



4G Data Plan Operating Manual

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Please read this document carefully to ensure the best reliability of the product and your warranty eligibility. For further information about warranty, please refer to the **Franklin Home Power Limited Warranty**.

This document is intended for use by professional installation and maintenance service providers only and no statements, information or recommendations in this document constitute any express or implied warranty.



Please read this document carefully before installing or using the Franklin Home Power equipment. Failure to follow any instructions or warnings in this document may result in damage to the equipment, personal electric shock, severe injury, or even death.

Product Information

Franklin Home Power (FHP) is composed of aPower, aGate and other electrical components, and this document applies only to the following products: aPower X and aGate X.

FranklinWH Energy Storage Inc. ("FranklinWH") reserves the right to make any improvements to the product, and the contents in this document shall be subject to updates without further notification.

All images and pictures provided in this Manual are only for demonstration purposes and may differ in detail from the product, based on the product version.

Feedback

If you have any questions or comments, please send us an email at: service@franklinwh.com

Disposal of Scrapped Products

Scrapped products (including their internal chemicals and electrical materials) should not be disposed of with household wastes. Please refer to your local laws and regulations regarding disposal.



CONTENT

Statement	1
aGate X Communications Methods.....	1
4G Data Plan	2
Tools	2
Online Store	2
Installer Account – Purchase 4G Data Plan Authorization Code	2
Customer Account – Renew Data Plan	6
FranklinWH App	9
Installer Account	9
Purchase a Data Plan Authorization Code	9
Check purchase order	11
Activate the authorization code and renew the data plan for the aGate X.....	13
Customer Account.....	14
4G data traffic activation and renewal	14
View 4G Data Traffic Status.....	16
Appendix.....	17

Statement

The manual focuses on the purchase, renewal and use of 4G data plans for Franklin Home Power (FHP) systems. It is applicable to installers and customers, who each have different operating permissions and functions.

Each aGate X in the FHP needs to communicate with the cloud component of the FHP software. The EMS within the aGate X supports three communications methods, and one is connectivity through a 4G network.

aGate X Communications Methods

The aGate X supports multiple communications methods for internet connection: Ethernet, Wifi, and 4G.

- Method 1 (Recommended): Connect the aGate X to the household network using a communications cable.

To ensure the reliability of remote communications, it is recommended to connect the household network cable with internet connectivity to the **Eth2** port of EMS module in the aGate X.

- Method 2: Connect via Wifi

The Wifi connection between the aGate X and the household wireless network should be done during the installer commissioning process.

***NOTE:** aGate X supports only 2.4Ghz Wifi connectivity to the family router.

- Method 3: Connect via a 4G network (recommended only as backup).

Please make sure that there is a good 4G LTE signal in the installation area and that a SIM card has been inserted into the slot on the EMS wireless module.

Note: Each aGate X has a 4G SIM card installed when it leaves the factory. If you use a 4G network, you will need to purchase a data plan.

See Appendix for aGate X network connection details.

4G Data Plan

If an aGate X uses 4G to connect to the network, you need to ensure that the 4G function has been activated in the aGate X and that the data plan is valid.

Tools

The 4G data plan can be purchased and set through the FranklinWH online store and the FranklinWH App.

FranklinWH online store

Please visit: <https://shop.franklinwh.com/> to purchase or renew a 4G Data Plan.

FranklinWH App

The app supports the purchase of 4G Authorization Code, order check, activation and recharge.

The following operation applies to FranklinWH App v. 1.3.0 and above. To download the FranklinWH app, you can visit the Apple App Store or Google Play.

***Note: Installation service providers and customers use the same store and mobile app, but they access different functions based on account type.**

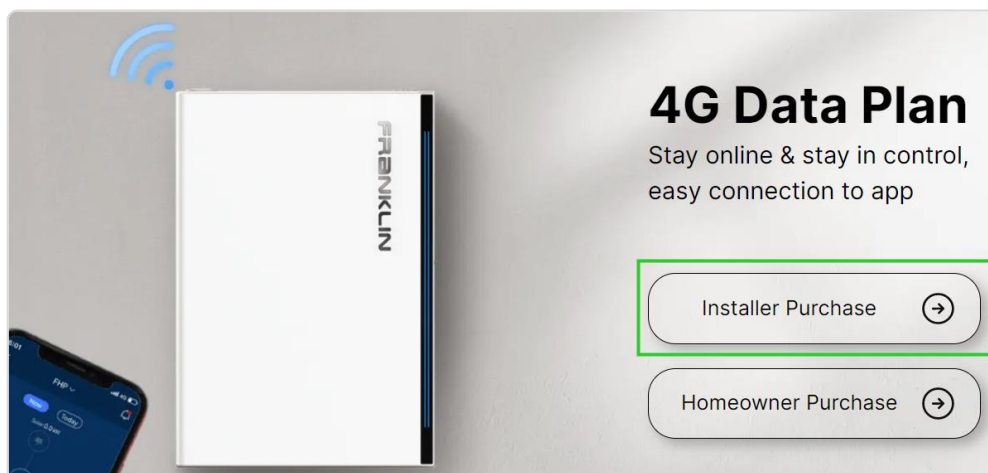
Online Store

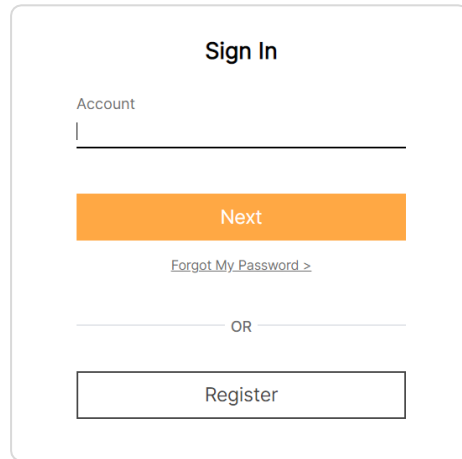
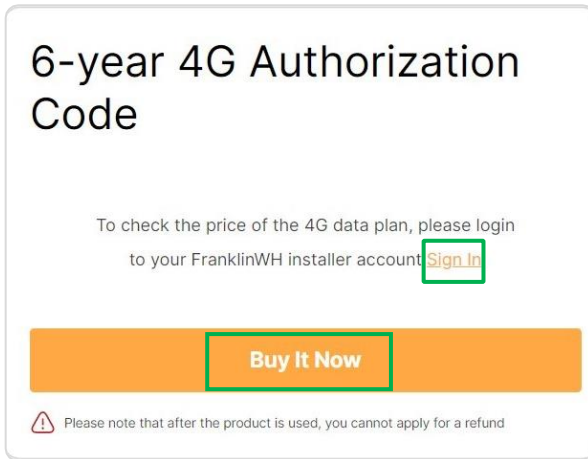
In the store, an installer account can only purchase the authorization code while the homeowner can only renew a 4G data plan. After the payment is successful, the installer account can log in to the FranklinWH App to view the purchased authorization code, and activate and recharge 4G data plan for an aGate X; the homeowner account can log in to the app to check the validity period of the renewed 4G data plan.

Note: Accounts registered on the login page of the store cannot purchase 4G products. Only FranklinWH Certified Installer and customer accounts can purchase or renew the 4G Data Plan.

Installer Account – Purchase 4G Data Plan Authorization Code

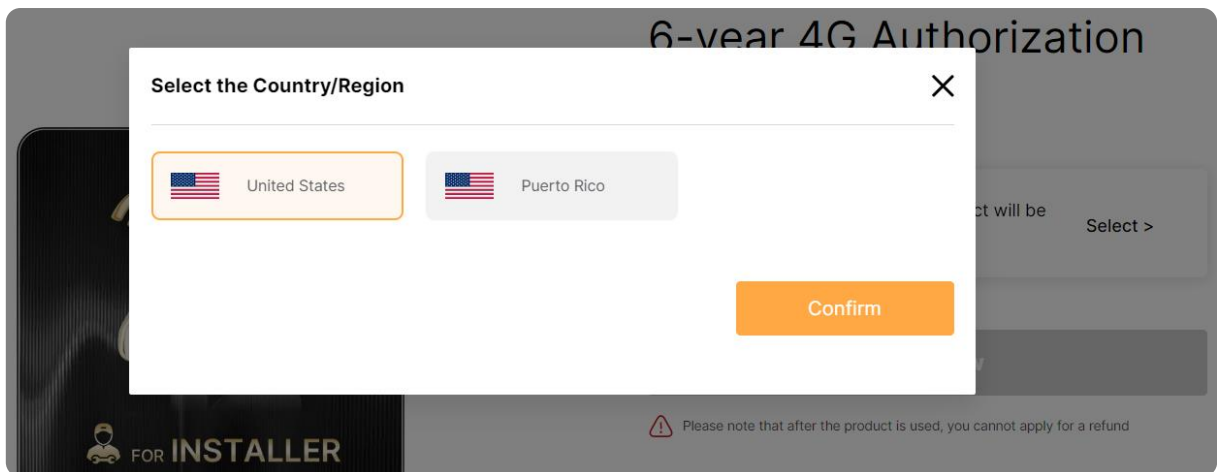
Step 1. Enter the website → **Store** → Choose **Installer Purchase** → Click **Buy It Now** or **Sign In** to login.





Step 2. Select the region where the authorization code is to be used.

Note: For regulatory reasons, Puerto Rico is a different region than the rest of the United States.



Step 3. Fill in the purchase quantity, Click **Buy It Now** to purchase a 4G authorization code.

Note:

- Select the region where the authorization code is used. If you need to change the region, click **Change** and choose again. After checking, click **Buy It Now** to buy.
- The authorization code is non-refundable online. Unused authorization codes can be refunded by contacting FranklinWH service team.

The screenshot shows a product page for a "6-year 4G Authorization Code". The price is displayed as "\$ [REDACTED]". Below the price, there is a region selection area showing "United States" with a US flag icon and a "Change >" button. Underneath is a quantity selector with a minus sign, the number "1", and a plus sign. At the bottom of the product area is a large orange "Buy It Now" button. A warning icon and text at the bottom of the page state: "Please note that after the product is used, you cannot apply for a refund".

Step 4. Check the purchase quantity and amount, choose either PayPal or Stripe for the payment method.

Once the transaction is complete, FranklinWH will recognize that payment is successful. You can login to the FranklinWH app to check the **authorization Code**.

Currently, only two payment methods are accepted: PayPal and Stripe.

Note: The email address on the payment interface is for the payment platform and has nothing to do with the FranklinWH login account.

The screenshot displays the checkout interface, divided into two main sections: Order Summary and Payment.

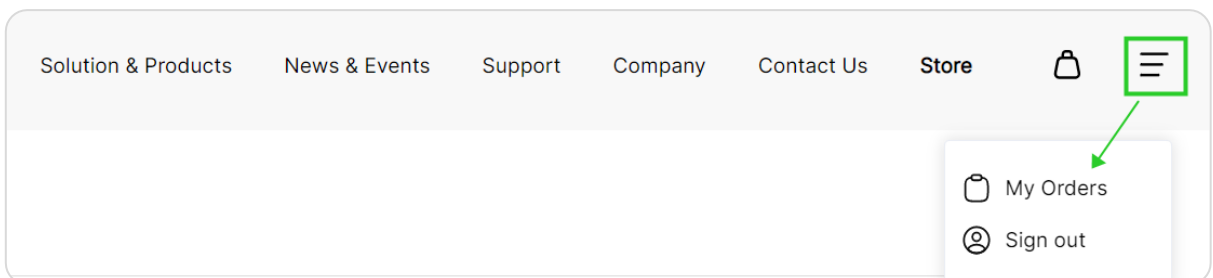
Order Summary:

- Item: 6-year 4G Authorization Code (6 Years)
- Quantity: 1
- Subtotal: \$
- Shipping: Free
- Sales Tax: \$0.00
- Total: \$

Payment:

- Payment Method: Stripe (selected), Paypal
- Email: [Input Field]
- Card number: [Input Field] (Logos: VISA, Mastercard, AMEX, eelo)
- Expiration: [Input Field] CVC: [Input Field]
- Country: United States (dropdown)
- ZIP: [Input Field]
- Disclaimer: By continuing, I understand and agree to the [Terms of Use](#) and [Privacy Policy](#).
- Pay Button: Pay \$

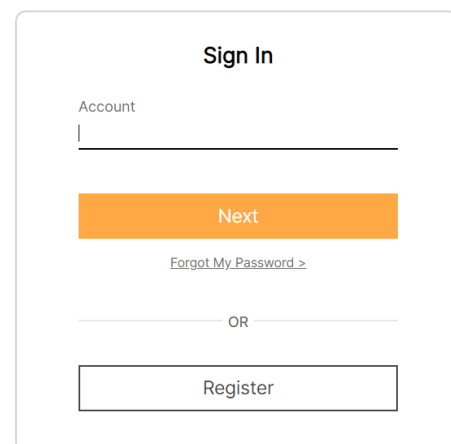
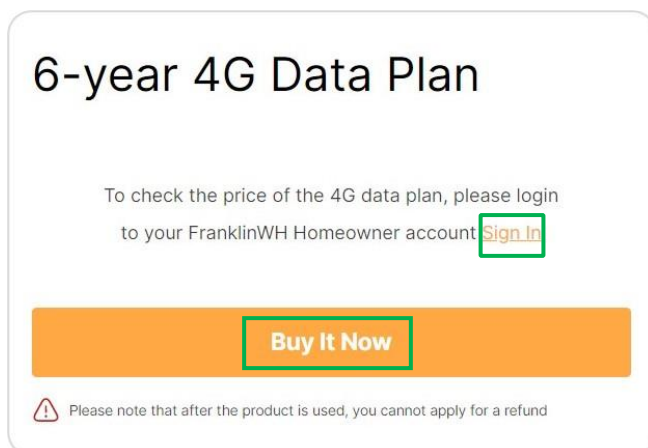
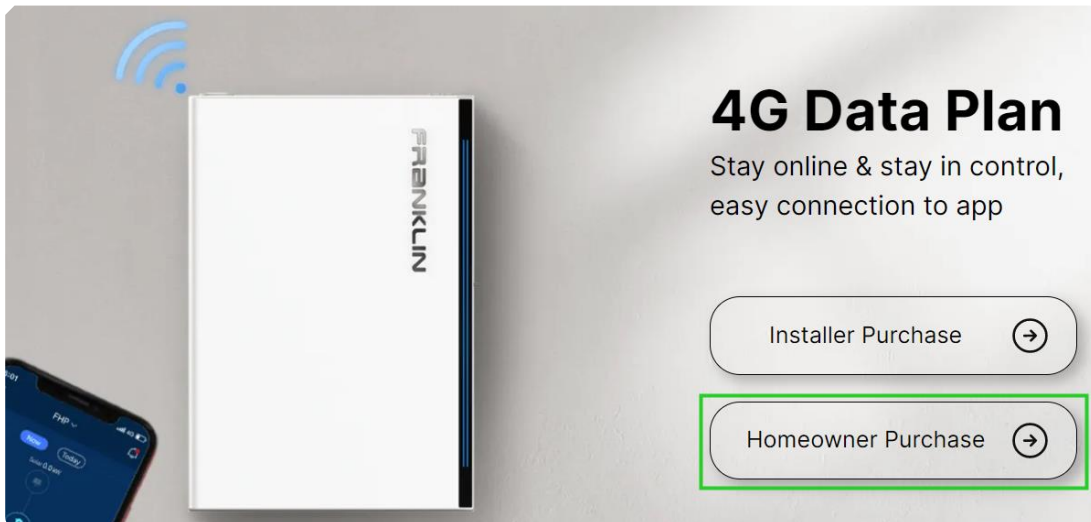
Step 5. If necessary, click on the upper right corner to view the purchased order.



Customer Account – Renew Data Plan

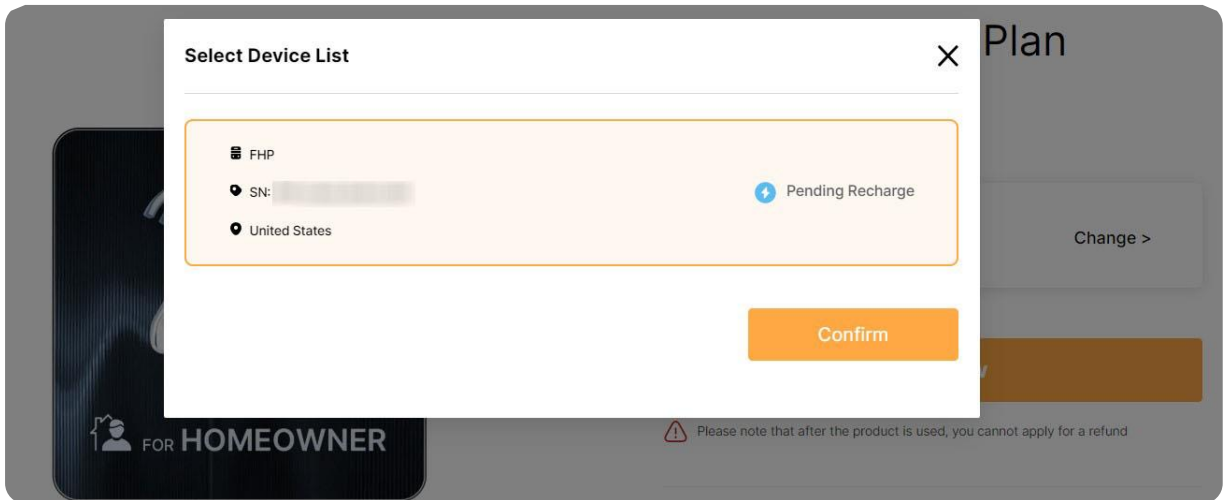
If the aGate X cannot be connected to Ethernet or Wifi, and the 4G data plan in use is about to expire, in order to ensure that the aGate X can access the internet, please renewal 4G data plan or connect through Ethernet or Wifi as soon as possible.

Step 1. Enter the website → **Store** → Choose **Homeowner Purchase** → Click **Buy It Now** or **Sign In** to login.



Step 2. Enter **Select Device List**, select the aGate X that needs to have 4G renewed, identified by the Serial Number (SN), and click **Confirm**.

If multiple aGate Xs are installed under the customer account, they can be distinguished by the SN on each aGate X.



Step 3. Click Buy It Now to renewal.

Note:

- You can check the aGate X SN and location. If you need to change the aGate X that needs to be recharged, please click **Change** and re-select. After checking, click **Buy It Now** to purchase.
- The 4G Data renewal is non-refundable.




Step 4. Payment. Check the purchase quantity and amount, choose either PayPal or Stripe for the payment method.

Once the transaction is complete, FranklinWH will recognize that payment is successful. You can login to the FranklinWH app to check the validity period of 4G data plan.

Currently, only two payment methods are accepted: PayPal and Stripe.

Note: The email address on the payment interface is for the payment platform and has nothing to do with the FranklinWH login account.

Order Summary



6-year 4G Data Plan
6 Years

Quantity: 1

\$





Subtotal	\$
Shipping	Free
Sales Tax	\$0.00
Total	\$

Payment

Stripe Paypal

Email

Card number

Expiration

CVC

Country

United States
▼

ZIP

By continuing, I understand and agree to the [Terms of Use](#) and [Privacy Policy](#).

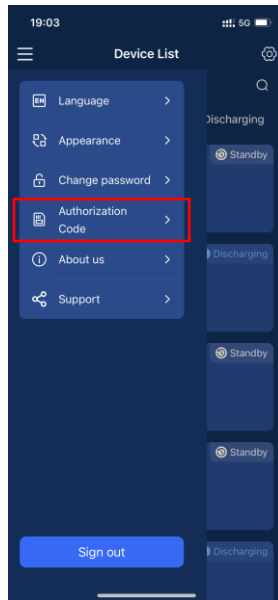
Pay \$

FranklinWH App

Installer Account

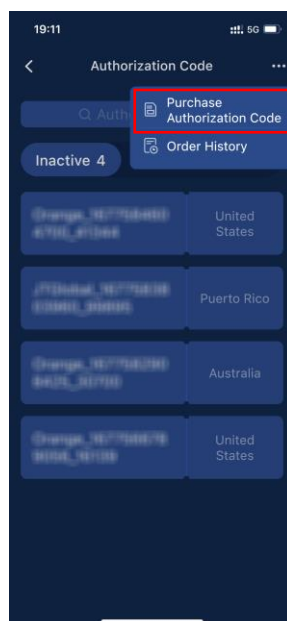
Purchase a Data Plan Authorization Code

Step 1. Sign-in to the app with your Installer Account, click the upper left corner and then click **Authorization Code**.

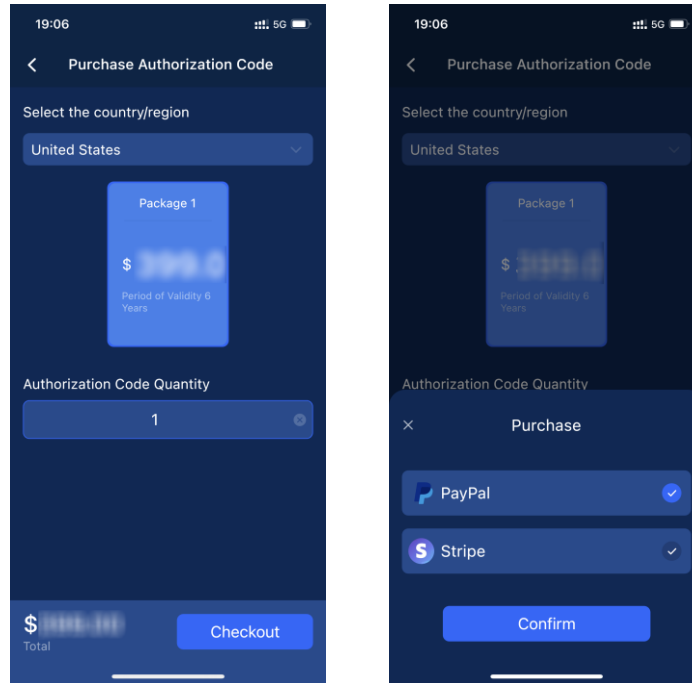


Step 2. Enter **Authorization Code**, click the upper right corner and then click **Purchase Authorization Code**. Purchase Authorization code packages by region. For regulatory reasons, Puerto Rico is a different region than the rest of the United States.

*Note: The **Authorization Code** page displays all data Authorization codes purchased by the installer's company, and the authorization code purchased by the installer can be used by another installer.*



Step 3. Select the region and plan, enter the quantity purchased. Choose either PayPal or Stripe for the payment method and then pay. After the transaction is complete, the FranklinWH app will recognize that payment is successful. You can check the **authorization code and purchase order**. The purchase is complete.



Notes:

- *When purchasing the authorization code, please pay attention to the region and package used for data traffic. The plan is valid for six years (calculated from the date of 4G activation).*
- *Currently, only two payment methods are accepted: PayPal and Stripe. Please prepare a PayPal or Stripe payment account in advance.*
- *Currently, refunds are not supported online. Unused authorization codes can be refunded by contacting FranklinWH service team.*

Check purchase order

Step 1. Enter **Authorization Code**. All Authorization codes can be reviewed.

This page can be viewed according to the three states of the authorization code: Inactive, Active, Invalid.

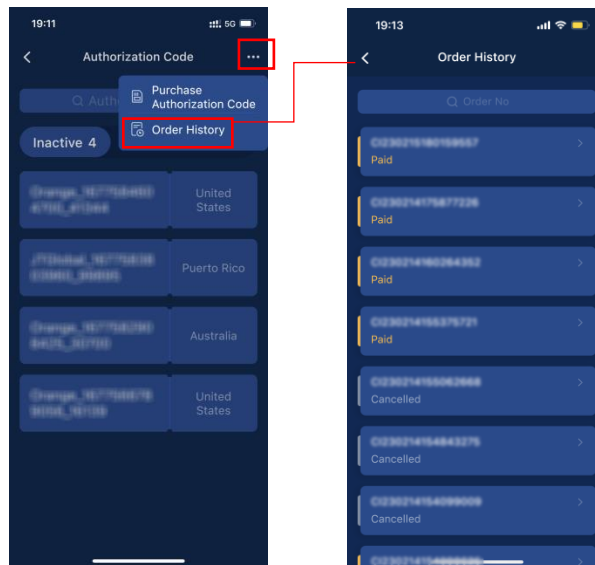
All installers at a company can view and use all the Authorization codes purchased by the company. The authorization code purchased by the installer can be used by another installer.

Note: Pay attention to the region where the Authorization code is used.



Step 2. Click the **Order History** option in the upper right corner to view detailed purchase information.

Note: The administrator account of the installation company can view all order records of the company. The installer sub-accounts can only check the order records of the authorization codes purchased on the specific sub-account.

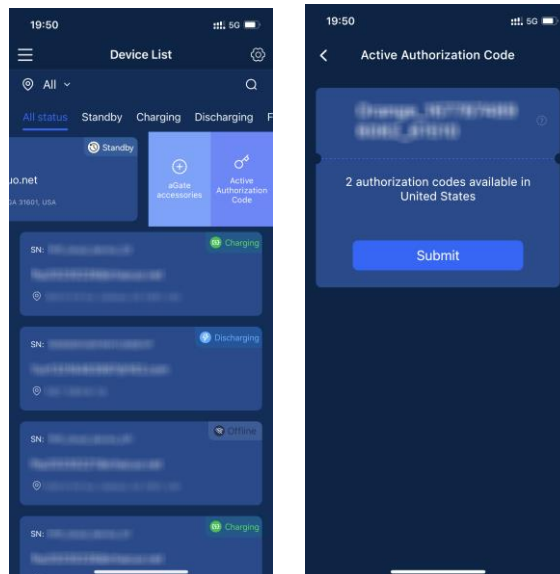


Activate the authorization code and renew the data plan for the aGate X

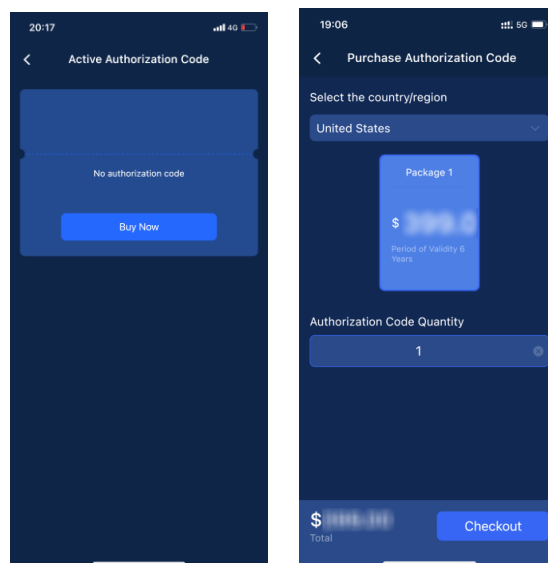
The authorization code is used to activate 4G on an aGate X.

Enter the **Device List** page, locate the device that needs to be activated in the list, swipe left→click **Activate Authorization Code** to enter the **Active Authorization Code** page, click **Submit** to complete the control.

*Note: For an aGate X with 4G enabled, in the **Device List**, the **Activate Authorization Code** button will not be displayed by sliding left.*



When activating 4G for an aGate X, if the authorization code has not been purchased the app will prompt the installer to purchase the authorization code. Click **Buy Now** to jump to the **Purchase Authorization Code** page. After the purchase is complete, return to **Device List** page to activate the authorization code.

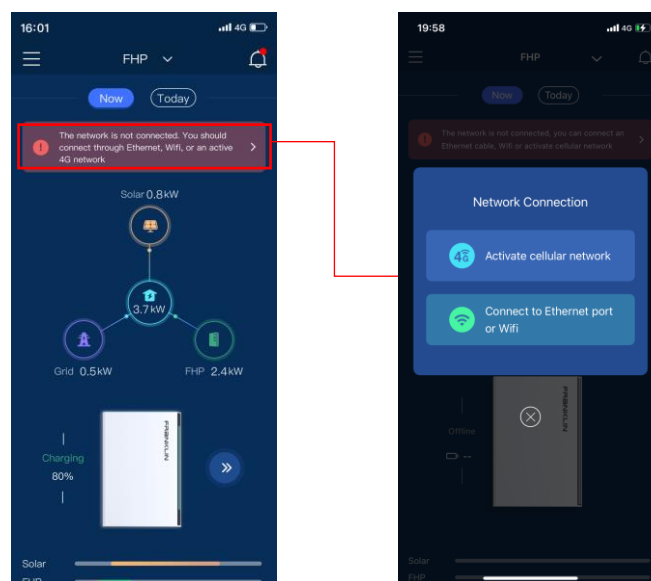


Customer Account

4G data traffic activation and renewal

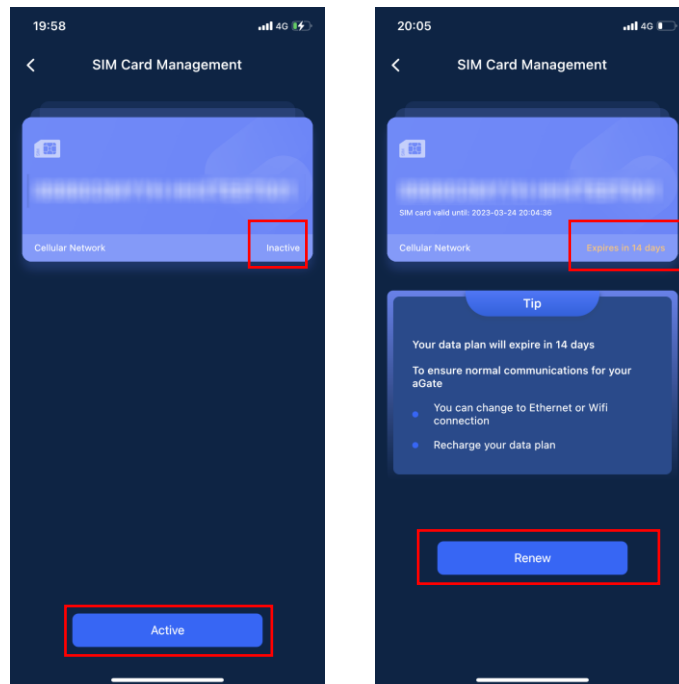
If neither Ethernet nor Wifi is connected, and the 4G plan has expired or 4G is not activated, after logging in to the customer account, a prompt that the network is not connected will appear. Two months before the 4G data plan expires, FranklinWH also will remind the customer through email to connect to the network in time, see Appendix for details. In order to ensure that the aGate X can access the internet, please connect to Ethernet, Wifi or 4G as soon as possible.

Step 1. Click the prompt, choose to connect to 4G, Ethernet, or Wifi. If the customer selects 4G for aGate X connectivity, please click **Activate cellular network**.



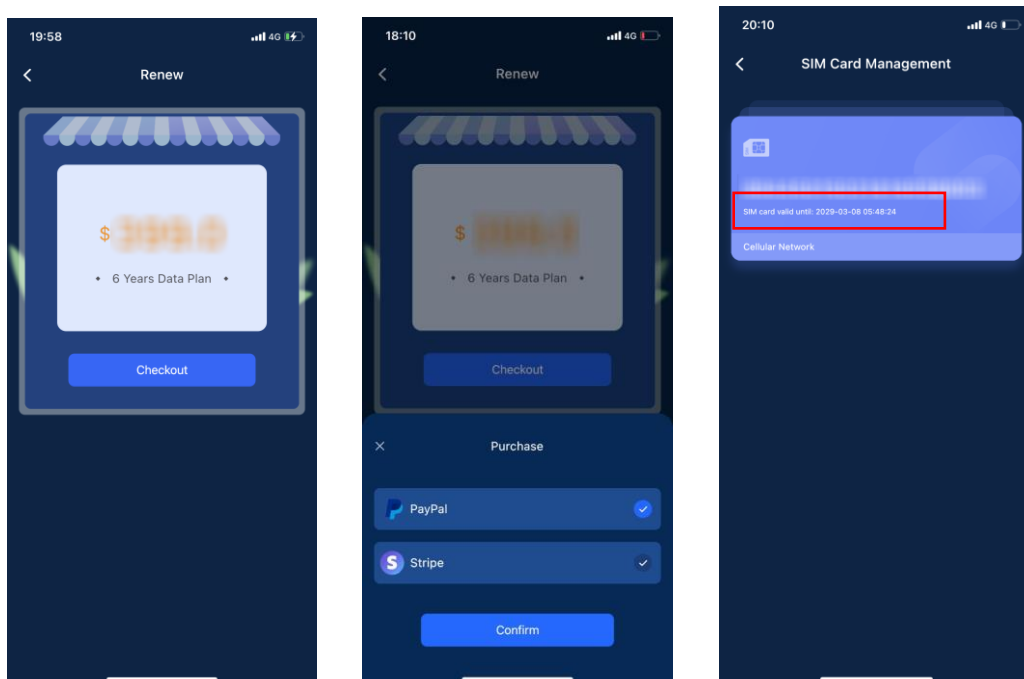
Step 2. If 4G is not activated, the app will jump to the 4G activation page. If the 4G data plan has expired, it will jump to the renewal reminder page.

Click **Active** or **Renew** to enter the activation and renewal page.



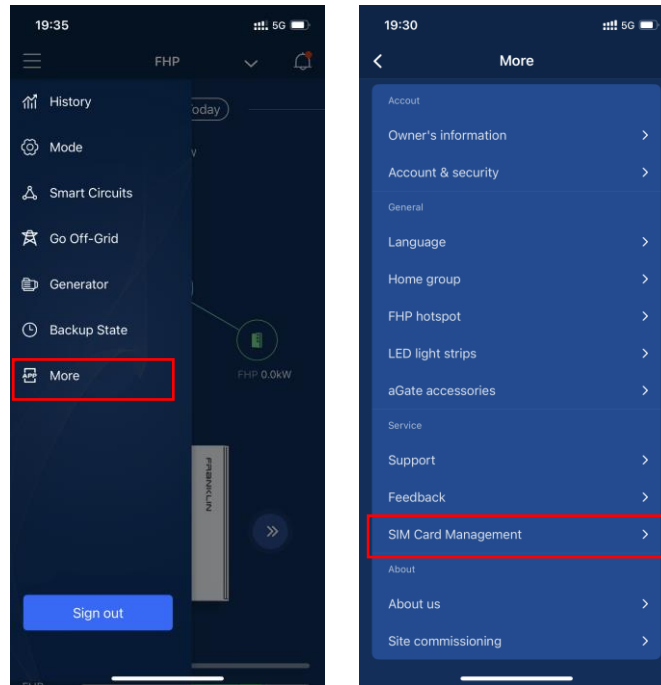
Step 3. Choose either PayPal or Stripe for the payment method.

Step 4. After the transaction is complete, the FranklinWH app will recognize that payment is successful, and you can check the validity period of 4G data plan (refunds are not supported).



View 4G Data Traffic Status

On the app homepage, click the upper left corner → **More** → **SIM Card Management** to enter the details page, and you can check the state and expiration date of existing 4G data plan.



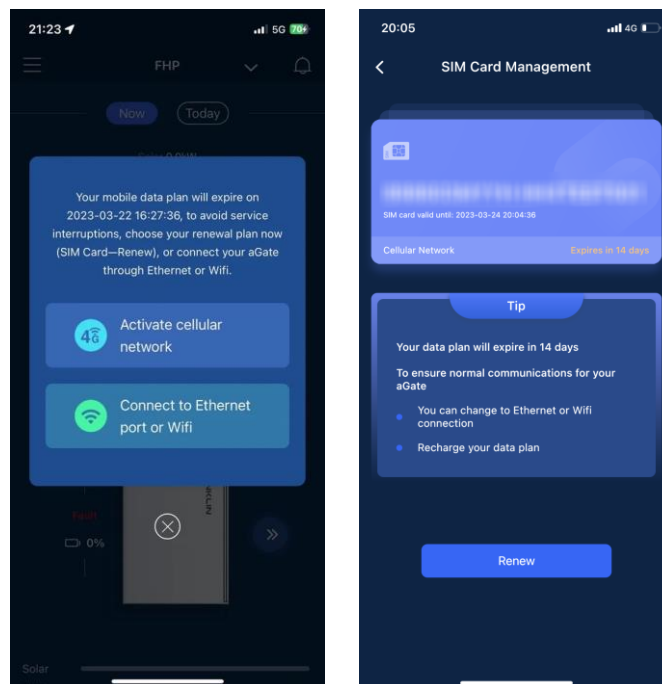
Appendix

If the aGate X is not connected to the Ethernet or Wifi, and the 4G data traffic is about to expire, FranklinWH will remind the customer through email and app to connect to the Internet in time or renew the 4G subscription.

- 1) Two months before the 4G data plan expires, the customer will receive an email that the plan is about to expire.
- 2) 1 month before expiration, the customer will receive an expiration notification from the app.

When the customer login to the FranklinWH app, a window will pop up every 7 days to remind the user to recharge or connect to Ethernet or Wifi.

- 3) According to the physical situation, select **Activate cellular network** or **Connect to Ethernet port or Wifi**. If it is time to renew the 4G data plan, click **Renew** to pay and extend the plan.



4) Check the network connection.

Click **Network Setting** to access the network setting page. If all networking methods have been enabled, the equipment will choose the network following the precedence order of Ethernet, Wifi, 4G.

