

# Manual



01 End user's manual

RCT Power Portal

EN

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The passages in the user manual referring to these products do not represent the original documentation of the product.

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## 1 Basics

Visit the portal homepage:

<https://rct-portal.com>

The portal has three language versions:



German



English



Czech

These web browsers ensure the correct functioning of the portal:



Google Chrome



MS Edge



Mozilla Firefox

## 2 Requirements for using the portal

### 2.1 Connecting inverters via LAN connection



#### NOTICE

Please note that the Control Software version 5369 or higher must be installed on the RCT Power Inverter to enable an error-free connection to the RCT portal.

For trouble-free operation, we recommend connecting your inverter to your home network via LAN or using a dLAN® Powerline adapter.

Inverters equipped with the WiFi\_C1 module cannot be registered in the portal.

The WiFi\_C1 module is easily recognizable by its missing LAN port on the corresponding power storage.

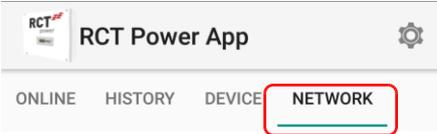
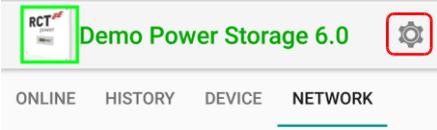
The following inverters are equipped with a WiFi\_C2 module and a LAN connection and can be registered:

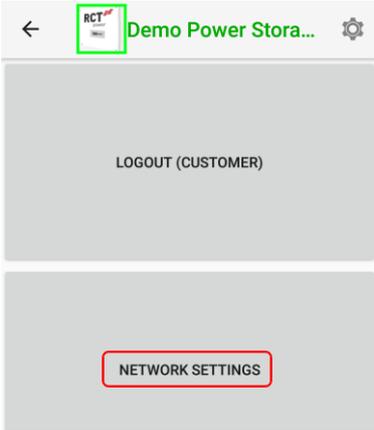
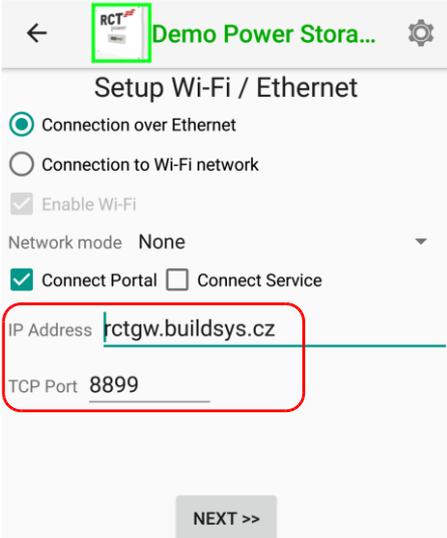
- Power Storage DC 6.0 ab Seriennummer 0065A4630282
- Power Storage DC 5.0 ab Seriennummer 0065A4530049
- DC 4.0 power storage from serial number 0065A4430027
- All Power Storage DC 8.0 and 10.0 models

Power Storage AC systems and installations with more than one Power Storage DC cannot be assigned in the current version of the RCT Power Portal.

In order to visualize the values of your PV system in the RCT Power Portal, you must first have downloaded the RCT Power App and then use the app to establish a link to the RCT Power Portal via the router.

Use this process to set up your installation's connection to the RCT Power Portal. Your system must also be registered in the portal to enable the visualization of system data via the portal (see also Chapter 6).

Step	Description	Explanation
0	Download the "RCT Power App" from the Google Play Store.	
1	Open the RCT Power app on your mobile device and tap the Device Selection menu.	
2	Select your system from the list and activate it. Once the app connects to the system, the system name is displayed in green in the app's header.	
3	Tap the gear icon to access the settings menu.	

Step	Description	Explanation
4	The LOGIN screen appears. Tap LOGIN to open the password dialog. Use the password of the system owner: 8x* (*****) Then select "NETWORK SETTINGS" from the menu.	
5	The network settings are loaded. This may take a few moments. Now check the box next to "Connect Portal" to connect to the portal. This will initially trigger the notification of the RCT Privacy Policy. Accept them and continue.	
6	<p>Android devices automatically load the required network settings.</p> <p>iOS-based devices require the following input:  <b>IP-Address: rctgw.buildsys.cz TCP-Port: 8899</b></p> <p>Check your entries for correctness and continue by tapping "Next".</p>	
7	<p>On the next screen, you can select the</p> <p>Select "Obtain IP address automatically". It is enabled by default and the setting is required. Click FINISH to update. The following messages indicate the progress: Apply changes ..... Save finish changes... Finish</p>	
8	Press "Finish" again to complete the setup and return to the settings menu.	

### 3 Register an account for the portal

A portal registration is possible in two ways, which allows a high degree of flexibility:

- A) Self Registration
- B) Registration by the installer (third party)

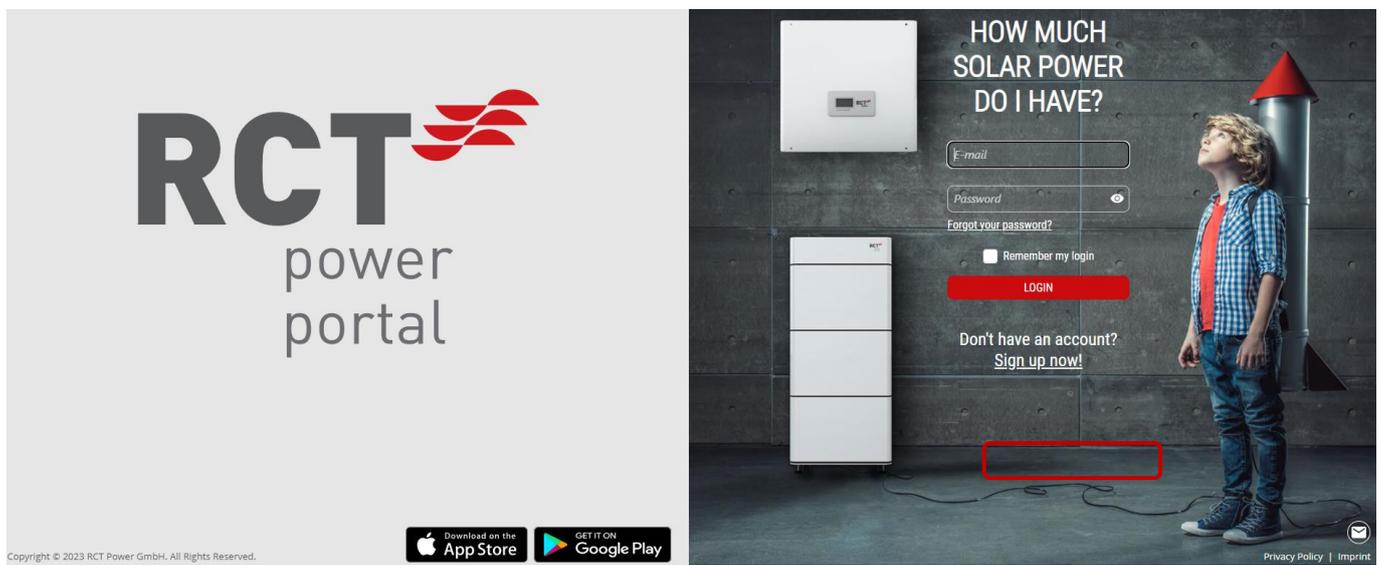


NOTICE

In order to avoid double registrations, a clear agreement should be made with the installer as to which party/person will carry out the registration.

#### 3.1 Self Registration

Visit the Login page <https://www.rct-portal.com/> and use **Sign up now!** or click directly on the link <https://www.rct-portal.com/registration/en> and select the account type (Personal – for the end user, company – for the installation company).



NOTICE

The language is primarily set to the English version. In the upper right corner you will find a button to switch languages.

## Step 1

Fill out the form based on the account type, i.e. for a personal account - user.

### ACCOUNT SELECTION

Please choose an account type you want to create.



**PERSONAL**

This account type is intended for end user/customer of a RCT Power portal.

**CHOOSE**



**COMPANY**

This account type is intended for a installation/distribution company of RCT Power products.

**CHOOSE**

Do you have an account?  
[Sign in now!](#)

### ACCOUNT CREATION

Personal

First Name \*

Last Name \*

E-mail \*

E-mail Confirmation \*

Phone

**CREATE**

[< Back to account selection](#)



### NOTICE

If an incorrectly entered or non-existent email address is used, the registration process cannot be completed automatically because the account cannot be created.

Please also ensure that the e-mail address is passed on correctly if your installer should take over the registration.

## Step 2

Complete the account creation through the follow-up process.

Pos.	Description	Explanation
1	Click the Set Password button in the created email that you should receive after registering in the portal.	<h3>Account created</h3> <p>Dear user, Your email address has been registered to the RCT Power Portal. For using of the RCT Power Portal features please set a new password for your account by using of the link bellow:</p> <p style="text-align: center;"><b>Set password</b></p>
2	Tap "Set a new password" to set your next password.	<h3>ACCOUNT ACTIVATION</h3> <p>Set a password to complete activation.</p> <p style="text-align: center;"><b>SET A NEW PASSWORD</b></p>
3	The password must contain at least 6 characters, one of which: <ul style="list-style-type: none"><li>• a lowercase letter</li><li>• a capital letter</li><li>• a number</li><li>• an alphanumeric character (, . !, etc.)</li></ul> must be.	<h3>SET NEW PASSWORD</h3> <p>New password <span style="color: red;">!</span> <input type="password"/></p> <p>Confirm new password <input type="password"/></p> <p style="text-align: center;"><b>CONFIRM</b></p>

The account setup will be confirmed by a confirmation message asking you to set a password. After you have set a password, you will be redirected to the portal's home screen.

Pos.	Description	Explanation
4	Confirm the privacy policy if you want to use the portal functions.	<p style="text-align: center;"><b>PRIVACY POLICY</b></p> <p><input type="checkbox"/> I read and agree with the terms and conditions. <a href="#">Link</a></p> <p style="text-align: center;"><b>CONTINUE</b></p>

### Step 3

After completing the previous steps, you will see the following screen:



### WELCOME TO RCT POWER PORTAL

If you want to use all features of the application, the **first step** will be set up of your installation.

Detailed instructions how to proceed this you may find in the application menu, section **Manual**.

**SETUP INSTALLATION**

Pos.	Description	Explanation
1	On the left side you will find the main menu. Here you will also find the manual.	

### Step 4

Set up your PV system.

Pos	Description	Show
1	Set up the installation using the Setup Install button or the settings in the main menu.	

2

Fill out the form – Step 1

- The field marked with the red star is required
- Under "System name" you can give your PV system a freely selectable name
- Select the installation company that supplied the PV system from the list, or select the "uncategorized installation" from the checkbox below if you do not want to be assigned to your installation company.
- Select the type of installation, i.e.
  - Photovoltaic system without storage** – simple PV system without battery or
  - DC system with battery** – easy installation with battery
- Select the inverter type from the list
- Enter the SN number of your inverter
- Click Next

**INSTALLATION SETTINGS**

Installation name \*

You have to choose any company from the list or select the Unclassified installation

Select Company

Unclassified installation !

Type of installation \*

INVERTER

For successful finishing of the installation setup make sure, that the inverter is correctly connected according to the instructions stated within the [Manual](#).

Inverter Type \*      Serial number \*

Step 1/3      **NEXT**

**NOTICE**

In order to allow your installer to monitor the system in the portal, you should assign the system to the installation company under "Select company". If in doubt, if the name of the installer account is not known, contact your installer.

Please also select "DC system with memory" in case your battery should be delivered later. When retrofitting the battery, you can then simply add the missing information. Systems "photovoltaic system without storage" are only RCT Power "Power Inverter".

3

Fill out the form – Step 2

- Fill in the address information of the PV system.

**Note:** Depending on your location, select the weather forecast that appears on the dashboard. In addition, this personal data will only be used for any service calls.

**INSTALLATION SETTINGS**

✓ 1 Installation    2 Address    3 Battery    4 PV Panel

Street & Street number \*

City \*      ZIP \*

Country \*

BACK      Step 2/4      **NEXT**

4

Fill out the form – Step 3

**This part of the form is only displayed if the battery is installed, i.e. a DC system with battery is selected**

- Choose from the list of installed battery towers (one or two)
- From the Total installed capacity of a battery tower list, select
- Enter the serial number of the Power Battery Master

**INSTALLATION SETTINGS**

✓ 1 Installation    ✓ 2 Address    3 Battery    4 PV Panel

No. of towers

Total Installed Capacity      Total Installed Capacity

Serial number

BACK      Step 3/4      **NEXT**

Fill out the form – **Step 4**

5

- Enter the type of PV modules – this field is optional
- Enter the total installed capacity of the PV modules in "kilowatt peak".
- Finish the installation set-up using the Save button.

**INSTALLATION SETTINGS**



Type

Total Installed Capacity (kWp)

   Step 4/4   

6

You will be redirected to the dashboard page where you can now see your installation.

If the inverter has already been registered in the portal, the following error message is displayed:

Serial number \*

0065A4633055

This inverter's S/N is already registered to any User's environment.



**NOTICE**

If the inverter is not connected to the portal because the connection is not set up incorrectly, or because there are problems with the user's Internet connection, the following error message is displayed:

Serial number \*

0065A4030025

Device couldn't be found. Check your serial number.

For troubleshooting, please refer to the corresponding chapter.

### 3.2 Registration by the installer

The other way to log into the RCT Power Portal is through the installation company of your PV system. In this case, the steps mentioned in chapter 3.1 are usually carried out by the company and you will only receive an e-mail that a PV system has been set up, so you only have to follow the instructions in chapter 3.1, steps 1 & 2.

## 4 Registration at the PORTAL

**RCT**  
power  
portal

Download on the  
App Store

GET IT ON  
Google Play

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HOW MUCH  
SOLAR POWER  
DO I HAVE?

E-mail

Password

Forgot your password?

Remember my login

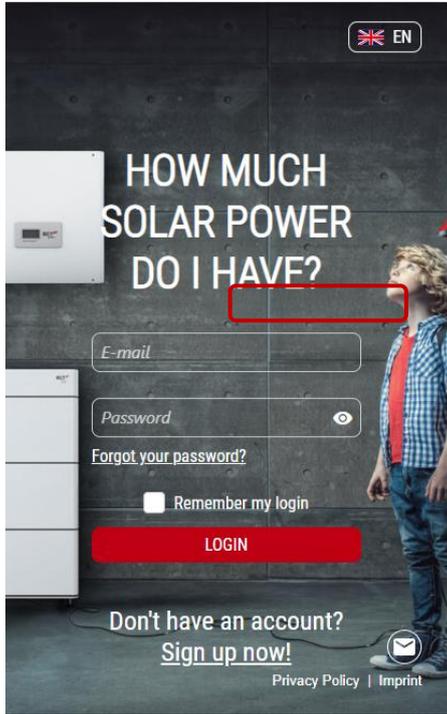
LOGIN

Don't have an account?  
Sign up now!

Privacy Policy | Imprint

Pos.	Description
1	To log in to the portal, please visit this website: <a href="https://rct-portal.com">https://rct-portal.com</a>
2	Enter your access data here: E-mail password
3	Confirm by clicking on the LOGIN button.
4	Use the link " <a href="#">Forgot your password?</a> " if you have forgotten your password or want to reset it.

## 5 User Account – Reset Password

Step	Description	Show
1	First, open the RCT Power Portal homepage: <a href="https://rct-portal.com">https://rct-portal.com</a> and then click on the link <u>Forgot password?</u>	
2	Enter the type used for your registration E-mail address and confirm the entry by clicking on the button "RESET PASSWORD".	
		
3	You will receive an email message with the subject "Reset password". If you click the hyperlink contained in the message, you will be redirected to the SET NEW PASSWORD prompt.	

---

SET NEW PASSWORD

- 4 Enter a new password and confirm your entry by entering the password again in the corresponding field.

New password 

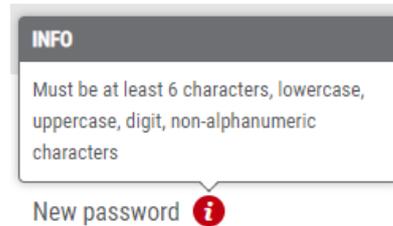
Confirm new password

CONFIRM

- 5 Under the info button you will find information about the minimum requirements that the password you have chosen must meet.

- See also Chapter 3 Step 3



**NOTICE**

After the password reset and recovery is complete, you will be automatically redirected to the portal's login page. (<https://rct-portal.com/>)  
Log in with your email address and newly created password.

## 6 PORTAL Features

### 6.1 Dashboard

Die first page displayed after logging in in RCT Power Portal ist das Dashboard.

The screenshot shows the RCT Power Portal dashboard. Callout 1 points to the main navigation menu (Dashboard, Installation, Alarms, Manual, Reports, Settings). Callout 2 points to the user profile dropdown menu (Edit profile, Password change, Logout). Callout 3 points to the language selector (EN). Callout 4 points to the address bar (Line-Eid-Straße 1, Zur Küs 23, Losheim, DEU). Callout 5 points to the Energy Flow diagram showing production (0.6 kW), consumption (1.77 kW), and battery charging (0.02 kW). Callout 6 points to the Energy Stats section showing 3% Autarchy and 100% Self-Consumption. Callout 7 points to the Environment Contribution section showing 1.84 t CO2 reduction and 5.26 planted trees. Callout 8 points to the General Overview section showing 1.54 kWh generated, 1.36 kWh self-consumption, and 0 kWh feed-in. Callout 9 points to the weather forecast for Thursday (10°C), Friday (8°C), Saturday (9°C), and Sunday (7°C).

Pos.	Explanation	Remark
0	<p><b>i</b> By clicking on the Info icon (always placed on the left top corner of the related parts) are displayed detail information about data displaying.</p>	
1	Main menu. The selected area is highlighted in red.	
2	<p>Currently logged in user.</p> <p>Clicking this icon displays additional features:</p> <ul style="list-style-type: none"> <li>a) Edit profile</li> <li>b) Change password</li> <li>c) Unsubscribe</li> </ul>	

3	<p>Language selector button where the following languages are currently available:</p> <p>a) English  (b) German  c) Czech</p>	
4	<p>Current status of the plant, which can usually be:</p> <p>a) Online - the inverter is connected to the RCT Power Portal  b) Offline - the inverter is not connected (some problem has occurred on the connection side)  c) Error - a problem has occurred with the PV system - &gt; in this case please contact your PV installer.</p>	 <p>If the system is offline, please follow the instructions in Chapter 7.3.</p>
5-A	<p>Energy flow shows a basic overview of the current energy flow.</p>	
5-B	<p>Basic general information about current energy consumption.</p>	
6	<p>Energy statistics, i.e. statistics on:</p> <p>a) Self-sufficiency  (b) Captive use</p> <p>over the selected period (basically, information for today's values is displayed).</p>	<p>By clicking on the date part, the expected period for the display can be defined.</p> 
7	<p>Umweltbeitrag</p>	<p>Contribution of the PV system to the environment.</p>
8	<p>The general overview displays the daily and total data for these values:</p> <p>(a) Solar Generated Energy  (b) Self-consumption  (c) Feed-in</p>	<p>To change today/total Values please use the Shift key Today / All button.</p>  <p>Totals (All selected) shows the totals over the lifetime of the customer's system, i.e. the sum of all inverters installed/replaced.</p>
9	<p>Photo of your installation</p>	<p>The default photo can be changed with the help of the camera icon.</p>

## 6.2 Installation

The screenshot shows the RCT Portal dashboard with a sidebar on the left containing navigation options: DASHBOARD, INSTALLATION (highlighted), ALARMS, MANUAL, and REPORTS. The main content area is divided into two panels:

- Panel 1 (Inverter):** Titled "INVERTER PS 6.0 QF69". It features an image of the inverter and a table of details:
 

Serial number	
INVERTER INverter Name	
SERIAL NUMBER	0065A4634724
DEVICE NAME	PS 6.0 QF69
FIRMWARE VERSION	2.3.5615
CONNECTION DATE	18.03.2021
LAST CONTACT	22.12.2022 16:52
AC RATED OUTPUT	6 kW

 Below this is a table for "CURRENT AC POWER":
 

TOTAL	0.38 kW
PHASE 1	0.13 kW
PHASE 2	0.13 kW
PHASE 3	0.13 kW
- Panel 2 (Battery):** Titled "BATTERY Battery tower 5.70 kWh". It features an image of the battery tower and a table of details:
 

BATTERY INFO	
SERIAL NUMBER	0180A714005913
ACTUAL CAPACITY	20.66 Ah
SOH	100 %
SOC	52 %
NO. OF FULL CYCLES	258

 Below this is a table for "CURRENT POWER":
 

POWER	0.39 kW
-------	---------

 And another table for "CURRENT VOLTAGE":
 

BATTERY VOLTAGE	235.95 V
-----------------	----------

 At the bottom, there is a table for "ACTIVE CURRENT":
 

BATTERY	4.70 A
---------	--------

Pos.	Explanation	Remark															
1	See the Inverters section for detailed information about your device.	<p><b>INVERTER INFO</b></p> <table border="1"> <tbody> <tr> <td>SERIAL NUMBER</td> <td>0065A4634724</td> <td><small>Serial number</small></td> </tr> <tr> <td>DEVICE NAME</td> <td>PS 6.0 QF69</td> <td><small>Inverter Name</small></td> </tr> <tr> <td>FIRMWARE VERSION</td> <td>2.3.5615</td> <td><small>SW-Version</small></td> </tr> <tr> <td>CONNECTION DATE</td> <td>18.03.2021</td> <td></td> </tr> <tr> <td>LAST CONTACT</td> <td>22.12.2022 16:52</td> <td></td> </tr> </tbody> </table> <p>In the inverter INFO you will find important information about the serial number, firmware version and connection date (i.e. the date the account was created to the RCT Power Portal) and the last contact (when the last data was stored in the database).</p>	SERIAL NUMBER	0065A4634724	<small>Serial number</small>	DEVICE NAME	PS 6.0 QF69	<small>Inverter Name</small>	FIRMWARE VERSION	2.3.5615	<small>SW-Version</small>	CONNECTION DATE	18.03.2021		LAST CONTACT	22.12.2022 16:52	
SERIAL NUMBER	0065A4634724	<small>Serial number</small>															
DEVICE NAME	PS 6.0 QF69	<small>Inverter Name</small>															
FIRMWARE VERSION	2.3.5615	<small>SW-Version</small>															
CONNECTION DATE	18.03.2021																
LAST CONTACT	22.12.2022 16:52																
2	See the Battery section for detailed information about your battery.																

## 6.3 Alarm

The screenshot shows the "ALARMS" section of the RCT Portal. The sidebar on the left includes: INSTALLATION LIST, ALARMS (highlighted), MANUAL, and a language selector set to "EN". The main content area has a title "ALARMS" and a toggle for "Current" (checked) and "History". Below is a table of alarms:

TYPE	INSTALLATION NAME	MESSAGE	ALARM START
	test nov	Battery fault - please contact your supplier	04.05.2021 17:35

At the bottom of the page, there is a footer: ©2021 RCT Portal - All Rights Reserved.

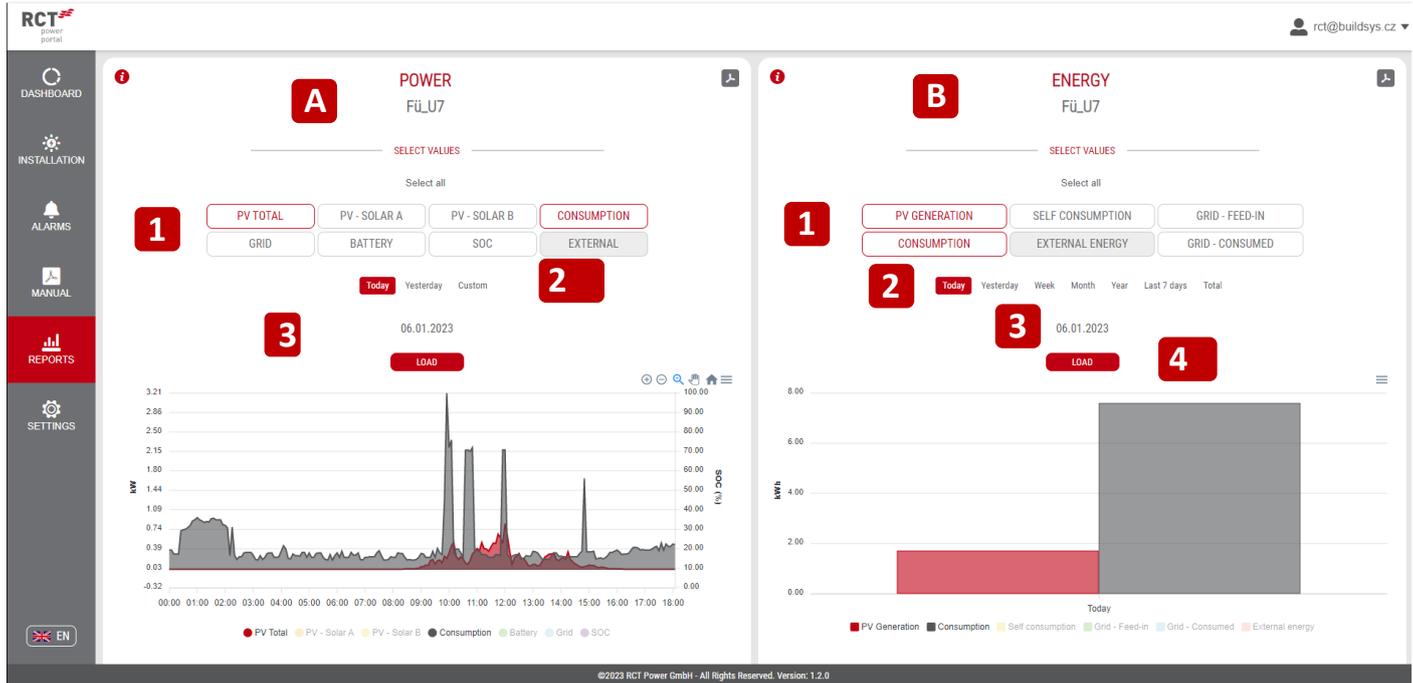
Pos.	Explanation	Remark
1	The Alarms pane displays current and past alarms. To switch between these two areas, use the Shift key.	Two types of alarms are displayed: a) Battery fault - problem with the battery b) Inverter error - problem with the inverter

## **6.4 Manual**

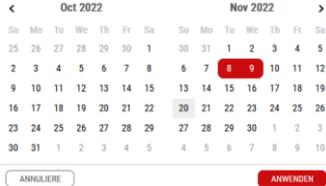
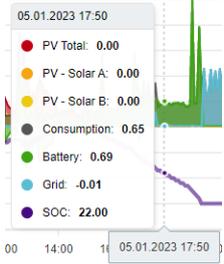
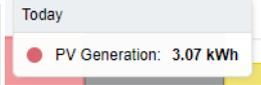
Pos.	Explanation	Remark
1	 <p>The existing manual is stored here.</p>	<p>Clicking on the manual area opens the current version of the user manual</p> <p>The language of the manual depends on the language selected in the portal.</p>

## 6.5 Reports

In the "Reports" area, the asset behavior can be viewed. These include, for example, the performance curve of a day or the annual energy production.



Pos.	Explanation	Remark
0	<p>The report is divided into two parts:</p> <p>A.Performance reports (contains 5-minute data)</p> <p>B.Energy reports (contains daily values)</p>	<p>Within the portal, preset values for PV generation and household consumption are always displayed.</p>
1	<p>Area of the selection buttons for displaying the values.</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><b>POWER</b></p> <p><b>PV TOTAL</b> → total power generated by PV system (sum of String A and B)</p> <p><b>PV – SOLAR A</b> → power generated by String A</p> <p><b>PV – SOLAR B</b> → power generated by String A</p> <p><b>CONSUMPTION</b> → power consumption of the household</p> <p><b>GRID</b> → power consumed/feed-in to the grid (negative = feed-in, positive = consumed)</p> <p><b>BATTERY</b> → battery power of charging and discharging (negative = charging, positive = discharging)</p> <p><b>SOC</b> → battery state of charge (only SOC value is using the left vertical % axis)</p> <p><b>EXTERNAL</b> → external power</p> </div> <div style="width: 45%;"> <p><b>ENERGY</b></p> <p><b>PV GENERATION</b> → total generated energy by PV system</p> <p><b>SELF CONSUMPTION</b> → amount of generated energy directly consumed by household</p> <p><b>GRID – FEED-IN</b> → amount of energy provided to the grid</p> <p><b>CONSUMPTION</b> → amount of energy consumed by the household</p> <p><b>EXTERNAL ENERGY</b> → amount of external energy</p> <p><b>GRID – CONSUMED</b> → amount of energy consumed from the grid</p> </div> <div style="width: 10%; text-align: center;"> <p><b>PV TOTAL</b></p> <p><b>BATTERY</b></p> <p><b>EXTERNAL</b></p> <p><b>Select all</b></p> </div> </div>	<p>Values that are already selected and displayed are marked in red.</p> <p>These buttons represent values that can be selected.</p> <p>These buttons cannot be used with this type of attachment.</p> <p>Use this button to select all data/values.</p>

Pos.	Explanation	Remark
2	Preset time ranges that can be displayed. The selected time period is highlighted in red.	<p>In the area of performance <b>Benutzerdefiniert</b></p> <p>Custom Time Range, a custom time range can be selected, with a maximum of 2 consecutive days selected. The selected time is confirmed with the "Apply" button.</p> 
3	Currently displayed time frame (date period)	
4	In the energy range, the range of displayed values and the period must always be confirmed by the load button in order to be able to display them.	
5-A	<p>When you place the pointer over the chart, the currently displayed values as well as the date and time are displayed.</p> <p>The performance chart also allows for other features that can be found in the upper right corner.</p>  	
5-B	<p>When you place the cursor on a specific bar of the chart, its current value is displayed.</p> <p>The energy diagram also enables other functions, which can be found in the upper right corner, including e.g. the export to Excel.</p>	<p>Download SVG</p> <p>Download PNG</p> <p>Download CSV</p> 
6	In the upper-right corner of both report sections, there is a button to print the currently displayed chart in PDF format.	

## 7 Problems connecting to the portal

In case of problems with the connection from the PV system to the portal, please follow the instructions below:

### Problems overview:

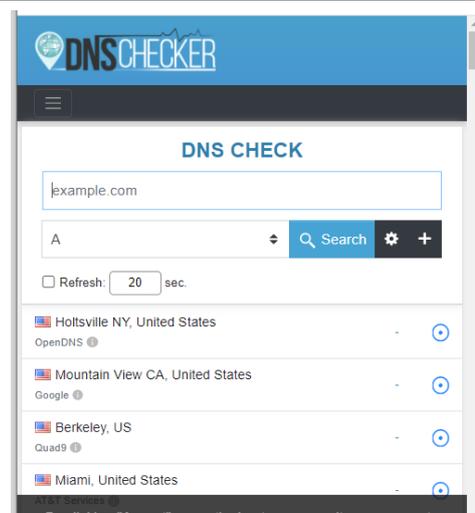
1. Fehler! Verweisquelle konnte nicht gefunden werden.
2. 7.2
3. 7.3 System is Offline
4. Fehler! Verweisquelle konnte nicht gefunden werden.
5. Fehler! Verweisquelle konnte nicht gefunden werden.
6. Fehler! Verweisquelle konnte nicht gefunden werden.

### 7.1 Device cannot be registered in the portal

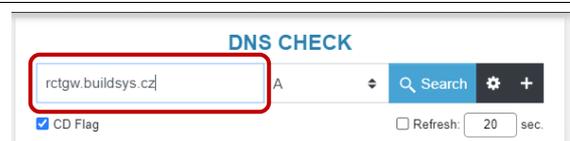
In the event that device enrollment issues occur during enrollment, the "Device could not be found" information message usually occurs. Please check the serial number of the inverter.

Step	Description	Display / Remark
1	Double-check the inverter's network settings to make sure everything is set up correctly based on these instructions.	
2	Log in to the RCT Power Portal and check again if the device can already be found.	Check this at least 5 minutes after any adjustment of the network settings.
3	Check your Internet connection.	
3-A	If the inverter is connected to the Internet via a Wi-Fi connection, check the same connection with another device (ideally laptop or smartphone).	Wi-Fi connection
3-B	If the inverter is connected to the Internet via a LAN connection, disconnect the plug from the inverter and connect it to another device, ideally a laptop, etc. and test this communication line.	LAN connection

- 4 Open the web browser and visit the website <https://dnschecker.org>



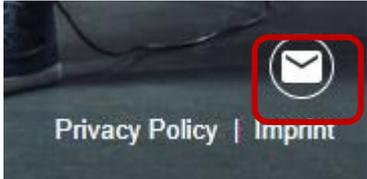
- 5 Enter the domain name in the DNS CHECK input field:  
**rctgw.buildsys.cz**  
  
Confirm with the **Search** button



Step	Description	Display / Remark
6-A	<p>If you see positive results on the list below (green check mark), it means that the internet connection is correct and the problem could be somewhere else.</p> <p>In this case, check the other issues mentioned in this manual or the FAQs, or contact RCT support.</p>	
6-B	<p>If you see negative results on the bottom bar list (red cross icon), it means that the Internet connection is not correct. Have your network administrator resolve this issue and check the connection to the RCT Power Portal again.</p>	

## **7.2 Device is already registered in the system**

If there is a problem with device registration during installation settings, usually the message The serial number (S/N) of this inverter is already registered in any user environment, please contact RCT Power Portal Support using the procedure below.

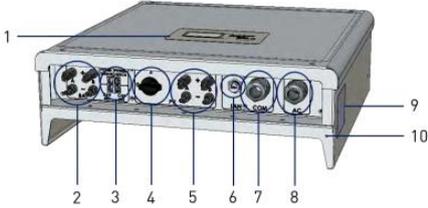
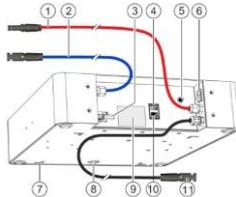
Step	Explanation	Display / Remark
1	First, open the RCT Power Portal home page: <a href="https://rct-portal.com">https://rct-portal.com</a>	
2	Use the email contact button (bottom right) to contact RCT Power Portal support.	
3	In the email client, follow these steps to resolve your issue:	
3-A	In the subject line, paste this text: Inverter registration problem - System is already registered (SN: 0065XXXXXXX) -> enter the SN of your inverter for better identification.	
3-B	<p>Please include this information in the email body:</p> <ol style="list-style-type: none"> <li>1. Email used to register in the RCT Power Portal (login username)</li> <li>2. Installationsfirma</li> <li>3. As an attachment, please attach a photo of the SN of the inverter (from the inverter label or from the display)</li> </ol>	
4	Please wait for the response from the RCT Power Portal support team.	
5	Follow the instructions in the email.	

## **7.3 System is Offline**

If the system is offline for longer (>2 days), please proceed as follows.

Step	Explanation	Display / Remark
1	Check the network settings of the inverter. Is an IP address shown on the inverter display? E.g.: 192.168.1.1 (or similar)	Please note the notes in chapter 2.1 of this manual
2	Check your home network's network settings and your connection to the Internet.	Please note the notes in chapter 7.1 of this manual
3	Log in to the RCT Power Portal and check if the system is back online.	 
4	If the system is still offline and you could not find a problem during the following procedure, please contact your installer	

It may be that the network has hung up. To fix this, rebooting the system can be beneficial so that the IP addresses can be reset. To do this, proceed as follows:

Step	Explanation	Display / Remark
1	On the RCT inverter, turn the PV switch to the 0 position. See "4" in the drawing on the right.	
2	Switch off the Power Battery (if available) by setting the button on the back of the Power Battery Master to 0. See "6" in the drawing on the right.	
3	Wait 10 min.	
4	Switch both devices back on by setting them to "1" position. Wait 5-10 min until data at the portal	

## 7.4 User has not received an email

### A) Already working account

If you are not a new user of the portal and have not received an email, for example for resetting the password, try repeating the process again by using the email address again to avoid entering the email address incorrectly. If the problem persists, try again the next day or later to avoid temporary problems related to the functionality of the SMTP server.

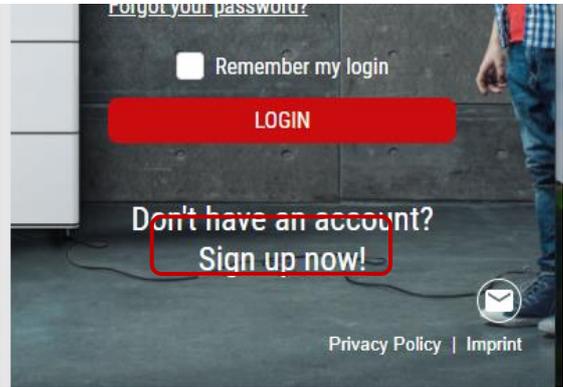
### B) Newly created account

If you are a new user of the portal and have not received an email, please follow these instructions based on how your account was created, i.e.:

- i. **Registered by a third party** – usually by the installer

Step	Description	Display / Remark
1	If you have been registered by the installer, please contact the installer, who should check that the e-mail address has been entered correctly.	<b>YES</b> – contact RCT Power Portal Support <b>NO</b> – ask the installer to delete your account and have it recreated using the correct email form

ii. **Self-registration** – self-registered (<https://rct-portal.com/registration/en>)

Step	Description	Display / Remark
1	If you have successfully created an account and have not received an email, please try creating an account again using the link on the login page or the link: <a href="https://rct-portal.com/registration/de">https://rct-portal.com/registration/de</a>	

## 7.5 Power value display of inverter type "Power Inverter"

Since inverters are switched off in the absence of solar radiation, it is not possible to record and display the power values during this period.

## 7.6 Requirements for supporting the RCT Power Portal

Before contacting RCT Power Portal Support, please ensure that you have read and completed all troubleshooting solutions in this manual and FAQs.

If your problems with the portal connection or reliability operation persist, please contact RCT Power Portal Support, provide at least this information:

1. SN number of the inverter
2. Email address used as the login for the user
3. Brief description of the problem
4. Add a photo of the problem or the network settings of the inverter
5. Description of which options, based on this manual or FAQ's, have been applied / checked to fix the problem

This will help to easily identify the problem and uncover the cause of the problem.

## 7.7 Device Change

If you have received a new device and experience problems such as serial number blocking when logging in to the RCT Power Portal, please contact your installer first. Please have the serial number of the received device and your account data (e-mail address via which the account is registered on the portal) ready.



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