mySigen App

User Manual

Version: 05

Release date: 2025-03-10

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Revision History

Version	Date	Description
05	2025.03.10	Updated 3.1.4 Energy storage working mode Added 3.1.6 Peak Shaving Control Mode Updated 3.1.10 Adding device Updated 3.2.1 Sigen EV DC Charging Module Updated 3.2.2 Sigen EV AC Charger Updated 6.5 How do I reconnect the network when the device network connection is lost? Added 6.6 How to recharge the Sigen CommMod data when it is used up?
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?

Version	Date	Description
		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 Added 3.9 Adding device Updated 3.11.3 Charging Current Adjustment. 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:

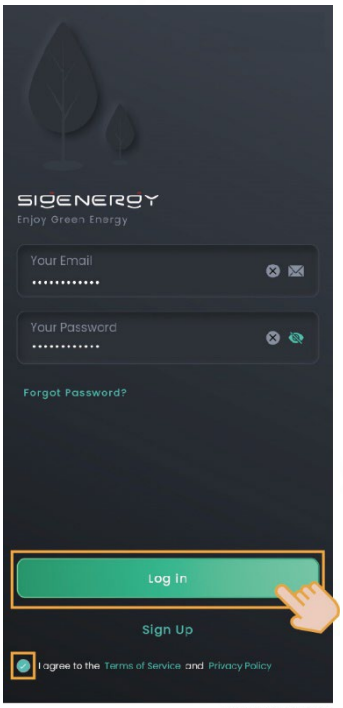
1.2 App login

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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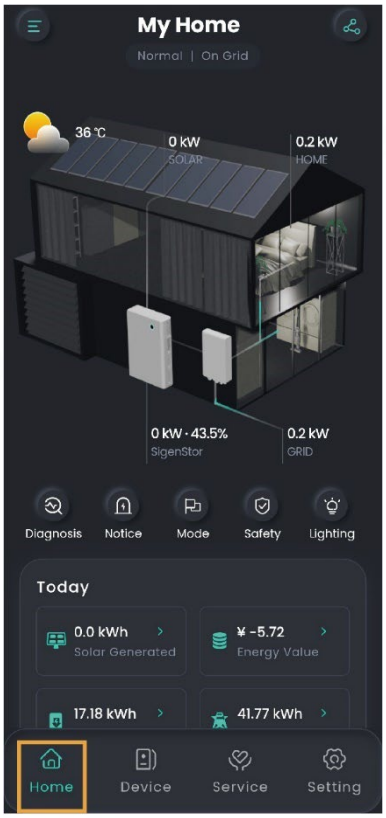
Chapter 2 Information querying

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

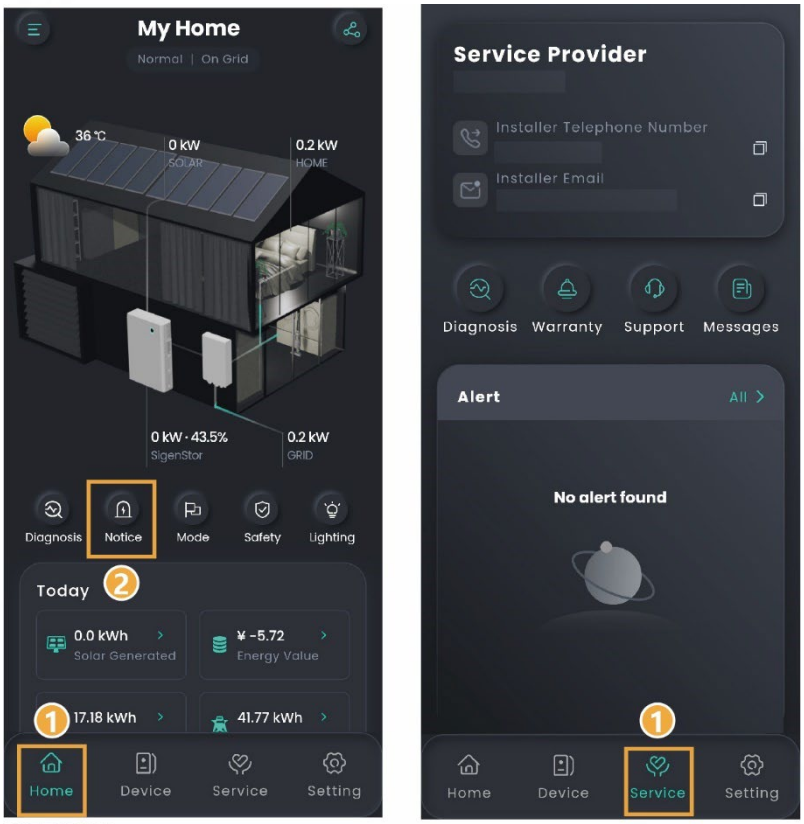
In parallel mode, slide left or right, or up and down, to locate the SigenStor you want to view based on the SN.

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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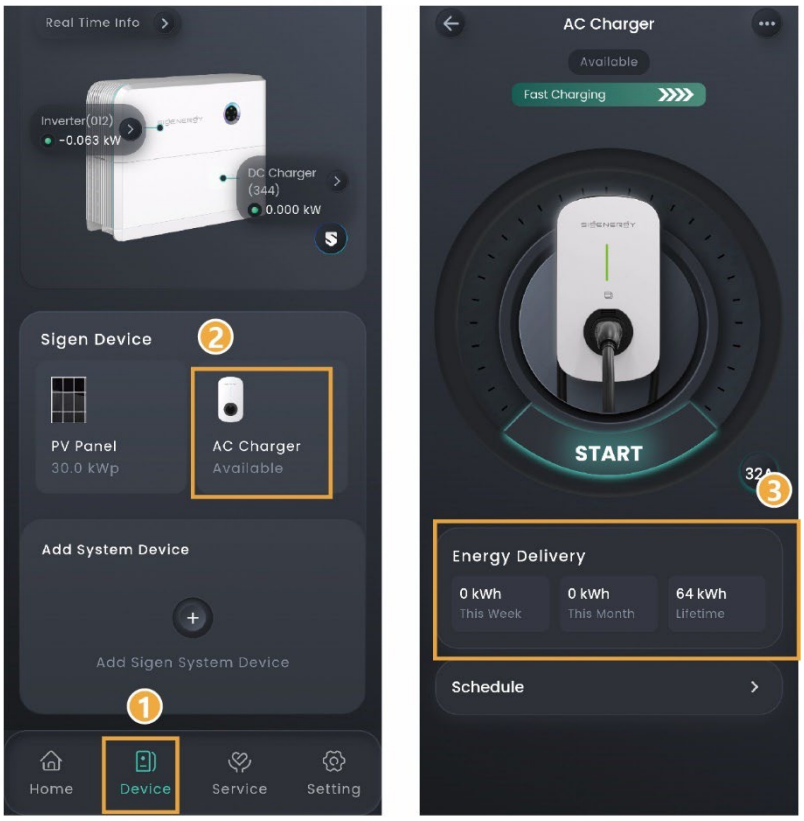
PV charging or PV storage & charging application



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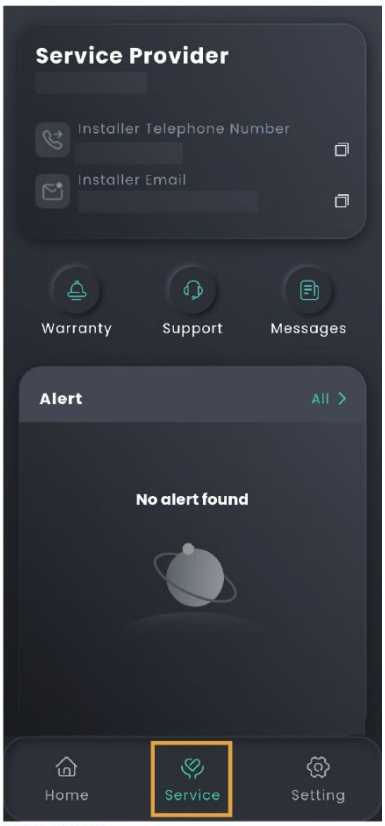
You can click  to share information displayed on the Home screen to others.

2.2.2 Alarm information

Click "Service" to view.



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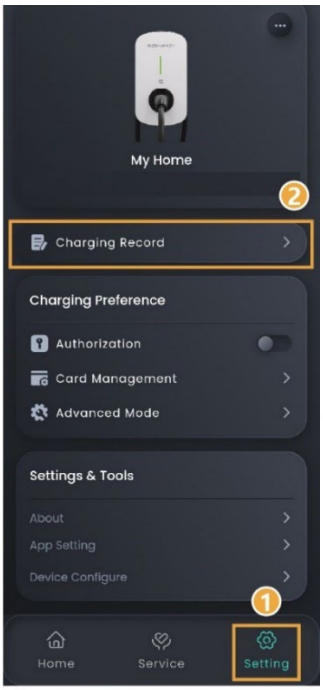
2.2.3 Charging Records

Pure charging application



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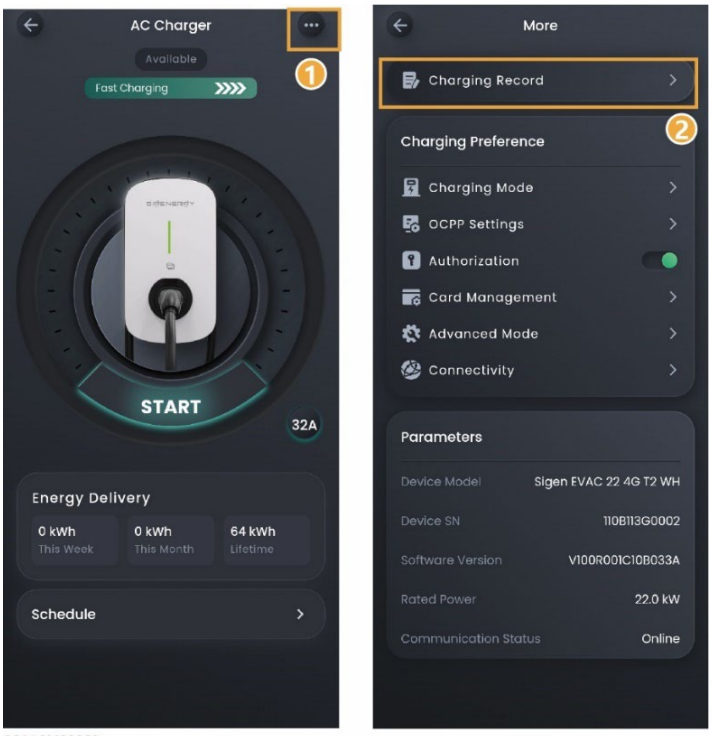
PV charging or PV storage & charging application



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2.3 Warranty Information

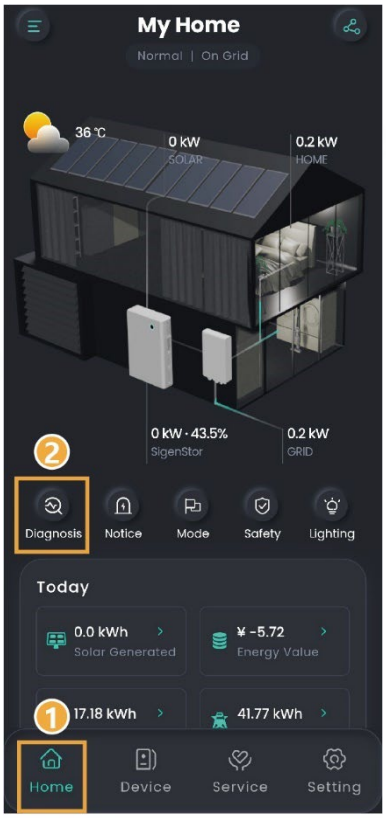
Click "Service" → "Warranty" to view.

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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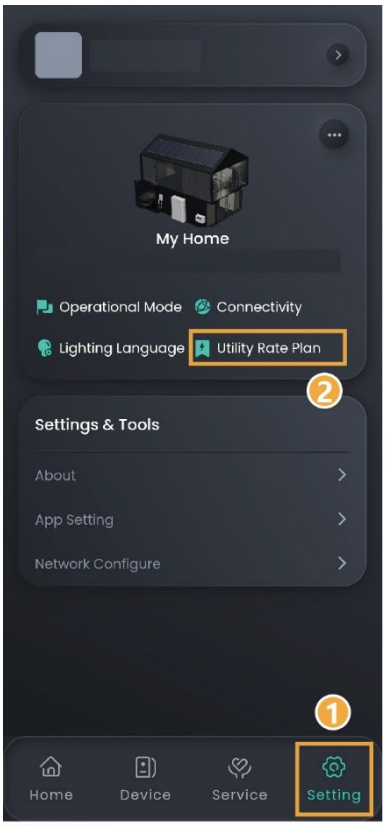
3.1.2 Setting rate plan



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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

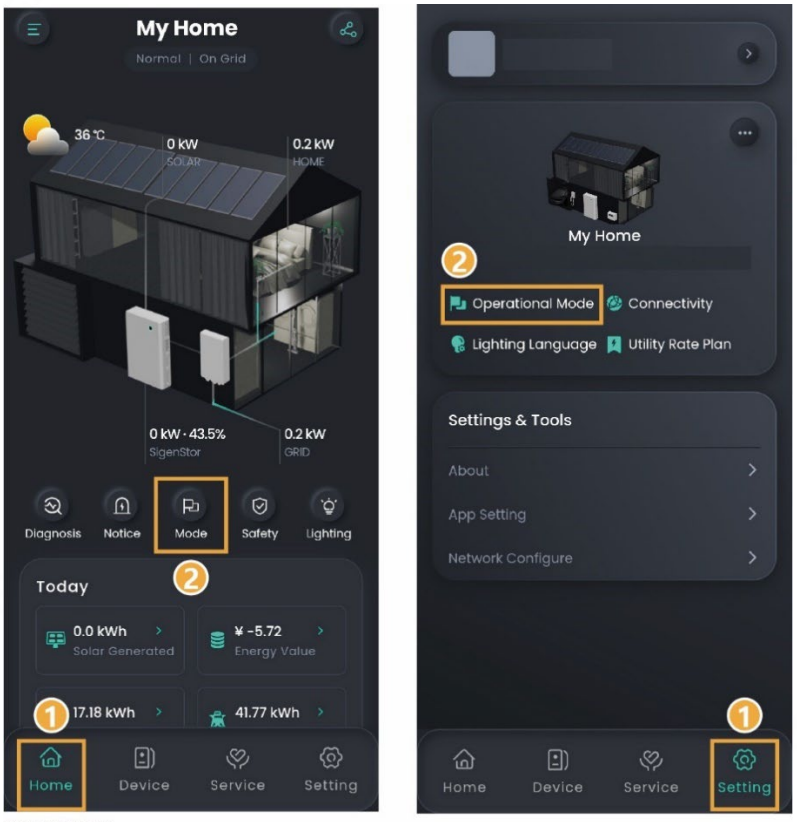
Tips

- **The SigenStor energy storage system is mainly used in household rooftop power station systems and small power station on-grid systems in C&I scenarios.**
- **The energy storage system supports multiple working modes, namely: "Sigen AI Mode," "Self-Consumption Mode," "Time-based Control Mode," "Fully Fed to Grid Mode," "Remote EMS Mode," and "Load Shedding Mode."**
- **Some countries support Load Shedding Mode, which is subject to the App interface display.**

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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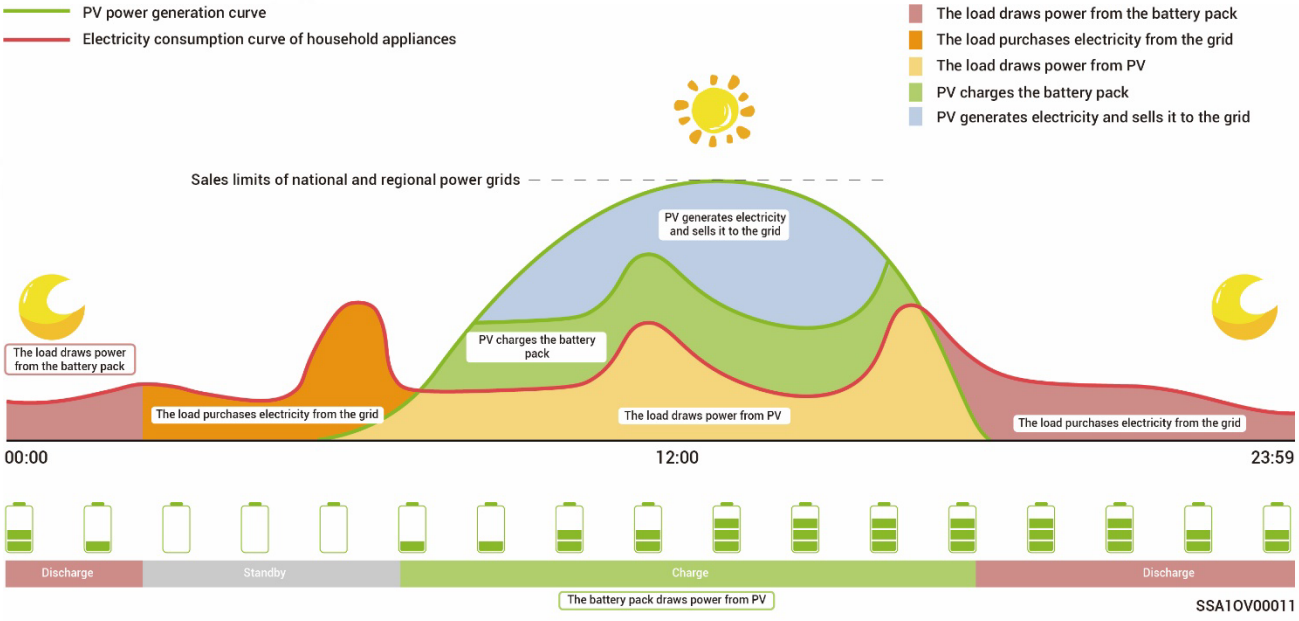
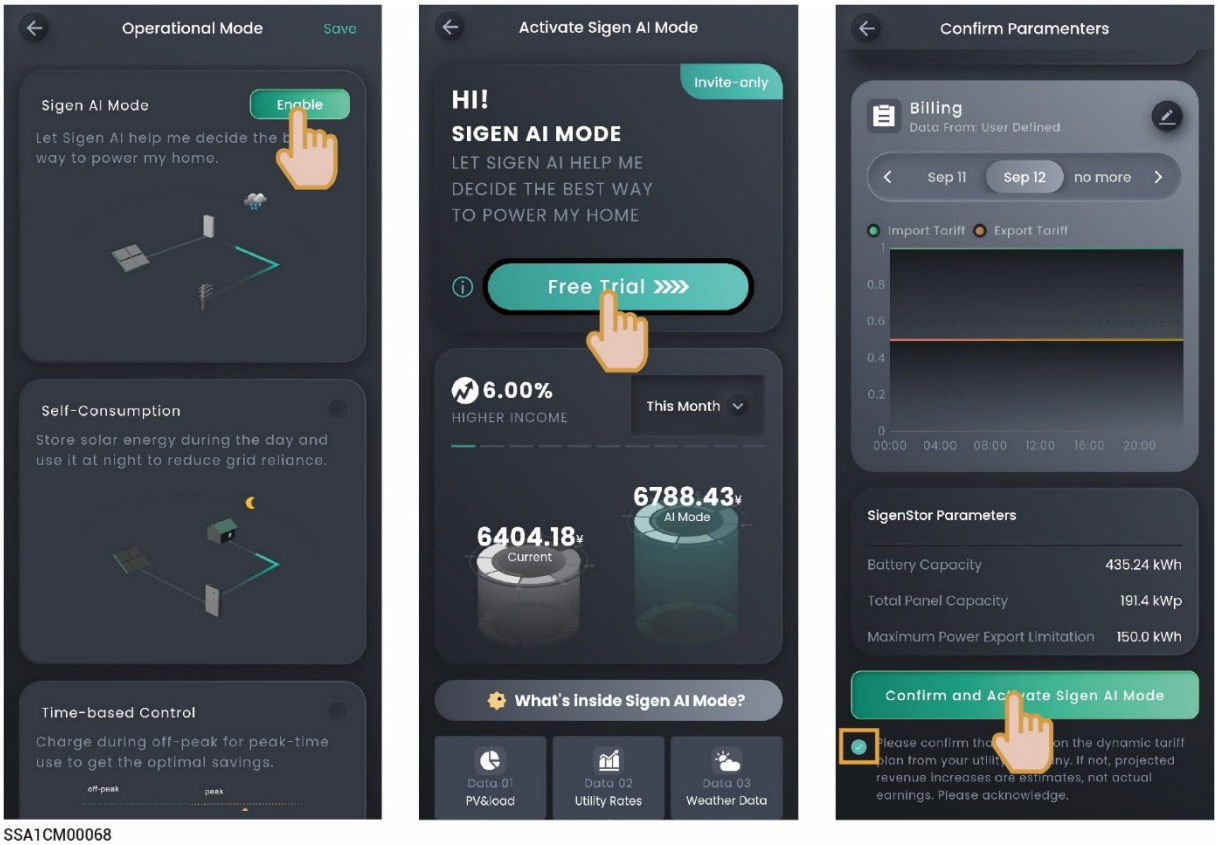
3.1.4.1 Sigen AI Mode

By obtaining local peak and valley electricity prices and weather data, combined with user electricity consumption habits, the Sigen AI Mode can customize intelligent electricity usage solutions to maximize customers' cost savings.





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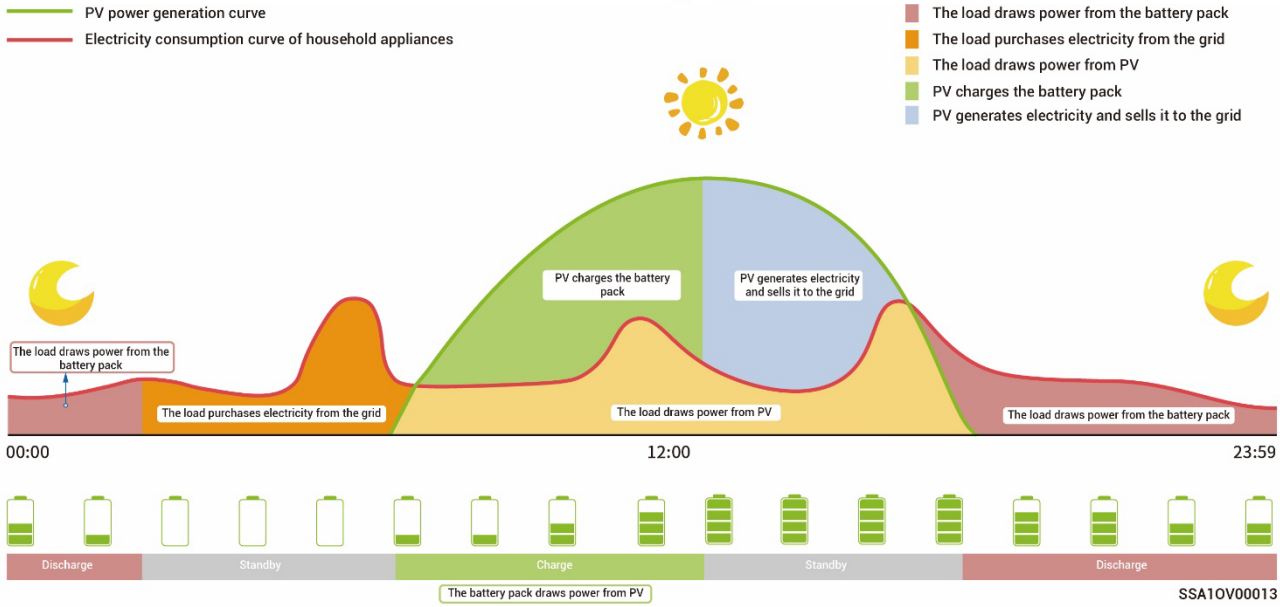
3.1.4.2 Self-Consumption Mode

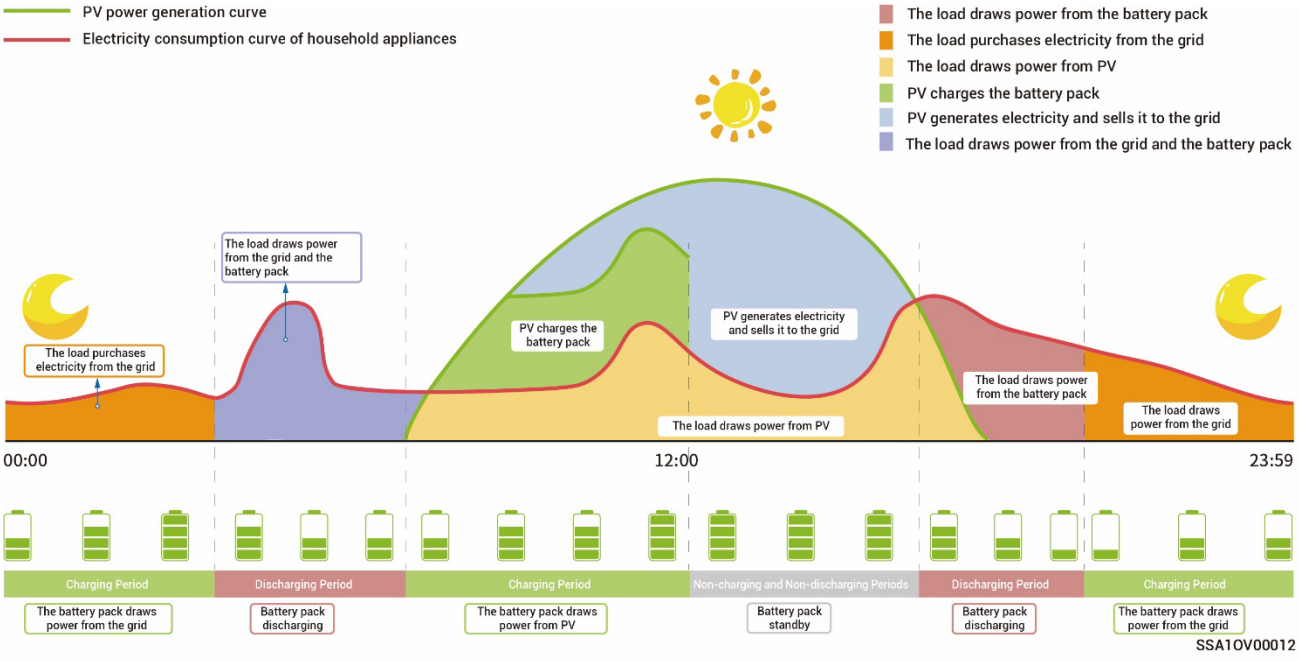
- When there is sufficient solar power, the electric energy generated by the PV system will first be used to power the loads, with any excess energy being stored in the batteries. Any remaining surplus energy will be sold to the grid. When there is insufficient solar power, the batteries will release 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.
- This mode is suitable for areas with high electricity prices or zero-power grid connection restrictions.

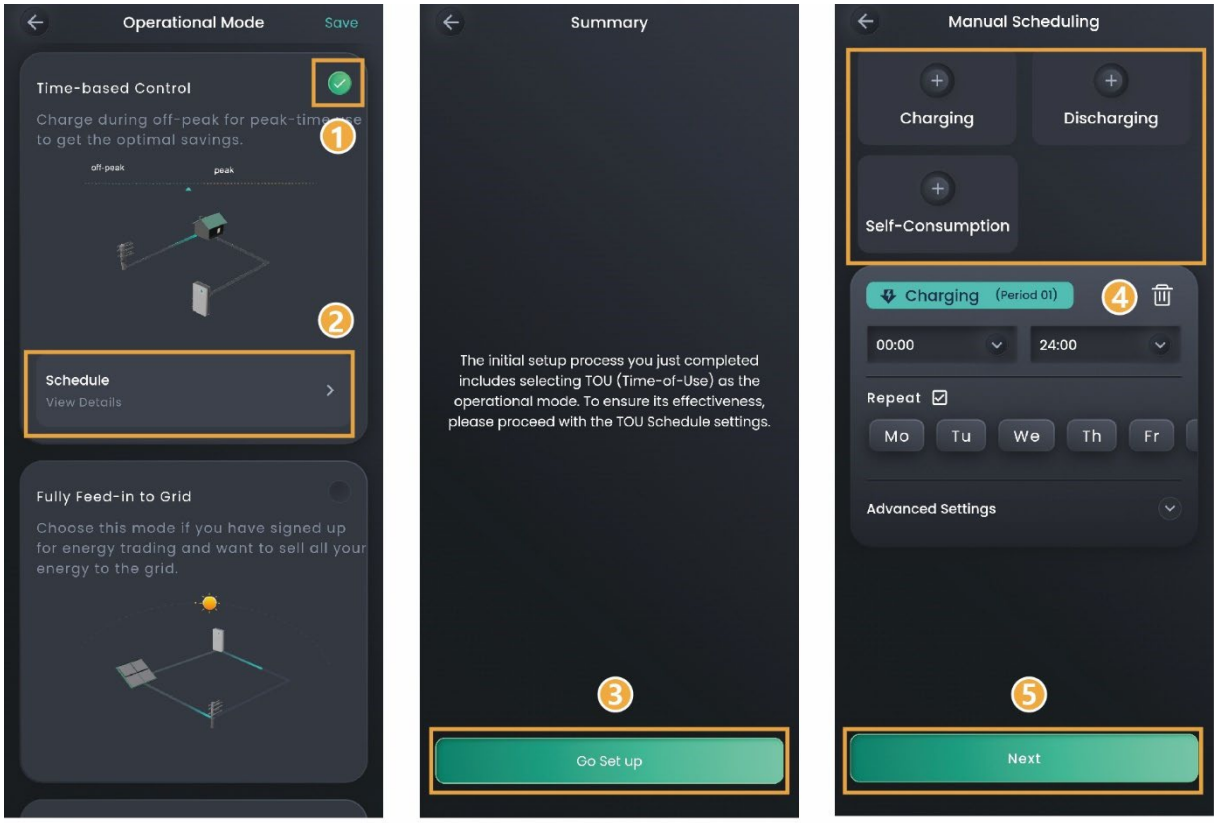


3.1.4.3 Time-based Control Mode

- The charging period, discharging period, and self-consumption period need to be set manually.When electricity prices are high, the surplus power from photovoltaic power generation and battery power can be sold to the grid, and the battery can be charged during periods of low electricity prices to save electricity bills.
- If no period is set, the energy storage system will be in standby mode without discharging. The photovoltaic power will prioritize supplying the load, and the surplus power will be used for charging energy storage system.*
- Up to 24 charging and discharging or self-consumption periods can be set.
- It is suitable for areas with peak and valley electricity prices and significant price differences.

*When entering this period, the battery capacity will be recorded. When the photovoltaic power is greater than the load, the remaining photovoltaic power will charge the battery. When the photovoltaic power is less than the load, the battery can be discharged to the load. However, when the battery capacity decreases and approaches the battery capacity value when entering this period, the battery will stop discharging.





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No.	Parameter name		Description
1	Charging	Maximum charging power for BAT	During this period, the sum of the charging power of all battery packs in the system cannot be greater than the "PACK maximum charging power."The system default is infinity.
2		Grid Charging Cut-off SOC	Set the cut-off charging capacity value for the battery pack to be charged from the grid during this period.The system default is 100%.
3		Maximum power for importing from grid	The maximum power that can be imported from the grid during this period. System default values are effective according to the parameters in System Settings -> Operational Parameters.

No.	Parameter name		Description
4		Maximum Charging Power from Grid to BAT	The maximum power that the grid charges the battery pack during this period. The system default value is infinity.
5	Discharging/	Maximum discharging power for BAT	During this period, the sum of the discharging power of all battery packs in the system cannot be greater than the "PACK maximum discharging power." The system default is infinity.
6		Maximum power for exporting to grid	The maximum power that the system is allowed to export to the grid during this period. System default values are effective according to the parameters in System Settings -> Operational Parameters.
7		Maximum Discharging Power from BAT to Grid	The maximum power that the battery pack discharges to the grid during this period. The system default value is infinity.
8	Self-Consumption	Maximum power for importing from grid	The maximum power that can be imported from the grid during this period. System default values are effective according to the parameters in System Settings -> Operational Parameters.
9		Maximum power for exporting to grid	The maximum power that the system is allowed to export to the grid during this period. System default values are effective according to the parameters in System Settings -> Operational Parameters.

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.

3.1.4.4 Fully Fed to Grid Mode

- 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. (currently only supported in South Africa)

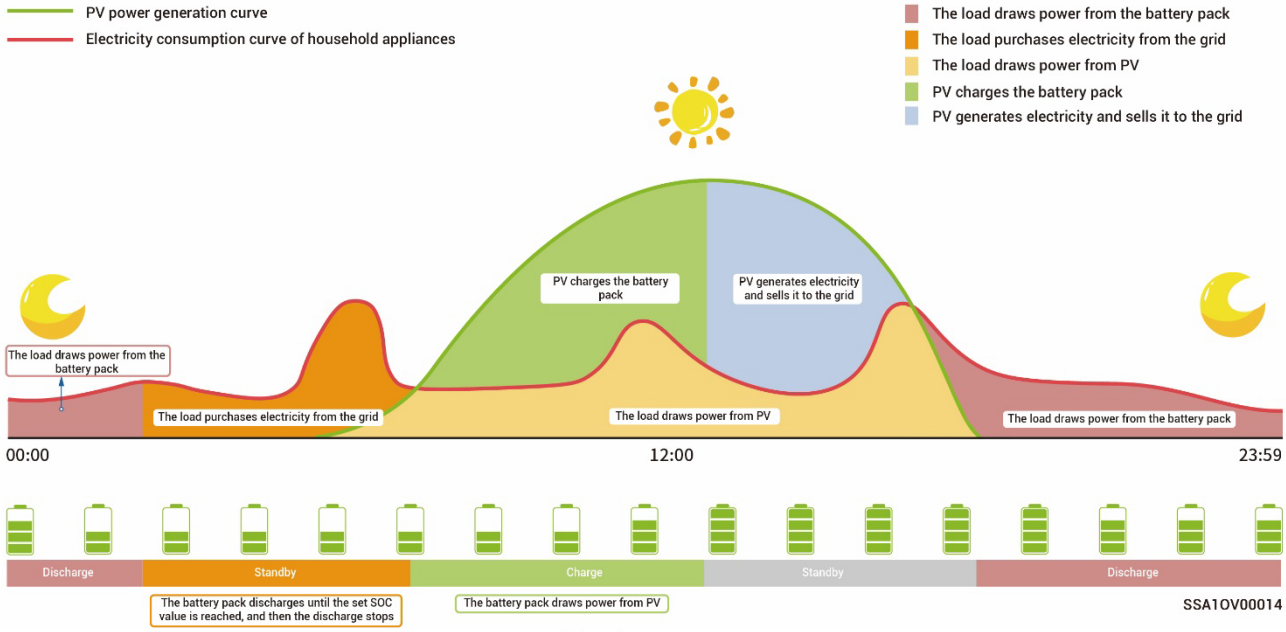
3.1.5 Backup power setup

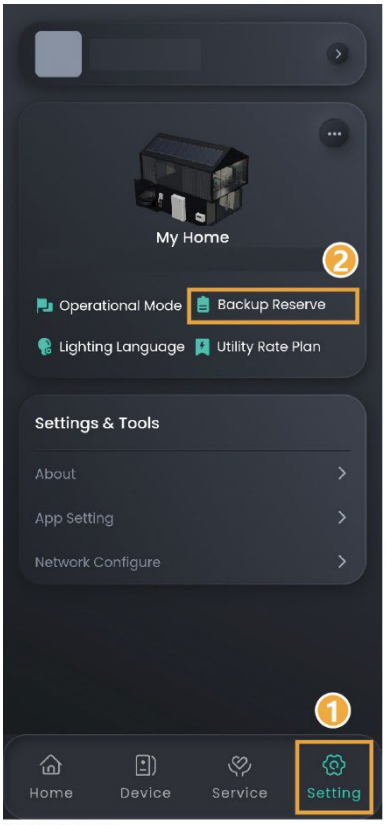
Tips

- **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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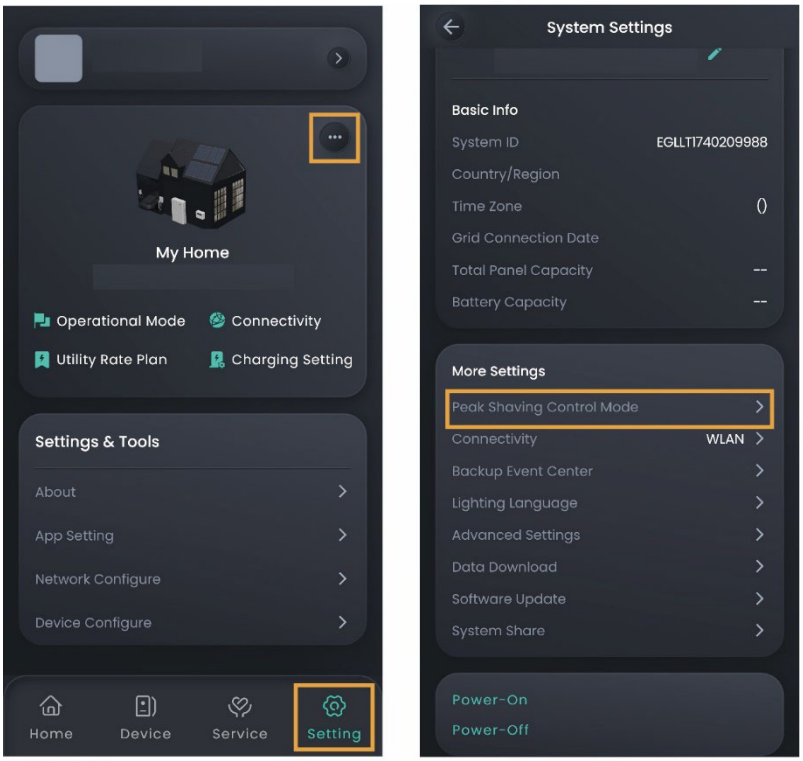
3.1.6 Peak Shaving Control Mode

- 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. This mode is suitable for areas with peak and valley electricity prices and significant price differences.
- The Peak Shaving function can be used with all working modes, configuring the maximum peak power drawn from the grid to reduce the maximum peak power drawn from the grid during peak periods, thereby lowering the electricity bill.



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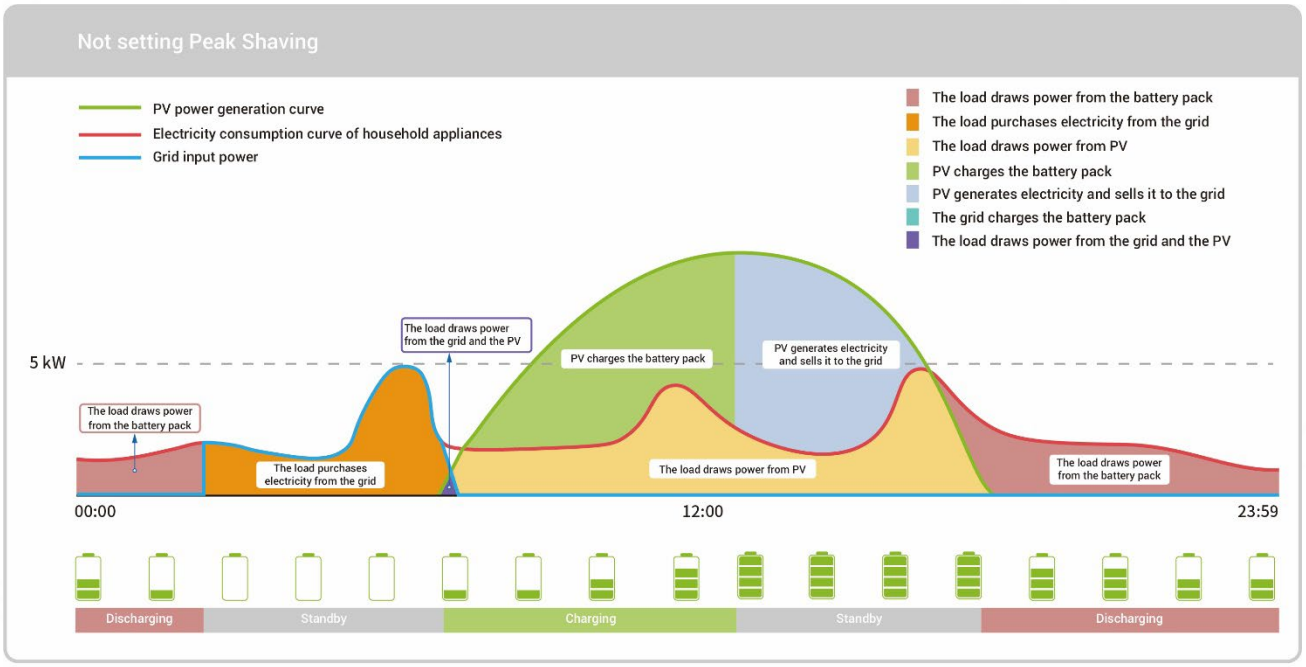
Active Power Control

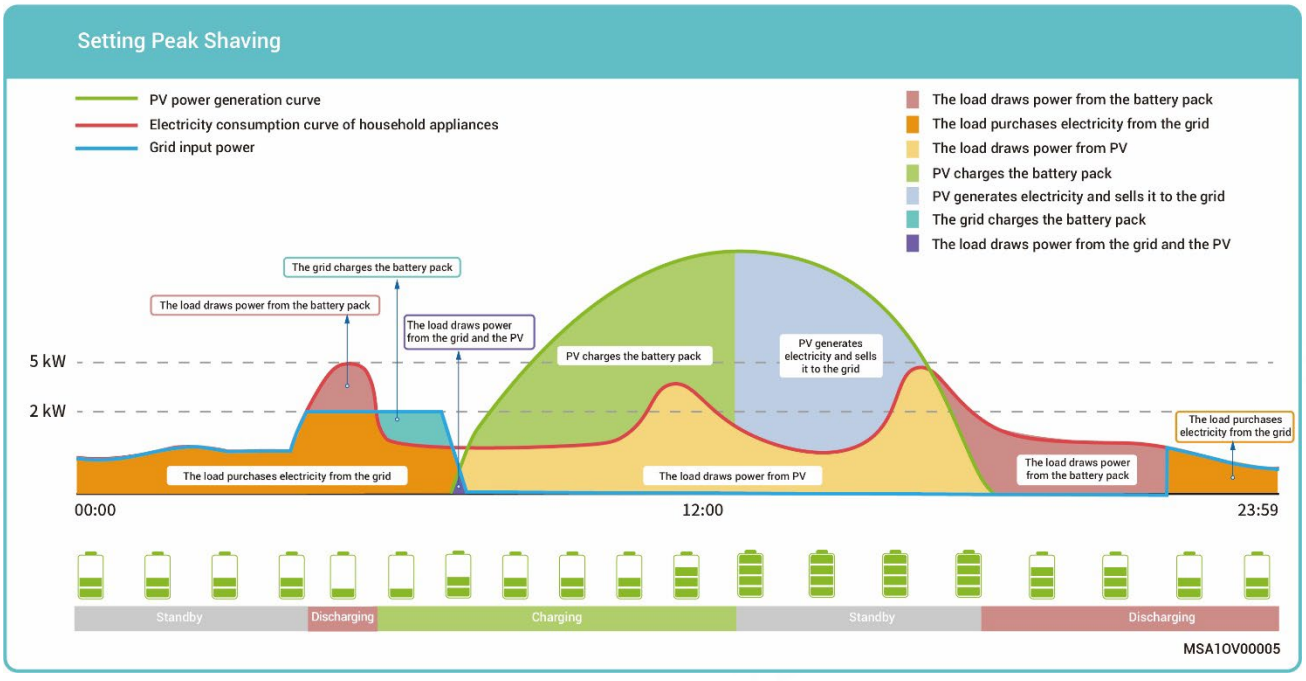
No.	Parameter name	Description
1	Peak shaving SOC	This parameter setting affects the capacity of peak shaving, and the system charges the battery to the set SOC value during the off-peak period. The larger the parameter setting, the stronger the peak shaving capability.

No.	Parameter name	Description
2	Schedule	A maximum of 24 timetables can be added.
3	Maximum Peak Power	Set the maximum peak power for drawing electricity from the grid for household loads and battery packcharging.

Example 1: Self-Consumption Mode Settings for Peak Shaving

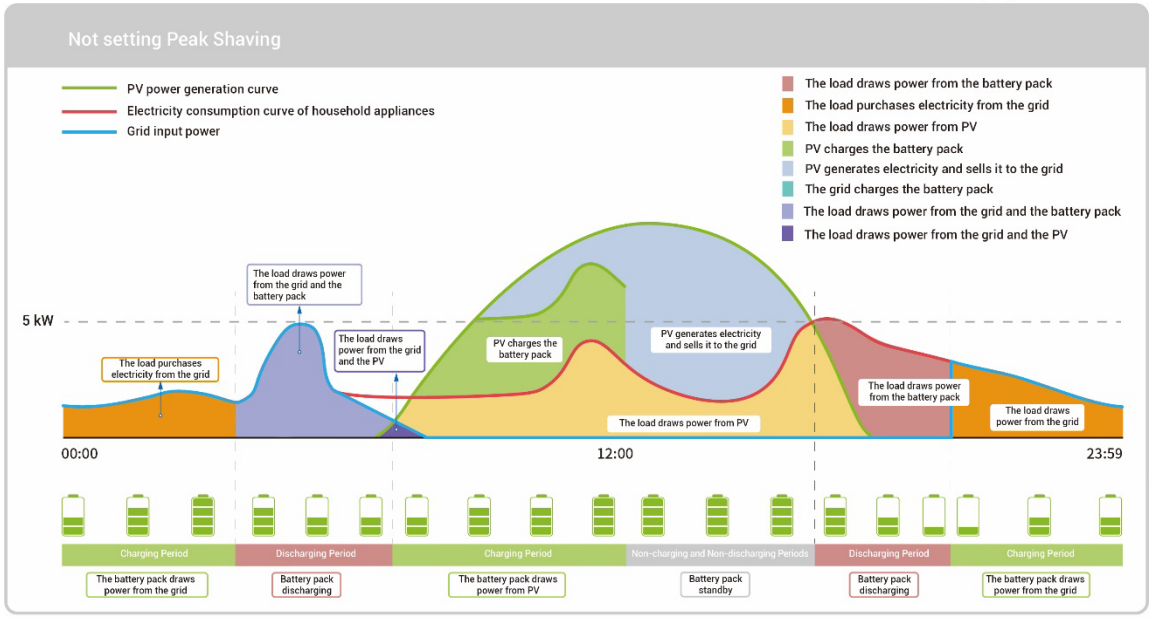
Assume that the peak shaving SOC is set to 50% and the maximum peak power is 2kW. Because Total electricity bill = Cost at peak power + cost for electricity usage + other costs. Wherein, peak power refers to the maximum power imported from the grid. After Self-Consumption Mode is set to Peak Shaving, the power purchased from the grid drops from 5 kW to 2 kW, so the total electricity bill is reduced.

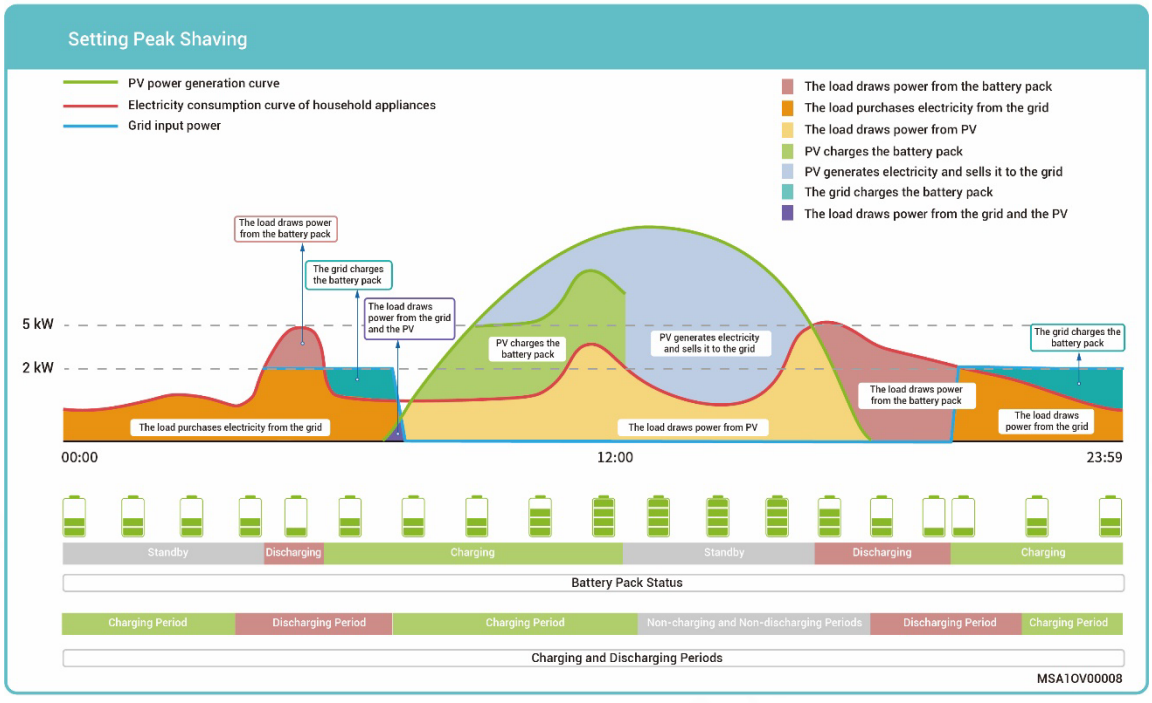




Example 2: Time-based Control Mode Settings for Peak Shaving

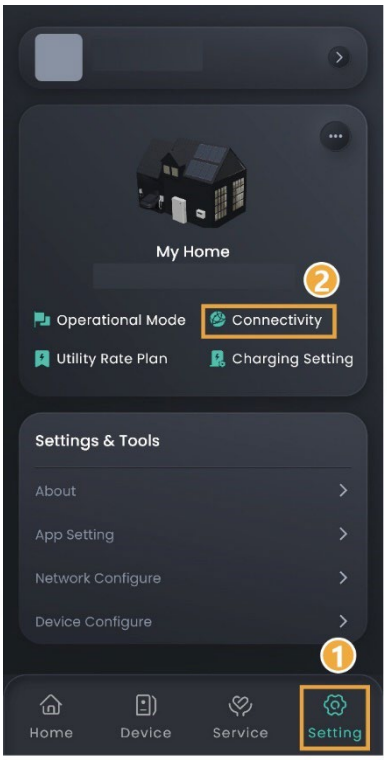
Assume that the peak shaving SOC is set to 50% and the maximum peak power is 2kW. Because Total electricity bill = Cost at peak power + cost for electricity usage + other costs. Wherein, peak power refers to the maximum power imported from the grid. After Time-based Control Mode is set to Peak Shaving, the power purchased from the grid drops from 5 kW to 2 kW, so the total electricity bill is reduced.





3.1.7 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.

No.	Parameter name	Description
3	Cellular	● Displays whether the 4G network is connected to Internet. ● When 4G is used for communication, users can view the monthly traffic usage and set a traffic usage threshold for each month.

Tips

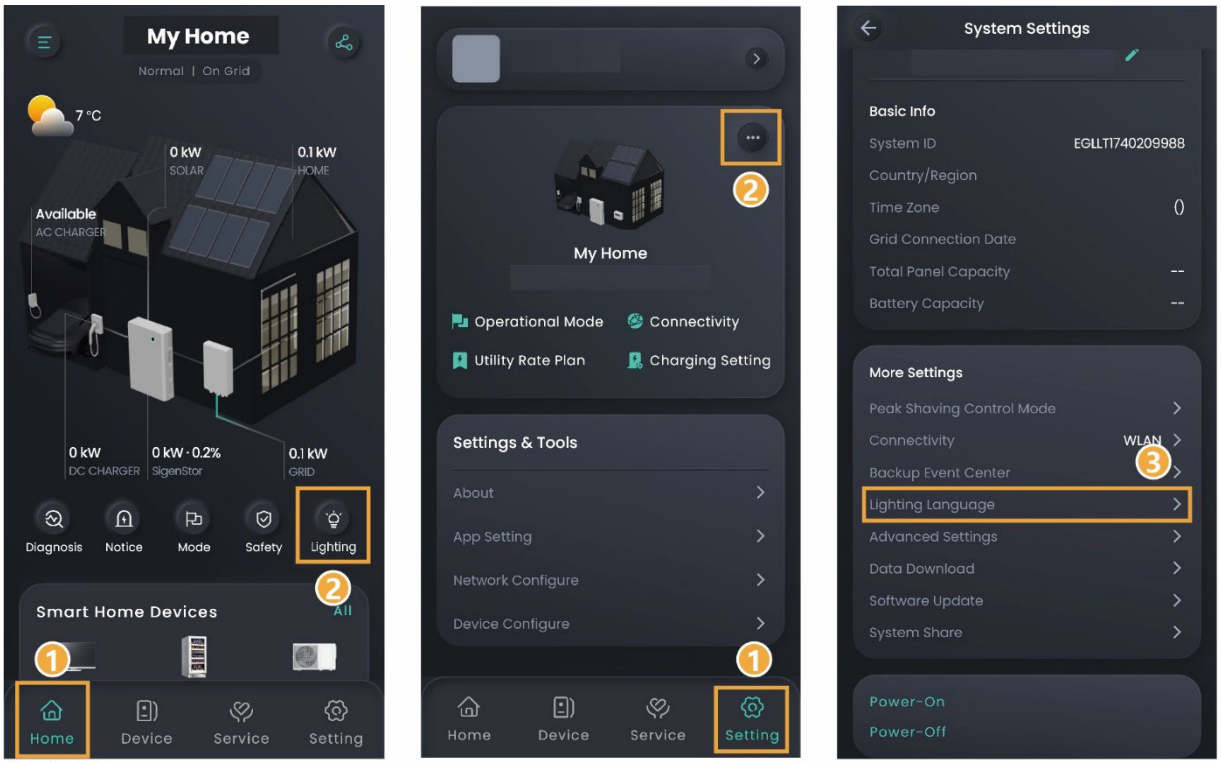
It is recommended to use Fast Ethernet and WLAN for communication with inverters. When free 4G traffic of CommMod runs out, users must top up their accounts or replace an SIM card.

3.1.8 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.

3.1.9 On-grid/Off-grid switchover

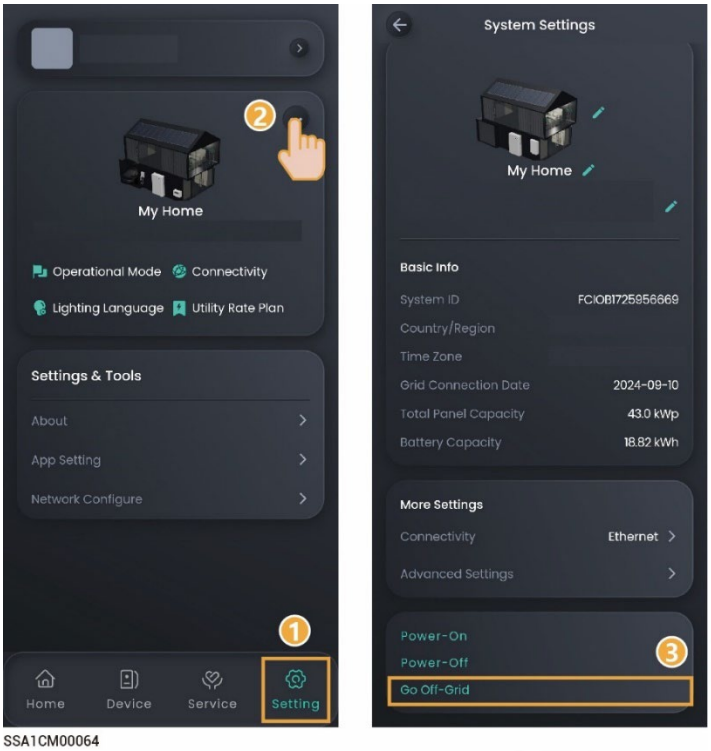
Tips

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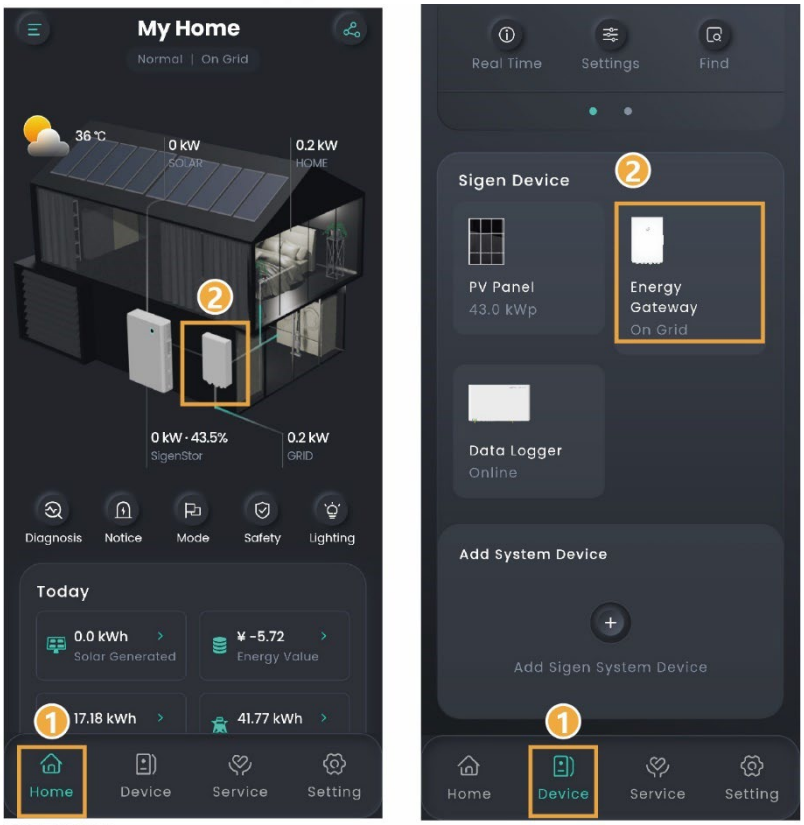
Method 2: Click "Home" → **Gateway** product picture.

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



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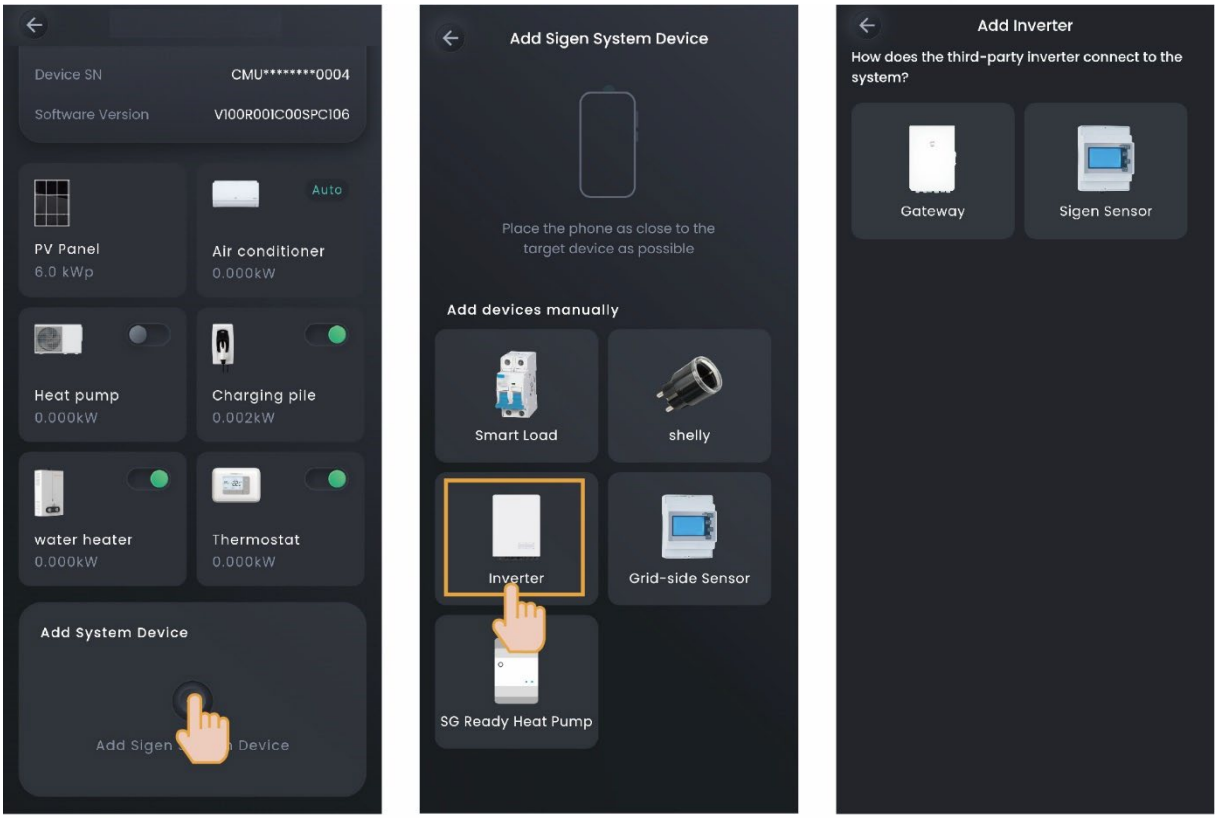
3.1.10 Adding device

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.**

3.1.10.1 Third-party inverter



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Method 1: 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.**
- **Only third-party inverter without off-grid capability are supported for**

access.

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

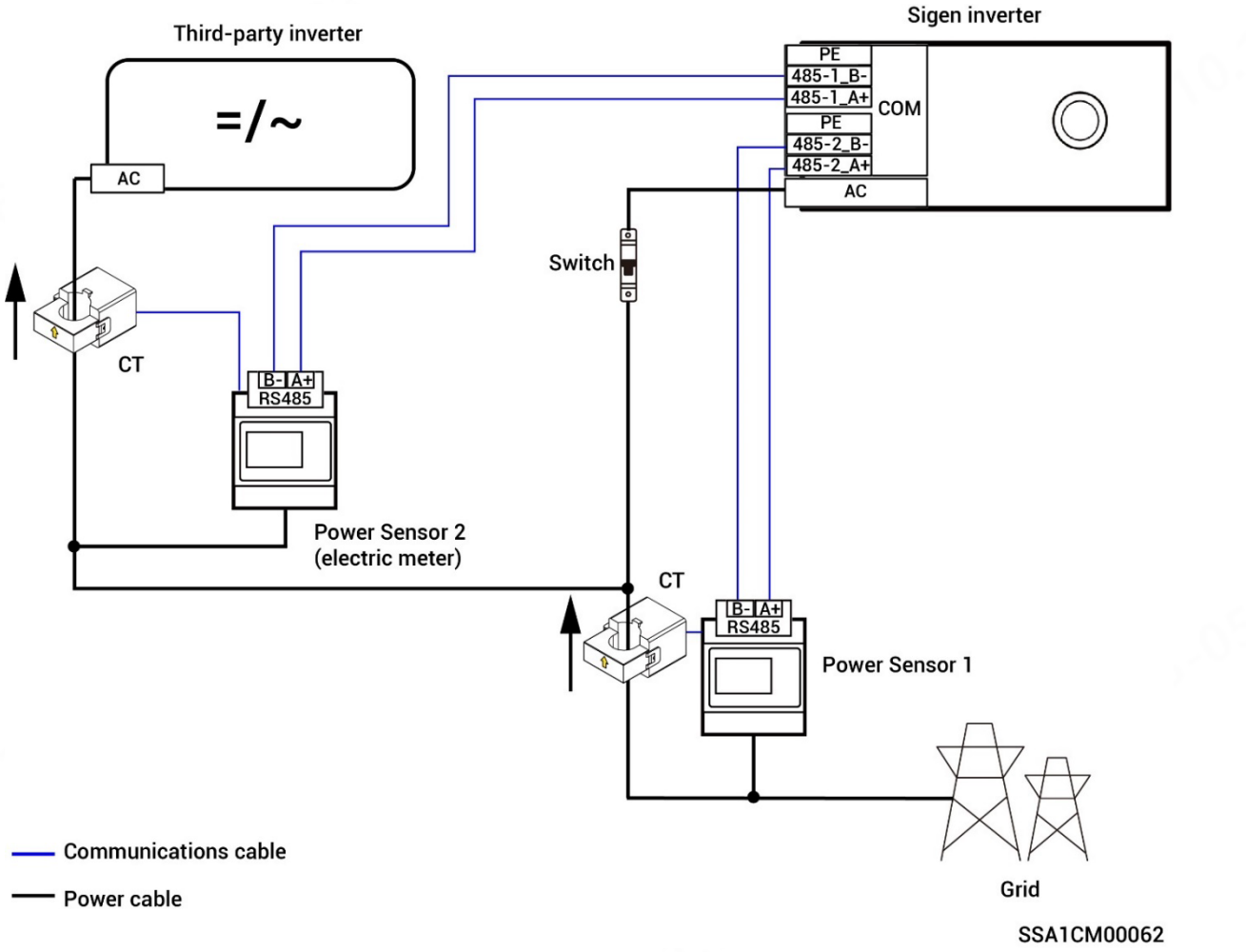
Method 2: Connecting using an electric meter

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



Tips

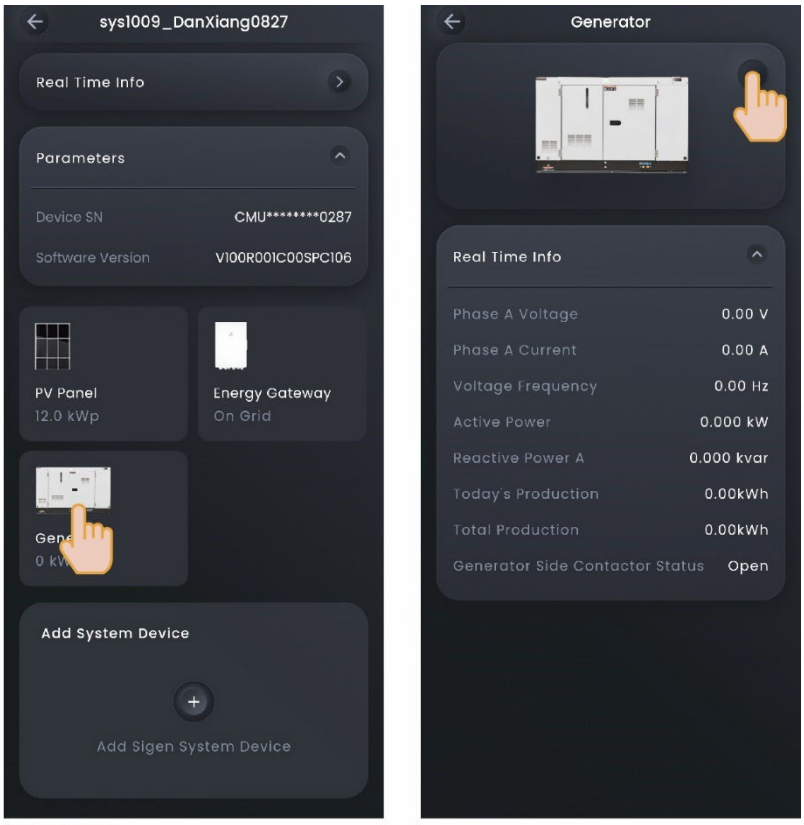
- The diagram displays the connections among different cables of equipment. The specific ports shall be determined by actual equipment.
- On the "Device" screen, set related parameters based on the third-party inverter and the connected meter. Then, you can check detailed settings on the "Device" screen.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

3.1.10.2 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	Maximum 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	Minimum Power Duty	To ensure that the diesel generator does not run at no-load, it is suggested to control the output power of the generator. The recommended default value is 0%.
4	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.

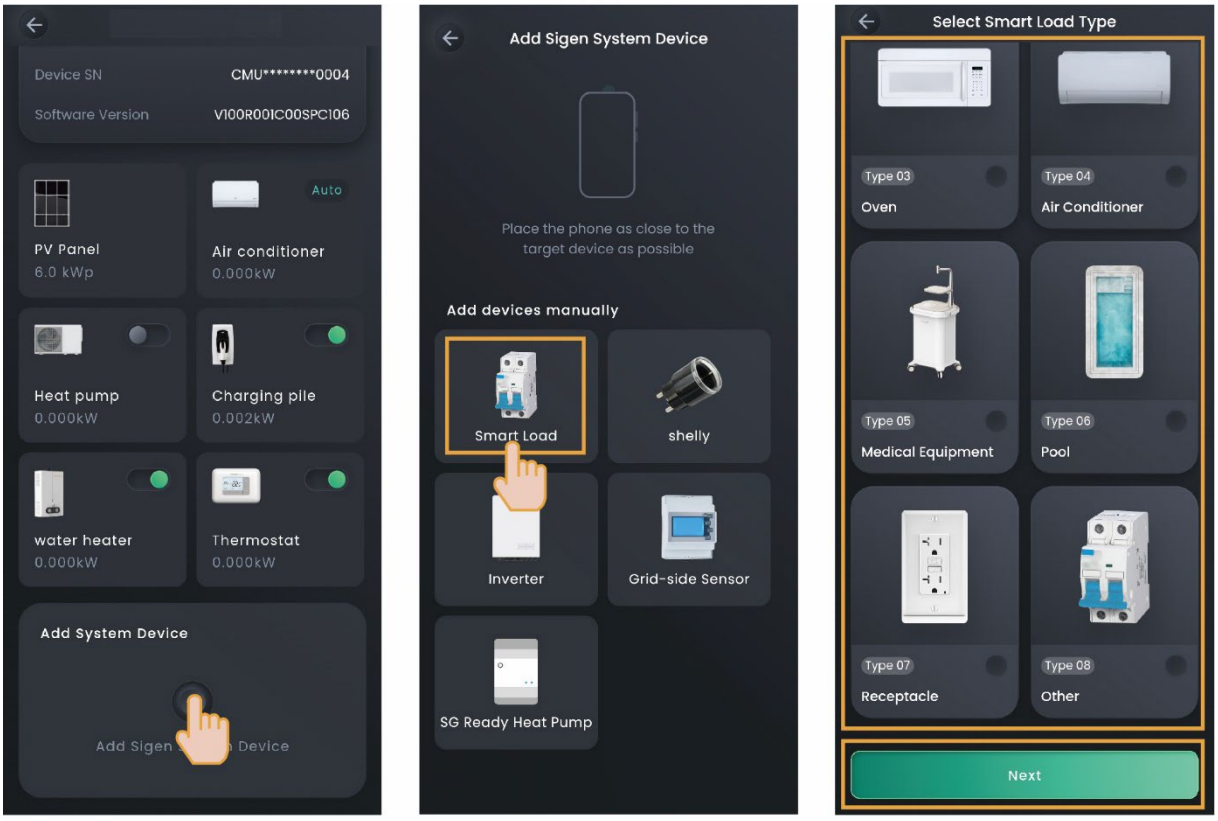
No.	Parameter name	Description
1	Operating Mode	• Manual • Auto
2	Generator Start	In "Manual" mode, when it is set to  , you can start or stop the diesel generator using the  icon in the App.
3	Rated Power	Sets the rated power of the diesel generator.
4	Maximum Power Duty	To guarantee the optimal functioning status of the system, you are advised to control the output power of the diesel generator not more than 80%.
5	Minimum Power Duty	To ensure that the diesel generator does not run at no-load, it is suggested to control the output power of the generator. The recommended default value is 0%.

No.	Parameter name	Description
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.
7	Exercise	In "Auto" mode, when it is set to  , the startup mode can be set. ● Duration: Startup mode: Forced Start: Forced start at the set time. Smart Start: Smart start at the set time. ● Interval: Scheduled start interval, with a cycle of 1 to 52 weeks. ● Day In Week: Scheduled start date, Monday to Sunday. Start Time: Scheduled start time.
8	Load Condition	In "Auto" mode, when it is set to  , the load power measurement type is ● Total Load Power: Total load power. Maximum Power Per-phase: Maximum load power per phase.
9	Generator Start Tatal Load Power Threshold	Total load power threshold for diesel generator start.When the total load power is greater than the threshold, the diesel generator is started.
10	Generator Stop Tatal Load Power Threshold	Total load power threshold for diesel generator stop.When the total load power is less than the threshold, the diesel generator is stopped.
11	Time of use	In "Auto" mode, when it is set to  , you can set a schedule to start the diesel generator.
12	Auto Start SOC	Diesel generator start SOC threshold.When the battery SOC is greater than the threshold, the diesel generator is started.
13	Auto Stop SOC	Diesel generator stop SOC threshold.When the battery SOC is less than the threshold, the diesel generator is stopped.

3.1.10.3 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.

Control Mode

No.	Parameter name		Description
1	Manual		• When it is displayed as In Use, you can turn on and off the Smart Load through "  " on the App. • When displayed as Disable, you can add Schedule and Ready by to automatically control the Smart Load.
2	Schedule	Load Consumption Mode	• Depends on System：Automatically selects the most available power source from the system– solar, battery, or grid. • Solar Excess only：Operates appliances exclusively on solar surplus energy. • Battery Level Control：Allows precise energy management by setting start and stop thresholds for battery usage(e. g., start at 60%, stop at 20%). Recommended for users who demand detailed control of their system.
3		Auto charge	When set to  , energy storage discharge is allowed.

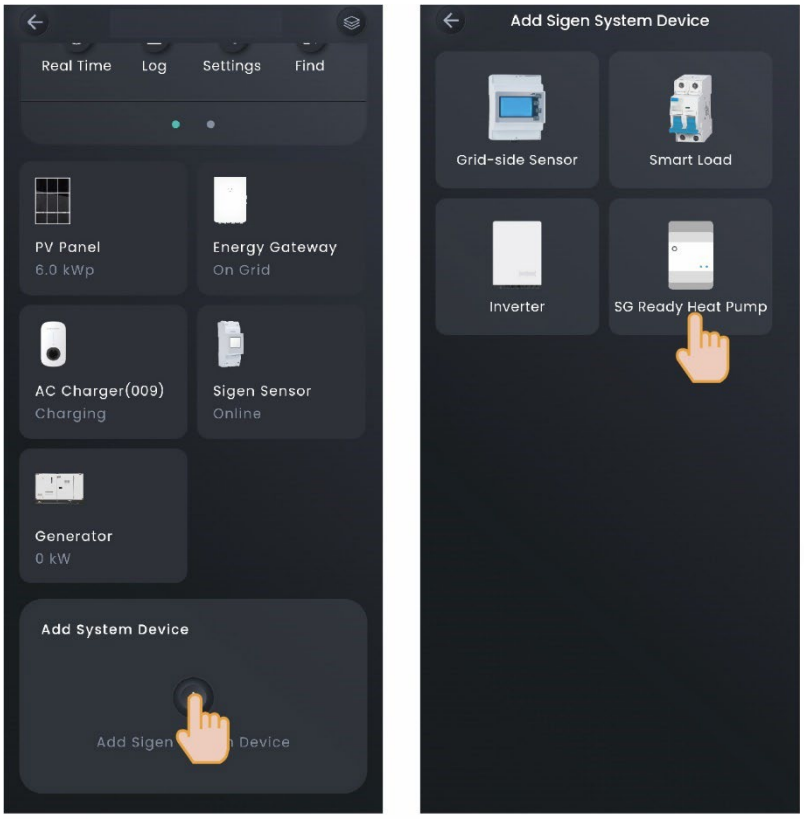
No.	Parameter name		Description
			Use Battery Stop SOC: When the SOC value of the energy storage battery is less than this threshold, the load will be turned off.
4	Ready by	Activation For	Total running time.Before the time set in Be Ready By, if the running time on that day is less than the set value, the load will be turned on.
5		Be Ready By	Set the running time.It is used in conjunction with the total running time.

3.1.10.4 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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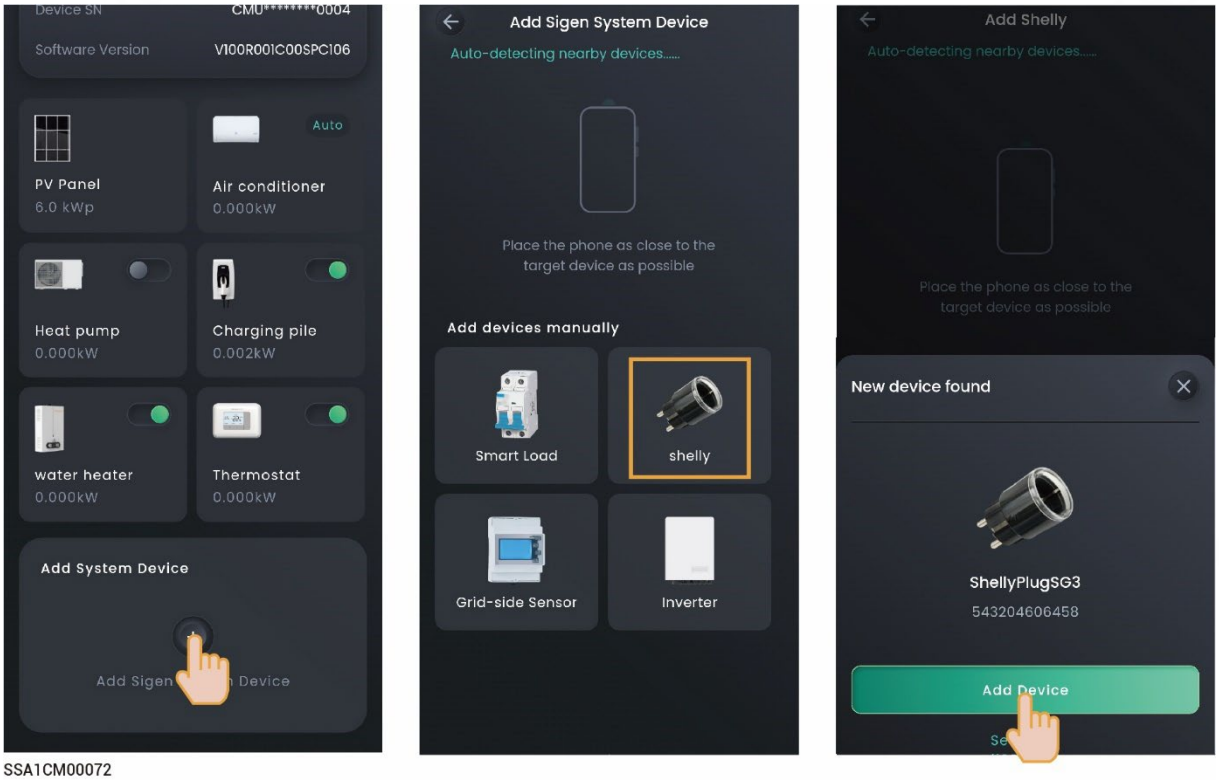
No.	Parameter name	Description
1	Operating Mode	• Manual • Auto
2	Manual	In "Manual" mode, when it is set to , you can start or stop the SG heat pump using the icon in the App.
3	Min Running Time	Sets the minimum time for the heat pump to operate after starting.

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.

3.1.10.5 Shelly smart switch

Tips

- Shelly needs to connect to the same WLAN network as SigenStor.
- You need to turn on the Bluetooth feature before connecting to Shelly.



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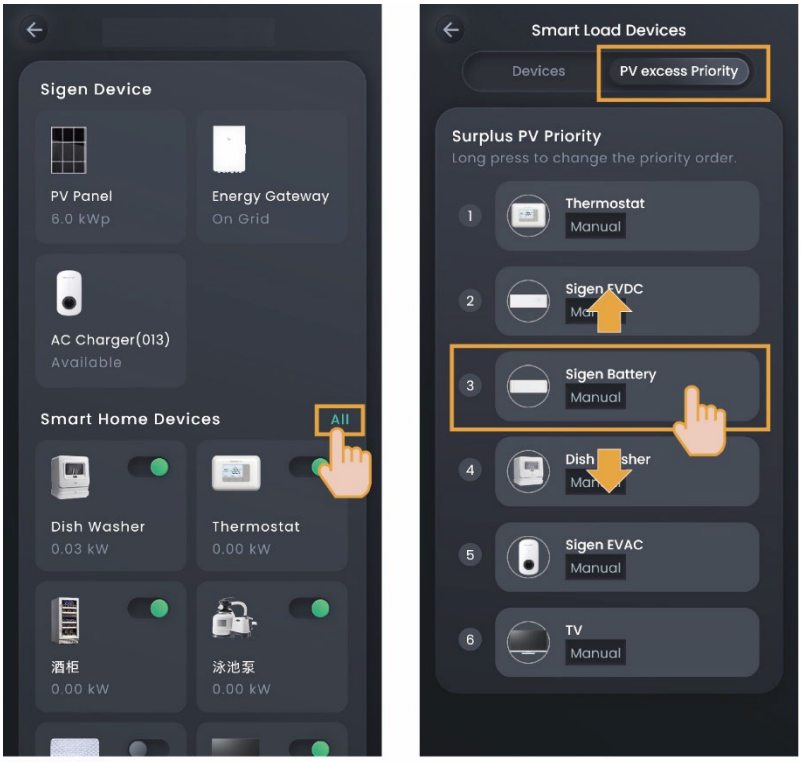
3.1.10.6 Adjust load priority

Select the load and drag it up or down to adjust the load priority.



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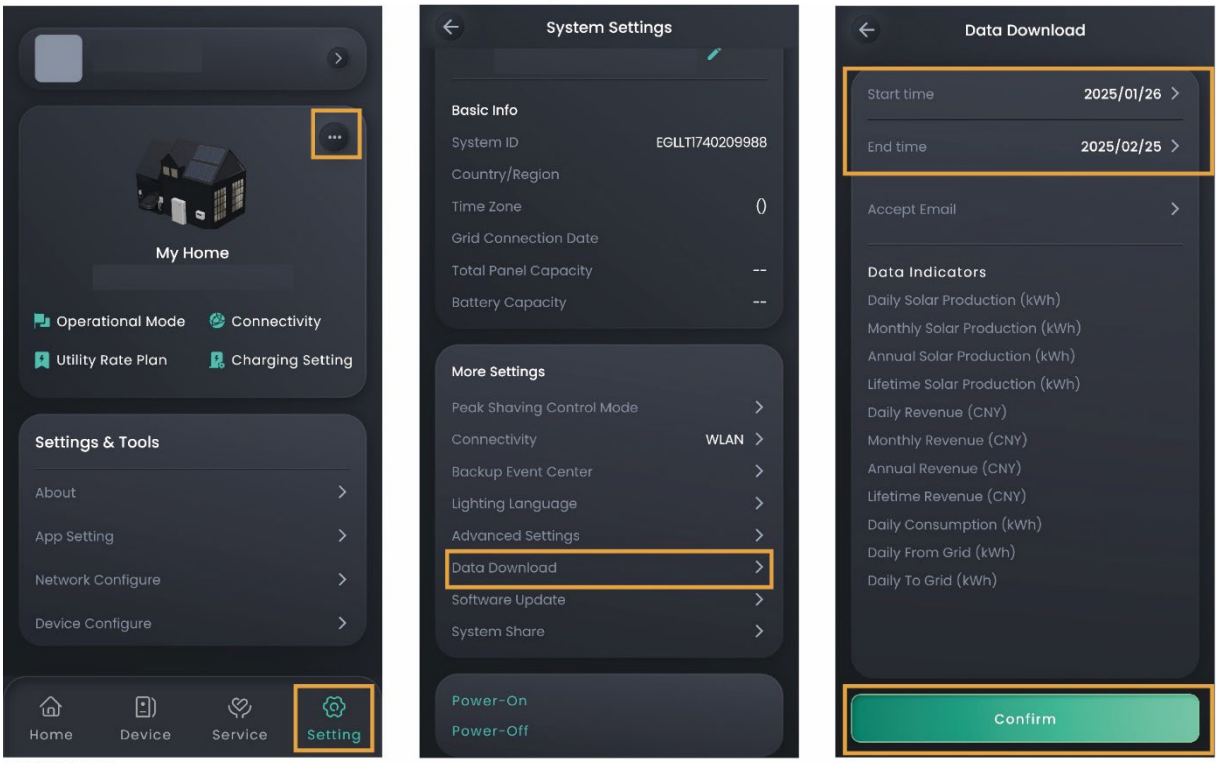
3.1.11 Downloading station data



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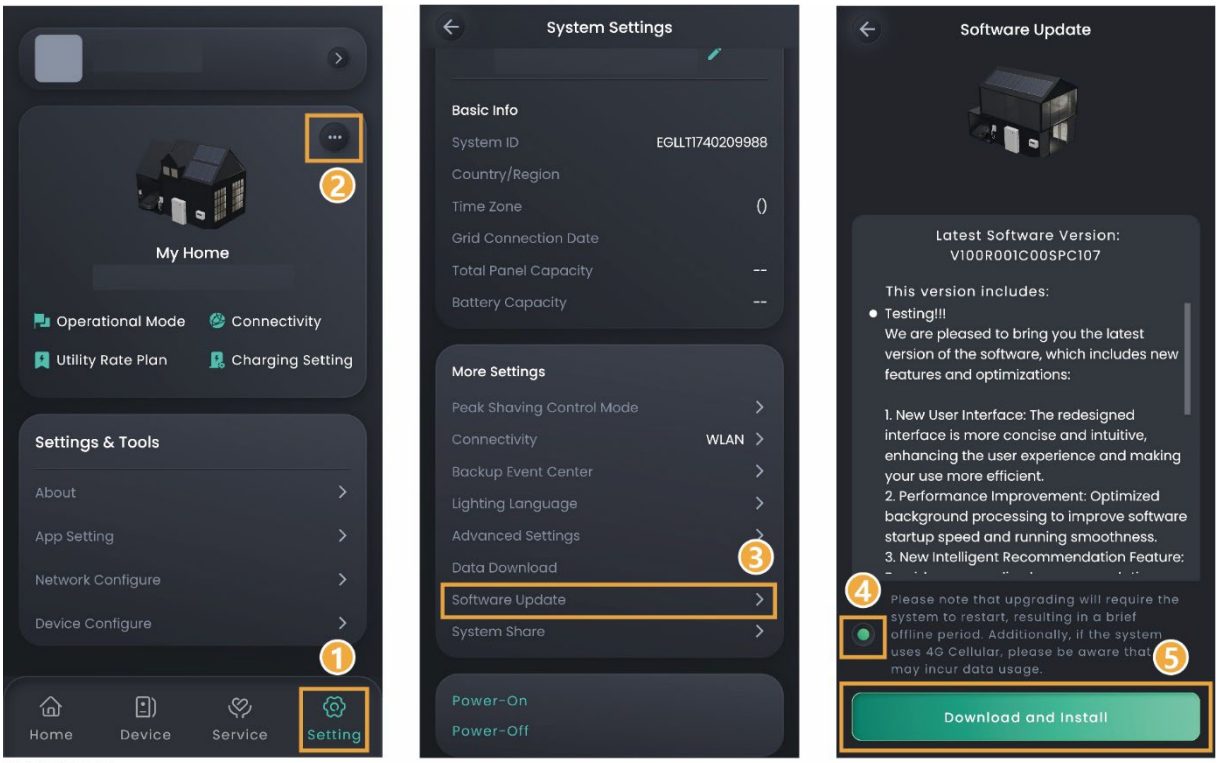
3.1.12 Station software upgrade



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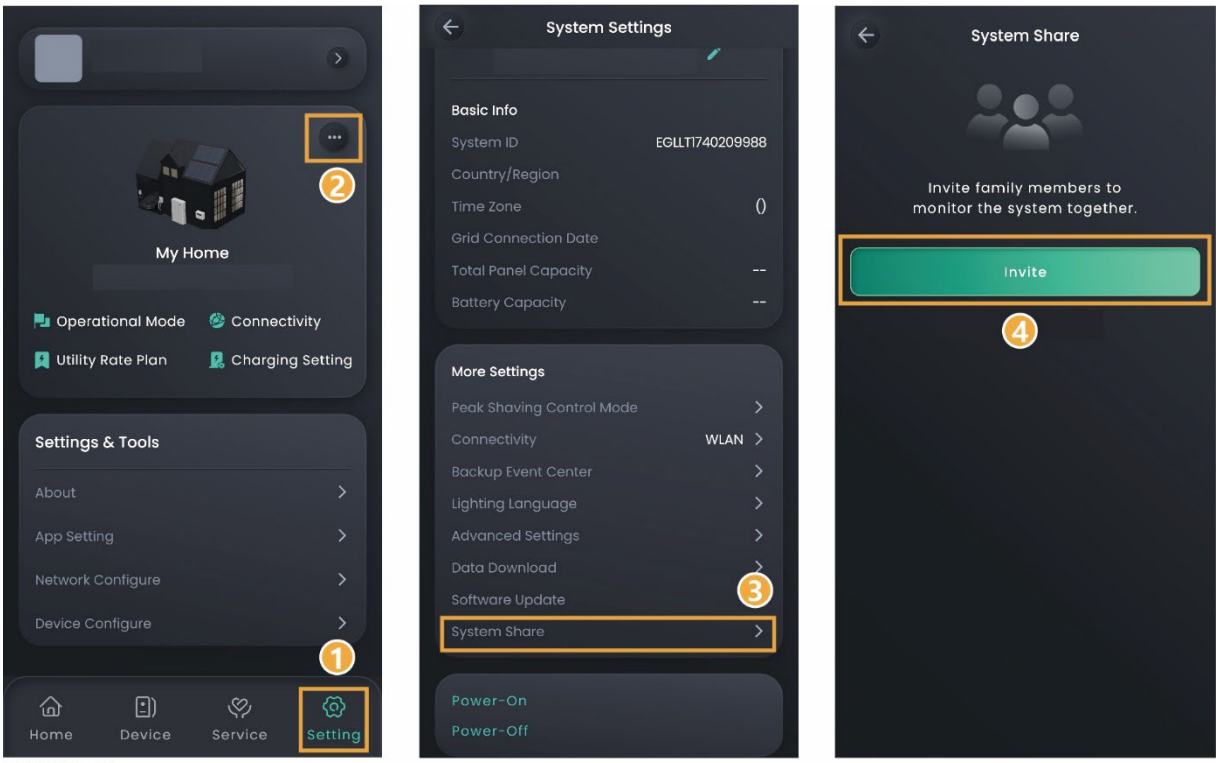
3.1.13 Station shares



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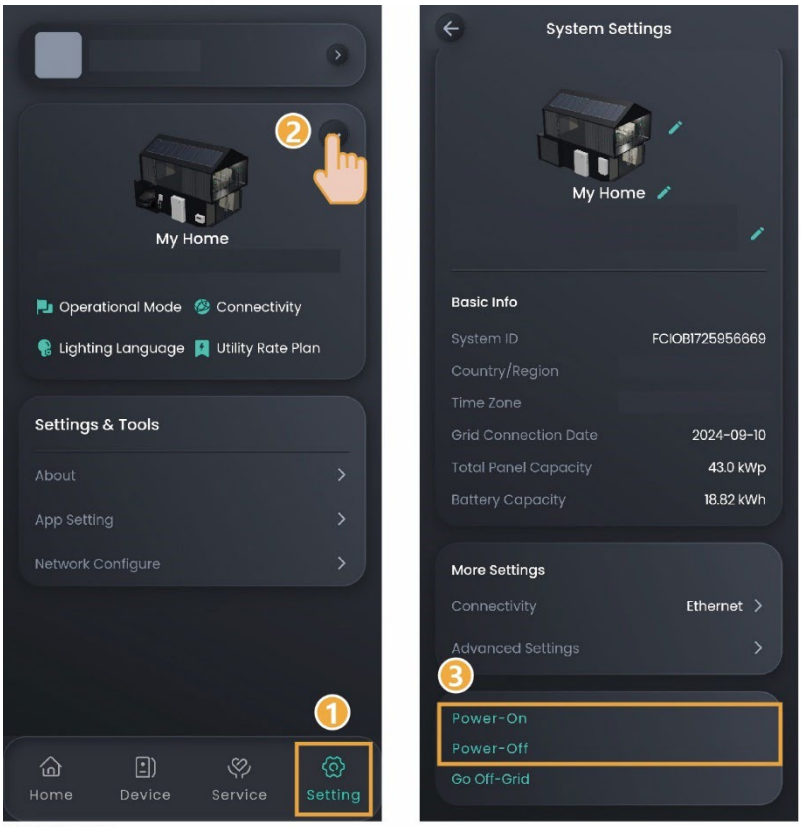
3.1.14 Device power-on/off

Batch power-on/off



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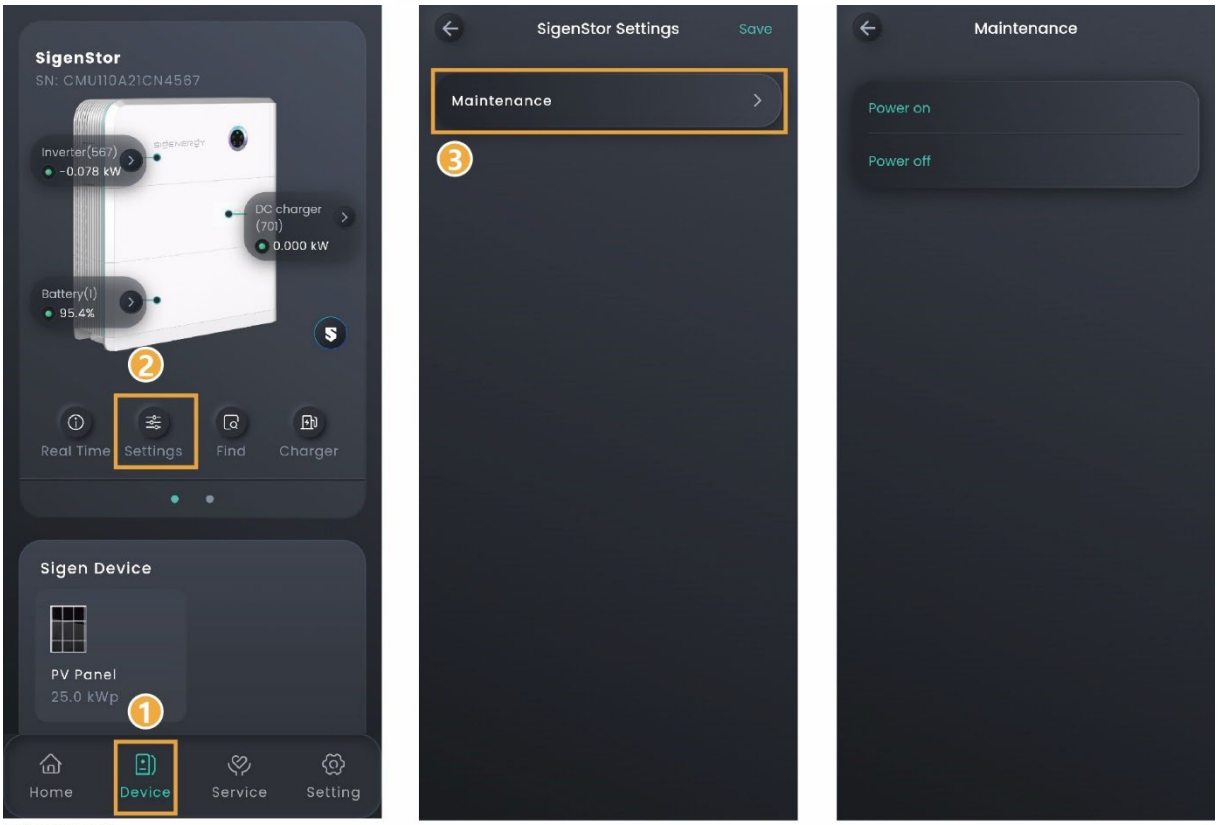
Power-on/off of a single device

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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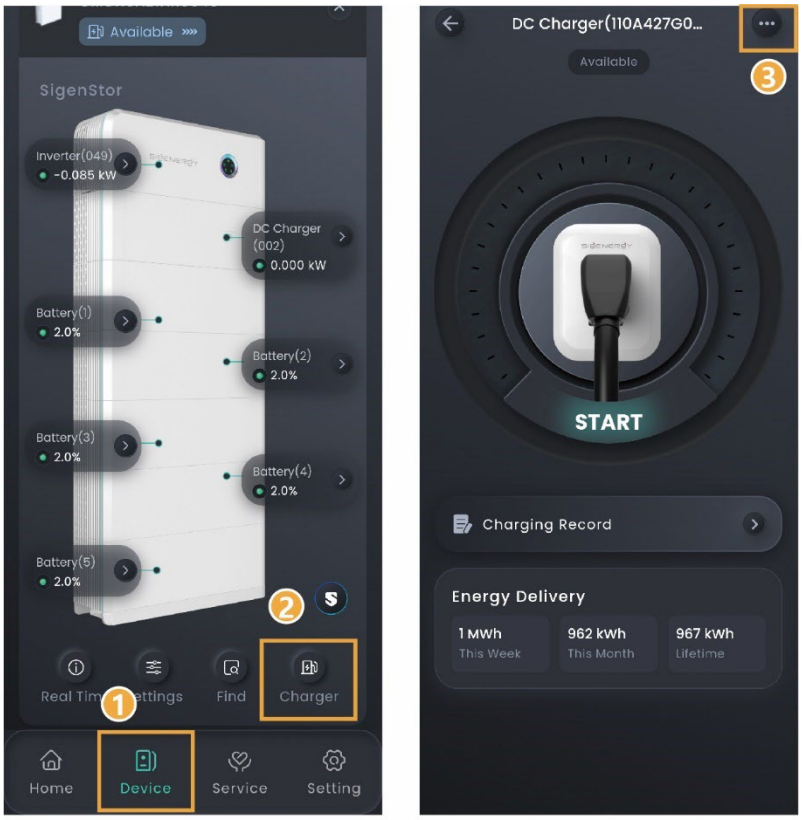
3.2 Device parameter setup

3.2.1 Sigen EV DC Charging Module



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No.	Parameter name	Description
1	Charging Mode	Set the Sigen EV DC Charger charging mode.The available charging modes include Fast Charging, PV Surplus Charging (EVDC > Battery), and PV Surplus Charging (Battery > EVDC).
2	Charging Setting	Charging power allowed for EVDC: The maximum charging power permitted for EVDC.
3	OCPP Settings	When it is set to , the Sigen EV DC Charger can connect to the OCPP server, and users can

No.	Parameter name	Description
		select the OCPP platform from the URL drop-down menu.
4	Authorization	Set the charging authentication. When it is set to  , unauthenticated charging is allowed.
5	Card Management	Bind a Sigen RFID card.

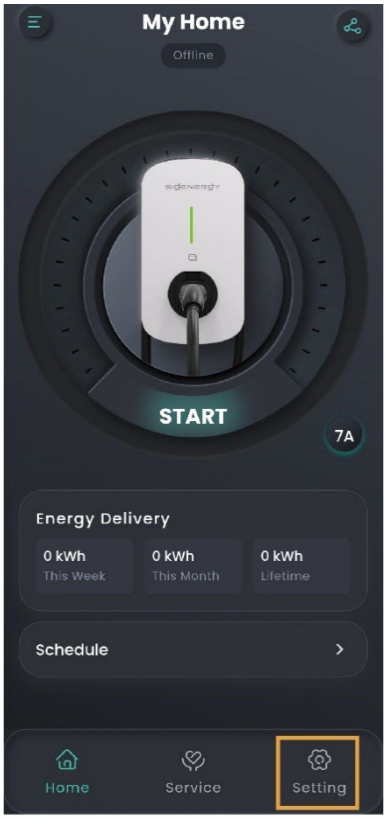
Tips

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

> **Tips**
>
> In pure charging scenarios, only one Sigen EV AC Charger can be connected. In PV charging or PV storage scenarios, one SigenStor can connect up to two Sigen EV AC Chargers.

Pure charging application



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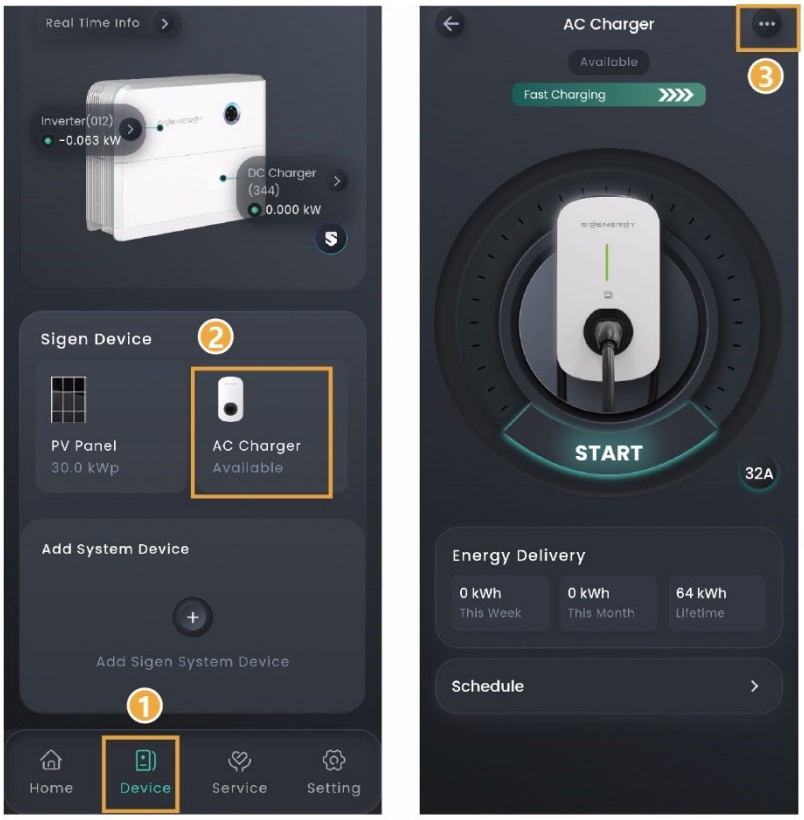
PV charging or PV storage & charging application

Tips

- To connect a Sigen EV AC Charger, you need to connect the FE network cable to SigenStor.
- To connect two Sigen EV AC Chargers, you need to connect them to the same WLAN network as SigenStor. For the steps to add them, refer to 2.3.7 After-sales service.



SSA1CM00070

No.	Parameter name	Description
1	Charging Record	You can view the charging records.
2	Charging Mode	Set the charging mode of Sigen EV AC Charger. Charging mode options include

No.	Parameter name		Description
			Fast Charging, Solar Boost Charging, and 100% PV Charging.
3	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.
4	Authorization		Set the charging authentication. When it is set to  , unauthenticated charging is allowed.
5	Card Management		Bind a Sigen RFID card.
6	Advanced Mode	Output Mode	Select single-phase or three-phase output as needed.
7		Dynamic load management	When Power Sensor is installed in the networking and is not in off-grid state, and 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

No.	Parameter name		Description
			by the installer when creating new systems to prevent the Household Circuit Breaker in the distribution panel from being disconnected.
8		Home air circuit breaker rated current	The current specification of the household circuit breaker controls the charging power of the AC pile so that the household current is less than the set value.
9		Allow charging when off-grid	When it is set to  , charging is allowed during off-grid operation.
10	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.

No.	Parameter name		Description
			3. Set "Obtain IP address automatically" to  and edit parameters. Re-connect the network cable to the device.
11		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 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.
12		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

No.	Parameter name		Description
			card. ● When 4G is used for communication, users can view the monthly traffic usage and set a traffic usage threshold for each month.
13	Connectivity	Grid Code	Specifies a grid code based on the country/region when devices are used.
14		Home air circuit breaker	Specifies the rated current according to the home main incoming circuit breaker within the distribution panel.
15		Input circuit breaker rated current	Specifies the rated current according to circuit breakers connected to devices in the distribution panel.
16		Charging pile type	You can choose the charging pile type.
17		Ground mode	Specifies the grounding type according to local grid type.
18		Phase Type	Specifies the phase type according to actual wiring.
19		Maintenance	Reset: The device restarts.

Tips

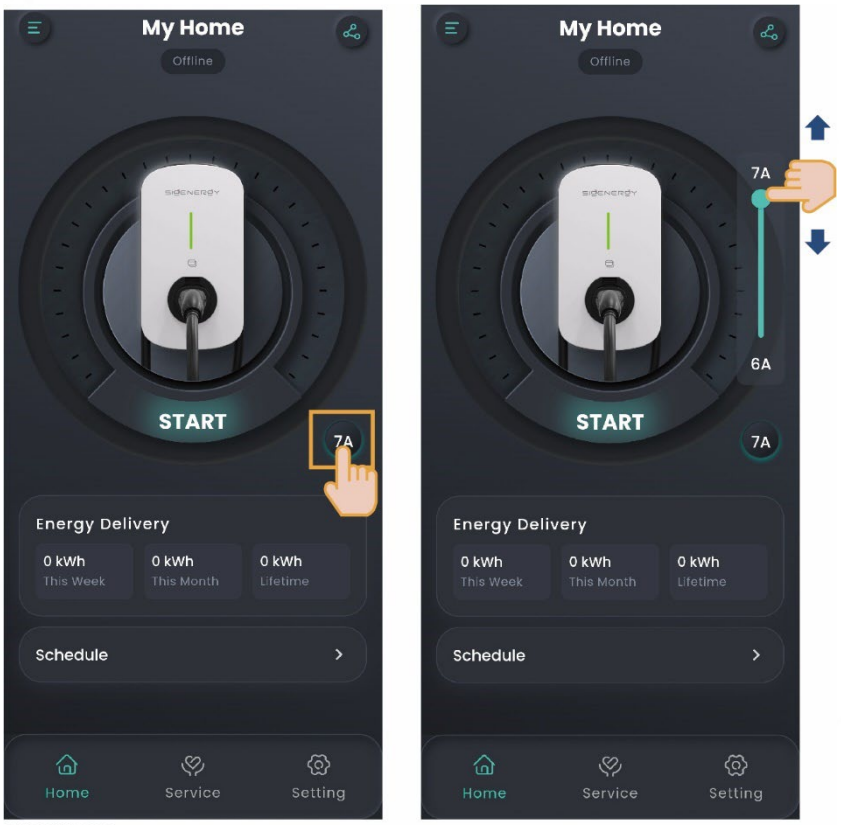
For use and precautions of the Sigen EV AC Charger, refer to the Sigen EV AC Charger User Manual.

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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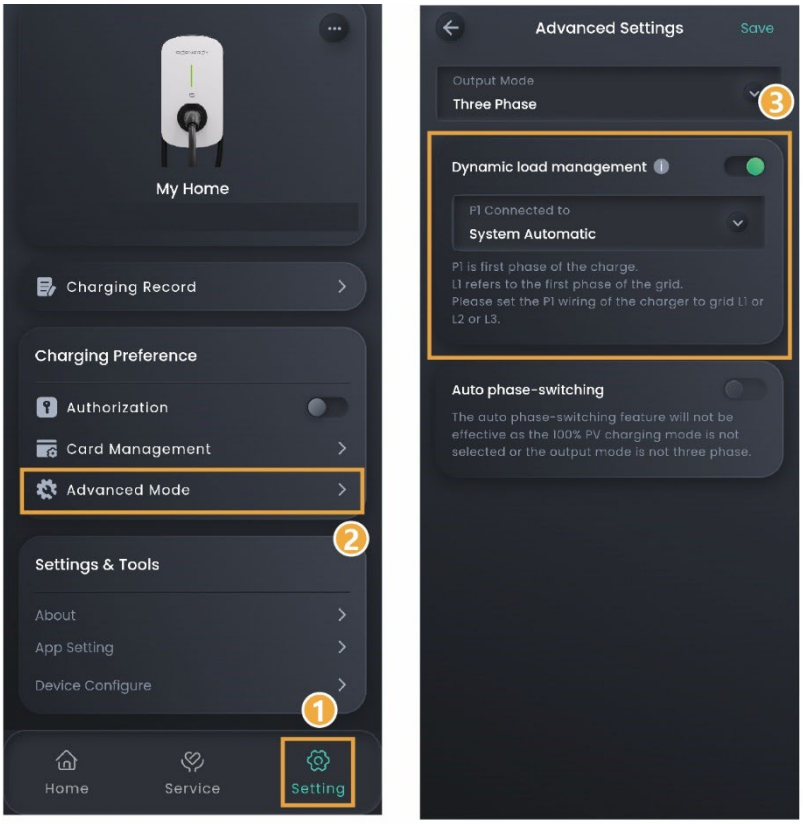
Automatic adjustment of DLM

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:

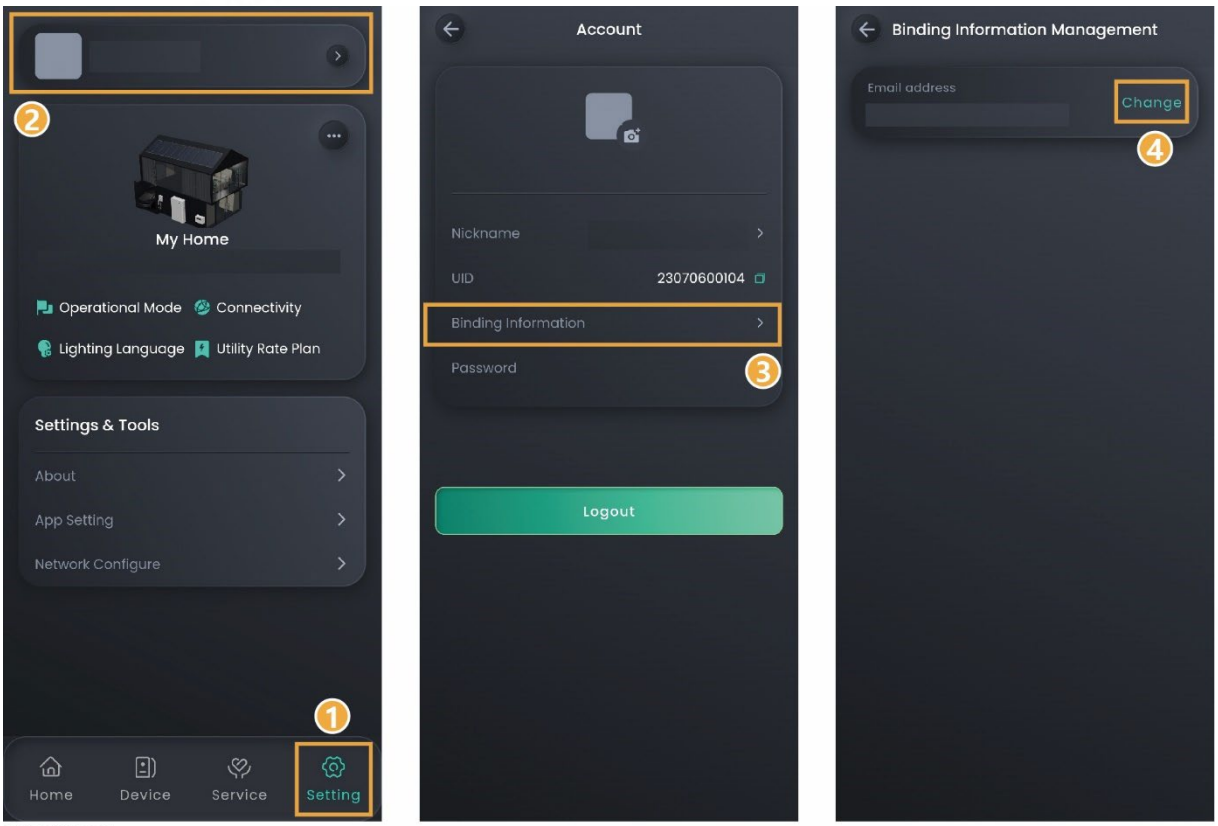
Click "Setting" and  on the screen top to change "Password."

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.

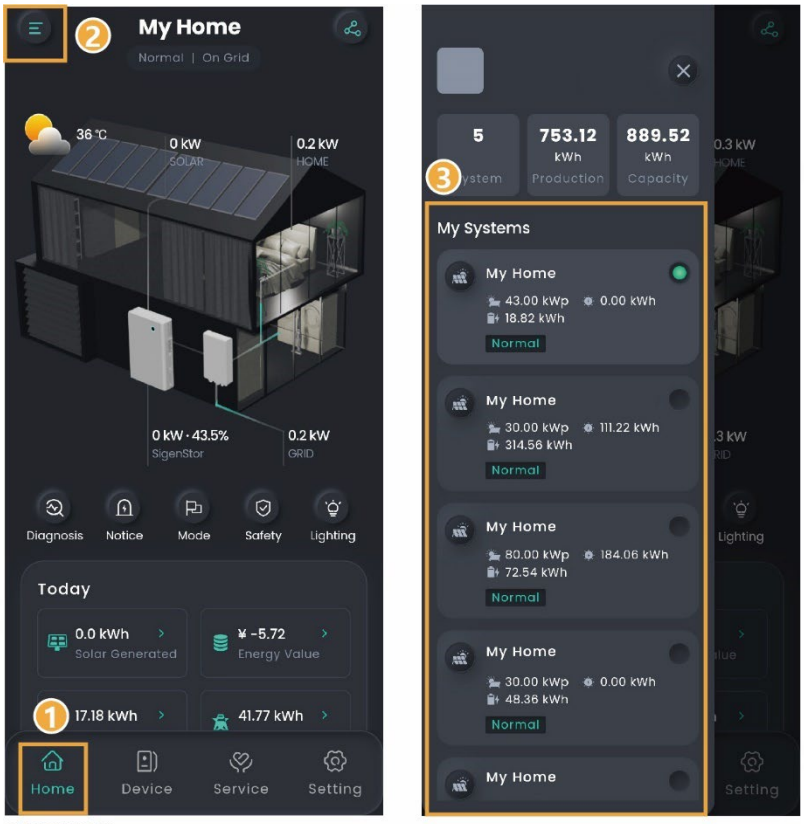
4.6 Upgrading mySigen

> **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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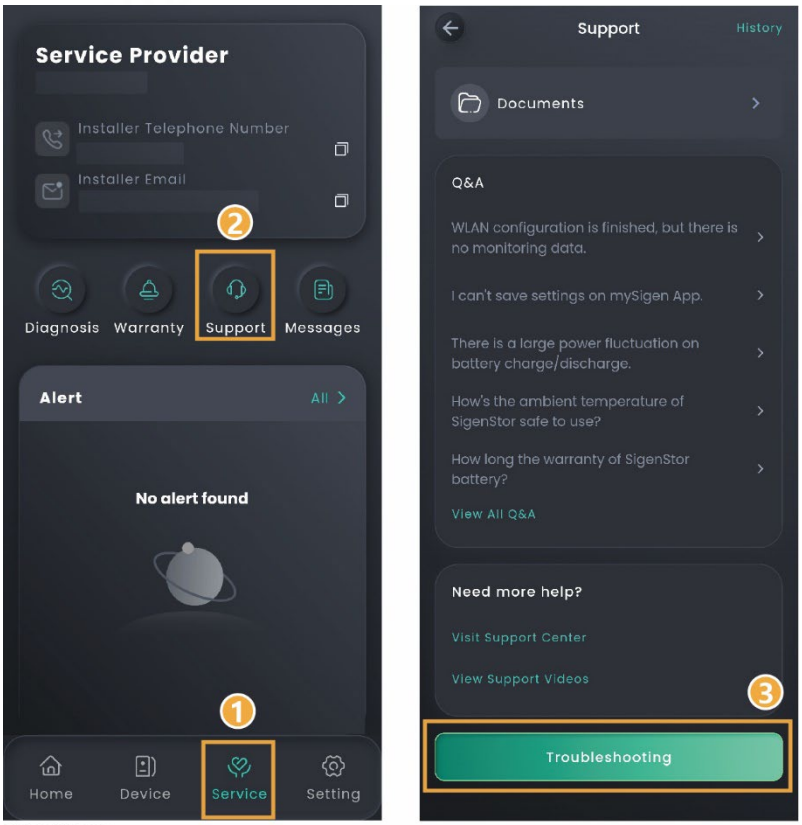
4.8 Support

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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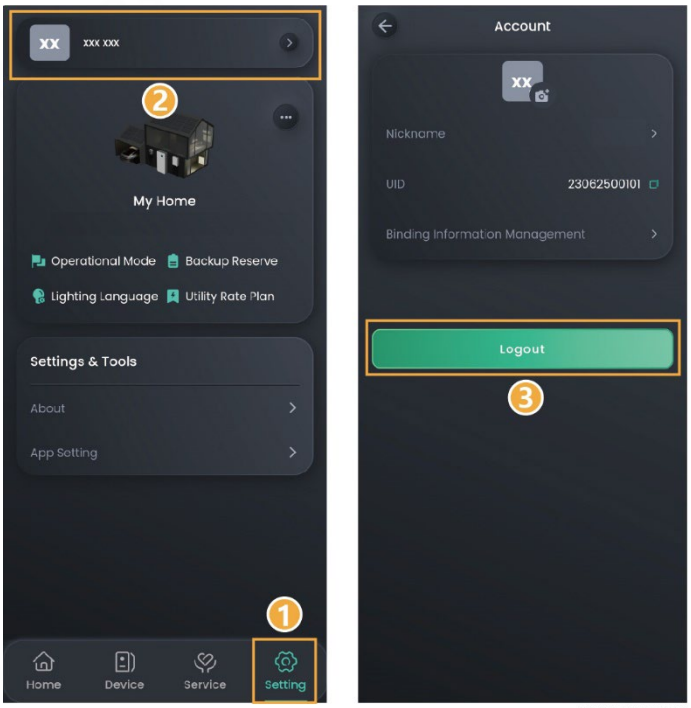
Tips

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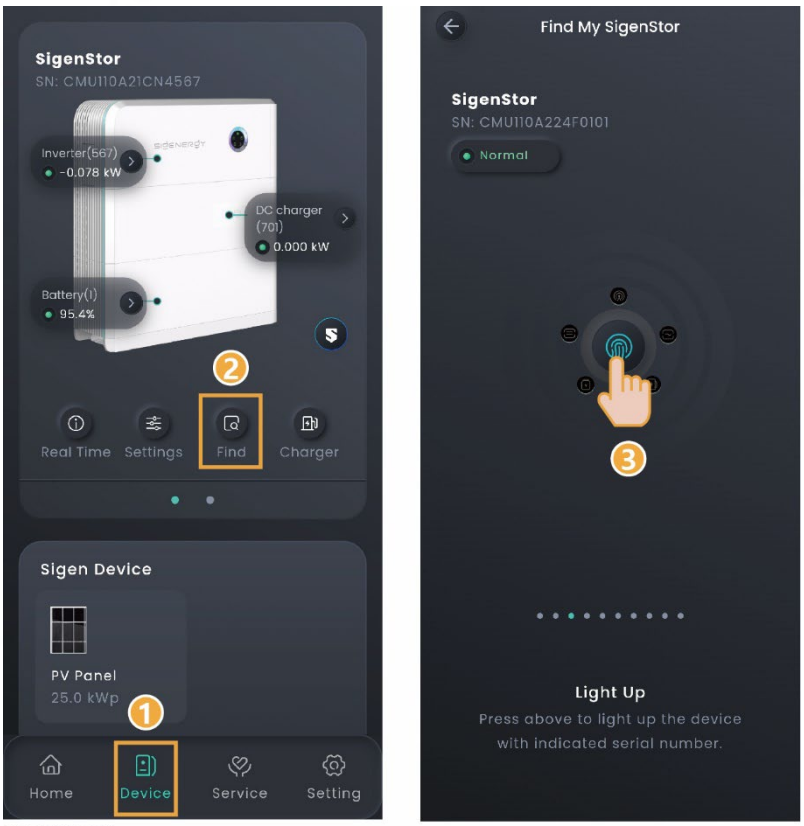
6.4 In grid connection scenarios, how can I quickly identify where SigenStor is installed?

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?

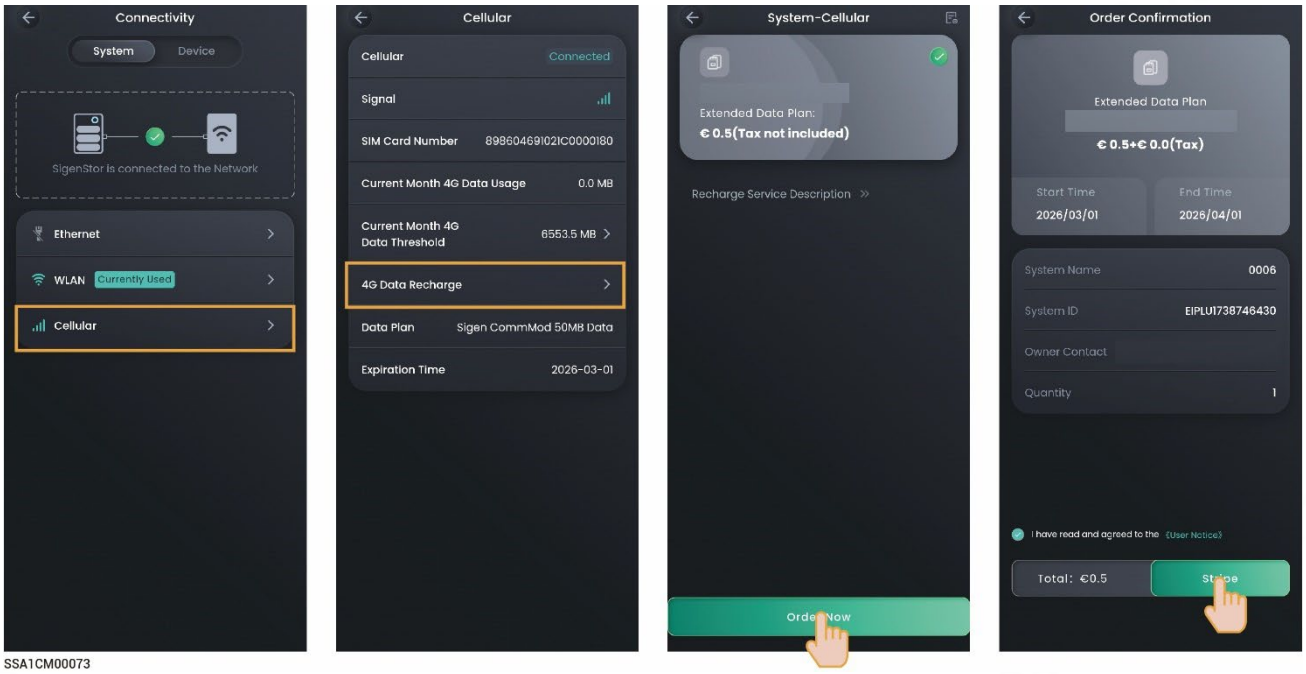
You can re-configure the network settings using a device hotspot in "Setting" → "Network Configure" or "Device Configure."

Tips

If you still cannot connect to the device hotspot, disconnect the AC circuit breaker and DC switch of the device, wait for the device indicator to go out, then turn on the AC circuit breaker and DC switch again, wait for 30 seconds, and then rescan the device QR code and configure the network according to the above steps.

6.6 How to recharge the Sigen CommMod data when it is used up?

You can recharge the desired data plan by going to "  "→ "Connectivity" on the power station homepage.



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