

## Electricity & Gas usage

You can see more about how much energy you're using (both electricity and gas) by selecting an option from the **Menu**, or touching the dial or gas flame.

### Hours

Your hourly energy use for today. You can see this in terms of energy (kWh) or cost (£) - to switch between cost per hour and kWh press on the cost or kWh value on the right side of the screen.

Tap any row to show the consumption or cost, for a particular hourly period.

### 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 (see **Settings > Budget**), performance against a budget is shown. The areas shaded in RED show where over-budget energy has been used.

## Technical specifications

This Trio - Smart Display is designed to be used indoors in a domestic or SME environment. It is not suitable for outdoor use. It's intended to be installed and configured by a qualified installer only.

Model	Trio - Smart Display Touchscreen
Supply voltage	230Vac, 50Hz
Battery type	3 x AAA (LR03) 1.5V Alkaline non-rechargeable
Operating voltage	5Vdc
Operating power	< 0.6W
Operating temperature	0 to 40°C
Operating humidity	0 to 85% non-condensing

## Further information

If you would like more detailed information on the Trio - Smart Display this is available online at [www.bristol-energy.co.uk](http://www.bristol-energy.co.uk)

## Troubleshooting

### My display isn't showing any information

If your display shows **Awaiting data**, or there is a **..ll** 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 visit [www.bristol-energy.co.uk](http://www.bristol-energy.co.uk) for further information.

### My display is making a noise

The display has a built in speaker which is used to notify you of alerts and messages. You can adjust the volume, and turn off/on the different sounds via the **Settings** page.

### System Status shows a cloud error

**Please note:** You will only need to activate your cloud settings if you are using advanced services. These can be activated through the Bristol Energy App.

When the **System Status** screen shows the cloud symbol (☁) in red, then this means one of the following:

- Your cloud account has not been configured.
- The display is unable to access the cloud service - check your home broadband connection.
- The cloud service is temporarily offline.

### My display is blank or has switched itself off

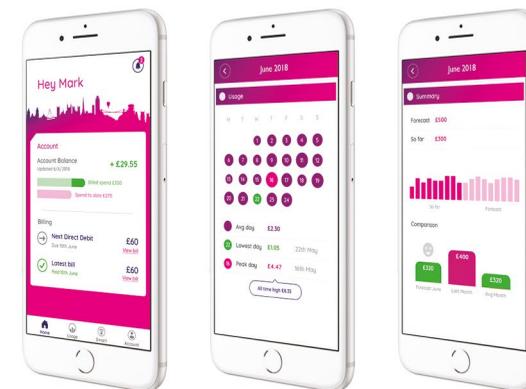
The display backlight may have turned itself off to save power, press one of the touch buttons or touch the screen to switch it back on. This setting can be changed under **Settings**.

If you are using batteries to power the display, the batteries 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 or replace the batteries.

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



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Be in control  
Be connected



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## Trio - Smart Display

Quick Start Guide

## Introduction

The Trio - Smart Display shows how much energy has been used for electricity and gas smart meters, it will have been configured to work with the meters you have had installed, which may be electricity, gas or both.

Please read the important safety notice on the bottom of the box before using your display.

## Setting up

### Connecting the power supply

Connect the power supply to your Trio - Smart Display. It will turn on automatically when you plug it into the mains. You should always leave your display connected to the power supply.

You can configure the screen on the display to dim or switch off at certain times of the day. (See **Settings > Display**)

The power supply has been made exclusively for the Trio - Smart Display and must not be used with other devices.

### Using batteries

Your display can optionally be used with 3 x AAA (LR03) non-rechargeable batteries.

Remove the back cover and insert the batteries, as marked on the inside case. Reattach the back cover and the display will show the battery symbol (🔋) at the top of the screen.

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 turned on it will show **Connecting...** while establishing a connection. 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 the touchscreen Trio - Smart Display

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.

Tapping the dial will take you to **Electricity history**.

The rate of energy used is shown in either, cost per hour or in kilowatts (kW).

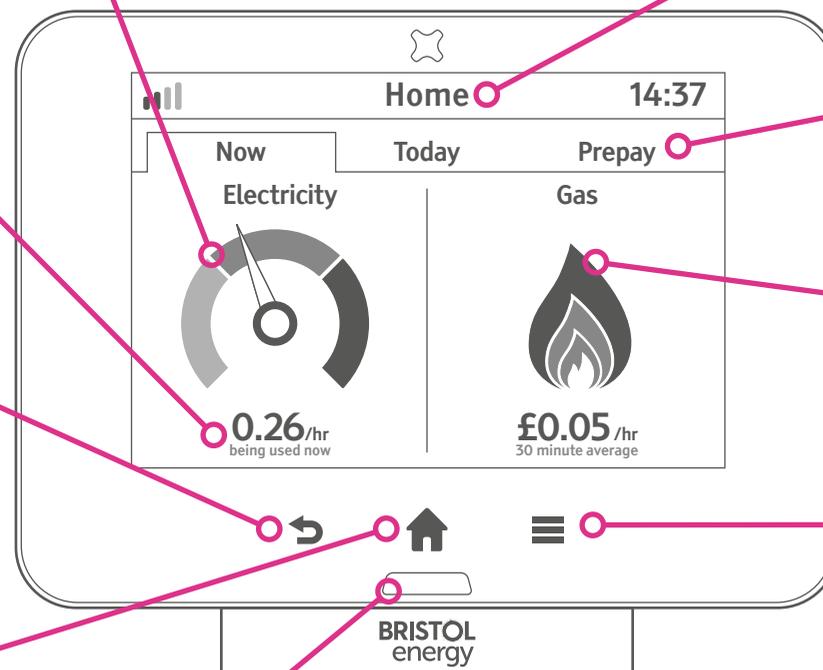
Tapping here will switch between cost and kW.

Press to return to the previous screen.

Press to show the Quick Access Menu whilst on the home screen.

Press to return to the **Home** screen.

The LED at the bottom of the display shows your current electricity usage (GREEN for low, AMBER for medium or RED for high) or BLUE for gas-only setups.



The banner bar allows you to check the smart meter(s) signal strength and time.

Touch to move between **Now**, **Today** and **Prepay** (if applicable) tabs.

The flame shows the recent rate of gas consumption. Tap the flame to go to **Gas history**.

Press to show the **Menu**.

If you have either a gas smart meter or an electricity smart meter, then only the corresponding dial or flame will be shown on the display.

## Menu

The main menu is available from any screen. To select it, touch the ☰ button at the bottom of the screen, the options you will see are:

### Prepay (prepay customers only)

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

### Electricity/Gas usage history

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

### System status

Quick indicator of whether the system is working OK (GREEN) or if there is something that needs attention (AMBER or RED).

### Meter balance (Prepay customers only)

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

### Tariffs

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

### Money owed (Prepay customers only)

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

### Inbox

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

### Meters

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

### Support

Please visit our website [www.bristol-energy.co.uk](http://www.bristol-energy.co.uk) for further support.

### Settings

Personalise your Trio - Smart Display within the **Settings** screen.