# Zendure App User Guide

ZENDURE
SuperCharged

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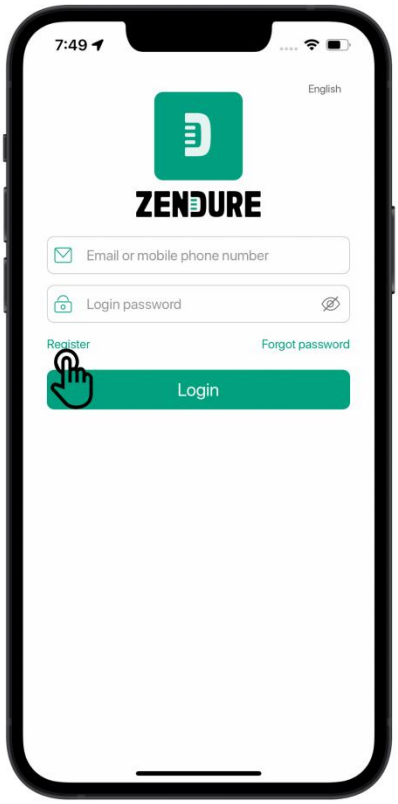
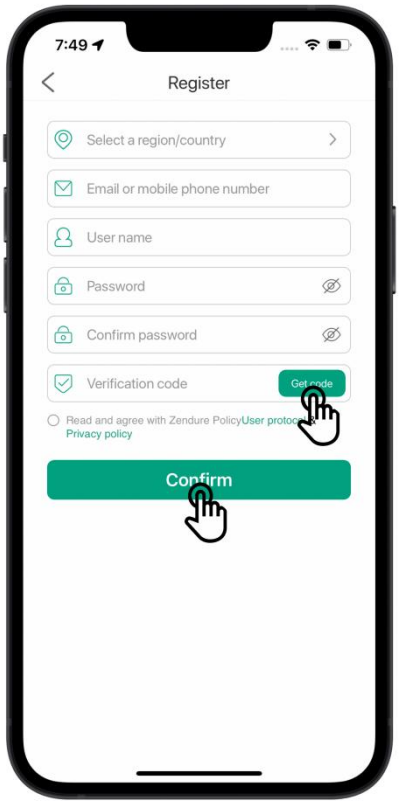
## Signing Up

If you do not have a Zendure account, open the Zndure app and tap "**Register**" to start the registration process. During the registration process, You will need to enter your **country**, **email address**, desired **username** and new **password**, then tap **Get verification code**.You will receive a message from Zendure containing the verification code. After entering the code, be sure to read the policies and agreements by tapping the link at the bottom of the form. After you're finished reading, check the box at the bottom of the form and tap **Confirm** to complete the registration.



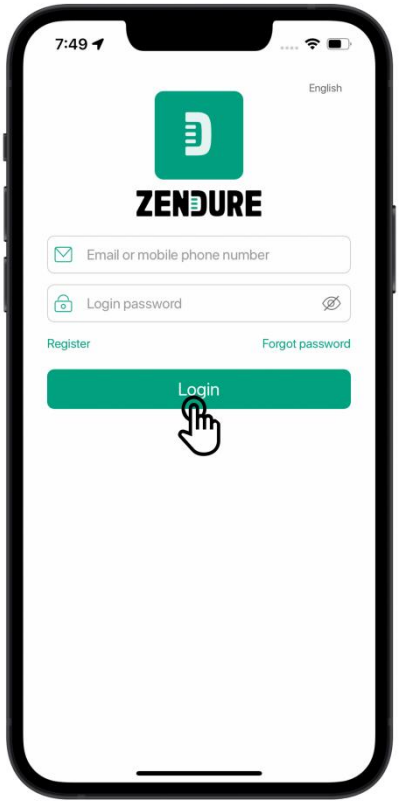

*Notes:*

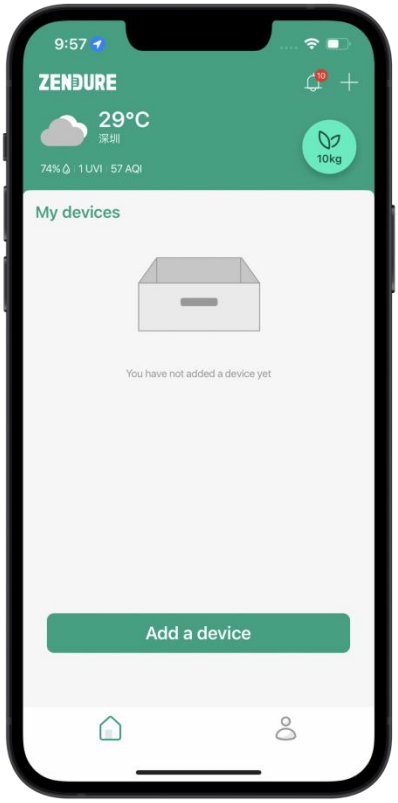
*The verification code is valid for 30 minutes.*

*The verification email may take a few minutes to reach you. If you cannot find the email containing the verification code, please check your spam/junk folder.*

## Logging In

After successful registration, you will return to the login interface (if you already have an account, you can log in directly). Enter your **email address** and **password**, then tap **LogIn**. After logging in, you will be taken to the app's homepage.



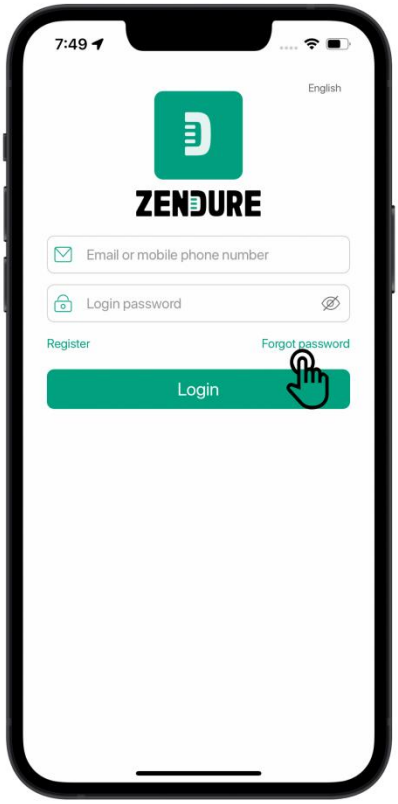



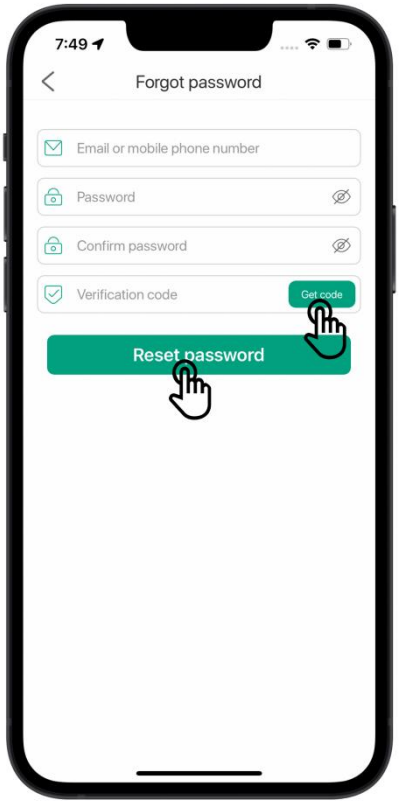

*Notes:*

*The first time you use the zendure APP, you need to register first*

## Password Reset

If you have forgotten your password, you can reset it by tapping **Forgot Password** on the login page. Please follow the instructions on the page, enter your **email address**, enter a **new password**, confirm the new password, tap **Get Verified Code**, and you will receive an email message from Zendure containing the verification code. Use the code to complete the form and tap **Reset Password**.




*Notes:*

*The verification code is valid for 30 minutes.*

*The verification email may take a few minutes to reach you. If you cannot find the email containing the verification code, please check your spam/junk folder.*

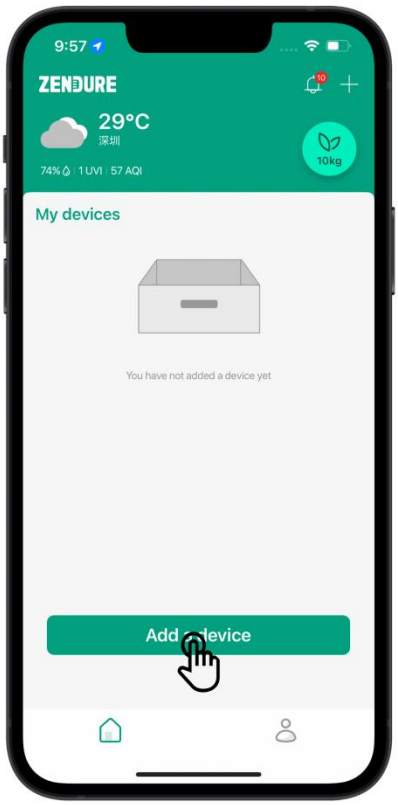
## Pairing Your Device

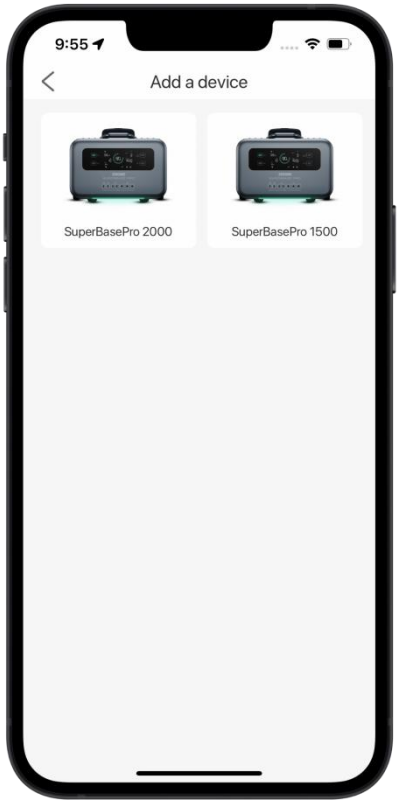
To connect your Zendure product to the app, please follow the pairing procedure below. Once your device is paired with the app and connected to the Internet, you can monitor and control your Zendure product from virtually anywhere using your phone or tablet.

### Wi-Fi Connection & Pairing

The first step in pairing your device with the app is to tell the app what kind of Zendure product you would like to connect to.

1) Tap the "**+**" icon on the homepage of the app and select the device you are using.



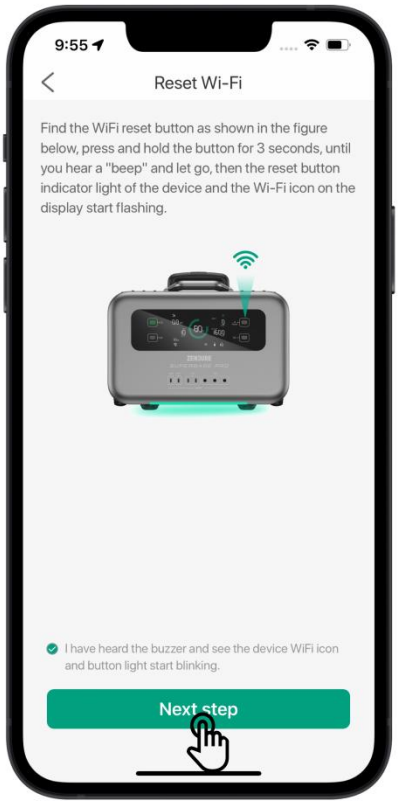



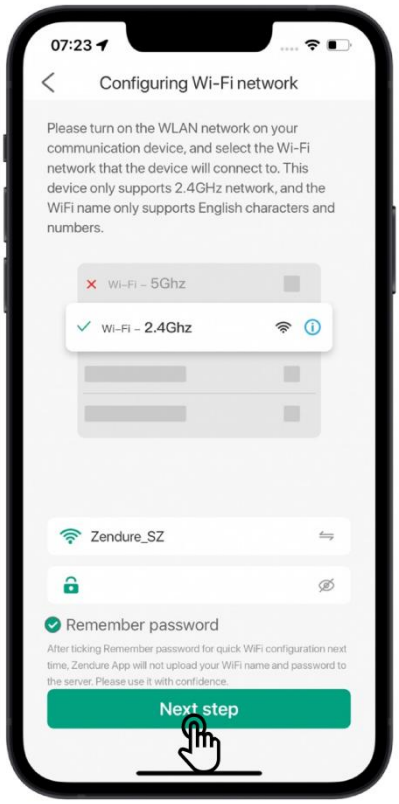
## 2) Entering Wi-Fi Setup Mode

Press and hold the "reset" button on the device for 3 seconds, until you hear a "beep". The Wi-Fi Icon on the device's display will flash. Then tap "Heard it & Wi-Fi icon on screen start flashing", then tap Next.

## 3) Adding your Wi-Fi Network

To add a Wi-Fi network that SuperBase Pro can connect to, enter the **Wi-Fi network name** and **password**, then tap **Next** when finished.




**Note:*

*SuperBase Pro devices currently only support 2.4GHz Wi-Fi networks. If the Wi-Fi network does not meet the requirements, your SuperBase Pro will not be able to connect to the network.*

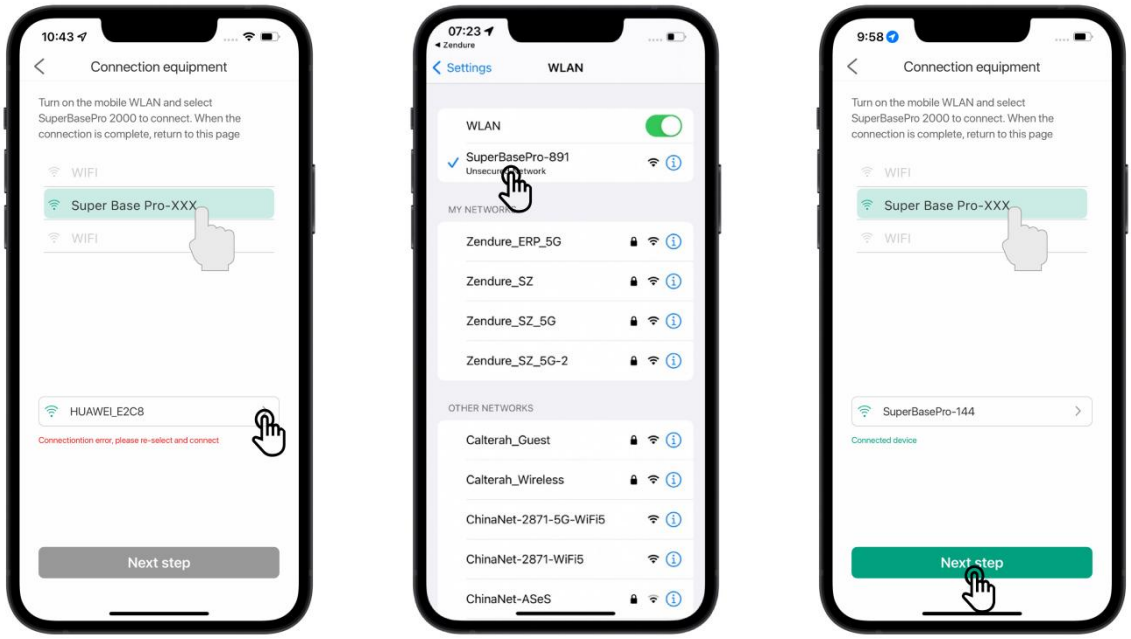
*For Android phones, you can select 2.4GHZ WiFi in the drop-down list.*

*For iOS phones, you need to manually enter the WiFi name in the input box.*

*Remember password: After the binding is successful, the current WiFi and password will be remembered and will be filled automatically next time.*

## 4) Connecting to the SuperBase Pro Hotspot

Tap the "**>**" button to go to your phone or tablet's Wi-Fi settings. Look for a network whose name starts with "SuperBasePro-xxx" and connect to that network. After successfully connecting to the SuperBase Pro hotspot, navigate back to the Zendure app, then tap "**Connect**". This will tell your SuperBase Pro to connect to the network you specified in a previous step.



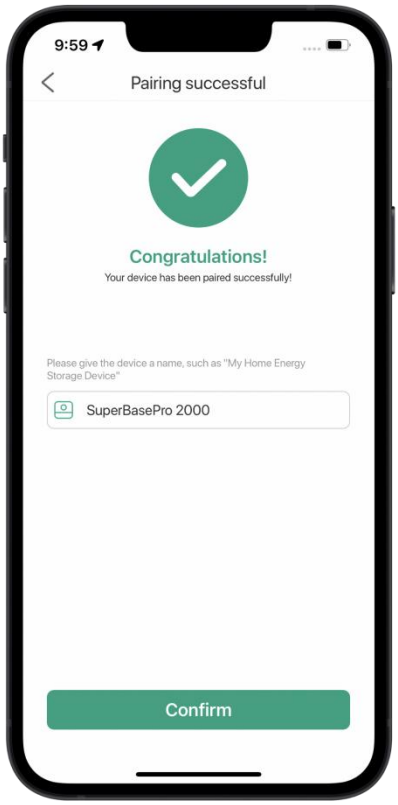

*Note:*

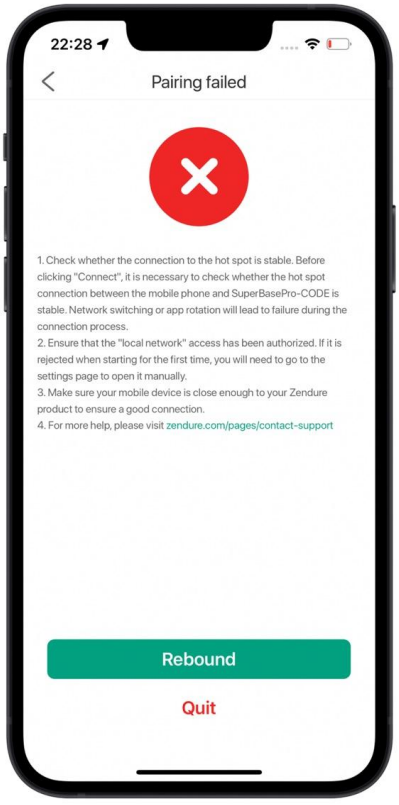
*While SuperBase Pro is attempting to connect to the specified network, please keep your phone or tablet connected to the SuperBase Pro hotspot. Turning off Wi-Fi or switching to a different network in the middle of this process may cause the connection to fail.*

## 5) Device Connected Successfully

Tap **DONE** to return to the Zendure app homepage to begin using your SuperBase Pro.

## 6) Device Connection Failed

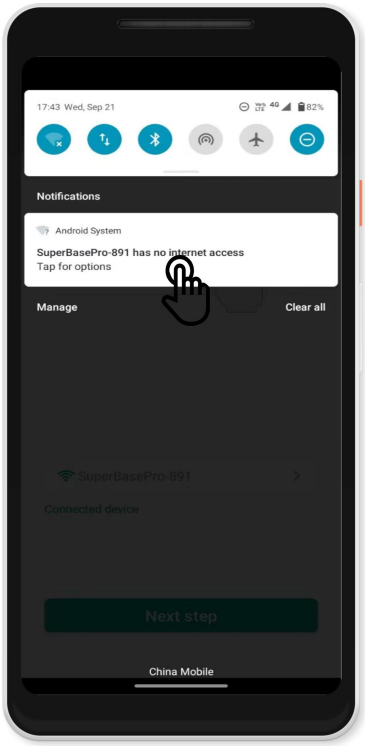


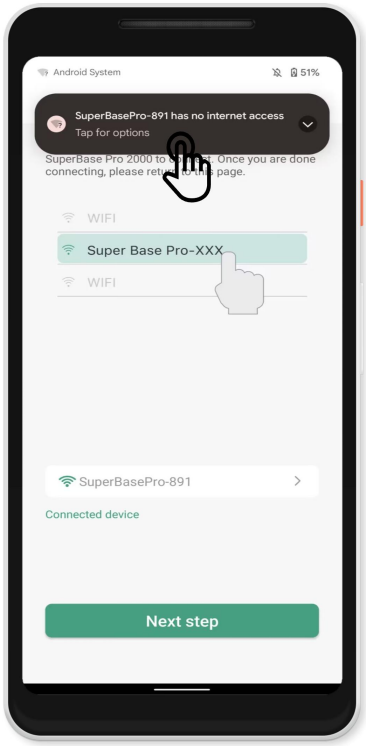




## 7) Binding failed on the Android side.

After some Android phones are connected to the hotspot of SuperBasePro-xxx, the network detection will appear, showing that the hotspot has been connected, but the mobile phone is still using the mobile data network. At this time, the device will fail to bind.

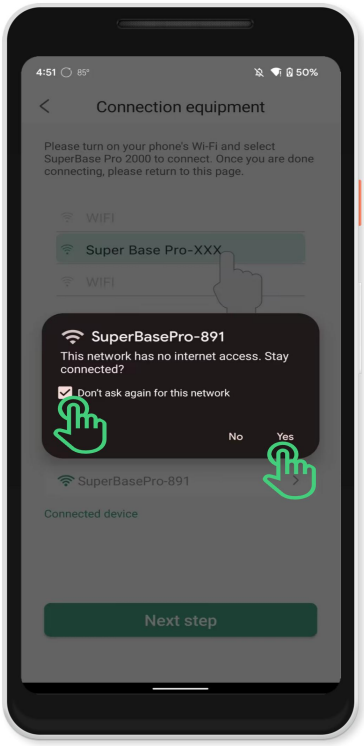
Solution: After connecting to the hotspot of SuperBasePro-xxx, wait for about 10 seconds, and the pop-up window or system notification as shown in the figure below will appear on the mobile phone.

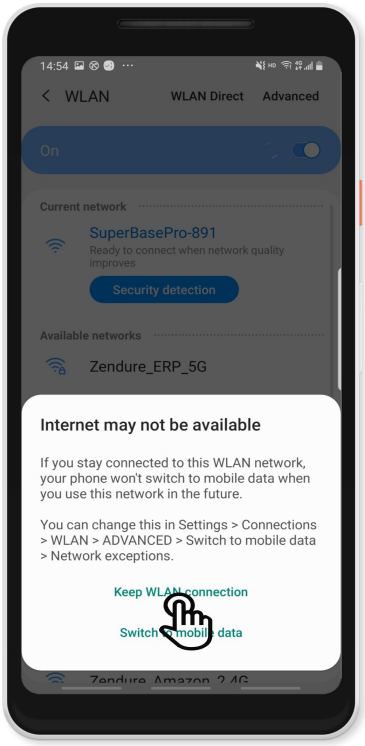



OR

Click on the pop-up window or notification, and the following prompt will appear:The network has no internet access. Stay connected?




OR

Check Don't ask again for this network.

Click the yes button to complete the setting.

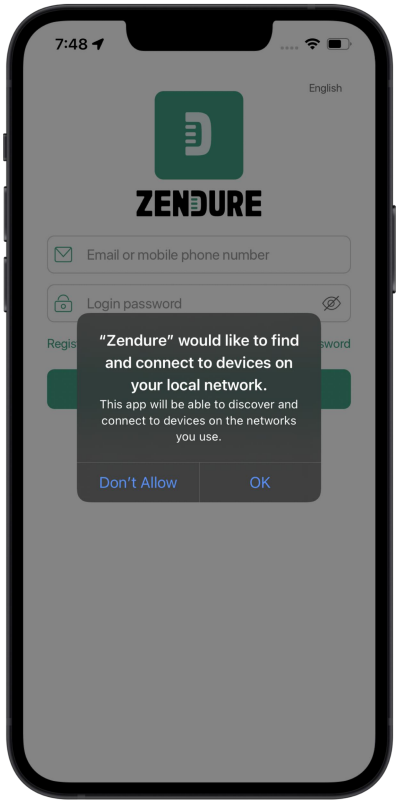
After completing the above steps, go back to the App, click Next, and bind the device again.

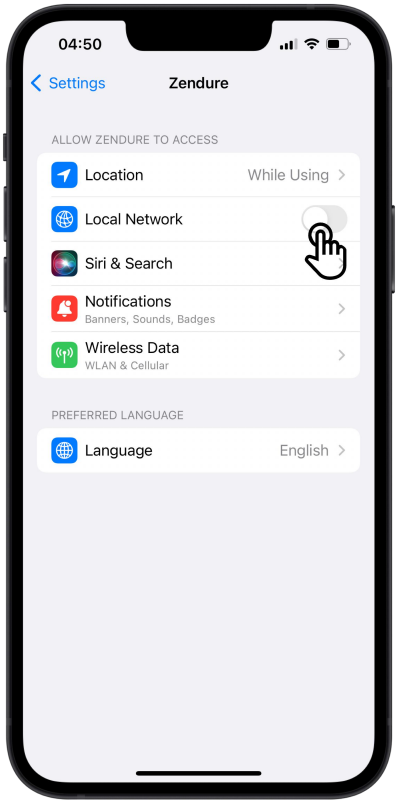
If the binding still fails, you can turn off the mobile data network of the mobile phone, connect the mobile phone to the home WiFi, and try to bind again.

## 8) Binding on the iOS side failed.

When the app is launched for the first time, it will apply for the local network permission, which is used to connect the device hotspot when binding the device.

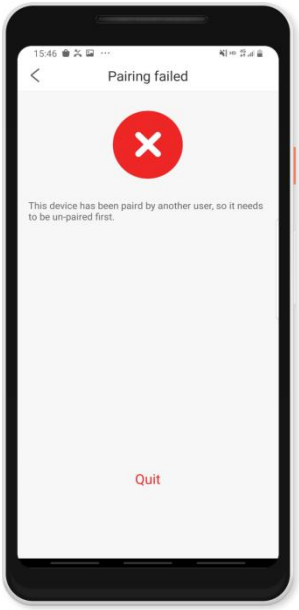
If the local network permission is denied, there will be a failure when binding the device. You can go to the phone system settings, find the Zendure App, and enable the local network permission.



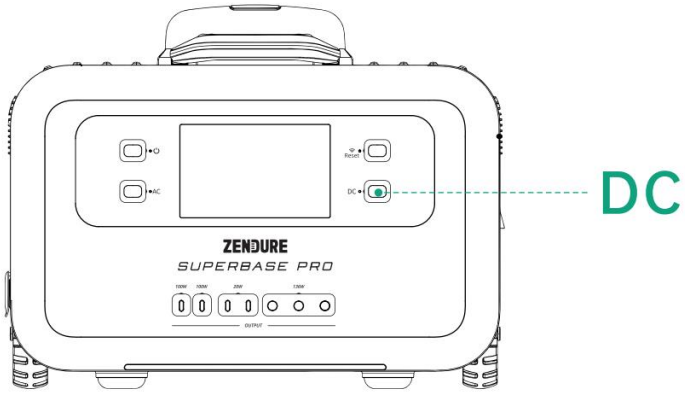
9) The device has been bound.

If there is a prompt that the device has been bound, you need to unbind the previous account first.




## 4G Connection

After successfully connecting your device to a Wi-Fi network, press and hold the DC button on your device for 3 seconds to turn on the 4G network. The 4G icon on your device's display will flash. If the connection is successful, the 4G icon will remain on. With a 4G connection, you can access your device without needing to use a Wi-Fi network.

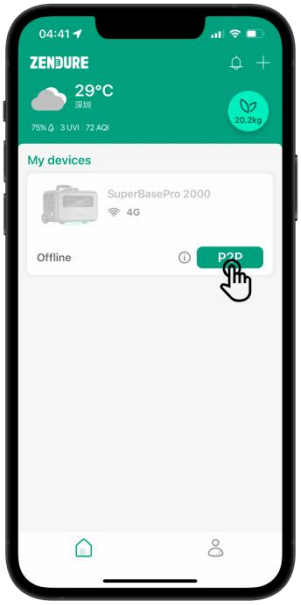


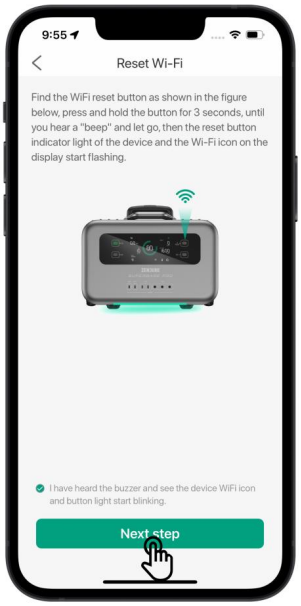

*Notes:*

*To use a 4G connection, you need to be within an area that has 4G coverage. It typically takes two minutes for SuperBase Pro to connect to a 4G network. It could take longer if the network connection is weak.*

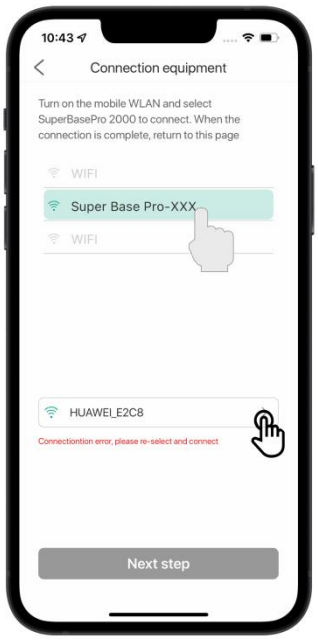
## P2P Connection

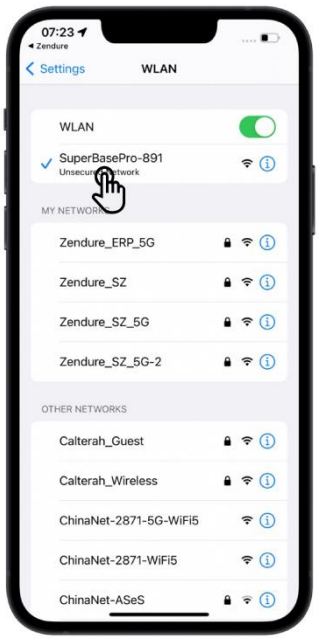
After the device is offline, a P2P connection entry will appear in the lower right corner of the device on the home page of the App. Click to start the P2P connection.

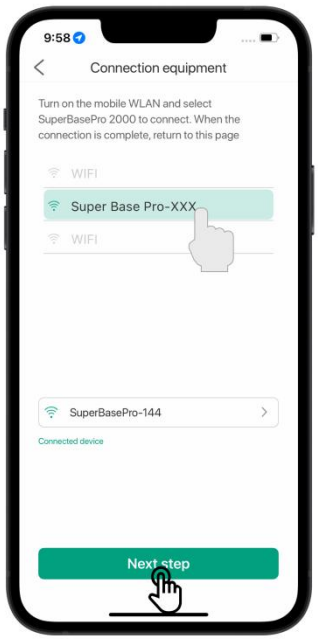


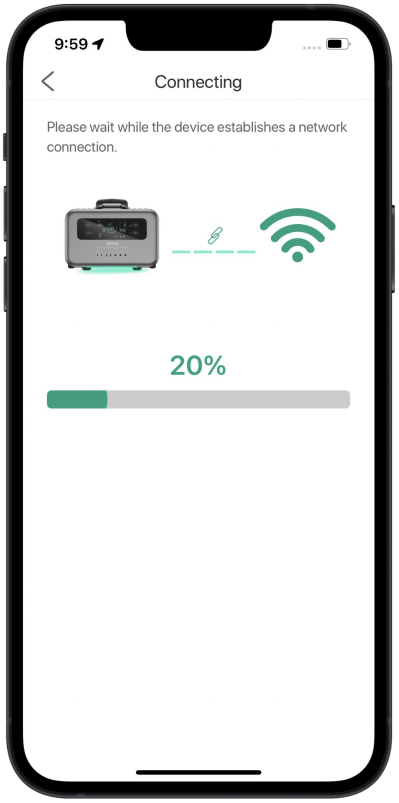

Jump to the WiFi list and select the hotspot of SuperBasePro-xxx to connect.



P2P connection succeeded



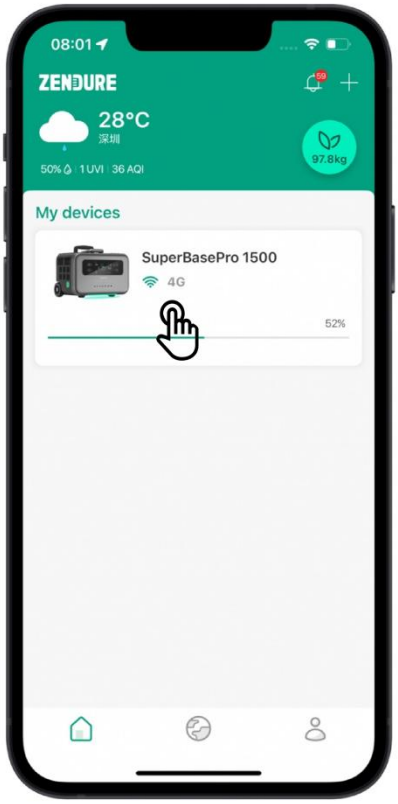
*Notes:*

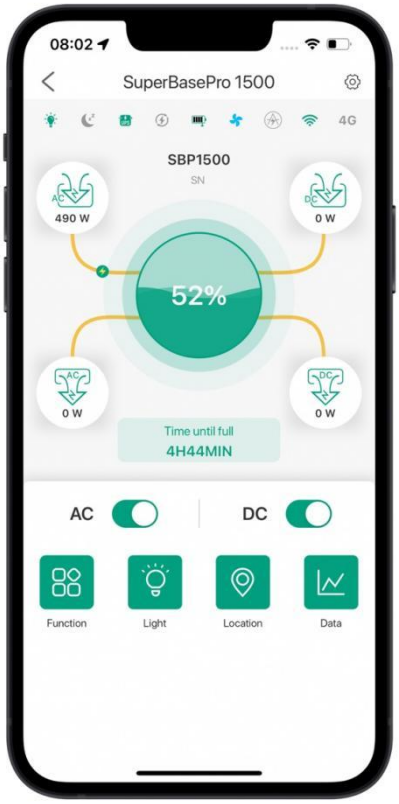
*In the P2P mode, the mobile phone will connect to the hotspot issued by the device for local communication, and the mobile phone will be in a state of no network at this time.*

## Device Control

Tap the device on the home page to enter the control page.

This page allows you to control many features of your SuperBase Pro: Power On/Off, AC/DC Output Switching, Power Limits, Special Functions, LED Light Settings, Battery Management Settings, and more.




*Notes:*

*Turning off the main power will disconnect your SuperBase Pro from the network. You will not be able to control or monitor the device through the app when it is powered off. Main power can only be turned on using the power button on the device itself.*

*If the offline pop-up window appears when you tap the device, please check whether the Wi-Fi/4G connection of the device is functioning properly. After the Wi-Fi connection is successful, the Wi-Fi icon on the device will stop flashing. After the 4G connection is successful, the 4G icon on the device will stop flashing.*

## Battery Status

Click the battery icon on the main interface to open the battery status page.

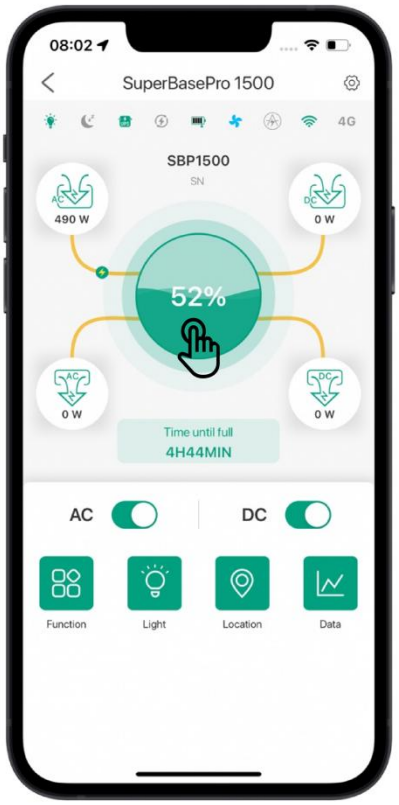
**Battery Temperature：** Displays the temperature of the battery in real time.

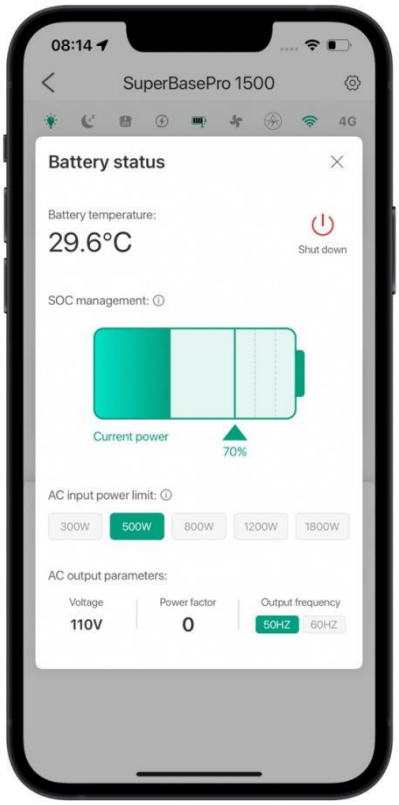
**Shut down：** Tap to turn off the device remotely.

**SOC management:** When the charge level reaches this amount, your device will stop charging. This can help you manage the health of the internal battery cells.

**AC input power limit：** You can set the AC input power.

**Ouput frequency：** you can switch the AC output frequency to 50Hz or 60Hz.




*Notes:*

*If the sleep mode is set, please turn off the sleep mode and then adjust the input power*

## Modes

**Sleep mode:** In this mode, input power is limited to around 300W, the LED light is deactivated, and the speaker is disabled.

Turn on the LED light/buzzer/modify the screen standby time, it will immediately release the sleep mode

**AmpUp mode:** When enabled, SuperBase Pro can support some devices requiring up to 3,000W of power.

## LED Light Settings

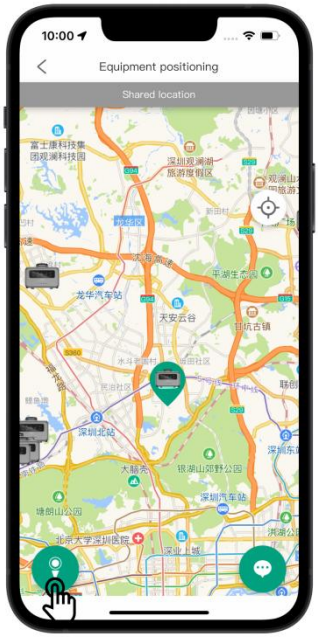
Through the app, you can turn the LED light on or off and change its color.

## Location

Entering this page, you can view the location of your own device and other devices around you that have shared the location.

**Location sharing:** After enabling the function, other users can see your set location and send messages.

**Enable positioning:** The device can start the 4G network to obtain location information.



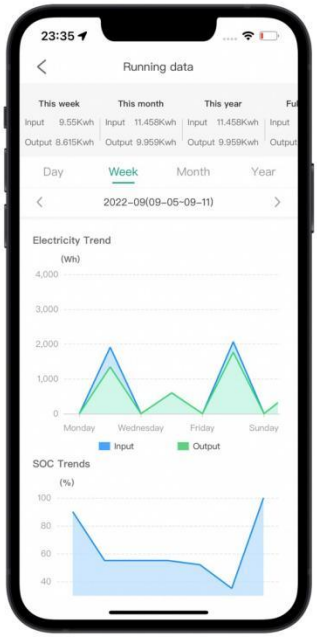

## Data

Support to view historical charge and discharge records, SOC level.

**Viewable range:** This week, This month, This year, Full cycle.

**Electricity Trend：** Graph of charge and discharge over a cycle.

**SOC Trends：** The change trend of the remaining power in the cycle.



## Settings

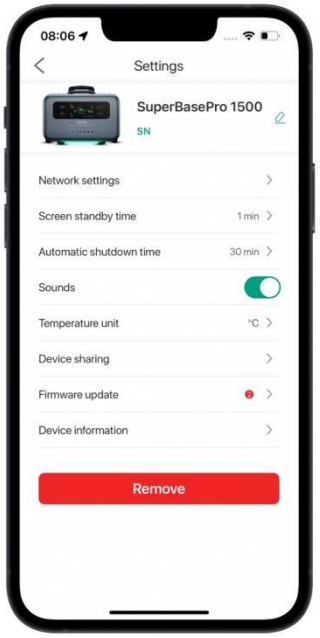
Power Timeout: If there is no input, output, or interaction after the specified amount of time, the device will automatically shut down. You'll need to press the power button on the device itself to turn it back on.

Display Timeout: If there is no interaction with the app after the specified amount of time, your device's display will turn off. The display can be enabled again by interacting the device itself or through the app.

Sounds: You can turn the built-in speaker on or off.

Temperature Units: Display temperature as °C or °F.

DC/AC Firmware Upgrade: When there is new firmware available, a red dot will appear here. Tap to update to the latest firmware for the best experience.

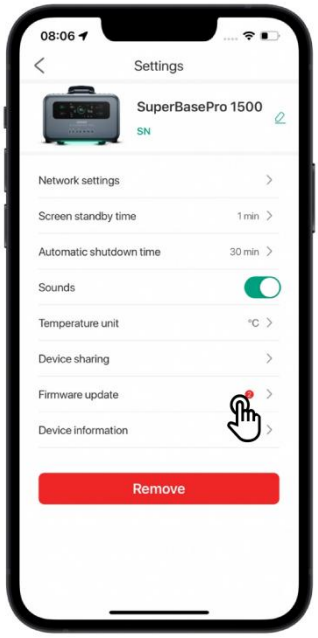


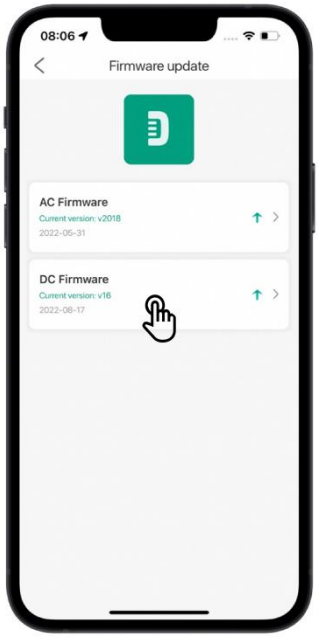

## Firmware Update

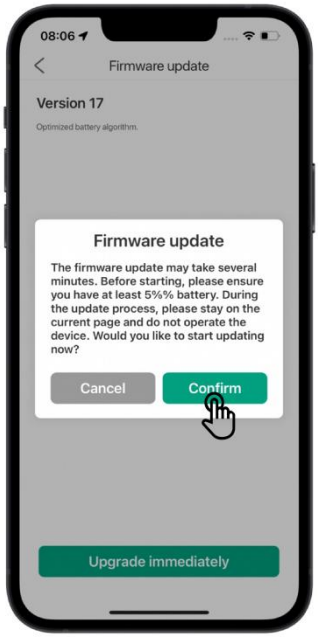
On the System Settings page, a red dot indicates that a new firmware version is available. Tap to begin the firmware update. The OTA icon on your device's display will flash during the update, and the power display will indicate the progress of the update.

If the update involves the DC firmware, your device will automatically restart.

The AC firmware upgrade fails. You can try to restart the device and upgrade it again.




*Notes:*

*Make you have a good network connection before and during the firmware update process.*

*Your device must be at least 5% charged to update the firmware.*

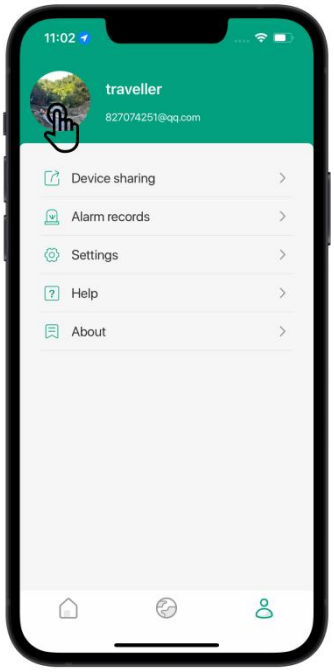
*During the OTA update process, the functions of the Zendure App and the device will be stopped. Please plan accordingly, as this process can take up to 30 minutes.*

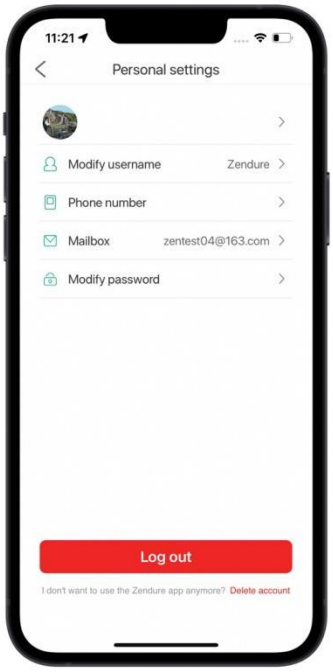
*If the OTA update fails, please check the network connection and try again.*

# Profile and Personal Settings

## Personal Information Settings

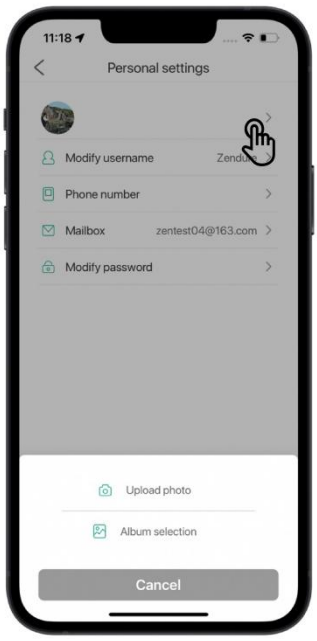
Tap on your avatar/profile picture to enter the personal information settings. Here, you can change your avatar, username, email address, phone number, and password.

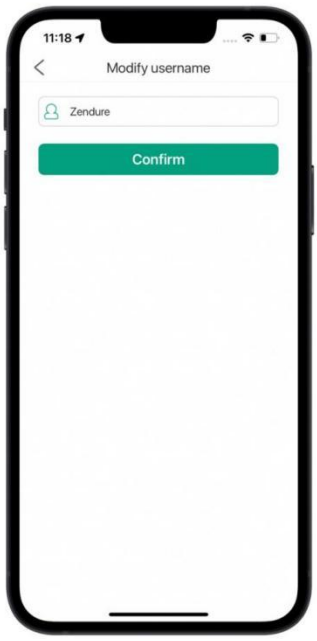



## Changing Avatar or Username

Avatars can be obtained from your phone or tablet’s albums or camera.

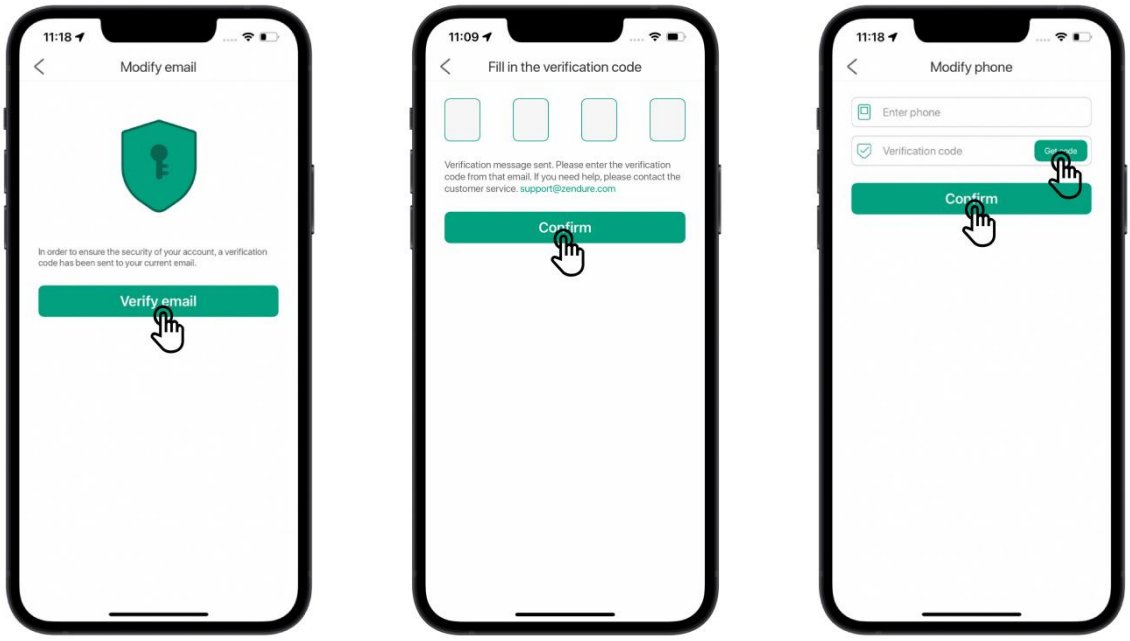




## Changing Email Address or Phone Number

If your account is already linked to your email address or phone number, a verification code will be sent to your email address or mobile phone number in order to change one or the other.

If your account is not yet linked to an email address or phone number, tap “Next” to skip the authentication process and add a new email address or phone number.



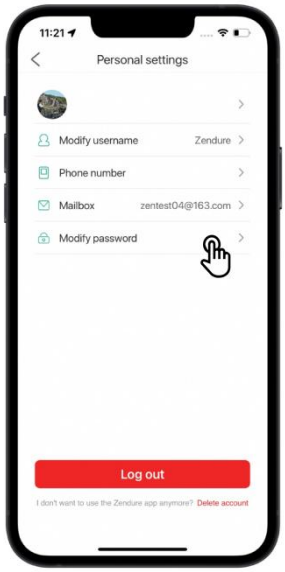

*Note:*

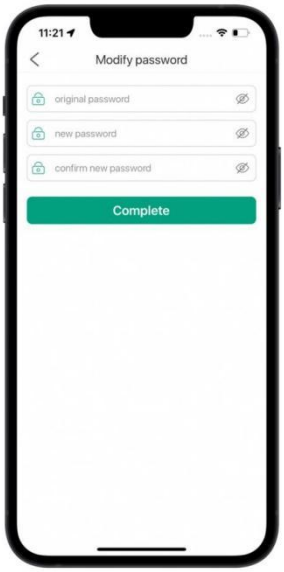
*After adding or changing your email address or phone number, you can use these details to log into your account.*

## Changing Password

Tap **Modify Password** on the Personal Settings page to reach the Modify Password page.

Enter your current password and **new password**, then tap **Finish** to change your password.

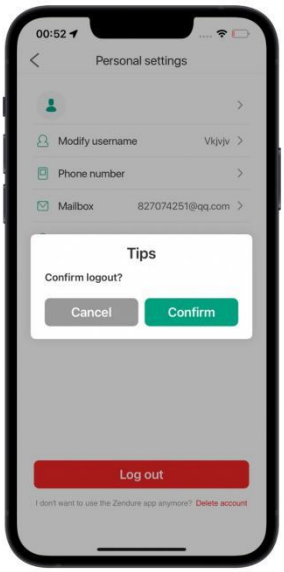


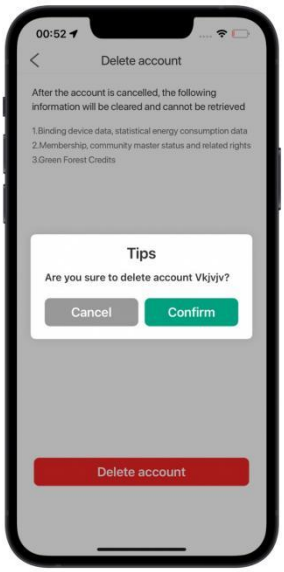




## Logout and delete account

Tap the **logout** button at the bottom of the Personal Settings page to logout

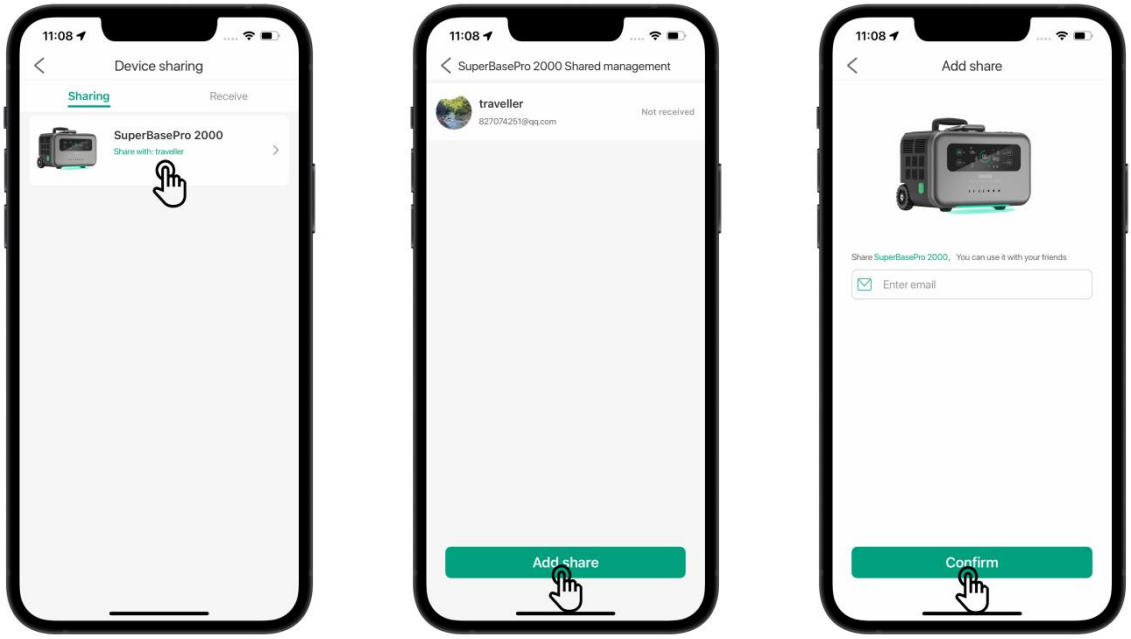
Click Delete Account to delete account information. Next time you use it, you need to re-register.



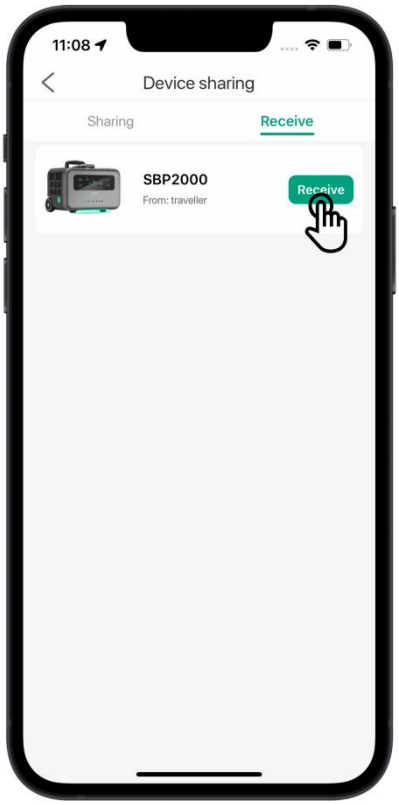
## Device Sharing

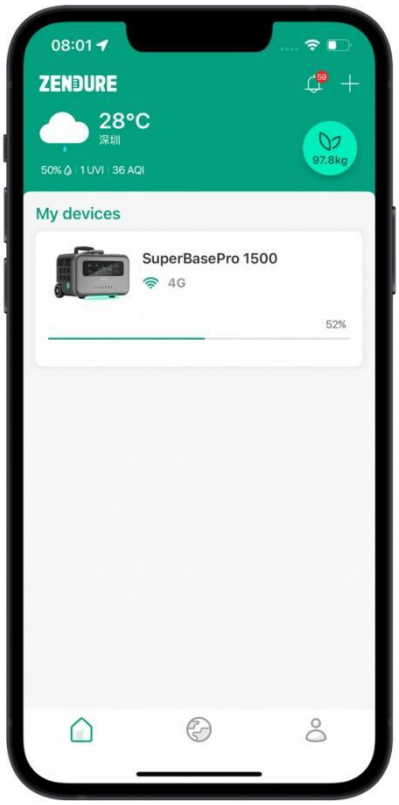
On your account homepage, tap **Share**. Select the device you would like to share, then tap the **+** at the bottom of the page. Enter the email address of the user you would like to share your device with. Select the user, and then tap **OK** to send the sharing invitation.



## Accepting a Sharing Invitation

Sharing invitations that have been sent to you will appear on the “Receive” tab of the Device Sharing page. Tap **Agree** to accept an invitation. Any shared devices will appear alongside your own devices.




*Note:*

*Devices that have been shared with you will include text at the at the end of the name to indicate they are shared devices. Your own devices will not have this added text.*

## Settings

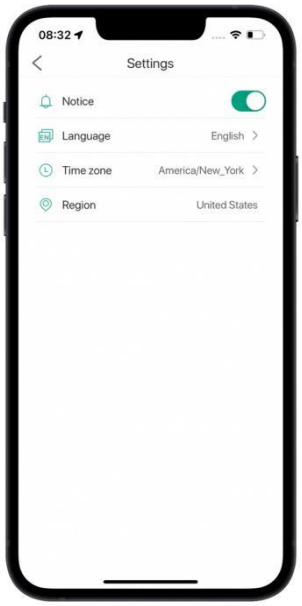
The Settings page allows you to modify notification settings and change your language, region, and time zone.

**Notice:** Determines whether to indicate new messages on the message center home page with a red dot.

**Language:** The app currently supports English, Chinese, and Japanese.

**Region:** The region selected during registration does not support modification.

**Time Zone:** For accurate date/time.




## About

**Software Version:** The current app version is displayed here.

**User Agreement:** Tap to view the user agreement.

**Privacy Policy:** Tap to view the privacy policy.

# ZenForest

## Collecting Energy

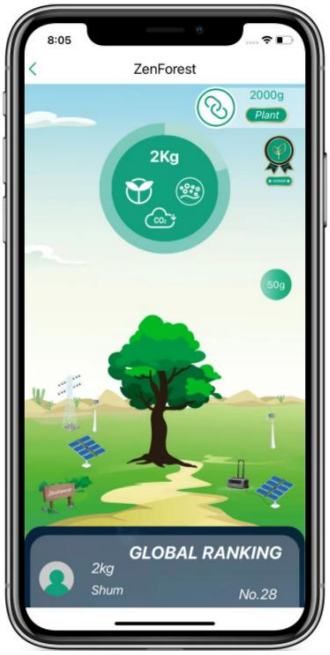
Green energy production and usage will be tracked on any device connected to your account.

## Earning Badges

There are several achievements that can be unlocked by using your device and interacting with other users through the app.

## Leaderboard

Your carbon offset and overall rank are displayed here. The top 15 users will appear on the leaderboard.

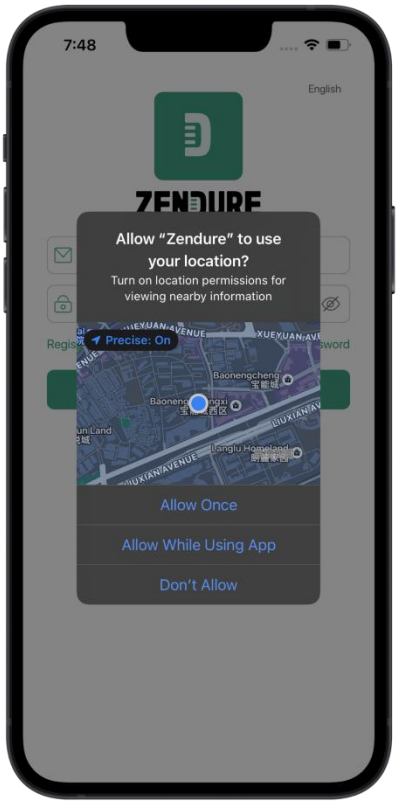
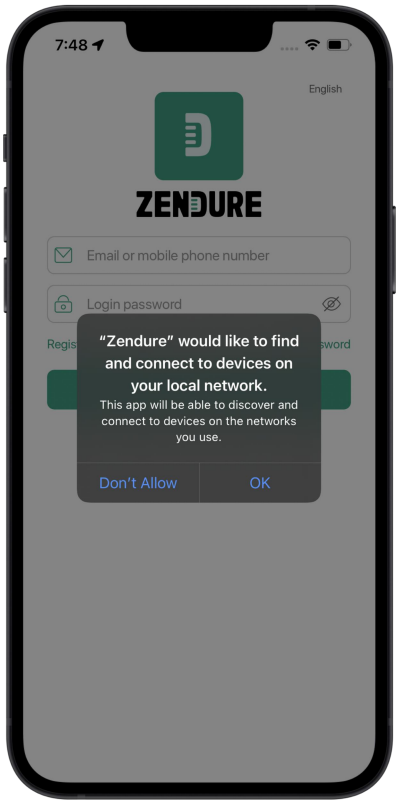


**Note:*

*The global leaderboard is updated daily*.

## Access Request

When you start the app for the first time, you need to apply for some permissions. Denying permissions may cause some functions to be limited.

**Location permission：** used for home page weather display and access to WiFi list when binding. After rejection, the home page will not be able to display the weather information, and the network configuration and binding of the device will be affected.

**Local network permissions：** used to establish connection with SuperBasepro device, complete network configuration and binding.