FAQ Sheet

Can I activate my Hub through my desktop or browser?

The SmartThings web console cannot be used to activate a Hub or to connect devices. Follow this link to read about getting started and activating your Hub.

What is the range of the SmartThings Hub?

The range of the SmartThings Hub is 50-130 feet (depending on your home's construction).

Range also varies depending on a number of environmental factors, including interference from other electronics and atmospheric conditions.

Z-Wave and Zigbee devices support mesh networking, however. For a thorough look at wireless range and how you can use network extenders to ensure coverage throughout your home, check out our blog post: A Guide to Wireless Range & Repeaters.

Can I use two Hubs in one Location?

The SmartThings app does support multiple Hubs in one Location. However, devices can only be paired to one controller at a time. This means that while the Hubs and their devices will exist on the same Location, devices can only be *controlled* by the Hub that they are paired to. You can also control multiple Hubs from one account.

To create a new Location and activate a Hub, read our guide for setting up the SmartThings Hub in the SmartThings app.

Is the SmartThings Hub Z-Wave Plus Certified?

SmartThings Hub (2018) and SmartThings Hub v2 (2015) are Z-Wave Plus Certified by the Z-Wave Alliance.

Does the SmartThings Hub work with Zigbee 3.0 devices?

The newest generation of the SmartThings Hub (2018) and SmartThings Wifi support Zigbee 3.0. Zigbee 3.0 is backwards compatible, which means that Zigbee 3.0 devices can connect to other versions of the SmartThings Hub - such as Samsung Connect Home, Hub v2 (2015), and Hub v1 (2013) - but these other versions of the Hub do *not* support QR code onboarding.

What happens if the power goes out or I lose my internet connection?

SmartThings Hub (2018)

The SmartThings Hub requires a constant power source in order to communicate with the SmartThings cloud. The Hub can be connected via Ethernet or via Wi-Fi.

Some of the processing that has previously existed in the cloud, like for certain Automations and device types, automatically occurs locally in the Hub. Some automations driven by Zigbee or Z-Wave devices will no longer have to make that round trip from the device, to the Hub, up to the cloud, and back.

SmartThings Hub v2 (2015)

SmartThings Hub v2 (2015) is able to perform some local processing and features a battery backup (4 AA batteries, included but not preinstalled).

If the power goes out, the Hub's batteries are expected to last up to 10 hours. This allows certain preconfigured automations to continue even without power.

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*Note: An active internet connection to the Hub is **always** required to manually control your devices and SmartApps via the SmartThings mobile app.*

SmartThings Hub v1 (2013)

Version 1 of the SmartThings Hub requires a persistent power source and internet connection in order to communicate with the SmartThings cloud. Hub v1 must be connected via Ethernet and micro-USB at all times in order for your Hub and connected devices to function properly.

In the event of an internet or power outage, your Hub and devices will not be controllable until the internet connection and power are restored.