

User Manual

TBB Service APP

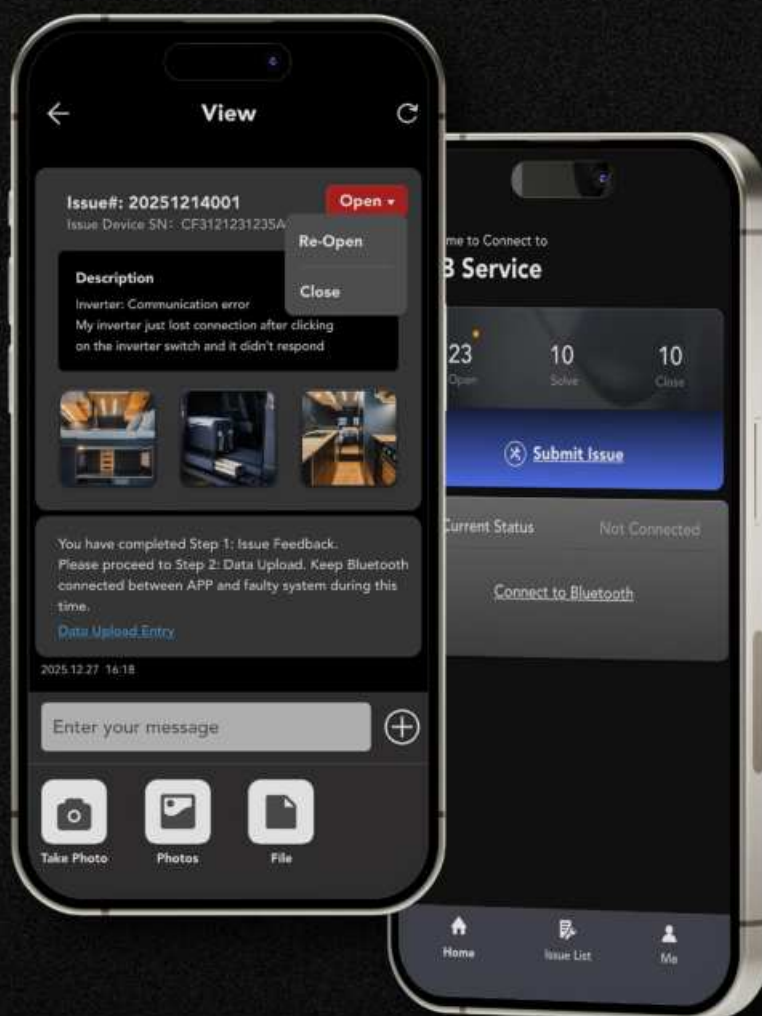


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1. Background

The TBB Service APP is a Bluetooth-based application designed for TBB systems. It is used for after-sales service, including device information collection, troubleshooting, and data upload.

When a fault occurs, the APP can be launched to collect key system data with one click. The collected information is then transmitted to the TBB back-end database via the mobile network, and a notification email is sent to the designated service engineer for further diagnosis.

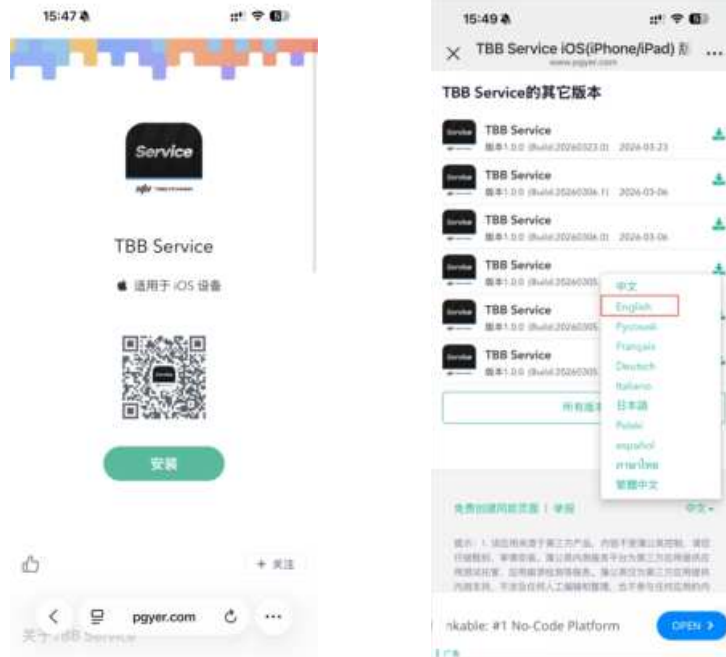
The collected data includes log information, system firmware version, system data snapshots, and configuration settings. It may also include certain diagnostic parameters that are not accessible to end users but are useful for troubleshooting, such as individual battery cell voltages and temperatures.

2. Basic Functions

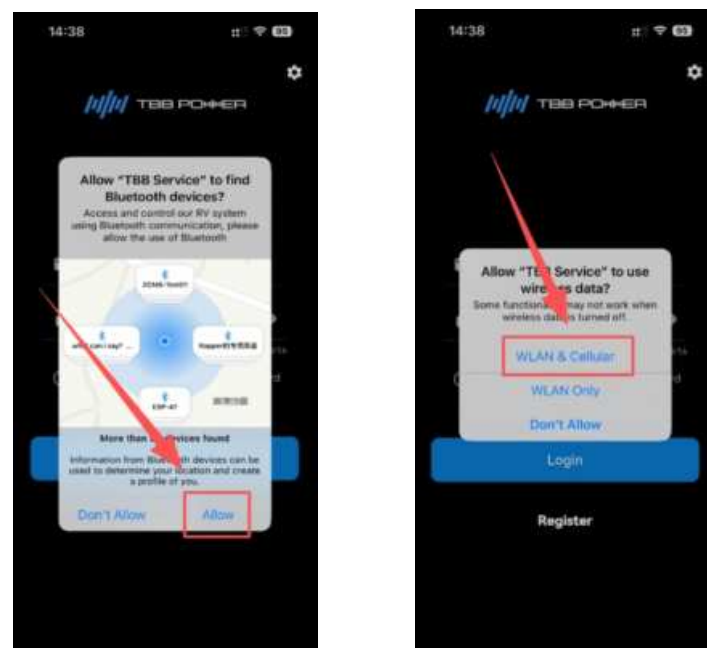
1) Scan the QR code below to open the download page. Scroll down to the bottom of the page and change the language to English, then download and install the TBB Service APP.

(Note: The APP is not yet officially available on the Apple App Store. The link provided is a temporary download source.)





2) Complete the required authorization steps.

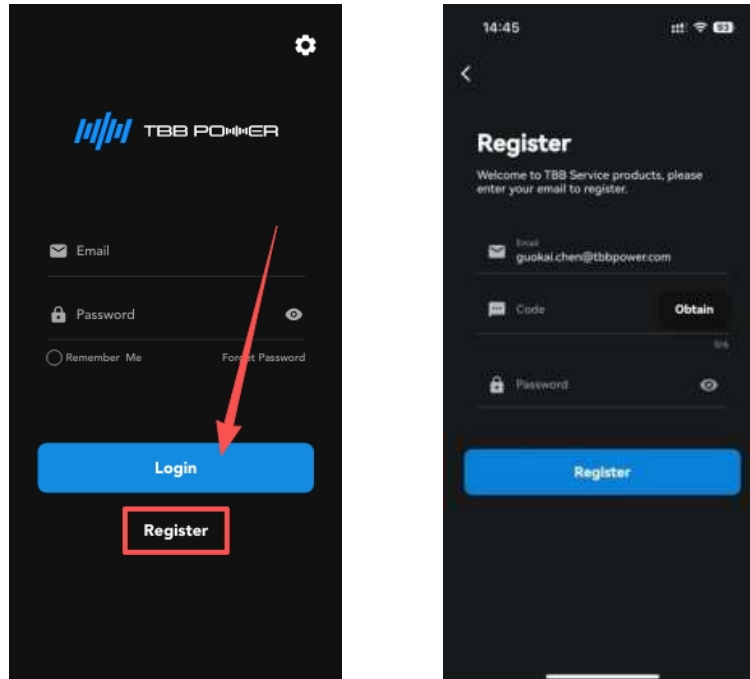


3) Tap “**Register**” to open the registration page. Enter a valid email address to create a service account. Example: guokai.chen@tbbpower.com

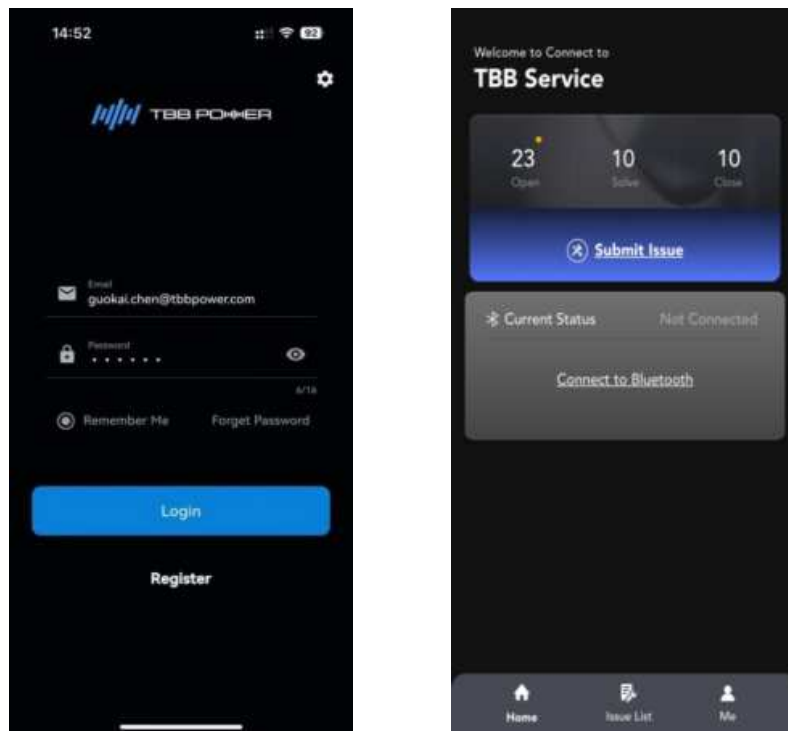
Tap “**Obtain**” to receive a verification code via email. Enter the verification code and

set your password, then tap “Register” to complete the process.

Password requirements: 6 to 16 characters

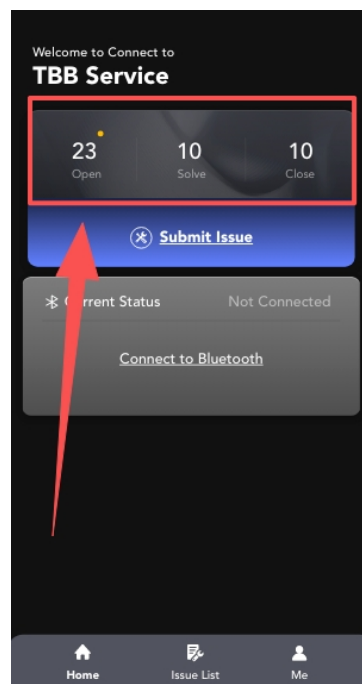


4) Enter the correct account credentials and log in. After successful login, you will be redirected to the home page.



5) This section displays a summary of fault reports under the current account. From left to right, it shows the number of pending (**Open**), resolved (**Solve**), and closed (**Close**) faults. Tap each section to view the corresponding list filtered by status.

When a service engineer replies to a fault report, a yellow indicator dot will appear in this section.

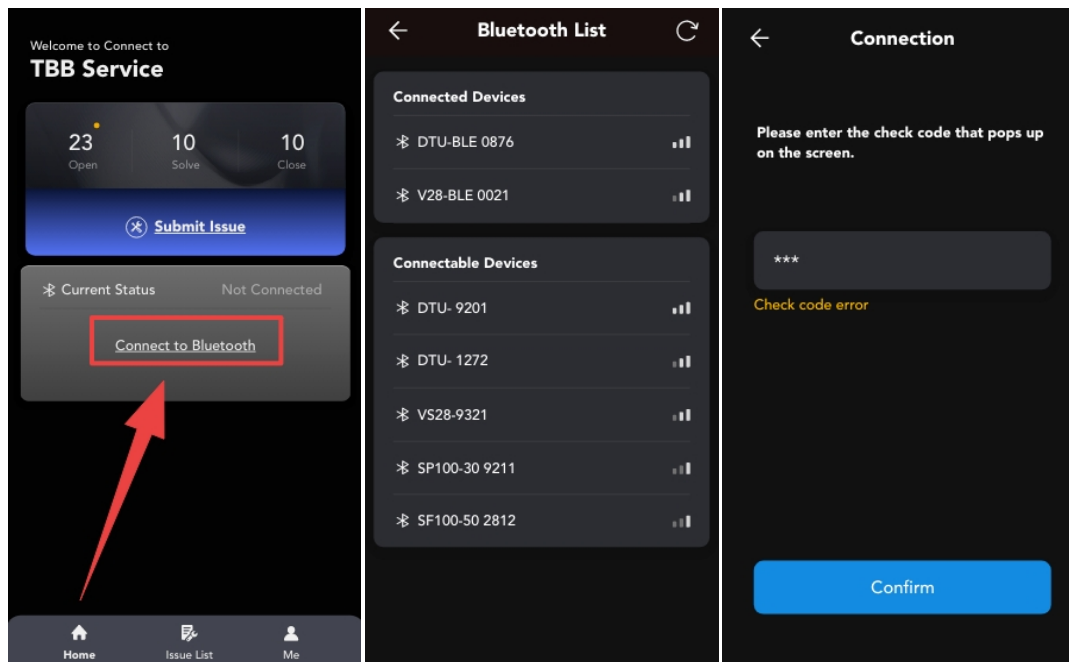


3. Fault Reporting Process

Note: Fault reporting involves two steps: creating a fault report ticket and uploading system data.

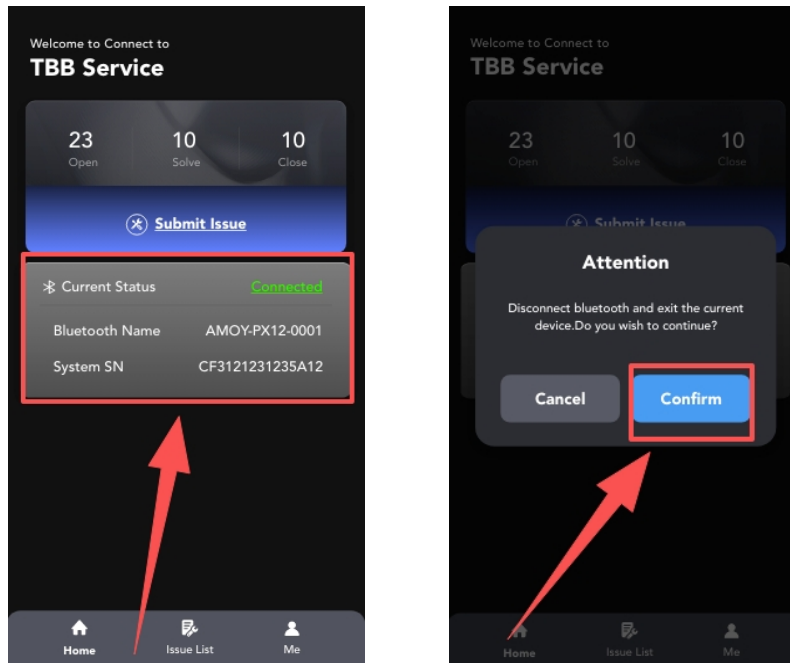
System data is collected via Bluetooth. Therefore, a Bluetooth connection with the target system must be established before submitting a fault report.

1) When connecting to a system for the first time, manual Bluetooth pairing is required. Tap **“Connect to Bluetooth”** to enter the Bluetooth connection page. Select the target system and enter the verification code to establish the connection.



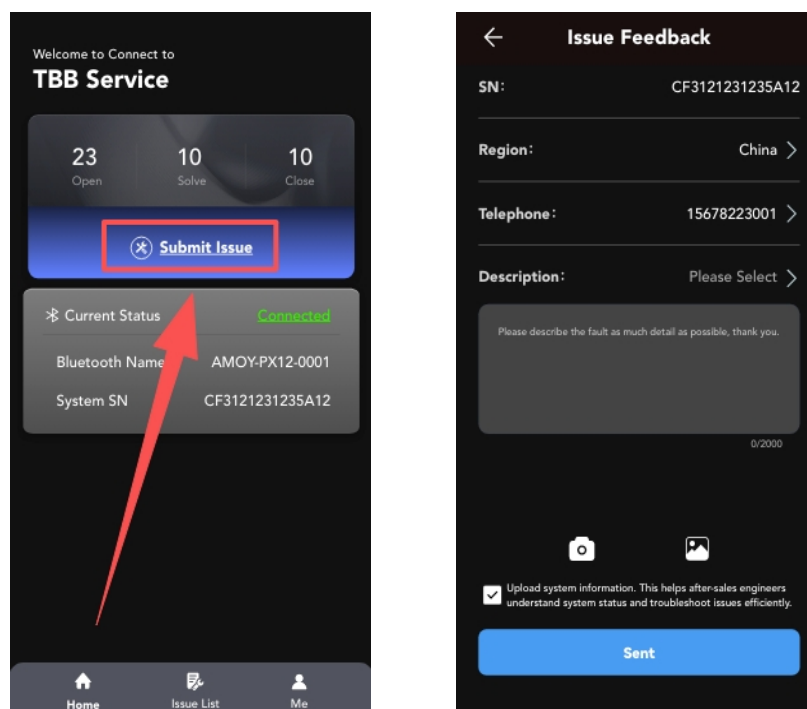
2) If a Bluetooth pairing record already exists, the APP will automatically reconnect to the last successfully paired device after login. Once connected, the page will display the device name and the serial number.

To connect to a different system, tap the **“Connected”** area and select **“Confirm”** in the pop-up window to disconnect the current device.

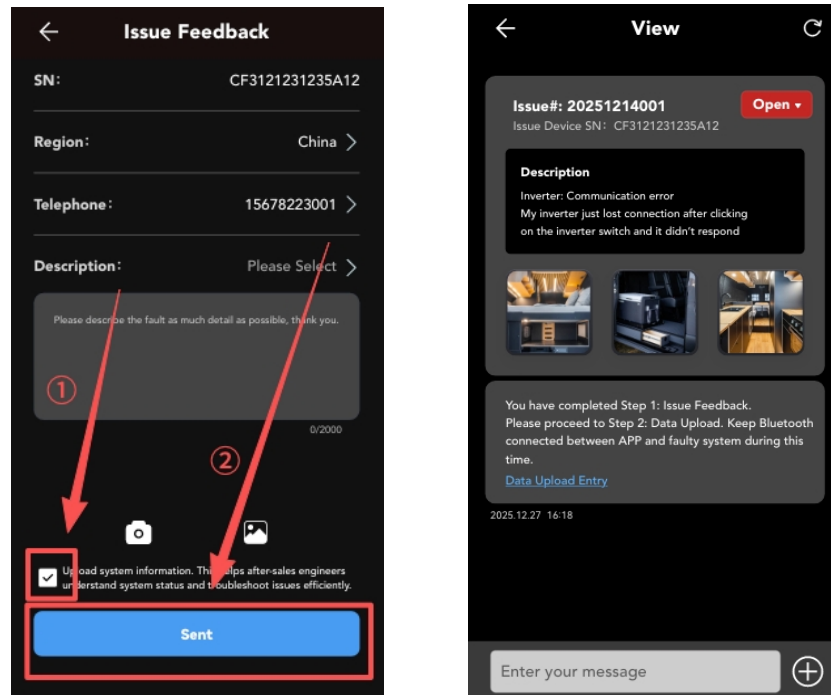


3) After establishing a Bluetooth connection, tap **“Submit Issue”** on the home page to enter the fault reporting page.

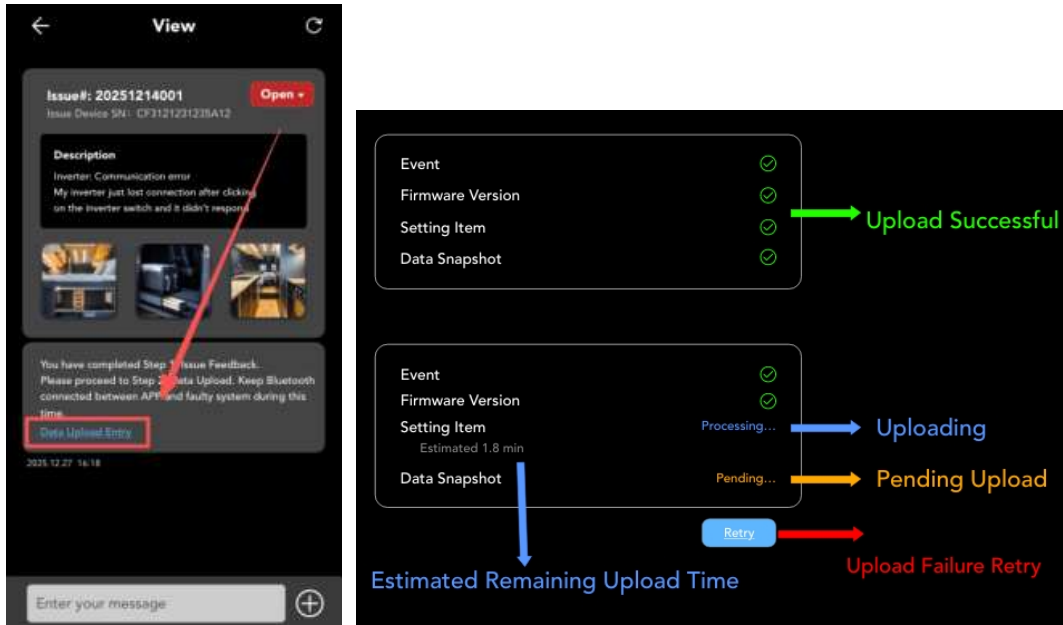
Fill in the relevant fault report information according to the on-screen instructions. Photo capture and image upload from the gallery are supported to help improve troubleshooting efficiency.



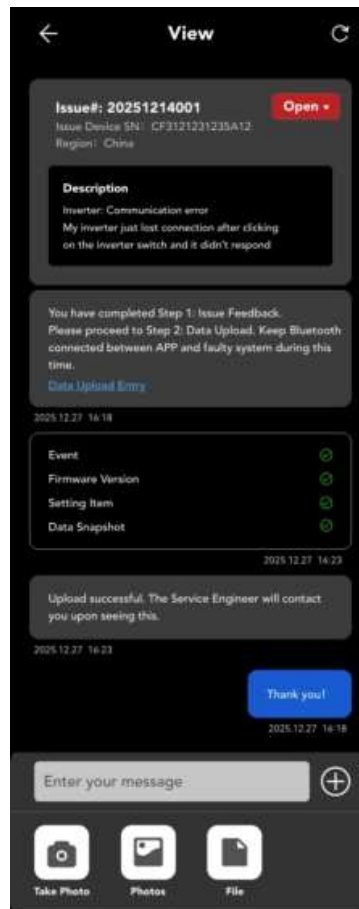
4) After entering the fault information, select the data upload consent option and tap **“Send”** to proceed to the system data upload page. This page displays the submitted fault information and provides access to data upload.



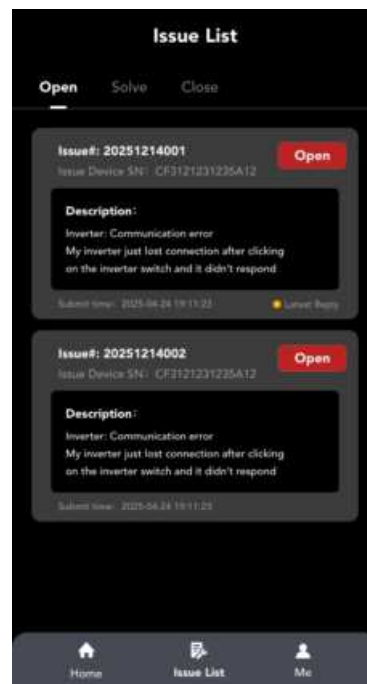
5) Tap **“Data Upload Entry”** to start uploading system data. The upload progress and status of each data item will be displayed. The types of data uploaded may vary depending on the system. For example, CCM18 uploads include system logs, device firmware versions, system snapshots, and system configuration settings. During the upload process, ensure that both the Bluetooth connection and mobile network remain stable.



6) After the fault report is successfully submitted, users can add additional details, upload images, and attach files, and communicate with service engineers in real time for efficient troubleshooting.



7) All historical fault reports can be viewed on the “**Issue List**” page. Tap a specific issue to view detailed information about that fault report.



8) Each fault report has three possible statuses: “**Open**” (pending processing), “**Solved**” (issue resolved), and “**Closed**” (issue closed).

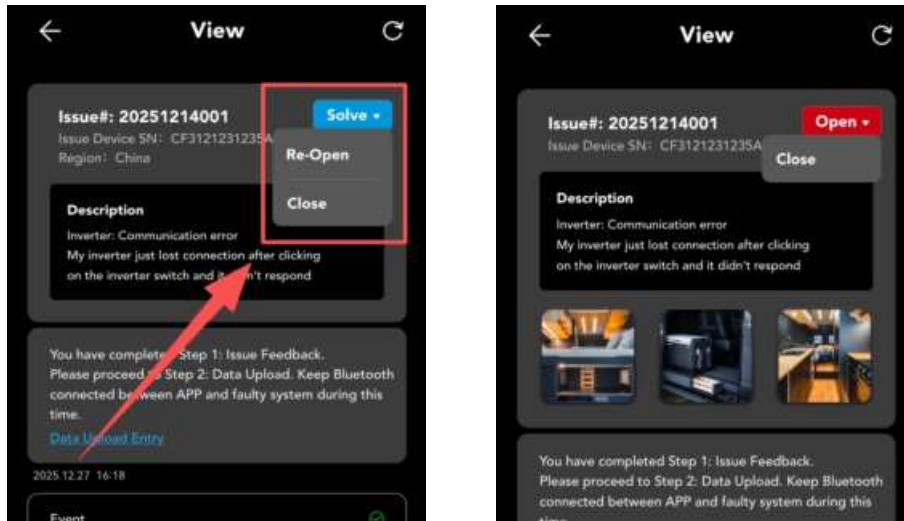
After submission, the default status is **Open**. Once the service engineer resolves the issue, the status will be updated to **Solved**.

Users can then take the following actions:

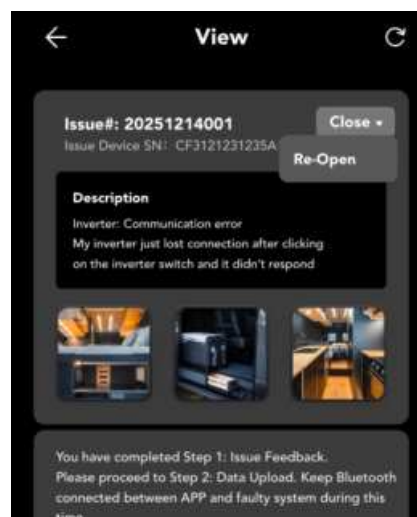
If the issue is not resolved, reopen the ticket.

If the issue is fully resolved, manually change the status from **Solved** to **Closed**.

If the user determines the issue has been resolved without further assistance, it can be manually closed.



9) If a previously resolved issue occurs again after being closed, the user can create a new fault report, or reopen the original ticket (**Re-open**).



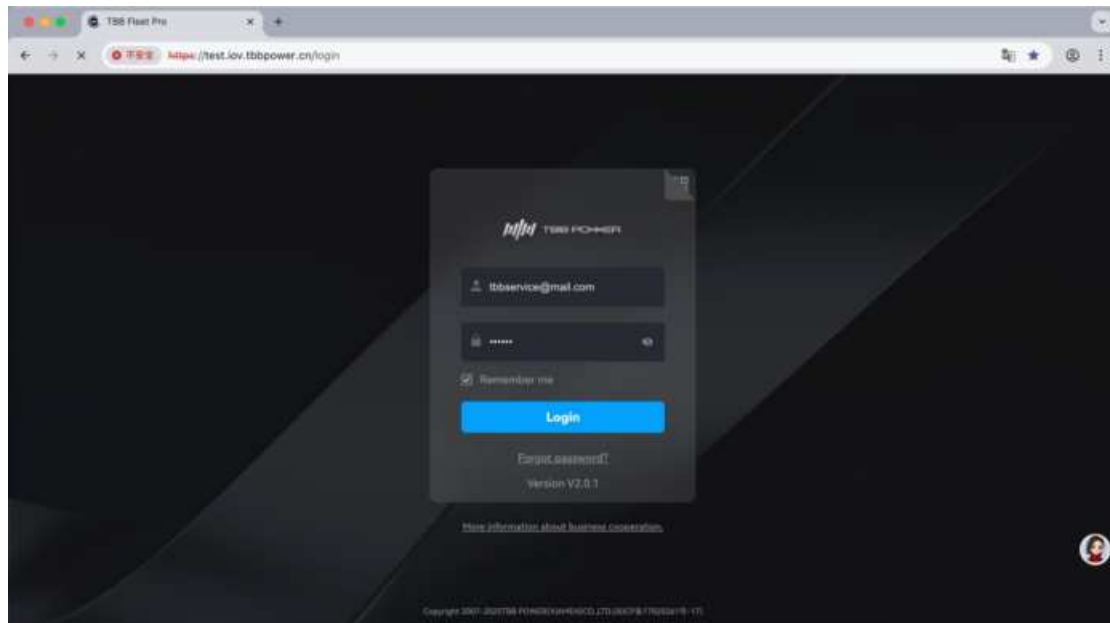
4. Web Platform Data Reporting and Query

This website is a dedicated service platform for service engineers. After users submit a fault report via the APP, service engineers can log in to this website to handle after-sales service tasks.

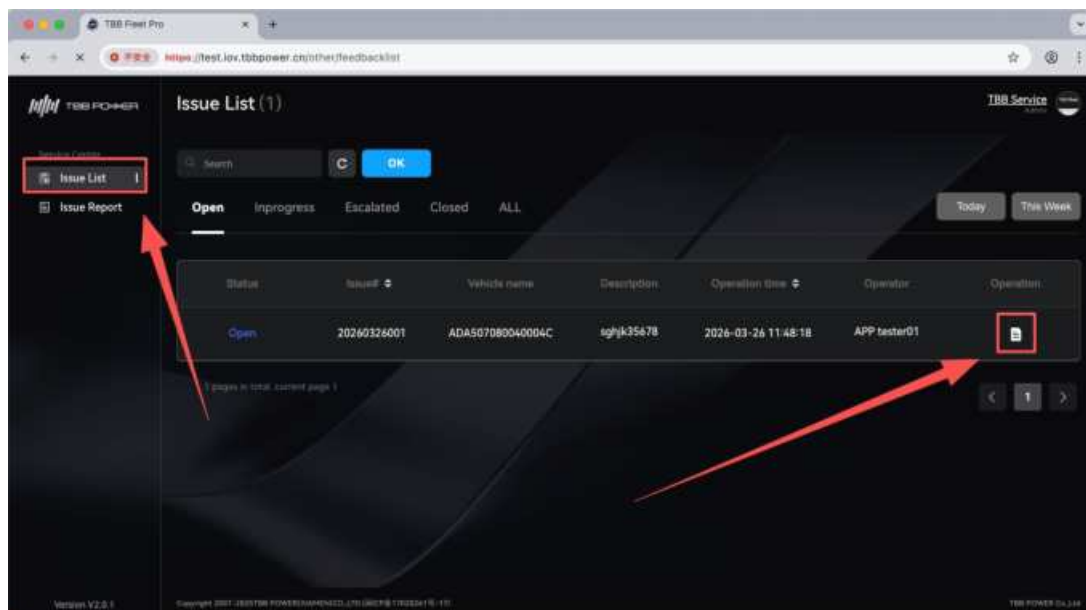
1) Open the browser and visit: <https://test.iov.tbbpower.cn/login>, then log in using the super administrator account:

Account: tbbservice@mail.com

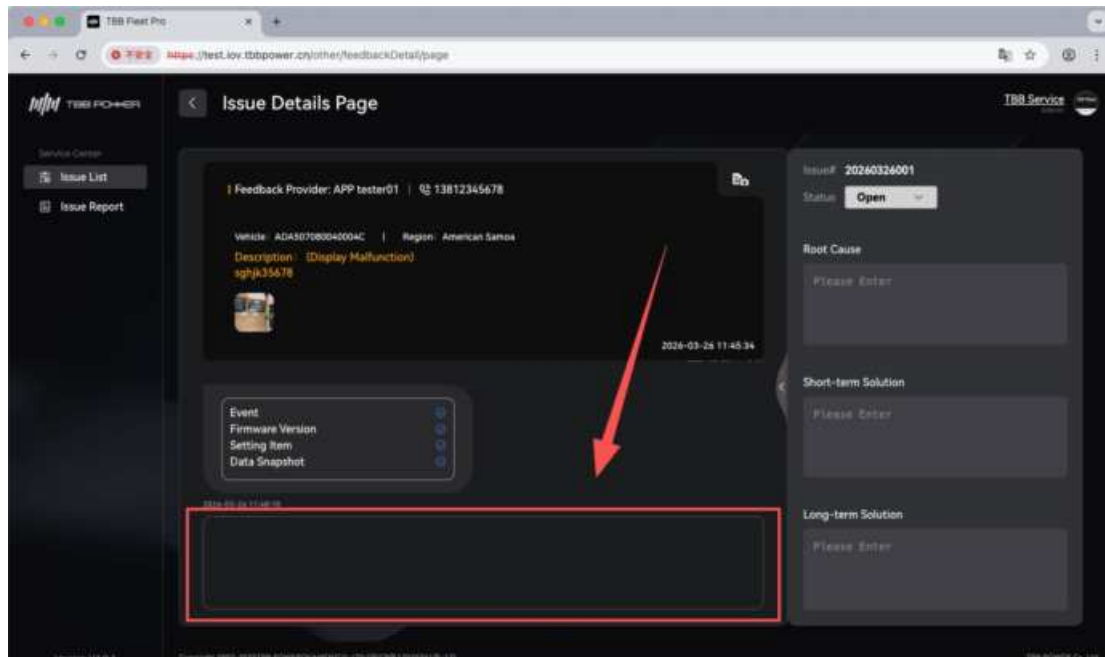
Password: 123456



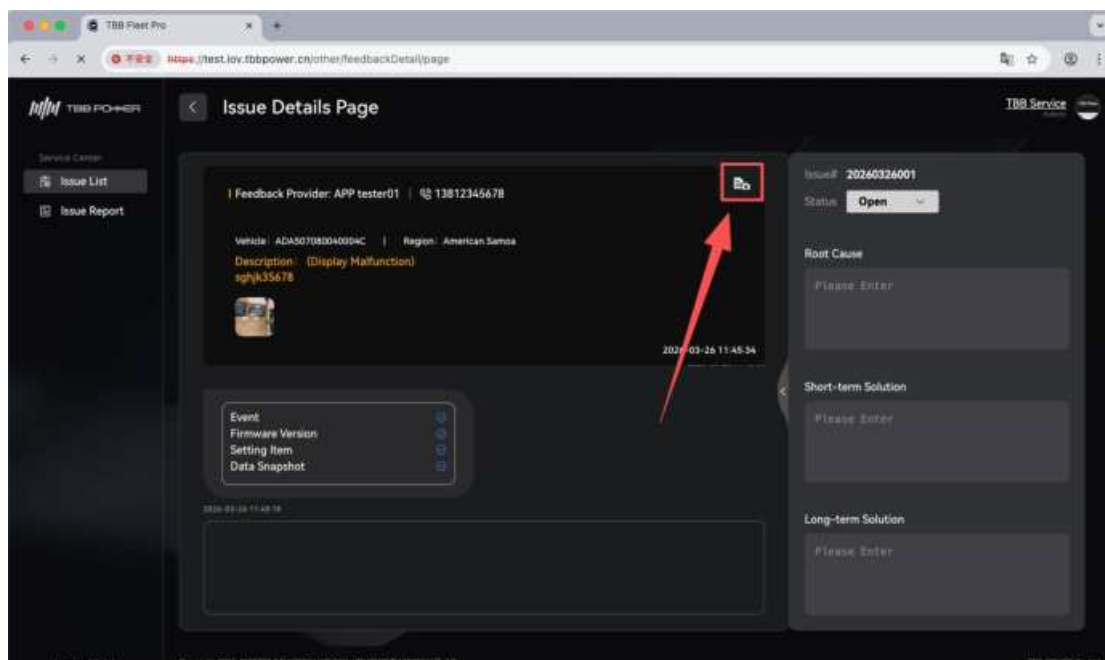
2) Click the “**Issue List**” to enter the ticket (fault report) detail page.

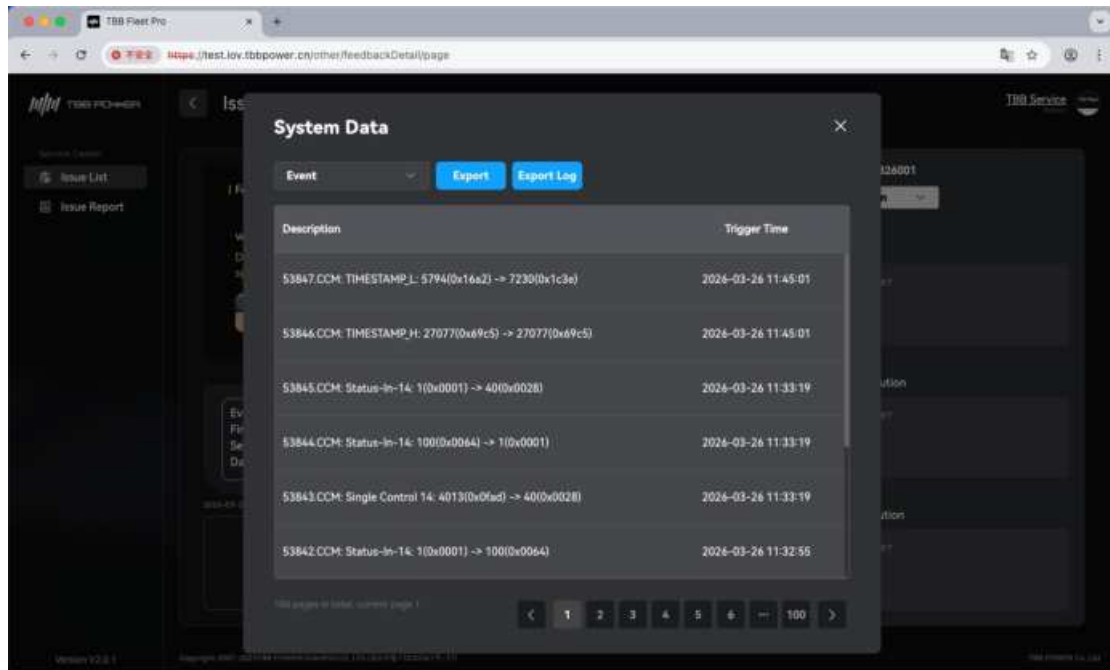


3) Fault tickets can be processed on this page, and messages can be sent to the corresponding customer to better understand the system condition.



4) Click to view the system data details of the system associated with the fault ticket (as shown in Figure 2). All data displayed on this page is system information uploaded via the APP during fault reporting.



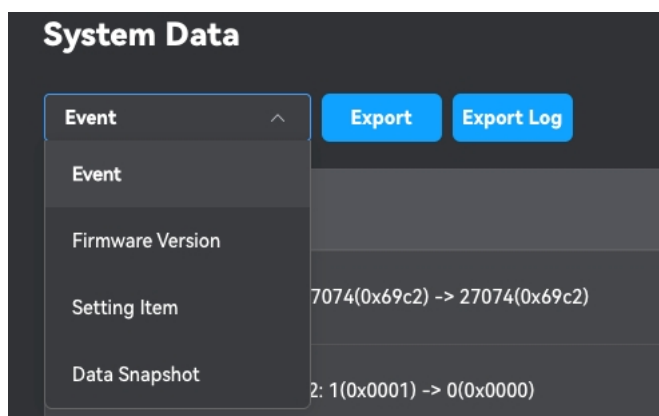


5) Use the dropdown menu in this section to switch between different data tables for viewing. Due to the large volume of data, it is recommended to click the **“Export”** button to export the data as an Excel file for easier review.

Note:

The **“Export”** button exports all data in .xlsx format, which can be opened directly.

The **“Export Log”** button exports only the system log data in .hex format, which requires dedicated host software for viewing.



6) Service engineers should analyze and troubleshoot faults by combining system data with communication records. After identifying the root cause and resolving the

issue, click the **“Edit”** button to enter the root cause, short-term solution, and long-term solution. Save the information and close the ticket upon completion.

