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› SEPOX Wi-Fi Gateway Instruction Manual

SEPOX 94e52149-79e4-47af-aa5d-3ece3129ac65

SEPOX Wi-Fi Gateway Instruction Manual

Model: 94e52149-79e4-47af-aa5d-3ece3129ac65

1. PRODUCT OVERVIEW

The SEPOX Wi-Fi Gateway is a smart hub designed to provide remote control capabilities for your SEPOX smart fingerprint door locks. It enables seamless integration with the Tuya Lock App or Smart Life App, allowing you to manage your door locks from anywhere with an internet connection. This gateway is essential for unlocking advanced remote functionalities such as real-time status checks, custom password settings, and access log viewing.



Figure 1.1: Front view of the SEPOX Wi-Fi Gateway.

2. SETUP GUIDE

2.1. What's in the Box

- SEPOX Wi-Fi Gateway
- USB Power Cable



Figure 2.1: SEPOX Wi-Fi Gateway and included USB cable.

2.2. Pre-installation Checklist

- Ensure you have a **2.4GHz Wi-Fi network** available. The gateway is not compatible with 5GHz networks for pairing.
- Download the **Tuya Lock App** or **Smart Life App** from your device's app store (compatible with iOS and Android).
- Position the gateway within **32 feet (10 meters)** of the smart door lock(s) for a stable connection.
- During the pairing process, ensure your smartphone and the gateway are connected to the **same Wi-Fi network**.

2.3. Installation Steps

1. **Power On the Gateway:** Connect the provided USB power cable to the gateway's micro-USB port and plug the other end into a standard USB power adapter (not included). The gateway will power on.



Figure 2.2: Side view of the gateway with micro-USB port.

2. **Open the App:** Launch the Tuya Lock App or Smart Life App on your smartphone.
3. **Add Device:** Follow the in-app instructions to add a new device. Select 'Gateway' or 'Wireless Gateway' from the device list.
4. **Network Configuration:** The app will guide you through connecting the gateway to your 2.4GHz Wi-Fi network. Ensure your phone is also on this network.
5. **Pair with Smart Locks:** Once the gateway is successfully connected to Wi-Fi, you can then pair your SEPOX smart door locks with the gateway through the app. This allows the locks to communicate with the app via the gateway's internet connection. One gateway can be paired with multiple door locks under the same account.

3. OPERATING INSTRUCTIONS

The SEPOX Wi-Fi Gateway enhances the functionality of your smart locks by enabling remote access and control through the Tuya Lock App or Smart Life App.

3.1. Remote Control Features

- **Real-time Status Check:** View the current status of your door locks (locked/unlocked) from anywhere.
- **Custom Password Setting:** Remotely generate and manage temporary or permanent access codes for your smart locks.
- **Access Log Viewing:** Review a detailed history of lock activity, including who entered and when.
- **Fingerprint Management:** Remotely add, delete, or manage registered fingerprints for your smart locks.
- **Sharing Access Permissions:** Grant or revoke access to others, ideal for guests or service providers.

3.2. Smart Home Integration

The gateway facilitates smart management of your property, making it an ideal solution for:

- Airbnb short-term rental hosts
- Rental property management

- Self-housing residents

4. MAINTENANCE

To ensure optimal performance and longevity of your SEPOX Wi-Fi Gateway, follow these simple maintenance guidelines:

- **Keep Clean:** Gently wipe the gateway with a soft, dry cloth to remove dust. Avoid using liquid cleaners or abrasive materials.
- **Stable Environment:** Place the gateway in a dry, well-ventilated area, away from direct sunlight, extreme temperatures, and high humidity.
- **Maintain Wi-Fi Signal:** Ensure your Wi-Fi router is functioning correctly and provides a strong, stable 2.4GHz signal to the gateway.
- **Firmware Updates:** Periodically check the Tuya Lock App or Smart Life App for any available firmware updates for the gateway to ensure it has the latest features and security enhancements.

5. TROUBLESHOOTING

If you encounter issues with your SEPOX Wi-Fi Gateway, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Gateway not connecting to Wi-Fi.	Incorrect Wi-Fi band (5GHz instead of 2.4GHz), weak signal, incorrect password.	Ensure your router is broadcasting a 2.4GHz network. Move the gateway closer to the router. Double-check the Wi-Fi password in the app.
Remote control of locks is not working.	Gateway is too far from the lock, gateway is offline, app not synced.	Ensure the gateway is within 32 feet of the smart lock. Check the gateway's status in the app. Restart the app and/or the gateway.
Cannot pair gateway with the app.	Smartphone and gateway on different Wi-Fi networks, app permissions.	Verify both your smartphone and the gateway are connected to the same 2.4GHz Wi-Fi network during pairing. Check app permissions on your phone.
Gateway lights are off or blinking erratically.	Power issue, hardware malfunction.	Check the USB power cable connection and the power adapter. Try a different USB port or adapter. If the issue persists, contact SEPOX support.

6. SPECIFICATIONS

Feature	Detail
Brand	SEPOX
Special Feature	Most stable WiFi Remote Control
Lock Type Compatibility	APP CONTROL (Tuya Lock App, Smart Life App)
Item Dimensions (L x W x H)	2.36 x 2.36 x 0.5 inches

Feature	Detail
Material	Plastic
Recommended Uses	Residential (Short-term rentals, Property management, Self-housing)
Style	Modern
Color	White
Control Method	App
Connectivity Protocol	Wi-Fi (2.4GHz)
Manufacturer	SEPOX
Item Weight	2.08 ounces
Item Model Number	94e52149-79e4-47af-aa5d-3ece3129ac65
Batteries Included?	No
Batteries Required?	No
Date First Available	May 9, 2024

7. WARRANTY AND SUPPORT

SEPOX is committed to providing reliable products and excellent customer service.

- **Warranty:** The SEPOX Wi-Fi Gateway comes with at least a**1-year warranty** from the date of purchase.
- **Online Phone Support:** Lifetime online phone support is available Monday to Friday, 9 AM to 5 PM PST.
- **Email Service:** 24/7 after-sales email service is provided for your convenience.

For support inquiries, please refer to the contact information provided with your product packaging or visit the official SEPOX website.

ASK A QUESTION ABOUT THIS MANUAL

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.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

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