



Sifinity Control

Product Data Sheet

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Sifinity Control is our hardware-enabling, cloud-based application designed specifically for Siemens Chargers, aimed at increasing uptime and availability. This application is the solution for service and location managers, or charge point operators, enabling them to monitor and control the charging stations remotely. Furthermore, the current state and relevant details of each charger are accessible to Siemens Customer Service, ensuring top-tier support in the event of any issues and maintaining high availability of chargers.

Sifinity Control Basic represents the entry-level package. This document outlines the technical scope and features available with this version. The package **Sifinity Connect** expands on Sifinity Control Basic by adding SIM connectivity (including a data plan).

To ensure chargers remain connected during the warranty period, we include Sifinity Connect in the hardware offering for the first two years, which can later be extended on an annual basis through a subscription purchase.

Prerequisites

Setup of chargers	To be able to use Sifinity Control without restrictions, a stable Internet connection ¹ must be set up between the charging station and Sifinity Control as a backend. <ul style="list-style-type: none"> a) The charging station must be commissioned and connected to the backend. b) The charging station must be provided with a stable internet connection¹. c) The latest firmware version should be installed on the charging station. <p>The operator of the charging station must ensure that the above points are fulfilled.</p>
Onboarding of chargers	The commissioned and connected charging station must be assigned to your customer account or organization to gain access. This will be ensured by the Siemens team. If a charging station is not listed in your account, please get in touch with your Siemens contact person.
Internet Connection	A functioning Internet connection must be available. The bandwidth of your internet connection will determine your experience of the service and its performance.
Web Browser	An HTML5 capable internet browser is required (e.g. Google Chrome or Microsoft Edge). The recommended screen resolution is 1024x768 or higher. Viewing on mobile devices is not supported.

Sifinity Control Basic

Access to your service	You will be provided with a username and password which can be used to access your Sifinity Control via the URL https://control.emobility.io/ (The exact URL used could be different based on your location. Please refer to the onboarding email you receive.)
Role concept	There are two separate roles provided to use Sifinity Control <ul style="list-style-type: none"> a) Account Manager The Account Manager can administrate all users of the respective organization. This includes inviting or removing individual users. b) Standard A standard user has access to all functions of Sifinity Control but has no rights for user management.
General	Sifinity Control Basic offers remote monitoring on all Siemens charge points throughout the whole lifecycle. The user is authorized to use Sifinity Control in accordance with the package to which they hold a valid subscription.
Remote Monitoring	The application gives an overview of all the chargers assigned to the respective organization. Important charge point data like current state and availability, firmware version can be seen at a glance. Chargers can be easily ordered by serial number, type, location, availability status or firmware version. In addition, a filter function allows the user to search for specific charging stations. Details like connector type and availability state and OCCP configuration, OCCP connectivity could be seen. Additional parameters like onboarding time, customer information and charger location information is also displayed.

Sifinity Connect

Sifinity Connect is a package consisting of the following:

- a) Sifinity Control Basic
- b) Cellular internet connectivity based on SIM cards (data plan)

⁴With Sifinity Connect, you get SIM with data plan included for internal connectivity

Export Control Regulations

AL → N

ECCN → EAR99
