

# 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)

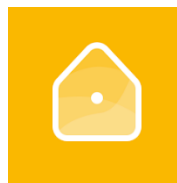
## What is a Zigbee Network?

- **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

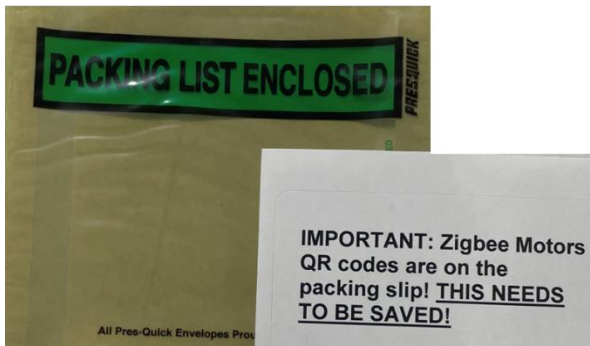
*Serv-e-go* is accessible through the app and the Somfy Website.  
[www.somfypro.com](http://www.somfypro.com)



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 a TaHoma Switch

### IMPORTANT!!

The installer Must Follow these directions In This Order to successfully install and integrate the shades as a system. Failure to follow these instructions in this order will result in motors not connecting to the network or operating incorrectly.

*\*Note: This entire process is easier if the device the app is on is also connected to the same WIFI that the TaHoma Switch will be on.*

#### Step 1: Log in to your account

#### Step 2: Register the TaHoma Switch

- **Plug in the TaHoma and choose one of the options below, you will need this later.**
  - Get the Internet network name and password or
  - **Plug the TaHoma into an Internet Modem via an Ethernet cable.**
    - **NOTE: An Ethernet Connection does not require a Network Name and Password.**
- **Tap Register a TaHoma Switch.** It should be the first option on the top.
- You will be asked to **scan the QR code.**
  - It's on the underside of the TaHoma, on the left, next to the power cord.
- **Tap Register a TaHoma,** it is the only button available.
- **Enter in the Client Information.** We recommend putting some part of the address, in case the current home owner moves or sells.
- The TaHoma will start its Registration. Now it is in the Somfy System. The Screen will say Congratulations and ask you to start Commissioning the TaHoma. Tap start Commissioning the TaHoma.
- First it will ask to **connect to the Internet.** If you are connecting via Ethernet cable, skip the next 2 steps, down to the double asterisks (\*\*).
- Once you press connect via WIFI, make sure the Top LED is flashing blue on the TaHoma Switch.
  - If not, hold the middle round button on the TaHoma Switch for 7 seconds until the LED turns blue.
- Fill in the Network Router Information i.e.: Network name and password
- **\*\*The screen will ask you to wait until the Top LED stops blinking and the bottom LED turns white.**
  - This step may take up to 5 minutes.
- The App will ask what color is the bottom LED on the TaHoma, it should be white
- The WIFI set up is complete, click finish, the TaHoma Switch will now Update.
  - This may take up to 10 minutes
- Once the update is done, Move onto Step 3

## Steps 3: Adding Smart Plugs

**Note: If asked to select a channel after clicking Zigbee, always choose Automatic.**

- Tap Add Device, then tap Lighting and Plugs
- Tap Somfy
- Tap Plug
- Tap the Zigbee Plug (should be the bottom left option)
- Tap continue
- The app will bring up the QR Code Scanning Window, scan the QR Code on the Smart Plug
- Quickly Plug the Smart Plug into an Outlet.
- Press and hold the button on the side of the Smart Plug until the LED turns Red
- Release the Button and wait approx. 30 seconds.
- After the plug is found, click the plug to rename
- Click Finish

## Step 4: Add AC or DC plug-in Motors (Soness line of Motors)

- Select Add a device
- Select the Zigbee icon at the top of the screen
- Wake up the motor by pressing the program button on the motor for one jog, the LED will begin blinking amber.
- Scan the QR code.
  - Once the motor is paired to the network, the motor will jog
  - Several seconds later, there will be a confirmation on your app screen
- Select Validate
- The App will ask you to name/rename the motor.
  - **If you need to change the limits see step 6, or Set a “MY” position see step 7**
  - **Start at the \* if changing limits or setting “MY” position now instead of coming back to it later.**
- You will be prompted to ***add another product***, or you can select Add a device and repeat this process, if needed. (ALL AC OR DC PLUG IN MOTORS MUST BE ADDED PRIOR TO ADDING ANY BATTERY MOTORS)

**\*\* If for any Reason you must reset the motor, please see Installing Motors Without the Limits Set for installation instructions \*\***

## Step 5: Add Battery Motors

- Follow the same procedure in Step 4 to pair the Battery Motors

## Step 6: Changing Limits

- On the Main Screen Tap Devices
- Tap select shade
- Tap set Equipment
- \*Tap Advanced Settings
- Tap Motor Limits
- Tap Which Limit; your options are the upper and lower limits
- Then move the shade using the controls on the screen.
  - **Warning:** If you choose to use the continuous mode movement option, care must be taken when setting the new shade limits as the shade will only stop when the stop button is pressed.
- When done click confirm

## Step 7: Setting the “MY” Position

- On the Main Screen Tap Devices
- Tap select shade
- Tap set motor
- \*Tap Advanced Settings
- Tap Advanced Settings
- Tap My Favorite Position
- Adjust to desired position
- Click Validate

## Step 8A: Adding a Remote

- From the home screen, Select **Add a device**
- Scroll down and select **Controls, then Somfy then Remote Control**
- A Zigbee Pairing confirmation screen will appear, select Next
- Scan the QR code on the remote control
  - You will get a 3-minute countdown (Patience here is key)
  - Ignore the 7 second count instructions
- While Countdown is happening – With a paper clip, press and hold the button on the back of the remote while observing the LED at the top front of the remote.
  - **IMPORTANT:** the LED will blink GREEN – RED – GREEN – RED. Let go on the 2<sup>nd</sup> RED flash.
- After several seconds, you will get a confirmation that the remote has been detected on your app screen
- Select the remote icon
- Rename the remote as a location or room
- Click Validate
- Click Bind now to link to shades now or click Later on to do so at a different time
  - If you choose Bind Now, keep following the instructions
  - If you choose later on, it will take you to the home page
- After tapping Bind Now, it will ask you to select a channel
- Then it will ask you to select the desired shade(s). Each shade will jog as it is selected.
  - **NOTE:** Different device types cannot be put on the same channel. i.e.: Smart Plugs cannot be put on the same channel as a window treatment and window tilting motors cannot be put on the same channel as window opening motors.
- Click Next
- Quickly press the button on the back of the remote with the paper clip, then tap next on the app.
- **WAIT** for the remote to sync, the screen will change on its own to successful connection
- Then move to the next channel that needs to be connected.

## Step 8B: Adding Devices to Remote Later

- On the home page, tap Zigbee Controls
- Tap which remote (the App will list the remotes by its name)
- Tap associated equipment
- Select the desired channel
- Then it will ask you to select the desired shade(s). Each shade will jog as it is selected.
  - NOTE: Different device types cannot be put on the same channel. i.e.: Smart Plugs cannot be put on the same channel as a window treatment and window tilting motors cannot be put on the same channel as window opening motors.
- Click Next
- Quickly press the button on the back of the remote with the paper clip, then tap next on the app.
- WAIT for the remote to sync, the screen will change on its own to “successful connection” and the LED will turn green on the remote
- Then move to the next channel that needs to be connected.

**Congratulations! You are now finished!**

**IN SUMMARY... It is important as the INSTALLER to follow the installation in this order.**

1. **Log-In to the App**
2. **Register the TaHoma Switch to create the network**
3. **Add the smart plugs to the network**
4. **Add AC or DC Plug-in Motors**
5. **Add Battery Motors**
6. **Add the remotes to the Network**
7. **Assign Remote Control Channels to Motors**

## How to add RTS Motors to a TaHoma Switch

Step 1: Put Motor in Discovery Mode

- Push and Hold the Programming button till it jogs once.

Step 2: In the installer's app, under the actions section **select Add a Device**

Step 3: **Choose RTS** protocol on the add a device screen

Step 4: **Select Window Coverings**

Step 5: **Select Interior Shades**

Step 6: **Select the appropriate shade type.** EX: Roller Shade or Cell Shade

Step 7: **Select Start the Discovery**

Step 8: The **Shade will jog once** it is discovered.

Step 9: A message should state the shade/blind is paired. Press the blind/shade button

Step 10: **Test the Shade**

Step 11: If you were able to Control the Equipment Select Yes

Step 12: **Rename the Shade**

**Please Note that RTS Motors do not have 2-way communication.**

## Installing Motors without the Limits Set

If you need to set up the network for the TaHoma Switch, please see Installation Instructions for Zigbee Motors with a TaHoma Switch (page 5) and follow the steps and device installation order. Use these instructions in place of Step 4.

- Wake up the motor by briefly pressing the programming button, the motor will jog once
- Scan the QR Code
- Select which type of shade you are installing.
- The app will ask you to test the direction of rotation by tapping the up or down arrows on the app.
  - If the direction is incorrect, tap the Reverse direction button.
- Next it will ask you to set the upper limit then tap confirm.
  - \*Warning: If you choose to use the continuous mode movement option, care must be taken when setting the new shade limits as the shade will only stop when the stop button is pressed.**
- Then it will ask you to set the lower limit just like the upper limit. Then tap Confirm.
- It will ask that you test the shade to make sure it stops where you set the limits. Tap Confirm after testing.
- It will then take you to the motor screen. Here you can rename the motor or set the "MY" Position.



## 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.



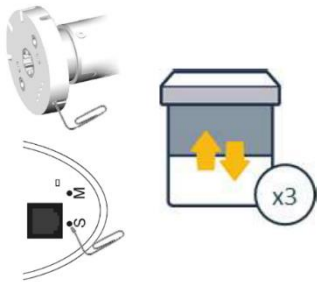
## RESET INSTRUCTIONS MOTOR:

*\*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: After Turnover to Home Owner

*The following instructions are for Resetting a TaHoma Switch **AFTER** it has been turned over to the home owner.*

*\*NOTE: Both options can be done from the website or through the Somfy TaHoma App. Follow the different instructions for your method of access*

- PLEASE NOTE: The Following are always deleted/removed
  - Your Scenes
  - Your Favorites
  - Your Personal Information

\*Your devices (window treatments/smart plugs) are optional as seen in step 7\*

#### Website

1. Go to the Somfysystems.com website.
2. Click the person Icon in the top right corner.
3. Type in your username and password.
4. Select Connect.
5. Towards the top there is a white menu bar with My account, My orders, My Automation Box and My Personal Information. Select My Automation Box.
6. You will be taken to a page labeled Dashboard, underneath it will list your TaHoma Switch. To the right it will say Resetting your hub. Click Resetting your hub.
7. Please choose your option and follow for step 7:

For Moving	For Selling
Locate square labeled I am moving. Click Moving Reset (keep the window treatments/smart plugs attached).	Locate square labeled I am selling my hub. Click Full Reset (remove all window treatments/smart plugs from the TaHoma Switch).

8. Click yes to confirm. **ONCE THIS IS DONE YOU CANNOT UNDO IT!**
9. This page will refresh and the process is complete.

#### TaHoma App

1. Log in to the app.
2. Click the 3 dots (all the way on the right) to access the Menu.
3. Click Help & Advanced Features, its symbol is a magnifying glass.
4. At the very bottom it says Moving/Resale with an arrow next to Remove my System, tap the arrow
5. **READ** through all the information.
6. **Click** the button at the bottom labeled Reset my installation.
7. It will ask if you want to leave the items paired. Click Either Yes or No.

For Moving	For Selling
Click Yes if you are leaving the TaHoma Switch (Moving)	Click No if you are Selling the TaHoma Switch

8. After you make your choice, click to confirm.
  - **ONCE THIS IS DONE YOU CANNOT UNDO IT!**

## 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?)

## Number of Zigbee Routers Needed for Number of Zigbee Shades

	Number of Zigbee Shades	# of Zigbee Router (ZR) Devices Needed
1 Tahoma Switch	6	0
1 Tahoma Switch	7	2
1 Tahoma Switch	13	3
1 Tahoma Switch	19	4
1 Tahoma Switch	25	5
1 Tahoma Switch	31	6
1 Tahoma Switch	37	7
1 Tahoma Switch	43	8
1 Tahoma Switch	49	9

ZED = Zigbee End Device (R28, ST30, ST40, Cellular Shade Motor, Remotes)

ZR = Zigbee Router (Sonesse 30-24v, Sonesse 40, Glydea Ultra Drapery Motor, Smart Plug, Izymo)

ZC = Zigbee Coordinator (TaHoma Switch)

### Additional Information:

- **ZR Devices always broadcast Bluetooth and Zigbee signals**
- **The Somfy Zigbee Smart Plug does not count towards the number of Zigbee Shades on a TaHoma Switch, but it does count towards the number of Zigbee Router Devices.**
- According to the FCC, a Zigbee Router is needed for every 23 ft a Zigbee End Device is away from the Zigbee Coordinator (TaHoma Switch)
- **On the Stand alone Remote:** Each Motor can attach up to 3 remotes, their range is within the room/line of sight

### Regarding the TaHoma Switch and other Devices/Scenes

- Programing limits with a TaHoma Switch:
  - Each motor can be a part of up to 15 different groups
  - there can be up to 20 devices (ZED and ZR) in each group
  - Each remote can have up to 20 devices of the same type on each channel. (ex: 20 various roller shade motors, 20 drapery track motors, 20 tilt motors, or 20 smart plugs)

Item	Max Number of items	Notes
ZED/ZR Devices	60	Includes all ZED & ZR Devices, but not the Smart Plug or Remotes
RTS Motors	40	Only RTS Motors, not Remotes, Sensors, Ect.
Remotes	15	
Manual Scenes	40	Scenes that must be selected or told to activate.
Scheduled Scenes	20	Scenes set to activate at a particular time
Advanced Scenes	20	Scenes set to activate based on outside stimuli ex: sound sensors

## TaHoma Switch Checklist

Use this checklist (System requirements) to ensure TaHoma Switch will perform as designed

### Prerequisites:

- Place TaHoma Switch at least 5 ft from any Wi-Fi routers or access points
- A wireless router running a 2.4 GHz network with open and mixed mode encryption
  - Supported security: WEP/WPA/WPA2-Personal
- Dedicated 110V Outlet
  - Note: Do Not plug USB directly into a compatible device, must be directly connected to AC via provided power supply
- Wi-Fi Network Name (SSID) and Password
  - Note: Internet is needed for setup and usage

### Environmental considerations for optimal performance

### Prerequisites:

- Hub must be placed in central location to ensure signal strength in a home.
- The motor antenna must be accessible.
- Add Zigbee repeating devices to strengthen the mesh network.
- Do not place the hub near a metallic surface and/or inside a duct containing electric cables.
- Do not use hub in areas where devices using radio frequency transmission are prohibited.
- Do not place the TaHoma Switch near devices which could be affected by radio waves: EX Fish Tanks (Aquariums), Microwaves, Refrigerators, Cordless Phones, Baby Monitors, etc.

### Device considerations for optimal performance/Installation

### Prerequisites:

- Tablet or Phone with
  - iOS Version 15.0 or later or
  - Android Version 8.0 and up
- Installed and updated TaHoma Pro App.

### Frequently asked questions

#### What Zigbee devices are compatible with the TaHoma Switch

- Any Zigbee 3.0 product or window covering can be controlled via the TaHoma by Somfy app for end users.

#### Can I use the TaHoma Switch if I don't have a wireless network connection?

- Yes. With the TaHoma Switch, you can connect to the internet with a hardwired connection using the TaHoma Ethernet Adaptor.

#### What Services are compatible with the TaHoma Switch?

- |                |                    |                       |
|----------------|--------------------|-----------------------|
| - Alarm.com    | - Crestron         | - Phillips Hue        |
| - Amazon Alexa | - Crestron Home    | - RTI                 |
| - Apple Home   | - Elan             | - Samsung SmartThings |
| - Brilliant    | - Google Assistant | - Savant              |
| - Control 4    | - IFTTT            | - URC                 |