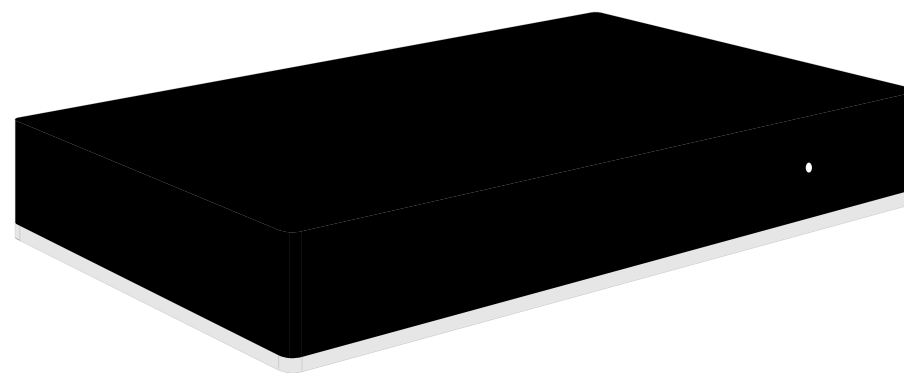# Z-Box Hub

Reclaim your smart home.

www.zboxhub.com
ask@zboxhub.com

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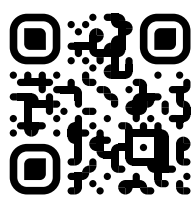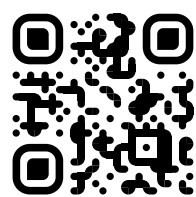
2. Set it up

WHAT YOU'LL NEED:
1. Physical access to your Z-Box hub to scan the QR code on the back
2. Working Internet router with a local wifi network set-up
3. Smart phone or computer connected to your local wifi network
4. Password to your wifi network

FROM YOUR PHONE:
Download the Z-Box app from the App Store or Google Play and install it.

Open the app on your phone and follow the prompts on the screen to complete the set-up:
1. Click + Add new Home in the Select Your Home screen
2. Read the Terms and Conditions (you'll need to click on them to at least scroll through) and check the box that you agree, then click Continue
3. Click on Scan QR code and follow the instructions on the screen to scan the code printed on the back label of your Z-Box hub
4. Wait for the hub to connect (it may take a few minutes), don't press or disconnect anything in the meantime, don't leave the screen
5. Wait a few seconds for the available wifi network list to populate and select your local home network
6. Type in the passoword for your network

and click Next
7. Wait for the hub to connect to your network, it may take a few minutes (don't leave the screen)
8. Type in the location of your hub for the most accurate local parameters like weather information, click Next
9. Adjust any of the global settings like time zone, temperature unit, etc if needed, click Next
10. Wait for the configuration to be saved
11. You'll see a prompt that your hub needs to be rebooted, click Next to initiate the reboot
12. Wait for the reboot to complete, it will take a few minutes (don't leave the screen)
13. You'll see a confirmation that your hub has been configured, click Next to set your login and password
14. Type in your new login and password information, then click Save (you can skip this step by leaving the fields empty and clicking Skip instead). Your login needs to be 3-20 character long, contain only letters and numbers, dash and underscore are the only special characters accepted. Your login cannot start with a number. The password needs to be at least 7 character long, it must contain at least one uppercase letter, at least one lowercase letter, at least one number, and a special character.
15. Wait for the configuration to be saved.
16. If your smart phone is not already connected to the wifi network you just signed in using the Z-Box hub, click on WiFi Settings and connect the phone to the same wifi network you selected in step 5. Make sure your wifi setting is enabled (set to ON) and you should see the network populate on the list of available networks just like in step 5. Enter the password for the network and click Connect.
17. Once the phone is connected to the same wifi network as your hub, go back to the Z-Box app on your phone. It will display a message that you successfully connected with your hub. Click Next.
18. The app will display a message that your hub was successfully configured. If you'd like to enable remote access for your hub, click Next to log in. This will allow you to monitor and control your connected devices outside of your home network when you're not around.

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 as well.
19. Wait for the app to connect to your hub. It will display the app's dashboard where you can start adding new devices and automating your smart home.

FROM YOUR COMPUTER:
1. Open your browser and type in 10.42.0.1 in the URL window
2. Select your language
3. Log in using these preset credentials:
   Login: admin
   Password: admin
4. Follow the prompts on the screen to configure your hub
5. If you'd like to set up remote access (cloud) for your hub, please go to myhubid.com and create a free account

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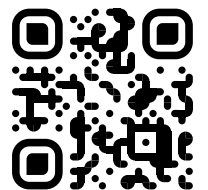
TROUBLESHOOTING

LED Indicator

Here is how to read the LED indicator on your Z-Box hub:
Pulsing blue: start-up
Solid green: connected to the network
Pulsing red: disconnected from the network / start-up in Recovery Mode
Solid red: wifi 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 during start-up to put the hub in 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.
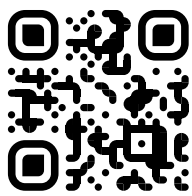
AUTOMATE

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
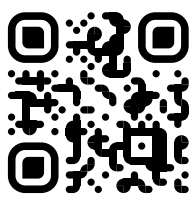
Troubleshoot devices
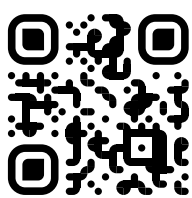
Create automations
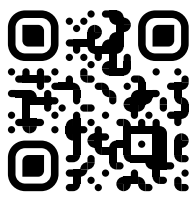
Connect smart speaker
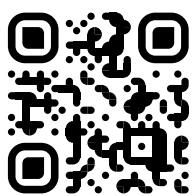
Advanced settings
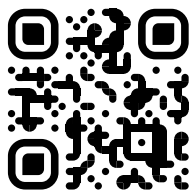
SmartStart

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

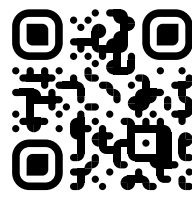Our US based support team is here to answer your questions and help you find the right resources 7 days a week.

Knowledge Base

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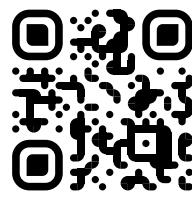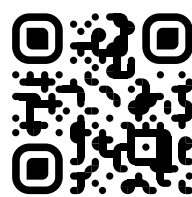

FAQ

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

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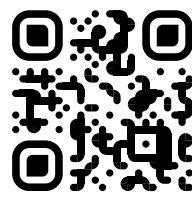
Join the Friends of Z-Box forum to discuss, exchange ideas, and share solutions with other platform users.
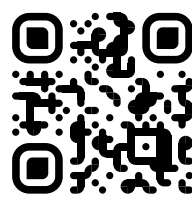

Email

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: 32^0 - 104^0 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 5-year limited warranty. To read the full warranty policy or file a warranty claim, please go to ww.zboxhub.com/warranty

IN NO EVENT SHALL ZOOZ OR ITS SUBSIDIARIES AND AFFILIATES BE LIABLE FOR ANY INDIRECT, INCIDENTAL, PUNITIVE, SPECIAL, OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, OR USE INCURRED BY CUSTOMER OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT, OR OTHERWISE EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DA-MAGES. ZOOZ'S LIABILITY AND CUSTOMER'S EXCLUSIVE REMEDY FOR ANY CAUSE OF ACTION ARISING IN CON-NECTION WITH THIS AGREEMENT OR THE SALE OR USE OF THE PRODUCTS, WHETHER BASED ON NEGLIGENCE, STRICT LIABILITY, BREACH OF WARRANTY, BREACH OF AGREEMENT, OR EQUITABLE PRINCIPLES, IS EXPRESSLY LIMITED TO, AT ZOOZ'S OPTION, REPLACEMENT OF, OR REPAYMENT OF THE PURCHASE PRICE FOR THAT POR-TION OF PRODUCTS WITH RESPECT TO WHICH DA-MAGES ARE CLAIMED. ALL CLAIMS OF ANY KIND ARISING IN CONNECTION WITH THIS AGREEMENT OR THE SALE OR USE OF PRODUCTS SHALL BE DEEMED WAIVED UNLESS MADE IN WRITING WITHIN THIRTY (30) DAYS FROM ZOOZ'S DELIVERY, OR THE DATE FIXED FOR DELIVERY IN THE EVENT OF NONDELIVERY.

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

   -Reorient or relocate the receiving antenna.

   -Increase the separation between the equipment and receiver.

   -Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

   -Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

IC Warning

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:
(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet appareil est conforme aux CNR exemptes de licence d'Industrie Canada . Son fonctionnement est soumis aux deux conditions suivantes :
(1) Ce dispositif ne peut causer d'interférences ; et
(2) Ce dispositif doit accepter toute interférence , y compris les interférences qui peuvent causer un mauvais fonctionnement de l'appareil.

Ce matériel est complété par une exposition de rayonnements FCC pour un environnement naturel. Ce matériel doit être installé et se faire avec une distance minimale de 20cm entre les radiateurs et les autresYour body shop.