

ATAG ZONE APP & ZONE CONTROLLER SET-UP GUIDE



BUILT TO LAST





This guide

These instructions are to inform you of the set-up process with the ATAG Zone app and ATAG Zone controller.

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(Best used in Adobe Acrobat for interactive navigation)

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ATAG Zone app

Download the free ATAG Zone app from the App or Play Store on your smartphone and / or tablet.



Search for 'ATAG ZONE' 





ATAG ONE^{Zone} Registration

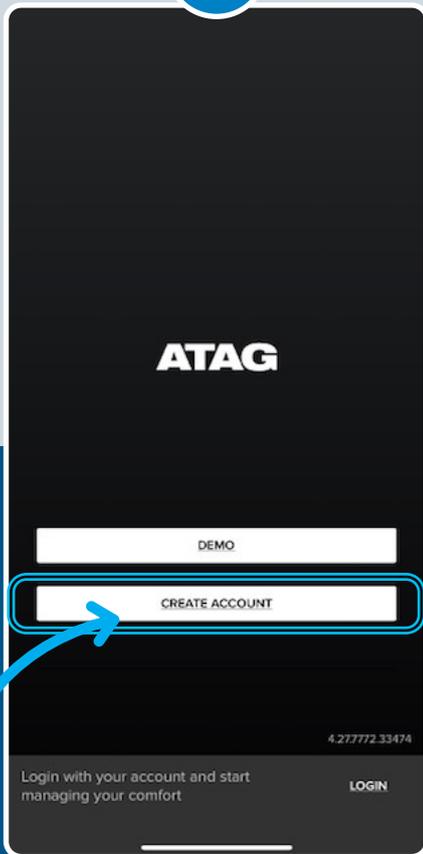


App login screen

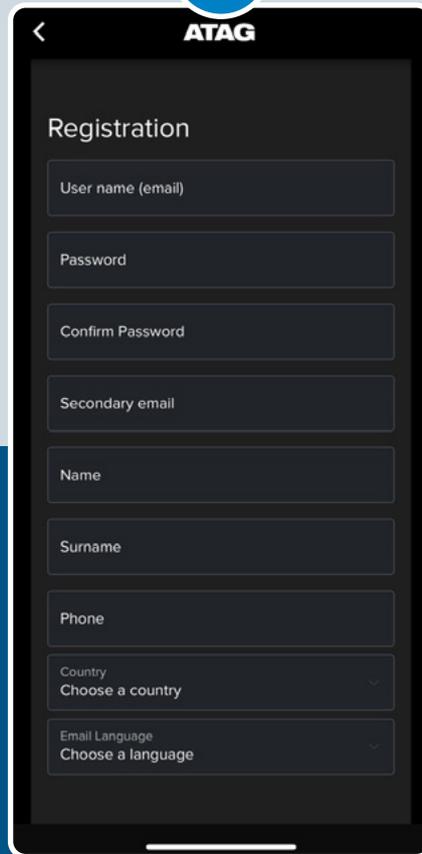
Registration of account (Customer only)



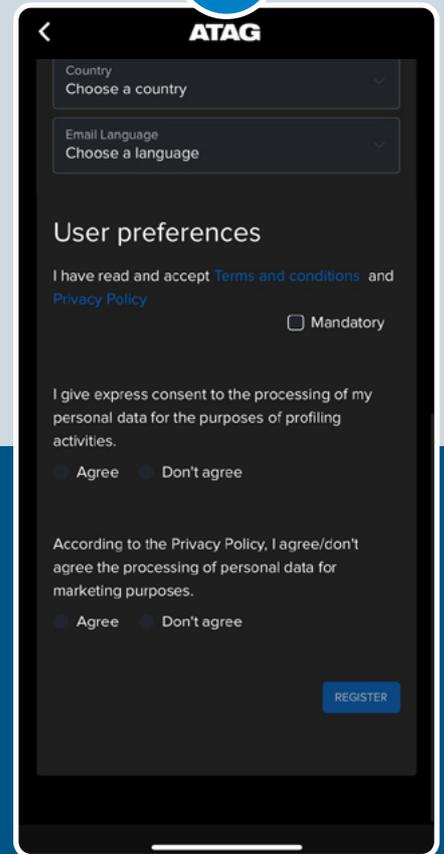
1



2



3



Select **CREATE ACCOUNT** on the front screen of the app.



On the registration page enter '**User name**', which would be your email address.



Enter a password and confirm the password. The field Password requires **at least 8 characters** including: an upper case, a lower case, a number and a special character.



Enter name, surname and country are **mandatory items**. Country would be 'Great Britain'.



Confirm the terms & conditions and confirm your data usage. Then click **Register**.

Registration email confirmation

Once registered an email will be sent through to the email provided during the registration. Check your spam and junk files of your email provider, just in case the email has gone into those files.

Activation

An ATAG zone activation for remote control email will be sent to the customer. On the email click the blue box to confirm registration.



Now log into the app using the user name and password entered during registration.

The image shows a sequence of steps for email registration. At the top, a stylized smartphone screen displays weather icons (10° with a cloud and sun, 20.5°) and navigation symbols. Below this, a tablet displays an email from ATAG zone. The email content includes the ATAG zone logo, a photo of a woman sitting on a bench with a smartphone showing the app interface, and a text block: "Dear xxxxxxxx CLICK HERE TO CONFIRM YOUR REGISTRATION TO THE SERVICE". A blue button labeled "CLICK HERE" is highlighted with a blue border and a blue arrow points to it. Below the email content, it says "Copyright © 2017 ATAG". To the right, a smartphone screen shows a confirmation message from ATAG zone: "This email address has been successfully confirmed. To complete the internet connection procedure, log i the app using the user name and password entered during registration. If the product has already been connected to the inte via WI-FI or uses GPRS connection. Click here. Best Regards ATAG Zone".

After clicking the blue 'click here' button a confirmation message will come up.



ONE^{Zone} controller

First start up procedure



1

Splash screen

When the ATAG zone controller first gets powered up the 'ATAG ONE Zone' splash screen comes up.

2

Start-up process

The controller will go through its starting procedure. Device discovery and then initialization. A white dot will fill the circle as it completes each step. (This normally takes 1 – 2 minutes).

3

Language selection

Select the language required.



4

User guide? Yes or No

On this screen you can view the basic user guide. Select **'YES'** or **'NO'**.

5

Network configuration? Yes

The network configuration screen will ask 'Would you like to connect your product to the internet?' Select **'YES'** and push the centre button to confirm.

If **'NO'** is selected it will go to the normal screen and will not be connected to the internet.

6

Network configuration

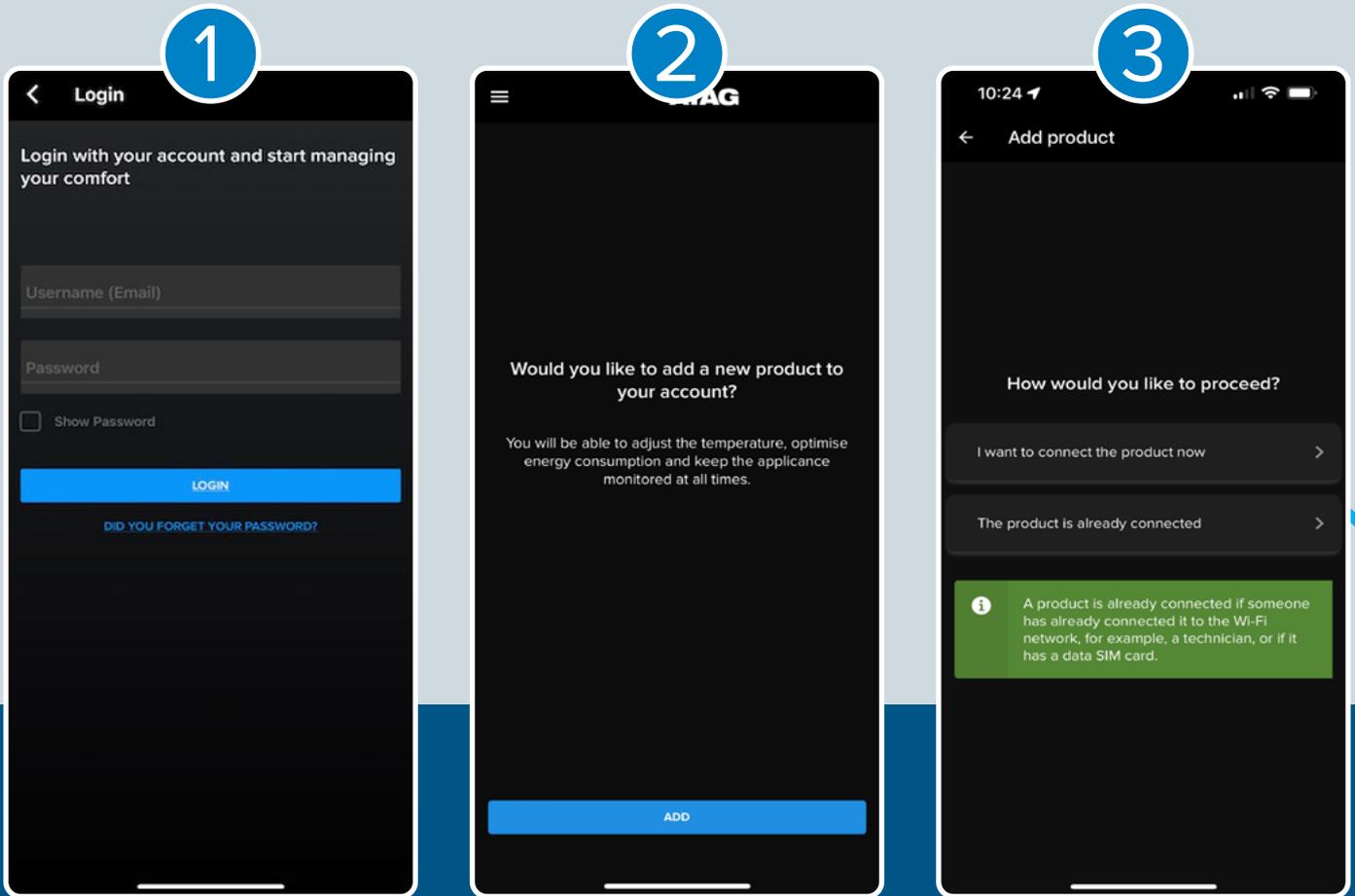
The controller is now sending out a Wi-Fi signal, so the app can be set up.

The controller is now ready to connect to property router with the app.



ONE^{Zone} controller

Login and connection



Login with user name (email) and password

On the front page of the app enter your registered username (Email) and password.

Once registered

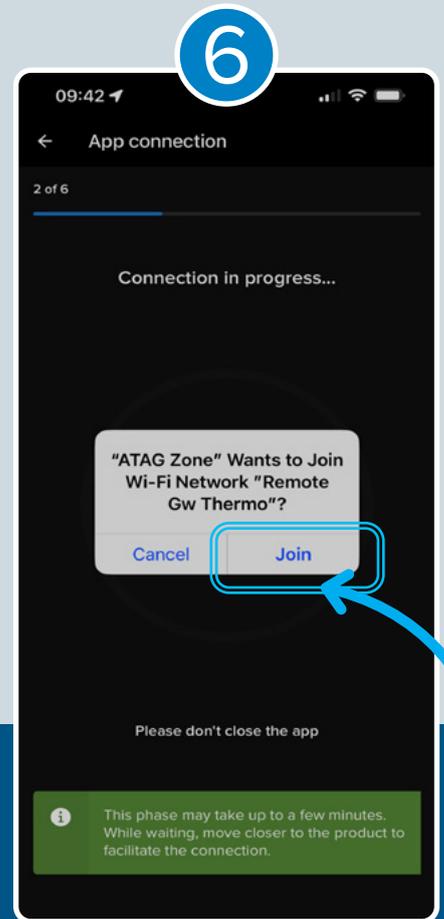
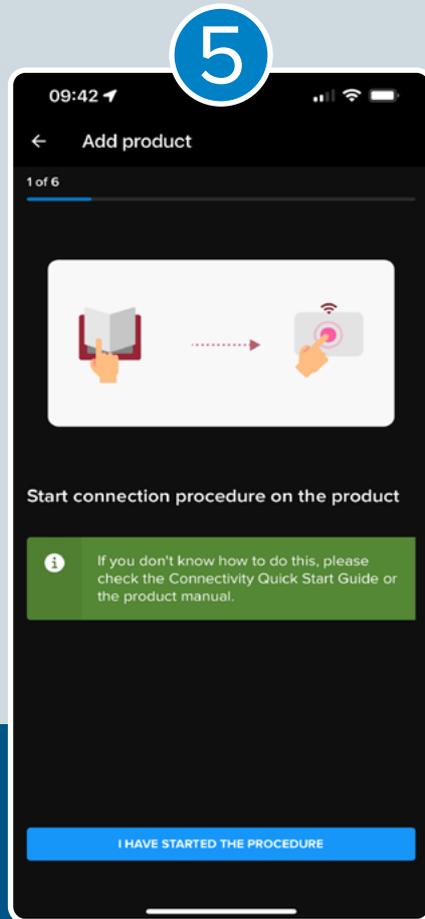
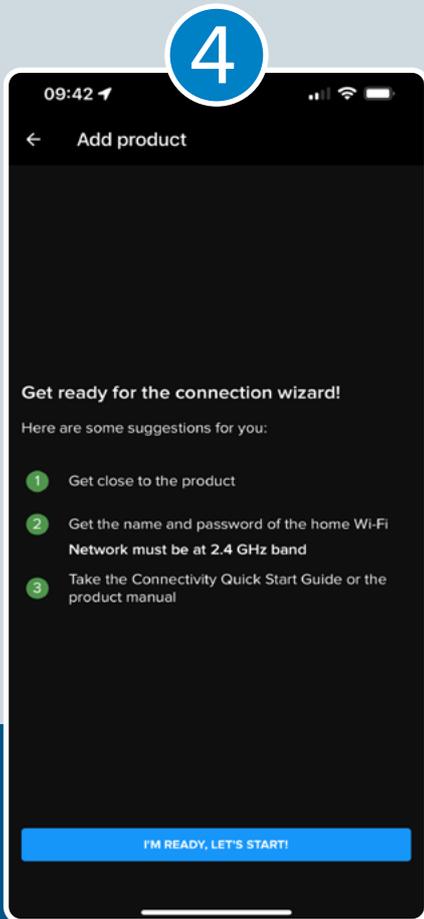
Click on the confirmation email and go back to app. The app will then ask if you want to connect the product now or if the product is already connected (more on this later)

If you are having trouble connecting your device, you may need to check the broadband frequency.

Most home routers can broadcast a Wi-Fi in one of two frequencies; 2.4Ghz and 5Ghz.

Newer routers use a combined or 'synchronised' frequency, which merges both frequencies into one. The ATAG ONE Zone only works on a 2.4Ghz frequency. If the device (phone or tablet) being used to set the control up is connected to a 5Ghz (or synchronised) Wi-Fi network, the ATAG ONE Zone will not recognise it and therefore will not connect to the internet.

Some routers can be manually configured to split the synchronised signal into separate 2.4Ghz and 5Ghz signals. This gives you two different Wi-Fi Network names (one for each frequency). To simplify Wi-Fi connections from other devices the 5Ghz signal may be able to be completely switched off completely. Internet providers should be able to do this or assist you to do this.



Let's start!

Once you click on **'I want to connect the product now'** you'll see this screen.

The procedure

If the connection process has been started on the controller, tap **'I have started the procedure'**

The Apple phone will start up an Apple specific **'AirPort Setup'**, which will automatically go through some setup pages to connect to the controller.

Connection in progress

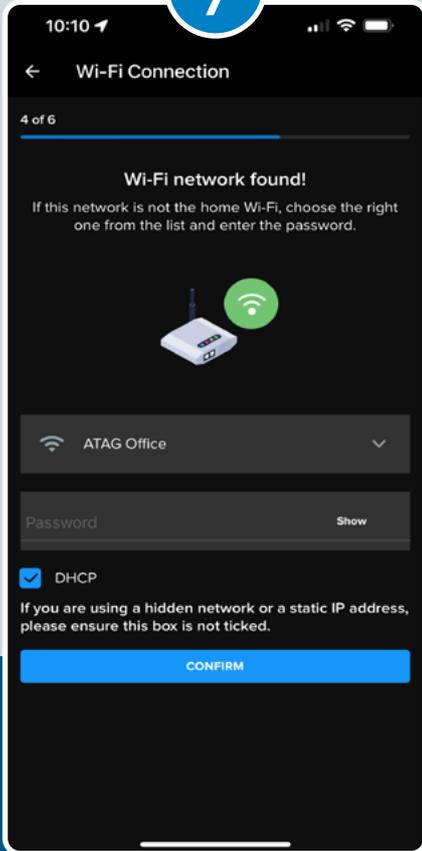
The app will now try and connect the product to the home Wi-Fi (Please ensure phone/tablet is connected to the home Wi-Fi) Click **'Join'** when prompted.



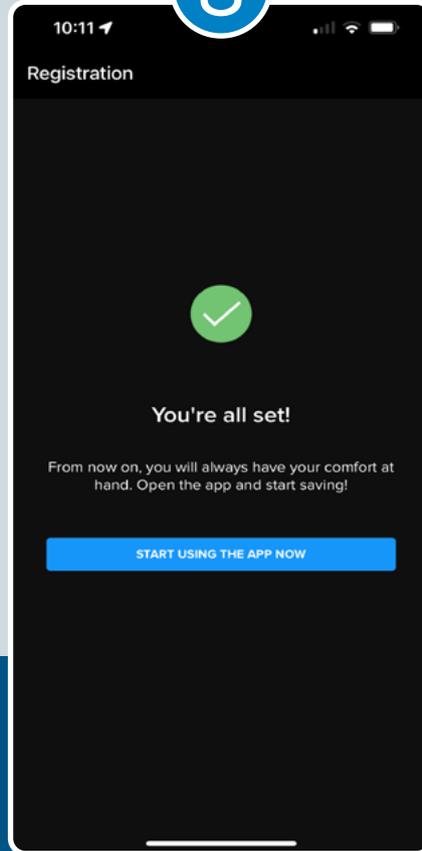
ONE^{Zone} controller

Login and connection

7



8



WiFi connection

The app will then ask you to connect the controller to the home Wi-Fi Network.

That's it!

Done!! Tap on '**Start using the app now!**'

Re-connection guide

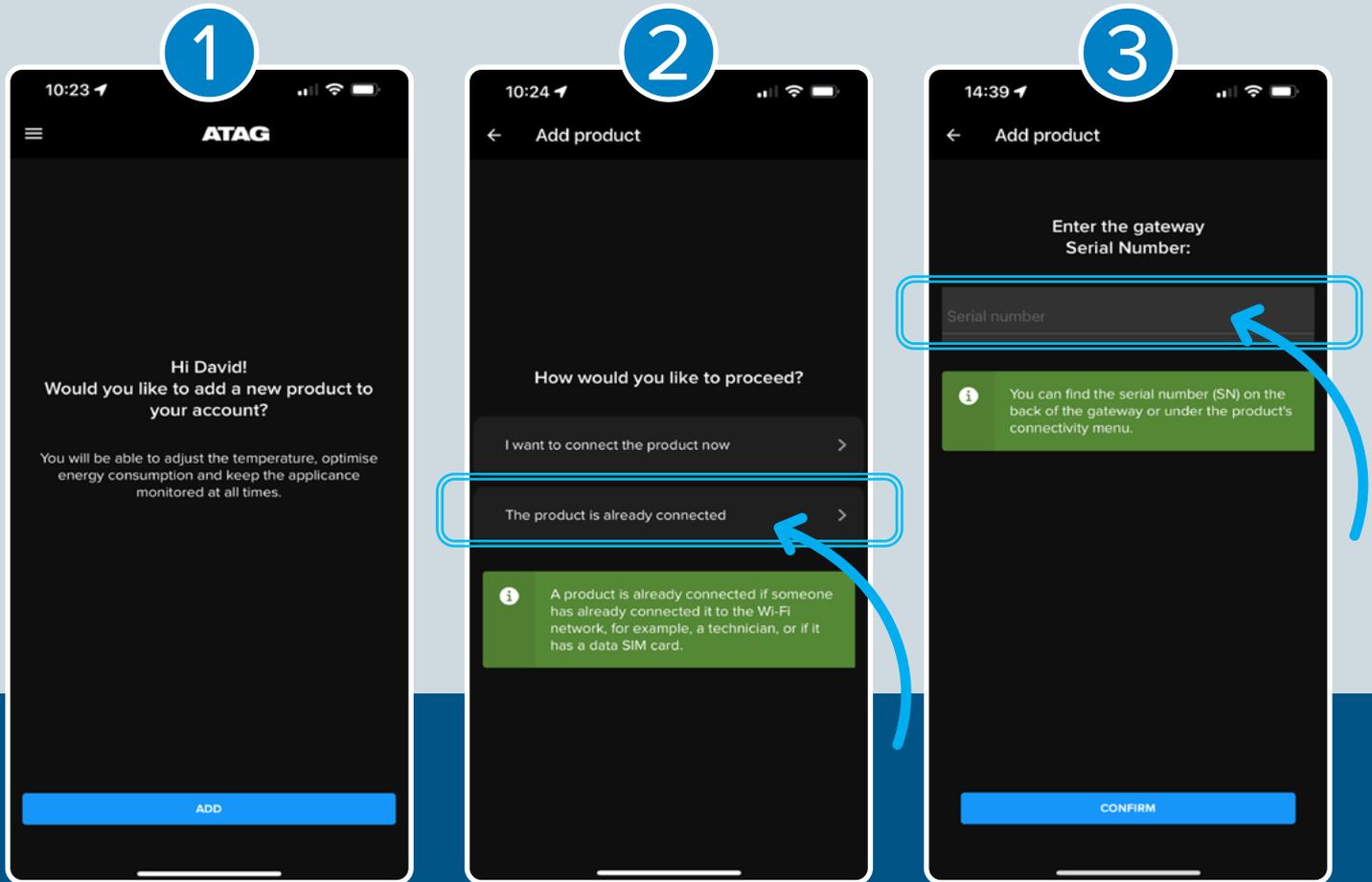
If the controller and app have both lost connection (no Wi-Fi symbol on top left of controller) follow pages 15-16 on PDF.

If the controller still has Wi-Fi but app has lost connection follow the steps on the next few pages.



ONE^{Zone} controller

Login and connection



Add product

Tap the blue banner on the app at the top of the screen
If the controller has previously been connected to the Wi-Fi, or if the controller has the Wi-Fi symbol up the top left but the app isn't talking to the controller, you might see this screen, tap **'ADD'** and follow the next few steps.

Connecting product

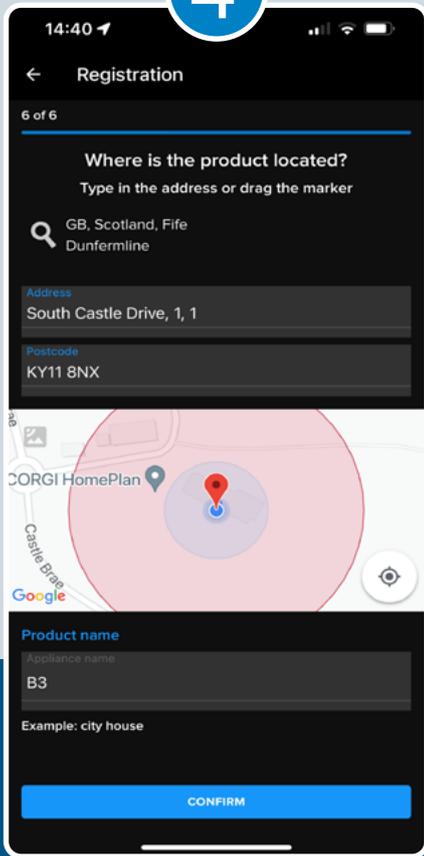
Tap **'The product is already connected'** (Providing the Wi-Fi symbol is showing on the controller).

Enter the controller Serial Number

Enter the **CONTROLLER** serial number here, not the boiler serial number, this can be found on the controller. by pressing the centre blue square, scrolling along to connectivity then going to connectivity info, the serial number is at the bottom of the screen.



4



Finally

Confirm location and give the controller a name then confirm at the bottom of the screen.

The app will then pair with the controller and allow control of the boiler via the app.



During product registration (in app)

ATAG ONE^{Zone} will connect to the ATAG zone cloud.



1

ONE^{Zone} controller will connect to the router

The one controller will show this network configuration screen.

2

Connection confirmation dots appear when connected and configuration successful message

As it connects to the network (router) white dots will fill the circles. (This process will take 1 – 2 minutes).

At the end of this process the bottom of the screen will say 'Network configuration performed successfully' Push to confirm.

3

Next step - controller / system set-up

After it is connected the controller will go through the 'controller & system' set-up.

Zone Assignment will be first. This is normally set to 'Zone 1'.





4

Control Type

Control type is where you select how the control will work. The default and most common setting is 'Room Control'.



5

Space size

Space size is the size of the property. E.g. flat, typical house or large house.



6

Space insulation level

Space insulation level is to do with how well insulated the property is.

e.g. from a draughty old Victorian house to a well-insulated property with cavity and loft insulation.



7

Installation type

Select the installation type. e.g. radiators.



8

Normal display (process complete)

At the end of the process the front screen will display the current temperature and target temperature temperatures.

Troubleshooting

If you have problems during the setting up and connection process, press and hold the centre button on the controller to go back to the home screen, close down the app fully and carry out a factory reset on the ATAG ONE^{Zone} controller.

A Factory reset will reset all of the settings in the ATAG ONE^{Zone} controller back to the original state out the factory, but not the system choices that are stored in the boiler.

There are 2 ways to “Factory reset” the controller.

Firstly, you can take the controller off the wall, press and hold the reset button until you hear a beep, usually around 10 seconds.

The Second way is using the menu on the controller (as shown below).



1

Press centre button and go to settings

2

Select 'Advanced'

3

Select 'Factory data reset'



4

Confirm factory data reset



5

Factory data reset



6

This will then restart the controller allowing you to restart the connection process



If you need any help or support you can call us on:

0800 680 0100

atagheating.co.uk      [atagheating](#)

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All descriptions and illustrations provided in this booklet have been carefully prepared but we reserve the right to make changes and improvements in our products which may affect the accuracy of the information contained in this booklet.