



SEG-X3 Smart Gateway

Quick Start Guide

1. Introduction

The SEG-X3 Smart Gateway acts as a central platform for your smart home system. It allows you to add ZigBee devices into the system while at the same time connect to the Internet, to be controlled by the mobile app.

2. Get to know your device

2.1. SEG-X3 at a glance

“Z” button & LED indicator

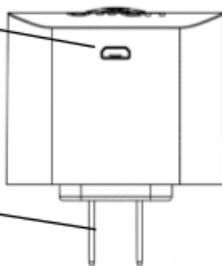
Wi-Fi button

Reset button



Micro USB

Plug



Models are available in these sockets



US



AU



EU



UK

2.2. Buttons

“Z” button

- Permit device pairing
- Reset the ZigBee network

Wi-Fi button

- Reset the Wi-Fi network
- Switch between cloud mode and AP (Access Point) mode
- Open WPS mode

Reset button

- Restart the gateway
- Reset the gateway

2.3.LED Indicator

The LED indicator status as below:

LED status	What it means
Purple LED solid	Device Initialization/Searching for Wi-Fi router.
Purple LED flashing	The SEG-X3 is in AP mode.
Orange LED flashing	1) The SEG-X3 has connected to the router; 2) The SEG-X3 is in STA mode.
Blue LED solid	The SEG-X3 is in permit joining mode which means that it allows other ZigBee devices to join its network.
Blue LED flashing	The SEG-X3 is in cloud mode which means that it is connecting to the cloud server.
Orange LED and blue LED flashing alternately	ZigBee or Wi-Fi error

3. Get started

To get started, you will need:

- A SEG-X3 Smart Gateway
- A Wi-Fi router with Internet access
- The mobile app

Then follow the steps below:

Step 1: Insert the Smart Gateway into a power socket. Turn it on, and wait for the LED light to start flashing purple (means the gateway is in AP mode)

Tip: If the LED indicator is not flashing purple, please reset the SEG-X3 gateway to default factory settings by pressing and holding the reset button for ten seconds.

Step 2: Ensure your smartphone is connect to the Wi-Fi

Step 3: Install the mobile app from Google “play store” or Apple “App store”.

Step 4: Create a new account

Step 5: Add devices to the smart gateway

Tap the “Adding new devices” of the mobile app to allow other ZigBee devices to join the network.

Tip: You can also press the “Z” button for two seconds until the LED indicator turns solid blue. Then the Smart Gateway will allow other devices to join its network so that you can use the mobile app to control the devices.

4. FAQ

Q1. How to reset the ZigBee network?

Note: If you reset the ZigBee network, all the ZigBee device paired with the gateway will be lost.

A1: Press the “Z” button and the reset button (use a pin key tool) at the same time simultaneously to reset the ZigBee network. If the reset is successful, the LED indicator will flash purple five times.

Q2. How to reset the Wi-Fi network?

Note: if you reset the Wi-Fi network, all the Wi-Fi settings will be cleared, but the ZigBee pairing information will be maintained.

A2: Press the Wi-Fi button and the reset button (use a pin key tool) at the same time simultaneously to reset Wi-Fi network. If the reset is successful, the LED indicator will flash purple five times.

Q3. How to restart the Smart Gateway?

A3: Use a pin key tool to press the reset button to restart the gateway.

Q4. How to return the Smart Gateway to default factory settings?

Note: if the gateway is returned to default factory settings, all the data stored including the ZigBee pairing information and Wi-Fi settings will be lost.

A4: Use a pin key tool to press and hold the reset button for ten seconds until the LED indicator flashes purple five times to return the gateway to default factory setting.

Q5. How to add more devices into the gateway?

A5: Tap the “Adding new devices” of the mobile app to allow other ZigBee devices to join its network.

Tip: You could also press the “Z” button until the blue LED indicator turns solid blue to allow ZigBee devices to join the network, then set

the ZigBee devices into pairing mode following the relevant user guides.

Q6. How can I use this system locally when the Internet is not available?

A6: As long as your phone is connected to the same Wi-Fi as the Smart Gateway, everything should work as normal.

Q7. How can I use this system in the place that has no Wi-Fi router?

A7: You can only use the system locally on Android device by following the steps below;

Step 1: Connect your smartphone to the Wi-Fi hotspot of the SEG-X3 Smart Gateway which starts with “ZB” and ends in six digits.

Step 2: Open the mobile app and tap “Direct Link” at the bottom left. Then the app will connect to your system directly.

5. Technical Specifications

5.1. Hardware specification

CPU	ARM Cortex-M3
Flash ROM	256k
Data Interface	Micro USB port
Data Storage Capacity	TF Card: 8G
Wireless Connectivity	ZigBee, Wi-Fi
RF Characteristics	Operating frequency: 2.4 GHz Internal PCB Antenna Range outdoor/indoor: 100m/30m
Power Supply	AC 100 to 240 V, 50 to 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

5.2. Software specification

WAN Connectivity	IP Addressing: DHCP, Static IP Data Porting: TCP/IP, TCP, UDP Security Modes: WEP, WPA/WPA2
ZigBee	Home Automation Profile
Downlink commands	Data format: JSON Gateway Operation Command HAN Control Command
Uplink Messages	Data format: JSON Home Area Network Information Device Data
Security	Authentication Password protection on mobile apps Server / gateway interface authentication ZigBee Security Preconfigured Link Key

6. Safety Notice



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

- 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 yourself.
- Do not expose the unit or its accessories to flammable liquids, gases or other explosives.