Trio accessible

Quick start guide

Introduction

The Trio is an in home display (Display) that you can use to find out how much gas or electricity or both you use and has been configured to work with the meters you have installed, which may be electricity, gas or both.

Please read the important safety notice overleaf before using your Display.

Setting up

Connecting the power supply

Connect the power supply to your Display. 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. (Select **Menu,** select **Settings,** select **Display**).

The power supply is made exclusively for the 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 back cover and pull it out.

When operating on battery power, the banner bar will display 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 as a gas meter only connects to the system periodically to provide a read.
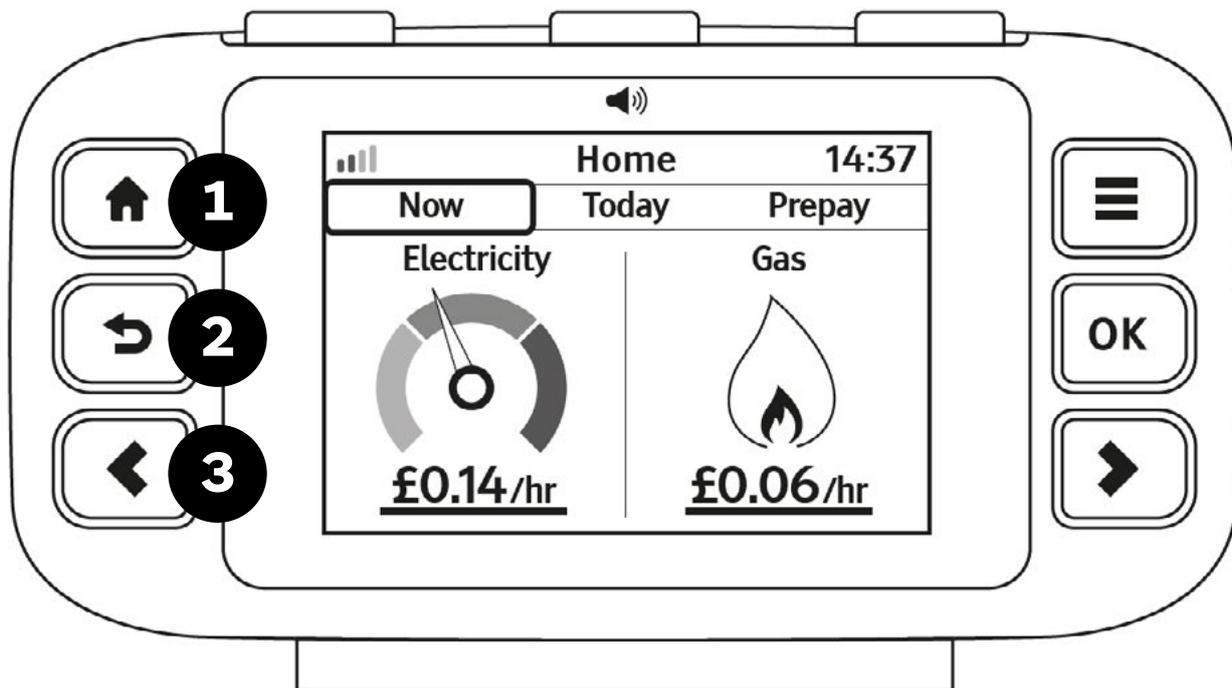
Speech

Your Display 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.

Speech volume and repeat options can be adjusted in the Talking options screen (select **Menu,** select **Settings,** select **Talking options**).
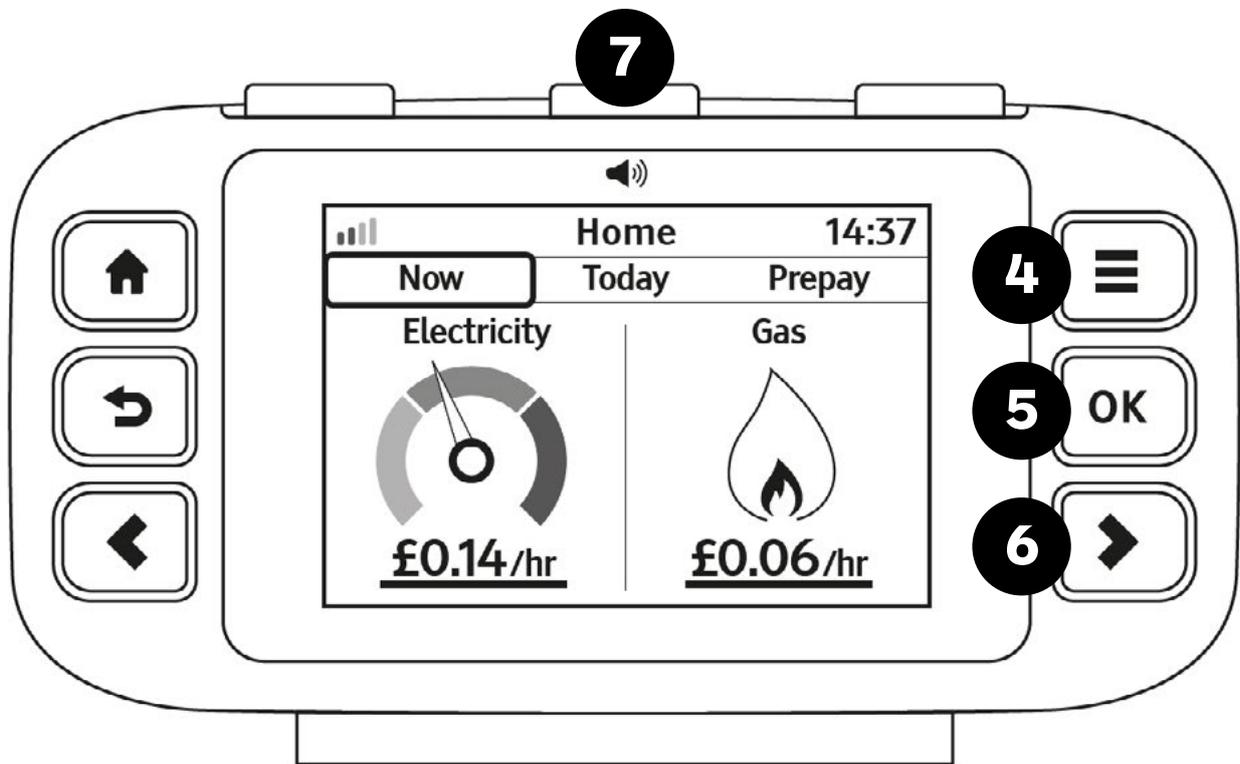
Overview of your new Display

Buttons

The Display 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) 🏠 Press the Home button to return to the **Home** screen.

2) ↩ Press the Back button to return to the previous screen.

3) ◀ Press Left arrow to navigate to the previous item on the screen (e.g. in the menu) or where there are several tabs (e.g. on the home screen).
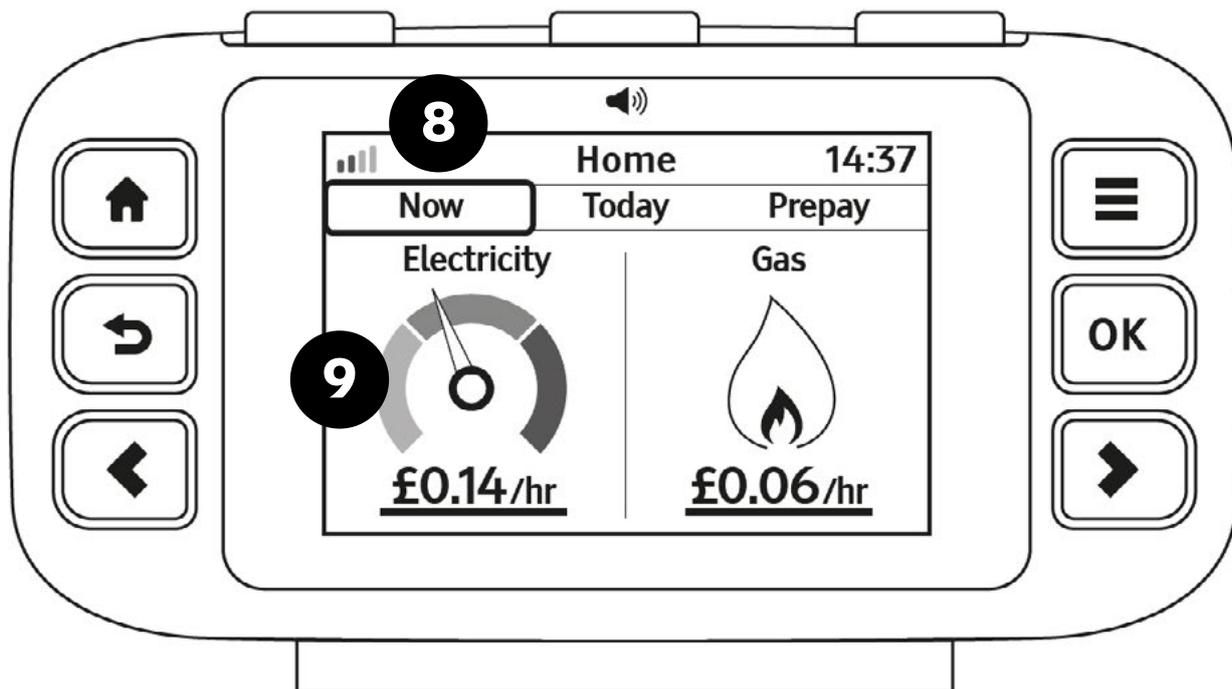
The buttons on the right are from top to bottom:

4) ☰ Press the Menu button to go to the menu.

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

6) ❯ Press the right arrow button to navigate to next item on the screen.

There are three LED's on the top, the middle one is also a button.

7) The three LED's show your electricity usage (green/ left for low, amber/middle for medium or red/right for high), or gas usage if only gas is available.

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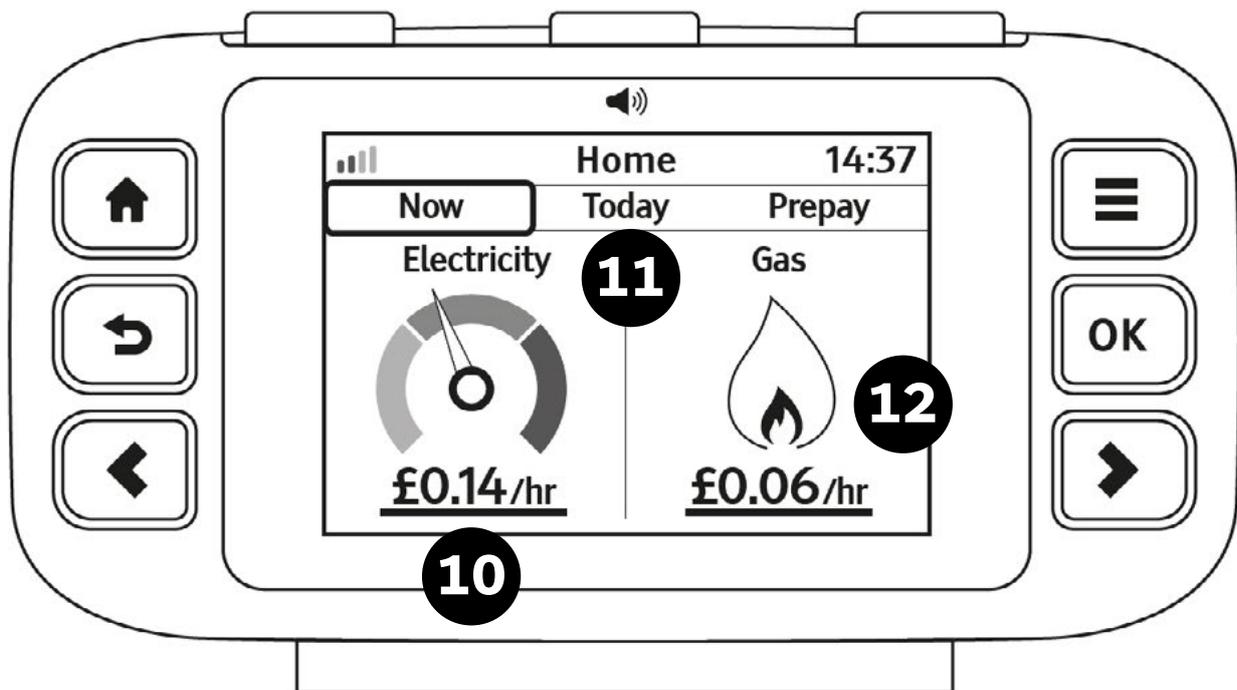
Overview of your new Display

Screen

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

Please note, where your display shows energy use/consumption, this is an indication only and your bill will be the most accurate record.

8) The banner bar at the top of the screen allows you to check the smart meter 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 light 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.

   The Prepay tab is only shown when the meter is in prepayment mode.

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

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

Menu

The main menu is available from any screen. To select it, press the ▤ button. Below are the descriptions of the screens on your display. To scroll through them select the arrow buttons on your display.

Prepay (Prepay customers only)

Includes: Top-up your current balance, activate emergency credit, view your top-up history and adjust the low credit alert setting.

Electricity/Gas usage history

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

Please note, where your display shows energy use/consumption, this is an indication only and your bill will be the most accurate record.

System status

Quick indicator of whether the system is working OK (**green** ring with black fill) or if there is something that needs attention (**red** fill).

The banner bar will also change to **red** to indicate there is a problem (shown on all screens).

Meter balance

Information on the current balance of energy used for electricity and gas.

Tariffs

Displays electricity and gas tariffs, and any standing charge (if applicable).

Money owed (Prepay only)

Outstanding money owed will be outlined with a breakdown of the charges and debt recovery rate.

Inbox

View messages received from your utility provider. New messages will be shown on the **Inbox** screen automatically.

> Message details are not supported by speech, please contact your supplier if they cannot be read.

Meters

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

Support

For help and support with your Smart meter, visit **npower.com/smartcontact** or call **0800 073 3000**.

Settings

Personalise your Display within the **Settings** screen.

Electricity & Gas.

You can see more about your electricity and gas consumption by selecting an option from the **Menu**. (select **Menu,** select **Usage history**).

Please note, where your display shows energy use/ consumption, this is an indication only and your bill will be the most accurate record.

Hours

Your hourly energy use for today. You can see or hear this in terms of energy (kWh) or cost (£) – to switch between cost per hour and kWh press the **OK** button.

The hour during which most energy was consumed will also show the value (cost/kWh).

Days, Weeks and Months

A visual representation of energy use over the past nine days, six weeks or 14 months, with the period of highest energy or cost highlighted.

In cost views if a budget has been set (select **Menu,** select **Settings,** select **Budget**), performance against a budget is shown. The red and grey striped areas show where you are over budget, per day, week, or per month.

Troubleshooting

My Display isn't showing any information

If your Display shows Awaiting data, the banner bar is red, or there is no .ıll 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 Displays speech Repeat setting has been set to Always or Limited. Change it to Once (select **Menu,** select **Settings,** select **Talking options,** select **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,** select **Settings,** select **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 four hours with the default settings. When using the battery the Display will dim, and switch itself off when not in use.

Technical specifications

This Display is designed to be used indoors in a domestic environment. It is not suitable for outdoor use. It is intended to be installed and configured by a qualified installer only.

Model	Trio Accessible
Supply voltage	230Vac, 50Hz
Battery type	Li-Po rechargeable battery (non-replaceable), 3.7V, 450mAh
Operating voltage	5Vdc
Operating power	< 0.6W
Operating temperature	0 to 40°C
Operating humidity	0 to 85% non-condensing

RF Transmitter Information

This device operates at radio frequencies in the range 2.4000GHz to 2.4835GHz (2.4GHz Zigbee). The transmit duty cycle is less than 1% (typically 0.1%). The peak emitted power does not exceed 25mW.

Some variants of the Accessible Display operates at radio frequencies:

- in the range 2.4000GHz to 2.4835GHz. The transmit duty cycle is less than 1%. The peak emitted power does not exceed 100mW (2.4GHz WiFi).

- in the range 863MHz to 876MHz. The transmit duty cycle is less than 0.1%. The peak emitted power does not exceed 25mW.

Further information

If you require this document in an accessible format please contact your supplier.

More detailed information on the Display is available online at http://www.geotogether.com/Trio2

Manufacturer

Designed and manufactured by:
Green Energy Options Ltd.
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Cambridge
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UK

Hereby, Green Energy Options Ltd. (UK) declares that the radio equipment enclosed (identified by the product type numbers on the product label) are in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available online at www.geotogether.com/cedoc

Safety notice

Please be aware of these simple safety precautions when using these products. Safe operation may be hindered if used in a way that is not specified by the manufacturer.

⚠️ Keep products away from water and other liquids. Disconnect from the mains power supply before cleaning (with a soft, dry cloth only). Please contact your supplier if any components appear damaged or faulty.

🏠 Your products are designed to be used in an indoor, domestic environment only.

🗑️ To protect the environment, this product and its batteries must be disposed of safely.

CE These products are CE approved.

Pb These products comply with RoHS regulations.

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Tried and Tested

Phone calls: We may monitor and/or record calls for security, quality or training purposes. Calls to 0800 numbers should be free from all mobiles and generally free from all landlines.

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