

1. SUMMARY

With the new release of Pylontech Auto App Version 2.0.6 for the RT12100G31 batteries, there is an issue if you haven't completely logged out and re-install to this version with a new password you will not be able to see the battery through the Bluetooth app and receive an error.

Example – 'Operation Failed -1'.

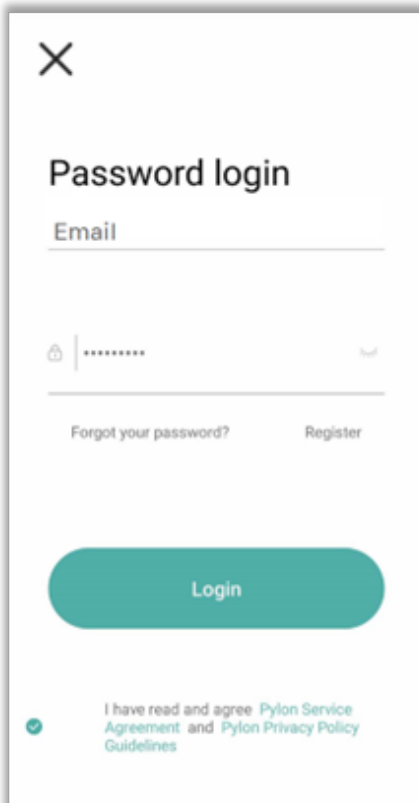
2. CAUSE

The cause of this issue is a cross over between older and new versions and will need to be reinstalled and relogged back in plus changing password to fix.

3. SOLUTION

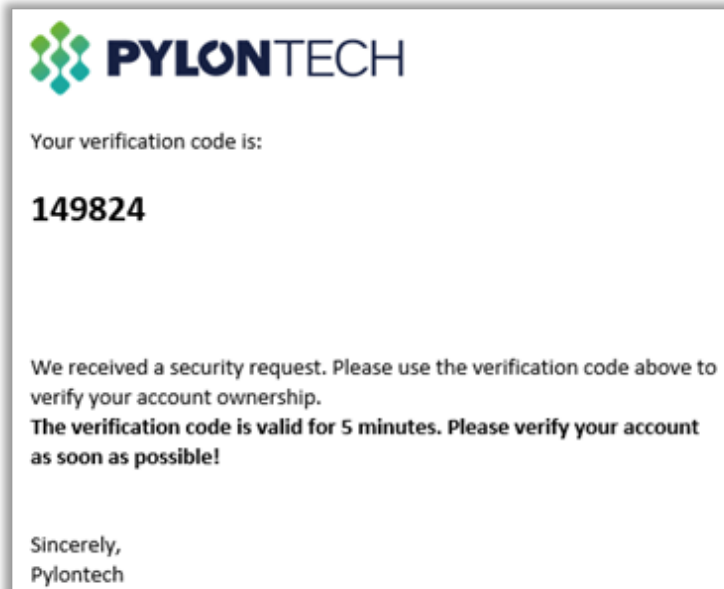
Can follow below steps to fix this error:

1. Uninstall the old Pylontech Auto App from your smart phone.
2. Re-install the Pylontech Auto App V2.0.6.
3. Log back in but click forgot password to create a new password.



The screenshot shows the 'Password login' screen of the Pylontech Auto App. At the top left is a close button (X). Below the title 'Password login' are two input fields: 'Email' and a password field with a lock icon and a toggle for visibility. Below the password field are two links: 'Forgot your password?' and 'Register'. A large teal 'Login' button is centered below these links. At the bottom, there is a checkbox with a green checkmark and the text 'I have read and agree Pylon Service Agreement and Pylon Privacy Policy Guidelines'.

- You will be sent an activation email from Pylontech which you will need to enter the 6 digit code to reset.



- Once new password is made, simply log back in to the Pylontech Auto App and search/connect to the battery.



6. You can check what Version you have of the Pylontech Auto App below:

Go to 'Profile -> About -> Current Version X.X.X

