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FAQ



EcoFlow App

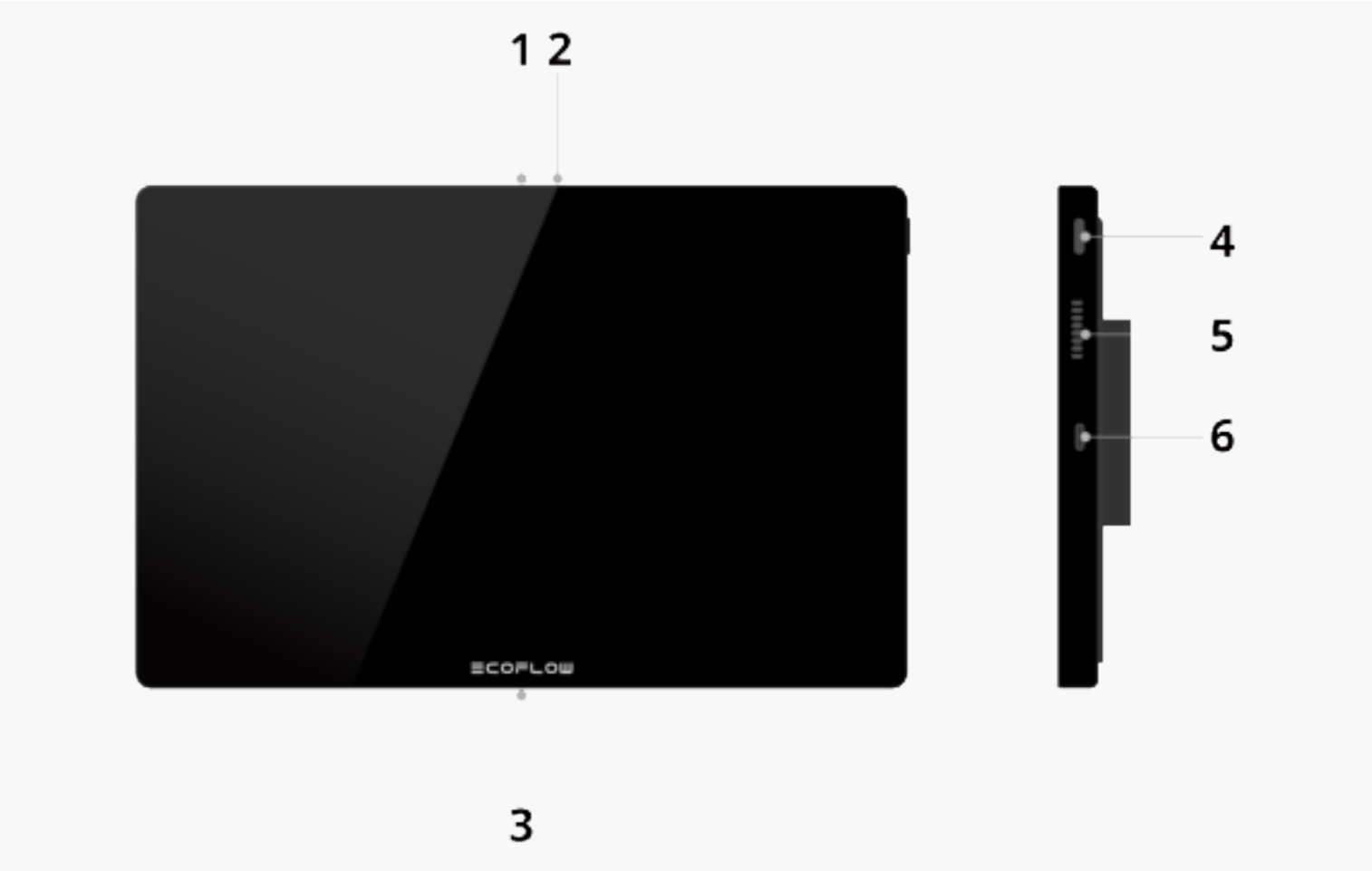


After-sales Policy



Community

Overview



1	Proximity sensor	Used for the feature proximity wake-up
2	Ambient light sensor	Used for automatically adjusting the screen brightness
3	Temperature and humidity sensor	Used for sensing ambient temperature and humidity
4	Power button	Long press 2 to 3 seconds to turn on/off Short press once to turn the screen on/off

Temperature
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5	Speaker	/
6	USB-C port	Available for power supply

How It Works

PowerInsight connects to the EcoFlow IoT cloud via Wi-Fi to access your system data and manage the lifecycle of your power system - from generation to storage and consumption. It can also integrate devices from other brands via the Matter protocol, including thermostats for adjusting room temperature, smart plugs for monitoring consumption and controlling appliance power, and smart light bulbs for managing lighting.

Getting Started

1. Press the power button to turn on PowerInsight, and then set the language and network (2.4G and 5G are supported) on the screen.
2. Open the EcoFlow app, then tap **+ > Scan** to scan the QR code displayed on the PowerInsight screen to log in your account.

Finish initializing and start using it!

New EcoFlow user? Download the EcoFlow app on your phone.



NOTICE

PowerInsight has a built-in battery that provides approximately **3 hours** of battery life during continuous operation.

Supported Devices

PowerInsight supports controlling the following devices:

- EcoFlow PowerOcean
- EcoFlow PowerOcean DC Fit
- EcoFlow DELTA Pro Ultra
- EcoFlow Smart Home Panel 2
- EcoFlow Smart Plug
- EcoFlow PowerPulse Residential EV Charger (System V1.1.0.0 or above)

- Matter-supported devices: smart light bulb, smart plug, thermostat
- Third-party devices: smart plug (Shelly), thermostat (Ecobee)



NOTICE

- This list of supported devices will be updated from time to time. Upgrades will be released soon to support more devices, please stay tuned.
- Some EcoFlow products are not sold in your country or region.

Add devices

To add new devices, use the EcoFlow app on your phone, and PowerInsight will automatically synchronize the added devices.

If the app contains devices that are not yet supported by PowerInsight, these devices will not be displayed in PowerInsight.

Add EcoFlow Devices

Bring your phone close to the device, and connect to the internet according to the instructions in the app.

[How to connect >](#)

Add Matter-supported Devices to EcoFlow System

You can add Matter-supported thermostats, light bulbs, and smart plugs to build a smarter home.

1. Swipe down from the top-right corner of any PowerInsight page and tap **Settings > Matter > Binding Matter**.
2. Open the EcoFlow app, then tap **+ > Scan** to scan the QR code displayed on the PowerInsight screen.
3. Use the EcoFlow app to scan the Matter QR code of the device that needs to be added.

Now, you can control the device you have just added to PowerInsight / EcoFlow app.

Watch the following video to learn how to add.



NOTICE

- Ensure that the Wi-Fi used to connect to the device on your phone is the same as the local area network you configured for PowerInsight.
- Only 2.4G Wi-Fi is supported.

Bind a third-party account

In the EcoFlow app, click + > **Add devices** > **Add third-party devices** to bind a third-party account.

Mounting Your PowerInsight

You can mount PowerInsight on a wall, place it on a tablet stand holder (not included in the box), or simply hold it directly in your hand.

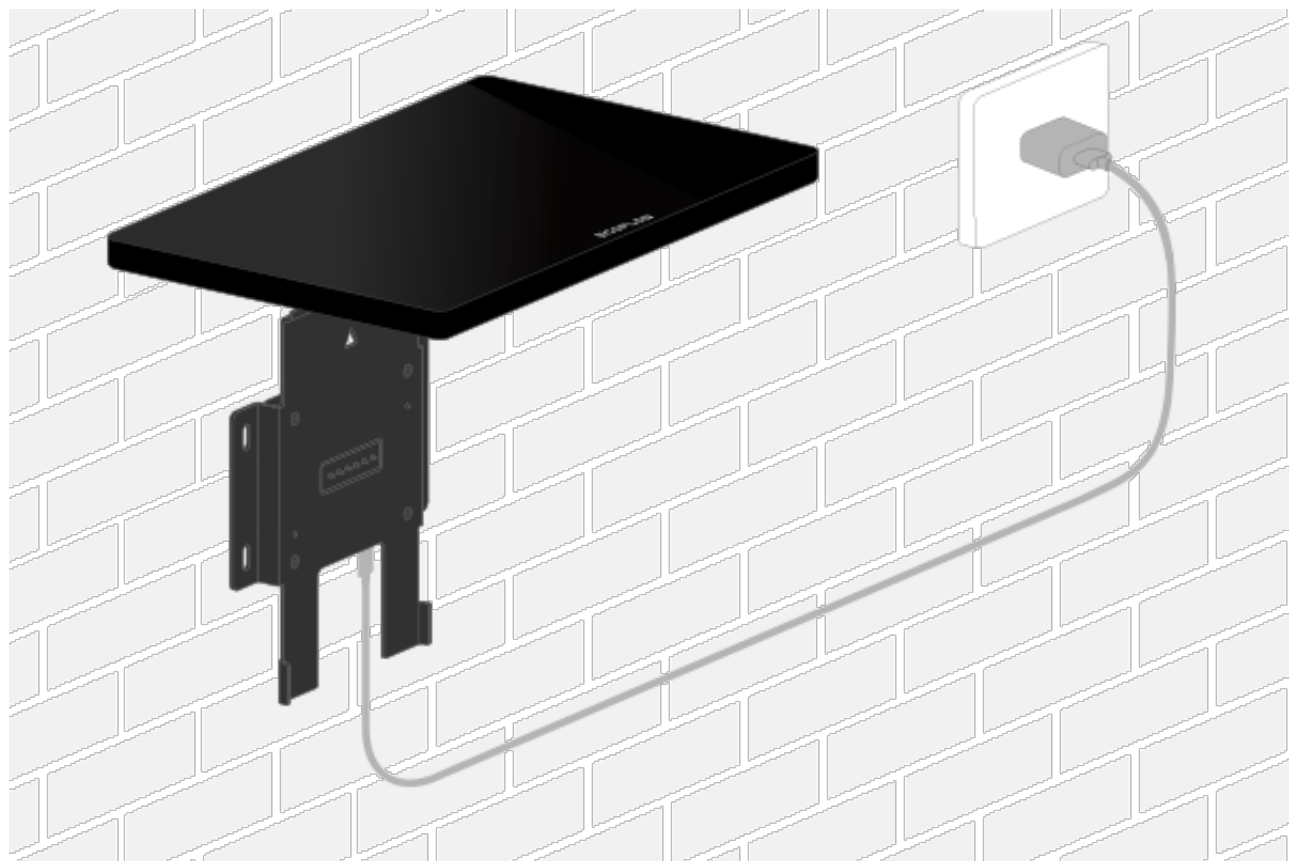


CAUTION

- Mounting PowerInsight at a height of less than 59 in. (1.5 m) is recommended. The wall bracket can only be mounted in landscape orientation, as shown below.
- The USB-C charger with at least 10W and the level are not included in the box.

To mount PowerInsight:

1. **Mount the wall bracket:** Use the wall bracket to locate the holes, and make sure to level them. Then, drill holes and insert anchors. Finally, place the bracket against the wall and drive the screws through the bracket holes.
2. **Power on:** Plug one end of the power cable into any USB-C port on the bracket, then plug the other end into the charger. After that, connect the charger to an electrical outlet.
3. **Put PowerInsight onto the bracket.** The PowerInsight screen will display “Charging” when turned on, if it is securely mounted.



You can also view the step-by-step installation in the quick start guide provided.

Explore PowerInsight

View real-time energy data for your home on PowerInsight's home page or tap widgets to enter the dashboard for detailed data.

Control your home system or device, including turning on/off AC ports, DC ports, or circuits.

The operating mode that the system runs is displayed in the first widget on the home page, such as *TOU mode*, *Self-powered*, and *Charging*. Tap to switch the operating mode.

 NOTICE

Features and the home page vary depending on the system or devices you added, please refer to the actual product.



- 1 Your system or device
- 2 Home page
- 3 Device list
- 4 Automation
- 5 Operating mode* and data (Tap to set mode or see the dashboard)
- 6 Weather and outdoor temperature
- 7 Humidity
- 8 Room temperature

Whether or not the operating mode widget is included depends on the connected system.

On standby, the screen saver displays temperature, humidity, time and energy data.



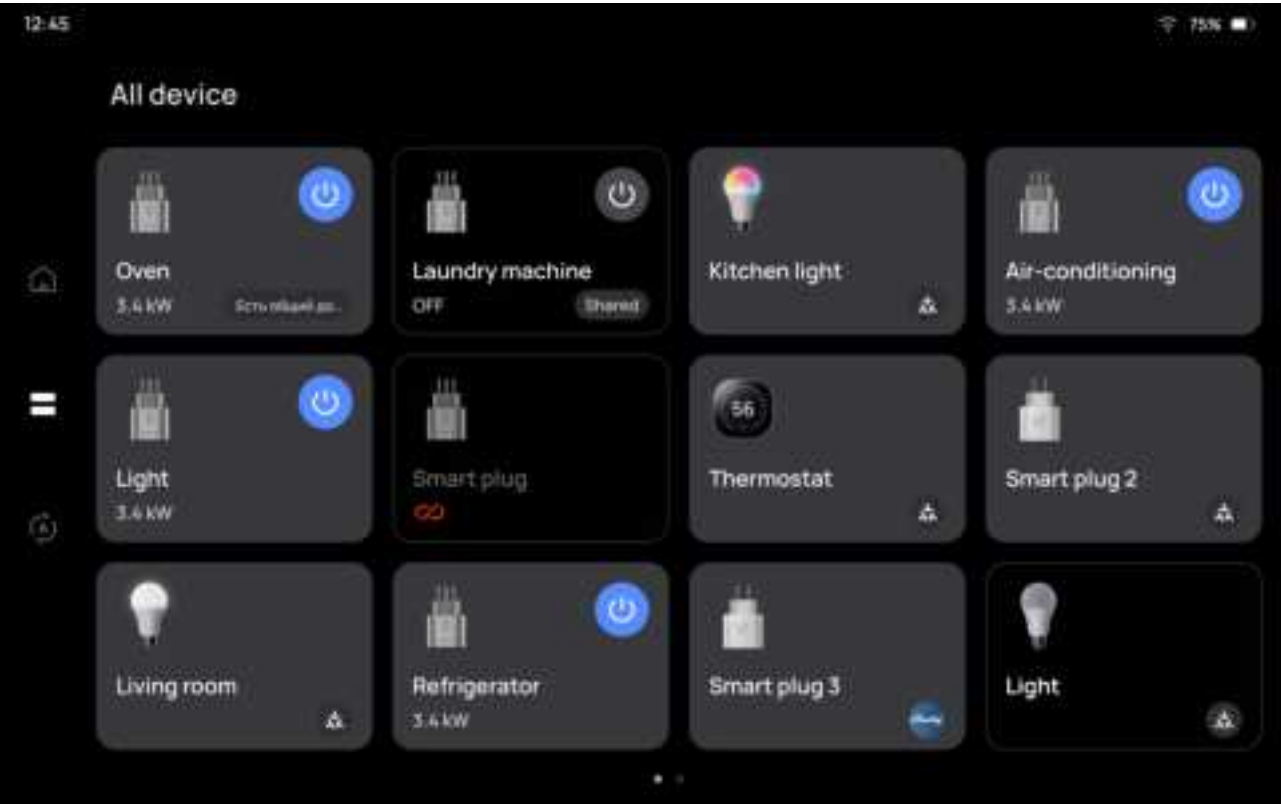
Dashboard

Tap widgets on the home page to enter the dashboard. In the dashboard, you can view data by day, month or year, including solar power generation in **Total savings**, total discharging and charging power in **Battery**, and total consumption in **Home / Grid**.



Device List

The appliances such as smart plugs and thermostats you added in the EcoFlow app will be displayed on the device list.



Tap the widget to control the device.



Automation

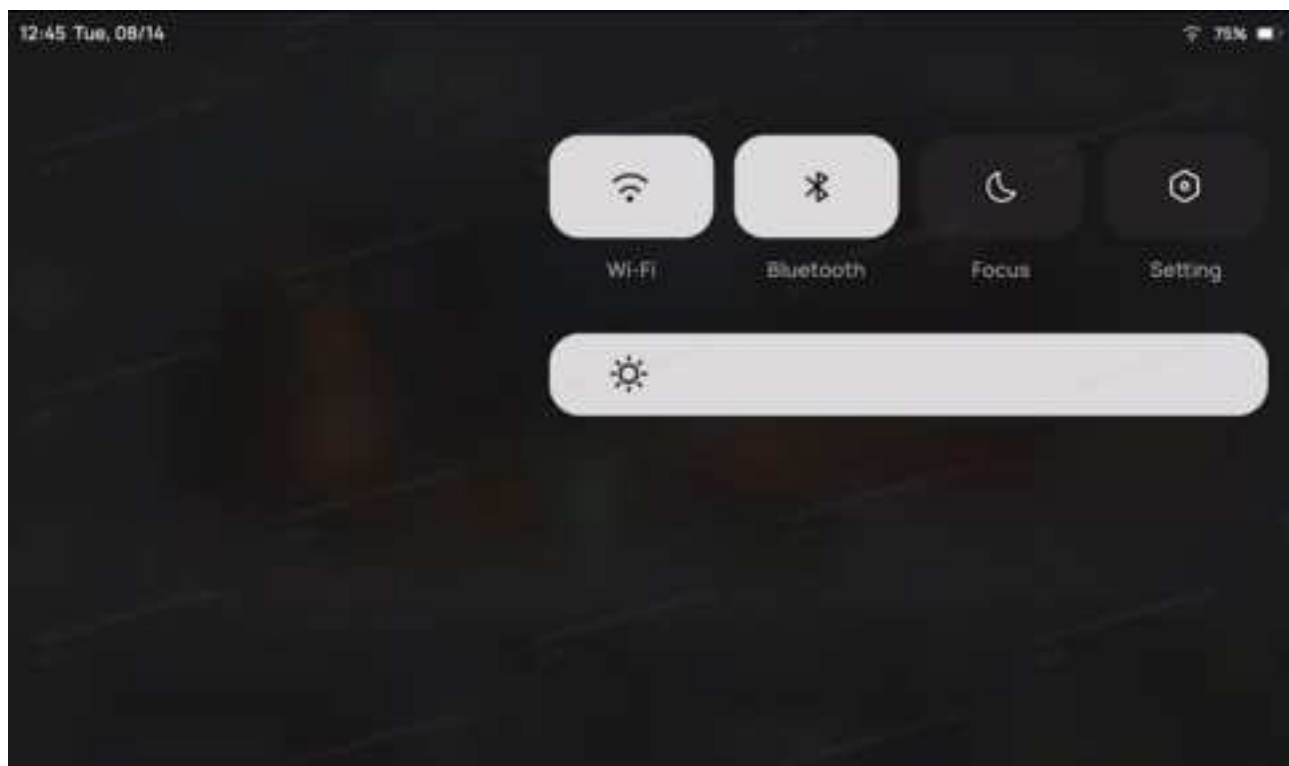
Add automation to the EcoFlow app on your phone, and PowerInsight will automatically synchronize.

Tap an automation task to execute it on the Automation page.

Customize Your PowerInsight

Quick Settings

Swipe down from the top-right corner on any page, and you can turn on/off **Wi-Fi**, **Bluetooth**, **Do Not Disturb**, adjust screen brightness, or enter the Settings page for more settings.



Wi-Fi

On the Wi-Fi page, there are two tabs, *internet connection* and *local area network*, indicating that you may connect PowerInsight to these two types of networks.

- **Internet connection** (WLAN): used for connecting PowerInsight to the internet and communicating with the cloud server. 2.4G and 5G Wi-Fi are both supported.
- **Local area network** (LAN): used for connecting and communicating with Matter-supported devices. Only 2.4G Wi-Fi is supported.



NOTICE

Ensure that the Wi-Fi used to connect to the device on your phone is the same as the local area network you configured for PowerInsight.

Matter

Matter is an open standard for smart home technology that allows your devices to work with any Matter-certified ecosystem using a single protocol.

You can integrate the Matter-supported devices into the EcoFlow system for all-in-one control.

To add Matter devices to PowerInsight or the EcoFlow app, PowerInsight should be set as the central gateway. See "Add Matter-supported Devices to EcoFlow System" in the section "Add Devices" for instructions.

Set Display and Brightness

Adjust brightness

Dim the screen to extend battery life, or use **Adaptive brightness**.

- Manually adjust in quick settings or in **Settings > Display & brightness**.
- Switch on or off **Adaptive brightness** to automatically adjust screen brightness to match the environment.

Standby

If you do not operate PowerInsight, it will show screensavers when on standby.

- Automatic standby after a certain time: Choose to be standby automatically after 30 seconds, 1 minute (by default), 5 minutes, 10 minutes, or never. Go to **Settings > Display & brightness > Auto standby**.
- Enable/Disable screensaver: Switch on/off **Turn off screen when on standby** in **Settings > Display & brightness**.
- Enable/Disable automatic wake-up: Switch on/off **Proximity wake-up** in **Settings > Display & brightness**. If switched on, the home page will be displayed when you walk towards PowerInsight (less than 0.5 m / 20 in. away from PowerInsight).

Set System Sound

Go to **Settings > Sound** to adjust the system sound or switch on/off **Touch sound** to enable or disable sound effects when operating PowerInsight.

Set Date / Time / Language / Unit of Temperature

Go to **Settings > General** to set the date, time format, language, or unit of temperature.

Restore Factory Settings

Go to **Settings > General** to restore the factory settings of PowerInsight. The device will restart and you need to log in to your account again.

System Update

New features and improvements are introduced through updates to PowerInsight.

To update PowerInsight:

Go to **Settings > System update** and tap **Update**. You can switch on **Automatic update** for automatic update between 2:00 to 4:00 a.m.

- System: operating system and application of PowerInsight
- IoT: built-in IoT module, mainly for the Matter feature

Technical Specifications

Model	EF-MT-H10-1
Weight	Approximately 620 g (1.4 lbs)
Dimensions	244.4 x 158.6 x 12.6 mm (9.6 x 6.2 x 0.5 in.)

Input Rating (USB-C)	5V DC, 2A
Operating Temperature	−10°C to 45°C (14°F to 113°F)
Storage Temperature	−15°C to 50°C (5°F to 122°F)
Humidity	10% to 85% RH (non-condensing)
Altitude	≤ 3000 m (≈9,842 ft)
IP Rating	IP42
Communications	WLAN and Bluetooth
Bluetooth	Frequency range: 2,402-2,480 MHz Max. output power: <10 dBm
Wi-Fi	Frequency range: 2,412 - 2,472 MHz 5,180 - 5,320 MHz 5,500 - 5,700 MHz Max. output power: <20 dBm
	Frequency range: 5,745 - 5,825 MHz Max. output power: <13.98 dBm

What's in the Box



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1. PowerInsight
 2. Wall bracket (115x145 mm / 4.5x5.7 in.)
 3. USB-C to USB-C Power cable (2 m / 6.6 ft)

4. Anchors and screws (x4)
 5. Quick Start Guide and Warranty Card
-

You may need a USB-C charger with at least 10W, but it is not included in the box.

Safety Instructions

DISCLAIMER

Read this document carefully before using the product to ensure that you completely understand the product and can correctly use it. After reading this document, 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 document.

In compliance with laws and regulations, EcoFlow reserves the right to final interpretation of this document and all documents related to this product. This document is subject to changes (updates, revisions, or termination) without prior notice. Please visit EcoFlow's official website to obtain the latest product information.

WARNING

1. Follow all instructions and pay attention to all warnings.
2. Do not dispose of the battery built in this product by throwing it into fire, a hot oven, or mechanically crushing or cutting it, otherwise this can lead to an explosion.
3. Do not leave the battery built in this product in an environment with extremely high temperatures and low air pressure, otherwise this can potentially lead to an explosion or the leakage of flammable liquid or gas.
4. Avoid using this product in extremely high or low temperatures, or in areas with low air pressure such as high altitudes, during use, storage, or transportation.
5. Do not disassemble this product in any way or pierce the product with sharp objects.
6. Please contact the manufacturer or retailer if this product does not function normally or is damaged.
7. A risk of fire or explosion can occur if the battery is replaced with an incorrect type.

CAUTION

1. The label is located on the rear surface of the product.
2. Only use attachments/accessories specified by the manufacturer.
3. Regulatory Compliance Information can be found in the Settings of the product.