

Instruction Manual

Wired Smart Gateway

ZigBee 3.0

English

ZHUB-MS-DC13

- Bitte lesen Sie den QR-Code um das dazugehörige Handbuch, das Installationsvideo und die Funktionsanleitung zu erhalten.
- Escanee el código QR para obtener el manual en español, el video de instalación y la introducción de la función.
- Veuillez scanner le code QR pour obtenir le manuel en français, la vidéo d'installation et l'introduction des fonctions.
- Отсканируйте QR-код, чтобы получить руководство на русском языке, видео по установке и описание функций.
- Leia o código QR para obter o manual em português, o vídeo de instalação e a introdução das funções.
- Scansionare il codice QR per aprire il manuale in italiano. Manuali, video di installazione e funzionalità introduzione.
- Zeskanuj kod QR, aby uzyskać instrukcję obsługi, film instalacyjny i wprowadzenie do funkcji.
- من اسكنه كود QR، يمكنك الحصول على دليل المستخدم باللغة العربية، وفيديو التثبيت وصف الوظائف.
- 請掃描二維碼獲取說明書手冊、安裝視頻和功能介紹。

Safety Information

Do not disassemble, reassemble, modify, or attempt to repair the product by yourself. If there are any issues, please contact the company's professional maintenance.

Product Specifications

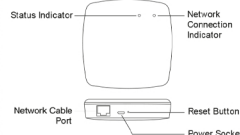
Product name	Wired Smart Gateway
Electrical Parameters	DC 5V 2A
Operating temperature	-10°C~55°C
Operating humidity	10%-90% RH(non condensation)
Wireless Protocol	ZigBee 3.0
Product Size	95*95*22 mm
Product Weight	182g
Frequency Band	2.400~2.484GHz
Maximum Radio Transmit Power	<+19dBm

Packing list

- Wired Smart Gateway x 1
- Instruction manual x 1
- Power cable x 1
- Adapter x 1 (optional)
- Network cable x 1

Product Description

The smart gateway is the control center of the ZigBee device. Users can design and implement smart application scenarios by adding ZigBee devices.



① Network Connection Indicator(Green):
Network Connection Status:

Steady Off	Network disconnected
Steady On	Network connected
Blinks	Data transmission accessed

② Status Indicator(Green):
Configuration Status:

Steady On	Ready for connection
Blinks	Access learning mode
Steady Off	Successful connection

Preparation For Use

① Mobile phone is connected to 2.4GHz Wi-Fi



Ensure that the smart phone is with in the same Wi-Fi network of the Smart Gateway to ensure an effective connection between the smart phone and the Smart Gateway

Add Devices

- Download MOES App on App store or scan the QR code



MOES App is upgraded as much more compatibility than Tuya Smart/Smart Life App, functional well for scene controlled by Siri, widget and scene recommendations as the fully new customized service.

(Note: Tuya Smart/Smart Life App still works, but MOES App is highly recommended)

- Registration or Log in.
- Download "MOES" Application.
- Create the Register/Login interface; tap "Register" to enter an account by login interface; tap "Choose" to get verification code and "Set password" to "Choose Log in" if you already have a MOES account.

Storage

Products should be put in the warehouse where the temperature is between the range -10°C ~ +50°C, and the relative humidity <70%RH, indoor environment with no acid, alkali, salt and corrosive, explosive gas, flammable matter, protected from dust, rain and snow.

FAQ

Q1: Can gateway/router devices penetrate walls or control ZigBee devices on upper and lower floors?

Through the wall is possible, but the specific distance depends on the thickness of the wall and the material used in the wall, and it is more difficult to go up and down the floor, at this time, you can cooperate with ZigBee repeater products, which can effectively expand the range of ZigBee communication network.

Q2: What if the signal coverage of the gateway/router is poor?

This is related to the placement of the gateway/router and the distance between it and the sub-device; for environments such as large flats and villas, more than 2 gateways/routers are used or with ZigBee repeaters.

Add Device

Method one:

Scan the QR code to configure the network guide.



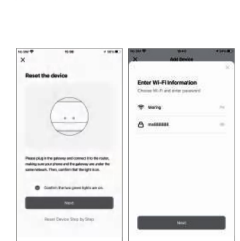
Scan the QR code

Method two:

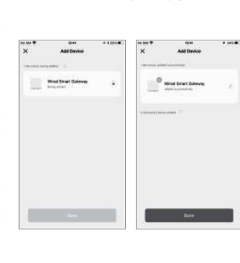
- Connect the gateway to the power supply and connect it to the home 2.4GHz band router through the cable;
- Confirm that the indicator (green light) remains illuminated (if the indicator is in another status, press and hold the button until the green light remains illuminated);
- Make sure that the mobile phone is connected to the home 2.4GHz band router. At this time, the mobile phone and the gateway are in the same local area network;
- Open the "MOES" App and click the "+" on the upper right corner of the screen and choose "Wireless Gateway (ZigBee)" to add



- Enter the Wi-Fi password, click "Next", and wait for the connection to complete. Add the device successfully, you can edit the name of the device to enter the device page by click "Next".



- Once the device has been added successfully, you will be able to find the device on "My Home" page.



Electronic Information Products Toxic And Hazardous substance Declaration

Part name	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (CrVI)	Polybrominated biphenyl (PBB)
PCB board	○	○	○	○	○
Housing	○	○	○	○	○
Cable	○	○	○	○	○

O: Indicates that the content of this toxic and hazardous substance in all homogeneous materials of this part is below the maximum limit specified in SJ/T 1163-2006 Requirements for Concentration Limits for Certain Hazardous Substances in Electronic Information Products;

X: Indicates that the toxic or hazardous substance contained in at least one of the homogeneous materials of the part exceeds the maximum limit specified in the SJ/T 1163-2006 standard

⑥ The figures in this label indicate that the product has an environmental protection use period of 10 years under conditions of normal use, and some parts may also have environmentally friendly use period mark. The environmental protection use period is based on the number indicated by the mark.

G3. Can sub devices under different gateways be linked?

Yes, you can, not only support through the cloud link to achieve, but also support the local linkage of multiple gateways in the same LAN, so that the sub-device linkage can still be performed efficiently when the external network is broken or when there is a problem in the cloud provided that there is at least one gateway with strong performance among multiple gateways, such as wired ZigBee gateway.

G4. The sub device cannot be added to the gateway?

Yes, please make sure you have reset the sub-device to the state to be wired; it may also be due to insufficient wireless signal strength; please ensure that there is no metal wall blocking between the gateway device and the sub-device, or high-power appliances to interfere (it is recommended that the distance between the two does not exceed 5 meters, and not through the wall).

Control your home with your voice

Devices are compatible with Amazon Alexa and Google Home supported functionalities. Please see our step-by-step guide on: <https://www.moestech.com/blogs/news/smart-device-linked-voice-speaker>

Declaration of conformity

Hereby, WENZHOU NOVA NEW ENERGY CO., LTD declares that the radio equipment type ZHUB-MS is in compliance with Directive 2014/53/EU, 2014/30/EU, 2011/65/EU.

The full text of the EU declaration of conformity is available at the following internet address: <https://www.moestech.com/blogs/news/zhub-ms>

SERVICE

Thank you for your trust and support to our products, we will provide you with a two-year worry-free after-sales service (freight is not included), please do not alter this warranty service card, to safeguard your legitimate rights and interests. If you need service or have any questions, please consult the distributor or contact us. Product quality problems occur within 24 months from the date of receipt, please prepare the product and the packaging, applying for after-sales maintenance in the site or store where you purchased; if the product is damaged due to personal reasons, a certain amount of maintenance fee shall be charged for repair.

- Products with damaged appearance, missing LOGO beyond the service term

- Products that are disassembled, injured, privately repaired, modified or have missing parts
- The circuit is burned or the data cable or power interface is damaged
- Products damaged by foreign matter intrusion (including but not limited to various forms of fluid, sand, dust, soil, etc.)

RECYCLING INFORMATION

All products marked with the symbol for separate collection of waste electrical and electronic equipment (WEEE Directive 2012/19 / EU) must be disposed of separately from unsorted municipal waste. To protect your health and the environment, this equipment must be disposed of at designated collection points for electrical and electronic equipment designated by the government or local authorities.

Correct disposal and recycling will help prevent potential negative consequences for the environment and human health. To find out where these collection points are and how they work, contact the installer or your local authority.



WARRANTY CARD

Product Information

Product Name: _____
Product Type: _____
Purchase date: _____
Warranty Period: _____
Dealer Information: _____
Customer's Name: _____
Customer Phone: _____
Customer Address: _____

Maintenance Records

Failure date Cause Of Issue Fault Content (Principal)

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