mySigen App

Installer Manual

Version: 04

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Revision History

Version	Date	Description
03	2024.06.21	Updated 2.4.2 Inverter.
02	2024.04.25	Updated 1.3 Creating new systems. Updated Chapter 2 Routine O&M of power station and device. Added 2.2.2 Operation information of Sigen EV AC Charger. Updated 2.3.1 Parameters on the "System Settings" screen. Added 2.3.2 Setting rate plan. Added 2.3.4 License activation. Updated 2.4 Device parameter setup. Added 3.1.5 Team and company management. Added 3.1.6 Owner consultation and request management. Added 5.5 What should you do if you want to disconnect WLAN when the communication mode changes from WLAN to FE?
01	2023.08.31	Initial release.

Overview

Introduction

This document mainly describes how to use the mySigen App, the web version of the mySigen App, and the app version for MAC and Windows operating systems.

Readers

This document is intended for:

- Professionally trained and qualified installers
- Technical support engineer

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	Warning. Failure to comply may result in serious personal injury or property damage.
Caution	Caution. Failure to comply may result in property damage.
Tips	Important or key information, and supplementary operation tips.

Chapter 1 Creating new systems and commissioning

Tips

- **Please use the mySigen App for creating new systems. This document takes version 1.8.0 as an example to introduce relevant operations.**
- **Before creating new systems, please make sure that the device is powered on.**

1.1 Downloading the App

Tips

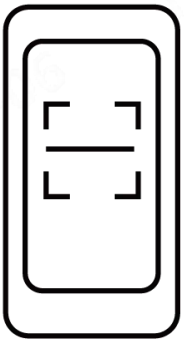
Mobile operating systems: Android 6.0, iOS 12.0, and later versions.

Use the following two methods to download the App.









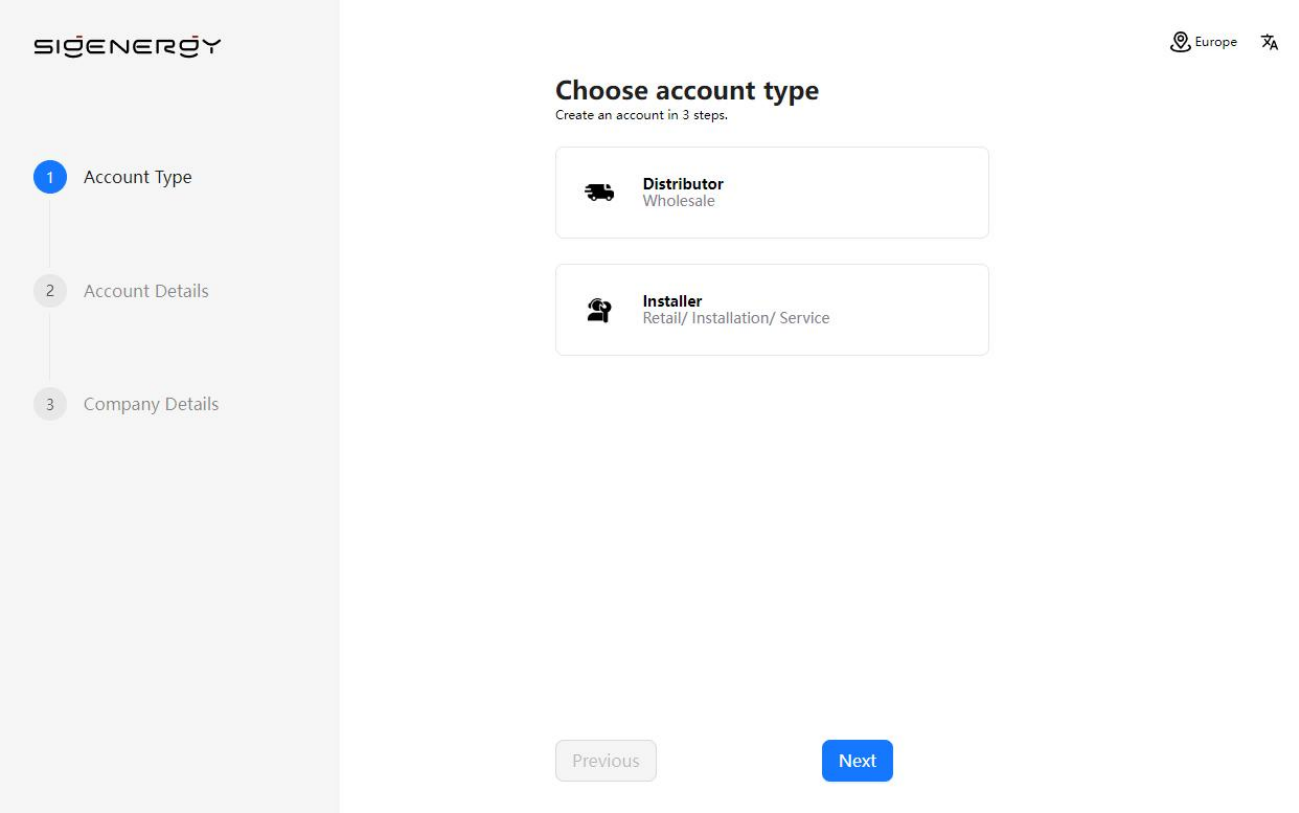


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1.2 Registration of installer account

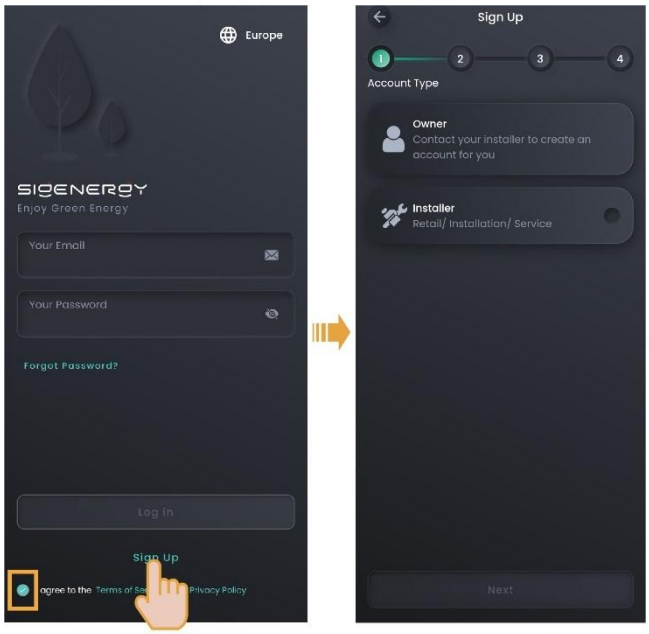
Method 1: Web-based operation

Please visit https://www.sigenergy.com and go to "Partner" →"Register Now" and sign up for your account.



Method 2: App-based operation

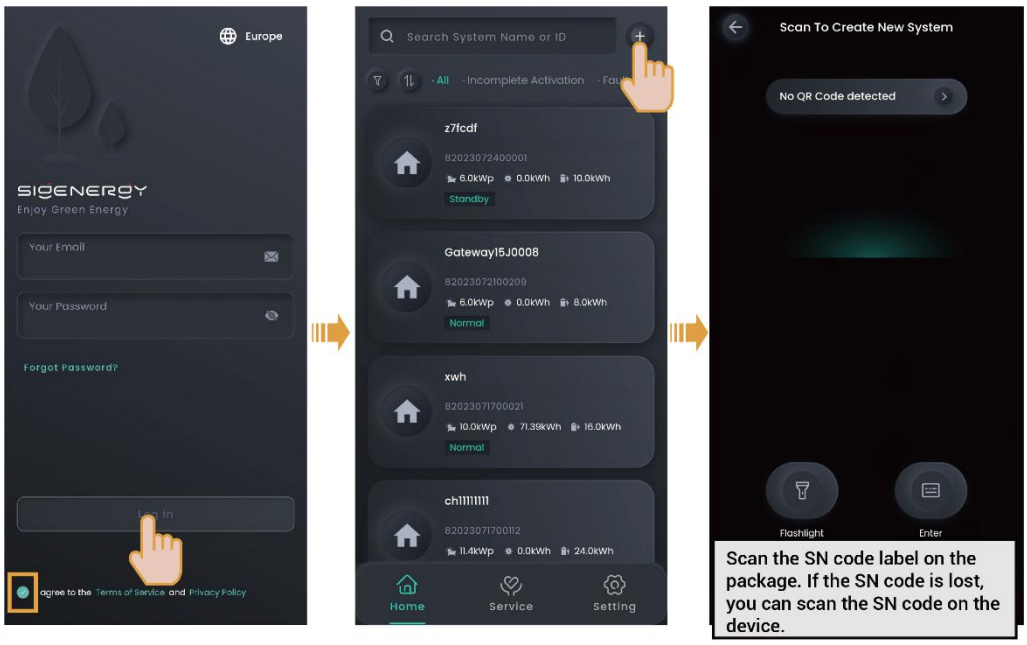
On the "Sign Up" screen of the App, sign up for your account.



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1.3 Creating new systems

1. Click  in the upper right corner of the "Home" to go to the station creation screen, where you can finish creating a power station. The App will send the owner account to the owner's email address.



Tips

Create a new system step by step as instructed on the screen. The screen display may differ depending on the device model. For detailed steps, check the supporting documentation.

2. Please ask the owner to check the email titled "sigencloud" within 24 hours and activate the account.

Chapter 2 Routine O&M of power station and device

Tips

- **The web version, MAC version, and Windows version of mySigen App are recommended for use for routine O&M.**
- **This document takes the web version of the mySigen app as an example to describe the operation steps. The screenshots given in this document are for illustration purposes only. Web interfaces in different periods may differ. The actual interface display shall prevail.**

- To access the web version App, please visit https://www.sigenergy.com and go to "Products" → "mySigen App" → "Login mySigen App". For best compatibility and performance, Chromium-based browsers, for example, Google Chrome, are recommended.
- To access the MAC version and Windows version App, please visit https://www.sigenergy.com and go to "Products" → "mySigen App" to download and install the App.

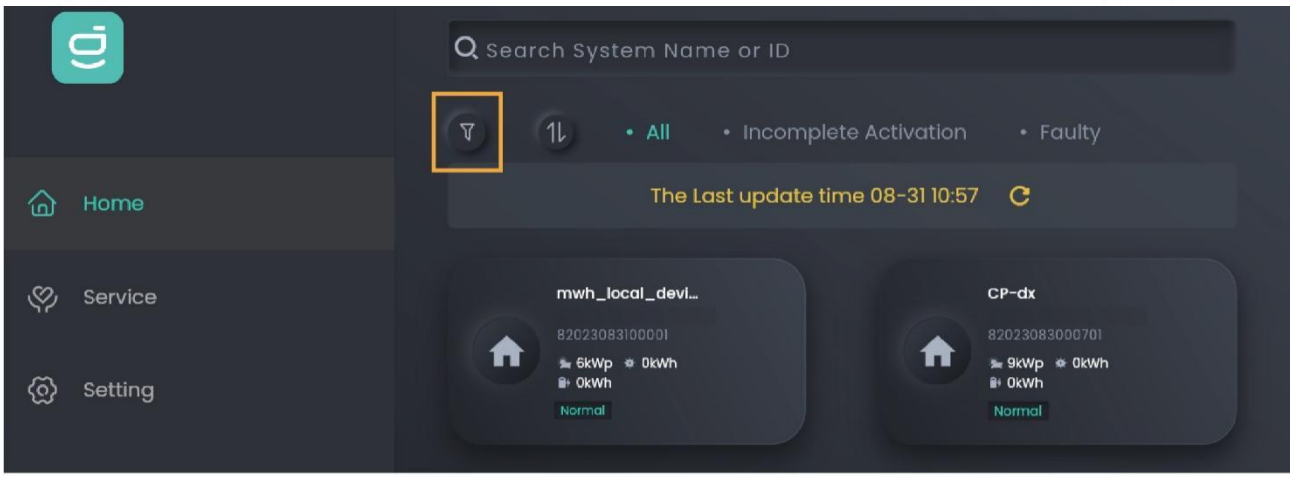
2.1 Commonly-used icons and description

Icon	Description	Icon	Description
	Indicates the search icon. Here you can enter a keyword in the input box to search for a power station or others.		Indicates the plus and minus button. You can click this button to adjust the time.
	Indicates the filter button. You can click this button to filter the results by conditions.		Indicates the zoom-in button. You can click this button to zoom in the screen.
	Indicates the back button. You can click this button to return to the previous screen.		Indicates the expand icon. You can click this icon to check more information or set more parameters.
	Indicates the more button. You can click this icon to check more information or set more parameters.		Indicates the expand and collapse icon.
	Indicates the OFF and ON button. You can click this button to switch between on and off.		Indicates the check box. You can click this box to select an item. The filling color differs to distinguish different meanings. For example,  indicates To Grid.
	Detection status indicator. This icon indicates detection success.		Detection status indicator. This icon indicates detection failure.
	Device status indicator. This icon indicates "Normal" or "Standby".		Device status indicator. This icon indicates "Power-off".
	Device status indicator. This icon indicates "Offline".		Device status indicator. This icon indicates "Faulty".

2.2 Information querying

2.2.1 Station operation information

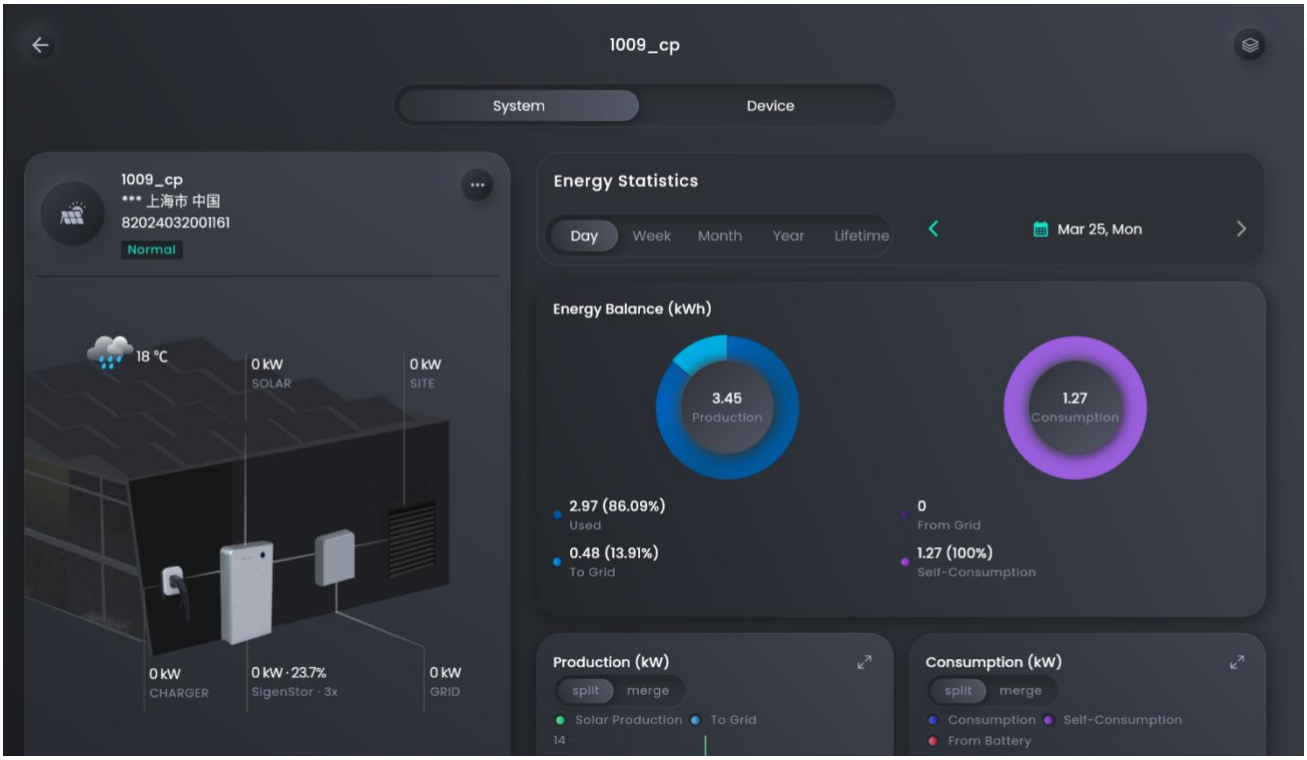
You can click "Home" to check the status of all stations. You can click  in the upper left corner to filter the stations you want to view.

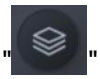


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2.2.1.1 System information

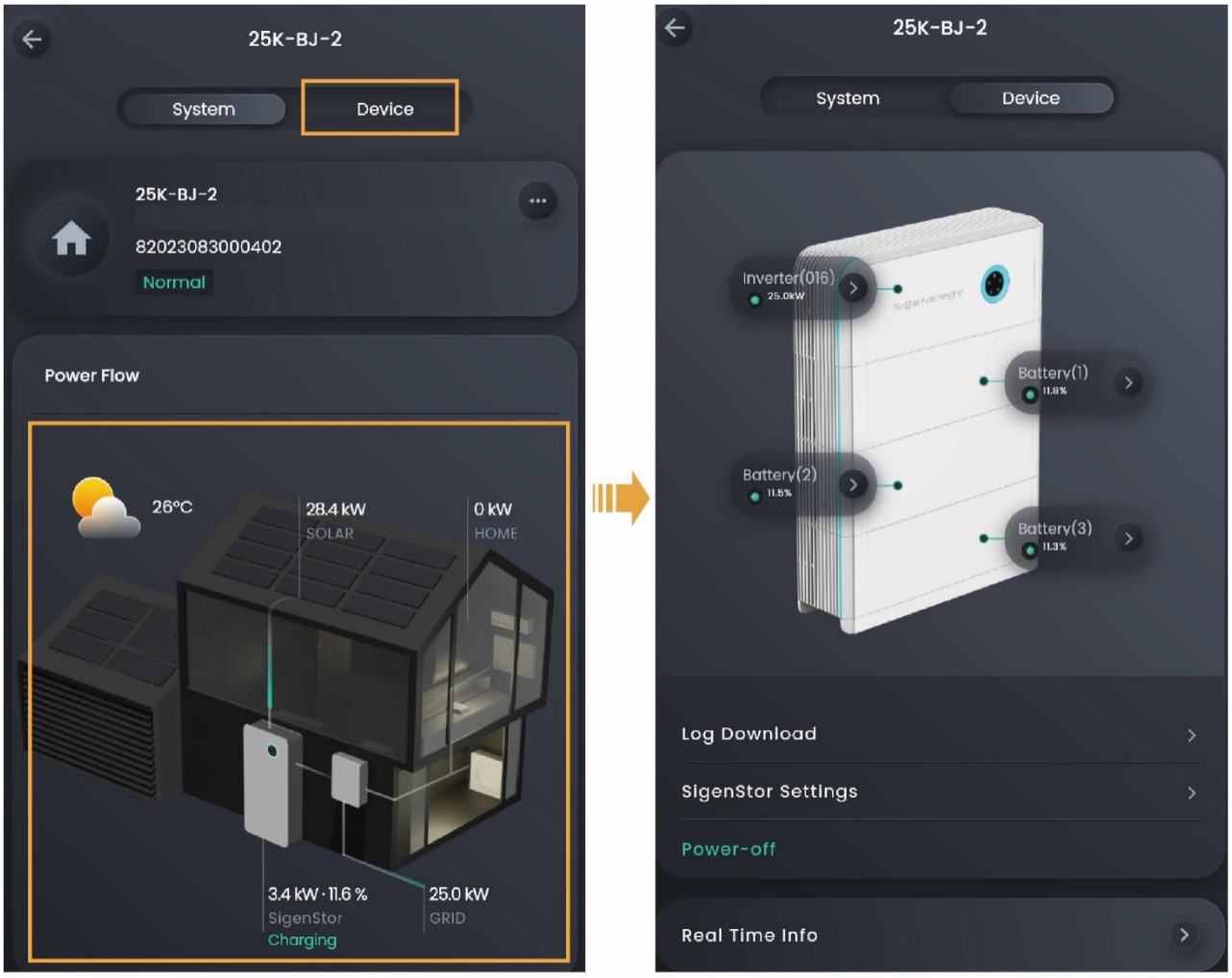
On the "Home" screen, you can click the station name you want to query to check its detailed information, such as generating capacity and revenue.



In parallel connection scenarios, you can click "" to check the operation information of multiple devices.

2.2.1.2 Information of a single device

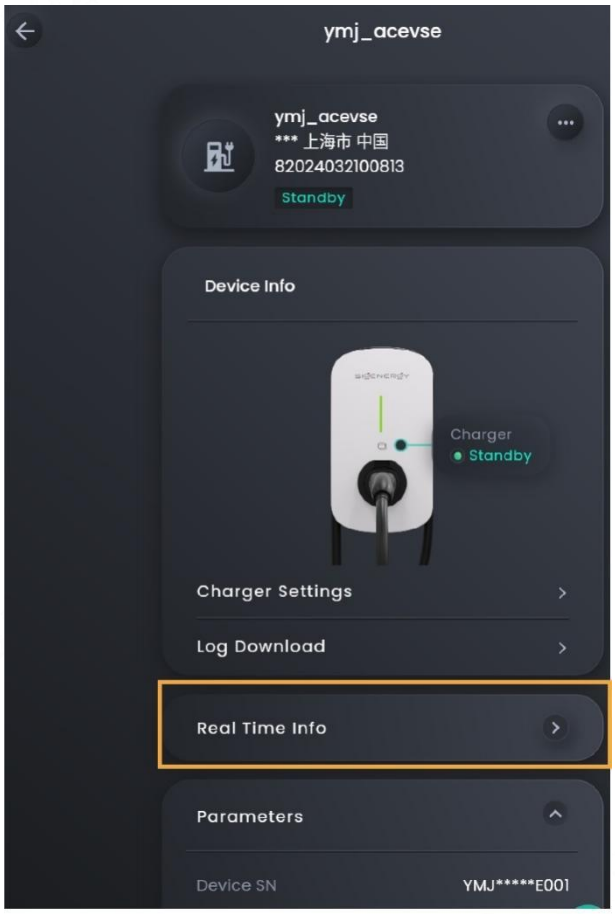
1. On the "Home" screen, click the name of the station where the device is installed.
2. Click the device in the energy flow chart in the "System" tab or the "Device" tab to view the device information, such as operation information and firmware version.



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2.2.2 Operation information of Sigen EV AC Charger

1. On the "Home" screen, click the station name you want to query.
2. Click "Real Time Info" to view detailed information.



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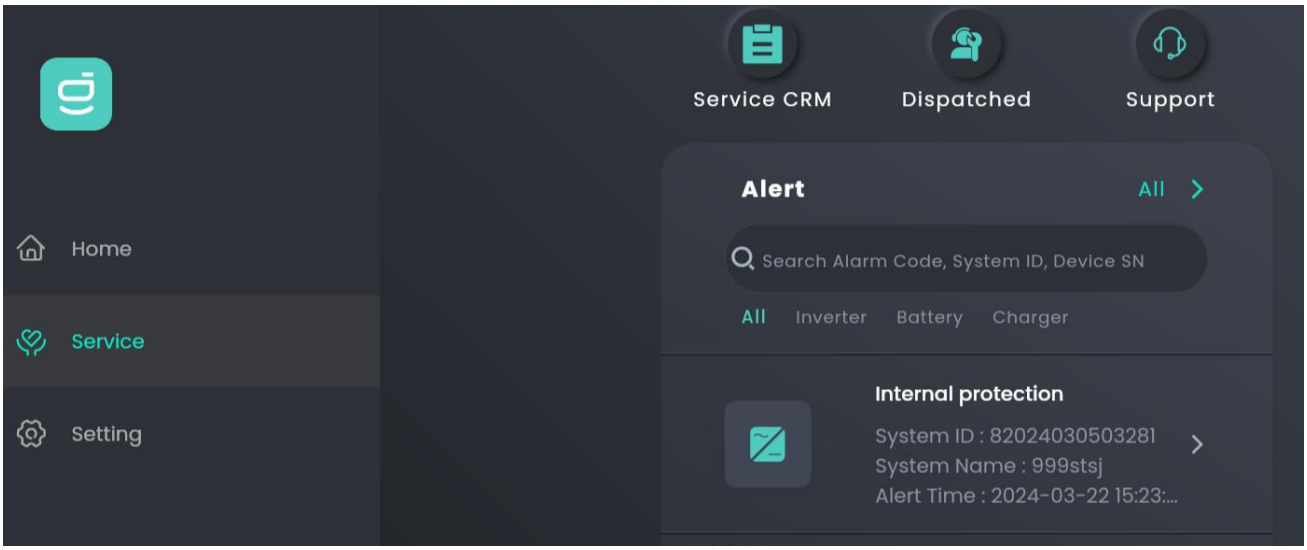
2.2.3 Alarm information

Tips

In the event of a fault, an alarm will be sent via the mySigen app with the description of how to solve the fault. For the meaning of the alarm code, please refer to Alarm List, which explains what each code means. The alarm would not disappear until it is solved.

2.2.3.1 Alarms of all station

You can click "Service" to view alarm information of all stations.



2.2.3.2 Alarm of a single station/Sigen EV AC Charger

1. On the "Home" screen, click the station name you want to query.
2. Click  next to the station name and click "Notice" to view the alarm of this station.

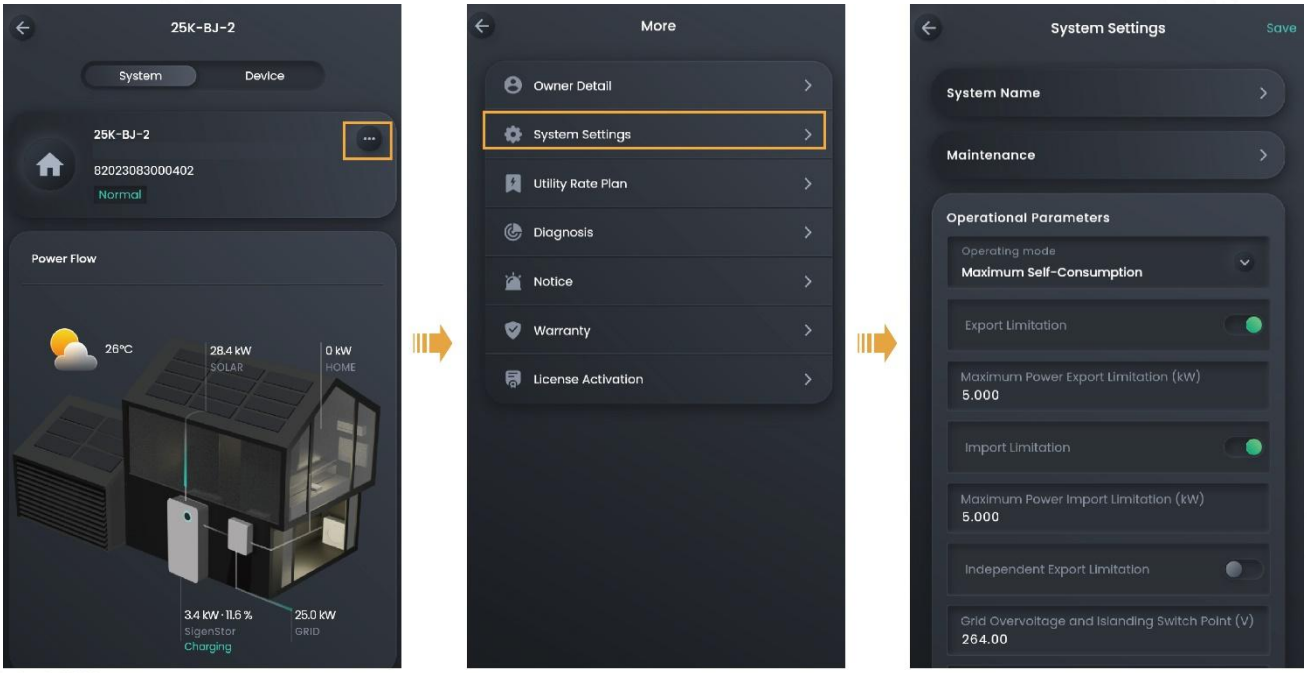
2.2.4 Viewing warranty information

1. On the "Home" screen, click the station name you want to view.
2. Click  next to the station name and click "Warranty".

2.3 Station parameter setup

2.3.1 Parameters on the "System Settings" screen

1. On the "Home" screen, click the station name you want to set.
2. Click  next to the station name and click "System Settings".



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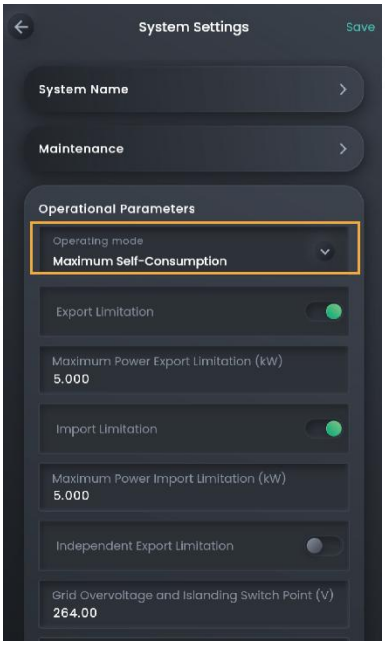
Tips

Parameters available for setup differ depending on the grid code. The screen display shall prevail.

2.3.1.1 Energy storage working mode

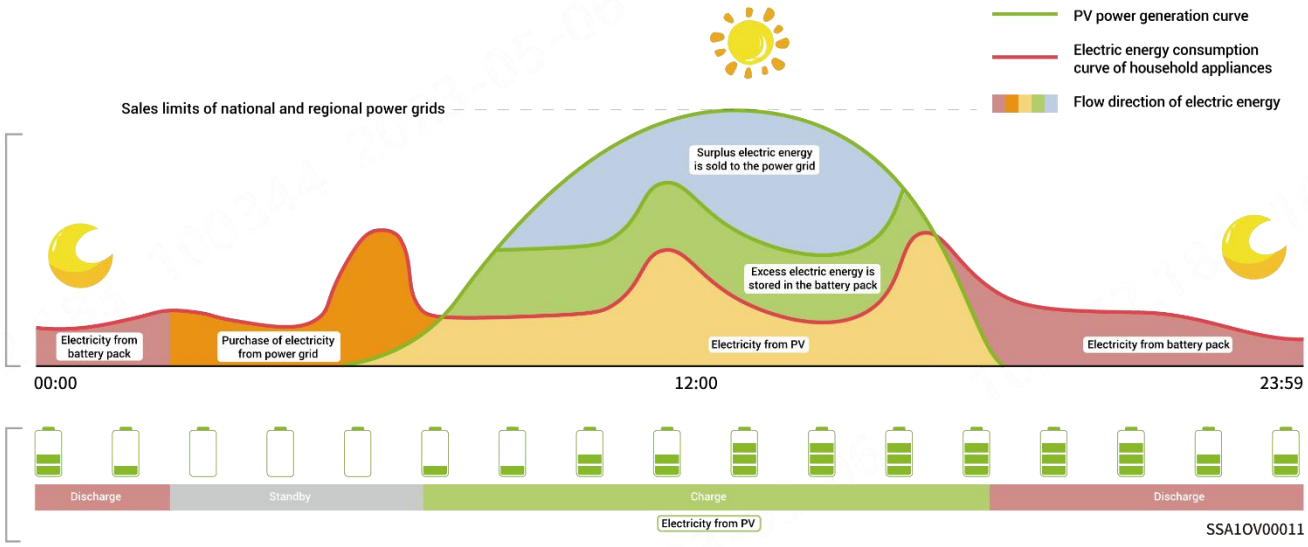
Tips

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



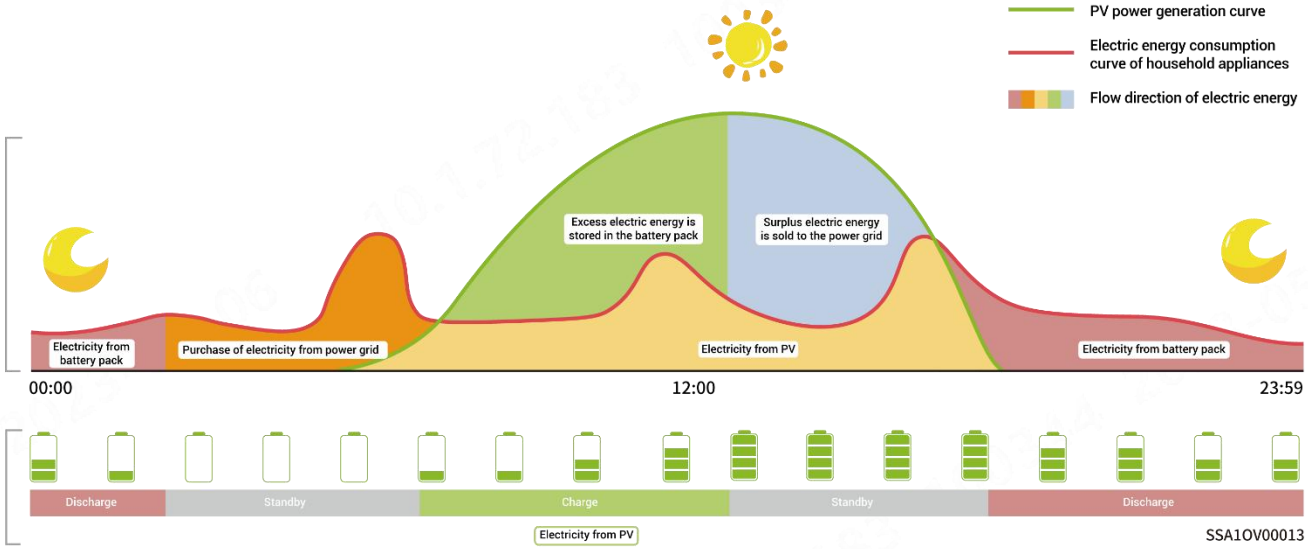
Sigen AI Mode

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



Maximum 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.

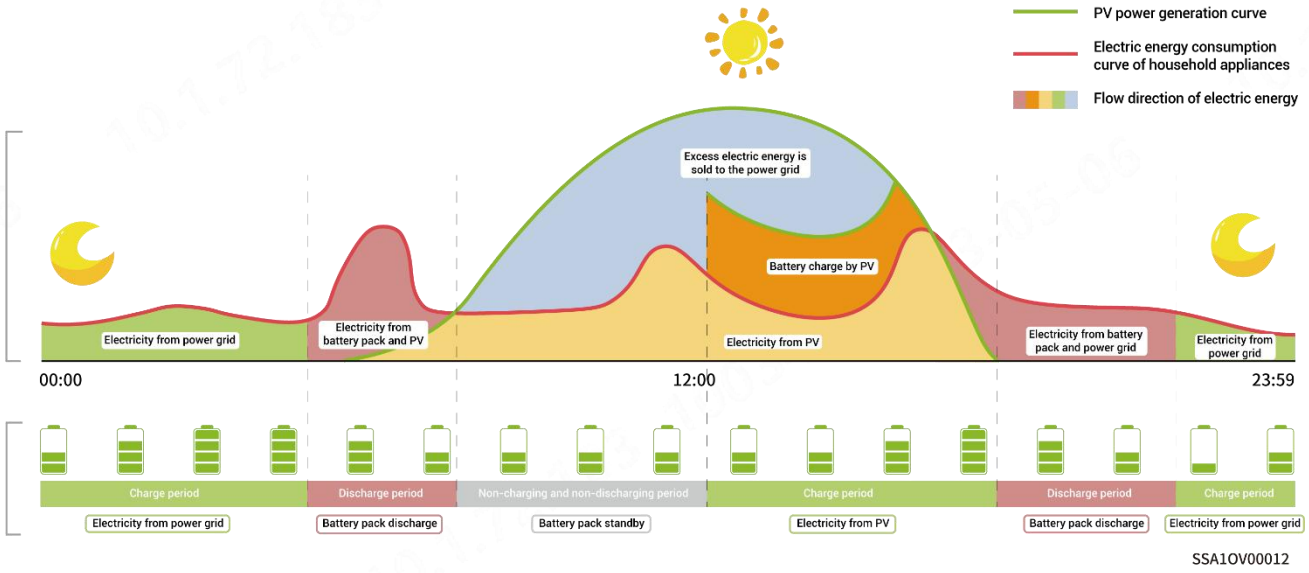


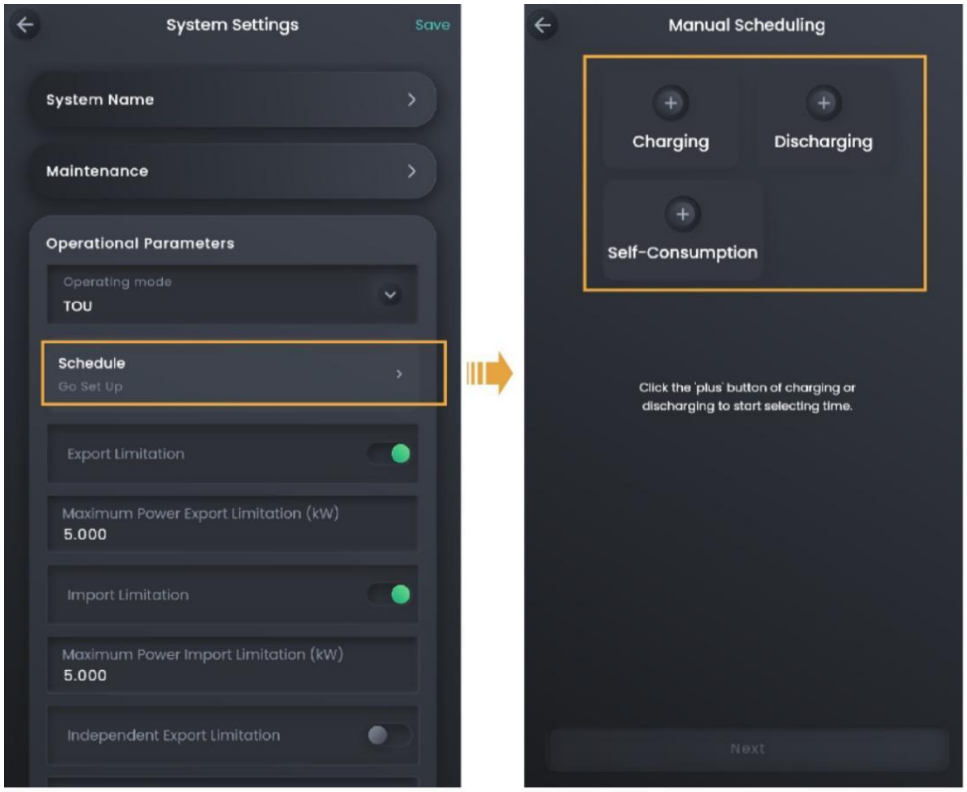
Fully Feed-in to Grid

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.

TOU Mode

In TOU mode, you must manually set the charging and discharging periods, 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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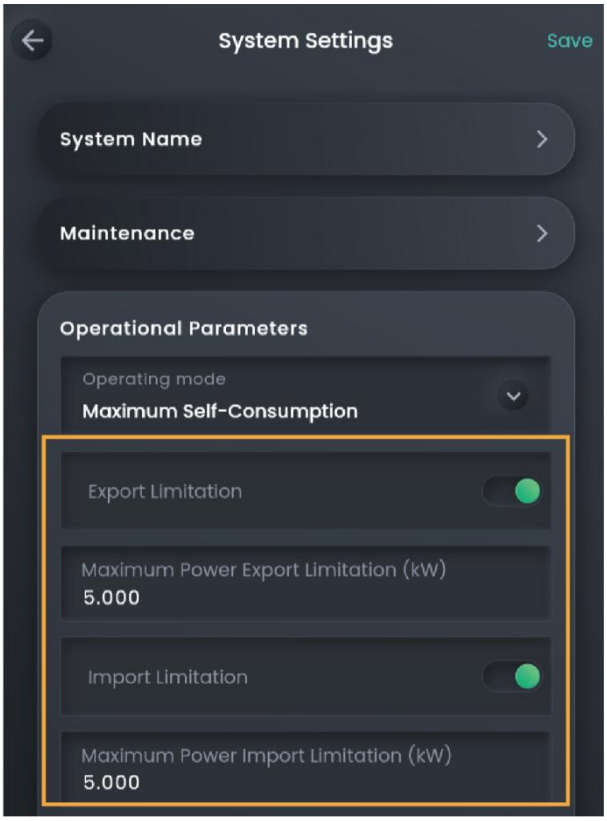
Tips

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 power charging the battery pack, and the battery pack will not discharge.

2.3.1.2 Export/Import limitation parameters

Tips

- **An installer can set export/import limitation parameters according to user needs when creating new systems.**
- **To modify parameters after creating new systems, please manually set export/import limitation parameters according to local laws and regulations and grid agreements.**
- **The parameter display may differ depending on the device model. The actual screen display shall prevail.**



No.	Parameter Name	Description
1	Export Limitation	When it is set to , you can set the maximum power exported from the device to the power grid.
2	Maximum Power Export Limitation	Sets the maximum power exported from the device to the power grid.
3	Import Limitation	When it is set to , you can set the maximum power purchased from the power grid.
4	Maximum Power	Sets the maximum power purchased from the

No.	Parameter Name	Description
	Import Limitation	power grid.
5	Hard export limit control enable	When it is set to , the device shuts down when the reverse power exceeds the threshold setting or Gateway/Power sensor is disconnected.
6	Hard export limit control threshold	● When the actual grid feed-in power is greater than the "Hard export limit control threshold," the device shut down ● When the actual grid feed-in power is lower than the "Hard export limit control threshold," the device power on
7	Hard export limit control recover enable	If set to , whenthe overrun protection is triggered, the power rises according to the "Grid Fault Recovery Power Gradient" setting.

2.3.1.3 Charge & discharge and backup capacity

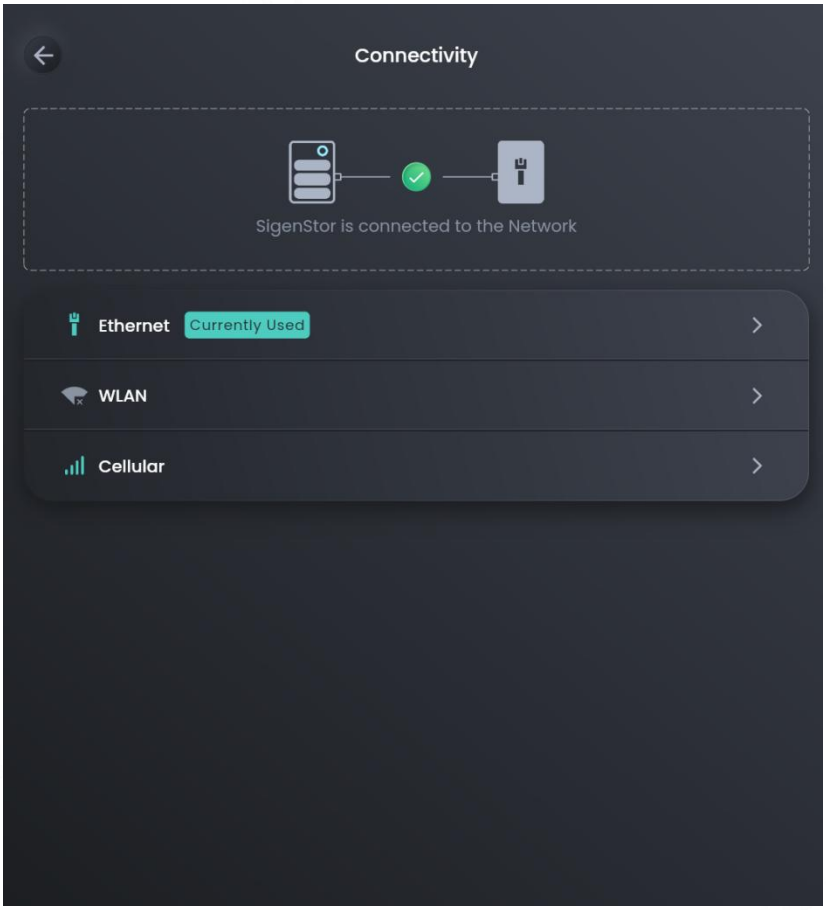


No.	Parameter name	Description
1	Charge Cut-off SOC	Sets the capacity at which the battery pack stops charging.
2	Discharge Cut-off SOC	Sets the capacity at which the battery pack stops discharging. ● Value 0 is not recommended for this parameter to avoid irreversible attenuation

No.	Parameter name	Description
		due to failure to charge the battery pack in time. ● The priority is given to "Backup Capacity" in backup power networking mode, while the parameter is applied in non-backup power networking mode.
3	Backup Capacity	● You can set this parameter when a gateway exists in the network. ● In the on-grid scenario, the battery pack stops discharging when the backup capacity value is reached. In the off-grid scenario, the battery pack supplies power to power device and stops discharging when the Discharge Cut-off SOC setting is reached. ● Users can manually set this parameter according to the power interruption frequency of their regions and leave time. Value 0 is not recommended for this parameter to avoid irreversible attenuation due to failure to charge the battery pack in time.

2.3.1.4 Internet connection

Click "Connectivity" to check the Internet connection mode.



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 the Internet.

Tips

It is recommended to use Fast Ethernet and WLAN for communication with inverters. Sigen CommMod users must top up their own 4G data plan after a period of 2 years.

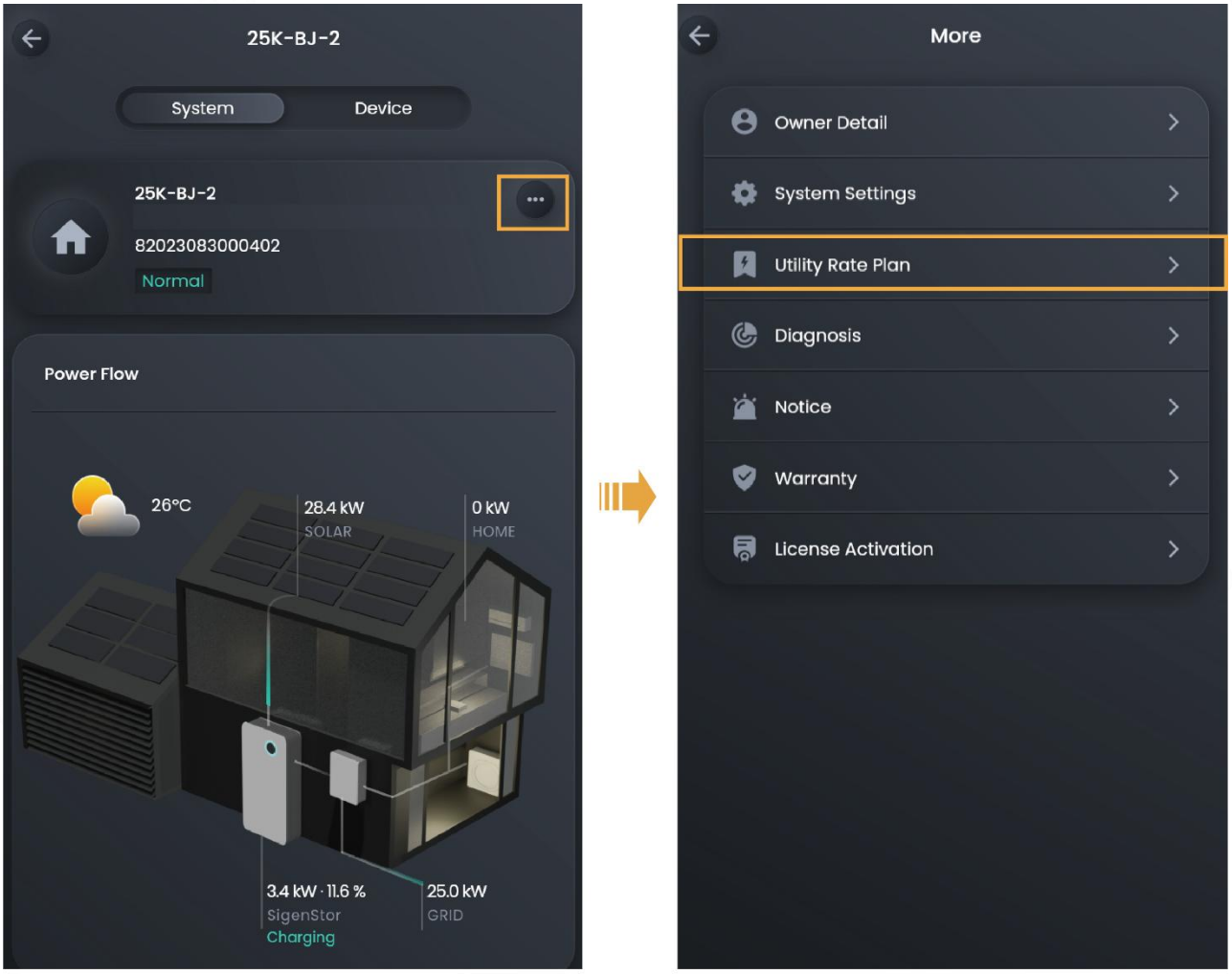
2.3.1.5 Others

No.	Parameter name	Description
1	System Name	Used to set the name for a power station.
2	Maintenance	Used to bulk turn on/off all devices in the power station.
3	Grid Overvoltage and Islanding Switch Point	Used to set the on-grid-to-off-grid overvoltage switch point.
4	Grid Undervoltage and Islanding Switch Point	Used to set the on-grid-to-off-grid undervoltage switch point.
5	Grid Overfrequency and Islanding Switch Point	Used to set the on-grid-to-off-grid overfrequency switch point.
6	Grid Underfrequency and Islanding Switch Point	Used to set the on-grid-to-off-grid underfrequency switch point.
7	Energy Saving Mode	● Performance: In this mode, devices operate normally and supply power to loads at high speed. ● Energy Saving: In this mode, devices are in standby mode with low power consumption. After being connected to loads, devices take some time to respond to supply power to loads.
8	Load threshold (enter energy saving state)	When "Energy Saving Mode" is set to "Energy Saving", you can set the load threshold in standby mode to reduce power loss. The default value is 0.5% of the station capacity.

No.	Parameter name	Description
9	Remote EMS Scheduling Enable	• In non-parallel mode, devices can be connected to a third-party energy management system (EMS) over the RS-485 interface. Before setting this parameter to , please make sure that the cable is properly connected to the RS485–1 port, and that you have set the correct baud rate as described in 2.4.1.5 Others. • Devices can be connected to a third-party EMS over the ModBus-TCP protocol. Before setting this parameter to , please make sure that you have configured the settings as described in 2.4.1.4 ModBus parameters. • When this parameter is set to , users can set the scheduling parameters of our product through a third-party EMS.
10	Grid Code	Specifies a grid code based on the country/region when devices are used.
11	System Report Download	Used to download station reports.

2.3.2 Setting rate plan

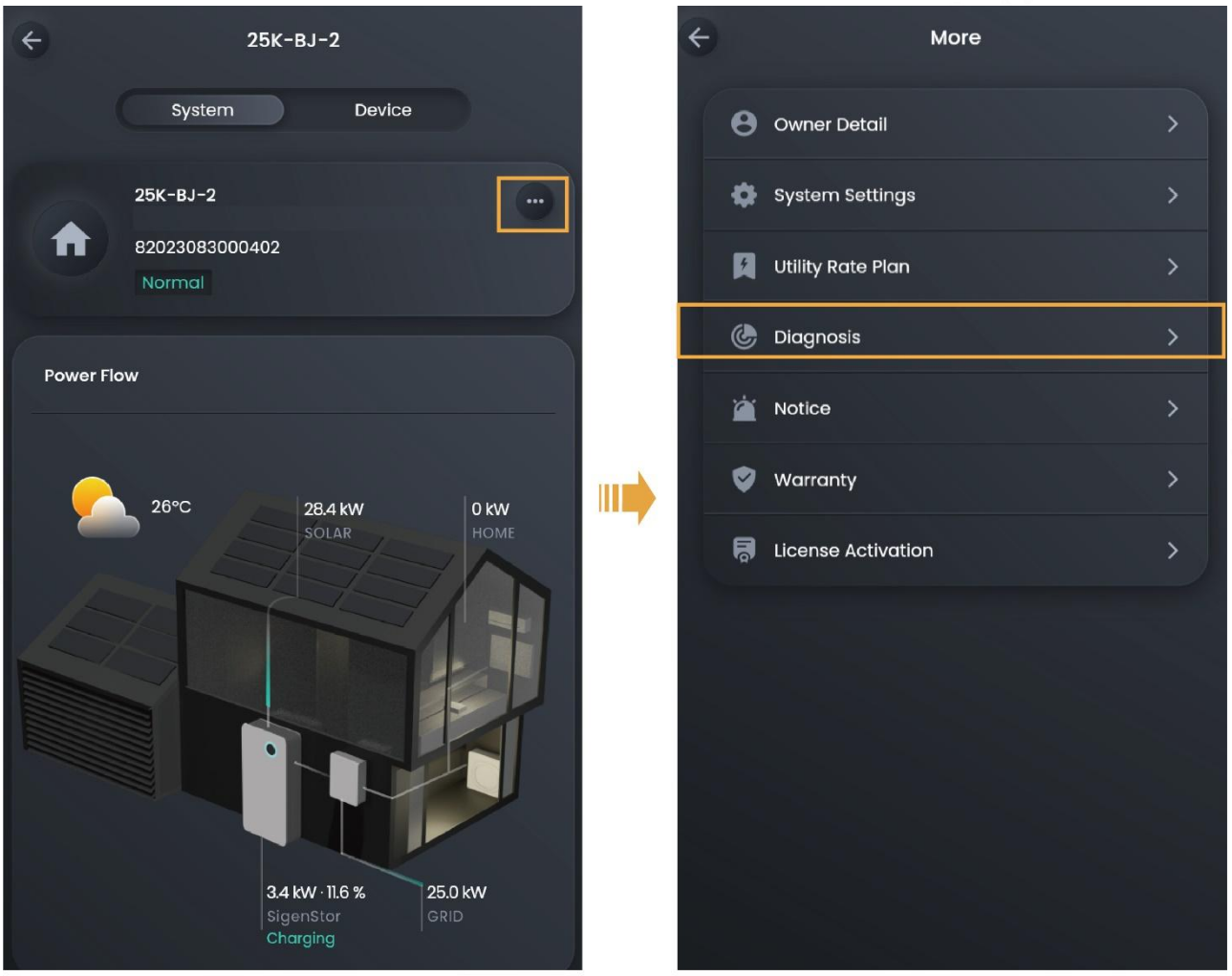
1. On the "Home" screen, click the station name you want to set.
2. Click  next to the station name and click "Utility Rate Plan".



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2.3.3 Station diagnosis

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click  next to the station name and click "Diagnosis" to execute the diagnosis process.



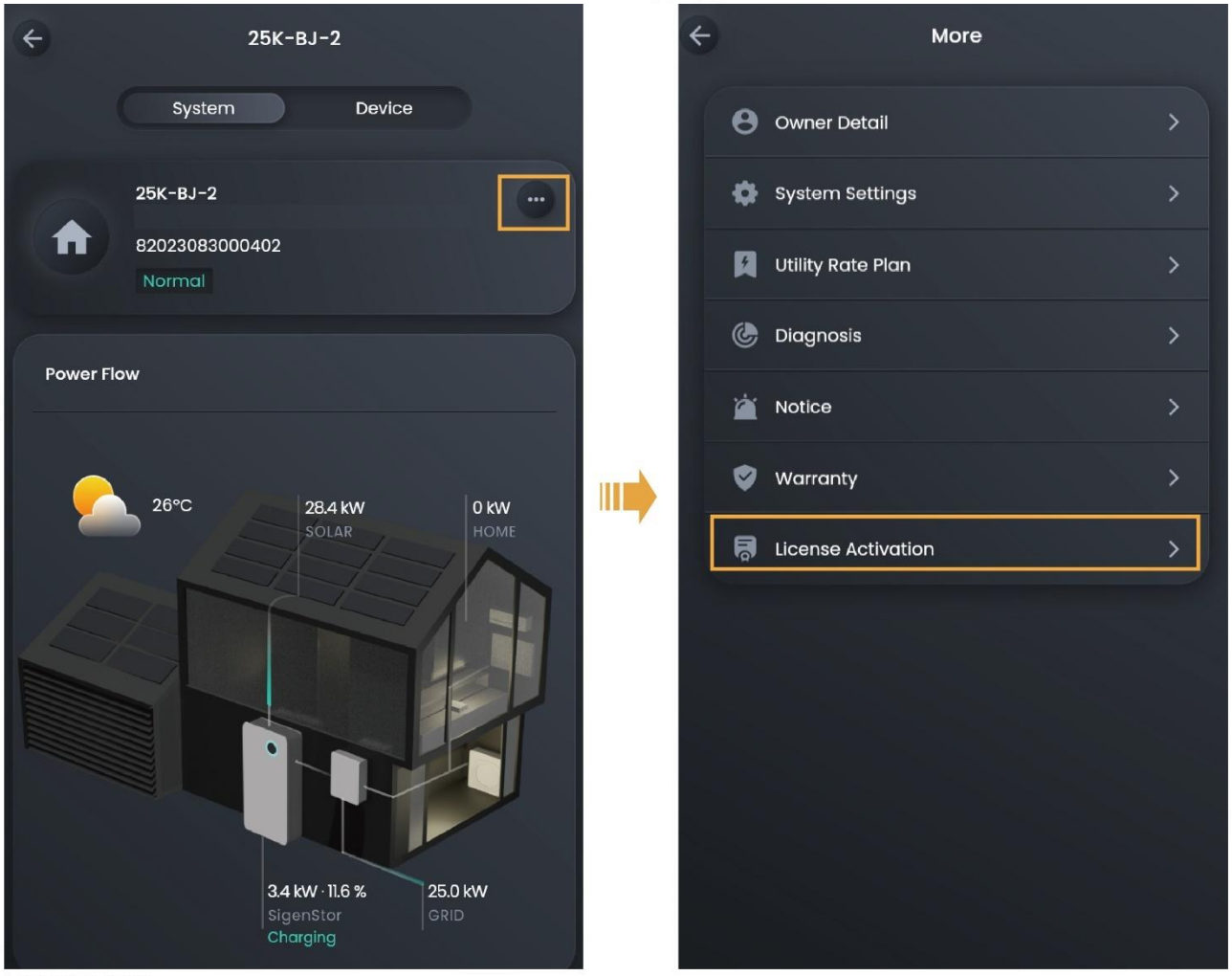
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2.3.4 License activation

Tips

- **If Sigen Hybrid series inverters are expected to be applied in PV storage systems, users must purchase and activate the license.**
- **For how to purchase the license, please consult our engineer.**

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click  next to the station name and click "License Activation" to activate the license.

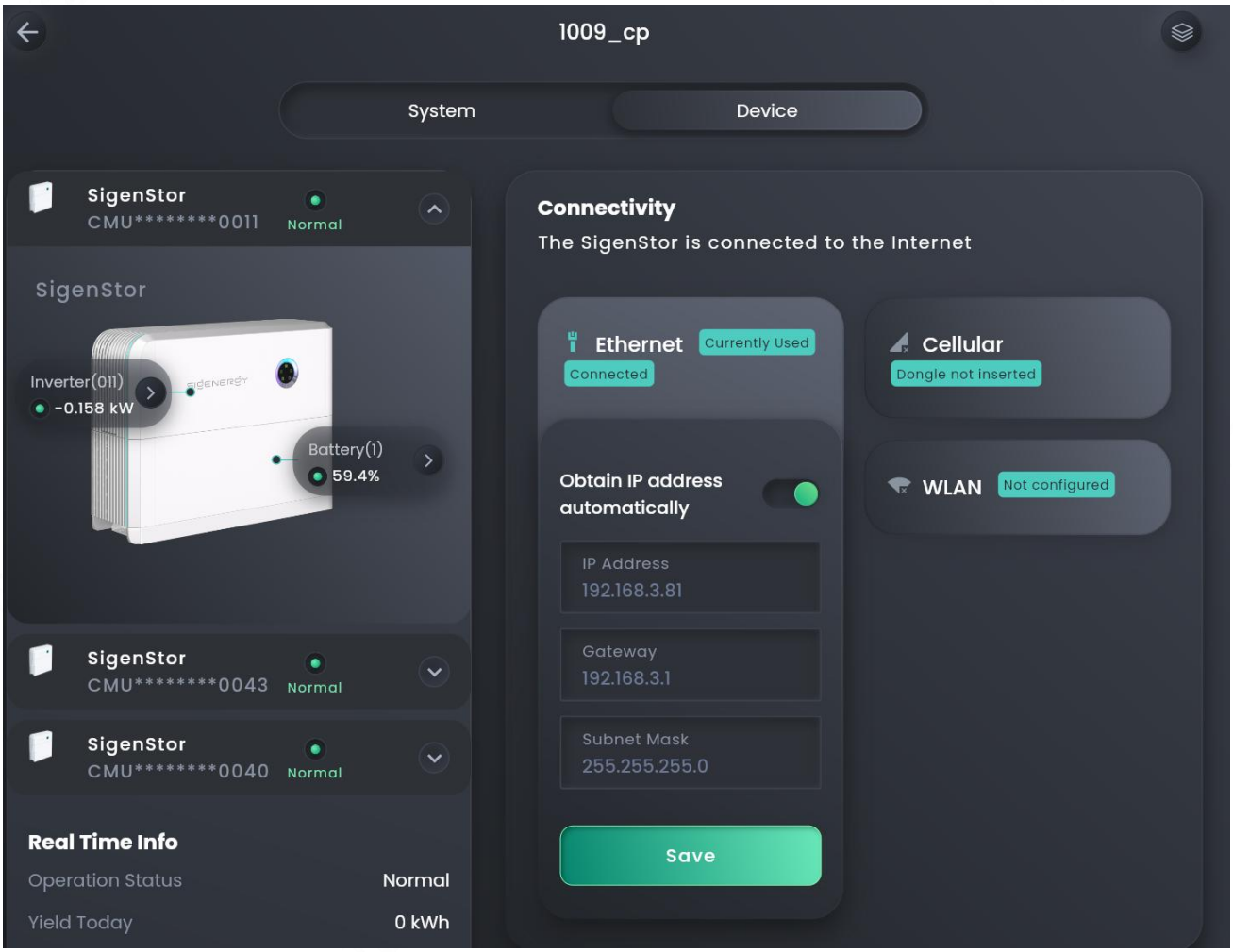


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2.4 Device parameter setup

2.4.1 SigenStor

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click the device in the energy flow chart in the "System" tab or the "Device" tab.



2.4.1.1 Internet connection

In the "Connectivity" area, you can check the Internet connection mode.

No.	Parameter name	Description
1	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 be normally connected to the Internet, or insert Sigen CommMod. 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. 4. Re-connect the network cable to the device.
2	WLAN	Displays the connection status of WLAN. If the connection status is displayed as "Not connected", but you want to use the WLAN to connect to the Internet, do the following: ● In parallel mode, identify the connection status of WLAN in "System Settings". If the status is displayed as "Connected", the device is communicated over WLAN, and no more action is required. If the status is displayed as "Not connected", configure the WLAN as described in 2.3.1.4 Internet connection. ● In non-parallel mode, configure the WLAN as described in 2.3.1.4 Internet connection.

No.	Parameter name	Description
3	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 Internet, do the following: ● In parallel mode, identify the connection status of 4G network in "System Settings". If the status is displayed as "Connected", the device is communicated over the 4G network, and no more action is required. If the status is displayed as "Not connected", please make sure that Sigen CommMod is inserted. ● In non-parallel mode, please make sure that Sigen CommMod is inserted.

2.4.1.2 History maintenance

In the "Maintenance" area, you can clear historical data.

Tips

- **When you click "Reset", the device restarts.**
- **When you click "Erase All Content", performance data within 5 minutes, alarms, and hourly/daily/monthly/yearly generating capacity, operation logs, device information will be cleared. Please exercise caution with this action.**

2.4.1.3 Power on/off

In the "Maintenance" area, you can click "Power-off" or "Power-on" to power the system on or off.

2.4.1.4 ModBus parameters

You need to set these parameters when the device is communicated with a third-party EMS over the ModBus-TCP protocol.

No.	Parameter name	Description
1	ModBus Server Address	Specifies the IP address of a third-party EMS server when the device functions as the Modbus TCP client.
2	ModBus Server Port	Specifies the port for the device to communicate with a third-party EMS when the device functions as the Modbus TCP client.
3	ModBus Local (Slave) Address	Specifies the Modbus address of the device when the Modbus protocol is used. You must set different Modbus addresses for devices in parallel mode.
4	ModBus TCP Server Enable	When this parameter is set to , the device functions as the Modbus TCP server and enables connection with a third-party EMS.

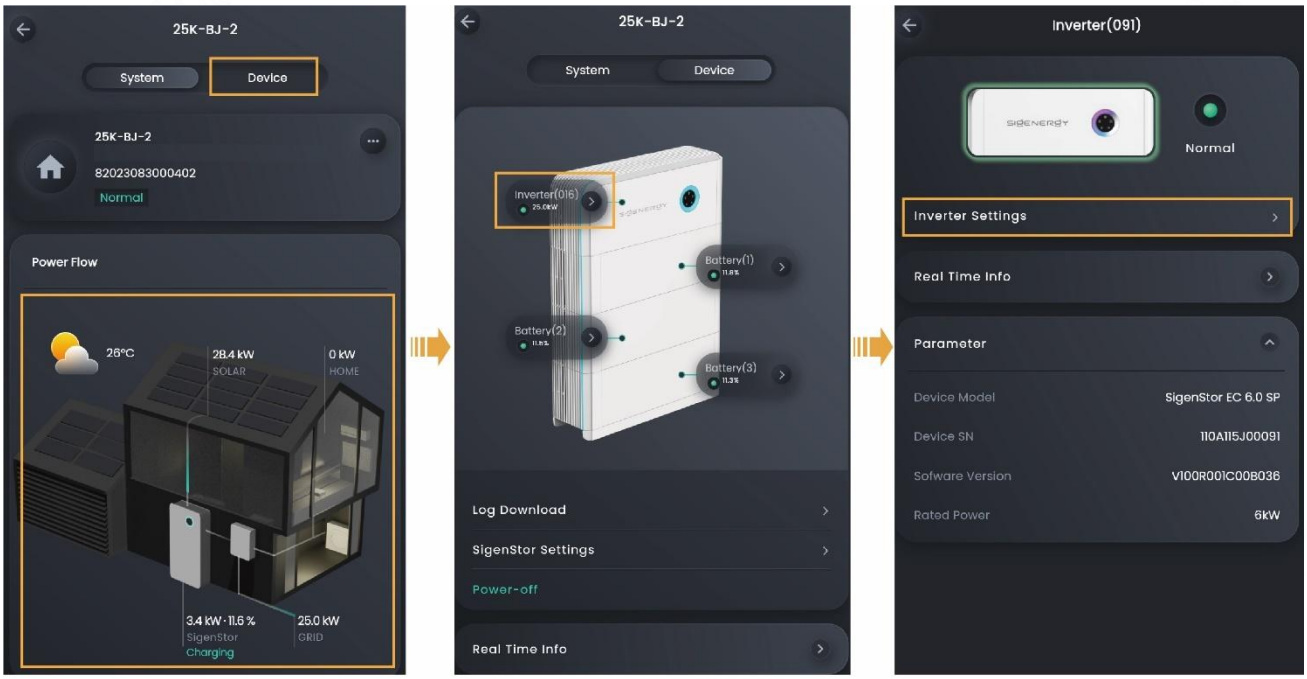
2.4.1.5 Others

Operational Parameters

No.	Parameter name	Description
1	RS485-1 Baud Rate	Specifies the data transfer rate of the RS485 port.

2.4.2 Inverter

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click the device in the energy flow chart in the "System" tab or the "Device" tab.
3. Click "Inverter" → "Inverter Settings" to go to the setup screen.



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IPS (only available for Italian grid code CEI-021)

No.	Parameter name	Description
1	IPS external command signal	Specifies IPS external command signal.
2	IPS local command signal	Specifies IPS local command signal.

Power

No.	Parameter name	Description
1	Insulation impedance threshold	To ensure the safety of the equipment, the equipment cannot operate if the equipment detects that the measured insulation resistance to the ground output by the PV array is lower than the value set for this parameter.
2	Grid fault recovery time to grids	Specifies the time after which the actual grid voltage and grid frequency are within the set range (see the description in "Operational Parameters"), and the device waits for grid connection after the power grid resumes normal operation.

Frequency Setting

No.	Parameter name	Description
1	Overfrequency Derating Enable	The grid frequency is greater than the trigger value when it is set to . This setting will limit the device from outputting active power.
2	Frequency for triggering overfrequency derating	Specifies the threshold for triggering derating upon overfrequency.
3	Overfrequency derating power change rate	Specifies the amplitude of power decline relative to frequency upon overfrequency.
4	Over-Frequency Derating Exit Frequency	Specifies the threshold to exit derating upon overfrequency. That is, when the grid frequency is lower than the exit threshold, the device outputs active power and derating stops.
5	Underfrequency rise power Enable	The grid frequency is lower than the trigger value when it is set to , and the device outputs a higher active power.
6	Frequency for triggering of underfrequency rise power	Specifies the threshold for triggering power rise upon underfrequency.

No.	Parameter name	Description
7	Power recovery gradient of underfrequency rise	Specifies the amplitude of power rise relative to frequency upon underfrequency.
8	Under-Frequency Power Increase Exit Frequency	Specifies the threshold for exiting power rise upon underfrequency. That is, when the grid frequency is greater than the exit threshold, the device outputs active power, and the power rise stops.

Voltage Protection

No.	Parameter name	Description
1	Level-***N*** Overvoltage Protection Threshold	Specifies the level-***N*** overvoltage threshold. When the actual voltage is greater than the set threshold, and the set protection duration is met, an alarm will be triggered on the device. On the contrary, an alarm will be cleared.
2	Level-***N*** Overvoltage Protection Duration	Specifies the duration for level-***N*** overvoltage protection.
3	Level-***N*** Undervoltage Protection Threshold	Specifies the level-***N*** undervoltage threshold. When the actual voltage is lower than the set threshold, and the set protection duration is met, an alarm will be triggered on the device. On the contrary, an alarm will be cleared.
4	Level-***N*** Undervoltage Protection Duration	Specifies the duration for level-***N*** undervoltage protection.
5	Ten-Minute Sliding Window Overvoltage Protection Threshold	Specifies the 10-minute overvoltage protection threshold. When the average voltage value in a 10-minute window is greater than the set threshold, and the set protection duration is met, an alarm will be triggered on the device. On the contrary, an alarm will be cleared.
6	Ten-Minute Sliding Window Overvoltage Protection Time	Specifies a 10-minute overvoltage protection duration.
Note: ***N*** is a numeric value from 1 to 6. You can set a parameter for "Voltage Protection" to associate with "Grid Code". For available parameters, the screen display shall prevail.		

Frequency Protection

No.	Parameter name	Description
1	Level-***N*** Overfrequency Protection Threshold	Specifies the level-***N*** overfrequency threshold. When the actual grid frequency is greater than the set threshold, and the set protection duration is met, an alarm will be triggered on the device. On the contrary, an alarm will be cleared.
2	Level-***N*** Overfrequency Protection Duration	Specifies the duration for level-***N*** overfrequency protection.
3	Level-***N*** Underfrequency Protection Threshold	Specifies the level-***N*** underfrequency threshold. When the actual grid frequency is lower than the set threshold, and the set protection duration is met, an alarm will be triggered on the device. On the contrary, an alarm will be cleared.
4	Level-***N*** Underfrequency Protection Duration	Specifies the duration for level-***N*** underfrequency protection.
Note: ***N*** is a numeric value from 1 to 6. You can set a parameter for "Frequency Protection" to associate with "Grid Code". For available parameters, the screen display shall prevail.		

Operational Parameters

No.	Parameter name	Description
1	P-U Voltage Derating Enable	When it is set to , the grid voltage, based on the P-U curve correspondence, regulates the active power output from the device.
2	P-U curve Points included	Specifies the ratio P/Pn between the active power and the rated power that the device regulates in real time based on the ratio U/Un(%) between the actual voltage and the rated voltage.
3	P-U curve power regulation time	Specifies the time required to regulate 95% of the active power output from the device based on the P-U curve correspondence due to grid voltage change.

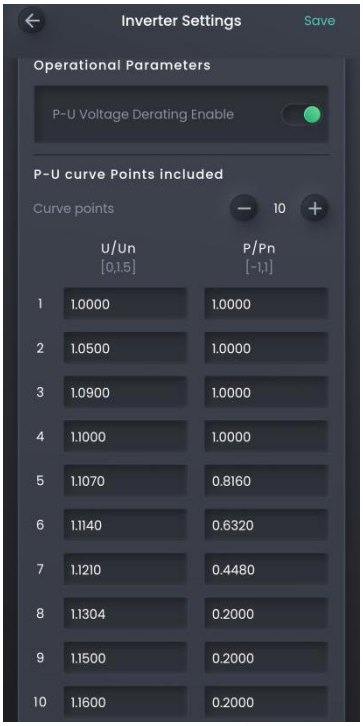
No.	Parameter name	Description
4	Grid Fault Recovery	When it is set to , the device can be connected to the power grid only when the actual grid voltage and frequency are within the set range, and this state is maintained for the set duration after the power grid resumes normal operation.
5	Grid Fault Recovery Frequency Upper Limit	Specifies the allowable maximum frequency for connecting devices to the grid after the power grid resumes normal operation.
6	Grid Fault Recovery Frequency Lower Limit	Specifies the allowable minimum frequency for connecting devices to the grid after the power grid resumes normal operation.
7	Grid Fault Recovery Voltage Upper Limit	Specifies the allowable maximum voltage for connecting devices to the grid after the power grid resumes normal operation.
8	Grid Fault Recovery Voltage Lower Limit	Specifies the allowable minimum voltage for connecting devices to the grid after the power grid resumes normal operation.
9	Grid Fault Recovery Power Gradient	Specifies the power rise gradient after the devices are connected to the grid after the power grid resumes normal operation.
10	Startup Grid Connection Detection Enable	When it is set to , the device can be connected to the power grid only when the actual grid voltage and frequency are within the set range, and this state is maintained for the set duration.
11	Startup Grid Connection Detection Time	Specifies the time after which the actual grid voltage and frequency are within the set range, and the device waits for the grid connection after the device is powered on.
12	Startup Grid Connection Detection Frequency Upper Limit	Specifies the allowable maximum frequency for the grid connection after the device is powered on.
13	Startup Grid Connection Detection Frequency Lower	Specifies the allowable minimum frequency for the grid connection after the device is powered on.

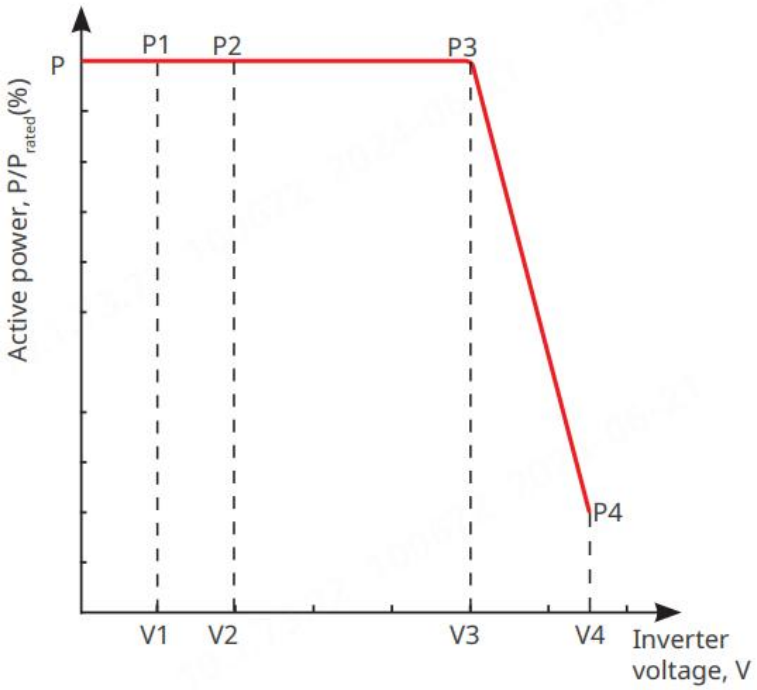
No.	Parameter name	Description
	Limit	
14	Startup Grid Connection Detection Voltage Upper Limit	Specifies the allowable maximum voltage for the grid connection after the device is powered on.
15	Startup Grid Connection Detection Voltage Lower Limit	Specifies the allowable minimum voltage for the grid connection after the device is powered on.
16	Startup Grid Connection Detection Power Gradient	Specifies the power rise gradient after the device is connected to the grid after being powered on.
17	Active Islanding	When it is set to , the output power, frequency, or phase can be disturbed to a certain extent by using a control unit.
18	Low Voltage Ride-Through Enable	When it is set to , if low voltage occurs in a short time due to grid fault, the devices shall stay connected for short periods of time instead of immediately separating from the power grid.
19	Low Voltage Ride-Through curve Points included	Sets the low voltage ride-through capability.
20	High Voltage Ride-Through Enable	When it is set to , if high voltage occurs in a short time due to grid fault, the devices shall stay connected for short periods of time instead of immediately separating from the power grid.
21	High Voltage Ride-Through curve Points included	Sets the high voltage ride-through capability.
22	Passive Islanding	When it is set to , the islanding effect will be detected by the change of output voltage, frequency, phase, or harmonics during the power outage.

Setting P(U) Curve

Step 1 : Tap Device > Inverter > Inverter Settings > PU curve Points inculdes.

Step 2 : Set the parameters based on the actual needs.





No.	Parameter name	Description
1	Reactive power Q/S regulation	Regulates the reactive power output by percentage.
2	Fixed value adjustment of reactive power	Regulates the reactive power output by the fixed value.
3	Power factor adjustment	Specifies the power factor.
4	PF-P/Pn curve Points included	Specifies the power factor of the device regulating the output power based on P/Pn(%) in real time.
5	PF-P/Pn adjustment time	Specifies the time required to regulate 95% of the reactive power output from the device based on the PF-P/Pn curve correspondence.
6	PF-U curve Points included	Specifies the power factor that the device regulates in real time based on the ratio U/Un(%) between the actual voltage and the rated voltage.
7	Q-P curve Points	Specifies the ratio Q/Pmax between reactive

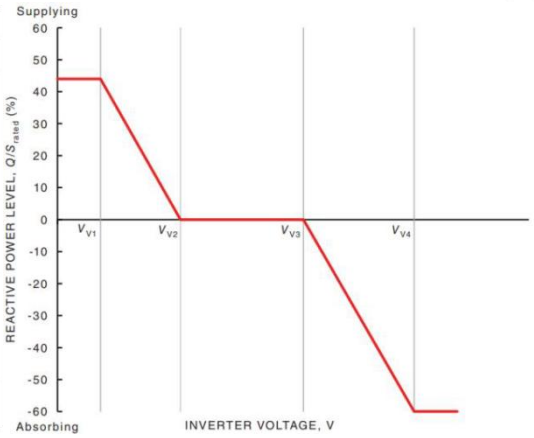
No.	Parameter name	Description
	included	power and maximum active power that the device regulates in real time based on the ratio P/Pmax between active power and maximum active power.
8	Q-P curve adjustment time	Specifies the time required to regulate 95% of the reactive power output from the device based on the Q-P curve correspondence.
9	Q-U curve Points included	Specifies the ratio Q/S between reactive power output and apparent power that the device regulates in real time based on the ratio U/Un(%) between actual grid voltage and rated voltage.
10	Q-U curve trigger power	Specifies the P/Pmax at which the device triggers the Q-U curve function. The Q-U curve scheduling function is enabled when the actual power is greater than the set value.
11	Q-U curve exit power	Specifies the P/Pmax at the device that exists the Q-U curve function. The Q-U curve scheduling function is disabled when the actual power is lower than the set value.
12	Q-U curve power regulation time	Specifies the time required to regulate 95% of the reactive power output from the device based on the Q-U curve correspondence.

Setup V-Watt and Volt-Var Mode

This inverter complies with AS/NZS 4777.2: 2020 for power quality response modes. The inverter satisfies different regions of DNSPs' grid connection rules requirements for volt-watt and volt-var Settings. e.g.: AS4777 series setting as below Figures.

Volt–var response set-point values

Region	Default value	U3	U4
Australia A	Voltage	253V	260V
	Inverter maximum active power output level (P) % of S_{rated}	100%	20%
Australia B	Voltage	250V	260V
	Inverter maximum active power output level (P) % of S_{rated}	100%	20%
Australia C	Voltage	253V	260V
	Inverter maximum active power output level (P) % of S_{rated}	100%	20%
New Zealand	Voltage	242 V	250V
	Inverter maximum active power output level (P) % of S_{rated}	100%	20%
Allowed range	Voltage	235 to 255 V	240 to 265 V
	Inverter maximum active power output level (P) % of S_{rated}	100%	0 % to 20 %

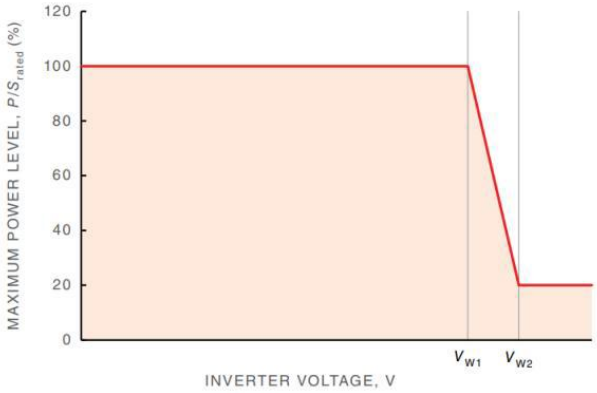


Tips

Australia C parameter set is intended for application in isolated or remote power systems.

Volt–watt response default set-point values

Region	Default value	U1	U2	U3	U4
Australia A	Voltage	207V	220V	240V	258V
	Inverter reactive power level (Q) % of Srated	44 % supplying	0%	0%	60 % absorbing
Australia B	Voltage	205V	220V	235V	255V
	Inverter reactive power level (Q) % of Srated	30 % supplying	0%	0%	40 % absorbing
Australia C	Voltage	215V	230V	240V	255V
	Inverter reactive power level (Q) % of Srated	44 % supplying	0%	0%	60 % absorbing
New Zealand	Voltage	207V	220V	235 V	244 V
	Inverter reactive power level (Q) % of Srated	60 % supplying	0%	0%	60 % absorbing
Allowed range	Voltage	180 to 230 V	180 to 230 V	230 to 265 V	230 to 265 V
	Inverter reactive power level (Q) % of Srated	30 to 60 % supplying	0%	0%	30 to 60 % absorbing



Tips

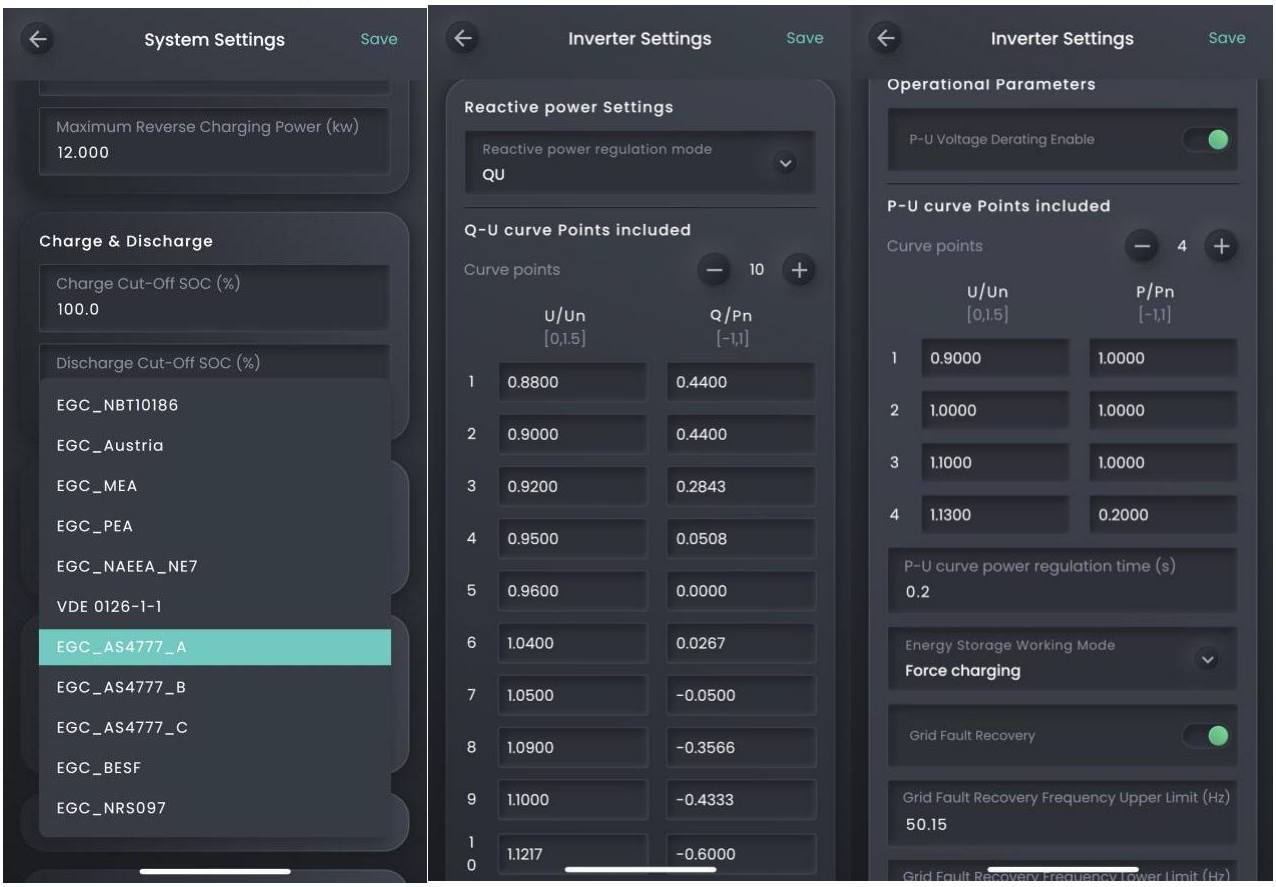
- Inverters may operate at a reactive power level with a range up to 100 % supplying or absorbing.
- Australia C parameter set is intended for application in isolated or remote power systems.

Setting procedure:

1. AS4777 grid compliance has been set during production, please select

corresponding grid compliance according to state regulation during installation. You can choose a state regulation compliance with your local grid via mySigen App.

2. Select reactive power settings and choose QU mode and enable P-U voltage derating settings to enter DNSPs settings.



Tips

With regard to the Power rate limit mode, Sigenergy sets the product WGra to 16.67%Pn by default in the following cases according to the requirements of 3.3.4.2 as 4777.2: 2020.

- Soft ramp up after connect,
- Reconnect or soft ramp up/down following a response to frequency disturbance.

2.4.3 Gateway

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click the device in the energy flow chart in the "System" tab or the "Device"

tab.

3. Click "Gateway" → "Gateway Settings" to go to the settings screen.

No.	Parameter name	Description
1	Overvoltage threshold	Specifies the grid overvoltage protection threshold.
2	Undervoltage threshold	Specifies the grid undervoltage protection threshold.
3	Grid recovery delay time	Specifies the delay time after which the device starts after the grid resumes normal operation.
4	Neutral Grounding	When it is set to , neutral grounding is enabled when the device operates in off-grid mode.
5	Off-Grid Enablement	When it is set to , the device can operate in off-grid mode.
6	Generator off-grid mode	When it is set to , a diesel generator is supported to be connected from the grid port.

2.4.4 Sigen EV AC Charger

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click "Charger Settings" to go to the settings screen.

No.	Parameter name	Description
1	Grid Code	Specifies a grid code based on the country/region when devices are used.
2	Home air circuit breaker	Specifies the rated current according to the home main incoming circuit breaker within the distribution panel.
3	Input circuit breaker rated current	Specifies the rated current according to circuit breakers connected to devices in the distribution panel.
4	Neutral Grounding	Specifies the grounding type according to local grid type.
5	Phase Type	Specifies the phase type according to actual wiring.
6	Maintenance	Reset: The device restarts.

2.4.5 Downloading device logs

Tips

When a device fails, and the problem needs to be located, you can download device logs and send them to our technical personnel for analysis and troubleshooting.

1. On the "Home" screen, click the name of the station where the device is installed.
2. Click the device in the energy flow chart in the "System" tab or the "Device" tab.
3. Download device logs on the "Log Download" screen.

Chapter 3 Others

3.1.1 Changing password

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

3.1.2 Modifying nickname

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

3.1.3 Configuring parameters on the "App Setting" screen

Click "Setting" → "App Setting" to go to the settings screen.

No.	Parameter name	Description
1	Dark Mode	Specifies the display style.
2	Language	Specifies the display language.
3	Temperature Unit	● Sets the unit of temperature. ● The unit of temperature commonly used in the local area is set by default. You can change this setting when needed.

3.1.4 Upgrading mySigen

Tips

For best compatibility and performance, you are advised to upgrade mySigen App, mySigen App for MAC, and mySigen App for Windows regularly. Skip this section for the web version.

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

3.1.5 Team and company management

If you want to authorize other installers to view and set up your power station or you want to view and set up the power station of other installers, click "Setting" → "Company Management".

Authorize other installers: Join the team with invitation code. You can join only one team.

View other installers: Copy "My Invitation Code" to the invitee and invite him to join your team.

3.1.6 Owner consultation and request management

Click "Service" → "Service CRM" or "Dispatched" to check and manage owner consultation requests.

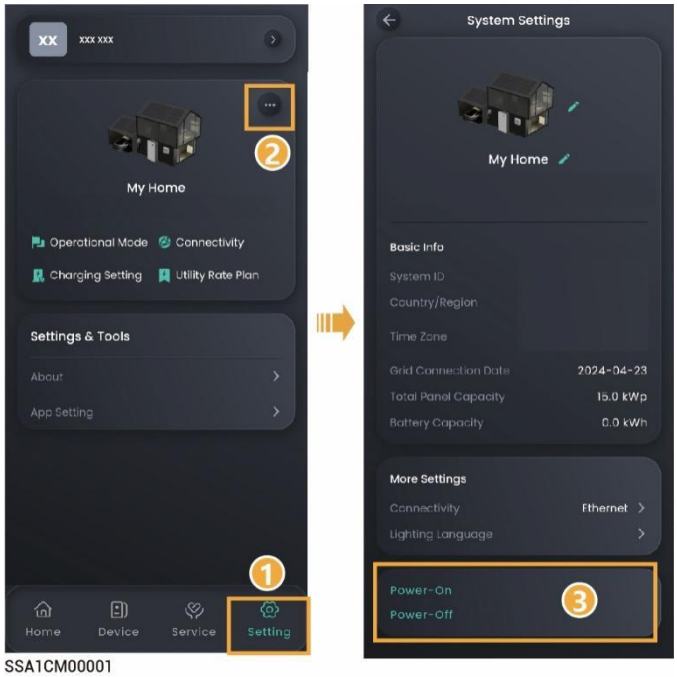
3.1.7 Support

Click "Service" → "Support" to get the contact information of your region.

3.1.8 System power-off

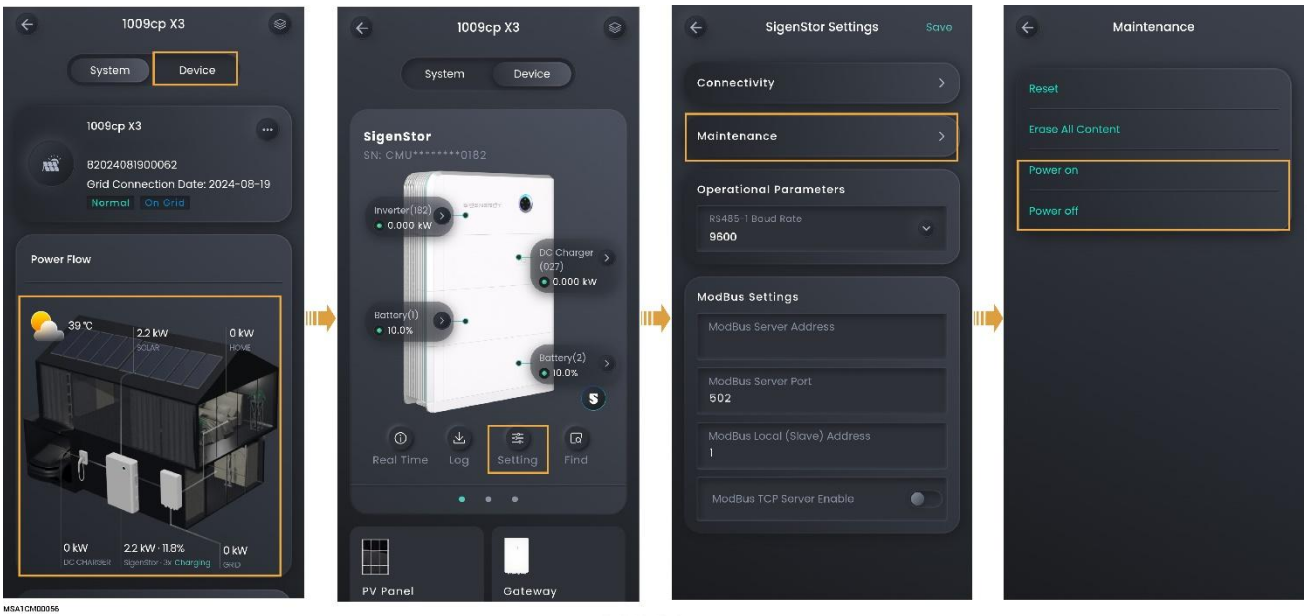
1. Power the equipment off in the App.

   Owner's Account



SSA1CM00001

Installer's Account



2. Turn off the switch connected to the equipment in the backup power distribution panel.
3. Turn DC SWITCH on the equipment to the OFF position.
4. After all LED indicators on the equipment go off, wait for the corresponding time as indicated on the label on the equipment before proceeding.

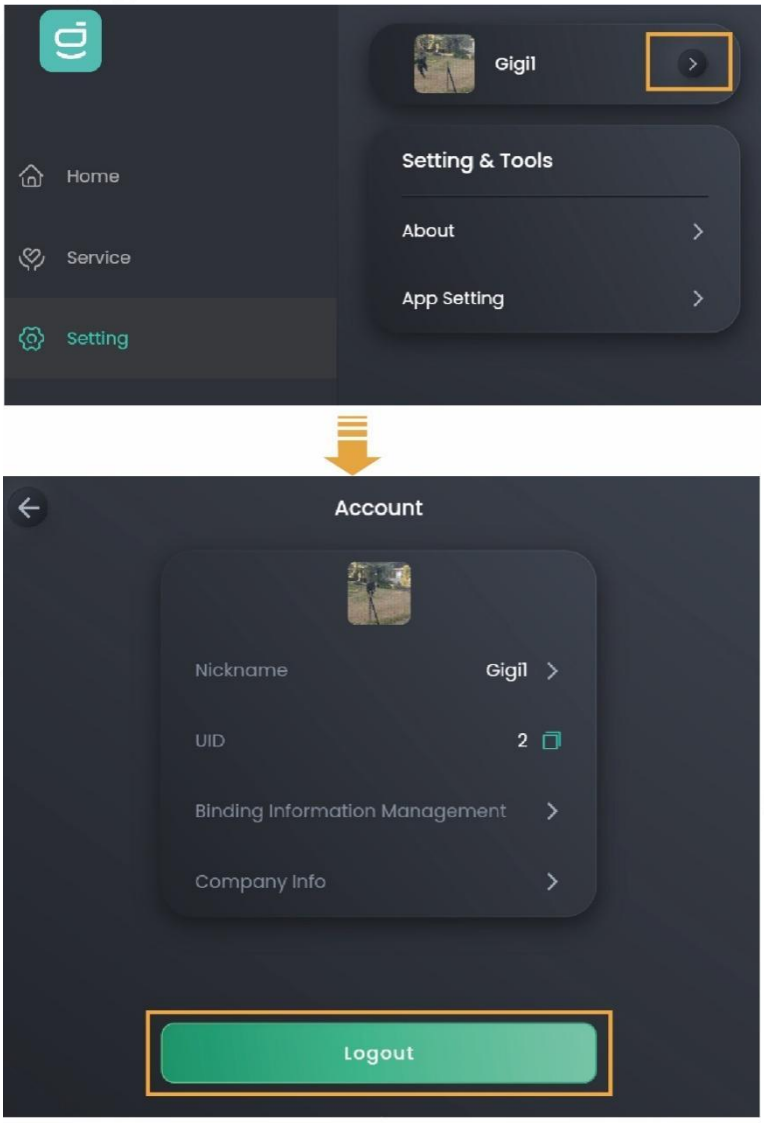
> **Warning**
>
> There is residual current and the equipment is hot immediately after the equipment is powered off. Operating the equipment immediately upon power off may lead to electric shock or burns.

3.1.9 System power-on

1. Turn DC SWITCH on the equipment to the ON position.
2. Turn on the switch connected to the equipment in the backup power distribution panel.
3. Power the equipment on in the App. For details, see Step 1 in System power-off.

Chapter 4 Logout

Click "Setting" and  on the screen top and then click "Log out".

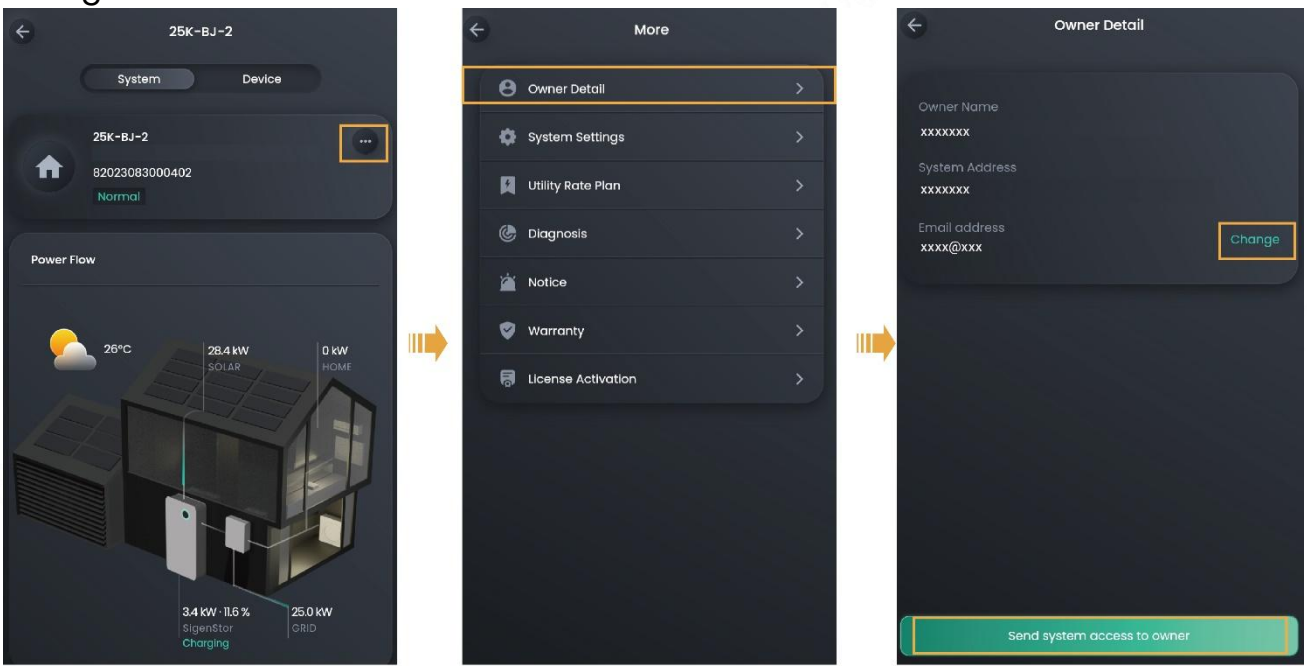


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Chapter 5 FAQs

5.1 What should you do if the owner has not received the account activation email?

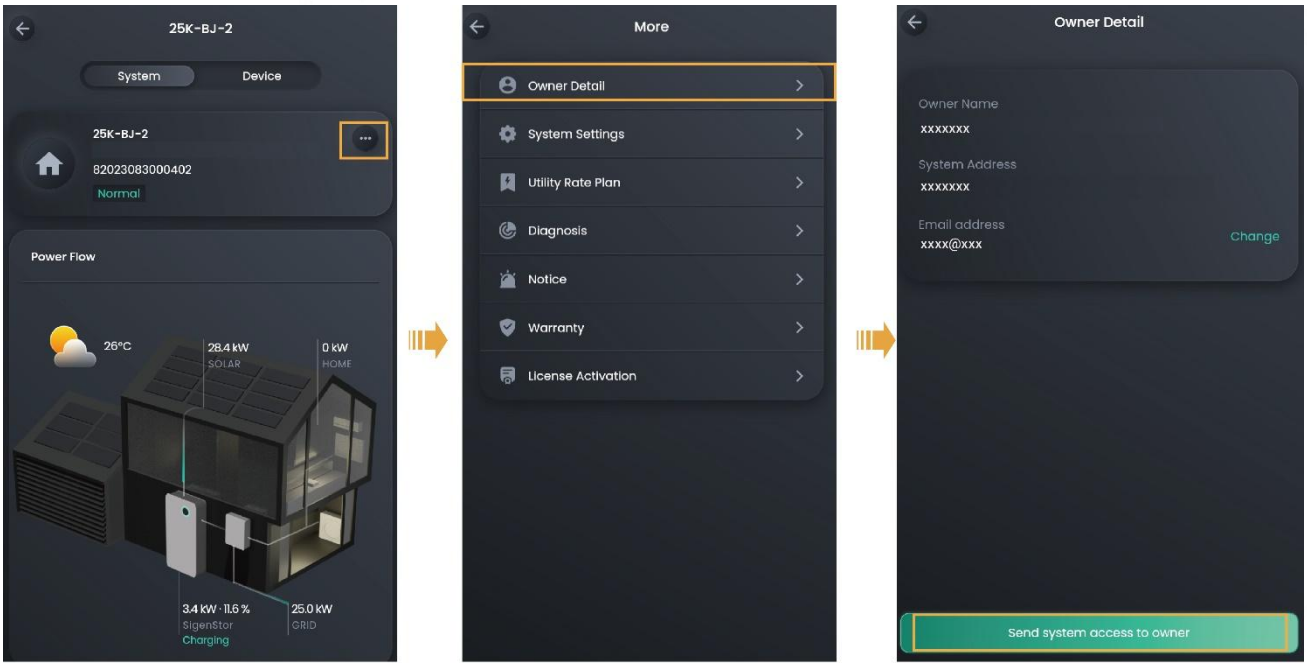
- Check whether the email from the "sigencloud" account was received in the Spam folder.
- If not, check whether the email address of the owner is correct. If the email address is incorrect, please set the email address and push the notification again.



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5.2 What should you do if the owner account activation times out and cannot be operated?

Please push the account activation notification again and ask the owner to activate the account within 24 hours.



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5.3 What should you do if you have a problem with creating new systems or other actions?

- Click "Service" → "Support" to get the contact information of your region.
- Please visit https://www.sigenergy.com and go to "Contact Us" → "Local Contacts" to get the contact information.

5.4 What should you do if you have not received emails (verification code or logs) from the system?

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

5.5 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.