

# **End User Account Registration Management**

Version 5.1

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# **Contents**

In	trodu	ction	1	1
1.	Log	gont	o EMA Website	2
2.	. Add a New Customer Installation		New Customer Installation	4
	2.1	Ent	er the customer's personal information	4
	2.2	Coı	nfigure the ECU	8
	2.3	Coı	nfigure the Inverters	10
	2.3	.1	Import the IDs from the ECU	11
	2.3	.2	Manually Enter IDs into the EMA	12
	2.4	Coi	nfigure Group View	15
	2.4	.1	Drag UID	16
	2.4	.2	Import UID	17
2.4.3 2.4.4		.3	More Function	18
		.4	Special Functionality Buttons	20
	2.5	Up	load the System Picture and/or Draw Picture	21
3.	Res	sume	e an Incomplete Registration	22
	3.1	Res	sume an Incomplete Registration	22
4.	Acc	coun	t Information Management	23
	4.1	Edi	t Account Details	23
	4.1	.1	Edit Personal Info	23
	4.1	.2	Edit ECU Info	25
	4.1	.3	Edit Inverter Info	27
	4.1	.4	Edit Group View Info	35
	4.1	.5	Upload Picture	40
	4.2	Edi	t Account Security	41
	4.2	.1	Reset Password	41
	12	2	Reset Username	//3

4.3 <b>N</b>	Management Replace Device	44
4.3.1	Replace an ECU	44
4.3.2	Replace an Inverter	45

# Introduction

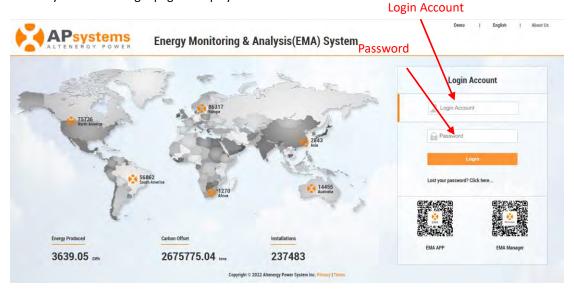
The end-user registration and management function is mainly for PV professionals (installers) to register and centrally manage system monitoring accounts of end customers.

## 1. Log onto EMA Website

- Go to http://apsystems.com/
- > Click the orange "EMA Login" in the upper right corner of the screen to enter the EMA login page,



The APsystems EMA Login page is displayed.





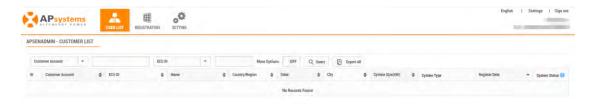
- You will be issued a permanent *login account* and a temporary *password* when you complete the Installer Training of APsystems. Contact APsystems Technical Support to register for Installer Training (go to https://usa.apsystems.com/resources/training, or call 1.844.666.7034).
- > Enter your "Login Account" and "Password"
- > Press the "Login" button.

# 1. Log onto EMA Website



- The Password is case sensitive.
- If you forget your password, select "Lost your password? Click here ...".

Your specific customer List page is displayed.





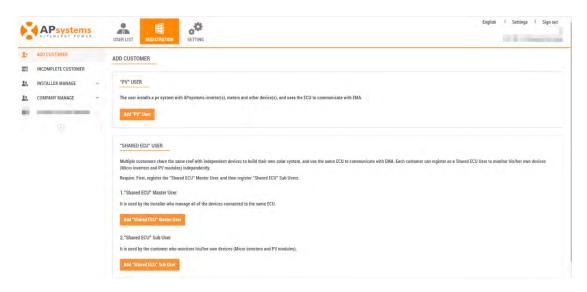
# Note

You won't have any customers in your Customer List the first time you log into the system.

Select the "REGISTRATION" icon at the top of the page.



The Add customer page is displayed.



Introduction of the two different customers

Add PV User: This is for those who wants to monitor the inverter system.

**Shared ECU User:** For the installers who enable shared ECU function, please download and view the "Shared ECU User Manual" for the registration and management of shared ECU users.

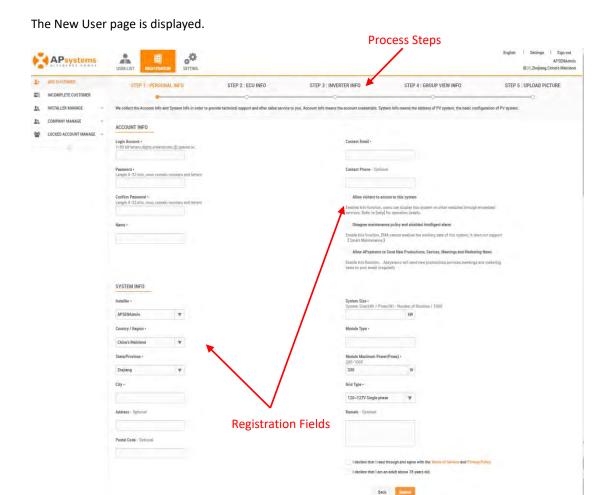
There are five (5) major steps involved in adding a new installation (registering) in the EMA. All the following introductions take the Customer as an example.

- Step 1: Enter the customer's personal information.
- Step 2: Configure the Energy Communication Unit (ECU).
- Step 3: Configure the inverter information.
- Step 4: Configure the Group View.
- Step 5: Upload the installation drawings and/or photo.

### 2.1 Enter the customer's personal information

Select the 'Add "PV" or "PV+ Storage" User' icon.





Fill in the customer details by field, making sure to include all required information.

#### **Account Info**

Login Account

This is a single "name" (typically the customer's last name) that identifies this specific customer's installation. The username shall appear in the customer's area on the EMA. (Required)



- Only "letters", "numeric digits", "underscores", "@", "spaces", and "." can be used when creating login account. And the login account is not case sensitive.
- Login account cannot be modified, once you submit the PERSONAL INFO. If your customer wants to edit the login account, you can submit the login account modification application after finish account registration. For details, please refer to "Editing Login Account".

Password This is a temporary password that is emailed to your customer so they

can access their account on the EMA. Your customer can change their

password should they so choose. (Required)

Confirm Password Enter the same password again to confirm. (Required)



### Note

■ Passwords must be 6 to 32 digits in length and contain numbers and letters; Password is case sensitive

APsystems will sends your customer their password and all system related notifications to this email address.

Name Your customer's name. (Required)

Email This is your customer's email address. (Required)

Phone Number Your customer's phone number. (Optional)

Allow visitors to Used to display this system on other websites. (Optional)

Access to this site

Disagree maintenance policy and shielded

intelligent alarm

Used to turn off the "DIAGNOSE- INTELLIGENT DIAGNOSICS" (Optional)



#### Note

Accounts in some regions need to check the "User Privacy Agreement" to submit account information.

Agree APsystems's data privacy usage policy

User can not be registered without agreement, see more details. available here

#### **System Info**

Installer This field is automatically generated by the system and can be changed

using the pulldown selector if necessary. (Required)

Country This field is automatically generated by the system and can be changed

using the pulldown selector if necessary. (Required)

State/Province This field is automatically generated by the system and can be changed

using the pulldown selector if necessary. (Required)

City Customer's city. (Required)

Address Customer's street address. (Optional)

Postal Code Customer's postal code. (Optional)

System Size Calculate the overall system size and enter it here. (Required)

Module Type Calculate the solar panel type. (Required)

Module Maximum

Power(Pmax)

Calculate the solar panel type. (Required)

Grid Type Grid environment where the system is connected to the grid (Required)

Remarks Add any notes that you may find useful at a later date. (Optional)

Select whether to "Allow visitors to access this site".



#### Note

This is an optional selection step. If selected, the system displays an authorization code to be used in embedding this specific customer's EMA data within another website.

Select the "Submit" button



### Note

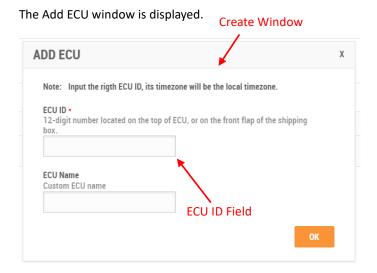
Once you have selected either the "Next" or "Submit" buttons in any of the major registration steps (1-5), your customer information is saved in the system and you can step away from the process and resume by selecting "Incomplete Customer" (3.1Resume an Incomplete Registration).

The ECU Information page is displayed.



# 2.2 Configure the ECU

Press the "Add" ECU button.



> Enter the 12-digit ECU UID number(s) into the ECU ID field.

The ECU UID is located on the top of the ECU, as well as on the front flap of the shipping box.



### Note

■ The ECU UID is a unique APsystems "serial number" that is assigned to the ECU during manufacture. It is NOT the IP Address of the device.

It is critical that you enter the ECU UID correctly because the EMA uses this number to identify the system it is monitoring and reporting.

Press the "OK" button.



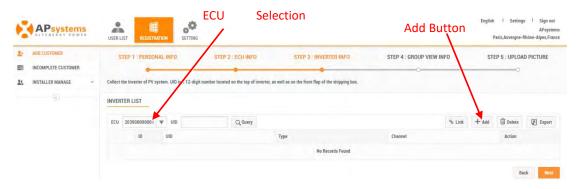
### Note

- Edit: Use to correct the ECU ID if it is incorrectly registered. For details of the procedure, see "Editing an ECU" in "4.1.2 ECU info".
- Meter: This field will be displayed as a "V" if the smart meter device is installed, or -- if it is not installed. For details of smart meter data, please see the manual "System Data Monitoring and Analysis (Installer's Edition)".
- ECU name can add note names to different ECUs for quick identification of the different monitored areas. Systems with added ECU names can see the added ECU name at the ECU number on each page of the system monitor.
- Check "3.1 Resume an Incomplete Registration", if you get a system message that indicates the UID already exists while making these entries.

Once you have entered all of the ECU UID numbers to be installed at a specific location.

Press the "Next" button

The Inverter Information page is displayed.



# 2.3 Configure the Inverters

In this step you are assigning the inverters to their associated ECU(s).

- Select the ECU (ECU Selection field).
- > Press the "Add" button.

The Input Inverter IDs page is displayed.



Enter the 12-digit inverter ID numbers.

There are two (2) methods for adding inverters to the EMA:

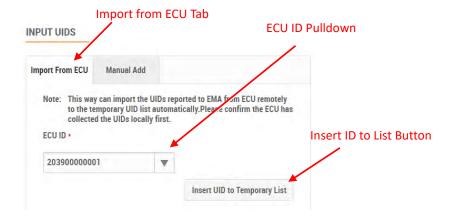
- 1) Import them from the ECU.
- 2) Manually enter them into the EMA.

### 2.3.1 Import the IDs from the ECU



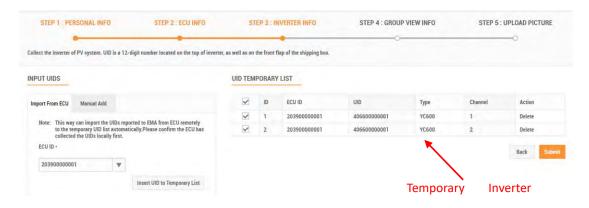
#### Note

When importing the inverter IDs from the ECU, make sure that you have entered all of the inverter IDs into the ECU, and that the ECU is correctly connected to the Internet so that the APsystems server can retrieve the IDs.



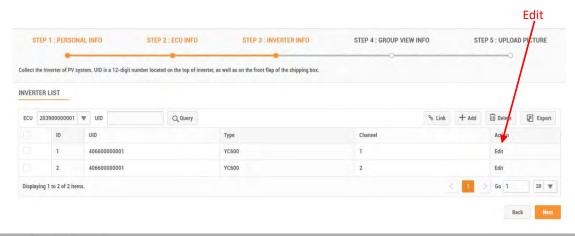
- Select the "Import From ECU" tab.
- Select the ECU from the "ECU ID" pulldown.
- Press the "Insert ID to List" button.

The EMA begins importing all of the inverter IDs on the ECU and placing them onto the Temporary Inverter List.



- Verify that the temporary list of inverter IDs is complete and correct.
- Press the "Submit" button.

The "permanent" inverter list is displayed.





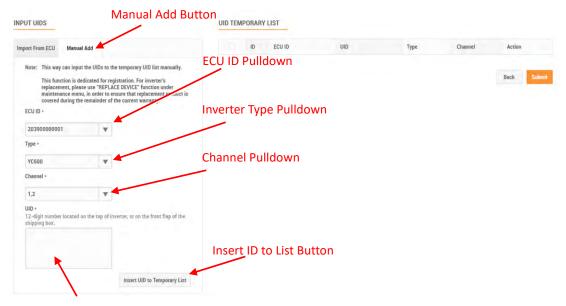
This list can be edited if necessary by selecting either "Edit" for each inverter and its associated channel.

Go to Step 4: Configure Group View to complete the Registration Process.

### 2.3.2 Manually Enter IDs into the EMA

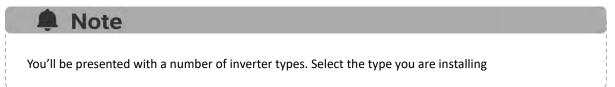
Each inverter has a unique UID which is located on the front of the inverter, as well as on the back flap of the inverter's shipping box.



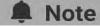


#### Inverter ID Field

- Select the "Manual ADD" button.
- Select the ECU from the "ECU ID" pulldown.
- > Select the Inverter type from the "Inverter Type" pulldown.
- Select the Channel(s) for the inverter type.

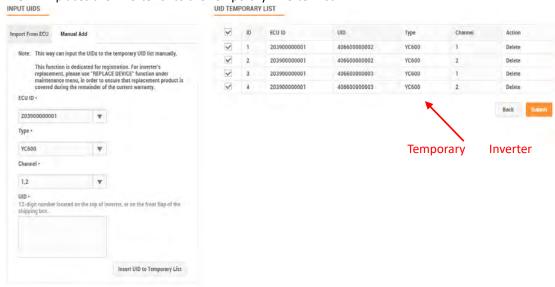


Enter the 12-digit inverter ID numbers.

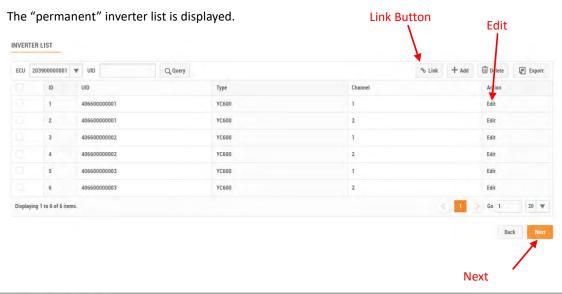


- You can scan the inverter UIDs into a spreadsheet and then copy and paste the UIDs from the spreadsheet into the EMA, which makes the entry process easier to manage. The EMA does however have a limitation of 20 UIDs per paste.
- Check "3.1 Resume an Incomplete Registration", if you get a system message that indicates that the UID already exists while making these entries.
- Press the "Insert ID to List" button.





- Verify that the temporary list of inverter IDs is complete and correct.
- Press the "Submit" button.



### Note

- This list can be edited if necessary by selecting either "Edit" for each inverter and its associated channel.
- The edit operation is only used for correction inverter IDs when registered incorrectly
- Press the "Link" button to remotely link the inverters to the ECU.
- Press the "Next" button.

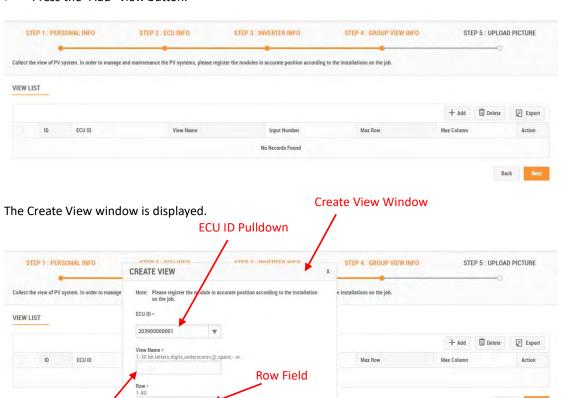
The Group View page is displayed.



# 2.4 Configure Group View

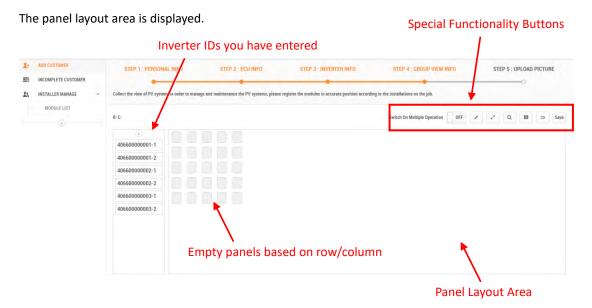
Press the "Add" view button.

View Name Field



Column Field

- > Select the ECU from the "ECU ID" pulldown.
- Enter a view name in the View Name field.
- Enter a number (1-50) in the Row field (rows are horizontal).
- Enter a number (1-50) in the Column field (columns are vertical).
- > Press the "Create" button.



There are two (2) methods for inverter ID layout in the EMA:

### **2.4.1** Drag UID

> Select the inverter ID in the inverter column on the left, and drag the inverter ID to the blank module in the panel layout area.

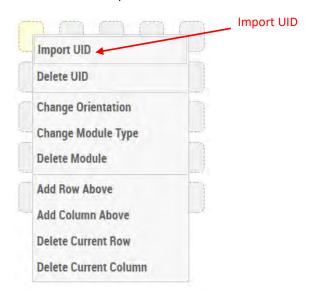
The panel layout page is displayed.



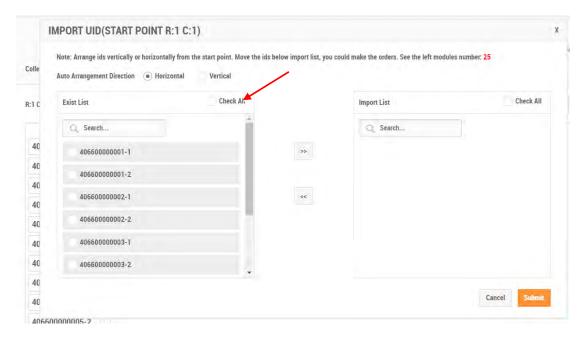
> Press the "Save" button.

### 2.4.2 Import UID

- Enter the layout page,
- Right-clicking on any individual panel exposes a list of possible shortcuts,
- Select the "Import UID".



> Select single or multiple UIDs from the "Exist List" according to the sequence, and import them into the list on the right. Can also select the select all button to import all UIDs into the list on the right.



Press the "Submit" button.



#### 2.4.3 More Function

Right-clicking on any individual panel exposes a list of possible shortcuts.



Import UID Import a specific inverter ID to the selected panel.

Delete UID Delete a specific inverter ID from the selected panel.

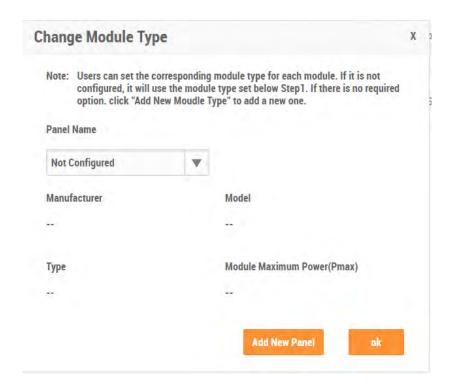
Change Orientation Change panel's orientation to vertical or horizontal.

Change Module Type Change the module type for the specified panel.



#### Note

The panel has no module information by default. You can select the name of the created module information to configure the module information, or you can configure new module information through "Add New Module type".



Delete Module

Delete both the inverter ID and panel position.

Add Row Above

Add a row above the current panel location.

Add Column Above

Add a column next to the current panel location.

Delete Current Row

Delete the row where the specified panel is located.

Delete Current Column

Delete the column where the specified panel is located.

### 2.4.4 Special Functionality Buttons



Multiple Panel Multiple modules can be selected for layout editing at the same time. Movement Toggle

Search for Inverter ID Allow you find a specific inverter (using its UID) on your array.

Zoom Out Button Modules become larger.

Zoom In Button Modules become smaller.

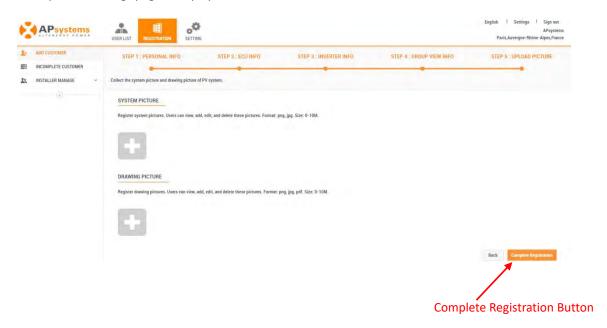
Create Empty Panels Add blank modules to the layout area.

The View list is displayed.



Press the "Next" button.

The Upload Drawings page is displayed.



### 2.5 Upload the System Picture and/or Draw Picture

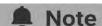
The System Picture is displayed on the customer's Dashboard and the installation drawings are displayed on the customer's Module Performance page.

Only the following System Picture and installation drawings formats are supported:

- jpeg jpg
- png
- pdf
- Click the "Add" button.
- Locate the file you want to upload (Scan button functions just like a Browse button).
- Press the "open" button.

The picture you want uploaded to the EMA will be displayed as thumbnails.

Press the "Complete Registration" button.



- Click on the thumbnails to enlarge the uploaded drawings. Click on the delete icon on the thumbnail to delete the uploaded drawing.
- The system photo is displayed on the home page of the user system, and the installation drawings are displayed on the module page of the user system (web side only).

## 3. Resume an Incomplete Registration

### 3.1 Resume an Incomplete Registration

Once you have selected either the "Next" or "Submit" buttons in any of the major registration steps (1-5), your customer information is saved in the system and you can step away from the process and resume by selecting "Incomplete Customer" under Registration.

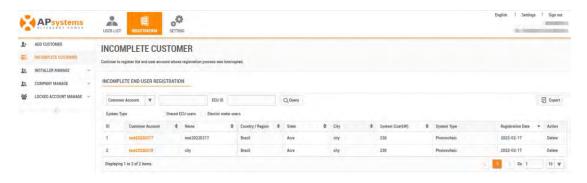


Log onto the EMA.

Your specific customer List page is displayed.

- > Select the "REGISTRATION" icon.
- > Select the "INCOMPLETE CUSTOMER" in the left side bar.

A list of your incomplete customer registrations is displayed.



- Select the customer account you want to complete.
- Continue where you left off following the steps in the previous section.

"Account Information Management" allows you to edit user registration information, including "Account Information", "Account Security" and "Change Device".

### 4.1 Edit Account Details

In "ACCOUNT DETAILS", installer can edit the end user's PERSONAL INFO, ECU INFO, INVERTER INFO, GROUP VIEW INFO, UPLOAD PICTURE.

#### 4.1.1 Edit Personal Info

Log onto the APsystems EMA website.

Your specific customer List page is displayed.

> Select the customer that wants to have their personal info changed.

The customer's Dashboard is displayed.



#### **User Registration**

Select "USER REGISTRATION" in the left side bar.

The USER REGISTRATION pulldown is displayed.

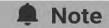


Select "ACCOUNT DETAILS" under "USER REGISTRATION".

The user's personal info page is displayed.

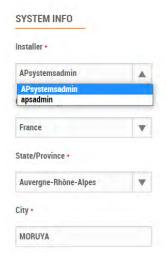


- > Enter the new information in the field.
- Press the "Save" button.



Distributors can associate a new installer account to an end-user account on this page.

- Click on the installer selection box to choose a new installer.
- Press the "Save" button.





#### 4.1.2 Edit ECU Info

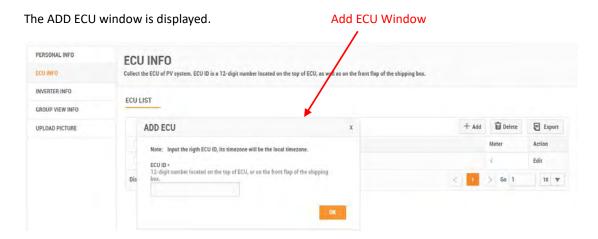
Used to Add, Edit, or Delete the ECU UID.

#### 4.1.2.1 Add an ECU

- Log onto the APsystems EMA website.
- > Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "ECU INFO" button.



> Press the "Add" button.

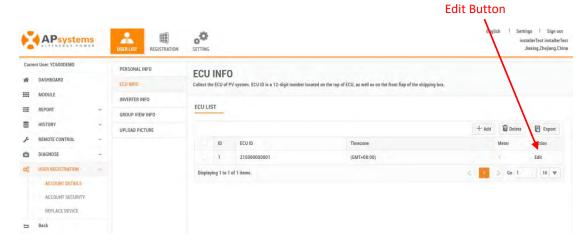


- > Enter the 12-digit ECU UID number(s) into the ECU ID field.
- > Select the time zone where the ECU is to be installed.
- Press the "OK" button.

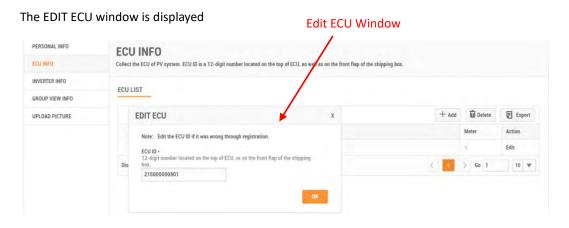
#### 4.1.2.2 Edit an ECU

- Log onto the EMA website.
- Select the customer account you want to edit.
- Select "USER REGISTRATION" in the left side bar.
- > Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- ➤ Select "ECU INFO" button.

The ECU information page is displayed.



Press the "Edit" button.



- > Enter the new ECU UID.
- Press the "OK" button.

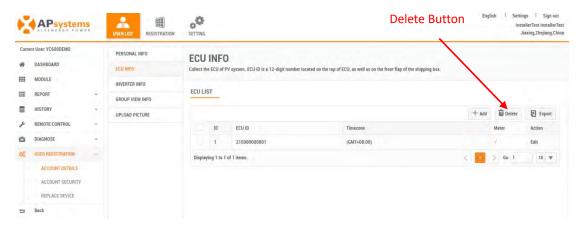


Edit the ECU ID is only for correct the error ID caused by registration. And the results will not be recorded in ECU HISTORY.

### 4.1.2.3 Deleting an ECU

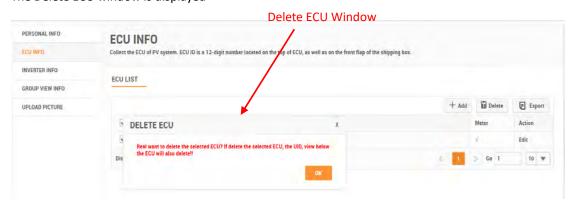
- Log onto the EMA website.
- Select the customer account you want to edit.
- > Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- ➤ Select "ECU INFO" button.

The ECU information page is displayed.



- Select the ECU UID you want to delete
- > Press the "Delete" button.

The Delete ECU window is displayed



Press the "OK" button.

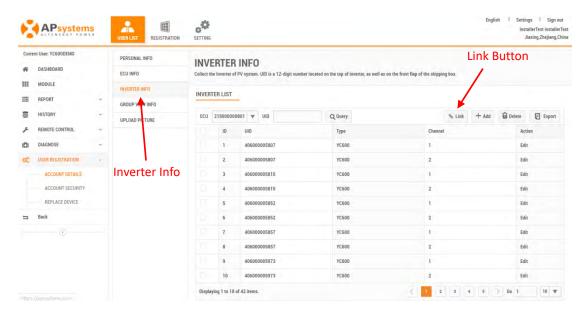
#### 4.1.3 Edit Inverter Info

Used to Add, Edit, Delete, Link inverters.

#### 4.1.3.1 Link the inverters and ECU

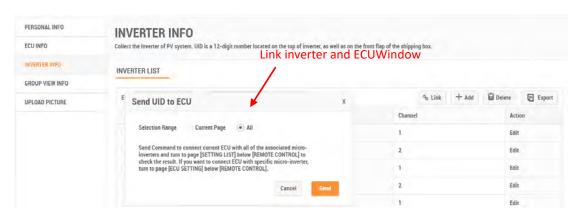
- Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "INVERTER INFO" button.

The inverter information page is displayed.



Press the "Link" button

The Link inverter and ECU Window is displayed.

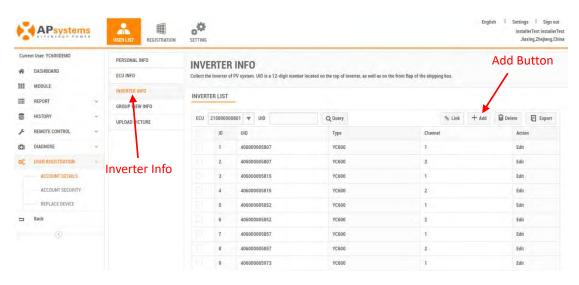


Press the "Send" button to remotely link the inverters to the ECU.

#### 4.1.3.2 Add an Inverter

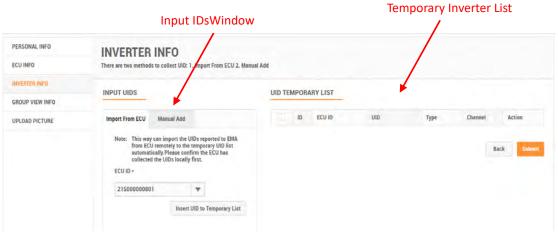
- Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "INVERTER INFO" button.

The inverter information page is displayed.



#### Press the "Add" button

The Input Inverter IDs page is displayed.



There are two (2) methods for adding inverters to the EMA:

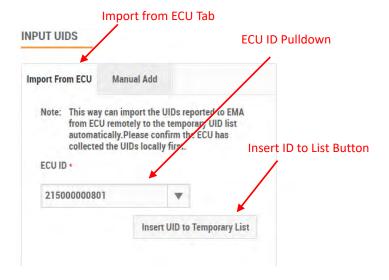
- 1) Import them from the ECU.
- 2) Manually enter them into the EMA.

#### 1) Import the IDs from the ECU



When importing the inverter IDs from the ECU, make sure that you have entered all of the additional inverter IDs into the ECU, and that the ECU is correctly connected to the Internet so that the APsystems server can retrieve the IDs.

- Select the "Import From ECU" tab.
- > Select the ECU from the "ECU ID" pulldown.
- > Press the "Insert ID to List" button.



The EMA begins to import all of the inverter IDs on the ECU and place them onto the Temporary Inverter List.

Verify that the temporary list of inverter IDs is complete and correct.



> Press the "Submit" button.

The "permanent" inverter list is displayed.



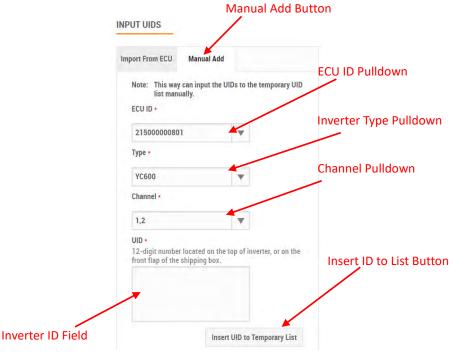


This list can be edited if necessary by selecting either "Edit" for each inverter and its associated channel.

#### 2) Manually Enter IDs into the EMA

Each inverter has a unique UID which is located on the front of the inverter, as well as on the back flap of the inverter's shipping box.

- Select the "Manual ADD" button.
- > Select the ECU from the "ECU ID" pulldown.
- > Select the Inverter type from the "Inverter Type" pulldown.
- Select the Channel(s) for the inverter type.



> Enter the 12-digit inverter ID numbers.



You can scan the inverter UIDs into a spreadsheet and then copy and paste the UIDs from the spreadsheet into the EMA, which makes the entry process easier to manage. The EMA does however have a limitation of 20 UIDs per paste.

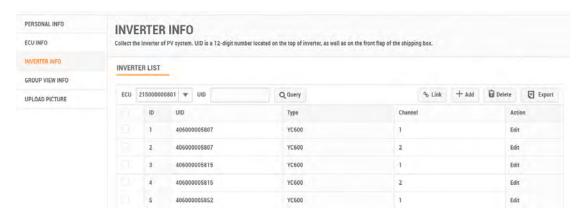
Press the "Insert ID to List" button.

The EMA places the inverter onto the Temporary Inverter List.



- Verify that the temporary list of inverter IDs is complete and correct.
- Press the "Submit" button.

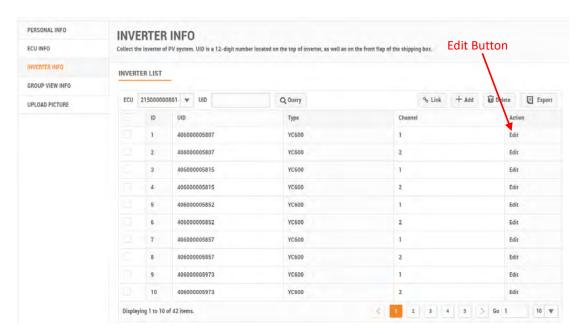
The "permanent" inverter list is displayed.



### 4.1.3.3 Editing an Inverter

- Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- > Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- > Select "INVERTER INFO" button.

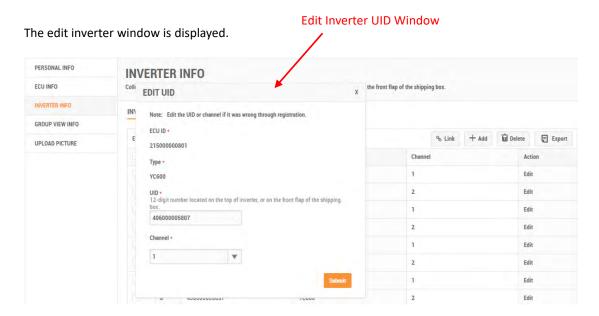
The inverter information page is displayed



## Note

This list can be edited if necessary by selecting either "Edit" for each inverter and its associated channel.

Select "Edit" for the inverter you want to edit.



- > Edit the inverter information.
- Press the "Submit" button.



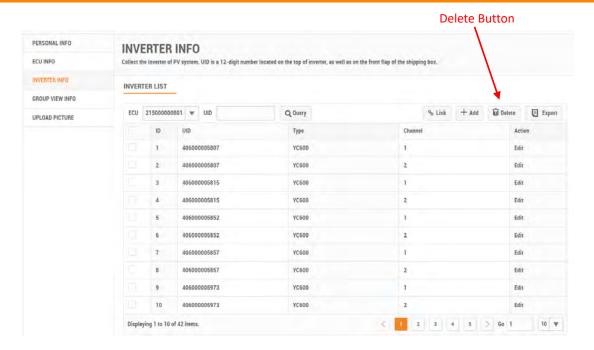
Edit the Inverter ID is only for correct the error ID caused by registration. And the results will not be recorded in ECU HISTORY.

### 4.1.3.4 Deleting an Inverter

- Log onto the APsystemsEMA website.
- Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "INVERTER INFO" button.

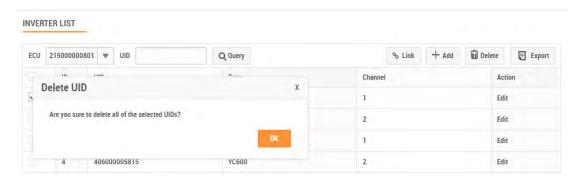
The inverter information page is displayed.

Continued...



- Select the inverter you want to delete.
- > Press the "Delete" button.

A confirmation message Window is displayed.



Press the "OK" button.

### 4.1.4 Edit Group View Info

Used to Collect the view of PV system.

Continued...

### **4.1.4.1** Adding a View

- Log onto the APsystemsEMA website.
- Select the customer that wants to have their personal info changed.
- > Select "USER REGISTRATION" in the left side bar.
- > Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- > Select "GROUP VIEW INFO" button.

The view information page is displayed.



PERSONAL INFO
CCIDIECT INFO
COLIDECT INFO
UPLOAD PICTURE

PERSONAL INFO
CREATE VIEW

Note: Please register the module in accurate position according to the installations on th job.

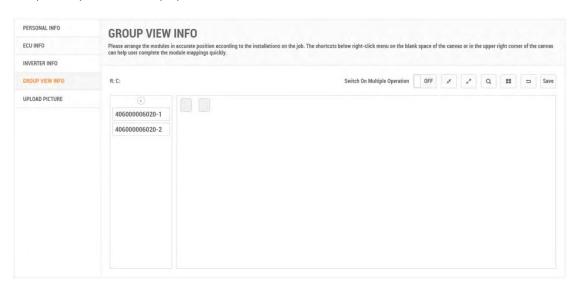
NOTE: Please register the module in accurate position according to the installation on the job.

ECU INFO
UPLOAD PICTURE

VIEW Mare
1-30 bit letters.digits.underscores.g.space, or.

- > Fill in the view information.
- Press the "Create" button.

The panel layout area is displayed.

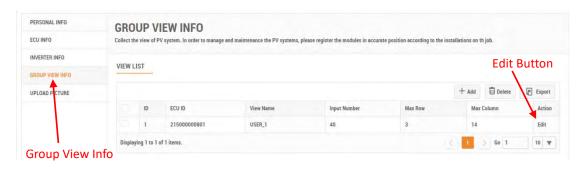


- Drag and drop the new inverters into position on the layout map
- > Press the "Save" button.

#### 4.1.4.2 Editing a View

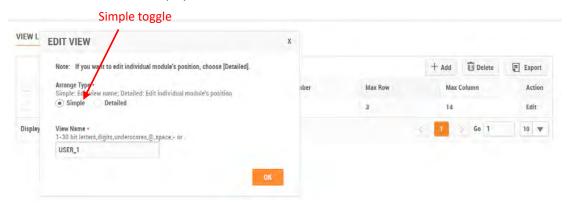
- Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- > Select "USER REGISTRATION" in the left side bar.
- > Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- > Select "GROUP VIEW INFO" button.

The view information page is displayed.



Press the "Edit" button.

The EDIT VIEW Window is displayed.



#### 1) Edit View Name

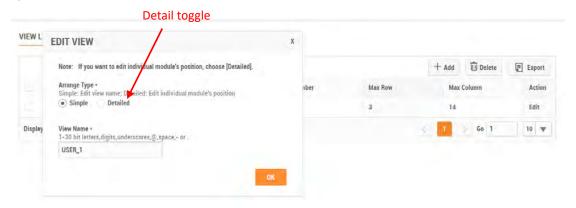
- Select "Simple" toggle.
- > Enter the new view name.
- Press the "OK" button.

The view information page is displayed.

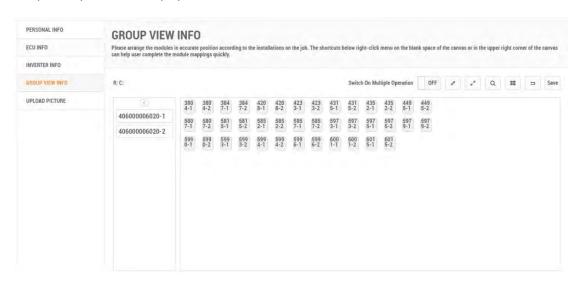


#### 2) Edit View Layout

- Select "Detailed" toggle.
- 3) Press the "OK" button.



The panel layout area is displayed.



- > Drag and drop the new inverters into position on the layout map.
- > Press the "Save" button.

### 4.1.4.3 Deleting a View

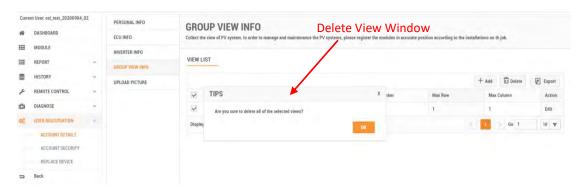
- Log onto the APsystemsEMA website.
- > Select the customer that wants to have their personal info changed.
- > Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "GROUP VIEW INFO" button.

The view information page is displayed.



- Select the View you want to delete.
- Press the "Delete" button.

The Delete View Window is displayed.



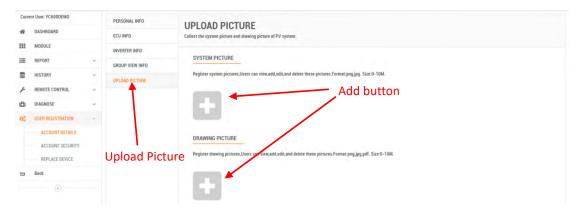
Press the "OK" button.

### 4.1.5 Upload Picture

#### **4.1.5.1** Add a Picture

- ➤ Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- > Select "USER REGISTRATION" in the left side bar.
- Select "ACCOUNT DETAILS" under "USER REGISTRATION".
- Select "UPLOAD PICTURE" button.

The picture information page is displayed.



- Click the "Add" button.
- > Locate the file you want to upload (Scan button functions just like a Browse button).
- Press the "Open" button.

#### 4.1.5.2 Delete a Picture

- Log onto the APsystems EMA website.
- Select the customer that wants to have their personal info changed.
- Select "USER REGISTRATION" in the left side bar.
- Select "UPLOAD PICTURE" button.

The picture information page is displayed.



- Click the "Delete" button.
- Locate the file you want to upload (Scan button functions just like a Browse button).
- > Press the "Open" button.

## 4.2 Edit Account Security

Used to reset the end user's password or username.

#### 4.2.1 Reset Password

Log onto the APsystems EMA website.

Your specific customer List page is displayed.

Select the customer that wants to have their password changed.

The customer's Dashboard is displayed.



Select "USER REGISTRATION" in the left side bar.

The USER REGISTRATION pulldown is displayed.



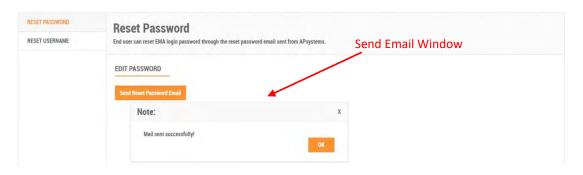
> Select "ACCOUNT SECURITY" under "USER REGISTRATION".

The reset password page is displayed.



Press the "Send Reset Password Email" button.

The send email window is displayed.



Press the "OK" button.

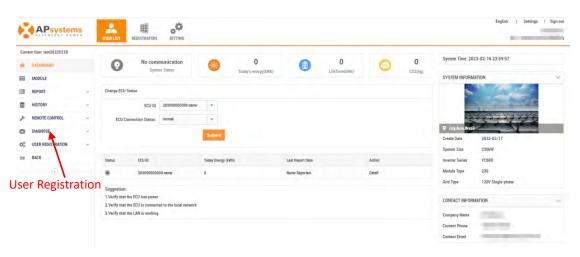
#### 4.2.2 Reset Username

> Log onto the APsystems EMA website.

Your specific customer List page is displayed.

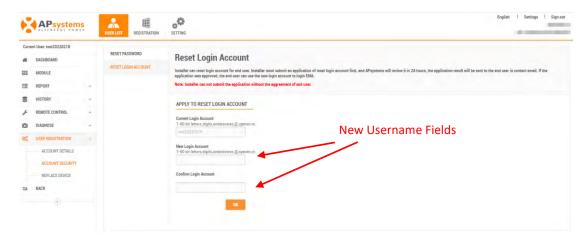
> Select the customer that wants to have their password changed.

The customer's Dashboard is displayed.



- Select "ACCOUNT SECURITY" under "USER REGISTRATION".
- Select "RESET USERNAME" button.

The reset username page is displayed.



- > Enter the new username customer want to reset.
- > Press "OK" button to submit an application to EMA.

## 4.3 Management Replace Device

Used to replace ECU and inverter and collect replacement records.

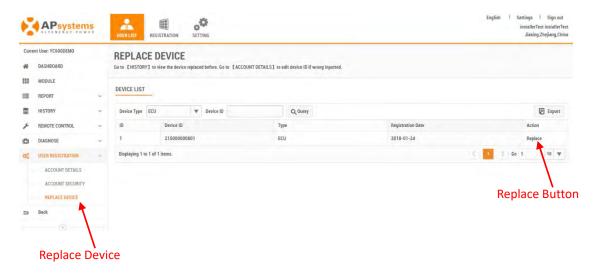
### 4.3.1 Replace an ECU

Log onto the APsystems EMA website.

Your specific customer List page is displayed.

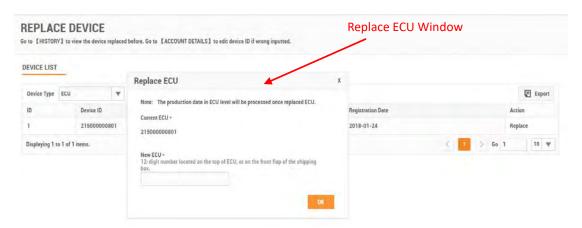
Select the customer that wants to have their password changed.

- Select "REPLACE DEVICE" under "USER REGISTRATION".
- Select "REPLACE" button.



Select "Replace" for the ECU you want to edit

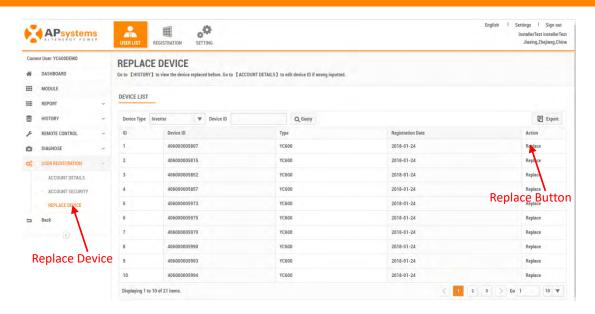
The Replace ECU Window is displayed.



- Enter the new ECU ID.
- Press the "OK" button.

### 4.3.2 Replace an Inverter

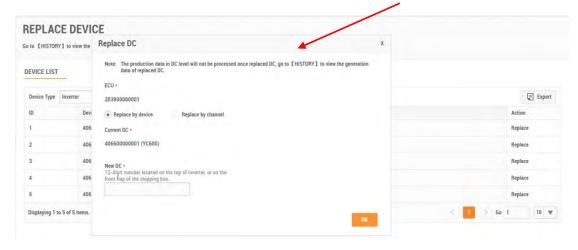
- > Log onto the APsystems EMA website.
- Select the customer that wants to have their password changed.
- Select "ACCOUNT SECURITY" under "USER REGISTRATION".
- > Select "REPLACE DEVICE" button.



- > Select the Inverter from the "Device Type" pulldown.
- > Press "Replace" button.

The Replace Inverter Window is displayed.





- > Enter the new inverter UID.
- Press the "OK" button.