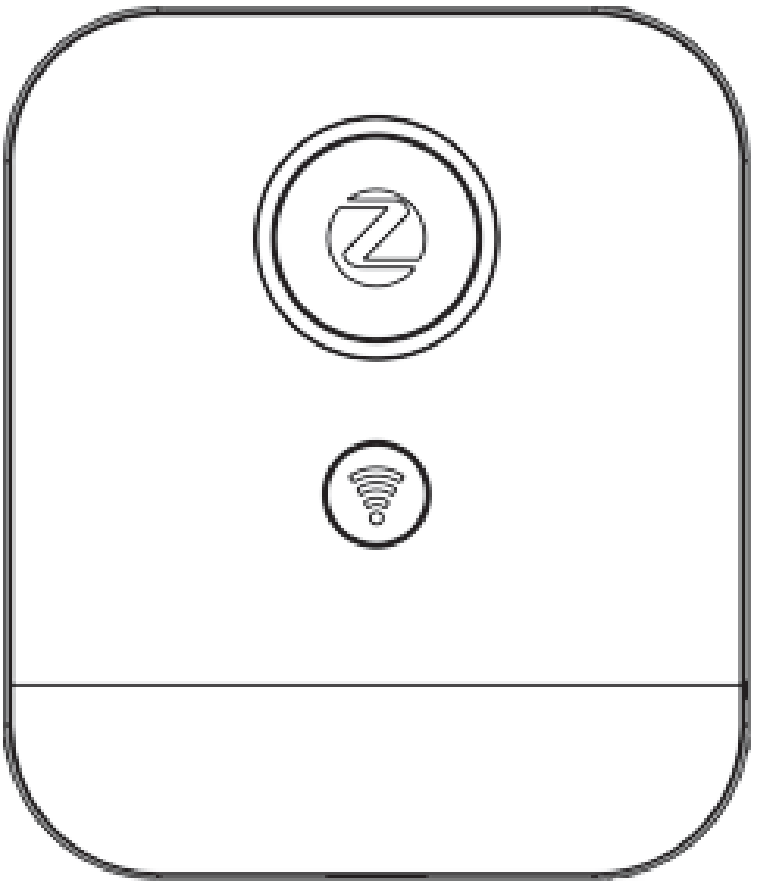


SEG-X3-A ZigBee/WiFi Gateway

Quick Start Guide

Safety Handling

WARNING: Failure to follow these safety notices could result in fire, electric shock, other injuries, or damage to the gateway and other property. Read all the safety notices below before using the gateway.

- Avoid high humidity or extreme temperatures.
- Avoid long exposure to direct sunlight or strong ultraviolet light.
- Do not drop or expose the unit to intense vibration.
- Do not disassemble or try to repair the unit on your own.
- Do not expose the unit or its accessories to flammable liquids, gases or other explosives.

Technical Specifications

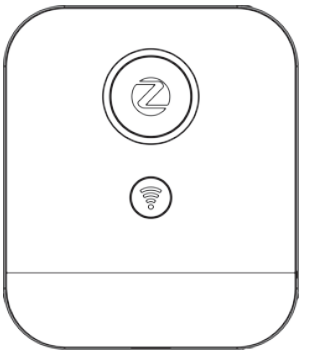
Connectivity

Wi-Fi	• iEEE 802.11 b/g/n 2.4GHz
ZigBee	• 2.4GHz IEEE 802.15.4
ZigBee Profile	• ZigBee 3.0
BLE	• 4.2
RF Characteristics	• Operating frequency: 2.4 GHz • Internal PCB Antenna • Range outdoor: 100m (Open area)

Physical Specifications

Operating Voltage	• AC 100 ~ 240 V, 50 ~ 60 Hz
Operating environment	• Temperature:-20 ℃~+55 ℃ • Humidity: ≤ 90% non-condensing
Dimensions	• 66 (L) x 56 (W) x 36 (H) mm
Mounting Type	• Direct Plug-in • Plug Type: US, EU, UK, AU

1 Welcome



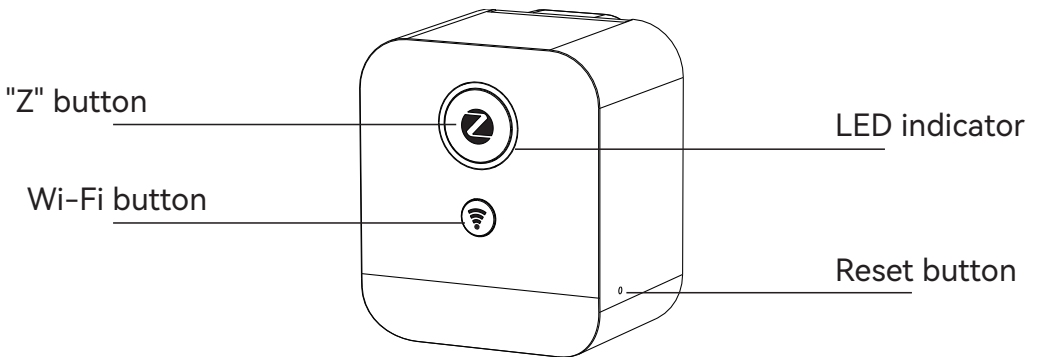
The SEG-X3 gateway acts as a central platform of your entire smart home system. It is equipped with ZigBee and Wi-Fi communication that connects all smart ZigBee devices in one central place, allowing you to control all the ZigBee devices remotely through the mobile app.

This guide will provide you with an overview of the product and help you get through the initial setup.

Features:

- ZigBee 3.0
- BLE 4.2
- ZigBee coordinator of the home area network
- Local linkage, scenes, schedules
- Real time, efficiently interoperability and encrypted communication with cloud server
- Fast, high-probability Bluetooth network pairing

2 Get to know your device



"Z" button

- **Permit join.** Press and hold the "Z" button for 2 seconds until the LED indicator becomes blue steady to allow sub-devices to join the gateway, which will last 2 min, you can press it once to exit it.
- **Reset ZigBee network.** Press both the "Z" button and the reset button once. The LED indicator flashes in purple five times and all the devices' information stored in the gateway will be removed.

Wi-Fi Button

- **Enable Wi-Fi config.** Press both the Wi-Fi button and the reset button once. The LED indicator flashes in purple five times. It will turn on the Smart Config/BLE pairing by default.
- **Net-pairing mode switch.** Press and hold the Wi-Fi button for 5 seconds to switch between Smart Config/BLE and AP mode when gateway during Smart Config/BLE pairing.

Reset Button

- **Reset gateway.** Press and hold the reset button for 10 seconds until the LED indicator flashes orange quickly. When the LED indicator flashes purple, it means the reset is successful.
(All data including Wi-Fi and devices' information stored in the gateway will be removed).

LED indicator

The LED status gives the following information of the gateway:

LED Color	Status	What it means
Blue	Flashes slowly	Connected to the cloud successfully
	Always-on	Allow sub-devices to join the gateway
	Flashes quickly	Firmware upgrading
Orange	Always-on	Wi-Fi configured, but failed to connect to the router
	Flashes slowly	Router connected, but failed to connect to the cloud
Purple	Flashes slowly	Smart Config/BLE pairing mode
	Flashes quickly	AP pairing mode

Slowly: 1.5S intervals

Quickly: 0.5S intervals

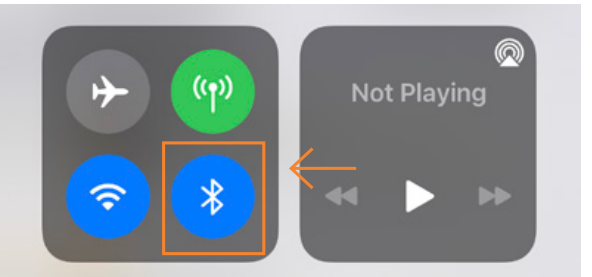
3 Get Started

3.1 Installation

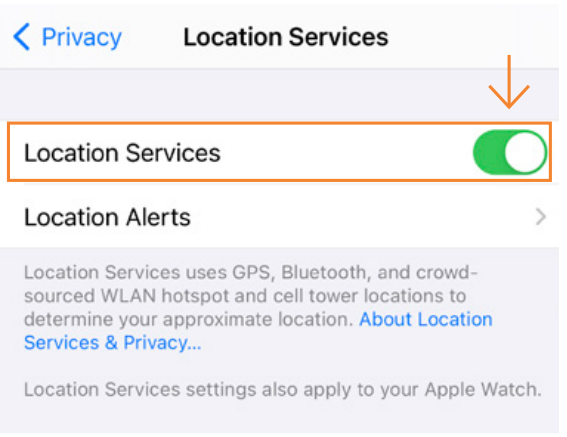
For best performance, we recommend you to install the gateway 1 meter above the ground, and place it close to the router.

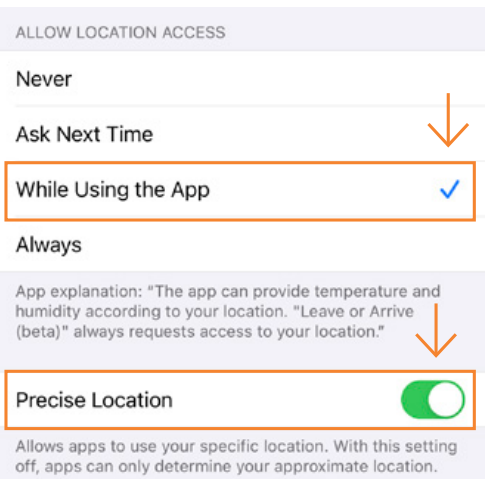
3.2 Configure the Gateway

1. Download the mobile App from Google play or Appstore
2. Turn on Bluetooth on your phone.

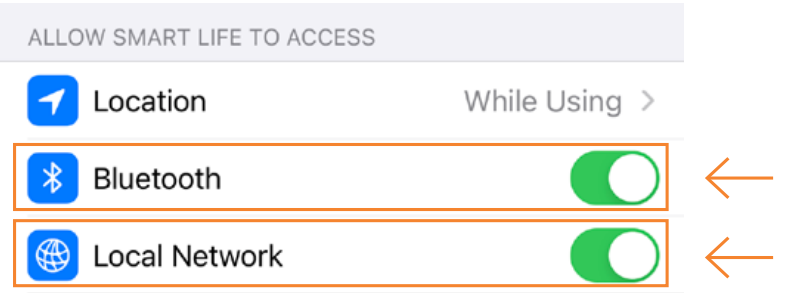


3. Confirm that location permission of phone system and App are enabled.





4. Confirm that 'Local Network' and 'Bluetooth' permission of the App are enabled.



5. Open the App, register or login. Then tap the icon "+" and follow the wizard to add gateway.

3.3 Add sub-devices

Please refer to the manual of your sub-device for the adding operation, then enable permit join on gateway. When the subdevice successfully joins the gateway, the LED indicator flashes in blue for 2 times.

4 FAQ

1. Can I switch anther account to bind the gateway?

Yes. To switch another account, you need to delete the binded gateway first. Then login another account to add it again.