e-zone

User Manual

Android Tablet User Manual
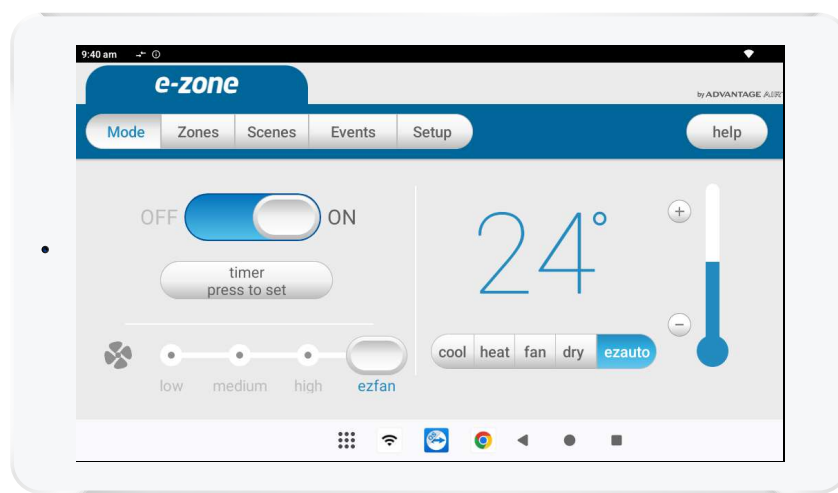
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e-zone User Manual

1 - TABLET

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

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

Your e-zone 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 e-zone app press the home button from any screen as pictured below.
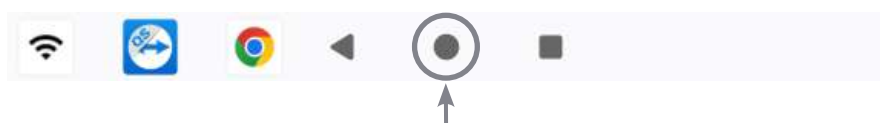
If you are not familiar with the Android operating system, an abundance of information can be found on the internet.

Advantage Air touch screens are manufactured using a static Android version, therefore operating system updates to newer Android versions are unavailable. Critical updates will be made available whenever released. See note at the end of the user manual *

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

The e-zone app allows you to control your e-zone system from your Android or Apple devices, after installing the e-zone 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.
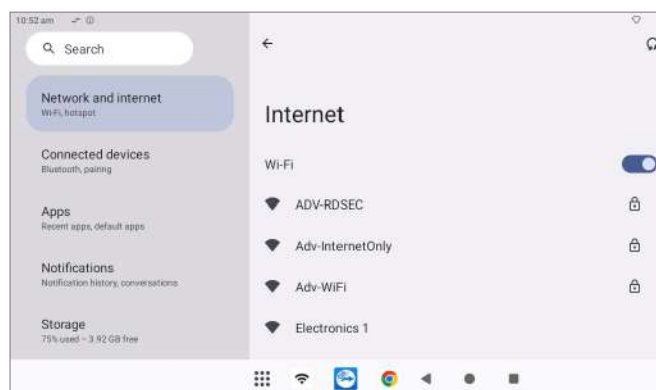
2. Go to your e-zone wall mounted touch screen & press the home button.
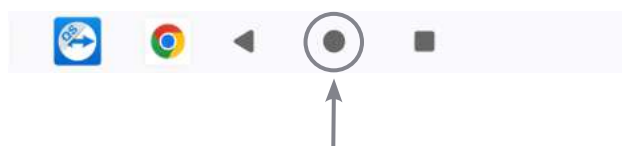
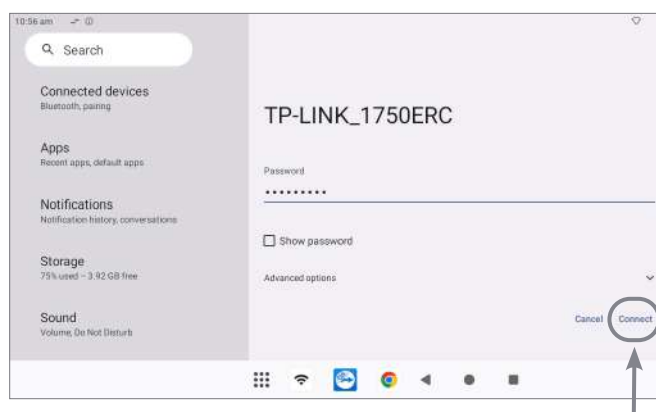3. Press the Wi-Fi icon as shown in the image.
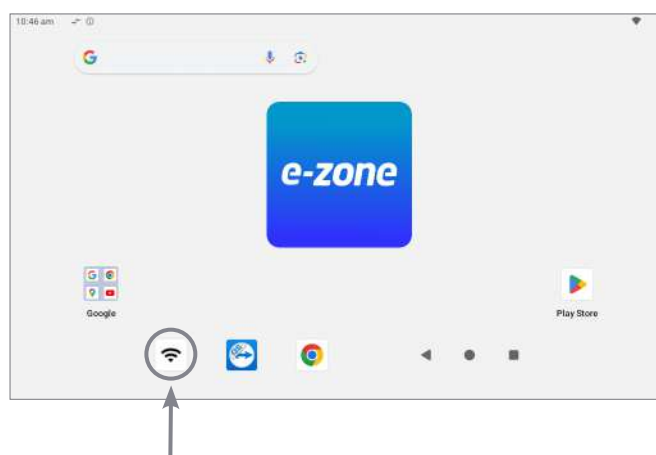
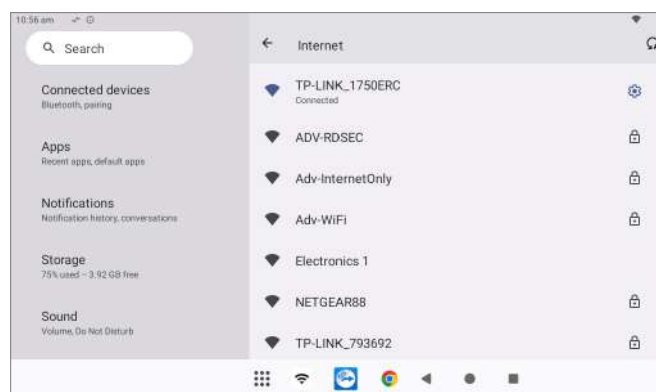4. Find your home Wi-Fi network in the list then press it.

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

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.

1. See instructions here: http://support.apple.com/kb/ht2534

Download the e-zone app from the Apple App Store.

1. Using your iPhone/iPod/iPad - click on the App Store icon.
2. Click on the Search tab at the bottom bar of the screen.
3. Type "e-zone" into the search box.
4. Press Search.
5. Select the e-zone app by Advantage Air (It's free).
6. To install, press the blue GET button, and then INSTALL button.
7. Enter your Apple ID password (it's case sensitive).

Installation Troubleshooting
1. Do you have an older Apple device? e-zone 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

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 e-zone app from the Google Play Store.

1. Open the Google Play Store app on your device.
2. Search for "e-zone"
3. Press the e-zone 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? e-zone 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 e-zone 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 e-zone tablet.
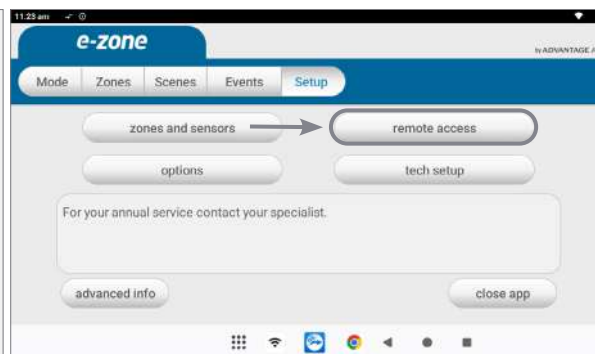
Enable/Disable Remote Access
Remote access is enabled by default;

> **NOTE**: Disabling remote access also clears all paired smartphones/tablets. Remote access should be enabled for events notification to work.

The below instructions assume your e-zone wall mounted touch screen is connected to the home Wi-Fi network and you can control your system from your mobile device when connected to your home Wi-Fi network.

1. Open the e-zone 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 Remote Access toggle button to gray. Press disable button to confirm.

4. To enable remote access, press the Remote Access toggle button to green.

User Manual V1.2   8
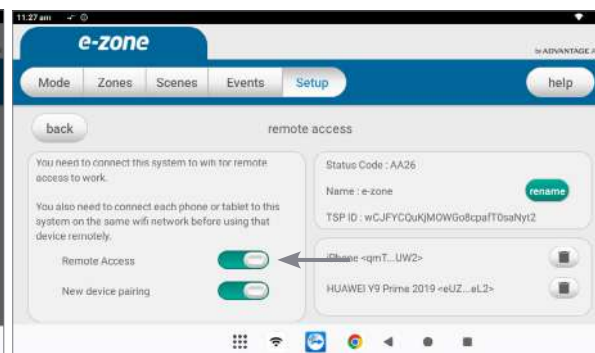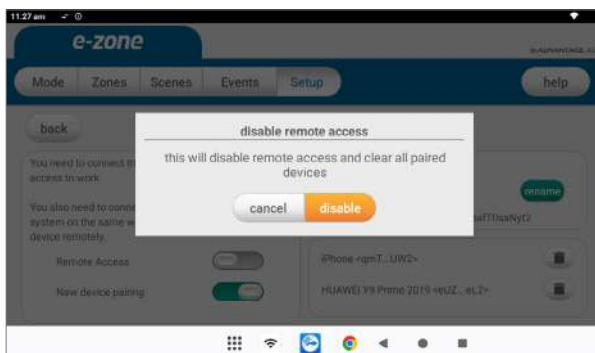
5 - REMOTE ACCESS

5. After pressing enable, it can take up to 5 minutes before remote access is fully enabled. 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 e-zone touch screen open the e-zone app on your Android or Apple device while it is connected to the same home Wi-Fi network as your e-zone tablet then wait 10 seconds.
7. Congratulations, when your phone has an internet connection you will now be able to use the e-zone app on your phone to control your e-zone system.
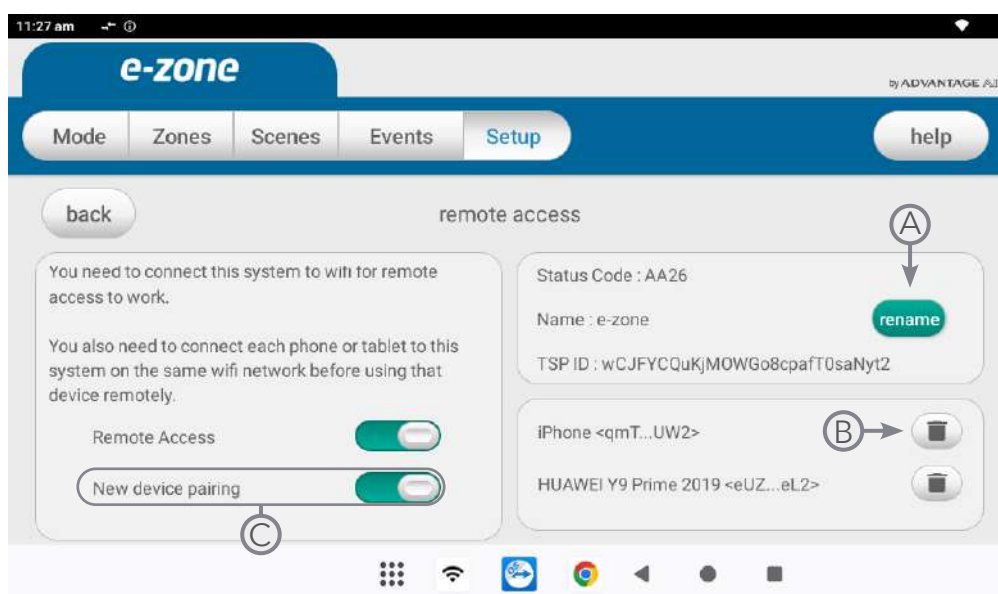
(A) - Press here to change your system name. If you have multiple e-zone system stored in your phone, this will let you easily identify your system.

(B) - Press here to remove the device in the remote access list. After the device has been removed, it will not be able to connect remotely. You will need to connect your device again via Wi-Fi to pair your device.

(C) - When new device pairing is enabled, all devices that access your e-zone system via WiFi will be added to the remote access list. Disable this option if you want to stop adding new devices to the remote access list.

5 - REMOTE ACCESS

Troubleshooting

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

STATUS	DESCRIPTION	ACTION
AA20	No internet access	Check the e-zone 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 e-zone 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.

For more troubleshooting guide, refer to this page.

7 - NETWORK TROUBLESHOOTING

Things to check first:
- e-zone in latest version in your tablet
- e-zone in latest version in phone
- Tablet is connected to internet Wi-Fi

Tablet coming on & off network. Not automatically reconnecting
1. Check if the signal strength is excellent.
2. Forget Wi-Fi and then reconnect to same Wi-Fi (you will need to re-enter the Wi-Fi password)
3. Restart tablet.
4. Restart modem/router.

Certain routers not allowing remote access
1. Check if the status Remote Access code is AA26. If not, refer to this table.
2. Check if you can open a website (e.g. google.com.au) from chrome browser on the tablet. If the website didn't open, try to reconnect the tablet to the wifi network.
3. Check if you can allow remote access using mobile network internet (tethering) or other Internet Service Provider.
4. Manually change your router channel and channel width to non-congested channel. You need to access your router to change the channel and use a Wi-Fi analyzer app to check Wi-Fi channel around your home.
5. Check the list of tested router .
6. Factory reset the router. SSID and password will return to default.

Mobile Access not allowed even when tablet is connected to Wi-Fi
1. Check if the status Remote Access code is AA26. If not, refer to this table.
2. Check if the phone and tablet has stable internet connection.
3. Check if you can connect using different phones
4. Connect the tablet to a Wi-Fi hotspot and check if the issue persist
5. Swipe kill the app on TSP and phone.
6. Restart tablet.
7. Reinstall the app in your phone.
8. Manually change your router channel and channel width to non-congested channel. You need to access your router to change the channel and use a Wi-Fi analyzer app to check Wi-Fi channel around your home.

Still having issue?
Please call us at this number 1300 850 191.

e-zone User Manual

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Android Tablet User Manual

1 - INTRODUCTION

Welcome to your new e-zone smart air conditioning system.

The information provided in this user manual will help you get the most out of your new air conditioning system.
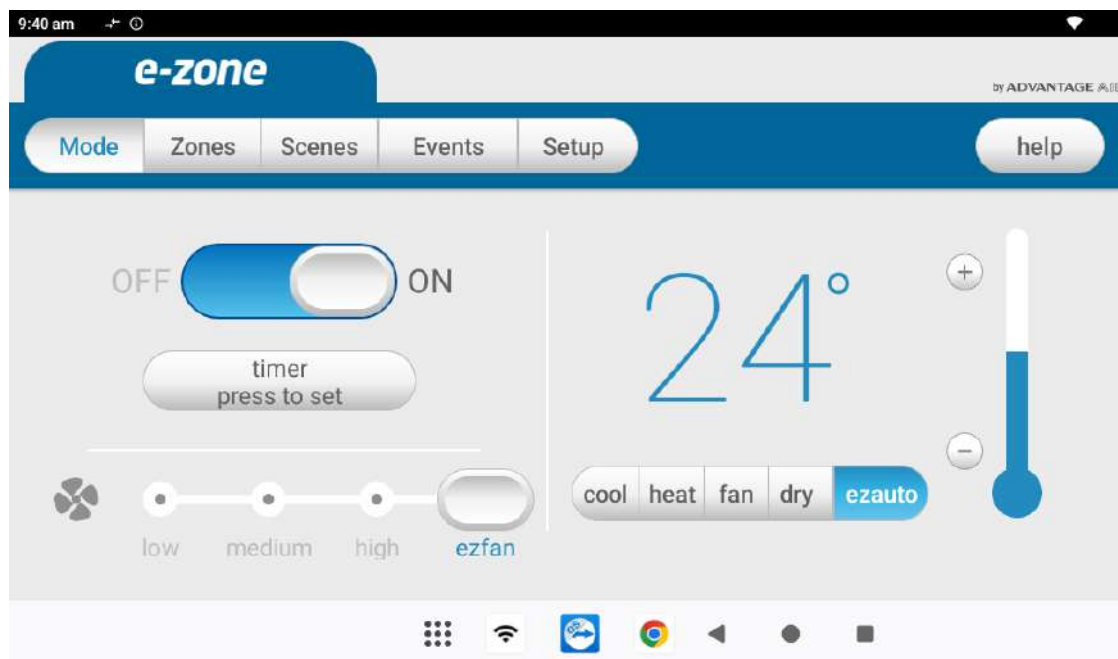
Upon first power up, the system will take a few minutes to initialise.
If you walk away from your screen it will go to sleep, to wake the screen simply double tap on a corner of the screen.
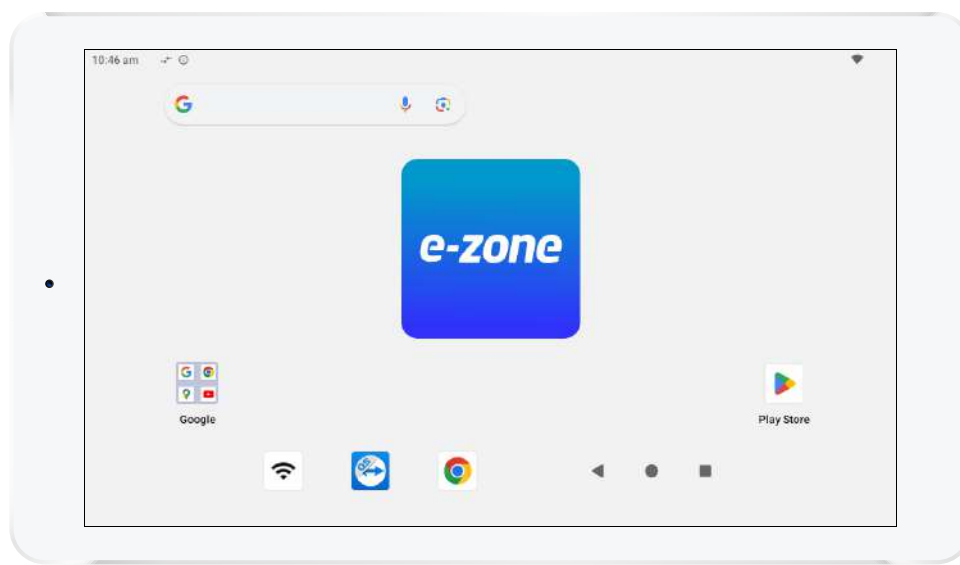
This is your home screen, press the large e-zone button to start the e-zone app.

2 - MODE PAGE

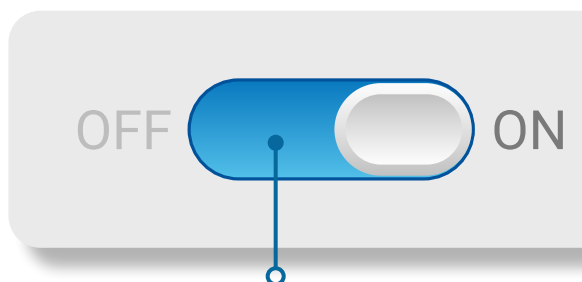The Mode screen on the e-zone app allows you to control your air conditioner's operation.

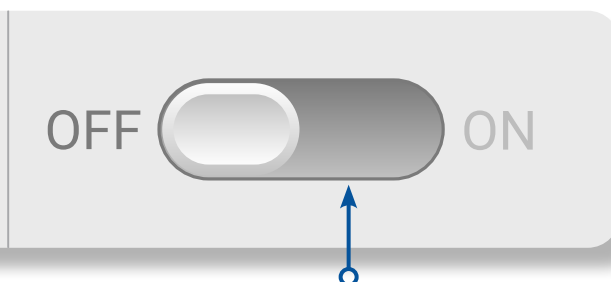From the Mode Screen you can perform the following actions:

- Turn the aircon unit ON or OFF;
- Set an ON or OFF Timer;
- Select the aircon fan speed;
- Set the target temperature; and
- Select the aircon mode.

Aircon ON   Aircon OFF

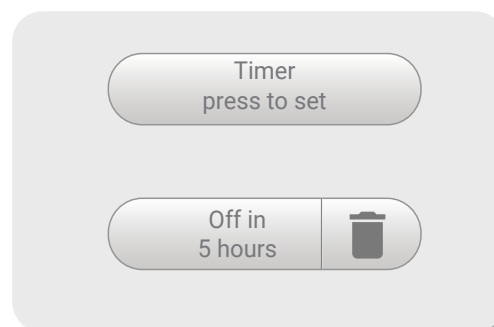The color indicates the current aircon mode

Press to turn your aircon ON or OFF.

2 - MODE PAGE

Simple Timer

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.
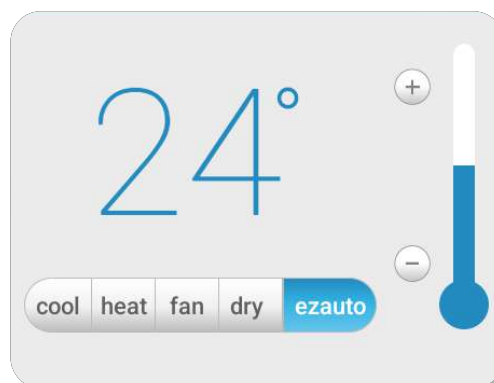
Pressing the bin icon clears the timer.

Timer
press to set

Off in
5 hours

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

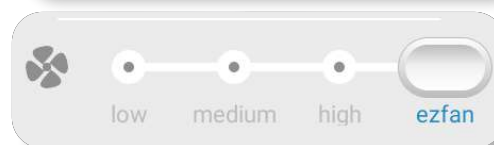### Target Temperature

The Target Temperature is the temperature you would like to achieve. Press the + or - symbols to adjust the number.

24°

cool heat fan dry ezauto

Fan Speed

The aircon Fan speed can be set to low, medium, high, auto or ezfan.

low   medium   high   ezfan

> **ezfan** allows e-zone to automatically adjust the unit fan speed based on the current number of open zones.

> **HANDY TIP**: Your aircon unit is most efficient when maintaining a Target Temperature. Ensure your Target is set to a Temperature that is comfortable for you. Cooling or Heating a home past what is comfortable will result in higher energy usage.

Operation Mode Selector

cool heat fan dry ezauto

- **cool** – Cool your home in summer
- **heat** – Warm your home in winter
- **fan** – Used to recirculate air within the home, a great energy efficient option if you just want to move some air around the home as only your fan in the roof space will run & not the outside unit.
- **dry** - This can be used to reduce the humidity in your home.
- **ezauto** - This will average all open zones and aim to maintain them at a temperature between the set minimum and maximum temperatures. The ezauto settings can be change in option page.

3 - ZONES PAGE

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

Zone Temperature

Actual Temperature in Zone

myzone
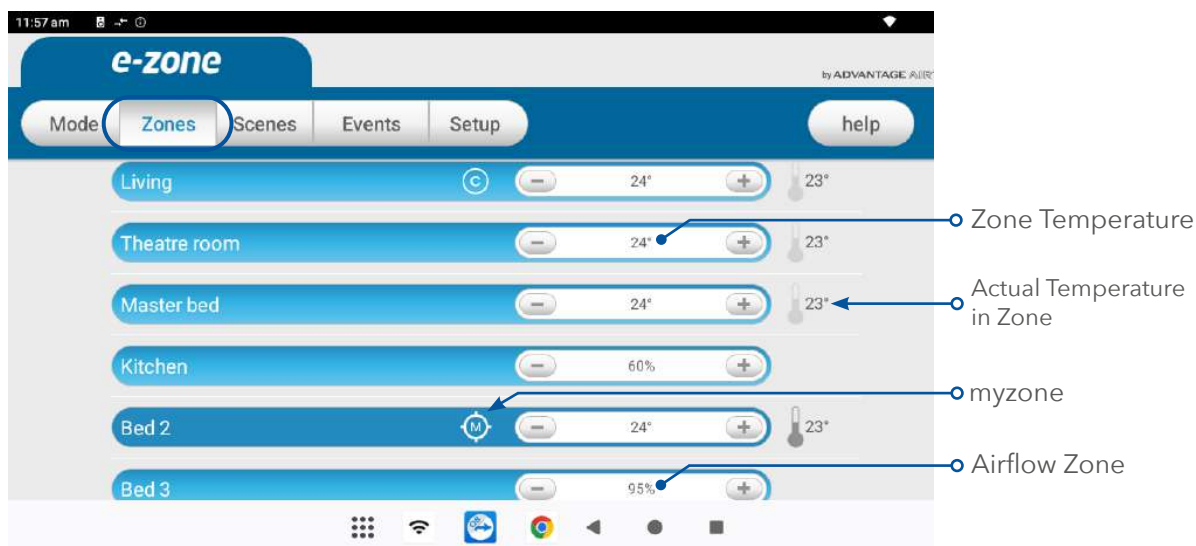
Airflow Zone

Pressing a Zone name toggles that Zone between ON and OFF. Zones are OFF when they are in grey colour.

There are four different types of zones in e-zone depending on the option you selected when purchasing your system.

- **Airflow Zone**
  If there is no sensor installed in a particular zone then it will be shown as an AIRFLOW zone. In this instance, 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.

- **Zone Temperature (Optional)**
  If your zone has a temperature sensor installed, e-zone will allow you to choose your desired temperature with the - / + buttons. e-zone will aim to maintain the desired temperature in that zone by automatically controlling airflow when the air conditioner is running.

- **Temperature Control (Optional)**
  If temperature control was enabled (by your dealer), different options on how e-zone will automate your zones will be available. The options are myzone, eztemp and ezauto. This is explained on the following page.

4 - TEMPERATURE CONTROL (OPTIONAL)

myzone

The myzone feature makes that particular zone the "information centre" for the air conditioning unit. That means the set-point for that zone becomes the set-point the air conditioning unit will work toward. The actual measured temperature of that zone is the temperature sent to the unit for it to make its decisions about whether to start/stop or speed up/down to effectively achieve the set-point while maintaining constant airflow in the myzone.

The myzone can be any temperature controlled zone that is currently turned ON, to change the myzone to another zone press the thermometer symbol next to the zone you want to be the new myzone.
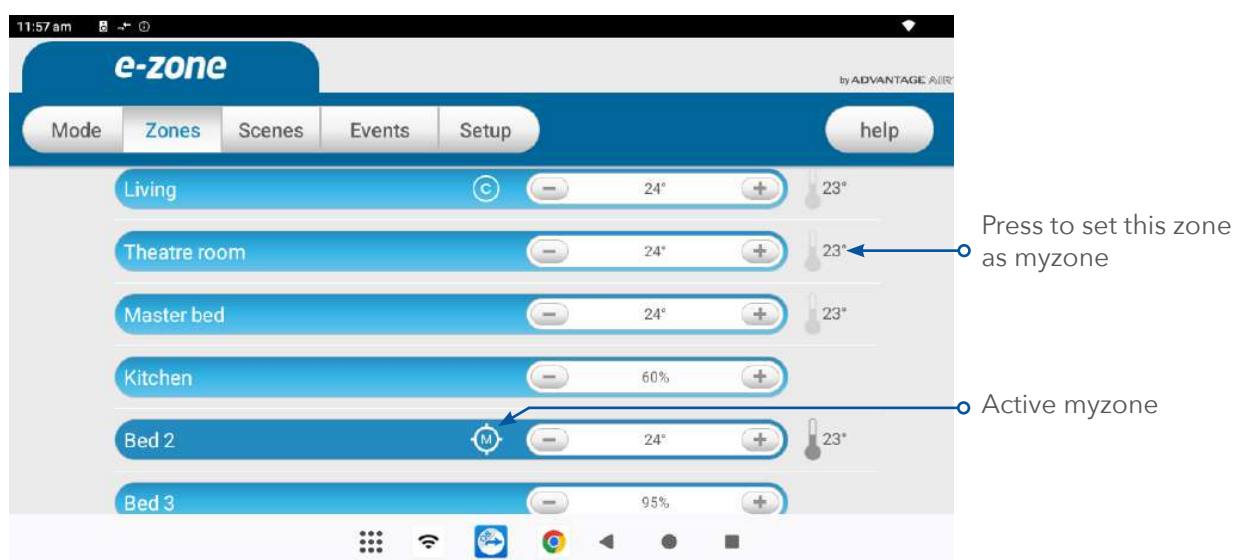
Press to set this zone as myzone

Active myzone

This feature can be particularly important when you have an unusually high requirement for air conditioning in a particular area. For example, a group of people watching a movie in Theatre room with all the electronic A/V equipment turned on will have a larger requirement for air conditioning than in other rooms in the house. Setting the Theatre as myzone will ensure that the system continues running until the temperature set-point for that room is achieved.

Only one temperature controlled zone can be the myzone at any one time, if you are using multiple zones it is recommended that you make the largest zone the myzone and then move the myzone around as you move around the home.
myzone is an optional feature available on systems where myzone has been enabled; your dealer may enable this feature depending on the way you use your system and the layout of the installation.

> **NOTE**: myzone is not available for systems with no temperature sensors installed.

4 - TEMPERATURE CONTROL (OPTIONAL)

eztemp
This feature acts as an automated myzone. eztemp will automatically select the zone with the greatest difference between actual and desired temperatures. Once this zone is selected and the desired temperature is reached, a new room will be selected and the process repeated.

> **NOTE:** This mode is only available when using cooling or heating.

There is no need to manually set a zone to be myzone. e-zone will select a zone as myzone for you.

This feature can be particularly important when you have an unusually high requirement for air conditioning in a particular area at a given time. For example, a group of people is watching a movie in Theatre room. After two hours, they eat dinner together. myzone will transfer automatically from Theatre room to dining room when the dining room demands higher requirement. Different temperature can be set on each zone and e-zone will keep changing myzone to achieve the desired temperature for each zone.

When this option is enabled, changing the temperature in mode page and manually selecting a room as myzone is disabled. The adjustment of temperature can only be done on zone page.

4 - TEMPERATURE CONTROL (OPTIONAL)

ezauto
Taking eztemp to the next level, ezauto gives you full temperature automation. This feature not only selects a zone as myzone, it will also change the mode of Aircon between cooling and heating.

When enabled it will average all open zones temperature and aim to maintain them at a temperature between 20 and 24 degrees (default range). This temperature range can be adjusted in options page.

Once this feature is enabled you can select it on the main mode page.
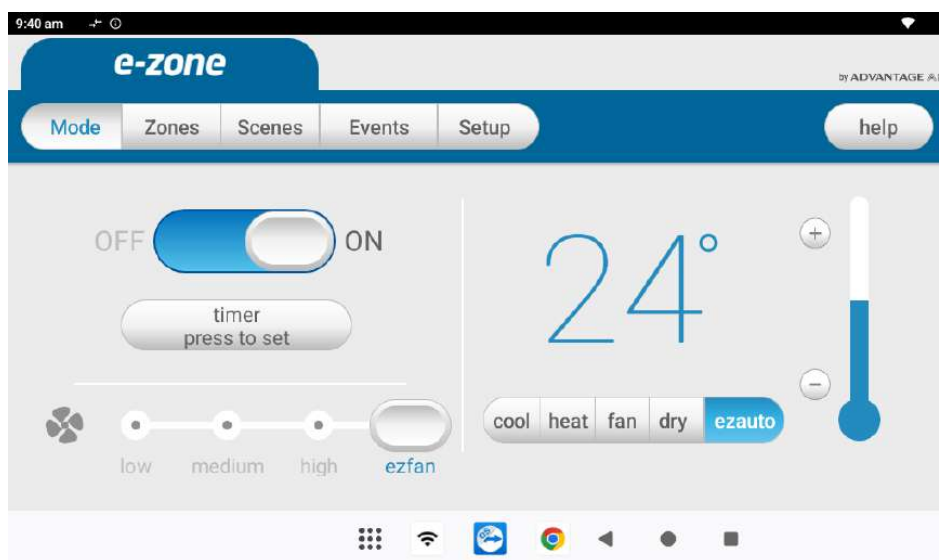
This feature is ideal for ever-changing weather conditions, during the day and night. e-zone will change the mode to heat on a chilly morning and to cool during a hot midday. Like in eztemp, it will automatically assign the myzone to an open zone that needs a higher requirement.

When this option is enabled, changing the temperature and myzone is not allowed. e-zone will take care of it.

5 - CONSTANT ZONES

Depending on your specific installation, your e-zone 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.

Example: Below you can see one constant zone is set, Zone 1 indicated by the C to the right of the zone name (Living).

Constant Zone

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

6 - FRESH AIR (OPTIONAL)

If your system is fitted with the optional fresh air feature, you will find a button at the bottom of your zones screen as pictured below. Turning ON fresh air will enable your system to draw in air from outside the home.

This feature is particularly useful when the outside temperature is pleasant such as in the evenings.
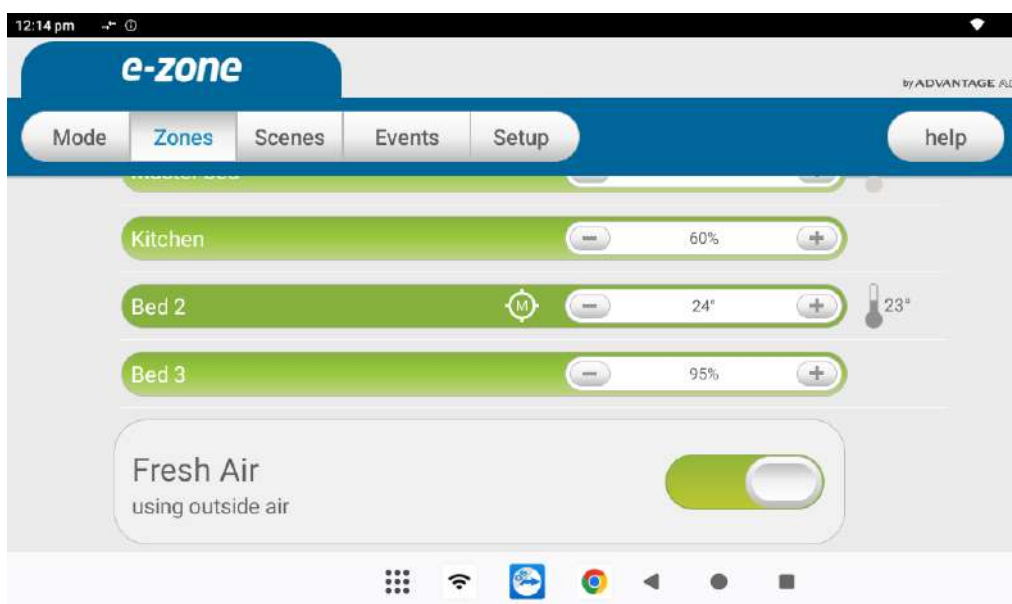
To use this functionality, we recommend that you set your aircon to FAN mode and turn your fresh air ON, this will draw fresh air in from outside and distribute it throughout your home without running the outside unit; reducing your running costs.

   NOTE: Having Fresh Air enabled when it is hot or cold outside, with the air-con set to cooling or heating will significantly increase electricity usage.

This optional feature requires additional hardware to be installed.

7 - 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.

(A) - **Master Scenes**
There are 2 master scenes that exist by default;
- • ezWelcome
- • ezGoodbye

> **NOTE**: All Master scenes can be edited from your wall mounted touch screen by pressing the Edit (pencil) button.

(B) - **Custom Scenes**
You can add up to 12 custom scenes.
   (C) - This symbol shows that an event(s) is included in the scene.
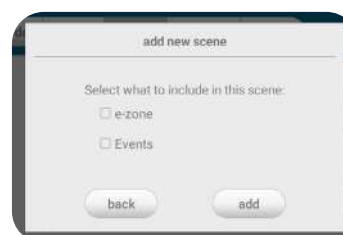   (D) - This shows the day and time when the scene will run automatically.

(E) - **Creating a Custom Scene**
To create a new Custom Scene press the + button.
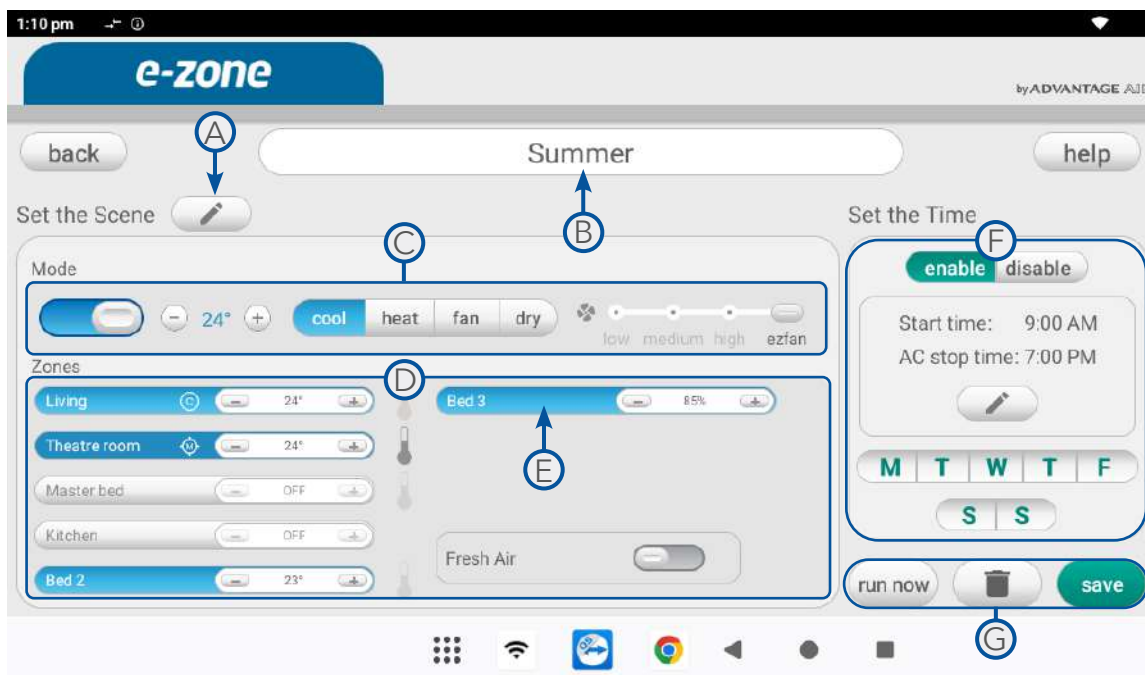This will bring up the Scene Editor screen.

(F) - **Editing Scene**
To edit a scene, press the pencil button.

If you also have events, a pop up will prompt you to select which of them you want to add after pressing the + button.

8 - 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 and events when it runs.

(A)- If you have events, you can add/remove them to this scene.
(B)- Rename the scene here.
(C)- Select Aircon state, temperature, mode and fan speed here.
(D)- Set your desired airflow or temperature for each zone here.
(E)- Press to open or close zone.

(F)- **Set the Time Window**
This window allows you to set a time and choose which days for your scene to run. The schedule can be enabled and disabled.

(G)- **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 bin button.

9 - EVENTS PAGE

Events give you the ability to set and run 'tasks' when specific events happen around your home during a designated period of time.
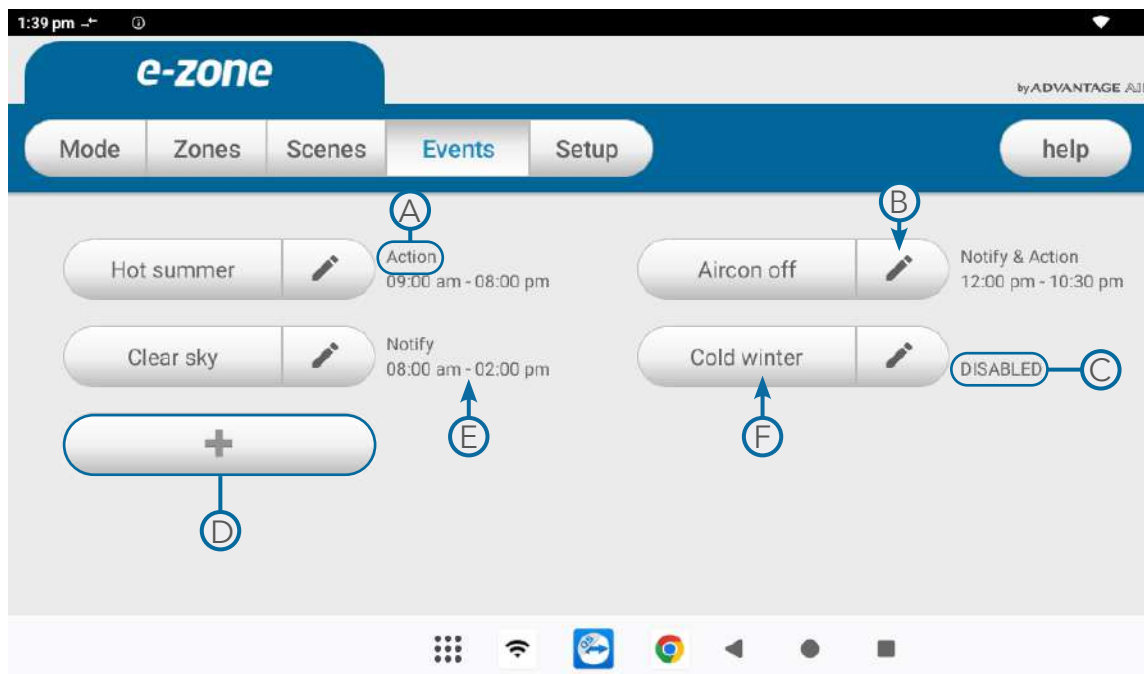
Ⓐ- This shows what task is enabled on this event.
Ⓑ- Press to edit an event.
Ⓒ- This shows when an event is disabled.
Ⓓ- Press the button to create an event
Ⓔ- This shows the time when an event is active.
Ⓕ- Press the event name to display the summary of the event.
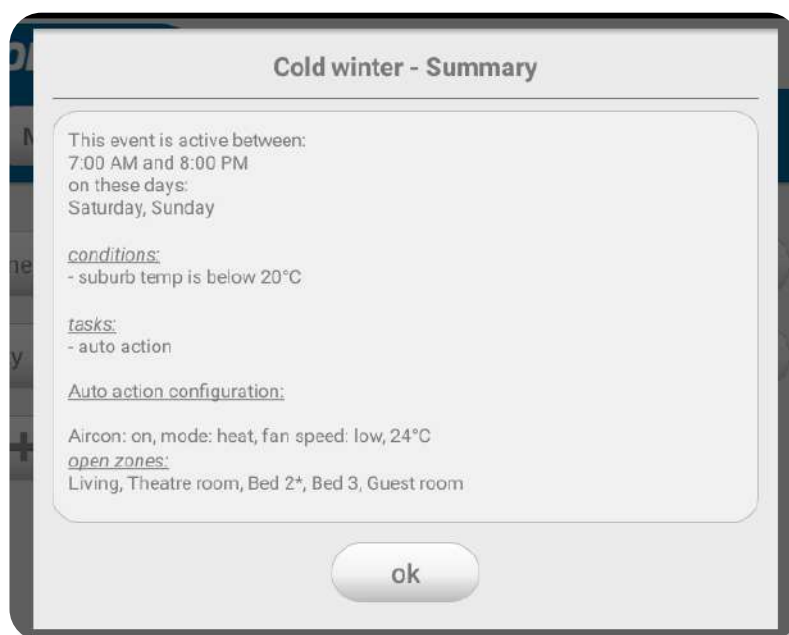
10 - EVENT EDITOR PAGE

Events will monitor the selected event(s) during the selected time period and day(s). When the conditions are met, the selected task will run.

> **NOTE**: Make sure your wall mounted touch screen is connected to your Wi-Fi. To start creating an event, set your post code first in options page.
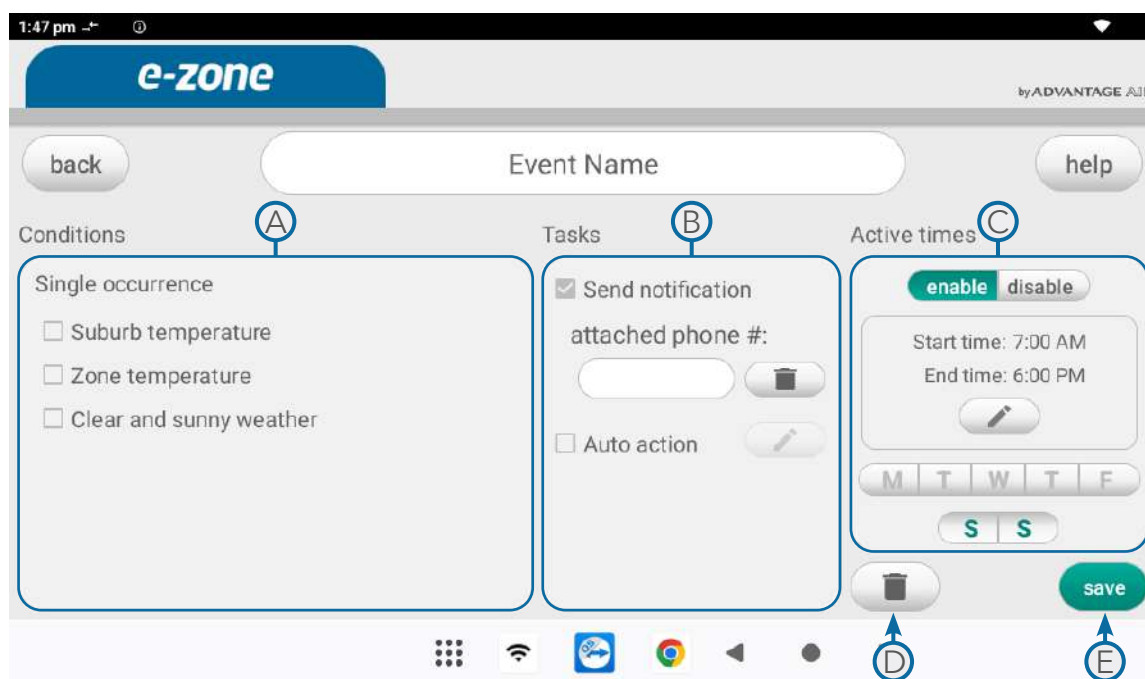
Ⓐ- **Conditions**
These are the conditions that need to be met first before a task will triggers. This can trigger the task once per day. You can select multiple "single occurrence" conditions and all of them must be met for task to trigger.

Ⓑ- **Tasks**
These are the actions that will take place when a condition(s) is satisfied.

Ⓒ- **Active Times**
This is where you set the schedule when the event will be active.
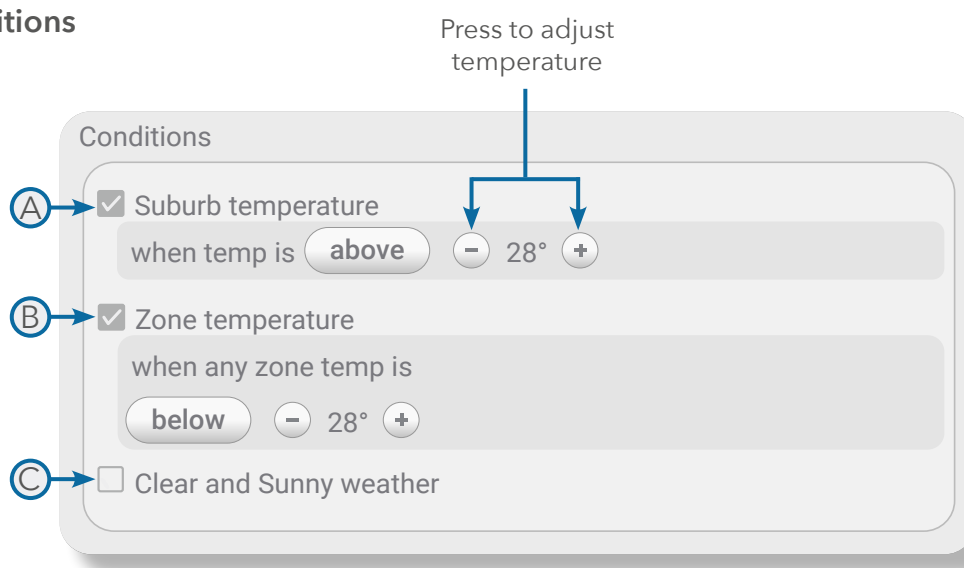
Ⓓ- **Bin Button**
Press to delete the event.

Ⓔ- **Save Button**
Press to save and exit the event.

10 - EVENT EDITOR PAGE

Conditions

Press to adjust temperature

Conditions

Ⓐ ☑ Suburb temperature
when temp is **above** − 28° +

Ⓑ ☑ Zone temperature
when any zone temp is
below − 28° +

Ⓒ ☐ Clear and Sunny weather

Ⓐ **- Suburb temperature**
This condition will be satisfied when the current temperature of your location is above or below the set temperature.
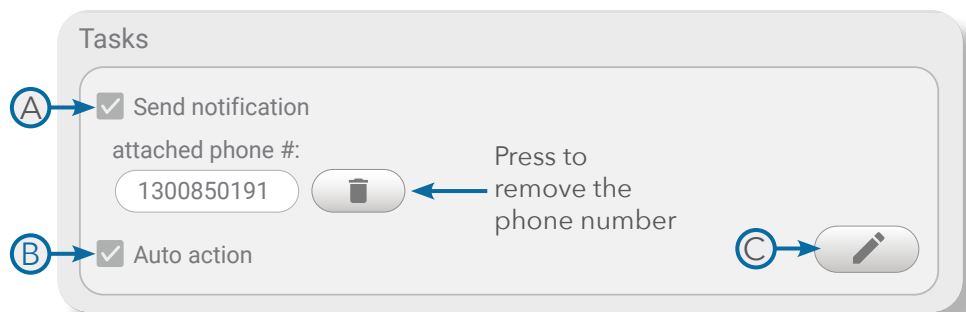
Ⓑ **- Zone temperature**
This condition will be satisfied when the zone temperature is above or below the set temperature.

Ⓒ **- Clear and Sunny weather**
This condition will be satisfied when the forecast in your location is "Sunny" or "Clear".

10 - EVENT EDITOR PAGE

Tasks

Tasks

(A) Send notification

attached phone #:
1300850191 🗑   Press to
remove the
phone number

(B) Auto action   (C) ✏️

(A) **- Send Notification**
This task will send a notification to all paired phones. When you set a phone number in this task, a call button will appear after opening the notification. This will give you an option to have a quick call to the phone number set.

> **NOTE**: The notification will not go to the number set. The number set will show in the notification on your paired phones.
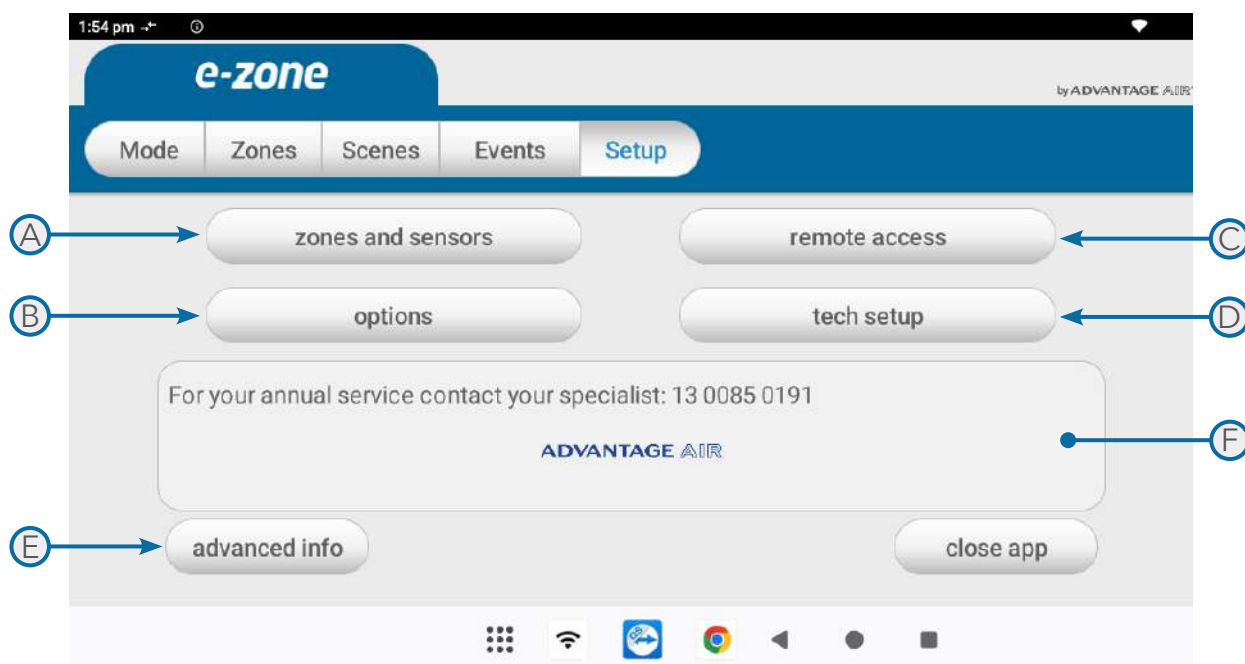
(B) **- Auto action**
This task will initiate your things to run according to the set configurations.

(C) **- Edit Auto action**
Press to edit the auto action.

> **NOTE**: Don't forget to press the   set   button to save the configuration made in the auto action.

11 - SETUP PAGE

(A)- zones and sensors
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. You can also pair temperature sensors to zones in here.

(B)- options
This button opens the option page to configure e-zone settings. More information on the next page.

(C)- remote access
This button opens the remote access screen. You can change the system name and enable or disable the remote access here. Refer to this page for more information.

(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 low battery warnings for your temperature sensors or 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.

12 - OPTIONS PAGE
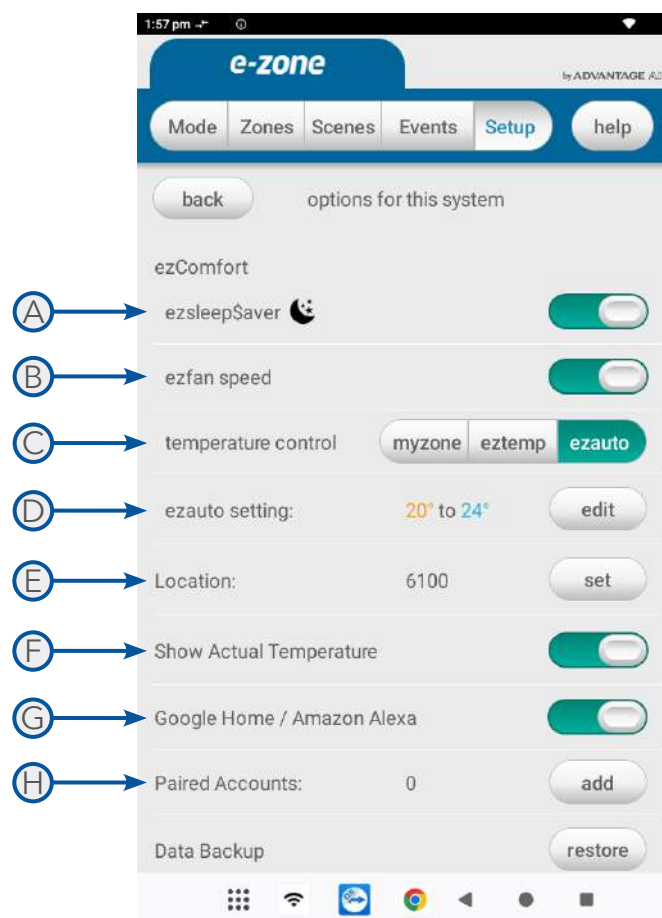
Ⓐ- ezsleep$aver
This mode will automatically adjust your Aircon from COOL to FAN mode overnight from 10pm to 6am, it will then adjust itself back. If you are looking to save energy during hot summer nights or help reduce noise for sleeping neighbours this option is for you.

Ⓑ- ezfan speed
This feature allows e-zone to automatically adjust the unit fan speed based on the current number of open zones.

Ⓒ- temperature control
Select which temperature control option you want to use. For more information, go to this page.

Ⓓ- ezauto setting
Set the the temperature range that ezauto will maintain.

Ⓔ- Location
Set your suburb post code for Events to work properly.

12 - OPTIONS PAGE

(F) - Show Actual Temperature
This will let you see the actual room temperature measured by the sensor.

(G) - Google Home or Amazon Alexa
Enable or disable this feature.

(H) - Paired Accounts
Link your account for Google Home or Amazon Alexa.

13 - TROUBLESHOOTING

If you are experiencing problems with the operation of the system, you may reset power to the system using the isolator switch located next to your air conditioner's outdoor unit. Turn the isolator switch off and leave it off. Then try pressing the button to wake the touch screen. The touch screen should be inoperable. After a 5-minute delay, turn the isolator back on and allow approximately 3 minutes for the system to initialize.

- If air volume control is applicable, then increase all zones to 100%.
- If you have wireless wall sensors ensure the batteries are not low, if the batteries are low a warning will be displayed on your ZONES page.
- Check for any fault codes displayed in the SETUP page, if a fault code is shown contact your dealer and advise them of the fault code.
- Ensure your e-zone tablet is up to date with the latest app updates from the Google Play Store.
- If you are still having trouble, contact our support centre on 1300 850 191. We are open from 6am to 5pm WST, Monday to Friday.

ADVANTAGE AIR ®

The advantage of Australian-made.

e-zone is designed by Advantage Air, a family-owned Australian company that started out designing and manufacturing innovative ducted air-conditioning. In the last 20 years we have focussed more specifically on smart electronic control systems, including e-zone.

In this time we have earned a reputation for producing reliable, world-class products that make daily life easier and more comfortable. We take pride in designing and creating an Australian 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 number of patents, registered designs and design awards in the process. We are committed to quality and where possible, make our components in Australia.

Our consumer support centre is also based in Australia, so you'll always receive friendly, local support when you contact MyTeam.

Activation Code.

MyPlace has an activation feature. A code may be required from your installer to activate your system after 21 days.

Wall Mounted Touchscreen.

Advantage Air touchscreens are manufactured with a static Android version, therefore standard Android operating system updates are not available. Only critical Android updates will be allowed.

Peace of Mind Warranty.

Advantage Air components are well known in the industry for their quality, precision, strength and durability. To prove our confidence, we provide a;

• 10-year warranty on all ducting and mechanical components
• 5-year warranty on all electronic controls

ADVANTAGE AIR ®

Australia

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