JUNO®

Smart Wafer Downlight Series Frequently Asked Questions (FAQ)

SmartThings without a hub connection

1. **Do I need to buy the SmartThings hub to connect with the wafers?**
   - No. You can connect wafer to the SmartThings app using Bluetooth on your phone or tablet.

2. **Can I create a lighting group in the SmartThings app when I connect to the wafers without a hub?**
   - Yes. The Bluetooth direct connection method supports lighting groups.

3. **How many wafers can be added to a SmartThings lighting group when I connect the wafers without a hub?**
   - You can add up to 6 wafers to a single lighting group. Add the SmartThings hub to increase that number up to 200.

4. **Do I need an internet connection to control the wafer?**
   - While the wafer only needs Bluetooth when connected without a hub the SmartThings app requires a connection to the cloud for operation.

5. **Can I control the wafer remotely when using the Bluetooth direct connection method?**
   - Since your phone is the only device connected to the wafer you need to be within range (30ft-40ft). Use the SmartThings hub to control the wafer anywhere in the world.

6. **I already have a SmartThings hub. Which connection method should I use with the wafers?**
   - Use the SmartThings hub connection method to open all the wafer capabilities including schedules and automations.

7. **Can I control the Wafer with Alexa or Google when using SmartThings without a hub?**
   - No. If you want to use SmartThings and a voice assistant, then you need the SmartThings hub. There are methods to connect to Google and Amazon voice assistants without a hub. Select one of those modes when not using the SmartThings hub.

8. **I connected the wafer using SmartThings without a hub and I also enabled the SmartThings skill in the Alexa app. I see my wafer in the Alexa app but I can't control it.**
   - The skill integration between SmartThings and Alexa will show the wafers but since the wafers are only connected directly to your phone or tablet, Alexa cannot control them. Use the SmartThings hub to enable linking. If you don't want to use the SmartThings hub then connect the wafer to a Zigbee enabled Echo device (Echo plus, 4th gen Echo, Echo show, Echo show 10 or Echo studio).

SmartThings with a hub connection

1. **How many wafers can be added to a SmartThings hub?**
   - You may add up to 200 devices to the SmartThings hub.

2. **How many wafers can be added to a SmartThings lighting group?**
   - You can add up to 200 wafers to a single lighting group.

3. **Can I link the Wafers to voice assistants?**
   - Yes. The SmartThings hub supports Alexa and Google Home voice assistants simultaneously.

4. **How far can I connect the Wafers from the SmartThings hub?**
   - The wafers have a range of 30ft-40ft. However, each wafer will act as a range extender when connecting them to the SmartThings hub for whole house connectivity. To extend the range simply add another Zigbee device between the Hub and the wafers. The more devices in a home the better the range gets.

5. **Will I be able to control my Wafers from my Samsung TV?**
   - All Samsung televisions which support SmartThings will control the Wafers.

6. **Can I control the Wafers remotely?**
   - Yes. When using the SmartThings app you can control the Wafers from anywhere in the world.

7. **Can I control the wafers with motion sensors?**
   - Yes. When using the SmartThings hub, you can control the wafers with any type of compatible sensor. Additionally, you can use buttons and switches to control the Wafers.

Google Home Connectivity

1. **Do I need to connect my Wafers first to SmartThings before adding them to Google Home?**
   - No. If you are going to use the wafers with Google Home and you don't have the SmartThings hub, then simply connect the wafers direct to your Google Home voice assistant. SmartThings app or SmartThings hub are not required.

2. **Can I control the Wafers remotely?**
   - Yes. When connecting the Wafers using Google Home you can control the Wafers from anywhere in the world.

3. **How far can my Google Home voice assistant be from the Wafers?**
   - You need a Google Home device (Google Home, Google Home mini, Google Home max, etc.) within Bluetooth range of the Wafers. Typically, 30ft-40ft.

4. **Can I control my Wafers using voice from anywhere in the house?**
   - If there is a Google Home device in range of the Wafers (30ft-40ft) you can use a second Google Home Device anywhere in the house to relay voice commands.

5. **How many Wafers can I add to my Google Home voice assistant?**
   - You can add up to five Wafers to each Google Home voice assistant in your home. For Nest voice assistants (Google Nest mini, Google Nest Home, etc.) you can add up to four Wafers per voice assistant.

6. **Can I create Groups of Wafers with Google Home?**
   - Yes. Google Home automatically creates lighting groups based on the rooms you install the Wafers.

7. **Can I add Wafers to Google Home Routines?**
   - Yes. Wafers are fully supported in Google Home

Alexa Connectivity

1. **Do I need to connect my Wafers first to SmartThings before adding them to Alexa?**
   - No. If you are going to use the wafers with Alexa and you do not have the SmartThings hub, then simply connect the wafers direct to your Zigbee enabled Echo voice assistant. (Echo 4th gen, Echo Studio, Echo Show, Echo Show 10, Echo Plus) SmartThings app or SmartThings hub are not required.

2. **Can I control the Wafers using an Echo dot?**
   - Yes. If there is a Zigbee enabled Echo in you home, then you may issue voice commands to any echo device and the Wafers will respond. Alternatively, you may connect the Wafers with a SmartThings hub and control them with an echo dot.

3. **Which Echo devices support Wafers?**
   - All Echo devices support Wafers however, at least one echo in your home must be Zigbee enabled (Echo 4th gen, Echo Studio, Echo Show, Echo Show 10, Echo Plus, etc.). You can also use any Echo device when using the SmartThings hub.

4. **Can I add my Wafers to routines and groups when connecting directly to Alexa?**
   - Yes. Wafers can be added to routines and Groups in the Alexa app.

5. **I have a SmartThings hub and I also have a Zigbee enabled Echo device. What is the best way to connect my Wafers?**
   - Add the Wafers with the SmartThings app. If you already have the SmartThings skill linked in Alexa, Wafers will appear automatically in the Alexa app.

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