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Modified on: Mon, 3 May, 2021 at 6:39 PM

This solution lists all of the available articles and their linked pages to gain easy access to any of **Smart Home Hub (https://aeotec.com/smartthings/)** functions and step by step use case.

**Click on any of the links below to access their solution pages**

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# Setup - Smart Home Hub

Modified on: Mon, 3 May, 2021 at 6:42 PM



This guide will lead you through the initial setup of (https://aeotec.com/autopilot/)**Aeotec Smart Home Hub** (https://aeotec.com/smartthings/) and get you started. It forms part of a broader guide on managing and using Smart Home Hub which can be found **here** (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# Setup checklist

There are a number of things to ensure that you have set in order to setup your hub properly. Typically you won't need to do any of the recommended settings, but these settings will ensure that setup is a breeze.

**For best results.**

- Keep your hub away from heavy metal objects (HVAC equipment, refrigerators, stoves, or other sources of interferences).
- Consider setting up your hub using Ethernet connection first. Once finished, you can connect your Smart Home Hub to Wi-Fi afterwards. (**Main Menu** -> **Settings** -> **Change device Wi-Fi network**).
- Aeotec Smart Home Hub works best when placed in a central location in your home.

**If installing your Smart Home Hub using Wi-Fi.**

- Keep your hub, router, and phone temporarily close together just for the setup process. Once setup is done, you can re-arrange your Smart Home Hub however you'd like within the range of the router it is connected to.
- If using a WiFi mesh system, verify the hub is closest to the nearest Access Point (AP) to its physical location.
- If you have a Router with both 2.4GHz and 5Ghz Wi-Fi networks, ensure that they both have unique SSID names (ie. WiFi2.4GHz and WiFi5GHz).
- Verify that your Router connection has sufficient bandwidth in the installation location.
  - Run a speed test with your phone in that location using something like **speedtest.net**, then ensure that at least 2Mbps on both upload/download speeds.
- Check if your Router has the following ports open:

- 11111
- 9443
- 443
- 39500
- 37

- Check your Router to see if there are any new firmware updates and apply it. Access the internal access point of your router which should be printed directly on the router somewhere (typically this is 192.168.0.1).
- If your hub has trouble connecting to Wi-Fi at the location you wish to install/setup your Smart Home Hub, you may add a Wi-Fi extender half-way between your hub and your Wi-Fi router to help bridge that gap.

# b.

# Download SmartThings app

Smart Home Hub primarily will be controlled by app use through a android or iOS smartphone.

**Android**

1. Open **Play Store** app.
2. In the search bar, enter "**smartthings**" and search.
3. Tap on **SmartThings** app.
4. Select **Install.**

**iOS**

1. Open App Store app.
2. In the search bar, enter "Smartthings" and search
3. Tap **SmartThings** app.
4. Tap the **Get** button to install.
5. You may need to sign in with your Apple ID to start the download and installation.
6. Ensure that your SmartThings app Local Network is enabled
   1. Go to your iOS "**Settings**" page
   2. Tap **Privacy**
   3. Tap **Local Network**
   4. Look for SmartThings, ensure that it is **toggled ON** (ie. image below)

# c.
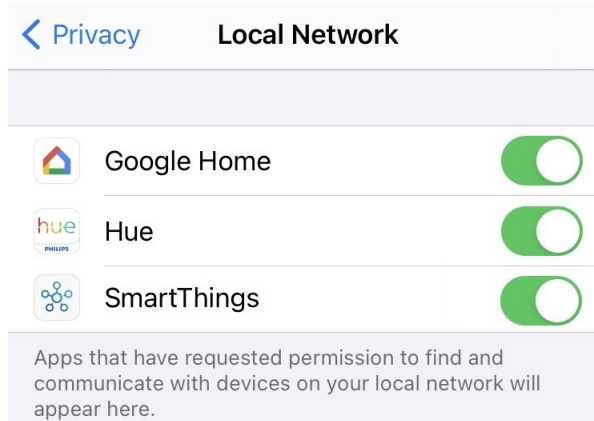
# Create an account

Creating an account is essential for the use of Smart Home Hub, this will be used to login anywhere in the world to control your connected home devices.

**Steps**

1. Open the **SmartThings app.**
2. Touch **Sign In**.
3. Touch **Create account.**
4. Touch **Agree** for the Samsung Terms and Conditions, Terms of Services, and Samsung Privacy Policy.
5. Now Fill in the information for your account:
    - **Email address.**
    - **Password** (at least eight characters containing at least one number and one letter).
    - **Confirmation password** (same as above)**.**
    - **First and last name.**
    - **ZIP code**
    - **Date of birth.**
6. Touch **Next.**
7. Touch **Done.**
8. Select your **Country.**
9. Touch **Continue.**

# d.

# Power up Smart Home Hub

Before you move onto creating your account and fully setting up Smart Home Hub, you must first power Smart Home Hub.

It is recommended that you place your Smart Home Hub is the central most location in your home to have the best wireless reach around it.
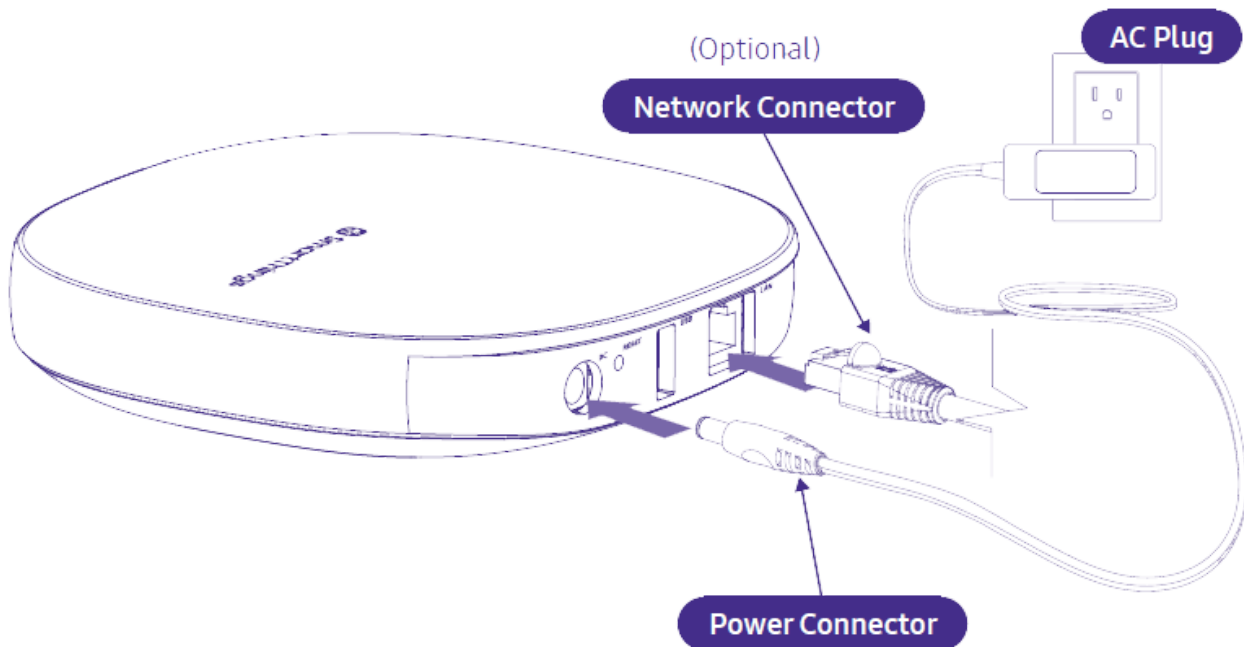
**Power Smart Home Hub**

1. Select the location that your Smart Home Hub will remain for most of its use.
2. Connect the plug adapter to your Smart Home Hub.
3. Connect the plug adapter to your power outlet.
4. **(Optional)** If you wish to use a direct LAN connection, plug in an Ethernet cable to your wireless router and Smart Home Hub now.
5. Once the LED flashes red/green, you will have 30 minutes to complete the setup in section d.

# e.

# Finalize Smart Home Hub setup in SmartThings app

This final section will tie your SmartThings account to your Smart Home Hub, once this is finished, you'll be able to log in using your SmartThings app.

1. From the Home screen, touch the **Plus (+) icon**
2. Select **Device**.
3. Search "**By Brand**"
4. You can connect Smart Home Hub using either SmartThings or Aeotec, it doesn't matter, either will work with Smart Home Hub.
   - **Using Aeotec Brand**
     1. Select "**Aeotec**"
     2. Select "**WiFi/Hub**"
     3. Select "**Smart Home Hub (IM6001-V3P)**"
   - **Using SmartThings Brand**
     1. Select "**SmartThings**"
     2. Select "**WiFi/Hub**"

            3. Select "**SmartThings Hub (IM6001-V3P)**"

5. Select "**Start**"
6. Set where your Aeotec Smart Home Hub **location** is, and what **room** it will be in.
7. Then select "**Next**"
8. Select how you'd like to connect your Hub by touching **Wi-Fi** or **Ethernet/Wired.** (depends on your choices in section c. Power up smart home hub)
9. SmartThings will ask you to power your hub if you have not done so already. Tap on **Next**.
10. If your hub isn't ready yet, your app will scan for your hub to be ready. Once its automatically detected, it will move onto the next step.
11. Using your mobile device's camera, **scan the QR code located on the back of the Hub**:
    - If necessary, tap **OK** to give Smart Home Hub access to your smartphone camera.
    - If your having trouble scanning the QR code, tap "**Add device by serial number**" and enter the code manually.
12. It will ask you to join a SmartThings WiFi network (**"st-hubv3-858"**) or some other similar name, make sure you press **Connect**. This is necessary to setup, if you tap cancel, your setup will fail and may require you to factory reset your hub before you start again.
13. **(Skip if you are using direct Ethernet connection)** If you are setting up the Hub via **Wi-Fi:**
    - Select your Wi-Fi network.
    - Enter your Wi-Fi network's password, then tap **Connect**.
14. Wait a few moments while your Hub is connecting. (During this time, the LED of your Smart Home Hub will by cycling **red**/**green** during the setup).
    1. It will register your hub first which will take about 2 minutes to finish.
    2. Once registration is finished, it will begin downloading any updates necessary for your hub. This will take upwards of 30 minutes depending on how good you internet speed it.
    3. Once downloading is done, your hub will install the downloaded update, this should take up to **5 - 10 minutes**. (At this time the LED of your hub should be **blinking blue**).
        - **Note -** in the middle of the installation, you may notice that the LED of your hub has become **solid Green**. This is a good indication that your hub is setup, but the interface is still getting other settings ready, but I would recommend waiting until the screen automatically finishes.
            - You can close down your Smartthings app, and re-open, and your hub should appear properly in your SmartThings app the next time you open it if you did choose to.
    4. When the setup is complete, it should automatically ask you to setup its geolocation.
15. Touch **Tap here to set a location** to set a geolocation for your Hub
    - Drag the pin to your location, or enter your address manually.
    - Pinch and zoom the circle to set the size of your geolocation.
    - Tap **Done**.
16. When the Hub is successfully added, name it however you like, then touch **Done**.

# f.

# Can't connect and need assistance?

**Before you start troubleshooting.**

- **If your SmartThings app freezes during the firmware update process**. Wait up to 10 minutes before you follow the steps below:
    1. Force close SmartThings app.
    2. Open up SmartThings app.

3. Check to see if your hub is present in your SmartThings Dashboard and SmartThings IDE. If so, unplug your hub, connect it to Ethernet directly to your router, then plug your hub back into power.
- If the LED status is **blinking blue, solid blue,** or is still flashing **red**/**green**.
    1. If it doesn't change to **solid blue** or **solid green**, try:
        - Plugging your hub into Ethernet connection, and then unplug your Smart Home Hub, and then plug it back in to power it back up.
    2. Give it a few more minutes.
        - If it should be **blinking blue,** upon initial bootup**.**
        - If your firmware update didn't complete, it may change to flashing **yellow** or **purple**, then eventually return to **blinking blue**.
        - After a few minutes the LED should change to **solid green.**
- **Check the LED status** of your hub before you move onto troubleshooting. If the LED of your hub is **solid green**, this may be a good indication it is setup, but you'll need to just move it to a room for it to appear in your interface.
    - If your hub does not appear in SmartThings app, check SmartThings IDE which you can verify if your hub exists in your account:
        1. Open an additional browser.
        2. Login to Smartthings IDE: **https://account.smartthings.com/** **(https://account.smartthings.com/)**
        3. Click on "**My Locations**" -> then the **location** your hub is in.
        4. Click on "**My Hubs**", if you only have a single hub, it should direct you to that hubs page. If you have multiple, select the new hub in the list of hubs.
        5. This should be able to tell you if your hub exists in SmartThings.
    - Finding your hub in your Smartthings app if you do not see it on the dashboard.
        1. Open SmartThings app.
        2. Click on **Main Menu (top left corner).**
        3. Select "**Devices**".
        4. Smart Home Hub if not renamed should be listed as "**Hub**", tap on **Hub**.
        5. Tap **More Options (3 dot icon)**.
        6. Tap **Edit**.
        7. Tap **Room**.
        8. Select a **Room** for Hub to be located in. (ie. Living Room).
        9. Tap **Save**.
    - If you your hub LED is **solid green**, and the hub shows up in both SmartThings IDE and SmartThings app, your hub should be good to go. You can start connecting your smart home devices.

## Troubleshoot your hub.

**First troubleshoot your Smart Home Hub** **(https://help.aeotec.com/a/solutions/articles/6000245641)**, which you can do by following that link. If you are still having issues, make sure you go down the checklist

## Checklist before contacting Aeotec support.

To gain the best help, you'll need to send these items to SmartThings support who will be able to best support you here in connecting your hub. It is fine if there is missing details, we will ask you if any further information from you is necessary.

- **SN Code** (located under your hub).
- **Error Code** generated during the setup process (if any).
- **LED status** on your Smart Home Hub after a few minutes of it being powered (ie. Solid blue, blinking purple, solid green)
- Leave your Smart Home Hub on Ethernet connection and powered so that SmartThings team may be able to investigate your hub remotely.
- List any troubleshooting you've tried
- If possible, send them **logs** which may be helpful in the analysis of your issue. You'll need an **empty flash drive** to gather logs.
    1. Power down Hub.

2. Connect empty USB drive to Hub.
3. Power on Hub.
4. Wait about 10 minutes.
5. Press Reset button once.
6. Magenta light should flash briefly.
7. Logs dumped onto USB drive.

**Where to contact Aeotec?**

You can contact Aeotec support directly at one of these 2 locations:

1. Direct email to our support system: **support@aeotec.freshdesk.com**.
2. Create a support ticket from: **www.aeotec.com/support** and then scroll to the very bottom of that page to fill in our contact form.

Make sure you receive an automated response to your email, this will ensure that we have received your ticket. We will typically respond within 24 hours of your question (between business hours of Monday - Friday).

Back to - **Table of contents** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240160)**
Next page - **Migrate your old hub to Smart Home Hub** **(https://help.aeotec.com/support/solutions/articles/6000247809-migrate-your-old-hub-to-smart-home-hub)**

# Migrate your old hub to Smart Home Hub

Modified on: Mon, 3 May, 2021 at 8:56 PM

Migration from another hub isn't easy and can be time-consuming. This guide will leave you through all the necessities when migrating Zigbee and Z-Wave devices to your **Smart Home Hub** **(https://aeotec.com/smartthings/)**. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

## Change Zigbee channel for older Zigbee devices.

Smart Home Hub by default uses Zigbee channel 25 upon initial setup. This channel unfortunately do not work well with older Zigbee devices. If you find that you are not able to connect older Zigbee devices although they are factory reset, you'll need to change the Zigbee channel that older Zigbee devices use.

These steps are necessary if you are migrating older Zigbee devices to your new Smart Home Hub.

**Steps.**

1. Login to: **https://account.smartthings.com/** **(https://account.smartthings.com/)**
2. Click on "**My Hubs**"
3. Click on your newly setup Smart Home Hub, the default name of it would be "**Hub**" if you didn't change the name after setup.
4. At the bottom, click on "**View Utilities**"
5. Select one of these channels: **14, 15, 19, 20, or 24**.
    - We recommend **Channel 24**.
6. Click on "**Update**" underneath "**Change Zigbee channel**".
7. Wait 1-2 minutes as it will take some time for the channel to change.
8. Click on "**My Hubs**" and select your hub if you have to.
9. Look under the "**Zigbee**" row, which you can verify which Zigbee channel is being used.

## b.

## Migrate from SmartThings V1, ADT, Link, or other Z-Wave or Zigbee hubs.

For hubs without a direct migration process, you'll need to manually disconnect and then reconnect your Zigbee and Z-Wave devices from your previous hub, to your Aeotec Smart Home Hub.

**These SmartThings hubs do not have the capability to migrate:**

- SmartThings V1
- SmartThings ADT Home Security
- SmartThings Link for Nvidia Shield
- Other Z-Wave or Zigbee Hubs

If you do not have a SmartThings V2 or V3 hub, you'll need to perform the steps for Zigbee and Z-Wave specifically to get them connected to your new hub.

**Migrate Z-Wave devices.**

All Z-Wave devices can only be connected to a single Z-Wave hub at a time. If you did not factory reset or unpair it from your previous hub, you will need to do so now before you can connect it again. If you no longer have the older hub, you can use your new Smart Home Hub to factory reset it using its Z-Wave Exclusion function.

### Steps.

1. Move your Z-Wave device within 10ft of your Smart Home Hub.
2. From SmartThings app dashboard, tap **Main Menu**.
3. Tap **Devices**.
4. Find your Hub and select it.
5. Tap the **More Options** icon.
6. Tap **Z-Wave Utilities**.
7. Tap **Z-Wave exclusion**.
8. Tap the button on your Z-Wave device to factory reset it. Some devices require special button presses, so you may need to refer to your Z-Wave device manual if a single button tap does not work.
9. Go back to SmartThings dashboard.
10. Tap **+**.
11. Tap **Device**.
12. Tap **Scan Nearby**.
13. Tap the button on your Z-Wave device to connect it. Some devices require special button presses, so you may need to refer to your Z-Wave device manual if a single button tap does not work.

**Migrate Zigbee devices.**

All Zigbee devices must be manually factory reset and must have a method to reset them in order to connect them to a new hub. When transitioning, you'll need to perform the manual factory reset outlined by the Zigbee device manufacturer.

### Steps.

1. First, manually factory reset your Zigbee device (refer to your Zigbee device manual for the correct button combination).
2. From SmartThings dashboard, tap **+**.
3. Tap **Device.**
4. Tap **Scan Nearby.**
5. Tap the button on your Zigbee device to connect it. Some devices require special button presses or a re-power of your device, so you may need to refer to your Zigbee device manual if a single button tap does not work.

## C.

# Migrate from SmartThings V2 or V3.

If you have either a SmartThings V2 or V3 hub, you can easily migrate all your devices using SmartThings migration tool. This tool is not exposed publically, but you can contact SmartThings support to get your hub migrated over.

You'll need to make sure that you provide them with the Hub ID your SmartThings V2 or V3 hub, and the Hub ID of your Aeotec Smart Home Hub.

You'll need to ensure you have both Hubs claimed/synced to your Samsung account for this work.

**Get the Hub ID of your hubs.**

1. Login to: **https://account.smartthings.com/** **(https://account.smartthings.com/)**
2. Click on "**My Hubs**"
3. Verify which hub is your SmartThings V2 or V3 hub and note down the Hub ID.
4. Verify which hub is your Aeotec Smart Home Hub and note down the Hub ID.
5. Now contact **support@smartthings.com**to begin the process.
   - Let them know:
     - Which Hub ID you want to migrate the network from.
     - Which Hub ID you want to migrate the network to.

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Next page - **Room management** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240425)**

# Room management - Smart Home Hub

Modified on: Thu, 19 Nov, 2020 at 5:26 PM

This solution shows you how to create, assign, and delete rooms in **Smart Home Hub** **(https://aeotec.com/smartthings/)**. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

(https://aeotec.com/autopilot/) (https://aeotec.freshdesk.com/a/solutions/articles/6000240160)

## a.

# Create a room

Creating rooms allows Smart Home Hub to organize your connected devices into separate sections. This allows you to more easily view where your devices are located and what rooms you want to control.

**Steps**

1. On the dashboard of SmartThings Connect, tap the **3 lines icon** located top left corner.
2. Tap on **Rooms**.
3. Tap on **+**.
4. Select either a **predefined name** (ie. Kitchen, Bedroom 1, Bedroom 2, etc), or create a **custom name** located at the bottom of the list.
5. Select a **Wallpaper**.
6. Tap on **Save**.
7. You will be asked to add devices, choosing this will allow you to pair new devices to enter this page automatically or you can manually assign them into the room.

## b.

# Assign device to a room

In order to make use of your rooms, you can individually assign already connected devices in your Smart Home Hub, or assign them as soon as they are paired.

**Steps**

1. On the dashboard of SmartThings Connect, tap the **3 lines icon** located top left corner.
2. Tap on **Rooms**.
3. Select the **room** you want to add devices into (ie. Kitchen).
4. Tap **+**.
5. Select if you want to pair a new device to automatically to this room, or determine if you want to manually add already connected devices.

   Below are the 2 options and their steps.

**Add new device**

1. Tap **Add new device**.
2. Tap **Scan nearby** or **Select a brand and the device type.**
3. Ensure that the small green LED on Smart Home Hub is blinking before moving forward.
4. Tap the button or follow the instructions of your device to pair it.
   - Usually it is a single tap of the button, but other devices may have special button presses.

**Bring devices from other rooms**

1. Tap **Bring devices from other rooms.**
2. **Tap on the box** next to the device you want in that room and do so for all devices that you want in that room.
3. Tap **Add** located at the bottom right hand side.

# c.

# Edit a room

You can modify the room name and wallpaper at any time you want. You do have the option to delete this room using this

**Steps**

1. On the dashboard of SmartThings Connect, tap the **3 lines icon** located top left corner.
2. Tap on **Rooms**.
3. Select the **room** you want to delete.
4. Tap the **3 vertical dot icon** located at the right hand side.
5. Tap **Manage room**.
6. Tap on the room name or Wallpaper to edit them.
7. When done, leave the page by pressing the **back arrow icon** located at the top left corner.

# d.

# Delete room

You can choose to delete the room that you've created at any point in time. Any devices assigned to a deleted space will move back to "Unassigned" room.

**Steps**

1. On the dashboard of SmartThings Connect, tap the **3 lines icon** located top left corner.
2. Tap on **Rooms**.

3. Select the **room** you want to delete.
4. Tap the **3 vertical dot icon** located at the right hand side.
5. Tap **Remove room**.

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Next page - **Device control** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240427)**

# Installing & removing devices - Smart Home Hub

Modified on: Sat, 17 Apr, 2021 at 1:44 AM

This solution shows you how to pair, remove, or factory reset your devices using **Smart Home Hub (https://aeotec.com/smartthings/)**. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

Moving forward in this user guide, all functions and steps are based on generic methods of pairing, removing, automating, which may differ a little bit in some devices.

## a.

# Installing devices

Smart Home Hub supports a thousands of wireless devices by communicated to them through technologies such as Z-Wave, Zigbee, Wi-Fi and indirectly via the cloud. Each wireless communication methods will have a different method to connecting them into Smart Home Hub, but the interface of Smart Home Hub will provide you those specific instructions.

If you'd like to understand which **products are compatible with the SmartThings (https://aeotec.com/smartthings/compatibility/)** software that powers Aeotec Smart Home Hub, please follow that link.

This guide will go over their generic methods of pairing them.

**1. Z-Wave steps**

1. Open SmartThings Connect
2. Select **"+"** located at the top right corner (second icon from the right)
3. Select "**Device**"
4. Search **"Z-Wave"**
5. Select **Z-Wave**
6. Select **Generic Z-Wave Device**
7. Follow its steps to pairing
   - Press Start
   - Set the hub that is pairing this
   - Set the Room
   - Tap Next
8. Now tap the button on **the device you want to pair**.
   - Some devices may have custom button presses such as double or triple press. Make sure you look at your Z-Wave devices instructions to get the correct button press combination.
9. **(If Secure pairing available)** Scan the **QR code** or choose to enter the **DSK code (pin code located under the QR barcode)**

**2. Zigbee or WiFi steps**

1. From the front dashboard of SmartThings, tap **+**.
2. Select **Device.**
3. Select a **brand and the device.**
   - Follow the steps displayed on screen to pair that Zigbee of WiFi device.
4. **Plug the Zigbee / WiFi device into power** and/or **scan the devices QR code.** Smart Home Hub should be able to find the device automatically after some time has passed.

- Some devices may require special button pressed, make sure to refer to the instruction guide of the Zigbee or WiFi device that you are pairing.

# b.

# Removing devices

Smart Home Hub can factory reset Z-Wave devices called "Z-Wave Exclusion" which will work with any Z-Wave device regardless if they are paired or not.

**1. Z-Wave Steps**

1. Open **SmartThings Connect**.
2. Find the **Smart Home Hub** in the device list and select it.
3. Select the 3 dots icon located at the top right corner.
4. Tap **Z-Wave utilities**.
5. Tap **Z-Wave exclusion**.
6. Ensure that the LED on Smart Home Hub is blinking.
7. Tap the button on the Z-Wave device that you want to factory reset.
   - Usually it is a single tap of the button, but other devices may have special button presses (ie. double, triple press, or press and hold for a certain amount of time).

**2. Zigbee or Wifi Steps**

1. Primarily these devices can just be removed using the remove method mentioned in **section c (remove a device)**.
2. Some devices have a manual factory reset option which may need to be done in order to connect that device to a new hub.

# c.

# Force removing a device

Any device can be force removed from SmartThings Connect interface. This method is not preferred but should only be used if you have no other options to removing a failed device.

**Steps**

1. On SmartThings dashboard, select the **node/device** you want to delete to access its more detailed page.
2. Tap the **3 dot icon** located at the top right corner.

   ⋮

3. Tap **Edit**.
4. At the bottom of the page, tap on **Delete device**.

# Control devices - Smart Home Hub

Modified on: Sat, 24 Apr, 2021 at 9:37 PM

This solution will tell you how you can control your devices using **Smart Home Hub** **(https://aeotec.com/smartthings/)**. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

# a.

# Control connected devices

Each device will have a standard way to controlling them for example, a Z-Wave switch or a Zigbee switch will have the same or similar interfaces to allow you to toggle them on/off wirelessly. Most devices will allow you to control them or view their device information details by selecting the individual devices on the front dashboard of SmartThings Connect.

For switches, you can toggle it on and off from the dashboard (a small circular button will appear on the top right side of the widget to easily control the connected device).

For sensors, the main sensor detail will be displayed.

**To control devices or view device sensor information over dashboard**

1. Open **SmartThings Connect**.
2. Scroll down to find the device you want to view.

- If you have a **Switch**, **Dimmer**, **Shutter**, or other on/off type devices, you can tap on the smaller icon on the widget to turn that device on or off.
- If they are **temperature**, **humidity**, **door**, or **water sensors**, you can view the main function of that device over the dashboard.

  - Temperature shows the temperature value.
  - Humidity shows humidity level.
  - Door sensors show open/close states
  - Water Sensors show wet/dry states.

**To access more details about the device if available, follow the steps below.**

1. Open **SmartThings Connect**.
2. Scroll down to find the device you want to view.
3. Tap on the **device icon directly** (do not tap any smaller icons if they appear on it).

- This will bring you to the details of this device, and if other secondary functions or details are available to control, they will be present in that page.

**Possible device settings.**

1. Open **SmartThings Connect**.
2. Scroll down to find the device you want to view.
3. Tap on the **device icon directly** (do not tap any smaller icons if they appear on it).
4. Tap on the **More Options icon** (top right corner)
   You'll have 2 or 3 options.

   1. **Edit**

- Allows you to change the name of the device, change the room, add a widget in your phone dashboard, or delete/exclude the device.

2. **Settings**

- This option will only appear if there are custom options for your device. This will commonly appear for devices such as MultiSensor 6, Doorbell 6, Siren 6, or Nano dimmer as some examples.

3. **Information**

- Will give you very brief information of the device and which hub its connected to.

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Next page - **Custom automation** (https://aeotec.freshdesk.com/a/solutions/articles/6000240462)

# Custom automation - Smart Home Hub

Modified on: Sat, 27 Mar, 2021 at 7:04 PM

This solution shows you how to create, edit, and delete custom automation using **Smart Home Hub** **(https://aeotec.com/smartthings/)** with SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# Add a new custom automation

In the Smart Home Hub app, you can build custom automation to automatically trigger multiple actions, including notification alerts. You can set up automation to run at certain times on certain days of the week or to trigger when another device reports a certain condition (such as detecting motion).

**Steps in app**

1. From the Home screen, tap **Plus (+) icon** and select **Automation**
2. Tap **Plus (+)** icon to add a Condition

   - Tap **Based on the time of day** to select a specific time or period for the Automation to run
     - Tap **Specific time** to select a single specific time and the days of the week
     - Tap **Period of time** to select a time window with a specific start date and end date, or the days of the week
     - Tap **Sunrise** or **Sunset** to use your Location's geolocation settings to trigger at sunrise or sunset. (Optional: Set a time offset of up to 60 minutes before or after sunrise or sunset)
   - Tap **Based on a device status** and the app will prompt you to choose:
     - A device
     - The device capability to use (e.g., motion, open/close, temperature)
     - The device state to use (e.g., no motion vs. motion, open vs. closed)
   - Tap **Based on a member's location** to trigger an Automation when your phone arrives or departs from your Location's geolocation. Click here (https://support.smartthings.com/hc/articles/115002084986) to learn more about configuring your geolocation.
   - Tap **Based on this location's mode** to trigger the Automation only when the Location's mode is set to Away, Night, or Home
   - Tap **Based on security mode** to trigger the Automation only when Smart Home Monitor's security state is set to **Armed (Away), Armed (Stay),** or **Disarmed**. (https://support.smartthings.com/hc/articles/205380154)**Click here (https://aeotec.freshdesk.com/a/solutions/articles/6000240463)** to learn more about Smart Home Monitor in the Smart Home Hub app
   - If multiple Device status, Location mode, or Security mode conditions are selected:
     - Tap **All conditions** for all conditions to be met before triggering the automation
     - Tap **Any condition** to require that only some conditions are met before triggering the automation

3. Tap **Next**
4. Tap **Plus (+)** icon to add an Action

   - Tap **Notify members** to create a notification for when the Automation runs
   - Select the device(s) to control
     - Select the device action (e.g., on, off, dimmer level)

- Set an optional action delay by tapping **Select how soon to start the action after the conditions are met**
  - Select the (https://support.smartthings.com/hc/articles/115002056363) **(https://aeotec.freshdesk.com/a/solutions/articles/6000240598)Scenes(s) (https://aeotec.freshdesk.com/a/solutions/articles/6000240598)** to trigger
  - Tap **Change this location's mode** to change the Location's mode to **Away, Night,** or **Home** when triggered

5. Optional: Enter a name for your Automation
6. Tap **Save**

# b.

# Example automation

These instructions will walk you through an example of how to turn on a hallway light when there is motion detected using a motion sensor and a switch/light device.

This is merely an example while this tool is powerful to create customized automation.

**Steps in app**

1. From the Home screen, tap **Plus (+) icon** and select Add automation
2. Tap  **Custom automation**
3. Tap  the **Plus (+)** icon below **If**
4. Tap  **Based on a device status**
5. Select your hallway motion sensor device
6. Tap  **Motion sensor** for the device capability
7. Tap  **Motion detected** for the device state
8. Tap  **Next**
9. Tap  the **Plus (+)** icon below **Then**
10. Tap  **Control a device**
11. Select your hallway lighting device
12. Tap **On** for the device action
13. Optional: Tap **Select how long to perform this action** to automatically turn the light off after a set period of time
14. Tap **Done**
15. Optional: Enter a name for your Automation
16. Tap **Save**

# c.

# Edit a custom automation

You can always edit your custom automation whenever you like if you need to change, add, or swap out devices you want to trigger and control an automation.

You could deactivate or pause an Automation if you don't want to have it run manually. If you deactivate or pause an automation, it will not run until you enable it at a later time.

**Steps in app**

1. From the Home screen, select **Menu** (
☰
) and tap **Automations**
2. Select the Automation you'd like to edit
3. Tap **More Options** (
⋮
) and select **Edit**

- Tap on the Action or Condition to edit it
- Tap the **minus (-) icon** to delete an Action or Condition
- Tap the **Plus (+) icon** to add an Action or Condition

4. When finished, tap **Save**

# d.

# Delete a custom automation

If an automation no longer serves the purpose you like anymore, you could simply delete a custom automation or multiple at the same time.

**Steps in app**

1. From the Home screen, select **Menu** (
☰
) and tap **Automations**
2. Select **More Options** (
⋮
) and tap **Delete**
3. Select the desired Automation(s) and Tap **Delete**
4. Touch **Delete** to confirm

Back to - **Table of contents** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240160)**
Next page - **Scenes** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240598)**

# Scenes - Smart Home Hub

Modified on: Thu, 19 Nov, 2020 at 5:31 PM

This solution shows you how to create scenes for your devices using **Smart Home Hub (https://aeotec.com/smartthings/)** in SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# Add a new Scene

Scenes in the Smart Home Hub mobile app lets you easily control different actions in your smart home. Manually trigger custom actions with the tap of a finger or trigger your Scene automatically with a Custom Automation. Before you can do all of that, you must first add/create a new Scene.

**Steps**

1. From the Home screen, tap the **Plus (+) icon.**
2. Tap **Add scene**.
3. Enter a name for your Scene and select an icon by tapping the star icon
4. Tap the **Plus (+) icon** to add actions.
5. Select **Control a device** to choose a device and action.
6. Tap **Next**.
7. Select **Change this location's mode** to choose a mode.
8. Tap **Next**.
9. Test your **Scene.**
10. Tap **Save**.

## b.

# Trigger a Scene manually

You can test and manually control your scenes in Smart Home Hub app following the steps below.

**Steps**

1. From the Home Screen, tap the **Scene's icon** (or Select **Menu** (
   ≡
   ) and tap **Scenes**.
2. Tap the Scene's icon.

## c.

# Add a Scene to an Automation

You can trigger your Scene automatically through a Custom Automation (refer to this link here: **Custom Automation** (https://aeotec.freshdesk.com/a/solutions/articles/6000240462)).

**Steps**

1. From the Home Screen, tap the **Plus (+) icon.**
2. Tap **Add automation**.
3. Select Custom automation.
4. Tap the **Plus (+) icon** under If to add a **condition** of your choosing.
5. Tap the **Plus (+) icon** under Then and select **Run a Scene.**
6. Select the Scene(s) you want to run.
7. Tap **Save**.

## d.

# Edit or delete a Scene

If there are any errors in your scene, or if you want to add more devices to your scene, you may edit the scene at any point in time or delete it.

**Steps**

1. From the Home Screen, tap **Menu** (
   ≡
   ) .
2. Tap **Scenes**.
3. Tap the **Information (i)** icon on the Scene you want to edit.
4. Tap **More Options** (
   ⋮
   ).
5. Tap **Edit** or **Delete**.
   - Tap the **Minus (-)** icon to remove an action.
   - Tap the **Plus (+)** icon to add an action.

# SmartApp - Smart Home Hub

Modified on: Thu, 19 Nov, 2020 at 5:33 PM

This solution teaches you about Smartapp and how you can use them to control your devices using **Smart Home Hub (https://aeotec.com/smartthings/)** in SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# What is a SmartApp

SmartApps are applications that allow users to tap into the capabilities of connected devices to automate or perform specialized functions. There are many different types of SmartApps which are either pre-installed or created by third party developers:

**Event Handler SmartApp**

Event Handlers are the most common developed in Smart Home Hub. These allow you to subscribe to Events from other devices to trigger its own pre-defined automation.

**Solution Module SmartApp**

These apps exist within the dashboard of Smart Home Hub and are containers for other SmartApps. These allow the combination of SmartApps to work together.

**Service Manager SmartApp**

Service Manager SmartApps are used to connect to LAN or cloud devices such as Sonos or WeMo devices for example.

## b.

# Pre-installed SmartApp(s)

Pre-installed Smartapps are already installed in your SmartThings Connect, you can use these as soon as you have paired devices to your Smart Home Hub.

**Smart Home Monitor**

Smart Home Monitor in the SmartThings app harnesses your smart devices for custom home security and monitoring, giving you peace of mind and keeping your home safe and sound. You can find more information on how to set this up in the next section.

**HomeCare Wizard**

HomeCare Wizard proactively makes sure all connected devices are in their best condition. This Smartapp is used for smart refrigerators, air conditioners, and washers.

### Smart Lock Guest Access

Creates and manages guest access codes for your Smart Locks.

### Severe Weather Alert

Get a push notification when severe weather is in your area.

### Enhanced Auto Lock Door

Automatically lock a specific door after X minutes when closed and unlocks it when open after X seconds.

### Ready for Rain

Warns you if doors or windows are open when inclement weather is approaching.

### Smart Lighting

Control your lights and switches based on a variety of inputs including motion, open/close, presence, mode changes, specific times, sunrise/sunset, and more.

### Color Coordinator

Ties multiple colored lights to one specific light setting.

### Keep me Cozy

Enables you to pick an alternative temperature sensor in a separate space from the thermostat. Focuses on making you comfortable where you are spending your time rather than where the thermostat is located.

### Thermostat Mode Director

Changes mode of your thermostat based on the temperature range of a specified temperature sensor and shuts off the thermostat if any windows/doors are open.

### Smart Window

Compares two temperatures - indoor vs outdoor. Sends you an alert if windows are open or closed. If no outside thermostat is used, then it will use the locations temperature.

### Speaker Companion

Control you speaker, play a sound, a custom message, when an event occurs or if the system mode changes.

**Door Knocker**

Alerts you if a door is knocked, but not opened.

# C.

# Custom SmartApp(s)

Custom SmartApps are developed by any third party developers. There are limitless custom smartapps to do exactly what you want SmartThings to do. Any missing functions that you wish were present in the hub can be added using SmartThings API.

Custom SmartApps can be built using **SmartThings developer page (https://smartthings.developer.samsung.com/)** (previously through SmartThings IDE) and must be manually installed before you can use it.

**Recommended custom SmartApp(s).**

There are many SmartApps available, but there are only some that are used by home automation enthusiasts. These are a few of the most widely praised SmartApps available.

**WebCoRE** **(https://www.webcore.co/)**

WebCoRE is a very advanced rule machine allow you to create extremely complex automations (if, if else, then), if you can't do what you want with any SmartApps or Custom Automations, use WebCoRE. As a rule machine, it can pretty much do anything.

**Z-Wave Tweaker** **(https://community.smartthings.com/t/beta-z-wave-tweaker/81558)**

There are unexposed functions from Z-Wave in Smart Home Hub such as configuring Parameter settings or setting Group Associations. This tool doubles down as a debug tool if you find any issues in any of your custom device handlers or Smartapps.

This tool is mostly used to assign Group Association (Z-Wave device to Z-Wave device direct communication), and Parameter settings (internal custom settings).

**Developing your own SmartApps**

You'll need to sign up to be a developer through this link to get started: SmartThings developer page (https://smartthings.developer.samsung.com/)

Becoming a developer will allow you to integrate new devices or create new SmartApp(s).

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Next page - **Smart Home Monitor - Smart Home Hub** (https://aeotec.freshdesk.com/a/solutions/articles/6000240463)

# SmartThings Home Monitor - Smart Home Hub

Modified on: Fri, 20 Nov, 2020 at 2:25 PM

This solution shows you how setup and use 'SmartThings Home Monitor' in **Smart Home Hub** **(https://aeotec.com/smartthings/)** with SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

# a.

# Setup SmartThings Home Monitor

SmartThings Home Monitor in the SmartThings app harnesses your smart devices for custom home security and monitoring, giving you peace of mind and keeping your home safe and sound.

**Steps in app**

1. From the Home screen, tap the **Plus (+) icon** and select **SmartApp**.
2. Select SmartThings Home Monitor
3. You'll be prompted to set the specific rules for the 3 alarm states:

   - Arm (Away): The home is unoccupied and you want monitoring by all sensors.
   - Arm (Stay): The home is occupied and you want monitoring by select sensors.
   - Disarm: You want to disarm all monitoring and alarms.

   These alarm states can be activated at the top of the Home screen to choose which of these 3 states you want to activate.

**a.1. Security**

Security alerts will use devices such as motion or door and window sensors to trigger the alarm.

**Steps**

1. From the Home screen, tap **SmartThings Home Monitor**
2. Tap the **three dots icon** in the top right
3. Tap **Settings**
4. Select **Security**
5. Configure Armed/Away Intrusion Sensors
6. Tap **Next**
7. Configure Armed/Stay Intrusion Sensors
8. Tap **Next**
9. Configure the following alarms and notifications:
   - Push Notifications
   - Audio Notifications
   - Turn on Lights
   - Turn on Siren
10. Tap **Next**
11. Configure the following security mode reminders:
    - Reminders to arm the system when all members leave

- Reminders to disarm the system when any member arrives
12. Select members for reminders:
    - Tap **Members**
    - Select which members
    - Tap **Done**
13. Tap **Next**
14. Tap **Done**
15. Tap **Allow** to confirm

## a.2. Smoke

Smoke alerts will use devices such as smoke sensors to trigger the alarm.

**Steps**

1. From the Home screen, tap **SmartThings Home Monitor**
2. Tap the **three dots icon** in the top right
3. Tap **Settings**
4. Select **Smoke**
5. Configure **Monitored devices**
6. Configure the following alarms and notifications:
    - Text & Push Notifications
    - Audio Notifications
    - Alert with Sirens
    - Alert with Lights
7. Tap **Next**
8. Tap **Done**
9. Tap **Allow** to confirm

## a.3. Leaks

Leak alerts will use devices such as water/leak sensors to trigger the alarm.

Steps

1. From the Home screen, tap **SmartThings Home Monitor**
2. Tap the **three dots icon** in the top right
3. Tap **Settings**
4. Select **Leaks**
5. Configure **Monitored devices**
6. Configure the following alarms and notifications:
    - Text & Push Notifications
    - Audio Notifications
    - Alert with Sirens
    - Alert with Lights
7. Configure **Actions** (e.g., close valves and turn off switches)
8. Tap **Next**
9. Tap **Done**
10. Tap **Allow** to confirm

# b.

# View an incident

Any alarm triggers that happen with SmartThings Home Monitor will save incidents and display time-stamped events depending on your configuration of this SmartApp. This will give you a good idea on what is happening and where in your home the incident happened.

**Steps**

1. From the Home screen, tap **SmartThings Home Monitor** located at the top.
2. Tap the icons to view the incidents
    1. **Shield icon:** Security
    2. **Fire icon:** Smoke
    3. **Teardrop icon:** Water/Leak

# c.

# Dismiss an incident

Building from the section 'viewing an incident', you can opt to dismiss the incident that happened if you felt that the incident was accidentally triggered.

**Steps**

1. From the Home screen, tap **SmartThings Home Monitor located** at the top.
2. Tap the icons to view the specific incidence
    - **Shield icon:** Security
    - **Fire icon:** Smoke
    - **Teardrop icon:** Water/Leak
3. Tap **Dismiss** next to alert.
4. Tap **Yes** to confirm and dismiss the incident.

# d.

# Incident history

Apart from directly viewing the incident, Smart Home Hub stores all incident into a history repository so that you can look back at that information.

This will show you which device(s) detected activity, when the incident occurred, and when the incident was dismissed.

**Steps**

1. From the Home screen, Tap SmartThings **Home Monitor located** at the top.
2. Tap the **History** icon

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Next page - **Voice control** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240465)**

# Voice control - Smart Home Hub

Modified on: Thu, 22 Apr, 2021 at 1:15 AM

This solution shows you how to sync **Smart Home Hub** **(https://aeotec.com/smartthings/)** to Amazon Alexa and/or Google Assistant to enable voice to control your connected devices. It forms part of a broader guide on managing and using Smart Home Hub  which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

# a.

# Amazon Alexa

Smart Home Hub works with the Amazon Alexa app and certified Amazon Alexa devices. Alexa can be used to control light bulbs, on/off switches, dimmer switches, thermostats, locks, and Scenes configured with Smart Home Hub. Alexa can also check the status of motion and contact sensors.

**Note:** For security reasons, Alexa will only support Scenes with lighting, switch, and thermostat devices.

**a.1. Connect Amazon Alexa with Smart Home Hub**

Smart Home Hub and Alexa can be linked through either the SmartThings app or the Amazon Alexa app. You can find the steps for each below.

**Steps using SmartThings app**

1. Open **SmartThings app**
2. From the Home screen, tap the **Plus (+) icon**
3. Tap **Voice Assistant**
4. Tap **Amazon Alexa**
5. Tap **Allow**
6. You will automatically be directed to the **Amazon App**
7. Tap **Link** to use for Smart Home Hub
8. Tap **Done**
9. All controllable and connected devices should automatically sync with Alexa.

**Steps using Alexa app**

1. Open **Amazon Alexa app**
2. Tap "**More**"
3. Tap "**Skills & Games**"
4. Search "**SmartThings**"
5. Tap **SmartThings skill**
6. Tap "**Enable Skill**"
7. Sign into your SmartThings account

## a.2. Discover devices with Amazon Alexa

Alexa will automatically discover devices you already have connected to your app, and will add new devices for voice control as soon as they are connected to Aeotec Smart Home Hub or SmartThings.

## a.3. Voice commands to Amazon Alexa

Now you're done with setup and ready to use Alexa's hands-free voice control for your Smart Home Hub devices. The general format for voice control will typically be "Alexa, (COMMAND) (DEVICE NAME)".

Try these voice commands:

- "Alexa, turn on/off the bedroom light."

- "Alexa, dim/brighten the kitchen light."

- "Alexa, set the bedroom light to 10." (Brightness can be modified on a scale of 0 - 100.)

- "Alexa, turn the patio lights to blue."

- "Alexa, is the bedroom window open?"

- "Alexa, turn the desk light to reading."

- "Alexa, set the kitchen light to soft white."

- "Alexa, raise/lower kitchen thermostat by 10 degrees."

- "Alexa, set kitchen thermostat to 70 degrees."

- "Alexa, what is the temperature in my home?"

- "Alexa, what is my thermostat set to?"

- "Alexa, is the front door open?"

- "Alexa, lock my front door."

- "Alexa, is the back door locked?"

- "Alexa, turn on theater mode." (Scenes can be executed just like turning on a switch.)

If you mess up in any point of your phrase, just state "**Nevermind**" and re-say your command again.

## a.4. Disconnect Smart Home Hub from Amazon Alexa

Uninstalling Amazon Alexa from the Smart Home Hub app will remove the connection between Alexa and Smart Home Hub; your Amazon Alexa device will no longer accept voice commands for Smart Home Hub devices or Scenes.

**Steps**

1. Open app, "**SmartThings Connect**".
2. From the Home screen, tap **menu** (
   ≡
   )
3. Tap **Settings**
4. Tap **Linked services**
5. Tap **Amazon Alexa**
6. Tap **Delete Account**
7. Tap **Delete**

# b.
# Google Assistant

[(https://helloaxis.zendesk.com/hc/en-us/articles/360026507513-Google-Home-Voice-Integration-via-Samsung-SmartThings)](https://helloaxis.zendesk.com/hc/en-us/articles/360026507513-Google-Home-Voice-Integration-via-Samsung-SmartThings)

The Google Assistant is a voice-activated assistant available on the Google Home speaker and all Google Android devices. With voice control through the Google Assistant, you can control lighting, plugs, thermostats, and Scenes.

*Note: For security reasons, Google Assistant will only support Scenes with lighting, switch, and thermostat (US Only) devices.*

**b.1. Connect Google Assistant with Smart Home Hub**

Smart Home Hub and Google Assistant can be linked through either the Smart Home Hub app or the Google Assistant app.

**Steps**

1. From the Home screen, tap **Plus (+) icon**
2. Tap **Voice Assistant**
3. Tap **Google Assistant**
4. It'll automatically direct you to a new screen, tap **Authorize**.
5. It'll add all your devices for you, review all the devices and remove any device you don't want to add. Then tap **DONE**.

Google Home will automatically add all controllable devices already connected, and will automatically add new devices as you connect them to Smart Home Hub or SmartThings.

### b.3. Voice commands to Google Assistant

Now you're done with setup and ready to use Google Assistant hands-free voice control for your Smart Home Hub devices. The general format for voice control will typically be "Ok Google, (COMMAND) (DEVICE NAME/ROOM)".

**General phrase:**

- "Ok Google, turn on/off all lights."

- "Ok Google, turn on/off all switches."

- "Ok Google, turn on/off everything in the kitchen."

- "Ok Google, dim/brighten the lights in the living room." (This will adjust the brightness by 20%)

- "Ok Google, set the bedroom light to 10%." (Brightness can be modified on a scale of 0-100%.)

- "Ok Google, dim/brighten the bathroom light by 50%."

- "Ok Google, turn lights in the game room green."

- "Ok Google, turn on/off everything."

- "Ok Google, is the patio light on?"

- "Ok Google, is the children's light off?"

**Scene phrases:**

- "Ok Google, run Good Morning."
- "Ok Google, activate Movie Time."

**Thermostat phrases:**

- "Ok Google, set the living room thermostat to 70."
- "Ok Google, turn the thermostat up/down 5 degrees."
- "Ok Google, make it warmer/cooler." (This will adjust the temperature by 2 degrees.)
- "Ok Google, turn on the heat/cooling." (This will change the mode and/or turn the thermostat on)
- "Ok Google, turn thermostat to heat-cool mode."
- "Ok Google, turn off the thermostat."
- "Ok Google, what's the temperature inside?"
- "Ok Google, what's the thermostat set to?"

**Sensor phrases:**

- "Ok Google, is my front door open?"
- "Ok Google, is my bedroom window open?"
- "Ok Google, what temperature is the kitchen motion sensor?"
- "Ok Google, what is the temperature of the back door?"

**b.4. Disconnect Smart Home Hub from Google Assistant**

To properly disconnect Smart Home Hub from the Google Assistant, you need to both unlink your SmartThings account from either the Google Assistant or Google Home app and delete the Google SmartApp in the SmartThings app.

Note: If only one of the above is completed, your Google device will no longer accept voice commands for Smart Home Hub devices and cannot be reconnected until completely disconnected.

To completely remove Smart Home Hub from the Google Assistant, all shared users must also unlink Smart Home Hub from their Google account.

**Smart Home Hub Connect steps**

1. Open the Google Home app and tap the **menu (**
   ≡
   **)**
2. Tap **Home control**
3. Tap the **three vertical dots** in the top right
4. Tap **Manage accounts**
5. Tap **SmartThings**
6. Tap **Unlink account**
7. Tap **Unlink to confirm**

**Google Home steps**

1. From the Home screen, tap **Menu (**
   ≡
   **)**
2. Tap **Settings**
3. Tap **Linked services**
4. Tap **Google**
5. Tap **Delete Account**
6. Tap **Delete**

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Next page - **Manage member(s)** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240464)**

# Manage members - Smart Home Hub

Modified on: Thu, 19 Nov, 2020 at 5:43 PM

This solution shows you how to add, manage, and delete users added to **Smart Home Hub (https://aeotec.com/smartthings/)** using SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

# a.

# Add a new Member

Smart Home Hub allows you to include family members or additional users to have control over Smart Home Hub connected devices.

New or Member(s) have almost the same permissions to view and control the Location and associated devices and automation. But there are a few exceptions:

- Members cannot add or remove members.
- Members cannot delete a location. They can only leave the Location and relinquish access.
- Members cannot delete devices that were added by the owner or other members. They can delete devices that they have added to the Location from their account.

**a.1. Invite with Email**

**Steps**

1. From the Home screen, tap **Plus (+)** icon
2. Tap **Member**
3. Tap **Send an invitation**
4. Enter the **email address** of the user you want to add.
5. Then tap **Send**
6. The recipient must respond and access the invitation before time expires within 30 days of sending the invitation.

**a.2. Invite with QR Code**

**Steps**

1. From Smartthings Connect Home screen, tap **Plus (+)** icon
2. Tap **Member**
3. Tap **Use a QR code**
4. Have the new user scan the QR code on their phone by:
   1. Download SmartThings Connect
   2. Sign up for a SmartThings account
   3. Log in
   4. Tap the **Menu icon** (top left corner)
   5. Tap **Member**
   6. Tap **More Options** (

⋮

)

7. Tap **Accept QR code invitation**
8. Then **scan the QR code**

# b.

# Remove Member(s)

If any Member(s)  needs to be removed, they can easily be removed following this section.

**Steps**

1. From the Home screen, tap the **Menu icon**
2. Tap **Member**
3. Tap **More Options** (

   ⋮

   )
4. Tap **Edit**
5. Select the **member(s)**
6. Tap **Remove**

# c.

# Leaving a location as a Member

Member have the capability to leave the location and relinquish access whenever they want to, but cannot delete the location.

**Steps**

1. From the Home screen, tap the **Menu icon**
2. Tap **Member**
3. Tap **More Options** (

   ⋮

   )
4. Tap **Leave this location**
5. Tap **Confirm**

Back to - **Table of contents** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240160)**
Next page - **Smart Home Hub settings** **(https://aeotec.freshdesk.com/a/solutions/articles/6000240597)**

# Smart Home Hub settings

Modified on: Thu, 19 Nov, 2020 at 5:47 PM

This solution explains various user settings you can control in **Smart Home Hub** **(https://aeotec.com/smartthings/)** using SmartThings Connect app. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# Access Samsung account settings

Samsung account will display your email address that is linked to your account and allow you to enable or disable notifications associated to the account.

**To gain access to Smart Home Hub settings:**

1. Open up SmartThings Connect
2. From the home page, tap the **hamburger icon** (top left corner)
3. Tap the **gear icon** (top right corner)

**Notifications**

Enable or disable your notifications to your account in SmartThings Connect.

Tapping the switch on the right will toggle enable/disable.

## b.

# Advanced features

This section will allow you to manage and toggle various options related to your Smartphone and account.

**Linked Services**

This option will allow you to manage accounts for services linked to your Smart Home Hub. All services such as Alexa, Google, IFTTT will appear here if properly installed.

**Accessing each individual service will allow you to:**

- Allow service to access all devices, scenes, routines.
- Help - to provide you quick guides on using that service.
- Uninstall

**Wi-Fi and Bluetooth auto on**

This option will turn Wi-Fi and Bluetooth on automatically when SmartThings Connect is opened through your SmartPhone when enabled.

Tapping the switch on the right will toggle enable/disable.

### New device notifications

When your phone detects a device nearby that can be added to Smart Home Hub, a pop-up will appear that lets you quickly add the device without opening SmartThings Connect when enabled.

Tapping the switch on the right will toggle enable/disable.

### Get your location from this phone

This option will allow Smart Home Hub to use your GPS to get your location for geolocation related functions (such as playing a automation if you are near or close to home) when enabled.

Tapping the switch on the right will toggle enable/disable.

### Change device Wi-Fi network

Allows you to change the Wi-Fi network that your Smart Home Hub devices connect to, or update the network name or password for the current network.

### Get suggestions

Find out about useful features and services for the device you've connected Smart Home Hub to if this option is enabled.

Tapping the switch on the right will toggle enable/disable.

## C.

# Personal data

### Privacy Policy

Allows you to access Samsung most updated privacy policy for the use of SmartThings as a service. It will go over information they obtain from Smart Home Hub, how it is used, and other such information.

This will open your default browser to display that information.

### Download personal data

You can download all data about your own personal data that has been collected and stored. Only data collected by Smart Home Hub will be downloaded.

Personal data gathered by third party apps will not be downloadable here. You'll need to request that information from the third party directly.

### Delete Smart Home Hub from your Account

Erase all of your Smart Home Hub data and delete the SmartThings service from your account.

### Auto update devices and services

Allows you to choose if your Smart Home Hub automatically updates for your devices and services. You have the option to turn this off, Wi-Fi only, or Whenever available (data rates may apply).

### About SmartThings

This will give you more information about your hub and other service details. The firmware version of your Smart Home Hub  will be displayed on the main page here.

On the top right side of this screen, an ( i ) icon can be tapped to open the SmartThings Connect app information in "App Info" where you can check for notifications, permissions, storage & cache, mobile data use, and other advanced options.

#### Terms of Service

Provides you with Samsung terms of service and covers the use of all Samsung features, apps, and services.

This will open your default browser to display that information.

#### Privacy Policy (duplicate)

Allows you to access Samsung most updated privacy policy for the use of SmartThings as a service. It will go over information they obtain from Smart Home Hub, how it is used, and other such information.

This will open your default browser to display that information.

#### Open source licenses

Displays all open source licenses based on incorporated source code used in Smart Home Hub .

# Compatible devices - Smart Home Hub

Modified on: Wed, 14 Apr, 2021 at 11:51 AM

This solution shows some of the devices that work and are compatible **Smart Home Hub** **(https://aeotec.com/smartthings/)**. It forms part of a broader guide on managing and using Smart Home Hub which can be found **here** (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

## a.

# Smart Home Hub native

The devices shown in the list below are directly native and created for Smart Home Hub. You can click on the name of the device to access their user manuals.

**Device list**

1. **SmartThings Button** **(https://aeotec.freshdesk.com/a/solutions/articles/6000241279)**
2. **SmartThings Motion Sensor** **(https://aeotec.freshdesk.com/a/solutions/articles/6000242257)**
3. **SmartThings Multipurpose Sensor** **(https://aeotec.freshdesk.com/a/solutions/articles/6000242294)**
4. **SmartThings Outlet** **(https://aeotec.freshdesk.com/a/solutions/articles/6000241506)**
5. **SmartThings Water Leak Sensor** **(https://aeotec.freshdesk.com/a/solutions/articles/6000242295)**
6. **SmartThings Smart Bulb** **(https://aeotec.freshdesk.com/a/solutions/articles/6000242684)**

## b.

# Aeotec works with Smart Home Hub

These devices are products that have been tested by Aeotec teams to work with Smart Home Hub, and have an available instructional video to assist you with their setup. You can click on their names to access their setup page with Smart Home Hub.

**Device list**

1. **Home Energy meter Gen5** **(https://aeotec.freshdesk.com/a/solutions/articles/6000231626)**(ZW095)
2. **MultiSensor 6** **(https://aeotec.freshdesk.com/a/solutions/articles/6000231561)** (ZW100)
3. **Range Extender 6** **(https://aeotec.freshdesk.com/a/solutions/articles/6000193286)**(ZW117)
4. **WallMote Quad** **(https://aeotec.freshdesk.com/a/solutions/articles/6000234063)** (ZW130)
5. **Range Extender 7** **(https://aeotec.freshdesk.com/a/solutions/articles/6000234062)** (ZW189)
6. **Recessed Door Sensor 7** **(https://aeotec.freshdesk.com/a/solutions/articles/6000234485)** (ZW187)
7. **Door / Window Sensor 7** **(https://aeotec.freshdesk.com/a/solutions/articles/6000234053)** (ZWA008)

## C.

# SmartThings list of compatible devices

The SmartThings team has a separate list of compatible devices to the SmartThings software, any device listed as compatible in this list of brands will work with Aeotec Smart Home Hub.

You can find that list here: **https://aeotec.com/smartthings/compatibility/** **(https://aeotec.com/smartthings/compatibility/)**

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Next Page - **Aeotec Smart Home Hub troubleshoot** **(https://aeotec.freshdesk.com/support/solutions/articles/6000245641-aeotec-smart-home-hub-troubleshoot)**

# Aeotec Smart Home Hub troubleshoot

Modified on: Tue, 27 Apr, 2021 at 1:41 PM

This solution determines various troubleshooting methods to resolve your Aeotec **Smart Home Hub** **(https://aeotec.com/smartthings/)** connection to SmartThings Connect. It forms part of a broader guide on managing and using Smart Home Hub which can be found here (https://aeotec.freshdesk.com/a/solutions/articles/6000240160).

# Table of contents

Click the links below to jump to specific bodies of this article to easily get to the troubleshooting steps of your issue:

**Smart Home Hub troubleshooting:**

# a.

# What do the LEDs on Aeotec Smart Home Hub mean?

| LED Color | LED activity description | Function detail |
|---|---|---|
|  | Alternating Green and Red | Hub is ready to be claimed (with or without internet), you have 30 minutes to start the setup process.<br><br>If you miss this window for setup and your hub is blinking blue, just unplug power, replug your hub, then wait 1 minute. |

| | | |
|---|---|---|
| ⬤ | Solid Blue | Hub is claimed and connected to the network, but has no internet or server connection.<br>Make sure to check SmartThings status webpage to ensure that SmartThings cloud is operational. If it is, try swapping between WiFi and Ethernet. |
| ◖ | Blinking Blue | There is no Ethernet or WiFi connection. This can happen if you allow Smart Home Hub to timeout its setup process.<br><br>Simply unplug your hub, and then re-plug your hub. If using WiFi, try connecting it to Ethernet. |
| ◑ | Blinking Magenta | Downloading update |
| ⬤ | Solid Magenta | Applying update |
| ⬤ | Solid Green | Hub is connected |
| ◑ | Blinking Green | Hub is in pair mode (searching for device) |
| ◑ | Fast Blinking Green | Hub is in Z-Wave exclusion mode |
| ◑ | Blinking Yellow/Amber | Factory Reset in process |
| ⬤ | Solid Yellow/Amber | Factory Reset process complete |
| ◑ | Blinking Red | An Issue occurred during bootup, wait at least 2 minutes to see if it'll resolve itself.<br><br>Try an extended power cycle to resolve this issue. (wait a minimum of 6 minutes before powering up the hub again.) |
| ⬤ | Solid Red | Hardware issue, wait at least 2 minutes to see if it'll resolve itself.<br><br>Power cycle the hub (attempt this a few times), if the issue does not get resolved, contact support. |

# b.

# How can I reboot my Aeotec Smart Home Hub?

To reboot your SmartThings hub, you can use 1 of 3 different methods:

1. Press and hold the recessed Reset button located on the back of the hub for 7 seconds (Release when the LED turns off)
2. Unplug the Hub and then plug it back in.
3. (Hard reboot) Unplug the Hub, wait at least 6 minutes, and then plug it back in.

c.

# How to reset Aeotec Smart Home Hub to factory default

If you find the need to factory reset your Aeotec Smart Home Hub completely, you can follow these steps.

1. Disconnect power from your Aeotec Smart Home Hub
2. **Press and hold the recessed reset button** in the back of your hub.
3. While holding down the reset button, **power up your Aeotec Smart Home Hub**.
4. **Continue to hold down the reset button** until the LED turns solid **yellow** (about 30 seconds after power). The LED should be **flashing yellow** during this time.
5. Release the reset button when **LED lights up solid yellow for at least 3 seconds**.
6. After about a minute, your LED should flash **red**/**green** to indicate it is ready to be setup. You will have 30 minutes to start the setup process.

d.

# Firmware / Download process in app is stuck

If you find that your firmware / download process is stuck for more than 30 minutes, there are a few possible options to troubleshoot and help you get past the firmware update stuck issue.

**d.1. General troubleshooting.**

1. Force stopped the Smartthings Connect app
2. Cleared cache and data from the Smartthings Connect app
3. Unplugged the ethernet connection from the Smart Home Hub
4. Factory reset the Smart Home Hub.
5. Let the Smart Home Hub sit until the **red**/**green** lights were flashing
6. Open SmartThings app and start the pair process for your Smart Home Hub.

**d.2. If attempting to pair with Ethernet connection / wired, try using WiFi to directly connect your Smart Home Hub:**

1. Remove Ethernet from your hub
2. Factory Reset your Smart Home Hub
3. Ensure that the LED is flashing **red**/**green** after a minute or 2.
4. Start the setup of your Smart Home Hub in SmartThings app
5. Allow this to finish up.

**d.3. If attempting to pair with WiFi, try using Ethernet / Wired connection to connect your Smart Home Hub.**

1. Connect your Smart Home Hub directly to Ethernet connection to your Router (or if possible your modem)
2. Factory Reset your Smart Home Hub
3. Ensure that the LED is flashing **red**/**green** after a minute or 2.
4. Start the setup of your Smart Home Hub in SmartThings app

5. Allow this to finish up
6. Now if you want WiFi use after completing your setup, you can manually add WiFi settings to your hub following the **steps in d.3.1** in the next subsection**.**

### d.3.1. Now if you want to swap back to WiFi after a successful :

1. Open Smartthings app
2. Open up the menu
3. Select Gear icon
4. Find "Change device Wi-fi network" and select that.
5. When you enter your WiFi network, give it a few minutes
6. Then pull out the Ethernet connection, it should automatically swap to WiFi connection (if Ethernet is ever plugged in, your Smart Home Hub will prioritize Ethernet connection over WiFi).

# e.
# Hub not found

If the hub is not found during initial setup, there are 5 different troubleshooting steps you can take to resolve this.

1. Ensure that your Aeotec Smart Home Hub LED is blinking Green and Red.
2. If using Ethernet
   - Make sure Ethernet cord is completely pushed into your Aeotec Smart Home Hub and Router.
   - Try a different Ethernet cord.
   - Try a different Ethernet port on your Router.
3. If using WiFi
   - Make sure the WiFi password is correct.
   - Try another area in your home that has stronger WiFi connection.
   - Try using Ethernet connection to rule out WiFi connectivity issues.
4. Move your Smartphone closer to your Aeotec Smart Home Hub.
5. Temporarily disable cellular data on your cell phone for setup.

# f.
# Connection failed / hub offline during setup

If you find that your hub has issues during setup, there are 3 possibilities here that can cause the connection to fail, and their solutions:

1. **Hub loses power during setup:**
   - Ensure that the power cable is secure and fully plugged in.
   - Try a separate outlet to rule out the possibility that the outlet it is currently connected to has issues.
   - Try again when the hub is powered, and the LED is blinking red and green.
2. **Hub loses WiFi during setup:**

- Ensure the hub is within range of your WiFi router.
- Ensure the WiFi router is powered.
- Reboot your Router.
- Try Ethernet if WiFi continues to fail.

3. **Hub loses Ethernet connection during setup:**
   - Ensure the Ethernet cable is securely plugged into both the hub and router.
   - Try a new/different Ethernet cable.
   - Reboot your router, modem, and hub.
   - Try WiFi if Ethernet continues to fail.

# g.
# Your hub is offline (Solid or Blinking blue LED)

If you find that your hub went offline and stopped responding (with the LED indicator as a solid or blinking blue color), follow these troubleshooting steps:

1. Power cycle your Aeotec Smart Home Hub
2. Ensure that WiFi or Ethernet cable is connected and working
3. Reboot your router and modem
4. Confirm and ensure that all these ports are open
   - 11111
   - 9443
   - 443
   - 39500
   - 37
5. Ensure that the WiFi router does not have any special network settings that might restrict the hub.

# h.
# ERROR 33-504

If you encounter error 33-504, there are a few settings to check to make sure your hub is able to be setup:

**Router Settings**

- Make sure to check if these ports are open on your router.
   1. 11111
   2. 9443
   3. 443
   4. 39500
   5. 37

**iOS Settings for iPhones –**

Make sure SmartThings app has permission to find and communicate with devices, it may be disabled by default in some cases. This will need to be enabled in order for SmartThings app to connect to SmartThings as a local device.

1. Go to your iOS „Settings" page
2. Tap Privacy
3. Tap Local Network
4. Look for SmartThings then ensure it it enabled for Local Network connection.
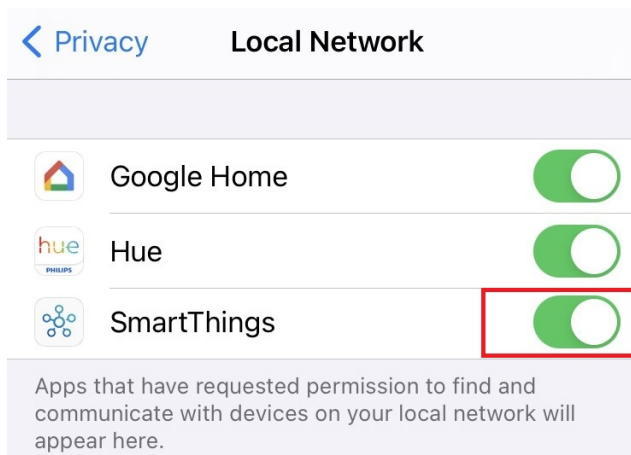
# i.

# Solid or Blinking Red LED

If you find a solid red or blinking red LED, this may indicate a hardware issue, but there are potential recovery methods. If you find that none of these troubleshooting steps are not working, you may need to replace your hub.

**Try a general hub reboot (Soft Reboot):**

1. Use a small tool and press and hold the recessed reset button - located on back of hub
2. Release the button after LED goes **red**, then turns **dark**.
3. Wait a few minutes for the hub to reboot -> LED should turn **solid blue**, if paired to SmartThings should become **solid green** (if not paired to Smartthings app, then it should flash **red**/**green** when ready to be claimed by your app)

**Try power cycling your hub (Hard Reboot):**

1. Disconnect power and ethernet cables from hub.
2. Wait 2-3 minutes, then reconnect ethernet and power to the hub
3. Wait a few minutes for the hub to reboot -> LED should turn **solid blue**, if paired to SmartThings should become **solid green** (if not paired to Smartthings app, then it should flash **red**/**green** when ready to be claimed by your app)

**Factory reset your hub:**

1. Disconnect power from your Aeotec Smart Home Hub
2. Press and hold the recessed reset button in the back of your hub.

3. While holding down the reset button, power up your Aeotec Smart Home Hub.
4. Continue to hold down the reset button, the LED should be **flashing yellow** during this time.
5. Release the reset button when LED lights up **solid yellow** for at least **3 seconds**.
6. Wait a few minutes and the LED should return to flashing **red**/**green**

# j.

# Registration failed

If you encounter registration fail when connecting your hub to SmartThings Connect, you can follow one of two possible solutions:

1. Tap **Retry**
2. If Retry continues to fail, force close SmartThings Connect app, and start the process of registration from the very beginning.

# k.

# Invalid serial number

There are 2 possible solutions for this error.

1. Confirm that the serial number was entered correctly.
2. Check the LED of your Aeotec Smart Home Hub. If the LED is green, the hub may have been claimed by someone else. The previous user must remove the hub from their location.

# l.

# How to perform a full hub reset if already setup.

If you ever need to perform a full reset of your Smart Home Hub, you can follow these steps to deleting your hub for a fresh start.

**1. You'll need to remove the hub from the backend in your SmartThings IDE page**

1. Login to your Samsung account through SmartThings IDE: **https://account.smartthings.com/ (https://account.smartthings.com/)**
2. Click "**My Locations**" -> Select your **location**
3. Then click on "**My Hubs**"
4. Look for your **hub**, if you have multiple hubs, select the specific hub that you want to fully reset.

5. Now at the top right click on the red button "**DELETE**"
6. **Confirm**.

**2. Factory reset your Aeotec Smart Home hub afterwards, its should flash red/green afterwards:**

1. Disconnect power from your Aeotec Smart Home Hub
2. Press and hold the recessed **reset button** in the back of your hub.
3. While holding down the reset button, **power up your Aeotec Smart Home Hub**.
4. **Continue to hold down** the reset button until the LED turns solid yellow (about 30 seconds after power). The LED should be flashing **yellow** during this time.
5. **Release the reset button** when LED lights up **solid yellow** for **at least 3 seconds**.

## m.

# Older Zigbee sensors can't pair to Smart Home Hub

Older Zigbee sensors that cannot pair with Aeotec Smart Home Hub may require a specific Zigbee channel to be used. Older Gen1 Zigbee devices may require you to use channel 14, 15, 19, 20, or 24 which can be changed in SmartThings IDE.

**To change the Zigbee channel:**

1. Login to your Samsung account through SmartThings IDE: **https://account.smartthings.com/** (**https://account.smartthings.com/**)
2. Click "**My Locations**" -> Select your **location**
3. Then click on "**My Hubs**"
4. Click on **View Utilities**
5. Under Zigbee Utilities look for "**Change Zigbee channel**" which you can choose a zigbee channel between 11 - 25, Smart Home Hub defaults to channel 25.
6. When you've got the correct channel, select "**Update**" underneath.
7. Now try pairing your Zigbee sensor.

## n.

# Cannot connect Z-Wave or Zigbee devices.

If you are not able to connect Z-Wave or Zigbee devices, those devices may already be connected to another hub. Any Z-Wave or Zigbee device can only be connected to one up at a time.

To resolve this issue, you must either factory reset, or unpair them. You don't need the older hub, you can use your new Aeotec Smart Home Hub to perform a reset on them.

**How to remove or factory reset Zigbee Devices.**

1. Read the instruction manual of your Zigbee device and look for the button press required to manually factory reset them.

2. For any **SmartThings or Aeotec Zigbee device**, **press and hold their button for 5 seconds**(then release when LED flashes red).
    - The required button press for factory reset will differ between different products and manufacturers.
3. Then **release the button**. If successful, the LED will blink <span style="color:red">red</span>/<span style="color:green">green</span> while it is attempting to connect to a new hub.
    - The LED indicator will vary between different products and manufacturers.

**How to remove or factory reset Z-Wave Devices.**

1. Open SmartThings app.
2. Find your **hub** in the SmartThings dashboard, and **tap it**.
3. Tap **More Options (3 dot icon)**
4. Tap **Z-Wave Utilities**
5. Tap **Generic Exclusion**
6. Ensure the LED on your Smart Home Hub is flashing its green LED.
7. **Tap the button**on your Z-Wave device to factory reset it.
    - **Notes**
        - The button press required will vary between different Z-Wave devices. Typically its just a single tap to the button.
        - More uncommonly, it is 3x button taps within 2 seconds.
8. If successful, your SmartThings interface should state it has removed a device.
9. Now try connecting/pairing as you usually would.

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