

MOES ZHUB-MS-DC13 ZigBee Smart Gateway Hub



# MOES ZHUB-MS-DC13 ZigBee Smart Gateway Hub Instruction Manual

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**MOES ZHUB-MS-DC13 ZigBee Smart Gateway Hub**



## 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.

## Product Specifications

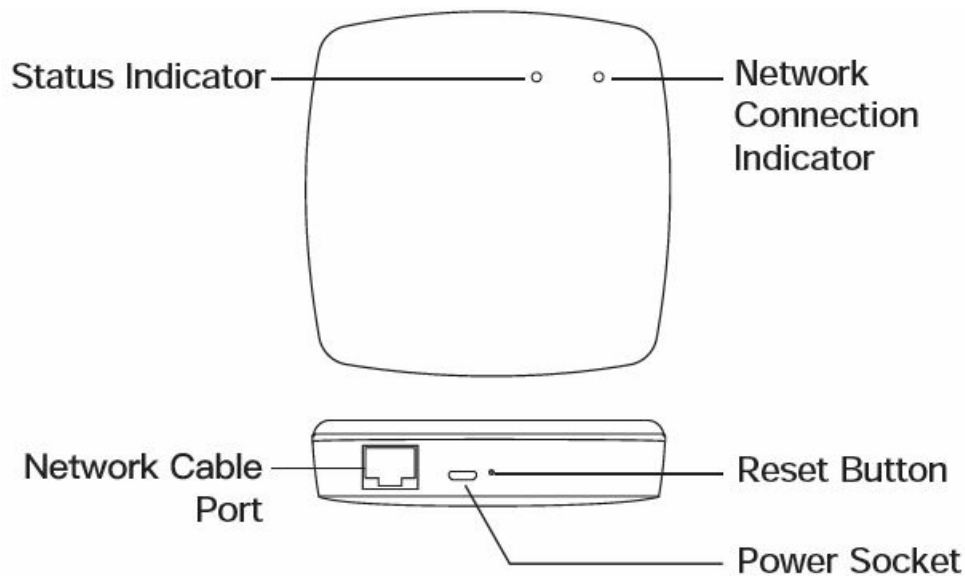
<b>Product name</b>	Wired Smart Gateway
<b>Electrical Parameters</b>	DC 5V 2A
<b>Operating temperature</b>	-10°C-55°C
<b>Operating humidity</b>	10% – 90% RH(no condensation)
<b>Wireless Protocol</b>	ZigBee 3.0
<b>Product Size</b>	95* 95* 22 mm
<b>Product Weight</b>	182g
<b>Frequency Band</b>	2.400~2.484GHz
<b>Maximum Radio Transmit Power</b>	<+19dBm

## Packing list

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

## Product Description

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



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**

- The mobile phone is connected to 2.4GHz Wi-Fi



- Ensure that the smartphone is within the same Wi-Fi network as the Smart Gateway to ensure an effective connection between the smartphone and the Smart Gateway

## Add Devices

- Download the MOES App on the App Store or scan the QR code



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

## 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 the verification code and “Set password”. Choose “Log in” if you already have a MOES account.

## Add Device

### Method one

- Scan the QR code to configure the network guide.



### Method two

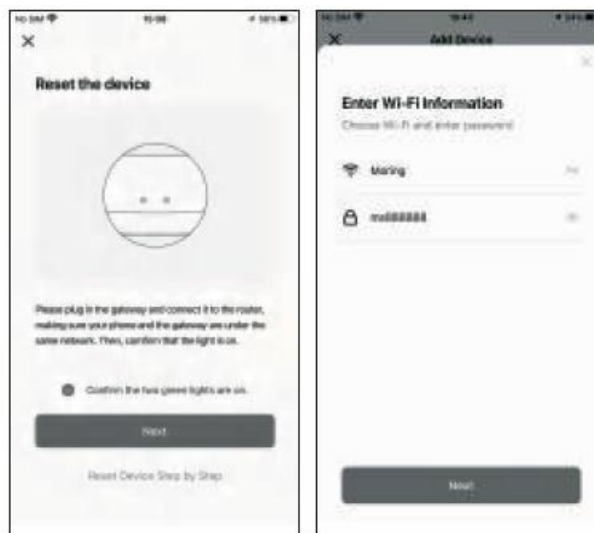
1. Connect the gateway to the power supply and connect it to the home 2.4GHz band router through the cable;
2. Confirm that the indicator (green light) remains illuminated (if the indicator is in another status, press and hold

the reset button until the green light remains illuminated)

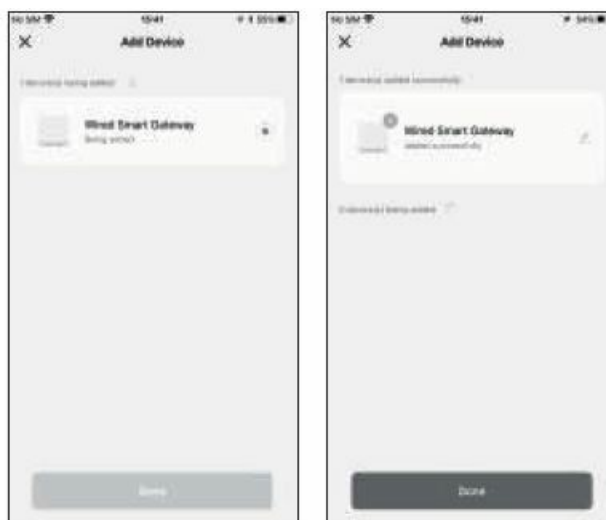
3. Make sure that the mobile phone is connected to the home 2.4GHz band router. At this time, the mobile phone and the gateway are in the same local area network;
4. Open the “MOES” App click the “+” on the upper right corner of the screen and choose “Wireless Gateway (Zigbee)” to add.



5. Enter the Wi-Fi password, click “Next”, and wait for the connection to complete. Add the device successfully, you can edit the name of the device to enter the device page by clicking “Next”.



6. Once the device has been added successfully, you will be able to find the device on the “My Home” page.



## 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	○	○	○	○	○
Housing	○	○	○	○	○
Cable	○	○	○	○	○

- **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.
- **10**: The figures on 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 a warehouse where the temperature is between the range -10°C ~ +50°C, 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

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.

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 used or with Zigbee repeaters

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 broken 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).

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 two does not exceed 5 meters, and not through the wall).

### Control your home with your voice

- Devices are compatible with Amazon Alexa and Google Home-supported functionalities.
- Please see our step-by-step guide at: <https://www.moestech.com/blogs/news/smart-device-linked-voice-speaker>.

### Declaration of conformity

- Hereby, WENZHOU NOVA NEW ENERGY CO., LTD declares that the radio equipment type ZHUB-MS complies with Directive 2014/53/EU, 2014/30/EU, 2011/65/EU.
- The full text of the EU Declaration of Conformity is available at the following internet address: <https://www.moestech.com/blogs/news/zhub-ms>.

### SERVICE

Thank you for your trust and support of 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 the 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

Thank you for your support and purchase at we MOES, we are always here for your complete satisfaction, just feel free to share your great shopping experience with us.





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

### FOLLOW US

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-  @moes\_smart
-  [www.moes.net](http://www.moes.net)

## CONTACT

### EVATOST CONSULTING LTD

- Address: Suite 11, First Floor, Moy Road
- Business Centre, Taffs Well, Cardiff, Wales,
- CF15 7QR
- Tel: +44-292-1680945
- Email: [contact@evatmaster.com](mailto:contact@evatmaster.com).

### E-CrossStu-GmbH

- Mainzer Landstr. 69 ,60329 Frankfurt am Main
- Email: [E-crossstu@web.de](mailto:E-crossstu@web.de).
- Tel: +4969332967674
- Made in China

### Manufacturer

- WENZHOU NOVA NEW ENERGY CO., LTD
- Address: 3rd Floor, Building 2, Power
- Science and Technology Innovation Center,
- NO. 238, Wei 11 Road, Yueqing Economic
- Development Zone, Wenzhou, Zhejiang,
- China
- Tel: +86-577-57186815
- After-sale Service: [service@moeshouse.com](mailto:service@moeshouse.com).



[MOES ZHUB-MS-DC13 ZigBee Smart Gateway Hub](#) [pdf] Instruction Manual  
ZHUB-MS-DC13 ZigBee Smart Gateway Hub, ZHUB-MS-DC13, ZigBee Smart Gateway Hub, S  
mart Gateway Hub, Gateway Hub, Hub

## References

- [User Manual](#)

### Manuals+, Privacy Policy

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