

trio

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).

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Online setup

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Status codes

Your Trio Display

What's in the box?

Your Trio package contains the following items:

- Trio energy Display
- Display stand
- Micro-USB power supply and cable

Powering the Display

Your Trio Display can be powered using the supplied power supply or for short periods with 3 x AAA (R03, LR03) non-rechargeable batteries.

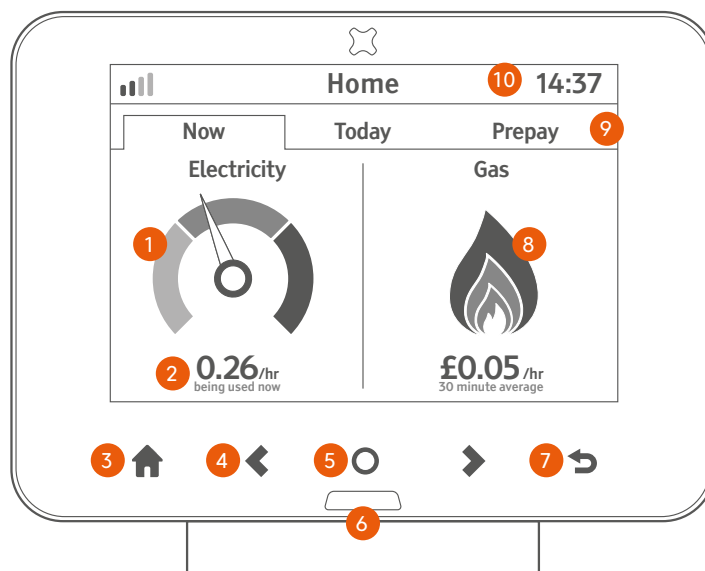
Do not use any other power supply with this Display. The supplied power supply is not suitable for use with any other USB device.

It is not recommended to use batteries for a prolonged period once the batteries are flat, they should be removed from the Display.

To replace batteries, slide the stand downwards and then pull it away. Insert the batteries, as marked on the inside case. Re-attach the stand and the Display will show the battery symbol  at the top of the screen.

Do not use rechargeable batteries in this Display. To prolong the battery life, the display is designed to hibernate after five minutes of inactivity. Press any button to wake the Display.

Overview of your new Trio



- (1) 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.
- (2) The rate of consumption is shown in cost per hour or, if kW is selected, the rate of energy being used.
- (3) Press to enter Menu whilst on the **Home** screen.
- (4) Use the **◀ ▶** buttons to navigate around the screen.
- (5) Press to switch between cost or energy consumption.
- (6) The LED at the bottom of the Display shows your electricity usage (GREEN for low, AMBER for medium or RED for high).
- (7) Press to return to previous screen.
- (8) The flame shows the recent rate of gas consumption (typically over the last 30 minutes).
- (9) Use arrow buttons to move between **Now**, **Today** and **Prepay** (if applicable) tabs.
- (10) The banner bar allows you to check the smart meter(s) signal strength, and time.

What does it mean?

See what you're using

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

What is a kWh?

Electrical and gas energy consumption is measured in **kWh** (kilowatt hours) - traditionally known as 'units'. As items within the home consume energy during the day, the kWh total increases.

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

It's about now ...

In the same way your car shows how fast your car is travelling, the electricity speedometer on the left of the Home screen shows how much electricity your home is consuming now. Similarly, the flame shows you how much gas has been consumed within the past 30 minutes.

The electricity speedometer is updated every few seconds and the gas flame every 30 minutes. To make it even easier to understand the hourly rates of consumption can show the rate of consumption in cost (£) and energy or power (kW).

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/monitoringdata-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 speedometer.

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 adjusted. See 'Advanced' on page 26

Boiling a kettle

Evening time

Typical 'base load'



Getting started

Meter connection

Each time the Display is turned on it will show **Connecting...** for up to 5 minutes while the Display connects to the smart meter(s) in your home.



If the screen shows **Lost Network**, then you may need to move the Display closer to your smart meter(s) to re-establish the connection.

Connection established

Once your Display has successfully established a connection to your smart meter(s), your Trio will show the current consumption for electricity and recent gas usage.



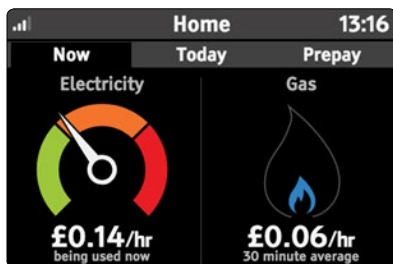
If your Display loses connection to the smart meter(s), then it will show the alert above. Try moving the Trio closer to the smart meter(s) to re-connect.

Home screen

Overview

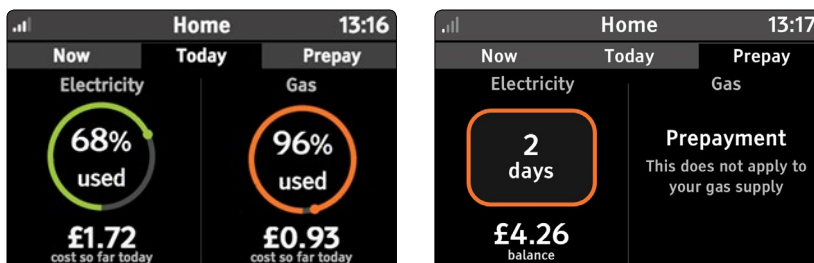
The **Home** screen is broken down into three tabs- **Now**, **Today** and **Prepay**.

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






You can also, at any time, press  on the Display to return to the **Home** screen.

Touch **Now**, **Today** or **Prepay** (when in prepayment mode) to switch between the tabs. The Prepay tab is only shown when one of the meters is in Prepay mode.



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

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



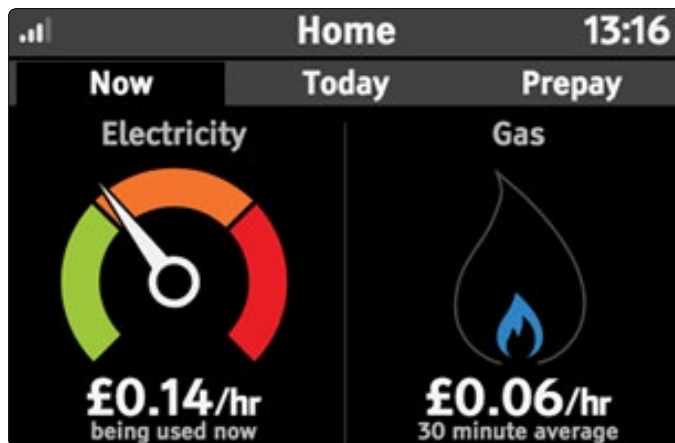
Meter network signal strength OK (normal condition for the Display).



Meter network lost and showing the alert symbol (the alert symbol can be shown for multiple reasons- see **System Status** for more details).

The message icon appears when the Display has any new messages (Home screen only). When on batteries the battery symbol is also shown (in this case battery low).

Now screen



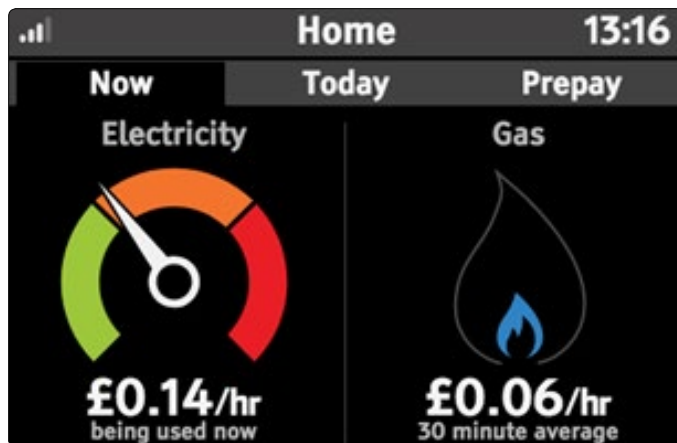
The **Now** screen is divided in half, with the left side showing **Electricity** consumption now and the right showing **Gas** consumption.

Depending on your smart meter configuration, only the available energy 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.

To toggle between cost and kW press the toggle button (○).

Electricity (left)



The dial on the left (only available when you have an electricity smart meter) shows the current rate of electricity energy use for your home.

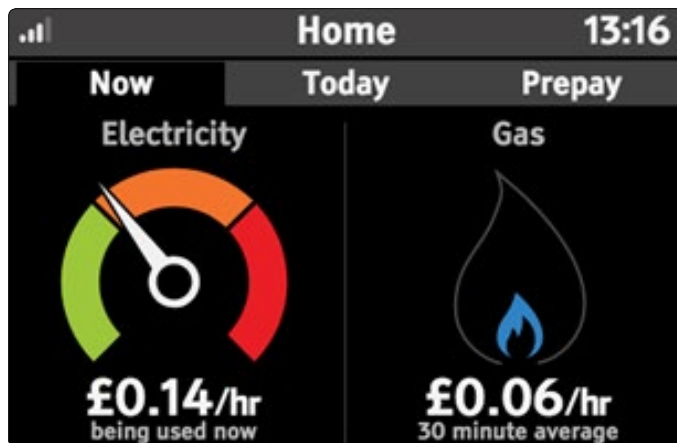
As your home uses more or less electricity, the dial will move up and down. The dial is divided into three zones - green, amber and red.

As the dial moves between the zones, the colour of the LED on the front of the display will change to match.

This means at a distance, you can quickly see if your home is using a little or a lot of electricity. The current rate of consumption can be shown in cost as £/hr (default) or energy as kW.

To toggle between cost and kW press the toggle button (○).

Gas (right)



The gas flame indicates the recent consumption rate of gas for the home (where available). The gas usage consumption readings are updated every half an hour.

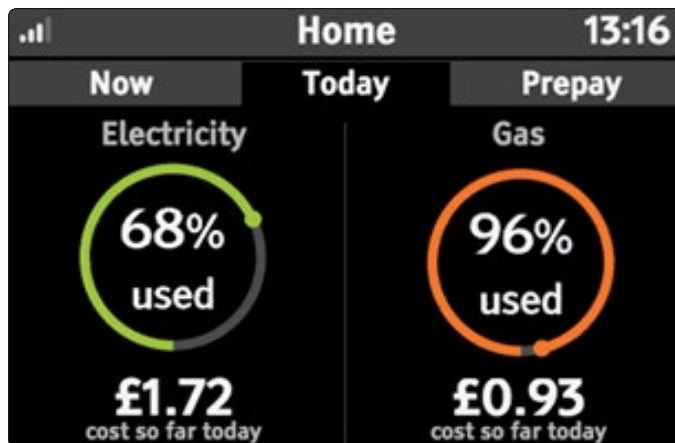
As more gas is consumed, the blue flame will increase in size.

This means at a distance, you can quickly see if your home is using a little or a lot of gas.

Due to readings being taken every half an hour, the flame shows recent gas consumption and may not show when gas is no longer being consumed.

Touch the flame to go to [Gas usage history](#).

Today screen



The **Today** screen shows the total cost or consumption so far today for Electricity and Gas.

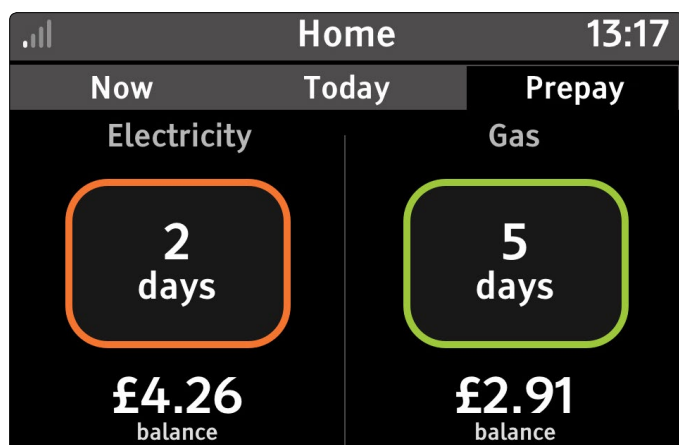
If you have set a budget for each fuel type (see Settings), then the Display will show the percentage of budget used so far today, and the associated cost. The percentage used is represented as a number and as a coloured ring around the percentage.

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, and by how much (up to 100% over budget).

To toggle between cost and kW press the toggle button (○).

The budget can be set within the **Menu > Settings > Budget** menu.

Prepayment screen



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

The **Prepay** screen shows the current available credit for prepayment meters. Electricity is on the left and Gas on the right.

The outstanding 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).

If friendly credit or emergency credit is available from the meter, then this will be shown on the prepayment screen, examples below; the same applies to your gas.

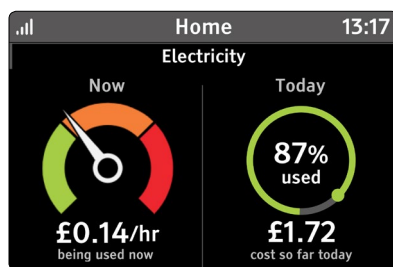


The Trio is capable of notifying you when the prepayment balance is low, change the alert setting (**Settings > Prepay > Low credit alert**) to be notified. Similarly, when Emergency credit becomes available, a pop-up will be shown to alert you. (regardless of the screen you are on).

Emergency credit can also be activated from the prepay menu.

Single fuel mode (credit customers only)

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

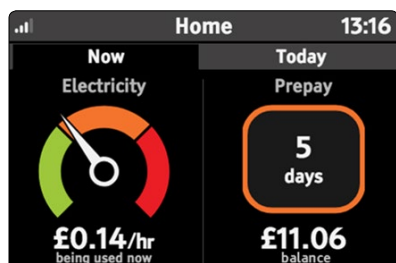


Touching the cost or kW (kWh), will switch between cost view and consumption view.

To toggle between cost and kW press the toggle button (○).

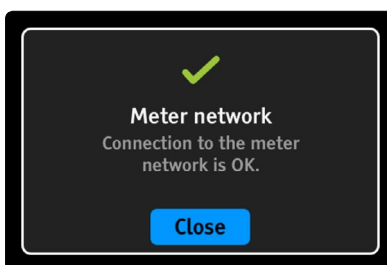
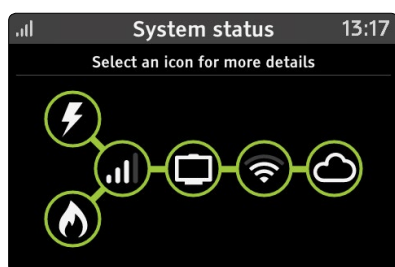
Single fuel mode (prepayment customers only)

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



System status







This screen shows if there are any problems with your smart meter system.



Should there be a problem with any area this will be shown as red. Touch any of the icons to view more information on the different parts of the smart metering system, and press the toggle button (○) to see further information.

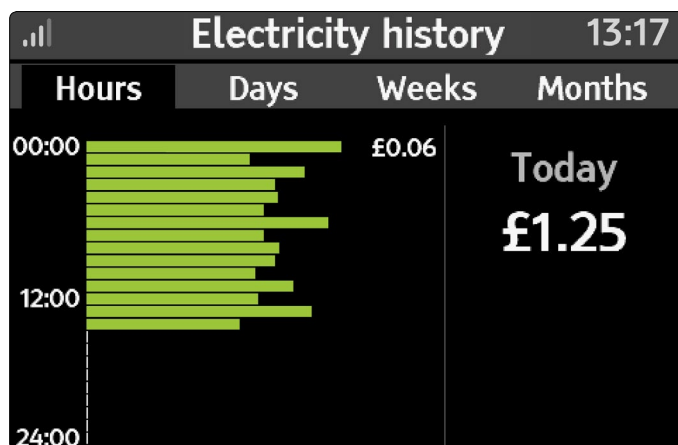
Press the  button to return to the **Home screen**.

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)
-  Signal status to the local WiFi network
-  Connection status to the Cloud service. WiFi and a cloud connection are only available if the Trio is fitted with a WiFi module.

Usage history screens

Electricity usage history



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

The screen initially shows the current electricity usage for today in cost (£), divided in to the 24 hours of the day. Each bar represents one-hour period and is shown in green.

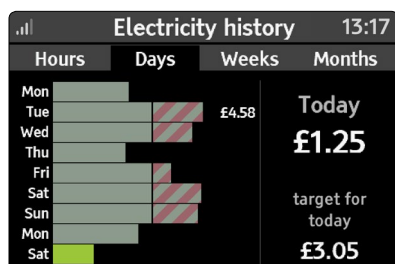
The hour with the highest consumption or cost is shown a value to the right of the bar.

To change from cost to kWh press the toggle button (○).

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 £0.00, even if no electricity has been used. The bars exclude any daily standing charge (if your tariff has a standing charge). Note the Hours tab does not show today's budget.

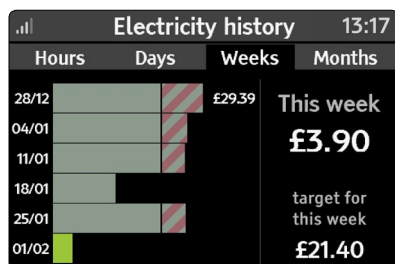
Days tab

The Days tab shows electricity usage for today and the previous eight days. The bars include any daily standing charge. (if your tariff has a standing charge). If a budget has been set (see [Settings > Budget](#)), then the bars will indicate if you are over budget for the day (by a red/grey hatched area).



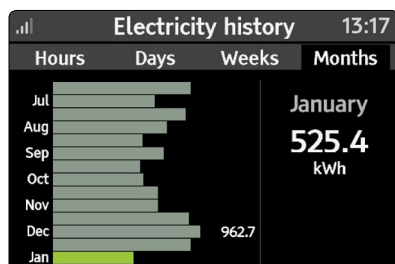
Weeks tab

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

The final view is the Year 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).



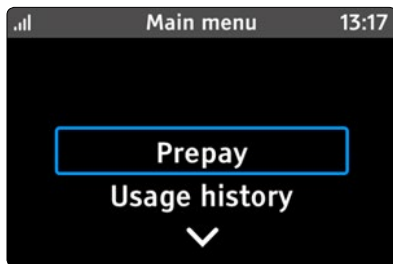
Gas usage history



The same historical views are available for gas consumption.

Menu

Overview

The main menu can be accessed by touching the  button.

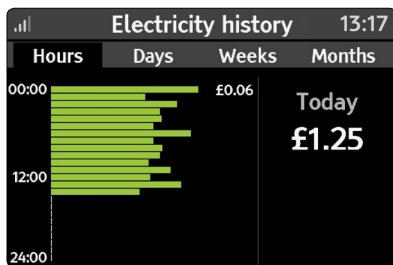


Touch the  and  arrows to move through the menu items and then touch to access the menu item.

Touch the  button to go back a level.

Electricity usage history

Explore recent electricity consumption in the **Electricity usage** screen (when available).



This screen can also be accessed through the **Main menu**.

See “Electricity usage history” on page 18.

Gas usage history

Explore recent gas consumption in **Gas usage** history (when available).

See “Gas usage history” on page 19.

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 page “Prepay” on page 15.

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

System status

This screen shows the status of the metering network and connection to WiFi and the cloud.

See “System status” on page 19.

Meter balance

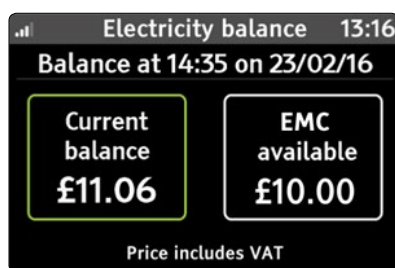
Look at the current balance of energy used for electricity or gas since the last period or to view your prepayment balance.

Select to view the meter balance for **Electricity** or **Gas**.

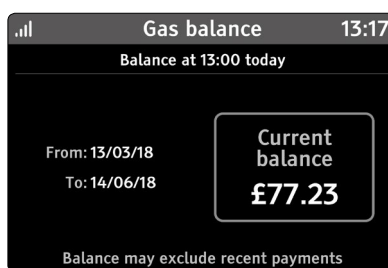
Use the  button to return to the **Menu** screen.

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.



Meter balance for prepayment

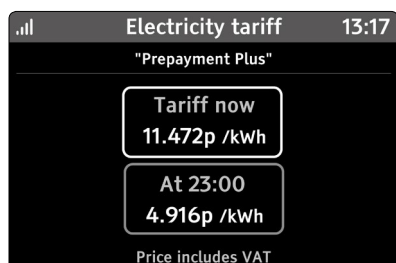


Meter balance for credit billing

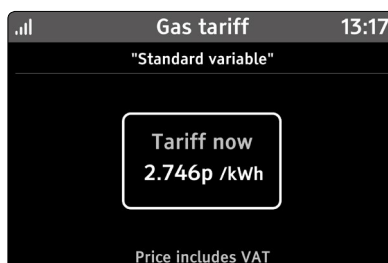
The Meter balance screen can be reached from the main menu (**Menu** > **Meter balance**).

Tariffs

Look at the current and next electricity and gas prices and any other daily charges that may apply.



Example tariff with variable charges



Example of single rate tariff

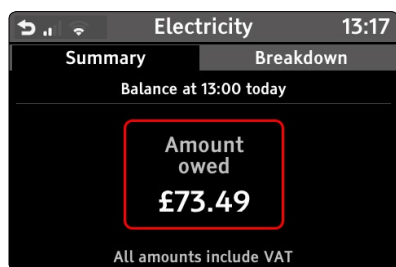
The screen shows the current chargeable unit of electricity or gas with any daily charges that may apply, excluding any applied discounts.

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.

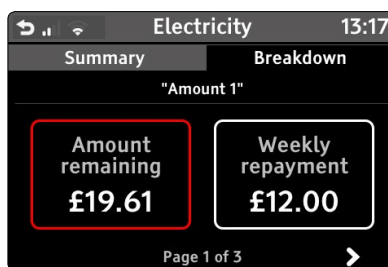
Money owed (prepayment meters only)

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.

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**)



Summary tab



Detailed debt breakdown
with recovery rate

Inbox

View messages that have been sent by your smart meter. See “Messages” on page 27.

Meters

View details of your electricity or gas meter and the current meter reading.

	Electricity meter	13:17
Reading	49562.3 kWh	
Meter type	Pre-pay	
Serial number	M1234532198	
Status	Supply on	
MPAN	S23856341562	

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

Support

Our support details can be found on this screen.

	Electricity support	13:17
MPRN	S96243128553	
Supply type	Gas (Credit)	
Customer ID	XXXXXXXX	
Supplier name	Cambs Utility	
Customer support	For support, contact: helpdesk@cambsutility.com 01223 850 210	

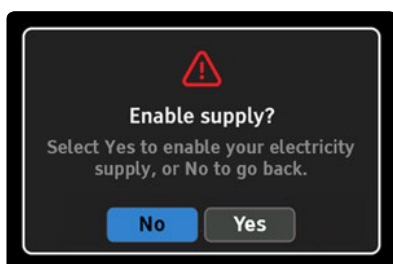
Settings

See “Messages” on page 27.

Prepay (prepayment meters only)

Enable supply

On some meters, the electricity supply can be enabled (restored) 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.

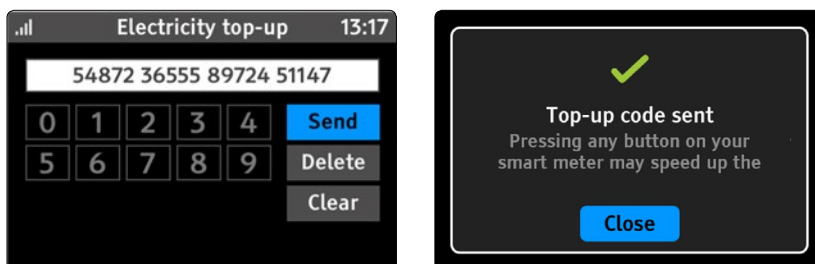


Unfortunately, for safety reasons, gas meters cannot be enabled (restored) from the Trio.

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.

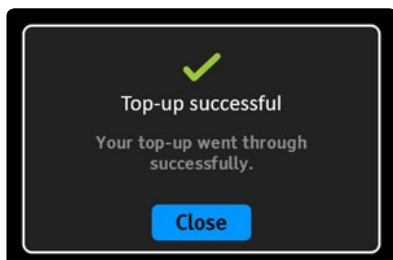
You can top-up from the home screen prepayment tab by pressing the fuel in prepayment mode - see "Prepayment screen" on page 15.



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

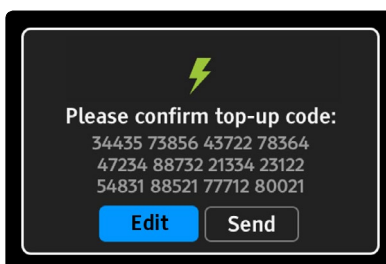
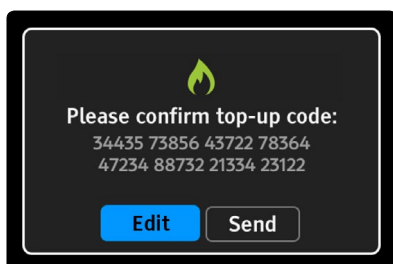
If you have topped-up via another source, then this will not generate a top-up alert message on your Trio.

Once the code has accepted by the meter a confirmation will be shown, as shown below; it may take up to 30 minutes for the confirmation to appear. If the top-up is rejected the confirmation will explain why it was rejected.



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.

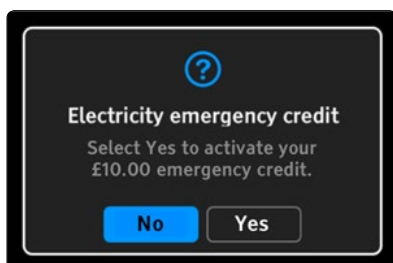


You can top-up from the home screen prepayment tab by pressing the fuel in prepayment mode - see "Prepayment screen" on page 15.

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.

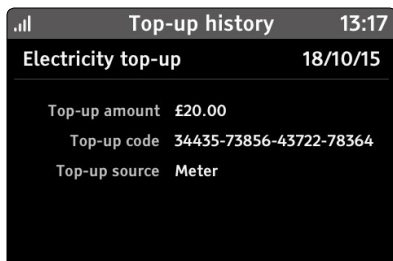
Some meters do not provide the emergency credit amount, in this case a value will not be shown..



You can also activate emergency credit from any screen when this pop-up is shown, if you have both fuels with emergency credit available, then use the prepay menu to select the other fuel. - see "Prepayment screen" on page 15.

Top-up history

View the top-up history for your prepayment meters here. Only the fuel in prepayment mode is shown within this screen.



For each top-up there is further information about that top-up, as shown above.

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**).

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 provided by the meter 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 Low credit screen can be reached from the main menu (**Menu** > **Prepay** > **Low credit alert**).

Messages

Inbox

The smart metering infrastructure is capable of sending you messages via your smart meter(s) and these will be shown in the Inbox.

When a new message is received you will also receive a notification on the screen. (The notifications can be changed under **Settings > Sound & Alerts**.)

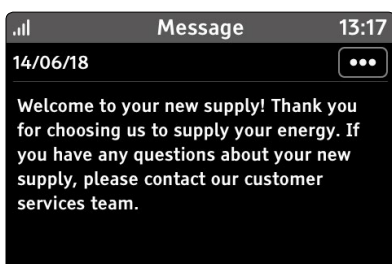


If a message has not yet been read, it will be shown in bold and have a marker to the left. Select any message to view the message in full.

Reading a message

When a message is first opened, the date is shown at the top and the content of the message below. If the message is longer than the space available, use the ▼ and ▲ buttons to view the rest of the message.

Some messages require confirmation or acceptance - scroll to the end of the message to see the options.



Deleting messages

A message must have been read before it can be deleted.

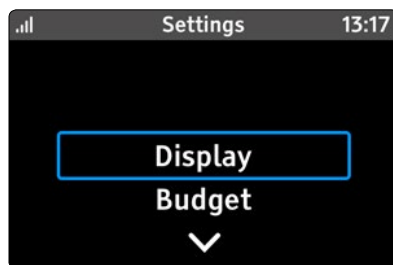
Once read, select the ●● button on the top right of the message to see further options.

Settings

Overview

The settings menu can be reached from the main Menu (**Menu > Settings**) or from the Quick Access menu.

Use the ▼ and ▲ arrows to change the setting selection and press the toggle button (○) to view or change the selected setting.

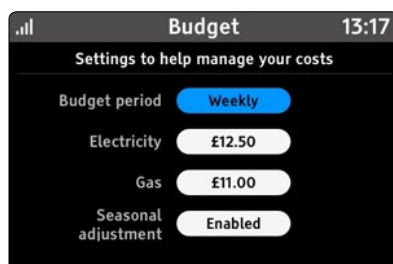


Budget

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

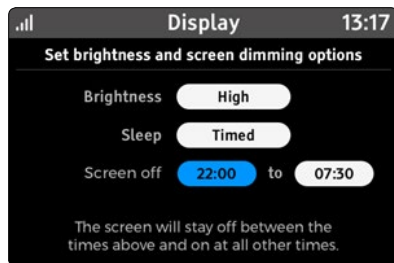
Select the period for the budget for both fuels; either daily, weekly or monthly.

Individual budgets can be set for each fuel.



Display

Use this setting 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**, and on mains power, 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 option will appear.

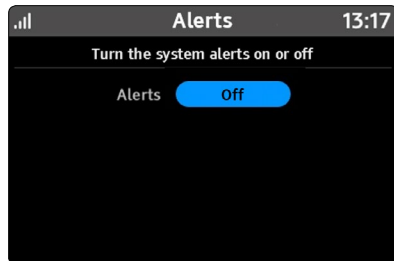
Screen off

The screen will be off between the period set.

When the screen is off, pressing any button will wake up the device.

Alerts

Enable an disable alert pop-ups from this screen.



Set to On to see new alert and message notifications. If alerts are Off, no new alert and message notifications will be displayed..

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

WiFi network

See '**Connect to WiFi Network**' section for setting up and managing the WiFi network.

Online setup

Please see See "**Online setup**" on page 36 for setting up online services.

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.

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.

This option is only available when you have an electricity smart meter and the usage level is not provided by the meter.

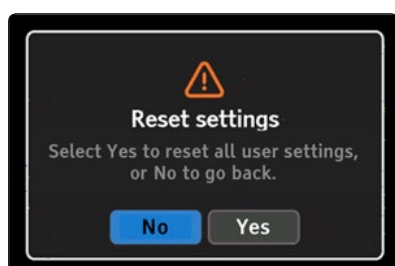
The dial thresholds between green to orange, and orange to red are changed as below in the table.

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

The usage level screen can be reached from the main Menu (**Menu** > **Settings** > **Advanced** > **Usage level**).

Reset device

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



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.

Online setup

Connect to WiFi network

If you Trio is supplied with WiFi, your energy display will need to be connected to a local WiFi network to enable cloud services.

Access WiFi settings screen

- Press the  button whilst on the **Home** screen
- Scroll down the menu to **Settings** and press 
- Scroll down to **WiFi Network** and press 
- Press  to turn on the WiFi module
- Select **Set up network**



Connection methods

There are three different ways to connect to a local WiFi access point:

- **List networks** - Scan for the list of networks that can be joined.
- **Manual** - manually enter the WiFi name (SSID) and password.
- **Advanced** - use your smart phone or laptop - and connect to the display to enter your WiFi's username and password.

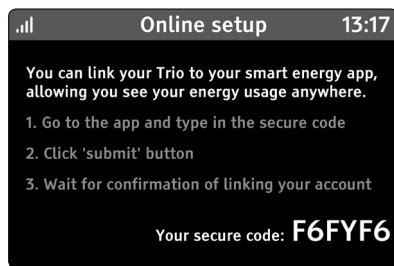
Follow the on-screen instructions on connecting using one of the methods above.

The Trio only support 2.4GHz WiFi, so please ensure this is not disabled on your WiFi router.

App & Account registration

Your energy app allows you to view your energy usage and spend remotely. Open your energy app and follow the app instructions to connect to your Trio.

The app needs to be associated with the Trio. During this process, you will be required to enter a **Secure code**.




Select **Online setup** from the **Settings** menu and the screen will display a new secure code.

Read the instructions on the screen and within your energy app to complete the process, including entering the **secure code** into your app.

Troubleshooting

FAQs

My Display is not showing any readings

If your Display shows Awaiting data, or there is a  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.

My Displays screen turned off

Your Display may be off for a number of reasons:

Under **Settings > Display**, if you have selected **Sleep** to be Always or the **Sleep timer** setting, then the screen will switch off when you are not using it (or it is scheduled to sleep). Press any button and the screen should come back on.

See 'Display' on page 29 for more information on the **Display** settings.

If the Display is being powered by batteries, it is designed to hibernate after five minutes of inactivity, press any button to wake the Display. If this does not work the batteries need replacing.

The display is designed primarily to be mains powered.

The Display will run for approximately 8 hours. The Display will hibernate after 5 minutes of inactivity, giving up to 7 days before the batteries run completely flat.

Status codes

Your Display may show an 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

For any help or support
please contact your supplier



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