SIEMENS

Connected Home Hub

GTW100ZB

Quick Start Guide

Imprint

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Table of contents

1 About this document

1.1 Revision history

Edition	Date	Changes	Section
1	February 2022	First edition.	All

1.2 Reference documents

Ref.	Document title	Document number
[1]	Connected Home Hub mounting instructions	A6V12694180
[2]	Connected Home Hub datasheet	A6V12640776

Download the above documents from http://siemens.com/bt/download by searching the document numbers listed above.

1.3 Before you start

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Symbol identifications

⚠ WARNING	
	This is the symbol for hazard. It warns you of **Risks of injury.** Comply with all measures designated by this symbol to prevent injury or death.

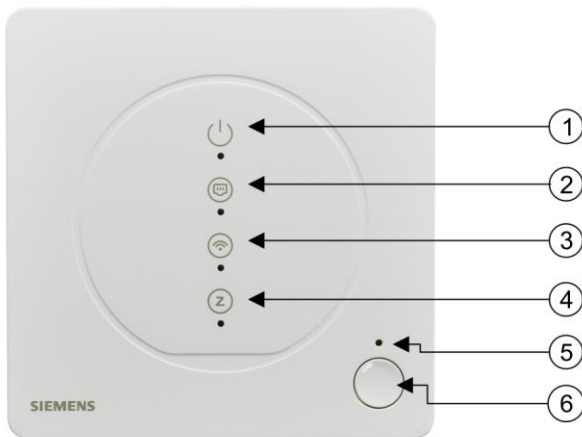| *NOTICE*	
!	This symbol identifies an important notice that you should be aware of when you are using the product.

i	The 'i' symbol identifies supplementary information and tips for an easier way of working.

2 Product overview

The GTW100ZB is a hub connecting Internet and Zigbee networks. After connecting to the Internet via Ethernet or WLAN, it enables you to do the following using mobile application "Connected Home" (downloadable from Google Play™ or Apple App Store®):

● Add Zigbee devices

● Configure scenes and automation that enable the system to perform routine actions

● Control Zigbee devices remotely

No.	Description
1	Power LED
2	Ethernet LED
3	WLAN LED
4	Zigbee LED
5	Factory reset hole
6	● Restart button: Press and hold down the button for 10 seconds to restart the hub. ● Binding button: Press and hold down the button for six seconds to bind the hub with a created account in the mobile application. The binding process adds the hub to the mobile application. It is initiated from the mobile application end.

3   Positioning the device

- Place the hub near a power outlet.
- Place the hub at least 15 cm above the ground.
- The hub is for indoor use only. Do not place it outdoors.
- There must be sufficient clearance around the power outlet to ensure that the power adapter can be easily plugged in and removed.
- Put the Ethernet and power supply cables out of the way to avoid danger of tripping.
- Keep the hub out of the reach of people (including children) whose physical, sensory or mental capabilities, knowledge or experience prevents them from using the hub safely without supervision or instructions.
- Avoid placing the hub inside or near metal or sources of radio or electromagnetic energy or interference, for example, do not place it under or on top of a WLAN router.
- Do not put the hub on metal surfaces.
- Do not put the hub near large metal structures or other construction elements with fine metal meshes like special glass or special concrete.
- Do not put the hub in a location where it is exposed to dripping water, moisture or excessive heat.
- The communication distance between controller/transmitter and receiver in a building is typically 60 m without any blockades.
- The local regulations for electrical installations must be complied with.
- To maintain compliance with the RF exposure requirement, a separation distance of 20 cm between the device and the human should be maintained.

4   Powering on the hub

Place the GTW100ZB at a suitable location and then plug in the power adapter.

⚠ WARNING	
⚠	**Risk of electric shock or fire** Only use the power adapter and USB cable supplied with the hub. Using other power adapter and USB cable would have a risk of electric shock or fire.

5   Adding a hub

Add a hub from the mobile application following on-screen instructions. You can only add one hub in one network.

ℹ	Make sure the Internet connection works and you've entered the network password correctly when binding the hub with the mobile application. Try again if binding fails.

6   Connecting to the Internet (WLAN or Ethernet)

Follow the on-screen instructions in the mobile application to connect the hub to Internet via a router.

ℹ	You can switch between WLAN and Ethernet connection later in the mobile application. Make sure the WLAN connection works and you've entered the network password correctly when connecting to the Internet wirelessly.

7 LED indication

State	Operation	LED indication
Power start-up	Connect to the power	Power LED is ON
No Ethernet connection	No Ethernet cable is plugged into the device port, or the cable doesn't work properly.	Ethernet LED is OFF
Successful Ethernet connection	Connect to the Internet successfully via the router.	Ethernet LED is ON
Ethernet connection error	Connect to the router successfully, but the router cannot connect to the Internet.	Ethernet LED flashes slowly
No WLAN connection	WLAN is not configured, or network connection is not established due to distance or obstacles.	WLAN LED is OFF
WLAN/Ethernet configuration	Press and hold down the restart button at the lower right corner of the hub for 5...10 s, then the hub enters the WLAN/Ethernet configuration mode.	WLAN LED flashes rapidly
Successful WLAN connection	Connect to the Internet successfully via the router.	WLAN LED is ON
WLAN connection error	Connect to the router successfully, but the router cannot connect to the Internet.	WLAN LED flashes slowly
No Zigbee network connection	Use the hub for the first time or after a factory reset.	Zigbee LED is OFF
Waiting new device to join the Zigbee network	Add device in the mobile application.	Zigbee LED flashes rapidly
Successful Zigbee network connection	/	Zigbee LED is ON
Restart	Press and hold down the restart button at the lower right corner of the hub for 10 seconds.	All LEDs are OFF
Reset	Reset the hub in the mobile application.	Power LED flashes rapidly for 3 seconds
Reset to factory settings	Insert a paper clip into the reset hole and push it for more than five seconds.	Power LED flashes rapidly

8 Operation on the device

You can perform the following operations on the device:

● Restart the hub.
● Reset the hub to factory settings.

See Restarting and resetting the hub [→ 9] for more information about restarting and resetting.

9 Restarting and resetting the hub

● Restart the hub when it crashes or encounters some unknown errors.
● Reset the hub from the mobile application to reconfigure all devices. Be careful to perform this operation as it clears all device configurations but device list.
● Reset the hub to factory settings to clear all data including device configurations and device list.

To restart the hub

◈ Press and hold down the restart button on the hardware unit at the lower right corner of the hub for 10 seconds.

To reset the hub to factory settings

◈ Insert a paper clip into the reset hole on the hardware unit and push it for more than five seconds.

NOTICE	
!	WLAN connection is broken after restarting and resetting. You must reconnect to the network manually.

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