

mySigen App

User Manual



Version: 02


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Revision History

Version	Date	Description
02	2024.01.15	<ul style="list-style-type: none">● Updated Chapter 2 Information Query.● Updated Chapter 3 Parameters Setup.● Added Chapter 4 Switch Accounts.● Added Chapter 5 Support.
01	2023.09.15	First official release.

Overview

Introduction

This document describes how to use the mySigen App.




Readers

This document is intended for:

Product 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 may result in death or serious personal injury.
 Warning	Danger. Failure to comply may 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.

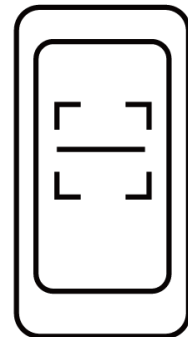
Chapter 1 Install and Log in to the App

1.1 Download the App

Requirements for the mobile phone operating system:

To ensure the stability of various features, you are advised to use Android OS 6.0, iOS 12.0 or later versions.

The App can be downloaded in the following two ways:



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This document takes version 1.6.1 as an example to introduce relevant operations.

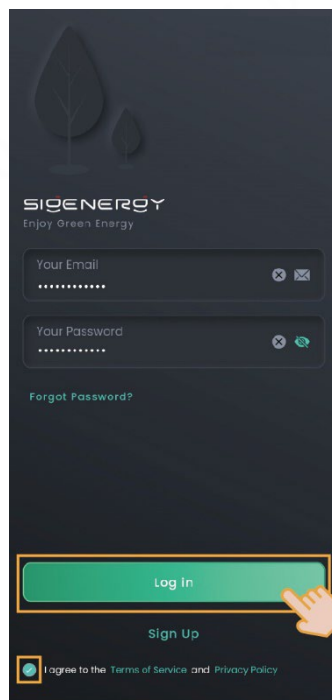
1.2 App login

Register an account

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 with account:

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



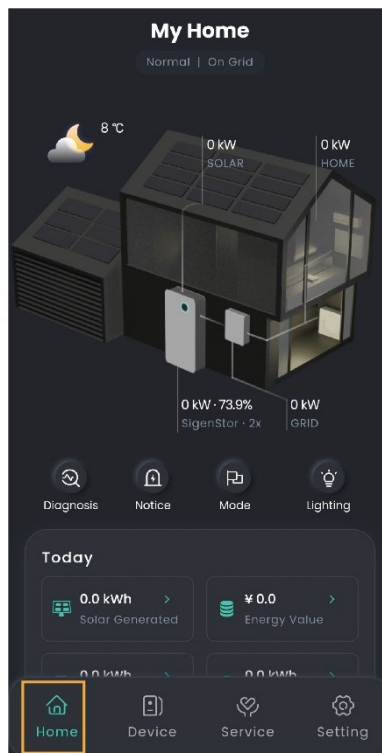
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Chapter 2 Information Query

2.1 Power Station

2.1.1 Operation Information

The operation information, including "Diagnosis", "Notice", "Mode", and "Lighting", can be viewed at the "Home" screen.



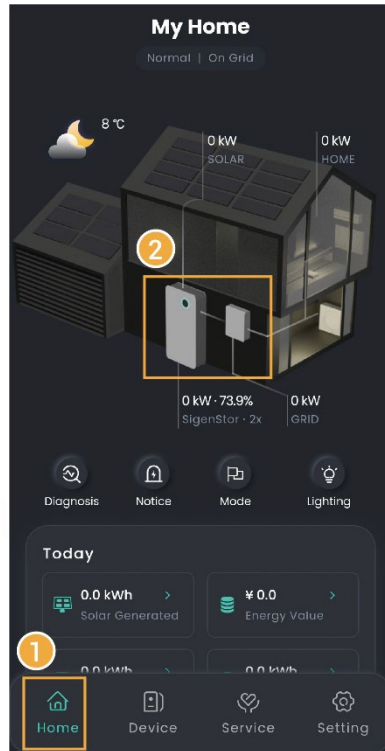
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2.1.2 Operation Information of a Single Unit

The operation information of a single unit can be accessed through two methods.

Way 1: Click "Home" → Product Pattern.

Way 2: Click "Device".



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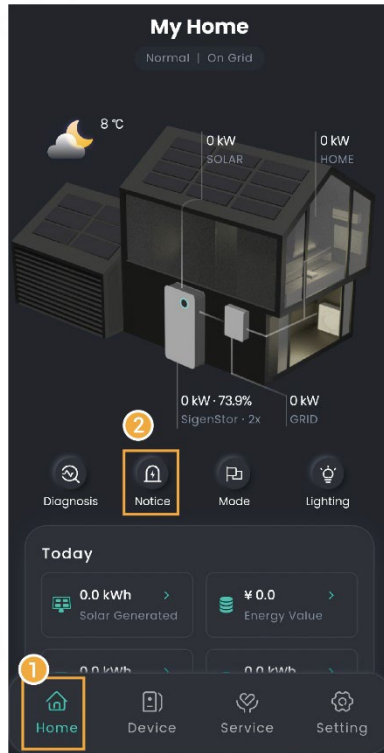


2.1.3 Alarm Information

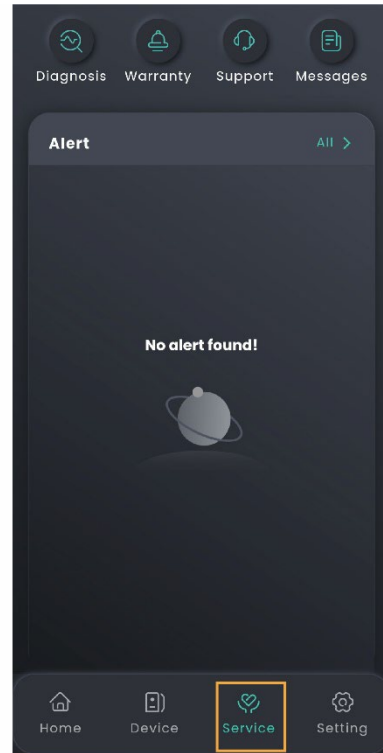
There are two ways to query alarm information.

Way 1: Click "Home" → "Notice".

Way 2: Click "Service".



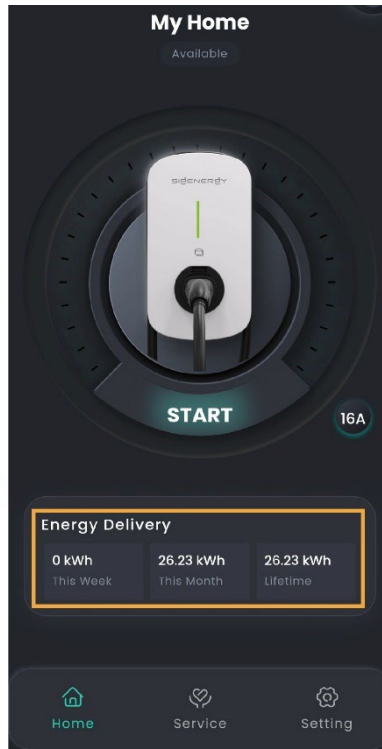
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2.2 Sigen EV AC Charger

2.2.1 Operation Information

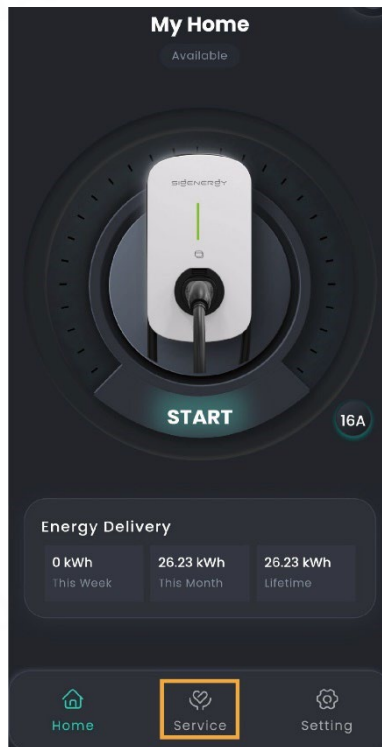
You can query operation information from "Energy Delivery" on the Home page.



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2.2.2 Alarm Information

Click "Service" to view.



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2.2.3 Charging Records



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2.3 Warranty Information

Click "Service" → "Warranty" to view.

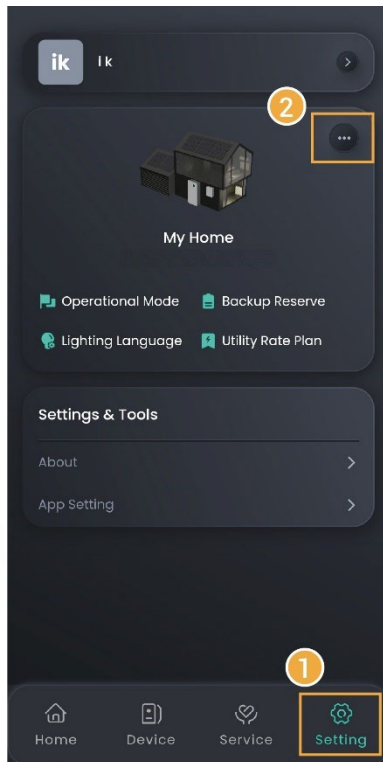
2.4 App Version

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

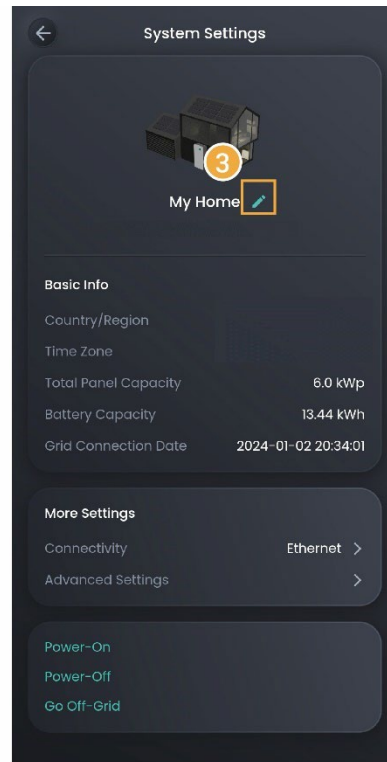
Chapter 3 Parameters Setup

3.1 Station Parameters

3.1.1 Change the station name



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3.1.2 Set the energy storage operating mode

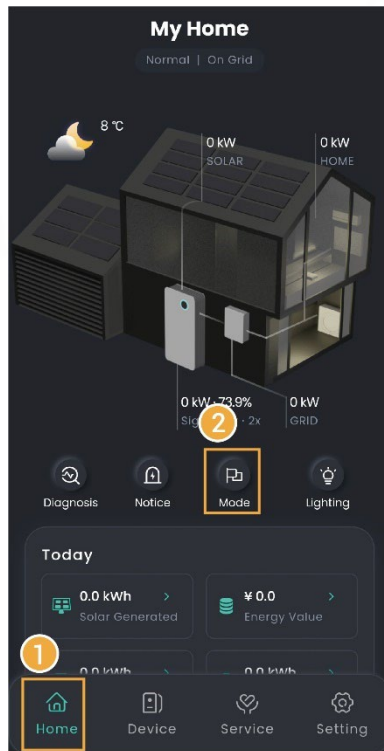
Tips

- **There are four operating modes of the energy storage system: Sigen AI Mode, Self-Consumption Mode, Fully Fed to Grid Mode, Time-based Control Mode, The Sigen AI Mode is recommended.**
- **Sigen AI Mode can be used in some countries, which is explicitly stated on the App interface.**

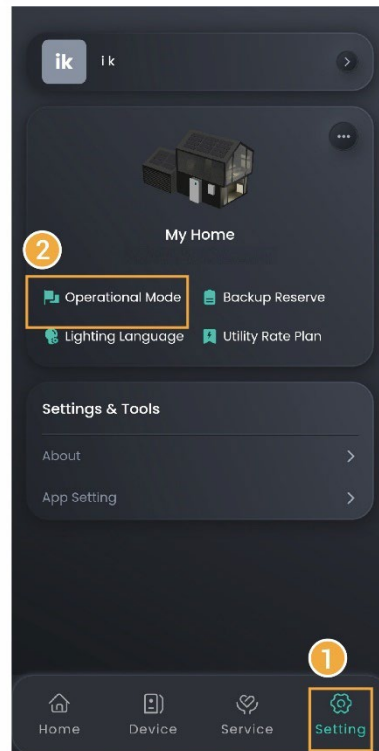
There are two ways to set the operating mode:

Way 1: Click "Home" → "Mode"

Way 2: Click "Setting" → "Operational Mode"

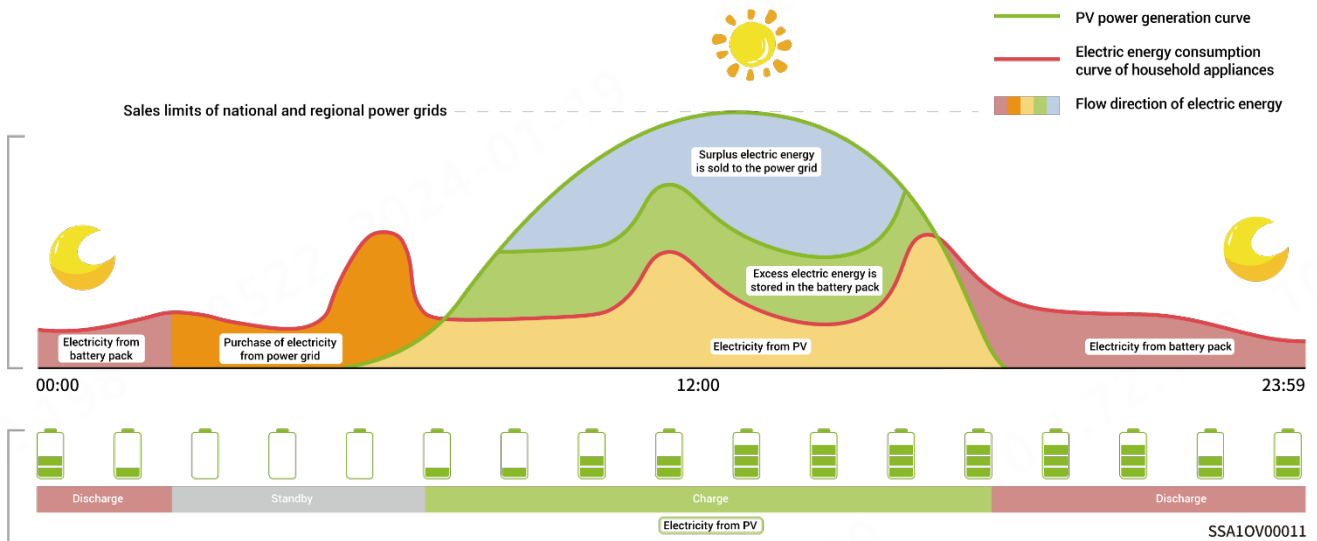


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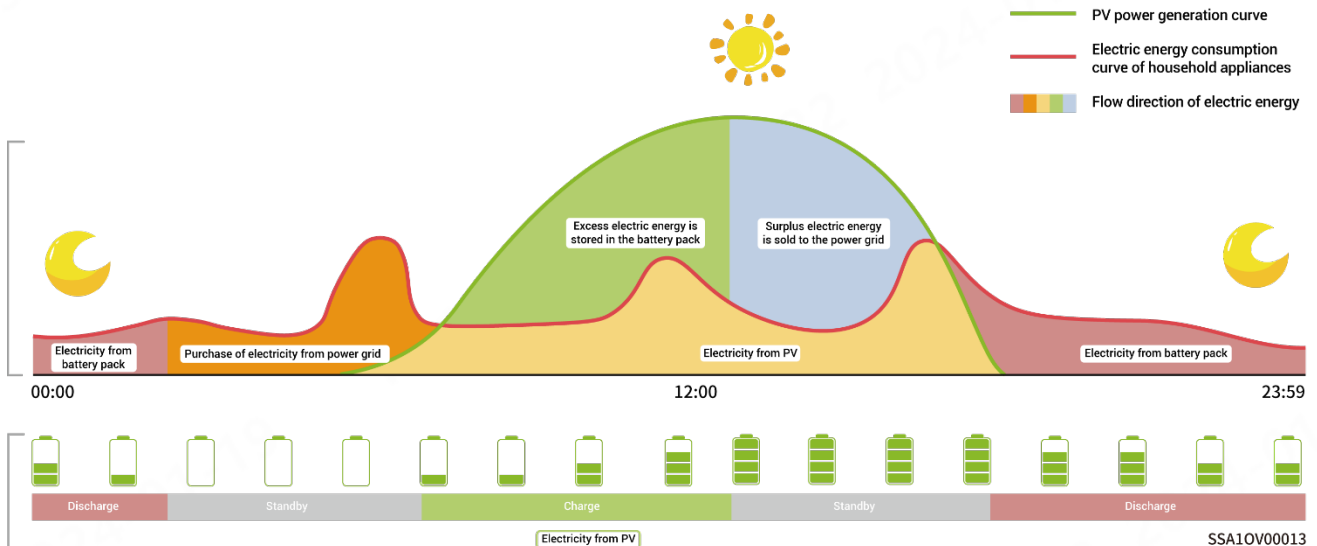
Sigen AI Mode

By recording the peaks and troughs of users' consumption habits and local electricity prices for a period of time, Sigen AI mode can customize smart electricity solutions to maximize savings for customers.



Self-Consumption Mode

When the solar is sufficient, electricity generated by photovoltaic system will be supplied to load first, the surplus energy will be stored in battery, then the excess electricity will be exported to the grid. When the solar is insufficient, the battery will release electricity to supply load, so as to improve the percentage of electricity generated for in-house use and the self-sufficiency rate of household energy, thus saving electricity costs.



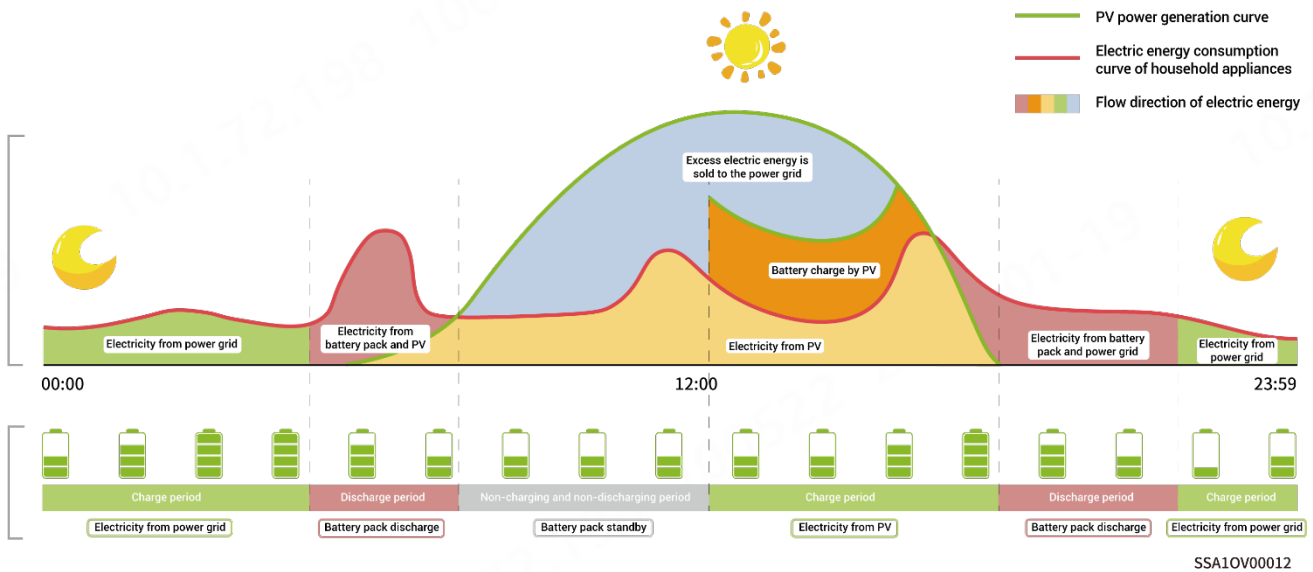
Fully Fed to Grid

The PV power generation can be maximized for sale to the power grid. During the

daytime when the PV-generated power is greater than maximum output capacity of the inverter, the inverter stays at maximum output while the excess electricity is stored in batteries; when the PV-generated power is lower than maximum output capacity of the inverter or when no PV power is generated at night, the batteries are discharged to ensure that the inverter can maximize the output.

Time-based Control Mode

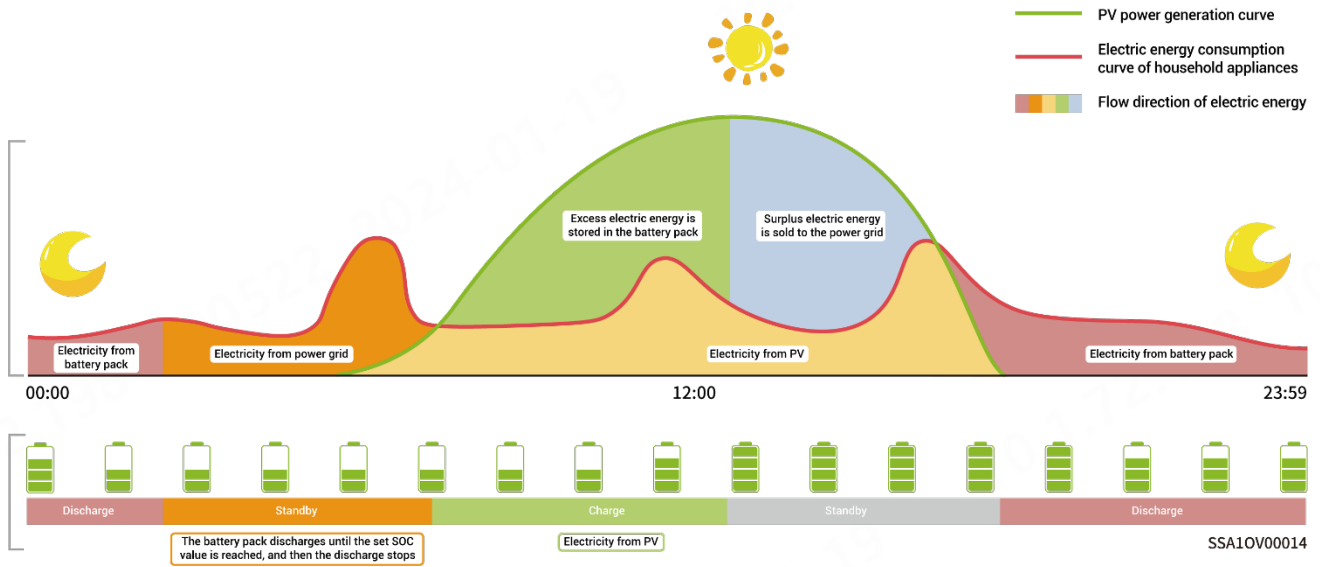
In Time-based Control Mode, the charging period and discharge period should be manually set in the mySigen App, and the other periods are non-charging and non-discharging ones. The surplus electricity generated by PV during the day can be sold to the grid or charged to the battery, and the battery can be charged at night during the period of low electricity price of the grid to save electricity costs.



Backup Reserve

If there is a Gateway in the network, you can manually set the "Backup Reserve" value in mySigen App. When the grid is connected, the battery stops discharging when the set backup SOC is reached; when the grid is powered down, the battery power from the backup can be used.

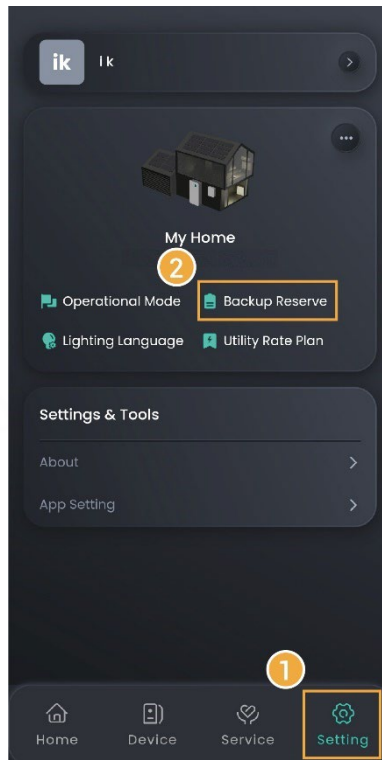
Example: Self-Consumption Mode involves backup SOC.



3.1.3 Reserve capacity setup

Tips

- **Please skip this section if the Gateway is not set up.**
- **Set this manually depending on the region's power failure frequency and the time away from home.**

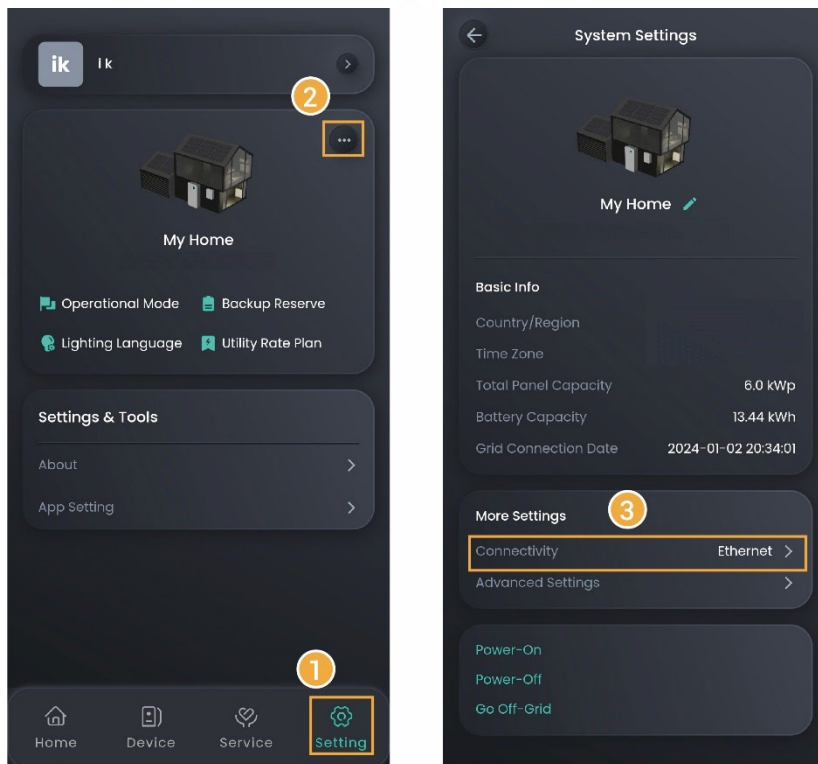


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3.1.4 Change the type of network connection

Tips

- **Ethernet is recommended. You are not advised to change the network type when the network is stable.**
- **It's not advisable to connect an unencrypted WLAN, since this may cause the network to be unavailable.**
- **When using only WLAN, do not switch to other WLAN.**
- **If FE is used, you need to connect an unavailable router to change FE parameters, change parameters in the App, and insert the device.**



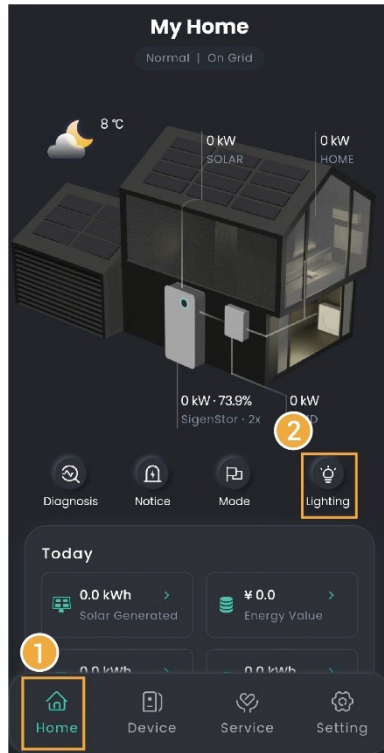
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3.1.5 LED light status setup

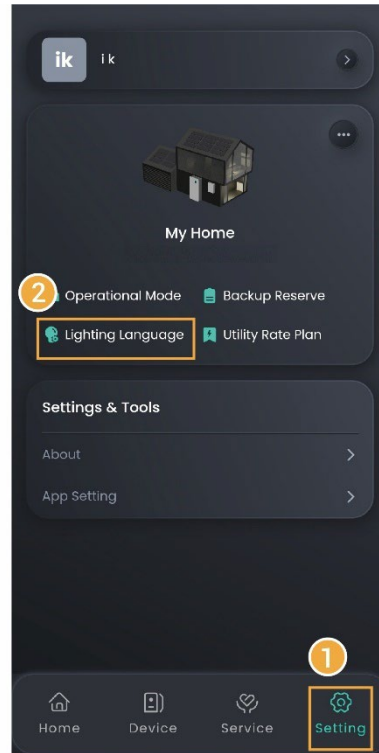
There are two ways to set the LED light status

Way 1: Click "Home" → "Lighting".

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



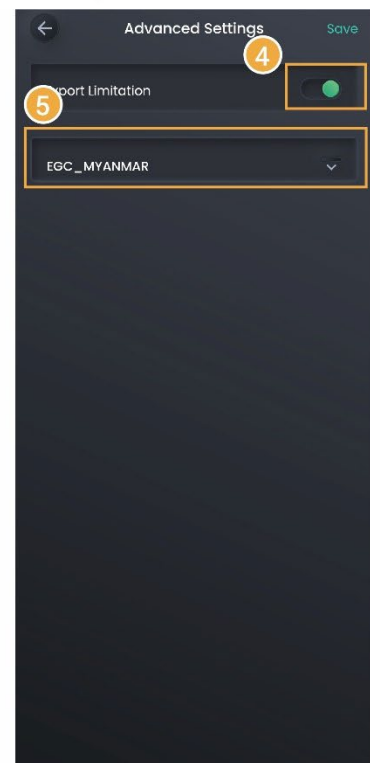
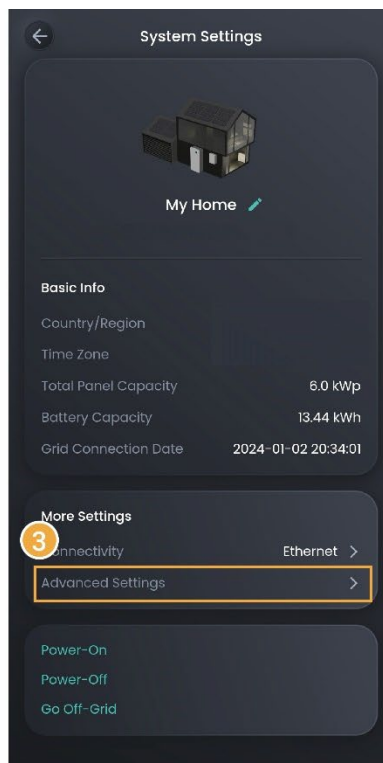
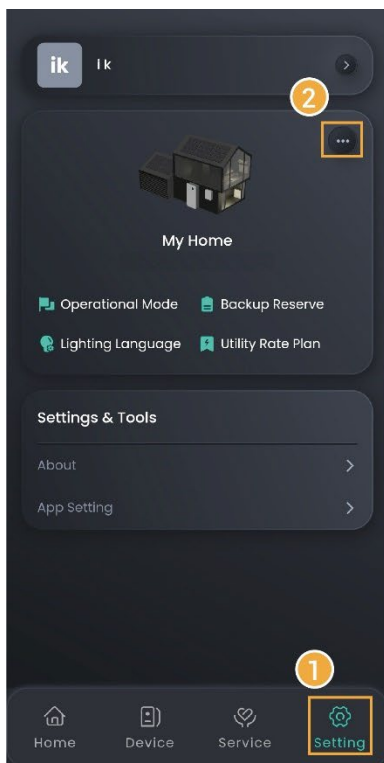
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3.1.6 Anti-countercurrent parameters setup

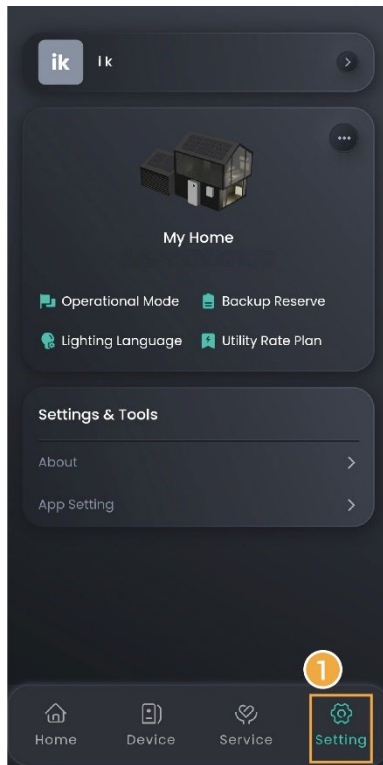
Tips

- **At the beginning, the installer sets the anti-countercurrent parameters based on user's requirements.**
- **If you need to change the parameters later, please manually set up the anti-countercurrent parameters following the local laws and regulations and power grid agreements.**

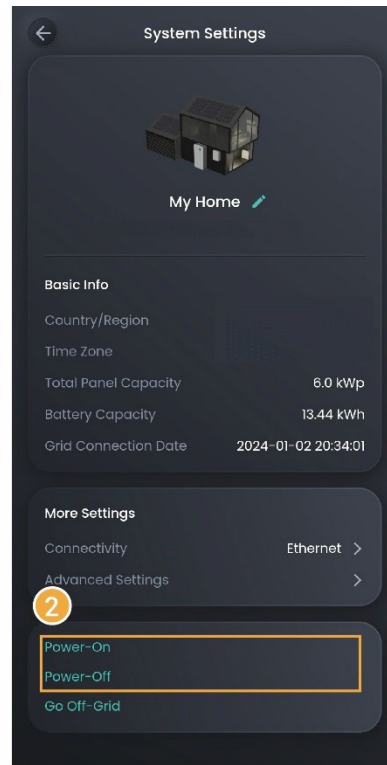


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3.1.7 Equipment Powering-on/Power-off



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3.2 Sigen EV AC Charger Parameters

Tips

This document provides only the ways to set parameters. For equipment use, please refer to the Sigen EV AC Charger User Manual.

3.2.1 Binding IC Card

Go to "Setting" → "Card Management" and bind your IC card.

3.2.2 Charging/Stop Charging Settings

- **Manual Start/Stop From App**

On the "Home" page, click "START" or "STOP".

- **Unauthenticated Charging Mode**

On the "Setting" page, set "Authentication" to .

Tips

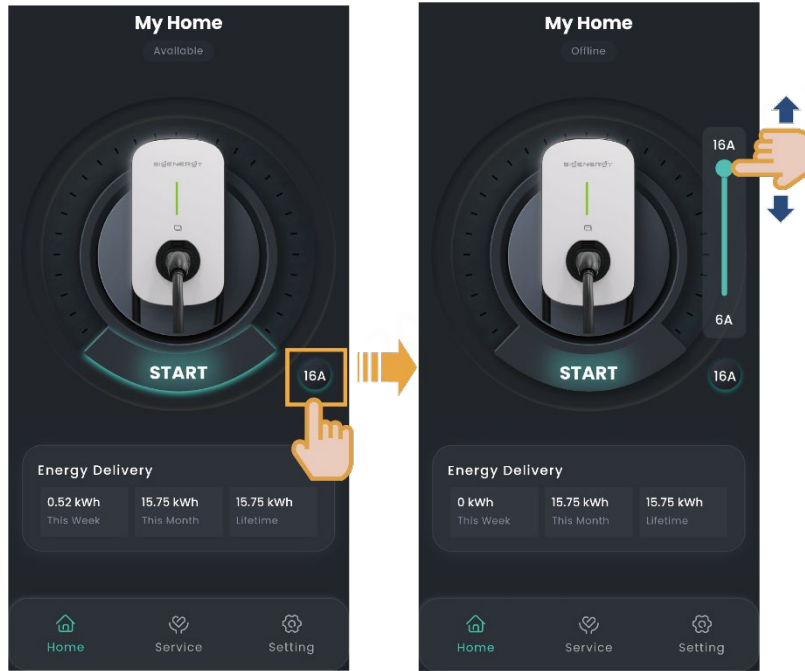
It should be noted that when the unauthenticated charging mode is enabled, any vehicles can use this equipment for charging.

3.2.3 Charging Current Adjustment

To adjust the charging current, set the output current on the "Home" page.

Tips

The higher the output current is, the higher the charging power is.



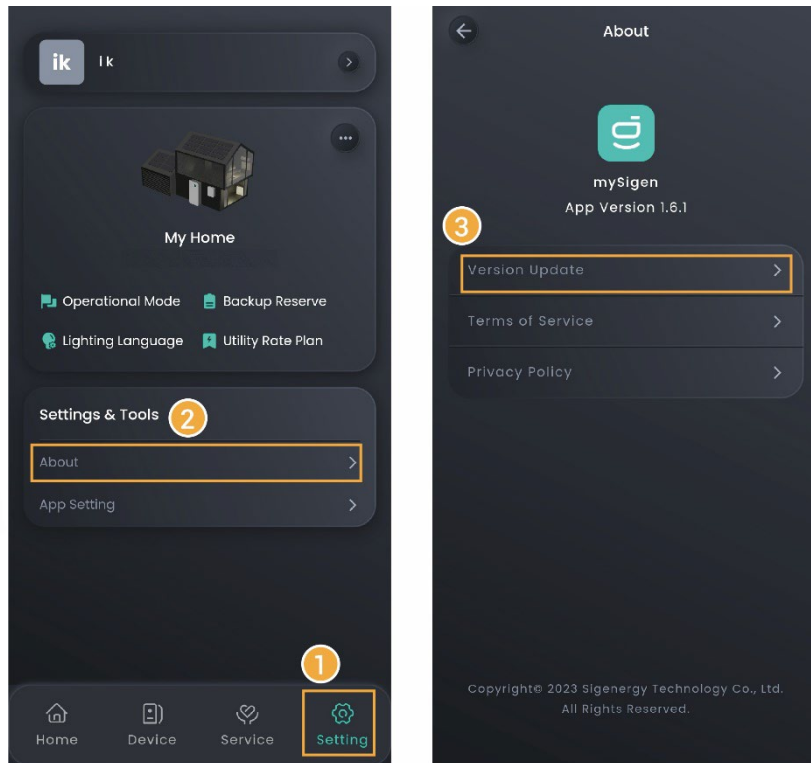
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3.3 App Parameters

3.3.1 Upgrade the mySigen App software

Tips

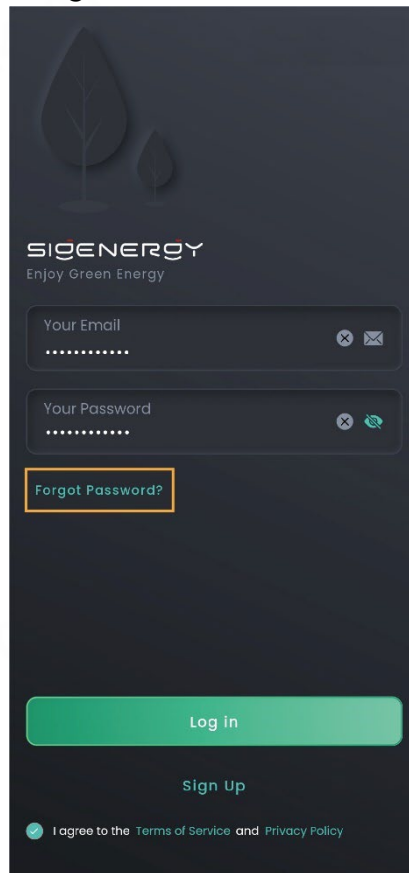
For best compatibility and performance, the mySigen App version is recommended to be upgraded regularly.



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3.3.2 Change password

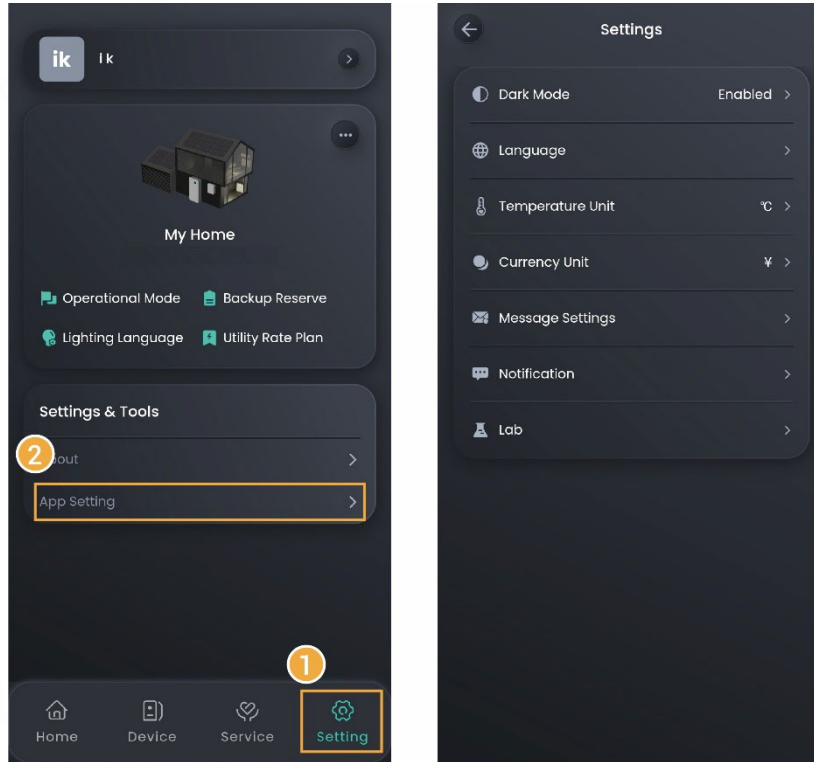
Tap "Forgot Password" on the login screen to reset the password.




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3.3.3 Parameter Setting on "App Setting" Page

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



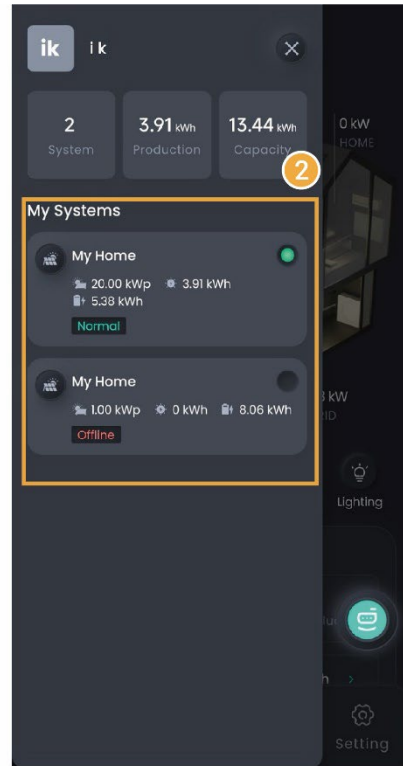
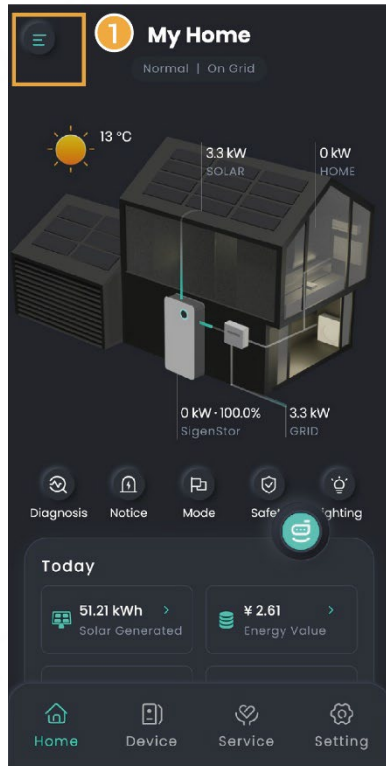
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No.	Parameter Name	Description
1.	Dark Mode	Sets the display style of the App.
2.	Language	Sets the display language of the App.
3.	Temperature Unit	Sets the unit of temperature. The unit of temperature commonly used in the local area is set in the 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.

No.	Parameter Name	Description
		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  .

Chapter 4 Switch Accounts

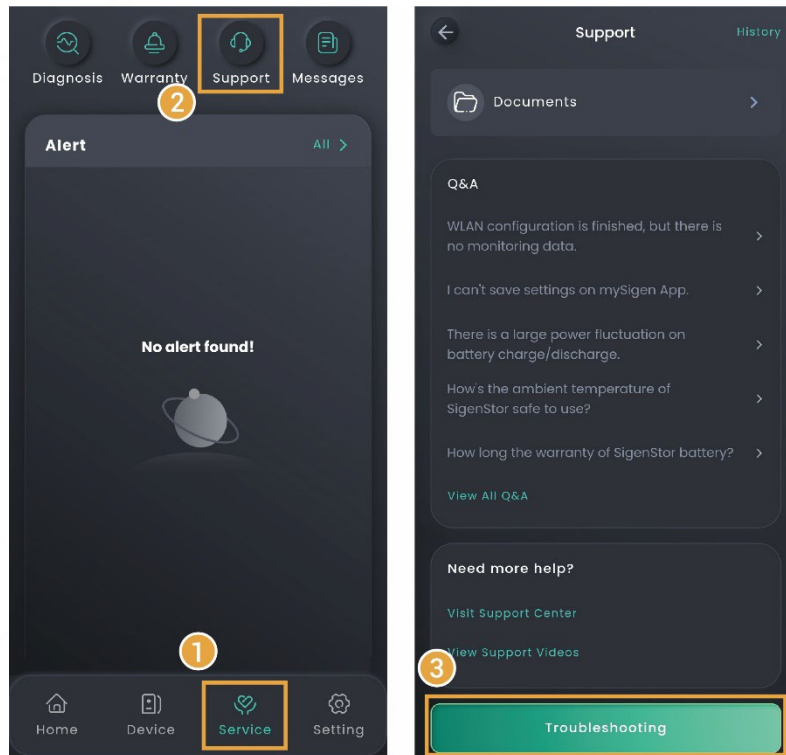
The App enables you to quickly switch among accounts when you have set multiple accounts for different products.



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Chapter 5 Support

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



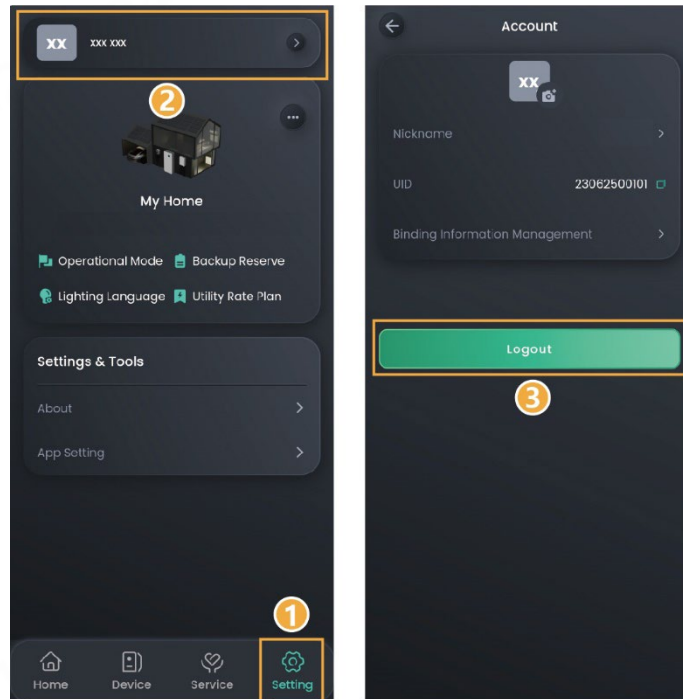
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Tips

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

Chapter 6 Exit the Account

Click "Setting" → User Avatar → "Logout".



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Chapter 7 FAQs

7.1 How can I proceed if I haven't received the email (link; password change) sent by the system?

- You can check the "Junk Mail" in your email box to see if you have received any emails regarding the "sigencloud" account.
- Send again.