



**ATAG** One<sup>zone</sup> - Quick start guide

# Overview

The ATAG ONE<sup>Zone</sup> allows you to start, stop and check your domestic heating and water anytime, anywhere using your smart phone or PC.

Thank you for choosing the ATAG ONE<sup>Zone</sup>. This allows you to start, stop and check your domestic heating and water anytime, anywhere using your smart phone or PC.

The ATAG ONE<sup>Zone</sup> constantly monitors your energy consumption – to help cut your gas bills – and notifies you about any boiler problems.

Also, when the remote service function is activated, the ATAG service centre will be able to resolve most problems remotely. They can be contacted on **0800 680 0100**.

This document is designed to help your installer and you to have the ATAG ONE<sup>Zone</sup> up and running as fast as possible. It describes how the ATAG ONE<sup>Zone</sup> should be installed and activated.

Further details on all aspects of installation, registration and usage can be downloaded from our website: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone) or alternatively call our support team on **0800 680 0100**.



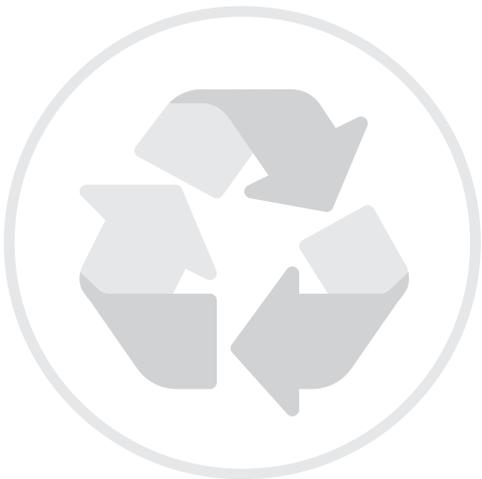
Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

Alternatively call our support team on **0800 680 0100**

## Safety

The safe use of the ATAG ONE<sup>Zone</sup> is dependent on adherence to the following:

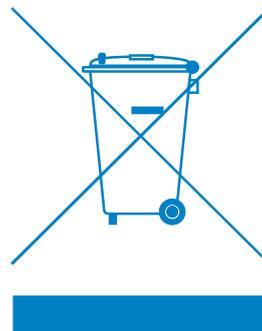
- ✓ Installation and servicing should only be carried out by a qualified technician.
- ✗ Do not use the appliance for any purpose other than normal domestic use.
- ✗ Do not remove the appliance from its installation location.
- ✗ Do not use solvents or aggressive detergents to clean the appliance.
- ✓ During cleaning and maintenance, isolate the appliance from the mains.



## Disposal

Electrical or electronic devices that are no longer serviceable must be collected separately and sent for environmentally compatible recycling (in accordance with the European Waste Electrical and Electronic Equipment Directive 2012/19/EU).

The barred wheeled bin symbol appearing on the appliance or on its packaging indicates that the product must be collected separately from other waste at the end of its useful life. The user must therefore deliver the decommissioned product to an appropriate local facility for separate collection.



# The ATAG ONE<sup>Zone</sup>

The ATAG ONE<sup>Zone</sup> is simple to use as shown below:

The diagram shows the ATAG ONE<sup>Zone</sup> thermostat interface. The display shows the time 20:30, a WiFi signal icon, a battery level indicator, and a large temperature setpoint of 20.0°C. Below the setpoint, there are icons for weather (10°), a clock, and a temperature of 20.5°C. At the bottom, there are three buttons: a left arrow, a central blue square button, and a right arrow. Callouts provide the following information:

- Display:**
  - Actual room temperature
  - Room temperature setpoint
- Right arrow:**
  - Increase a value
  - Scroll down
- Central button (blue):**
  - Confirm a prompt or selection
  - Blinking light: error or battery in charge
  - Press & hold to return to home screen
- Left arrow:**
  - Decrease a value
  - Scroll up

Symbol	Description	Symbol	Description
	WiFi signal/ activity		Zone mode: override
	Winter		Holiday function enabled
	Summer		Flame present indication
	Heating only		Outdoor temperature
	Cooling mode active		Internet weather condition
	System mode: OFF		Error indication
	Zone mode: schedule		Screen locked
	Zone mode: manual		Resistance (Heat pump)

Installing the ATAG ONE<sup>Zone</sup> is quick and easy; it takes just 3 steps:

- 1 ATAG ONE<sup>Zone</sup> installation
- 2 Account registration
- 3 Online product activation

# Installation

## Positioning

The ATAG ONE<sup>Zone</sup> is impacted by room temperature so care must be taken to position it away from anything that is likely to give a misrepresentative reading about the room temperature, such as from heat sources, draughts, windows and doorways.

It should be installed approximately 1.5 metres above the floor level.

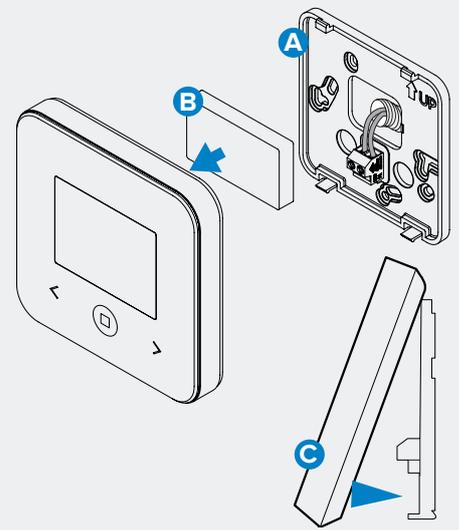


**WARNING!** Installation should be performed by a qualified technician.

### Securing the ATAG ONE<sup>Zone</sup>

Before making any connections, use the external double-pole switch to shut off electrical power to the boiler.

- A** Secure the ATAG ONE<sup>Zone</sup> base plate (A) to the wall and connect the pair of wires to the terminal clamp to hook the boiler up via the BUS.
- B** Fit the battery in its compartment (B).
- C** Reattach the ATAG ONE<sup>Zone</sup> to its base plate (C) by pushing it carefully downwards.



## Account registration

To register your account:

- 1** Download the ATAG ONE<sup>Zone</sup> app from the Google Play Store or Apple Store
- 2** Open the app
- 3** Enter the requested information
- 4** You will receive a welcome email – click on the link in the email to activate



Further information can be found including a “how to” video “Setting up an ATAG ONE Zone user account”



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

# Online product activation

## Connecting the ATAG ONE<sup>Zone</sup> controller to the internet

After you have installed the product, turn on the power. ATAG ONE<sup>Zone</sup> turns on and the display reads “**Select language**”; follow the step-by-step instructions for the basic settings until you are prompted to configure the Wi-Fi network.

**NOTE:** If the Wi-Fi connection was not configured during the first start up then go to the Connectivity menu.

Select “**ON/OFF WI-FI NETWORK**” and select “**ON**”. Then select the new menu option called “**NETWORK CONFIGURATION**” and follow the step-by-step instructions.

### Basic settings:

Once installed, turn on the power. You will be asked to “**Select a language**” and then follow the step-by step instructions for the basic settings.



Further information can be found including a “how to” video “How to connect an ATAG ONE Zone Controller (2019 onwards)”



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

## Connection to the phone app

Open the app, login with the previously created account and follow the guided procedure. The app for iOS will proceed with the Apple HomeKit connection procedure and then automatically return to the app.

The product is correctly connected to the internet and registered when:

- ✓ The connection to the router and internet is successfully displayed on the ATAG ONE<sup>Zone</sup>
- ✓ The app displays a message confirming that the product has been successfully registered;
- ✓ The “Wi-Fi” icon appears permanently on the ATAG ONE<sup>Zone</sup> screen



You can now control your ATAG ONE<sup>Zone</sup> system remotely using the smartphone app or via the web portal [my.atag.zone](https://my.atag.zone)



[my.atag.zone](https://my.atag.zone)



Open the ATAG zone app, without logging in, and follow the guided procedure.



The iOS operating system will automatically suggest the next steps required to connect the product to the internet.



**WARNING!** After confirming the procedure, your device (smartphone, PC, tablet ...) will automatically disconnect from the Remote GW Thermo network; an error page may appear in the browser window that can be ignored.

# Troubleshooting connectivity issues

If the configuration is not successful, ATAG ONE<sup>Zone</sup> will display the “” icon. (Note: the network configuration must be repeated every time you make a change to the internet network in your home (change of password, operator, router)).

**If the configuration is not successful, take the following steps:**

- 1 Check your WiFi signal is sufficiently strong at the location of your ATAG ONE<sup>Zone</sup>
- 2 Ensure your phone is connected to the WiFi router
- 3 Reset your WiFi router following your providers instructions
- 4 Log out of the app
- 5 Repeat the configuration steps above



If these steps do not resolve the issue, more in-depth troubleshooting advice can be found online at



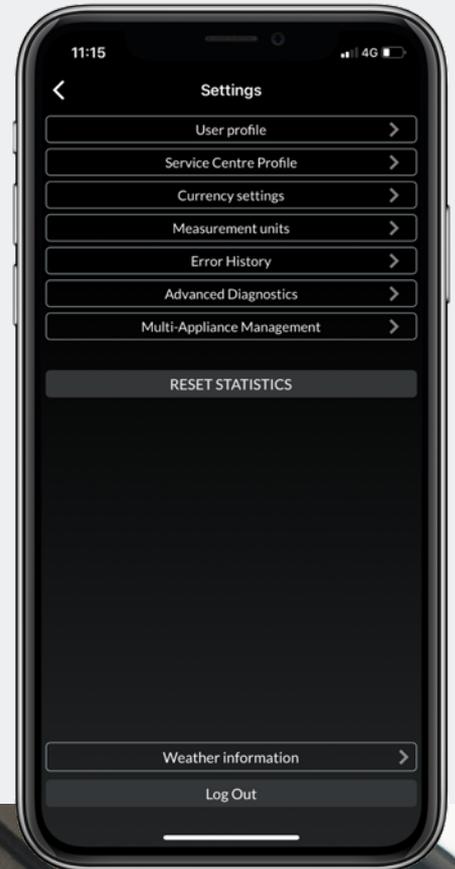
Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

# Troubleshooting - factory reset

## Factory reset procedure

If you continue to have problems during the setting up and connection process, follow the procedure below:

- 1 Reset the home WiFi router – this is normally done using the reset button or switching off the device and restarting
- 2 Ensure you log out of the App on the homeowner's phone – this is done by tapping the setting (gear symbol) on the bottom right of the App and then the Log Out button – once again at the bottom of the screen
- 3 Carry out a factory rest of the ATAG ONE<sup>Zone</sup> device – see page 10
- 4 Repeat the set-up process from the beginning



If these steps do not resolve the issue, more in-depth troubleshooting advice can be found online at



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

## Factory reset from ATAG ONE<sup>Zone</sup> screen menu

Within the ATAG ONE<sup>Zone</sup> controller menu go to the advanced page and select 'factory reset' on the screen.

A factory reset will reset all the settings in the ATAG ONE<sup>Zone</sup> controller back to the original state out of the factory, but not the system choices that are stored in the boiler.



1

Go to settings on controller. Press the centre button to open the menu and scroll right using the arrow until the settings option appears. Push the centre button to confirm.



2

Select 'Advanced'.



3

Select 'Factory data reset'.



4

Press YES to confirm reset.



5

The factory data reset complete message will appear and the device will return to the splash screen enabling you to restart the process from the beginning.

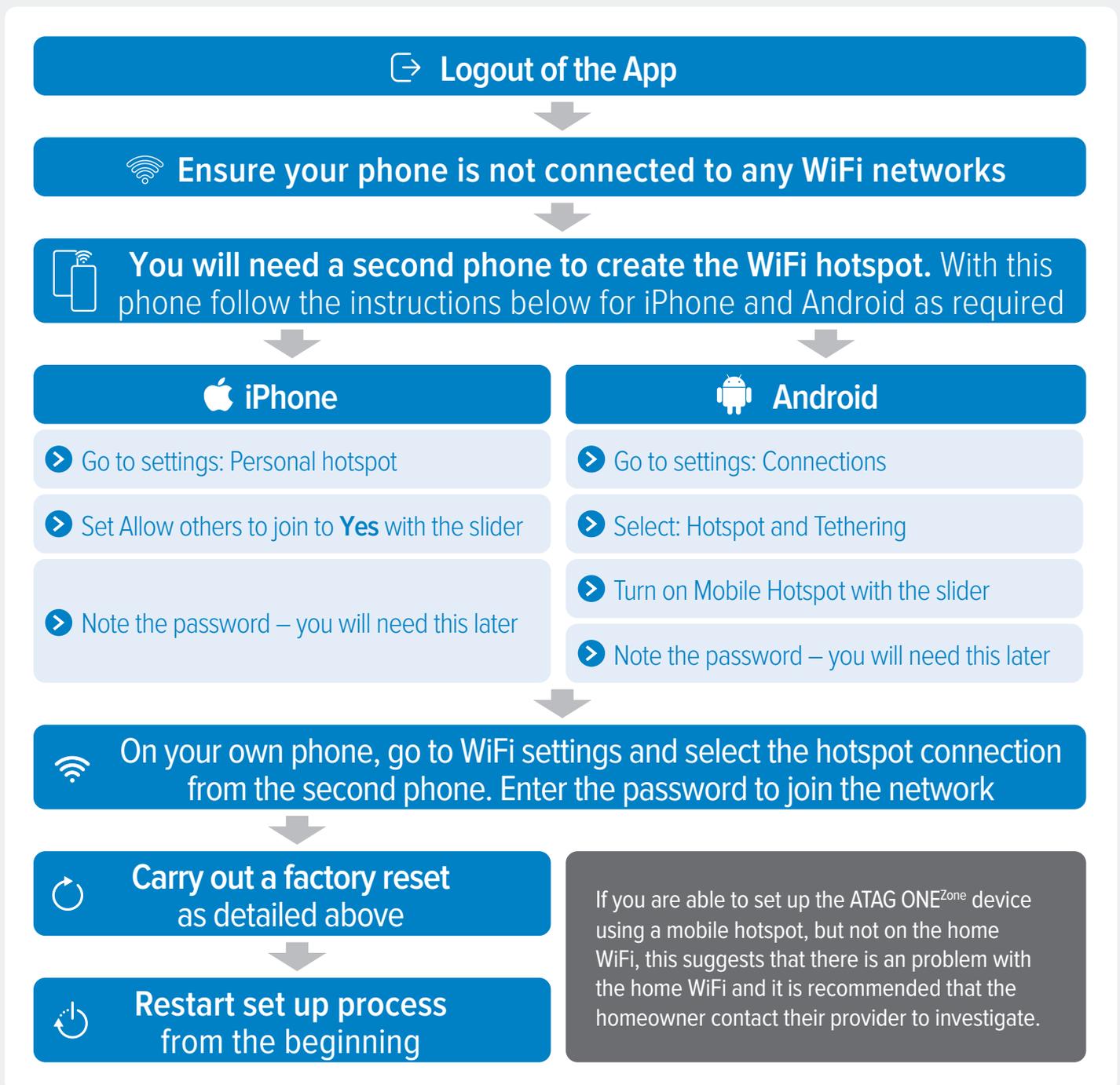


**WHEN THE ONE ZONE CONTROLLER TELLS YOU TO LOG INTO THE APP – DON'T DO THIS YET!** Instead go to the phone WiFi settings to view the available networks and select "REMOTE GW THERMO" Now log in to the app and follow the instructions to complete the process. Make sure during this whole process, that the phone is near the controller.

# Troubleshooting - home Wifi

## If you suspect that there is an issue with the home WiFi

On occasion, there may be an issue with the WiFi in the property. One way to confirm this is to try and set up the ATAG ONE<sup>Zone</sup> device using a WiFi hotspot function on another mobile device as the WiFi carrier. Both Apple and Android phones support this feature – refer to your phone manufacturer for details if in doubt.



# Controlling the ATAG ONE<sup>Zone</sup>

## Using multiple devices and/or with multiple users

Once the ATAG ONE<sup>Zone</sup> controller has been set up using the App, it can be controlled by multiple devices and or users.

The ATAG ONE<sup>Zone</sup> App must be downloaded on each device – phone or table you wish to use.



Access to manage your ATAG ONE<sup>Zone</sup> controller can be achieved in 2 ways:

- 1 Using the same log in credentials (username and password) on each mobile device – recommended where one user has multiple devices – this will enable the user to access the controller using phone and tablet for example
- 2 Creating guest access – this is recommended when there are multiple users and you want to control access by additional users

Search for 'ATAG ZONE'



Further information can be found including a "how to" video "How to connect an ATAG ONE Zone Controller (2019 onwards)"



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

# To create guest access

Your guest or guests must download the app and create a new account with their own username and password.

Once this has been done the primary user will follow the procedure below from the App.



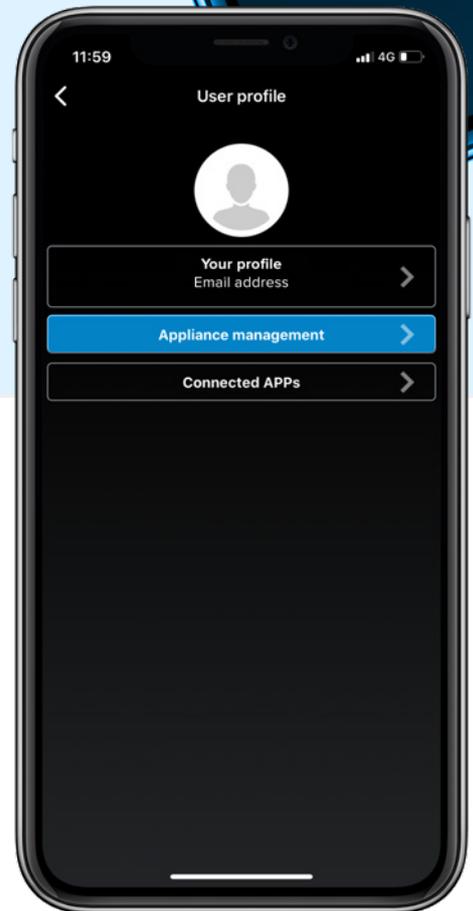
1

Got to settings – gear symbol in bottom right corner.



2

Select User profile.



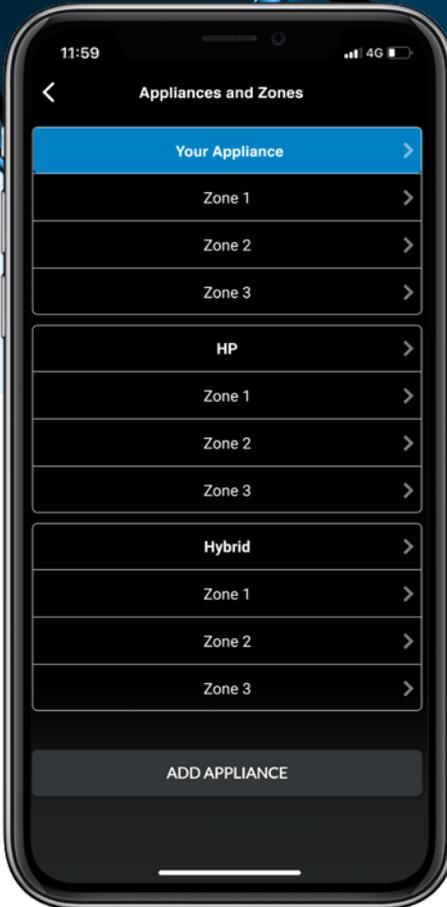
3

Select Appliance management.

Further information can be found including a “how to” video “How to connect an ATAG ONE Zone Controller (2019 onwards)”

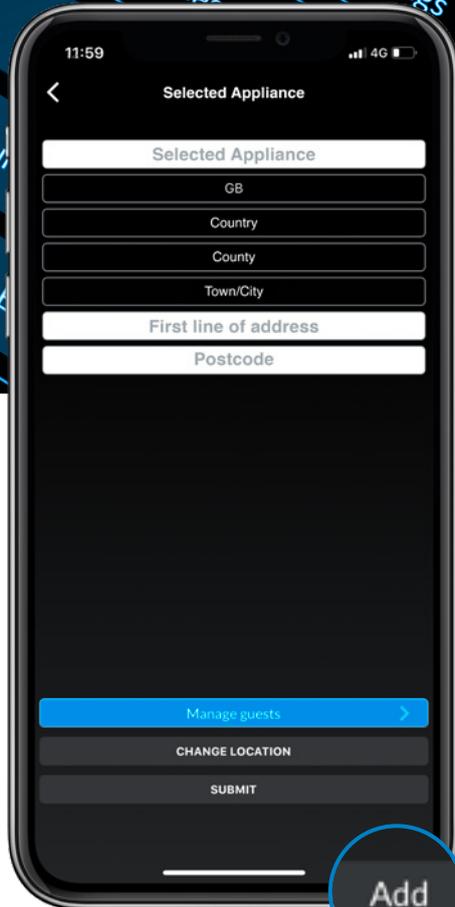


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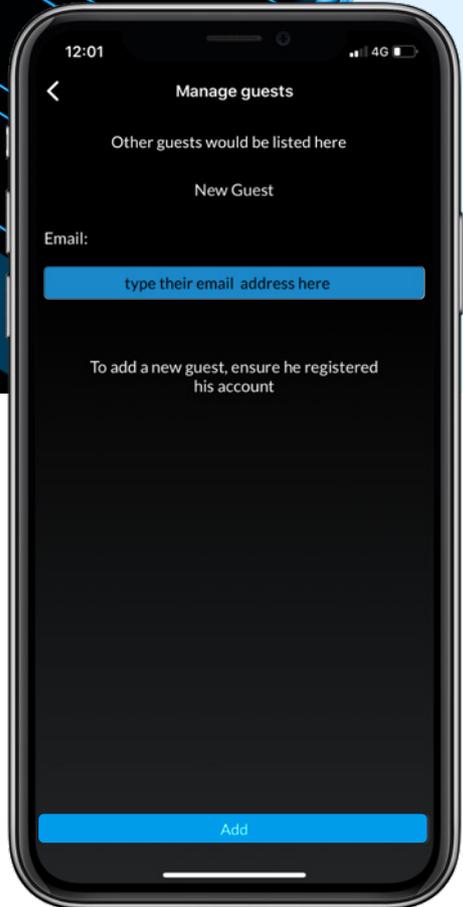
4

Select the named appliance (not the Zone).



5

Select manage guests then select Add.



6

Enter the email address the guest used to set up their own account then select Add.

Guests can be removed at any time by the primary account holder.

# Setting a time schedule or clock programme

## Connection to the phone app

Open the app, login with the previously created account and follow the guided procedure. The app for iOS will proceed with the Apple HomeKit connection procedure and then automatically return to the app.

The ATAG ONE<sup>Zone</sup> offers three options for heating:

-  **“Schedule”** – setting heating programmes for agreed times
-  **“Manual”** – overriding a programme. Manually set temperatures remain in place 24/7
-  **“Fireplace”** – this takes account of a fire or log burner being in the same area as the thermostat. It ensures that the remaining rooms continue to be heated to the agreed temperatures



The options can be found on the middle icon at the bottom of the display panel.

Further information can be found including the “how to” video “Setting your heating with the ATAG ONE Zone controller”



Visit: [www.atagheating.co.uk/zone](http://www.atagheating.co.uk/zone)

# Warranty, privacy and contact details

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## Warranty

This product is covered by the Conditions of Sale and Warranty of all ATAG products from ATAG Heating Technology UK Ltd. This product falls into the category of “Accessories”.

This product has a 10 year warranty on the component as of the original purchase date/installation date. For the full terms and conditions, see [www.atagheating.co.uk](http://www.atagheating.co.uk).



Visit: [www.atagheating.co.uk](http://www.atagheating.co.uk)

## Privacy

If you choose to use this product with the associated online services, additional terms of use and a privacy policy apply. You will be asked to review these documents when registering your ATAG zone account at <http://my.atag.zone>



[my.atag.zone](http://my.atag.zone)

## ATAG ONE<sup>Zone</sup> contact details

For more information about ATAG services and support, please contact us on:  
Tel: **0800 680 0100** Email: [info@atagheating.co.uk](mailto:info@atagheating.co.uk)



Visit: [www.atagheating.co.uk/contact](http://www.atagheating.co.uk/contact)

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**1 Masterton Park, South Castle Drive, Dunfermline KY11 8NX**

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