

Superior Hub G3 Jeweller user manual

Updated March 24, 2026



Superior Hub G3 Jeweller is a wireless control panel for an Ajax system with support for photo verification. The hub connects to the Ajax Cloud server via Ethernet, two SIM cards (2G/LTE), and Wi-Fi. The hub has external antenna connectors for cellular, Jeweller, and Wings communication channels.

Superior Hub G3 Jeweller can operate autonomously for 16 or 60 hours, depending on the battery. A backup battery is not included in the complete set. Only compatible batteries can be used: **Superior Internal Battery (16h)** or **Superior Internal Battery (60h)**.

Superior Hub G3 Jeweller is a device of the [Superior product line](#).

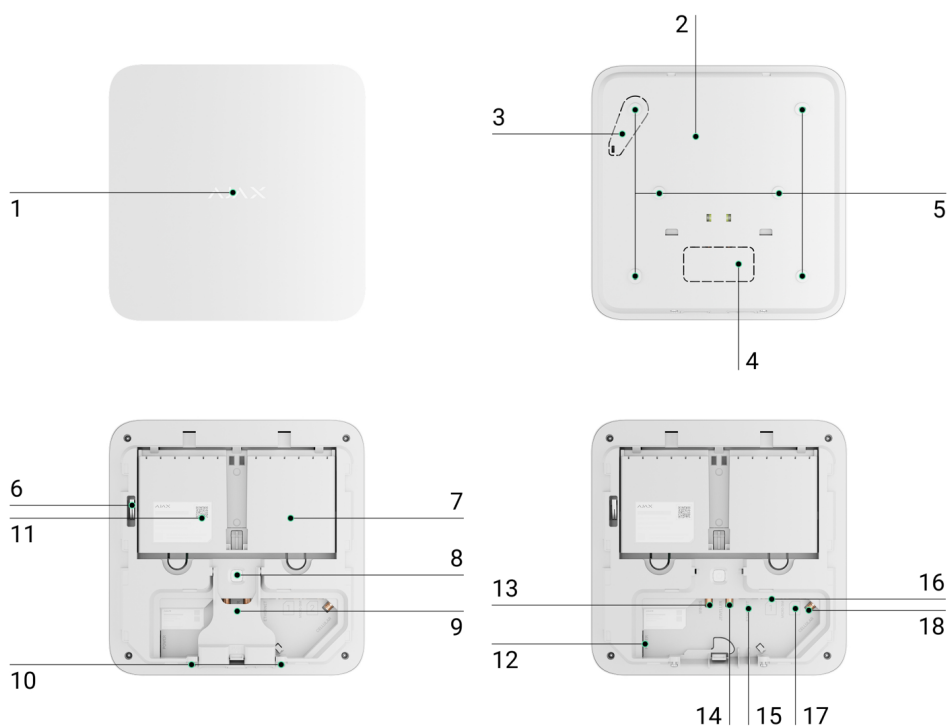
Only accredited Ajax Systems partners can sell, install, and maintain Superior products.

 [Buy Superior Hub G3 Jeweller](#)

 [Buy Superior Internal Battery \(16h\)](#)

 [Buy Superior Internal Battery \(60h\)](#)

Functional elements



1. LED logo indicating the hub state.
2. SmartBracket mounting panel.
3. Perforated part of the enclosure. It is required for the tamper button to be triggered in case of any attempt to detach the

device from the surface. Do not break it off.

4. Perforated parts of the enclosure for running power wires and antenna cables.
5. Holes for attaching the hub's SmartBracket to the surface.
6. Tamper button.
7. Slot for Internal battery (not included).
8. Power button.
9. Strain relief clip.
10. Holding screws for securing the hub to SmartBracket.
11. QR code with the device ID. It is used to add the hub to the space.
12. Power cable socket.
13. External antenna connector for Wings communication channel (SMA female connector).
14. External antenna connector for Jeweller communication channel (SMA female connector).
15. Ethernet cable socket.
16. Slot 1 for micro SIM.
17. Slot 2 for micro SIM.
18. External antenna connector for cellular communication channel (SMA female connector).

Operating principle



Superior Hub G3 Jeweller is an Ajax system control panel that monitors the operation of added devices.

You can add up to 250 wireless Ajax devices to Superior Hub G3 Jeweller. The added devices protect against intrusion, fire, and flooding, and also allow you to control electrical appliances according to scenarios or manually – in a mobile app or by pressing the panic button, LightSwitch Jeweller, or keypad with a touch screen.

To monitor the operation of all security system devices, the hub communicates with the connected devices using five encrypted protocols:

- 1. Superior Jeweller** is an upgraded radio protocol for Superior devices, ensuring compliance with EN 50131 (Grade 3). It features advanced encryption and frequency hopping. Full frequency hopping is available only when all devices in the system use Superior Jeweller. If at least one device operates via the regular Jeweller protocol, the system will be limited to **Grade 2**: encryption remains, but frequency hopping is disabled.
- 2. Jeweller** is a radio protocol for transmitting events and alarms from Ajax wireless devices without Superior Jeweller support.



Learn more about Jeweller

3. **TurboWings** is a radio protocol for transmitting photos from devices supporting TurboWings.
4. **Wings** is a radio protocol for transmitting large data packets.



Learn more about Wings

5. **VoRF** is a proprietary wireless audio streaming protocol using time division duplex.

The communication range is up to 3,500 m without obstacles: walls, doors, or inter-floor constructions.

If a device is triggered, the system raises an alarm in less than a second, regardless of the communication protocol. In case of an alarm, the hub activates the sirens, starts the scenarios, and notifies the security company's monitoring station and all users.

Advanced encrypted communication

The communication between Superior Hub G3 Jeweller and devices is protected by an advanced encryption scheme that ensures data confidentiality and integrity. This means that all sensitive data in the message is encrypted, and each message includes a unique authentication tag allowing the system to verify that the data has not been modified during transmission. The system can reliably detect tampering and reject forged or altered messages, providing robust protection against both passive and active attacks. This ensures secure communication between the device and the hub, as well as reliable system and data protection.



[Learn more about advanced encrypted communication](#)

Sabotage protection

Superior Hub G3 Jeweller has four communication channels for connecting to the Ajax Cloud server: Ethernet, Wi-Fi, and two SIM cards. This allows you to connect the device to four different communication providers at the same time. If one of the communication channels is unavailable, the hub will automatically switch to another one and inform the monitoring station of the security company and system users.

When a jamming attempt is detected, the system switches to an idle radio frequency and sends notifications to the monitoring station of the security company and to system users.



[What is security system jamming](#)

The hub regularly checks the quality of communication with all connected devices. If any device loses connection with the control panel, upon expiry of the time specified by the admin, all system users (depending on the settings), as well as the monitoring station of the security company, will

receive a notification about the incident.



[Learn more](#)

No one can turn off the hub unnoticed, even when the facility is disarmed. If an intruder tries to open the hub enclosure, the tamper button will trigger immediately. The alarm notification will be sent to the security company and system users.



[What is a tamper](#)

The hub rechecks Ajax Cloud connection at regular intervals. The ping period is specified in the hub settings. If a minimum ping period is set, the server may notify the users and the security company in as little as 60 seconds after the connection is lost.



[Learn more](#)

Frequency hopping

To comply with the Grade 3 requirements, Superior Hub G3 Jeweller uses **frequency hopping** for radio communication with the device (or the radio signal range extender). With this method, the hub and devices added to it change their operating frequency according to a defined pattern. The hopping sequence covers a defined set of channels within the operating bands, and devices switch frequencies synchronously with the hub. Even if some channels are affected by jamming, messages can be transmitted successfully via other channels. Frequency hopping improves the system's reliability and performance and ensures its resistance to intentional interference and jamming attempts.

Frequency hopping does not cause delays or pauses during radio communication and does not reduce the data transfer speed. If range extenders are added to the system, the frequency hopping is used for all radio communications: "device ↔ range extender" and "range extender ↔ hub".



The system uses frequency hopping for radio communication only if all wireless devices support this method.

If at least one device added to the system does not support frequency hopping, the hub and all devices switch to the operating frequencies of that device and do not use frequency hopping for radio communication.



[Learn more about frequency hopping](#)



[Learn more about jamming](#)

OS Malevich

Superior Hub G3 Jeweller is run by the real-time operating system OS Malevich. It is protected from viruses and cyber-attacks.

OS Malevich brings new features and functionality to the Ajax security system through over-the-air updates. The update does not require the involvement of an installation engineer or user.

The update takes up to 2 minutes with the security system disarmed and the external power supply and backup battery connected.



[How OS Malevich updates](#)

Ajax account

To set up the system, install the [Ajax PRO app](#) and log in to your PRO account or create a new one if you don't have one. Don't create a new account for each space since one account can manage multiple security systems. Where necessary, you can configure separate access rights for each space.



[How to register a PRO account](#)

User settings, systems, and parameters of connected devices are stored in the space. Changing the space admin, adding or removing users does not reset the settings of devices added to the space.



Superior Hub G3 Jeweller can only be added and configured in Ajax PRO apps.

Connecting the hub to Ajax Cloud

To be connected to the Ajax Cloud server, Superior Hub G3 Jeweller requires internet access. The connection is needed for the operation of Ajax apps, remote setup and management of the system, and sending push notifications to users.

Superior Hub G3 Jeweller is connected to the internet via the Ethernet communication channel and a cellular network. To increase the system's reliability and availability, populate both SIM card slots.

To connect to the cellular network, you need to install a micro SIM card with a PIN code request disabled and a sufficient amount of funds on the account to pay for services as per the operator's tariff. To disable the PIN code request, insert the SIM card into the phone.

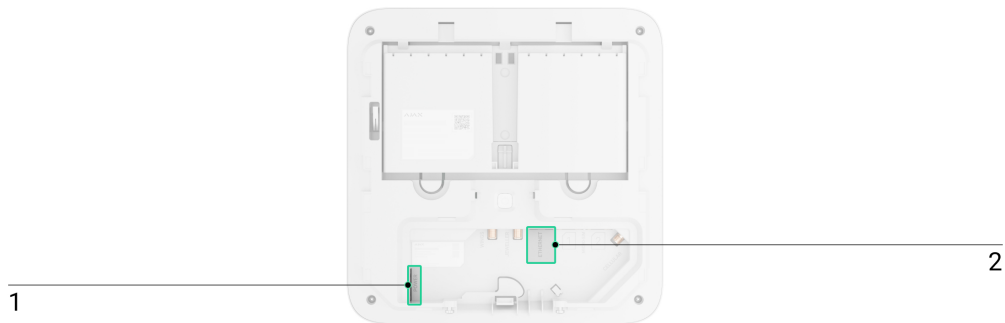
As the hub connects to the internet only via the cellular network, it automatically sets the APN settings based on the installed SIM card to establish the internet connection. This feature is controlled by the **APN auto select** setting and is enabled by default for both SIM cards.

To connect the hub to Ajax Cloud:

1. Unscrew the holding screws at the bottom of the hub. Then, remove the SmartBracket mounting panel from the hub by pulling down the back panel.
2. Remove the strain relief clip by pressing the latch.

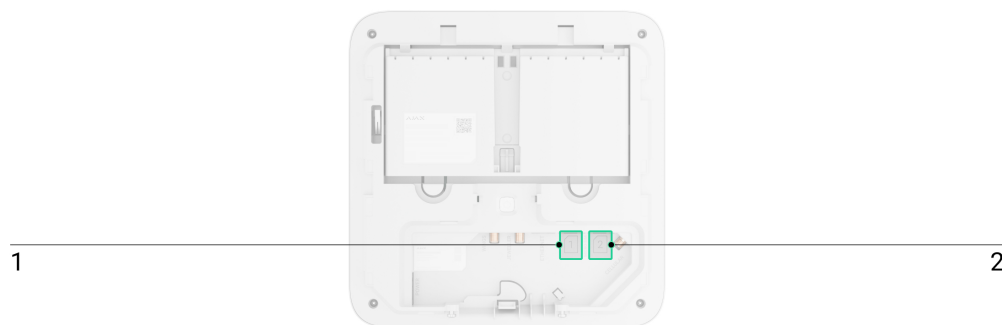


- 3. Connect Ethernet and power supply cables to the appropriate connectors:**



- 1 – power cable connector.
2 – Ethernet cable connector.

- 4. Install SIM cards:**



- 1 – first micro SIM slot.
- 2 – second micro SIM slot.

5. Install the internal battery.



Use only Superior Internal Battery (16h) or Superior Internal Battery (60h). We do not guarantee correct device operation on third-party batteries, as they may cause the hub to fail.

6. Hold down the hub's power button. Once the hub turns on, the LED logo will light up.
7. Wait for the control panel to connect to the internet. The green LED logo indicates that the hub is ready for operation.
8. Add the hub to the system and install the hub.

If Ethernet connection fails

If the Ethernet connection is not established, disable proxy and MAC address filtration and activate DHCP in the router settings. The hub will automatically receive an IP address. After that, you can assign a static IP address to the hub in the Ajax app.

If SIM connection fails

To connect to the cellular network, you need to install a micro SIM card with a PIN code request disabled and a sufficient amount of funds on the account to pay for services as per the operator's tariff. To disable the PIN code request, insert the SIM card into the phone.

If the hub fails to connect to the cellular network, use Ethernet to configure the network parameters: roaming, APN access point, user name, and password. To find out these parameters, contact the support service of your mobile operator.



[How to set or change APN settings in the hub](#)

Adding a hub to the Ajax app



Use the [latest versions of Ajax apps](#) to access all available features and ensure proper system operation. Superior Hub G3 Jeweller can only be added and configured in Ajax PRO apps.

After adding a hub to your account, you become the admin of the device. Admins can invite other users to the system and determine their rights. You can connect up to 50 users to Superior Hub G3 Jeweller.

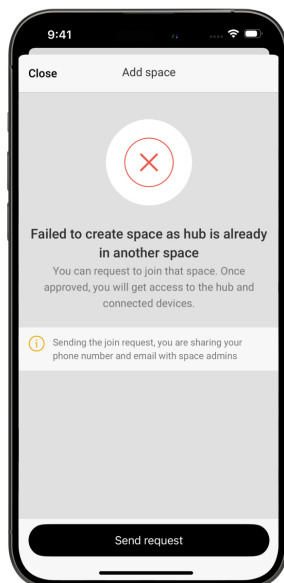
Each PRO account connected to the hub, as well as the security company profile, is considered a user of the system.

Changing or removing the admin from the list of hub users does not reset the settings of the system or connected devices.



If there are already users on the hub, the hub admin, PRO with the rights to configure the system, or the installation company maintaining the selected hub can add your account. You will be notified that the hub has already been added to another account. Contact our [Technical Support](#) to determine who has admin rights on the hub.

[User account types and rights](#)



To add a hub to the [Ajax PRO app](#):

1. Connect external power, backup battery, Ethernet, and/or SIM cards to the hub.
2. Turn on the hub and wait until the connection status LED indicator lights up green or white.
3. Open the [Ajax PRO app](#). Allow the app to access the requested features. This will allow you to fully use the capabilities of the Ajax apps and not to miss notifications about alarms or events.
4. Ensure you have a space. Create the space if you don't have one.



[What is a space](#)




[How to create a space](#)

5. Click **Add hub**.
6. Choose a suitable method: **manually** or using a **step-by-step guidance**. If you are setting the system up for the first time, use


step-by-step guidance.

Manually

To add a hub manually:

- Assign the hub name.
- Scan the hub QR code or enter the ID manually.
- Wait until the hub is added. After binding, the hub will be displayed in the **Devices**  tab of the PRO app.

By step-by-step guidance

If you chose a step-by-step guidance, follow the instructions in the app. Upon completion, the hub and connected devices will be displayed in the **Devices**  tab of the PRO app.

Selecting the installation site





Superior Hub G3 Jeweller is intended for indoor installation only.

Before installing the hub, make sure that you have selected the optimal location: the SIM card demonstrates consistent signal reception, all the devices are tested for radio communication, and the hub is hidden from direct view.

During installation and operation of the Ajax security system, adhere to the rules and requirements of regulatory legal acts on electrical safety. Do not disassemble the device while it is energized or use it with a damaged power cable.

The hub should be reliably attached to the vertical surface. We do not recommend using double-sided adhesive tape: it cannot guarantee secure attachment and simplifies the removal of the device.

Where the hub cannot be installed

1. Outdoors. This could result in a failure of the control panel.
2. Near the metal objects and mirrors. They can cause attenuation or shielding of the radio signal. This could result in the loss of connection between the hub and Ajax devices. If it is necessary to install in such condition, use ExternalAntenna to overcome obstacles of the signal.
3. In places with high levels of radio interference. This could result in the loss of connection between the hub and wireless Ajax devices or false notifications about security system jamming. If necessary, use ExternalAntenna to move the reception spot.

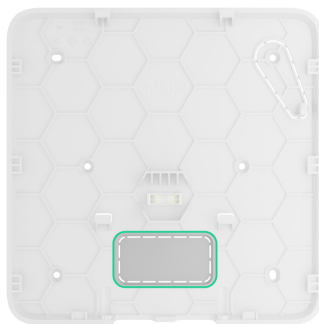
4. Less than 1 meter away from the router and power cables. This could result in the loss of connection between the hub and wireless devices.
5. Less than 1 meter away from devices. This could result in the loss of connection between the hub and these devices.
6. In places where the hub will have a signal strength of 1 or 0 bars with connected devices. This could result in the loss of connection between the hub and these devices. Use ExternalAntenna if necessary.
7. Inside premises with temperature and humidity beyond the permissible limits. This could result in a failure of the control panel.
8. In places with no cellular signal or 1 bar signal strength. We do not guarantee correct operation of the device with a low cellular signal strength. Use ExternalAntenna if necessary.

Installation

Before installation, make sure that you have selected the optimal location for the device and that it complies with the requirements of this manual.

To install Superior Hub G3 Jeweller:

1. Prepare the place for running cables in advance by carefully breaking off the perforated part of the Superior Hub G3 Jeweller enclosure.

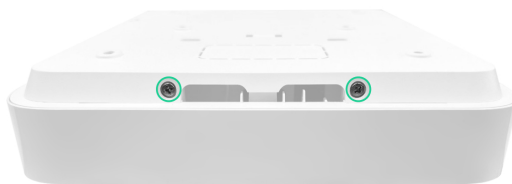


2. Run the power and Ethernet cables and cables from ExternalAntenna (if necessary) into the enclosure through the prepared cable entry.
3. Secure the enclosure to a vertical surface at the selected installation place with the provided screws using all fixing points. One of them is located in the perforated part above the tamper button, which is triggered if any attempt is made to detach the hub enclosure.
4. If necessary, connect ExternalAntenna to the appropriate communication port.



Before installation, make sure you read the [ExternalAntenna user manual](#)

5. Install the strain relief clip.
6. Put the hub on the SmartBracket mounting panel and secure it with the provided screws.



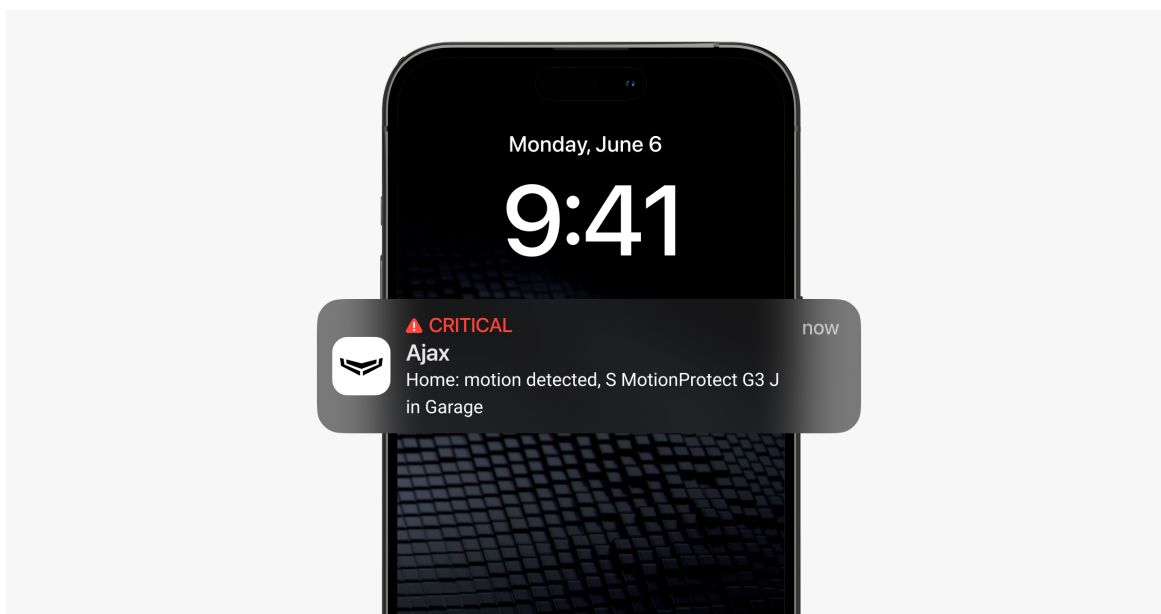
Do not flip the hub when attaching vertically (for instance, on a wall). When properly fixed, the Ajax logo can be read horizontally.



Fixing the hub on the SmartBracket mounting panel with screws prevents any accidental shifting of the hub and minimizes the risk of device theft.

If the hub is firmly fixed, the attempt to tear it off triggers the tamper, and the system sends a notification.

Preparing to connect devices




Create at least one virtual room before adding devices to the system. Rooms are needed to group devices and to increase the information content of notifications. Names of devices and rooms are displayed in the text of events and alarms of the Ajax system.



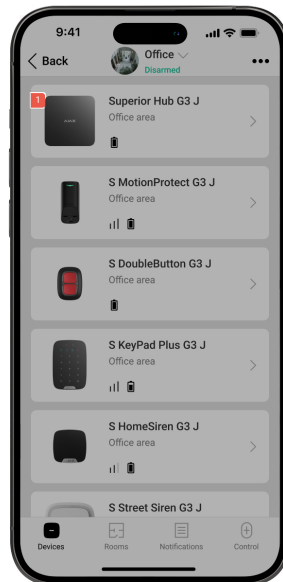
The hub is incompatible with other hubs, uartBridge and ocBridge Plus


To add a device to the hub, in the PRO app:

1. Go to the **Devices**  tab and tap **Add device**.
2. Assign a name to the device.
3. Scan the QR code or enter the device ID manually. A QR code with ID is placed on the device enclosure. Also, it is duplicated on the device packaging.
4. Select a virtual room and a security group (if the group mode is enabled).
5. Tap **Add**, and the countdown will begin.
6. Follow the instructions in the app to connect the device.
7. Repeat steps 1–6 to add any required devices.

To add a device to the hub, the device should be located within the hub's radio communication range – at the same secured premises.

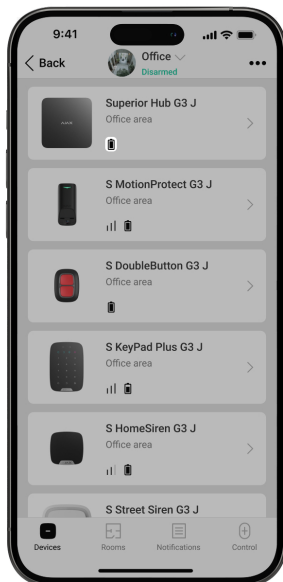
Malfunctions












The hub may notify about malfunctions. Tapping on  opens the list of all malfunctions. The **Malfunctions** field is available in device **States** and is displayed only if a malfunction is detected, e.g.:



- **Battery isn't found.**
- **Battery doesn't charge.**
- **Flash memory error.**

Icons

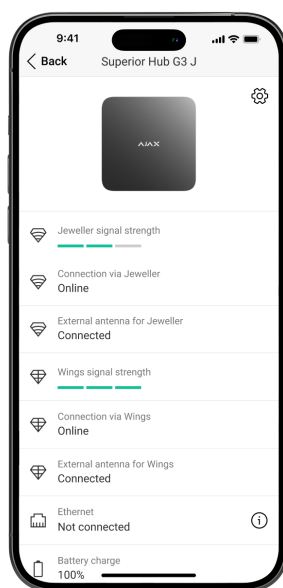


Icons display some of the Superior Hub G3 Jeweller statuses. You can view them in the Ajax app, in the **Devices**  tab.


Icon	Meaning
	The hub operates in the 2G network.
	The hub operates in the 4G (LTE) network.
	No SIM cards. Insert at least one SIM card.
	The SIM card is faulty or has a PIN code set up. Check SIM card operation in the phone and disable the PIN code request.
	The hub battery charge level. Displayed in 5% increments.
	An internal battery is not connected.
	Superior Hub G3 Jeweller malfunction detected. Open hub states for details.
	The hub is directly connected to the monitoring station of the security company. The icon is not displayed if direct connection is not available or not configured.



	<p>Learn more</p>
	<p>The hub is not directly connected to the central monitoring station of the security company. The icon is not displayed if direct connection is not available or not configured.</p> <p>Learn more</p>
	<p>The hub is in the Saving mode state.</p>


States




States can be found in the [Ajax app](#):

1. Go to the **Devices**  tab.
2. Select **Superior Hub G3 Jeweller** from the list.

Parameter	Meaning
<p>Malfunction</p>	<p>Tap the  button to open the list of the <u>hub malfunctions</u>.</p> <p>The field appears only if a malfunction is detected.</p>
<p>Cellular signal strength</p>	<p>The signal strength of the active SIM mobile network.</p> <p>Install the hub in places where the cellular communication level reaches 2–3 bars. In areas with poor signal reception, it is recommended to install Ajax <u>ExternalAntenna</u>.</p> <p>If the hub is installed in a place with weak or unstable signal strength, it will not be able to call or send an SMS about an event or alarm.</p>
<p>External antenna for cellular</p>	<p>External antenna connection status:</p> <ul style="list-style-type: none"> • Connected – the antenna is connected to a cellular port. • Not connected – the antenna is not connected to a cellular port. • Damaged – the antenna is broken. <div data-bbox="820 1756 1358 2040" style="background-color: #333; color: #fff; padding: 10px; border-radius: 10px; margin-top: 10px;">  <p>External antenna breakage detection is possible only when the hub enclosure is closed properly.</p> </div>


<p>Wi-Fi signal strength</p>	<p>Wi-Fi signal strength via Wi-Fi communication channel. The recommended value is 2–3 bars.</p>
<p>External antenna for Jeweller</p>	<p>External antenna connection status:</p> <ul style="list-style-type: none"> • Connected – the antenna is connected to a Jeweller port. • Not connected – the antenna is not connected to a Jeweller port. • Damaged – the antenna is broken. <div data-bbox="817 936 1358 1223" style="background-color: #333; color: #fff; padding: 10px; border-radius: 10px; margin-top: 20px;">  <p style="margin: 0;">External antenna breakage detection is possible only when the hub enclosure is closed properly.</p> </div>
<p>External antenna for Wings</p>	<p>External antenna connection status:</p> <ul style="list-style-type: none"> • Connected – the antenna is connected to a Wings port. • Not connected – the antenna is not connected to a Wings port. • Damaged – the antenna is broken.

	<div data-bbox="820 114 1358 398" style="background-color: #333; color: white; padding: 10px; border-radius: 10px;">  External antenna breakage detection is possible only when the hub enclosure is closed properly. </div>
<p>Connection</p>	<p>The status of connection between the hub and Ajax Cloud:</p> <ul style="list-style-type: none"> • Online – the hub is connected to Ajax Cloud. • Offline – the hub is not connected to Ajax Cloud. Check the hub internet connection. <p>If the hub is not connected to the server, the icons of the hub and all connected devices become semi-transparent in the list of devices.</p>
<p>Battery charge</p>	<p>Hub backup battery charge level. Displayed in 1% increments.</p> <p>At a charge level of 20% and below, the hub will report low battery charge.</p> <p><u>Learn more</u></p>
	<p>The status of tampers that respond to dismantling or opening of the hub enclosure:</p> <ul style="list-style-type: none"> • Closed – the hub lid is closed. The normal state of the hub enclosure.

<p>Lid</p>	<ul style="list-style-type: none"> • Open – the hub enclosure is open, or the enclosure’s integrity is otherwise compromised. Check the state of the hub enclosure. <p>The hub detects enclosure lid opening if either or both tamper buttons are triggered.</p> <p><u>Learn more</u></p>
<p>External power</p>	<p>External power supply connection status:</p> <ul style="list-style-type: none"> • Connected – the hub is connected to an external power supply. • Disconnected – no external power supply. Check the connection of the Superior Hub G3 Jeweller to the external power supply.
<p>Cellular data</p>	<p>Mobile internet connection status of the hub:</p> <ul style="list-style-type: none"> • Connected – the hub is connected to Ajax Cloud via mobile internet. • Not connected – the hub is not connected to Ajax Cloud via mobile internet. Check the Superior Hub G3 Jeweller connection to the internet via the mobile network. <p>If the cellular signal strength reaches 1–3 bars, and the hub has enough funds and/or has bonus SMS/calls, it will be able to call and send SMS, even if this field displays the Not connected status.</p>

Wi-Fi	<p>Internet connection status of the hub via Wi-Fi:</p> <ul style="list-style-type: none"> • Connected – the hub is connected to Ajax Cloud via Wi-Fi. Normal state. • Not connected – the hub is not connected to Ajax Cloud via Wi-Fi. Check the Superior Hub G3 Jeweller connection to the Internet via Wi-Fi. • Disabled – the option is disabled in the hub settings.
Ethernet	<p>Internet connection status of the hub via Ethernet:</p> <ul style="list-style-type: none"> • Connected – the hub is connected to Ajax Cloud via Ethernet. Normal state. • Not connected – the hub is not connected to Ajax Cloud via Ethernet. Check the Superior Hub G3 Jeweller connection to the Internet via the wired Internet. • Disabled – the option is disabled in the hub settings.
SIM 1	<p>The number of the SIM card installed in the first slot.</p> <p>To copy the number, click on it.</p> <p>If the phone number is displayed as an Unknown number, the operator has not written it to the memory of the SIM card.</p>



<p>SIM 2</p>	<p>The number of the SIM card installed in the second slot.</p> <p>To copy the number, click on it.</p> <p>If the phone number is displayed as an Unknown number, the operator has not written it to the memory of the SIM card.</p>
<p>Average noise (dBm)</p>	<p>Average noise in the radio channel. Measured in the place where the hub is installed.</p> <p>The first two values show the level at Jeweller frequencies, and the third – at Wings frequencies.</p> <p>The acceptable value is –80 dBm or lower. For example, –95 dBm is considered acceptable, and –70 dBm is invalid.</p> <p><u>What is security system jamming</u></p>
<p>Monitoring station</p>	<p>The status of direct connection of the hub to the central monitoring station of the security company:</p> <ul style="list-style-type: none"> • Connected – the hub is directly connected to the security company’s central monitoring station. • Not connected – the hub is not directly connected to the security company’s central monitoring station.

	<p>If this field is displayed, the security company uses direct connection to receive events and security system alarms.</p> <p><u>Learn more</u></p>
<p>Scheduled wake-up</p>	<p>The status of the scheduled wake-up feature. The feature allows setting the date and time when the hub wakes up on demand from the battery saving mode and becomes active for configuration and management.</p> <p>The available states are:</p> <ul style="list-style-type: none"> • Not set – the scheduled wake-up is not set. • Date, time – the next wake-up on demand is scheduled for the specified date and time. <p>Tap  to open the feature settings. Settings are available only in <u>Ajax PRO apps</u>.</p>
<p>Hub model</p>	<p>Hub model name.</p> <p><u>Differences between Ajax hubs</u></p>
<p>Hardware version</p>	<p>Superior Hub G3 Jeweller hardware version. Not updated.</p>
<p>Firmware</p>	<p>Superior Hub G3 Jeweller firmware version. Updates remotely.</p> <p><u>Learn more</u></p>

Device ID	Identifier (first 8 digits of the serial number) of the hub. The identifier is located on the device box and on the board under the QR code.
IMEI	A unique 15-digit serial number for identifying the hub's modem on a GSM network. It is shown only when a SIM card is installed in the hub.













Settings

The control panel settings can be changed in Ajax PRO apps. In order to change the settings:

1. Log in to the [Ajax PRO apps](#).
2. Select an object from the list.
3. Go to the **Devices**  tab.
4. Select a hub.
5. Go to its **Settings** by clicking on the gear icon .
6. Select a settings category and make changes. After making changes, click **Back** to save the new settings.

Name



- Room** 
- Ethernet** 
- Cellular** 
- Wi-Fi** 
- Keypad access codes** 
- Codes length restrictions** 
- Security schedule** 
- Detection zone test** 
- Jeweller** 
- Telephony settings** 
- Service** 
- User guide** 

Transfer settings to another hub



Remove hub



Hub settings reset

Resetting the hub to the factory settings:

1. Turn on the hub if it is off.
2. Remove all users and installers from the hub.
3. Hold the power button for 30 s – the LED indicator on the hub board will start blinking red.
4. Remove the hub from your account.



Space settings

In the space settings, you can configure the following:

- **Image and name**
- **Address**
- **Users**
- **Privacy**
- **Geofence**
- **Groups**

- **Video scenarios**
- **Time zone**
- **Security companies**
- **Installers/Companies**

Settings can be changed in the [Ajax app](#):

1. Select the space if you have several of them or if you are using a PRO app.
2. Go to the **Control**  tab.
3. Go to **Settings** by tapping the gear icon  in the bottom right corner.
4. Set the required parameters.
5. Tap **Back** to save the new settings.



How to configure a space

Indication

The hub has two LED indication modes:

- **Hub-server connection.**
- **British disco.**

Hub-server connection

Hub-server connection mode is enabled by default. The hub LED has a list of indications showing the system state or events occurring. Superior Hub G3 Jeweller can light up red, white, purple, yellow, blue, or green, depending on the state.

Superior Hub G3 Jeweller states can also be monitored in the Ajax apps.

Indication	Event	Note
Lights up white.	At least two communication channels are connected: Ethernet and one or two SIM cards.	When operating on a backup battery only, the indicator will blink every 10 seconds.
Lights up green.	One communication channel is connected: Ethernet or one/two SIM cards. Learn more	When operating on a backup battery only, the indicator will blink every 10 seconds.
Lights up red.	The hub has no connection to the internet or the Ajax Cloud service.	When operating on a backup battery only, the indicator will blink every 10 seconds.
Lights up continuously for 3 minutes, then blinks every 10 seconds.	The external power supply is disconnected (if there is a connected backup battery).	The color of the indication depends on the number of connected communication channels.
Blinks red.	The hub is reset to factory settings.	



If you see an indication while using the system that is not listed in this user manual, please contact the [Ajax support service](#)

Access to indications

Superior Hub G3 Jeweller users can see the **British disco** indication after they:


- Arm/disarm the system using the Ajax keypad.
- Enter the correct user ID or personal code on the keypad and perform an action that has already been performed (for example, the system is disarmed and the disarm button is pressed on the keypad).
- Press the Ajax SpaceControl Jeweller button to arm/disarm the system or activate **Night mode**.
- Arm/disarm the system using Ajax apps.








All users can see the **Changing hub's state** indication.



British disco


The function can be enabled in the hub settings in the PRO app (Hub → Settings → Services → LED indication).

Indication	Event	Note
Changing hub's state		
White LED flashes once per second.	Two-stage arming or Delay when leaving.	One of the devices is performing Two-stage arming or Delay when leaving .
Green LED flashes once per second.	Entry indication.	One of the devices is performing Delay when entering .
White LED lights up for 2 seconds.	Arming is completed.	The hub (or one of the groups) is changing its state from Disarmed to Armed .
Green LED lights up for 2 seconds.	Disarming is completed.	The hub (or one of the groups) is changing its state from Armed to Disarmed .
Alerts and Malfunctions		
Red and purple LED flashes in sequence for 5 seconds.	Confirmed hold-up alarm.	<p>There is an unrestored state after a confirmed hold-up alarm.</p> <div data-bbox="1015 1424 1358 1832" style="background-color: #333; color: white; padding: 10px; border-radius: 10px; margin-top: 10px;">  <p>The indication is displayed only if Confirmed intrusion/hold-up alarm is enabled in the settings.</p> </div>
		There is an unrestored state after a hold-up

<p>Red LED lights up for 5 seconds.</p>	<p>Hold-up alarm.</p>	<p>alarm.</p> <div data-bbox="1015 259 1358 714">  <p>The indication is not displayed if there is a confirmed hold-up alarm state.</p> </div> <div data-bbox="1015 819 1358 1189">  <p>The indication is displayed only if Single intrusion/hold-up alarm is enabled in the settings.</p> </div>
<p>Red LED flashes.</p>	<p>The number of flashes equals the Device No. of a hold-up device (DoubleButton Jeweller), the first to generate the hold-up alarm.</p>	<p>There is an unrestored state after the confirmed or unconfirmed hold-up alarm.</p>
		<p>There is an unrestored state after the confirmed intrusion alarm.</p>

<p>Yellow and purple LED flashes sequentially for 5 seconds.</p>	<p>Confirmed intrusion alarm.</p>	<div data-bbox="1015 114 1358 528">  <p>The indication is displayed only if Confirmed intrusion/hold-up alarm is enabled in the settings.</p> </div>
<p>Yellow LED lights up for 5 seconds.</p>	<p>Intrusion alarm.</p>	<p>There is an unrestored state after the intrusion alarm.</p> <div data-bbox="1015 927 1358 1384">  <p>The indication is not displayed if there is a confirmed intrusion alarm condition.</p> </div> <div data-bbox="1015 1485 1358 1854">  <p>The indication is displayed only if Single intrusion/hold-up alarm is enabled in the settings.</p> </div>
	<p>The number of flashes</p>	<p>There is an unrestored</p>

<p>Yellow LED flashes.</p>	<p>equals the Device No. that first generated the intrusion alarm.</p>	<p>state after the confirmed or unconfirmed intrusion alarm.</p>
<p>Red and blue LED flashes in sequence for 5 seconds.</p>	<p>Lid opening.</p>	<p>There is an unrestored tamper state or an open lid on any of the devices, or the hub.</p> <div data-bbox="1015 566 1358 1021" style="background-color: #333; color: #fff; padding: 10px; border-radius: 10px;">  <p>The indication is displayed only if Lid opening is turned on in the settings.</p> </div>
<p>Yellow and blue LED flashes in sequence for 5 seconds.</p>	<p>Other malfunctions.</p>	<p>There is an unrestored fault state or a malfunction of any device or the hub.</p> <div data-bbox="1015 1440 1358 1937" style="background-color: #333; color: #fff; padding: 10px; border-radius: 10px;">  <p>The indication is displayed only if Restoration after faults is enabled in the settings.</p> </div>

		 <p>Currently, Restoration after faults is not available in Ajax apps.</p>
Dark blue LED lights up for 5 seconds.	Temporary deactivation.	One of the devices is temporarily deactivated or the lid state notifications are disabled.
Blue LED lights up for 5 seconds.	Automatic deactivation.	One of the devices is automatically deactivated by an opening timer or the number of detections.
Green and blue LED flashes in sequence.	Alarm timer expiration. <u>Learn more about Alarm confirmation feature</u>	Displayed after the alarm timer expires (to confirm the alarm).

When nothing is happening in the system (no alarm, malfunction, lid opening, etc.), the LED displays two hub states:

- Armed/partially armed or **Night mode** enabled – the LED lights up white.
- Disarmed – the LED lights up green.

Alert indication

If the system is disarmed and any of the indications from the table is present, the yellow LED flashes once per second.



If there are several states in the system, the indications are displayed one by one, in the same sequence as shown in the table.

Additional features

Video surveillance

Superior Hub G3 Jeweller is compatible with [Ajax cameras and NVRs](#) and with third-party cameras that support RTSP protocol or SDK integration.



[How to connect cameras to the Ajax system](#)

You can calculate the number of cameras and NVRs that can be added to the space using the [video device calculator](#).

Scenarios

Superior Hub G3 Jeweller allows creating 64 scenarios and minimizing the human factor impact on safety. The hub can manage the security of the entire facility or group according to a schedule; activate the smoke machine if intruders enter the room; de-energize the room and turn on emergency lighting in case of fire; shut off water in the event of a leak; control lighting devices, electric locks, roller shutters, and garage doors – when changing the security mode by pressing a button or by a detector alarm.

Scenarios can be used to reduce the number of routine actions and increase productivity. Ajax automation devices respond to changes in temperature and air quality. For example, configure the heating to turn on at low temperatures, control the supply system, humidifier, and air conditioner to maintain a comfortable climate.



How to create and customize a scenario

Photo verification

Superior Hub G3 Jeweller supports both MotionCam and MotionCam Outdoor motion detectors. When triggered, the detectors take a series of shots you can use to evaluate the unfolding of the events at the facility over time. This relieves users of unnecessary anxiety and prevents security companies from sending unnecessary patrol dispatches.

The detector activates the camera when armed and detects movement. Only users with access to the events feed, as well as authorized employees of the security company can see visual alarm verifications provided that the security system is connected to the monitoring station.

If **Photo on Demand** function is activated, the detectors can take a photo upon the command of a system user or PRO user with the appropriate rights. The taking of a photo is always registered in the hub's events feed.

The shots are protected by encryption at every stage of transmission. They are stored on the Ajax Cloud server and are not processed or analysed.



[Learn more](#)

Maintenance

Check the functioning of Superior Hub G3 Jeweller and connected devices on a regular basis. The optimal frequency of checks is once every three months. Clean the hub enclosure from dust, cobwebs, and other contaminants as they emerge. Use a soft, dry cloth that is suitable for equipment care.

Do not use substances that contain alcohol, acetone, petrol, and other active solvents to clean the device.

Technical specifications



[All technical specifications of Superior Hub G3 Jeweller](#)



[Compliance with standards](#)



[Setup in compliance with EN requirements](#)

Warranty

Warranty for the Limited Liability Company “Ajax Systems Manufacturing” products is valid for 2 years after the purchase.

If the device does not function correctly, please contact the Ajax Technical Support first. In most cases, technical issues can be resolved remotely.



Warranty obligations



User Agreement

Contact Technical Support:

- **e-mail**
- **Telegram**

Manufactured by "AS Manufacturing" LLC