Getting Started Guide

For new Zego Residents

Welcome! 2

Changing Your Lock Code 3

Temporary Lock Codes 6

Using The Thermostat 7

Controlling Your Lights 10

Contacting Zego Support 12

Welcome!

Welcome to the new unit startup guide from Zego! This guide will walk you through the basics of your new smart apartment powered by Zego.

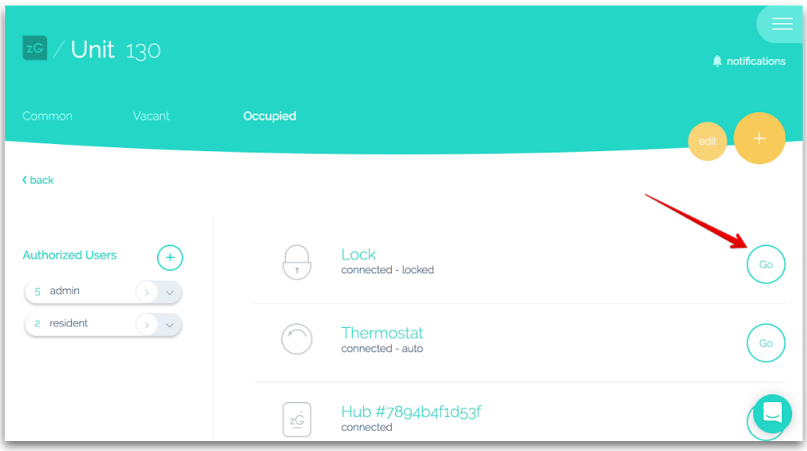
As a resident in a Zego apartment, you can access your unit and devices via my.zego.io from any browser (mobile/tablet/desktop). You can also access your unit and control your devices via our mobile app (iOS/Android).

If you have any questions, please reach out to us via email at support@zego.io, or by phone at (913) 730-6157. You can also check-out our website for updated support documentation on new features as they are rolled-out.

Changing Your Lock Code

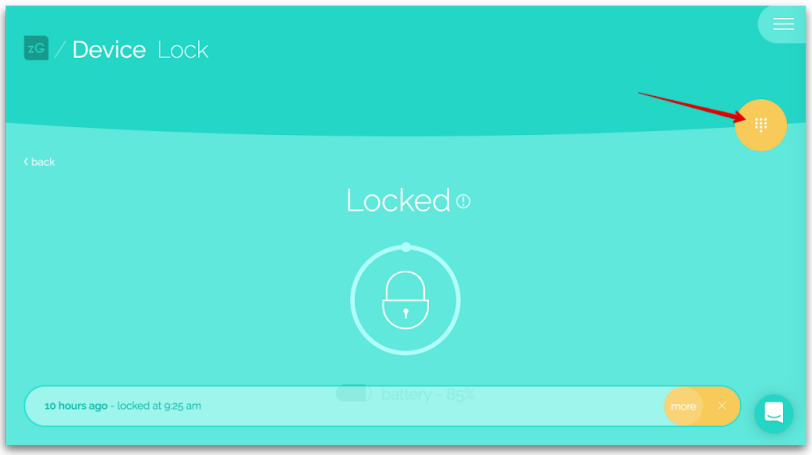
When you are first added to a Zego apartment, your lock will already have a randomly generated 6-digit lock code created. You have the ability to change this code to whatever you like from the lock code menu.

To access the lock code menu, navigate to the lock device screen.



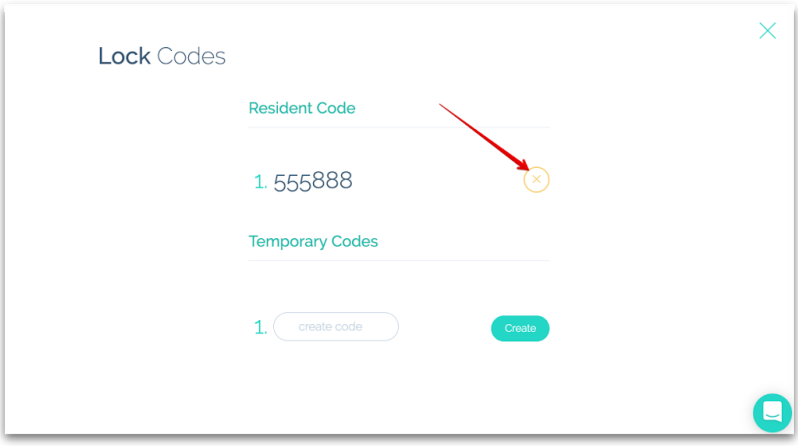
**Note: this guide uses the web application (my.zego.io) for all examples, but the same steps apply for the mobile app on iOS and Android as well.*

Once you are on the lock page, click the yellow keypad icon to open the lock codes menu.

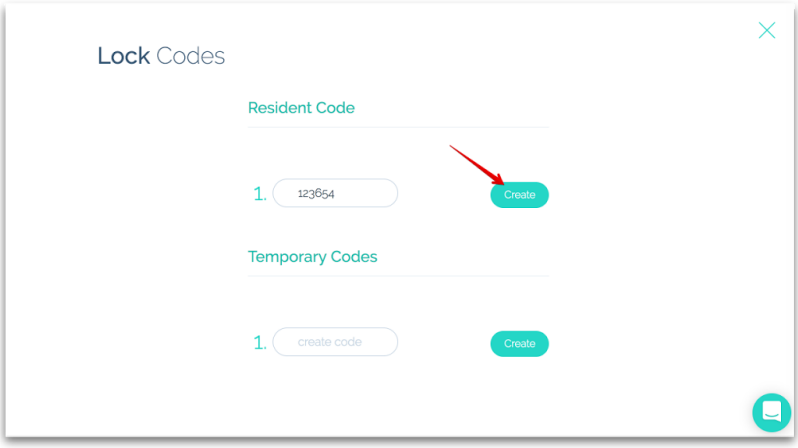


After opening the lock codes menu, you should be able to see the master code, resident code, and any temporary lock codes that the user has created (until they expire).

To change the resident lock code, click the yellow “x” to delete the current lock code.



Then create a new six-digit code that you would like to use.

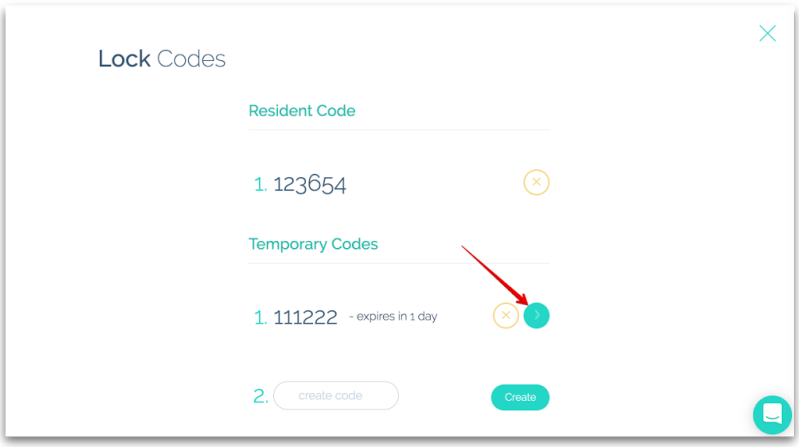


Lock codes may take up to 10-15 seconds to create, depending on the current connection strength of the hub and several other technical factors that come into play. If after 30 seconds, the code has still not been created, exit the lock codes menu by clicking the “x” in the top right corner of the screen, refresh the page, and check the lock code menu again to see if it has been created. If you are still having issues, contact support.

Temporary Lock Codes

There might be situations where you'd like to let someone into your apartment but you don't want to give them your resident code (because you'd have to change it over and over again). Instead of giving them your resident code, you should create a temporary lock code that you can set an expiration for.

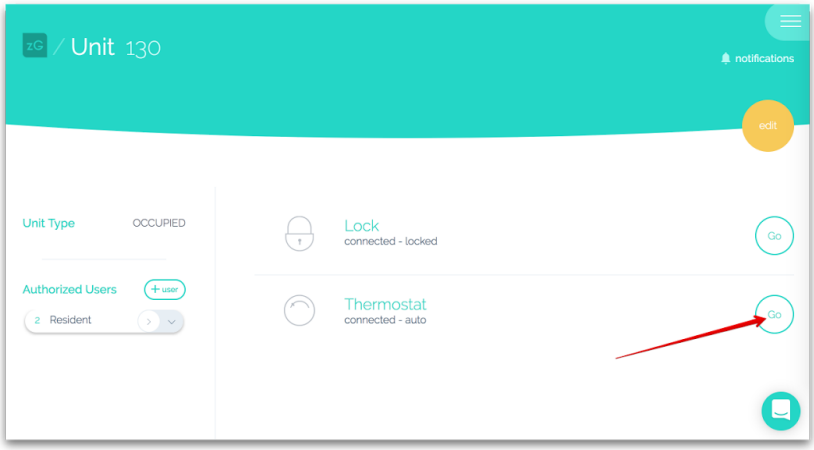
To create a temporary code follow the same process for creating a resident code, then click the green arrow to set the expiration for the lock code.



Using The Thermostat

Most Zego apartments will have a smart thermostat installed during the installation or renovation process. You have the ability to control your thermostat remotely via the web app or mobile app.

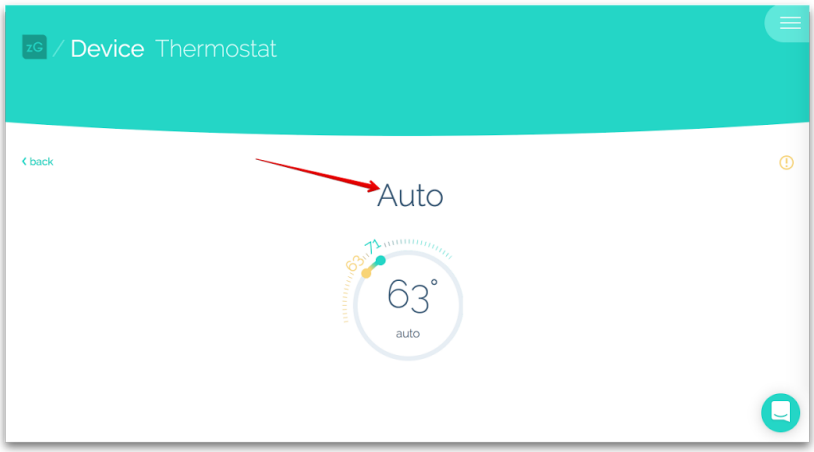
To control your thermostat, navigate to the thermostat device screen from your unit home page.



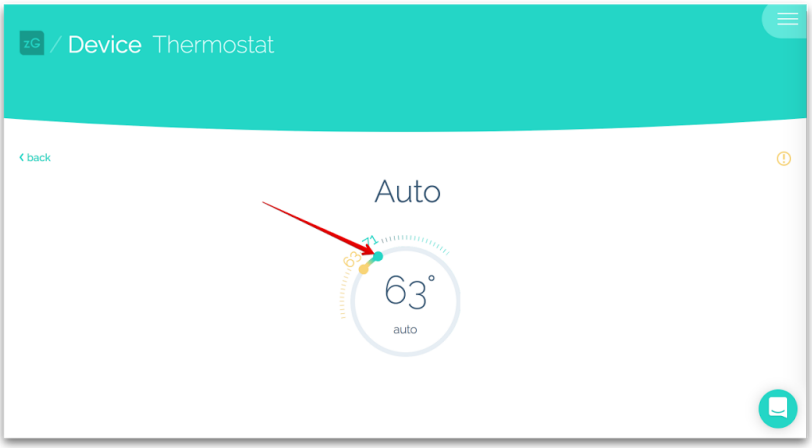
You should now be on the device page. You should see a circular graphic (the thermostat) as well as the thermostat system mode just above. There are four basic system modes:

- **Auto**
  - The thermostat will have two setpoints - a “heat” point and a “cool” point. When the temperature drops below the heat point, then the thermostat will go into heating mode to bring the temperature back above the heat setpoint. If the temperature goes above the cool point, the thermostat will go into cooling mode to bring the temperature back below the cool point.
- **Heat**
  - The thermostat will only operate in heating mode. So there will be one setpoint visible. If the temperature goes below that point, the heat will kick on.
- **Cool**
  - The thermostat will only operate in cooling mode. So there will be one setpoint visible. If the temperature goes above that point, the air conditioning will kick on.
- **Off**
  - The thermostat is off. Heating and air conditioning are disabled.

To change the system mode, click the above the thermostat graphic where the current mode is listed.



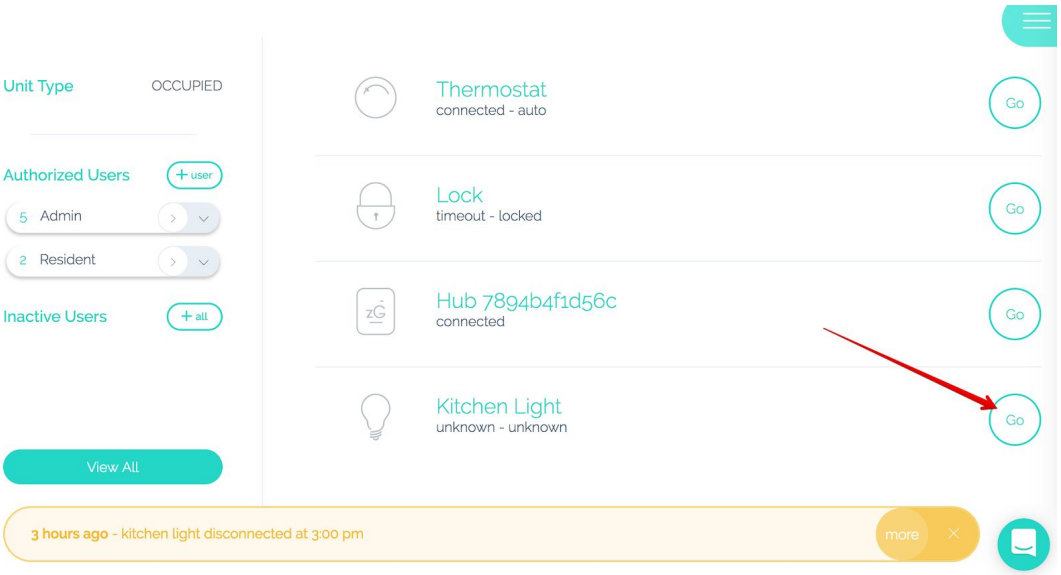
To change the setpoints for the current system mode, click and on the thermostat setpoint buttons and drag them to the temperature you would like the setpoint to be set at.



Controlling Your Lights

If your apartment is equipped with smart lights, you will be able to control them via the web application or mobile app. If you do not see lights listed on your unit homepage, then your unit does not have smart lights installed, or they have not be setup yet.

From your unit home page, click the Go button for the light you would like to control.

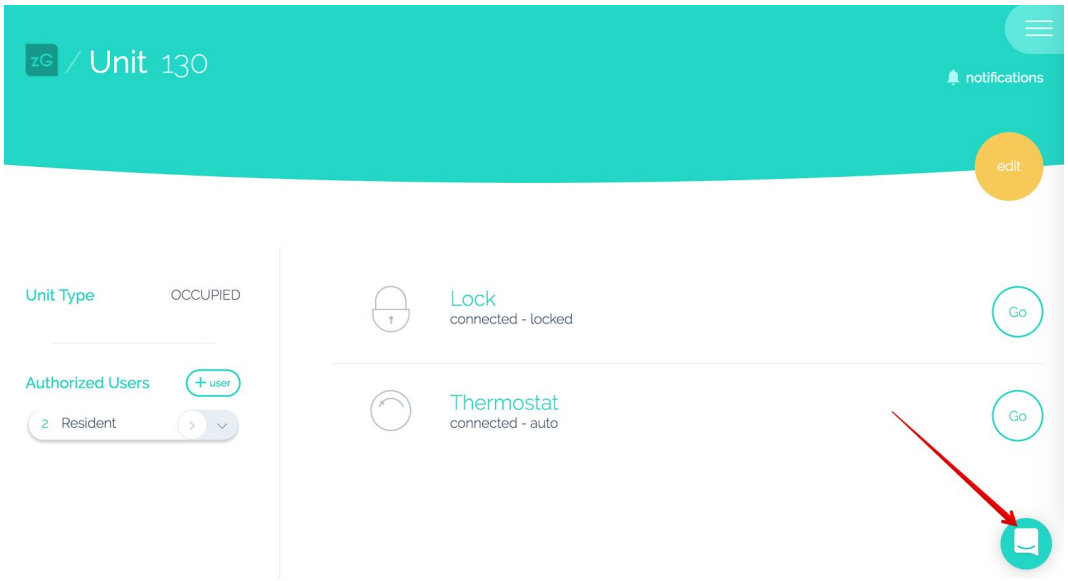


From the light device screen you will be able to toggle the light to on/off state (in some cases, you will be able to dim the light as well).

To toggle the light on or off, click the light switch graphic. If you click anywhere within the switch graphic, it will toggle the light from its current state.

Contacting Zego Support

To contact Zego support simply click the chat bubble in the bottom right corner of your screen.



Once you have activated the chat bubble, someone from Zego Support should be able to help you via chat. If you are contacting us outside of normal business hours, please leave your email if there is no immediate response and someone will reach out within 24 hours to provide assistance.

If you are on the mobile application, open the nav menu to the right and click “Contact Zego Support”. This will open a chat window with a support representative.

If you need additional support you can visit our FAQ section on our website, check the troubleshooting section of this guide, or call customer support:

http://www.zego.io/support.html

(913) 730-6157

You can also always reach out to your sales rep if it is an urgent matter, or email us at support@zego.io.