

trio

User manual









Welcome

Welcome to your new Trio. You've taken that all important first step towards complete control of your home energy use.

Your Trio will help you manage and visualise your energy – helping you on the way to optimum efficiency and maximum cost savings.

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).

Safety notice

-  Do not fit rechargeable batteries
-  Keep the Trio away from water and other liquids. Clean only with a dry, soft cloth. If any components appear damaged or faulty, please contact your energy provider
-  For use in a dry, indoor environment only
-  It is not necessary for you to connect or disconnect any cabling or access your electricity meter
-  To protect the environment, these products and any batteries must be disposed of safely at the end of their life. Please take to a recycling centre for safe disposal
-  RoHS compliant
-  CE approved
-  Please only use the power supply provided

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Your Trio Display

What's in the box?

Your Trio package contains the following items:


- Trio Energy Display
- Display stand
- Micro-USB power supply

Powering the Display

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

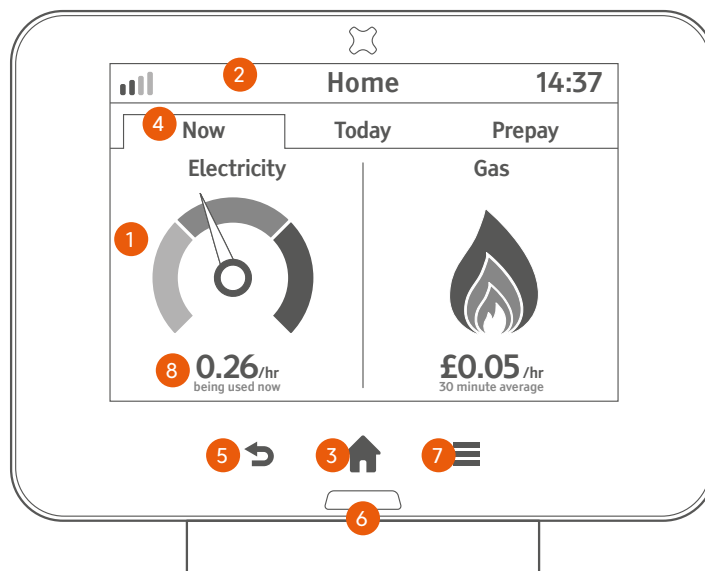
Do not use any other power supply with this Display. The supplied power supply is not suitable for use with any other USB device.

It is not recommended to use batteries for a prolonged period.

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.

Energy display overview



- (1) The screen on the Trio Display is touch-sensitive - you only need to lightly touch it to interact with the screens.
- (2) The banner bar allows you to check the smart meter(s) signal strength, battery status (if applicable) and alerts you to any problems.
- (3) Touch the 🏠 to show the **Quick Access** menu, when on the **Home** screen; or to return to the **Home** screen when you are on any other screen.
- (4) Touch to change to **Now**, **Today** and **Prepay** tabs.
- (5) Press ➡ to return to the previous screen.
- (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 the ☰ to show the main menu.
- (8) Touch here to switch units. (£ to kW or kW to £)

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.

It is typical of a medium sized house to use around 250Wh or 4p per hour of electricity - so see how low you can get the speedometer.

1 Watt of electricity running 24 hours a day costs around £1.30 a year. At bed time, if your energy display is reading 200W, this is costing you appropriately £280 a year. If you could reduce it by 50W, you would save over £65.

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

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 raising the temperature of the freezer (-18C is cold enough).

What is normal?

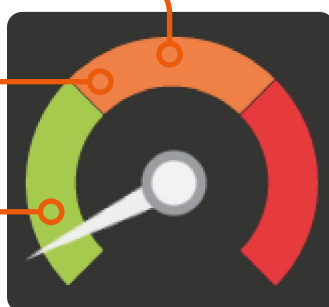
Don't worry if now and again the usage is high - this can be normal.

The image below shows where the electricity speedometer will typically be when using certain appliances. *

Boiling a kettle

Evening time

Typical 'base load'



**Depending on your smart meter, the maximum rate of consumption the dial can show can be adjusted. See 'Advanced' on page 26*

Getting started

Meter connection

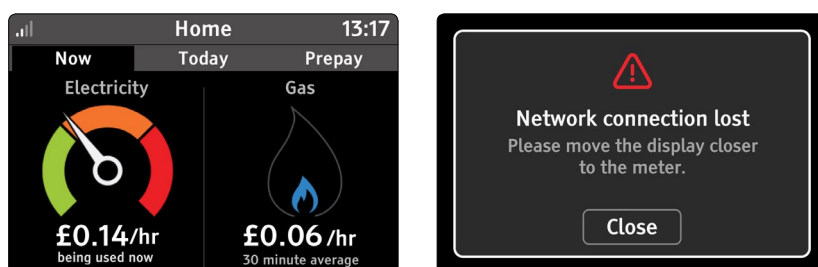
Each time the Display is turned on it will show **Connecting to smart meter...** for up to 5 minutes while the Display connects to the smart meter(s) in your home.



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.



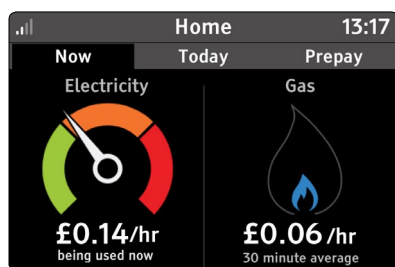
If your Display loses connection to the smart meter(s), then it will show the alert above. Try moving the Trio closer to the smart meter(s) to re-connect.

Home Screen

Overview

The **Home** screen is broken down into two or three tabs, depending on whether you have electricity or gas in credit or pre-payment mode.

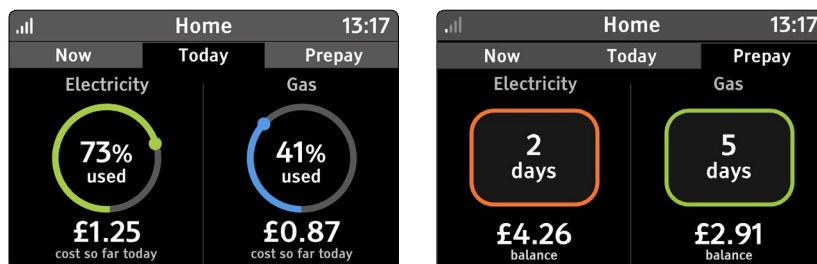
When your Trio is powered on, it will automatically show the **Home** screen once connected to the smart meter(s).



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

Pressing  whilst on the screen will then show the **Quick Access** screen.

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

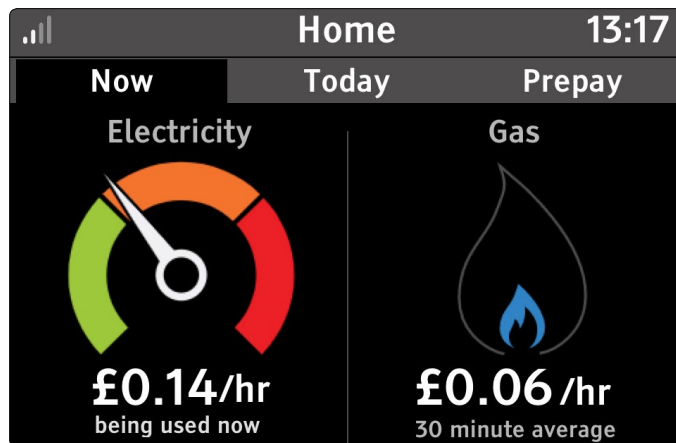


The battery symbol is shown when on battery power (Home screen only).



The message icon appears when the Display has any new messages (Home screen only)

Now screen



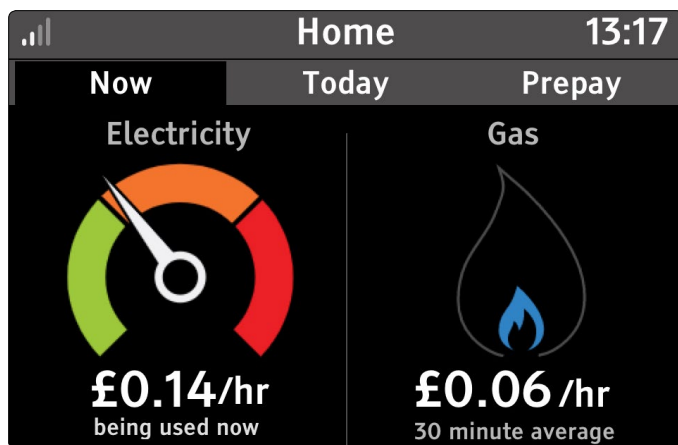
The **Now** screen is divided in half, with the left side showing **Electricity** consumption now and the right about **Gas** consumption.

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 (unless one or more fuels are in prepayment mode- see the prepay section). After 5 minutes of inactivity, the Display will return to this screen.

Touching the cost or kW units will switch between showing cost per hour (£/hr) and energy as kW.

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.

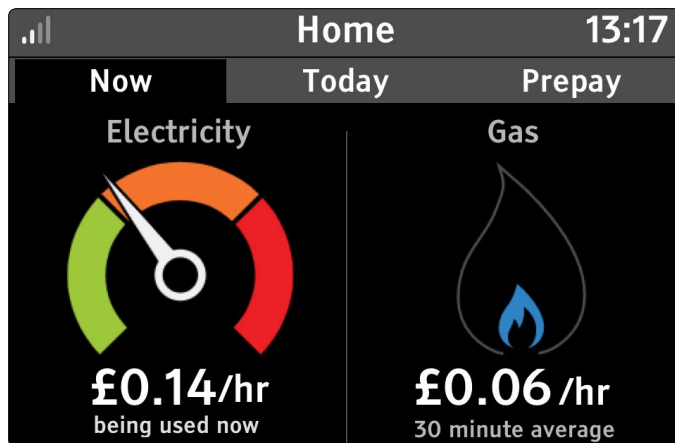
The dial is divided into three zones - green, amber and red. As the dial moves between the zones, the colour of the LED on the front of the Display will change to match.

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.

Touch the dial to go to **Electricity usage history**.

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.

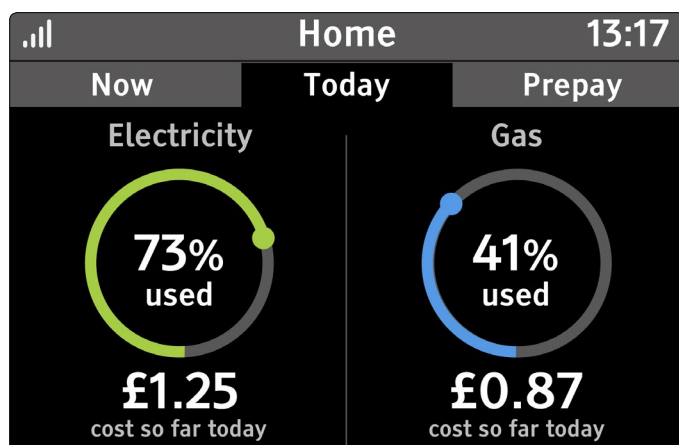
As more gas is consumed, the blue flame will increase in size.

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 consumption so far today for Electricity and Gas.

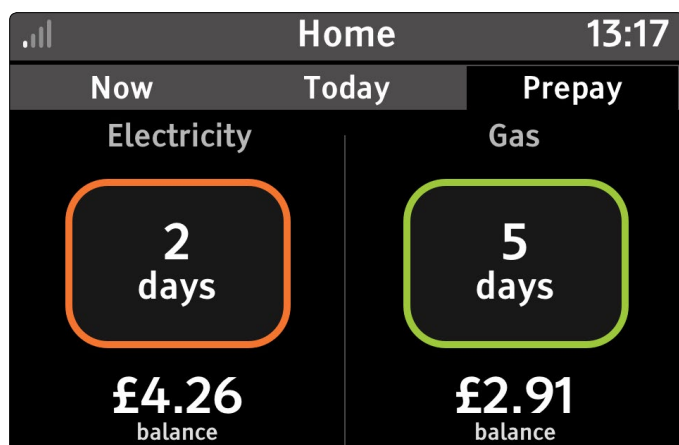
If you have set a budget for each fuel type (see Settings), then the Display will show the percentage of budget used so far today, and the associated cost. The percentage used is represented as a number and as coloured ring around the percentage.

For electricity, the target ring is shown in green if less than 90% of today's target, amber if greater than 90% but less than 100%, and red if the target has been exceeded for today, and by how much (up to 100% over target). For gas, the ring is always blue unless over budget, where it turns red.

Touching the cost or kW units will switch between total cost or total consumption, for example touching £1,25 or £0.87 will change units to show kWh.

The budget can be set within the **Settings > Budgets** 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'

If friendly credit or emergency credit are available or active this will be indicated within the ring, examples below for electricity - the same applies to your gas.



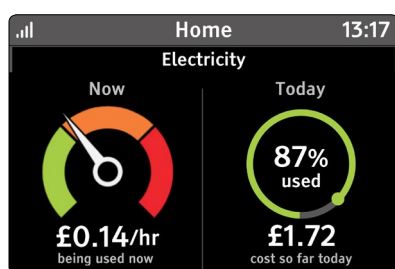
Touching a fuel which is in prepayment mode will show the top-up entry screen, if both fuels are in prepayment mode, then the **prepay** menu will be shown.

Touching a fuel 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 setting under **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 be show consumption now, and the energy used for today. The example below is for electricity, gas will adopt a similar approach.

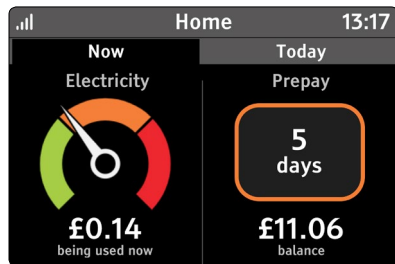


Touching the electricity dial or percentage used will show the Electricity usage history. Similarly, for single fuel gas, touching the gas flame or percentage will show the **Gas usage** history.

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

Single fuel mode (prepay customers only)

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



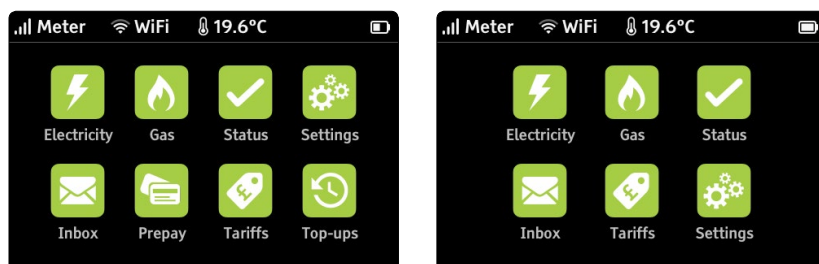
Touching the left-hand half of the screen (electricity dial) will show the **Electricity usage** history.

Touching the right-hand side of the screen will show the top-up entry screen, unless emergency credit is available, in which case the '**active emergency credit**' pop-up dialogue will appear.

Quick Access Menu

Overview

Pressing the home button on the top of the Display while on the **Home** screen will show a set of buttons to quickly access some of the Display's main features. For credit mode there are six icons, for prepayment mode there are eight icons.



Electricity

- Touch this button to show the **Electricity usage history** screen

Gas

- Touch this button to show the **Gas usage history** screen

Status

- Touch this button to see the **System status** screen
- Red indicates there is a problem - touch for more information

Inbox

- Touch this button to show the message **Inbox** screen

Tariffs

- Touch this button to see the **Tariffs** screen/menu

Settings

- Touch this button to see the **Settings** menu

Prepay

- Touch this button to see the Prepay menu

Top-ups

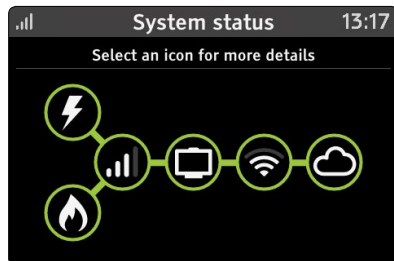
- Touch this button to see the Top-up history

The banner bar shows the current signal strength of the smart meter(s) and the WiFi network; additionally, it shows the temperature of the room the Trio is in (if your Trio is fitted with the temperature sensor).

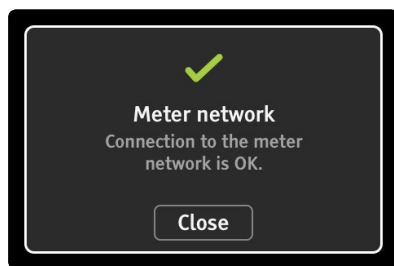
Press the home button again to return to the **Home** screen.

System status

This screen can be accessed via the **Quick access** menu.









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.



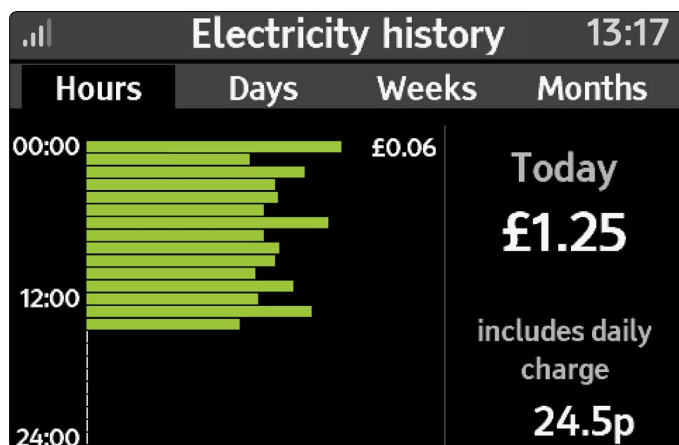
Press the  button to return to the **Quick Access** menu.

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)
- the signal strength is also shown on the **Quick access** menu
-  This display (always green)
-  Signal status to the local WiFi network - the signal strength is shown on the **Quick access** menu
-  Connection status to the Cloud service

Usage History Screens

Electricity usage history



By touching the Electricity dial on the **Home** screen **Now** tab or by selecting from the **Quick Access** or **Main** menu, you can see recent electricity usage.

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.

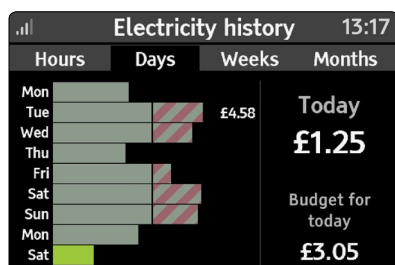
Touch any of the green bars to see the cost or usage for that hour, the figure is shown to the right of the bar.

To change from cost to kWh touch the cost value or kWh value, and vice versa, from the example above touch £1.25 to change to kWh view.

The total cost for today is shown inclusive of any daily 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.

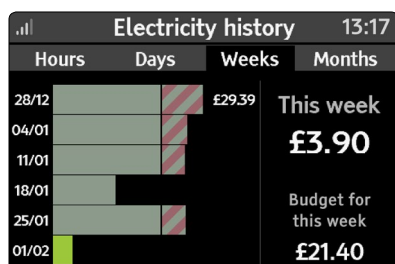
Days tab

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 target has been set (see [Settings > Target](#)), then when in cost view (£) the days when the target was exceeded are shown with the extra cost highlighted by the hatched red/grey area. In kWh view, there are no hatched areas.



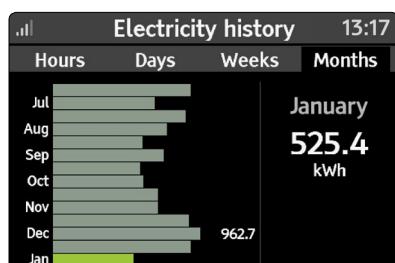
Weeks tab

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 target. 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.

Seasonal adjustment

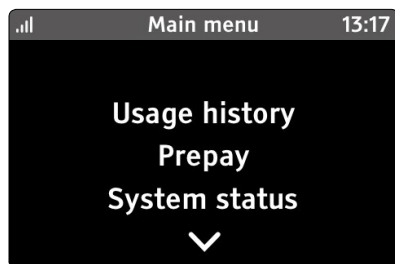
The budgets are seasonally adjusted to take in to account higher energy use during the winter months and less during the summer.



This can be disabled under **Settings > Budget**.

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.

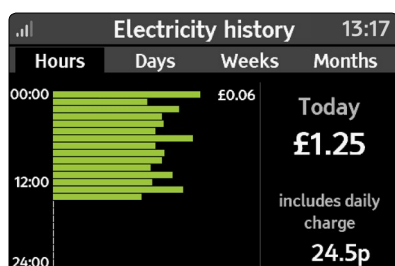
Electricity usage, **Gas usage**, **System status** and **Settings** can all be accessed via the **Quick Access** menu.

See “Quick Access Menu” on page 18.

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 via the **Quick Access** menu and touching the **Electricity** icon.

See “Electricity History” on page 20.

Gas usage history

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

This screen can also be accessed via the **Quick Access** menu and touching the **Gas** icon.

See “Gas History” on page 21.

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 can be accessed via the Quick access menu, and shows the status of the metering network and connection to WiFi and the cloud.

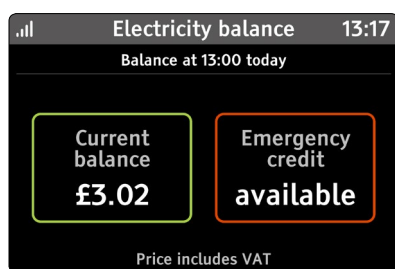
See “System status” on page 19.

Meter Balance

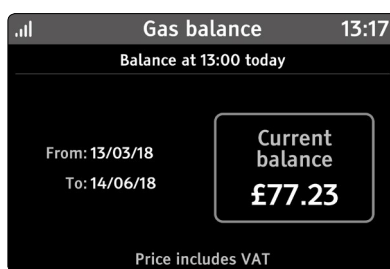
Look at the current balance of energy used for electricity or gas since the last bill or to view your pre-payment balance.

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

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



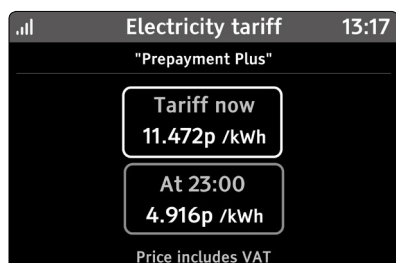
Meter balance for pre-payment



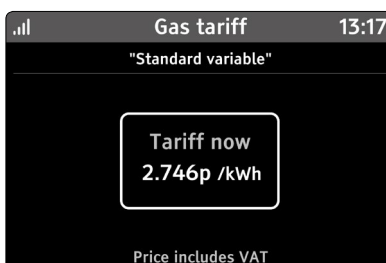
Meter balance for credit billing

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

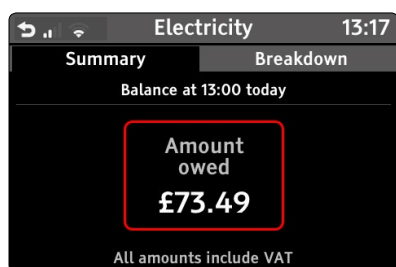
The screen shows the current chargeable unit of electricity or gas with any daily charges that may apply, excluding any applied discounts.

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.

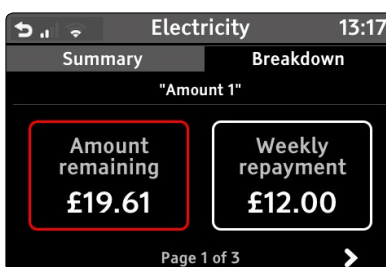
Money owed (prepayment meters only)

If you have any outstanding 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.



Summary tab



Detailed debt breakdown
with recovery rate

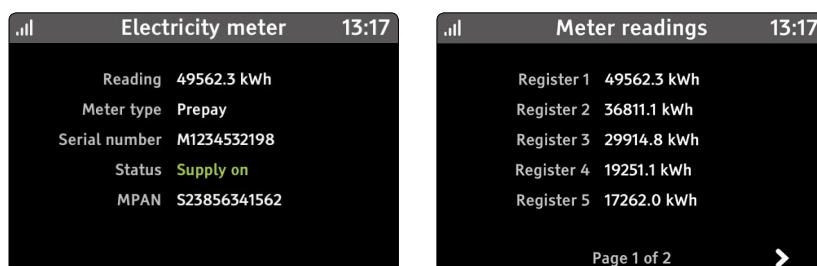
Inbox

View messages that have been sent by your energy provider(s).

See “Messages” on page 30

Meters

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



If you have a single tariff, then the meter reading will be shown within the meter screen (the left-hand image)

If there are multiple tariffs, then there will be a second meter screen, which shows each tariff reading.

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.

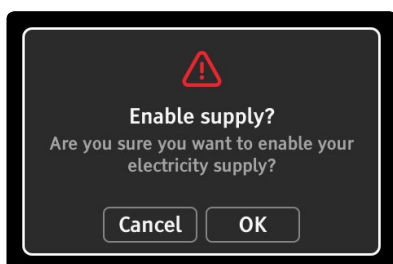
Settings

See “Settings” on page 32.

Prepay (prepayment meters only)

Restore supply

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

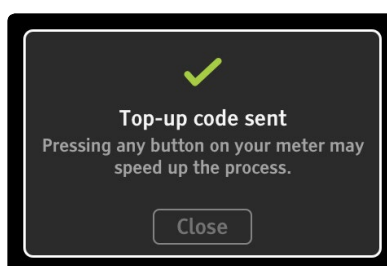
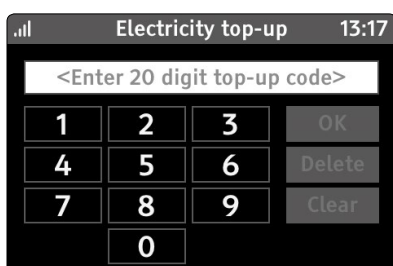


Unfortunately, for safety reasons, gas meters cannot be enabled (restored) from the Trio.

Top-up (20-digit code)

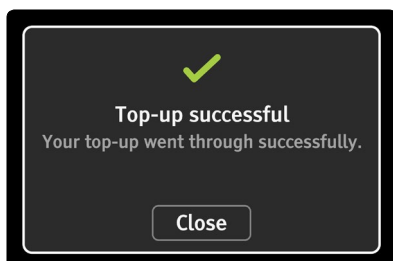
The Trio can be used to top-up the meter(s). In the prepay menu select Top-up, if both meters are in prepayment mode, then select the fuel to top-up.

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



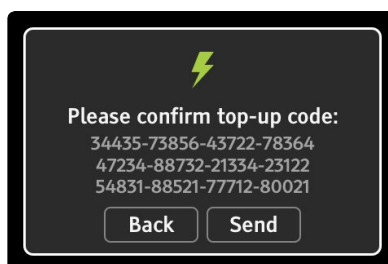
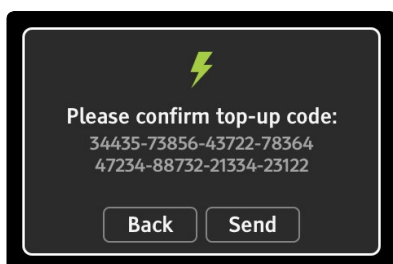
Once the code has been entered and sent, a confirmation screen will appear as shown above.

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)

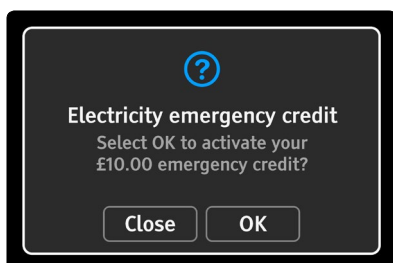
For some meters it is possible to enter longer top-up codes, that help configure your smart meter(s). As the code is very long, an additional dialogue appears to help check the code is correct before sending.



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

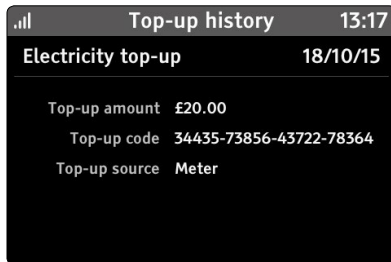
If Emergency credit is available, it will appear in the Prepay menu. The amount of emergency credit shown below is an example only.



You can also activate emergency credit from the home screen prepayment tab, simply press the fuel in prepayment mode where emergency credit is available - see "Prepayment screen" on page 15.

Top-up history

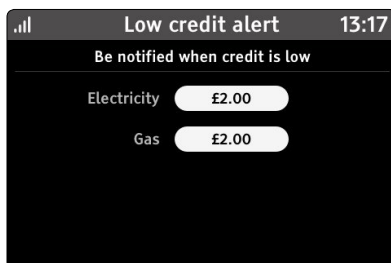
View the top-up history for your prepayment meters here. Only the fuel in prepayment mode is shown within this screen.



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

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.



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

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 and an alert sound. (The notifications can be changed under **Settings > Sound & Alerts.**)

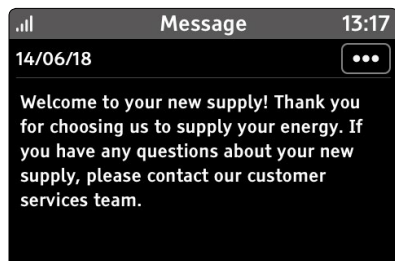


If a message has not yet been read, it will be shown in bold and have a marker to the left. Select any message to view the message in full.

Reading a message

When a message is first open, 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

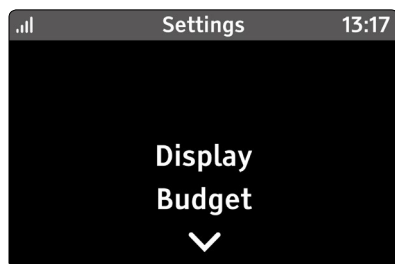
A message must have been read before it can be deleted.

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 or from the Quick Access menu.

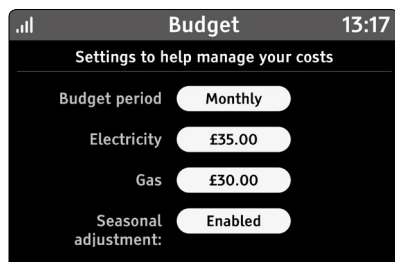


Use the ▼ and ▲ arrows to change the setting selection and touch the setting title to view or change the selected setting.

Budget

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

Individual budgets can be set for each fuel



Seasonal adjustment

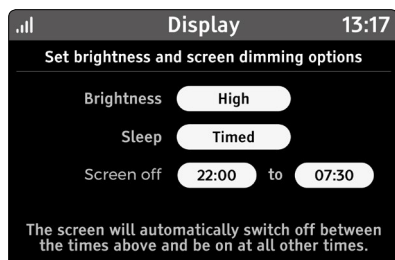
Your Trio can adjust your budget to reflect seasonal variation in consumption.

It is typical to use less energy in the summer months compared to the winter months.

By default, seasonal adjustment is enabled, select to disable.

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 (60%) and Low (20%).

When on battery power, brightness will change to Medium, and the screen will switch off after 2 minutes 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 5 minutes 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. In the example above the screen will switch off at 22:00 and switch back on at 07:30.

When the screen is off, touching the screen or pressing the Home button to wake up the device.

Sounds & Alerts

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



Volume

This sets the volume of all sounds and alerts. Select to change the volume level- High (100%), Medium (50%), Low (20%).

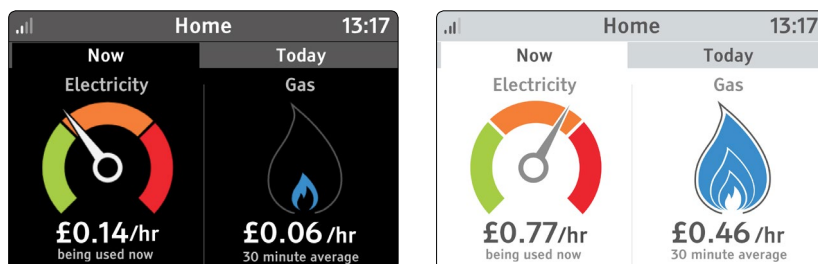
Alerts

Set to Enabled to receive audible notifications of new alerts.

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

Colour theme

Select between **Dark** and **Light** colour themes



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 37 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 dial can be scaled to match the typical usage levels of your home.

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

- **Low**
- **Medium**
- **High**

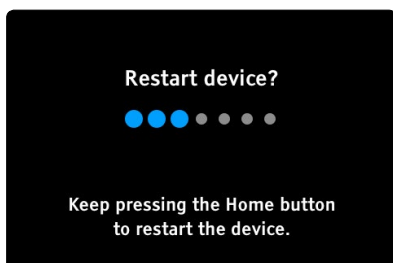
This option is only available when you have an electricity smart meter and the usage level is not provided by the meter.

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	1.2kW	6kW	12kW
Medium	1.9kW	9.3kW	18kW
High	2.5kW	11.5kW	24kW

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

Introduction

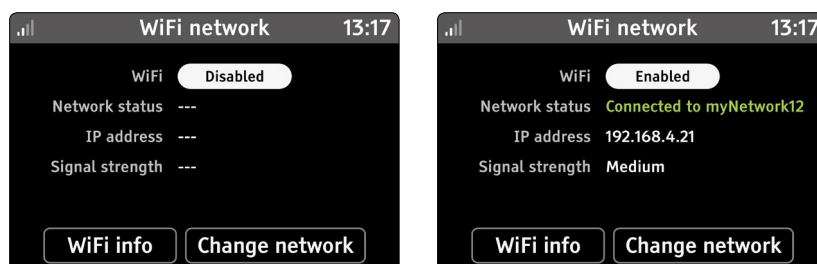
The Trio has built in WiFi, which might be enabled to connect to internet, and your energy providers' app.

Connect to WiFi network

Your Trio will need to be connected to a local WiFi network to enable cloud services.

Access WiFi settings screen

- Press the menu (☰) button on the **Home** screen
- Scroll down to **Settings**
- Scroll down to **WiFi network**
- Enable WiFi (by default it is disabled)
- Touch **Set up network**



Connection methods

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

- Use another WiFi device - such as smart phone or laptop - and connect to the display
- Use the WPS button on your broadband router
- Scan for the network and connect manually

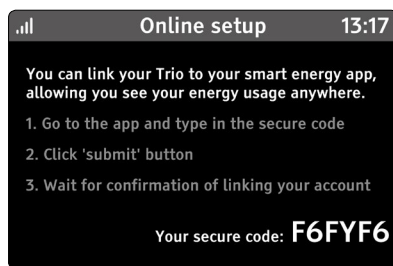
Follow the on-screen instructions on connecting using one of the methods above.

Smartphone 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

This could be because your display is out of range and not communicating with the smart meter.

You can check the signal strength from the banner bar or **Quick Access** menu.

If the display cannot communicate with the smart meter, it will show **Connecting to smart meter ...** when the display is turned on.

If the display shows **Lost network** or **Not commissioned**, then contact your energy provider.

My Display's 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). Touch the screen or any button and the screen should come back on.

See 'Display' on page 32 for more information on the **Display** settings.

If the Display is being powered by batteries, then it may be that they have run flat. Either connect your Display using the supplied power adapter or replace the batteries.

The Display will run for approximately 4 hours whilst on batteries allowing you to carry it around the home to learn how different appliances work. It is not intended for prolonged use.

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.

Technical specifications

Trio Display

This product is intended to be used indoors in a domestic or small office environment. It is not suitable for outdoor use.

Model	PCK-T2NT-004
Rated voltage (display)	5Vdc and / or 3xAAA (R03, LR03) non-recharchable batteries.
Rated voltage (power supply)	230Vac, 50Hz
Input power	0.5W
Operating temperature	0 to 40°C
Operating humidity range	85% non-condensing

Manufacturer

Designed and manufactured by:

Green Energy Options Ltd.
3 St. Mary's Court, Main Street, Hardwick, Cambridge
CB23 7QS, 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 **<http://www.geotogether.com/EUDoC>**.

www.geotogether.com

For any help or support
please contact your supplier



T2NT-A-USG-001