

# Your smart In-Home Display explained



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# Welcome to a smarter future...

Now you've had your new smart meter fitted, your in-home display tells you how much energy you're using by connecting to your smart meter wirelessly.

## In this guide

You'll find out how to use your in-home display safely, get the most out of it, as well as a host of frequently asked questions towards the back of the booklet.

More information can be found at [eonnex.com/help](http://eonnex.com/help)

## See how much you're using and what it costs

You'll get real-time data from your new smart electricity and gas meters so you can see how and when you consume energy. Your electricity use and cost is updated every 10 seconds and your gas, at least every 30 minutes. This can be shown in pounds and pence – putting you in full control of the energy you use.

Depending on your meter type your gas reading may be in m<sup>3</sup> or kWh.

For Smart Pay As You Go customers, it can also be used to activate key functions. More information can be found in the Pay As You Go section.



## VAT and discounts

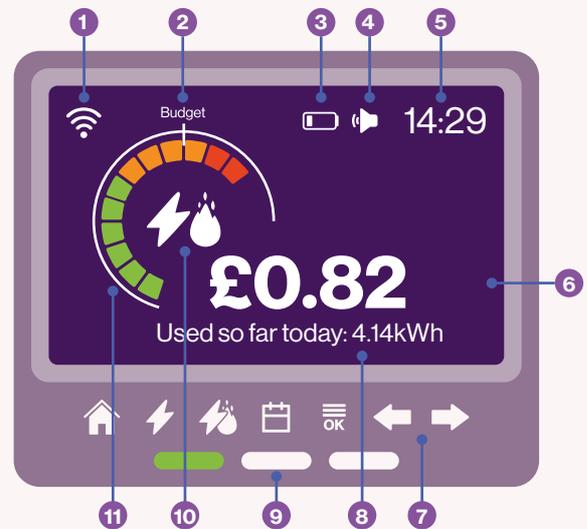
The costs shown on your display DO NOT include VAT or any discounts you have on your account, these will be included in your bills.

For Smart Pay As You Go customers, the display DOES include VAT.

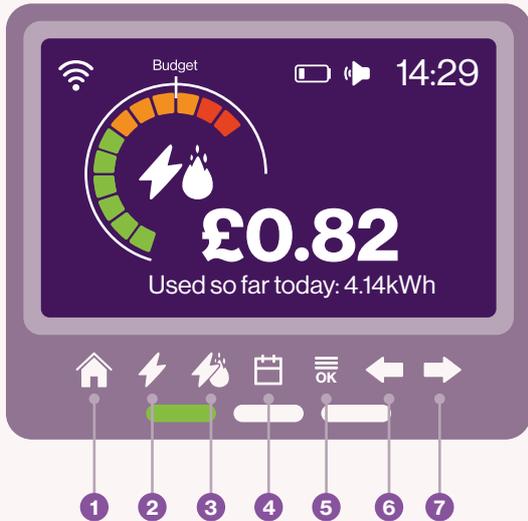
**Please note, due to Gas conversion factors, your display may not be 100% accurate.**

# What are the key features?

When you first power up the display by plugging the charger into a mains socket, or inserting a AAA battery (not provided), you'll be given the option of a tutorial to show you how it all works. To restart your device, unplug the device from the socket and remove any battery, wait a short while, and reapply the power source.



- 1 Wireless signal strength**  
Signal strength between display and smart meters.
- 2 Budget marker**  
Visible marker for your personally set budget.
- 3 Battery low**  
If a AAA battery is inserted and the battery is low, this icon will appear.
- 4 Audio**  
This icon means you have your Audio Alerts on. Head to Settings in the Main Menu to turn these on/off.
- 5 Time**  
24hr format.
- 6 Numeric display area**  
Shows costs, consumption and other info.
- 7 Touch buttons**  
For controlling your display.
- 8 Text display area**  
Text-based feedback/prompts.
- 9 Light indicators**  
For a quick view of energy use levels.
- 10 Fuel view**  
Displays electricity, gas or both.
- 11 Energy display dial**  
Visual indicator of your use.



## Navigating the display

Simply use the seven touch buttons below the screen.

- 1 **Home** – Can be used at any time to cancel any action and return to the default home screen – which is the combined energy you’ve used so far that day (credit mode), or lowest meter balance (Smart Pay As You Go mode).
- 2 **Now** – Shows how much electricity is being used now.
- 3 **Fuel Selector** – Electricity, gas or both.
- 4 **Calendar** – Changes the time period being displayed.
- 5 **Menu/OK** – Enter the menu and accept other inputs from the on-screen prompts.
- 6 **Back**
- 7 **Forward**

## What the light indicators show

Your energy use is shown by colour:

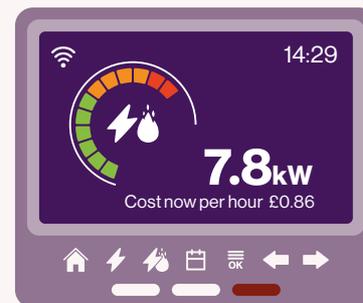
**Green** – low use.



**Orange** – medium use.



**Red** – high use.



# More about your device

Your device is mains powered, meaning it has to be plugged into the wall for it to turn on. There is a slot in the back of the device for you to insert a AAA battery (not provided).

This will enable you to remove the mains power and walk around your home (within signal range) and see how much electricity is being used by individual appliances, or, if you are a PAYG customer, top up via your IHD when the power is out.



## Other clever stuff

Your IHD will get to know the typical amount of energy you're using over time and will adjust the scale to your household's limits.

This is based on how much you consume or if you have a budget set.

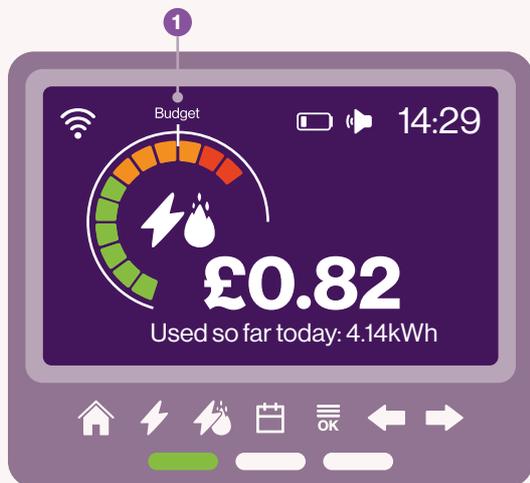
A budget can be set to allow you to achieve your spending goals. This can be set by fuel. In the **'Energy Used/Cost'** view, the **'Energy Display Dial'** represents the level of energy that you're using against your budget.

## If you generate your own energy

If you have some form of home micro-generation (like solar panels), your display will let you know when you're a net exporter to the grid – illustrated by a 'pylon' icon on the display. If you're generating your own electricity this will be offset against what you use. When you export more than you use, the 'pylon' (1) and the amount of energy being exported in kWh will show on the live screen.

The live value in pounds and pence will read zero as there is no cost to you for exporting electricity.





## Setting a budget to manage your energy use

Setting a budget helps you stay on track with your spending and consumption goals.

### To do this:

1. Navigate to **'Set Budget'** (1) via the main menu.
2. If you have both Electricity and Gas fuels, use the (⚡) to toggle between the fuels, and the (📅) to select the time frame you want.
3. Use the arrows (←→) to adjust the value to one that suits you.
4. Press Menu/OK (☰) to set the budget, and the (🏠) to return to the home screen.
5. The Indicator Dial will show you have set a budget and the dial will illuminate Green, Orange or Red depending on the budget set.

An audio alert will sound if you go over your budget, this can be switched off under **'Settings'** in the main menu.

## Seeing how much energy you're using and what it costs

The home screen shows your usage (kWh) and cost (£) for the day.

If applicable, pressing (⚡) will switch between both fuels, providing you with a combined view.

You can see how much energy you've used historically by pressing (📅).

You can see your usage for;

- Today
- This week
- This month (1st day of the current month to the current day)
- This year (Jan to the current month)

Press (📅) to toggle the different time frames and to compare with your historical use. Use (←→) to go back and forth.

**Remember, it's not the smart meter that will save you energy, but the way you use energy in your home.**

If you are a credit customer, you can also view your indicative bill which will be displayed in £, by following the sequence below;

- From the home screen press (☰) to enter the menu,
- Use (←→) to scroll to **'Account Information'** and then press (☰)

## View your Meter Readings

Meter readings can be found in **'Meter Information'** in the Menu.

**The information displayed is only indicative and only available from the date of your meter installation.**

# General FAQs

## Why does my display say 'Waiting for Current Data'?

Your IHD may be struggling to get a signal, so try moving it closer to your electricity meter. Restart the IHD and wait for the data to appear. (this may change slightly dependent on manufacturer acceptance of the below).

If that doesn't work, your meter may be struggling to connect to the network. For more information, please visit [eonnex.com/help](http://eonnex.com/help).

## How do I insert a battery?

To insert a battery, you need to remove the battery cover on the back. You will need a small flat head screw driver or a butter knife will work if you have one handy. Carefully lift the top of the cover up and pull away. Insert the battery, taking note of the orientation, and reapply the battery cover by putting the bottom in first and clipping in the top.

## I'm a dual fuel customer, why can I not see one of my fuels?

If your meters have been installed for more than 48 hours and the data hasn't appeared on your IHD, try restarting it. For more information visit [eonnex.com/help](http://eonnex.com/help)

## Why is there a value on my IHD first thing in the morning?

Your IHD will include Standing Charge in the costs for today at the start of the day. You can check your Standing Charge in the main menu under '**Account Information**'.

## Why has my device turned off?

This IHD is mains powered, make sure it is plugged into a socket on the wall that is switched on, or try a AAA battery in the slot on the back.

## Why is my IHD making a noise?

Your IHD will make audible noises for; key presses and low battery, and if applicable; low credit and budget warnings. These can be turned off under '**Settings**' in the main menu.





# Smart Pay As You Go (PAYG)

Now you've got your smart PAYG meter, the following sections will give you some really useful hints and tips that can help you track your energy usage, credit and costs.

Your home screen will display the credit remaining for your fuel(s). Any fuel in Low Credit will remain on screen as a reminder to top-up.

The home screen may not include any Debts. To view Debts, head to **'Debts'** in the Main Menu.

Here you will find the Debt to Clear, as well as the debt recovery rate that you have agreed with us.

## Friendly Credit

Your IHD will let you know when you are in Friendly Credit by displaying **'Electricity Disablement Suspended'** across the bottom of the screen.

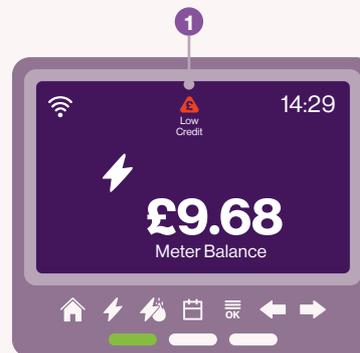
### Friendly Credit hours:

**4pm to 10am, Monday to Thursday** and **4pm, Friday through to 10am, Monday** (including Bank Holidays).

## Low Credit

Low Credit The Low Credit icon (1) will appear when you drop below the value you set online, or via the app (this is £5 by default). This will remain on screen until you Top-Up.

An audible alert will sound (this can be disabled in settings).



## Emergency Credit (EC)

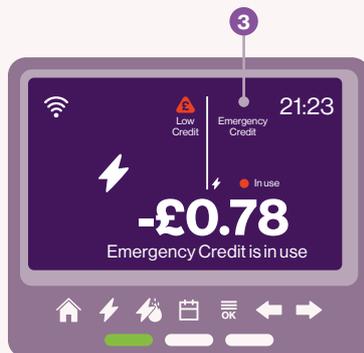
When your credit drops below £1.99, you will be told if EC is available (2).

To activate EC, head to 'Select Emergency Credit' in the main menu and press OK.

Once confirmed, your IHD will show you it is now selected and for what fuel.

When your credit is exhausted, your IHD will then show you that EC is now Active (3).

Remember, EC needs to be selected for both fuels.



## Entering a top-up code using your in-home display (IHD)

If a payment doesn't reach your meter we will provide a 20 digit code to apply with your IHD. This will be in either your confirmation text or email.

If you top up in store you can find the 20 digit code on your receipt.

You will then be prompted to enter your code;

- Using (➡) find the number you need to insert (0 - 9),
- Once you have found it, press (OK) to confirm.
- The cursor will move to the next space
- If (⬅) is pressed at any time, you will return to the previous digit.
- Once all digits are entered, confirm by pressing (OK).

You will receive confirmation that the top-up has been sent.

If a top-up is rejected the code is retained, so all you need to do is to work your way through the correct numbers until you reach any incorrect entries. Re-enter them and resubmit. Wait for the acceptance message which will appear on screen.



# Smart PAYG FAQs

## Why does my IHD not display my top-up history?

If your IHD does not display your last 5 top-ups don't worry, they can be found on your meter.

## Why can't I see my Gas payment on the Home Screen?

It is perfectly normal for it to take up to 30 minutes for your IHD to show your gas payment on screen.

## How do I get my supply back on after a disconnection?

### ⚡ Electricity

You can do this via your IHD by navigating to '**Activate Supply**' in the main menu and pressing (⏏).

You will be asked to confirm. Once confirmed, you will be asked to make sure it is safe to activate, please make sure it is safe to do so and press (⏏).

You can also activate the supply via your meter, please make sure it is safe to do so, go to the meter and follow the on screen instructions.

### 💧 Gas

To activate your gas supply (if applicable), please make sure it is safe to do so. Go to the meter and follow the on screen instructions.



## What are the safety precautions?

- Your new in-home display comes with a 12 month warranty term from the date of install. If your device develops a fault within this time, please contact us on **0808 501 5200** to arrange a replacement.
- It's designed for indoor use only.
- Don't expose the unit or power supply to high levels of moisture – don't put it in water or other liquids.
- It's best to plug it into a switched socket.
- The circuit rating for which the Power Supply is plugged into must not exceed 32 amps.
- To clean it, remove any battery, unplug from the socket and use a soft, dry cloth.
- Avoid dropping, excessive shock or vibration.
- Please don't open, repair or service the display or power supply. If your display or power supply appear to be faulty, stop using immediately, switch off and then remove the plug from the socket. Please call us on **0808 501 5200** so we can help.
- Supervise young children if they use it.
- Only use the supplied power cable and don't use this with other devices.
- This product complies with RoHS regulations ensuring that it doesn't contain excessive levels of hazardous chemicals for home use.
- This product is UKCA and CE approved.

## Product disposal

It can be recycled. The display is marked with the crossed-out wheelie bin symbol to show that Waste Electrical and Electronic Equipment (WEEE) should not be thrown away in your household waste.

E.ON is supporting the national network of WEEE recycling centres established by local authorities.

Please dispose of this product at your local civic amenity site or for more information visit: **[recycle-more.co.uk](https://www.recycle-more.co.uk)**

The WEEE registration number for this product is:

**WEEE/AE3357ZW**

## Moving house or changing supplier

If you're moving home you need to leave the smart meter in-home display behind. Unplug, remove the battery, clear the settings and leave it somewhere visible, we suggest somewhere on the kitchen worktop. This is because it's connected to the meter/meters of the property you are leaving and will be of no use in your new home.

If you change to a different supplier, it will still be compatible and you won't need to get a new one. Each energy supplier has their own policy and could limit some of your display functionality, so please contact your new supplier to find out more.

## Got a question or problem?

The best place for information on your IHD is online, please visit [eonnex.com/help](http://eonnex.com/help).

For all smart meter queries call:  
**0808 501 5200**.

Lines are open 9am to 5pm, Monday to Friday. Calls from mobiles and landlines to 0808 numbers are charged at your local rate, unless included in your call package when they're free.

For more information please visit the Energy Saving Trust website on:  
[energysavingtrust.org.uk](http://energysavingtrust.org.uk).

## Want to know more?

Go to [eonnex.com/smart](http://eonnex.com/smart) for more information and if you'd like to know how we use the data collected from the smart meter.

## Do you have any feedback for us?

We'd love to hear from you if you've got any comments, good or bad, on the process of having your smart meter installed. Please email us and let us know how we did at [hi@eonnex.com](mailto:hi@eonnex.com) and include the following in the subject line: 'My SMART meter installation feedback, account number, feedback comments.'

