# electriQ

# USER MANUAL

# DUAL ZIGBEE / BT WIRELESS GATEWAY HUB
# STRV-HUB

Thank you for choosing electriQ.
Please read this user manual before using this
hub and keep it safe for future reference.
Visit our page, www.electriQ.co.uk, for our entire product range.

# SETTLING IN OK?

**We hope this has been helpful to you.**

**We would love to see how you're getting on with your new purchase, so please share any snaps you have on the platform of your choice below.**

**Our community awaits your uploads - Snap, tag and hashtag away!**

# @electriQUK
# #electriQUK

# WE'RE HERE TO HELP

**Should you have any problems or questions with your purchase, please contact a member of our customer service team.**

**☏ 0330 390 3061**

**✉ support@electriQ.co.uk**

**Mon-Fri | 9am to 5pm**

**Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield, HD2 1UA**

# CONTENTS

# SAFETY WARNINGS

For your continued safety, please follow all the safety precautions listed below:

- This device is designed for residential indoor use only. Please do not use it outdoors or in environments with high humidity, such as bathrooms or wet rooms, as it is rated IP20 (not waterproof).
- The device complies with CE and RoHS standards. Unauthorised modifications or repairs void the warranty and may compromise safety.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Keep small parts and packaging out of reach of children to avoid choking hazards.
- Do not expose the device to open flames or other ignition sources.
- Install the device securely according to the manual.

# PRODUCT OVERVIEW



USB powered (Type-C interface)

Button

Wi-Fi LED (Red)

Pairing LED (Blue)

62mm

62mm

15.5mm
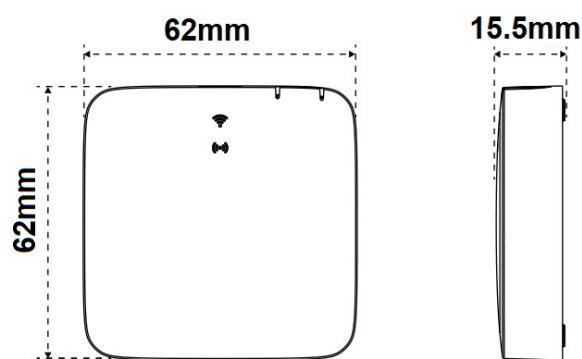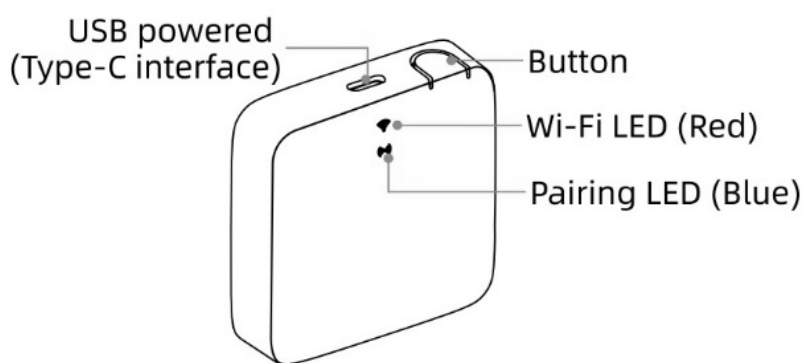
# BEFORE USE

- Do not apply excessive force to the device or other components.
- Avoid dropping the device, which may result in internal damage.

# PLACEMENT GUIDELINES

For optimal heating regulation, it is important to position the hub correctly and minimise frequent relocations. To determine the ideal placement, please adhere to the following recommendations wherever possible:

- Avoid positioning it near any heat sources, such as fireplaces, radiators, televisions, wall lamps, or bedside lamps.
- Do not place it directly in front of radiators or stoves that emit radiant heat.
- Ensure it is not obscured by anything that could block or weaken your signal.
- Ideally, situate the hub in close proximity to the router.

# PARTS INCLUDED
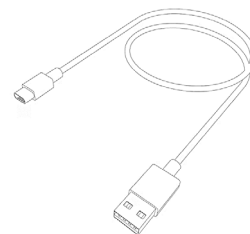


Type C to USB

# SETTING UP THE WIFI APP

This is designed as a general guide to the setup. There may be differences in the interface and features available due to product development and features of the model.

## BEFORE YOU START

- Ensure your router provides a standard 2.4 GHz connection.
- If your router is dual-band, ensure both networks have different network names (SSID). Your router's provider or Internet service provider can provide advice specific to your router.
- Place the device as close as possible to the router during setup.
- Once the app has been installed on your phone, turn off the data connection and ensure your phone is connected to your router via Wi-Fi.

## DOWNLOAD THE APP TO YOUR PHONE

You can download the" TUYA SMART" app from your chosen app store by using the QR codes below or searching for the app in your chosen store.



## CONNECTING THE DEVICE

To enter Wi-Fi pairing mode:

1) Plug the power cable into the smart gateway hub.
2) Press and hold the button for 5 seconds until a red light flashes. The device is now in Wi-Fi connectivity mode.



Red LED blinks
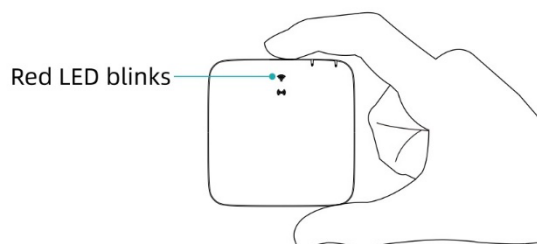
To pair via BT connectivity:
1) Plug the power cable into the smart gateway hub.
2) Briefly press the button, and a blue light will flash. The device is now in phone connectivity mode.



Blue LED blinks
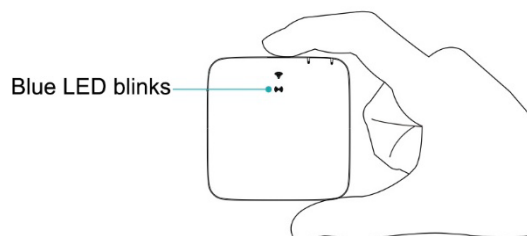
# APP CONNECTION

**NOTE:** Some images may differ from the current app due to continuous product improvement. You can download it from the Apple or Google Play Store.

1. Press the register button at the bottom of the screen.



2. Read the Privacy policy and press the Agree Button.



3. Enter your email address or phone number and press continue to register.
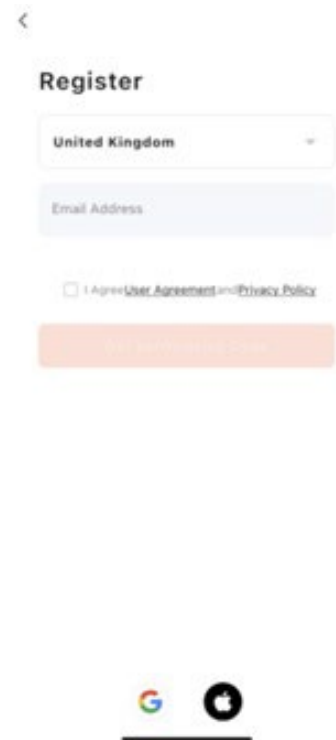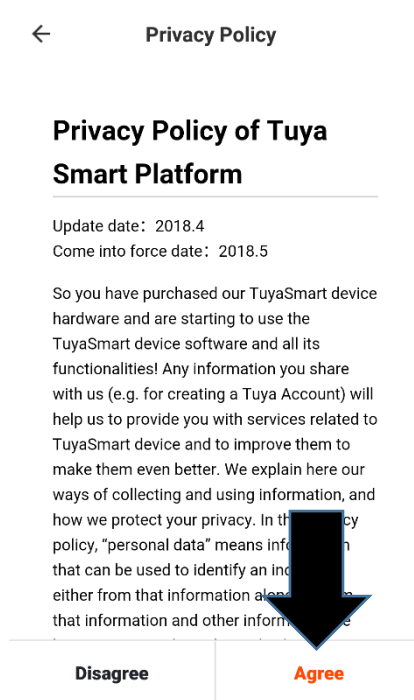


4. A verification code will be sent using the method selected in step 3. Enter the code into the app.



5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.



6. The app is now registered. It will automatically log you in following registration.
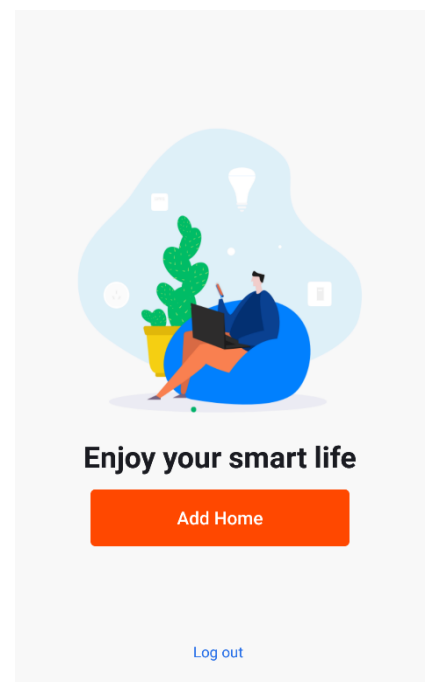
# SETTING UP YOUR HOME WITHIN THE APP

The app allows you to set up multiple homes, rooms, and devices, so you must set up at least one to get started.

1. Select 'Me' at the bottom of the screen, then 'Home Management'.

2. Create and name your home, join a home or use the home you have set up already.

3. Select a location to either allow the app to pinpoint your location via GPS in your phone settings or type/ drop the pin on the map.
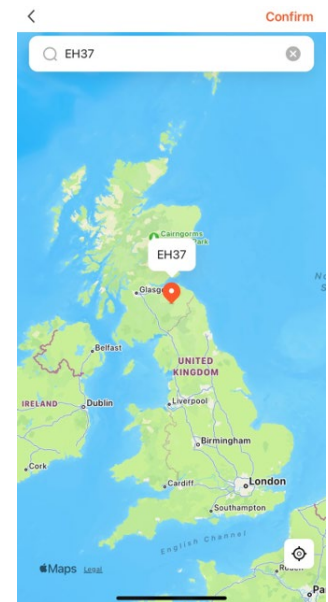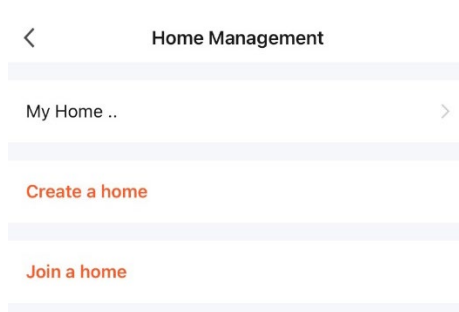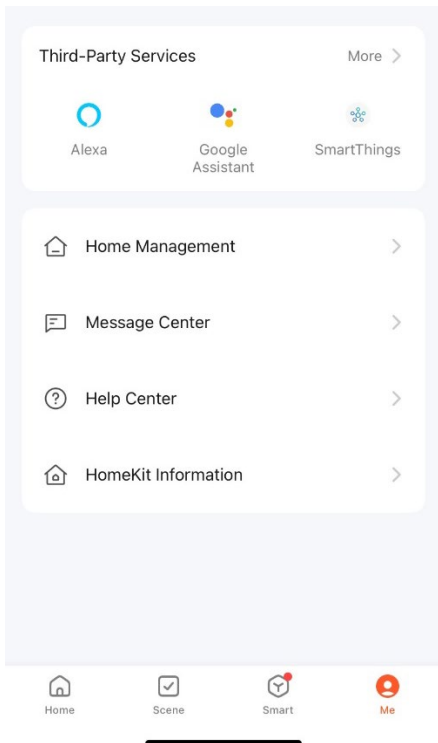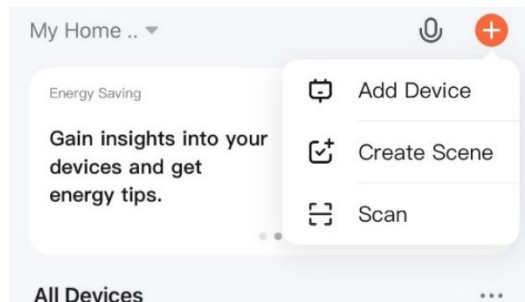
4. Select your rooms. Untick any rooms that you do not need. Click and add a room if you require more.

5. Add another room, type in the name, or select an option. Then select confirm.

6. Select the room your unit is in. Then click on the green cross to add the device to that room, then save.
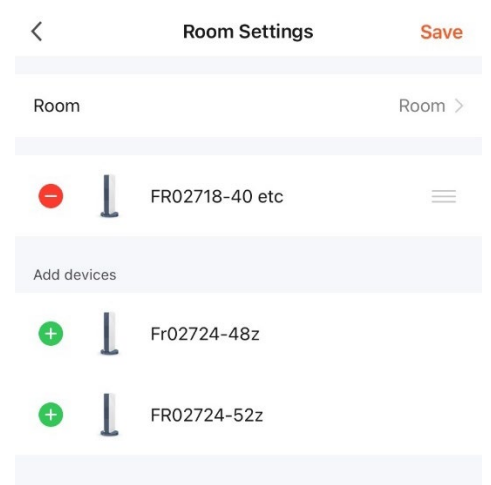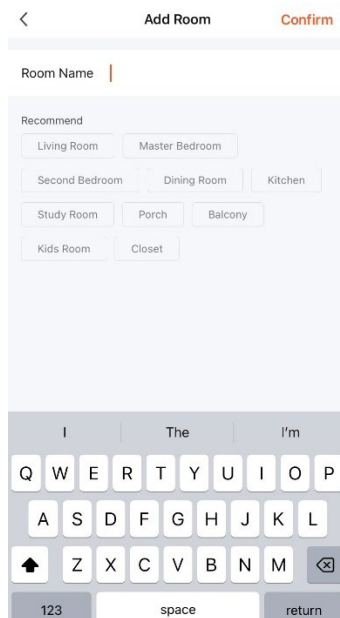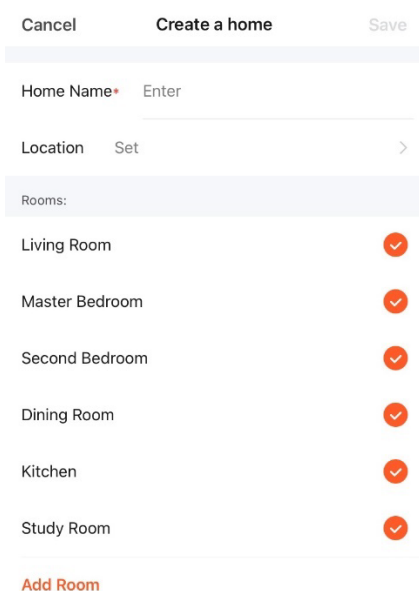
# CONNECTING TO THE HUB

1. In the app, select the 'Add' button in the top corner. Then, select 'Add Device'.

2. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Gateway Control' and then 'Multimode Gateway (BLE+Zigbee)'.
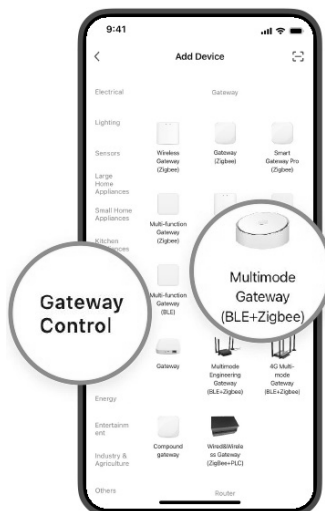
3. Connect to the 2.4 GHz network. Enter the Wi-Fi password and then wait for the settings transfer to be completed.
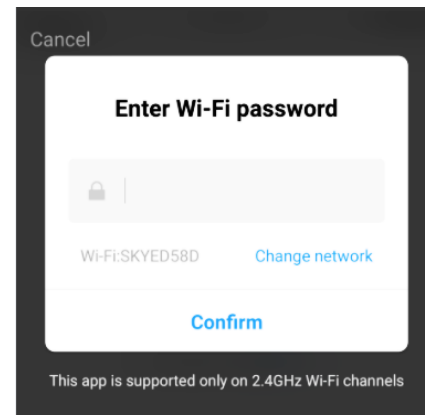


4. Follow the steps found on page 5 under "connecting your device". Once the item is blinking, move to the next step.

5. Confirm the indicator is blinking on the app (if it is, return to step 1 if not).

# CONNECTING SUBDEVICES

## ADDING SUB-DEVICES

- Open the gateway interface in the TUYA app.
- Select the list where you want to add the sub-device.
- Tap Add Device at the bottom of the screen.
- The app will automatically scan compatible devices via your phone's connectivity.
- Once the sub-device is detected, tap Done to complete the process.
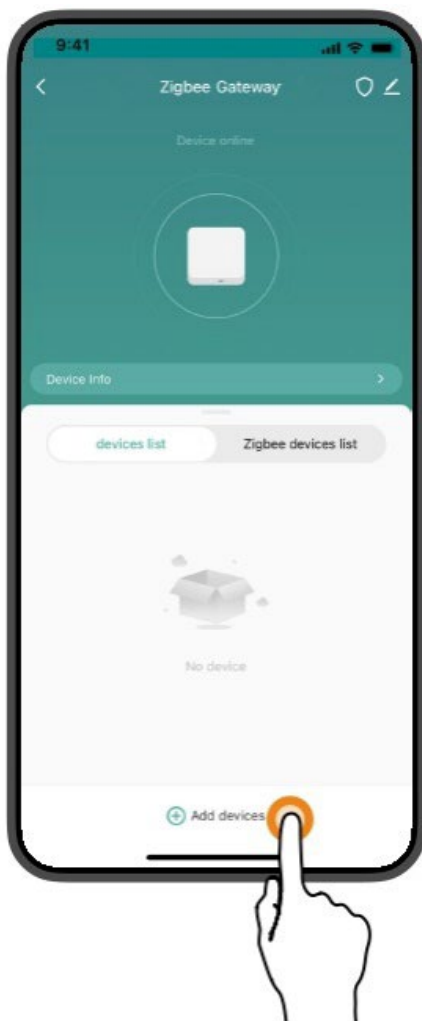
## CONTROLLING SUB-DEVICES

- Go to Associated Devices in the TUYA app.
- Select the sub-device you want to control.
- Tap Confirm and follow the on-screen instructions to link the sub-device to the gateway.

**Note:** After successfully connecting, sub-devices can be controlled remotely via the app.





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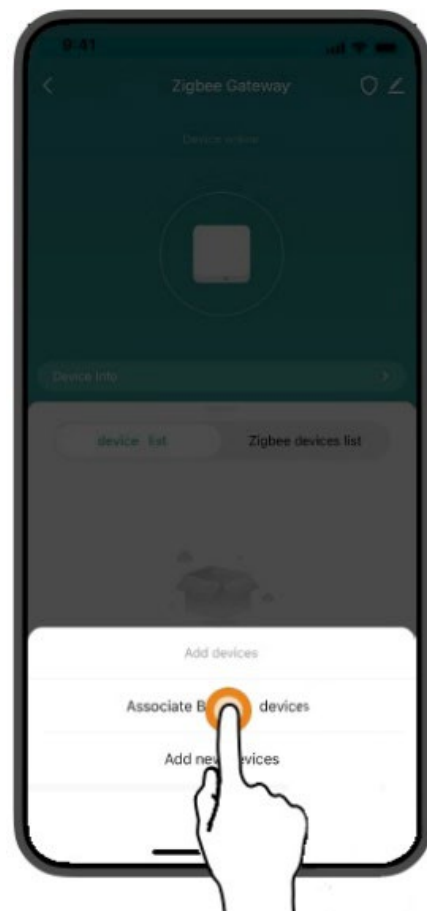
# PROFILE TAB

The profile tab allows you to edit both your details and use the added features of the unit.

## HOME MANAGEMENT

Home Management provides options for managing your TUYA account, such as adding a home, adding and removing rooms, and sharing devices with family.

## MESSAGE CENTRE

View device notifications if alarms are set up (dependent on the device).

## HELP CENTRE

Aids using the features provided within the app.
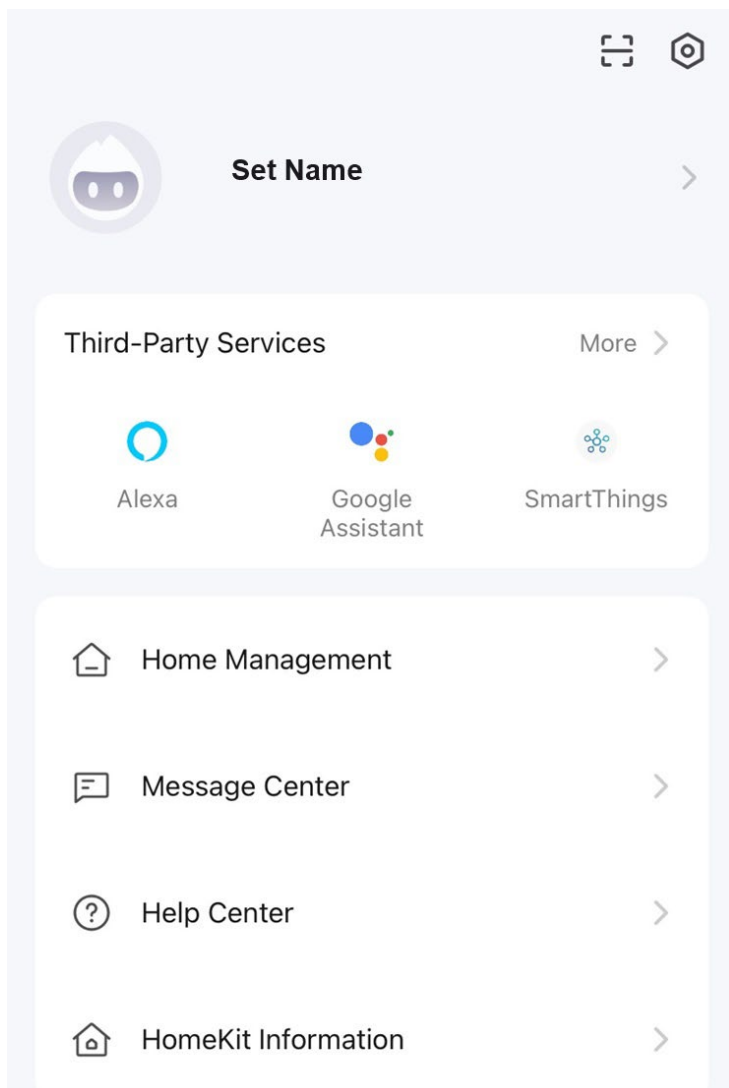
## HOME KIT INFORMATION

Allows you to add home switches that are compatible with the TUYA app.

## CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and in WiFi.
2. Ensure the WiFi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the WiFi you are connecting the device to.
4. Ensure the network you are connecting to is 2.4 GHz (5 GHz WiFi networks are not supported) and that the item has a strong WiFi signal.
5. If your router is dual band, ensure the 2.4 GHz network has a different name (SSID). Your Internet service provider or router manufacturer can provide further advice on changing router settings.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES.

# CLEANING AND MAINTENANCE

**IMPORTANT:** Turn off the device and disconnect this from a power source before cleaning.

- Clean the exterior with a dry or slightly damp cloth. Do not use abrasive materials or solvents or immerse the device in water.
- Periodically check for signs of damage or wear. Replace the device if its performance is compromised.
- Do not clean the unit by spraying it or immersing it in water.

# TROUBLESHOOTING

You may try to solve the following simple problems by yourself.
If they cannot be solved, please get in touch with the after-sales department.

| Not powering on | Try replacing the cable or the USB-C charger (not provided with the hub). |
|---|---|
| Not connecting to the app. | Ensure the hub is within range of the wi-fi.<br>Check whether this is connected to the 2.4 GHz Wi-Fi network.<br>Restart the hub and router.<br>Follow the pairing steps again. |
| Unable to search for sub-device | Open your phone's connectivity and retry searching. |

- Do not alter, disassemble, or attempt to modify the device in any way. Any changes to the unit may void the warranty and could result in a safety hazard.
- Do not attempt to repair or modify the device yourself. If it malfunctions, contact a qualified service professional.

# TECHNICAL SPECIFICATION

| MODEL | **STRV-HUB** |
|---|---|
| DIMENSIONS (LxWxH) | 15.5 x 62 x 62 mm |
| WEIGHT | 30 g |
| SUPPLY VOLTAGE | TYPE-C DC 5V |
| OPERATING HUMIDITY RANGE | 10% - 90% RH (no condensation) |
| OPERATING TEMPERATURE RANGE | 0°C-50°C |
| INGRESS PROTECTION LEVEL | IP20 |

# electriQ UK SUPPORT

www.electriQ.co.uk/support

Call: 0330 390 3061 or complete the online form
Office hours: 9 AM - 5 PM, Monday to Friday

Unit 2A, Trident Business Park,
Neptune Way, Leeds Road,
Huddersfield, HD2 1UA.

Recycling facilities are now available for all customers, where they can deposit their old electrical products. Customers can take any old electrical equipment to participating sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please get in touch with the local council for details of your local household waste recycling centres.

# PSTI STATEMENT OF COMPLIANCE

Description: Wireless Gateway / Hub
Model Number: STRV-HUB
Manufacturer: electriQ, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA
PSTI Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that this product is compliant with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Duration of security updates: 31.12.2029. This date is correct at the time of printing, but we may extend it. Please visit www.electriQ.co.uk for the latest information and details of our PSTI compliance.

Richard Leach
Compliance and Quality Manager, Buy It Direct, Huddersfield
4<sup>th</sup> December 2024

## EU DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet addresses:

https://www.electriq.co.uk/content/DOC/EU/STRV-HUB.pdf

## UK DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Radio Equipment Regulations 2017. The full text of the UK Declaration of Conformity is available at the following internet addresses:

https://www.electriq.co.uk/content/DOC/UK/STRV-HUB.pdf

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