MARSTEK

Venus E 3.0 APP USER MANUAL

Published	Version	Date
Marstek EMS	V1.6.53	2025-12-09

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Ⅰ. APP download

1. Android: Google Play

2. IOS: APP Store

You can also click the following link to download:

https://eu.hamedata.com/ems/apk/marstek/index.html

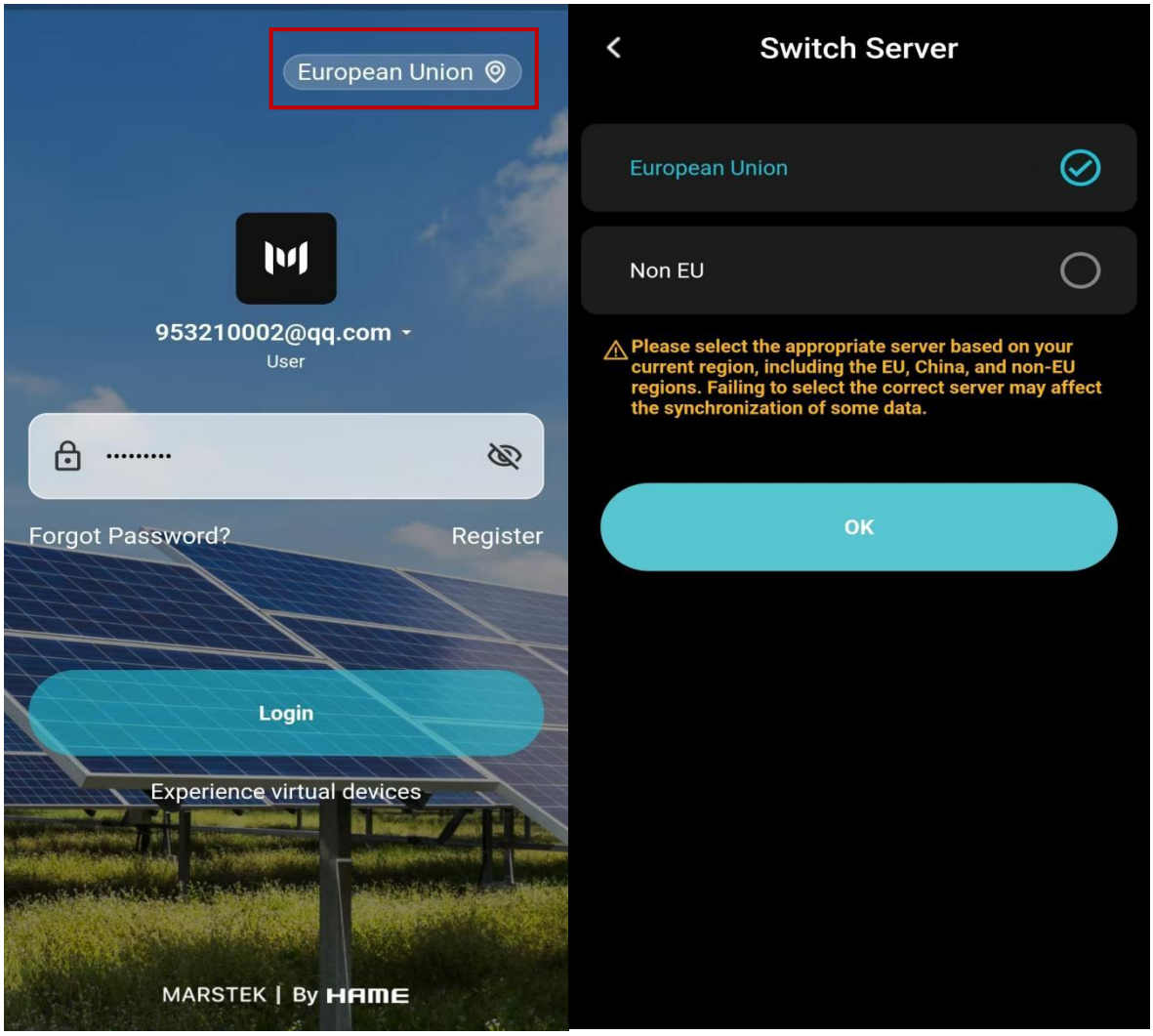
Or you can scan the QR code to download:

Ⅱ. Account Registration / Login

An account is required to access all features of the app, including device monitoring and statistics.

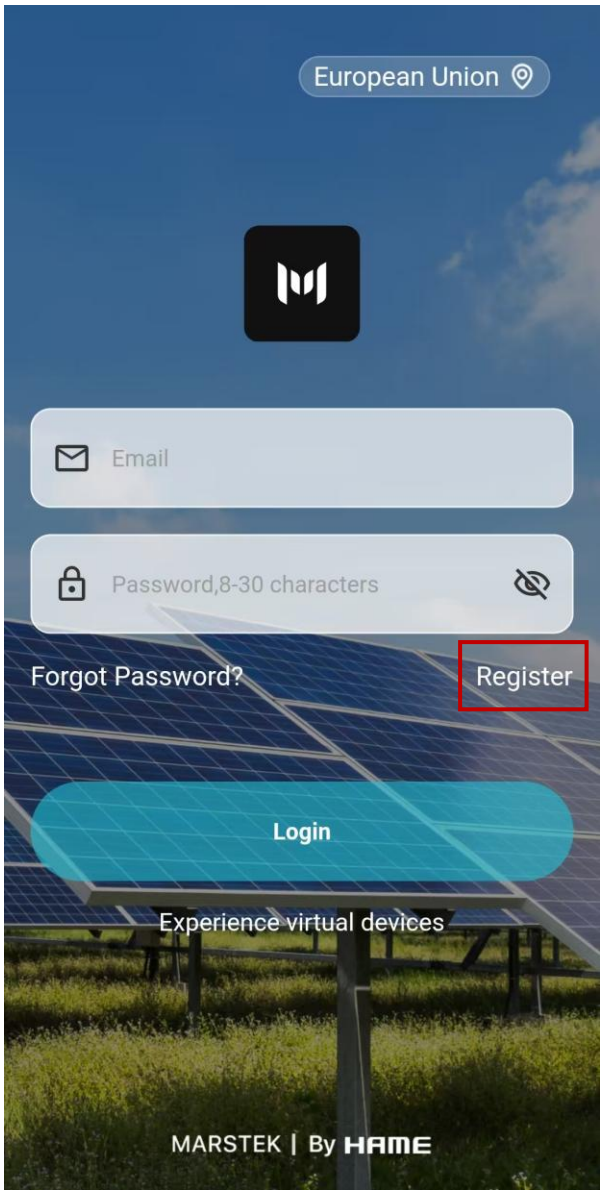
1. Select Server

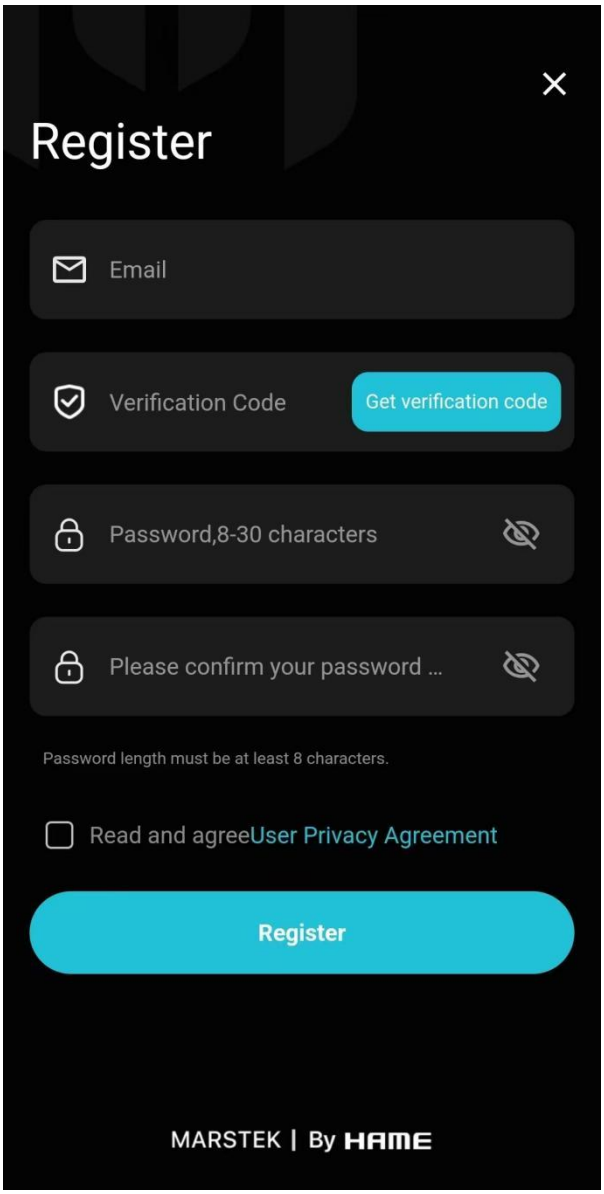
- Select the server corresponding to your device location.
- You can choose servers from the top-right corner of the login page.



2. Registration & Login

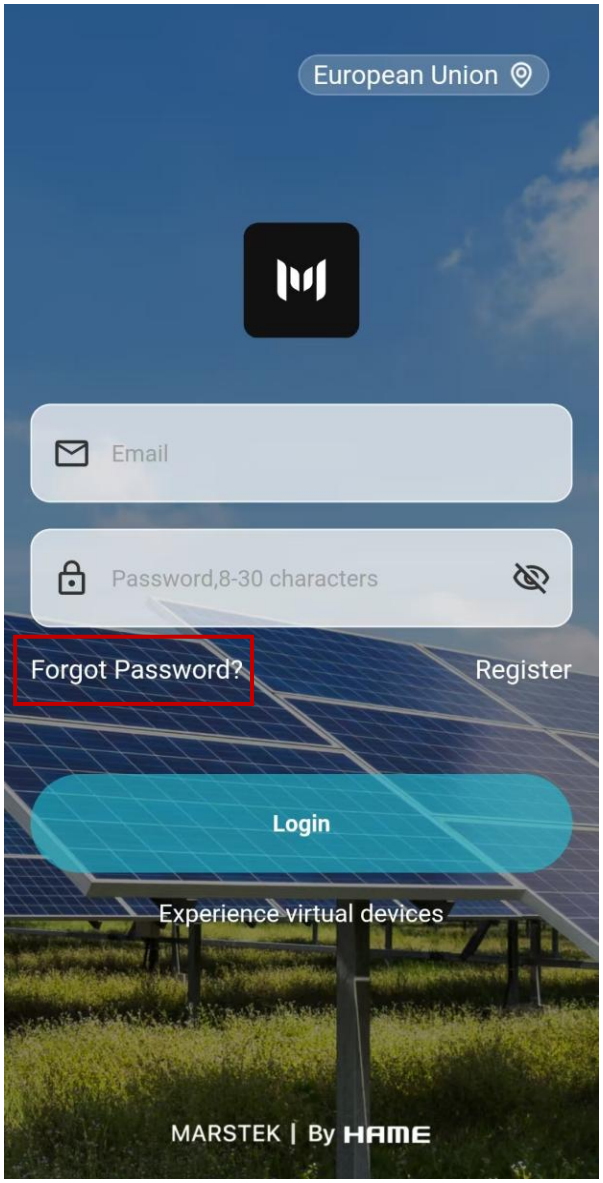
- Enter Email + Verification Code + Password to register.
- Use your registered email + Password to log in.
- **Note:** Make sure the server matches the one used during registration.

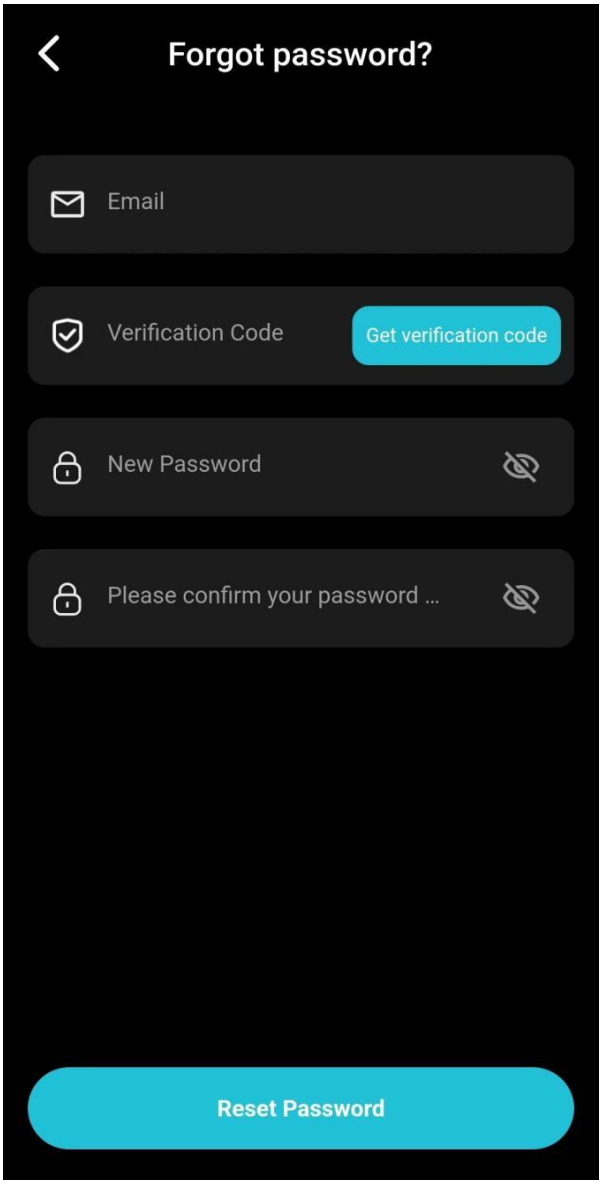




3. Forgot Password

- Tap **"Forgot Password"** → Enter Email → Enter Verification Code → Set New Password.

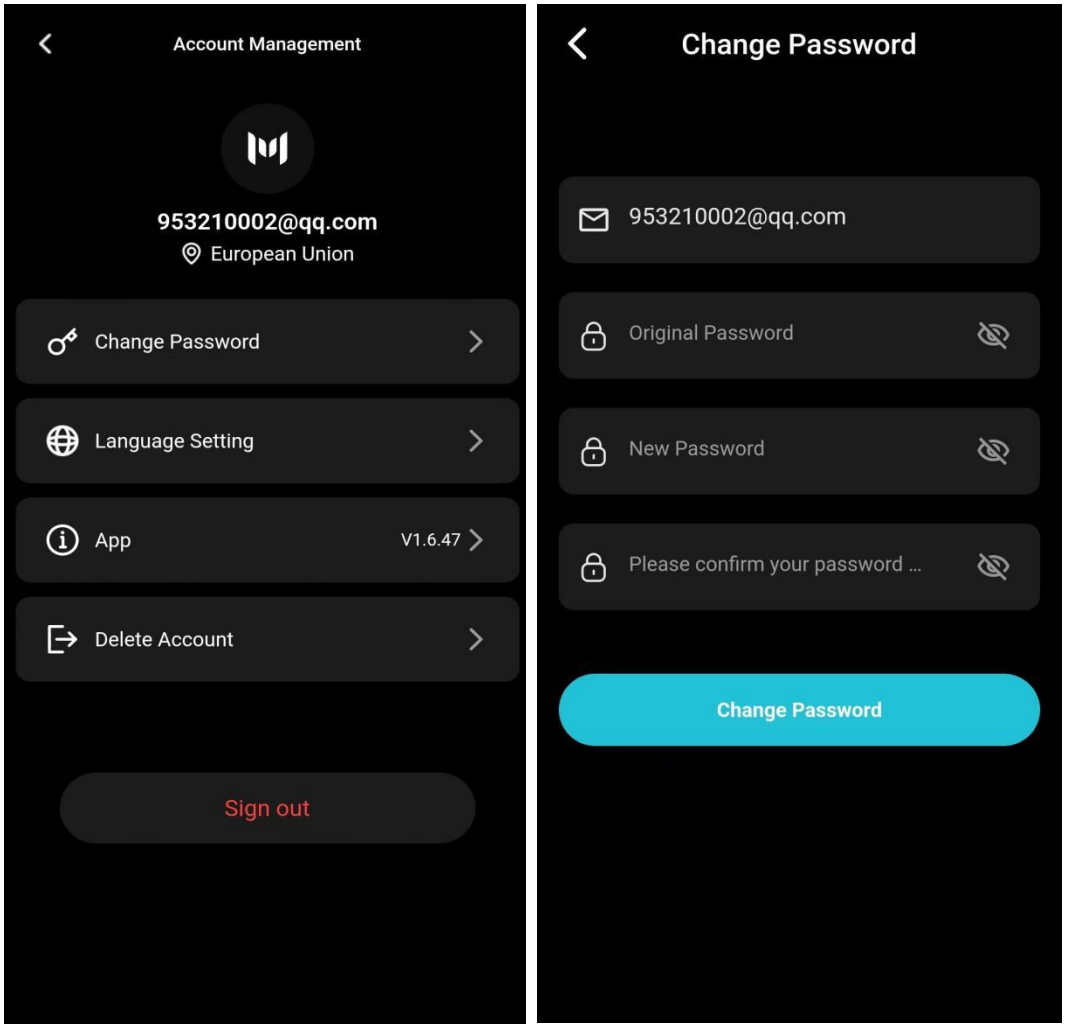




4. Account Management

4.1 Change Your Password

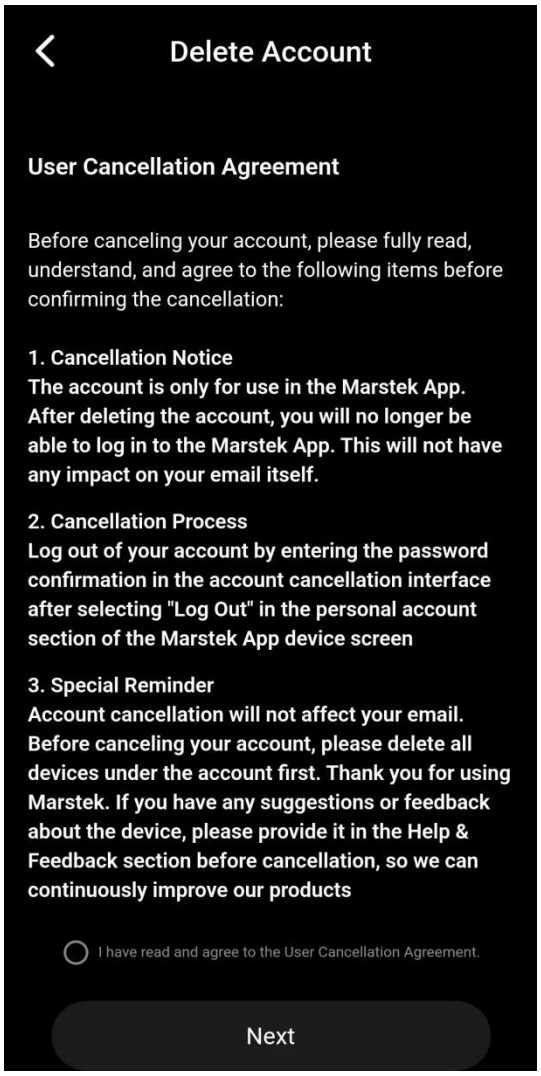
Change Password → Enter new password (8–30 characters).

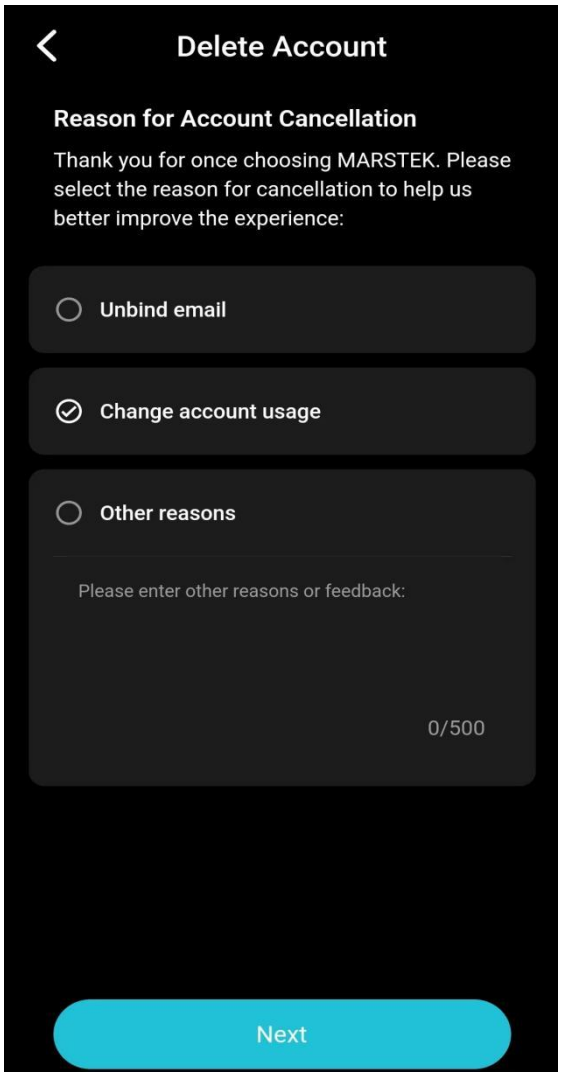


4.2 Delete Account

Delete Account → Agree to terms, select reason, confirm.

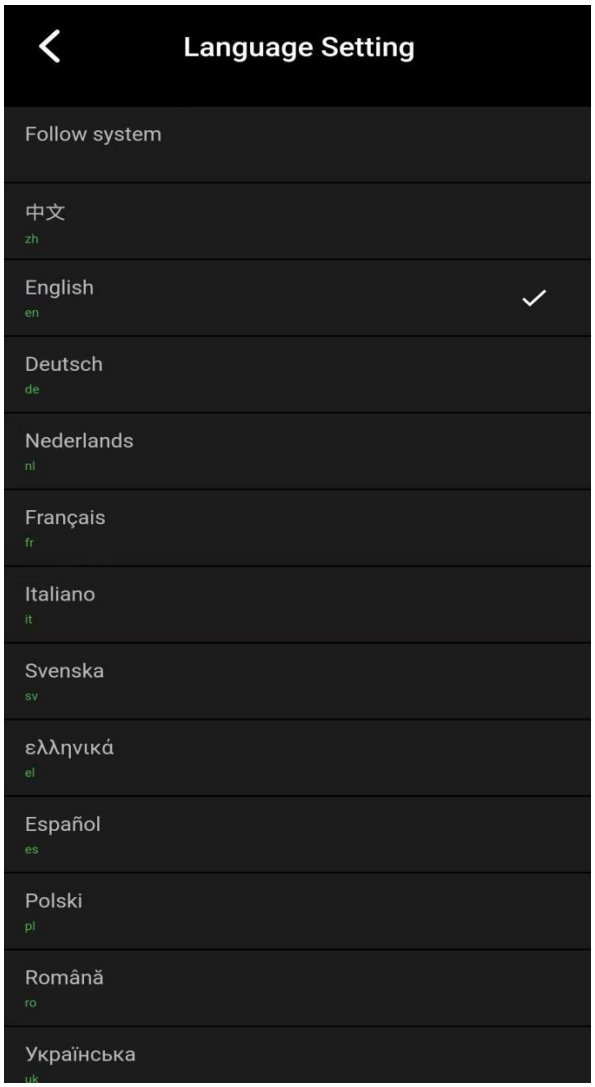
Note: Once confirmed, the account will be permanently deleted and cannot be used again. A new account must be registered to continue using the App.

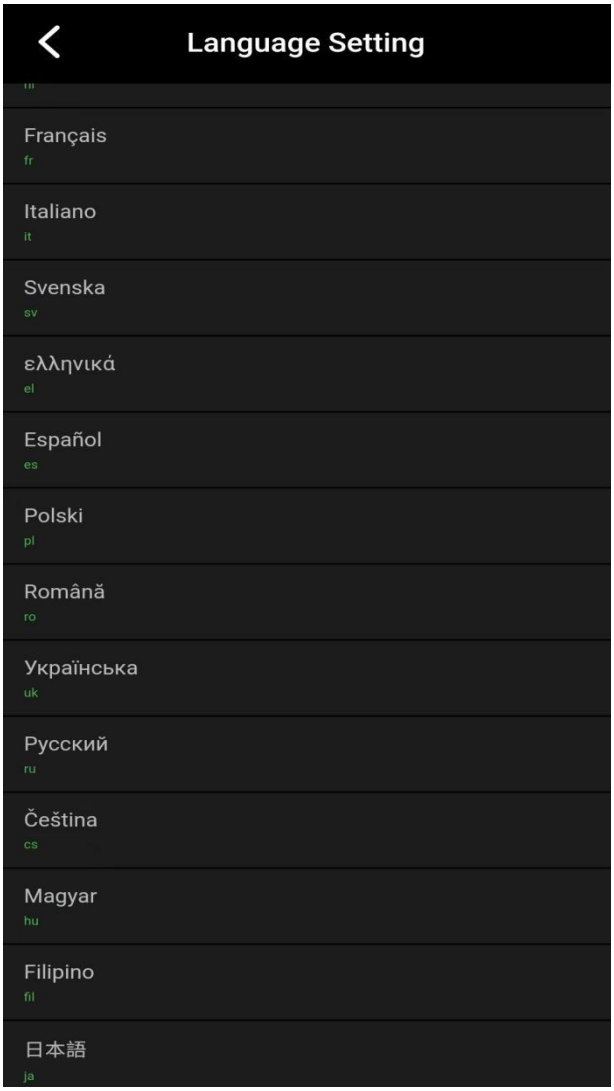




4.3 Language Settings

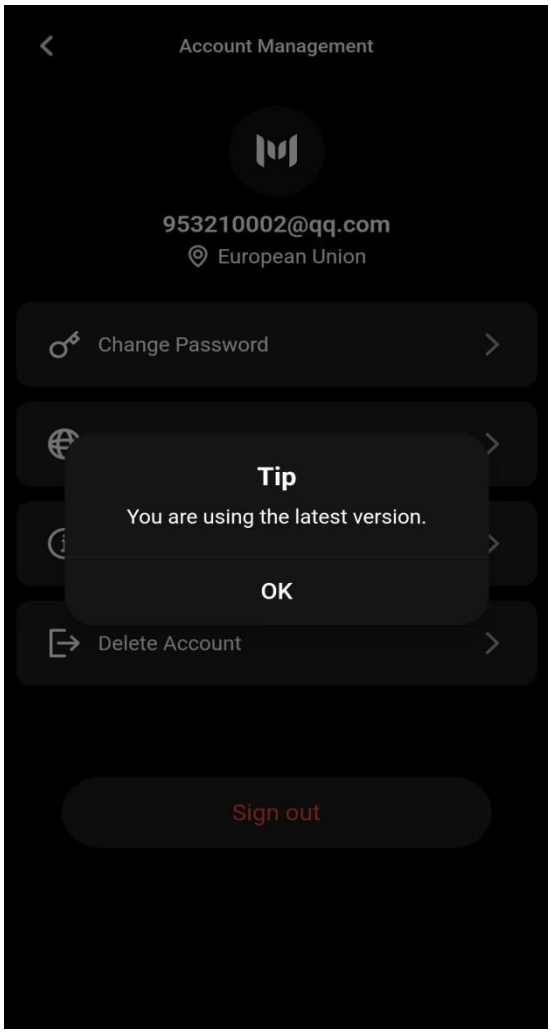
Language Setting → 17 languages available. Defaults to phone system language.

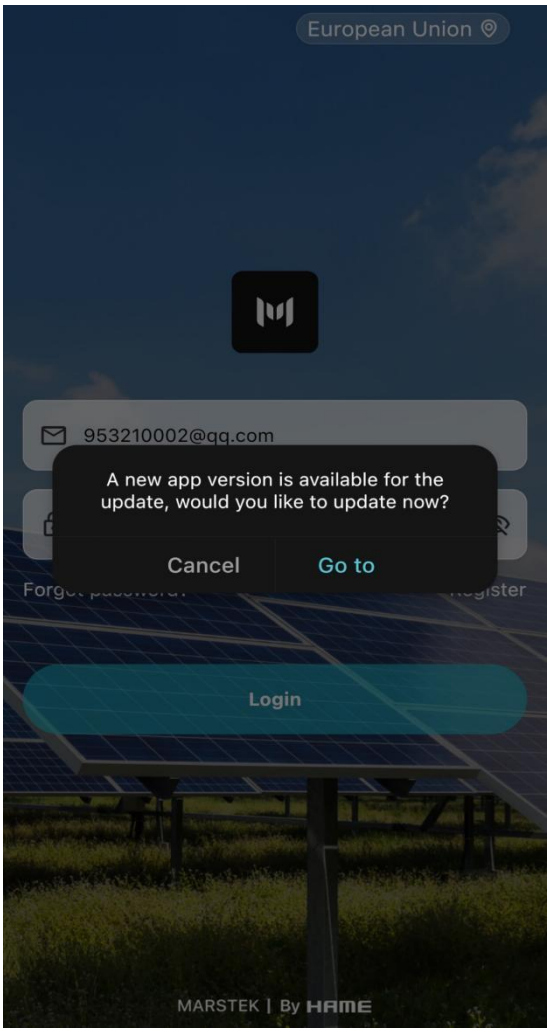




4.4 App Version

App Version → Check current version; update available when red dot appears.



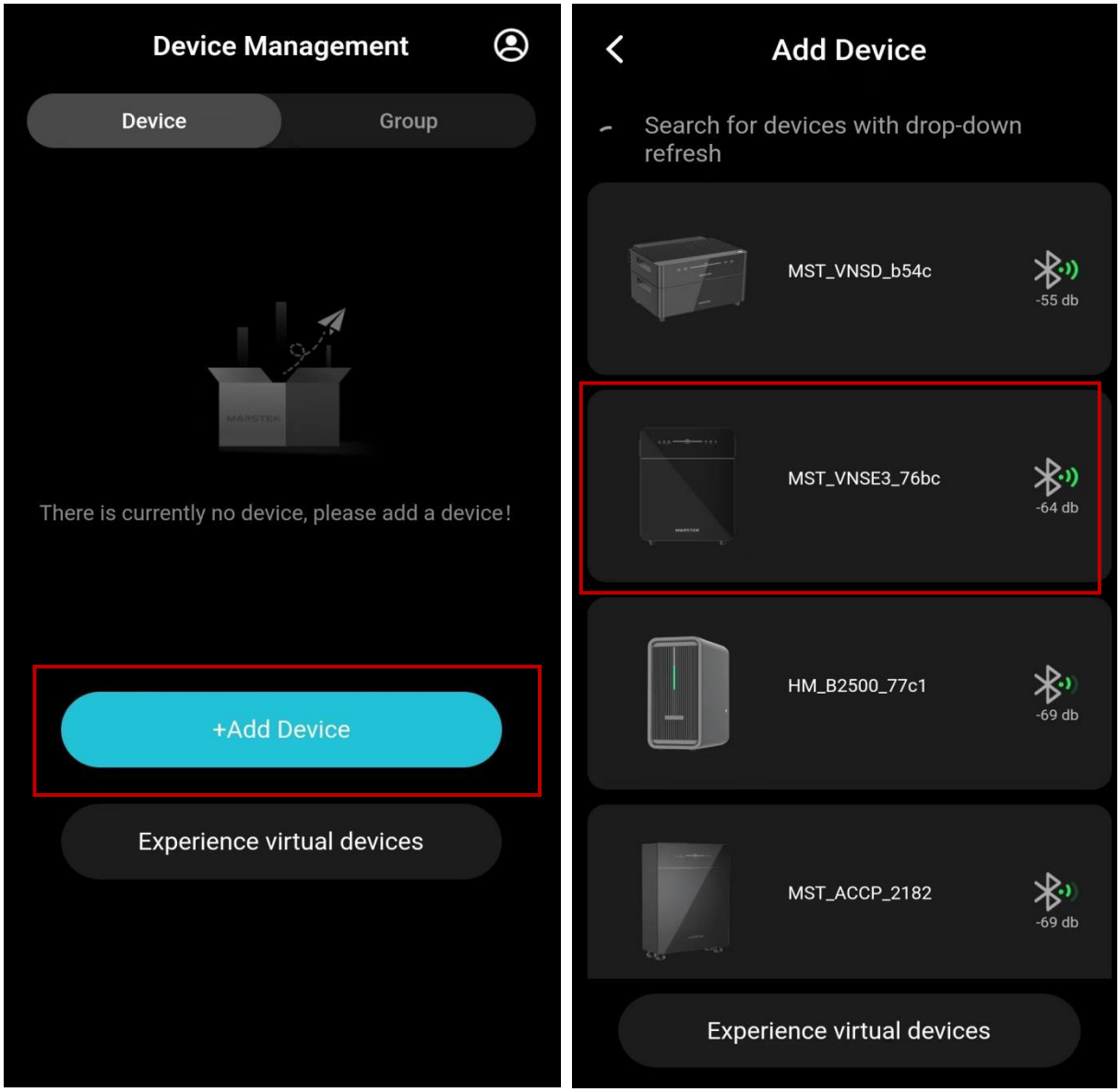


Ⅲ. Device Adding Process

1. Add via Bluetooth

(1) Search for device

On the Device List page → Tap "**+ Add Device**" → App scans nearby devices → Select device to bind.

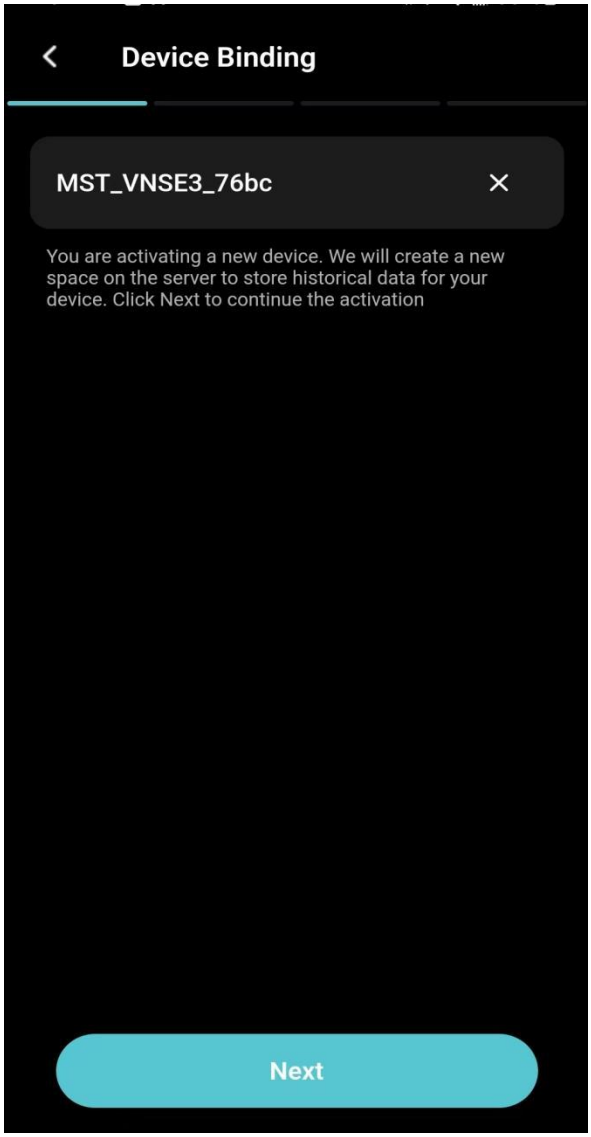


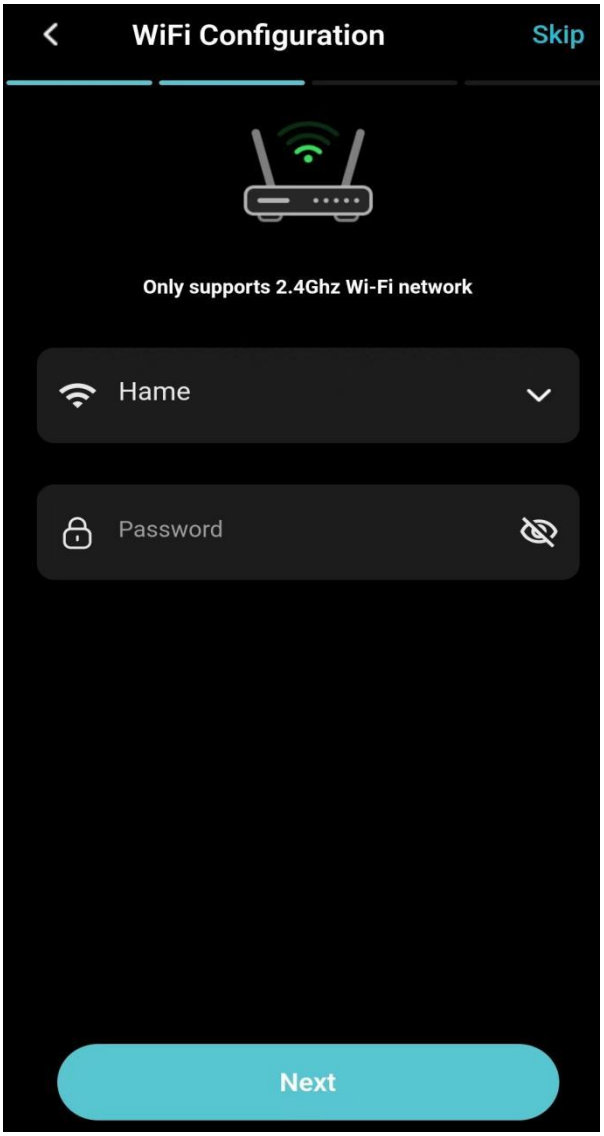
(2) Naming & Network Configuration

After device binding → App goes to Wi-Fi Setup page.

Select Wi-Fi → Enter Password → Tap Next.

Note: Ensure Bluetooth remains connected during network configuration.

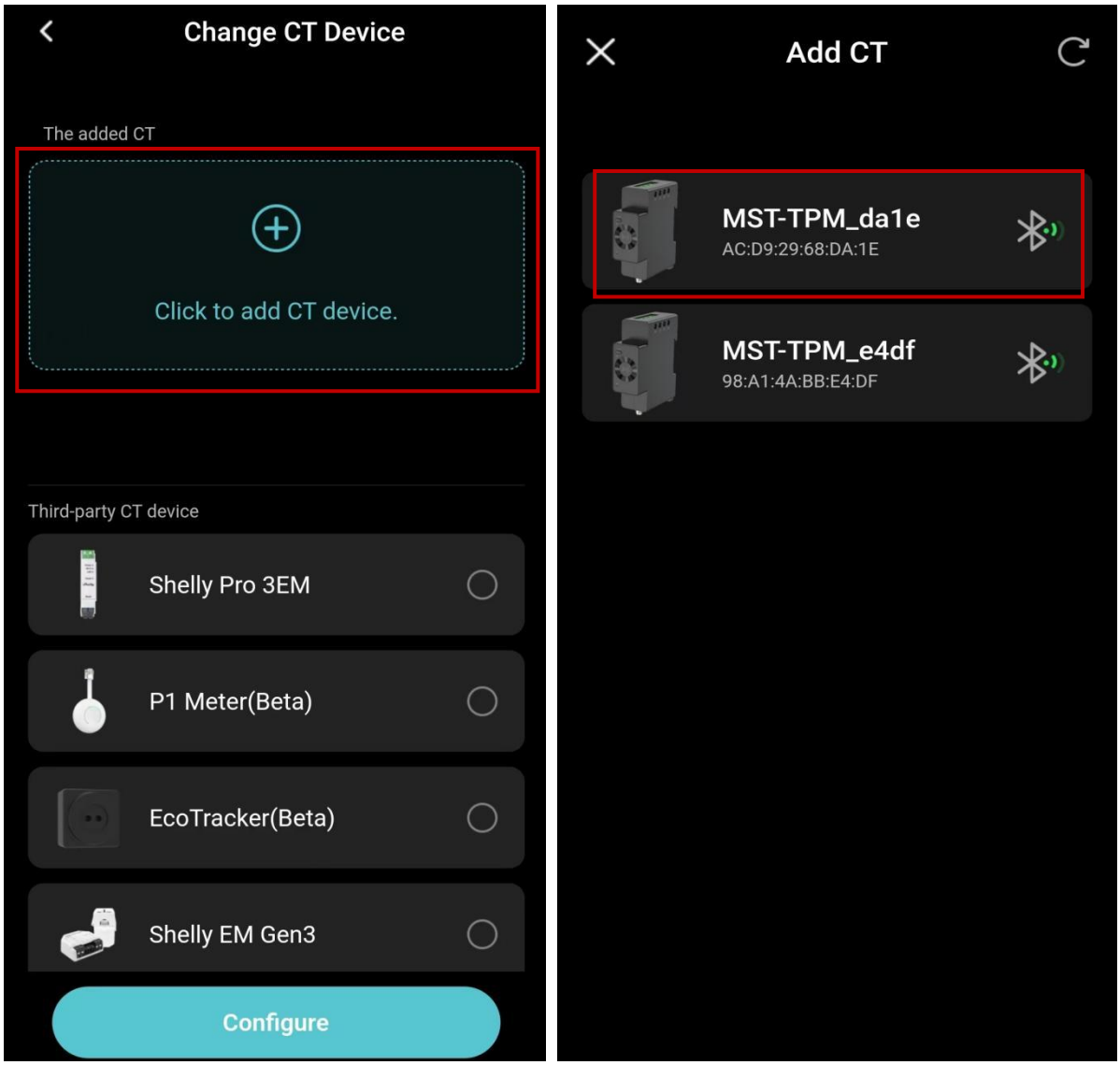


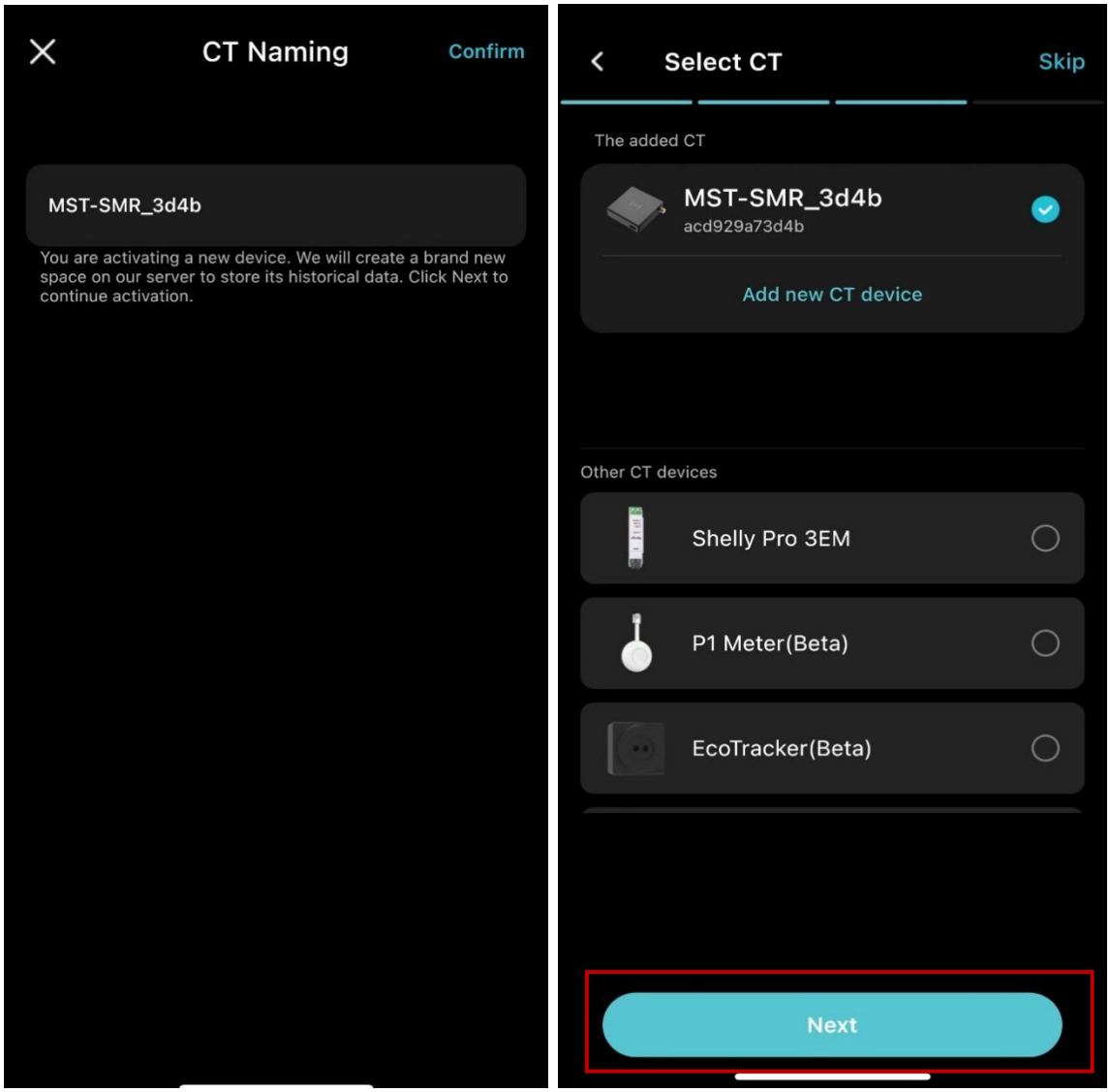


2. CT Setup

(1) Set up Marstek CT

- You can add Marstek CTs (e.g., CT002, CT003) by tapping **Click to add CT device**. Once added, CT settings can be configured directly.
- If the CT has no network connection, the App will configure the CT to use the same network as the device.
- You may use the default CT name or edit it (recommended: keep names short).

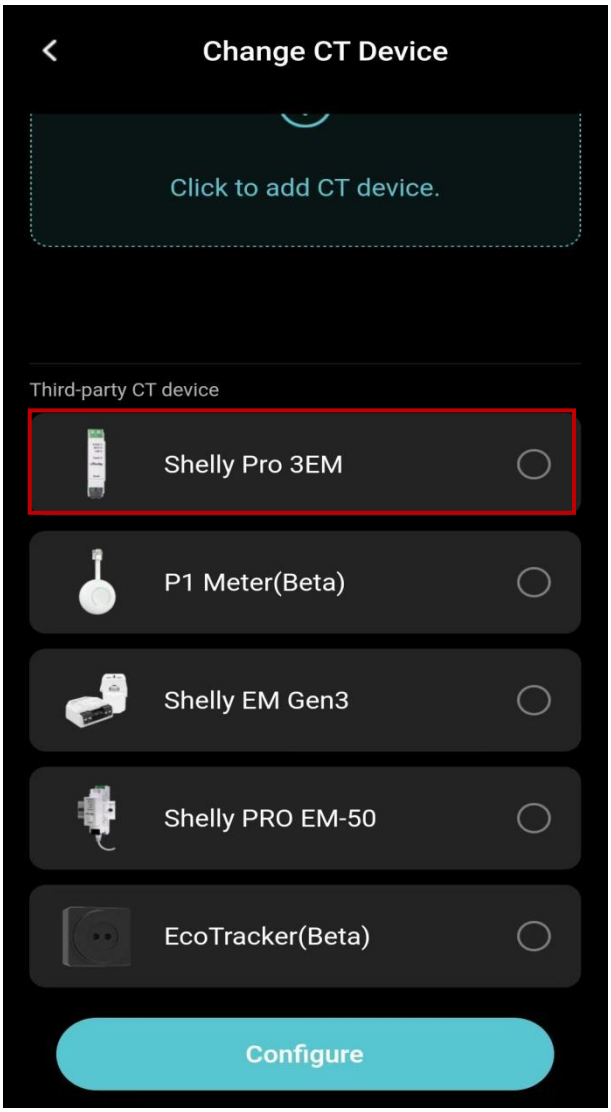



CT Naming
Confirm
MST-SMR_3d4b
You are activating a new device. We will create a brand new space on our server to store its historical data. Click Next to continue activation.
Select CT
Skip
The added CT
MST-SMR_3d4b
acd929a73d4b
Add new CT device
Other CT devices
Shelly Pro 3EM
P1 Meter(Beta)
EcoTracker(Beta)
Next

(2) Set up CTs from other brands

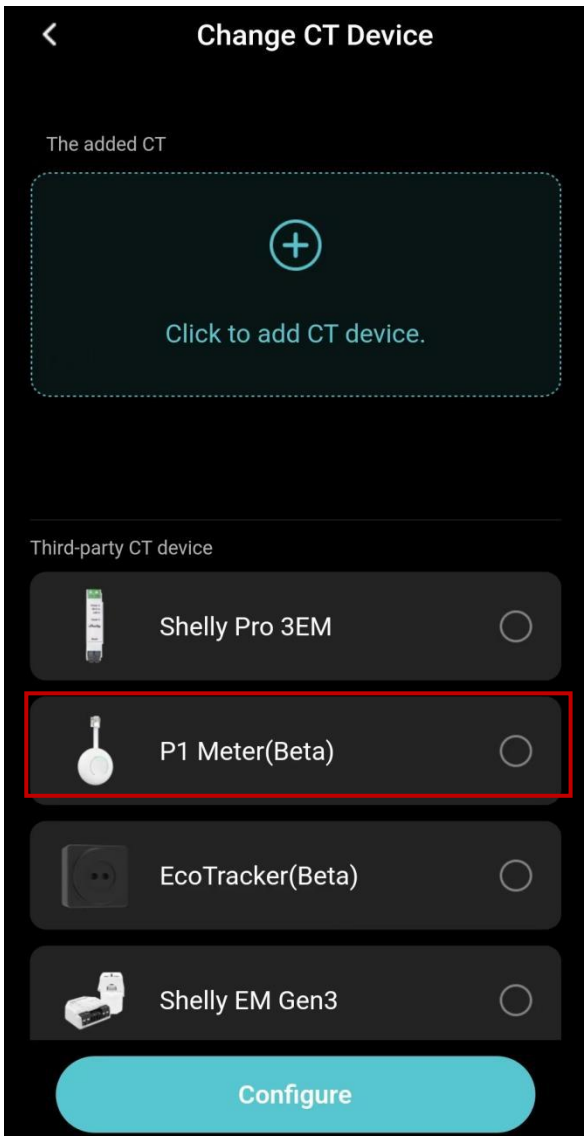
1). Shelly Series or Similar

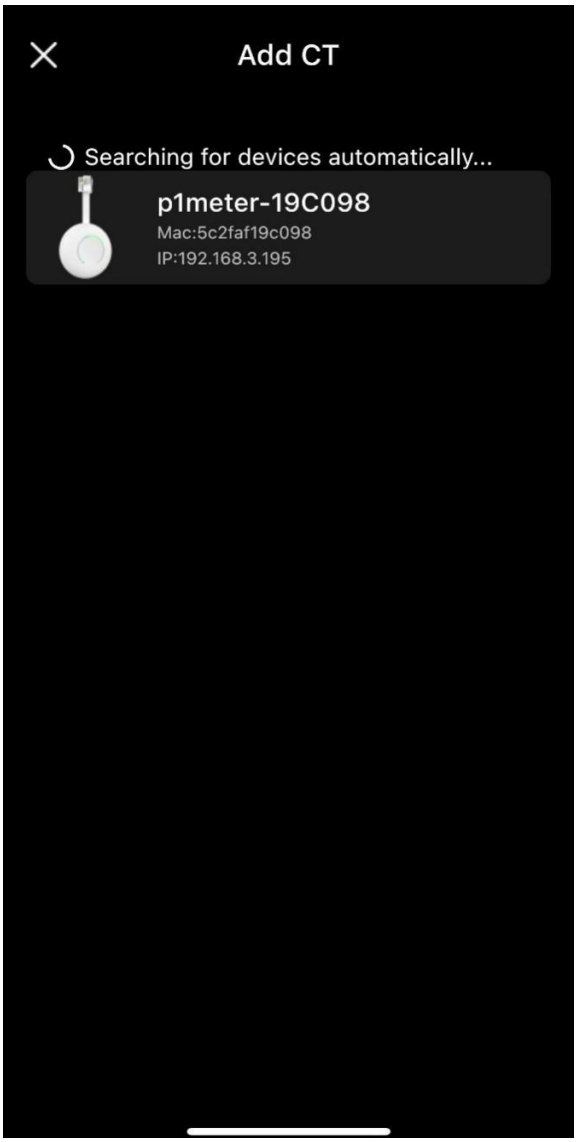
- Select your CT model (e.g., Shelly Pro 3EM) and tap **Configure** to set up.
- **Note:** Ensure the meter is connected to the same local network as the device.



2). P1 Meter / Ecotracker

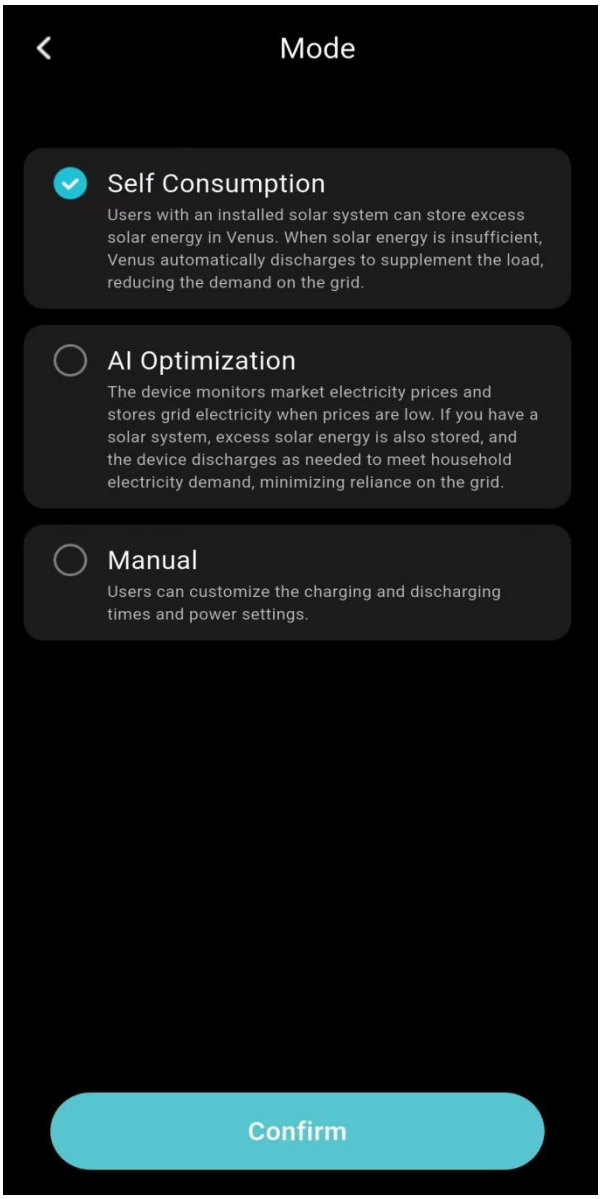
- Select your CT model (e.g., P1 Meter) and tap **Configure** to set up.
- During configuration, ensure that the mobile phone, CT, and device are all within the same network.
- **Note:** For P1 and Ecotracker, you need click the option to add your device then return to the setup page to configure.





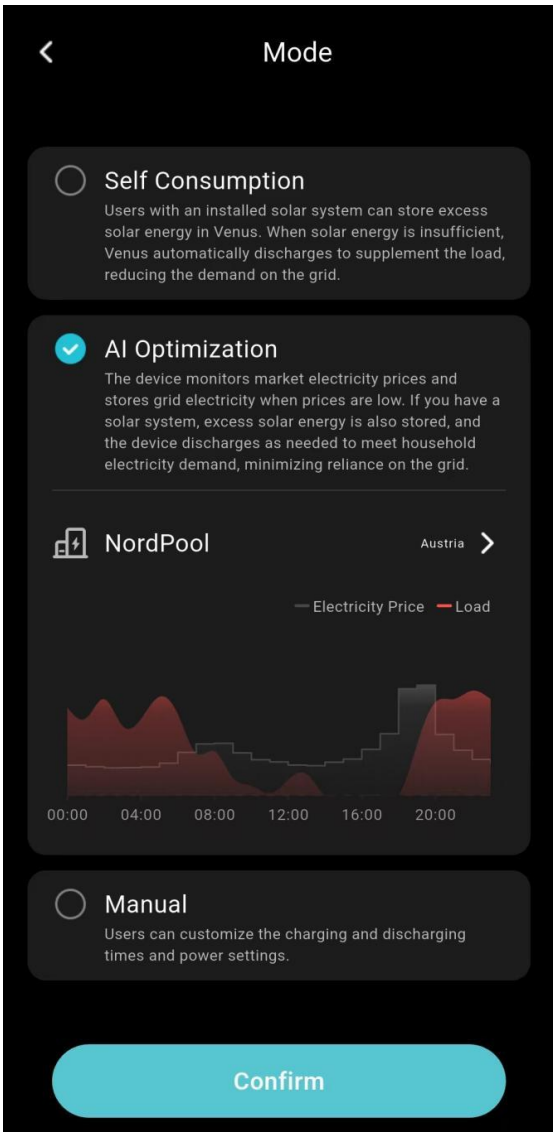
3. Set Work Mode

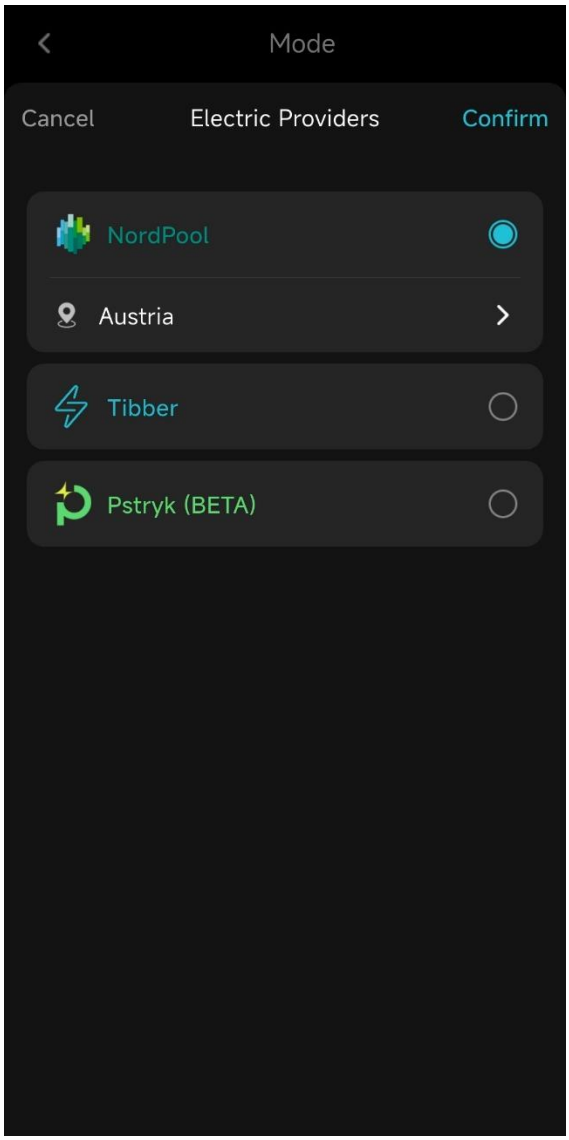
- **Self-Consumption:** Your device will discharge according to the load consumption and store the excess electric energy from the solar system (for homes with solar system).



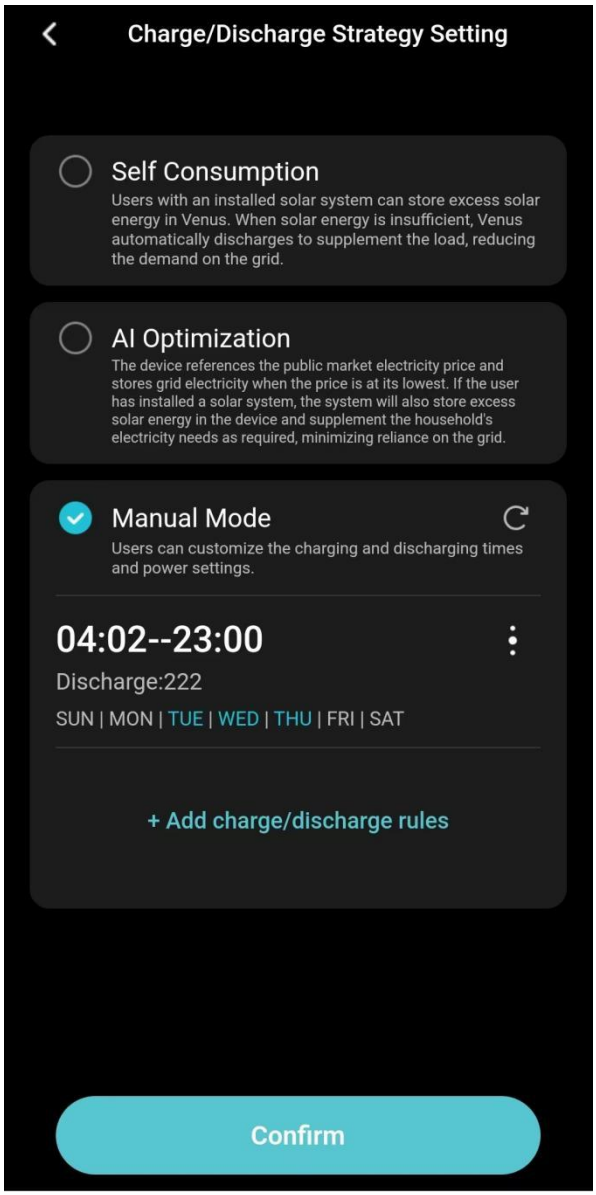
- **AI Mode:** Your device will charge at the lowest price according to your electricity provider. This mode also includes the function of Self Consumption.

  Note: 3 power suppliers available to choose from; To select NordPool supplier, you need to select the region where the current equipment is located.



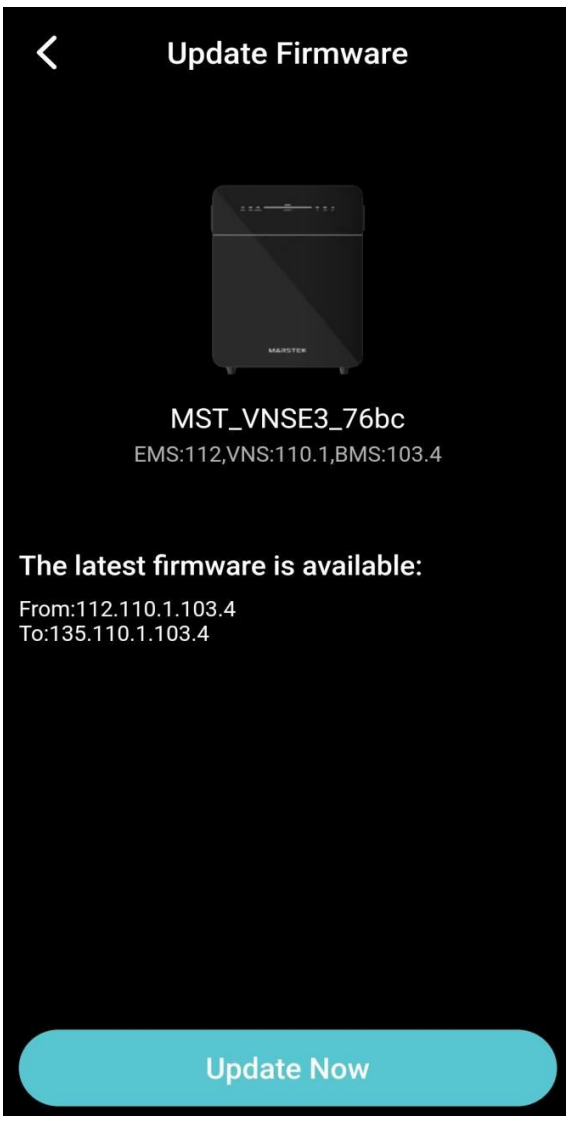


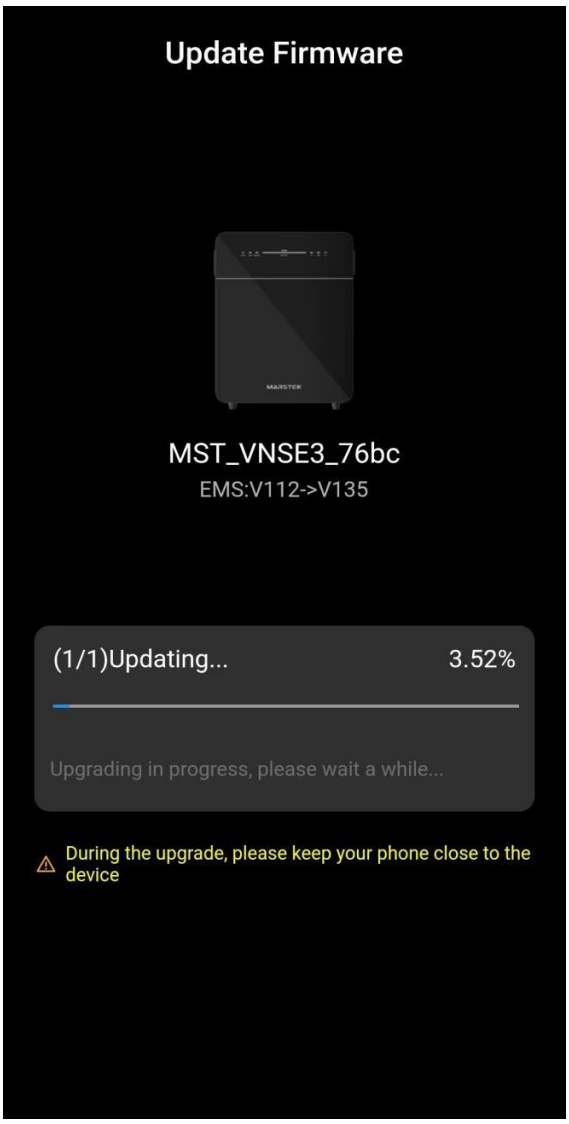
- **Manual Mode:** Set discharge/charge time schedule, power and days for working automatically.



4. Firmware Upgrade

After network configuration, if a new firmware version is available, an upgrade prompt will appear. Tap to upgrade directly.





IV. Home Page

1. Communication Method

The APP supports device communication via:

(1) Bluetooth

- **Green:** Bluetooth communication is active.
- **Gray:** Bluetooth disconnected, communication unavailable.

(2) Wi-Fi

If Bluetooth is disconnected:

- **Green Wi-Fi:** Wi-Fi communication active.
- **Gray Wi-Fi:** Device Wi-Fi disconnected.

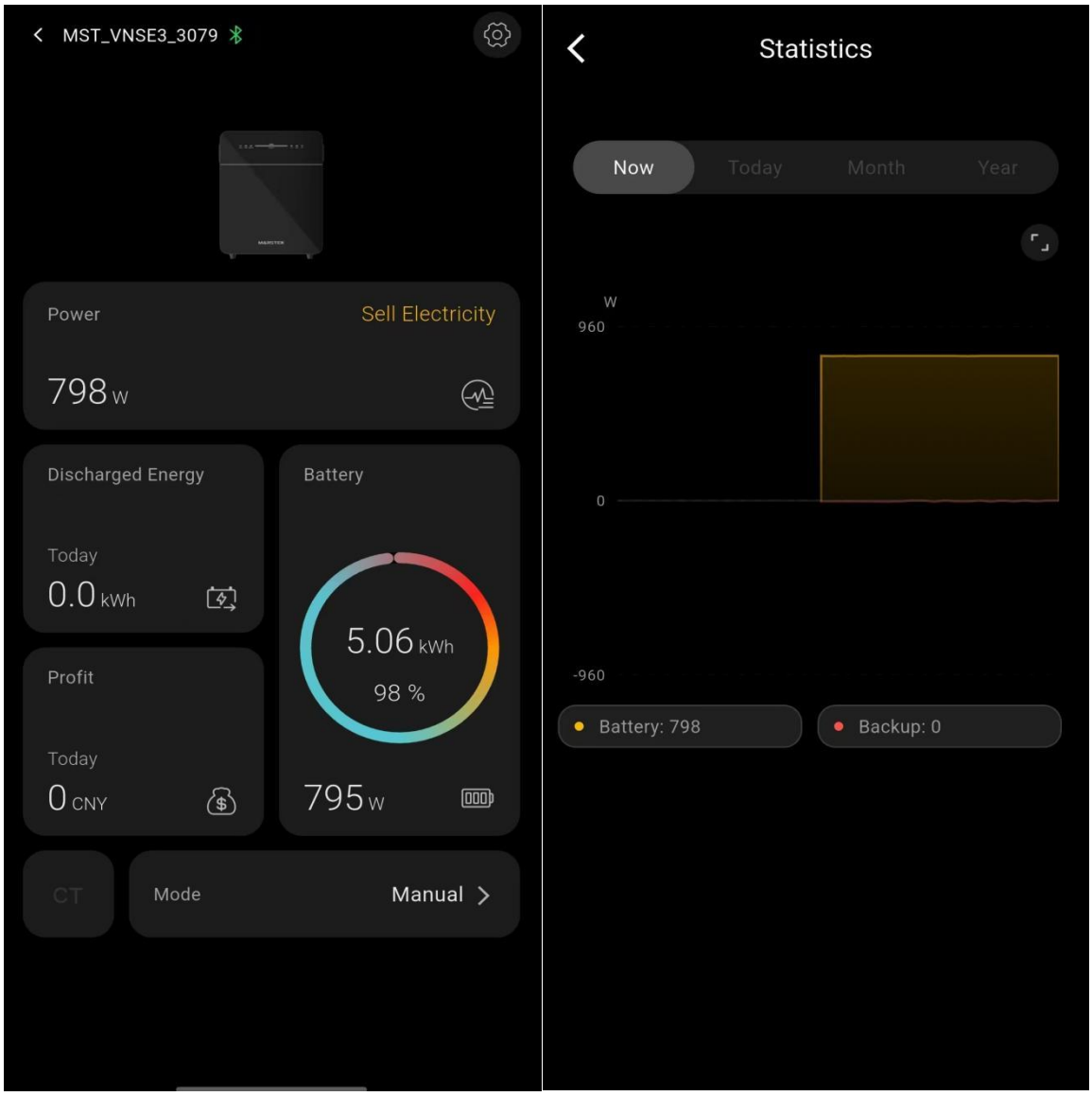
Note: Either Bluetooth or Wi-Fi is green, the App can communicate with the device.

2. Device Information

On the Device Page, you can check:

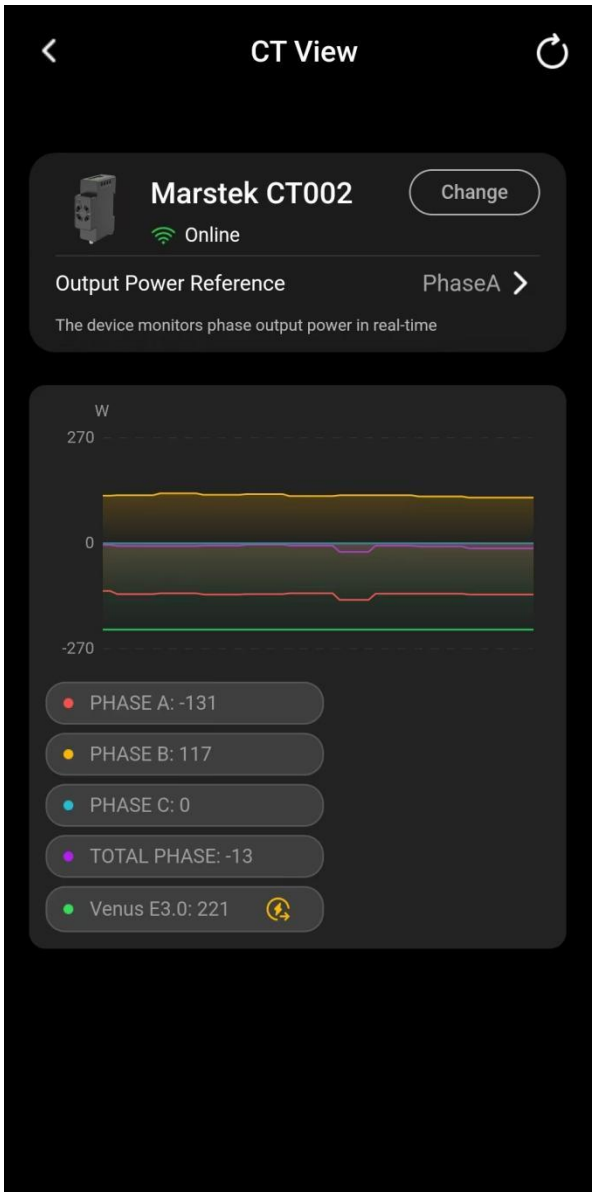
- Device status: Charging / Discharging / Standby / Backup / Bypass
- Power input & output
- Cumulative discharge
- Battery charge level
- Work mode
- CT status (Green = connected; Gray = disconnected)

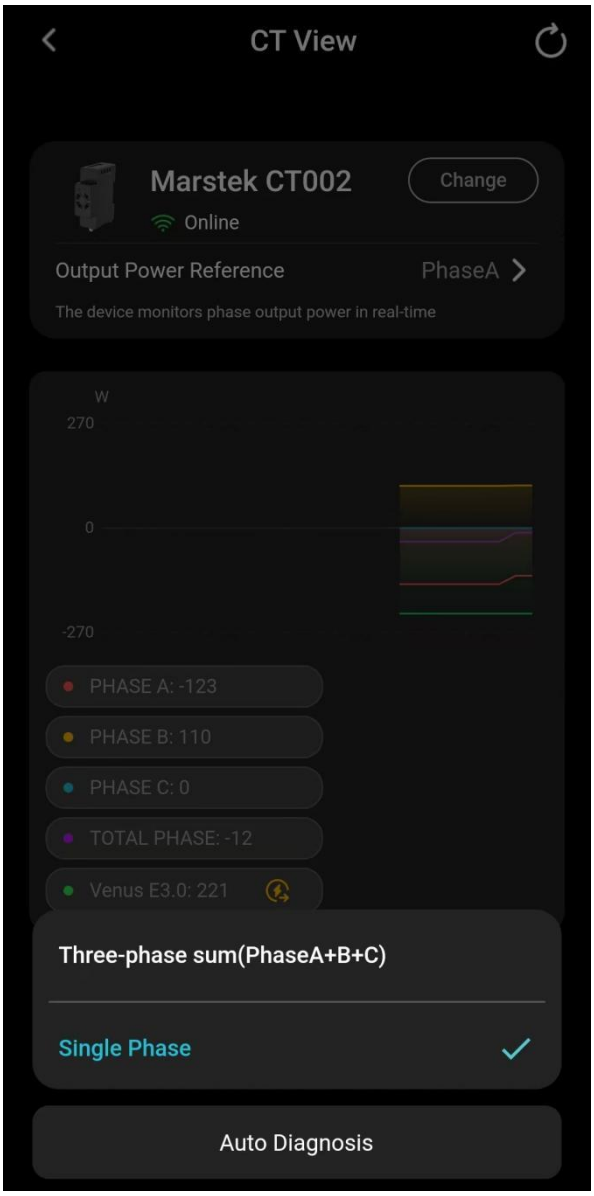
You can also switch between different working modes.


MST_VNSE3_3079
Power
Sell Electricity
798 W
Discharged Energy
Today
0.0 kWh
Battery
5.06 kWh
98 %
Profit
Today
0 CNY
795 W
CT
Mode
Manual
Statistics
Now
Today
Month
Year
W
960
0
-960
Battery: 798
Backup: 0

3. CT Status

- Tap **CT** to enter the CT settings page.
- Choose output power reference: Single phase/Three-Phase Sum. Or you can tap Auto Diagnosis to let the CT identify work mode.
- When CT is connected, you can also perform a wiring sequence diagnosis.

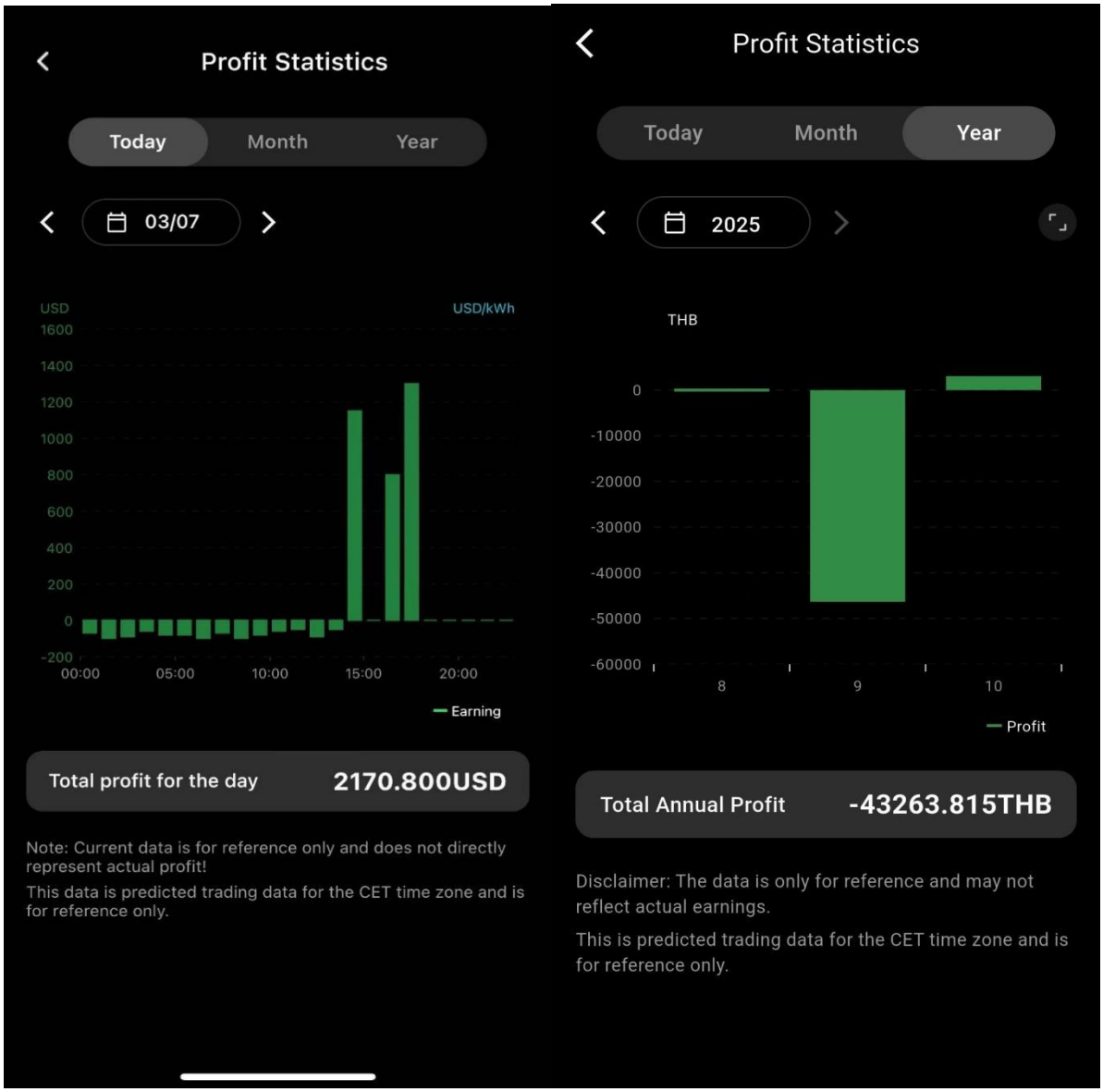




V. Statistics

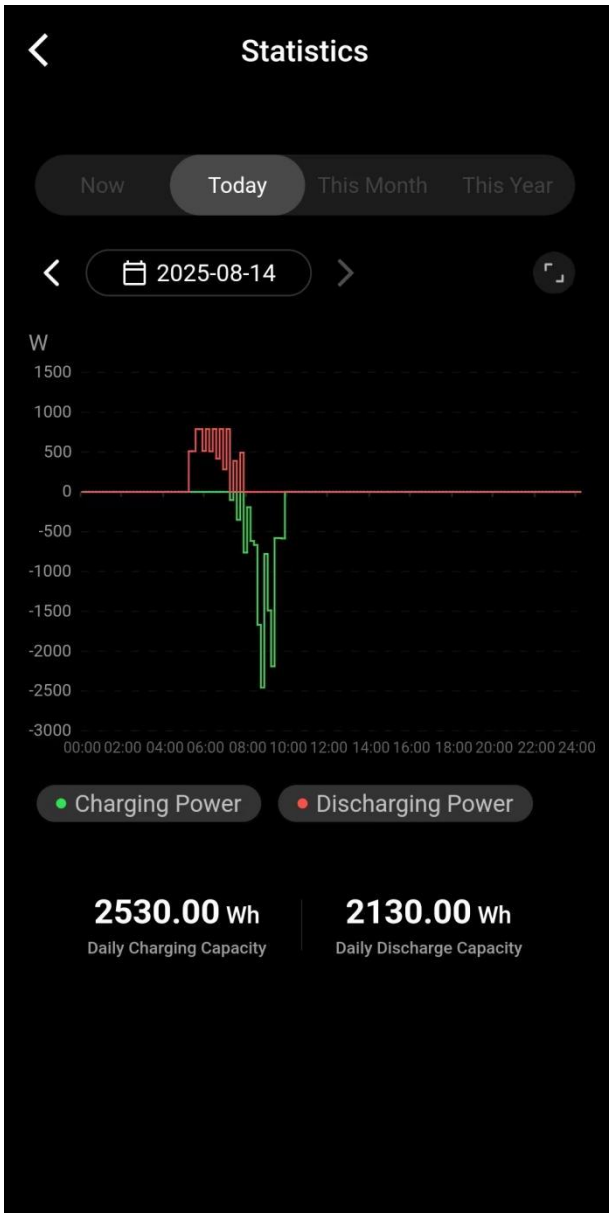
1. Profit

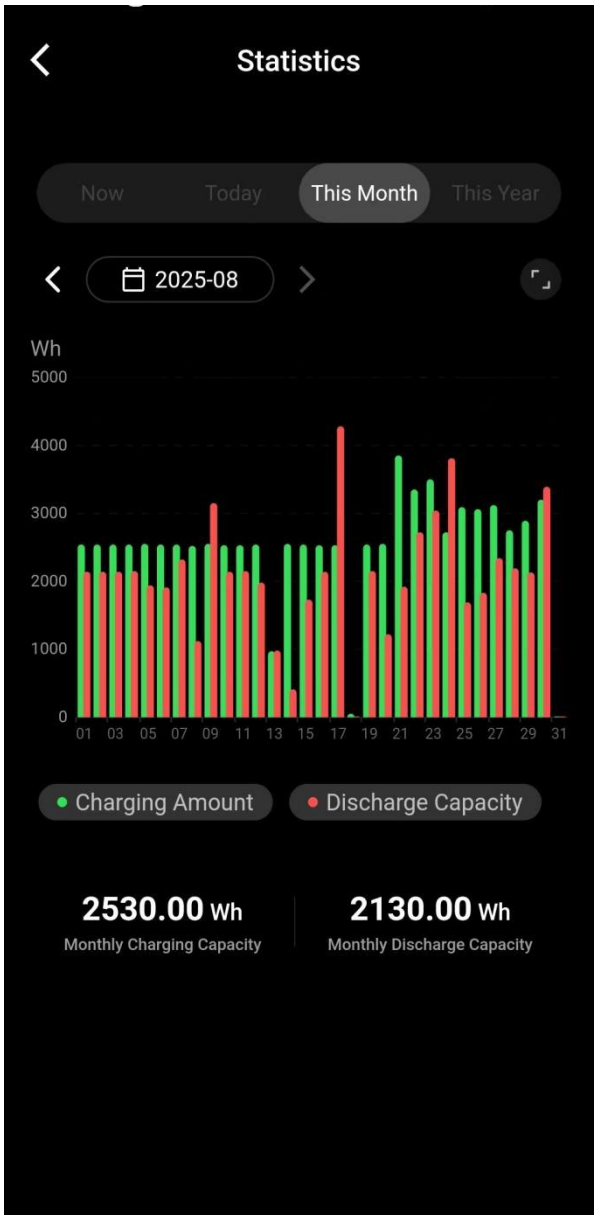
- Tap **Profit** to view profit statistics.
- In **AI Mode**, the daily electricity price curve is also displayed.



2. Power & Energy

- Tap **Cumulative Discharge** to view historical data.
- Includes charge/discharge power and energy by **day, month, or year**.

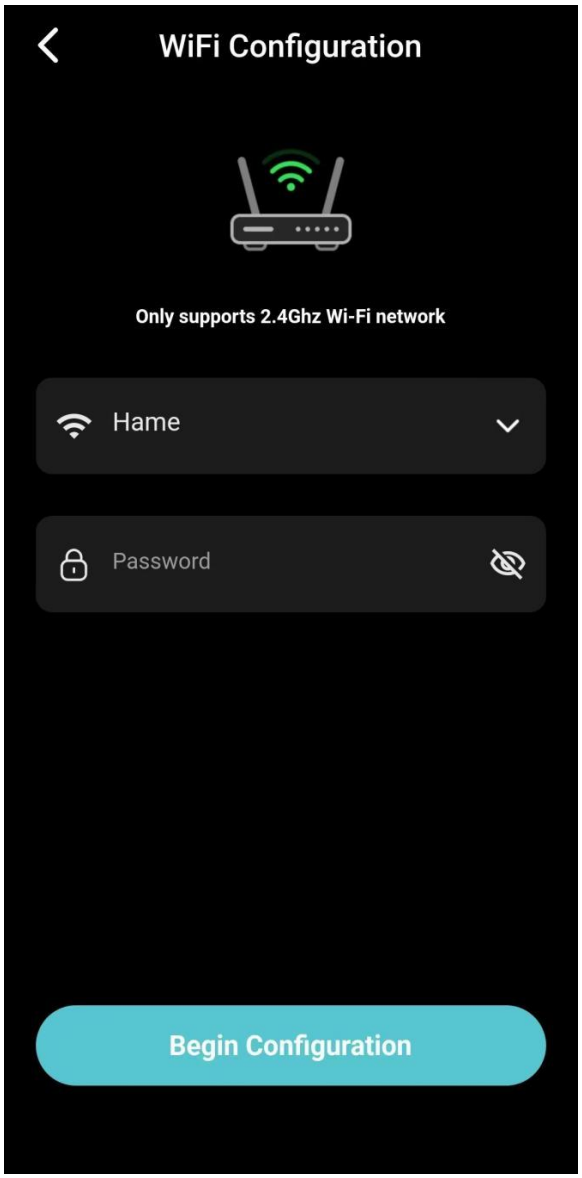




VI. Settings

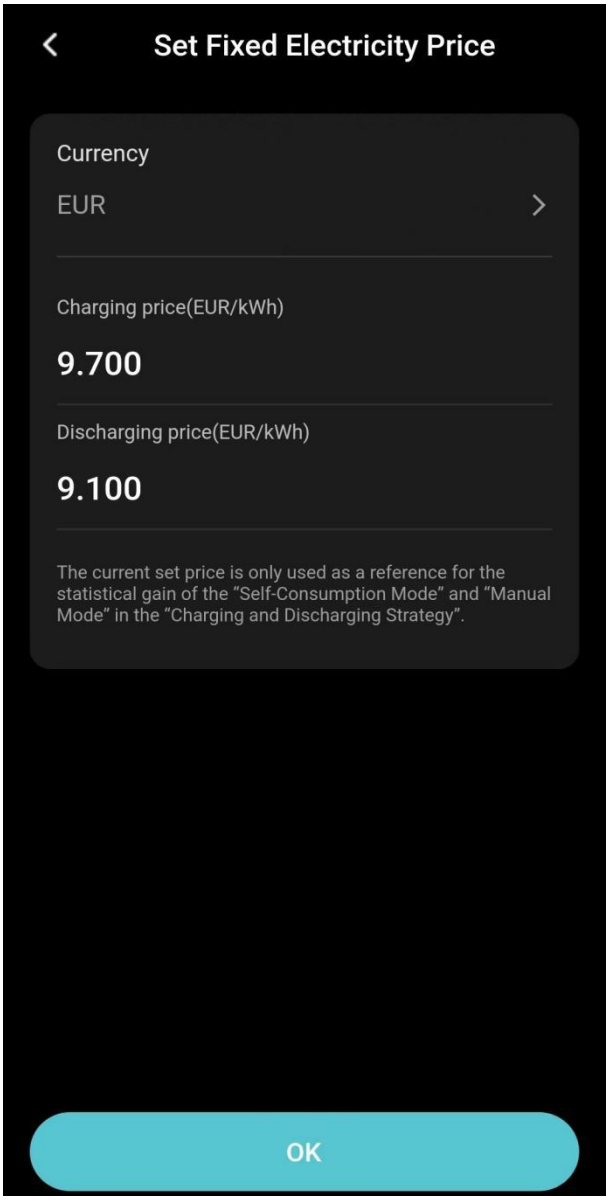
1. Wi-Fi

Configure the device network (requires active Bluetooth connection)



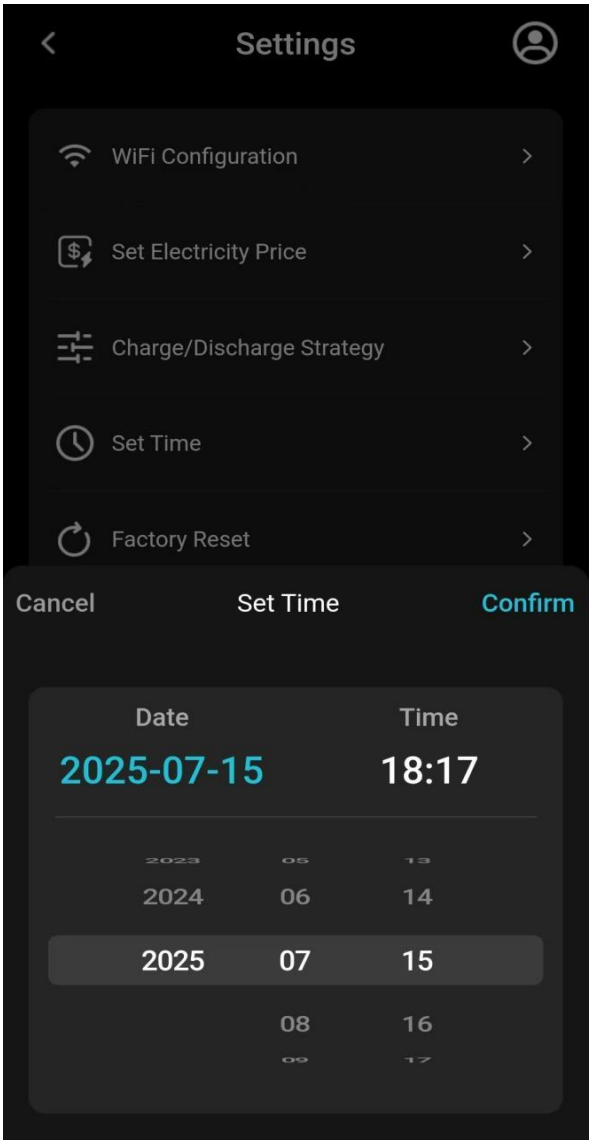
2. Electricity Pricing

Set currency unit and charge/discharge price. Profits in Manual or Automatic Mode will be calculated based on this price.



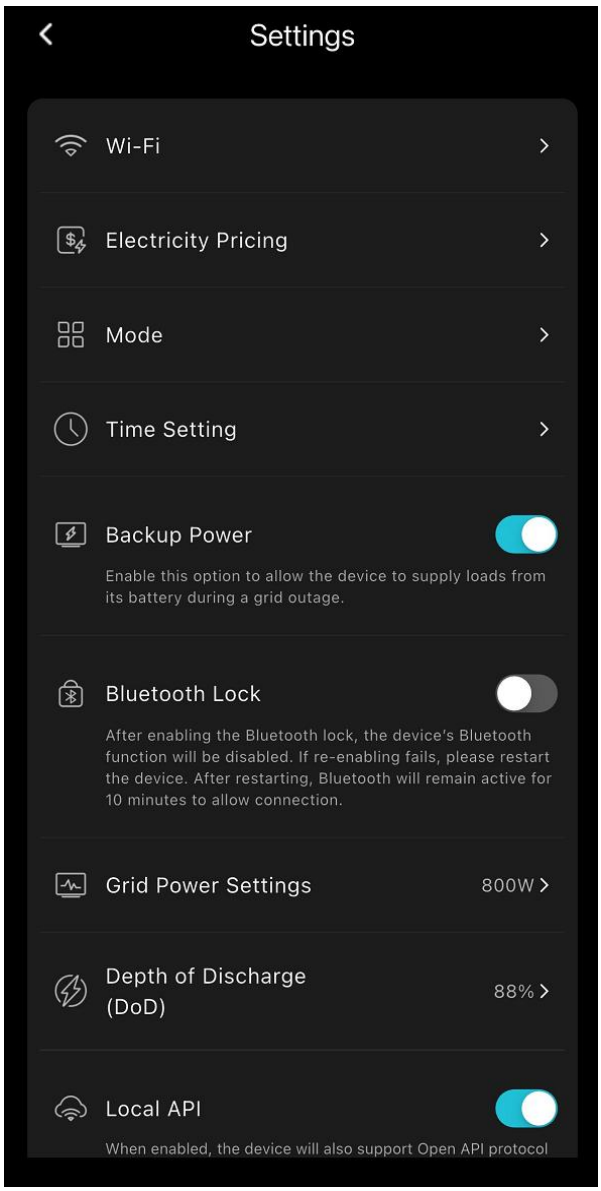
3. Time Setting

Set time for the device. When your device is connected to the Internet, the time will be set automatically.



4. Backup Power

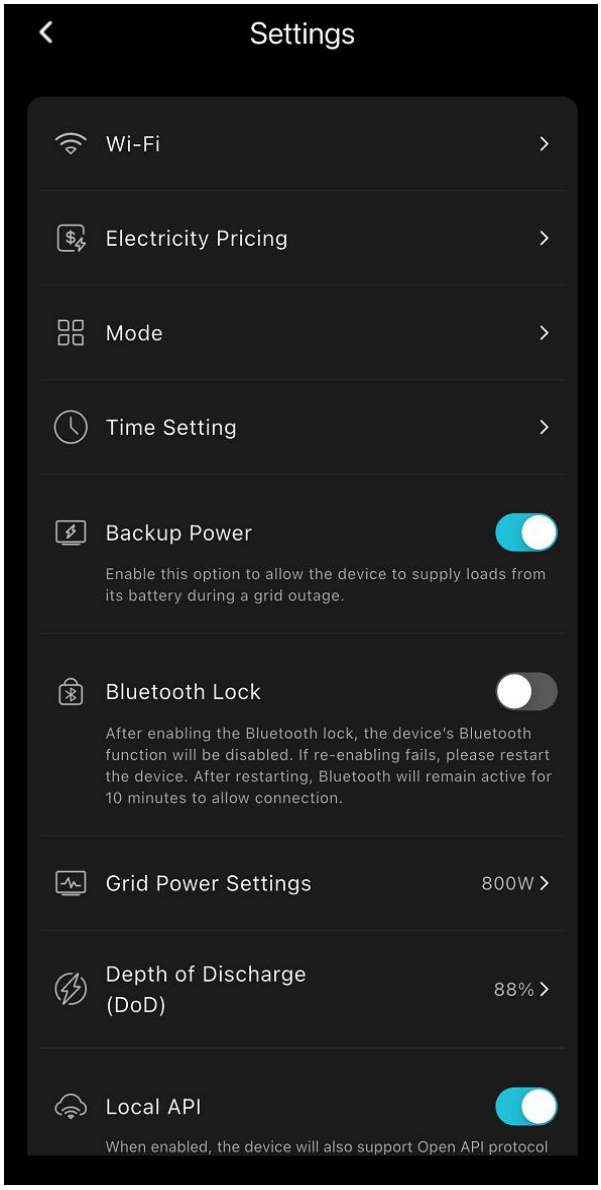
Turn on this switch to power your household loads without grid input.



5. Bluetooth Lock

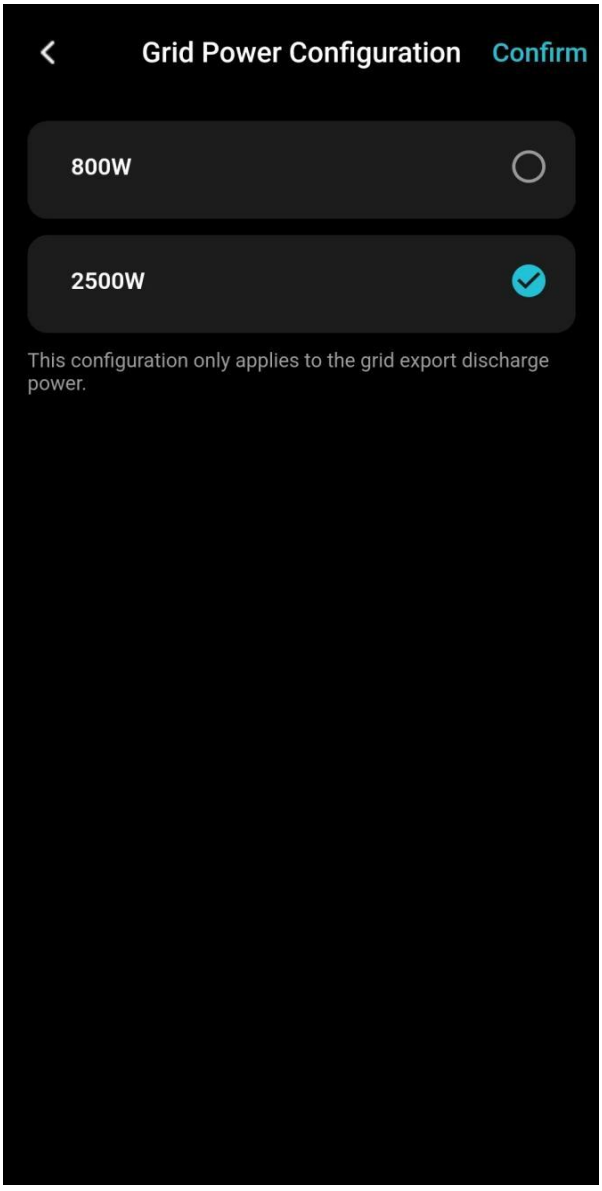
When enabled, the Bluetooth function of your device will be disabled.

Note: If re-enabling this feature fails, please restart the device. Within 10 minutes after restarting, you can connect to the device via Bluetooth.



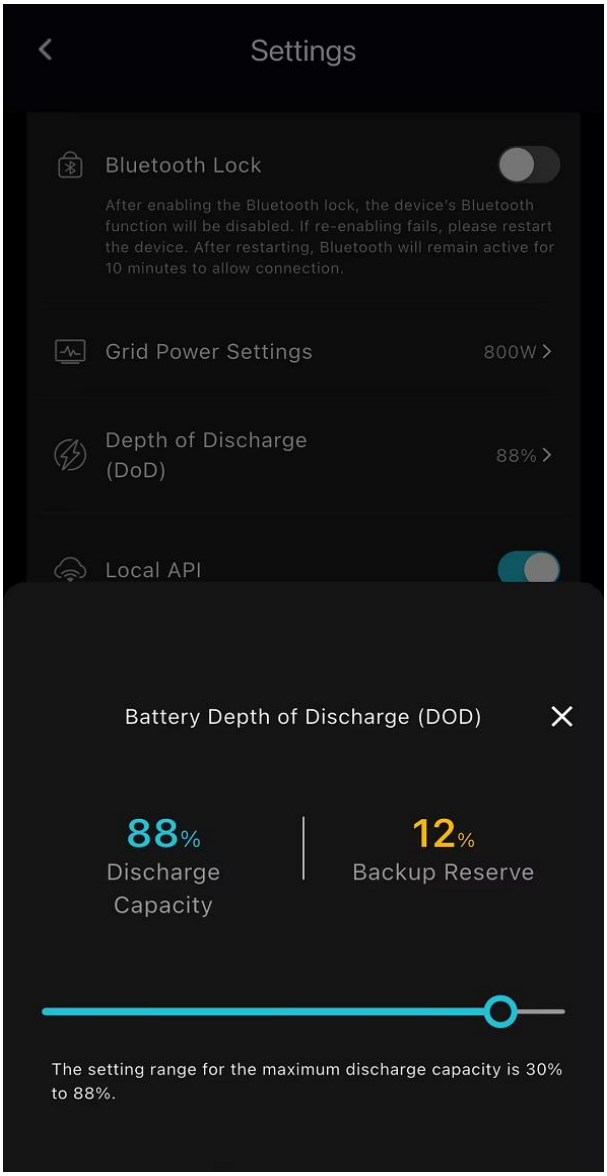
6. Grid Power Configuration

Two options available — **800W** or **2500W**. The selected value determines the maximum discharge power limit.



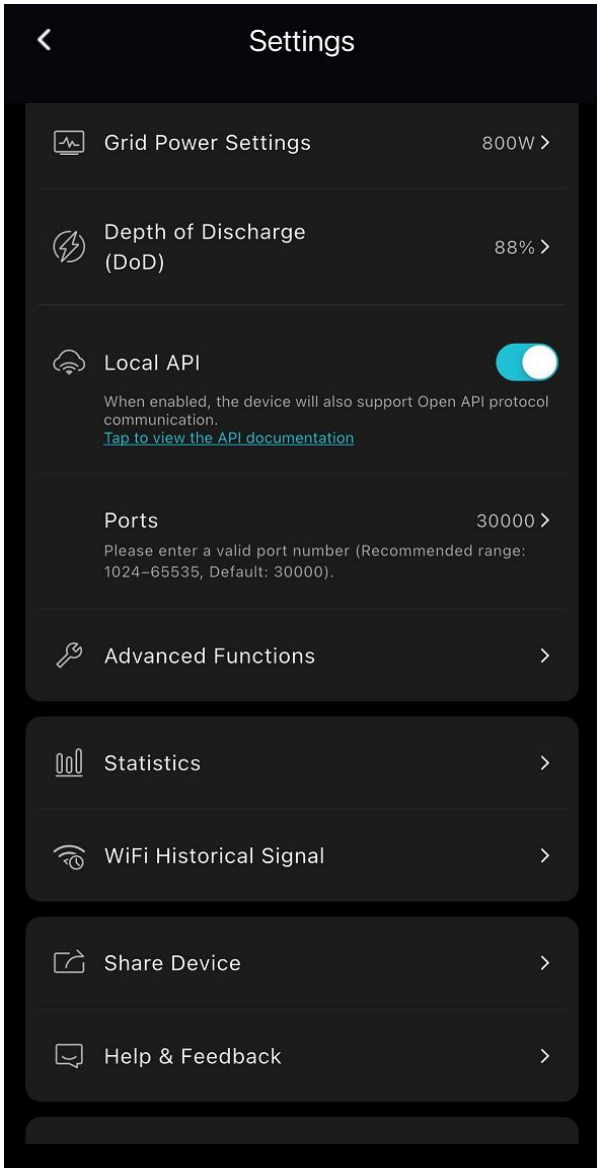
7. DoD (Depth of Discharge)

This feature allows you to adjust the device’ s maximum discharge capacity. The adjustable range is 30% to 88%.



8. Local API

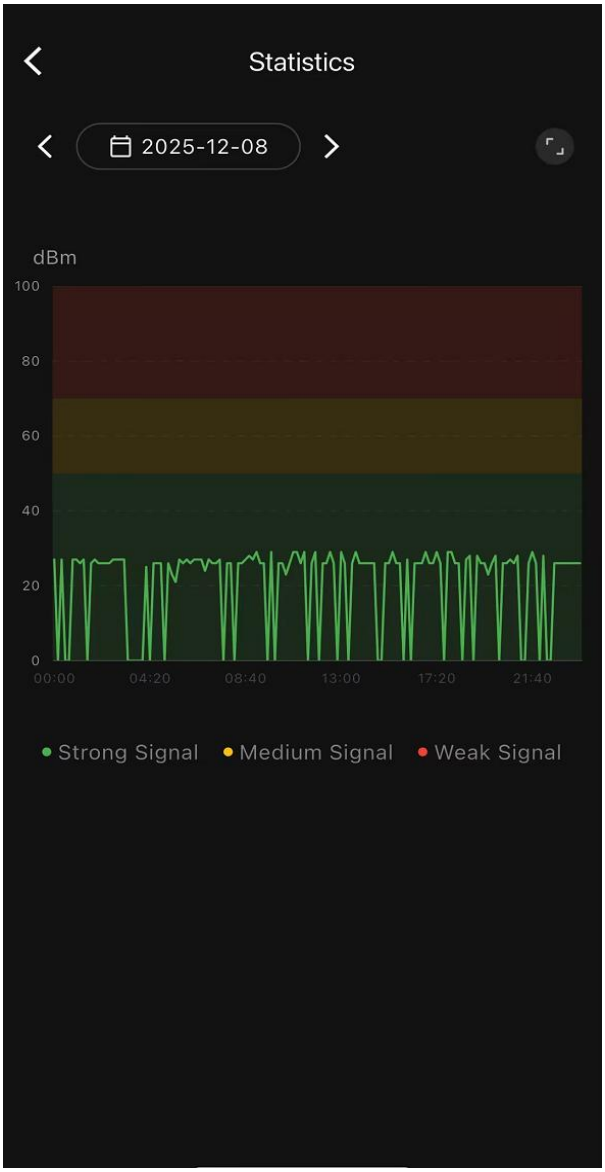
After enabling this feature, the device will support communication through the Open API port.
Once enabled, you will need to configure the port settings. You can find the API documentation below.



9. Wi-Fi Signal History

This feature allows you to view the historical Wi-Fi signal strength of the device.

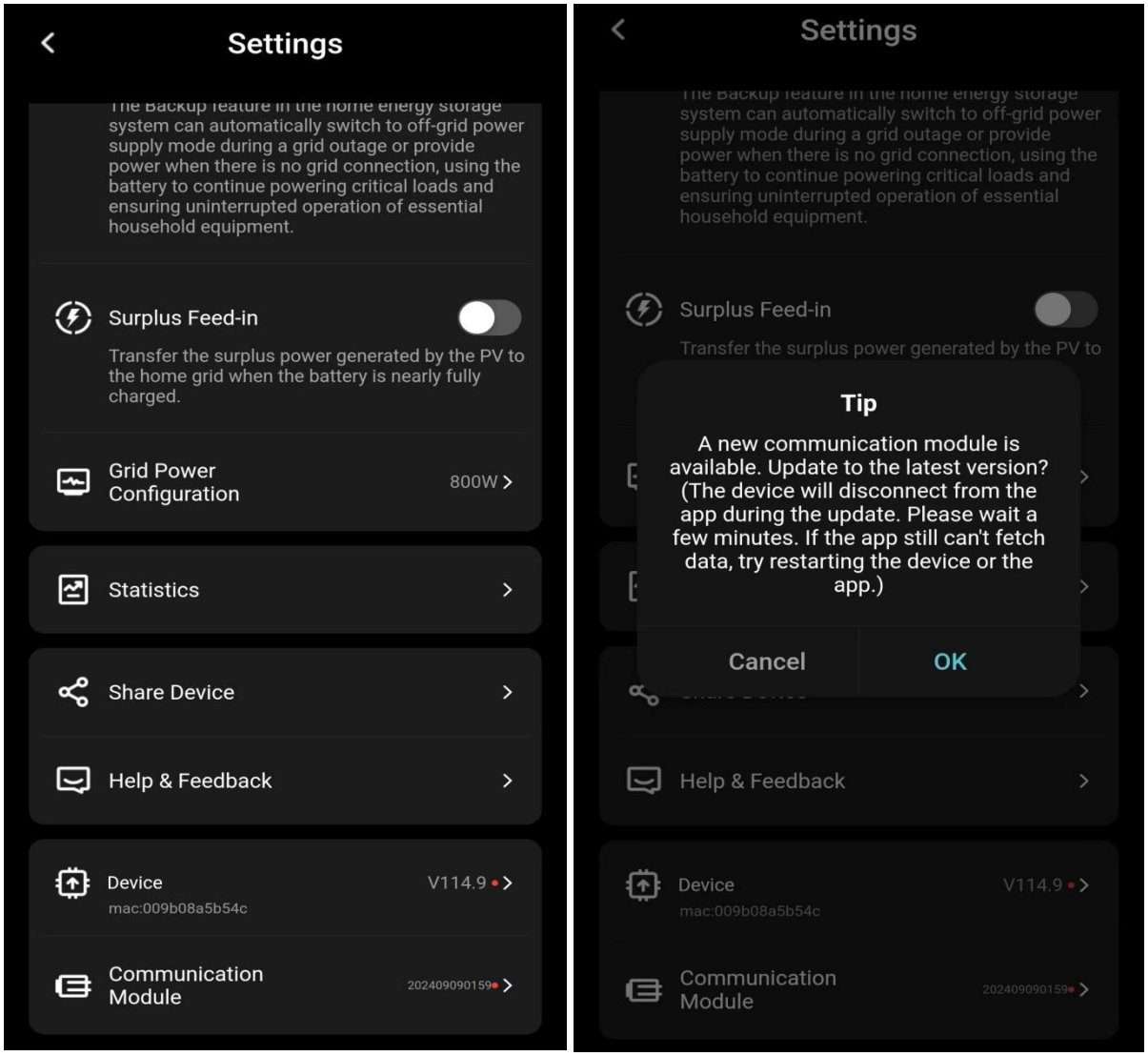
- Green: Strong signal
- Red: Medium signal
- Yellow: Weakest signal



10. Firmware Upgrade & Communication Module Upgrade

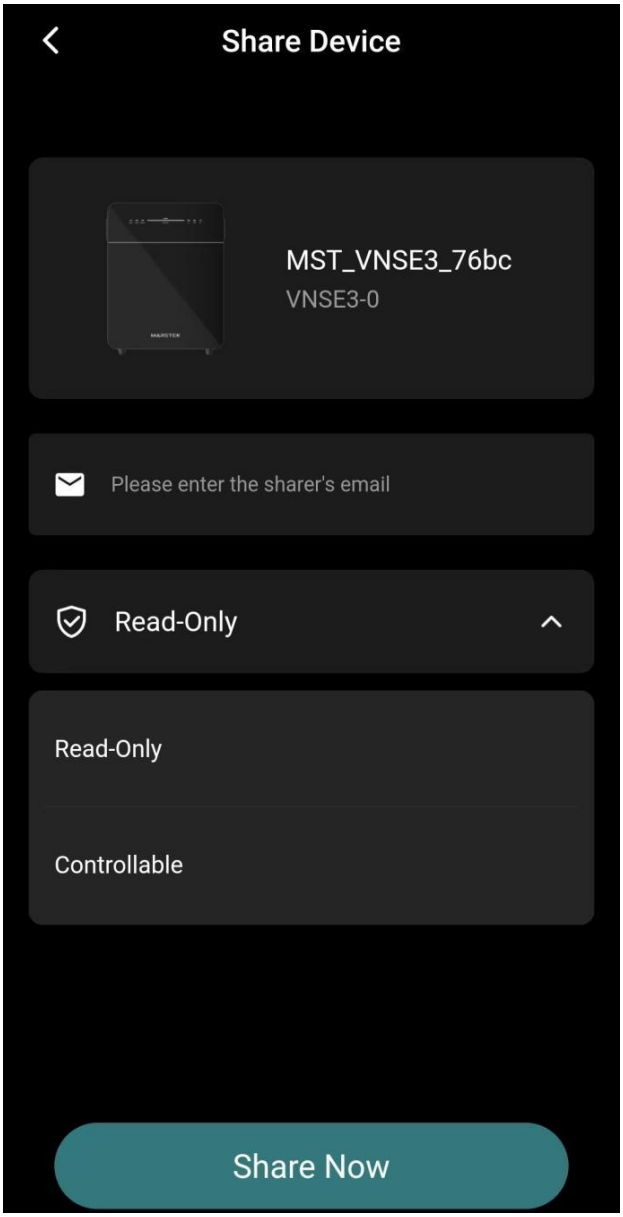
When a new version is available, a red dot prompt will appear. Tap Upgrade then wait for upgrade to complete

- **Firmware Upgrade:** Requires Bluetooth connection.
- **Communication Module Upgrade:** Can be performed via Bluetooth or Wi-Fi



11. Device Sharing

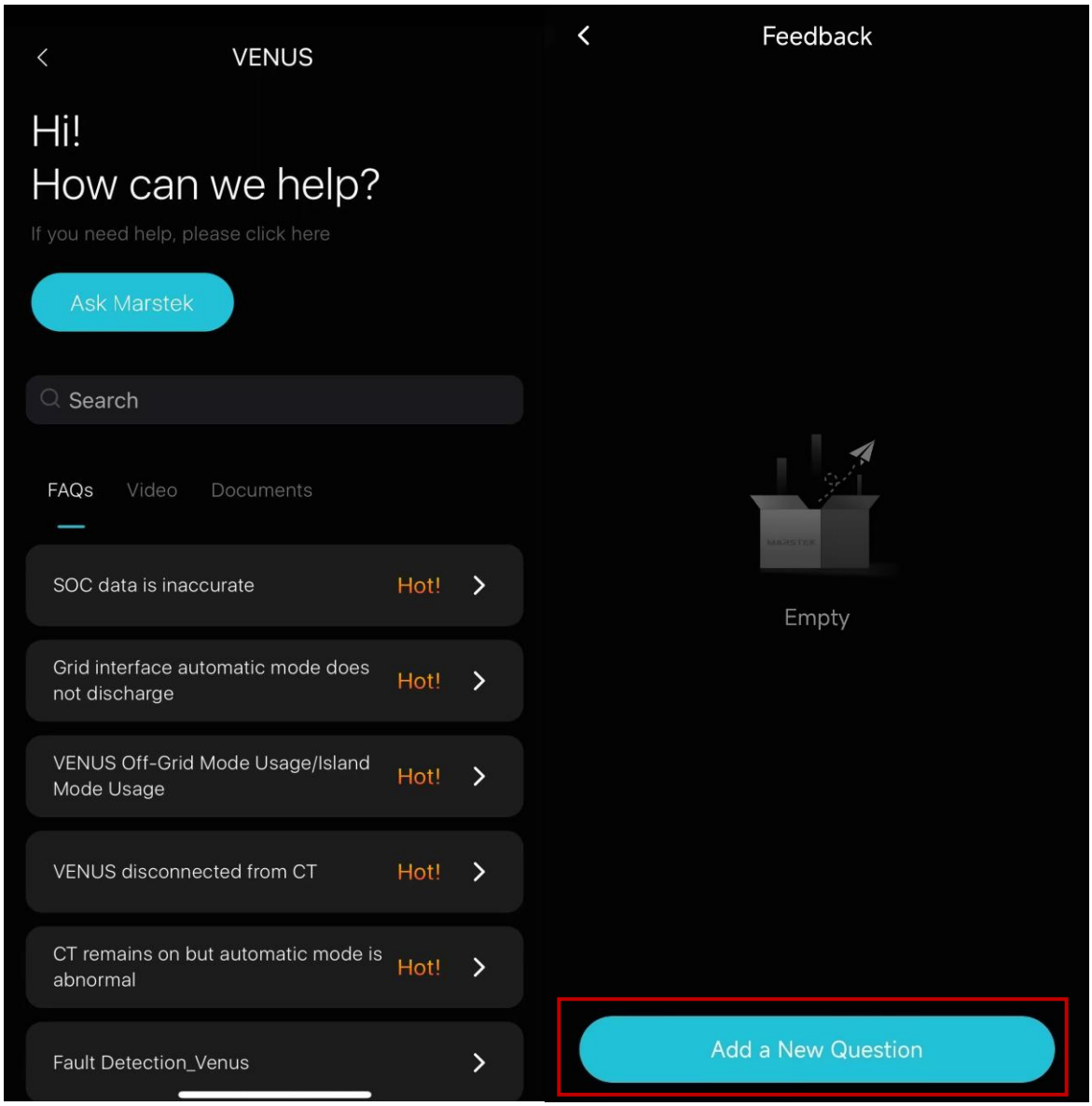
- **View Only:** Invited user can view device status only.
- **Controllable:** Invited user can view and control device operations.

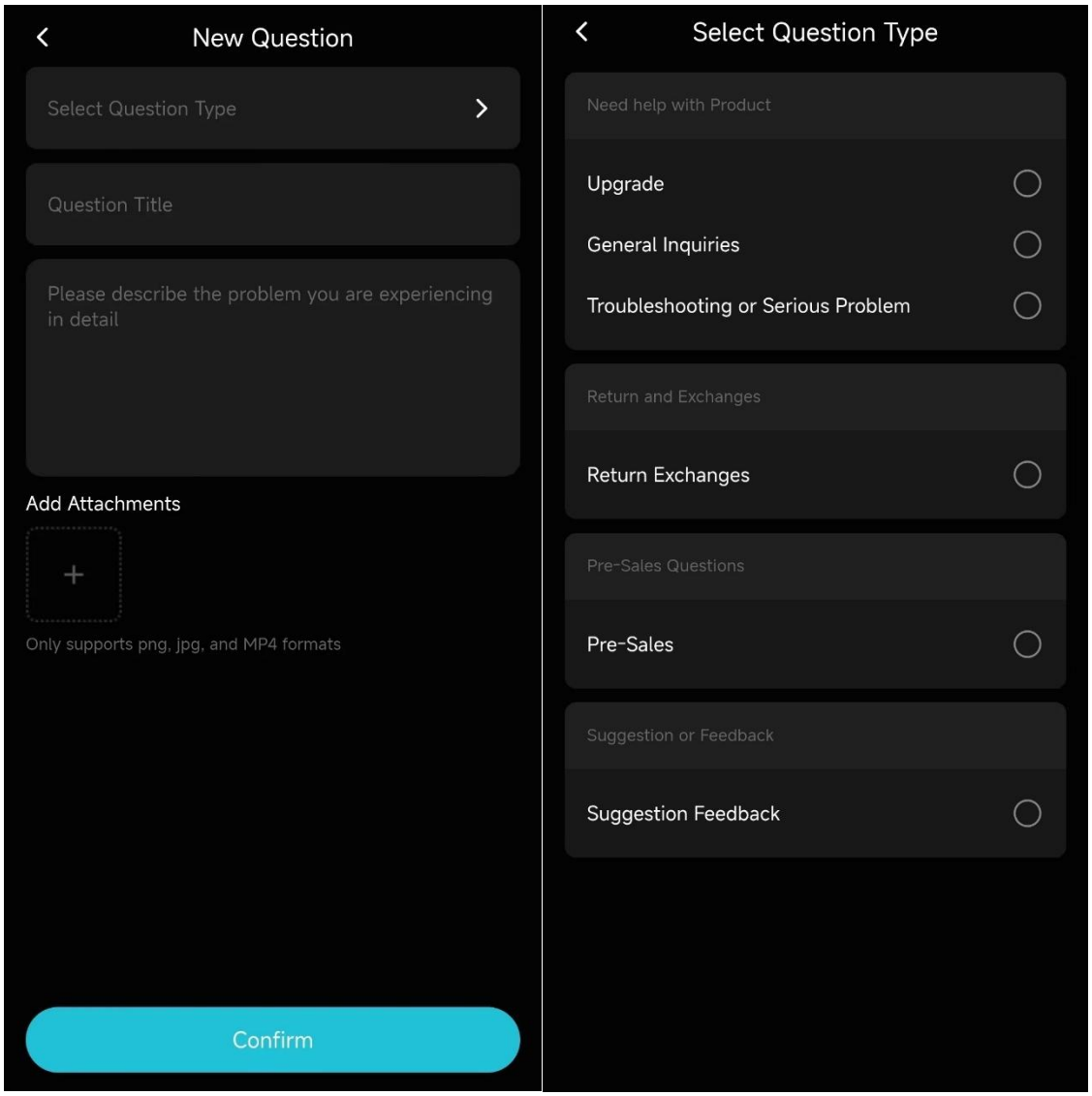


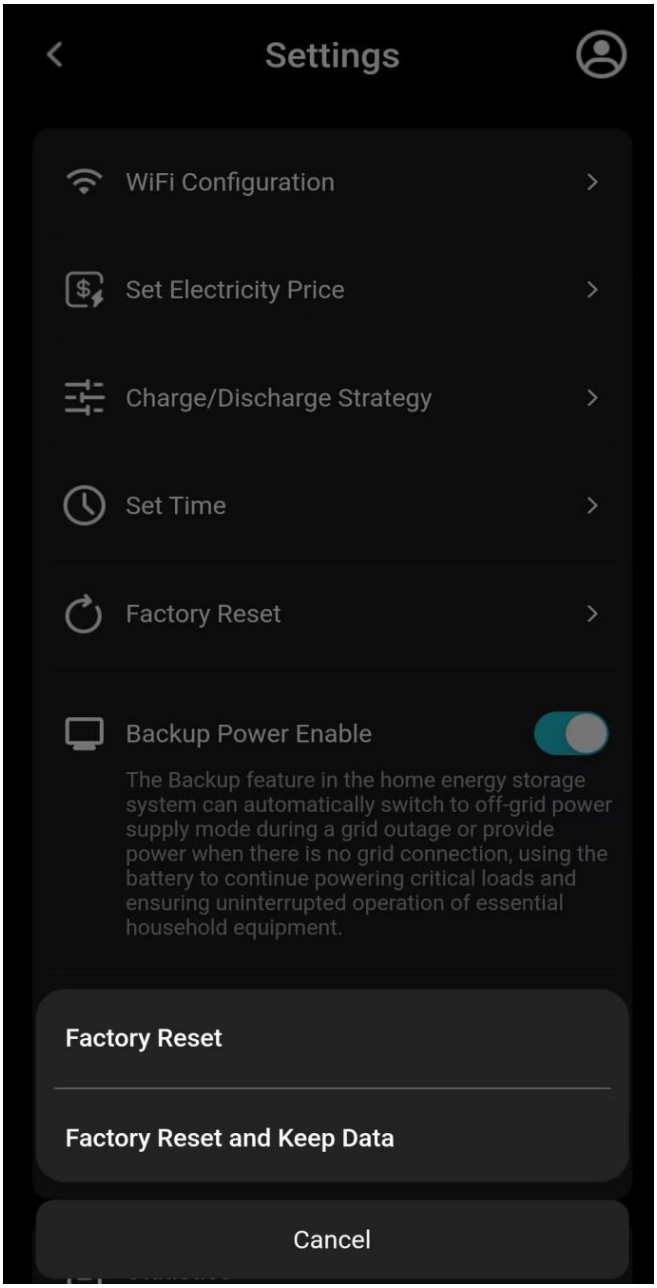
12. Help & Feedback

Here you can access support videos, documents, and FAQs. You can also contact the support team by using the question submission feature.

After clicking **Ask Marstek**, tap **Add your question**, choose the question type, enter a title and description, and optionally attach images or videos to help explain your issue. Click **Confirm** to submit.


VENUS
Hi!
How can we help?
If you need help, please click here
Ask Marstek
Search
FAQs
Video
Documents
SOC data is inaccurate
Hot!
Grid interface automatic mode does not discharge
Hot!
VENUS Off-Grid Mode Usage/Island Mode Usage
Hot!
VENUS disconnected from CT
Hot!
CT remains on but automatic mode is abnormal
Hot!
Fault Detection_Venus
Feedback
Empty
Add a New Question


New Question
Select Question Type
Question Title
Please describe the problem you are experiencing in detail
Add Attachments
Only supports png, jpg, and MP4 formats
Confirm
Select Question Type
Need help with Product
Upgrade
General Inquiries
Troubleshooting or Serious Problem
Return and Exchanges
Return Exchanges
Pre-Sales Questions
Pre-Sales
Suggestion or Feedback
Suggestion Feedback

13. Factory Reset

- **Reset and Clear All Data:** Clears cumulative energy data.
- **Reset and Keep Data:** Retains cumulative energy data.