

# Troubleshooting: Samsung SmartThings Multipurpose Sensor is stuck on "open" or "closed"

If your [Samsung SmartThings Multipurpose Sensor](#) or [SmartSense Multi](#) is stuck in a particular state, there are a few options you can try to correct it:

- The multipurpose sensor may be out of range. Move it closer to the Hub, or extend the range of your network using repeaters. Go here for more information on [wireless range and repeaters](#).
- Wi-Fi routers can sometimes cause interference for the multipurpose sensor - move the Hub as far from the router as the Ethernet cable will allow.
- In some rare cases, having an old [SmartPower Outlet](#) (Smartenit) plugged in can interfere with the multipurpose sensor's ability to communicate with the Hub. To test this, unplug the outlet for a day and see if the sensor's state updates. If that works, [contact support](#) for more tips on troubleshooting the SmartPower Outlet.
- Remove and reconnect your [Samsung SmartThings Multipurpose Sensor](#) or [SmartSense Multi](#) with your Hub.
- Make sure the batteries are oriented correctly.
- Replace the batteries (1 CR2450 battery for the Samsung SmartThings Multipurpose Sensor; 2 AAAA batteries for the SmartSense Multi).
- Firmly pinch together the battery contact clamps to ensure they are positioned properly.
- The magnet inside the smaller portion of the multipurpose sensor can sometimes favor one side of the enclosure. If your sensor is stuck on "open," flip the contact around so the other face is making contact with the bigger sensor portion.
- If you're using the multipurpose sensor on your garage door, it may not be mounted properly. Make sure you have the flat, larger face of the sensor mounted on the door, vertically, without the magnetic contact. [Watch this video](#) for further mounting tips.