MOES Small Zigbee WiFi BLE Hub (B09XMFBW2D)

MOES Multi-Mode Smart Gateway User Manual

Model: Small Zigbee WiFi BLE Hub (B09XMFBW2D)

1. Introduction

The MOES Multi-Mode Smart Gateway is a versatile smart home hub designed to connect and manage a wide range of smart devices. It supports multiple communication protocols, including Bluetooth Mesh (SIG) and Zigbee 3.0, allowing you to integrate devices from different ecosystems into a single 2.4GHz network. This gateway enhances your smart home experience by enabling centralized control, automation, and security features.

Key features include:

- **Dual Protocol Support:** Seamlessly integrates Bluetooth Mesh and Zigbee 3.0 devices.
- **High Device Capacity:** Supports up to 128 Tuya smart home devices.
- **Integrated Security:** Features sound and light alarm capabilities, local scenario/automation support, and integration with the Tuya Security SaaS Platform.
- **Remote Control:** Manage devices via the Smart Life App from anywhere.
- **Voice Control:** Compatible with Alexa and Google Home for convenient voice commands.

2. Setup

Follow these steps to set up your MOES Multi-Mode Smart Gateway:

1. **Power On:** Connect the gateway to a power source using the provided USB cable.
2. **Network Connection:** Connect the gateway to your 2.4GHz Wi-Fi network. Ensure your router is broadcasting on the 2.4GHz band, as 5GHz is not supported.
3. **Download App:** Download the 'Smart Life' app from your mobile device's app store (available for iOS and Android).
4. **Add Device:** Open the Smart Life app, register or log in, and follow the in-app instructions to add the MOES Multi-Mode Smart Gateway. The app will guide you through the pairing process.
5. **Add Sub-Devices:** Once the gateway is connected, you can begin adding your Zigbee and Bluetooth Mesh sub-devices through the Smart Life app.



Figure 2.1: The MOES Multi-Mode Smart Gateway with its USB power cable and Ethernet cable.



Figure 2.2: Diagram illustrating the addition of various smart devices to the Multi-mode Gateway, supporting up to 128 devices.

3. Operating Instructions

The MOES Multi-Mode Smart Gateway allows for comprehensive control and automation of your smart home devices.

3.1 Device Management via Smart Life App

Use the Smart Life app to manage all connected devices. You can view device status, control them remotely, set schedules, and create automation routines.

3.2 Security Functions (Smart Protect)

The gateway can act as a central component for your home security system. It supports 'Away' and 'Stay' modes for arming and disarming connected security devices like door sensors, cameras, and door locks.

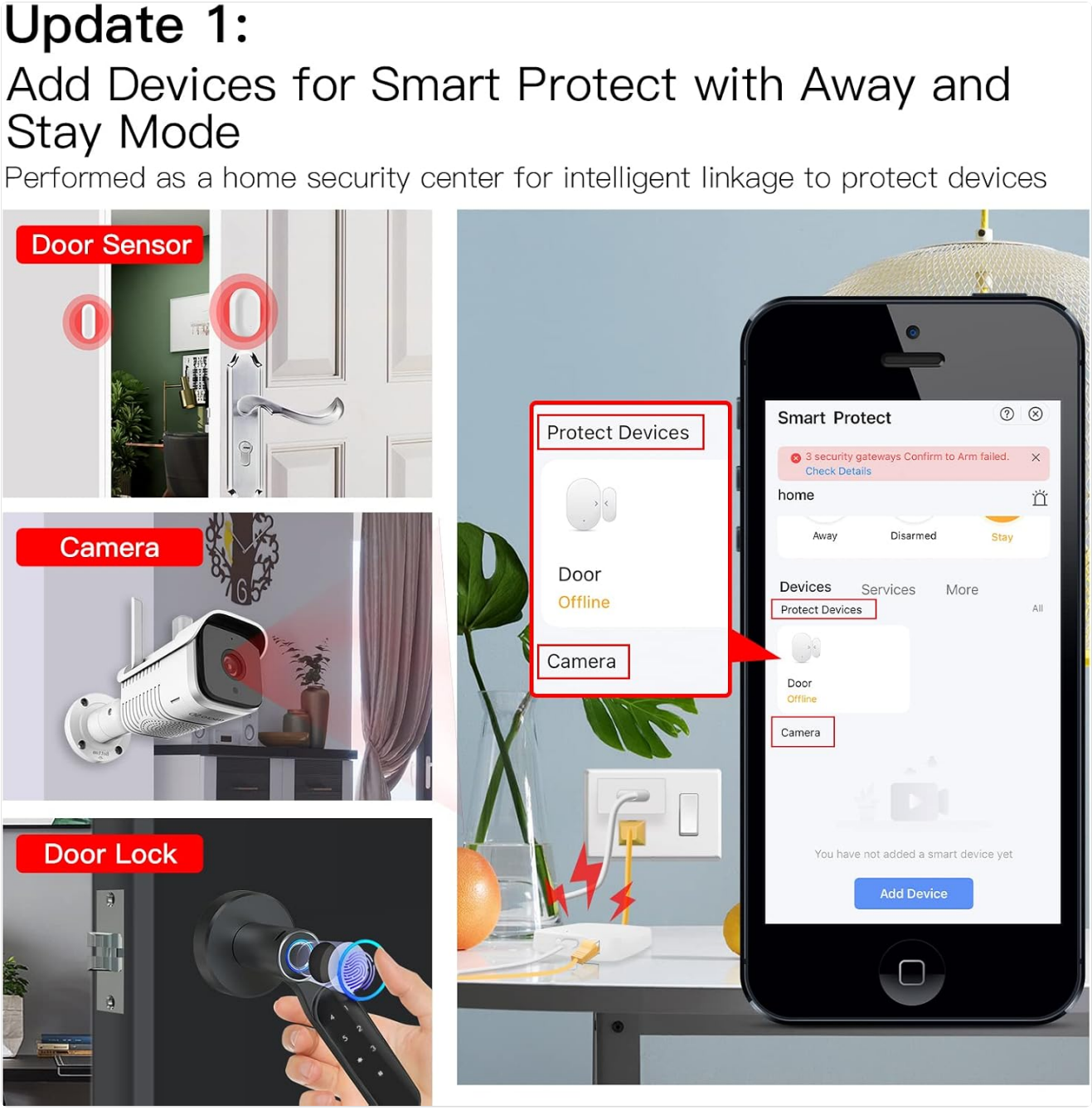


Figure 3.1: Screenshot showing how to add devices for Smart Protect mode within the Smart Life App, including door sensors, cameras, and door locks.

The gateway can also function as an audible and visual alarm system, providing light and sound notifications in response to triggered events. Alarms can be manually disarmed via the app.



Figure 3.2: Illustration of the gateway functioning as an audible and visual alarm system, with app notifications for security events.

You can freely arm and disarm your home security system, selecting specific devices to be armed based on your needs for home or away scenarios.

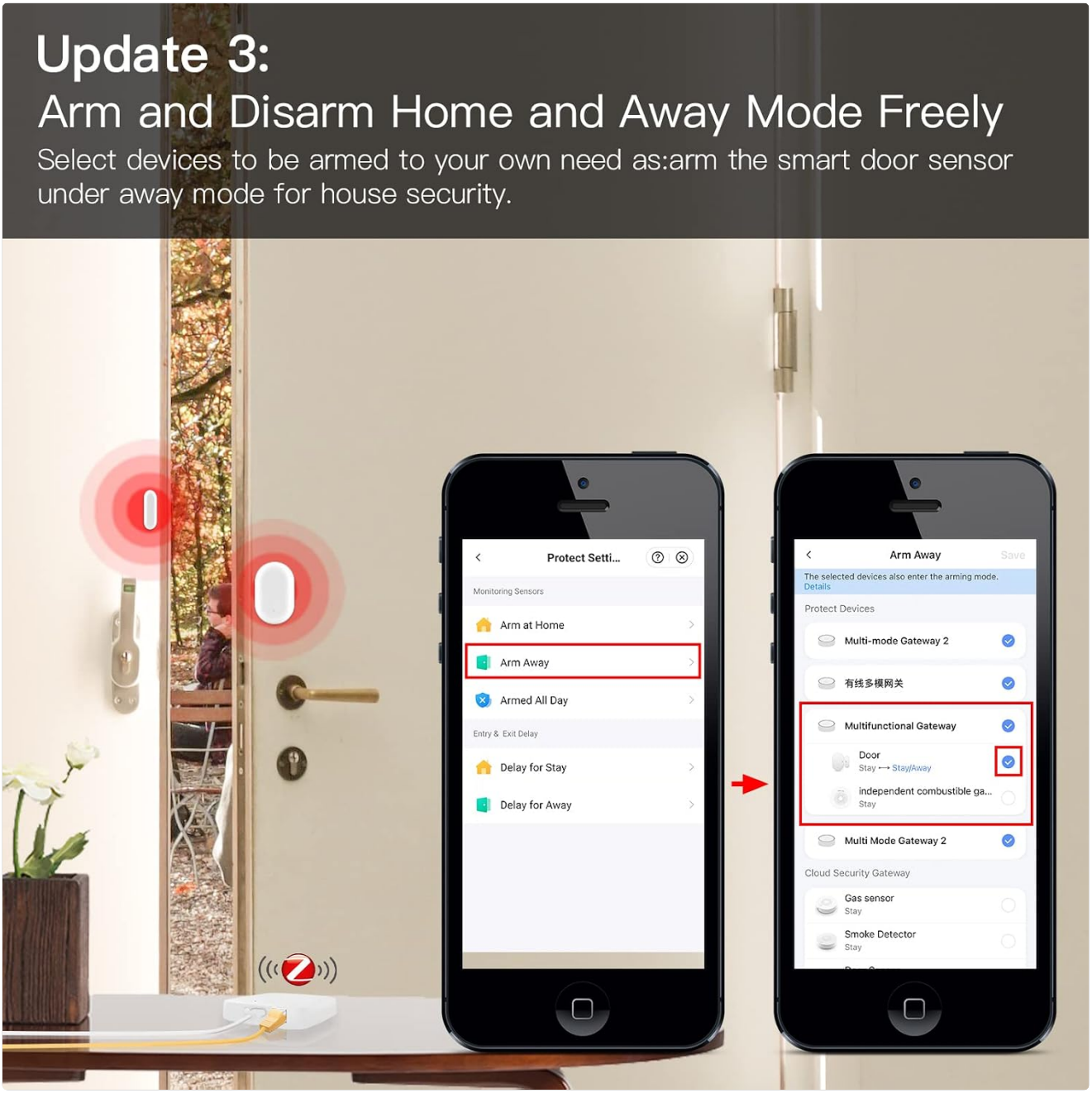


Figure 3.3: Screenshots demonstrating the process of arming and disarming the smart home system in 'Arm Away' mode via the Smart Life App.

3.3 Smart Linkage and Automation

Create intelligent linkages between various smart devices in the Smart Life App to enable real-time intelligence and automation. For example, a motion sensor can trigger a smart light.



Figure 3.4: Diagram showing the smart linkage capabilities of the gateway, connecting devices like PIR sensors, smart lights, and Bluetooth thermometers.

3.4 Voice Control

Integrate the gateway with Amazon Alexa or Google Home for convenient voice control of your connected devices. Follow the instructions within the Smart Life app to link your voice assistant account.

4. Maintenance

To ensure optimal performance and longevity of your MOES Multi-Mode Smart Gateway, consider the following maintenance tips:

- **Cleaning:** Gently wipe the device with a soft, dry cloth. Avoid using liquid cleaners or abrasive materials.
- **Placement:** Place the gateway in a central location within your home to maximize signal coverage for all connected devices. Avoid placing it near large metal objects or other sources of interference.

- **Firmware Updates:** Regularly check the Smart Life app for available firmware updates. Keeping the firmware updated ensures you have the latest features and security enhancements.
- **Reset Button:** The gateway includes a reset button (refer to Figure 5.1 for location). This can be used to factory reset the device if necessary for troubleshooting or re-pairing.

5. Troubleshooting

If you encounter issues with your MOES Multi-Mode Smart Gateway, refer to the following common troubleshooting steps:

- **Gateway Not Connecting to Wi-Fi:** Ensure your Wi-Fi network is 2.4GHz. The gateway does not support 5GHz networks. Verify your Wi-Fi password and signal strength.
- **Devices Not Connecting to Gateway:** Make sure the devices are Tuya-compatible Zigbee 3.0 or Bluetooth Mesh devices. Ensure they are within range of the gateway. Try resetting the sub-device and re-pairing it.
- **Voice Control Issues:** Confirm that the Smart Life app is correctly linked to your Alexa or Google Home account. Check your internet connection and voice assistant settings.
- **Gateway Speaking Chinese:** Some users have reported the gateway speaking Chinese during setup. While there is no direct setting to change the voice language, ensure your Smart Life app language is set to English and proceed with the setup. The functionality should not be affected.
- **Limited Range for Bluetooth Devices:** Bluetooth range can be affected by obstacles and distance. Consider the gateway's placement relative to your Bluetooth devices.
- **App Functionality Issues:** Ensure the Smart Life app is updated to the latest version. Try restarting the app or your mobile device.

For more detailed troubleshooting or persistent issues, consult the official MOES support resources or the comprehensive User Guide PDF available online.

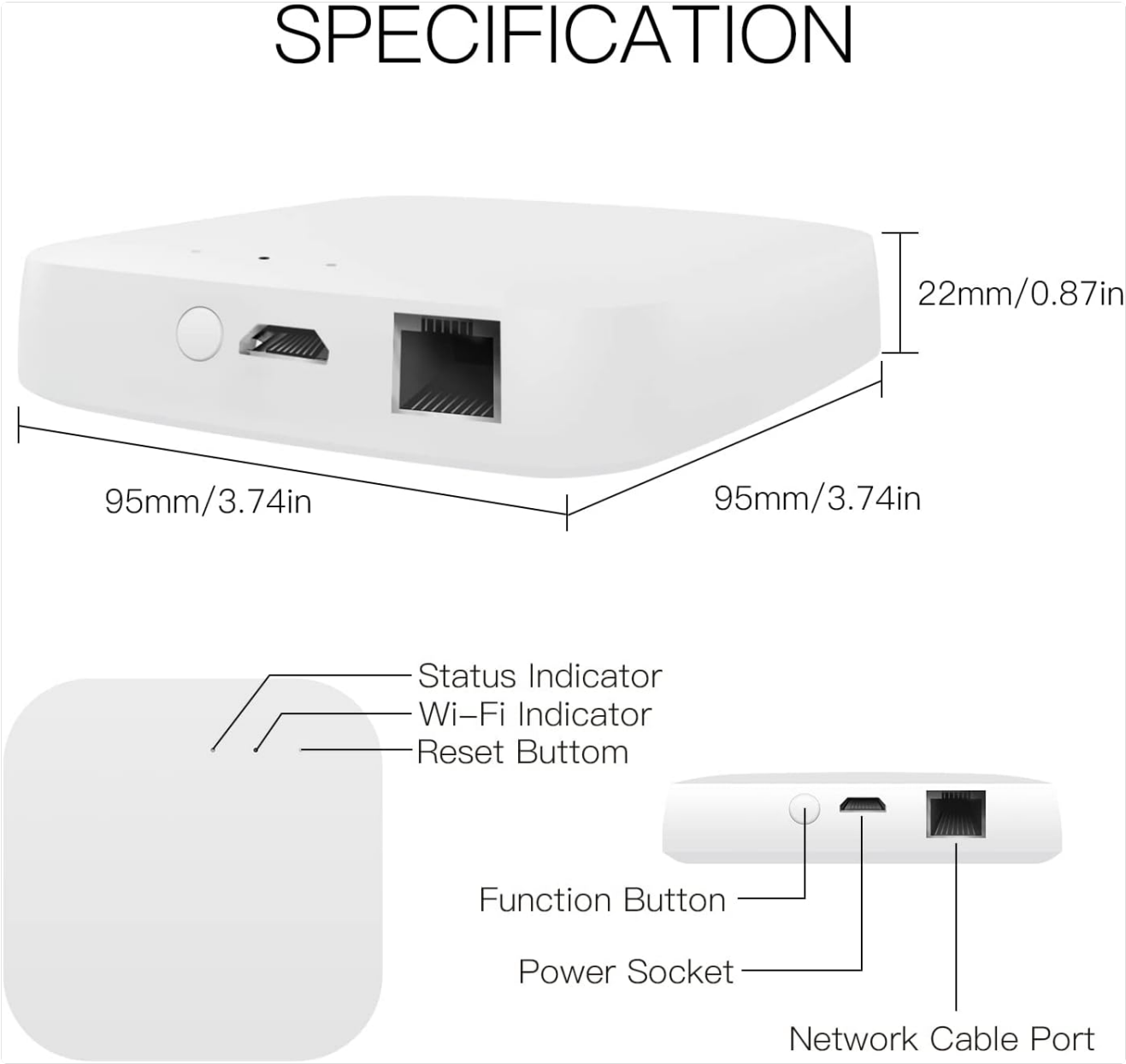


Figure 5.1: Detailed diagram of the MOES Smart Gateway, highlighting its dimensions and port labels including Status Indicator, Wi-Fi Indicator, Reset Button, Function Button, Power Socket, and Network Cable Port.

6. Specifications

Attribute	Value
Product Name	Wired Smart Gateway
Electrical Parameters	5V 2A
Operating Temperature	-10°C to 45°C (14°F to 113°F)
Operating Humidity	5%–90% RH (non-condensing)
Wired Protocol	Wi-Fi 2.4GHz & ZigBee & BLE & Mesh
Product Dimensions	95 x 95 x 22 mm (3.74 x 3.74 x 0.87 inches)

Item Weight	6.7 ounces
Color	Zigbee WiFi BLE Hub
Style	ZigBee & BLE & Mesh Hub
Batteries Required?	No

7. Warranty and Support

The MOES Multi-Mode Smart Gateway comes with a full 2-year warranty and a 30-day refund guarantee from the date of purchase. This warranty covers manufacturing defects and ensures product reliability.

For technical support, warranty claims, or any inquiries regarding your product, please contact MOES customer service through their official channels. Refer to the product packaging or the Smart Life app for specific contact information.

A detailed User Guide in PDF format is also available for further reference and in-depth information on product features and advanced configurations.

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Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question