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SAMDUO

SAMDUO App

User Manual

(EN)

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About SAMDUO App

The SAMDUO App offers a simple way to monitor and manage your energy storage system. Please note that the interface shown is for illustration, and may vary depending on the software version.

Download the SAMDUO App

Download the SAMDUO app from the App Store (iOS devices) or Google Play (Android devices), or by scanning the QR code below.

SAMDUO

GET IT ON Google Play

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Register and Log in

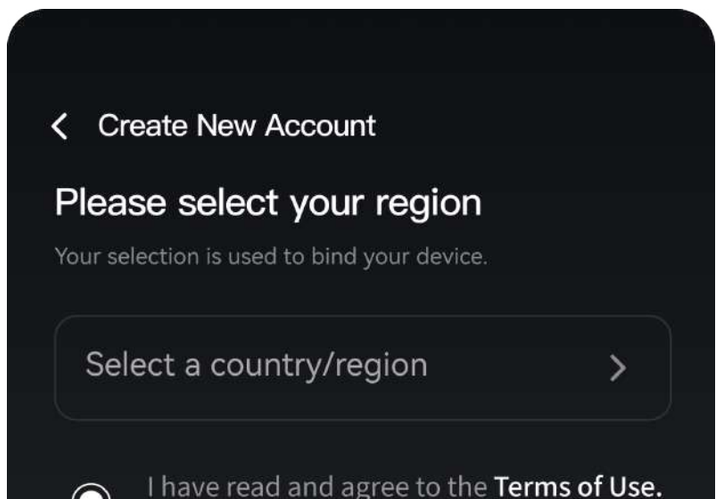
Register

To register your SAMDUO account, follow the steps below:

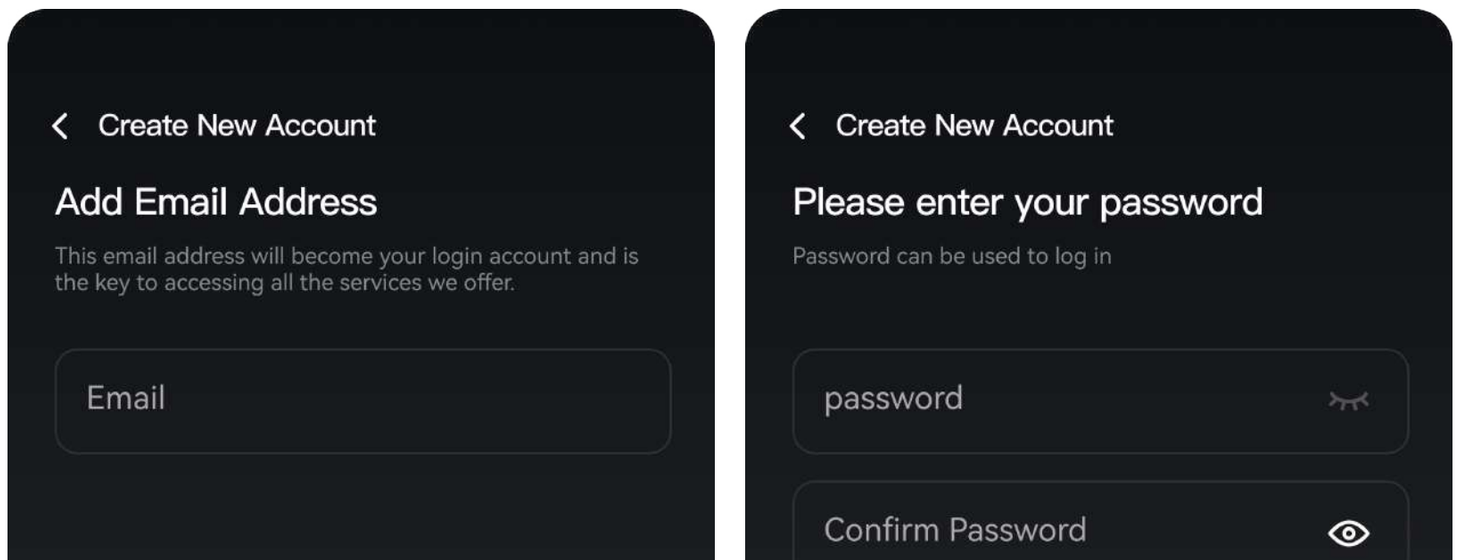
1. Tap **Register**.



2. Select the country or region that corresponds to where you live, and tick **I have read and agree to the Terms of Use, Privacy Policy and Service Agreement.**

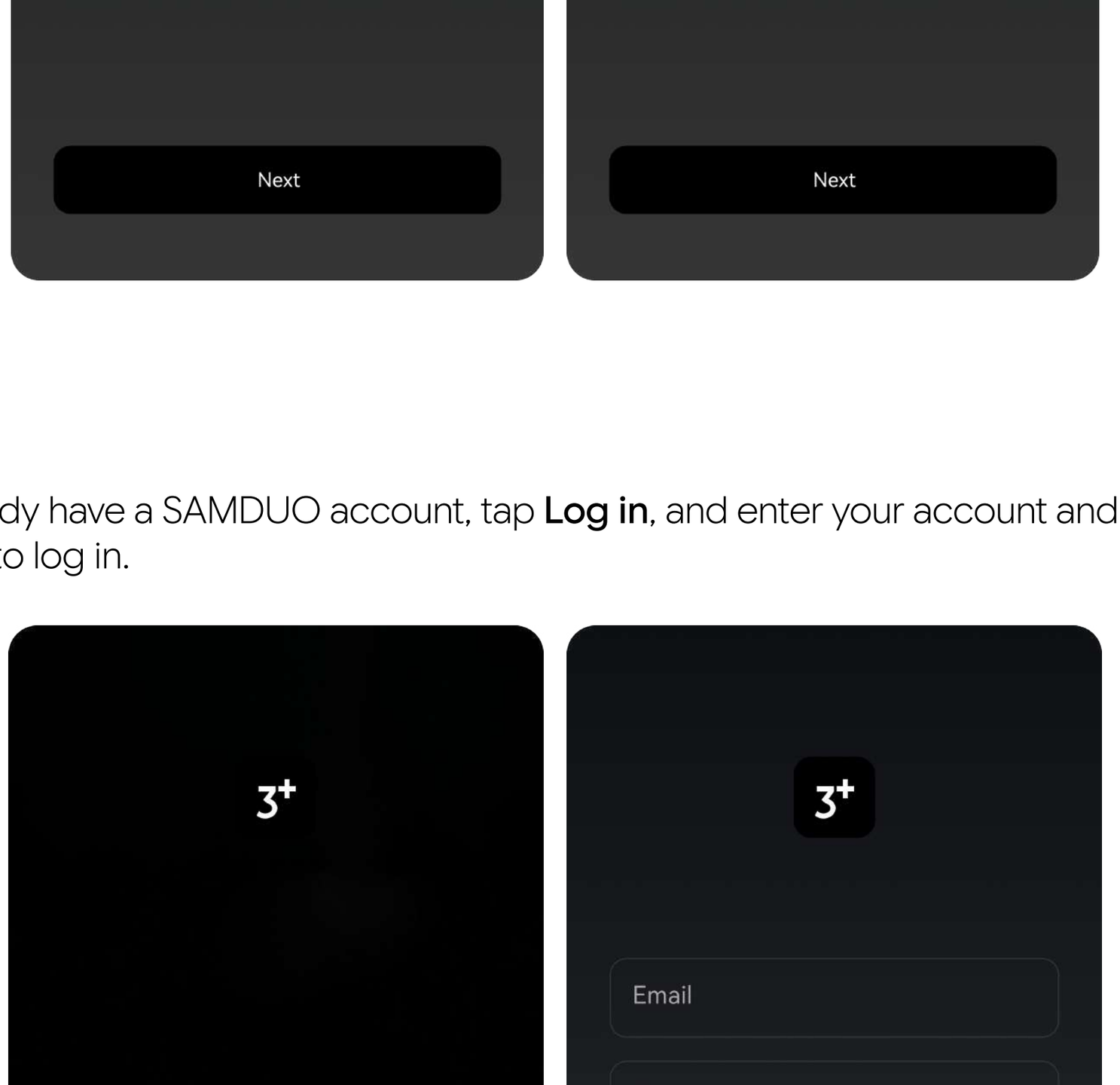


3. Create an account with your email:
   - Enter your email address, tap **Next**, and enter the verification code that is sent to your email.
   - Enter your password and confirm it again.
   - Tap **Next**.



Log in

If you already have a SAMDUO account, tap **Log in**, and enter your account and password to log in.



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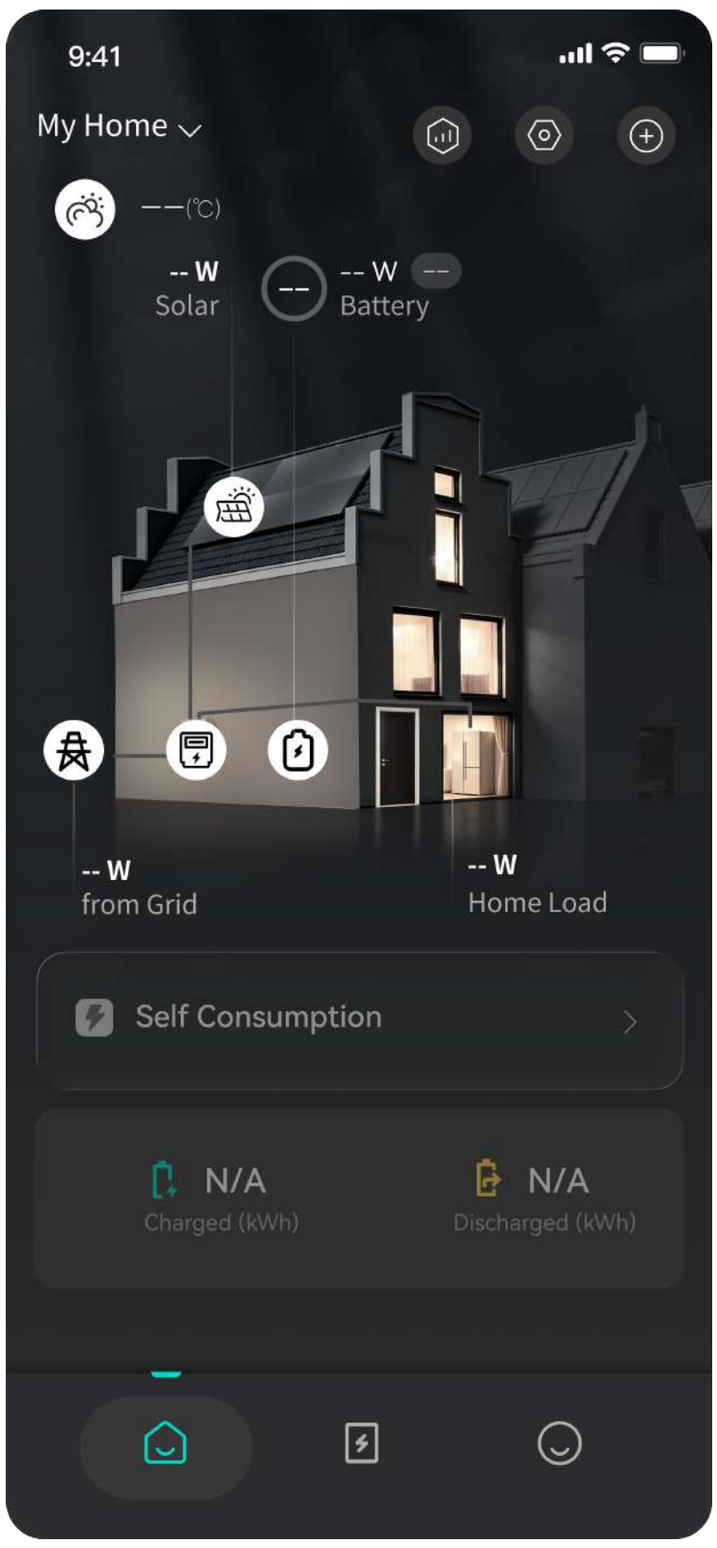
Home Energy Management System (HEMS)

Add Devices

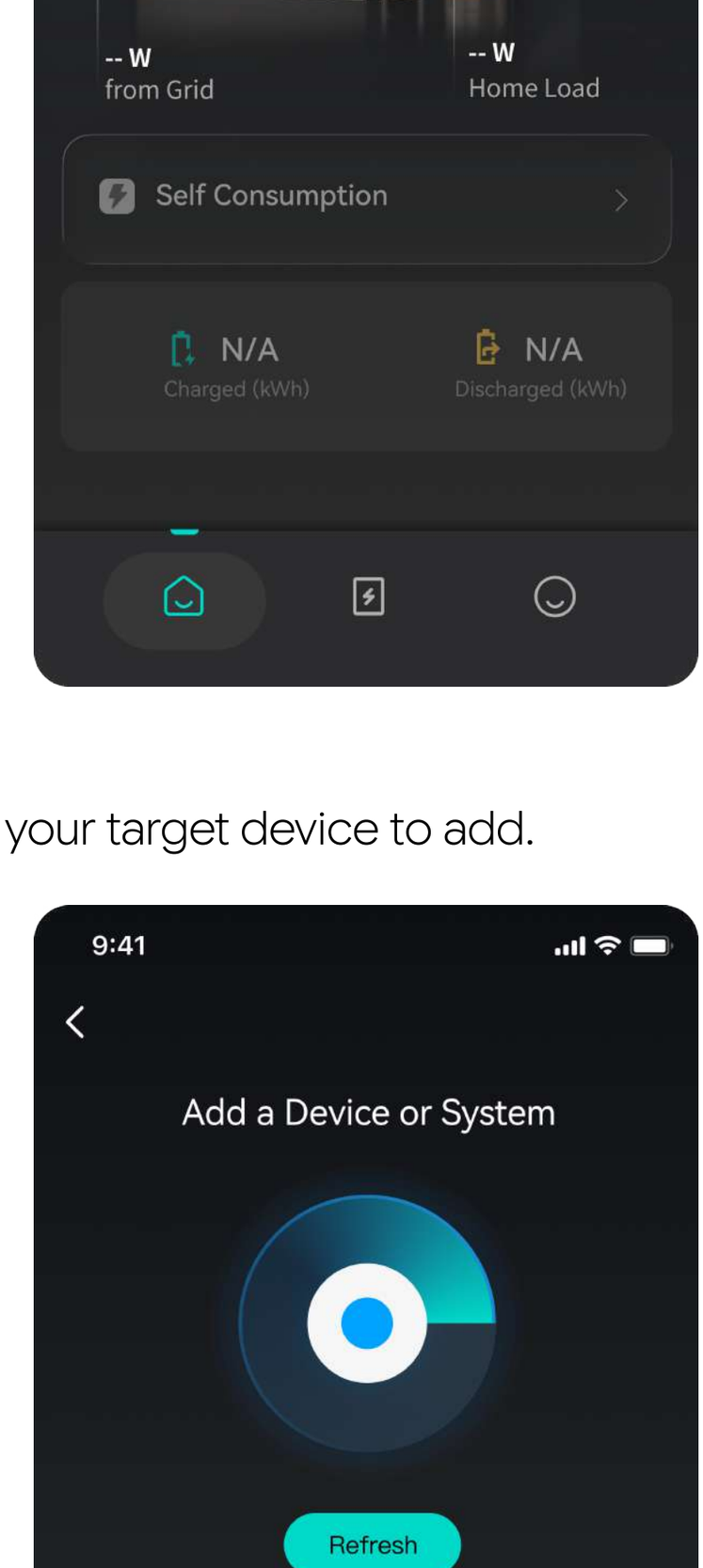
Before adding devices, please make the preparations:

- Your energy storage device is powered on.
- Make sure you have turned on the Bluetooth on your phone, and have authorized the location access.

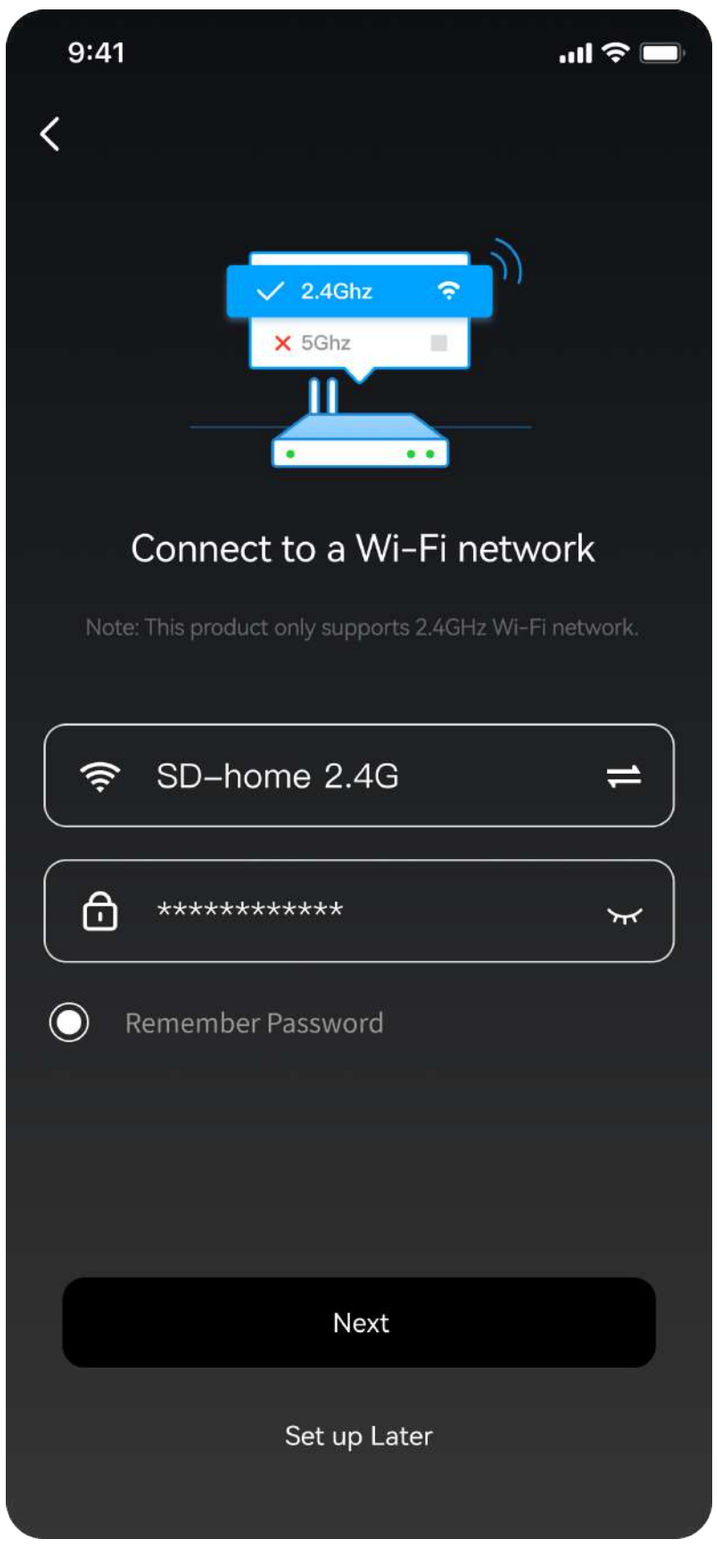
1. Tap the **+** button on the top right screen or different devices' icons to find devices.



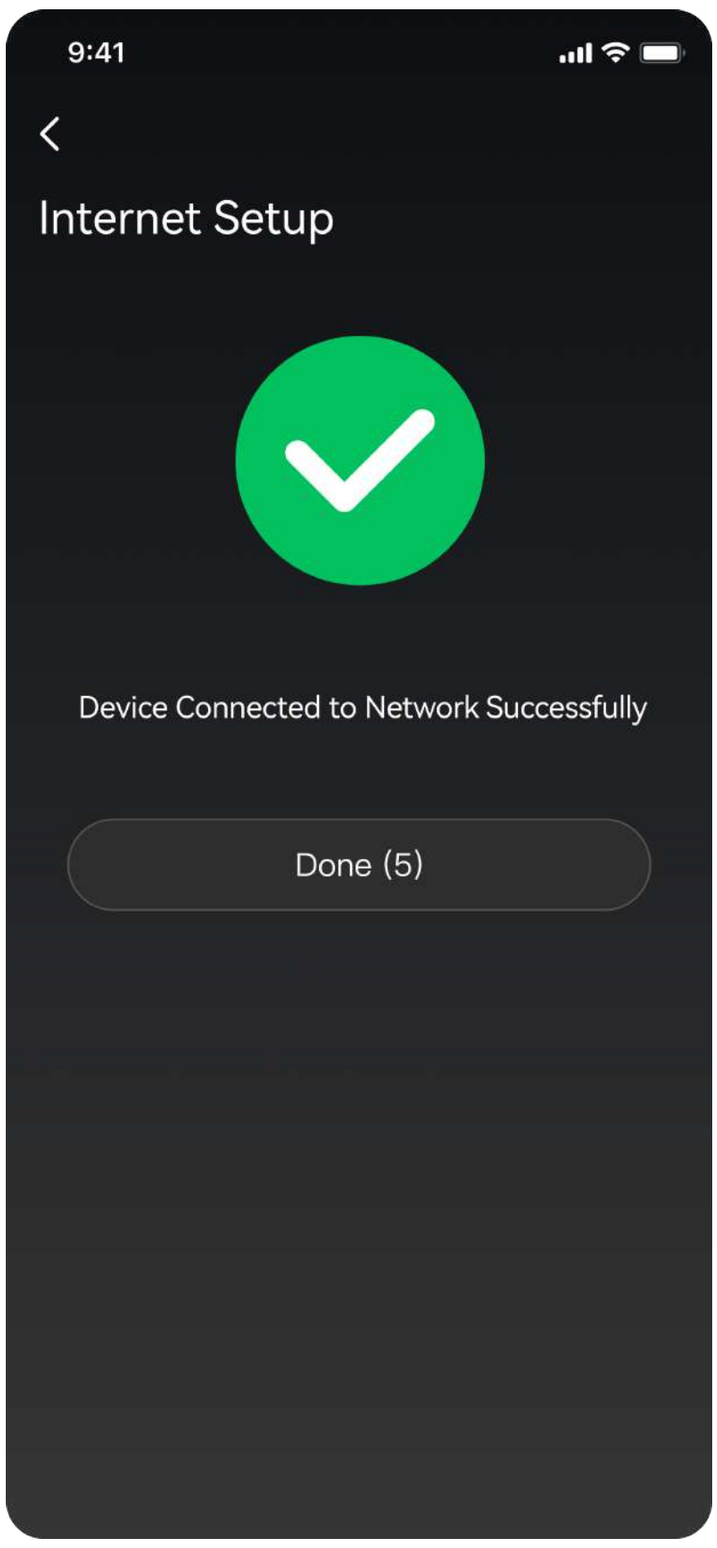
2. On the device list, select your target device to add.



3. Select a preferred Wi-Fi network (2.4GHz) and enter its password.



4. Repeat the steps above when adding other devices.



⚠ **If you encounter network connection issues, please try the following methods:**

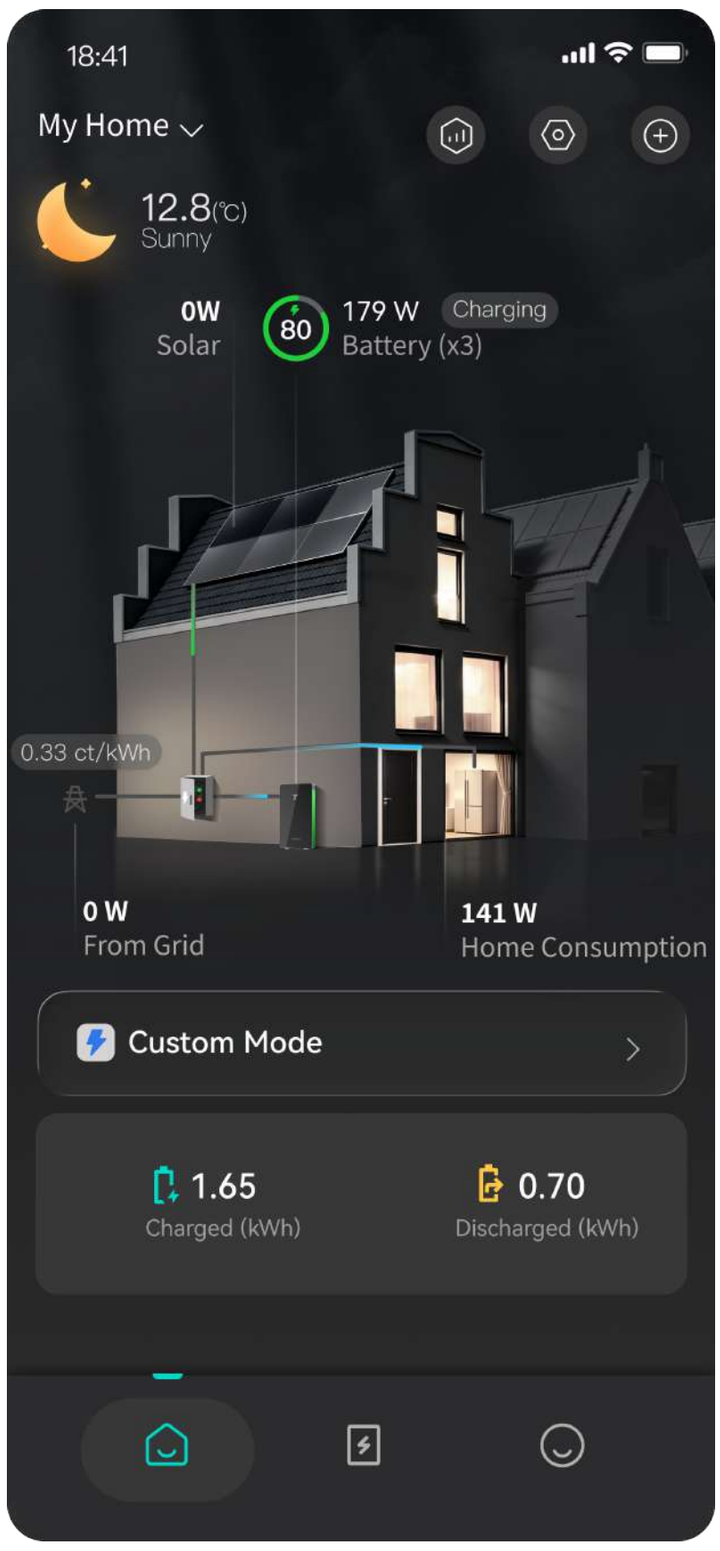
1. Confirm your Wi-Fi router is working normally.
2. Move your router close to the device.
3. Confirm whether your Wi-Fi password is correct.

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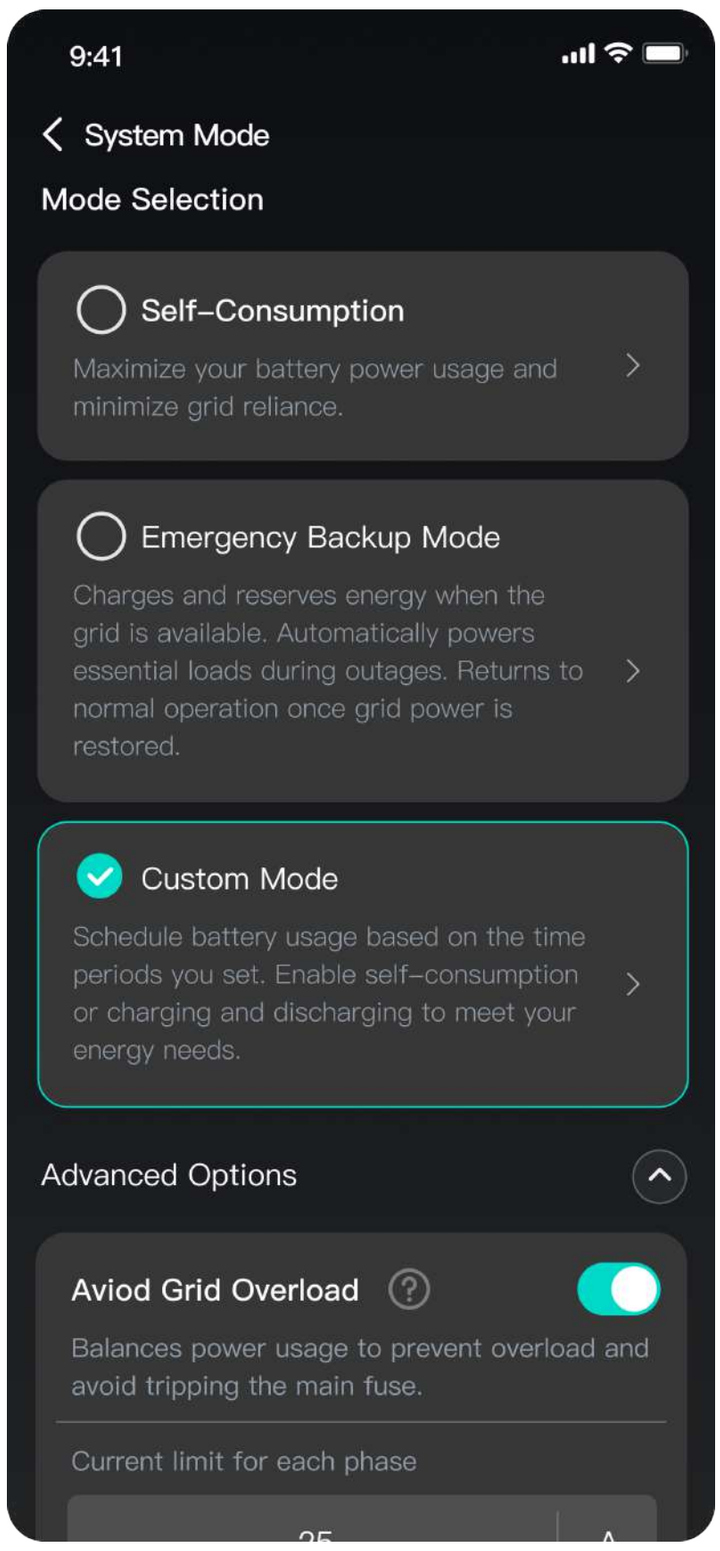
Select Your Power Mode

System modes can change how your energy system works. Choose a suitable mode to better meet your energy demands.

1. Go to the current system mode on the homepage for viewing and switching the modes.



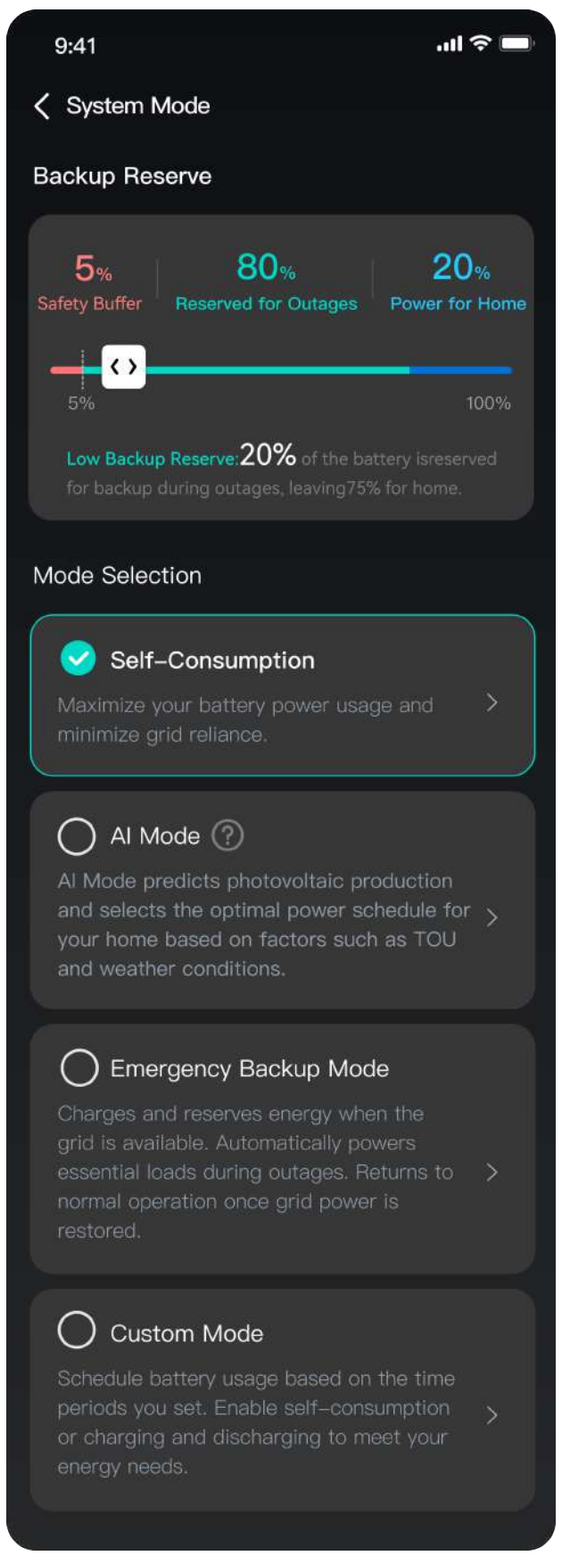
2. Select a system mode that suits your demands.



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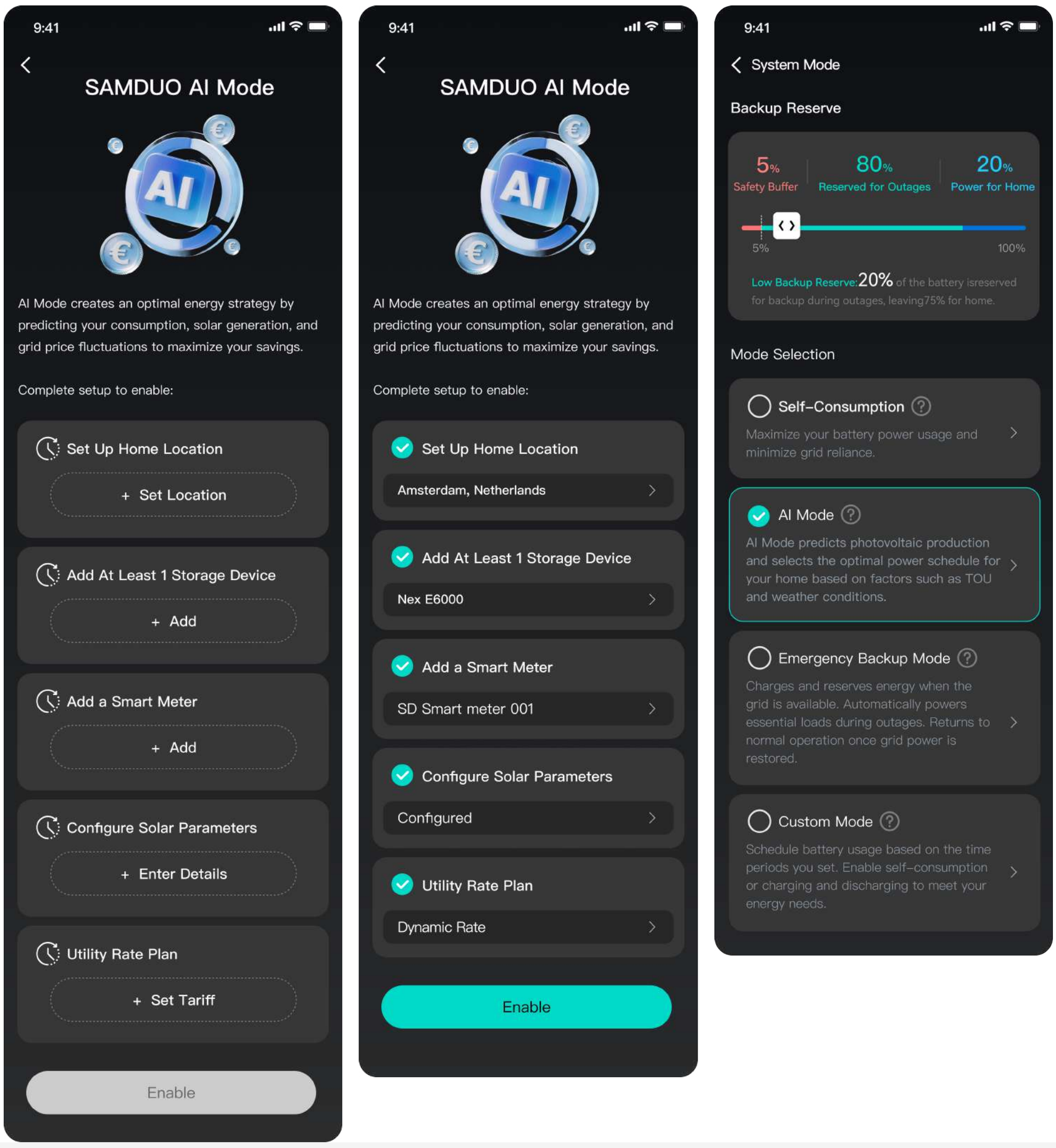
• Self-Consumption Mode

By monitoring the grid's power data, **Self-Consumption** mode adjusts charge/discharge power in real time to achieve zero power from the grid, with its best attempt not to buy electricity from the grid, feed power into the grid, or waste the solar power.



• AI Mode

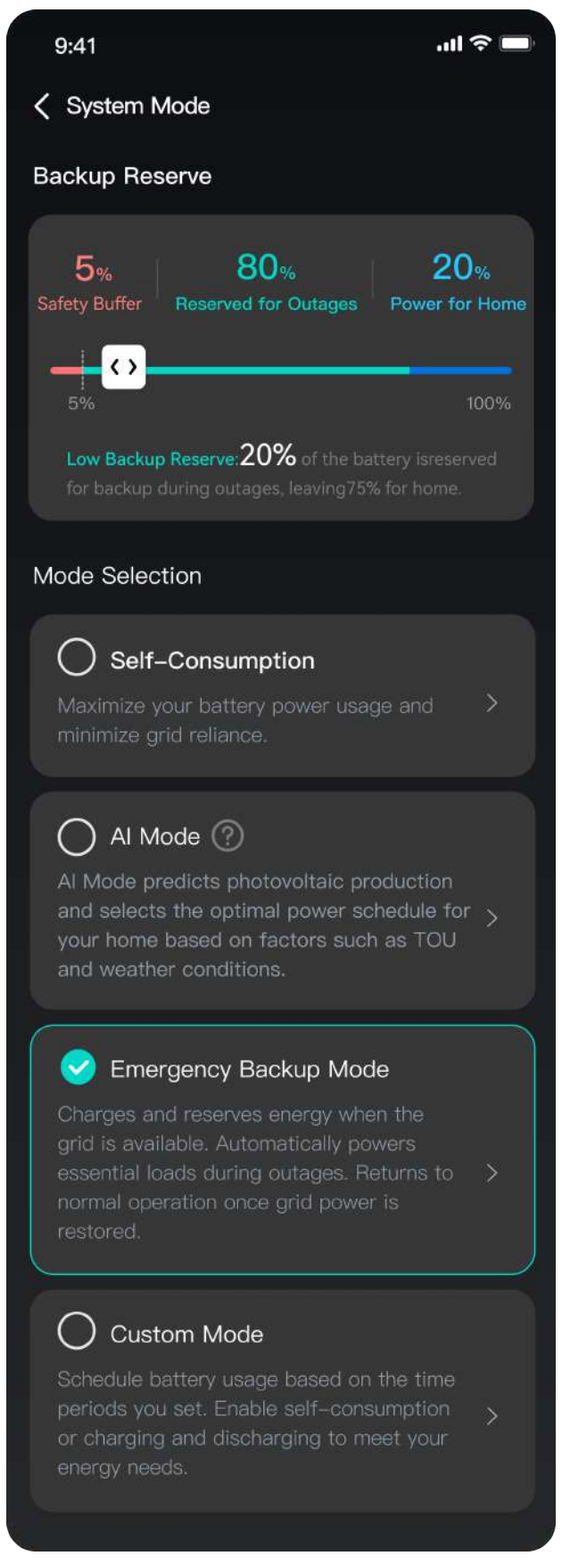
Predicts power consumption patterns through user habits, local weather, and other factors. Minimizes costs by integrating electricity prices to realize smart scheduling for charge and discharge.



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• Emergency Backup Mode

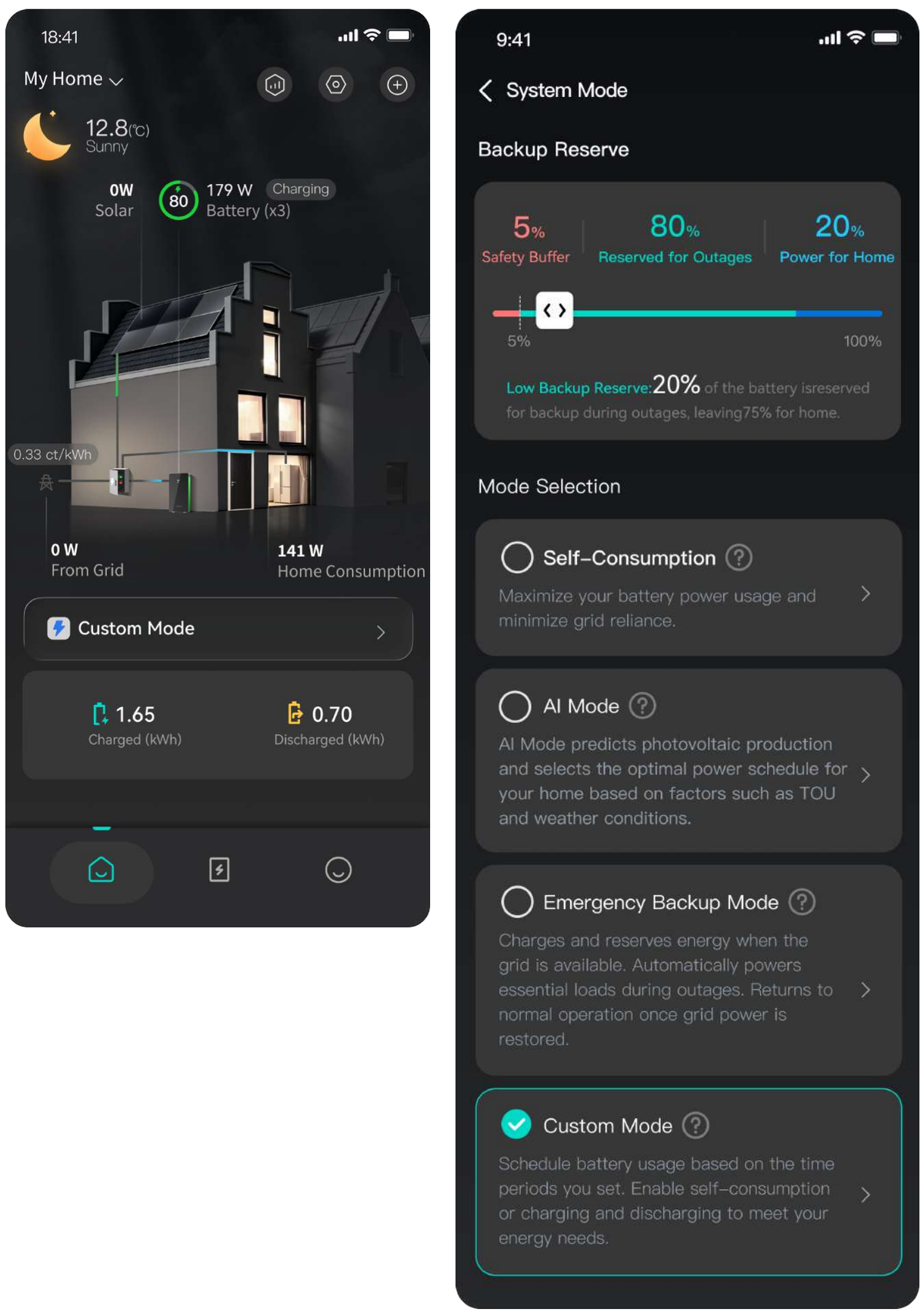
Prioritizes charging and storing power for the battery during normal power supply of the grid, in case of potential power outage. During outage, the system automatically powers essential loads; after the grid resumes working, the system restores to normal working status.



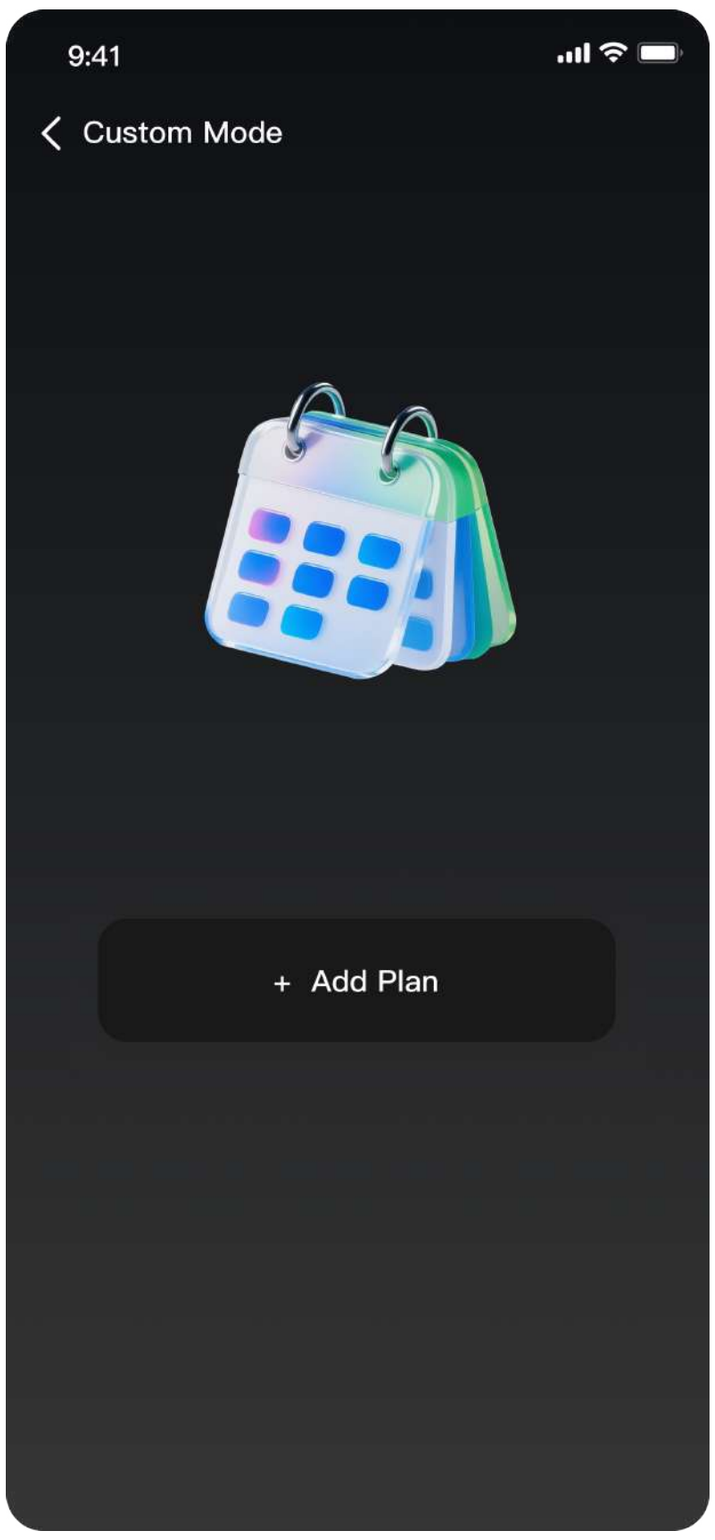
• Custom Mode

Customize charge, discharge, standby, and self-consumption schedule according to your electricity demands. The system will power home loads based on your settings. To customize your mode, follow the steps below:

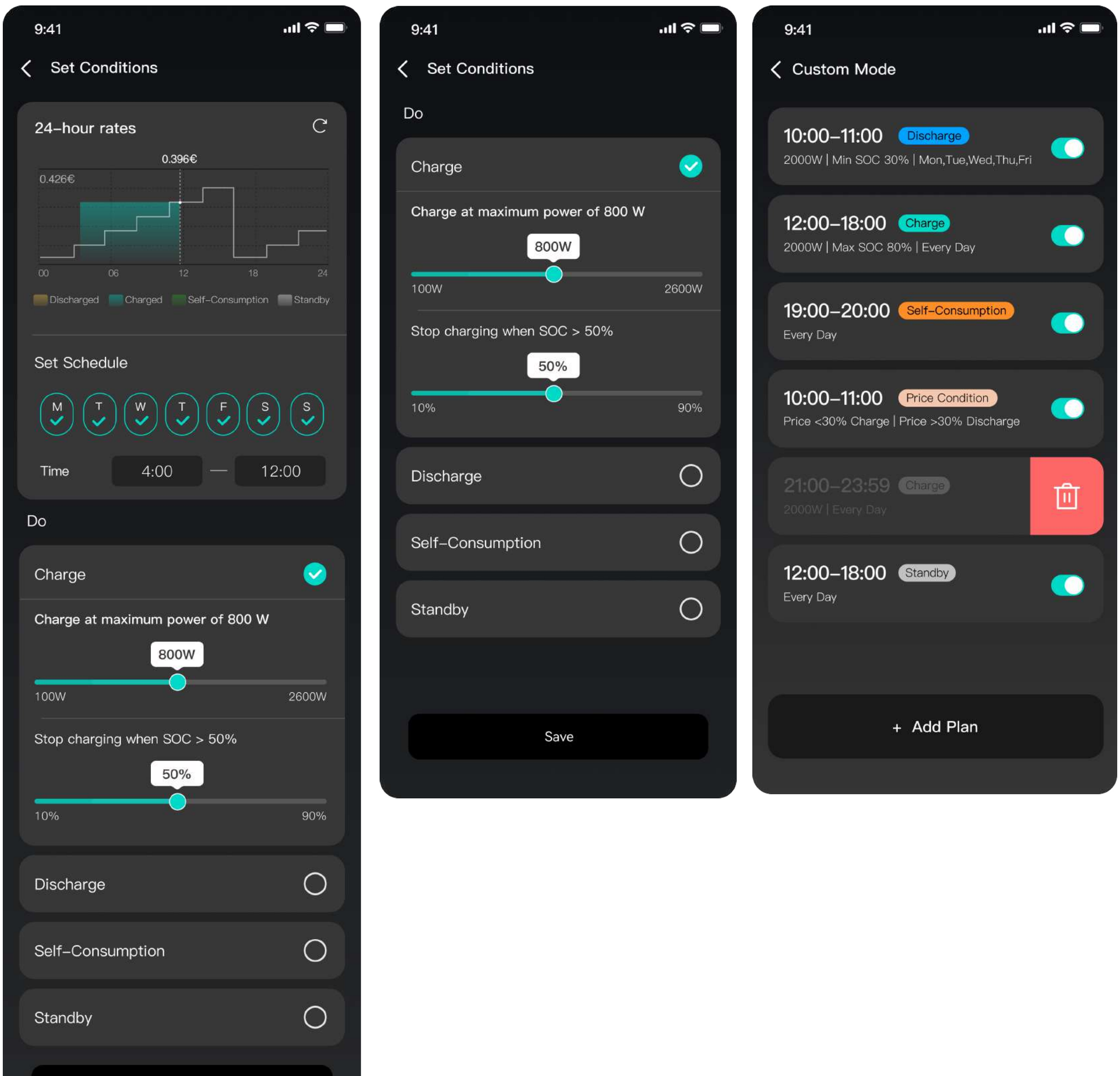
1. Select **Custom Mode**, and tap **>** .



2. Tap **Add Plan**.



3. Select and set up the energy strategy, which supports setups for charge, discharge, standby, and self-consumption.



Charge	**Set charging power:** When the battery reaches this power, the system starts charging automatically. **Set maximum charging level:** When the battery reaches this level, the system stops charging automatically.
Discharge	**Set discharge power:** When the battery reaches this power, the system starts discharging automatically. **Set maximum discharge level:** When the battery reaches this level, the system stops discharging automatically.
Self-Consumption	After setting up **Self-Consumption**, the system can store PV power. Through real-time communication between the device and the electricity meter, it supplies power to household appliances as needed, thereby reducing electricity costs. It can also store energy from the grid to serve as a backup power source for emergencies.
Standby	The system remains online and monitoring, but temporarily stops active charging/discharging and energy scheduling.

NOTE: Currently it only supports four energy strategies: charge, discharge, self-consumption, and standby.

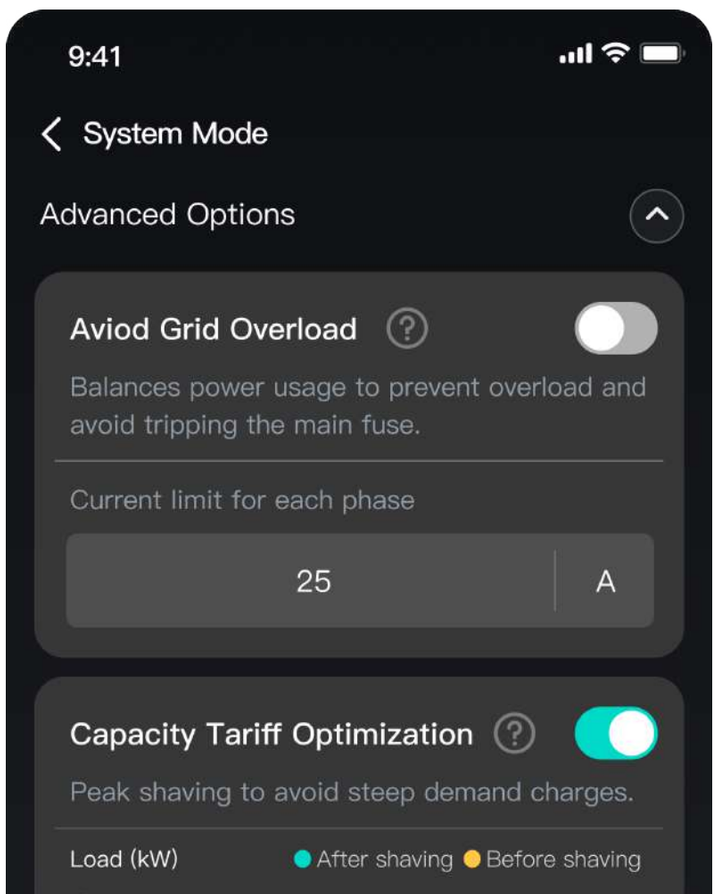
Setups for Home

Avoid Grid Overload

Once enabled, it balances the power from the grid; when the load's power consumption is high, it reduces the charging power to prevent overloading and avoid circuit breaker tripping.

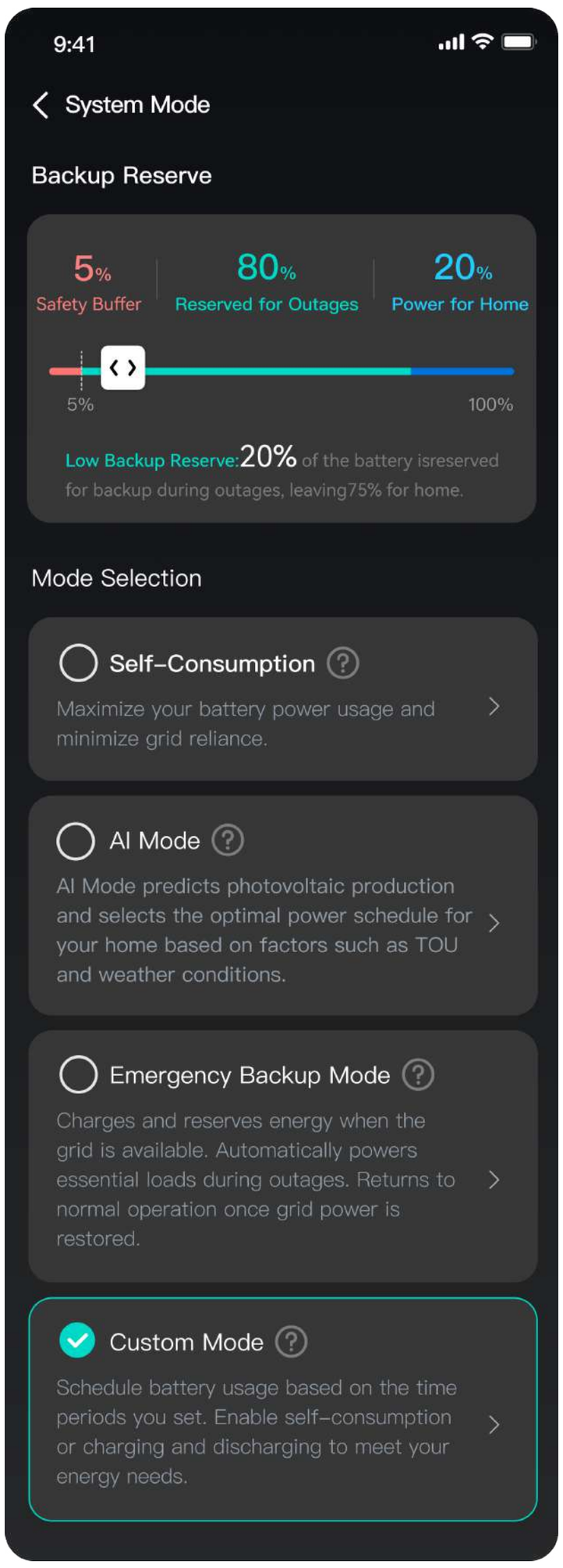
Capacity Tariff Optimization

Once enabled, the stored energy can be used to reduce peak power consumption, thereby avoiding higher electricity costs.



SOC Setup

Set up the battery percentage of the whole home energy, including battery cycles, power backup, and safety buffer.



Rename

On the setting page, tap **Rename** to modify your name on the pop-up window.

Location

On the setting page, tap **Location**. Location will affect weather forecast, PV prediction, and power consumption prediction. There are 3 ways to set up the location:

1. Enable **Use current location.**
2. Enter your home's location manually.
3. Select your location from the map.

Device Management

On the setting page, tap **Devices** to view the list of your home's devices as well as manage them.

Solar

On the setting page, tap **Solar**. If you haven't set up your PV solar, it will go to solar setting page; otherwise, it will go to the solar detail page.

Utility Rate Plan

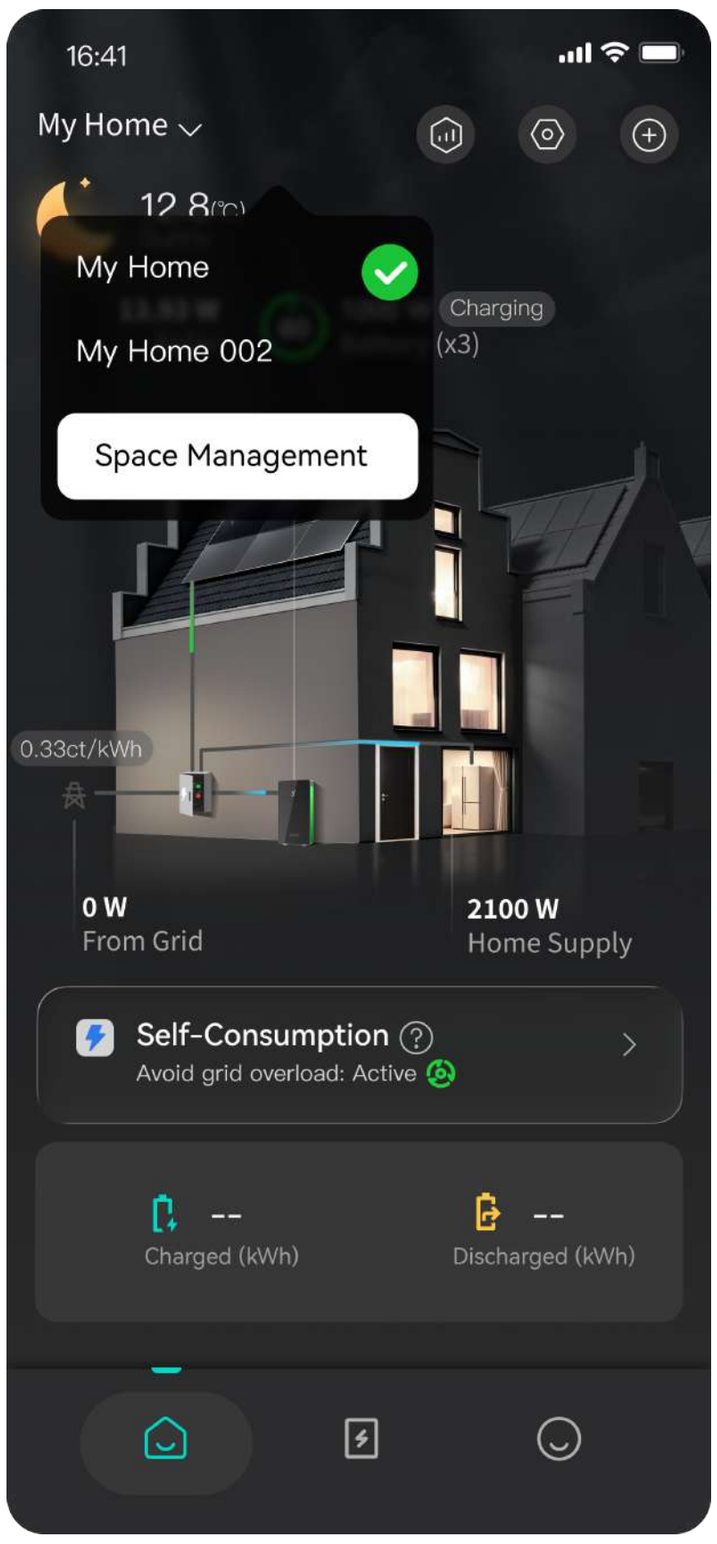
On the setting page, tap **Utility Rate Plan** to choose the plan that corresponds with your electricity contract.

Fixed Rate	Fixed rate means that the electricity price you pay at any time is the same. This type of solution is commonly used for household users whose electricity prices do not change throughout the day or year.
Time Of Use	Time of Use (TOU) will adjust the electricity price according to different times and seasons. The electricity price is higher during peak hours and lower during off-peak hours. Some energy providers will also divide different rates according to seasons.
Dynamic Rate	The dynamic rate will continue to change based on the real-time supply and demand situation in the electricity market. Electricity prices may be adjusted on an hourly or shorter time interval basis. The system will automatically optimize the charging and discharging strategies based on real-time electricity prices to help reduce electricity costs and improve energy utility efficiency.

Real-Time Monitoring

Real-Time Monitoring for System

On the homepage, you can view your home's PV power, load consumption, electricity buying and selling, charge and discharge power, and the direction of power flow in real time.



Real-Time Monitoring for Device

Go to the detail page of the target device to view its real-time status:

- For energy storage devices, it supports real-time status of charge, discharge, and standby.
- For meters, it supports real-time status of the power of connected energy storage devices and shows power flow dynamically.
- For PV devices, it supports real-time status of predicted value and actual value.

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Analysis on Energy Data

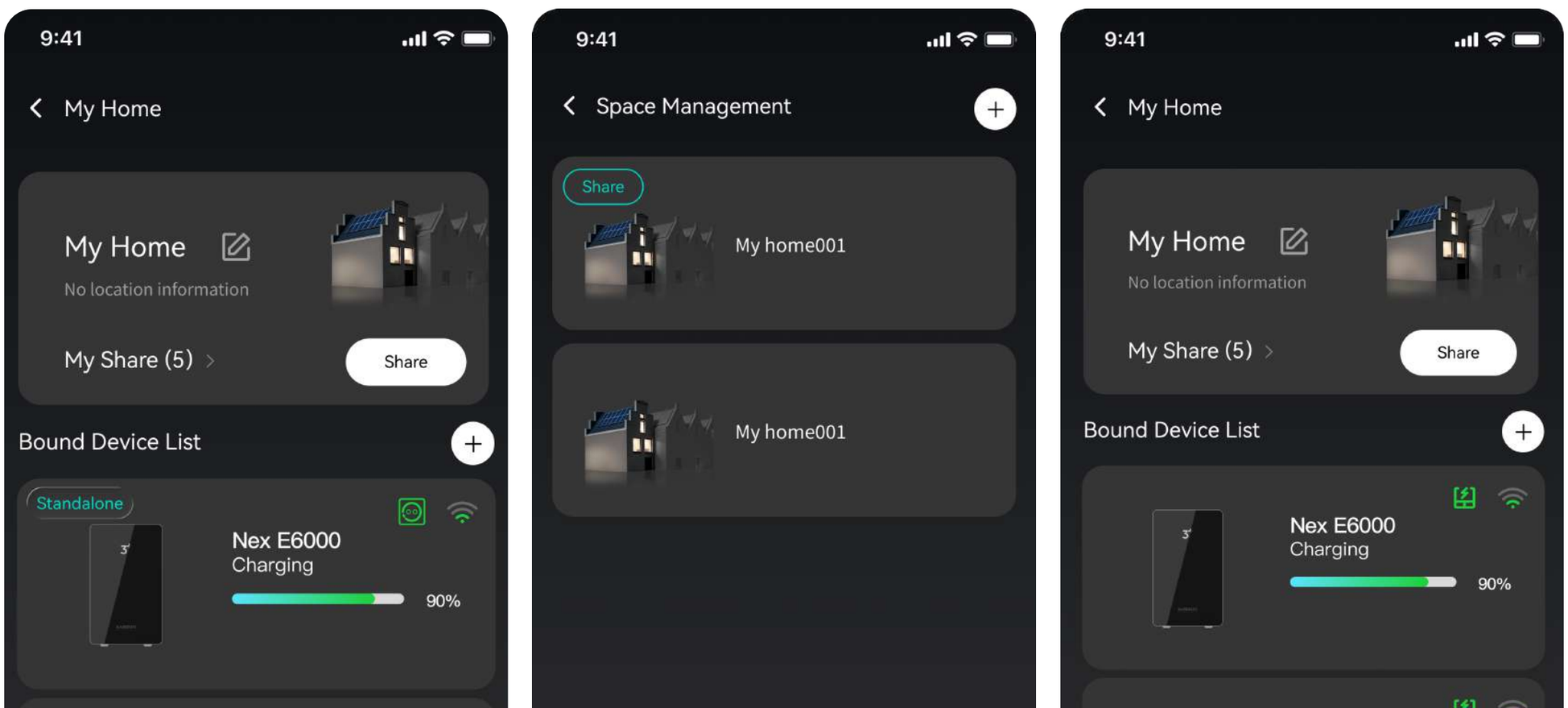
On the homepage, tap the data icon on the top right screen for your home's energy chart, which allows you to know related statistics of your devices, the grid, PV, and loads, and analyzes consumption structure. The energy statistical chart can be freely switched to daily, weekly, monthly, or yearly.



Home Management

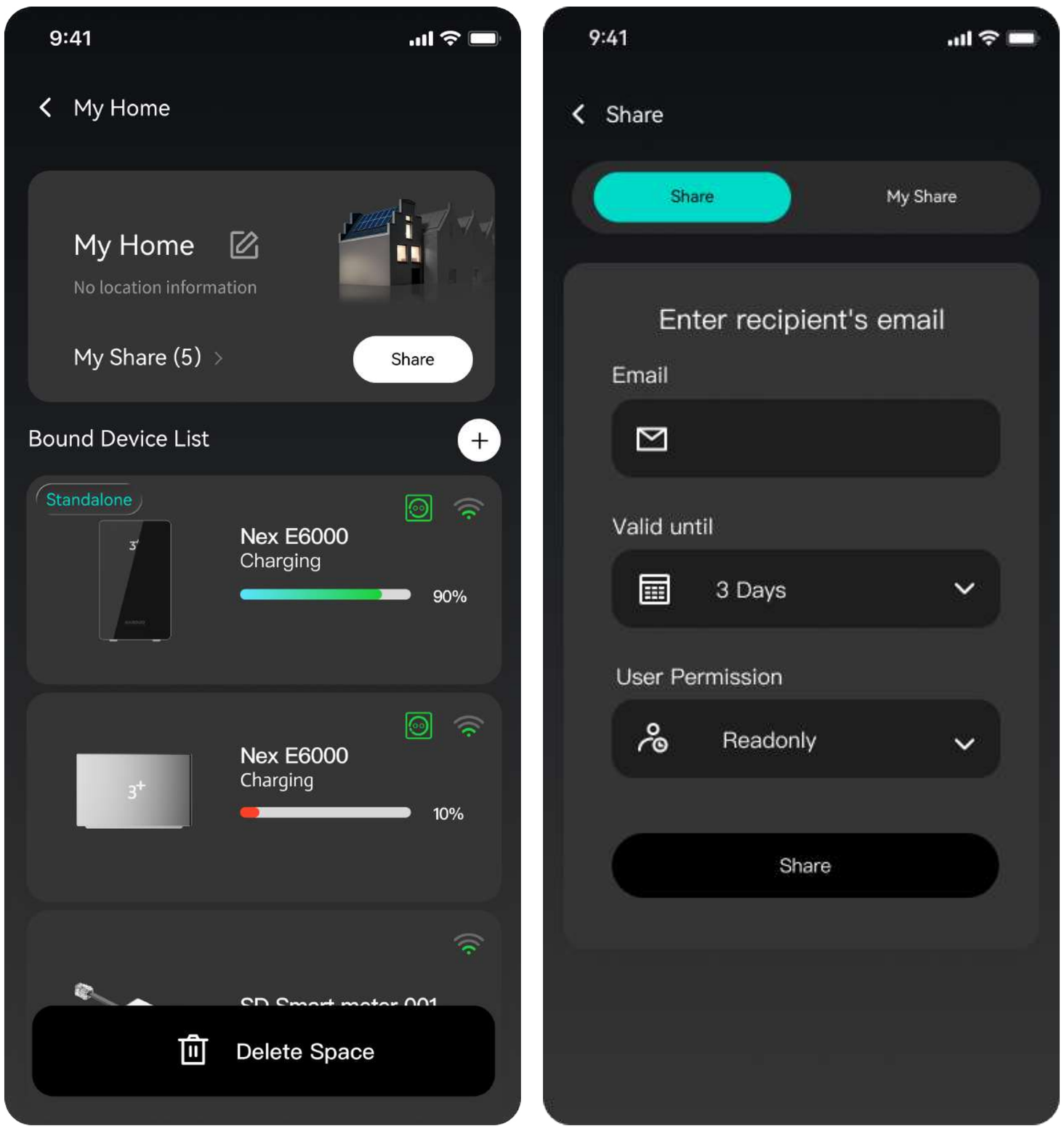
Space Setup

On the homepage, select the current space on the top left screen and tap **Space Management.** On the space page, you can choose a single space to set up, delete, and rename.



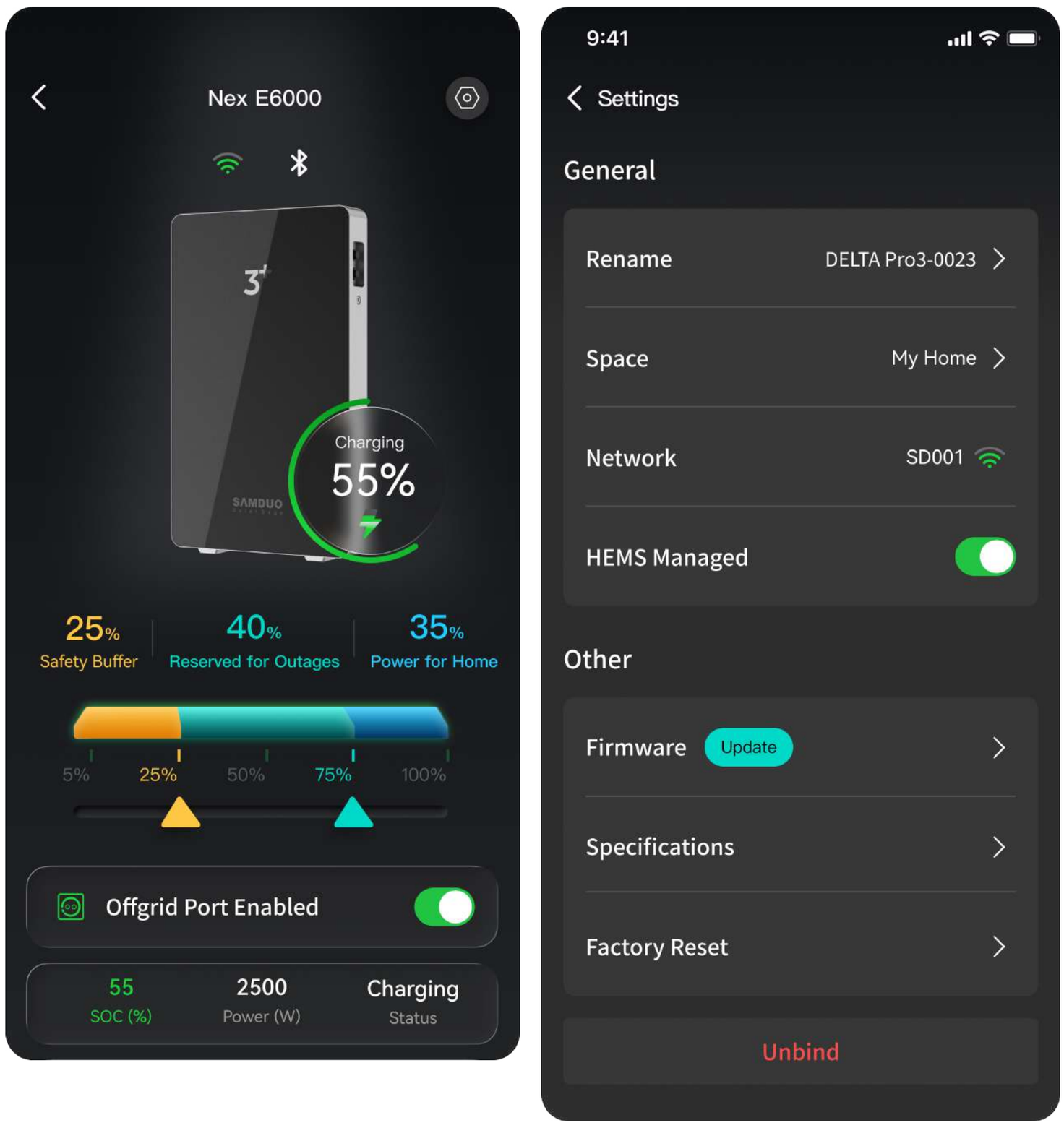
Space Sharing

On the homepage, select the current space on the top left screen and tap **Space Management**.
On the space page, you can choose a single space to share via email, and modify the sharee's access.



Device Management

On the device page, tap the setting icon and disable **HEMS Managed** to switch to single device mode.



Real-Time Status

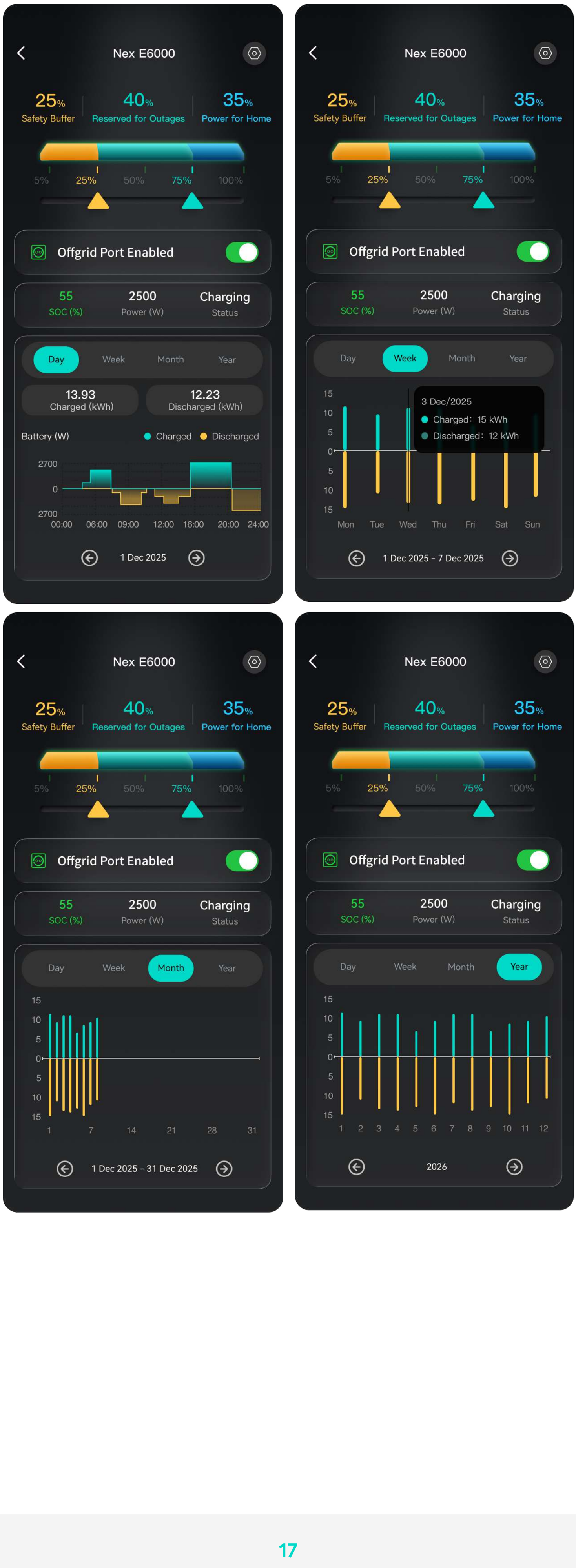
The detail page of a single device shows real-time status for charge, discharge, and standby.



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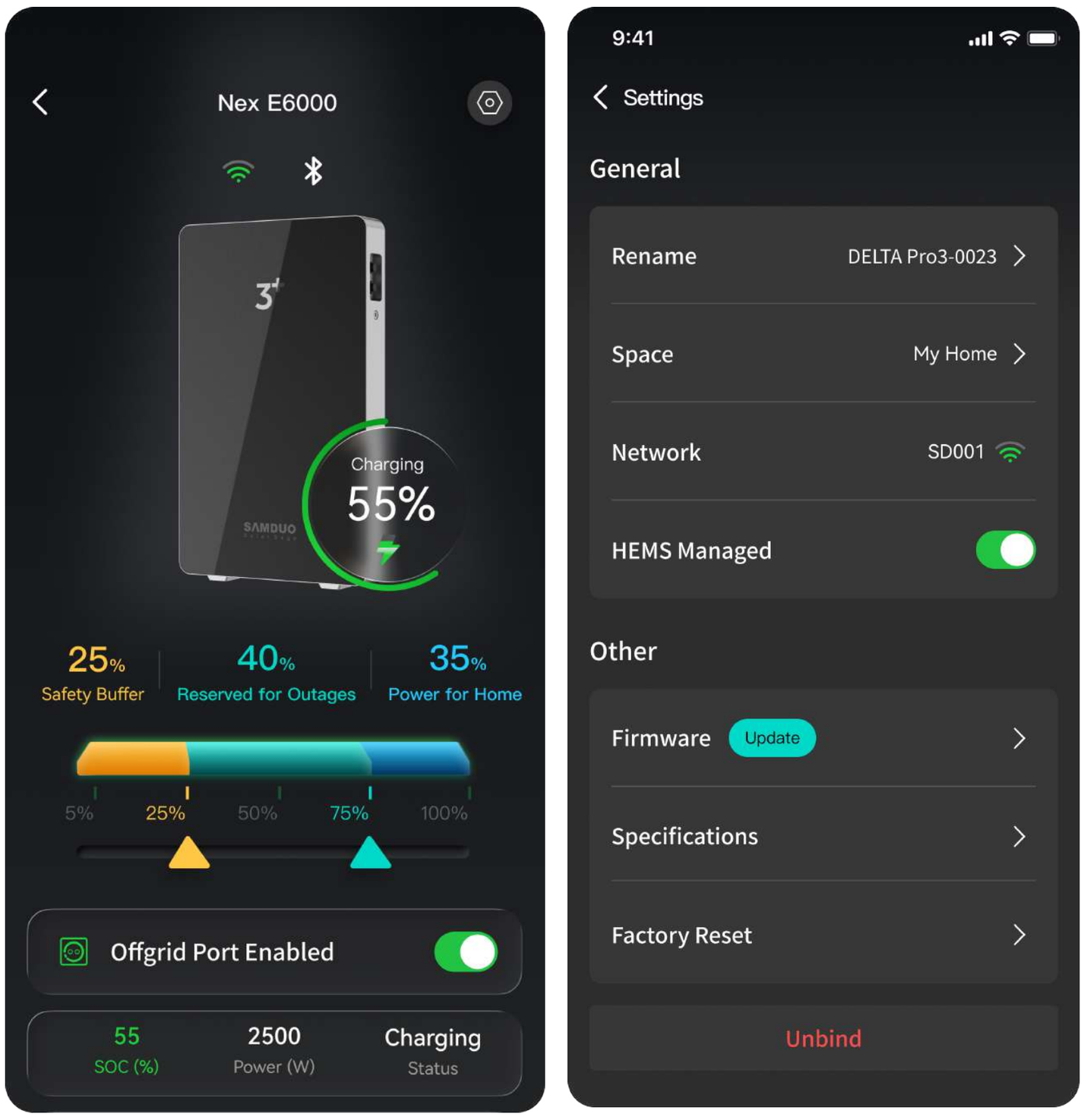
Data Analysis

The energy chart allows you to know about charge and discharge data on a daily, weekly, monthly, or yearly period.



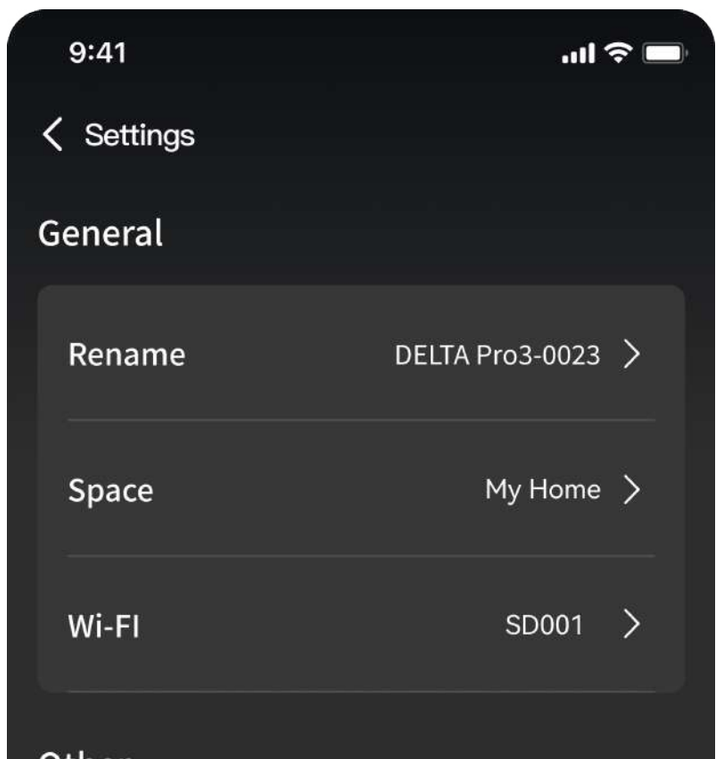
Single Device Operation

Check current operating mode for device overview and switching modes. A single device operation can switch between Emergency Backup Mode and Custom Mode.



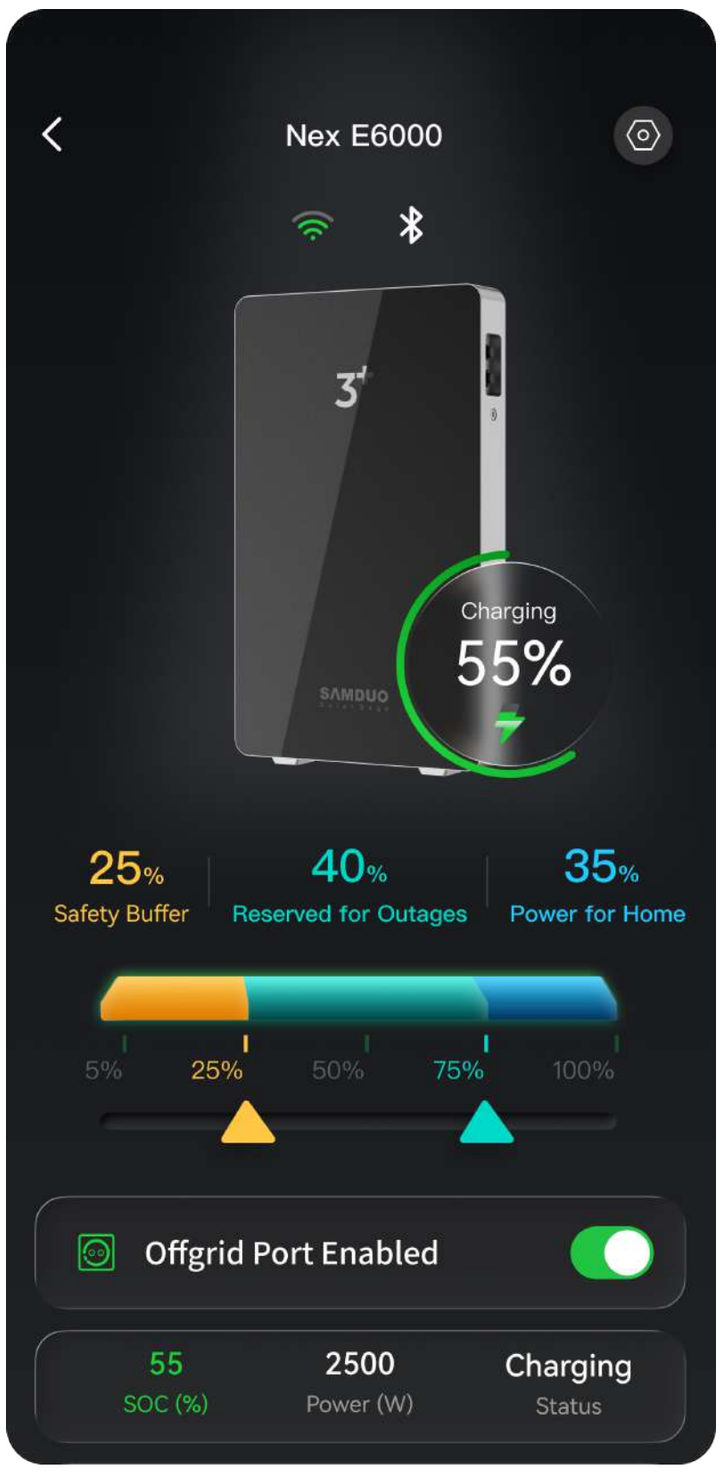
Device Settings

On the device page, tap the setting icon on the top right screen to manage, set up Wi-Fi, rename, etc.



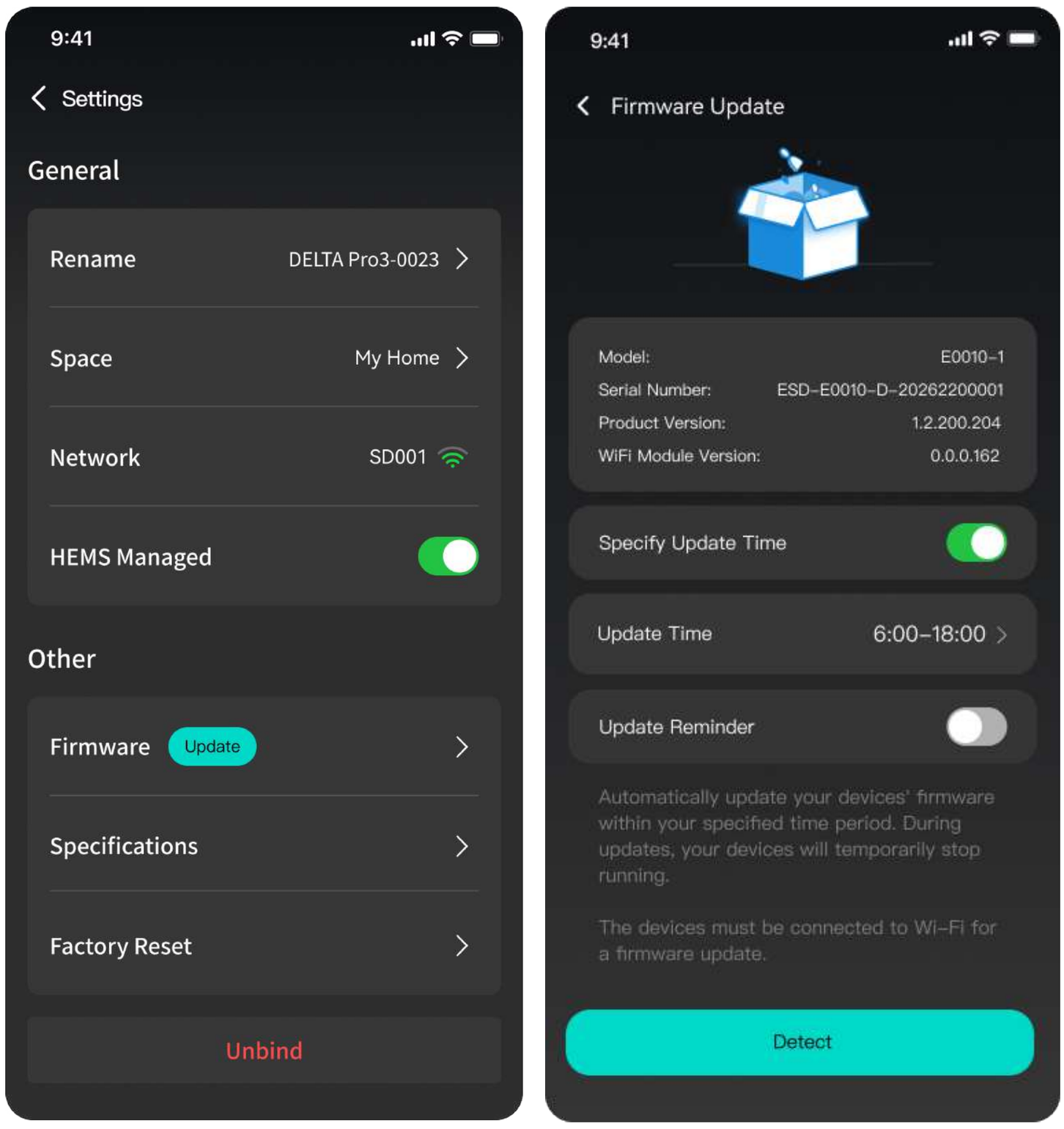
Off-Grid Port

You can enable or disable the off-grid port as needed.



Firmware Update

On the settings page, tap **Firmware** for update details. Enabling automatic update helps with the latest functions and optimal performance. You can specify an update time, and the system updates only during this period of time; otherwise, the system updates by the default time.



Before the system updates, please note that:

- The specific device is connected to a stable Wi-Fi network.
- The update may take a few minutes, and please wait patiently.
- If the update fails, please check if the device is powered on and connected to a Wi-Fi network.

Unbind

On the settings page, tap **Unbind** to unbind the device.

