MOES
HOME, SMART MOES HOME

Powered by **tuya**

Instruction Manual
HomeKit Wired Smart Gateway
ZigBee 3.0

English

WORKS WITH alexa

WORKS WITH Google Assistant

- Bitte scannen Sie den QR–Code, um dasdeutsche Handbuch, das Installationsvideo und die Funktionsein –führung zu erhalten

- Escanee el código QR para obtener el manual en español, el video de instalación y la introducción de la función

- Veuillez scanner le code QR pour obtenir le manuel en français, la vidéo d'installation et l'introduction des fonctions

- Отсканируйте QR–код, чтобы получить руководство на русском языке, видео по установке и описание функций

- Leia o código QR para obter o manual em português, o vídeo de instalação e a introdução das funções

请扫描二维码获取中文的说明书、安装视频及功能介绍

Safety Information

Do not disassemble, reassemble, modify, or attempt to repair the product by yourself. If there are any issues, please contact the company's professional maintenance personnel.
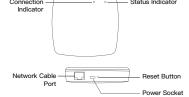
Product Specifications

Product name	HK ZigBee Wired Gateway
Model	ZHUB–HK
Power input	DC 5V 2A
Opearting temperature	−10℃–55℃
Operating humidity	10%–90% RH(no condensation)
Charge Type	Micro USB DC5V
Wireless Protocol	ZigBee

Packing list

- Wired Smart Gateway x 1
- Instruction manual x 1
- Power cable x 1
- Adapter x 1**(optional)**
- Network cable x 1

Product Description

The smart gateway is the control center of ZigBee device. Users can design and implement smart application scenarios by adding ZigBee devices

Network Connection Indicator — Status Indicator

Network Cable Port — Reset Button

Power Socket

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① Network Connection Indicator(Green):
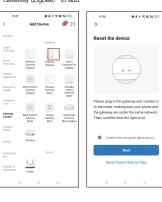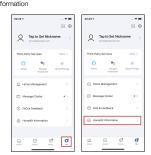Network Connection Status:

Steady Off	Network disconnected
Steady On	Network connected
Blinks	Data transmission accessed

② Status Indicator(Green):
Configuration Status:

Steady On	Ready for connection
Blinks	Access learning mode
Steady Off	Successful connection

Preparation For Use

① Mobile phone is connected to 2.4GHz Wi-Fi

Smart phone → Wi-Fi Wi–Fi wireless router LAN port → Cable Smart Gateway

Ensure that the smart phone and the smart gateway are in the same Wi–Fi network to ensure an effective connection between the smart phone and the Smart Gateway

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Add Devices

❶ Download MOES App on App store or scan the QR code

MOES APP is upgraded as much more compatibility than Tuya Smart/Smart Life APP,functional well for scene controlled by Siri,widget and scene recommendations as the fully new customized service.
(**Note**: Tuya Smart/Smart Life APP still works,but MOES APP is highly recommended)

❷ Registration or Log in.
- Download "MOES" Application.
- Enter the Register/Login interface; tap "Register" to create an account by entering your phone number to get verification code and "Set password". Choose "Log in" if you already have a MOES account.

Add Device

1. Method one:
Scan the QR code to configure the network guide.

HK ZigBee Wired Gateway

Scan the QR code

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2. Method two:

- Connect the gateway to the power supply and connect it to the home 2.4GHz broadband router through the cable;
- Confirm that the indicator (green light) remains steady on (if the indicator is in another status, press and hold the reset button until the green light remains steady on)
- Make sure that the mobile phone is connected to the home 2.4GHz broadband router. At this time, the mobile phone and the gateway are in the same local area network;
- Open the "My Home" page of the App and click the "+" button on the upper right corner of the screen;

- Open the "MOES" App and click the"+" on the upper right corner of the screen and choose "Wireless Gateway (Zigbee)" to add

Reset the device

Please plug in the gateway and connect it to the router, making sure your phone and the gateway are under the same network. Then, confirm that the light is on.

☐ Confirm the two green lights are on

Next

Reset Device Step by Step

- Add the device successfully, you can edit the name of the device to enter the device page by click "Done"

Add Device — Done
Wired Smart Gateway
Tap to add this device

Add Device — Done
Wired Smart Gateway
Added successfully

How to Use Apple Homekit Service

Attention! You need a device running iOS 13 or higher system to use Apple HomeKit service.

- **Method one**: Tuya iOS APP interface
1. Make sure MOES APP has been configured with HomeKit gateway
2. Click on APP Personal Centre and select HomeKit Information

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3. Click on "Add HomeKit Device" to add a HomeKit device.

Test Home
Add Accessory
No HomeKit device

Add HomeKit Device

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4. Scan the QR code on the HomeKit accessory to pair it with the network

Test Home
Add Accessory
Scan code or hold iPhone near the accessory.

Use the HomeKit Setup Code
Look for the code on the accessory or its packaging and position it in the frame.

Hold Phone Near the Accessory
You can hold iPhone near this label if it appears on your accessory.

I Don't Have a Code or Cannot Scan

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5. If you cannot scan the QR code, tap I Don't Have a Code or Cannot Scan. Enter the 8–digit network pairing code on the QR code for network pairing.

Enter HomeKit Setup Code
1234 5678

Look for the 8-digit code in the packaging or on the accessory.

Continue
Use Camera

1	2	3
4	5	6
7	8	9

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6. Homekit device added successfully

Test Home
HK ZigBee Wired...

Add HomeKit Device

- **Method two**: Home APP operation interface

1. Confirm that the MOES APP has been configured with the HomeKit gateway

2. Open the Home app on your iPhone and tap the plus sign (+) in the upper–right corner.Click "Add Accessory" and follow the application guide to add device.

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3. Scan the QR code on the HomeKit accessory to pair it with the network

Test Home
Add Accessory
Scan code or hold iPhone near the accessory.

Use the HomeKit Setup Code
Look for the code on the accessory or its packaging and position it in the frame.

OR

Hold Phone Near the Accessory
You can hold iPhone near this label if it appears on your accessory.

I Don't Have a Code or Cannot Scan

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4. If you cannot scan the QR code, tap I Don't Have a Code or Cannot Scan. Enter the 8–digit network pairing code on the QR code for network pairing.

Enter HomeKit Setup Code
1234 5678

Look for the 8-digit code in the packaging or on the accessory.

Continue
Use Camera

1	2	3
4	5	6
7	8	9
	0	

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5. After successful pairing, the HomeKit accessory is displayed on the home screen of the Home app.

Control and Manage Equipment

After that, you can:
(1) control and manage devices in Home applications
(2) control the device through HomePod smart speaker
(3) control the device through Siri

Of course, you can still control device, share it to your family, set up intelligent scenarios and so on through the current application.

NOTE:
1. HK ZigBee Wired Gateway will not be displayed on the Home App homepage, but will be displayed on Home Settings → Home Hubs&Bridges

2. ZigBee sub device still need to be added in MOES APP

Electronic Information Products Toxic And hazardous substance Declaration

Part name	Toxic or harmful substances or elements				
	Lead Pb	Mercury Hg	Cadmium Cd	Hexavalent chromium Cr(VI)	Polybrominated biphenyl PBB
PCB board	O	O	O	O	O
Housing	O	O	O	O	O
Cable	O	O	O	O	O

O: Indicates that the content of this toxic and hazardous substance in all homogeneous materials of this part is below the maximum limit specified in SJ/T1163–2006 Requirements for Concentration Limits for Certain Hazardous Substances in Electronic Information Products;

X: Indicates that the toxic or hazardous substance contained in at least one of the homogeneous materials of the part exceeds the maximum limit specified in the SJ/T1163–2006 standard

The figures in this label indicate that the product has an environmental protection use period of 10 years under conditions of normal use, and some parts may also have an environmentally friendly use period mark. The environmental protection use period is based on the number indicated by the mark.

Storage

Products should be put in the warehouse where the temperature is between the range −10℃ – +50℃, and the relative humidity <70%RH, indoor environment with no acid, alkali, salt and corrosive, explosive gas, flammable matter, protected from dust, rain and snow.

FAQ

Q1:Can gateway/router devices penetrate walls or control Zigbee devices on upper and lower floors?
Through the wall is possible, but the specific distance depends on the thickness of the wall and the material used in the wall, and it is more difficult to go up and down the floor, at this time, you can cooperate with Zigbee repeater products, which can effectively expand the range of Zigbee communication network.

Q2.What if the signal coverage of the gateway/router is poor?
This is related to the placement of the gateway/router and the distance between it and the sub–device; for environments such as large flats and villas, more than 2 gateways/routers are required or can add zigbee repeaters

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Q3.Can sub devices under different gateways be linked?
Hello, you can, not only support through the cloud link to achieve, but also support the local linkage of multiple gateways in the same LAN, so that the sub–device linkage can still be performed efficiently when the external network is disconnected or when there is a problem in the cloud (provided that there is at least one gateway with strong performance among multiple gateways, such as wired Zigbee gateway).

Q4.The sub device cannot be added to the gateway?
Hello, please make sure you have reset the sub–device to the state to be wired; it may also be due to insufficient wireless signal strength, please ensure that there is no metal wall blocking between the gateway device and the sub–device, or high–power appliances to interfere (it is recommended that the distance between the gateway device and sub device should better not exceed 5 meters, and should better not be blocked by the wall.

SERVICE

Thank you for your trust and support to our products, we will provide you with a two–year worry–free after–sales service (freight is not included), please do not alter this warranty service card, to safeguard your legitimate rights and interests. If you need service or have any questions, please consult the distributor or contact us.
Product quality problems occur within 24 months from the date of receipt, please prepare the product and the packaging, applying for after–sales maintenance in the site or store where you purchase; If the product is damaged due to personal reasons, a certain amount of maintenance fee shall be charged for repair.
We have the right to refuse to provide warranty service if:
1. Products with damaged appearance, missing LOGO or beyond the service term
2. Products that are disassembled, injured, privately repaired, modified or have missing parts
3. The circuit is burned or the data cable or power interface is damaged
4. Products damaged by foreign matter intrusion (including but not limited to various forms of fluid, sand, dust, soot, etc.)

RECYCLING INFORMATION

All products marked with the symbol for separate collection of waste electrical and electronic equipment (WEEE Directive 2012/19 / EU) must be disposed of separately from unsorted municipal waste. To protect your health and the environment, this equipment must be disposed of at designated collection points for electrical and electronic equipment designated by the government or local authorities. Correct disposal and recycling will help prevent potential negative consequences for the environment and human health. To find out where these collection points are and how they work, contact the installer or your local authority.

WARRANTY CARD

Product Information
Product Name_____
Product Type_____
Purchase date_____
Warranty Period_____
Dealer Information_____
Customer's Name_____
Customer Phone_____
Customer Address_____

Maintenance Records

Failure date	Cause Of Issue	Fault Content	Principal

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If you have any other need,please do not hesitate to contact us first,we will try to meet your demand.

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