Z-Box Hub

Reclaim your smart home.
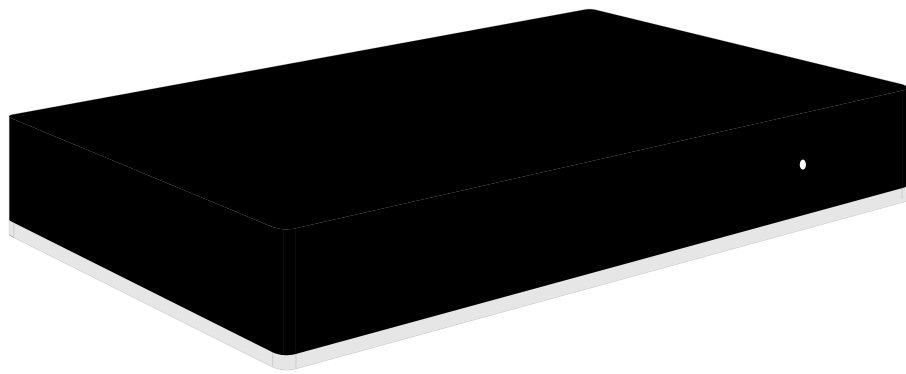
www.zboxhub.com
ask@zboxhub.com

Z-WAVE PLUS

105495010101

WELCOME

Thank you for purchasing the Z-Box hub! We created this smart home solution in response to growing privacy concerns, frustration around cloud latency, and compatibility issues.
Our team joined forces with Fibaro to deliver a mature Z-Wave™ ecosystem equipped with the latest tech to enhance your automation experience.
Support for this project is backed by Zooz so if you have any feedback, questions, or requests, let us know. We're at our best when catering to the direct needs of our community.

Your friends at Zooz

Inside the Z-Box

It's all yours, forever. Keep your devices and scenes private with local access to your smart home. No contracts, no fees.

Z-Wave™ centric. Experience home automation like never before with the most interoperable technology out there. Choose from thousands of innovative Z-Wave devices that just work.

Security first. Implement the latest S2 Authenticated protocol and SmartStart for a safe and reliable mesh network. Live progress window to track Z-Wave™ activity.

Real automation. Use the intuitive scene creator to make simple rules or execute complex multi-conditional scripts with a visual block building tool.

Advanced access. Change settings for any Z-Wave device straight from the interface. Perform OTA firmware updates on your Z-Wave products and create associations easily.

GET STARTED

1. Plug it in

Use the supplied USB cable and power adapter to connect your hub to a standard 120 V receptacle.
Wait for the hub to power up. The LED indicator will turn **solid white**, it will then start **pulsing blue**. Once the LED turns **solid red**, the hub is ready to be configured.

NOTE: If you're using your own USB, please make sure it isn't longer than 10 feet for best results.

2. Set it up

WHAT YOU'LL NEED:
1. Physical access to your Z-Box hub to access the serial number
2. Working Internet router with a local Wi-Fi network set-up
3. Computer connected to your local W-Fi network or a smartphone
4. Password to your Wi-Fi network
5. Optional: Z-Box Ethernet Adapter (not included) to set up a LAN connection in place of Wi-Fi. Scan the QR code below for more details.

Scan the QR code with your phone's camera and click on the link to access detailed set-up instructions including tips and screenshots.

FROM YOUR COMPUTER:
1. Connect your computer to the local Wi-Fi network created by your Z-Box Hub (the name will start with ZB-XXXX).
   Note: You can find the Wi-Fi SSID and password on the label on the bottom of your hub.
2. Open your Internet browser and type in 10.42.0.1 in the URL address bar. Review and accept the Terms of Service. Then click **Start** to begin the configuration process.
3. Select **Wi-Fi** as your network option and click **Next**.
   Select your Wi-Fi network from the list, click **Next**, and type in your network password. Click **Next**.

   Note: WEP-encrypted or 5 GHz networks will not be displayed as they are not supported by the hub.

Wait for the hub to connect to your network, it may take a few minutes (don't leave the screen). Once your hub connects, the **LED indicator** will turn **solid green** and you will be redirected to Choose Your Location screen.
4. Type in the hub's location information for the most accurate local parameters like weather information, and click **Next.**
5. Review and adjust the hub's settings (time zone, temperature unit, etc.), and click **Next** to set your local and remote access credentials.
6. Type in your new login, password, and email information for **local access**, then click **Next**.
   Note: These credentials can be used for local access only. We recommend you also set up remote access to monitor and control your devices outside your home network for the best experience (see the next step).
7. Click **Connect** to create your Hub ID account for **remote access**. If you'd like to restrict access to your local network only, simply click **Skip**. You'll have the opportunity to enable remote access anytime in the future.
   Note: If you skip the remote access setup, the hub will require a reboot to save the configuration. Select OK.
8. To enable remote access, click on **Register your ID account** and provide the credentials you want to use for remote access. Accept all Terms of Service and agreements and click on **Sign Up**.
   Important: Before you can log in, you need to verify your email address by clicking the link in the Welcome to ID verification message sent to the email address you used to sign up.
9. Once your account is verified, enter your newly created credentials. You will be prompted to add your hub to the remote account. The serial number and MAC address for your hub should be auto-populated, if not please refer to the S/N and MAC WiFi information on the bottom label on the hub.
10. After the hub is successfully added to your account, click **OK**. Then click **Open** next to the selected hub and enter your remote access login and password. Newly added hubs require a **reboot** to save the configuration. Click **OK** to start the reboot and wait for the hub to return back online.

Note: The LED indicator on your hub will turn solid white and then it will start pulsing blue. Once the LED turns solid green, the hub is back online.
11. You are now ready to add devices and automate your smart home.
   For future access navigate to http://zb-XXXX.local/ (where the "zb-XXXX" stands for your hub's serial number printed on the label on the bottom of the hub) to access your system locally or https://remote-zbox.myhubid.com/ for remote access outside of your home network.

FROM YOUR PHONE:
Download the Z-Box Hub app from the App Store or Google Play and install it. Then follow the prompts on the screen.
The app is just a monitoring companion for the system so we recommend completing the set-up and configuration using your computer instead.

Scan this code to get download links and set-up instructions for the Z-Box Hub app.

TROUBLESHOOTING

LED Indicator

Here is what it means:
Solid white: warm up
Pulsing blue: configuration
Solid green: connected to the network
Pulsing red: disconnected from the network / start-up in Recovery Mode
Solid red: Wi-Fi in access point mode, ready to configure

Help buttons

There are 2 buttons located in the back of the hub (next to the USB port) to help you troubleshoot the device:
R reboot button: hold it down for 5 seconds to reboot your hub
D recovery button: hold it down before you plug the hub in and keep holding it while you power up the hub to enter Recovery Mode.
Hold the D button down for 10 seconds until the LED starts to blink, then click it again to switch between dynamic (blinking yellow) and static IP (blinking green).
Hold it down for 20 seconds until the LED starts blinking red, then click the D button to reset the network settings.
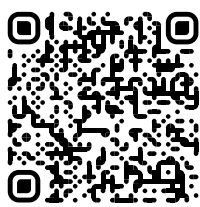
AUTOMATE

You're able to add Z-Wave™ devices and create very basic routines using the mobile app but you get full access to the automation engine and device management from the online interface in your browser.

We keep updating the software to add new features and improve navigation so we store all of our user guides online. This way we can keep them up to date and make it easier for you to get the answers you need. Please scan any of the below QR codes with your phone's camera and click the link to access the articles and tutorials of your choice.

Not finding what you're looking for? Get in touch: ask@zboxhub.com

Add devices

Organize devices
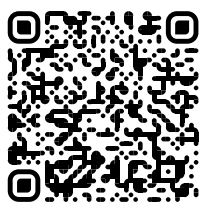
Troubleshoot devices

Create automations
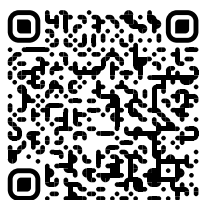
Connect smart speaker
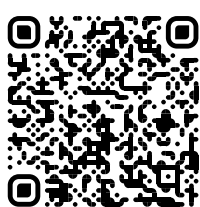
Advanced settings
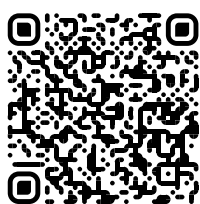
SmartStart

This Z-Wave™ controller supports SmartStart inclusion. SmartStart enabled products can be added into a Z-Wave™ network by scanning the Z-Wave™ QR Code present on the product with a controller providing SmartStart inclusion. No further action is required and the SmartStart product will be added automatically within 10 minutes of being switched on in the network vicinity.

SUPPORT

Our US based support team is here to answer your questions and help you find the right resources 7 days a week.

Knowledge Base

Go to www.support.getzooz.com or scan the QR code below to search for a solution in our extensive platform documentation.
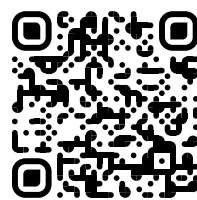
FAQ

Browse our frequently asked questions section and get quick answers to the most common inquiries.
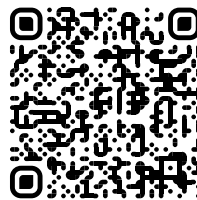
Community

Join the Friends of Z-Box forum to discuss, exchange ideas, and share solutions with other platform users.
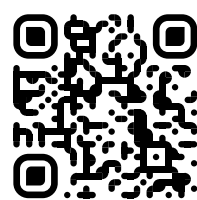
Email

We reply to emails 7 days a week, including Holidays. You'll get quick personalized replies from a friendly Z-Wave™ expert.

ask@zboxhub.com
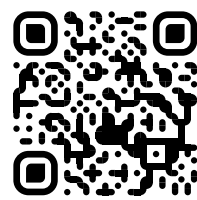
Phone

Scan the QR code below to schedule an appointment with one of our agents. Available Monday - Friday.
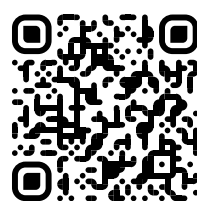
SAFETY WARNING

This product should be installed indoors only upon completion of any building renovations. Do NOT install outdoors.
Do NOT mount more than 6 feet from the ground.
Prior to installation, the device should be stored in a dry, dust-and-mold-proof place.
Do not install the device in a place with direct sun exposure, high temperature, or humidity.
Do NOT cover or place any objects on the device.
Do NOT mount the device on metal surfaces or inside of metal cabinets to ensure optimal radio performance.
Do NOT connect USB cables longer than 10 feet.
Keep away from chemicals, water, and dust. Ensure the device is never close to any heat source or open flame to prevent fire.
No part of the device may be replaced or repaired by the user.

SPECIFICATIONS

MODEL NUMBER: ZZB97
Z-WAVE™ CHIP: 700 Series
Z-WAVE™ FREQUENCY: 908.42 MHZ
Wi-Fi: 802.11 b/g/n
POWER SUPPLY: 5 V DC, 1 A (included)
POWER CONNECTION: USB Micro B
OPERATING TEMPERATURE: 32° - 104° F
OPERATING HUMIDITY: up to 75%
DIMENSIONS: 7" x 4.3" x 1.2"
INSTALLATION AND USE: indoor only

WARRANTY

This product is covered under a 1-year limited warranty with extended 5-year warranty once it's registered. To read the full warranty policy or file a warranty claim, please go to ww.zboxhub.com/warranty
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