

How to add an Assistant from start to finish

Note: below screenshots are just an example. The same procedure works for other Assistants as well. The used example refers to an Assistant which has later been renamed to PV Inverter support, and is also rarely used on new installations. The Self-consumption Hub-2 Assistant is used instead. It is not necessary, nor possible, to combine it with the PV Inverter support Assistant.

Note for three-phase and parallel systems: some Assistants need to be configured in in all Multis or Quattros in the system, others only in the master of L1 or in all phase-masters. Carefully read the instructions in the Assistant pages while configuring.

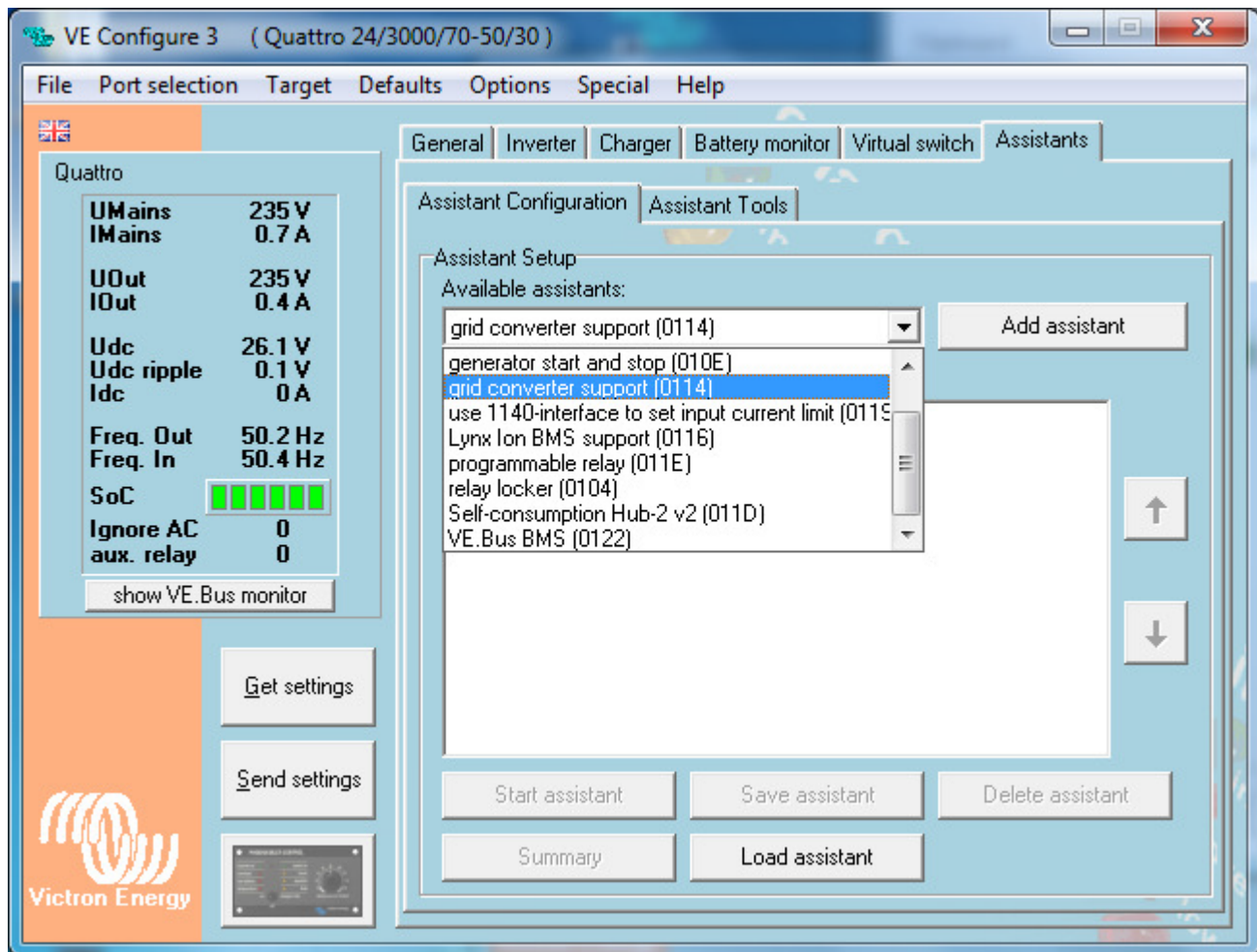
Prerequisite

To work with Assistants, VE.Bus Multis, Inverters and Quattros must be loaded with a different firmware first. More information about which firmware type to choose for an installation, and the updating instruction, is available in our PDF [VE.Bus firmware versions explained](#).

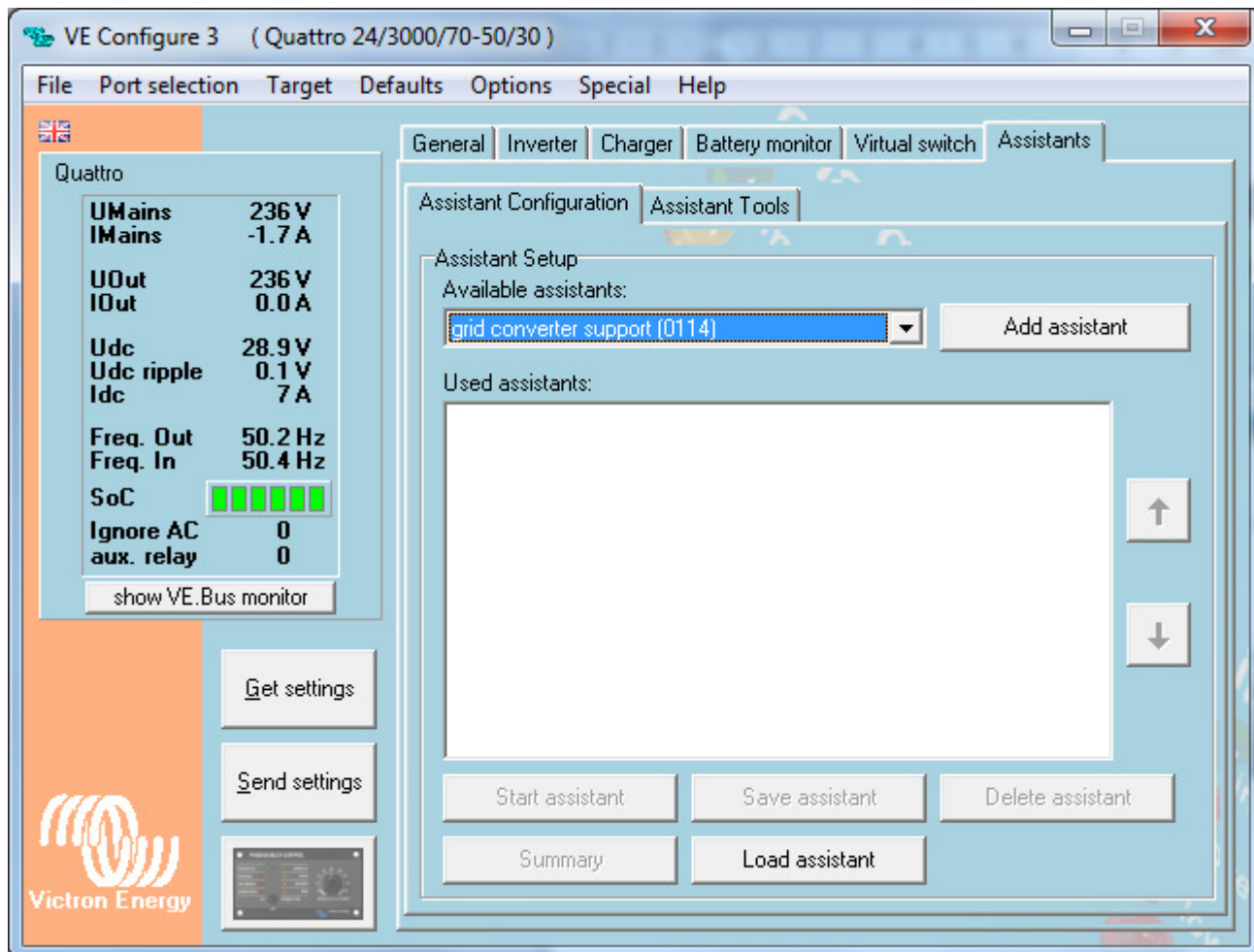
Step by step instructions

Open VEConfigure3 on your computer, connect to the Victron product and open the Assistants tab. Don't see the assistants tab? See [here](#).

Then, from the drop down menu select the Grid Converter support

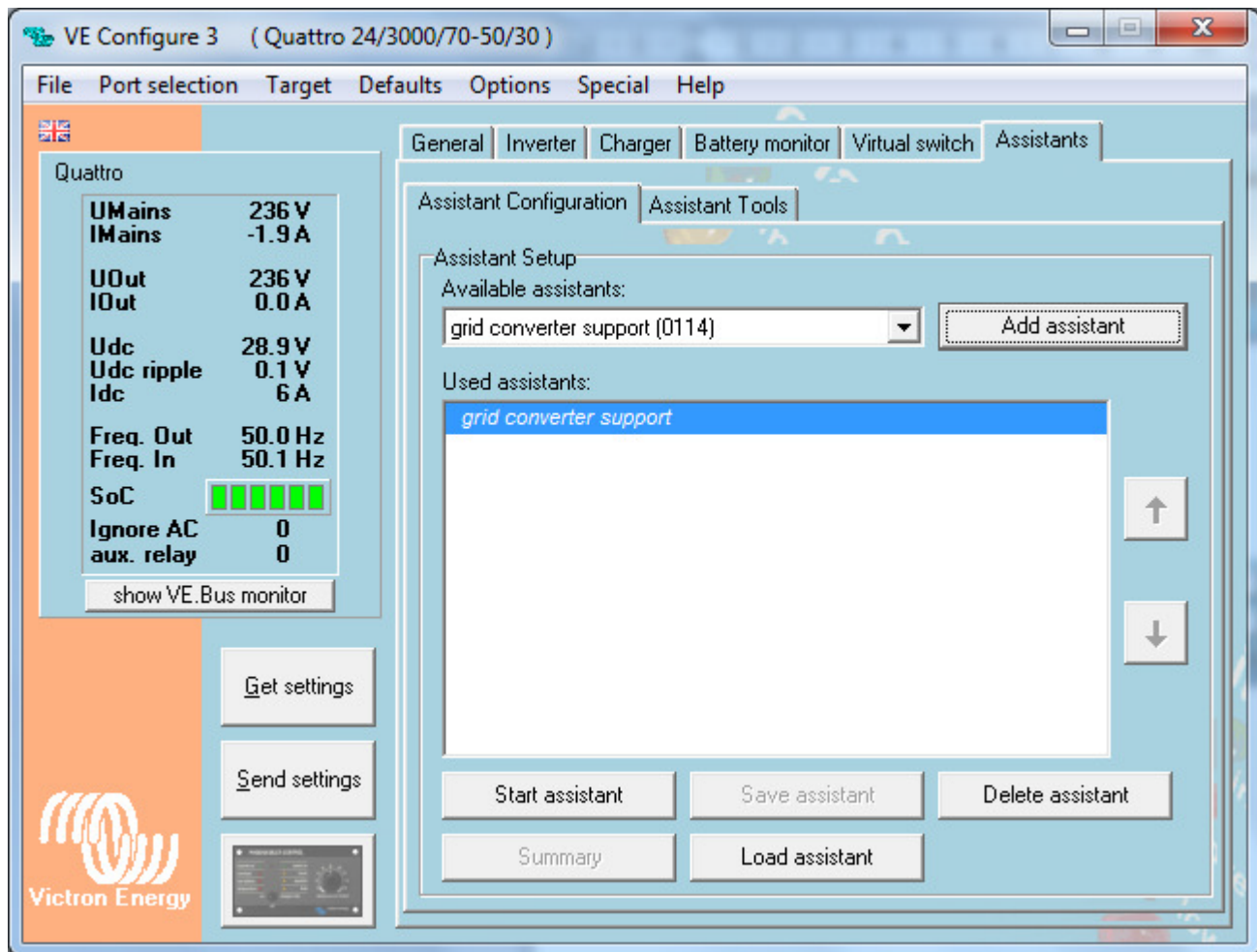


Click add assistant

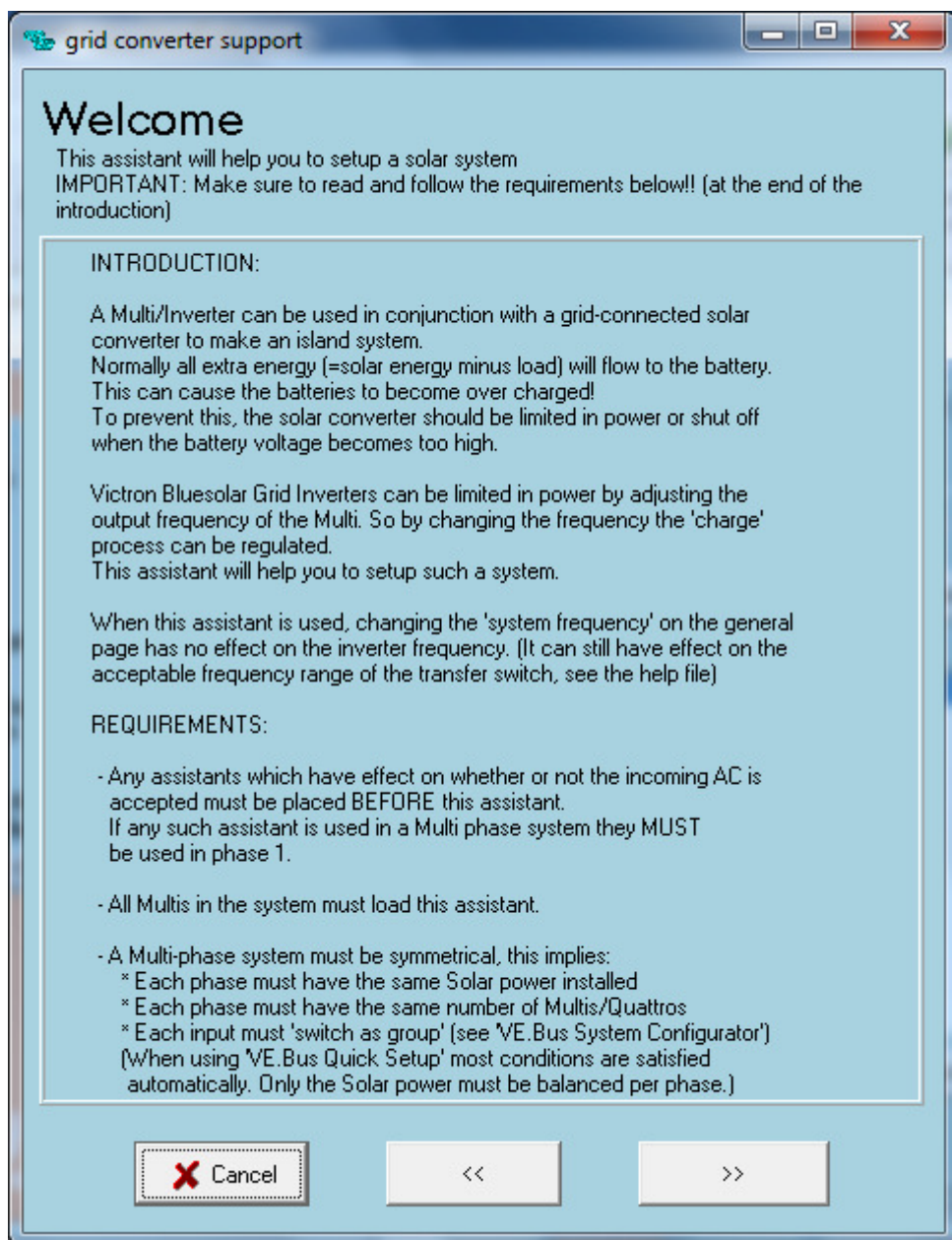


The assistant will appear in the 'Used assistants' box and it will be in italics, as it has not been configured yet.

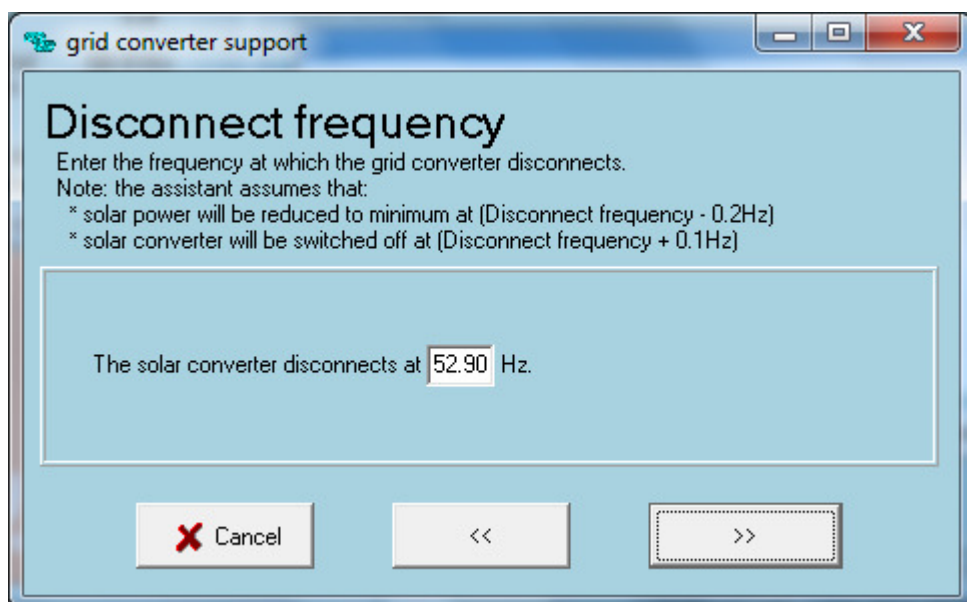
Now Click on Start assistant



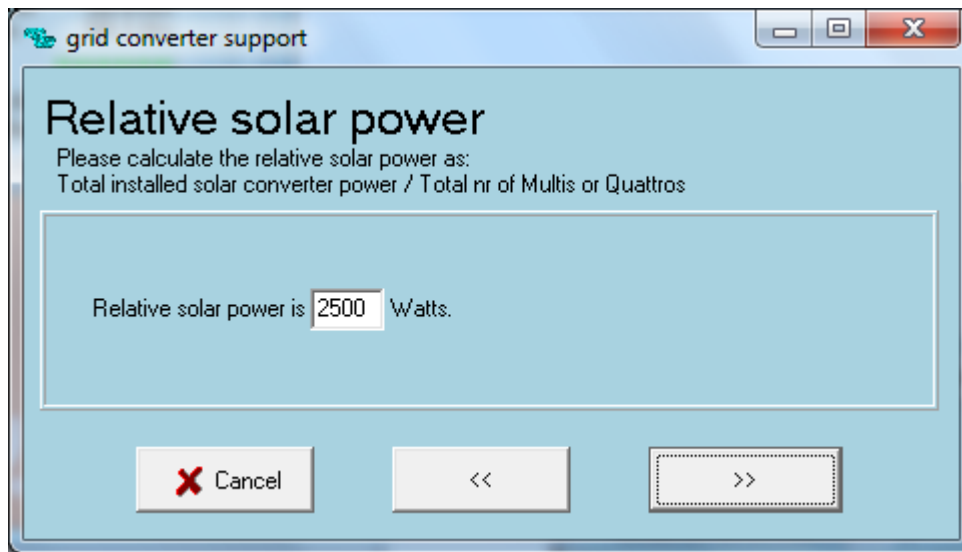
The Welcome screen is very important and contains important information. Read it carefully.



Make sure you know the frequency at which the Grid Inverter will switch off, it must be entered on this page

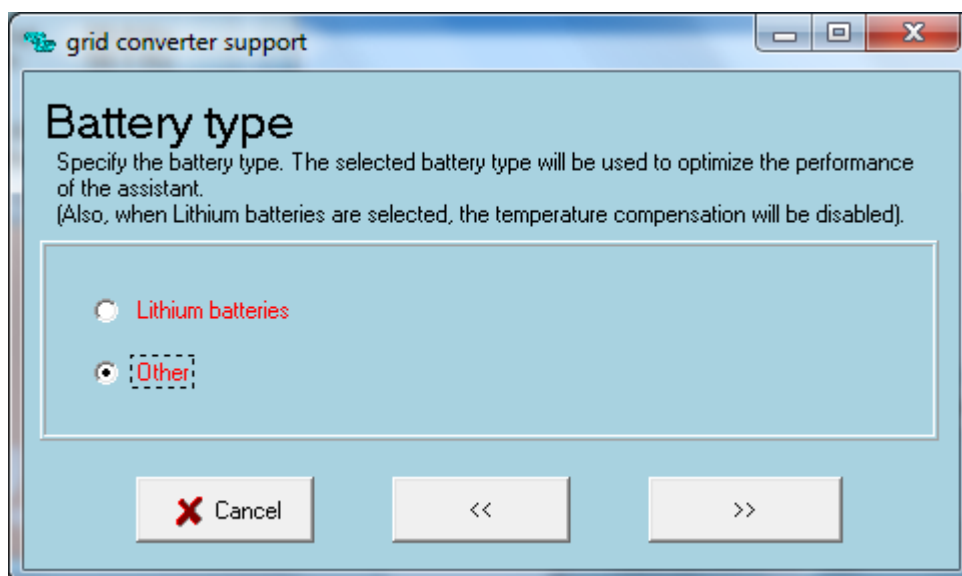


Here enter the total amount of PV power installed in Watts.



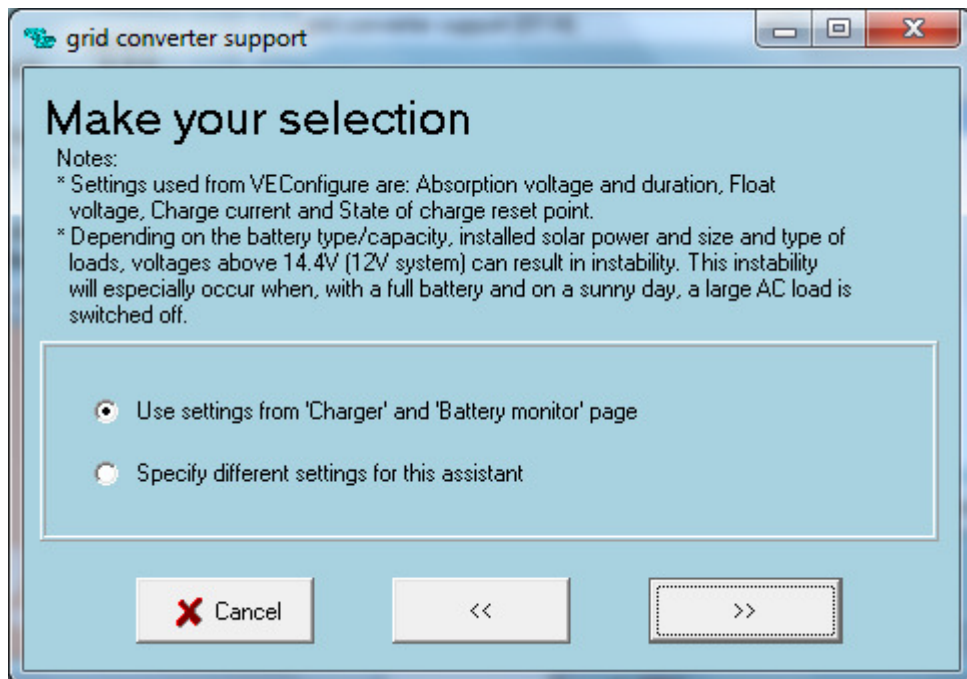
The screenshot shows a window titled "grid converter support". Inside, the heading "Relative solar power" is followed by the instruction: "Please calculate the relative solar power as: Total installed solar converter power / Total nr of Multis or Quattros". Below this, a text field displays "Relative solar power is 2500 Watts.". At the bottom, there are three buttons: "Cancel" (with a red X icon), "<<", and ">>".

The Battery type can be selected here

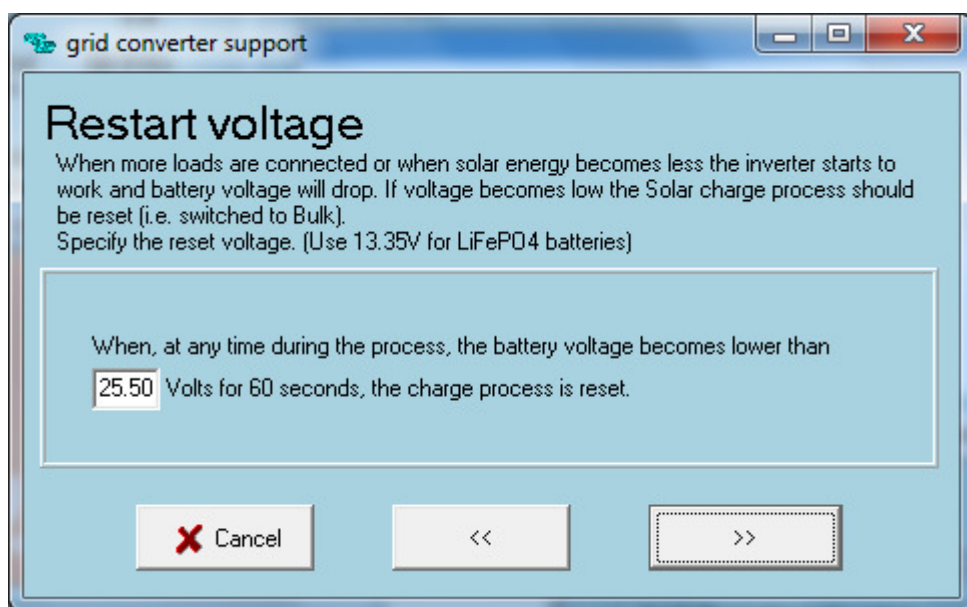


The screenshot shows a window titled "grid converter support". Inside, the heading "Battery type" is followed by the instruction: "Specify the battery type. The selected battery type will be used to optimize the performance of the assistant. (Also, when Lithium batteries are selected, the temperature compensation will be disabled).". Below this, there are two radio button options: "Lithium batteries" (which is currently selected) and "Other". At the bottom, there are three buttons: "Cancel" (with a red X icon), "<<", and ">>".

The charger settings can either be used from the Charger page or you can define other settings.

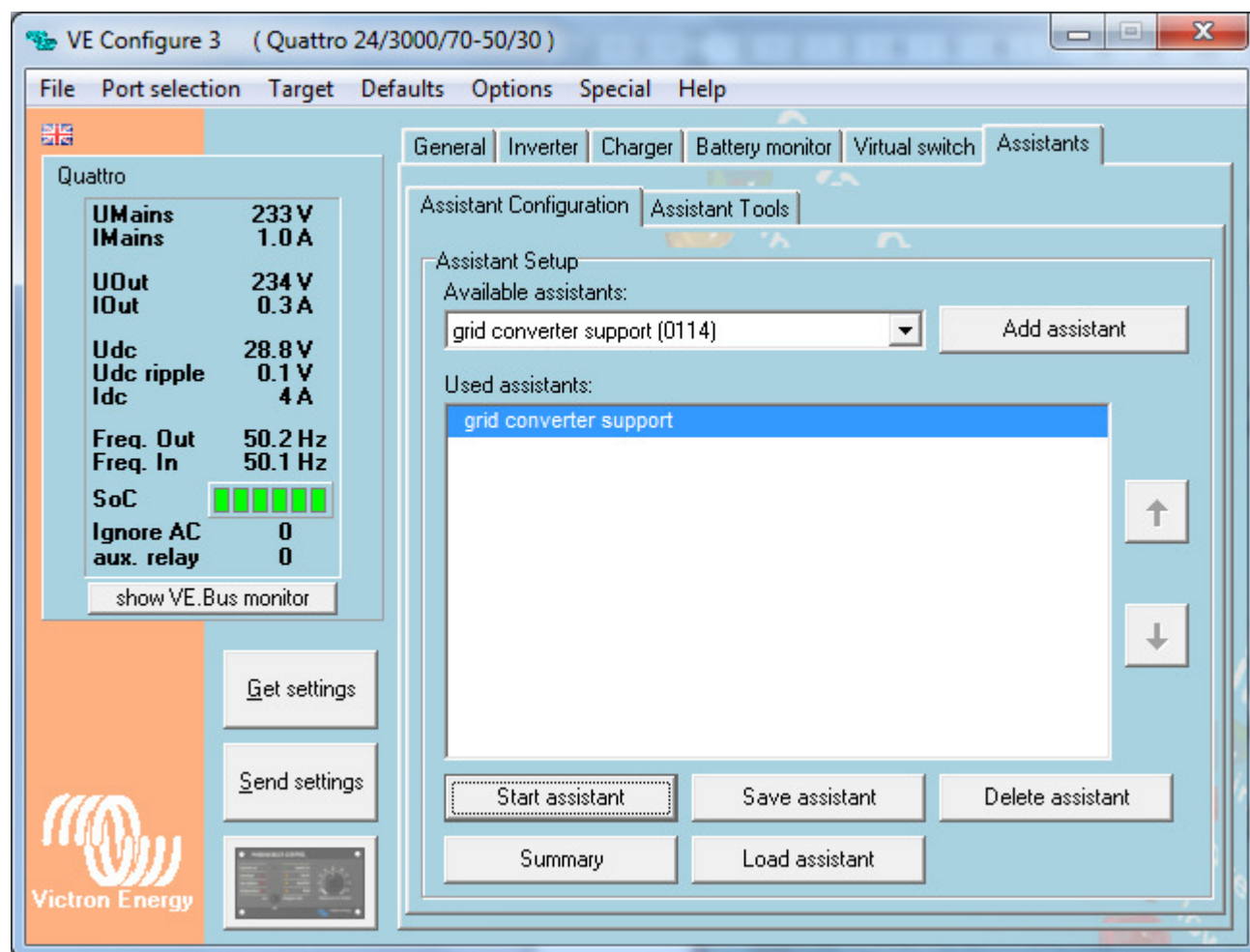


The Restart voltage should not be changed unless it is absolutely necessary. It can be set lower maybe but we don't recommend settings it any higher.

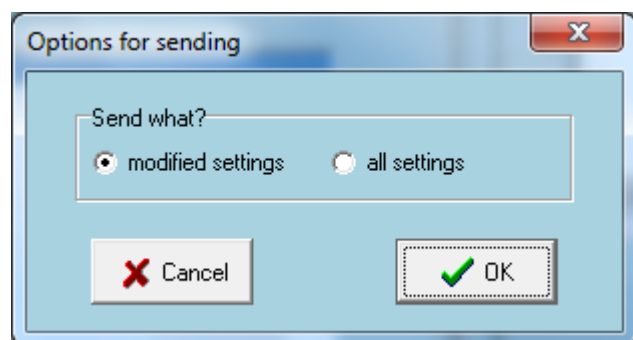


Once the assistant set up pages are finish you will the 'grid converter support' is now in normal text.

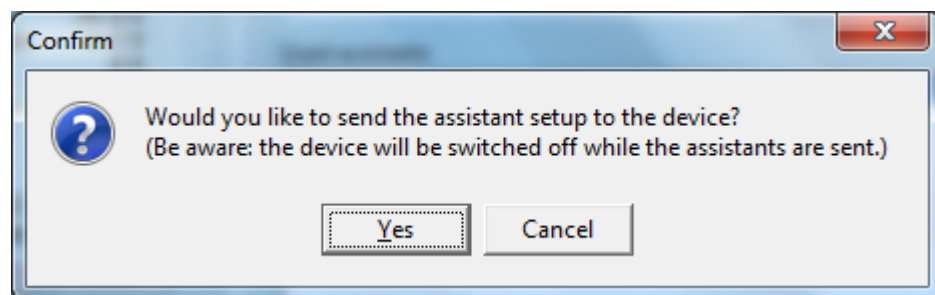
At this point if all the normal settings on the other pages of the software are complete you can select 'send settings'



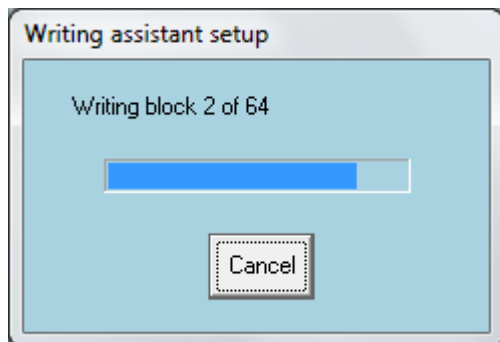
You will be asked which normal settings you want to send.



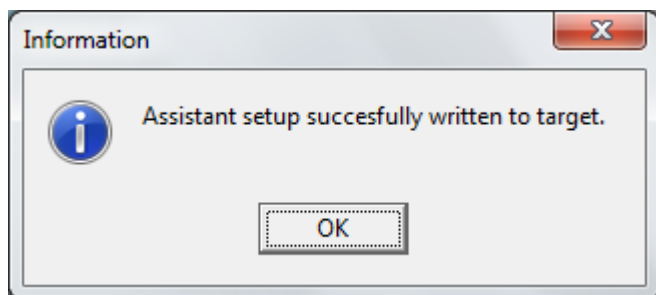
Then you will be asked whether the assistant set up must be sent also.



The Inverter/charger will switch off while sending the assistant set up to the Unit. This screen will appear.



When the 'writing' of the assistant is finished this screen will appear, the Inverter/charger will restart, if OK is selected it also restarts.



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Last update: **2019-01-22 10:16**

