



Pipit 500

In-home display unit

Quick Start Guide

BGX501-820-R01

Before you get started

Overview

Pipit 500 is an in-home display unit that collects energy usage information from your Smart Meter¹ and displays it on a LCD screen. In addition, the unit receives and displays messages sent from your energy supplier and allows you to set-up customised alerts relating to your energy usage and your account (prepayment consumers only).

The Pipit 500 connects (pairs) wirelessly to your Smart Meter using a Home Area Network which is built into both the Smart Meter and the Pipit 500. Importantly, only the data from your Smart Meter will be visible on your Pipit 500.

Touch screen: Pipit's LCD screen is touch-sensitive and backlit. The buttons and functions on the screen will change depending on the operation being carried out.

Energy usage information: Presents near real-time information on the energy you are currently using and also allows you to check your past energy usage patterns.

Supplier messages: Alerts you when a message from your energy supplier has been received and allows you to view it and stores it for future reference.

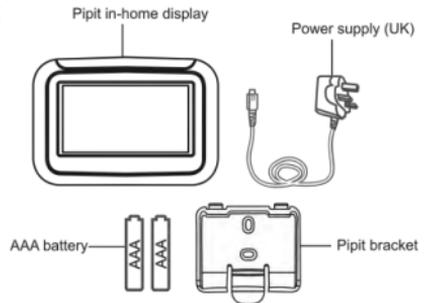
Customised alerts: Allows you to set-up threshold alerts to inform you when your consumption is higher than you want it to be or that your account is low on credit (prepayment only).

¹ *Smart Meter refers to an electronic electricity meter and/or gas meter with wireless communications to talk to an in-home display device using ZigBee® SEP 1.x.*

What's inside the box?

Inside your Pipit 500 pack you will find:

- Pipit 500 (in-home display unit)
- Mains power adaptor
- Quick start guide (this document)
- Wall mount bracket
- 2 x AAA alkaline batteries



Care instructions

- Do not use the unit for any purpose other than for which it is intended.
- To avoid damage, do not use sharp objects on the display.

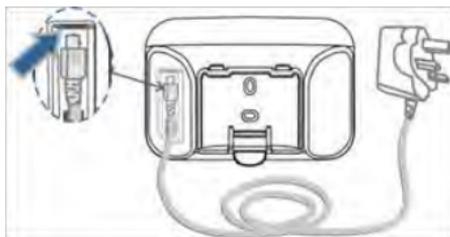
- Do not immerse the unit in water or any other liquid. Keep it away from heat-generating sources or areas with high moisture.
- Excessive impact or shock may damage the unit. If the display is damaged avoid touching the liquid crystals contained in it.

Setting up your Pipit 500

! Only use the adapter provided with your display to power it. Place the unit in an easy-to-view location, near a power outlet.

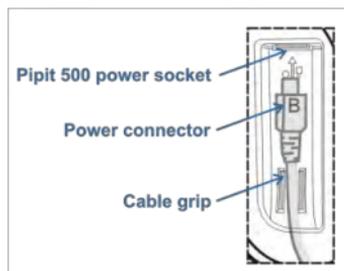
Step 1: Insert the two AAA batteries supplied with the unit, taking care to observe that they are fitted correctly, as indicated by the terminal markings in the battery compartment (refer to page 16).

Step 2: Hold the display with its rear facing towards you; align the small end of the power adapter cable vertically with symbol 'B' facing towards you and plug it into the socket at the back of the display as shown in the figure.



Step 3: Push the cable into the groove of the cable grip to secure the connector.

Step 4: Plug the other end into a power outlet and switch the power on. The splash screen should appear, as shown below.



Pairing Pipit 500 with your Smart Meter:

Before you can start using your Pipit it must be connected (paired) wirelessly with your Smart Meter. This is typically a one off task and is a similar process to pairing a mobile phone to a Bluetooth device. The devices that are paired will be remembered, even if power is lost.

After initial start up press the **Network** icon from the **Settings** menu, Pipit 500 will display the message *'Waiting for home area network'* indicating that the unit is searching for your Smart Meter. Joining the network is a self-running process which can take up to 10 minutes and doesn't require you to press anything on the display. Once the unit has joined the network the no HAN flashing icon  in the top left-hand corner will be replaced by the network connection icon , the display reverts back to the **Settings** menu.

If your display does not link to your network go to the 'Troubleshooting' section for further advice.



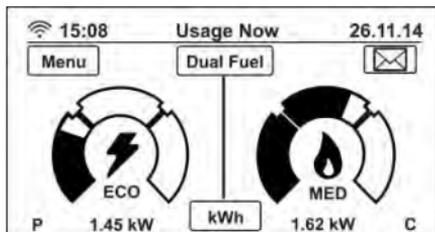
Note:

In order to restore the pairing process, it may also be necessary to identify and enter the following information:

1. The MPAN of your electricity meter and MPRN of your gas meter (this can be found on your electricity bill or on the face of your meter).
2. The MAC number of your Pipit 500 (this can be found on the underside of the unit).

Once you have identified these numbers you will need to provide them to your electricity and/or gas supply company² for the pairing process to be completed. This is typically done via a web portal. (See the section 'Troubleshooting' for further information).

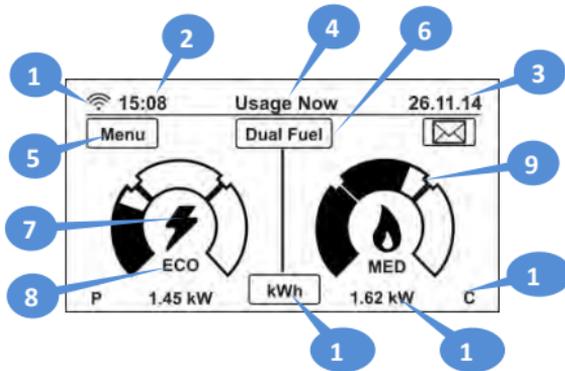
Once the display has paired with your Smart Meter(s) it will display the Home energy screen and data will be updated approximately every 10 seconds from your electricity meter and every 15 minutes from your gas meter.



² Electricity or gas supply company is not the energy retailer that sends you your bill, but rather the company which provides power services to your home; including the meter.

Understanding the main display

Home screen (dual-fuel)



- 1 Network icon - indicates the network connection status
- 2 Current time
- 3 Current date
- 4 Display title
- 5 **Menu** button - press this to access the main menu
- 6 **Fuel** selection button - press this to toggle the home screen display between electricity only, gas* only or dual-fuel*
- 7 Fuel icon: electricity and/or gas*
- 8 Rate of consumption indicator - indicates your rate of consumption: Economy (ECO), Medium (MED) or High (HI). When the indicator is in the ECO or MID range, your current usage is within your £ per day target. If the indicator is in the High range, you will exceed your £ per day target if the current level of consumption is maintained. (You can set your daily target from Menu>Settings>Target menu).

- 9 Visual indicator dial for real-time instantaneous value
- 1 Meter operating mode indicator: prepayment (P), credit (C), Emergency Credit (E) or Friendly Credit (F) mode
- 1 Instantaneous numerical value - shows real-time value of the selected unit; energy cost per hour (£/h) or kilowatt hour value (kWh) or carbon dioxide emission (CO₂kg)
- 1 **Unit selection** button - press this to toggle between kWh, £/h or CO₂kg.

* Gas and dual-fuel displays are only available for gas and dual-fuel consumers.

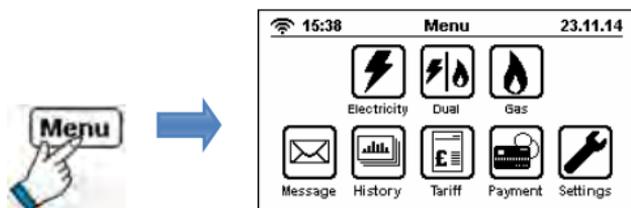
Display identifiers

| | |
|--|---|
|  | Network connection ok |
|  | Not communicating with the meter(s) |
|  | No network connection |
|  | Battery charge low; the battery should be replaced if this icon is displayed. |
|  | Message in-box |
|  | Electricity supply |
|  | Gas supply |
| ECO | Economy |
| MED | Medium |
| HI | High |

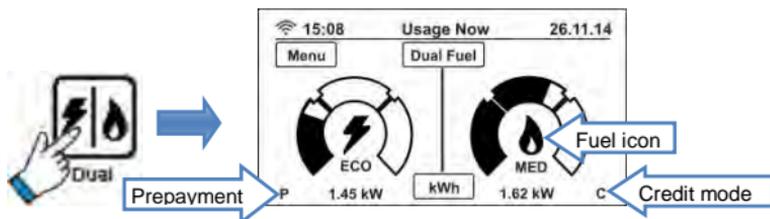
| | |
|---|-------------------------|
| P | Prepayment mode |
| C | Credit mode |
| F | Friendly Credit Active |
| E | Emergency Credit Active |

Display page navigation

Accessing the main menu

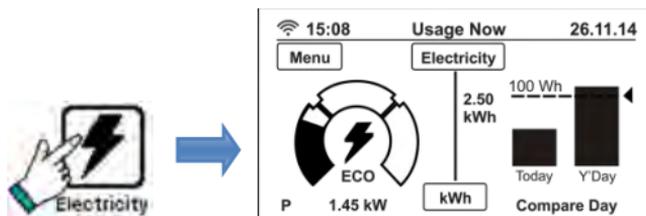


View your real-time energy usage



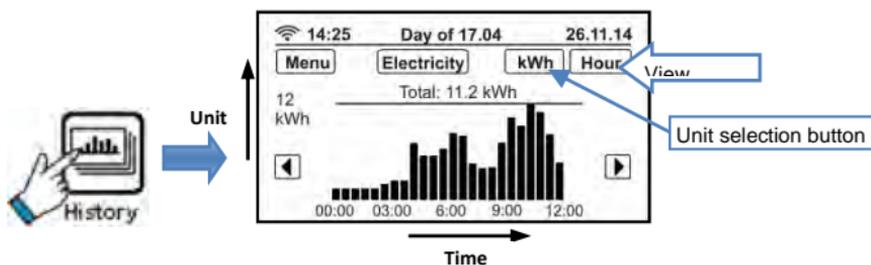
The above Home screen for dual-fuel system gives a visual indication of your real-time energy consumption (kWh) or energy cost per hour (£/h) or the resulting carbon emissions (CO₂kg), use the **Unit selection** button to display the information you wish to see; for electricity or gas, the screens will have additional information specific to the fuel type. The label on the **Unit selection** button shows the type of information being displayed. From the Main Menu, the Electricity and Gas icons will give access to the respective real-time energy usage information.

Compare your today's energy usage with yesterday



For electricity fuel type, the right-hand section of the screen displays your energy consumption graph for today with a comparison to yesterday as well as the preset consumption target threshold; use the **Fuel selection** button to select the fuel type and the **Unit selection** button to view £/h or the resulting carbon dioxide emissions CO₂kg.

View your historical energy consumption graphically

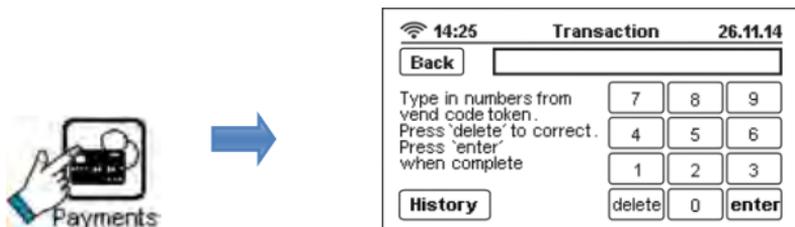


The **History** icon from the main menu allows you to view your energy consumption pattern graphically. In the above screen you will be able to see your half-hourly consumption pattern over the past 24 hours, and daily consumption along with your daily target threshold. You can set your own daily consumption target threshold to help you control your energy consumption and keep your energy bills low. Use the arrow buttons on either side of the graph to scroll backwards and forwards through the data.

On the same screen you can also see your daily, weekly and monthly consumption patterns by using the **View** button or you can check your hourly rate of consumption (£/hour) and carbon emissions by using the **Unit selection** button.

If you have a gas supply, press the **Fuel selection** button to view information related to your gas consumption. Press the **Menu** button to return to the main menu.

Check your payment history (Prepayment only)



You can view the last five payments made in your meter account. The **Payments** icon gives access to the **Transaction** screen from which you can press the **History** button to view your payment history; if you are a dual-fuel consumer, Pipit will give you the option to select the fuel type first.

Is your meter running out of credit?

If you are a prepayment consumer, you can check the balance in your meters account from the **Transaction** screen. Press the **Payment** icon from the main menu, select the desired fuel type i.e. electricity or gas and then press the **History** button to see the balance as shown below:

| | | | |
|-------------|-------------|-----------------|----------|
| 📶 14:25 | Transaction | | 26.11.14 |
| Back | Prepay | Balance: £25.00 | |
| | Date | Credit | |
| | 22.09.14 | £10.00 | |
| | 15.06.14 | £15.00 | |
| | 17.03.14 | £30.00 | |
| | 22.12.13 | £20.00 | |
| | 18.09.13 | £35.00 | |

Your meter account balance is displayed at the top right and the list of last five payments made in your meter account will appear below along with their payment dates.

View your tariff rate details



| | | | |
|-------------|----------------------|------------|----------|
| 📶 15:38 | Tariff | | 26.11.14 |
| Menu | Electricity | | |
| | - Eco 5 - | | |
| ● £0.05 | for first 10 kWh | | ▲ |
| £0.10 | thereafter | -----17:00 | |
| £0.12 | for first 15 kWh | | |
| £0.18 | thereafter | -----18:00 | |
| £0.15 | for the first 10 kWh | | ▼ |

The **Tariff** icon allows you to view the rate you are currently being charged as well as the next rate due. The rate you are currently being charged will appear highlighted. If your tariff includes a standing charge, it will be deducted from your meter account at the start of each day. In the above Tariff example screen 'Eco 5' is the currently active tariff name in which the first 10 kWh of electricity consumption is charged at £0.05 and thereafter the price increases to £ 0.10 until the next tariff rate becomes active which has a different price. The tariff data display scrolls upwards as time and consumption advance. You can use the arrow buttons to see subsequent tariff prices.

If you have a gas supply, press the **Fuel selection** button to view information relating to your gas tariff details. Press the **Menu** button to return to the main menu.

Topping-up your meter account (Prepayment only)

You will need your energy payment receipt to top-up amount in your meters account.



| | | | | |
|---------------------------------------|----------------------|----------|---|-------|
| 📶 14:25 | Transaction | 26.11.14 | | |
| Back | <input type="text"/> | | | |
| Type in numbers from vend code token. | 7 | 8 | 9 | |
| Press 'delete' to correct. | 4 | 5 | 6 | |
| Press 'enter' when complete | 1 | 2 | 3 | |
| History | E-Credit | delete | 0 | enter |

If your payment has not been received by your meter, touching the **Payments** icon from the main menu allows you to access the payment screen to top-up manually; if you are a dual-fuel consumer, Pipit will give you the option to select the fuel type first. In the transaction screen enter the numeric vend code printed on your payment receipt.

Note: The **E-Credit** (emergency credit) button will be visible only when the credit in your meter account goes below the low credit level and the E-Credit is not enabled. You can set up your low credit alert level from the **Credit Alert** option under the **Settings** menu.

As your gas meter is battery powered it takes longer to process the vend code than your electricity meter which is powered from the mains supply. Your Pipit will display a processing screen while it waits for confirmation from the meter of code entry success or failure.

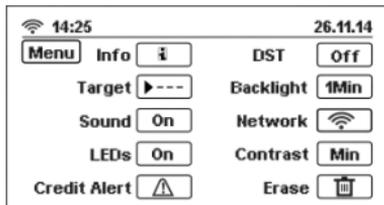


If you have access to your gas meter you can speed up the processing time by pressing the button on the meter to wake it up.

If code processing is successful then Pipit will display a 'Payment successful' message; if unsuccessful then a 'Payment unsuccessful' message with details as to why the code failed and a **Try again** button will be displayed. Press the **Try again** button to enter the vend code

again if you think you have entered it incorrectly or used an old code or if you want to enter a new code.

Change your Pipit's default settings



From the **Settings** screen (shown above) you can do the following:

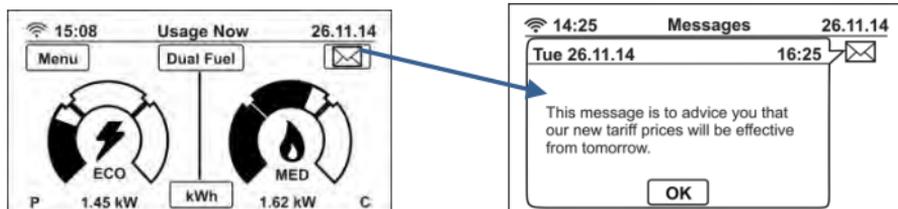
- get information on the HAN network and supplier's helpline
- set your daily energy consumption target level
- turn the alarm sound on or off
- turn the indicator LEDs on or off
- adjust your low credit alert level if you are a prepayment consumer
- turn the DST one-hour offset on or off (during summer only)
- set the display backlight to turn off after 1 minute or stay on constantly
- adjust the touch-screen display contrast
- erase data from your Pipit

Target level: allows you to set separate target levels for electricity and gas (if available). By setting the daily consumption target you can visually check if your consumption is above or within your desired target level.

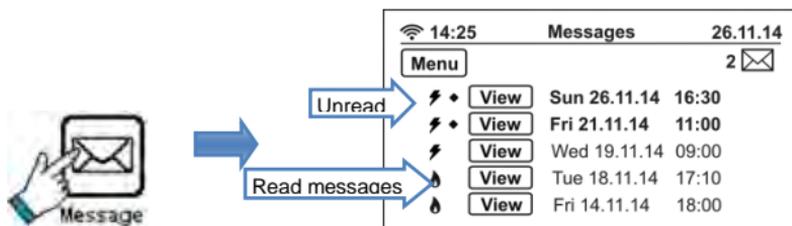
Credit Alert: if you are on prepayment you can change the default low credit alert setting to a higher threshold separately for electricity and gas (if available). The alerts will notify you when the credit in your meter account goes below the set threshold.

Read your messages

If you have received a new message then the  icon will appear in the top right-hand corner of the Home screen; touch the icon to see the message page as shown below.



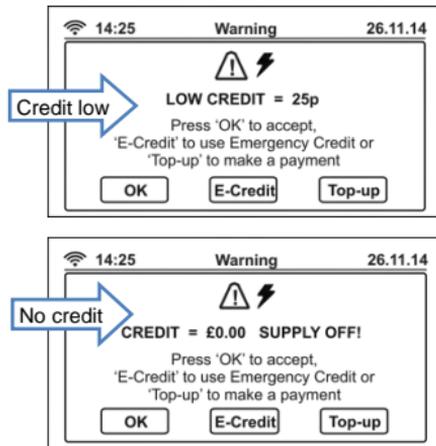
You can also access your messages from the main menu by touching the **Messages** icon.



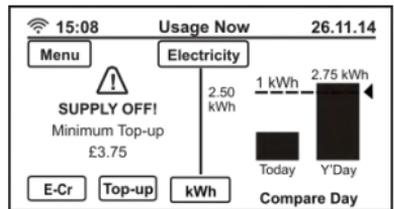
Press the **View** button to see each message. The number of unread messages is also indicated on the top right-hand side of the Messages screen.

Activate Emergency Credit (Prepayment only)

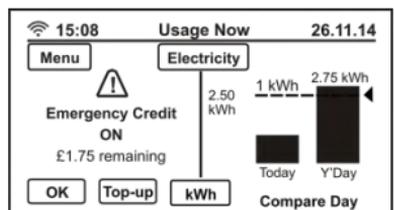
You can activate Emergency Credit (EC) either from the Low Credit or Zero Credit warning screens. Once the credit in your meter's account reaches the Low Credit threshold, EC will be made available for you to activate. If you decide not to activate it a second warning screen will appear when there is no more credit left in your meter which will again offer you the opportunity of activating EC.



If you press **OK** on the above 'Supply Off' warning screen then your supply will disconnect and the dial on the Home screen will be replaced with the message as shown here.



From any of the above screen, press the **E-Credit** button to activate EC. Once EC is activated, the 'Supply Off' message on the home screen will be replaced with the 'Emergency Credit ON' message as shown here.



Avoid supply disconnection

To avoid sudden supply disconnection, you must top-up the meter account appropriately when you get the low credit warning message.

Acknowledging alerts

Friendly Credit (FC) period on/off alerts: you will receive an alert at the start of a FC period and again when the FC period ends.

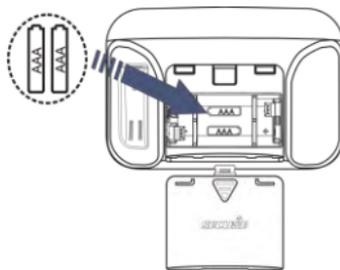
Emergency Credit alerts: when emergency credit is low or zero, you must top-up your meter account and follow the alert message instructions to acknowledge.

Supply restoration alerts: to reconnect your supply, follow the instructions on the 'Restore Supply' alert screens and acknowledge with the appropriate button presses.

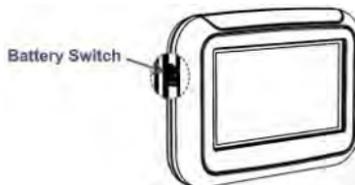
Note. You must repay the payment amount due to put your account above zero before supply restoration is permitted.

Using the Pipit 500 on batteries – perform an energy audit of your home appliances

Your display should be normally connected to mains power at all times. However, the display can operate on batteries for short periods. This allows you to disconnect the unit from mains power and move it around your home to identify how much energy is consumed by individual appliances. On battery power, the display will not give audible alarms.



To operate the display on battery power, insert two AAA batteries in the battery compartment at the rear, making sure that they are the correct way round, and then press the battery button located on the left-hand side of the unit. When using batteries the display will turn off automatically after approximately 90 seconds, if there is no user interaction, in order to preserve battery power. To turn the display on again, press the battery button. A battery strength indicator icon will appear in the top right corner of the screen when the battery charge is low. Batteries must be replaced when discharged.



Use only non-rechargeable alkaline batteries.

My Pipit is not pairing/re-pairing to my Smart Meter

Contact your electricity retailer and confirm that the pairing/binding window at the meter end is open while you try to pair the Pipit with it or, if you are using your retailer's or distributor's consumer portal, ensure that the Pipit is powered-on when the pairing/binding window at the meter end is open.

My Pipit is paired with my Smart Meter but the Home screen displays ' __ ' instead of a value

' __ ' indicates that the Pipit is not receiving data from your Smart Meter. If the Network icon  is replaced with  then the Pipit is not communicating with your meters. Please contact your electricity retailer for assistance.

Limited warranty

This Secure product is warranted to be free from defects in materials or workmanship for one year from the date of purchase. Within this period, Secure will, at its sole discretion, repair or replace the product.

Such repairs or replacement will be made at no charge to the customer for parts or labour, provided that the customer shall be responsible for any transportation cost. This warranty does not apply for (i) cosmetic damage, such as scratches and dents; (ii) consumable parts; (iii) damage caused by accident, abuse, misuse, water, flood, fire, or other acts of nature; (iv) damage caused by service performed by anyone who is not an authorised service provider of Secure; or (v) damage to a product that has been modified or altered. In addition, Secure reserves the right to refuse warranty claims against products or services that are obtained and/or used in contravention of the laws of any country.

This product is intended to be used only as an energy monitor aid and must not be used for any purpose requiring precise measurement of energy consumption. Secure makes no warranty as to the accuracy of this product.

The warranties and remedies contained herein are exclusive and in lieu of all other warranties expressed, implied, or statutory, including any liabilities arising under any warranty of merchantability or fitness for a particular purpose, statutory or otherwise. This warranty gives you specific legal rights, which may vary from state to state.

In no event shall Secure be liable for any incidental, special, indirect or consequential damages.

CE Compliance



Pipit 500 conforms to all the essential requirements of EU Directive 1999/5/EC, WEEE 2002/96/EC and complies with RoHS.

Follow the local safety norms to dispose off the batteries and the product safely at the end of their life.

Secure Meters (UK) Ltd

Secure House, Moorside Road

Winchester, Hampshire SO23 7RX

United Kingdom

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