



## EcoFlow App

User Manual V1.0

# Disclaimer

Read this user manual carefully before using the product to ensure that you completely understand the product and can correctly use it. After reading this user manual, keep it properly for future reference. Improper use of this product may cause serious injury to yourself or others, or cause product damage and property loss. Once you use this product, it is deemed that you understand, approve and accept all the terms and content in this document. EcoFlow is not liable for any loss caused by the user's failure to use this product in compliance with this user manual.

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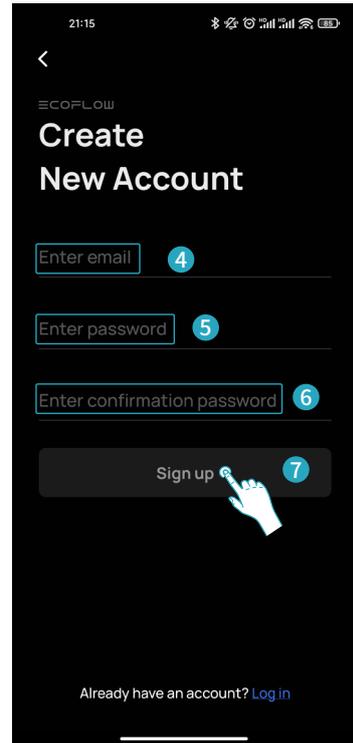
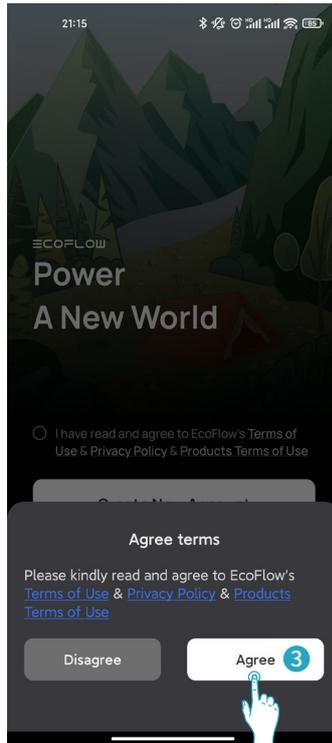
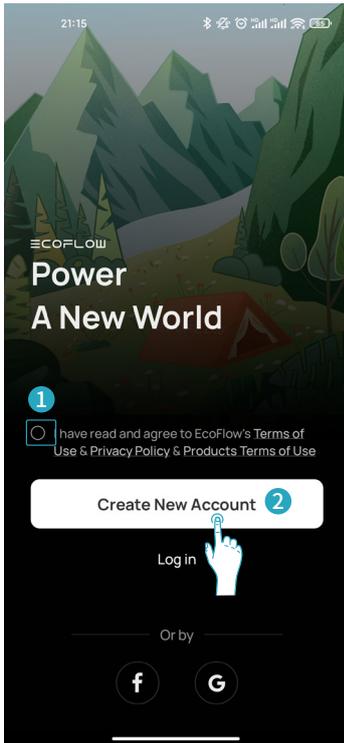
## Table Of Contents

<b>1. Sign up and log in</b>	<b>1</b>
Sign up	1
Log in	1
Log in by third-party account	1
<b>2. Connection setup</b>	<b>2</b>
Bluetooth connection	2
Device's Wi-Fi hotspot connection	3
IoT connection	3
<b>3. Device Control and Upgrade</b>	<b>4</b>
Device Control	4
Firmware upgrade	4
<b>4. Personal Settings and More</b>	<b>5</b>
Modify avatar and nickname	5
Change Password	5
Account Cancellation	5

# 1. Sign up and log in

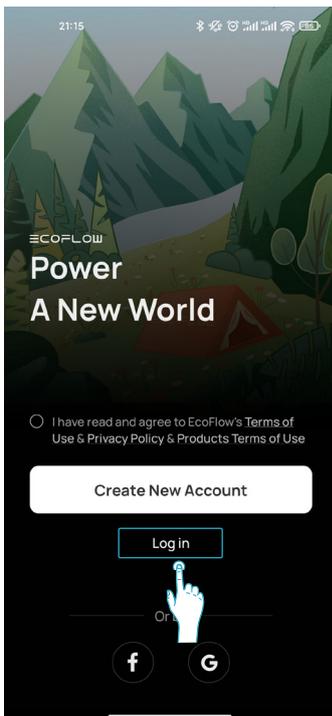
## Sign up

Launch the App, click "Create New Account" to sign up.



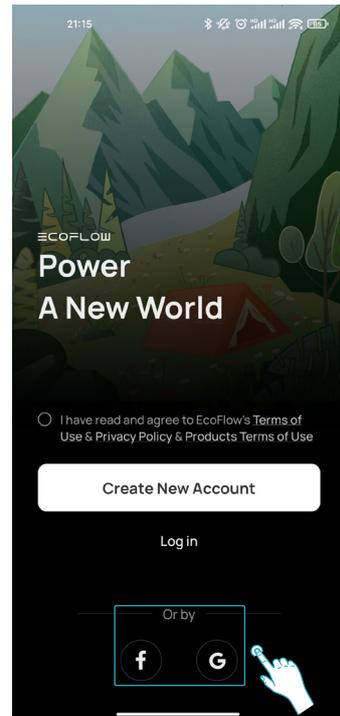
## Log in

If you have an account already, tap "Log in" to enter account name & password. If you forget your password, on the password login page, click "Forgot Password" and follow the steps to reset it.



## Log in by third-party account

If you need to log in or create with your Facebook, Google account, or Apple ID, click the corresponding icon at the bottom of the login page, and then bind your email to continue.



## 2. Connection setup

There are three connection methods for EcoFlow devices: Bluetooth connection, the device's Wi-Fi hotspot connection, and IoT connection.

When the EcoFlow App establishes a Bluetooth connection or a Wi-Fi hotspot connection with the device, you can view the real-time status of the device through the App, then control and manage the device wirelessly.

EcoFlow also provides users with an advanced way to connect devices: IoT connection. Based on establishing a Bluetooth connection or Wi-Fi hotspot connection between the mobile App and the device, the device can be set up to connect to the Internet by joining your Wi-Fi and the connection has changed to the IoT connection at the same time, now users can use the App to control and manage the EcoFlow device anywhere.

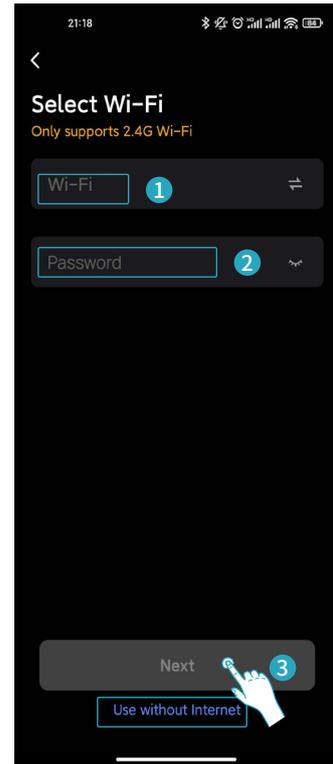
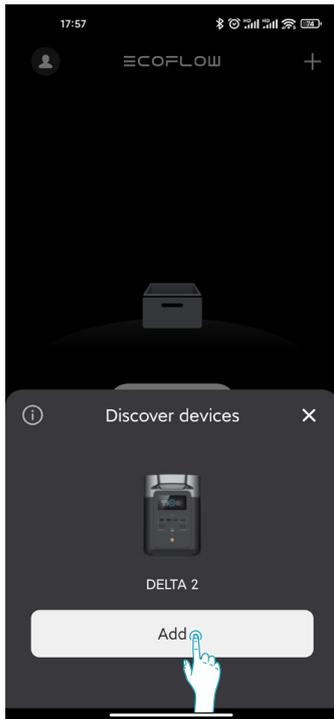
### Bluetooth connection

For devices that support the Bluetooth function, you can establish a Bluetooth connection between the mobile phone and the device through the App. For information on whether the device supports the Bluetooth connection, you can check the manual of the corresponding device.

#### Automatically discover Bluetooth devices

Turn on the Bluetooth in the settings of your mobile phone and enter the home page of the App. If there is a nearby EcoFlow device's Bluetooth to be connected, the home page of the App will automatically pop up a "Discover devices" dialog, click the "Add" button to connect the device.

After the device is successfully connected, you can continue to add the device to the home Wi-Fi and make it connect to the Internet, or **Use without Internet**.

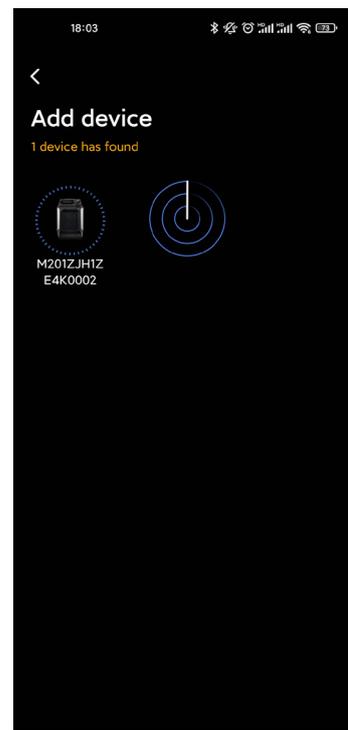


#### Manually connect to a Bluetooth device

If the "Discover devices" dialog does not appear on the home page of the App, you can also click the "Add Device" button to search for nearby Bluetooth devices.

If you click the "Add Device" button, the App does not scan the Bluetooth of the device to be added, you can manually select the corresponding device, and reset the device according to the App guidelines, then connect the device's Bluetooth.

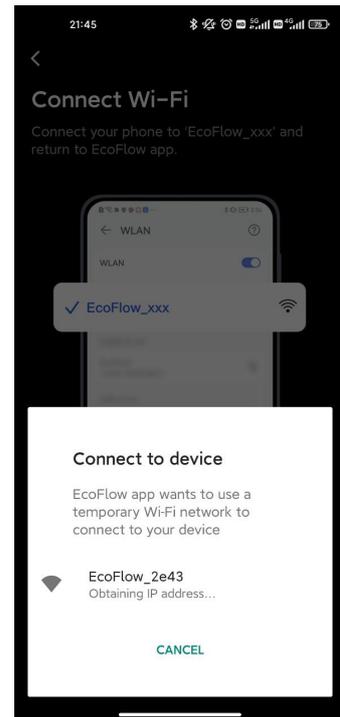
If the device's Bluetooth cannot be found after the above steps, please check whether the device is powered on and try again. If you fail repeatedly, please contact the official customer service for technical support.



## Device's Wi-Fi hotspot connection

For devices that support a Wi-Fi hotspot connection, you can establish a Wi-Fi hotspot connection between the mobile phone and the device through the App. For information on whether the device supports the Wi-Fi hotspot connection, you can check the manual of the corresponding device.

Click the "Add Device" button on the home page of the App, you can select the corresponding device that supports a Wi-Fi hotspot connection in the manually added device list, and according to the instructions of the App, long press the "IoT RESET" button of the device to reset the device and connect the device to Wi-Fi hot spot.

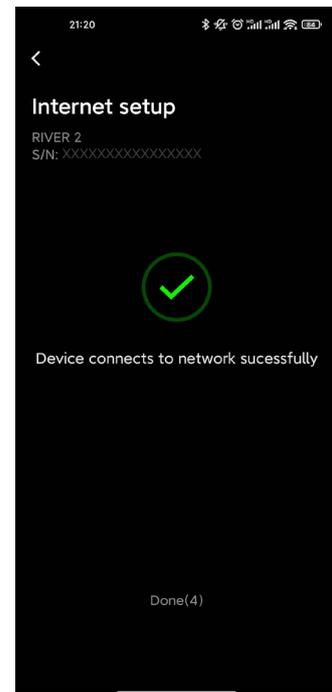
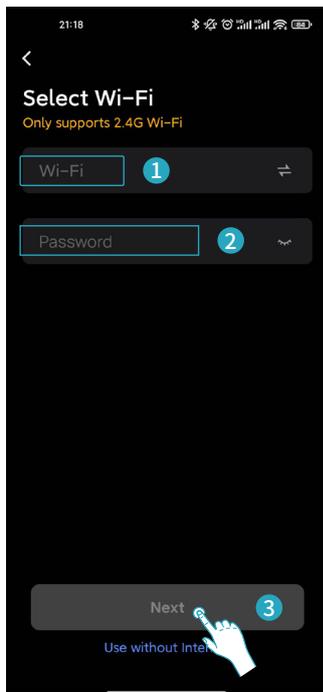


## IoT connection

Once the Bluetooth connection or Wi-Fi hotspot connection is successful, the page will automatically jump to the "Internet Setup" page.

You can continue to select the name of the home Wi-Fi and enter the correct Wi-Fi password to complete the IoT connection.

If it fails to finish the IoT connection, please check whether the device is powered on and try again. If it keeps failing, please contact the official customer service for technical support.



## 3. Device Control and Upgrade

### Device Control

After connecting the device, the device page of the App will display the connected device. By clicking the corresponding device icon, you can enter the device details page to view the real-time status and data of the device and control the device.

#### Device is Online

When the App is connected to the device via Bluetooth, Wi-Fi hotspot, or IoT, the device is online. You can view the device status and data in real-time on the App device details page, control the device, unbind the device, etc.

#### Device is Offline

When there is no Bluetooth, Wi-Fi hotspot, or IOT connection between the App and the device, the device is offline, and you cannot view the device status and data or control the device in the App.

### Firmware upgrade

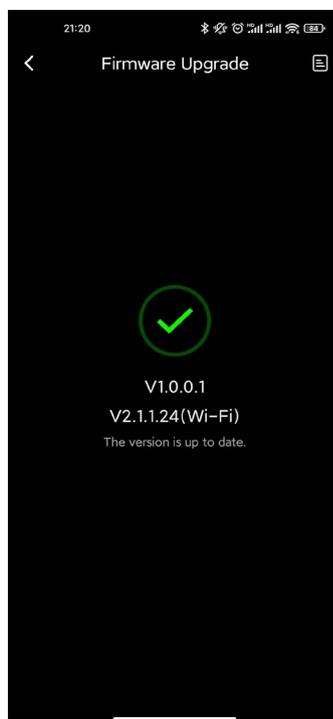
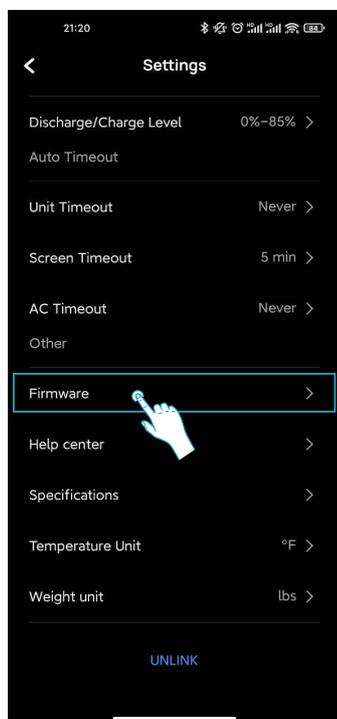
The firmware upgrade function is an essential feature of the EcoFlow App. A new firmware version will be released to fix known bugs, improve performance, and add new features.

#### Check for new firmware version

There are two methods to check whether the current device has a firmware version to be upgraded: automatic detection and manual checking.

**Automatic detection:** After the App enters the device details page, if an upgradeable firmware version is detected, a firmware upgrade pop-up window will appear to remind you to perform the firmware upgrade.

**Manual checking:** You can upgrade the firmware by selecting the "Firmware Upgrade" item by entering the Settings of App device details page.



#### Firmware Upgrade - Online Upgrade

When the device connection status is Bluetooth connection or Wi-Fi hotspot connection, you need to switch the device to an IoT connection first, and then perform the firmware upgrade. Click the "Upgrade" button on the firmware upgrade page to start the firmware upgrade. If the firmware upgrade fails, you can retry according to the App guidelines or contact the official customer service for technical support, or you can select "offline upgrade" on the App page to try the firmware upgrade, see [Firmware Upgrade - Offline Upgrade](#) for details.

#### Firmware Upgrade - Offline Upgrade

If the online firmware upgrade fails, or the device's Wi-Fi firmware version is behind the curve, you need to upgrade the firmware offline.

When the mobile phone is connected to the Internet, click the "Upgrade" button on the App firmware upgrade page to start the firmware upgrade and download the firmware upgrade package to the mobile phone.

After the firmware upgrade package is successfully downloaded to the mobile phone, follow the instructions on the App page, connect to the device's Wi-Fi hotspot, and select the "Install" button in the App to send the firmware upgrade package to the device and perform the upgrade. If the firmware upgrade fails, you can retry according to the App guidelines or contact the official customer service for technical support.

## 4. Personal Settings and More

### Modify avatar and nickname

Enter the EcoFlow App, click the "Me" button at the bottom to enter the Me homepage, and then click the avatar and nickname area at the top to enter the Personal Settings page.

On the Personal Settings page, click the avatar or nickname button, and follow the prompts on the page to modify the avatar or nickname.

### Change Password

On the Personal Settings page, click the "Set Password" button, enter the previous and the new password twice according to the page prompts, and click **Finish**.

### Account Cancellation

On the Personal Settings page, click the "Cancel Account" button, follow the prompts of the page step by step and complete the application.

Since account cancellation is irreversible, we offer a Cooling-off period, and re-login within the period is considered as continuing the account.

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