EN

FAQ

MyReserve App

SOLARWATT ®

power to the people

Content:

Scope of application:

This FAQ overview can be used for MyReserve with a MyReserve Command 20.2 or MyReserve Command 25. The FAQ questions refer to the latest MyReserve app available in Google Play Store/Apple App Store.

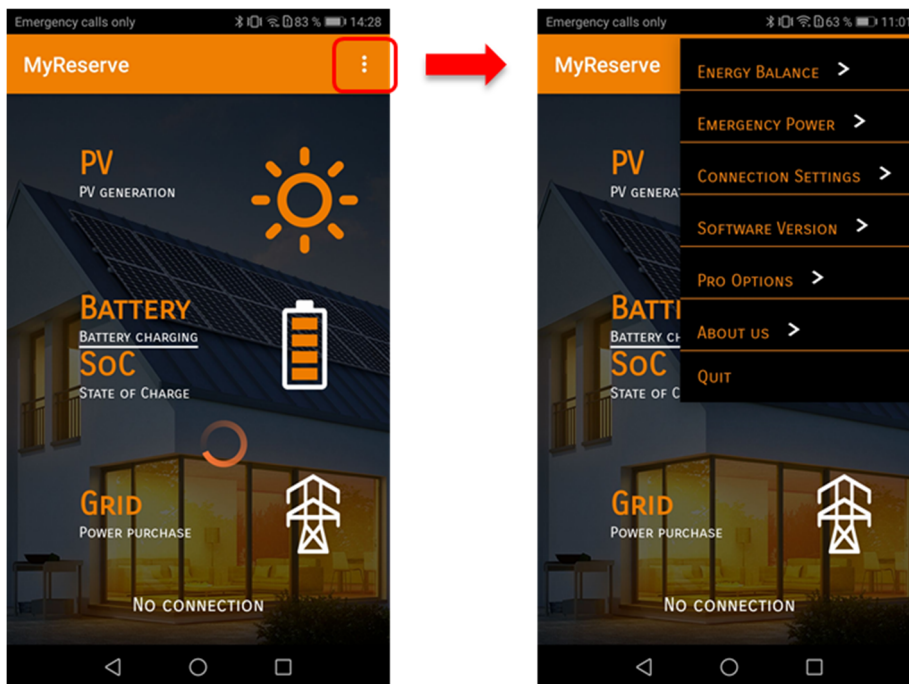# Where can I download the app via smartphone?

Android

iOS

What features does the app offer?

Energy balance: Home screen displaying the energy generated by the connected PV string, the battery charging and discharging power, grid feed-in and grid power purchase as well as the battery state of charge (SoC) in percent.

Connection Settings: Establish a connection to MyReserve battery.
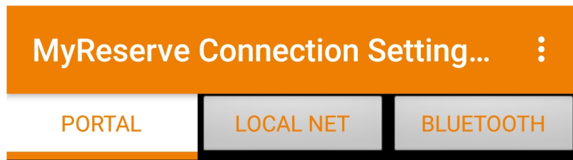
Software Version: Display of the software version of the app as well as the BMS version and serial number of the connected MyReserve Command.
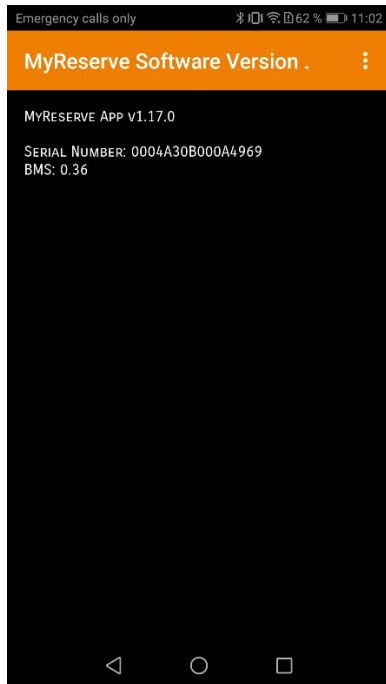
Imprint: Contact details of SOLARWATT

Emergency calls only   🔋 80 % 14:43

MyReserve About us .

Liability and information according to § 5 TMG:

SOLARWATT GmbH

Maria-Reiche-Straße 2a

01109 Dresden

Germany

represented by:

CEO:

Detlef Neuhaus (speaker)

Sven Böhm

Contact:

Telephone: +49 351 8895 0
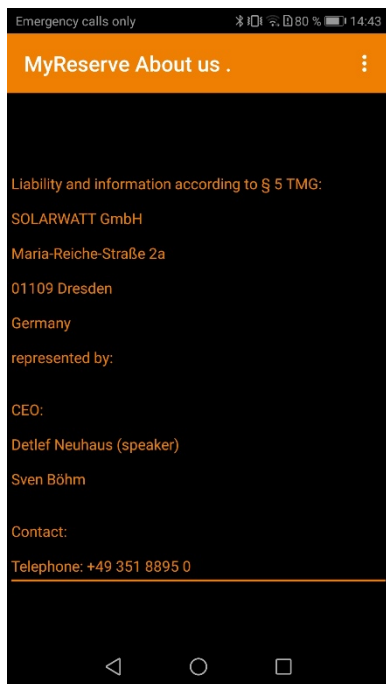
Quit: Close App

What connection options does the app offer?

The MyReserve app can be connected either via PORTAL, LOCAL NET or BLUETOOTH.

PORTAL: With the PORTAL connection, the app can also be used on the go. This requires a one-time registration in the MyReserve Portal with a user name and password.

Note: The MyReserve Portal is an independent portal interface that does not offer a link to the SOLARWATT EnergyManager Portal. The registration data can therefore differ.

For the PORTAL connection, a Power Data Gateway must be connecting the customer's router and the MyReserve Command 20.2. With MyReserve Command 25, the network connection is directly wired to the customer router.

The MyReserve Portal address for the one-time registration is (you can also click on "Register now"):
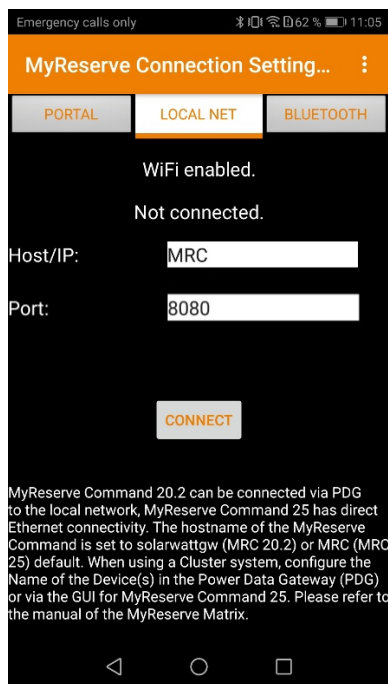https://myreserve.solarwatt.com/registration.html
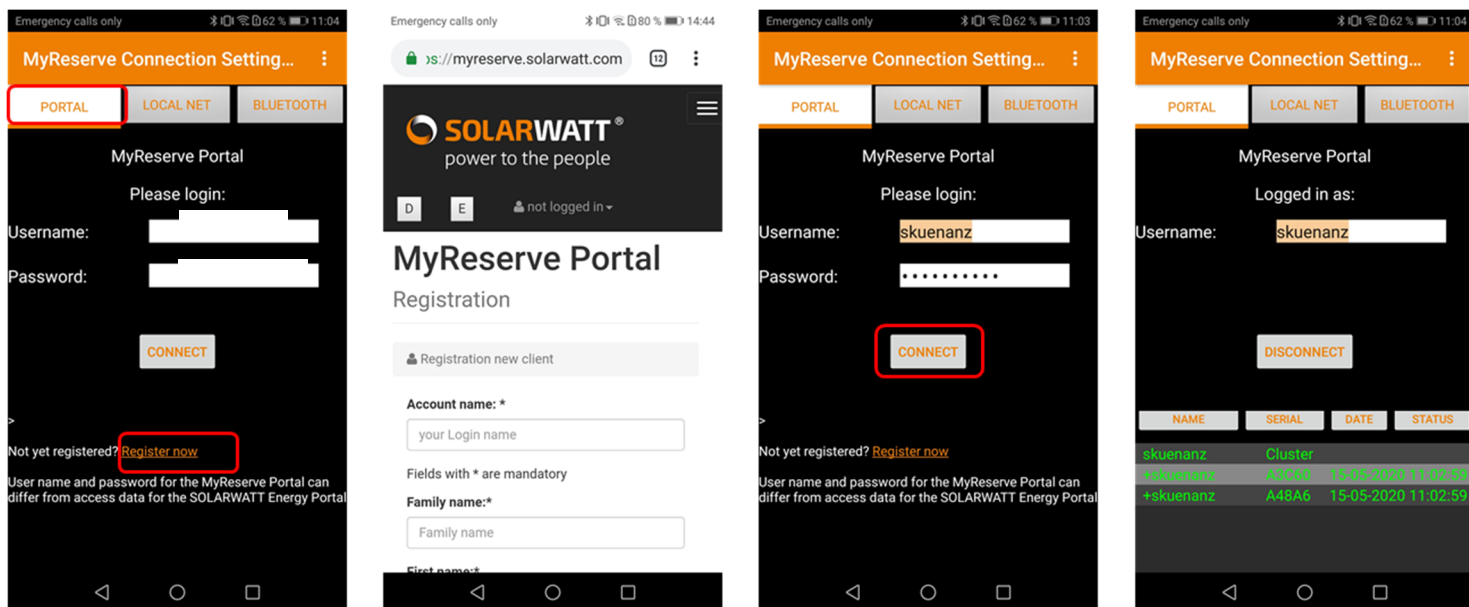
LOCAL NET: App can be used in the home network.

Note: The MyReserve Command must be connected to the customer router for the LOCAL NETWORK connection.

Default settings of the network settings differ for Command 20.2 and Command 25
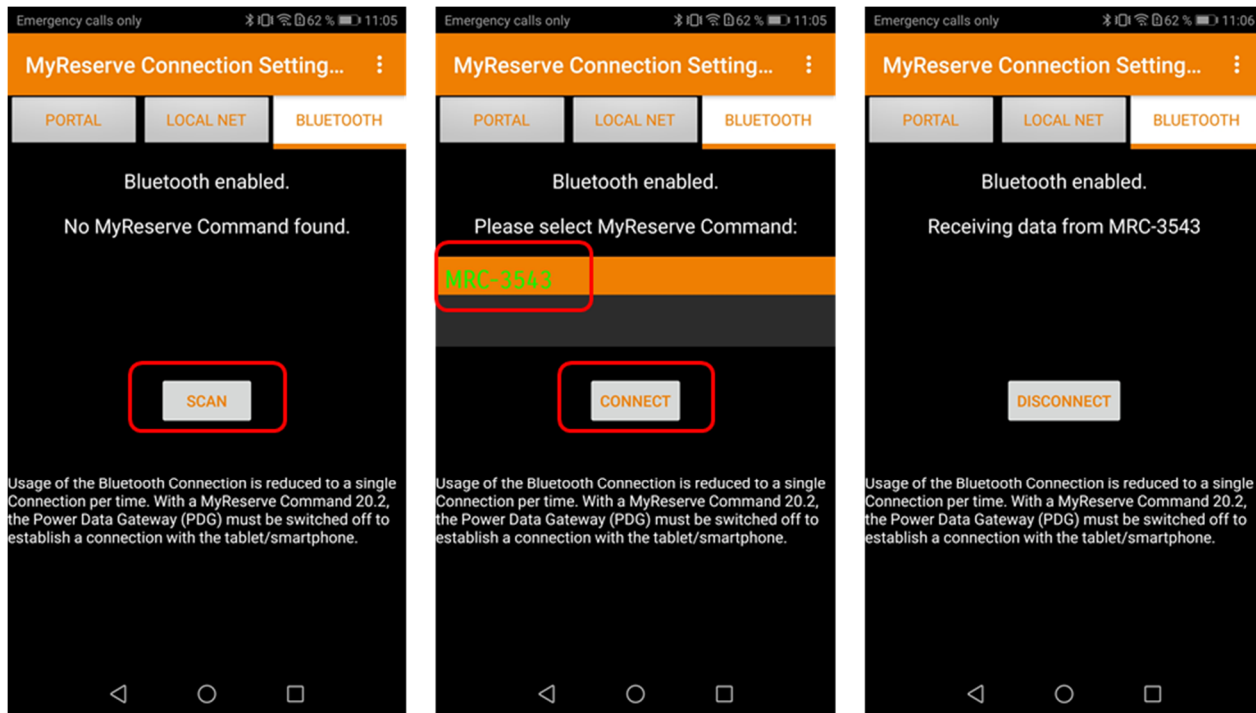
Command 20.2   Host/IP: solarwattgw   Port: 8080

Command 25   Host/IP: MRC   Port: 8080

BLUETOOTH: The Bluetooth connection allows the Pro functions to be used by installers within Bluetooth range.

Note: With Command 20.2, the Power Data Gateway connection must be interrupted so that the Command can connect to the smartphone via Bluetooth.

Switch on Bluetooth on your smartphone and select the BLUETOOTH button under Connection Settings in the MyReserve App. Then click SCAN to find MyReserve Commands within range. Each MyReserve Command found is then displayed with the respective 4-digit Bluetooth device number. The Bluetooth device number can be found on the nameplate of the MyReserve command under the QR code.

Select the desired MyReserve Command and click CONNECT.
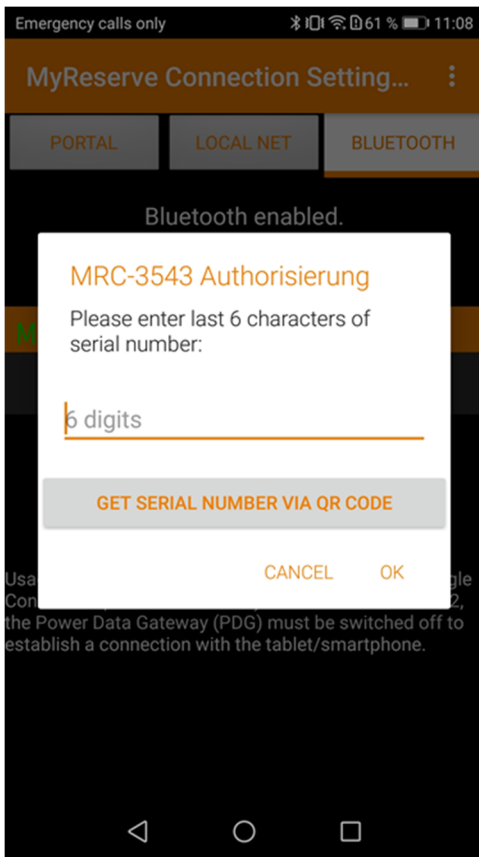
You will now be asked for the last 6 digits of the MyReserve Command serial number. You can read the number off the Command's nameplate below the QR code or click on the GET SERIAL NUMBER VIA QR CODE button to scan it. If the serial number has been successfully identified, a button with ACCEPT SERIAL NUMBER xxxxxx will appear at the bottom of the screen.

How do I know if the smartphone has connected to MyReserve?
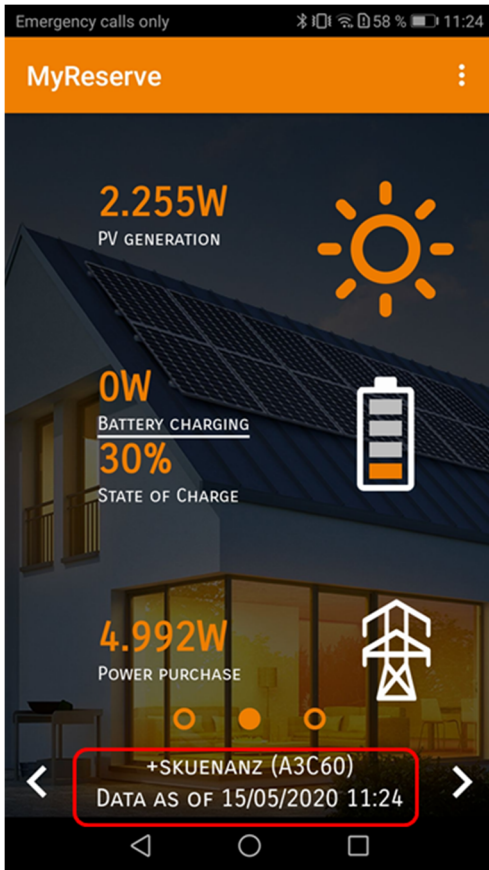
The connected MyReserve Command is displayed at the bottom under ENERGY BALANCE.

How are cluster systems of multiple MyReserves displayed in the app?

Provided each MyReserve Command 20.2 is connected to the Internet via its own Power Data Gateway, it can be seen individually or as an entire cluster system under ENERY BALANCE. You can see the options by swiping left or right on the screen. With the connection type PORTAL, the time of the last data update is also displayed. If the last data update occurred more than 10 minutes ago, e.g. due to server problems, the entry "Data from dd.mm.yy" turns red.
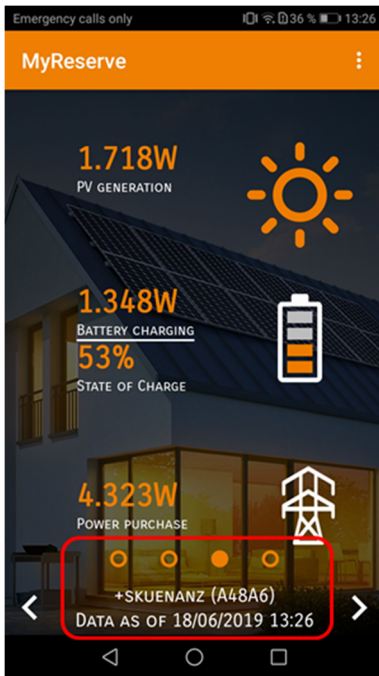
Which connection settings are recommended for end customers using the app?

We recommend the PORTAL connection for our end customers.

Does the app display the total energy generation and consumption of the household?

The MyReserve app displays the energy generation of the directly connected PV string. The current feed-in or purchase of electricity to or from the public grid are also displayed.

SOLARWATT offers the optional SOLARWATT EnergyManager for further system information, like total energy generation over time periods, total consumptions, self-sufficiency rates and additional energy management solutions.

Can I find MyReserve Command via my smartphone's Bluetooth device search?

The MyReserve Command cannot be found via the normal Bluetooth device search of the smartphone. Use the device search in the MyReserve App under "Connection Settings - BLUETOOTH".