SAMSUNG

SmartThings Wifi

ET-WV525

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

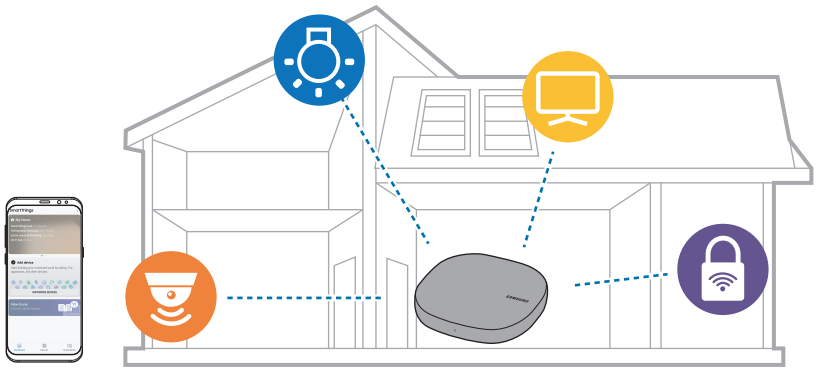
Caution: situations that could cause damage to your device or other equipment

Notice: notes, usage tips, or additional information

About SmartThings Wifi

The SmartThings Wifi 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.



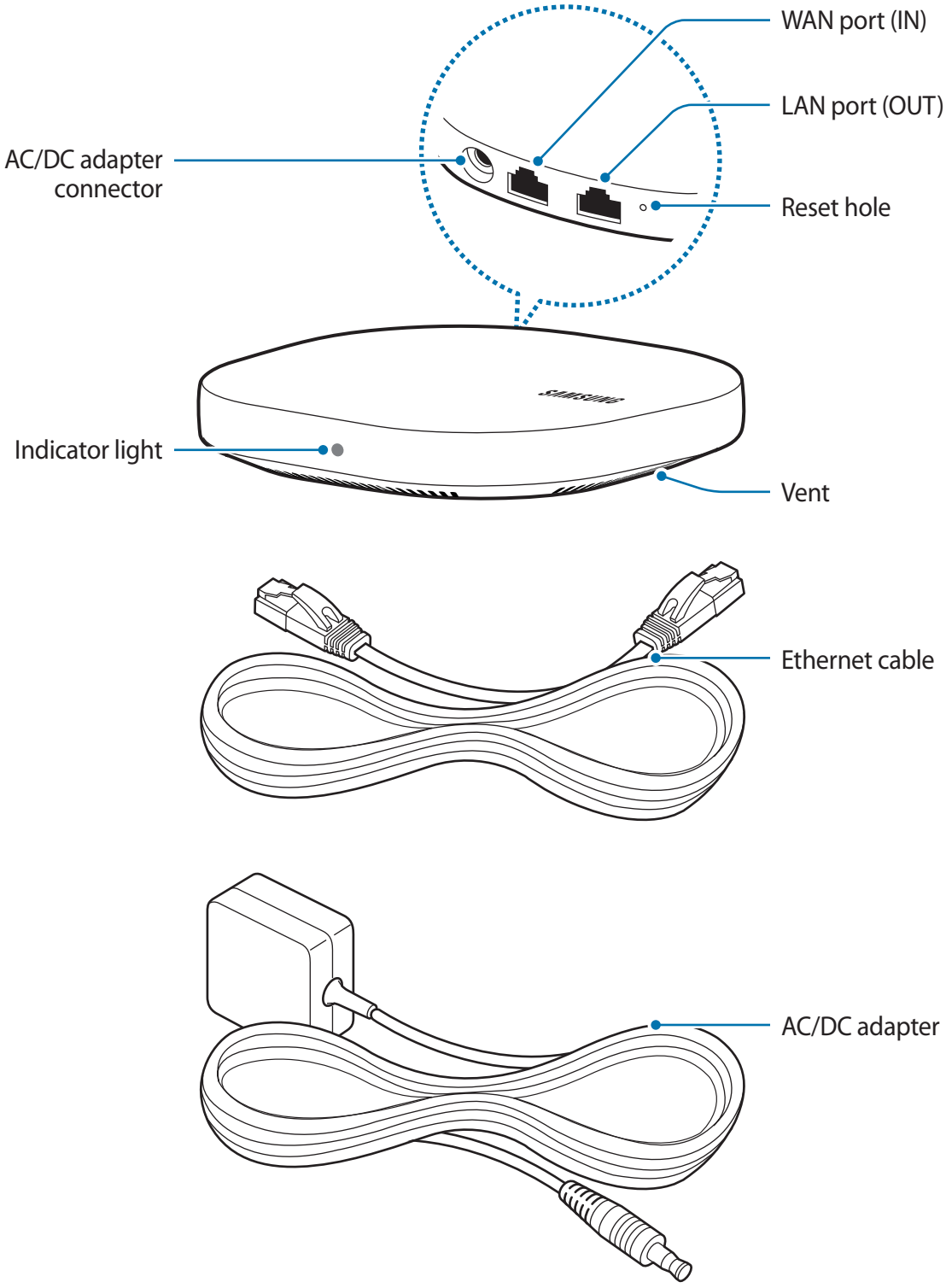
Package contents

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



The appearance and internal structure of the product may vary depending on the model.

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

Connecting the Wi-Fi hub with a mobile device

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

- You must register and sign in to your Samsung account to use the SmartThings 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 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 **SmartThings** app on the mobile device.

4 Follow the pop-up window's instructions to turn on the Wi-Fi and Bluetooth auto on feature.

When you launch the **SmartThings** app, the Wi-Fi and Bluetooth features will be automatically activated.

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

If the Wi-Fi hub is not detected, tap **Add device** on the dashboard. Then, tap ⌄ under **ADD DEVICE MANUALLY** → **Wi-Fi Hub**, and tap your Wi-Fi hub's name.

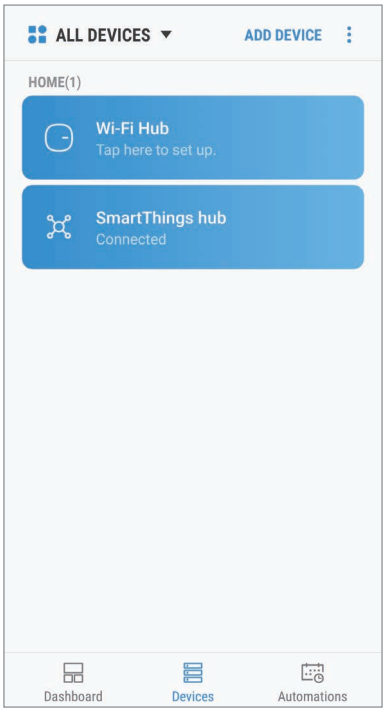
During setup, get within 15 ft of the hub.

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

To connect the Internet of Things (IoT) devices via the Wi-Fi hub, select the Wi-Fi hub under devices and make sure the SmartThings Hub is switched on.

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

When the connection is completed, the following screen appears.

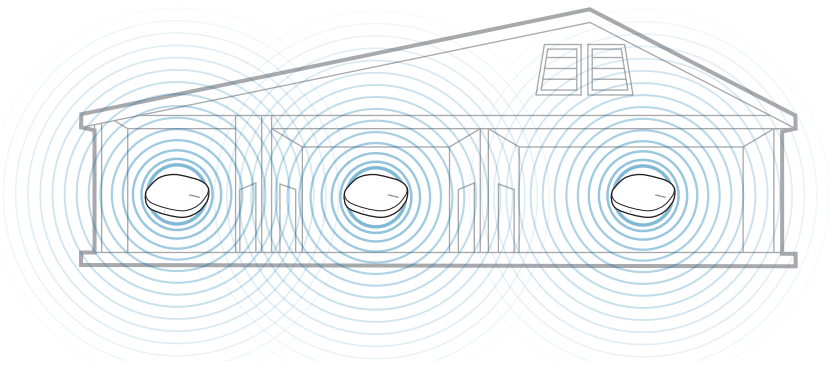


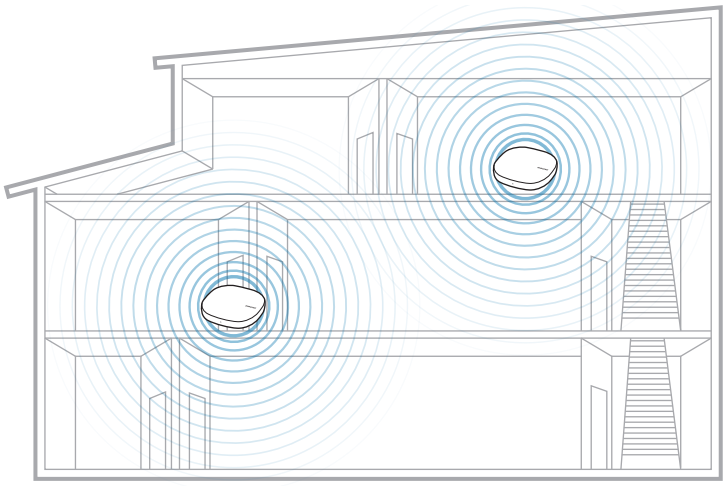
The SmartThings Wifi is a single product but it is registered as two separate devices according to their respective features, the Wi-Fi router feature and the Samsung SmartThings Hub feature.

Adding additional Wi-Fi hubs

One Wi-Fi hub can cover a 140 m² 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 **SmartThings** app and follow the on-screen instructions to complete the connection.

During setup, get within 15 ft of the hub.

You can connect up to 31 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.

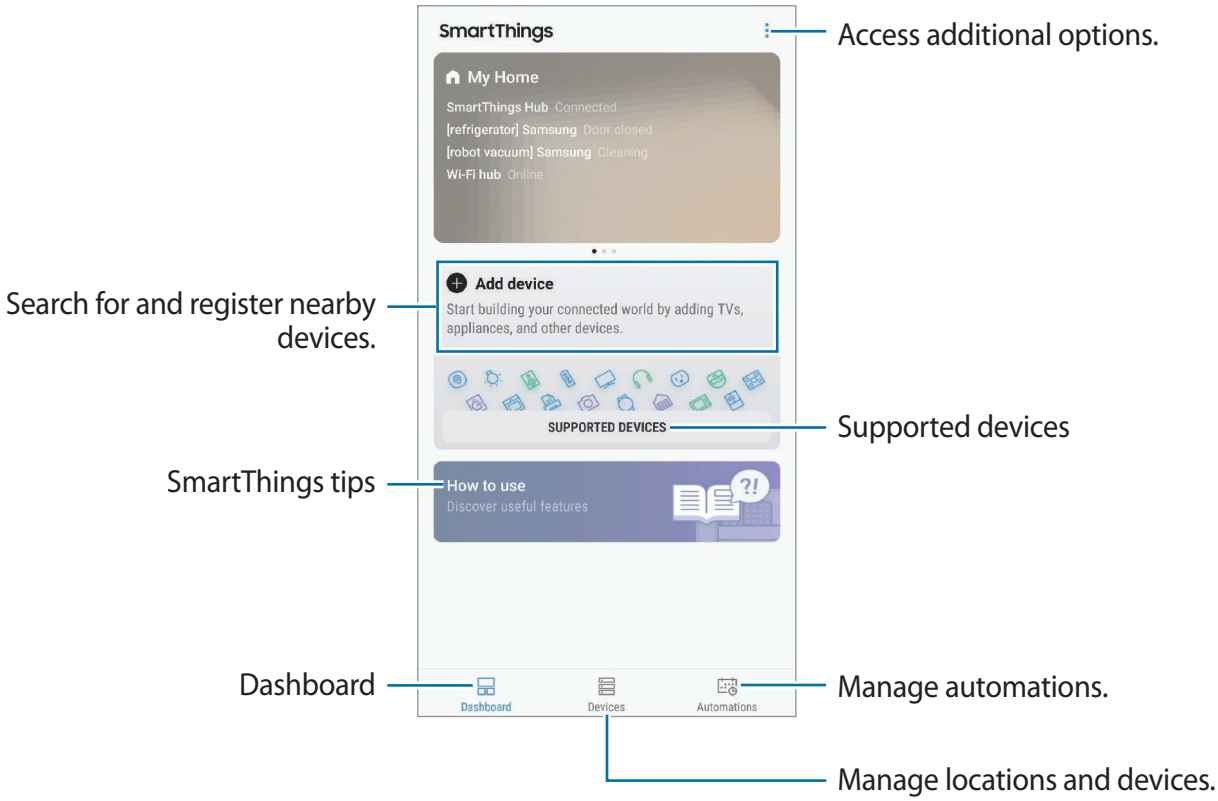
Notices for using Bluetooth

- 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.
- 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.

Registering Internet of Things (IoT) devices and smart home appliances

Using the SmartThings app

Register Internet of Things (IoT) devices and smart home appliances to the SmartThings 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 scene to control many devices at the same time or set an automation to perform actions automatically at a preset time.



Configuring the dashboard and the SmartThings app

Configure the dashboard and the SmartThings app settings. On the dashboard, tap ⋮ and use the following options.

- **Manage dashboard**: Set the items to show on the dashboard.
- **Notifications**: View the notifications from the SmartThings app. You can also change the notification settings.
- **Settings**: Access information about the SmartThings app and Samsung account information. You can also set the SmartThings panel to be displayed on the notification panel.
- **Notices**: View the notices from the SmartThings service.
- **Contact us**: Ask questions or view frequently asked questions.

Registering devices

Registering smart home appliances via Wi-Fi

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

- To view the supported devices, tap **SUPPORTED DEVICES** on the dashboard.
- 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 SmartThings app and control them.

1 On the dashboard, tap **Add device**.

2 Tap ⌄ under **ADD DEVICE MANUALLY**.

3 Select a category of the device to register.

Alternatively, enter the device's name in the search input field and tap **ADD** next to your device.

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. Download the SmartThings app to see a list of supported devices.
- Refer to the other devices' user manuals for instructions on how to pair with them.
- To learn more about the Samsung SmartThings Hub feature, visit support.smartthings.com.

Controlling the registered devices

1 On the SmartThings screen, tap **Devices**.

2 On the registered devices list, tap a device.

The controller for the device will be downloaded.

3 With the downloaded controller, remotely control the registered devices via the SmartThings app.

Creating locations

You can register devices by location and manage them.

1 On the SmartThings screen, tap **Devices**.

2 Tap **ALL DEVICES** → **Add location**.

3 Enter a location name and select an icon for the location.

4 Tap **Geolocation** to select a location on the map and tap **DONE**.

5 Tap **SAVE**.

Your location will be added.

6 Tap **ADD DEVICE** to register devices.

If you want to manage the location room by room, tap ⋮ → **Add room**, and set the room and devices for it.

Inviting members to the created location

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

1 On the SmartThings screen, tap **Devices**.

2 Tap **ALL DEVICES** and scroll up or down 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 SmartThings app.
- To accept the invitation, on the SmartThings screen, tap the invitation pop-up and tap **ACCEPT**. To accept the invitation by scanning the QR code, on the dashboard, 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 scenes

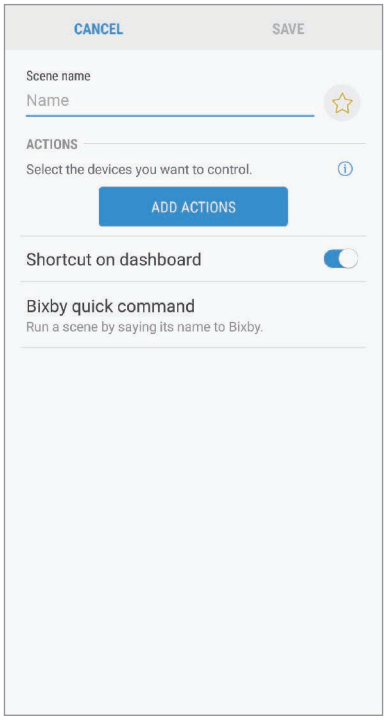
Set a scene to operate multiple devices at once. To set a scene, you should create locations. Refer to Creating locations for more information.

1 On the SmartThings screen, tap **Devices**.

2 Tap **ALL DEVICES** and scroll up or down to select a location.

3 Tap ⋮ → **Add scene**.

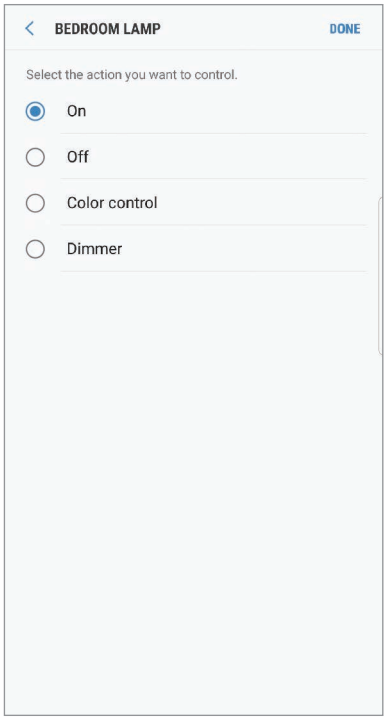
The screen for setting scenes will appear.



4 Enter the scene's title, select an icon for the scene, and 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 the **Shortcut on dashboard** switch to view the scene on the dashboard.

7 Tap **Bixby quick command** to run the scene by saying the scene name to Bixby and tap **SAVE**.

8 Tap **SAVE**.

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

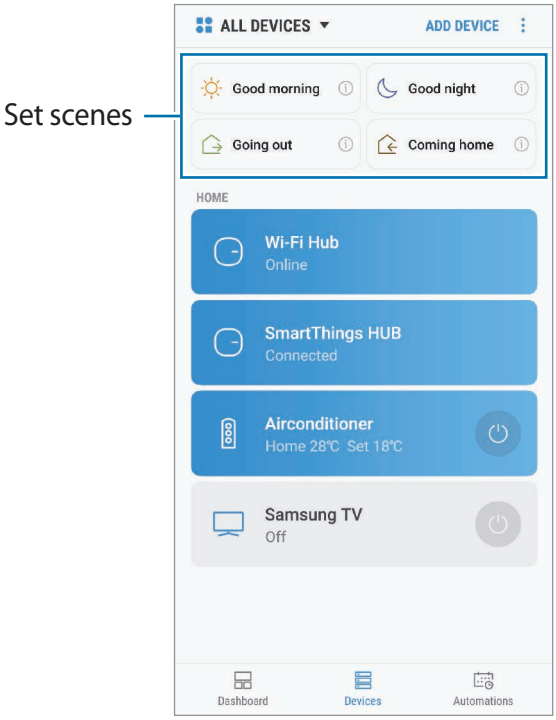
Activating scenes

1 On the SmartThings screen, tap **Devices**.

2 Tap **ALL DEVICES** and scroll up or down to select a location that has the scene you want to activate.

3 Select a scene to activate.

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



Managing devices and locations

You can manage locations and their assigned devices and scenes.

1 On the SmartThings screen, tap **Devices**.

2 Tap **ALL DEVICES** and scroll up or down to select a location.

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

- **Location name**: Change the location name and its icon.
- **Geolocation**: View or change the location on the map.
- **Show location summary on dashboard**: Set to show the location card on the dashboard.
- **SCENES**: Change the scene information or delete the scene.
- **DEVICES**: Change the device information or delete the device from the assigned location.
- **MEMBERS**: View the members to share the location. You can also invite others.
- **REMOVE a Device**: Remove a Device.

- To connect a Z-Wave device to another device, remove the device from the SmartThings Z-Wave network. 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 put the Z-Wave device into Exclusion Mode, please refer to the device manufacturer's user manual. And If this controller is the primary controller for your network, resetting it will result in the nodes in your network being orphaned and it will be necessary after the reset to exclude and re-include all of the nodes in the network. If this controller is being used as a secondary controller in the network, use this procedure to reset this controller only in the event that the network primary controller is missing or otherwise inoperable.

- 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.

Setting automations

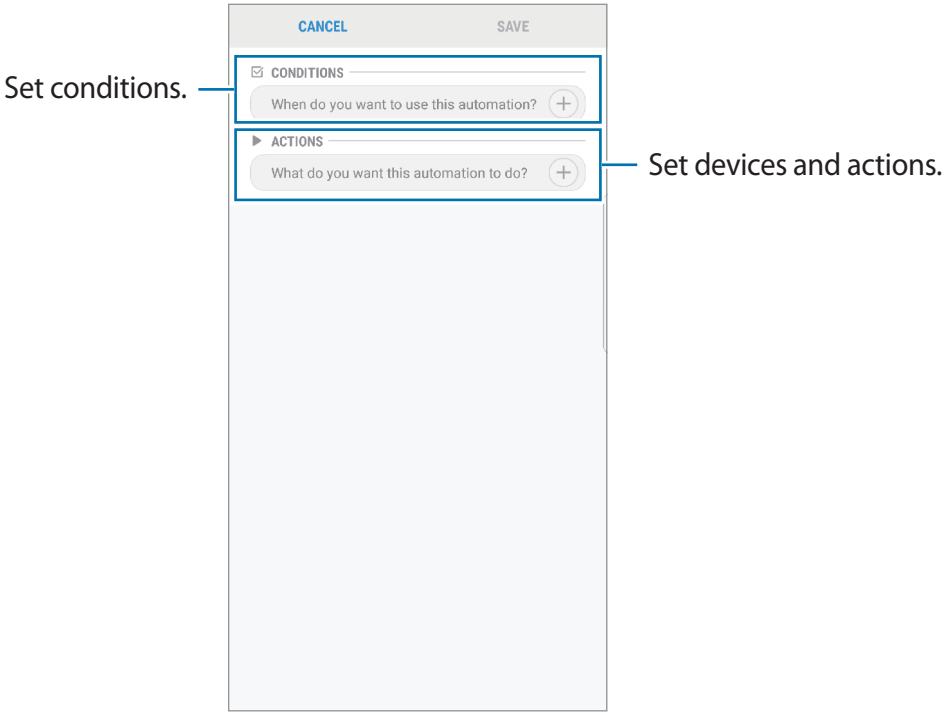
Set an automation for devices assigned to a location to automatically perform actions at a specific time.

1 On the SmartThings screen, tap **Automations**.

2 Tap **ADD AUTOMATION**.

If an automation already has set, tap **ADD**.

The screen for setting automation will appear.



3 Tap **When do you want to use this automation?**

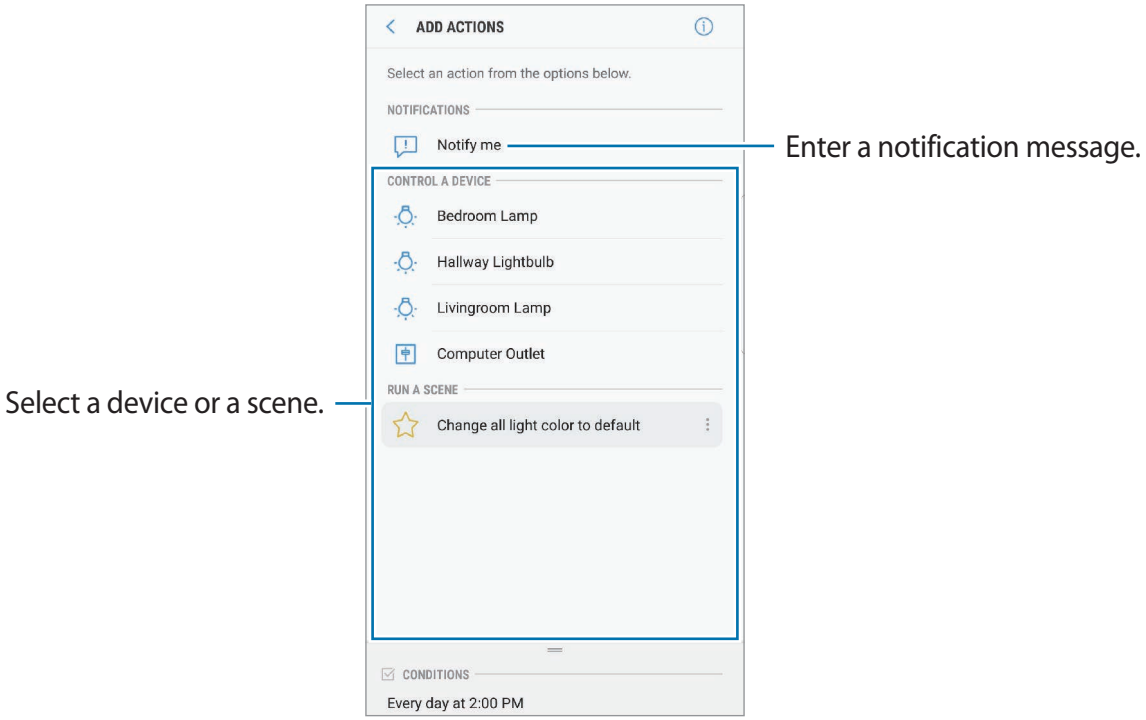
4 Tap **Based on the time of day** and set days and time.

Or, tap **Based on a device status** to set the device's condition.

5 Tap **DONE**.

6 Tap **What do you want this automation to do?**, select devices and conditions, or scenes, and then tap **DONE**.

To receive a notification when devices perform an action according to the automation, tap **Notify me** and enter a message.



7 Tap **SAVE**.

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

Managing automations

You can view the set automations and manage them.

On the SmartThings screen, tap **Automations**.

- Tap the switch next to the automation to activate or deactivate it.
- Tap the automation to change its details.
- Tap ⋮ → **Automation name** to change the automation's name.
- Tap ⋮ → **Delete** to delete the automation.

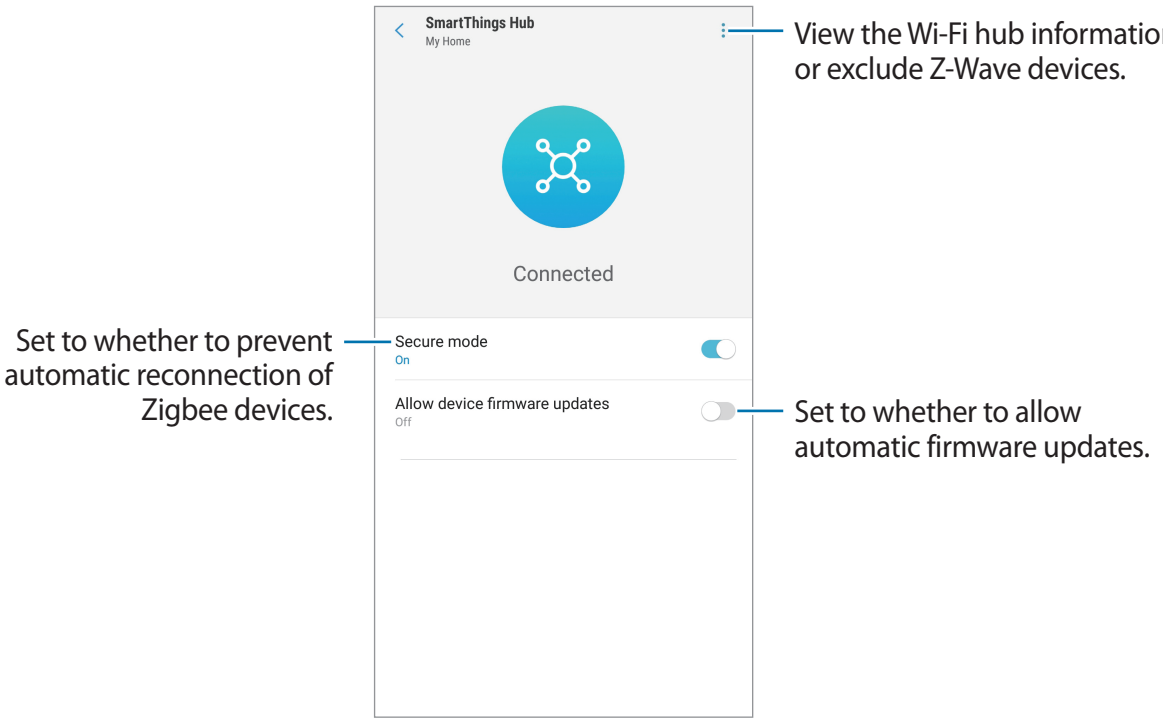
Configuring the Samsung SmartThings Hub feature

You can configure the detailed settings of the Samsung SmartThings Hub feature of the Wi-Fi hub.

1 On the SmartThings screen, tap **Devices**.

2 On the registered devices list, tap the SmartThings hub.

3 Select an option and configure the Samsung SmartThings Hub feature.



Practical usage of the SmartThings app

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

- 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 SmartThings app before you arrive.
- If you want to come home to a clean house, turn on the connected robot vacuum cleaner via the SmartThings app before you get home.
- If you want to improve your home security, create an automation for motion sensors to operate at bedtime and activate the notification feature. When the motion sensors detect unexpected movements, they will notify you.

Using the Wi-Fi router feature

Using the Plume app

You can configure the detailed settings of the Wi-Fi hub's Wi-Fi router feature. To use the Wi-Fi router feature, you must install the Plume app on the mobile device. You can download the app from **Galaxy Apps**, **Play Store**, or **App Store**.

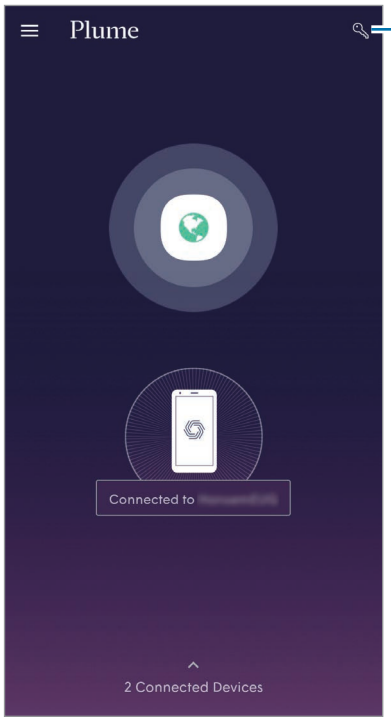
1 Launch the **SmartThings** app and tap **Devices**.

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

When you use the Wi-Fi router feature of the Wi-Fi hub for the first time, tap the Wi-Fi hub to download the controller for it.

3 Tap **Manage Wi-Fi with Plume**.

The **Plume** app will appear.



Manage the Wi-Fi hub's Wi-Fi network.

Once you have entered the **Plume** app through the **SmartThings** app, you can launch the **Plume** app right away and manage the Wi-Fi network without using the **SmartThings** app.

Configuring the Wi-Fi router feature

You can manage the Wi-Fi hub's Wi-Fi network by assigning authorities and adding different passwords.

Assigning full authority to connected smartphones

You can give authority to the connected smartphone to use the Wi-Fi hub's Wi-Fi network and to control the registered devices and scenes without any restrictions.

1 Launch the **Plume** app and tap .

2 Tap on the **Home** tab to add a password for using the Wi-Fi hub's Wi-Fi network without any restrictions.

You can add more than one password.

3 Enter a password and tap .

4 The connected smartphone can use the Wi-Fi hub's Wi-Fi network.

Assigning limited authority to connected smartphones

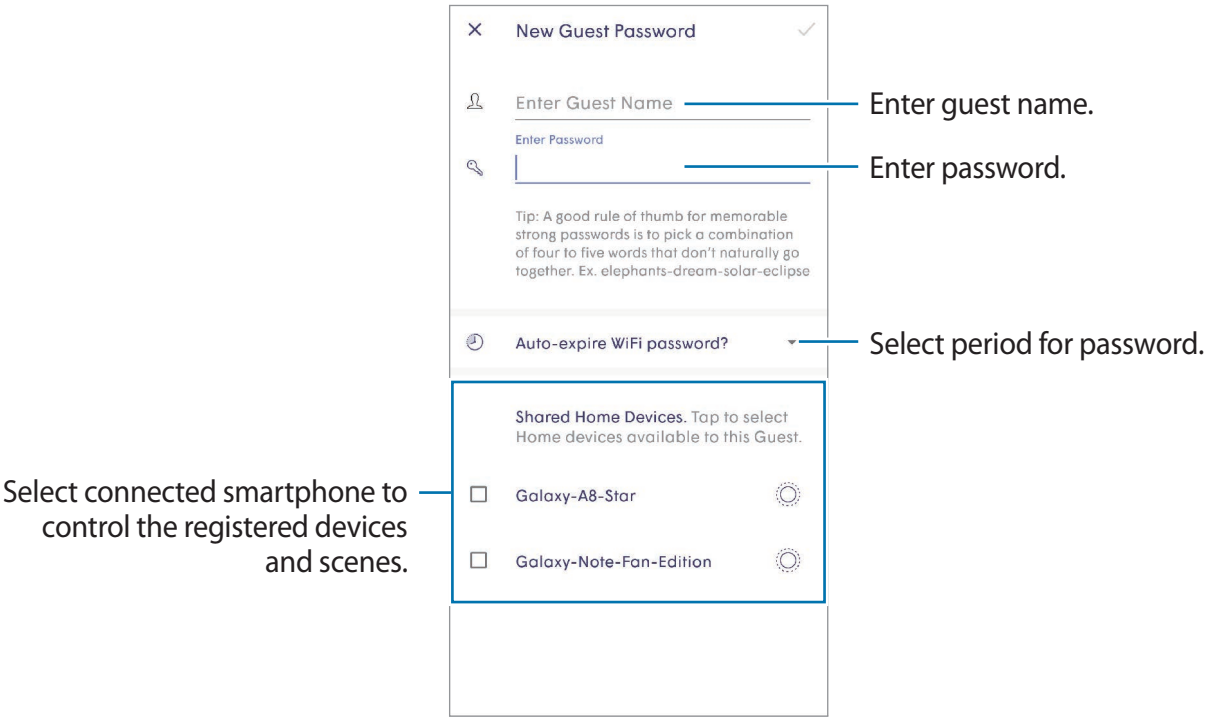
You can add a guest network to use the Wi-Fi hub's Wi-Fi network. You can select the connected smartphones to control the registered devices and scenes.

1 Launch the **Plume** app and tap .

2 Tap on the **Guest** tab to add a password for a guest network.

You can add more than one password.

3 Enter details.



4 Tap ✓.

5 The connected smartphone can use the Wi-Fi hub's Wi-Fi network.

Restricting authority to connected smartphones

You can allow the connected smartphone to use the Wi-Fi hub's Wi-Fi network. However, the connected smartphones cannot control the registered devices and scenes.

1 Launch the **Plume** app and tap 🔧.

2 Tap ⊕ on the **Internet Only** tab to add a password to use the Wi-Fi network.

You can add more than one password.

3 Enter a password and select a period for the password.

4 Tap ✓.

5 The connected smartphone can use the Wi-Fi hub's Wi-Fi network.

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 SmartThings 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 SmartThings routers. Connect only the SmartThings Wifi.

Your Wi-Fi hub is not detected by the SmartThings app

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

The Wi-Fi is too slow

There may be several different issues that are causing slow Wi-Fi speed. Check some of the possible causes below:

- **Wi-Fi hub location**: Place the Wi-Fi hub in an open space and as close to the Wi-Fi supported devices as possible. Any obstacles located between Wi-Fi connected devices and the Wi-Fi hub may slow down the Wi-Fi speed.
- **Number of connected devices**: When many Wi-Fi supported devices are connected to a single Wi-Fi hub, they are all sharing Internet access at limited speed. This can cause your Wi-Fi speed to slow down.
- **Modem speed**: Even if the Wi-Fi connection status is stable, when the modem's Internet speed is slow, the Wi-Fi speed may decrease. Try to reboot the modem or measure the speed at different times of the day.
- **Ethernet cable**: The Ethernet cable included in the package can support up to 1 Gbps, but some Ethernet cables do not. Connect the modem using the Ethernet cable supplied in the package.
- **Ethernet port**: Check the speed supported by the Ethernet port on the modem or on the Ethernet switch connected to the Wi-Fi hub. When the Ethernet speed is slow, the Wi-Fi hub may also slow down.
- Check whether there is anything placed on top of the Wi-Fi hub or whether the Wi-Fi hub is located in an area that may be warmed by outdoor heat. When the Wi-Fi hub gets hot, the CPU speed may be adjusted temporarily to stop it from overheating.
- Unplug the power adapter from the Wi-Fi hub and connect it again.

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