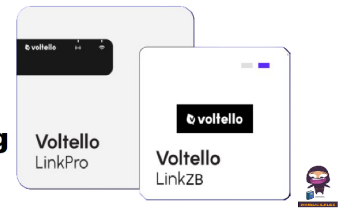


**voltello**  
**CSIP-AUS CSIP-AUS Provisioning  
for Link App**



# CSIP-AUS CSIP-AUS Provisioning for Voltello Link App Installation Guide

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**CSIP-AUS CSIP-AUS Provisioning for Voltello Link App**



## Specifications

- Product: Voltello Link
- Version: 1.0
- Release Date: 062024

## Product Usage Instructions

### Link Placement:

Voltello Link devices require constant power and should be installed near a power outlet. Place the device where the Wi-Fi signal strength is strong. It can be positioned on a flat surface or mounted on a wall. Note that proximity to the solar inverter is not necessary as the devices connect over Wi-Fi.

### Customer Steps:

1. Create a Voltello account and share access with the installer.
2. Ensure that the customer completes the setup steps before the installer arrives on-site.

### Provisioning Steps:

1. Download the Voltello app and create an account.
2. Start customer onboarding and select the customer's name.
3. Access 'Menu' then 'Plans and Offers'.
4. Initiate CSIP-AUS Provisioning by managing the plan and contract.
5. Add the inverter by selecting 'Solar Inverter' and proceeding with the setup.
6. Connect to the inverter by scanning the QR code on the gateway and entering Wi-Fi credentials.
7. Locate and select the inverter, add a name, and proceed with provisioning.
8. If prompted, enter the Installer Code 'VOLT' to save and continue.

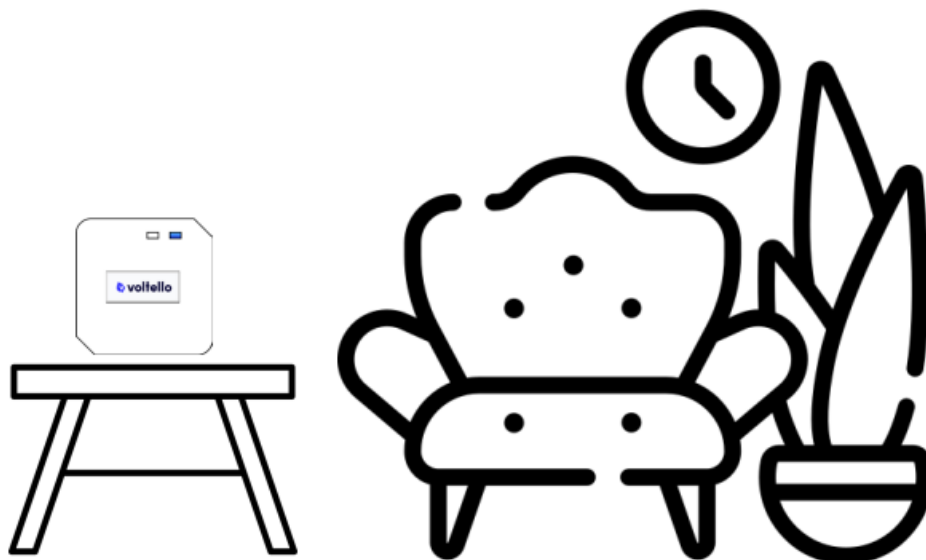
## FAQ

**Question: What if I encounter issues during the provisioning process?**

**Answer:** If you face any difficulties or have\ questions, please contact our Support Desk through the Voltello app by selecting Menu > Support.

Voltello Link devices need constant power and therefore will need to be installed in close proximity to a power point. Try to place the Link device in an area where you know the Wi-Fi signal strength is relatively strong.

Link devices can be placed on a flat surface or attached to the wall



Link devices do not need to be close to the solar inverter. They connect over Wi-Fi.

### **Customer Steps**

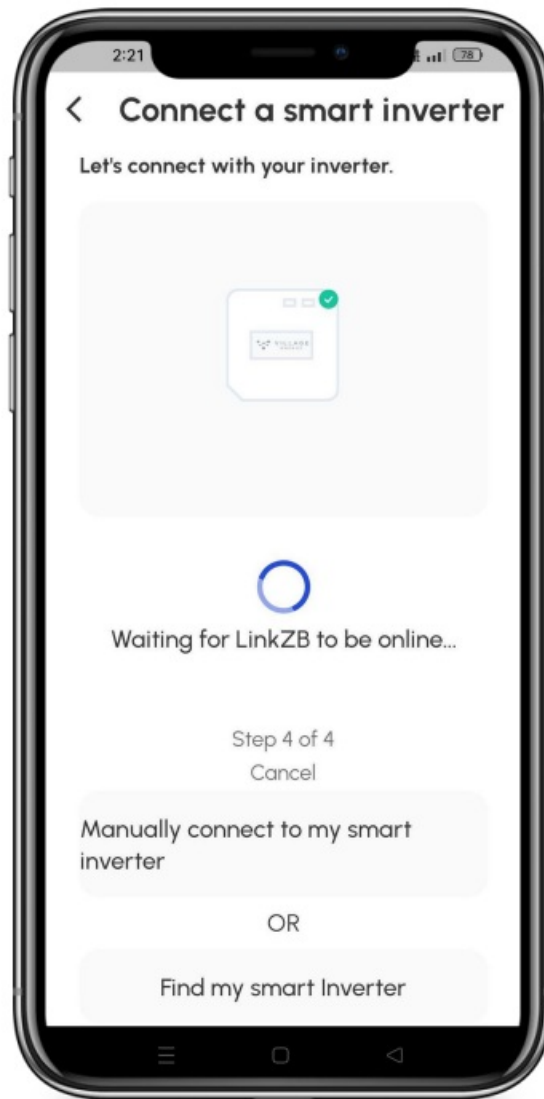
- Prior to beginning this provisioning, it is essential that the customer has set up a Voltello account and shared access with you.
- We recommend that the customer complete these steps before you arrive on site.
- Please refer to the Customer Step-by-Step Guide

### **Customer Step-by-Step Guide**

#### **Provisioning Steps**

1. Download the Voltello app

Create an account. Use an email you are happy to share with customers

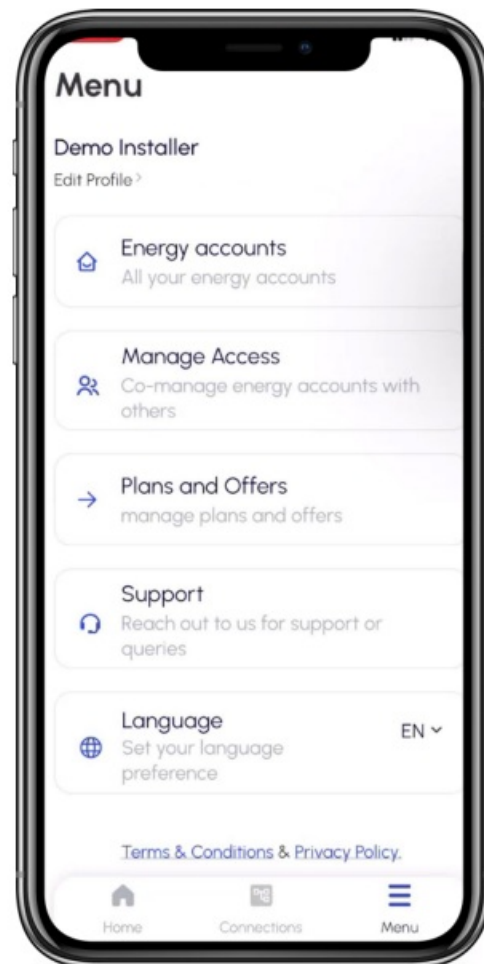


## 2. Start customer onboarding

Find the customer's name across the top of the home screen by scrolling horizontally. Select the customer's name. This assumes the customer has already created an account and shared access with you



3. Select "Menu" then "Plans and Offers"



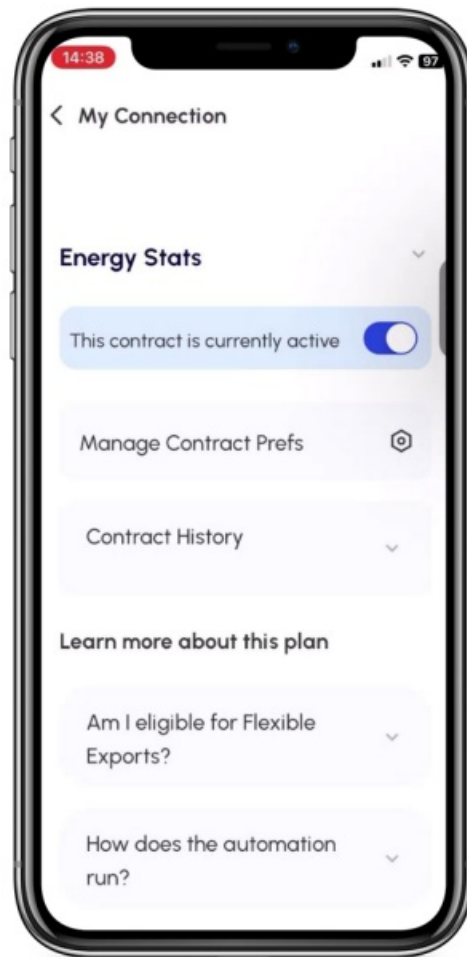
4. Start the CSIP-AUS Provisioning

With 'My Plans' highlighted, you should see the CSIP-AUS Flexible Exports plan that the Household Customer has accepted

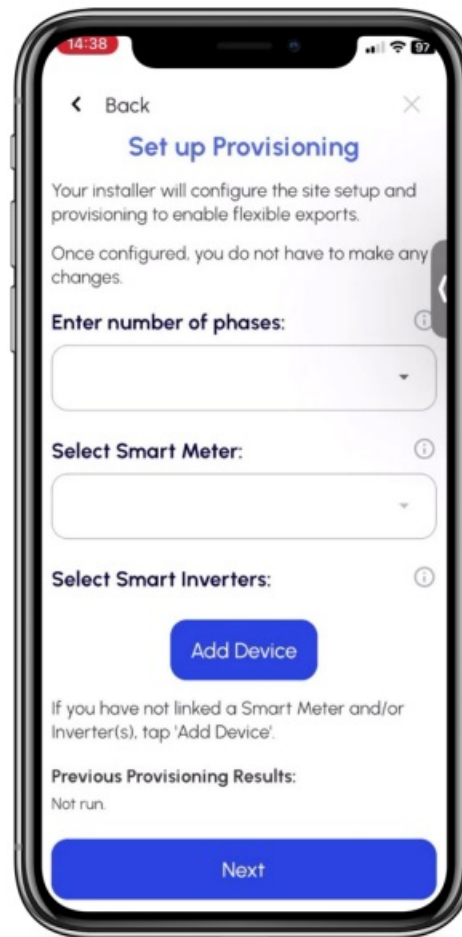


5. Select "Manage Plan" and then "ManageContract"

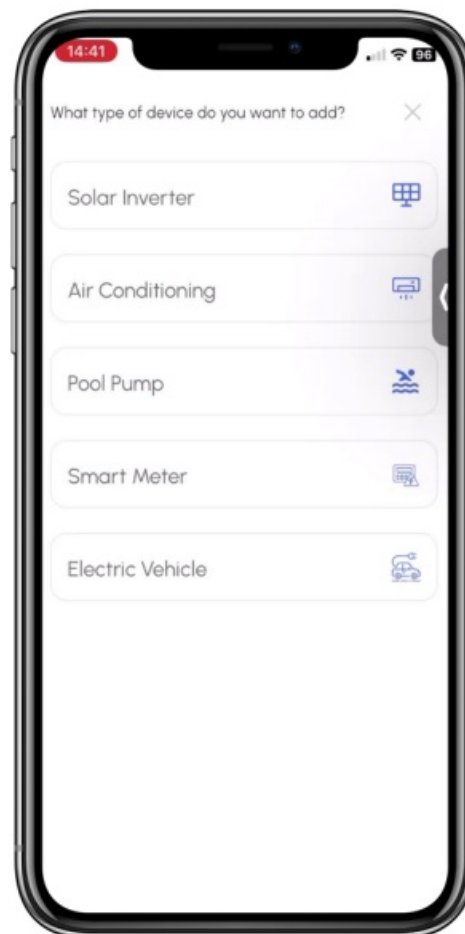
This will start the provisioning



6. Add an inverter  
Click "Add Device"



7. Select "Solar Inverter" and click "Next"



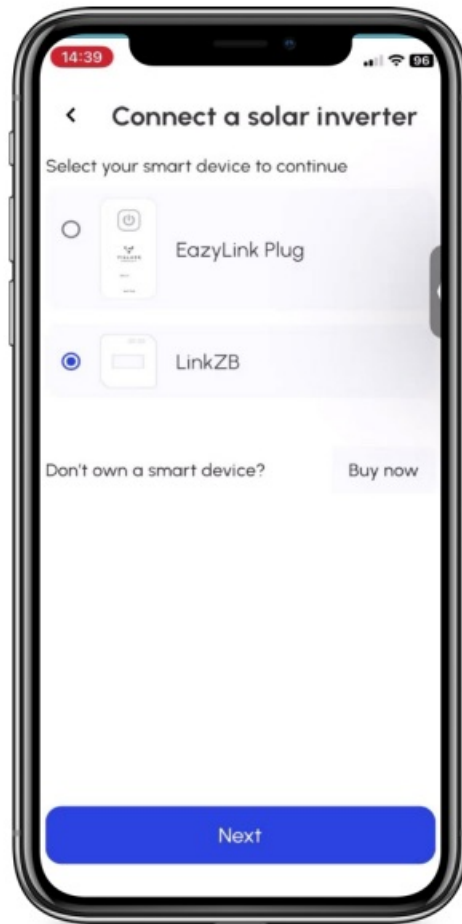
8. Select the inverter make and model  
Click "Continue"





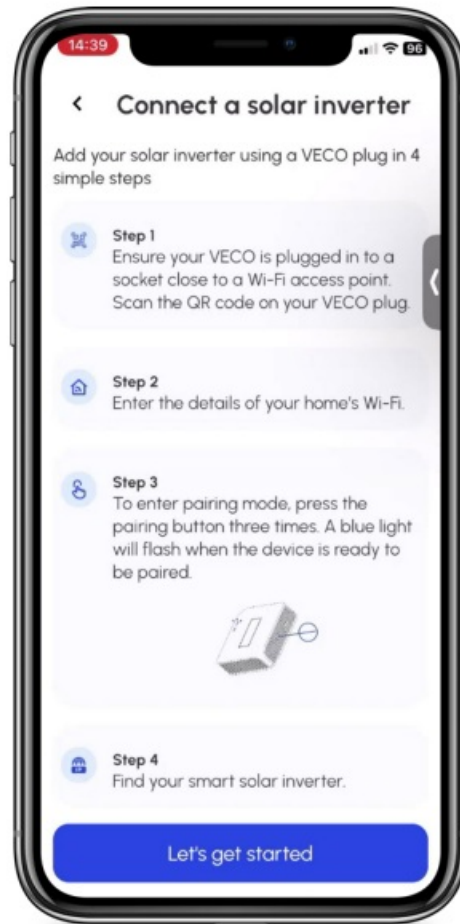
9. Select the gateway device

Select the Link device and click "Next"



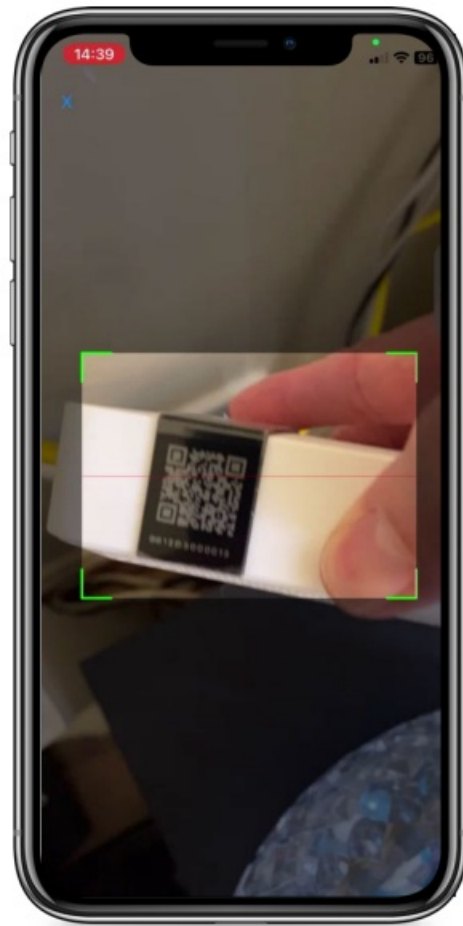
10. Connect to the inverter

Read the instructions and click "Lets get started"



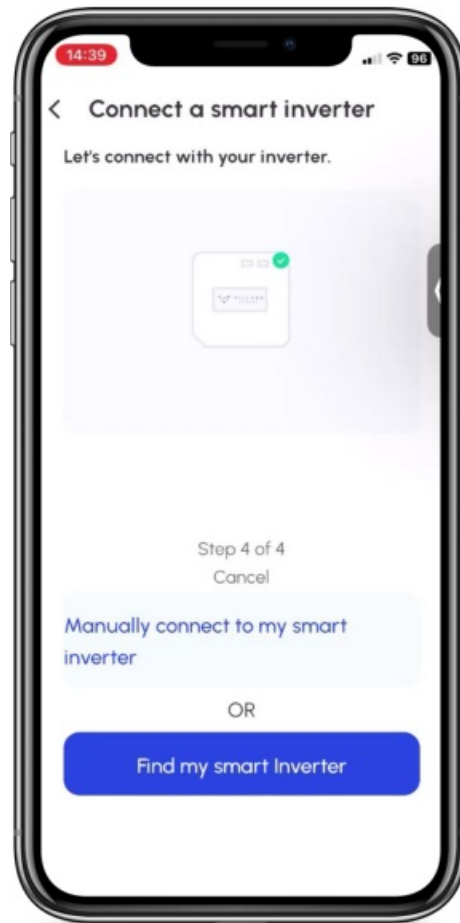
11. Scan the QR Code on the gateway

Then enter the customer's Wi-Fi credentials and click "Next". This will get the Link device online and connected to the Village Energy Cloud



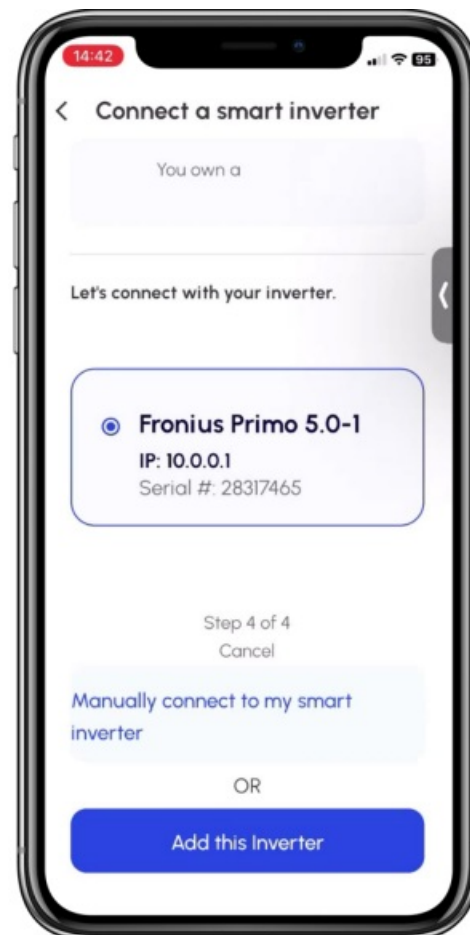
## 12. Find the inverter

Click “Find my smart inverter”. The Link will scan the home network for the inverter. You can also enter manually using the inverter’s IP address



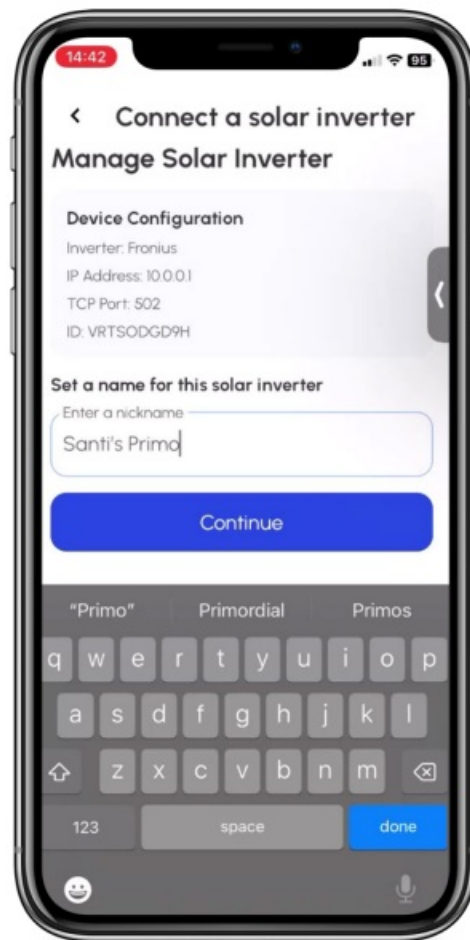
### 13. Select the inverter

Choose the inverter. You can add more than one inverter



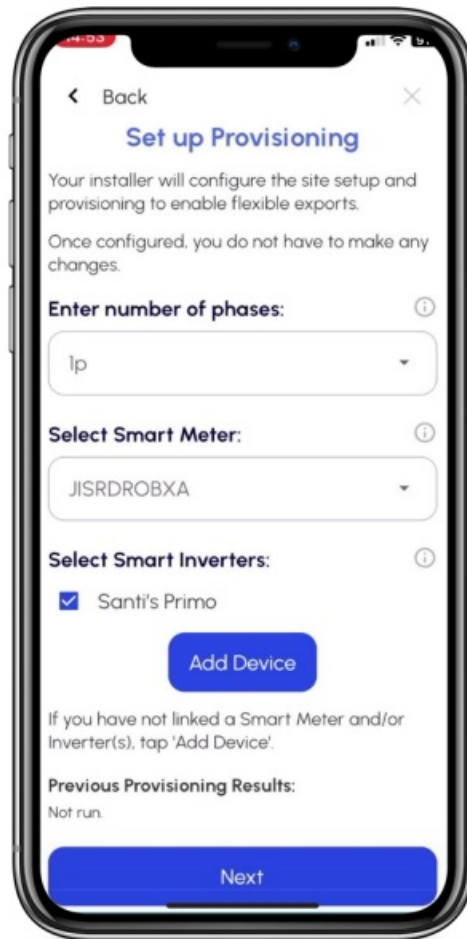
14. Add a name for the inverter

This name can be changed by the customer after provisioning



15. Start provisioning

Select the number of phases and choose the smart meter and the inverter or inverters if there are multiple inverters. Click "Next"



16. If prompted, enter the Installer Code


Type “VOLT” and click save and continue. Provisioning will commence automatically. This takes about 5 minutes and involves connecting to the network operator’s CSIP-AUS server



## Questions?

If anything in this guide is not clear, or you have questions, you can contact our Support Desk by selecting Menu > Support in the Voltello app

## Documents / Resources

	<p><a href="#">voltello CSIP-AUS CSIP-AUS Provisioning for Voltello Link App</a> [pdf] Installation Guide CSIP-AUS CSIP-AUS Provisioning for Voltello Link App, Provisioning for Voltello Link App, Voltel lo Link App, Link App</p>
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## References

- [User Manual](#)

### Manuals+, [Privacy Policy](#)

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