SmartSensors: Troubleshooting

This article will show you how to troubleshoot common issues for the SmartSensor, if trying to troubleshoot issues for the SmartSensor for door and windows see here.

If your SmartSensor isn't pairing:

1. **Reset the Sensor:**
   - If you have a hold active on your ecobee thermostat, cancel the hold.
   - Remove the battery from the SmartSensor, place back in + side down and close battery lid.
   - Power-cycle your ecobee smart thermostat by removing it from the wall and leaving it off for about two minutes, then placing it back on.
   - Once your ecobee smart thermostat has rebooted, start the pairing process again in the app, once the QR code is scanned, place the battery in the sensor with + side up and close the lid.
2. **Do not mount until pairing is successful:**
   Ensure the sensor isn't mounted until the pairing process is complete.

Changing the battery:

When changing the battery:

Pull the front cover of the main device body away from the mounting surface to access the battery.

Replace the battery and reattach the front cover.

If not mounted:

Separate the front body and rear battery compartment from the top of the device.

Replace the battery and snap the front and back components back together.