

6.5 Sync Cozi, TeamSnap, or Other Calendars

Cozi, TeamSnap, and many other calendars can be connected to Zical using a calendar subscription link, also called an ICS link.

In the Zical App, open the side navigation and tap **“Sync”**, Tap **“+”** to sync a new calendar, then select your calendar service or **“Calendar URL / ICS”**.

- 1 Follow the on-screen instructions to find and copy **the ICS subscription link** from your calendar service. The steps vary by service.
- 2 Paste **the ICS link** into the Zical App when prompted.
- 3 Assign the calendar to a Member, then tap **“Sync”**.

① Notes:

- ICS calendars use one-way sync and are view-only in Zical. Add, edit, or delete their events in the original calendar service.
- Updates may take about 30 minutes to appear in Zical.
- Each ICS link connects only one calendar. Repeat these steps for every calendar you want to add.
- ICS imports include events from the previous 90 days and future events, up to a total of 5,000 events.

6.6 Add a Holiday Calendar

In the Zical App, open the side navigation and tap **“Sync.”** Tap **“+”** to sync a new calendar, then select **“Holiday Calendars.”**



1 Select the holiday calendar you want to add.

2 Tap “Sync”.

① *Note: When you add a holiday calendar, Zical automatically creates a corresponding Member profile. The Member's color is used to identify events from that holiday calendar.*



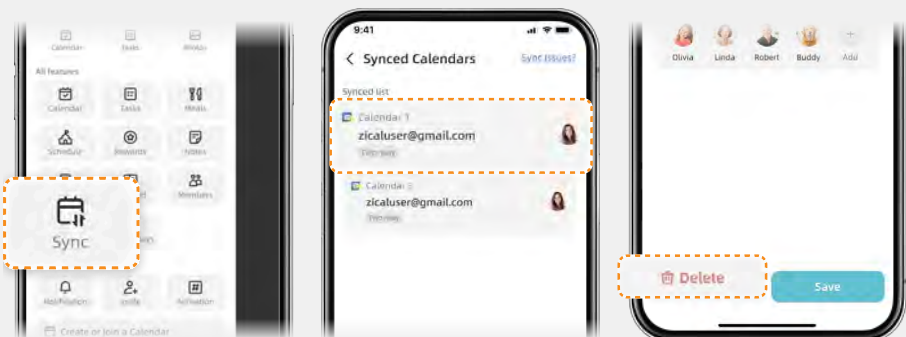
6.7 Remove a Synced Calendar

In the Zical App, open the side navigation and tap “Sync”.

1 Select the **connected calendar** you want to remove.

2 Tap “Delete”.

① *Note: Removing the connection stops the calendar and its events from appearing in Zical. It does not delete the original calendar or its events from the calendar service.*



6.8 Troubleshoot Calendar Sync

A calendar is empty or missing events

Make sure you connected the correct calendar account and selected every calendar you want to show. Some accounts contain several separate calendars. For iCloud ICS sync, each calendar requires its own share link.

An ICS link cannot be added

Make sure the address is a valid ICS subscription link and that the original calendar has been shared correctly.

Events are not appearing in Zical

Check the selected calendar, Member filters, calendar filters, and network connection. Refresh the affected screen and allow time for the events to sync.

The calendar connection has expired

Reconnect the calendar account, complete the authorization process again, and reselect the calendars you want to sync.

If the issue continues, contact Zicalstar Support at support@zicalstar.com. Include the calendar service, sync direction, affected calendar, and an example event that did not sync.



07

Device Settings

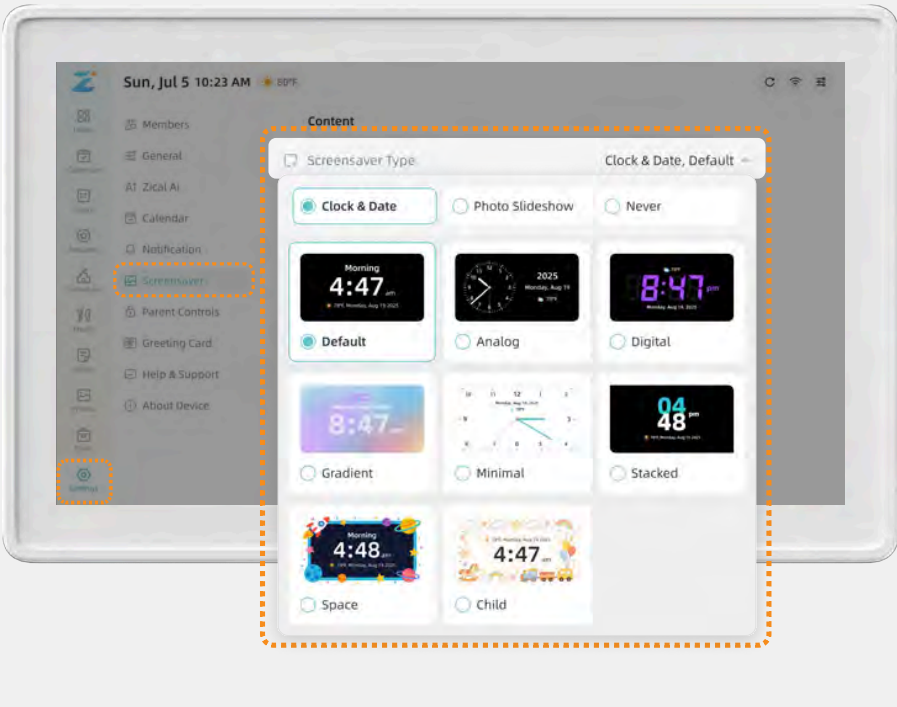
Customize How Your Home Display Looks,
Connects, And Works For Your Family.

7.1 Screensaver

Choose what appears after the home display has been inactive for a set amount of time.

7.1.1 Choose a Screensaver Type

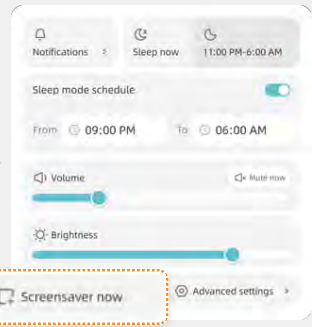
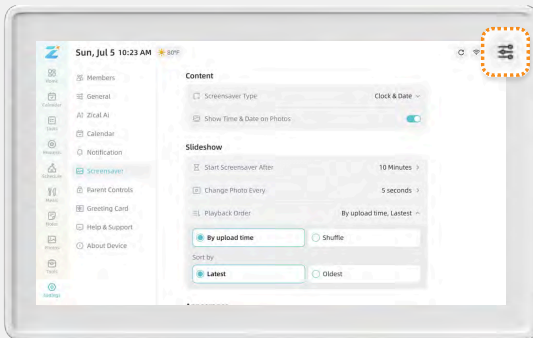
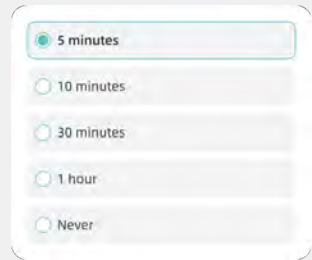
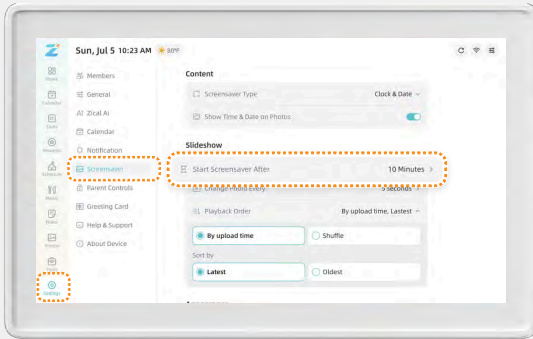
Go to **Settings > Screensaver**, then choose **“Clock & Date,”** **“Photo Slideshow,”** or **“Never.”**



7.1.2 Set When the Screensaver Starts

Go to **“Settings > Screensaver”** , tap **“Start Screensaver After”** , then choose how long the display can remain inactive before the screensaver starts.

To start the screensaver immediately, open **Quick Operations** at the top of the screen and tap **“Screensaver now”** .



7.2 Sleep

Turn off the screen when it is not in use, either immediately or on a daily schedule.

7.2.1 Set a Sleep Schedule

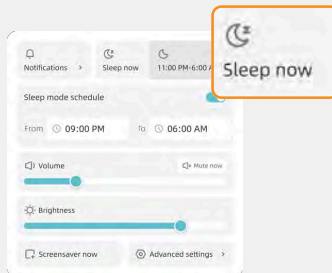
Set daily sleep and wake times so the screen turns off automatically at night and wakes at the time you choose.

Open **Quick Operations** and tap the **Moon icon** ☾, or go to **Settings > General > Device & Network > Sleep Mode Schedule**.



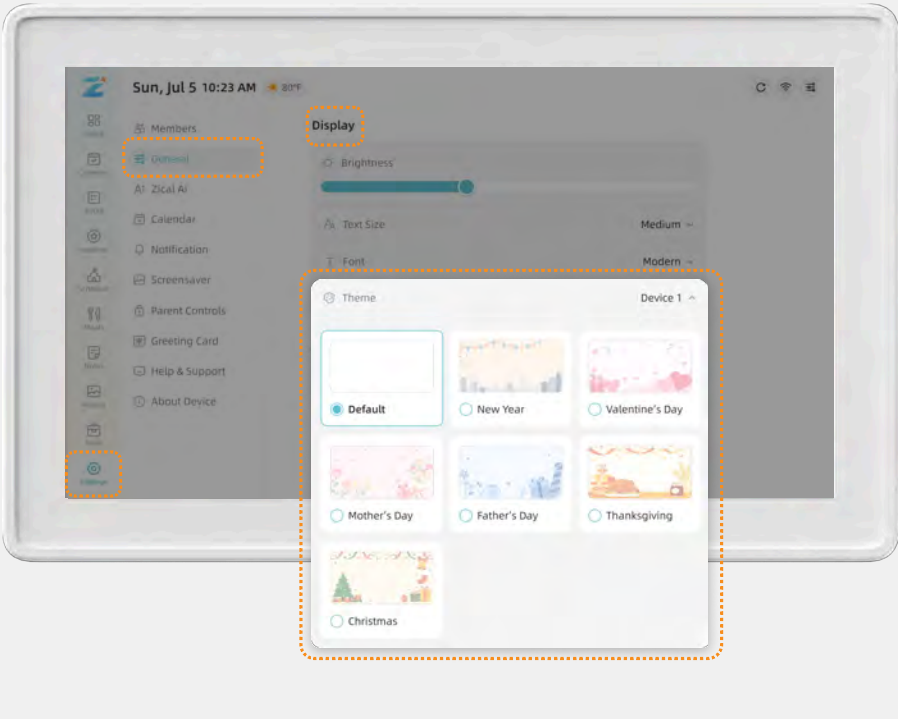
7.2.2 Put the Display to Sleep Now

Open **Quick Operations** at the top of the screen, then tap **“Sleep now”**, Tap the screen to wake the display.



7.3 Theme

Go to **Settings > General > Display > Theme**, then choose an available standard, seasonal, or holiday theme.



7.4 Wi-Fi

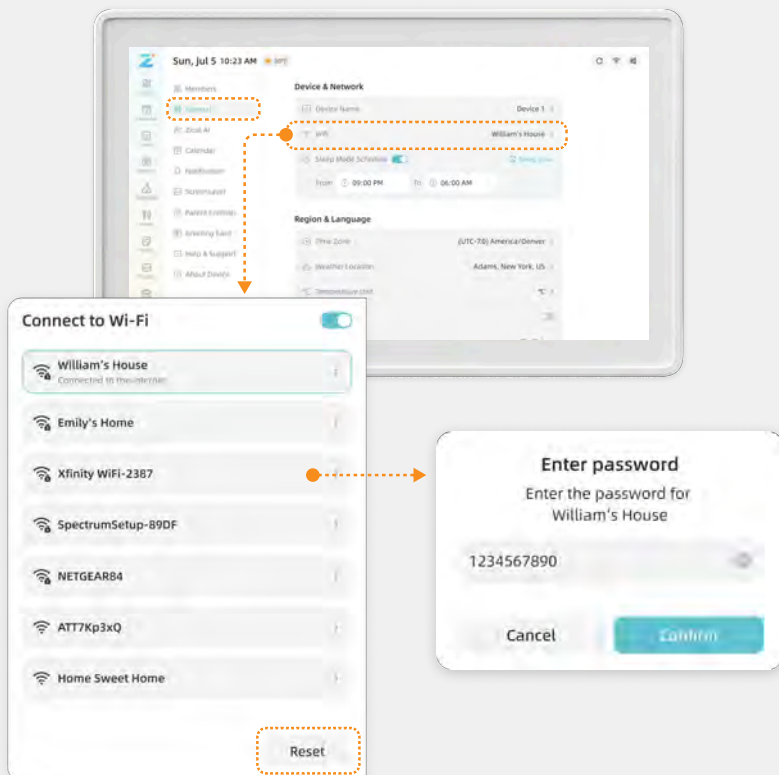
Connect to Wi-Fi

Open the **Wi-Fi settings**, select a compatible network, enter the password, and wait for the connection to complete. If the password is incorrect, check it and try again.

Change or forget a network

Open the **Wi-Fi list** and **forget the current network**, or tap “**Reset**” at the bottom of the list. Then select and connect to another compatible network.

① *Note: Public networks that require a web page, text message, room number, or another sign-in step may not be supported. If needed, try a personal hotspot or another private network.*

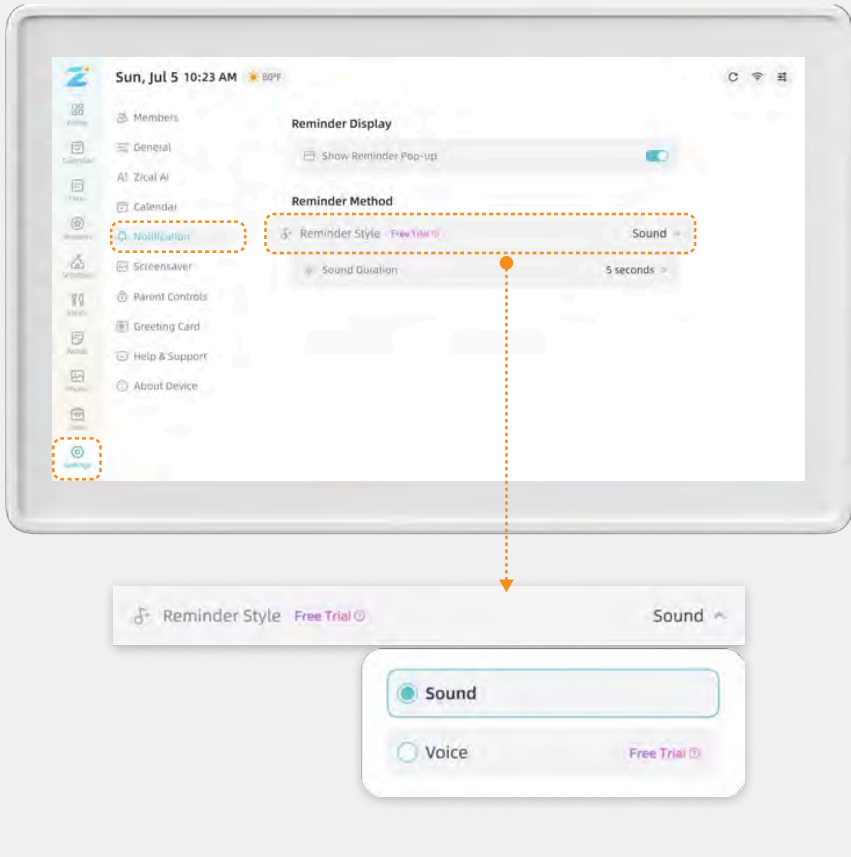


7.5 Reminder Settings

Choose how Calendar, Tasks, and Schedule reminders appear on your home display, then select Sound or Voice as the reminder style.

7.5.1 Choose Sound or Voice

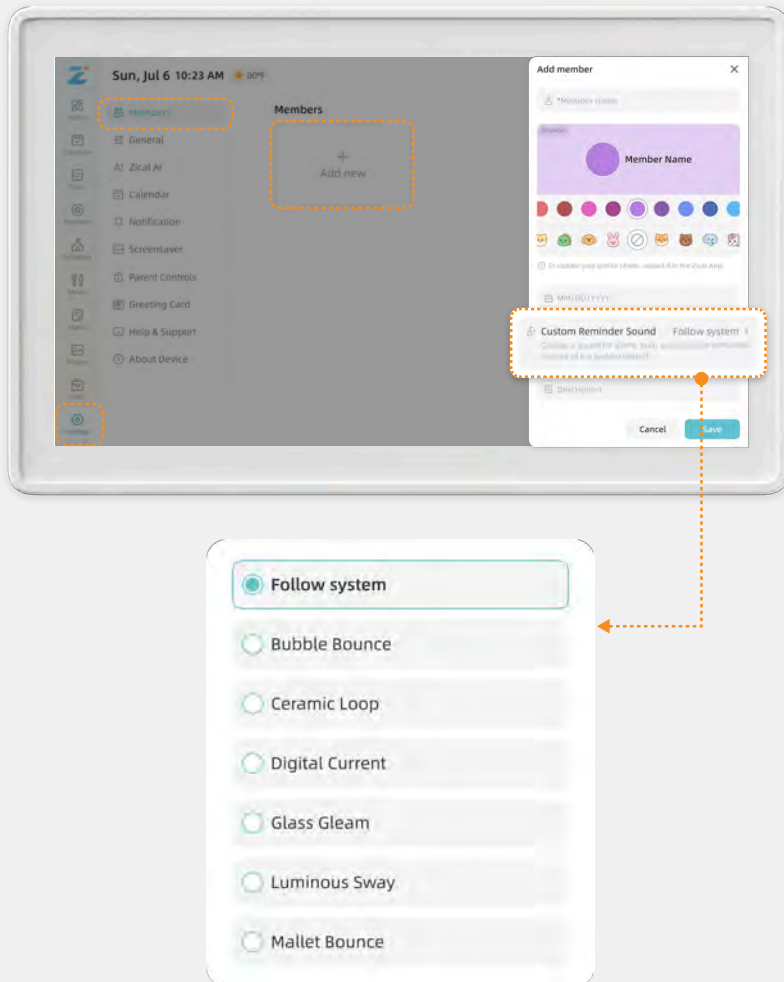
Under **Reminder Style**, select **Sound** to play a reminder tone, or **Voice** to have the home display announce reminder details.



7.5.2 Set a Ringtone for a Member

On the home display, open **Members** and select a **Member**. Choose a **ringtone** for that Member.

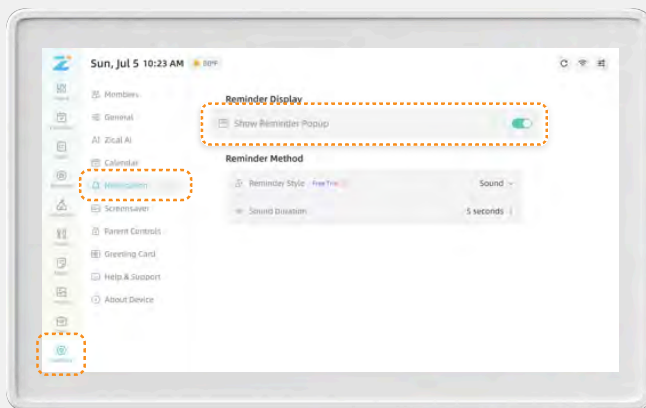
Reminders assigned to the Member will use this ringtone instead of the system tone, making it easier to recognize whose **event, task, or course** is being announced.



7.5.3 Turn Reminder Popup On or Off

Close a reminder pop-up after reviewing it. Closing one pop-up dismisses only that reminder and does not turn off future reminders.

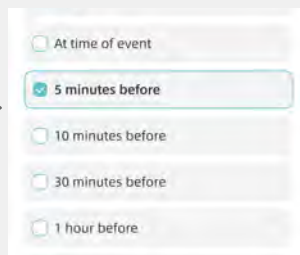
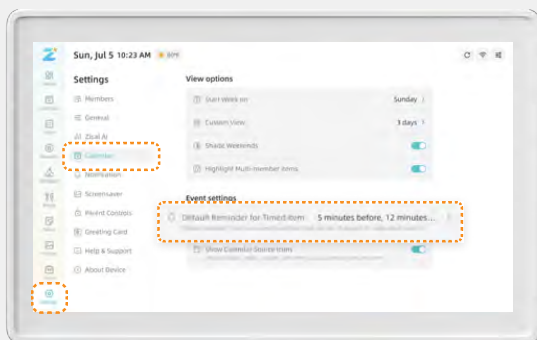
To prevent reminder pop-ups from appearing, go to **Settings > Notifications** and turn off “**Show Reminder Popup**”.



7.5.4 Set Default Reminder Times

Choose the advance **reminder times** shown by default when **creating new items**. You can set up to **five default reminder times**.

① *Note: Each **event**, **task**, or **course** can use a **different reminder time**. The alert follows the reminder setting saved for that specific item.*

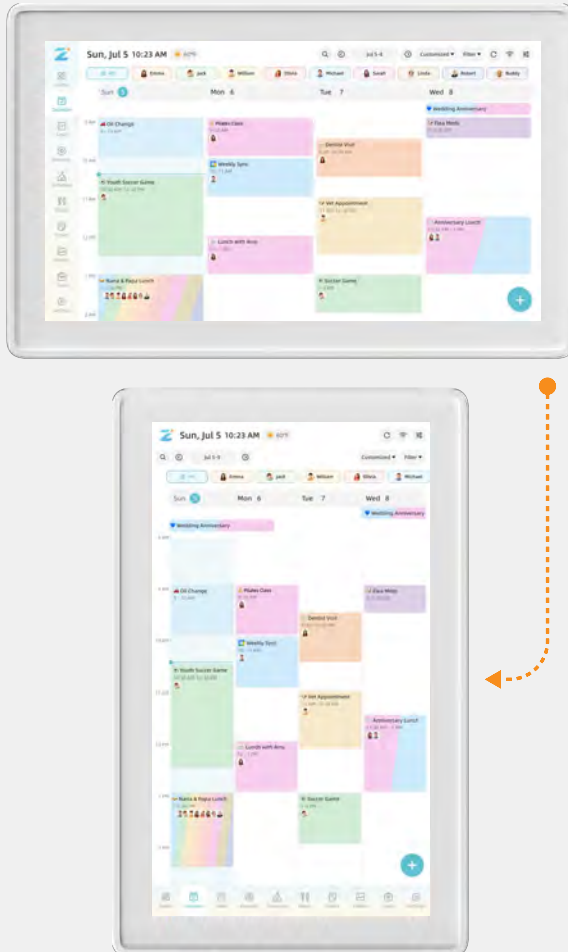


■ 7.6 Display Orientation and Zoom

7.6.1 Use Portrait or Landscape Mode

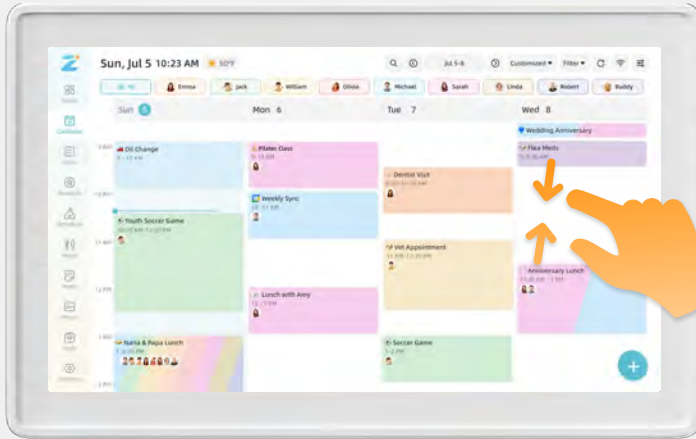
The home display supports both **portrait and landscape viewing**. Rotate the display to change its orientation.

① *Note: Make sure the device is placed or mounted securely in the selected position.*

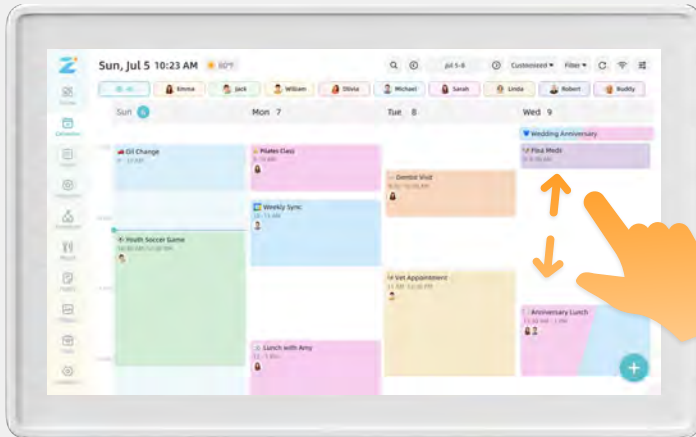


7.6.2 Zoom In or Out

In Calendar Custom view, Calendar Week view, and Schedule Week view, spread two fingers apart to zoom in or pinch them together to zoom out and adjust how much schedule information appears.



Zoom Out View

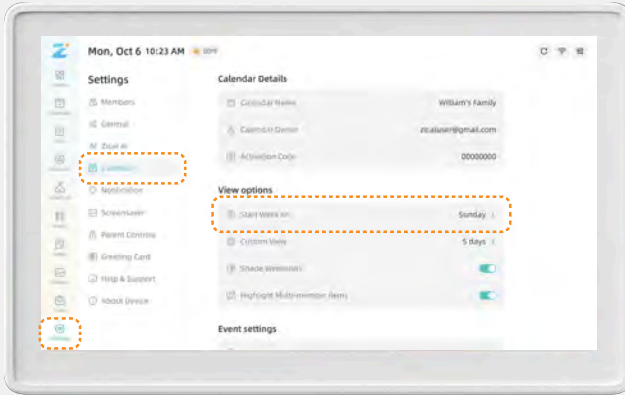


Zoom In View

■ 7.7 Calendar Display Options

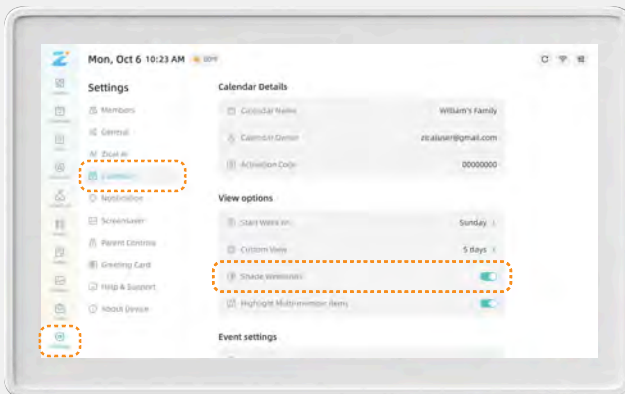
7.7.1 Set the First Day of the Week

Go to **Settings > Calendar > View Options > Start Week On**, then select Sunday or Monday.



7.7.2 Shade Weekends

Go to **Settings > Calendar > View Options > Shade Weekends**. Turn on weekend shading to distinguish weekend columns from weekdays in supported views.



■ 7.8 Restart, Reset, and Update

7.8.1 Restart the Display

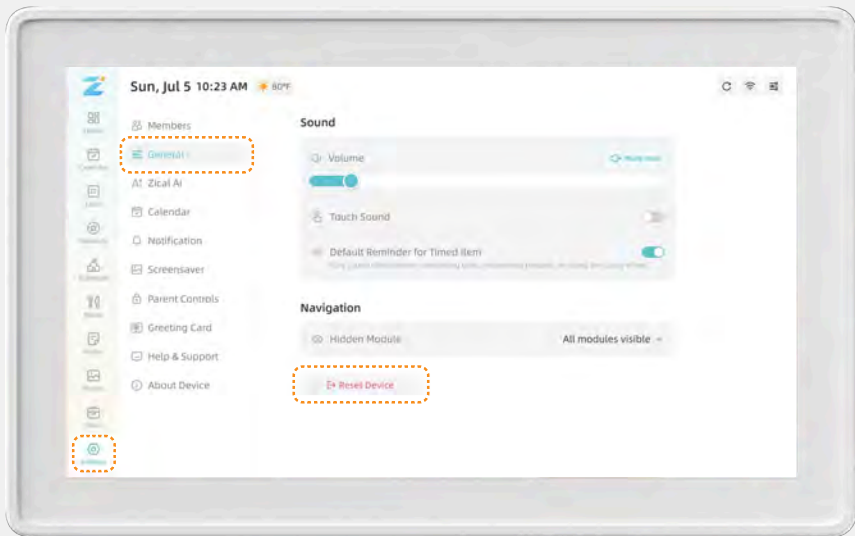
If the display is unresponsive, disconnect it from power, wait a few minutes, then reconnect it.

① *Note: This restarts the device and does not delete data stored in your Zical Account.*

7.8.2 Reset the Display

Go to **Settings > General > Reset Device.**

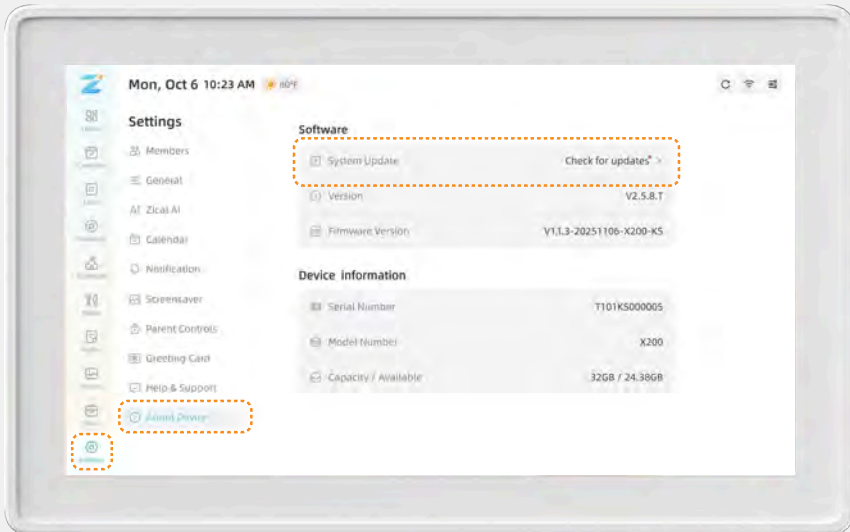
① *Note: **Resetting** clears local device data and returns the display to the activation process. Data stored in your Zical Account remains available unless you delete it separately in the Zical App.*



7.8.3 Update the Software

When connected to **Wi-Fi**, the display automatically checks for and installs **available software updates**. To check manually, go to **Settings > About Device > System Update**.

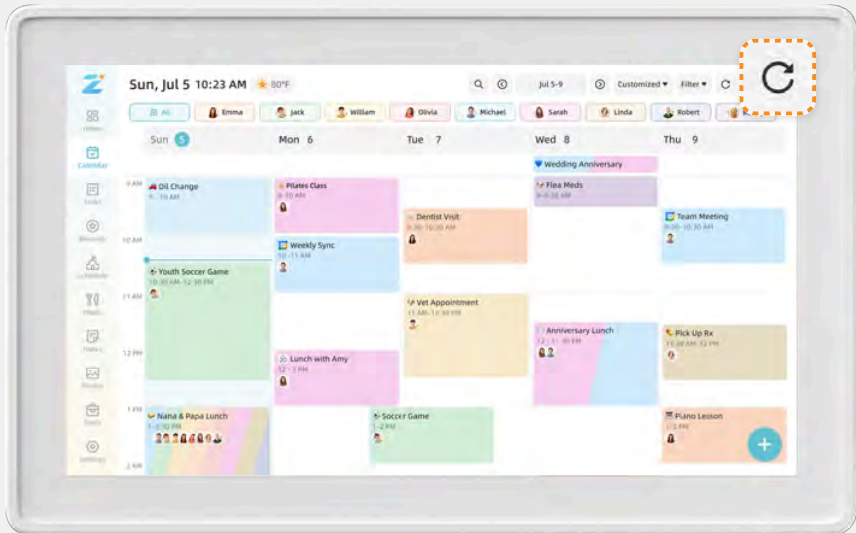
- ① *Note: Keep the display **connected to power and Wi-Fi** while an update is being installed.*



■ 7.9 Refresh Displayed Content

If synced content appears outdated or incomplete, tap the **Refresh** button in the upper-right corner of the screen.

- ① *Note: If the content is still incorrect, check the selected calendar, active filters, Wi-Fi connection, and third-party calendar connection. Contact Zicalstar Support if the issue continues.*



08

Troubleshooting

Find Solutions To Common Power, Response, Wi-Fi, Activation, Account, Location, And Reminder Issues.

■ 8.1 Device and Display Problems

Use the following steps when the home display **does not power on, freezes, or stops responding**.

8.1.1 Display Does Not Power On

1 Check the power adapter and outlet.

Make sure the adapter is firmly connected to the display and outlet. Test the outlet with another device.

2 Check the DC power port.

Make sure the connector is fully inserted and does not appear damaged or loose.

3 Use the supplied or approved power adapter.

Do not use another adapter unless its voltage, current, polarity, and connector match the requirements for your display model.

4 Contact Support.

If the display still does not power on, contact the seller or Zicalstar Support. Include the device model, serial number, and a clear photo of the power connection.

8.1.2 Display Is Frozen or Not Responding

1 Restart the display.

Disconnect the display from power, wait a few minutes, then reconnect it.

2 Contact Support.

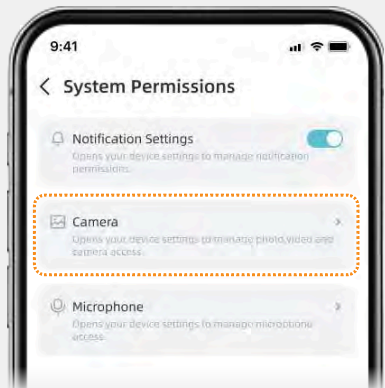
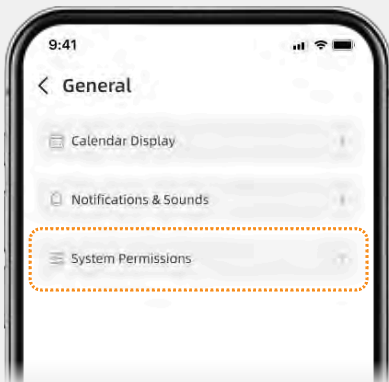
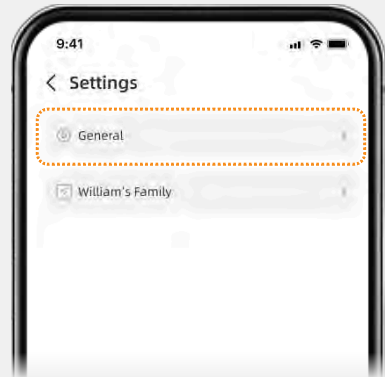
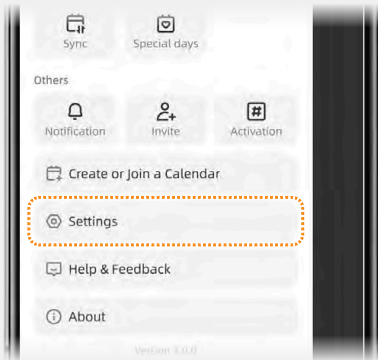
If the problem continues after restarting, contact Zicalstar Support and **include a photo or video showing the issue**. If possible, **also include a clear photo of the serial number (SN) label** on the back of the display.

■ 8.2 Photo and Video Upload Problems

8.2.1 Nothing Happens When I Tap the Upload (+) Button

The Zical App may not have permission to access the photos and videos on your phone.

Open the **side navigation** and go to **Settings > General > System Permissions > Camera**. When your phone's system settings open, make sure the Zical App is allowed to access your photos and videos. Then return to the Zical App and **try uploading again**.



8.2.2 Some Photos or Videos Cannot Be Selected

The Zical App supports only **certain photo and video formats**. Files in unsupported formats cannot be selected or uploaded.

The **supported photo and video formats** are shown below.

Platform	Image Formats	Video Formats
Android	JPEG	MP4
	JPG	3GP
	PNG	HEVC
	WEBP	MOV
iOS	JPEG	MP4
	JPG	3GP
	PNG	HEVC
	HEIC	MOV
		M4V

8.3 Wi-Fi and Network Problems

Use the following steps when the home display cannot connect to Wi-Fi or when you need to check whether a public network is supported.

8.3.1 Unable to Connect to Wi-Fi

- 1 Reset the saved network.**
On the Wi-Fi selection screen, tap **“Reset”** at the bottom, then try connecting again.
- 2 Test a mobile hotspot.**
Try connecting the display to a mobile hotspot to determine whether the issue is related to your home network or the display.
- 3 If the hotspot works, check your home network.**
Confirm the Wi-Fi password, signal strength, security mode, and any network restrictions.

4 **If the hotspot does not work, restart the devices.**

Restart the display and router or hotspot. Wait until they have fully restarted, then try again.

5 **Contact Support.**

If the issue continues, contact Zicalstar Support. Include photos of the Wi-Fi screen, any error message, and the device serial number (SN).

① *Note: During activation, the SN appears at the bottom of the screen. After activation, go to **Settings > About Device > Device Information > Serial Number**. You can also take a clear photo of the SN label on the back of the display.*

8.3.2 Can I Connect to Public Wi-Fi?

The display may connect to a public Wi-Fi network if no additional sign-in steps are required.

Networks that require a browser page, acceptance of terms, a room number, a text-message code, or other authentication may not be supported. Use another Wi-Fi network or a mobile hotspot instead.

■ 8.4 Activation and Calendar Linking Problems

Use the following steps when an activation code does not work or the display is linked to the wrong Zical calendar.

8.4.1 Activation Code Is Invalid or Expired

1 **Check the activation code.**

Make sure all **eight digits** were entered correctly and that the code belongs to the Zical calendar you want to display.

2 **Get the current activation code.**

In the Zical App, switch to the intended calendar, open the side navigation, and tap **“Activation”**. Find the current **8-digit activation** code and enter it again on the display.

8.4.2 Display Is Linked to the Wrong Calendar

1 Check the Zical Account and calendar.

In the Zical App, confirm that you are signed in to the correct Account and have selected the calendar you want to show. If needed, sign out and sign in again with the correct email address.

2 Get the correct activation code.

Open the side navigation and tap **“Activation”** to find the **8-digit activation code** for the selected calendar.

3 Reset and reactivate the display.

On the display, go to **Settings > General > Reset Device**. Complete the setup process again and enter the activation code for the correct calendar.

■ 8.5 Sync and Content Display Problems

1 Check the selected calendar.

In the Zical App, open the calendar list and confirm that the selected calendar matches the calendar linked to the display.

2 Check the network and refresh the display.

Make sure both the Zical App and home display can access the internet. Allow time for synchronization, then tap the Refresh button in the upper-right corner of the affected page.

3 Check the filters.

Make sure a Member, calendar, task, or other active filter is not hiding the content.

4 Contact Support.

If the content still does not appear, contact Zicalstar Support. Include the content type, title, date, screenshots from the App and display, and the device serial number (SN).

■ 8.6 Account and Sign-In Problems

8.6.1 Password Reset Email Does Not Arrive

1 **Check the Email Address.**

Make sure you entered the **email address** registered to your Zical Account.

2 **Check Other Folders.**

Look in your Spam, Junk, Promotions, and other filtered folders.

3 **Request Another Email.**

Wait a few minutes, then request a new password **reset** email.

4 **Contact Support.**

If you still do not receive the email, contact Zicalstar Support and provide the email address registered to your Account.

① *Note: Never share your **password** or **verification code** with anyone.*

8.6.2 Unable to Sign In

1 **Check the Email Address.**

Enter the **email address** exactly as it was registered to your Zical Account, including the same capitalization.

2 **Check the Password.**

Make sure the **password is entered correctly**. If your device fills it in automatically, delete the saved password and enter it again.

3 **Reset the Password.**

Tap “**Forgot Password**” and follow the instructions to reset your password.

4 **Contact Support.**

If you still cannot sign in, contact Zicalstar Support and provide your registered email address and a screenshot of any error message.

■ 8.7 Time Zone and Weather Location Problems

8.7.1 Time Zone Is Not Listed

Not every city is listed. Search for your time zone directly or select any listed city in the same time zone.

If the correct time zone is still unavailable, contact Zicalstar Support and provide your city, state or province, country, and postal code.

8.7.2 Weather Location Is Not Listed

If your location is not listed, select the closest supported city to view nearby weather conditions.

To request that a location be added, contact Zicalstar Support and provide the city, state or province, country, and postal code.

■ 8.8 Reminder and Sound Problems

8.8.1 Phone Does Not Receive Reminder Notifications

1 Check the Item's Reminder Settings.

Open the **event, task, or course** and confirm that a reminder is enabled and the reminder time is correct.

2 Check the Phone's System Notification Permission.

In the Zical App, open the **side navigation** and go to **"Settings"** > **"General"** > **"System Permissions"** > **"Notification Settings"**. Make sure the phone's system notification permission is turned on for the Zical App.

3 Check the Notification Settings in the Zical App.

Go to **"Settings"** > **"General"** > **"Notifications & Sounds"**, Make sure the applicable notification and sound options are turned on.

4 Contact Support.

If the issue continues, contact Zicalstar Support and provide your phone model, operating system version, Zical App version, an example item, the expected reminder time, your time zone, and screenshots of the relevant settings.

8.8.2 Home Display Does Not Receive Reminders

1 Check the Item's Reminder Settings.

Open the event, task, or course and confirm that a reminder is enabled and the reminder time is correct.

2 Check the Home Display's Reminder Settings.

Go to **"Settings" > "Notification" > "Reminder Display"** and make sure **"Show Reminder Popup"** is turned on.

3 Check the Date, Time, and Network Connection.

Make sure the home display is connected to the internet and that its date, time, and time zone are correct.

4 Check the Sound Settings.

Make sure the volume is turned up and the home display is not muted or in Sleep Mode.

5 Restart the Home Display.

Disconnect the display from power, wait a few minutes, and reconnect it.

6 Contact Support.

If the issue continues, contact Zicalstar Support and provide the item type and title, assigned Member, expected reminder time, time zone, device model and serial number, software version, and screenshots of the relevant settings.



Support: support@zicalstar.com

Website: www.zicalstar.com

FCC Warning

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.



Latest Online
Support Guide



YouTube Video
Tutorials



Zical

