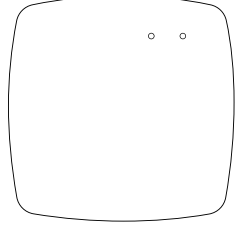


### Instruction Manual

#### Wired Smart Gateway

##### ZigBee 3.0



English

ZHUB-MS-DC13

• Bitte scannen Sie den QR-Code, um das deutsche Handbuch, das Installationsvideo und die Funktionseinführung zu erhalten.

• Escanee el código QR para obtener el manual en español, el video de instalación y la funcionalidad de 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.

• Scansionate il codice QR per aprire il manuale in italiano. Manuali, video di installazione e funzionalità di introduzione.

• Zeskanuj kod QR, aby uzyskać instrukcję obsługi, film instalacyjny i wprowadzenie do funkcji.

• من فضلك ارمس QR كود للحصول على دليل المستخدم باللغة العربية و الفيديو للتثبيت و وصف لوظائفه.

請掃描二維碼獲取說明書、安裝視頻和功能介紹

### 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

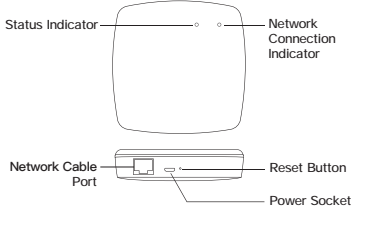
|                               |                             |
|-------------------------------|-----------------------------|
| Product name                  | Wired Smart Gateway         |
| Electrical Parameters         | DC 5V 2A                    |
| Operating temperature         | -10°C~55°C                  |
| Operating humidity            | 10%~90% RH(no condensation) |
| Wireless Protocol             | ZigBee 3.0                  |
| Product Size                  | 95*95*22 mm                 |
| Product Weight                | 182g                        |
| Frequency Band                | 2.400-2.484GHz              |
| Maximum Radio Transmit Power: | <+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 center of the ZigBee device. Users can design and implement smart application scenarios by adding ZigBee devices.



Status Indicator: Network Connection Indicator

Network Cable Port: Reset Button, Power Socket

### Network Connection Indicator(Green):

Network Connection Status:

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


### 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 wireless router LAN port Smart Gateway

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



MOES App is upgraded as much more compatibility than Tuya Smart/Smart Life App, functional well for scenes 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)

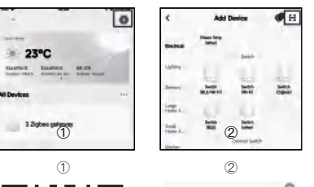

② Registration or Log In.

- 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.

### Add Device

Method one:


Scan the QR code to configure the network guide.


Scan the QR code

### Method two:

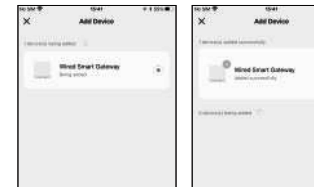
- Connect gateway to the power supply and connect it to the home 2.4GHz band router through the cable.
- Confirm that the indicator (green light) remains illuminated (if the indicator is in another status, press and hold the reset button until the green light remains illuminated).
- Make sure that the 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 "MOES" App and click the "+" on the upper right corner of the screen and choose "Wireless Gateway (Zigbee)" to add.



③ 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 click "Next".



④ Once the device has been added successfully, you will be able to find the device on "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) | Polybrominated biphenyls(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.

⑦ 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°C ~ +50°C, and the relative humidity <90%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-devices, 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.

### Control your home with your voice

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

### Declaration of conformity

Hereby, WENZHOU NOVA NEW ENERGY CO.,LTD declares that the radio equipment type ZHUB-MS is in compliance with Directive 2014/53/EU, 2014/30/UE, 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 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.)

### WARRANTY CARD

Product Information

Product Name: \_\_\_\_\_

Product Type: \_\_\_\_\_

Purchase date: \_\_\_\_\_

Warranty Period: \_\_\_\_\_

Dealer Information

Customer's Name: \_\_\_\_\_

Customer Phone: \_\_\_\_\_

Customer Address: \_\_\_\_\_

### 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.

Thank you for your support and purchase at 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.

### Follow Us

MOES Official: @moessmart

EVATOST CONSULTING LTD

Address: Suite 11, First Floor, Moy Road Business Centre, Taffs Well, Cardiff, Wales, CF15 7QB

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: +496932967674

Made in China

Manufacturer: WENZHOU NOVA NEW ENERGY CO.,LTD


Address: 3th Floor, Building 2, Power Science and Technology Innovation Center, NO. 23B, Wei 11 Road, Yujing Economic Development Zone, Wenzhou, Zhejiang, China

Tel: +86-577-57186815

After-sale Service: [service@moeshouse.com](mailto:service@moeshouse.com)

### Gerätehinzufigen

① Laden Sie die MOES App im App Store herunter oder scannen Sie den QR-Code



MOES App ist als viel mehr Kompatibilität als Tuya Smart / Smart Life App, funktional gut für Szenen durch Siri, Widget und Szene Empfehlungen als die völlig neue kundenspezifische Service gesteuert aktualisiert. (Hinweis: Tuya Smart/Smart Life App funktioniert immer noch, aber MOES App ist sehr zu empfehlen)

② Registrierung oder Anmeldung.

- Laden Sie die "MOES"-Anwendung herunter.
- Rufen Sie die Register/Login-Schnittstelle auf, tippen Sie auf "Registrieren", um ein Konto zu erstellen, indem Sie Ihre Telefonnummer eingeben, um einen Verifizierungscode zu erhalten, und "Passwort festlegen". Wählen Sie "Anmelden", wenn Sie bereits ein MOES-Konto haben.

### Produktspezifikationen


|                             |                                |
|-----------------------------|--------------------------------|
| Name des Produkts           | Verkabeltes Smart Gateway      |
| Elektrische Parameter       | DC 5V 2A                       |
| Betriebstemperatur          | -10°C~55°C                     |
| Feuchtigkeit im Betrieb     | 10%~90% RH(kein Kondenswasser) |
| Drahtloses Protokoll        | ZigBee 3.0                     |
| Größe des Produkts          | 95*95*22 mm                    |
| Produkt Gewicht             | 182g                           |
| Frequenzband                | 2.400-2.484GHz                 |
| Maximale Funk Sendeleistung | <+19dBm                        |

### Gerät hinzufügen


1. Schließen Sie das Gateway an den Stromnetz an und verbinden es über das Kabel mit dem 2.4-GHz-Band-Router zu Hause.
2. Vergewissern Sie sich, dass die Anzeige (grünes Licht) weiterhin leuchtet (wenn die Anzeige einen anderen Status hat, drücken und halten Sie die Taste und gedrückt halten, bis das grüne Licht weiter leuchtet)

③ Stellen Sie sicher, dass das Mobiltelefon mit dem Router im 2.4-GHz-Band verbunden ist. Zu diesem Zeitpunkt befinden sich das Mobiltelefon und das Gateway im selben lokalen Netzwerk.

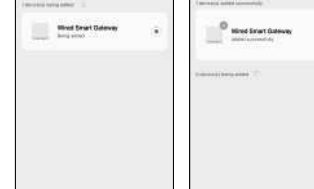
④ Öffnen Sie die "MOES"-App und klicken Sie auf das "+" in der oberen rechten Ecke des Bildschirms und wählen Sie "Wireless Gateway (Zigbee)" zum Hinzufügen



⑤ Geben Sie das Wi-Fi-Passwort ein, klicken Sie auf "Weiter" und warten Sie, bis die Verbindung hergestellt ist. Fügen Sie das Gerät erfolgreich hinzu, können Sie den Namen des Geräts bearbeiten, um die Geräteseite zu öffnen, indem Sie auf "Weiter" klicken.



⑥ Sobald das Gerät erfolgreich hinzugefügt wurde, können Sie können Sie das Gerät auf der Seite "Mein Zuhause" finden.




### Manual de instrucciones

(Español)

### Añadir dispositivos

① Descarga la aplicación MOES en App store o escanea el código QR



MOES App se actualiza como mucho más compatibilidad que Tuya Smart/Smart Life App, funcional para escenas controladas por Siri, widgets y recomendaciones de escenas como servicio personalizado. (Nota: Tuya Smart/Smart Life App sigue funciona, pero MOES App es muy altamente recomendada)

② Registrarse o Iniciar sesión.

- Descargue la aplicación "MOES"
- Acceda a la Interfaz Registro/Inicio de sesión; pulse "Registro" para crear una cuenta introduciendo su número de teléfono para obtener el código de verificación y "Establecer contraseña". Elige "Iniciar sesión" si ya tienes una cuenta MOES.

### Especificaciones del producto


|   |                                 |
|---|---------------------------------|
| Nombre del producto                     | Passarela inteligente con cable |
| Parámetros eléctricos                   | DC 5V 2A                        |
| Temperatura de funcionamiento           | -10°C~55°C                      |
| Humedad funcionamiento                  | 10%~90% RH(sin condensación)    |
| Protocolo inalámbrico                   | ZigBee 3.0                      |
| Tamaño del producto                     | 95*95*22 mm                     |
| Peso del producto                       | 182g                            |
| Banda de frecuencias                    | 2.400-2.484GHz                  |
| Potencia máxima de transmisión de radio | <+19dBm                         |

### Añadir dispositivo


1. Conecte la passarela a la fuente de alimentación y conéctela al router doméstico de banda 2.4 GHz a través del cable.
2. Confirme que el indicador (luz verde) permanece iluminado (si el indicador está en otro estado, mantenga pulsado el botón de reinicio hasta que la luz verde permanezca encendida)

③ Asegúrese de que el teléfono móvil está conectado al router doméstico de banda de 2.4 GHz. En este momento, el teléfono móvil y la passarela están en la misma red de área local.

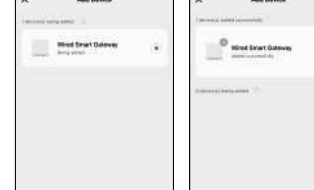
④ Abra la aplicación "MOES" y haga clic en el signo "+" en la esquina superior derecha de la pantalla superior derecha de la pantalla y elija "Wireless Gateway (Zigbee)" para añadir



⑤ Introduzca la contraseña Wi-Fi, haga clic en "Siguiente" y espere a que se complete la conexión. Añadir el dispositivo correctamente, puede editar el nombre del dispositivo para entrar en la página del dispositivo para entrar en la página de dispositivos haciendo clic en "Siguiente".



⑥ Una vez que el dispositivo se haya añadido correctamente, podrá encontrarlo en la página "Mi casa".




### Manuel d'instruction

(Français)

### Ajouter des appareils

① Téléchargez l'application MOES sur l'App store ou scannez le code QR



L'application MOES a été mise à jour et est beaucoup plus compatible que l'application Tuya Smart/Smart Life App, elle fonctionne bien pour les scènes de Siri, les widgets et les recommandations de scènes comme service personnalisé. (Note: Tuya Smart/Smart Life App fonctionne toujours, mais l'application MOES est fortement recommandée)

② S'inscrire ou se connecter.

- Téléchargez l'application "MOES"
- Accédez à l'interface Register/fin de session; appuyez sur "Inscription" pour créer un compte en entrant votre numéro de téléphone pour obtenir le code de vérification et "Définir le mot de passe". Choisissez "Se connecter" si vous avez déjà un compte MOES.

### Specifications du produit


|                                     |                                 |
|-------------------------------------|---------------------------------|
| Nom du produit                      | Passerelle intelligente filaire |
| Paramètres électriques              | DC 5V 2A                        |
| Température de fonctionnement       | -10°C~55°C                      |
| Humidité de fonctionnement          | 10%~90% RH(pas de condensation) |
| Protocole sans fil                  | ZigBee 3.0                      |
| Taille du produit                   | 95*95*22 mm                     |
| Poids du produit                    | 182g                            |
| Bande de fréquence                  | 2.400-2.484GHz                  |
| Puissance d'émission radio maximale | <+19dBm                         |

### Ajouter un dispositif


1. Branchez la passerelle à l'alimentation électrique et connectez-la au routeur domestique à bande 2.4 GHz par l'intermédiaire du câble au routeur domestique à bande de 2.4 GHz par l'intermédiaire du câble.
2. Confirmez que l'indicateur (lumière verte) reste allumé (si l'indicateur est dans un autre état, appuyez et maintenez enfoncé le bouton jusqu'à ce que le voyant vert reste allumé)

③ Assurez-vous que le téléphone portable est connecté au routeur à bande de routeur domestique à bande de 2.4 GHz. À ce stade, le téléphone mobile et la passerelle sont dans le même réseau local et la passerelle se trouvent dans le même réseau local.

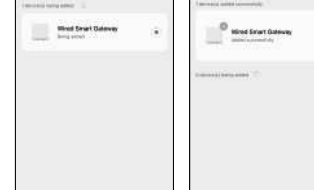
④ Ouvrez l'application "MOES" et cliquez sur le "+" dans le coin supérieur droit de l'écran, dans le coin supérieur droit de l'écran et choisissez "Wireless Passerelle sans fil (Zigbee)" pour ajouter



⑤ Entrez le mot de passe Wi-Fi, cliquez sur "Suivant" et attendez que la connexion soit terminée. Ajoutez l'appareil avec succès, vous pouvez modifier le nom de l'appareil pour accéder à la page de l'appareil. Ajoutez l'appareil avec succès, vous pouvez modifier le nom de l'appareil pour entrer dans la page de l'appareil en cliquant sur "Suivant", en cliquant sur "Suivant".



⑥ Une fois que l'appareil a été ajouté avec succès, vous pourrez le trouver sur la page "Ma maison", vous pourrez trouver l'appareil sur la page "Ma maison".




### Manuale di istruzioni

(Italiano)

### Add Devices

① Download MOES App on App store or scan the QR code



L'applicazione MOES è stata aggiornata con compatibilità rispetto a Tuya Smart/Smart Life App, ben funzionante per le scene di Siri, i widget e i suggerimenti per le scene come servizio personalizzato. (Nota: l'app Tuya Smart/Smart Life funziona ancora, ma l'app MOES è altamente funzionale, ma l'applicazione MOES è altamente raccomandata)

② Registrarse o Iniciar sesión.

- Descargue la aplicación "MOES"
- Acceda a la interfaz Registro/fin de sesión; pulse "Registro" para crear una cuenta introduciendo su número de teléfono para obtener el código de verificación y "Establecer contraseña". Elige "Iniciar sesión" si ya tienes una cuenta MOES.

### Specifiche del prodotto


|                                       |                                 |
|---------------------------------------|---------------------------------|
| Nome del prodotto                     | Gateway intelligente cablo      |
| Parametri elettrici                   | DC 5V 2A                        |
| Temperatura di esercizio              | -10°C~55°C                      |
| Umidità di esercizio                  | 10%~90% RH(assenza di condensa) |
| Protocollo wireless                   | ZigBee 3.0                      |
| Dimensione del prodotto               | 95*95*22 mm                     |
| Peso del prodotto                     | 182g                            |
| Banda di frequenza                    | 2.400-2.484GHz                  |
| Potenza massima di trasmissione radio | <+19dBm                         |

### Añadir dispositivo


1. Conecte la passarela a la fuente de alimentación y conéctela al router doméstico de banda 2.4 GHz a través del cable.
2. Confirme que el indicador (luz verde) permanece iluminado (si el indicador está en otro estado, mantenga pulsado el botón de reinicio hasta que la luz verde permanezca encendida)

③ Asegúrese de que el teléfono móvil está conectado al router doméstico de banda de 2.4 GHz. En este momento, el teléfono móvil y la passarela están en la misma red de área local.


④ Abra la aplicación "MOES" y haga clic en el signo "+" en la esquina superior derecha de la pantalla superior derecha de la pantalla y elija "Wireless Gateway (Zigbee)" para añadir



⑤ Introduzca la contraseña Wi-Fi, haga clic en "Siguiente" y espere a que se complete la conexión. Añadir el dispositivo correctamente, puede editar el nombre del dispositivo para entrar en la página del dispositivo para entrar en la página de dispositivos haciendo clic en "Siguiente".



⑥ Una vez que el dispositivo se haya añadido correctamente, podrá encontrar el dispositivo en la página "Mi casa".




### Manual de instruções

(Português)

### Adicionar dispositivos

① Baixe o aplicativo MOES na App Store ou escaneie o código QR



L'applicazione MOES è stata aggiornata con compatibilità rispetto all'applicazione Tuya Smart/Smart Life, con una buona funzionalità per le scene controllate da Siri, widget e raccomandazioni di scene come servizio personalizzato completamente nuovo. (Nota: l'applicazione Tuya Smart/Smart Life funziona ancora, ma l'applicazione MOES è altamente raccomandata)

② Cadastre-se ou faça login.

- Baixe o aplicativo "MOES"
- Entre na interface Cadastro/Login; toque em "Registrar" para criar uma conta digitando seu número de telefone para obter o código de verificação e "Definir senha". Escolha "Login" se você já possui uma conta MOES.

### Especificações do produto


|   |                             |
|---|-----------------------------|
| Nome do produto                         | Gateway inteligente com fio |
| Parâmetros elétricos                    | DC 5V 2A                    |
| Temperatura de funcionamento            | -10°C~55°C                  |
| Humidade de funcionamento               | 10%~90% RH(sem condensação) |
| Protocolo sem fios                      | ZigBee 3.0                  |
| Tamanho do produto                      | 95*95*22 mm                 |
| Peso do produto                         | 182g                        |
| Banda de frequência                     | 2.400-2.484GHz              |
| Potência máxima de transmissão de rádio | <+19dBm                     |

### Adicionar Dispositivo


1. Conecte o gateway a fonte de alimentação e conecte-o ao roteador doméstico de banda de 2.4 GHz através do cabo.
2. Confirme se o indicador (luz verde) permanece aceso (se o indicador estiver em outro status, pressione e segure o botão reset até que a luz verde permaneça acesa)

③ Confirme-se de que o telefone celular esteja conectado ao roteador doméstico de banda de 2.4 GHz. Neste momento, o telefone celular e o gateway estão na mesma rede local.

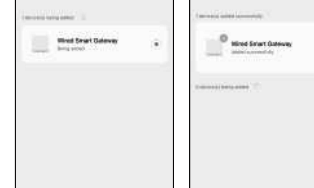
④ Abra o aplicativo "MOES" e clique em "+" no canto superior direito da tela e escolha "Wireless Gateway (Zigbee)" para adicionar



⑤ Digite a senha do Wi-Fi, clique em "Avançar" e espere a que se complete a conexão. Adicione o dispositivo corretamente, você pode editar o nome do dispositivo para entrar na página do dispositivo clicando em "Avançar".



⑥ Assim que o dispositivo for adicionado com sucesso, você poderá encontrá-lo na página "Minha página inicial".



### Declarazione di conformità

Con la presente, WENZHOU NOVA NEW ENERGY CO.,LTD dichiara che l'apparecchiatura radio tipo ZHUB-MS è conforme alle direttive 2014/53/UE, 2014/30/UE, 2011/65/UE.

Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo internet: <https://www.moestech.com/blogs/news/zhub-ms>

### Declaração de conformidade

Por meio deste, WENZHOU NOVA NEW ENERGY CO., LTD declara que o equipamento de rádio tipo ZHUB-MS está em conformidade com a Diretiva 2014/53/UE, 2014/30/UE, 2011/65/UE.

O texto completo da declaração de conformidade da UE está disponível no seguinte endereço de Internet: <https://www.moestech.com/blogs/news/zhub-ms>