

# Before Your Installer Arrives

## Customer Guide for Voltello Link

# About Us



Powered by  Village Energy

The Voltello app is a Home Energy Management tool allowing you to manage your solar power and other assets like batteries, air con and EVs to save money and make the most of your investment.

The Voltello app gives you access to live energy data including solar production, household consumption and energy exports.

You'll be able to see information on when your inverter is being curtailed due to emergency solar management or a change in your flexible export limit.

If you are an Amber Electric customer, the Voltello mobile app allows you to optimise your solar system to ensure you never get penalised for exporting solar to the grid when the feed in tariff is negative.

Voltello is powered by Village Energy, who are an Australia owned and operated company based in Western Australia.

Visit [www.village.energy](http://www.village.energy) to learn more.

# Voltello app



Thank you for using Voltello as your solar gateway device.

It's easy to get started...

First download the Voltello app to you phone using the QR codes below:

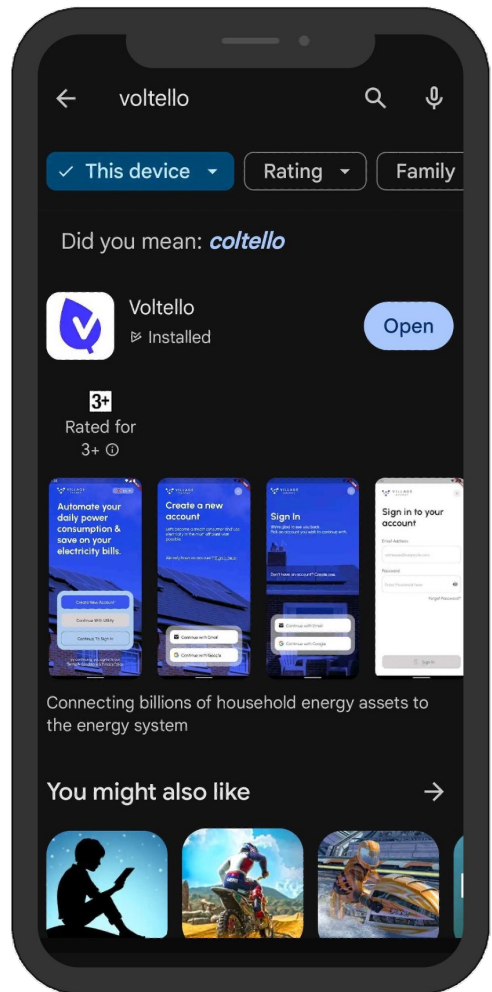
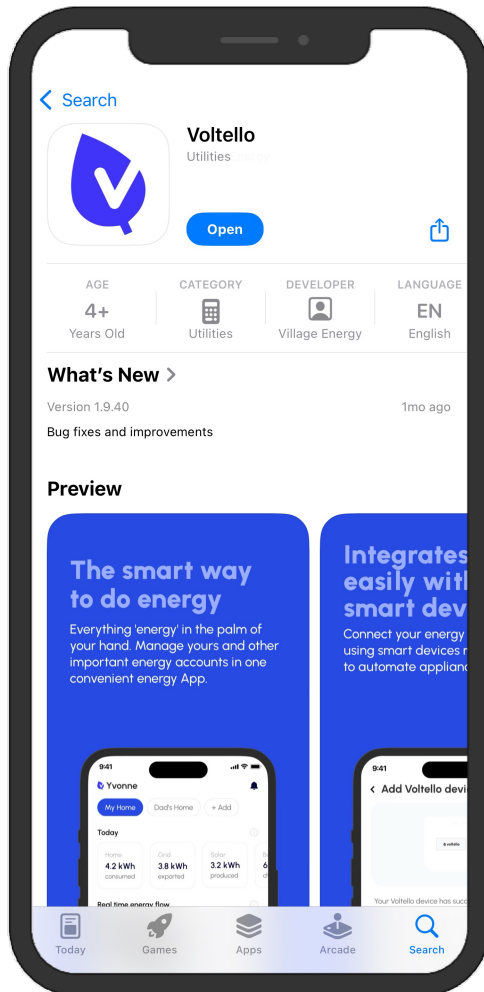


# Setup Steps



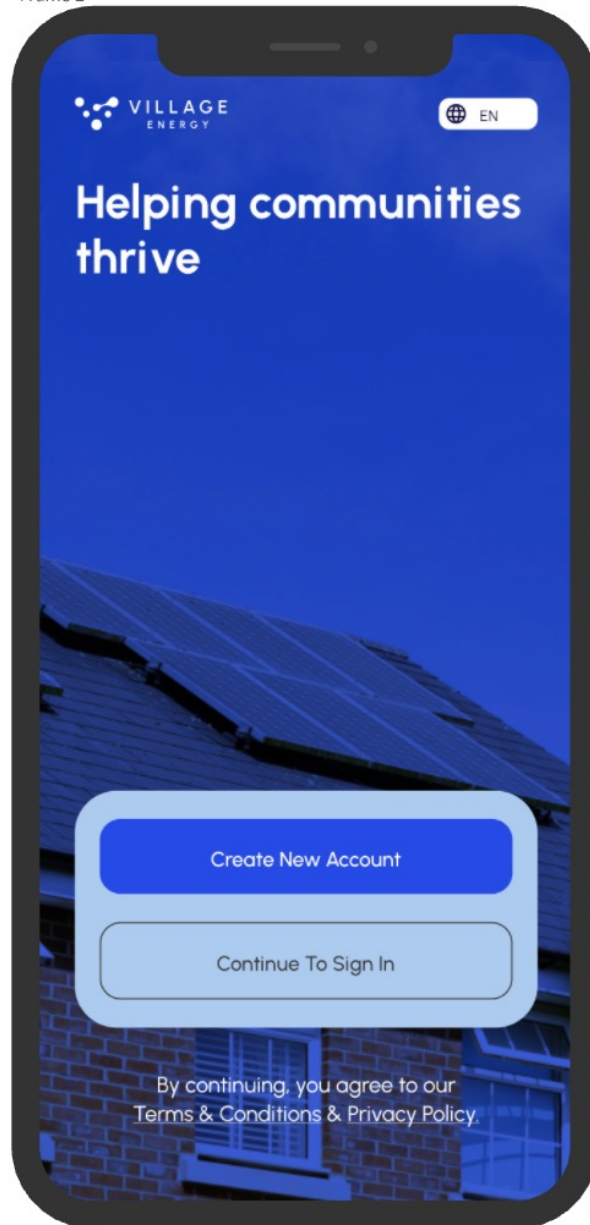
Powered by Village Energy

We recommend you complete these steps before your installer arrives on site.

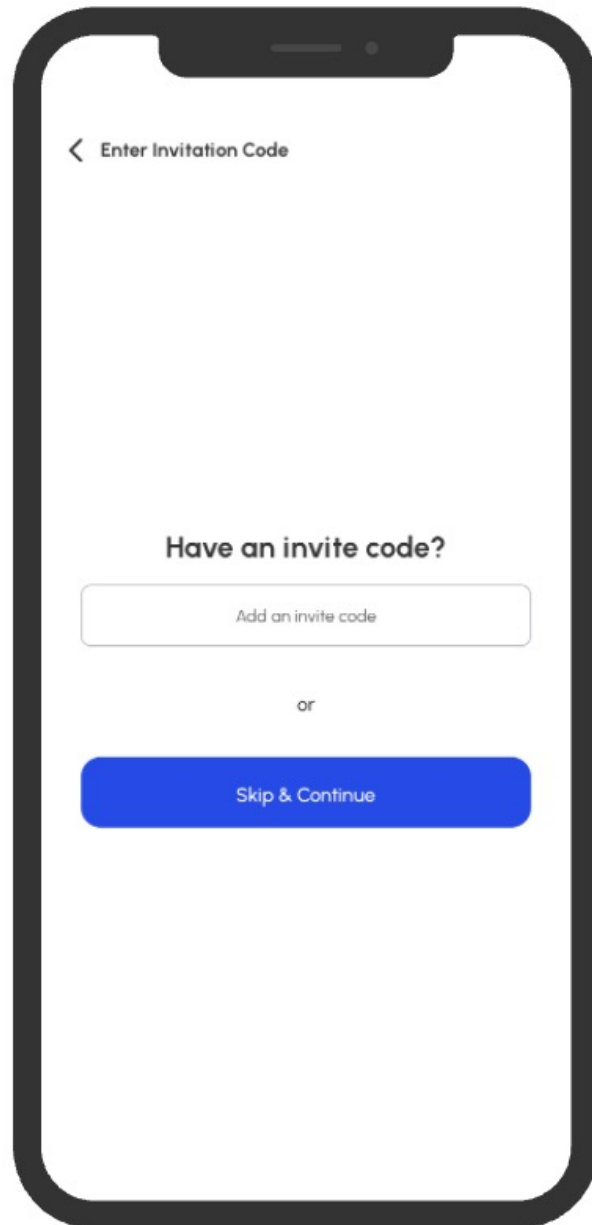


## 1/ Download the Voltello app



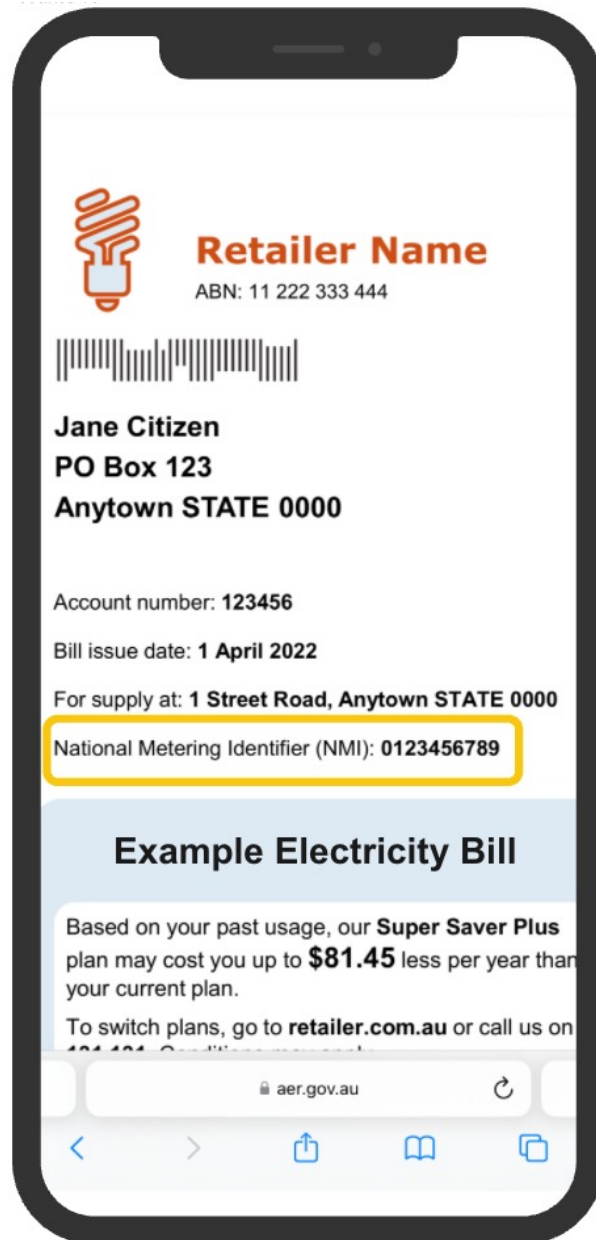


## 2/ Create a Voltello account



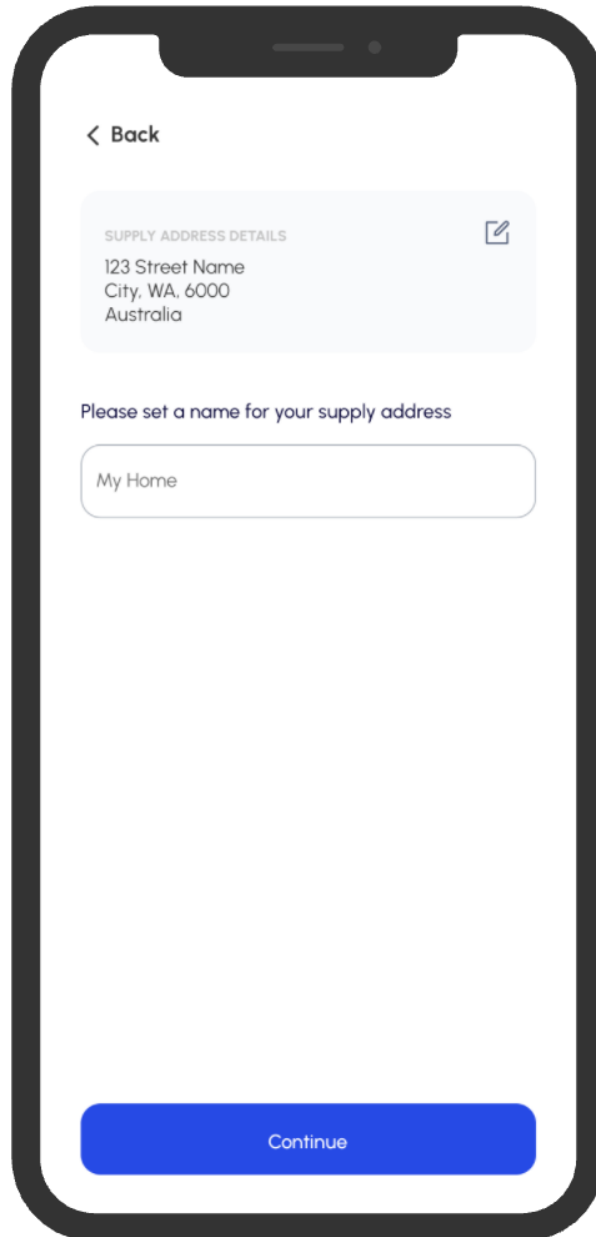
### **3/ Skip & Continue**

If you've been provided with an 'invite code' enter it here, otherwise press Skip & Continue.



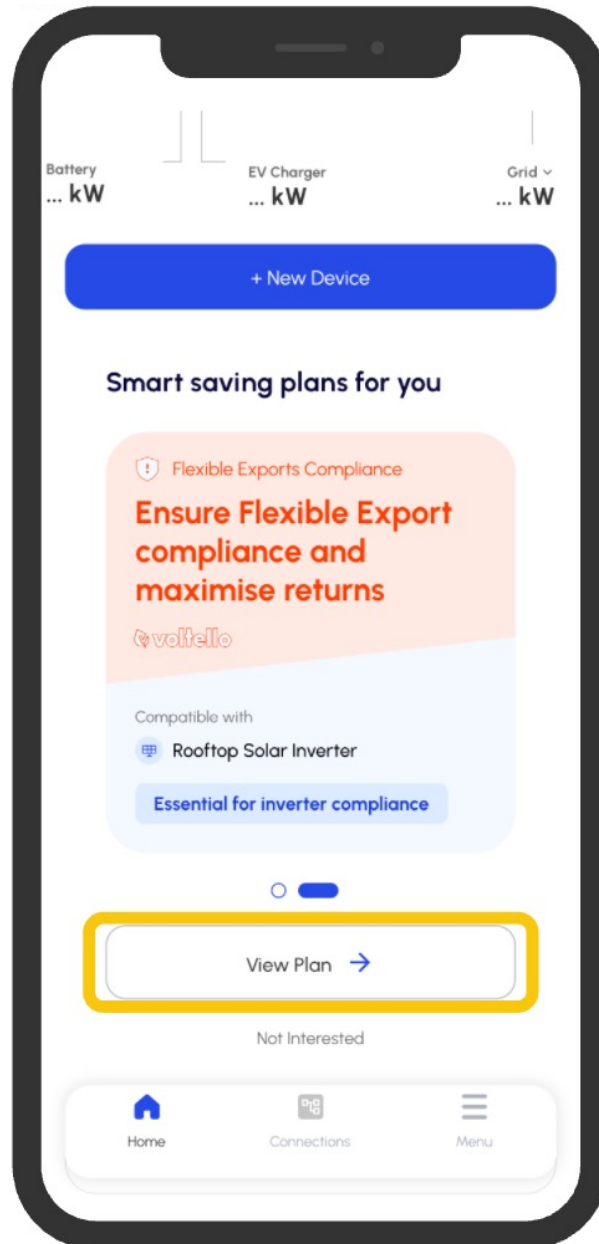
## 4/ Enter your National Metering Identifier (NMI)

Your NMI can be found on your energy bill. If you do not have this, it can be added later by your installer.



## 5/ Enter your address

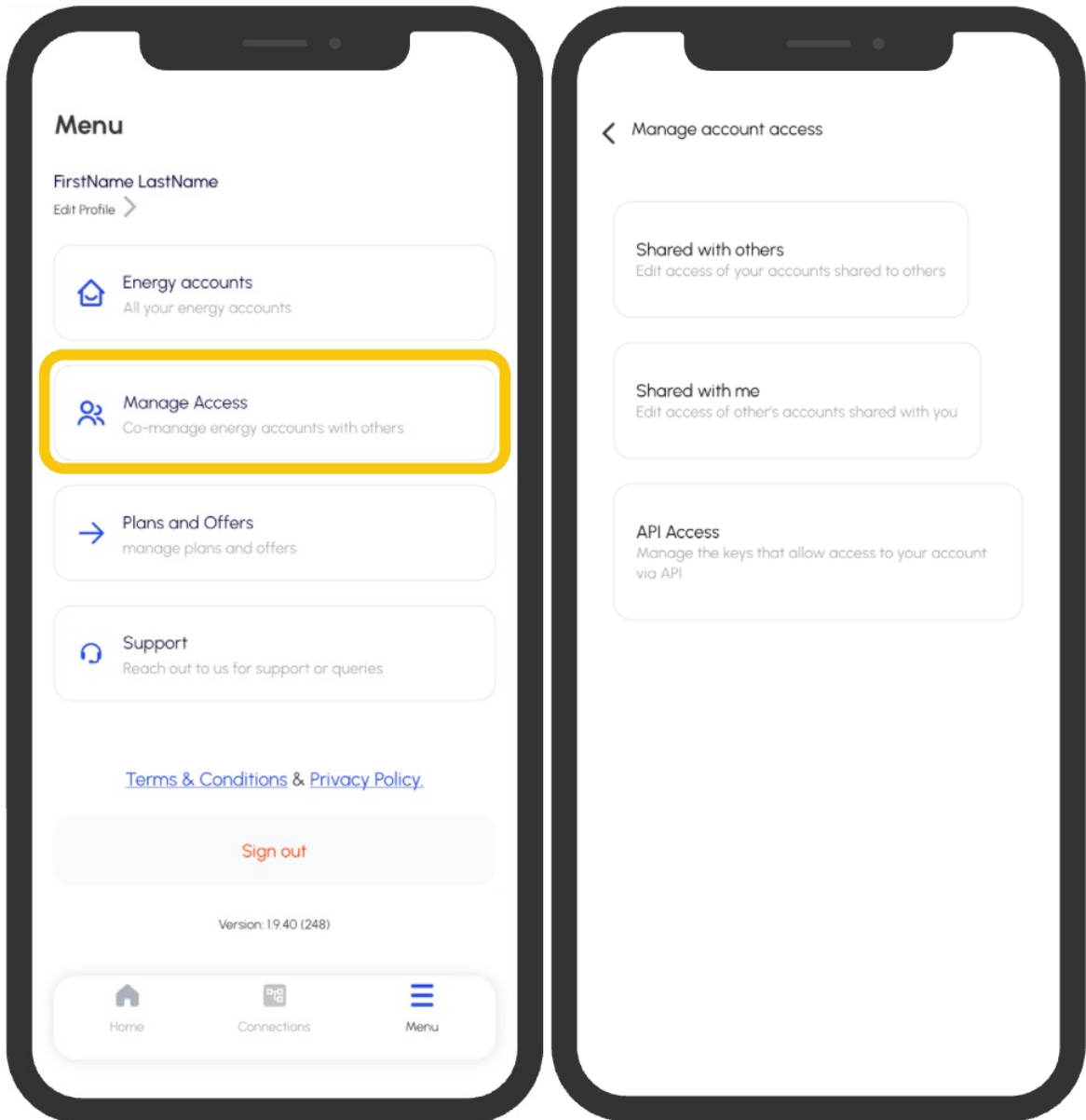
Enter a "nickname" so the account can be easily identified by your installer.



## 6/ Select the CSIP-AUS compliance plan

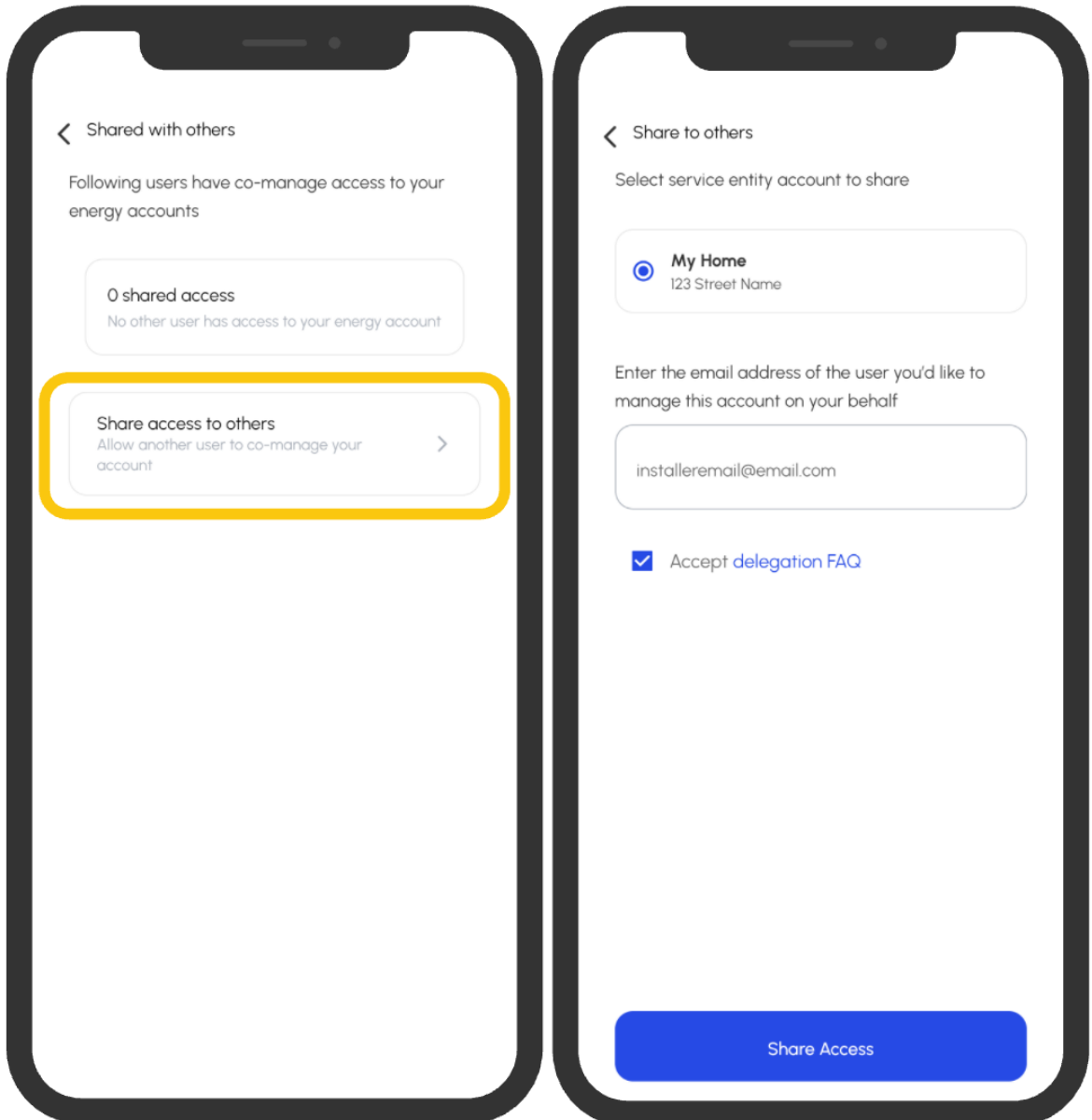
Click "View Plan" and accept the plan.

If you can't see it, check your NMI has been entered correctly. You can also find it in 'Menu' > 'Plans and Offers'.



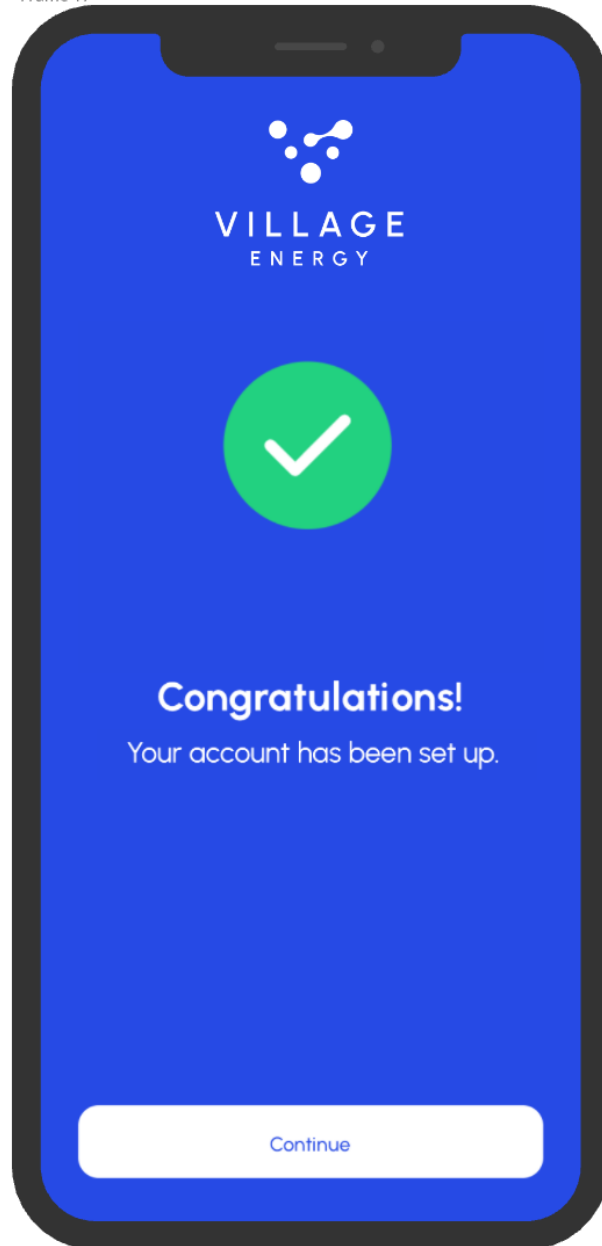
## 7/ Share access with the installer

Go to the menu tab and select "Manage Access".



## 8/ Select 'Share with others'

Enter the email address of the installer and click "Share Access". You can remove this access after the installer has finished the installation.



## **You're all set!**

You're ready for your solar install.

Your installer will need your Wi-Fi credentials, so have these handy for your install.

## 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