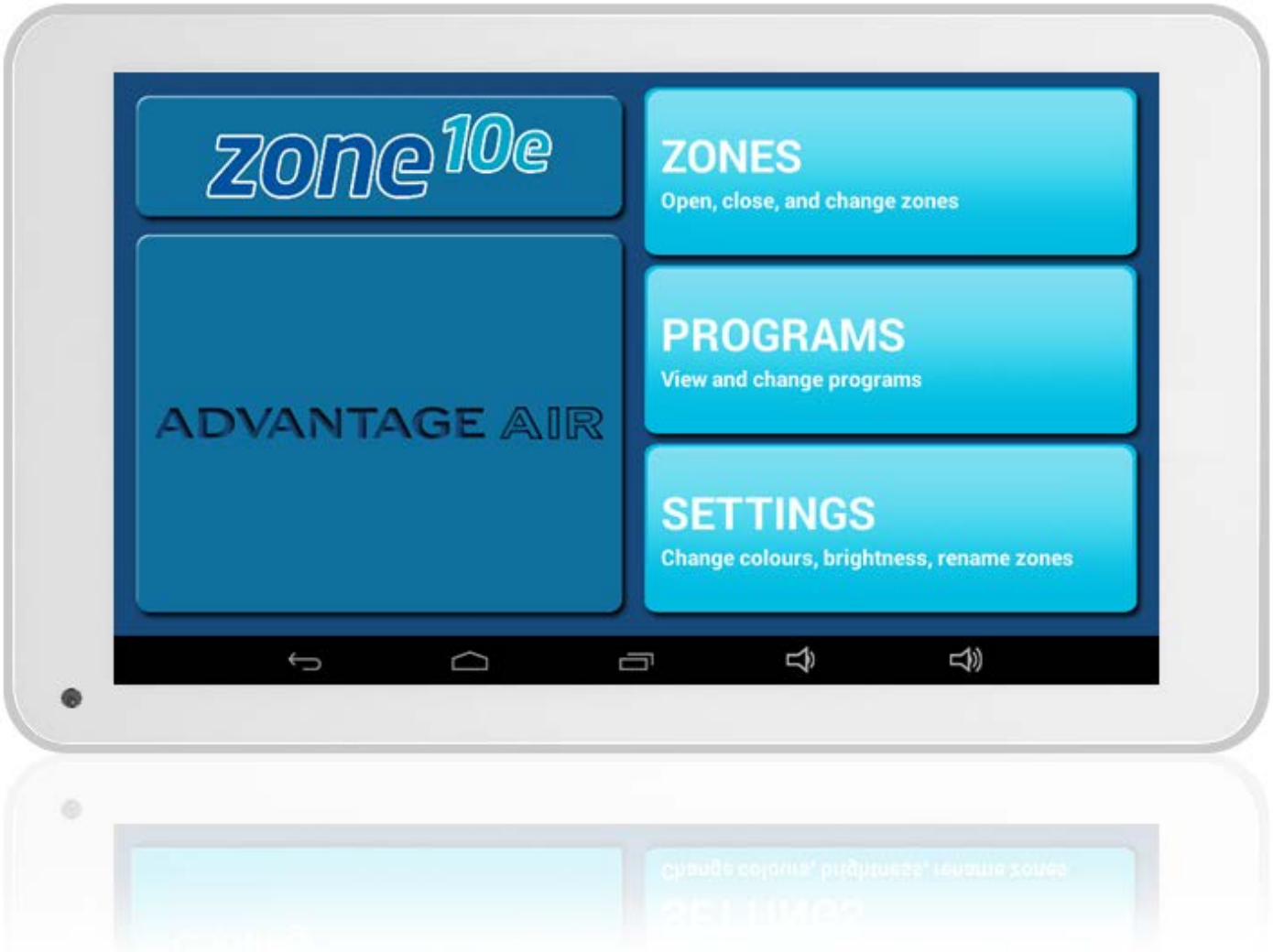
zone 10e

User Manual



ADVANTAGE AIR®

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Quick Start

Welcome to your new Zone10e system.

The information provided in this user manual will help you to ensure you get the most from your new air-conditioning system.

Zone10e allows you to control the airflow of your ducted air-conditioning system; control of the air-conditioning unit is done via the air-conditioning unit controller; see below for more details.

Zone10e Tablet Functions

- ZONES: Allows you to turn zones ON/OFF and increase or decrease the airflow.
- PROGRAMS: Complete advanced 24/7 programming which allows you to create up to 5 different programs. Select which zones you would like on, which days of the week you would like the program to run & what times it should run.
- SETTINGS: This screen allows you to change text colour, background colour, screen brightness, turn the screen beep on/off, or rename zones.

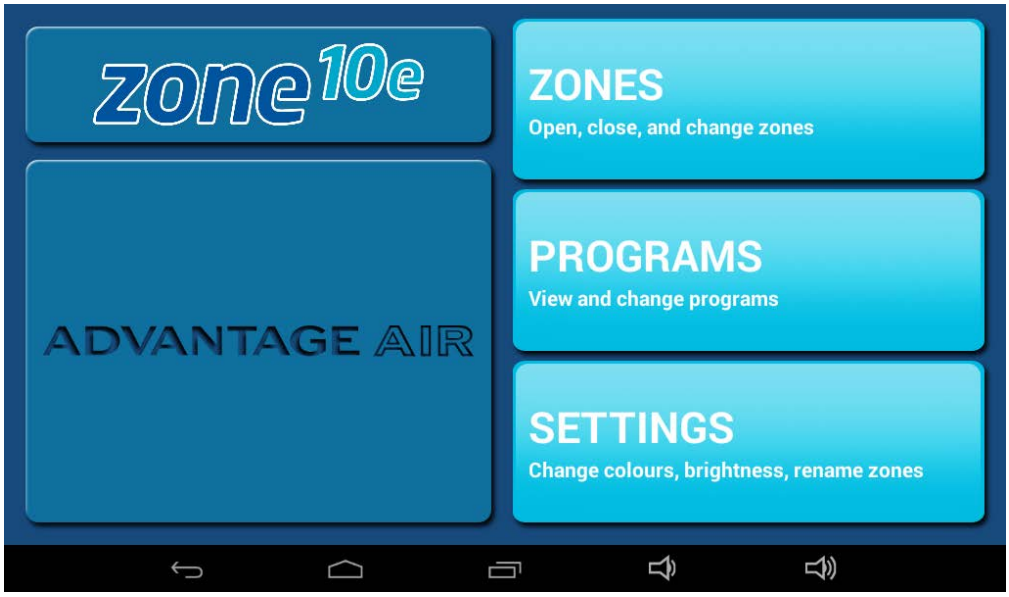
Air Conditioning Controller Functions

- Turn your air conditioning unit ON/OFF.
- Change the mode of operation Eg. Heat or Cool.
- Set the desired fan speed.

HOME

On power up, your system will take a few minutes to initialise.

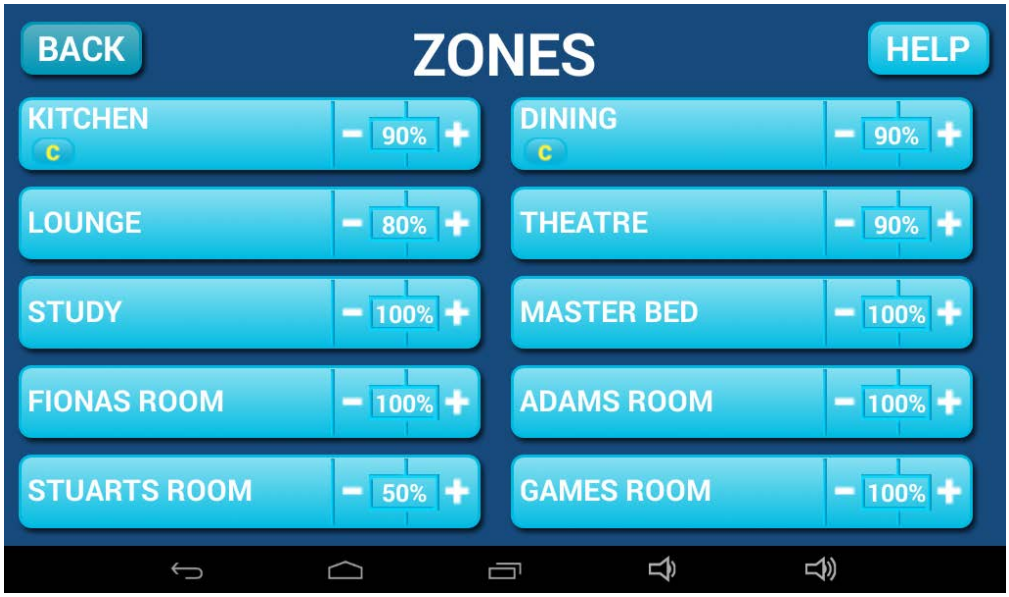
This is your home screen, press the Zone10e app to control your Zone10e system.



This is the Zone10e main screen, from here you can navigate to the ZONES, PROGRAMS or SETTINGS screens.

ZONES

Press ZONES to bring up the Zones Screen:



Pressing a zone name toggles the selected zone between ON and OFF. The zone turns Blue for ON, and Black for OFF.

Zone10e allows you to control the percentage of airflow to each zone; you have the ability to control the air in 10% increments. Use the **-** or **+** buttons when a zone is turned ON to adjust the amount of airflow going to that zone.

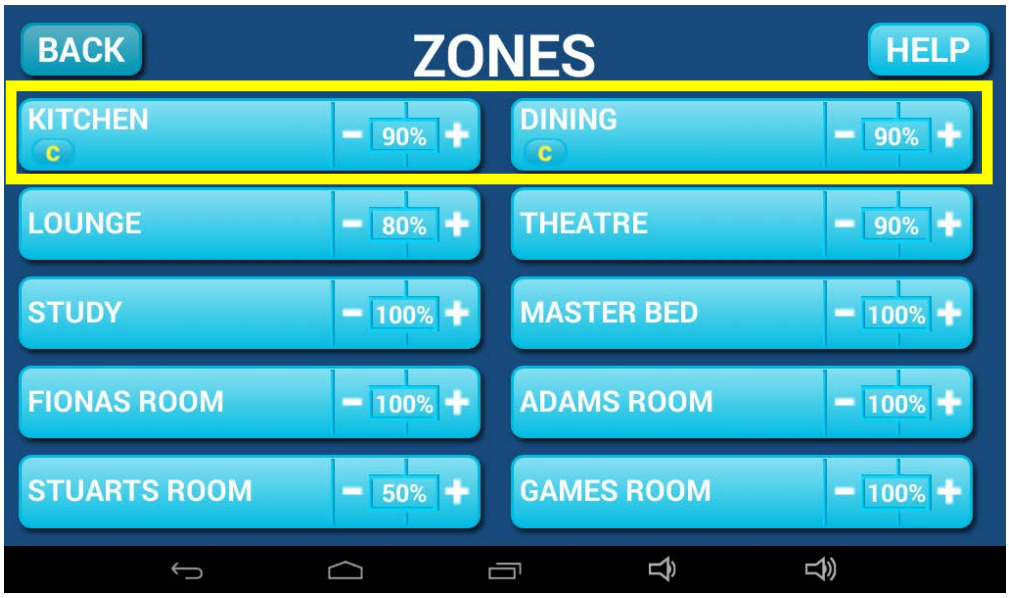
HANDY HINT: Reduce energy usage by switching off zones you are not using.

Constant Zones

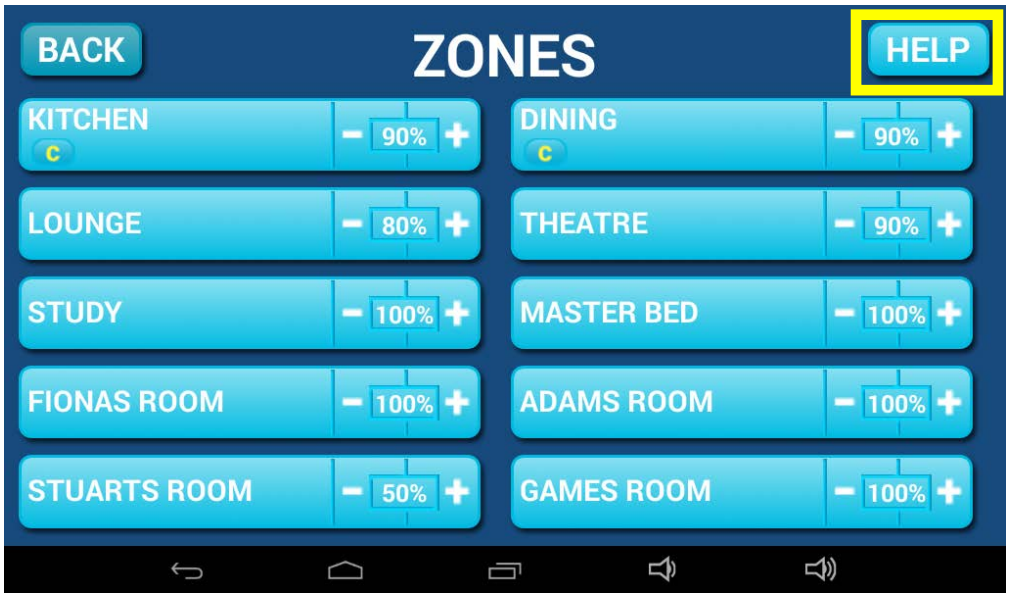
Your Zone10e system should be set up with electronic constant zones. These are pre-programmed zones that open up to relieve excess air pressure in your air-conditioning system if insufficient zones are open.

Constant zones are noted with a small letter C next to the air volume percentage of that zone.

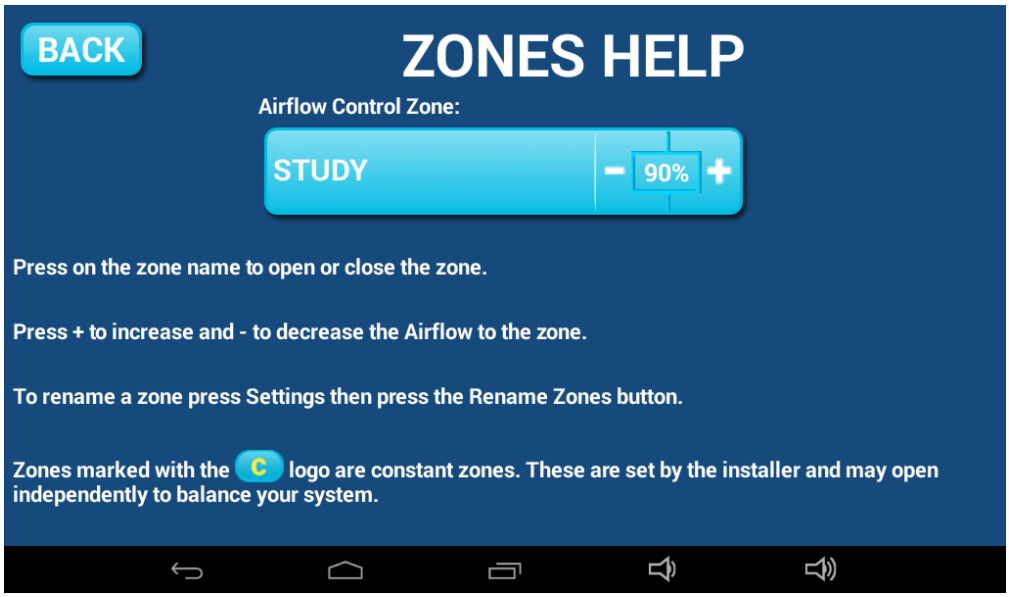
The below image shows a system configured with two constant zones, the Zone10e will ensure that total combined percentage of the zones currently on equals 200% combined, if not it will automatically activate/deactivate the constant zones as required.



Zones Help



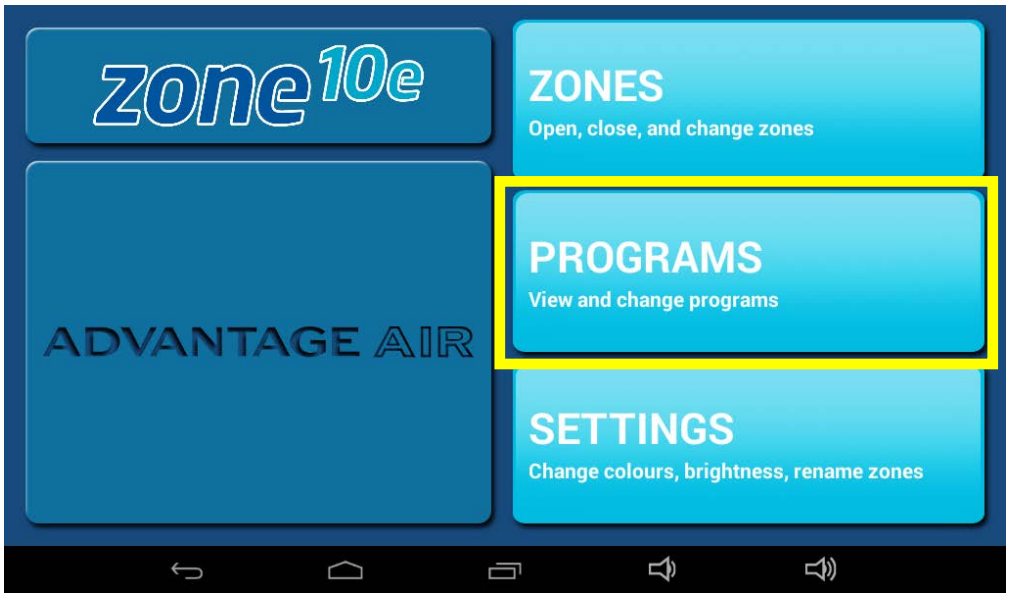
For more information on the features of the ZONES screen press the HELP button.



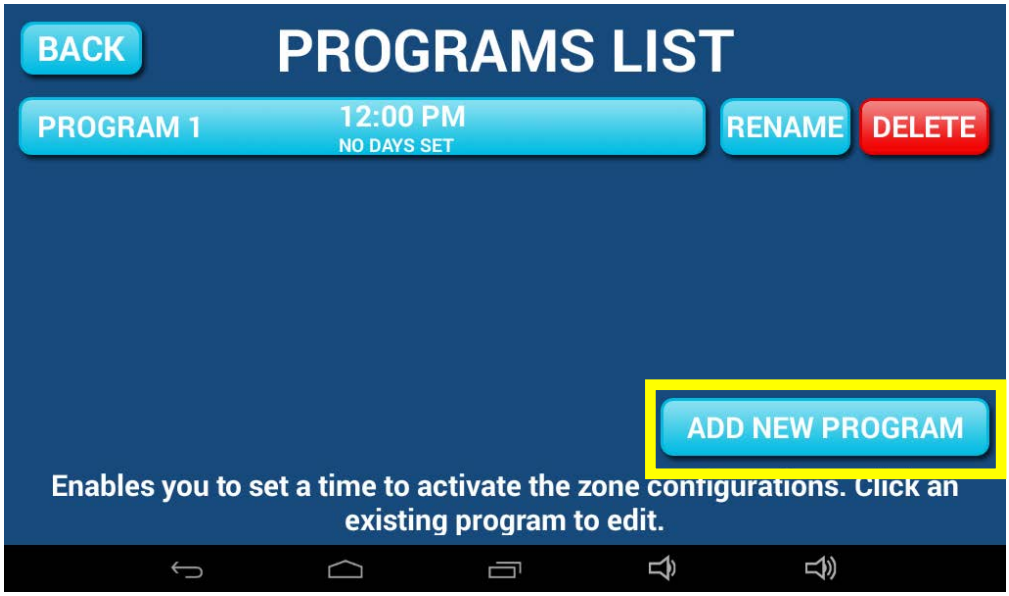
PROGRAMS

The programs feature allows you to have your favourite zones come on at the days & times that suit you.

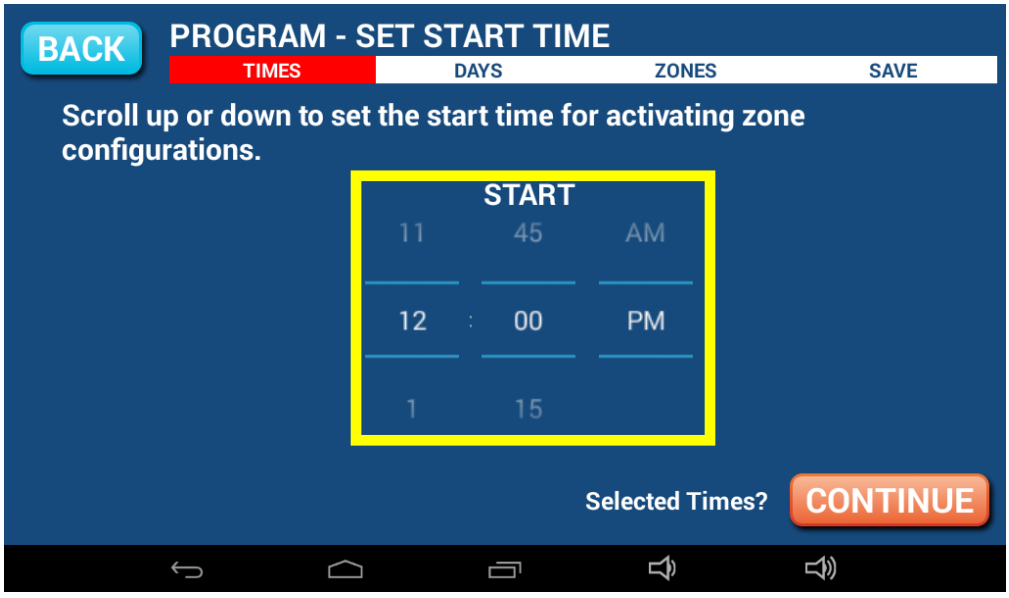
NOTE: To ensure your air conditioning unit is running when your program is due to start; you may need to set a timer or program on the air conditioning controller.



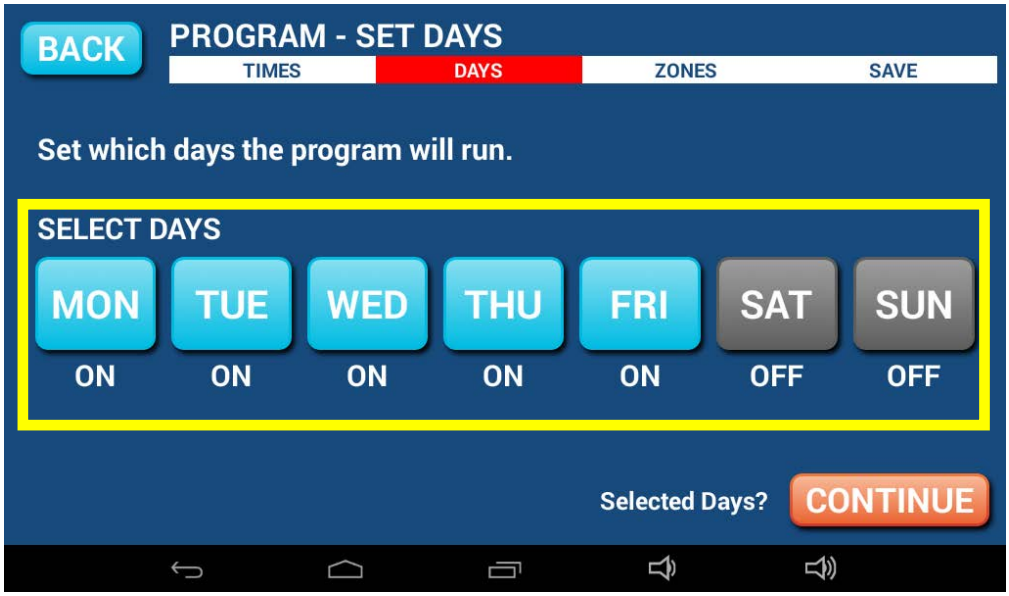
From the Zone10e main screen press PROGRAMS.



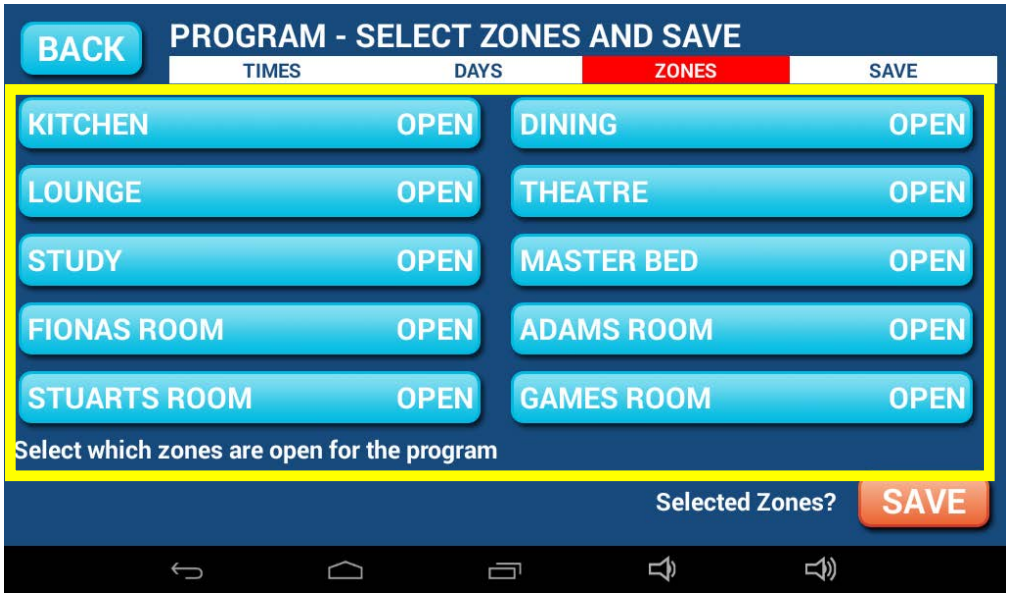
To add a program press, ADD NEW PROGRAM.



Enter the start time for the program by swiping the selection wheel up or down, when you're finished press CONTINUE.



Select the days for the program to run, when you're finished press CONTINUE.



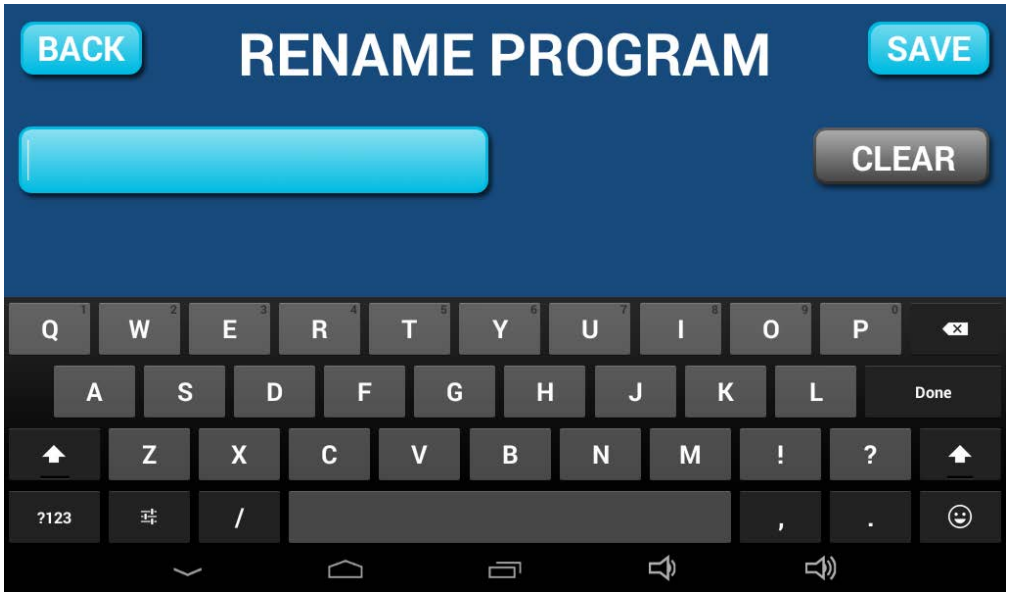
Select the zones you would like OPEN/CLOSED during the program then when finished press SAVE to return to the PROGRAMS LIST.

NOTE: Zones selected as OPEN will come on to the last set percentage.

Rename/Delete Programs

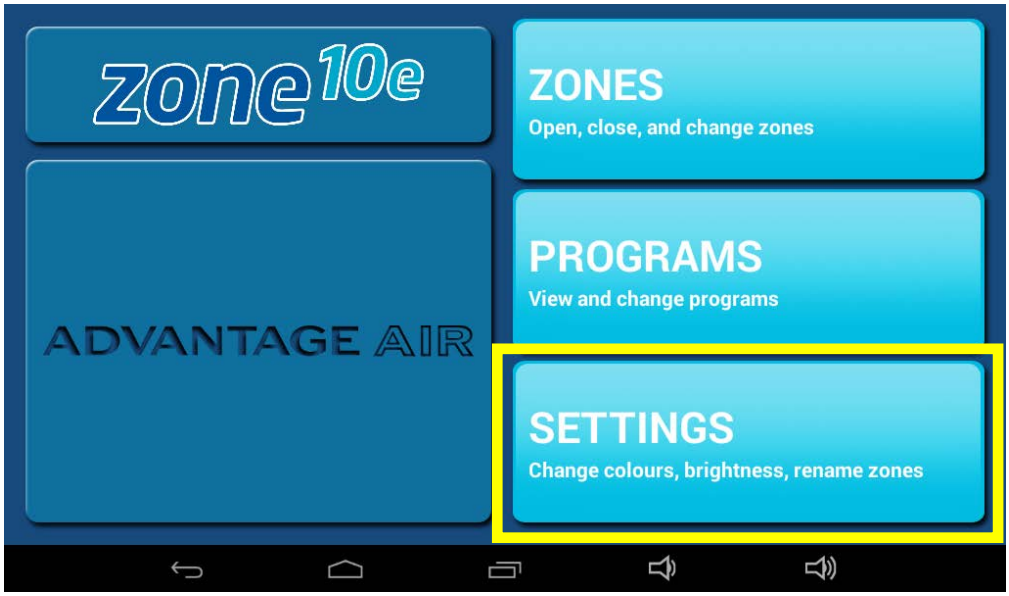
From the PROGRAMS main screen, you have the option to rename or delete PROGRAMS.

Press RENAME next to the program you wish to change; to remove a program press DELETE.

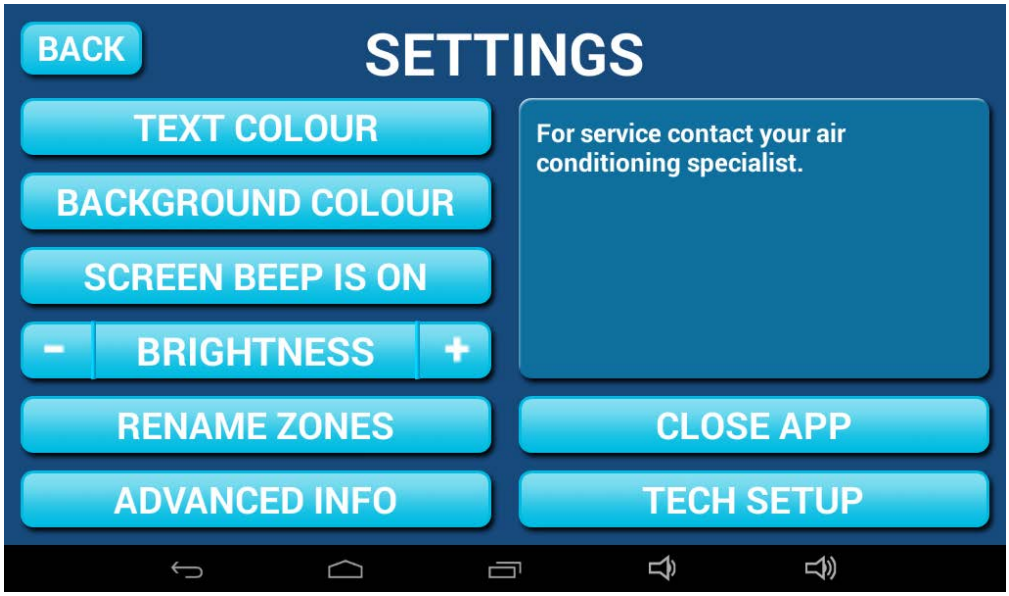


When you choose rename you will be presented with a keyboard allowing you to rename that PROGRAM, when you are done press SAVE.

SETTINGS



From the Zone10e main screen press SETTINGS.

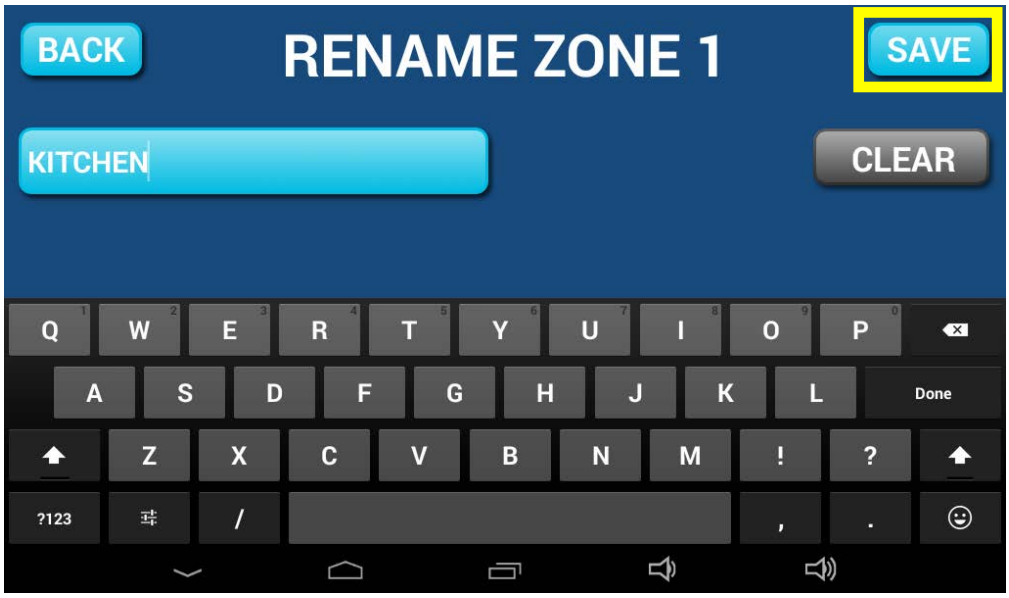


From the settings screen you are able to change the Zone10e background/text colour, adjust volume, adjust brightness & rename zones.

Rename Zones

Press this button to change the zone names. You will be presented with a list of all your zones.

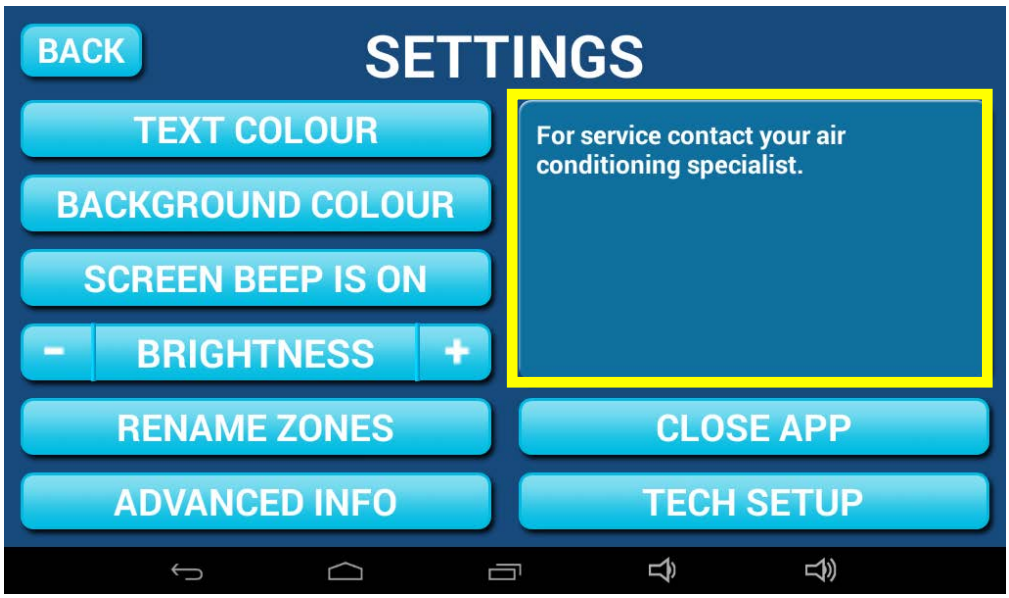
Select the zone you would like to rename.



You will be presented with a keyboard allowing you to rename that ZONE, when you are done press SAVE.

System Information

On the SETTINGS page, the top right-hand box may display your installers contact number here so it is always on hand when it comes time for your annual service. Any warnings or error codes that may occur would also be displayed here.



Close App

Pressing this button allows you to exit the Zone10e app to use other android apps on your touch screen.

Tech Setup

This button is used by your air conditioning professional to set up your system on the day of installation.

Android Tablet

Great news! Your Zone10e system is also an Android tablet which means you can install your favourite apps such as news apps, email & weather all from the Google Play Store.

Your Zone10e tablet is permanently attached to your wall with the ability to pivot the tablet between portrait & landscape modes so you can enjoy all your favourite apps in the orientation for which they were designed.

To exit the Zone10e app press the press home button from any screen as pictured below

Here you can connect to a Wi-Fi network to access the Google Play Store & download other apps etc.

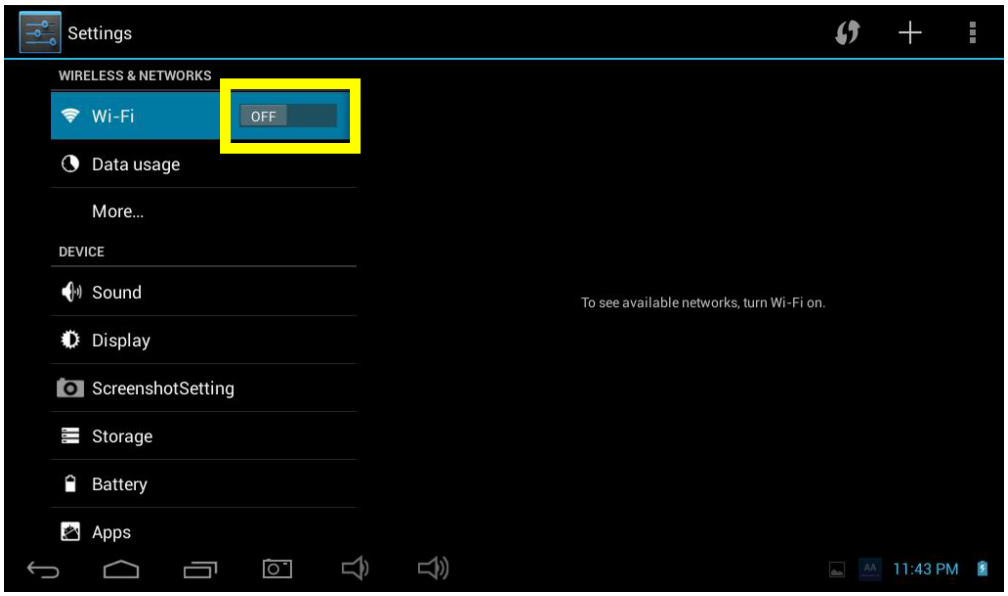
If you are not familiar with the Android operating system an abundance of information can be found on the internet.

Smart Phone Control

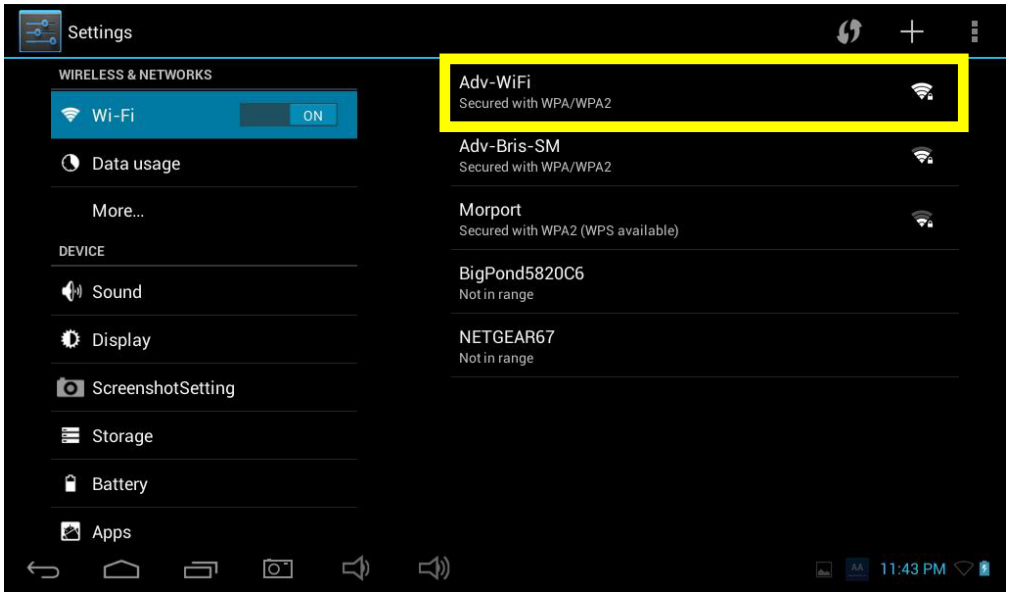
Once your air conditioner is installed ensure you have a reliable home Wi-Fi network & your password handy.

1. Press the home button

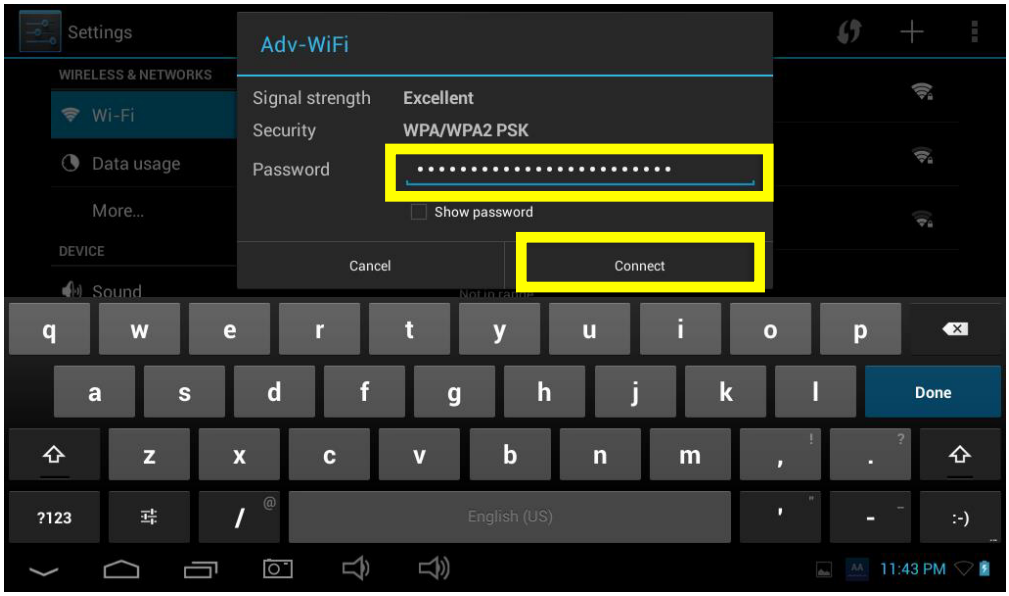
2. Press the settings button



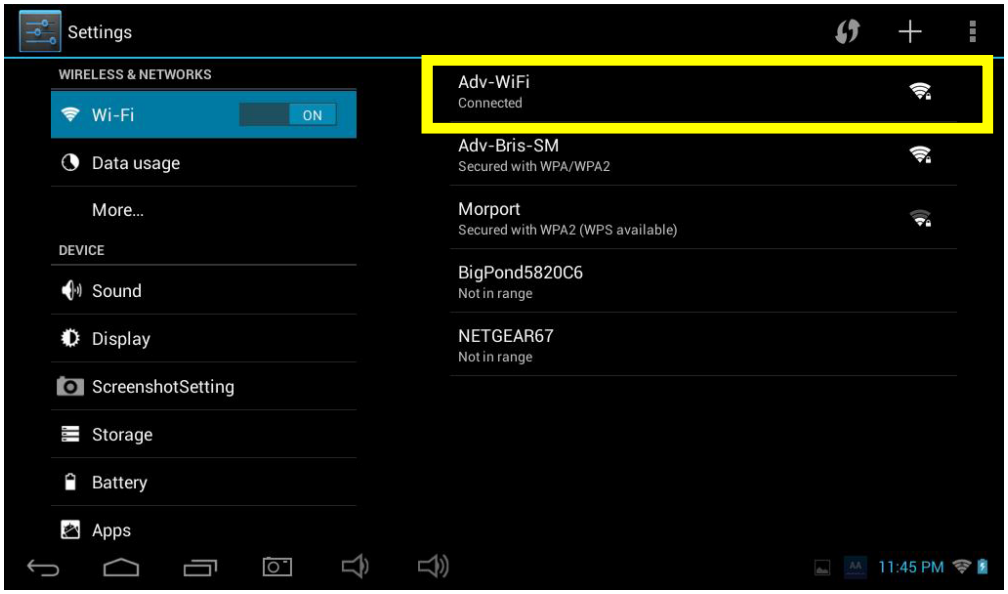
3. Turn on the Wi-Fi switch



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



5. After pressing the home Wi-Fi button, enter your home Wi-Fi network password then press CONNECT.



6. Once you have connected successfully (may take up to 5 minutes) you will see the word CONNECTED below your home Wi-Fi network name as per above image.
7. Now you can connect your smart device (your tablet or phone) to your home
   Wi-Fi network. You will need to enter your network password as you did above for the Zone10e screen.
8. Download the Zone10e app on your smart device (your tablet or phone), (see subsequent sections for detailed instruction on installing the Apple or Android app to your device).
9. Once the above is complete, you will be able to control your system from the Zone10e app on your smart device (phone/tablet) provided you have a reliable WiFi connection.

Apple Devices

Downloading The App

The Zone10e apple app requires your device to be running Apple iOS v7.0 or greater, please check to ensure you device meets this requirement before proceeding.

1. If you do not have an Apple ID and password, then create one and verify your email by following the instructions in the Apple ID signup process.
    a. See instructions here: http://support.apple.com/kb/ht2534
    b. Be sure to set your country to Australia.
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.
    c. Type "Zone10e" into the search box.
    d. Press Search.
    e. Select the Zone10e app by Advantage Air.
    f. To install, press the blue FREE button, and then green GET button.
    g. Enter your Apple ID password keeping in mind it is case sensitive.

Multiple Zone10e systems

If you are using an Apple device & have multiple Zone10e systems installed in your home on the same Wi-Fi network, there are a few extra steps required to configure the Apple app so you can control all of your systems from your smart phone or tablet.

1. On your iPhone/iPad open the "Settings" app
2. Swipe down the list until you find "Zone10e" then press it
3. Press "Systems"
4. Ensure "Multiple" is selected.

Installation Troubleshooting

1. Is your device an iPhone 3 or older? Apple no longer supports these devices and our app cannot be downloaded to your device, Zone10e requires iOS 7.0 or greater.
2. If you are using an iPad you will need to select the iPhone apps button at the top of the search results screen.

If your device does not fall into the above categories, you should not experience any problem downloading the app to your device.

Android Devices

Downloading the app

The Zone10e Android app requires your device to be running Android OS v4.1 or greater, please check to ensure you device meets this requirement before proceeding.

To start downloading items on the Google Play Store app, you need to add a Google Account to your device.

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 your account.

Download the Zone10e App from the Google Play Store.

1. Open the Google Play Store app.
2. Search for "Zone10e"
3. Press the Zone10e app.
4. Press **INSTALL**.
5. Press **Accept** after reviewing the app's permissions

Network Troubleshooting

Assistance for the Homeowner's IT professional:

1. Verify that your smartphone or tablet device is connected to the home Wi-Fi (not using "Mobile Data/3g/4g") also, ensure signal strength is adequate.
2. Check that the Zone10e system is connected to the same home Wi-Fi network (SSID) as your smartphone or tablet, also, ensure signal strength is adequate.
3. Ensure your Zone10e tablet is up to date with the latest app updates from the Google Play Store, for complete instructions go to www.advantageair.com.au/update2
4. For further info see the troubleshooting table on the following page.

Issue	Possible Cause	Possible Solution
1. Zone10e App does not connect to your Zone10e system.	Your smartphone or tablet cannot find your Zone10e system.	Check both your phone/tablet & Zone10e system are connected to the same Wi-Fi network.
	Home Wi-Fi is not set to DHCP.	Contact your IT professional to ensure DHCP is enabled in your home Wi-Fi settings.
2. Your device is out of range of the home Wi-Fi system / cannot connect.	Your Device may not connect to your Wi-Fi network from all rooms and all parts of your home. Test: You can turn off cellular/mobile data and test your Wi-Fi network by opening a new web browsing session	Move the device into the Wi-Fi range.
	Smartphone/tablet is not connected to the Wi-Fi network	Connect your smartphone/tablet to your network using instructions that came with your device.

How to reset your Wi-Fi control

1. Turn off the power to your home Wi-Fi router.
2. Turn off the power to your air-conditioning system. One way to do this is at the isolating switch, usually located on the wall near your air conditioning outdoor unit.
3. Turn on the power to your home Wi-Fi router.
4. Turn on the power to your air-conditioning system
5. Wait 5 minutes
6. Check your Zone10e has successfully connected to the home Wi-Fi
7. Check your smartphone/tablet has successfully connected to the home Wi-Fi.

Remote Access

Zone10e has the ability to control your system from your Android or Apple smart device when you are outside of the home Wi-Fi network using your mobile network data (eg 3G/4G).

Your Android or Apple smart device will also require the latest Zone10e app, go to Apple App Store or Google Play to ensure you have the latest version.

Remote Access requires UDP & UPNP to be enabled in your router settings as well as a reliable Wi-Fi connection between your modem/router & your wall mounted Zone10e tablet.

Enable/Disable

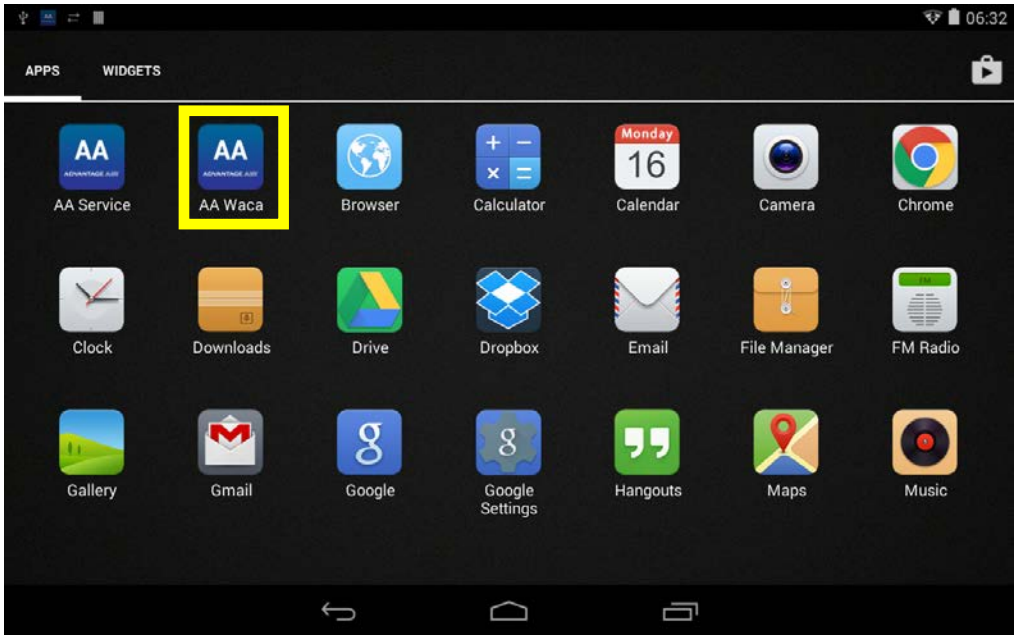
Remote access is enabled by default; the instructions overleaf show how to enable/disable remote access step by step.

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

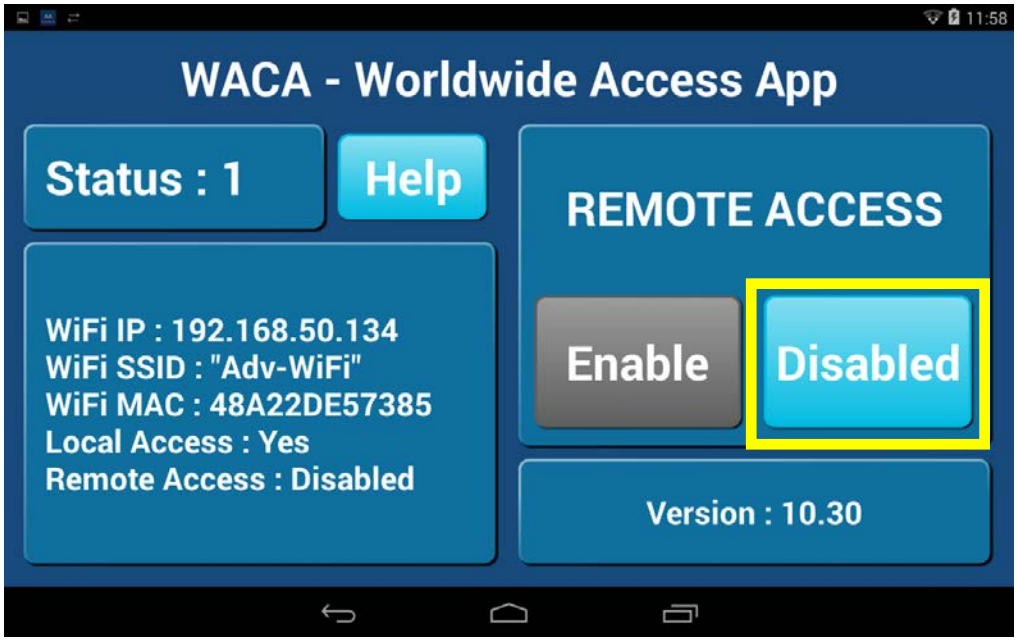
The instructions over page assume your Zone10e touch screen is connected to the home Wi-Fi network & you are already able control your system from your smart device when connected to your home Wi-Fi network.

1. Press the HOME button.

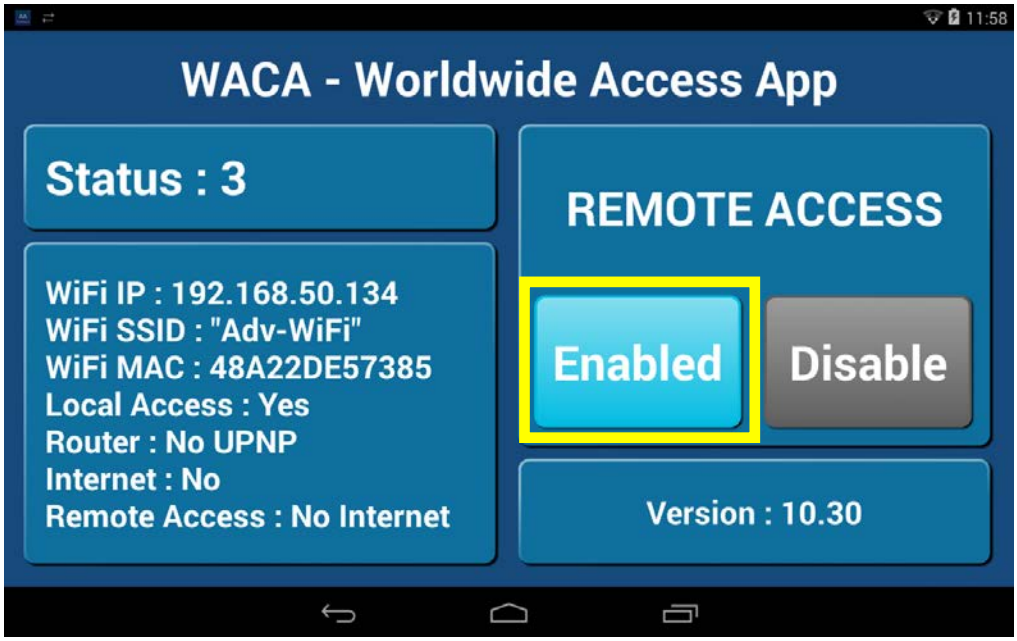
2. Press the APP DRAWER button (Circle with 6 dots inside).



3. Find & press the app called AA WACA



4. To disable remote access, press the DISABLE button once, the button will then turn blue & the text will change to DISABLED.
   NOTE: Disabling remote access also clears all paired smartphones/tablets.



5. To enable remote access, press the ENABLE button once, the button will then turn blue & the text will change to ENABLED.

6. While your system is enabling remote access you will notice the status will change numerous times; this process may take 10 minutes or more.

7. When STATUS 5, 8 or 11 are displayed remote access has been successfully configured.
8. Open the Zone10e app on your Android/Apple device while it is connected to your home Wi-Fi network in order to pair it with your Zone10e system then close the app.

   NOTE: There is no pairing button, pairing is automatic; simply open the Apple/Android app while on the same home Wi-Fi network as your Zone10e tablet.
9. Congratulations, you should now be able to control your Zone10e system remotely using 3G/4G.

Compatibility

Advantage Air endeavours to achieve compatibility with as many modems as possible, your system should work with most devices however there are some devices or applications that are not compatible.

If your modem is not listed below and you experience issues with the operation of smart phone app, please contact your IT specialist for help with your modem settings, or alternatively try one of the below mentioned modems.

Our recommended modem is the **TPLink AC1200 Archer D5**. Below is a list of other compatible modems.

Brand	Model
ASUS	DSL-AC68U
Belkin AC1750	F9J1108v2
Belkin N150	F9J1001v1
Belkin N300	F9J1002v1
Dlink N300	DSL-2750B
Dlink N750	DSL-2870B
iinet	BOBLite(GL411)
iinet	VGDAC4

Brand	Model
Netcomm N300	NB604N
NetComm N600	NB16WV-02
Netcomm_ADSL2+/3G	3G29WN2
Netgear N300	DGN2200v3
Netgear N600	DGND3700
TP-LINK AC1200	Archer D5
TP-LINK N150	TD-W8950N
Netcomm N300	NB604N

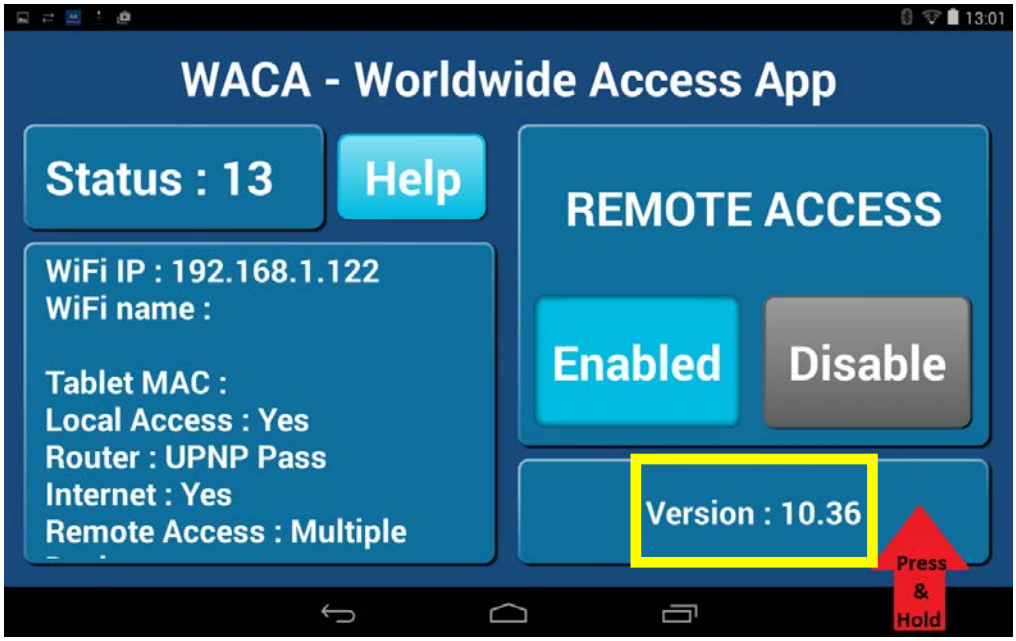
Multiple Zone10e systems

If there is more than one Zone10e system installed on the same home Wi-Fi network, you will need to change a setting on one of the Zone10e touch screens so as that remote access can function correctly.

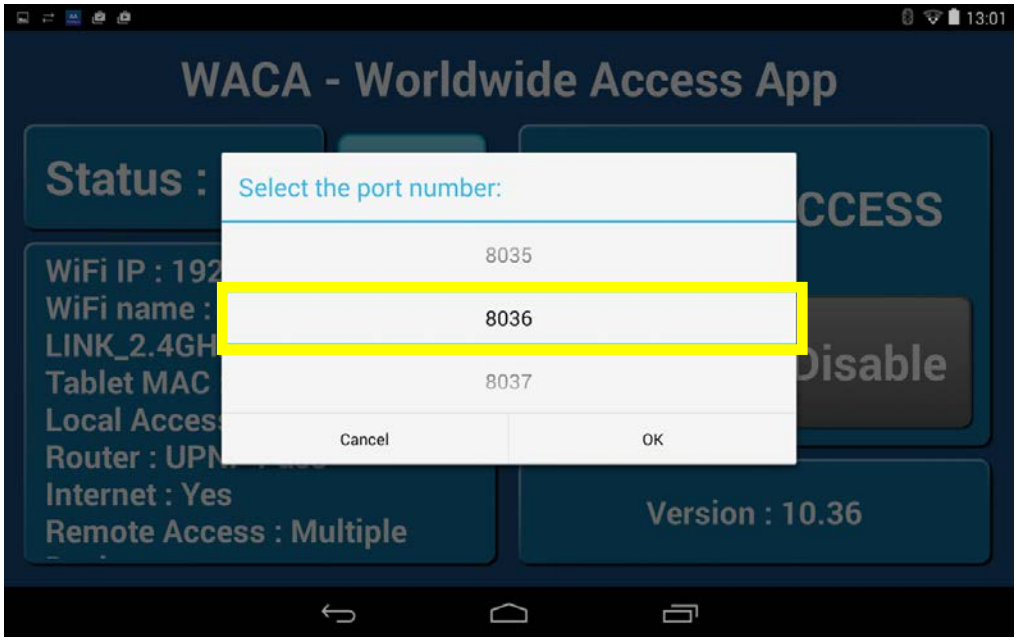
NOTE: This only applies if you have two Zone10e air conditioning systems installed on the same home Wi-Fi network, it does not apply if you have one Zone10e air conditioning system with a second touch screen.

To allow remote access to work for all Zone10e air conditioning units you should follow the below steps on one of the systems only, it doesn't matter which one.

1. Open the AAWACA app from the app drawer



2. Press & hold the version number until a port number selection menu appears



3. Change the port from 8035 to 8036.

If you had numerous systems in the same house you would configure as follows.

Zone10e System #1 = Leave on default port 8035

Zone10e System #2 = Set port to 8036

Zone10e System #3 = Set port to 8037

AAWACA Status

The below info may be useful to the homeowners I.T professional when troubleshooting remote access in the AAWACAv2 app.

Status	Cause	Solution
3, 6, 9	No internet access – cannot contact server	Confirm tablet is connected to the home Wi-Fi network. Open browser & confirm you can load a web page such as www.google.com.au Check your router is connected to the internet.
4	No UPNP detected	Check your router has UPNP enabled.
7, 10	UPNP is detected but still trying	Ensure router has default firewall settings.
5, 8, 11	Success	Your remote access should be working, if you are having troubles try connecting via Wi-Fi & clearing stored systems before retrying remotely.

General Troubleshooting

If you are experiencing problems with the operation of the system, you may reset the system using the isolator switch located next to your air-conditioner's outdoor unit. Turn the isolator switch off & wait 5-minutes before turning the isolator back on.

- If you are having trouble with airflow, then ensure the zone is set to 100%.

- Check for any fault codes that may be displayed in the SETTINGS screen, if a fault code is shown contact your dealer and advise them of the fault code.

- Ensure your Zone10e tablet is up to date with the latest app updates from the Google Play Store, for complete instructions go to www.advantageair.com.au/update2

- If you are still experiencing difficulties, contact your dealer for further assistance.