



# Your in-home display

Step-by-step user guide



# WELCOME TO THE FUTURE OF HOME ENERGY

This booklet shows you how your in-home display works and includes key safety and operating instructions. It's important you read it before making changes to reduce the amount of energy you use at home.

## Your in-home display

With your in-home display, you can see how much electricity and gas you're using and what it costs in near real time. This means your electricity updates every 10 seconds and your gas updates every 30 minutes. Having this information at your fingertips means you can keep a closer eye on your consumption and take greater control over your household energy.

## Contents

- Before you start Page 3
- Understanding your in-home display Page 4
- Where to put your in-home display Page 6
- Safety precautions Page 6

# BEFORE YOU START

There are a few practical things you need to be aware of before you use your in-home display. They'll help you get fully up and running safely.

## Alkaline batteries

Your in-home display comes with three alkaline batteries. These should not be replaced with any other battery types. When you first use it, remember to remove the battery tab on the back of the display.

## Connecting the power supply

Connect the power supply to your in-home display. It will turn on automatically when you plug it into the mains. Remember to keep your in-home display plugged in. The batteries can be used for limited periods only (for example when you are moving around your home exploring the energy usage of individual appliances on your in-home display).

## Smart meter connection

Each time you turn the in-home display on it will show the message **CONNECTING TO SMART METER**. This takes less than five minutes for your electricity; it may take up to one hour after the initial set up for the gas consumption to show on the screen.



# UNDERSTANDING YOUR IN-HOME DISPLAY

Below you'll find details of all the main functions and descriptions of the supporting screen menus and displays.

## Menu options

You can see the main menu from the **Home** screen. Select it by touching the middle **MENU** button.

## Home

This exits the menu and returns you to the Home screen.

## Demonstration

This guides you through the main features of the in-home display.

## Tariffs

This displays your tariff unit price plus the standing charge.

## Online link

You can also view our in-home display video online [edfenergy.com/smartmetering](http://edfenergy.com/smartmetering)


## Settings

Here you can access the advanced, PIN and installation sub-menus.

## Advanced

The advanced option is another menu, which gives you the ability to change settings on your in-home display.





## Messages

All alerts and messages are displayed here. You'll see a  symbol on the upper screen that remains visible while you have unread messages.

## Meter balance

This gives you an indication of the balance on your electricity and gas meters.

## Electricity and gas tariff rates

Look at your in-home display and you'll see separate electricity and gas icons. The electricity icon  indicates the current electricity tariff rate with  meaning the lowest rate and  the highest. This is the same for gas .

## Electricity consumption

The top speedometer shows how much electricity you're using. It updates every 10 seconds.

## Gas consumption

The lower speedometer shows how much gas you're using – up to 50kW. It updates every 30 minutes.

## Consumption LED

The LED indicator shows current energy use: green for low, amber for medium and red for high.

## Home button

Pressing the button on the top of the display returns you to the Home screen.



## Navigation buttons

Pressing any of these three buttons carries out the action highlighted in the lower screen. In this example, pressing the right button scrolls down the menu.

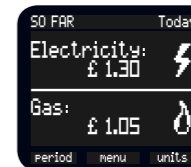
## Lower screen

This shows more detailed information on your energy consumption. Press the middle button to access the main menu to view user settings. Pressing the left button **PERIOD** will cycle through the different views and the right button **UNITS** through cost (£) and energy (kW and kWh).



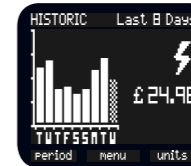
## Home

This screen shows the total combined cost for the day. Press **MORE** to access other screens, including the menu.



## So far

This screen shows the total consumption for both electricity and gas (where available) for the selected period.



## Historic

This is a set of graphs showing consumption for electricity and gas separately. The total for the period is also shown. Press **UNITS** to switch between electricity and gas.



## WHERE TO PUT YOUR IN-HOME DISPLAY

When choosing the best location for your in-home display, it's worth considering the following:

- Keep your in-home display clearly visible and readily accessible in somewhere like the kitchen, hallway or living room. It can be mounted on the supplied stand.

- If the message 'connecting to smart meter' is displayed more than one hour after turning it on, move it closer to the electricity/gas smart meter. If problems continue, call the smart team on **0800 015 8787**. We're open Monday to Friday 8am to 8pm and Saturday 8.30am to 2pm.

- Don't keep the in-home display or power pack in direct sunlight.

## SAFETY PRECAUTIONS

Follow these guidelines to make sure your in-home display works properly and doesn't get damaged.

- Only use the power adapter supplied. Always switch off power at the socket before attaching or removing the power jack from the in-home display.
- Don't use the in-home display with a damaged power adaptor or lead.
- Don't expose the in-home display to moisture, chemicals or any other liquids.

- Clean the in-home display using a soft dry cloth.
- Don't open the in-home display (there are no user serviceable parts inside).
- We'll maintain your in-home display for up to 12 months. If it's faulty during this 12 month period, call us to arrange an appointment to replace it.
- Make sure you don't dispose of the in-home display within your other house waste and instead return it to EDF Energy, 255 Broadway, Bexleyheath, Kent, DA6 8ET.



- When disposing of alkaline batteries, make sure you read the supporting product literature, packaging and any information embossed on the product. Some councils collect alkaline batteries as part of your household collection service. In most areas you will need to take them to a recycling centre or a collection point in a supermarket, a DIY centre or even your local shop.



# USEFUL INFORMATION

## Go online

Our website has lots of useful help and advice on smart meters, including frequently asked questions, in-home display user guides and energy saving information.

[edfenergy.com/smartmetering](https://edfenergy.com/smartmetering)

## Or call us

Our dedicated Smart Meter Team can also help.

## Energy saving tips

There are lots of ways to use energy more efficiently at home. To find out more go to [edfenergy.com](https://edfenergy.com) or [energysavingtrust.org.uk](https://energysavingtrust.org.uk)