

# trio accessible

User manual

---

# Welcome

Welcome to your new Trio.

The Trio shows energy use for electricity and gas smart meters and will have been configured to work with the meters you have installed, which may be electricity, gas or both.

In this document you'll find everything you need to quickly and simply set up and start using your Display. You'll also find out more information about how the Display works, how it can help you and how you can identify ways to save energy (and money).

## Speech

Your Trio is designed to speak the contents of each screen. You can interrupt the speech at any time by pressing the top button (middle LED). This button also functions as a repeat button if you would like to hear something again.

Speech can be turned on and off by long pressing the top button. Even if speech is turned off, pressing this button will speak the current state of the speech setting.

Speech volume and repeat options can be adjusted in the Talking options screen (**Menu > Settings > Talking options**)

---

# Contents

<b>Welcome</b>		<b>Menu</b>	
Speech	2	Overview	23
<b>Your Trio Accessible</b>		Prepay	23
Power supply	4	Electricity/Gas history	23
Battery	4	System status	24
Connection	4	Meter balance	25
<b>Overview</b>		Tariffs	26
Buttons	5	Money owed (prepay)	27
Screen	6	Meters	28
<b>What does it mean?</b>		Support	28
What you're using	7	Settings	28
What is a kWh?	7	<b>Prepay</b>	
It's about now ...	7	Enable supply	29
Less is more	8	Top-up (20 digit)	30
How can I use less?	8	Top-up (40/60 digit)	31
What is normal?	9	Emergency credit	31
<b>Home Screen</b>		Top-up history	32
Overview	10	Low credit alert	33
Banner bar	11	<b>Settings</b>	
Now screen	12	Overview	34
Electricity	13	Talking options	35
Gas	14	Budget	36
Today screen	15	Display	37
Prepayment screen	16	Sounds & Alerts	38
Single fuel (credit)	18	Advanced	39
Single fuel (prepay)	18	<b>Troubleshooting</b>	
<b>Usage History Screens</b>		FAQs	41
Electricity history	19	<b>Status codes</b>	
Gas history	22		

---

---

# Your Trio Accessible

## Connecting the power supply


Connect the power supply to your Trio. Your Display will turn on automatically when plugged into the mains. You should always leave your Display connected to the power supply.

You can configure the screen to dim or sleep at certain times of the day. (**Menu > Settings > Display**)

The power supply is made exclusively for the Trio Display and must not be used with other devices.

## Built-in rechargeable battery

Your Display is fitted with a rechargeable battery. It comes fitted with a battery tab which should be removed (your installer may already have done this). To remove the tab, remove the stand and pull it out.

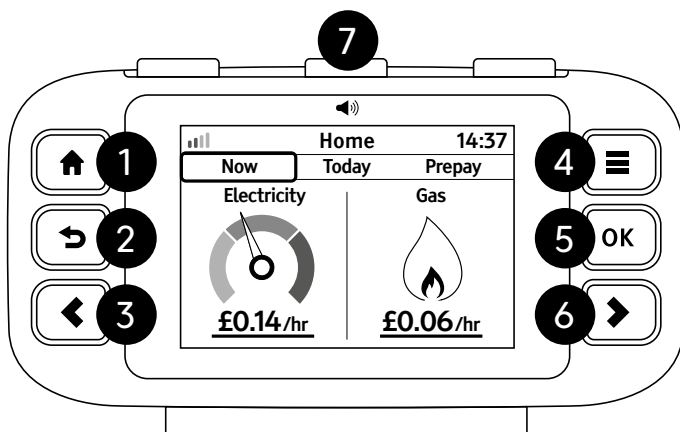
When operating on battery power, the banner bar will show the battery symbol (). It's advisable to power the Display with the supplied power supply and to not use batteries for a prolonged period.

## Smart meter connection

Each time the Display is connecting to the smart meter it will give an audible notification, speak and show **Connecting to smart meter...** this can take up to five minutes.

It may take up to one hour after the initial setup for the gas consumption to show on the screen.

## Overview of your new Trio



### Buttons

The Trio has seven buttons, three on the left, three on the right and one on the top.

**The buttons on the left are from top to bottom:**

- (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 (e.g. in a menu or where there are several tabs, e.g. on the home screen)

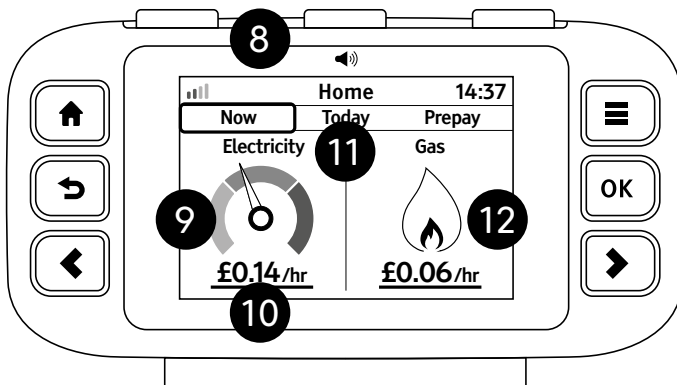
**The buttons on the right are from top to bottom:**

- (4) Menu button. Press to go to the menu.
- (5) **OK** Okay 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 next item on the screen.

**There are three LEDs on the top, the middle one is also a button**

- (7) The three LEDs show your electricity usage (green/left for low, amber/middle for medium or red/right for high), if gas only install these LEDs will not be on.

The middle LED is also a button to interrupt or repeat the speech. A long press will turn the speech on or off.



## Screen

On the home screen the layout is as follows. All information on the screen will also be spoken when selected:

- (8) The banner bar at the top of the screen allows you to check the smart meter(s) signal strength. If there is an issue you will be alerted in speech (if speech is on).
- (9) The left of the screen shows the current rate of electricity consumption. As appliances and lights are switched on and off, the dial needle will move and the change will also be spoken.

(10) The rate of consumption is shown in cost per hour or, if kW is selected, the rate of energy being used.

(11) Underneath the banner on the home screen there are three tabs, use the left and right buttons to move between the '**Now**', '**Today**' and '**Prepay**' tabs\*.

(12) The right of the screen shows a flame, indicating the recent rate of gas consumption (typically over the last 30 minutes)

\***Prepay** tab is only shown when the meter is in prepayment mode

If you only have one fuel, then only that fuel will be shown.

---

## What does it mean?

### See and hear what you're using

Your Trio makes your electricity and gas consumption both visible and audible, taking the guesswork out of understanding how much your home uses - both right now and historically.

### What is a kilowatt hour?

Electrical and gas energy consumption is measured in **kilowatt hours (kWh)** - traditionally known as 'units'.

As items within the home consume energy during the day, the total kilowatt hours increases.

A **kilowatt hours (kW)** is the rate at which energy is being consumed, so using 1.5 kilowatts (kW) for 1 hour would result in 1.5 kilowatts hours of energy consumed.

### It's about now ...

The home screen '**Now**' tab is split into two parts. The left-hand side shows electricity consumption right now; and the right-hand side shows gas consumption within the last 30 minutes.

Electricity is updated every few seconds and the gas every 30 minutes (gas meters run on batteries and therefore only wake up every 30 minutes to send their data).

To make it even easier to understand the rates of consumption of energy, the Display can show and speak the rate of consumption as either cost per hour or power in watts or kilowatts.

For example, if the Display says £0.15 for the rate of electricity consumption, then this means that if the rate remained the same it would cost 15p for the next hour.

## **Less is more**

The lower the hourly rate of consumption, the less it will cost and the more you can save.

A typical medium sized house will use approximately 3100 kilowatt hours of electricity per year\*, or approximately 5p per hour.

1 Watt of electricity running 24 hours a day costs around £1.30 a year. Therefore at bedtime, if your Display is showing approximately 200 Watts, this will cost approximately £260 a year. This is approximately 40% of average electricity bill. Reducing this by 70W, would save over £90.

The gas flame should be off when your boiler and cooker have not been used for 30 minutes.

*\*Source: <https://www.ofgem.gov.uk/gas/retail-market/monitoring-data-and-statistics/typical-domestic-consumption-values>*

## **How can I use less?**

Look for appliances around the home that are not always being used and can be switched off.

Often it's items such as a games console, sound system or even a clock radio in the spare room. Experiment with switching appliances off and see what affect that has on the electricity usage.

Other ways to save include having less water in the kettle (only boil what you intend to use), lowering the temperature on the washing machine, or turn down your thermostat by 1 °C - this could save £75 per year\*.

*\*Source: Energy Saving Trust*



## What is normal?

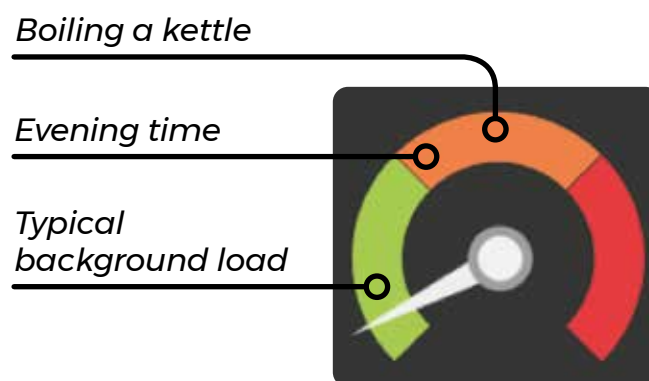
Don't worry if now and again the usage is high - this can be normal.

Your electricity usage varies as things are switched on and off in your house.

Electricity usage can be low (green), medium (amber) or high (red). Boiling a kettle for example will mean for a short period of time your house usage will be medium (amber); in the evening or morning time it might also be medium (orange)- this is perfectly normal.

If you have electric or storage heating, then it is possible to see high usage (red) when the heating is being used.

During other periods the usage should be low (green), especially when you are heading to bed.



Depending on your smart meter, the maximum rate of consumption the dial can show can be scaled to match your household. See *“Advanced”* on page 39.

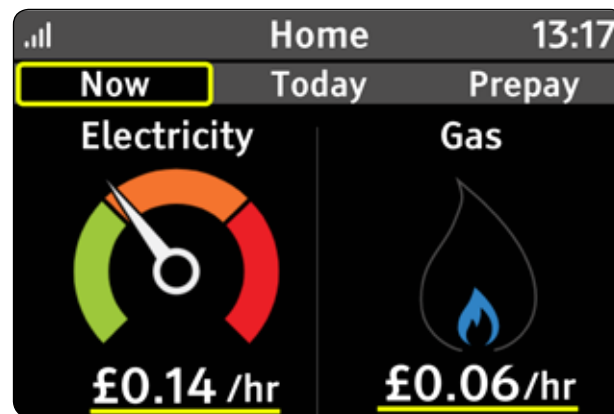
---

# Home Screen

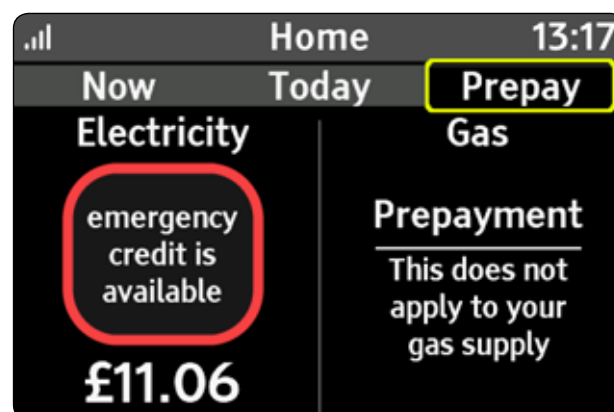
## Overview

The **Home** screen is broken down into two or three tabs- from left to right- **Now**, **Today** and **Prepay**. The prepay tab is only shown if electricity or gas is in prepayment mode.

Press the arrow buttons (◀ ▶) to navigate between the tabs **Now**, **Today** or **Prepay** (when in prepayment mode). The Prepay tab is only shown when one of the meters is in Prepay mode.



When your Trio is powered on, it will automatically show the **Home** screen once connected(s).



If your meters are in credit mode, the **Now** tab is shown by default; if your meters are in prepayment mode, the **Prepay** tab will be shown by default.

You can also, at any time, press the home button (🏠) on the Display to return to the **Home** screen. After 5 minutes of inactivity, the Display will return to this screen.

When you next return to the **Home** screen from other screens, the previously selected tab will automatically be shown, and the screen information spoken.

### Banner bar

The banner bar allows you to check the smart meter(s) signal strength 📶, battery status, if on batteries 🔋, and alert you to problems ⚠️.



Meter network signal strength OK (normal condition for the Display). If speech has been turned off (Disabled), the speaker icon will also be shown.

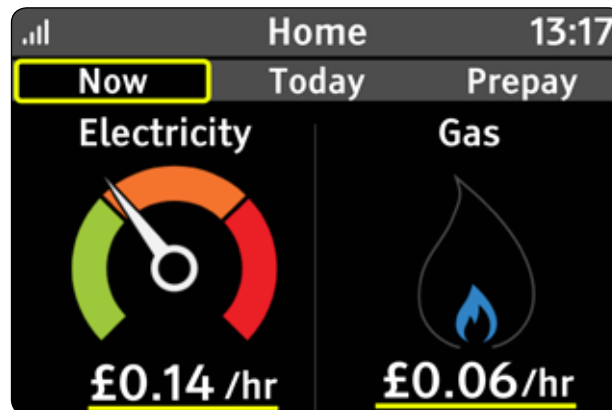


The battery symbol is shown when on battery power 🔋 (**Home** screen only).



If there is a problem the alert symbol will appear along with the alert speech. The example above shows meter network lost with the alert symbol ⚠️. (the alert symbol can be shown for multiple reasons - see *System Status* for more details). When there is a problem and the Alert symbol is shown the banner bar colour will change to red.

## Now screen



The **Now** screen is divided in two, with the left side showing **Electricity** consumption and the right **Gas** consumption.

The left of the screen shows the current rate of electricity consumption. As appliances and lights are switched on and off, the dial needle will move and the change will also be spoken.

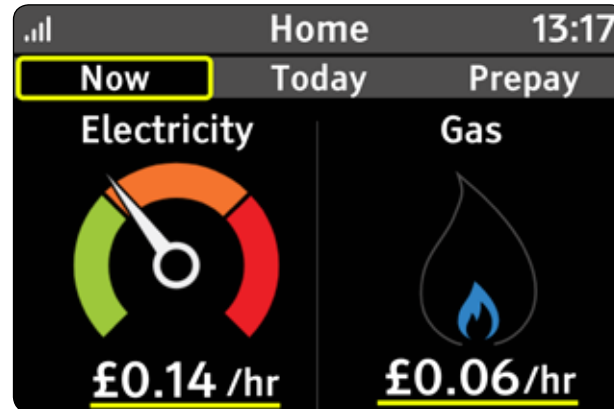
Depending on your smart meter configuration, only the available fuel types will be shown - the gas flame will not be shown if you do not have a gas smart meter, for example.

This is the default screen shown when the Display has started up (unless one or more fuels are in prepayment mode - see the Prepay section).

Press **OK** to switch between cost per hour (£/hr) and energy usage now in kilowatts (kW).

Press the top-button (middle LED) to repeat the speech.

## Electricity (left of the screen)



As your home uses more or less electricity, the dial needle will move around the dial.

The dial is divided into three segments - **Low** (green), **Medium** (amber) and **High** (red). As your usage changes the Display will speak to indicate Low, Medium or High electricity usage, and also speak the cost per hour or consumption now in watts or kilowatts for both electricity and gas. The Trio will not speak more than once a minute.

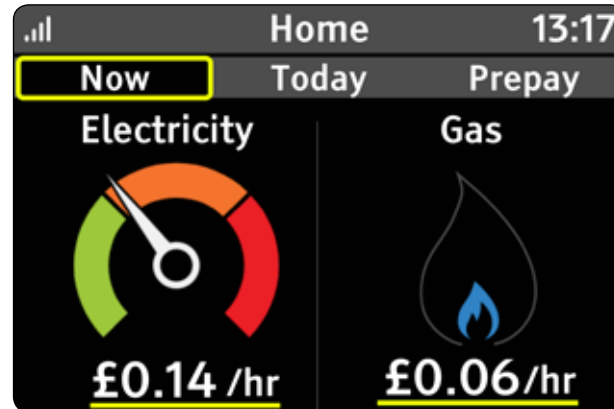
As the dial needle moves between the segments, the corresponding coloured LEDs on the top of the device will turn on. At a distance, you can quickly see if your home is using a small or large amount of electricity.

If your electricity consumption stays High (red), then the spoken consumption will be repeated after one minute and then every 10 minutes. The current rate of consumption can be shown as cost per hour or as kilowatts (kW).

Depending upon the Trio's display settings, the screen may be off, for example during the middle of the night. Your Display will not speak with the screen off, including alerts.

Press the top-button (middle LED) to repeat the speech.

## Gas (right of the screen)



As your home uses more or less gas, the flame size will increase from **Low** to **Medium** to **High**.

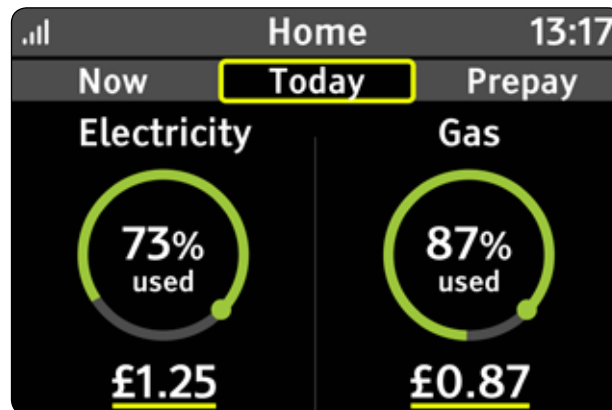
This means at a distance, you can quickly see if your home is using a small or large amount of gas. As gas meters operate on batteries, readings are only updated every 30 minutes.

Like the electricity dial, gas consumption is also spoken; gas consumption is spoken at the same time the electricity consumption is spoken.

The current rate of consumption can be shown as cost per hour or as kilowatts (kW).

Press the top-button (middle LED) to repeat the speech.

## Today screen



Like the Now screen, the **Today** screen is split into two. The left shows electricity used today, in either cost or kilowatt hours. The right shows gas used today, following the same format as electricity.

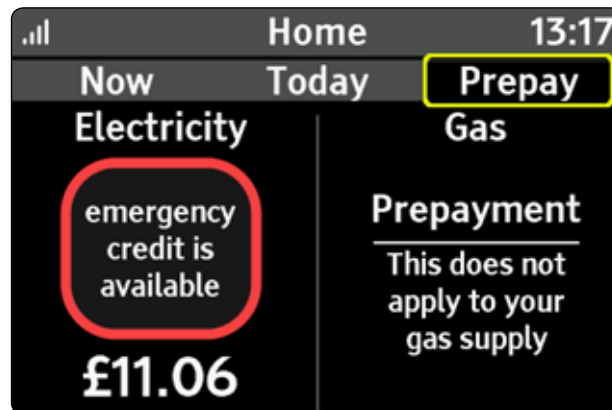
If you have a budget for each fuel type then the Display will show the percentage of budget used so far today, and the associated cost. The Budget can be set and changed through the Display settings (**Menu > Settings > Display**).

For both fuels the budget ring is shown in green if less than 90% of today's budget, amber if greater than 90% but less than 100%, and red if the budget has been exceeded for today, including by how much (up to 99% over budget).

Press **OK** to switch between cost per hour (£/hr) and energy usage now as kilowatts (kW).

Press the top-button (middle LED) to repeat the speech.

## Prepayment screen



This screen is only shown if one or more meters are in prepayment mode.

The **Prepay** screen is split into two. The left side shows electricity prepayment status, and the right shows gas prepayment status.

The balance is displayed for each fuel in prepayment mode, along with how many days predicted before requiring a top-up. The outer ring changes colour to indicate how many days are remaining:

- **Green** when more than 3 days remaining
- **Amber** when less than 3 but more than 1
- **Red** when less than one day remaining- text within the ring changes to 'top-up required'

When you first set up your Trio, it will take a couple of days to gather enough information to sensibly calculate how many days your balance will last).

Pressing **OK** brings up the option to activate your emergency credit, if this is available.

Press the top-button (middle LED) to repeat the speech.





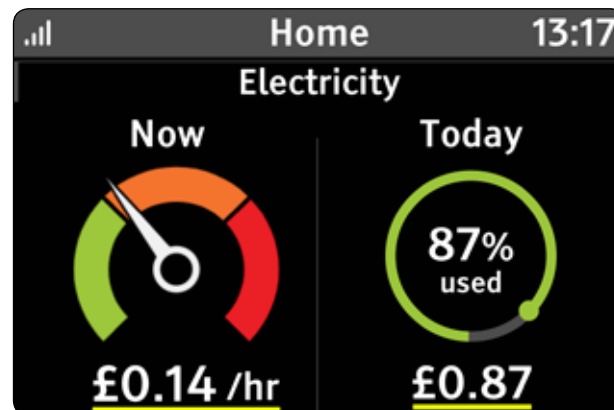
If friendly or emergency credit is available, selected or in use this will be highlight on the Prepay tab. The examples above are for electricity but the same principles apply for gas. The number below will reflect the minimum amount required to top up.

Pressing **OK** when emergency credit is available, will show the active emergency credit pop-up dialogue. If both fuels have emergency credit available, then the Prepay menu will be shown.

The Trio is capable of notifying when the prepayment balance is low. Change the alert settings under **Menu > Settings > Prepay > Low credit alert** to be notified.

### Single fuel mode (credit customers only)

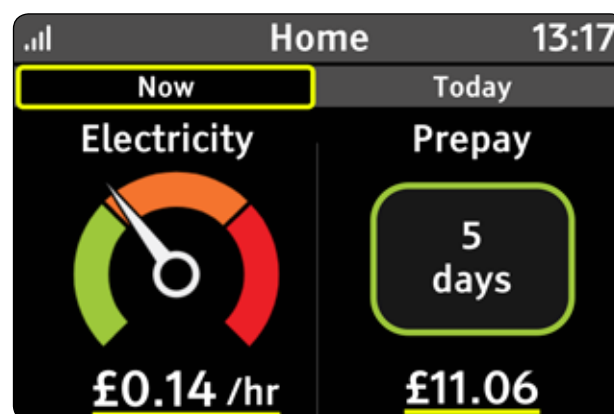
When only one fuel is supplied, and the meter is in credit mode, the **Home** screen will show consumption now, and the energy used today. The example below is for electricity, gas will adopt a similar approach.



Pressing **OK** will switch between cost view and consumption view.

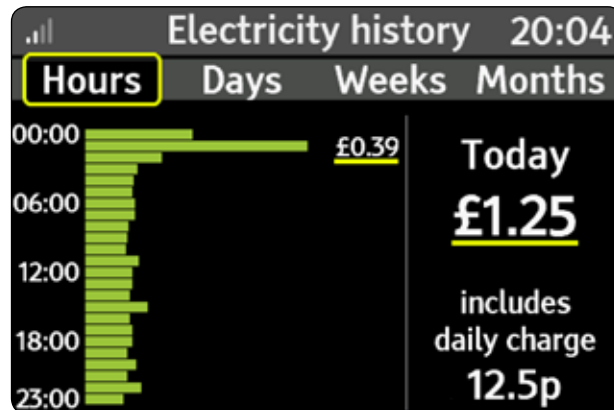
### Single fuel mode (prepayment customers only)

When only one fuel is supplied, and the meter is in prepayment mode, the home screen will show consumption now, and prepayment information.



Pressing **OK** will switch between cost view and consumption view.

## Usage History Screens



### Electricity usage history

Your Trio will speak a summary of the screen, before speaking the screen detail. Speech can be interrupted at any time by pressing the top button (middle LED). Use the arrow buttons (◀ ▶) to navigate between the tabs.

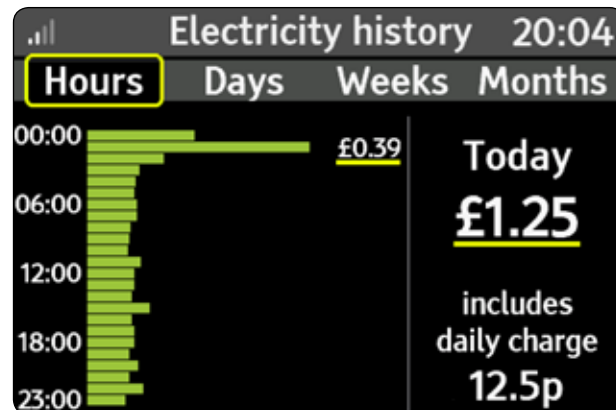
The Electricity usage history has four tabs, from left to right- **Hours**, **Days**, **Weeks** and **Months**. Use the left and right arrow keys to move between the tabs.

Each of the screens is designed in a similar manner.

The left side of the screen shows a bar graph of electricity usage for the period in either kilowatt hours (kWh) or cost (£). For example for the Hours view, bars represent hours, and Days view the bars represent days. The cost or usage for the highest hourly period is also shown.

The right side of screen shows the total cost (£) or total usage (kilowatt hours) for the period, and when showing cost, if a budget has been set then the budget for that period.

Electricity usage history can be found through the main menu (**Menu > Usage history > Electricity history**).



### Hours tab

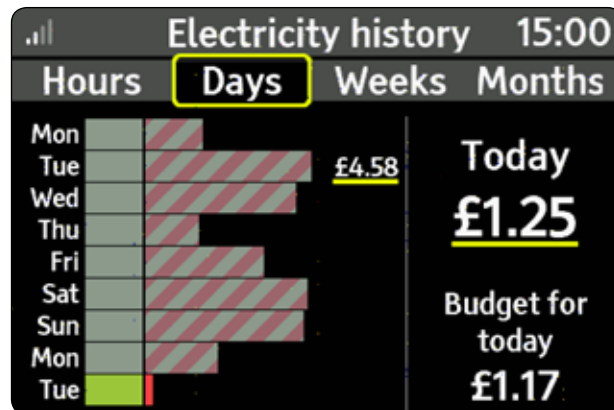
Press **OK** to switch between cost (£/hr) and energy usage as kilowatts (kW).

The screen initially shows the current electricity usage for today in cost. Each bar represents one-hour period and is shown in green.

The total cost for today is shown inclusive of any daily standing charge. (if your tariff has a standing charge). This means at midnight the total may be greater than zero, even if no electricity has been used.

The bars exclude any daily standing charge (if your tariff has a standing charge). To show kilowatt hours, press the **OK** button. Pressing the **OK** button again will switch back to cost.

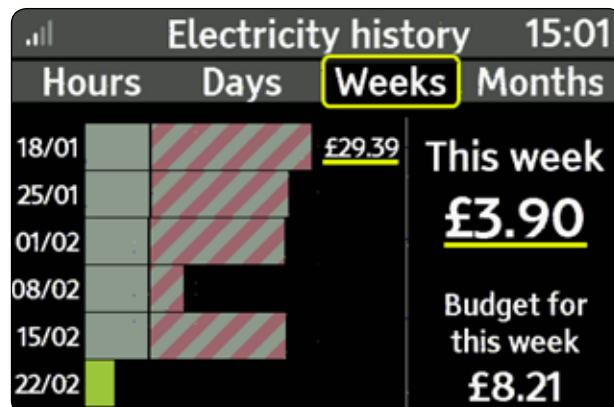
Budget details are not shown on this screen



### Days tab

Press **OK** to switch between cost (£/hr) and energy usage as kilowatts (kW).

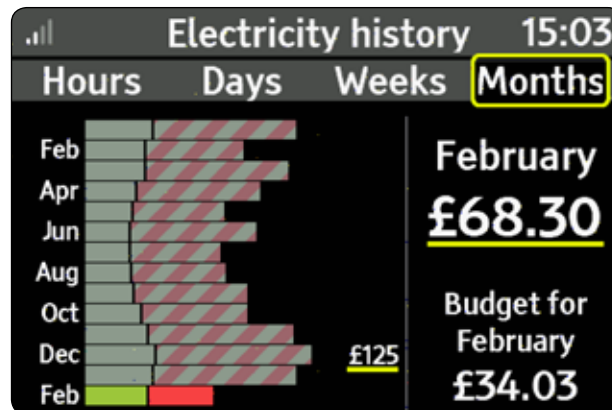
The **Days** tab shows electricity usage for today and the previous eight days. The bars include any daily standing charge. (if applicable). Whilst in cost view (£), any days where the budget was exceeded will be represented as a hatched red/grey area. In kWh view, there are no hatched areas. To set a budget see (**Menu** > **Settings** > **Budget**).



### Weeks tab

Press **OK** to switch between cost (£/hr) and energy usage as kilowatts (kW).

This shows this week and the previous five weeks in the same way as the **Days** tab. The bars include any daily standing charge. (if your tariff has a standing charge).



### Months tab

Press **OK** to switch between cost (£/hr) and energy usage as kilowatts (kW).

The final view is the **Months** tab which shows this month and the previous 13 months of usage or cost. As with the **Days** and **Weeks** tabs, you can see months that were above and below the budget. The bars include any daily standing charge. (if your tariff has a standing charge).

### Gas usage history

Your Trio will speak a summary of the screen, before speaking the screen detail. Speech can be interrupted at any time by pressing the top button (middle LED). Use the arrow buttons (◀ ▶) to navigate between the tabs.

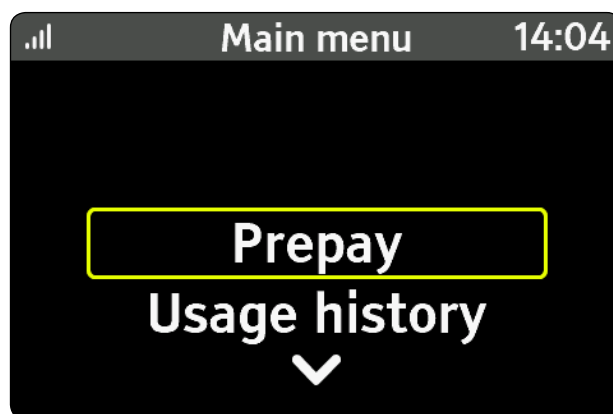
The gas usage history screens are designed in the same manner as the electricity usage screens, please refer to them for details.

---

# Menu

## Overview

Press the arrow buttons (◀ ▶) to move through the menu items and then press **OK** to access the menu item. Press the back button (↶) to go back.



The main menu is available from any screen. To select it, press the menu button (≡)

## Prepay (Prepayment meters only)

The Prepay menu allows you to top-up, activate emergency credit (if available), view top-up history and change the low credit alert setting.

See “Prepayment screen” on page 16.

This menu is hidden if the meter is not in prepayment mode.

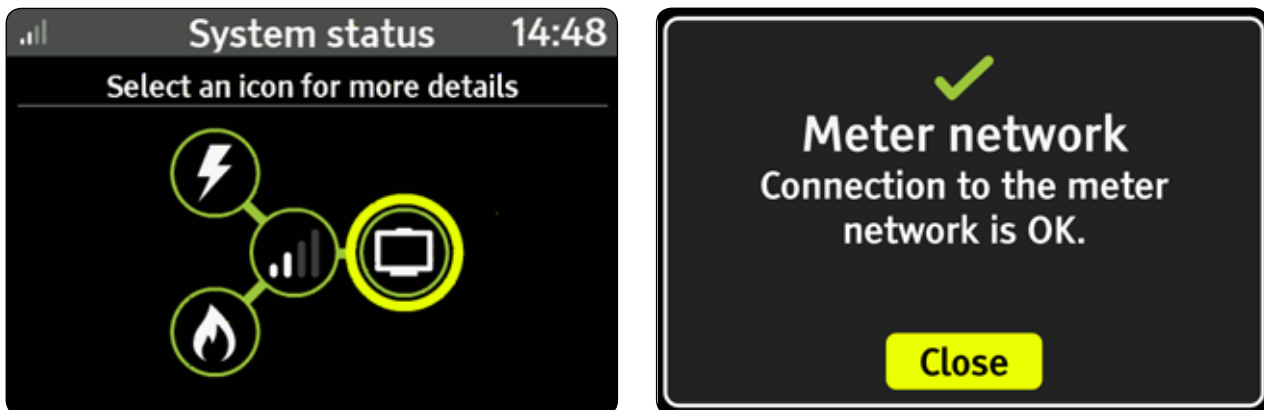
## Electricity/Gas usage history

Detailed information on the electricity and gas consumption shown by hours, days, weeks or months.

See “Usage History Screens” on page 19.

## System status

This screen shows and speaks the status of the metering network and connection to WiFi and the cloud. (If WiFi is not fitted, the WiFi and Cloud will not be shown).



Quick indicator of whether the system is working OK (green ring with black fill) or if there is something that needs attention (red ring with white fill). The banner bar will also change to RED to indicate there is a problem (shown on all screens).

Select an icon to see and hear the status of this part of your smart meter system. Use the arrow buttons (◀ ▶) to move between different icons, and press **OK** to select and show more details.

### The icons show the following:

- ⚡ Status of the electricity meter (where fitted)
- 🔥 Status of the gas meter (where fitted)
- 📶 Signal status between the Display and the smart meter(s)
- 📺 This Display (always green)
- ☁ Connection status to the Cloud service

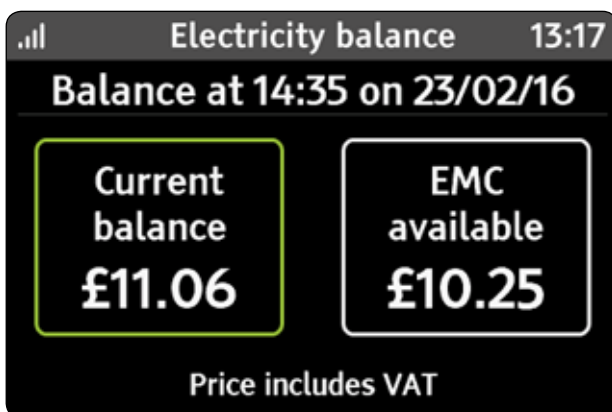
System status can be reached from the main menu (**Menu > System status**).



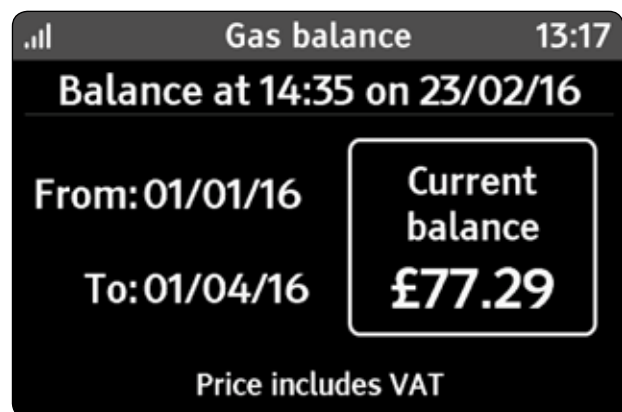
## Meter balance

This screen shows and speaks the current balance of energy used for electricity and gas since the last period. You can also view or hear your prepayment balance (when in prepayment mode).

Press select for the **Electricity** or **Gas** meter balance. Use the return button (↵) to return to the **Menu**.



*Meter balance for prepayment*



*Meter balance for credit billing*

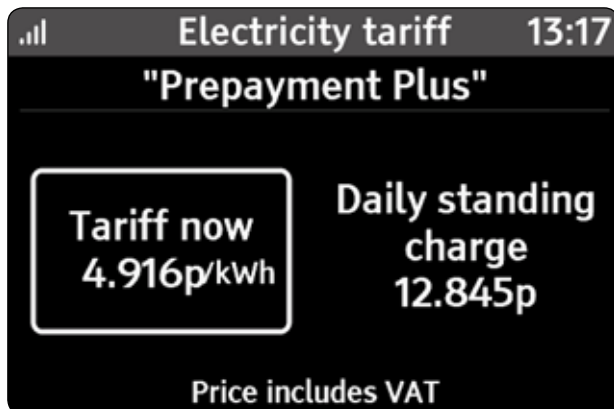
The current balance changes from:

- **Green** when more than 3 days remaining
- **Amber** when less than 3 but more than 1
- **Red** when less than one day remaining.

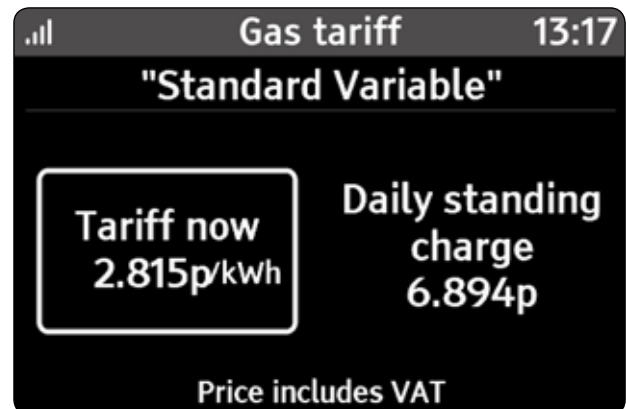
The Meter balance screen can be reached from the main menu (**Menu** > **Meter balance**).

## Tariffs

These screens show and speak current and next electricity/gas prices along with any other daily charges that apply.



*Example tariff with variable charges*

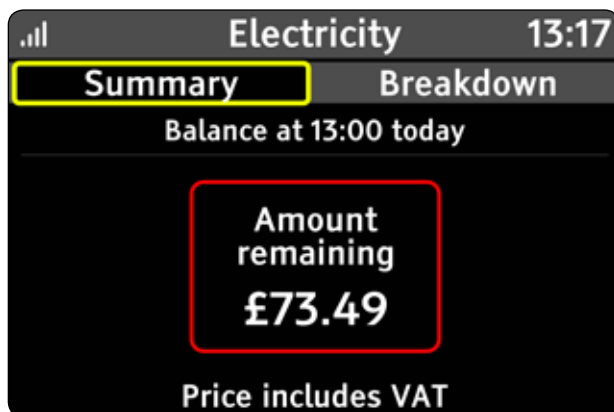


*Example of single rate tariff*

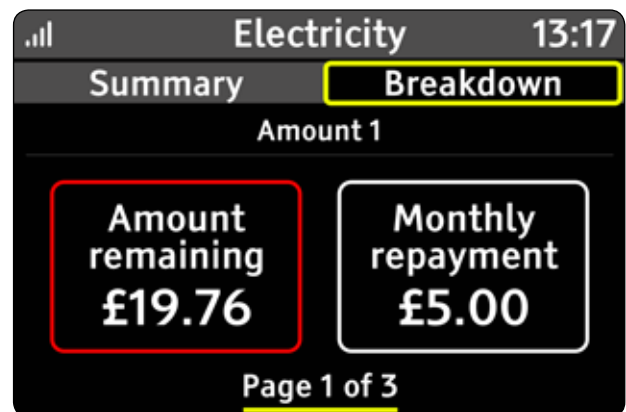
The screen shows the current chargeable unit of electricity or gas with any daily charges that may apply, excluding any applied discounts. For variable tariffs, then the current and upcoming rates are shown. If there is no standing charge the Trio will not display this part of the text.

## Money owed (prepayment meters only)

If you have any money owed, this will be shown with a breakdown of the charges and recovery rate. Only the appropriate amount owed screens are shown, so if you only owe money with a percentage per top-up, only this tab and summary tab will be shown.



*Summary tab*



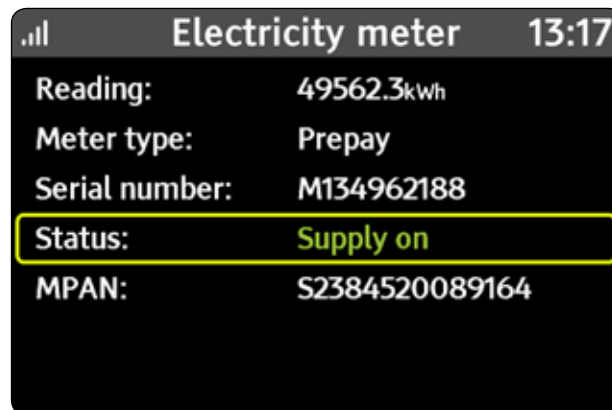
*Detailed breakdown with recovery rate*

The **Summary** tab refers to the combined total of all money owed.

The Money owed screen can be reached from the main menu (**Menu > Money owed**).

## Meters

Information on your electricity or gas meter and current meter readings.



The supply status will change to reflect the status of your meter(s) - **Supply on**, **Supply ready** and **Supply off**.

The Meters screen can be reached from the main menu (**Menu > Meters**).

## Support

Contact details for your utility provider(s), (may include a telephone number and email address). This screen is only shown if set by the meter.

The Support screen can be reached from the main menu (**Menu > Support**).

Supplier name and customer support items will be read out character by character.

## Settings

Personalise your Trio within the **Settings** screen

The Settings screen can be reached from the main menu (**Menu > Settings**).

---

## Prepay (prepayment meters only)

### Enable supply

On some meters, the electricity supply can be enabled from the Trio without having to press a button on the meter. If your meter supports this capability, it will automatically appear in the Prepay menu when the supply is ready to be enabled.



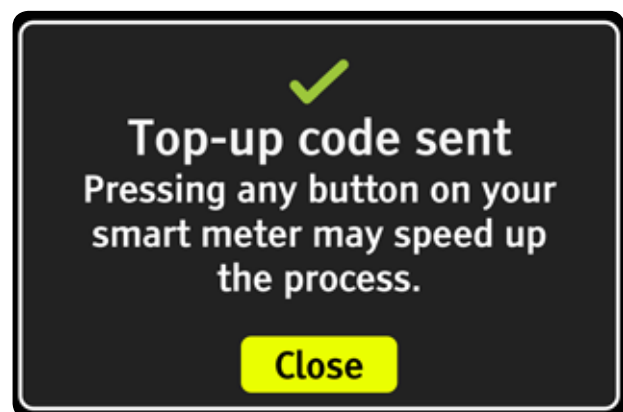
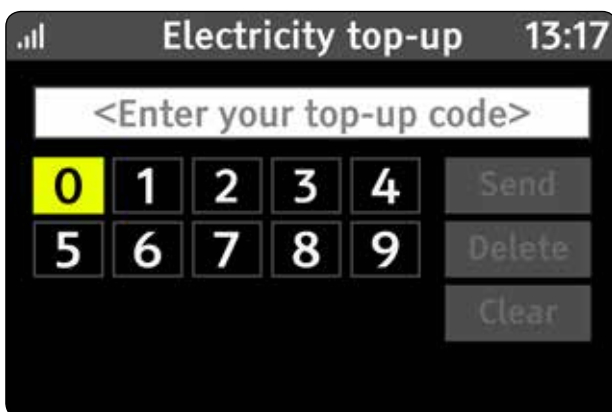
Unfortunately, for safety reasons, gas meters cannot be enabled from the Trio.

The Prepay screen can be reached from the main menu (**Menu > Prepay**).

## Top-up (20 digit code)

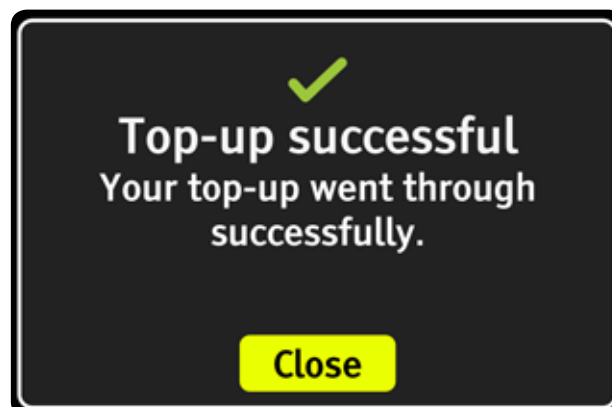
The Trio can be used to top-up the meter(s). In the Prepay menu select Top-up, if both meters are in prepayment mode, then select the fuel to top-up.

You can top-up from the home screen prepayment tab by pressing the fuel in prepayment mode - See *"Prepayment screen"* on page 16.



Once the code has been entered and sent, a confirmation screen will appear as shown above including a spoken alert.

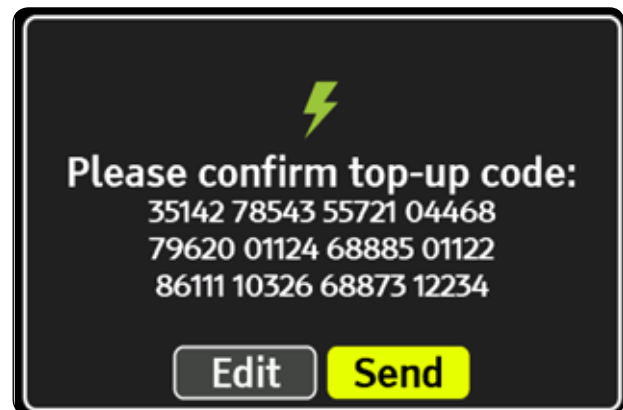
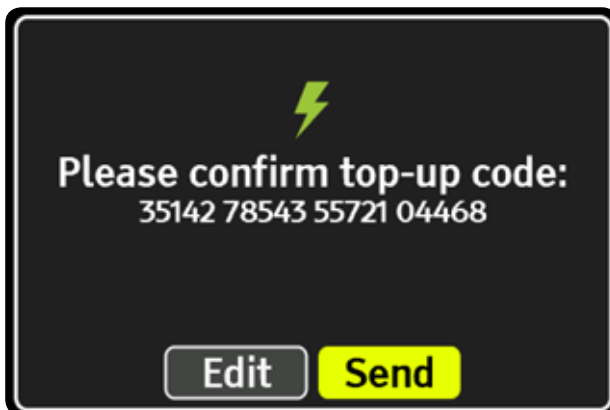
Once the code has been accepted by the meter a confirmation will appear, including a spoken alert. This may take up to 30 minutes. If the top-up is rejected the confirmation will explain why.



If you have topped-up via another source, then this will not generate a top-up alert message on your Trio.

## Top-up (40-digit and 60-digit codes)

For some meters it is possible to enter longer top-up codes, that help configure your smart meter(s). As the code is very long, an additional dialogue appears to help check the code is correct before sending.



## Emergency credit

If Emergency credit is available, it will appear in the **Prepay** menu. The amount of emergency credit shown below is an example only.

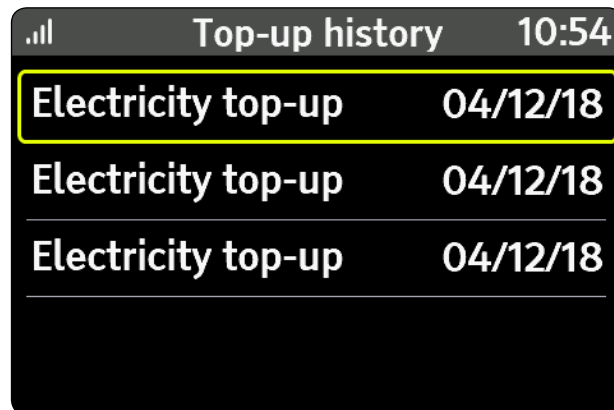


You can also activate emergency credit from the home screen prepayment tab when available, by pressing the **OK** button. - See "Prepayment screen" on page 16.

The Top-up screen can be reached from the main menu (**Menu > Prepay > Top-up**).

## Top-up history

View the top-up history for your prepayment meters here.  
Only the fuel/s in prepayment mode will be available.



Top-up history	
Electricity top-up	04/12/18
Electricity top-up	04/12/18
Electricity top-up	04/12/18

Selecting a top-up will provide more details.

Not all meters support prepayment top-up history.

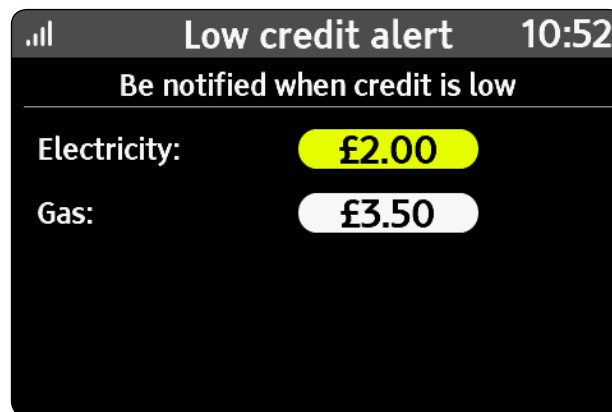
The Top-up history screen can be reached from the main menu (**Menu > Prepay > Top-up history**). Use the arrow buttons (◀ ▶) to navigate, and press **OK** to select.



## Low credit alert

The low credit alert setting is designed to warn you that your balance is low, by default the setting comes from the meter, and if not it is set to £2.00 for each fuel.

If set by the meter it is not possible to set the alert lower than the meter value.



The amount can be changed for each fuel by selecting the appropriate fuel and entering a value. Only fuels in prepayment mode are shown.

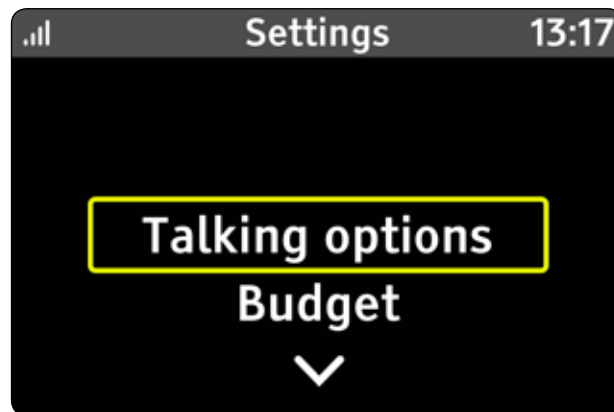
The Top-up history screen can be reached from the main menu (**Menu > Prepay > Low credit alert**). Use the arrow buttons (◀ ▶) to navigate, and press **OK** to select

---

# Settings

## Overview

Use the arrow buttons (◀ ▶) to change the setting selection and press the **OK** button to view or change the selected setting. Press the return button (↵) to return to the previous screen.

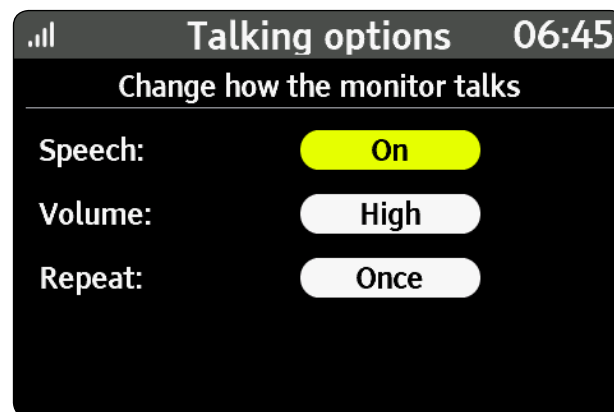


The settings menu can be reached from the main Menu (**Menu > Settings**)

## Talking options

Your Trio is designed to speak the contents of each screen. You can interrupt the speech at any time by pressing the top button (middle LED). This button also functions as a repeat button if you would like to hear something again.

The screen has three options: **Speech**, **Volume** and **Repeat**.



### Speech

Selecting the Speech option toggles speech on or off (speech can be turned on and off by long pressing the top button).

### Volume

Adjusts the speech volume level between Low, Medium and High. By default the volume is set to Medium.

### Repeat

Can be set to **Always repeat**, **Limited repetition** or **Repeat once**.

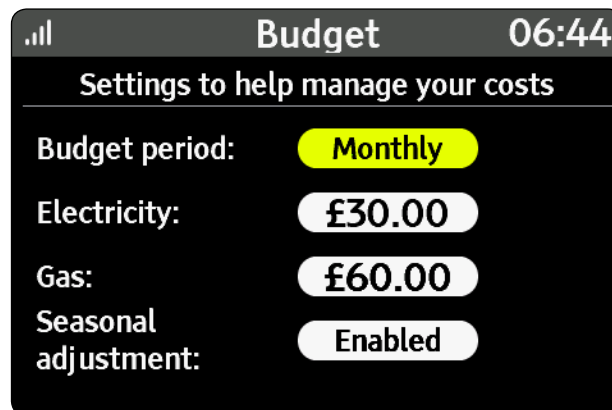
- Always repeat alerts are repeated every 5 minutes
- Limited repetition, alerts are repeated 5 times
- Repeat once, alert is only spoken when shown

The Talking options screens can be reached from the main Menu (**Menu > Settings > Talking options**)

## Budget

Your Trio has been designed to help you track your energy usage and meet the budgets you set.

The screen has four options: **Budget period**, **Electricity budget value** and **Gas budget value**.



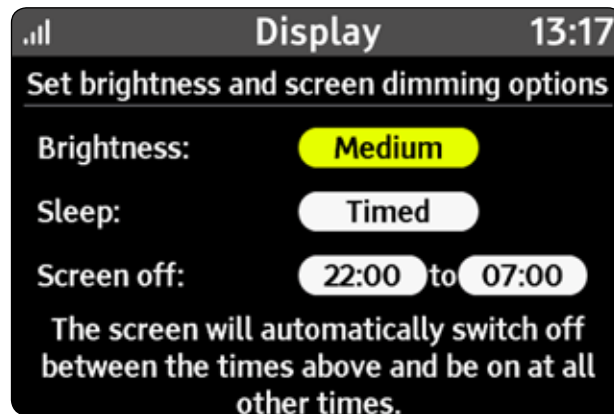
Select the period for the budget for both fuels; either daily, weekly or monthly.

Individual budgets can be set for each fuel. Your budget can be viewed on the **Home** screen (**Today** tab), and on the **Electricity/Gas usage history**.

The Budget screen can be reached from the main Menu (**Menu > Settings > Budget**)

## Display

Use this screen to change the Display settings for your Trio.



### Brightness

Set the brightness of the screen. This affects all screens. Adjust the brightness by selecting from High (100%), Medium (50%) and Low (20%).

When on battery power, brightness will change to Medium, and the screen will switch off after 1 minute of inactivity. Once mains power is restored, the brightness Sleep setting will revert back to the previous values.

### Sleep

This setting determines when the Trio's screen will switch off. Choose from **Always**, **Never** or **Timed**.

When set to **Always**, after 1 minute of inactivity the screen will automatically switch off.

When set to **Never**, the screen is permanently on.

When set to **Timed**, the Screen off period will appear. (this is the default setting).

### Screen off

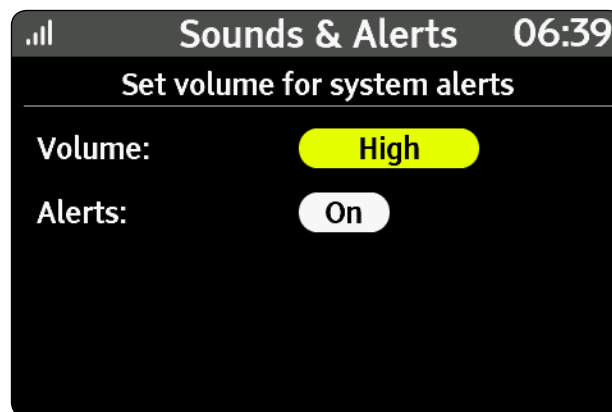
The screen will be off between the period set. When the screen is off, press any button to wake up the device.

The Display screen can be reached from the main Menu (**Menu > Settings > Display**)

## Sounds & Alerts

Change the volume of alerts and if they are enabled or disabled.

The screen has two options: **Volume** and **Alerts**.



### Volume

This sets the volume of all sounds and alerts. Select to change the volume level- High (100%), Medium (50%), Low (20%). This setting does not affect Talking options for the Accessible Display.

### Alerts

Set to **On** to receive audible notifications of new alerts.

If alerts are disabled, new alerts will still be displayed on the screen, but without an audible notification.

The Sounds & Alerts screen can be reached from the main Menu (**Menu > Settings > Sounds & Alerts**)

## Advanced

The advanced features include:

### Device info

Information including the serial number and software version of your Trio. You may need this information when contacting your energy provider.

This screen is not supported by speech

### Usage level

The electricity on the **Now** home screen can be scaled to match the typical usage levels of your home. The screen has three options: **Low**, **Medium** and **High**.

Select from one of the following options to set the maximum reading the dial can show:

- **Low** - homes with low electricity usage.
- **Medium** - homes with average electricity usage.
- **High** - homes with higher than average electricity usage.

Note: Only available when you have an electricity smart meter and the usage level is not provided by the meter.

The dial thresholds between green to orange, and orange to red are changed as shown in the table.

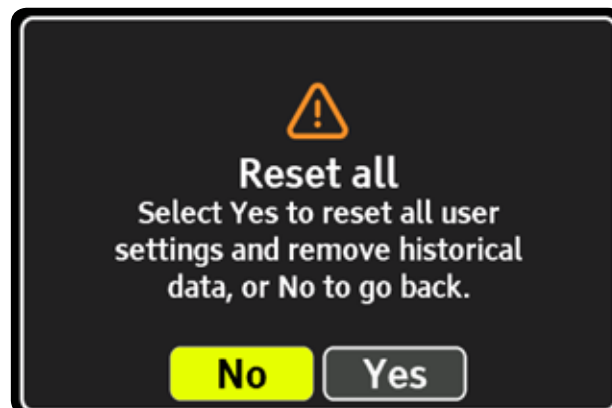
Usage level setting	Green/orange threshold	Orange/red threshold	Maximum
Low	1kW	6kW	12kW
Medium	2kW	10kW	18kW
High	3kW	12kW	24kW

The Sounds & Alerts screen can be reached from the main Menu (**Menu > Settings> Sounds & Alerts**)

### Reset device

The Sounds & Alerts screen can be reached from the main Menu (**Menu > Settings > Advanced > Reset device**)

Use this screen to remove all your user settings including budgets, WiFi (if fitted), alerts and historic consumption data.



The screen has three options: **Reset settings**, **Reset data** and **Reset all**.

**Reset settings:** Clears all system settings including budget, display, colour theme, sounds/alerts, WiFi, and usage levels.

**Reset data:** Clears all historic consumption data and totals, including user messages and alerts. This can be used if you are moving house (and leaving the Trio) and want to clear this data.

**Reset all:** Performs both Reset settings and Reset data.

### Engineer

This screen is for installation engineer use only.

This screen is not supported by speech.




---

# Troubleshooting

## FAQs

### **My Display isn't showing any information**

If your Display shows **Awaiting data**, the banner bar is red, or there is no  symbol in the banner bar, this could be because your Display is out of range and is not able to communicate with the smart meter. Try moving your Display closer to the smart meter.


If problems persist, please contact your supplier.

### **Display keeps repeating the same speech every few minutes**

The Display speech repeat setting has been set to Always or Limited. Change it to Once (**Menu > Settings > Talking options > Repeat**).

### **My Display is blank or has switched itself off**

The Display backlight may have turned itself off to save power, press one of the buttons to switch it back on. This setting can be changed under **Menu > Settings > Display**.

If you unplugged the Display, the battery may have gone flat. The battery icon () will be shown when operating on battery power. The running time is four hours. Reconnect to the mains adaptor to recharge the battery.

We recommend that the Display is powered continuously using the power supply provided.

**How do I turn off the audio or stop it talking?**

To stop the Display from talking, long press the top button (it is the middle LED). The Display will tell you speech has been turned off.

Additionally speech can be interrupted. Whilst the Display is speaking press the top button to interrupt speech. This will not affect the device the next time it is due to speak.

**How long will the battery last?**

The rechargeable battery should last around ten hours with the default settings. When using the battery the Display will dim, and switch off the screen when not in use.

**My Display has frozen, how do I reset it?**

To reset the Display, unplug the lead from the back. Then press the Home button whilst reinserting the lead.

---

## Status codes

Your Display may show a status code when there is a problem.

Code(s)	Status	Resolution
1 ... 3	Display problem	Your Display has developed a fault. Please remove and re-insert the power supply or contact your utility provider.
20, 21, 22, 26	Connection problem	Display unable to communicate with the meter networks. Try moving the Display closer to the smart meter(s) or contact your utility provider.
23, 24, 25	Meter network data problem	Display is connected to the meter network, but not receiving all data. If the problem persists, contact your utility provider.
28	Electricity meter problem	Display is connected to the electricity meter, but not receiving all data. If the problem persists, contact your utility provider.
29	Gas meter problem	Display is connected to the electricity meter, but not receiving all data. If the problem persists, contact your utility provider.
30	WiFi module not found	WiFi module problem. Please remove and re-insert the power supply or contact your utility provider.
40 ... 44	Cloud problem	Display is waiting for cloud data service, please wait.

See **Menu > Support** for contact details.

[www.geotogether.com](http://www.geotogether.com)  
For any help or support  
please contact your supplier

