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MOES Zigbee & BLE Wireless Hub

MOES ZigBee & Bluetooth & Mesh Gateway Hub User Manual

Model: Zigbee & BLE Wireless Hub

1. INTRODUCTION

The MOES ZigBee & Bluetooth & Mesh Gateway Hub serves as a central control unit for your smart home system. It supports multi-protocol communication, including Tuya Bluetooth Mesh (SIG) and Zigbee 3.0, allowing you to connect and manage various smart devices through a single gateway. This hub integrates with the MOES/Smart Life App for remote control and supports voice commands via Alexa and Google Assistant.

This manual provides essential information for setting up, operating, maintaining, and troubleshooting your MOES Gateway Hub.

2. PRODUCT OVERVIEW

Key Features:

- Dual Protocol Support:** Integrates MOES/Tuya Bluetooth Mesh (SIG) and Zigbee 3.0 for versatile device connectivity.
- High Device Capacity:** Supports up to 128 Tuya smart home devices.
- Sound & Light Alarm:** Features integrated sound and light alarm capabilities.
- Local Scenario & Automation:** Enables local scenario execution and automation, enhancing security functions.
- Remote & Voice Control:** Control devices via the MOES/Smart Life App and voice assistants like Alexa and Google Assistant.
- Easy Setup:** Designed for quick installation without complex wiring or technical expertise.

What's in the Box:

- MOES Zigbee BLE Gateway Hub
- Power Cable

- Instruction Manual

Product Diagrams:



Figure 2.1: The MOES Gateway acts as a central hub, connecting your WiFi router to various Zigbee/Bluetooth/WiFi devices, controllable via app and voice commands.

Wireless Multi-Mode Gateway

* Only for MOES/Tuya smart devices.



Figure 2.2: The Wireless Multi-Mode Gateway supports Wi-Fi, Tuya, Zigbee, and Bluetooth protocols, working with Smart Life and MOES apps.

Wireless Control Center

*Only supports 2.4GHz Wi-Fi network.



Figure 2.3: The gateway functions as a wireless control center, enabling remote control, scene control, scheduling, voice control, and home automation.

Home Automation System

As the core of intelligent household system, MOES Multi-gateway is in charge of coordination of the communications between different devices, realizing scene linkage.

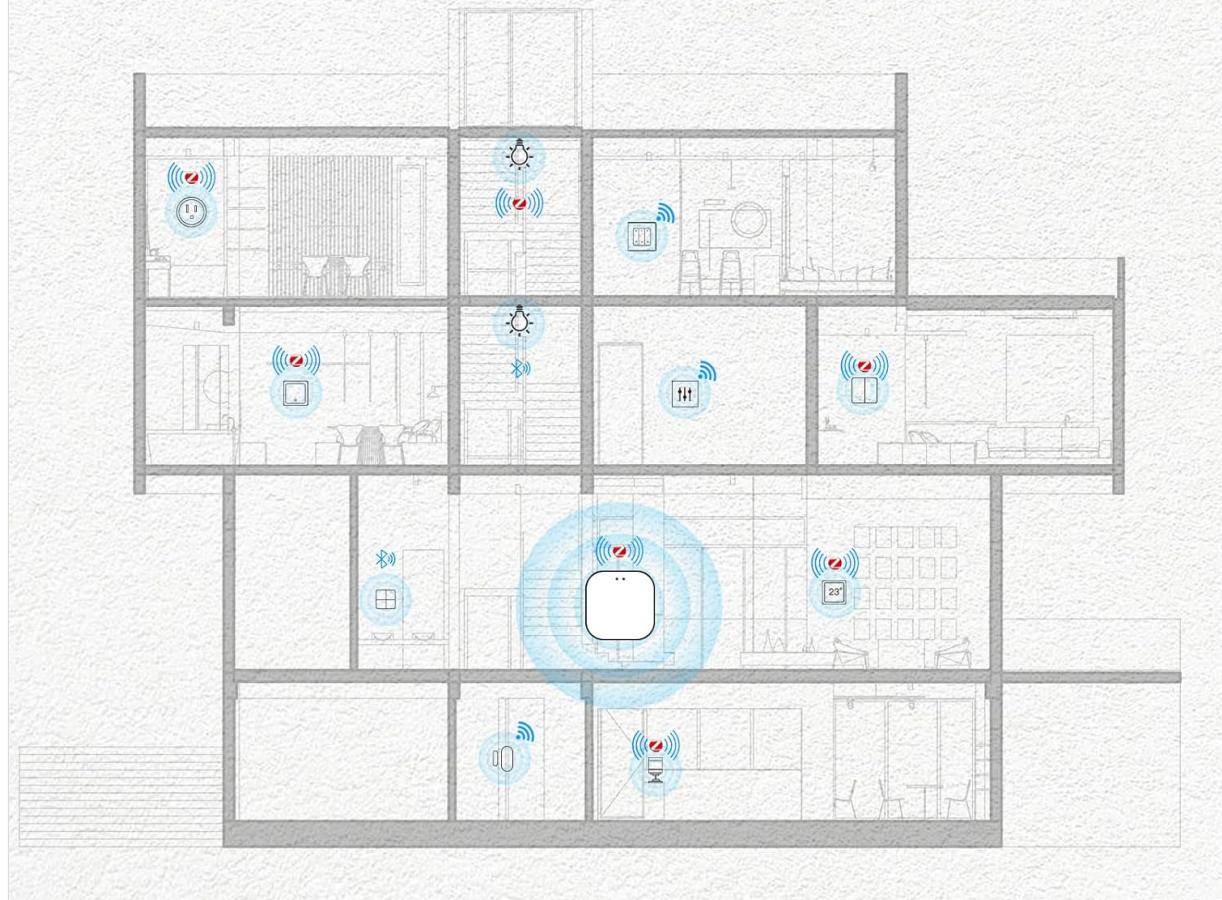


Figure 2.4: The MOES Multi-gateway coordinates communications between different devices within a home automation system, enabling scene linkages.

Up to 128 Tuya/MOES child devices can be connected to Wireless Hub

* To connect up to 128 MOES devices, repeater devices such as MOES energy monitor plug is required.



Figure 2.5: The gateway supports connection of up to 128 Tuya/MOES child devices. For larger networks, repeater devices may be required.

3. SETUP INSTRUCTIONS

Follow these steps to set up your MOES ZigBee & Bluetooth & Mesh Gateway Hub:

- Power On:** Connect the provided power cable to the gateway and plug it into a standard electrical outlet. The indicator light on the gateway should illuminate.
- App Installation:** Download the "Smart Life" or "MOES" app from your smartphone's app store (available on iOS and Android).
- Network Connection:** Ensure your smartphone is connected to a 2.4GHz Wi-Fi network. The gateway only supports 2.4GHz Wi-Fi.
- Add Device in App:** Open the Smart Life/MOES app, register or log in, and tap the "+" icon to add a new device. Select the gateway from the list of available devices.
- Pairing Mode:** Follow the in-app instructions to put the gateway into pairing mode. This usually involves pressing and holding a button on the gateway until the indicator light blinks.
- Connect Devices:** Once the gateway is successfully added to the app, you can begin adding your Tuya/MOES smart devices (e.g., Zigbee light switches, Bluetooth door locks) through the gateway within the app.

The setup process is designed to be straightforward, requiring no complex wiring.

4. OPERATING INSTRUCTIONS

Once your MOES Gateway Hub is set up and devices are connected, you can utilize its various functions:

4.1 App Remote Control

- Open the Smart Life/MOES app on your mobile phone.
- Access and control all connected smart devices from anywhere with an internet connection.
- Adjust settings, turn devices on/off, and monitor their status.

4.2 Voice Control

- Integrate the Smart Life/MOES app with Amazon Alexa or Google Assistant.
- Use voice commands to control your connected smart devices (e.g., "Alexa, turn on the living room light").

4.3 Scene Control and Automation

- Create custom scenes within the app to trigger multiple devices simultaneously (e.g., a "Good Morning" scene that turns on lights and adjusts the thermostat).
- Set up automation rules based on conditions like time, device status, or sensor input (e.g., turn on a light when a door sensor detects opening).
- The gateway supports local scenario and automation, ensuring functionality even without an internet connection for pre-configured routines.

4.4 Sound & Light Alarm

- Configure the gateway to activate its sound and light alarm based on security functions or specific automation triggers.
- This feature can be integrated into the Tuya Security SaaS Platform for enhanced home security.

5. MAINTENANCE

To ensure optimal performance and longevity of your MOES Gateway Hub, consider the following maintenance guidelines:

- **Keep Clean:** Regularly wipe the device with a soft, dry cloth to remove dust. Avoid using liquid cleaners or abrasive materials.
- **Optimal 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.
- **Environmental Conditions:** Operate the gateway within the specified temperature and humidity ranges (-10~45°C, 5%~90%RH non-condensing) to prevent damage.
- **Firmware Updates:** Check the Smart Life/MOES app periodically for firmware updates. Keeping the firmware updated ensures the best performance and security.
- **Power Supply:** Use only the original power cable and adapter provided with the device.

6. TROUBLESHOOTING

If you encounter issues with your MOES Gateway Hub, refer to the following troubleshooting tips:

- **Gateway Not Connecting to Wi-Fi:**

- Ensure your Wi-Fi network is 2.4GHz. The gateway does not support 5GHz networks.
- Verify that your Wi-Fi password is correct.
- Move the gateway closer to your Wi-Fi router.
- Restart your Wi-Fi router and the gateway.

- **Devices Not Pairing with Gateway:**

- Ensure the gateway is in pairing mode as indicated by the blinking light.
- Check that the smart device you are trying to pair is compatible with Zigbee 3.0 or Bluetooth Mesh and is a Tuya/MOES device.
- Bring the smart device closer to the gateway during the pairing process.
- Reset the smart device to its factory settings before attempting to pair again.

- **Poor Device Range or Connectivity:**

- The effective range of Zigbee and Bluetooth can be affected by walls and other obstructions.
- Consider adding Zigbee or Bluetooth repeater devices (such as a MOES energy monitor plug) to extend the network coverage, especially in larger homes or areas with many obstacles.
- Ensure the gateway is not obstructed by large furniture or electronics.

- **Voice Control Issues:**

- Verify that the Smart Life/MOES app is correctly linked to your Alexa or Google Assistant account.
- Ensure the device names in the app are simple and easily recognizable by the voice assistant.
- Check your internet connection.

- **Gateway Unresponsive:**

- Unplug the power cable, wait 10 seconds, and plug it back in to restart the gateway.
- If issues persist, perform a factory reset (refer to the app or manufacturer's support for specific instructions, as this will erase all paired devices and settings).

7. SPECIFICATIONS

Product Specifications



Product Name	Multi-mode Gateway
Electrical Parameters	5V 1A
Operating Temperature	-10~45°C
Operating Humidity	5%~90%RH Non-condensing
Product Size	65*65*15 mm
Product Weight	60g
Package list	Multi-mode gateway, Power cable, Instruction Manual
Wireless Protocol	2.4G WiFi & Tuya Zigbee 3.0 & BLE & Mesh

Figure 7.1: Dimensions and key specifications of the MOES Multi-mode Gateway.

Specification	Detail
Product Name	Multi-mode Gateway
Model	Zigbee & BLE Wireless Hub
Brand	MOES
Electrical Parameters	5V 1A
Operating Temperature	-10~45°C
Operating Humidity	5%~90%RH Non-condensing
Product Size	65 x 65 x 15 mm
Product Weight	60g
Wireless Protocol	2.4G WiFi & Tuya Zigbee 3.0 & BLE & Mesh

Specification	Detail
Color	White
Material	Plastic
Connector Type	Plug-in
Manufacturer	WENZHOU NOVA NEW ENERGY CO.,LTD

8. WARRANTY INFORMATION

Specific warranty details for the MOES ZigBee & Bluetooth & Mesh Gateway Hub are typically provided with the product packaging or can be found on the official MOES website. Please retain your proof of purchase for warranty claims.

9. SUPPORT

For further assistance, technical support, or to report issues, please refer to the following resources:

- **MOES/Smart Life App:** The app often includes a help section, FAQs, and direct support contact options.
- **MOES Official Website:** Visit the official MOES website for product information, updated manuals, and customer service contact details.
- **Retailer Support:** Contact the retailer from whom you purchased the product for return or exchange policies.