



# Zipabox

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## QUICK INSTALLATION GUIDE

v.1

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Zipato reserves the right to make changes in the product design, layout, and driver revisions without notification to its users. This version of the Installation guide supersedes all previous versions.

### *Important Safety Information*

To avoid contact with electrical current:

- Never install an Ethernet connection in wet locations unless that connector is specifically designed for wet locations.
- Do not place Ethernet wiring or connections in any conduit, outlet or junction box containing electrical wiring.
- Installation of inside wire may bring you close to electrical wire, conduit, terminals and other electrical facilities. Extreme caution must be used to avoid electrical shock from such facilities. Avoid contact with all such facilities.
- Ethernet wiring must be at least 2 m from bare power wiring or lightning rods and associated wires, and at least 15 cm from other wire (antenna wires, doorbell wires, wires from transformers to neon signs), steam or hot water pipes, and heating ducts.

### *Electromagnetic compatibility*

In proper state and when operated properly, the product complies with all the requirements in respect of interference radiation according to EN 301 489-17, EN 301 489-1 and EN 300 328. The connections conducting HF signals must neither be manipulated nor damaged.

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## INTRODUCTION

Thank you for purchasing Zipabox smart home automation controller. This guide describes how to install, program and operate your Zipabox.

### Zipabox makes every home smart

Zipabox Controller uses advanced technology to hide the complexity of home networking - delivering a simple smart home. It plugs into any outlet in the home and automatically talks to all the connected devices in the house, connecting them to the cloud so that consumers can control them using tablets, smart phones, computers or TVs— at home or on the go.

The Zipabox Gateway supports variety of communication standards including Z-WAVE, ZIGBEE, KNX, ONVIF, and UPnP.

The Zipabox's capabilities can easily be expanded using "snap-in" expansion modules that will add support for new interfaces and functionalities, communication standards and protocols, etc.

Once configured, the gateway works stand-alone, but also features cloud support for advanced monitoring, messaging and programming services.

Intuitive graphical user interface allows customers to program their own home rules without any previous programming experience.

#### Security and safety

- unlimited number of virtual alarms (partitions)
- up to 233 two-way, wireless zones
- trigger alarms in case of:
  - intruder (motion sensors and door/window sensors),
  - fire (smoke sensors),
  - flood (water leakage sensors),
  - gas (CO sensors)
  - panic button,
  - duress (if someone force you to disarm your system)
  - health care (in case of missing actions during particular time e.g. motion, door opening, laying on bed...)

- remote arm/disarm and status-info with any smartphone
- vandal proof - Zipabox is 24/7 monitored by central station which triggers alarm in case of connection loss
- include arm/disarm commands in automation scenes and rules
- integration with existing alarm systems (DSC, Honeywell...)
- easy online setup and configuration through web based interface
- use of same sensors for security and automation purposes

### Lighting

- easy installation of wireless modules
- Z-Wave and ZigBee lighting modules pre-configured for even easier setup
- support remote dimming and on/off switching with any smartphone
- automatically turn lights on at sunset and off at sunrise
- unlimited number of scenes supported
- turn lights on during emergencies
- advanced event based rules configuration

- auto-pilot lighting programs to discourage intruders while home is empty

### Climate

- multi-room heating and cooling control with any smartphone
- advanced programming scheduler online, accessible over web browser
- easily create unlimited number of custom zones (thermostats)
- multi-zone humidity control by using standard humidifiers and dehumidifiers
- use Internet weather feeds to program your home climate conditions
- create advanced event based rules to automate home climate based on other environmental and home events
- include climate control in automation scenes together with alarm, lighting, shades, etc
- Notification and automated actions in case of over-temperature events, power outages, and other incidents...



### Sun shading

- control blinds, roller-shutters, curtains and pergolas using any smartphone
- automate motors by using fun and easy programming tool online
- add your sun shading commands into home scenarios together with lights, climate, alarms...
- automate your shades to react to outside weather conditions
- easy installation using pre-configured wireless modules

### Irrigation

- control unlimited number of irrigation zones
- use advanced programming options online to setup perfect irrigation process
- automate irrigation system based on Internet weather forecast
- integrate your irrigation scheme together with your complete home automation scenarios

### Access

- remotely lock/unlock your door with any smartphone
- remotely open/close your garage door or gate over any smartphone
- get video notification when door is open
- use RFID tags to open doors and get detailed statistics about exits/entries
- automate doors/locks using scenarios and event based programming tool
- trigger automation events when door lock user codes are entered
- automatically unlock doors in the event of an emergency

### Multimedia

- remotely control your audio/video equipment with any smartphone
- automatically turn on favorite shows when they air and get alerts
- automatically turn off A/V equipment at pre-set time or when room is unoccupied
- automatically turn on equipment to discourage intruders

### Video monitoring

- access live and recorded video via the web and from any smartphone
- support for most of the available IP cameras – ONVIF support
- get email and SMS notifications with pictures and live video attached
- remotely adjust pan-tilt cameras
- create advanced event based recording and video notification rules

### Energy Metering

- real-time monitoring energy consumption and notification right on smartphone
- compare energy usage and cost with others in the area
- automatically turn on/off your appliances in accordance with electricity prices
- see detailed analysis of your energy consumption
- save energy by automating lights, thermostats, sun shades...

### *Take care of your safety*

Display extreme caution when using ladders or steps, please follow manufacturer's instructions. Be careful when using hand and power tools and follow the manufacturer's guidelines when using them. Take care that the correct tools are used. Wear goggles or protective clothing where required.

### *Technical support*

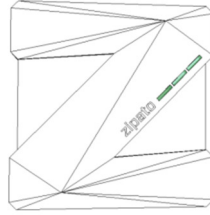
Having trouble installing your new product? Zipato's website contains the latest user documentation and software updates for Zipato products and services.

[www.zipato.com](http://www.zipato.com)

Call support: + 385 1 444 444 00  
(Mon-Fri) 9.00am-06.00pm

## CONTENTS OF PACKAGING

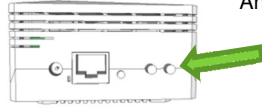
1x Zipabox  
1x Power adapter 230V AC to 12V DC  
1x 868 MHz antenna for Z-wave network  
1x Ethernet cable  
1x User manual



## CONNECT THE ZIPABOX

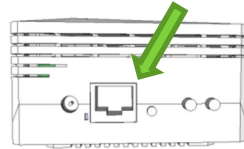
### 1. Locate your serial number

Screw Z-wave antenna to Antenna1 connector.



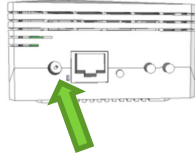
### 2. Connecting to broadband

Connect your Zipabox to your broadband router via the Ethernet cable. The Ethernet port is located on the back of the Zipabox.







Network Antena 2  
Power Reset Antena 1

### 3. Power up



Plug the power adaptor into the mains Supply wall socket and the other end into the control unit.

You should see the following LED sequence:

-  Yellow light
-  Yellow flashing
-  Green light flashing
-  Green light - **CONNECTED**

After approximately 2 minutes LED 3 will flash GREEN, indicating that the unit is network operational but not yet registered for service. If you do not see this sequence of LED's, please see guidance in Troubleshooting and Support (at the end of this guide)

## CREATE A USER ACCOUNT AND REGISTER YOUR SYSTEM

### Account creation

To benefit from the Zipato monitoring and control service you will need to set up your Zipato account and register your Zipabox. Upon registration you will automatically get the basic free level of monitoring service.

1. Open a browser window on your PC and go to the following URL: **my.zipato.com**
2. Click on 'Register' and follow the on-screen instructions.

Take note of your password during this process. Once your account has been set up, go to the login page and login to your account.

### Register your Zipabox

When you first time log in to your account, you need to enter serial number of your Zipabox in pop-up form. You can find your serial number on the back of your Zipabox.



### **Finalize your account**

Your account is set up and you are able to use Zipato cloud system. Anyway, you need to ensure that your account is fully set up so you get the most from your Zipato account.

This includes:

#### ***Account Details***

Make sure that you have fully completed your profile. Go to **General settings** in the General widget and select **Details tab**.

#### ***Users***

The Users section is where you add your family members which will have the rights to use your system. Adding new user requires you to enter new user's details and to give him/her certain rights. Rights management allows you to permit some services for some users.

## **INSTALLATION/MOUNTING ZIPABOX**

Zipato provide three methods of mounting.

### **Wall mounting**

Drill holes in the wall surface and insert the wall plugs if fixing into plaster or brick holes. Drill two holes, fix the screws and hook the Zipabox onto the screw's heads. Make sure swivel antenna is in vertical position.

### **Din-rail mounting**

Make enough space for Zipabox on your Din-rail. Hook upper fitters on the back of your Zipabox to the Din rail and press Zipabox slightly to snap lower fitters.

### **Table top**

You can place your Zipabox on any table top. Just make sure that swivel antenna is in vertical position.

## ADDING DEVICES

### Adding new devices Z-wave or ZigBee

Recommended distance between sensor and Zipabox should be less than one meter.

1. On Zipato dashboard, click "ADD NEW DEVICE" button in General widget and follow wizard instructions. For Z-wave devices, it is recommended that you reset you device before adding it to the Zipato network.
2. After you successfully add the device in to your Zipato network go to "NEW DEVICES" in General widget and set your device's room name and type. This will help you to control your device easier.

## TROUBLESHOOTING

### Waiting for more than a five minutes and still there is no green LED light.

1. Check your Internet connection
2. Check whether you connected your network cable correctly to your Internet router.

### I forgot my password

1. Go to **my.zipato.com**
2. Click “Forgot password” and follow screen instruction.

### I can't connect any Z-wave or Zigbee device to my box

Check whether your antenna supplied with Zipabox is correctly mounted on Antenna 1 connector.

**I have placed a device outside my house and it is not communicating with the Zipabox. What's happening?**

If you have a lot of metal in the exterior construction of your home, this could significantly impede wireless communication. Metal is an insulator of radio signals. If your house has metal siding or a stucco finish over a metal mesh, you may have range problems on devices outside your home communicating with the Zipabo inside.

**What should I do if I am having trouble installing my device?**

If you are having difficulty with the physical installation of non-Zipato branded devices (Thermostats, GE switches, Blueline meter reader, etc.), please contact the manufacturer directly for assistance.

If you are having trouble pairing a device to the Zipabox, check the videos or other content on Zipato website for assistance.

**Does Zipato offer a warranty?**

See the Limited Product Warranty for specifics of the Zipato service warranty.

## SPECIFICATIONS

### System

ARM9 208MHz CPU  
32MB RAM  
128MB Flash

### Network

Ethernet  
Z-Wave (US or EU)  
ZigBee (802.15.4) (option)

### Operating System

Linux 2.6 Kernel

### Power

Power input: 9-12VDC  
Power supply input: 100-240VAC,  
50/60Hz  
Power usage: Idle: 1.2W, Max:  
2.4W

### Physical Dimension

86 (L) x 8 (W) x 4 (H) millimeters  
34in(L)x34(W)x19(H) inches

### I/O & LEDs

2 programmable buttons  
2 programmable green LEDs  
1 programmable RGB LEDs  
Power, Status, Ethernet, WLAN &  
Z-Wave

### Accessories

CAT5e UTP patch LAN Cable  
Antenna Z-wave  
Antenna Zigbee (option)

### Regulatory Compliance (pending)

Safety: UL  
EMC: FCC, CE  
RoHS

### Automation option

Remote automation software  
Online remote control interface

### Environmental

Temperature Range:  
Operating: 0°C to 40°C (32°F to  
104°F)  
Storage: -25°C to 70°C (-13°F to  
158°F)  
Humidity: 5% to 95% non-  
condensing

### Warranty

1 year standard

Specifications are subject to  
change without prior notice

## LIMITED PRODUCT WARRANTY

### GENERAL TERMS

Nothing in this Limited Product Warranty affects your statutory rights as a consumer.

The Limited Product Warranty set forth below is given by Tri plus grupa d.o.o. (Europe) (herein referred to as "ZIPATO"). This Limited Product Warranty is only effective upon presentation of the proof of purchase. Upon further request by ZIPATO, this warranty card has to be presented, too.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, ZIPATO MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. ZIPATO EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES AGAINST ZIPATO. THEY DO NOT, HOWEVER, AFFECT OR RESTRICT THE RIGHTS YOU HAVE AGAINST THE BUSINESS YOU BOUGHT A ZIPATO PRODUCT FROM. IN NO EVENT WILL ZIPATO BE LIABLE FOR LOSS OF DATA OR FOR INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. HOWEVER, NOTHING IN THIS AGREEMENT LIMITS ZIPATO'S LIABILITY TO YOU (I) IN THE EVENT OF DEATH OR PERSONAL INJURY TO THE EXTENT RESULTING FROM ZIPATO'S NEGLIGENCE, OR (II) TO THE EXTENT



RESULTING FROM ANY FRAUDULENT MISREPRESENTATION ON THE PART OF ZIPATO, OR (III) TO THE EXTENT ARISING UNDER PART 1 OF THE CONSUMER PROTECTION ACT 1987 OF THE UNITED KINGDOM. SOME STATES OR COUNTRIES DO NOT ALLOW: (1) A DISCLAIMER OF IMPLIED WARRANTIES; (2) A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION; OR (3) LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU. THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

This Limited Product Warranty applies to ZIPATO branded hardware products (collectively referred to as "ZIPATO Hardware Products") sold by ZIPATO (Europe), its European subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to as "ZIPATO Resellers") with this Limited Product Warranty. The term "ZIPATO Hardware Product" is limited to the hardware components and all its internal components including firmware. The term "ZIPATO Hardware Product" DOES NOT include any software applications or programs.

### **GEOGRAPHICAL SCOPE OF THE LIMITED PRODUCT WARRANTY**

This Limited Product Warranty is applicable to Hardware Products sold by Zipato Resellers in all countries listed at the beginning of this document under the heading "Countries in which this ZIPATO Limited Product Warranty applies". The Limited Product Warranty will be honored in any country where ZIPATO or its

authorized service providers offer warranty service subject to the terms and conditions set forth in this Limited Product Warranty. However, warranty service availability and response times may vary from country to country and may also be subject to registration requirements.

### **LIMITATION OF PRODUCT WARRANTY**

ZIPATO warrants that the products described below under normal use are free from material defects in materials and workmanship during the Limited Product Warranty Period set forth below ("Limited Product Warranty Period"), if the product is used and serviced in accordance with the user manual and other documentation provided to the purchaser at the time of purchase (or as amended from time to time). ZIPATO does not warrant that the products will operate uninterrupted or error-free or that all deficiencies, errors, defects or non-conformities will be corrected.

This warranty shall not apply to problems resulting from: (a) unauthorized alterations or attachments; (b) negligence, abuse or misuse, including failure to operate the product in accordance with specifications or interface requirements; (c) improper handling; (d) failure of goods or services not obtained from ZIPATO or not subject to a then-effective ZIPATO warranty or maintenance agreement; (e) improper use or storage; or (f) fire, water, acts of God or other catastrophic events. This warranty shall also not apply to any particular product if any ZIPATO serial number has been removed or defaced in any way.

ZIPATO IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS FOR THE ZIPATO HARDWARE PRODUCT.

### LIMITED PRODUCT WARRANTY PERIOD

The Limited Product Warranty Period starts on the date of purchase from ZIPATO. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your ZIPATO branded hardware is required within the Limited Product Warranty Period. [Other than in respect of products for domestic use (in particular those listed in the first and last boxes in the table below), this Limited Product Warranty extends only to the original end user purchaser of this ZIPATO Hardware Product and is not transferable to anyone who obtains ownership of the ZIPATO Hardware Product from the original end-user purchaser.]

### Product Warranty Period Table

Product Type	Product Warranty Period
Zipabox controller	One (1) year

**IMPORTANT:**

The content of "Product Type" listed above is subject to change; please refer to the [www.zipato.com](http://www.zipato.com) for latest update.

### PERFORMANCE OF THE LIMITED PRODUCT WARRANTY

If a product defect occurs, ZIPATO's sole obligation shall be to repair or replace any defective Zipato Hardware Product free of charge provided it is returned to an Authorized ZIPATO Service Centre during the Limited Warranty Period. Such repair or replacement will be rendered by ZIPATO at an Authorized ZIPATO

Service Centre. All component parts or hardware products that are replaced under this Limited Product Warranty become the property of ZIPATO. The replacement part or product takes on the remaining Limited Warranty Period of the replaced part or product. The replacement product need not be new or of an identical make, model or part; ZIPATO may in its discretion replace the defective product (or any part thereof) with any reconditioned equivalent (or superior) product in all material respects to the defective product.

#### **WARRANTOR**

Tri plus grupa d.o.o.  
Banjaveciva 11  
10 000 Zagreb  
CROATIA Telephone +385 (1) 444 444 00  
Facsimilie +44(0)208 955 9001

## DECLARATION OF CONFORMITY

The Manufacturer Tri plus grupa d.o.o. hereby declares that the product:

### **Zipabox Smart home controller 1**

in accordance with the following Directive(s): 2006/95/EC The Low Voltage Directive, 89/336/EEC The Electromagnetic Compatibility Directive and 1999/5/EC R&TT EC Directive

is in conformity with the applicable requirements of the following documents:

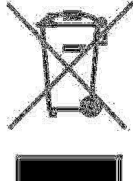
EN 61326  
IEC/EN 55011  
EN 300 220-2  
EN 61000-3-2  
EN 61000-3-3  
EN 61000-6-2  
EN 61000-4-2  
EN 61000-4-3

EN 61000-4-4  
EN 61000-4-5  
EN 61000-4-6  
EN 61000-4-8  
EN 61000-4-11  
EN 301 489-1-3  
AS/NZS/IEC 60335-2-97  
EN 60335-1

I hereby declare that the equipment named above has been designed to comply with the relevant sections of the above referenced specifications. The unit complies with all applicable Essential Requirements of the Directives.

Person responsible for this declaration:  
Dean Janacek, COO  
01.09.2012

## DISPOSING AND RECYCLING YOUR PRODUCT



This symbol on the product or packaging means that according to local laws and regulations this product should not be disposed of in the household waste but sent for recycling. Please take it to a collection point designated by your local authorities once it has reached the end of its life, some will accept products for free. By recycling the product and its packaging in this manner you help to conserve the environment and protect human health.

### **Zipato and the environment**

At Zipato, we understand and are committed to reducing any impact our operations and products may have on the environment. To minimize this impact Zipato designs and builds its products to be as environmentally friendly as possible, by using recyclable, low toxic materials in both products and packaging.

[www.zipato.com](http://www.zipato.com)

...we make every home smart.