mySigen App

User Manual

Version: 04

Release date: 2024-10-11

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Revision History

Version	Date	Description
04	2024.10.11	Updated 2.1.2 Operation Information of a Single Unit Updated 2.2 Sigen EV AC Charger Updated 3.1.4 Energy storage working mode Updated 3.1.6 Internet connection Updated 3.1.9 Adding device Updated 3.1.10 Device power-on/off Added 3.2 Device parameter setup Added 6.2 What should you do if you want to disconnect WLAN when the communication mode changes from WLAN to FE? Added 6.3 How do I connect a power sensor if the RS485_2 port of the inverter is faulty? Added 6.5 How do I reconnect the network when the device network connection is lost?
03	2024.05.17	Updated Chapter 2 Information querying. Added 3.1 Station diagnosis. Added 3.2 Setting rate plan. Added 3.3 Editing station type, name, and address. Updated 3.4 Energy storage working mode. Updated 3.6 Internet connection. Updated 3.7 LED status setup. Added 3.8 On-grid/Off-grid switchover.

Version	Date	Description
		Added 3.9 Adding device. Updated 3.11.3 Charging Current Adjustment. Added 3.11.4 Modifying output mode. Added Chapter 5 Changing Email Account. Added 8.2 In grid connection scenarios, how can I quickly identify where SigenStor is installed?
02	2024.01.15	Updated Chapter 2 Information querying. Updated Chapter 3 Parameter setup. Added Chapter 4 Switch Accounts. Added Chapter 6 Support.
01	2023.09.11	Initial release.

Overview

Introduction

This document describes how to use the mySigen App.

Readers

This document is intended for: Users

Sign Definition

The following signs may be used in the document to indicate security precautions or key information. Before installation and operation, familiarize yourself with signs and their definitions.

Signs	Definition
Danger	Danger. Failure to comply will result in death or serious personal injury.
Warning	Warning. Failure to comply will result in serious personal injury or property damage.
Caution	Caution. Failure to comply will result in property damage.
Tips	Important or key information, and supplementary operation tips.

Chapter 1 Installing and Login

Tips

This document takes version 2.0.0 as an example to introduce relevant operations. The screenshots given in this document are for illustration purposes only. Interfaces in different periods may differ. The actual interface display shall prevail.

1.1 Downloading the App

Tips

Mobile operating systems: Android 6.0, iOS 12.0, and later versions.

You can download the App using the following two methods:

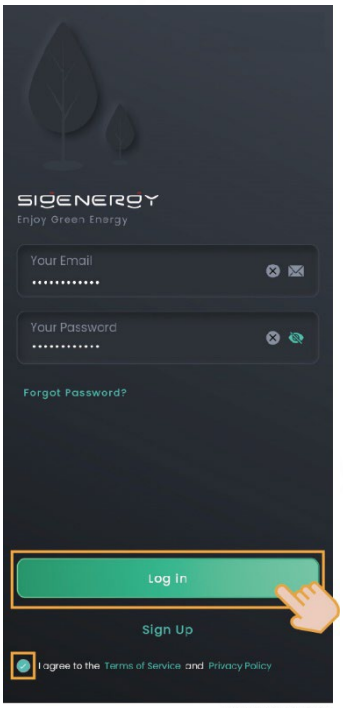
1.2 App login

Sign up:

1. Provide your email account to the installer for signing up.
2. After signing up your account, the installer will ask you to activate your account.
3. Please check the email sent from the "sigencloud" account in your inbox, set your initial password, and activate your account.

Login:

Enter your account and password and click "Log in".



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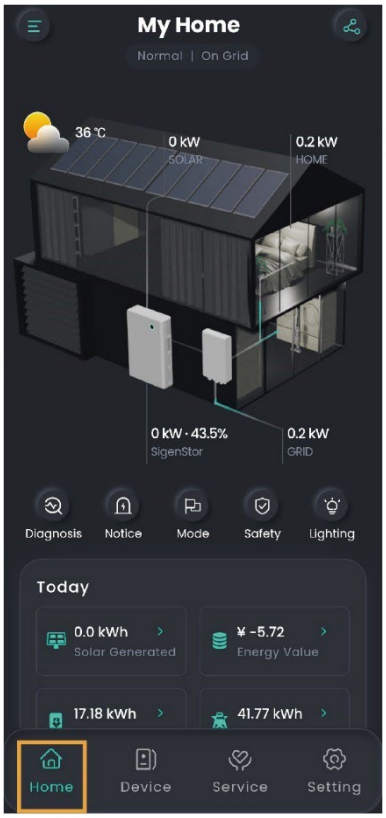
Chapter 2 Information querying

2.1 Power Station Information

2.1.1 Operation Information

The Home screen displays running information, including Diagnosis, Notice, Mode, Safety, and Lighting modules.



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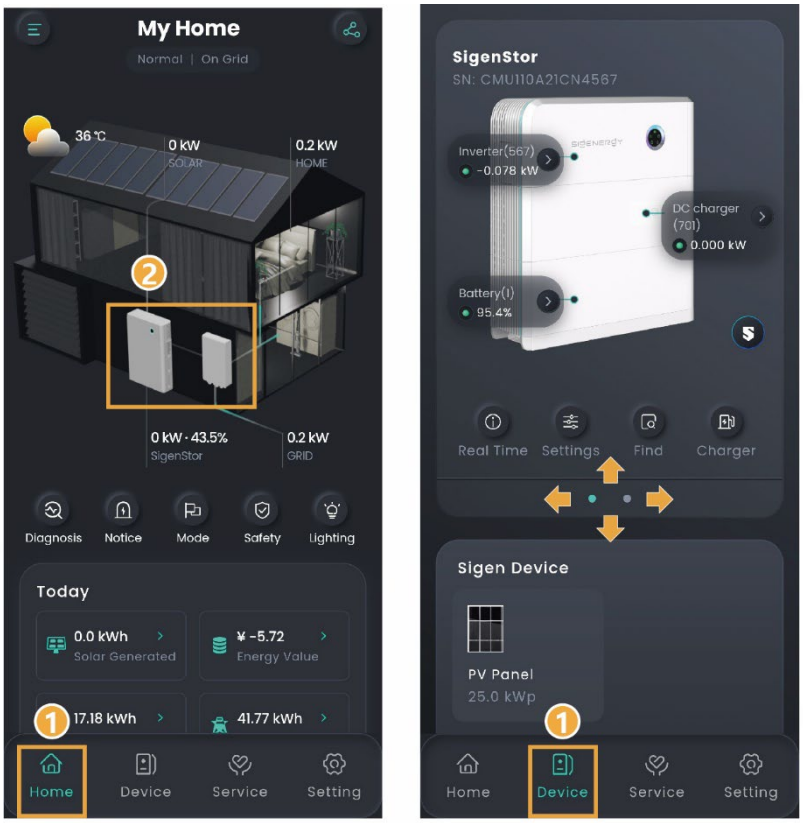
You can click  to share information displayed on the Home screen to others.

2.1.2 Operation Information of a Single Unit

You can query running information of a single unit such as Gateway and Power Sensor using the following two methods.

Method 1: Click "Home" → product picture.

Method 2: Click "Device".



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Tips

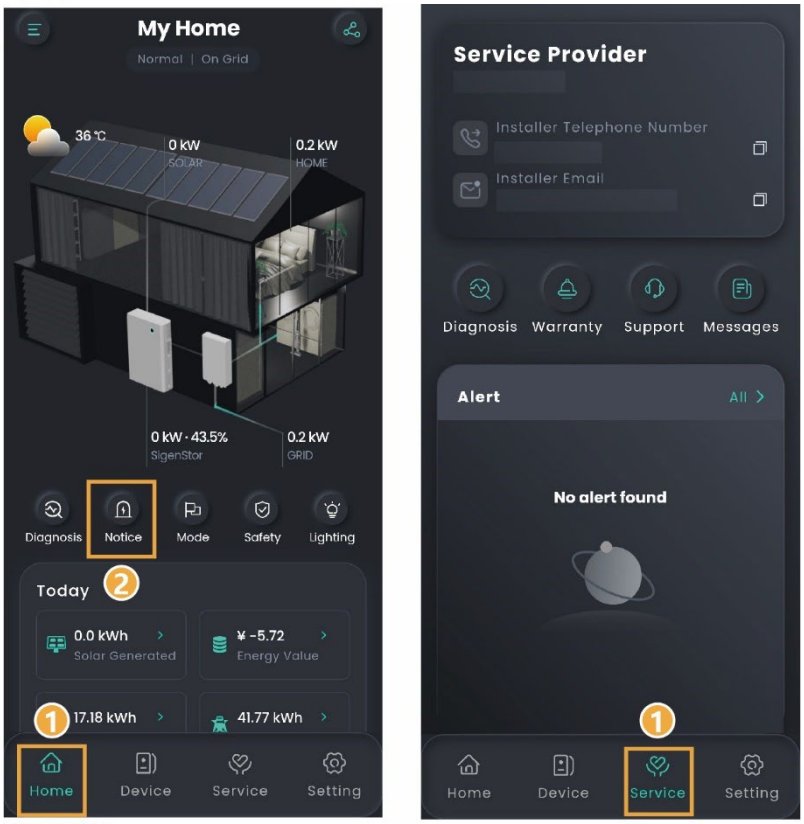
In parallel mode, slide left or right, or up and down, to locate the SigenStor you want to view based on the SN.

2.1.3 Alarm information

You can query alarm information using the following two methods.

Method 1: Click "Home" → "Notice".

Method 2: Click "Service" to view alarm information.



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2.2 Sigen EV AC Charger

2.2.1 Operation Information

Go to the corresponding interface using the following method, and click "Real Time Info" to view detailed information.

Pure charging application

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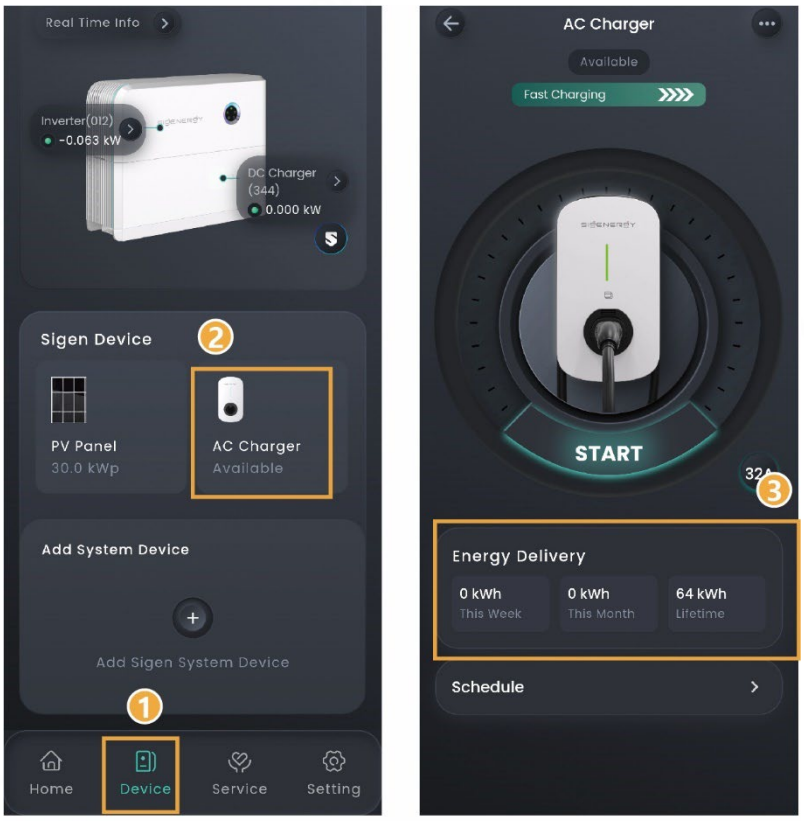
PV charging or PV storage & charging application



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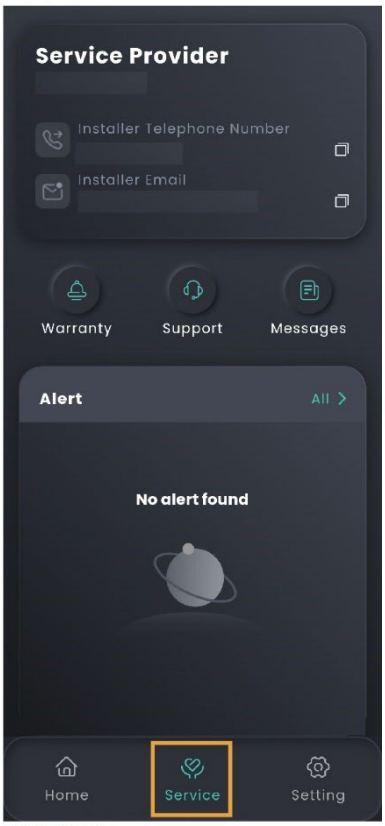
You can click  to share information displayed on the Home screen to others.

2.2.2 Alarm information

Click "Service" to view.



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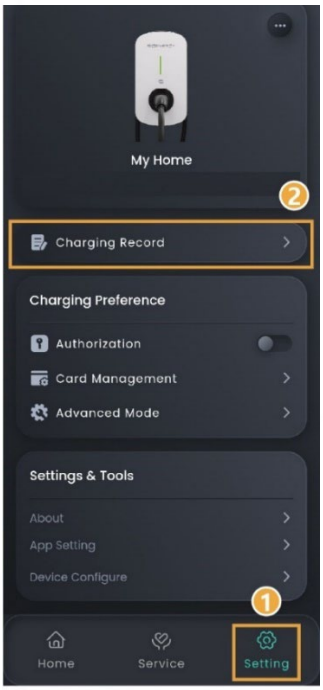
2.2.3 Charging Records

Pure charging application



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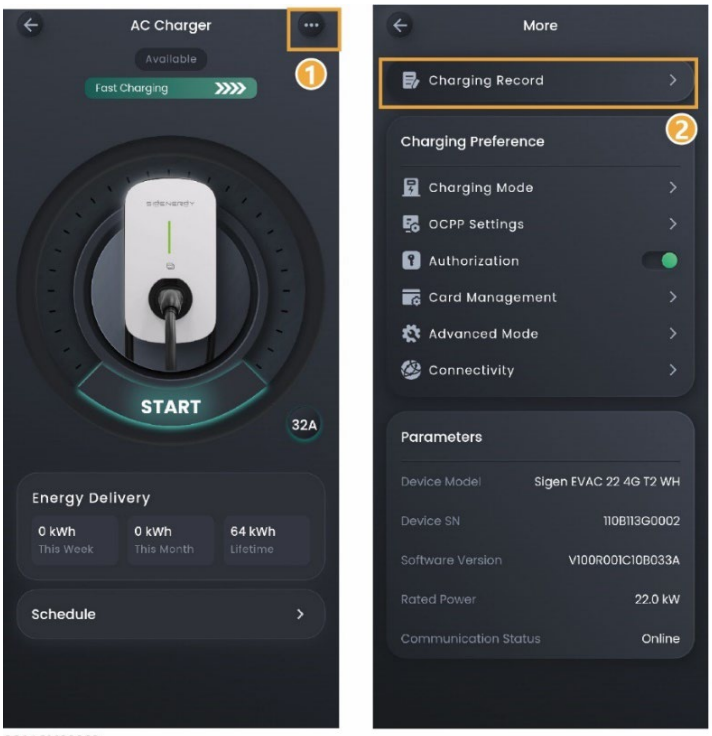
PV charging or PV storage & charging application



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2.3 Warranty Information

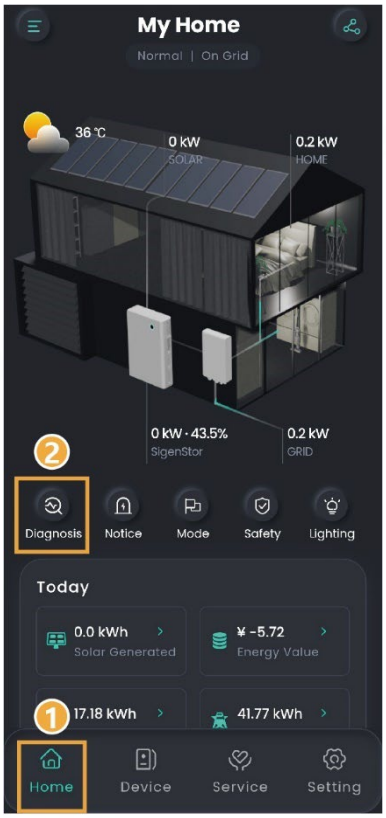
Click "Service" → "Warranty" to view.

Chapter 3 Parameter setup

3.1 Station parameter setup

3.1.1 Station diagnosis

You can use this feature to check the communication status of the station and connection status of devices in the station.



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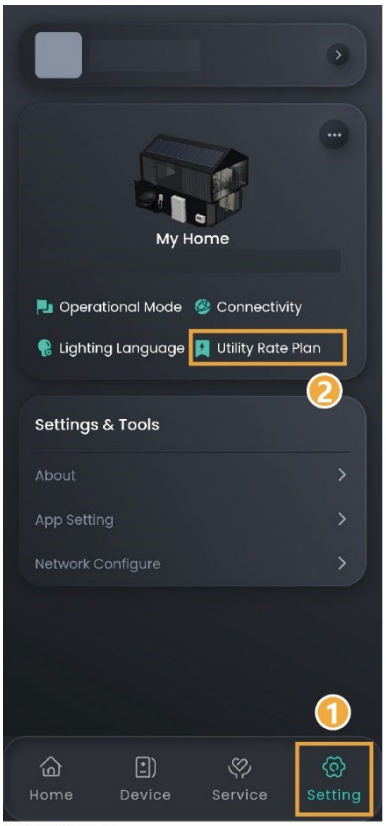
3.1.2 Setting rate plan



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3.1.3 Editing station type, name, and address

Click "Setting" →  . You can click  next to the item you want to edit to go to the editing screen.

3.1.4 Energy storage working mode

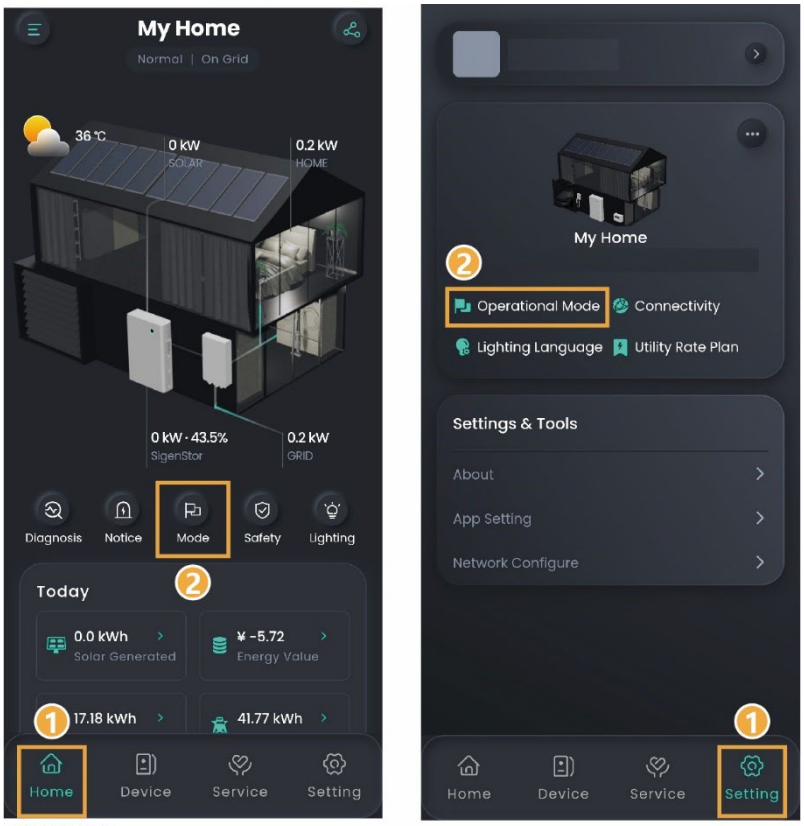
Tips

- **There are six working modes for the energy storage system, including Sigen AI Mode, Fully Feed-in to Grid Mode, Maximum Self-Consumption Mode, TOU Mode, Remote EMS Mode, and Load Shedding.**
- **Sigen AI Mode and Load Shedding are available in some countries and regions. The screen display of the App shall prevail.**

You can set the working mode using the following two methods:

Method 1: Click "Home" → "Mode"

Method 2: "Setting" → "Operational Mode"



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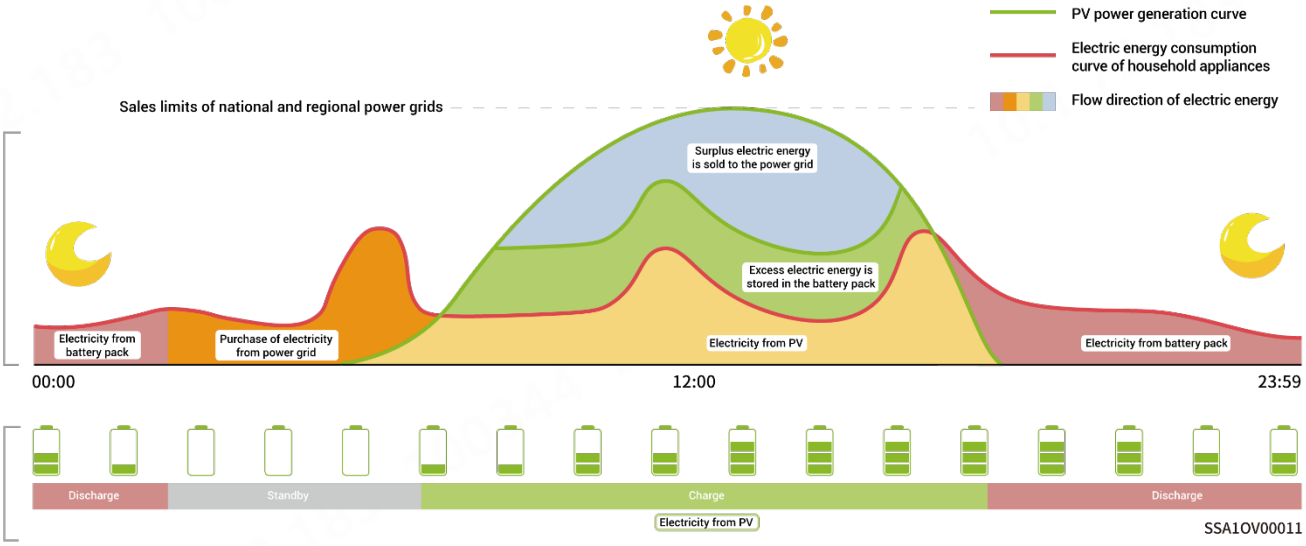
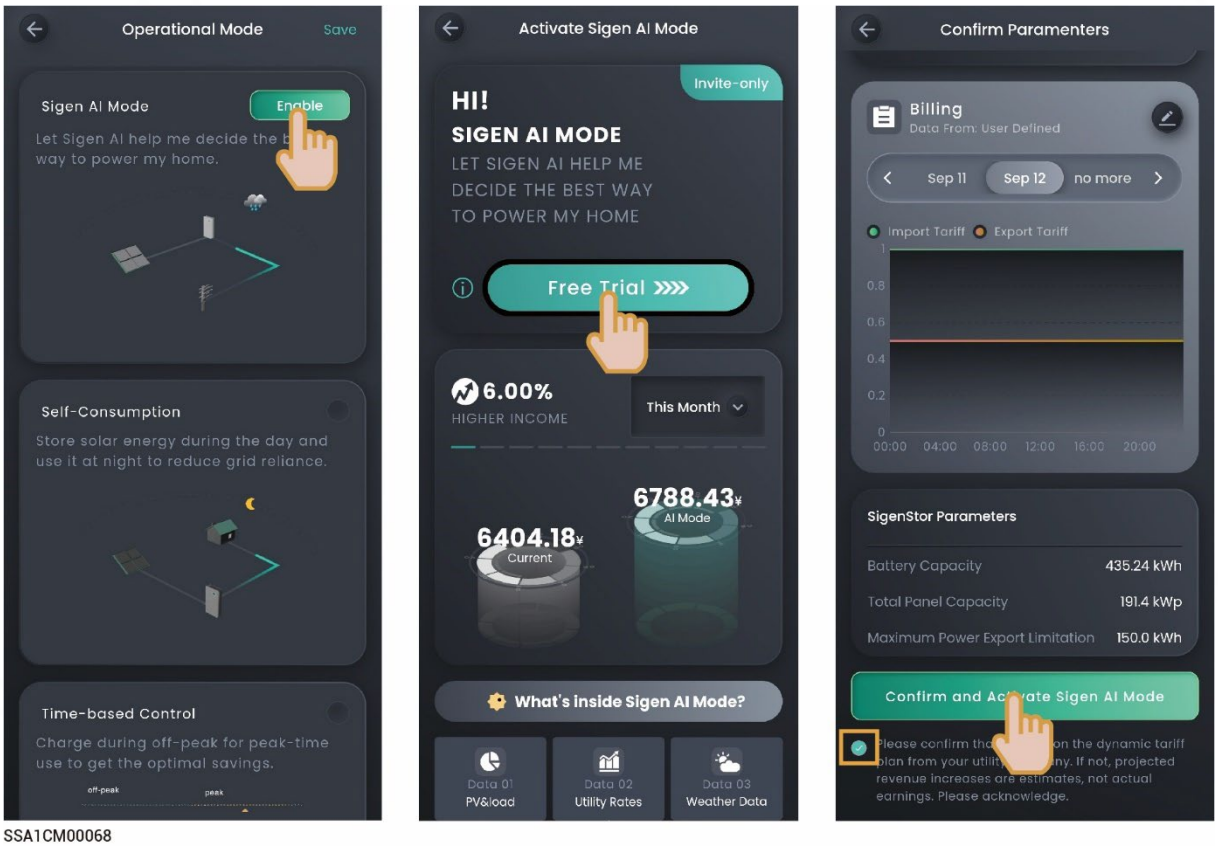
3.1.4.1 Sigen AI Mode

In Sigen AI Mode, the system records data such as electricity usage, local peak-valley electricity price, and weather conditions and thus customizes smart electricity solutions to save electricity costs for customers to the maximum extent.





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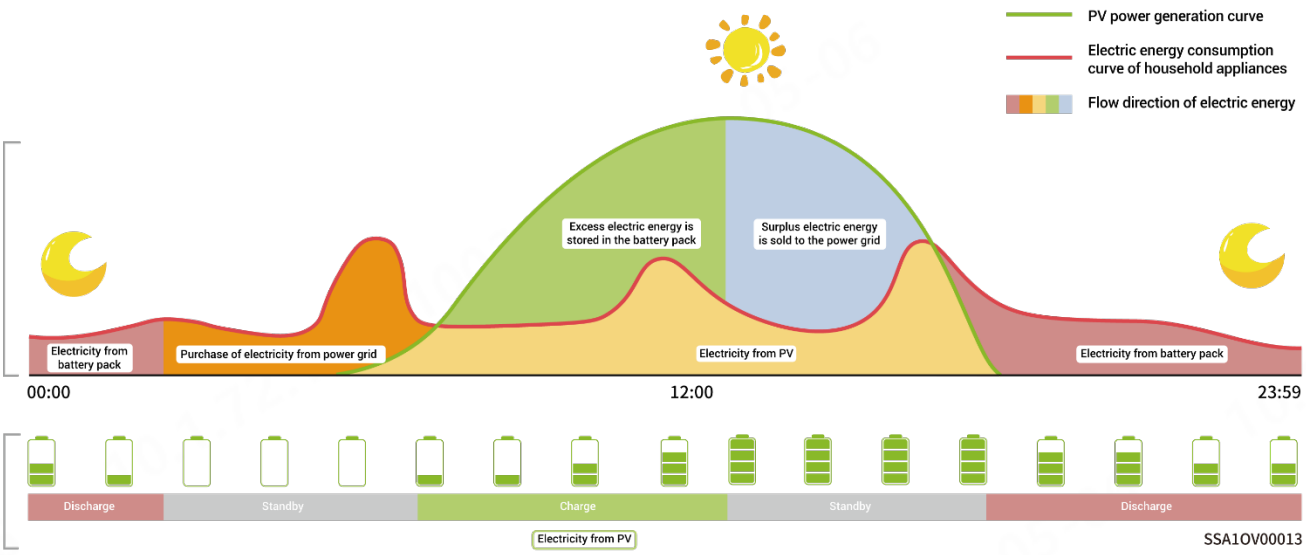
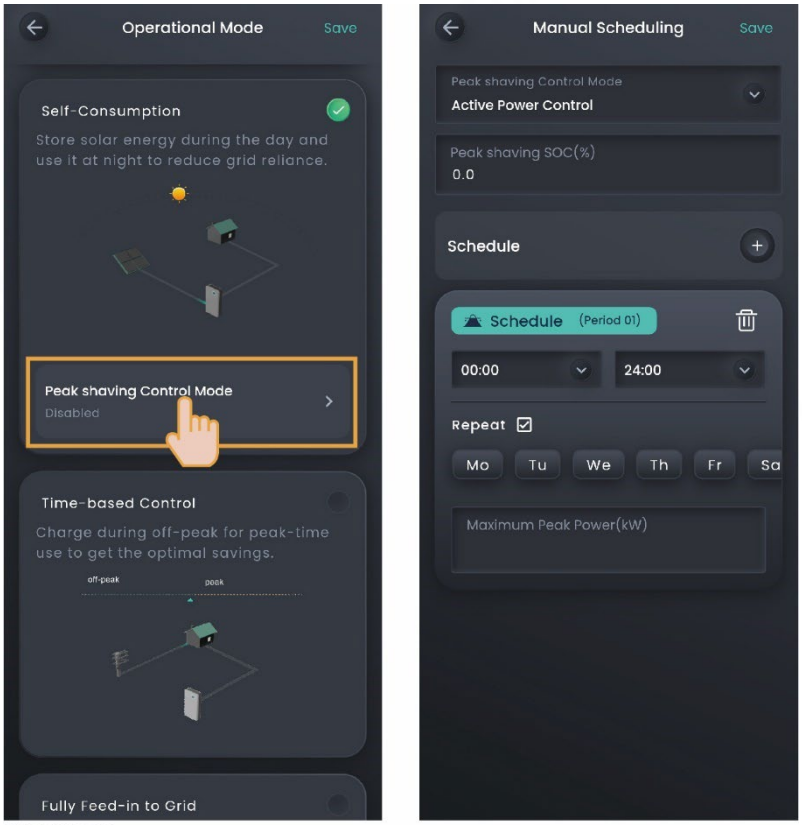
3.1.4.2 Self-Consumption Mode

When there is sufficient solar power, the electric energy generated by the PV system will first be used to power the loads, with any excess energy being stored in the batteries. If there is still surplus energy, it will be sold to the grid. When there is insufficient solar power, the batteries will release electric energy to loads. By increasing the self-consumption ratio of the PV system and improving the self-sufficiency ratio of household energy, you can effectively save on your electric bills.



The electricity bill in some regions is calculated as follows: Total electricity bill = Cost at peak power + cost for electricity usage + other costs. Wherein, peak power refers to the maximum power imported from the grid. You can set the maximum peak power imported from the grid to reduce the electricity bill.



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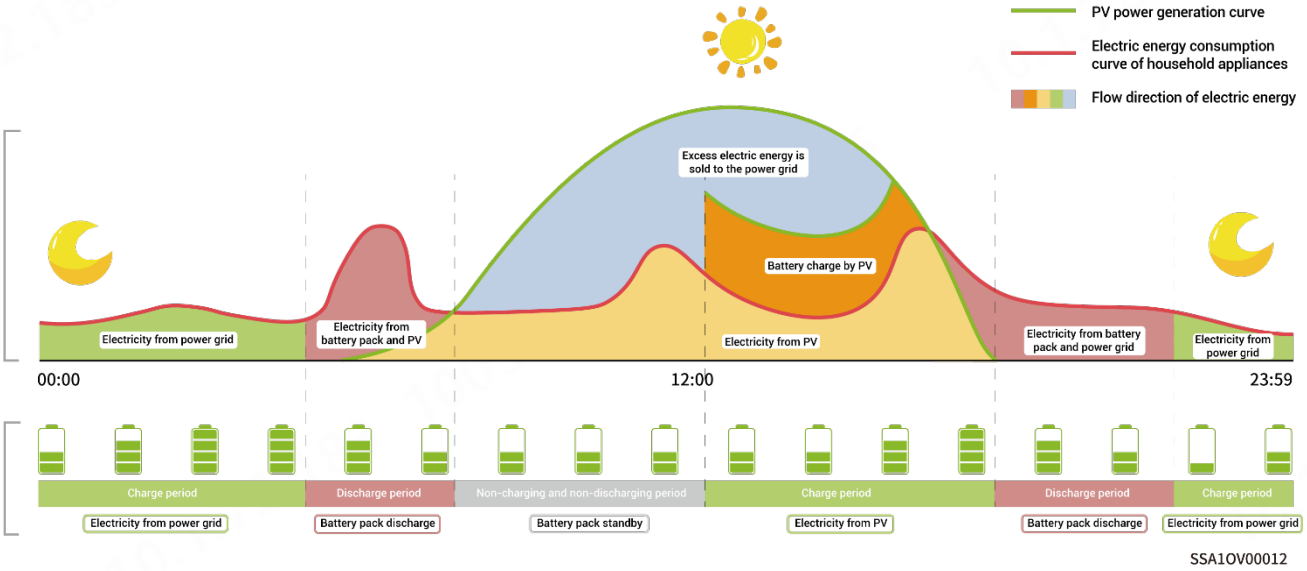
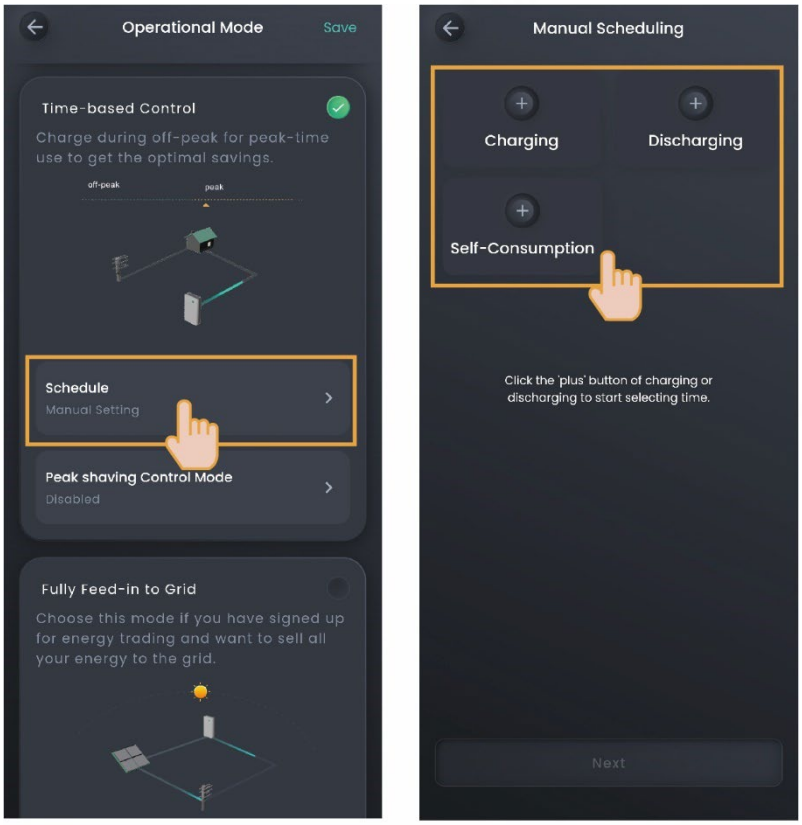
No.	Parameter name	Description
1	Peak shaving SOC	This parameter setting affects the capacity of peak shaving, and the system charges the battery to the set SOC value during the off-peak period. The larger the parameter setting, the stronger the peak shaving capability.
2	Maximum Peak Power	Sets the maximum peak power imported from the grid for household load and charging the battery pack.

3.1.4.3 Time-based Control Mode

In Time-based Control mode, you must manually set the charging and discharging periods in the mySigen App, and the remaining periods will be non-charging and non-discharging periods. In the daytime, the surplus PV power can be sold to the grid or used to charge batteries. At night, batteries are charged from the grid when the electricity price is low to save the electricity bill.





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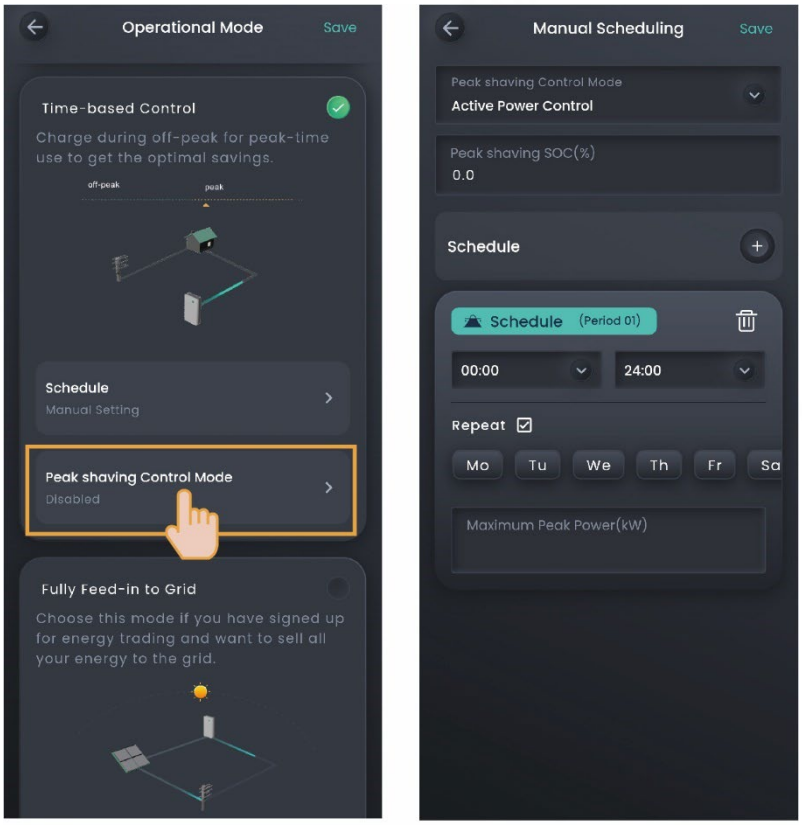
No.	Parameter name		Description
1	Charging	Maximum charging power for BAT	Sets the maximum charging power of the battery pack during this period.
2		Grid Charging Cut-off SOC	Sets the end-of-charge capacity of the battery pack during this period.
3		Maximum power for importing from grid	Sets the maximum power that can be imported from the grid during this period.
4		Maximum Charging Power from Grid to BAT	Sets the maximum power that the grid charges the battery pack during this period.
5	Discharging/ Self-Consumption	Maximum discharging power for BAT	Sets the maximum discharge power of a battery pack during this period.

No.	Parameter name		Description
6		Maximum power for exporting to grid	Sets the maximum power that the system can export to the grid during this period.
7		Maximum Discharging Power from BAT to Grid	Sets the maximum power that a battery pack discharges to the grid during this period.

Tips

The system will operate based on the PV power situation in periods that you do not specify as charging and discharging periods. The PV power will first be used to power home loads, with excess energy charging the batteries, and the batteries will not discharge.

The electricity bill in some regions is calculated as follows: Total electricity bill = Cost at peak power + cost for electricity usage + other costs. Wherein, peak power refers to the maximum power imported from the grid. You can set the maximum peak power imported from the grid to reduce the electricity bill.



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No.	Parameter name	Description
1	Peak shaving SOC	This parameter setting affects the capacity of peak shaving, and the system charges the battery to the set SOC value during the off-peak period. The larger the parameter setting, the stronger the peak shaving capability.
2	Maximum Peak Power	Sets the maximum peak power imported from the grid for household load and charging the battery pack.

3.1.4.4 Fully Fed to Grid

You can sell excess energy back to the grid and earn credits on your energy bill. In the daytime, when the PV power is greater than the maximum output capacity of the inverter, the inverter maintains the maximum output while storing excess energy in the batteries. When the PV power is lower than the maximum output capacity of the inverter or there is no PV power in the nighttime, the batteries are discharged to ensure that the inverter maximizes the output.

3.1.4.5 Remote EMS Mode

After setting to this mode, a third-party EMS dispatch company will be allowed to set the relevant parameters of the power station and products. Do not enter or exit this mode without the installer's confirmation.

3.1.4.6 Load Shedding Mode

In areas with frequent power outages, you can add your region and schedule in this mode, and the system will fully charge the battery in advance as scheduled, ensuring that you have battery power available to supply the load during outages.

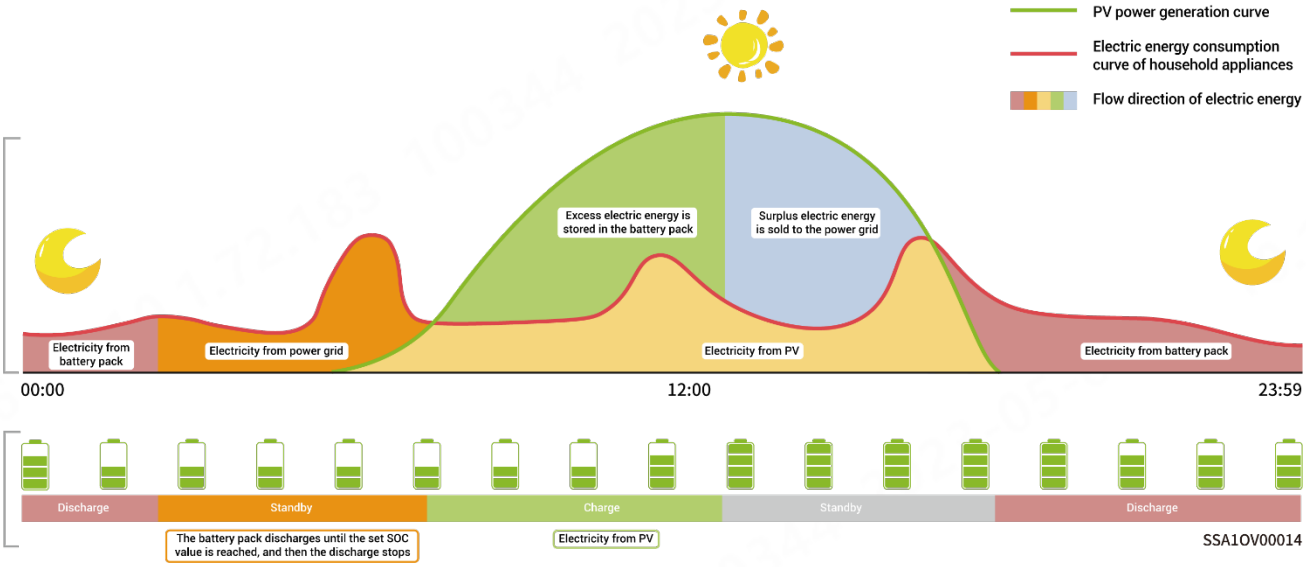
3.1.5 Backup power setup

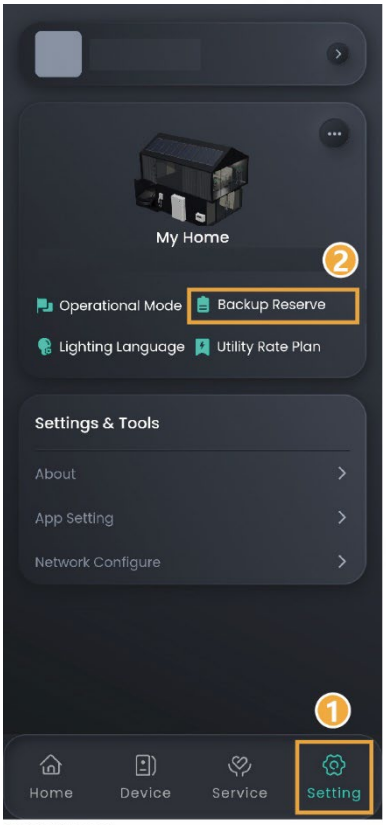
Tips

- **Skip this section if no Gateway is configured.**
- **Users can manually set this parameter according to the power interruption frequency of their regions and leave time.**

If there is a gateway in your networking, you can manually set the "Backup Reserve" value in the mySigen App. In grid connection mode, the battery stops discharging when the backup power SOC setting is reached. In the event of grid power outage, the backup power becomes available.

For example, the backup power SOC is set in Self-Consumption Mode.





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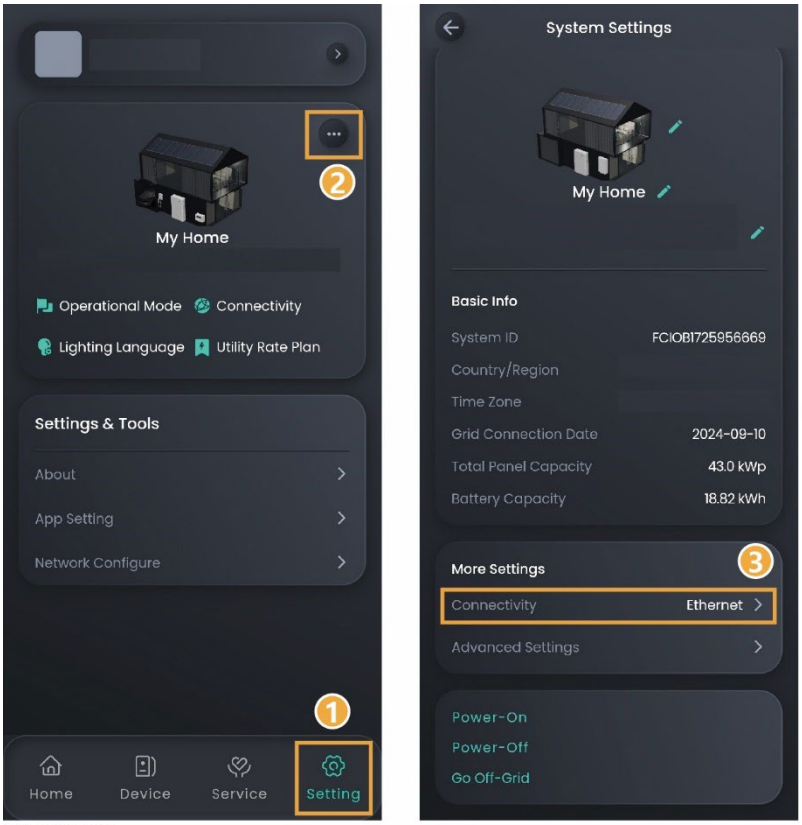
3.1.6 Internet connection

Click "Setting" → ··· → "Connectivity" to go to the related screen.



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No.	Parameter name	Description
1	Ethernet	Displays the connection status of Fast Ethernet. Do not disconnect the network cable when the Internet connection is stable.
2	WLAN	Displays the connection status of WLAN. Here you can configure the WLAN for all devices in the power station. ● Before configuring the WLAN, please make sure that antennas are installed on devices. ● Non-encrypted WLAN is not recommended as it may lead to Internet access failure. ● When WLAN is the only connection path for the devices to access the internet, switching WLAN to any other wireless router will be prohibited.
3	Cellular	● Displays whether the 4G network is connected to Internet. ● When 4G is used for communication, users can view the

No.	Parameter name	Description
		monthly traffic usage and set a traffic usage threshold for each month.

Tips

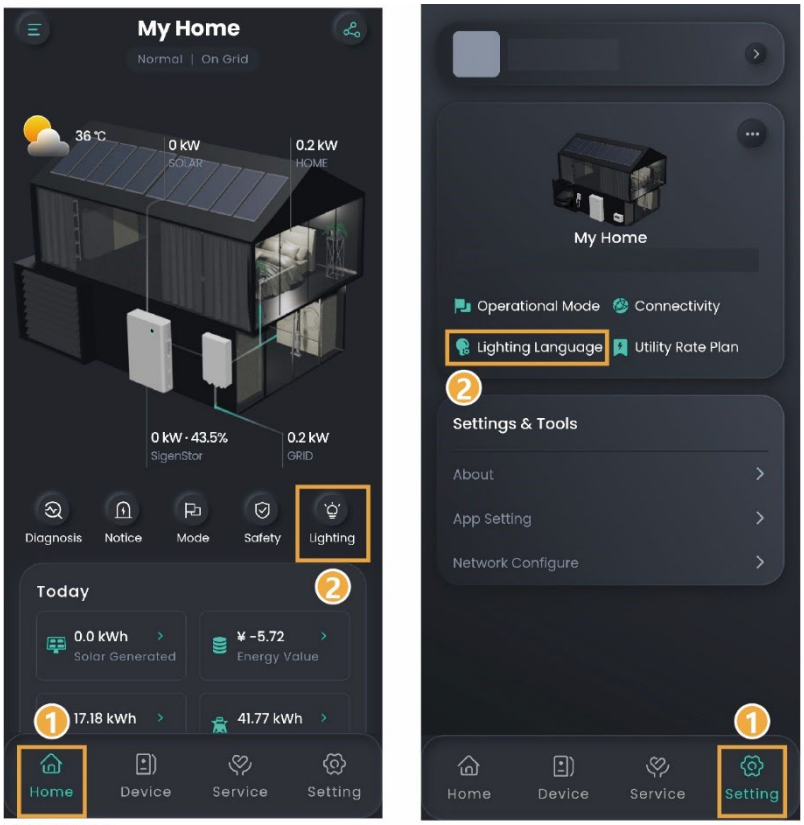
It is recommended to use Fast Ethernet and WLAN for communication with inverters. When free 4G traffic of CommMod runs out, users must top up their accounts or replace an SIM card.

3.1.7 LED status setup

The LED status can be set using the following two methods:

Method 1: Click "Home" → "Lighting".

Method 2: Click "Setting" → "Lighting Language".



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Tips

When it is set to  , you can set the lighting effect according to your preference. When "LED Strips" is set to "Power Flow", the flowing water lighting effect from the top down indicates that the battery pack and charger are charging and the flowing water lighting effect from the bottom up indicates that the battery pack and charger are discharging. The steady-on lighting effect indicates that the battery pack and charger are not charging or discharging.

3.1.8 On-grid/Off-grid switchover

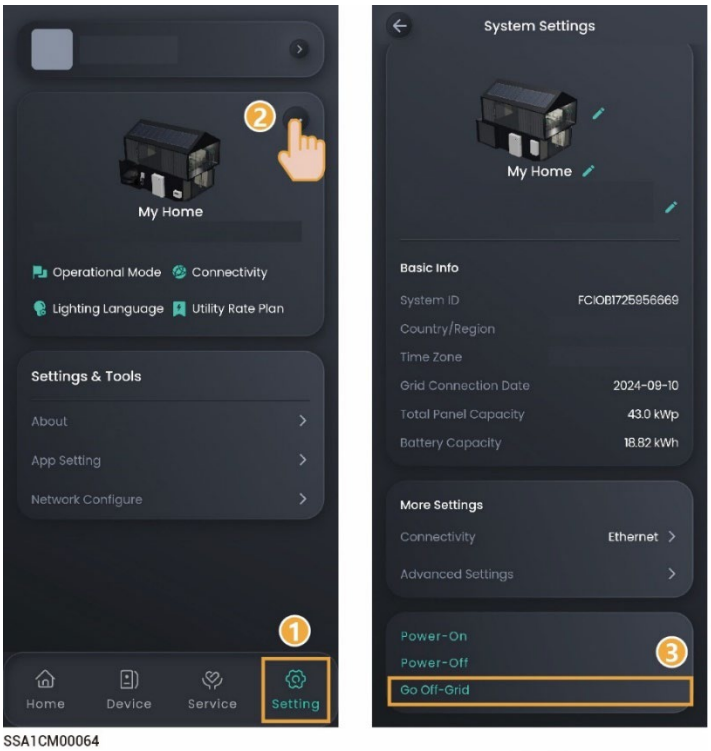
Tips

Skip this section if no Gateway is configured.

Danger

- **When set to "Go-Off-Grid," your inverter supports off-grid operation. During off-grid operation, the anti-islanding function of the inverter will be turned off.**
- **Before you perform any operation of the power distribution system (such as installation, wiring, or replacement), ensure that all power supplies and their corresponding circuit breakers are disconnected. This includes the power switches of the power grid side, inverter and diesel Generator to avoid operation with power on.**

Method 1: Click "Setting" →  .



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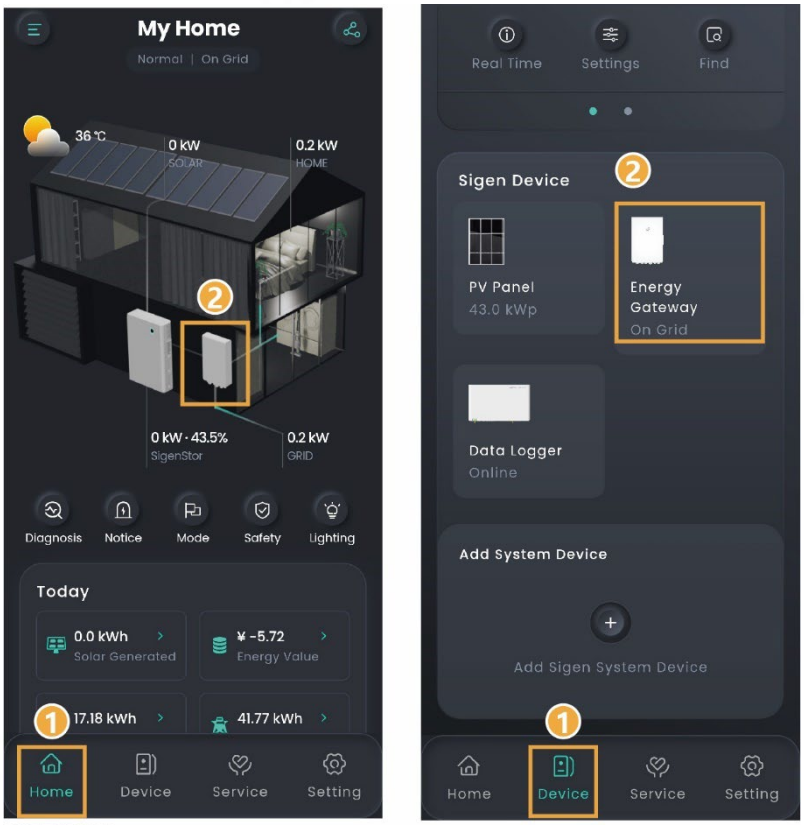
Method 2: Click "Home" → **Gateway** product picture.

Method 3: Click "Device" → **Gateway**.



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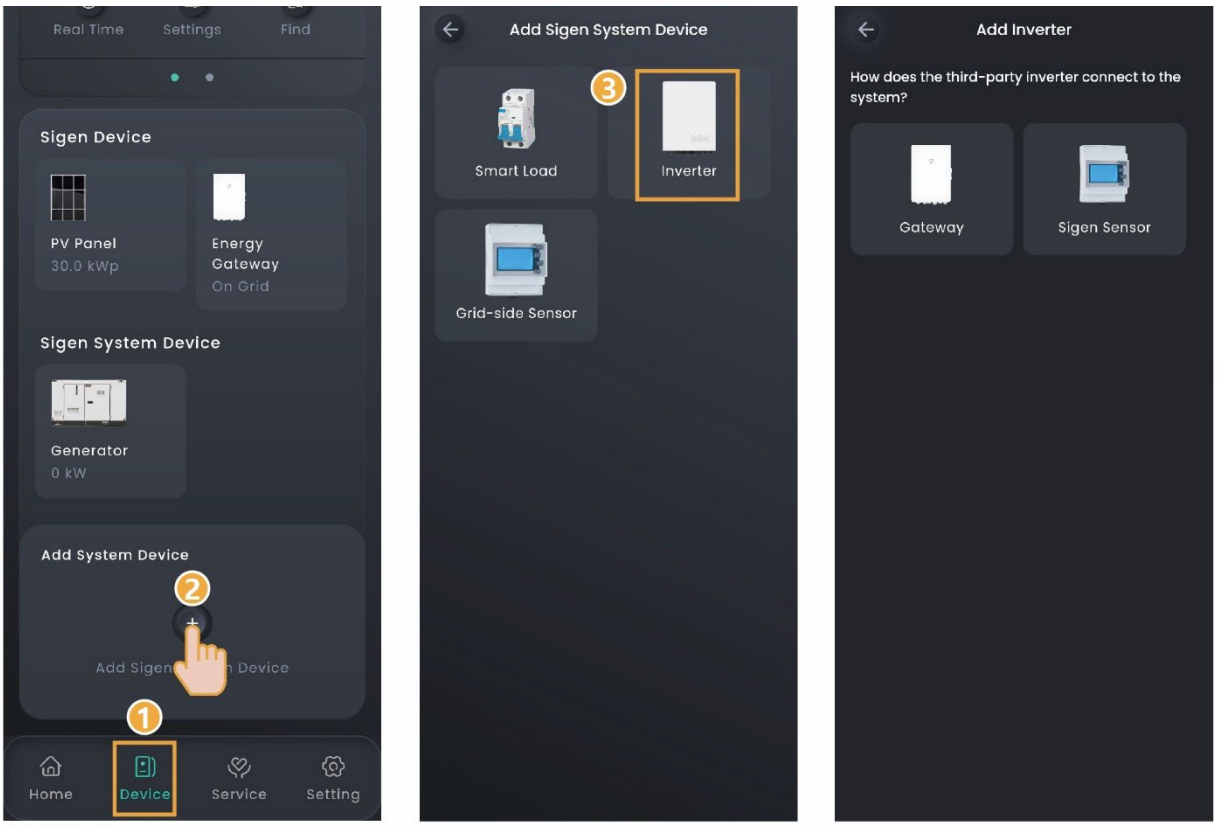
3.1.9 Adding device

Tips

- **If you use our products, the system will automatically recognize and connect them. You can view device information on the "Device" screen.**
- **This section describes how to connect a third-party device.**

3.1.9.1 Third-party inverter



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Connecting using Gateway

Tips

- **Before connecting to a third-party inverter, ensure that the third-party inverter is connected to the smart load circuit breaker of the Gateway. For connection details, refer to the Installation Guide of the respective product.**

- **On the "Device" screen, set related parameters based on the third-party inverter. Then, you can check detailed settings on the "Device" screen.**

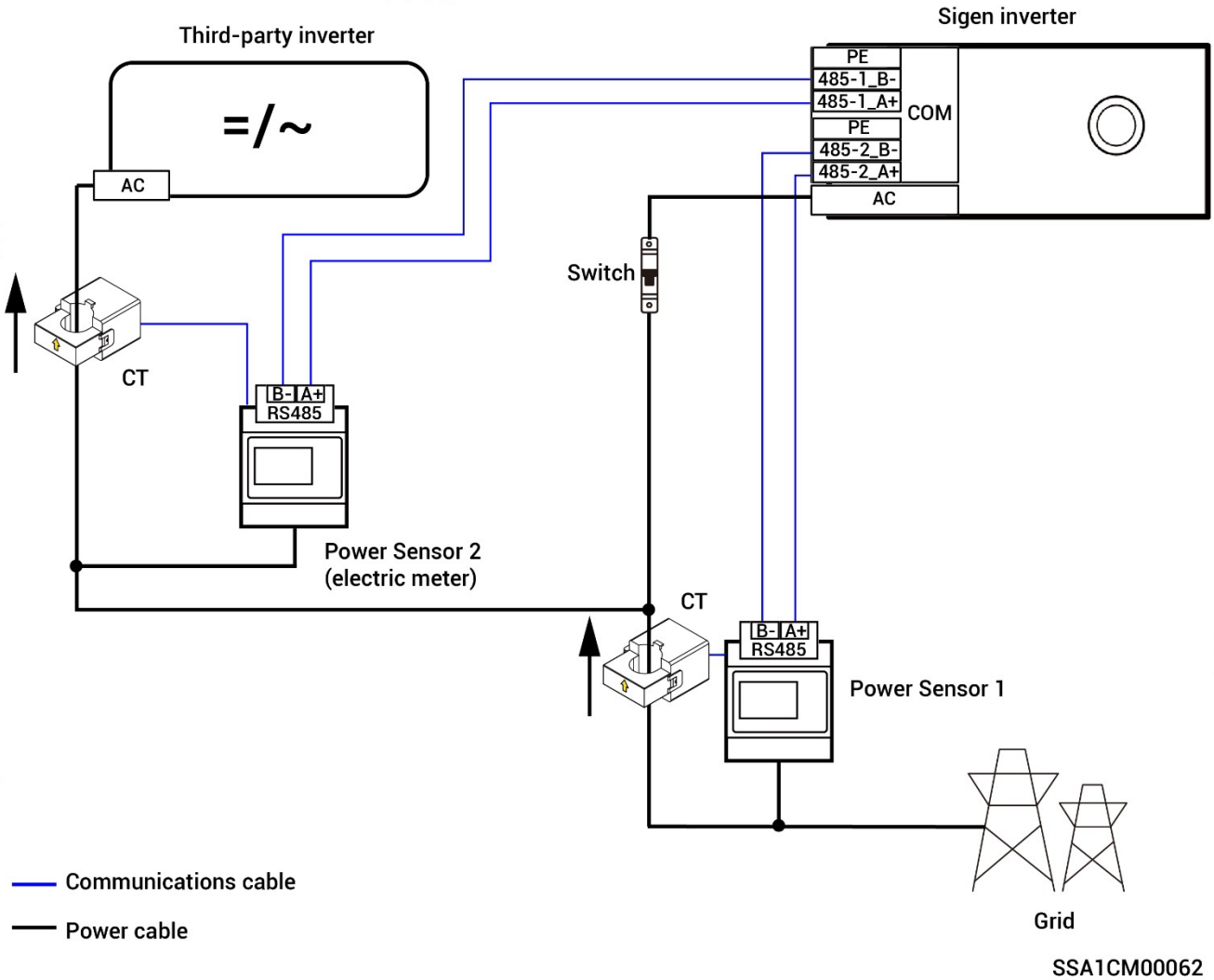
Connecting using an electric meter

Tips

Before connecting to a third-party inverter, make sure that:

- **The third-party inverter is properly connected to an electric meter which is purchased from our company.**
- **The electric meter is properly connected to the COM port of our inverter. For connection ports, please refer to the respective Installation Guide.**

Figure 1. Diagram of third-party inverter wiring connections



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Tips

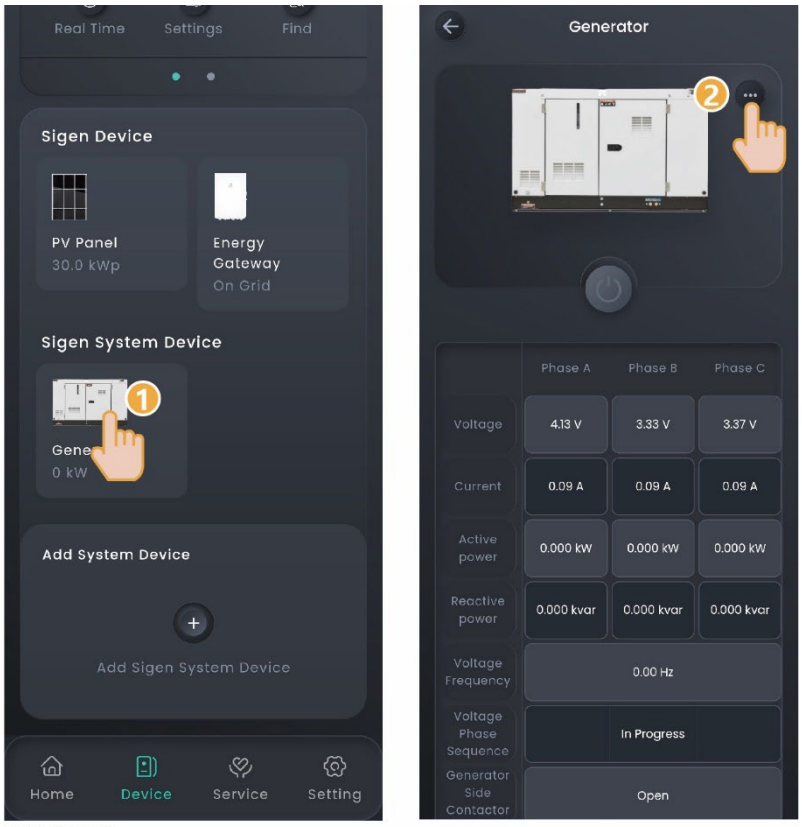
- The diagram displays the connections among different cables of equipment. The specific ports shall be determined by actual equipment.
- On the "Device" screen, set related parameters based on the third-party inverter and the connected meter. Then, you can check detailed settings on the "Device" screen.
- In the off grid state, when the operating power of the third-party inverter is ≤ (load usage power + Sigen inverter charging power), the third-party inverter can operate normally.
- In the off grid state, when the operating power of the third-party inverter is greater than (load usage power + Sigen inverter charging power), the third-party inverter will stop running.

3.1.9.2 Diesel Generator

Tips

Before connecting a diesel Generator, please ensure that the Gateway that can be connected to the diesel Generator has been configured in the networking and connected correctly. For details about the Gateway, please refer to the respective Installation Guide.

The system can automatically recognize and connect the diesel Generator. Check the details and make settings in "Device" → " Generator ".



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Manual start by operating the Generator's switch

In this mode, you must switch on and off the system on the Generator side.

No.	Parameter name	Description
1	Rated Power	Sets the rated power of the diesel Generator.
2	Best Power Duty	To guarantee the optimal functioning status of the system, you are advised to control the output power of the diesel Generator not more than 80%.
3	Battery Charging Cut-off SOC for Generator	When the SOC of the battery pack is lower than the "Battery Charging Cut-off SOC for Generator" setting, the diesel generator will charge the battery pack to the set value.

two - wire – start

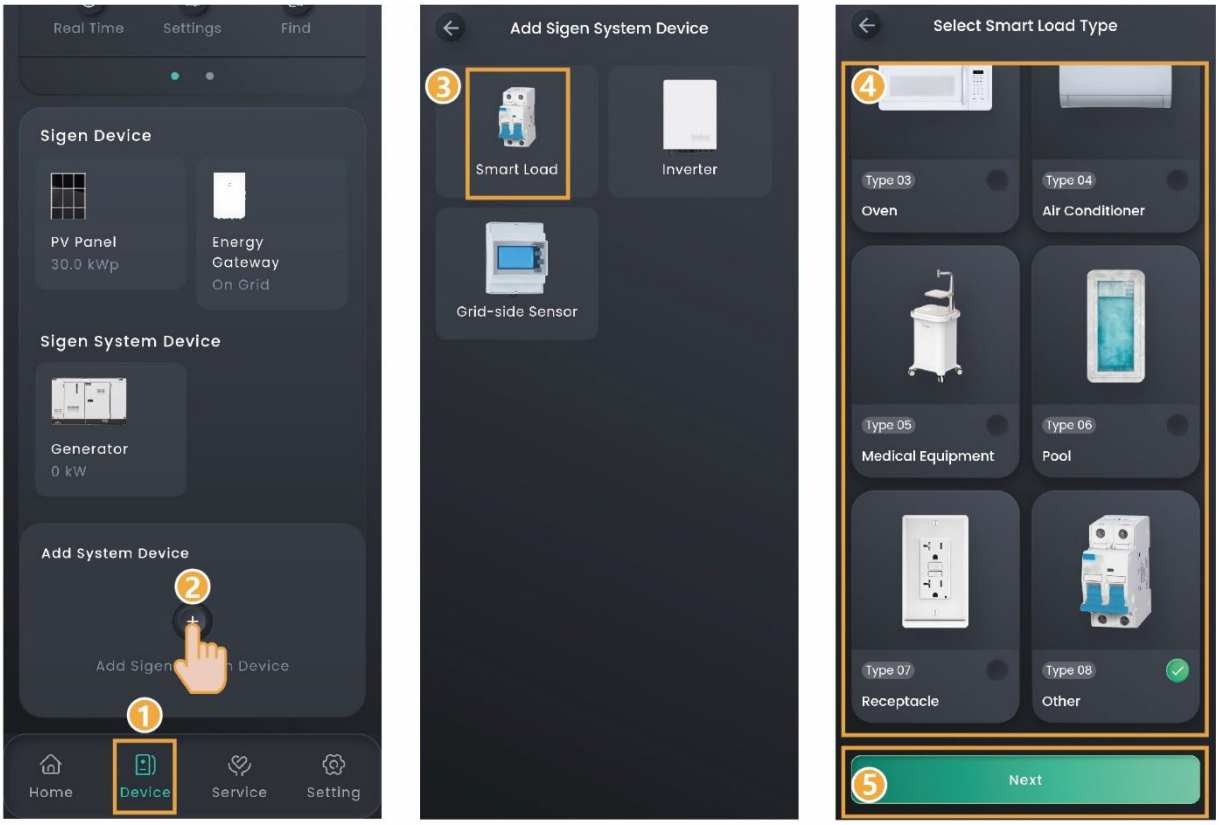
In this mode, you can start and stop the diesel Generator in the App, or the diesel Generator can start or stop automatically.

No.	Parameter name	Description
1	Operating Mode	• Manual • Auto
2	Generator Start	In "Manual" mode, when it is set to  , you can start or stop the diesel Generator using the  icon in the App.
3	Rated Power	Sets the rated power of the diesel Generator.
4	Best Power Duty	To guarantee the optimal functioning status of the system, you are advised to control the output power of the diesel Generator not more than 80%.
5	Time of Use	In "Auto" mode, set the time period and SOC threshold for automatic power-on/off of the diesel Generator.
6	Battery Charging Cut-off SOC for Generator	When the SOC of the battery pack is lower than the "Battery Charging Cut-off SOC for Generator" setting, the diesel generator will charge the battery pack to the set value.

3.1.9.3 Smart load

Tips

- **Before connecting a smart load, please ensure that a Gateway is configured in the networking.**
- **The number of smart loads that can be connected is determined by the supported capacity of the Gateway.**
- **After adding the smart load to the App, you can switch the smart load on and off through the App. Alternatively, the system can remotely control the equipment on and off based on the actual running conditions and the SOC threshold you set.**



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If you cannot locate the icon of the connected device, for example, an immersion heater, select "Other" and connect it. You can check the connected smart load on the "Device" screen.

Operating Mode

No.	Parameter name		Description
1	Manual		When "Manual" is set to  , you can power on and off smart loads using "  " in the App.
2	Auto	SOC	When it is set to  , you can control the power-on/off of smart loads using SOC.
3		SOC Threshold for Load Activation	Sets the SOC threshold for power-on/off of smart loads. The load powers on when the actual value is greater than the set threshold and powers off when the actual value is lower than the set threshold.
4		Time of Use	Sets the time period for controlling power-on/off of smart loads using SOC.

3.1.9.4 SG heat pump

Tips

Before connecting to a heat pump, make sure that:

- The heat pump has been properly connected to the DO port of the company's inverter, and the software version of the inverter enables users to connect the heat pump.
- "DO Custom Function Enable" in the "System Settings" menu has been set to .

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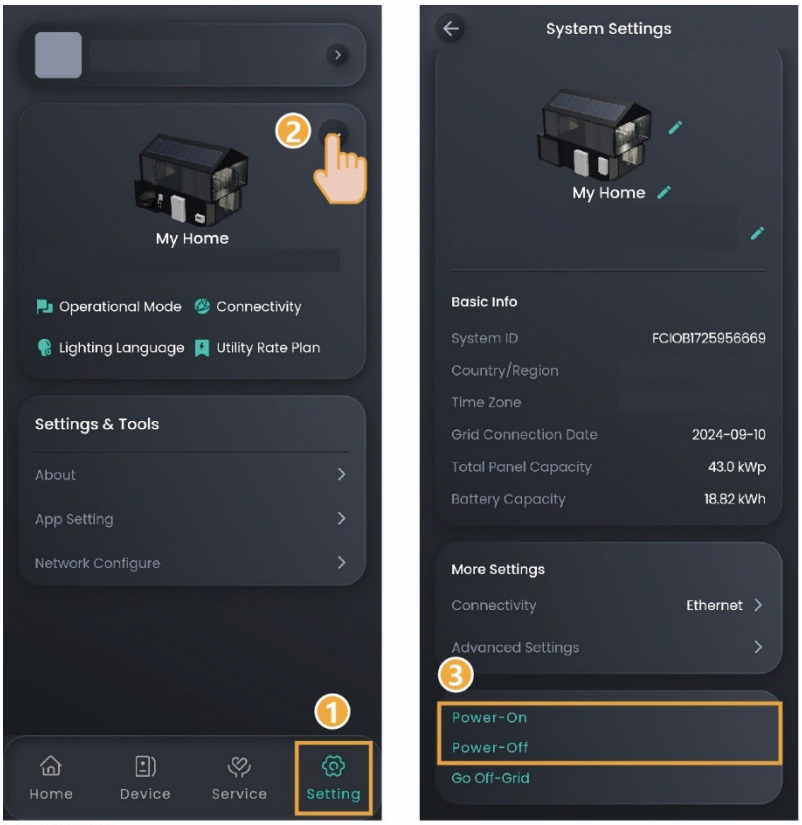
No.	Parameter name	Description
1	Operating Mode	• Manual • Auto
2	Manual	In "Manual" mode, when it is set to , you can start or stop the SG heat pump using the icon in the App.
3	Min Running Time	Sets the minimum time for the heat pump to operate after starting.

No.	Parameter name	Description
4	PV Residual Power Control	In "Auto" mode, when it is set to  : ● When the surplus PV power is greater than the "SG Ready Heat Pump Min Starting Power" setting, the heat pump powers on. ● When the surplus PV power is lower than the "SG Ready Heat Pump Min Starting Power" setting, the heat pump shuts down. ● Surplus PV power = PV power - AC load power - energy storage charging power.
5	SG Ready Heat Pump Power	In "Auto" mode, set the rated power of the heat pump during operation.
6	SG Ready Heat Pump Min Starting Power	In "Auto" mode, set the minimum starting power of the heat pump.
7	Max Daily Running Time	In "Auto" mode, set the maximum cumulative time for the heat pump to operate on the day.
8	Time of Use	In "Auto" mode, set the time period and SOC threshold for automatic power on/off of the SG heat pump.

3.1.10 Device power-on/off

Batch power-on/off



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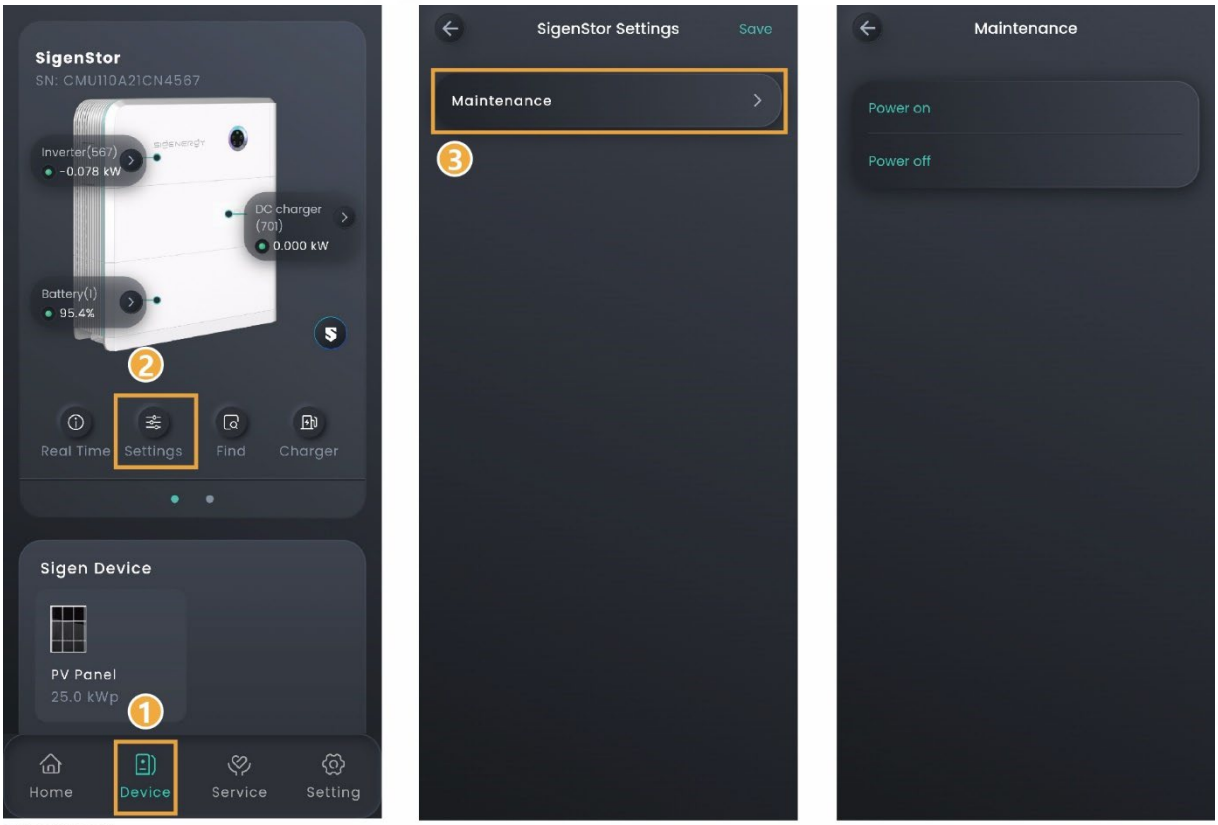
Power-on/off of a single device

In the corresponding device area on the "Device" screen, click the related button or go to the "Setting" screen to make settings.



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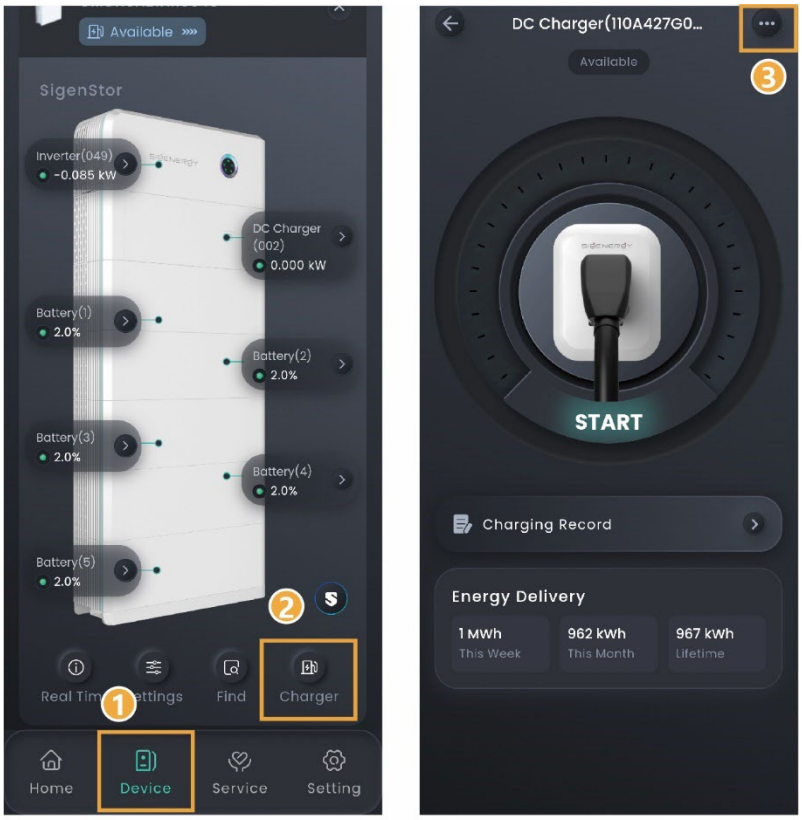
3.2 Device parameter setup

3.2.1 Sigen EV DC Charging Module



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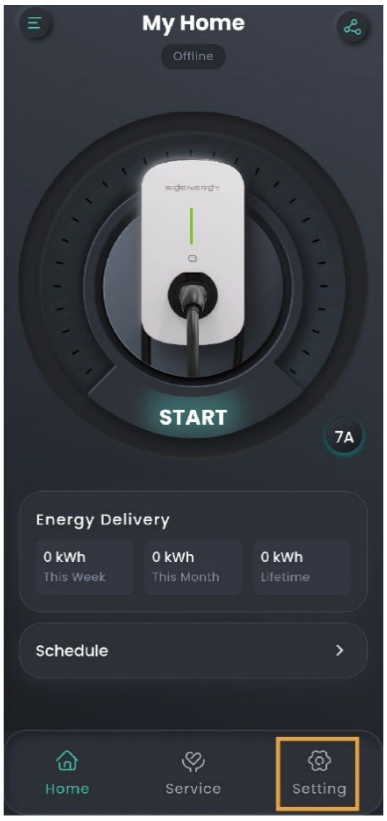
No.	Parameter name	Description
1	Authorization	Set the charging authentication. When it is set to  , unauthenticated charging is allowed.
2	Card Management	Bind a Sigen RFID card.

Tips

For use and precautions of the Sigen EV DC Charging Module, refer to the Sigen EV DC Charging Module User Manual.

3.2.2 Sigen EV AC Charger

Pure charging application



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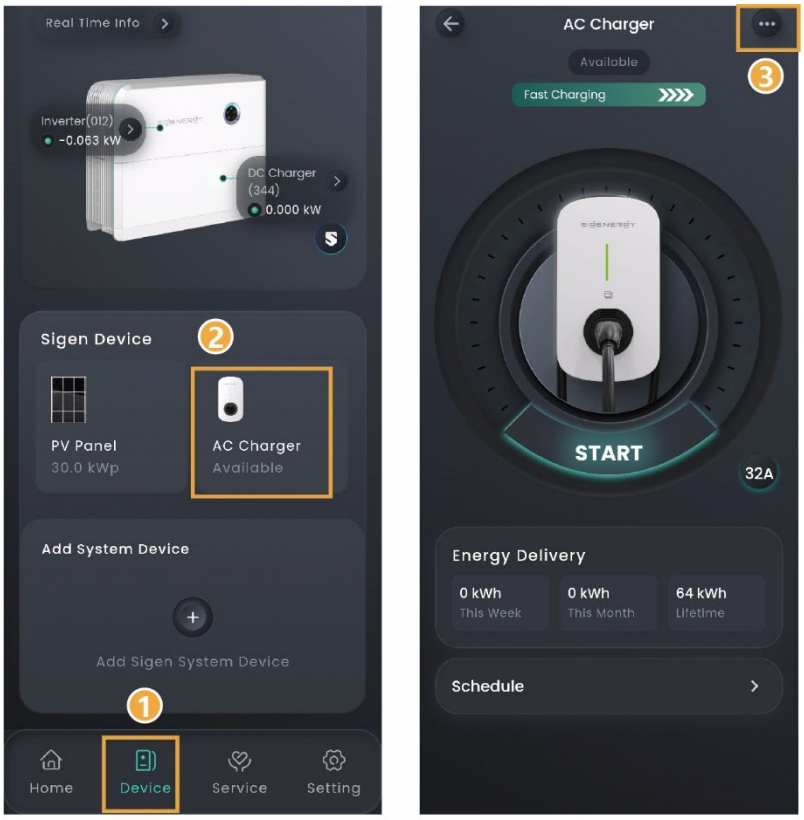
PV charging or PV storage & charging application



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No.	Parameter name		Description
1	Charging Mode		Set the charging mode of Sigen EV AC Charger. Charging mode options include Fast Charging, Solar Boost Charging, and 100% PV Charging.
2	OCPP Setting		When it is set to , Sigen EV AC Charger can be connected to the OCPP server, and users can select the OCPP platform from the URL drop-down list.
3	Authorization		Set the charging authentication. When it is set to , unauthenticated charging is allowed.
4	Card Management		Bind a Sigen RFID card.
5	Advanced Mode	Output Mode	Select single-phase or three-phase output as needed.
6		Dynamic load management	When Power Sensor is installed in the networking and is not in off-grid state, and

No.	Parameter name		Description
			if it is set to  , Sigen EV AC Charger will support dynamic load management (DLM). Sigen EV AC Charger quickly and intelligently regulates the charging current (power) by comparing the power at the grid-connection point reported by the Power Sensor with the "Rated Household Circuit Breaker Current" set by the installer when creating new systems to prevent the Household Circuit Breaker in the distribution panel from being disconnected.
7		Output mode auto switch	When it is set to  , "Charging Mode" is "100% PV Charging." Three-phase output can be automatically switched to single-phase output when the PV power is low.
8	Connectivity	Ethernet	● Displays the connection status of Fast Ethernet. ● For Fast Ethernet, network parameters are automatically obtained using a DHCP server. To edit parameters, do the following: **1.** Configure a WLAN that can access the internet or insert a 4G SIM card. **2.** Wait until "WLAN" or "Cellular" is displayed as "Connected", and disconnect the network cable. **3.** Set "Obtain IP address automatically" to  and edit parameters. Re-connect the network cable to the device.
9		WLAN	Displays the connection status of WLAN. If the connection status is displayed as "Not connected" and you want to use the WLAN to access internet, select a WLAN hotspot supporting 2.4 GHz band. Notes: ● Non-encrypted WLAN is not

No.	Parameter name		Description
			recommended as it may lead to Internet access failure. When WLAN is the only connection path for the devices to access the internet, switching WLAN to any other wireless router will be prohibited.
10		Cellular	● Displays the connection status of 4G network. If the connection status is displayed as "Not connected," and you want to use the 4G network to access the internet, ensure that you insert the 4G SIM card. When 4G is used for communication, users can view the monthly traffic usage and set a traffic usage threshold for each month.
11	Connectivity	Grid Code	Specifies a grid code based on the country/region when devices are used.
12		Home air circuit breaker	Specifies the rated current according to the home main incoming circuit breaker within the distribution panel.
13		Input circuit breaker rated current	Specifies the rated current according to circuit breakers connected to devices in the distribution panel.
14		Ground mode	Specifies the grounding type according to local grid type.
15		Phase Type	Specifies the phase type according to actual wiring.
16		Maintenance	Reset: The device restarts.

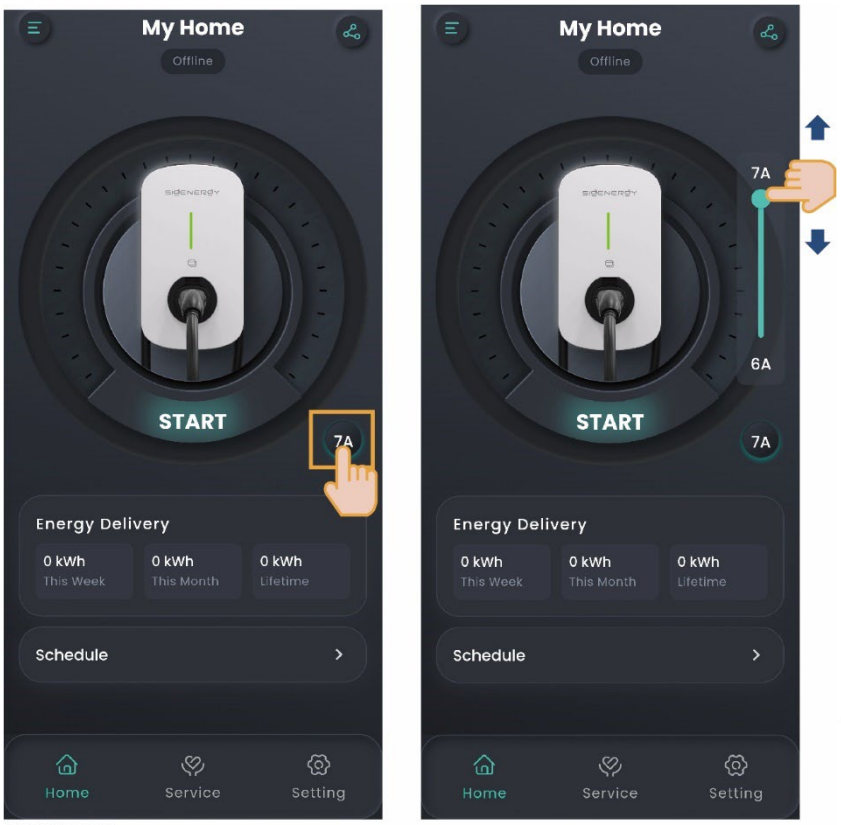
Tips

For use and precautions of the Sigen EV AC Charger, refer to the Sigen EV AC Charger User Manual.

3.2.2.1 Charging Current Adjustment

> **Tips**
>
> **The higher the output current is, the higher the charging power is.**

Manual adjustment



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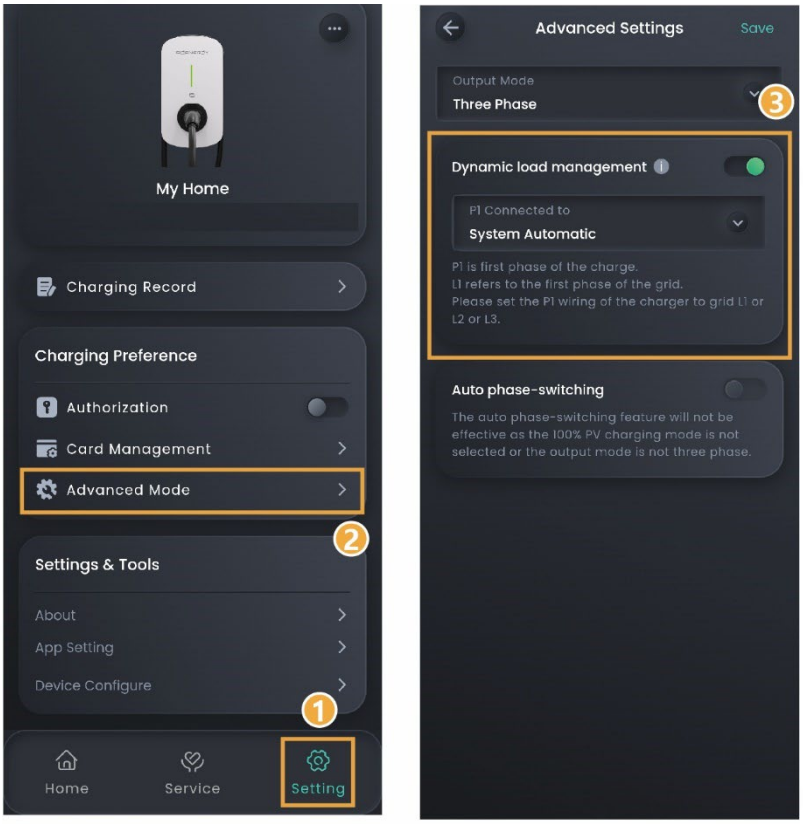
Automatic adjustment of DLM

Tips

You must install a Power Sensor in the networking.



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3.2.2.2 Charging/Stop Charging Settings

Pure charging application

On the ” Home”screen，click ” START”or” STOP”

PV charging or PV storage & charging application

On the ” Device”screen, click ” AC Cahrge”, and click ” START”or” STOP”

Chapter 4 Others

4.1 Configuring parameters on the "App Setting" screen

> **Tips**
> Settable parameters on the "App Setting" page vary with equipment. The actual screen shall prevail.

Click “Setting” → ”App Setting” to enter the setting interface.

No.	Parameter name	Description
1	Dark Mode	Sets the display style of the App.
2	Language	Sets the display language of the App.
3	Temperature Unit	Sets the unit of temperature. The unit of temperature commonly used in the local area is set in the App by default. You can change this setting when needed.
4	Currency Unit	Sets the unit of currency. The unit of currency commonly used in the local area is set in the App by default. You can change this setting when needed.
5	Message Settings	Sets the message notification permission. There will be a prompt message on the "Messages" on the "Service" page when the parameter is set to  .
6	Notification	Sets the App push notification permission. This permission is set while the App is installed. You can make settings when needed.
7	Lab	Sets the access permission of Sigen AI. You can ask Sigen AI about the product knowledge when the parameter is set to  .

4.2 Changing password

Method 1:

On the login screen, click "Forgot Password" to reset the login password.

Method 2:

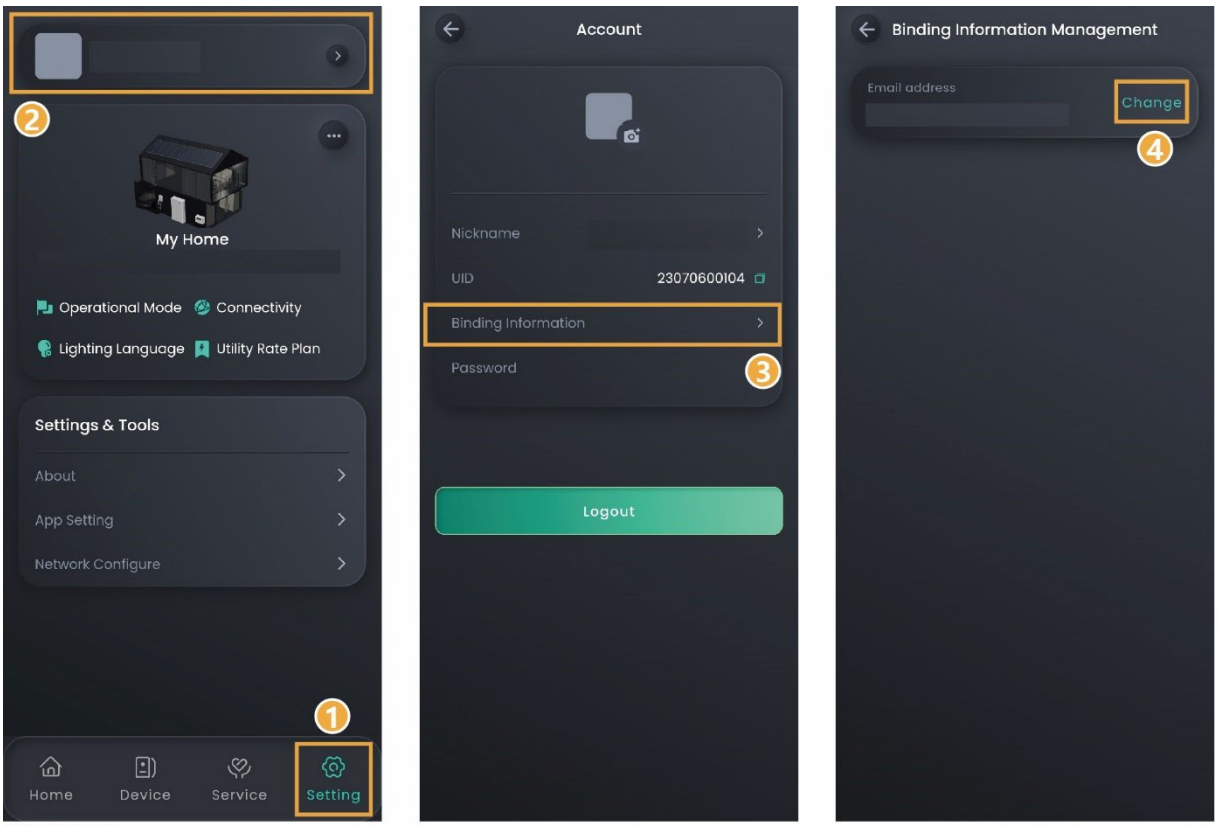
Click "Setting" and  on the screen top to change "Password."

4.3 Changing nickname

Click "Setting" and  on the screen top to modify "Nickname".

4.4 Changing binding information

Click "Setting" and  on the screen top to change "Binding Information," for example, email address.



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4.5 App Version

Click "Setting" → "About" to view the App version and other information.

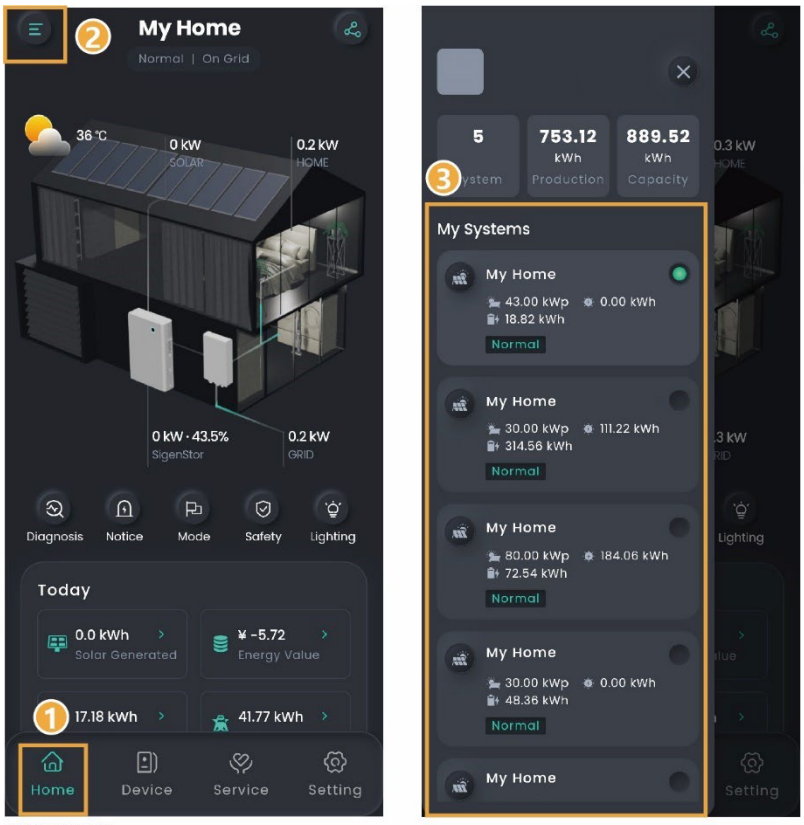
4.6 Upgrading mySigen

> **Tips**
>
> **To gain the best compatibility and performance, you are advised to upgrade the mySigen App regularly.**

Click "Setting" → "About" → "Version Update" and execute the upgrade process.

4.7 Switch Accounts

The App enables you to quickly switch among accounts when you have set multiple accounts for different products.



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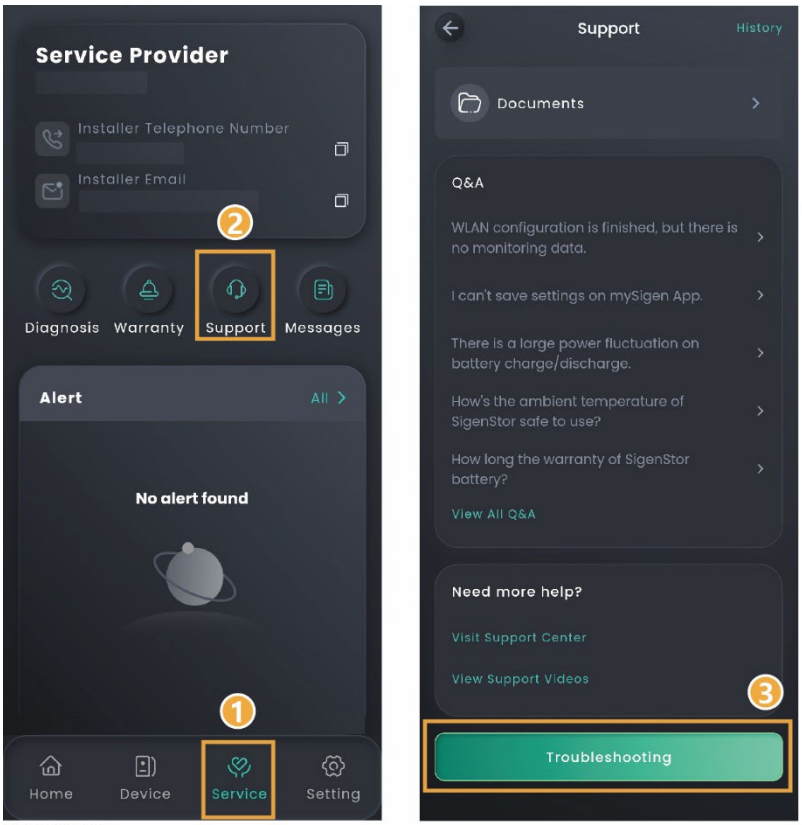
4.8 Support

Please feel free to reach out to us in the App if you have any questions about the use of the product.



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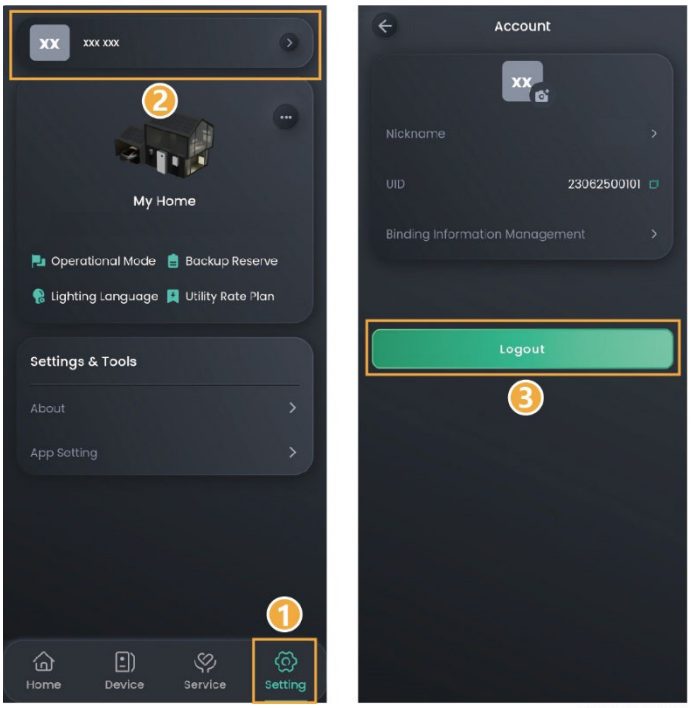
Tips

To check the question history, click "History" in the upper right corner of the "Support" page.

Chapter 5 Logout

Click "Setting" → profile photo → "Logout".



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Chapter 6 FAQs

6.1 What should I do if I do not receive the email (link, password change) sent by the system?

- Check whether the email from the "sigencloud" account was received in the Spam folder
- Push the notification again

6.2 What should you do if you want to disconnect WLAN when the communication mode changes from WLAN to FE?

1. Insert the network cable into the device.
2. On the "Home" screen, click the station name you want to set.
3. Click  next to the station name and click "System Settings" → "Connectivity".
4. Wait until "Ethernet" is connected, click "WLAN", and then select any WLAN and enter an invalid password.

6.3 How do I connect a power sensor if the RS485_2 port of the inverter is faulty?

You can connect a power sensor to the RS485_1 port of the inverter. You must manually add a power sensor after the cable is properly connected.

> **Tips**
>
> When the RS485_1 port is connected to a power sensor, do not connect other devices simultaneously. Otherwise, the power control may be affected.

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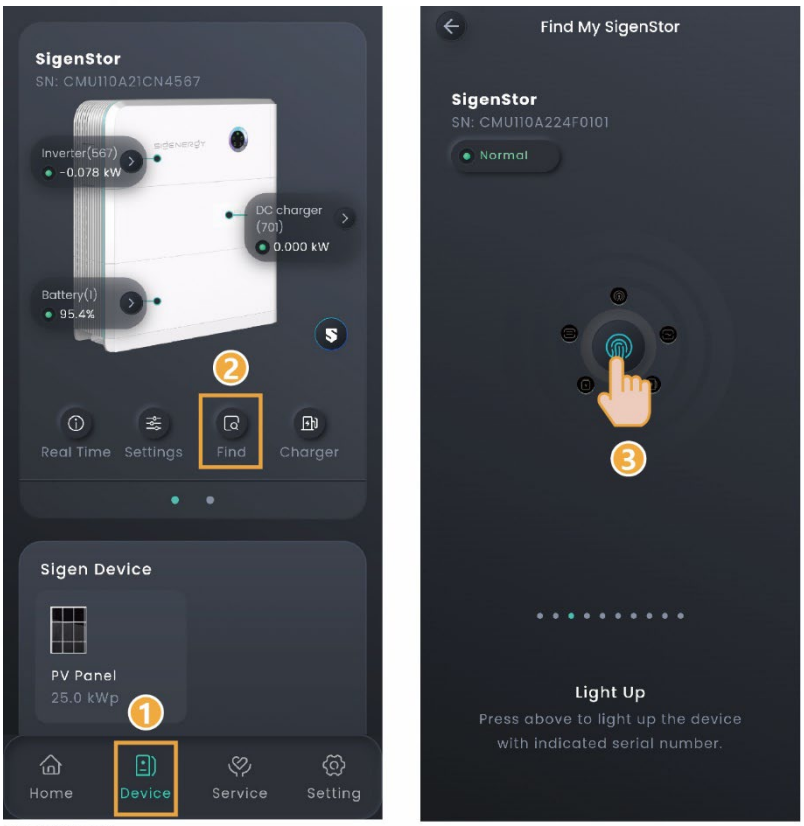
6.4 In grid connection scenarios, how can I quickly identify where SigenStor is installed?

You can light up the LED of SigenStor in the App and locate the SigenStor.



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6.5 How do I reconnect the network when the device network connection is lost?

You can re-configure the network settings using a device hotspot in "Setting" → "Network Configure" or "Device Configure."