

## **TROUBLESHOOTING GUIDE:**

Disconnect the network cable and power adapter or any other connected peripherals if any of the following conditions exist:

- The power cord or connector is damaged or frayed.
- You want to clean the Hub (see Important Safety Instructions).
- The Hub or attached cables are exposed to rain, water/fluids, or excessive moisture.
- The Hub power adapter is damaged or has been dropped and you suspect it needs to be serviced.

Avoid installing the SmartThings Hub near or inside sources of metal, radio, or electromagnetic interference.



Vermeiden Sie die Installation des SmartThings Hubs in oder in der Nähe von Metall, Funkantennen, oder anderen elektromagnetischen Störquellen.

Éviter l'installation du Hub SmartThings à proximité ou à l'intérieur d'objets métalliques ou de sources d'interférences radioélectriques ou électromagnétiques.

**WARNING:** No user-serviceable parts inside. Refer all servicing to qualified service personnel.



**IMPORTANT CONSUMER INFORMATION:** Please read before activating or using the Arrival Sensor.

**WARNING:** This product contains chemicals known to the State of California to cause cancer and reproductive toxicity. For more information, please call 1-800-SAMSUNG (726-7864).

### **Important Safety Instructions**

- Read, keep, and follow these instructions.
- Heed all warnings.
- Do not use this product near water or expose the product to dripping or splashing of any water or liquid.
- Clean only with a dry cloth.
- Do not install near any heat sources such as radiators, heat registers, stoves or other apparatus (including amplifiers) that produce heat.
- Only use attachments and accessories specified by the manufacturer.
- Read our Product Usage Guidelines at: <http://SmartThings.com/guidelines>

### **Wichtige**

- Lesen, behalten und folgen Sie diesen Anweisungen.
- Beachten Sie alle Warnhinweise.
- Verwenden Sie das Produkt nicht in der Nähe von Wasser und vermeiden Sie Tropfen oder Spritzer von Flüssigkeiten jeder Art.
- Säubern Sie das Gerät ausschließlich mit einem trockenen Tuch.
- Vermeiden Sie die Installation in der Nähe von Wärmequellen wie Heizungen, Öfen oder anderen Geräten (inkl. Verstärkern), die Hitze produzieren.
- Verwenden Sie nur Hersteller zertifiziertes Zubehör.

### **Règles de sécurité:**

- Lire, conserver et suivre ces instructions.
- Respecter toutes les consignes de sécurité.
- Nettoyer l'appareil uniquement avec un chiffon sec.
- Ne pas utiliser à proximité et éviter tout contact avec l'eau ou un quelconque liquide.
- Ne pas installer à proximité d'une source de chaleur telle que radiateur, poêle ou autres appareils (incluant les amplificateurs) qui produisent de la chaleur.
- Utiliser uniquement des accessoires recommandés par le fabricant.

## How do I reset my Welcome Code?

Each SmartThings Hub is designated a unique six-character Welcome Code that must be entered to activate the Hub.

The Welcome Code is packaged with the Hub and located on a card under the Hub's tray in the box.

### Example:

You may need to have your Welcome Code reset if you see one of the following messages during setup:

"No unclaimed Hub found for that Welcome Code"

"Invalid Welcome Code"

"ZigBee ID must be unique"

"This Hub was previously used and cannot be activated"

## How to connect and configure new devices

Use this process to include new Z-Wave devices into your home Z-Wave network. These instructions also apply to ZigBee devices.

### To connect/include a device:

Within the SmartThings mobile app, follow these steps to connect or include a new device:

1. Tap [Marketplace](/hc/en-us/articles/205379924) (/hc/en-us/articles/205379924)
2. Under **Things**, tap **Connect New Device**
3. The app will say, **I'm looking for your new Things...** and display a spinning circle
4. While the Hub searches, follow the connection/inclusion process specific to that device

Consult the device's manual for instructions

5. When the device is discovered, the message **# Thing(s) Found!** will increment, and the device will list below

6. Tap the device to configure it

7. Tap to name the device

8. Tap **Select a Room** to assign the device to an existing Room or [Add a Room](/hc/en-us/articles/205379974) (/hc/en-us/articles/205379974)

9. Tap **Next**

10. Follow the in-app prompts to configure the device

11. When you finish configuring the device, tap **Done**

Alternatively, you can connect a new device via the following methods:

1. Tap the menu

2. Tap **Add Thing**
3. Tap **Connect New Device**

OR:

1. Tap **My Home**
2. Tap the plus icon
3. Tap **Add a new: Thing**
4. Tap **Connect New Device**

You can also explore and connect third-party devices that work with SmartThings, or look for a specific device you want to connect:

1. Tap **Marketplace**
2. Under **Things**, tap a category (e.g., SmartThings Recommends, Safety & Security, Health & Fitness, etc.)
3. Tap a device category (e.g., Open/Closed Sensors, Motion Sensors, Switches & Dimmers, Light Bulbs, etc.) to see a list of related SmartThings devices and [third-party devices that are certified compatible](http://www.smarthings.com/compatible-products/) (<http://www.smarthings.com/compatible-products/>)
4. Tap the device manufacturer
5. Tap the device
6. Tap **Connect Now**
7. The app will indicate that the Hub is looking for a device of that type or name (<https://smarthings.com>)

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[https://support.smarthings.com/hc/en-us/articles/205956950-How-to-connect-and-configure-new-devices 2/2](https://support.smarthings.com/hc/en-us/articles/205956950-How-to-connect-and-configure-new-devices-2/2)

8. While the Hub searches, follow the connection/inclusion process specific to that device

Consult the device's manual for instructions

9. The app will indicate that the Hub found the device and direct you to configure it
10. Tap to name the device
11. Tap **Select a Room** to assign the device to an existing Room or [Add a Room](/hc/en-us/articles/205379974) (</hc/en-us/articles/205379974>)

12. Tap **Next**

13. Follow the in-app prompts to configure the device

14. When you finish configuring the device, tap **Done**

To view your connected devices:

In the SmartThings mobile app:

1. Tap **My Home**
2. Tap [Things](/hc/en-us/articles/205380554) (</hc/en-us/articles/205380554>)
3. All your connected devices will list here
4. Select a device to see more details, like its current status, recent activity, and associated SmartApps

After selecting a device, tap the gear icon to edit, configure, or remove the device.

To remove a device:

1. Tap **My Home**
2. Tap **Things**
3. Tap the device you wish to remove
4. Tap the gear icon

5. Tap **Remove**

6. Confirm removal (this cannot be undone)

Tip: When connecting/including ZigBee and Z-Wave devices, start with the powered devices (repeaters) nearest the Hub and then work your way out. Next, connect battery-

## How to set up the Hub

New users:

If you are a new user and need to set up your account, your Hub, and your entire SmartThings setup, read our [Getting Started guide](/hc/enus/articles/205380634) (/hc/enus/articles/205380634).

Existing users:

Set up a new Hub by creating a new Location:

1. Tap the menu
2. Tap the dropdown arrow
3. Tap **+ Add New Location**
4. Select your region
5. Configure your Location's name, photo, and physical location
6. Tap **Next**

Next, follow the in-app instructions to connect your Hub, which are reproduced here:

1. Connect the Hub using the included power and network cables
2. Tap **Next**
3. Enter the 6-character Welcome Code for your Hub
4. Tap **Next**
5. Wait while the Hub downloads any available firmware upgrades. Do not unplug the Hub during the setup process. The app will confirm when the Hub is ready (LED solid green) and it is OK to proceed
6. Tap **Next**

To add a Hub to an existing Location:

1. Tap the menu
2. Tap the gear icon beside the Location
3. Tap **Connect a Hub Now (iOS) / Add a Hub (Android)**

Note: This option is only available if the Location does not already have a connected Hub

4. Follow the in-app instructions to connect your Hub

For the best performance:

Don't stack your SmartThings Hub directly on top of your wireless router.

The Hub has a range of about 50 feet (depending on your home's layout and construction), so place the Hub centrally, where it can reach the most smart devices.

Read this blog post all about [wireless range and repeaters](http://blog.smarthings.com/iot101/a-guide-to-wireless-range-repeaters/)

(<http://blog.smarthings.com/iot101/a-guide-to-wireless-range-repeaters/>).

What do the Hub's LED colors mean?

(<https://smarthings.com>)

4/26/2016 How to set up the Hub – SmartThings Support

[https://support.smarthings.com/hc/en-us/articles/205380614-How-to-set-up-the-Hub 2/2](https://support.smarthings.com/hc/en-us/articles/205380614-How-to-set-up-the-Hub-2/2)

What do the Hub's LED colors mean?

Read this [guide to Hub LED colors](https://support.smarthings.com/hc/en-us/articles/205956920) ([/hc/en-us/articles/205956920](https://support.smarthings.com/hc/en-us/articles/205956920)).