

Quick User Guide

Intelligent Super Gateway

iSG



Scan by LinknLink App to view online manual

We're grateful for your early adoption of LinknLink iSG! As a new product, we're still polishing it and we truly appreciate your patience and involvement in helping us improve. LinknLink iSG's software is designed to be updated on demand. This means we can fix any issues you encounter and add new features over time.

If you have any questions or suggestions, please don't hesitate to reach out to us using any of the following methods:

- ✉ Email: support@linklink-iot.com
- 📘 Facebook Group - LinknLink iSG Facebook Group: <https://www.facebook.com/groups/linklinkisg>

All support requests for iSG will be processed in higher priority.

We appreciate your feedback and look forward to working with you to make LinknLink iSG even better!

LinknLink Pty Ltd

www.linknlink.com

IMPORTANT NOTICE

- For best performance, please use the original power adapter provided with iSG. If the original adapter is lost, you may substitute it with any safety-certified 5V/2A USB adapter along with the cable. However, DO NOT power it with a higher voltage (e.g., 9V or 12V).
- iSG manages smart home devices on the same Wi-Fi network (WLAN). Devices connected to a different Wi-Fi network will not be discovered by iSG.
- While the iSG Box comes with a remote control for basic navigation and device control, you will need to connect a USB mouse to access detailed information on individual devices.
- Zigbee functionality for early-batch iSG products requires a separate zigbee to USB dongle (included in the package). Please ensure this dongle remains plugged into the USB port whenever you use iSG to add or use zigbee devices.

1 SIGNING UP / SIGNING IN



Select Your Server:

- Please choose the server that corresponds to your region:
- China Server: For users in mainland China only.
- American Server: For users in European Union countries complying with GDPR regulations.
- European Server: For users in all other countries.



There are two ways to sign in to iSG:

- Manually Input:** Enter your LinknLink account credentials (username and password).
- Scan QR Code (For Faster Sign-in):** Use the LinknLink app to scan the QR code displayed on the screen (top right corner "+" > "Scan QR Code").

- Don't have a LinknLink Account?** You can sign up directly within the iSG app or through the LinknLink app.

Note

- Please ensure your device is connected to the internet before proceeding. If you're not connected to Wi-Fi or Ethernet, tap the Wi-Fi disconnected icon in the top right corner. This will launch your system settings for connection setup.
- Internet access is only necessary during login and when adding devices. Once all devices are configured, iSG can operate entirely locally without requiring an internet connection.

2 ADDING DEVICE

From the iSG main menu, navigate to the "Devices" section. In the top right corner of the "Devices" screen, locate and click the "+" button.



Adding Wi-Fi Devices:

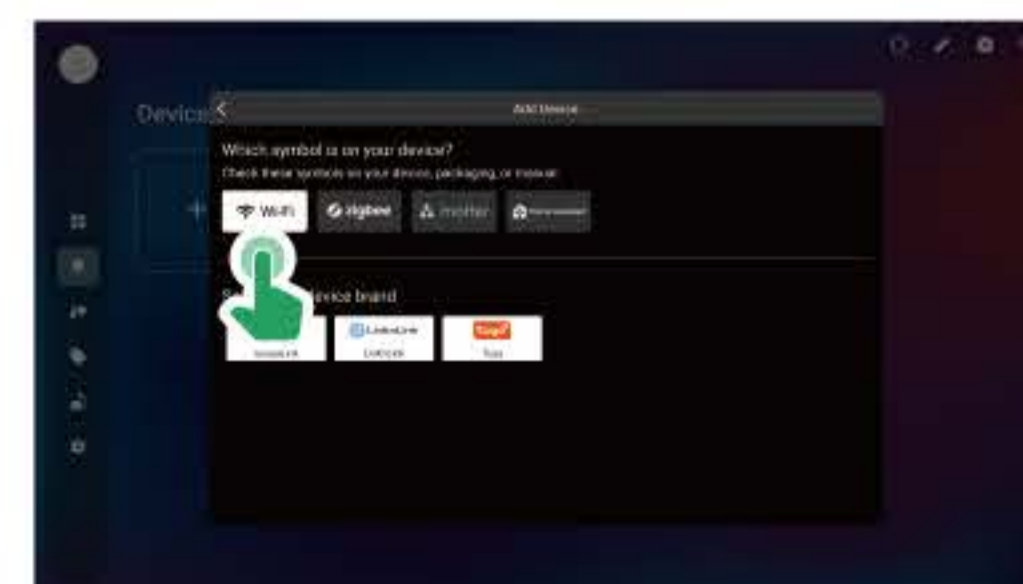
Choose "Wi-Fi" to add devices connected to your network through Wi-Fi using built-in protocols. We currently support LinknLink, Tuya and BroadLink protocols.

- Adding LinknLink or BroadLink Devices:** First, add these devices within the LinknLink app (which also supports BroadLink devices). Once added, click the specific brand in the iSG app to proceed and discover the devices.

- Adding Tuya Devices:** No need for any app for Tuya / Smart Life devices. Simply set up the device directly within the iSG app.

Note

- Tuya / Smart Life devices offer three setup methods: Wi-Fi Only, Bluetooth + Wi-Fi, and Wi-Fi AP. Please refer to the original product manual for specific instructions or consult the device vendor for assistance. If the Tuya device is in setup mode and can be automatically discovered in the Tuya App, it indicates that the device is utilizing Bluetooth setup.
- If you are using a hub regardless of its sub-network connectivity, please also enter here to discover its sub-devices.

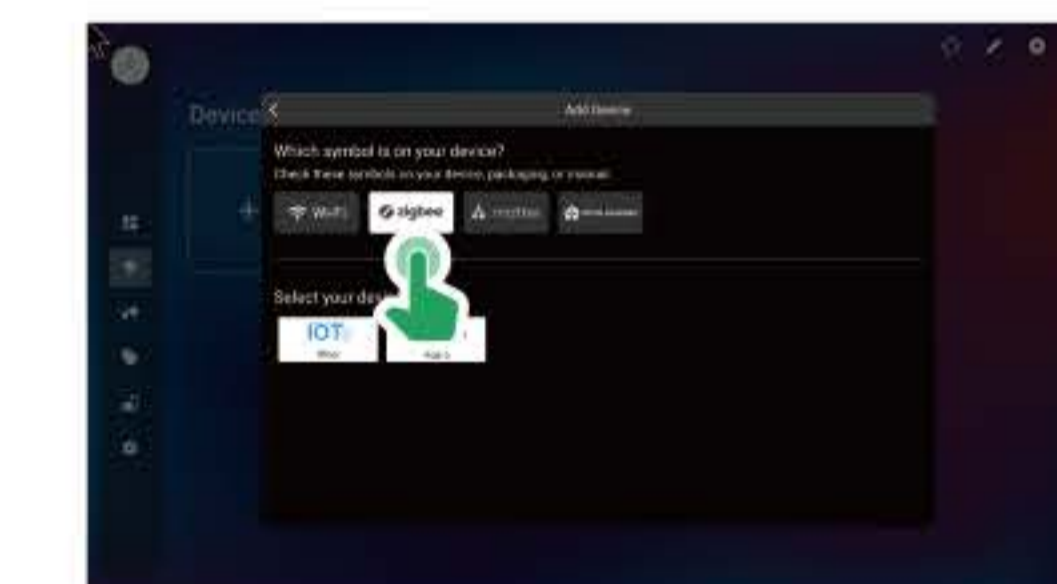


Adding zigbee Devices:

- Select "zigbee" to directly add Zigbee 3.0 compatible devices to your iSG system.
- Refer to the original product manual for specific steps on resetting zigbee devices.

Note

- While iSG supports a wide range of zigbee devices, some manufacturers may have implemented custom features that can cause difficulties during setup (ex. Aqara).
- If you encounter difficulties adding a device, please verify if your device is certified with zigbee 3.0. If the device lacks zigbee 3.0 certification, you can attempt to add a compliant zigbee hub along with the zigbee device in Home Assistant, and then discover it in iSG.

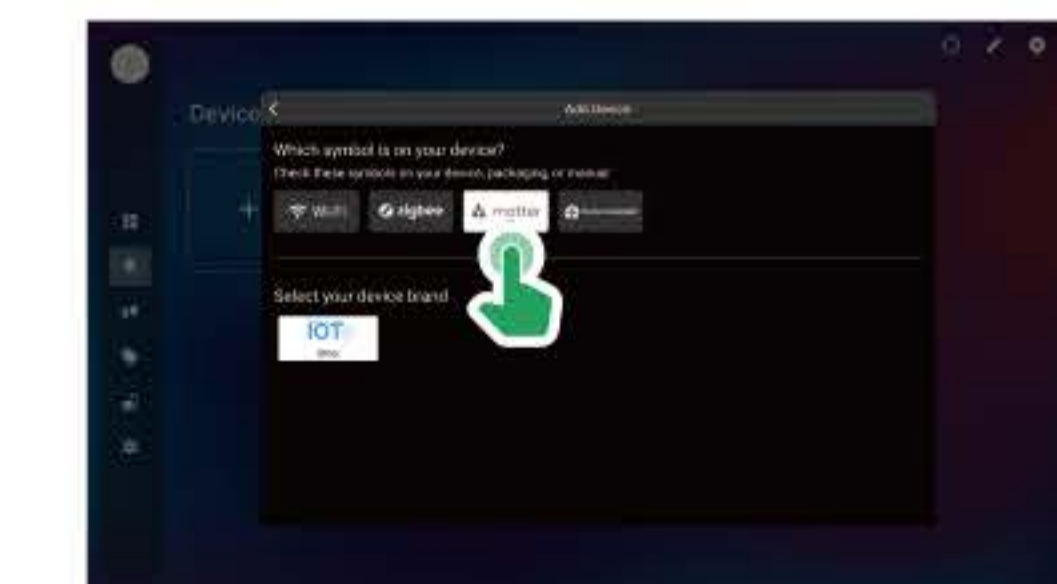


Adding Matter™ Devices:

- Select "Matter" to directly add Matter™ compatible devices to your iSG system.

Note

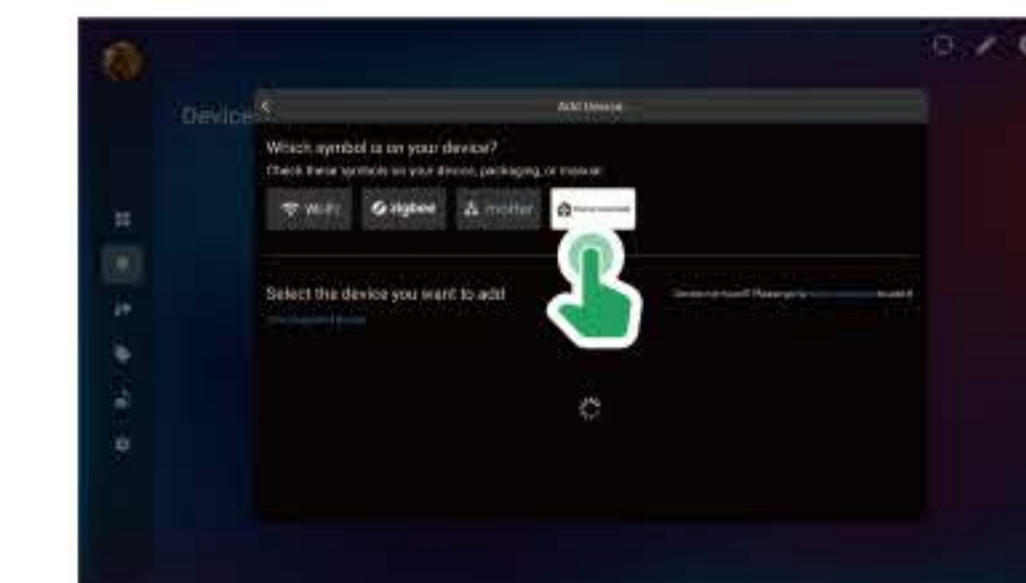
- We currently only support Matter devices that connect over Wi-Fi.
- Matter over Wi-Fi requires Bluetooth for initial setup. Please keep Bluetooth enabled on your iSG and ensure the device is close to the iSG during this process.
- Since iSG is not equipped with a camera, you'll need to manually enter the code displayed on the product itself to proceed with setup.



Note

Adding Devices from Home Assistant

- Select "Home Assistant" to import devices you've already set up in Home Assistant on iSG.
- A list of your existing devices will appear, allowing you to easily add them with just clicks.



- Once you've added devices, you can manage them in several ways:

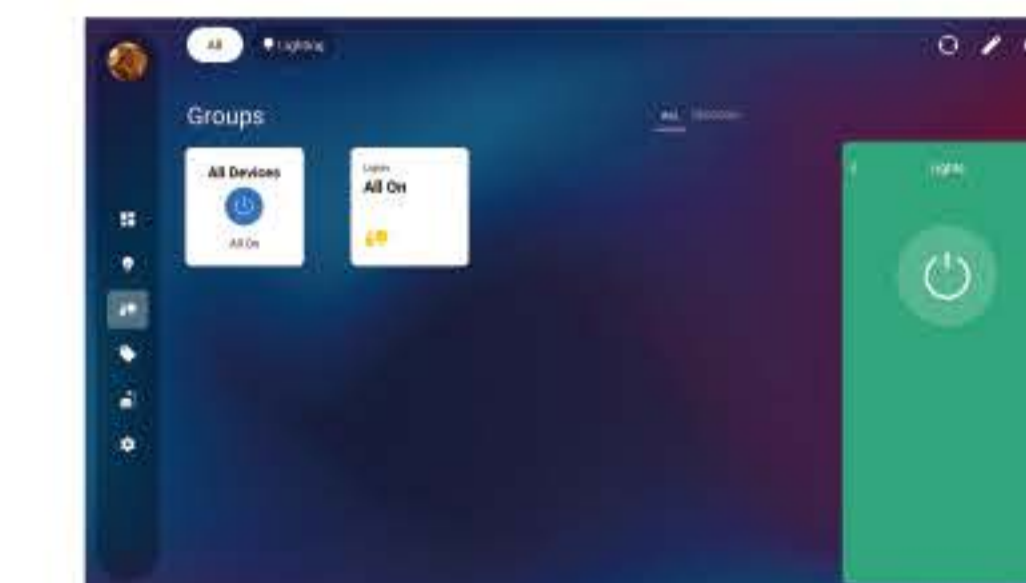
- Filter by type:** Click the categories at the top to view specific device types.
- View by room:** Click on a room to see only the devices located there.
- Control or view details:** Simply click on the device itself.
- Rename or delete:** Click the "... " menu, then "Property" to rename or delete the device.

Controlling Device

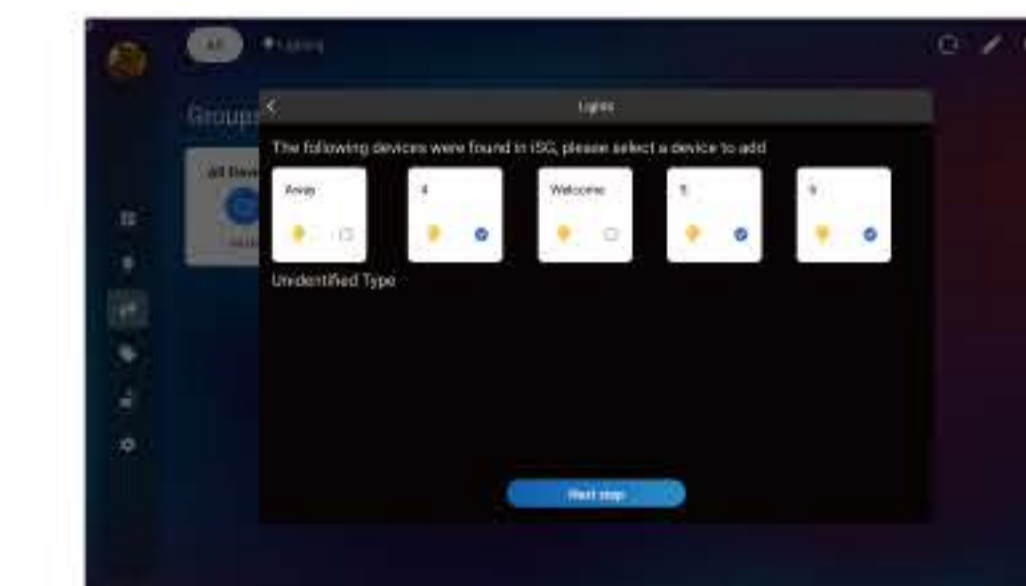
- Click "Settings" > "Home Assistant" to enter the built-in HA console. The default administrative account credentials are:
username: admin
password: admin
- The built-in Home Assistant can be also accessed from computers using a browser via <http://deviceip:8123>
- After the devices are added in Home Assistant, return to iSG interface and select "Home Assistant" from "Add Device" page to import devices you've already set up in HA on iSG.

3 GROUPING

From the iSG main menu, navigate to the "Groups" section. In the top right corner of the "Groups" screen, locate and click the "+" button.

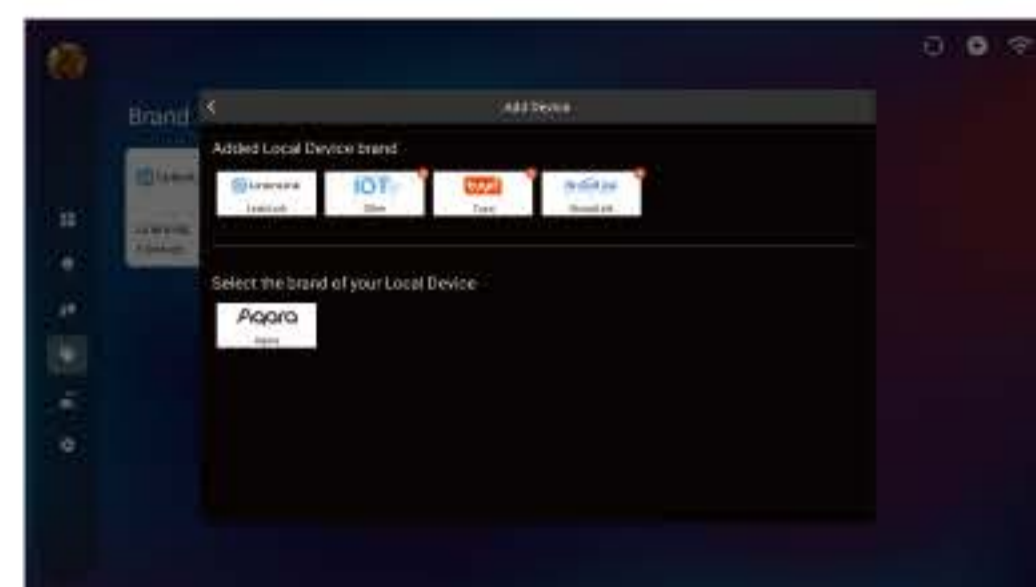


Choose a type and select the devices under this type to create a group. You can simply click the group icon to control it.



4 BRANDS

- From the iSG main menu, navigate to the "Brands" section. In the top right corner of the "Brands" screen, locate and click the "+" button.
- Add the brands of smart products you have and close the window



- Your products will then be automatically categorized by brand, displaying the number of devices associated with each brand.

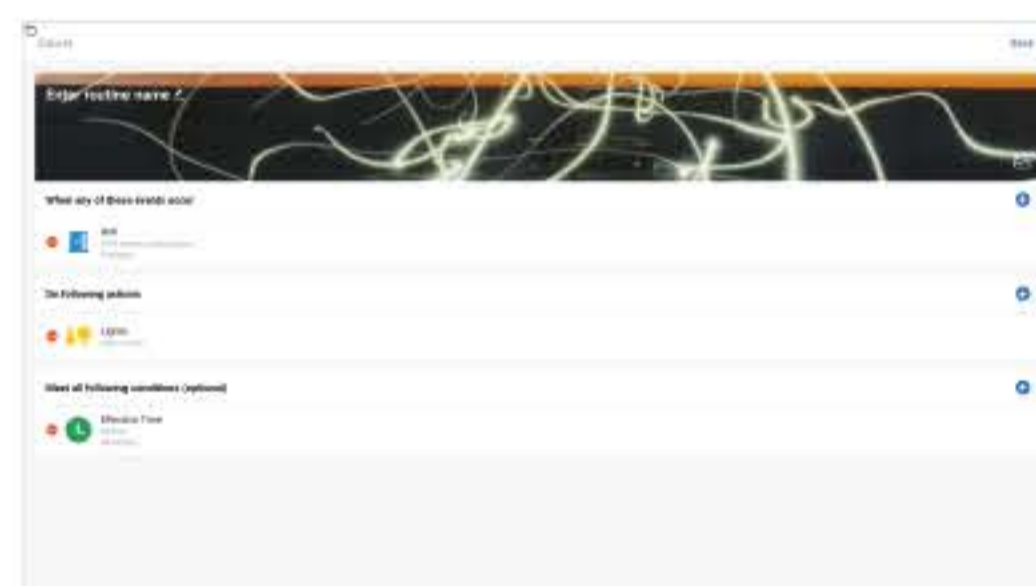


5 AUTOMATIONS

- From the iSG main menu, navigate to the "Automations" section. In the top right corner of the "Automation" screen, locate and click the "+" button.



- Click the "+" button to add triggers and actions for your automations. You can choose devices or groups to perform actions when the trigger activates. Optionally, set conditions like specific time ranges to further refine your automation.



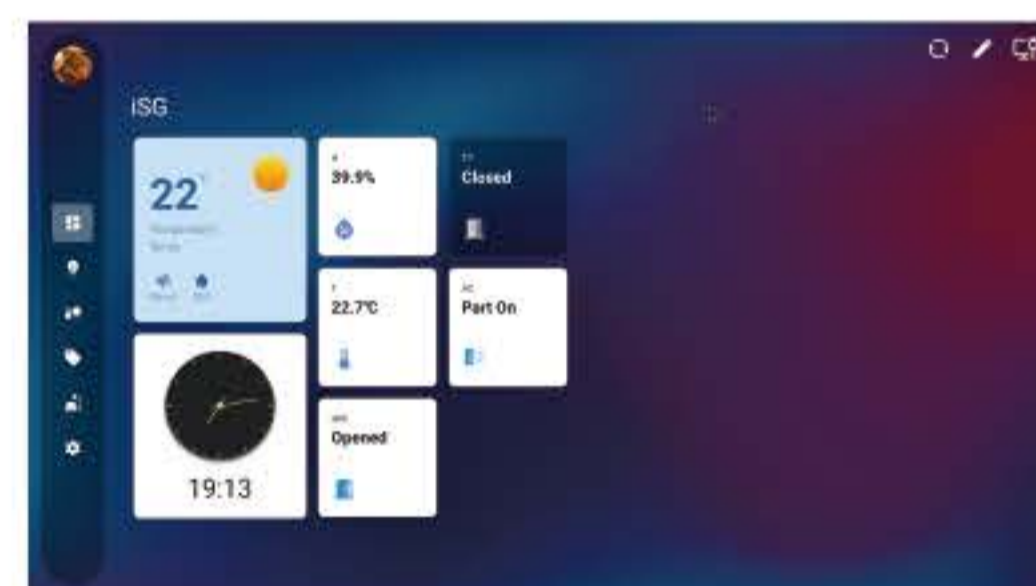
- Click the switch next to each automation to enable or disable it. Access the detailed settings page by clicking on an automation. Here you can edit its behavior or remove it completely.

6 HOME PAGE CARDS

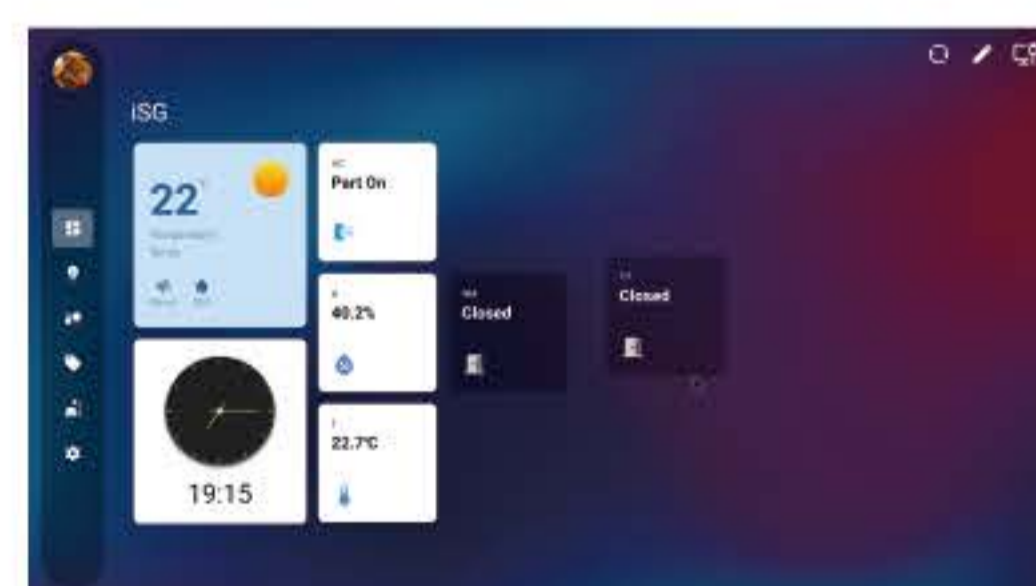
- From the iSG main menu, navigate to the "Home" section. In the top right corner of the "Home" screen, locate and click the "/" (edit) button. You can organize the cards you want to display on homepage.



- Devices and services on the left are not currently favorited, while those on the right are your favorites and will be displayed on the homepage.



- Click the "★" icon next to devices or services on the left to add them to your favorites (marked as "★"). They'll then be displayed on the homepage. Close the window to return.



- You can hold down a card for 1 second and then drag it to rearrange the order.

7 SETTINGS

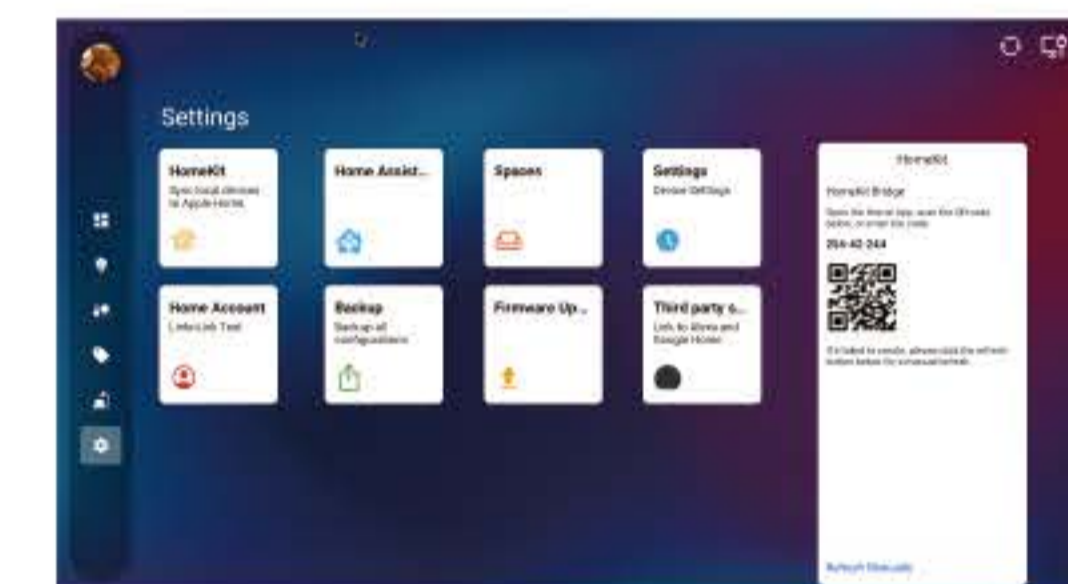
- From the iSG main menu, navigate to the "Settings" section for system settings.

HomeKit:

- Click here to access the HomeKit Bridge page. Using your iPhone or iPad, scan the QR code displayed to easily add all compatible devices to your Apple Home for local control.

Note

- If you discover that devices are missing after adding them to the Home App using the iSG HomeKit bridge, please navigate to **Home Assistant > Settings > Devices & services > HomeKit Devices** for detailed configurations.



Home Assistant:

- For devices not natively supported by iSG, launch Home Assistant to integrate them.
- Once added in Home Assistant, navigate to the "Devices" section within iSG to see them available for management.

Spaces:

- You can manage the spaces (rooms) here to edit or create spaces.

Settings:

- System Settings:** Launch your device's native system settings by clicking here.

Time Zone:

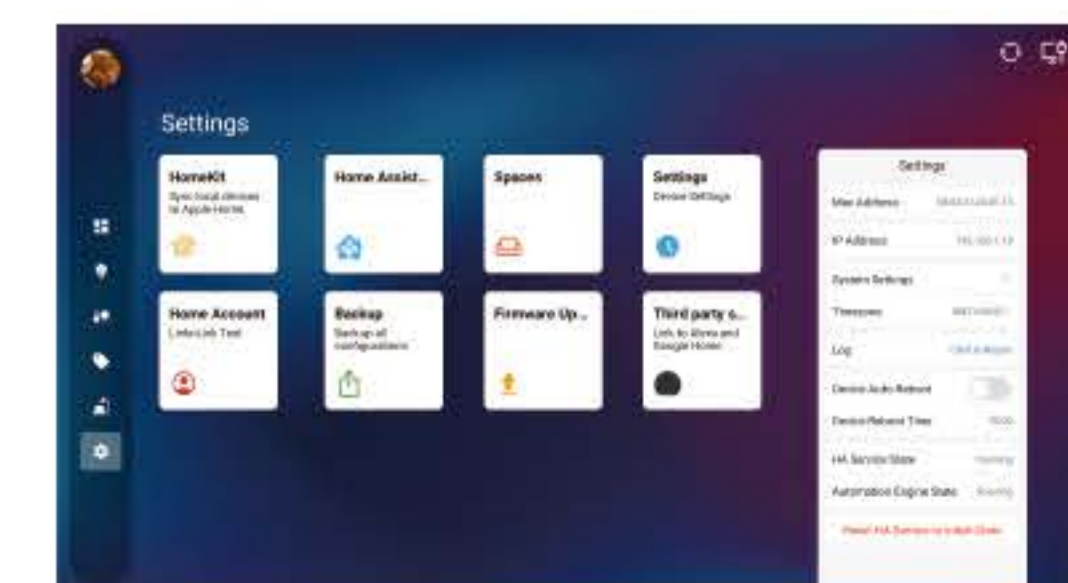
- Click here to access the native time zone settings.

Log:

- If you experience an unexpected iSG crash or restart, click "Click to Report" to submit logs.

Device Auto-Reboot:

- For optimal performance, we highly recommend enabling "Device Auto-Reboot." This feature will automatically reboot iSG at a specific time each day.



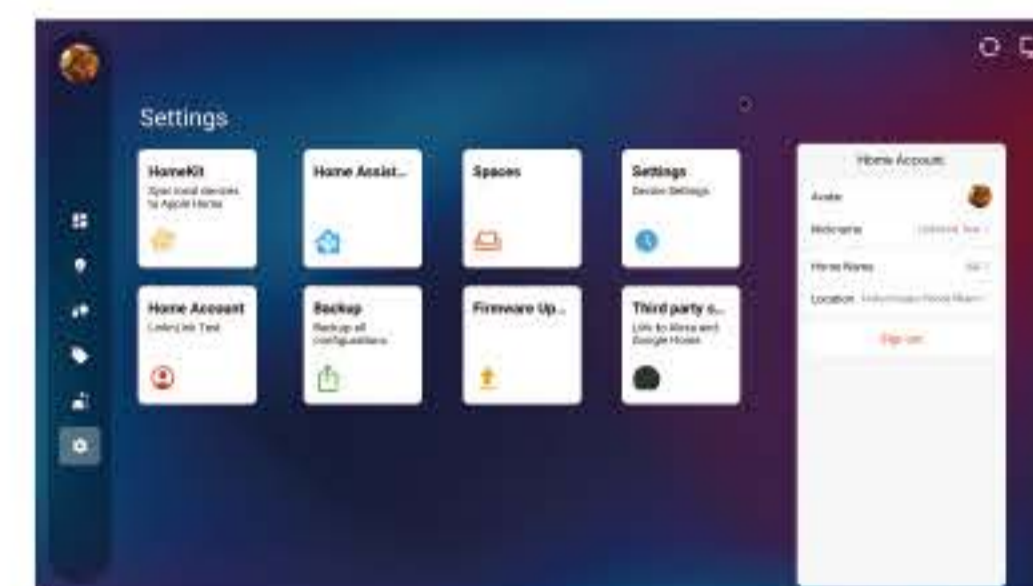
8 SYNCING WITH APP

All devices added to iSG will automatically appear in the "iSG" tab of the LinknLink app. The benefits of using mobile App are:

- Their status will be synchronized between both apps.
- You will be able to control them remotely (via cloud service) even when you're away from home.
- You can rename devices directly in the LinknLink app's "iSG" tab, and these changes will be reflected in iSG.
- You can also set up Routines (Automations) directly in the app. These automations will then be synchronized with iSG for a truly unified smart home experience.

Home Account:

- You can edit your name, home name and location or sign out your account.



Backup:

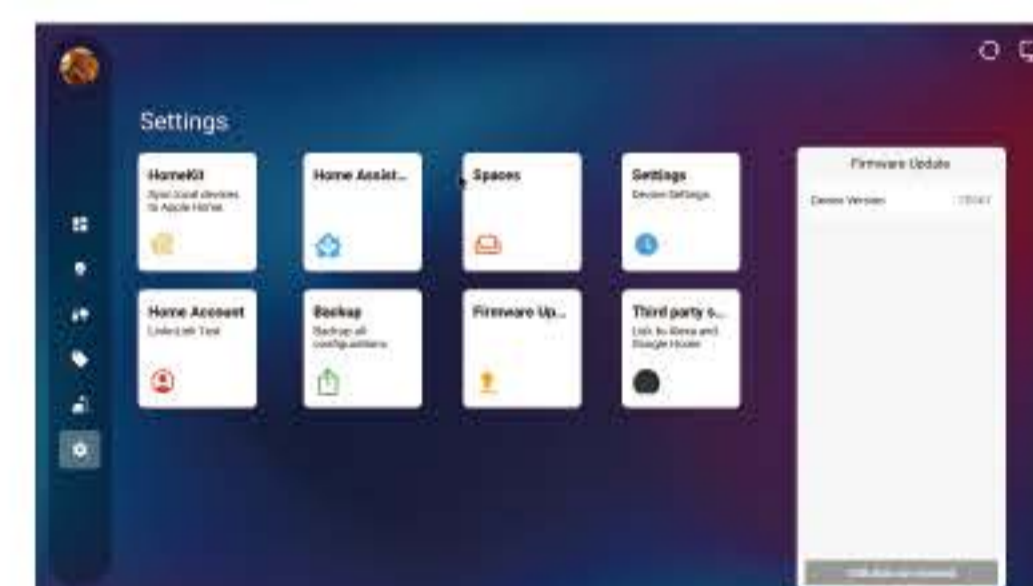
- Click here to back up your settings for easy migration to a new iSG. You can then import them during the sign-in process on your new device.

Firmware Update:

- When a new firmware update (APK file) is available, download it and copy it directly to the root directory of a USB flash drive. Insert the USB drive into your iSG. iSG will detect the update and a button will appear below for you to initiate the update process.

Note

Firmware updates can only be performed using a USB flash drive, not an SD card.



Third Party Services:

- For voice control or creating automations with Alexa and Google Home, follow these instructions to link your iSG devices.



LinknLink Pty Ltd

Add: Chatswood West, Sydney, 2067 New South Wales, Australia
Web: www.linknlink.com
Email: support@linknlink-iot.com
Manufactured by Sungale Electronics (Shenzhen) Co., Ltd.
Add: No.1302-1306, Dahong High-Tech Park, No. 6-18 Xinhe Road, Xinqiao, Shajing, Baoan District, Shenzhen, 518105, China

FCC RADIATION EXPOSURE STATEMENT

FCC ID: XB110261303
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, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

