

# Zigbee Gateway

A step-by-step guide to installing and configuring the central hub of your smart home system.

- Ethernet Connection
- USB-C Powered
- Central Hub
- App setup needed

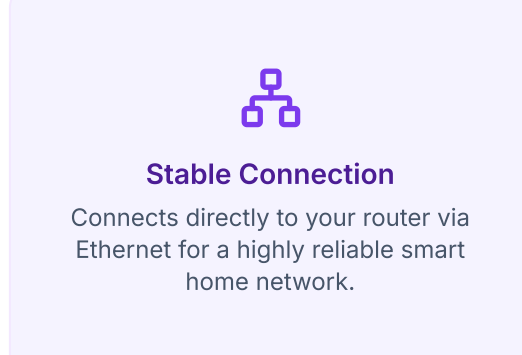
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## 1. Product Overview

The HALO Zigbee Gateway (HALO-GATE) is the central hub of your HALO smart home system, enabling communication between all your smart devices and the VIVÖE app.

All smart devices (such as sensors, switches, and controllers) connect directly through this gateway. This allows them to be controlled remotely, automated, and seamlessly integrated into smart scenes.



## 2. Installation & Wiring

**Wired Connection Only**  
This gateway uses a hardwired Ethernet connection for maximum stability and **does not support Wi-Fi** connectivity to your router.

### 2.1 Powering the Gateway

- Connect the supplied **USB-C power cable** to the gateway.
- Plug into a suitable power adapter (5V supply recommended).
- Power on the device.

### 2.2 Network Connection

- Connect **Ethernet** from the gateway directly to an **cable** your router.
- Ensure your router has an active internet connection.
- Wait for the network indicator light on the gateway to turn on.

## 3. App Setup (VIVÖE App)

**1 Download the App**  
Download the **VIVÖE app** from the Apple App Store or Google Play Store.

**2 Add the Gateway**

- Open the VIVÖE app and tap "+" (Add Device).
- Select **Gateway Control** → **Zigbee Gateway**.
- Ensure the gateway is powered and connected via Ethernet.
- Follow the on-screen instructions.

**3 Pairing**  
The gateway should be automatically detected. Confirm the device in the app and assign it to a room or location.

## 4. Adding Zigbee Devices

All HALO smart devices must be added to your system through this gateway.

### 4.1 ENABLE PAIRING

Press the **function button once** on the gateway. The indicator light will begin flashing.

*The gateway enters pairing mode for up to 1 hour.*

### 4.2 ADD DEVICE(S)

- Power on your smart device.
- Put the device into its own pairing mode.
- Wait for it to appear in the VIVÖE app.
- Confirm and assign it to a room.

✓ **Multiple devices can be added at the same time.**

### 4.3 EXIT PAIRING

Once your devices are added, simply **press the function button again** to exit pairing mode early.

## 5. Device Settings

Within the VIVÖE app, you can:

- View all connected smart devices
- Rename the gateway
- Assign rooms and locations
- Monitor device status (online/offline)
- Manage connected sub-devices

#### ADVANCED OPTIONS

- Restart gateway remotely
- Configure Zigbee channel settings
- Replace gateway (system migration support)

## 6. LED Indicators

### Network Indicator

- On **Ethernet connected**
- Off No network connection

### Status Indicator

- On **Ready for configuration**
- Flashing **Pairing mode / adding**
- Off Normal operation

## 7. Reset & Network Functions

### 7.1 Reset the Gateway

Press and hold the reset button for **5 seconds**.  
The device will reset all settings to factory default and automatically restart.

### 7.2 Pairing / Network Mode

**Short press** the function button to:

- Enter pairing mode (light flashes).
- Allow new devices to join the network.

Press the button again to exit this mode.

## 8. Troubleshooting

Issue	Solution
Gateway Not Connecting	
Device Not Found in App	
Smart Devices Not Pairing	
Devices Showing Offline	
Automation Not Working	



### Issues with product?

Visit our Help Hub for further troubleshooting, FAQs, or to contact our customer support team directly at the link below:

[www.ledspace.co.uk/pages/help-hub?product=halo-zigbee-gateway](http://www.ledspace.co.uk/pages/help-hub?product=halo-zigbee-gateway)