

# HOME DECOR

## SOMFY ZIGBEE



# INFO PACKET

Updated: 8/16/2024

## WHY USE ZIGBEE:

Much QUIETER than the RTS counterpart motor!

- Easy to Use, Improved shade performance, and enhanced reliability
- Plugged in Devices (Zigbee Routers) offer a dual purpose
- Zigbee uses less internet data to communicate
- Integrate with most other home automation management systems. IE: Amazon Alexa, Apple Home Kit, and Google
- Do initial problem-solving investigation from within the Somfy TaHoma Pro App
- Enhance Security and Accessibility – **Same encryption used by online banking services**
- A self-healing network, devices will automatically reroute when one device goes offline.
- Zigbee motors are more energy efficient which increases battery life.
- **Get assistance if something goes wrong** (Somfy Tech Support 1-877-437-6639)

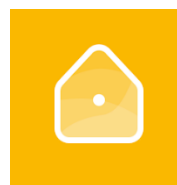
## What is a Zigbee Network?

- **Zigbee Coordinator (ZC)** – The TaHoma Switch will be the Smart Controller. Its job is to establish the network itself, setup and maintain security, add devices to the network and manage communications between them. There can be only one Coordinator in the Zigbee network and it must be permanently powered.
- **Zigbee Router (ZR)** - Zigbee routers are permanently powered devices and these provide the back-bone of the Zigbee network. They direct communications between devices to create a literal route from one device to another. There can be many Routers within the Zigbee network and these are typically Smart Devices such as AC powered shades, smart plugs - usually any Zigbee device that is AC powered.
- **Zigbee End Device (ZED)** - End Devices are the most basic device on the network, they can only send or receive data, they can't carry out routing tasks. This means they can only communicate with Zigbee Routers or direct to the Zigbee Coordinator. End Devices are battery powered shades and remotes.



TaHoma Pro App for Installers

*Serv-e-go* is accessible through the app and the Somfy Website.  
[www.somfypro.com](http://www.somfypro.com)



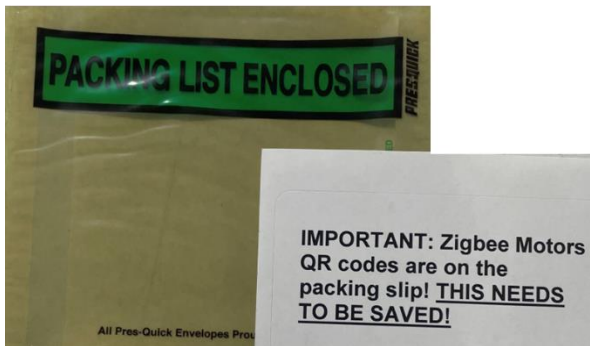
TaHoma by Somfy App for Home Owners

# SOMFY ZIGBEE LABEL LOCATIONS

**Label 1:  
On the Motor**



**Label 2:  
On Packing Slip**



**Label 3:  
Bottom Bar  
Motor Side**



**Label 4: HD Manufacturer Paperwork**  
- Remember, you should keep a copy of the QR codes for your records.

## Installation Instructions for Zigbee Motors With the App – No TaHoma Switch

1. Click **Configure** Motor.
2. **Scan** QR code and set limits.
3. **Click** add remote; It will display a warning. Click Continue.
4. **Click** which remote you are using for this motor. The Ysia 1 Channel or the Ysia 5 Channel.
5. **Answer** the two questions that follow.
  - a. Is there a remote already programmed? (Click No)
  - b. Are there batteries in the remote?
6. **Select** Channel on remote, if using a multi-channel remote. The motor will jog once connected.
7. **BRIEFLY PRESS** the programming button on the back of the remote. The motor will jog once to let you know the command has been received.
8. **Test** remote

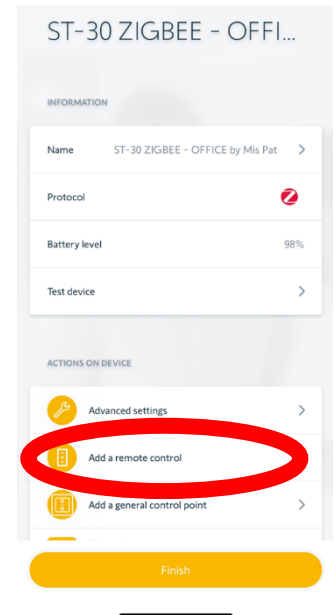
You will be automatically disconnected from the shades, when you move to a new shade, or exit the app.

***Note:** If you walk away from the motors the Bluetooth connection will be lost and you will have to start over with that motor. You have Approx. 5 to 10 ft at most, if there is nothing to interfere with the signal.*

***Note:** If you need to get back into a motor to make adjustments, you will need to scan the QR code again.*

**Troubleshooting:** If you cannot find the motors with the app, check your Bluetooth Settings to make sure they are on. If this does not fix the problem, call Somfy Technical Support at 1-877-437-6639, you need level 2 assistance and Zigbee help. You can also go to the [Somfy FAQ webpage](https://www.somfy.com/en-us/support/faq): [Somfysystems.com/en-us/support/faq](https://www.somfy.com/en-us/support/faq).

***Note:** To Factory Reset, a Motor press and hold the programming button 5 times, it will jog 3 times. Then the motor is reset.*



## RESET INSTRUCTIONS YSIA REMOTE:

*\*NOTE: Performing a factory reset on a Ysia remote does not affect the motor limits and motor programming. The remote configuration is irrecoverable after performing a Factory Reset, all Zigbee paired devices will be removed.*

1. **PRESS & HOLD** the programming Button on the remote until the **LED blinks RED 3 times**. (The process takes approximately 15 seconds)
2. **RELEASE** the Programming Button and **CONFIRM** the long blinking AMBER LED (The remote is in Programming Mode for 3 minutes)
3. The remote has now been erased and will remain in programming mode for 3 minutes.



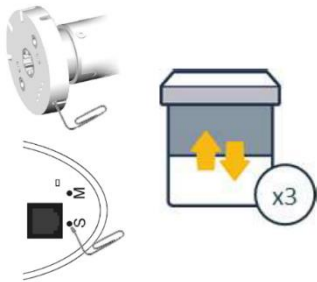
## RESET INSTRUCTIONS MOTOR:

*\*NOTE: Performing a factory reset on motors will remove all settings and return motor to default state. The motor settings are irrecoverable after performing a Factory Reset.*

1. **PRESS and HOLD** the Programming Button 5 times. It will jog 3 times, indicating the motor has been wiped.

*Note: The motor will go into Programming Mode for 3 minutes after the motor is reset, ready for pairing again.*

*Note: The upper and lower limits will need to be set again.*



## RESET INSTRUCTIONS SMART PLUG:

1. **PRESS & HOLD** The Button on the right side of the Smart Plug until the LED is solid Red
2. **RELEASE** the Button to enter pairing mode and the LED will alternately flash AMBER and GREEN



### If having Equipment Difficulties

Call Somfy Tech (1-877-437-6639) and give them the Pin Number of the equipment and they can troubleshoot the problem for you.

**NOTE: Always take a picture of the equipment/ Pin Number before you leave the jobsite.**

## Reset Instructions TaHoma Switch: Installers App

*The following instructions are for resetting the TaHoma Switch before turned over to the new Home Owner*

1. Home Screen of the Installer's App Tap Advanced Features
  - a. If you are returning to the project, you will need to request access to the network.
2. Tap Protocol Zigbee Management
3. Click continue After Reading the Warning
4. Click Deleting the Network
5. Click Continue After Reading the Warning.
6. Click Delete the Network After Reading the Warning.
7. The Zigbee Network has now been Deleted.

### **If having Equipment Difficulties**

**Call Somfy Tech (1-877-437-6639) and give them the Pin Number of the equipment and they can troubleshoot the problem for you.**

**NOTE: Always take a picture of the equipment/ Pin Number before you leave the jobsite.**

## **Checklist for Calling Somfy Tech Support**

- Who are you? (Name and Company)
- Who did you buy from? (**HOME DECOR**)
- What is the problem? (General overview of the problem) EX: a smart plug is not connecting
- What are the steps that lead to this problem/How did this occur? EX: After Plugging in the smart plug and pressing the button on the side until the LED turns solid red, the smart plug still times out without connecting to the network.
- When did the problem happen? (Time and Date)
- Where did it occur? (Address)
- Where on the property? (Which room) EX: Bedroom, Office 362
- How many motors and devices? (How many are having this problem?)