

**MARSTEK**

**CT002 APP USER MANUAL**

| Published   | Version | Date       |
|-------------|---------|------------|
| Marstek EMS | V1.6.59 | 2026-03-13 |

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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:

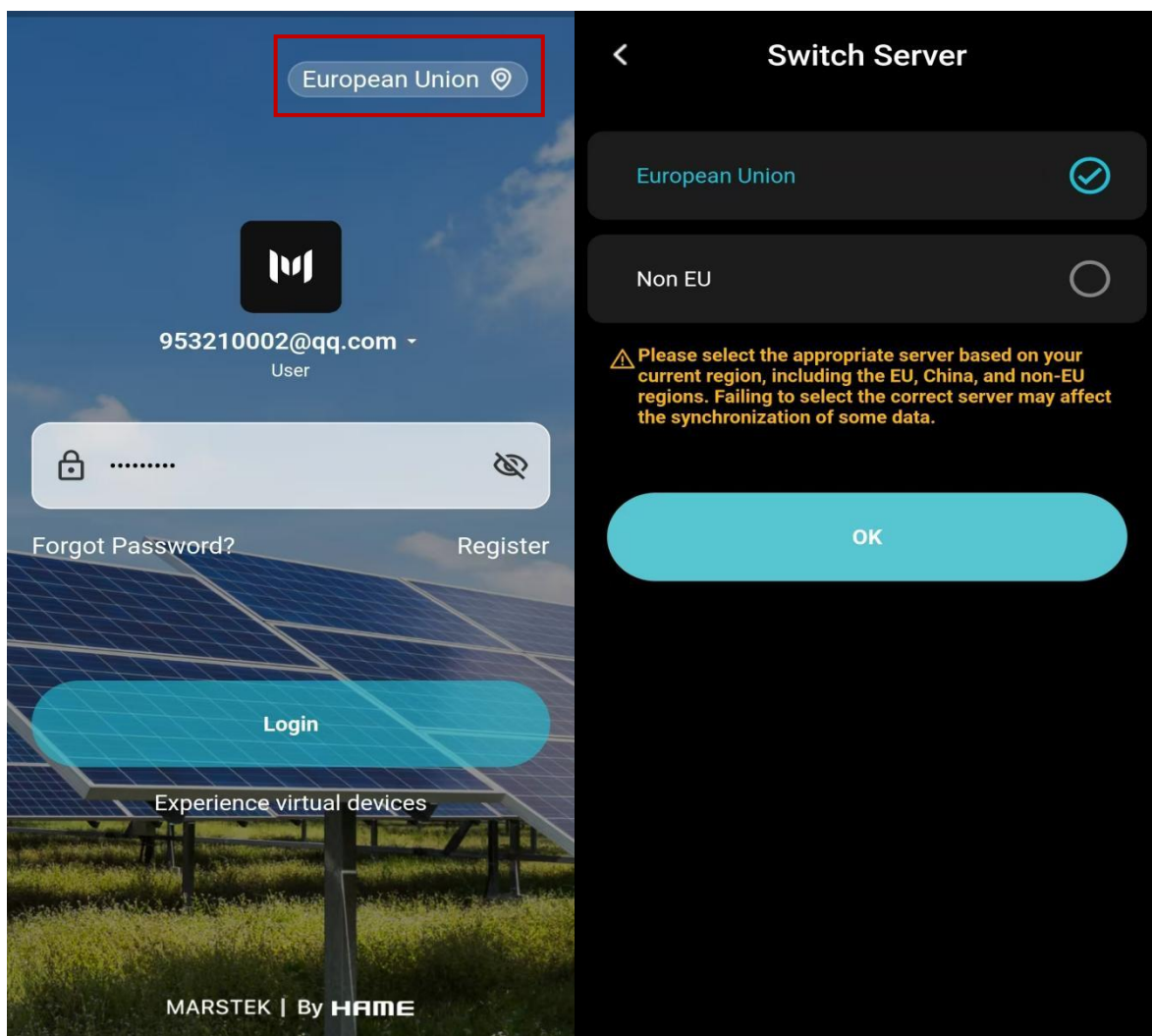


## II. Account Registration / Login

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

### 1. Select Server

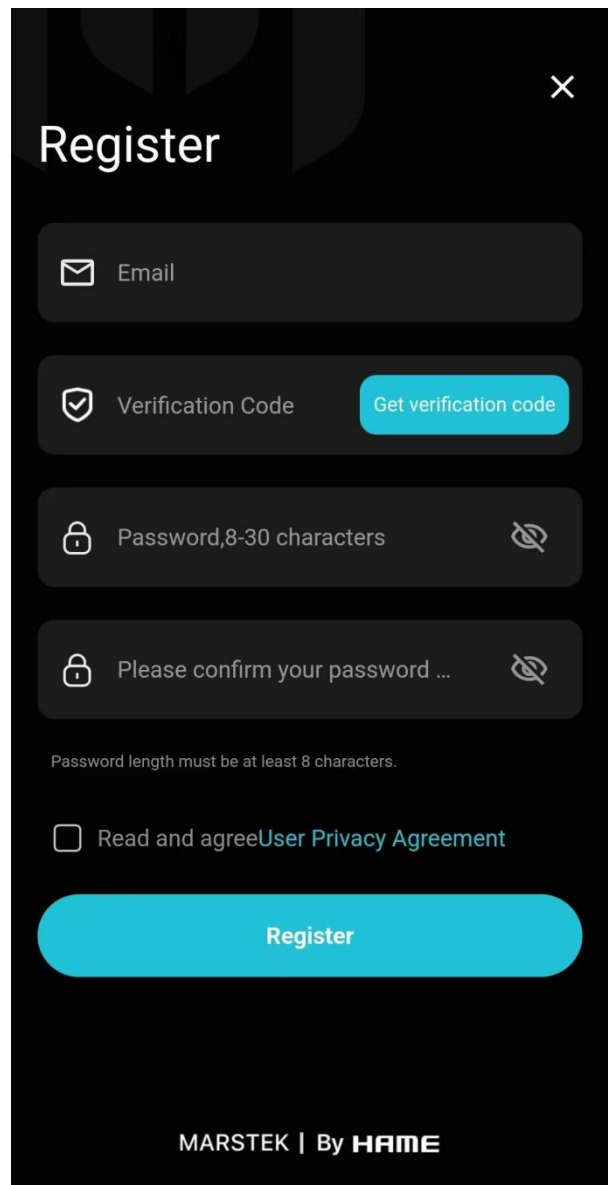
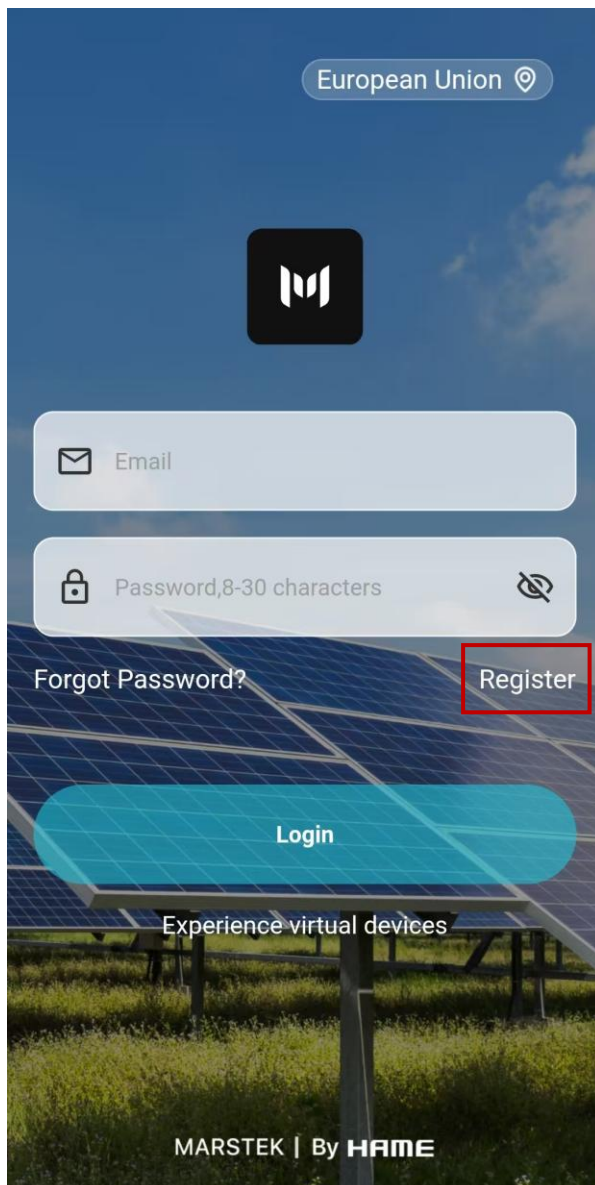
- Select the server corresponding to your device location.
- You can choose servers from the top-right corner of the login page.



## 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.

The image shows two screenshots from a mobile application. The left screenshot is the main login screen with a background of solar panels. It features a 'European Union' location selector, the MARSTEK logo, and input fields for 'Email' and 'Password, 8-30 characters'. A red box highlights the 'Forgot Password?' link, and the 'Register' link is to its right. Below these is a large blue 'Login' button, followed by the text 'Experience virtual devices' and the footer 'MARSTEK | By HAME'. The right screenshot is the 'Forgot password?' screen, which has a dark background. It includes a back arrow, an 'Email' input field, a 'Verification Code' field with a 'Get verification code' button, and two password input fields labeled 'New Password' and 'Please confirm your password ...'. A large blue 'Reset Password' button is at the bottom.

European Union

MARSTEK

Email

Password, 8-30 characters

Forgot Password?

Register

Login

Experience virtual devices

MARSTEK | By HAME

Forgot password?

Email

Verification Code

Get verification code

New Password

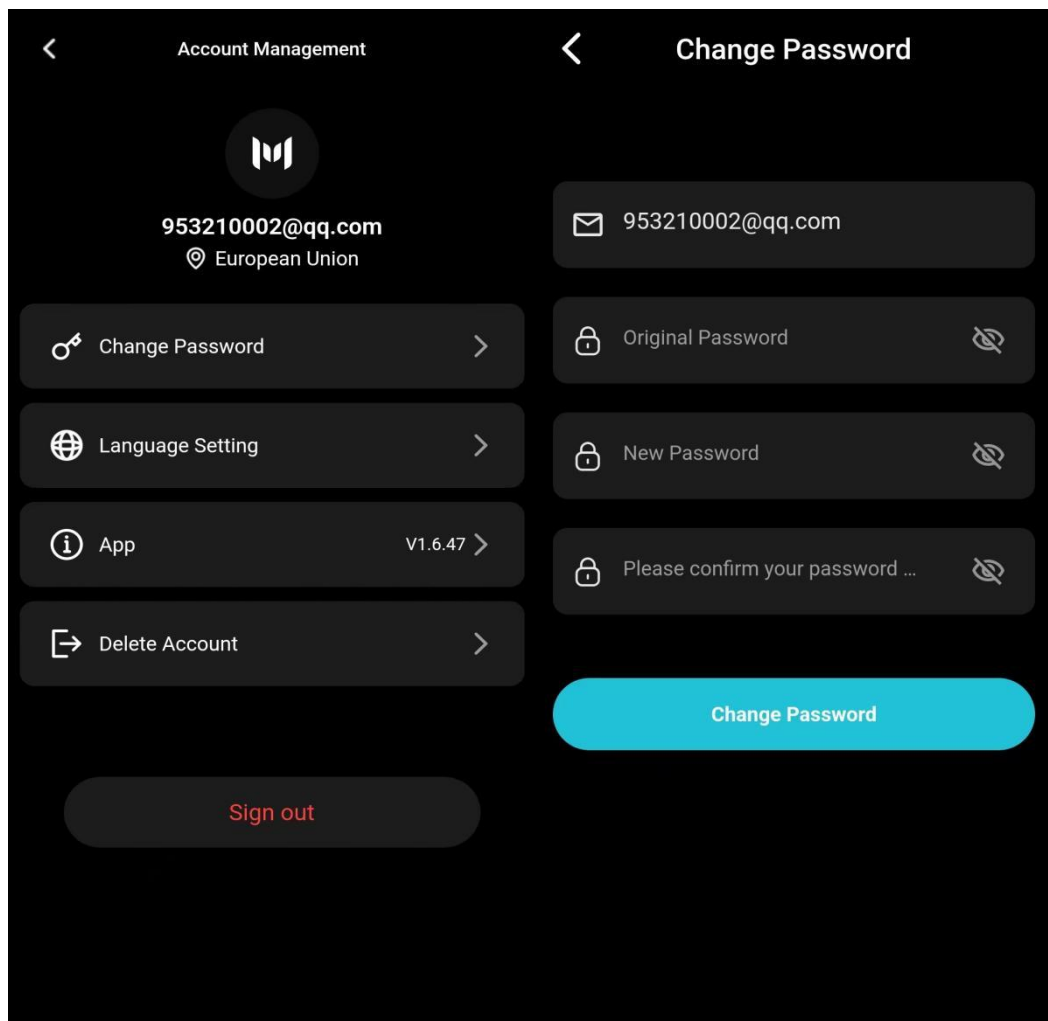
Please confirm your password ...

Reset 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.

**Delete Account**

**User Cancellation Agreement**

Before canceling your account, please fully read, understand, and agree to the following items before confirming the cancellation:

**1. Cancellation Notice**  
The account is only for use in the Marstek App. After deleting the account, you will no longer be able to log in to the Marstek App. This will not have any impact on your email itself.

**2. Cancellation Process**  
Log out of your account by entering the password confirmation in the account cancellation interface after selecting "Log Out" in the personal account section of the Marstek App device screen

**3. Special Reminder**  
Account cancellation will not affect your email. Before canceling your account, please delete all devices under the account first. Thank you for using Marstek. If you have any suggestions or feedback about the device, please provide it in the Help & Feedback section before cancellation, so we can continuously improve our products

☐ I have read and agree to the User Cancellation Agreement.

Next

**Delete Account**

**Reason for Account Cancellation**

Thank you for once choosing MARSTEK. Please select the reason for cancellation to help us better improve the experience:

☐ Unbind email

☒ Change account usage

☐ Other reasons

Please enter other reasons or feedback:

0/500

Next

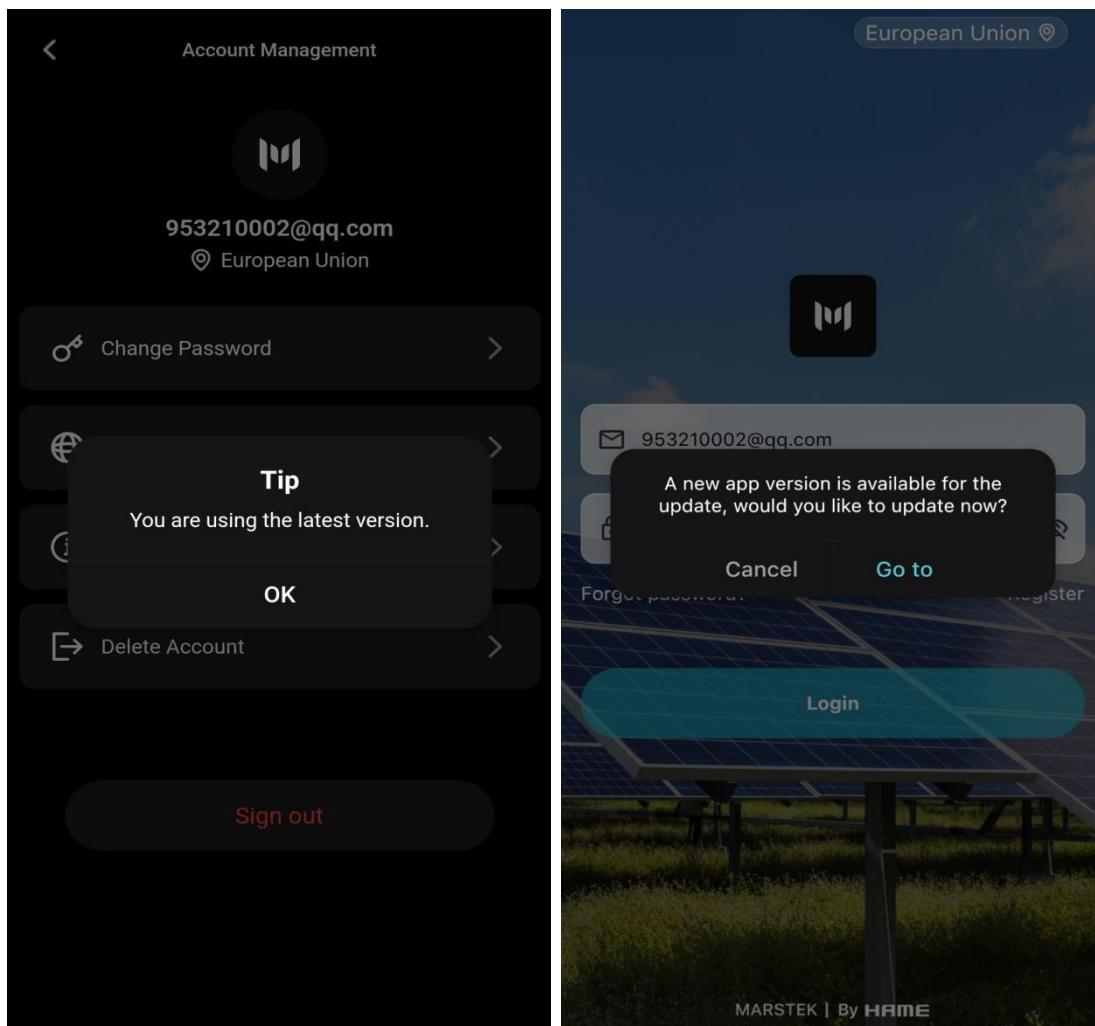
## 4.3 Language Settings

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

| < Language Setting | < Language Setting |
|--------------------|--------------------|
| Follow system      | Français<br>fr     |
| 中文<br>zh           | Italiano<br>it     |
| English<br>en ✓    | Svenska<br>sv      |
| Deutsch<br>de      | ελληνικά<br>el     |
| Nederlands<br>nl   | Español<br>es      |
| Français<br>fr     | Polski<br>pl       |
| Italiano<br>it     | Română<br>ro       |
| Svenska<br>sv      | Українська<br>uk   |
| ελληνικά<br>el     | Русский<br>ru      |
| Español<br>es      | Čeština<br>cs      |
| Polski<br>pl       | Magyar<br>hu       |
| Română<br>ro       | Filipino<br>fil    |
| Українська<br>uk   | 日本語<br>ja          |

## 4.4 App Version

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

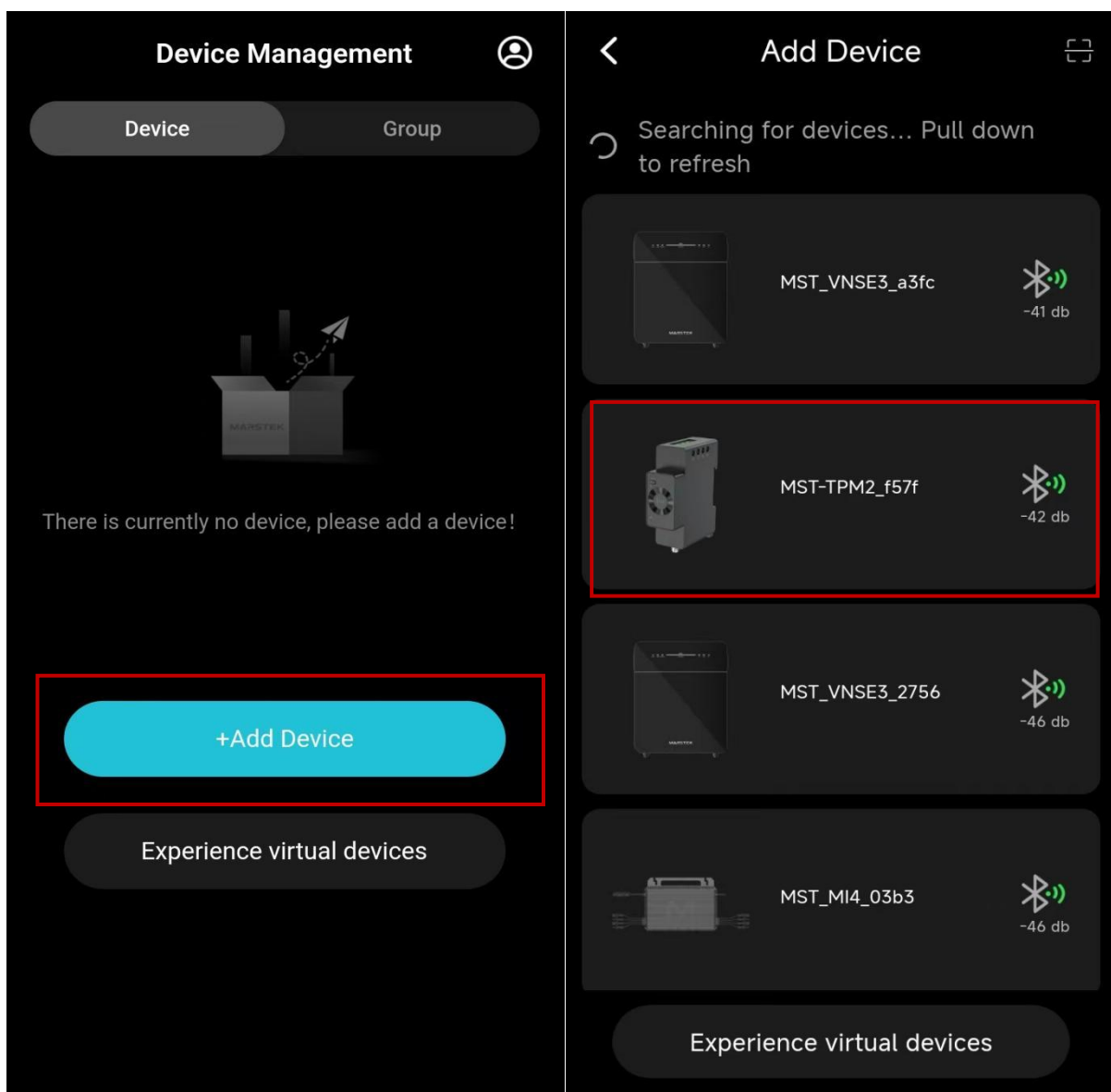


## III. Device Adding Process

### 1. Add via Bluetooth

#### (1) Search for device

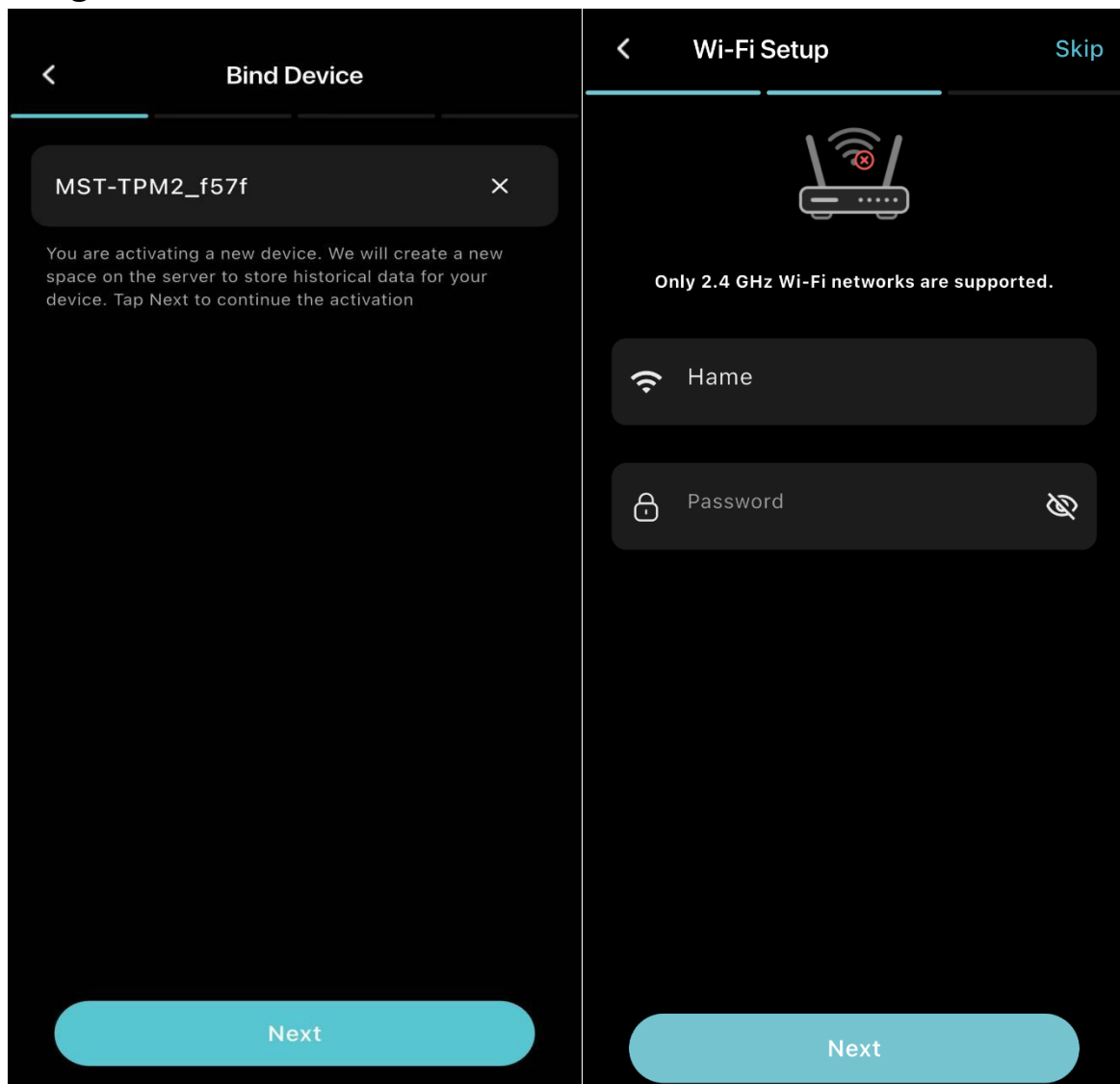
On the Device List page → Tap “+ **Add Device**” → App scans nearby devices → Select device to bind.



## (2) Naming & Network Configuration

- After device binding → App goes to Wi-Fi Setup page.
- Select Wi-Fi → Enter Password → Tap Next.

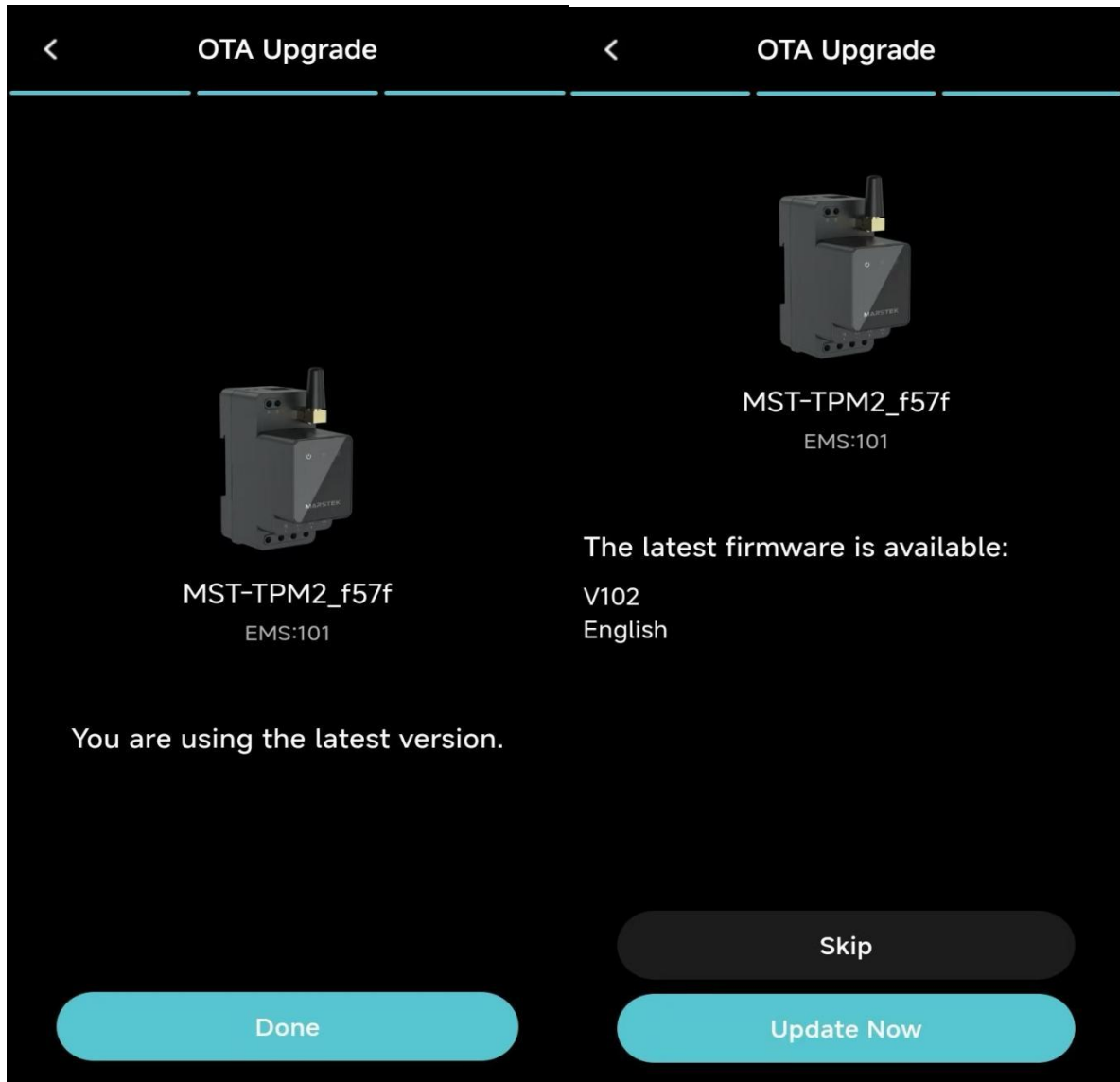
**Note:** Ensure Bluetooth remains connected during network configuration.



## 2. Firmware Upgrade

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

**Note:** Bluetooth connection is required for the upgrade process.



## IV. Home Page

### 1. Communication Method

#### (1) Bluetooth

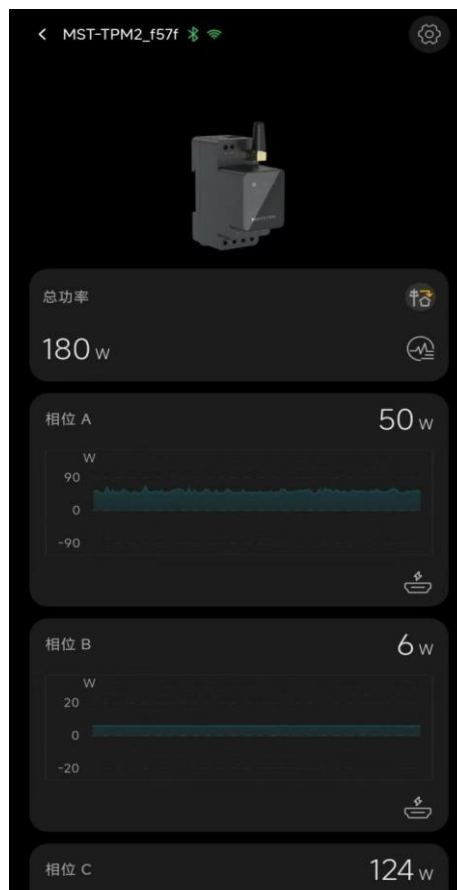
- **Green:** Bluetooth communication is active. You can see the power collected by CT and Wi-Fi signal, or reset CT on the settings page.
- **Gray:** Bluetooth disconnected, communication unavailable.

#### (2) Wi-Fi

If Bluetooth is disconnected:

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

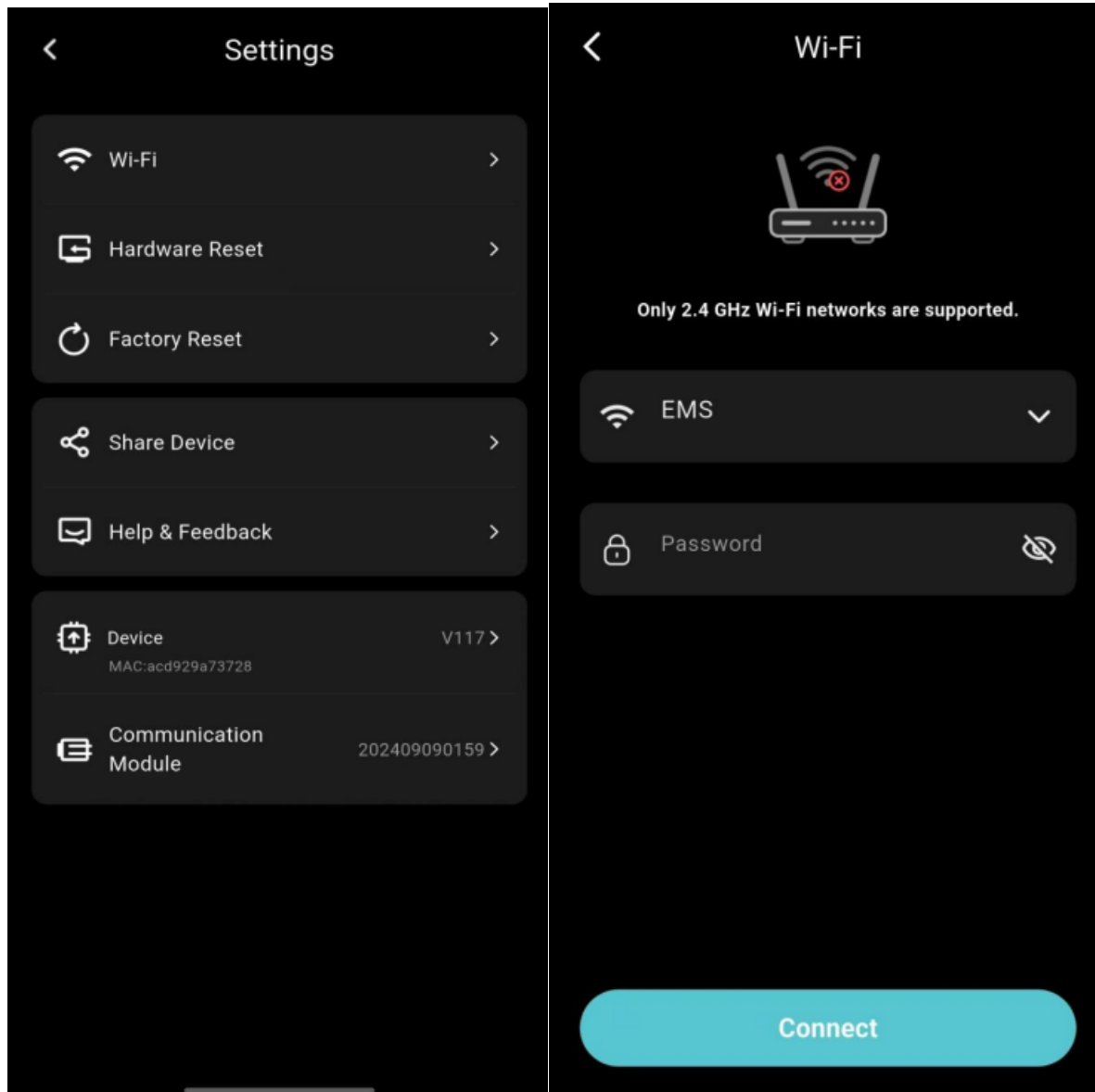
**Note:** Either Bluetooth or Wi-Fi is green, the App can communicate with the device.



## VI. Settings

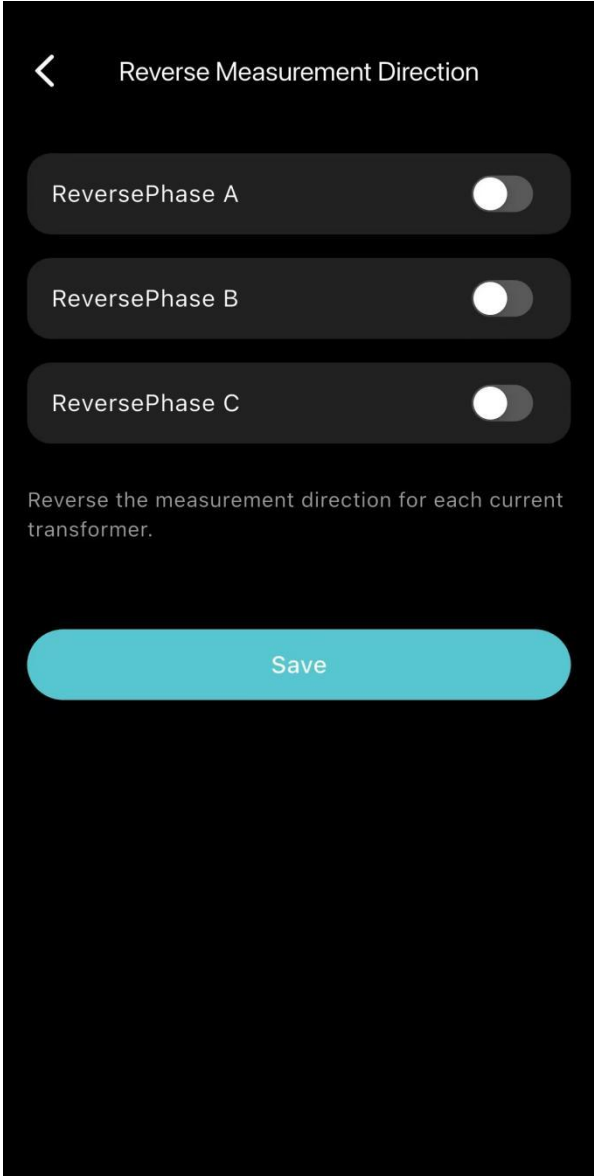
### 1. Wi-Fi Setup

Configure the device network (requires active Bluetooth connection).



## 2. Reverse Measurement Direction

Allows the measurement direction of the current sensor to be reversed.



< Reverse Measurement Direction

ReversePhase A ☐

ReversePhase B ☐

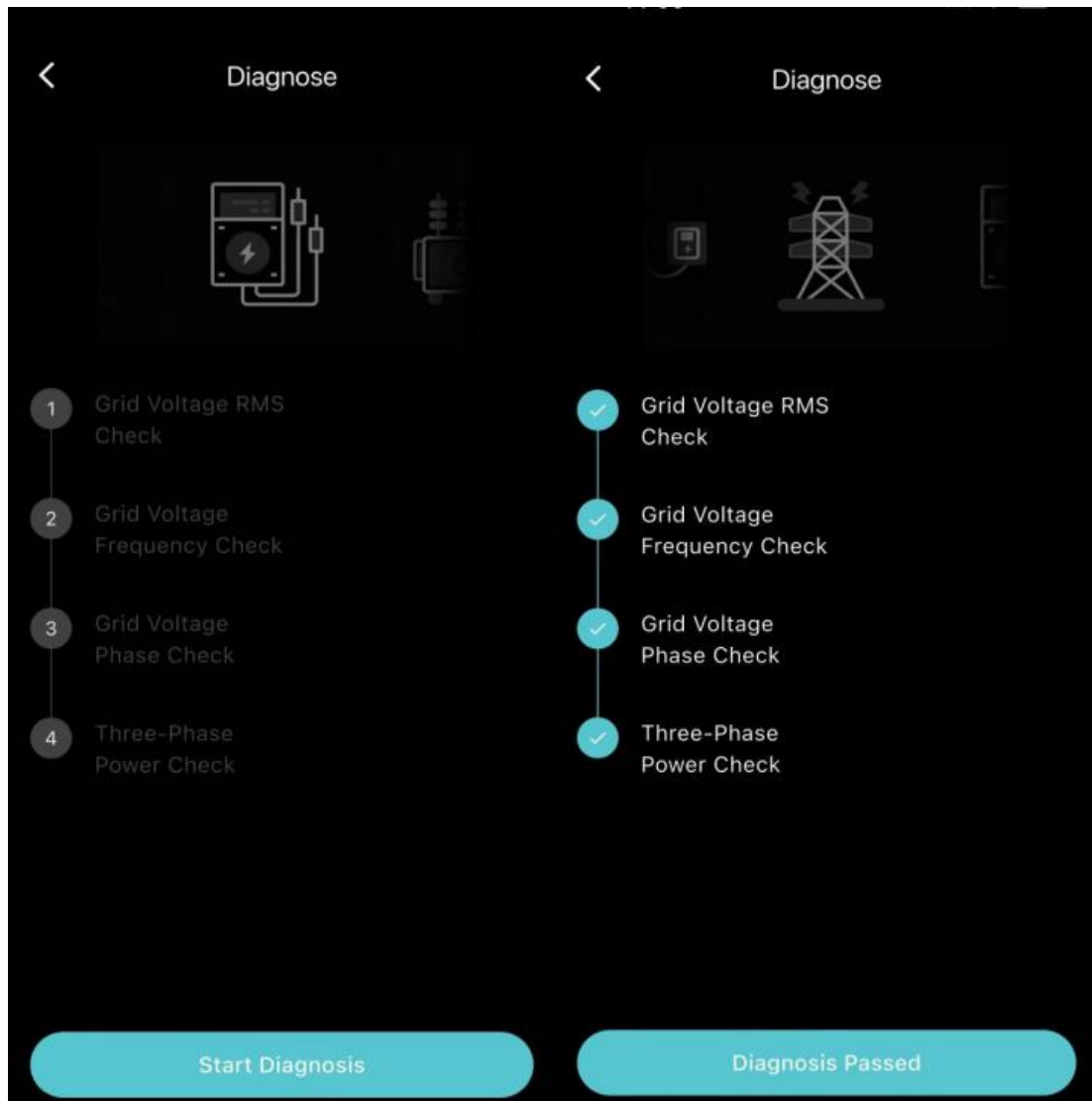
ReversePhase C ☐

Reverse the measurement direction for each current transformer.

Save

## 3. Diagnose

Performs diagnostics on the device, including voltage, phase, and three-phase power.



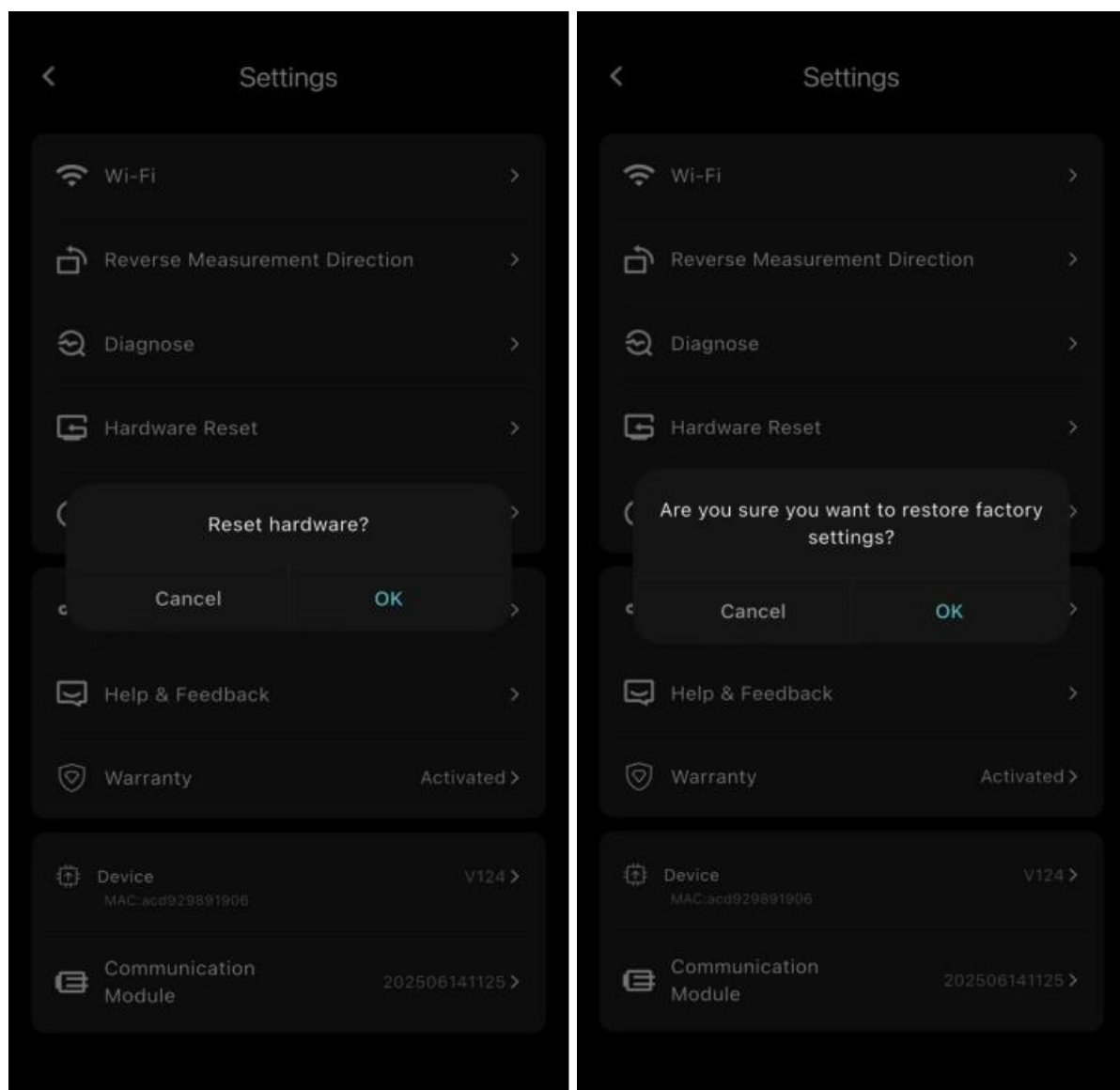
## 4. Hardware Reset + Factory Reset

### Hardware Reset:

Resets the hardware.

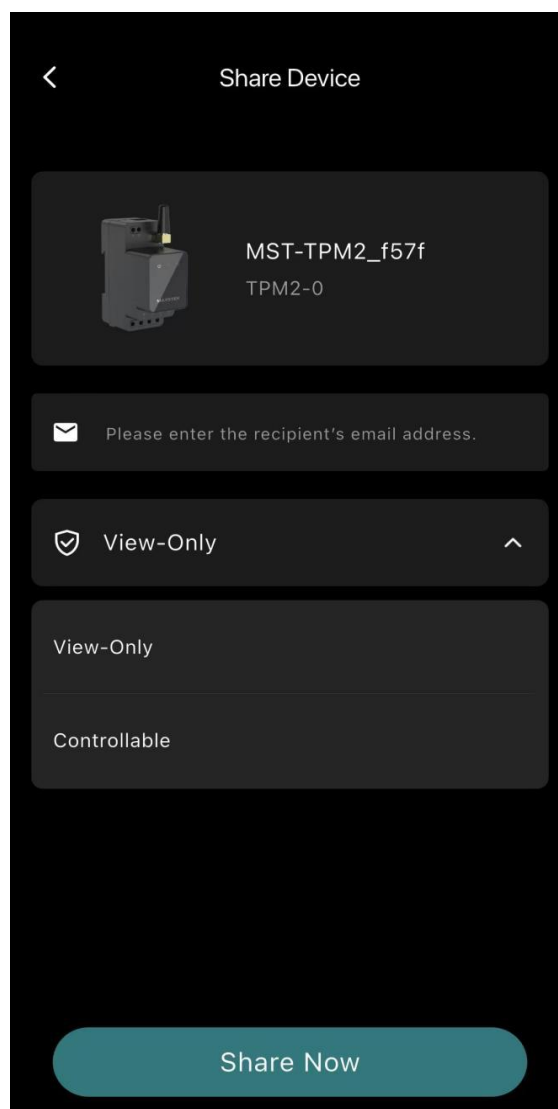
### Factory Reset:

Restores the device hardware to its factory settings.



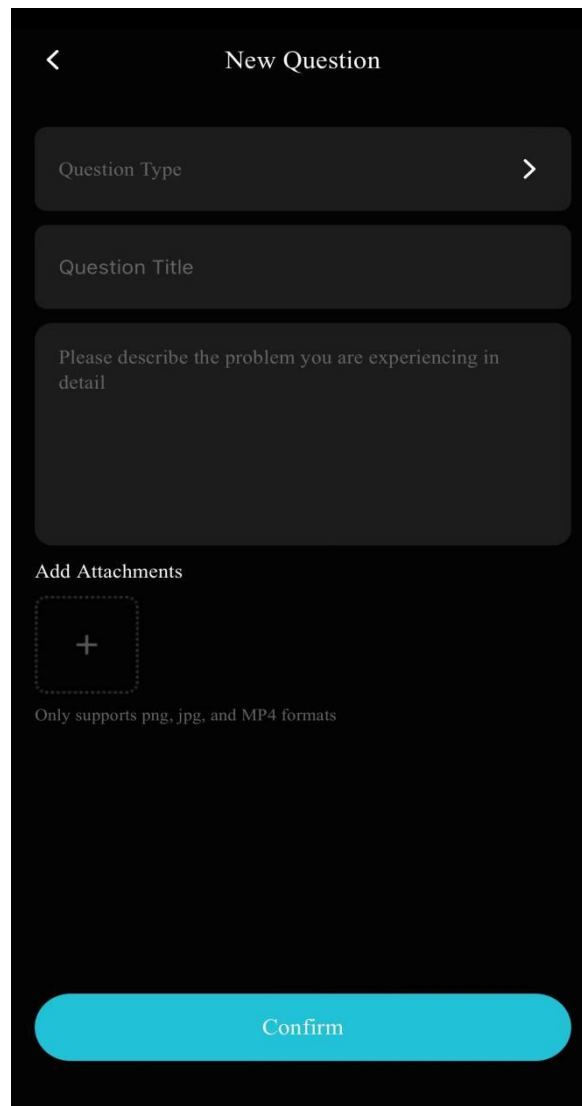
## 5. Device Sharing

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



## 6. Help & Feedback

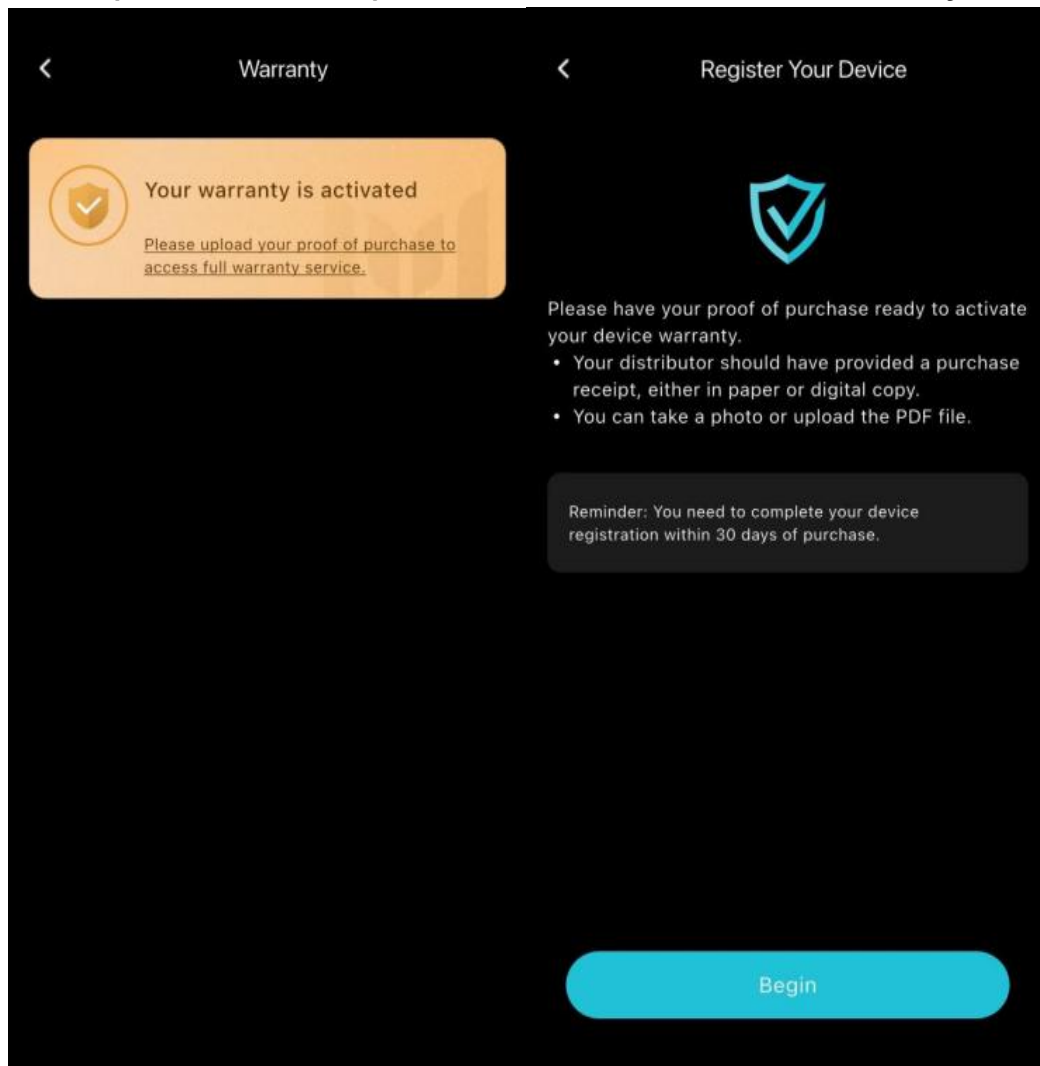
- Users can access support videos, documentation, and frequently asked questions. You can also contact the support team by submitting a question.
- After clicking **Ask Marstek**, add your question, select the issue type, enter the title and description of your problem, and optionally upload images or videos to help describe the issue. Click **Confirm** to submit.



The screenshot shows a mobile app interface for submitting a new question. At the top, there is a back arrow and the title 'New Question'. Below this are three input fields: 'Question Type' with a right-pointing chevron, 'Question Title', and a larger text area for the description with the placeholder text 'Please describe the problem you are experiencing in detail'. Under the description field is an 'Add Attachments' section featuring a dashed box with a plus sign. Below the attachment box, a note states 'Only supports png, jpg, and MP4 formats'. At the bottom of the form is a large, rounded blue button labeled 'Confirm'.

## 7. Warranty Activation

Upload the purchase receipt to activate the device warranty.



## 8. Firmware Upgrade

**Device:** A Bluetooth connection must be maintained during the upgrade process. After a successful upgrade, the latest firmware version will be displayed;

**Module:** During the upgrade, either Bluetooth or MQTT communication must remain connected. After the upgrade is completed, the latest module version number will be displayed.

