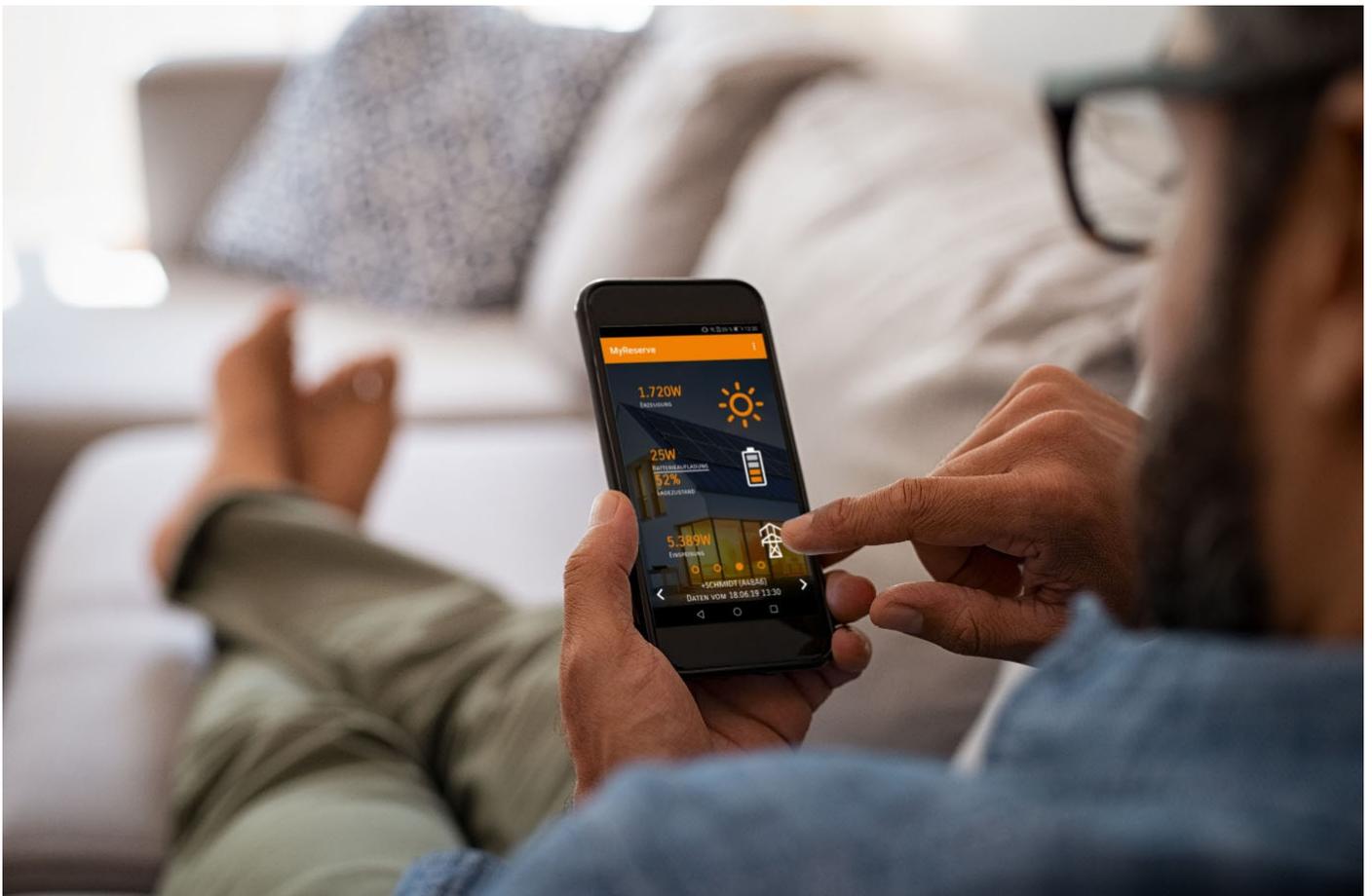




FAQ

MyReserve App - Android



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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 the Google Play Store for Android devices.

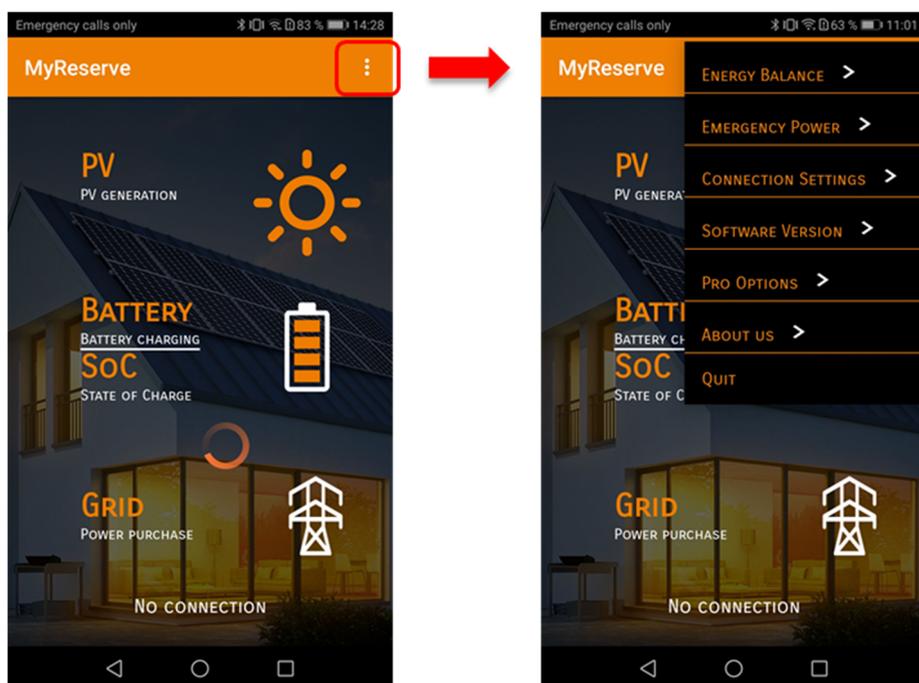
Where can I download the app via smartphone?

Link to Google Play Store: <https://play.google.com/store/apps/details?id=com.solarwatt.mr.myreserve>



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.



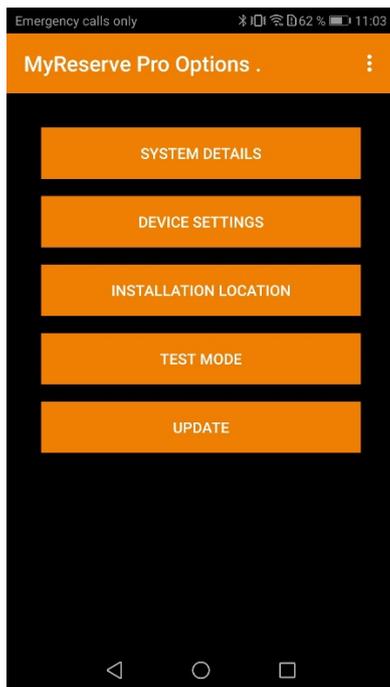
Connection Settings: Establish a connection to MyReserve battery.



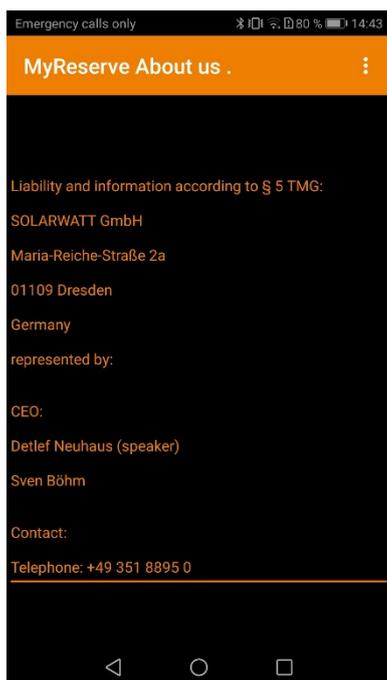
Software Version: Display of the software version of the app as well as the BMS version and serial number of the connected MyReserve Command.



Pro Options: Optional features for installers (only visible when activated via MTX file).



Imprint: Contact details of SOLARWATT



Quit: Close App

What connection options does the app offer?

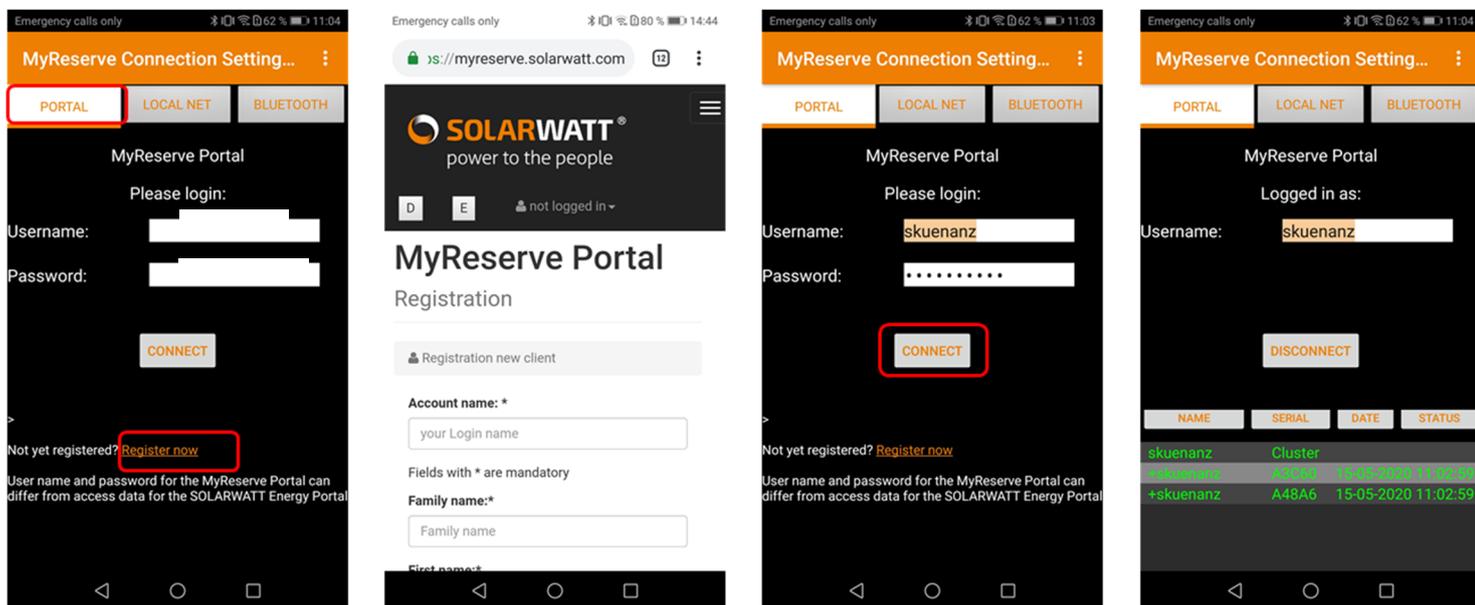
The MyReserve app can be connected either via PORTAL, LOCAL NET or BLUETOOTH.

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

If there is a cluster, a number for Host / IP from 1 to 99 must be assigned in advance in the Web-ui interface for each command. The host name solarwattgw for Command 20.2 and MRC for Command 25 remains in front.

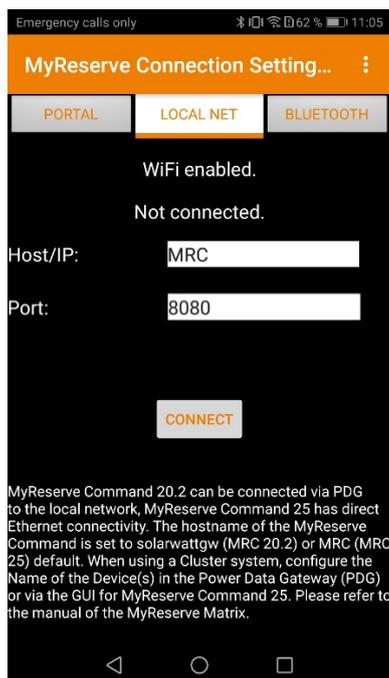
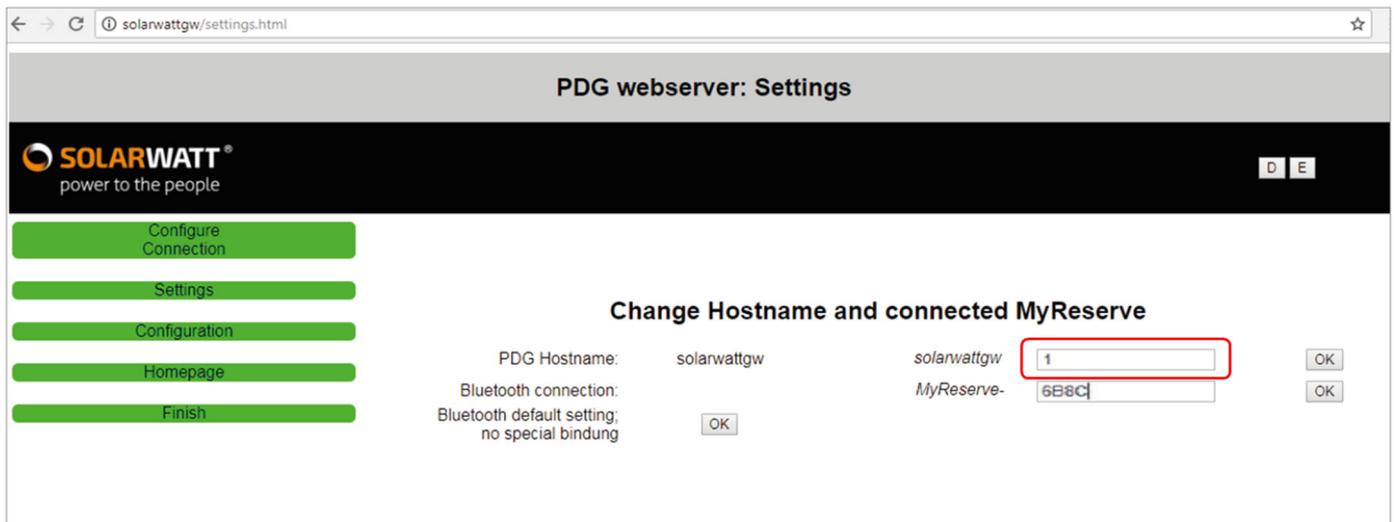
Example for host / IP with numerical assignment: solarwattgw5

How do I access Command's web-ui interface? The web-ui interface can be reached via the IP address or the host name.

Hostname search is sometimes only supported by routers that guarantee at least IP-V6 support. The IP address of the device should be entered for older routers. The Command 25's IP address can be read out via PRO OPTIONS-> DEVICE SETTINGS when the Bluetooth connection is active.

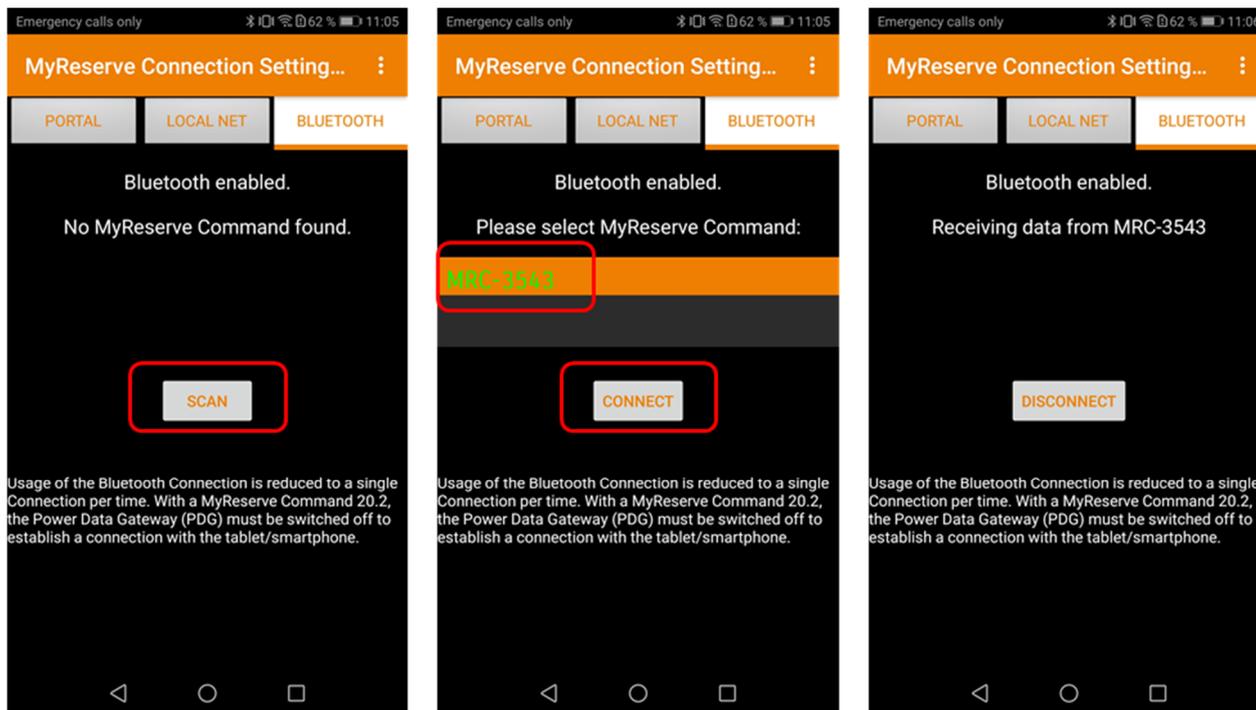
Further information on setting the host / IP number for a Command 20.2 can be found in the installation and operating instructions for MyReserve 20.2 chapter "Setting up the Power Data Gateway".

<https://www.solarwatt.com/-/media/website-en/pm/anleitungen/installation-instructions-mr-matrix-en-us-uk.pdf?dl=1>



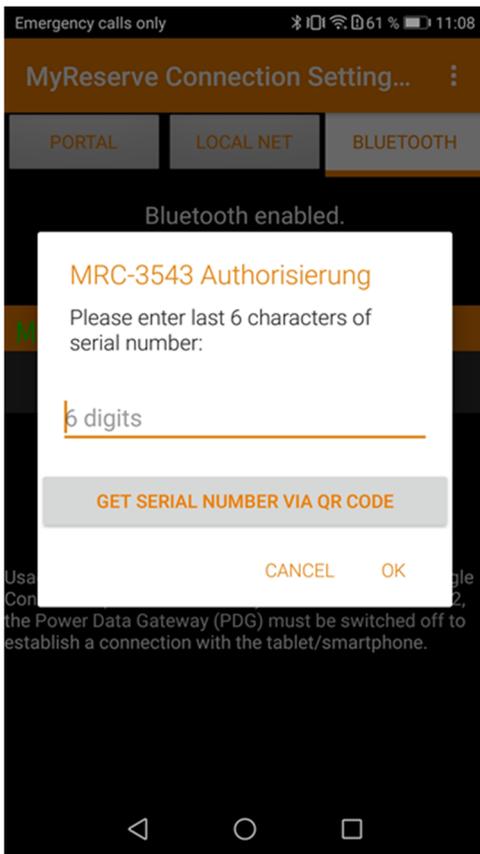
BLUETOOTH: The Bluetooth connection allows the Pro functions to be used by installers within Bluetooth range.

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 can I install an update on the MyReserve storage?

Updates can either be installed via MyReserve Update Stick or MyReserve App. Update Sticks can be requested through the SOLARWATT technical support. For updates with the MyReserve App, first install the MyReserve App and then download the MTX file from the SOLARWATT website:

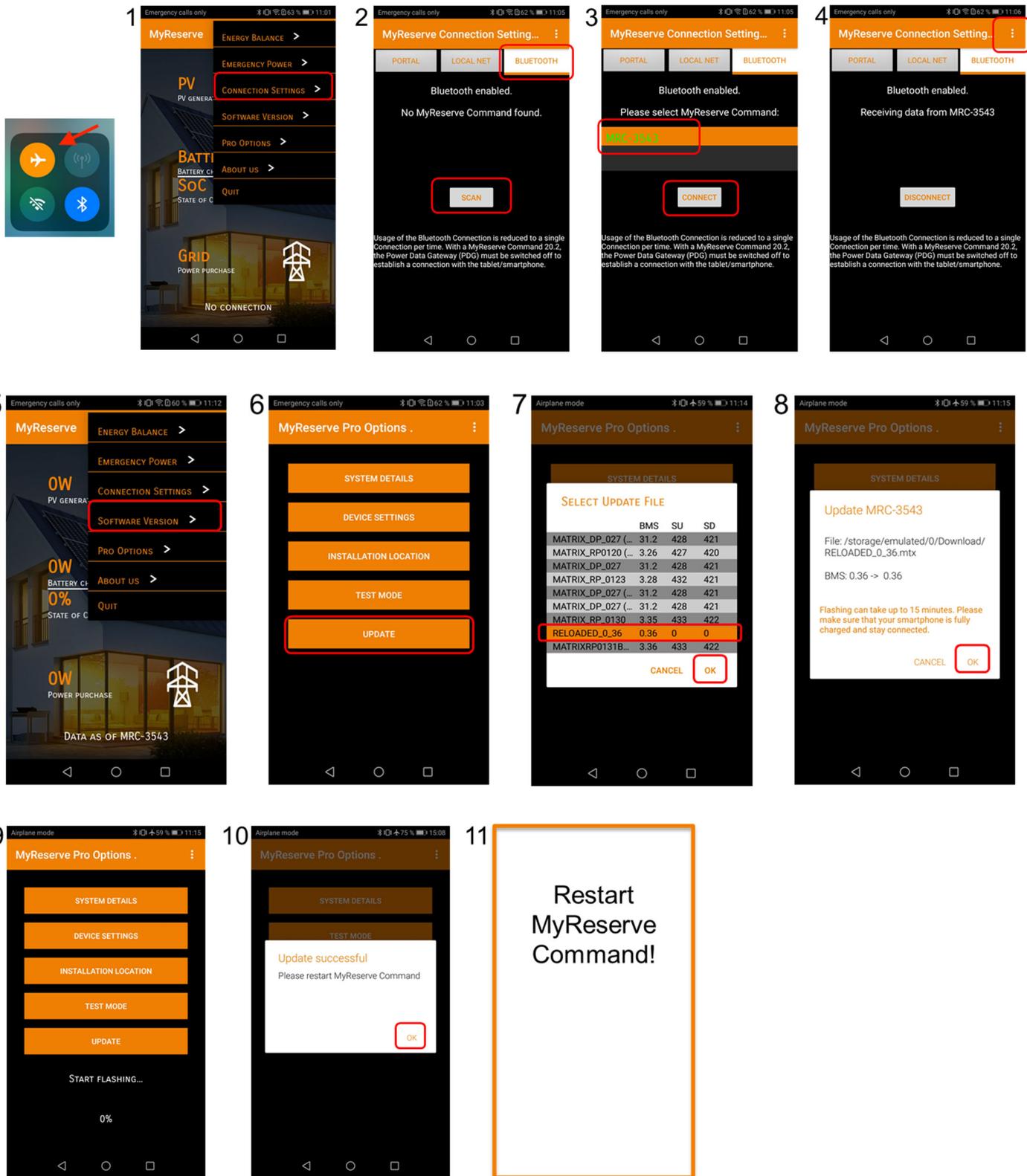
<https://www.solarwatt.pro/tools/myreserve-app>

You must be logged into a SOLARWATT Pro account to reach the MTX file.

Note: Your smartphone must be in flight mode to update MyReserve. Please note that the Bluetooth connection must be reestablished after activating flight mode. Make sure that you have previously downloaded the most recent MTX file from the SOLARWATT website (link above).

- 1- Select connection settings (open the menu in the upper right corner of the MyReserve app).
- 2- Connect Smartphone and Command via Bluetooth (disconnect the Power Data Gateway).
CONNECTION SETTINGS -> BLUETOOTH -> SCAN
- 3- If the scan is successful, the corresponding MyReserve Command devices are displayed in green. Select the device you want to connect to and click CONNECT.
- 4- Open the menu.
- 5- Select PRO OPTIONS.
- 6- Click UPDATE.
- 7- All MTX files stored on the smartphone are displayed here. Select the MTX file and click OK.
Note: The update will only run if the smartphone is in flight mode and a Bluetooth connection has been established. The smartphone battery must also be charged to at least 20% .

- 8- Check that you have selected the correct MTX file and that it matches your MyReserve Pack battery type and click on OK. Update will now start.
- 9- Update process starts and is displayed with progress indicator. Note: Do not interrupt the Bluetooth connection during the update.
 1. 10- Successful update message. Click on OK.
 2. 11- Restart the MyReserve Command to complete the update installation. Follow the turn on/off instructions for MyReserve in the installation manual.



With a Command 25, updates can also be automatically uploaded online by SOLARWATT.

What is a MTX file? What is it used for and where can I get it?

A MTX file enables you to activate the PRO OPTIONS for installers in the MyReserve App and to update your MyReserve storage devices.

The MTX file is available in the Pro area of the SOLARWATT website under "Tools - MyReserve App".
Note: The MTX file is only displayed if your logged in to the Pro Area.

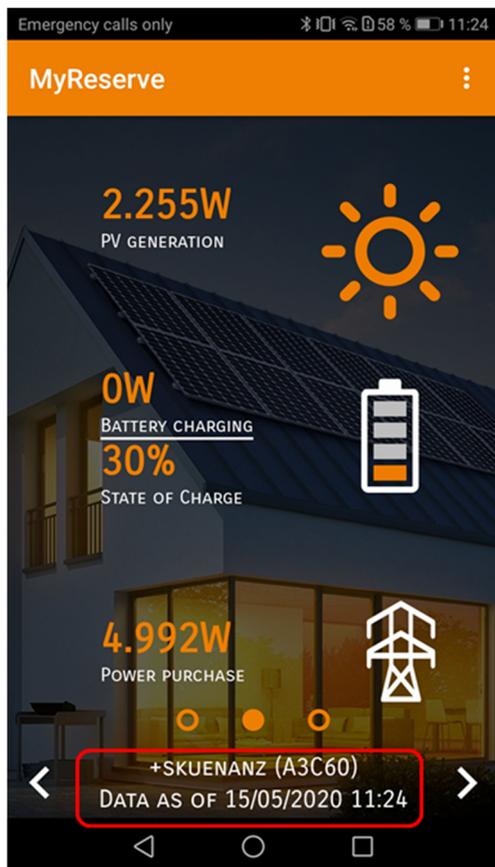
To ensure that the MTX file is recognized by the MyReserve app, it must be saved in the download folder of your mobile device.

Attention!

The MTX file for Command 20.2 and Command 25 differs. However, it is not possible to install an MTX file that does not match the command model.

Different MTX files are provided for MyReserve Pack 22.2 and MyReserve Pack 24.3. If the unsuitable software package is installed, the SoC is displayed incorrectly in the MyReserve App and the EnergyPortal.

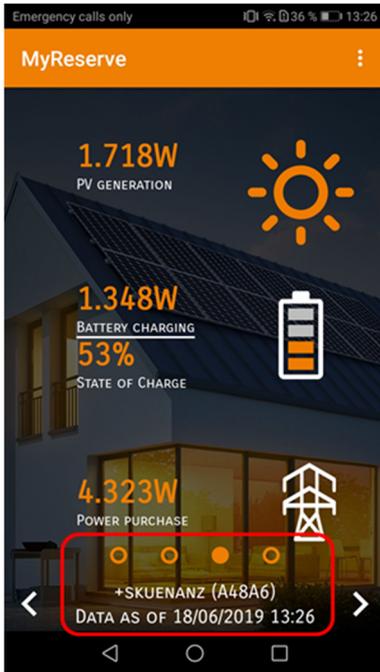
How do I know if the smartphone has connected to MyReserve?



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 ENERGY 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?

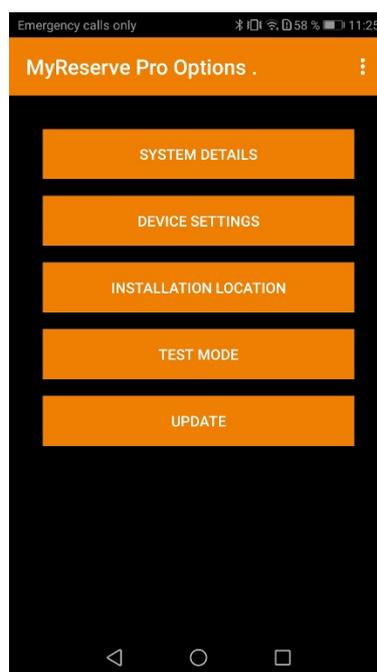
The MyReserve Command cannot be found via the normal Bluetooth device search of the smartphone. Use the device search in the MyReserve App under "Connection Settings - BLUETOOTH".

Does the app automatically recognize when a new MTX file is made available?

An automated notification of new updated MTX files is not yet available. Please refer to SOLARWATT newsletters for software updates. Before a service call, please check for new updates in the SOLARWATT Pro area under "Tools - MyReserve App".

Which Pro Options can I use as an installer?

- SYSTEM DETAILS
- DEVICE SETTINGS
- INSTALLATION LOCATION
- TEST MODE
- UPDATE

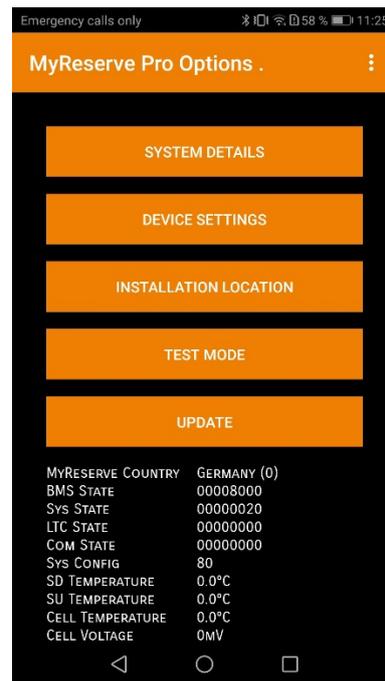


Note: Before you can use the PRO functions, you must download a MTX file from the login-required Pro area of the SOLARWATT website under "Tools - MyReserve App". Your smartphone must be connected to the Command via Bluetooth.

Pro Options – System Details

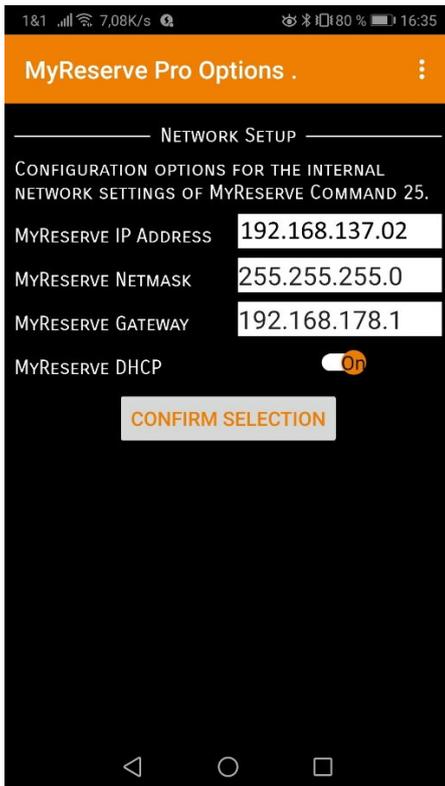
View of extended system parameters of the storage system.

- MyReserve Country
- BMS-State (Hex code)
- Sys-State (Hex code)
- LTC-State (Hex code)
- Com-State (Hex code)
- Sys-Config
- SD-Temperature
- SU-Temperature
- Cell temperature
- Cell voltage



Pro Options – Device settings

The Device Settings option is only available for Command 25. In this form, network settings for Command 25 can be adjusted. If the Command 25 is not connected to the network, factory settings are shown.

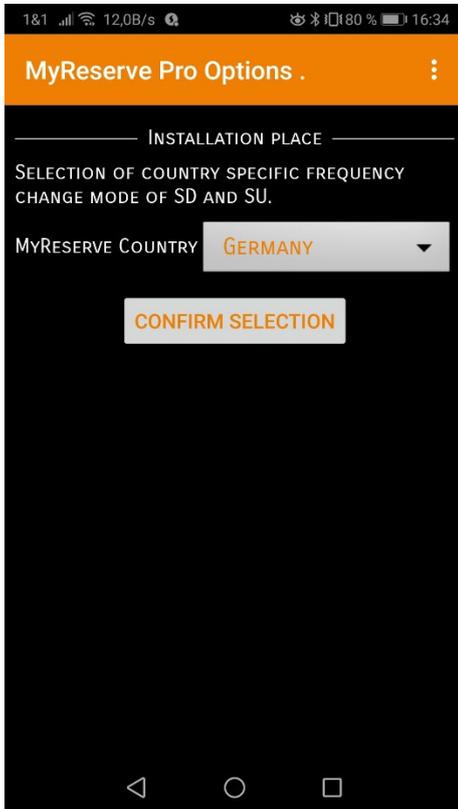


Pro Options – Installation location –only for MyReserve Command 25-

At initial commissioning, the installation location for the country allocation (RfG) must be set. Until this setting has been made, the status LED on MyReserve Command will flash blue. The country setting is retained during later updates and does not need to be set again.

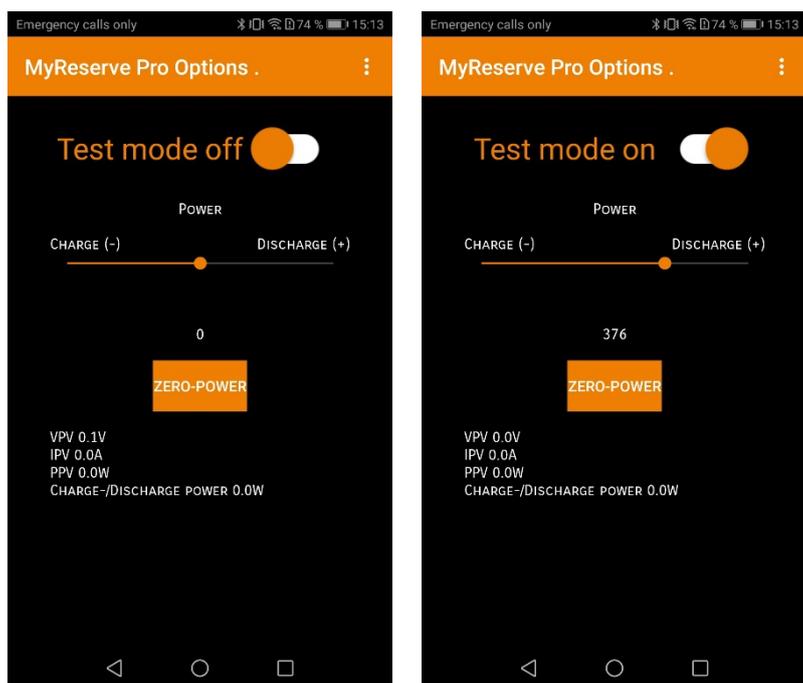
Select country of installation

Confirm selection



Pro Options – Test Mode

Function test for charging and discharging the MyReserve Command



Test mode is set to OFF by default. It is interrupted if the app is closed or the Bluetooth connection is lost.

Pro Options – Update

Flashing the MyReserve Command

Note:

To work with the Android MyReserve App, BMS version 3.32 or newer must be installed on the Command 20.2. If not, please flash the Command via Update Stick. There is no minimum software version for Command 25.

For the iOS app, a BMS version 3.21 or higher must be installed for Command 20.2. There is no minimum software version for Command 25.

