



**VITAL** | metering  
**ENERGi**

**vPro<sup>2</sup>**

An energy metering system that gives flexibility, security and control



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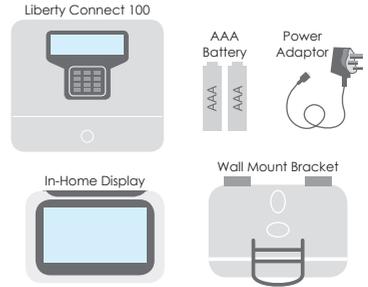
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## 1. Before you get started...

### What's inside the box?

#### Inside your In-Home Display pack you will find:

- In-Home Display unit
- Liberty Connect 100
- Mains power adaptor
- Wall mount bracket
- 2 x AAA alkaline batteries



### What is vPro2? Why do you have it? How does it work?

vPro2 is Vital Energi's Smart Metering Pay As You Go solution for the measurement and control of the energy usage within your home.

The In-Home Display shows your energy usage collected from your electricity and/or heat meter. The information is processed through the Liberty Connect 100 and is shown on an LCD screen.

The In-Home Display connects wirelessly with your energy meter through a Home Area Network. Liberty Connect 100 connects a heat meter to the network. You will only be able to view the data from the meter attached to your In-Home Display.

The In-Home Display receives and displays messages from Vital Energi and lets you set-up customised alerts relating to your account, energy or heat usage.

**Touch screen:** The LCD screen is touch-sensitive and backlit. The buttons and functions on the screen change depending on which menu option you choose.

**Energy usage information:** Shows the energy you are currently using and lets you check how much energy you've used in the past. Your energy usage is updated about every 10 seconds from your electricity meter and once a minute from your Liberty Connect 100.

**Supplier messages:** Alerts you when you receive a message from Vital Energi and saves it for future reference.

**Customised alerts:** Allows you to set-up alerts to tell you when you are using more energy than you want to, or that your account is low on credit, (Pay As You Go customers only).

## Care Instructions

- Only use the unit for the purpose it is intended.
- Do not use sharp objects on the display as it could become damaged.
- Do not put the unit in any liquids and keep it away from heat-generating sources or areas with high moisture.
- Excessive impact or shock could damage the unit. If the display is damaged, avoid touching the liquid crystals inside it as it could cause skin irritation. If irritation occurs, please seek medical attention.

## Setting up your In-Home Display

 Only use the adapter provided in the box to power your In-Home Display. Set up the unit in an easily visible location, near a power socket.

### Step 1:

Insert the two AAA batteries supplied in the box and make sure that they are fitted correctly, shown by the +/- terminal markings in the battery compartment, (refer to page 17).

### Step 2:

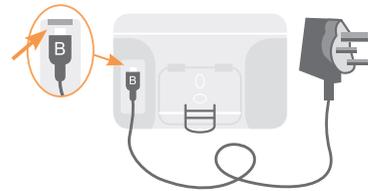
Hold the display with the screen facing away from you and hold the small end of the power adapter cable, with symbol 'B' facing towards you. Plug the cable into the socket at the back of the display, as shown on the right.

### Step 3:

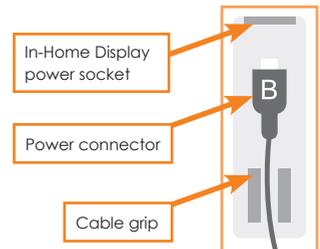
Push the wire into the groove of the cable grip. This will secure the connector.

### Step 4:

Plug the other end into a mains outlet and turn on the power. The display screen should come on.

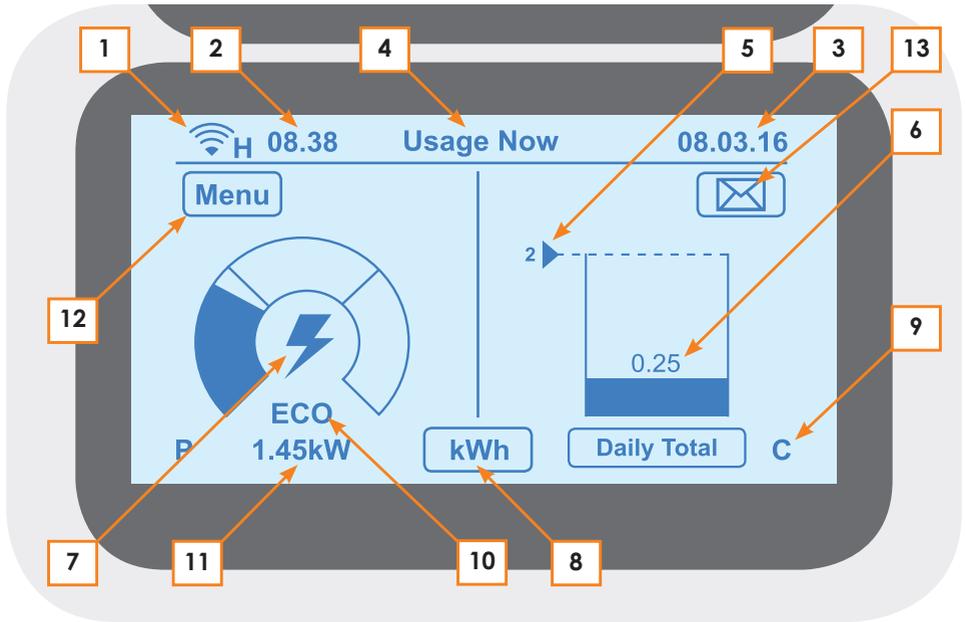


Step 2



Step 3

## 2. Understanding the In-Home Display...



1. Network communication will be displayed by one of the following symbols:



2. Current time
3. Current date
4. Menu title
5. Energy usage threshold - A daily consumption target threshold can be set so you can monitor how much energy you are using, to help keep your energy bills low.



- Daily usage
- The type of supply currently being read by your meter:

 Heat supply	 Electricity supply
---	--

- The **Unit selection** button - press this to switch between kWh, £/h or CO<sup>2</sup>kg
- Meter operating mode will be displayed as one of the following symbols:

<b>C</b> Credit mode	<b>P</b> Pay As You Go mode
<b>F</b> Friendly Credit active	<b>E</b> Emergency Credit active

- When the indicator is in the ECO or MID range, your current energy usage is within your daily £ target. If the indicator says HI, you will exceed your daily £ target if you continue to use energy at the same high rate. (You can set your daily target from **Menu>Settings>Target** menu)

<b>ECO</b> Economy	<b>MED</b> Medium
<b>HI</b> High	

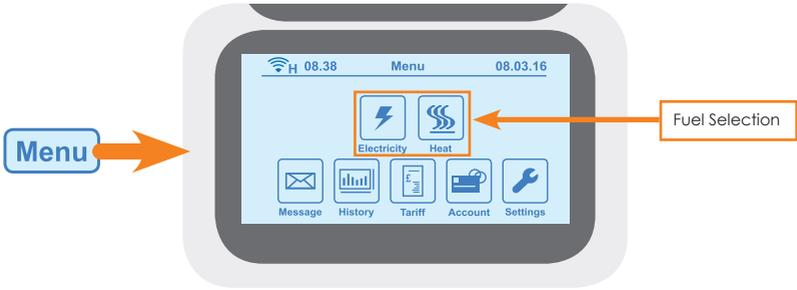
- The **Unit Reading** - shows real-time value of the selected unit; energy cost per hour (£/h), kilowatt hour value (kWh) or carbon dioxide emission (CO<sup>2</sup>kg)
- The **Menu** button - press this to go back to the Main Menu

 Message inbox
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- |   |                           |
|---|---------------------------|
|  Low battery; replace batteries if this icon appears | *Not shown on this screen |
|---|---------------------------|

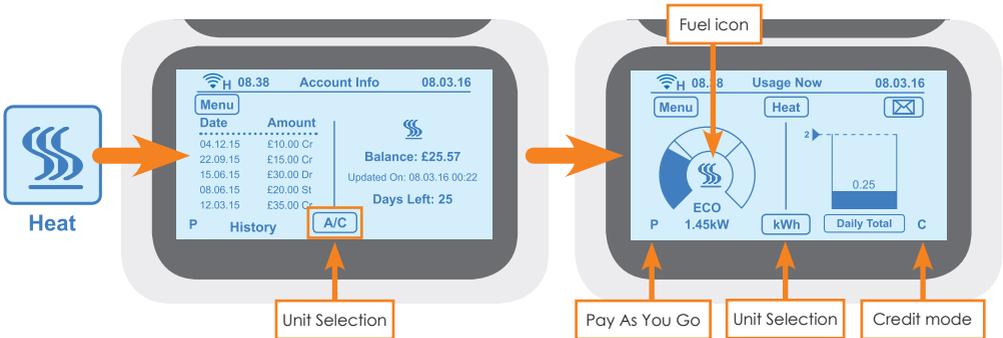
### 3. How to use your touchscreen In-Home Display unit...

#### Accessing the Main Menu



#### View your real-time energy usage

From the Main Menu, if you press the Electricity or Heat icons, you will be taken to your Account Info screen. Press the Unit Selection button to see the real-time energy usage information related to that icon.

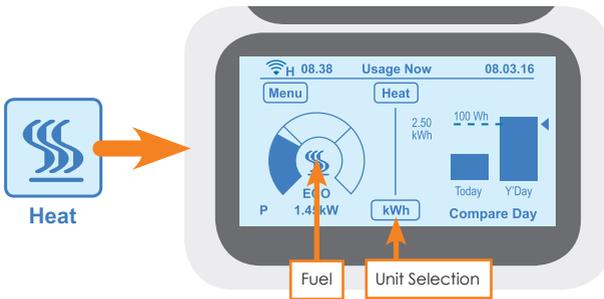


For electricity or heat, the screens will have added information for each different energy type. The label on the **Unit selection button (8)** shows the type of information you are viewing.

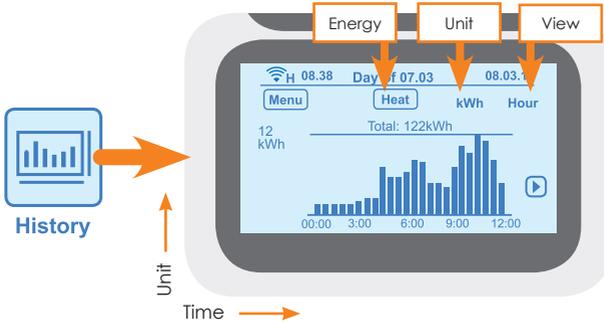
The above screen for heat/electricity lets you see how much real-time energy you are using. These are energy consumption (kWh), energy cost per hour (£/h) or your carbon emissions (CO<sup>2</sup>kg). Press the **Unit selection button (8)** for the information you want to see.

## Compare today's consumption with yesterday's

When you select the electricity icon, the right half of the screen shows a graph displaying your energy consumption for today compared to yesterday, as well as the preset consumption target, shown by the horizontal dashed line. Press the **Energy Type button (7)** to change the fuel type and the **Unit selection button (8)** to see £/h or your carbon dioxide emissions, CO<sup>2</sup>kg.



## View your historical energy consumption graphically

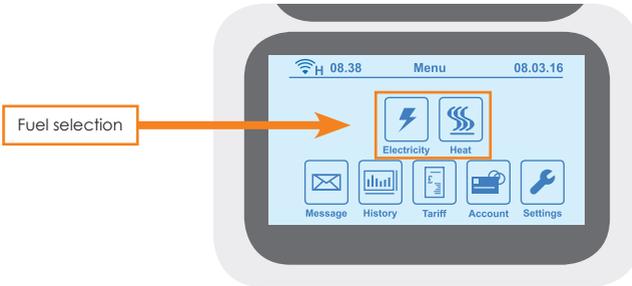


When you press the **History** icon on the Main Menu, it lets you see your energy usage pattern on a graph. The above screen shows how much energy you have used in the past 24 hours, in half hour slots. It also shows your daily consumption and your daily target threshold. Additionally, you can see your daily, weekly or monthly energy patterns by pressing the **View** button and you can check your hourly rate of consumption (£/hour) or carbon emissions by using the **Unit selection button (8)**.

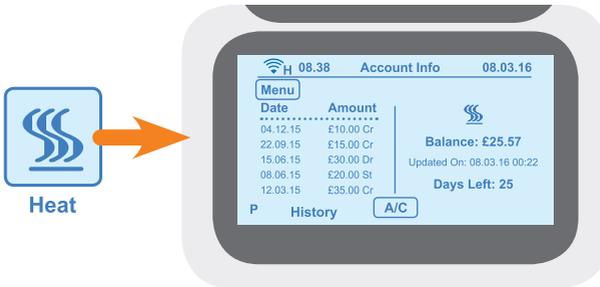
If you have a heat supply, press the **Energy Type selection button (7)**, in the Main Menu, to see information related to your heat consumption.

## Check your account status (Pay As You Go only)

You can see the last five payments made in your account for each energy type by selecting the fuel type from the Main Menu.



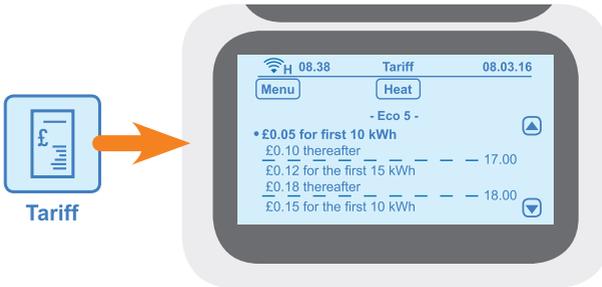
Press the **Heat** button to see the last five transactions and your current balance for heat.



Press the **Electricity** button to see the last five transactions and the balance for electricity.



## View your tariff rate details



The **Tariff** button lets you view the rate you are currently being charged at, (peak/off peak), as well as the next tariff rate. The rate you are currently being charged will be highlighted. If your tariff includes a standing charge, this will be taken from your meter account at the beginning of each day.

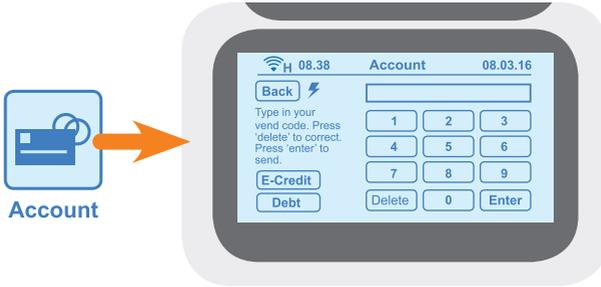
In the example Tariff screen above, '- Eco 5 -' is the tariff name that is currently active. This shows the first 10 kWh of heat consumption is charged at £0.05. After the first 10 kWh have been used, the price increases to £0.10 until the next tariff rate becomes active, which may also have a different price.

The tariff data display moves upwards as you consume more energy over time. You can use the arrow buttons to see your past and future tariff prices.

If you have an electricity supply, press the **Energy Type selection button (7)** to see information relating to your electricity tariff details.

Press the **Menu** button to return to the Main Menu.

## Topping-up your meter account (Pay As You Go only)



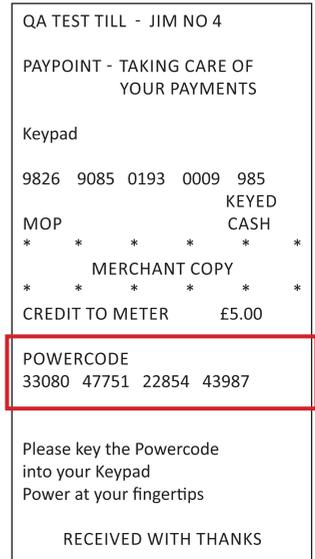
You need to pay for your heat or energy by choosing any of the payment options listed on page 19. If your payment has not been received by your meter within 15 minutes, then you can manually input the **powercode/vend code** into your meter account. You need to have your energy payment receipt to do this.

Touch the **Account** icon in the Main Menu. This will take you to the screen where you can top-up manually. In the Account screen, enter the numeric **powercode/vend code** printed on your payment receipt.

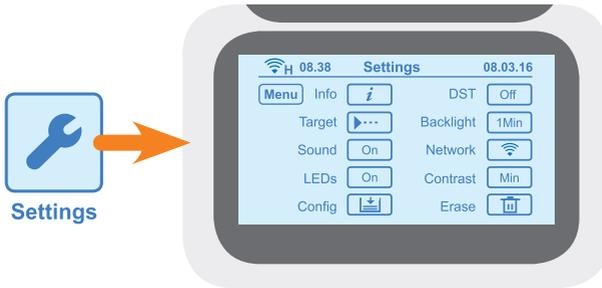
Your In-Home Display will show a processing screen while it waits for the meter to confirm whether the code entry is a success or failure.

If the code is processed correctly, 'Transaction Successful' will come up on the screen. Otherwise, 'Transaction Unsuccessful' is shown with details telling you why the code failed. Press the **Try Again** button to re-enter the code if you think you entered it wrong, or if you want to enter a new code.

**Note:** You will only be able to see the **E-Credit** (emergency credit) button when the credit in your meter account goes below the low credit level and you haven't enabled E-Credit. You can set up your low credit alert level by choosing the **Credit Alert** option in the **Settings** menu, as explained on page 14.



## Change your In-Home Display's default settings



From the **Settings** menu shown above, you can do the following:

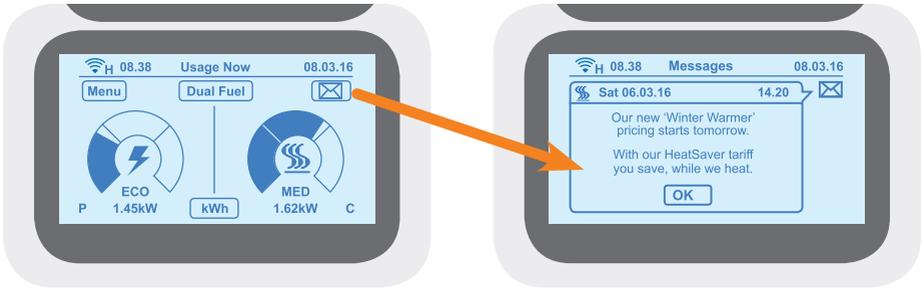
- **Info** - get information on the Home Area Network and supplier's helpline
- **Target** - set your daily energy usage target level
- **Sound** - turn the alarm sound On or Off
- **LEDs** - turn the indicator LEDs On or Off
- **Config** - adjust your low credit alert level (Pay As You Go only)
- **DST** - turn the Daylight Savings Time On during summer and Off during winter
- **Backlight** - set the display backlight to turn off after 1 minute or stay on constantly
- **Network** - current network connection status
- **Contrast** - adjust the contrast on the touch-screen display
- **Erase** - erase data from your In-Home Display

**Target level:** This allows you to set separate target levels for your consumption of electricity and heat (if available). When you set a daily consumption target, you can see if your energy usage is above or within your chosen target level.

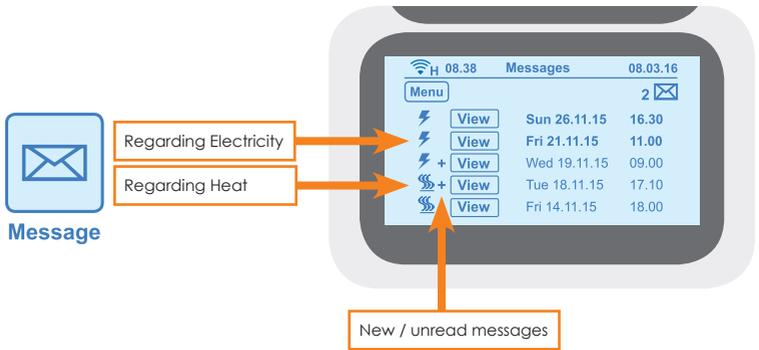
**Credit Alert:** If you are a Pay As You Go customer, you can change your default low credit alert setting to a higher level. This can be done separately for electricity and heat, (if available). The alerts will tell you when the credit in your meter account goes below the level you have chosen.

## Read your messages

When you receive a new message, the  icon will appear in the top right corner of the Home screen. Touch the icon to go to the Message page, as shown below.



You can also access your messages from the Main Menu by touching the **Message** icon.



Press the **View** button to see each message. If you have any unread messages, the number of unread messages will be shown at the top right of the messages screen,

## How to avoid supply disconnection

To avoid having your energy supply disconnected, you must top up the meter account appropriately when you get the low credit warning message.

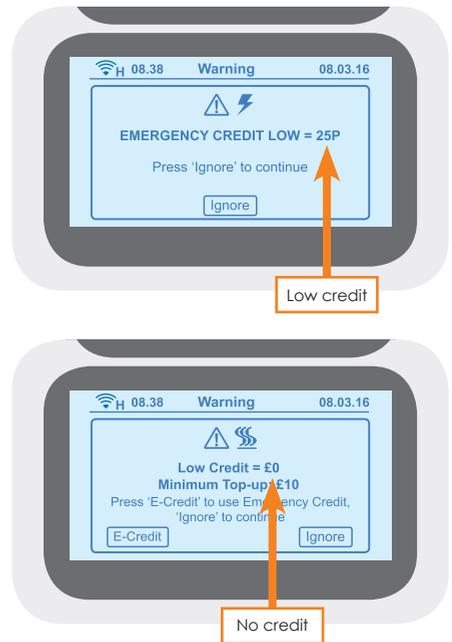
## What is Emergency Credit?

Your vPro2 Pay As You Go meter will have an amount of Emergency Credit built in for when you run out of heat or electricity and you are unable to top up.

This will be a nominated amount set by your housing association or management company and will be displayed as a negative balance on the screen.

You will need to pay back the Emergency Credit next time you top up, any remainder over the amount of Emergency Credit used will be put on as credit.

**If you use all of your Emergency Credit and don't top up to replace it, your energy supply may be disconnected until you have repaid it.**

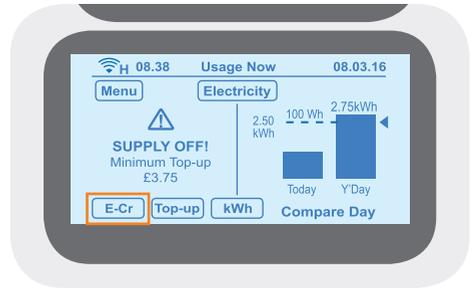
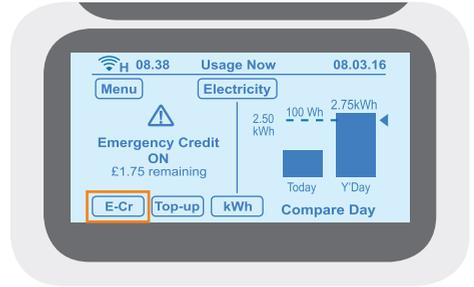


## Activate Emergency Credit (Pay As You Go only)

You can activate the Emergency Credit option from the low credit or zero credit warning screens. Once the credit in your meter's account reaches the emergency credit level, you will be able to activate Emergency Credit.

From any of these screens, you can press the E-Credit (**E-Cr**) button to activate Emergency Credit. Once you have activated it, the 'SUPPLY OFF!' message on the Home screen will be replaced with the 'Emergency Credit ON' message, as shown on the right.

If you press **OK** on the 'SUPPLY OFF!' warning screen, then your energy supply will disconnect. The dial on the Home screen will be replaced with the message 'SUPPLY OFF!'.



## What is Friendly Credit?

Your housing association or management company can specify "Friendly Credit" hours where you will not be disconnected if you have no credit during that period, such as Christmas and bank holidays, etc.

**Note.** You must be in credit when the friendly credit hours start.

## Acknowledging alerts

**Friendly Credit period on/off alerts:** You will receive an alert at the beginning and end of a friendly credit period.

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

**Supply restoration alerts:** To reconnect your energy supply, follow the instructions on the 'Restore Supply' alert screens and press the buttons accordingly.

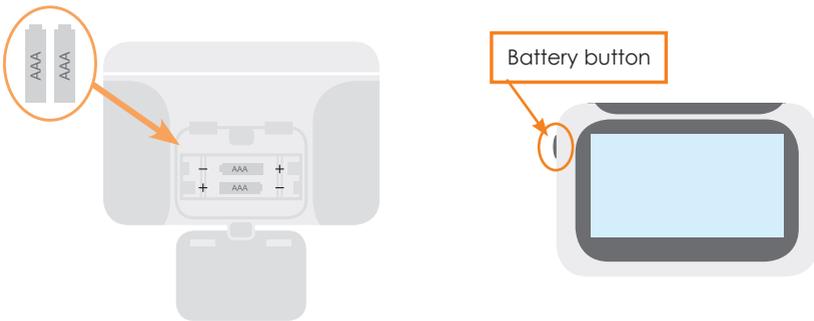
**Note.** You must top up your account above zero before your energy supply is restored.

## Operating the In-Home Display with batteries

You should keep your In-Home Display connected to mains power, but it will work with batteries for a short amount of time. However, when it is using battery power, the display will not give audible alarms.

To operate the display on battery power, insert two AAA batteries into the battery compartment at the back. Make sure that they are the correct way round using the +/- terminal markings, then press the battery button on the left corner of the unit.

When using batteries, the display will turn off automatically after about 60 seconds if you are not using it, in order to save battery power. To turn the display on again, press the battery button. When the battery charge is low, a battery strength indicator icon will appear in the top right corner of the screen. Batteries must be replaced when they run out of power.



**Use only non-rechargeable alkaline batteries.**

## 4. Troubleshooting...

### My In-Home Display is not pairing with my Smart Meter

Contact your electricity or heat provider and confirm that the pairing/binding window at the meter end is open when you try to pair the In-Home Display with it. If you are using your provider's or distributor's consumer portal, make sure that the In-Home Display is switched on when the pairing/binding window at the meter end is open.

### My Home screen displays ' \_ ' instead of a value

When your In-Home Display is paired with your Smart Meter and the Home screen displays ' \_ ', this indicates that it is not receiving data from your Smart Meter. If the network icon  is replaced with  then the In-Home Display is not communicating with your meter/s. If the problem continues, turn the power off on your In-Home Display and turn it back on. Alternatively, please contact your electricity or heat provider for more help.

## 5. Contact us if...

### You have recently moved in and don't have a vPro2 Smart Payment card

Please ring the vPro2 customer service team as detailed in the following section, "**You would like to purchase credit**", and have your address to hand. You will need to add credit to your vPro2 meter by credit or debit card by using our telephone payment service.

If we haven't already done so, we will also send out a new vPro2 Smart Payment card. This will be specific to you and it will allow you to pay through all of the payment methods available.

**Note** - Your new vPro2 Smart Payment card can take up to 10 working days to arrive.

### You have lost your vPro2 Smart Payment card

If you have lost your vPro2 Smart Payment card please contact the vPro2 customer service team as detailed in the following section, "**You would like to purchase credit**". Charges for replacement cards will apply.

## You would like to purchase credit

You can purchase credit for your meter through a number of methods including:



**Online:** Log on to [www.vitalenergi.co.uk/home-customers](http://www.vitalenergi.co.uk/home-customers) to make single and subscription payments by credit or debit card, or to setup a direct debit.



PayPoint

**PayPoint:** You can take your smartcard to any PayPoint outlet and make a payment using cash.



**Telephone:** You can call Vital Energi on the telephone number below and make a payment by credit card or debit card.



DIRECT  
Debit

**Direct Debit:** You can setup a Direct Debit to pay a fixed amount of credit onto your meter each month. To do this, please log on to: [www.vitalenergi.co.uk/home-customers](http://www.vitalenergi.co.uk/home-customers) or call us on the telephone number below.



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**Web:** [www.vitalenergi.co.uk](http://www.vitalenergi.co.uk)

**Opening Hours:** 8.00am - 6.00pm Monday to Friday

For full terms and conditions, please visit:  
[www.vitalenergi.co.uk/home-customers](http://www.vitalenergi.co.uk/home-customers)