Manuals+
Q & A | Deep Search | Upload

HEANTLE G3 gateway

HEANTLE Smart Door Lock WiFi G3 Gateway User Manual

Model: G3 Gateway

Introduction

Thank you for choosing the HEANTLE Smart Door Lock WiFi G3 Gateway. This device extends the functionality of your smart door lock by enabling remote control via Wi-Fi, allowing you to manage your lock from anywhere. It also provides voice control capabilities through compatible smart home assistants.
This manual provides essential information for setting up, operating, and maintaining your G3 Gateway to ensure optimal performance and longevity.

Product Overview

Image: The HEANTLE G3 Gateway, a compact device featuring a black top with a central circular element and silver-colored sides. A USB port is visible on one side for power connection.

The G3 Gateway acts as a bridge between your smart door lock (via Bluetooth) and your home Wi-Fi network. This connection facilitates remote access and integration with voice control systems.

Setup Guide

Follow these steps to set up your HEANTLE G3 Gateway:

1. **Power Connection:** Connect the G3 Gateway to a power source using a standard USB power adapter (not included). The gateway will power on automatically.
2. **Placement:** Position the gateway within 20 feet (approximately 6 meters) of your smart door lock to ensure a strong and stable Bluetooth signal connection. Avoid placing it near large metal objects or other sources of interference.
3. **App Pairing:** Open your smart door lock's companion application (e.g., TTLock App). Follow the in-app instructions to add and pair the G3 Gateway. This typically involves selecting the 'Add Gateway' option and confirming the device.
4. **Wi-Fi Configuration:** Within the app, configure the gateway to connect to your home 2.4GHz Wi-Fi network. Ensure your Wi-Fi password is correct.
5. **Lock Association:** Once the gateway is connected to Wi-Fi, associate your smart door lock(s) with the gateway through the app. One gateway can support multiple smart locks.

The setup process is designed to be completed within approximately 2 minutes.

Operating Instructions

Once your G3 Gateway is successfully set up, you can utilize its features:

- **Remote Unlock/Lock:** Use the smart lock application on your smartphone to remotely unlock or lock your door from anywhere with an internet connection.
- **Voice Control:** Integrate the gateway with your Amazon Alexa or Google Assistant devices. Once linked, you can use voice commands to control your smart door lock (e.g., "Alexa, lock the front door" or "Hey Google, unlock the back door"). Refer to your smart assistant's setup guide for specific integration steps.
- **Activity Logs:** The gateway enables the app to provide real-time activity logs, showing who entered and when, even when you are away from home.

Maintenance

To ensure the longevity and proper functioning of your HEANTLE G3 Gateway, follow these maintenance guidelines:

- **Cleaning:** Wipe the device with a soft, dry cloth. Do not use abrasive cleaners, solvents, or harsh chemicals, as these can damage the surface.
- **Environment:** Keep the gateway in a dry environment, away from direct sunlight, extreme temperatures, and high humidity.
- **Firmware Updates:** Periodically check the smart lock application for any available firmware updates for the gateway. Keeping the firmware updated ensures optimal performance and security.
- **Power Supply:** Use a stable and appropriate USB power supply to prevent damage to the device.

Troubleshooting

If you encounter issues with your G3 Gateway, refer to the following common problems and solutions:

- **Gateway Not Connecting to Wi-Fi:**
  - Ensure your Wi-Fi network is 2.4GHz. The gateway does not support 5GHz networks.
  - Verify the Wi-Fi password entered in the app is correct.
  - Check the Wi-Fi signal strength at the gateway's location. Move it closer to your router if necessary.
  - Restart your Wi-Fi router and the G3 Gateway.

- **Remote Control Not Working:**
  - Confirm the gateway is connected to Wi-Fi and the smart lock is associated with the gateway in the app.
  - Ensure the distance between the gateway and the smart lock is within 20 feet (6 meters).
  - Check your internet connection on your smartphone.
- **Voice Control Not Responding:**
  - Verify that the gateway is correctly linked to your Alexa or Google Assistant account through their respective apps.
  - Ensure the smart lock is properly associated with the gateway and is online in the smart lock app.
  - Check your voice commands for accuracy.
- **Gateway Offline in App:**
  - Check the power supply to the gateway.
  - Confirm your home Wi-Fi network is active and stable.
  - Try restarting the gateway by unplugging and re-plugging it.

Specifications

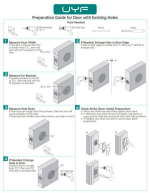
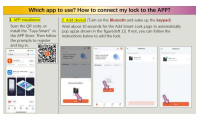
Feature	Detail
Brand	HEANTLE
Model Name	G3 gateway
Connectivity Protocol	Wi-Fi (2.4GHz)
Control Method	App, Voice
Controller Type	Google Assistant, Amazon Alexa
Material	Plastic, Metal
Color	Black
Item Dimensions (L x W x H)	0.13 x 0.2 x 0.2 inches
Item Weight	1.76 ounces
Recommended Uses	Residential Doors, Commercial Doors (with compatible smart locks)
Included Components	G3 gateway (power adapter not included)
Country of Origin	China

Warranty and Support

For information regarding the product warranty, please refer to the warranty card included with your purchase or visit the official HEANTLE website. Warranty terms and conditions may vary by region and retailer.
If you require technical assistance, troubleshooting beyond this manual, or have questions about your HEANTLE G3 Gateway, please contact HEANTLE customer support through their official website or the contact information provided with your product packaging.

© 2024 HEANTLE. All rights reserved.

Related Documents - G3 gateway

	[Hombill HBUS-ZNS-Y001-BLK Smart Lock Manual: Installation and Operation] Comprehensive user manual for the Hombill HBUS-ZNS-Y001-BLK electronic keypad deadbolt smart lock. Learn about installation, app pairing, smart features, and operation.
	[Door Lock Preparation Guide for Existing Holes] A comprehensive guide to preparing a door with existing holes for lock installation, including measurements for door width, backset, and hole sizes, with instructions on how to enlarge holes if necessary.
	[Hornbill Smart Lock User Manual: Installation, App Guide, and Troubleshooting] Comprehensive user manual for the Hornbill smart lock. Learn about installation, app features, pairing with Alexa, troubleshooting, and keypad programming.
	[Hornbill Smart Lock Troubleshooting Guide] A comprehensive troubleshooting guide for Hornbill smart locks and gateways, offering solutions for common issues related to installation, app connectivity, passcodes, remote control, and more. Includes video links for visual assistance.
	[Hornbill Smart Deadbolt Lock User Manual] Comprehensive user manual for the Hornbill Smart Deadbolt Lock, covering installation, setup, app integration, and troubleshooting for models HBUS-AM-BLK-KIT and HBUS-AM-BLK-HUB-KIT. Learn how to install, pair, and operate your smart lock.
	[Tuya Smart Lock: Setup, Troubleshooting, and Features Guide] Comprehensive guide for setting up and using the Tuya Smart Lock. Covers app installation, device pairing via Bluetooth, door handing configuration, troubleshooting common issues like sensor orientation and fingerprint recognition, and adding family members. Explains WiFi connectivity requirements and the need for a separate WiFi gateway for remote access.