Welcome To Your Smart In-Home Display
Your Smart In-Home Display will allow you to better understand, manage and monitor your energy usage in your home. For prepayment customers, your In-Home Display allows you to monitor and top-up your credit balance as well.

Please read the Safety Notice before you get started.

Getting Started
To turn on your In-Home Display, press and hold the on/off button on the back.

Your In-Home Display has an easy to use touch screen. The home screen has a HOME button and a MENU button. Press the HOME button to return to this screen. Press the MENU button to access the features of your In-Home Display, and use the left and right arrows to scroll through the menu options.

Tap the SO FAR TODAY button and scroll through the time periods to see your usage now, this week, this month, or this year.

Your Energy Usage Dial shows your electricity or gas usage as low, medium, or high.

If you are a prepayment customer, your Home screen shows your meter balance.

If you have Emergency Credit Service, you can also see your Emergency Credit values on your home screen.

Need Extra Help?
During your In-Home Display installation, you will be able to watch a tutorial that demonstrates how to use your display. To watch this tutorial again, press the MENU button, then the RIGHT ARROW and select TUTORIAL.

Understanding Your Energy Usage
Your display connects wirelessly to your Smart Meter and has an in-built rechargeable battery that allows you to take your display around your home and learn how much each appliance costs to use.
If you have a prepayment meter and your regular top-up method doesn’t work, you can enter the top-up code from your top-up receipt into your Smart In-Home Display, to add credit to your meter. Please note you will still have to purchase credit in the usual way - the IHD is just used to enter the top-up UTRN code and send that to your smart meter. Just follow these steps...

• Press MENU, then press the Top-up button.
• Check your current meter balance, choose the fuel type you would like to top up and press OK.
• Use the keypad to enter your top-up code.
• To delete a digit, use the DELETE button.
• To complete the top up, press OK.

Press the SO FAR TODAY button and scroll to NOW. Turn each appliance off, and on again, and note the difference, to understand how much each appliance costs to run. Once you know when and where you use energy, you can consider how you can make savings.

Please note it’s best if you keep your display plugged in when not in use and close to your smart meter.

**Setting a Budget**

Your display is set to a default budget. However, it is best for you to set your own budget to help you monitor and manage your energy consumption better.

To set your budget, press MENU, then press BUDGET. Choose the fuel type you would like to set the budget for and press CHANGE. Tap the time period button to select either day, week, month, or year. Use the PLUS and MINUS buttons to increase or decrease your budget, press SET and then OK.

**Smart Prepayment Features**

For prepayment tariff customers, your In-Home Display offers extra Smart Prepayment features:

You can
• see your available credit in pounds and pence
• enter a UTRN top up code as an alternative top-up method
• receive a low credit alert
• apply emergency credit
• reconnect your electricity supply if it is cut off

Adding Your Top Up Code To Your Smart Meter Via Your In-Home Display.

If you have a prepayment meter and your regular top-up method doesn't work, you can enter the top up code from your top up receipt into your Smart In-Home Display, to add credit to your meter. Please note you will still have to purchase credit in the usual way - the IHD is just used to enter the top up UTRN code and send that to your smart meter. Just follow these steps...

• Press MENU, then press the Top-up button.
• Check your current meter balance, choose the fuel type you would like to top up and press OK.
• Use the keypad to enter your top up code.
• To delete a digit, use the DELETE button.
• To complete the top up, press OK.

You will receive a notification that the code has been accepted or rejected. On the HOME screen on your display you can see your remaining meter balance.

You can also see your last five top ups on your In-Home Display. Press MENU, then PREVIOUS TOP UPS. Use the arrows to scroll through the pages.

**Low and Emergency Credit Features**

Your Smart In-Home display will alert you when your balance is running low. You will hear an alarm and the ‘low credit’ symbol will appear on your display.

If you have an Emergency Credit service with your prepayment meter, your Smart In-Home Display will alert you when emergency credit is available.

You can activate your Emergency Credit using your In-Home Display. Press MENU followed by E-CREDIT. Select a fuel - electricity, gas or both - and press OK to complete.

**Reconnecting Your Electricity Supply**

In case you exceed your credit balance, your electricity or gas supply may be cut off. Once you have topped up your credit balance you can reconnect your electricity supply using your Smart In-Home Display.

To reconnect your electricity supply, press MENU, then ACTIVATE, followed by YES. Then press CONTINUE and your In-Home Display will show “Your Electricity Supply is now active”. Press OK to complete the action and go back to the HOME screen.
Customising Your Smart In-Home Display

You can customise some of the settings on your Smart In-Home Display.

Press MENU, use the arrows to scroll, and select SETTINGS. You can modify the brightness of your screen, enable or disable key tones, alert tones and night mode, and choose your language as English or Welsh. To save your changes, press SET.

Choosing Your Home Screen Layout

From SETTINGS you can also change the view of your home screen according to your personal preference by selecting HOME screen. This option will give you four different home screen layouts to choose from. Use the left and right arrows to scroll through the options. Once you have chosen the screen view you prefer, press SET to save the settings.

Connecting Your Smart In-Home Display To Your Wi-Fi Network.

If your energy supplier has provided you with a CAD, or cloud-enabled Smart In-Home Display, you can connect the IHD to your Wi-Fi network. This will enable your energy supplier to securely deliver remote updates to the IHD and monitor how it is functioning. Depending on your energy supplier, you may also be able to view your energy data via an online portal or mobile application, which will help you to better understand your energy usage.

To connect your Smart In-Home Display to your Wi-Fi, press MENU, then use the arrows to scroll through to SETTINGS and press Wi-Fi.

Turn your Wi-Fi option on using the ON/OFF button on your In-Home Display and choose a method with which to connect to the Wi-Fi.

You can connect to the Wi-Fi through four different ways: Scan for networks, WPS Push Button, WPS PIN number, or Enter Network Name.

Select the method you would like to use to connect to your Wi-Fi network by tapping your choice and following the instructions.

Safety Notice

Please read these safety precautions carefully before using your Smart In-Home Display.

⚠️ Designed for indoor use only. Do not expose to excessive moisture. Don’t immerse in water or other liquids. If the display gets wet, disconnect it, turn it off and dry completely before turning it back on.

Switch off your In-Home Display before cleaning.

Avoid dropping, excessive shock or vibration.

⚠️ Please don’t attempt any modification or repair of your Smart In-Home Display. In case of an issue with your In-Home Display, please contact us.

Please use only the power adaptor supplied with your In-Home Display.

Always supervise children using the In-Home Display.

⚠️ Your In-Home Display contains a lithium ion battery. Don’t expose to heat, attempt to puncture it or dispose of it in fire.

RoHS RoHS Compliant. This product is compliant with RoHS regulations.

⚠️ Disposal of your In-Home Display- at the end of its life, please do not leave the device in your household waste. Please take it to a recycling centre to dispose of it.

Contact

If you have any questions about your In-Home Display or your smart meter, please contact your energy supplier.