THIRDREALITY 3RSH05027BWZ

THIRDREALITY Smart Hub Gen2 Plus User Manual

Comprehensive guide for setting up, operating, and maintaining your smart home gateway.

INTRODUCTION

Welcome to the THIRDREALITY Smart Hub Gen2 Plus user manual. This guide provides detailed instructions to help you set up and utilize your new smart home gateway, ensuring seamless integration with your ZigBee 3.0 devices. Please read this manual thoroughly before use to ensure proper operation and safety.

PRODUCT OVERVIEW

The THIRDREALITY Smart Hub Gen2 Plus is a compact ZigBee 3.0 gateway designed to connect and control various smart home devices. Its mini size and USB-A connector allow for flexible placement wherever a USB-A port is available, making it an ideal central unit for your smart home ecosystem.

Figure 1: THIRDREALITY Smart Hub Gen2 Plus, a compact ZigBee 3.0 gateway.

KEY FEATURES

- **Easy Setup:** Quick setup with the Third Reality App, requiring no professional technical skills. Supports 2.4GHz WiFi.
- **Improved Design:** Mini ZigBee gateway with a USB-A connector for convenient power.
- **Reliable, Stable and Fast:** Enhanced storage and advanced smart chips for faster and more stable performance. Extends connection distance up to 50m in open space and supports up to 32 connected devices.
- **Remote Control:** Monitor and control your smart home devices from anywhere.
- **Groups & Timer:** Advanced grouping and scheduling features via the Third Reality App, including countdown timers and N-way switch control.
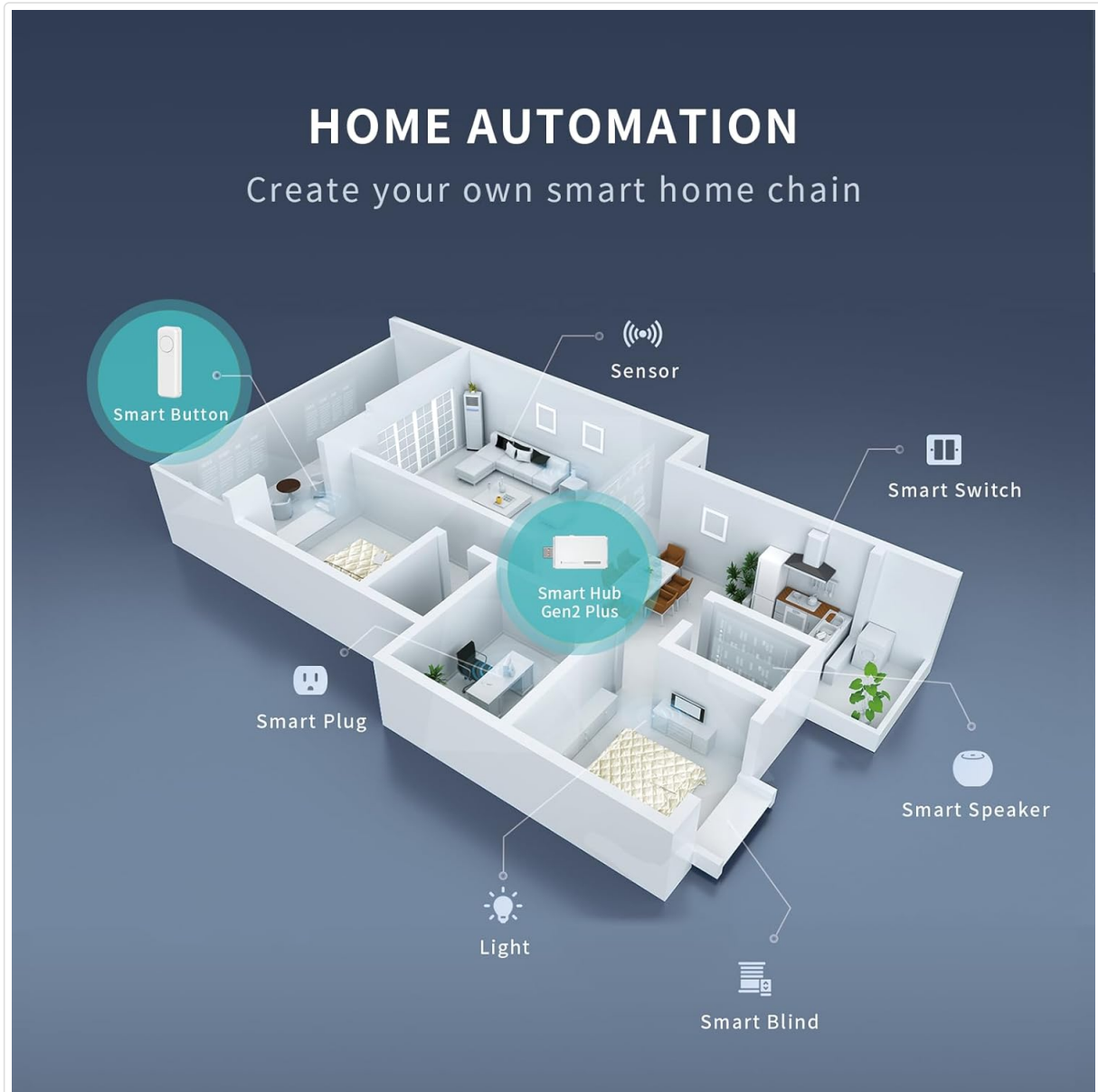

Figure 2: The Smart Hub Gen2 Plus acts as the central gateway for various smart home devices, creating a connected ecosystem.

SETUP GUIDE

1. Powering On

The Smart Hub Gen2 Plus features a USB-A connector. Simply plug it into any available USB-A port for power. This can be a wall adapter, a power strip with a USB port, or even a computer's USB port.

Figure 3: The compact design allows the hub to be powered directly via a USB-A port.

2. App Installation and Initial Setup

Download the "Third Reality App" from your device's app store. Follow the on-screen instructions within the app to connect your Smart Hub Gen2 Plus to your 2.4GHz WiFi network. The process is designed to be quick and user-friendly.

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Video 1: Demonstrates the easy setup process of the THIRDREALITY Smart Hub Gen2 Plus, including plugging it in and connecting it via the Third Reality App.

OPERATING YOUR SMART HUB

Adding and Managing Devices

Once your Smart Hub is connected, you can begin adding your THIRDREALITY ZigBee devices. The app will guide you through the pairing process for each device. The hub supports up to 32 connected devices.

Figure 4: The Third Reality App allows for easy management and control of all paired devices.

Remote Control and Automation

The Smart Hub enables remote control of your devices, allowing you to monitor and manage your home from anywhere. Utilize the app's advanced features like creating groups to control multiple devices simultaneously or setting up countdown timers for automated actions.

Figure 5: Integrate various ZigBee devices like smart plugs, switches, and sensors for a fully automated home.

The video below further illustrates how the hub integrates with various devices, including smart blinds, motion sensors, and temperature/humidity sensors, to create automated routines and enhance home security and comfort.

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Video 2: Showcases the integration of the Smart Hub Gen2 Plus with various smart devices for home automation, including voice control and routine triggers.

MAINTENANCE

To ensure optimal performance of your THIRDREALITY Smart Hub Gen2 Plus, keep it in a clean, dry environment. Avoid exposing it to extreme temperatures or humidity. Regularly check the Third Reality App for firmware updates to ensure your hub has the latest features and security enhancements. Over-the-air (OTA) firmware updates are supported.

TROUBLESHOOTING

If you encounter issues with your Smart Hub Gen2 Plus, refer to the table below for common problems and

their solutions.

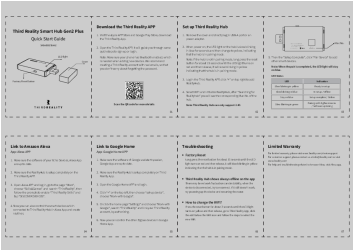| Problem	Possible Cause	Solution
Hub not connecting to WiFi.	Incorrect WiFi band (only 2.4GHz supported), weak signal, incorrect password.	Ensure your WiFi network is 2.4GHz. Check WiFi password. Move the hub closer to your router. Restart the hub and try again.
ZigBee devices not pairing.	Device not in pairing mode, out of range, interference.	Put the ZigBee device into pairing mode as per its manual. Ensure the device is within 50m of the hub in open space. Reduce interference from other wireless devices.
Unstable connection or frequent disconnections.	Weak WiFi signal, hub placement, network congestion.	Relocate the hub to a central location. Ensure strong 2.4GHz WiFi signal. Reduce the number of devices on the network if possible.

TECHNICAL SPECIFICATIONS

Attribute	Detail
Brand	THIRDREALITY
Model	3RSH05027BWZ (Smart Hub Gen2 Plus)
Connectivity	ZigBee 3.0 standard, 2.4GHz WiFi
Compatibility	Alexa, Google Home, all THIRDREALITY ZigBee devices
Dimensions	3.25 x 1.7 x 0.5 inches
Weight	1.76 ounces
Power Source	USB-A port (no batteries required)
Max Connected Devices	Up to 32
Wireless Range	Up to 50m in open space

WARRANTY AND SUPPORT

For warranty information and technical support, please visit the official THIRDREALITY website or contact their customer service directly. You can also find helpful resources and FAQs on the product's Amazon page or by reaching out to the seller, Third Reality, Inc., through the Amazon platform.
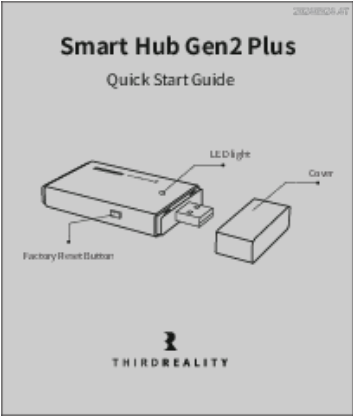
Note: Specific warranty terms may vary. Please refer to the product packaging or manufacturer's official documentation for the most accurate and up-to-date information.

[Third Reality Smart Hub Gen2 Plus (3RSH05027BWZ) Quick Start Guide](#)
Concise guide to setting up and using the Third Reality Smart Hub Gen2 Plus (3RSH05027BWZ), including app download, voice assistant integration, troubleshooting, and FCC compliance information.
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