

# zone 10e

## User Manual



# Android Tablet User Manual

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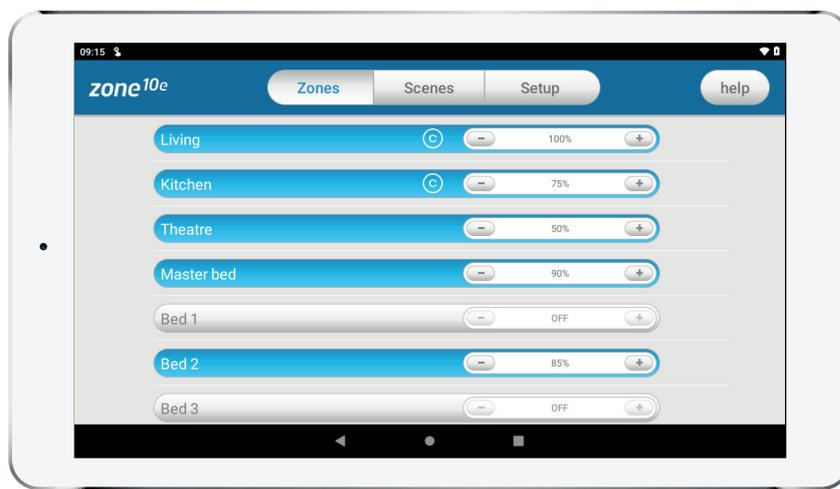
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## zone<sup>10e</sup> User Manual

# 1 - TABLET

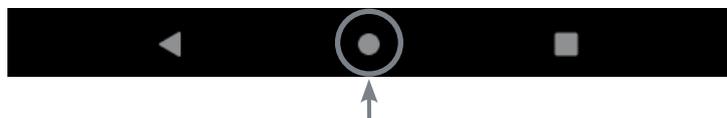
The zone10e app runs on its own dedicated wall mounted touch screen. This touch screen creates a hub for control of your zone10e system.



The zone10e touch screen runs Android, which means it can do so much more than just control your zone10e system. You can also install apps such as News apps, Email & Weather from the Google Play Store.

Your zone10e touch screen is permanently attached to your wall with the ability to pivot between portrait & landscape modes so that you can enjoy all your apps in the orientation that suits them best.

To exit the zone10e app press the home button from any screen as pictured below.



If you are not familiar with the Android operating system, an abundance of information can be found on the internet.

## 2 - SETTING UP Wi-Fi ON YOUR WALL MOUNTED TOUCH SCREEN

The zone10e app allows you to control your zone10e system from your Android or Apple devices, after installing the zone10e app on your phone.

Smart Device control can be used inside your home via your personal Wi-Fi network or remotely using your phones internet connection.

**To use this option you will first need to connect your wall mounted touch screen to your Home Wi-Fi:**

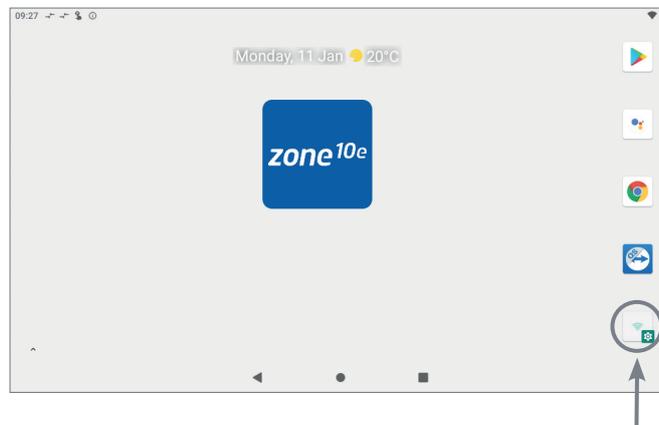
1. Ensure you have an existing home Wi-Fi network & you have your password on hand.

**TIP:** Some routers have the network name (SSID) & password printed on a sticker located on the bottom of the router.

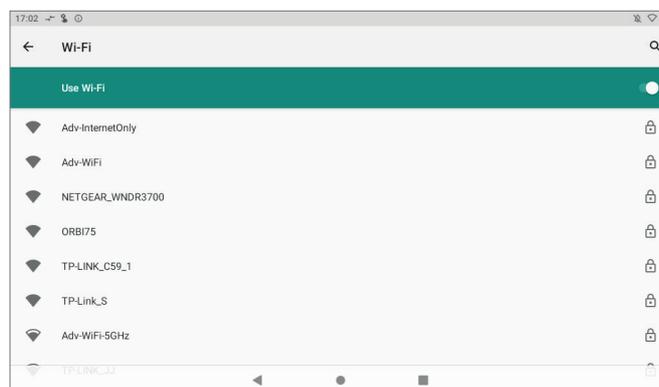
2. Go to your zone10e wall mounted touch screen & press the home button.



3. Press the Wi-Fi icon as shown in the image.



4. Find your home Wi-Fi network in the list then press it.

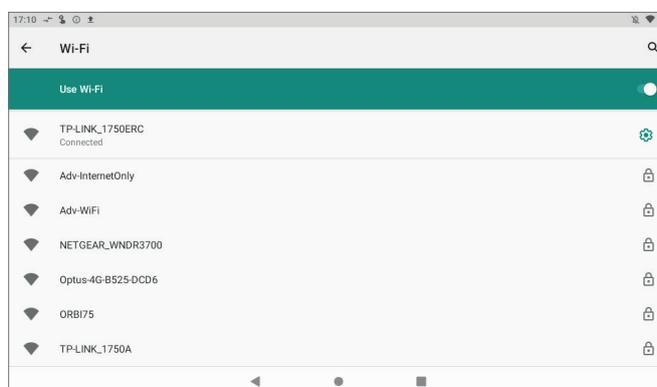


## 2 - SETTING UP Wi-Fi ON YOUR WALL MOUNTED TOUCH SCREEN

5. Enter your home Wi-Fi network password then press **CONNECT**.



6. Once you have connected successfully (it may take up to 2 minutes) you will see the word **Connected** below your home Wi-Fi network name.



## 3 - APPLE DEVICES

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**To start downloading items from the Apple App Store, you need to first have an Apple ID.**

1. If you do not have an Apple ID and password, then create one and verify your email by checking and following the instructions in the email sent to you from Apple.
  - a. See instructions here: <http://support.apple.com/kb/ht2534>
  - b. Be sure to set your country to Australia or South Africa.
2. Download the zone10e app from the Apple App Store.
  - a. Using your iPhone/iPod/iPad - click on the App Store icon.
  - b. Click on the Search tab at the bottom bar of the screen.
  - c. Type "zone10e" into the search box.
  - d. Press Search.
  - e. Select the zone10e app (It's free).
  - f. To install, press the blue GET button, and then INSTALL button.
  - g. Enter your Apple ID password (it's case sensitive).

### **Installation Troubleshooting**

1. Do you have an older Apple device? zone10e requires your device to be running on latest Apple iOS.

**TIP:** Check if you can update your iOS version.

2. If you are using an iPad, then in the App Store you will need to select the iPhone apps button at the top of the search results screen.
3. Check your Apple device is connected to your Home Wi-Fi.

Need help? Please call 1300 850 191(AU) , 079 879 9405(SAF).

## 4 - ANDROID DEVICES

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To start downloading items from the Google Play Store, you need to add a Google Account to your Android phone.

Here's how to add a Google Account to your device:

1. Open the "settings" app.
2. Under "Accounts", press **+ Add account**.
3. Select Google.
4. Choose **Existing** (if you want to add an account you already have) or **New** (if you wish to create a new one).
5. Follow the instructions to add or create your google account.

Download the zone10e app from the Google Play Store.

1. Open the Google Play Store app on your device.
2. Search for "zone10e"
3. Press the zone10e app.
4. Press **INSTALL** (It's free).
5. Press **Accept** after reviewing the app's permissions

### Installation Troubleshooting

1. Do you have an older Android device? zone10e requires your device to be running on latest Android version.

**TIP:** Check if you can update your Android version.

2. Check your Android phone is connected to your Home Wi-Fi.

Need help? Please call 1300 850 191(AU) , 079 879 9405(SAF).

## 5 - REMOTE ACCESS

The zone10e app has the ability to control your system from your Android or Apple smart phone when you are outside of the home Wi-Fi network using your phones mobile data.

Remote access requires a reliable Wi-Fi connection between your modem/router and your wall mounted zone10e tablet.

### Enable/Disable Remote Access

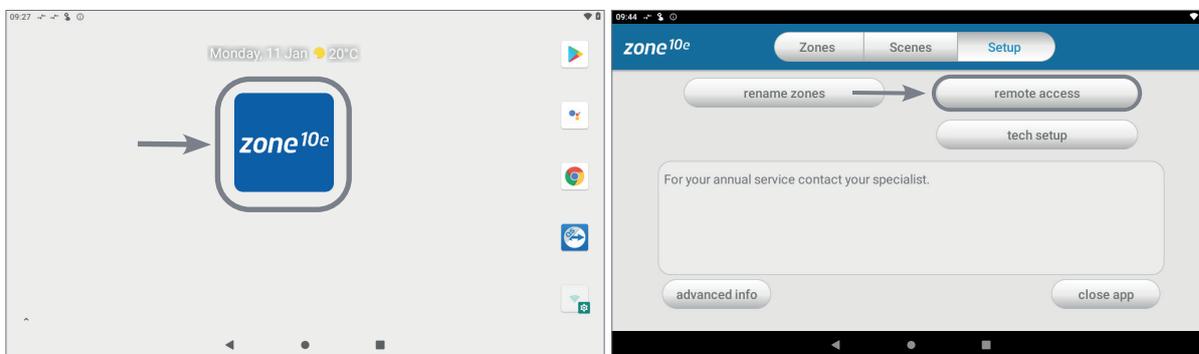
Remote access is enabled by default;

These instructions show how to disable or re-enable remote access.

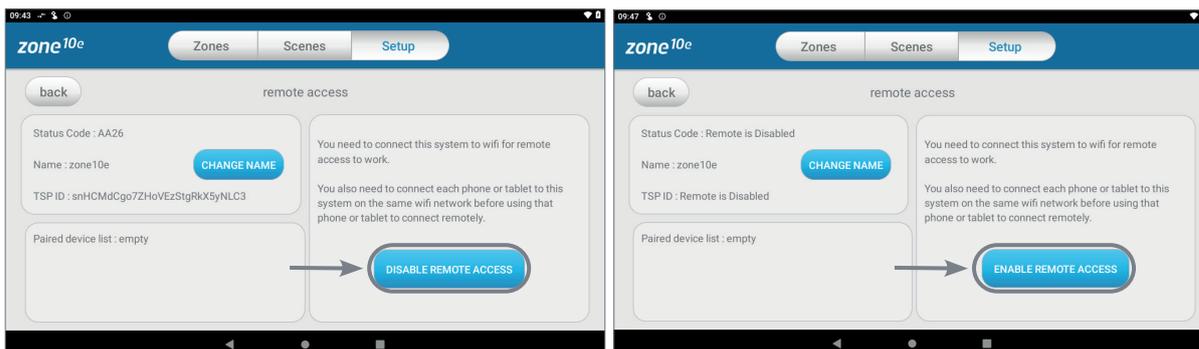
**HINT:** Disabling remote access also clears all paired smartphones/tablets.

The below instructions assume your zone10e wall mounted touch screen is connected to the home Wi-Fi network (as shown in section 2) & you can control your system from your mobile device when connected to your home Wi-Fi network.

1. Open the zone10e app on your wall mounted touch screen and press the Setup button.
2. Press the Remote Access button.



3. To disable remote access, press the DISABLE REMOTE ACCESS button once.
4. To enable remote access, press the ENABLE REMOTE ACCESS button once.



## 5 - REMOTE ACCESS

5. After pressing enable, it can take up to 5 minutes before remote access is fully working. Once remote access has been successfully enabled, the status will change to AA26. If the status is not AA26 in 5 minutes, then please refer to troubleshooting guide below.
6. To pair your phone with your zone10e touch screen open the zone10e app on your Android or Apple device while it is connected to the same home Wi-Fi network as your zone10e tablet then wait 10 seconds.
7. Congratulations, when your phone has an internet connection you will now be able to use the zone10e app on your phone to control your zone10e system.

### Troubleshooting

The following info may be useful to the homeowners I.T. professional when troubleshooting remote access in the zone10e app.

STATUS	DESCRIPTION	ACTION
AA20	No internet access	Check the zone10e wall mounted touch screen is connected to the home Wi-Fi network & has access to the internet.
AA21	Remote Connection Error	Please try again in 10 minutes
AA22	The wall mounted touch screen is no longer connected to the internet	Check the zone10e wall mounted touch screen is connected to the home Wi-Fi network & has access to the internet.
AA26	Remote Access should be working	Your remote access should be working, if you are having trouble try connecting your phone via Wi-Fi for 10 seconds.

# zone10e User Manual

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## Android Tablet User Manual

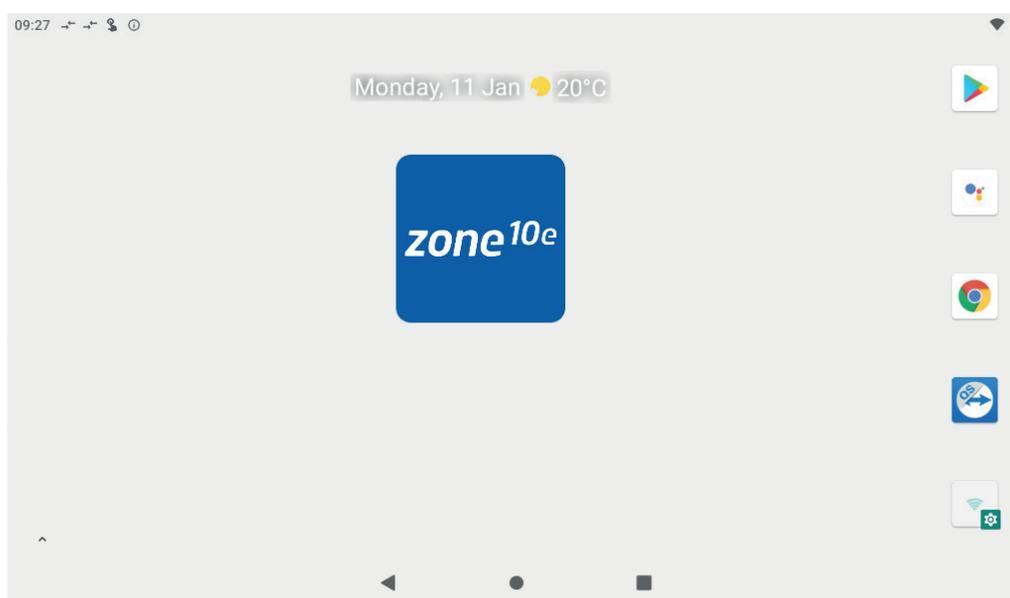
# 1 - INTRODUCTION

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Welcome to your new zone10e smart air conditioning system.

The information provided in this user manual will help you get the most out of your new air conditioning system.

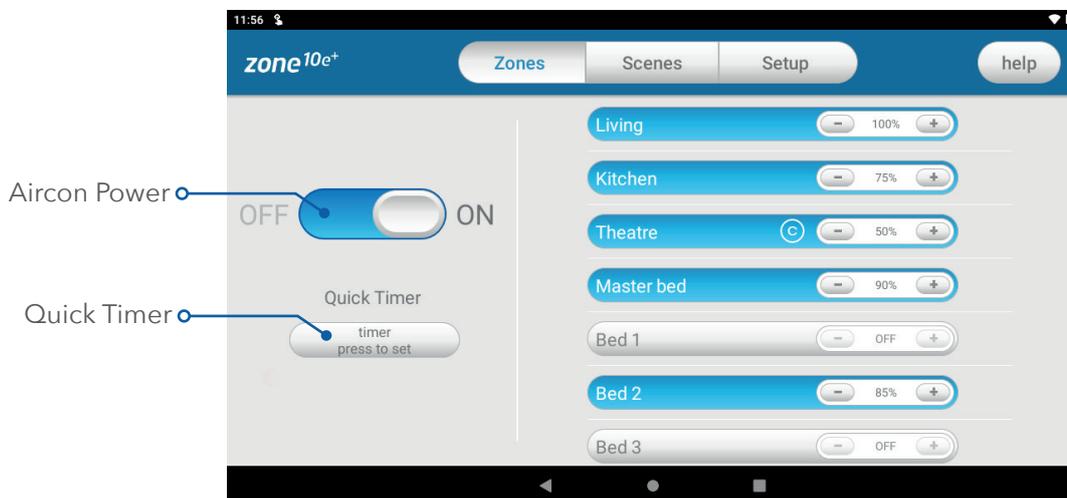
Upon first power up, the system will take a few minutes to initialise. If you walk away from your screen it will go to sleep, to wake the screen simply double tap on a corner of the screen.



This is your home screen, press the large zone10e button to start the zone10e app.

## 2 - ZONES PAGE

Press Zones button on the menu bar to bring up the Zones Screen.



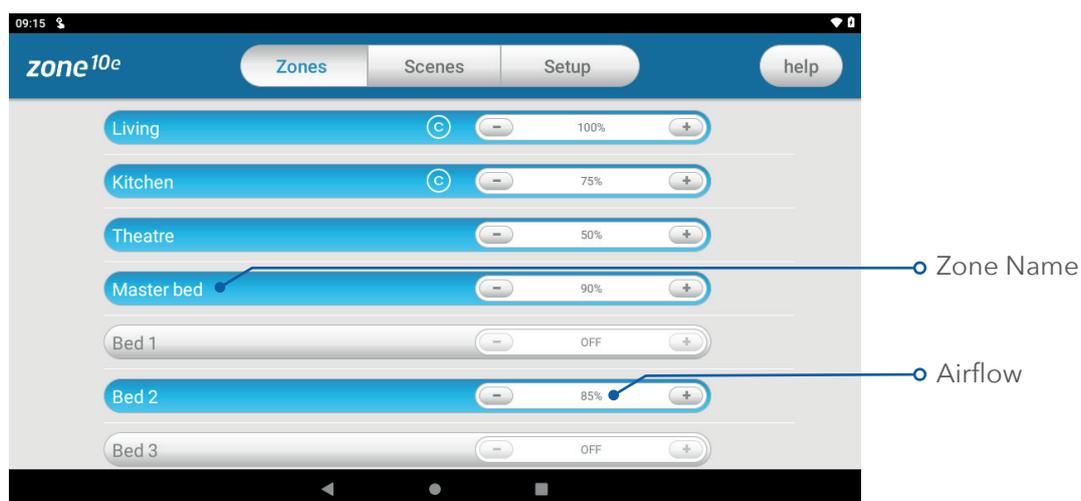
### Aircon Power ( Zone10e+ only)

Pressing this button will turn your aircon ON or OFF.

### Quick Timer ( Zone10e+ only)

The Simple Timer can be used to turn the aircon unit ON or OFF after a set time. The timer can be set up for 12hours in advance. Pressing the Trash icon clears the timer.

**NOTE:** This is a once-only timer that does not repeat each day. More advanced timers can be set up in the Scene Page.



### Zones

Pressing a Zone name toggles that Zone between ON and OFF.

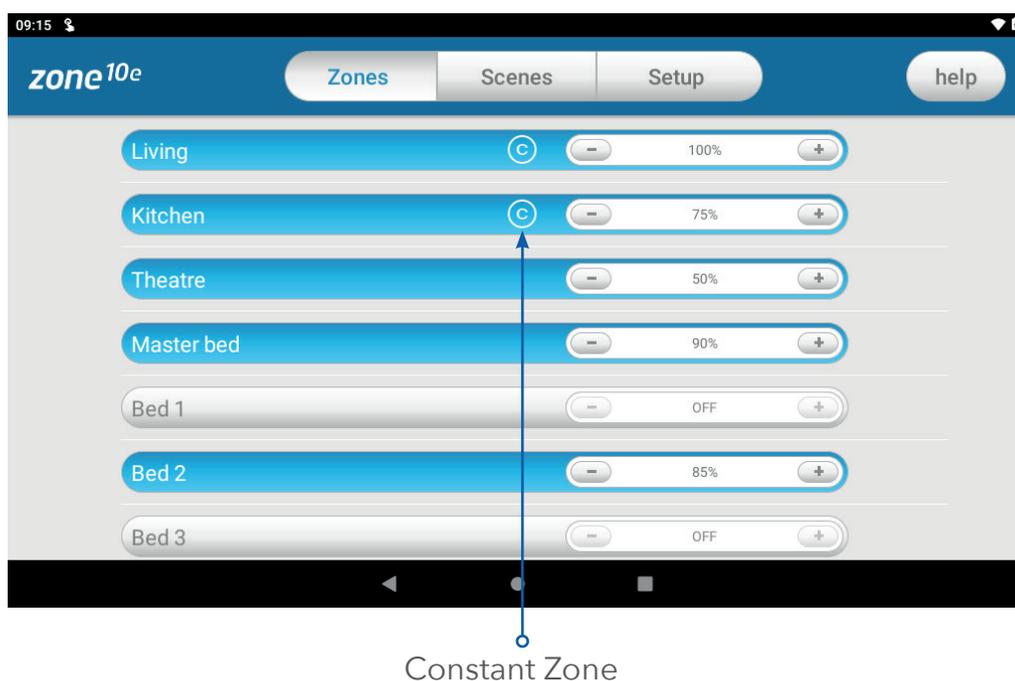
### Airflow

You have the ability to control the air in 5% increments. Use the - / + buttons when a zone is turned ON, to adjust the amount of airflow going to that zone.

## 3 - CONSTANT ZONES

Depending on your specific installation, your zone10e system may be set up with electronic Constant Zones. These are pre-programmed by your installer to relieve excess air pressure in your air-conditioning system if insufficient zones are open.

Constant Zones are noted with a small letter C to the right of the zone name. Your installer may setup 1, 2 or 3 constant zones depending on the size of your system & the design of the home.



In this example this zone may open automatically to relieve excess air pressure when needed.

## 4 - SCENES PAGE

Scenes allow you to set the aircon the way you want from a single button. Scenes can be triggered by manually pressing the Scene button or enabling the scene to run on a certain day and time.



You can add up to 12 custom scenes.

### **A** - Creating a Custom Scene

To create a new Custom Scene press the + button. This will bring up the Scene Editor screen.

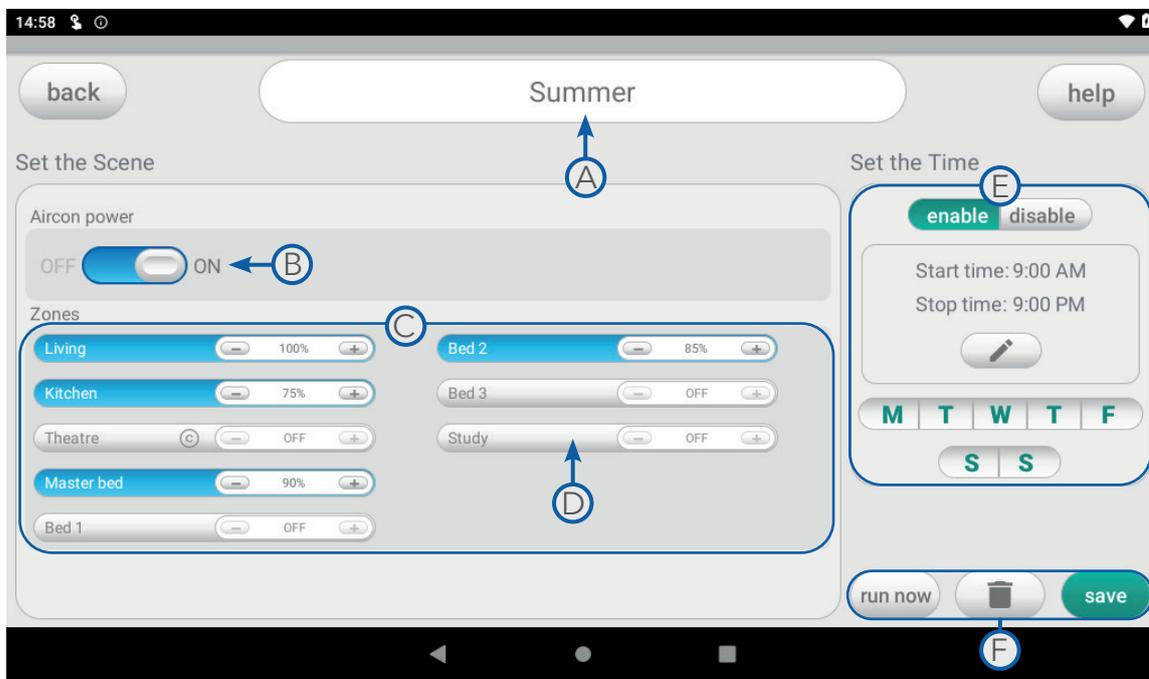
### **B** - Editing Scene

To edit a scene, press the pencil button.

### **C** - This shows the day and time when the scene will run automatically.

## 5 - SCENE EDITOR PAGE

The Scene Editor screen as shown below is where you can configure any new or existing scenes.



### Set the Scene Window

This window allows you to control what the scene will do to your aircon when it runs.

- (A) - Rename the scene here.
- (B) - Select Aircon state here. (zone10e+ only)
- (C) - Set your desired airflow for each zone here.
- (D) - Press to open or close zone.

### (E) Set the Time Window

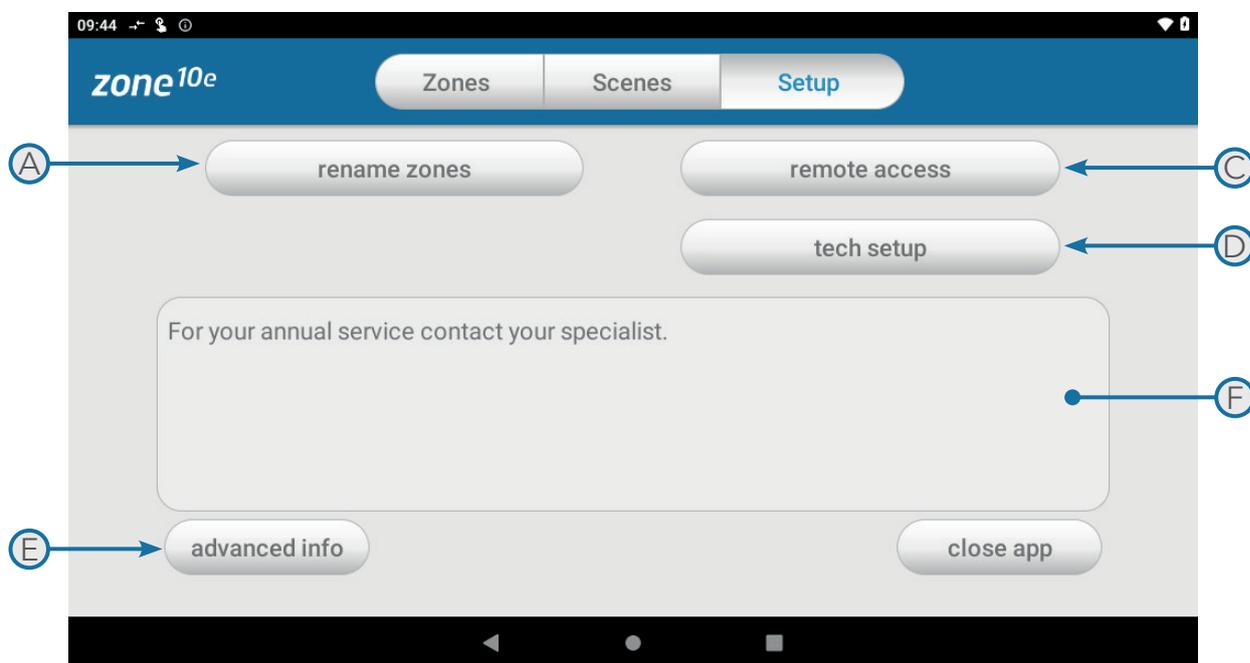
This window allows you to set a time and choose which days you would like your scene to run. The schedule can be enabled and disabled.

### (F) Saving, Running and Deleting a Scene

All changes to a Scene must be saved by pressing the save button.

You can run a scene from the editor screen by pressing the "Run Now" button. If the scene is no longer needed then it can be deleted by pressing the trash button.

## 6 - SETUP PAGE



### **A** rename zones

Press this button to change the zone names. You will be presented with a list of all your zones and you can press any zone to edit the name. Zone names can be up to 12 characters in length.

### **B** remote access

This button opens the remote access screen. You can change the system name and enable or disable the remote access here.

### **D** tech setup

This button is used by your air conditioning professional to configure and commission your system on the day of installation; there are no user settings in this menu.

### **E** advanced info

This page will display information about your system and the way it has been configured; this info may be used by your air conditioning professional when servicing your system.

### **F** status window

Warnings about your air conditioning system will be displayed here such as air conditioning unit status codes. Your installers phone number may be displayed here so it's always on hand when it comes time for your annual service.

# ADVANTAGE AIR®

## The advantage of Australian-made

zone10e is designed by Advantage Air, an Australian company based in Perth, Western Australia. Since 1990, we've been dedicated to making peoples' lives more comfortable.

We started with designing and manufacturing innovative ducted air-conditioning systems. The connected smart home, like smart lighting, is the natural evolution of helping you create an environment where everything is exactly the way you like it.

We take pride in creating and exporting a local product that is world class. To achieve this, we embrace technology and invest heavily in research and development. Our ingenious engineers have developed numerous industry firsts and earned us a slew of patents, registered designs and design awards in the process.

We are committed to quality and where possible, make our components in Australia. Your zone10e system is built to last.

## 5-Year Warranty

Advantage Air components are well known in the industry for their quality and durability. To prove our confidence, we provide a 5-year warranty on all electronic controls.

## Corporate responsibility

Advantage Air is all about bringing comfort to people. We are proud to be a sponsor of Channel 9's Matt & Kim to the rescue. The show delivers life-changing renovations to families in desperate need.

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For further assistance, call our MyTeam Support on 1300 850 191, Mon-Fri from 6am to 5pm WST.

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