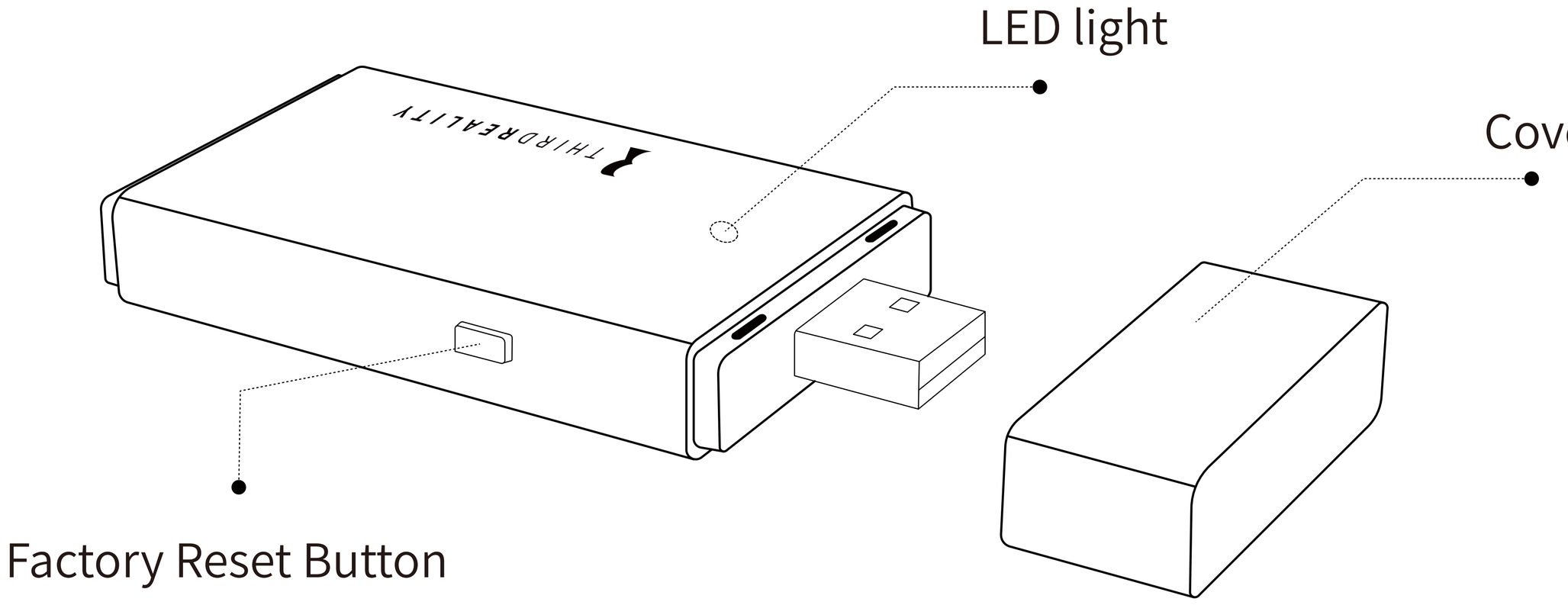
Third Reality Smart Hub Gen2

Quick Start Guide



THIRDREALITY

Download the Third Reality APP

1. Visit the Apple APP Store and Google Play Store, download the Third Reality App.

Available on the App Store

GET IT ON Google Play

2. Open the Third Reality APP, it will guide you through some quick steps to sign up or login.
   Note: Make sure your phone has Bluetooth enabled, which is needed when adding new devices. We recommend creating a Third Reality account with real emails, so that you don't worry about forgetting the password.

Set up Third Reality Hub

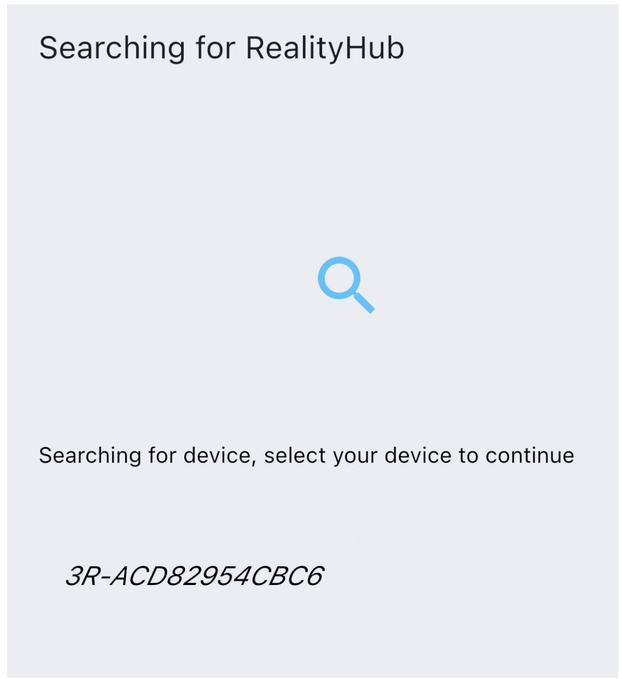
1. Remove the cover and direct plug in USB-A port or an power adapter.

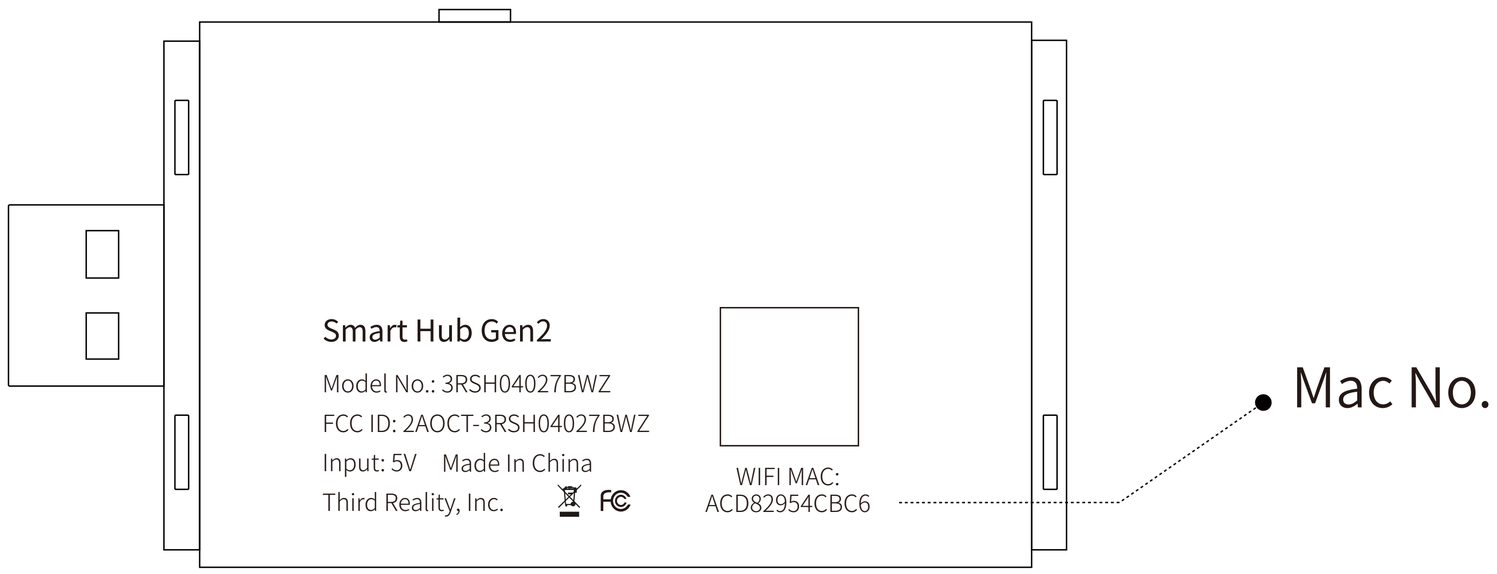
2. When power on, the LED light on the hub is slow blinking in blue for seconds and then change to yellow, indicating that the hub is in pairing mode.
   Note: If the hub is not in pairing mode, long press the reset button for about 15 seconds until the LED light turns on red and then release, it will slow blinking in yellow indicating that the hub is in pairing mode.

3. Log in the Third Reality APP, click “+" on top right to add RealityHub.

4. Select WIFI and Initialize RealityHub, after “Searching for Realityhub" you will see the corresponding Mac No. of the hub.

   Note: Third Reality Hub can only support 2.4G WiFi.





5. Then the “Setup Complete", click “Pair Device" to add other smart devices.

Note: When the pair is completed, the LED light will stay on blue.

LED Status

LED	Indication
Slow blinking in yellow	Ready to setup
Slow blinking in blue	In setup / Offline
Stay on blue	Setup complete / Online
Slow blinking in green	Pairing with ZigBee devices / Software updating

Link to Amazon Alexa

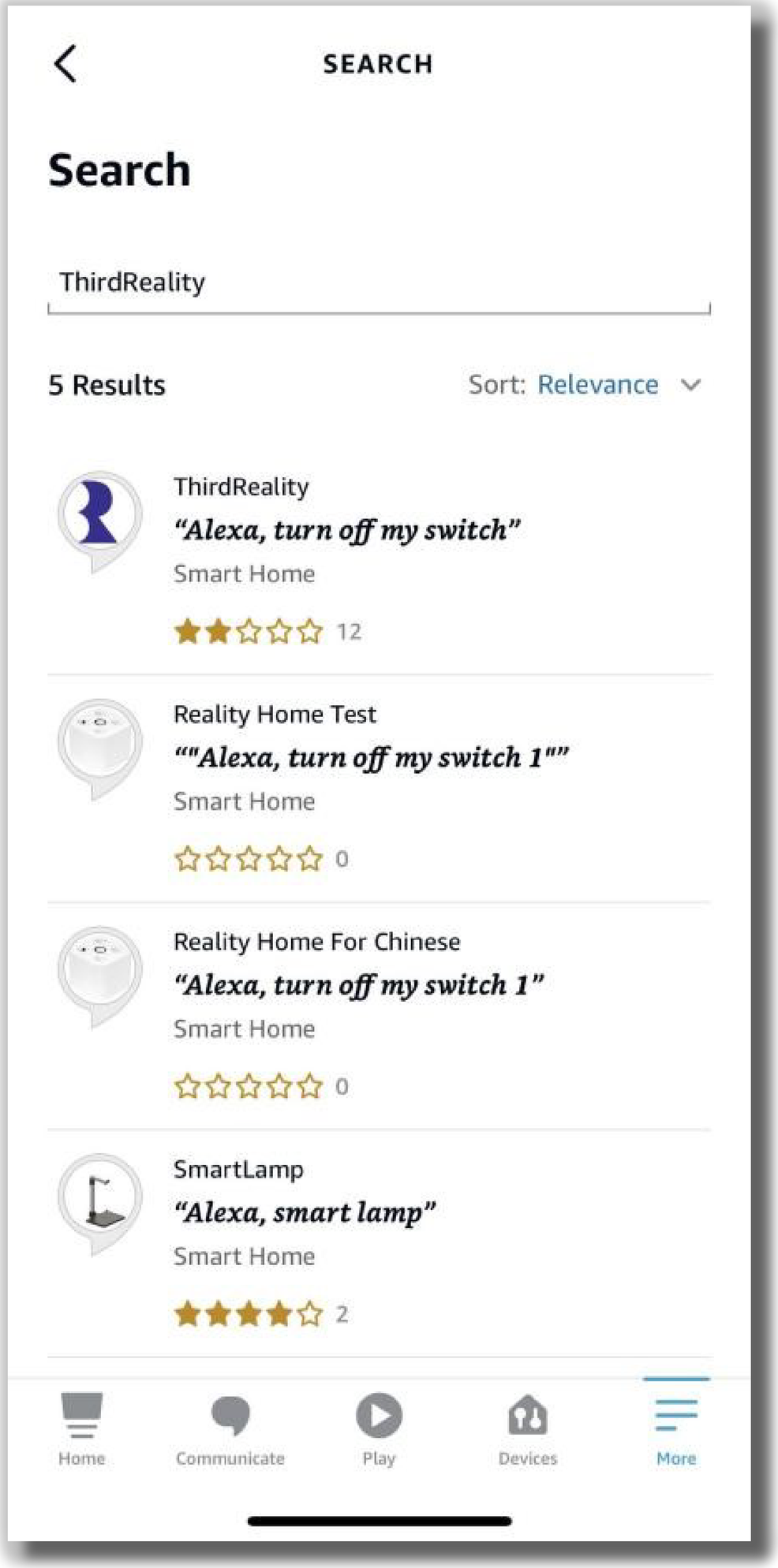
App: Alexa APP

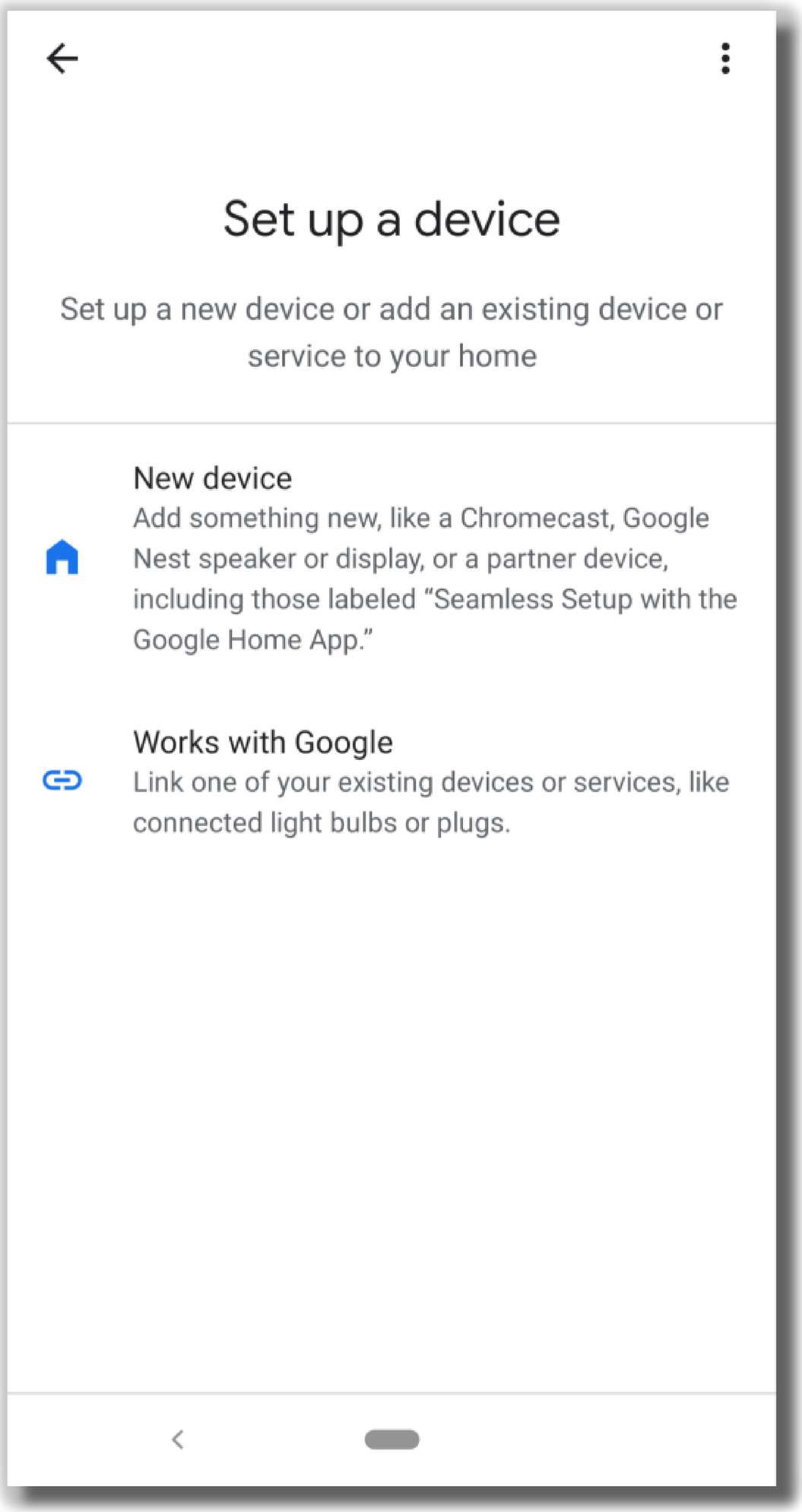
1. Make sure the software of your Echo Devices, Alexa App are up to date.

2. Make sure the RealityHub is setup completely on the Third Reality APP.

3. Open Alexa APP and log in, go to the page “More”, choose “Skills&Games” and search “ThirdReality”, then follow the prompts to enable “Third Reality Skills” and tap “DISCOVER DEVICES”.

4. Now you can also control the smart devices which connected to Third Reality Hub in Alexa App and create routines.


SEARCH
Search
ThirdReality
5 Results
Sort: Relevance
ThirdReality
"Alexa, turn off my switch"
Smart Home
12
Reality Home Test
""Alexa, turn off my switch 1""
Smart Home
0
Reality Home For Chinese
"Alexa, turn off my switch 1"
Smart Home
0
SmartLamp
"Alexa, smart lamp"
Smart Home
2
Home
Communicate
Play
Devices
More


Set up a device
Set up a new device or add an existing device or service to your home
New device
Add something new, like a Chromecast, Google Nest speaker or display, or a partner device, including those labeled "Seamless Setup with the Google Home App."
Works with Google
Link one of your existing devices or services, like connected light bulbs or plugs.

Link to Google Home

App: Google Home APP

1. Make sure the software of Google assistant speaker, Google App are up to date.

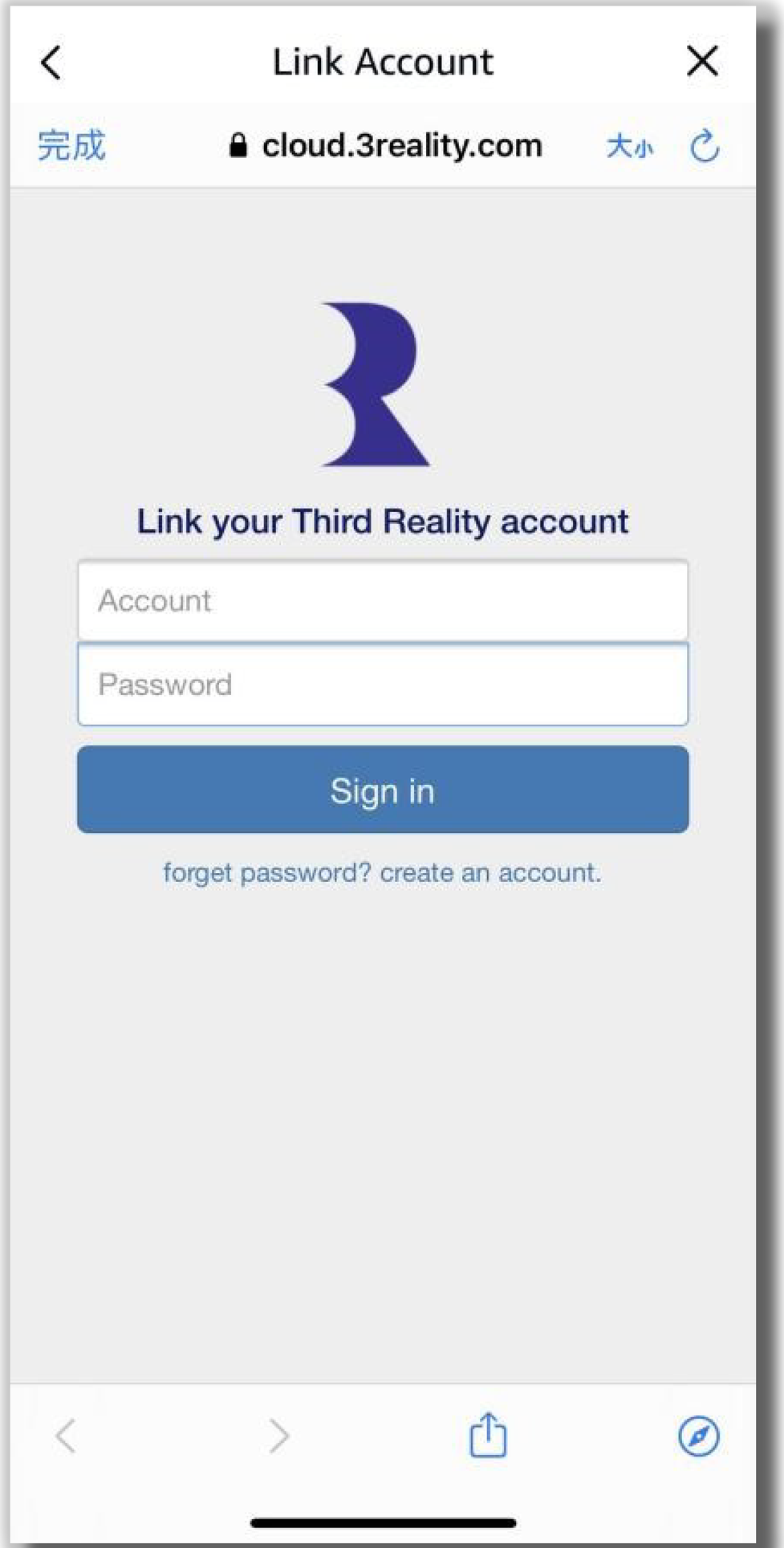
2. Make sure the RealityHub is setup completely on Third Reality App.

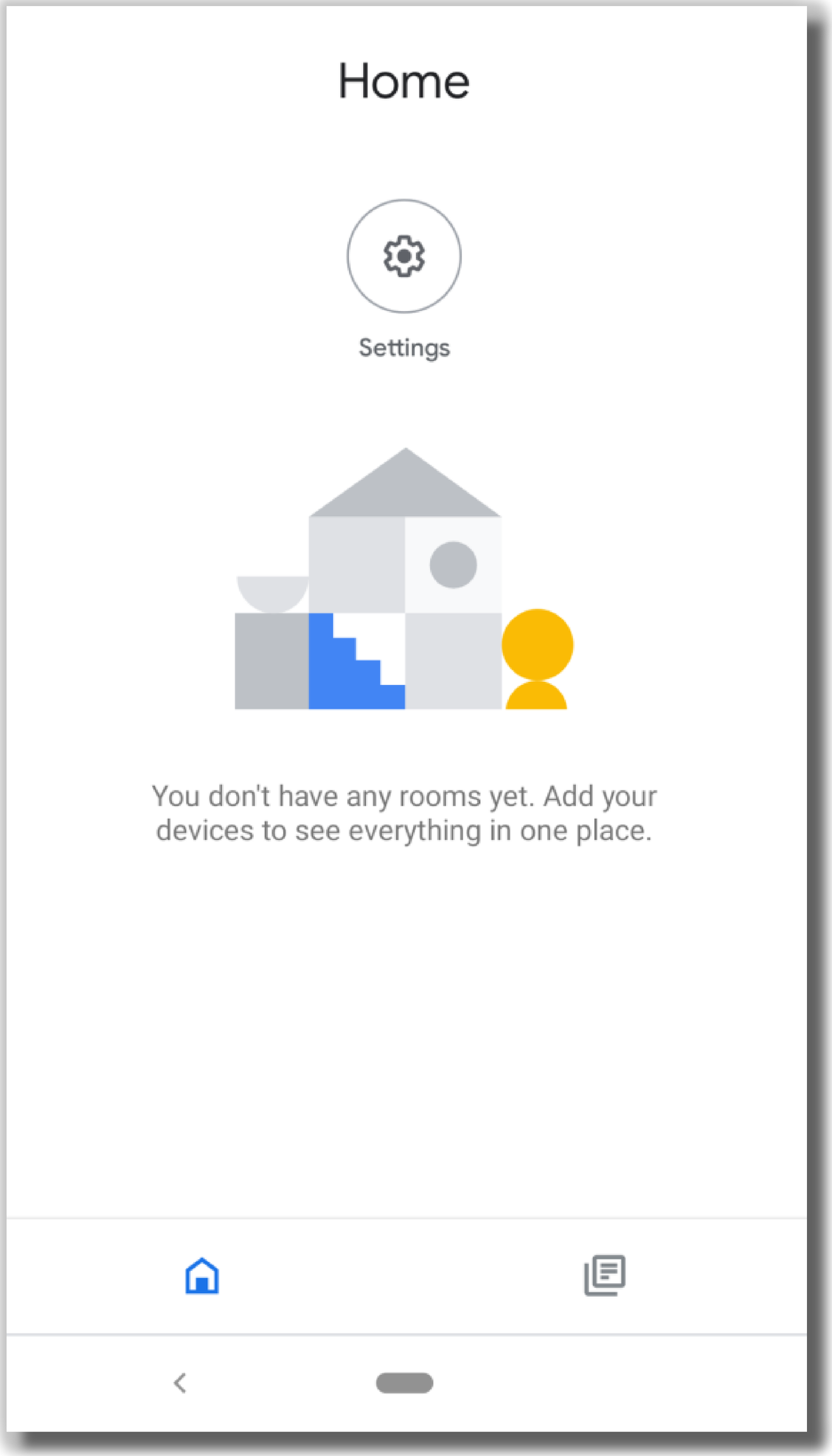
3. Open the Google Home APP and login.

4. Click “+” on the top left, then choose “set up device”, choose “Work with Google”.

5. Or click the home page “Settings” and choose “Work with Google”, search “ThirdReality” and link your Third Reality account, by authorizing.

6. Now you can control the other Zigbee devices in Google Home App.


Link Account
完成
cloud.3reality.com
大小
Link your Third Reality account
Account
Password
Sign in
forget password? create an account.


Home
Settings
You don't have any rooms yet. Add your devices to see everything in one place.

Troubleshooting

- **Factory Reset**

  Long press the reset button for about 15 seconds until the LED light turns on red and then release, it will slow blinking in yellow indicating that the hub is in pairing mode.

- **Third Reality Hub shows always offline on the app**

  There may be network fluctuations and instability, when the device is disconnected, try to reconnect. If it still doesn't work, try powering up the device and restarting the router.

- **How to change the WiFi?**

  Press the reset button for about 3 seconds until the LED light turns on yellow and then release, go to Third Reality App, click the edit below the WiFi icon and follow the steps to select the new WiFi.

Limited Warranty

For limited warranty, please visit www.3reality.com/devicesupport

For customer support, please contact us at info@3reality.com or visit www.3reality.com

For help and troubleshooting related to Amazon Alxea, visit Alexa app.

FCC regulatory conformance

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1)This device may not cause harmful interference.

(2)This device must accept any interference received, including interference that may cause undesired operation.

Note:

This equipment has been tested and found to comply with the limits for a Class B digital device,pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.