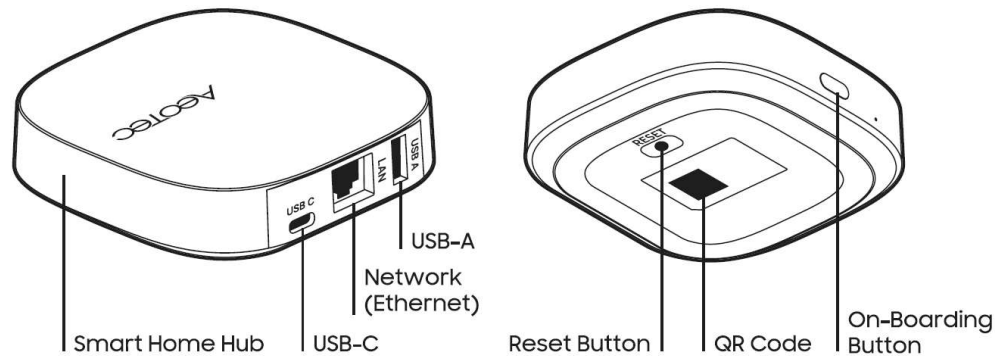


# Aeotec Smart Home Hub 2 - User Guide

Modified on Fri, 5 Sep at 1:05 PM

This guide walks you through the initial setup of the Aeotec Smart Home Hub 2 and helps you get it up and running. It is part of a more comprehensive guide for managing and using Smart Home Hub 2, which you can find [here](#).

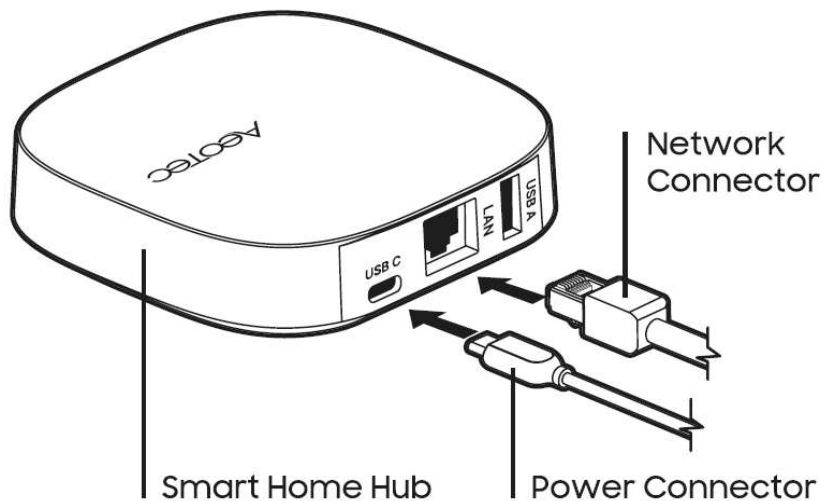
## Ports & Buttons



## Initial Setup of Smart Home Hub 2

Before creating your account and fully setting up the Smart Home Hub 2, you need to power it on.

It is recommended to place your Smart Home Hub in a central location in your home for the best wireless range.



## Powering on the Smart Home Hub

1. Choose the location where your Smart Home Hub will stay most of the time.
2. Connect the power adapter to your Smart Home Hub.
3. Plug the power adapter into your wall outlet.

4. (Optional) If you want to use a direct LAN connection, connect an Ethernet cable to your Wi-Fi router and the Smart Home Hub now.

## Download SmartThings App

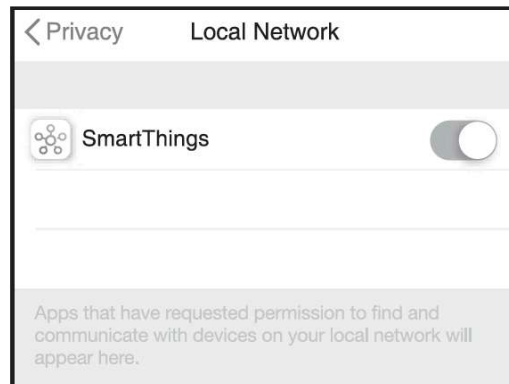
The Smart Home Hub is primarily controlled via an app on an Android or iOS smartphone.

### Android

1. Open the Play Store app.
2. Enter "SmartThings" in the search bar and search.
3. Tap on SmartThings App.
4. Select Install.

### iOS

1. Open the App Store app.
2. Enter "SmartThings" in the search bar and search.
3. Tap on the SmartThings App.
4. Install the app.
5. You may need to sign in with your Apple ID to start the download and installation.
6. Grant the app permission for Local Network.



## Create an Account

Creating an account is essential for using the Smart Home Hub. With this account, you can log in from anywhere in the world to control your connected devices.

### Steps

1. Open the **SmartThings** app.
2. Tap **Sign In**.
3. Tap **Create Account**.
4. Tap **Agree to accept Samsung's Terms** and Conditions, Terms of Use, and Privacy Policy.
5. Enter your account information:
  - Email address
  - Password (at least eight characters, including at least one number and one letter)
  - Confirm password
  - First and last name

- Date of birth
6. Tap **Next**.
  7. Tap **Done**.
  8. Select your country.
  9. Tap **Continue**.

## Complete Smart Home Hub 2 Setup

In this final step, your SmartThings account will be linked to your Smart Home Hub. Once completed, you can log in via your SmartThings app.

1. On the home screen, **tap the Plus symbol (+)**.
2. Select **"Add Device."**
3. Search for **"Partner Devices."**
4. Select **"Aeotec."**
5. Select **"WiFi/Hub."**
6. Select **"Smart Home Hub 2."**
7. Tap **"Start."**
8. Follow the on-screen instructions.
9. Sign in to your SmartThings account.
10. Press the **front button** once.
11. For Wi-Fi setup, select your **network** and enter your password.
12. Do not disconnect your hub from power during setup.
13. The hub is fully set up when the blue LED stays solid.
14. Choose the location and room, and rename the hub if needed.
15. Tap OK.

## Additional Configurations

### LED Indicators:

- **Solid blue**: Normal operation
- **Blinking red/green**: Setup mode/searching for connection
- **Blinking red**: Connection issue (restart required)
- **Solid red**: Connection issue (restart required)
- **Solid magenta**: Firmware update
- **Blinking yellow**: Factory reset
- **Blinking green**: Smart Home Hub 2 is starting

## Wi-Fi Setup

### Switch from LAN to Wi-Fi

1. Tap the **hub in the app**.
2. Tap the **3-dot menu**.
3. Tap **Settings**.
4. Tap **Change Wi-Fi**.
5. Sign in to your **SmartThings account**.
6. Select your new **Wi-Fi network**.
7. **Enter** your **Wi-Fi password** and tap **Connect**.
8. Remove the LAN cable.

## Switch from Wi-Fi to LAN

1. Connect the LAN cable to the hub; the hub will automatically use the LAN connection.

## Switch from Wi-Fi to another Wi-Fi

1. Tap the **hub in the app**.
2. Tap the **3-dot menu**.
3. Tap **Settings**.
4. Tap **Change Wi-Fi**.
5. Sign in to your **SmartThings account**.
6. Select your new **Wi-Fi network**.
7. Enter your Password and tap Connect.

# Resetting the Hub

## Via App

1. Open the SmartThings app.
2. Select **your hub**.
3. Open **the 3-dot menu**.
4. Select **Remove Device**.
5. The hub will now enter setup mode; this takes about 30 seconds.
6. All connected devices will be removed.
7. LED will blink red/green again.

## Via Reset Button

1. **Disconnect the hub** from power.
2. **Press and hold** the reset button.
3. Plug the **power back** in.
4. LED **turns yellow**.
5. LED **blinks yellow**.
6. Release the reset button.
7. When the reset is complete, the LED blinks red/green.

# Troubleshooting

- **Wi-Fi network not showing:**
  - Your preferred Wi-Fi network may not be supported by the hub or the hub is out of range.
  - The SmartThings app does not have the necessary permissions to scan the network.
  - Check the app permissions.
  - On iPhone/iPad, Local Network permission may be missing.
- **Wi-Fi setup screen reappears after selecting network:**
  - The app could not establish a connection.
  - Check the Wi-Fi password.
  - Check the internet connection.
  - Check firewall settings.
- **LED solid or blinking red (cloud connection lost):**

- Check the internet connection.
- Check the LAN connection.
- Check the Wi-Fi connection.
- Restart the hub.