GOODWE

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:

DANGER
Indicates a high-level hazard that, if not avoided, will result in death or serious injury.
WARNING
Indicates a medium-level hazard that, if not avoided, could result in death or serious injury.
CAUTION
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:

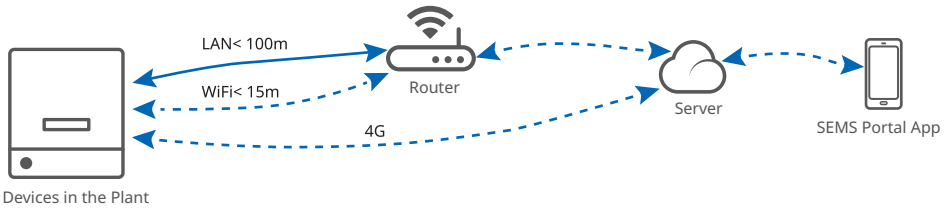
- Operating system: 4.3 or above versions for Android; 9.0 or above versions for iOS.
- Able for Internet connection and online browsing.
- Support WLAN/Bluetooth connection.

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.

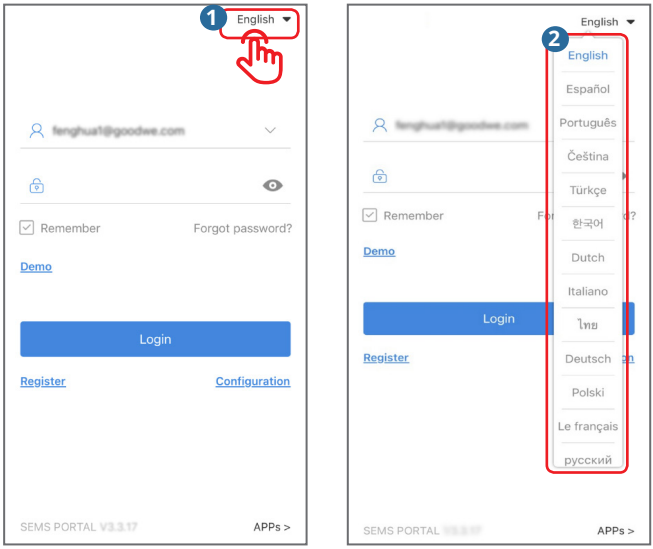
2.3 Connection Method

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

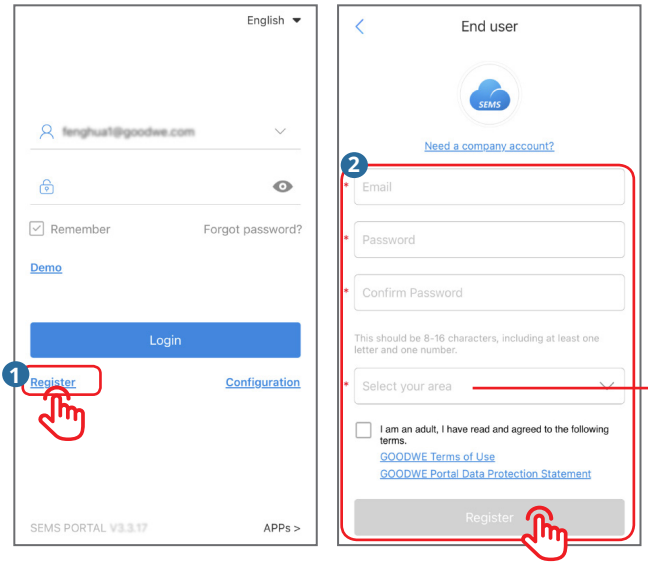
Select the language for SEMS Portal App as in the following steps.



2.5 Registering Account

2.5.1 Register an End User Account

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



Note: Select **your area** based on where the plant locates. A wrong selection may cause plant creation failed.

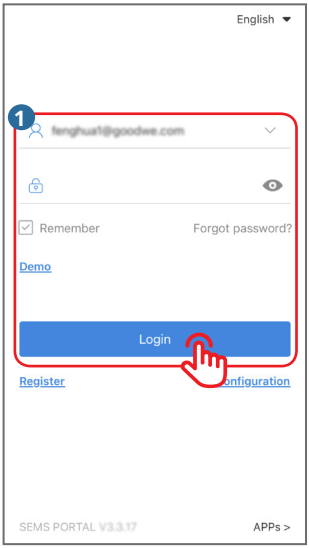
2.5.2 Register an Administrator, Technician or Visitor Account

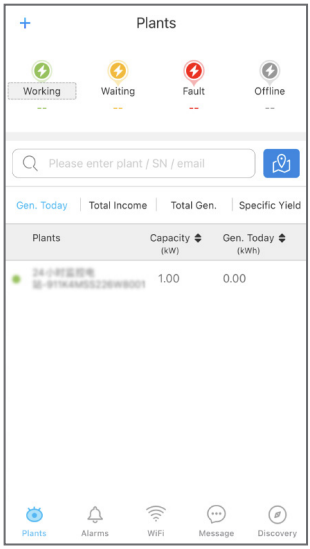
NOTICE
Only support registrations for Administrator, Technician and Visitor via SEMS Portal Web. For details, please refer to **SEMS Portal Web User Manual**.

2.6 App Login

NOTICE
• Already obtained the account and password.

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





2.7 Privilege Description

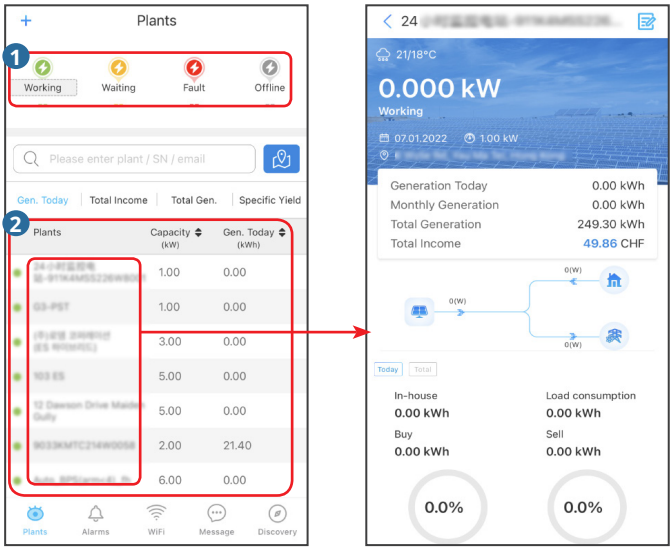
Main Heading	Sub-Heading	Third-level Heading	Function	Privilege Description
Plant Monitoring	Checking Plant Overview	-	Check the operations of all plants overall.	End user, Administrator, Technician and Visitor
	Checking Plant Details	-	Check the operations of one single plant.	Administrator, Technician and Visitor
	Checking Alarms	-	Check the alarming information of the plant .	End user, Administrator, Technician and Visitor
Plant Management	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
	Managing Device Remotely* [1]	Set Hybrid Inverter Parameter	Set the parameters of the device remotely.	End user, Administrator and Technician
		Set Grid-Tied Inverter Parameter		End user, Administrator and Technician
		Set Charger Parameters		End user, Administrator and Technician
	Setting Device Parameter Nearby	Set WiFi Module Parameter	Set the parameters of the device Parameter in a short distance.	End user, Administrator, Technician and Visitor
		Set Charger Parameters		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 to set parameters remotely varies according to different accounts. Please take the actual interface with specific account as reference.

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.



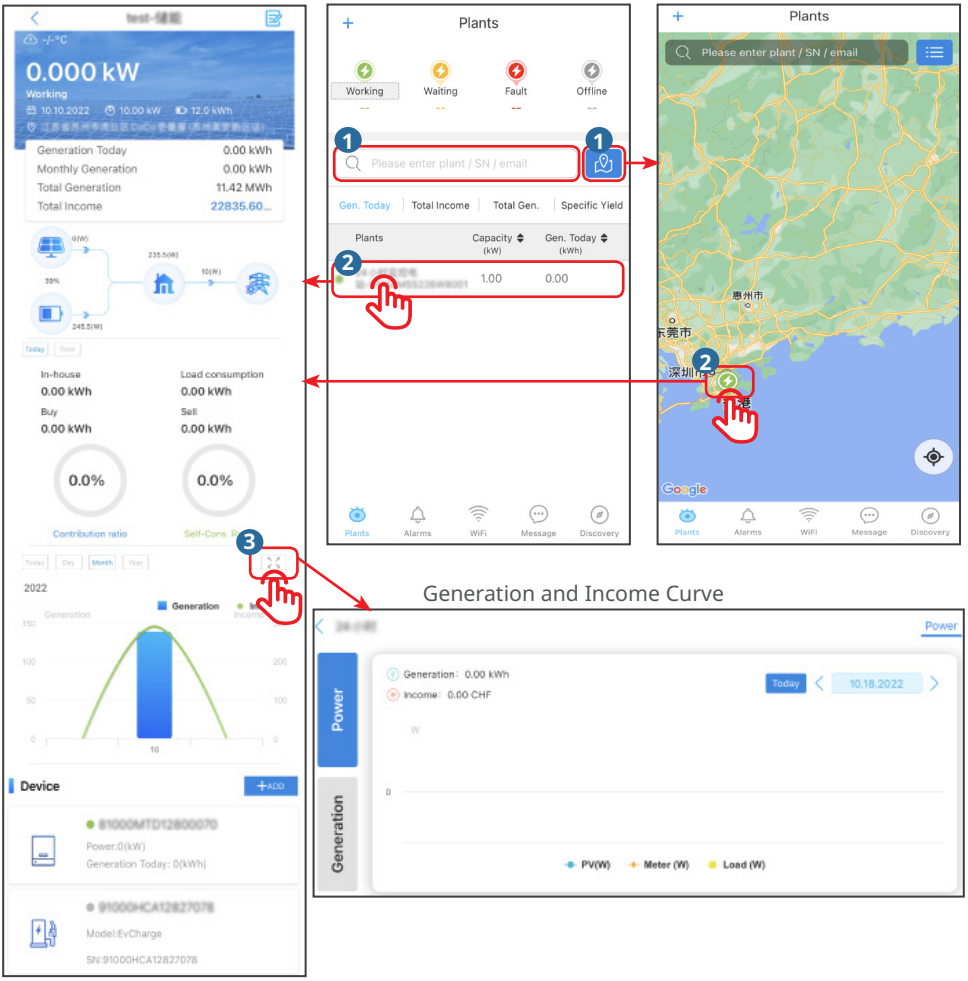
Plant monitoring page Plant details

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:

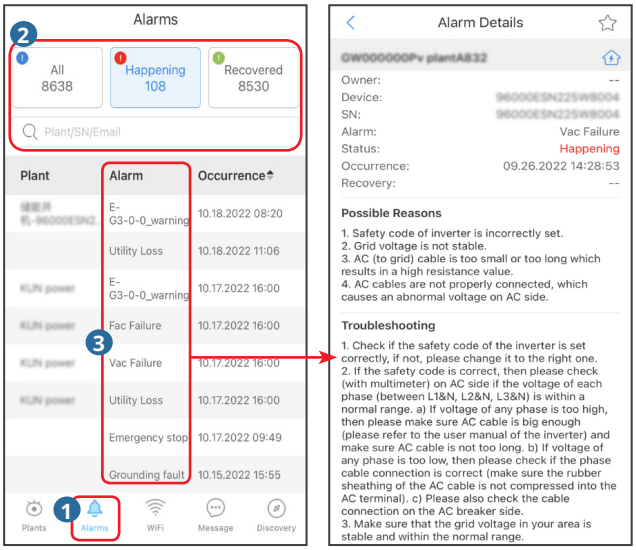
Info Type	Description
Basic Info	Creating time, type, capacity, location of the plant, weather and so on.
Statistics	Working mode, real-time power, Generation Today, Income Today, Total generation, Total Income, and so on.
Chart and Figure	Energy flow chart, Power curve, Generation & Income curve and 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.

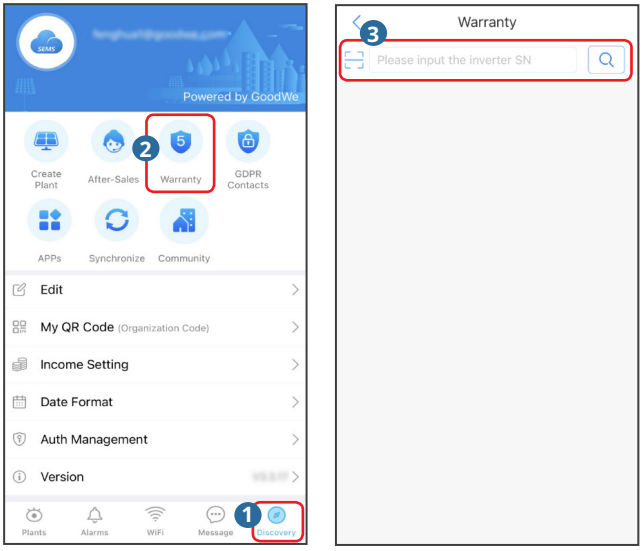
Step 3 Tap the alarm name under the **Alarm** list to check its details.



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.



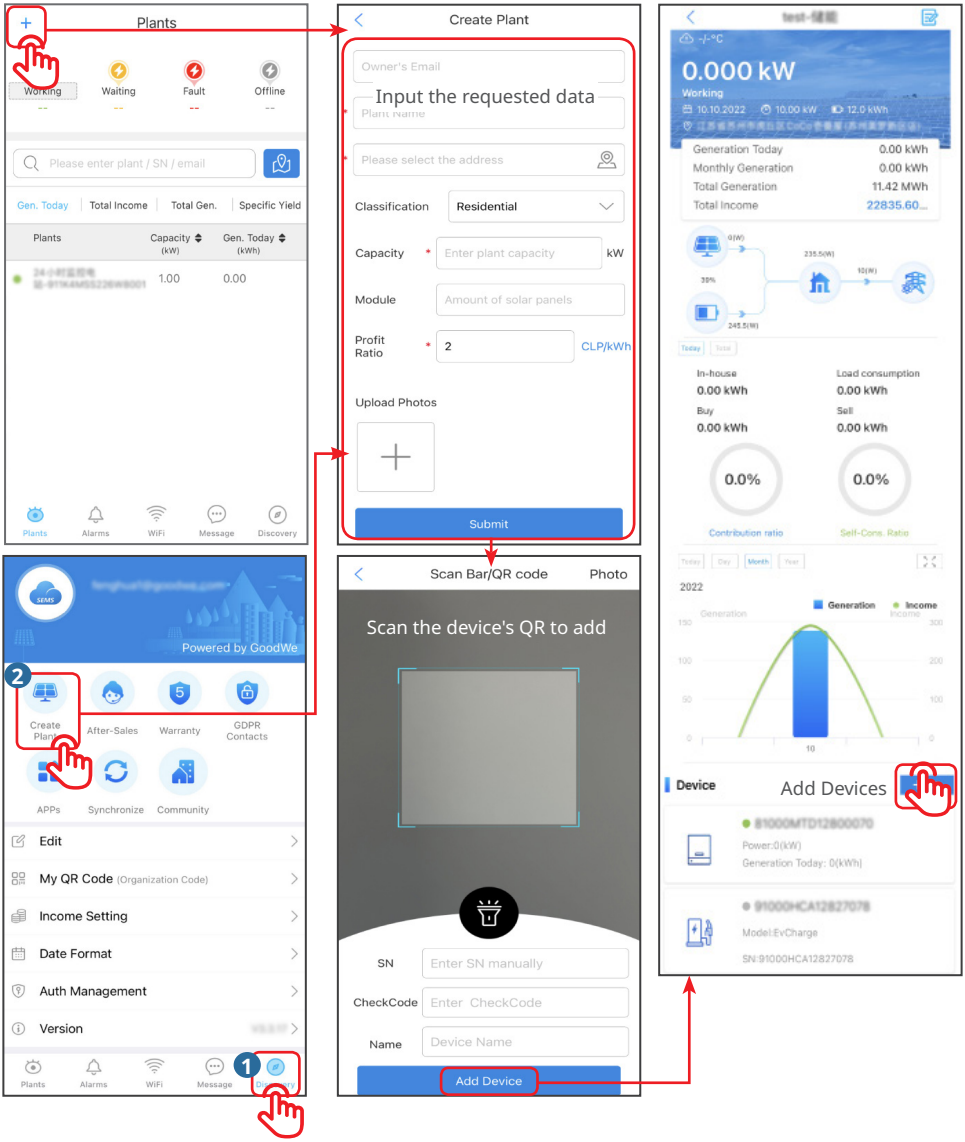
4 Plant Management

4.1 Creating Plant

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

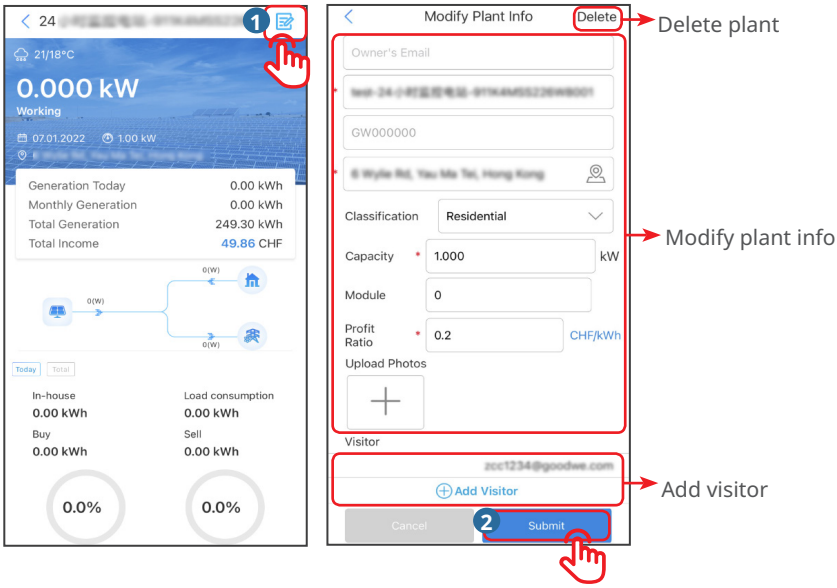
Step 2 Read the instructions, input the requested data, and tap **Submit**. (* refers to the mandatory items)

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.



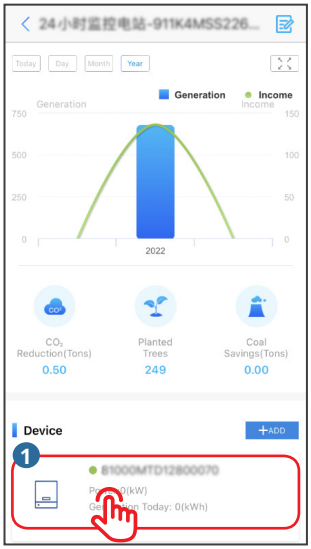
4.3 Managing Device Remotely

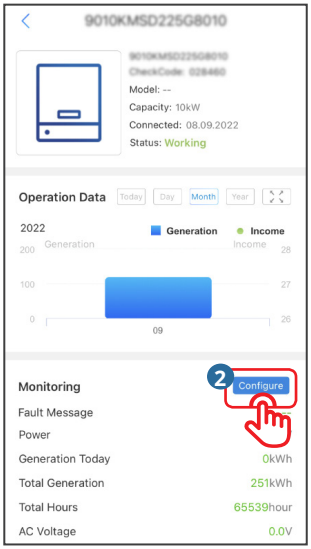
NOTICE

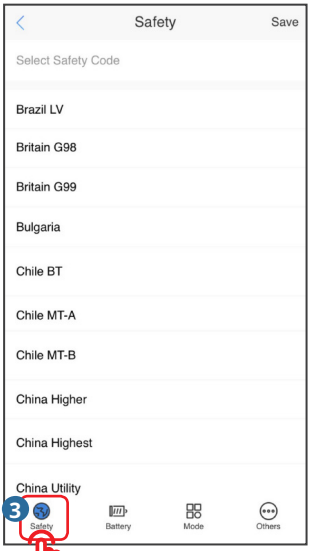
- Set the device's parameters via SEMS Portal App after creating a plant and adding devices in it.
- Before setting parameters, read through this document and the corresponding inverter's user manual, to learn about the product functions and features. If the grid parameters are set improperly, operations 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.

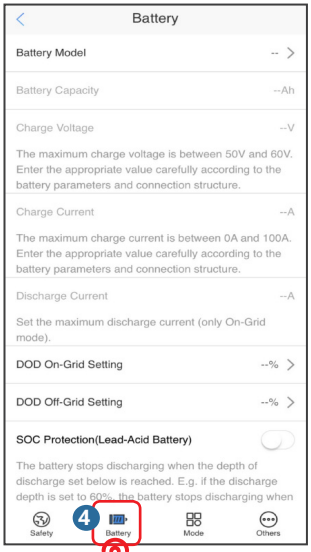
4.3.1 Set Hybrid Inverter Parameter

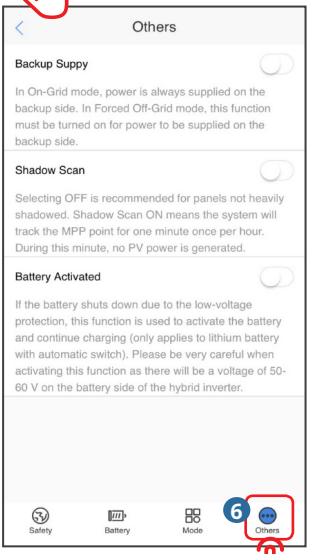
Step 1 Tap the specific device under **Device** list, and enter into the device's main page.
Step 2 Tap **Configure**, read the instructions, and configure the inverter parameters.





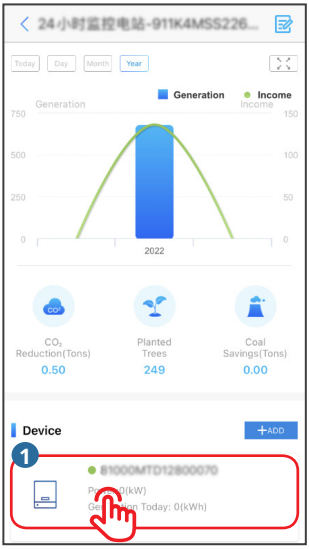


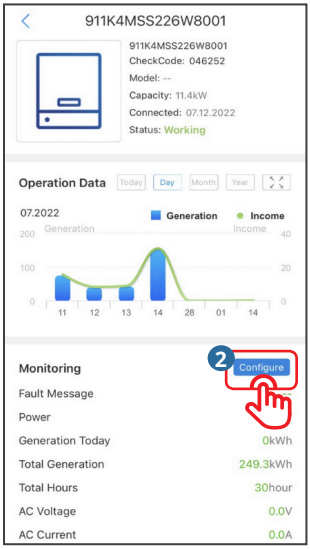


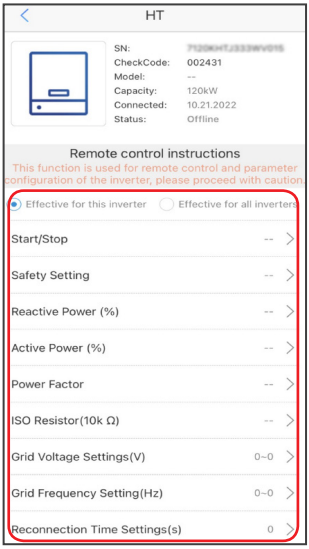


4.3.2 Set Grid-Tied Inverter Parameter

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.





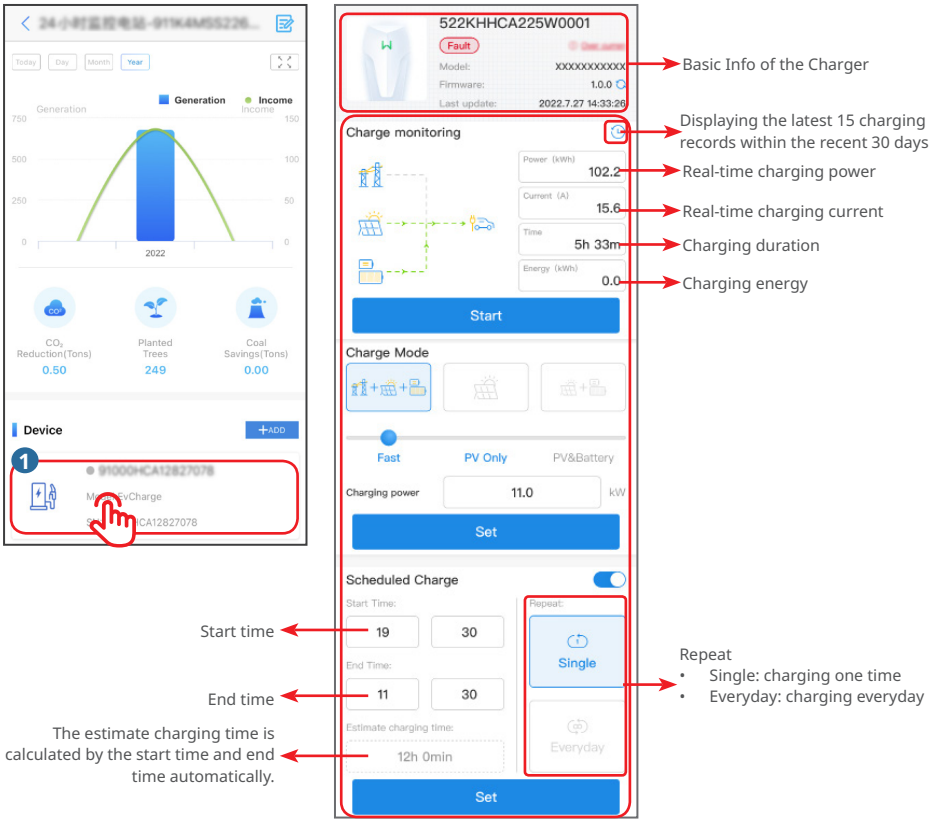


No.	Parameters	Description
1	Start/Stop	• Start: Tap **Start/Stop** once, and the inverter begins self-checking, and then grid connecting. • Stop: Tap **Start/Stop** again, and the inverter ends griding.
2	Safety Setting	Select the safety code according to the grid standard of the country/region where 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.

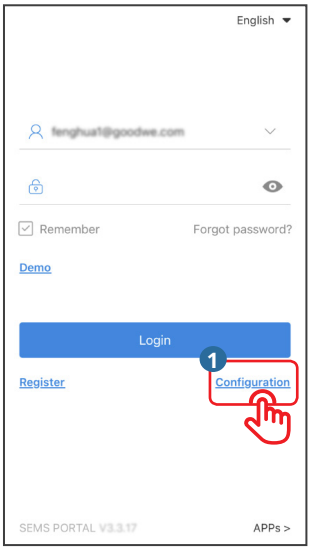
4.4 Setting Device Parameter Nearby

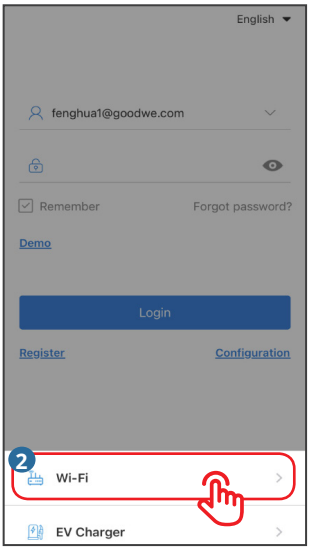
NOTICE
SEMS Portal App can communicate with devices via Bluetooth and WiFi connection. You can set WiFi module or the charger parameters.

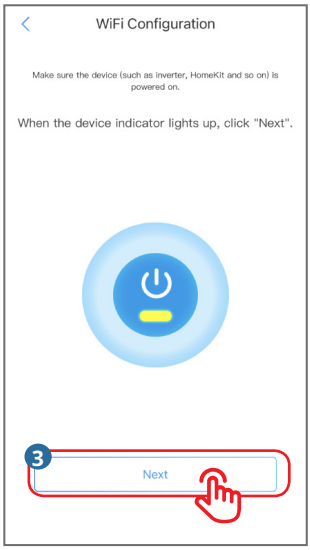
4.4.1 Set WiFi Module Parameter

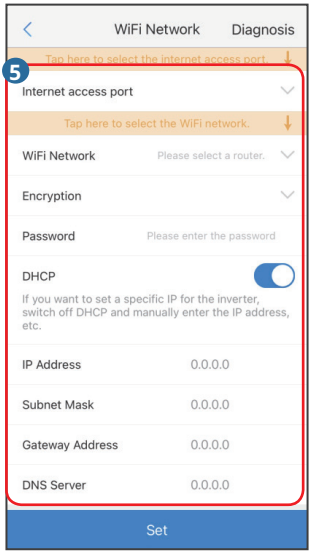
NOTICE
After setting the WiFi module via SEMS Portal App, you can establish communication between the WiFi module and the cloud to monitor or manage the device remotely.

Follow below instructions for WiFi Configuration.







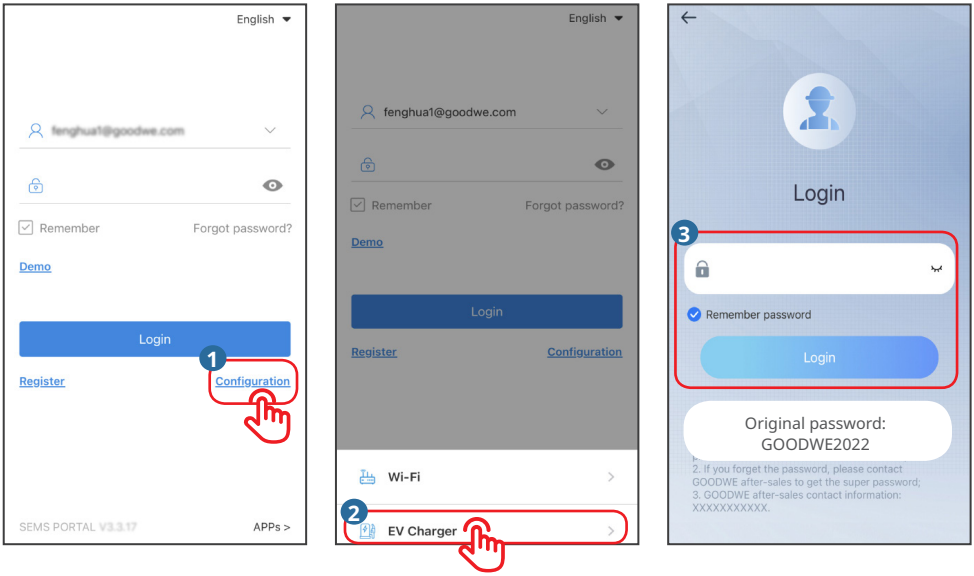


NOTICE
Wi-Fi/LAN Kit starts automatically after WiFi parameter setting.

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	For WiFi module only. Set the parameters based on the router network information.
3	Encryption	
4	Password	
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	• Do not configure the parameters when DHCP is enabled. • Configure the parameters according to the router or switch information when DHCP is disabled.
7	Subnet Mask	
8	Gateway Address	
9	DNS Server	

4.4.2 Set the Charger Parameters

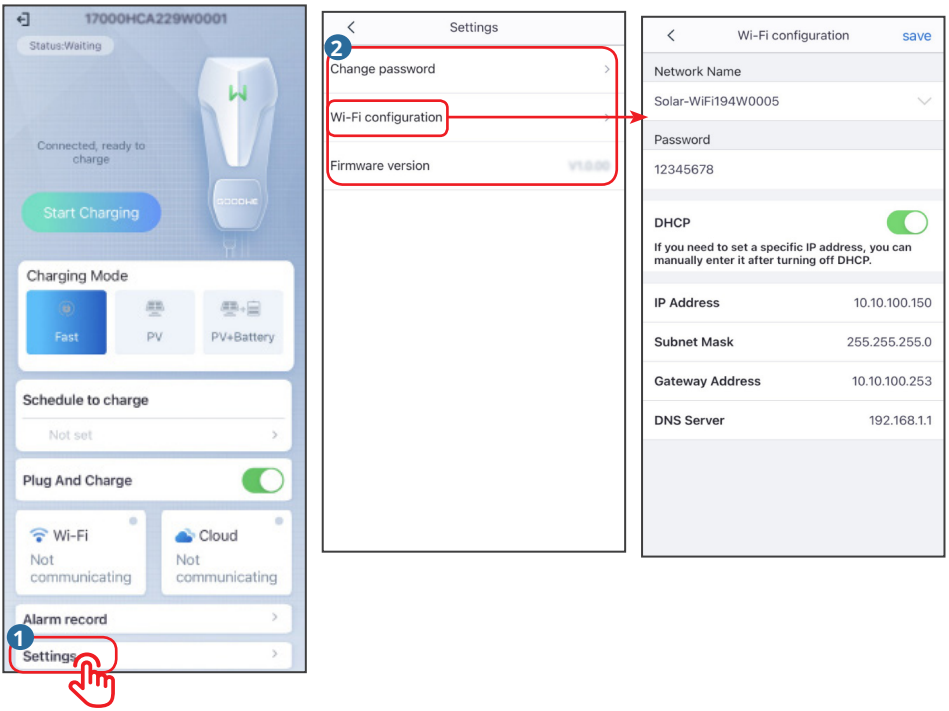
Step 1 Follow below steps to log into the charger.



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.

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



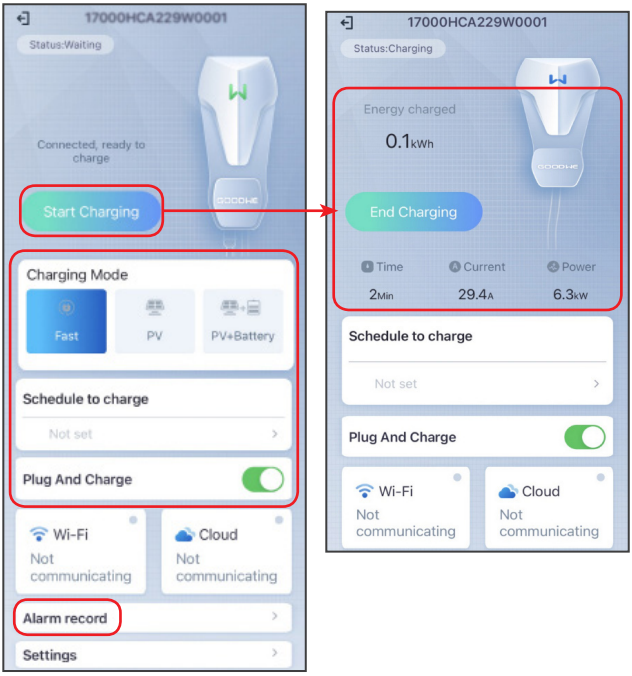
NOTICE

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.
2	WiFi configuration	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.
		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 Address	• Do not configure the parameters when DHCP is enabled. • Configure the parameters according to the router or switch information when DHCP is disabled.
		Subnet Mask	
		Gateway Address	
		DNS Server	
3	Firmware version		Check the software version of the charger.

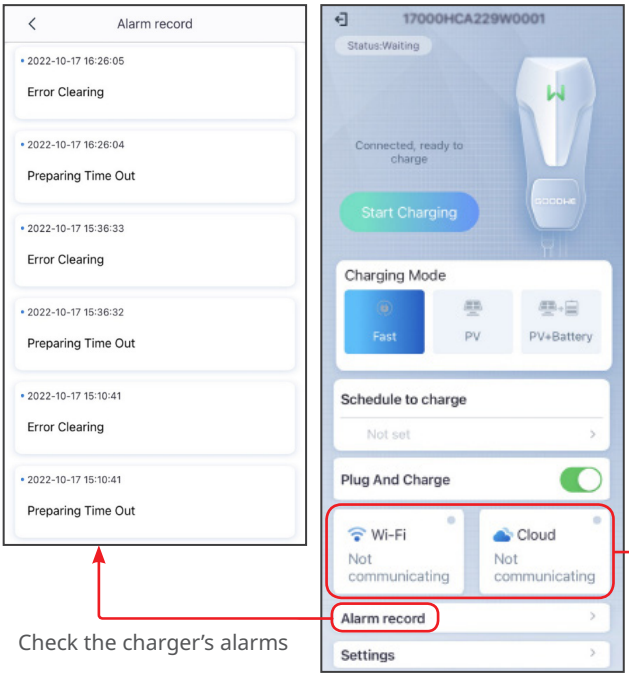
Step 3 Set the charging parameters.

NOTICE
Read and follow the instructions below to set the parameters.



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.

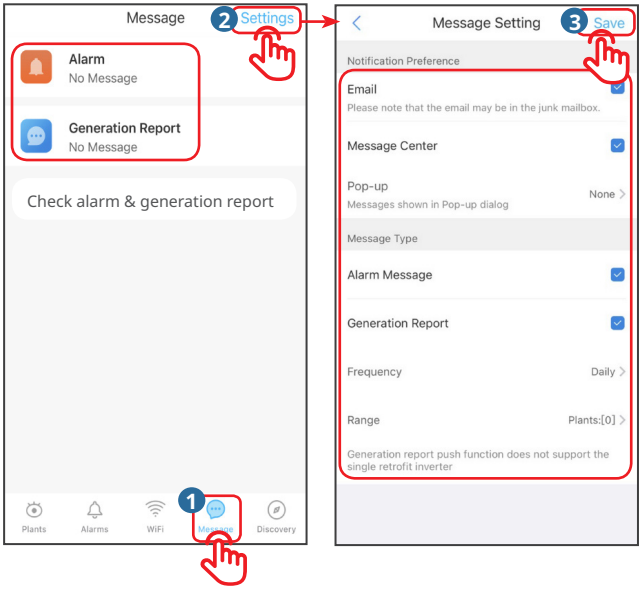


Check the charger's alarms

- WiFi: Check whether the charger is connected to the router.
- Cloud: Check whether the charger is connected to the cloud.

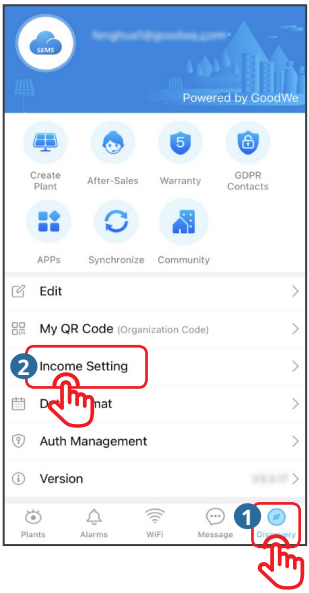
4.5 Setting Message Notifying Type

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



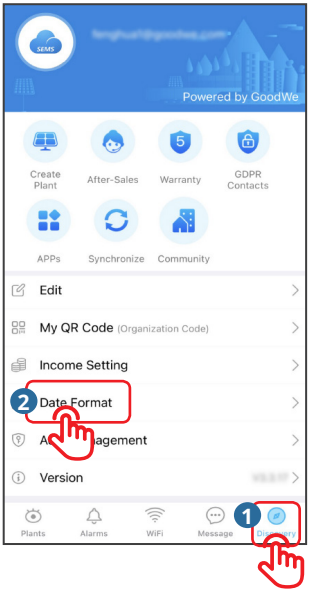
4.6 Setting Income Info

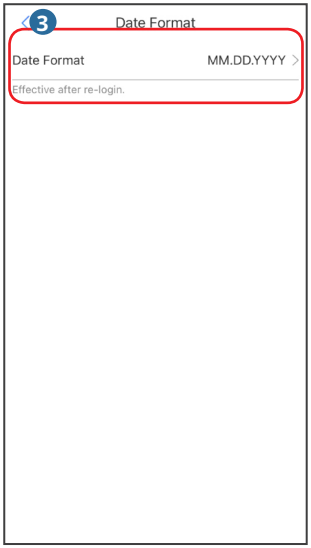
Follow below steps for setting.



4.7 Setting Date Format

Follow below steps for setting.

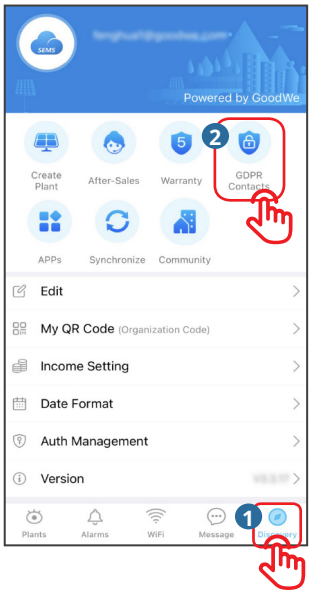


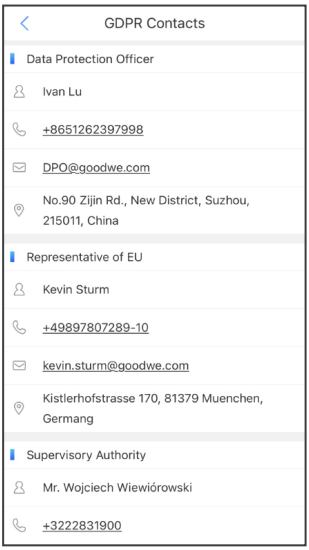


5 FAQs

5.1 How to Check Privacy Info?

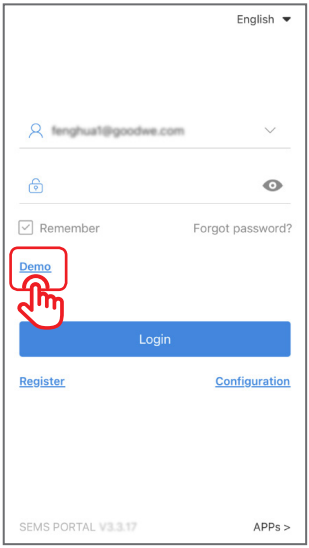
Follow below steps to find the contact information of different regions for help.





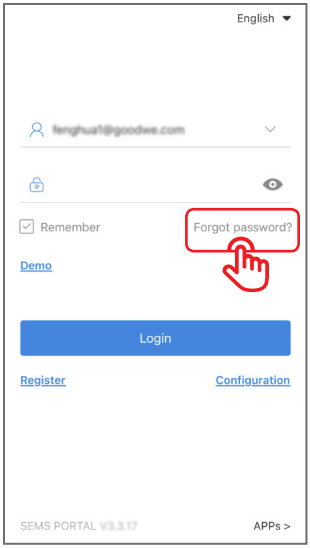
5.2 How to Use Demo?

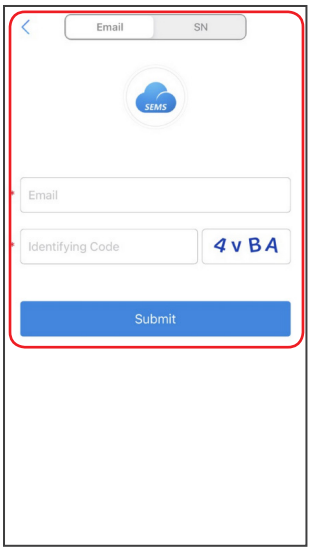
Tap “Demo” . The Demo interface displays contents with Visitor account, which is for reference only.



5.3 How to Reset a Forgotten Password?

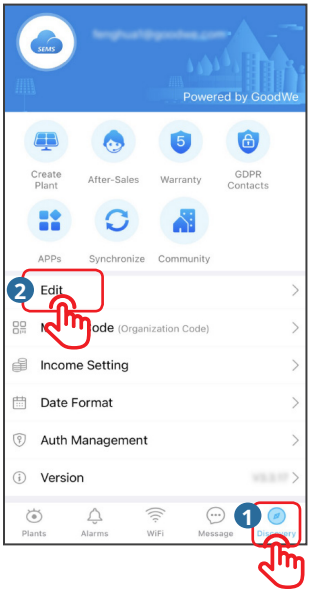
There are two authentication ways to reset the password: one is by Email and the other is by Device SN. Follow below steps.

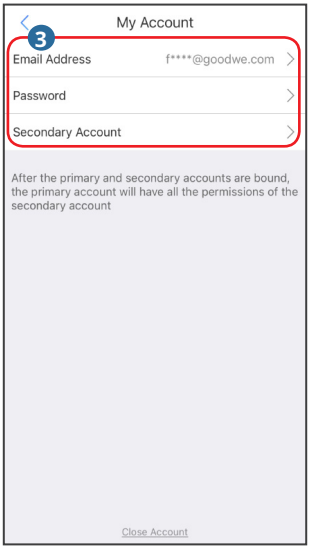




5.4 How to Modify the Account?

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	1. The operating system version of the cell phone is too low. 2. The installing package is blocked by the Cell Phone.	1. Update the operating system. 2. 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	1. Check whether the WiFi module works normally. 2. Update the device list. If there is still no device list, exit the App and log in it again.
3	Login failed	1. The cell phone is not connected to the Internet. 2. SEMS Portal is in maintenance.	1. Check if mobile data of the cell phone is enabled and has access to the Internet. 2. SEMS Portal is in maintenance. Try again later.
4	App cannot be launched	1. The operating system version of the cell phone is too low. 2. The software version of the App is too low.	1. Upgrade the operating system of the cell phone. 2. Check if the App version is the latest version.
5	Data acquisition failure during operation	Communication between the device and SEMS Portal is interrupted.	1. Check whether the communication between the device and the router is normal. 2. Check if the communication between the router and the cloud is normal.

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