

## Redback Technologies: Smart SI Series Inverter restart instructions

There are two common reasons your inverter will be offline: 1) a lost connection to your home internet router or 2) the software controller has frozen during an update. It is imperative that your inverter remains connected to the internet for monitoring critical faults and alarms. Additionally, this connection is required by the inverter manufacturer for warranty purposes.

To bring your Smart SI Series system back online, please follow these steps:

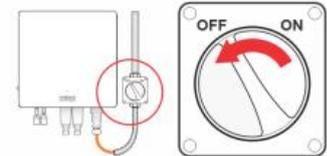
**Restart your router:** Ensure your home Wi-Fi can connect to the internet. If your inverter is connected via an Ethernet data cable, ensure it is securely plugged into your router. You might need to unplug and replug it to hear a 'click'.

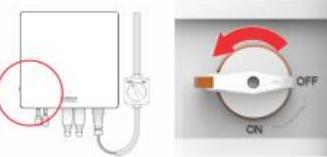
**Restart the inverter:** If the software controller is frozen, you will need to restart the inverter. Please refer to the steps below to shut down and restart the system.

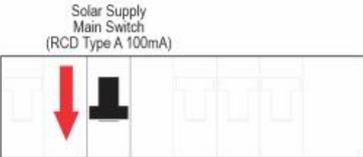
### 1. Shut down the inverter

You will first need to shut down the inverter before you can restart it.

- Near your inverter  
Switch the AC isolator OFF


- At your inverter  
Turn the PV ARRAY DC isolator OFF


- At your main Switchboard  
Switch the SOLAR MAIN SUPPLY isolator OFF


- Wait 5 minutes for your system to de-energize.

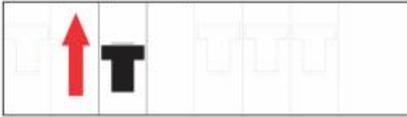

- All done **5** Your system is now shutdown.

## 2. Restart the inverter

Once the inverter has been shut down, you will need to restart it. Follow the instructions below.

**At your main Switchboard** ① Switch the SOLAR MAIN SUPPLY isolator ON

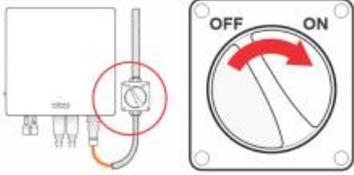
Solar Supply Main Switch (RCD Type A 100mA)



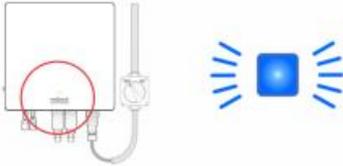
**At your inverter** ② Turn the PV ARRAY DC isolator ON



**Near your inverter** ③ Switch the AC isolator ON



**Wait for the Status LED** ④ to begin flashing blue, indicating BLE is available.



**All done** ⑤ **Your system has now restarted.**

3. The inverter should be back online in couple of minutes.
4. You can also check your inverter is online in your MyRedback app.
5. If your inverter remains offline or you need assistance, please raise a [Member Support Form](#).