

# mySigen App

## User Manual

**Version: 01**

**Release date: 2023-09-15**



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## Revision History

Version	Date	Description
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
 <b>Danger</b>	Danger. Failure to comply may result in death or serious personal injury.
 <b>Warning</b>	Danger. Failure to comply may result in serious personal injury or property damage.
 <b>Caution</b>	Caution. Failure to comply will result in property damage.
<b>Tips</b>	Important or key information, and supplementary operation tips.

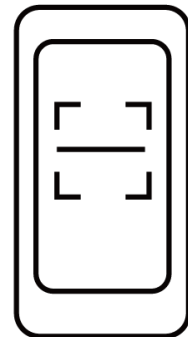
# Chapter 1 Install and Log in to the App

## 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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The current App version No. is 1.3.0

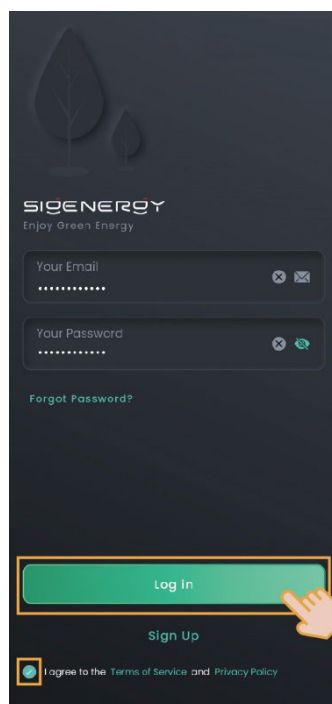
## 1.2 App login

### Register an account

1. Please provide your email account to the installer.
2. Upon completion of setup by the installer, the server sends a verification email to your email box.
3. Check the email of the "sigencloud" account and set the initial password.

### Login with account:

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

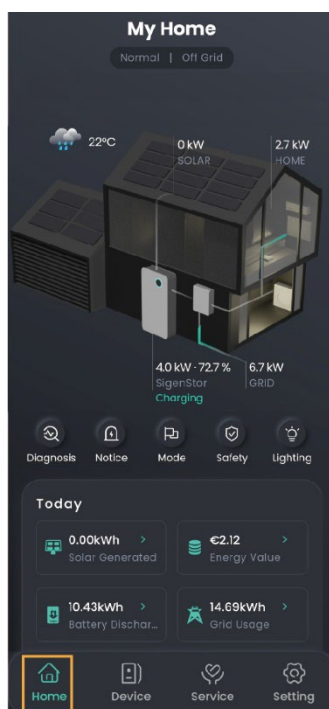


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# Chapter 2 Run Information Query

## 2.1 Power station information

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



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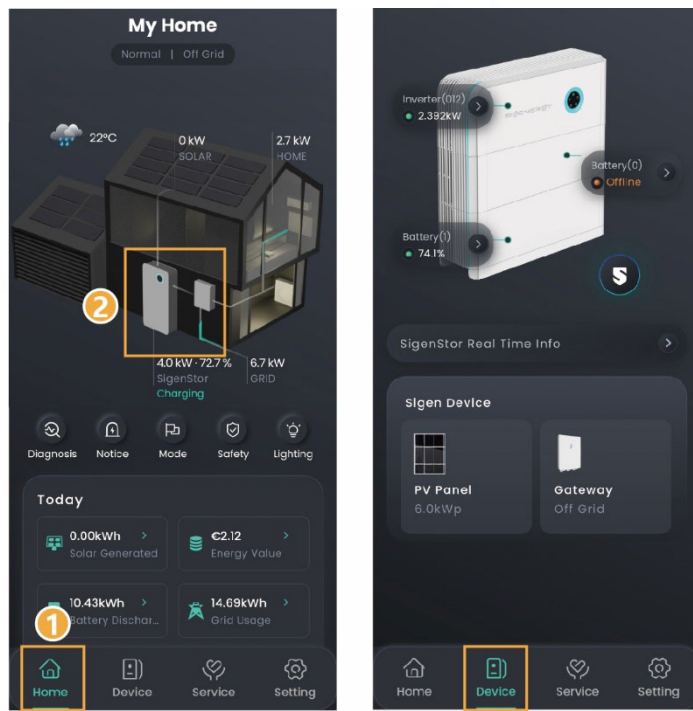
## 2.2 Device information

On the Device screen, you can view the device status and the information about the related connected devices in two ways.

**Way 1:** Click "Home" → "Product Pattern".

**Way 2:** Click "Device".





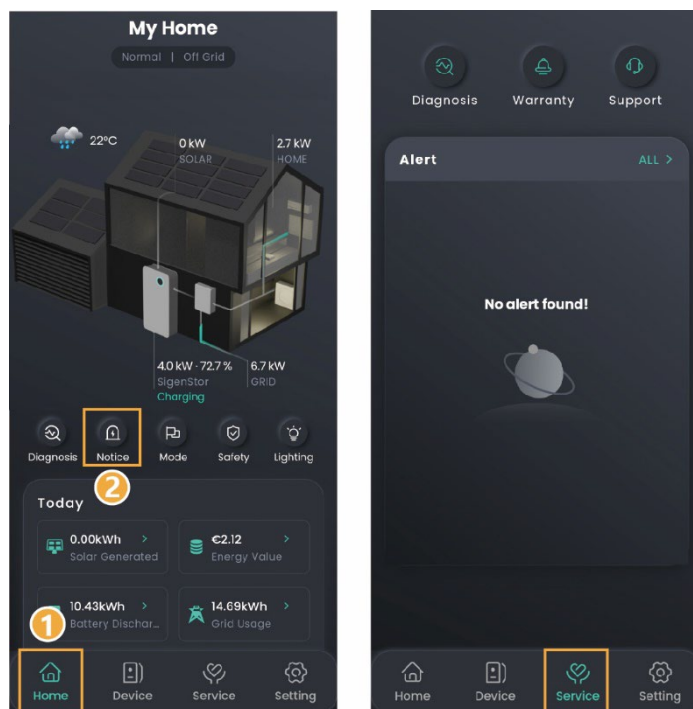
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## 2.3 Alarm Information

There are two ways to query alarm information.

**Way 1:** Click "Home" → "Notice".

**Way 2:** Click "Service".

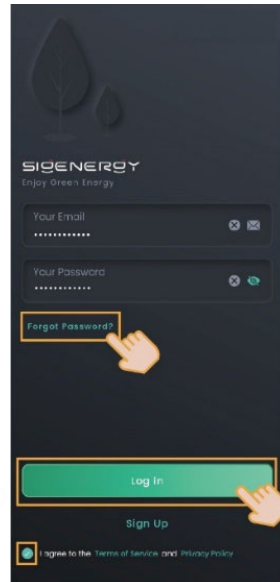


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# Chapter 3 Parameters Setup

## 3.1 Change password

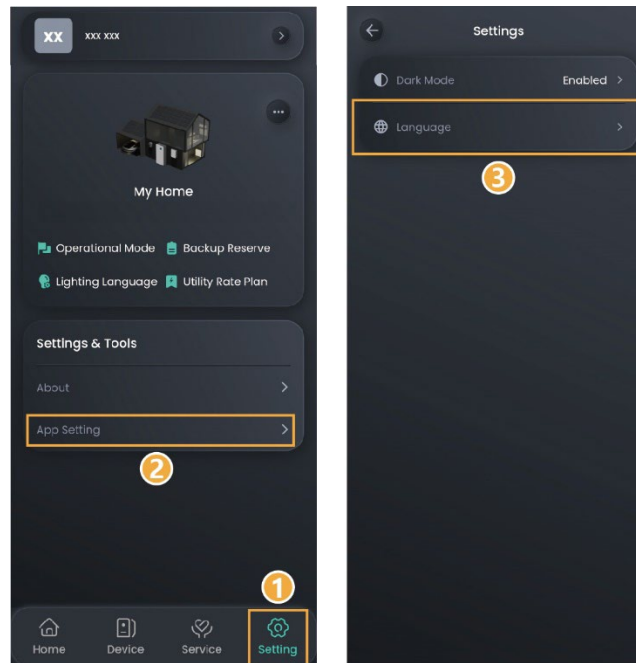
Tap "Forgot Password" on the login screen to reset the password.



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## 3.2 Change the App language

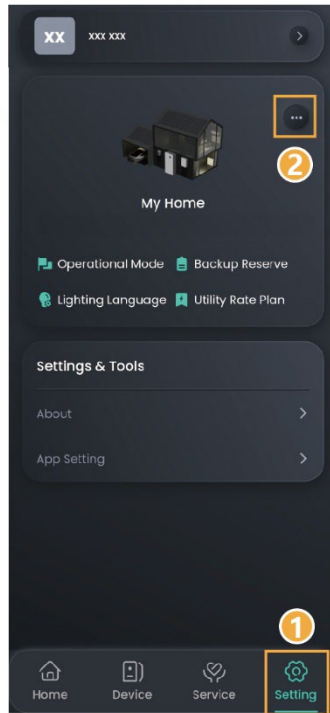
Click "Setting" → "App Setting" → "Language"



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### 3.3 Change the station name

Click "Setting" →  →  .



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## 3.4 Set the energy storage operating mode

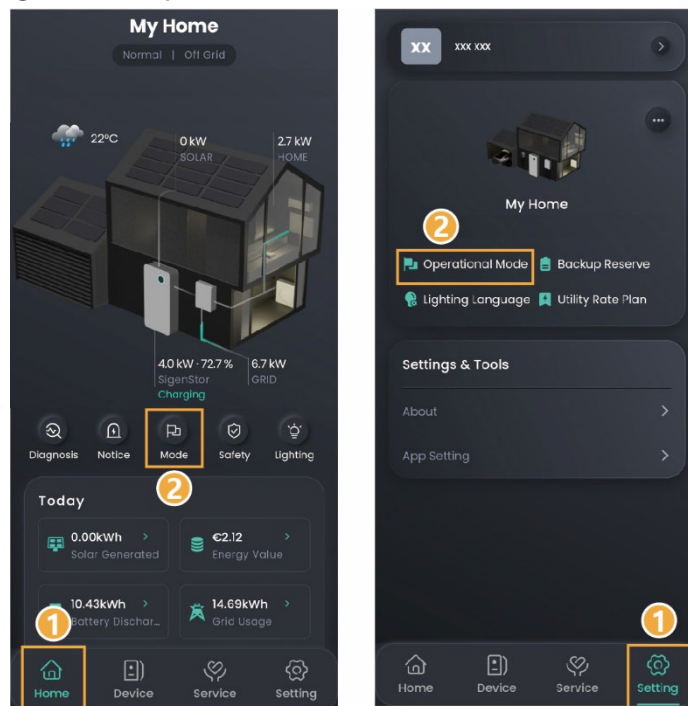
### Tips

**There are three operating modes of the energy storage system: Sigen AI Mode, Self-Consumption Mode, Fully Fed to Grid. The Sigen AI Mode is recommended.**

There are two ways to set the operating mode:

**Way 1:** Click "Home" → "Mode"

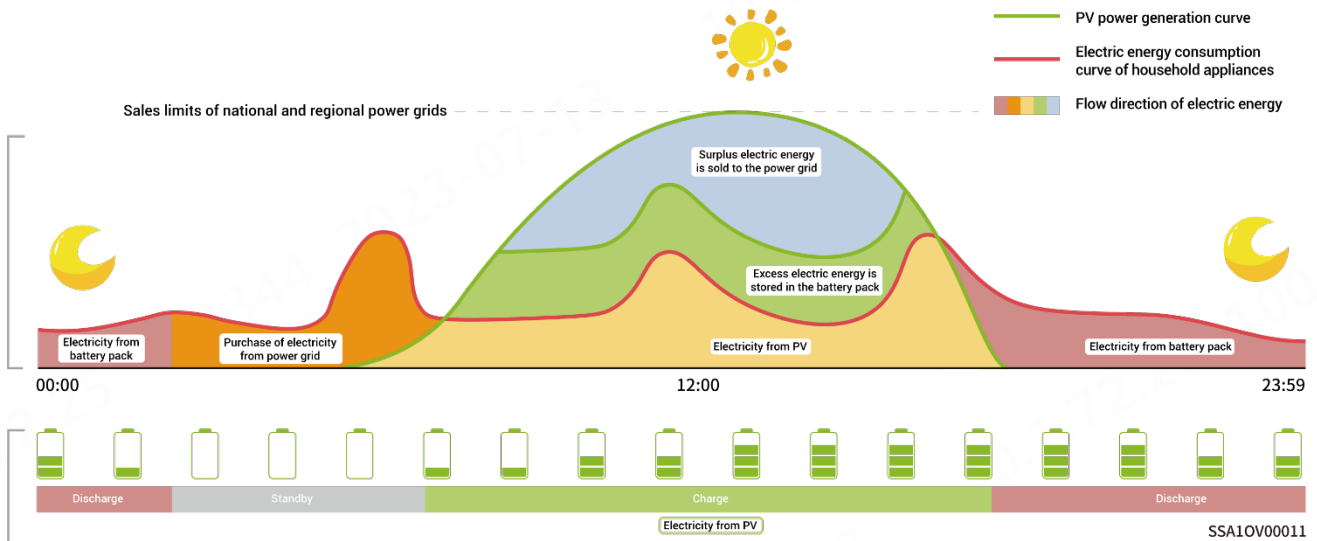
**Way 2:** Click "Setting" → "Operational Mode"



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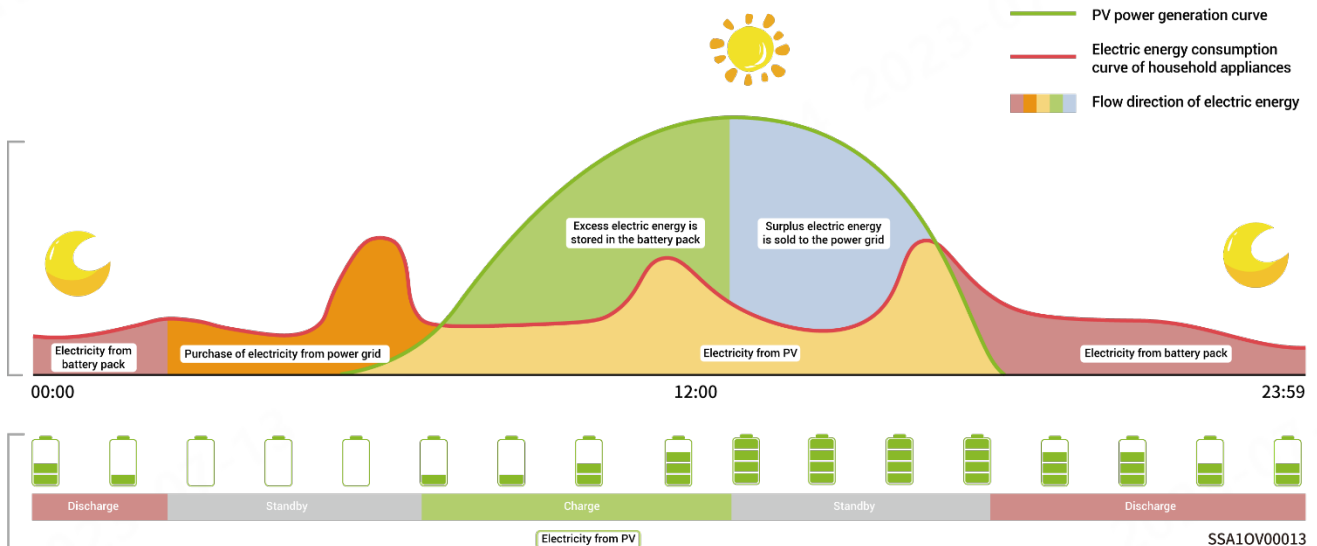
### Sigen AI Mode

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

The excess photovoltaic power output is stored in the battery. When the photovoltaic power generation is insufficient or there is no photovoltaic power generation at night, electric energy is released from the battery for load operation, 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

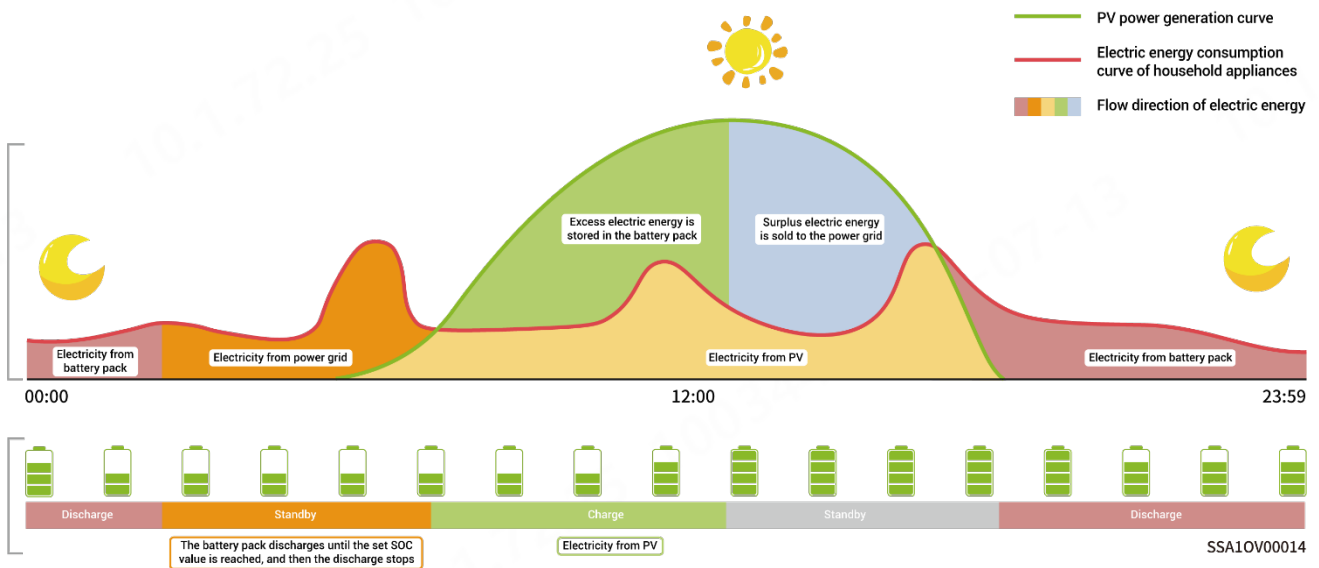
The PV power generation can be maximized for sale to the power grid. During the

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.

### 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.

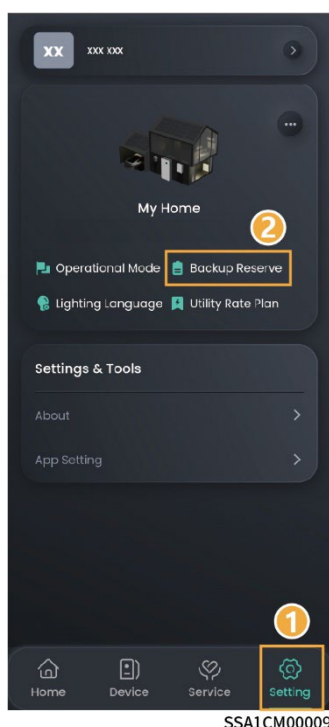


## 3.5 Reserve capacity setup

### 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.


Click "Setting" → "Backup Reserve"

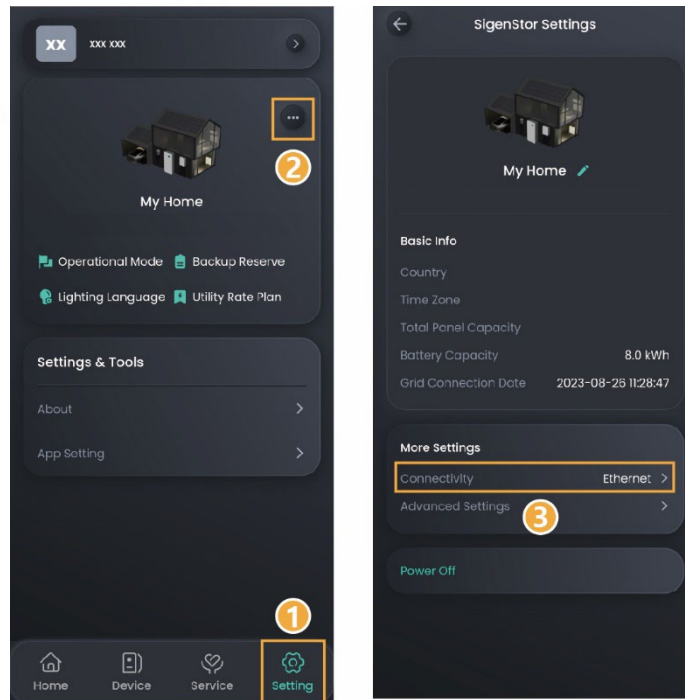


## 3.6 Change the type of network connection

### 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.

Click "Setting" →  → "Connectivity".



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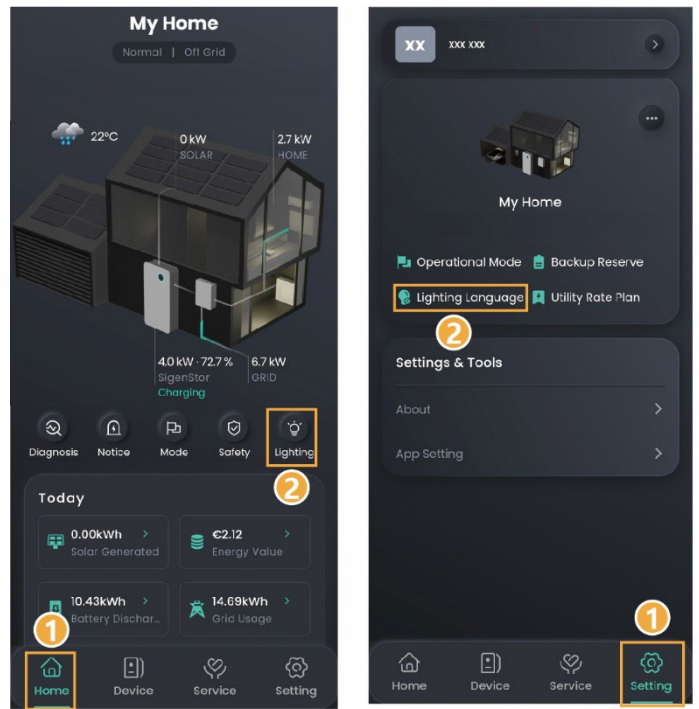
### 3.7 LED light status setup

There are two ways to set the LED light status

**Way 1:** Click "Home" → "Lighting".

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

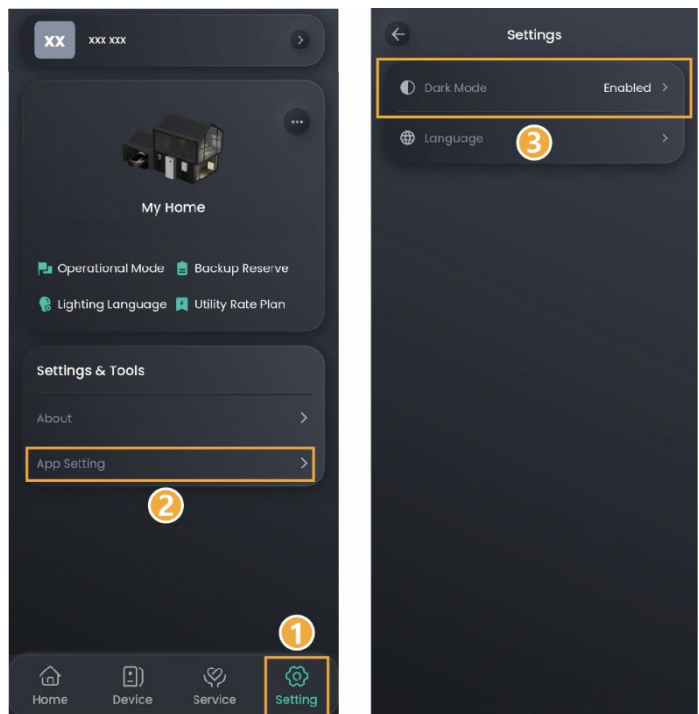




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### 3.8 Change the Interface Style

Click "Setting" → "App Setting" → "Dark Mode" → Select Style to change the style.




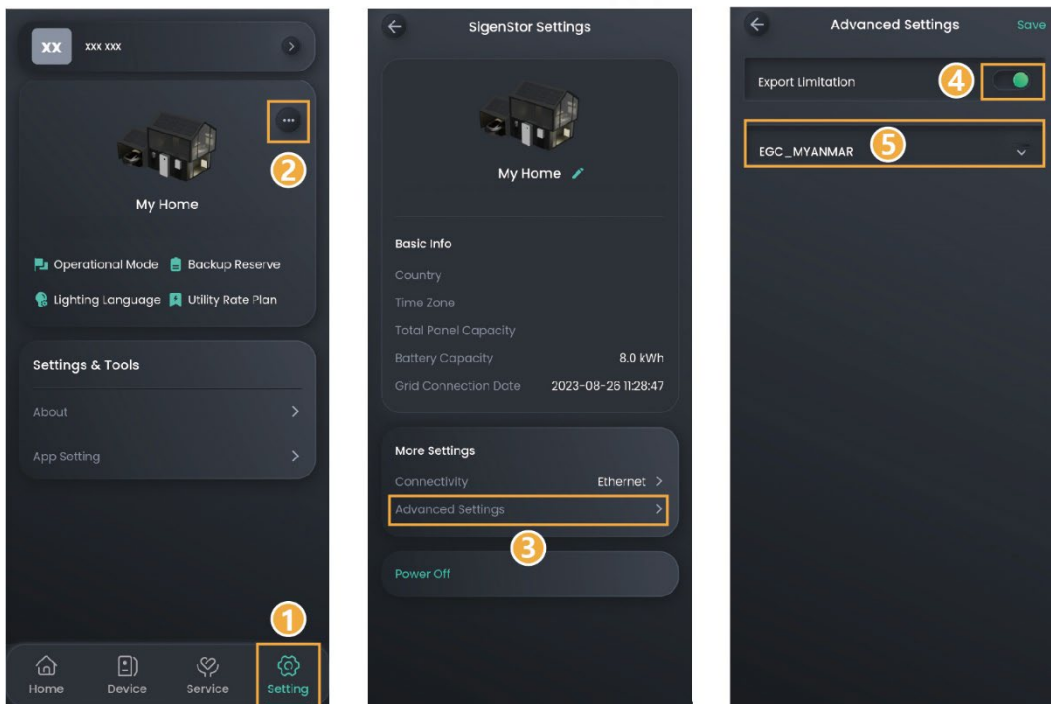
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### 3.9 Anti-countercurrent parameters setup

#### 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 the up the anti-countercurrent parameters following the local laws and regulations and power grid agreements.**

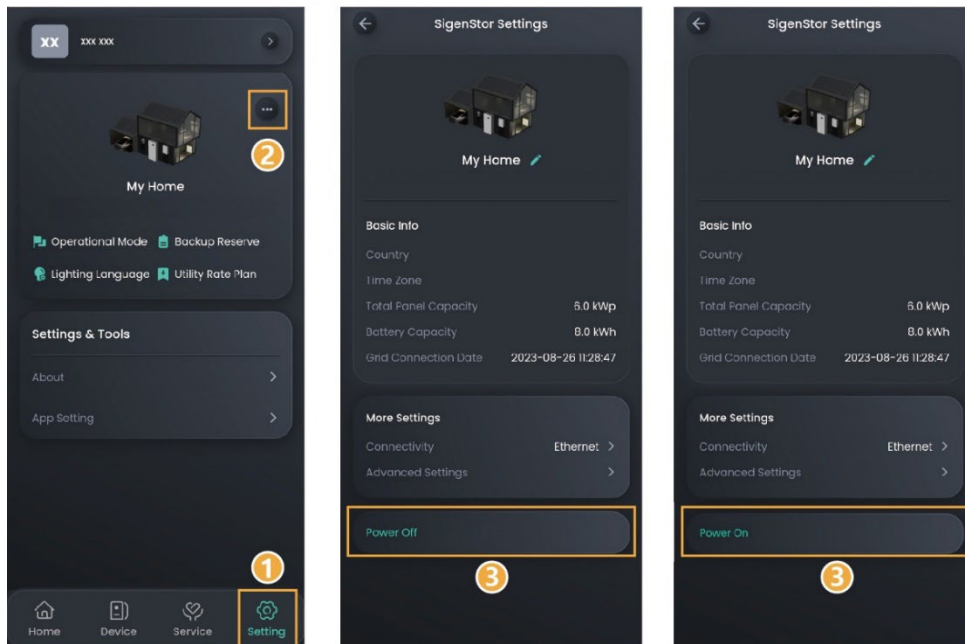
Click "Setting" →  → "Advanced Settings" → Open "Export Limitation",  
Fill in Parameters



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## 3.10 Equipment Powering-on/Power-off

Click "Setting" →  → "Power Off" or "Power On".



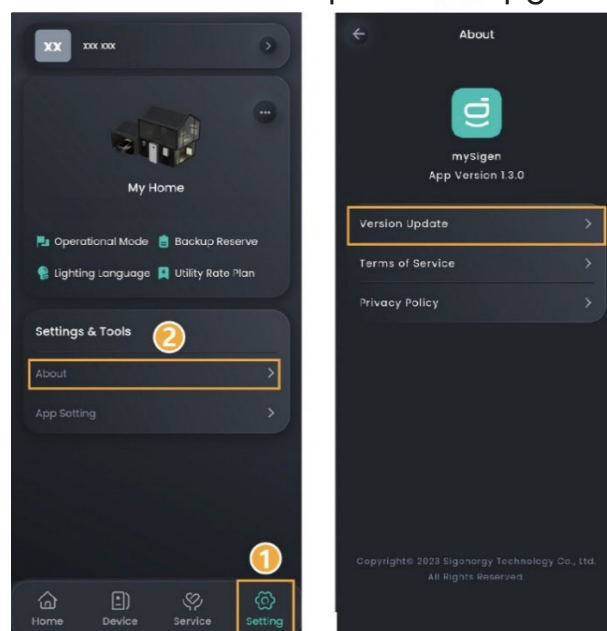
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## 3.11 Upgrade the mySigen App software

### Tips

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

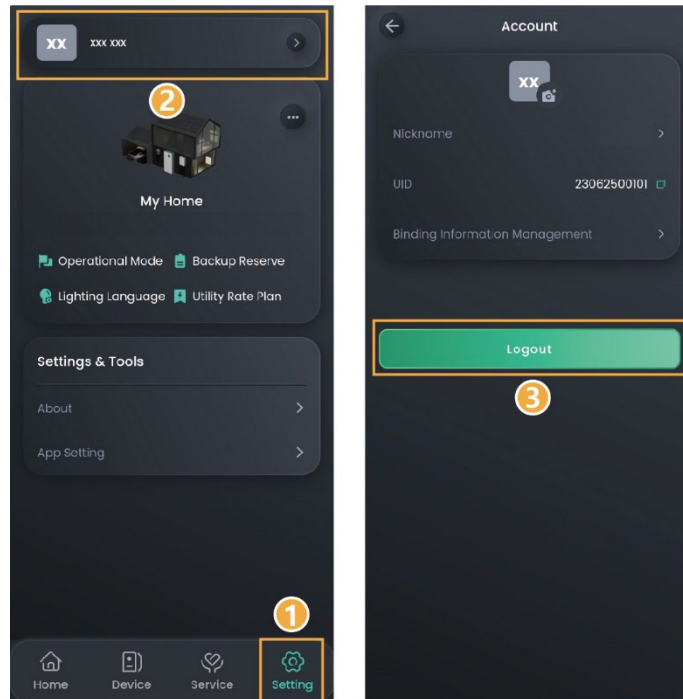
Click "Setting" → "About" → "Version Update" to upgrade the App.



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## Chapter 4 Exit the Account

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



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## Chapter 5 FAQs

### 5.1 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.