

## User guide

# Your smart meter in-home display



**e.on**

## 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 **0345 366 5993** 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, unplug or switch it off 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 **0345 366 5993** 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.
- Only use the supplied battery with your display. There is a risk of explosion if using an incompatible battery. Please ensure you dispose of all batteries as hazardous waste using local facilities - find out more at:

**[www.recycle-more.co.uk](http://www.recycle-more.co.uk)**

- This product is 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:

**[www.eonenergy.com/about-eon/corporate-responsibility/recycle-your-electric-devices](http://www.eonenergy.com/about-eon/corporate-responsibility/recycle-your-electric-devices)**

The WEEE registration number for this product is:

**WEE/MM6357AA**

## Welcome to a smarter future...

Now you've had your new smart meter fitted, this 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 IHD and get the most out of it. There are also a host of Frequently Asked Questions towards the back of this booklet.

For Smart Pay As You Go (PAYG) customers, there is a dedicated section which will help you with key functions of your IHD.

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

Your in-home display (IHD) gets real time data from your new smart meter(s) so you can see 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 a position to be in full control.

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

### 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 turn the display on (by pressing and holding the OK button), you'll be given the option of a tutorial to show you how it all works.

It's a quick and easy way to get started and if you want to use the tutorial again, you can find it under **About** from the **Main Menu**.

**Wireless signal strength**  
Signal strength between display and smart meters

**Time**  
24hr format

**Fuel view**  
Displays electricity, gas or both

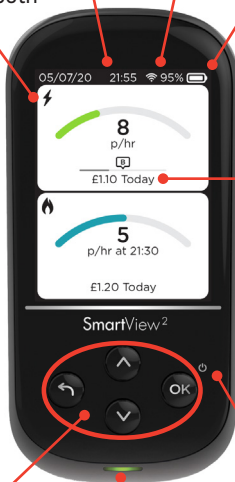
**Battery status**  
Charging status and battery level

**Budget marker**  
Visible marker for your personally set budget

**Touch buttons**  
For controlling your display


**Power button**  
Press and hold OK for power off or restart

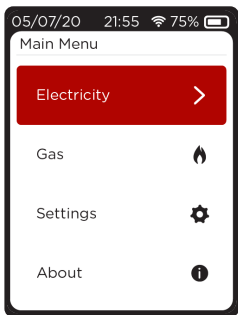
**Light indicator**  
For a quick view of energy use levels




## Navigating the display

Your home screen will display the fuels you have with us. If you have both Electricity and Gas, the Electricity will be the top tile, and the Gas will be the bottom tile.

When on the home screen, pressing the  arrow will cycle your Electricity data between £ and kWh.



The  arrow does the same for your Gas data.

To access the main menu, press OK, and use the arrows to navigate through the 3 or 4 options, depending on the fuels you have.

**Electricity** – this gives you access to information regarding your Electricity supply such as Account Information, Daily Budget settings, Historic Data, and Meter Information.

**Gas** – this gives you access to information regarding your Gas supply, such as; Account Information, Daily Budget settings, Historic Data, and Meter Information

**Settings** – this allows you to customise the IHD, for example, you can adjust; the screen brightness, the display theme, the usage light, alert volumes, and more.

**About** – this shows you information about your IHD as well as a handy tutorial under **Getting Started**.



## What the light indicators show

Your IHD has a useful indicator that gives you a quick view of how much electricity you are currently using:

- **Green** – low usage
- **Orange** – medium usage
- **Red** – high usage

If you have a budget set, the LED will adjust to how you are performing against your budget.

You can turn off the LED indicator at any time in **Settings**.



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.

Your gas scale (if applicable), will appear blue by default until a budget is set.


## What else can it do?

The display will connect to your smart meters wirelessly, giving you full visibility of your energy usage. It has a useful built-in, rechargeable battery that, under normal conditions, will last 8 hours when fully charged.

This means you can take the device around your home (within the range of the signal) and see how much Electricity is being used by individual appliances.

Simply turn on an appliance (like a kettle) and watch the displays dial and LED (if switched on) react to the increase in Electricity consumption. Turn the appliance off and watch it react to the decrease in Electricity consumption.

## How to view if you are using less energy

From the home screen, hold down  (arrow icon).

You will be presented with a view that shows how much you have used and you can compare:

- Today to yesterday
- This week to last week
- This month to last month

## Other clever stuff

The IHD also includes useful information about your Smart meters and your account details under each fuel menu;

- Customer MPAN - unique to your account
- Meter Serial Numbers - unique to your meters
- Tariff - the tariff you are currently on.

After 2 minutes of inactivity, the IHD will enter it's standby mode and will detail your combined cost for the current day.

Coloured segments indicate performance against your budget if you have one set.



## Setting a budget to manage your energy use

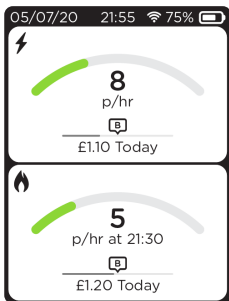
Setting a budget helps you stay on track with your spending and consumption goals.

To do this, head to the **Main Menu**:

- Select the fuel you want to set a budget for
- Select **Daily Budget**
- Use the **^** and **▼** arrows to change the value you want
- Press **OK** to confirm

Budgets can be set to save 5%, 10%, 15% or a custom amount.

Once set, the home screen will display a budget indicator bar under the instant data section.

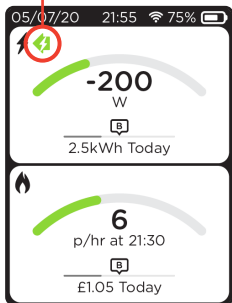


**A budget must be set for each fuel.**

## If you generate your own energy

If you have some form of home micro-generation (like solar panels), your IHD will let you know when you're a net exporter to the grid.

**Export  
icon**



If you export more than you use, the the amount you are exporting (kWh or W) will be shown with a minus symbol. Live values in pounds and pence will be zero, as there is no cost to you for exporting electricity.

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

The home screen shows you how much you're currently using and how much you've used today. This can be displayed in £ or kWh.

Your IHD can also show you how much you have used historically for each fuel.

To do this, enter the **Main Menu** and:

- Select the fuel you'd like to look at
- Select **History**
- Choose the time frame you want to look at, the options are:
  - **Today**
  - **Daily**
  - **Weekly**
  - **Monthly** (1st day – current day)
  - **Annual** (Jan – current month)
- When you've selected the time frame, use the **^** and **v** arrows to move through the values to see how much you've used

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

## Viewing meter readings and your bill

To view your readings and bill, you need to head to the fuel you want to view from the Main Menu and for:

- Meter readings - Select **Meter Info**
- Meter bill - Select **My Account** and then **Meter Balance**

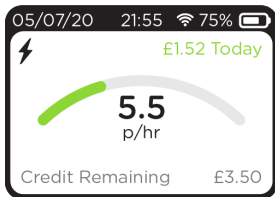
**The information displayed is only indicative and only available from the date of your meter installation.**

## 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.

On your home screen, you'll find:

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



Any money owed to the meter will not be displayed here. To find out how much you need to top up head to the **Main Menu** and:

- Select the fuel you want to view
- Select **My Account**
- Select **My Top-Ups**
- Select **Balance Breakdown**

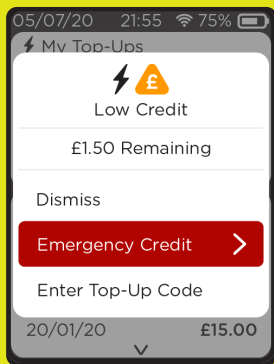
You will be able to see how much you need to top up to clear any Emergency Credit or other debt balance owing to the meter.



## Smart Pay As You Go features


- **Low Credit**

If you drop below the amount of credit you set online, via the app or when booking the appointment (this is £15 by default), a pop-up will appear letting you know you are running low on credit. If you dismiss the pop-up, the low credit icon ⚡️£ will remain on screen.



- **Emergency Credit (EC)**

When your credit drops below £1.99, you will be told whether emergency credit is available. You will 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:


- Select the fuel you want to view
- Select **My Account**
- Select **My Credit**
- Press **OK** button to activate the **EC**

You need to activate **EC** for each fuel.

- **Friendly Credit**

When Friendly Credit becomes active, you will receive a notification letting you know when to top-up by before the friendly credit period expires.

You will be presented with options to enter a top-up or, if available, activate EC.

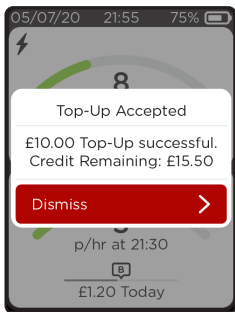
When the pop-up is dismissed, the Friendly Credit icon  will remain.

Friendly Credit hours:

**4pm to 11am, Monday to Thursday** and **4pm, Friday through to 11am, Monday** (including Bank Holidays).

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

If a payment doesn't reach your meter we will contact you by text or email and give you a 20 digit code to apply with your IHD.



To do this, head to the **Main Menu** and:

- Select the fuel you want to top-up
- Select **My Account**
- Select **My Top-Ups**
- Select **Top-Up Now**

You will be prompted to enter a top up so, using the arrows:

- Select the number you need to insert (0-9)
- Confirm it by pressing **OK**
- Repeat these steps for all 20 digits
- If you need to edit an incorrect digit, press ↶ to go back to it
- Once all are filled in, confirm by pressing **OK**

You will receive a pop-up to confirm the top-up is processing. Once it has processed, you will receive a pop-up stating whether it has been successful or not. If it has been unsuccessful, follow the pop-up instructions.

# Smart PAYG

## Frequently Asked Questions

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

Your IHD may have a section that details your last 5 top-ups. If you've placed a successful top up but your IHD is not displaying it, don't worry, you can still see your history on your meter.

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

Your Gas meter reacts slower than your Electricity meter, so it can take up to 30 minutes for your payment to process and appear.

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

#### **Electricity**

You can do this one of two ways, via your IHD, or via your meters.

With your IHD, when you apply credit/emergency credit, you will get a pop up to **Enable Supply**. Make sure it is safe to do so and select **Enable Supply**.

To re-enable via your Electricity meter, please make sure it is safe to do so, go to the meter and follow the on screen instructions.

#### **Gas**

To re-enable your Gas supply (if applicable), please make sure it is safe to do so, go to the Gas meter and follow the on screen instructions.

# General Frequently Asked Questions

## Why can't I see my Gas information?

If you've had your meters installed for more than 48 hours and you cannot see your gas data, please try turning your display off and on again. If that doesn't work, please call for further support and advice.

## Why is there a value on my display in the morning?

You may notice a small value on your IHD when you wake up in the morning, this is normal. This is your Standing Charge and you can find out what it is under **Prices** in **My Account**. It is applied every day in the morning.

## What is the audible noise?

Your IHD will alert you for new messages and new prices. If you run close to your budget, if you are out of signal, and your credit status (if you are PAYG), you can turn these off in **Pop-Ups and Volume**, in **Settings**.

## My screen is too bright, how do I dim it?

To adjust the screen brightness, you can do this under **Screen Brightness**, in **Settings**, it is based on a percentage of 100.

# Your smart meter in-home display

**Equipment Description:**

In Home Display /Prepayment Interface Device

**Brand Name:**

In Home Displays

**Model Number:**

SmartView2

**Operating Temperature:**

0C to 40C

**IP Rating for Dust & Moisture Ingress:**

IP54

**Manufacturer's Name:**

In Home Displays Ltd.

**Manufacturer's Address:**

Waterside House, 46 Shore,  
Leith, Edinburgh, Scotland,  
United Kingdom, EH6 6QU



**smart energy**

certified by **zigbee** alliance

## **RF Specifications:**

The SmartView2 RF frequency range is 2405MHz – 2480MHz and is made up of the following Zigbee channels:

Channel 11 - 2405 MHz

Channel 12 - 2410 MHz

Channel 13 - 2415 MHz

Channel 14 - 2420 MHz

Channel 15 - 2425 MHz

Channel 16 - 2430 MHz

Channel 17 - 2435 MHz

Channel 18 - 2440 MHz

Channel 19 - 2445 MHz

Channel 20 - 2450 MHz

Channel 21 - 2455 MHz

Channel 22 - 2460 MHz

Channel 23 - 2465 MHz

Channel 24 - 2470 MHz

Channel 25 - 2475 MHz

Channel 26 - 2480 MHz

The RF Modulation Type is DSSS.

The printed circuit board antenna is of a PIFA type, with an antenna gain of 0dBi.

Maximum output power: 8.05dBm

## **Moving house or changing supplier**

If you're moving home, you need to leave the smart meter in-home display behind. Please switch it off 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.

## **Want to know more?**

Go to **eonenergy.com/smart** for more information and if you'd like to know how we use the data collected from the smart meter.

## **Got a question or problem?**

For Smart Pay As You Go,

call **0345 366 5994**

For all other smart meter queries call **0345 366 5993**.

Lines are open 8am to 8pm, Monday to Friday and 8am to 6pm on Saturday.

Calls from mobiles and landlines to 03 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)**

## **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 **[email.queries@eonenergy.com](mailto:email.queries@eonenergy.com)** and include the following in the subject line: My SMART meter installation feedback, account number, feedback comments.

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