



User Manual

SEMS Portal APP

V1.0-2022-11-20

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NOTICE

The information in this user manual is subject to change due to product updates or other reasons. This guide cannot replace the product labels or the safety precautions in the user manual unless otherwise specified. All descriptions in the manual are for guidance only.

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1 About This Manual

- This manual mainly introduces common operations performed via SEMS Portal App.
- This manual is subject to update without notice. For more product details and latest documents, visit https://en.goodwe.com.

1.1 Target Audience

This manual applies to trained and knowledgeable technical professionals. The technical personnel has to be familiar with the product, local standards, and electric systems.

1.2 Symbol Definition

Different levels of warning messages in this manual are defined as follows:

Indicates a high-level hazard that, if not avoided, will result in death or serious injury.
A WARNING
Indicates a medium-level hazard that, if not avoided, could result in death or serious injury.
Indicates a low-level hazard that, if not avoided, could result in minor or moderate injury.
NOTICE
Highlight and supplement the texts. Or some skills and methods to solve product-related problems to save time.

1.3 Updates

The latest document contains all the updates made in earlier issues.

V1.0 2022-11-20

• First Issue

2 App Introduction

SEMS Portal App is one monitoring platform to manage power plants & devices, and check the operating data & alarming information of the power plant.

2.1 Applicable Products

Via SEMS Portal App, it is able to monitor and manage GoodWe related products, such as inverters, smart meters, data loggers, chargers and so on.

2.2 Download and Installation

Requirement of Cell Phone:

- Operating system: 4.3 or above versions for Android; 9.0 or above versions for iOS.
- Able for Internet connection and online browsing.
- Support WLAN/Bluetooth connection.

Method 1 Search SEMS Portal in Google Play (Android) or App Store (iOS) to download and install;



Method 2 Scan below QR to download and install.



2.3 Connection Method

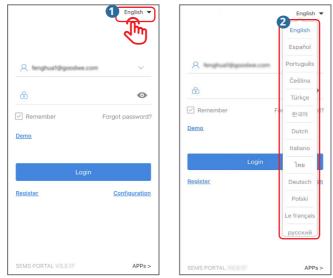
By connecting with Server via 4G, WiFi or LAN communication, the operating status of the devices in the plants and the operating data of the plants are monitored via SEMS Portal App.





2.4 Setting Language

Select the language for SEMS Portal App as in the following steps.



2.5 Registering Account

2.5.1 Register an End User Account

Tap **Register** and fill in the blanks for registration.

	English 🔻	< End user	
		SEMS	
A fenghua1@goodwe.com	~	Need a company account?	
⊜	٢	• Email	
Remember	Forgot password?	Password	
<u>Demo</u>		Confirm Password	
Login		This should be 8-16 characters, including at least one letter and one number.	
1 Register	Configuration	Select your area	Note: Select your area based on where the plant
- Jim		I am an adult, I have read and agreed to the following terms. GOODWE Terms of Use GOODWE Portal Data Protection Statement	locates. A wrong selection may cause plant creation failed.
SEMS PORTAL V3.3.17	APPs >	Register	

2.5.2 Register an Administrator, Technician or Visitor Account

NOTICE
Only support registrations for Administrator, Technician and Visitor via SEMS Portal Web. For
details, please refer to SEMS Portal Web User Manual .

2.6 App Login

NOTICE

• Already obtained the account and password.

Type the account & password, tap **Login**, and enter into SEMS Portal App.

English 💌	[+	Ρ	lants	
12 fenghuat ligoodwe.com	Summer S	Working	(2) Waiting	Fault	Offline
			e enter plant		
Remember Forgot password?		Gen. Today Plants	Total Income	Capacity \$	Gen. Today \$
Login Register		 24-047≦2 20-015645 	04 455228w8001	1.00	0.00
SEMS PORTAL V3.3.17 APPs >		Diants	-	· 1	ssage Discovery

2.7 Privilege Description

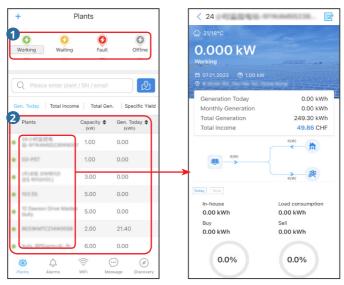
Main Heading	Sub-Heading	Third-level Heading	Function	Privilege Description
	Checking Plant Overview	-	Check the operations of all plants overall.	End user, Administrator, Technician and Visitor
Plant Monitoring	Checking Plant Details	-	Check the operations of one single plant.	Administrator, Technician and Visitor
	Checking Alarms	-	Check the alarming information of the plant .	End user, Administrator, Technician and Visitor
	Creating Plant	-	Create & manage the plants, and add devices into the plants.	End user, Administrator, Technician and Visitor
	Managing Plant	-	Delete, modify the plant information, and add visitor account.	End user, Administrator, Technician and Visitor
		Set Hybrid Inverter Parameter		End user, Administrator and Technician
	Managing Device Remotely* ¹	Set Grid-Tied Inverter Parameter	Set the parameters of the device remotely.	End user, Administrator and Technician
Plant	licinotely	Set Charger Parameters		End user, Administrator and Technician
Management	Setting Device	Set WiFi Module Parameter	Set the parameters of the device	End user, Administrator, Technician and Visitor
	Parameter Nearby	Set Charger Parameters	Parameter in a short distance.	End user, Administrator, Technician and Visitor
	Setting Message Notifying Type	-	Set Message Notifying Type.	Administrator
	Setting Income Info	-	Set the profit ratio of the power plant.	End user and Administration
	Setting Date Format	-	Set the date format displayed in the system.	End user, Administrator, Technician and Visitor
Others	Checking Warranty	-	Check the device's warranty information.	End user, Administrator, Technician and Visitor
*1: The privilege specific account		emotely varies accordin	g to different accounts. Please take the	actual interface with

3 Plant Monitoring

3.1 Checking Plant Overview

NOTICE

Type the account and password, and log into SEMS Portal App. Then the overall operating situations of all power plants will be displayed on the interface under this account.



Plant monitoring page

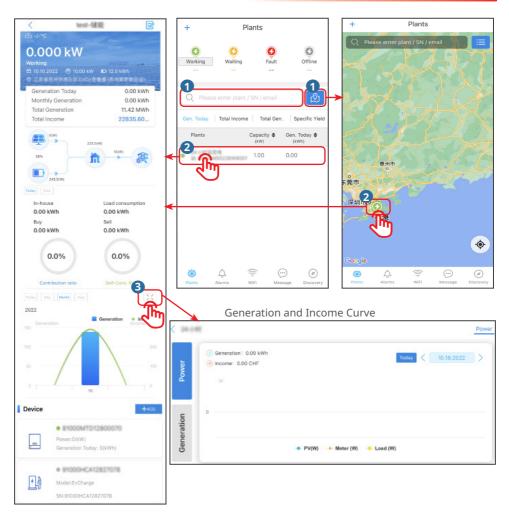
Plant details

No.	Description
1	The displaying items are the operating status of all plants.
2	The displaying items are the operating information of one single plant. Tap the plant name, and you can check the detailed information of this plant, i.e. Name, Location, Power, Capacity, Generation Today, Monthly Generation and Total Generation of the plant.

3.2 Checking Plant Details

Step 1 (optional) Type the organization code, plant name, inverter SN or the E-mail address of the owner in the blank or tap the map icon on the right, to search and quickly identify one specific plant when there are plenty ones.

Step 2 Tap the plant name on the list or the plant icon on the map to check its details. (*Note: the interface varies according to the device type. Please take the actual device's interface for reference.)



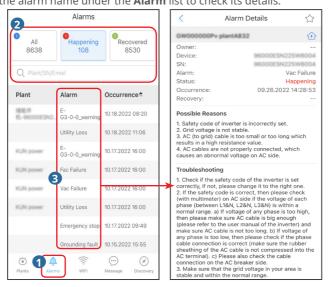
Detailed information of the plant:

Info Type	Description
Basic Info	Creating time, type, capacity, location of the plant, weather and so on.
Statistics	Working mode, real-time power, Generation Today, Income Today, Total generation, Total Income, and so on.
Chart and Figure	Energy flow chart, Power curve, Generation & Income curve and storage energy pie graph.
Device Info	Device Status, Device Data, PV Monitoring (only for Tigo devices) and single device's generating & income curve.

3.3 Checking Alarms

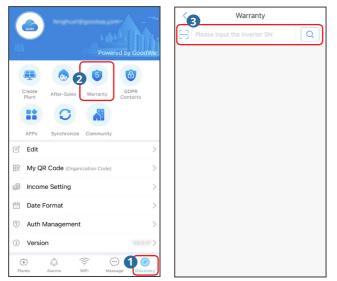
Step 1 Tap Alarms.

Step 2 (optional) Type the location, organization code, plant name, inverter SN or E-Mail address of the owner in the blank, to search and identify the alarming plant quickly. Step 3 Tap the alarm name under the **Alarm** list to check its details.



3.4 Checking Warranty

Step 1 Tap **Discovery** and then **Warranty**, and enter into **Warranty** page. Step 2 Type or scan the device SN to check the warranty information.



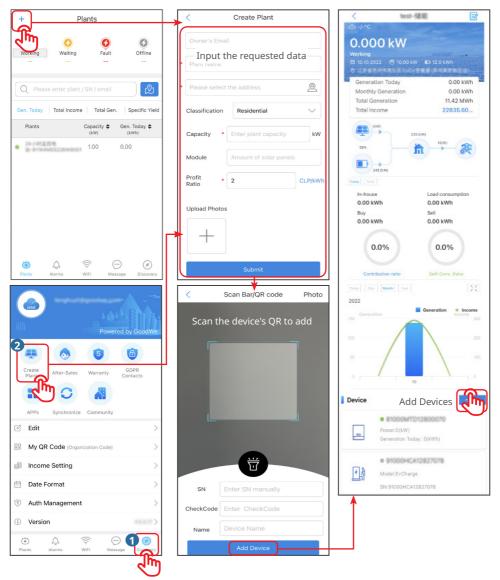
4 Plant Management

4.1 Creating Plant

Step 1 Follow below steps, and enter into the Create Plant page.

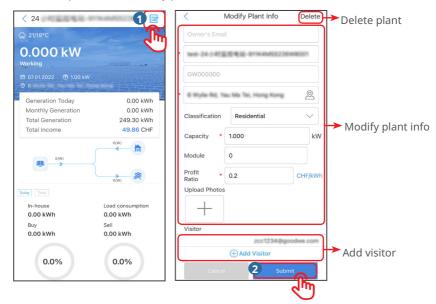
Step 2 Read the instructions, input the requested data, and tap **Submit**. (* refers to the mandatory items)

Step 3 Follow the instructions to add devices, and finish the creation. (Or tap **ADD** on the main page to add new devices.)



4.2 Managing Plant

Follow below steps to delete, modify plant info, or add visitor.



4.3 Managing Device Remotely

NOTICE

- Set the device's parameters via SEMS Portal App after creating a plant and adding devices in it.
- Before setting parameters, read through this document and the corresponding inverter's user manual, to learn about the product functions and features. If the grid parameters are set improperly, operations such as issuing start or stop griding command to the inverter may fail or not in compliance with the related requirements, thus affecting the inverter's power generation.
- This operation applies to trained and knowledgeable technical professionals. The technical personnel has to be familiar with the product, local standards, and electric systems.
- The privilege to set parameters remotely varies according to different accounts. Please take the actual interface with specific account as reference.

Safety

Select Safety Code

Save

4.3.1 Set Hybrid Inverter Parameter

Step 1 Tap the specific device under **Device** list, and enter into the device's main page. Step 2 Tap **Configure**, read the instructions, and configure the inverter parameters.



< Battery	
Battery Model	>
Battery Capacity	Al
Charge Voltage	\
The maximum charge voltage is between Enter the appropriate value carefully acc battery parameters and connection struct	ording to the
Charge Current	/
The maximum charge current is between Enter the appropriate value carefully acc battery parameters and connection struct	ording to the
ballor) parametero ano connection or ac	ture.
Discharge Current	:ture. <i>P</i>
	/-
Discharge Current Set the maximum discharge current (ont mode).	/-
Discharge Current Set the maximum discharge current (on)	A y On-Grid
Discharge Current Set the maximum discharge current (onl mode). DOD On-Grid Setting	A y On-Grid

< 9010	KMSD225G8010
	Model: Capacity: 10kW Connected: 08.09.2022 Status: Working
Operation Data	Today Day Month Year
2022	Generation Income
200 Generation	Income 28
100	27
0	09
Monitoring	2 Configure
Fault Message	
Power	
Generation Today	0kWh
Total Generation	251kWh
Total Hours	65539hour
AC Voltage	0.0V

Working Mode	>
On-Grid Power Limitation	\bigcirc
Maximum On-Grid output power	W >
Power Factor	% >

Brazil LV			
Britain G98			
Britain G99			
Bulgaria			
Chile BT			
Chile MT-A			
Chile MT-B			
China Higher	r		
China Highes	st		
China Utility	∏ ∏> Battery	DO Mode	Others
Jh			
$\overline{}$	Oth	ers	
Backup Supp	v		
backup side. I	In Forced Off-0	Iways supplied Grid mode, this to be supplied	function
Shadow Scan			\bigcirc
shadowed. Sh track the MPF	nadow Scan O Point for one	ded for panels N means the s minute once pe ower is generat	ystem will er hour.
Battery Activa	ited		\bigcirc
protection, this and continue with automatic activating this	s function is us charging (only c switch). Plea function as th	e to the low-vol ad to activate applies to lithiu se be very care ere will be a vo he hybrid invert	the battery um battery oful when Itage of 50-
5)	m	8	6

5

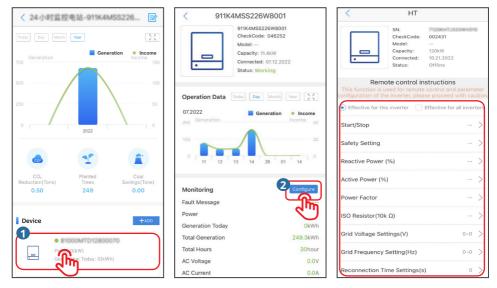
III>

Others

3 Safety

4.3.2 Set Grid-Tied Inverter Parameter

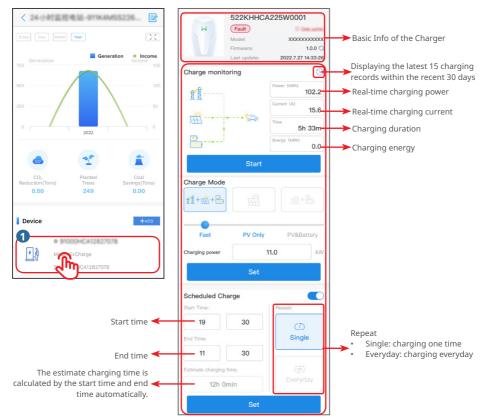
Step 1 Tap the specific device under **Device** list, and enter into the device's main page. Step 2 Tap **Configure**, read the instructions, and configure the inverter parameters.



No.	Parameters	Description
1	Start/Stop	 Start: Tap Start/Stop once, and the inverter begins self-checking, and then grid connecting. Stop: Tap Start/Stop again, and the inverter ends griding.
2	Safety Setting	Select the safety code according to the grid standard of the country/region where the inverter is located, and the application scenario of the inverter. Once finishing the setting, the factory default values of the inverter have been configured according to the safety regulation requirements.
3	Reactive Power (%)	Set the inverter reactive power output value. For example: When the setting value is 5%, it means the reactive power output value of the inverter = the inverter rated power * 5%.
4	Active Power (%)	Set the inverter active power output value. For example: When the setting value is 90%, it means the active power output value of the inverter = the inverter rated power * 90%.
5	Power Factor	Set the power factor of the inverter.
6	ISO Resistor	Set it as the threshold value of the insulation impedance of PV-PE. When the actual value is detected to be less than the setting value, IOS fault will be reported.
7	Grid Voltage Settings	Set the voltage range that allows the inverter to be connected to the grid.
8	Grid Frequency Setting	Set the frequency range that allows the inverter to be connected to the grid.
9	Reconnection Time Settings	The time interval for the inverter to reconnect to the grid when the grid voltage and frequency are restored to normal.

4.3.3 Set Charger Parameters

Step 1 Tap the specific charger under **Device** list, and enter into the Charger's main page. Step 2 Read the instructions, and configure the Charger's parameters.



No.	Parameters	Description	
1	Charge monitoring	Display the energy flowing from the Charger to EV and the charging info, which update every 30 seconds.	
2	Start/Stop	Start: begin the charging from the charger to EV.Stop: end the charging from the charger to EV.	
3	Charger Mode	 Select the charging mode from the charger to EV. Fast: Charges EV at the rating power with the energy from the grid, PV or the battery. PV Only: Charges EV only with the remaining energy converted from PV after supplying loads. PV & Battery: Charges EV with the remaining energy converted from PV and battery after supplying loads. 	
4	Scheduled Charge	Support charging in schedule. Enable it, and set the charging time and repeating way.	

4.4 Setting Device Parameter Nearby

NOTICE SEMS Portal App can communicate with devices via Bluetooth and WiFi connection. You can set WiFi module or the charger parameters.

4.4.1 Set WiFi Module Parameter

After setting the WiFi module via SEMS Portal App, you can establish communication between the WiFi module and the cloud to monitor or manage the device remotely.

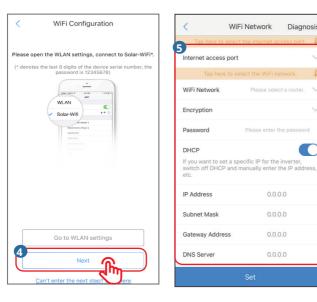
NOTICE

Follow below instructions for WiFi Configuration.

English 🔻	English 💌	< WiFi Configuration
		Make sure the device (such as inverter, HomeKit and so on) is powered on.
	♀ fenghua1@goodwe.com ∨	When the device indicator lights up, click "Next".
6	O	
Remember Forgot password?	Remember Forgot password?	
Demo	<u>Demo</u>	
	Login	
Login	Register Configuration	
Register Configuration		
	9	8
	Wi-Fi	Next
SEMS PORTAL V3.3.17 APPs >	EV Charger	

Diagnosis

C



NOTICE

Wi-Fi/LAN Kit starts automatically after WiFi parameter setting.

No.	Parameter	Description
1	Internet access port	Only Wi-Fi/LAN Kit support. Select Wi-Fi or LAN based on the actual connecting.
2	WiFi Network	
3	Encryption	For WiFi module only.
4	Password	Set the parameters based on the router network information.
5	DHCP	Enable DHCP when the router is in dynamic IP mode.Disable DHCP when a switch is used or when the router is in static IP mode.
6	IP Address	
7	Subnet Mask	 Do not configure the parameters when DHCP is enabled. Configure the parameters according to the router or switch information when DHCP is disabled.
8	Gateway Address	
9	DNS Server	switch information when brick is disabled.

4.4.2 Set the Charger Parameters

Step 1 Follow below steps to log into the charger.

English 🔻	English 🔻			
A tenghuat@goodwe.com				
ê o	Remember Forgot password?			
Remember Forgot password? Demo	Demo 3			
Login Register	Login Recister Configuration Original password:			
SEMS PORTAL VILL APPS >	GOODWE2022 If you forget the password, password, password, password, password, password, 3 GOODWE after-sales contact information: XXXXXXXXXXX EV Charger			
NOTICE				

Type the original password to log in for the first time. Modify the password as soon as possible and remember the new one. To ensure a safe account, modify the password regularly.

নশ্

Step 2 Set the parameters of the charger as in the following steps.

←] 17000HCA229W0001	Settings	< Wi-Fi configuration	save
Status:Waiting	2 Change password	Network Name	
M A CONTRACTOR	Wi-Fi configuration	Solar-WiFi194W0005	\sim
Connected, ready to		Password	
charge	Firmware version	12345678	
		DHCP	
HI		If you need to set a specific IP address manually enter it after turning off DHC	;, you can ;P.
Charging Mode		IP Address	0.10.100.150
Fast PV PV+Battery			5.255.255.0
Schedule to charge		Gateway Address 10	0.10.100.253
Not set		DNS Server	192.168.1.1
Plug And Charge			
🛜 Wi-Fi 🌑 🍙 Cloud			
Not communicating Communicating			
Alarm record			
Settings			

NOTICE

After setting the charger's WiFi configuration via SEMS Portal App, a communication between the charger and the cloud is established to monitor or manage the device remotely.

No.	Parameters		Description
1	Change password		Modify the login password of the charger.
		Network Name	Before connected to the cloud, the charger shall communicate with the router and its corresponding network shall be selected.
		Password	Enter the password of the selected internet.
2	WiFi configuration	DHCP	 Enable DHCP when the router is in dynamic IP mode. Disable DHCP when a switch is used or when the router is in static IP mode.
	IP AddressSubnet MaskGateway AddressDNS Server		
		Subnet Mask	Do not configure the parameters when DHCP is enabled.
		Gateway Address	5 1 5
		DNS Server	Switch mornation when brief is disabled.
3	Firmware version		Check the software version of the charger.

Step 3 Set the charging parameters.

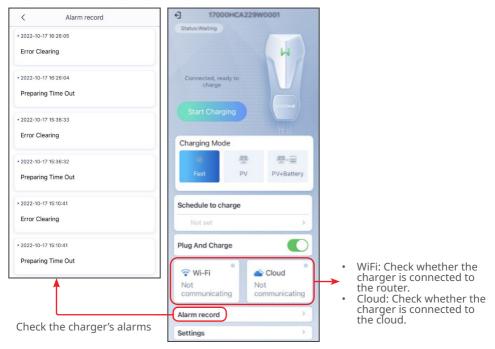
NOTICE

Read and follow the instructions below to set the parameters.

← 17000HCA229W0001	← 17000HCA229W0001
Status:Waiting	Status:Charging
L L	Energy charged
Connected, ready to charge	0.1kwh
Start Charging	End Charging
Charging Mode	Time Current OPower
	2міп 29.4а 6.3кw
Fast PV PV+Battery	Schedule to charge
Schedule to charge	Not set
Not set >	Plug And Charge
Plug And Charge	😪 Wi-Fi 🌑 🏠 Cloud
😪 Wi-Fi 🌑 📤 Cloud	Not Not communicating
Not communicating Communicating	
Alarm record	
Settings >	

No.	Parameters	Description	
1	Charger Mode	 Select the charging mode from the charger to EV. Fast: Charges EV at the rating power with the energy from the grid, PV or the battery. PV Only: Charges EV only with the remaining energy converted from PV after supplying loads. PV & Battery: Charges EV with the remaining energy converted from PV and battery after supplying loads. 	
2	Schedule to Charge	Select single charging time and repreating charging time.	
3	Plug And Charge	Plug the charger into EV and start the charging.	
4	Start/ End Charging	The charging begins after parameter setting.Start Charging: begin charging from the charger to EV.End Charging: stop charging from the charger to EV.	
5	Energy Charged	Display the charging information after charging to EV, including the charging volume, time, current and power.	

Step 4 Check the charger's operating information.



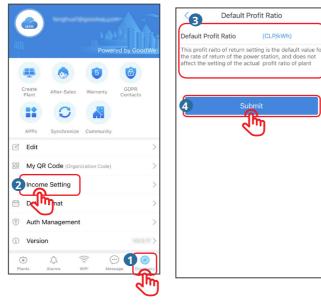
4.5 Setting Message Notifying Type

Step 1 Follow below steps and choose the notification preference. Step 2 Check alarm and generation report after tap **Save**.

Message 2 Settings	< Message Setting 3 Save
Alarm No Message	Notification Preference
Generation Report	Please note that the email may be in the junk mailbox.
No Message	Message Center
Check alarm & generation report	Pop-up None > Messages shown in Pop-up dialog
	Message Type
	Alarm Message 🕑
	Generation Report
	Frequency Daily >
	Range Plants:[0] >
	Generation report push function does not support the single retrofit inverter
Plants Alarms WiFi Mosant Discovery	

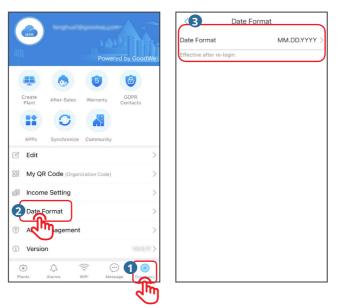
4.6 Setting Income Info

Follow below steps for setting.



4.7 Setting Date Format

Follow below steps for setting.



5 FAQs

5.1 How to Check Privacy Info?

Follow below steps to find the contact information of different regions for help.

	< GDPR Contacts
	Data Protection Officer
Powered by GoodWe	🖉 Ivan Lu
	& <u>+8651262397998</u>
Create After-Sales Warranty GDPR Contacts	DPO@goodwe.com
	 No.90 Zijin Rd., New District, Suzhou, 215011, China
APPs Synchronize Community	Representative of EU
🗹 Edit >	8 Kevin Sturm
B My QR Code (Organization Code)	& <u>+49897807289-10</u>
Income Setting	kevin.sturm@goodwe.com
Date Format	Sermang Kistlerhofstrasse 170, 81379 Muenchen, Germang
Auth Management	Supervisory Authority
(i) Version >	Ar. Wojciech Wiewiórowski
Diants Alarms WiFi Message	& <u>+3222831900</u>
रीमा	-

5.2 How to Use Demo?

Tap "Demo" . The Demo interface displays contents with Visitor account, which is for reference only.

	English 🔻			
A fenghua1@goodwe.com	~			
⊚	0			
	•			
Remember	Forgot password?			
\square				
Demo				
Login				
Register	Configuration			
SEMS PORTAL V3.3.17	APPs >			

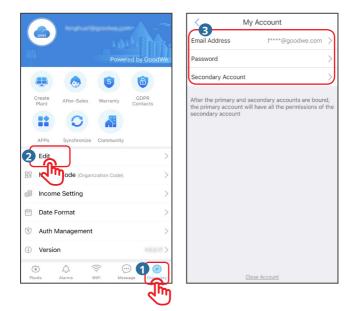
5.3 How to Reset a Forgotten Password?

There are two authentication ways to reset the password: one is by Email and the other is by Device SN. Follow below steps.

Remember f	English	Email Email Identifying Code
<u>Demo</u> Login		Submit
Register	<u>Configuration</u>	
SEMS PORTAL V3.3.17	APPs >	

5.4 How to Modify the Account?

Follow below steps to modify the registering Email or password, or add a secondary account.



6 Troubleshooting

No.	Fault	Cause	Solutions
1	Unable to install App	 The operating system version of the cell phone is too low. The installing package is blocked by the Cell Phone. 	 Update the operating system. Tap "Set" > "Security" on the Cell Phone. Select "Allow installation of applications from unknown sources".
2	Device WiFi signal is not shown in the App device list	App is not connected to WiFi	 Check whether the WiFi module works normally. Update the device list. If there is still no device list, exit the App and log in it again.
3	Login failed	 The cell phone is not connected to the Internet. SEMS Portal is in maintenance. 	 Check if mobile data of the cell phone is enabled and has access to the Internet. SEMS Portal is in maintenance. Try again later.
4	App cannot be launched	 The operating system version of the cell phone is too low. The software version of the App is too low. 	 Upgrade the operating system of the cell phone. Check if the App version is the latest version.
5	Data acquisition failure during operation	Communication between the device and SEMS Portal is interrupted.	 Check whether the communication between the device and the router is normal. Check if the communication between the router and the cloud is normal.



Official Website

GoodWe Technologies Co.,Ltd.

🛞 No. 90 Zijin Rd., New District, Suzhou, 215011, China

🕥 T: 400-998-1212

www.goodwe.com

🖂 service@goodwe.com



Local Contacts