

LG Energy Solution deX SA Power Networks User Guide

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LG Energy Solution deX SA Power Networks

Product Information

The deX Smarter Homes Quick Start Guide is designed to provide guidance on how to connect LG Energy Solution devices to SA Power Networks to operate as a Relevant Agent under the South Australia Government's Smarter Homes program. The LG Energy Solution is an approved technology for the program, and this guide provides information on how to connect and validate the system for remote control by SA Power Networks.

The deX Device Registration App is used to collect relevant information from installers and submit it to SA Power Networks for validation, viewing, and control of the connected systems. The App captures minimum necessary information such as installer information, location information, system type, and system information & capabilities to ensure that the LG Energy Solution system can be remotely controlled by SA Power Networks.

It is important to ensure that the LG Energy Solution device is commissioned and connected to the LG Energy Solution platform before proceeding with the registration process. A stable internet connection with a strong Wi-Fi signal at the inverter is also necessary for successful registration.

Product Usage Instructions

1. Commission and connect the LG Energy Solution device to the LG Energy Solution platform.
2. Ensure that the device is connected to a stable internet condition with a strong Wi-Fi signal at the inverter.
3. Select the 'device registration app' from the available options and access the app through the link provided via email.
4. Fill in the in-App form with all mandatory fields completed before moving on to the next page. The App is designed to support both on-site and back-office completion with installer-supplied image capture.
5. Submit the form once all fields have been completed.
6. If any Wi-Fi issues cannot be resolved using the provided instructions, contact LG Energy Solution technical

support on 1300 178 064.

Copyright Statement

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Quick Start Guide Relevant Agent

LG Energy Solution & SA Power Networks

LG Energy Solution is an approved technology for SA Power Networks to operate as a Relevant Agent under the South Australia Government's Smarter Homes program.

deX – Powered by GreenSync – is part of the LG Energy Solution, providing SA Power Networks with visibility and control of LG Energy Solution devices via an API integration to LG Energy Solution's RESU HOME Monitor¹.

To allow SA Power Networks to operate as the Relevant Agent for a LG Energy Solution system, a number of actions must be undertaken.

1. Installers must nominate SA Power Networks – LG Energy Solution as the Relevant Agent via SAPN's SmartApply Application, available [here](#).
2. Installers must ensure that the system is commissioned and online through LG Energy Solution's commissioning processes. This includes:
 - Configuration of the system Wi-Fi 2
 - Setting up the owner's user account
3. Installers must then collect the relevant information using the deX Device Registration App³ to allow SA Power Networks to validate, view and control systems for which they have consent.

Steps 1 and 2 can be found via the links above. This document provides guidance on what must be performed for Step 3 to ensure that SA Power Networks is able to communicate instructions and control LG Energy Solution devices, via deX.

1. LG Energy Solution devices will be commissioned and connected to LG Energy Solution's platform.
2. It is important to ensure the system is connected to a stable internet condition with strong Wi-Fi signal at the inverter. If any Wi-Fi issues cannot be resolved using these instructions, please call LG Energy Solution technical support on 1300 178 064.
3. Please select the 'device registration app' from the available options and a link will be sent to you to access the app.

Using the deX Registration App

The App is designed to support both on-site and back-office completion with installer-supplied image capture. Once you have applied for access to the App, a link will be provided by email. The link will take you directly to the App where you will see a new device registration form.

There are three key steps:

1. Open App
2. Fill in the in-App form
3. Submission

To reset the form simply refresh the webpage, this will clear all input data for a fresh start.

01. Installer Inform... 02. Site Information 03. Solar System 04. Installation deta...

Smarter Homes Registration App

deX Powered by **GreenSync**

Form will timeout after a few minutes, so it is recommended to fill and submit the form at one time. If you experience issues, please refresh the form.

This form supports registration of Growatt, GoodWe and GE solar devices, other devices (Enphase & Sungrow) require registration through their respective registration platforms.

Installer name*

First Last

Installer Individual Email*

Installer Head Office Email*

A copy of the completed registration will be sent to this email address.

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Figure 1: Smarter Homes Device Registration Form visual example

Work through the fields and pages on the form, ensuring that all mandatory fields have been completed before moving on to the next page. Guidance on how to use the deX Registration App can be viewed in this on-demand webinar.

Information to be provided

The App has been designed to capture the minimum necessary information to allow SA Power Networks to operate as the Relevant Agent for LG Energy Solution systems. The information that is captured on each page in the deX Registration App is:

1. **Installer information** – This information is used to send you and your head office a record of the submission and to manage submissions.
2. **Location information** – This information is used to identify the geographic and network location of the device being installed.
3. **System type** – This ensures that the information captured is relevant for the system type that is being connected.
4. **System information & capabilities** – Collecting this information allows the LG Energy Solution system to be

validated and remotely controlled by SA Power Networks to meet its obligations as the Relevant Agent.

5. Installation information – This includes the date of install and our terms of use.

Once all the above steps have been completed, pressing submit sends the data directly to GreenSync to allow the technical registration to be completed. A copy is also sent to both yourself and your head office as a record.

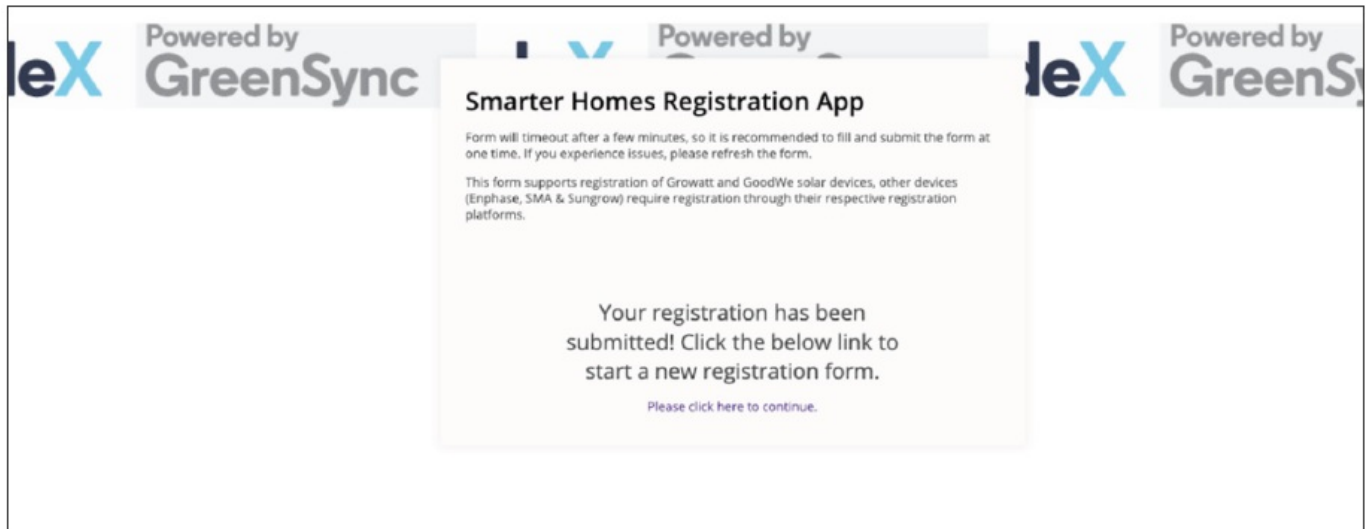



Figure 2: Smarter Homes Device Registration Submission example

Once the submission is confirmed, you will be presented with a confirmation message and the option to continue and open up another registration form to complete an additional/subsequent site.

Contact Information

Suite 3515, Level 35, 477 Collins St, Melbourne VIC 3000, Australia | www.dex.energy.

Documents / Resources

	<p>LG Energy Solution deX SA Power Networks [pdf] User Guide deX, deX SA Power Networks, SA Power Networks, Power Networks, Networks</p>
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