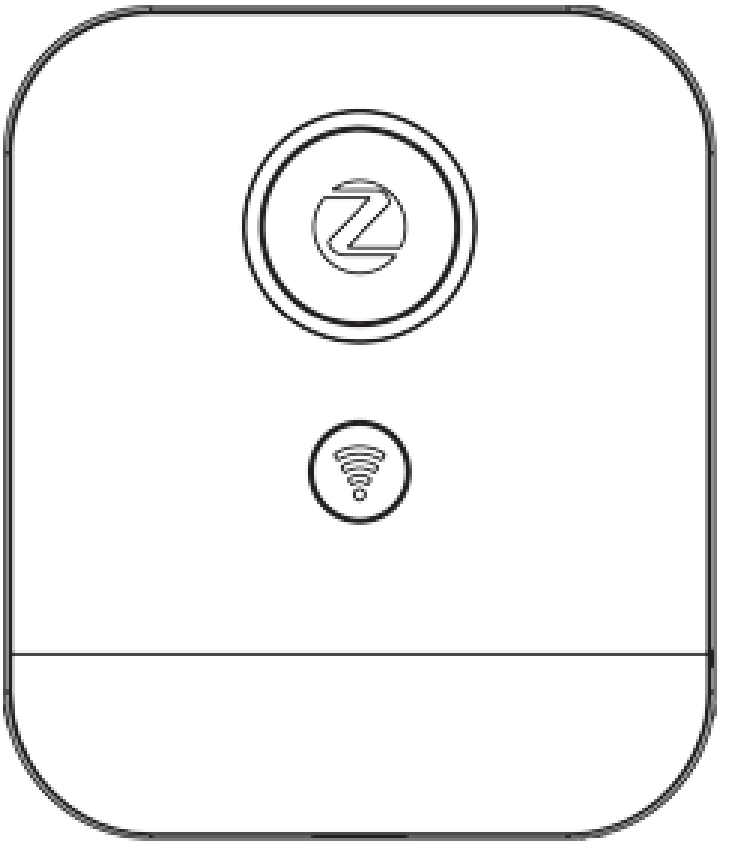


SEG-X3-N ZigBee/WiFi Gateway

Quick Start Guide

Safety Handling

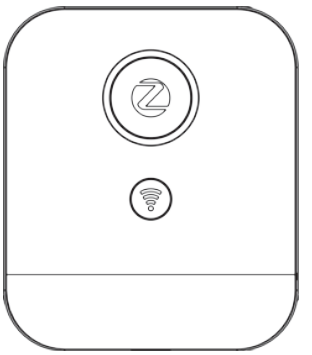
WARNING: Failure to follow these safety notices could result in fire, electric shock, other injuries, or damage to the gateway and other property. Read all the safety notices below before using the gateway.

- 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.
- Do not use harsh chemicals or strong detergents to clean it.
- Do not place it where infants and young children can touch, children should use under parental supervision.
- Do not touch it when powering on to ensure your safety.
- Indoor use only.

Technical Specifications

Data Interface	• Micro USB port
Wireless Connectivity	• ZigBee3.0 • Wi-Fi
RF Characteristics	• Operating frequency: 2.4 GHz • Internal PCB Antenna • Range outdoor: 100m (Open area)
Power Supply	• AC 100 ~ 240 V, 50 ~ 60 Hz • Rated power consumption: 1W
Dimensions	• 56 (W) X 66 (L) X 36 (H) mm
Mounting Type	• Direct Plug-in • Plug Type: US, EU, UK, AU

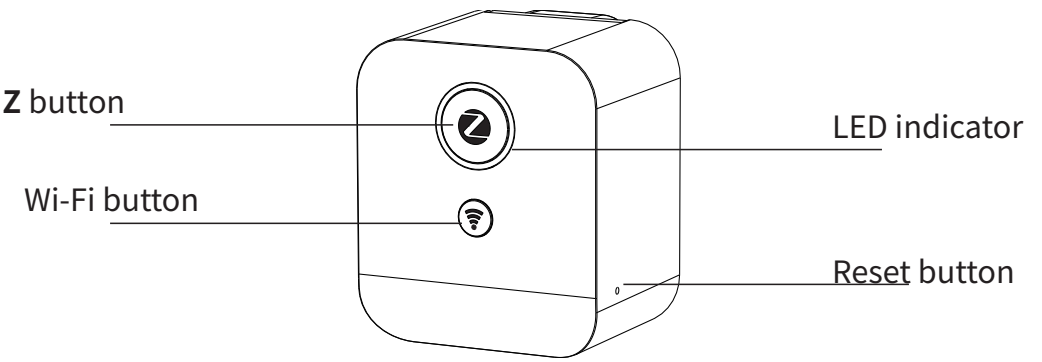
1 Introduction



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 devices in one central place, allowing you to control all the 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 to installation.

2 Get to know your device



Z button

• **Permit joining.** Press and hold the **Z** button for about two seconds until the blue LED indicator becomes steady.

• **Reset ZigBee network.** Press both the **Z** button and the reset button once to reset the ZigBee network (LED indicator flashes in purple for five times and all the devices' information stored in the gateway will be removed).

Wi-Fi Button

Reset Wi-Fi network. Press both the Wi-Fi button and the reset button once to clear Wi-Fi network (LED indicator flashes purple five times quikly, and only Wi-Fi network will be cleared).

Reset Button

• **Restart gateway.** Press the reset button once to restart the gateway.

• **Reset gateway.** Press and hold the reset button for ten seconds until the LED indicator flash purple five times quikly to restore the gateway to default factory setting. (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 Status	What it means
Purple steady light	Device Initialization/Searching for Wi-Fi router.
Purple flashing light	AP Mode.
Orange flashing light	Registered to the Router/unable to connect to network.
Blue steady light	Permit Joining.
Blue LED quickly flash twice	Device added.
Blue flashing light	Cloud Mode.
Orange light and blue light alternate flashing	Error
All lights off	Unable to work.

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 SEG-X3 Gateway

1. Download the mobile App from Google play or Appstore, then register or login.
2. Tap the icon "+" at the top left corner and then select SEGT-X3
3. Tap the "Configuration Wizard" and follow the wizard.(The app need to allow the location access)

3.3 Adding new devices to the SEG-X3 Gateway

Press and hold the **Z** button for about two seconds until the blue LED light become steady to set your SEG-X3 Gateway to Permit joining.
The gateway will allow ZigBee devices to join its ZigBee network within 60 seconds. When the ZigBee device is added successfully, the light of the gateway will flash 2 times.

3.4 Firmware update

Tap the gateway on the Gateway List

- For Android: tap the tool bar icon "  " at the top left corner, tap "Setting" and select "About" to check and download the latest gateway version (if any).
- For iOS: tap the tool bar icon "  " at the top left corner, select "About" to check and download the latest gateway version (if any).

4 FAQ

1. How can I connect the gateway to another home router?
There will be two options for you to connect to another home router:

Option 1: Press both the Wi-Fi button and the reset button once to clear Wi-Fi network(wait for the indicator to flash five times in purple to ensure the action is done).
Please note: By using this option, you will not remove the devices' information from the ZigBee network, which means you will not need to add the devices again to the network after you:
1.Switch to the new home router;
2.Log in to the system again (need to register to the cloud server).

Option 2: Press and hold the reset button for ten seconds until the LED indicator flashes twice to reset the gateway.
Please note: By using this option, you will remove all data including Wi-Fi and devices' information stored in the gateway.

2. Can I switch anther account to bind the SEG-X3 gateway?
Yes. To switch another account, you need to delete the binded gateway first(slide the gateway icon to the left).Then login another account, get into the "Configuration Wizard" and select "Others" to scan the gateway.

3. Can I connect to the SEG-X3 gateway without internet access?
Yes. There are two options to connect to the SEG-X3 without any internet access depending on the status of your gateway.

Option 1: Use this option if the LED indicator of your gateway flashes in purple (In the cases when device has never been registered to any account; resetting the device; clearing the Wi-Fi history of the gateway).

1. Connect your mobile phone to the SEG-X3 gateway's Wi-Fi hotspot. The Wi-Fi address should be "ZB_GW_******" (Find ****** at the last six digits of the gateway’ s Mac address, which is stated in a label placed on the back of gateway).
2. Launch the mobile App, tap "Login options" on the left bottom of login screen and select "Direct Link". Your mobile phone will be able to control your home directly without internet access.
Please note: You can register an account and follow the "Configuration Wizard" once you have internet access (the device information is still stored in the gateway so you don't need to add the devices again).

Option 2: Use this option if the LED indicator flashes in orange which indicates there is no internet access (your gateway has been registered to an account before and still connects to the Wi-Fi router with no internet access).

1.Let your mobile phone connected to the same Wi-Fi the gateway is registered.
2.Launch the mobile App, tap "Login options" on the left bottom of login screen and select "Local login".