Quick Start User Guide

Priory

IoT Portal Hub 5G

The Internet Gateway for your Devices

View and set room temperatures, switch on heaters and lights, control radiator thermostats, get SMS messages and calls when there is a water leak or smoke detected... all from the IoT Portal app. No need for internet on-site. The **IoT Portal Hub** uses a secure VPN link to the portal via the mobile phone network.

- Control heating, lighting and locking
- Get SMS, calls and emails
- Includes 5 years service
- Multiple ZigBee brands supported
- No internet required
- Monitor electricity usage live

The IoT Portal Hub is a cloud based ZigBee coordinator that connects to the cloud using the secure mobile phone network. It allows you to remotely control ZigBee devices from many brands including SONOFF, IKEA, Tuya, Aqara and others. It also has the ability to send SMS, email, and make phone calls when sensors are triggered such as:

- Water leak sensors
- Temperatures exceeded
- Gas sensors
- PIR motion detectors
- Smoke detectors
- Particle counters

Keep your devices on a separate secure network designed for the job and away from your computer and phone WiFi network!

Add up to 32 nodes including temperature and humidity sensors, smart sockets, smart light switches and radiator thermostats. Ideal for home automation and Airbnb.
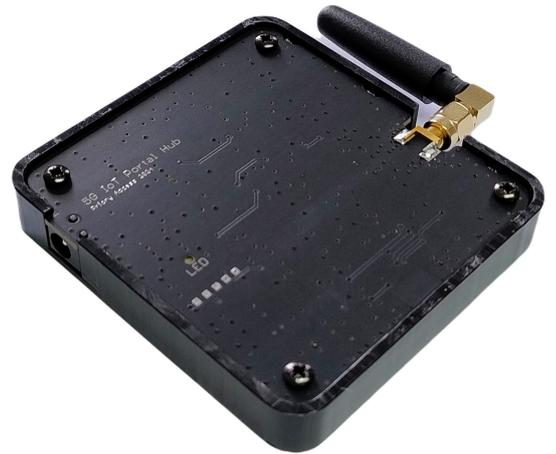
	HB4	HB5
Cellular Technology	4G LTE Cat-1bis, 2G GSM	5G NB-IoT & Cat-M1, 2G GPRS
ZigBee/Matter	IEEE 802.15.4 2.4GHz	IEEE 802.15.4 2.4GHz
Cellular Aerial	SMA Female Penta-Band	SMA Female Penta-Band
Power Supply	12-24VDC 20mA-100mA	12-24VDC20mA-100mA

Quick Start User Guide

ZigBee 3.0 Coordinator

The ZRx models feature a Silicon Labs EFR32MG24 SoC based ZigBee coordinator. The standard ZRx model has ZigBee 3 firmware only. Contact support for BLE and Matter applications.

- ZigBee, Matter, OpenThread, and BLE
- +10/+20 dBm TX output power
- -106.0 dBm 802.15.4 RX sensitivity
- -98.5 dBm BLE 1M RX sensitivity
- 32-bit ARM® Cortex®-M33 core at 78 MHz
- 1536/256 kB of Flash/RAM memory

The ZRx can handle up to 32 nodes per unit. A full list of compatible devices can be found here:

https://iot-portal.com/znodes

A new ZR4 device will come with the ZigBee PAN set up and ready to use. The following is included for reference.

PAN Setup

Zigbee Setup ✕

Network (PAN) Setup

PAN Details

Node: 0x270D

30FB10FFFE094F81

Get

Leave

PANID: 270D

Channel: 14

Power: 13

Form

Quick Start User Guide

PAN Details

The PAN details display shows the current coordinator node ID and IEEE address. If any boxes are not populated click the 'Get' button.

Leave

To destroy the current **Private Area Network (PAN)** the 'Leave' button is pressed'. A new network must be formed after the PAN is terminated. Any attached devices will no longer be connected.

Network Form

If a PAN is not running, a new network must be formed.

The default PANID is derived from the modem IMEI number and shown in the PANID box. This can be manually changed as desired.

The best ZigBee channels for UK/EU operation are shown at the top of the drop-down list. These ensure the best compatibility even in areas where there are lots of conflicting WiFi networks. Any of the available channels can be selected to avoid conflicts with other ZigBee/Matter/WiFi networks which use the same radio spectrum.

The power of the transmitter can be adjusted from 1 to 20dBm. However, the transmitter on ZRx devices is limited to 10dBm. We recommend leaving the default 13dBm value in this textbox.

Pairing Devices

To pair a compatible ZigBee 3 device to the ZRx, the Discover button should be clicked ensuring it changes to green in colour and starts a 4-minute countdown.
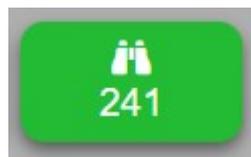
The method for pairing individual devices depends on the specific device being paired. However, devices follow a similar pattern in order to pair them to the ZRx.

Typically, SONOFF and Tuya ZigBee devices require the pair button to be held for about 8 seconds.

IKEA devices usually require the pairing button to be pressed 4 times in sequence to reset and pair the device.

Please refer to the iot-portal.com YouTube channel for assistance in setting up individual devices.

Scan the QR code to go to the Zigbee Help Page

https://iot-portal.com/zigbee-help

Quick Start User Guide

Programming Online: https://iot-portal.com

QR Code

A QR code supplied with the product will grant immediate access to the Live Screen. These codes can be destroyed and created on the Live Screen. Scanning the 'Live Screen' QR Code will take you to the Live Screen for that unit. From here you can add your email address and/or phone number on the 'Users' page. You require data on your SIM for this to work!

If you add your phone number as an 'Admin' phone you will then be able to get back to the 'Live Screen' by sending:

Live Screen - grants access to the Live Screen for programming and operation
View Screen - grants access to the View Screen which allows monitoring only
Enrol Screen - for enrolling devices onto the portal (for installers)
Box Label - description of package contents
Invite QR - links to the app login page and bypasses the restriction on unknown numbers

Website Enrolment/Email Link

If a device is new and has no users, the enrol screen (https://iot-portal.com/enrol) can be used to insert your email into the device for access as a 'Full Access' email address. A semi-permanent link is then sent to you via email which will return you to the Live Screen should you click on it. If the link is lost you can visit https://iot-portal.com/index#login3 in order to send a new email with a link in it.

The Portal: https://iot-portal.com/

You can view all devices that contain your phone number as an 'Admin' or 'Master' number on the portal website. Additionally, any unit that has your email address set to 'Full Access' will be displayed in the portal. If you have a unique product code for your devices they will also be displayed in the portal.
You can click on the device and visit that device's Live Screen via the portal. You can also manage a group of devices via the portal itself. We recommend emailing support@iot-portal.com should you require more than a basic means of logging into the individual devices.
The portal stores your credentials as a session so will log you out when not in use.

IoT Portal App: https://iot-portal.com/app (Recommended for most users)

The app is a simplified version of the portal. It allows you to quickly get to the Live Screen for any device that has your email address stored in it as a 'Full Access' email address or any device that has your phone number in it stored as an 'Admin' or 'Master' phone.
Your credentials are stored in a cookie which allows you to remain logged in for up to 390 days.

Lost Access

Should you have a device without valid QR Codes and with users already registered in it, please email a picture of the unit to support@iot-portal.com and we will assist you with gaining access.

Quick Start User Guide

Programming via App

The device can be programmed by SMS or via the iot-portal.com app or a mixture of both.

New Users

New installers should scan the 'App Invite' QR code to get to the iot-portal.com app login page. New user phone numbers will not be known to the portal so it will not be possible for the portal to send login SMS messages to these numbers. The 'App Invite' QR code bypasses this restriction. New users can get the app by email address at any time.

Help Video Below

Regular Installers

For users known to the portal, it is preferable to scan the Enrol QR code which will automatically add the device to the user's app.
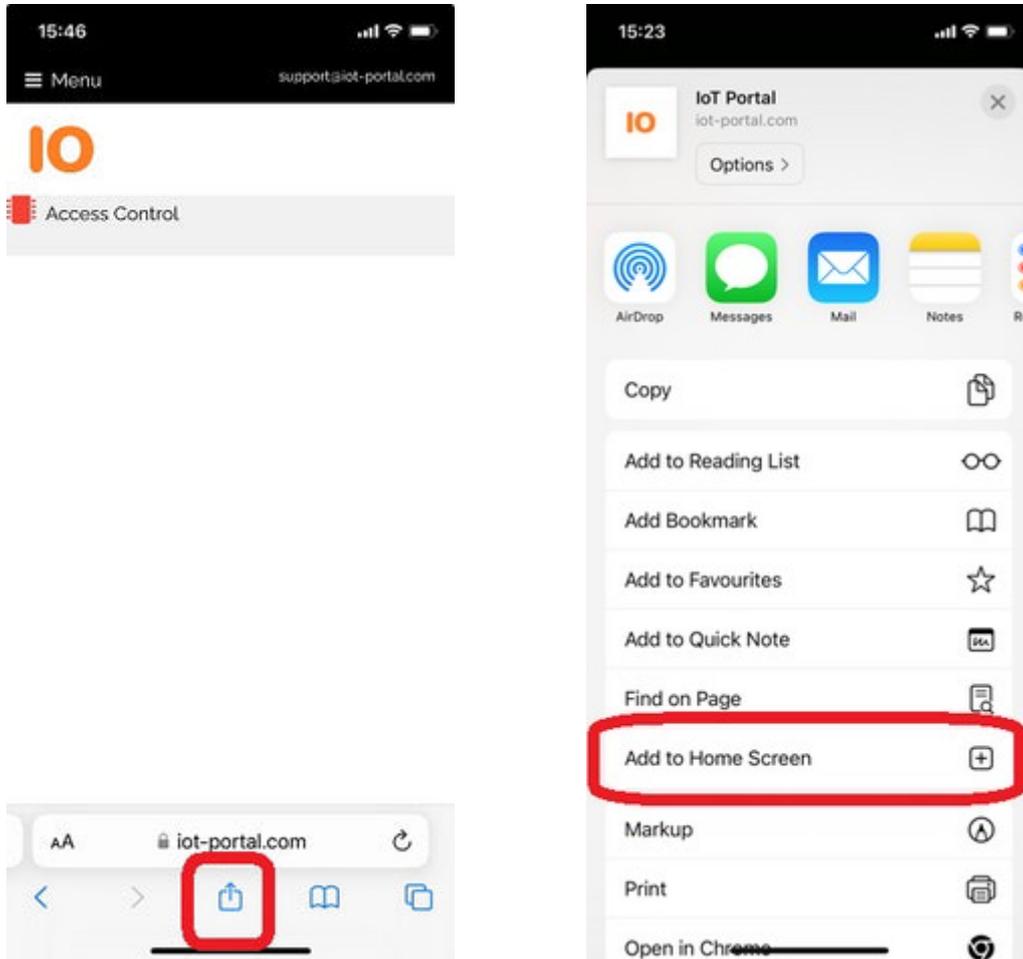
Installing the App: Android/PC

On Android and PC, installing the app can be achieved by clicking the Orange 'Install' button in the top right of the display.

Installing the App: iPhone

It is likely on iPhones that the 'Install' button does not appear unless using Chrome. To *install* the app, follow the below procedure.


Click the 'Add to Home Screen' button to have app appear as an installed app on the home screen of your device.

Quick Start User Guide

Adding/Amending Users

From the app Home Screen, click the device name (this will be a 10-digit ID unless amended). This will bring up the Live Screen for this device. Clicking the 10-digit ID (or name) will bring up the Change Name modal in order to name the device.
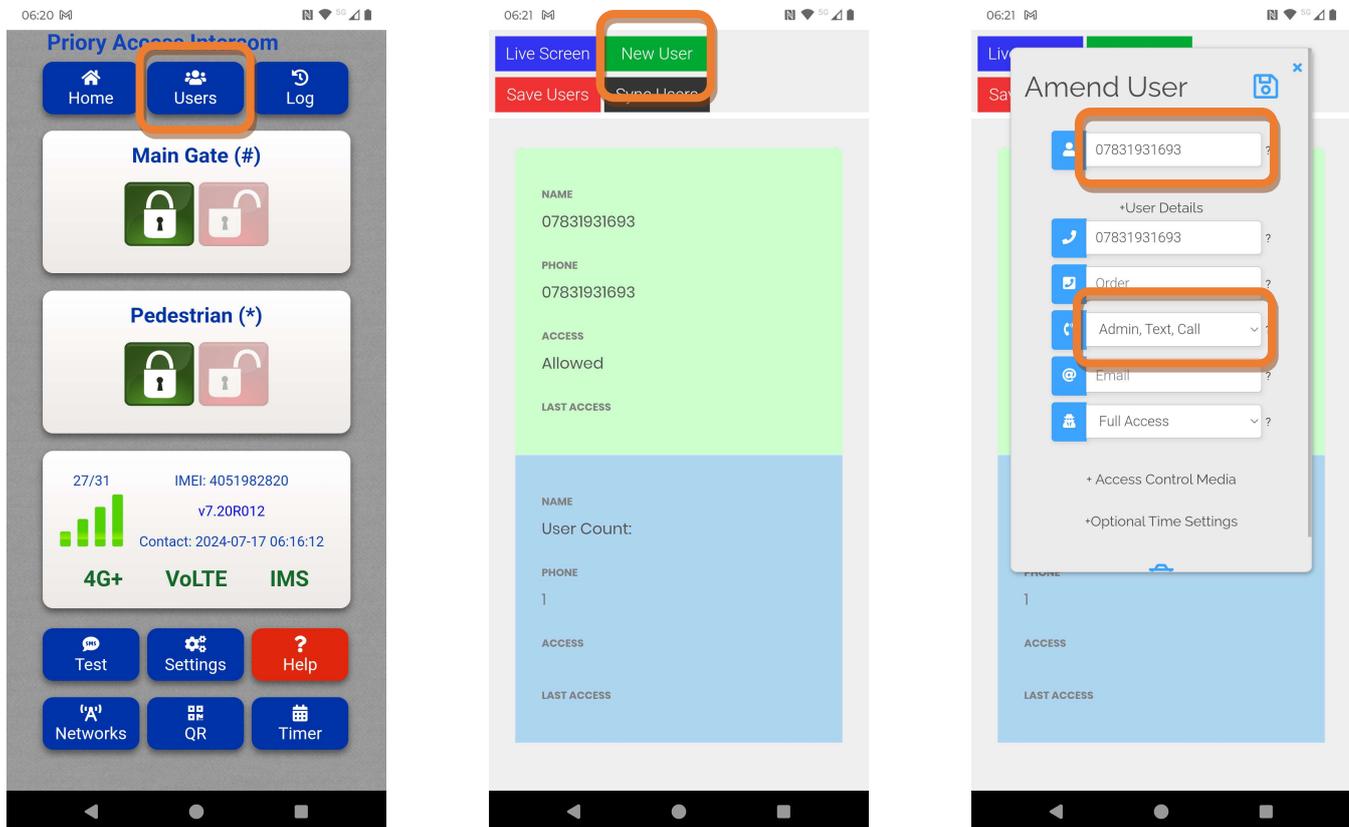
To add and/or amend users, click the Users button at the top of the Live Screen. Click on either an existing user or click the '**New User**' button at the top (green button).
The username will be the phone number unless amended on this screen (see orange box above).

Name	Enter the user's name
Phone	Enter the user's phone number
Order	Enter a digit (1,2,3 etc...) to specify the order of dialling
Type	Admin, Call and Text are the relevant options for diallers
Email	Enter an email address to login to the app via email (backup method)
Permission (email)	Enter Full Access on any user with access via email

Hover or click the question mark '?' at the end of each input box for more information.

This is the easiest method of setting yourself up on a new device.

Declaration of Conformity

Document Number: DOC_HB_DoC

Issuer's Name: Priory Access Ltd

Issuer's Address: 95A Allerton Road, Liverpool L182DD

Object of the declaration: HB101

The object of the declaration described above is in the conformity with the relevant Union harmonisation legislation:

2014/108/EC The Electromagnetic Compatibility

Directive 2011/65/EU The Restriction of Hazardous Substances
Directive 2014/53/EU RED Art3.1(b) Radio Equipment Directive Conformity is shown by compliance with the applicable requirements of the following documents:

Safety: EN 60950-1:2006+A2:2013

EMC: EN 301 489-1 V1.9.2 (2011-09) EN 301 489-7 V1.3.1 (2005-11) EN 301 489-17 V2.2.1 (2012-09) EN 301 489-24 V1.5.1 (2010-10)

Radio: EN 301 511 V12.0.0 (2015-02) EN 300 328 V1.9.1 (2015-02) EN 301908-1 V7.0.1 (2014-11) EN 301908-2 V6.2.1 (2013-10)

Technical Construction File required by this directive is maintained at 95A Allerton Road, L18 2DD

Signed for and on behalf of Priory Access Ltd

Name: Michael Beaver
Position: Director
Date: 02/11/2024

Made in UK