

SmartLink45[®]

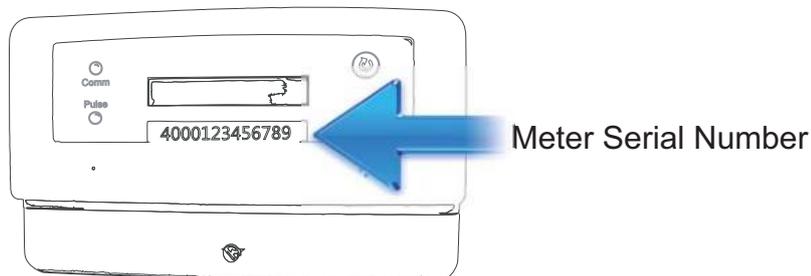


Tenant Manual

METERSUK

INSTRUCTIONS

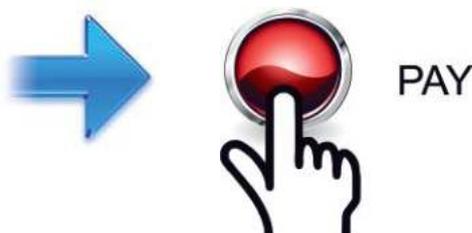
Welcome to SmartLink. All your utilities will be paid online. This is a pay-as-you-go system and all utilities are prepaid. In order to set up your account, please take note of the **SERIAL NUMBER** found at the front of your SmartLink meter, as this will be needed when logging into the website.



Please logon to www.meters.co.uk. On the right hand side you will see CUSTOMER PORTAL. Click on the link.



Please Click on the red PAY button.



You will be required to enter the meter. The digits entered will be shown as you type them in. This will avoid any errors being made.



Once you have entered the meter number, press **CONFIRM**.

Details of the meter number and allocation will be shown above the payment button. This is to ensure that the meter number entered and the address match. If the meter number has not been entered correctly you can press the **CHANGE** button, which will take you back a page, where you can re-enter your meter number.

Top up this meter or see previous payments:

Meter No: 400456789123
Name/Location: Flat no. 4, Test UK



Enter your **email address** for payment confirmation to be forwarded to you. Payment amount will not appear if this is not entered.

Press the down arrow ▼ and select the amount you would like to pay.



Once the amount has been selected, a green box stating PAYMENT will appear. Click to proceed.

The next screen will show you the order reference number and the amount you agree to purchase. You will need to select the method of payment, by clicking on one of the icons listed - usually VISA.

Once you click on the bank icon, it will bring you onto the Secure Payment Page. Enter your card number, expiry date and the verification code and press, [Yes, I Confirm my payment](#)

If you would like to change the amount you want to pay, press the [Back](#) button.

Once the payment has been processed, the paid amount will be credited remotely to your meter.

Please give the system 5 minutes to top the meter up. If the meter is not topped up within 20 minutes, please reset the meter (instructions are on the next page).

HOW MUCH CREDIT IS ON THE METER

To see how much credit you have left on your meter, check the physical SmartLink meter. The default screen **CR** **£ 0.00** shows how much money is on the meter, to show the screen press the **GREEN**  button.

REPORTS

Should you wish to check how much you have paid over a period of time you can do so on the first page when you login. Below the payment selection you will see two boxes with dates. You can select your date range, press [REPORT](#) and you will be able to see all your transactions for the period selected.

OPERATING THE SMARTLINK



NEXT / SCROLL



DEFAULT TO MAIN SCREEN

SCREENS

DEFAULT SCREEN

CREDIT amount available on the meter. This will be shown in pounds.

CR

£ 0.00

ELECTRICITY usage total in KWh.

EL

0.0 KWh

GAS usage total in cubic metres

GA

0.0 m³

WATER usage total cubic metres

WA

0.0 m³

PLEASE NOTE: The above readings may not all be available on your meter.

Example: If your meter is only reading electricity and water, then gas will not apply & visa versa.

EMERGENCY CREDIT

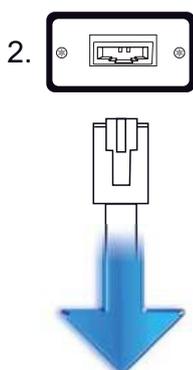
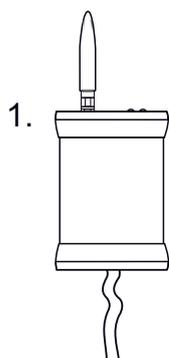
To activate the EMERGENCY CREDIT facility press and hold both the **BLUE**  and **GREEN**  buttons together for 5 seconds. The amount for EC is £ 5.00.

PLEASE NOTE Once all the emergency debit amount has been used - **ALL utilities will be turned off**

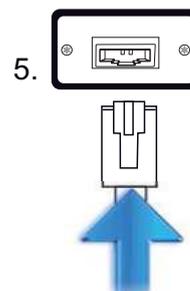
Once the Debit (DB) or EMERGENCY credit has been used, when you next top-up, the amount will be deducted off the amount credited. ie. Used Credit £ 7.00 - Top up £ 10.00 = Available Credit £ 3.00

RESET MODEM

- If you have paid on the internet and the meter is not topping up, please do the following:-
- Unplug the cable. Wait 1 min. Replug into the modem. It will now reconnect with the network



4. 1 minute



INDICATOR LIGHTS

- **RED** light ON : Power
- **GREEN** light FLASHING : Connecting to the network
- **GREEN** slow PULSE : Connected 

If after doing the above procedure, the meter does NOT top up please call 01524 220382 or 01524 220388 a/hours