



Samsung Connect App Training

June 2017 - INTERNAL: FOR
SMARTTHINGS STAFF AND APPROVED
PARTNERS ONLY



Table of Contents

Introduction

Setup Steps

Building Automations

Sharing

Common Customer Questions

Troubleshooting tips

Appendix

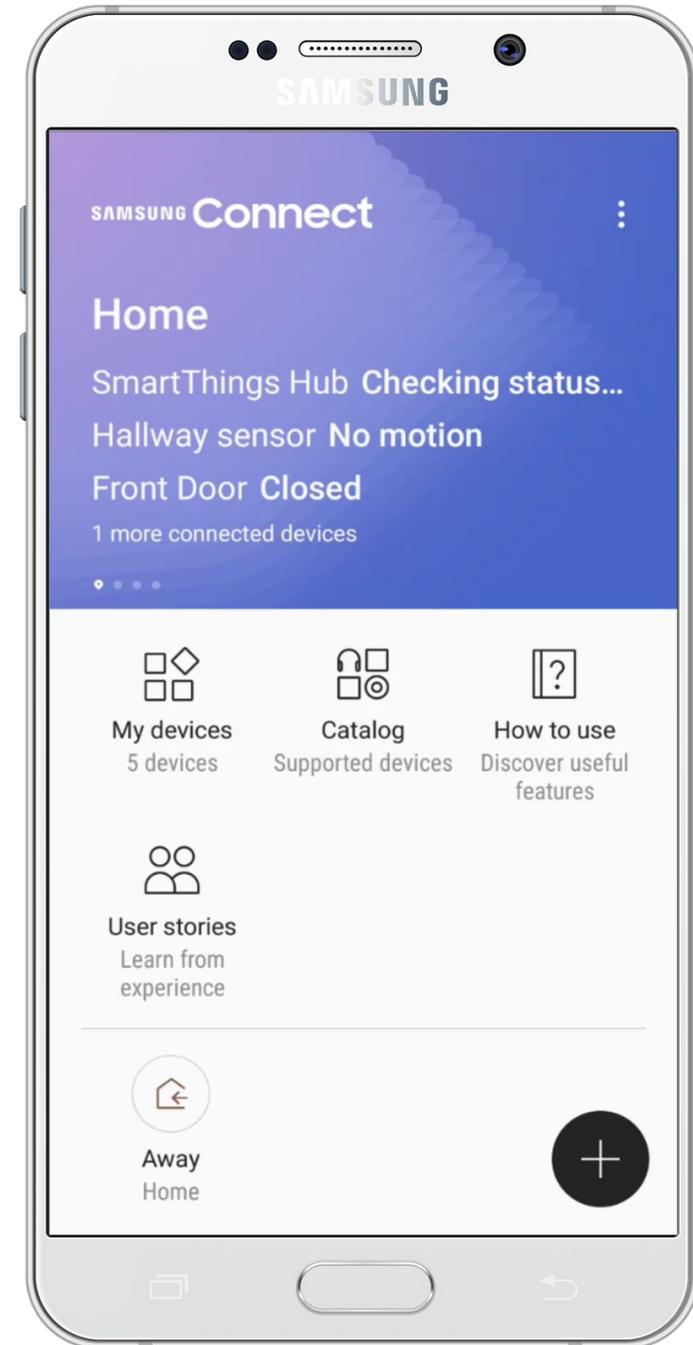
More information is available in the [SmartThings Troubleshooting Guides](#)/Subsidiary internal knowledgebase. For additional questions, [use this form](#) or contact aaron@smarthings.com.

Introduction

Overview of the Samsung Connect app

Introduction - App Overview

- The Samsung Connect App provides users a simple, unified way to control and monitor smart devices in one app.
- Samsung Connect offers easy setup, custom rule building, and sharing for convenience and safety.
- Samsung Connect supports Samsung IoT devices and (in select regions) [Works with SmartThings](#) devices.



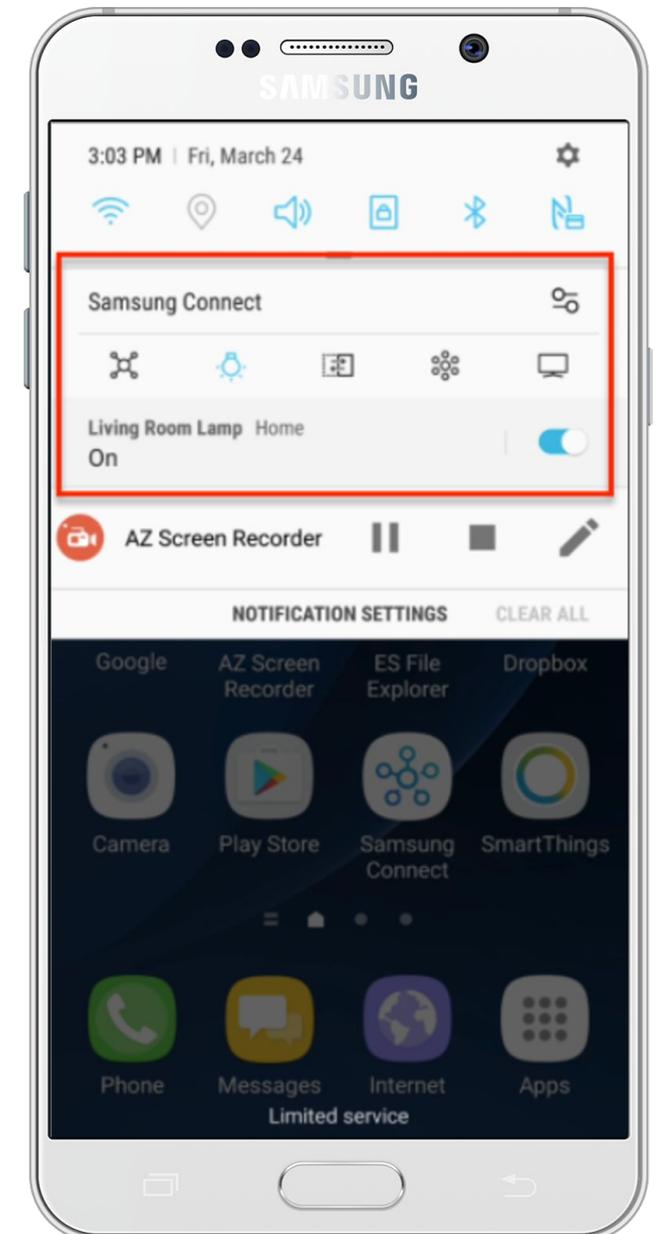
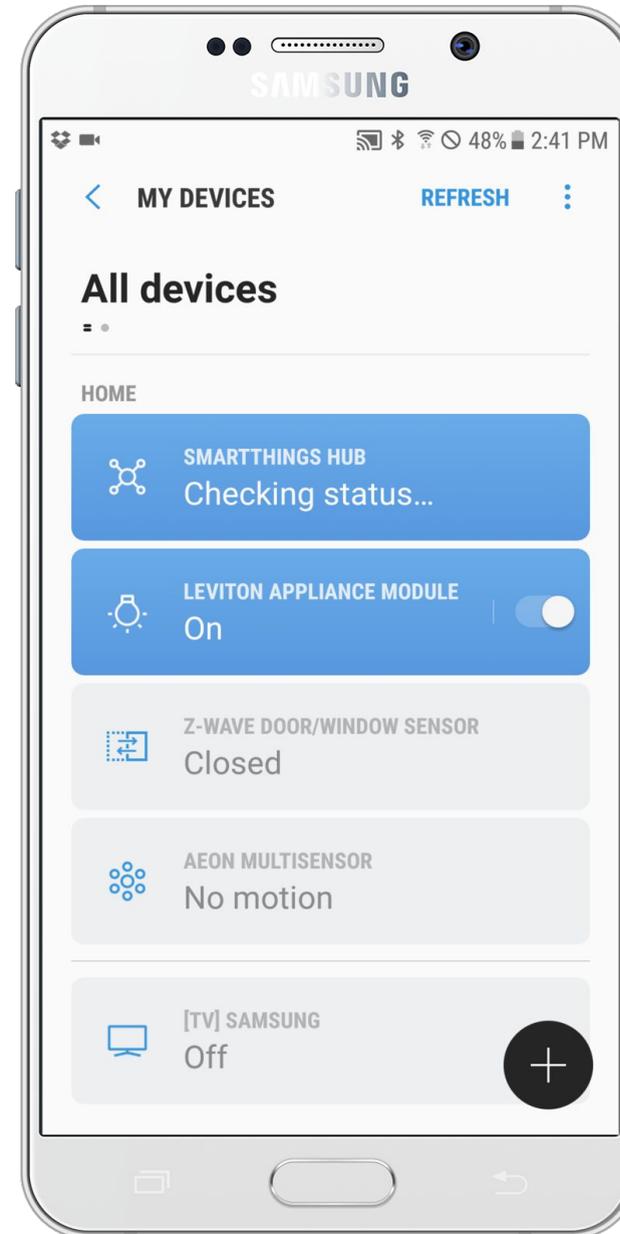
Introduction - Top Use Cases

Control all your 2017 Samsung devices from one app

- Customers want a quick view and control of their whole smart home in one location through automations or manual commands.

Samsung Connect features

- Discover, control, and manage third-party bluetooth (Android only) and Works with SmartThings devices and sensors
- Build Rules and Modes for easy automations, scenes, and notifications
- Quick access to devices from the Samsung Connect panel (available on select Samsung Galaxy devices only)



Introduction - Top Use Cases Continued

Rules¹

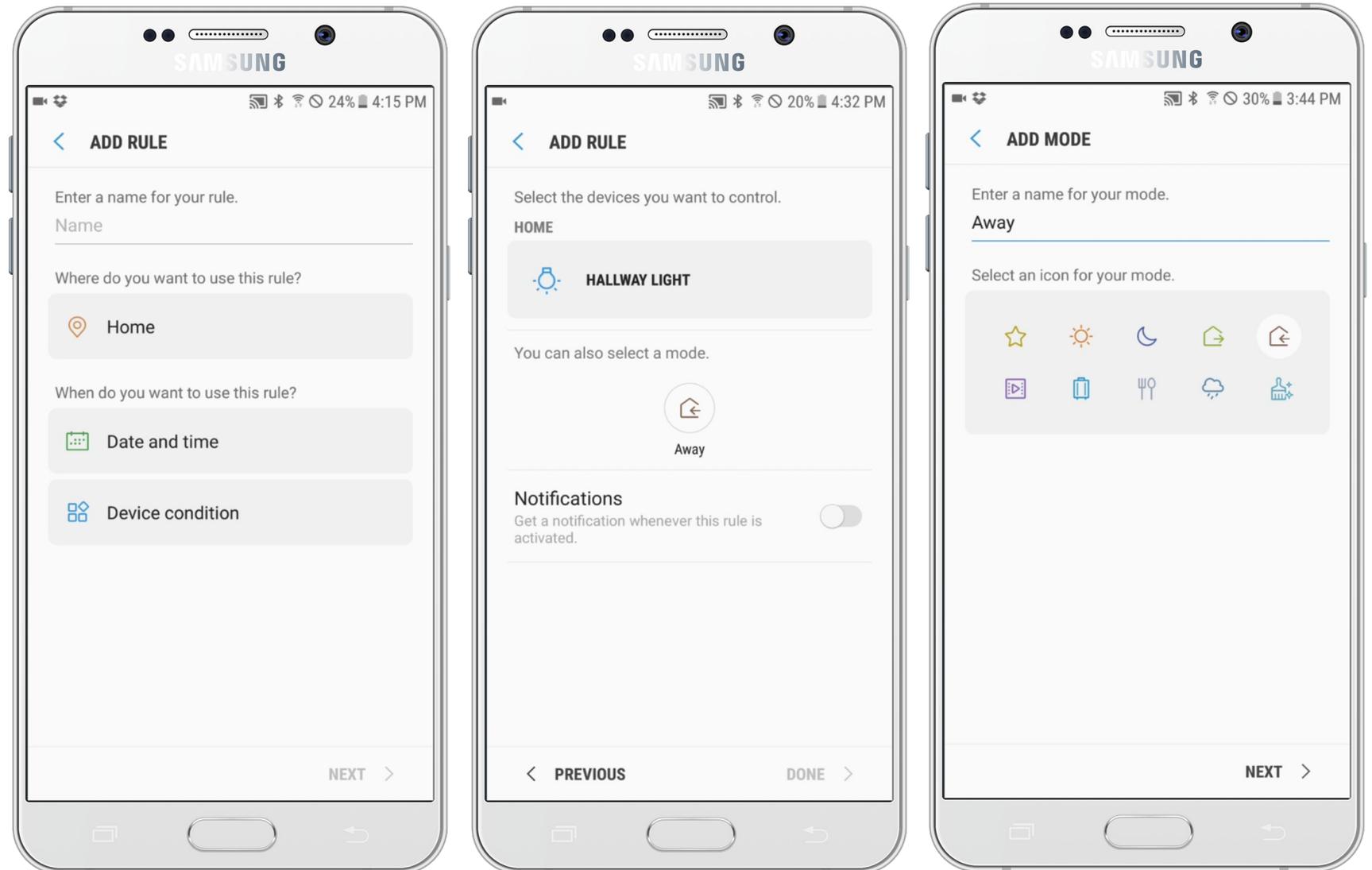
- Build custom automations to automatically trigger multiple actions.
 - Set up Rules to run at certain times or during certain periods
 - Trigger when another device reports a certain condition

Example: Turn on my kitchen lights when motion is detected

Modes²

- Manually trigger actions with the tap of a finger
 - Create a scene with multiple devices
 - Can be automatically triggered by a Rule

Example: Activate Away Mode to turn off the lights and speakers



Setup Steps

How to connect a Hub and devices

Setup Steps - Getting Started

1. Download the Samsung Connect app and sign up for a Samsung Account¹
2. Automatically discover and control your 2017 Samsung appliances, TVs, and other device-to-device (D2D) and device-to-cloud (D2C) products
(“Easy setup” auto-discovery is only available on Android Devices; iOS devices require users to add devices manually)

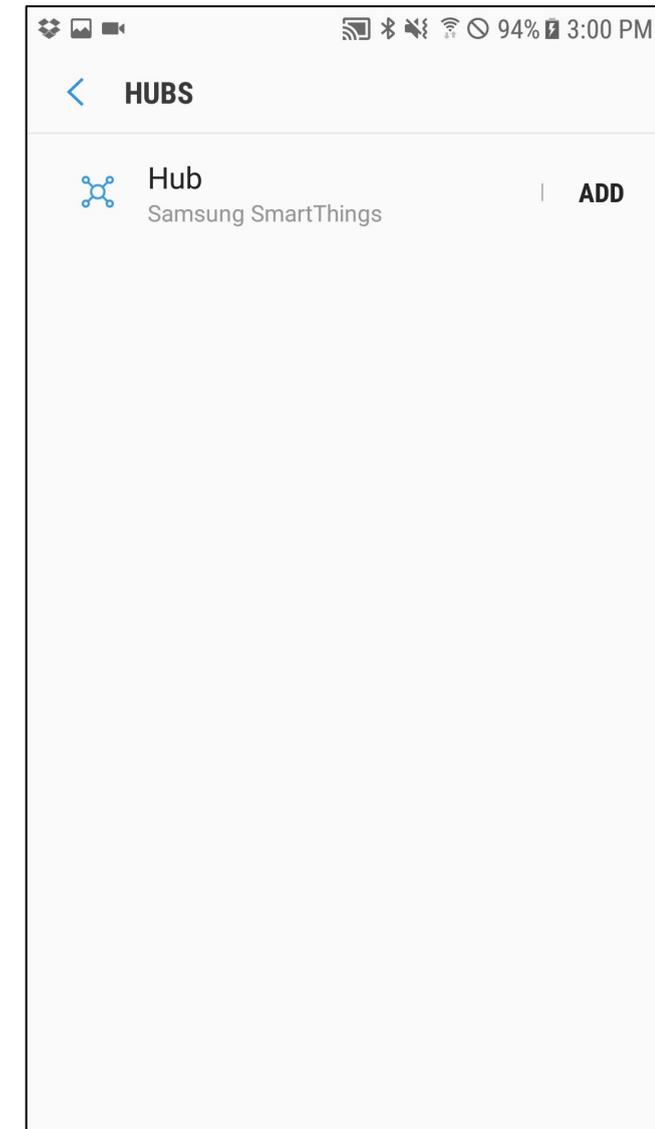
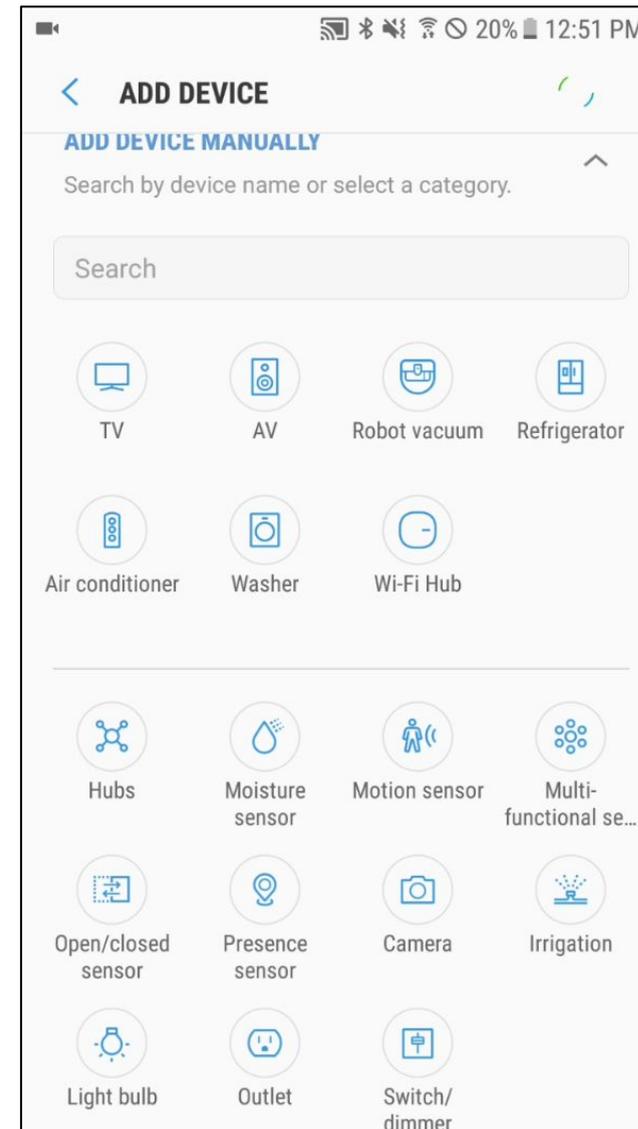
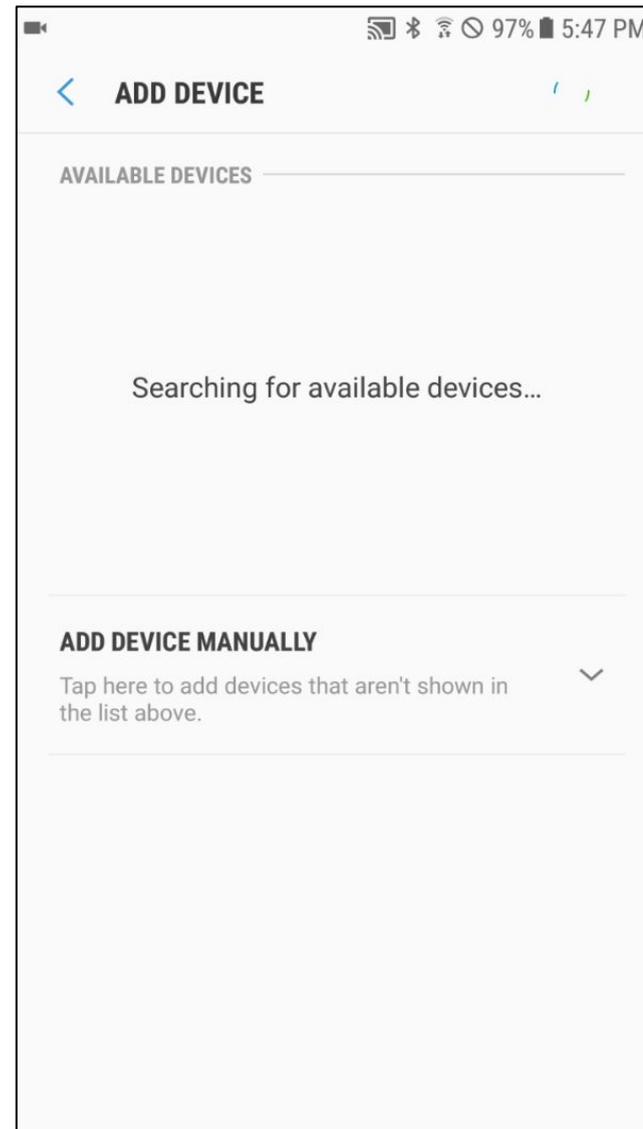
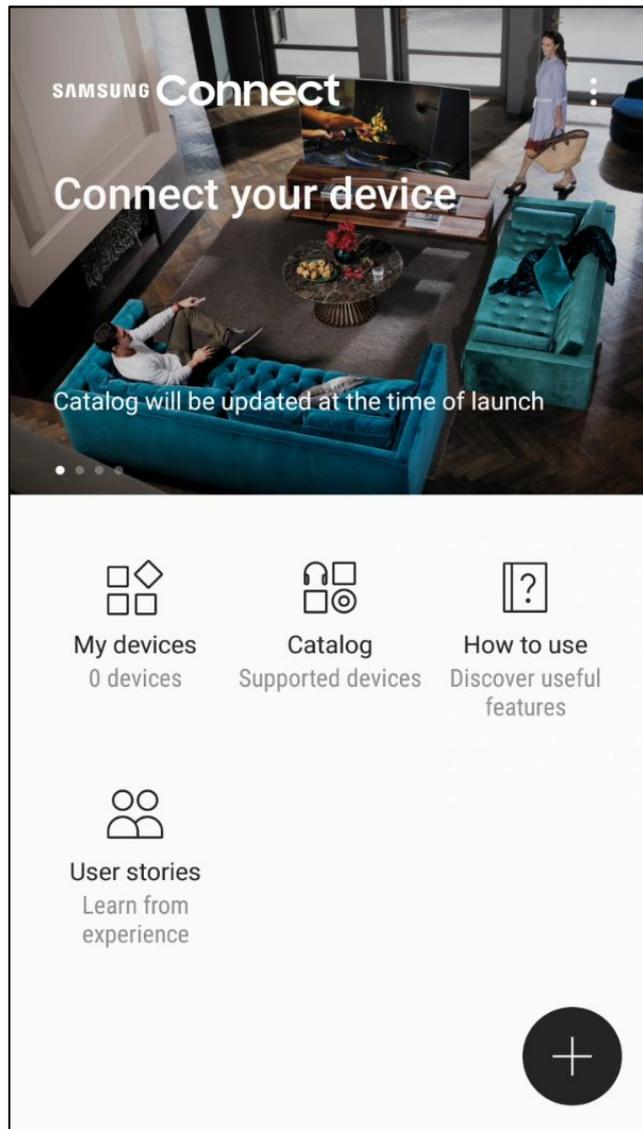
OR

3. Get started adding a SmartThings Hub
 1. From the home screen, tap the plus icon in the bottom right
 2. Tap *Add Device Manually*>*Hubs* and select the Samsung SmartThings Hub
 3. Agree to the Samsung SmartThings Privacy Policy and tap *Next*
 4. Follow the steps to connect your Hub and enter the six-digit Welcome Code

More information is available in the [SmartThings Troubleshooting Guides](#)

Setup Steps - Connecting a Hub

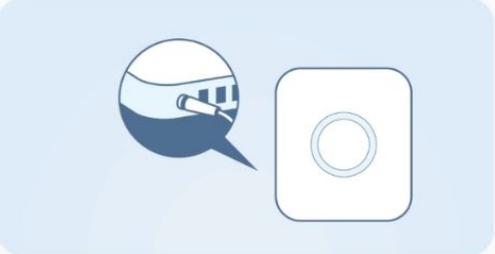
Discovering a SmartThings Hub in the Samsung Connect app*



Setup Steps - Connecting a Hub, Continued

19% 12:51 PM

Prepare your device



1. Connect your hub using the included power and network cables.
2. Don't unplug the hub during the setup process. Setup will take 5-10 minutes to complete.

NEXT

After you complete this action, you'll be taken to the next step.

19% 12:51 PM

Registering device...

To register your hub with Samsung Cloud, you need the Welcome Code that was included in the box when you purchased the hub.



Enter your Welcome Code below.

ABC123

Don't have the code? Contact SmartThings customer service. [Tap here for help.](#)

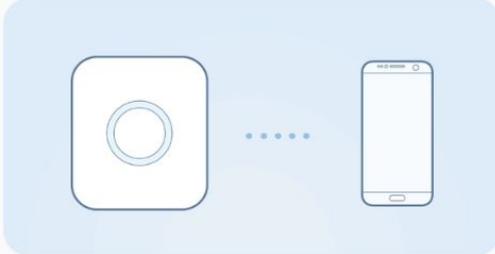
NEXT

After you complete this action, you'll be taken to the next step.

19% 12:52 PM

Hub added

Your hub has been added to Samsung Connect.

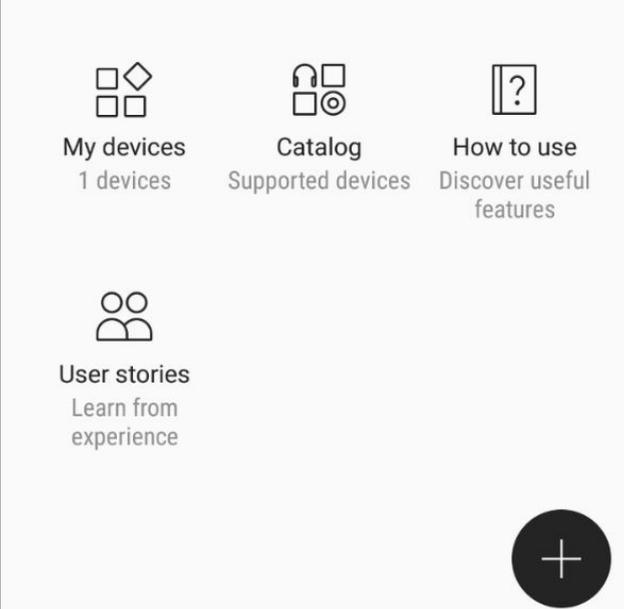


ADD DEVICE **DONE**

SAMSUNG Connect

Home

SmartThings Hub Connected



My devices
1 devices

Catalog
Supported devices

How to use
Discover useful features

User stories
Learn from experience

+

Setup Steps - Places

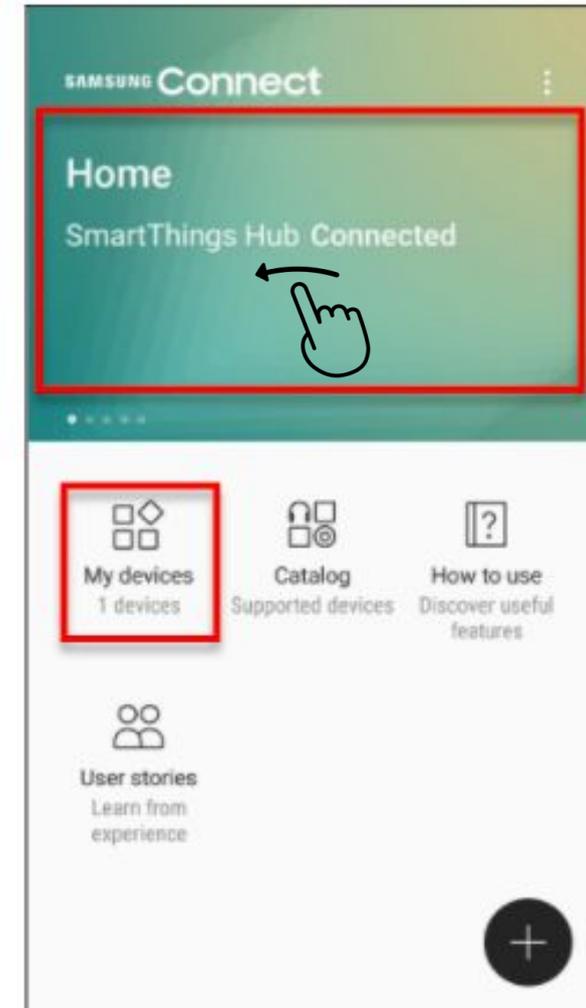
Places are the main launch pad for your connected Hubs, devices, and automations. You can create Places for different rooms in your home, or even across multiple Homes.

There are two ways to navigate to your Place page from the home screen:

- Tap the Place shortcut on the first card of the sliding carousel

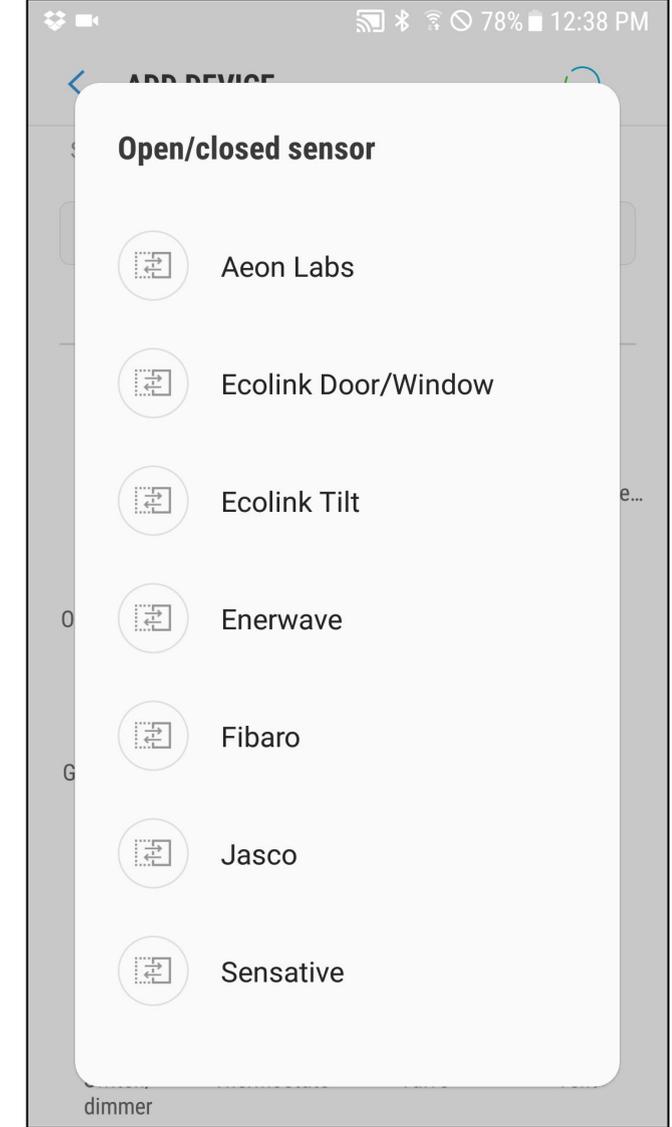
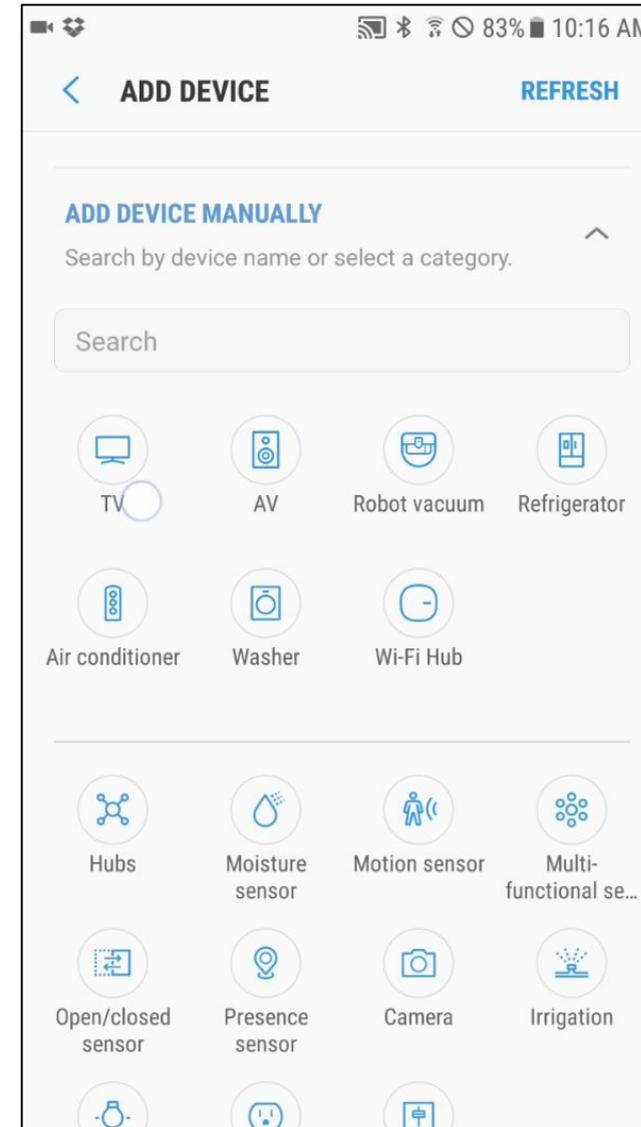
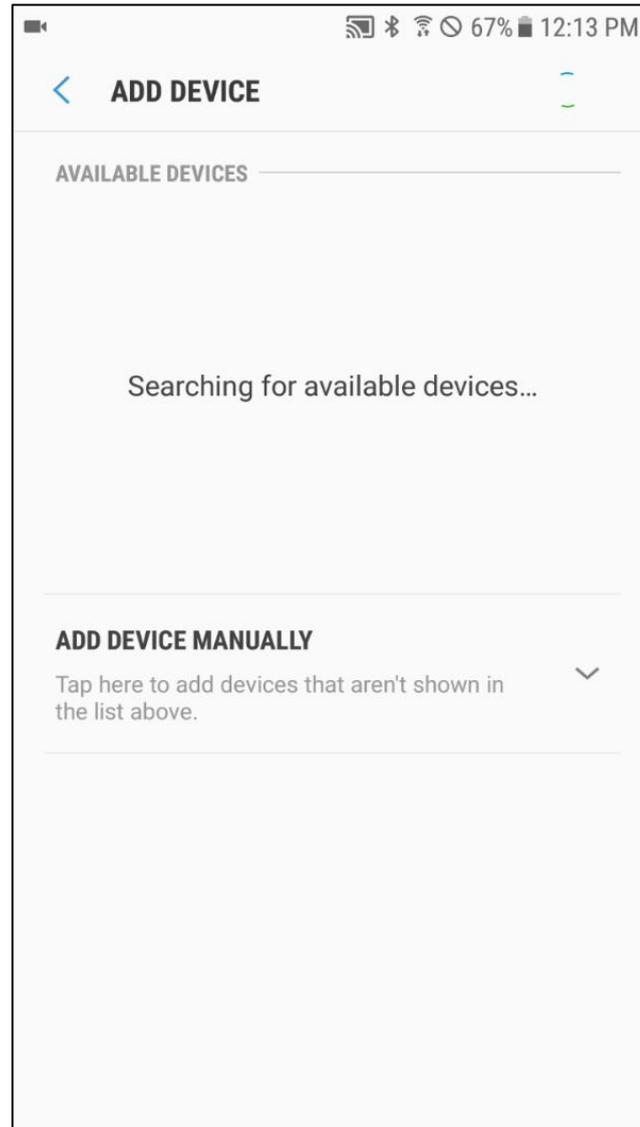
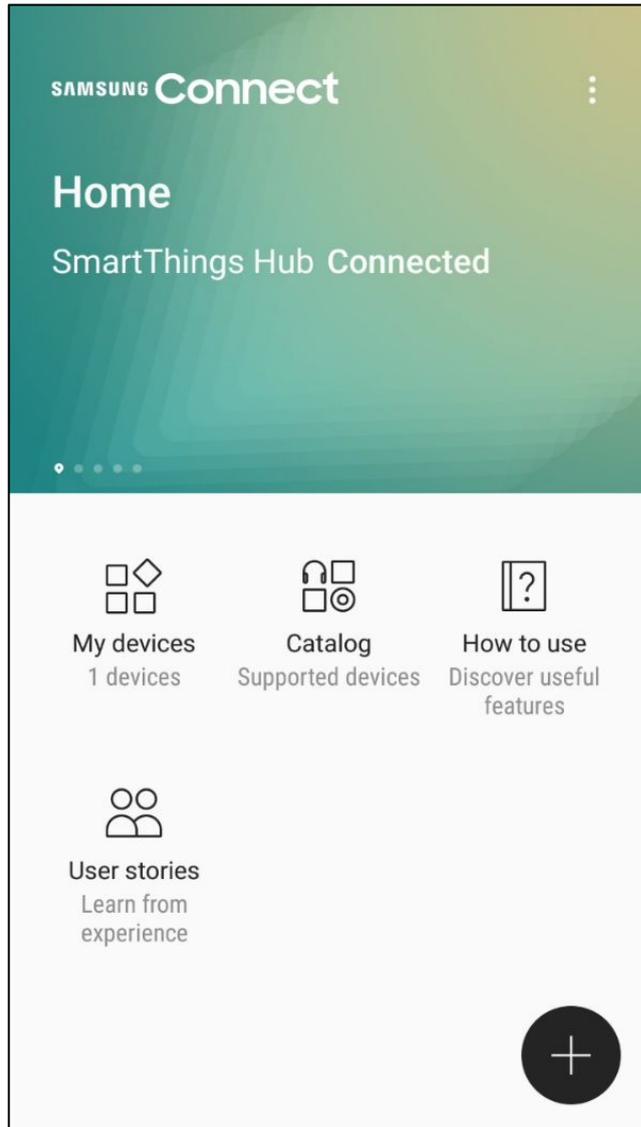
OR

- Tap *My Devices* and swipe left from the *All Devices* page to view your Place page

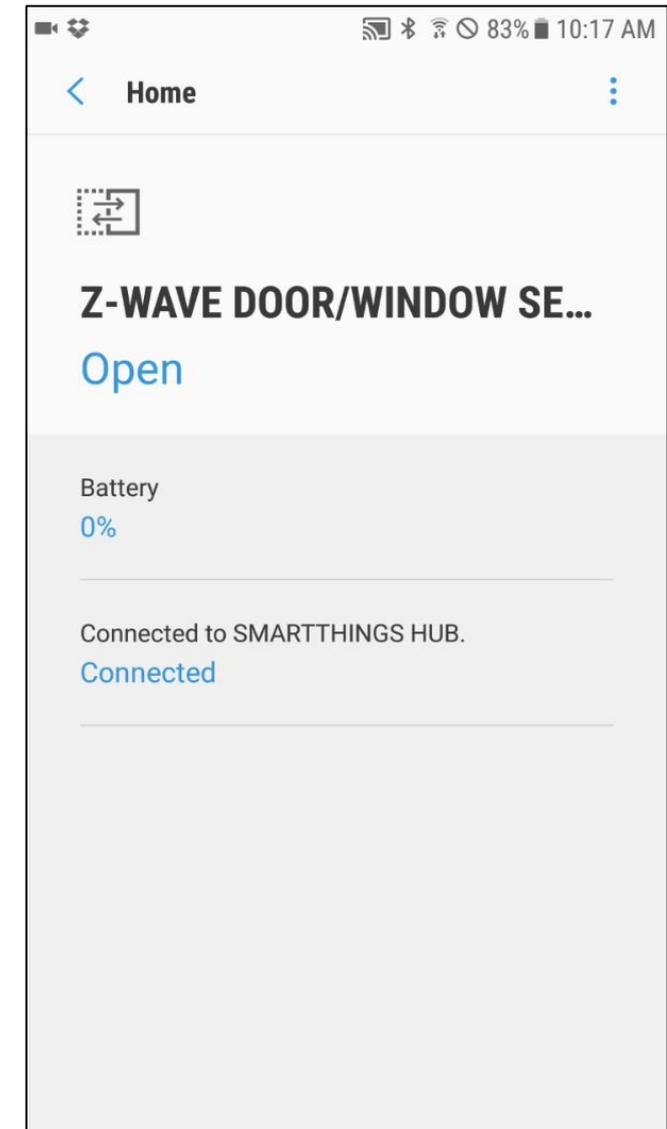
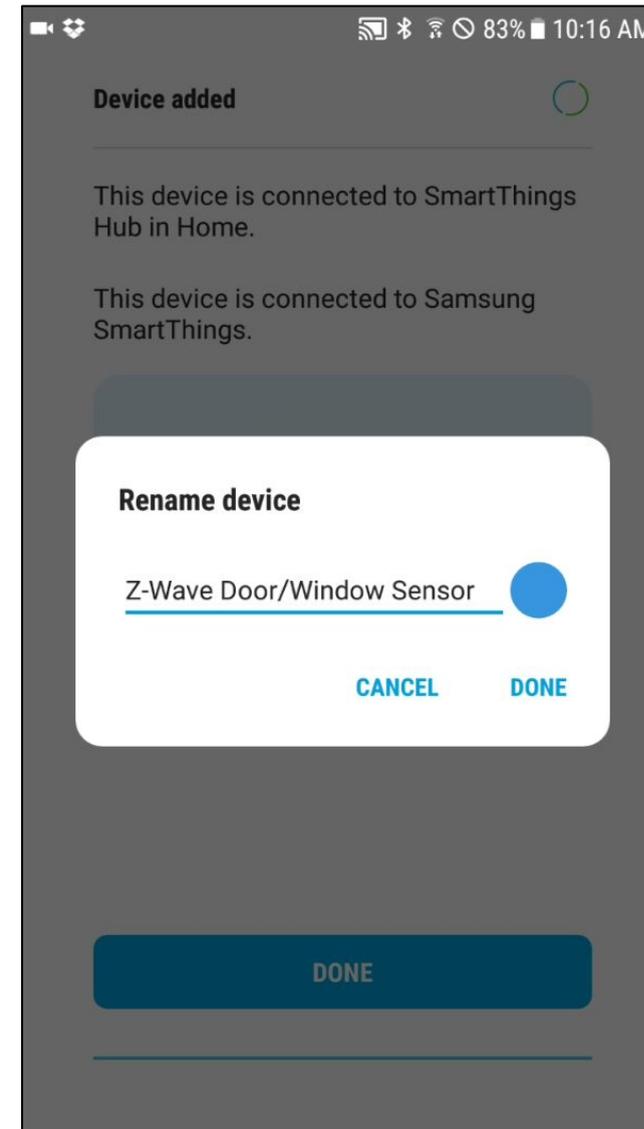
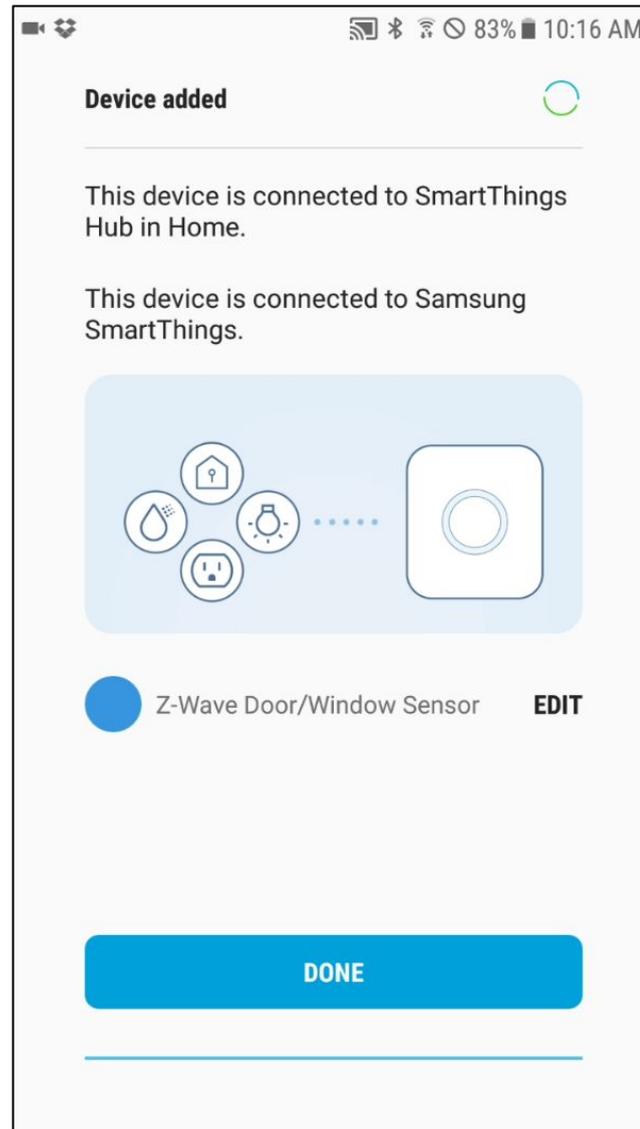
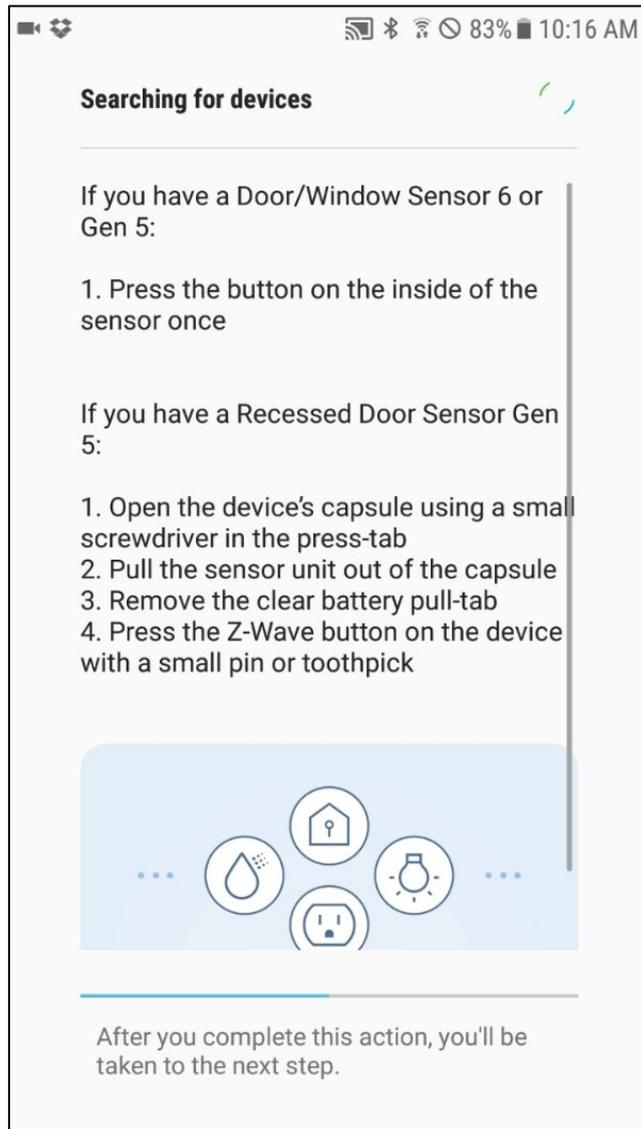


Setup Steps - Connecting Devices

Discovering a Works with SmartThings device in the Samsung Connect app

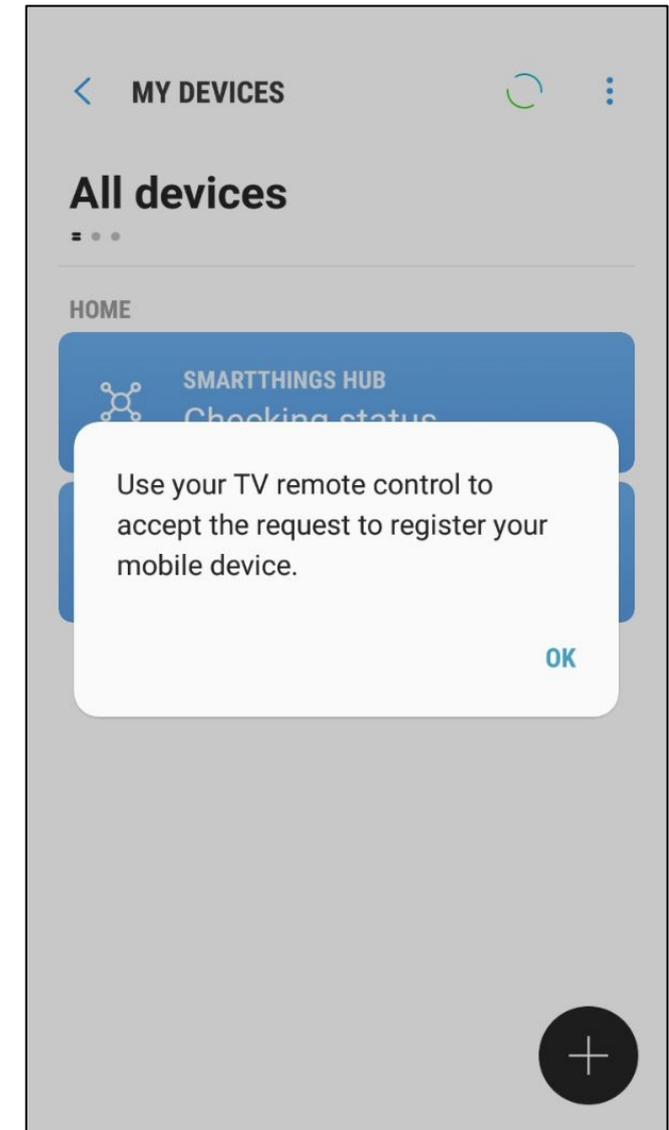
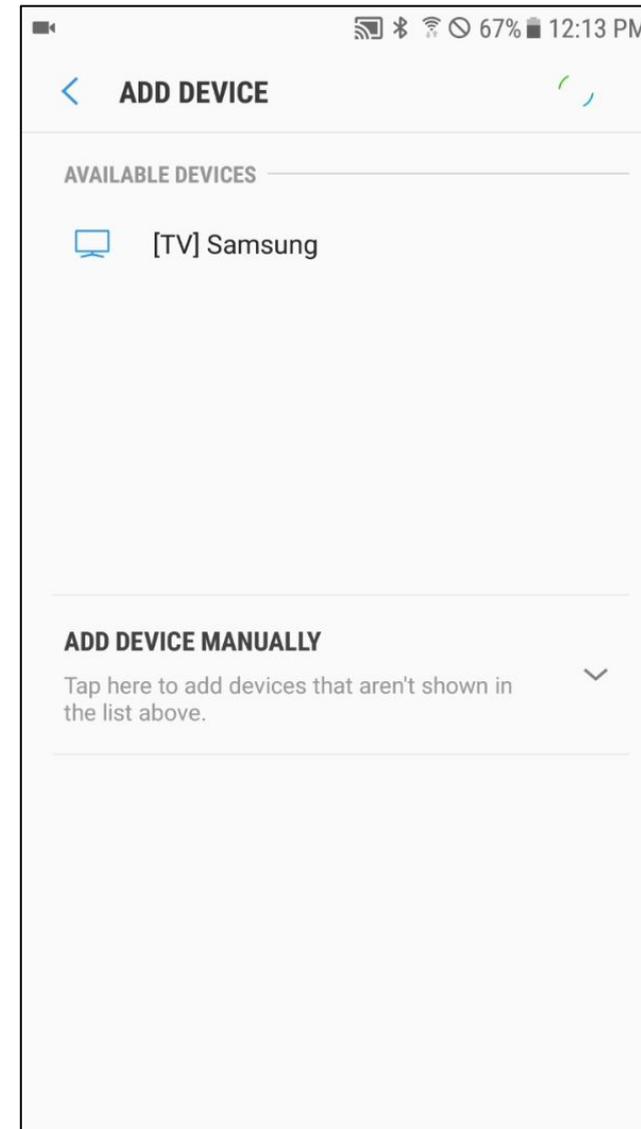
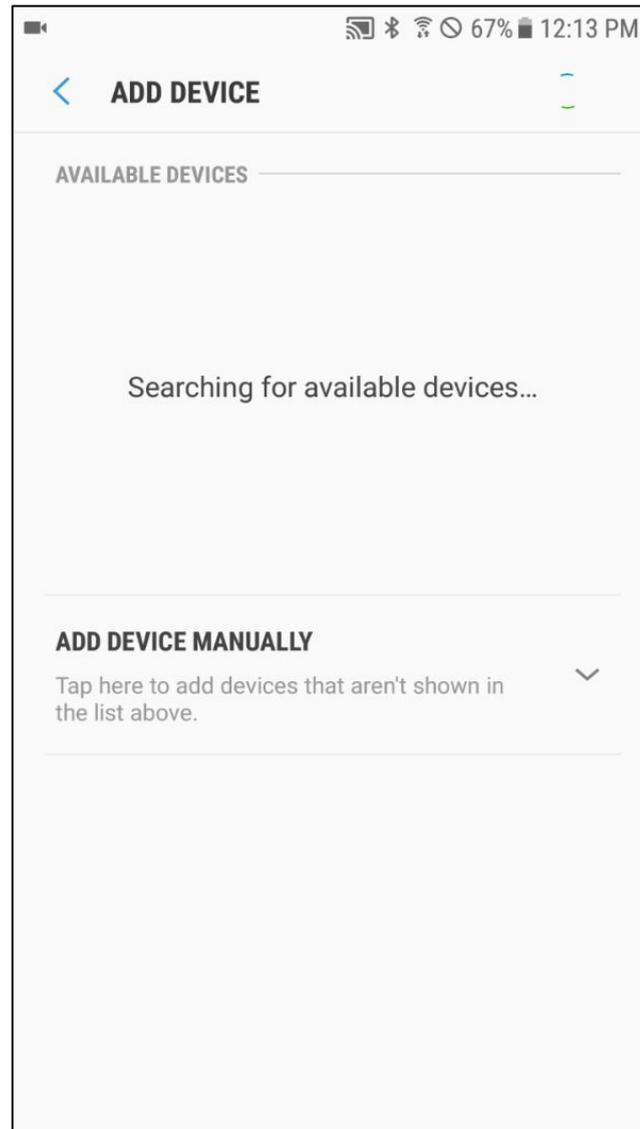
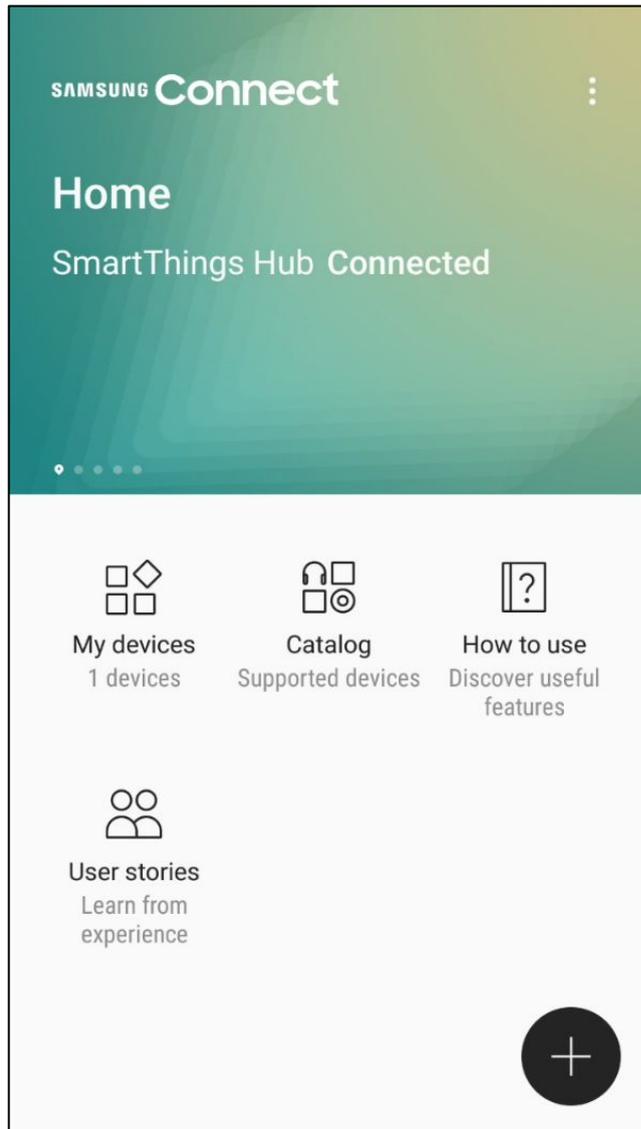


Setup Steps - Connecting Devices, Continued



Setup Steps - Connecting Devices, Continued

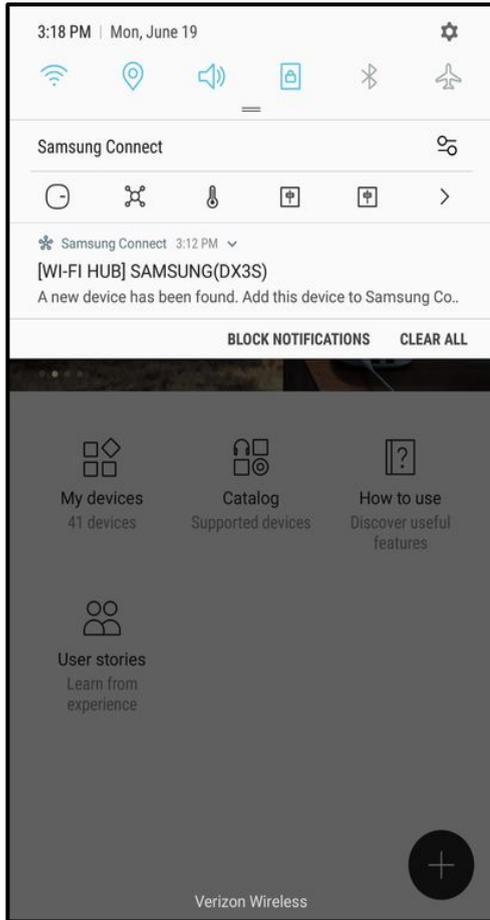
Discovering a Samsung VD device in the Samsung Connect app



Note: You may be prompted to download the device controller the first time you view the device.

Setup Steps - Android Easy Setup

1

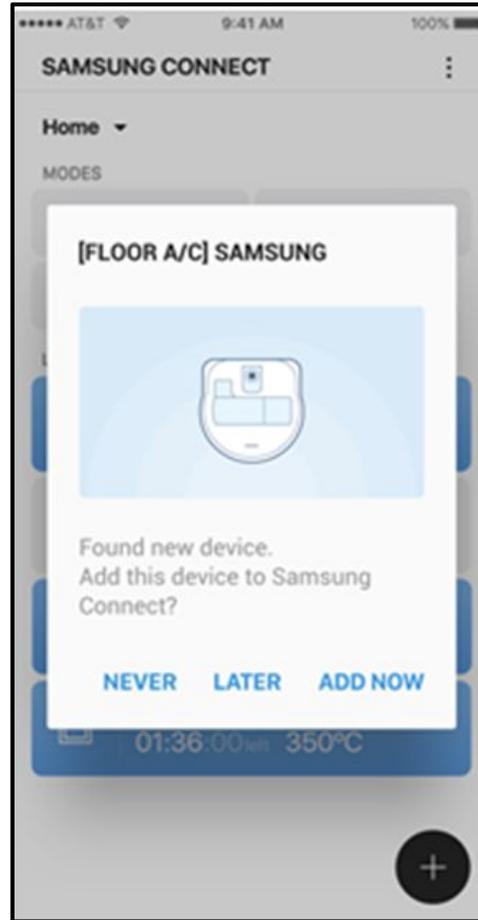


Cancel -
Stop detection of device

Ok -
Start EasySetup

Phone Notification Screen

2



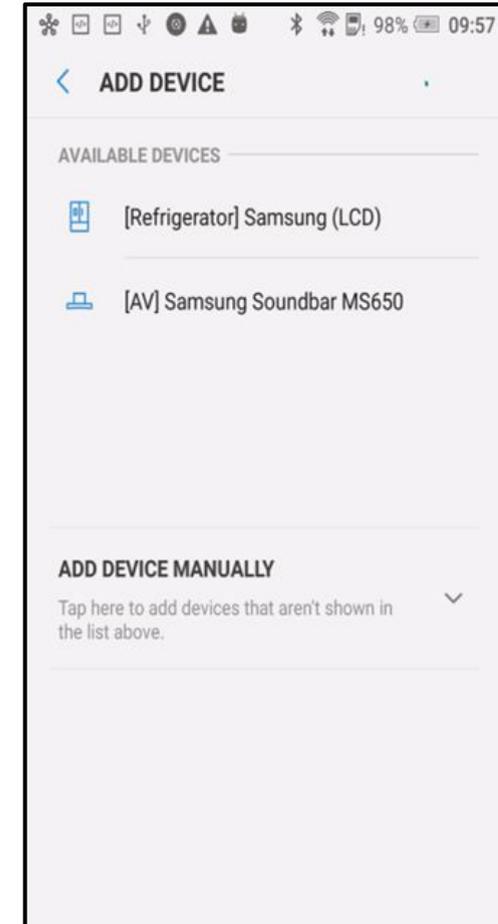
Never -
Stops automatic detection of device indefinitely.

Later -
Postpone detection for 24 hours

Add Now -
Start EasySetup

Samsung Connect Home Screen Popup

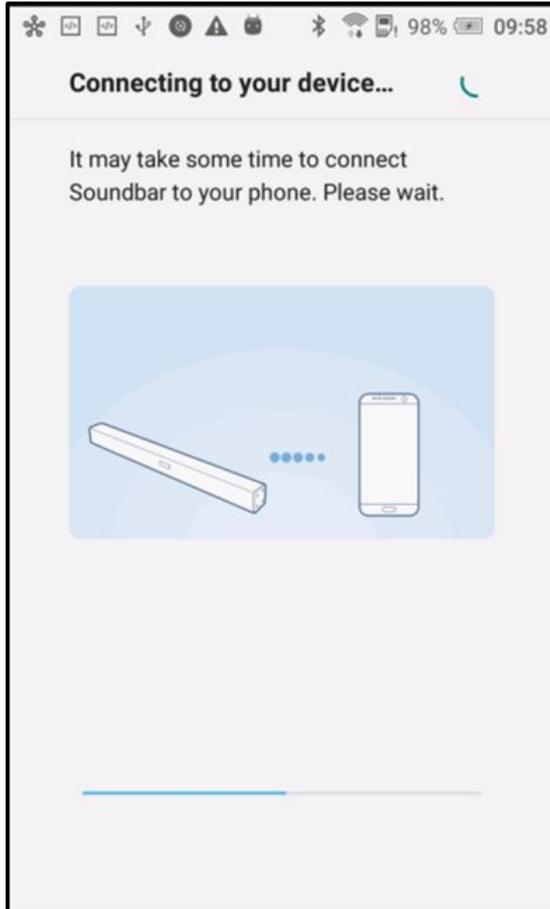
3



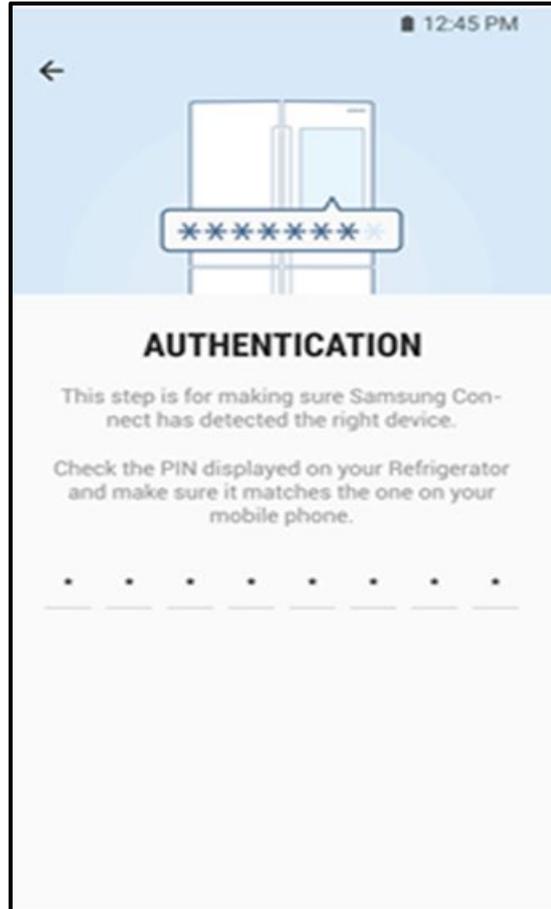
Add Device Activity Page

Setup Steps - Samsung OOB (Out of Box Experience)

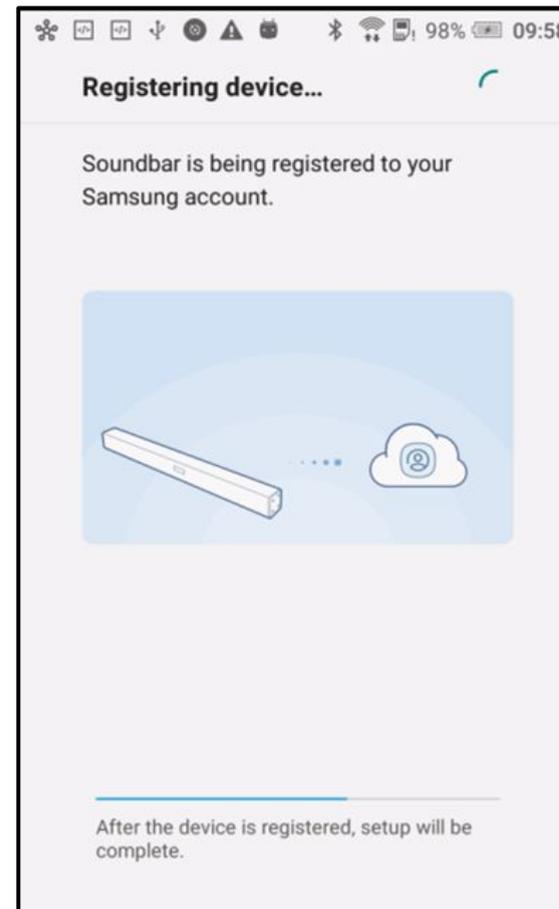
Connecting a brand new Samsung 2017 Device (has never been connected previously)



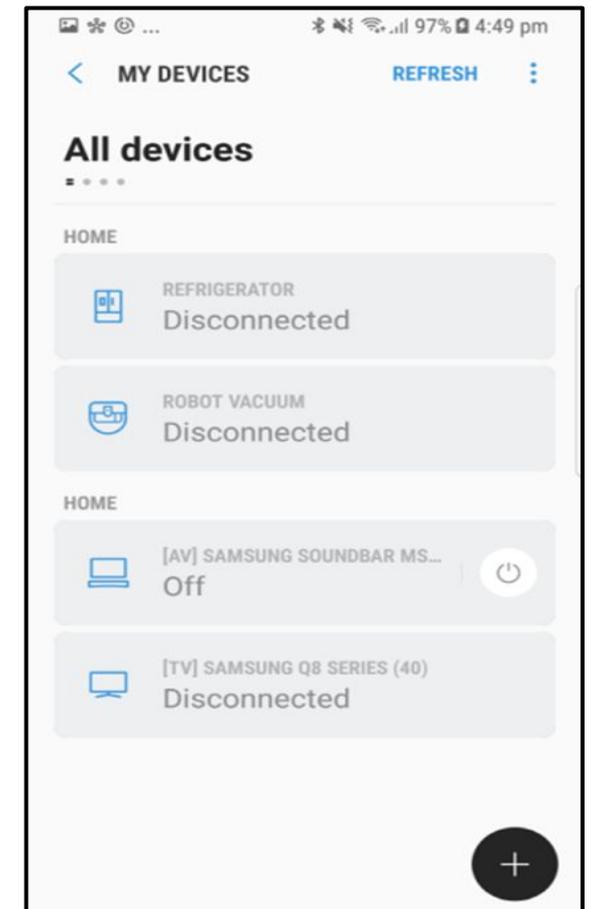
EasySetup Started-
Target device and mobile device begin communication



Authentication -
User will be prompted for a PIN or button press on the Samsung device



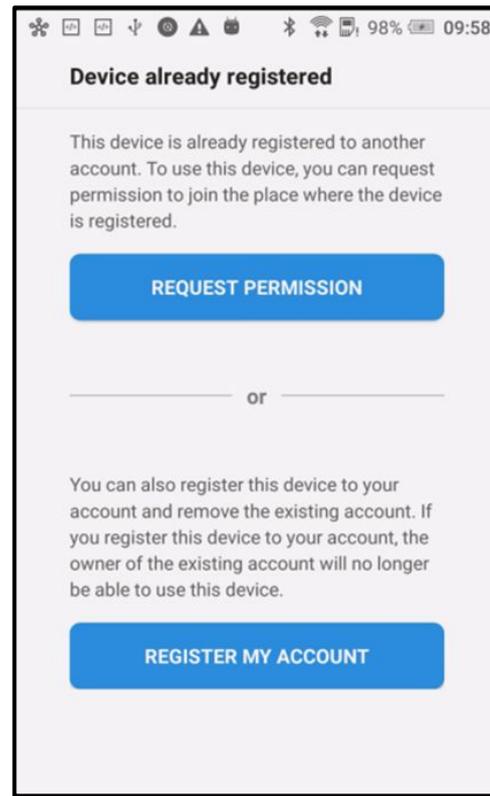
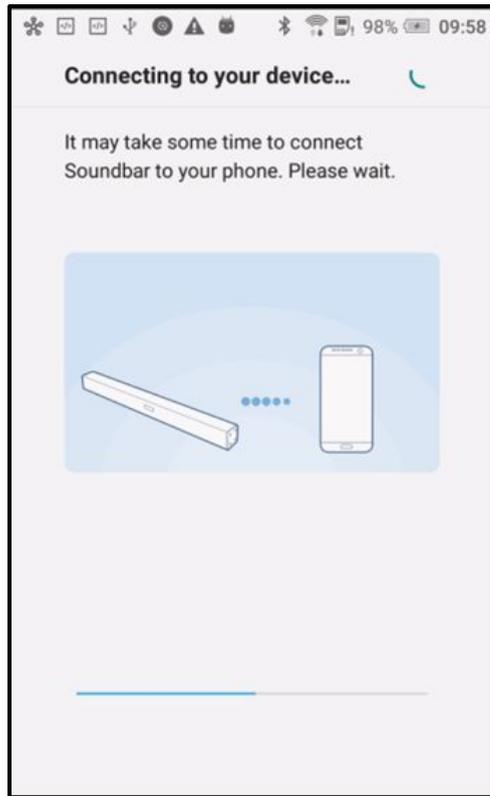
HomeAP Connection -
Samsung Connect will provide the Samsung device with current Home WiFi/Network Settings.



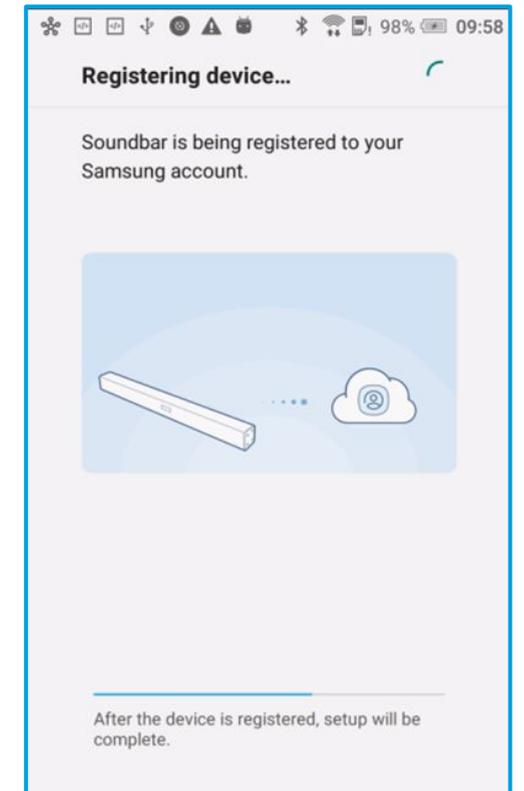
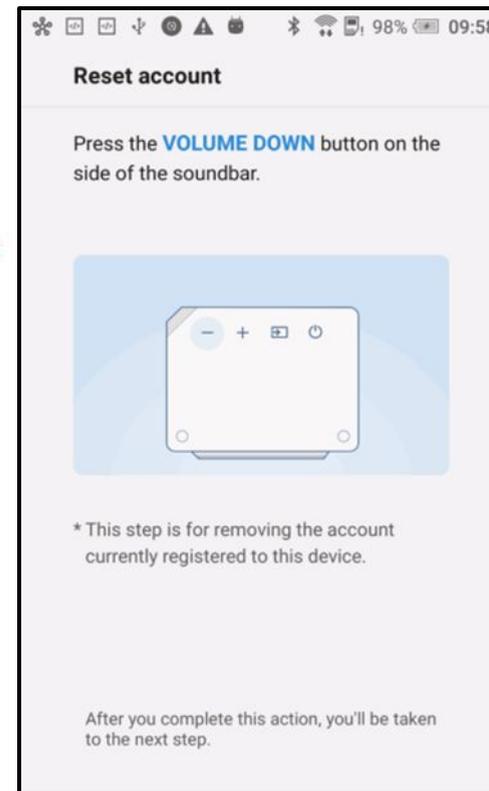
Successful Connection -
Device is now registered to cloud and can be used in a "Place" for automation

Setup Steps - Used Samsung Device

When a Samsung Device is currently registered to another Samsung Account



Request permission from previous user and wait for approval



Register my Account -
Allows a new user to force a device reset and allow connection to a new Samsung Account.

Follow on screen prompts for reset

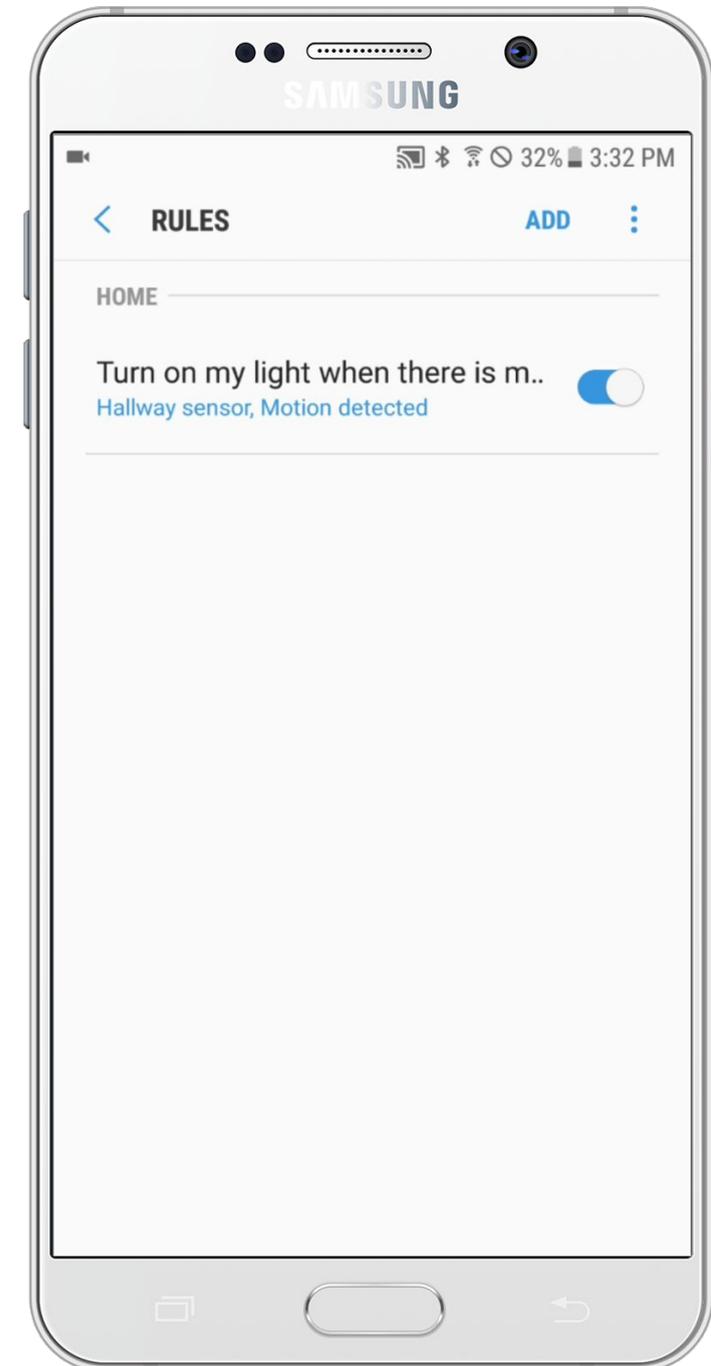
Building Automations

How to configure Rules and Modes

Rule Example - Turn light on when there is motion

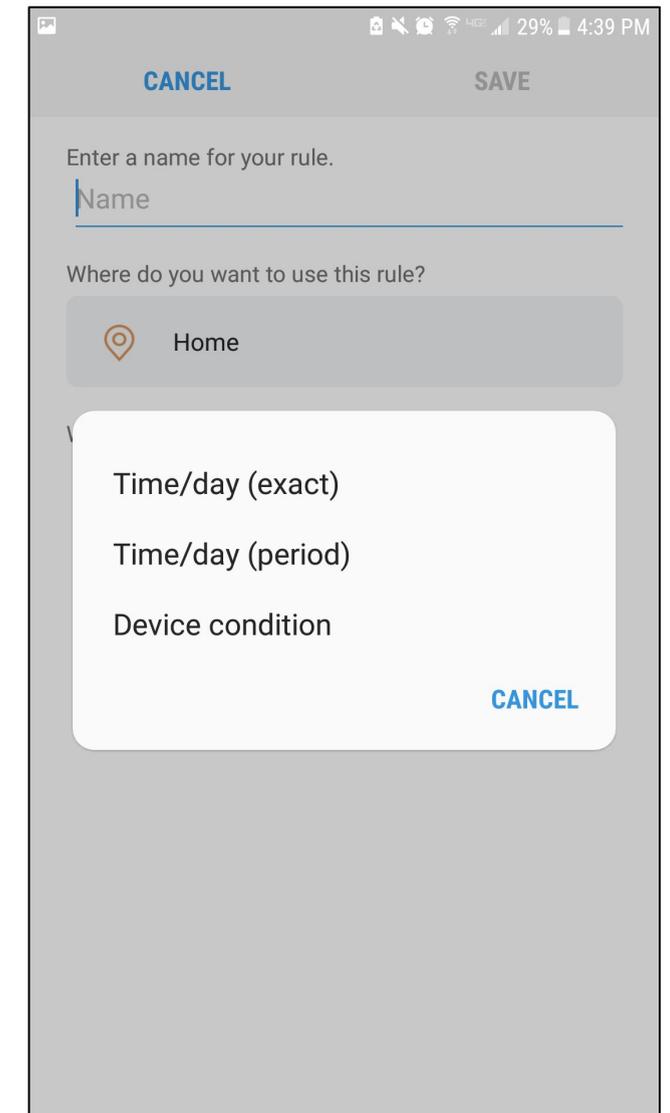
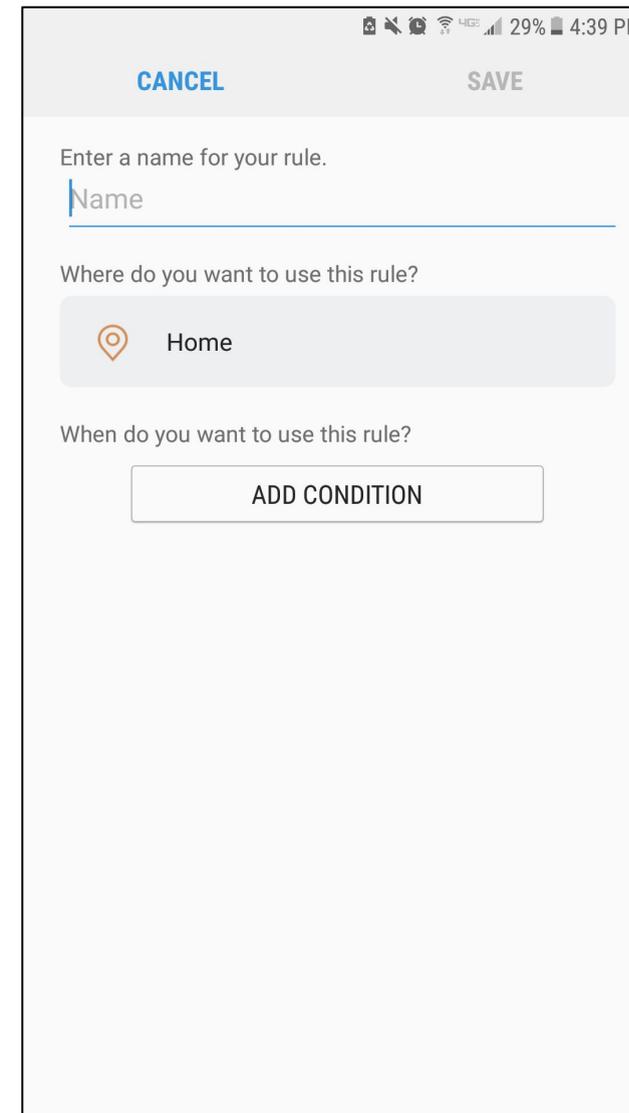
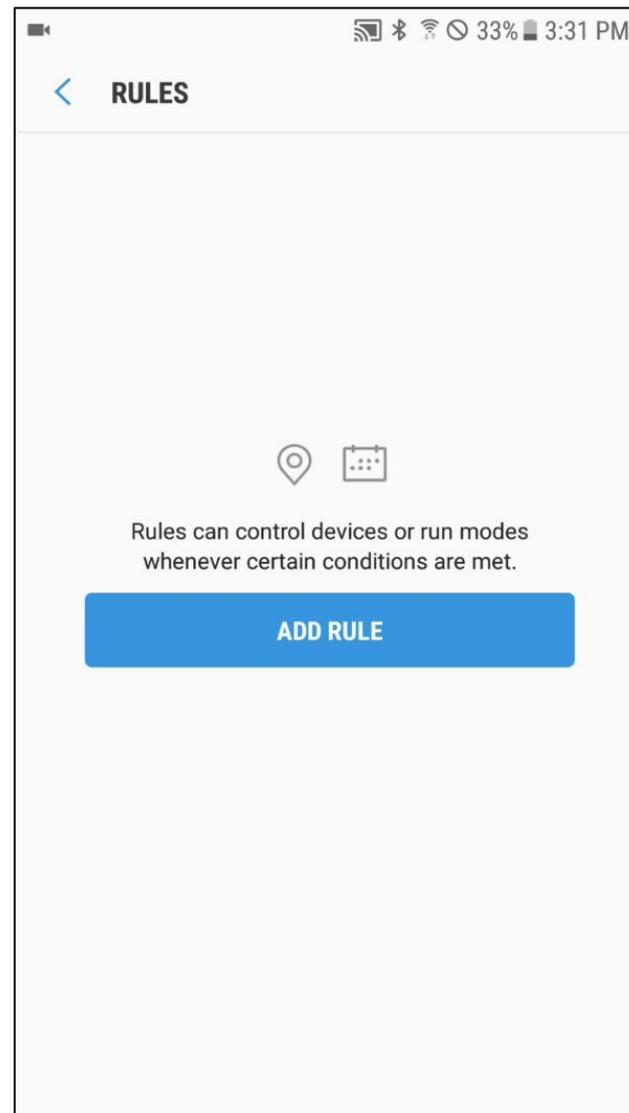
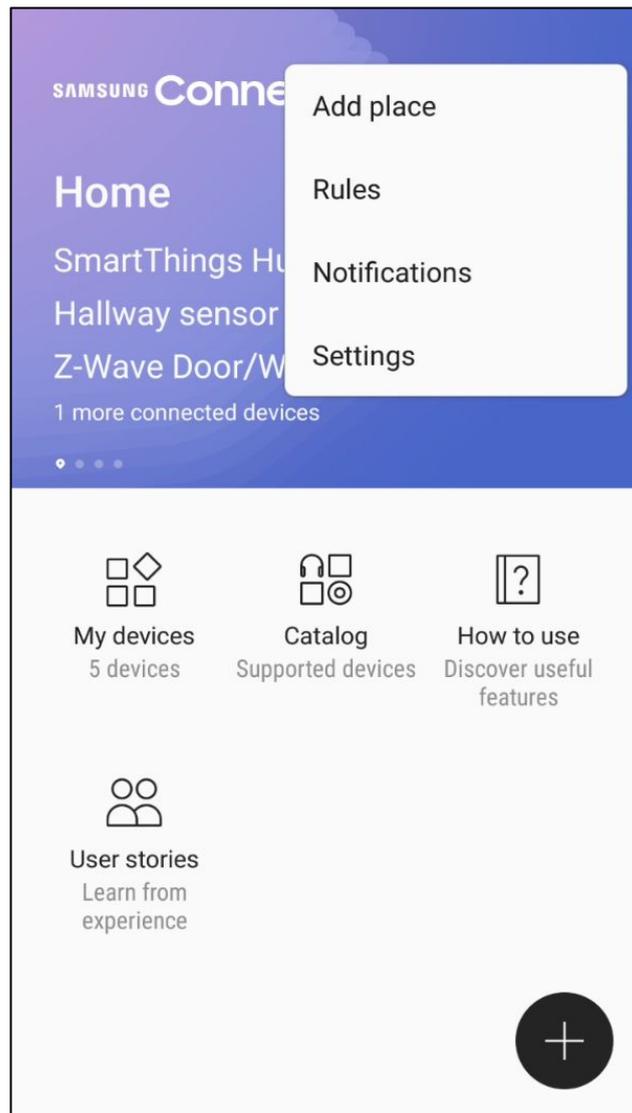
1. From the home screen, tap the three vertical dots in the top right
2. Tap *Rules>Add Rule*, and enter a name for your Rule
3. Choose the Place for your Rule
4. Tap *Add Condition>Device Condition*
 - a. Select a triggering device
 - b. Select the capability to use (e.g., motion, temperature, etc.)
 - c. Select the state to use (e.g., No motion vs Motion detected)
5. Select a device to be triggered and the action (e.g., On vs Off)

Note: After a Rule is set up, use the toggle switch to deactivate or pause an automation until you turn it “on” again.



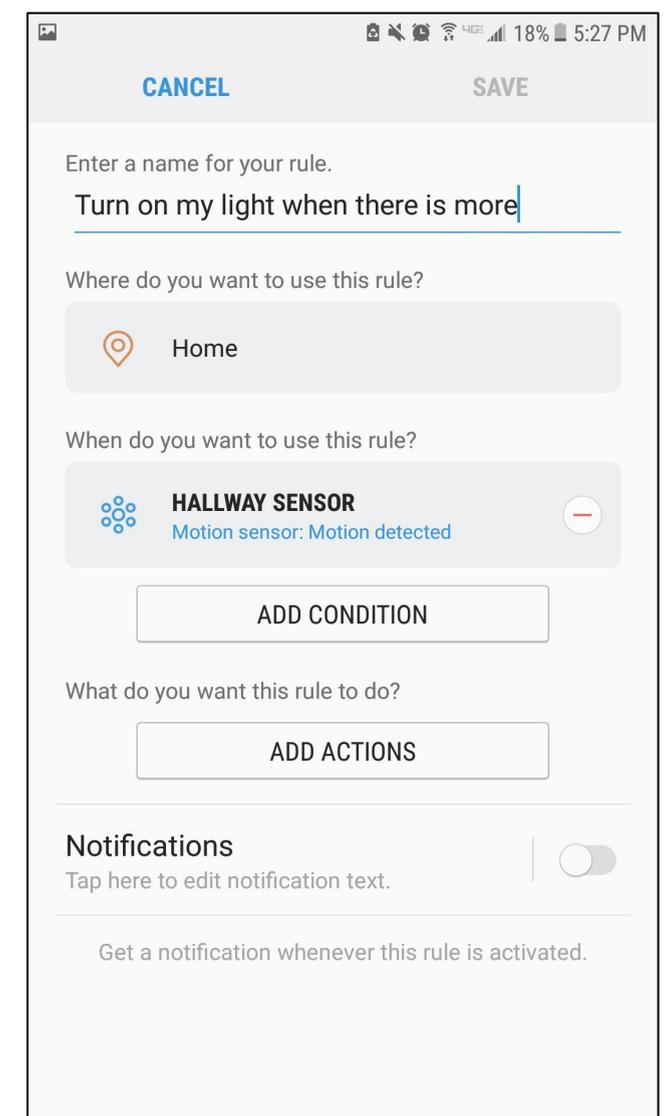
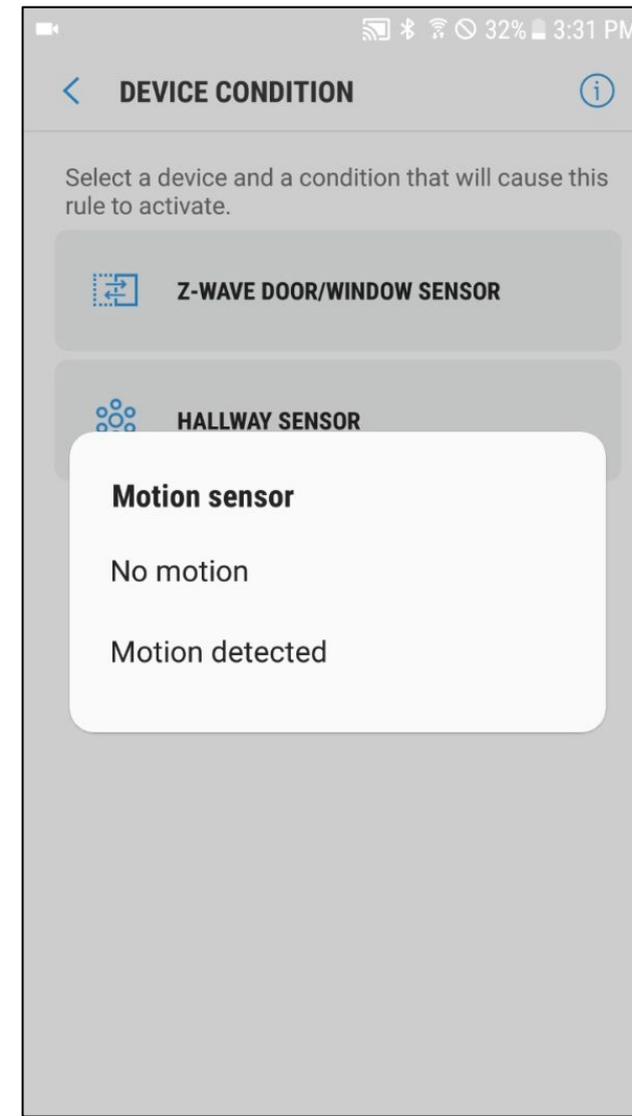
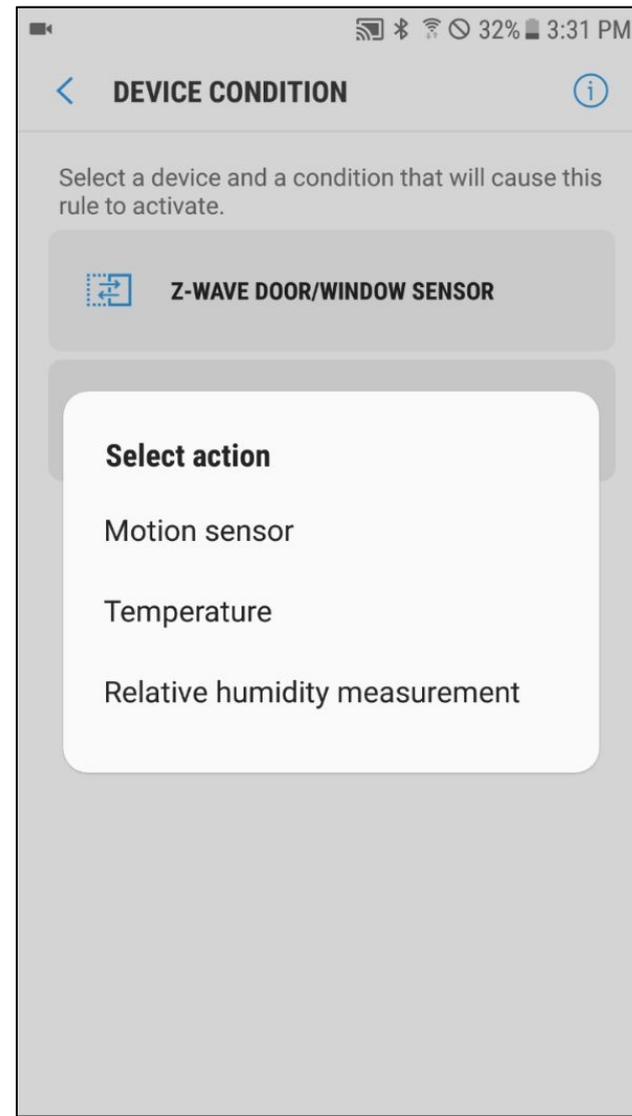
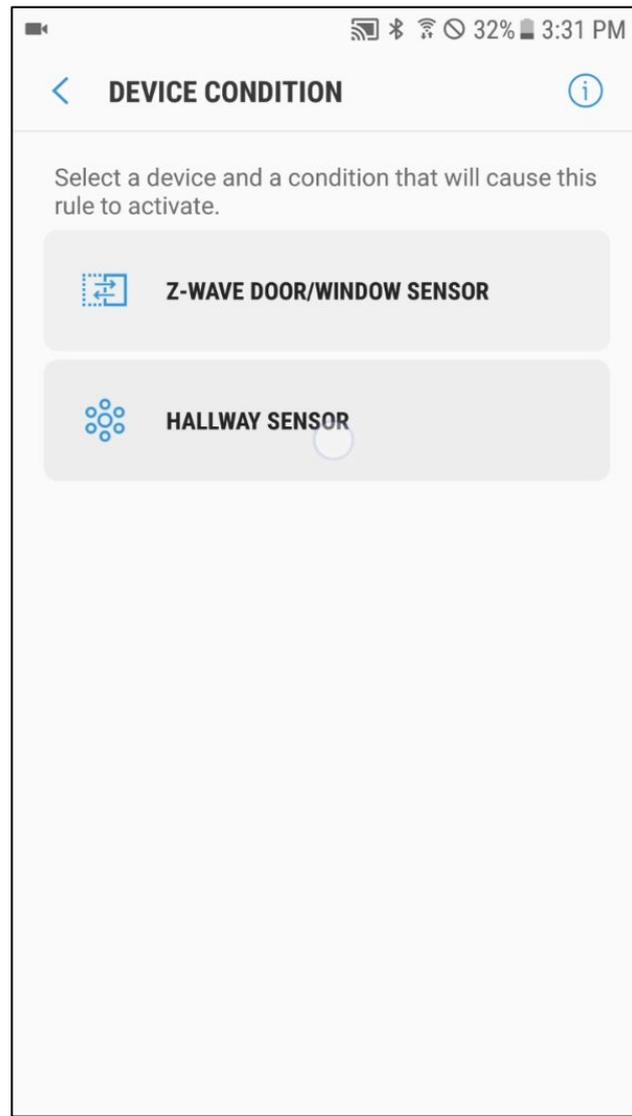
Building Automations - Rules Setup

Setting up Rules in the Samsung Connect app

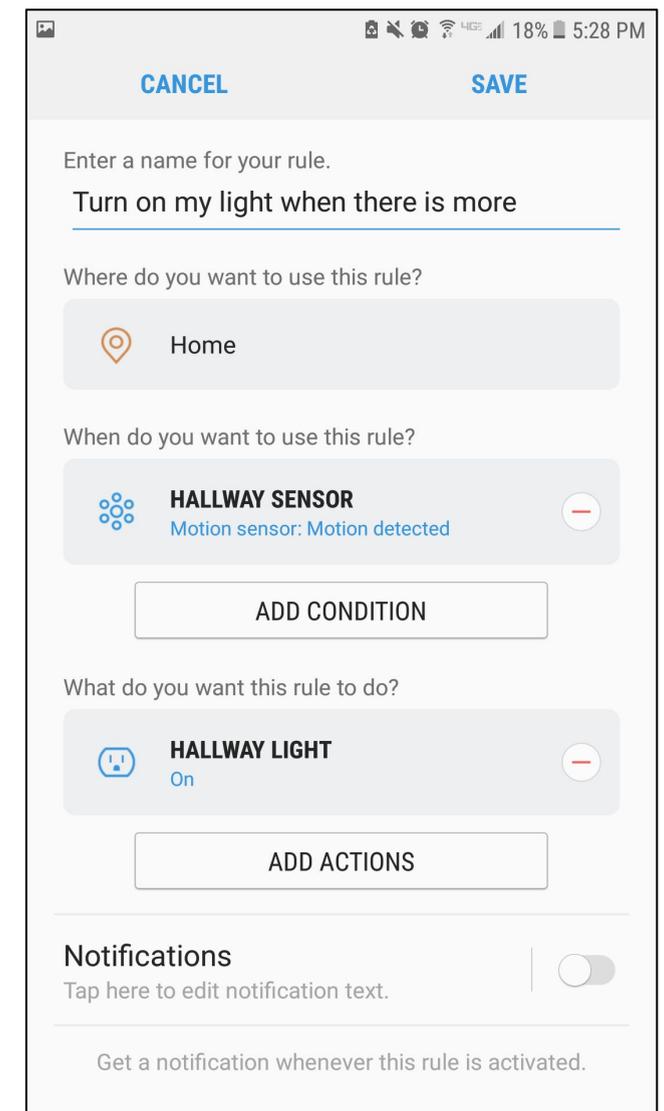
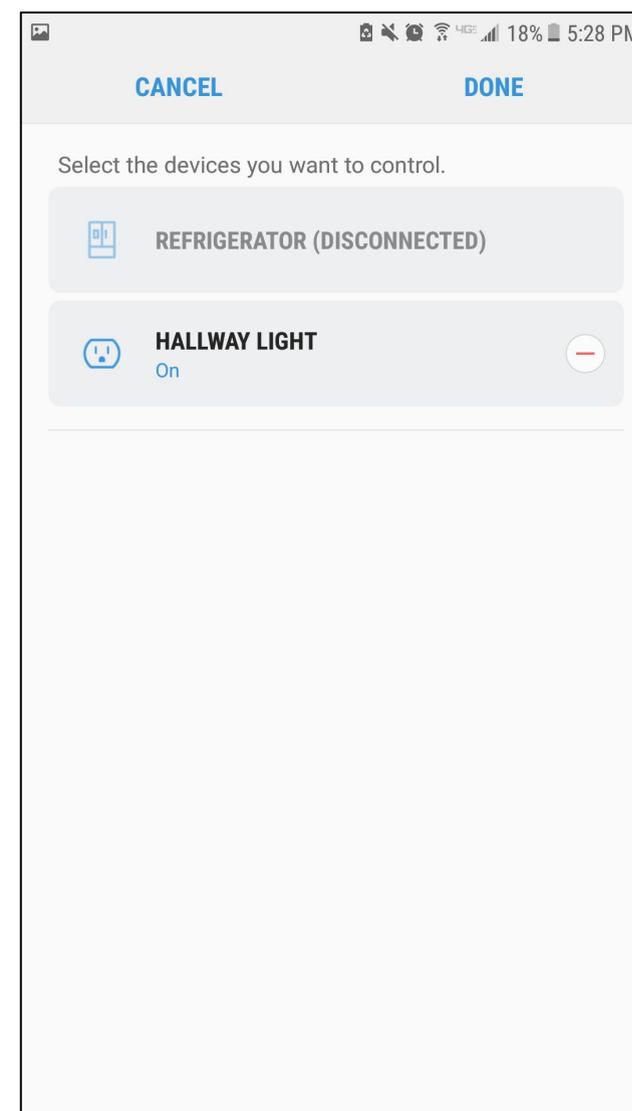
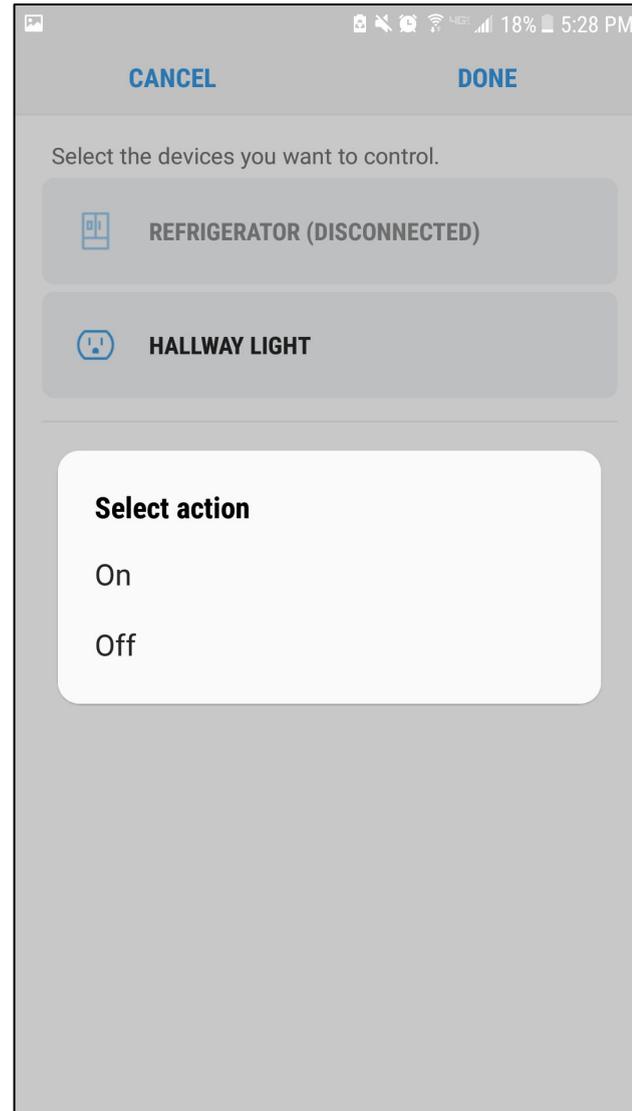
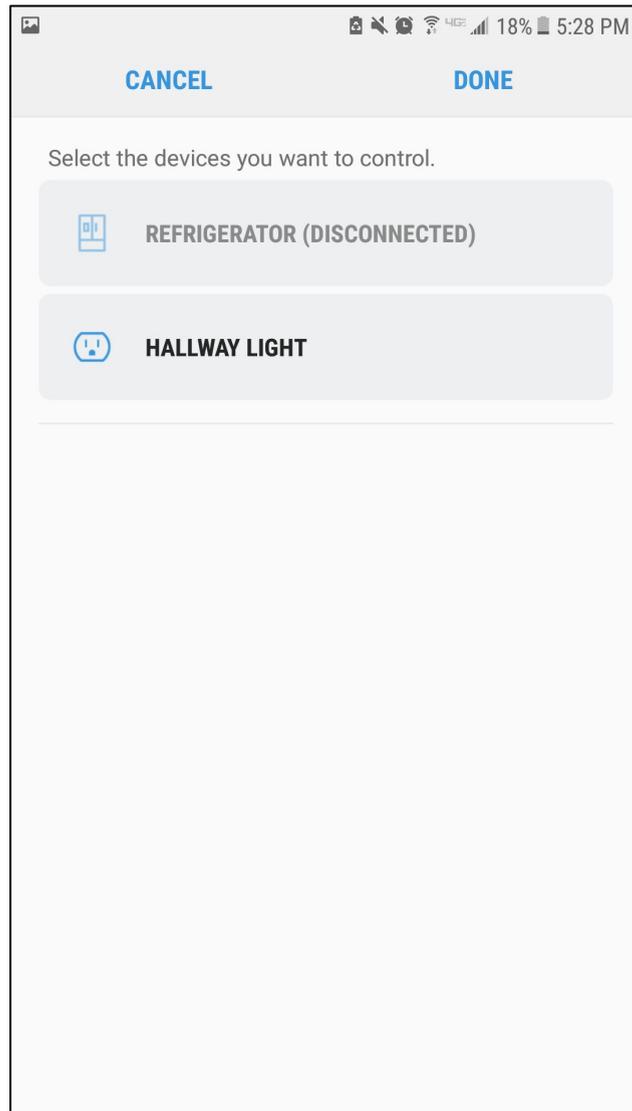


Rules can also be triggered at a certain time or time period on certain days of the week, instead of by a device condition

Building Automations - Rules Setup, Conditions



Building Automations - Rules Setup, Actions



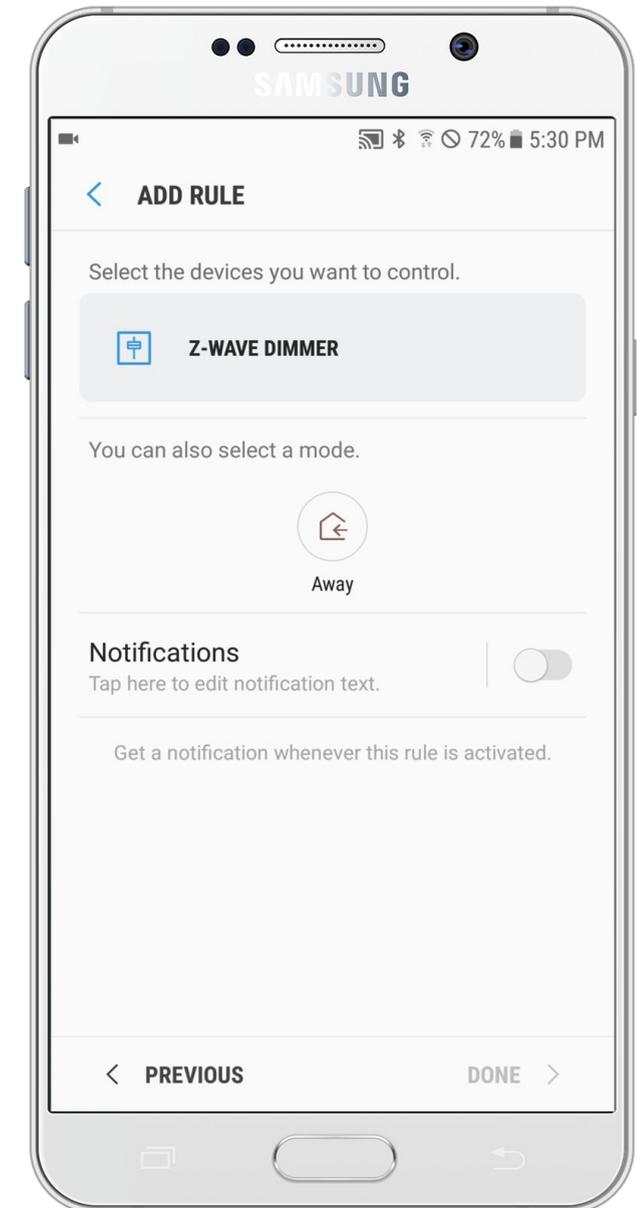
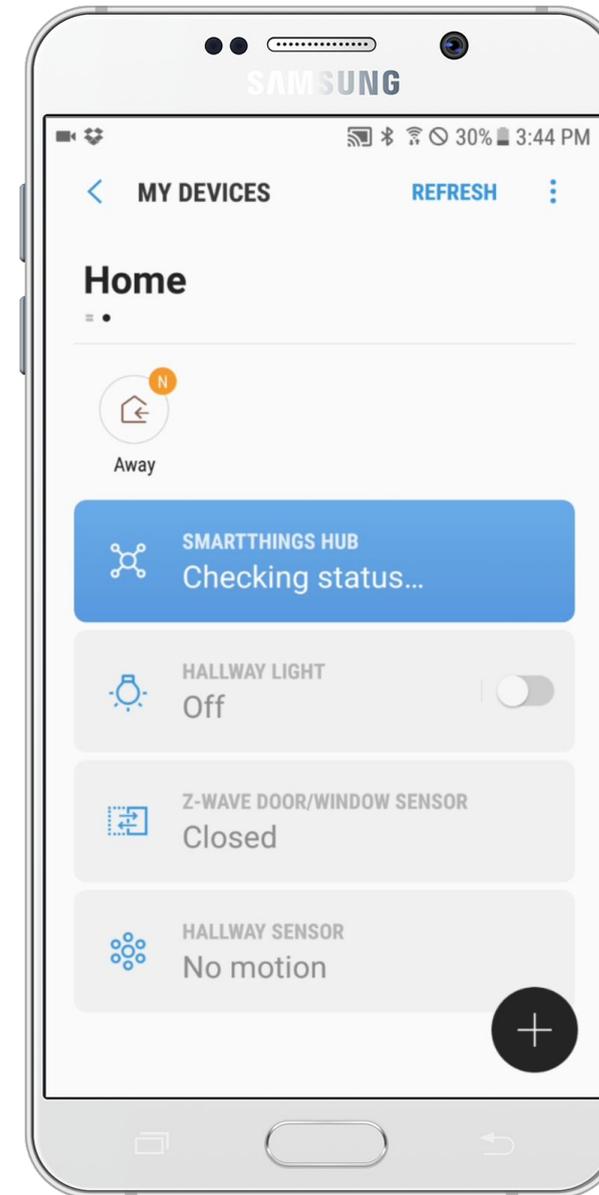
Building Automations - Modes

Modes -

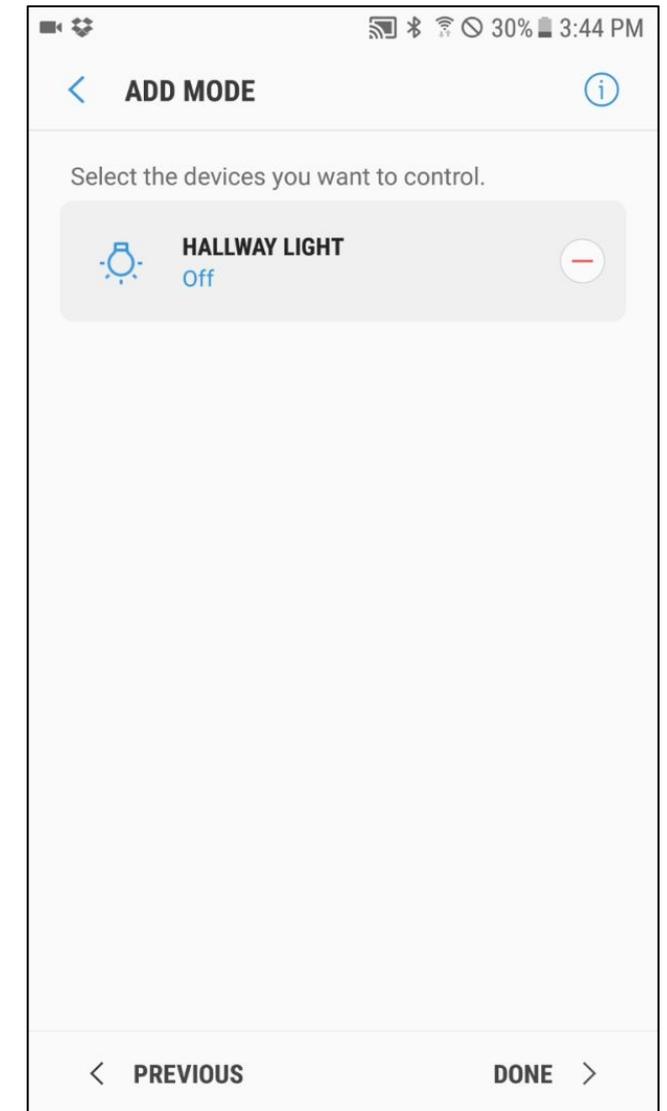
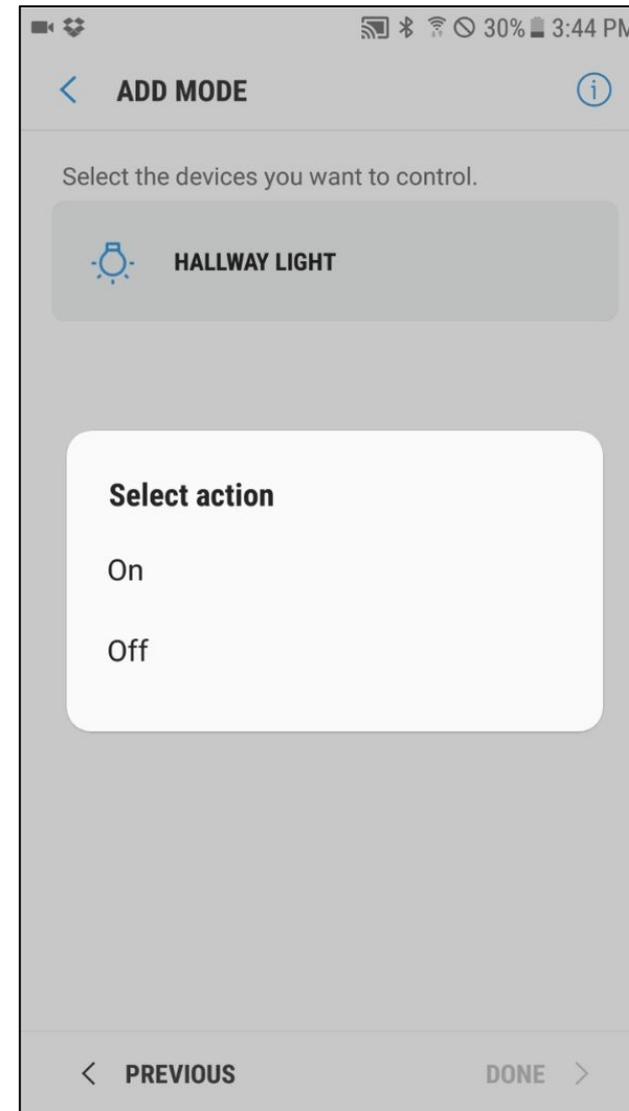
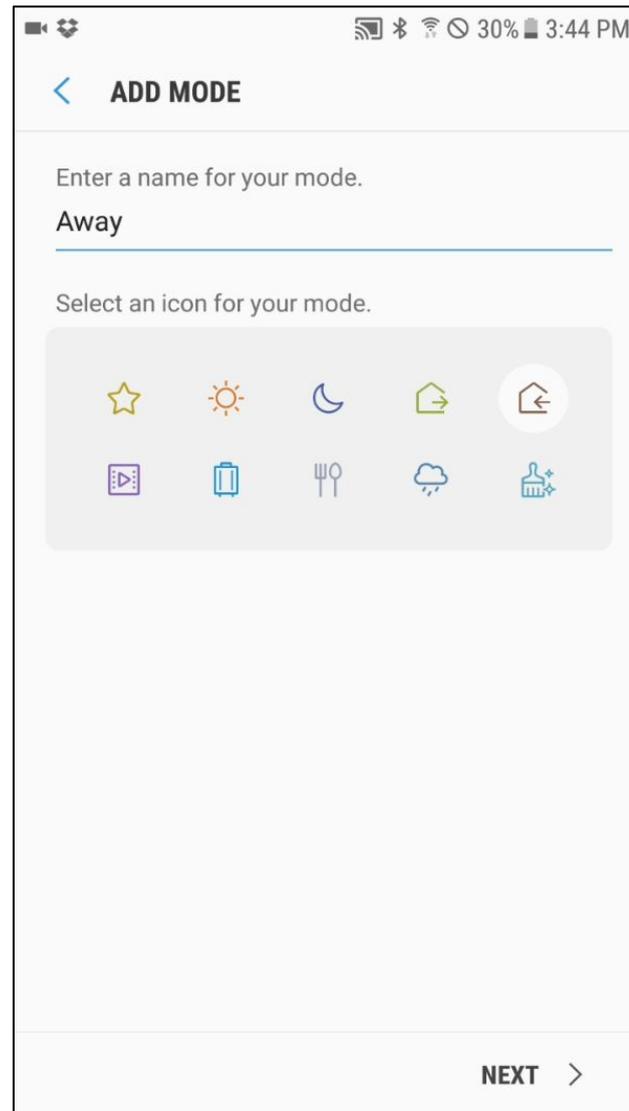
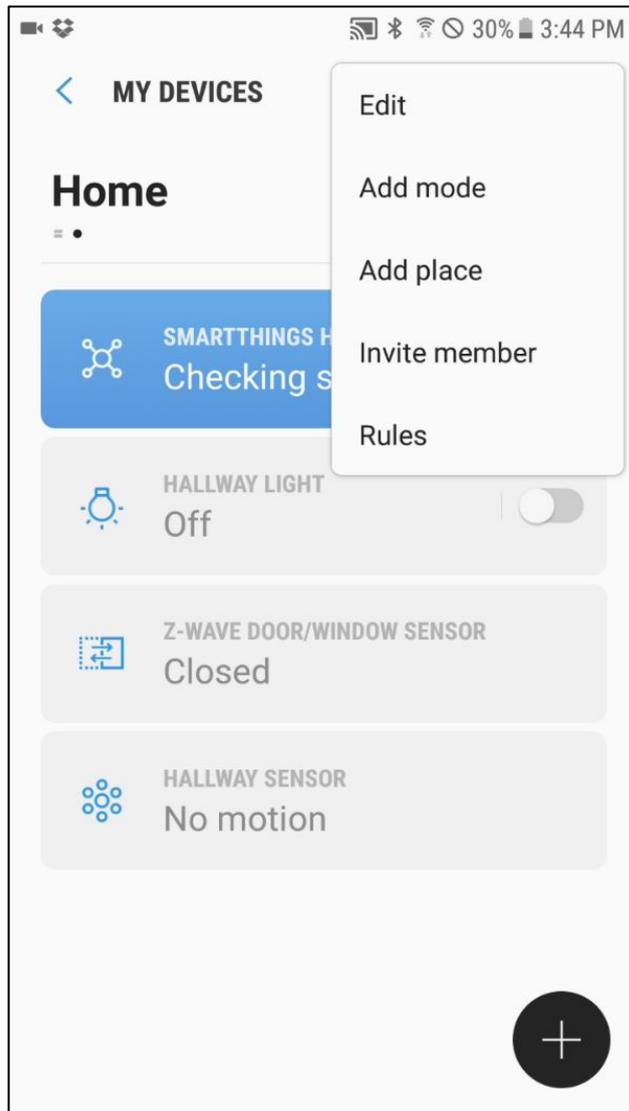
Tap Away Mode to turn off my lights and speakers

1. From the home screen, tap *My Devices* and swipe to your Place
2. Tap the three vertical dots in the top right and select *Add mode*
3. Enter a name for the Mode and select an icon
4. Tap *Ok* to permit devices to turn on if needed to perform actions
5. Tap the device(s) to be triggered and select an action (e.g., On vs Off)
6. Trigger the mode by tapping the icon above the device list or as a shortcut on the home screen.

Note - Modes can be triggered manually by tapping their icons in the app or triggered automatically by adding them to a Rule.



Building Automations - Add a Mode



Sharing Places

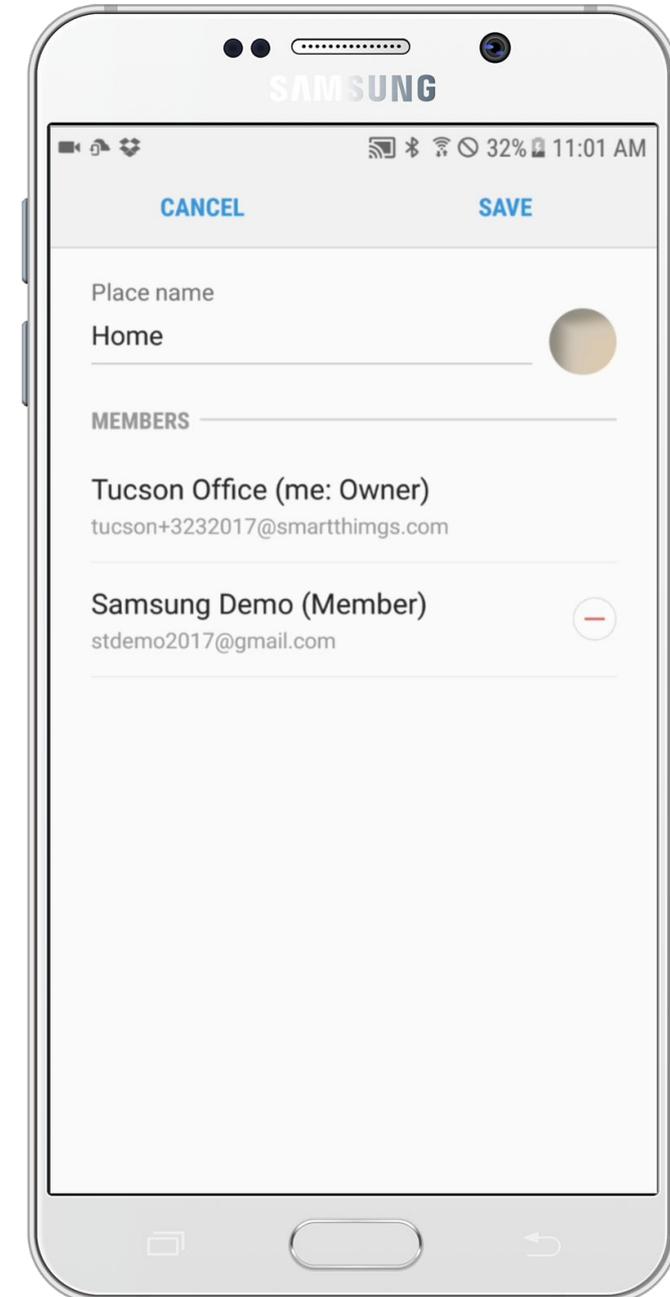
Invite family and friends to control your devices

Sharing Places

Sharing - How to invite members to a Place

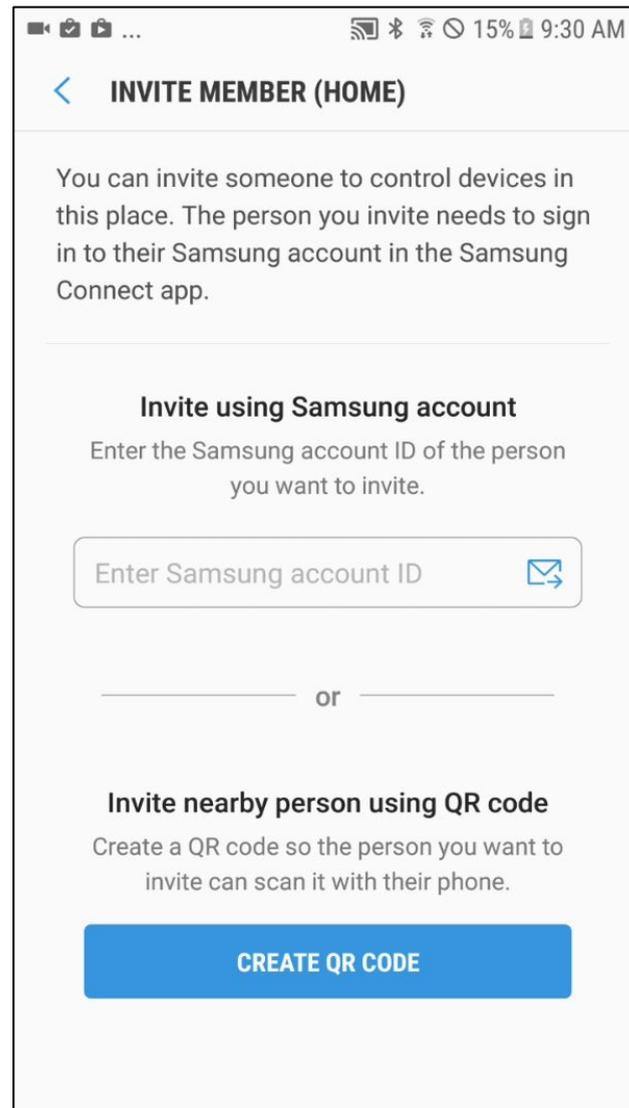
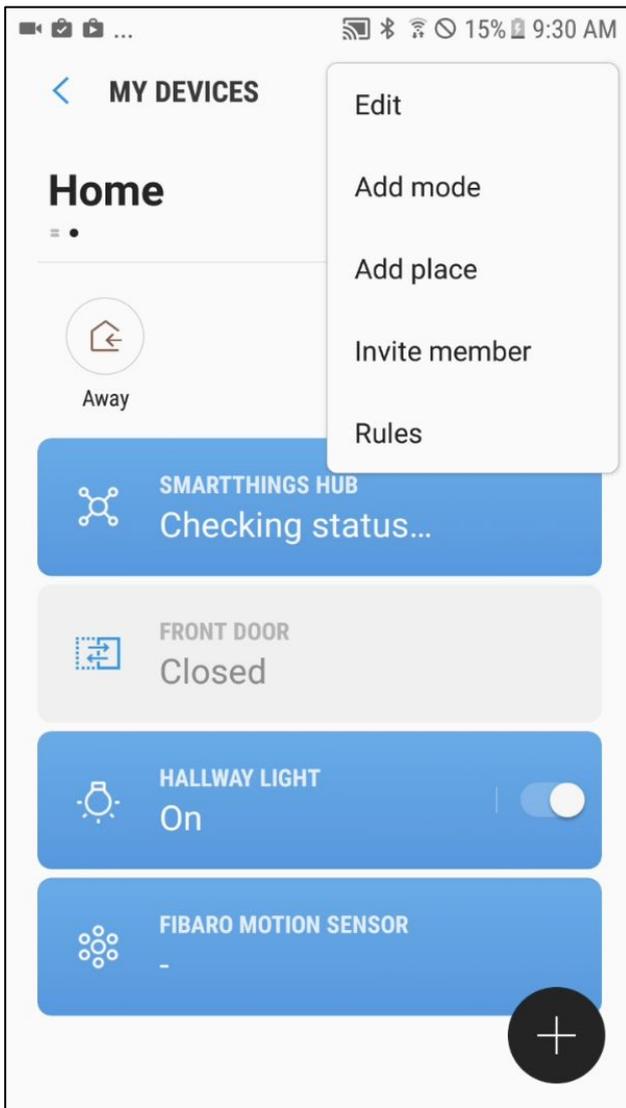
1. From the home screen, tap the Place shortcut on the first page of the sliding carousel
2. Tap the three vertical dots in the top right and select *Edit*
3. Invite the member in one of two ways
 - **Enter their Samsung account ID** and tap the mail icon. The new user should be signed in to the Samsung Connect app and they will receive a push notification prompting them to accept the invite.
 - **Tap *Create QR Code*** and direct the new user to go to Samsung Connect app > three dots > Settings > Accept invitation (QR code). The new user will scan the code, which automatically accepts the invite.

Note: Invitations are given per Place. Members must receive an additional invite for each additional Place.



Sharing Places - In-App Experience

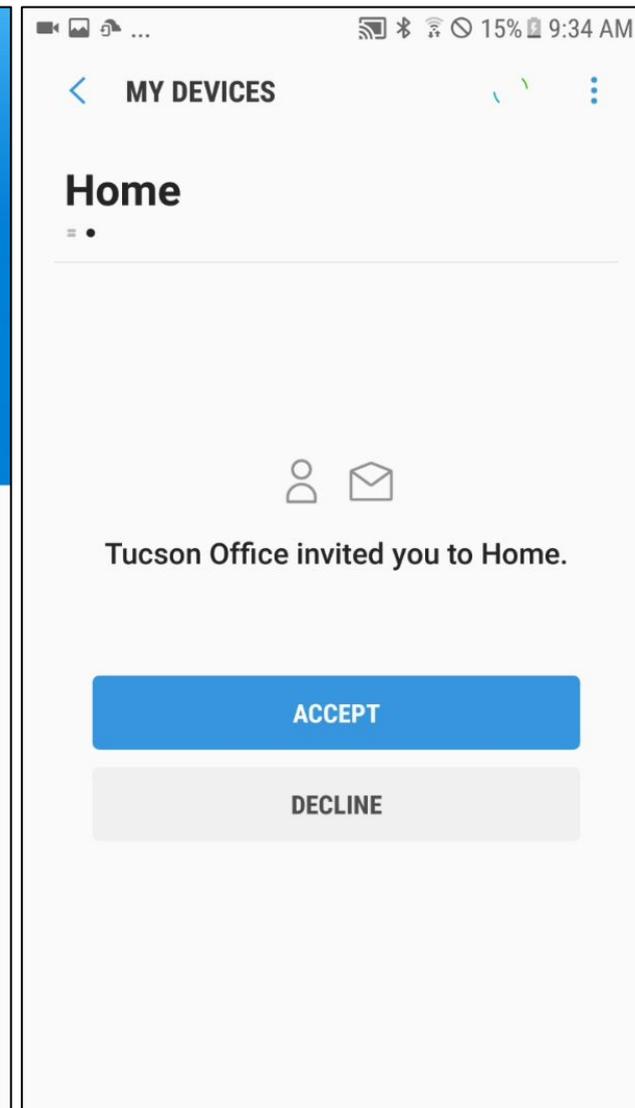
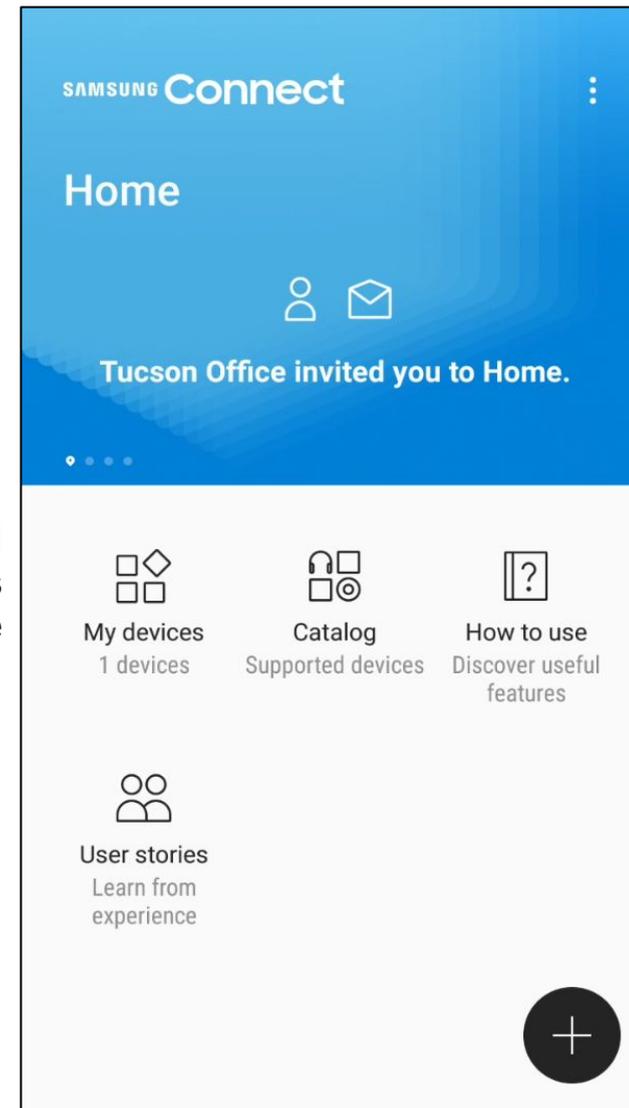
Inviting a member with their Samsung Account ID:



The owner follows these steps

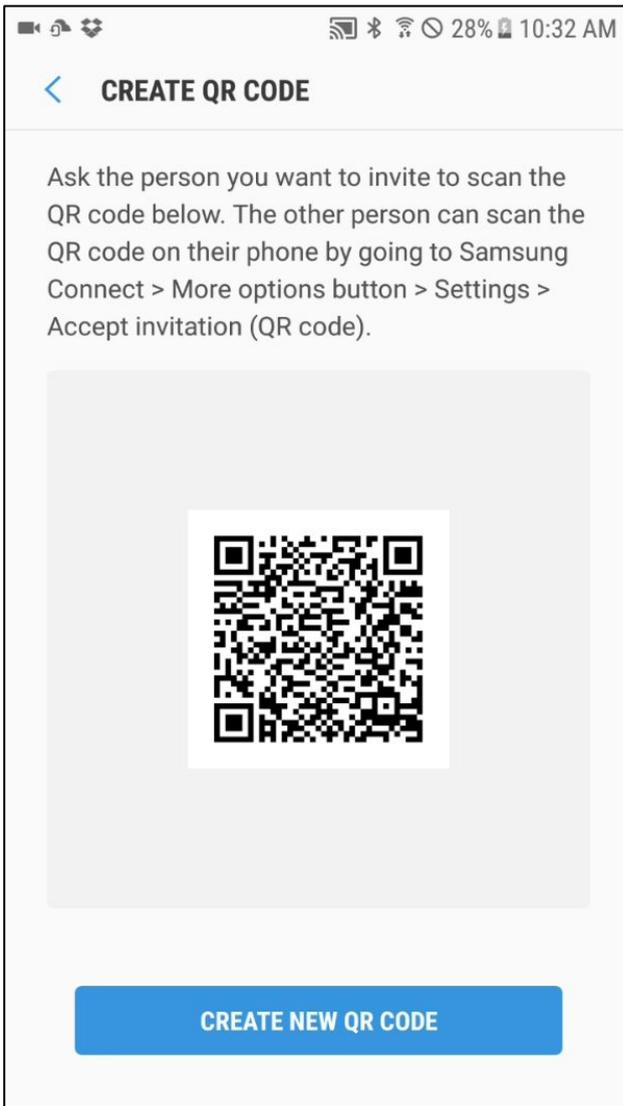


And the invited member accepts as shown here



Sharing Places - In-App Experience, Continued

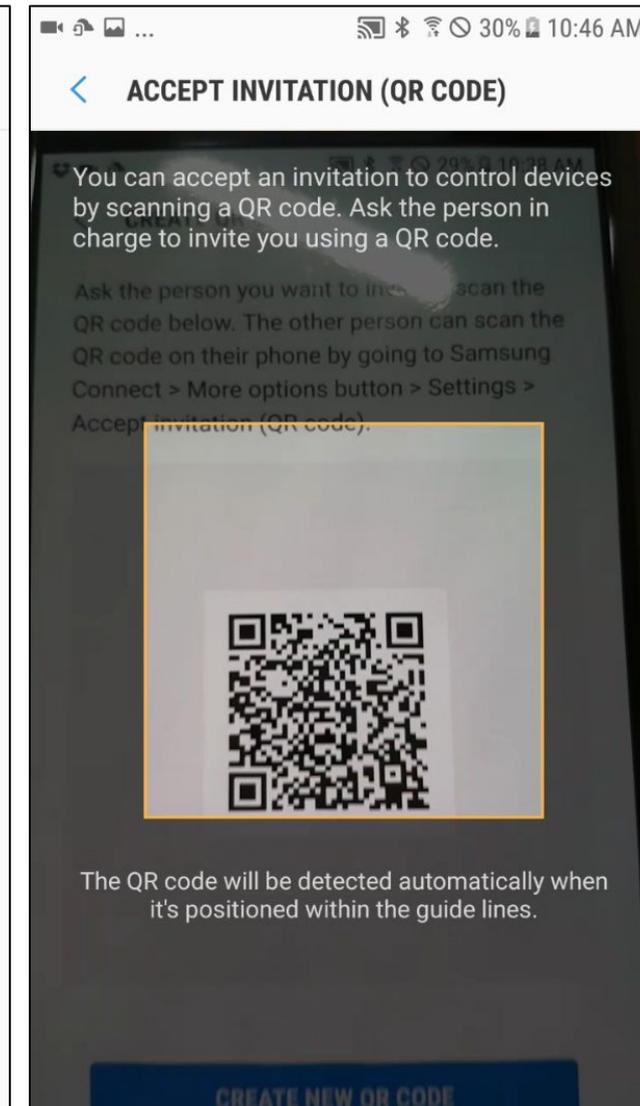
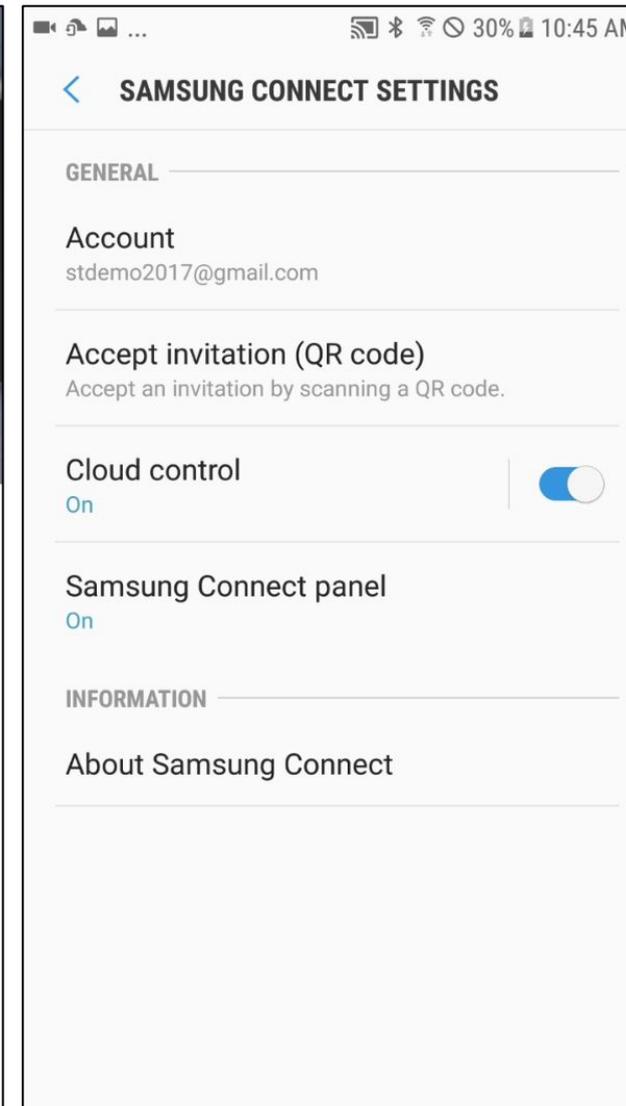
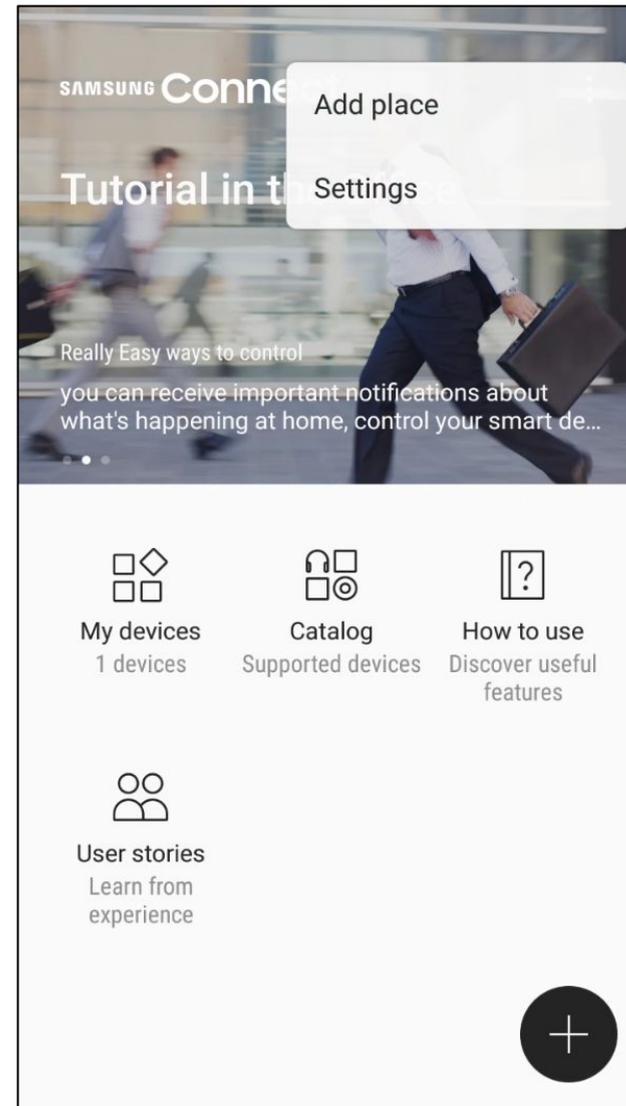
Or alternatively inviting through the QR code:



The invited member follows these steps



to scan the owner's screen depicted here



Sharing - Differences between Owners and Members

Role	Permissions
Owner	<ul style="list-style-type: none">● Add, remove, and modify all devices● Control and manage devices● Create, delete, and modify Rules and Modes● <u>Delete</u> and modify the Place● <u>Remove other member's devices</u>● <u>Invite and remove other members</u>
Member	<ul style="list-style-type: none">● Add, remove, and modify their own devices● Control and manage devices● Create, delete, modify Rules and Modes● <u>Leave</u> and modify the Place

Common Customer Questions

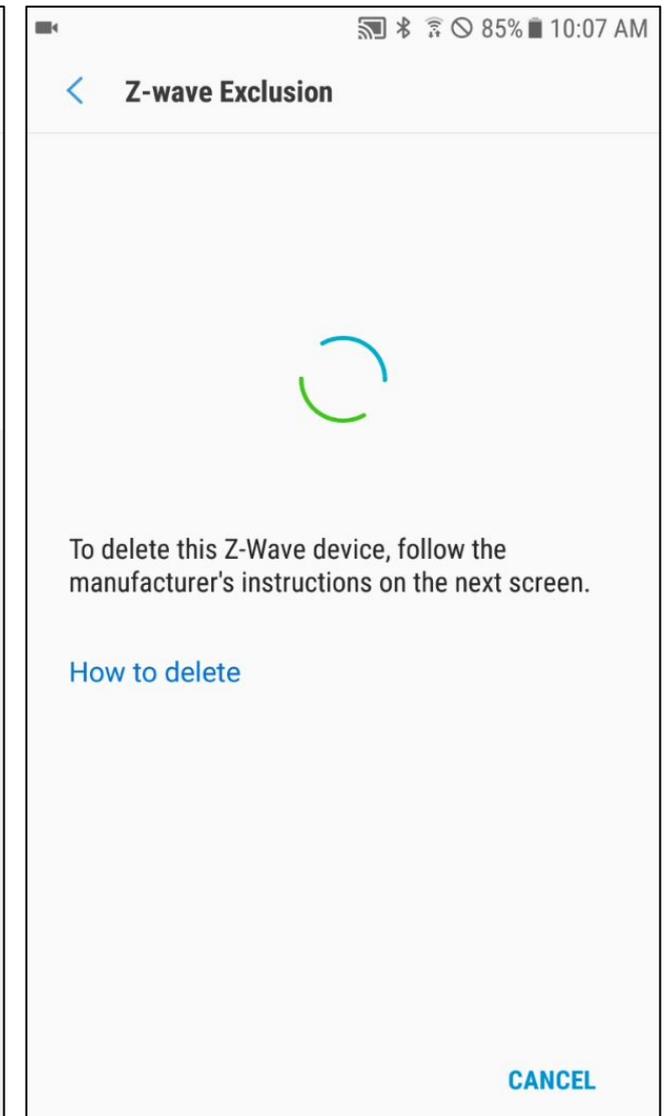
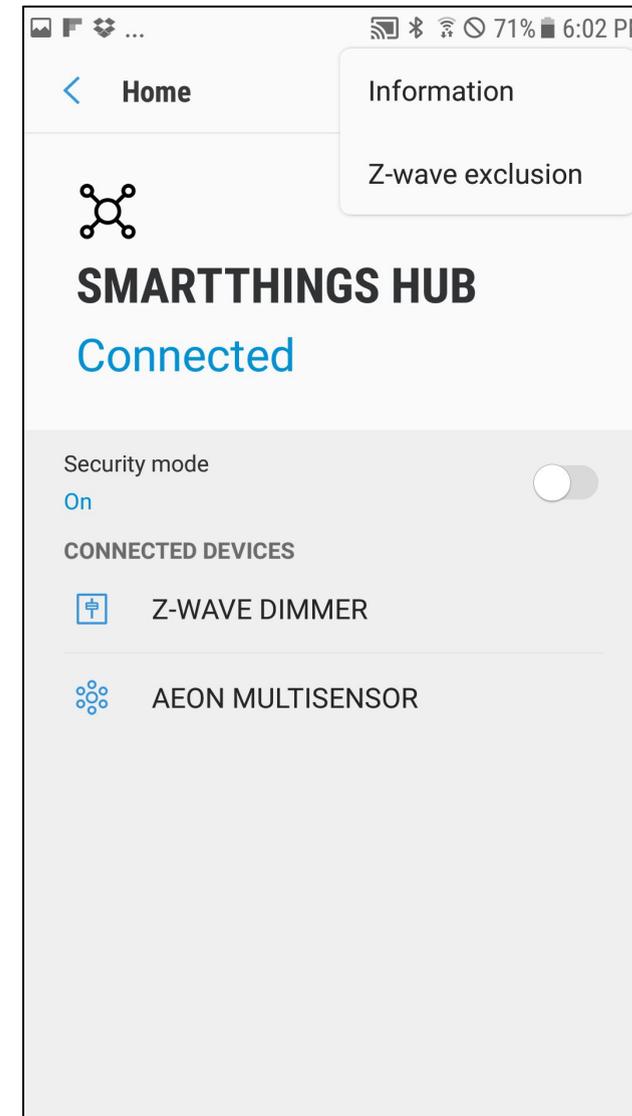
The most popular ticket drivers and how to answer them

Common Customer Questions

Q: How do I exclude a Z-Wave device that isn't already connected?

A: Z-Wave exclusion is used to reset Z-Wave devices, even if they've never been connected before or were connected to a different Hub.

1. From the home screen, tap your Place shortcut
2. Tap the SmartThings Hub
3. Tap the three vertical dots in the top right and select *Z-Wave exclusion*
4. Perform the physical exclusion procedure on the device (Refer to the device's manual for specific steps)
5. When the app indicates the device has been deleted, tap *Done*

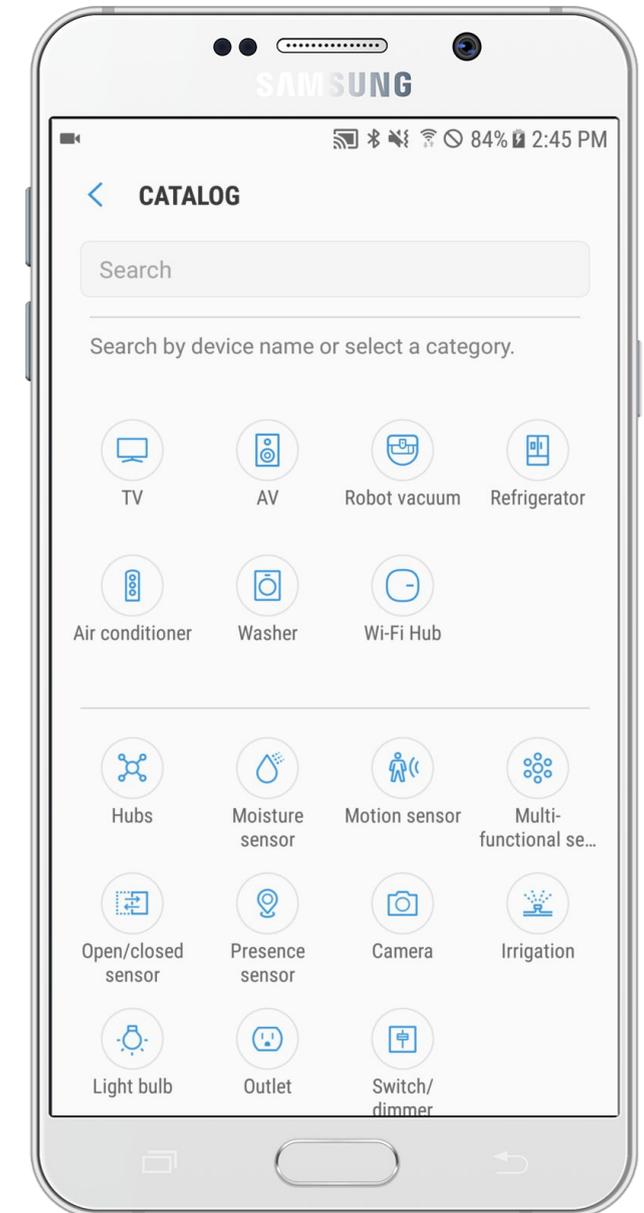


Common Customer Questions

Q: What devices are compatible?

A: Compatible devices can be found in the in-app catalog accessible from the home screen (regional compatibility may vary).

- D2D and D2C devices *do not* require a SmartThings Hub. These include the following IoT-enabled devices:
 - Samsung Televisions
 - Samsung Audio Visual (AV)
 - Samsung Digital Appliances (DA)
 - WWST Cloud-to-Cloud devices
- ZigBee, Z-Wave, and certain LAN devices require a SmartThings Hub or compatible device with SmartThings Hub functionality
 - The full WWST list can be found on <https://www.smarthings.com/products>
 - These devices are only available in the US, UK, and (launch TBA) Singapore



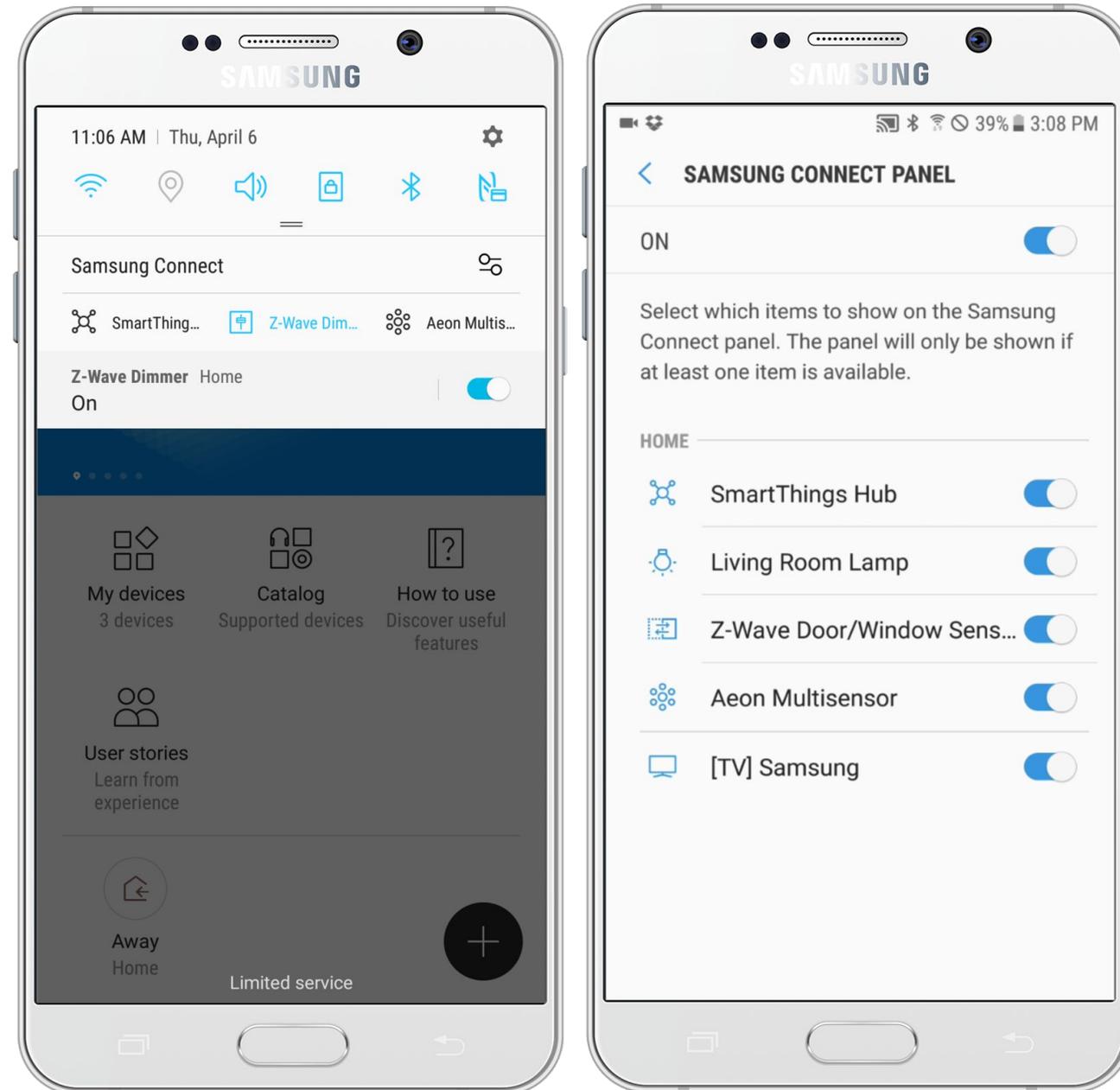
Common Customer Questions

Q: What is the Samsung Connect Panel and how do I use it?

A: The Samsung Connect Panel is available on select Samsung Galaxy devices and provides easy access to monitor and control devices with a simple down swipe. Tap an individual device to see its status or trigger an action. Edit the Panel by tapping the icon  on the right.

The Panel is enabled by default, but to disable or enable Samsung Connect Panel:

1. From the home screen, tap the three dots
2. Tap *Settings*
3. Tap *Samsung Connect Panel*
4. Toggle the switch ON or OFF

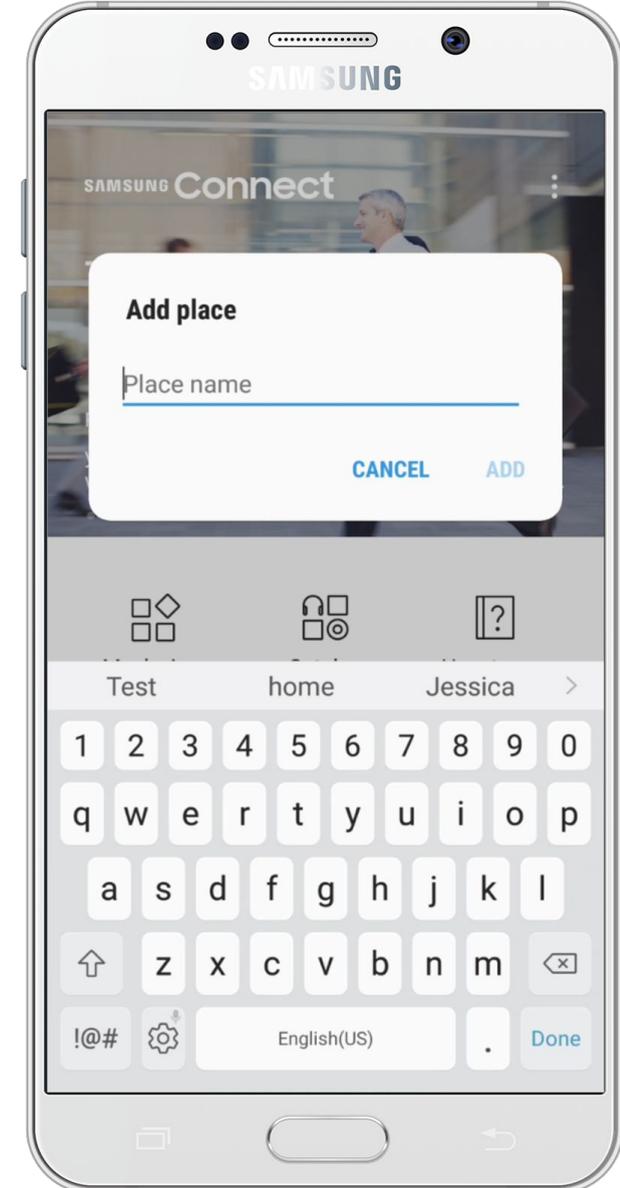
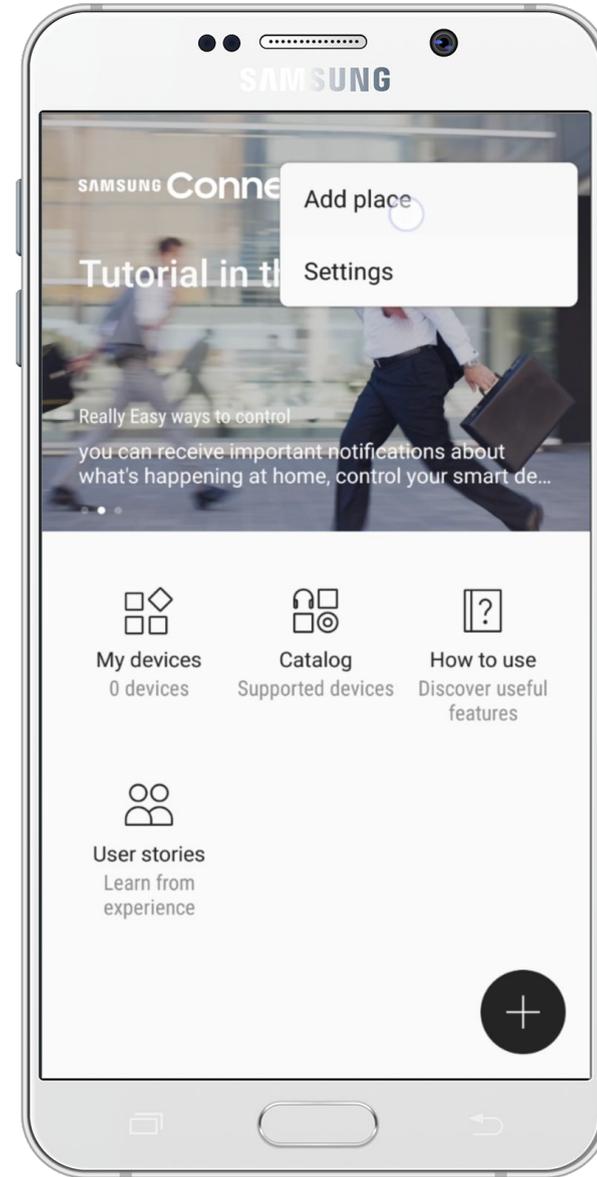


Common Customer Questions

Q: Can I create a Place without a Hub?

A: Yes, you can create a Place without a Hub by tapping the three dots in the top right from the home screen and selecting *Add place*.

Note: Places with no connected devices do not appear as a shortcut on the home screen until a device is added.



Common Customer Questions

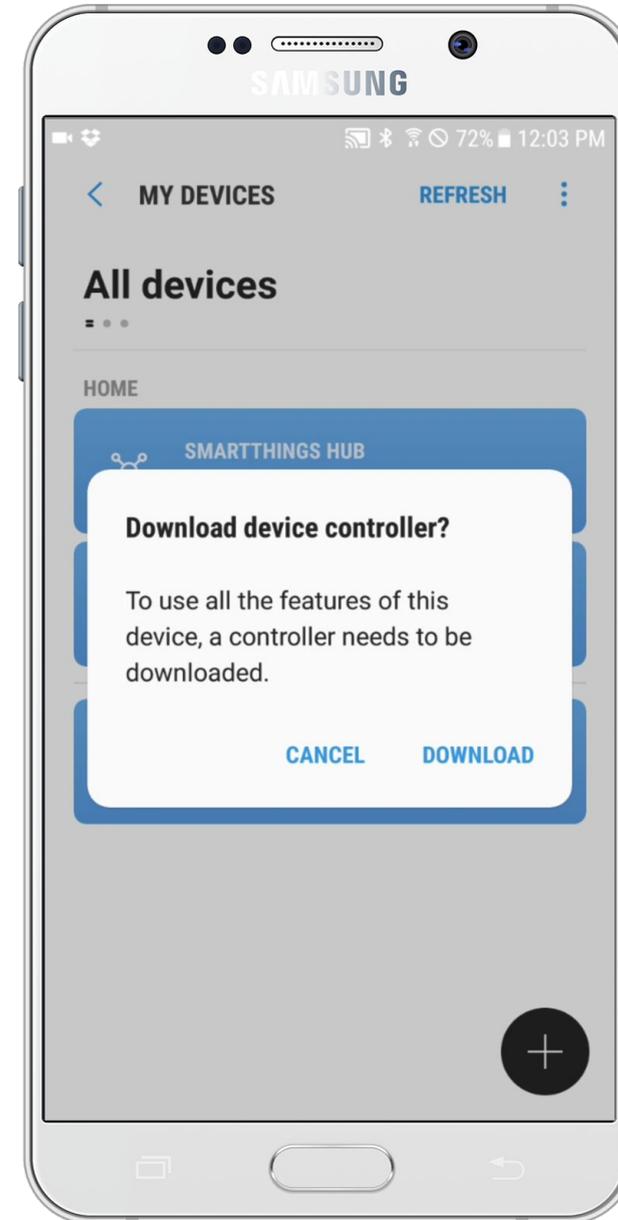
Q: What is a device controller?

A: The device controller is the framework that helps Samsung Connect to communicate with SmartThings. The app should prompt users to download a device controller when they first interact with a newly connected device.

Q: How do I log out of the Samsung Connect app?

A: Samsung Connect uses your Samsung account credentials. On Samsung devices, you must remove your Samsung account from your Samsung mobile device to log out of the app.

On non-Samsung and iOS devices, sign out by tapping the three dots > Settings > Samsung account > Sign out

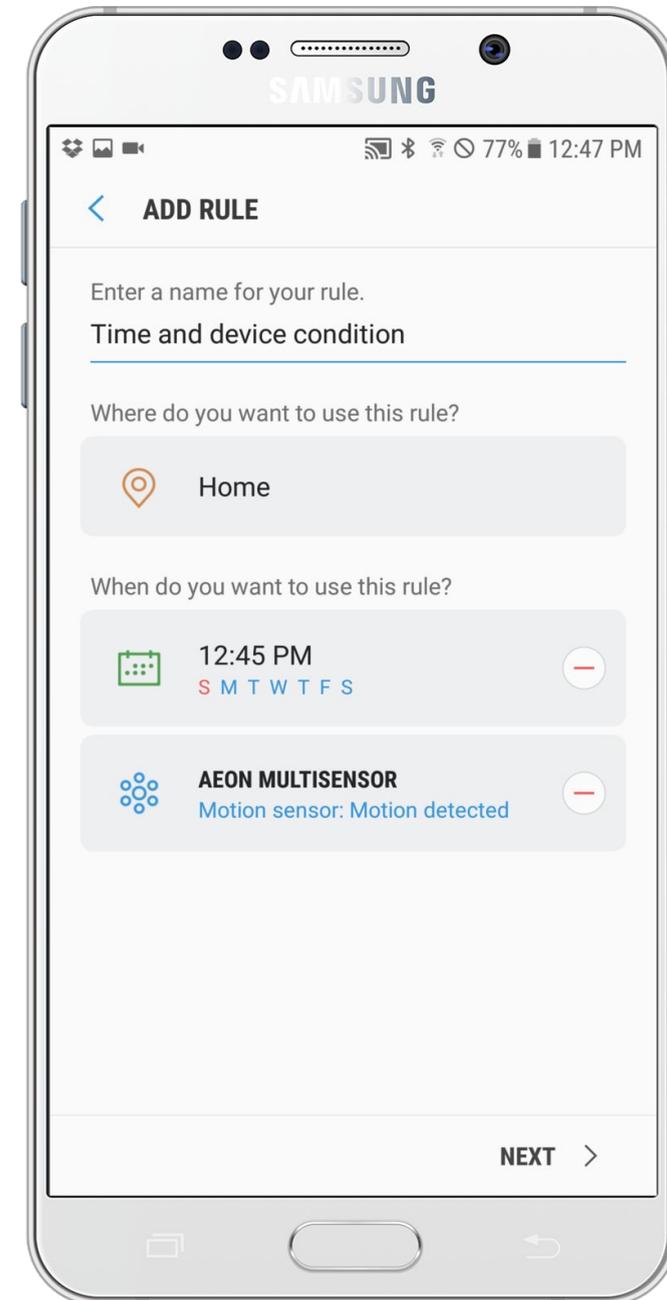


Common Customer Questions

Q: What happens if I select both a certain time and a device condition for my Rules?

A: If both a time and a device condition are selected for a Rule, the device condition must be true at the chosen time for the Rule to actuate.

For example, if the device condition is “Motion detected” and time is 12:45 PM, the motion sensor must be reporting motion at 12:45 PM or the Rule will not run.

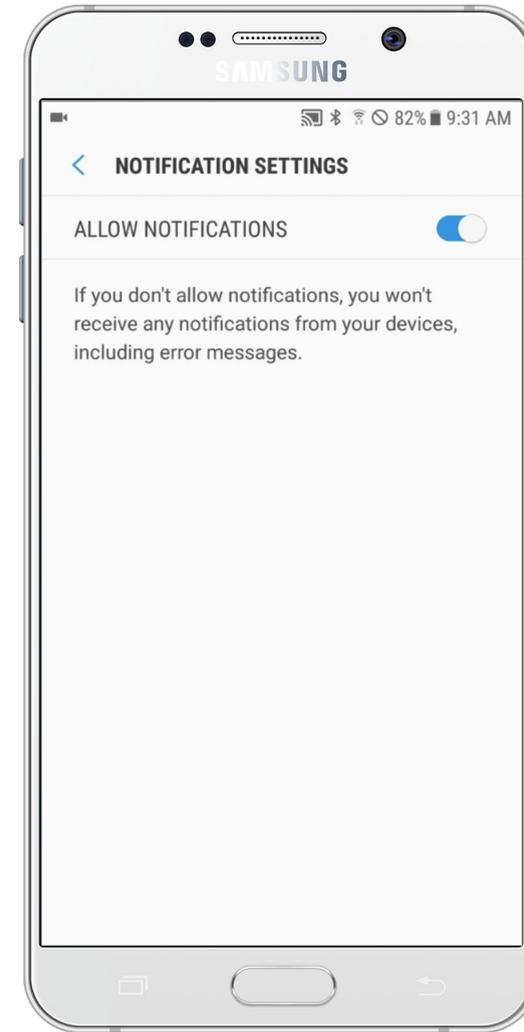
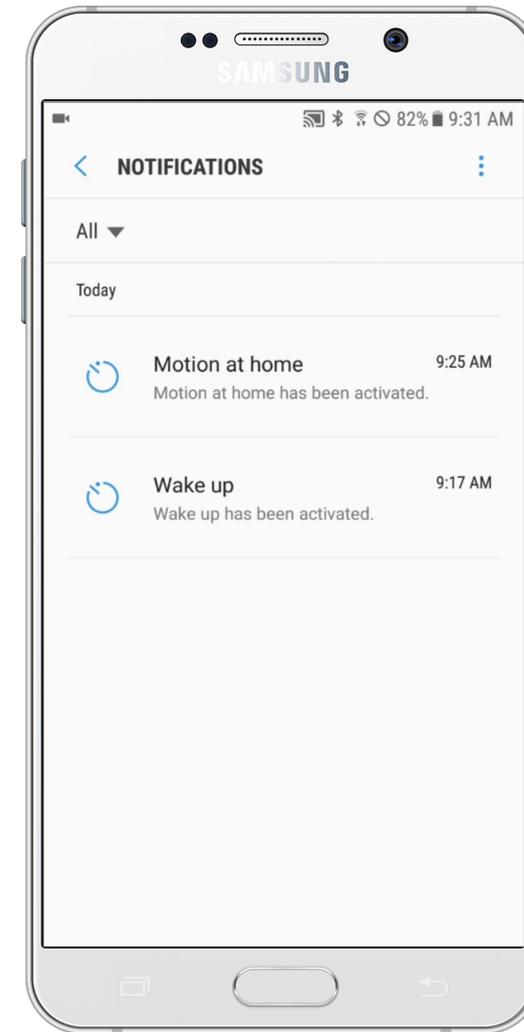
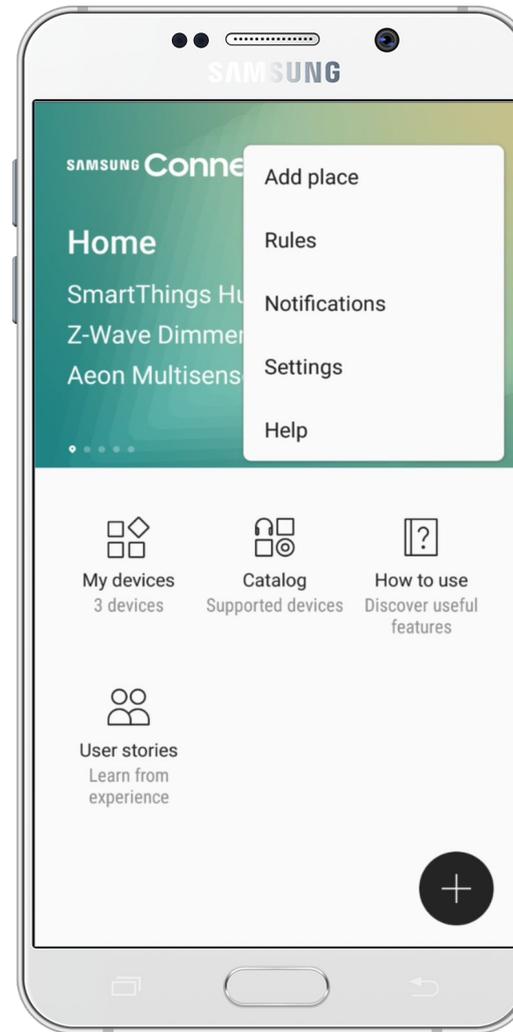


Common Customer Questions

Q: Where can I view and/or turn off Notifications?

A: Notifications only include those set up through Rules. To view the Notifications feed:

1. From the home screen, tap the three dots > *Notifications* (Notifications *only* appears in this overflow menu on the home screen)
2. Tap the three dots > *Notification settings* to toggle notifications ON or OFF



Common Customer Questions

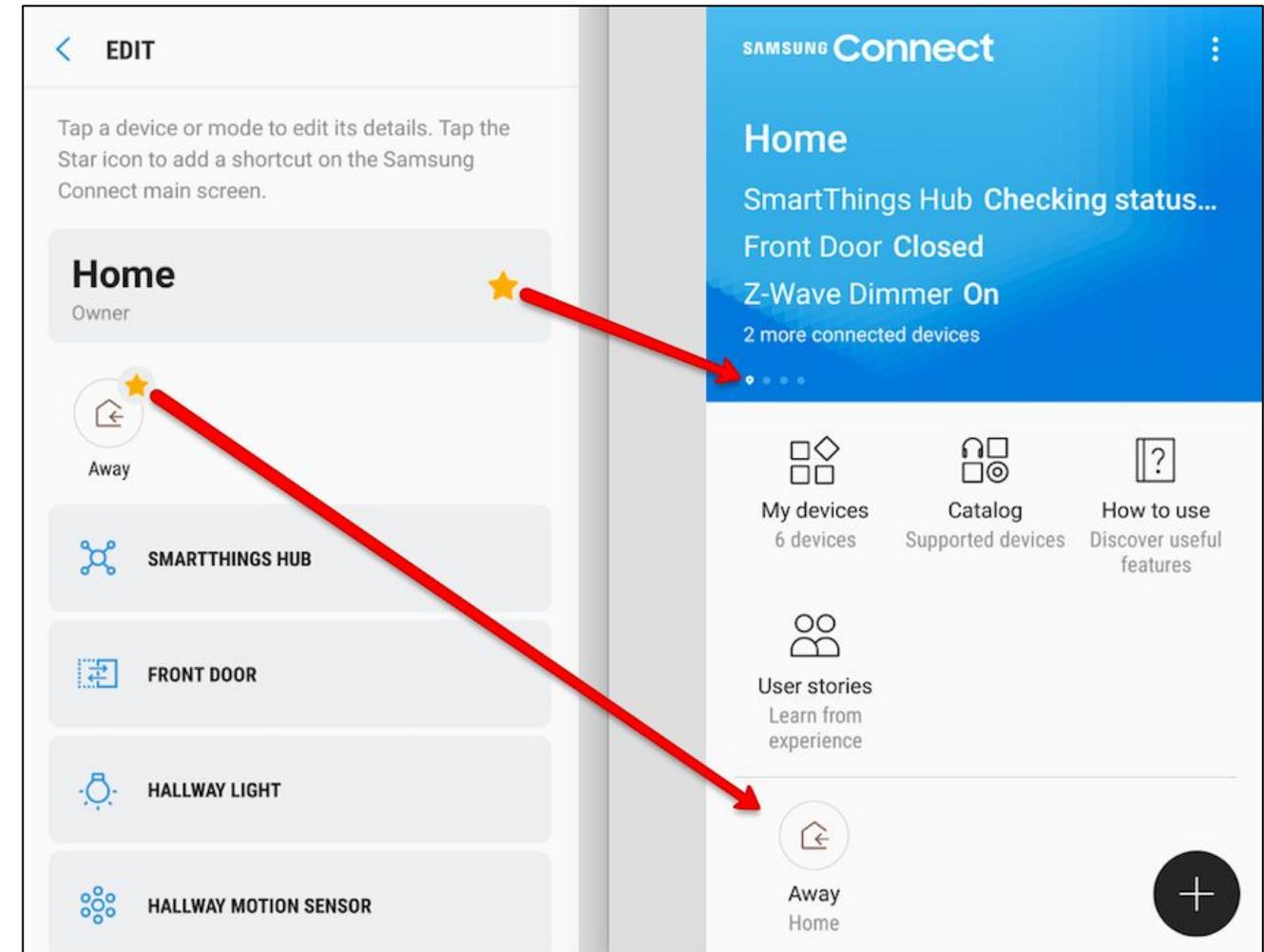
Q: What does the star next to my Place/Mode on the Place Edit page mean?

A: The star beside Places and Modes indicates a shortcut on the home screen, added by default when a Place or Mode is created.

- Place shortcuts appear in the sliding carousel
- Mode shortcuts appear at the bottom

To view the shortcut settings:

1. Tap My Devices and swipe to your Place
2. Tap the three dots > *Edit*
3. Add or remove the stars as desired



Note: Places with no connected devices will not appear as a shortcut, even if the star is selected in these settings.

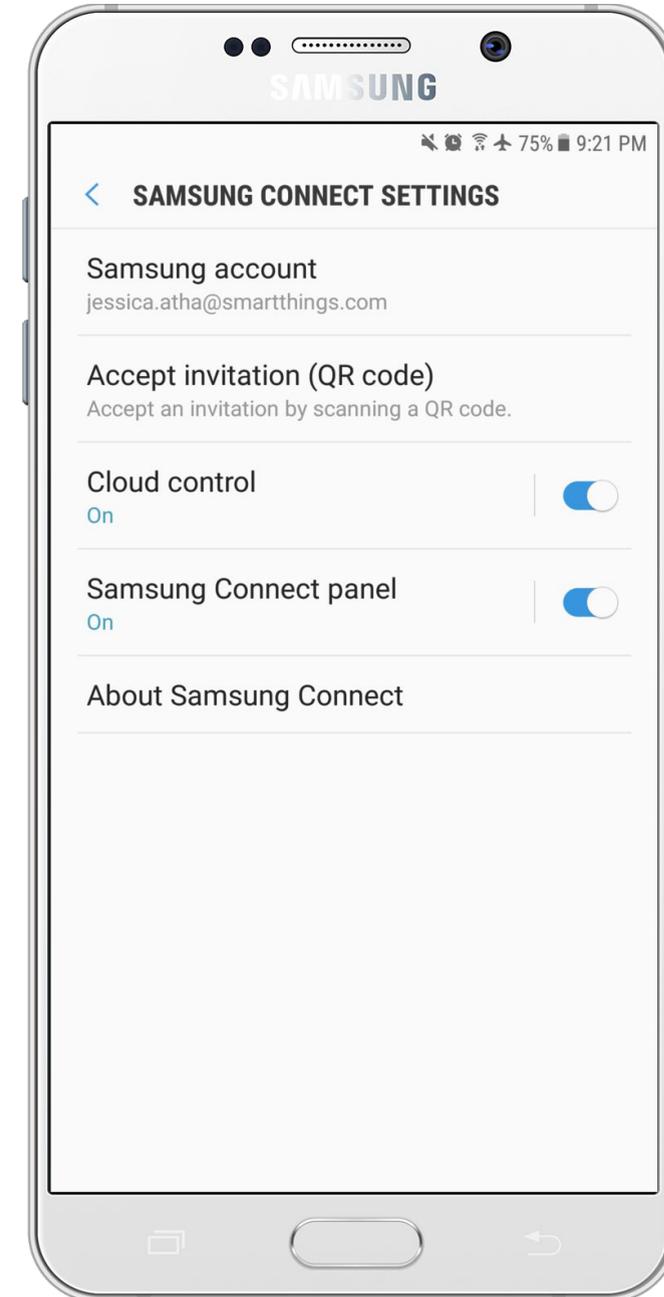
Common Customer Questions

Q: What is Cloud Control?

A: Cloud Control allows your devices to connect to the cloud so they can be monitored and controlled remotely.

Toggling Cloud Control OFF will restrict ALL monitoring and control from the Samsung Connect app. Automations will still run while Cloud Control is off, but the app will appear completely empty of Places and devices.

*Cloud Control is not available on iOS



Common Customer Questions

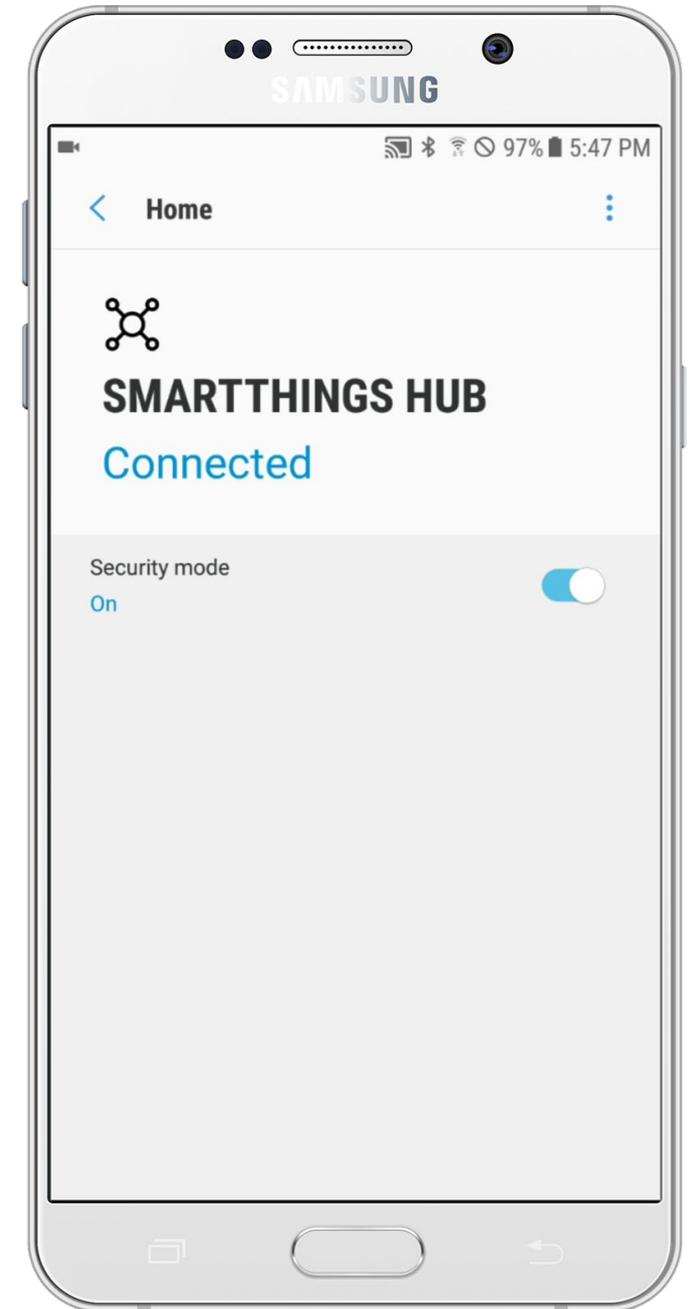
Q: What is Secure Mode?

A: Secure Mode ON = ZigBee insecure rejoin *disabled* (most secure)

Secure Mode OFF = ZigBee insecure rejoin *enabled* (most compatible)

In order to allow some devices (like motion sensors) to drop off of, and then easily re-join the network (to preserve battery power), there is a feature known as “insecure rejoin” built into the ZigBee protocol standard.

If Secure Mode is ON and "insecure rejoin" disabled, ZigBee devices may “drop off” the network and become unresponsive. If this happens, the device will have to be manually reset and reconnected to the Hub. Removing the device from the app is not necessary or recommended.

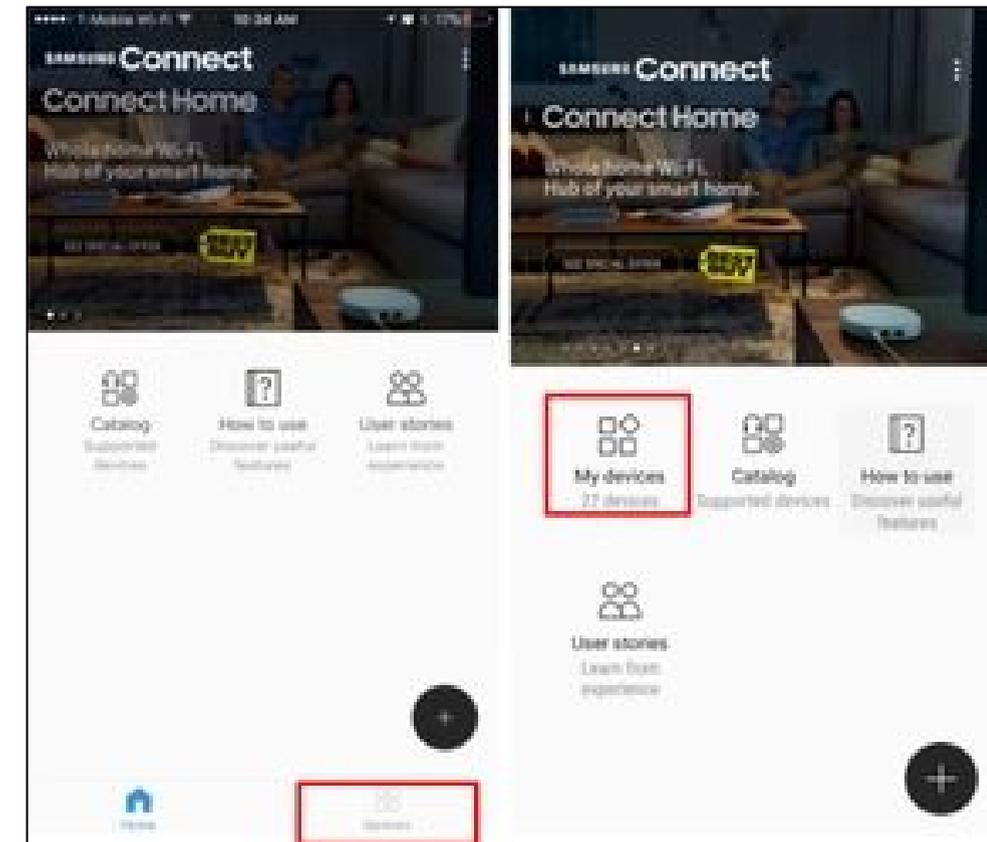


Common Customer Questions

Q: What are the differences between the Android and iOS versions of the Samsung Connect app?

A: Here are some of the biggest differences:

Android:	iOS:
<ul style="list-style-type: none">○ “Easy setup” auto-discovery○ Bluetooth device control and monitoring○ Cloud Control toggle○ My Devices icon	<ul style="list-style-type: none">○ No “easy setup” auto-discovery, must add devices manually○ No Bluetooth device control and monitoring○ No Cloud Control toggle○ My Devices and Home in nav bar



iOS

Android

Common Customer Questions

Q: What are the differences between the Samsung Connect and SmartThings apps?

A: Here are some of the biggest differences:

Samsung Connect has:	Samsung Connect does not have:
<ul style="list-style-type: none">○ Places instead of Locations○ Rules instead of SmartApps○ Modes instead of Routines○ Place-based sharing instead of account-based sharing○ Samsung Connect Panel (Galaxy devices only) instead of a widget	<ul style="list-style-type: none">○ Mobile Presence○ Text message notifications○ Device recent event lists○ Filters equivalent to SmartThings' Modes○ Z-Wave Network Repair○ Sunrise/Sunset automation options

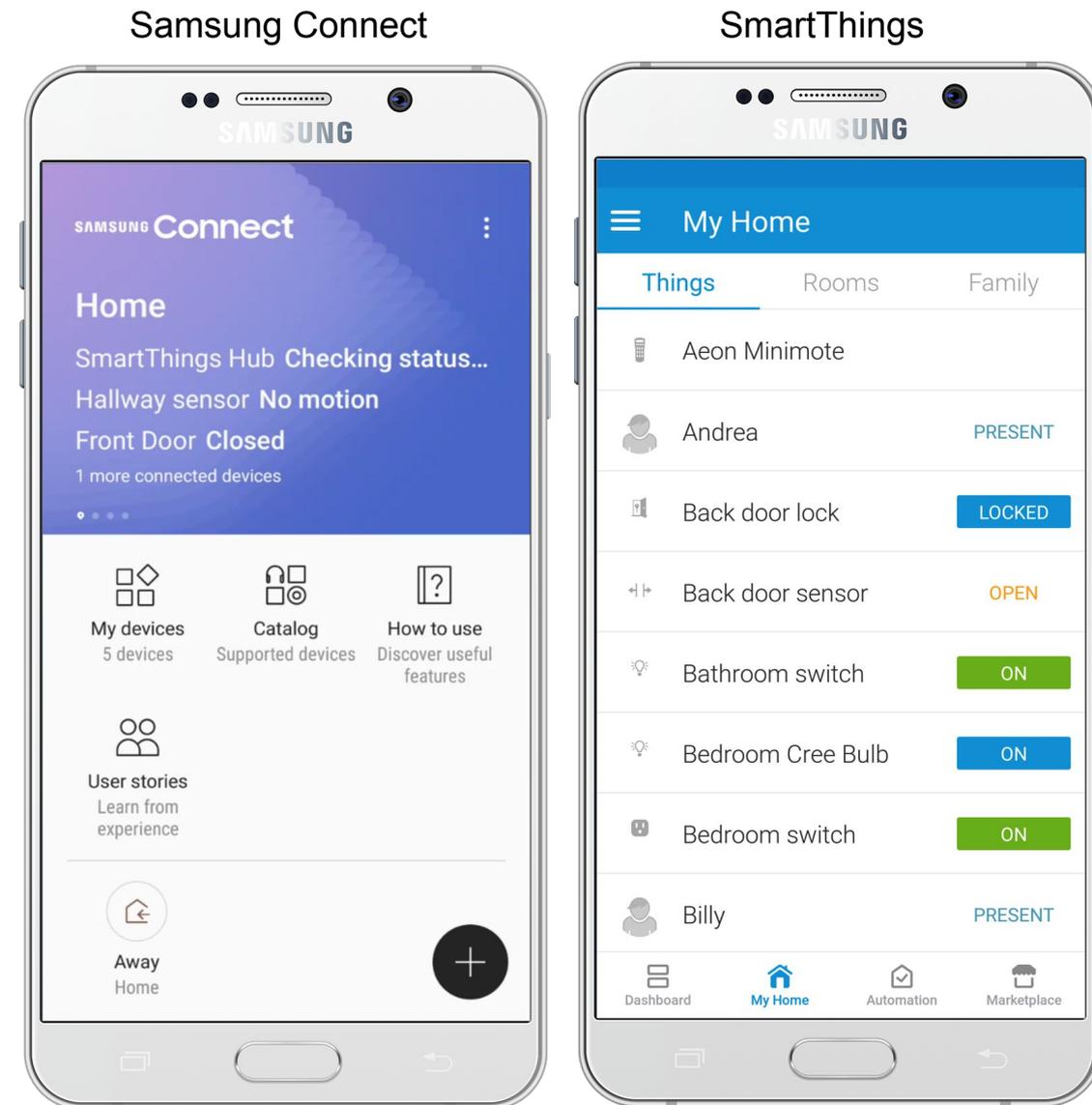
Common Customer Questions

Q: Can I access my SmartThings setup with the Samsung Connect app, and vice versa?

A: Yes, new SmartThings users will be able to access their SmartThings Hub and connected devices in the Samsung Connect app, and vice versa, because the two apps will share the same Samsung account login credentials.

Here're some things that won't sync between the two:

- SC Rules and Modes won't appear in ST
- ST SmartApps, Routines, SHM, Modes won't appear in SC
- Devices that do not connect to a Hub in SC won't appear in ST. This includes D2D and D2C devices, and Samsung TV, AV, DA, and other.



Appendix

Additional information regarding Samsung Connect App

Benefits of Samsung Connect

- **Simple control and monitoring of all your devices in one app**

- Competitive point of difference

Tested use cases	SAMSUNG Connect ²	Apple HomeKit	Google Home	amazon echo	SmartThinQ [®] Better Life with IoT
Unified monitor and control ³	✓ Simple and user-friendly interface	✓ Simple and user-friendly interface	✓ Require multiple steps to control devices via app	✓ Require multiple steps to control devices via app	✓ Simple and user-friendly interface

This isn't a big difference with competitors, but 3rd-party compatibilities offer additional benefits.

- **Easy setup and convenient sharing**

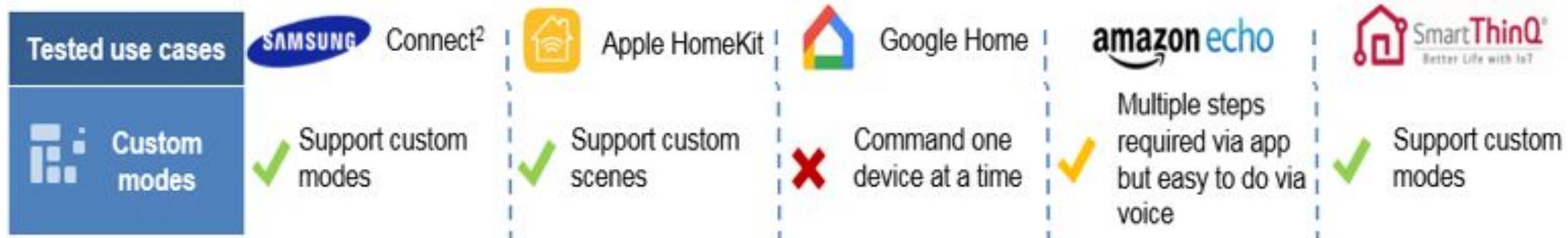
- Competitive point of difference

Tested use cases	SAMSUNG Connect ²	Apple HomeKit	Google Home	amazon echo	SmartThinQ [®] Better Life with IoT
Easy setup and sharing	✓ Auto connected, and allow sharing device setting among users	✓ More completed setup process and allow sharing setting	✗ Have to pair devices manually and support only on account now	✗ Have to pair device manually, and can not share settings	✓ Auto connected with newly set up devices

Auto connecting is a strong point of appeal to customers.

Benefits of Samsung Connect

- **Custom modes and automations to control various devices with one command**
 - Competitive point of difference



Preferred by customers for convenience.

Appendix - SmartThings Benefits

A door that can remind you it's open.

"I put a SmartThings Multipurpose Sensor on my back door that sends me a message if it's still open at night."



SmartThings Multipurpose Sensor

Requires SmartThings Hub or compatible device with SmartThings Hub functionality. Products sold separately.



A living room that goes to sleep when you do.

"I put a SmartThings Motion Sensor in my living room that turns off the lights when everyone's gone."



SmartThings Motion Sensor



Connected Lights

Requires SmartThings Hub or compatible device with SmartThings Hub functionality. Products sold separately.



A desk that can keep you cool

"I put a SmartThings Multipurpose Sensor on my desk that turns on the fan if it gets too hot."



SmartThings Multipurpose Sensor



SmartThings Outlet

Requires SmartThings Hub or compatible device with SmartThings Hub functionality. Products sold separately.



**INTENTIONALLY
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