Manuals+ — User Manuals Simplified.

Moes ZHUB-MS ZigBee Smart Gateway Hub Instruction Manual

Contents

Moes ZHUB-MS ZigBee Smart Gateway Hub

Safety Information

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

Product Specifications

Product name	Wired Smart Gateway
Electrical Parameters	DC 5V 1A
Operating temperature	-10℃-55℃
Operating humidity	10%-90%RH(no condensation)
Wireless Protocol	ZigBee 3.0
Product Size	95*95*22 mm
Product Weight	182g

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 center of the ZigBee device. Users can design and implement smart application scenarios by adding ZigBee devices
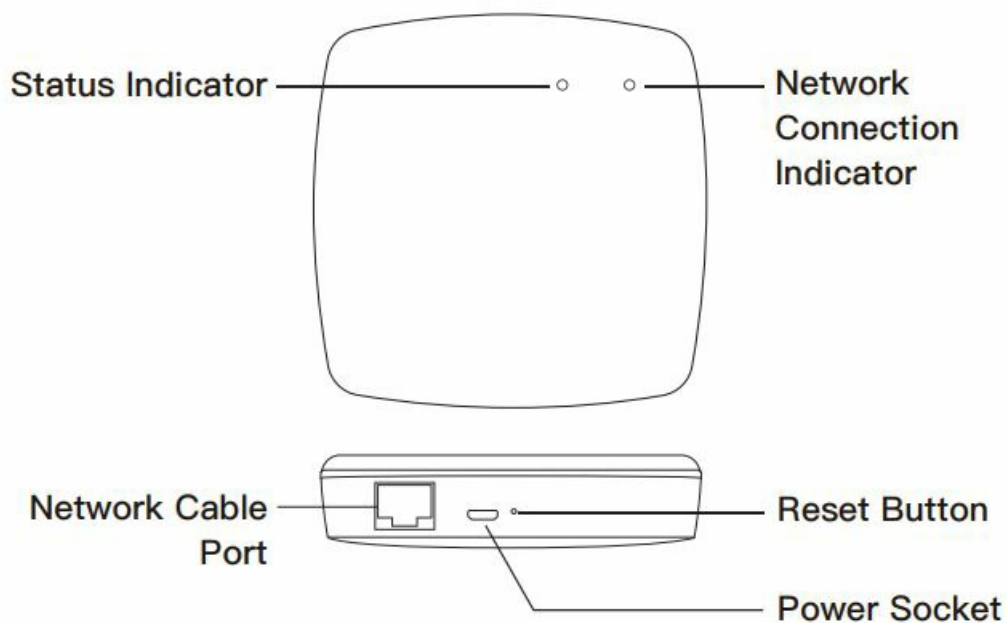
1. Network Connection Indicator(Green): Network Connection Status:

Steady On	Network disconnected
Steady Off	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

Mobile phone is connected to 2.4GHz Wi-Fi
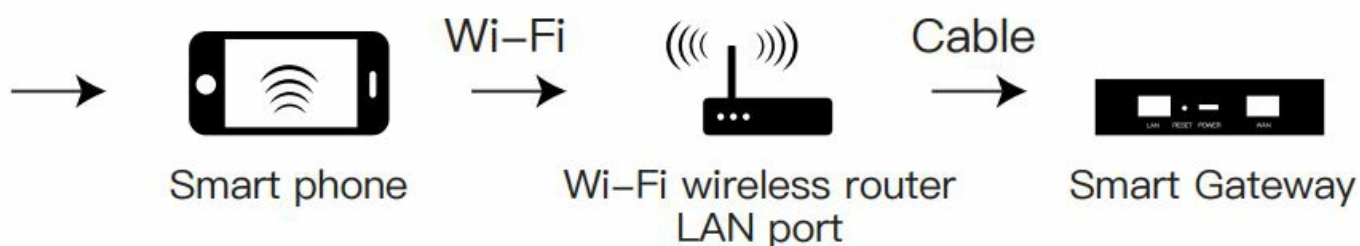
Ensure that the smart phone is with in the same Wi-Fi network of the Smart Gateway to ensure an effective connection between the smart phone and the Smart Gateway

Add Devices

1. 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)
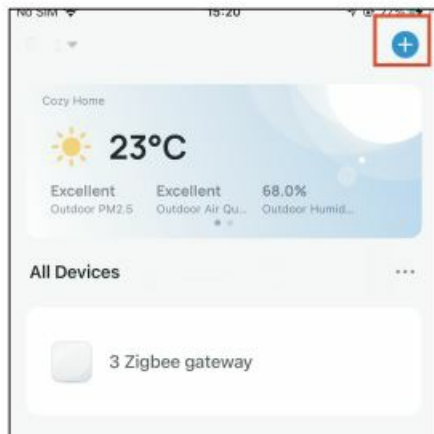
2. Registration or Log in.
   - Download "MOES" Application.

- 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.

Method one:

Scan the QR code to configure the network guide.

① ②

③

Scan the QR code

Wired Smart Gateway

Method two

- Connect the gateway to the power supply and connect it to the home 2.4GHz band router through the cable;
- 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)
- 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;
- Open the "My Home" page of the App and click the "+"button on the upper right corner of the screen;
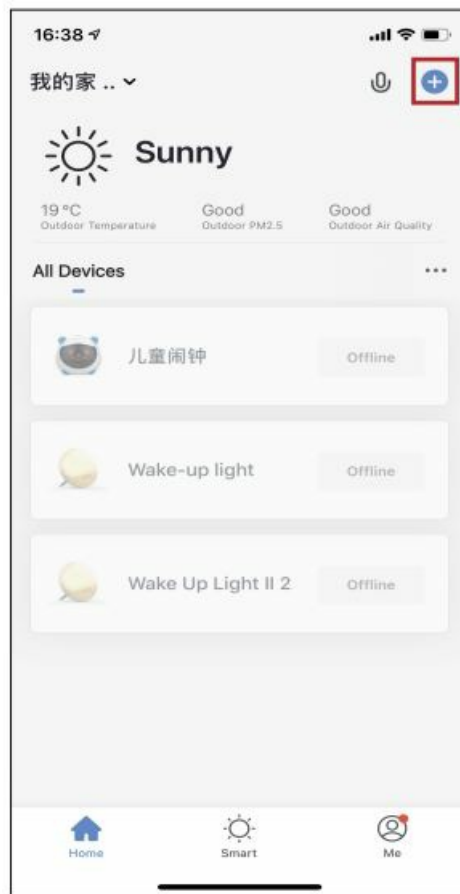
- Open the "MOES" App and click the"+" on the upper right corner of the screen and choose "Wireless Gateway (Zigbee)" to add
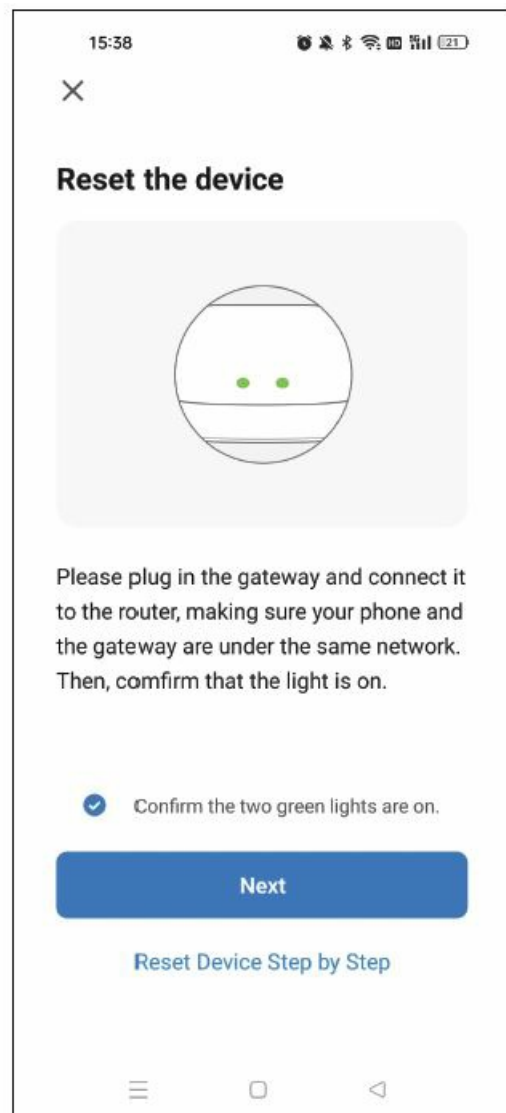
- Add the device successfully, you can edit the name of the device to enter the device page by click "Done"
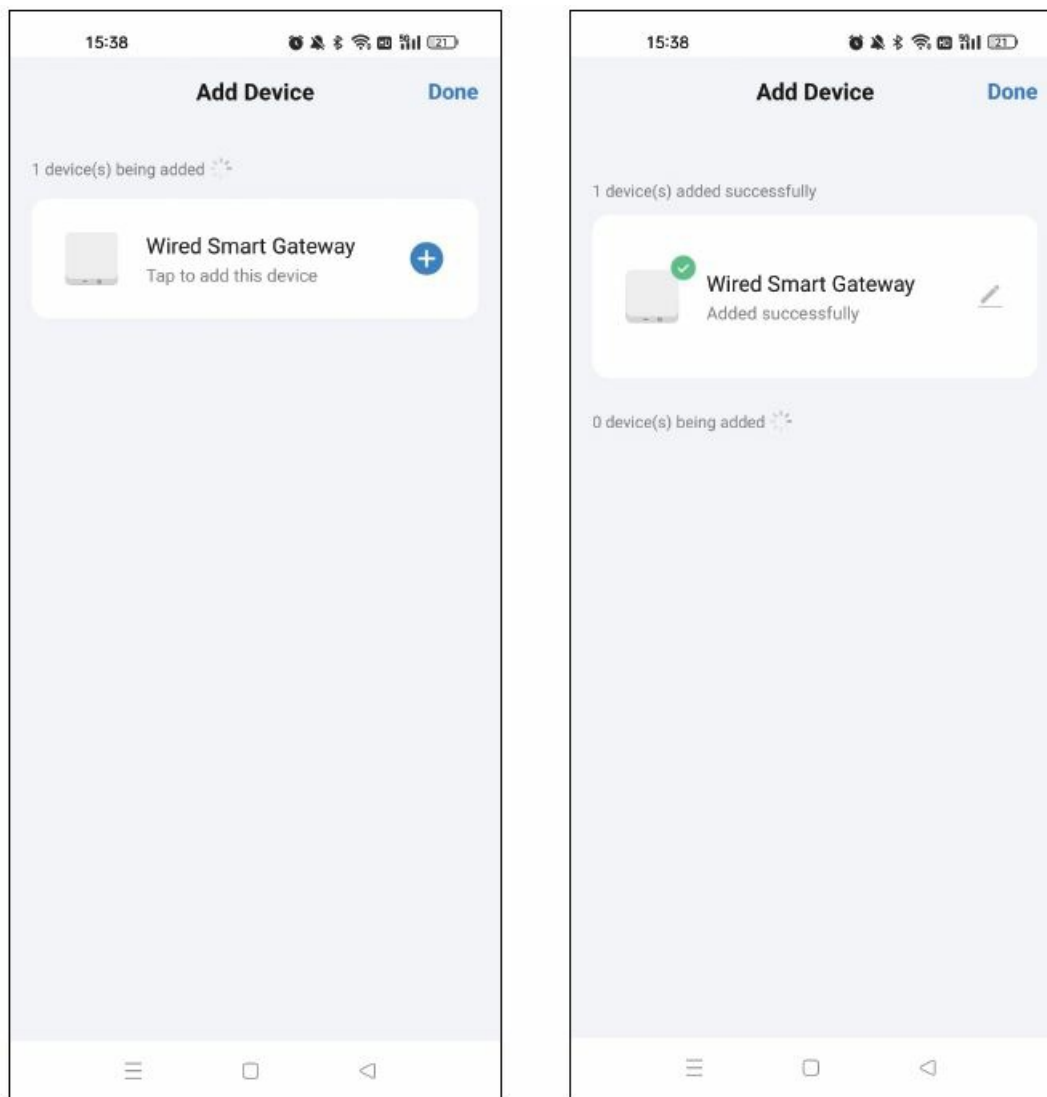
Electronic Information Products Toxic And hazardous substance Declaration

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 used or with Zigbee repeaters.

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 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).

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 two does not exceed 5 meters, and not through 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 dis-tributor 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 main-tenance 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

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, we will try to meet your demand.

- MOES.Official
- @moes_smart
- @moessmart
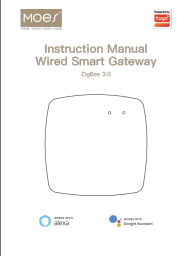- @moes_smart
- @moes_smart
- **www.moes.net**

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- Email: **contact@evatmaster.com**
- AMZLAB GmbH

  Laubenhof 23, 45326 Essen Made In China
- Manufacturer: WENZHOU NOVA NEW ENERGY CO.,LTD Address: Power Science and Technology Innovation

Center, NO.238, Wei 11 Road, Yueqing Economic Development Zone, Yueqing, Zhejiang, China

- Tel: +86-577-57186815
- After-sale Service: **service@moeshouse.com**

Documents / Resources

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Instruction Manual
Wired Smart Gateway
ZigBee 3.0

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Moes ZHUB-MS ZigBee Smart Gateway Hub [pdf] Instruction Manual
ZHUB-MS ZigBee Smart Gateway Hub, ZHUB-MS, ZigBee Smart Gateway Hub, Smart Gateway Hub, Gateway Hub, Hub

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References

- M **MOES Smart: Create Your Smart Life With Smart Home Devices**