Zennio®



ZenProg Remote

Remote programming of KNX installations through Zennio devices

USER MANUAL

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www.zennio.com

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1. ZenProg Remote

1.1. Features

ZenProg Remote is the Zennio desktop application that makes it possible to program KNX installations remotely with **ETS**, with no travelling and without setting up virtual private networks (VPN). The application creates a secure tunnel between the ETS installed on the PC and a Zennio device connected to **Zennio Remote** in the customer installation. That device forwards the KNX traffic to a Zennio KNX/IP interface of the installation itself, so ETS works as if it were connected locally.

The main functions of the application are:

- **Remote downloads and diagnostics** from ETS5 and ETS6, through a virtual KNX/IP interface "[ZenProg]" that appears on the PC itself.
- **Same account and same pairings** as Zennio Remote: the devices already linked to the account appear automatically.
- **Technician role**: temporary and supervised access to third-party installations, approved by the end user from Zennio Remote.
- **Organisation into projects** with up to four levels (building, floor, zone…), search, sorting and CSV import/export.
- **Selection of the KNX/IP interface** of the installation, with the possibility of manually adding fixed interfaces reachable by their IP address.
- **Consumption in MB** with rechargeable licences, a permanently visible balance and low-balance warnings.
- Interface available in **eight languages** (English, French, German, Greek, Italian, Portuguese, Russian and Spanish) and in a **light or dark theme**.
- **Automatic updates** of the application.

1.2. How it works

The elements involved in remote programming are shown in Figure 1:

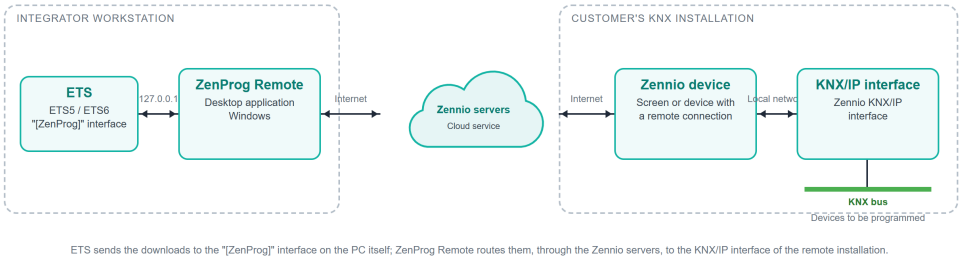


Figure 1. Elements of remote programming with ZenProg Remote

- **ETS**: KNX programming tool, installed on the same PC as ZenProg Remote. It allows the "[ZenProg]" interface to be selected, which ZenProg Remote publishes on the computer itself (address 127.0.0.1).
- **ZenProg Remote**: receives the ETS traffic and routes it, through the Internet and the Zennio servers, to the device of the installation.
- **Zennio servers**: Zennio cloud service that communicates the PC with the remote device. It is the same infrastructure on which the Zennio Remote mobile application and web portal run.
- **Zennio device**: screen or device of the installation compatible with Zennio Remote and paired (for example, Z50, Z70 v2, Z100, RemoteBOX or ZennIoT). It acts as a gateway, receiving the messages and delivering them to the KNX/IP interface through the local network of the installation.
- **Zennio KNX/IP interface**: KNX/IP interface connected to the KNX bus. It is the element that physically performs the programming on the devices of the installation.

> **Note**
>
> *The PC and the Zennio device must be on different networks. If both share the same local network, ETS receives almost identical information from two interfaces and correct operation is not guaranteed. ZenProg Remote is intended for programming remote installations.*

1.3. Requirements

The following is needed in order to use ZenProg Remote:

- A 64-bit **Windows** PC with about 430 MB of free hard disk space. ZenProg Remote is only available for Windows.
- **ETS5 or ETS6** installed on the same PC.
- A **Zennio Remote account**. It is the same account that will be used for ZenProg Remote; if there is none, it can be created from the log-in panel itself.
- **Internet connection** both on the PC and in the remote installation.
- A **Zennio device paired** with the account and with firmware compatible with ZenProg Remote:

- version 4.1.12 or later for remote programming;
- version 4.4.x or later to use fixed KNX/IP interfaces, for devices with an administrator pairing or shared from a Zennio Remote Manager project.

- A **Zennio KNX/IP interface** in the installation, reachable from the device above through the local network.
- **MB balance** in the account (see section 6). New accounts can claim a welcome bundle.

> **Note**
>
> *Devices that are not compatible with remote programming (for example, Z41) are not shown in the application, even if they are paired with the account.*

1.4. Installation and first launch

The latest version of ZenProg Remote is available in the product section of the Zennio web portal (https://www.zennio.com/). To install it, run the downloaded installer and follow the steps of the wizard.

When the application is opened, a start-up window with the logo and the installed version is shown for a few seconds (Figure 2). The main window then opens and, if there is no saved session, so does the log-in panel (see section 2.1).



Figure 2. Start-up window

On every launch ZenProg Remote checks whether a more recent version exists and offers to install it (see section 9).

2. Getting started

2.1. Logging in

ZenProg Remote uses the **Zennio Remote credentials**. The first time the application is opened, the log-in panel appears automatically (Figure 3). It can also be opened at any time by clicking on the user button at the bottom of the side bar.

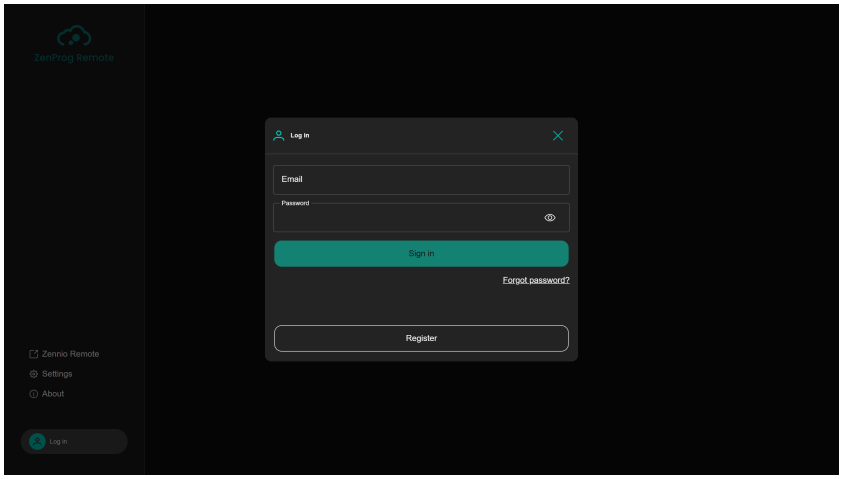


Figure 3. Log-in panel

From this panel it is possible to:

- Log in with the Zennio Remote e-mail address and password.
- Recover the password through “Forgot password?”.
- Create a new account through “Register”. Registering implies accepting the legal documents of the Zennio Remote ecosystem (see section 2.2).

Once logged in, the application remembers the session: on subsequent launches it connects automatically without asking for the credentials again. A loading indicator is shown while the session is being restored.

To **sign out**, click on the exit icon next to the username and confirm. Signing out interrupts the connection with the device that was in use.

2.2. Legal documents

ZenProg Remote is governed by the legal documents common to the **Zennio Remote** ecosystem: the End-User License Agreement (EULA), the Terms and Conditions and the Privacy Policy. Their acceptance is linked to the account and takes place on registration.

When Zennio publishes a new version of any of these documents, the application shows it on the next log-in and does not allow the user to continue until it is accepted:

- The EULA is shown inside the application itself. It is necessary to scroll to the end of the text before “Accept” can be pressed.
- The Terms and Conditions and the Privacy Policy open in the browser. To accept them, the confirmation checkbox must be ticked (Figure 4).

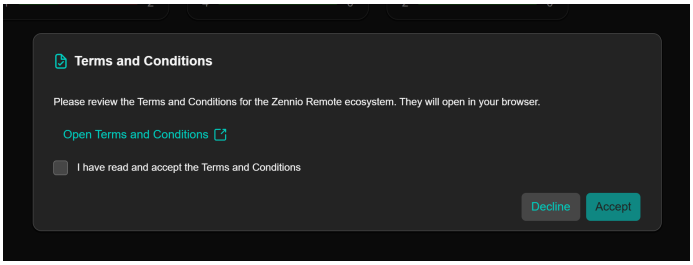


Figure 4. Acceptance of the Terms and Conditions

> **Important**
>
> *If “Decline” is pressed on any of the documents, the application closes. ZenProg Remote cannot be used without accepting the legal documents in force.*

2.3. The main window

After logging in, the **dashboard** is shown (Figure 5). The window is divided into three areas:

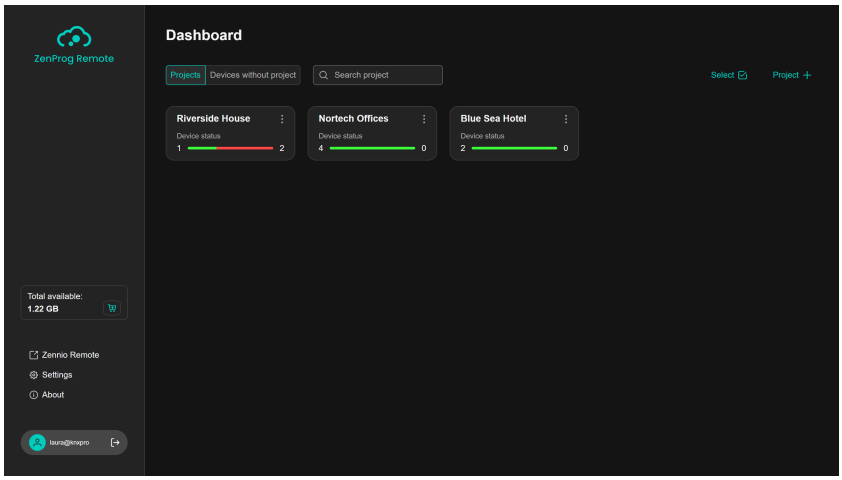


Figure 5. Main window: dashboard with the “Projects” tab

- **Side bar** (left):
  - The ZenProg Remote logo, which returns to the dashboard from any screen.
  - The **Total available** card, with the MB balance of the account and a trolley button that opens the licenses page (see section 6.2).
  - The application menu: **Zennio Remote** (opens the web portal in the browser), **Settings** (see section 7) and **About** (see section 8).
  - The logged-in user and the sign-out icon.

- **Central area**: shows the dashboard, the view of a project or the settings, licenses and about pages.
- **Footer**: appears only while there is a connection with a device. It indicates which device is connected and allows the user to disconnect (see section 5.1).

2.4. Connection status

ZenProg Remote needs a connection with the Zennio servers. The side bar shows the connection status at all times (Figure 6); while there is no connection, the actions on devices are disabled.

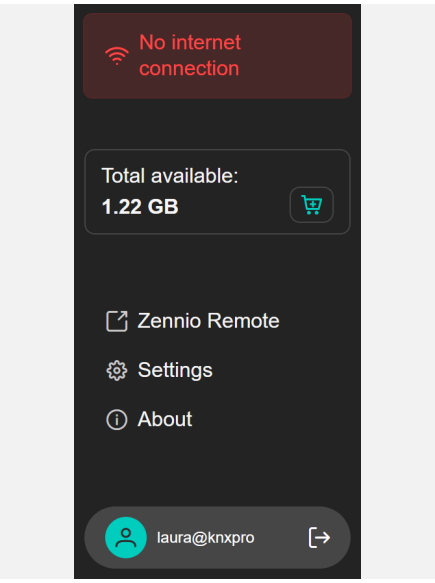


Figure 6. Missing connection warning in the side bar

Reconnection is automatic. If there was an active connection with a device when the drop occurred, it is lost and it will be necessary to connect again manually.

3. Devices and pairings

A **pairing** is the link between a Zennio Remote account and a Zennio device. ZenProg Remote shows every device paired with the account that is compatible with remote programming, as well as the devices of the Zennio Remote projects the account has access to.

3.1. Pairing types

Each device is shown with an icon to the left of its name indicating the type of pairing (Table 1).

Icon	Type	Description
Coloured dot	Standard	Usual access of the owner or user of the installation. It allows connecting whenever the device is online.
Spanner	Technician	Temporary and supervised professional access, intended for installers and maintenance staff. Unless the device does not have any standard pairing yet, it requires an access request that the end user approves from Zennio Remote (see section 3.4).
Shield	Administrator	Administrator pairing, managed from Zennio Remote Manager. It cannot be edited or removed from ZenProg Remote. It requires firmware 4.4.x or higher on the device.

Table 1. Pairing types

In addition, the **devices of shared projects** appear in the list: devices delegated from a project of another Zennio Remote Manager account to an account with an integrator or administrator role. They are connected and programmed like any other device, but their pairing belongs to another account, so ZenProg Remote does not allow renaming them or removing their pairing. They can, however, be organised into ZenProg Remote projects. This feature requires that paired devices have firmware version 4.4.x or higher.

3.2. Device states

The colour of the icon indicates the state of the device (Table 2). Figure 7 shows several states in the device list.

Colour	State	Meaning
Green	Online	The device is connected to Zennio Remote and ready to be used.
Red	Offline	The device is not connected to Zennio Remote (no power supply, no network…). It is not possible to connect until it is online again.
Orange	Incompatible firmware	The device is online, but its firmware does not support remote programming or the type of pairing used. The information button explains what to update. The standard pairings of the same device are not affected.

Table 2. Device states

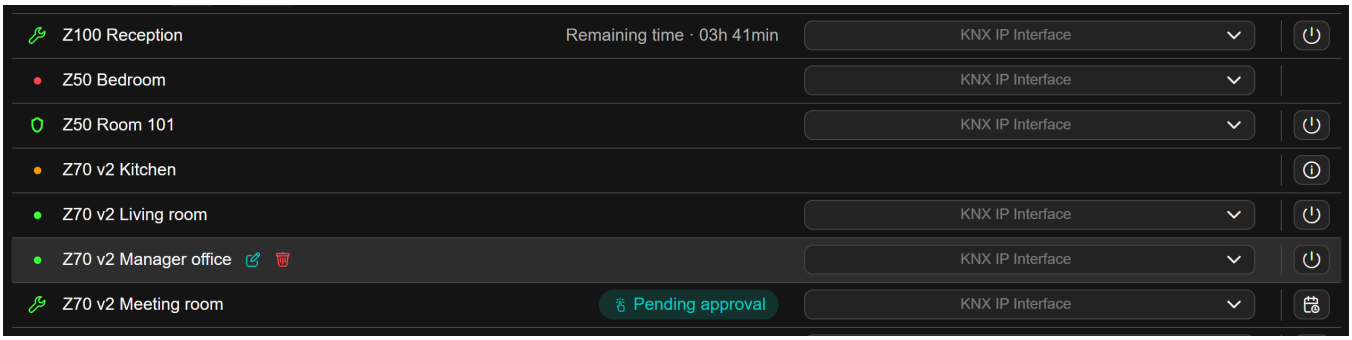


Figure 7. Device states in the list

Technician pairings also show information about the maintenance access:

- **"Pending approval"**: an access request has been sent and the end user has not approved it yet.
- **"Remaining time · hh h mm min"**: the access is approved and the time left before it expires is indicated.
- No indication and with the calendar button: access has not been requested yet.

On devices in orange, the information button of the row opens the warning (Figure 8) stating the limitation that device has.

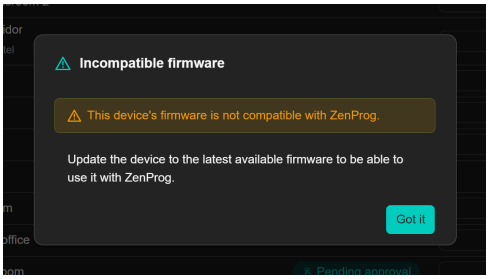


Figure 8. Incompatible firmware warning

3.3. Adding a device

To pair a new device with the account, click on "Device +". This button is available in the "Devices without project" tab of the dashboard and in any level of a project. The dialogue in Figure 9 opens.

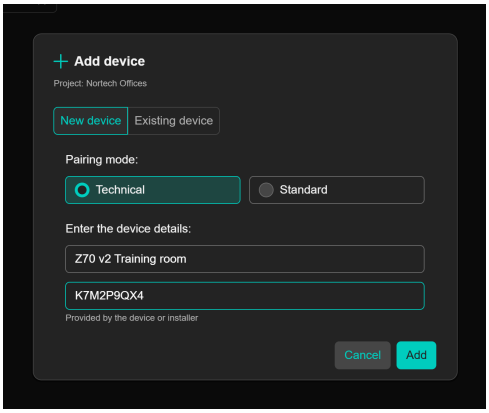


Figure 9. "Add device" dialogue from a project

- **Pairing mode**: “Technical” (selected by default) or “Standard” (see section 3.1).
- **Device name**: name under which it will be shown in the list.
- **Pairing code**: nine-character code shown by the device itself or provided by the user. It is the same code used to pair the device in Zennio Remote.

On pressing “Add”, the device appears in the list and, if it has been added from a project, it is assigned to that level. If the pairing cannot be completed, the application states the reason (expired or wrong code, remote access disabled on the device, etc.).

When a device is added from a project, the dialogue offers two tabs (Figure 10): “New device”, to make a new pairing, and “Existing device”, to assign to the project one or more devices that are already paired with the account but do not belong to any project.

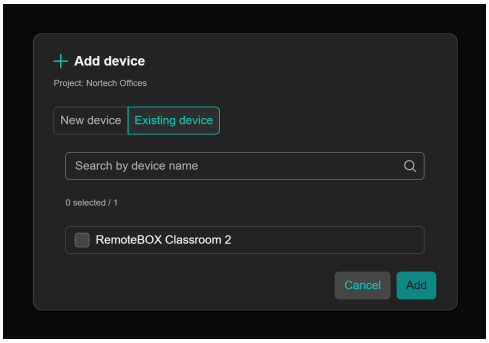


Figure 10. “Existing device” tab

> **Note**
>
> *When acting as the installer or maintenance technician of somebody else’s installation, choosing the “Technical” mode is recommended. Selecting the appropriate type of pairing is the responsibility of the user.*

3.4. Maintenance access (technician role)

The technician pairing guarantees that the remote access of a professional to an installation is **temporary, limited and authorised** by its owner. How it works depends on whether the device has other pairings:

- If the device **does not have any standard pairing** (for example, during commissioning), technician access is enabled automatically and it is possible to connect at any time.
- If the device **already has a standard pairing**, it is necessary to request a **maintenance access** and wait for the end user to approve it from Zennio Remote.

To request the access, click on the button with the calendar icon in the device row. In the dialogue (Figure 11) the duration of the access is chosen (1, 4 or 8 hours) and “Request access” is pressed. The time starts counting when the user approves the request.

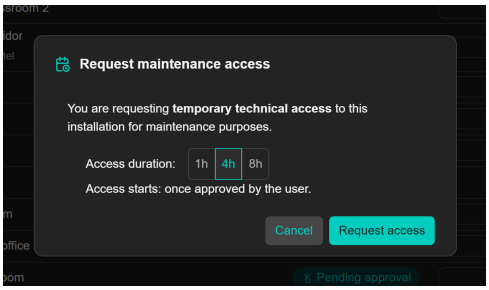


Figure 11. Maintenance access request

While the request is pending, the row shows “Pending approval” and the application checks whether it has been approved. If the user does not answer, the request can be sent again by pressing the same button. Once approved, the remaining time and the connection button appear; when the time runs out, the access expires automatically and must be requested again.

3.5. Editing and removing devices

Placing the cursor over the row of a device shows, next to its name, the **edit** (pencil) and **remove** (bin) icons, as shown in Figure 12.



Figure 12. Actions of a device row

Edit allows changing the name, the description and up to two tags of the device (Figure 13). The description and the tags are shown under the name in the list and serve to identify the device in more detail.

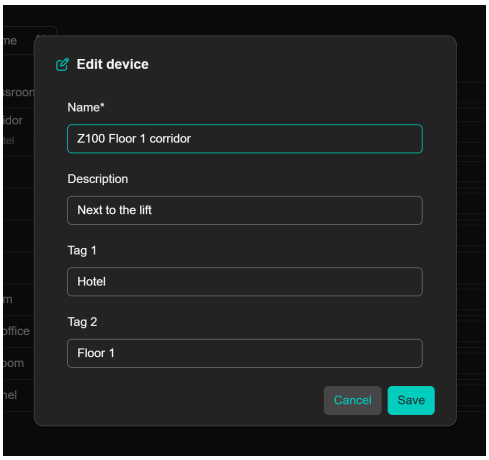


Figure 13. “Edit device” dialogue

Removing a device from the “Devices without project” tab deletes its pairing from the account (Figure 14). The device stops being linked to the Zennio Remote account, also in the mobile application and in the web portal. When removing a device that belongs to a project, the application allows choosing between deleting the pairing or keeping it and taking the device out of the project (see section 4.4).

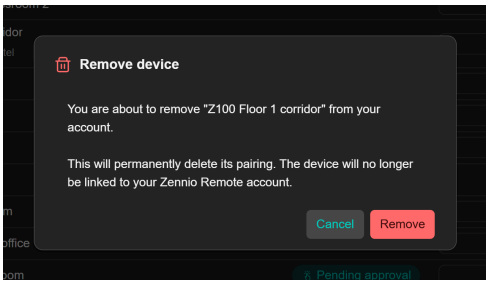


Figure 14. Confirmation when removing a pairing from the account

> **Important**
>
> *Administrator pairings and the devices of shared projects cannot be edited or removed from ZenProg Remote. These actions must be performed from Zennio Remote Manager.*

3.6. Refreshing the device list

The “Update pairings” button reads the complete list of devices and their state from the server again. In addition, the list is refreshed automatically in the following cases:

- On logging in.
- On adding or removing a device.
- When the ZenProg Remote window comes back to the foreground, to pick up the changes made in Zennio Remote in the meantime.
- Before connecting to a device, to check that the pairing is still valid.
- Periodically, when there are technician pairings with a pending access request.

> **Note**
>
> *If a pairing is deleted from Zennio Remote or from another computer, the device disappears from the list on the next refresh or when any action on it is attempted.*

4. Organisation into projects

Projects make it possible to group the devices of the same installation and organise them into levels (for example, building, floor and zone). Projects are saved in the Zennio Remote account, so they are available from any PC where that account is logged in.

4.1. Dashboard

The dashboard is the initial screen of the application and has two tabs:

- “Projects”: shows one card per project (Figure 5). Each card indicates the number of online (green) and offline (red) devices. Clicking on a card opens the project view (see section 4.4); the three-dot menu allows editing the name or deleting the project.
- “Devices without project”: lists the paired devices that do not belong to any project (see section 4.3).

The search box filters the projects by name or the devices by name, depending on the active tab.

4.2. Creating, editing and deleting projects

To create a project, click on “Project +” in the “Projects” tab, enter a name and press “Save” (Figure 15). The project appears as an empty card to which levels and devices can already be added.

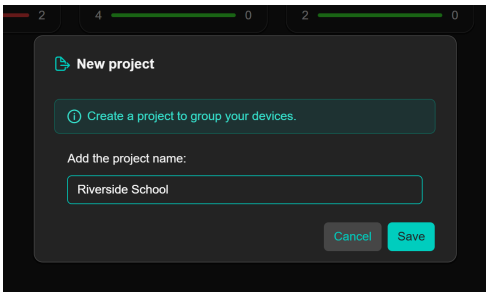


Figure 15. “New project” dialogue

The three-dot menu of each card (Figure 16) allows **editing** the name of the project or **deleting** it.

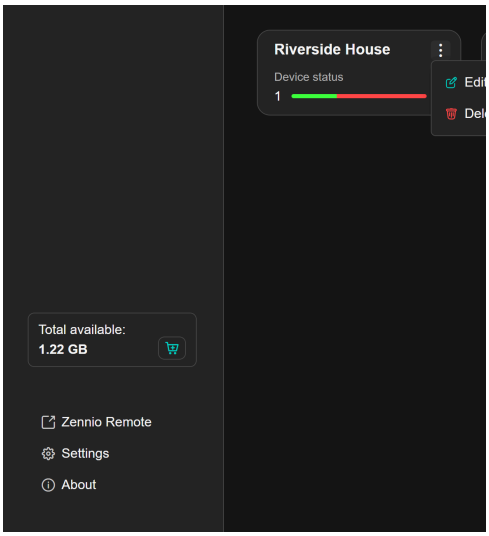


Figure 16. Menu of a project card

When deleting a project with devices, the application asks what to do with their pairings (Figure 17):

- “Remove pairing from account”: the devices stop being linked to the account.
- “Keep pairing, unassign from project”: the devices move to the “Devices without project” tab.

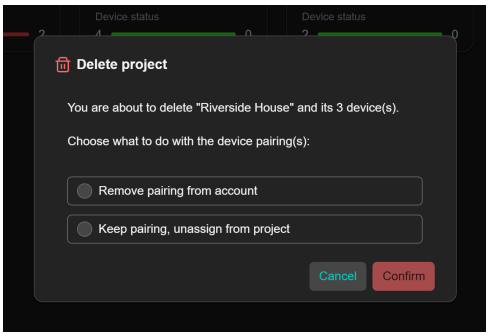


Figure 17. Deletion of a project with devices

To delete several projects at once, click on “Select”, tick the desired cards and press “Delete (n)” (Figure 18).

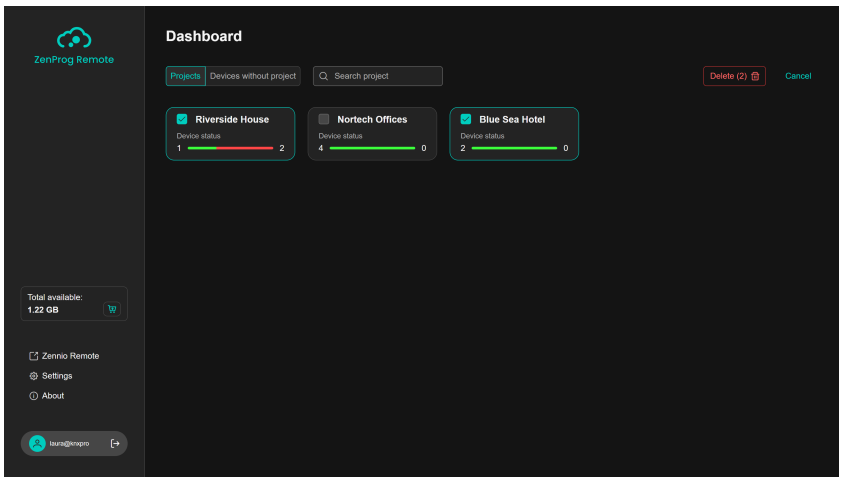


Figure 18. Multiple selection of projects

> **Important**
>
> *The deletion of a project or of a pairing cannot be undone.*

4.3. Devices without project

The “Devices without project” tab (Figure 19) shows the devices paired with the account that have not been assigned to any project yet. When a device is assigned to a project it disappears from this list, and it comes back to it if it is taken out of the project.

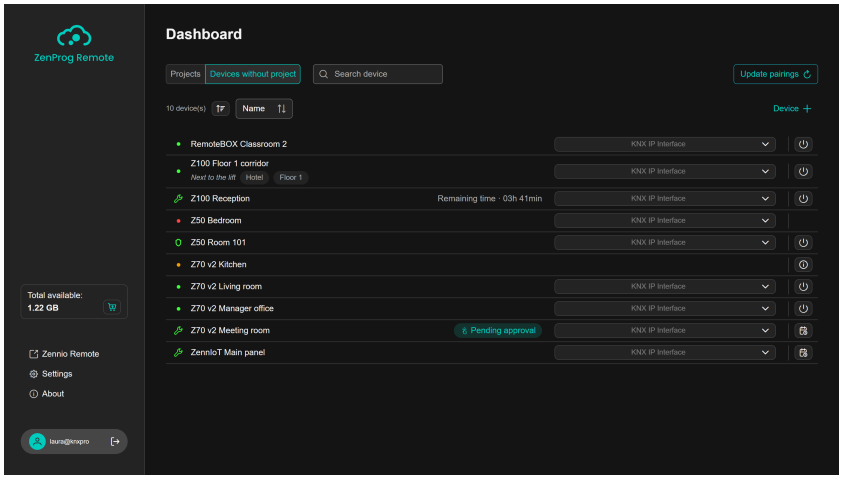


Figure 19. “Devices without project” tab

Above the list, the number of devices is indicated and, if there is more than one, they can be sorted by “Name”, “Last use” or “Pairing date”, in ascending or descending order. The “Device +” button pairs a new device (see section 3.3).

4.4. Project view

Opening a project shows its structure as a tree (Figure 20): levels can be collapsed and expanded, and devices appear under the level they belong to. Each device row offers the same actions as in the dashboard.

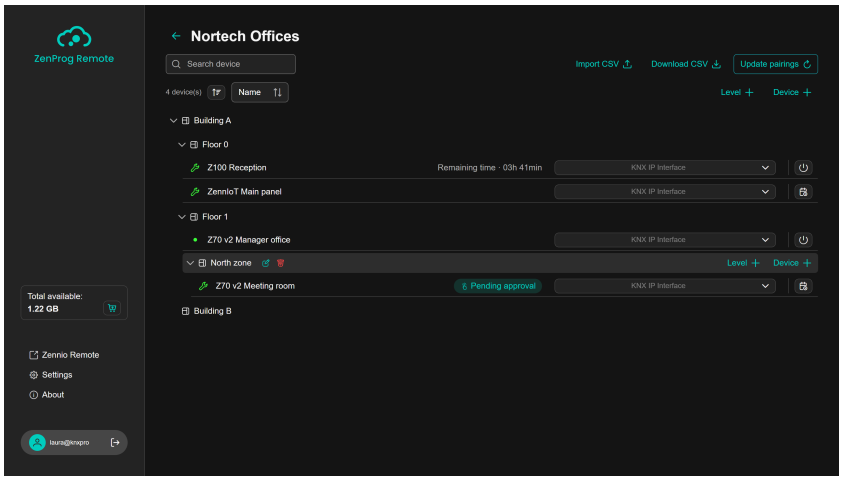


Figure 20. View of a project

- **Levels**: a project supports up to four nested levels. To create a level, click on “Level +” in the project header or in the row of the parent level, and enter its name (Figure 21). Two levels with the same parent cannot have the same name.

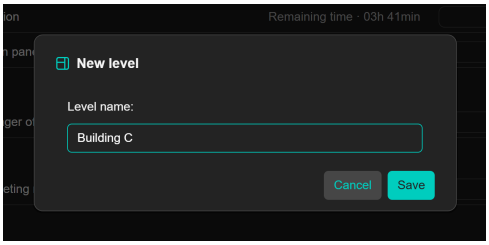


Figure 21. “New level” dialogue

- **Actions of a level**: placing the cursor over a level shows the icons to edit its name and remove it, and the “Level +” and “Device +” buttons to add elements inside it (Figure 22).



Figure 22. Actions available in a level

- **Removing a level** also deletes its sub-levels and the devices they contain; the application asks for confirmation and, if there are devices, allows choosing what to do with their pairings.
- **Moving devices**: devices can be dragged from one level to another with the handle on the left of the row. A device can only belong to one project.
- **Removing a device** from the project opens the dialogue in Figure 23, which allows deleting the pairing from the account or keeping it and returning the device to the list of devices without project.

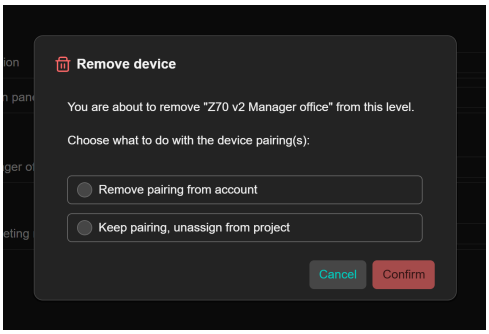


Figure 23. Dialogue when removing a device from a project

The “Search device” box filters the tree by device name and the sorting controls work in the same way as in the dashboard.

4.5. Importing and exporting the structure (CSV)

The structure of a project can be exported and imported in a CSV file, which makes it easier to prepare it in a spreadsheet or to reuse the structure of another project:

- “Download CSV” saves the current structure of the project. If the project is empty, the button is called “Download template” and generates a file with the header row only.
- “Import CSV” **replaces** the current structure of the project with that of the selected file, after confirmation (Figure 24).

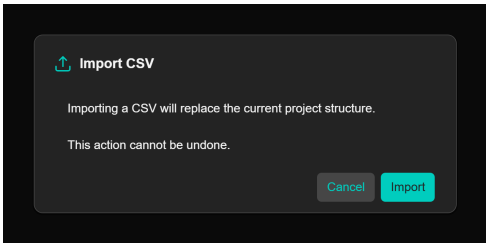


Figure 24. Confirmation before importing a CSV

The file has six columns in a fixed order (Table 3). The first row is the header and is ignored on import.

Column	Content
Level 1 … Level 4	Name of the level at each depth. An empty level does not count for the location of the device, and a level cannot have text if the level above is empty.
Device name	Name under which the device will be shown.
Serial number	KNX serial number of the device: twelve hexadecimal characters starting with 0071 (for example, 0071001A2B3C).

Table 3. Columns of the CSV file

Rules to bear in mind:

- There can be devices at any level of the project, including the root (all level columns empty).
- A row with levels and without a device creates the empty level.

- Only devices that are already paired with the account and that do not belong to another project are imported. Those that do not meet these conditions are skipped and reported when the import finishes.
- If the name in the CSV does not match that of the device, the application offers to update it.
- If the file contains format errors, all of them are shown and **nothing is imported** (Figure 25).

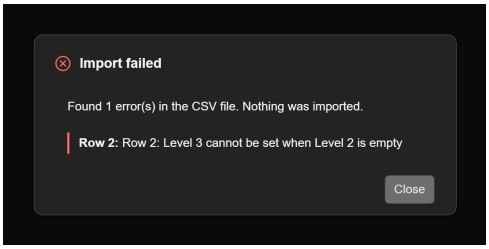


Figure 25. Errors detected when importing a CSV

> **Note**
>
> *It is advisable to always start from the template downloaded from the application itself, which respects the expected column separator and order.*

5. Connection and programming with ETS

Programming a remote installation consists of three steps: connecting to the Zennio device of the installation, selecting the KNX/IP interface that will perform the download and choosing the “[ZenProg]” interface in ETS.

> **Note**
>
> *When using a topology with an IP backbone and KNX Secure in the ETS project, the sending of telegrams may be affected by the time configured in the “Network Latency” field. This parameter sets a maximum time tolerance window that the devices will accept in order to process multicast frames in KNX IP Secure communications.*

5.1. Connecting to a device

It is only possible to connect to **online** devices (green) with compatible firmware and, in the case of technician pairings, with a maintenance access approved or automatically enabled (see section 3.4).

To connect, click on the power button on the right of the device row, or on “Connect to device” inside the interface drop-down. The application asks for confirmation (Figure 26); the “Don't show this again” checkbox prevents this warning in the future.

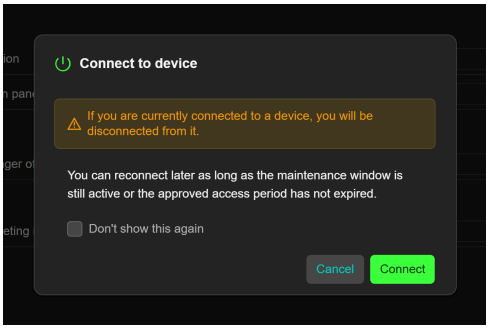


Figure 26. Connection confirmation

There can be only **one active connection**. On connecting to another device, the application disconnects from the previous one. While a connection exists, the footer indicates the device (with the path of the project and its levels) and offers the “Disconnect” button (Figure 27). From other screens, the icon next to the name leads back to the connected device. Figure 28 shows the project view with the active connection.



Figure 27. Footer with the active connection

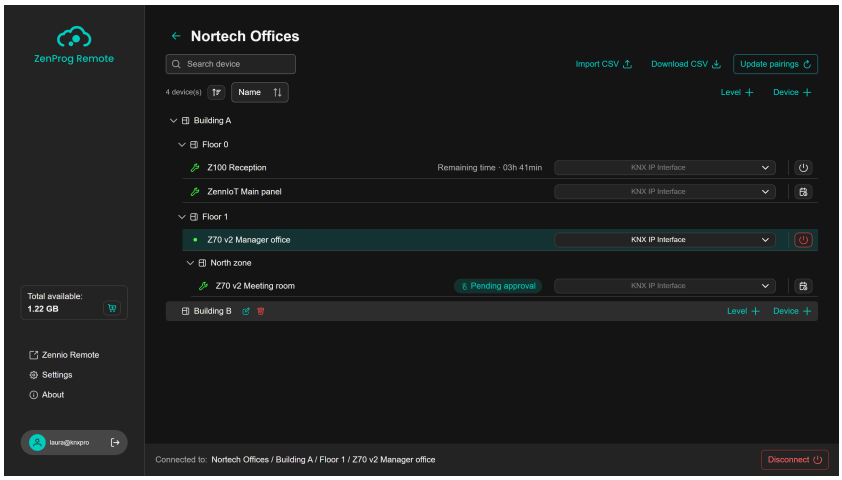


Figure 28. Project view with a connected device

> **Note**
>
> *The connection with the device consumes MB from the account balance (see section 6). Disconnecting when the interface is no longer needed is recommended.*

5.2. Selecting the KNX/IP interface

On connecting, ZenProg Remote looks for the KNX/IP interfaces the device reaches on its local network and shows them in the “KNX IP Interface” drop-down of the row (Figure 29). Only **Zennio KNX/IP interfaces** that support programming connections (tunnelling) are listed; the rest of the KNX/IP equipment of the network is discarded.

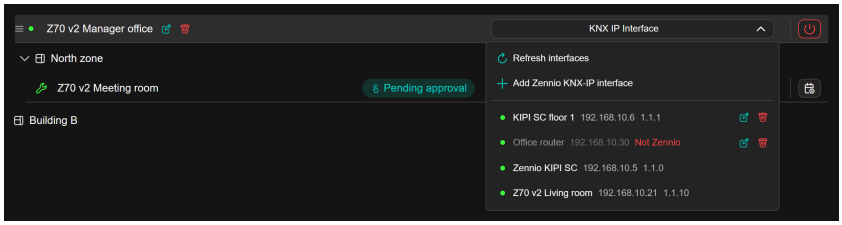


Figure 29. KNX/IP interface drop-down

The drop-down contains:

- “Refresh interfaces”: repeats the search for interfaces.
- “Add Zennio KNX-IP interface”: adds a fixed interface by its IP address (see section 5.3).
- The list of interfaces, with their name, IP address and KNX individual address. The coloured dot indicates whether the interface answers.

On selecting an interface, it is shown in the row (Figure 30) and becomes available in ETS with the “[ZenProg]” prefix (see section 5.4).



Figure 30. Interface selected in the device row

The application selects an interface **automatically** on connecting when one of these conditions is met, in this order:

- An interface had already been used with that device in the same session and it is still available.
- There is only one reachable interface, counting the discovered ones and the fixed ones that are online.

The list of interfaces is refreshed on connecting, on pressing “Refresh interfaces” and on adding or deleting a fixed interface.

5.3. Fixed KNX/IP interfaces

Besides the automatically discovered interfaces, it is possible to **fix an interface** by giving its name and its IP address (Figure 31). This is useful when the interface is on another subnet or does not answer the automatic search. Fixed interfaces are saved in the account associated with the device, so they are kept between sessions and computers.

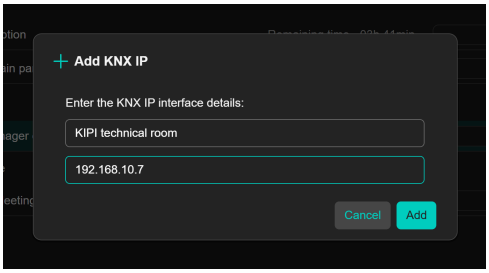


Figure 31. “Add KNX IP” dialogue

Fixed interfaces can be added even if the device is not connected, for example while waiting for the approval of a maintenance access. On connecting, the device checks each fixed interface and the list indicates its state. The icons to **edit** and **delete** it appear next to each fixed interface.

If a fixed interface cannot be used, the reason is shown in red and, on hovering over it, an explanation (Figure 32):

- “Not Zennio”: the interface is from another manufacturer. ZenProg Remote only connects to Zennio KNX/IP interfaces.
- “Unverified”: it has not been possible to check the manufacturer. It is advisable to check that the interface is reachable and to refresh the list.
- “No tunnelling”: the equipment answers on the network, but it does not support programming connections.

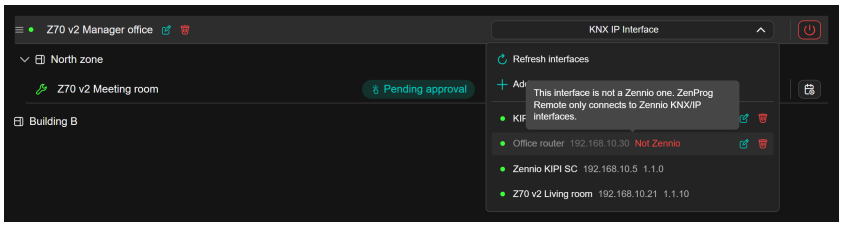


Figure 32. Fixed interface that cannot be used

> **Note**
>
> *Fixed interfaces require firmware 4.4.x or later on the Zennio paired device. With an earlier firmware the application warns about it when they are added; the interface is saved and becomes available once the device is updated.*

5.4. Configuring ETS

For safety and robustness, ZenProg Remote communicates with ETS through the local interface of the PC (address 127.0.0.1). The configuration needed depends on the version of ETS.

5.4.1. ETS6

ETS6 detects the interface published by ZenProg Remote automatically. In the interface list of ETS6 it appears with the **"[ZenProg]"** prefix followed by the name of the interface selected in the application (Figure 33). Selecting it is enough to start programming.



Figure 33. "[ZenProg]" interface in the ETS6 interface list

> **Note**
>
> *When the interface is disconnected or another one is selected in ZenProg Remote, in most cases ETS6 requires the desired interface to be selected manually again. In tools such as the group monitor the connection has to be restarted.*

5.4.2. ETS5

ETS5 does not show the local interface automatically, so it has to be created manually once. In the interface configuration of ETS5, add a connection of type **IP Tunnelling** with the following data (Figure 34):

- **Name**: any name, for example "ZenProg Remote".
- **Server**: 127.0.0.1.

- **Port**: 3671.
- **Connect using NAT mode**: ticked.

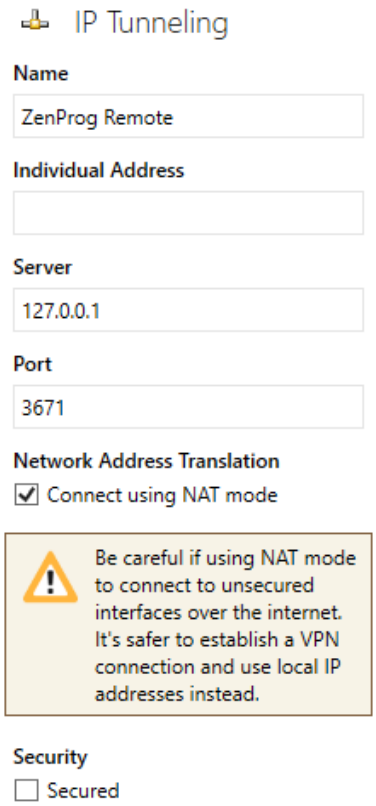


Figure 34. IP Tunnelling connection in ETS5

On selecting this connection, all the ETS5 traffic is directed to ZenProg Remote and, through it, to the interface selected in the application.

> **Note**
>
> *The ETS Bus Monitor is not available through ZenProg Remote; to supervise the traffic, using the Group Monitor is recommended.*

5.5. Disconnecting

The connection with the device ends in any of these cases:

- On pressing “Disconnect” in the footer or the red power button of the device row. The application asks for confirmation (Figure 35), which can be skipped in the future with “Don't show this again”.
- On connecting to another device.
- On signing out or closing the application.
- If the connection with the Internet or with the device is lost. In this case it will be necessary to connect again manually.

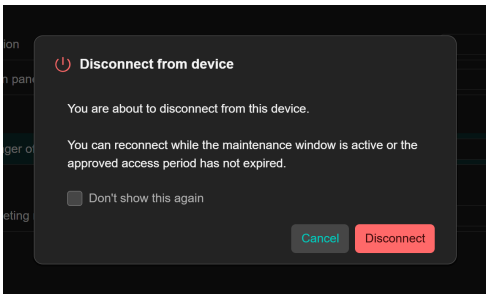


Figure 35. Disconnection confirmation

While the maintenance access is still valid, it is possible to connect again as many times as needed.

5.6. Special situations during a download

During a download, a KNX bus or network failure is an unstable situation: the download may be cancelled and can be repeated once the installation has recovered. Afterwards, the device or interface list has to be refreshed to reflect the new state.

> **Note**
>
> *It is possible to program the Zennio device which is acting as the gateway, so the Zennio device and the device to be programmed can be the same equipment.*

6. Licences and MB consumption

6.1. How consumption works

Remote programming consumes **MB** from the balance associated with the Zennio Remote account. Only the data received from the installation during the connection is counted, so the consumption does not depend on the protocol used by ETS.

The balance is obtained by purchasing credit packs (licences). Packs are consumed in purchase order; when a pack runs out, it moves to the list of used packs.

6.2. Checking the balance and recharging

The available balance is shown at all times in the **Total available** card of the side bar. The trolley button opens the **Licenses** page (Figure 36), which details:

- **Active Credit Packs**: for each pack, the transaction identifier, the date of purchase, the type, the MB purchased, used and remaining, and the percentage left.
- **Used Credit Packs**: packs already consumed, with the date on which they ran out.
- The “Recharge” button, which starts the process of purchasing new packs. Once completed, the balance is updated in the application.

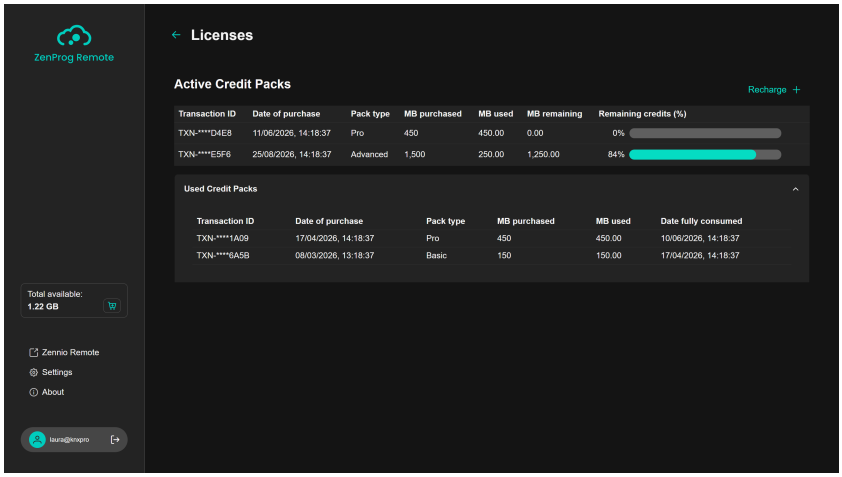


Figure 36. “Licenses” page

6.3. Balance warnings

The application warns when the balance is coming to an end:

- With less than 10 MB, the warning “Only a few MB left for remote programming” is shown in the side bar (Figure 37). Recharging before starting a download is recommended.
- With 0 MB the warning “No MB left. Recharge to use ZenProg.” appears, the active connection is interrupted and, when trying to connect to a device, the dialogue in Figure 38 is shown with the “Recharge” button.

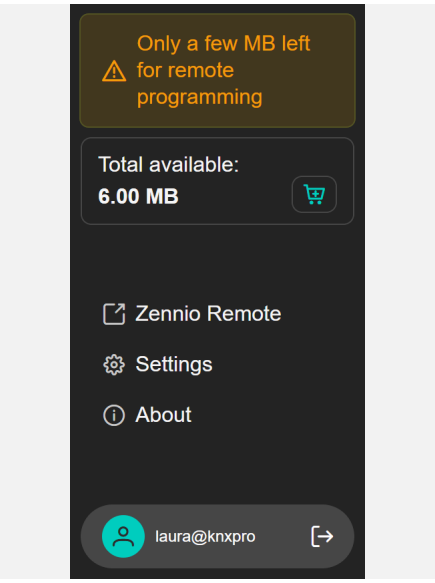


Figure 37. Low balance warning

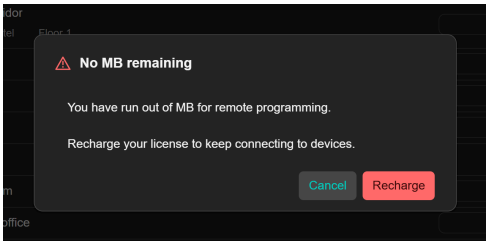


Figure 38. Dialogue when trying to connect without balance

Accounts that have not purchased any ZenProg Remote licence yet can claim a **welcome bundle**. In that case, instead of the depleted balance warning, the side bar shows the “Claim your welcome bundle” card with a button to obtain it (Figure 39).

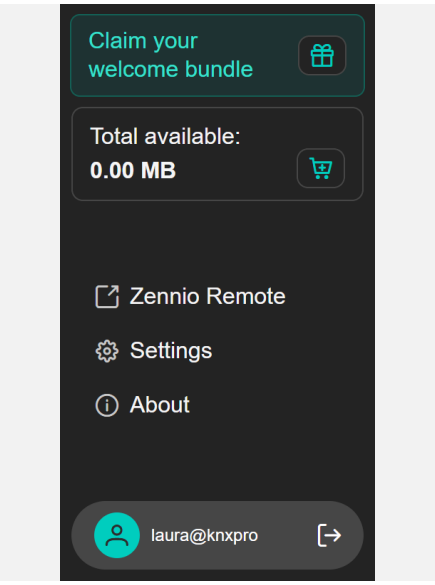


Figure 39. Welcome bundle offer

7. Settings

The **Settings** page (Figure 40), reachable from the side bar both with and without a session logged in, groups the preferences of the application. Changes are applied immediately and are kept between sessions.

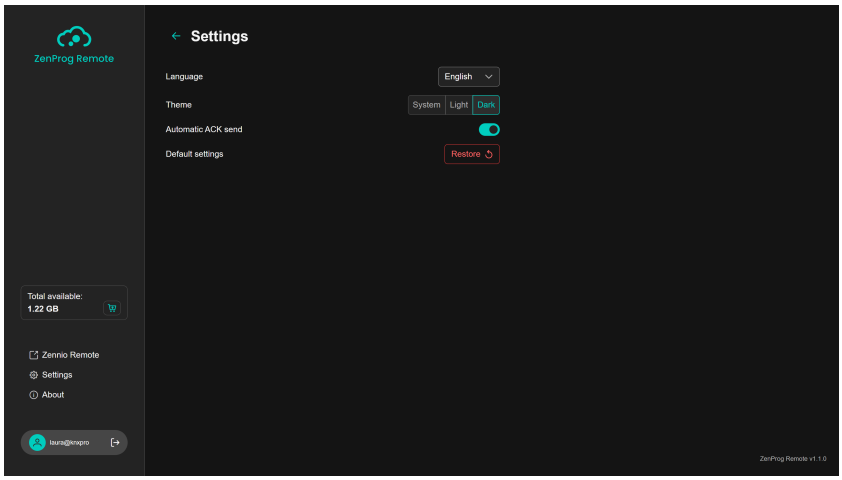


Figure 40. “Settings” page with the dark theme

7.1. Language

Selects the language of the interface among English, French, German, Greek, Italian, Portuguese, Russian and Spanish. On the first launch the system language is used if it is available and, otherwise, English.

7.2. Theme

Allows choosing between the **system** theme (the one configured in Windows), the **light** theme and the **dark** theme (Figure 41). On the first launch the system theme is used.

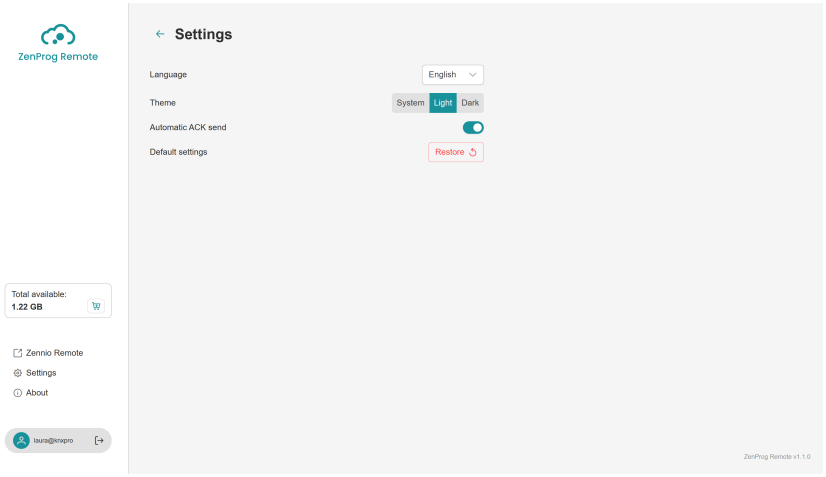


Figure 41. “Settings” page with the light theme

7.3. Automatic ACK send

In order to shorten the download times, ZenProg Remote automatically confirms at each end the messages exchanged between ETS and the installation, avoiding the wait for the confirmation to travel the whole way through the Internet. This option is **enabled by default** and is the recommended one.

> **Note**
>
> *In some cases, it may be necessary to disable it, for example if problems arise when programming devices located on a KNX line other than the one where the KNX/IP interface is located.*

7.4. Restoring the default settings

The “Restore” button returns every setting to its initial value (language, theme, automatic ACK send, warnings hidden with “Don't show this again”, etc.), signs the session out and restarts the application. The operation requires confirmation.

8. About and support

The **About** page (Figure 42), reachable from the side bar, gathers the information and the support tools of the application:

- **Manual**: The “User manual” button allows you to access the ZenProg Remote user guide.
- **Support**: the “Download logs” button saves a file with the operation logs of the application. In the event of any incident, this file must be attached to the enquiry sent to the Zennio technical support (https://support.zennio.com).
- **Licences**: copyright information and the “Download licences” button, which saves the text of the open source licences of the third-party components included in the application.
- The **installed version**, in the bottom right corner.

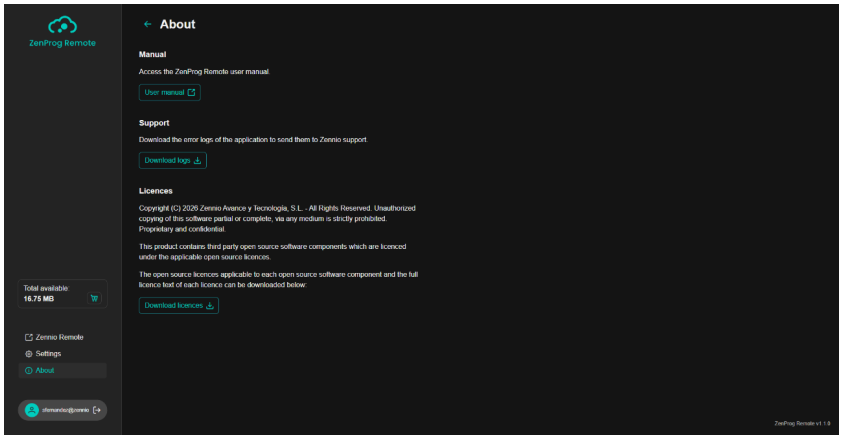


Figure 42. “About” page

9. Application updates

ZenProg Remote checks on start-up whether there is a more recent version. When there is, it shows the “Update available” dialogue (Figure 43) with two options:

- “Later”: it continues with the current version. The warning will appear again on the next launch.
- “Update now”: it downloads the new installer showing the progress (Figure 44) and, when it finishes, offers the “Restart and install” button (Figure 45). The application closes and the installation starts automatically.

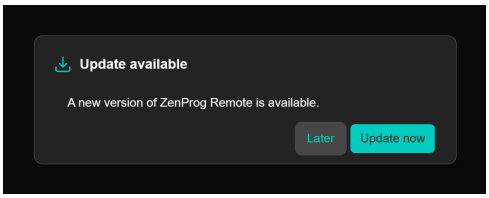


Figure 43. “Update available” dialogue

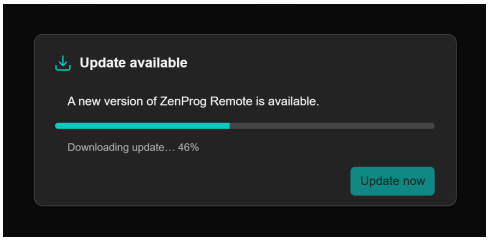


Figure 44. Download of the update

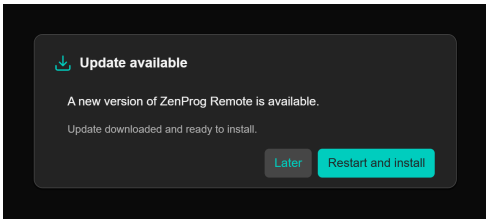


Figure 45. Update ready to install

> **Note**
>
> *It is always possible to update manually by downloading the installer of the latest version from https://www.zennio.com/.*

Join and send us your inquiries about Zennio devices: https://support.zennio.com

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