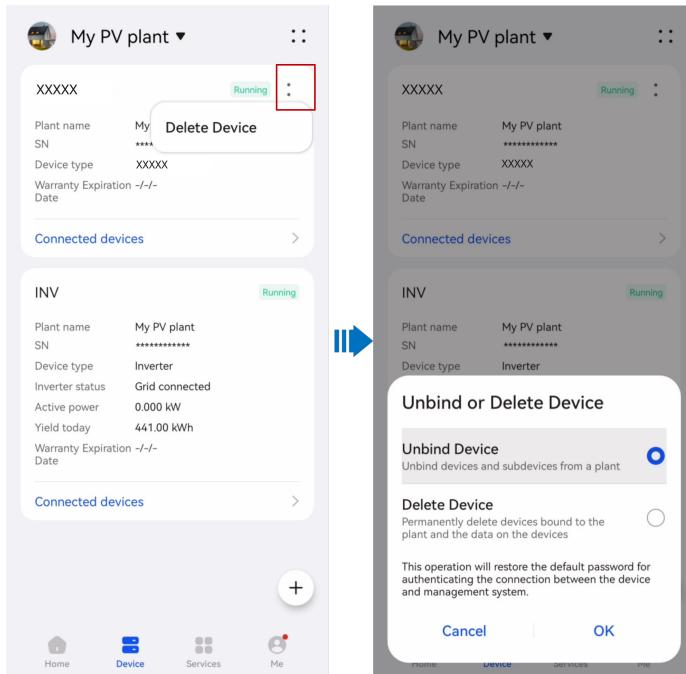
1. On the home screen of the app, select the target plant.
2. Tap **+** on the **Device** screen.
3. Tap  to scan the QR code of the target device or enter the device SN.



## Scenario 2

You purchase a charger from installer B and installer B creates a plant. Then, you purchase a PV device from installer A.

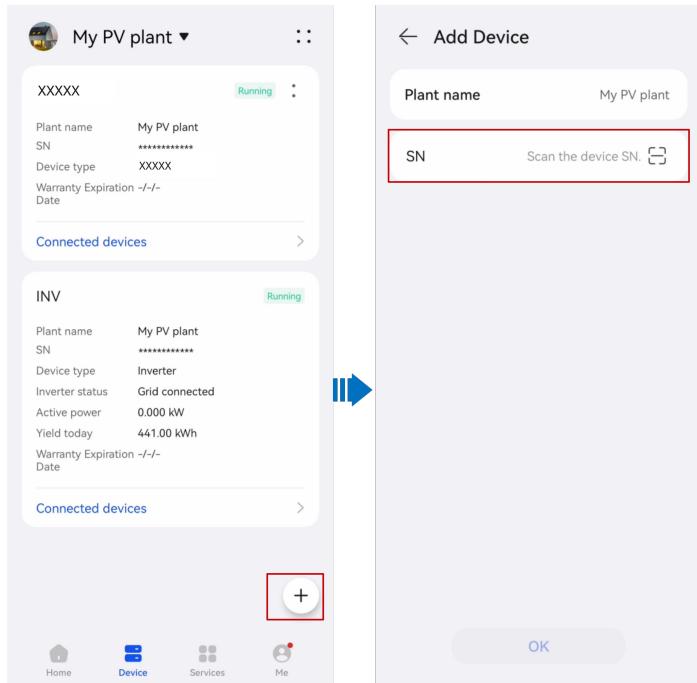
1. Installer A creates a plant after completing PV device deployment and commissioning. For details, see [Creating a Plant](#).
2. You (as an owner) unbind the charger from the plant of installer B.
  - a. On the home screen of the app, select the target plant.
  - b. On the **Device** screen, choose : > **Delete Device** in the upper right corner of the target device card.
  - c. Select **Unbind Device** or **Delete Device** as required.



 **NOTE**

- After a device is unbound, the running data of the device and its downstream devices is stored in the database. The default data retention period is six months. To change the retention period, contact the system administrator.
  - If a device is rebound to a plant within the data retention period, the device inherits the retained data.
  - If a device is not bound to a plant within the data retention period, the data will be automatically deleted.
- After a device is permanently deleted, the running data of the device and its downstream devices is deleted immediately. When the device is rebound to the plant, the running data of the device is not restored.

3. Bind the unbound charger to the plant of installer A.
  - a. On the home screen of the app, select the target plant.
  - b. Tap **+** on the **Device** screen.
  - c. Tap  to scan the QR code of the target device or enter the device SN.



# 6 Registering an Owner Account or Another Installer Account

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This section applies to markets except Japan and Australia. An installer initiates a **registration invitation**. After receiving the invitation email from the installer, a user accesses the registration screen to **register an account** as prompted.

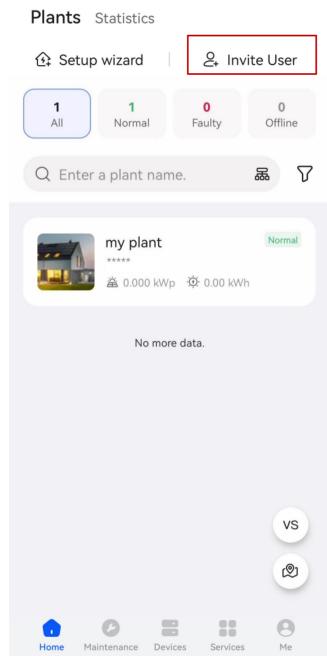
## NOTICE

Before inviting a user, ensure that a plant is available. If your company has not created a plant, create one and then invite the user. For details, see **5 Connecting to a Plant**.

After the account is registered, you can log in to the FusionSolar app or FusionSolar SmartPVMS with the registered username and password.

1. Invite a user.

**Figure 6-1** Inviting a user



2. Register an account.

**Figure 6-2** Registering an account

Account Registration

\* Country/Region

\* Username

\* Password

\* Confirm password

Email

xxxx@xxx.com

I agree to [Terms of Use](#) and I have read [Privacy Policy](#).

Submit

Enter the email address in the invitation and do not change it during registration.

# 7 FAQs

## 7.1 RFID Card Management

You can add or delete RFID cards and query the RFID card list on the FusionSolar app. After adding an RFID card and enabling identity authentication, you can start or stop charging by swiping the RFID card.

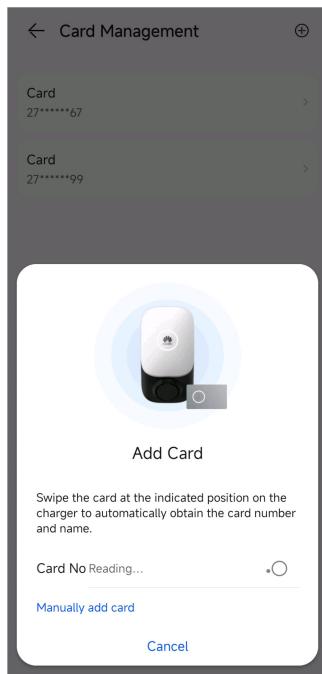
### NOTE

Before using an RFID card, enable **Identity Authentication** after choosing :: > **Settings** > **Advanced Settings**.

### Adding an RFID Card

1. Connect to the charger on the app and log in to the charger local commissioning screen as **User**.
2. On the charger screen, choose :: > **Set** > **Card Management**.
3. In the upper right corner of the **Card Management** screen, tap  and select a mode to add a card.
  - **Swiping to add a card**
    - i. After the indicator blinks white fast twice, place the ring pattern on the RFID card in the swiping area. If the indicator is steady white for 5s, the card is successfully swiped.
    - ii. Enter the user-defined card name and tap **OK**.

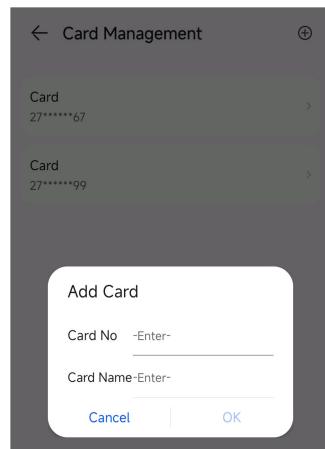
**Figure 7-1** Swiping to add a card



- **Manually adding a card**

Enter the card number and user-defined name of the RFID card, and tap **OK**.

**Figure 7-2** Manually adding a card



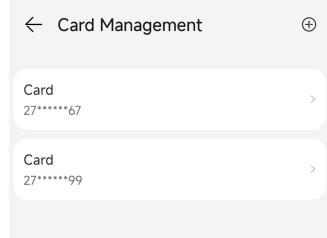
 **NOTE**

A maximum of eight RFID cards can be added to each charger.

After you add an RFID card, you can use the card to start or stop charging.

## Deleting an RFID Card

1. Select the card you want to delete, and then press and swipe left.
2. Tap  to delete the card.



 **NOTE**

You cannot delete all RFID cards. At least two RFID cards must be retained.

## 7.2 How Do I Reset the Default Password of a Charger Using an RFID Card When I Forgot the Password?

### Precautions

- This operation will reset both the WLAN password and login password. The charger login password will be reset to **Changeme**. The WLAN connection password will be reset to the initial password.
- Before resetting the password, ensure that the charger is in the **No Car Connected, Faulty, or Alarming** state.

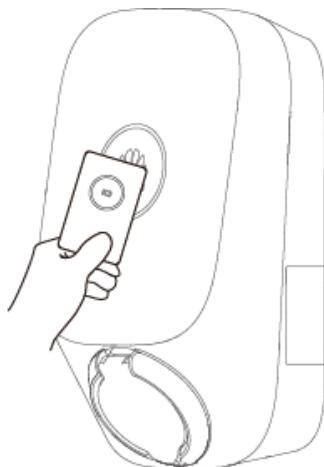
### Procedure

1. Swipe the card for five consecutive times (wait until the indicator flashes blue before you swipe the card again). Then, the indicator on the charger is steady white for 3s and the charger enters the swipe protection state. Stop swiping the card now.

 **NOTE**

- When swiping the card consecutively, keep the intervals within 5s.
- If you swipe your card in the swipe protection state, the swipe protection time will start again.

2. After 3s, the indicator flashes white fast for 20s. If you swipe the card again within this 20s, the indicator turns off and pulsates after 3s, indicating that the charger password has been successfully reset.

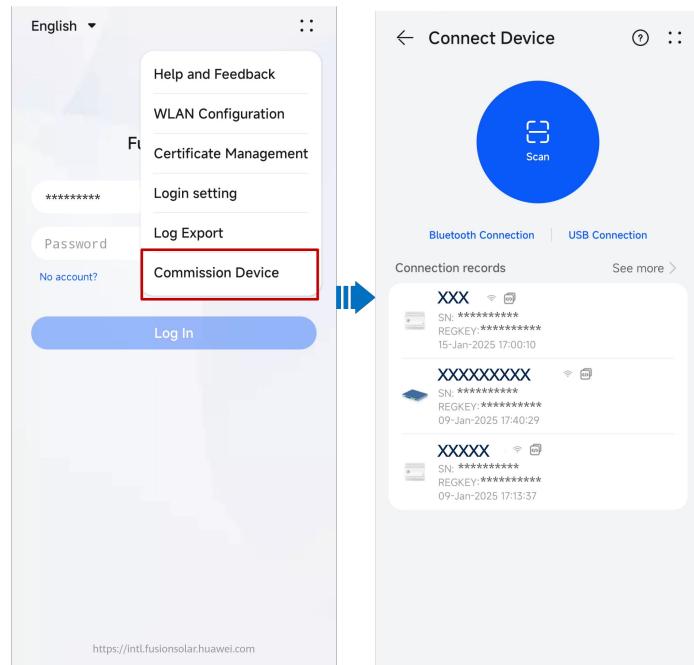


## 7.3 How Do I Connect to the Device for Local Commissioning When the Mobile Phone Has No Network Connection?

### NOTE

Before connecting to the WLAN of the device, disable the mobile network function and ensure that the mobile phone cannot connect to the Internet. When connecting to the WLAN of the device, enable the WLAN as prompted.

1. Choose :: > **Commission Device** on the login screen of the app.
2. Connect to the WLAN of the device as prompted.



## 7.4 What Should I Do If My Android/HarmonyOS Phone Fails to Connect to the WLAN After I Scan the QR Code?

### Symptom

After the device QR code is scanned using an Android/HarmonyOS phone, the **Device to use with** message is displayed. After **CONNECT** is tapped three times, **The WLAN connection has changed. Try to connect to the system WLAN** message is displayed.

### Solutions

Solution 1: Disable the WLAN+ function on your mobile phone.

1. On the home screen of your mobile phone, choose **Settings > WLAN**.
2. Tap **More settings**.
3. Disable **WLAN+**.

Solution 2: Remove the device WLAN from the WLAN list on your mobile phone.

1. On the home screen of your mobile phone, tap **Settings > WLAN**.
2. Tap the WLAN of the target device, select **FORGET** or **DELETE**, and scan the QR code to connect to the WLAN again.

 **NOTE**

- If the connection still fails after WLAN+ is disabled or if your mobile phone does not support WLAN+, try solution 2.
- If **This WLAN network has no Internet access. Connect anyway?** message is displayed when you connect to the built-in WLAN, tap **CONNECT**. Otherwise, you cannot log in to the system. The actual UI and messages may vary with mobile phones.

## More Operations

After the WLAN+ function is disabled, there is a possibility that the device cannot be connected by scanning the QR code. In this case, manually connect to the WLAN of the target device in the WLAN settings on your phone.

## 7.5 What Can I Do If the System Prompts Me to Reconnect to the Charger's WLAN Hotspot During Quick Settings?

### Possible Cause

After setting route parameters on some chargers, you need to restart the chargers for the settings to take effect. During the restart, the WLAN connection between your phone and the charger will become invalid.

### Solution

Reconnect to the charger's WLAN hotspot as prompted.

 **NOTE**

When reconnecting to the WLAN hotspot, you are advised not to stop the process of the app. Otherwise, you need to log in to the local commissioning screen of the charger again after the connection is set up.