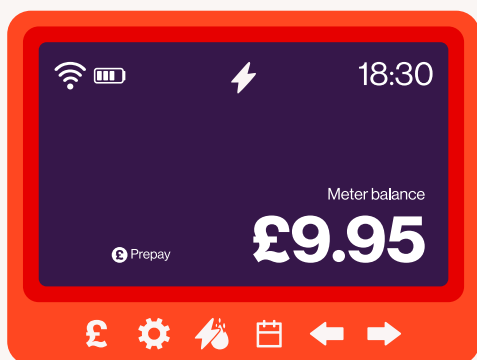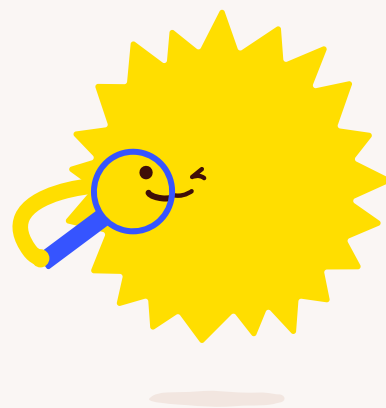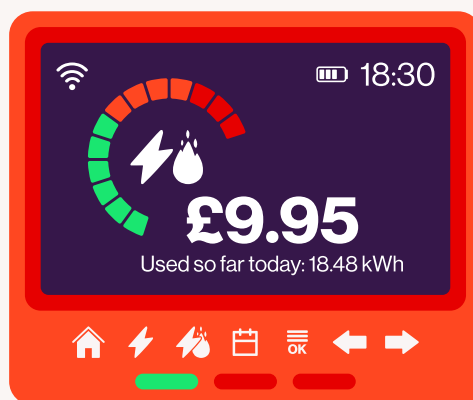# ID your IHD.

Where to start with your In-Home Display.

Ready to feel the power of your new smart meter? There's a few different types out there, and they all work a little differently. Fear not though, we've got smart starter guides for all of 'em.
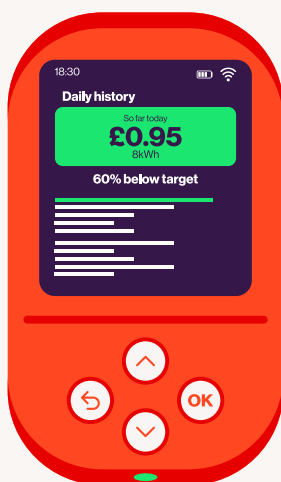
Here's your quicksmart starter guide...

Chameleon SEDv3
Go to page 2

Chameleon IHDv3
Go to page 3

IHDL Smartview2
Go to page 4

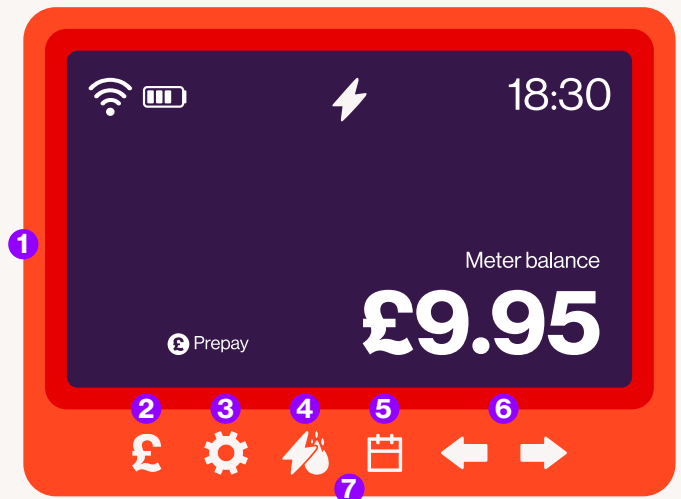**Geo Accessible IHD**
Go to page 5

Looking for more info?

Remember, you can always get in touch if you have any questions, or have trouble understanding your in-home display. Our FAQs are also super helpful. You can find us on Twitter and Facebook too, or visit our Community where common questions get answered. Chat soon!

e.on next

A smart guide to your Chameleon SEDv3 display.

1 **Power button**
Turn on or off.

2 **Change units button**
Switch the current view between £, CO_2 and kWh.

3 **Balances button**
View your PAYG credit and debt balances.

4 **Energy selector button**
Switch view between gas and electricity.

5 **Calendar button**
Switch time period displayed (day, month or year).

6 **Arrow buttons**
Switch between time periods.

7 **Green, amber and red**
Energy consumption levels.

18:30

Meter balance

£9.95

Prepay

What else can I do?

Your display will show the words 'Emergency Credit' when you've less than £2 left. When your emergency credit is active, you'll see a flashing £ symbol and fuel icon.

Press **3** and ⬅ to see your last 5 top-ups. Keep pressing ⬅ to go further back.
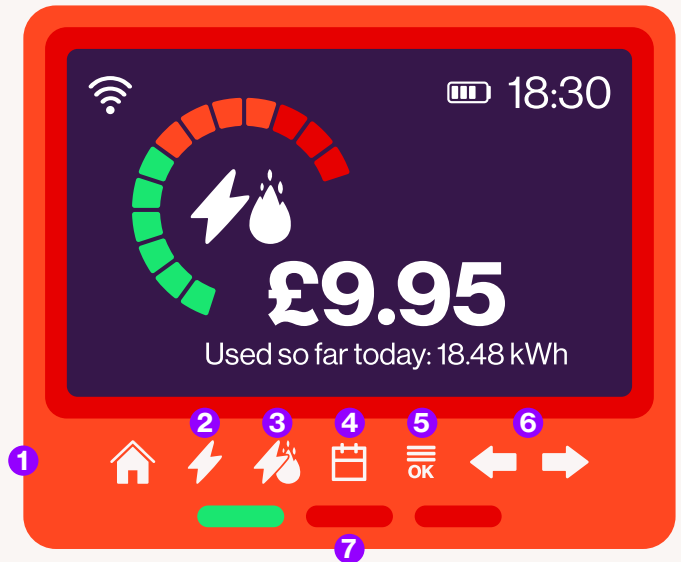
To set a budget, press **4** to select which fuel, then **5** to select a timeframe. Then press and hold **2** for 10 seconds. Now use **6** to select the budget you want to aim for, and finally, confirm with **2**.

The personal touch

Your smart meter will adjust the scale of the energy you're using, based on your unique consumption and budget target. Smart, hey?

e·on next

A smart guide to your Chameleon IHDv3 display.

1 **Power button**
Turn on or off.

2 **Now button**
Shows energy being used right now.

3 **Energy selector button**
Switch view between gas and electricity.

4 **Calendar button**
Switch time period displayed
(day, month or year).

5 **OK button**
Main menu navigation and to confirm a selection.

6 **Arrow buttons**
Switch between time periods.

7 **Green, amber and red**
Energy consumption levels.

18:30

£9.95
Used so far today: 18.48 kWh

What else can I do?

The low credit icon will show on screen when you have less than £5 credit. This will stay there until you top up.

When your credit is less than £2, your display will show you Emergency Credit is available. To activate this, head to 'Select Emergency Credit' in the main menu, and press OK. Once confirmed, your IHD will show you it's now selected – and for what fuel.
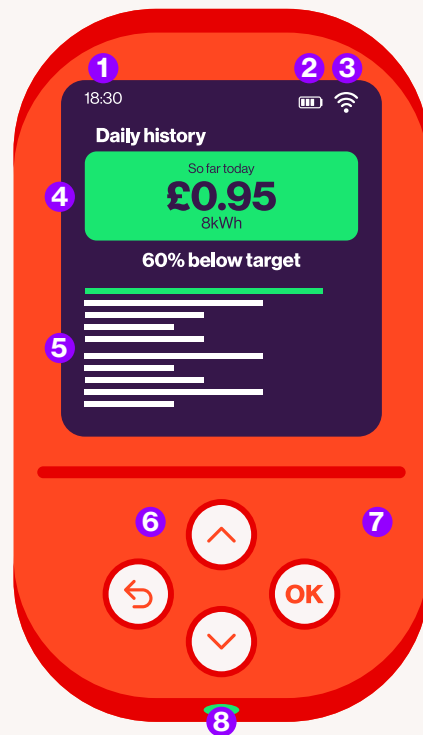
To view debts, head to 'Debts' in the Main Menu. Here you'll find Debt to Clear, as well as the debt recovery rate you agreed with us.

To enter a UTRN, press **5** and navigate to Top-up. Use ➡ to select the correct number, then **5** to confirm and move on to the next digit. Pressing ⬅ at any time takes you back. Use **5** when you've entered them all to submit it.

To set a budget, navigate to 'Set Budget' in the menu. Use **3** to select fuel, **4** to select timeframe and **6** to set the budget amount. Press **5** to set.

e·on next

A smart guide to your IHDL Smartview2 display.

1 Time
24 hour format.

2 Battery status
Charging status and battery level.

3 Wireless signal strength
Signal strength between display and smart meters.

4 Fuel view
Displays Electricity, Gas or both.

5 Budget marker
Visible marker for your personally set budget.

6 Touch buttons
For controlling your display.

7 Power button
Press and hold OK for Power Off or Restart.

8 Light indicator
For a quick view of energy use levels.

18:30
Daily history
So far today
£0.95
8kWh
60% below target

On your home screen you'll find:

- The **applicable fuels** – Electricity will be on top, Gas at the bottom
- The **instant use data**
- How much you've **used today**, in the top right corner (in £)
- How much **Credit** or **Emergency Credit** is remaining

If you need to repay Emergency Credit or have unpaid debt, you won't see that on the home screen. To view this head to the main menu, select the fuel you want to view, select My Account, then My Top-ups and then Balance Breakdown.

If you drop below £5 credit, a pop-up appears letting you know you're running low. If you dismiss the pop-up, the low credit icon £ will remain on screen.

When your credit drops below £2, you'll be told whether Emergency Credit is available. You'll also be given the option to enter a top-up code. If you dismiss the message, the EC icon £ will remain on screen. You can still activate your EC by going to the Main Menu and selecting the fuel you want to view, then My Account. Select My Credit and then press OK.

When Friendly Credit becomes active, you'll get a notification. The Friendly Credit icon ☺ will also show.

To enter a UTRN, head to the Main Menu and select the fuel. Select My Account, select My Top-ups, select Top-up Now and use the arrows to enter numbers – always pressing OK to confirm each one. Pressing back will let you correct one, and when filled in, submit with OK.

e·on next

A smart guide to your Geo Accessible display.

1 Home button
Press to return to the Home screen

2 Back button
Press to return to the previous screen

3 Left arrow button
Press to navigate to the previous item on the screen (like in a menu, or where there are several tabs, e.g. on the home screen)

4 Menu button
Press this to go to the menu

5 OK button
Press to select an item (e.g. in the menu) or to change an underlined item (e.g. change between cost or energy consumption)

6 Right arrow button
Press to navigate to the next item on screen

7 The three LEDs
These show your electricity use (green/left for low, amber/middle for medium or red/right for high). The middle LED is also a button to interrupt or repeat the speech. A long press will turn the speech on or off.

Activating the Prepay home screen

Use buttons **3** and **6** to select 'Prepay' on the display. The balance is displayed for each fuel, along with a prediction of how many days are left before needing a top-up. The outer ring changes colour to indicate how many days are left (Green is **>3** days, Red is **<1** day, Amber between **1-3** days.

More information

Your display can do all sorts of clever things. Check out the full user manual on our website.

Good to know

If Friendly, or Emergency Credit is available, selected or in use, this will be highlighted on the prepay home screen.

To access prepay menu options press **4** and select 'Prepay' followed by OK. A UTRN can be entered from the Prepay menu by selecting 'Top-up' and OK.

You can also activate Emergency Credit for a fuel by selecting the Emergency Credit option in the Prepay menu.

e·on next