



Your Pipet 200 Guide

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Your Pipet 200

Introducing your Pipet 200! Please refer to this brochure to learn how you can make the most out of using your device. This brochure includes relevant information for customers who top-up a PAYG meter and those customers who receive bills each month.

Your Smart In-Home Display shows you how much energy you're using to heat and cool your home as well as the amount of hot & cold water you use.

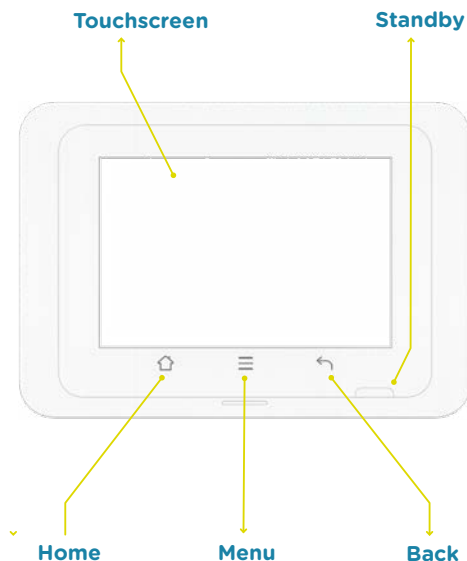
It connects wirelessly to your smart meters, so there's nothing to plug in or set up yourself. An engineer will already have installed and paired it for you.

As we are not the manufacturer of the Pipet 200 system, we are not responsible for any faults. If you believe your Pipet 200 system has a fault, please get in touch with our team and we will contact your utility supplier on your behalf.



Your display

Tap the colour touchscreen to make choices. Three buttons handle navigation, and the Standby button switches it on and off.



Navigation



Home

Returns to the home screen from anywhere



Menu

Opens the menu screen



Back

Goes back once screen. Hold to return home

Your home screen

Your homepage will configure its layout depending upon the number of meters it is connected to.



Move between home screen pages with the navigation buttons to see individual meter pages.

Credit

Get an overview of estimated cost and usage so far today and cost since last bill.



Prepayment

Get an overview of cost and usage so far today and current credit balance status.



Status icons

Small icons will appear on meter screens for important status messages.



Target exceeded

Usage or budget has gone above your target



Supply off

Your supply has been suspended



Friendly credit

Friendly credit is active



Low credit

Your balance is running low



Emergency credit

Emergency credit is in use



Tap on an icon at any time when on a meter screen and a pop-up screen appears explaining each icons meaning.

Standby mode

Setup the standby timing so the screen enters a into a lower power mode and displays standby summary screen.



Touch the home, menu or back buttons or press the standby button to return to normal display mode.

Your data continues to upgrade when in standby.

Standby timer

Setup the standby mode timing so the screen enters a into a standby summary screen.



Short press puts the display into or wakes it from standby. Hold for > 5 seconds to restart the display.

Checking your usage

Tap any meter screen to open its detailed view. Move between meters using the menu options on the left or the meter navigation tabs along the top.

Usage

Cost, usage & meter info.



Live data

See the most recent meter reads available depending on the fuel type.



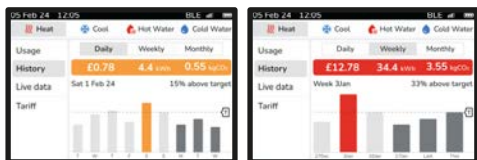
Tariff

Shows which Tariff you are on, the standing charge and the current rate. Next rates will dynamically show.



History

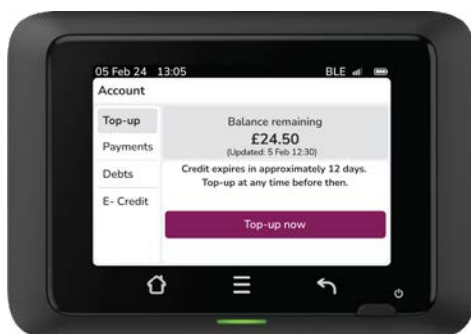
Bar charts show usage, cost and CO2 over time on a daily, weekly & monthly basis. Touch a bar to explore what you have been using at different times and compare to any targets set.



Your account

Prepayment

See your total prepayment balance and when your credit is likely to run out in **Menu > Account**.



Emergency credit

Activate Emergency Credit (EC) if credit is low and below the EC threshold **Menu > Account > E-Credit**. Top-up soon to avoid the supply being disabled when EC credit reaches zero.



Credit customers

Your tile shows the estimated cost since your last bill. Your supplier bills you separately.

Topping up

Prepayment customers only

Top-up your credit balance on the device using a code from your supplier. Codes can be 20, 40, 60 or 80 digits long.



How to top up

- 1 Press **Menu**, then **Account > Top-up**
- 2 Check your balance, then press **Top-up now**
- 3 Enter your 20, 40, 60 or 80 digit code on the keypad and press **Submit**
- 4 A pop-up shows to confirm top-up has been processed and balance updated

If the top-up failed

Check the code and try again. If it keeps failing, contact your supplier - details are in Menu > Contact.

Setting a target

Set a daily, weekly or monthly target for any meter - by usage (kWh) or cost (£).



How to set a target

- 1 Press **Menu > Targets**
- 2 Enter as Daily, Weekly and/or Monthly target
- 3 Set as Cost (£) or Usage (kWh). Use Home, Menu or Back to exit



Not sure what to set?

Use your daily average as a guide.

Your progress shows in the History tab.





Setting target thresholds

Go to **Menu > Alerts**

Adjust the two thresholds levels to set the colour indicators as a percentage of the target set.



Target thresholds

- **Below** tracking under a set % of target
- **Warning** approaching your target
- **Exceeded** over your target

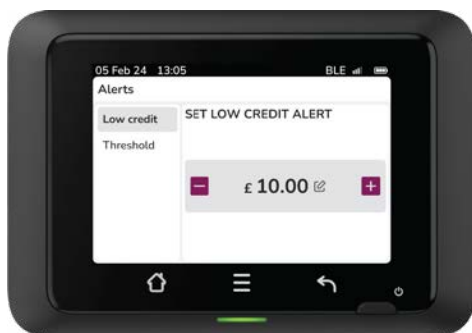
Alerts, Messages & Pop-ups

Low credit alert

Prepayment customers can set their own balance threshold.

Drop below it and you'll get an on-screen warning, so you can top-up your balance in good time.

Go to **Menu > Alerts > Low Credit**



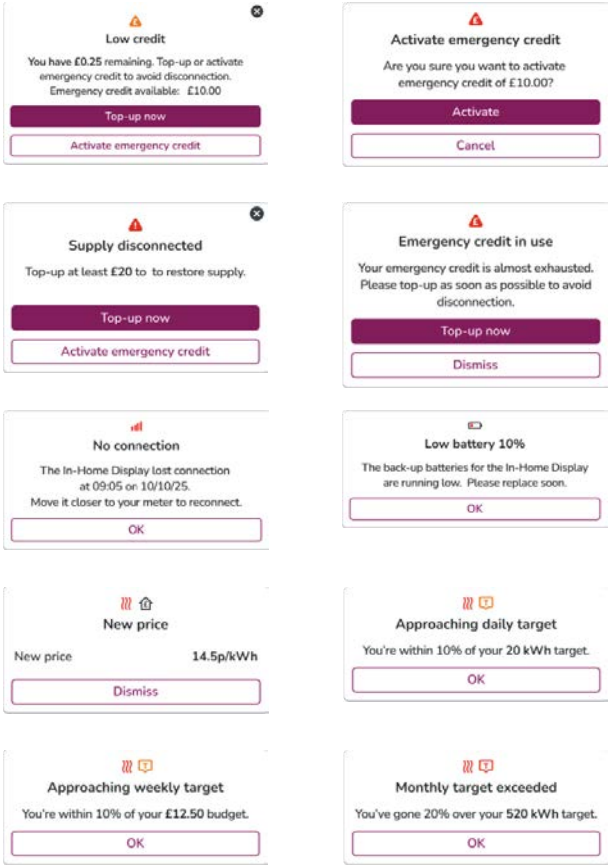
Your inbox

Your supplier can message you. Open the inbox icon on the home screen. Unread messages appear in bold text. Up to 10 messages are available.



Pop-ups

Pop-up windows can appear on screen and are there to help alert or warn of actions needed.



Settings & help

In **Menu > Device** , you can adjust:



- » **Display** - adjust the brightness of the screen and indication LED. Blue LED indicates a pop-up message
- » **Sounds** - turn on and set volume of audible alerts using left/right keys. Options are Off (Silent), On (Quiet), On (Medium), On (Loud)
- » **Language** - select different language
- » **Timers** - set time delay for carousel cycle, return to homepage and to enter standby

Finding your serial number

Support may ask for it. Go to **Menu > Device > About** for your serial number, firmware version and install code.

Notes

Notes

Need Help?

Contact our team on

0333 880 3115 or

mysycous.com/get-in-touch



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