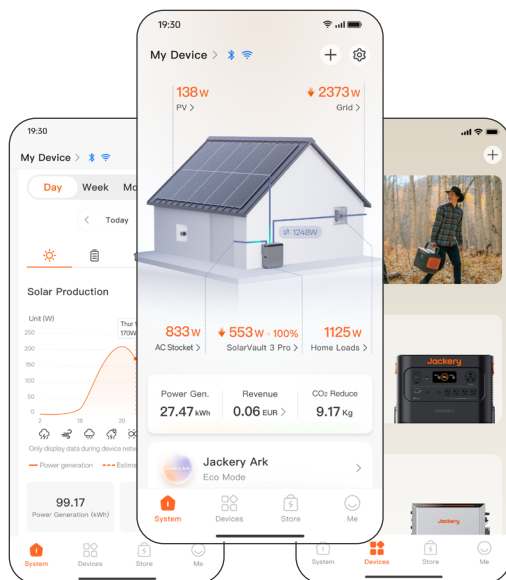


Jackery



User Manual Jackery App

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This manual introduces the features of the Jackery App for Jackery **portable power stations**, organized into two parts—everyday features (“**Quick Start**”) and advanced features (“**Advanced Features**”)—and ends with FAQs.

Some features vary by device model; always refer to what is actually shown for your device in the App.

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Quick Start

This part helps you get started with the everyday features of the Jackery App. For details on advanced features, see the “**Advanced Features**” part.

CHAPTER 1 APP OVERVIEW

The Jackery App is the smart control center for your Jackery portable power station. Once you install the App and connect your device to a Wi-Fi network, you can use your phone—wherever you are—to:

- **Monitor device status in real time**—remaining battery, device temperature, input/output power, and estimated charge/discharge time at a glance;
- **Control your device remotely**—toggle ports, set timed shutdown for output ports, and adjust the light and screen display, all at your fingertips;
- **Personalize settings**—enable charging modes, working modes, output priority, energy-saving strategies, and more as needed;
- **Receive smart alerts**—real-time push notifications for key events such as charging completion, low-battery warnings, and device faults.



Note

The availability, display style, and behavior of some features **vary by device model**; always refer to the actual App interface on your device. Features and the interface are continuously improved with App updates, so keep your App updated to the latest version for timely access to the newest experience.

Getting Started in Three Steps

Step 1 Download the App and register an account → see “**2.1 Download & Registration**”

Step 2 Add your device to the App and connect it to Wi-Fi → see “**2.2 Adding a Device (Bluetooth Pairing)**” and “**2.3 Connecting to the Network (Wi-Fi Setup)**”.

Step 3 Check the status on the home screen and try basic controls → see “**Chapter 3 Feature Overview**”.

After these three steps, you can use the App's basic features. To further reduce energy costs or set up customized strategies, see the relevant chapters in the “**Advanced Features**” part.

CHAPTER 2 CONNECTION & PAIRING

This chapter describes the connection process in the App. To toggle or reset Wi-Fi/Bluetooth using the device's hardware buttons, refer to the device's manual.

2.1 Download & Registration

Search for “Jackery” on the App Store (iOS) or Google Play (Android) to download and install, or scan the QR code to download.



After installing, register and sign in with your email. Registration requires verifying your email and selecting your country/region (the availability and scope of some features depend on your region).



Note

Register with an email you use regularly—device sharing, password recovery, and notifications all rely on it.

2.2 Adding a Device (Bluetooth Pairing)

Bluetooth pairing is the standard way to add a device to the App:

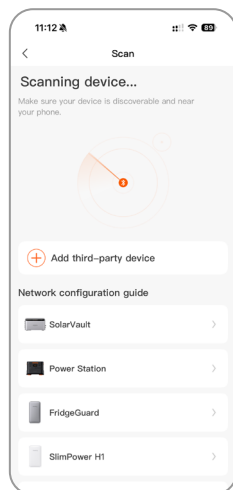
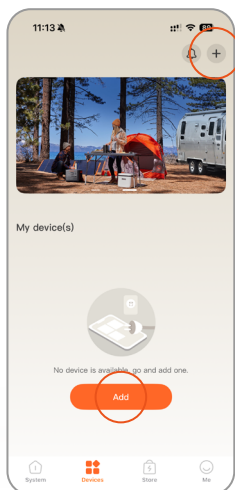
1. **Turn on the device:** After powering on, the Wi-Fi and Bluetooth icons on the device LCD screen blink, indicating it has entered pairing mode. If they do not blink, you can usually press the device's AC+DC/USB buttons together to turn on Wi-Fi and Bluetooth. The button combination may vary by device model—refer to your device's manual.

2. **Start the add process:** On the App's "Devices" page, tap "+" in the top-right to add a device, and grant Bluetooth and nearby-device permissions as prompted.
3. **Select the device:** The App automatically searches for nearby devices in pairing mode; tap your device in the results to complete the Bluetooth connection.



Note

When adding a device, operate within 2 meters. The theoretical Bluetooth range is 10 meters, but the effective range may be shorter depending on the environment (walls, interference, etc.).



When the device is already paired

If you see "This device is already paired," you have two options:

- Have the original owner share it with you via the App (see "2.4 Device Sharing").

- Reset Wi-Fi and Bluetooth using the device's hardware button combination (usually Power+DC/USB; refer to the device's manual for the exact combination). After resetting, the device is removed from the original account automatically and you can add the device again.

2.3 Connecting to the Network (Wi-Fi Setup)

After the Bluetooth connection succeeds, the App guides you to set up Wi-Fi—just enter the Wi-Fi name and password to confirm. Once connected, the Wi-Fi icon on the device LCD screen changes from blinking to steady.



Note

The device supports only 2.4 GHz Wi-Fi, not 5 GHz. If your home router uses the same SSID for both 2.4G and 5G, give the 2.4G band a separate name in the router settings before connecting, to avoid failing on 5G.



Note

Only private Wi-Fi networks that connect with a password are supported; public networks that require web-page authentication (such as hotel or airport Wi-Fi) are not supported.



Note

The App can connect to only one device via Bluetooth at a time; returning to the device list automatically disconnects the current Bluetooth connection, and it reconnects when you select another device. This limit does not apply after Wi-Fi is connected—you can view multiple devices' status at once.

Why connect to the network?

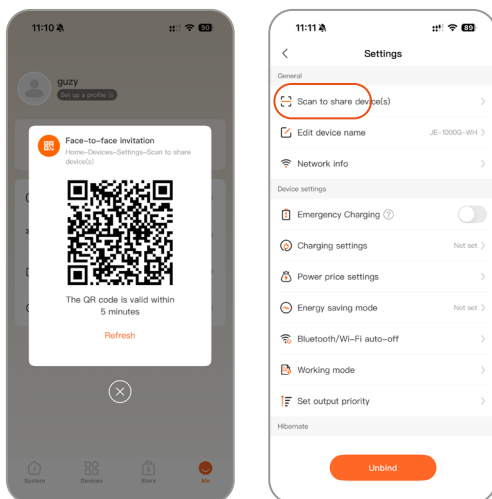
Bluetooth handles basic control, but only a network connection unlocks the full capabilities: remote control (operate even when away), data statistics (generation/discharge/carbon-reduction figures accumulate only when online), push notifications (key alerts require a connection), and firmware updates (OTA downloads require a connection).

2.4 Device Sharing

You can share a paired device with family or colleagues so the recipients can view and control it in their own App. A device can be shared with up to 5 accounts.

How to share:

1. The recipient, using their Jackery account, taps **"Me"** and then **"My QR code"** to open the QR code page.
2. On your App's device page, go to **"Settings"** and find **"Scan to share device,"** then scan the recipient's account QR code.



The recipient's permissions:

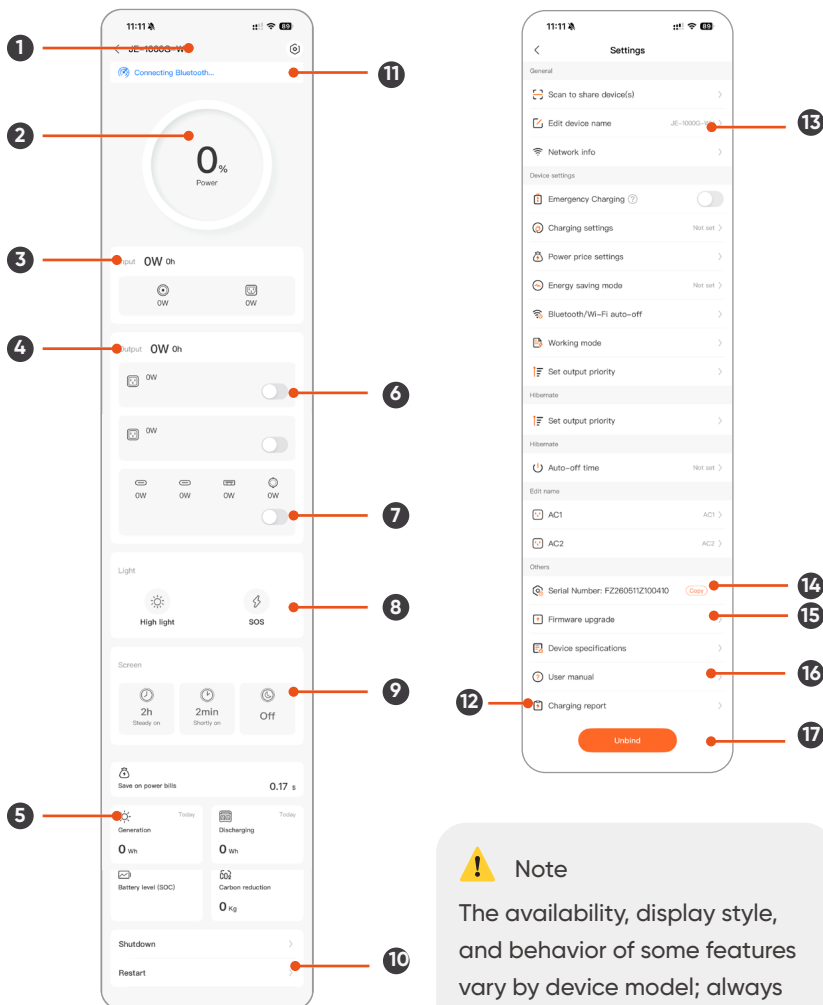
-  Can view device status and statistics;
-  Can perform basic controls such as port on/off, light, and display;
-  Cannot change advanced settings such as charging settings, working mode, electricity rates, or output priority;
-  Cannot remove the device from the account.



Note

Advanced configuration rights belong only to the primary owner (the account that first added the device). To change the primary owner, the current owner must remove the device from their account first, then have the new user add the device again.

CHAPTER 3 FEATURE OVERVIEW



Note

The availability, display style, and behavior of some features vary by device model; always refer to the actual App interface on your device.

3.1 Home Screen: Checking Device Status

No.	Function	Description
1	Connection status	A Wi-Fi icon means the device is online and can be controlled remotely. A Bluetooth icon indicates an active Bluetooth connection. "Device offline" means the device has no active Bluetooth or Wi-Fi connection, so the device cannot be monitored or controlled.
2	Battery & temperature	The large circle shows the remaining battery percentage and the device temperature.
3	Input details	Shows input power, charging source, and remaining charging time.
4	Output details	Shows output power, remaining discharge time, and output voltage/frequency.
5	Statistics	Electricity cost savings, solar generation, battery discharge, state of charge (SOC), and carbon reduction. (Accumulated only while the device is online.)

3.2 Home Screen: Controlling the Device

No.	Function	Description
6	AC output port	Turns AC output on/off and shows real-time power; some devices support a scheduled shutdown (discharge timer). The number of switches in the App matches the device's buttons, and their states stay in sync. Note: Ports with a scheduled shutdown show a countdown timer.
7	DC / USB output ports	A single switch controls all DC/USB ports; some devices support a scheduled shutdown.
8	Light	High / low brightness (on supported devices) / SOS lighting mode.
9	LCD display settings	Device LCD screen-on time: 2 hours / 2 minutes / screen off.
10	Remote shutdown / restart	Remotely shut down or restart the device (the device must be online). After a remote shutdown, the device cannot be started remotely and must be powered on on site.

3.3 Data & Messages

No.	Function	Description
11	Message center	View alerts such as charging completion, low battery, discharge stop, and device faults.
12	Charging report	View each charge's total energy, start/end battery level, duration, and energy.



Note

Statistics and charging reports accumulate only while the device is online—generation and discharge during offline periods are not counted.

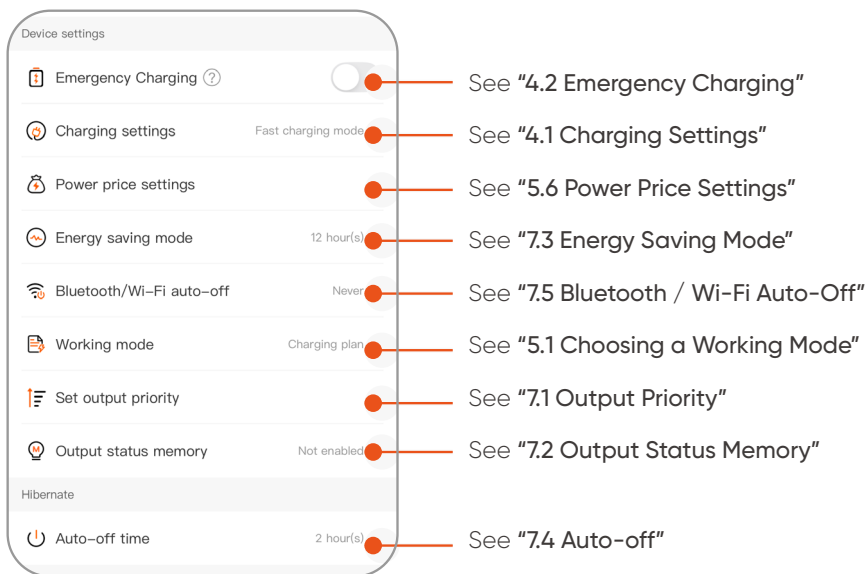
Pushing notifications requires App notification permission to be enabled in your phone's system settings; for the meaning of fault codes in messages, see the device's user manual (opened from “User manual”).

3.4 Device Info & Maintenance

No.	Function	Description
13	Edit device name	Change the default name to a custom one to tell multiple devices apart.
14	Device ID	The device's unique identifier; provide it for after-sales and customer support.
15	Firmware upgrade	Check for and update to the latest firmware. Firmware updates usually include bug fixes and new feature support. Keeping firmware up to date ensures the best experience. Firmware updates require a network connection and a battery level $\geq 30\%$; during the update, do not cut power, disconnect the network, or press physical buttons. You can retry if it fails.
16	User manual	View the device's user manual (specs, buttons, ports, fault codes) in the App.
17	Unbind	Remove the device from your account. This operation stops data accumulation and revokes access for all recipients. To change the Wi-Fi network, you do not need to remove the device —just update the Wi-Fi settings in the App.

Advanced Features

This part explains the App's advanced features in detail. Features vary by device model; always refer to what is actually shown in your App.



CHAPTER 4 CHARGING MANAGEMENT

4.1 Charging Settings

Balances **charging speed** with **charging performance** across different scenarios. Only one of the three modes is active at a time:

Mode	Characteristics	Best for
Fast charge mode	Faster charging speed	For everyday use
Quiet charging mode	Reduces noise to below 30 dB; charging speed decreases	Nighttime, bedroom, or quiet environments where charging speed is not a priority
Customize	Charges steadily at a set power level	For users with custom needs who can adapt to line load, weak-grid, and similar requirements based on their scenario.

4.2 Emergency Charging

Emergency charging is an “emergency-only, not-for-daily-use” charging feature. Unlike regular fast charging, this mode allows a higher charging-power, briefly drawing high power from the wall outlet in emergencies to quickly regain usable power. It is not meant for long-term operation.

- **Best for:** situations that require an emergency top-up; not recommended for everyday use when you are not in a hurry.
- **Where to find it:** enabled separately in the device settings menu.
- **How to use:** one-time activation—once enabled it applies only once, then automatically reverts to the previous charging settings, with no need to turn it off manually.

- **How it works:** when enabled, it has the top priority and temporarily overrides “**Charging settings**”; the original settings are restored after charging completes.



Note

Avoid prolonged or frequent use—long-term use accelerates battery aging.

CHAPTER 5 WORKING MODE

Power stations typically have four working modes—Battery, Self-powered, Charging Schedule, and TOU—which you can choose based on your scenario and needs. The working mode determines **when the device charges, when it discharges, and whether it prioritizes solar.**

5.1 Choosing a Working Mode

Working mode	Use case	Solar panel	Grid	Your benefit
Battery settings	No grid connection; everyday portable use, outdoor camping, road trips	No	No	Plug and play, no configuration needed
Self-powered	Paired with home solar panels, RV energy storage, long-term outdoor solar supply	Yes	Yes	Maximizes solar use and reduces grid electricity purchases
Charging plan	Off-peak charging at home, concentrated top-ups during off-peak hours	No	Yes	Avoids high-priced electricity for charging
TOU mode	Long-term home use, saving money with time-of-use pricing	No	Yes	Charges during off-peak hours, discharges during peak hours

5.2 Battery Settings

Battery settings is the device's basic backup-power function, supplying power independently as a standalone backup source with no scheduling. This mode supports three settings—**Fully use**, **Battery saving mode**, and **Customize**—to manage battery usage and balance cycle life against the energy available per charge.

Option	Strategy	Use case
Fully use	0%–100% full-capacity battery use with no limits. Charges to 100% and discharges until depleted.	Scenarios needing a full charge, such as outdoor trips. Provides the most usable energy and extends single-use runtime, but full charge/discharge causes more wear.
Battery saving mode	Automatically limits the upper and lower charge/discharge SOC for shallow cycling.	Everyday home standby where you rarely fully deplete the battery. Reduces cycle wear by minimizing full charge/discharge cycles, extending battery life by 30%.
Customize	Manually set the charge upper limit and discharge lower limit. Charging stops once reaching the upper limit, and discharging stops when the battery drops below the lower limit.	Scenarios with fixed usage habits and fine-grained battery management. Note: a lower limit of no less than 10% and an upper limit of no more than 95% is recommended.

5.3 Self-Powered

Self-powered mode prioritizes solar-generated power and minimizes grid use to help you save on electricity; you can also set a “**Backup reserve**” to keep emergency power for outages and similar situations.

- **Prerequisite:** you must connect both solar panels and grid power—connecting only one will not work.
- **Backup reserve and self-powered settings:** after enabling **Self-powered**, set a “**Backup reserve**” (adjustable between 10%–90%); only the energy above the backup reserve is used for self-powered.
 - The device always keeps its battery level above the backup reserve, holding that energy as an emergency reserve.
 - Energy above the backup reserve is used for the daily self-powered cycle.
 - Increase the backup reserve to keep more emergency power; lower it to maximize daily savings.

Charge/Discharge Behavior

Battery level	Charging	Power supply
> backup reserve	Solar charging only, until full (grid power does not charge in this case)	Prioritizes the battery's own power
≤ backup reserve	Charged by both solar and grid power to bring the battery back up to the reserve	Automatically switches to grid power; the battery stops discharging to preserve the reserve

5.4 Charging Plan

Charging plan mode lets the device charge from grid power only during specified time periods (for example, when electricity rates are lower). This feature requires the device to remain connected to grid power.

Setting a charging task

Enable “**Charging plan**” in the App and set the charging periods:

- When no charging task is set, or the charging task is disabled: grid power can charge at any time, the same as normal charging.
- Once a charging task is enabled, the device operates as shown in the table below.

Status	Charging	Power supply
Within the scheduled charging period	Grid power charges to 100%	Powered by the grid
Outside the scheduled period, battery $\geq 10\%$	No grid charging; solar charging only	Powered by the battery, prioritizing its own power
Outside the scheduled period, battery $< 10\%$	Grid power charges automatically to keep the level at no less than 10%	Powered by the grid



Note

The set period must cover the full charging time; the charging plan repeats weekly. Solar charging is not restricted by the charging task—once solar panels are connected, charging is always possible.

5.5 TOU Mode

TOU mode is a complete time-of-use price optimization strategy: both charging and discharging are scheduled automatically according to the peak/off-peak periods you set, while solar charging is unrestricted.

- **Prerequisite:** connect grid power and set up time-of-use pricing; see “5.6 Power Price Settings”.
- **How it works:** it operates by time period based on price levels—during high-price periods it prioritizes battery power for loads (when the level is above the backup reserve); during low-price periods it charges the battery; during normal periods it uses grid power directly for loads.

You must first set period rules based on your local time-of-use prices for it to take effect. TOU mode runs by the periods you set manually and **does not read prices dynamically in real time**—the mode only works as expected when the period settings are accurate.

- **Backup reserve:** similar to **Self-powered**, set a battery level reserved for outages (default 60%, adjustable between 10%–90%) as an emergency reserve; only the remaining energy is used for peak shaving / load shifting.

Above this level it follows the operating logic; below it, the device automatically charges from the grid regardless of price to maintain the reserve. To maximize savings, lower the backup reserve (e.g., 20%).

- **Savings statistics:** after TOU mode runs, the App automatically calculates the electricity cost saved based on the prices you entered. More accurate prices lead to more accurate savings statistics.

5.6 Power Price Settings

Configure peak/flat/valley periods and their prices to provide a basis for TOU decisions; **this by itself does not change device behavior**.

- Check your local utility's residential time-of-use prices and enter them accurately;

- Entering wrong prices will not damage the device—it only affects the accuracy of the **“Save on power bills”** statistics and TOU decisions.

Using division by season as an example, the basic steps are:

1. **Divide by season**

Use the plus/minus buttons to add or remove seasons, and drag the months to adjust each season's date range (for regions where price periods differ by season). When done, tap **“Next.”**

2. **Set the periods for each season**

Enter each season and set the weekday periods: the screen shows a 24-hour timeline; tap any period to change it to one of four types—**peak, valley, flat, or lowest-power price period**; tap **“Add time period”** for more segments. If weekend periods are the same as weekdays, check **“Apply weekdays settings to weekends”** to apply them directly.

3. **Enter the price for each period**

Once the periods are set, enter your local residential time-of-use price for each (we recommend checking your utility's official price list).

When all are filled in, tap **“Next”** to finish that season; set the other seasons the same way.



Note

Entering wrong prices will not damage the device—it only affects the amount shown in the **“Save on power bills”** statistics and the accuracy of TOU scheduling decisions, so enter the prices accurately.

CHAPTER 6 BACKUP POWER

6.1 UPS

Some portable power stations support the uninterruptible power supply (UPS) feature, which activates automatically once grid power and a load are connected—no setup required.

- **How it works:**

When grid power is normal, the load is powered directly by the grid (the battery does not discharge) while the battery is also topped up

When grid power is lost, it switches to battery for continuous power supply to loads

When grid power restores, it switches to bypass mode (grid power).

- **Best for:** loads that need an uninterruptible supply.

Most of our portable power stations currently switch in 10ms/20ms (refer to the product's manual). If you rely on this feature to keep a device continuously powered, check the device's ride-through time. For equipment with high power continuity requirements, such as some servers and data devices, verify before use.

6.2 Backup Switching Settings (FridgeGuard)

Through backup switching settings, you can choose how power switches after the grid is lost (UPS, Delay AC start) to suit different needs.

Switch	Mode description	Best for
UPS	Once enabled, provides uninterruptible power. The moment grid power stops, the device switches to battery power in an extremely short time, and connected appliances never lose power.	For devices with high power-continuity requirements
Delay AC start	After the grid is lost, AC output does not power on immediately; it waits a set duration before starting battery supply. This effectively filters out brief grid flickers and momentary outages, reducing frequent device restarts.	Mostly for common household appliances

7.1 Output Priority

If your device supports independent control of two AC outputs, you can set a priority for each AC port group. Designate certain ports for priority continuous power; non-priority ports are automatically cut off when the battery is low or when the total appliance power exceeds the device's rated output, ensuring core devices stay powered.

Minimum SOC: set a separate lower battery limit for non-priority ports.

For example, set it to 30%—when the device's battery drops to 30%, that port turns off automatically, leaving the remaining energy for priority ports; priority ports have no such limit and keep supplying power to the end.

Relationship to working modes: the working mode decides “when to use the battery,” while output priority decides “which ports uses the power in priority and which are turned off first when on battery.”

7.2 Output Status Memory

When enabled, the device automatically restores the previous port power states after an unexpected shutdown or a firmware-update restart, so you don't have to turn each one on manually.

Automatic restoration is triggered under these three conditions:

1. After the device restarts or powers on;
2. After the battery recovers from too low to a safe level (if it shuts down because the level reached the lower discharge limit, it restores automatically when the level recovers to “lower limit + 10%”);
3. After a restart following a firmware update.



Note

The scheduled-shutdown timer is not retained—after a restart the countdown resets to zero and must be set again.

7.3 Energy Saving Mode

The device automatically turns off output ports after no load or a low load persists for a set duration, avoiding standby loss.

Key parameter: the trigger duration can be 2 / 8 / 12 / 24 hours or Never.

For the load types below, we recommend setting **Energy saving mode** to “**Never**,” because such devices stay at low power for long periods during normal operation and **Energy saving mode** may mistake them for “no load” and cut power:

- Refrigerators and freezers (maintaining cooling)
- Medical devices that must not be interrupted
- Home routers and Wi-Fi repeaters
- NAS network storage
- Surveillance cameras
- Air purifiers
- Electric blankets and low-power heating devices
- Low-power, long-charging devices such as Bluetooth earbud charging cases
- ...

7.4 Auto-off

The device **simultaneously meets the three conditions of not charging, no output, and LCD screen off** and persists for a set duration, then **shuts down completely**. When using with no load, please shut it down manually to reduce loss.

Item	Energy saving mode	Auto-off
Trigger condition	No load / low load persists for a set duration	Not charging + no output + screen off, persisting for a set duration
Result	Turns off output ports; the device stays on	Shuts down completely
Wake method	Can be turned on again from the App or hardware buttons	Must press the Power button at the device (cannot be woken remotely)

7.5 Bluetooth / Wi-Fi Auto-Off

Turns off the device's Bluetooth and Wi-Fi transmission on a schedule to further reduce standby loss (includes a "Never" option).



Note

When you need remote access, be sure to turn this off or set a long duration—otherwise, once Wi-Fi is off you will not be able to access the device remotely and must turn it on using the device's hardware buttons.

CHAPTER 8 EXPANSION ACCESSORIES

Some devices support battery packs, parallel connection, and accessory pairing for automatic transfer switch (ATS). Choose based on your device's capabilities.

8.1 Battery Pack

If your device supports a battery pack, it is **plug-and-play with no App configuration needed**: once connected, the App home screen automatically reflects the combined total capacity, and reverts to single-unit display when unplugged.

8.2 ATS

If your device supports the ATS:

- **The configuration entry is not in the device's interface**—configuration, parameter adjustment, and status viewing are all done through **the ATS interface**;
- the device App interface only shows the status and combined power after the peripheral is connected.

8.3 DC Input Module (FridgeGuard)

If your device has a DC input module, it provides a dedicated DC charging input channel and is **plug-and-play with no App configuration needed**.

CHAPTER 9 FAQ

9.1 Connection & Binding

- Bluetooth not found: make sure the device icon is blinking, your phone is within 2 meters, and Bluetooth and location permissions are granted; if it says **"the device is already bound,"** have the original owner share it, or reset the device and reconnect.
- Wi-Fi setup fails: make sure you are using 2.4 GHz private Wi-Fi (5 GHz is not supported, nor are public networks requiring web authentication); verify the Wi-Fi name and password; move the device closer to the router and try again.
- Device offline: make sure the device is on and the network is working; if you changed routers or passwords, reconfigure Wi-Fi in the App.

9.2 Remote Control

- Remote not responding: make sure the device is online; recipients do not have advanced configuration rights.
- Ports won't switch: make sure the device is online, and check whether a protection has been triggered.
- Status not refreshing: exit and reopen the App or reselect the device; statistics accumulate only when online.

9.3 Charging & Working Modes

- Mode not taking effect: check the hardware prerequisites (solar/grid), whether it conflicts with a mutually exclusive mode, and whether the electricity rates are set.
- Abnormal charging speed: check whether Quiet charging, Customize, Charging plan, or Emergency charge is enabled.

- TOU not saving money: verify the price settings; to save more, lower the backup reserve.
- Self-powered not prioritizing solar: make sure both solar panels and grid power are connected and the solar panel is currently generating power.

9.4 Account & Sharing

- Not receiving the verification code: check the email address, check spam, and try again later.
- Can't see it after sharing: have the recipient scan with their own account; only the primary owner can change advanced settings.
- Data after removing the device from account: accumulation stops and history is kept but not updated; data during that period cannot be recovered.

9.5 Updates

- Update failed: make sure the network is stable and the battery is charged, then retry; if it fails repeatedly, contact customer support.
- Update interrupted: it usually rolls back automatically; if it won't start, contact customer support.

9.6 Fault Codes

Note the code and check the device's hardware manual or contact customer support (provide the fault code + device ID).