Redback Technologies

KB06 Registering a Redback Inverter Product

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1. Introduction

The registration process assigns the Redback Inverter or Smart Battery to your virtual fleet, and prepares the product for installation, commissioning, and handover to the owner. All Redback Inverter and Smart Batteries require registration.

Redback recommends product registration in advance, and off-site using the Redback Portal.

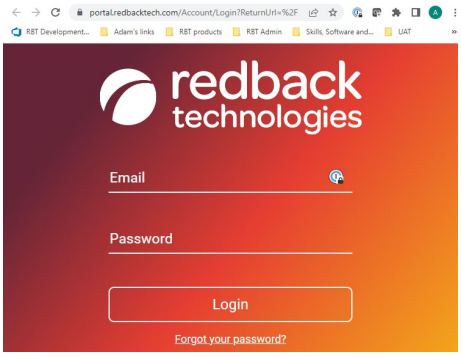
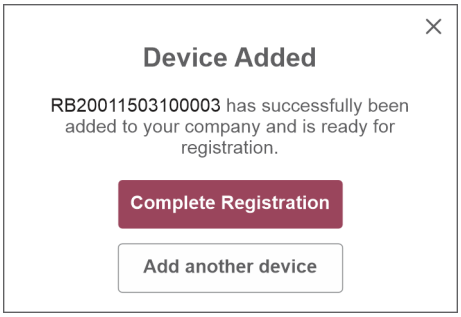
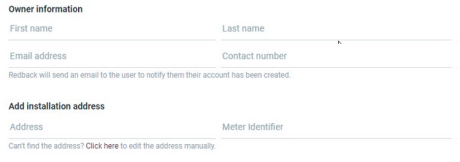
On-site, use the RedbackINSTALL app during commissioning.

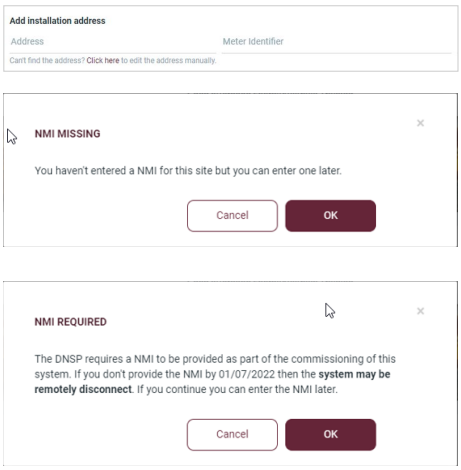
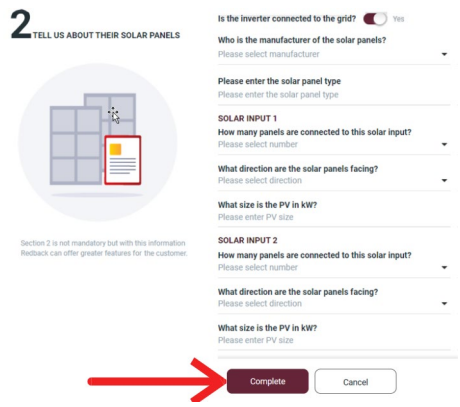
Only Authorized Redback Installers can register a product, and registration requires the following:

- Installer email and password
- Product serial number
- Owner's details
- Installation address
- Solar panel information (optional)

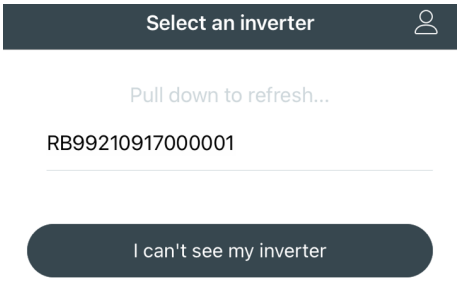
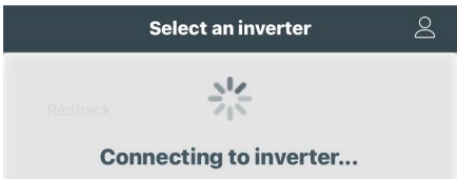
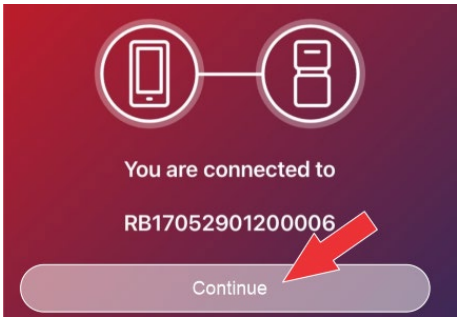
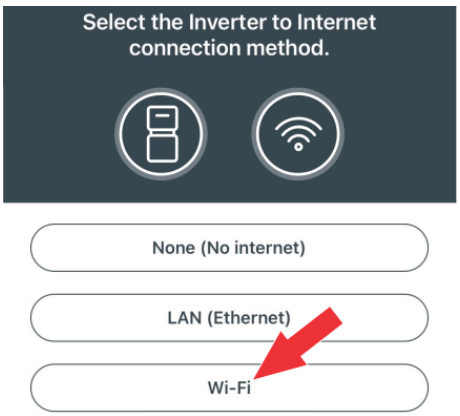
2. Product registration using the Redback Portal

Note: The process for Portal and Fleet Manager is very similar.

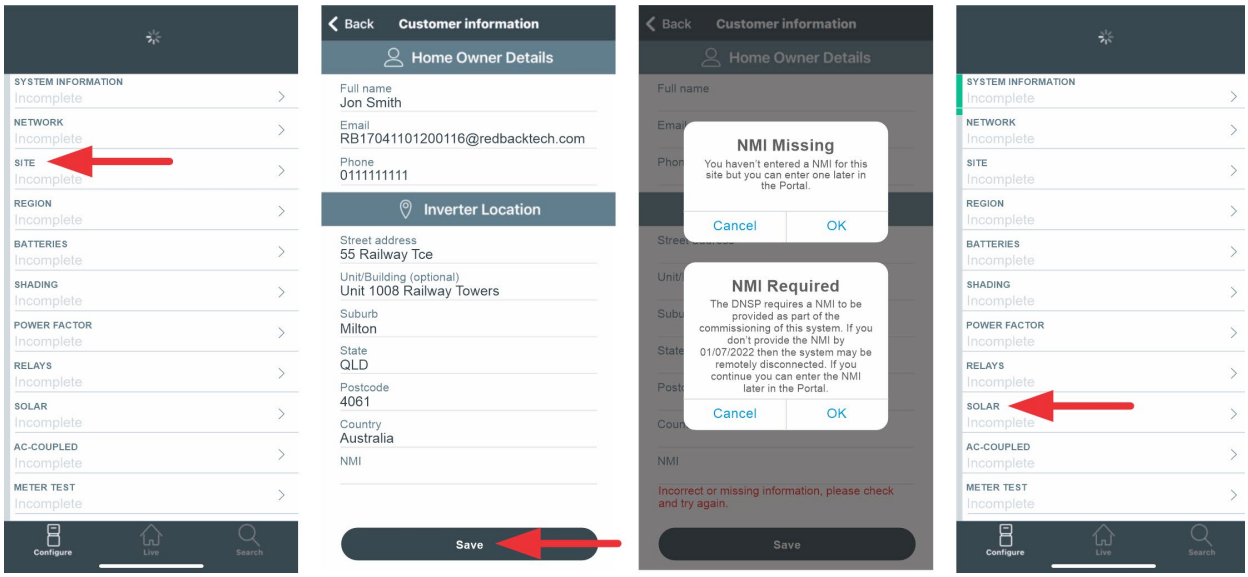
STEP	DESCRIPTION	IMAGE/COMMENT
1.	To register a product off-site login to: https://portal.redbacktech.com/Account/Login?ReturnUrl=%2F The **Installer Portal** will display, opening to the **Inverters** tab. **Frequent installers** will be directed to the **Fleet Manager Dashboard**.	
2.	Locate the **+Add Device** button, located at the top right of the window. The **Add Device** dialogue will display.	
3.	Enter in the serial number of the inverter to be installed—do not include the letters "RB". The serial number is found on the label on the shipping carton, or on the RHS of the inverter, near the barcode. ⚠ Caution: Double check for typos *before* clicking Add Device. The system will check if this a valid serial number but does not check that the number matches the product or carton label.	 Side of Inverter Shipping Label
4.	Click Add device to continue. A confirmation message will appear. Click **Complete Registration** to add further information about the site, owner, NMI, and solar panels.	
5.	Add the owner details. ℹ If the owner details are unknown, enter a dummy name and contact number e.g., ***Jon Smith 0111111111***, and use the product serial number to fabricate the email address in the form: e.g., ***RB20011503100003@redbacktech.com***. This can be updated later when the details are known.	

STEP	DESCRIPTION	IMAGE/COMMENT
6.	When the Installation Address is added the software may ask for the site NMI*. Add this if available, otherwise add it later. *The NMI requirement varies by DNSP. Note: In some cases, the NMI may be required to successfully commission the system.	
7.	Enter the solar panel information, including: • Manufacturer • Panel type – Mono or Poly • Panel configuration This information is not mandatory and can be added during commissioning using the RedbackINSTALL app. With solar panel information Redback can offer greater features for the customer. It is also useful for troubleshooting by the installer and or the Redback Customer Service team.	
8.	Click **Complete**. The product registration will be finalised, and the product will appear on your Inverters tab and or Fleet Manager.	

3. Product registration using the RedbackINSTALL app

#	DESCRIPTION	
1	Ensure the target Redback inverter is advertising Bluetooth. Refer to the relevant product Installation Manual for instruction.	
2	Open the RedbackINSTALL app and login.	
3	Redback Install will scan for products advertising Bluetooth. Wait up to 30 seconds or until the “RB” serial number appears. Touch the serial number and continue to step 3.	
4	Wait up to two minutes for the app to establish the Bluetooth connection.	
5	A success message will appear. Tap **Continue** to begin onboarding.	
6	Onboarding connects the inverter to the internet by one of: • Ethernet to owner's LAN (preferred) • Owner's Wi-Fi • Wi-Fi hotspot (for setup only) Select the required connection method from the list, provide password if required, and complete the internet setup. The systems settings page will appear.	

#	DESCRIPTION
7	On the setting page, Registration fields are in the **Site** and **Solar** tabs. Provide the information requested in each tab. Note: The NMI requirements vary for each DNSP. The app will advise if the NMI field is not completed and/or if this is mandatory. The inverter will be registered when the **Save** is selected on the **Site** tab.



4. Revisions

Amendment	Detail	Author	Date
V2.0	New app, portal and branding	Adam Shipway	14/06/2022

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