

SAMSUNG SDI

SAMSUNG

# User's Manual



This manual is for 3.6kW All-in-One product (ELSR362-0001) of SAMSUNG SDI, and in case of other models, this service may not be supported or the contents of supported service may be different.  
You can download the manual for products from "Notice" in the monitoring web page.

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# Connecting to the website

- 1 Open the browser on an internet-connected device such as PC, notebook or smartphone.
- 2 Enter **https://myess.samsungsdi.com** in the address field of the browser.
- 3 When you connect to the website successfully, the screen shown in Figure 1 will appear.

## Caution

- Supported browsers: Browsers that support HTML5 including IE 10 or higher, Google Chrome, Firefox and Safari
- Supported smartphones: Android or iPhone models that support the resolution of 320x568 or higher
- This service is not available off-line. Ensure the device you use is connected to the internet.
- Supported browsers and smartphones may change with future software updates.

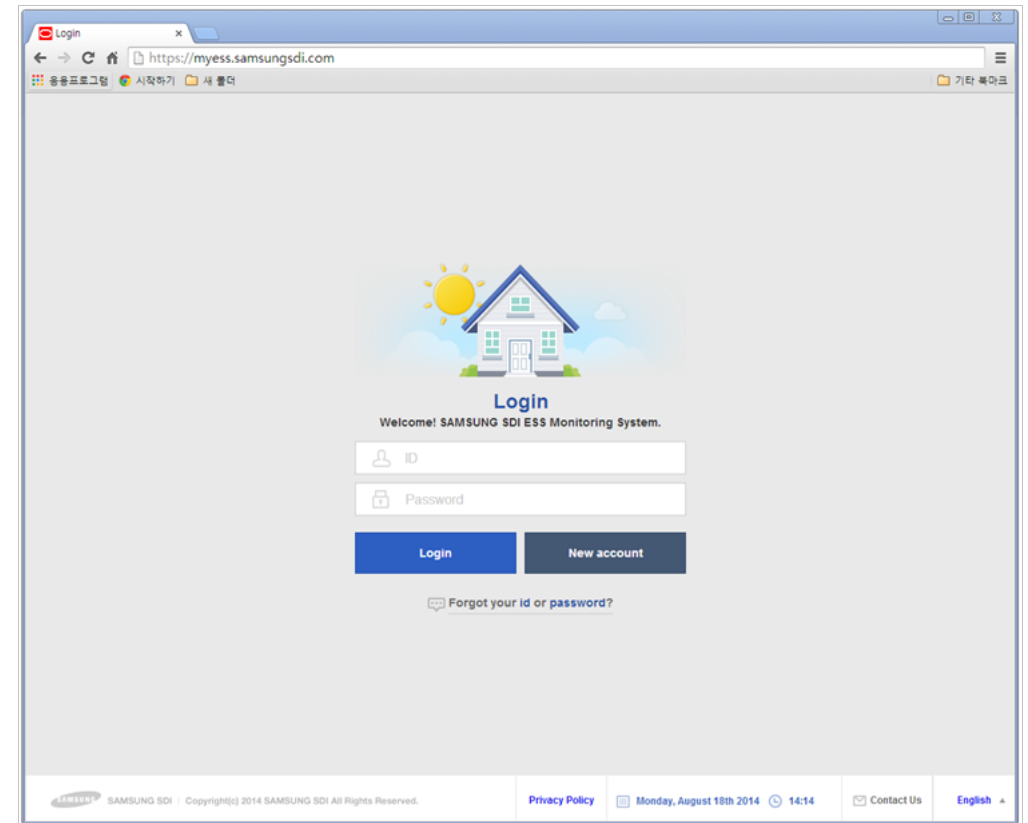


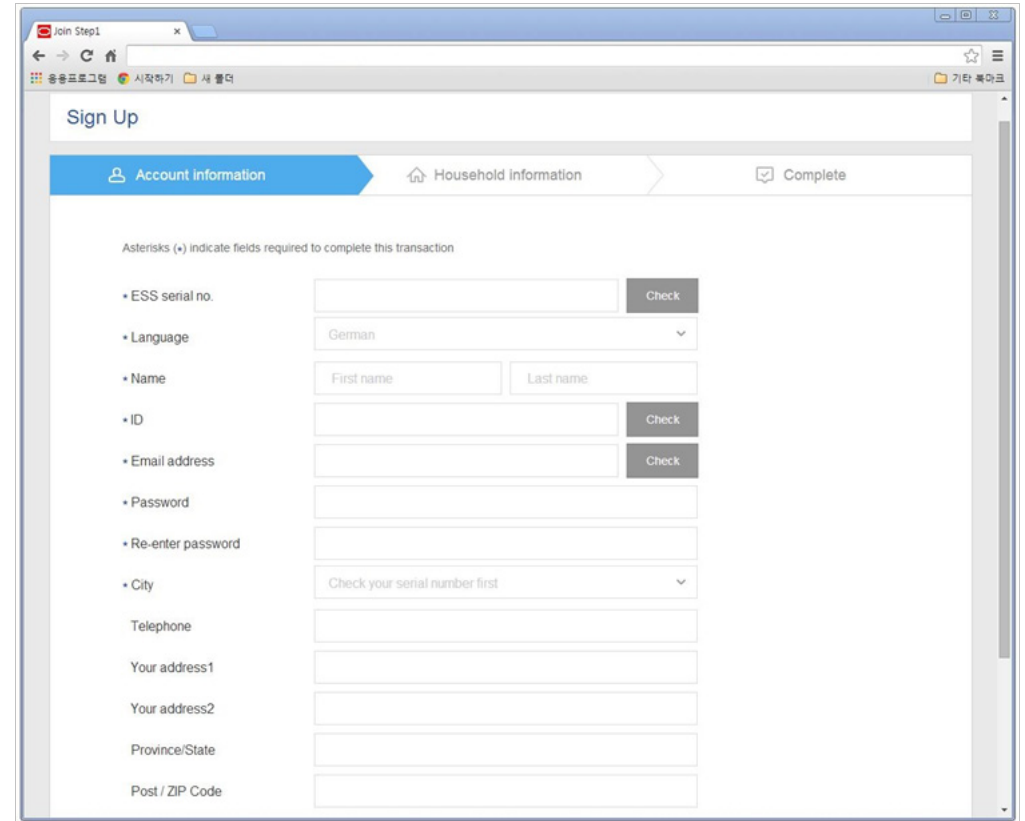
Figure 1 Connecting to the website

# Signing up for a membership

- 1 First time users of the service must sign up for membership.
- 2 Press the "New Account" button to register as a new member.
- 3 Enter the required information and additional information to sign up for membership.
- 4 Lastly, agree to the service subscription terms and conditions, and then press the "Submit" button.

## Caution

- Items marked with (\*) are required.
- Family information is optional. If you agree to provide this additional information, you can receive a variety of analysis information.
- If you do not wish to provide additional information later, you can cancel it from the setting page.



The screenshot shows a web browser window with a 'Sign Up' page. The page has a progress bar at the top with three steps: 'Account information' (active), 'Household information', and 'Complete'. Below the progress bar, a note states: 'Asterisks (\*) indicate fields required to complete this transaction'. The form fields are as follows:

- ESS serial no. (text input) with a 'Check' button.
- Language (dropdown menu showing 'German').
- Name (two text inputs: 'First name' and 'Last name').
- ID (text input) with a 'Check' button.
- Email address (text input) with a 'Check' button.
- Password (text input).
- Re-enter password (text input).
- City (dropdown menu showing 'Check your serial number first').
- Telephone (text input).
- Your address1 (text input).
- Your address2 (text input).
- Province/State (text input).
- Post / ZIP Code (text input).

Figure 2 Entering the information to sign up for a membership

# Checking the ESS operation status

- 1 Enter the ID and password you entered while signing up for the membership on the Login page.
- 2 When you enter the correct ID and password, the monitoring page will be displayed.
- 3 The information regarding power transmission/reception, in-home electric power load, ESS operation and PV generation will be renewed every 5 minutes in the order from the left.
- 4 Weather information will be renewed every hour.

## Caution

- If you fail to log in 5 times, the relevant account cannot be used for 10 minutes for security reasons. The account will be activated again after 10 minutes, so caution should be taken when entering ID and password.
- Main data measured in real time may be different from the values measured by the power company to which you are subscribed or other service companies.
- The fare information is general fare information, and may not match with the fare system of your power company 100%, so it may be different from the actual fare imposed. This data is only for reference to help customers to use ESS efficiently.

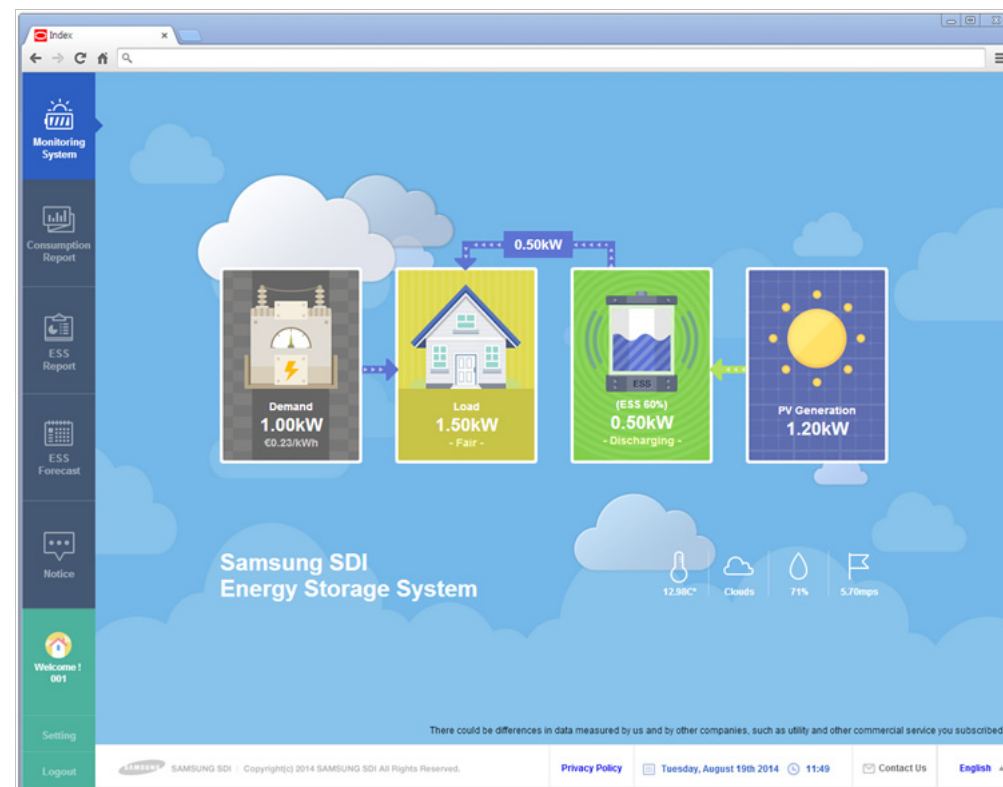


Figure 3 Checking the ESS operation status

# Checking statistical data

- 1 "Consumption Report", "ESS Report" and "ESS Forecast" menus on the left sidebar provide various statistical data.
- 2 Details of power consumption from the power company and user rankings are provided in "Consumption Report".
- 3 You can review your monthly solar energy generation amount, power sales amount, in-home electric power load and the energy saving amount through ESS and PV from "ESS Report".
- 4 You can review daily solar energy generation amount and projected generation amount of the day from the "ESS Forecast".
- 5 When you press the "More" button on any menu, a detailed chart is displayed. You can check hourly/daily/monthly statistical data by changing the date and time of the chart.

## Caution

- "The information regarding ranking of "Consumption Report/Verbrauchs Bericht" is provided only to customers who have provided additional information.
- You can change whether or not to provide additional information from the setting menu.

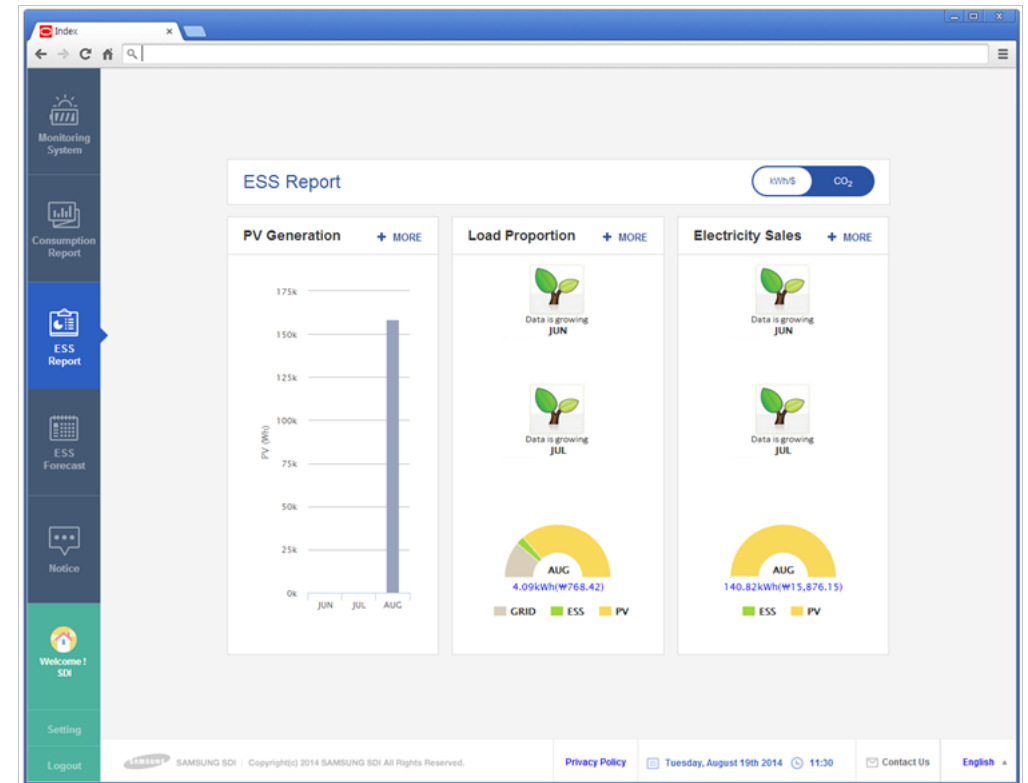


Figure 4 Checking statistical data



# Checking detailed statistical data

- 1 When you press the "More" button from either the "Consumption Report" or the "ESS Report" menu, you can check the hourly/daily/monthly statistical data.
- 2 When you press a detailed statistics button from the top of the chart, the statistics for the relevant item will be displayed.
- 3 For example, if you select the "Load" button and the "ESS Discharge" button together, you can view the trend of changes in ESS Discharge according to load changes in the customer premise.
- 4 Select a period from the top-right side of the calendar for comparing data. If you select the same date, hourly statistics are displayed. Daily statistics and monthly statistics may also be viewed by choosing different dates or months.

## Caution

- You may select up to two items.
- This statistical data may be different from the statistical details of your power company or other service companies, and there may be differences in the collected data according to the installation environments or model of the product.

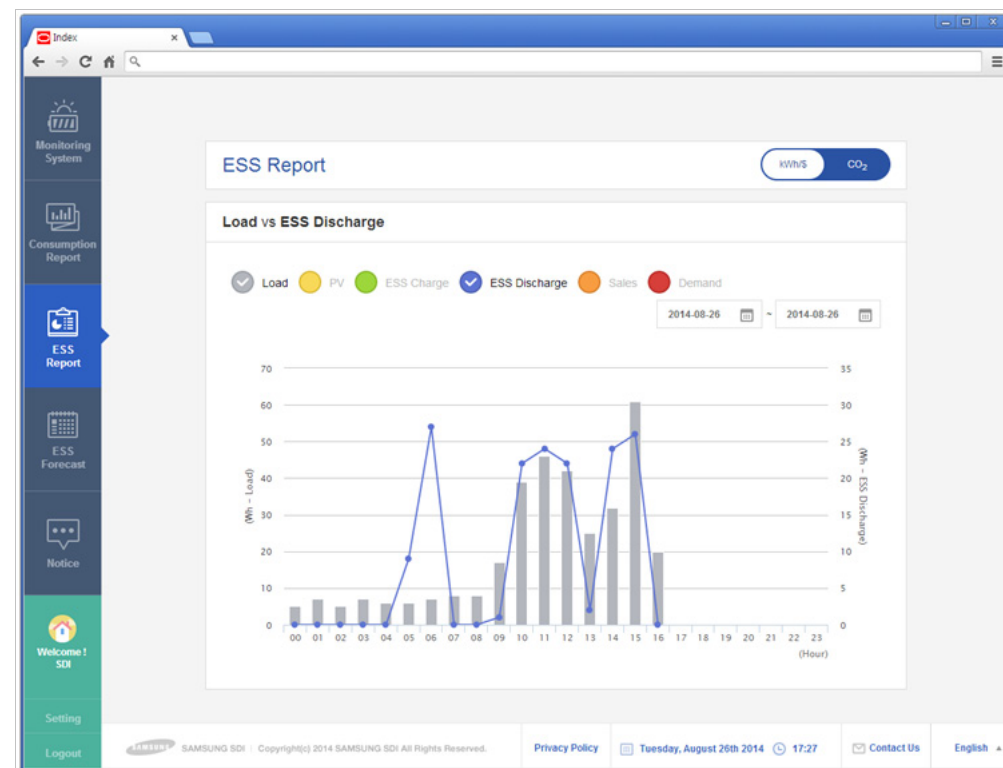


Figure 5 Checking detailed statistical data

# Retrieving ID / Password

- 1 If you have forgotten your ID and password, you can retrieve your ID and password on the Login page.
- 2 If you have forgotten your ID, click ID from "Forgot your id or password?" on the Login page.
- 3 In order to find your ID, enter the serial number of the purchased product and E-mail address chosen at the time of registering, and then press the Find ID button.
- 4 If you correctly enter information, the ID information will be delivered to your registered E-mail address.
- 5 Click Password from "Forgot your id or password?" on the Login page.
- 6 Enter ID and E-mail address chosen at the time of registering and press the Request button.
- 7 If you correctly enter information, the initialized password will be delivered to your registered E-mail address.

## Caution

- Information regarding ID and password is delivered to E-mail address registered at the time of signing up for the membership. Be sure to enter the correct information when signing up for the membership.

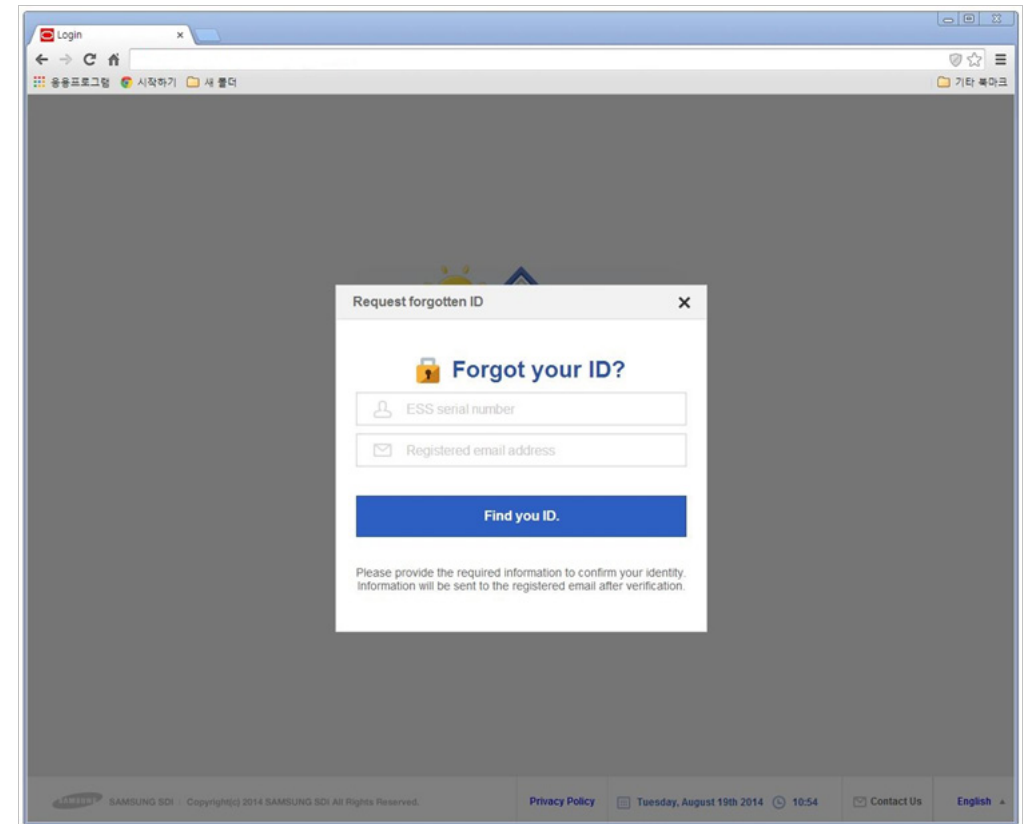


Figure 6 Retrieving ID / Password

## Canceling your membership

- 1 If you want to cancel your membership, log in to the website and press the "Withdrawal" button at the bottom left side of setting menu.
- 2 When the customer ID and password are confirmed, the withdrawal process will be completed.



### Caution

- The customer information deleted at the time of withdrawing your membership cannot be restored. You should sign up for a membership again through the registration process.
- However, ESS device information for A/S is maintained continuously. It is reference data to help customers to use ESS more efficiently.

## Service-related inquiry

- 1 Press the "Contact Us" button at the bottom of the Login page.
- 2 Enter contact information and the matters for inquiry.
- 3 When you press the "Submit" button, the matters for inquiry will be delivered to the charging personnel.
- 4 If you choose to make an inquiry directly by E-mail, send E-mail to **[esseuservice@samsung.com](mailto:esseuservice@samsung.com)**

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