

STONEHOUSE SMART

MULTIHUB

Zigbee, Bluetooth and WiFi

Model MHUB-C



ENGLISH USER MANUAL

Important

Keep this manual for future reference. Read the safety information before connecting the product.

1. Product overview

The multihub acts as a bridge between compatible Zigbee and Bluetooth devices, the Stonehouse Smart app and your 2.4 GHz WiFi network.



- Connects compatible Zigbee and Bluetooth Mesh devices to Stonehouse Smart.
- Allows connected devices to be viewed, controlled and automated in the app.
- Supports up to 128 sub-devices according to the manufacturer specifications.
- Powered by 5 V DC through USB-C.
- Specified wireless range up to 30 metres under favourable conditions.

Product parts

Top button	Used for pairing or resetting the hub.
Indicator lights	Show connection and pairing status.
USB-C port	Connection for 5 V DC power.
Base	Place the hub on a dry and stable surface.

Package contents

- 1 x Stonehouse Smart Multihub MHUB-C
- 1 x USB power cable
- 1 x user manual

Power supply

A 5 V DC USB power adapter rated at 1 A or higher is required. The adapter is included only when specifically stated for the purchased product.

2. Installation and connection

Follow the steps in order. Menu names may vary slightly between app versions.

1

Position the hub

Place the hub indoors, near the centre of the property and as openly as possible. Avoid metal cabinets, damp areas and placement directly beside a WiFi router.

2

Connect power

Connect the USB-C cable to the hub and to a 5 V USB power adapter. An indicator should light or start flashing.

3

Prepare your phone

Connect the phone to a 2.4 GHz WiFi network. Enable Bluetooth and location permission if requested by the app.

4

Open Stonehouse Smart

Sign in or create an account. Tap the plus button to add a new device.

5

Activate pairing mode

Press and hold the hub button for approximately 5 seconds until the WiFi indicator flashes. Release the button when the hub is ready for connection.

6

Add the gateway

Select Gateway Control or the equivalent category, then choose Multi-mode Gateway, Zigbee & Bluetooth. Enter the password for the 2.4 GHz WiFi network and complete setup.

WiFi

The product supports 2.4 GHz WiFi only. If your router uses one network name for both 2.4 and 5 GHz, temporarily disabling 5 GHz may make installation easier.

3. Add Zigbee and Bluetooth devices

Once the hub is online, compatible sub-devices can be added and used in Stonehouse Smart.

1

Open the hub in the app

Open Stonehouse Smart and select the installed multihub.

2

Start device search

Select Add sub-device or the equivalent option.

3

Place the device in pairing mode

Follow the instructions supplied with the device. Usually, its button is held until an indicator flashes.

4

Wait for detection

When the device is found, it appears in the app. Give it a name and assign it to a room.

5

Test operation

Check its status or control the device in the app before completing installation.

Smart automations

- A temperature sensor can control a compatible radiator valve.
- A motion sensor can switch on a connected light or wall switch.
- A door sensor can start a scene or send a notification.
- Some automations between devices connected to the hub may continue to operate locally during a temporary internet outage. This depends on the devices and automation used.

Compatibility

Not every Zigbee or Bluetooth product is automatically compatible. The device must be supported by this gateway and available for addition in Stonehouse Smart.

4. Indicators, reset and troubleshooting

Exact flashing patterns may vary slightly between product versions.



Indicator	Status	Meaning
WiFi	Flashing	Ready for connection or searching for a network.
WiFi	Steady	The hub is connected to WiFi and online.
Bluetooth/Zigbee	Flashing	Pairing or sub-device search is in progress.
Bluetooth/Zigbee	Steady	The function is active or a connection has been established.
Indicator off	No light	No power, inactive function or indicator disabled.

Reset

Press and hold the button for approximately 5 to 10 seconds until the indicator starts flashing. The hub then returns to pairing mode. After a full reset, the WiFi connection and connected sub-devices may need to be added again.

Troubleshooting

Problem	Check this
Hub cannot be found	Check 2.4 GHz WiFi, Bluetooth, app permissions and that the indicator is flashing.
Connection fails	Check the WiFi password and move the hub closer to the router during setup.
Sub-device cannot be found	Reset the sub-device, place it close to the hub and search again.
Device is offline	Check power to the hub, internet connection and distance to the device.
Unstable connection	Move the hub away from metal, concrete walls and other wireless equipment.

5. Technical specifications

The specifications below are based on the manufacturer documentation for model MHUB-C.



Model	MHUB-C
Product type	Wireless smart gateway / multihub
Wireless protocols	WiFi 2.4 GHz, Zigbee, Bluetooth LE Mesh
Frequency band	2.400-2.4835 GHz
Maximum transmit power	Below +19 dBm
Power supply	5 V DC, 1 A
Power connection	USB-C
Operating temperature	-10 °C to +45 °C
Operating humidity	5-90% RH, non-condensing
Maximum sub-devices	Up to 128
Specified range	Up to 30 m under favourable conditions
Dimensions	66 x 66 x 12.2 mm
Material	ABS plastic
Colour	White
App	Stonehouse Smart
Other app compatibility	Tuya Smart and Smart Life

Safety information

Indoor use only. Keep the product dry and away from water, condensation, open flames, explosive gases and corrosive substances. Do not disassemble or modify it. Use a suitable 5 V DC power supply. Disconnect it if it becomes unusually hot, smells burnt or is visibly damaged. Clean only with a dry, soft cloth. Recycle electronic equipment through an approved collection scheme.

Stonehouse Smart is a Tuya-based app. App appearance, menu names and functions may change through updates.