PROGRAMMING GUIDE

DEALER VERSION

SOMFY TAHOMA® PRO



PROGRAMMING GUIDE

SOMFY TAHOMA® PRO – DEALER VERSION

VERSION 1.6 | SEPTEMBER 2024 | Prepared by PROJECT SERVICES

TABLE OF CONTENTS

I. INTRODUCTION ---------- 3

II. OVERVIEW ---------- 4

- DESCRIPTION
- RESOURCES & APPLICATIONS
- SMART PHONE OR TABLET REQUIREMENTS
- MOBILE DEVICE CONFIGURATION
- PRODUCT COMPATIBILITY
- USING MOTOR LABELS
- BUTTONS & INDICATORS

III. BEFORE YOU BEGIN ---------- 9

- POWER MOTORS

IV. SET UP ---------- 10

- CREATE ACCOUNT
- LOGIN
- HOMEPAGE
- NOTIFICATIONS
- TAHOMA CONFIGURATION

V. COMMISSIONING ---------- 13

- CONNECT TO A ZIGBEE MOTOR
- CONFIGURE A ZIGBEE MOTOR
- SET LIMITS FOR A ROLLER OR CORD LIFT MOTOR
- SET LIMITS FOR A TILT ONLY MOTOR
- SET LIMITS FOR A DRAPERY MOTOR
- CHOOSE YOUR SOLUTION
  - CHOOSE STAND-ALONE OR TAHOMA
    - STAND-ALONE SOLUTION
      - ADD A REMOTE CONTROL
    - TAHOMA SOLUTION
      - REGISTER A TAHOMA SWITCH
      - ADD DEVICES
      - ADDING MULTIPLE TAHOMA SWITCHES
      - ADJUST DEVICES
      - NAME THE DEVICE
      - DEVICE INFORMATION
      - TEST THE DEVICE

TABLE OF CONTENTS

V. COMMISSIONING (CONTINUED) ----------41

ADVANCED SETTINGS

ROTATION DIRECTION

MOTOR LIMITS

NOMINAL SPEED

SOFT START

SOFT STOP

ACTIVATE/DEACTIVATE SOFT START & SOFT STOP

TOUCH MOTION SENSITIVITY

"MY" FAVORITE POSITION

RESET DEVICE

MANAGE ZIGBEE GROUPS

ACCESS AN ACTIVE TAHOMA SWITCH

DELETE ZIGBEE NETWORK

I. INTRODUCTION

Who is this Guide for?

This guide is aimed at providing support and guidance to dealers and installers to set up the network of Zigbee devices and customize the operation with TaHoma switch when products are being installed and set up at the project locations.

What does this Guide contain?

The sections of this guide contain walkthroughs and methods to adjust Zigbee motors after installation, register the TaHoma switch(es), or search to access already registered TaHoma switch installations using the Somfy TaHoma pro app with Dealer(Installer) account access.

This guide discusses the programming of Zigbee motors using Dealer(Installer) account access within the Somfy TaHoma pro app.

Somfy Zigbee installations can be set up utilizing either method below:

Stand-alone Solution: The TaHoma pro app allows for easy set up without a TaHoma switch; simply connect to your motor and pair it with a remote.

TaHoma Solution: The TaHoma pro app makes it easier and quicker to set up the network and customize the operation with a TaHoma switch.

For questions or assistance please contact technical support:
(800) 22-SOMFY (76639)

Get answers to your questions from our Somfy FAQ page: www.somfysystems.com/en-us/support/faq

Follow the steps to access Service & Support.

How should this Guide be used?

This guide is intended to be used as a reference manual.

II. OVERVIEW

DESCRIPTION

TaHoma pro is a mobile app dedicated to professionals that streamlines the entire motor setting process. This app offers simple and intuitive fabrication, motor setting, and installation of Somfy-powered smart shading solutions with Zigbee technology.

- The Zigbee system is configured quickly and efficiently through a step-by-step process from the app
- Every step to configure the motor is done via Bluetooth with the app
- Each motor has a QR code to scan for a one-to-one connection, eliminating crosstalk

This Dealer Version guide is designed for Zigbee system set up and other advanced features via a mobile device onsite at the end user locations.

RESOURCES & APPLICATIONS

Visit Somfy U for all the training you need – your pace, your place www.somfyu.com
Additional individual product information is available on Somfypro.com
Refer to product specification sheets for more details on system limitations.
Subscribe to the Somfy YouTube Channel www.youtube.com/somfysystems

Visit the iOS App Store or Google Play for the Somfy TaHoma pro app:







SMART PHONE OR TABLET REQUIREMENTS

The TaHoma pro app is compatible with the following operating systems and software versions:

iOS: 15.0 or later

Android: 8.0 and up

Ensure the app is up to date for the mobile or tablet device

Create and manage users from the Somfy Pro portal

Refer to the Set Up section of this guide to create an account

Be sure account access is set up prior to going to site

MOBILE DEVICE CONFIGURATION

- Bluetooth must be enabled on mobile device
- Must allow permission for camera, location, and cellular data
- Internet access is required to login and have full access to the TaHoma pro app
- TaHoma pro supports a single device connection to each TaHoma switch

PRODUCT COMPATIBILITY

Below is a list of Zigbee products and their compatibility with the TaHoma pro app.

COMPATIBLE PRODUCTS:

<u>WIREFREE</u>

Sonesse® ULTRA 30 WireFree Zigbee (Li-ion) #1241752

Sonesse® 28 WireFree Zigbee (Li-ion) #1241755

Sonesse® 28 WireFree Zigbee (External Battery) #1241754

Cord Lift 25 WireFree™ Zigbee (External Battery) #1241780 - *Excludes Tilt Functionality*

Tilt 50 WireFree™ Through-Shaft Zigbee (External Battery) #1241783

<u>WIRED</u>

Sonesse® 30 24V DC Zigbee #1241970

Sonesse® 40 120V AC Zigbee #1245920(4 Nm), 1245921(6 Nm), 1245922(9 Nm)

Glydea® ULTRA 35 & Zigbee (2-Way) Module for Glydea® ULTRA Motors #9000043

Glydea® ULTRA 60 & Zigbee (2-Way) Module for Glydea® ULTRA Motors #9000043

USING MOTOR LABELS

Each Somfy Zigbee motor is supplied with 4 motor information labels that include the QR code to scan motors. The QR code is the address label for the motor and will be scanned into the TaHoma pro app to make a connection with the motor. These codes will be used for the life of the product.

DO NOT DISCARD THE MOTOR INFORMATION LABELS!

One of the motor information labels should remain on the body of the motor. The other three labels should be shipped in the packaging of the motorized product. See below for recommended locations to use the labels.

<u>Suggested locations for the Motor Information Labels:</u>

- Finished motorized products:
  Examples:
  - Removeable shade hem bar
  - Accessible motor cable
  - Motor cover (for drapery)
- Inside the valance, headrail, or cassette of the motorized product
- Work order sheet used in project planning
- Product packaging used for shipping



Example above: On motor tube



Example above: Shade hem bar

BUTTONS & INDICATORS

Zigbee Coordinator (ZC)

TaHoma® switch #1871037
TaHoma® switch (with ethernet adaptor) #1871038

TOP LED BEHAVIOR:

BLUE
WI-FI SETTING PROCESS

WHITE
WI-FI RESEARCH – 2 TIMES
WI-FI LOST – 1 TIME

RED
SCENE STOPPED - SOLID
CONNECTION OUTAGE - BLINKING

OFF
STANDING BY

AMBER
RESTARTING

GREEN
TAHOMA PRO MODE

Scene 1 Button
Control customized scene 1

Stop Button
Stops scene underway

Scene 2 Button
Control customized scene 2



BOTTOM LED BEHAVIOR:

WHITE
POWERED,
CONNECTED TO CLOUD SERVER – SOLID
(CAN BE DEACTIVATED)

RED
POWERED,
NOT CONNECTED TO CLOUD SERVER - SOLID

OFF
NOT POWERED

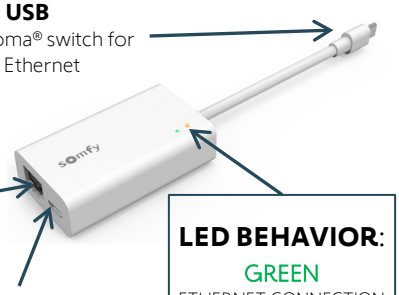
Micro USB Port
Connect power or Ethernet Adaptor



Reset Button
PRESS & HOLD to reset TaHoma switch

TaHoma® Ethernet Adaptor #9028054
(Sold Separately or included with #1871038)
Connect for a wired local area network connection

Micro USB
Connect to TaHoma® switch for power and Ethernet



Ethernet Port
Connect to network router or switch

Micro USB Port
Connect power through Ethernet Adaptor

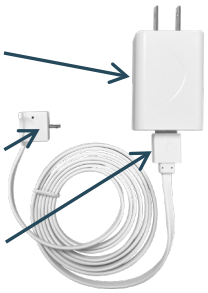
LED BEHAVIOR:
GREEN
ETHERNET CONNECTION
AMBER
DATA TRANSFER

Plug-in Power Supply Required
(Included with TaHoma® switch)
Connect to line-voltage to power TaHoma switch

Power Supply
Plug-in Transformer to line-voltage outlet

Micro USB
Connect power to TaHoma switch

Standard USB
Connect cable to Transformer



Ysia 1 & 5 Zigbee Remotes
Ensure the remote is powered.
Pressing any button will illuminate the LED(s).
Status LED will blink RED if the battery level is not sufficient for programming.
NOTE: Check the charge of the batteries in the remote

Ysia 1 Zigbee #1871153
Ysia 5 Zigbee #1871154

Status LED Indicator
Commands and Zigbee network activity

UP Button

MY/STOP Button

DOWN Button

Channel LED Indicator
Show channel selected

Channel Selection Button
To select channel

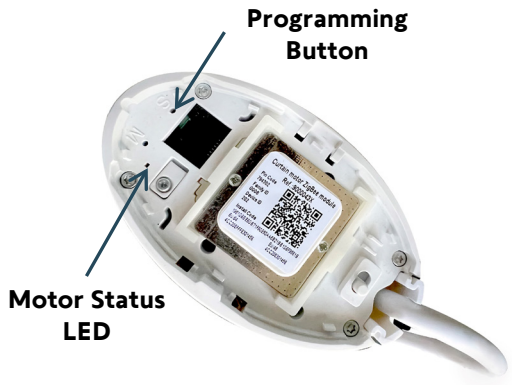
Programming Button
To pair and reset products



ZIGBEE MOTORS & ROUTER

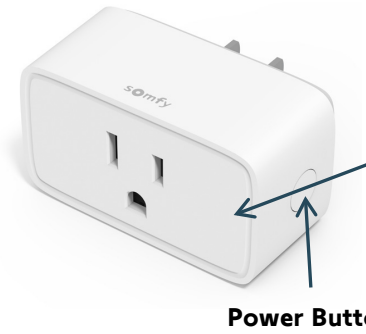
WAKING THE MOTOR:
Ensure the motor has required power available.
Using a small paper clip or similar, BRIEFLY PRESS the Programming Button on the head of the motor
OR
PLUG IN the battery supply/charger.
The motor will jog (briefly move up and down), and the LED will illuminate GREEN for 2 seconds.
The LED will blink AMBER continuously during programming.

DRAPERY MOTOR



Smart Plug Zigbee #1871217

Ensure the Smart Plug is plugged into a properly powered outlet.
QR Code and power button are on opposite sides of the plug.



LED BEHAVIOR:

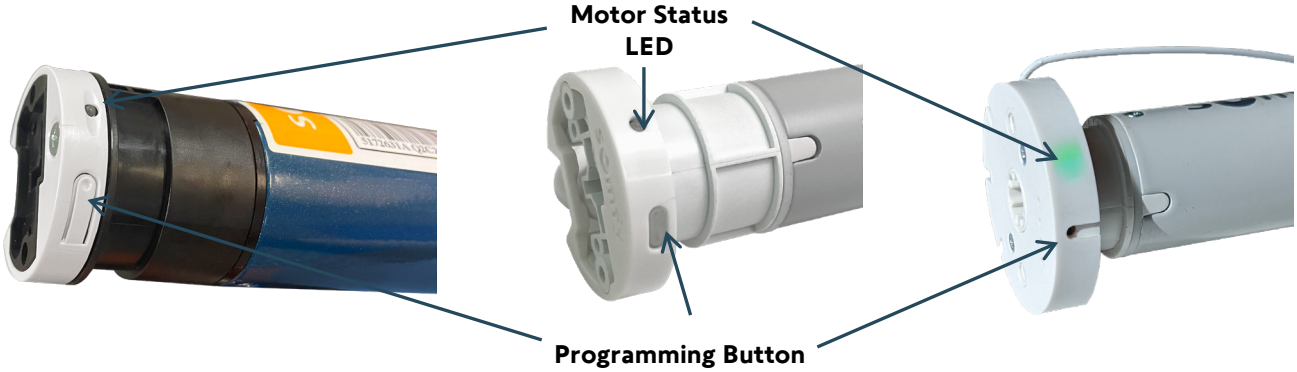
RED
SOLID 3s– NOT CONNECTED
POWERED – OUTPUT OFF

AMBER / GREEN
FLASHING – PAIRING MODE

GREEN
SOLID 3s – CONNECTED
POWERED – OUTPUT ON

OFF
NOT PAIRED
NOT POWERED

ROLLER MOTORS



Sonesse® 40 120V AC Zigbee shown above

Sonesse® 30 24V DC Zigbee shown above

Sonesse® 30 ULTRA WireFree Li-Ion Zigbee shown above (Same for Sonesse® WireFree™ motors)

MOTOR STATUS LED BEHAVIOR:

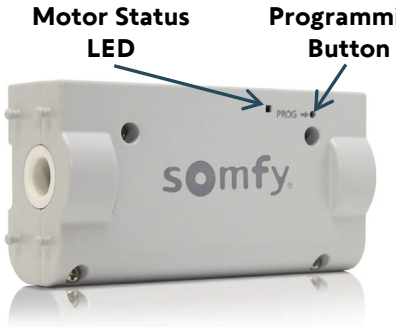
AMBER
MOTOR IS NOT SET
IN SETTING MODE
IN ADJUSTMENT MODE

GREEN
MOTOR IS CHARGING
CONFIRMED SETTING

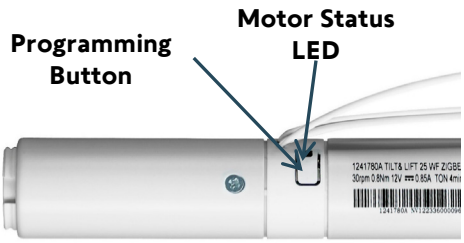
RED
LOW BATTERY CHARGE
THERMAL PROTECTION
IMPOSSIBLE SETTING

NOT ILLUMINATED ONCE
PAIRED AND OPERATIONAL

TILT MOTOR



CORD LIFT MOTOR



III. BEFORE YOU BEGIN

POWER MOTORS

Sonesse® 30 24V DC Zigbee:

- The Sonesse® 30 Zigbee motor has a hardwired 7.5 in. (190mm) pigtail with Weidmuller connectors. Following electrical local codes, apply power to the motor before proceeding. Power supply options include a Wall Mount Power Supply or a Somfy Power Distribution Panel.





Sonesse® 40 120V AC Zigbee:

- The Sonesse® 40 Zigbee motor has a hardwired 7.9 in. (201mm) pigtail with Fast connectors. Following electrical local codes, apply power to the motor before proceeding.



Drapery Zigbee:

- The Glydea Ultra 35 & 60 Zigbee motors come with a 10 ft. integrated power cable including a molded NEMA 5-15 plug that can be plugged into a 120V outlet.



WireFree Zigbee:

Lithium-Ion motors

- Lithium-Ion (Li-Ion) motors do not require external power supplies to power the motor. All Li-Ion motors have embedded batteries in the body of the motor. All motors must be charged prior to installation.



External battery motors

- WireFree motors without embedded batteries require an external power source, such as Rechargeable Lithium-ion Battery Packs or Wall Mount Power Supplies.



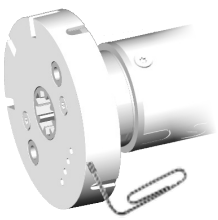

Waking the WireFree motor:

All WireFree motors:

- Using a small paper clip or similar, BRIEFLY PRESS the recessed Programming button located on the head of the motor or plug in the battery supply/charger.

  GREEN LED is solid for 2 seconds - the motor will jog (briefly move up and down)

  AMBER LED blinks continuously during the setup process



IV. SET UP

CREATE ACCOUNT

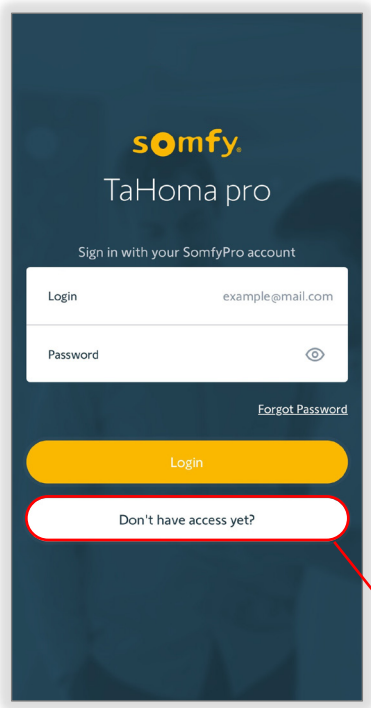
A Somfy Pro account is required to access the TaHoma pro app. For first time access to a TaHoma pro account, follow the steps below. Contact the administrator of the main dealer account to set up sub accounts for additional user access. Sign in to SomfyPro.com for this level of account management.

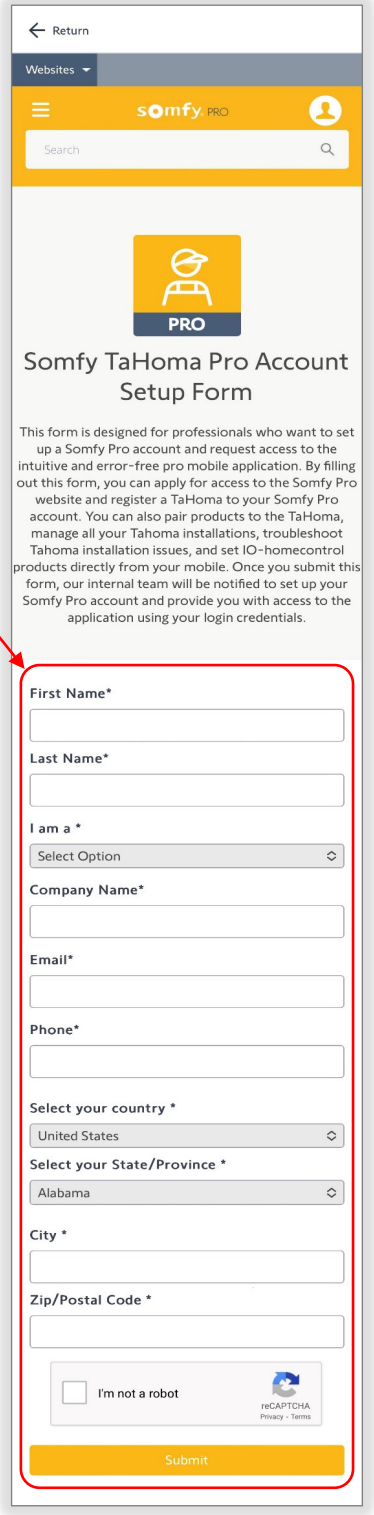
IMPORTANT: Be sure account access is set up and available prior to going to site.

1. Open the TaHoma pro app, then SELECT "Don't have access yet?"
2. Complete the Somfy TaHoma Pro Account Setup Form, then SELECT "Submit"

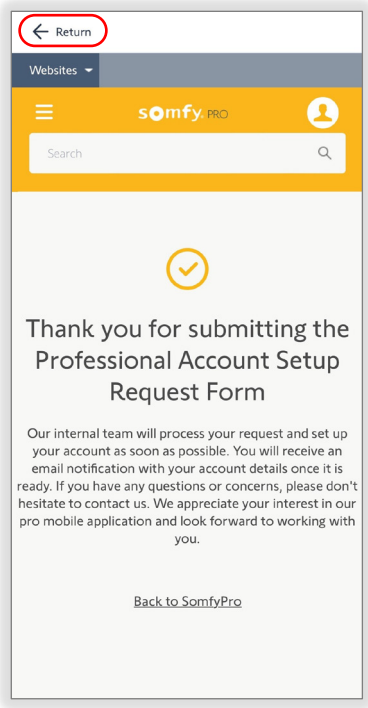
   The Somfy Pro account validation may take 1 business day before access is available.

   An email notification validating Somfy Pro access will be sent to the account email address detailed in the request.





3. SELECT "Return"
4. Upon receipt of the validation email, follow the steps to set the account password



Link to access the "TaHoma Pro Account Access" webpage outside of the TaHoma pro application.

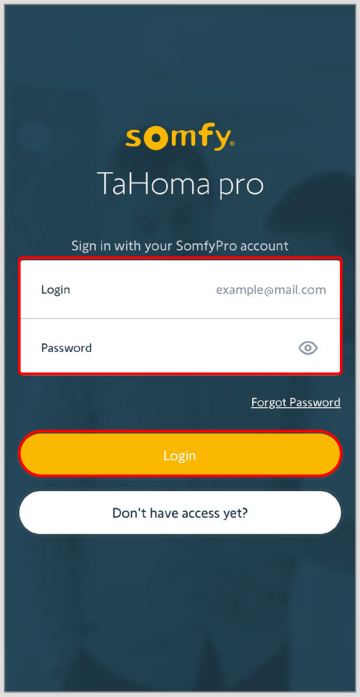
LOGIN

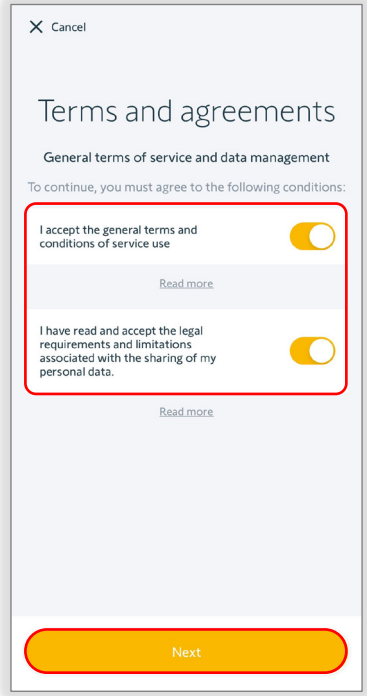
A Somfy Pro account is required to access the TaHoma pro app. Refer to the Create Account section of this guide to request access.
An internet connection is required to login and have full access to the TaHoma pro app.

1. ENTER the Login email address and Password
2. SELECT "Login"
3. ACCEPT the general terms of service and data management by enabling the toggle buttons

   This is required upon the initial TaHoma pro app connection.
4. SELECT "Next"

   The TaHoma pro app is available for use after a successful connection.





HOMEPAGE

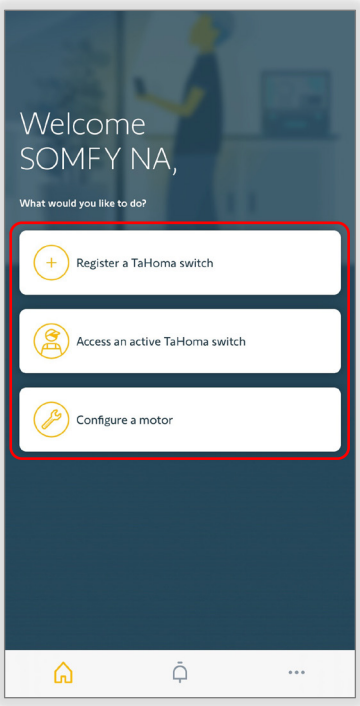
The TaHoma pro app homepage consists of three main tasks to manage and configure TaHoma projects.

Follow the process below using the steps throughout this guide:

Configure a motor
To configure Zigbee motors if limits are not already set

Register a TaHoma switch
To complete the process of registering and commissioning a new TaHoma

Access an active TaHoma switch
To connect to a TaHoma already registered and make any adjustments needed



Descriptions of each option:

Register a TaHoma switch
Register a TaHoma to a customer and to start commissioning

Access an active TaHoma switch
Search for a TaHoma already assigned to the dealer or to assign a TaHoma to the dealer

Configure a motor
Operate applications, add new devices to a TaHoma, or adjust the settings of an individual device

NOTIFICATIONS

The Notifications page is a useful tool for dealers to manage TaHoma assignments, to view status of service requests, and to be informed of important news and updates from Somfy.

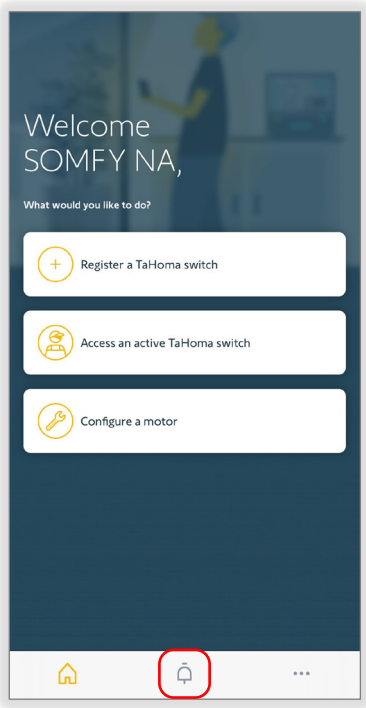
SELECT the Notifications icon to manage the following notifications:

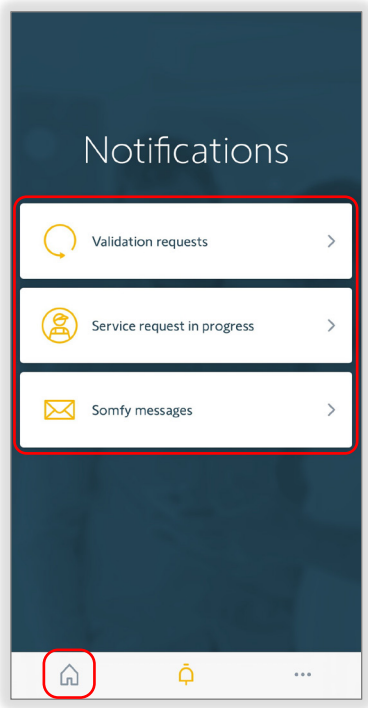
Validation requests
View requests for pending TaHoma assignments

Service request in progress
View service requests in progress

Somfy messages
View Somfy messages regarding news and updates

SELECT "Return" to return to the Notifications page, then SELECT the Home icon to return to the homepage.





TAHOMA CONFIGURATION

The TaHoma Configuration page consists of three main sections to manage and configure TaHoma details and connections. This page reoccurs in many areas of the app after connecting to the TaHoma switch.

INSTALLATION

Client Info
Select to edit the client and site information or delete the installation

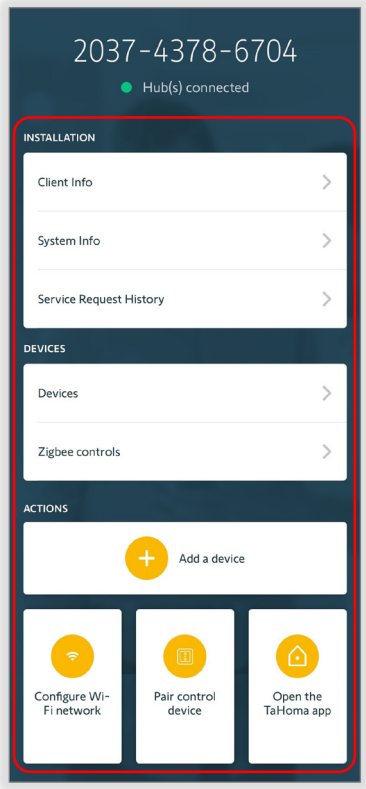
System Info
Select to view and adjust details of the TaHoma configuration and to add additional hubs for RTS installations

History of service request
Select to view and send the TaHoma Commissioning report

DEVICES

Devices
Select to adjust or delete products paired to the TaHoma

Zigbee controls
Select to adjust or delete Zigbee remotes paired to the TaHoma



ACTIONS

Add a device
Add new devices to a TaHoma

Configure Wi-Fi network
Select to adjust the network settings for the TaHoma

Pair control device
Select to add a new Zigbee remote

Open the TaHoma app
Optional process to access all devices added and create room assignments for the TaHoma End User application

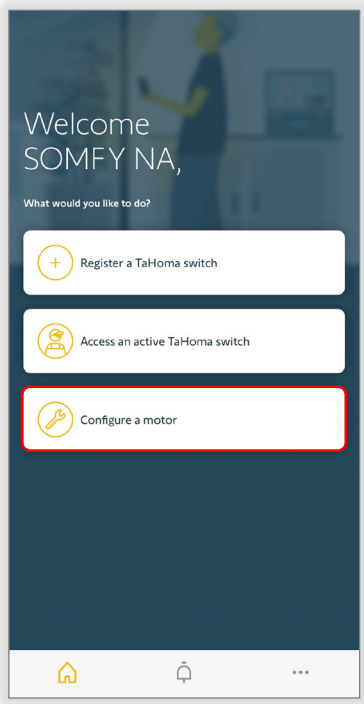
V. COMMISSIONING

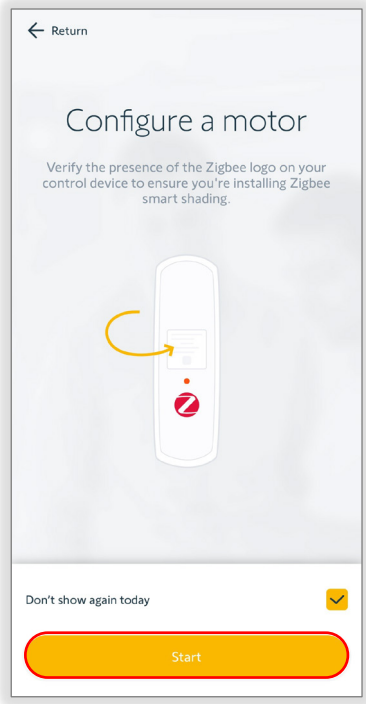
CONNECT TO A ZIGBEE MOTOR

Configure a motor is a required step to ensure all motors have end limits set before being added to the TaHoma configuration. Once a motor configuration is saved, the motor limits are set. Device settings can be changed anytime the TaHoma pro app is connected to a device. The settings of devices will vary per device type.
To operate and adjust devices, connect to a Zigbee motor by following the steps below:

1. SELECT "Configure a motor"
2. SELECT "Start"

   SELECT "Don't show again today" to prevent the display of this prompt.





3. SELECT "Yes" if deploying a TaHoma hub for this project

   OR

   SELECT "No" to configure a motor without a TaHoma hub

   The following example will be deploying a TaHoma hub.



4. LOCATE the QR code for the motor or window covering

   The QR code labels are attached to the body of the motor. Additional QR code labels are included to be used for project planning purposes, floor plans, cabling, etc.

   SELECT "Where is the QR code?" to assist finding the QR code.

   OR

   SELECT "I don't have a QR code", then follow the app instruction to discover the motor.

5. SCAN the QR code of the motor or window covering



Follow the app instruction per motor type. Example shown: Roller motor

NOTE: Wake up app screens vary by product type of the QR code scanned.

6. PRESS the motor program button to wake up the motor, then SELECT "Continue"

   SELECT "Don't show again today" to prevent the display of this prompt.

7. If an update is required for the motor, SELECT "Update now"

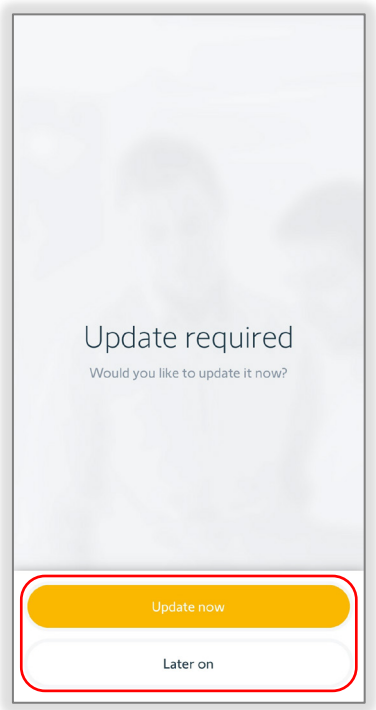
   OR

   SELECT "Later on" to continue to load the motor settings

   Ensure the motor is up to date before project completion.

   The update process may take 3-5 minutes per motor.



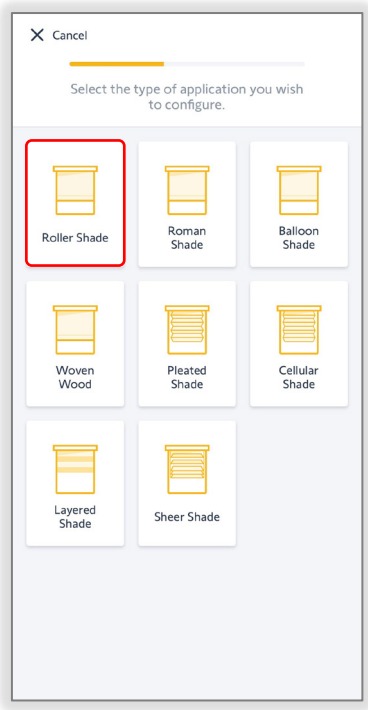


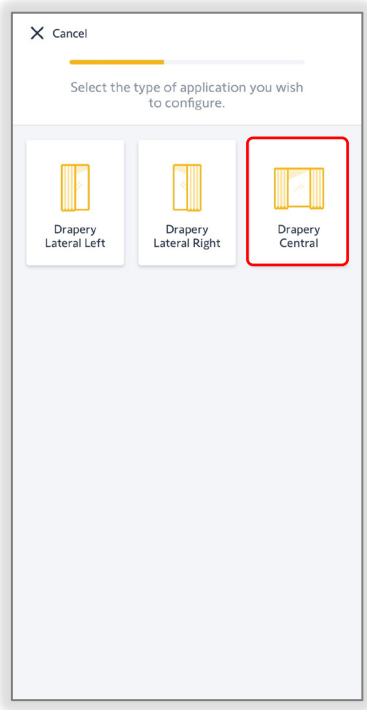
Select the Type of Application

SELECT the type of application

The application types displayed will vary by the motor type.

Examples: Roller Shade for roller motors or Drapery Central for drapery motors





Check the Rotation Direction

1. CHECK the rotation direction

   PRESS & HOLD the UP or DOWN button to move the motor until the button is released

   OR

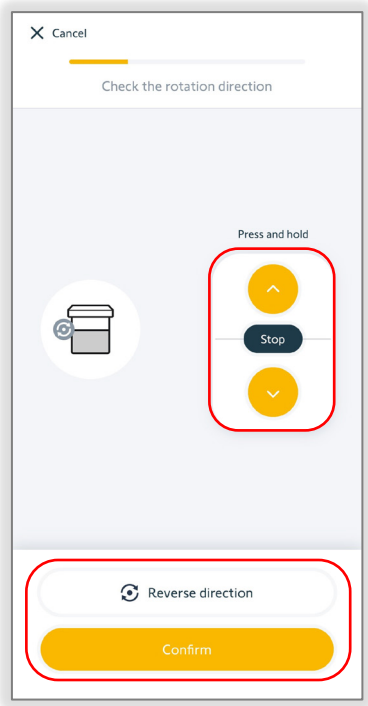
   PRESS & RELEASE the UP or DOWN button to move the motor in small increments

2. SELECT "Reverse direction" if the motor rotation direction needs to be reversed

   The motor will jog once to confirm the reverse direction.

   A jog is a brief up (open) and down (close) motion of the motor.

3. SELECT "Confirm" to continue to set the motor limits



SET LIMITS FOR A ROLLER OR CORD LIFT MOTOR

Set the Motor Limits - Up Limit

1. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the up limit

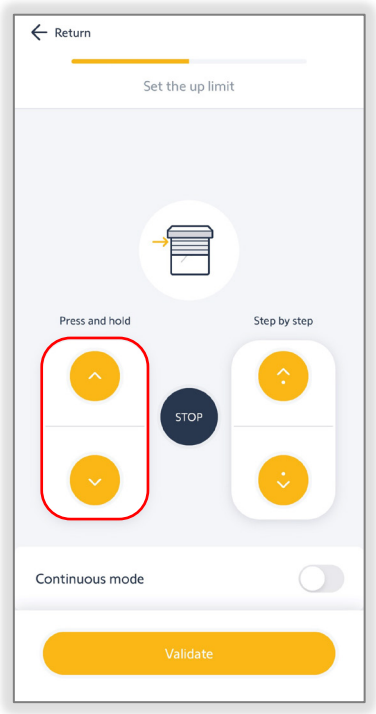
   OR

   ENABLE "Continuous mode"

   Continuous mode allows the motor to continue moving in the selected direction. Unlike the Press & Hold option, Continuous mode requires pressing the Stop button to stop motor movements.

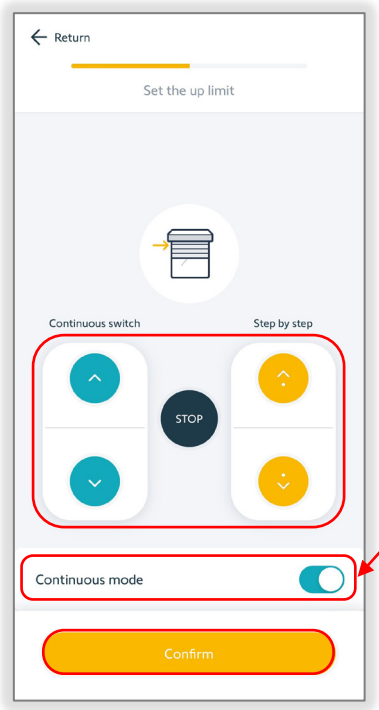
   Take caution when using Continuous mode to prevent damage to the product.

   The motor will not stop automatically when Continuous mode is enabled.

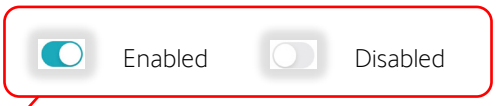


2. PRESS the Continuous switch UP or DOWN button to move the motor in the direction of the up limit
3. PRESS the STOP button prior to reaching the desired up limit
4. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired up limit is reached
5. SELECT "Confirm" to continue

   The motor will jog once to confirm the up limit is set.



These preferences are disabled by default.



SELECT the toggle button to enable or disable.

Set the Motor Limits - Down Limit

1. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the down limit

   OR

   ENABLE "Continuous mode"

2. PRESS the UP or DOWN button to move the motor in the direction of the down limit
3. PRESS the STOP button prior to reaching the desired down limit
4. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired down limit is reached
5. SELECT "Confirm" to continue

   The motor will jog once to confirm the down limit is set.

   This concludes motor limit setting.

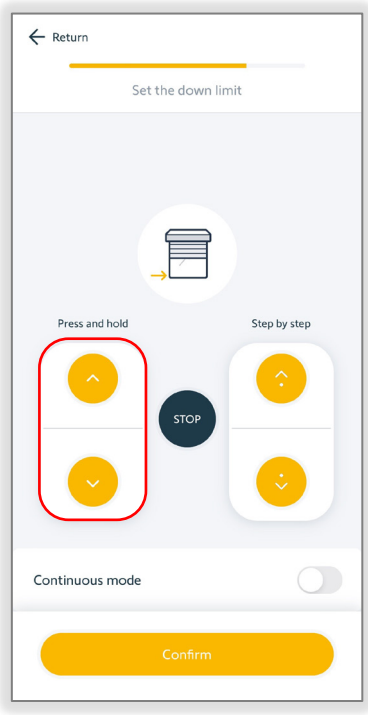
6. TEST operation of the device, then SELECT "Confirm"
7. SELECT "Finish," then SELECT "Next device" to configure another motor

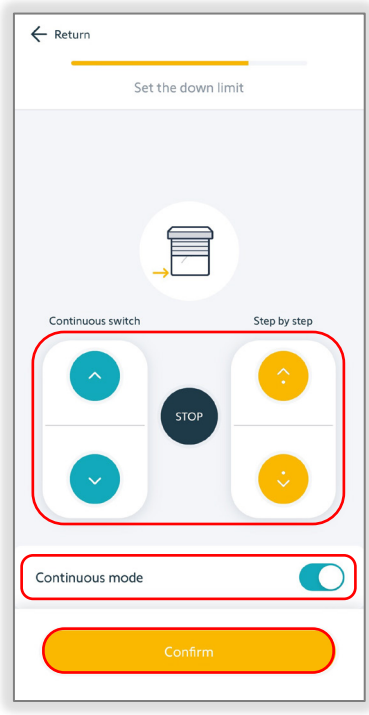
   OR

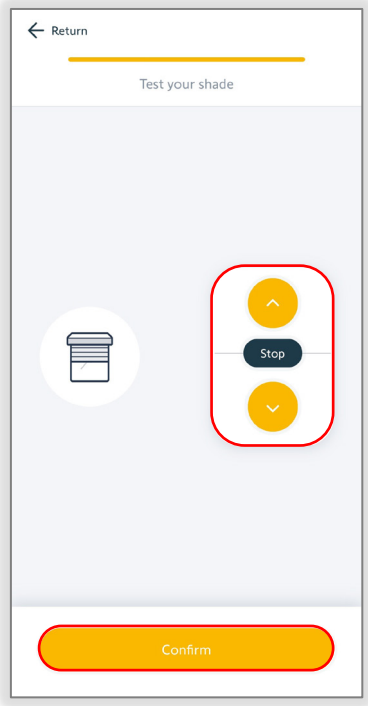
   SELECT "Return to homepage"

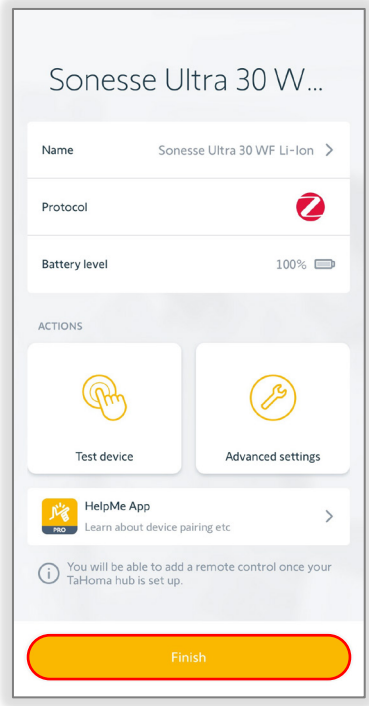
   Refer to the Name The Device section of this guide to change the name of the device.

   Refer to the Advanced Settings section of this guide to adjust the additional settings of the device.







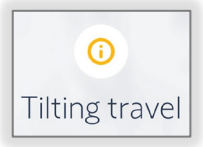


SET LIMITS FOR A TILT ONLY MOTOR

Understanding Tilting Travel

The Tilting travel is the total angle required for the motor to move from a maximum tilted up position to a maximum tilted down position.

+90° = Interior Tilted Up Position
0° = Horizontal Open Position
-90° = Interior Tilted Down Position



SELECT "I understand" to continue

Set the Tilting Travel

1. SELECT "Up end limit, slats at +90°" to set the tilt up position
2. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the up limit
3. RELEASE the button prior to the desired up limit
4. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired up limit is reached
5. SELECT "Confirm"

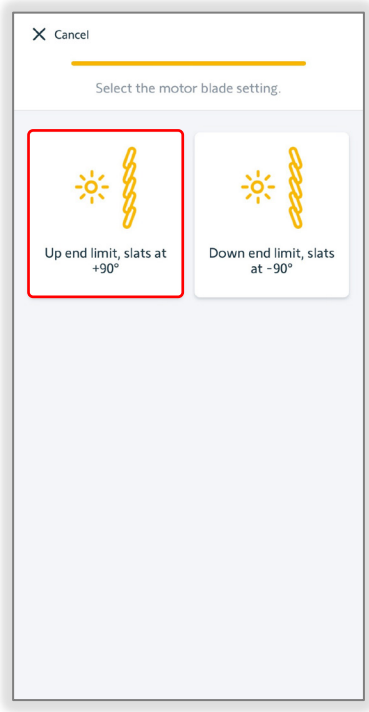
   The motor will jog once to confirm the up limit is set. To prevent damage to the product, avoid over-tightening the blind slats.
6. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the down limit
7. RELEASE the button prior to the desired down limit
8. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired down limit is reached
9. SELECT "Confirm" to continue

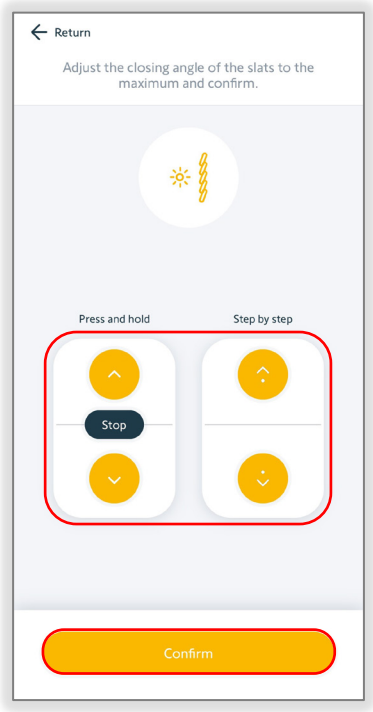
   The motor will jog once to confirm the down limit is set.

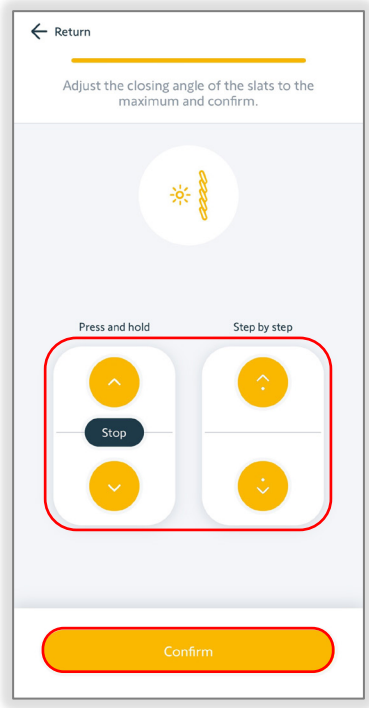
   This concludes motor limit setting.
10. TEST operation of the device, then SELECT "Confirm"
11. SELECT "Finish," the SELECT "Next device" to configure another motor

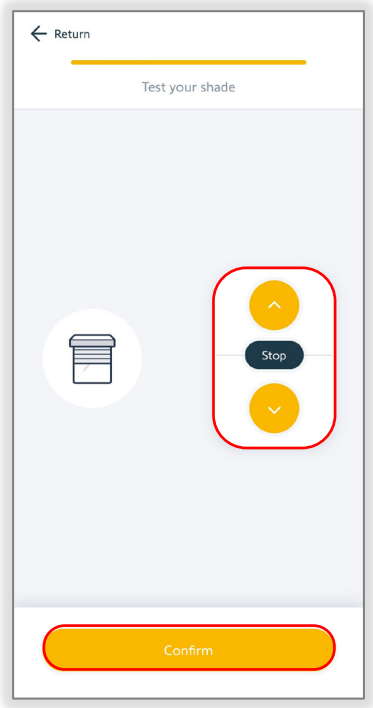
    OR

    SELECT "Return to homepage"









Refer to the Name The Device section of this guide to change the name of the device.

Refer to the Advanced Settings section of this guide to adjust the additional settings of the device.

SET LIMITS FOR A DRAPERY MOTOR

Understanding the Self-Learning Procedure

Drapery motors perform self-learning end limits. At an initial open or close movement, the motor will automatically run to record hard stop positions. Depending on the type and weight of the drapery, end limits may need adjustment.

The limit setting procedure should only be performed with drapery attached to the drapery track. If this is not complete, the motor limits will not be set properly.



SELECT "I understand" to continue

Set the Drapery Motor Limits

1. SELECT "Confirm" to launch the self-learning procedure

   The motor will start moving.

   Ensure there are no obstacles in the path of the product.

   SELECT "Emergency stop" if the product is not moving properly.

   SELECT "I understand" to restart the self-learning procedure.

2. SELECT "Confirm"

   This concludes motor limit setting.

   NOTE: After setting the limits, Revision B drapery motors must be power cycled for a minimum of 90 seconds prior to pairing with the TaHoma switch.

3. TEST operation of the device, then SELECT "Confirm"

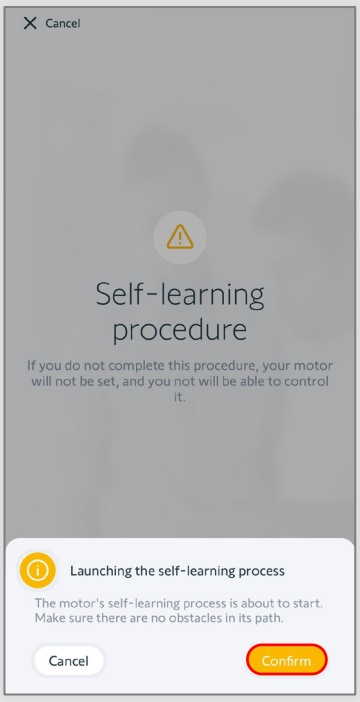
4. SELECT "Finish," the SELECT "Next device" to configure another motor

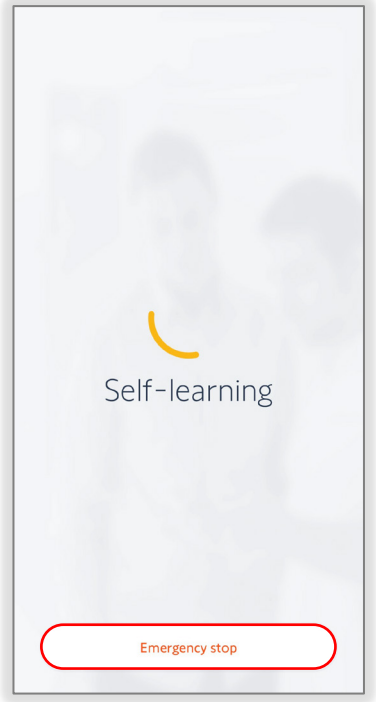
   OR

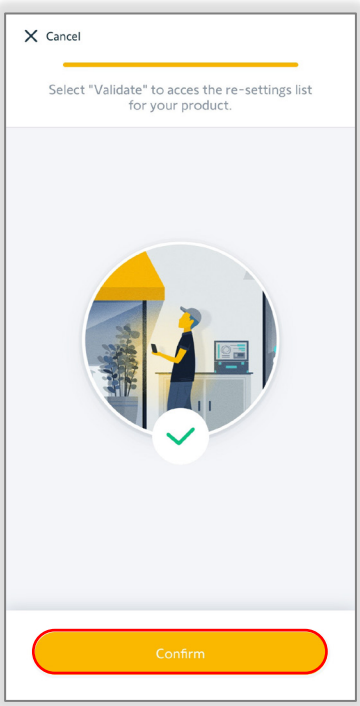
   SELECT "Return to homepage"

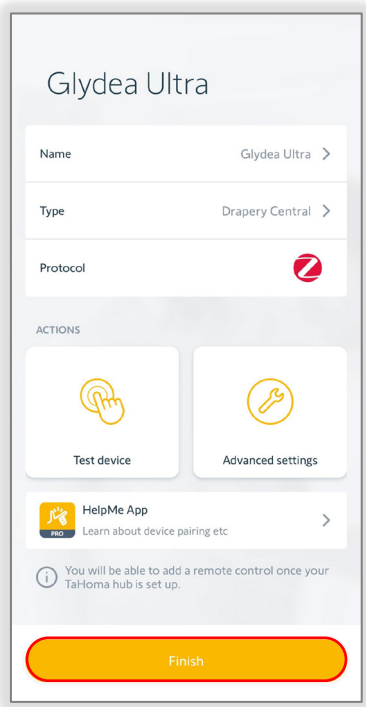
   Refer to the Name The Device section of this guide to change the name of the device.

   Refer to the Advanced Settings section of this guide to adjust the additional settings of the device.









IMPORTANT: After setting limits, the drapery motor must be disconnected from power for a minimum of 90 seconds prior to pairing with TaHoma switch.

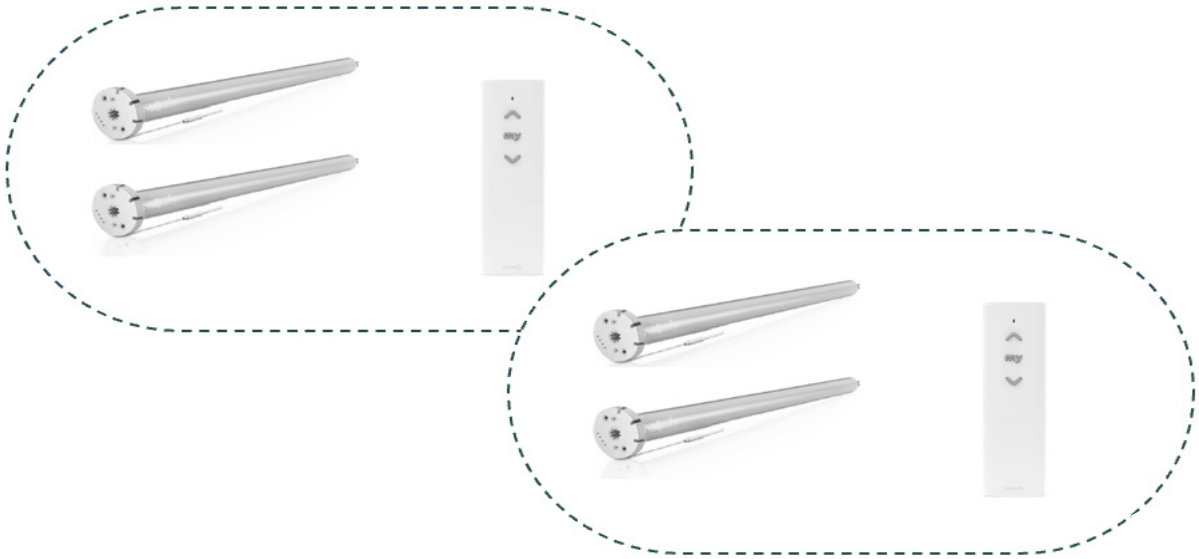
CHOOSE YOUR SOLUTION

CHOOSE STAND-ALONE OR TAHOMA

The Somfy Zigbee Stand-alone Solution allows pairing remote controls to operate Zigbee motors directly.
Determine if the project installation will be using a TaHoma switch to utilize the TaHoma Solution as a centralized controller for the entire system or if the motors will be operated from Zigbee controls without the TaHoma switch.
Proceed to the next section of this guide based on the type of project installation below.

Stand-alone Solution

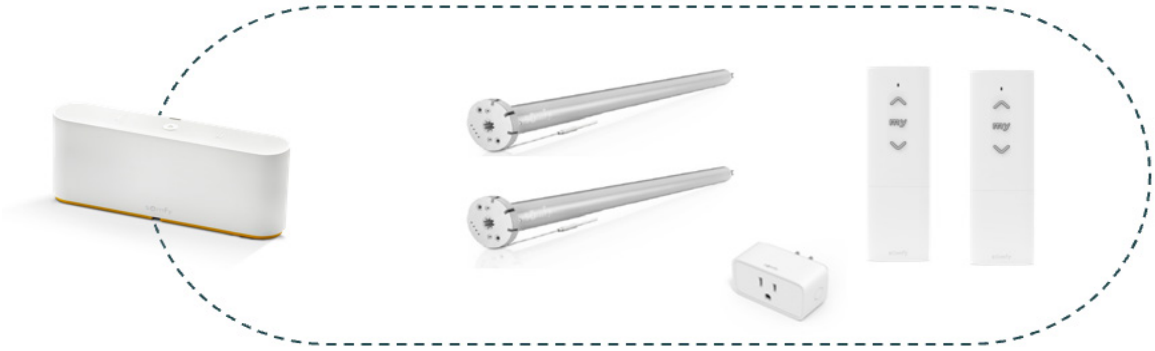
The TaHoma pro app allows for easy setup even without a hub solution.
Simply connect to your motor and pair it with a remote.



Continue to the Stand-alone Solution section of this guide to pair devices to controls using TaHoma pro.

TaHoma Solution

Using a TaHoma switch and the TaHoma pro app makes it much easier and less time-consuming to set up the network and configure products into the system. The TaHoma switch is a smart hub used to create a solid, reliable network.



Continue to the TaHoma Solution section of this guide to setup a TaHoma system using TaHoma pro.

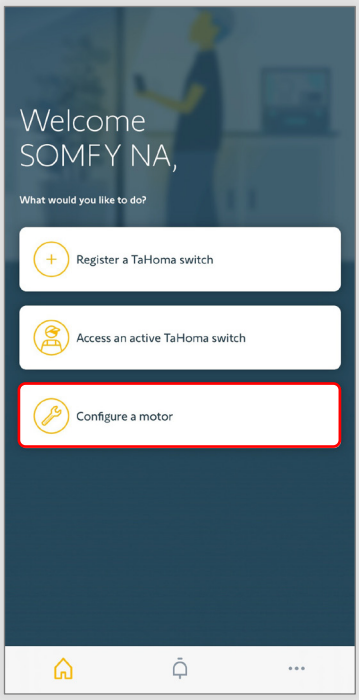
STAND-ALONE SOLUTION

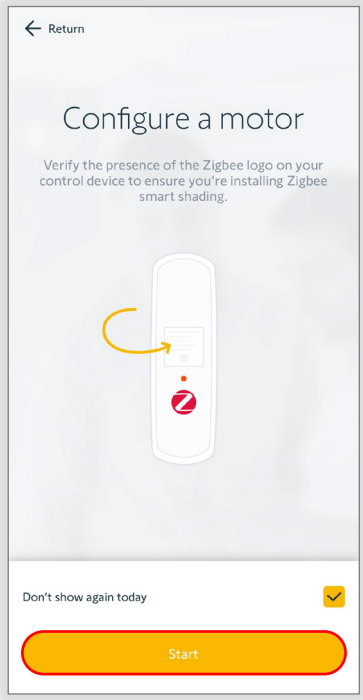
ADD A REMOTE CONTROL

The Somfy Zigbee Stand-alone Solution allows pairing remote controls to operate Zigbee motors directly.
Ensure that other remote controls are not already paired to the motors and the motors have limits set prior to adding the remote controls.
NOTE: Prior to programming, all remotes and motors must be powered by sufficient battery levels to complete programming.
Status LED will blink RED if the battery level is not sufficient for programming. Check the charge of the batteries in the remote.
To pair remote controls directly to operate motors, follow the steps below:

1. SELECT "Configure a motor"
2. SELECT "Start"

   SELECT "Don't show again today" to prevent the display of this prompt.





3. SELECT "No" to configure a motor without a TaHoma hub
4. LOCATE the QR code for the motor or window covering

   The QR code labels are attached to the body of the motor. Additional QR code labels are included to be used for project planning purposes, floor plans, cabling, etc.

   SELECT "Where is the QR code?" to assist finding the QR code.

   OR

   SELECT "I don't have a QR code" then follow the app instruction to discover the motor.

5. SCAN the QR code of the motor or window covering





Follow the app instruction per motor type. Example: Roller motor

6. SELECT "No" to configure a motor without a TaHoma hub
7. PRESS the motor program button to wake up the motor, then SELECT "Continue"

   SELECT "Don't show again today" to prevent the display of this prompt.

8. If an update is required for the motor, SELECT "Update now"

   OR

   SELECT "Later on" to continue to load the motor settings

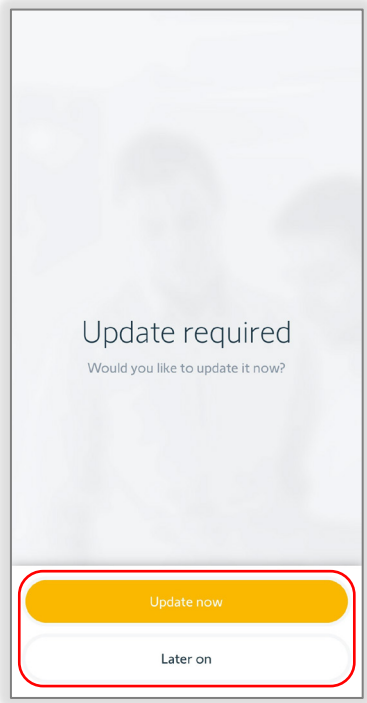
   Ensure the motor is up to date before project completion.

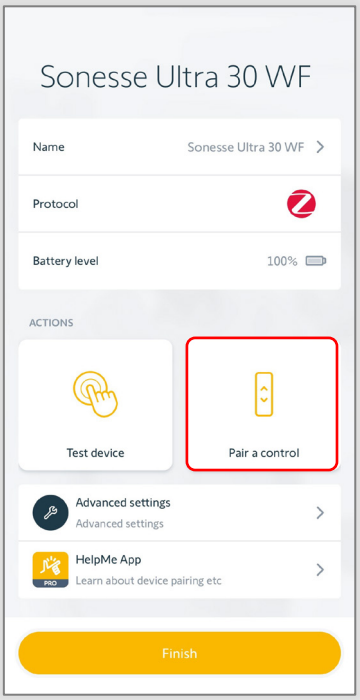
   The update process may take 3-5 minutes per motor.

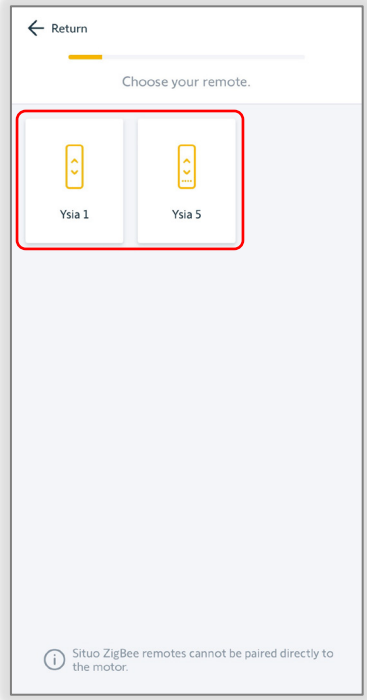
9. SELECT "Pair a control"
10. SELECT the type of Ysia remote

    Situo® Zigbee remotes cannot be paired directly to the motor.









11. CHOOSE one of the following:

    SELECT "**Pair a control** - When no control is paired to the shade"

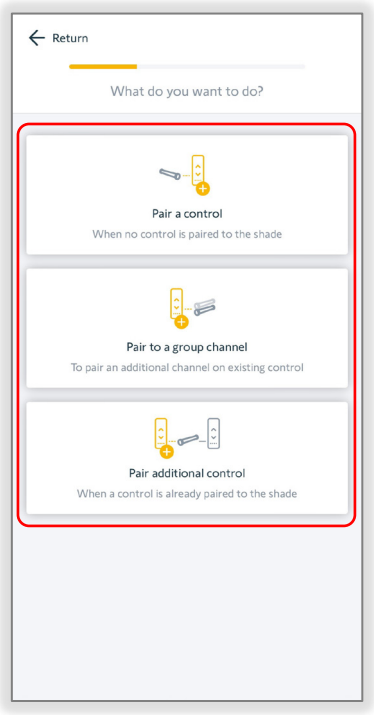
    OR

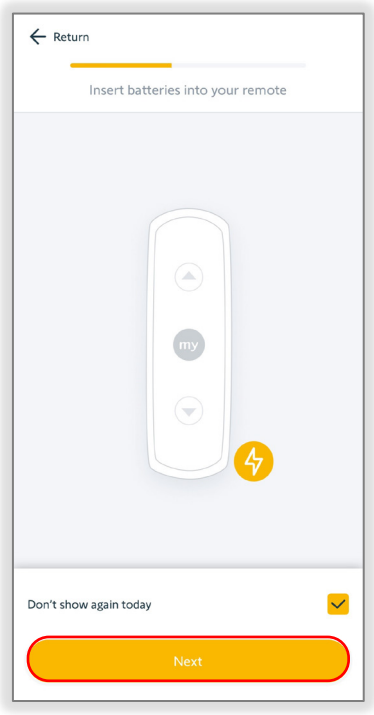
    SELECT "**Pair to a group channel** - To pair an additional channel on existing control"

    OR

    If multiple controls are controlling the same motor or groups of motors, ensure the controls share the same Zigbee network prior to pairing.

    SELECT "**Pair additional control** - When a control is already paired to the shade" to follow the online instruction to prepare the controls





Pair a Control

1. INSERT batteries into the remote, if not already installed, then SELECT "Next"

   SELECT "Don't show again today" to prevent the display of this prompt.

2. PRESS the Channel Selection button to SELECT the channel of the remote for the motor being paired, then SELECT "Next"

   The motor will jog once.

3. BRIEFLY PRESS the PROG button on the back of the remote

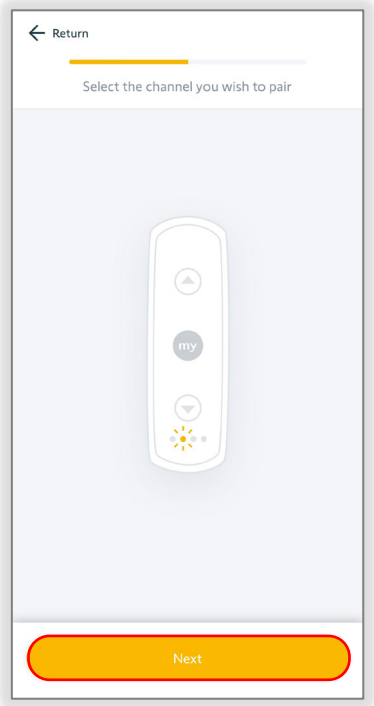
   NOTE: Complete this step within 3 minutes of the previous step.

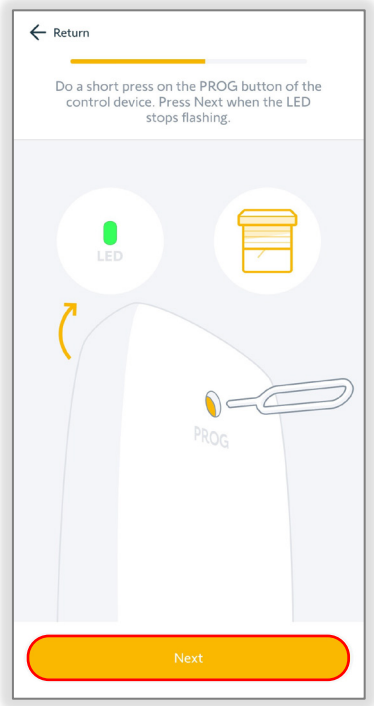
   Keep the remote near the motor.

   The remote LED will flash AMBER then flash GREEN once.

4. SELECT "Next" when the remote LED stops flashing

   The motor will jog once to confirm the pairing is set.





5. TEST the remote control, then SELECT “Yes” if the remote operates the motor

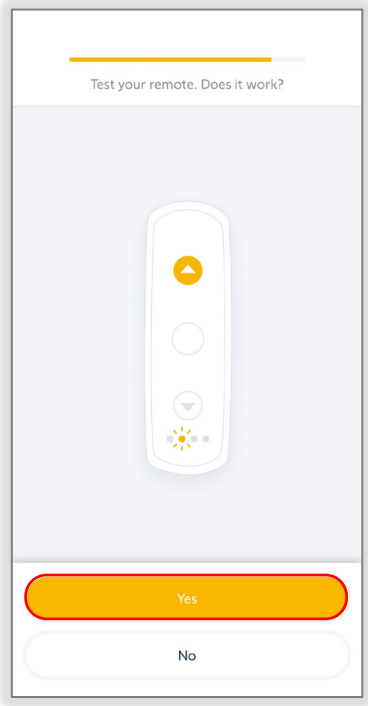
   This concludes pairing a control.

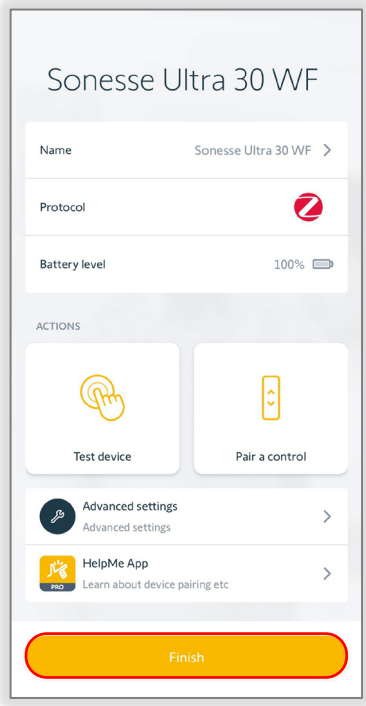
   OR

   SELECT “No” if the remote does not operate the motor, to restart this process

6. SELECT "Finish“

   To pair multiple motors to a remote or channel, SELECT "Next device" to scan the next motor and repeat the Pair a Control steps.





Pair to a Group Channel

1. PRESS the Channel Selection button to SELECT the channel of the remote for the motor being paired, then SELECT “Next”

   The motor will jog once.

2. BRIEFLY PRESS the PROG button on the back of the remote

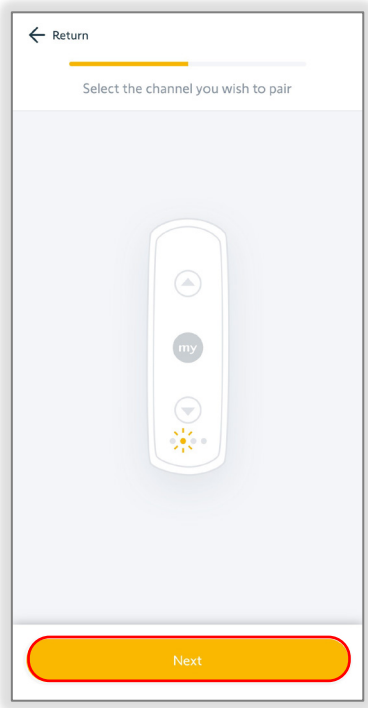
   NOTE: Complete this step within 3 minutes of the previous step.

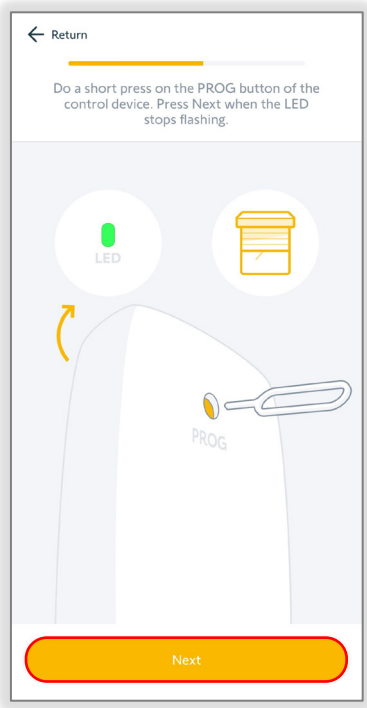
   Keep the remote near the motor.

   The remote LED will flash AMBER then flash GREEN once.

3. SELECT “Next” when the remote LED stops flashing

   The motor will jog once to confirm the pairing is set.





4. TEST the remote control, then SELECT “Yes” if the remote operates the motor

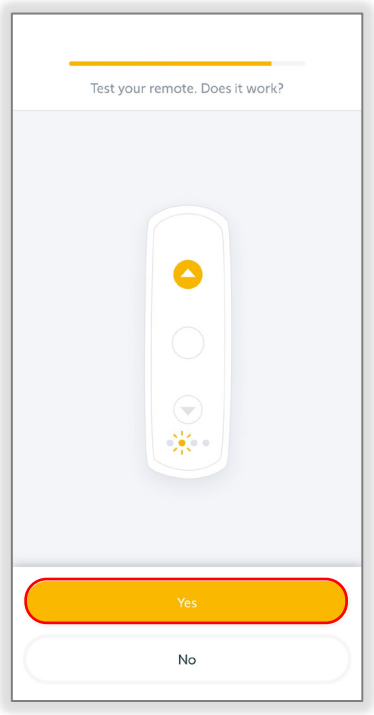
   This concludes pairing a control.

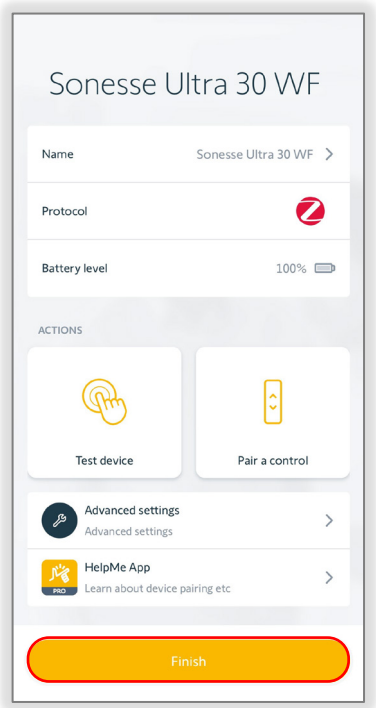
   OR

   SELECT “No” if the remote does not operate the motor, to restart this process

5. SELECT "Finish“

   To pair multiple motors to a remote or channel, SELECT "Next device" to scan the next motor and repeat the Pair to a Group Channel steps.





TAHOMA SOLUTION

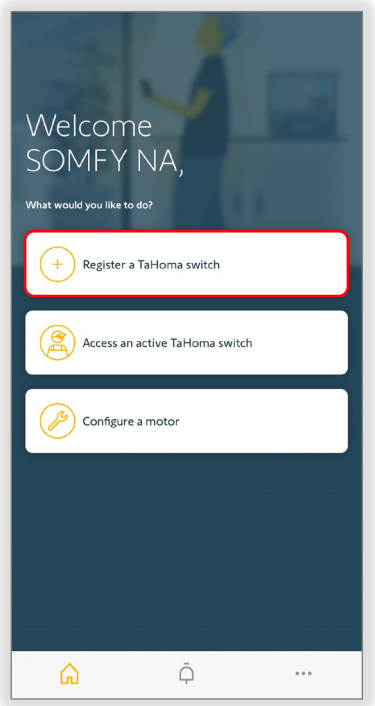
REGISTER A TAHOMA SWITCH

Register a TaHoma switch is the primary process with a new TaHoma installation. Ensure the customer account details are accurate prior to this process. Mobile device Bluetooth must be enabled for wireless network connections. To register and commission a new TaHoma, follow the steps below:

1. SELECT "Register a TaHoma switch"
2. SCAN the QR code on the bottom of the TaHoma hub

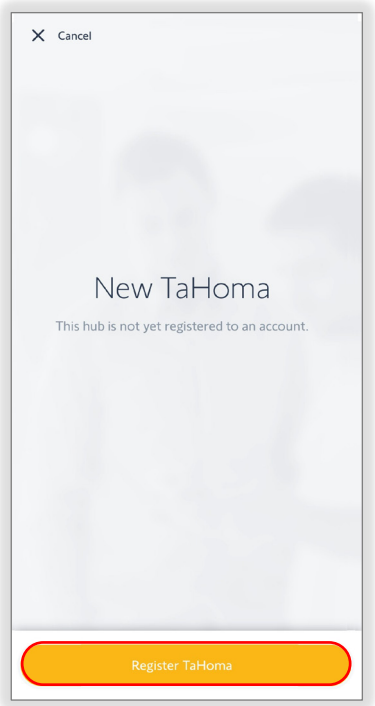
   If the QR code is not available, SELECT "Enter the PIN code manually."

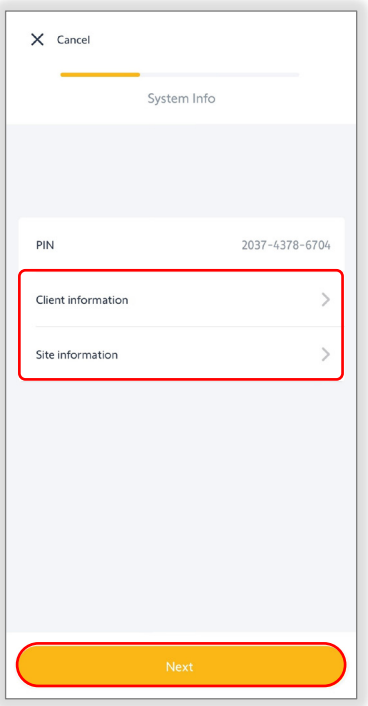
   ENTER the 12-digit PIN code located on the bottom of the TaHoma, then select "Next."





3. SELECT "Register TaHoma"
4. SELECT "Client information" to enter the contact information, then SELECT "Validate"
5. SELECT "Site information" to enter the optional site information, then SELECT "Validate"
6. SELECT "Next"



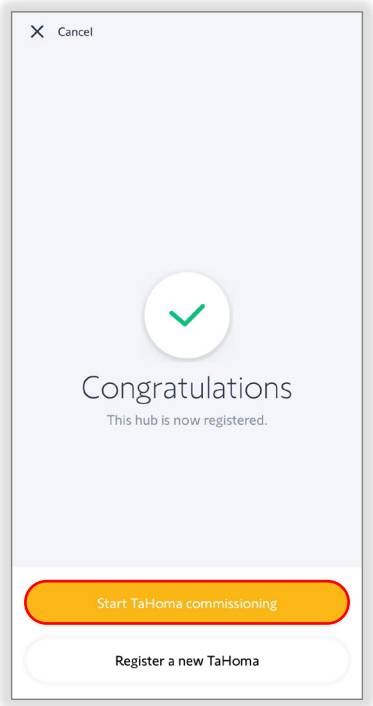


7. SELECT "Start TaHoma Commissioning"
8. SELECT "Connect TaHoma to the Internet"

   If no internet connection is available during commissioning, SELECT "Connect to the TaHoma locally"

   Certain features will not be available until the TaHoma is connected to the internet.

   Follow the app instruction to connect to the TaHoma locally.





9. SELECT "Connect the TaHoma to a Wi-Fi network"

   OR

   SELECT "Connect the TaHoma to an Ethernet cable"

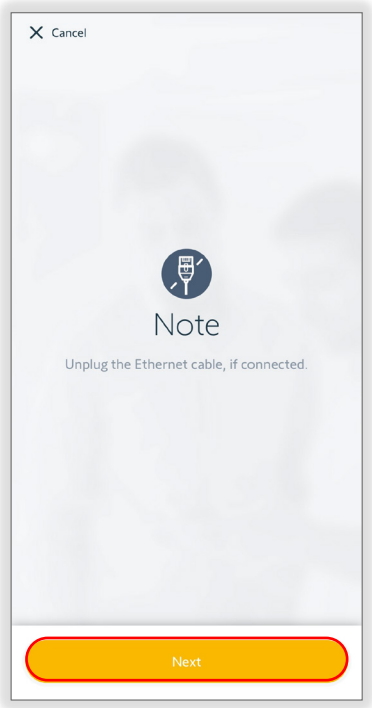
   The TaHoma Ethernet Adaptor is required to connect the TaHoma via Ethernet.

   Follow the app instruction to connect the TaHoma to an Ethernet cable.

   If TaHoma updates are available, the update process will start automatically. The bottom LED will flash during the update process.

   Do not disconnect or unplug the TaHoma during the update process.





   *The TaHoma is online when the bottom LED remains solid **WHITE**.*

   Continue to the Add Devices section of this guide to add products to the TaHoma configuration.

10. Disconnect power and the Ethernet Adaptor from the TaHoma, if connected, then SELECT "Next"

11. Connect power to the TaHoma, wait for the top LED to flash BLUE, then SELECT "Yes"

    Mobile device Bluetooth must be enabled.

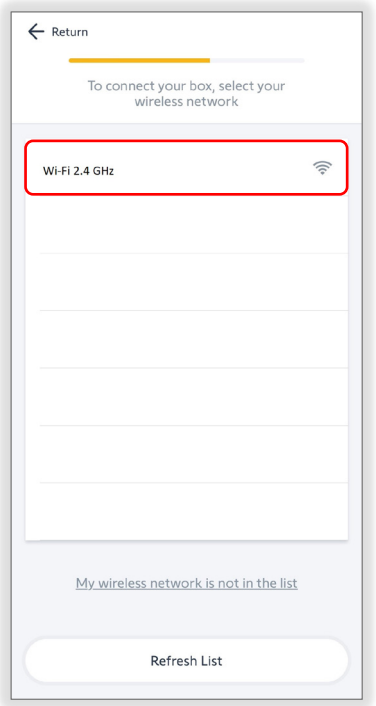
    SELECT "No" for additional support connecting, then SELECT "Retry" to continue.

12. SELECT the wireless network
    Example: Wi-Fi 2.4 GHz

    TaHoma only connects to 2.4 GHz Wi-Fi networks.

    If the wireless network SSID is not listed, SELECT "Refresh List" or SELECT "My wireless network is not in the list" and follow the app instruction to continue.





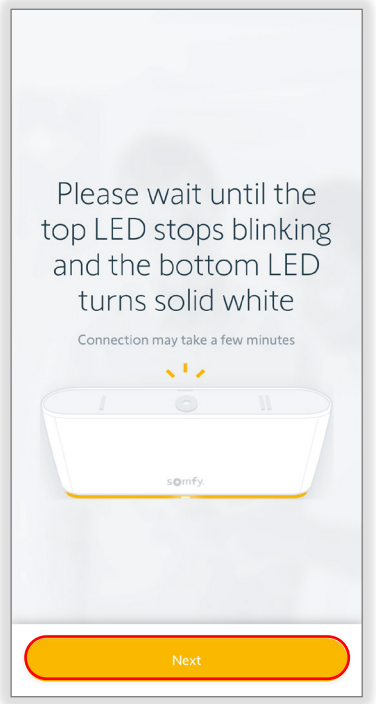
13. ENTER the password for the Wi-Fi network, then SELECT "Validate"

14. Wait until the top LED stops blinking *WHITE*, then SELECT "Next"

    The connection to the wireless network may take a few minutes.

    If the "No box was detected" screen appears, the Wi-Fi connection was unsuccessful.
    SELECT "Retry" and follow the app based on the status LED of the TaHoma switch.





15. Observe the color of the bottom LED, then SELECT "Light is white"

    OR

    SELECT "Light is red"

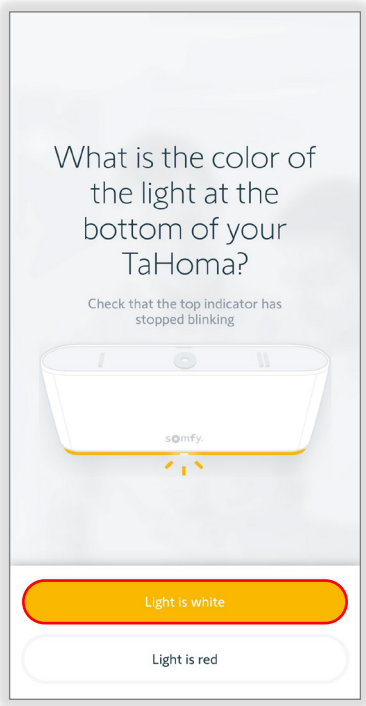
    RED indicates a connection failure. SELECT "Retry" then follow the app instruction to continue.

16. SELECT "Finish"

    *If TaHoma updates are available, the update process will start automatically. LEDs will flash during the update process; the process is near complete when the top LED is off and the bottom LED is **WHITE**.*

    Do not disconnect or unplug the TaHoma during the update process.

    *The TaHoma is online when the bottom LED remains solid **WHITE**.*





ADD DEVICES

Various products are added to a TaHoma configuration using the TaHoma pro app. Of these products, motors need their end limits set prior to being added. Refer to the Configure A Motor section of this guide to set motor limits prior to adding a motor to a TaHoma configuration.
NOTE: If a Zigbee motor was previously paired to remote controls, all programmed remotes will be deleted. Remotes must be added last.
To add devices to a TaHoma configuration, follow the steps below:

On the TaHoma Configuration page:

1. SELECT "Add a device" to add products to the TaHoma configuration
2. CHOOSE the protocol:

   SELECT "RTS"

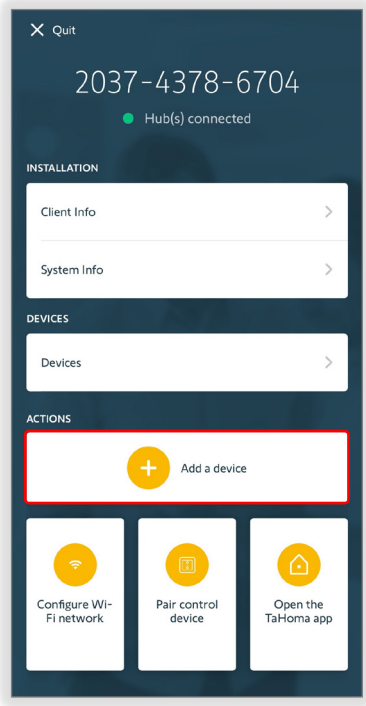
   Refer to the Add RTS Motors section of this guide to add RTS motors.

   OR

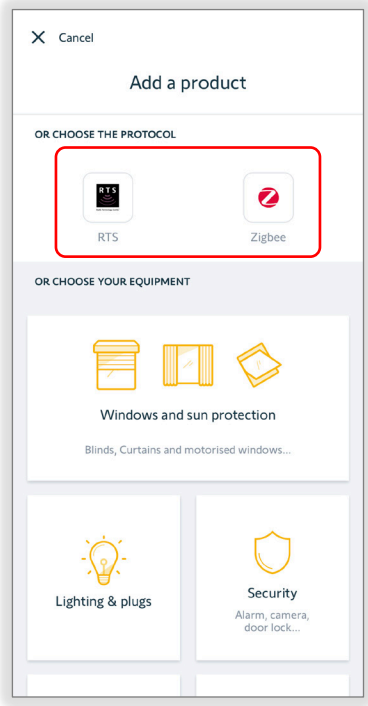
   SELECT "Zigbee"

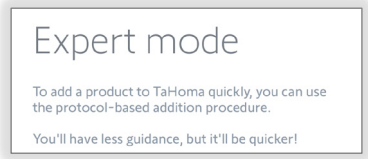
   When adding the first Zigbee product to a new TaHoma configuration, additional steps are required to prepare the Zigbee network.

   If this Zigbee product is being added to an existing Zigbee network, then proceed to Step 7 to continue.



The app will present notifications with suggested actions related to adding devices (Example shown on right)





3. SELECT "Automatic"

   OR

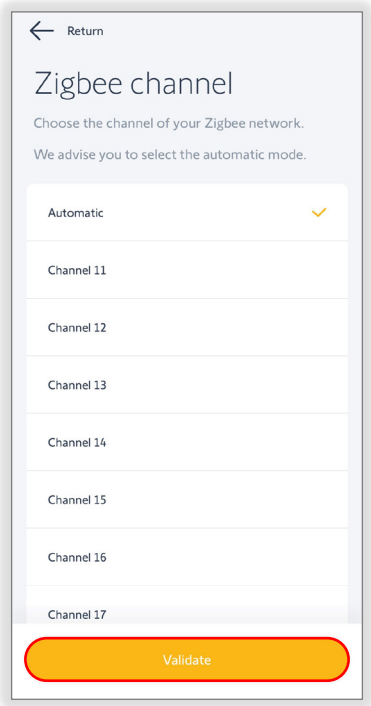
   SELECT a specific Zigbee channel if necessary

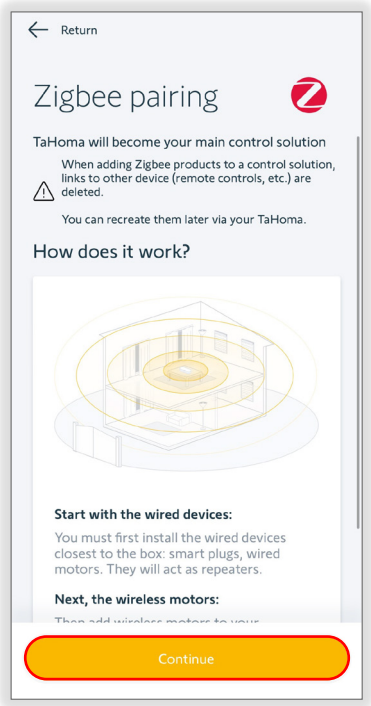
4. SELECT "Validate"
5. Follow the "How does it work?" process

   The product being added is a wired device closest to the TaHoma: smart plugs or wired motors. These devices act as repeaters.

   Continue to add wireless motors once all wired devices are added, then add remotes to complete the installation.

6. SELECT "Continue"





<u>Add Smart Plugs & Zigbee Motors</u>

NOTE: Add smart plugs or wired motors before adding battery powered devices including motors and remotes.

1. SCAN the device QR code

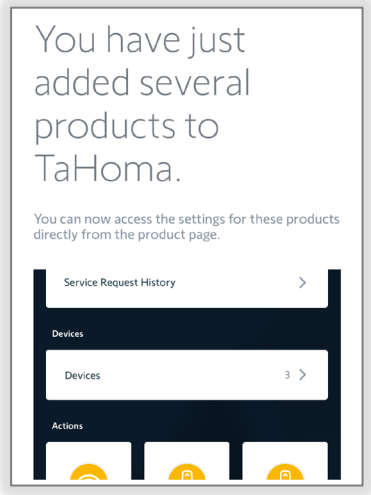
   OR

   SELECT "QR code missing or illegible?"

   This will open the Zigbee network in unsecured mode for 3 minutes. There will be no filter on incoming products. SELECT "Yes."

   Follow the app instruction or device instructions to put the product into pairing mode.





The app will present notifications with suggested actions related to adding devices (Example shown above)



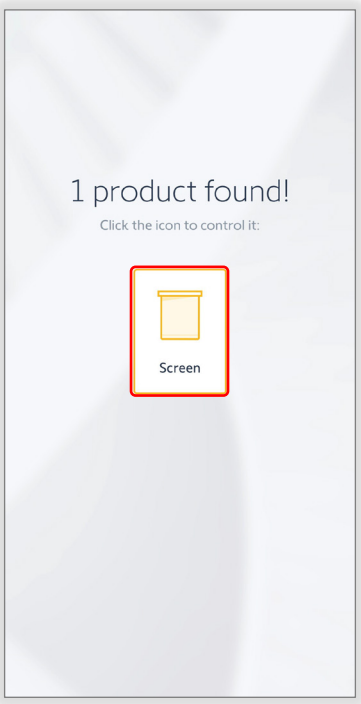
IMPORTANT: After setting limits, the drapery motor must be disconnected from power for a minimum of 90 seconds prior to pairing with TaHoma switch.

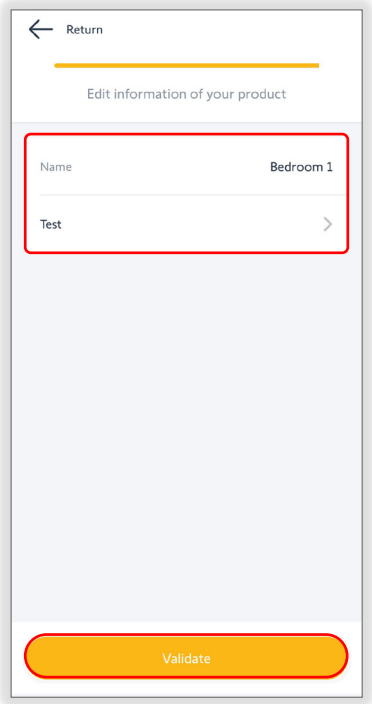
2. SELECT the product icon
   Example: Screen

3. ENTER the product name
   Example: Bedroom 1

   The name cannot exceed a 60-character limit.

   After typing the name, PRESS the return key on the mobile device keyboard to close the keyboard.





4. SELECT "TEST"

   Testing a motor will confirm the saved limits. These limits and other motor actions are available for adjustment.

   Refer to the Advanced Settings section of this guide to adjust the available settings.

5. SELECT the following to test the device:

   On / Open / 100% / +90°
   PRESS to turn on the plug or move the motor to the up limit

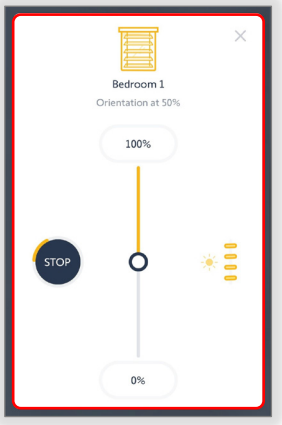
   STOP
   PRESS to stop motor movements

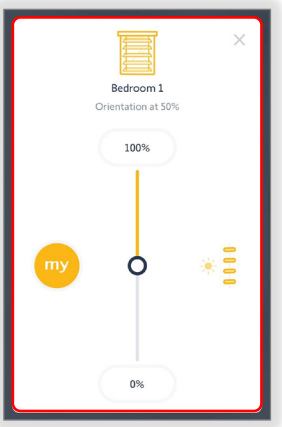
   my
   PRESS to move the motor to a saved favorite position

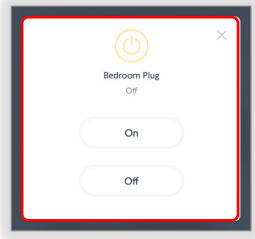
   Refer to the Advanced Settings section of this guide to save the "my" position. The "my" position may not be required for the motor configuration.

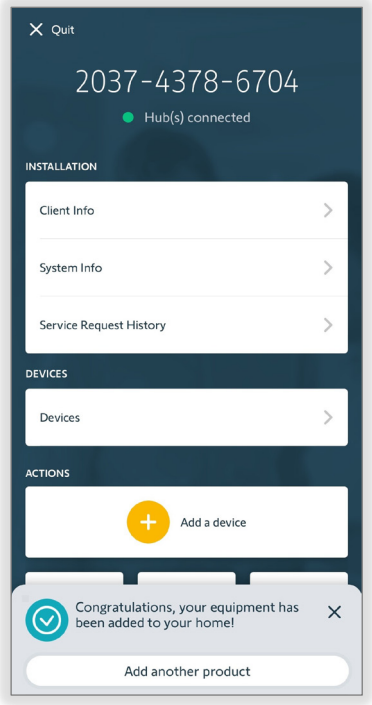
   Off / Close / 0% / -90°
   PRESS to turn on the plug or move the motor to the down limit

   Slider
   PRESS & RELEASE to move the motor to a percent openness or degree angle position









6. CLOSE the testing window

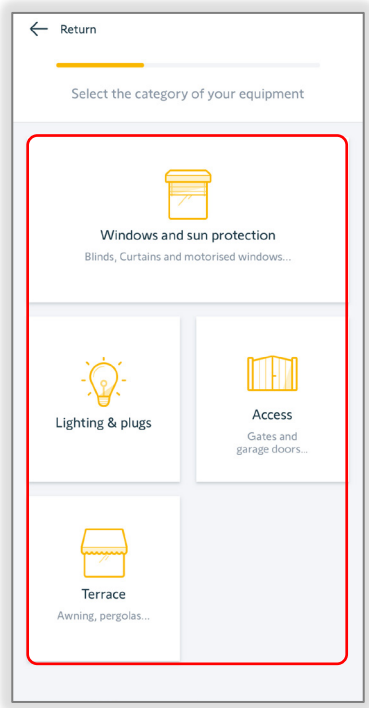
7. SELECT "Validate"

   This concludes adding this device. SELECT "Add another product" or the X to return to the TaHoma Homepage.

Add RTS Motors

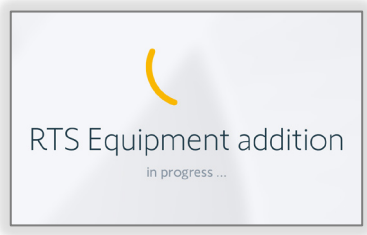
Follow the app instruction to add RTS devices to the Tahoma configuration.
For additional information on any RTS products, refer to product instructions or the Help me by Somfy app.

1. FOLLOW the options to choose the appropriate category of the product being added
2. SELECT "Start the discovery"



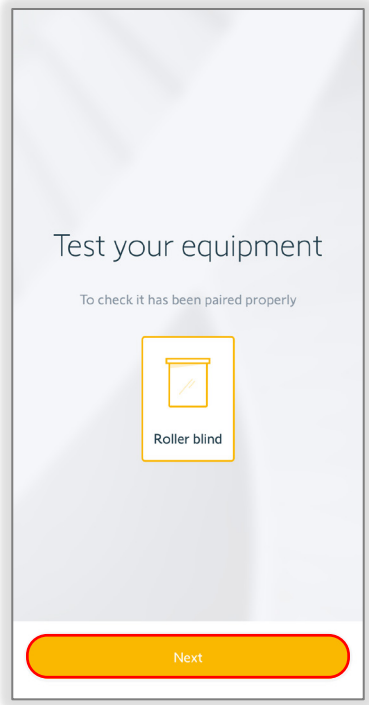


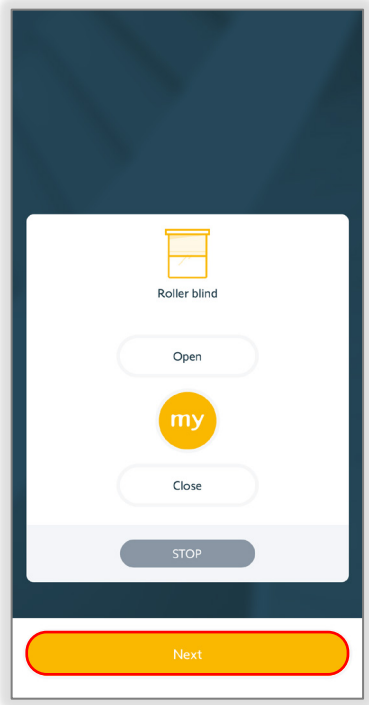
3. WAIT for the RTS Equipment addition scanning process to complete



4. SELECT "Next" to proceed to testing the product added
5. TEST the operation of the product added to confirm pairing was successful

   NOTE: Testing screens will vary based on the product type added.
6. SELECT "Next"

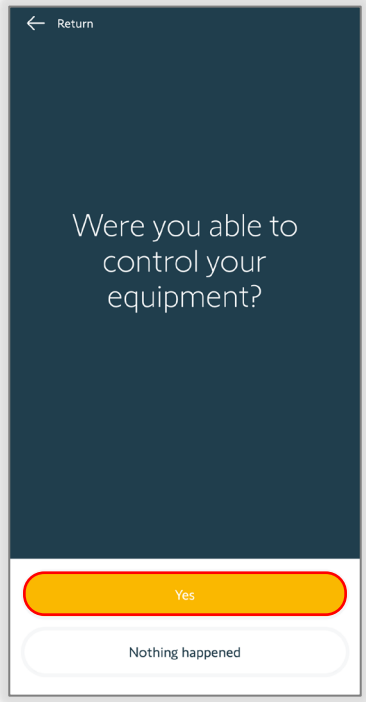


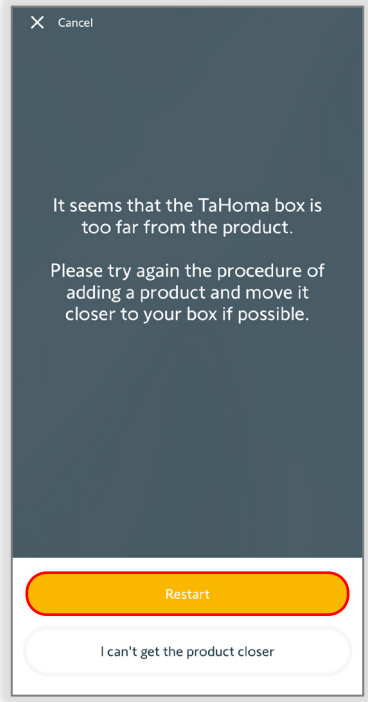


8. CONFIRM if the product was operational as expected, if it operates correctly SELECT "Yes", if not, SELECT "Nothing happened" and follow the instructions on the next screen

9. If adding was unsuccessful, SELECT "Restart"

   NOTE: The app will suggest moving the product closer to the TaHoma switch if possible before trying the procedure again.





10. Once added successfully, SELECT the Name field to adjust the name

11. ENTER the product name

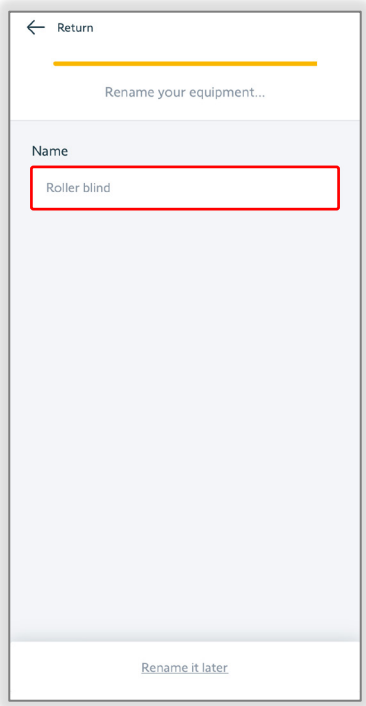
    Example: RTS Shade 1

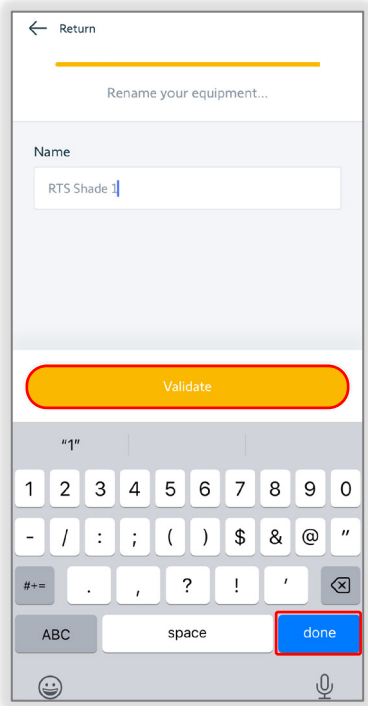
    The name cannot exceed a 60-character limit.

    The app will not allow duplicate naming of the products.

    After typing the name, SELECT "Validate" or the "done" key on the mobile device keyboard to close the keyboard.

    This concludes adding this device. SELECT "Add another product" to return to Step 6 of the previous section.





Add a remote

The final step is the option to add remotes to the TaHoma configuration which should be aligned with the project requirements.

On the TaHoma Configuration page:

1. CONFIRM the TaHoma will become the main control solution, then SELECT "Next"

   Any links to other devices will be deleted from the new product.

2. SCAN the device QR code

   OR

   SELECT "QR code missing or illegible?"

   This will open the Zigbee network in unsecured mode for 3 minutes. There will be no filter on incoming products. SELECT "Yes."

   Follow the app instruction or device instruction to put the product into pairing mode.

3. PRESS & HOLD the Programming button on the back of the remote for 7 seconds, then RELEASE

   NOTE: The Status LED will be solid GREEN and blink RED twice

4. WAIT for the remote LED to go off

   NOTE: This indicates that the remote is being detected by the TaHoma.

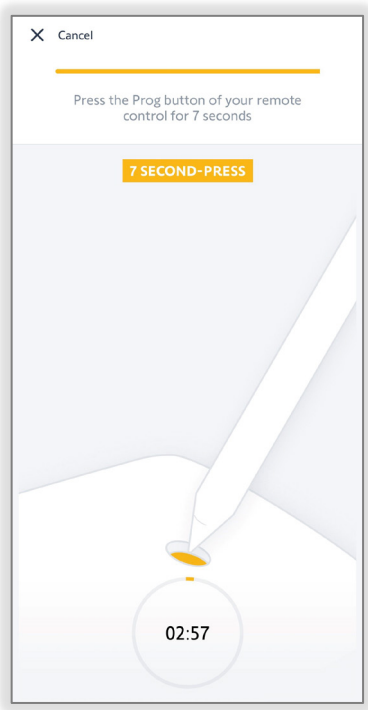
5. SELECT the remote icon
   Example: Remote control

6. ENTER the remote name
   Example: Bedroom Remote

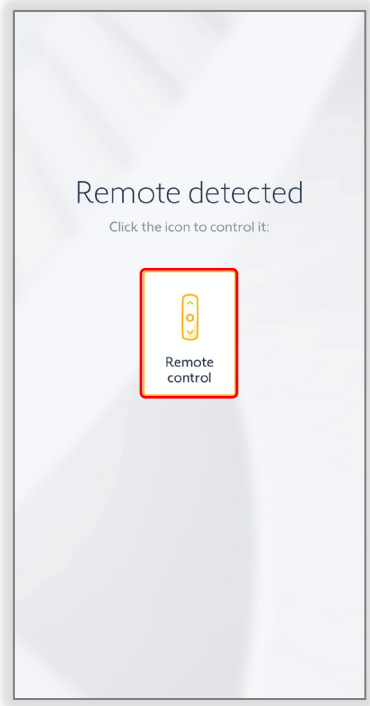
   The name cannot exceed a 60-character limit.

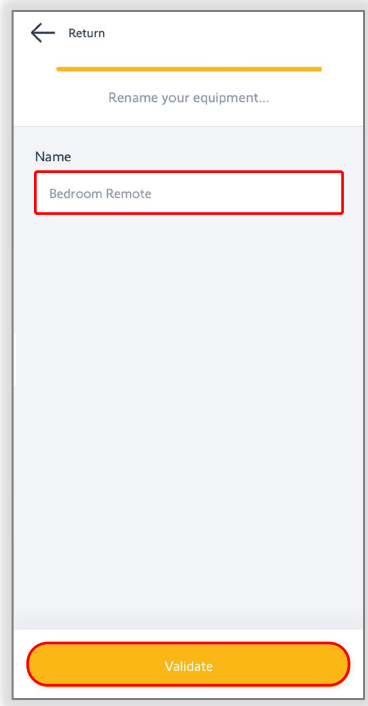
7. SELECT "Validate"



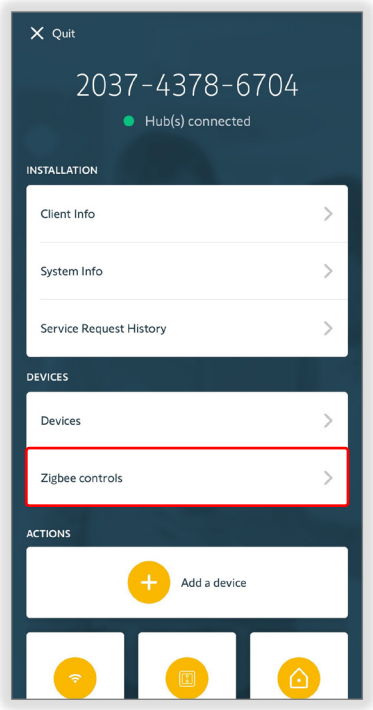


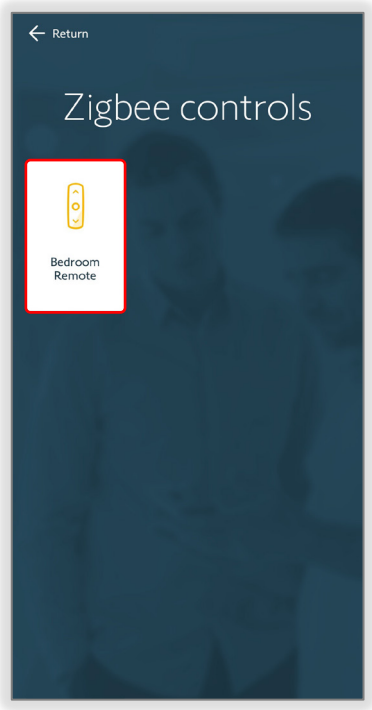




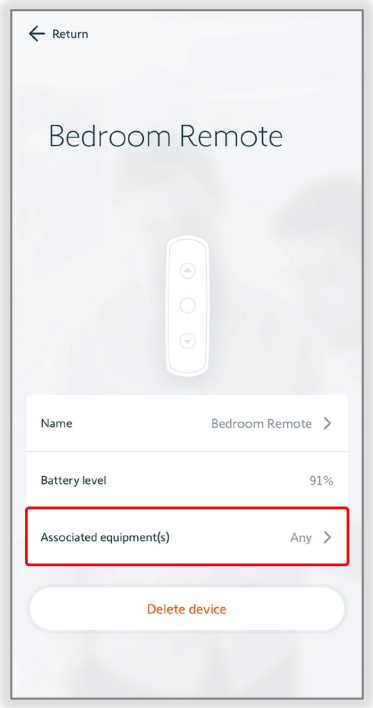


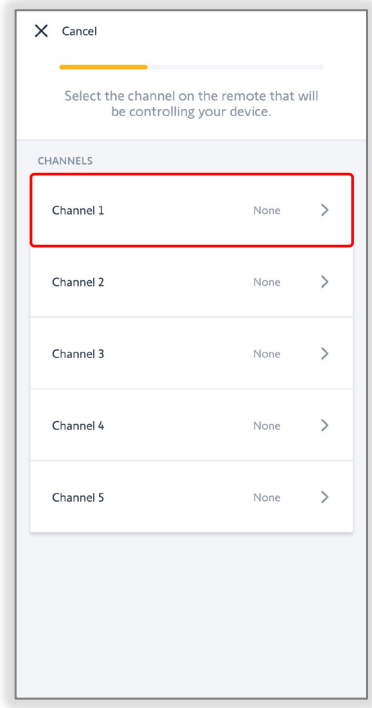
8. SELECT “Zigbee controls”
9. SELECT the Zigbee control
   Example: Bedroom Remote





10. SELECT “Associated equipment(s)”
11. SELECT the channel on the remote that will be controlling the device
    Example: Channel 1





NOTE: Smart Plugs and motors are unable to be controlled from the same channel of the Zigbee remote

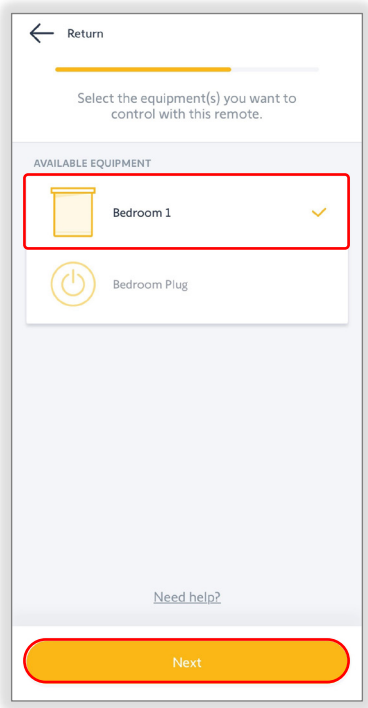
12. SELECT the desired equipment to control with this remote
    Example: Bedroom 1

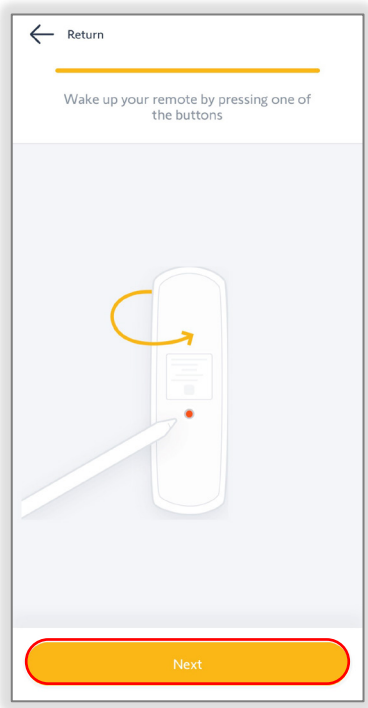
    NOTE: Motor(s) will jog and Smart Plug(s) LED will blink GREEN when selecting the available equipment.

13. SELECT "Next"
14. BRIEFLY PRESS the Programming button on the back of the remote
15. SELECT "Next"

    This concludes adding Zigbee remotes to the TaHoma configuration.

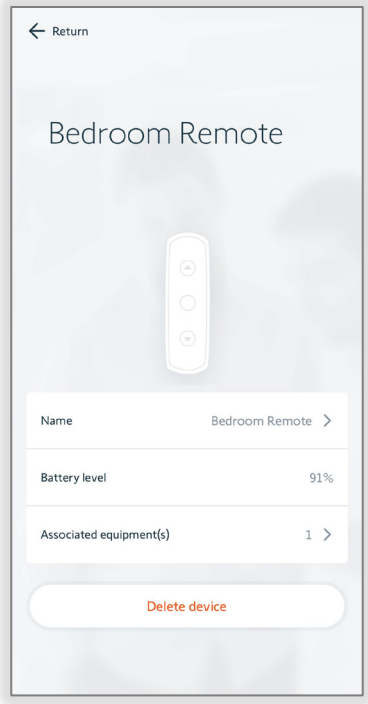
    NOTE: The motor will not jog after synchronization.





The associated equipment will now display the number of devices paired to the remote.

16. TEST the remote

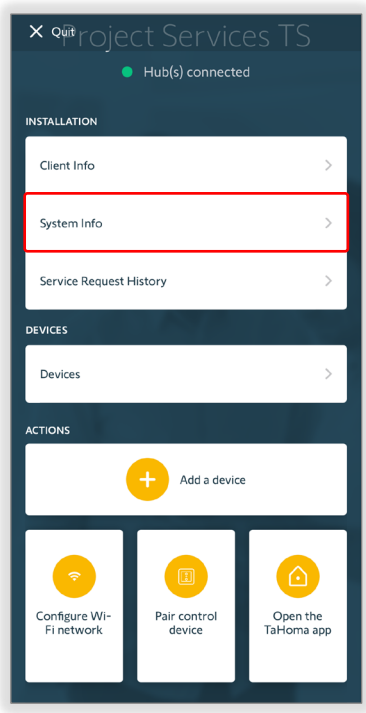


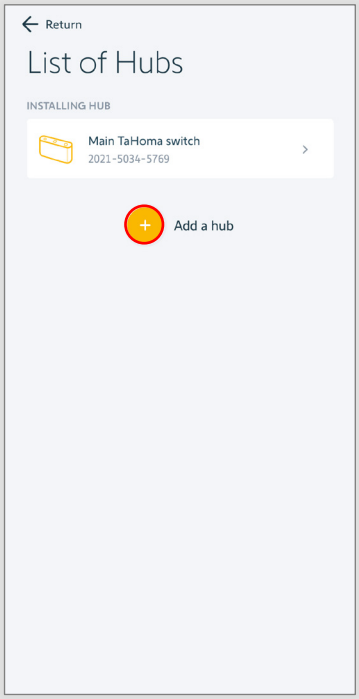
ADDING MULTIPLE TAHOMA SWITCHES

Multiple TaHoma switches are added to installations using RTS motors to allow for increasing the number of devices in the system. Follow the steps below to complete the process of adding TaHoma switches to systems supporting RTS devices.

A maximum of 10 TaHoma switches can be added for RTS devices only into a Zigbee system.

1. NAVIGATE to the TaHoma Configuration page
2. SELECT "System info" to open the List of Hubs page
3. SELECT the "+" button to Add a hub





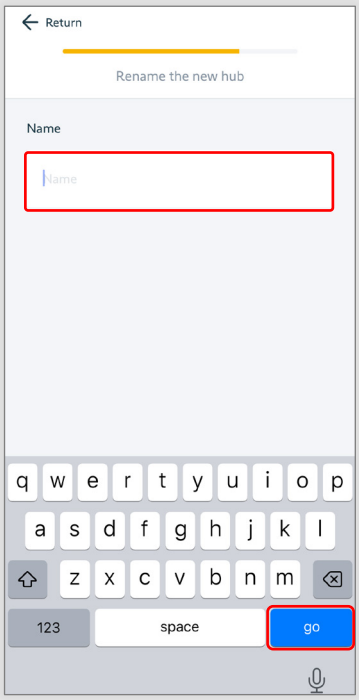
4. SCAN the QR code on the bottom of the TaHoma hub being added

   If the QR code is not available, SELECT "Enter the PIN code manually."

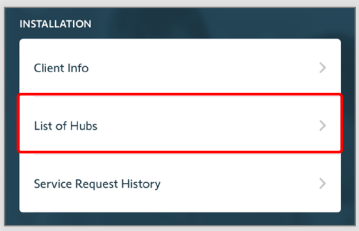
   ENTER the 12-digit PIN code located on the bottom of the TaHoma, then select "Next."

5. SELECT in the Name field and ENTER the desired name of the additional TaHoma switch
6. SELECT "go" on the keyboard
7. WAIT for the Searching process to complete
8. FOLLOW from [step 7 of the Register A TaHoma section of this guide]





Once the process of adding a TaHoma switch is complete, NAVIGATE to the TaHoma Configuration page then SELECT "List of Hubs" to access the added switch. REPEAT the process for adding more TaHoma switches to the system.



ADJUST DEVICES

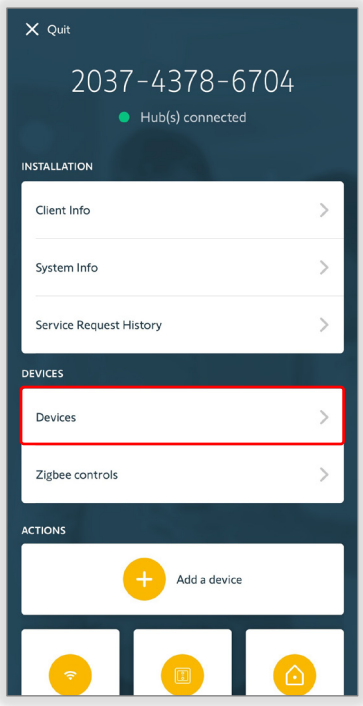
Register a TaHoma includes the ability to test a device or adjust settings. Device settings are available for change at each TaHoma pro app connection to the device. The device settings will vary by type of device. To adjust devices, follow the steps below:

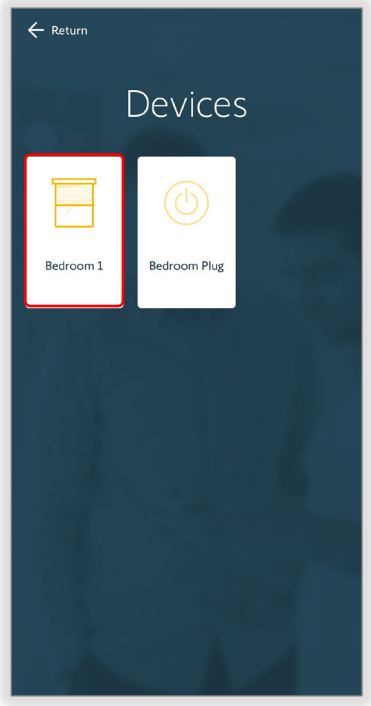
1. CONFIRM all devices are added to the TaHoma
2. SELECT "Devices"
3. SELECT the product to adjust, then continue to the following sections for specific settings

   All motors must have end limits set before being added to the TaHoma configuration.

   If a new Zigbee motor needs to be added to the TaHoma configuration, then end limits must be set before adding the motor.

   Refer to the Configure a Zigbee Motor section of this guide to add a new Zigbee motor.





NAME THE DEVICE

Each device allows for unique naming that is helpful for identifying the products within the systems when installed.

1. SELECT "Name"

   The motor model displays by default.

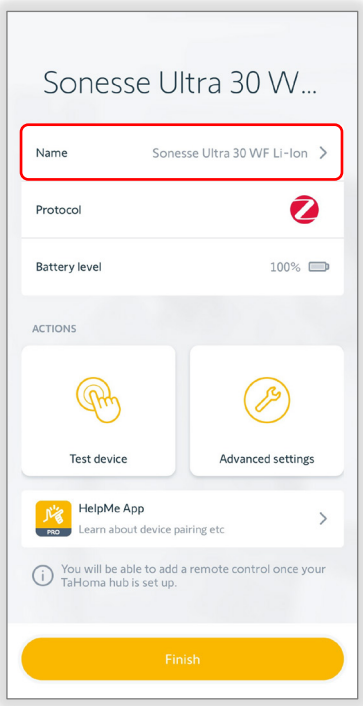
2. ENTER the name in the text field
   Example: Bedroom 1

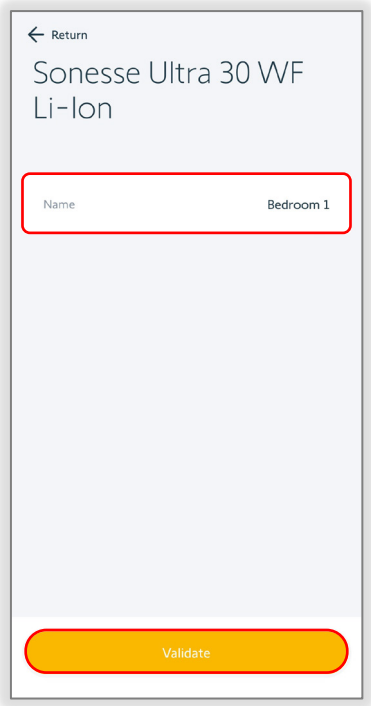
   The name cannot exceed a 60-character limit.

   After typing the name, PRESS the return key on the mobile device keyboard.

3. SELECT "Validate"

   The app will return to the motor Information page displaying the new name.





DEVICE INFORMATION

In the Information section, the device protocol and battery level are displayed and do not require adjustment.

Examples: Roller, cord lift, and tilt only motors, drapery motors or smart plugs

Protocol

The device protocol is displayed

Battery level

The current battery level is displayed for battery motors only

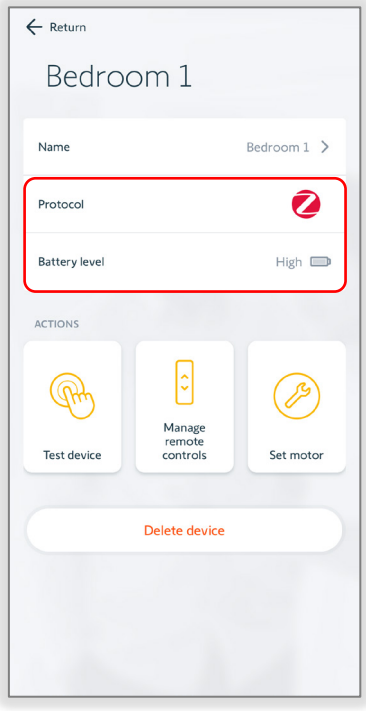
Ensure the battery is fully charged before project completion.

Type

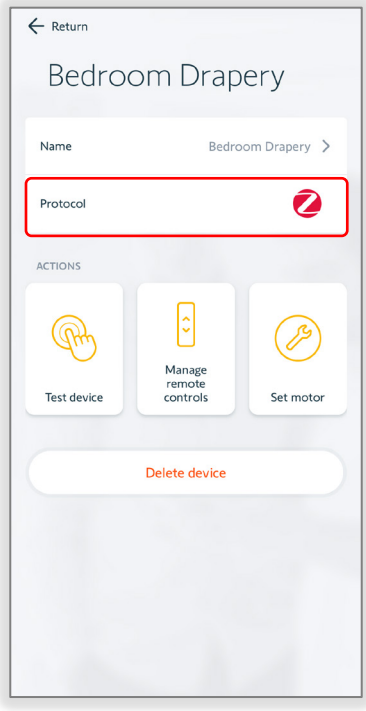
The current type of application is displayed for drapery motors only

The latest available updates are suggested at the initial TaHoma pro app connection to the motor.

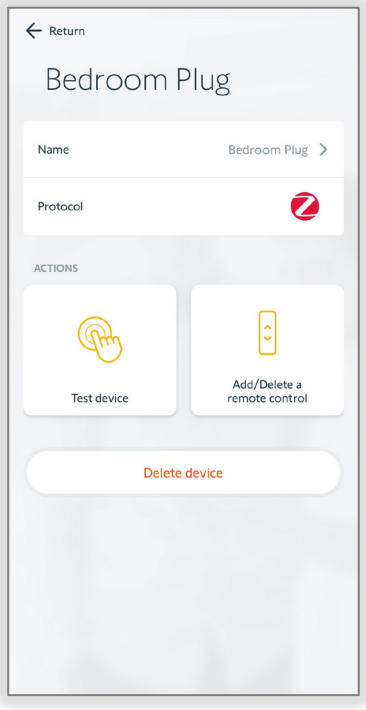
Ensure the motor is up to date before project completion.



Example above for roller motors



Example above for drapery motors



Example above for smart plugs

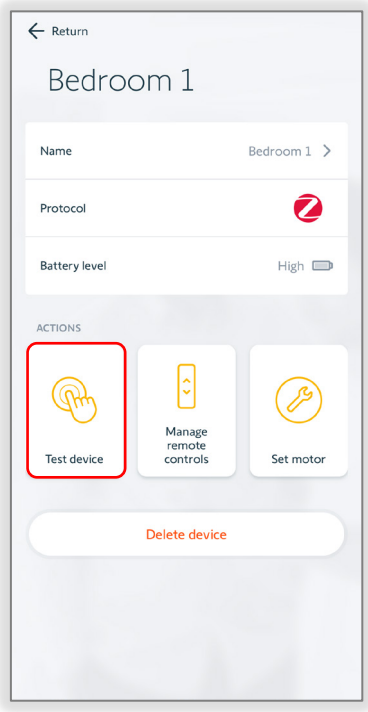
TEST THE DEVICE

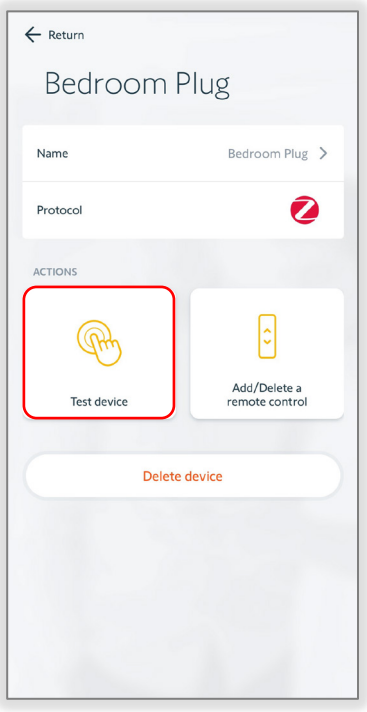
The process of configuring a device includes testing the settings in the device prior to completion.

1. SELECT "Test device"

   Testing a motor will confirm the saved limits. These limits and other motor actions are available for change.

   Refer to Advanced Settings on the next page to adjust the available settings of devices.





2. SELECT the following to test the device:

   On / Open / 100% / +90°
   PRESS to turn on the plug or move the motor to the up limit

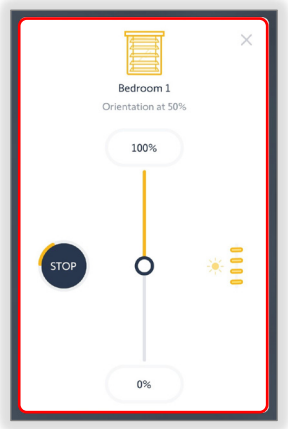
   STOP
   PRESS to stop motor movements

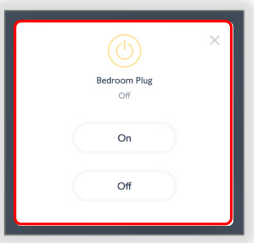
   my
   PRESS to move the motor to a saved favorite position

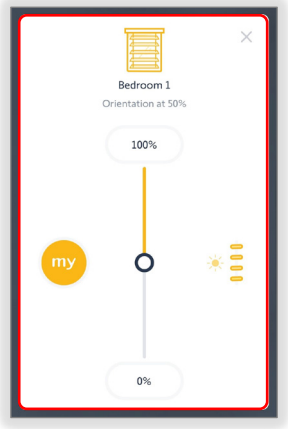
   Refer to Advanced Settings on the next page to save the "my" position. The "my" position is optional for the motor configuration.

   Off / Close / 0% / -90°
   PRESS to turn on the plug or move the motor to the down limit

   Slider
   PRESS & RELEASE to move the motor to a percent openness or degree angle position







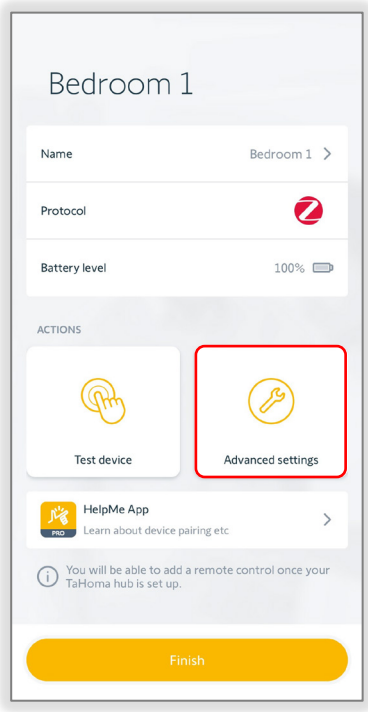
3. SELECT the X icon in the upper right corner of the window to close the Testing screen

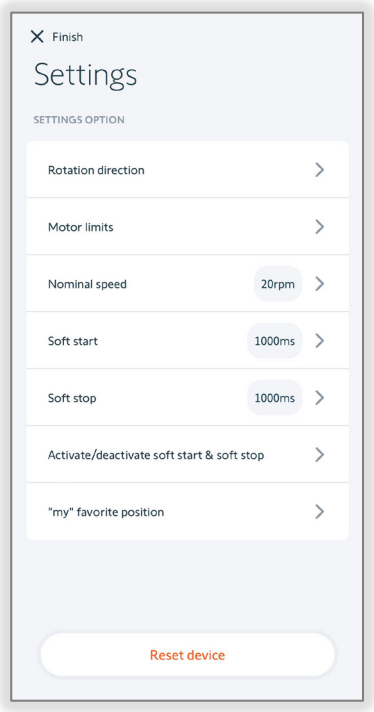
   The motor will stop if moving.

ADVANCED SETTINGS

The process of configuring a motor includes testing the settings set in the motor prior to completion. Smart Plugs do not have advanced settings.

1. SELECT "Advanced settings" to adjust the additional settings of the device
2. Follow the steps below to adjust the selected settings option:





Rotation Direction

1. SELECT "Rotation direction"

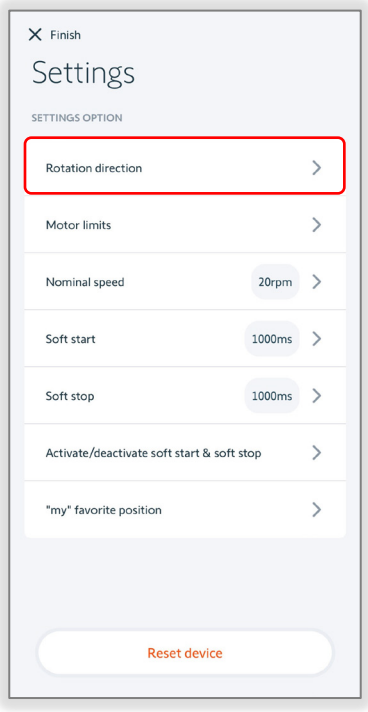
   PRESS the UP/OPEN or DOWN/CLOSE button to move the motor
2. SELECT "Reverse direction" if the motor rotation direction needs to be reversed

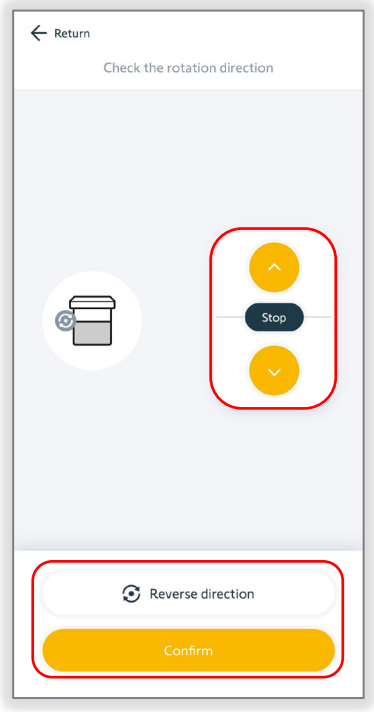
   The motor will jog once to confirm the reverse direction.

   A jog is a brief up/open and down/close motion of the motor.

   The app will confirm the settings have been saved.
3. SELECT "Confirm"

   The app will return to the device Settings page.





To test the rotation direction, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.

Motor Limits

1. SELECT "Motor limits"
2. SELECT "Up end limit/Open"

   OR

   SELECT "Down end limit/Closed"

   Follow the app instruction to adjust the respective motor limits.

   Example: Roller or cord lift motors

3. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the new limit

   OR

   ENABLE "Continuous mode"

   Continuous mode allows the motor to continue moving in the selected direction. Unlike the Press & Hold option, Continuous mode requires pressing the Stop button to stop motor movements.

   The motor will not stop automatically when Continuous mode is enabled.

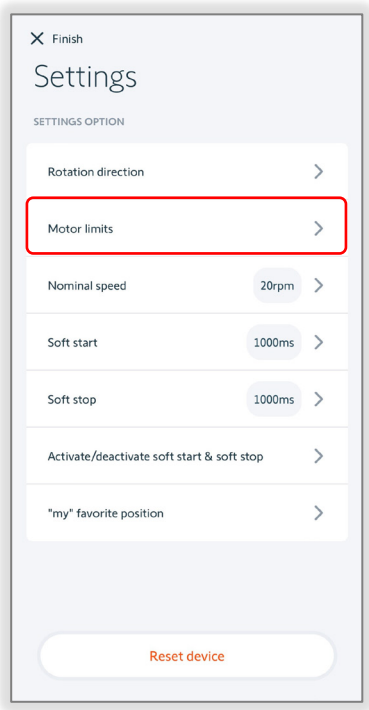
   Take caution when using Continuous mode to prevent damage to the end product.

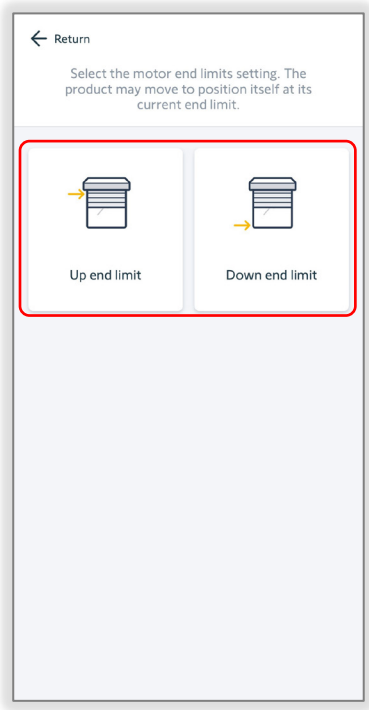
4. PRESS the Continuous switch UP or DOWN button to move the motor in the direction of the new limit
5. PRESS the STOP button prior to the desired limit
6. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired limit is reached
7. SELECT "Confirm"

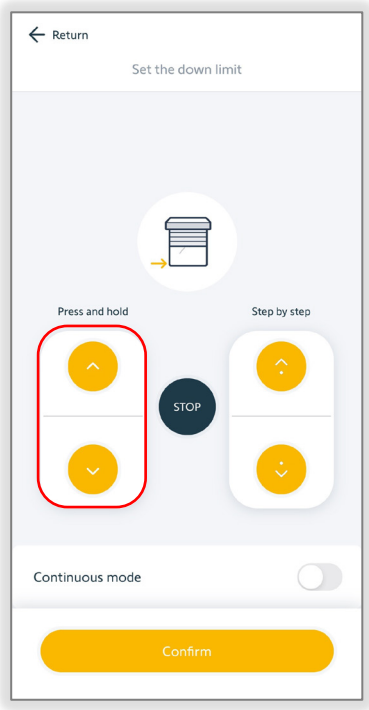
   The motor will jog once to confirm the limit is set.

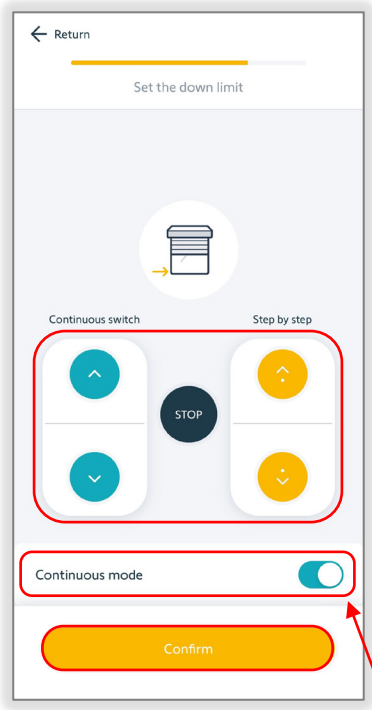
   The app will confirm the settings have been saved and return to the device Settings page.

   To test the motor limits, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.

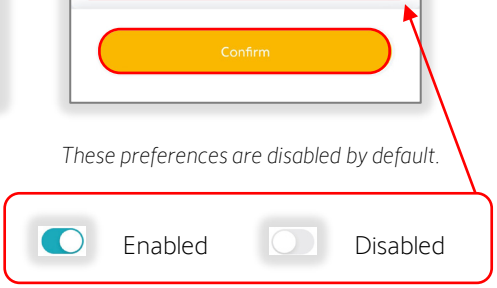








These preferences are disabled by default.



SELECT the toggle button to enable or disable.

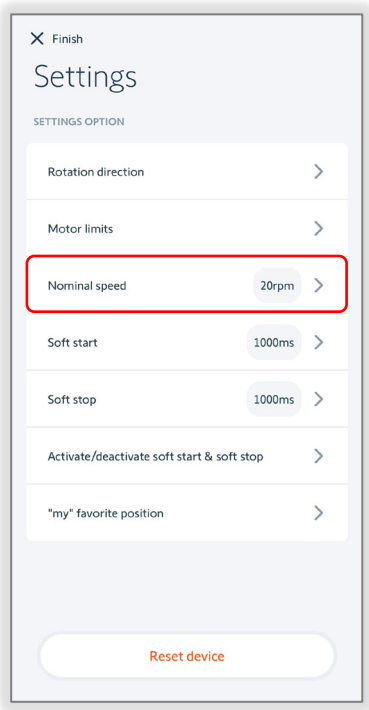
Nominal Speed

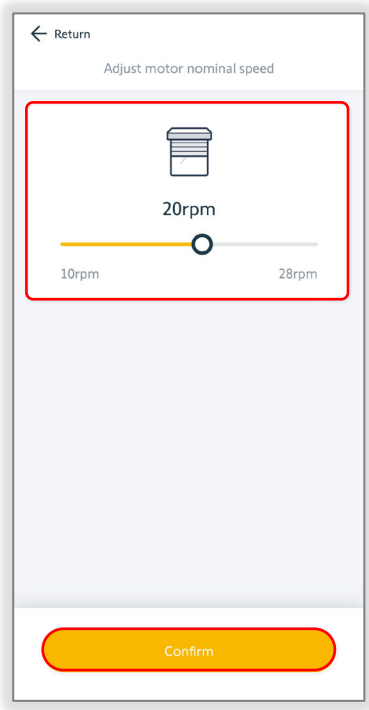
1. SELECT "Nominal speed"
2. PRESS & RELEASE the slider to adjust the speed
   Example: 20rpm

   Drapery motor nominal speed options are Low (Silent), Standard, High, or Very high. If the physical speed selector on the drapery motor is set to Silent, the nominal speed will be set to Low.
3. SELECT "Confirm"

   The app will confirm the settings have been saved and return to the device Settings page.

   To test the speed, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.





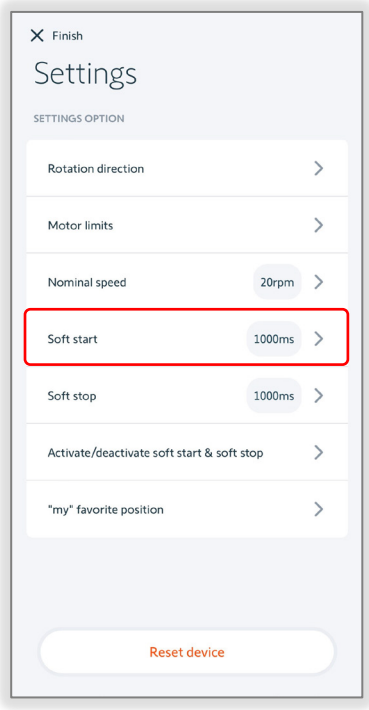
Soft Start

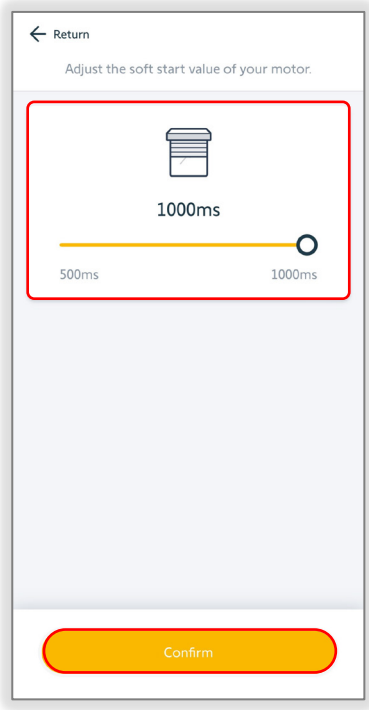
Soft start is not available for drapery motors.

1. SELECT "Soft start"
2. PRESS & RELEASE the slider to adjust the soft start
   Example: 1000ms
3. SELECT "Confirm"

   The app will confirm the settings have been saved and return to the device Settings page.

   To test the soft start, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.





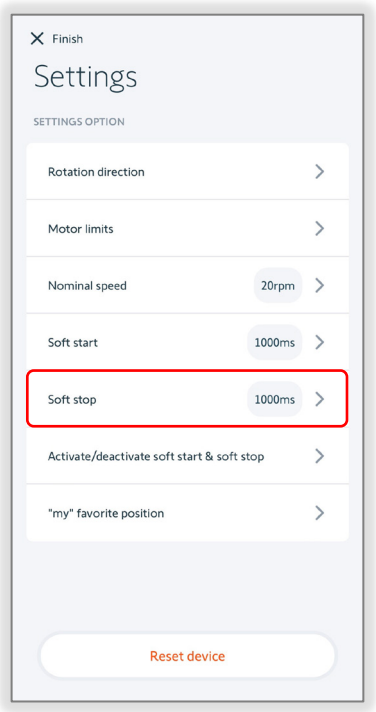
Soft Stop

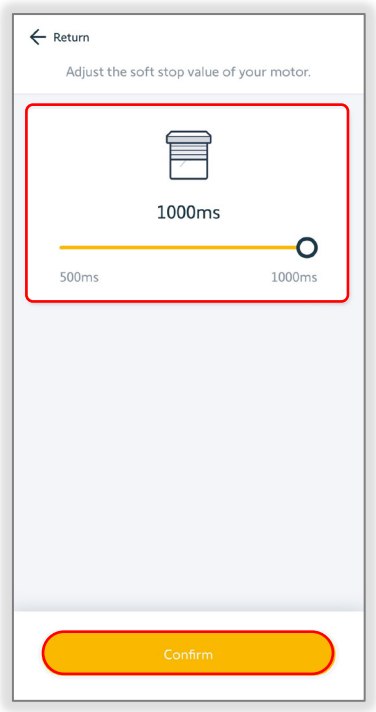
Soft stop is not available for drapery motors.

1. SELECT "Soft stop"
2. PRESS & RELEASE the slider to adjust the soft stop
   Example: 1000ms
3. SELECT "Confirm"

   The app will confirm the settings have been saved and return to the device Settings page.

   To test the soft stop, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.





Activate/Deactivate Soft Start & Soft Stop

Soft start & soft stop are not available for drapery motors.

1. SELECT "Activate/deactivate soft start & soft stop"
2. SELECT "Disabled" to deactivate soft start & soft stop

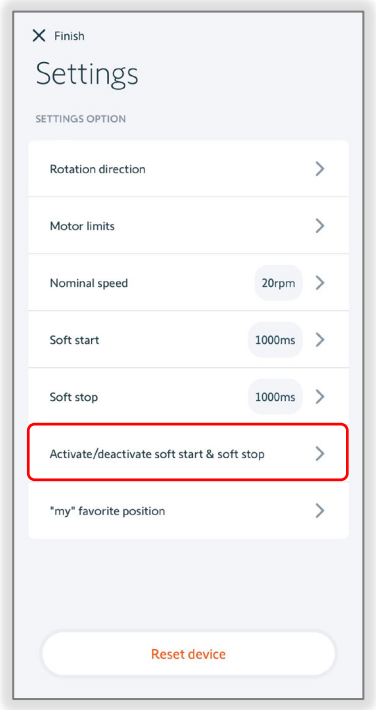
   OR

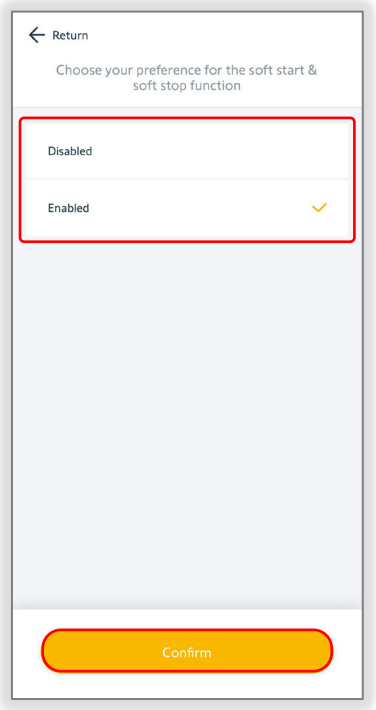
   SELECT "Enabled" to activate soft start & soft stop
   Example: Enabled
3. SELECT "Confirm"

   The app will confirm the settings have been saved and return to the device Settings page.

   The soft start & soft stop times will continue to display when this setting is disabled.

   To test the soft start & soft stop, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.





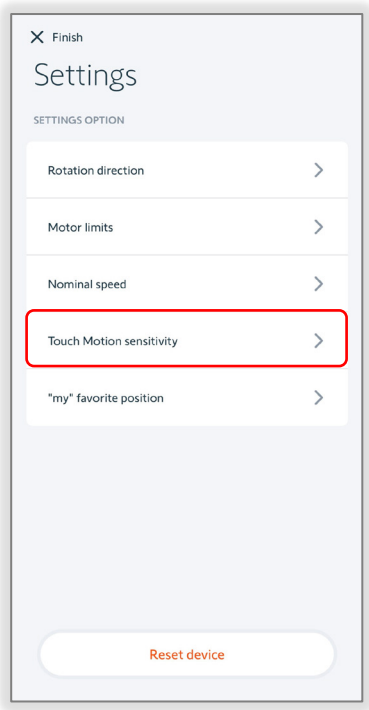
Touch Motion Sensitivity

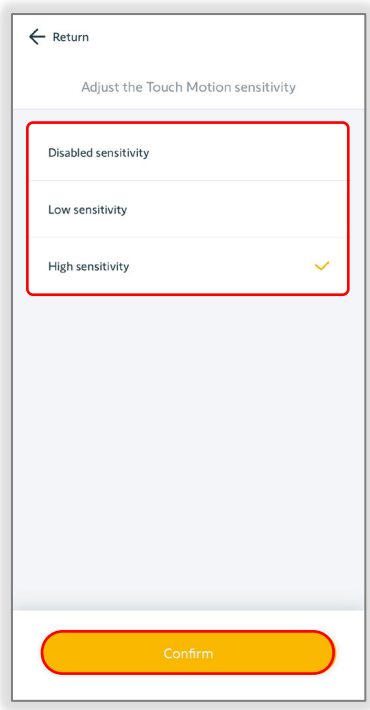
Touch motion is only available for drapery motors.

1. SELECT "Touch Motion sensitivity"
2. SELECT the desired setting
   Example: High sensitivity
3. SELECT "Confirm"

   The app will confirm the settings have been saved and return to the device Settings page.

   To test the touch motion, SELECT "Finish," then attempt to manually move the drapery product.





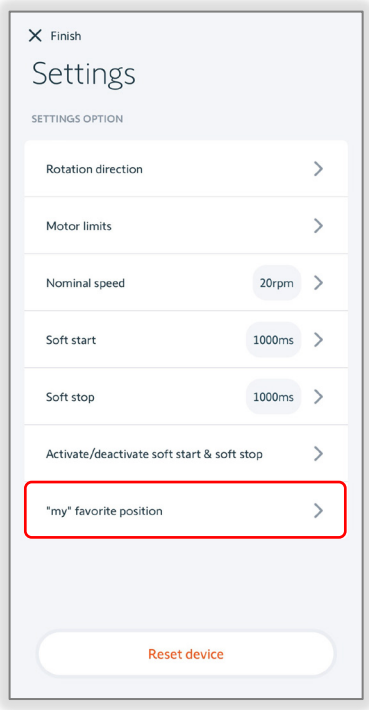
"my" Favorite Position

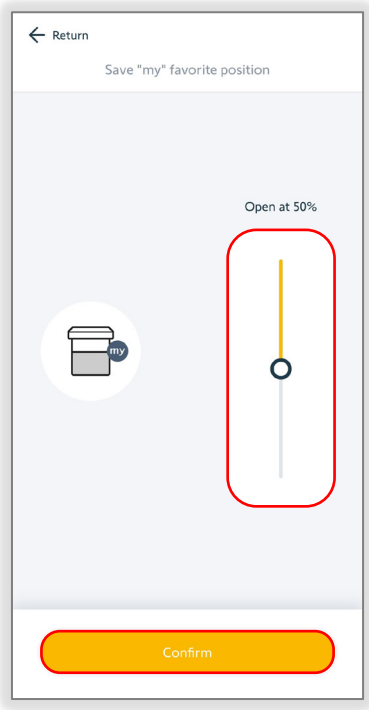
1. SELECT ""my" favorite position"
2. PRESS & RELEASE the slider to move the motor to a favorite position
   Example: 50%
3. SELECT "Confirm"

   The motor will jog to confirm the "my" position is saved.

   The app will confirm the settings have been saved and return to the device Settings page.

   To test the "my" position, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.





Reset Device

Reset device will factory reset the motor. The saved motor configuration will be erased, and the device will be reset to factory default settings, as well as remove all Ysia remote pairing.

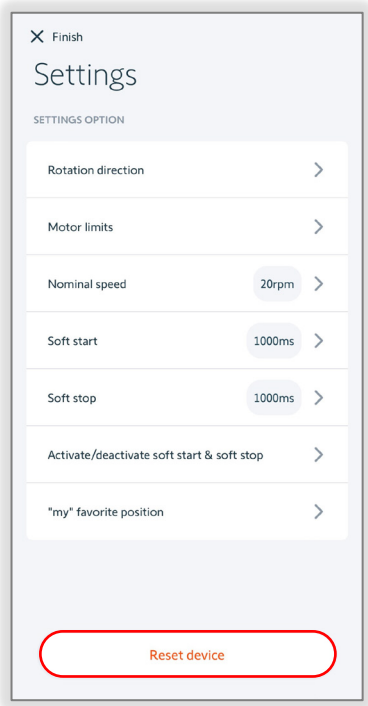
1. SELECT "Reset device"
2. SELECT "Delete"

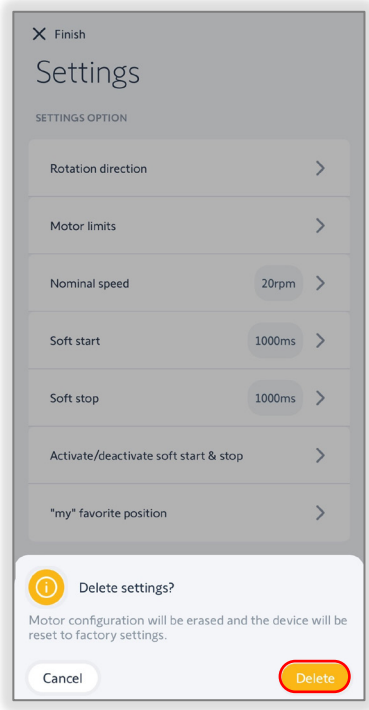
The app will confirm the settings have been deleted.

The motor will jog to confirm the motor is reset.

The app will return to the homepage.

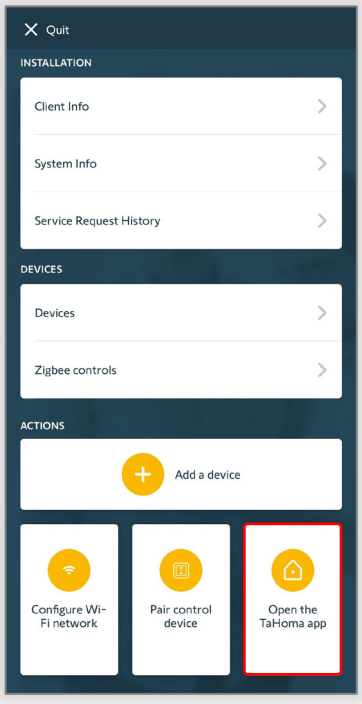
The motor is now factory reset.

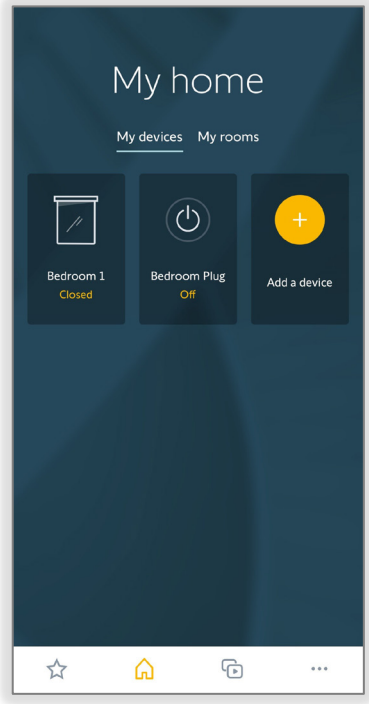




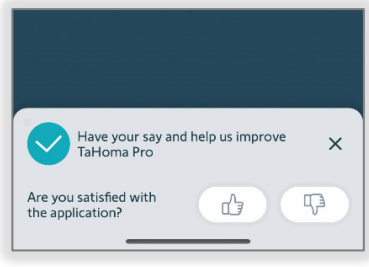
This concludes the Register a TaHoma switch process, adding all the devices, and making the adjustments needed to the devices.

The next step to complete the TaHoma installation is to SELECT "Open the TaHoma app" to redirect to the client's TaHoma application for moving devices to rooms and other user app installation requirements.





Look out for an in-app rating notice once the setup process is complete to give your opinion on the app and experience.



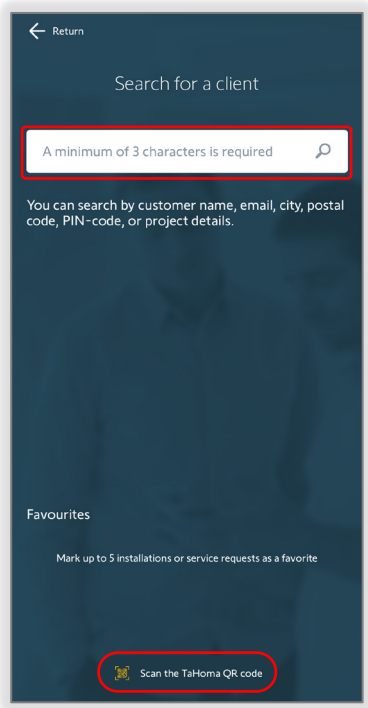
MANAGE ZIGBEE GROUPS

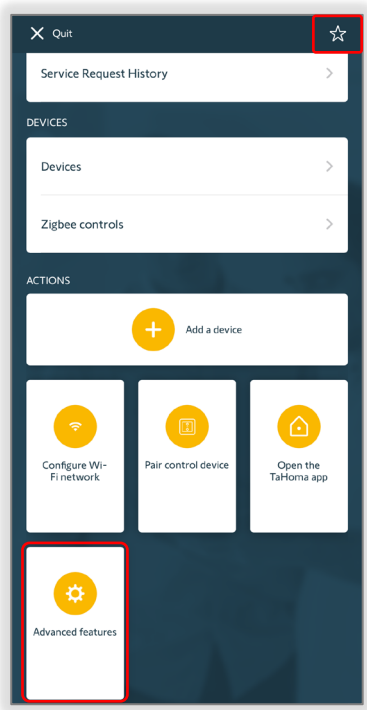
Follow the steps below create Zigbee Groups for synchronized control of Zigbee motorized products.
A maximum of 20 Zigbee products can be added into Zigbee groups.
Managing Zigbee Groups is not available in Local Mode.

1. NAVIGATE to "Access an active TaHoma switch"
2. TYPE at least 3 characters in the search field to search for the TaHoma name

   OR

   SELECT "Scan the TaHoma QR code" to use the camera to scan the QR code on the TaHoma switch
3. SELECT the star to add the box to your favorites for future use, the star will turn white
4. SELECT "Advanced features"

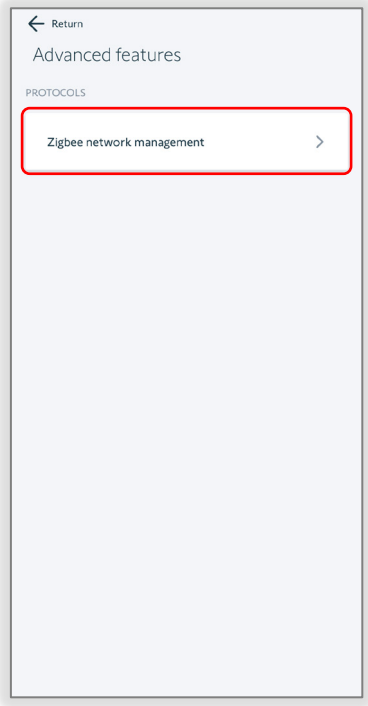


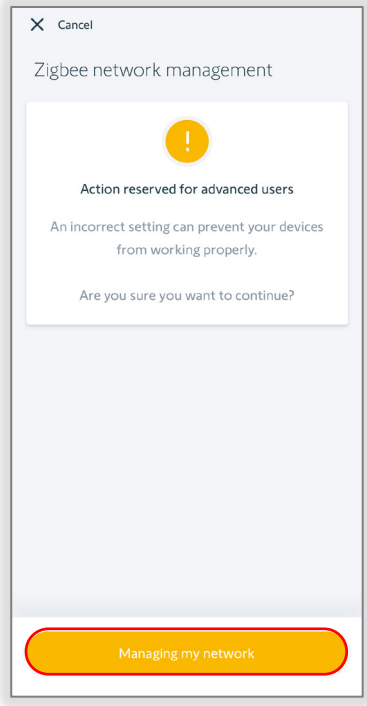


5. SELECT "Zigbee network management"
6. REVIEW the attention notice on the screen prior to proceeding

   This is meant to be a minor warning that changes to system settings can prevent devices from working properly.
7. SELECT "Managing my network"

   FOLLOW the steps on the next pages.

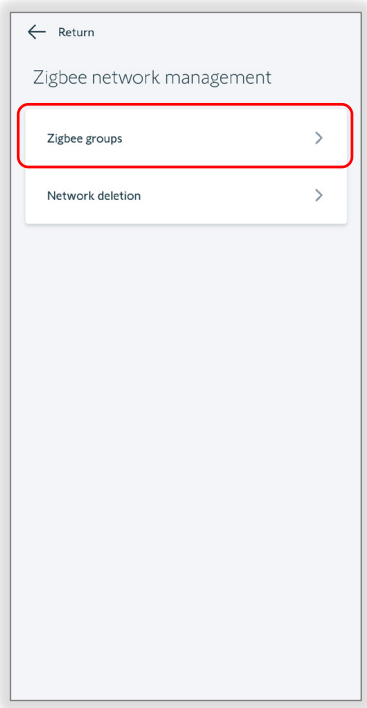


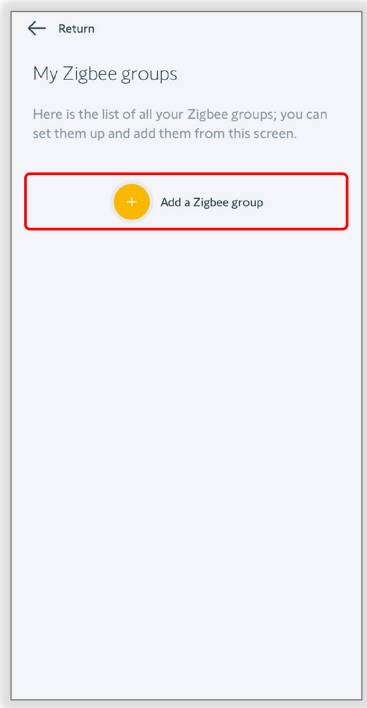


8. SELECT “Zigbee groups”
9. SELECT “ + Add a Zigbee group”

   OR

   SELECT an already created group to modify the group settings



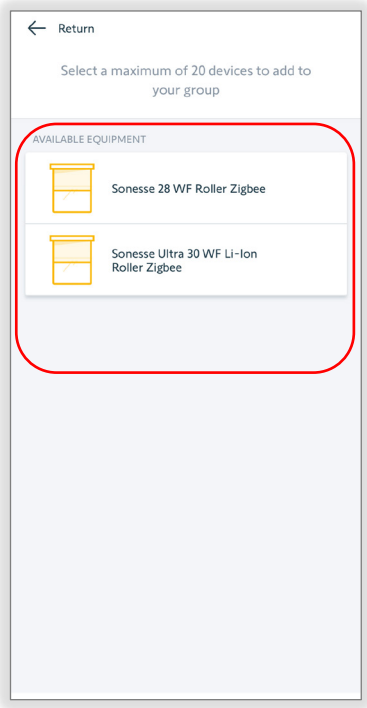


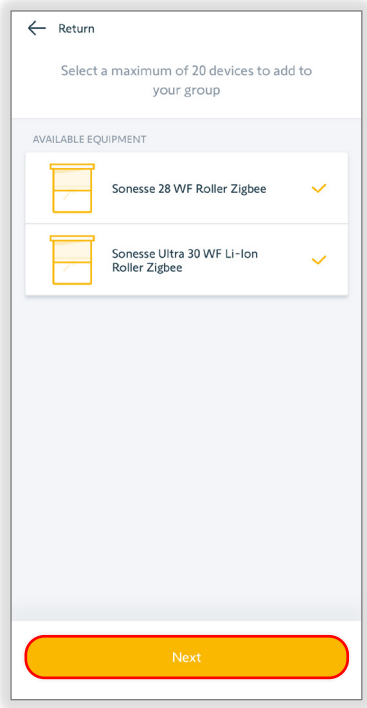
10. SELECT the devices to add to the group, SCROLL DOWN to choose additional devices

    NOTE: There is a maximum limitation of 20 devices per group.

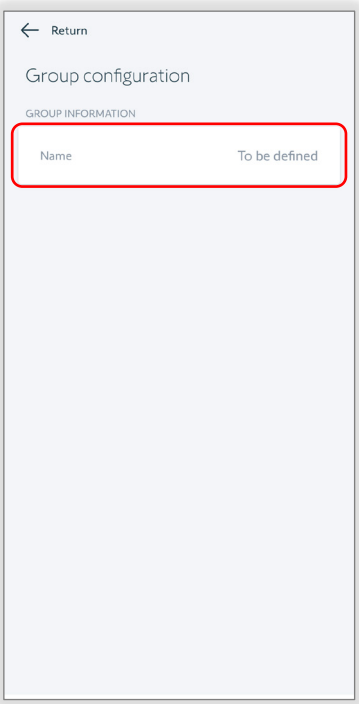
    The motors will jog when they are selected.

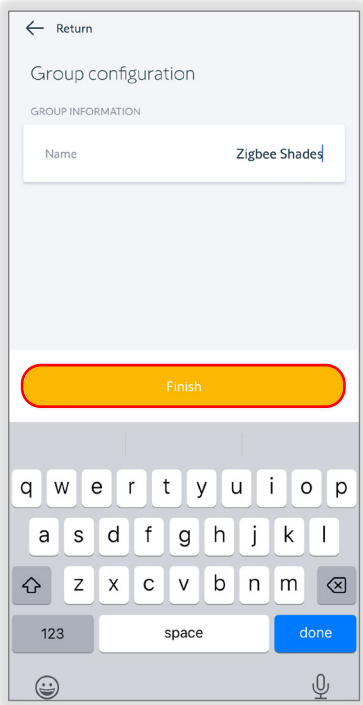
11. CONFIRM the devices on the previous screen are selected with a checkmark to the right of the device name
12. SELECT “Next” to continue to the next steps





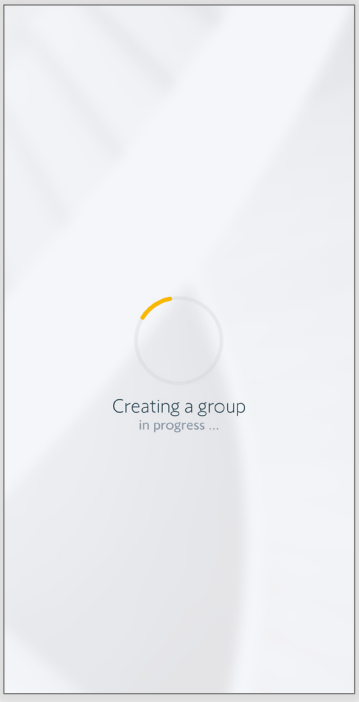
13. TYPE a name into the Name field, then FOLLOW the keyboard prompts to complete the name entry
14. SELECT “Finish”

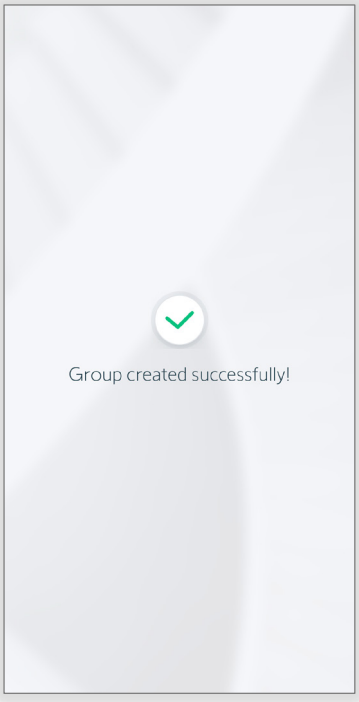




15. WAIT for the process of creating a group until the Group created successfully! Screen appears

This concludes the process of managing Zigbee groups by adding them or making the adjustments needed to the groups.





ACCESS AN ACTIVE TAHOMA SWITCH

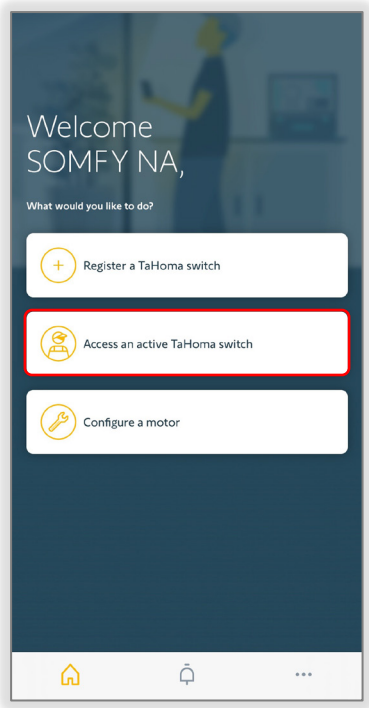
Access an active TaHoma switch searches for assigned TaHomas by the customer, email address, location, TaHoma PIN-code, or project details.
If a TaHoma is not assigned to a dealer, the dealer must request access from the customer to complete the TaHoma configuration.
Searching for a TaHoma allows access to provide remote support to customer installations.
To search and assign a TaHoma to a dealer account, follow the steps below:

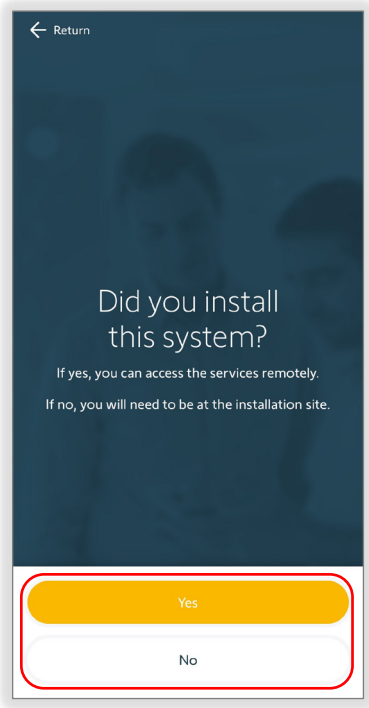
1. SELECT "Access an active TaHoma switch"
2. SELECT "Yes" if the TaHoma is assigned to the TaHoma pro dealer account

   OR

   SELECT "No" if the TaHoma is not assigned to the TaHoma pro dealer account

   If the TaHoma is new, then follow the app instruction to Register the TaHoma.





3. ENTER the client details or the TaHoma PIN, then SELECT "search"

   OR

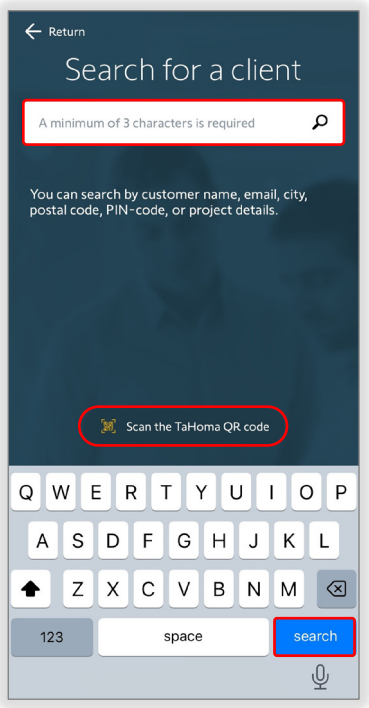
   SELECT "Scan the TaHoma QR code"

   NOTE: A list of up to 5 favorite TaHoma units is now available on the Search for a client screen to allow for quicker access to the switch

4. SCAN the QR code on the bottom of the TaHoma switch

   If the QR code is not available, SELECT "Enter the PIN code manually."

   ENTER the 12-digit PIN code located on the bottom of the TaHoma, then select "Next."





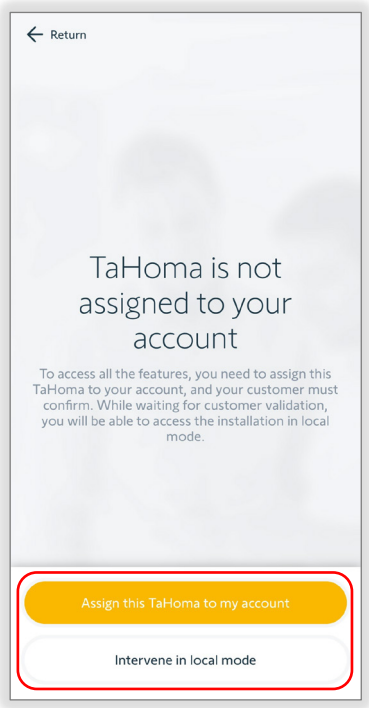
5. If the TaHoma is not assigned to the TaHoma pro dealer account, SELECT “Assign this TaHoma to my account”

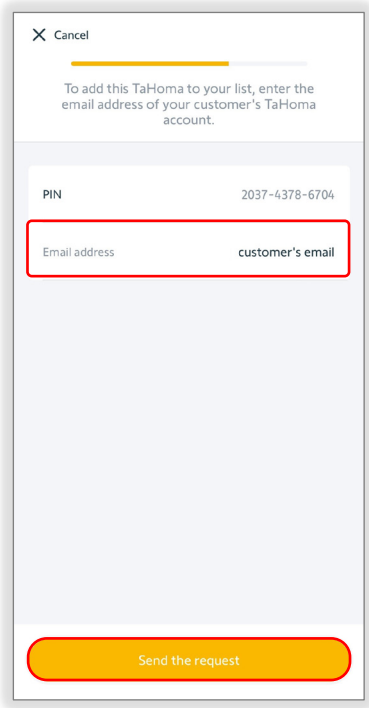
   OR

   SELECT “Intervene in local mode”

   To access all the features of the TaHoma, the TaHoma needs to be assigned to this TaHoma pro dealer account, and the customer must confirm. While waiting for the customer validation, access the TaHoma installation in local mode.

6. ENTER the customer’s email address to request full access to the TaHoma, then SELECT “Send the request”





7. SELECT “Service this hub in local mode”

   If the TaHoma is new, follow the app instruction to continue registering the TaHoma.

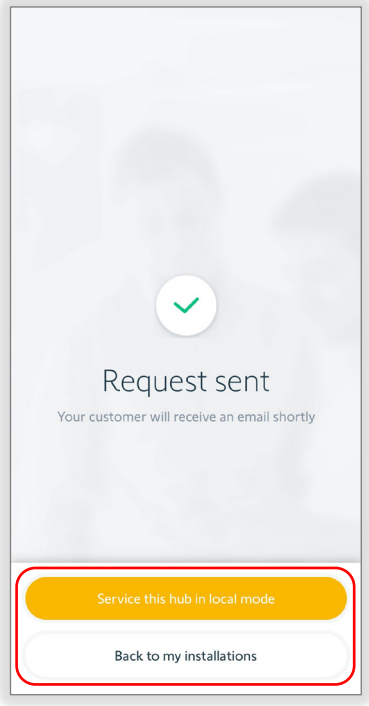
   If the TaHoma is already registered, follow the app instruction to connect to the TaHoma.

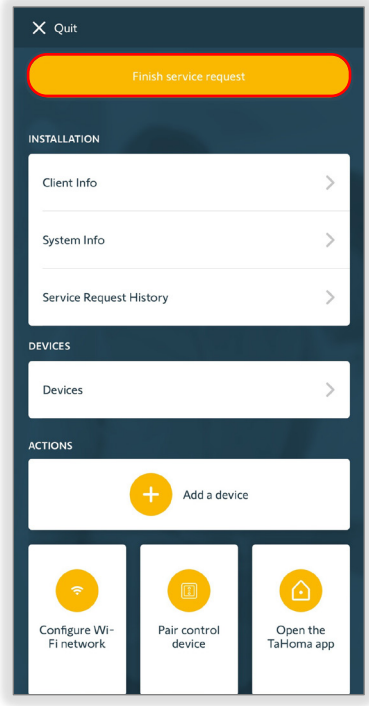
   OR

   SELECT “Back to my installations” to continue searching for a TaHoma

   If the TaHoma is assigned to the TaHoma pro dealer account, the TaHoma Configuration page will allow full access to the TaHoma.

   Once the TaHoma service is complete, SELECT “Finish service request” to end the service.

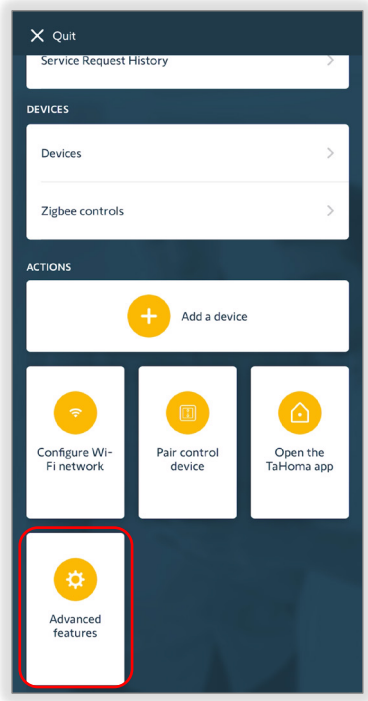


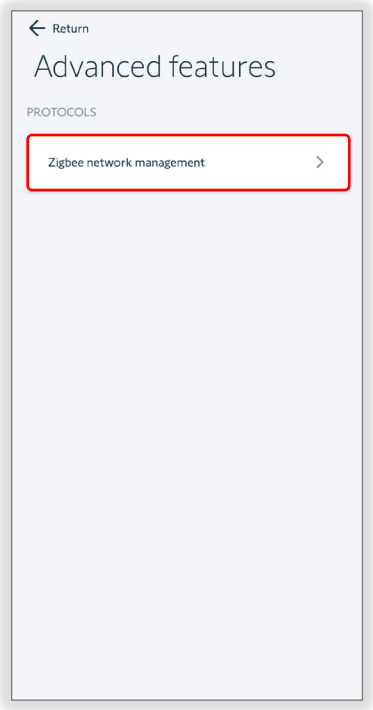


DELETE ZIGBEE NETWORK

The process used to delete a Zigbee network is used to remove devices added to customer installations without clearing TaHoma switch settings. If a TaHoma is not assigned to a dealer, the dealer must request access from the customer to complete the TaHoma configuration. To search and delete a TaHoma Zigbee network of devices, follow the steps below:

1. FOLLOW the steps in the previous section of this guide, Access An Active TaHoma switch
2. From the app Homepage, SCROLL down to the bottom, then SELECT "Advanced features"
3. SELECT "Zigbee network management"



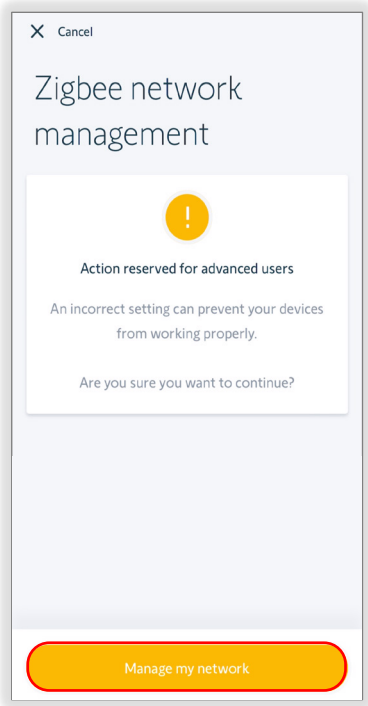


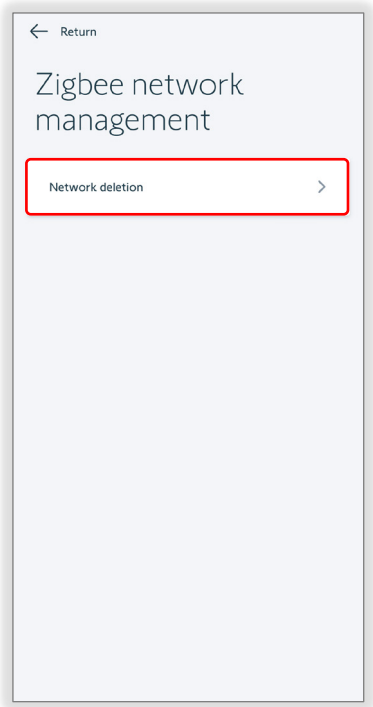
4. SELECT "Manage my network"

   IMPORTANT: Following these steps will remove all devices added to the TaHoma switch.

5. SELECT "Network deletion"

   NOTE: SELECT "Return" to go back and avoid deleting the network.

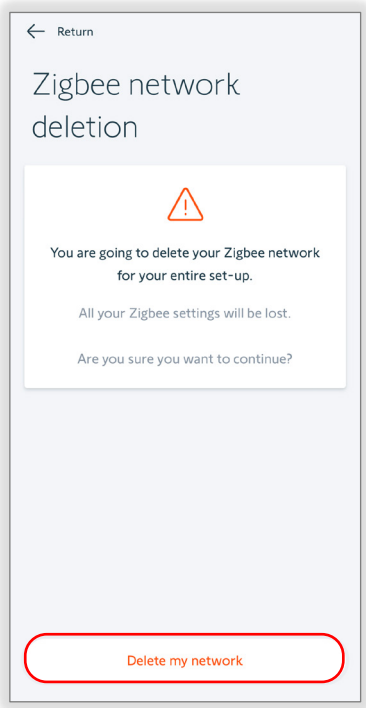


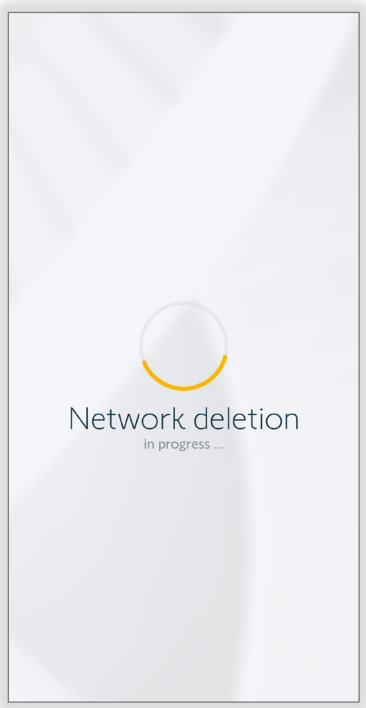


6. SELECT “Delete my network”

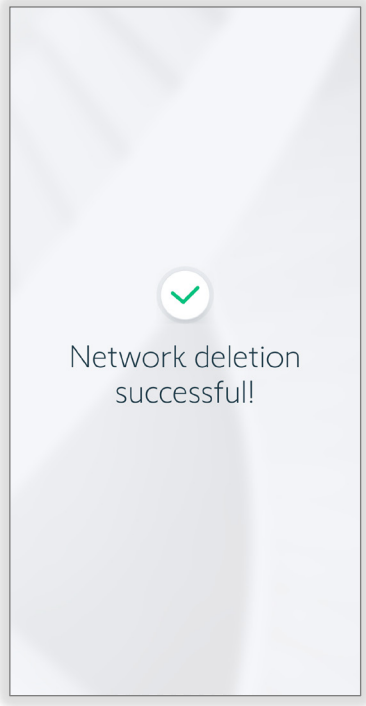
   NOTE: SELECT “Return” to go back and avoid deleting the network.

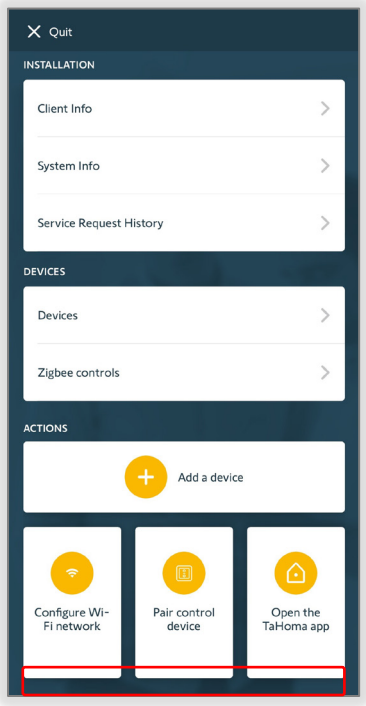
7. FOLLOW the steps as the app proceeds with the Network deletion process





8. WAIT for the “Network deletion successful!” confirmation screen
9. CONFIRM the app redirects back to the Homepage and the Advanced features button is no longer available





FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT TECHNICAL SUPPORT:

(800) 22-SOMFY (76639)

Get answers to your questions from our Somfy FAQ page: www.somfysystems.com/en-us/support/faq

Follow the steps to access Service & Support.

© Somfy Systems, Inc. • **SEPTEMBER 2024**
All brands, products, and trademarks are the property of their respective owners.

somfy®

Make the move

About Somfy®

For over 50 years, Somfy has been pioneering innovative motorization and automated solutions for window coverings and exterior shading products. With comfort, ease of use, security, and sustainability in mind, our seamless and connected solutions are designed to help people make the move to living spaces impactful for humans and with a reduced impact on nature.

A BRAND OF SOMFY GROUP

Somfy Systems, Inc.
T: (800) 22-SOMFY
www.somfypro.com

New Jersey
121 Herrod Blvd.
Dayton, NJ 08810
T: (609) 395-1300
F: (609) 395-1776

Florida
1200 SW 35th Ave.
Boynton Beach, FL 33426
T: (561) 995-0335
F: (561) 995-7502

California
15301 Barranca Pkwy.
Irvine, CA 92618-2201
T: (949) 727-3510
F: (949) 727-3775

Somfy ULC
T: (800) 66-SOMFY
www.somfypro.ca

Canada
6411 Edwards Blvd.
Mississauga, ON L5T 2P7
T: (905) 564-6446
F: (905) 238-1491