Reconnect your SigEnergy system to Wi-Fi

For Positive Energy Solutions customers with a SigEnergy SigenStor

When to use this guide

Use it when the mySigen app shows your system as offline, or your system stopped sending data after a change to your home internet.

Common reasons a system goes offline

- Your Wi-Fi name or password changed.
- Your router was replaced or reset.
- The Wi-Fi signal near your system is weak.

Before you start

- Your system is switched on.
- The COM light on your system is grey. That means it is not connected to Wi-Fi.
- You have your Wi-Fi name and password ready. Use a Wi-Fi network that has a password.
- The mySigen app on your phone is up to date.
- Bluetooth and Location are turned on on your phone.

Reconnect in the mySigen app

1. **Open the mySigen app.**
2. **Tap Settings** at the bottom of the screen.
3. **Tap Network Configure.**
4. **Scan the QR code on your system** when the app asks for it.
5. **Choose "No, I want to connect device hotspot."** when the app asks how to connect.
6. **Connect your phone to your system's hotspot.** Its name is your system's serial number (SN).
7. **Choose your home Wi-Fi network and enter its password,** following the steps in the app.
8. **Wait a few minutes.** The COM light changes from grey, and the app shows your system online again.

Still offline? If the signal light on your system is green or blue and the app still shows it offline, call us. Otherwise, restart your system using our SigenStor restart procedure, then follow these steps again. Our team is here to help on 1300 180 999.