



2.4 GHZ Wi-Fi Smart Door Controller for Access control ZEM-CWI

User Manual

ZEMGO
An Onassis Group Company
1-888-504-3318

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Contents

Safety Precautions	3
1.0 Description	4
1.1 Specifications	5
1.2 Controller Elements	5
1.3 Purpose of Terminals	6
1.4 LED Indication of Operation	6
1.5 Wi-Fi Controller ZEM-CWI Standard Packing List	7
2.0 Wiring Schematics for the Wi-Fi Controller ZEM-CWI	7
2.1 Connection with Wiegand	7
2.2 Connection with Maglock or other NC Locks	8
2.3 Connection with NO Electric Strike	8
2.4 Connection with Exit Button and Maglock or other NC Locks	9
2.5 Connection with Exit Button and NO Electric Strike	9
2.6 Connection with Exit Button, Receiver and Maglock or other NC Locks	10
2.7 Connection with Exit Button, Receiver and NO Electric Strike	10
2.8 Connection with VISIONIS Keypad/Readers, Maglock or other NC Locks, Exit Button, Doorbell and Power Supply	11
2.9 Connection with VISIONIS Keypad/Readers, Maglock or other NC Locks, Exit Button, Receiver, Doorbell and Power Supply	11
2.10 Connection with VISIONIS Keypad/Readers, Maglock or other NC locks, Exit Button, PIR, Doorbell and 3 Power Supplies	12
2.11 Connection with Access Control Panel (2 Doors) Part 1	12
2.11 Connection of Access Control Panel (2 Doors) with Card Readers, Exit Buttons and Maglocks Part 2	13
2.12 Connection with Access Control Panel (4 Doors) Part 1	13
2.12 Connection of Access Control Panel (4 Doors) with Card Readers, Exit Buttons and Maglocks Part 2	14
2.13 Connection with Automatic Door Opener Part 1	14
2.13 Connection of Automatic Door Opener with Keypad/Reader, Exit Button and Maglock Part 2	15
2.14 Other Schematic for Connecting the Relay	16
2.15 Other Schematic for connecting the LED	16
2.16 Installation Mounting with Screws	16
2.17 Installation Mounting with Velcro	17
3.0 How to Download the OpenSee App	17
4.0 Setting up the OpenSee app	18
5.0 How to Pair your Device with your Wi-Fi Network	19
6.0 Pair the Device with the Wi-Fi Option	20
7.0 Connect to device Using Scan Wi-Fi (Android)	21
7.1 Connect to device Using Scan Wi-Fi (IOS)	22
7.2 Can't Connect	23
8.0 System Details	24
9.0 Scan Using QR Code	25
10.0 Add System Via Unique ID	27
11.0 Home Screen Lock and Unlock	28
12.0 Global Lock/Unlock: You will only use this feature if you want to globally unlock or lock all doors	29
13.0 Home Screen Setting functions	29
14.0 Users	30
15.0 Devices: This section is dedicated to add devices (I/O) at any time	31
16.0 Permission Schedules	32
17.0 Notifications	35
18.0 Transfer or Delete System	36
19.0 System Information	36
20.0 System List: Shows all the CWI systems (Physical Devices)	37
21.0 Hamburger Menu	37
22.0 Web browser (Web app)	39
23.0 OPENSEE WIDGETS	40
24.0 TROUBLESHOOTING and FAQ	42

Safety Precautions

The controller should only be installed and maintained by qualified personnel.

Please read this manual carefully prior to installation in order to avoid mistakes that can lead to malfunction or even damage to the equipment.

Always disconnect the power supply before making any electrical connections.

Any changes, modifications or repairs not authorized by the manufacturer shall render the warranty void.



Please adhere to your local waste sorting rules and do not dispose of this equipment or its components with another household waste.

It is recommended that the customer checks with their local fire authority to see if there is any additional product they may need in order to comply with the local fire codes. We are not responsible for the improper installation of our product(s) or any type of fees that can be incurred by not complying with your local fire authority.

Attention: The ZEM-CWI smart Controller does not sync with an access control panel and have not Wiegand Outputs. It is connected as an Exit Button to the access control panel and only shows events as an Exit Button release on our Access Control software.

1.0 Description

The Wi-Fi Smart controller **ZEM-CWI** is designed for electric locking devices (Automatic Door Openers, Maglocks, Electric strikes, drop bolts, ETC) that can be installed in gates, main doors, side doors and another type of doors, plus other electrical equipment that will be controlled remotely via WIFI that you can see it from anywhere in the world as long as you have internet access on your computer, smartphone or tablet.

ZEM-CWI can be controlled via our **OpenSEE** app.

Features:

- Remotely Control doors or other electrical equipment via mobile app.
- No monthly fees, Self Monitoring, DIY - Plug and play
No Contracts and No-Hassle
- Web access: <https://m.openseewebapp.zemgosmart.com/>
You may use this webaccess by any browser on your computer. You may use it on a Microsoft computer or Mac, smartphone and tablet.
- Be notified in real time by push notifications.
- 4 Universal Inputs and Outputs (Open collectors)
- 1 Relay Output for stand alone systems.
- 990 Users who have permission to control.
- You can add unlimited doors and unlimited CWI Devices.
- Real time status of your devices.
- Create Permission schedules for users and devices.
- Event log and notifications.
- Low power consumption.
- You may view this app on a smartphone, Smart Tablet and Normal PC.
- Apple and Google Play app: “ Opensee”
- 3 years Warranty
- The range between the router and the CWI Smart Controllers is from 6.6 feet (2 meters) up to 164 feet (50 meters).



Attention: The app is only available for IOS 8 or Android 7 or Higher. Will not work with lower versions.

The ZEM-CWI device will only work on a 2.4GHz Wi-Fi Frequency, it will not work with a Wi-Fi Frequency of 5GHz.

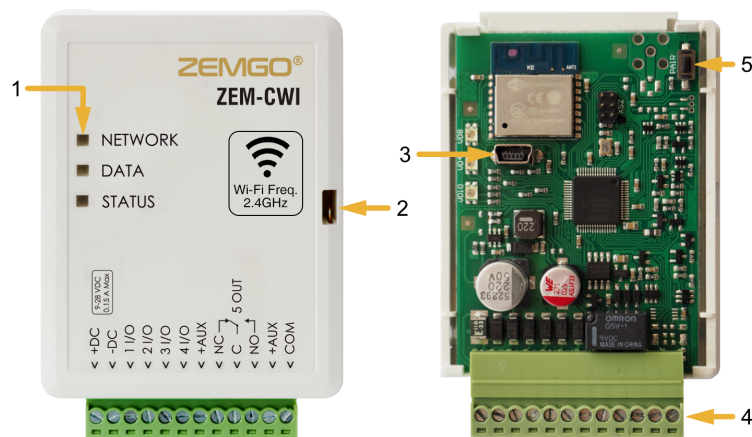
Inputs and Outputs

- Four (4) I/O universal inputs/outputs - (Open Collectors). Mode of operation is set as either input (NO; NC; EOL) or output. Allows connection with a 4 Doors, 2 Doors or 1 Door access control Panel. Or Wiegand connection.
- One (1) OUT relay output – (NC; C; NO). Only one lock stand-alone connection.

1.1 Specifications

Parameter	Description
Power supply voltage	9-28 V DC
Current consumption	150 mA
Universal inputs/outputs	4, can be set either as input IN with type: NC, NO, EOL=10 kΩ, or output OUT (open collector (OC) 50 mA)
Output	1 vnt, relay, 1 A 30 V DC, 0,5 A 125 V AC
Event transmission protocol	TRK_TCP or TRK_UDP
Encryption key	6 symbol encryption key
Wi-Fi frequency	2,4 GHz
Wi-Fi protocol	802.11 b/g/n
Security mode	WPA, WPA2, WPA mixed
Network configuration type	DHCP or manual network configuration (using phone or laptop)
Unsent events memory	Up to 60 events
Event log memory	Up to 5000 events
Users who have permission to control	990
Operating environment	Temperature from –10 °C to +50 °C (14 °F to 122 °F), relative air humidity – up to 80 % at +20 °C (68 °F)
Dimensions	88 x 62 x 26 mm (3.46 x 2.44 x 1.02 Inches)
Weight	80 g (0.17 Pounds)

1.2 Controller Elements



1. Light indicators.
2. Frontal case opening slot.
3. USB Mini-B port for controller programming.
(Only used for emergency purposes)
4. Terminal block for external connections.
5. Pair button for activating the module's Wi-Fi configuration mode.

1.3 Purpose of Terminals

Terminal	Description
+DC	Power terminal (9-28 VDC positive)
-DC	Power terminal (9-28 VDC negative)
1 I/O	Input/output (factory setting: type OC output) (Open Collector) / W1 for wiegand mode
2 I/O	Input/output (factory setting: type OC output) (Open Collector) / W0 for wiegand mode
3 I/O	Input/output (factory setting: type OC output) (Open Collector) / Exit button for wiegand mode
4 I/O	Input/output (factory setting: type OC output) (Open Collector)
+AUX	Positive power terminal for external devices
NC	Relay terminal NC (Normally Close)
C	Relay terminal C (Common)
NO	Relay terminal NO (Normally Open)
+AUX	Positive power terminal for external devices
COM	Common negative terminal

1.4 LED Indication of Operation

Indicator	Light Status	Description
NETWORK	Green solid	Connected to Wi-Fi network
	Yellow blinking	Indication of signal strength
	Flashing green-yellow quickly	Wi-Fi configuration mode
DATA	Green solid	Message is being sent
	Yellow solid	There are unsent event messages in the data buffer
STATUS	Green blinking	No operation problems
	1 red blink	Unable to connect to Wi-Fi network
	2 red blinks	Poor Wi-Fi signal strength
	3 red blinks	Unable to connect to the IP receiver using the primary channel
	4 red blinks	Unable to connect to <i>OpenSEE</i> server
	5 red blinks	Unable to connect to both receiver channels
	6 red blinks	Internal clock of the ZEM-CWI is not set
	7 red blinks	Low power supply voltage

If you are not able to see any type of LED indicators, check the power supply and other connections to make sure that you are providing power to the device.

Note: In order to properly Install this device you will require additional tools and or equipment such as electrical wire (18/2 or 20/2 Gauge), and a small Flat head 2.5mm screwdriver.

1.5 Wi-Fi Controller ZEM-CWI Standard Packing List

1. 2.5 mm Screws



2. Velcro (1.97 Inches)



3. Anchors

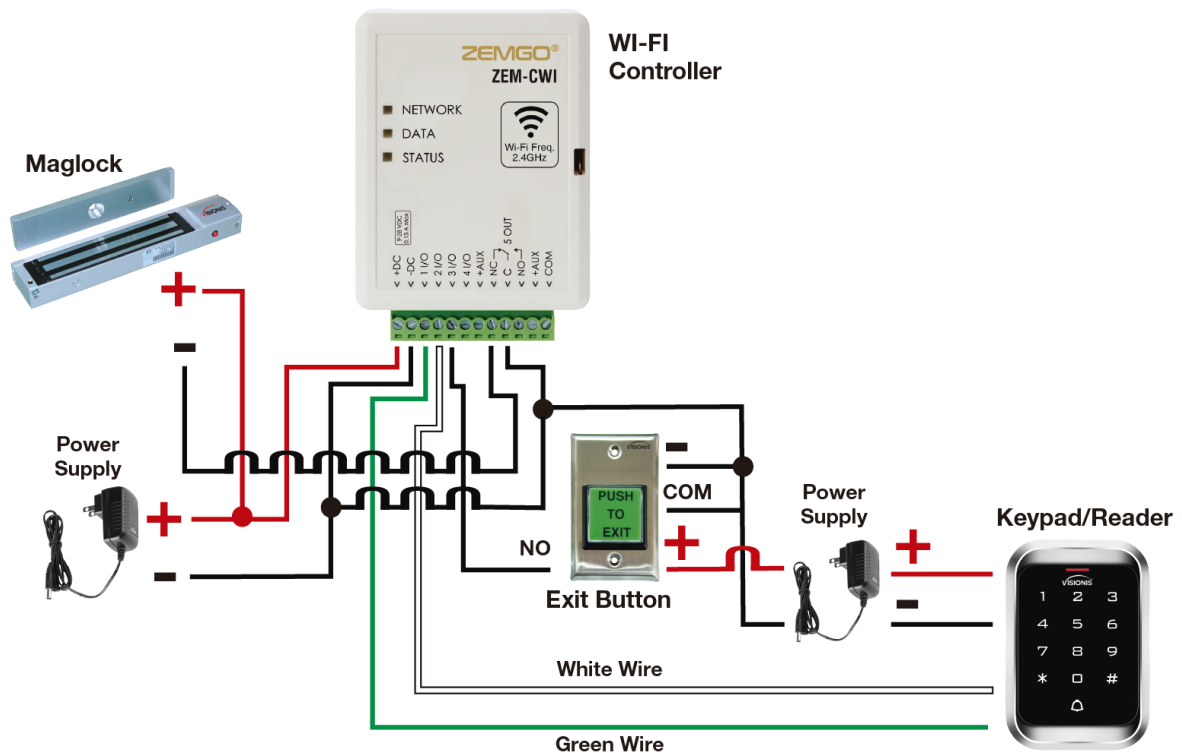


4. USB Mini-B type cable

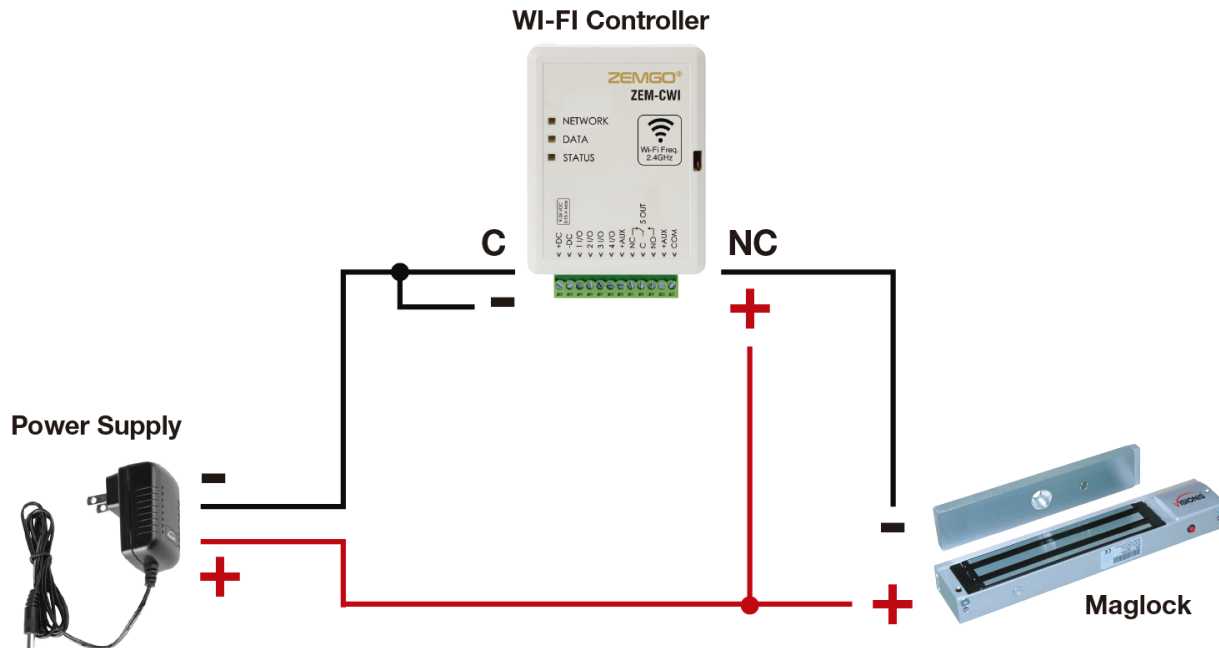


2.0 Wiring Schematics for the Wi-Fi Controller ZEM-CWI

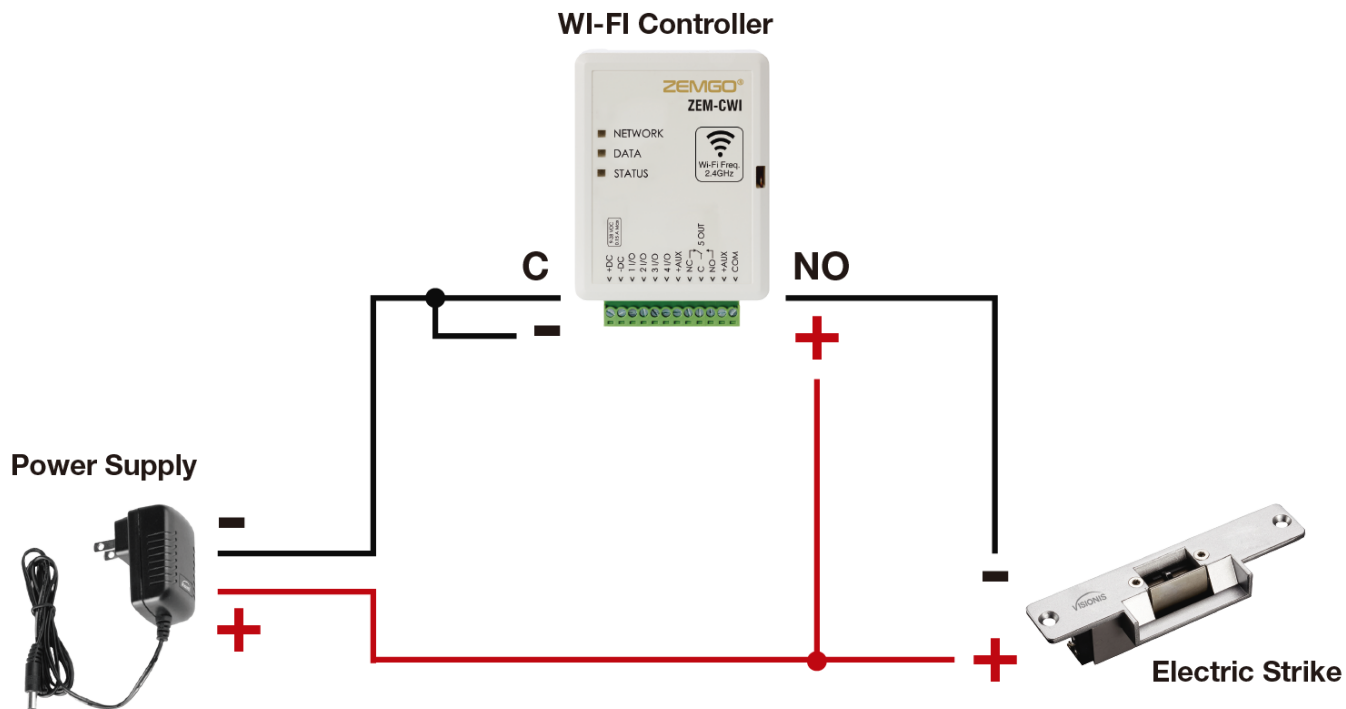
2.1 Connection with Wiegand



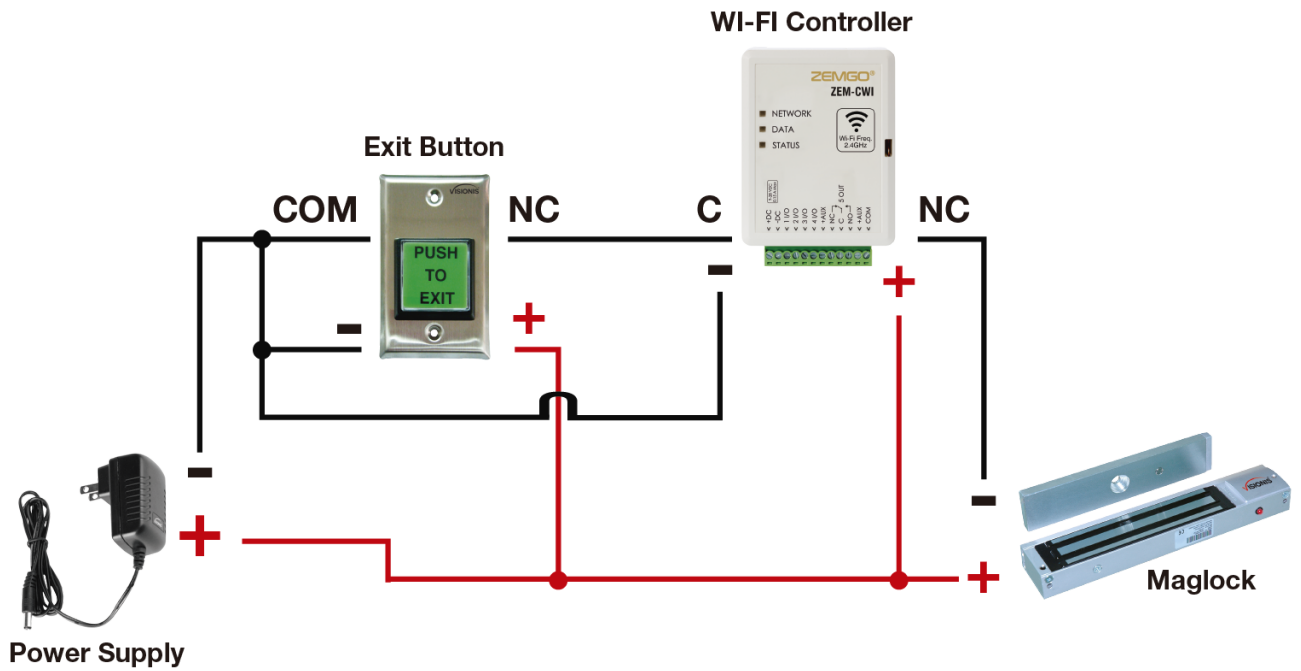
2.2 Connection with Maglock or other NC Locks



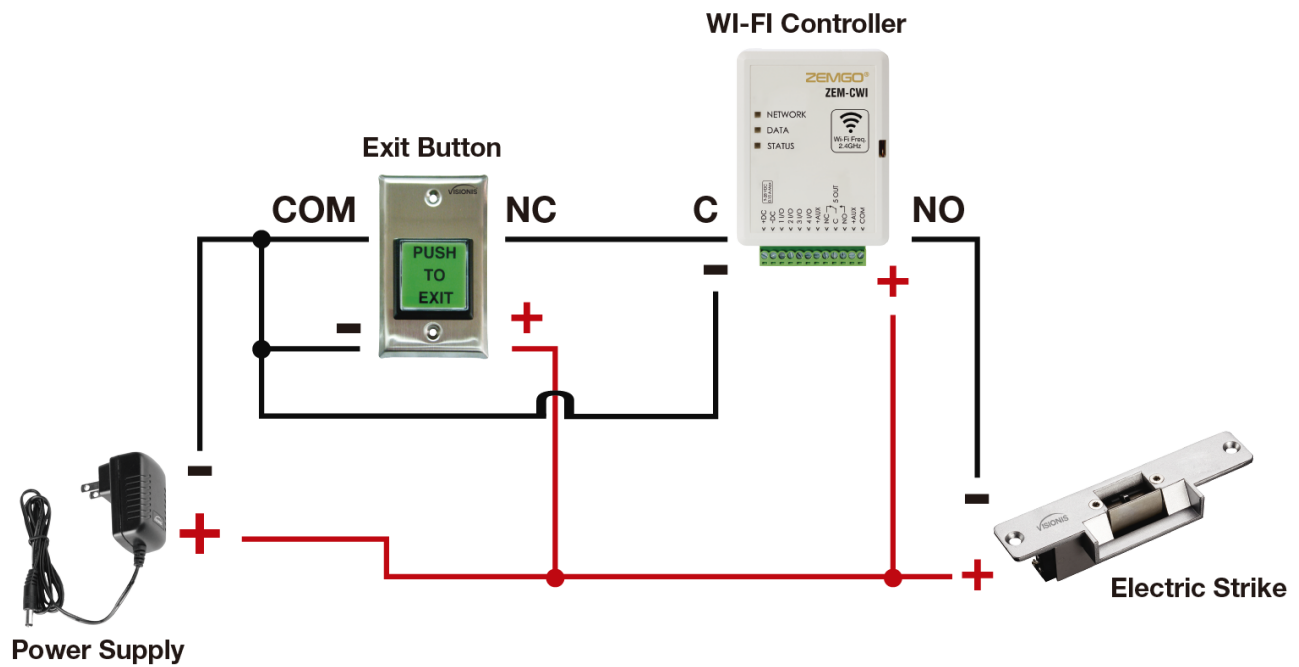
2.3 Connection with NO Electric Strike



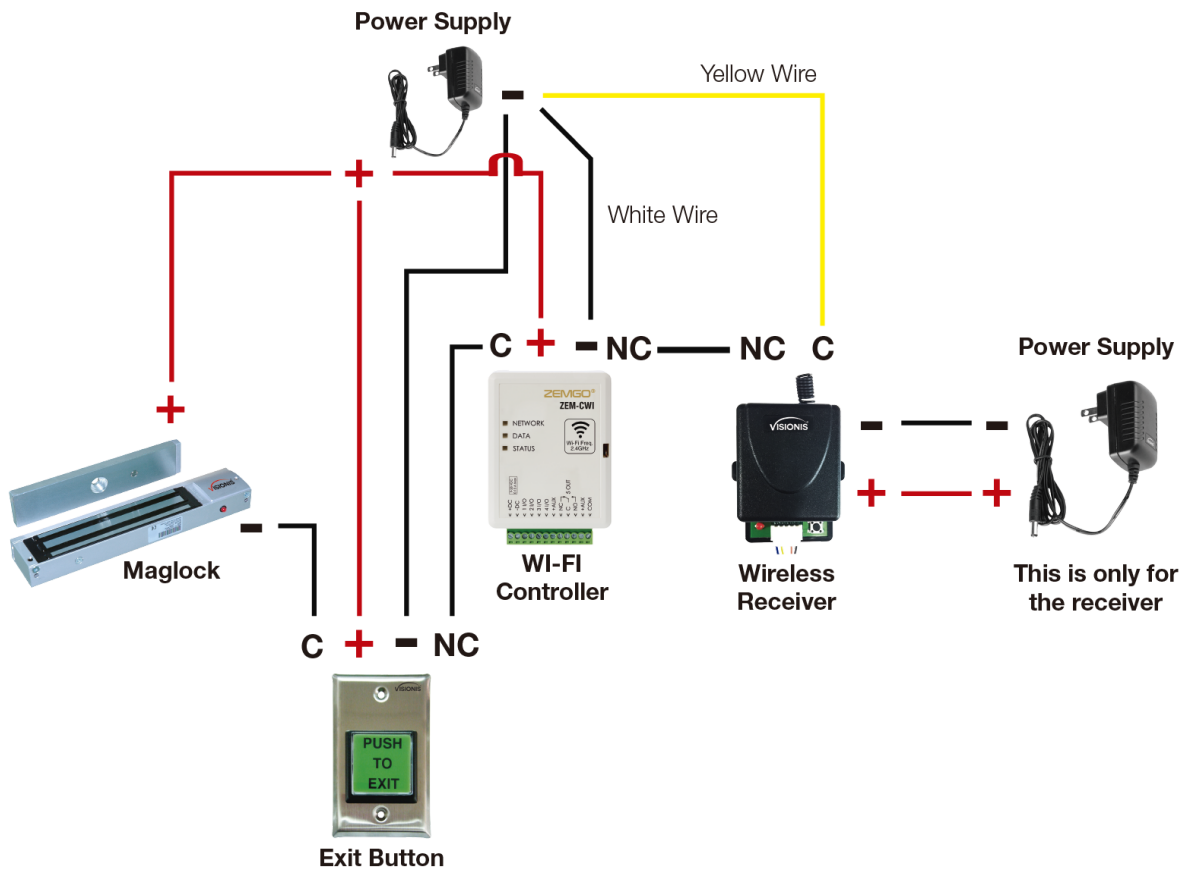
2.4 Connection with Exit Button and Maglock or other NC Locks



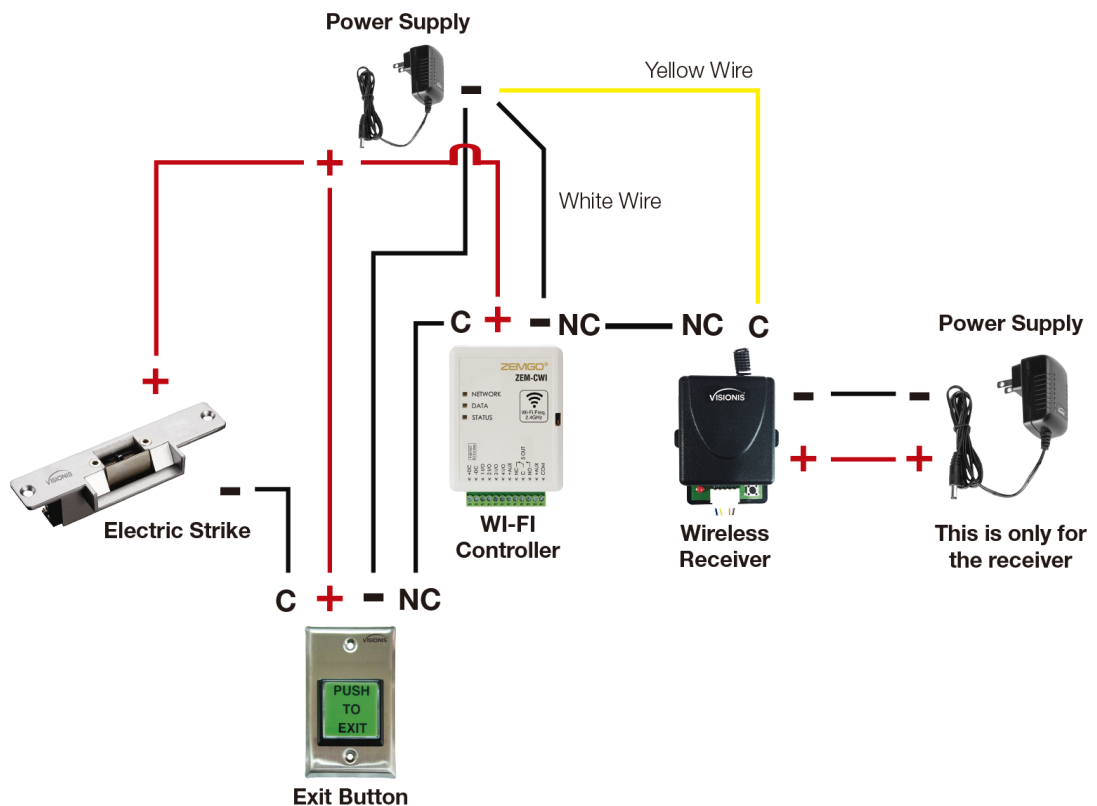
2.5 Connection with Exit Button and NO Electric Strike



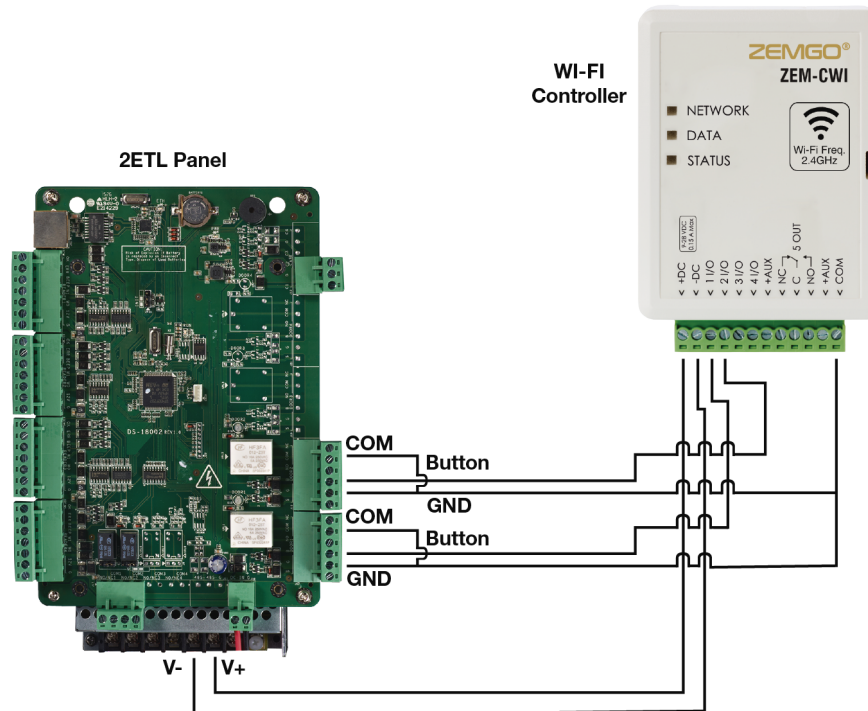
2.6 Connection with Exit Button, Receiver and Maglock or other NC Locks



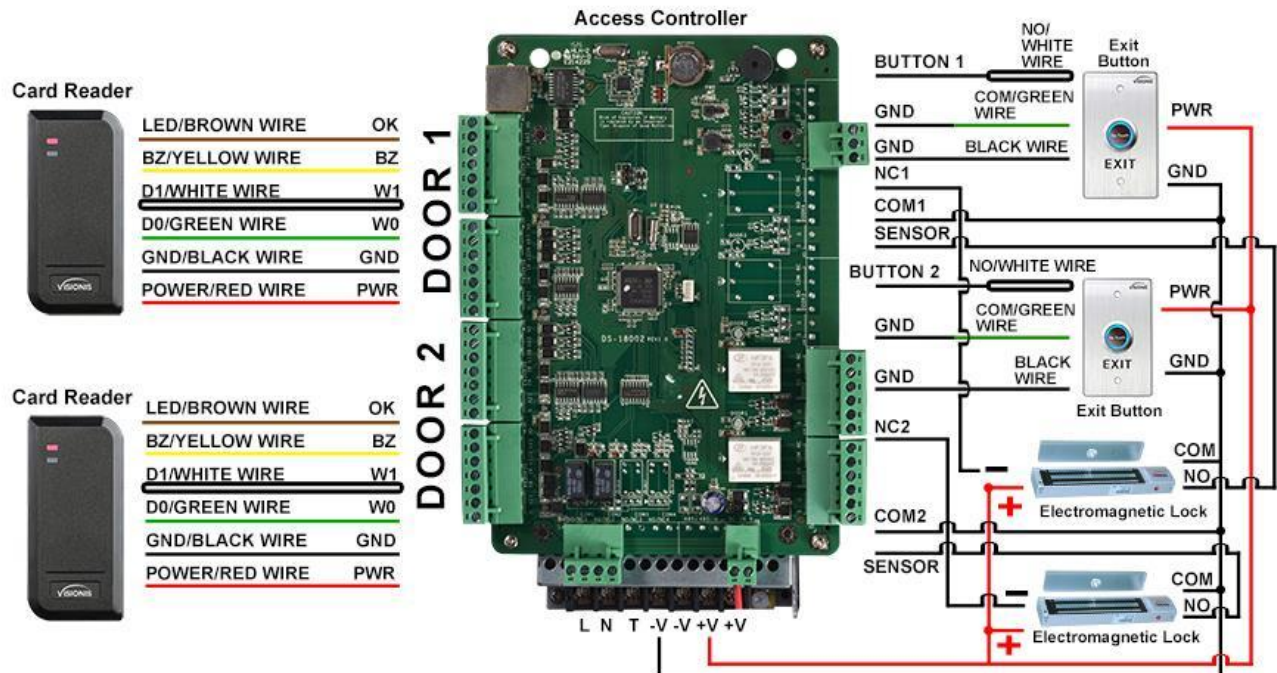
2.7 Connection with Exit Button, Receiver and NO Electric Strike



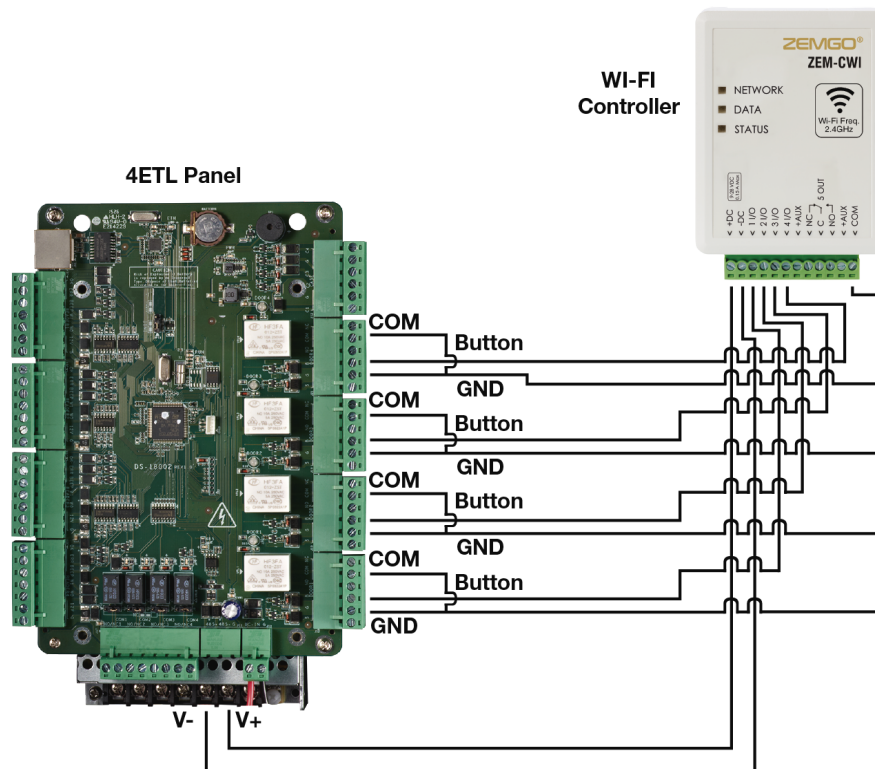
2.8 Connection with Access Control Panel (2 Doors) Part 1



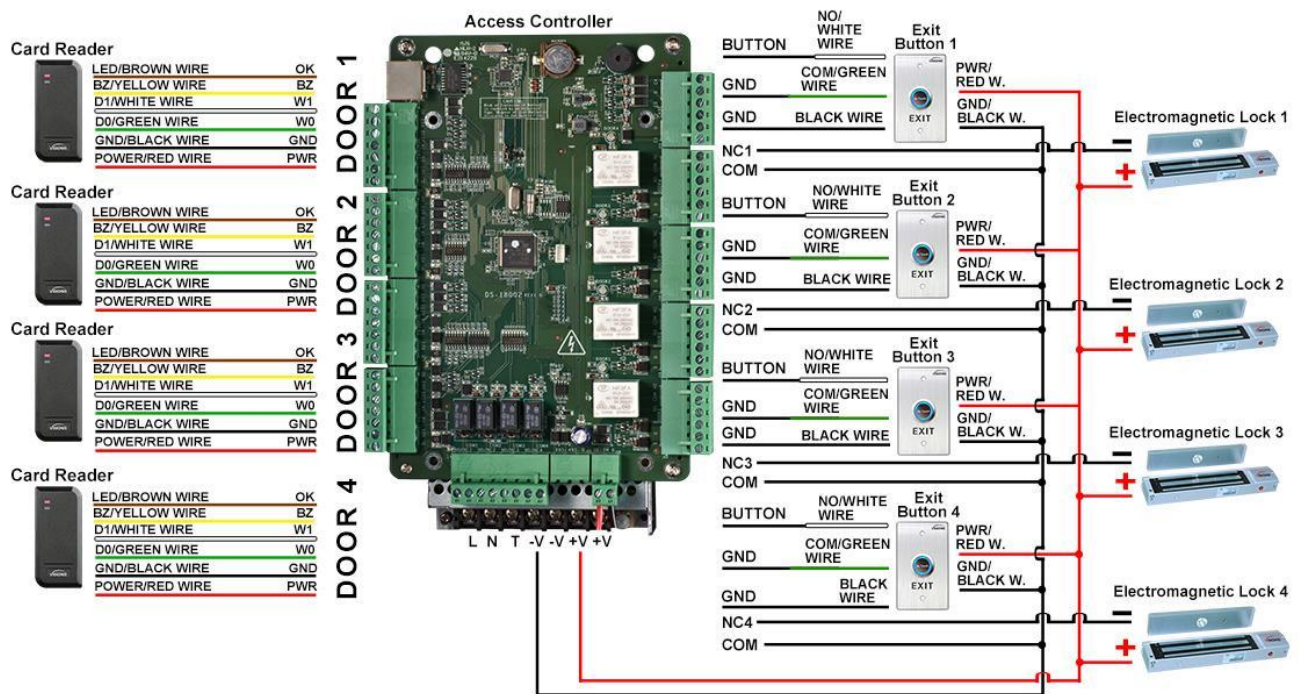
2.9 Connection of Access Control Panel (2 Doors) with Card Readers, Exit Buttons and Maglocks Part 2



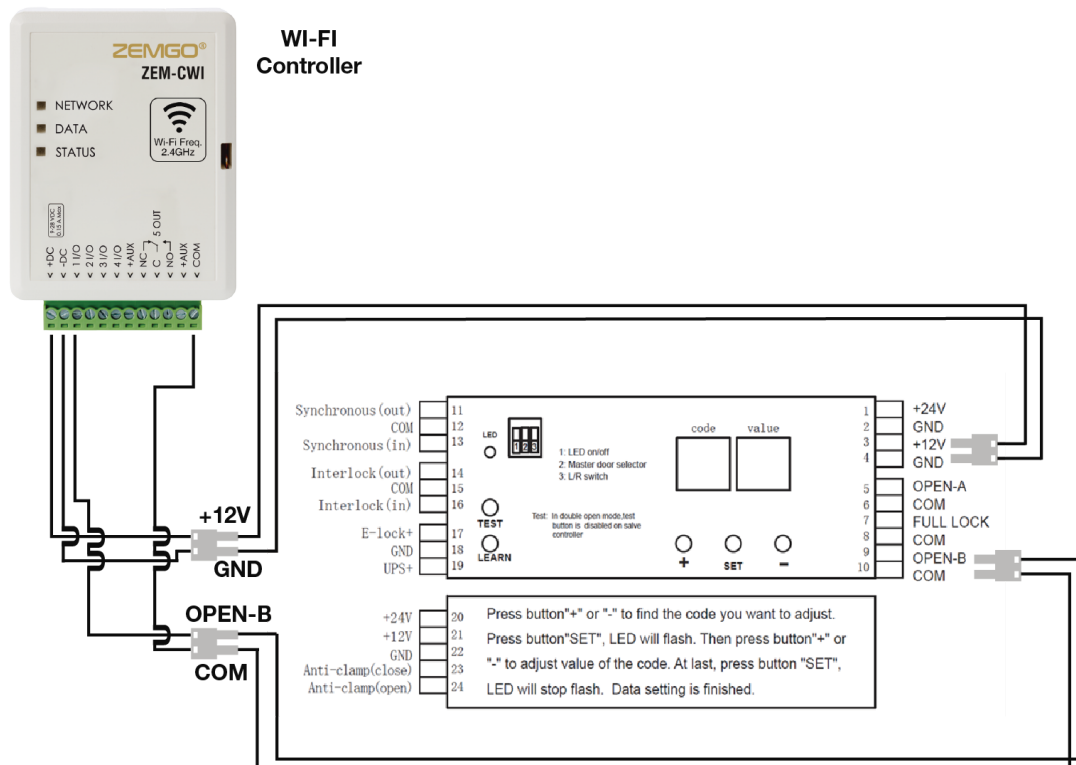
2.10 Connection with Access Control Panel (4 Doors) Part 1



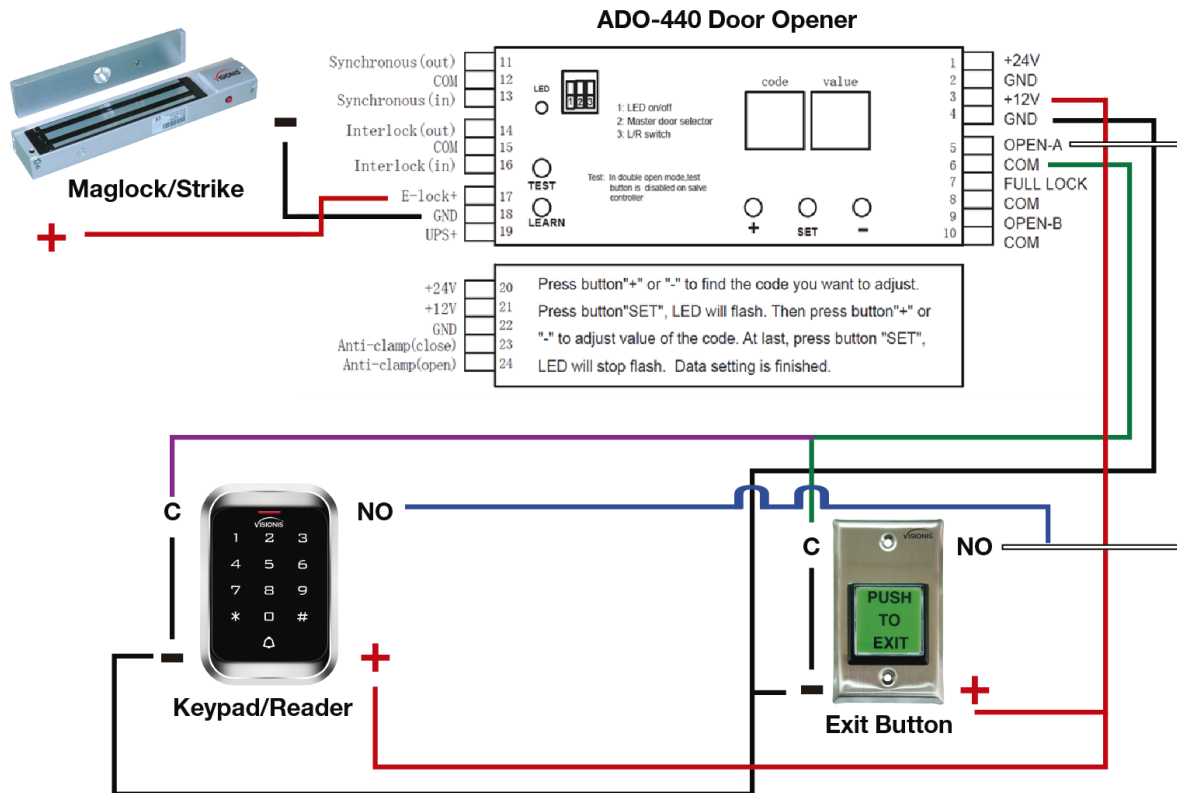
2.11 Connection of Access Control Panel (4 Doors) with Card Readers, Exit Buttons and Maglocks Part 2



2.12 Connection with Automatic Door Opener Part 1

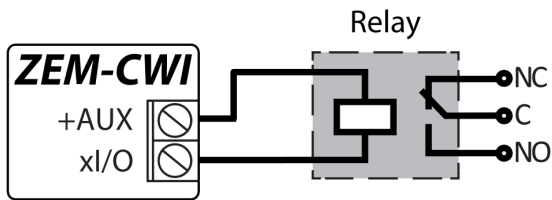


2.13 Connection of Automatic Door Opener with Keypad/Reader, Exit Button and Maglock Part 2



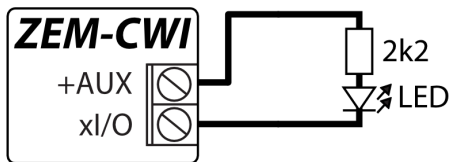
Note: For all other types of connections that are not shown here, please contact our Technical department via e-mail (sales@zemgosmart.com) or you may call us at 1-888-504-3318. We will be more than happy to create customized Diagrams.

2.14 Other Schematic for Connecting the Relay



Using the contact of the relay, it is possible to remotely control (turn on/off) various electric devices. The **Output** mode must be set to the **xI/O** terminal.

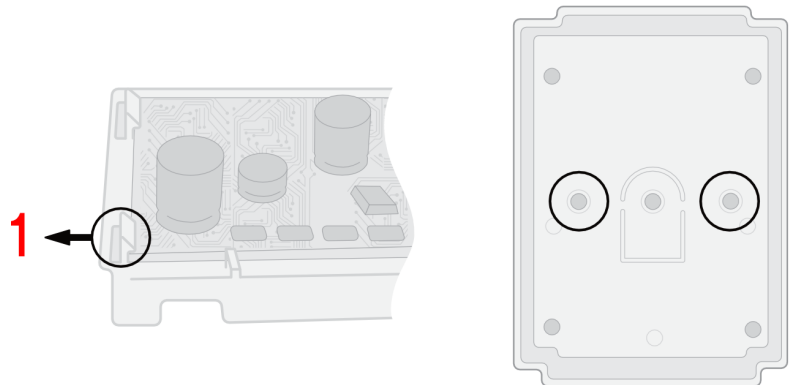
2.15 Other Schematic for connecting the LED



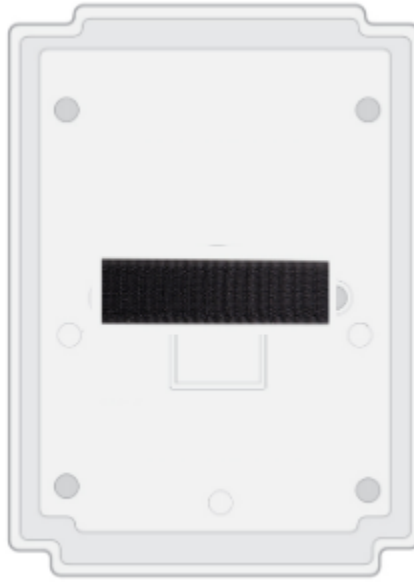
The **Output** mode must be set to the **xI/O** terminal.

2.16 Installation Mounting with Screws

1. Remove the top lid. Pull out the plug part of the terminal block.
2. Remove the PCB board.
3. Fasten the base of the case in the desired place using screws.
4. Reinsert the board and the terminal block. Close the top lid.



2.17 Installation Mounting with Velcro



3.0 How to Download the OpenSee App

- 1) Open up a third party QR scanner app and scan the QR codes on the back of the physical Device (Zem-CWI) Smart Controller.
- 2) Search the word "Opensee" on the Play Store for Android phones or you may search "Opensee" on the App store for Apple phones.
- 3) Below you will also find QR codes for Google and Apple. Please make sure you open up your third party QR code app.

Control the system
with our free mobile app

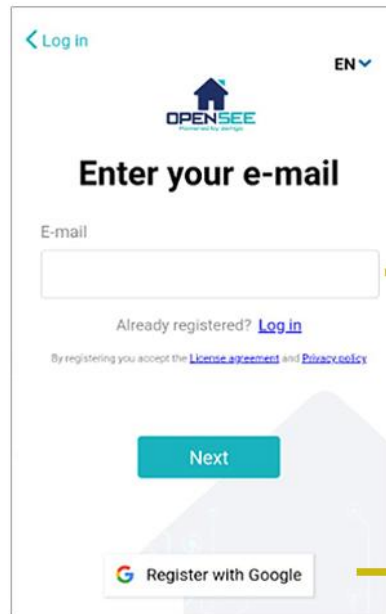


4.0 Setting up the OpenSee app

4.1 Go to your smartphone and open the (Opensee app) and tap on Register.



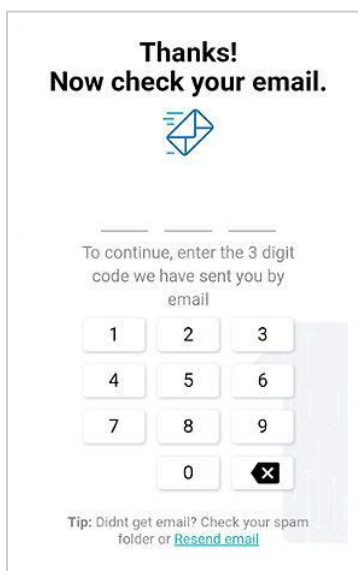
4.2 Register:



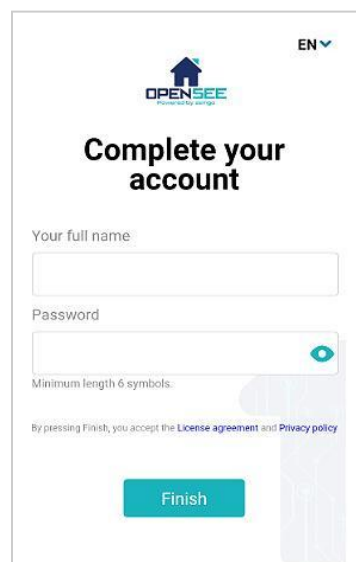
Or you can enter a valid email address and click next

You can register with your Google Account

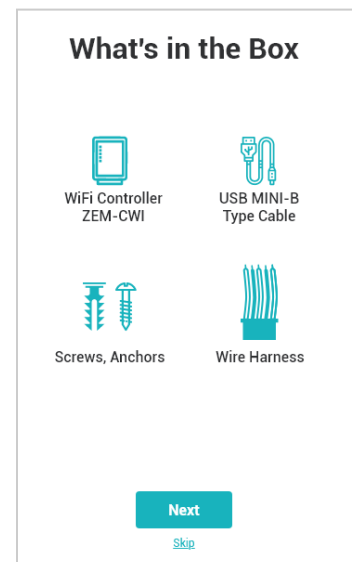
4.3 Check your email and enter the 3-digit code.
(If you registered with Google please skip this part).



4.4 If you registered by using your email enter the username and password then tap Finish (If you registered with Google please skip this part).

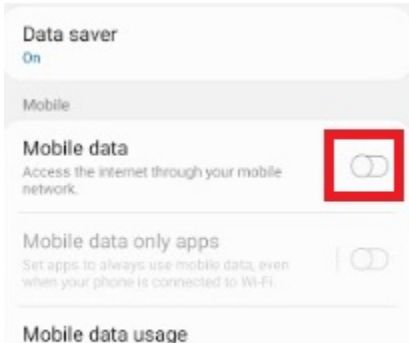


4.5 If you press Next this will take you to the diagrams that are on section 2.0. If you already wired your device press skip.



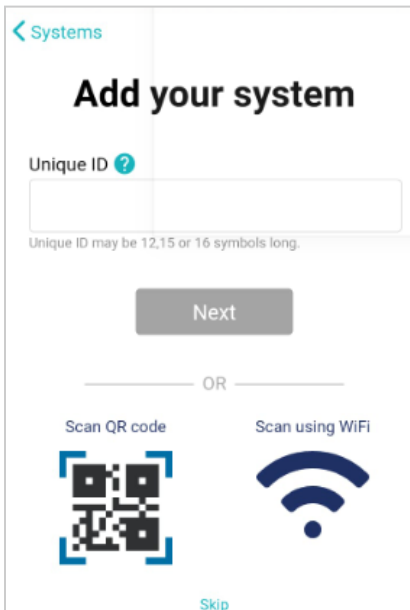
5.0 How to Pair your Device with your Wi-Fi Network

Note: During pairing mode please disable your mobile data on your phone's settings

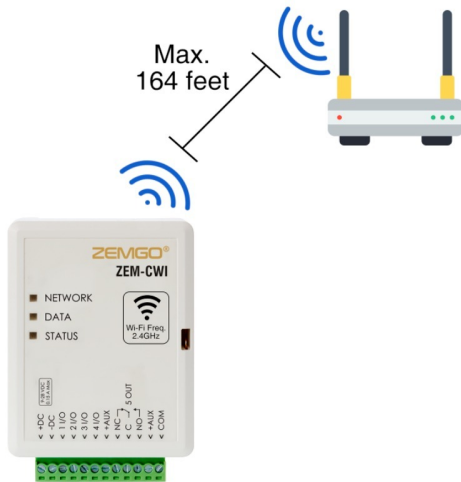


There are three different ways to pair the device to your Wi-Fi Network.

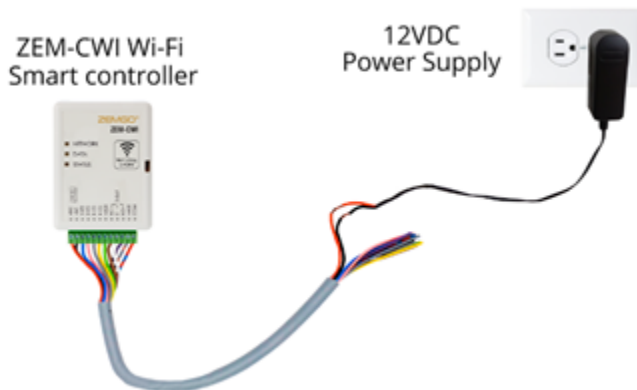
- 1.) Scanning Wi-Fi Network.
- 2.) Scan QR code.
- 3.) Enter unique ID of device.



Note: In order to work correctly the ZEM-CWI Smart Controller needs to be installed close to your Wi-Fi Router. It can be from 6.6 feet up to 164 feet. (This distance depends on the environment. Radio interference, physical obstacles, router WiFi range and capabilities).



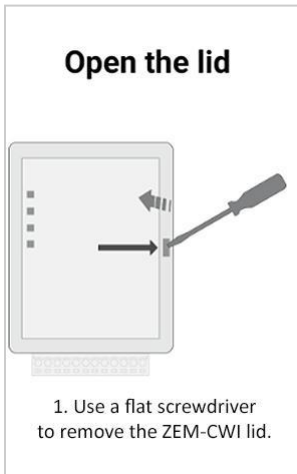
6.0 Pair the Device with the Wi-Fi Option



Note: In order to correctly add the system through the Scan Wi-Fi feature you will need to pair the device.

Before pairing the device, make sure to have the ZEM-CWI connected to a 12VDC power supply.

6.1 Open the lid.

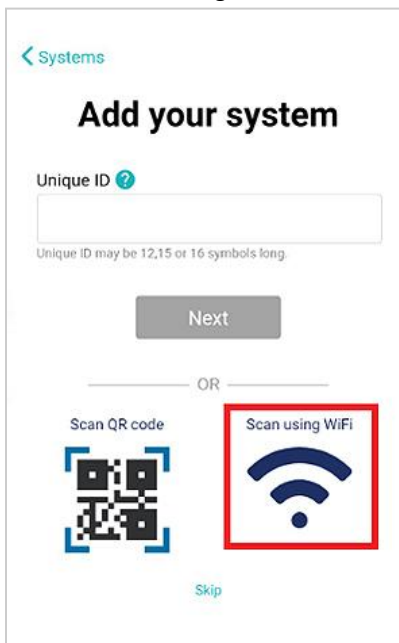


6.2 Press Pair button.

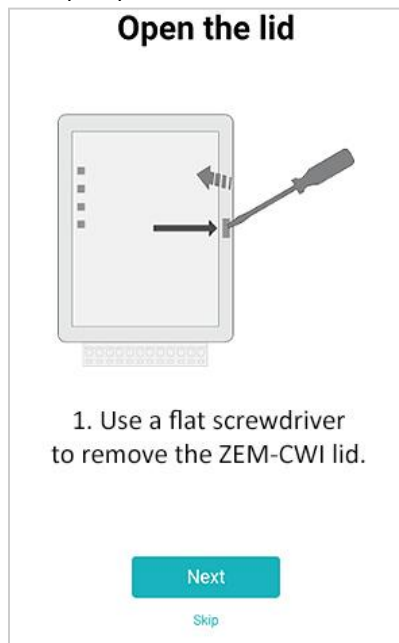


7.0 Connect to device Using Scan Wi-Fi (Android)

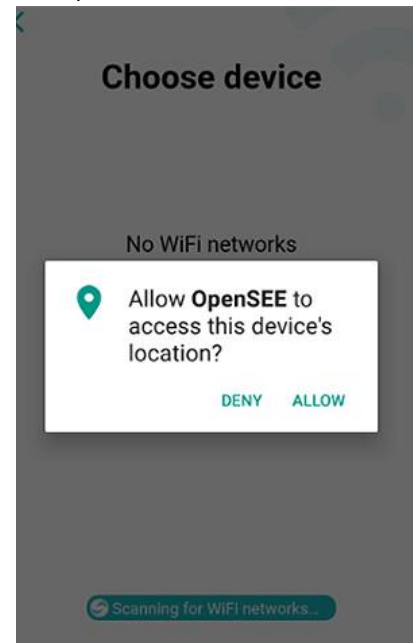
7.1 Select Scan Using Wi-Fi



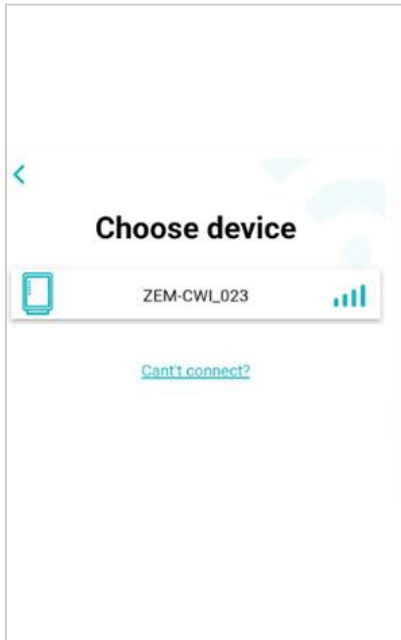
7.2 Tap Skip.



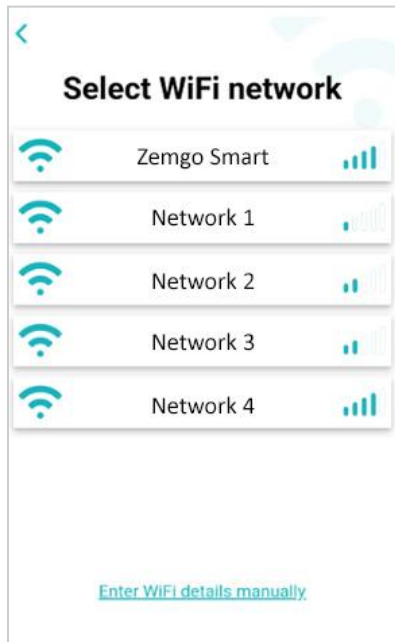
7.3 Tap Allow.



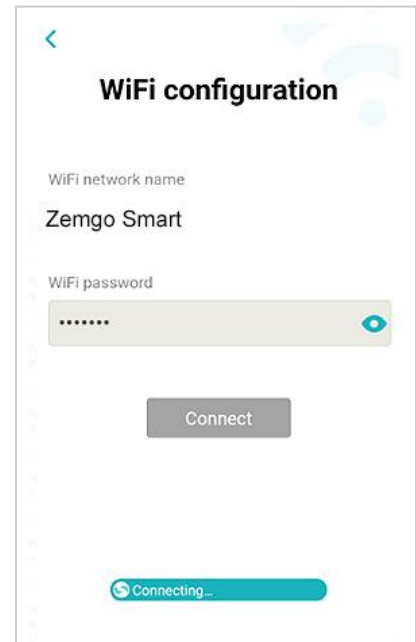
7.4 Choose the ZEM-CWI_XXX device you want to pair.



7.5 Select your local Wi-Fi network. In this case we will select the Zemgo Smart Wi-Fi but in your case you must select your local Wi-Fi network.

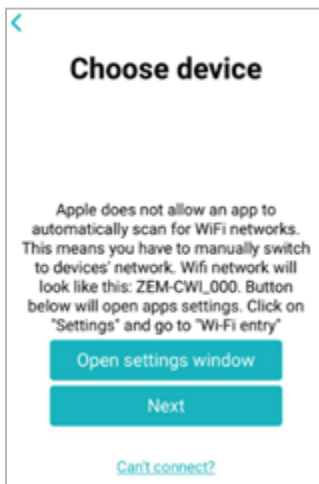


7.6 Enter your Wi-Fi password tap Connect and wait for the device to connect. This process will take around 1 to 2 minutes to connect to the device.



7.1 Connect to device Using Scan Wi-Fi (IOS)

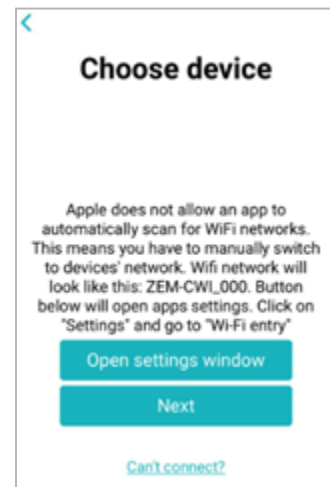
7.11 To pair the device please do all the previous steps (same as Android until this point) then tap on the Open settings window button.



7.12 And then go to your wifi networks and select "ZEM-CWI-023" network once is connected then go back to the Opensee app



7.13 Tap Next.



7.14 Enter your WIFI network's name and password and tap connect and then accept the pop up message.

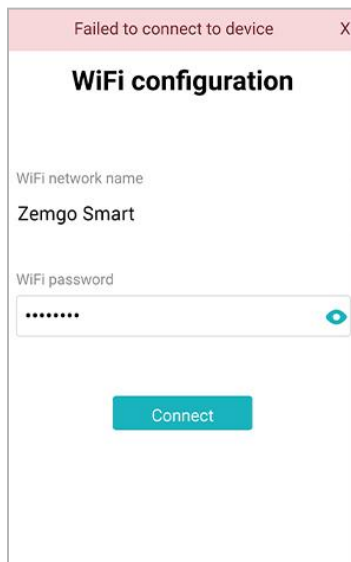


7.15 System added successfully

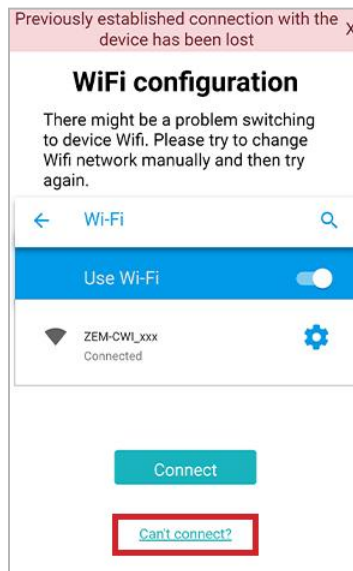


7.2 Can't Connect

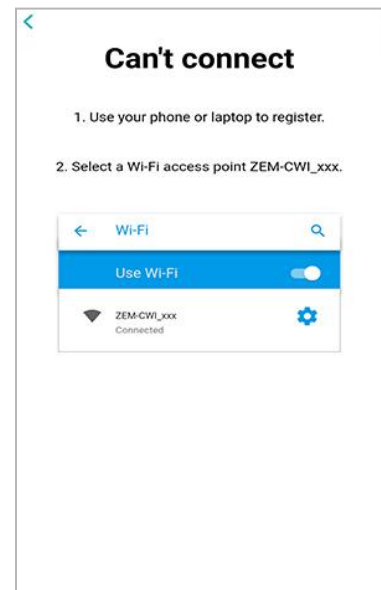
7.21 If after connecting to WIFI you get failed to connect to the device, wait.



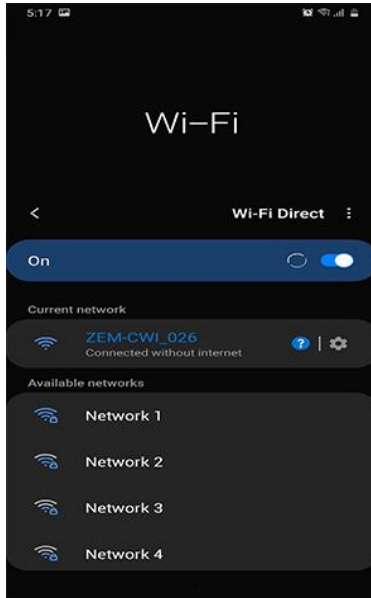
7.22 Then go ahead and tap on Can't Connect?



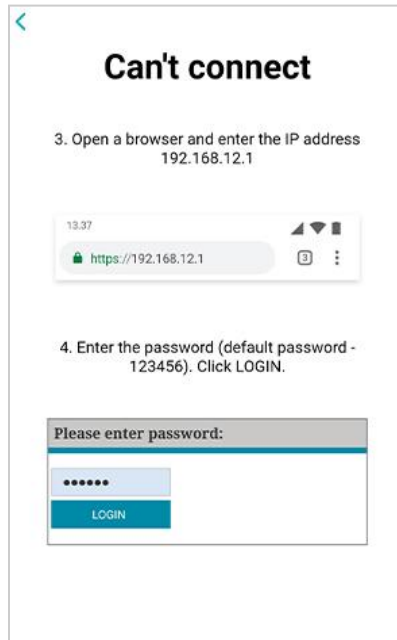
7.23 At this point we need to put the device on pairing mode again.



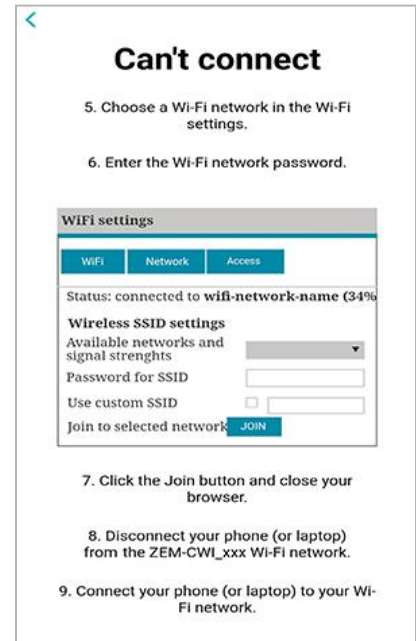
7.24: OK now go to your smartphone's settings and go to your WIFI networks and select connect to ZEM-CWI-023



7.25 Now go to your web browser and type 192.168.12.1 and then for the password enter 123456 and click Login

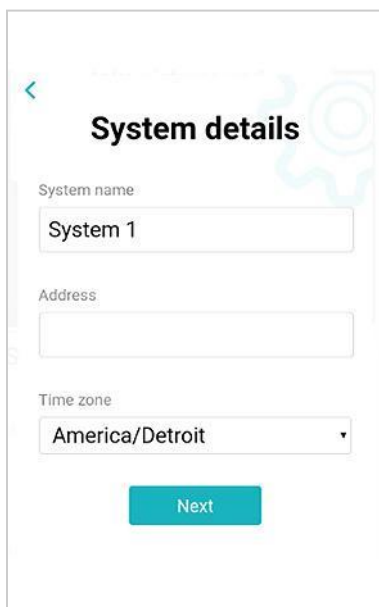


7.26 Choose your WIFI network and enter WIFI network password, tap on Join and close your browser. Then disconnect your phone from ZEM_CWI's network and connect to your WIFI network. Then add device by scanning QR code

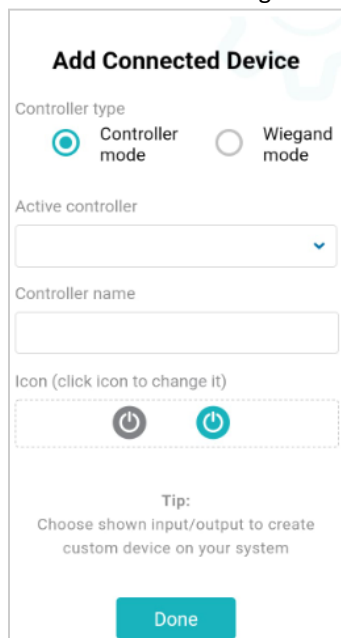


8.0 System Details

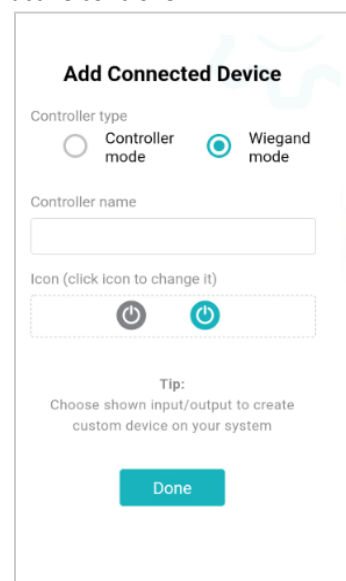
8.1 Set system details: System Name, Address (Physical Address), Time zone.



8.2A Select controller device: Controller mode or Wiegand mode.



8.2B If you select Wiegand mode Set a Controller name and set the Icon for your device and Tap Done. For this feature you don't select any active controller.



8.3 If you picked Controller mode select the I/O controller (I/O1 to I/O4 for Access control panel and/or Automatic Door Opener – I/O5 For Stand Alone locks. And for Wiegand connection such as Keypad/readers you will use I/O1 as Data 0 and I/O2 as Data 1.), Set a Controller name and set the Icon for your device and Tap Done.

Add Connected Device

Active controller

Controller name

Icon (click icon to change it)

Tip:
Choose shown input/output to create custom device on your system

Done

8.4 Tap yes if you want to add another device or tap no if you don't.

Add another device?

Yes No

Tip:
You can always add more devices at the app settings.

8.5 Tap yes if you want to add another user or tap no if you don't.

Do you want to add user?

Yes No

Tip: You may upload multiple users at once by using TrikdConfig Windows application.

9.0 Scan Using QR Code

9.1 Scan QR Code.

Add your system

Unique ID ?

Unique ID may be 12,15 or 16 symbols long.

Next

OR

Scan QR code

Scan using WiFi

Skip

9.2 Take a look at the back of your device and find the QR Code.



9.3 Allow Opensee to access your smartphone's camera. And scan the QR code.

If you see this, it means this app didnt get access to your camera.

Allow OpenSEE to take pictures and record video?

DENY ALLOW

Unique ID may be 12,15 or 16 symbols long.

Next

Skip

9.4 Set system details: System Name, Address (Physical Address), Time zone.

System details

System name
System 1

Address

Time zone
America/Detroit

Next

9.5 A Select controller device: Controller mode or Wiegand mode.

Add Connected Device

Controller type
☒ Controller mode ☐ Wiegand mode

Active controller
▼

Controller name

Icon (click icon to change it)
⏻ ⏻

Tip:
Choose shown input/output to create custom device on your system

Done

9.5 B If you select Wiegand mode Set a Controller name and set the Icon for your device and Tap Done. For this feature you don't select any active controller.

Add Connected Device

Controller type
☐ Controller mode ☒ Wiegand mode

Controller name

Icon (click icon to change it)
⏻ ⏻

Tip:
Choose shown input/output to create custom device on your system

Done

9.6 If you picked Controller mode select the I/O controller (I/O1 to I/O4 for Access control panel and/or Automatic Door Opener – I/O5 For Stand Alone And for Wiegand connection such as Keypad/readers you will use I/O1 as Data 0 and I/O2 as Data 1.), Set a Controller name and set the Icon for your device and Tap Done.

Add Connected Device

Active controller
▼

Controller name

Icon (click icon to change it)
⏻ ⏻

Tip:
Choose shown input/output to create custom device on your system

Done

9.7 Tap yes if you want to add another device or tap no if you don't.

Add another device?

Yes No

Tip:
You can always add more devices at the app settings.

9.8 Tap yes if you want to add another user or tap no if you don't.

Do you want to add user?

Yes No

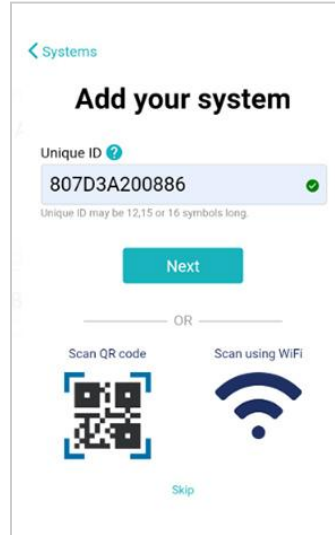
Tip: You may upload multiple users at once by using TrikdConfig Windows application.

10.0 Add System Via Unique ID

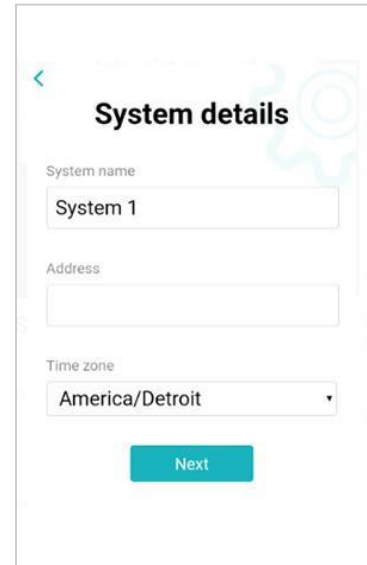
10.1 Take a look at the back of your device and find the MAC/Unique ID.



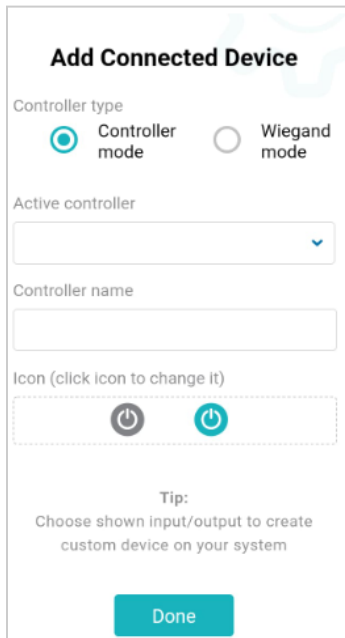
10.2 Enter unique ID and Tap Next.



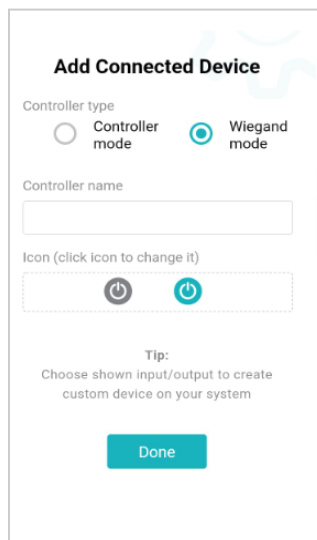
10.3 Set system details: System Name, Address (Physical Address), Time zone Tap Next.



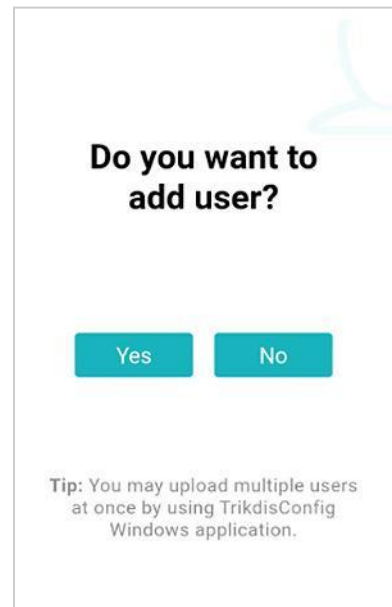
10.4 A Select controller device: Controller mode or Wiegand mode.



10.4 B If you select Wiegand mode Set a Controller name and set the Icon for your device and Tap Done. For this feature you don't select any active controller.



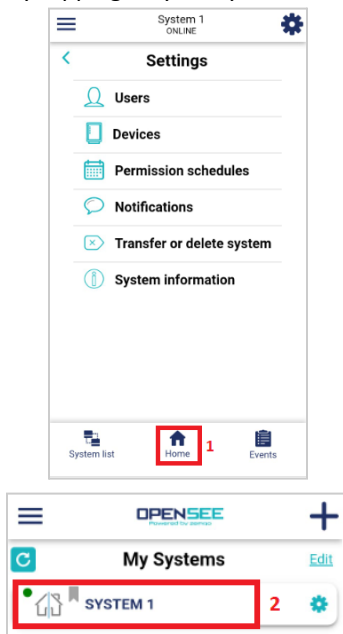
10.5 Tap yes if you want to add another device/user or no if you don't.



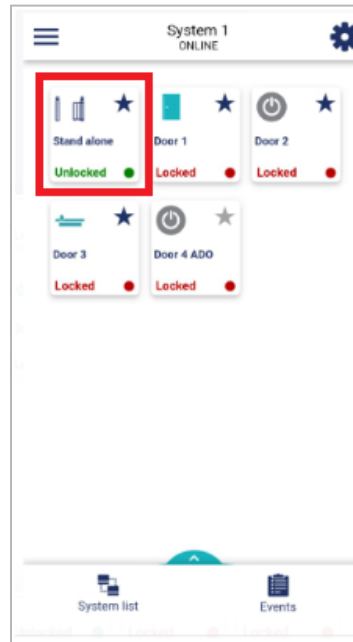
Note: Scan Using WiFi - this method is used for the first adding of the system - adding the system step by step from the box. (or system was removed from opensee, but still connected to cloud), QR scanning should be used (as device is already communicating with server). Device ID is identical to QR, just adding it by entering ID manually (i.e. if QR code for some reasons was damaged).

11.0 Home Screen Lock and Unlock

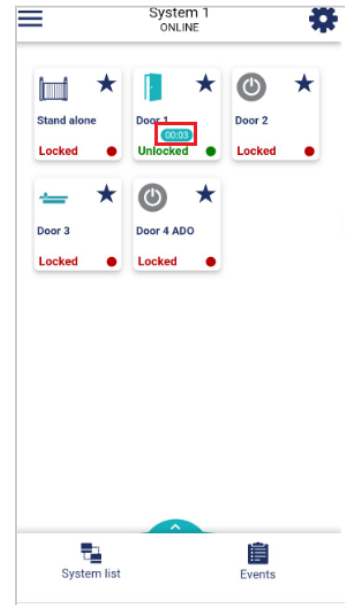
11.1 You can access the home screen by tapping the Home Icon or by tapping on your system.



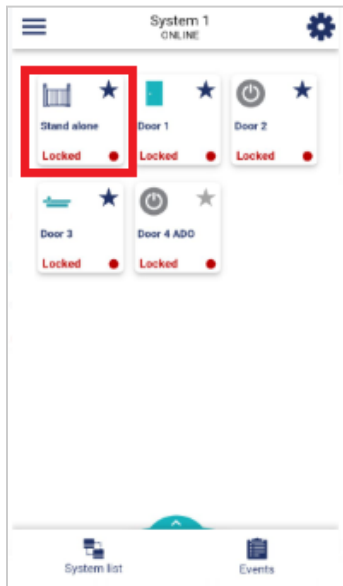
11.2 Whatever electrical device that you have Installed, Tap on the desired one to unlock.



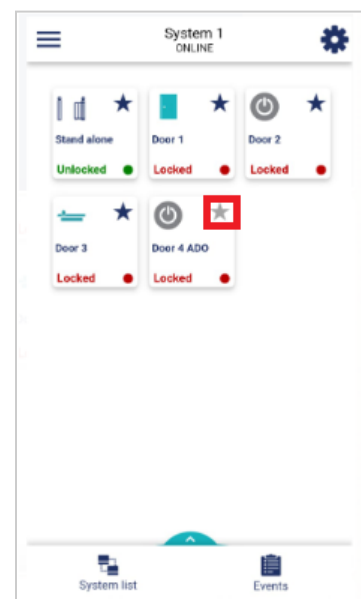
Note: For the doors (I/Os) you have set with time delay they will automatically close after the time delay set. (See section 15.5).



11.3 Tap again to lock back.



11.4 Tap on the little star that's on the top right corner of each door to add them to the dashboard the ones marked blue are the ones added (See section 22.3).



12.0 Global Lock/Unlock: You will only use this feature if you want to globally unlock or lock all doors

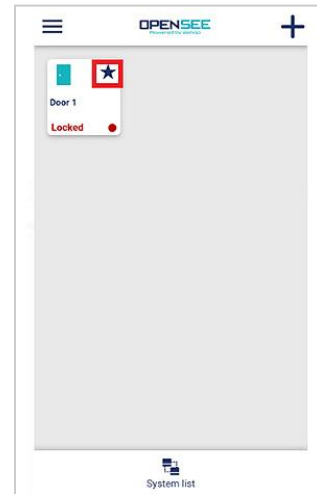
12.1 Slide up to access the global lock/unlock feature.



12.2 Slide to the right to unlock all devices and slide to the left to lock all devices.



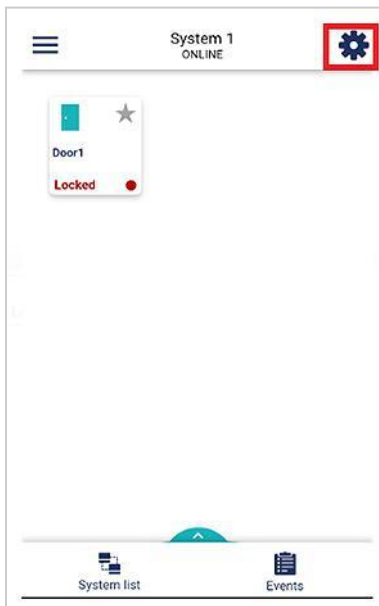
12.3 Dashboard, you will have quick access to the devices you have checked with the blue star.



Note: The system status offline shows only after 6 mins of being unplugged from the power supply.

13.0 Home Screen Setting functions

13.1 After adding the devices you can access the settings by tapping on the Gear Icon.



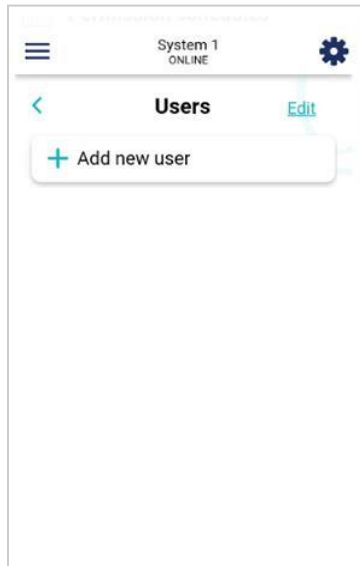
13.2 Settings:



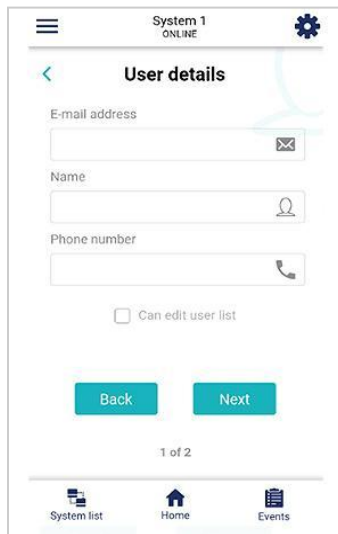
14.0 Users

Users: Means that you would add a person to control the device.

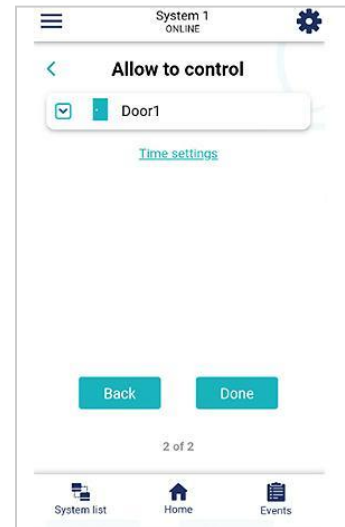
14.1 Tap on Add new user.



14.2 Create the User details, add Email address, Name and Phone number And select the checkbox only if the user can edit the user list and tap Next.



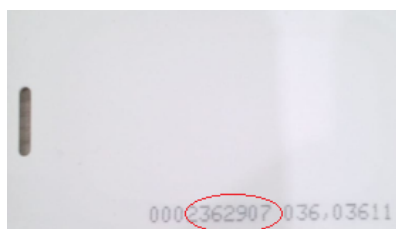
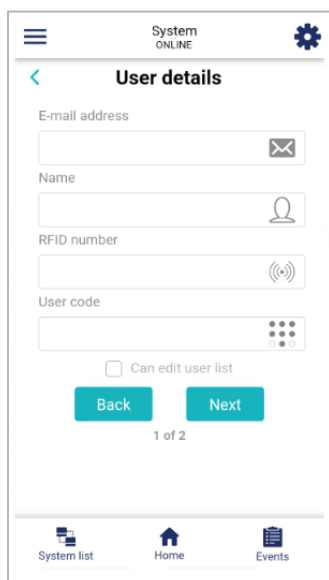
14.3 Allow to control, Select the doors that this particular user can control.



Note: If you add a user under Wiegand mode you will have additional options.

RFID number: It's the card/fob number you want to assign to that user (Input the first 7 digits printed on the card but omit first 000)

User Code: It's a 4 digit code you want to assign to that user (Something different than 1234) (This is for keypads only).



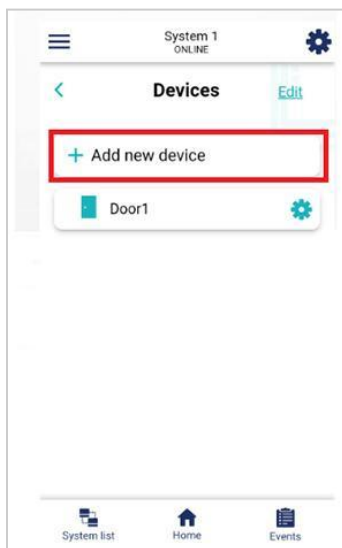
NOTE: When adding new users by the settings option, the new user added will have access to the selected doors but will have to download the OPENSEE app, they will receive an email with invitation and will register as a new user.

Secondary users can not look at events, can not set permission schedules, can not see system information and edit user lists will be optional. However secondary users can Unlock/Lock the doors that have been granted access, see notifications, devices and transfer or delete systems.

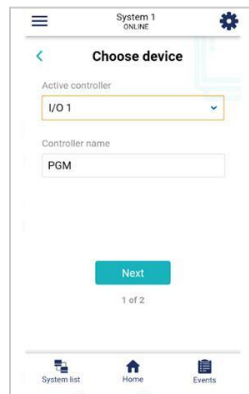
Only the admin can have access to all features.

15.0 Devices: This section is dedicated to add devices (I/O) at any time

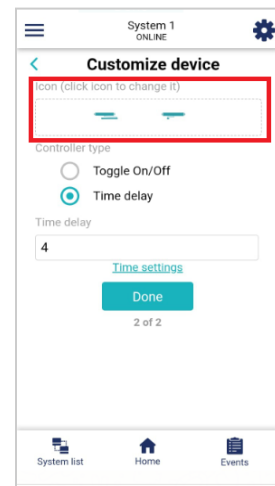
15.1 Add new device.



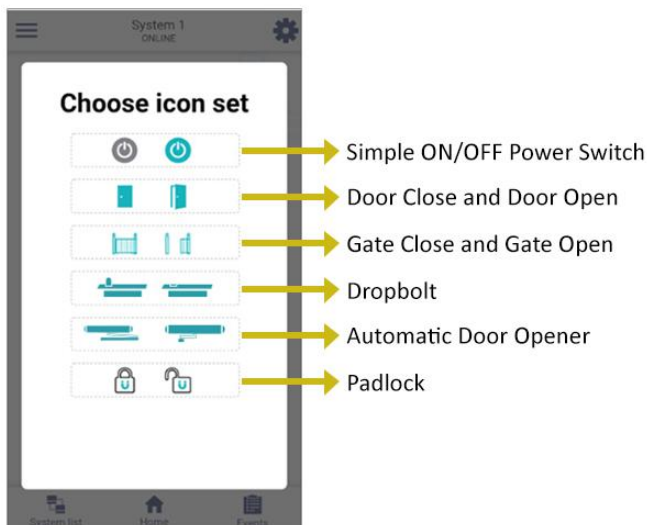
15.2 Select the active controller (I/O1 to I/O4 for Access control panels and/or Automatic Door Opener I/O 5 for Standalone relay) Enter controller name and tap next.



15.3 Select the Icon for the device.



15.4 Chose Icon Set



15.5 Choose Controller type and hit done.

Toggle ON/OFF: ON/OFF for standalone systems.

Time Delay: Delay.

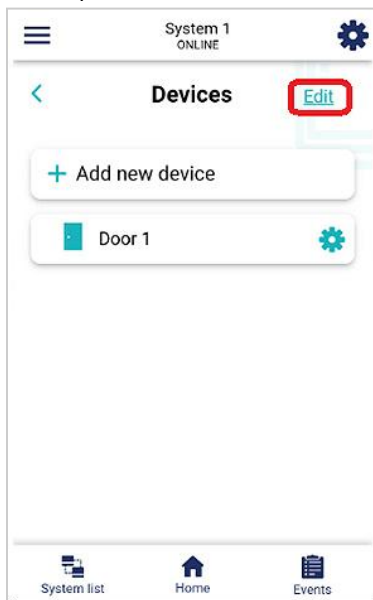
NOTE:

- 1) For connection of stand-alone electrical devices as locks, wireless receivers, etc., make sure you select the Controller Type of your I/O Device as ON/OFF default setting. Or you can also add a time delay to the stand alone system from 0 to 10.000 seconds.
- 2) For connection with Access Control panels make sure you select the Controller Type of your I/O Device as Time Delay, Set the delay time as the same delay time that is in the CWI Smart controller (4 Seconds Controller's Default time). Example: If you set the Access Control panel's delay time to X seconds you need to change the delay time of the CWI Smart controller to X seconds.
- 3) For connection with Automatic Door Openers (ADO) you can select the Controller Type of your I/O Device as Time Delay or as ON/OFF. If you select it as Time delay make sure you set the delay time as the same delay time that is in the CWI Smart controller (2.5 Seconds ADO's Default time). Example: If you set the ADO's delay time to X seconds you need to change the delay time of the CWI Smart controller to X seconds.

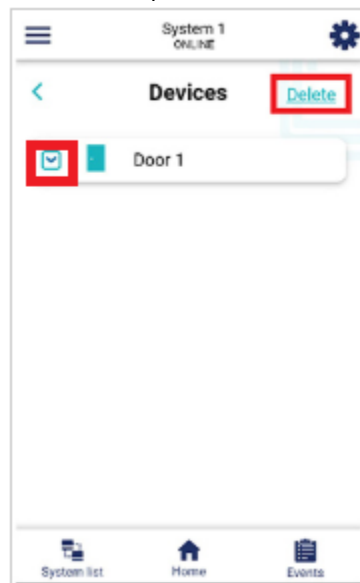
Attention: The delay function only works in seconds.

15.6 Delete a device.

15.7 Tap edit.



15.8 Select the device you want to delete and tap Delete a device.



16.0 Permission Schedules

Users: It grants access to certain User to the device in the selected Schedule.

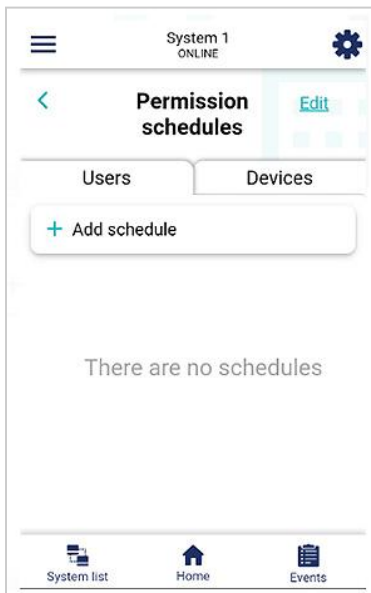
Example: User 1 has access to the device only Mondays from 8:00 AM to 5:00 PM

Devices: It grants access to the device in the selected Schedule.

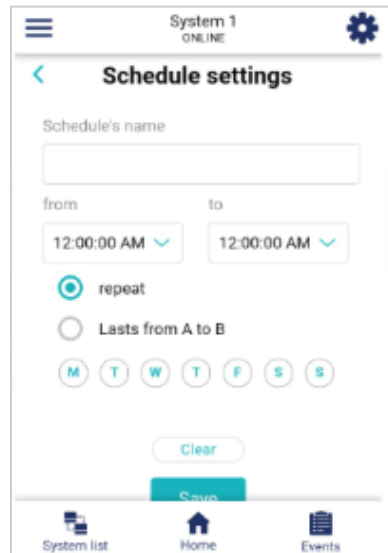
Example: Door 1 will automatically open at 12:00 PM and will automatically close at 1:00 PM

Users Permission Schedule

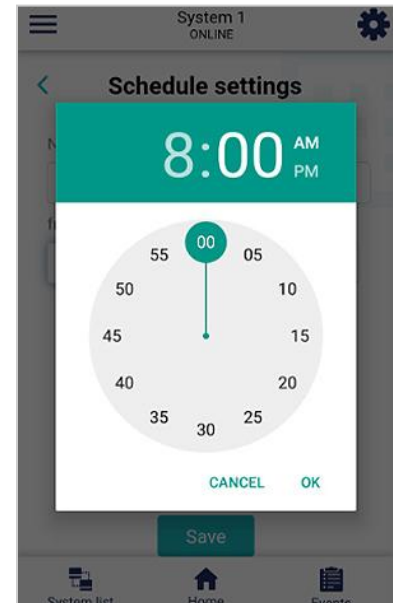
16.1 Tap + Add Schedules under Users Permission schedule.



16.2 Enter the name for Schedule's name, set the time period (16.2 A and 16.2 B) that you desire to allow access and select repeat or lasts from A to B and tap Save
Repeat: this on every day that is marked. Lasts from A to B - scheduler will start at a given time on day "A" and will finish at a given time on day "B".



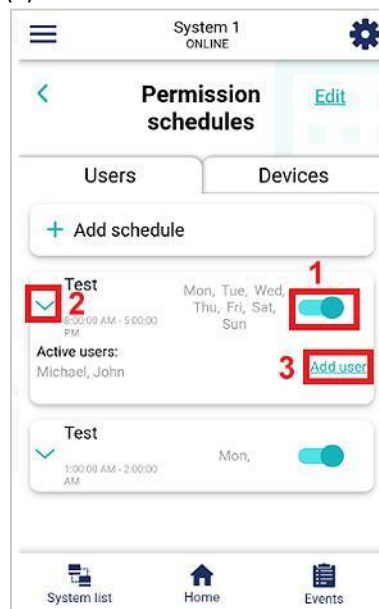
16.2A A Set the time period From. make sure you select AM or PM and tap OK.



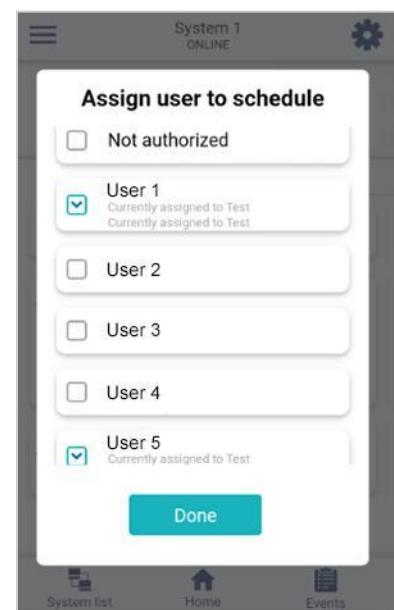
16.2B Set the time period to. Make sure you select AM or PM and tap OK.



16.3 Enable permission (1), Tap on the little arrow (2), Tap on Add user (3).

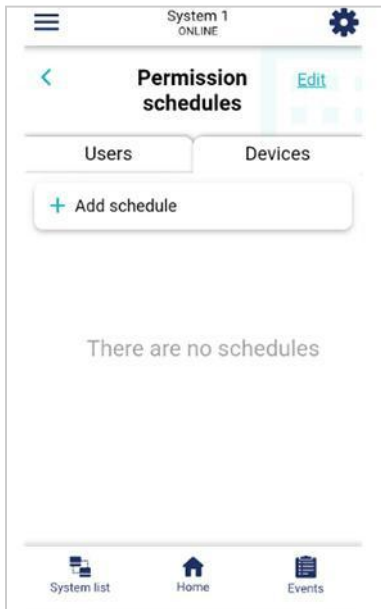


16.4 Assign Users to permission and tap Done.

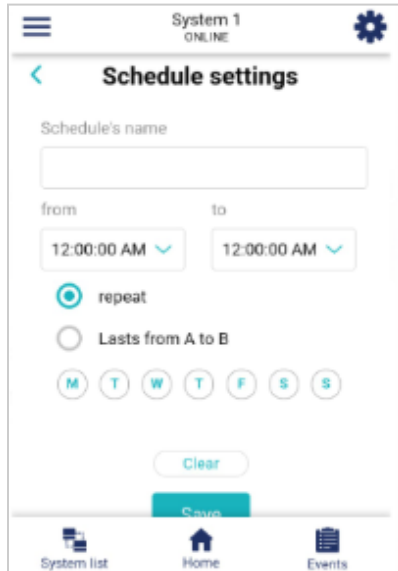


Device Permission Schedule

16.5 Tap + Add Schedule under Devices Permission schedules.



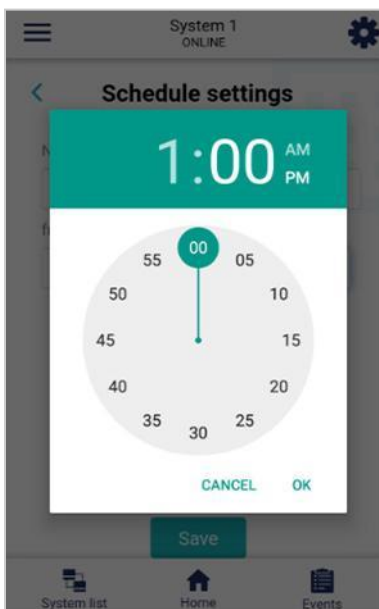
16.6 Enter the name for User's permission, set the time period (16.6 A and 16.6 B) that you desire to allow access and select repeat or lasts from A to B and tap Save Repeat: this on every day that is marked. Lasts from A to B - scheduler will start at a given time on day "A" and will finish at a given time on day "B".



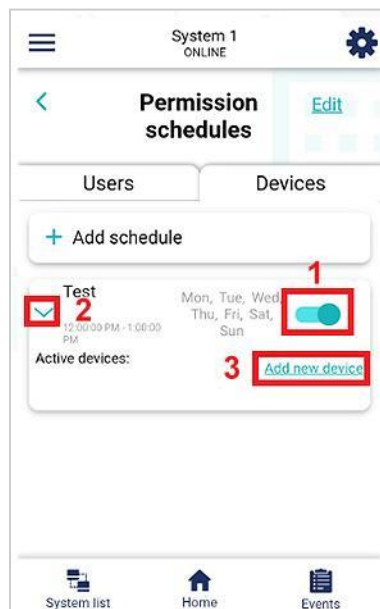
16.6A Set the time period From, make sure you select AM or PM and tap OK.



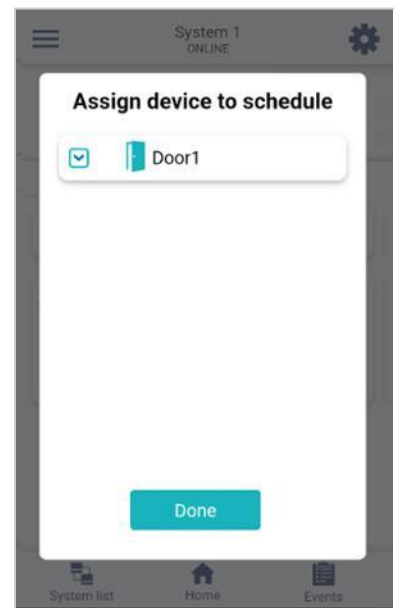
16.6B Set the time period From, make sure you select AM or PM and tap OK.



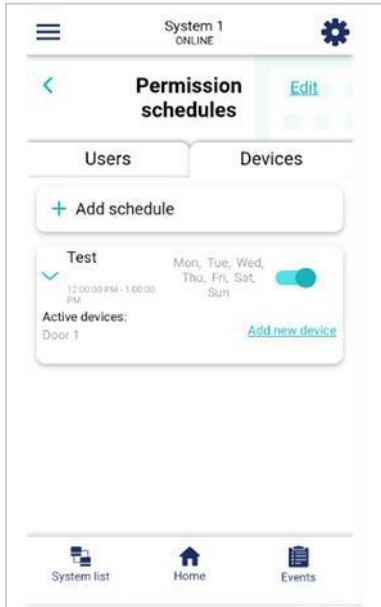
16.7 Enable permission (1), tap on the little arrow (2), tap on Add user (3).



16.8 Assign Device to schedule and tap Done.



16.9 Permission added.



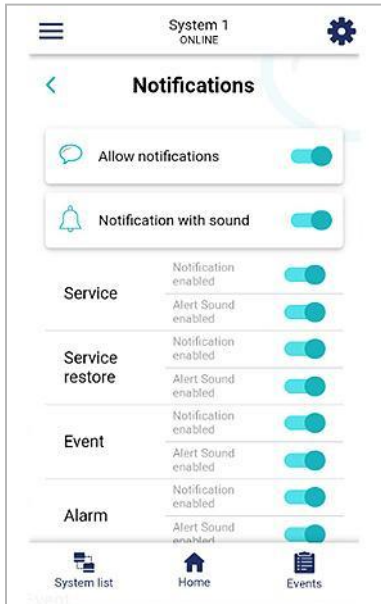
16.10 For IOS please repeat all previous steps but the scheduler looks like this:

8	00	
9	01	
10	02	
11	03	
12	04	
1	05	AM
2	06	PM
3	07	
4	08	
5	09	
6	10	
7	11	
8	12	

Done

17.0 Notifications

17.1 Allow notifications that you want to see as push notifications on your smartphone or tablet. The Default sound for notification will be a very long beeping sound.



17.2 Receive push notifications on your smartphone or tablet in real time.



18.0 Transfer or Delete System

The screenshot shows a mobile app interface for 'System 1 ONLINE'. At the top, there's a menu icon, the system name, and a settings gear. Below is a 'Transfer system' section with an 'E-mail address' input field, a question 'Which user should become the main user?', a 'Choose from list' link, and a 'Next' button. An 'OR' separator follows, leading to a 'Delete system' section with a 'Delete' button. At the bottom, there's a navigation bar with 'System list', 'Home', and 'Events' icons. A watermark 'Michael Gomez' is visible at the bottom left.

18.1 Transfer the system to a different user by email address or choosing the user from the user's list OR Delete the system.

Example: Owner A owns System A and transfers System A to Owner B, then Owner B will have access to System A and Owner A will not have access to System A any longer.

19.0 System Information

The screenshot shows a mobile app interface for 'System 1 ONLINE'. At the top, there's a menu icon, the system name, and a settings gear. Below is a 'System information' section with a list of details: 'Name' (System 1), 'Address', 'Unique ID' (807D3A200886), 'Service Access code' (123456), and 'Time zone' (America/Bogota). An 'Edit' button is located below the list. At the bottom, there's a navigation bar with 'System list', 'Home', and 'Events' icons.

19.1 Shows the system information of the device.

20.0 System List: Shows all the CWI systems (Physical Devices)

21.1 Tap on the system list on the bottom left corner.



21.2 See your system list, you can refresh the list (1), add new system (2), edit the system and/or remove the system (3), and device settings (4).

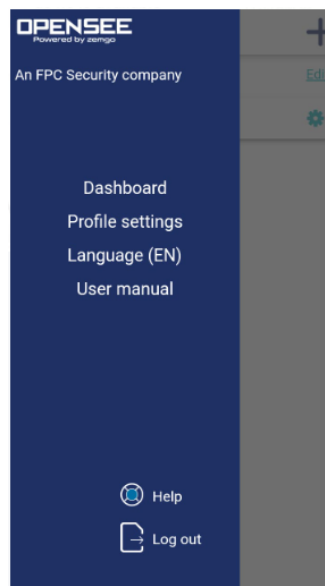


21.0 Hamburger Menu

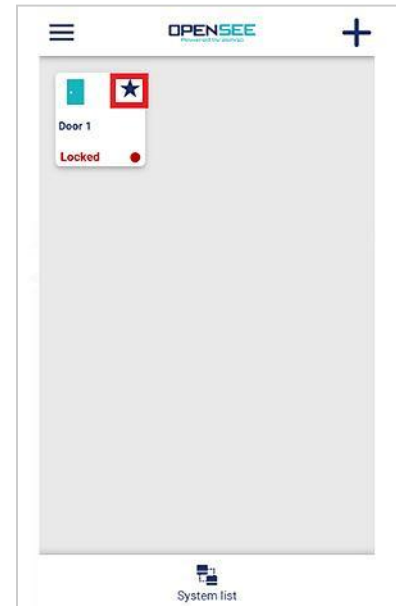
22.1 Tap on the upper left corner to access the burger menu.



22.2 In the burger menu you have: Dashboard, Profile Settings, Language, User Manual, Help, Log Out.



22.3 Dashboard, you will have quick access to the devices you have checked with the blue star.



22.4 Profile settings, you can edit the profile's email address, name, phone number and date and time format.

Profile

E-mail address
myemail@domain.com

Name
John Doe

Phone number

Date and time format

Device default

Edit

System list

22.5 Language, change the language to the one you need.

English

Español

Française

Português do Brasil

Português

Help

Log out

22.6 Help, you can describe an issue you are having with the system and submit it to our support email.

Report an issue

Please describe your issue

Submit

System list

22.7 Log out

EN

Sign in with Google

E-mail

Password

☐ Keep me logged in

Log in

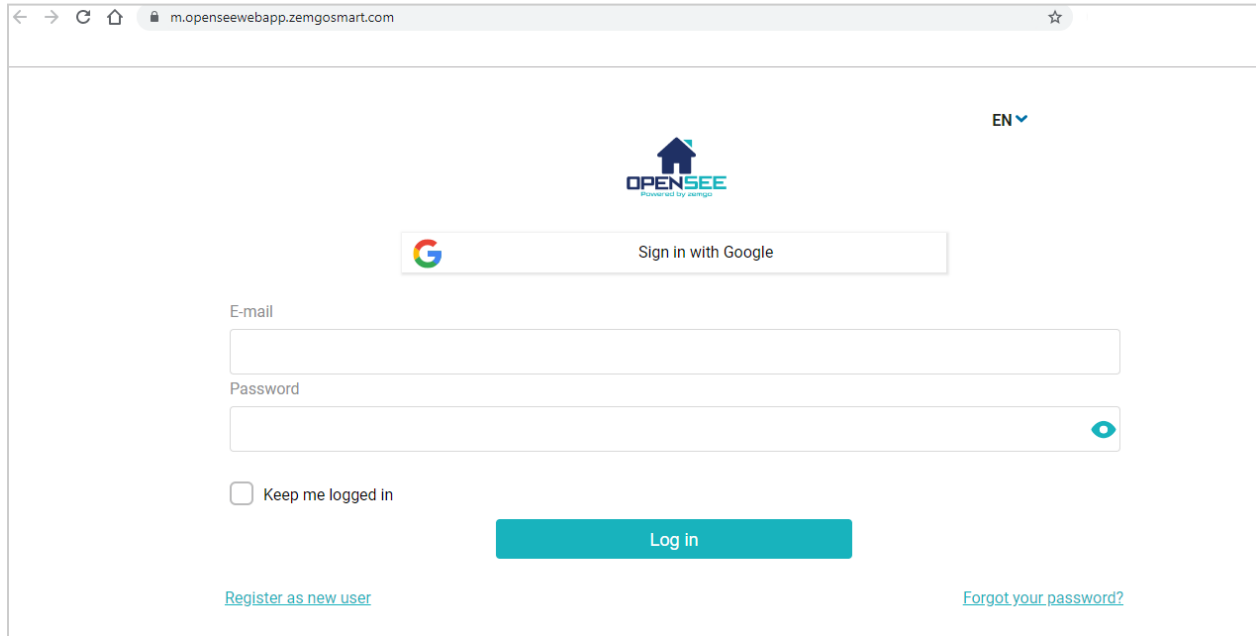
Register as new user Forgot your password?

22.0 Web browser (Web app)

The web browser is basically a way to access the OpenSee app via a web browser, you can use this webaccess by any browser (Google Chrome, Internet Explorer, Firefox, Safari, Opera) on your PC, laptop, tablet or smartphone. It is compatible with Windows and Mac OS.

For the web browser please go to your internet browser and type:

<https://m.openseewebapp.zemgosmart.com/>



The screenshot shows a mobile web browser interface for the OpenSee web app. The address bar displays 'm.openseewebapp.zemgosmart.com'. The page features the OpenSee logo at the top center, with 'Powered by Zemgo' written below it. To the right of the logo is a language selector 'EN' with a dropdown arrow. Below the logo is a 'Sign in with Google' button featuring the Google logo. Underneath this are two input fields: 'E-mail' and 'Password'. The password field has a toggle icon for visibility. Below the password field is a checkbox labeled 'Keep me logged in'. A large teal 'Log in' button is centered below the inputs. At the bottom left is a link 'Register as new user' and at the bottom right is a link 'Forgot your password?'.

The features and settings are basically the same as the OpenSee app, please refer to section **4.0 Setting up the OpenSee app**.

Note: The only method to add the system via web browser is through unique ID. Scan WiFi and scan QR code are not available, because the web browser does not have access to the WiFi control.

You can be logged in the web browser and the Open see app at the same time.

Note:

The USB mini port provided is to perform a firmware update or restore The ZEM-CWI's to default

The ZEM-CWI's firmware can be updated and changed manually. All prior ZEM-CWI parameters remain after update. When writing manually, the firmware can be changed to an older or a newer version.

The Firmware update process will be performed only by the factory please contact the factory to get this support.

23.0 OPENSEE WIDGETS

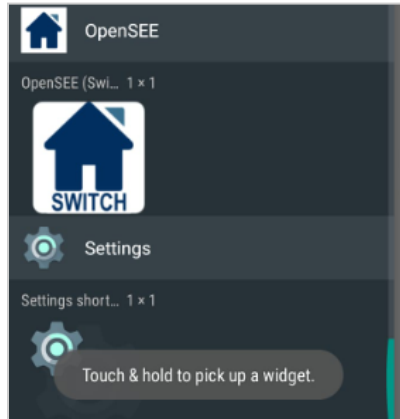
This will allow you to open/close the selected doors from your smartphone's home screen without having to access the app.

Android Phones:

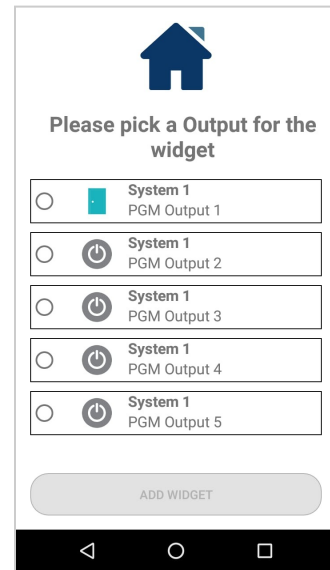
24.1 Press and hold on any open space on the homescreen of your Android phone, then tap on Widgets.



24.2 Scroll down until you see the OPENSEE App touch and hold to pick up a widget.



24.3 Please pick an Output for the widget and tap add widget



24.3 Tap on the door you want to Open/Close

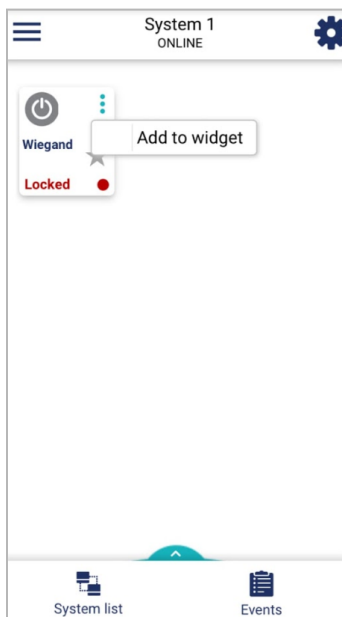
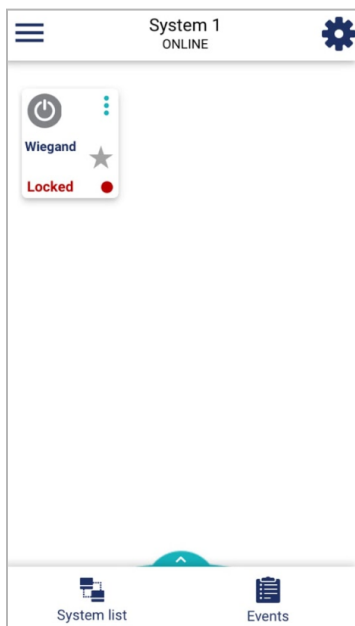


IOS Phones:

24.10 Alright now for IOS Widgets, go to the opensee app and go to the system's list select the door and tap on the 3 dots menu and then tap add to widget.

Note: Max 5 outputs can be added to a widget

And finally, tap on the door you want to Open/Close and enjoy your system.



24.0 TROUBLESHOOTING and FAQ

Symptoms	Causes	Items Checked	Remedies
System Offline.	The device is disconnected from the WiFi Network or is not getting power.	Check Status LED: 1 red blink. (Unable to connect to Wi-Fi network). Check the device is correctly connected to the power supply.	Check the Router/ Switch is getting power and is correctly connected to the network, and/or reboot the Router/Switch.
Network Unstable.	Weak WiFi signal.	Check Status LED: 2 red blinks. (Poor Wi-Fi signal strength).	Install the device closer to the Router/switch or use signal extenders.
System doesn't turn on.	Low power supply voltage. Power failure or no power input.	Check Status LED: 7 red blinks (Low power supply voltage) All LED's OFF (no power input).	Check the power supply is giving the 12VDC to the device, if not, please replace the power supply.
Unable to find device through Scan WiFi Feature.	Forgot to press the pair button for 3 seconds.	Check Network LED is blinking green and yellow. Meaning it's in pairing mode.	Press the pair button for 3 seconds.
Device Is not connecting to WiFi network.	Network Issues Password Issues Disabled Location.	Check: Network settings, Router/switch status, WiFi enabled on your Smartphone, PC or tablet, Check correct Password is entered.	Select and connect to the correct network, Input the correct WiFi If the problem persist contact your ISP provider. Make sure you enable the location on your Smartphone settings.
Doors are not opening.	Door are not added correctly.	Check System status is ONLINE, Check the corresponding door is added, Double Check wiring is OK. Check permission schedules.	Add the correct door Check section 8.2, 10.4B, 15.

Symptoms	Causes	Items Checked	Remedies
Not receiving push notifications.	Notifications not enabled.	Check Notifications are enabled on Opensee notification settings and Smartphone notification settings.	<p>Check section 17. Notifications</p> <p>Enable push notifications on the settings of your smartphone.</p> <p>Log out and Log in to your account session.</p>
Unable to scan QR code.	Camera access disabled.	Check camera access is enabled on your smartphone.	Allow camera access for Opensee app on your smartphone.
Can not register or log in	Incorrect login information	Check confirmation code and email sent at first time.	Enter the correct login information.
Forgot account password	Forgot account password	Double check your password.	Tap on forgot password on the login screen and enter a valid email, click on the link sent to your email and reset password.
Door not showing the correct status or icon	Device not setted correctly.	Check Device settings.	Please refer to section 11.
Not able to see the user list	Disable can edit user list.	Check user details.	With the administrator account go to the specific user details and enable can edit user list.
Device not responding at all.	Firmware issue.	Check Firmware	Update firmware And restore device.

FAQ

- What are the unsent events - events that are in the buffer and waiting to be reported to the platform.
- What is the Event log memory - events that happened and are saved to internal device history log.
- The network parameters settings manually is not needed, thanks to the WiFi network setting parameters are being made automatically during pairing mode and adding the system via WiFi option.
- What is the difference between transferring the system and "add new user"? - Transferring the system - you give the system to another user and lose access to this system. Add new user - you and another person will control the system.
- Internal clock of the ZEM-CWI is not set, where do you set it? - Scheduler is being held directly in the device. Device must know what exact time is - without the correct time scheduler will not work or it will operate at a different time than needed.
- What is the difference between service restore and restore? - SERVICE RESTORE: events as a low battery, AC loss, etc. enter the group "SERVICE". So, these events need RESTORE. That's why you have SERVICE RESTORE. All events that do not have a given reaction belong to the group of generic events. And the all restore for this group are named "Restore".
- What is the service access code and why does it have simple numbers ? - This code is necessary for Hardware to communicate with the OPENSEE application. 123456: factory default code. You can change this code if you wish during configuration from TConfig. But if you are going to change in TConfig and when you create the system in the application - OPENSEE will ask for this access code. If you forget it, you will not be able to enter the system.
- How many CWI can I add up on one device? - 13 devices up to 65 doors.
- What does system offline and online notification mean? - System offline (Red): Device is not sending data to the server either is not getting power to power or not disconnected from the server. - System online (Green): System is powered on and correctly connected to the WiFi.
- When you add new devices (doors) they are not showing on the System right away it takes like 5 mins to show, this is very slow and it was not happening before. The web browser doesn't show the doors added by the Opensee app - It may be so because CWI must communicate with your device, and everything will depend on WIFI and Internet speed. The information should go to our server. It is not just about including during something on app, during this time many different processes happen and this does take time.
- If the wifi goes away what happens to the system on the door will it stay locked or unlocked? - It will be locked as long as the device is getting 12VDC from the power supply.
- How can I have the system locked if power goes out?- Any 12VDC UPS battery backup is compatible with the ZEM-CWI smart controller.