

General Device Exclusion SmartThings

If you're having trouble adding a Z-Wave device that was previously in use, or if your new device won't connect after several attempts, you may need to exclude the device still. Sometimes a device partially connects, or is partially removed, behind the scenes. **General Z-Wave Device Exclusion** should fix these issues.

Here are the steps to perform a General Z-Wave Device Exclusion:

- 1) From the Home screen, select Menu (☰) and touch **Devices**
- 2) Select the SmartThings Hub
 - If you have SmartThings Wifi, select your Wifi Hub and then **Use SmartThings Hub**
- 3) Touch More Options (⋮) and select **Z-Wave utilities**
- 4) Touch **Z-Wave exclusion**
 - The app will prompt you to perform a Z-Wave exclusion on the device. Press **MODE** once on the actuator.
- 5) The app will indicate when the device is successfully removed and the **MODE** light will flash 4 times on the actuator.
- 6) Tap **Done**.
- 7) You're ready to include your actuator then set up automations.
- 8) Click [here](#) for the NEW SmartThings App instructions.
- 9) Click [here](#) for the Classic SmartThings App instructions.