

Trusted. Tested. Tough.®

Product information presented here reflects conditions at time of publication. Consult factory regarding discrepancies or inconsistencies.



FM3357
0222
Supersedes
0721

MAIL TO: P.O. BOX 16347 • Louisville, KY 40256-0347
SHIP TO: 3649 Cane Run Road • Louisville, KY 40211-1961
TEL: (502) 778-2731 • 1 (800) 928-PUMP • FAX: (502) 774-3624

Visit our website:
zoellerpumps.com

Wi-Fi Gateway

INSTALLATION INSTRUCTIONS

PREINSTALLATION CHECKLIST

1. Inspect your product. Occasionally, products are damaged during shipment. If the unit or any of the parts are damaged, contact your dealer before using.
2. Carefully read the literature provided to familiarize yourself with specific details regarding installation and use. These materials should be retained for future reference.



WARNING

SEE BELOW FOR LIST OF WARNINGS

1. For your protection, always disconnect the power supply.
2. All electrical and safety codes must be followed including the National Electrical Code and all applicable local codes.
7. Prop 65 Warning for California residents: Cancer and Reproductive Harm- www.P65Warning.ca.gov.

CAUTION

SEE BELOW FOR LIST OF CAUTIONS

1. Make sure there is a properly grounded 115 V receptacle available. DO NOT USE AN EXTENSION CORD.
2. Make sure the 115 V electrical supply circuit is equipped with fuses or circuit breakers of proper capacity.
6. For indoor use only.

LIMITED WARRANTY

Manufacturer warrants, to the purchaser and subsequent owner during the warranty period, every new product to be free from defects in material and workmanship under normal use and service, when properly used and maintained, for a period of 3 years from date of purchase by the end user. Zoeller batteries have a 3 year warranty. Proof of purchase is required. Parts that fail within the warranty period, that inspections determine to be defective in material or workmanship, will be repaired, replaced or remanufactured at Manufacturer's option, provided however, that by so doing we will not be obligated to replace an entire assembly, the entire mechanism or the complete unit. No allowance will be made for shipping charges, damages, labor or other charges that may occur due to product failure, repair or replacement. This warranty does not apply to and there shall be no warranty for any material or product that has been disassembled without prior approval of Manufacturer, subjected to misuse, misapplication, neglect, alteration, accident or uncontrollable act of nature; that has not been installed, operated or maintained in accordance with Manufacturer's installation instructions; that has been exposed to outside substances including but not limited to the following: sand, gravel, cement, mud, tar, hydrocarbons, hydrocarbon derivatives (oil, gasoline, solvents, etc.), or other abrasive or corrosive substances, wash towels or feminine sanitary products, etc.

in all pumping applications. The warranty set out in the paragraph above is in lieu of all other warranties expressed or implied; and we do not authorize any representative or other person to assume for us any other liability in connection with our products. Contact Manufacturer at, 3649 Cane Run Road, Louisville, Kentucky 40211, Attention: Customer Support Department to obtain any needed repair or replacement of part(s) or additional information pertaining to our warranty.

MANUFACTURER EXPRESSLY DISCLAIMS LIABILITY FOR SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES OR BREACH OF EXPRESSED OR IMPLIED WARRANTY; AND ANY IMPLIED WARRANTY OF GatewayNESS FOR A PARTICULAR PURPOSE AND OF MERCHANTABILITY SHALL BE LIMITED TO THE DURATION OF THE EXPRESSED WARRANTY.

Some states do not allow limitations on the duration of an implied warranty, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

In instances where property damages are incurred as a result of an alleged product failure, the property owner must retain possession of the product for investigative purposes.

INTRODUCTION

Connecting a Z Control® Enabled device to the Z Control® Cloud using the Wi-Fi Gateway should only take a few minutes. Once connected to Z Control®, the user can set up free alert messages via email, text, and mobile app “push” notifications. In addition, the user can remotely verify the device’s readiness, remotely silence alarms and reset the unit, configure settings, and modify how notifications are distributed.

Glossary:

- **Z Control Cloud®.** Zoeller’s proprietary cloud-based platform provides customers the ability to remotely manage their Zoeller Z Control® Enabled equipment. Features include device sharing, email/text/push notifications, and other device management.
- **Z Control® Enabled device.** These products were designed and built to be remotely fully functional with Z Control® Cloud. Some products have built-in Wi-Fi and some products are built with a RJ45 jack for the purpose of plugging in a Z Control® Gateway device.
- **Z Control® Wi-Fi Gateway.** The purpose of the Wi-Fi Gateway is to provide another Z Control® Enabled device with a connection to the Z Control® Cloud. Examples of such Enabled devices are Pivot Pro and LPS control panels, which are not designed with their own built-in Wi-Fi. They have an RJ45 jack for a Cat5 (or Cat5e or Cat6) wired connection to the Wi-Fi Gateway. The Wi-Fi Gateway then communicates wirelessly with the existing Wi-Fi router. The Wi-Fi Gateway is a simpler version of our Original Gateway, and is only equipped with Wi-Fi connectivity.
- **Original or Standard Gateway.** This legacy Gateway has built-in Wi-Fi and ethernet connections so that customers have a choice of how to connect to their router.
- **Router.** This is the customer’s existing network management device. There are many brands and types of routers.
- **ISP. Internet Service Provider.** This is the company that provides the connectivity to the home/building. In some cases, they also provide the router equipment.
- **AP Mode.** This is when the Gateway is broadcasting its “name”, or SSID. The SSID is in the format ZCTL_WGW_XXXX where “XXXX” is the first 4 digits of your Gateway’s Device ID (See Figure B). The Gateway’s SSID will show up in your phone/tablet/computer’s list of available WiFi networks, and selecting it will give you direct connectivity to the Gateway. This is required in order to give your Gateway the password credentials needed to connect to the Wi-Fi

Requirements:

- A device that is Z Control® Enabled (such as Pivot Pro or LPS control panel)
 - A strong Wi-Fi signal where the Gateway will reside
 - Wi-Fi network name and passphrase that the Wi-Fi Gateway will connect to
 - A Cat5 (or Cat5e or Cat6) cable to connect and power the Gateway from a Z Control Enabled device (a 3’ long cable is included).
- Note: The cable will power the Gateway from the Z Control® Enabled device

PAIR A Z CONTROL® ENABLED DEVICE TO THE Wi-Fi GATEWAY

1. Power up the Wi-Fi Gateway by plugging one end of a Cat5 (or Cat5e or Cat6) cable into the RJ45 jack on the Gateway and the other end into the RJ45 jack on the circuit board of the Z Control® Enabled device (for example, the RJ45 jack on a Pivot Pro is on the bottom edge of the main PCB).
2. If never connected before, the Gateway’s LED will briefly light and then turn off.
3. Pair the Z Control® Enabled device to the Gateway by pressing the appropriate button. For Pivot Pro control panels, press the Enter button on the user interface. For LPS control panels, press the small Z Control® button on the circuit board next to the green Push To Run button.
4. (Note that the following info also applies to LPS control panels, but there is no Z Control® LED to confirm the actions.) When paired, the Z Control® LED on Pivot Pro will turn on solid. If the Gateway is unplugged from the Pivot Pro for more than 1 minute, the Z Control® LED will blink. To unpair the Pivot Pro from the Gateway, use a pen or similar pointed tool to press the recessed button on the Gateway until the Pivot Pro’s Z Control LED flashes slowly, and continue to hold until it stops (about 15 seconds) Note that this action also clears any Wi-Fi credentials previously entered (as described in the next section).

CONNECT THE Wi-Fi GATEWAY TO THE ROUTER AND Z CONTROL® CLOUD

There are 2 ways to connect the Wi-Fi Gateway to the Z Control® Cloud.

1. Use the Z Control® mobile app. See instructions below under “Use the Mobile App”.
2. Use your mobile device or computer to connect to the Gateway directly. Instructions for connecting directly are provided below under “Use Your Mobile Device Or Computer To Connect Directly To The Wi-Fi Gateway.”

Before you begin:

- Know what your Wi-Fi network is named (i.e. its SSID) and its password. Double check you know the correct password and exactly how it is spelled, including capitalization. This will prevent the most common troubleshooting issues.
- Verify that your mobile device has working Wi-Fi and detects a strong signal from your Wi-Fi network when you are standing next to the Fit controller. If the signal is weak or varies, your network may not be able to provide a stable connection for the Fit. Try repositioning the controller if possible, and be sure there are no physical or interference barriers nearby. The use of an off-the-shelf range extender may be necessary in some installations.
- Verify your Wi-Fi network is connected to the internet and that it is broadcasting a visible, secure, 2.4Ghz network.
- 2.4 Ghz network is required. If you only see 5 Ghz networks, you may need to log into your dual band router to choose to broadcast the networks separately.
- Band steering may need to be temporarily turned off during setup.
- The 2.4Ghz network must use WPA or WPA2 security. WEP and Open networks are not compatible with the Gateway.
- Any VPNs or other network controls may need to be temporarily turned off during setup.
- Locate the Gateway’s Device ID and data matrix on the top label.
- Like most internet connected devices, the Gateway’s Wi-Fi connectivity should be used behind a secure firewall. Most routers have a firewall built into them. Consult a networking professional for specific questions about firewalls.
- The above list also helps to troubleshoot connectivity issues. If the Gateway still will not connect after trying the above suggestions, follow the same steps to connect the Gateway to a mobile phone hotspot instead of the home’s Wi-Fi router. If the Gateway successfully connects to the cloud through the hotspot,

then the conflict likely has something to do with the router settings.

Use the Mobile App (iOS and Android)

These basic instructions will not detail every step but provide an overview of what the app will do.

1. Open the app, sign into your account, or create an account using the link at the bottom. Open your profile to set up any additional phone numbers or email addresses where you would like to receive notifications.
2. Once you're logged in to your account, create locations by selecting the "+" from the Locations screen. When ready to add a device, select the desired location name and then touch the "+" to start adding a device. If asked, allow access to your device camera so you can scan the data matrix.
3. Now the app will provide several instruction screens about scanning the data matrix, joining the Gateway's network, and then LEAVING the app and how to come back.

Note: Rather than scan the data matrix, the user may instead type the Gateway's Device ID to get started. Ignore warnings your mobile device may give you about "unsecure network" or "no internet connection". The app is connecting directly with the Gateway, and therefore no security or internet connection is available or necessary.

4. When the captive screen opens (see Figure C in next section), use the Wi-Fi Scan button to find the Wi-Fi network you want the Gateway to use, select it from the list provided at the bottom of the screen (you may need to scroll), and type the Passphrase in the field. The Gateway's LED should be solid within a minute indicating successful connection to the router and the Z Control® Cloud. Upon first connecting to the cloud, the Gateway may immediately update its firmware over the air (OTA), if an update is available. If an update is taking place, the Gateway's LED will flicker for up to 1 minute while the update is downloaded. The LED will be solid and all other LEDs will turn off while the update is being installed. After up to 1 minute, the Gateway will restart and return to normal operation. The Gateway's alert history on the Z Control® Cloud will also be updated with the firmware update information, and notifications (according to how the account is set up) will occur.
5. Now go back to the Z Control® app and you should find your new device(s) set up in the location you previously selected. You can always change a device to a different location in your account.
6. Open the Gateway or other Z Control® Enabled devices to explore current status, configuration settings, and commands available, such as Test, Silence, Reset, etc. Perform tests to be sure everything works as expected. Reset all alarms when you are finished.

Use your mobile device or computer to connect directly to the Gateway

Instead of using a mobile device and the Z Control® app, you can also use your mobile device or computer to directly connect to the Gateway.

Connection Steps:

1. Apply power to the Gateway. The Gateway's LED will blink and then turn off, indicating the Gateway is in AP Mode* and is transmitting an SSID (see Figure B). If the LED is blinking and not in AP mode (not broadcasting), use something pointy like a pen or toothpick to press the reset button while powering up the Gateway. Release the button, and after a few seconds the LED will be off indicating the Gateway is in AP Mode. (See Figure A).
2. Standing near the Gateway, use your phone, tablet, or computer to look for the Gateway's SSID in your WiFi settings (see Figure B). It will look like "ZCTL_WGW_xxxx" where "xxxx" is the first 4 digits of your Gateway's Device ID. Select this, and be sure your device displays a check mark or similar indicator that you are connected to the Gateway's local network. If so, 2 things will happen:
 1. The Gateway's LED will flash quickly.
 2. A Z Control® setup screen (See Figure C) will open. This may take up to 30 seconds.

If the setup screen does not appear, open a browser on the same device and type "192.168.125.1" or "zconfig.zcontrolcloud.com" in the address bar. If the setup screen appears but is not used (cancelled or otherwise closed), the Gateway will return to AP mode and the LED will turn off until the next Wi-Fi setup attempt. If the setup screen still does not appear, verify your device is still connected to the Gateway's SSID. If it isn't, repeat Step 2 and be sure your device's Wi-Fi stays connected to the Gateway. If your device shows a warning message about no internet or no security on the Gateway's network, ignore this and connect to it anyway.

3. On the setup screen (see Figure C), press the Wi-Fi Scan button, scroll down to see the list of Wi-Fi signals found, and choose the Wi-Fi network you want the Gateway to use for internet connectivity. Enter the passphrase for the network you chose in the field indicated. If the passphrase is correct, the Gateway will connect to the network and start sending status updates to zcontrolcloud.com. You will see the LED go from blinking to solid. This could take up to a minute or so.

If the LED does not turn solid, then the passphrase entered is incorrect, the router's security is insufficient (see note below**), or some other network restriction is in place (see your network administrator). The Gateway will return to standby mode if the router connection is not successful. If you need to force the Gateway into AP mode again, press the recessed button while powering up the Gateway (See Figure A). This will cause the Gateway to re-enter AP mode and begin transmitting its SSID again. Repeat Steps 2 and 3.

4. Once the Gateway's LED is solid, log in to your account (or create one) at zcontrolcloud.com. Choose the Add New Device button next to the location you want to use for the Gateway (see Figure D). Follow the directions to add your Gateway by either auto-detect or entering the Device I.D. When successful, a Gateway product tile will appear in your account.

Firmware Updates:

The Gateway is capable of OTA, or "over the air" firmware updates. It's possible that the Gateway could perform an update immediately if one is available at the Z Control® Cloud. If an update is taking place, the LED will flicker for up to 1 minute while the update is downloaded. The LED will be solid while the update is being installed. After up to 1 minute, the Gateway will restart and return to normal operation. The Gateway's alert history on the Z Control® Cloud will also be updated with the firmware upgrade information, and notification will occur according to the account set up.

Congratulations! Your Gateway is online. Be sure you have added the contact information for phone numbers and email addresses that should receive notifications. This is done by selecting "Manage Contacts" from the main menu (the square with 3 lines in the upper right corner). You can also edit how each device sends out notifications from the device's "Alarm Settings" tab. You can now open the product's configuration by clicking the "View" button to modify the Gateway's device and notification settings. You can also install the Z Control® mobile app on your mobile device (Android and iOS versions available, search "Z Control®" in the app stores).

Figure A, Wi-Fi Gateway

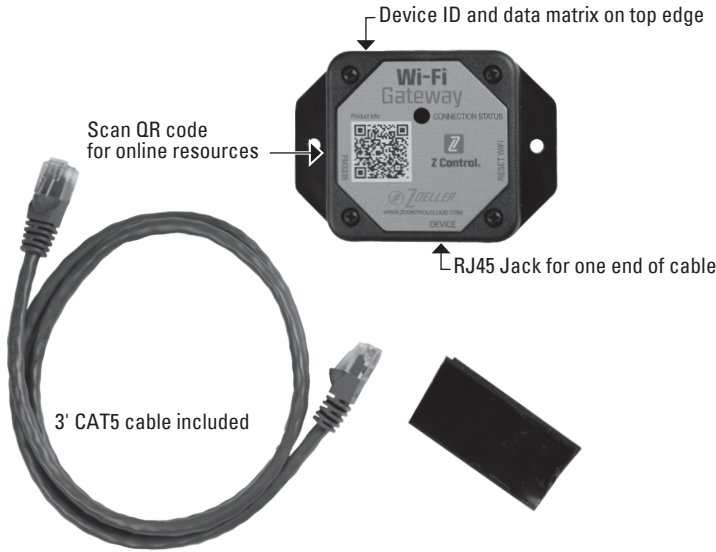


Figure B, Your Mobile Device Wi-Fi Settings

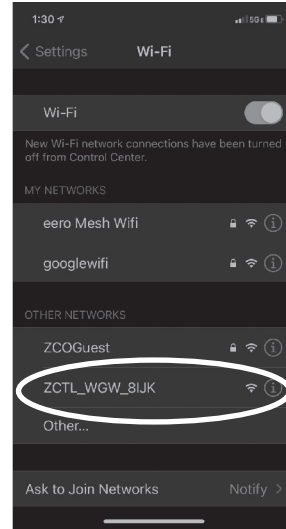
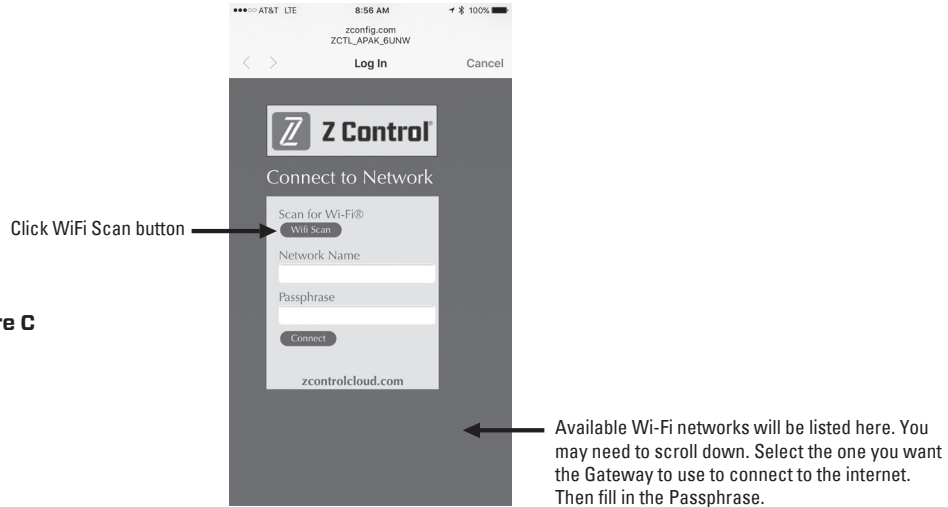
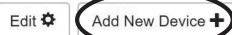


Figure C



**Note that the Gateway will not connect to routers with "WEP" or "OPEN" security. Security must be WPA or WPA2 or similar variant.

Figure D Fisherville House



Select Add New Device

If the Z Control® Enabled device connected to the Gateway was paired properly, a product tile will appear for both devices

