

UG800
UNIVERSAL GATEWAY
QUICK GUIDE

MULTI-LANGUAGE
MANUAL



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05/2026

Introduction

The NEW Universal Gateway is the key product for the SALUS Smart Home and supports cloud integration to AWS IoT and other cloud platforms with firmware customization. This will offer you an ideal solution for connecting multiple Zigbee wireless devices to the cloud in a smart home system by using your smartphone or your computer via Internet. You can connect up to 100 devices to one gateway.

Product Compliance

This product complies with the essential requirements and other relevant provisions of the GPSR Directive 2023/988/EU, the EMC Directive 2014/30/EU, LVD 2014/35/EU, the RED Directive 2025/138/EU and the RoHS Directive 2015/863/EU (2017/2102/EU). The full text of the EU Declaration of Conformity is available at the following web address: www.saluslegal.com
(CP) 2405-2480MHz; <20dBm (Wifi)

Safety Information

Use in accordance with the regulations. Indoor use only. Keep your device completely dry. The AC/DC adaptor should plug into the socket outlet which must be located close to the device and must be easily accessible. The gateway has an IP30 rating. Disconnect your device before cleaning it with a dry cloth. The equipment is only suitable for mounting at heights ≤ 2 m. Use only power supplies listed on the back cover. Maximum operating ambient temperature is 40°C.



Warning
Do not use the C010RF coordinator with UG800 simultaneously!



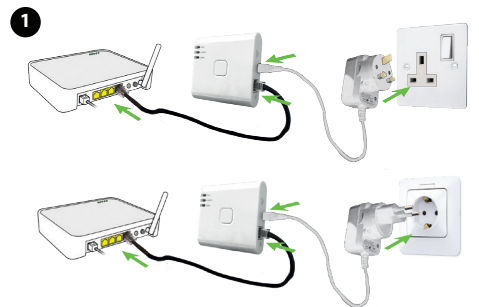
Explanations of the symbols on the product label

Symbol	Gateway	Symbol	Adapter
	UKCA Mark		TUV and GS marks
	CE Mark		ETL Verified Mark
	Class III equipment		Intertek
	Recycling		The polarity of power output terminals
	DC Voltage		Class II equipment
T40	Max. Operating temperature 40°C		Indoor use only
IP30	Ingress Protection Rating: 30; Protected against solid objects over 2.5 mm; No protection on the water.		Energy efficiency Marking
			RCM Mark

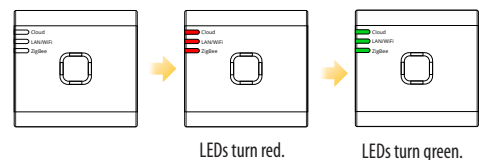
LED Description

	When the gateway is connected to the Cloud. LED is solid green.		ZigBee network open (search and add devices). LED is solid orange.
	When the gateway cannot connect to the Cloud. LED is solid orange.		When exceeding the maximum number of allowed devices. LED is blinking orange.
	ZigBee network closed. LED is solid green.		Gateway connected to router via LAN or Wi-Fi. LED is solid green.
	Identifying. LED is blinking green.		Gateway isn't connected to router via LAN or Wi-Fi. LED is solid red.

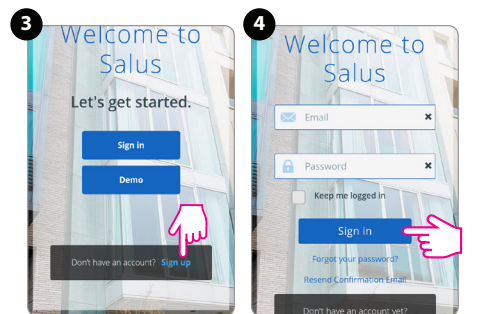
Installation in Online mode - using Ethernet cable
(with Internet connection via SALUS Premium Lite app)



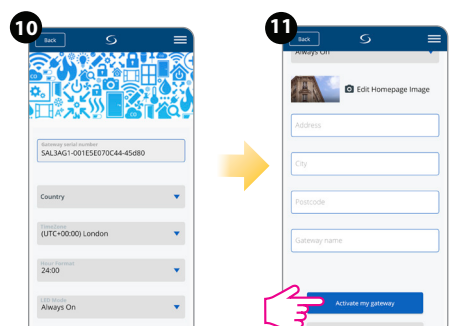
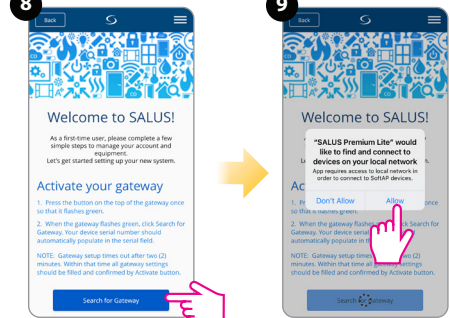
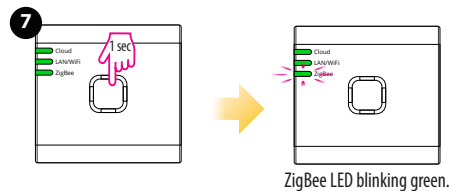
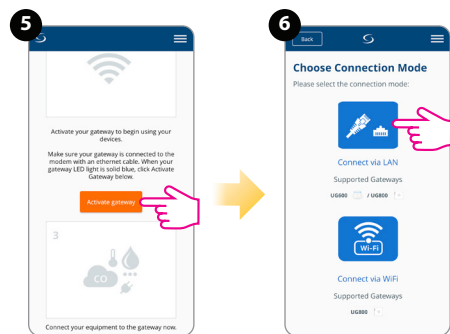
After the gateway has been powered up and connected to the router, please wait until all the LEDs are green.



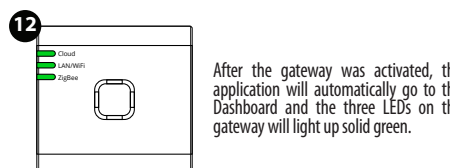
This product must be used with the SALUS Premium Lite application. Can be used with the mobile version available on Google Play and App Store or the web application by accessing the following link: eu.premium.salusconnect.io



Sign up, create an account and confirm it. After that please Sign in.

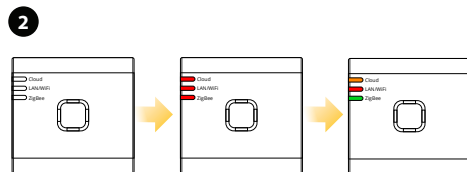
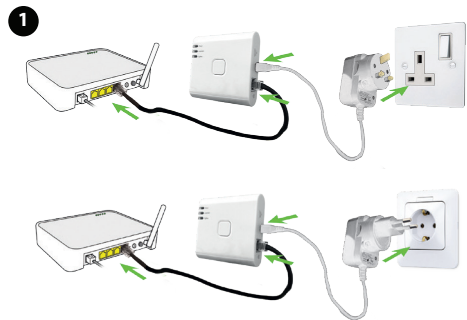


After entering all your data click on "Activate my gateway". The process can take up to 6 minutes.

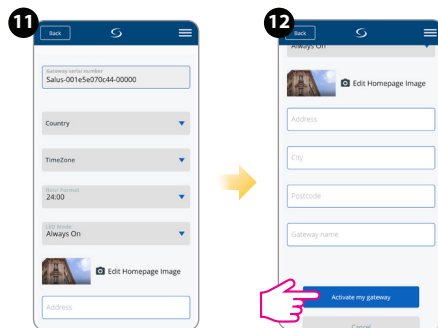
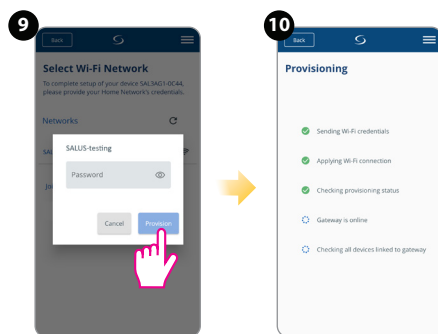
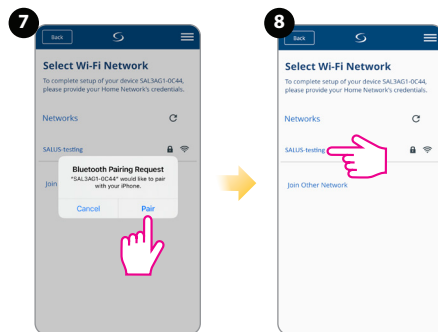
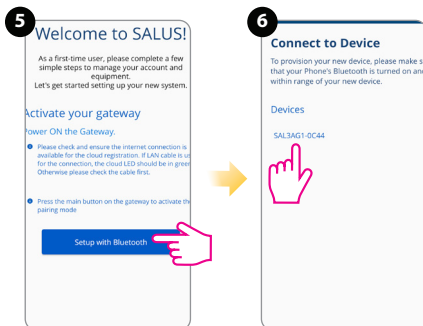
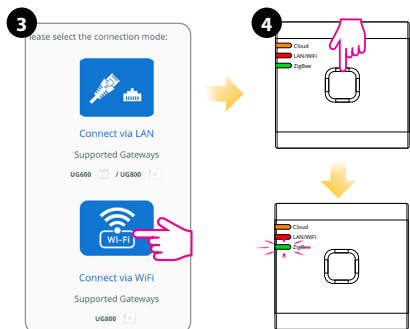


After the gateway was activated, the application will automatically go to the Dashboard and the three LEDs of the gateway will light up solid green.

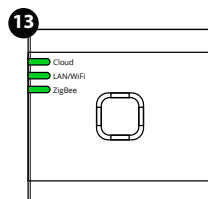
Installation in Online mode - using Bluetooth (with Internet connection via SALUS Premium Lite app)



After the gateway has been powered up, follow steps 2 - 5 from "Installation in Online mode - using Ethernet cable".

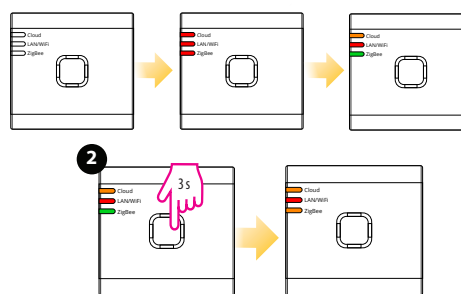
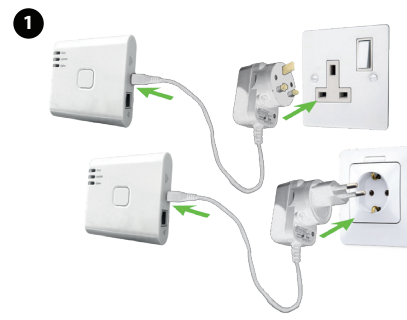


After entering all your data click on "Activate my gateway". The process can take up to 6 minutes.



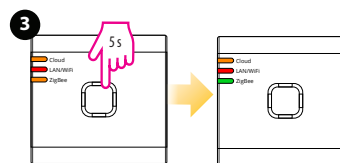
After the gateway was activated, the application will automatically go to the Dashboard and the three LEDs on the gateway will light up solid green.

Installation in Offline mode (without Internet connection)



To start the system installation, press and hold the button for 3 seconds until ZigBee LED turn solid orange. This means the ZigBee network is ready to accept Salus Premium Lite devices.

Note: It's highly recommended to refer to individual devices manuals before starting the installation process for each of them.



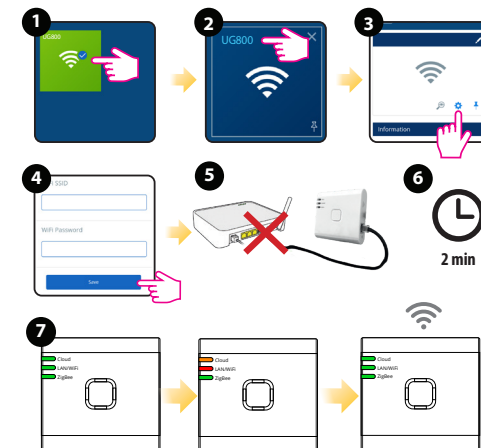
When everything is paired, press and hold the button for 5 seconds until the ZigBee LED will turn solid green. If you want to replace or add new devices, please ensure you follow steps 2 to 3.

Note: If you want to change Offline mode to Online mode, you must find equipment via application. All system setting will be automatically moved into SALUS cloud server. You don't need to do installation again in Online mode.

Changing the connectivity from LAN to WiFi

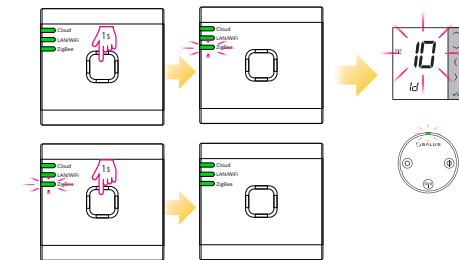
To change the connectivity from LAN to WiFi, follow the below steps.

WiFi SSID: the name of your network (Case sensitive)
WiFi Password: the password of your network
Note: The WiFi Internet connection might not be as stable as the one on cable.



Checking system configuration

To check which devices of your system are paired and have been configured correctly, you can use Identify mode. Press the button to activate Identify mode. The UG800 gateway will put all equipment that is connected to your system into Identify mode. Press the button again to cancel the Identify process. Identify mode will time out after 10 minutes.



Factory Reset

Restoring factory settings in the UG800 gateway will delete all settings and devices paired with it from its memory. To do this, use a paper clip or a pin to press and hold the button for about 10 seconds until all LEDs glow orange, then release it.

