SAMSUNG

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Connect Home Pro

ET-WV531

ET-WV521

User Manual

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www.samsung.com

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Getting started

Read me first

Please read this manual before using the device to ensure safe and proper use.

- Images may differ in appearance from the actual product. Content is subject to change without prior notice.
- Before using the Wi-Fi hub, make sure it is compatible with your device.
- The Wi-Fi hub's performance may differ depending on the environment.
- This product includes certain free/open source software. To see the instructions for viewing the open source license, go to the Samsung website (opensource.samsung.com).

Instructional icons

Warning: situations that could cause injury to yourself or others

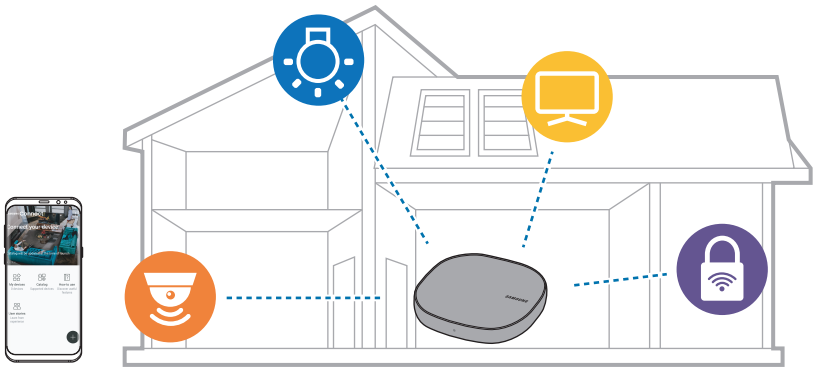
Caution: situations that could cause damage to your device or other equipment

Notice: notes, usage tips, or additional information

About SAMSUNG Connect Home Pro

The Samsung Connect Home Pro is a Wi-Fi router that can connect your smartphone to your smart home appliances via Wi-Fi. You can also connect Internet of Things (IoT) devices to this Wi-Fi hub via the Samsung SmartThings Hub feature.

For larger homes, you can connect more Wi-Fi hubs.



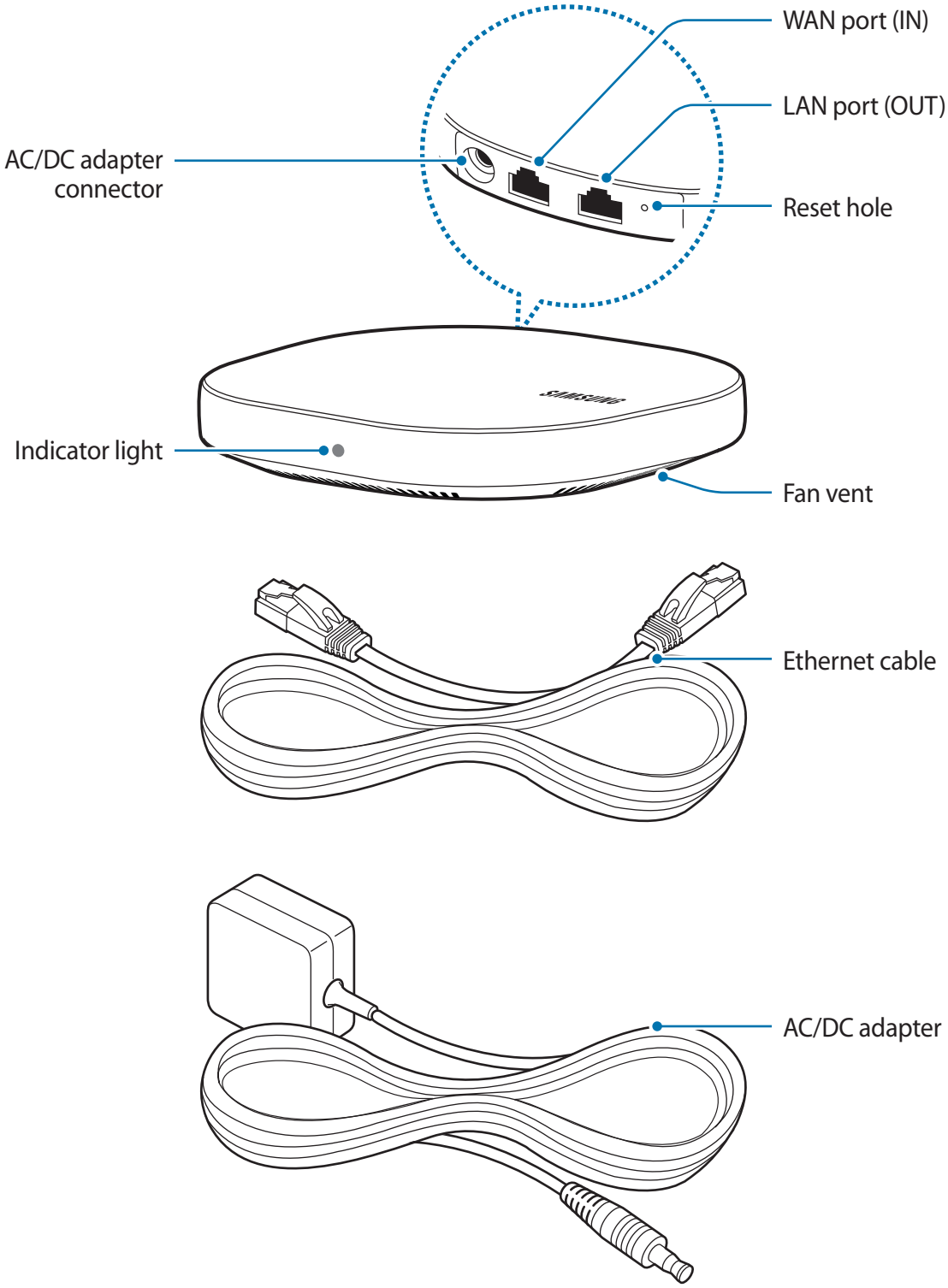
Package contents

Check the product box for the following items:

- Wi-Fi hub
- Ethernet cable
- AC/DC adapter (hereafter "adapter")
- Quick start guide

- The items supplied with the device and any available accessories may vary depending on the region or service provider.
- The supplied items are designed only for this device and may not be compatible with other devices.
- Appearances and specifications are subject to change without prior notice.
- You can purchase additional accessories from your local Samsung retailer. Make sure they are compatible with the device before purchase.
- Use only Samsung-approved accessories. Using unapproved accessories may cause the performance problems and malfunctions that are not covered by the warranty.
- Availability of all accessories is subject to change depending entirely on manufacturing companies. For more information about available accessories, refer to the Samsung website.

Device layout



Indicator light

The indicator light alerts you to the Wi-Fi hub status.

Color	Status
Green	Power on, Working
Flashes green	Booting/resetting the system
Flashes green and red	Waiting for devices to connect
Flashes red	Function error

Using the Wi-Fi hub

Connecting with a mobile device

To connect the Wi-Fi hub with a mobile device, you must install the Samsung Connect app on the mobile device. You can download the app from **Galaxy Apps**, **Play Store**, or **App Store**.

- Visit www.samsung.com to see compatible devices with the Samsung Connect app.
- You must register and sign in to your Samsung account to use the Samsung Connect app.
- Supported features may vary depending on your mobile device and its operating system.

Wi-Fi hub

1 Connect one end of the Ethernet cable to the hub's WAN port (IN) and the other end to the modem's LAN port.

2 Connect the adapter to the Wi-Fi hub.

The Wi-Fi hub will turn on and the indicator light will flash green.

Use only Samsung-approved adapters (12 V/2.1 A or higher).

- You can use the Wi-Fi hub only when you connect the Wi-Fi hub to an adapter.
- If the Wi-Fi hub's temperature exceeds 55 °C, the Wi-Fi hub's internal fan will automatically activate. If the Wi-Fi hub overheats for a prolonged period, the Wi-Fi hub may automatically turn off or reset. When this happens continually, disconnect the adapter from the Wi-Fi hub and contact a Samsung Service Center.
- To save energy, unplug the adapter when not in use. The adapter does not have a power switch, so you must unplug the adapter from the electric socket when not in use to avoid wasting power. The adapter should remain close to the electric socket and be easily accessible while using it.

Mobile device

3 Launch the **Samsung Connect** app on the mobile device.

The Wi-Fi and Bluetooth features will activate automatically and search for available devices.

4 The Wi-Fi hub will be detected automatically. Tap **ADD NOW**.

If the Wi-Fi hub is not detected, tap ⊕ → **ADD DEVICE MANUALLY** → **Wi-Fi Hub**, and tap your Wi-Fi hub's name.

5 Enter a network name and password to assign to the Wi-Fi hub.

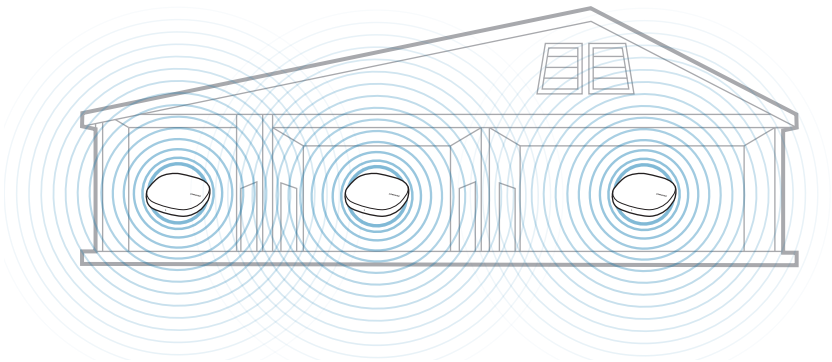
To register IoT devices via the Samsung SmartThings Hub feature, tick **Set up SmartThings Hub** to activate it.

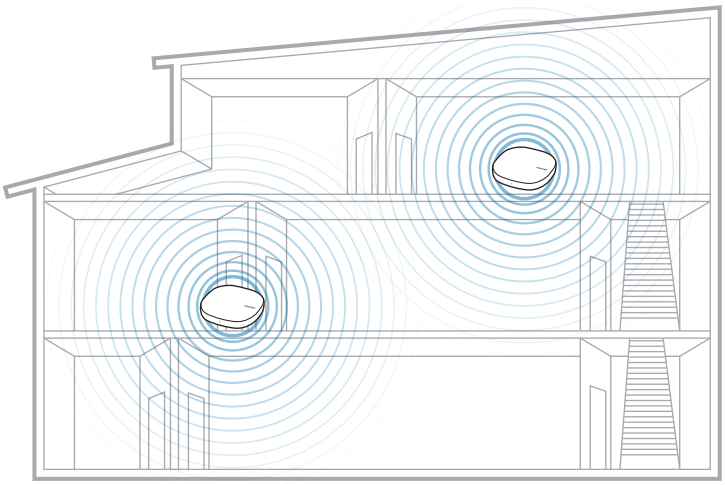
6 Follow the on-screen instructions to complete the connection.

Adding additional Wi-Fi hubs

One Wi-Fi hub can cover a 140 m^2 connection range (based on timber buildings) but can differ depending on the usage environment.

Install an additional Wi-Fi hub to connect to a larger area beyond the connection range with a Wi-Fi network.





1 Connect the AC/DC adapter to the additional Wi-Fi hub.

2 On the mobile device, launch the **Samsung Connect** app and follow the on-screen instructions to complete the connection.

You can connect up to four additional Wi-Fi hubs.

Notices for connecting a Wi-Fi hub

- Install a Wi-Fi hub near the devices to be registered.
- When you add additional Wi-Fi hubs, install them within the connection range.
- Do not place obstacles between the Wi-Fi hub and the devices to be registered.
- Obstacles such as the human bodies, walls, corners, or fences can weaken the signals.
- When using the Wi-Fi hub, it should be connected via the Ethernet cable.

Notices for using Bluetooth

- To avoid problems when connecting your Wi-Fi hub to another device, place the devices close to each other.
- Ensure that your Wi-Fi hub and the other Bluetooth device are within the maximum Bluetooth range (5 m). The distance may vary depending on the environment the devices are used in.

- Ensure that there are no obstacles between the Wi-Fi hub and a connected device, including human bodies, walls, corners, or fences.
- Do not touch the Bluetooth antenna of a connected device.
- Bluetooth uses the same frequency as some industrial, scientific, medical, and low power products and interference may occur when making connections near these types of products.
- Some devices, especially those that are not tested or approved by the Bluetooth SIG, may be incompatible with your Wi-Fi hub.
- Do not use the Bluetooth feature for illegal purposes (for example, pirating copies of files or illegally tapping communications for commercial purposes).

Configuring the Wi-Fi router feature

You can configure the detail settings of the Wi-Fi network.

Assigning priority to a connected device

You can set the prior connection for the specified devices connected to the Wi-Fi hub's Wi-Fi network.

1. On the Samsung Connect screen, tap **My devices**.
2. On the registered devices list, tap the Wi-Fi hub.
3. Tap the button next to **Devices on network**.
4. On the connected devices list, select a device to give priority to the Wi-Fi hub's Wi-Fi network.
5. Tap the **Highest bandwidth priority** switch to activate it.

Restricting time for using the Wi-Fi network

You can restrict the time for the connected devices to use the Wi-Fi hub's Wi-Fi network.

1 On the Samsung Connect screen, tap **My devices**.

2 On the registered devices list, tap the Wi-Fi hub.

3 Tap the button next to **Devices on network**.

4 On the connected devices list, select a device to restrict the time to use the Wi-Fi hub's Wi-Fi network.

5 Tap **Restrict usage time** → **Add restricted time**.

6 Set days and time, and then tap **ADD**.

Adding guest network

You can add a guest network separated from the main Wi-Fi network.

1 On the Samsung Connect screen, tap **My devices**.

2 On the registered devices list, tap the Wi-Fi hub.

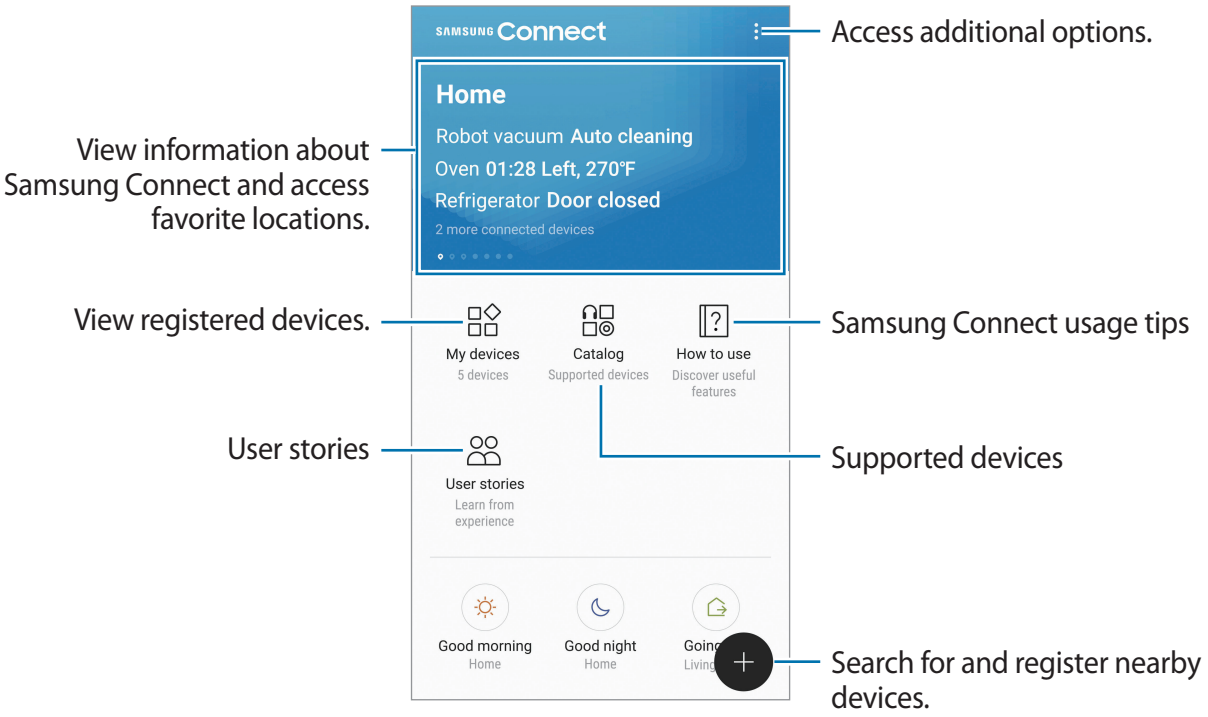
3 Tap ⋮ → **Guest access** → **Add guest network**.

4 Enter a network name and password and tap **DONE**.

Samsung Connect app

Introduction

Register Internet of Things (IoT) devices and smart home appliances to the Samsung Connect app on your mobile device, and check their status or control them. To control the devices by location, such as your home or office, create a location and assign registered devices to it. You can also set a mode to control many devices at the same time or set a rule to perform actions automatically at a preset time.



Registering devices

Registering smart home appliances via Wi-Fi

Register smart home appliances that support Wi-Fi to the Samsung Connect app and control them. For instructions on how to register devices, refer to the other devices' user manuals.

- To view the supported devices, tap **Catalog** on the Samsung Connect screen.
- Connected devices' own errors or defects are not covered by the Samsung warranty. When errors or defects occur on the connected devices, contact the device's manufacturer.

Registering IoT devices via the Samsung SmartThings Hub feature

Register the Internet of Things (IoT) devices that support Z-Wave, zigbee, LAN, or Cloud-to-Cloud to the Samsung Connect app and control them.

1 On the Samsung Connect screen, tap ⊕.

2 Tap **ADD DEVICE MANUALLY** and select a category of the device to register (for example, light bulbs).

3 Select the device maker.

4 Follow the on-screen instructions to complete the registration.

- The Samsung SmartThings Hub feature may not be available depending on the region. Visit www.samsung.com for details.
- You can only register the IoT devices approved by Samsung. Visit www.samsung.com to see a list of compatible devices.
- Refer to the other devices' user manuals for instructions on how to pair with them.

Controlling the registered devices

On the Samsung Connect screen, tap **My devices**.

On the registered devices list, tap a device.

The controller for the device will be downloaded.

With the downloaded controller, remotely control the registered devices via the Samsung Connect app.

Creating locations

You can register devices by location and manage them.

1 On the Samsung Connect screen, tap **My devices**.

2 Tap ⋮ → **Add place**.

3 Enter a location name and tap **ADD**.

4 Tap **ADD DEVICE** to register devices or select devices to assign to the location and tap **MOVE**.

Inviting members to the created location

Invite other members to the created location to control the devices and modes assigned to that location.

1 On the Samsung Connect screen, tap **My devices**.

2 Scroll the screen to the left or right to select a location.

3 Tap ⋮ → **Invite member**.

4 Tap **Enter Samsung account ID**, enter the Samsung account for the person you want to invite, and then tap ✉.

You can invite users by scanning the QR code. Tap **CREATE QR CODE** and invite other users to scan it.

- You can only invite the users login the Samsung account via Samsung Connect app.
- To accept the invitation, on the Samsung Connect screen, tap the invitation pop-up and tap **ACCEPT**. To accept the invitation by scanning the QR code, on the Samsung Connect screen, tap ⋮ → **Settings** → **Accept invitation (QR code)** and then scan the QR code.

5 Follow the on-screen instruction to complete the invitation.

Setting and running modes

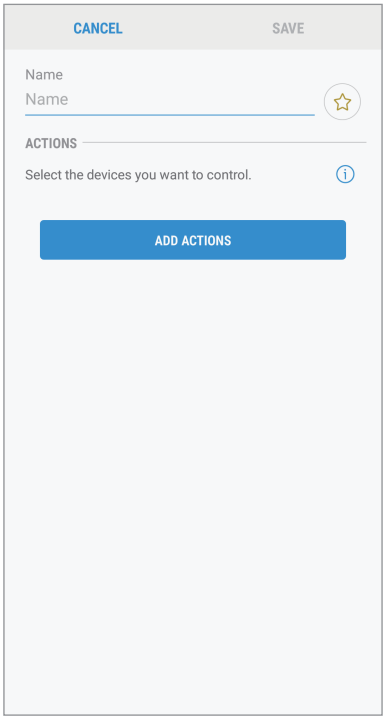
Set a mode to operate multiple devices at once. To set a mode, you should create locations. Refer to Creating locations for more information.

1 On the Samsung Connect screen, tap **My devices**.

2 Scroll the screen to the left or right to select a location.

3 Tap ⋮ → **Add mode**.

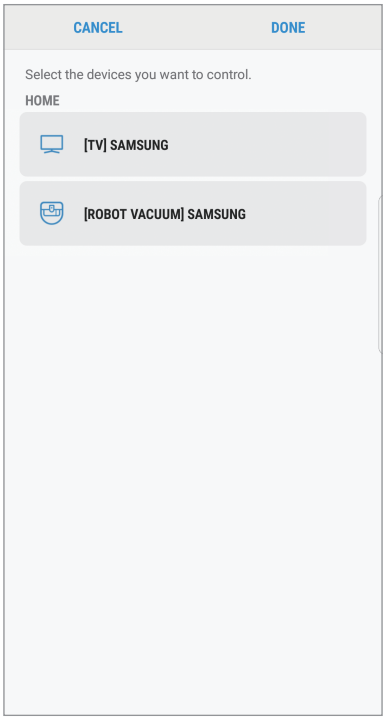
The screen for setting modes will appear.



4 Enter the mode's title and select an icon for the mode, then tap **ADD ACTIONS**.

5 Select a device and an action to be operated, and then tap **DONE**.

For example, select a TV and a robot vacuum cleaner and the corresponding actions to be operated.



6 Tap **SAVE**.

The mode is set. You can view the set mode on the designated location screen.

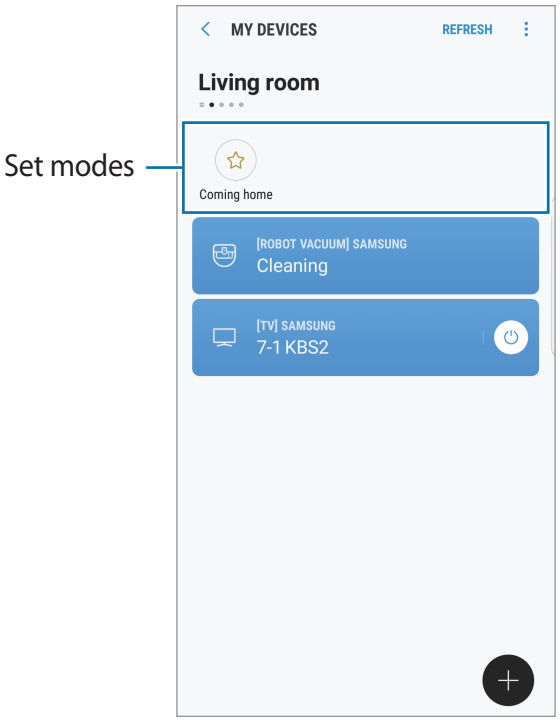
Activating modes

1 On the Samsung Connect screen, tap **My devices**.

2 Scroll the screen to the left or right to select a location that has the mode you want to activate.

3 Select a mode to activate.

The devices you set will operate in accordance with the mode.



Setting rules

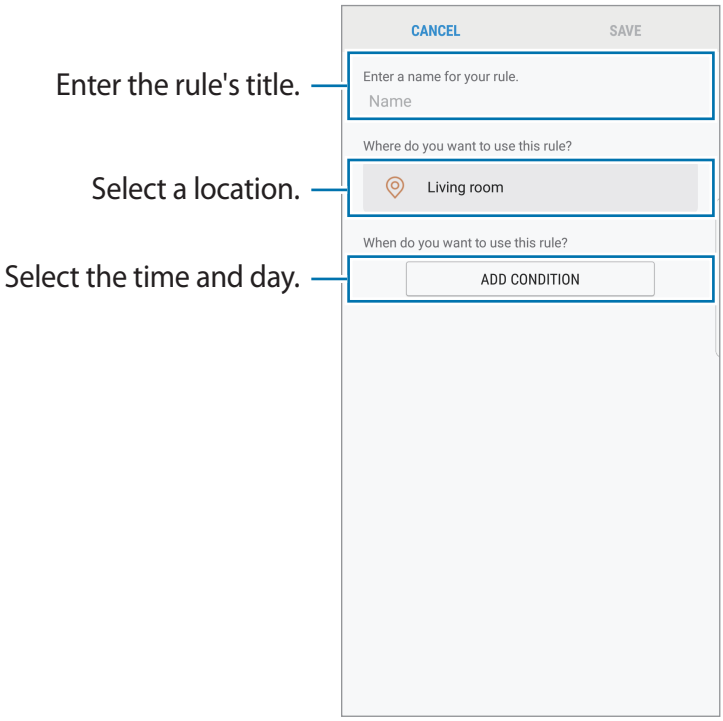
Set a rule for devices assigned to a location to automatically perform actions at a specific time.

1 On the Samsung Connect screen, tap ⋮.

2 Tap **Rules** → **ADD RULE**.

The screen for setting rules will appear.

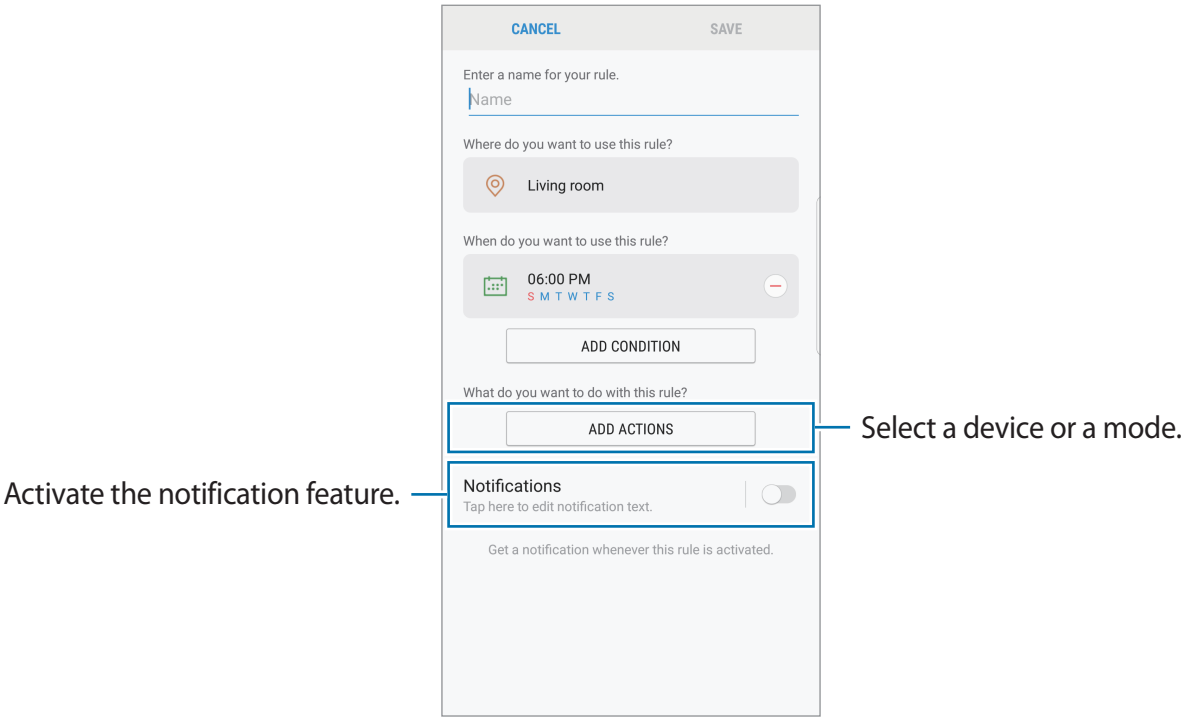
3 Enter the rule's title, select a location, and then tap **ADD CONDITION**.



4 Tap **Time/day (exact)** or **Time/day (period)**, enter the time and day, and then tap **DONE**.

5 Tap **ADD ACTIONS**, select devices and conditions, or modes, and then tap **DONE**.

To receive a notification when the devices perform an action according to the rule, tap the **Notifications** switch to activate the feature.



6 Tap **SAVE**.

The assigned devices will operate in accordance with the set rule.

Managing devices and locations

You can manage location and its assigned devices and modes.

1 On the Samsung Connect screen, tap **My devices**.

2 Scroll the screen to the left or right to select a location.

3 Tap ⋮ → **Edit** and use the following options.

- ★ : Set the location or mode as a favorite. You can access the favorites on the Samsung Connect screen.
- Location name → **Place name**: Change the location name and its wallpaper color displayed on the Samsung Connect screen when it is set as a favorite.
- Location name → **MEMBERS**: View the members to share the location.
- Location name → **REMOVE PLACE**: Delete the location.
- Location name → **LEAVE PLACE**: Delete the invited location.
- Device name → **Device name**: Change the device name and its icon color displayed on the location screen.
- Device name → **Place**: Assign the device to another location. This option is only available for the owner of the location.
- Device name → **DELETE DEVICE**: Delete the device from the assigned location or deregister the device.

- To connect a Z-Wave device to another device, on the currently connected mobile device, remove the device from the Samsung Connect app to exclude it. When you remove the device from the Samsung Connect app, the instructions for exclusion will be provided via a URL. Follow the instructions to exclude the Z-Wave device. If you reset the Wi-Fi hub, you should exclude the Z-Wave device and reconnect (re-include) it. For instructions on how to exclude Z-Wave devices, refer respective Z-Wave device's user manual or contact the device's manufacturer.
- For additional Z-Wave network utility functions, visit www.smartthings.com.
- The Wi-Fi hub automatically sends an Association Set for Lifeline/group1 for 4 nodes after adding a device that supports Association.

- Mode icon → **Name**: Change the mode name and its icon.
- Mode icon → device name: Select an action to be operated when the mode is activated.
- Mode icon → ⊖ : Delete the device from the mode.
- Mode icon → **ADD ACTIONS**: Add devices and actions to the mode.
- Mode icon → **DELETE MODE**: Delete the mode.

Configuring the Samsung Connect app

Configure the Samsung Connect app settings. On the Samsung Connect screen, tap ⋮ and use the following options.

- **Add place**: Create a new location.
- **Rules**: View the created rules. You can also edit or delete rules.

This option is only available when you have registered devices to the Samsung Connect app.

- **Notifications**: View the notifications from the Samsung Connect app. You can also change the notification settings.
- **Settings**: Access information about the Samsung Connect app and Samsung account information. You can also set the Samsung Connect panel to be displayed on the notification panel.
- **Contact us**: Samsung Members offers support services to customers, such as device problem diagnosis, and lets users submit questions and error reports. You can also share information with others in the Galaxy users' community or view the latest Galaxy news and tips. **Samsung Members** can help you solve any problems you might encounter while using your device.

Practical usage of the Samsung Connect app

Use the Samsung Connect app to make your life easier and more comfortable. Create rules based on your routine, or easily control the registered devices from anywhere.

- If you want to start your day with music every morning, connect speakers to the Samsung Connect app and create a rule to play your favorite music when you wake up.
- If you want to ensure that the office is cool when you arrive on a hot summer's day, turn on the connected air conditioner via the Samsung Connect app 10 minutes before you arrive.
- If you want to come home to a clean house, turn on the connected robot vacuum cleaner via the Samsung Connect app 30 minutes before you get home.
- If you want to improve your home security, create a rule for motion sensors to operate at bedtime and activate the notification feature. When the motion sensors detect unexpected movements, they will notify you.

To view other usage examples, tap **User stories** on the Samsung Connect screen.

Appendix

Troubleshooting

Before contacting a Samsung Service Center, please attempt the following solutions.

Your Wi-Fi hub freezes

If the Wi-Fi hub freezes or hangs, disconnect the adapter from the Wi-Fi hub and reconnect it.

Close the Samsung Connect app completely on your mobile device and restart it.

If your Wi-Fi hub is frozen and unresponsive, insert a pin into the Reset hole more than 8 seconds.

If the tips above do not solve the problem, contact a Samsung Service Center.

Your Wi-Fi hub is not connected with a router

This Wi-Fi hub only supports Samsung Connect routers. Connect only the SAMSUNG Connect Home Pro or the SAMSUNG Connect Home.

Your Wi-Fi hub is not detected by the Samsung Connect app

- If the Wi-Fi hub freezes or hangs, disconnect the adapter from the Wi-Fi hub and reconnect it.
- Close the Samsung Connect app completely on your mobile device and restart it.
- If your Wi-Fi hub is frozen and unresponsive, insert a pin into the Reset hole.
- Ensure that the other devices are within the maximum connection range.

If the tips above do not solve the problem, contact a Samsung Service Center.

Other devices cannot connect to the Samsung Connect app

- On the other device, disconnect from the Wi-Fi network and reconnect to it.
- Turn the device off and turn it on.

The connection is often disconnected

- If there are obstacles between the devices, the operating distance may be reduced.
- Ensure that the other devices are within the maximum connection range.
- When using the Wi-Fi hub with other devices, the connection may be affected by electromagnetic waves. Use the Wi-Fi hub in environments with fewer wireless devices present.

The Wi-Fi hub works differently as described in the manual

Available functions may differ depending on the connected device.

WARNING! This product contains chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. For more information, please call 1-800-SAMSUNG (726-7864).

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SAMSUNG Connect Home Smartthings Features

With the SAMSUNG Connect Home, you can connect smartphones and home appliances via Wi-fi can also connect Internet of Things(IoT) devices to this Wi-Fi hub via the Samsung SmartThings Hub Feature. Register Internet of Things(IoT) devices and smart home appliances to the app on your mobile device, and check their status or control them. To control devices by location, such as your home of office, create a location and assign registered devices to it.

Inclusion mode:
Samsung SmartThings devices and many third-party devices that work with SmartThings require a connected SmartThings Hub (or compatible device with SmartThings Hub functionality).
You can connect these devices manually with the steps below.

1. Tap the plus icon in the bottom right
2. Tap **Add Device Manually**
3. Select the device category and brand OR enter your device's name in the search field
4. Follow the in-app instructions to perform the connection process specific to that device
5. The app will indicate when the device connects
6. Tap **Edit** to rename the device, and tap **Done** to save the name
7. Tap **Done** to complete the setup

Exclusion mode:
There are two ways that devices can be deleted in the app.

This first method offers the option to delete multiple devices at once.

1. Tap **My devices**
2. Tap the three dots in the top right
3. Tap **Delete devices**
4. Select the device(s) to be deleted
5. Tap **Delete**
6. Tap **Delete** again to confirm
7. If only a Z-Wave device was selected, the app will prompt you to perform a Z-Wave exclusion on the device. Refer to the device's manual for specific exclusion steps
   Note: If multiple devices are selected, any Z-Wave devices will need to be excluded manually
8. Tap **Done**

OR

The second method deletes devices on an individual basis.

1. Tap **My devices** and swipe to your Place
2. Tap the three dots in the top right
3. Tap **Edit**
4. Select the device to be deleted

5. Tap **Delete device**
6. Tap **Delete** again to confirm
7. For Z-Wave devices, the app will prompt you to perform a Z-Wave exclusion on the device. Refer to the device's manual for specific exclusion steps
8. Tap **Done**

Factory Reset:
1. Tap the menu
2. Tap the gear icon beside the Location with the Hub you wish to reset
3. Tap **Remove Location**
4. Confirm deletion by tapping **Delete** (IMPORTANT: deleting a Location cannot be undone)

NOTE: Resetting the Hub will restore factory settings. All device connections, automations, rules and configurations associated with that Hub will be lost in the reset. All devices connected to your Hub will have to be reset or excluded before they can be reconnected. The steps for resetting and reconnecting each smart device differ. After resetting, you can visit our Things category, find the devices you wish to set up, and follow the guides provided. Remember that you will likely need to reset or “exclude” every device before connecting.

Z-Wave General Info:
The SmartThings Hub is a Z-Wave-certified central static controller. It can be included in any Z-Wave network and operate with Z-Wave certified devices from other manufacturers. All non-battery-operated Z-Wave devices within the network will act as Z-Wave repeaters—regardless of vendor—to increase reliability of the network.
The Smartthings Hub is a security-enabled Z-Wave product. When a security-enabled Z-Wave device is added to the Hub's network, its secure communication will be 128-bit AES encrypted.

The SmartThings Hub has support for the Association Command Class—it has one association group, the "Lifeline" group, which supports sending associated devices reset notifications when the Hub is factory reset.

The SmartThings Hub does not map the Basic Command Class to any functionality. It ignores Basic Get requests, though in some cases of legacy support for older Z-Wave sensors it may interpret Basic Set commands as sensor activation events.

Because the Hub is a certified Z-Wave device, you can add it to another Z-Wave network. Note that adding a Hub to a different Z-Wave network will disconnect it from any previously connected Z-Wave devices, and they will have to be put through the exclusion process before being added to the network again. SmartThings strongly discourages adding the Hub to another Z-Wave network. We cannot offer support for disconnected Z-Wave devices or the inability to add devices through the Hub as a result of including the Hub into another Z-Wave network.
Here are the steps to put the Hub into learn mode to receive network information from another Z-Wave controller:

1. Prepare the other Z-Wave controller to copy its network information to the Hub. This may be called include, add, transfer, copy, or replicate mode

2. In the SmartTings app,Tap the menu
3. Tap the Hub
4. Tap **Z-Wave Utilities**
5. Tap **Include or Exclude Hub from an Existing Z-Wave Network**
6. Tap **OK**

This will start learn mode on the Hub. It may take longer to receive all the network info and load all the devices. Check the other controller for confirmation of whether the transfer was successful.

Depending on the other controller, it may not have transferred the primary controller role to the SmartThings Hub, and the Hub may not be able to add new devices. To remove the Hub from the other network and reset it to default, follow the same steps above, but put the other controller in remove or exclude mode instead.