

SmartThings app

- Thank you for purchasing this Samsung Product.
- Before operating this unit, please read this manual carefully and retain it for future reference.



DB68-12414A-00

SAMSUNG

SmartThings app

To use the SmartThings app, connect the product to the network in the sequence described below. The images shown may differ depending on your smartphone model, OS version and manufacturer. You need to set up the Wi-Fi access point only when connecting the product to a Wi-Fi network. Once the product is connected, you can use the SmartThings app via Wi-Fi, 3G, LTE or more wireless networks.

1 Checking the power connections

Check if the power is connected to the product and the access point.

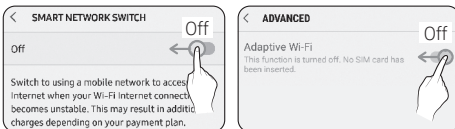
2 Setting up and connecting to a Wi-Fi access point using your smartphone

- 1 To connect the product to a Wi-Fi network, turn on Wi-Fi at "Settings > Wi-Fi", and then select the access point to connect to
 - Only alphanumeric characters are supported for wireless access point names (SSIDs). If an SSID has a special character, rename it before connecting to it.
 - Wi-Fi access point: 2.4 GHz Wi-Fi access point only.



2 Turning off "SMART NETWORK SWITCH" at "Settings > Wi-Fi" on your Smartphone

- If "SMART NETWORK SWITCH" or "Adaptive Wi-Fi" is turned on, you cannot connect to the network. Be sure to turn off these functions before connecting to the network.



NOTE

- The setup may differ depending on your smartphone model, OS version and manufacturer.

3 Checking the Internet connectivity

- After connecting to Wi-Fi, check that your smartphone is connected to the Internet.

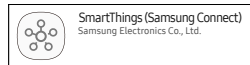
NOTE

- A firewall may prevent your smartphone from connecting to the Internet. In this case, contact your Internet service provider for troubleshooting.

3 Downloading the SmartThings app and registering your Samsung account

1 Downloading the SmartThings app

- Search for "SmartThings" on Play Store or App Store, and download the SmartThings app to your smartphone.
- If the SmartThings app is already installed on your smartphone, update it to the latest version.



NOTE

- The supporting software version of the SmartThings app is subject to change according to the OS supporting policy the manufacturer provides. In addition, as for the SmartThings app or the functions that the app supports, the new application update policy on the existing OS version can be suspended due to usability or security reasons.
- The SmartThings app is subject to change without notice to improve usability or performance. As the mobile phone OS version is updated every year, the SmartThings is also updated continually according to the latest OS.
- If you have enquiries regarding the items mentioned above, please contact us on st.service@samsung.com.

2 Registering your Samsung account

- A Samsung account is required to use the SmartThings app. To create your Samsung account and log in to your account, follow the instructions displayed on the SmartThings app. You do not need to install an additional app.

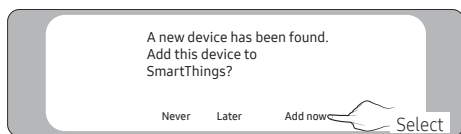
NOTE

- If you already have a Samsung account, log in to the account. When your smartphone is a Samsung device and you have a Samsung account, your smartphone is automatically logged in to your account.
- If you log in from a smartphone produced for a different country, you need to log in with its country code when you create your Samsung account, and the SmartThings app may not be used on some smartphones.

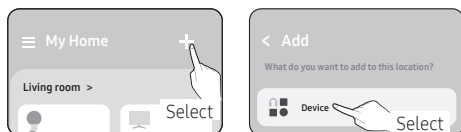
4 Connecting the SmartThings app to your product

1 Selecting the product to connect to

- 1) After the SmartThings app is started, select "ADD NOW" when a pop-up window saying that a product to connect to is found appears.



- 2) If the pop-up window does not appear, select "+", "Add" and then "Device".



You can add a product you want to connect to by selecting it manually or by selecting "Scan nearby".

- Select manually: Samsung > Air conditioner > Heat Pump
- Scan nearby: [System a/c] Samsung



2 Connecting the SmartThings app to your product

- Follow the instructions displayed on the SmartThings app to connect to your product.
- For information on how to use the SmartThings app, select the How To menu on the app.

NOTE

- If any pop-window appears on the top of the smartphone while connecting to your product, do not select it.
- If a Samsung account-related country error occurs during connecting to your product, log out of your current Samsung account, log in to your previous Samsung account, and then delete all devices that have been connected previously. Then, log in to your current Samsung account again, and then configure the settings.
- If a failure message appears while adding a device, see "Setting up and connecting to a Wi-Fi access point using your smartphone" on page 2. The connection may fail temporarily due to an installation location problem of the access point or other problems.
- If the number of added indoor units is incorrect after adding devices, run the tracking again and then try adding the devices again.
- For security protocols for wireless/wired access points, WPA-PSK and WPA2-PSK are recommended. For authentication methods, AES is recommended. New Wi-Fi authentication specifications and Wi-Fi non-standard authentication methods are not supported.
- If your Internet service provider permanently have registered the MAC address (a unique identification number) of your PC or modem, you may not be able to connect your product to the Internet. Contact your Internet service provider and ask how to connect devices other than your PC (such as an air conditioner and an air purifier) to the Internet.
- Since the APP version will be continuously updated, there may be differences between the operation interface in the manual and the actual APP, please refer to the actual APP operation.

Troubleshooting

Check the following before requesting a service from the Service Center.

Symptom		Measure
The installed SmartThings app cannot access the air conditioner.		• Make sure you have connected the air conditioner to a wireless router.
I cannot log in with my Samsung account.		• Try recovering your ID and password from the Samsung account page.
Adding device(s)	A failure message appears while adding devices.	• This may fail temporarily due to the distance from the router or some interferences. Try again later.
	I found a failure message in 0 to 1 percent of device addition process.	• You cannot add any device without deleting it once the device has already been added to the SmartThings app. To add the connected device again, first remove it and then proceed with the process.
	I found a failure message in 99 percent of device addition process.	• If you are using a Samsung smartphone, the server may not be connected temporarily. Restart the SmartThings app and then try adding the device again. • If your phone is not a Samsung product, check that you have entered a wrong Wi-Fi password. Try adding devices again.
	The app displays an authorization failure before pressing the user agreement button.	• Check if a Heat Pump is already connected from the SmartThings app. When there are devices added, first remove them and try again.
	The app displays an authorization failure on the user agreement screen.	• Make sure to press the [Power] button within 2 minutes after the screen appears. Try adding devices again.
	The screen requests to initialize the user account.	• This happens when the user has already added devices. Follow the instructions provided in the SmartThings app.
After adding a device, the SmartThings app displays the disconnection event.		• This happens when a device is being added to the server or it is temporarily disconnected from the router. End the SmartThings app and then launch it again.

Specifications

Wi-Fi	
Frequency Range	Transmitter Power(Max)
2412 - 2472 MHz	20 dBm

Bluetooth	
Frequency Range	Transmitter Power(Max)
2402 - 2480 MHz	20 dBm

Open Source Announcement

The software included in this product contains open source software.

The following URL http://opensource.samsung.com/opensource/SMART_TP1_0/seq/0 leads to open source license information as related to this product.



Reference

English	Hereby, Samsung declares that this radio equipment is in compliance with Directive 2014/53/EU and with the relevant statutory requirements in the UK. The full text of the EU declaration of conformity and the UK declaration of conformity is available at the following internet address: http://www.samsung.com , go to Support > Search Product Support and enter the model name.
Czech	Společnost Samsung tímto prohlašuje, že toto rádiové zařízení splňuje požadavky směrnice 2014/53/EU a příslušné požadavky právních norem platných ve Spojeném království. Úplné znění EU Prohlášení o shodě a UK Prohlášení o shodě je k dispozici na následující internetové adrese: http://www.samsung.com , kde klepnete na odkaz Podpora a do pole Hledat Podporu zadejte název modelu.
Danish	Samsung erklærer hermed, at dette radioudstyr er i overensstemmelse med direktiv 2014/53/EU og med relevante lovmæssige krav i Storbritannien. Hele teksten i EU-overensstemmelseserklæringen og UK-overensstemmelseserklæringen findes på denne webadresse: http://www.samsung.com . Gå til support > Søg efter produktsupport, og angiv modelnavnet.
German	Samsung erklärt hiermit, dass diese Funkanlage mit der Richtlinie 2014/53/EU und den entsprechenden gesetzlichen Anforderungen im Vereinigten Königreich übereinstimmt. Der gesamte Text der EU-Konformitätserklärung und der Konformitätserklärung für das Vereinigte Königreich ist unter der folgenden Internetadresse verfügbar: http://www.samsung.com zu finden. Gehen Sie zu Support > Produktsupport durchsuchen und geben Sie den Modellnamen ein.
Estonian	Samsung kinnitab käesolevaga, et antud raadioseade vastab direktiivile 2014/53/EL ja asjakohastele seadusjärgsetele nõuetele Suurbritannias. EL-i vastavusdeklaratsiooni ja Suurbritannia vastavusdeklaratsiooni terviktekst on saadaval internetis järgmisel aadressil: http://www.samsung.com , avage menüü Tugi > Otsi toote tuge ja sisestage seejärel mudeli nimi.
Spanish	Por la presente, Samsung declara que este equipo radioeléctrico cumple con la Directiva 2014/53/UE y con los requisitos legales relevantes en el Reino Unido. El texto completo de la declaración de conformidad con la UE y de la declaración de conformidad con Reino Unido está disponible en la siguiente dirección de Internet: http://www.samsung.com , vaya a soporte > Búsqueda de soporte de productos e introduzca el nombre del modelo.
Greek	Συνεπώς, η Samsung δηλώνει ότι αυτός ο ραδιοεξοπλισμός συμμορφώνεται με την Οδηγία 2014/53/ΕΕ και με τις σχετικές νόμιμες απαιτήσεις του Ηνωμένου Βασιλείου. Το πλήρες κείμενο της δήλωσης συμμόρφωσης με την ευρωπαϊκή οδηγία και της δήλωσης συμμόρφωσης με τη βρετανική νομοθεσία είναι διαθέσιμο στη διεύθυνση: http://www.samsung.com . Επιλέξτε Υποστήριξη > Αναζήτηση υποστήριξης προϊόντος και εισαγάγετε το όνομα μοντέλου.
French	Par la présente, Samsung déclare que cet équipement radio est conforme à la directive 2014/53/UE et aux exigences réglementaires applicables au Royaume-Uni. Le texte intégral de la déclaration de conformité de l'UE et de la déclaration de conformité du Royaume-Uni est disponible à l'adresse Internet suivante : http://www.samsung.com , rendez-vous sur la page d'assistance > Rechercher dans l'Assistance et saisissez un nom de modèle.
Italian	Con la presente, Samsung dichiara che questa apparecchiatura radio è conforme alla Direttiva 2014/53/UE e ai relativi requisiti di legge nel Regno Unito. Il testo integrale della dichiarazione di conformità EU e del Regno Unito è disponibile al seguente indirizzo: http://www.samsung.com , selezionare supporto > Cerca Supporto Prodotto e inserire il nome del modello.

Latvian	Ar šo uzņēmums Samsung paziņo, ka šī radioiekārta atbilst Direktīvai 2014/53/ES un attiecīgajām likumiskajām prasībām Apvienotajā Karalistē. Pilns ES atbilstības deklarācijas teksts un Apvienotās Karalistes atbilstības deklarācijas teksts ir pieejams šajā interneta adresē: http://www.samsung.com , atverot Atbalsts > Meklēt produkta atbalstu un ievadot modeļa nosaukumu.
Lithuanian	Šiuo dokumentu „Samsung“ patvirtina, kad radijo įranga atitinka 2014/53/ES direktyvos reikalavimus ir JK susijusius įstatyminius reikalavimus. Visą ES atitikties deklaracijos ir JK atitikties deklaracijos tekstą rasite apsilankę internetinėje svetainėje adresu: http://www.samsung.com , eikite į skirtuką Palaikymas > Ieškoti gaminio palaikymo ir įveskite modelio numerį.
Dutch	Samsung verklaart hierbij dat deze radioapparatuur voldoet aan Richtlijn 2014/53/EU en aan de relevante statutaire vereisten in het VK. De volledige tekst van de EU-Conformiteitsverklaring en de conformiteitsverklaring van het VK vindt u op deze website: http://www.samsung.com , ga naar Ondersteuning > Productondersteuning zoeken en voer de modelnaam in.
Hungarian	A Samsung ezennel kijelenti, hogy ez a rádióberendezés megfelel a 2014/53/EU irányelvnek és az Egyesült Királyságban a vonatkozó jogszabályi követelményeknek. Az EU megfeleléségi nyilatkozat és az Egyesült Királyság megfeleléségi nyilatkozat teljes szövege a következő internet cím alatt található: http://www.samsung.com honlapon olvasható, lépjen a Támogatás > Terméktámogatás keresése menüpontra, és adja meg a modell nevét.
Polish	Niniejszym firma Samsung deklaruje, że ten sprzęt radiowy jest zgodny z wymogami dyrektywy 2014/53/UE oraz odnośnych ustaw obowiązujących w Wielkiej Brytanii. Pełny tekst deklaracji zgodności z przepisami europejskimi i brytyjskimi jest dostępny na stronie internetowej: http://www.samsung.com w menu Wsparcie > Szukaj, gdzie należy podać nazwę modelu.
Portuguese	A Samsung declara, pelo presente, que este equipamento de rádio está em conformidade com a Diretiva 2014/53/UE e com os requisitos legais relevantes no Reino Unido. O texto integral da declaração de conformidade europeia e da declaração de conformidade do Reino Unido está disponível no seguinte endereço da Internet: http://www.samsung.com , vá a Suporte > Pesquisar Suporte do produto e insira o nome do modelo.
Slovenian	Družba Samsung izjavlja, da je ta radijska oprema v skladu z Direktivo 2014/53/EU in ustreznimi zakonskimi zahtevami v Združenem kraljestvu. Celotno besedilo izjave ES o skladnosti in izjave Združenega kraljestva o skladnosti je na voljo na spodnjem internetnem naslovu: http://www.samsung.com . Pojdite na podporo > Iskanje podpore za izdelek, nato vnesite ime izdelka.
Slovak	Spoločnosť Samsung týmto vyhlasuje, že toto zariadenie rádiového typu je v súlade so smernicou 2014/53/EÚ a náležitými zákonnými požiadavkami v Spojenom kráľovstve. Celé znenie Vyhlásenia o zhode v EÚ a Vyhlásenia o zhode v Spojenom kráľovstve je k dispozícii na nasledujúcej internetovej adrese: http://www.samsung.com , prejdite na položky Podpora > Vyhľadávanie podpory produktov a zadajte názov modelu.
Finnish	Samsung vakuuttaa, että tämä radiolaitte on direktiivin 2014/53/EU ja Yhdistyneen kuningaskunnan oleellisten lakisäätösten vaatimusten mukainen. EU-vaatimusten mukaisuusvakuutuksen ja Yhdistyneen kuningaskunnan vaatimusten mukaisuusvakuutuksen koko teksti on saatavilla seuraavassa Internet-osoitteessa: http://www.samsung.com . Valitse Tuki > Etsi tuotetukea ja kirjoita mallinimi.

Reference

Swedish	Härmed deklarerar Samsung att denna radioutrustning uppfyller direktivet 2014/53/EU och de relevanta lagstadgade kraven i Storbritannien. Den fullständiga texten i EU-deklarationen om överensstämmelse och Storbritanniens deklaration om överensstämmelse finns tillgänglig på följande internetadress: http://www.samsung.com . Gå till stöd > Sök produktsupport och ange modellnamnet.
Bulgarian	С настоящото Samsung декларира, че това радиооборудване е в съответствие с Директива 2014/53/ЕС и със съответните законови изисквания в Обединеното кралство. Пълният текст на ЕС Декларацията за съответствие и Декларацията за съответствие за Обединеното кралство е наличен на следния интернет адрес: http://www.samsung.com , отидете на отидете на поддръжка > Търсене на поддръжка за продукт и въведете името на модела.
Romanian	Prin prezenta, Samsung declară faptul că acest echipament radio respectă Directiva 2014/53/UE și toate cerințele legale relevante din Regatul Unit. Textul complet al declarației de conformitate UE și al declarației de conformitate din Regatul Unit este disponibil la următoarea adresă de internet: http://www.samsung.com , accesați asistența > Căutați asistența produsului și introduceți numele modelului.
Norwegian	Samsung erklærer herved at dette radioutstyret er i samsvar med direktiv 2014/53/EU og med de relevante lovpålagte kravene i Storbritannia. Den fullstendige teksten til EU-samsvarserklæringen og den britiske samsvarserklæringen er tilgjengelig på følgende nettadresse: http://www.samsung.com . Gå til Support > Søk gjennom produktsupport og angi modellnavn.
Turkish	Samsung, bu radyo ekipmanının 2014/53/AB Direktifi ve Birleşik Krallık'taki ilgili yasal gerekliliklere uygun olduğunu beyan eder. AB uygunluk beyanının ve Birleşik Krallık uygunluk beyanının tam metni aşağıdaki internet adresinde mevcuttur: http://www.samsung.com adresinde bulabilirsiniz. Destek > Ürün Desteği Ara'ya gidin ve model adını girin.
Russian	Настоящим компания Samsung заявляет, что данное радиооборудование соответствует Директиве 2014/53/ЕС и соответствующим требованиям законодательства Великобритании. Полный текст декларации о соответствии ЕС и декларации о соответствии Великобритании доступен по следующему веб-адресу: http://www.samsung.com , перейдите в раздел Поддержка > Поиск продукта и введите имя модели.
Ukrainian	Цим компанія Samsung заявляє, що це радіобладнання відповідає вимогам Директиви 2014/53/ЄС і відповідним законодавчим нормам Великобританії. Повний текст декларації про відповідність нормам країн ЄС і Великобританії доступний за такою адресою в інтернеті: http://www.samsung.com ; перейдіть до розділу підтримки, потім — до поля пошуку підтримки для певного виробу та введіть назву моделі.
Serbian	Kompanija Samsung ovim izjavljuje da je ova radio oprema u skladu sa direktivom 2014/53/EU i sa odgovarajućim zakonskim zahtevima u UK. Kompletan sadržaj deklaracija o usaglašenosti za EU i UK dostupan je na sledećoj internet adresi: http://www.samsung.com , idite na Podrška > Pretraga podrške za proizvode i unesite naziv modela.
Croatian	Ovime Samsung izjavljuje da je ova radijska oprema usklađena s Direktivom 2014/53/EU i relevantnim uvjetima propisanim zakonom u Ujedinjenoj Kraljevini. Potpuni tekst EU deklaracije o sukladnosti te UK deklaracije o sukladnosti dostupan je na sljedećoj internetskoj adresi: http://www.samsung.com , ako odaberete Podrška > Traži podršku za proizvod i unesete naziv modela

