

MyRedback app – Information for new users

Version 2.0 Date: 16/06/2022

1. INTRODUCTION

The MyRedback app is an easy-to-use app that provides an overview of your system's performance, and tools to make minor setting changes or reconnect your system to the internet.

2. DEVICE REQUIREMENTS

The app requires a smartphone or tablet running either:

- For Apple devices: iOS 12.1 and above
- For Android devices: 7 and above



Download the app from your App Store: search for MyRedback and look for the new Redback icon, shown above. Generally, if you can find the app on your App Store your device has a suitable OS installed.



MyRedback uses Bluetooth Low Energy (BLE) to connect to your system, enabling system management. Your device must support BLE, and this must be active. Most modern devices have this connectivity.

MyRedback sets up the Wi-Fi connection between your system and your local network, which must use the 2.4Ghz band. Most modern Wi-Fi routers have 2.4 and 5Ghz bands available but you may need to activate the 2.4Ghz band. The 2.4Ghz band is slower but more reliable. Consult your router User Manual if necessary.

If you are unable to connect the app to your system, the inverter may require a software update, and you should request a support call from the Redback Customer Service Team: please lodge a request at <https://portal.redbacktech.com/supportrequest>.

3. LOGGING IN

The MyRedback app log-in is the same as the Redback Portal. That is:

- Email address
- Password

If you have forgotten your login details, we can help. Request a new password at: <https://portal.redbacktech.com/Account/ForgotPassword>. If you don't receive the email straight away, please check your spam/junk folder.

4. CONNECT YOUR SYSTEM TO THE INTERNET

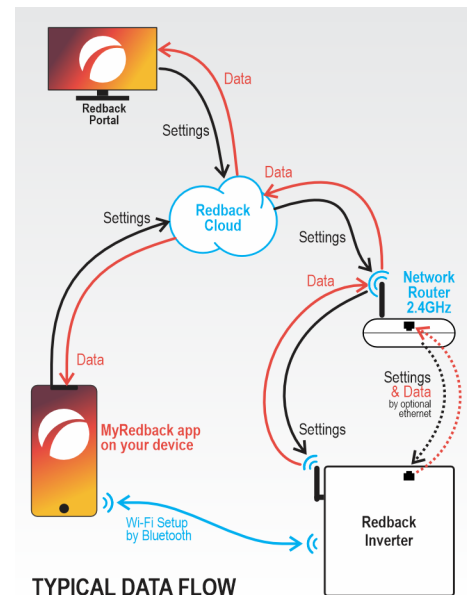
MyRedback connects your system to the internet using your network. Connection to the network is by Ethernet cable or Wi-Fi.

There are two easy ways to check if your system is online:

1. Login to the Redback portal. If your system is “Online” and refreshing data every minute, then it is connected.
2. Login to the MyRedback app. If data is updating every 20 seconds, then the system is connected.

Occasionally, it may be necessary to reconnect your inverter to the internet. This most frequently occurs after a significant disruption to your network such as replacing your router, changing passwords, or changing internet providers

There are two onboarding processes: Ethernet or Bluetooth Low Energy (BT or BLE).



4.1 Ethernet

Ethernet is the preferred method of connection: onboarding occurs automatically, confirmed by:

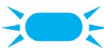
- Inverter Status LED is BLUE
- Communications module LAN icon is blue.

Note: For Smart Inverter series inverters, to connect using ethernet, your system must have the optional “EMS Ethernet” communications module installed.

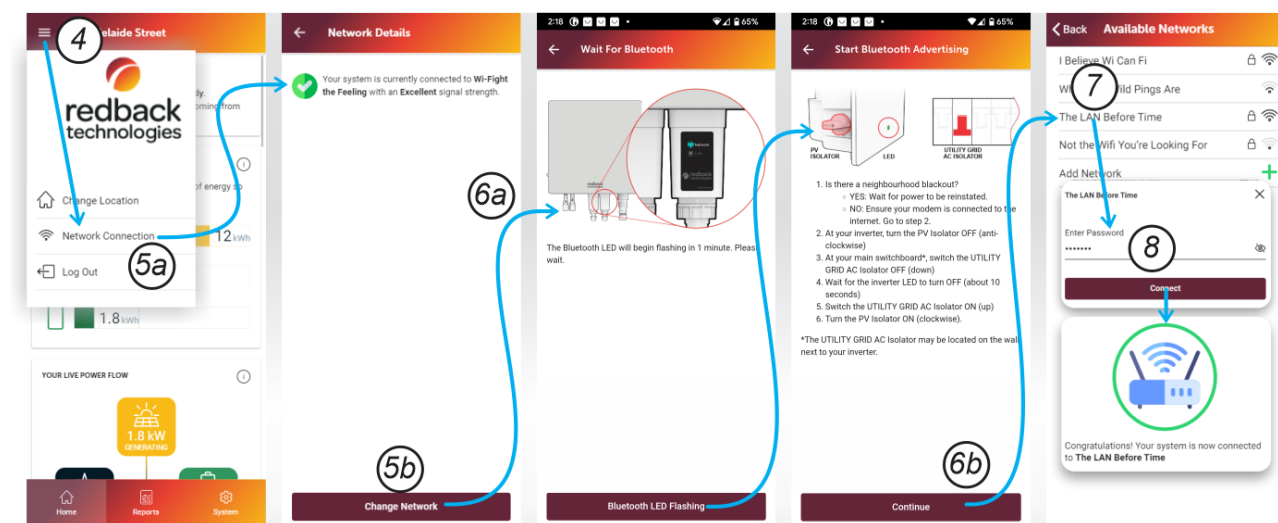
4.2 Bluetooth

BLE onboarding is required if ethernet is not available—a Bluetooth connection is established between the inverter and the MyRedback app, and the app will guide you through the process of connecting the inverter to your Wi-Fi network.

3. Go to your inverter. Ensure your home network signal is Good or better at this location.
4. Shutdown and restart your system, as described in the Owner's Manual.
5. Wait for the status LED to begin flashing continuously, indicating Bluetooth is advertising. This varies with product model:

SB and ST series products:	
SH5000: EMS Bluetooth	
SI-series products:	

6. On your device, open My Redback and login. Touch the **≡ hamburger menu** to display the flyout.
7. Select **Network Connection**. Note your system status and select **Change Network**.
8. You may be notified to start Bluetooth—follow the on-screen instructions, otherwise touch **Bluetooth LED Flashing** to continue. *Note: the image shown below will vary according to your product model.*
9. Select **your Wi-Fi network** from the list.
10. Enter **Password** if requested, and touch **Connect**. A success message will appear.
11. Wait a few minutes and then confirm onboarding success:
12. On the MyRedback app, check that data is refreshing every 20 seconds;
13. On the Portal, check that your system is online, and refreshing every 60 seconds.
14. If onboarding fails, try again, or contact Redback Customer Support for assistance.



5. Revisions

Amendment	Detail	Author	Date
V1.0	First published version	Scarlet Twine	05-Aug-19
V2.0	Rewritten for new App and branding	Adam Shipway	16-Jun-22

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