ARCTICNORD CUSTOMER GUIDE

Control your Samsung air conditioning from your phone

How to set up the SmartThings app, switch your air conditioning on and off, choose heating or cooling, set schedules and see what it uses. Covers single split (one indoor unit and its own outdoor unit) and multi split (several rooms on one outdoor unit).

Samsung SmartThings app
Single and multi split
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SINGLE SPLIT

One indoor unit, one outdoor unit

Add the unit once and control it from one card in the app. Got more than one single split? Add each the same way. Each runs on its own, so one can heat while another cools.

MULTI SPLIT

Several rooms, one outdoor unit

Each indoor unit is added to the app on its own, room by room. They share one outdoor unit, so all the rooms must **heat** or all must **cool** (Part 04).

Before you start

- [ ] A smartphone, iPhone or Android
- [ ] Your home Wi-Fi name and password
- [ ] Good Wi-Fi in the room: at least 3 bars
- [ ] A 2.4 GHz Wi-Fi network (see Good to know)
- [ ] A Samsung account (free)
- [ ] The unit's remote control
- [ ] About 10 minutes for each unit
- [ ] To be at home, close to the unit

Good to know

- The unit only connects to **2.4 GHz** Wi-Fi. If your router puts 2.4 GHz and 5 GHz under one name and set-up keeps failing, your broadband provider can split them.
- Avoid special characters in your Wi-Fi name.
- The app is free. There is no subscription.
- Your air conditioning still works with its remote if the Wi-Fi is down.
- What you see in the app depends on your model.

01 Get set up

Once for each indoor unit.



STEP 1

Download SmartThings

Search for **SmartThings** in the App Store on an iPhone, or Google Play on Android. Check it's made by Samsung, then install it. Many Samsung phones already have it.



STEP 2

Sign in with a Samsung account

Open the app and sign in, or create a **Samsung account** with your email address and a password. Whoever sets it up can invite the rest of the family later (step 12).



STEP 3

Add your air conditioner

Stand in the room with the unit and switch it on at the mains. In the app tap **+**, then **Add device**. Choose **Samsung** devices, then **Air conditioner**.

If the app offers it, you can scan the QR code on the unit's label instead.



STEP 4

Put the unit into pairing mode

The app shows you how for your model. Follow its steps exactly.

- **Older remotes:** point the remote at the unit and hold **Timer** for at least 4 seconds.
- **SolarCell remote (2025 models):** follow the app. **AP** shows on the remote's screen when the unit is ready.

Your phone then talks directly to the unit for a moment. Stay close to it.



STEP 5

Choose your home Wi-Fi and name the room

Pick your home network, type your Wi-Fi password and finish. The unit joins your router and the Wi-Fi light on the unit stays on.

Give it a room name you'll recognise, such as **Lounge** or **Main bedroom**. On a multi split, repeat steps 3 to 5 in each room.

02 Every day

Tap your unit's card to open its controls.



STEP 6

Switch on and set the temperature

Tap the power button to switch on or off. Use **+** and **-** to set the temperature, from 16 to 30°C.

Most people are comfortable at 20 to 22°C for heating and 24 to 26°C for cooling. Each degree lower in summer, or higher in winter, uses more energy.



STEP 7

Choose a mode

Tap **Mode** and pick what you want the room to do.

AI Auto
Works out heating or cooling for you. Needs Wi-Fi.

Cool
Cools the room on warm days.

Dry
Takes damp out of the air.

Fan
Moves the air without heating or cooling.

Heat
Heats the room, pausing now and then to defrost in cold weather.



STEP 8

Fan speed and air direction

Wind Strength sets the fan: Auto is best most of the time.

Wind Direction sets the flaps: fixed, side to side, up and down, or all directions.



STEP 9

WindFree and other options

Depending on your model, you may also see:

- **WindFree:** gentle cooling with no draught, in Cool, Dry or Fan.
- **Good Sleep:** comfortable settings for the night, then off.
- **Sound Effect:** turns the unit's beep on or off.
- **Auto dry** and **Freeze Wash** under Device Care: keep the inside clean. On a multi split, switch every room off before Freeze Wash.

03 Schedules and savings

Let the app do the work.



STEP 10

Set a schedule

Open your unit, then the **schedule** option. You can set up to **10** on and off times, on the days you choose, such as warm by 7am on weekdays. Schedules are kept through a power cut.

SmartThings **Routines** can do more, such as switching off when everyone has left home.



STEP 11

See your energy use

The **Energy** section shows how much electricity your unit uses. **AI Energy Mode**, on newer models, trims the settings to save power.

On some older multi splits, energy use isn't shown.



STEP 12

Share with your family

Tap the **home** icon, choose your home, then **+** and **Member**, and send an invitation. They sign in to SmartThings with their own Samsung account and can then control every device in your home.

Only the owner can remove members.



STEP 13

Control it by voice

SmartThings works with **Bixby**, **Amazon Alexa** and **Google Assistant**. Link SmartThings in your Alexa or Google Home app, then say things like "turn the lounge to 21 degrees".

04 Several rooms on one outdoor unit

For multi split systems.



STEP 14

One card for each room

Each indoor unit shows as its own card, with its own name. Switch rooms on and off, and set each room's temperature, separately.

Group them in the app by room so they're easy to find.



STEP 15

All heat, or all cool

The outdoor unit can heat **or** cool, not both at once. If one room is heating and you set another to cool, the second room won't run.

Set every room to the **same mode**. Fan mode is fine alongside either.

> **A room not running?** Check what mode the other rooms are in before anything else.

05 If something goes wrong

Most problems are Wi-Fi problems, and most are quick to fix.

The unit shows offline

- Check your Wi-Fi and broadband work on another device.
- Switch the unit off at the mains for a minute, then on again.
- A Wi-Fi light blinking for 10 seconds at start-up means it hasn't connected.
- Changed your router or password? See step 16.

It won't connect during set-up

- Stand close to the unit and try again.
- Check you're on 2.4 GHz Wi-Fi with at least 3 bars.
- Turn mobile data off on your phone while you set it up.
- Restart your phone and try once more.



STEP 16

New router or new Wi-Fi password

If the unit is still connected, open it in the app, tap ⋮, then **Settings**, **Wi-Fi**, **Change Wi-Fi network**, before you change anything.

Already changed? Remove the unit from the app and add it again with steps 3 to 5.



STEP 17

A warning or error code

If the app or the unit's display shows a code, switch the unit off and on once. If it comes back, write down the code and which room it's in, then contact your installer. Please don't keep switching it off and on, as the code tells an engineer what the unit needs.

Set-up checklist

Tick each one off as you go.

- [ ] SmartThings downloaded and signed in
- [ ] Each indoor unit added and named
- [ ] It switches on from the app
- [ ] Multi split: every room on the same mode
- [ ] Schedule set, if you want one
- [ ] Family members invited
- [ ] Alexa or Google linked, if you use one

Help from Samsung

Samsung keep their own help pages for SmartThings up to date as the app changes.

SmartThings help: samsung.com/uk/support, then search for SmartThings.

Inviting family: Samsung's guide to inviting members.

Your yearly service keeps the system running efficiently and keeps your warranty in place.

ArcticNord, a Nord Group company, part of Qualis Energy Limited.

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