Sifinity Go App

User Guide

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Sifinity Go App

User Guide

Legal information

Warning notice system

This manual contains notices you have to observe in order to ensure your personal safety, as well as to prevent damage to property. The notices referring to your personal safety are highlighted in the manual by a safety alert symbol, notices referring only to property damage have no safety alert symbol. These notices shown below are graded according to the degree of danger.

⚠ DANGER
indicates that death or severe personal injury **will** result if proper precautions are not taken.

⚠ WARNING
indicates that death or severe personal injury **may** result if proper precautions are not taken.

⚠ CAUTION
indicates that minor personal injury can result if proper precautions are not taken.

NOTICE
indicates that property damage can result if proper precautions are not taken.

If more than one degree of danger is present, the warning notice representing the highest degree of danger will be used. A notice warning of injury to persons with a safety alert symbol may also include a warning relating to property damage.

Qualified Personnel

The product/system described in this documentation may be operated only by **personnel qualified** for the specific task in accordance with the relevant documentation, in particular its warning notices and safety instructions. Qualified personnel are those who, based on their training and experience, are capable of identifying risks and avoiding potential hazards when working with these products/systems.

Proper use of Siemens products

Note the following:

⚠ WARNING
Siemens products may only be used for the applications described in the catalog and in the relevant technical documentation. If products and components from other manufacturers are used, these must be recommended or approved by Siemens. Proper transport, storage, installation, assembly, commissioning, operation and maintenance are required to ensure that the products operate safely and without any problems. The permissible ambient conditions must be complied with. The information in the relevant documentation must be observed.

Trademarks

All names identified by ® are registered trademarks of Siemens Aktiengesellschaft. The remaining trademarks in this publication may be trademarks whose use by third parties for their own purposes could violate the rights of the owner.

Disclaimer of Liability

We have reviewed the contents of this publication to ensure consistency with the hardware and software described. Since variance cannot be precluded entirely, we cannot guarantee full consistency. However, the information in this publication is reviewed regularly and any necessary corrections are included in subsequent editions.

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Introduction 1

1.1 Introduction to Sifinity Go App

Sifinity Go app is used to configure and monitor VersiCharge chargers remotely. The Sifinity Go app is available for Android and iOS.

The following chargers are supported by the Sifinity Go app:

- All VersiCharge UL models except those with part numbers 8EM131X-XXX10-XXXX
- VersiCharge IEC models with part numbers 8EM131X-XXX0X-XXXX

The region or language selected on your mobile device defines if the VersiCharge account is configured for UL or IEC models of chargers. Make sure the region or language selection on your mobile device matches your charger model and the country of installation.

For example, if you're onboarding an UL charger in the US, the region settings in your iOS mobile device should match the country of installation (US).

Similarly, if you're onboarding an IEC charger in the UK, the language settings in your Android Mobile Device should be set as English (UK) instead of English (US) to match the country of installation.

Download and install the Sifinity Go app on your mobile device from Google Play Store or Apple App Store.

Note

The screens used to demonstrate the functionality or operation of the app throughout the manual are of typical Android and iOS mobile devices. Actual user experience may vary depending upon the screen resolution, type, and version of the operating system. However, their intended functionality and use remain similar.

1.2 Cybersecurity information

Siemens provides products and solutions with industrial cybersecurity functions that support the secure operation of plants, systems, machines and networks.

In order to protect plants, systems, machines and networks against cyber threats, it is necessary to implement – and continuously maintain – a holistic, state-of-the-art industrial cybersecurity concept. Siemens' products and solutions constitute one element of such a concept.

Customers are responsible for preventing unauthorized access to their plants, systems, machines and networks. Such systems, machines and components should only be connected to an enterprise network or the internet if and to the extent such a connection is necessary and only when appropriate security measures (e.g. firewalls and/or network segmentation) are in place.

For additional information on industrial cybersecurity measures that may be implemented, please visit https://www.siemens.com/cybersecurity-industry.

Siemens' products and solutions undergo continuous development to make them more secure. Siemens strongly recommends that product updates are applied as soon as they are available and that the latest product versions are used. Use of product versions that are no longer supported, and failure to apply the latest updates may increase customer's exposure to cyber threats.

To stay informed about product updates, subscribe to the Siemens Industrial Cybersecurity RSS Feed under https://new.siemens.com/cert.

1.3 Data Privacy Notice

To improve the overall user experience, Sifinity Go app uses anonymized profiles to track usage patterns. No personal identity is linked to the data.

You can choose to opt out of analytics and tracking. For more information, see Quick Access Menu (Page 75).
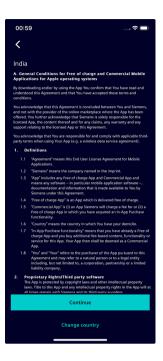
1.4   Create User Account

Note

The region or language selected on your mobile device defines if the VersiCharge account is configured to be used with UL or IEC models of the charger. Make sure that the region or language selection on your mobile device matches your charger model (IEC/UL) and the country of installation.

When you create a new account, the account information resides on either UL or IEC cloud instance. After you create and onboard chargers to your account, you cannot access it if you modify the region and language selection of your mobile device. For example, if you created a new account with the language selection as German and the region as Germany, your account data is stored in the IEC cloud instance. Later you choose to modify the region to the United States and the language to English from the settings of your mobile device. Since the language and region selection corresponds to the UL cloud instance, you will not be able to log in to your account again. However, if you choose to switch between any of the cloud instances, you must deregister your account and create a new account on the other cloud instance again. For more information on deregistering your account, see Delete Account (Page 79).

Perform the following procedure to register for a new user account.

1. On the Sifinity Go app login page, tap *Create One* to create a new account.

2. Read the End User License Agreement and tap *Continue* to accept.

Sifinity Go app uses your location information to display the EULA applicable to your region. To select a different country, tap on *Change country*.

3. Enter your first name, last name, email, password, and tap *Create*.

The new password must fulfill the following requirements.

- Must be of 6 to 12 characters in length.
- Contain at least one number, one uppercase, one lowercase letter, and one of the allowed special characters #, ?, !, $, %, ^, &, *, and –.
- Character combinations such as "pass123", "password123", "admin", "guest", "test", "root", "system" or "super", and dictionary words that are easy to guess cannot be used as a password.
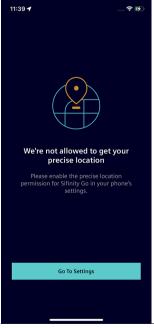
1.5   Login to Sifinity Go App

Perform the following steps to login into the Sifinity Go app.

1. Open the Sifinity Go app. Tap on *Allow While Using App* to allow Sifinity Go app access your location information.

Note

Sifinity Go app requires the access to your precise location information to connect to the charger's Wi-Fi network. You must allow or enable these permissions. If you fail to provide these permissions the connection to charger can not be established. You will have to navigate to Settings on your mobile phone by tapping on *Go To Settings* and then to the application settings to provide the necessary permissions.

2. Enter the email, password, and tap *Login*.

If you forget your password or are locked out of your account, tap *Forgot Password*, enter your email, and tap *Send*.

Check your email for a link to reset the password and follow the screens. If you did not receive the confirmation email in your inbox, check your *Spam* or *Junk Email* folder.

Note: Make sure to enter the correct password to log in to your account. After multiple unsuccessful login attempts with incorrect password, your account will be locked. If you are locked out, the password must be reset to unlock your account.

To unlock your account, tap *Reset Password,* enter your email, and tap *Send*. Check your email for a link to reset the password and follow the screens. If you did not receive the confirmation email in your inbox, check your *Spam* or *Junk Email* folder.

Note

Choose your charger model

- After logging into Sifinity Go app, you may be prompted to select your charger model. This step is required only when there are more than one VersiCharge models available in your region. Tap on a charger model to continue adding chargers and using the app.

1.6 Set Sifinity Go App Theme

A theme applies visual attributes to the app and allows you to customize the user interface. Dark theme improves visibility for users sensitive to bright light and low vision. However, light theme provides better readability in bright environments. Sifinity Go App allows you to customize the user interface with light and dark themes.
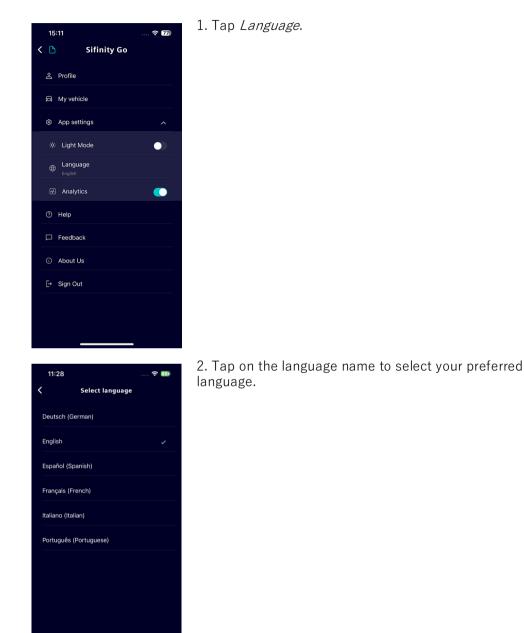
Sifinity Go App uses the dark theme by default. You can use the light theme for the application interface by the following procedure.

- Enable *or Disable Light Mode* from the quick access menu. When you enable the *Light Mode* from the quick access menu, Sifinity Go App will load with your preferred theme even when you restart. For more information, see Quick Access Menu (Page 75).

Dark Theme	Light Theme
• To enable the light theme, toggle the *Light Mode* button to **ON** position.	• To disable the light theme, toggle the *Light Mode* button to **OFF** position.

1.7 Set Sifinity Go App Language

Sifinity Go app supports multiple languages. You can also change the app language from the quick access menu (see Quick Access Menu (Page 75)) by the following steps.

1. Tap *Language*.

2. Tap on the language name to select your preferred language.

3. Verify if a tick mark appears next to your selected language.

Add New Charger

<div align="right">

2

</div>

Note

You can add and manage up to ten chargers with your account.

You can view the list of chargers linked to your account and also add a new charger from the My Chargers screen.

After resetting the charger to its factory settings, Sifinity Go app cannot connect to the charger with the configured settings. You MUST manually remove its configuration from the VersiCharge account and configure the charger again. For more information on removing the charger configuration, see Delink Charger (Page 71).

To add a new charger to your VersiCharge account, perform the following steps.

Note

Tap on the theme button to switch between light and dark modes.

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1. Connect the charger to your mobile device.

   For the detailed procedure to connect the charger to your mobile device, see Connect to the Charger (Page 16).

2. Configure the charger's internet connectivity with any one of the following connection types.
   – Configure Charger in Wi-Fi Mode (Page 24)
   – Configure Charger in Ethernet Mode (Page 28)
   – Configure Charger in Cellular Mode (Page 30)

Note

The connection types available to configure the internet connectivity may vary depending on the charger model. Sifinity Go app displays only the connection types supported by your charger.

For charger models with RFID feature:

To use RFID for authentication of charging sessions, enable RFID authentication in *Charger Settings*. For more information on enabling RFID authentication, see Charger Settings (Page 67).

2.1   Connect to the Charger

Note

While adding a charger, the Sifinity Go app requests your permission to enable or allow it to access the camera and location. You must allow or enable these permissions. If you fail to provide these permissions the connection to charger may not be completed. You will have to navigate to Settings on your mobile phone and then to the application settings to provide the necessary permissions.

Perform the following procedure to connect the charger to your mobile device.

1. Verify if the Wi-Fi LED indicates the charger is in setup (Access Point) mode. This Wi-Fi LED indication may vary depending upon the model and firmware of your charger.

    – For VersiCharge Blue 80A, the Wi-FI LED indication that corresponds to AP mode is blinking turquoise.

    – For chargers other than VersiCharge Blue 80A, the Wi-Fi LED indication that corresponds to AP mode is blinking white.

After charger has been powered on, the Wi-Fi LED should indicate that the charger is in access point mode. This can take up to five minutes. If the charger has power and the Wi-Fi LED on the charger is not blinking white, note what other notifications are shown on the charger display.

If the notification shown on the charger display does not correspond to the expected current state, see Wi-Fi LED Notification Types (Page 83) or Wi-Fi LED Notifcation Types (VersiCharge Blue 80A) (Page 87). To know more about the operating and fault light states, see Operating and Fault Light States Prior to Firmware Version 2.135 (Page 89) or Operating and Fault Light States for Firmware Version 2.135 and higher (Page 93). Call customer service and report your observation to get help.

Note

If the charger is already registered to another account, you must login with the other account or call customer support.

2.

3. Add the charger to your account by any one of the following methods.

    – Scanning the Charger QR Code (Page 17)

    – Entering the Serial Number (Page 20)

    – Connecting to the Charger's Wi-Fi (Page 21)

2.1.1　　　Scanning the Charger QR Code

Note

The QR-Code and serial number can be found on the top or right side of your charger. The position of the QR-Code and serial number may vary depending on your charger model.

a) Tap *Scan* to use the camera on your mobile device to scan the QR code.

If you do not allow the app to access the camera the first time, you must navigate to Settings on your mobile phone and then to the app settings to allow the app permission to access the camera.

b) Tap on *Continue* to accept the updated data privacy notice. To disable the analytics, see Quick Access Menu (Page 75).
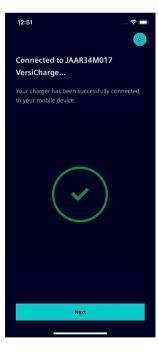
Note

If the scanner is unable to detect the serial number by scanning the QR code for more than 30 seconds, the options to connect to the charger by entering the serial number or connecting to the charger's Wi-Fi appear on the screen.

You can retry scanning the QR code or choose from the other options to connect to the charger.

c) Point the camera to the QR code on the charger label.

The charger label is either located at the top or on the right side of the charger.

If you are unable to scan the QR code or the charger label is damaged, you can connect to the charger by Entering the Serial Number (Page 20) or Connecting to the Charger's Wi-Fi (Page 21).

d) Tap *Next* and proceed to connect VersiCharge to the internet with any one of the following connection modes.

- Wi-Fi (Page 24)
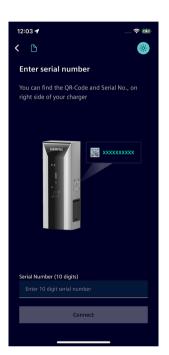- Ethernet (Page 28)
- Cellular (Page 30)

See also

Charger Settings (Page 67)

2.1.2   Entering the Serial Number

Note

The QR-Code and serial number can be found on the top or right side of your charger. The position of the QR-Code and serial number may vary depending on your charger model.

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a) Tap *Enter Serial Number*, manually type the serial number found on the charger label and tap *Connect*.

b) Tap *Next* and proceed to connect VersiCharge to the internet with any one of the following connection modes.

- Wi-Fi (Page 24)

- Ethernet (Page 28)

- Cellular (Page 30)

2.1.3 Connecting to the Charger's Wi-Fi

a) Tap *Locate Charger from Wi-Fi List* and perform the following procedure applicable for the OS of your mobile device.

b) Tap *Allow While Using App* to let Sifinity Go app access your location information.

Note: Sifinity Go app requires your precise location to connect to the charger. If you do not allow Sifinity Go app to send notifications or access the precise location the first time, you must navigate to Settings on your mobile device and then to the application settings to allow these permissions.

Note

The Wi-Fi network name of chargers start with 'vs-' followed by the serial number ('vs-xxxxxxxxxx').

If more than one charger is available to choose from, select the SSID that matches the charger's serial number which can be found on the label on the unit. If it is already registered, a dialog box appears and allows you to choose another charger.

c) Perform the following procedure applicable for the OS of your mobile device.

Android	iOS
a) Select the Wi-Fi network of the charger from the displayed list in the *Choose A Charger page*. b) Select *I'm Already Connected*. c) Proceed to connect VersiCharge to the internet with any one of the following connection modes. • Wi-Fi (Page 24) • Ethernet (Page 28) • Cellular (Page 30)	a) Select *Go to Settings* to navigate to the device Wi-Fi settings. b) Select VersiCharge Wi-Fi to enable the Wi-Fi connection between the charger and the mobile phone. c) Return to the Sifinity Go app to continue setting up the charger connection. d) Select *I'm Already Connected*. e) Proceed to connect VersiCharge to the internet with any one of the following connection modes. • Wi-Fi (Page 24) • Ethernet (Page 28) • Cellular (Page 30)

Note

If Sifinity Go app cannot connect to the VersiCharge, verify the following and tap *Try Again*.

• Check if the charger is powered ON.

• Check if the Wi-Fi LED is blinking white. Else, power cycle the charger.

• Check if the local network access and precise location access are enabled in the settings of your mobile device.

2.2   Configure Charger in Wi-Fi Mode

Perform the following procedure to configure the charger to connect to the internet with Wi-Fi.

Note

Make sure that the router has access to the internet and check if the router has sufficient signal strength.

To verify that the signal strength at the intended VersiCharge location is sufficient, use a Wi-Fi analyzer app such as "Wi-Fi Analytics" (Android) or "Network Analyzer" (iPhone) to test signal strength. If signal strength is low, we recommend moving the router to a closer location or using a 2.4 GHz wireless network extender to increase the range of your Wi-Fi network.

The VersiCharge will NOT connect to an unsecure Wi-Fi network or a 5 GHz network. Your Wi-Fi network must have a password and be set to the 2.4 GHz band.

Make sure that the Wi-Fi network is established before powering ON the charger.

1. Select *Wi-Fi* as your connection type.

Note

While adding another charger (2nd, 3rd, ..., up to 10th) to your account, you can find the configuration settings from the previous charger configuration listed under *Previously used*.

• To set up internet connectivity for another charger with the same settings used during previous charger configuration, perform the following steps.
  – Tap on the Wi-Fi network configuration listed under *Previously used*.
  – On the *VersiCharge Successfully Added* screen, tap *Finish Setup* to complete adding the charger.

• To configure with a different connection type or network, select from the options listed under *Other Connection Type*.

For more information on adding multiple chargers, sharing internet, and reusing configuration, see Add Multiple Chargers (Page 35).

2. If your mobile device is already connected to a Wi-Fi network, Sifinity Go fills the network name details for you. Enter the password and tap on *Connect* to continue.

If you prefer to connect to a different Wi-Fi network, tap on *Select other network*.

3. Select the Wi-Fi network to connect from the list.

If the Wi-Fi network that you want to connect is not listed, select Add Manually to manually add the network by entering Network SSID and Password. Make sure that the network is secure and password is correct. (Passwords are case-sensitive).

4. Enter the password and tap *Connect*.

5. Tap *Finish Setup* to complete adding the charger.

To add another charger to your account, tap *Add Another Charger* and perform the procedure described in Add New Charger (Page 15).

When you tap *Finish Setup*, Sifinity Go app checks if a new firmware version is available for your charger. If an update is available for any of the recently onboarded chargers, you will be prompted to install the update.
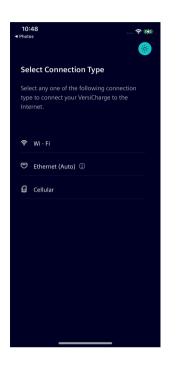

- Tap *Update Now* to initiate the update immediately.

  Firmware updates provide operational performance and enhance the charger's feature. To benefit from stable operation and new features, choose *Update Now*.

- Tap *Skip* to update later.

  For more information on how to initiate the update manually, see Update Firmware (Page 69).

2.3   Configure Charger in Ethernet Mode

Perform the following procedure to configure the charger to connect to the internet with Ethernet.

1. Select *Ethernet* as your connection type.

The charger uses the Google public DNS to resolve the IP address from the nameserver. Make sure the Google DNS is not blocked in your network.
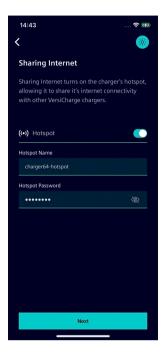
Note

While adding another charger (2nd, 3rd, ..., up to 10th) to your account, you can find the hotspot connections enabled during the previous configuration using Ethernet/Cellular listed under *Preferred*.

• To configure the internet connection for another charger using Wi-Fi hotspot setup during the previous charger configuration, perform the following steps.

   – Tap on the hotspot connection name listed under *Preferred*.

     If the hotspot's signal strength is not available, an information icon appears next to hotspot name.

     You can still connect to this hotspot if your charger is in sufficient range.

   – To configure with a different connection type or network, select from the options listed under *Other Connection Type*.

For more information on adding multiple chargers, sharing internet, and reusing configuration, see Add Multiple Chargers (Page 35).

2. Choose if you want to share the internet connectivity with other chargers.

- To share the internet connectivity with other VersiCharge chargers, perform the following steps.
  - Toggle the Hotspot button to **ON** position.
  - Enter the hotspot name, hotspot password and tap *Next*.

- If you do not prefer to use the charger as hotspot to share the internet, leave the Hotspot toggle in **OFF** position and tap *Next*.

3. Tap *Finish Setup* to complete adding the charger.

To add another charger to your account, tap *Add Another Charger* and perform the procedure described in Add New Charger (Page 15).

When you tap *Finish Setup*, Sifinity Go app checks if a new firmware version is available for your charger. If an update is available for any of the recently onboarded chargers, you will be prompted to install the update.

- Tap *Update Now* to initiate the update immediately.

  Firmware updates provide operational performance and enhance the charger's feature. To benefit from stable operation and new features, choose *Update Now*.
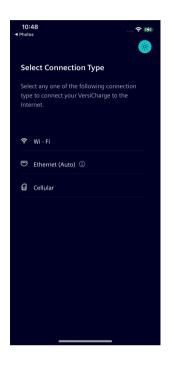
- Tap *Skip* to update later.

  For more information on how to initiate the update manually, see Update Firmware (Page 69).

2.4 Configure Charger in Cellular Mode

Perform the following procedure to configure the charger to connect to the internet with Cellular SIM cards.

1. Select *Cellular* as your connection type.

Note

The region or language selected on your mobile device must match the country of installation. You must choose the card option that operates in the selected region.

Example

To use European cellular card, such as Siemens Europe Vodafone perform the following procedure applicable for the operating system on your mobile device.

- **iOS:** Make sure the region settings of your mobile device match the cellular card coverage area. For example, the phone's region must be set to Germany or any other location in Europe.
- **Android:** Make sure the language settings of your mobile device match the country of installation. For example, the phone's language must be set to English (UK) instead of English (US).
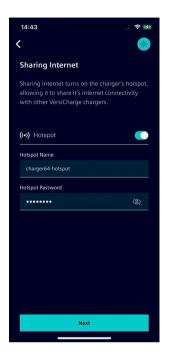
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2. Choose the cellular card option to use with your charger.

- To configure your charger with the preinstalled cellular card that comes with your charger, select the Siemens carrier matching your regional specification.

- To configure your charger with a cellular card of your preference, tap *Custom*. For more information on registering and using a custom cellular card, see Configure Charger in Cellular Mode with Custom Card (Page 33).

Note

Any other charger to be connected to this charger's Wi-Fi hotspot must be powered ON only after successful configuration of this charger. If the other charger is already powered ON, perform the following steps.

- Make sure if the charger sharing the internet through Wi-Fi hotspot is powered ON.

- Power cycle the other charger that you intend to connect to the Wi-Fi hotspot.

3. Choose if you want to share the internet connectivity with other chargers.

- To share the internet connectivity with other VersiCharge chargers, perform the following steps.
  - Toggle the Hotspot button to **ON** position.
  - Enter the hotspot name, hotspot password and tap *Next*.

- If you do not prefer to use the charger as hotspot to share the internet, leave the Hotspot toggle in **OFF** position and tap *Next*.

4. Tap *Finish Setup* to complete adding the charger.

To add another charger to your account, tap *Add Another Charger* and perform the procedure described in Add New Charger (Page 15).

When you tap *Finish Setup*, Sifinity Go app checks if a new firmware version is available for your charger. If an update is available for any of the recently onboarded chargers, you will be prompted to install the update.

- Tap *Update Now* to initiate the update immediately.

  Firmware updates provide operational performance and enhance the charger's feature. To benefit from stable operation and new features, choose *Update Now*.

- Tap *Skip* to update later.

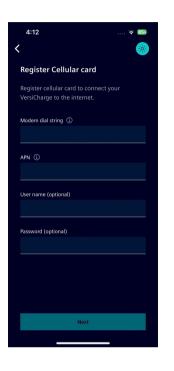 For more information on how to initiate the update manually, see Update Firmware (Page 69).

2.5 Configure Charger in Cellular Mode with Custom Card

Perform the following procedure to configure your charger with a cellular card of your preference.

1. Enter the *Modem dial string* and *APN* and click *Next*.

Optionally, you can configure the cellular card security with the *User name* and *Password* fields.
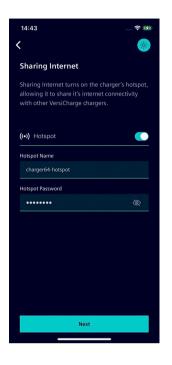
Note: The *Modem Dial String* and APN(Access Point Name) are the parameters required to connect the charger to the internet. If the modem dial string details are not included with your contact information, contact your carrier network.

Note

Any other charger to be connected to this charger's Wi-Fi hotspot must be powered ON only after successful configuration of this charger. If the other charger is already powered ON, perform the following steps.

- Make sure if the charger sharing the internet through Wi-Fi hotspot is powered ON.
- Power cycle the other charger that you intend to connect to the Wi-Fi hotspot.

2. Choose if you want to share the internet connectivity with other chargers.

• To share the internet connectivity with other VersiCharge chargers, perform the following steps.
  – Toggle the Hotspot button to **ON** position.
  – Enter the hotspot name, hotspot password and tap *Next*.

• If you do not prefer to use the charger as hotspot to share the internet, leave the Hotspot toggle in **OFF** position and tap *Next*.

3. Tap *Finish Setup* to complete adding the charger.

To add another charger to your account, tap *Add Another Charger* and perform the procedure described in Add New Charger (Page 15).

When you tap *Finish Setup*, Sifinity Go app checks if a new firmware version is available for your charger. If an update is available for any of the recently onboarded chargers, you will be prompted to install the update.

• Tap *Update Now* to initiate the update immediately.

  Firmware updates provide operational performance and enhance the charger's feature. To benefit from stable operation and new features, choose *Update Now*.

• Tap *Skip* to update later.

  For more information on how to initiate the update manually, see Update Firmware (Page 69).

Add Multiple Chargers

3

The Sifinity Go app allows you to add and manage up to ten chargers. If more than ten chargers are linked to your VersiCloud account (onboarded with VersiCharge Configurator), Sifinity Go app displays only the names of first ten chargers sorted in the alphabetical order.

You can configure the internet connectivity for the charger with WiFi, Ethernet, or Cellular. For more information on how to add a charger to your account and configure the internet connectivity, see Add New Charger (Page 15).

After adding a charger to your account, you can reuse the configuration to quickly setup another charger. This feature of Sifinity Go app saves you time and effort while adding more than one charger to your account. You can also choose to configure the chargers differently, using any one of the three connection modes.

While adding multiple chargers to your account, there are numerous possible ways to configure the internet connectivity for your chargers. Some of the typical examples on how you can reuse the configurations from the previous setup are detailed below to get you started.

- Reuse Previous WiFi Configuration and Add Another Charger (Page 35)
- Use Hotspot to Configure Another Charger (Page 38)

3.1   Reuse Previous WiFi Configuration and Add Another Charger

You have finished adding a charger to your account and configured its internet connectivity with Wi-Fi. You want to quickly add another charger to your account by reusing the previous Wi-Fi configuration.

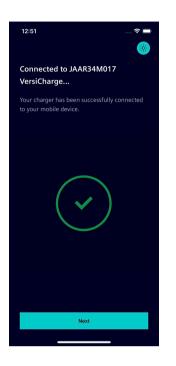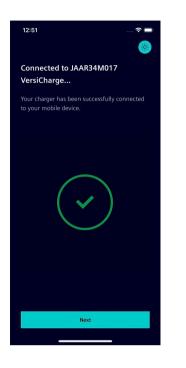To add the second charger to your account, perform the following steps.

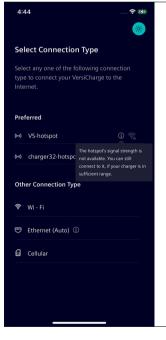1. Tap *Add Another Charger*.

2. Connect to the charger by scanning the QR code or entering the serial number.

For more information on how to connect to your charger, see Connect to the Charger (Page 16).

3. Tap *Next* to proceed.

4. Tap on the Wi-Fi network configuration listed under *Previously used*.

Note

The Wi-Fi network configuration settings are locally stored in the application cache of your mobile device.

You may not find the previous Wi-Fi network configuration listed under *Previously Used* if any one or more of the following conditions are true.

· You have reinstalled the application on your mobile device following a successful charger configuration.

· You are performing the current configuration with a mobile device different than the one used during previous configuration.

· You have cleared your application cache memory recently.

5. Tap *Finish Setup* to finish adding the charger.

3.2 Use Hotspot to Configure Another Charger

You have added a charger to your account and configured its internet connectivity with Ethernet or Cellular. You have enabled the hotspot option to share the internet from this charger with other chargers in your network. Further, you want to add another charger and configure the internet connectivity by connecting to the hotspot.

To add the second charger to your account, perform the following steps.

1. Tap *Add Another Charger.*

2. Connect to the charger by scanning the QR code or entering the serial number.

For more information on how to connect to your charger, see Connect to the Charger (Page 16).
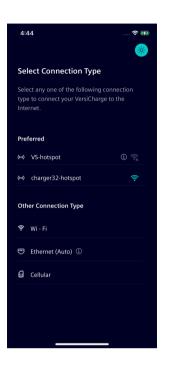
3. Tap *Next* to proceed.

Note

If the hotspot's signal strength is not available, an information icon appears next to hotspot name.

- Tap on the information icon to view the message.

You can still connect to this hotspot if your charger is in sufficient range.

4. Tap on the hotspot connection name listed under *Preferred* and enter password if prompted.

5. Tap *Finish Setup* to finish adding the charger.

Monitor and Control Charger

4

You can monitor and control the charger from the *Home* (charger page), *Usage*, and *My Chargers* screens. The bottom navigation menu is always available to navigate between these screens.

Sifinity Go app alerts you when the operations related to your charger fail. For more information on charging errors, see Charging Errors (Page 63).

Note

To use the *Home* screen, at least one charger must be configured to your account.

4.1   Home

From the *Home* screen you can perform the following actions.

* View the charger's name.
* Select another charger linked to your account.

    For more information on selecting another charger, see Select Another Charger (Page 56).

* Delay a charging session.

    You can delay the charging session by 2h, 4h, 6h, and 8h.

    For more information on modifying the delay time, see Adjust Delay (Page 57).

* View the state of the charger connector and charging session.

    The home screen changes dynamically to notify connector status, delay, and progress of the charging session.

    For more information on the home screen changes related to charging session, see Charging Session Status (Page 58).

* Stop an in-process charging session.
    – Tap on the *Stop* button to stop an ongoing charging event.
* Tap the menu button on the top left corner of the screen to open the *Quick Access Menu*.

    For more information on the list of actions you can perform from this screen, see Quick Access Menu (Page 75).

* Navigate to the Usage (Page 44) or My Chargers (Page 45) screens.
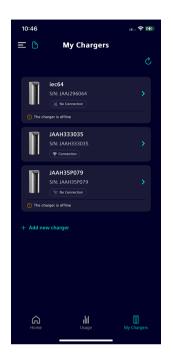
4.2 Usage

The *Usage* screen provides the following information.

- View the energy delivered and usage graph.
  - Tapping on the *Day*, *Week*, *Month*, or *Year* filter displays the usage graph for the selected duration. The year refers to charging sessions completed during the last 12-month period. You can also view the usage of the previous day, week, month, or year by tapping on the left arrow button below the filter menu.

- To view the usage history for a selected time-period, perform the following steps.
  - Tap on the *Year* filter and then tap on the left arrow button or right arrow button to navigate to the year for which to see the usage history.
  - After choosing the year, tap on the *Month* filter and navigate to the month for which to see the usage by tapping on the left or right arrow buttons.
  - Tap on the *Day* filter and then navigate to the date for which to see the usage by tapping on the left or right arrow buttons.

- To view the usage for a different charger associated with your account, tap on the drop-down icon next to the charger's name and select the name of the other charger. For more information, see Select Another Charger (Page 56).

- Tap the menu button on the top left corner of the screen to open the *Quick Access Menu*.

  For more information on the list of actions you can perform from this screen, see Quick Access Menu (Page 75).

- Navigate to the Home (Page 43) and My Chargers (Page 45) screens.

4.3   My Chargers

From the *My Chargers* page you can perform the following functions.

*   View list of chargers linked to your account.
    *   Tap *Add New Charger* to add another charger to your account. For the detailed procedure to add another charger to your account, see Add New Charger (Page 15).
*   Modify the charger settings.
    *   To view and modify the settings for any charger, tap on the charger's name from the list of chargers. The Charger Settings screen appears to display the charger information. For more information, see Charger Settings (Page 67).
*   Tap the menu button on the top left corner of the screen to open the *Quick Access Menu*.

    For more information on the list of actions you can perform from this screen, see Quick Access Menu (Page 75).
*   Navigate to Home (Page 43) and Usage (Page 44) screens.

Note: The icon displayed below the serial number of charger shows the type of connection used to configure the charger's internet connectivity, firmware related notifications, and so on. For more information on what the icon indicates, see Indicator Icons (Page 95).

See also

Change Account Password (Page 77)

Help (Page 76)

4.4   Enable Charging Status Insights
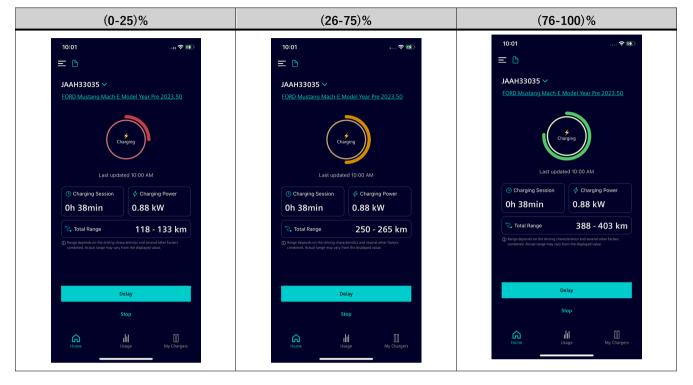
You can enable charging status insights by adding your vehicle information and current SoC at the time of charging. Sifinity Go app will display the SoC percentage and range on the home screen while charging is in progress. Charging session status in the home screen is updated in 3 minute time intervals.

Note

The displayed range information may vary from the actual range depending upon the driving characteristics and several other factors.

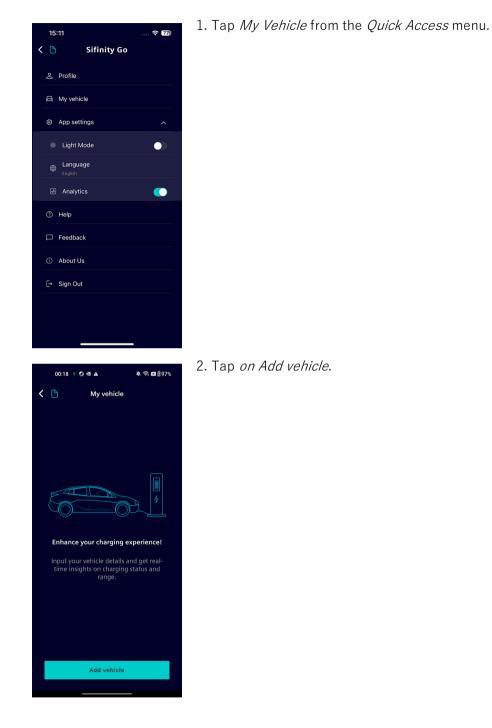The following table describes the different animated notifications and the corresponding SoC percentage.

(0-25)%	(26-75)%	(76-100)%

Add vehicle

Note

You can add upto two vehicles and visualize the insights associated with each vehicle by selecting the vehicle from the home screen. For more information on how to select a vehicle, see Select Vehicle (Page 55).
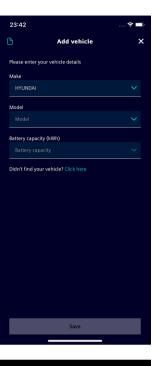
To add the vehicle information, perform the following steps.

1. Tap *My Vehicle* from the *Quick Access* menu.

2. Tap *on Add vehicle*.

3. Tap on the *Make* field to select the manufacturer name of your vehicle from the drop-down list.
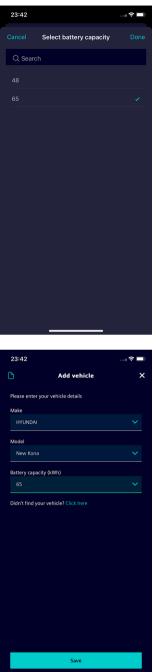
4. Select your vehicle make and tap on *Done*.

5. Tap on the *Model* field to select the model of your vehicle from the drop-down list.

6. Select your vehicle model and tap on *Done*.

7. Tap on the *Battery capacity* field to select the battery capacity from the drop-down list.

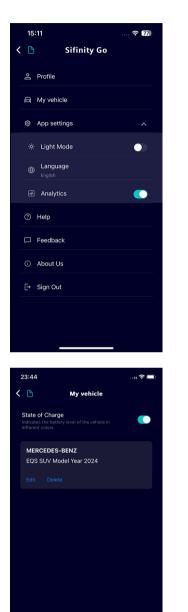8. Select the battery capacity of your vehicle and tap on *Done*.

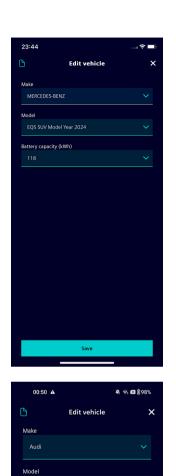9. Tap *Save* to finish adding the vehicle.

Edit vehicle

To edit vehicle information, perform the following details.

1. Tap *My vehicle* from the *Quick Access* menu.
The *My vehicle* screen appears.

2. Tap on *Edit*.
The *Edit vehicle* screen appears.

3. Modify the vehicle information.

4. Tap *Save* to apply the changes.

Delete vehicle

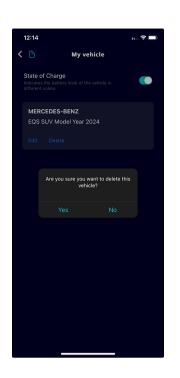1. Tap *My vehicle* from the *Quick Access* menu.

The *My vehicle* screen appears.

2. Tap on *Delete.*

3. Tap on *Yes* to confirm.

4.5 Select Vehicle
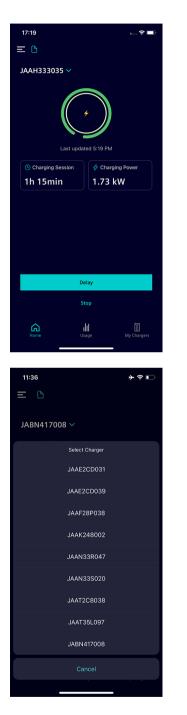
Perform the following steps to view the charging status of multiple vehicles

1. Tap the name of the vehicle displayed at the top left corner of the home page.
2. Tap the vehicle you want to monitor from the *Select vehicle* list.
3. Enter the current SOC of the vehicle.
4. Tap *Submit*.

4.6   Select Another Charger

To select another charger, perform the following procedure.

1. Tap on the drop-down icon next to the charger's name.

2. Select the name of the charger.
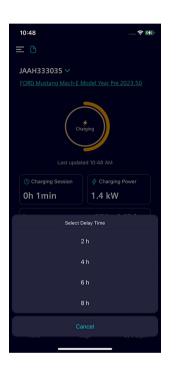
The *Home* screen displays the charging statistics and status of the selected charger.

4.7 Adjust Delay

Note

To use the *Delay* feature, the RFID authentication to start/stop charging sessions must be disabled. For more information on disabling RFID authentication for charging, see Charger Settings (Page 67).

Perform the following steps to modify the delay time.

- Tap the *Delay* button and select the delay time.

  You can delay the charging session by 2h, 4h, 6h, and 8h.
- Tap *Cancel* to return to the *Home* screen without changing the delay settings.

4.8   Charging Session Status

The *Home* screen changes dynamically to notify you about the charging session status.

Home Screen Status	Cable Status	Charging Session Status	Description
	Plugged-Out	Not Charging	Charging cable is not plugged into your EV. • To schedule a charging session, tap *Delay* and select the preferred delay time. For more information on selecting the delay time, see Adjust Delay (Page 57).
	Plugged-Out	Delayed	The next charging session will start after the delayed time. Make sure to plug in the charger connector to your EV before the scheduled time. • To cancel the delay, tap *Cancel Delay*. • To adjust the delay timing, tap *Delay* and select the preferred delay time. For more information selecting the delay time, see Adjust Delay (Page 57).

Home Screen Status	Cable Status	Charging Session Status	Description
	Plugged-Out	Updating Status	The status of your charger is being updated.
	Plugged-In	Charging	Your EV is currently being charged. The charging session duration and charging power are displayed. • To end the charging session manually, tap on the *Stop* button. If RFID authentication to start/stop charging sessions is enabled, RFID card must be presented physically at the charger. • To adjust the delay timing, tap *Delay* and select the preferred delay time. For more information selecting the delay time, see Adjust Delay (Page 57).

Home Screen Status	Cable Status	Charging Session Status	Description
	Plugged-In	Delayed	Charging session is scheduled at the delayed time. Make sure to plug-in your EV on time. • To override the delay settings and start charging your EV immediately, tap *Charge Now.* • To adjust the delay timing, tap *Delay* and select the preferred delay time.
	Plugged-In	Not Started	Charging cable is plugged into your EV and ready for charging.

Home Screen Status	Cable Status	Charging Session Status	Description
	Plugged-In	Suspended	Your EV is not being charged. Unplug your charging cable from your EV and reconnect it after 5 seconds.
	Plugged-In	Finished	Charging session has ended. The charging session statistics such as duration of the charging session are displayed in the notification pop-up. • Tap on *OK* to hide the notification pop-up message.

Home Screen Status	Cable Status	Charging Session Status	Description
	Plugged-In	Charger Lost Connection	Your charger lost network connection. • Check if your network connection is working properly and the charger has access to the internet.
	Plugged-In	Fault Technical Problem	Something went wrong. • Tap *Customer Support* to get help.

4.9   Charging Errors

The Sifinity Go app informs you with pop-up messages if the charging session failed to start, stop, or was not delayed after initiating the corresponding actions.

Charging session did not start.

- Check if RFID authentication is turned ON. If yes, present your RFID card to authenticate and initiate the charging session.
- Check if the internal scheduling of your EV is completed. If no, then deactivate the schedule to initiate the charging session.
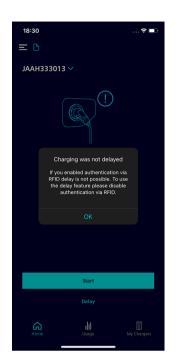
Charging session did not stop.

- Check if RFID authentication is turned ON. If yes, present your RFID card to authenticate and stop the charging session.

Charging was not delayed.

- Check if RFID authentication is turned ON. If yes, disable the RFID authentication to use the delay function.

Manage Charger

5.1 Charger Settings

Select *My Chargers* to navigate to the My Chargers screen and then tap on the charger's name to view/modify the settings for the charger.

Note

Make sure that the charger is online. You cannot modify the charger's settings while the charger is offline.

From the Charger Settings screen, you can perform the following actions.

- View the serial number and firmware details of the charger.

   After onboarding the charger, the firmware information appears after some time.

- Edit Charger Name
   – Tap on the edit button next to the *Charger Name* to rename the charger.

   For more information on how to rename your charger, see Rename Charger (Page 70).

- Limit Charging Current
   – Use the slider to modify the current up to the maximum current.

   The default current is set to 60% of the total capacity. The electric vehicle decides how much power it will eventually draw from your charger.

   The maximum current your charger can provide is determined by the state of the internal switch set during installation. Within this limit, you can adjust the current to reduce power constrains within your building.

- Configure Authentication for Charging

   For more information on enabling or disabling RFID authentication, see Enable or Disable RFID Authentication (Page 68).

- Update the firmware version of the charger.

   For more information on updating the firmware, see Update Firmware (Page 69).

- De-link Charger

   For the detailed procedure to remove a charger from your account, see Delink Charger (Page 71).

5.2 Enable or Disable RFID Authentication

Note

The procedure described in this section is only applicable to charger models shipped with the RFID authentication feature.

Your backend operator can overwrite the RFID authentication feature for an OCPP backend connection.

- To enable RFID authentication for charging sessions, tap on *Enable RFID.*

  You will be required to present your RFID card to start, stop, or delay charging sessions.

- To disable RFID authentication for charging sessions, tap *Disable RFID.*

  No authentication is required to start, stop, or delay charging sessions.

Note

Enabling or disabling the RFID authentication is only available for chargers with firmware version 2.115 and higher.

After successful commissioning, your charger will be updated to the latest firmware within 48 hours.

5.3 Update Firmware

Sifinity Go app informs you about the recent firmware updates available for your charger.

Note

Firmware updates provide operational performance and enhance the charger's feature. To benefit from stable operation and new features, install the updates as soon as they are available.

To view the firmware version of your charger, select *My Chargers* to navigate to the My Chargers screen and then tap on the charger's name. Sifinity Go app notifies you if firmware updates are available for your charger.

Perform the following procedure to initiate the update manually.
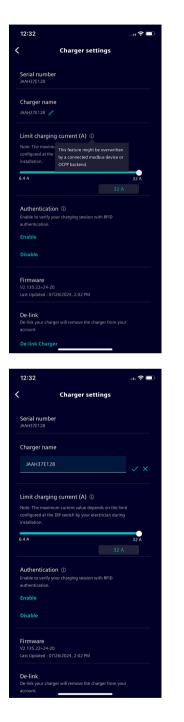
1. To install the updated firmware immediately, tap *Update*.

If the update failed due to interruptions such as network connectivity issues, tap *Retry* to try installing the update again. If the update does not resume after multiple retry attempts, call customer support to get help.

2. Check and confirm if the update is successful.

On successful completion of the update, the recent firmware version details and *Last Updated* time appear in the *Charger Settings* screen.

5.4   Rename Charger

To rename the charger, perform the following steps.

1. Tap on the edit icon next to the charger's name.

2. Edit the name of the charger. Tap on ✓ to save the changes. To undo the changes click ⊠.

5.5   Delink Charger

Perform the following procedure to deregister or remove the charger from your account.

1. Select *My Chargers* to navigate to the My Chargers screen and then tap on the charger's name to view/modify the settings for the charger.
2. Tap *De-link Charger* to remove the charger from the user account.
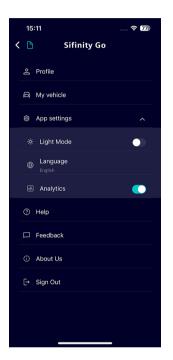
Note

If you delink a charger while it is online, then the charger will be removed from your account. Also, if in the online state, the configuration associated with the charger will be reset.

3. Enter your account password and tap *Yes* to confirm removal of the configured charger from your account.

Manage App and Account

6

6.1 Quick Access Menu

From the *Quick Access Menu* page you can perform the following functions.

- View profile information.

  To view profile information, tap *Profile*.

- Change your account password.

  For the detailed procedure to change your account password, see Change Account Password (Page 77).

- Deregister your account.

  For the detailed procedure to deregister your account and all the chargers associated with it, see Delete Account (Page 79).

- Manage vehicle information.

  To add, view and delete vehicle information, tap *My vehicle*. For the detailed procedure on how to manage vehicle information,see Enable Charging Status Insights (Page 45).

- Enable or Disable *Light Mode*.
  - To enable the light theme, toggle the *Light Mode* button to **ON** position. Sifinity Go application uses dark theme by default.
  - To disable the light theme, toggle the *Light Mode* button to **OFF** position.

- Change the app language.

  For the detailed procedure to select your preferred language, see Set Sifinity Go App Language (Page 12).
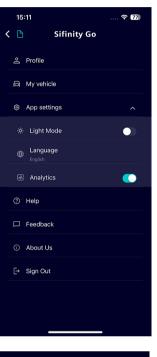
- Enable or Disable Analytics.
  - To disable analytics, toggle the *Analytics* button to **OFF** position.
  - To enable analytics, toggle the *Analytics* button to **ON** position.

- Get help related to Sifinity Go app and VersiCharge.

  For more information, see Help (Page 76).

- Provide feedback about the application. For more information on how to provide feedback on Sifinity Go features and usage, see How do I Provide Feedback for the Application? (Page 97).

- Tap *About Us* to view third-party licenses, corporate information, privacy notice, EULA, and terms of use.

- To sign out of the account that you are currently logged into, tap *Sign Out*.

- To return to the previous screen, tap the back button on the top left corner.

6.2 Help

To access information resources related to Sifinity Go app and VersiCharge, perform the following steps.

1. Tap on *Help* to view the help screen.

2. On the help screen you can perform the following functions.
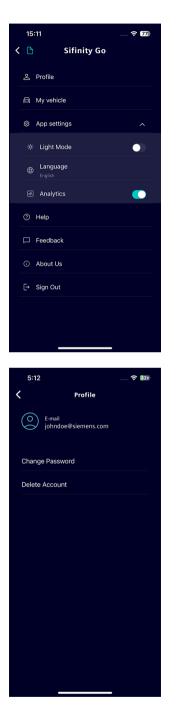
- To access the user guide for Sifinity Go application, tap *Sifinity Go User Guide*.
- To obtain support information for your VersiCharge product, tap *VersiCharge Documentation*.
- To call your local hotline number, tap *Contact Us*.
- Access the *eMobility User Portal* (Only for UL cloud users)*.
- To return to the previous screen, tap the back button on the top left corner.

6.3 Change Account Password

Perform the following procedure to change the account password.

1. Tap the menu button on the top left corner of the screen to open the quick access menu.

For more information on the list of actions you can perform from this screen, see Quick Access Menu (Page 75).

2. Select *Profile* and tap *Change Password*.

3. Enter the current password and tap *Verify*.
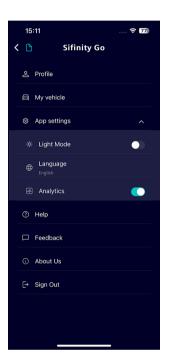
4. Enter the new password, retype in the confirm new password field, and tap *Update*.

6.4   Delete Account
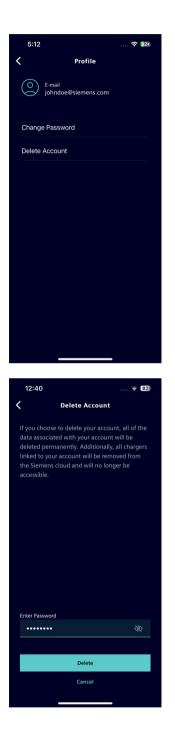
Note

Deleting an account will remove all the chargers linked to the account and also delete all the data associated with the account permenantly.

To delete your account, perform the following steps.
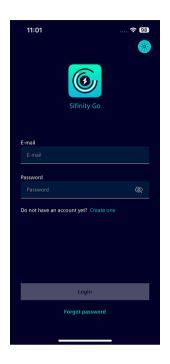
1. Tap the menu button on the top left corner of the screen to open the *Quick Access Menu*.

2. Select *Profile* and then tap *Delete Account*.

3. Enter your login password and tap *OK* to confirm.

If the account deletion failed, tap *Try Again* to retry. The account deletion process may fail when one or more chargers associated to your account could not be unlinked. If the problem persists, tap *Contact Support* to get help.

4. After successful account deletion, you will be logged out of your account automatically.

Wi-Fi LED Notification Types

7

The status of the charger can be monitored by the LED color of the Wi-Fi icon shown on the charger display.

The different Wi-Fi LED notification types for chargers with firmware version prior to 2.135 are listed in the following table.

Description of Sequence		LED Color
Software loading	🟥	Red Blinking
Software running	🟨	Yellow Blinking
Charger in Access Point (AP) mode	⬜	White Blinking
Receiving connection credentials	⬜	White Blinking
Received connection credentials	🟩	Green Blinking
Connecting to network	🟩	Green Blinking
Connected to network	🟩	Green Steady
Connecting to VersiCloud	🟦	Blue Blinking
Connected to network, registered, and connected to VersiCloud	⬜	White Steady

The different Wi-Fi LED notification types for chargers with firmware version 2.135 and higher are listed in the following table.

LED Display	Description	Charger Status
	Green color. Status LED lights up.	The charger is ready for operation.
	Blue color. Status LED ascending.	Charging in progress.

LED Display	Description	Charger Status
	Blue color. Status LED lights up.	Charging has been ended or stopped by the electric vehicle.
	Red color. Status LED lights up.	Charger fault.
	Yellow color. Status LED lights up.	Charging interrupted by charger, such as by local load management, OCPP or VersiCloud.
	Yellow color. Status LED pulses.	The electric vehicle is not ready to charge. User interaction is required (authentication or plugging of charging cable).
	Yellow color. Status LED ascending and descending.	The authentication process is running and the charger is waiting for charging to start.

LED Display	Description	Charger Status
	Orange color. Status LED pulses, increasing in segments.	Booting after the restart.
	Purple color. Status LED ascending and descending.	Updating the firmware.
	Purple color. Status LED pulses, increasing in segments.	After the restart, press and hold the touch button for 15 seconds to perform the reset to factory settings.
	Purple color. Two LEDs of the status LED light up	RFID management mode In this mode, you can switch the RFID function on or off and add or remove RFID cards.
	Green and purple coor. Three LEDs light up green. The top LED pulses purple.	Uncommissioned mode The charger is ready for charging, but commissioning has not completed yet.

Wi-Fi LED Notifcation Types (VersiCharge Blue 80A)

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Status	Color	Pattern
Charger is in Setup Mode (AP-mode)		LEDs are pulsing
Charger is booting after powering up		Middle LED is blinking, left and right LED OFF
Vehicle plugged in, not charging, EV not ready to charge - suspended EV state in OCPP		LEDs are pulsing
Vehicle plugged in, not charging, EV not ready to charge (Load management, charge scheduling)		All three LEDs are solid yellow
Charger is online		Middle LED is solid white
Charger is offline		Left LED is solid white
Vehicle is charging		LEDs are pulsing
Unrecoverable box issue		All three LEDs are solid red
Recoverable box issue		
EV interface issue		Left and middle LEDs are blinking, right LED OFF
Wiring/Installation issue		Middle and right LEDs are blinking, left LED OFF
Overtemperature		Left and right LEDs are blinking, middle LED OFF

Operating and Fault Light States Prior to Firmware Version 2.135

<div style="text-align: right">**9**</div>

The following table provides information on the operating and fault light states displayed on the charger display for firmware versions prior to 2.135.

Display	Description	Action
	Charger is ready for operation	
	Vehicle connected	
	Charging in progress	
	After switch-on, the charger will go to Access Point mode	Connect PC or mobile device for commissioning
	No Wi-Fi reception	Check the router
	Charger is connected to router. Weak Wi-Fi.	Boost the Wi-Fi.
	Charger is connected to router. Strong Wi-Fi.	

Display	Description	Action
	Attempting to connect to VersiCloud.	
	Ready for operation (With successful connection and registration in VersiCloud)	
	Paused/Stop RFID enabled	Authenticate via RFID/Modbus/OCPP
	2 h delay	Wait until charging process starts.
	4 h delay	Wait until charging process starts.

Display	Description	Action
	6 h delay	Wait until charging process starts.
	8 h delay	Wait until charging process starts.
	Press the Touch button for 5 seconds for maximum charging power	Power presetting is set to the maximum for the charging process. **Note:** Function is inactive with an existing OCPP connection.

Operating and Fault Light States for Firmware Version 2.135 and higher

<div style="text-align: right">

10

</div>

The following table provides information on the operating and fault light states displayed on the charger display for firmware version 2.135 and higher.

LED Display	Description	Charger Status
	Status LED Power lights up white	The charger is switched on.
	Status LED Vehicle connected lights up white	The electric vehicle is connected.
	Status LED Charging active lights up white	Charging in progress.
	Status LED Authentication lights up white	Option 1: OFF = Authentication function disabled Option 2: ON = Authentication function enabled

| LED Display	Description	Charger Status
	Status LED Error lights up red	Charger fault
	Press and hold the touch button	• If the charger is in an error state, press the touch button once to reset the device. • When using an Admin card in uncommissioned mode, press the touch button to switch the RFID on or off. • After the restart, press and hold the touch button for 15 seconds to reset the charger to factory settings
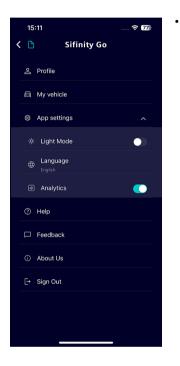
Indicator Icons

The indicator icons appear below the name of the charger in the My Chargers screen. The icons show the type of connection used to configure the charger's internet, firmware related notifications, and so on.

| Icon	Description
	Charger's internet has been configured using ethernet.
	Charger's internet has been configured using Wi-Fi. Wi-Fi signal strength is excellent.
	Charger's internet has been configured using Wi-Fi. Wi-Fi signal strength is good.
	Charger's internet has been configured using Wi-Fi. Wi-Fi signal strength is weak.
	Charger's internet has been configured using Wi-Fi. Wi-Fi signal strength is poor.
	Charger's internet has been configured using Wi-Fi. Wi-Fi signal communication is lost.
	Charger's hotspot has been enabled. Other chargers can connect to this charger using Wi-Fi.
	Charger's internet has been configured using cellular connection.
	Firmware error The firmware update request failed. Retry updating the firmware to resolve this error. For more information, see Update Firmware (Page 69).
	Charger's internet has been configured using cellular SIM cards. Cellular signal strength is excellent.
	Charger's internet has been configured using cellular SIM cards. Cellular signal strength is good.
	Charger's internet has been configured using cellular SIM cards. Cellular signal strength is fair.
	Charger's internet has been configured using cellular SIM cards. Cellular signal strength is poor.
	Charger's internet has been configured using cellular SIM cards. Cellular signal communication is lost.
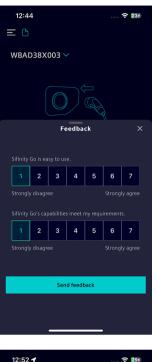
Frequently Asked Questions

<div style="text-align: right; font-size: 2em; font-weight: bold;">12</div>

12.1   How do I Provide Feedback for the Application?

- Tap on *Feedback* from Quick Access Menu (Page 75).

- Provide your ratings for Sifinity Go app and tap on *Send feedback*.

- On tapping *Send feedback*, a confirmation popup appears.

Glossary

AP

    Access Point

DNS

    Domain Name System

EV

    Electric Vehicle

OS

    Operating System

RFID

    Radio Frequency Identification

Wi-Fi

    Wireless Fidelity