

## Fortress Installer App

- Introduction to the Installer App
- Key Features and Benefits
- Installation Procedures
- Managing Power Circuits
- Load Center Statistics
- Training Materials

### Glossary:

BLE: Bluetooth low energy.

**Creating an Account** – To get started with the Installer App, the first step is to create an account. Here’s how you can do it:

1. Open the App
2. Click on the “Sing Up Now”
3. Fill in your First Name, Last Name, Email Address, Mobile Number, and Password
4. You’ll receive a confirmation email
5. Congratulations, your account is now created!



## CREATE AN ACCOUNT

First Name 

Last Name 

Email Address 

Mobile Number 

Password 


Confirm Password 

I agree to the [Terms & Conditions](#)

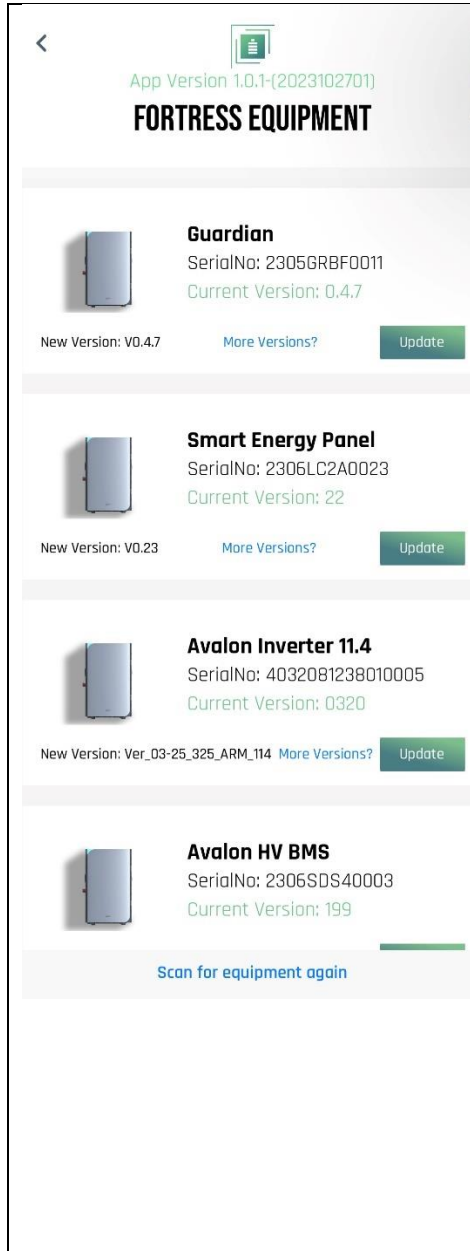
[Create An Account](#)

Already have an account? [Sign In](#)

**Side Menu** – The side menu in the Installer App offers easy access to various functions and features.

 <p>×</p> <p>My Dashboard</p> <p>Firmware</p> <p>Inverter Tools</p> <p>Support</p> <p>About Us</p> <p>Terms &amp; Conditions</p> <p>Privacy Policy</p> <p>Notifications</p> <p>Language - English(USA)</p> <p>Logout</p>	<ol style="list-style-type: none"><li>1. Open the Installer App</li><li>2. Look for the side menu icon represented by three horizontal lines, in the upper left corner.</li><li>3. Inside the side menu, you'll find several options:<ul style="list-style-type: none"><li>- <b>My Dashboard:</b> Takes you to the home screen.</li><li>- <b>Firmware:</b> Allows you to update products locally.</li><li>- <b>Inverter Tool:</b> Useful for debugging inverters.</li><li>- <b>About Us:</b> Learn more about our company.</li><li>- <b>Terms &amp; Conditions:</b> Review our usage policies.</li><li>- <b>Privacy Policy:</b> Understand our data protection measures.</li><li>- <b>Notifications:</b> Stay informed about important updates.</li><li>- <b>Language:</b> Choose between English and Spanish.</li><li>- <b>Logout:</b> Log out of your account when needed.</li></ul></li><li>4. Simply tap on the desired option to access that feature.</li><li>5. To close the side menu, tap the My Dashboard.</li></ol>
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**Updating Firmware** – Installers using the Installer App could update our products locally. This feature allows you to perform firmware updates on devices and systems. Firmware updates are essential for enhancing performance, security, and ensuring that you have the latest features and improvements.

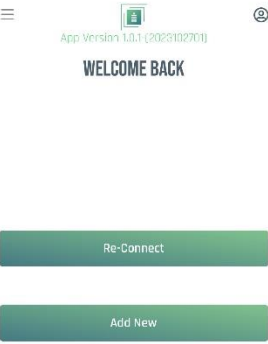


1. Search for BLE: Begin by searching for BLE devices within the app.
2. Select Fortress Equipment ID number: Identify the specific Fortress equipment by its unique ID number.
3. Choose the Product to Update: From the available option, select the product that you wish to update.
4. Select the Desired Firmware Version: Choose the firmware version to which you want to update the product. Ensure you select the latest, most compatible version.
5. Initiate the update process, and the selected product will automatically update to the chosen firmware version.

**Inverter Tools** – This takes you to the Inverter details page. Inverter Tools on Installer App:

- 1) There are two roles available in this Inverter Tools, one is INSTALLER and the other one as USER.
- 2) When Select USER, we have limit options on inverter configurations and it will require you to set password for this Inverter.
- 3) For the INSTALLER role which has full access to all configurations, we hold an account as following:  
Role: Installer, password: fortre

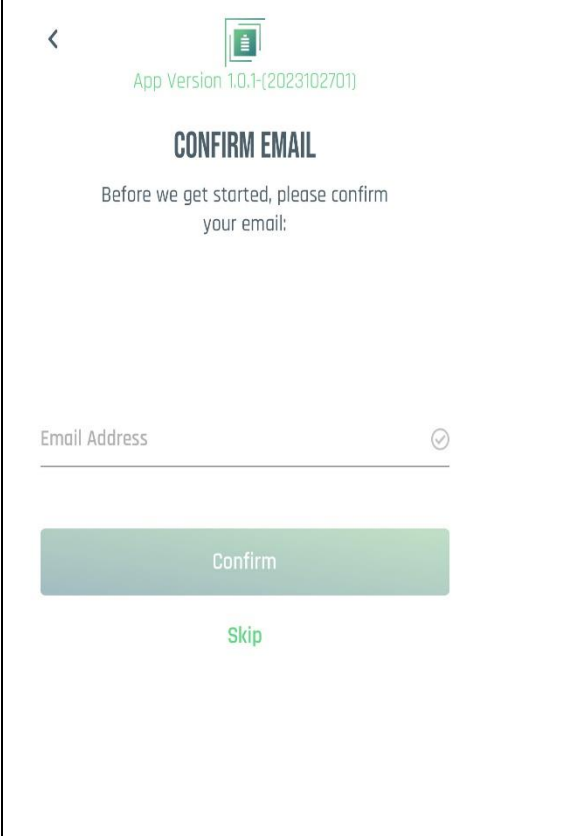
**Home Screen Options** – The Home Screen in Installer App offers two primary options, catering to different scenarios:

	<p><b>Reconnect</b> – This option is handy if Avalon products were previously set up with the app. It allows you to reestablish connections with existing devices.</p> <p><b>Add New</b> – If you are setting up Avalon products for the first time, or if you need to add new devices to the system, choose the “Add New” option to initiate the setup process.</p>
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**Confirm Location** – you will be prompted to confirm the installation location. This step is optional, but not providing an address means that some functions (and many planned new features) will not work properly.



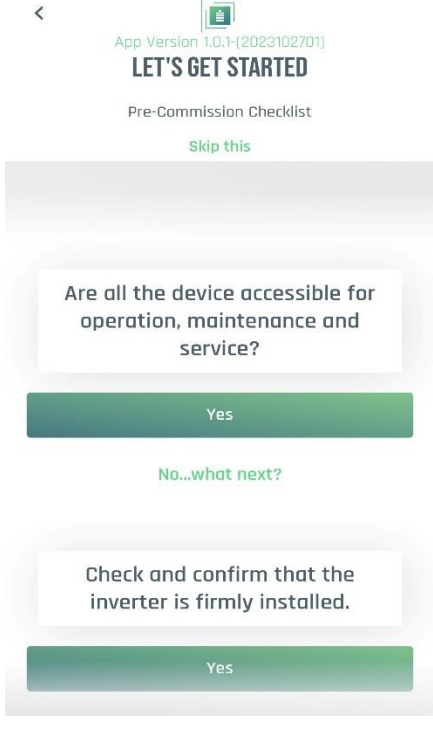
**Confirm Email Address** – Confirming the email address is a step in the installation process, particularly when connecting homeowners to their products.

	<p>Connecting Homeowners: <b>Enter the system owner's email address here.</b> By adding the homeowner's email address, you establish a direct link between them and the installed products. This connection is essential for homeowners to access and control the products using their app.</p> <p>Skip: During this step, you have the option to 'Skip.' This allows you to proceed with the installation process at that moment. Installers can choose this option if they plan to add the email address later.</p>
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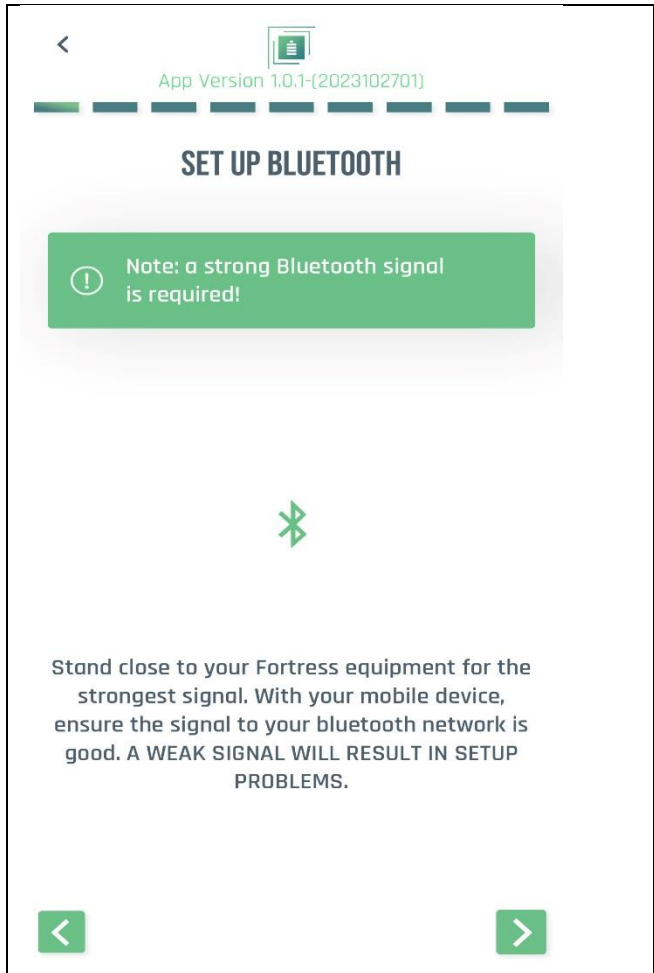
**Pre-Commissioning Checklist** – Before beginning the setup process, it’s essential to ensure that all prerequisites have been met. We’ve prepared a pre-commissioning checklist to help you verify that everything is in order.

Option to Skip – If you are confident that all the tasks have been completed and are in order, you have the option to ‘Skip’ to proceed directly to the commissioning process.

By offering the ‘Skip’ option, we acknowledge your expertise and provide a streamlined experience for efficient installations.

	<p>The checklist includes the following steps:</p> <ol style="list-style-type: none"><li>1. <b>Device Accessibility:</b> Ensure that all devices are accessible for operation, maintenance, and service.</li><li>2. <b>Inverter Installation:</b> Confirm that the inverter is securely and firmly installed.</li><li>3. <b>Clear of Obstructions:</b> Check that nothing is left on top of the inverter or battery module.</li><li>4. <b>Correct Connections:</b> Verify that the inverter and accessories are correctly connected.</li><li>5. <b>Safe Cable Routing:</b> Ensure that cables are routed in a safe place and protected against mechanical damage.</li><li>6. <b>Proper Signage:</b> Confirm that warning signs and labels are suitable affixed and durable.</li><li>7. <b>App Update:</b> Check that the Fortress App is updated to the latest version for optimal performance.</li></ol>
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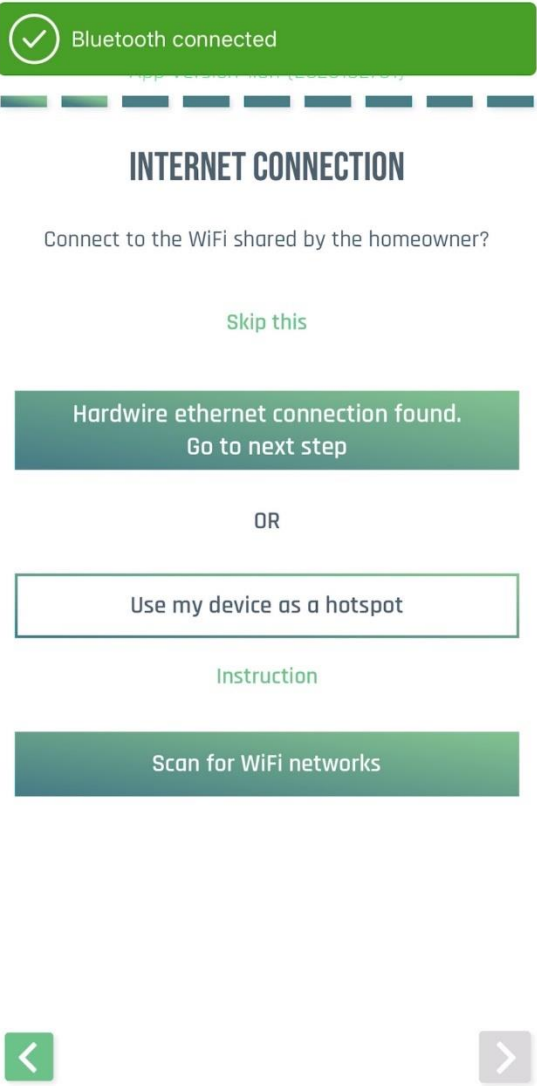
**Setting Up Bluetooth** – Bluetooth connectivity is a key component of the installation process. To ensure a successful connection, follow these steps:

	<p>Activate Bluetooth: Make sure that Bluetooth is enabled on your device.</p> <p>Proximity: Stand close to the Smart Energy Panel to establish a strong and reliable Bluetooth connection.</p>
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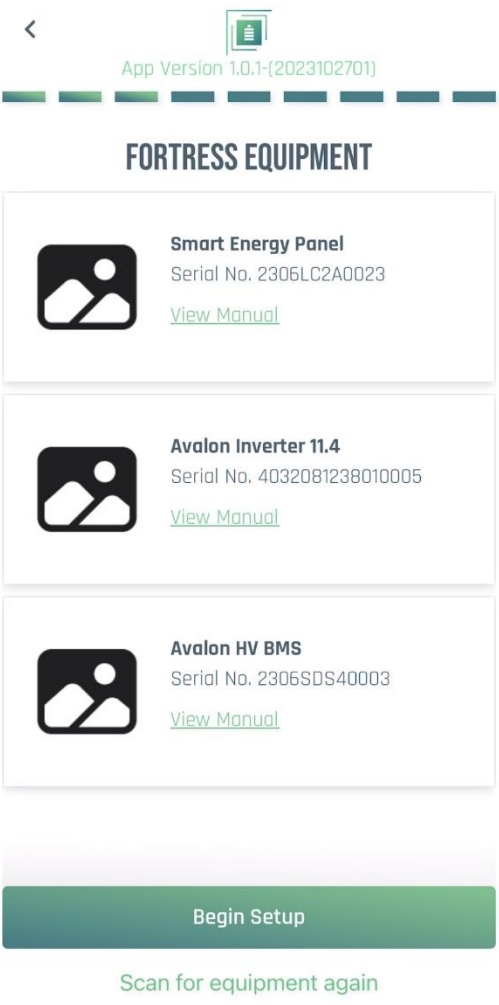


[There is a known technical issue with the Bluetooth radio on certain beta testing units, where the Bluetooth signal is not as powerful as it should be. You may need to put your phone very close to the Bluetooth radio \(located near the upper left corner of the Smart Energy Panel\). As always, exercise caution and awareness around any electrical conductors.](#)

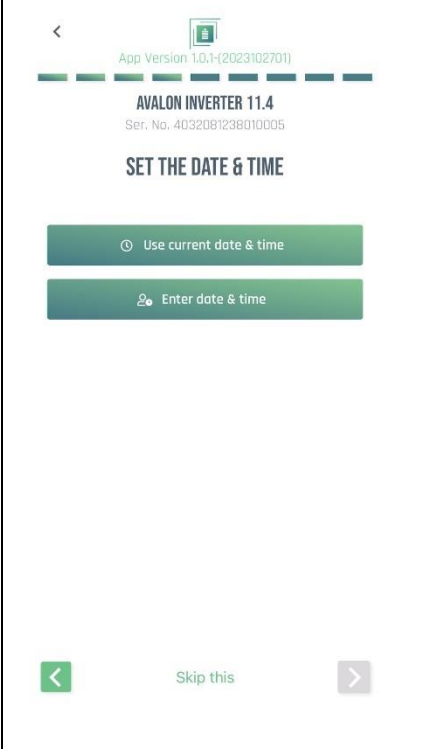
**Connecting to the Internet** – Connecting to the Internet for remote monitoring and troubleshooting. It also automatically sends the warranty registration at the end of this commissioning process.

	<ol style="list-style-type: none"><li>1. <b>Hard-Wired Connection:</b> If the Smart Energy Panel is hard-wired to the internet, you will have the option to proceed to the next step.</li><li>2. <b>Using Your Device as a Hotspot:</b> If you prefer to use your device as a hotspot, follow these instructions:<ul style="list-style-type: none"><li>- Open your device's settings.</li><li>- Access the 'Personal Hotspot' or Tethering option</li><li>- Enable the hotspot feature.</li><li>- Scan for available Wi-Fi networks.</li><li>- Select your hotspot from the list.</li><li>- Enter the hotspot password if required.</li><li>- Once connected, proceed to the next level</li></ul></li><li>3. <b>Wi-Fi Connection:</b> Alternatively, if you're connecting via a Wi-Fi network, follow these steps:<ul style="list-style-type: none"><li>- Select 'Wi-fi'</li><li>- Choose the Wi-Fi network you want to connect to from the list.</li><li>- Enter the Wi-Fi password if the network is secured.</li></ul></li></ol>
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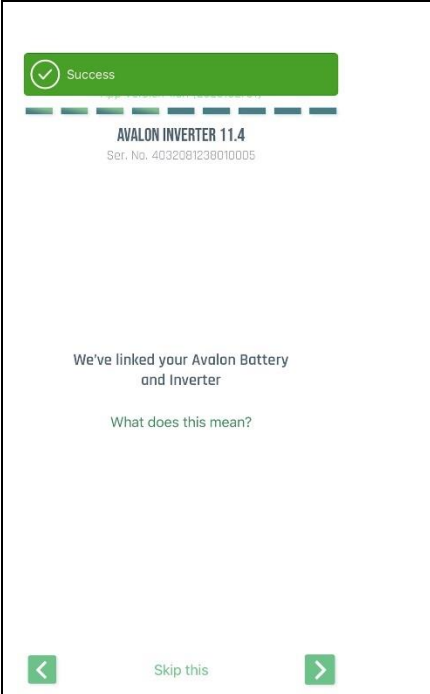
**Product List** – Once all products are successfully wired and connected, you'll be able to see the following components

 <p>App Version 1.0.1-(2023102701)</p> <h3>FORTRESS EQUIPMENT</h3> <ul style="list-style-type: none"><li><b>Smart Energy Panel</b> Serial No. 2306LC2A0023 <a href="#">View Manual</a></li><li><b>Avalon Inverter 11.4</b> Serial No. 4032081238010005 <a href="#">View Manual</a></li><li><b>Avalon HV BMS</b> Serial No. 2306SDS40003 <a href="#">View Manual</a></li></ul> <p><b>Begin Setup</b></p> <p><a href="#">Scan for equipment again</a></p>	<ul style="list-style-type: none"><li>- Smart Energy Panel</li><li>- Avalon Inverter</li><li>- Avalon HV BMS</li></ul> <p>For your convenience, each of these products will be accompanied by its respective manual and serial numbers.</p>
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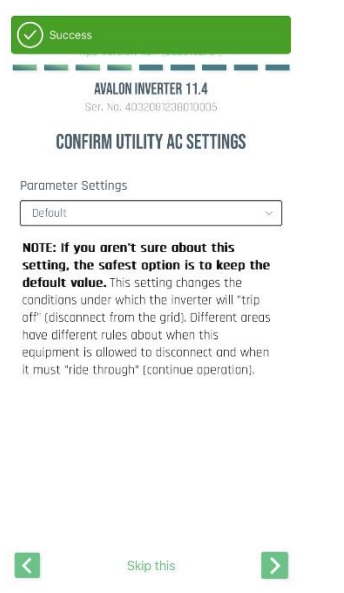
**Setting Avalon Inverter** – Configuring the inverter begins with the first setting: setting the data & time. You have two options to choose from:

	<ol style="list-style-type: none"><li>1. <b>Use Current Data and Time:</b> Select this option to automatically sync the inverter’s data and time with the current settings of your device. This ensures accuracy without manual input.</li><li>2. <b>Enter Manually:</b> If you prefer to set the date and time manually, choose this option. You can enter the specific date and time that aligns with your preference.</li></ol> <p><b>Option to Skip:</b> If you find that this step is not necessary for your installation, you have the option to ‘Skip’ and move forward in the setup process.</p>
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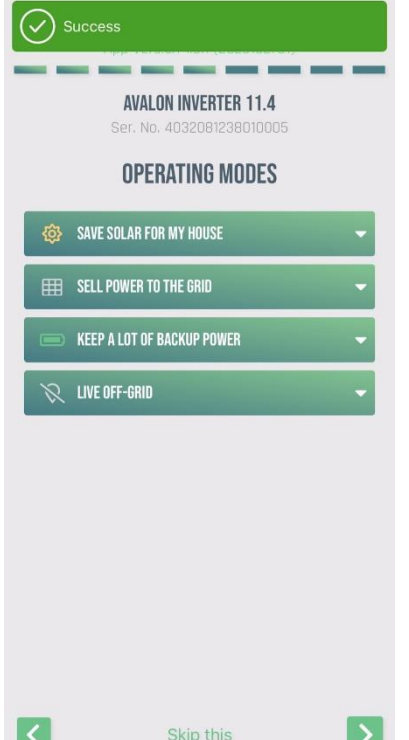
**Linking Avalon Battery and Inverter** – When the Avalon battery and inverter are successfully linked, users will encounter a screen with a message:

	<p><b>“We’ve linked your Avalon Battery and Inverter.”</b></p> <p>Importantly, this linking process includes behind-the-scenes work where the battery type is written to the inverter. Installers don’t need to take any action during this step. Simply press ‘next’ to proceed to the next stage of the setup process.</p>
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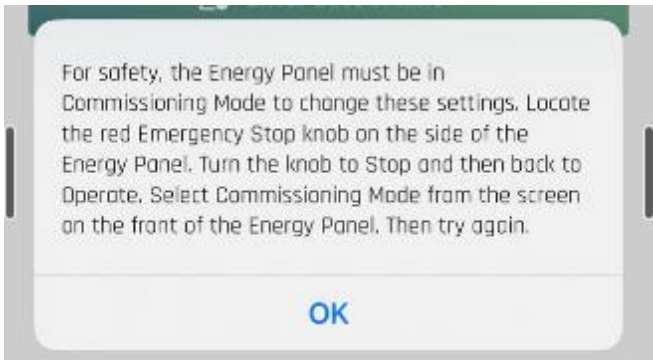
**Confirm Utility AC Settings** – During this step, you’ll be confirming the utility AC settings. You have the following options to choose from:

	<p>Default: This is the system’s standard setting.</p> <p>California Rule 21: Choose this option if you’re in California.</p> <p>Hawaii Rule 21: Select this option if you’re located in Hawaii.</p> <p>Puerto Rico: Choose this setting if your location is Puerto Rico. <a href="#">Other: If you need a very particular grid code, you can select it from a longer list here. This is an advanced setting.</a></p> <p>These options allow you to align the system with your specific location and utility requirements for accurate and efficient operation.</p> <p>Option to Skip: If you don’t want to change this setting, you can always select ‘Skip’ to proceed with the setup process without making a specific choice.</p>
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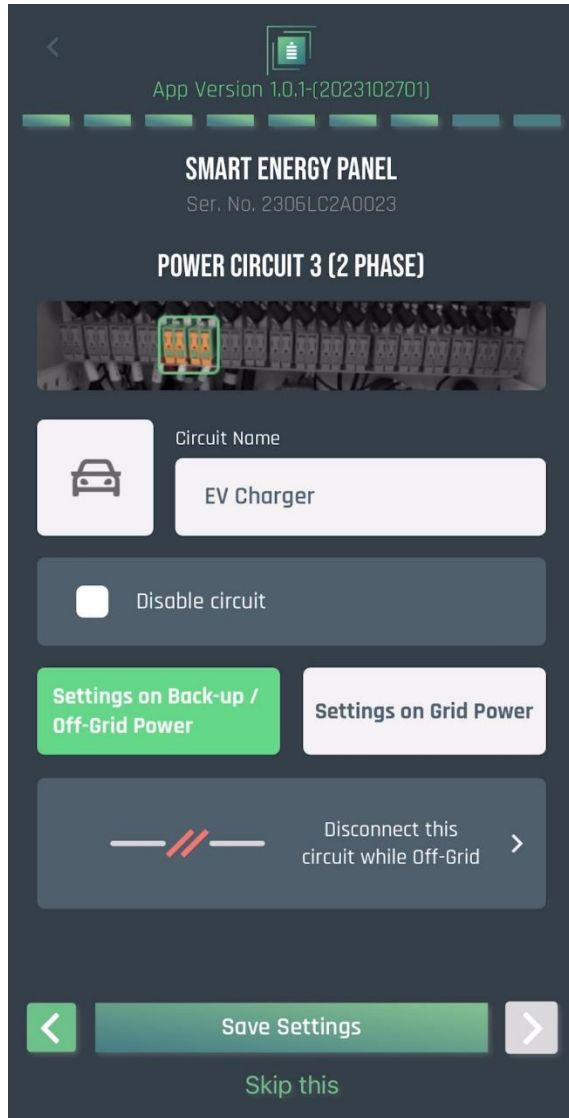
**Selecting Operating Modes** – You have a choice of various operating modes to tailor the system to your needs.

	<ol style="list-style-type: none"><li>1. <b>SAVE SOLAR FOR MY HOUSE</b> – Prioritize using solar energy for your household’s needs. You can also select “Charge Battery” in combination with this mode.</li><li>2. <b>SELL POWER TO THE GRID</b> – Choose this mode to sell excess power back to the grid. You can also select “Charge Battery” to maintain your battery’s charge.</li><li>3. <b>KEEP A LOT OF BACKUP POWER</b> – Choose this mode to ensure your battery is fully charged for backup power. You can also select “Charge Battery.”</li><li>4. <b>LIVE OFF-GRID</b> – Operate off the grid entirely for self-sufficiency.</li></ol> <p>You have the flexibility to select one or more options for the first three modes. You can also choose to “Skip” if you’re uncertain or want to skip this selection step.</p>
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**Setting Up the Smart Energy Panel** – This is a critical step in configuring your energy system for optimal performance. We'll guide you through each setting to ensure everything is in order.

	<p>If the Smart Energy Panel (SEP) is not already in commissioning mode, you'll receive a message instructing you to make the following adjustments:</p> <p>Step 1: Turn the Emergency stop (Estop) knob to stop mode. Step 2: Turn the Estop knob to operation mode.</p> <p>Once in operation mode, proceed to the HMI screen and select "Commissioning Mode" as instructed for a successful setup.</p> 
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**Setting EV Charger** – When setting EV charger, you'll find three options for both Off-Grid and On-Grid modes.



**Disable:** Select “Disable” if you’re not using the EV charger.

**Off-Grid:**

- **Disconnect this Circuit While Off-Grid:** Select this option if you want to disconnect the EV charger circuit when operating off the grid.
- **Auto:** Choose “Auto” to set different charging parameters when starting and stopping power supply while off-grid.
- **Keep this Circuit Connected While Off-Grid:** This option ensures the EV charger circuit remains connected even when off the grid.

**On-Grid:**

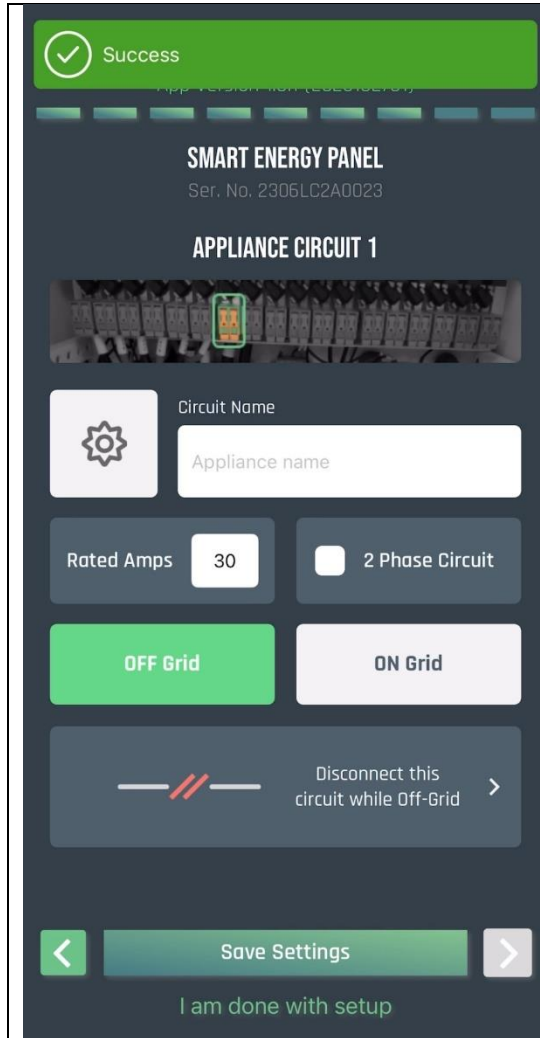
- **Disconnect this circuit While On-Grid:** Select this option if you want to disconnect the EV charger circuit while connected to the grid.
- **Auto:** Choose “Auto” for varied charging settings during grid connection.
- **Keep this Circuit Connected While On-Grid:** This option ensures the EV charger circuit remains connected when operating on the grid.

These settings allow you to fine-tune your EV charger operation for different scenarios, enhancing its functionality.

Press ‘Save Settings’ to confirm and save your configurations.

Option to Skip: If you don’t need to configure these settings, you can simply ‘Skip’ and continue with the setup.

**Appliance Circuits Setup** – Configuring appliance circuits is an important part of your system setup. You have the flexibility to choose between 12 single-phase circuits or 6 two-phase circuits. Installers can also select 1 or 2-phase options.

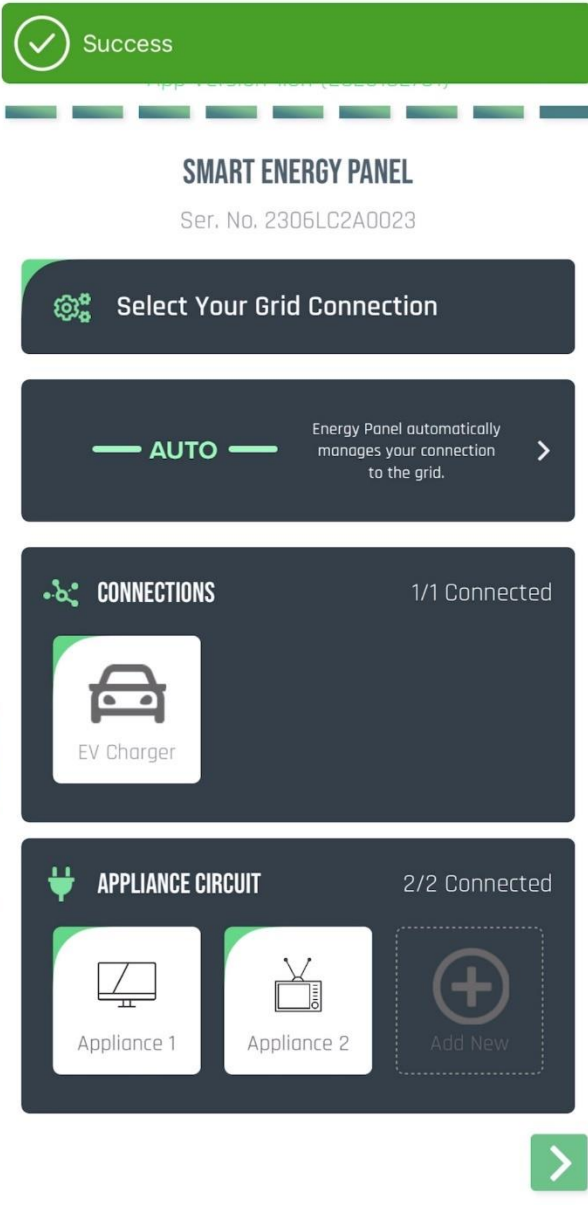


When setting up each circuit, you can:

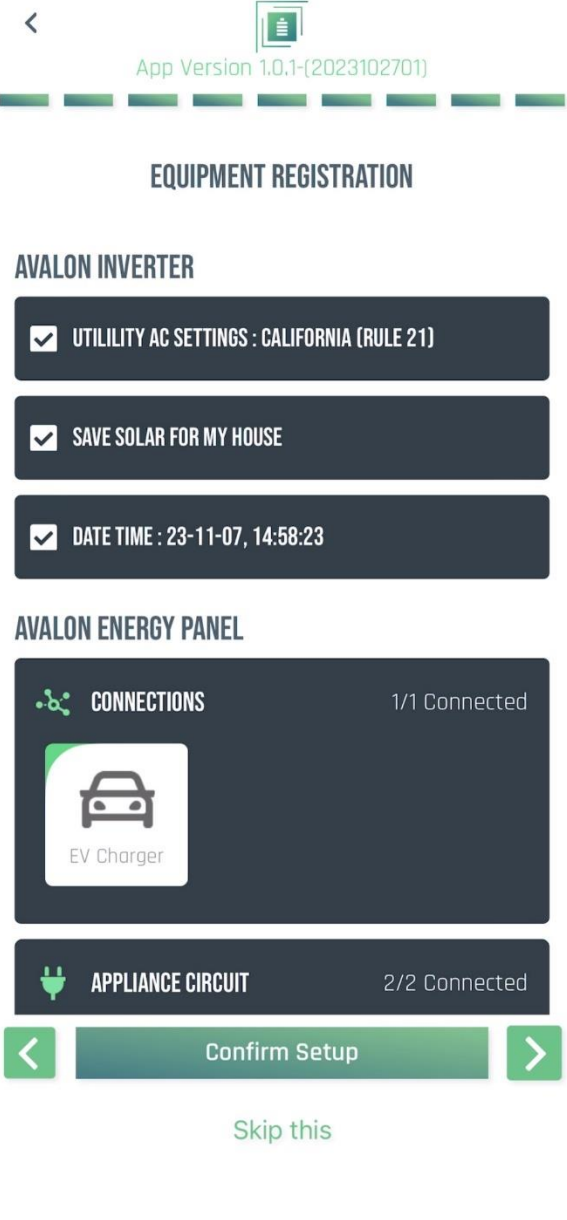
- Choose the appliance name from a predefined list.
- Enter the appliance name manually if it's not in the list.
- Configure off-grid settings with three modes. Disconnect this circuit while Off-Grid, Auto, Keep this circuit connected while Off-Grid.
- Configure on-grid settings with three modes. Disconnect this circuit while On-Grid, Auto, Keep this circuit connected while On-Grid. After selecting your preference for each circuit press 'Save Settings' to confirm. Installers can continue adding circuits or, if you've completed the setup, press 'I am Done Settings' to finish the configuration process.

**Smart Energy Panel Desired Operating Mode** – By default, the Smart Energy Panel operates in ‘Auto’ mode, which is the desired setting for most scenarios. ‘Auto’ mode ensures Off-Grid or On-Grid.

However, you have the flexibility to choose between “Off-Grid” or “On-Grid” modes if needed. This allows you to align the Smart Energy Panel with your specific requirements.

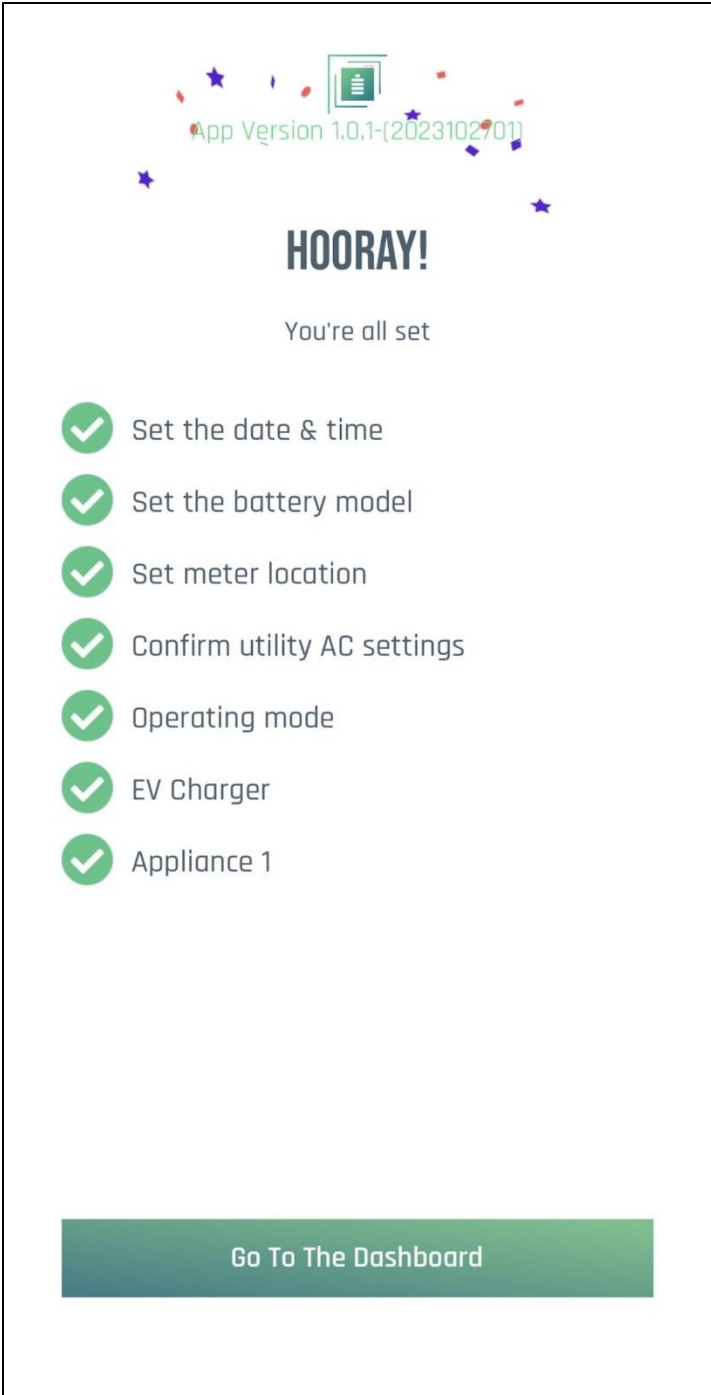
 <p>The image shows a mobile application interface for a Smart Energy Panel. At the top, a green banner with a white checkmark and the word "Success" indicates a successful operation. Below this, the panel's name "SMART ENERGY PANEL" and serial number "Ser. No. 2306LC2A0023" are displayed. A dark blue button with a gear icon is labeled "Select Your Grid Connection". Below that, a dark blue card shows the "AUTO" mode selected, with a description: "Energy Panel automatically manages your connection to the grid." and a right-pointing arrow. The next section is titled "CONNECTIONS" and shows "1/1 Connected" with a single card for an "EV Charger". The final section is "APPLIANCE CIRCUIT" showing "2/2 Connected" with two cards for "Appliance 1" and "Appliance 2", and a dashed box with a plus sign labeled "Add New". A green arrow button is at the bottom right.</p>	<p>Appliance Circuits will display previously saved connections and appliance circuits for your convenience. If you need to make changes or add more appliances, simply press the ‘+’ button to access these settings.</p>
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Equipment Registration and Confirmation – The equipment registration page is a crucial step where you can confirm your settings.

	<p><b>Avalon Inverter Previously Set Settings Confirmation:</b> Here, you can review and confirm the settings for the Avalon Inverter that were previously configured.</p> <p><b>Avalon Energy Panel Connected Connections:</b> This section allows you to confirm the connections made to the Avalon Energy Panel.</p> <p><b>Appliance Circuits Review</b> and confirm the settings for appliance circuits.</p> <p>After reviewing and confirming your settings, they will be applied to your system. If everything looks good, simply press “Confirm” to proceed.</p> <p>If, for any reason, you need more time or wish to skip this step, you have the option to “Skip this.”</p>
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Sending Equipment Registration and Saving to the Cloud – Once you have reviewed and confirmed your equipment registration and settings, you’ll be prompted with a question: ‘Send the Equipment registration Now?’ If you’re ready to finalize your setup and ensure that your configurations are saved securely, press ‘Yes’ to send the equipment registration and save your settings to the cloud.

Setup Completed – “Congratulations” You’ve completed the setup process.

 <p>App Version 1.0.1-{2023102701}</p> <h1>HOORAY!</h1> <p>You're all set</p> <ul style="list-style-type: none"><li>✓ Set the date &amp; time</li><li>✓ Set the battery model</li><li>✓ Set meter location</li><li>✓ Confirm utility AC settings</li><li>✓ Operating mode</li><li>✓ EV Charger</li><li>✓ Appliance 1</li></ul> <p>Go To The Dashboard</p>	<p>List of Set Settings with Check Marks. If you decided to skip any steps during the setup, it will be noted that those specific steps were skipped.</p>
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Thank you for setting up your energy system. If you have any questions or need further assistance, please don't hesitate to reach out. Enjoy the benefits of your configured system.

Here is a screen recording of the setting [Installer App Guide.MP4](#)

HMI screen – If for any reason, the app is unavailable, you can set up the SEP using the HMI screen.