

Sifinity Setup App




Compact User Manual

<u>Introduction</u>	1
<u>Commission single charger</u>	2
<u>Commission Multiple Chargers</u>	3
<u>Activate RFID Authentication</u>	4
<u>Set up Hotspot</u>	5
<u>Commissioning Errors</u>	6
<u>Side Navigation Panel</u>	7
<u>Charger Group Code</u>	8
<u>Wi-Fi LED Notification Types</u>	9
<u>Frequently Asked Questions (FAQs)</u>	10

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.

Table of contents

1	Introduction	4
1.1	Introduction to Sifinity Setup App	4
1.2	Create User Account	5
1.3	Activate Account.....	9
1.4	Log into Sifinity Setup App.....	12
1.5	Reset Password	16
2	Commission single charger	19
2.1	Connect to the charger	23
2.1.1	Scanning the Charger QR Code.....	23
2.1.2	Entering the Serial Number	24
2.1.3	Connecting to the Charger Wi-Fi	25
2.2	Configure charger's internet connection.....	28
2.2.1	Configure the Charger in Wi-Fi Mode.....	29
2.2.2	Configure the Charger in Ethernet Mode	31
2.2.3	Configure the Charger in Cellular Mode.....	33
2.2.4	Configure the Charger in Cellular Mode with Custom SIM Card	34
3	Commission Multiple Chargers.....	36
4	Activate RFID Authentication	41
5	Set up Hotspot	42
6	Commissioning Errors.....	44
7	Side Navigation Panel.....	52
8	Charger Group Code	53
9	Wi-Fi LED Notification Types.....	54
9.1	Operating and Fault Light States Prior to Firmware Version 2.135.....	57
9.2	Operating and Fault Light States Prior to Firmware Version 2.135 and Higher	59
10	Frequently Asked Questions (FAQs).....	61
10.1	How do I Connect the Charger to the Sifinity Setup app?	61
10.2	Are there any limits to the number of chargers I can add while commissioning multiple chargers?.....	61
	Glossary	62

Introduction

1.1 Introduction to Sifinity Setup App

The Sifinity Setup app allows the commissioning engineer, service personnel, and generic users to commission Siemens chargers with their mobile devices. The Sifinity Setup app is available for both iOS and Android.

Download and install the Sifinity Setup app on your mobile device from the 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.

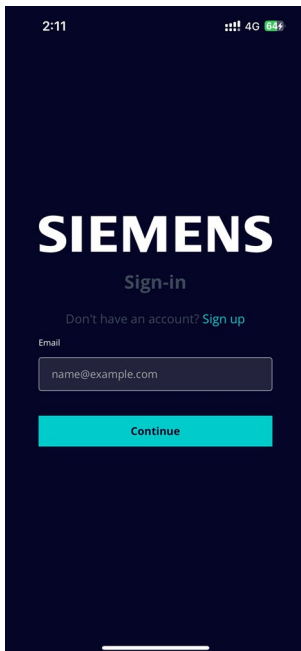
Sifinity Setup app supports English and French language. The language for Sifinity Setup app user interface is automatically selected based on the language settings of your mobile device. If the language settings of your mobile device is set to any language other than English or French, the application interface will use the default language (English).

1.2 Create User Account

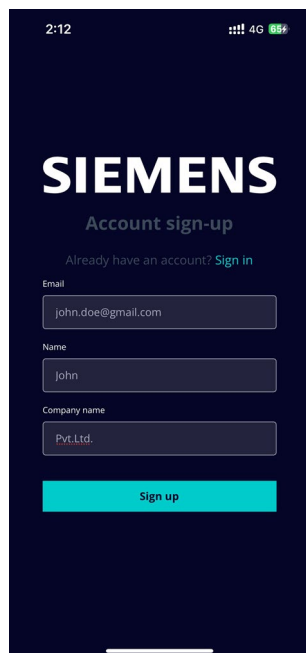
Create Account (North American Users)

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

1. Open the Sifinity Setup app and tap *Sign up*.



1.2 Create User Account



2:12 4G 88%

SIEMENS

Account sign-up

Already have an account? [Sign in](#)

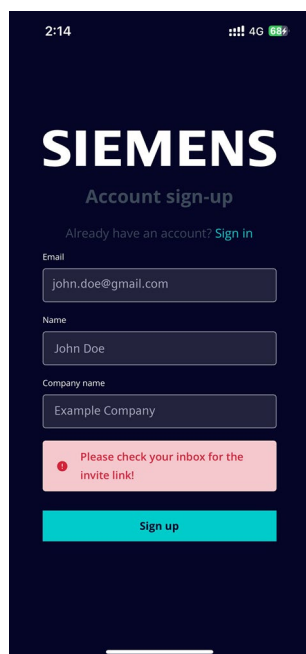
Email

Name

Company name

[Sign up](#)

2. Enter the Email, Name, Company name, and tap on *Sign Up*.



2:14 4G 88%

SIEMENS

Account sign-up

Already have an account? [Sign in](#)

Email

Name

Company name

Please check your inbox for the invite link!

[Sign up](#)

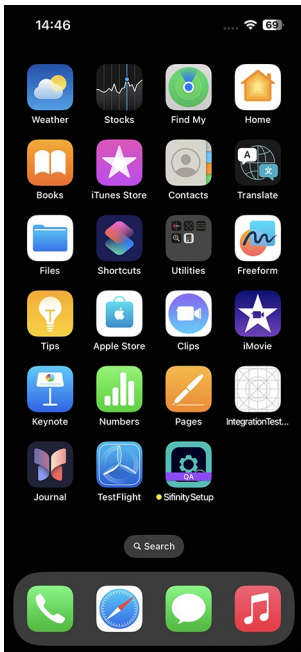
3. You will receive an account activation Email to activate the account. For more information on how to activate the account, see [Activate Account](#) (Page 9).

Create Account (EU and Rest of the World Users)

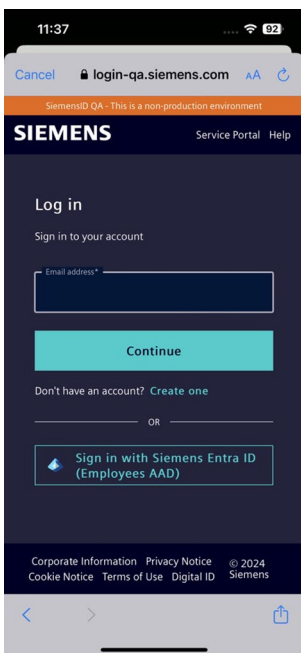
Perform the following procedure to register for a new user account.

1. Open the Sifinity Setup app.

You will be redirected to the log in page on your browser.



2. Tap on *Create one*.



14:20

Cancel login-qa.siemens.com

SiemensIQ QA - This is a non-production environment

SIEMENS Service Portal Help

Create account

Enter your information

First name*
John

Last name*
Doe

Organization*
Company

Organization name*
Siemens Adv

Country*
France

Email address*
testjohndoe902@gmail.com

☒ I have read and agree with the terms and conditions, I also consent to the processing of my personal data as further described here.

Continue

Corporate Information Privacy Notice
Cookie Notice Terms of Use Digital ID © 2024 Siemens

3. Enter the following details.

- First name
- Last name
- Select the organization type from the dropdown
- Organization name
- Select the country from the dropdown.
- Email address.

Select the terms and conditions checkbox and click *Continue*.

14:21

Cancel login-qa.siemens.com

SiemensIQ QA - This is a non-production environment

SIEMENS Service Portal Help

Set your password

testjohndoe902@gmail.com Edit

Password*

Your password must contain:

- ✓ At least 12 characters
- ✓ At least 3 of the following:
 - ✓ Lower case letters (a-z)
 - ✓ Upper case letters (A-Z)
 - ✓ Numbers (0-9)
 - ✓ Special characters (e.g. !@#\$%^&*)
- ✓ No more than 2 identical characters in a row

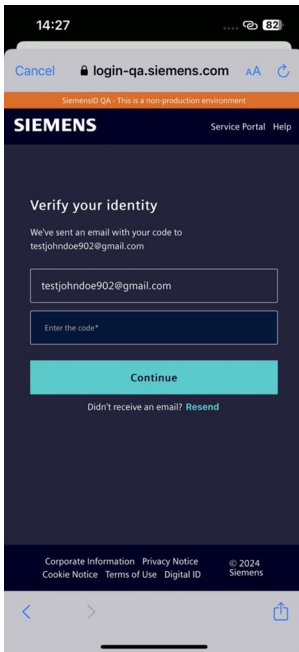
Create account

Already have an account? Log in

Corporate Information Privacy Notice
Cookie Notice Terms of Use Digital ID © 2024 Siemens

4. Enter your password in the *Password* field and click *Create account*.

You will be redirected to the identity verification page.



5. You will receive an account activation Email to activate the account. For more information on how to activate the account, see Activate Account (Page 9).

1.3 Activate Account

Your Sifinity Setup app user account is tied to one of the following login services.

- Login for North American users
- Siemens ID Service for EU and rest of the world users

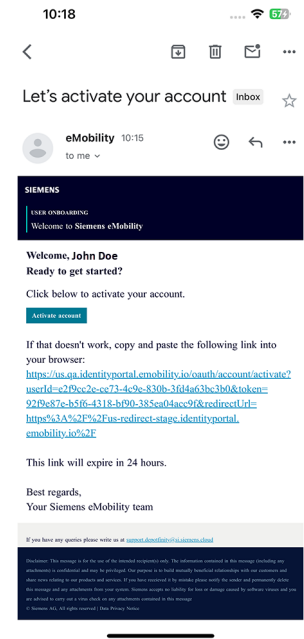
Note

The procedure to activate your account will vary depending upon the login service that your account is configured with.

Activate Account (North American Users)

To activate your account, perform the following steps.

- 1. Open the account activation email and click *Activate account*.



Note

The account activation email is valid for 24 hours. Make sure to activate your account before the email expires.

10:23 Done identityportal.emobility.io AA

SIEMENS

Activate your account

New password

Very strong

1 number ✓ 8 characters minimum ✓

1 special character ✓ 1 lowercase letter ✓

1 capital letter ✓

avoid 3 or more recurring characters ✓

Confirm new password

Activate

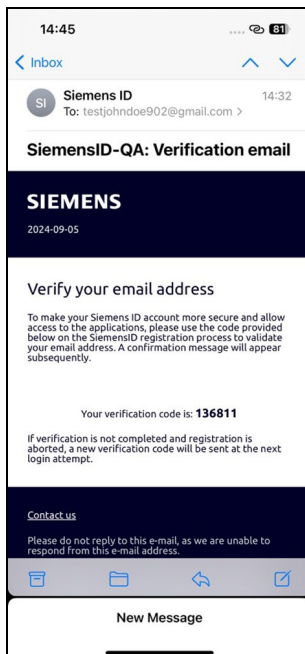
2. Set a password for your account and re-enter the password to confirm.

3. Tap **Activate**.

The account activation success message appears.

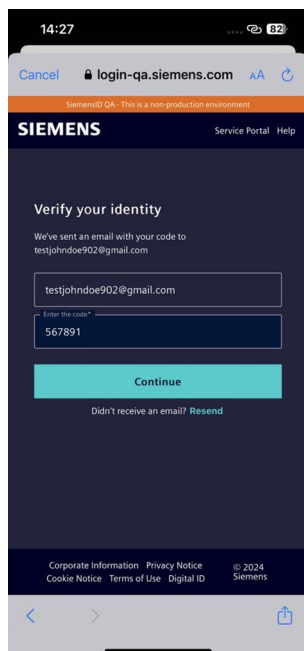
Activate Account (EU and Rest of the World Users)

To activate your account, perform the following steps.



1. Open the account activation email and copy the verification code.

1.4 Log into Sifinity Setup App



2. Paste the verification code in the *Enter the code* field and click *Continue*.
The account activation success message appears.

1.4 Log into Sifinity Setup App

Sifinity Setup app allows secure access with any of the following login services.

- Login for North American users
- Siemens ID Service for EU and rest of the world users

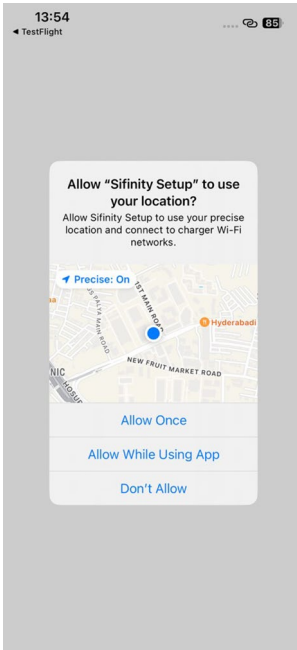
Note

The procedure to log into your account will vary depending upon the login service that your account is configured with.

Log into Sifinity Setup (North American Users)

Perform the following steps to log into the Sifinity Setup app.

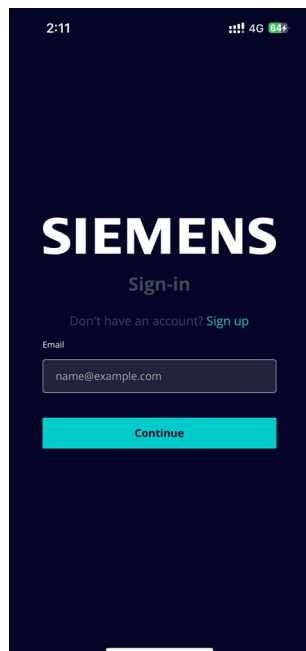
1. Open the Sifinity Setup app and tap *Allow While Using App* to grant access to your location information.



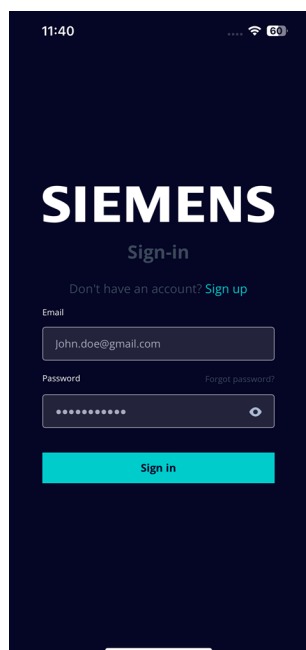
Note

Sifinity Setup app requires your precise location to connect to the charger. If you do not allow Sifinity Setup app to 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.

1.4 Log into Sifinity Setup App



2. Enter your registered email ID and tap *Continue*.



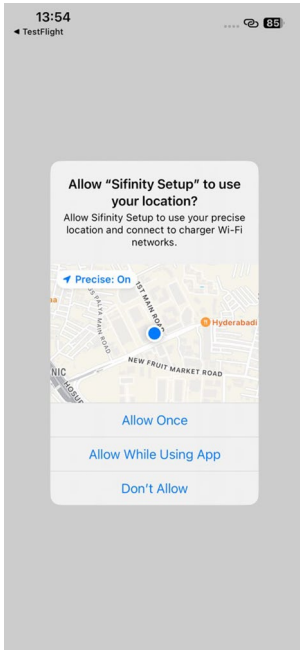
3. Enter the password and tap *Sign in*.

If multi-factor authentication is enabled for your account, complete the authentication with your certificate or smart card.

If you forget your password, tap *Forgot my password* to reset your password. For detailed steps to reset your account password, see Reset Password (Page 16).

Log into Sifinity Setup (EU and Rest of the World Users)

Perform the following steps to log into Sifinity Setup.

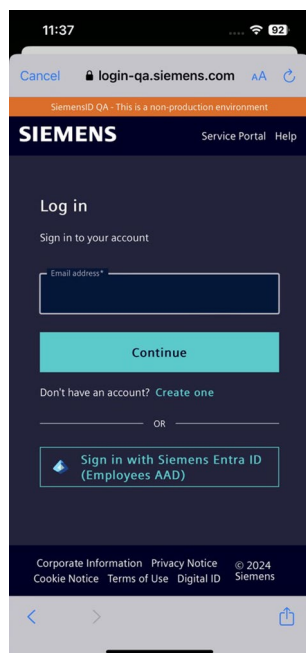


1. Open the Sifinity Setup app and tap Allow While Using App to grant access to your location information.

You will be redirected to the log in page on your browser.

Note

Sifinity Setup app requires your precise location to connect to the charger. If you do not allow Sifinity Setup app to 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.



2. Enter your email ID, password, and tap *Login*.

If you are a Siemens employee, tap *Sign in with Siemens Entra ID* and provide the authentication. For detailed information on various authentication methods, refer to MyID help (<https://myid.siemens.com/help/>).

1.5 Reset Password

Your Sifinity Setup app user account is tied to one of the following login services.

- Login for North American users
- Siemens ID Service for EU and rest of the world users

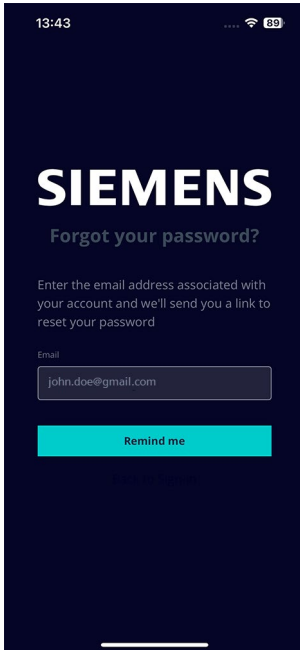
Note

The procedure to reset your account password will vary depending upon the login service that your account is configured with.

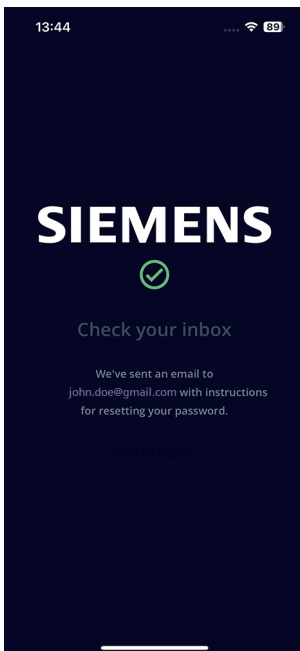
Reset Password (North American Users)

Perform the following steps to reset the password.

1. Enter your email address and tap on *Remind me*.



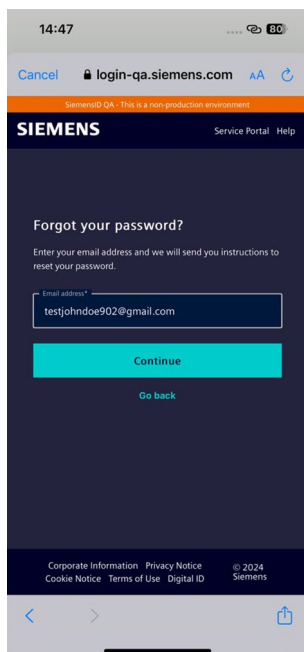
2. Check your email for a password reset link and follow the instructions on the screen. If you do not see the confirmation email in your inbox, check your Spam or Junk email folders.



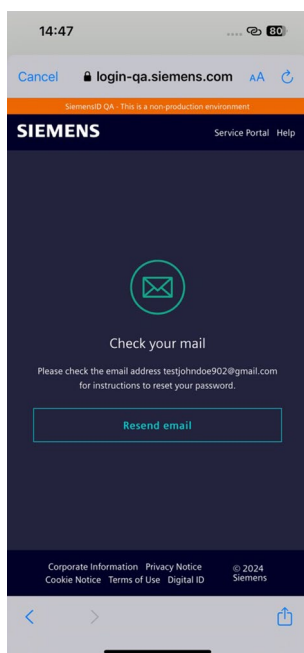
Reset Password (EU and Rest of the World Users)

Perform the following steps to reset the password.

1. Enter your email address and tap on *Send email*.



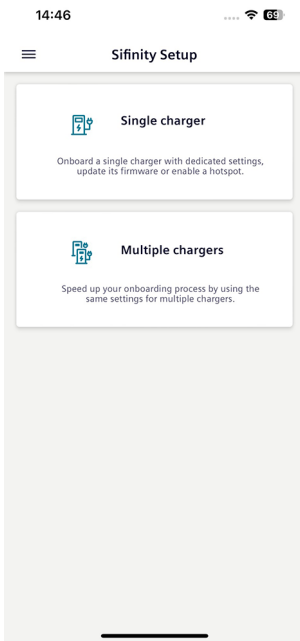
2. Check your email for a password reset link and follow the instructions on the screen. If you do not see the confirmation email in your inbox, tap *Resend email* or check your Spam or Junk email folders.



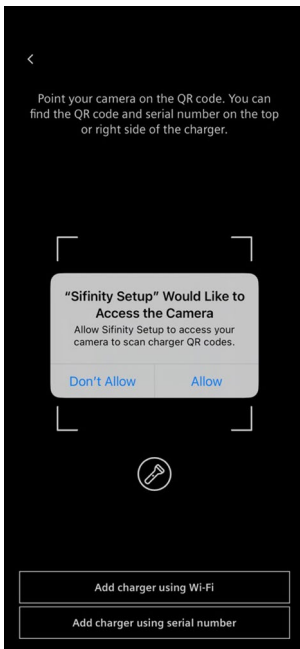
Commission single charger

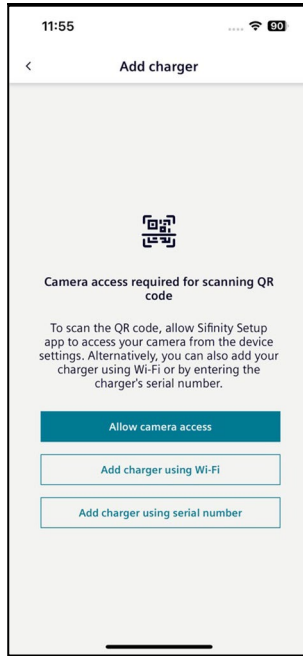
Perform the following procedure to commission a single charger.

1. Tap *Single charger* on the home screen.



2. Tap Allow to let the Sifinity Setup app to access the camera of the mobile device.





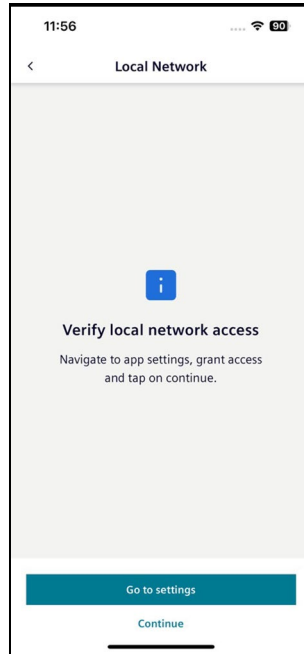
Note

On iOS devices, the Sifinity Setup app requires camera access to scan the QR code. If you do not allow access, you will be directed to a page with three options:

- *Allow camera access* – This option redirects you to your device settings, where you can manually enable camera access.
- *Add charger using Wi-Fi* – Allows you to add a charger through Wi-Fi.
- *Add charger using serial number* – Lets you add a charger by entering the serial number.



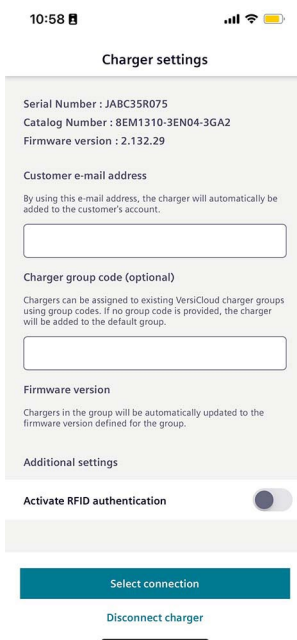
3. Connect to the charger by scanning the QR code, entering the serial number, or connecting to the charger's Wi-Fi.
For more information on how to connect to your charger, see [Connect to the charger](#) (Page 23).



Note

On iOS devices, you are required to provide local network access permissions. When local network access permissions are allowed, you can discover and connect to devices in the same network. If prompted, tap on Allow to enable local network access to grant the local network access permissions. You can also manage the local network access permissions from the Sifinity Setup app settings. If you do not allow local network access permissions the first time, you will be redirected to a page with below options:

- **Go to Settings** - This option redirects you to your device settings, where you can manually enable location access.
- **Continue** - If you tap this option, the app will attempt to reconnect to the charger. You will be redirected back to this page if permission is not granted.



4. Verify the serial number, catalog number, and firmware version of the charger.

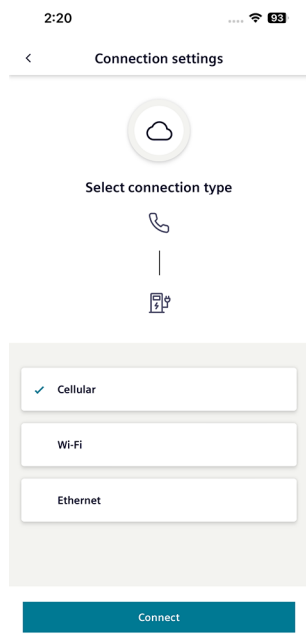
To use RFID to authenticate charging sessions, see [Activate RFID Authentication](#) (Page 41).

5. Enter the customer's email address that is linked to the VersiCloud account.

6. Optionally, you can assign the charger to an existing VersiCloud group using the charger group code. If no group code is entered, the charger will be assigned to a generic group and it can be reassigned to a different group from your VersiCloud account. For more information, see [Charger Group Code](#) (Page 53).

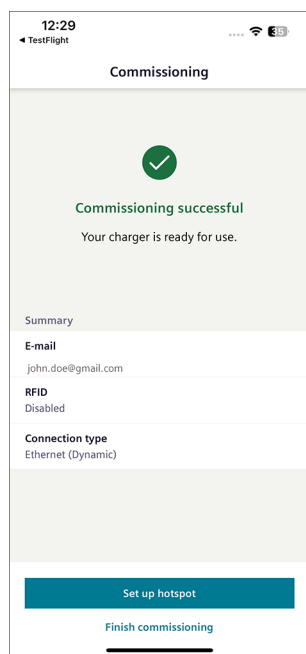
7. Tap on *Select connection* to proceed with the commissioning setup.

To cancel the current commissioning setup, tap on *Disconnect charger*.



8. Configure the charger's internet connection with any of the following connection types.

- Cellular (Page 33)
- Wi-Fi (Page 29)
- Ethernet (Page 31)



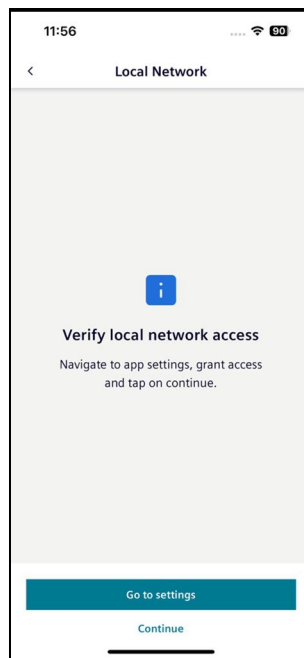
9. After successful commissioning, Tap *Finish commissioning*. To share the internet connection with other chargers, tap on *Set up hotspot*. For more information, see *Set up hotspot* (Page 42).

2.1 Connect to the charger

You can add a charger to your account by any of the following methods.

- Scanning the charger QR Code (Page 23)
- Entering the serial number (Page 24)
- Connecting to the Charger's Wi-Fi (Page 25)

2.1.1 Scanning the Charger QR Code



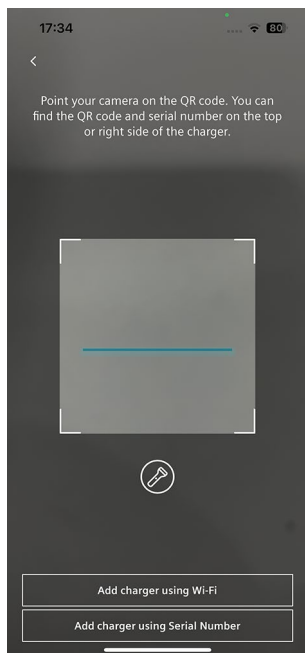
Note

On iOS devices, you are required to provide local network access permissions. When local network access permissions are allowed, you can discover and connect to devices in the same network. If prompted, tap on Allow to enable local network access to grant the local network access permissions. You can also manage the local network access permissions from the Sifinity Setup app settings. If you do not allow local network access permissions the first time, you will be redirected to a page with below options:

- *Go to Settings* - This option redirects you to your device settings, where you can manually enable location access.
- *Continue* - If you tap this option, the app will attempt to reconnect to the charger. You will be redirected back to this page if permission is not granted.

2.1 Connect to the charger

Perform the following procedure to add a charger by scanning the QR code.



1. 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.

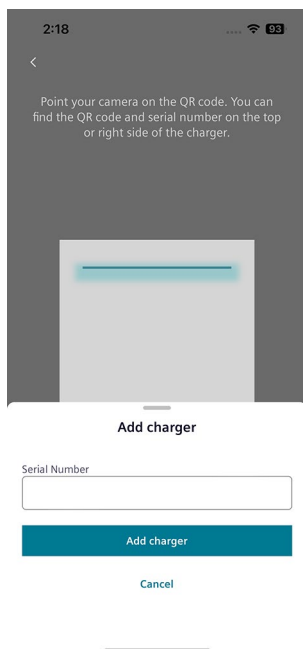
You can retry scanning the QR code or choose from the other options to connect to the charger.

2.1.2 Entering the Serial Number

Perform the following procedure to add a charger by entering the serial number.



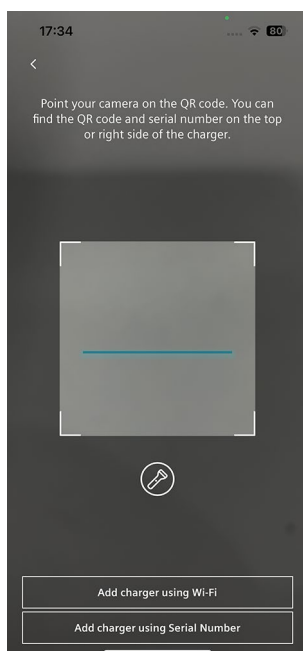
1. Tap *Add charger using serial number*.



2. Enter the serial number found on the charger label and tap *Add charger*.

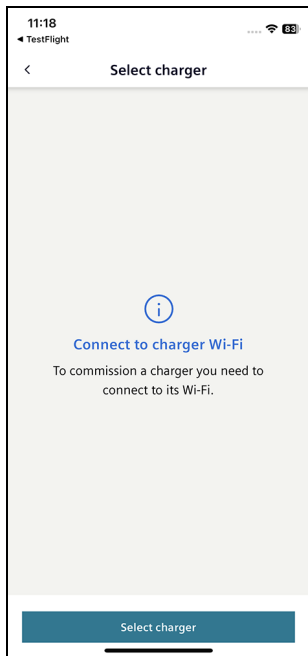
2.1.3 Connecting to the Charger Wi-Fi

Perform the following procedure to connect to the charger using Wi-Fi.



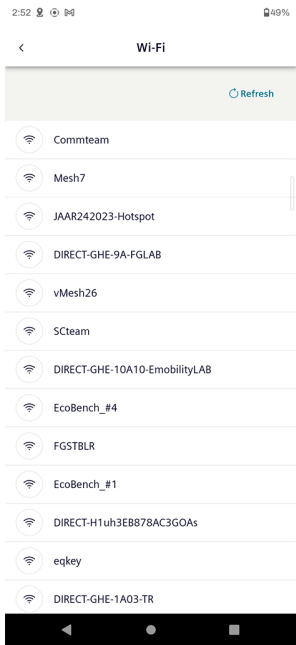
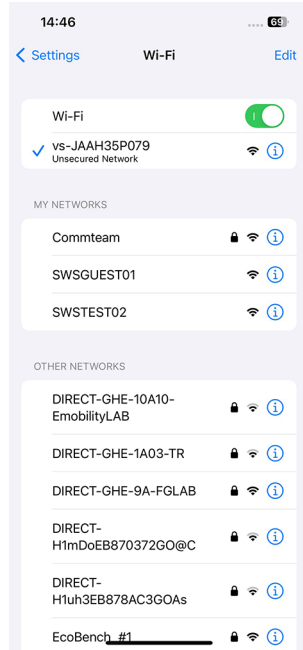
1. Tap *Add charger using Wi-Fi*.

2.1 Connect to the charger

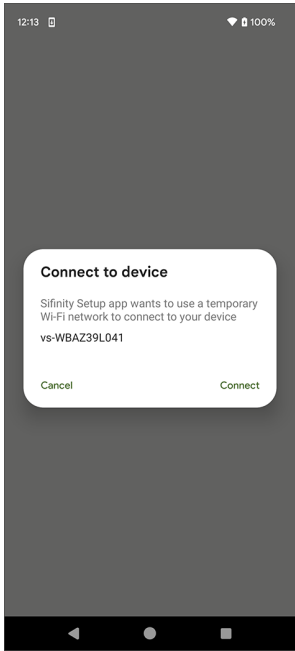
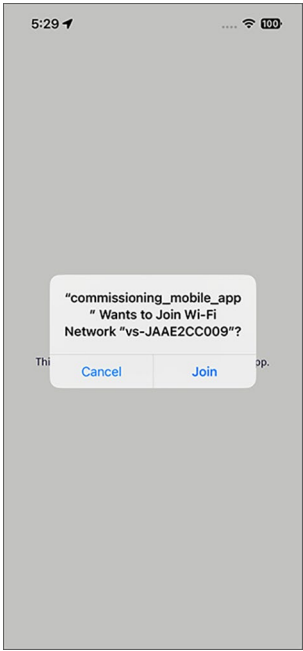


2. Tap *Select charger* to select the charger Wi-Fi.

3. Perform the following procedure applicable for the operating system of your mobile device.

Android	iOS
<p>a) Select the Wi-Fi network from the list. The Wi-Fi networks are arranged in a descending order based on their signal strength.</p> <p>If no chargers are found, tap on <i>Refresh</i> to search for nearby chargers.</p> 	<p>a) Select the Wi-Fi network from the list.</p> 

2.2 Configure charger's internet connection

Android	iOS
<p>b) Tap <i>Connect</i> to connect to the charger Wi-Fi.</p> 	<p>b) Tap <i>Join</i> to connect to the charger Wi-Fi.</p> 

Note

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

2.2 Configure charger's internet connection

After the charger is connected, you can choose to configure the charger's internet connectivity with any one of the following connection types.

- Configure charger in Wi-Fi Mode (Page 29)
- Configure charger in Ethernet Mode (Page 31)
- Configure charger in Cellular Mode (Page 33)

2.2.1 Configure the Charger in Wi-Fi Mode

Perform the following procedure to configure the charger in Wi-Fi mode.

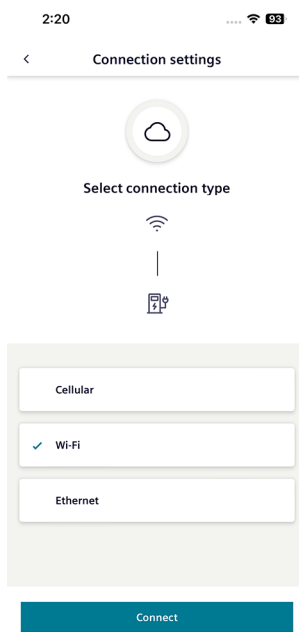
Note

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

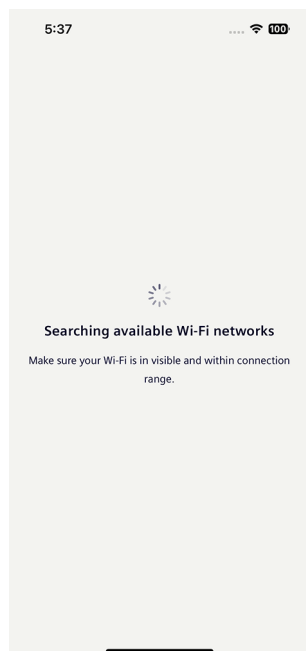
To verify that the signal strength at the intended VersiCharge location is sufficient, use a Wi-Fi analyzer app such as "Wi-Fi Analytics" (Android) or "Network Analyzer" (iPhone) to test signal strength. If the signal strength is low, it is recommended to move the router to a closer location or use a 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.

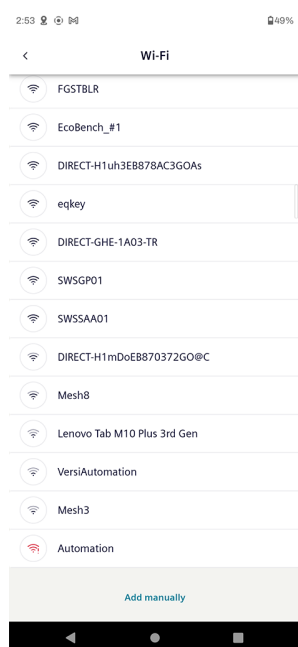
Make sure that the Wi-Fi network is established before powering on the charger.



1. Select *Wi-Fi* as connection type and tap *Connect*.

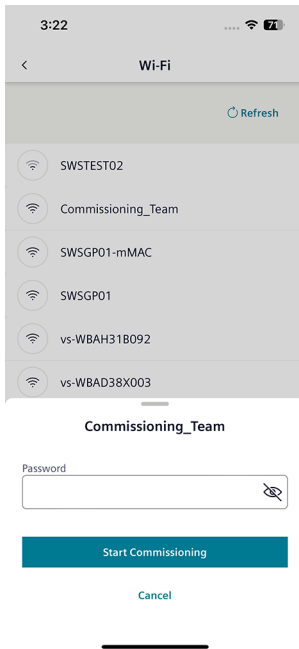


2. The application searches for the available Wi-Fi networks to configure to.



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 the network SSID and password. Make sure that the network is secure and the password is correct. (Passwords are case-sensitive).

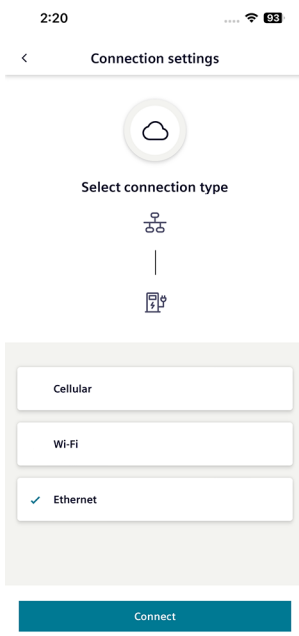
4. Enter the Wi-Fi password and tap on *Start Commissioning*.



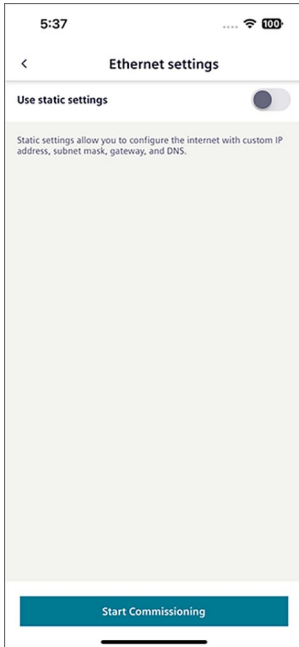
2.2.2 Configure the Charger in Ethernet Mode

Perform the following procedure to configure the charger in Ethernet mode.

1. Select *Ethernet* as the connection type and tap *Connect*.

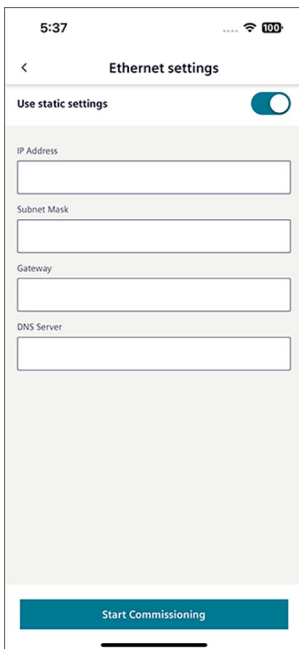


2.2 Configure charger's internet connection



2. Select to commission with dynamic or static settings.

- To continue with dynamic settings, leave the *Use static setting* toggle button in the OFF position and tap on *Start Commissioning*.
- To continue with static settings, push the *Use static settings* toggle button to the ON position.
- For commissioning multiple chargers with an Ethernet connection, the *Use static settings* toggle button is automatically disabled.

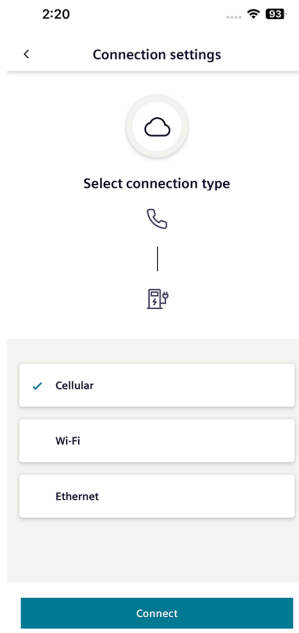


3. If you are configuring with static settings, enter the IP address, subnet mask, gateway, and DNS server details and tap on *Start Commissioning*.

2.2.3 Configure the Charger in Cellular Mode

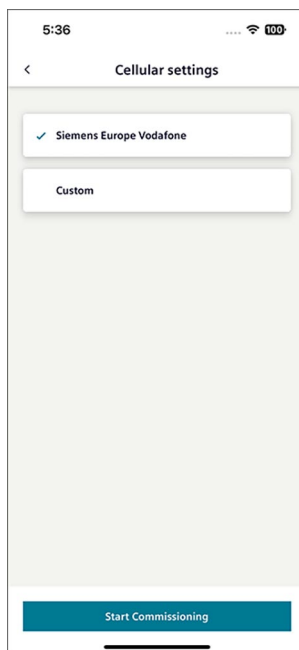
Perform the following procedure to configure the charger with cellular SIM cards.

1. Select *Cellular* as the connection type and tap *Connect*.



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 and tap on *Start Commissioning*.



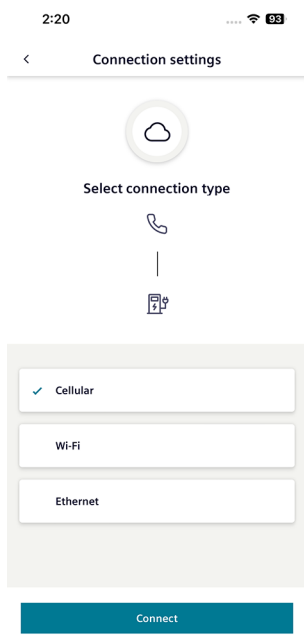
Instance	Network Provider	Modem Dial String	Access Point Name (APN)
IEC	Siemens Europe Vodafone	*99#	emobility.siemens
UL	Siemens USA DT	*99#	uswww.tma.iot

- 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 the Charger in Cellular Mode with Custom SIM Card* (Page 34).

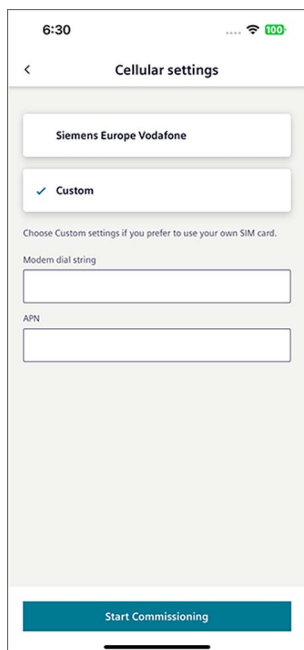
2.2.4 Configure the Charger in Cellular Mode with Custom SIM Card

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

1. Select *Cellular* as the connection type and tap *Connect*.



2. Select *Custom*, enter the *Modem dial string*, *APN*, and tap on *Start Commissioning*.



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 network carrier.

Note

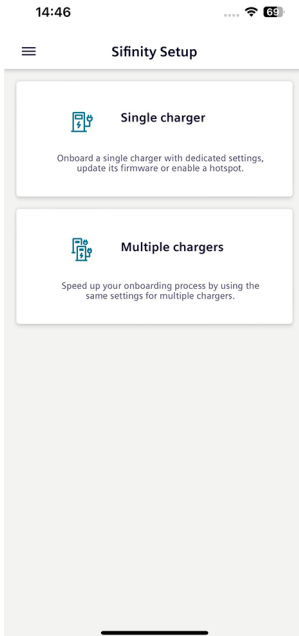
For commissioning multiple chargers with a custom SIM card, the network provider of the SIM card for all the chargers must be the same.

Commission Multiple Chargers

Sifinity Setup allows you to commission multiple chargers on a single go.

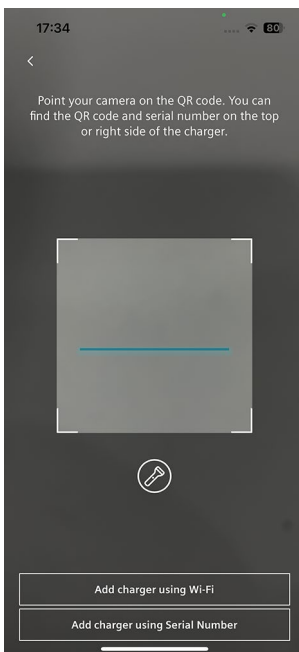
Perform the following procedure to commission multiple chargers.

1. Tap *Multiple chargers* on the home screen.



2. Connect to the charger by Wi-Fi, 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 23).



10:58

Charger settings

Serial Number : JABC35R075
Catalog Number : 8EM1310-3EN04-3GA2
Firmware version : 2.132.29

Customer e-mail address

By using this e-mail address, the charger will automatically be added to the customer's account.

Charger group code (optional)

Chargers can be assigned to existing VersiCloud charger groups using group codes. If no group code is provided, the charger will be added to the default group.

Firmware version

Chargers in the group will be automatically updated to the firmware version defined for the group.

Additional settings

Activate RFID authentication

Select connection

Disconnect charger

2:20

Connection settings

Select connection type

Cellular

Wi-Fi

Ethernet

Connect

3. Verify the serial number, catalog number, and firmware version of the charger.

To use RFID to authenticate charging sessions, see [Activate RFID Authentication](#) (Page 41).

4. Enter the customer's email address that is linked to the VersiCloud account.

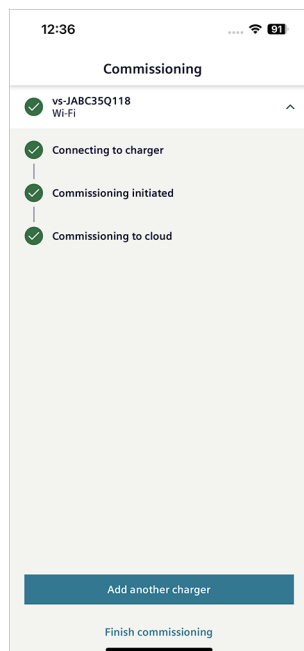
5. Optionally, you can assign the charger to an existing VersiCloud group using the charger group code. If no group code is entered, the charger will be assigned to a generic group and can be reassigned to a different group from your VersiCloud account. For more information, see [Charger Group Code](#) (Page 53).

6. Tap on *Select connection* to proceed with the commissioning setup.

To cancel the current commissioning setup, tap on *Disconnect charger*.

7. Configure the charger's internet connection with any of the following connection types.

- Cellular (Page 33)
- Wi-Fi (Page 29)
- Ethernet (Page 31)

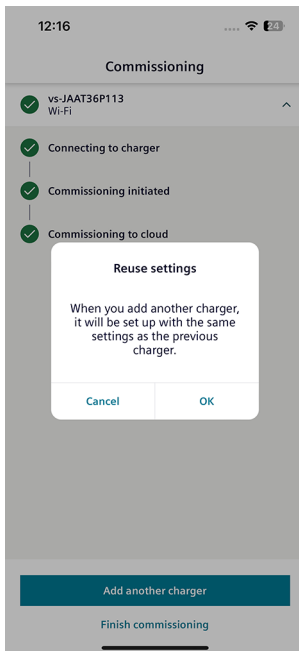


8. After you commission a charger, tap *Add another charger*.

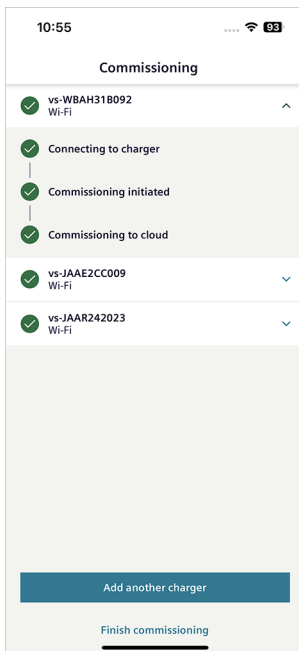
Note

The first charger must be commissioned successfully before you can apply the configuration to additional chargers. If the first charger is not commissioned, the *Add Another Charger* option will be disabled, and adding more chargers will not be possible.

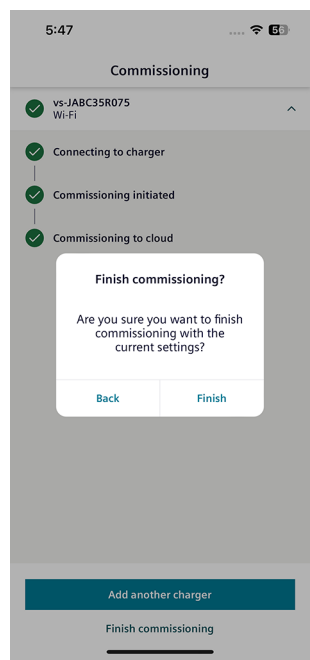
9. Tap **OK** to commission all the chargers with the same configuration.



10. Select the charger to commission. Connect to the charger by Wi-Fi, 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 23).



11. After commissioning all the chargers, tap *Finish commissioning*.



Activate 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.

RFID cards enable the users to authenticate the transactions.

- To activate RFID authentication, toggle the *Activate RFID authentication* in the Charger settings screen to the ON position.

10:58

Charger settings

Serial Number : JABC35R075
Catalog Number : 8EM1310-3EN04-3GA2
Firmware version : 2.132.29

Customer e-mail address

By using this e-mail address, the charger will automatically be added to the customer's account.

Charger group code (optional)

Chargers can be assigned to existing VersiCloud charger groups using group codes. If no group code is provided, the charger will be added to the default group.

Firmware version

Chargers in the group will be automatically updated to the firmware version defined for the group.

Additional settings

Activate RFID authentication

Select connection

Disconnect charger

Set up Hotspot

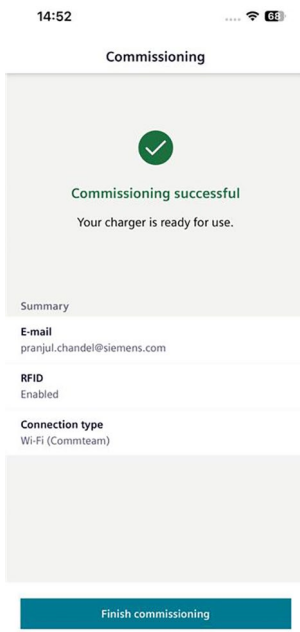
Note

Hotspot functionality is available only with single charger commissioning. Hotspot must be established within 10 minutes after commissioning the charger. If the hotspot is triggered after the 10 minutes timeout period, Sifinity Setup app may not be able to communicate with your charger.

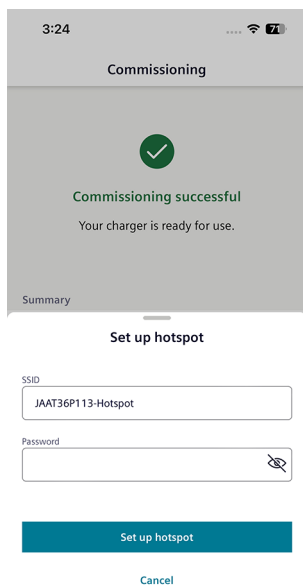
You can choose to use a charger as a hotspot to share the internet with other chargers. After commissioning the charger, you must set up hotspot to enable internet sharing between the chargers.

Perform the following procedure to set up hotspot.

1. Tap *Set up hotspot*.

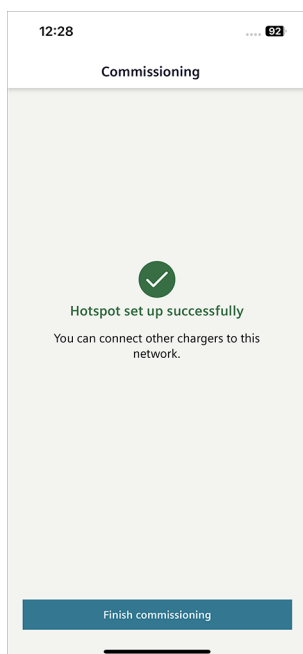


2. Enter the hotspot SSID and password. Tap *Set up hotspot*.



The screenshot shows the 'Commissioning' screen of the Sifinity Setup App. At the top, the time is 3:24. A green checkmark icon is displayed, followed by the text 'Commissioning successful' and 'Your charger is ready for use.' Below this is a 'Summary' section. The 'Set up hotspot' section contains two input fields: 'SSID' with the value 'JAAT36P113-Hotspot' and 'Password' which is currently empty. A blue button labeled 'Set up hotspot' and a smaller blue link labeled 'Cancel' are at the bottom of this section.

3. After the hotspot setup is successful, tap on *Finish commissioning*.



The screenshot shows the 'Commissioning' screen of the Sifinity Setup App. At the top, the time is 12:28. A green checkmark icon is displayed, followed by the text 'Hotspot set up successfully' and 'You can connect other chargers to this network.' At the bottom, there is a blue button labeled 'Finish commissioning'.

Commissioning Errors

Sifinity Setup app notifies you of connectivity issues, internal conditions, permission denial errors and errors during charger commissioning.

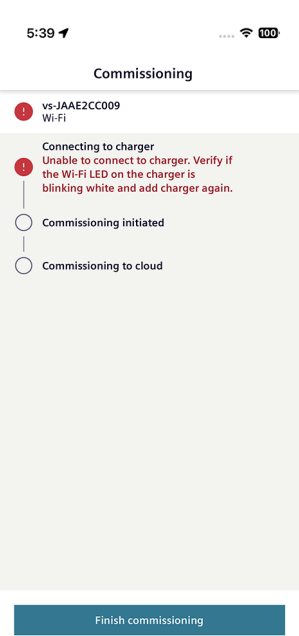
Commissioning errors

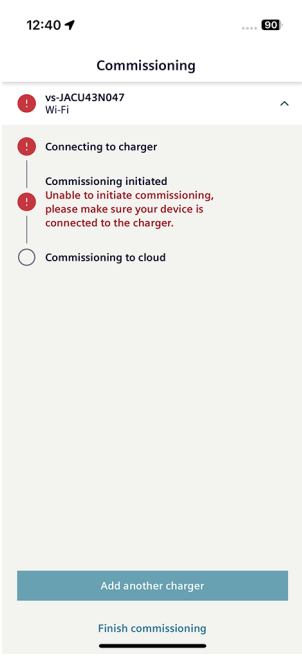
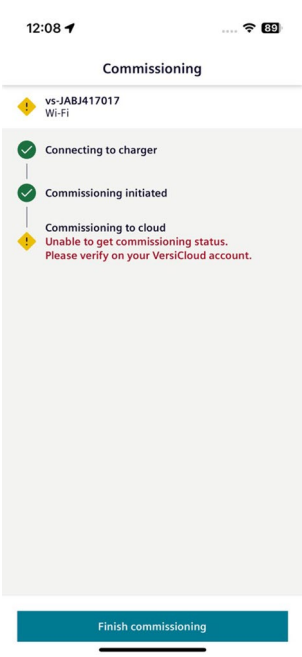
Note

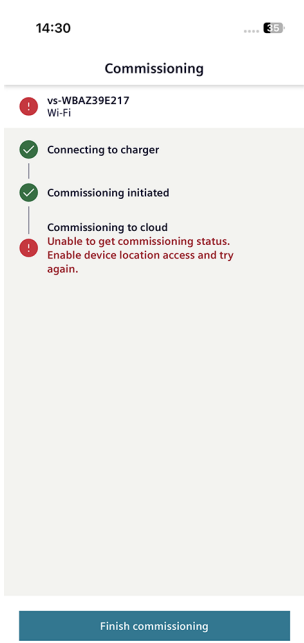
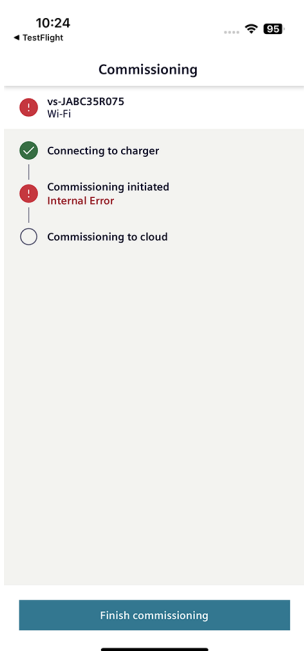
Getting errors while commissioning multiple chargers

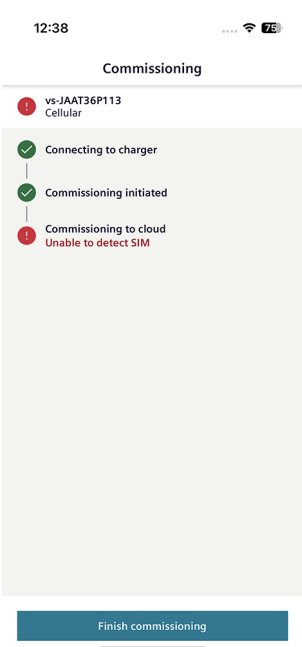
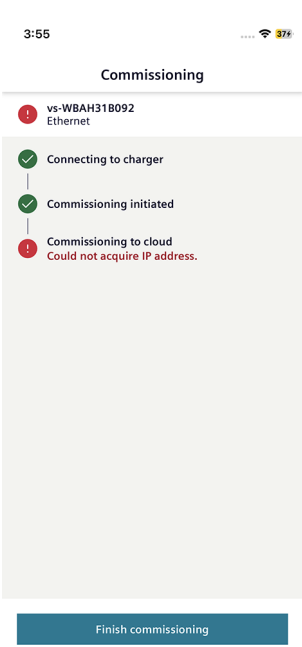
While commissioning multiple chargers, to get the error details on the Sifinity Setup app, perform the following steps.

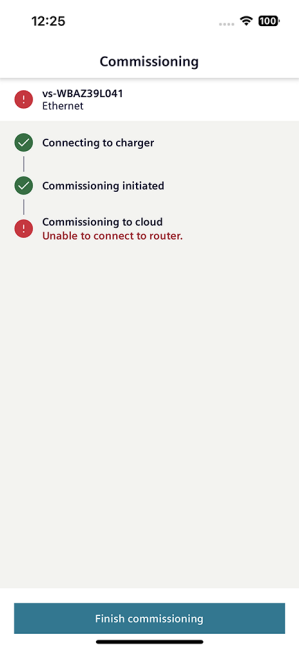
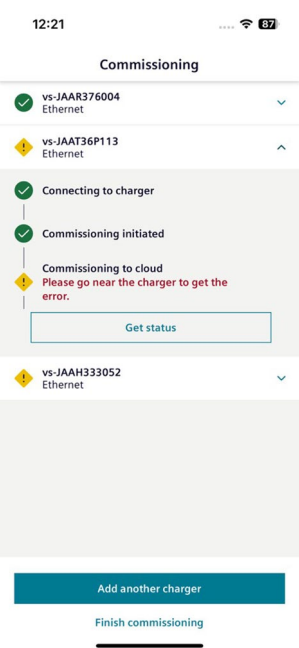
1. Make sure that you are close to the charger.
2. Tap on *Get status* to fetch the error details.

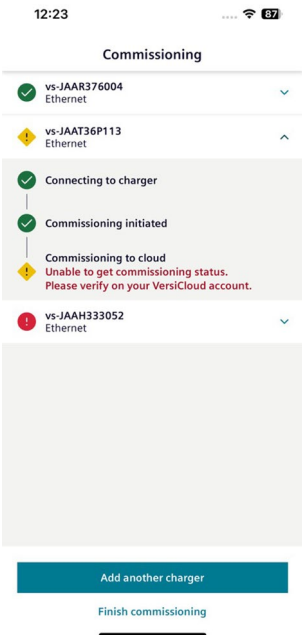
Screen Notification	Error	Description
	Connection to charger failed	<p>Commissioning started while the charger is not connected to the Sifinity Setup app.</p> <ul style="list-style-type: none"> • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).

	<p>Commissioning could not be initiated</p>	<p>Charger is not connected to the Sifinity Setup app or turned off while the commissioning process was initiated.</p> <ul style="list-style-type: none"> • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).
	<p>Cloud status could not be fetched</p>	<p>Unable to fetch the status from VersiCloud or the charger is not in AP mode after unsuccessful commissioning.</p> <ul style="list-style-type: none"> • Log into your VersiCloud account. • Verify if the commissioning status is successful. If the commissioning is not successful, establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23). <p>Alternatively, check the LED indicators on the chargers to verify the commissioning status. See Wi-Fi LED Notification Types (Page 54) for more information.</p>

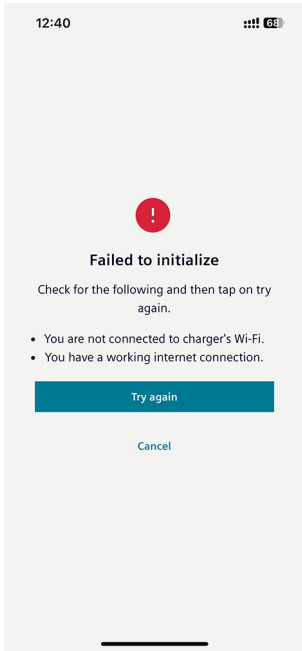
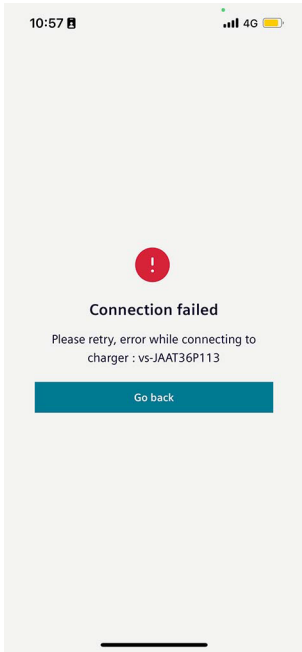
	<p>Unable to fetch cloud status due to location permissions</p>	<p>Sifinity Setup app could not fetch the VersiCloud status while the device location permissions are disabled.</p> <ul style="list-style-type: none"> • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Enable device location permissions. Navigate to the settings on your mobile device and then to Sifinity Setup app settings to allow the Sifinity Setup app to access the location information. • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).
	<p>Internal error</p>	<p>An Internal error occurred.</p> <ul style="list-style-type: none"> • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).

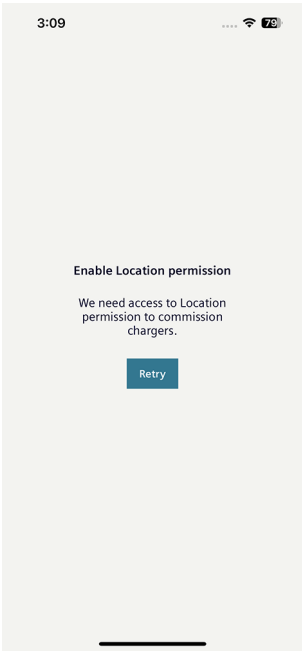
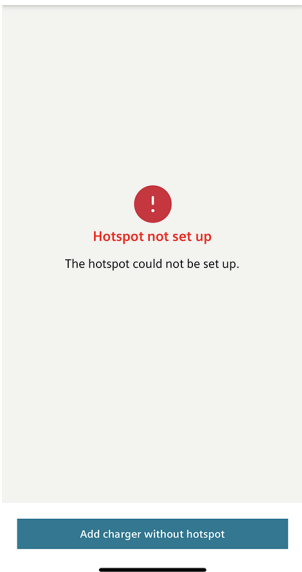
	Unable to detect SIM	<p>Charger SIM is not inserted while trying to configure the charger's internet with cellular mode.</p> <ul style="list-style-type: none"> • Verify if the SIM card is properly inserted into the slot. • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Check if the <i>Modem dial string</i> and <i>APN</i> are correct. • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).
	Could not acquire IP address	<p>LAN is not configured properly, or the entered IP address is incorrect.</p> <ul style="list-style-type: none"> • Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> • Check if the LAN connected properly and verify if the IP address is correct. • Power cycle the charger. After powering on, the charger should enter AP mode (Access Point mode). You can verify this using the LED indicators on the charger, which may take up to five minutes. If the charger has power but is not in Access Point mode, note any other notifications 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 54). • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).

 <p>12:25</p> <p>Commissioning</p> <p>vs-WBAZ39L041 Ethernet</p> <p>Connecting to charger</p> <p>Commissioning initiated</p> <p>Commissioning to cloud Unable to connect to router.</p> <p>Finish commissioning</p>	<p>Unable to connect to the router</p>	<p>LAN connection configuration is incorrect.</p> <ul style="list-style-type: none"> Tap on <i>Finish commissioning</i>. <p>While commissioning multiple chargers, you can tap on <i>Add another charger</i> after the first charger was commissioned successfully.</p> <ul style="list-style-type: none"> Check the router settings and make sure that the router has access to the internet and check if the router has sufficient signal strength. Try commissioning the charger again.
 <p>12:21</p> <p>Commissioning</p> <p>vs-JAAR376004 Ethernet</p> <p>vs-JAAT36P113 Ethernet</p> <p>Connecting to charger</p> <p>Commissioning initiated</p> <p>Commissioning to cloud Please go near the charger to get the error.</p> <p>Get status</p> <p>vs-JAAH333052 Ethernet</p> <p>Add another charger</p> <p>Finish commissioning</p>	<p>The charger is not able to communicate with Sifinity Setup app.</p>	<p>To make sure that the charge is able to communicate with the Sifinity Setup app, perform the following procedure.</p> <ul style="list-style-type: none"> Log into your VersiCloud account. Ensure that the charger is available by checking its status in VersiCloud. Go to your charger and tap <i>Get status</i> in Sifinity Setup app.

	<p>Cloud status could not be fetched for one or more chargers.</p>	<p>The charger status could not be fetched from VersiCloud. Additionally, the charger is not in AP mode after unsuccessful commissioning.</p> <p>To resolve this, perform the following procedure:</p> <ul style="list-style-type: none">• Log into your VersiCloud account.• Verify if the commissioning status is successful. If the commissioning is not successful, establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23). <p>If commissioning remains unsuccessful after multiple attempts, one or more selected chargers may be in AP mode (Access Point Mode) and unable to communicate with the Sifinity Setup app. The charger status will not be displayed in the Sifinity Setup app.</p> <p>To verify if the charger is in AP mode, perform the following procedure:</p> <ul style="list-style-type: none">• Log into your VersiCloud account.• View the charger status in VersiCloud.
---	--	---

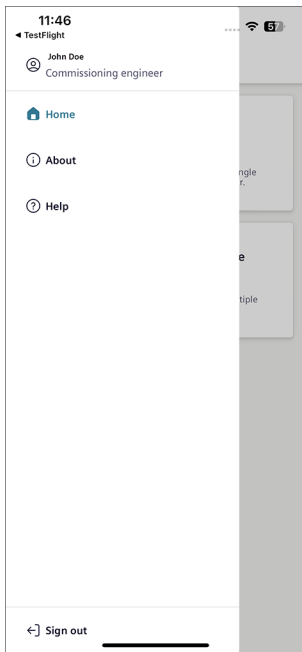
Other Errors

Screen Notification	Error	Description
	No internet connection	Check your internet connection and try commissioning again.
	Connection to the charger failed	<p>Sifinity Setup app could not connect to your charger.</p> <ul style="list-style-type: none"> • Tap on <i>Go back</i>. • Make sure that the charger is in AP mode. • Establish a connection to the charger and try commissioning again. See Connect to the charger (Page 23).

Screen Notification	Error	Description
	Enable location permission	Location permissions have not been granted. <ul style="list-style-type: none">• Navigate to the settings on your mobile device and then to the Sifinity Setup app settings to allow the Sifinity Setup app to access the location information.• Try commissioning the charger again.
	Hotspot setup failed	Hotspot could not be setup. Follow the procedure below to add a charger without a hotspot. <ul style="list-style-type: none">• To proceed, tap <i>Add charger without hotspot</i>.

Side Navigation Panel

You can perform the following functions from the *Side Navigation Panel*.



- View profile information.
- Navigate to the home screen.
- Navigate to the about page. Tap on *About* to view corporate information, privacy notice, terms of use and third-party licenses.
- Get help on using the Sifinity Setup app and access the user manual. You can also access the VersiCharge documentation [here](#).

Charger Group Code

The chargers in a customer organization can be grouped into different clusters based on the business requirements. Charger group code is an identifier for the cluster of chargers that are grouped.

When a charger is assigned to a group, the charger is configured as per the parameters of the group.

Currently, the following predefined public groups are available for VersiCharge chargers.

Group name	Group code
DepotFinity	defaultus
EVGateway	evgateway
Noodoe	noodoe










Note

To create a new group or obtain specific group code details, contact the Siemens support team.


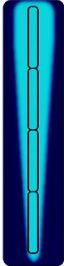
Wi-Fi LED Notification Types





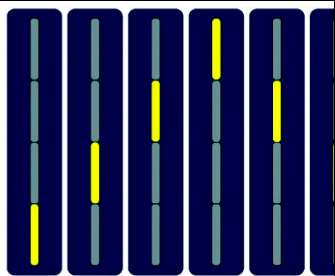
The status of the charger can be monitored by the LED color of the Wi-Fi icon shown on the charger display.

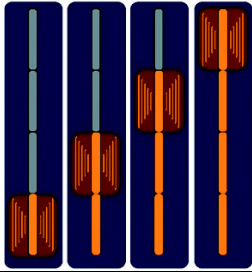
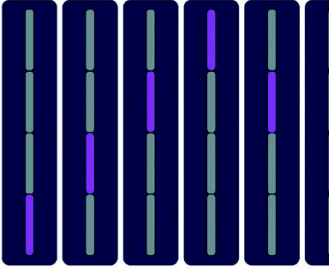
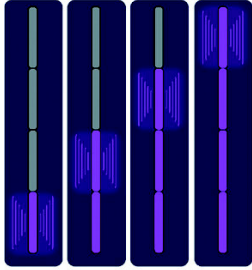
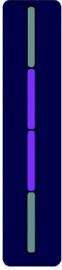

The different Wi-Fi LED notification types for chargers with firmware version prior to 2.135 are listed in the following table.

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 color. Three LEDs light up green. The top LED pulses purple.	Uncommissioned mode The charger is ready for charging, but commissioning has not completed yet.

9.1 Operating and Fault Light States Prior to Firmware Version 2.135



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.	
	Attempting to connect to Versi-Cloud.	

9.1 Operating and Fault Light States Prior to Firmware Version 2.135



Display	Description	Action
	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.
	6 h delay	Wait until charging process starts.





9.2 Operating and Fault Light States Prior to Firmware Version 2.135 and Higher

Display	Description	Action
	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.

9.2 Operating and Fault Light States Prior to Firmware Version 2.135 and Higher

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.

LED Display	Description	Charger Status
	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
	Status LED Error lights up red	Charger fault
	Press and hold the touch button	<ul style="list-style-type: none"> 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

Frequently Asked Questions (FAQs)

10.1 How do I Connect the Charger to the Sifinity Setup app?

On iOS devices, you are required to provide local network access permissions. When local network access permissions are allowed, you can discover and connect to devices in the same network. If prompted, tap on *Allow* to enable local network access to grant the local network access permissions.

When local network permissions are not allowed during the charger setup procedure, your charger cannot communicate with the Sifinity Setup app. You can also enable the local network access permissions by clicking *Go to settings*. Follow the below procedure if the issue persists.

1. Uninstall the Sifinity Setup app.
2. Restart your mobile device.
3. Reinstall the Sifinity Setup app.

10.2 Are there any limits to the number of chargers I can add while commissioning multiple chargers?

There is no limit to the number of chargers you can add while commissioning multiple chargers.

Glossary

AP

Access Point

DNS

Domain Name System

North America

Refers to the United States, Canada and Mexico

OS

Operating System

RFID

Radio Frequency Identification

Wi-Fi

Wireless Fidelity