

### The PaySmart Pre-Payment System

This symbol will be displayed on the home screen of your ViewSmart controller when you have the PaySmart system installed.



Unlike traditional pre-payment systems, the process of adding energy credit is automated so there is no requirement for you to insert a card into the unit for activation.

The Evinox PaySmart® system provides you with flexibility and choice over how you pay for your heating and hot water.

**You can make a payment for your energy using the following convenient and secure payment methods:**

- By Monthly **Direct Debit** or Standing Order
- Using our **Web App** on a Smart Phone or Tablet - Download from the website  
Online Payment using our **Residents Website** 24hrs a day – Visit [www.evinoxresidential.co.uk](http://www.evinoxresidential.co.uk)
- Top up using a **Payzone card** at any Payzone outlet
- Pay using a Credit or Debit card **over the telephone** by calling **01372 746537**

## ViewSmart Controller Home Screen & Buttons



**Home Button**  
(Also press to access main menu from Home screen)

**Scroll Buttons**  
(For Menu or Item in Page)

**Plus / Minus Buttons**  
(Use to Change Values & Scroll through menus)

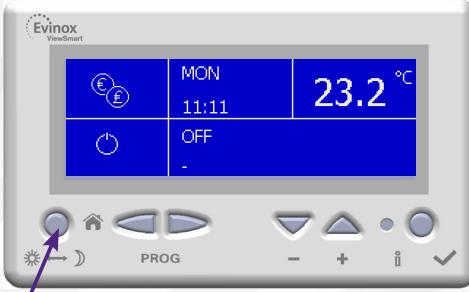
**Enter Button**  
(Use to Save Settings. Also a Shortcut to Info Menu from Home Screen)

# PaySmart®

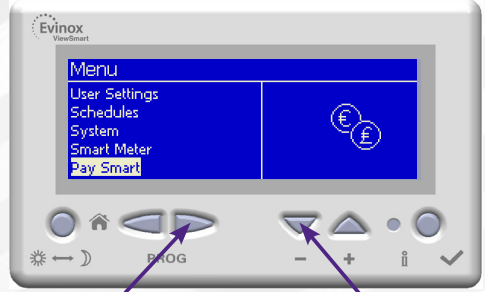
## ViewSmart User Guide

### Credit Balance

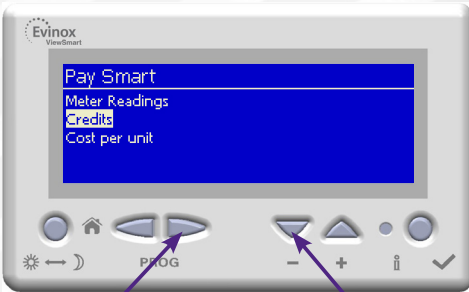
Here you can view your credit balance.



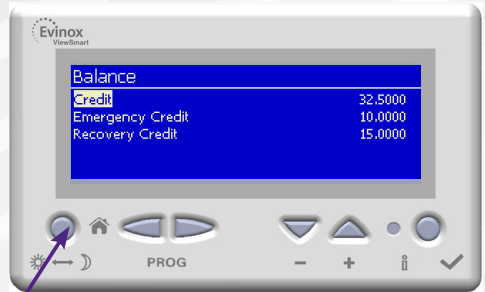
1. From the Home Screen - Press the **Home** button to view the Main Menu



2. Select **"PaySmart"** by scrolling down using the **- button** and pressing the **Right Hand Scroll** button to enter the menu.



3. Select **Credits** by scrolling down using the **- button**. Press the **Right Hand Scroll** Button to enter the next screen.



4. Here you will see your Credit, Emergency Credit & Recovery Credit balances.

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

### Definitions

- **Credit** – The remaining energy credit
- **Emergency Credit** – Balance of any emergency credit available
- **Recovery Credit** – Should you accrue any debt for your energy payments, a payment plan may be arranged for this debt to be paid back. The recovery credit amount shows the amount you owe and will decrease as you make payments to re-pay it.

### System Warning Settings

The following system warnings can be set to alert you of your credit status. These warnings will be displayed on the home screen. (Contact Evinox on.....to set up system warnings)

#### Warnings

##### Low Credit

The system can alert you when you reach a set low credit level. For example you can set the warning to be shown when you reach £20 credit.

##### Warning in Emergency Credit

Alerts you that you are using your emergency credit allowance.

##### Warning low Emergency Credit

Alerts you that your emergency credit balance is low.

##### Out of Credit

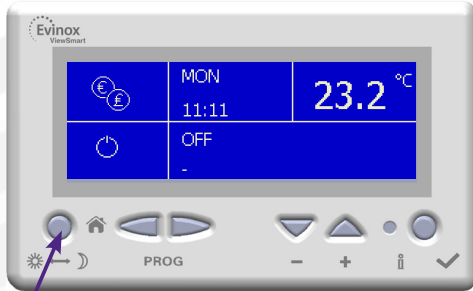
You have no remaining credit. Your heating system will be disabled when you have no credit and the system idle icon will be shown on the home screen.

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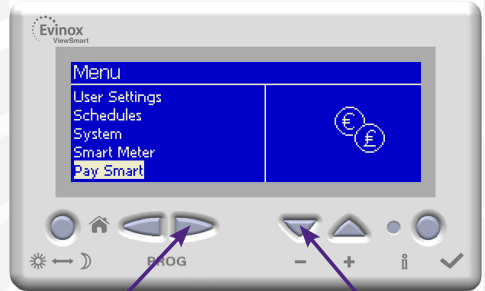
## ViewSmart User Guide

### Cost Per Unit (Tariff)

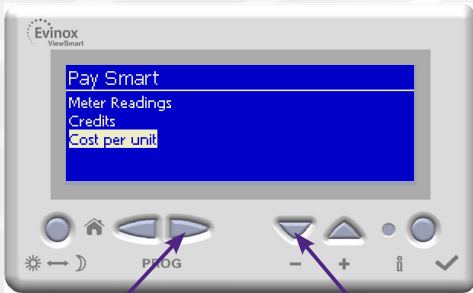
Here you can view your tariff.



1. From the Home Screen - Press the **Home** button to view the Main Menu



2. Select **"PaySmart"** by scrolling down using the **-** button and pressing the **Right Hand Scroll** button to enter the menu.



3. Select **Cost per Unit** by scrolling down using the **-** button. Press the **Right Hand Scroll** Button to enter the next screen.



4. The cost per unit is shown for each meter installed in your property. Meters may include-

- **Heating**
- **Cold Water**
- **Cooling**
- **Daily Charge** (Communal Facility)

The cost per unit is shown at the **Standard Tariff Rate** and also at the **Emergency Credit Rate** (There may be a higher tariff rate charged when you are operating in the emergency credit facility)

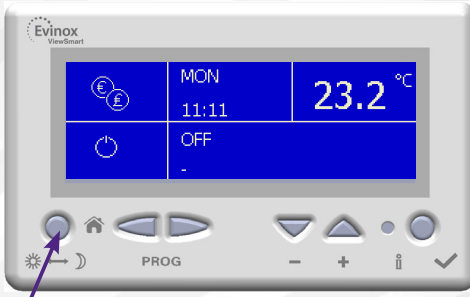
Press the **Home** button to return to the Home screen.

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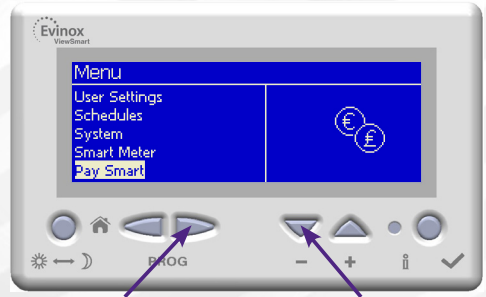
## ViewSmart User Guide

### Meter Readings

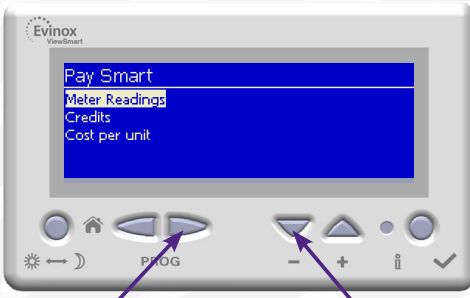
Here you can view all meters installed on the system and read the latest consumption figures.



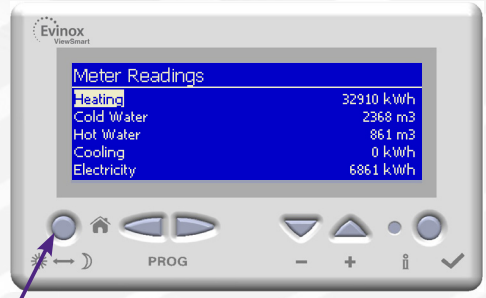
1. From the Home Screen - Press the **Home** button to view the Main Menu



2. Select **"PaySmart"** by scrolling down using the **-** button and pressing the **Right Hand Scroll** button to enter the menu.



3. Select **Meter Readings** by scrolling down using the **-** button. Press the **Right Hand Scroll** Button to enter the next screen.



4. Here you will see a list of meters on the left with latest readings shown on the right.

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

#### Definition of Meters

- **Heating** (Heating & hot water)
- **Cooling** (when present)
- **Electricity** (only when an electricity meter is connected to the Evinox system)
- **Cold Water** (only when a cold water meter is installed within the dwelling and connected to the Evinox system)
- **Hot Water** (only when a hot water meter is installed within the dwelling and connected to the Evinox system)