



# Tigo EI App: Guide to Creating a New System

# Create a new system

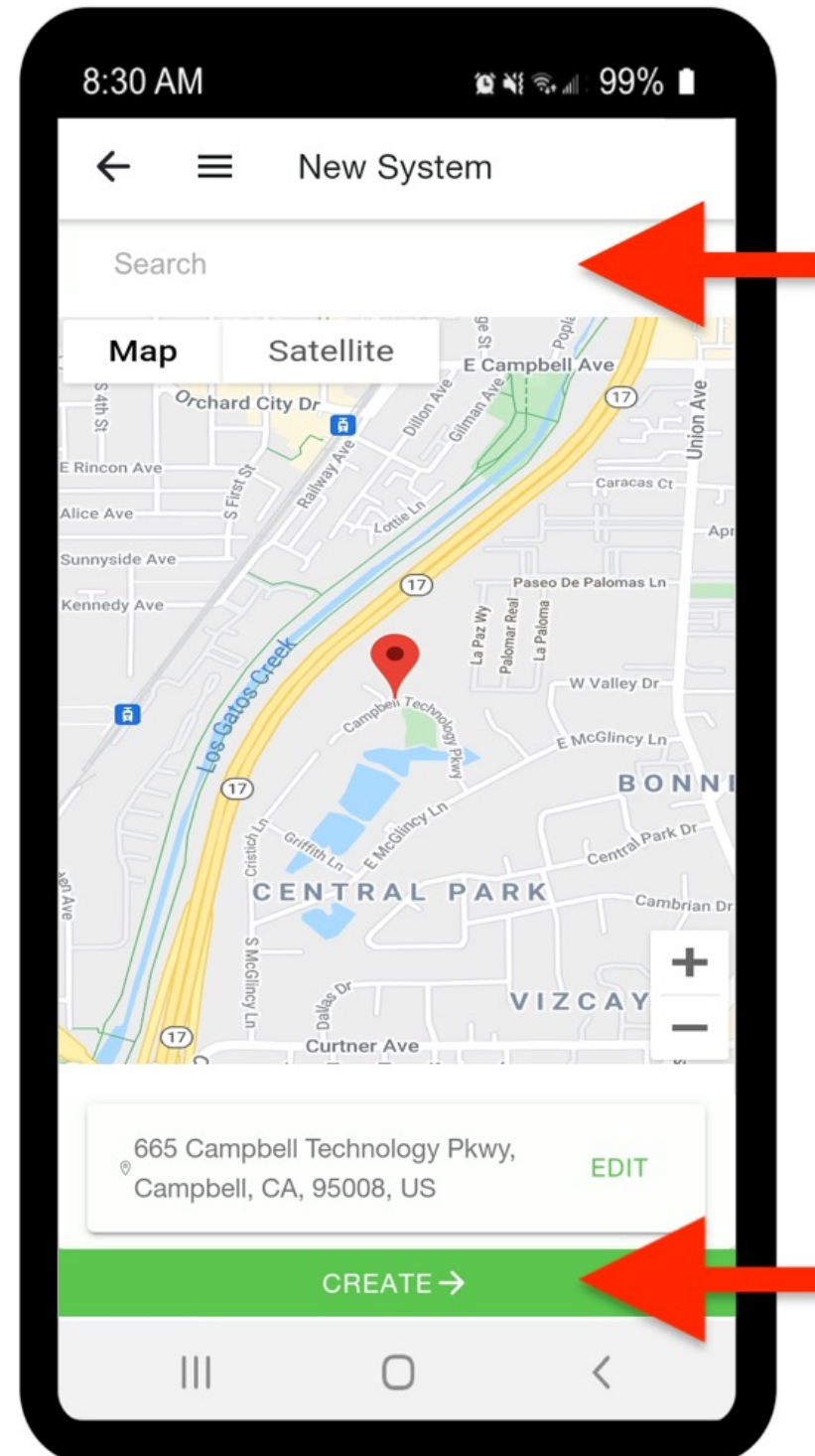
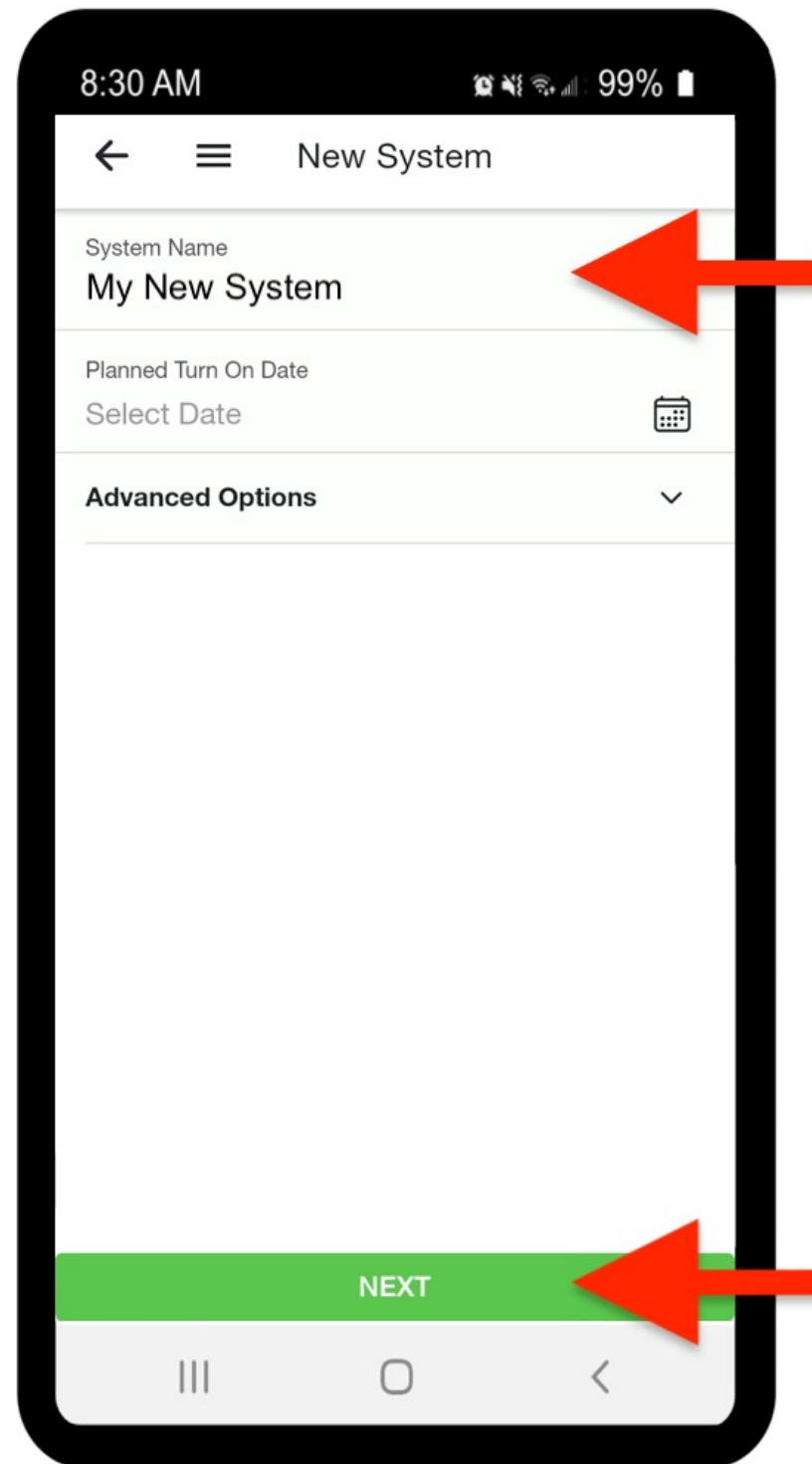


- Open the **Tigo Energy Intelligence** app from your smartphone or tablet
- Create a new system by clicking the **+** symbol at the top right
- To view an existing system, select one of the systems in the list

**STEP**  
**1 of 4**

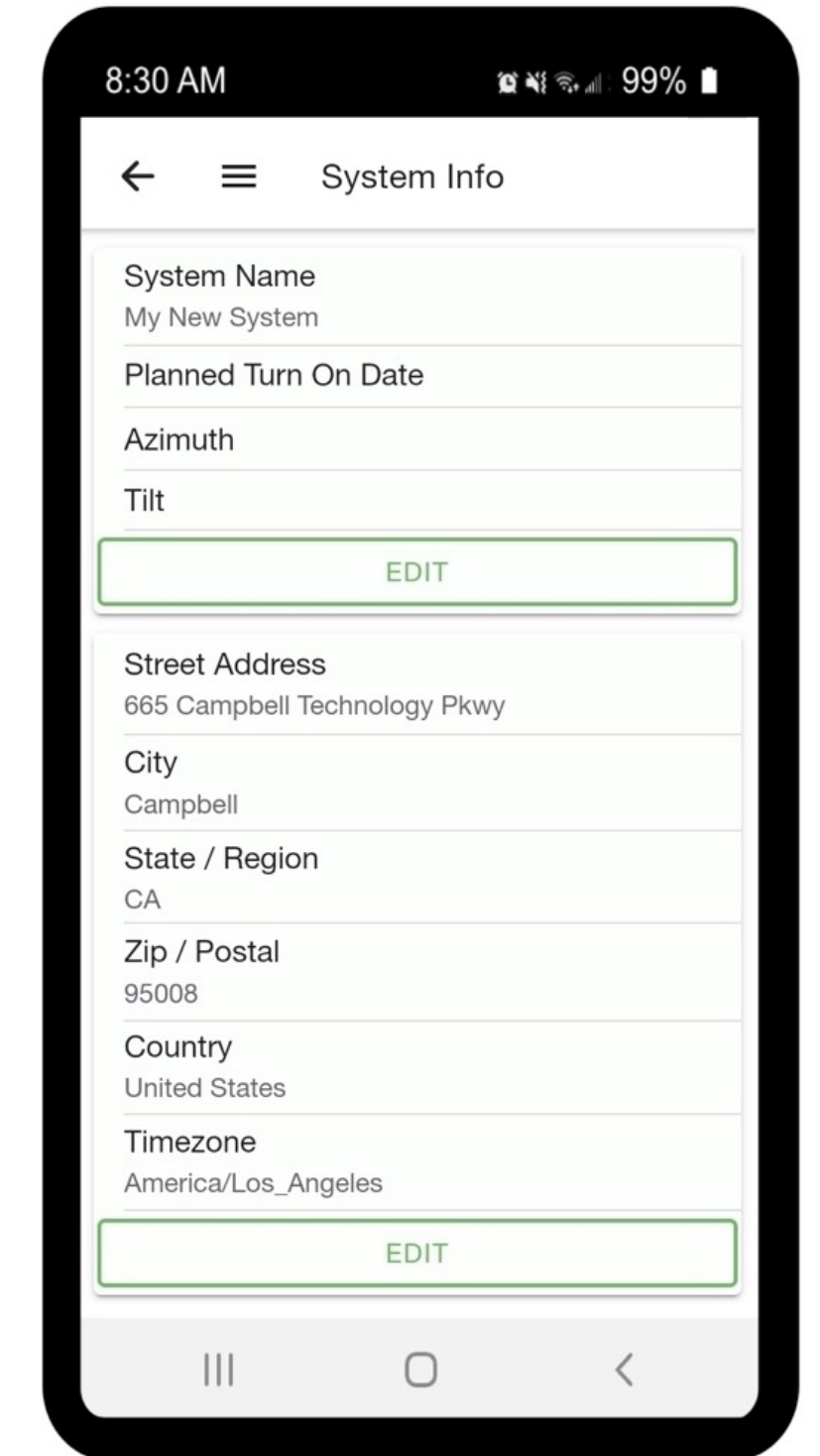
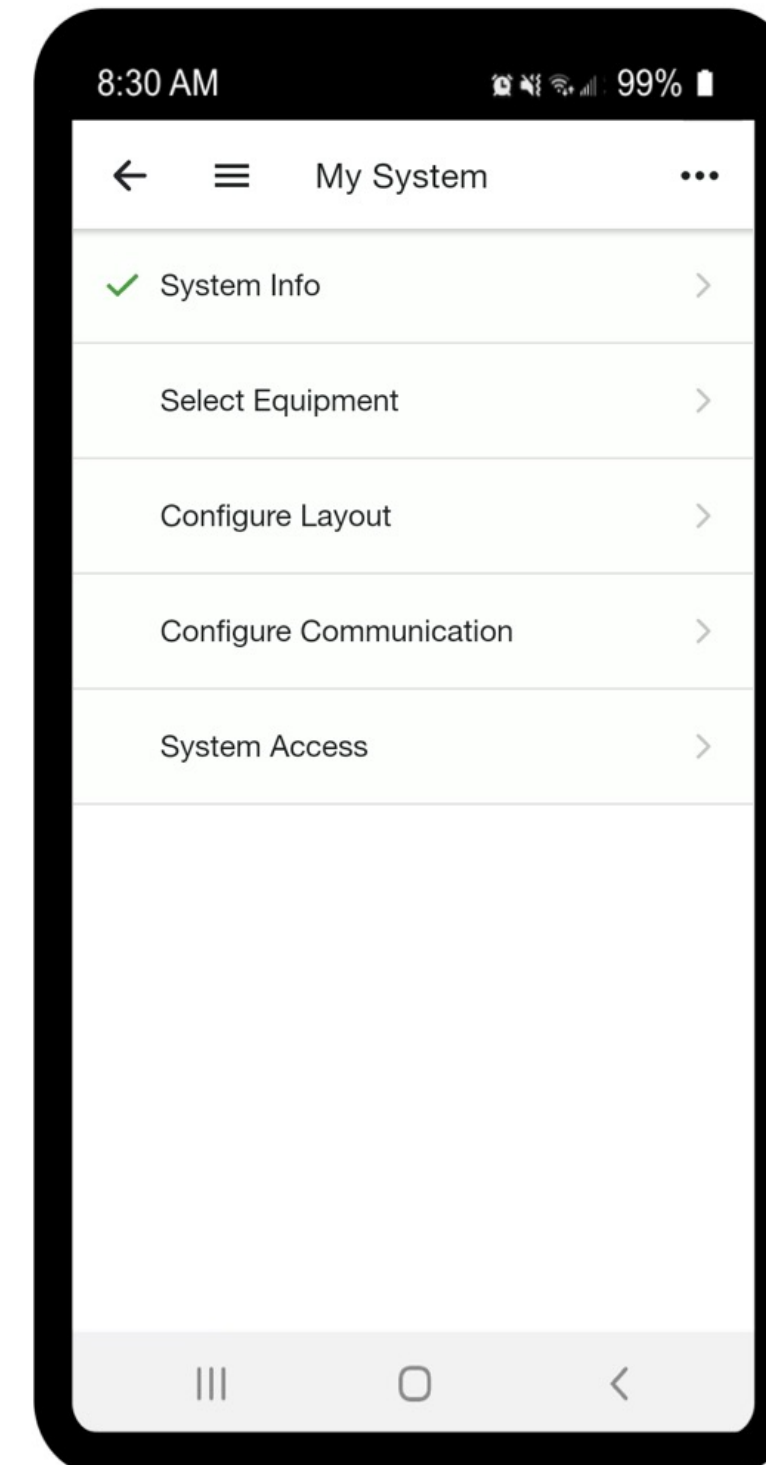
# Create a new system

- Enter the system information (for example, the name of the installation)
- Click **Next**



- Write the address or find the facility on the map
- Confirm by clicking **Create**

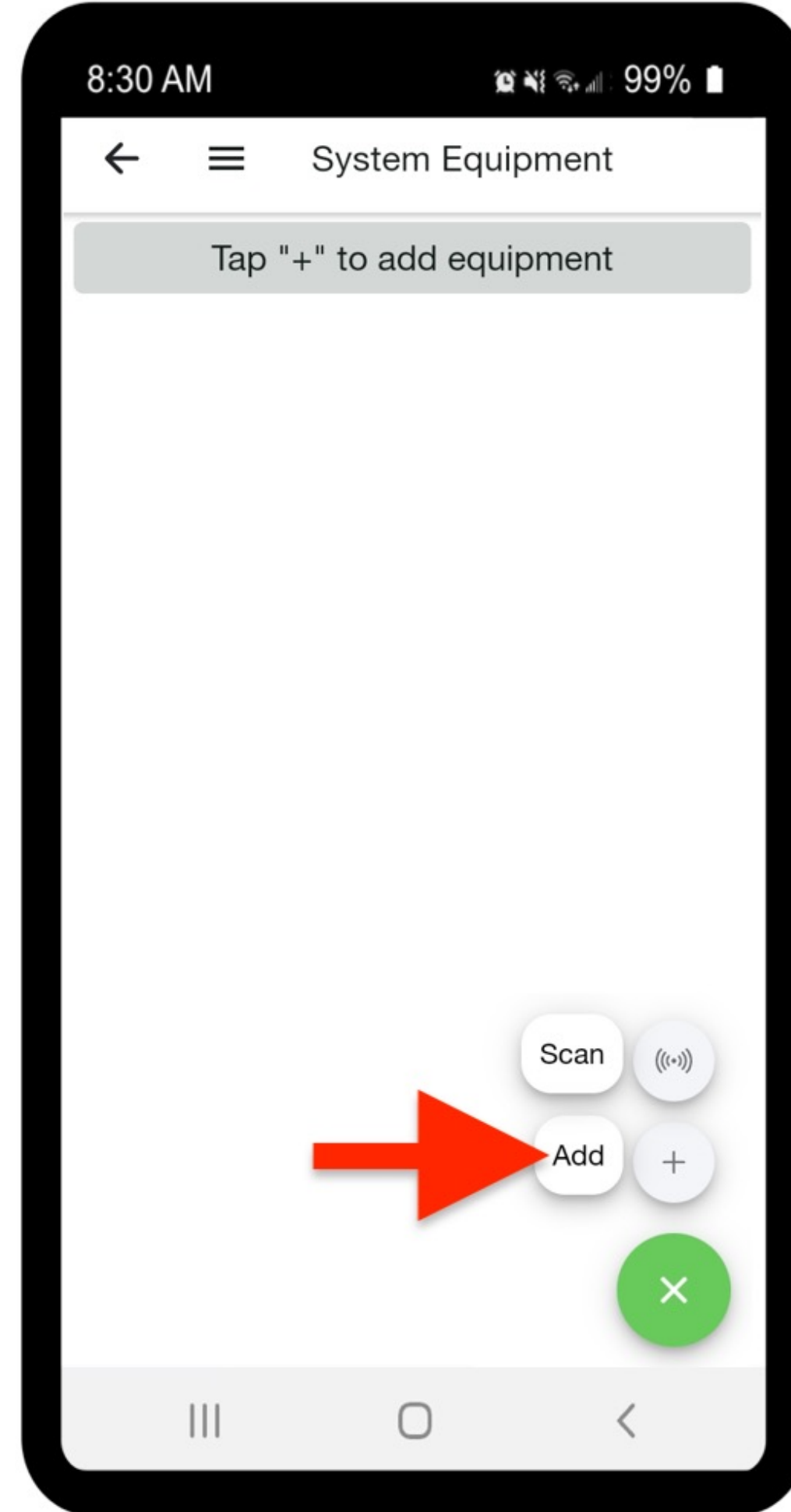
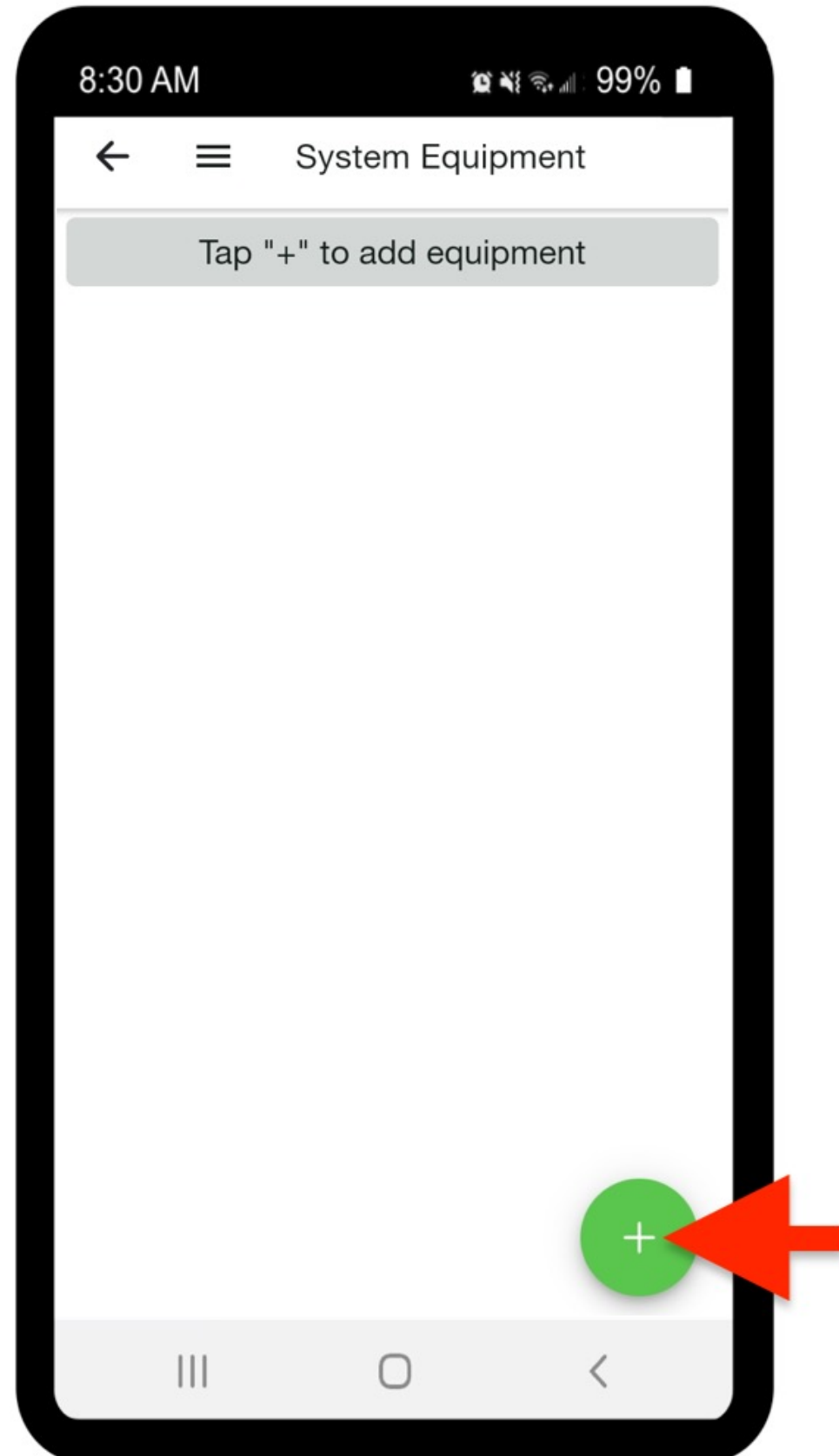
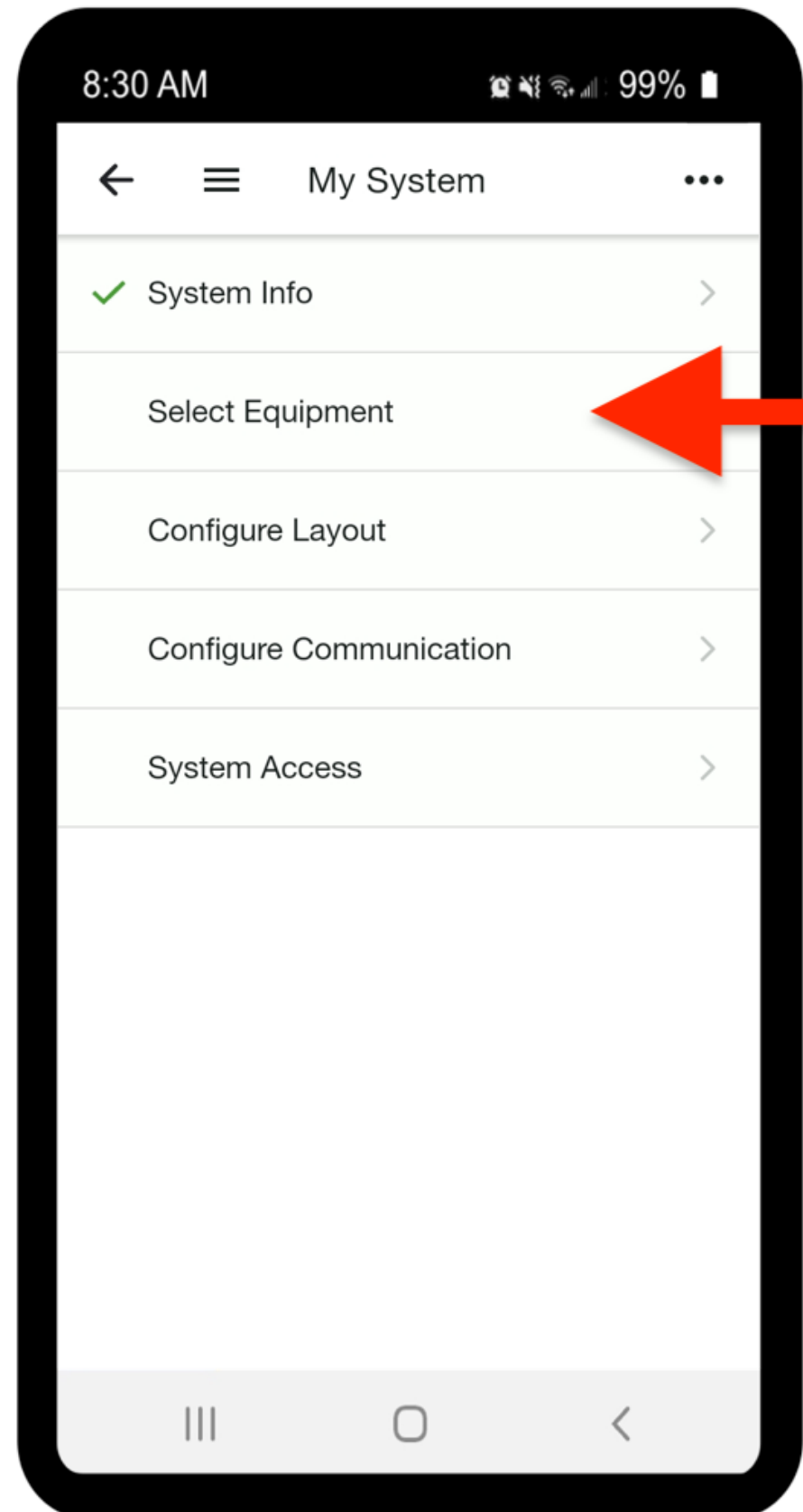
- If the information is correct, a check mark will appear ✓
- To edit the above information, click **Site Information**



- Click the arrow at the top left to continue setup

**STEP**  
**1 of 4**

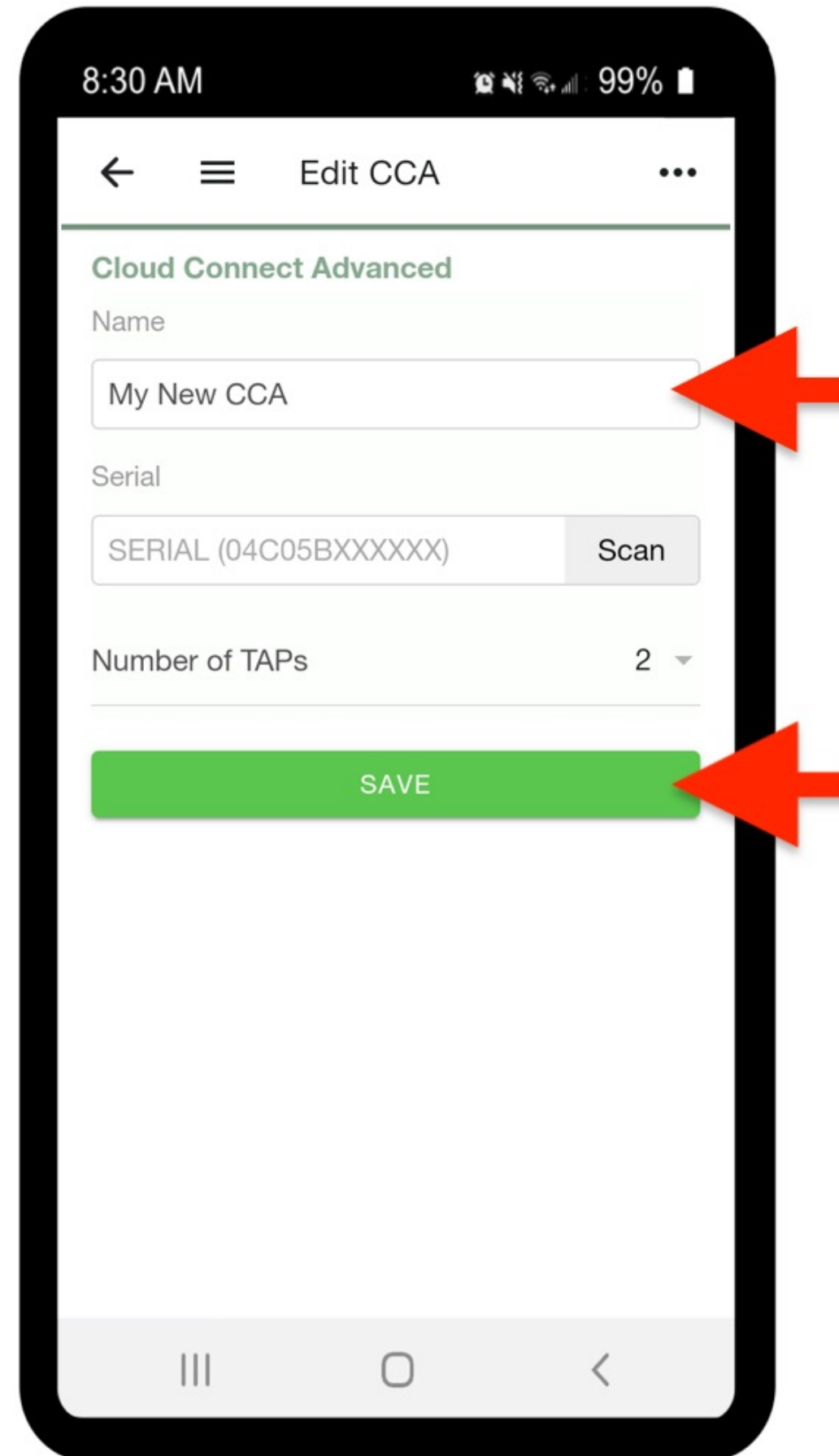
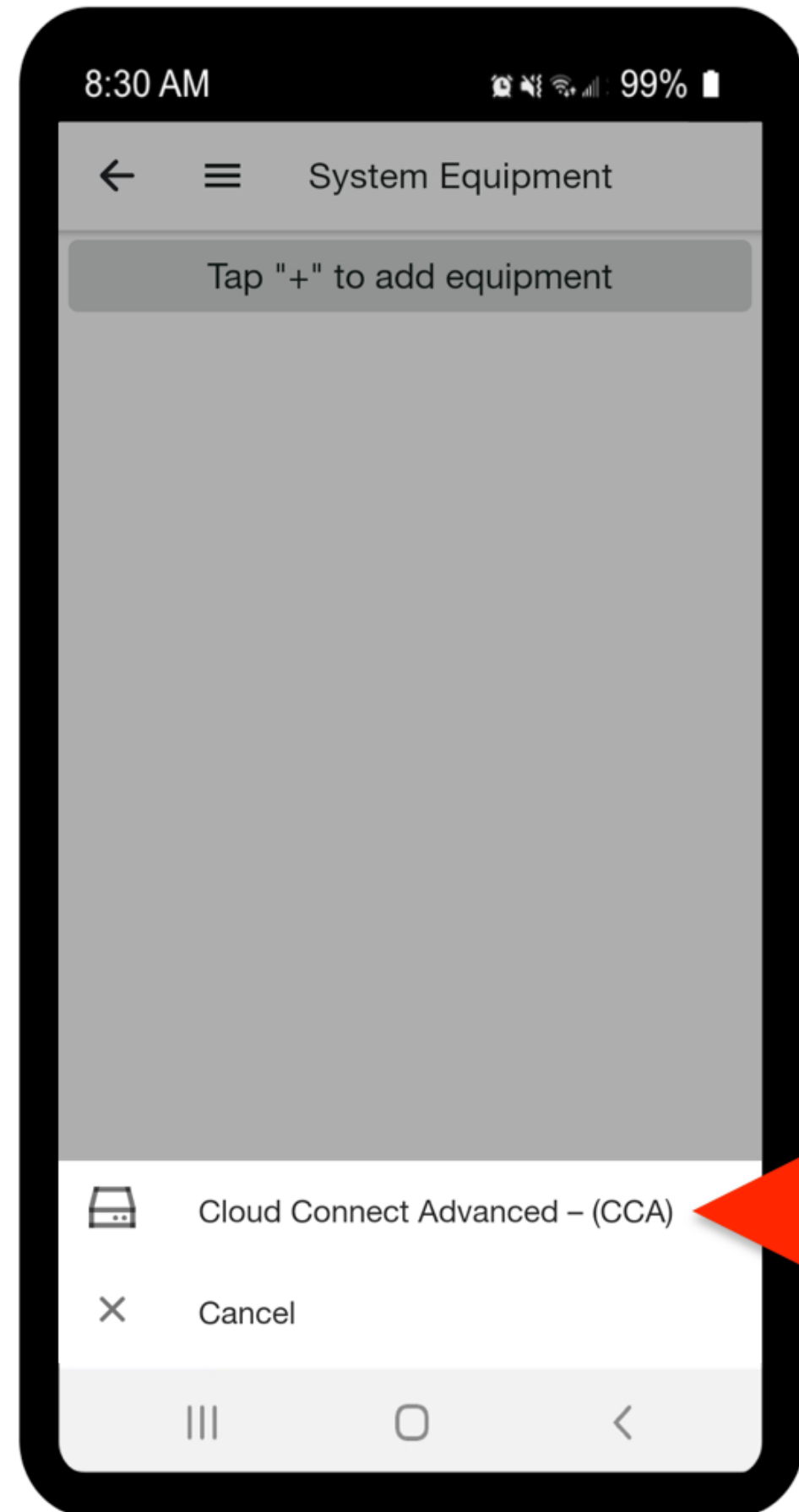
# Select your equipments



- Click **Select Equipment** to add inverters, CCAs, modules and TS4 units
- First enter the CCA by clicking **+** and select **Add**

**STEP**  
**2 of 4**

# Select your equipments

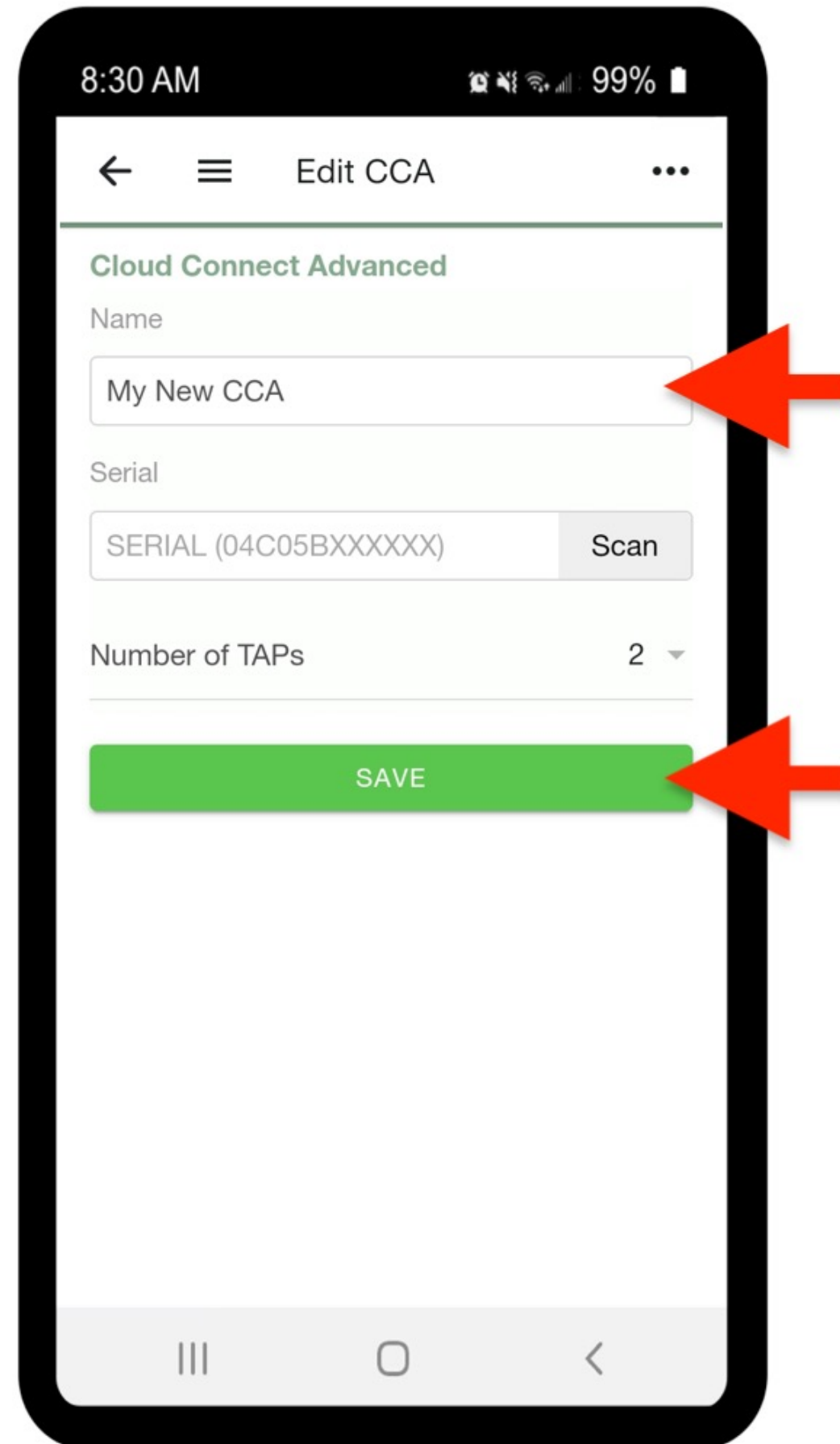


- Select **Cloud Connect Advanced - (CCA)**
- Write the name of the CCA. Enter a unique name for easier operation, unique to each CCA, which indicates for example the position ("Garage") or the string /inverter references
- Enter the serial number of the CCA or scan the barcode on the device

**NOTE:** When you want to use the function **SCAN**, enable camera access

**STEP**  
**2 of 4**

# Select your equipments

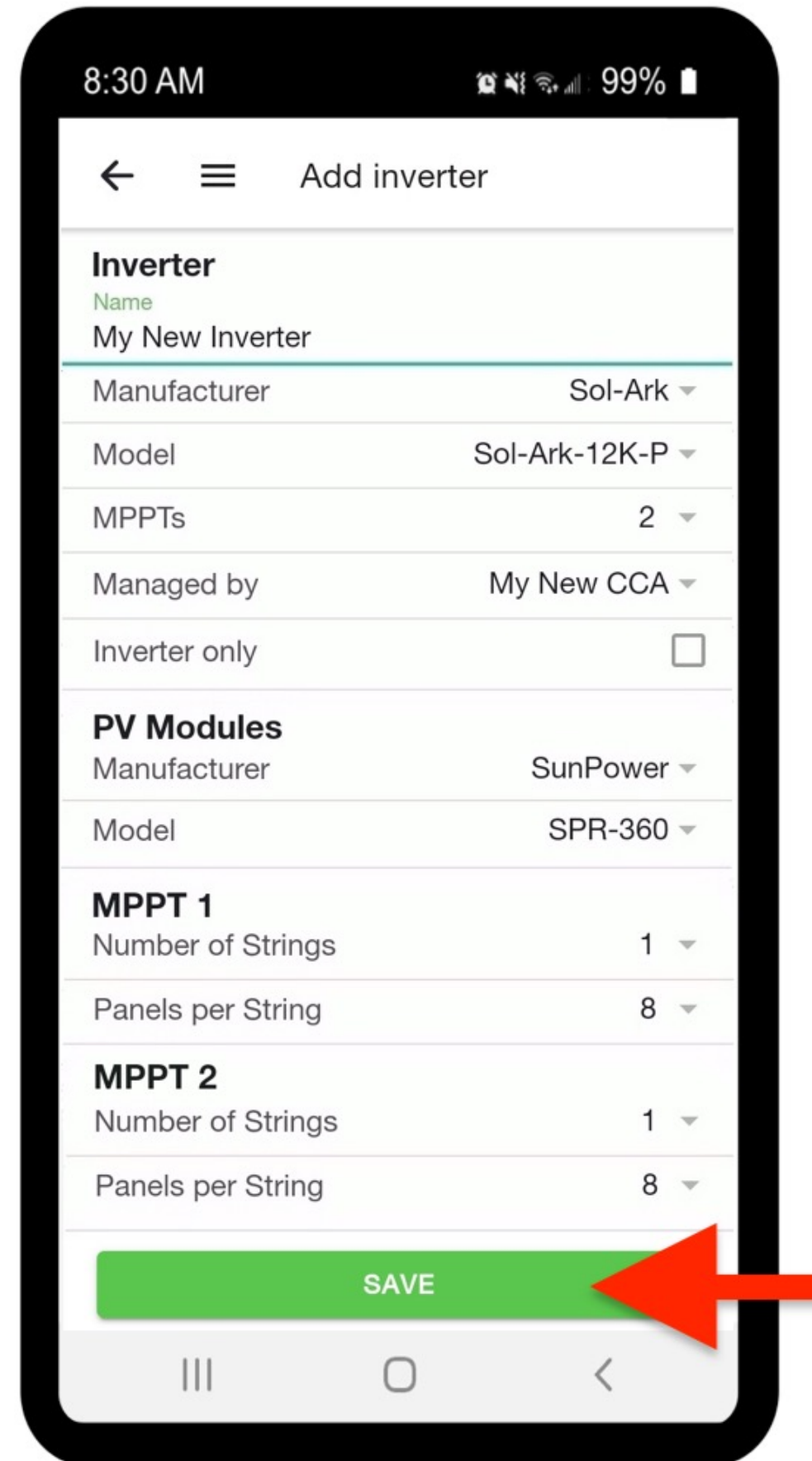
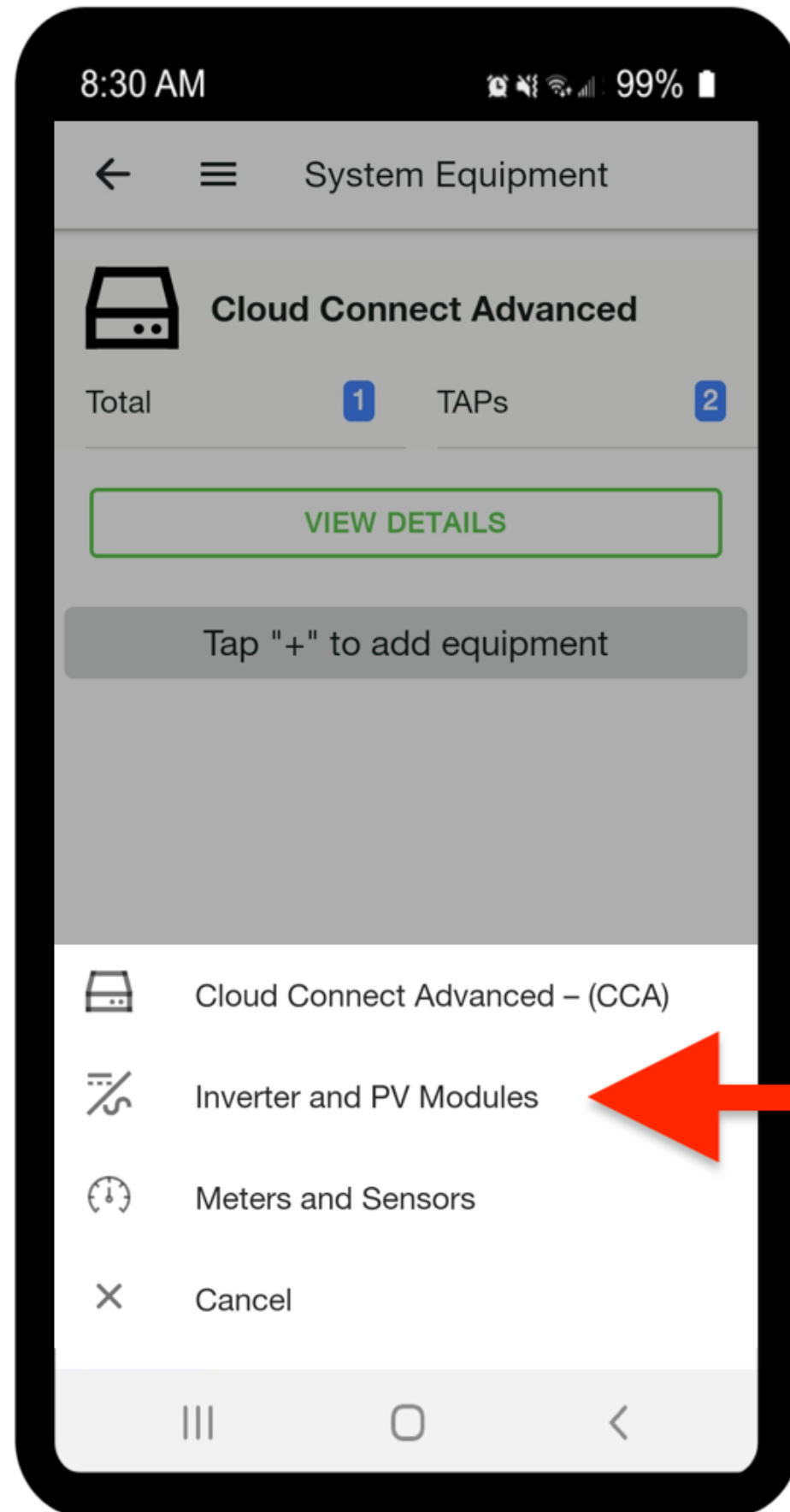


- Specify the number of TAPs connected to the CCA. The positions or the serials of the TAPs are not necessary as each antenna automatically communicates with the CCA. However, it is necessary to specify the correct number of TAPs used to facilitate the acquisition process.
- Click **Save** to return to system startup

**STEP**  
**2 of 4**

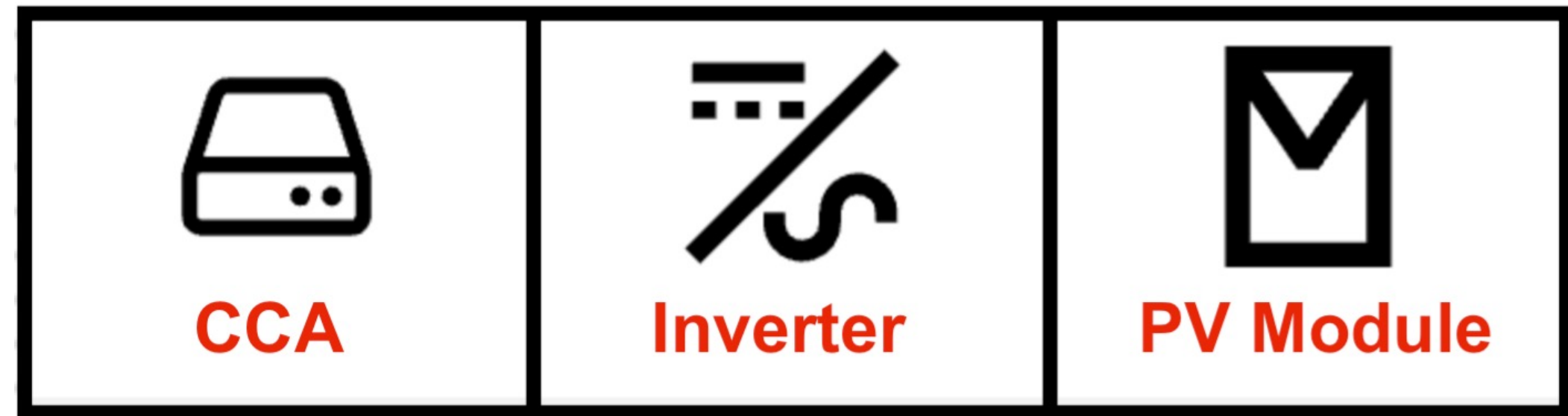
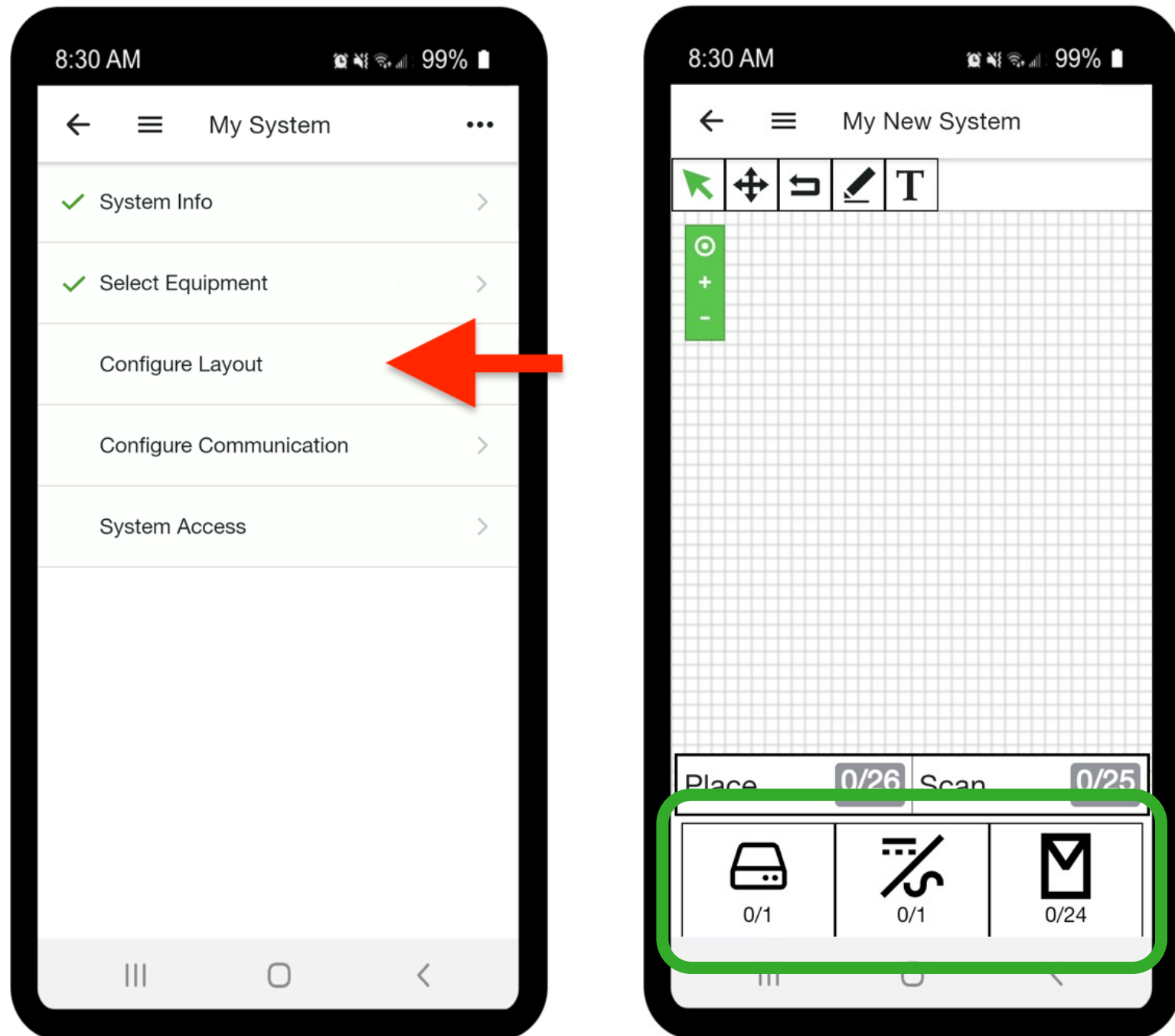
# Add inverters and modules

STEP  
3 of 4



- Select **+** again and then **Add**
- Tap **Inverters and PV modules**
- Add make and model of modules and inverters
- Is the make/model not in the list? You can fill this in yourself by clicking **+** above.
- Add up the number of strings (associated with each MPPT) and the number of modules per string
- If there are different numbers of modules per string in the same MPPT, select the **Uneven Strings** check box.
- Select **Save** to return to the home page
- Repeat the procedure to add any gauges and sensors, then click the arrow at the top left to return to the home page
- Once the information has been entered, a checkmark **✓** will appear next to **Select equipment**

# Layout Settings



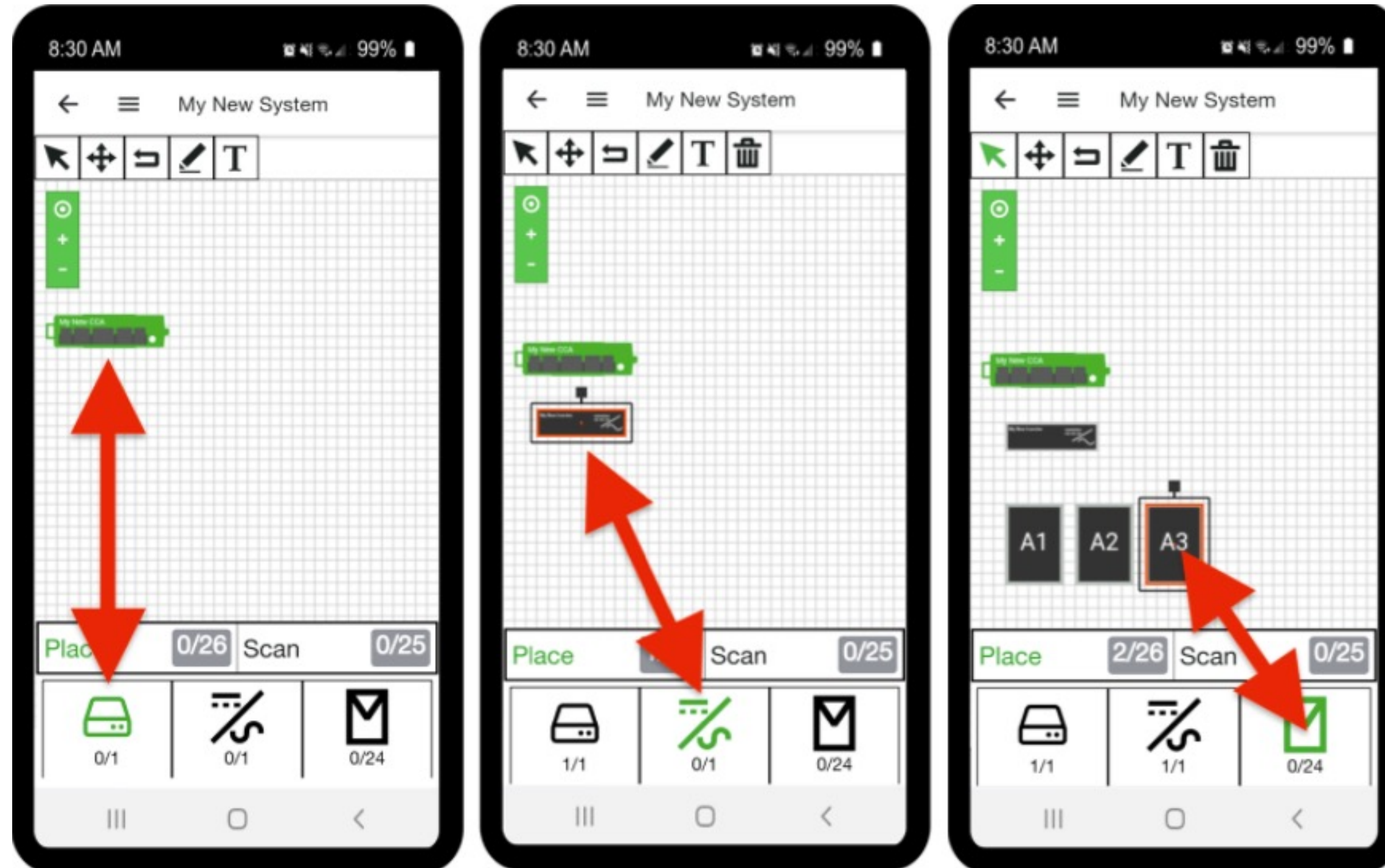
Select the icon and click on the grid to place the corresponding item

- Select **Configure Layout** to Map Equipment
- The symbols at the bottom represent the items you will be placing on the grid

**STEP**  
**3 of 4**



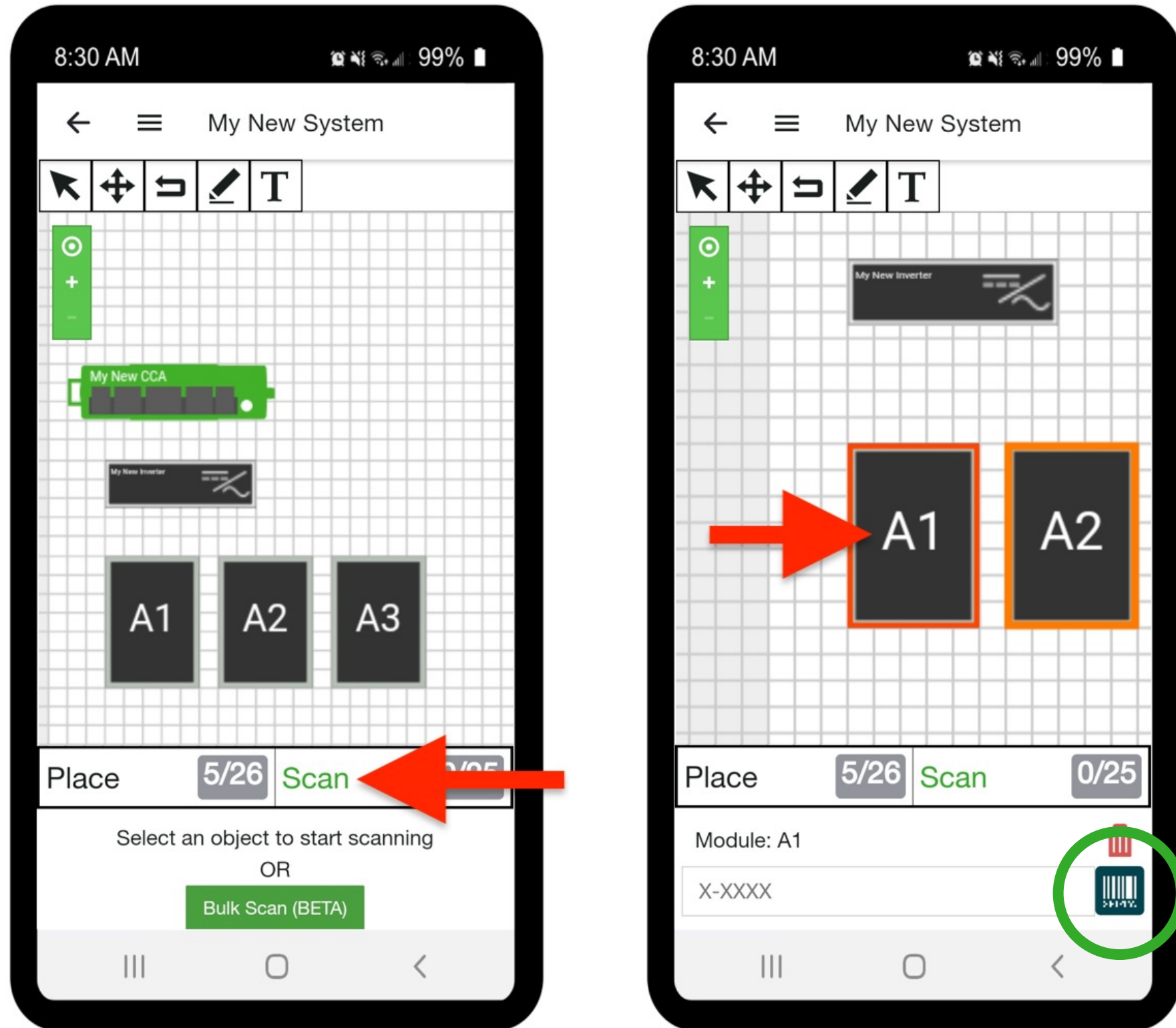
# Layout Settings



- Select the arrow in the toolbox to move the item to the correct position
- The application places the modules linearly: after placing A1, the next module is automatically placed next to it. Complete the string and repeat the operation for all strings present in the system
- Place the modules on the grid according to the physical layout: an exact map will help you understand the effects of shadows on production and recovered energy. In addition, this will facilitate future maintenance work.

**STEP**  
**4 of 4**

# Layout Settings




- After inserting the modules, enter or scan the serial numbers of the TS4 units
- Select **Scan** (see next page) or touch the corresponding module. A box opens where you can write or scan the series.
- Once the serial number is entered, the application automatically moves to the next module
- To change a serial number: click on the appropriate module and enter the new serial number
- To delete a serial number: click on the appropriate module and then tap the trash can icon

**STEP**  
**4 of 4**

# Scan the series



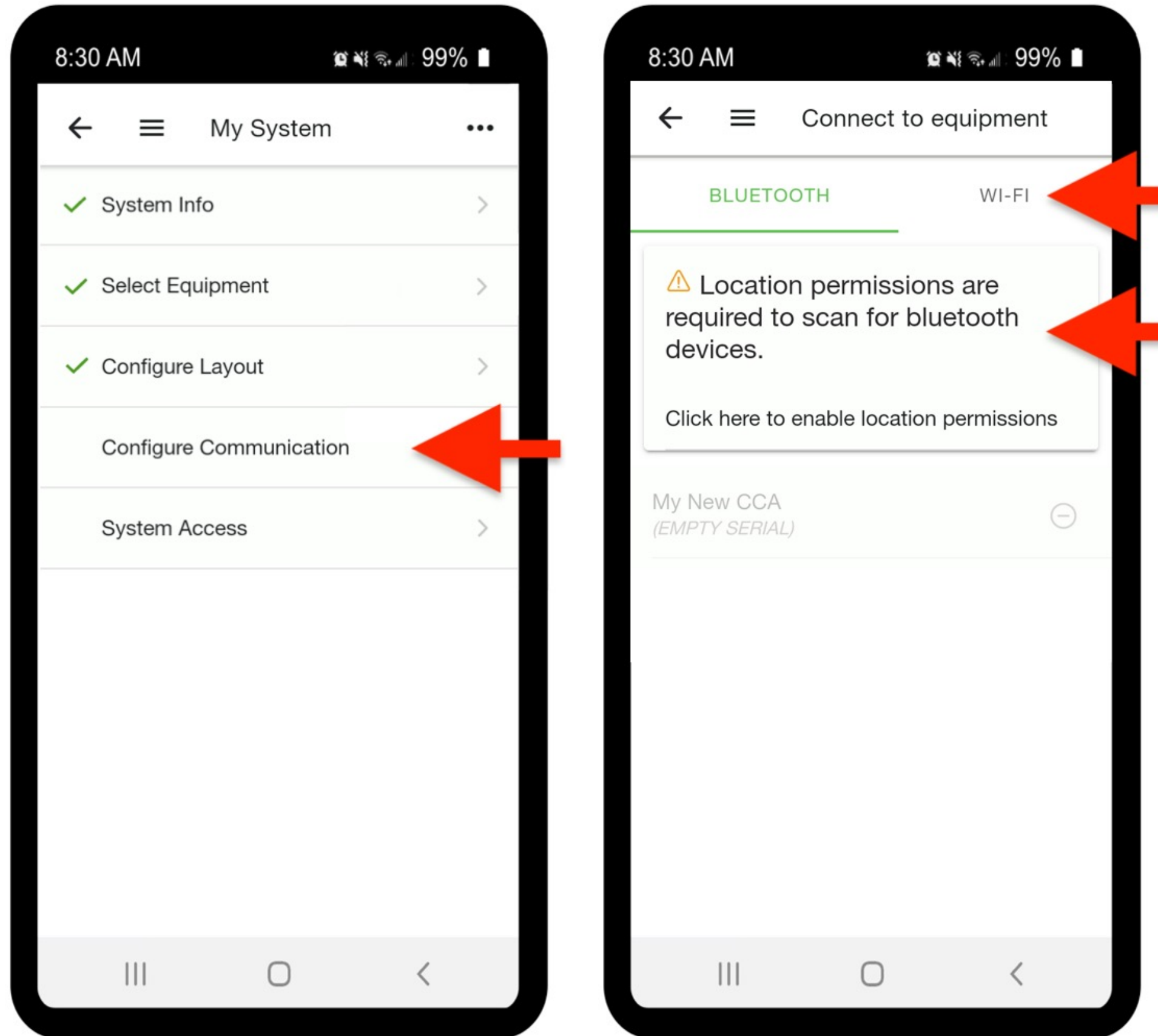
- The built-in scanner is a handy tool to add units quickly and error-free
- Select the icon  to open the camera and scan barcodes in the device
- When all series have been entered, tap the arrow at the top left to return to the beginning. Once completed, a checkmark ✓ will appear next to **Configure Layout**
- System creation is complete. It's time to move on to commissioning!

**STEP**  
**4 of 4**



Tigo EI app :

# Connect to the CCA



The first step in establishing communication is connecting your smartphone/tablet to the CCA. To do this:

- Activate the connection method (WiFi or Bluetooth) via the mobile device settings
- Press **Configure Communications** on the home page
- Select the method ( **WiFi** or **BT** ) above
- Enable grant when warning is displayed

**STEP**  
**1 of 5**

# Connect to the CCA

## Option 1: Connect via Bluetooth

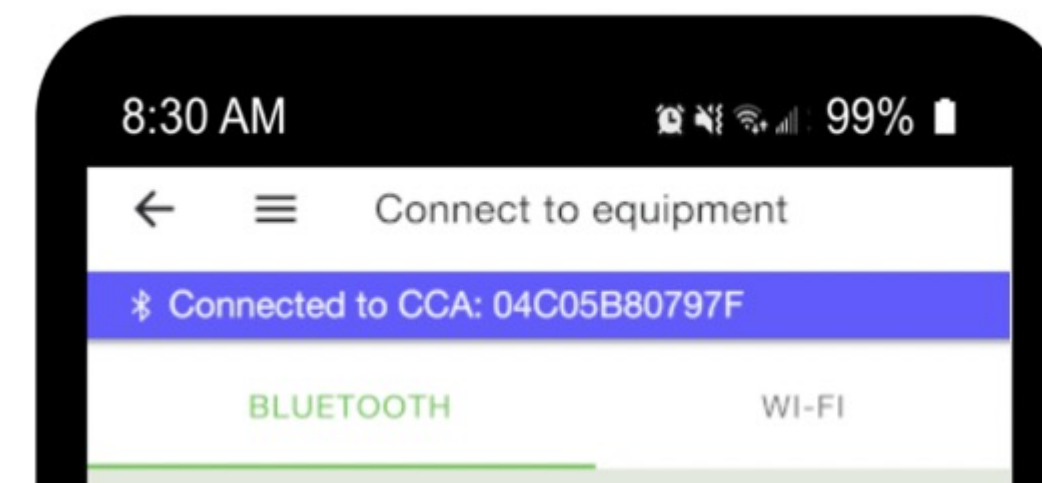
Make sure your mobile device's BT is turned on, but only use the EI app to access CCA. Do not use the mobile device's BT settings to associate with the CCA.

## Option 2: Connect via WiFi

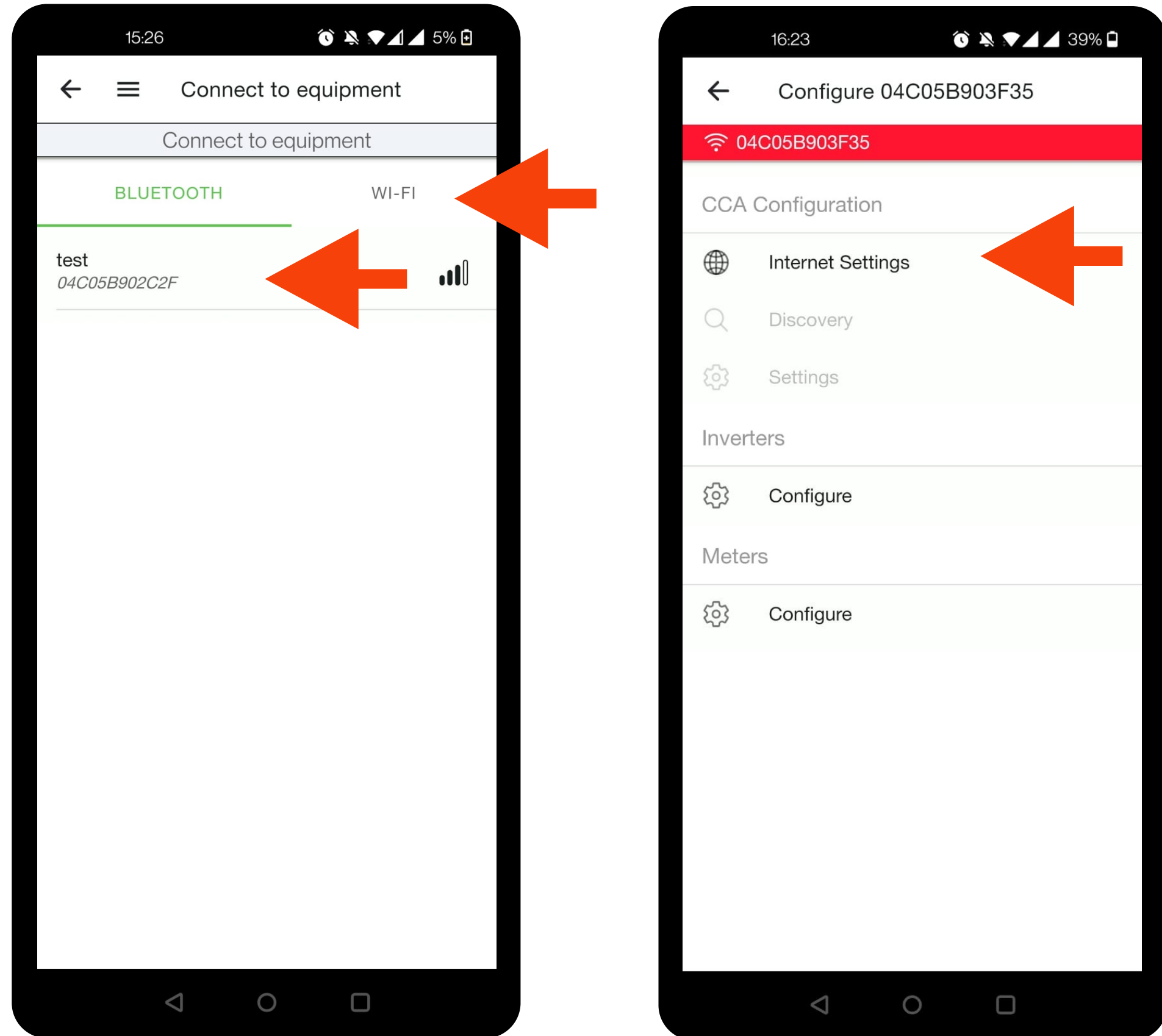
Make sure Wi-Fi is turned on on your mobile device. Use the device's Wi-Fi settings to connect to the CCA. The WiFi network generated by the CCA starts with "SM-". Do not close the Tigo EI app while the task is running.

Once you have successfully connected to the CCA, a banner with the CCA serial number will appear at the top of your mobile device screen.

If you don't see the CCA series in the banner, refresh by dragging down.



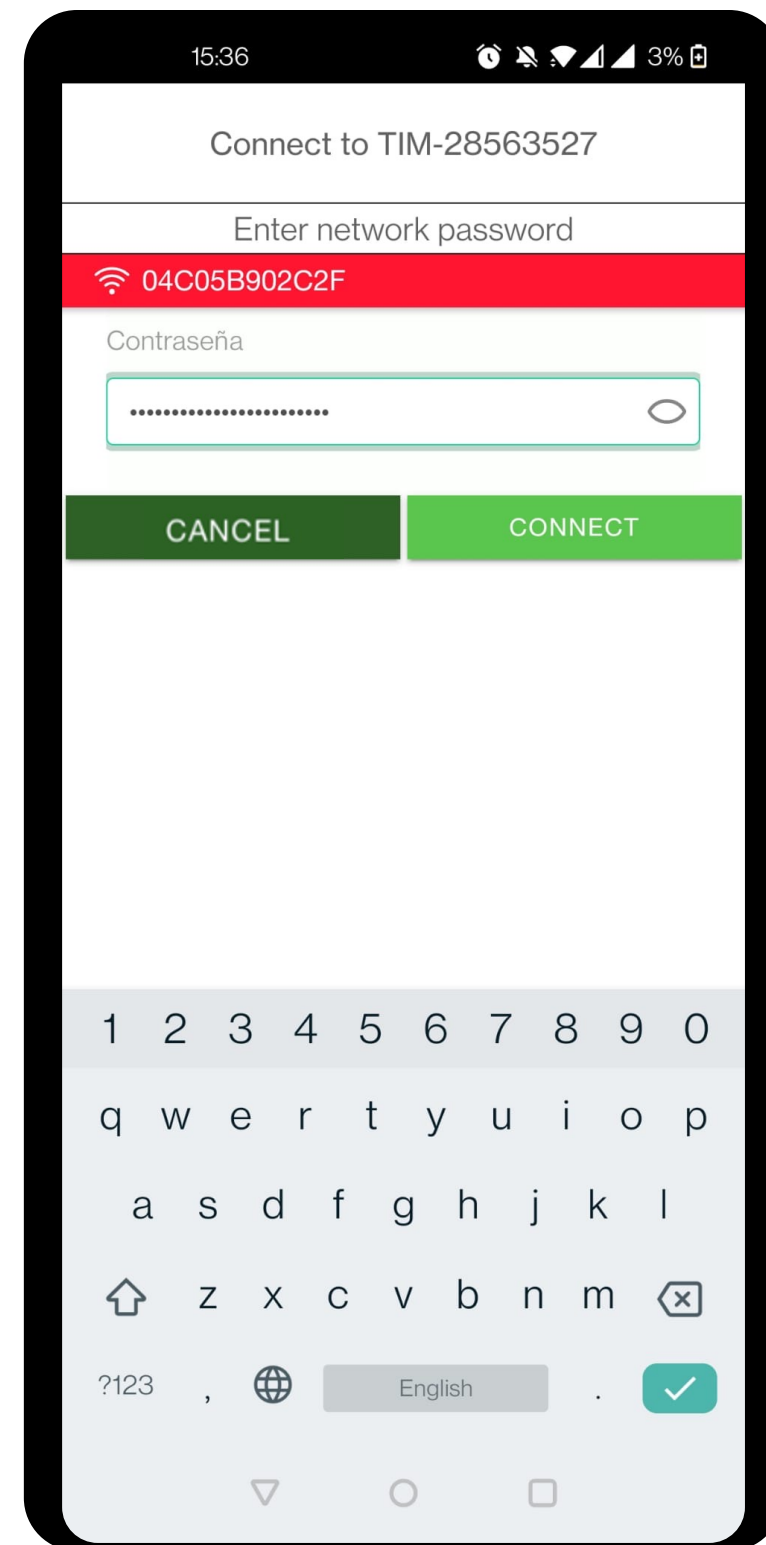
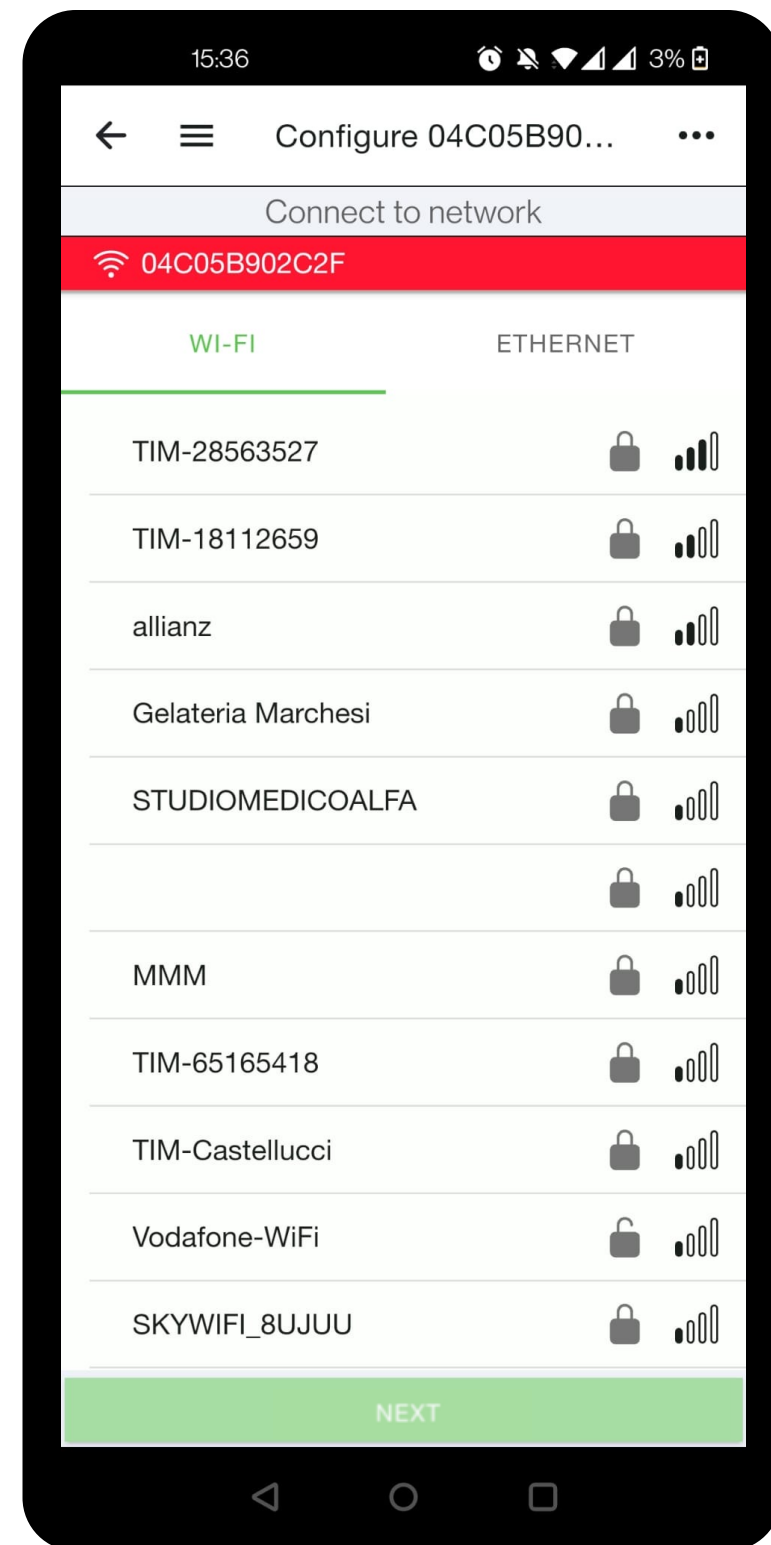
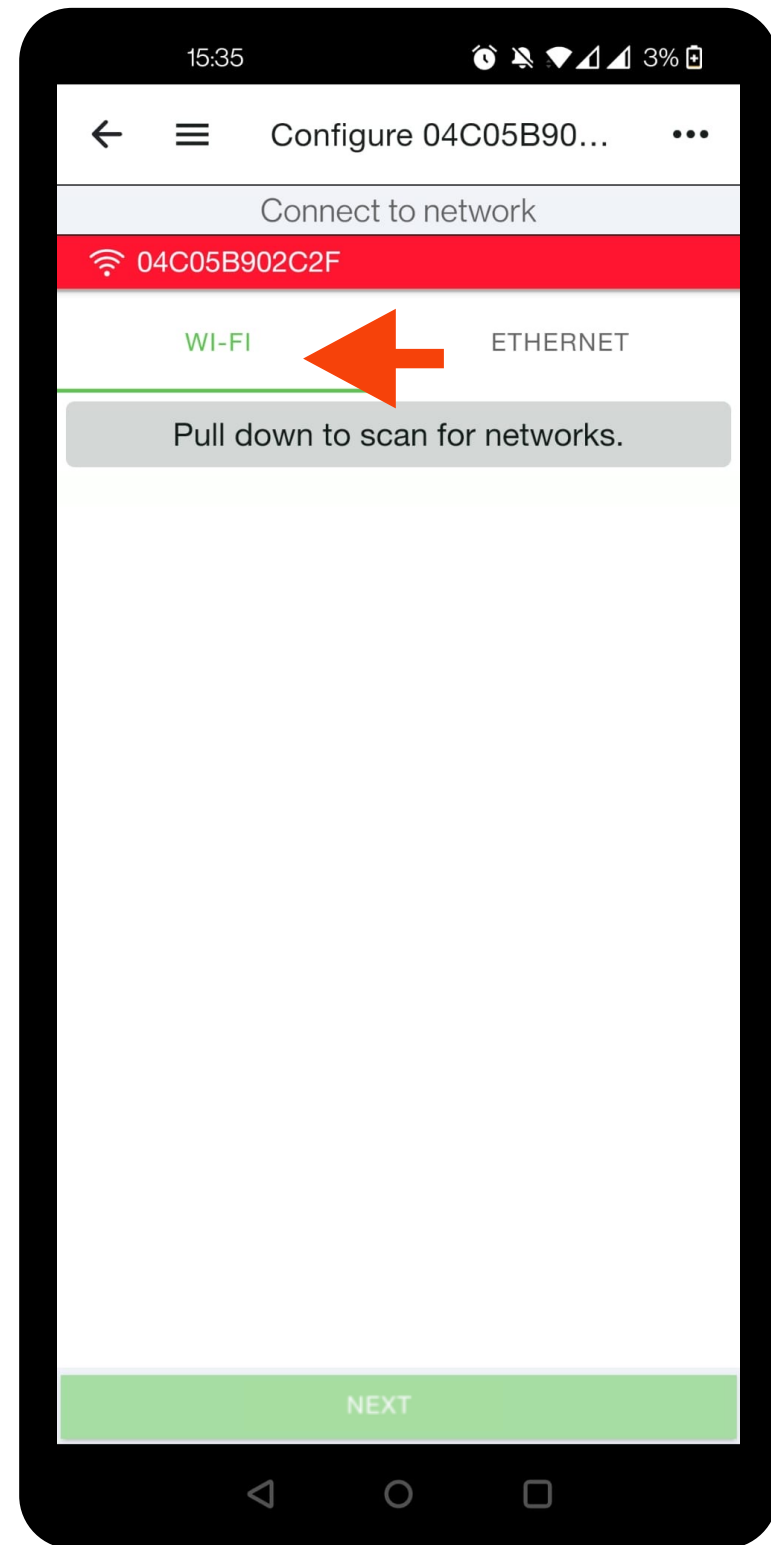
# CCA configuration



- Select the CCA you want to configure
- Select **Internet settings**
- Select the network connection mode for the CCA: WiFi network or Ethernet cable

**STEP**  
**2 of 5**

# Wi-Fi connection



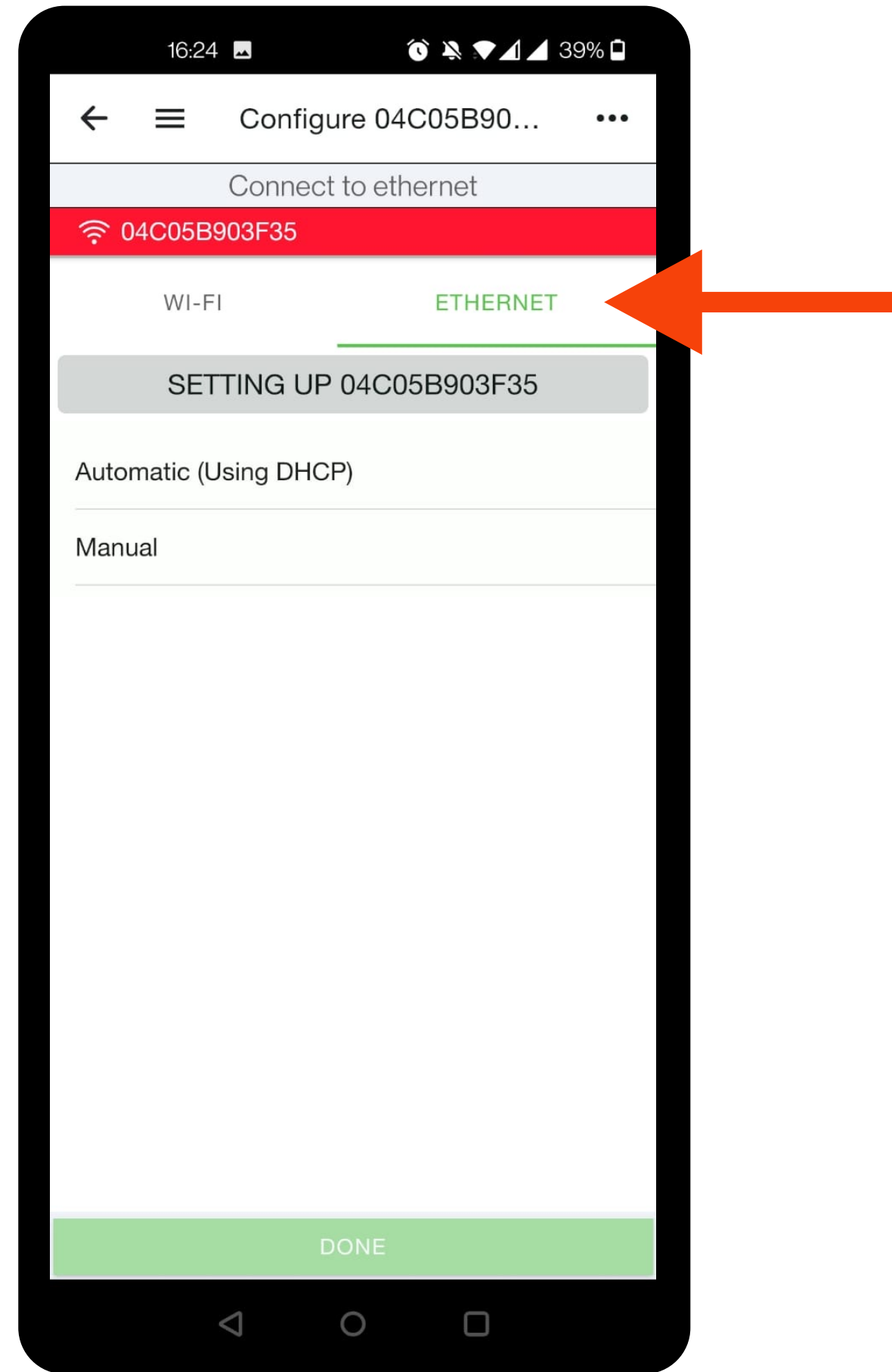
- Select **Wi-Fi** (left)
- Drag down to search for available networks
- Select your local network from the list
- Enter the network password
- Press **Connect**

**NB** : the WiFi connection can be provided by a WiFi router, a mobile device or a smartphone in hotspot mode

**STEP**  
**3 of 5**



# Connection via Ethernet



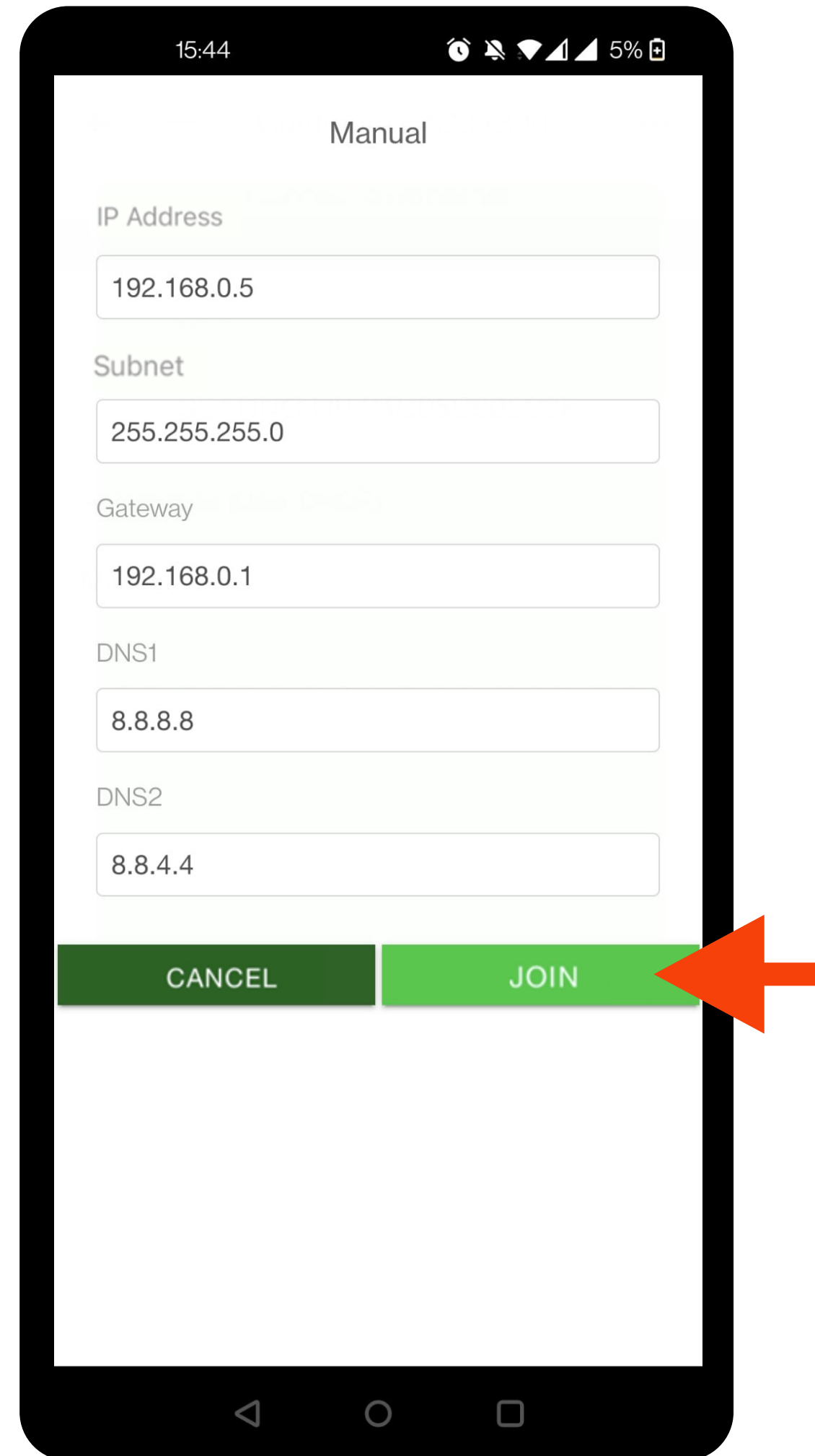
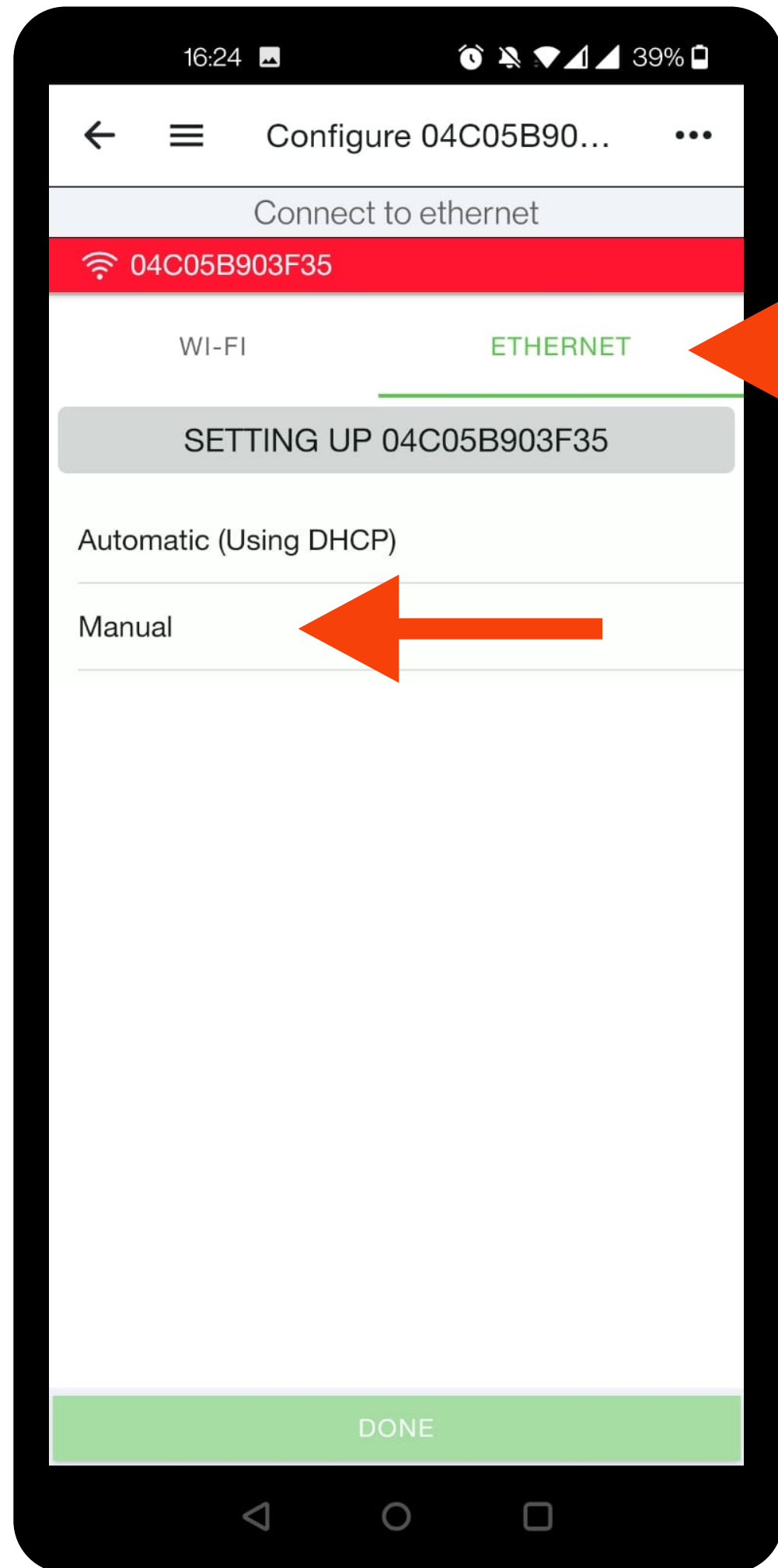
Connection via Ethernet cable does not require any network configuration (password, etc.)

The Ethernet port is always enabled and preconfigured for automatic IP assignment via DHCP

- Select **Ethernet** (right)
- Select **Automatic (with DHCP)**

**STEP**  
**3 of 5**

# Connection via Ethernet

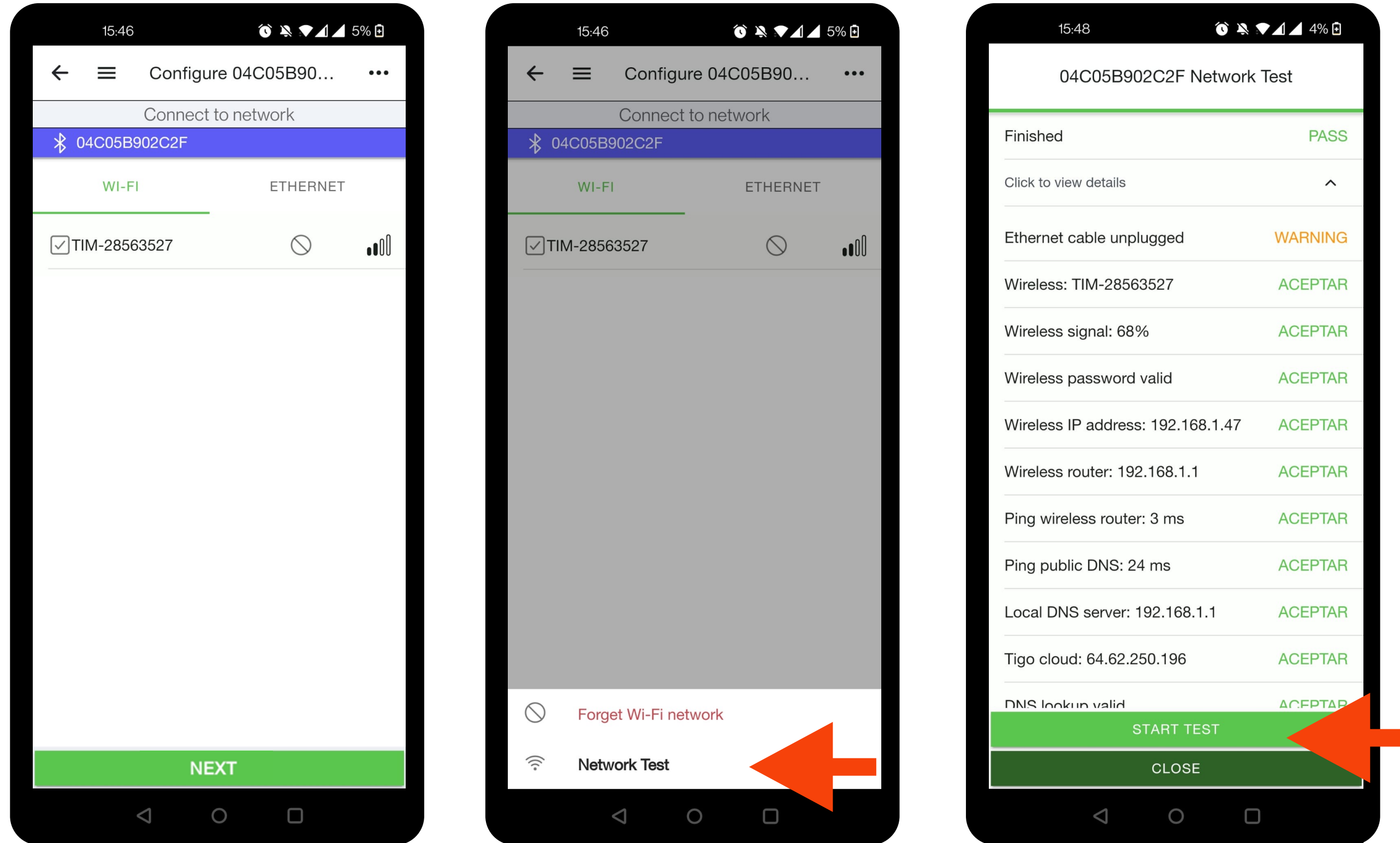


If a static IP address is required, do the following:

- Select **Ethernet** (right)
- select **Manual**
- Enter the IP information
- Click **Join**



# Network test



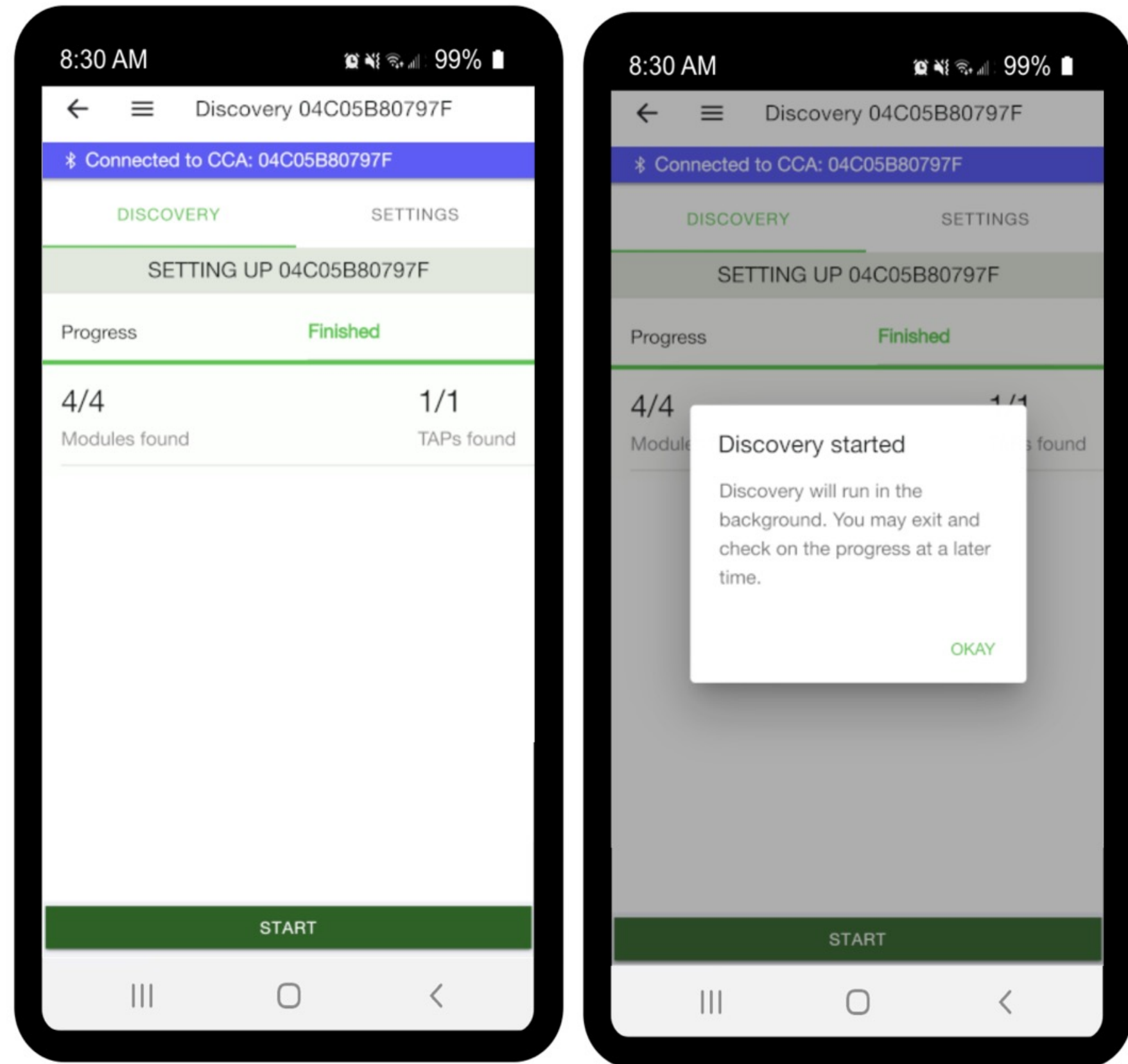
To check the status of the CCA connection to the network, do the following:

- Click **Network Test** (below)
- Select **Start Test**
- Select **Close** to end the test

**NB** : with WiFi connection, the Ethernet cable is detected as "disconnected" in the test report

**STEP**  
**4 of 5**

# The TS4 Search Process



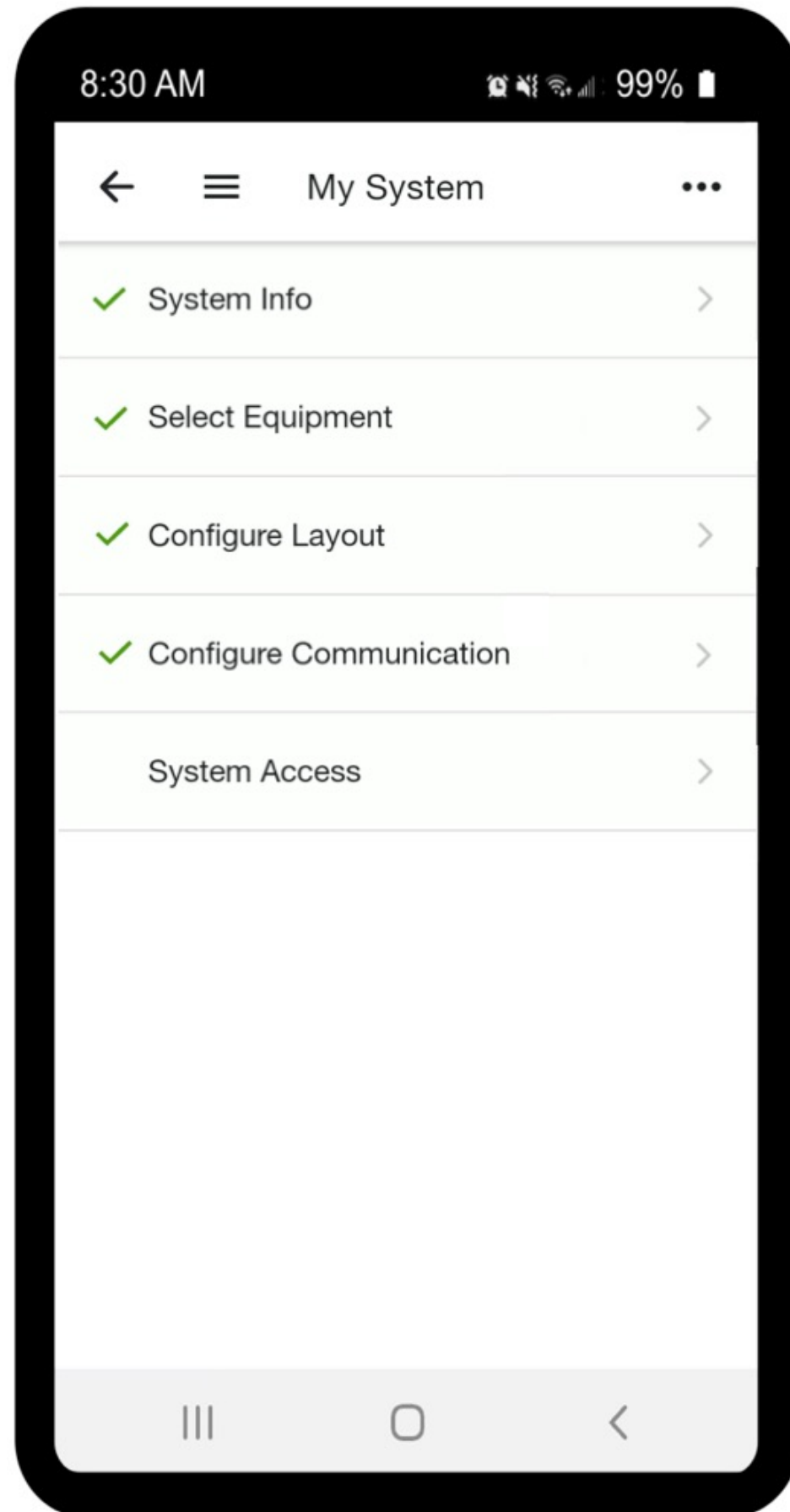
Once the CCA is connected to the network, you can start searching for the TS4. From the **CCA Settings page** :

- Select **Discovery** to go to the search page
- Select **Start** to start the process
- **Discovery started** message will appear
- Select **OK** to exit

The discovery continues in the background. You can log out of the CCA and log back in later to check the status of the process. If you are connected through Wi-Fi, you can now connect to local Wi-Fi from your smartphone.

**STEP**  
**5 of 5**

# The TS4 Search Process



Once the search is complete, return to the home page with the left arrow; a check mark appears ✓ next to **Configure Communications**

## Important information about the search

The search process refers to the download of data packets (serial, system design, etc.) and the quick shutdown command by the CCA. The process generally takes 15 minutes for a residential system, but can be longer for commercial installations or in the case of a poorer internet connection

*The operation is now complete!*

**Note.** It is possible to add users to the configured system via the "system access" option. The new user will receive an email to confirm access

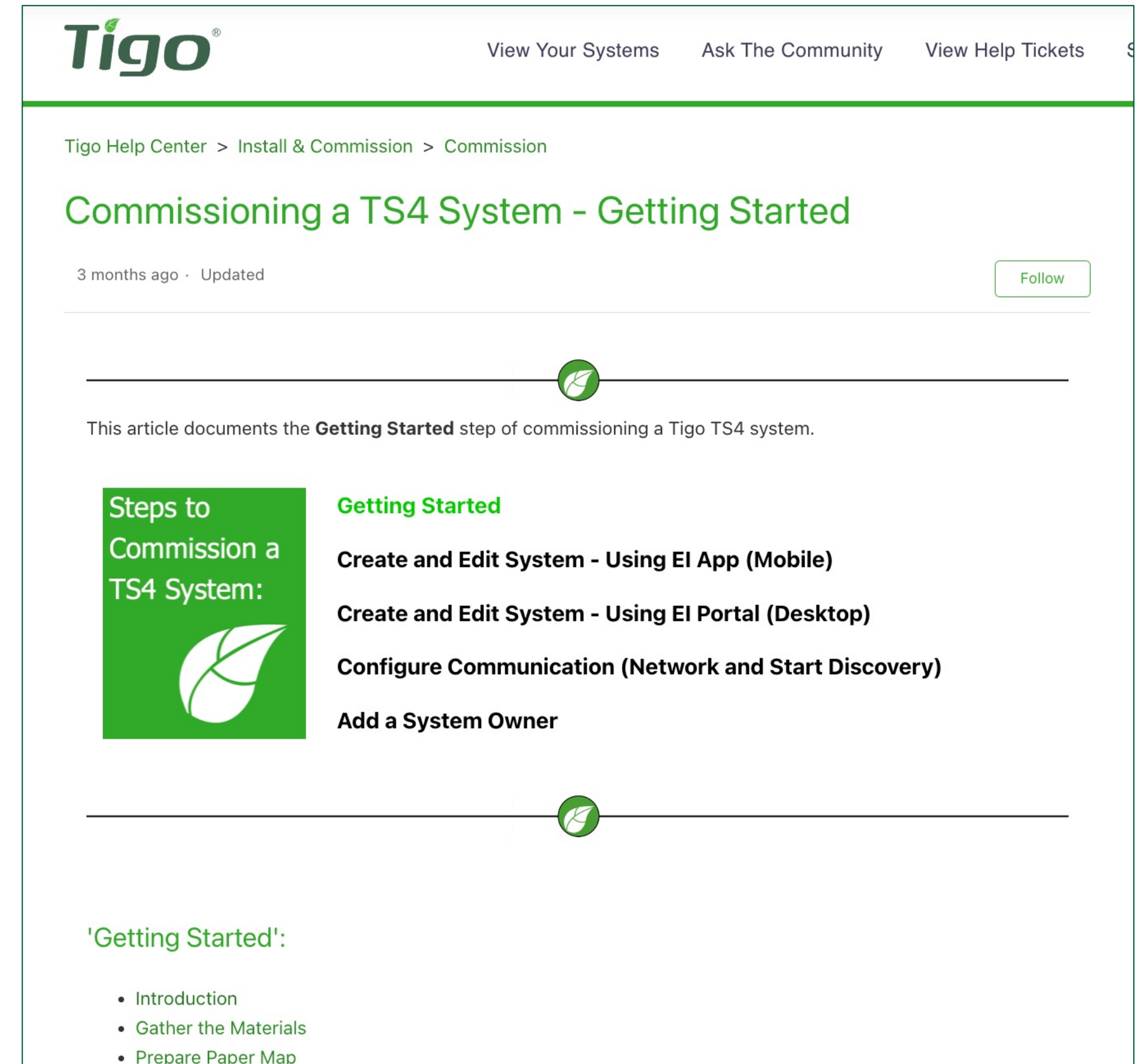


# Additional Resource – Tigo Help Center

For more help, refer to the [Help Center](#) articles detailing the steps to commission a TS4 System.

See:

[Commissioning a TS4 System - Getting Started](#)



The screenshot shows the Tigo Help Center interface. At the top, the Tigo logo is on the left, and navigation links for 'View Your Systems', 'Ask The Community', and 'View Help Tickets' are on the right. Below the header, the breadcrumb trail reads 'Tigo Help Center > Install & Commission > Commission'. The main title of the article is 'Commissioning a TS4 System - Getting Started', with a 'Follow' button to its right. Below the title, it indicates the article was updated '3 months ago'. A horizontal line with a Tigo logo icon in the center separates the title from the main content. The main content states: 'This article documents the **Getting Started** step of commissioning a Tigo TS4 system.' To the left of the main content is a green box with the text 'Steps to Commission a TS4 System:' and a white leaf icon. To the right of this box is a list of sub-steps under the heading 'Getting Started': 'Create and Edit System - Using EI App (Mobile)', 'Create and Edit System - Using EI Portal (Desktop)', 'Configure Communication (Network and Start Discovery)', and 'Add a System Owner'. Another horizontal line with a Tigo logo icon in the center follows the list. At the bottom, the section is titled ''Getting Started':' and contains a bulleted list: 'Introduction', 'Gather the Materials', and 'Prepare Paper Map'.

THANK YOU

***Tigo***<sup>®</sup>