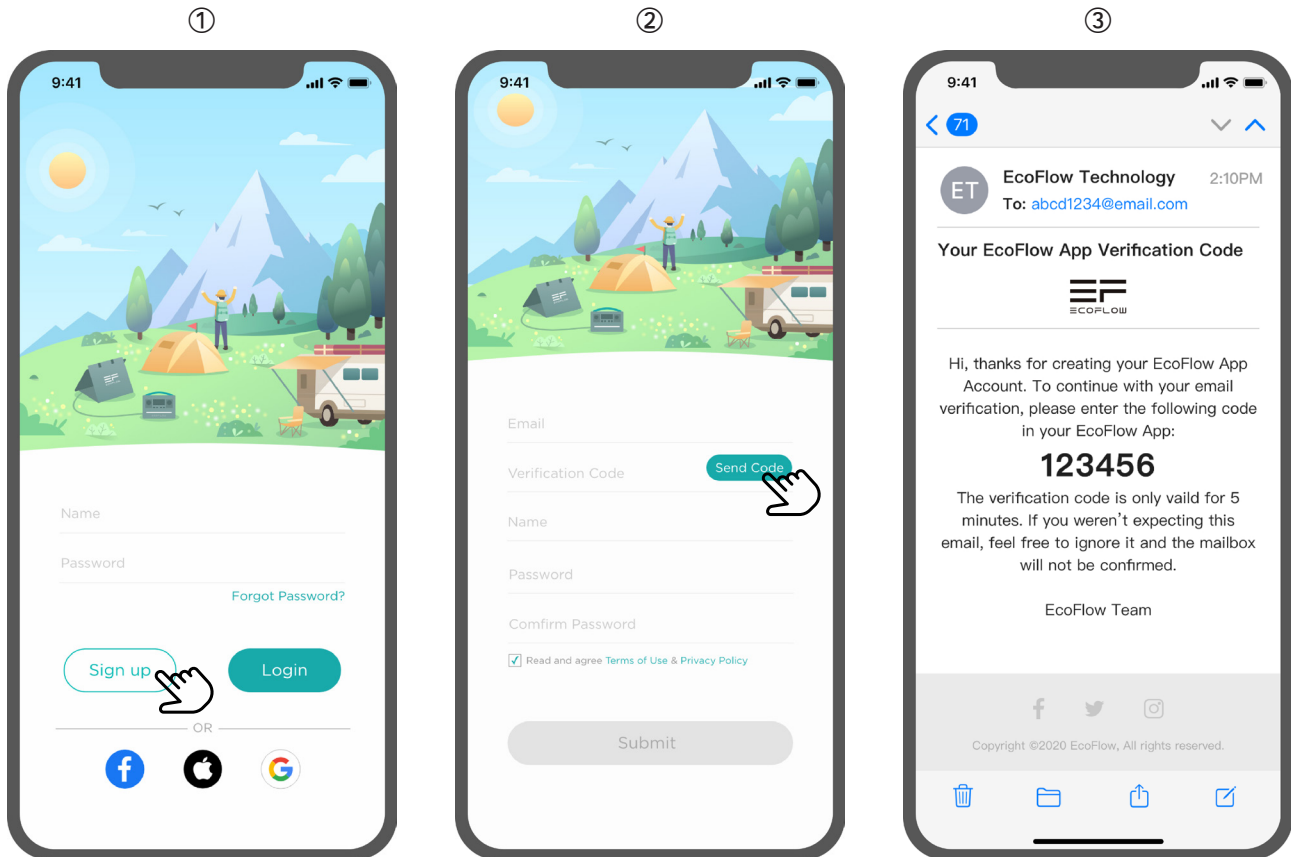


# EcoFlow App User Guide

 **ECOFLOW**

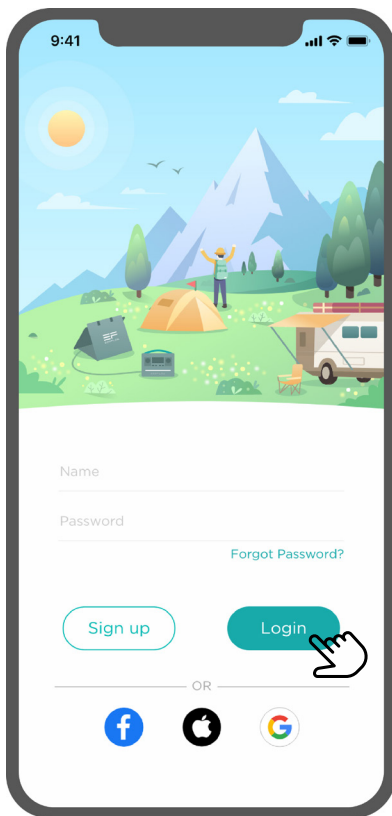
2020.12.08

# Login & Registration



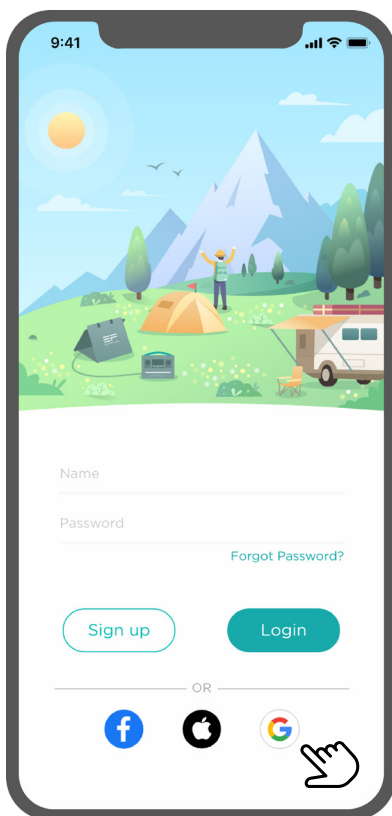
## 1. Register Account:

- Open the EcoFlow app, skip the introduction page, and find the login interface.
- Click the register button to enter the registration page.
- Input all the information required and click the **“Send Code”** button. You will receive an email with a verification code.
- Input the verification code on the app registration page, read the terms and conditions agreement, and select the checkbox to confirm you agree with the terms.
- Click the submit button to complete registration.



## 2. Log In to Your Account

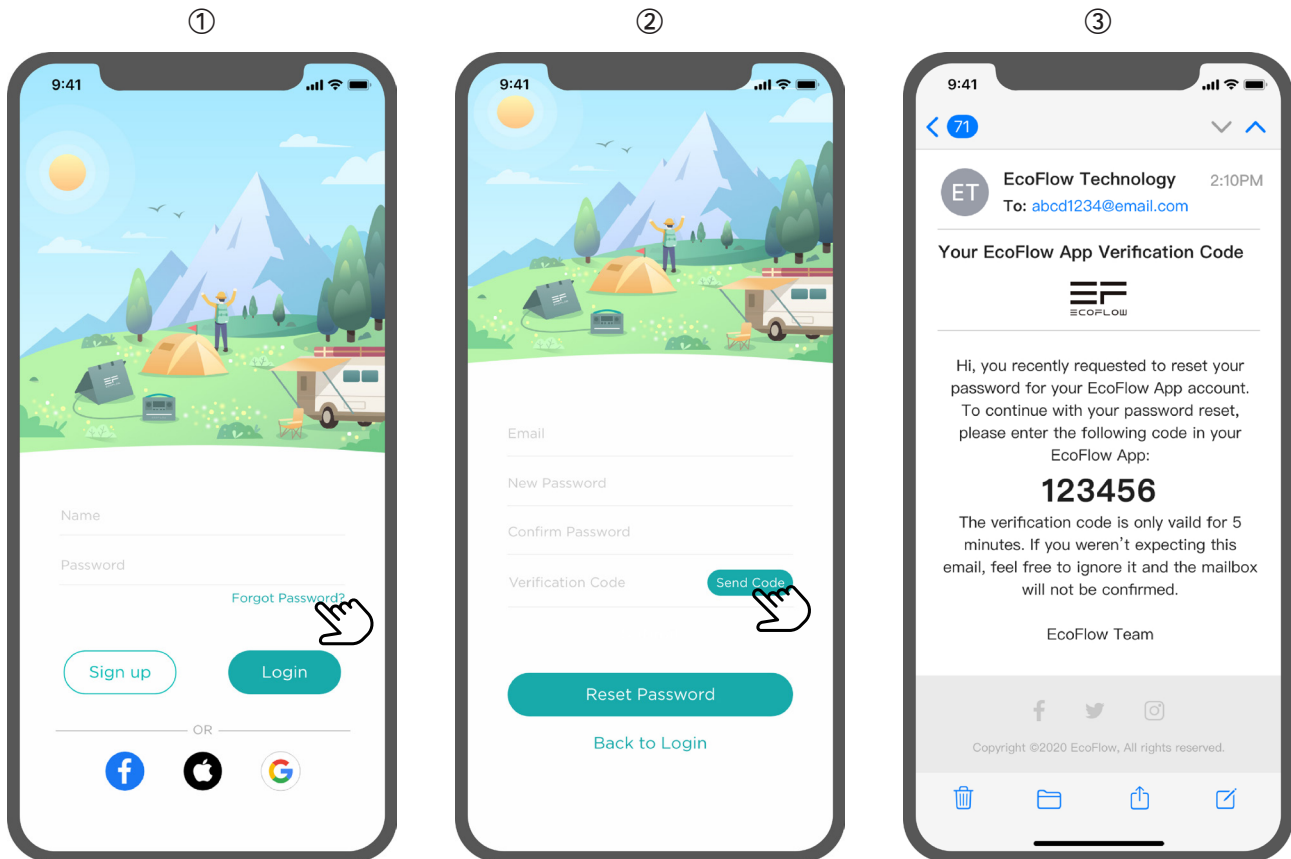
- Open the EcoFlow app and enter the login interface.
- Input your account and password details, and then click the login button. You will now be able to enter the main app interface.



## 3. Third-Party Login

The Android version of the EcoFlow app supports users to log in through Facebook and Google accounts. The IOS version of the EcoFlow app supports users to log in through Facebook, Google, and Apple ID.

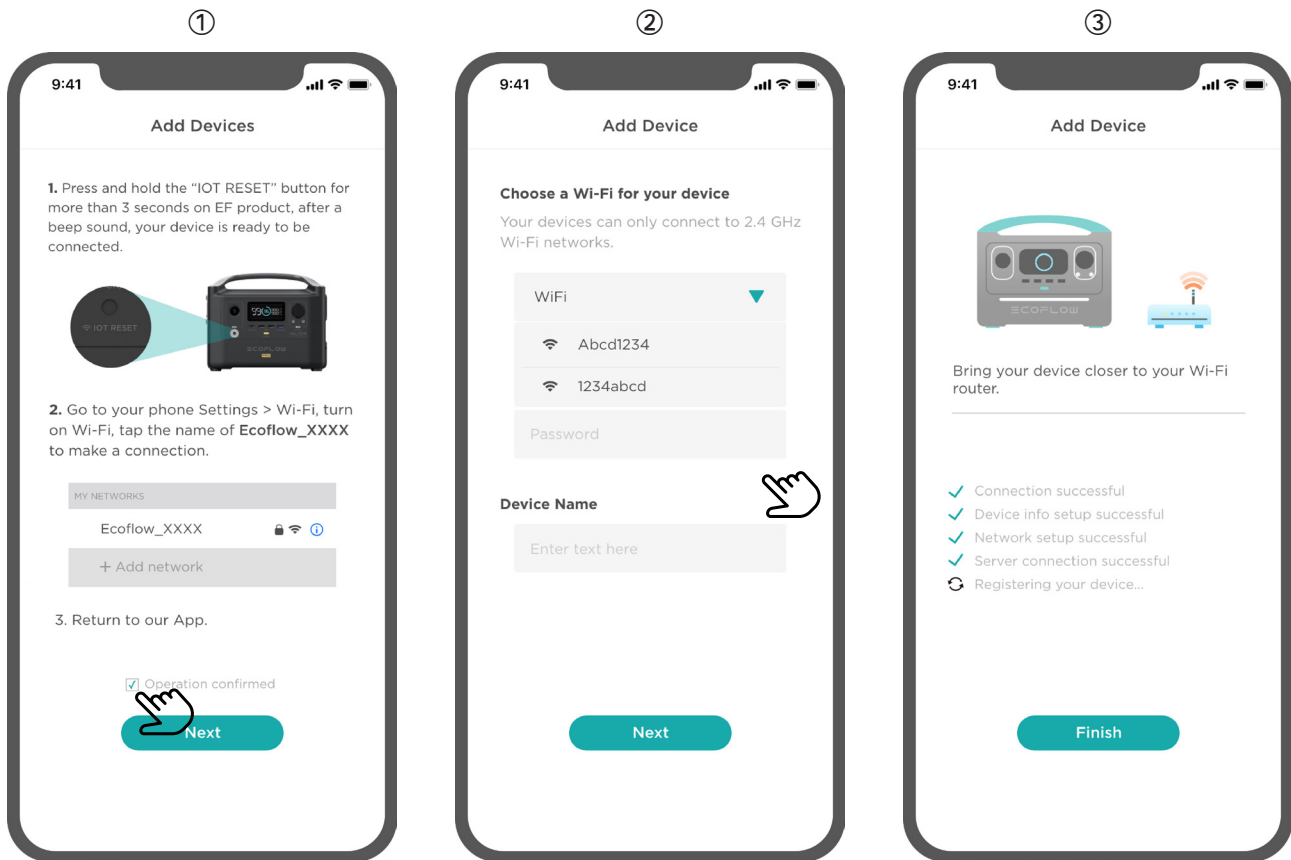
- Click the third-party platform icon at the bottom of the EcoFlow app login interface to log in using a third-party platform.



## 4. Password Reset

- Click the “**Forgot Password**” button on the app login interface, which will take you to the password reset page.
- Input all the information requested, and click the “**Reset Password**” bottom. The password will be reset.

# Device Management

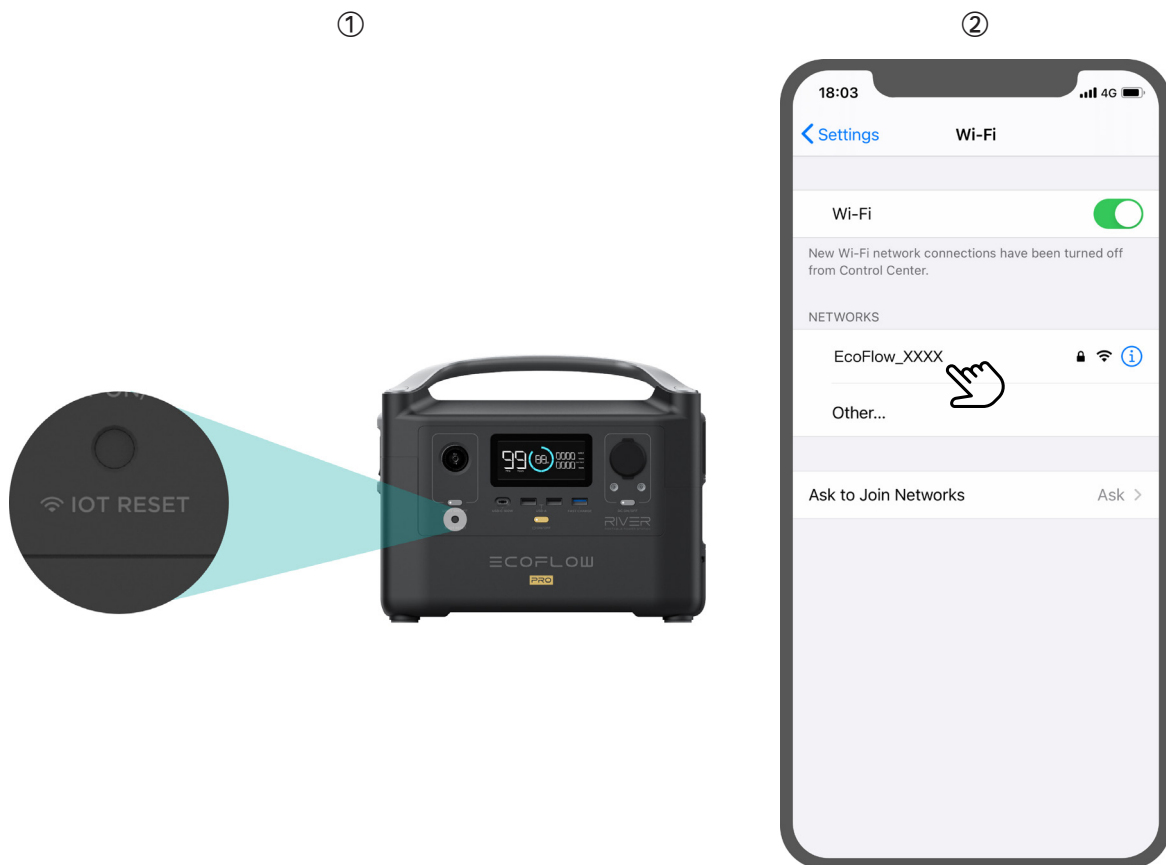


## 1. Methods to Connect Devices

**Indoor Mode:** Connect to a home router (supports remote control).

- Click the “+” button, which is located at the top right side of the Device interface. Open the “add devices” pages. Complete the device reset operation and connect to a hotspot named **EcoFlow\_XXXX**. Click the checkbox to confirm the operation, and then click the “**Next**” button.
- Select the WiFi you want to connect to (the Wi-Fi needs to be able to connect to the Internet, and the device will connect to the EcoFlow server through this WiFi to provide all the remote access control functions).
- Enter the Wi-Fi password and device name (this name appears in the device list). Click the “**Next**” button again, and wait for the device to connect to the server. After the connection has been made successfully, you can view the device or set device parameters on the app.

\*Note: Using an incorrect WiFi password interrupts the connection between the device and the router. During this situation, the WiFi icon on the device screen will not be displayed. If the server connection fails, you need to reconfigure the network according to the steps above.

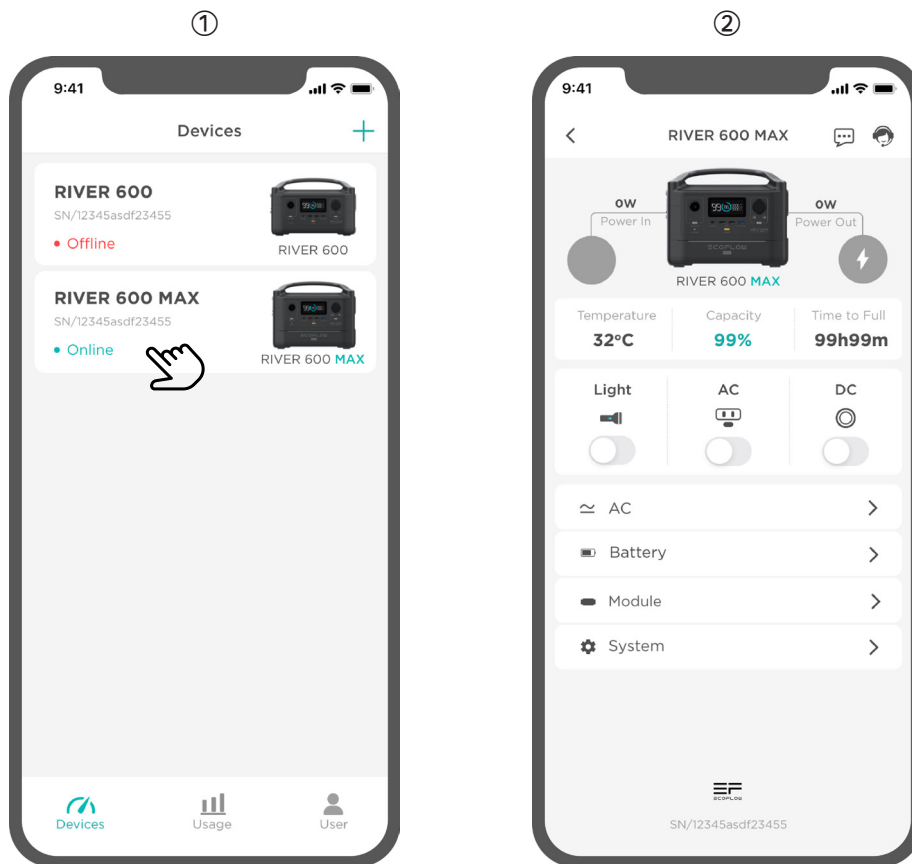


**Outdoor Mode:** Connecting to a nearby RIVER 600 hotspot. (Make sure the mobile phone is within the hotspot range).

In the hotspot connection mode, a phone will directly connect to a device's hotspot, which eliminates the need to control the device through the server. This method is suitable for outdoor use in environments where there is no WiFi network.

- Press and hold the reset button on the EcoFlow device, let go after the WiFi icon starts to flash.
- Open the WiFi settings in your phone, and connect to the hotspot named **EcoFlow\_XXXX**. Open the EcoFlow application; the device interface will display the connected device.

\*Note: In this Outdoor Mode, a phone is directly connected to the device via WiFi, which means the phone may not be able to access an external network. In this case, **the firmware upgrade function will not be available**. To ensure a stable connection, please keep your phone as close to the device as possible. Restart the EcoFlow device to switch back to the remote access mode. When the device starts, it will automatically use the last network configuration parameters to connect to the server.



## 2. Device List

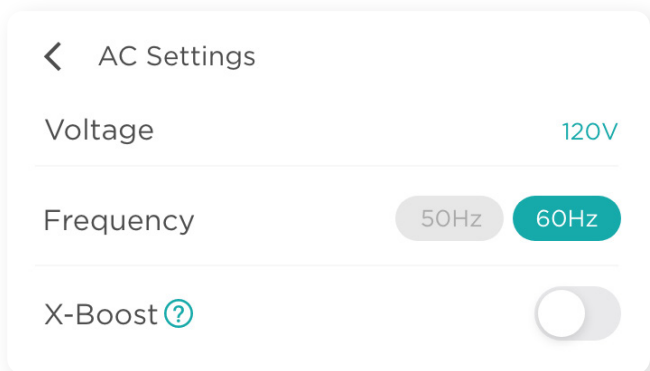
You can check all the devices currently bound to your account. This information includes names, models, SN, and the online status of the device.

## 3. Device Data Display

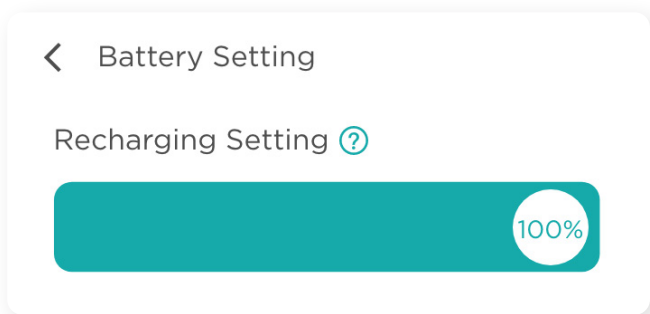
- Click on the device to enter the device information interface.

User can view their device status, input and output power, temperature, battery power, and other parameters. Users can also control the lighting switch, AC output port switch, and the DC output switch. The information icon and customer service icon in the upper right corner of the display interface provide a way to view device information and access help and feedback.

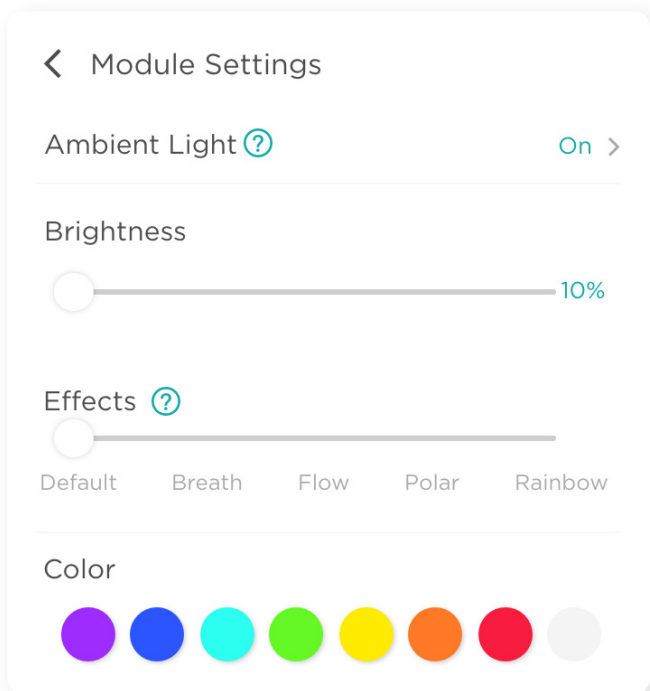
- Click the **"AC"**, **"Battery"**, **"Module"**, and **"System"** settings at the bottom of the screen to enter each setting interface.



The AC power setting allows you to set AC output parameters, such as the AC output frequency (50Hz/60Hz).

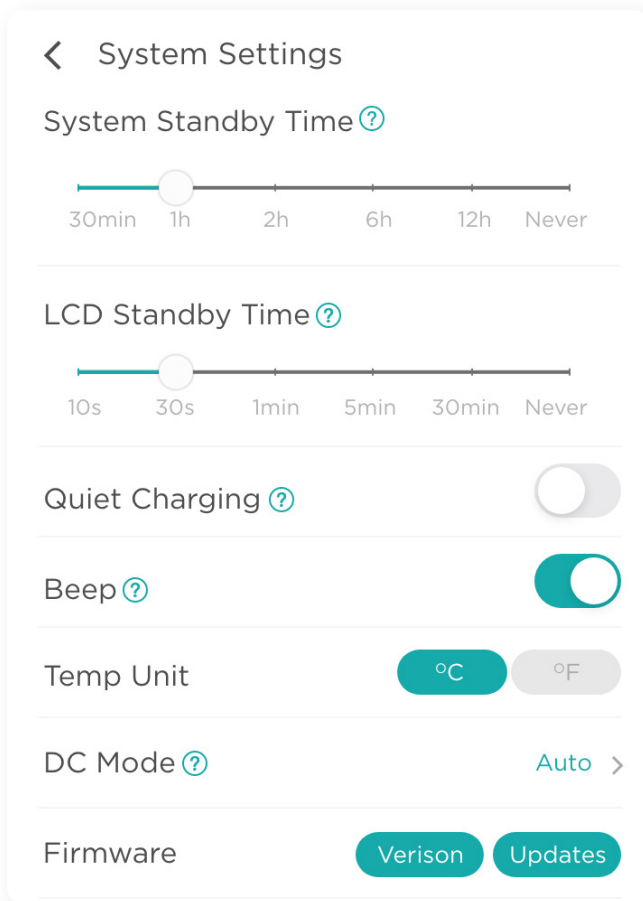


The battery setting lets adjust battery parameters, such as the upper limit of battery charging, which can be adjusted from 30-100%. (Set at 100% by default).



The module setting lets you adjust the parameters of different modules, such as the RIVER 600 MAX. You can adjust the switch, brightness, animation effect, and the color of the light.



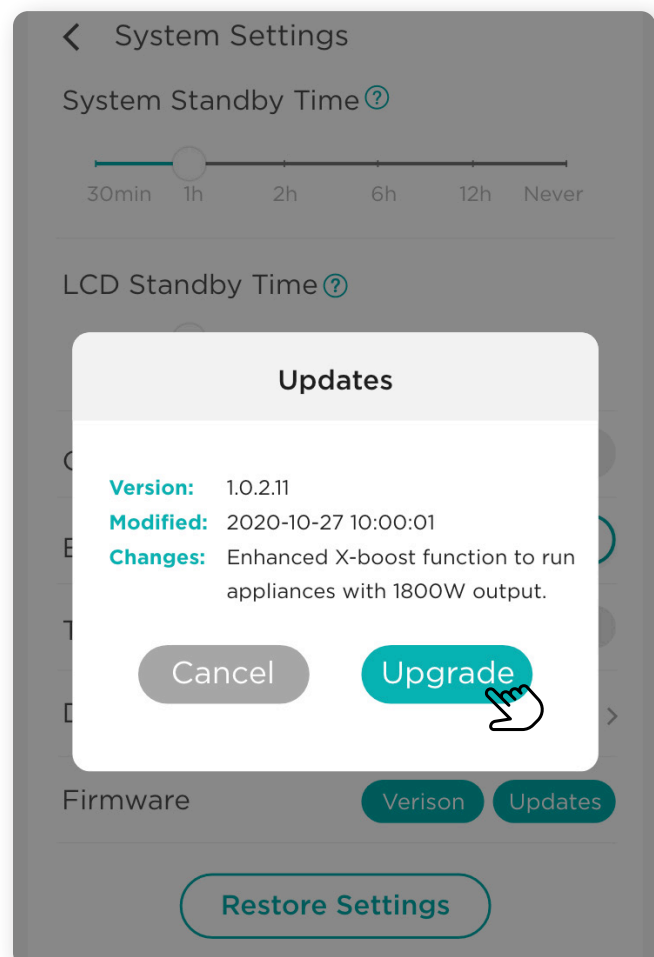


The system settings allow you to set the system standby time, screen standby time, silent charging, sound, temperature unit, DC input mode, view the device firmware version, firmware updates, restore factory settings, and more.

How to upgrade the device firmware function online?

- Click “**System Settings**” followed by “**Updates**”.
- After the firmware detection window pops up, click the “**Upgrade**” button to start the upgrade; an upgrade notice will be displayed after the upgrade is complete.

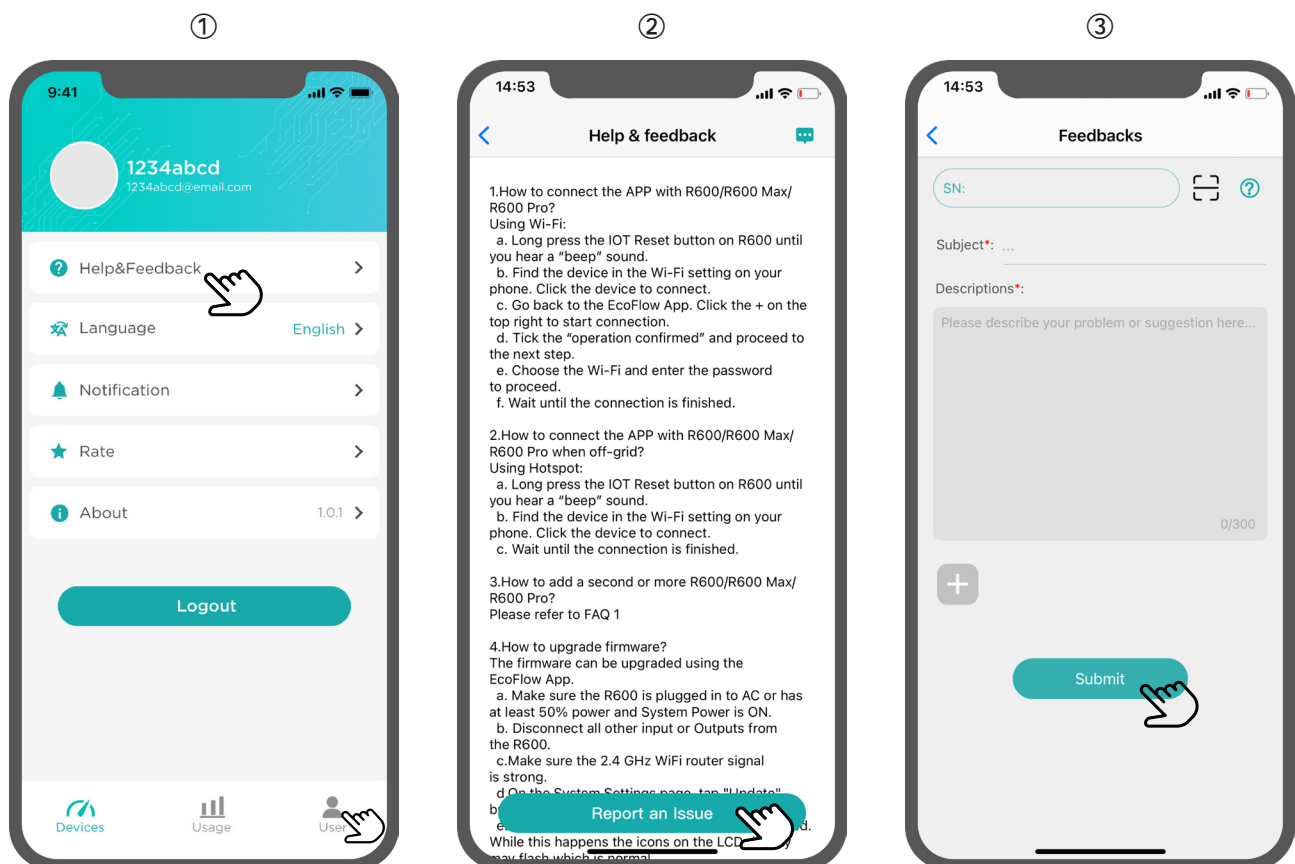
\*Note: Exiting the upgrade interface or app during the firmware update will not affect the process. If the upgrade fails, please repeat the process and try again.



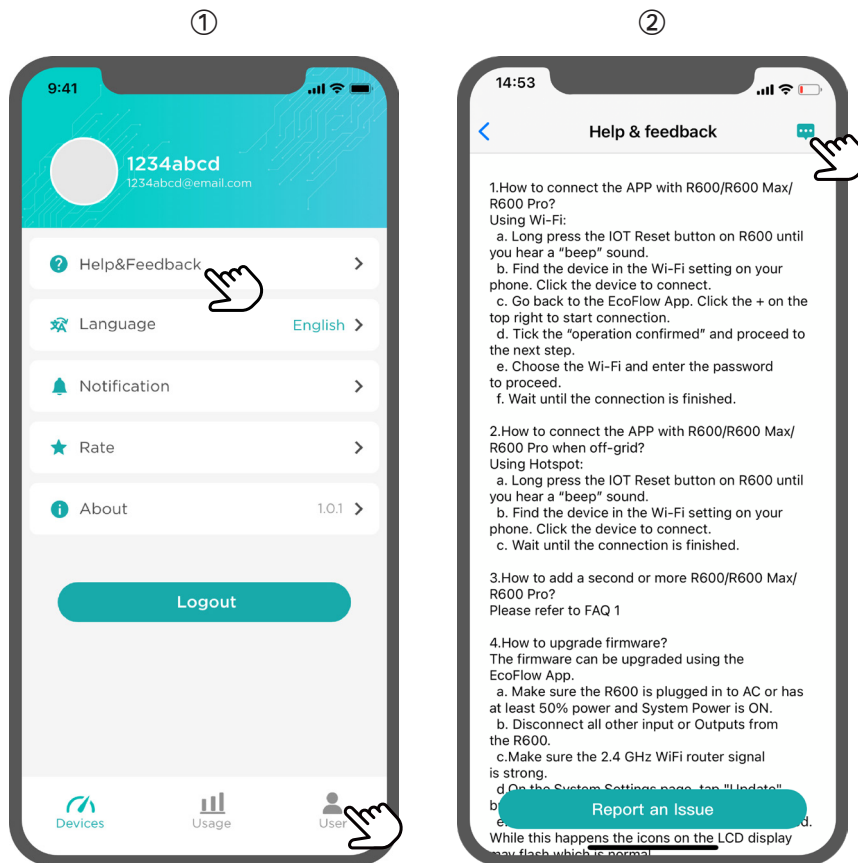
# Users and Settings

## 1. Help & Feedback

If you encounter any problems during device operation, or if you have any feedback, this section of the app connects you to our customer services. Our customer service staff will process your request as soon as they receive your feedback request.



- To submit feedback, click "**User**" followed by "**Help & Feedback**".
- Click the "**Report an Issue**" to enter your feedback.
- Click "**Submit**" to submit the form successfully.



To view the feedback form you have submitted,

- Click on "**User**" followed by "**Help & Feedback**".
- Click the feedback icon in the upper right corner of the interface to open the feedback form list.

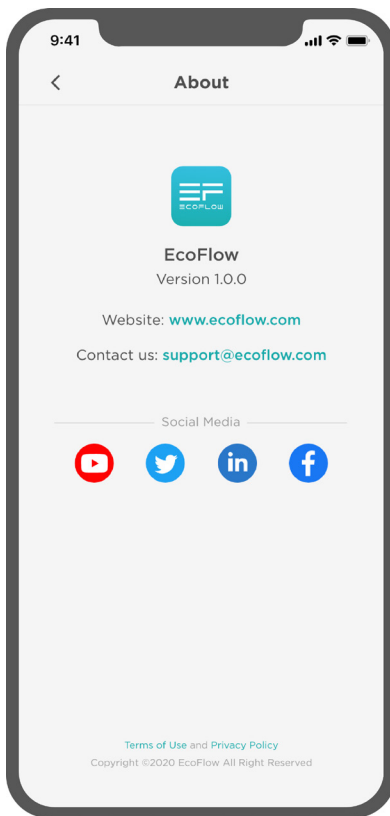
## 2. Change Languages

The EcoFlow app is currently available in English, simplified Chinese, and Japanese. To change the language of the app,

- Click "**User**" followed by "**Language**".
- Select your desired language from the options and click "OK" to change the language successfully.

## 3. Review the App

Click on the rating icon to jump to the app store and give a rating of the EcoFlow app.



## 4. Official Media Information

- Click the “**About**” menu tab to view information of the app version you are using.
- Click on the official media icons below in order to stay up to date with the latest EcoFlow news and offers.