SOMFY
TAHOMA PRO

somfy.

PROGRAMMING GUIDE
SOMFY TAHOMA PRO — DEALER VERSION
VERSION 1.2 | OCTOBER 2023 | Prepared by PROJECT SERVICES

TABLE OF CONTENTS

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)
technicalsupport_us@somfy.com

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+

Android 8.0 Oreo+

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:

WIREFREE

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

WIRED

Sonesse® 30 24V DC Zigbee #1241970

Glydea® ULTRA 35 Zigbee #1241840

Glydea® ULTRA 60 Zigbee #1241841

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.

Suggested locations for the Motor Information Labels:

- 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
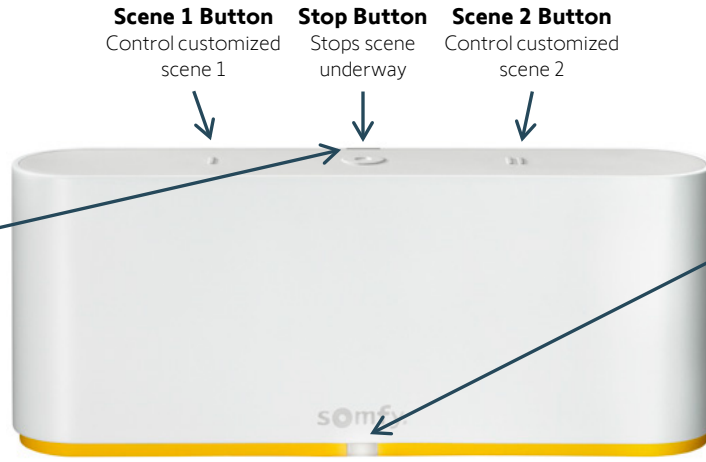

Example above: Shade hem bar

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 #1870470
(Sold Separately)
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
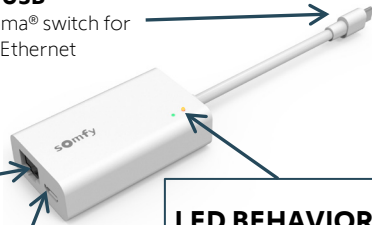
LED BEHAVIOR:
GREEN
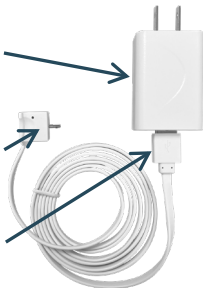ETHERNET CONNECTION
AMBER
DATA TRANSFER

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).

Ysia 1 Zigbee #1871153
Ysia 5 Zigbee #1871154

Status LED Indicator
Commands and Zigbee
network activity

UP Button
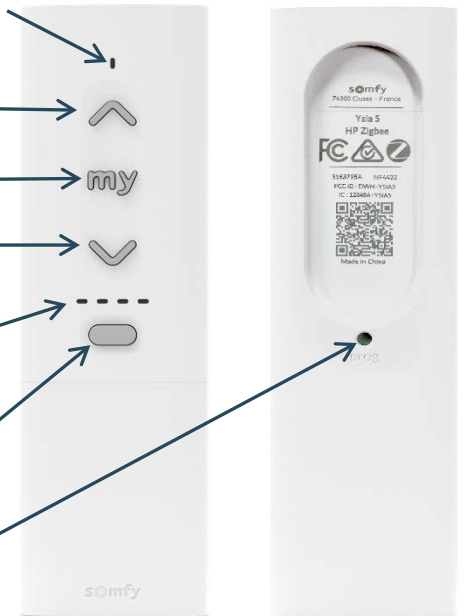
MY/STOP Button

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.
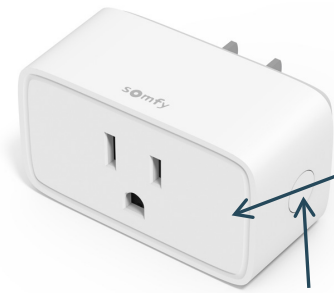The motor will jog (briefly move up and down), and the LED will illuminate GREEN for 2 seconds.
The LED will blink AMBER continuously during programming.

DRAPERY MOTOR

Programming Button

Motor Status LED
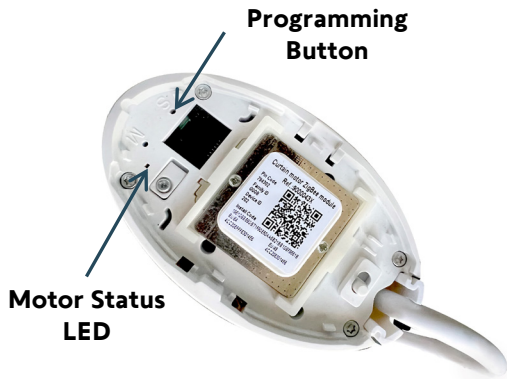
Smart Plug Zigbee #1871217
Ensure the Smart Plug is plugged into a properly powered outlet.
QR Code and power button are on opposite sides of the plug.

Power Button

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 MOTOR

Motor Status LED

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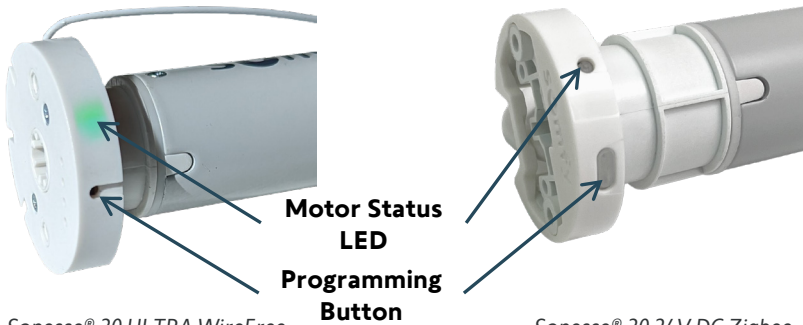
Sonesse® 30 ULTRA WireFree
Li-Ion Zigbee shown above
(Same for Sonesse® WireFree™ motors)

Sonesse® 30 24V DC Zigbee
shown above

MOTOR STATUS LED BEHAVIOR:

AMBER
MOTOR IS NOT SET
IN SETTING MODE
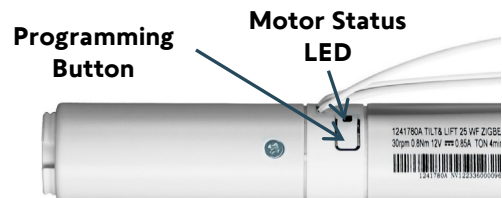IN ADJUSTMENT MODE

GREEN
MOTOR IS CHARGING
CONFIRMED SETTING

RED
LOW BATTERY CHARGE
THERMAL PROTECTION
IMPOSSIBLE SETTING

NOT ILLUMINATED ONCE
PAIRED AND OPERATIONAL

TILT MOTOR

Motor Status LED   Programming Button

CORD LIFT MOTOR

Programming Button   Motor Status LED
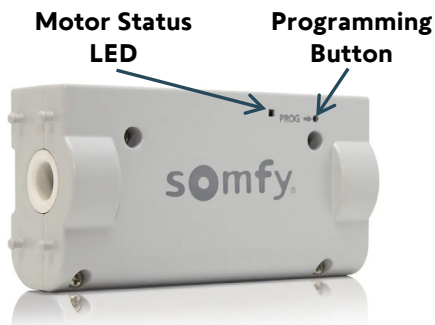
III.   BEFORE YOU BEGIN

Sonesse® 30 24V DC Zigbee:

- The Sonesse® 30 Zigbee motor has a hardwired 7.5 in. (190 mm.) 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.

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 fully 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
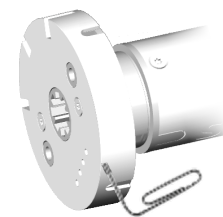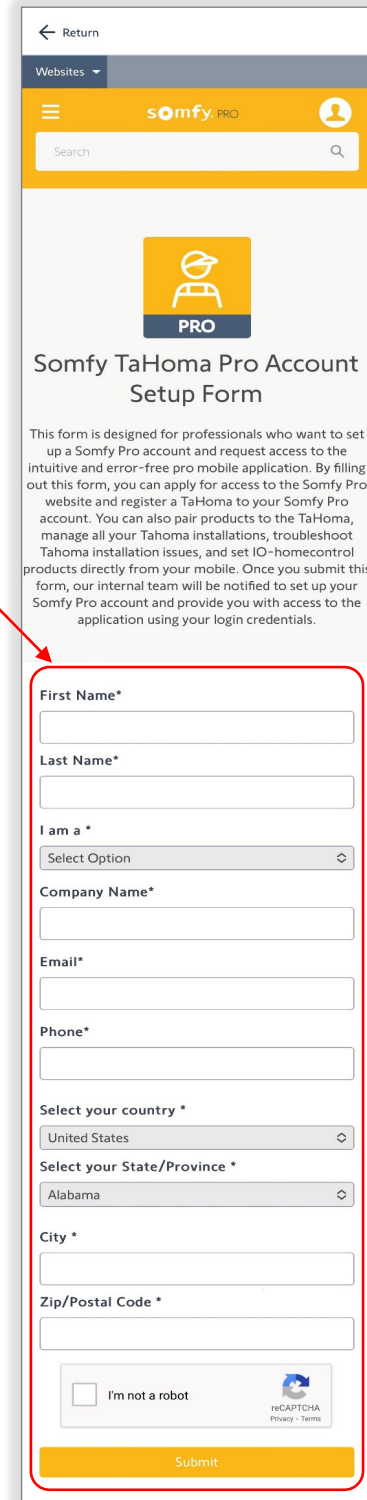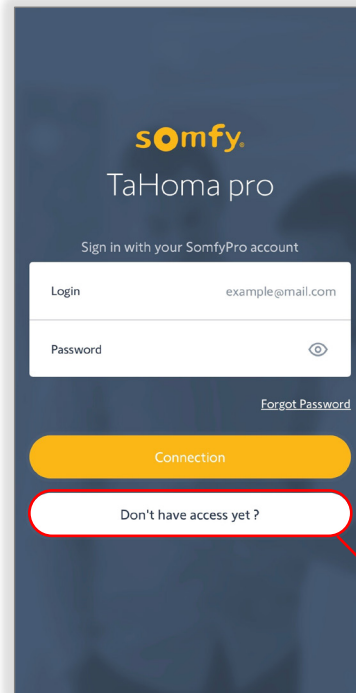
IV. SET UP

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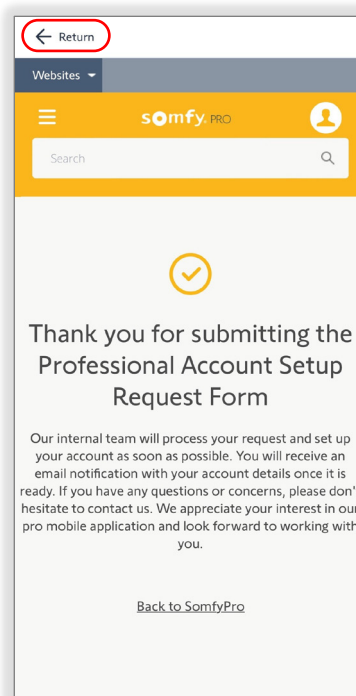
   The Somfy Pro account validation may take 1 business day before access is available.

   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

1. ENTER the Login email address and Password

2. SELECT "Connection"

3. ACCEPT the general terms of service and data management by enabling the toggle button.

   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.*
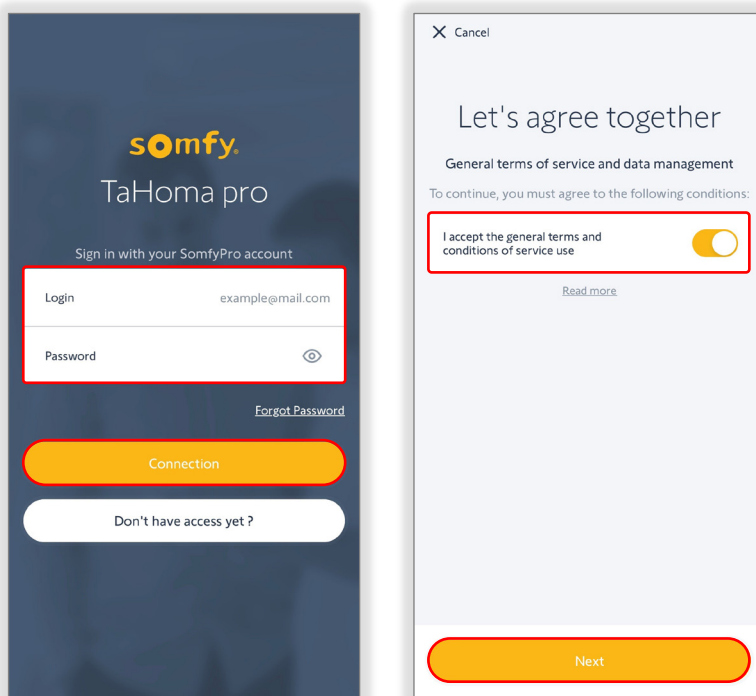
HOMEPAGE

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:

Set up an equipment to configure Zigbee motors if limits are not already set

Register a TaHoma to complete the process of creating the Zigbee network by adding and adjusting devices

Reach an existing TaHoma box to connect to a TaHoma that's already registered and make any adjustments needed
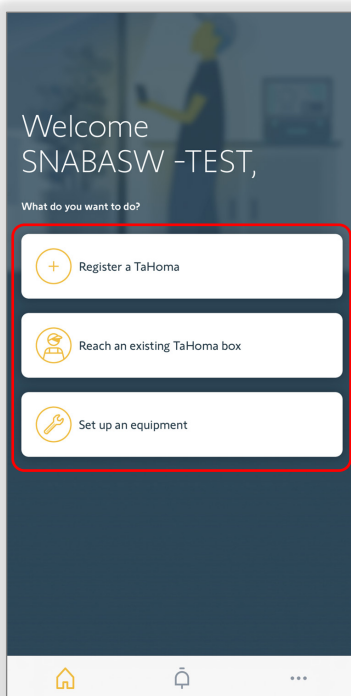
Descriptions of each option:

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

Reach an existing TaHoma box
Search for a TaHoma already assigned to the dealer or to assign a TaHoma to the dealer

Set up an equipment
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:

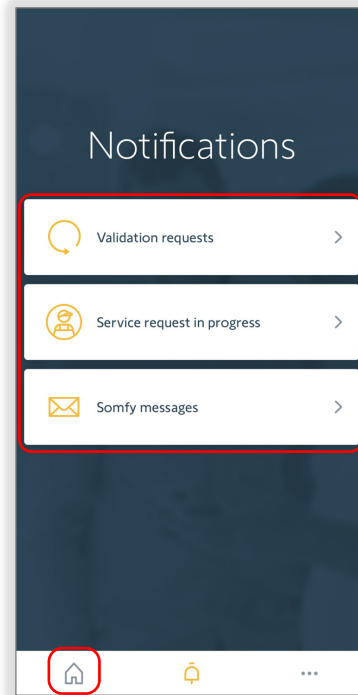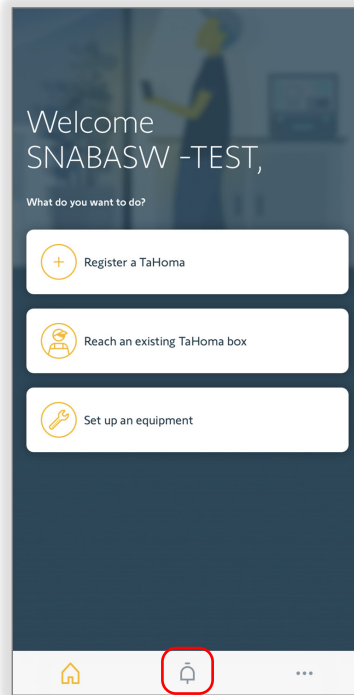**Attachment requests**
View requests for pending assignments

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

Customer details
Select to edit the client and site information or delete the installation

Hub details
Select to view and adjust details of the TaHoma switch(es) connected and to add additional hubs for RTS installations
NOTE: FOLLOW the steps in the app to add TaHoma switches

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

EQUIPMENT

Equipment
Select to adjust or delete products paired to the TaHoma

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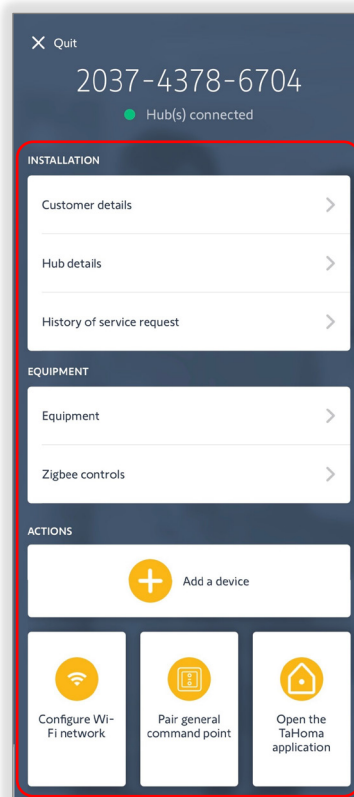
ACTIONS

Add a device
Add new devices to a TaHoma

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

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

V. COMMISSIONING

Set up an equipment is a required step to be sure 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 applications and adjust devices, connect to a Zigbee motor by following the steps below:

Connect To A Zigbee Motor

1. SELECT "Set up an equipment"

2. SELECT "Start"

   NOTE: SELECT "Don't show again" before selecting "Start" to prevent the "Set up an equipment" screen to show again

3. 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.

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

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

   OR

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

   Ensure motors are updated before continuing commissioning.

   The update process may take 5-10 minutes per motor.

6. Once the update is successful, SELECT "Reconnect the motor" to load the motor settings
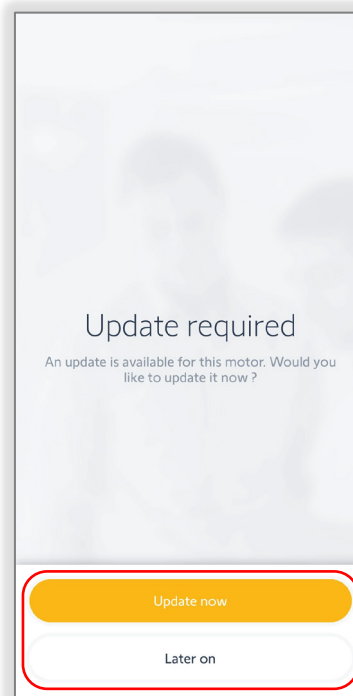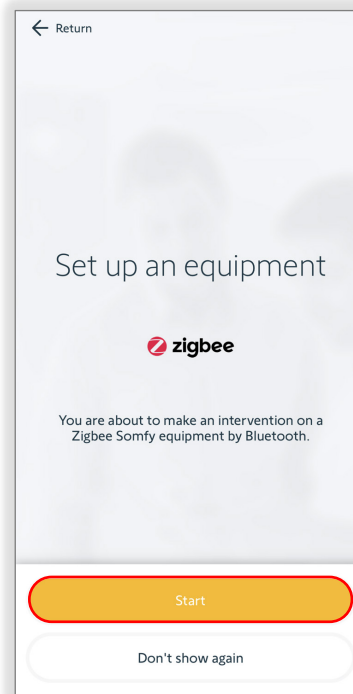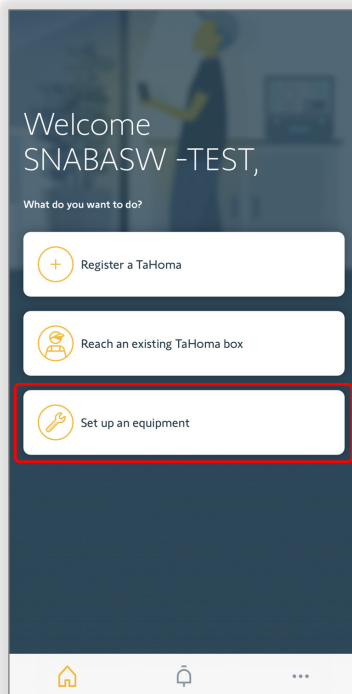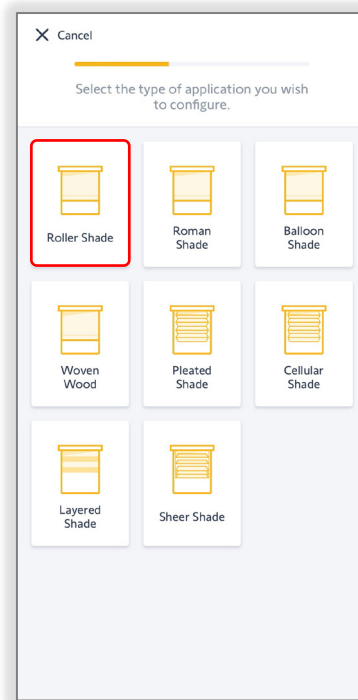
Select the Type of Application

SELECT the type of application

The application types displayed will vary by the motor type.

Examples: Roller Shade for roller motors or Center open for drapery motors

The application types listed are defined in the TaHoma pro app Settings, Default application preference.
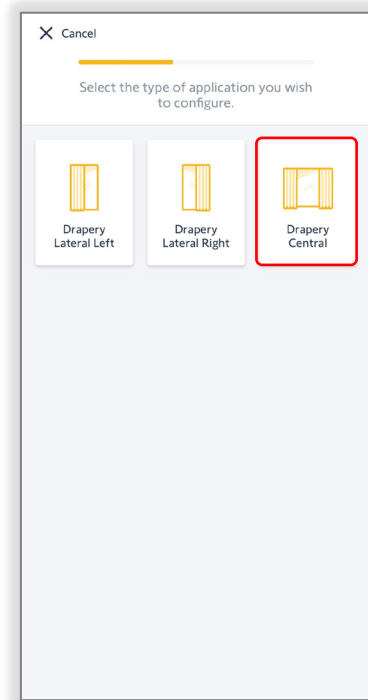
Check the Rotation Direction

1. CHECK the rotation direction

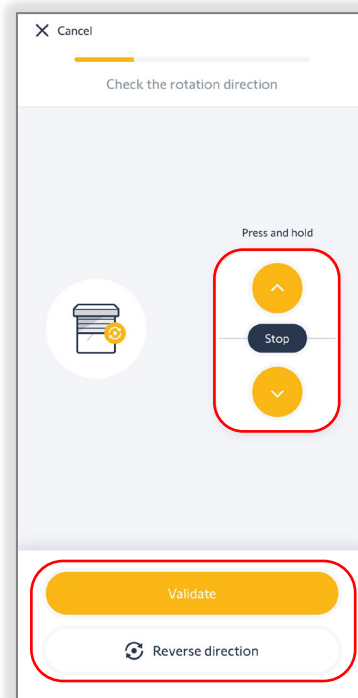   PRESS & HOLD the UP or DOWN button to move the motor until the button is released

   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 "Validate" to continue to set the motor limits

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.
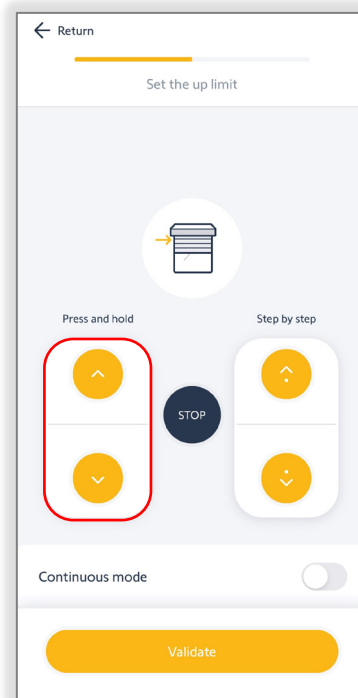
2. PRESS the Continuous switch UP or DOWN button to move the motor in the direction of the up limit

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 "Validate" to continue

   The motor will jog once to confirm the up limit is set.
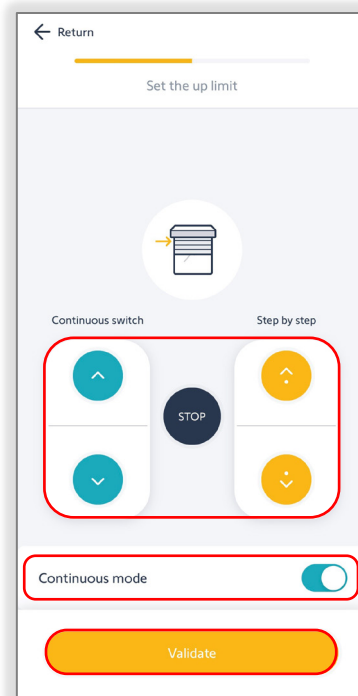
These preferences are disabled by default.

Enabled   Disabled

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 "Validate" to continue

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

    This will conclude the motor limit setting.

6. SELECT "Next device" to SCAN the same motor to adjust motor advanced settings using the "Advanced Settings" section of this guide

7. SELECT "Finish," then SELECT "Next device" to scan and configure another Zigbee device

    OR

    SELECT "Return to homepage" to register or search for a TaHoma to add devices to create the network

    If the TaHoma is not registered, FOLLOW the "Register a TaHoma" section of this guide

    If the TaHoma is registered, FOLLOW the "Reach an existing TaHoma box" section of this guide
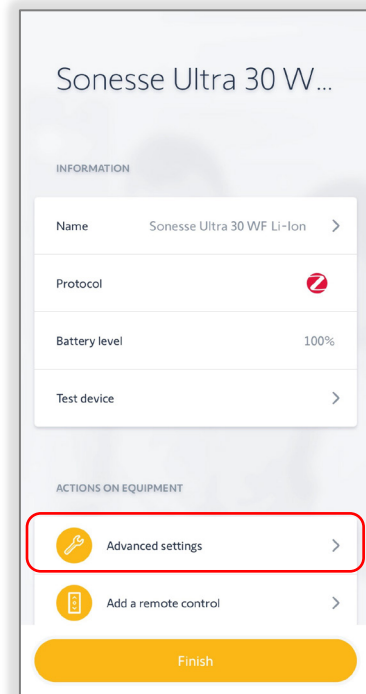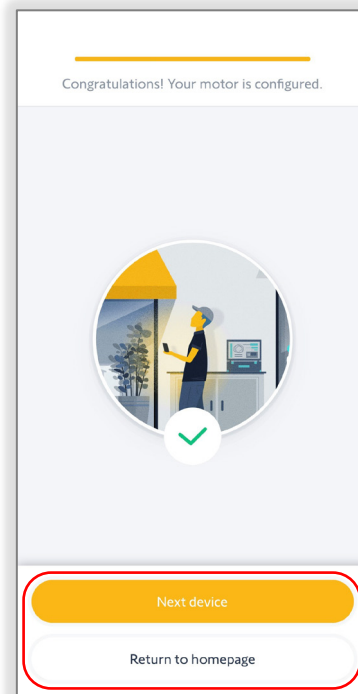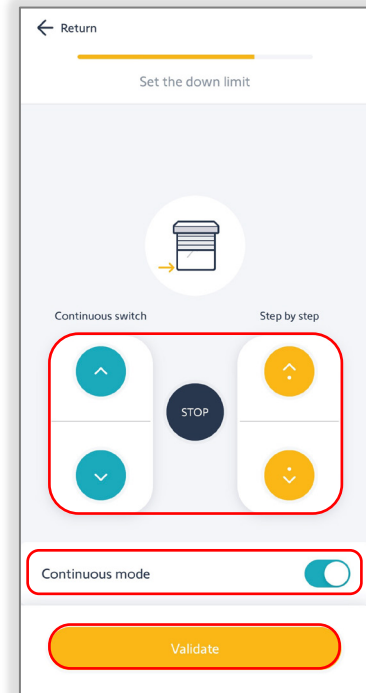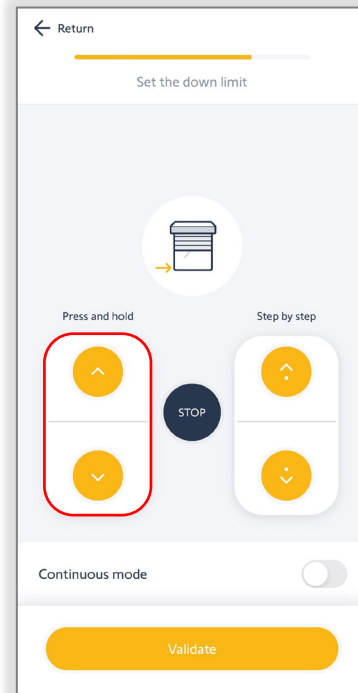
Understanding Tilting Travel

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*
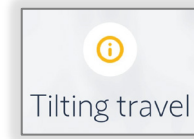
SELECT "I understand" to continue

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 "Validate"

   The motor will jog once to confirm the up limit is set. To prevent damage, avoid over-tightening the blind slats.
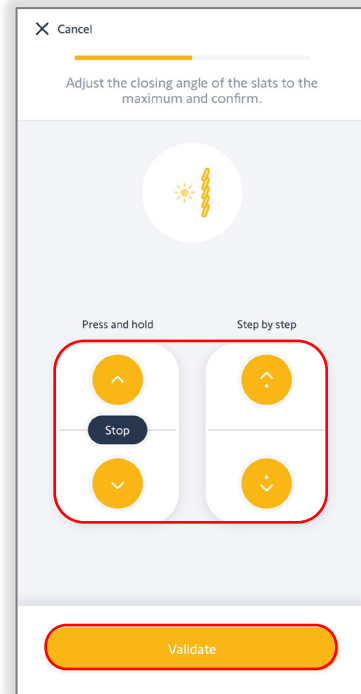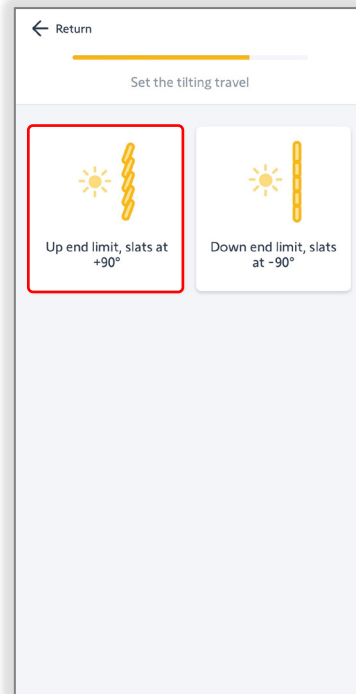
6. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the down limit

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
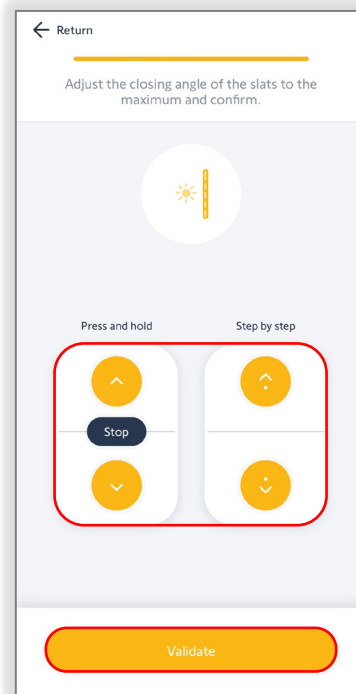
9. SELECT "Validate" to continue

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

   This concludes motor limit setting.

10. SELECT "Next device" to scan the motor again to adjust Advanced Settings or configure another Zigbee device

   OR

NOTE: Do not over-tighten horizontal blind slats when setting limits as this could damage the blinds.
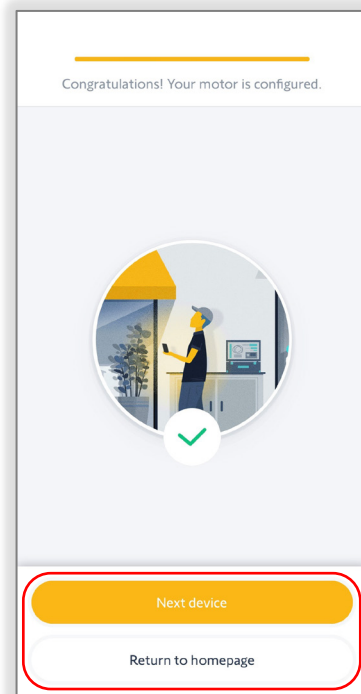
SELECT "Return to homepage" to register or "Reach an existing TaHoma box" to add devices to create the network
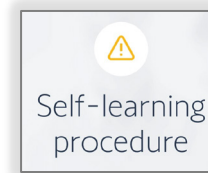
Understanding the Self-Learning Procedure

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 "Validate" 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 "Validate"

   This will conclude the 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.
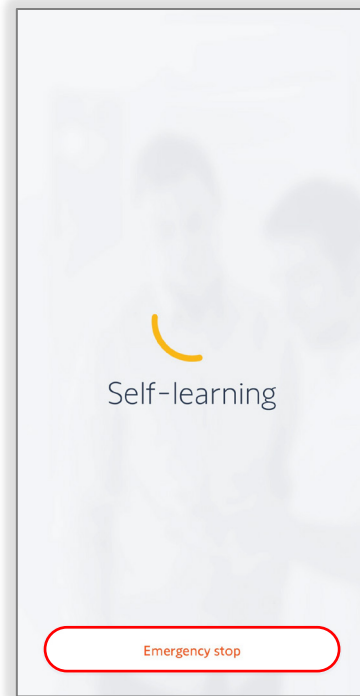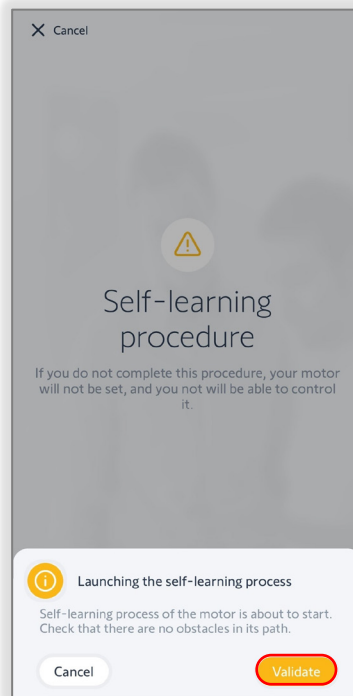
3. SELECT "Next device" to scan the motor again to adjust Advanced Settings or configure another Zigbee device

   OR

   SELECT "Return to homepage" to register or search for a TaHoma

   If the TaHoma is not registered, FOLLOW the "Register a TaHoma" section of this guide

   If the TaHoma is registered, FOLLOW the "Reach an existing TaHoma box" section of this guide
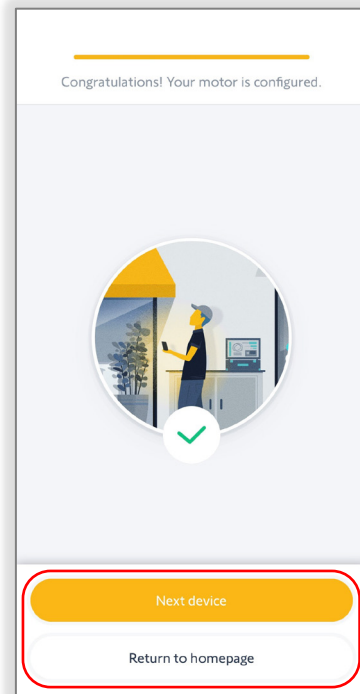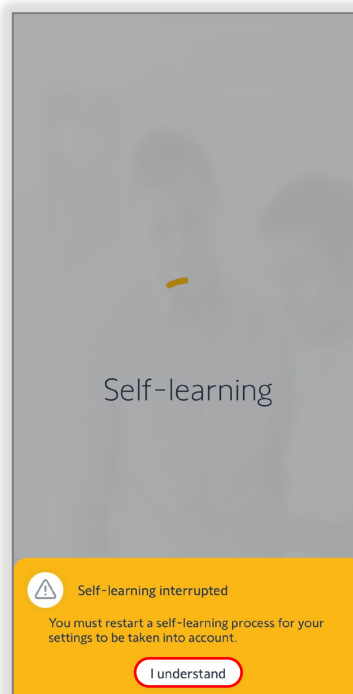
IMPORTANT: After setting limits, the drapery motor must be disconnected from power for a minimum of 90 seconds prior to pairing with TaHoma switch.
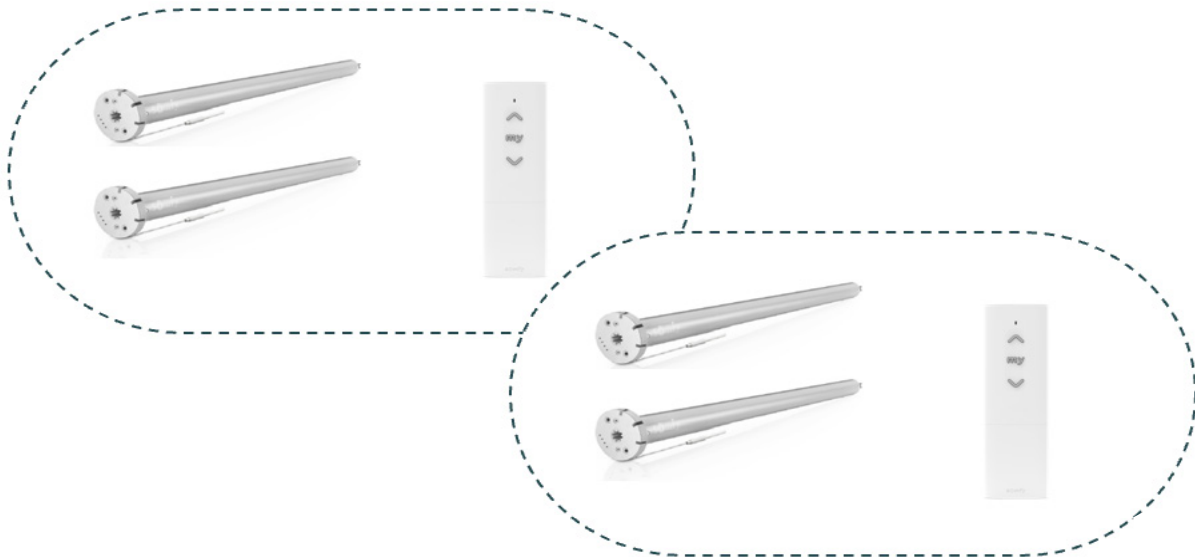
# CHOOSE YOUR SOLUTION

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

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.
To pair remote controls directly to operate motors, follow the steps below:

1. SELECT "Set up an equipment" and SCAN a configured motor to ACCESS the motor information screen

2. SELECT "Add a remote control"

3. **ACKNOWLEDGE the Warning, then SELECT "Continue"**

   If the motor is or will be paired to a TaHoma (or another Gateway), SELECT "Cancel" and follow the TaHoma setup throughout this guide.
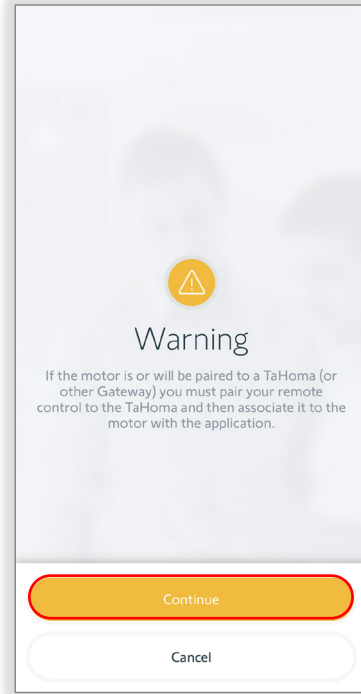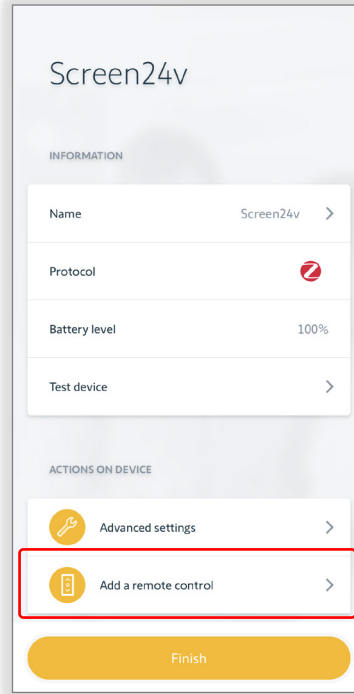
4. CONFIRM if a remote control is already paired to the motor, SELECT "No" to continue

   NOTE: Selecting "Yes" will redirect the user to a web browser for steps to follow.

5. SELECT the type of Ysia remote

   NOTE: Situo Zigbee remotes cannot be paired directly to the motor.
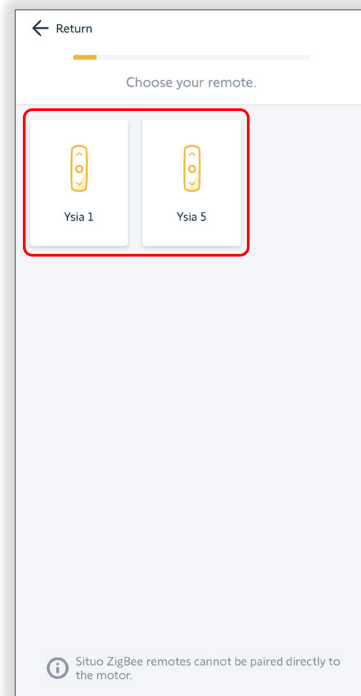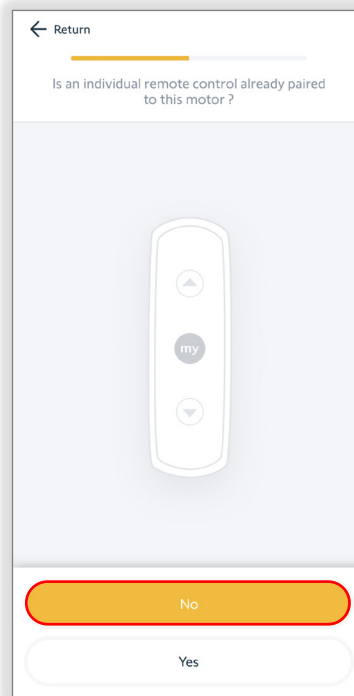
6. INSERT batteries into the remote, if not already installed

7. Once complete, SELECT "Next"

8. PRESS the Channel Selection Button to SELECT the channel of the remote for the motor being paired

9. SELECT "Next" to continue

10. BRIEFLY PRESS the Programming 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 motor will jog once to confirm the pairing is set.

11. SELECT "Next" to continue

12. TEST the remote control of the motor by pressing the UP or DOWN buttons on the remote

13. SELECT "Yes" if the remote operates the motor

   This will conclude pairing the remote control to the motor selected.

   If the remote doesn't operate the motor, SELECT "No" to restart this process
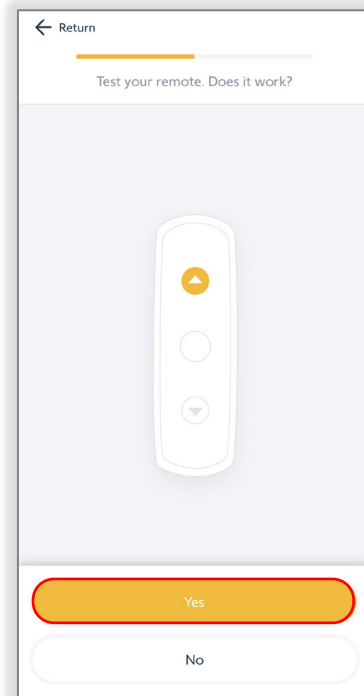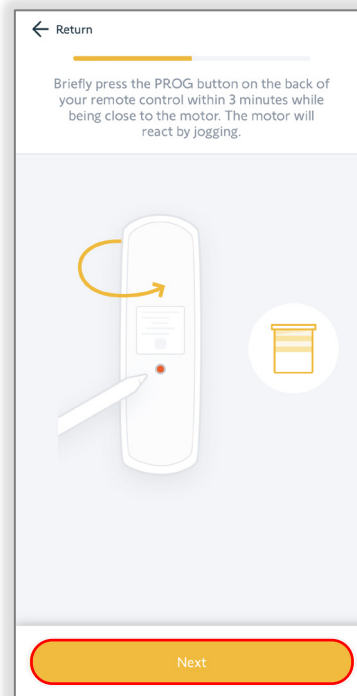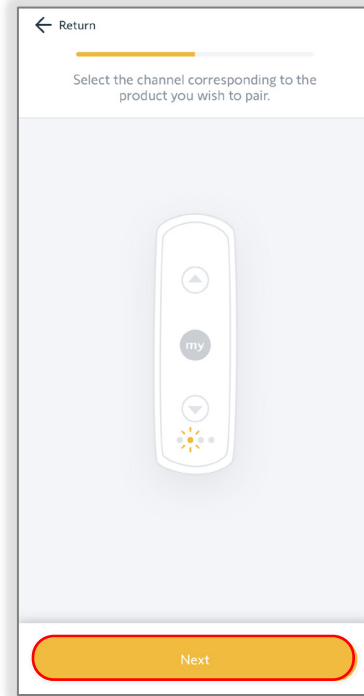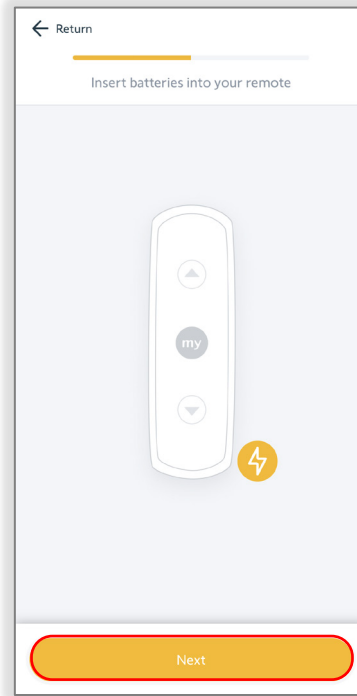
To add multiple motors to a remote or channel, SELECT "Finish" on the Motor Information page, then SELECT "Next device" to scan the next motor and repeat from Step 2 on the previous page.

TAHOMA SOLUTION

Register a TaHoma 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"

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."
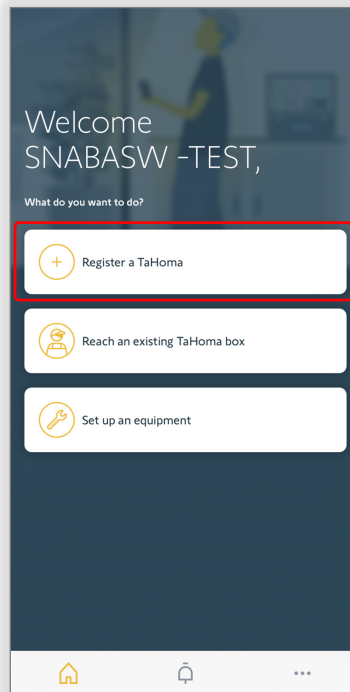
3. SELECT "Register TaHoma"

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"
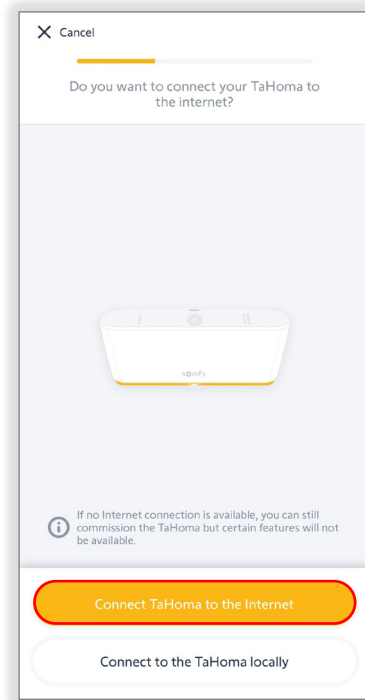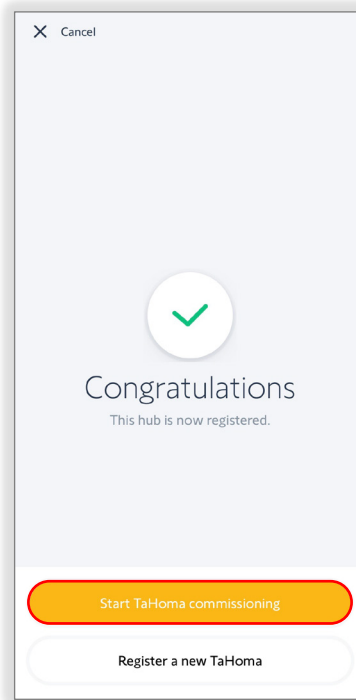
6. SELECT "Next"
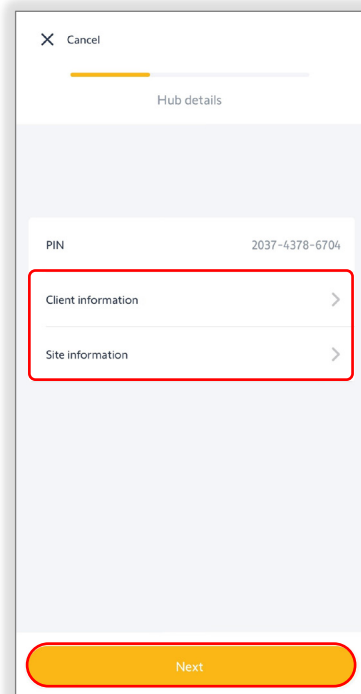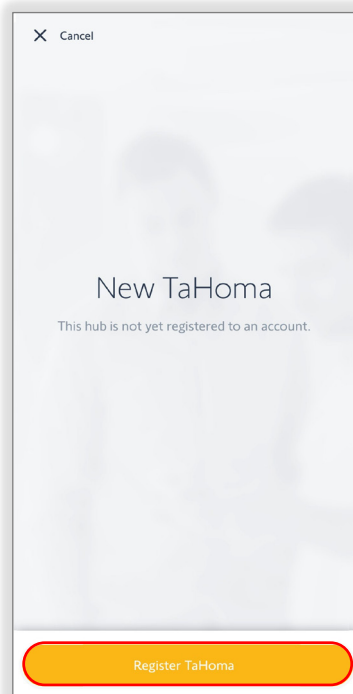
7. SELECT "Start TaHoma Commissioning"

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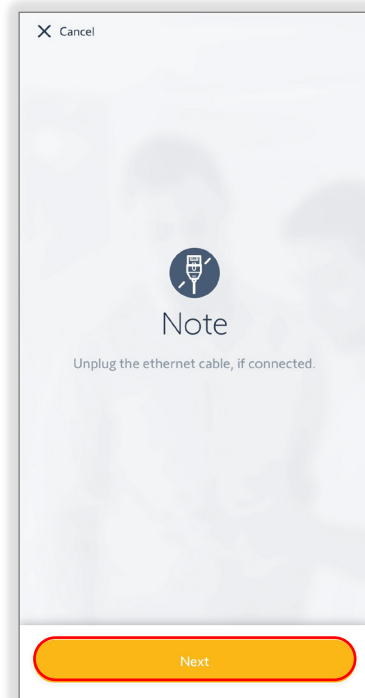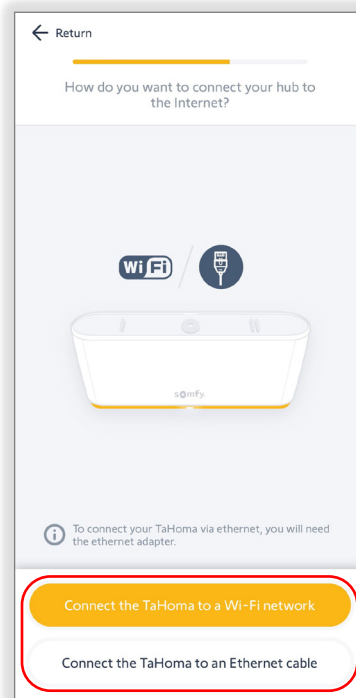
   The TaHoma is online when the bottom LED remains solid WHITE.

   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 "Next"

    Mobile device Bluetooth must be enabled.

    SELECT "Need help?" for additional support connecting, then SELECT "Return" 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 instructions to continue.
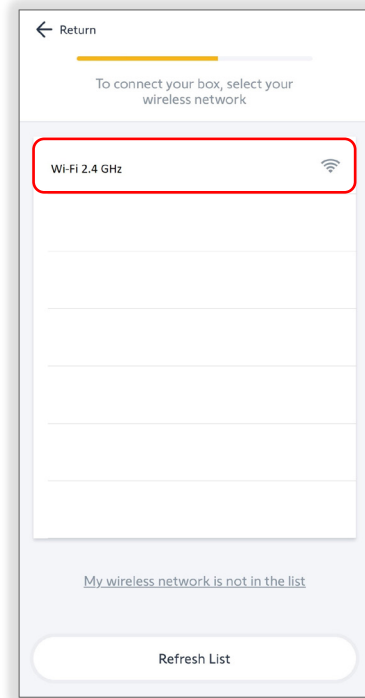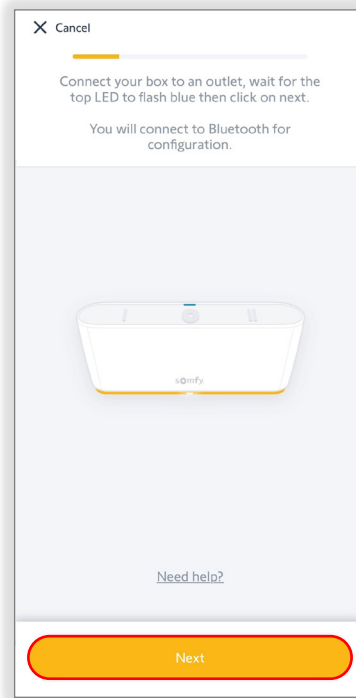
13. ENTER the password for the Wi-Fi network, then SELECT "Validate"

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

    The connection to the wireless network may take a few minutes.
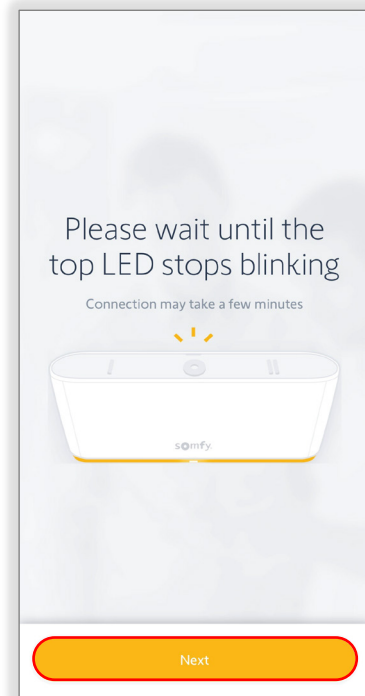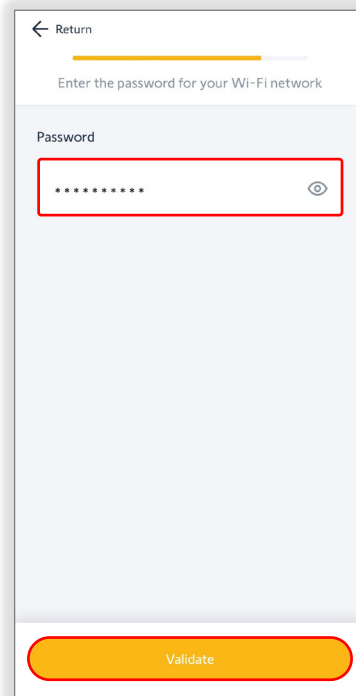
If the "No box was detected" screen appears, the Wi-Fi connection was unsuccessful. SELECT "Need help?" and follow the app based on the status LED of the TaHoma switch.

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

    OR

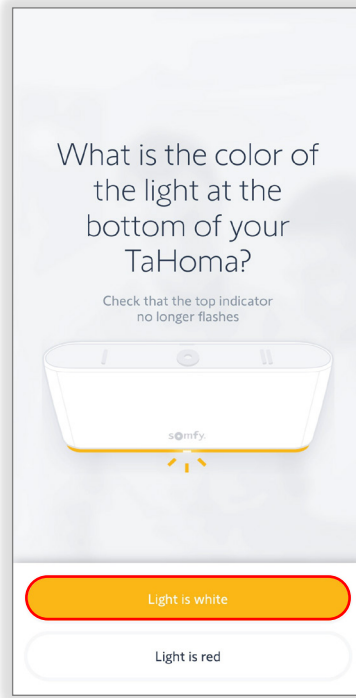   SELECT "Light is red"

    RED indicates a connection failure. SELECT "Retry", then follow the app instructions 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.

What is the color of the light at the bottom of your TaHoma?	**Wi-Fi is set up !**
Check that the top indicator no longer flashes	If an update for your hub is available it will start automatically in a few moments. In this case, hub will starting flashing. Do not disconnect or unplug the hub during the update.
[Light is white]	[Finish]
[Light is red]	

A D D   D E V I C E S

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 *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:
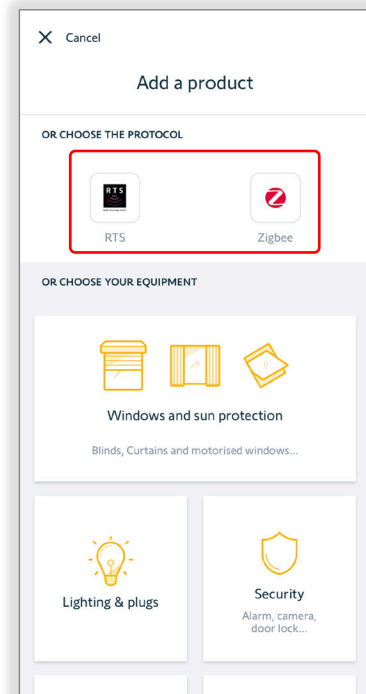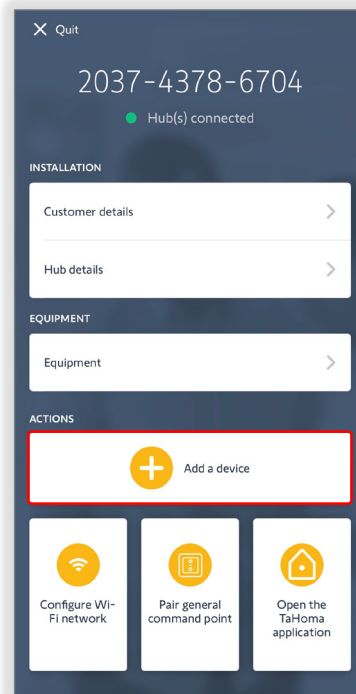
On the TaHoma Configuration page:

1. SELECT "Register a TaHoma"

2. SELECT "Add a device" to add products to the TaHoma configuration

3. CHOOSE the protocol;

    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.

             OR

    SELECT "RTS"

Follow the app instructions 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.

4. SELECT "Automatic"

   OR

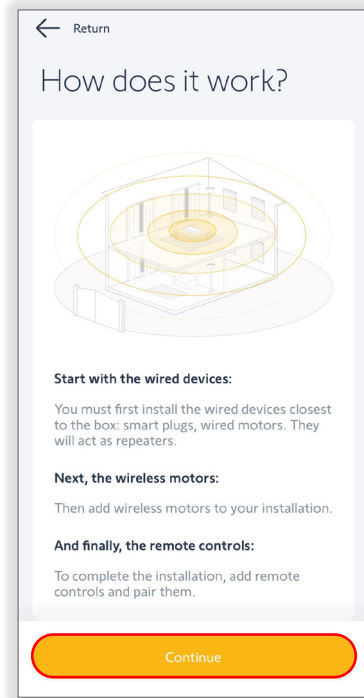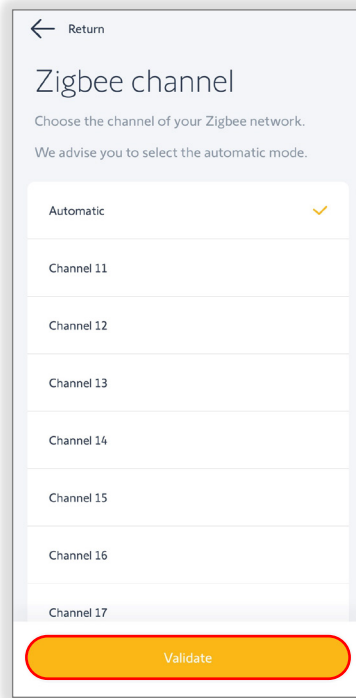   SELECT a specific Zigbee channel if necessary

5. SELECT "Validate"

6. 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.

7. SELECT "Continue"

Zigbee channel

Choose the channel of your Zigbee network.
We advise you to select the automatic mode.

Automatic	✓
Channel 11	
Channel 12	
Channel 13	
Channel 14	
Channel 15	
Channel 16	
Channel 17	

Validate

How does it work?

Start with the wired devices:

You must first install the wired devices closest to the box: smart plugs, wired motors. They will act as repeaters.

Next, the wireless motors:

Then add wireless motors to your installation.

And finally, the remote controls:

To complete the installation, add remote controls and pair them.

Continue

---

8. Confirm the TaHoma will become the main control solution, then SELECT "Next"

   NOTE: Any links to other devices will be deleted from the new product.
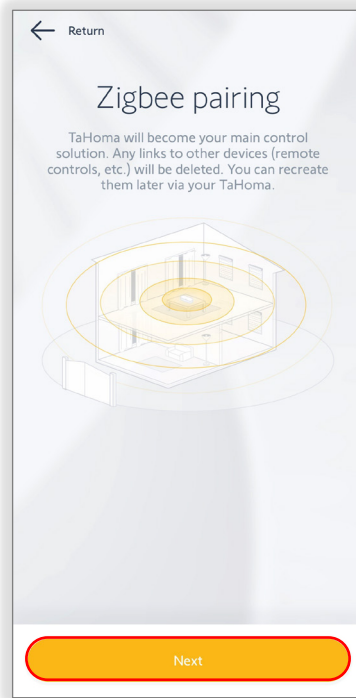
Add Smart Plugs & Motors

   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 instructions or device instructions to put the product into pairing mode.

Zigbee pairing

TaHoma will become your main control solution. Any links to other devices (remote controls, etc.) will be deleted. You can recreate them later via your TaHoma.

Next

Get your device or your remote control, and scan the QR code on it

Pull here

EUI64
4CC206FFFE8031A0
Install Code
23959C54D99...
Device ID   EUI48
202   4CC20...
Pin Code   Family
003346   0025

QR code missing or illegible?

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.
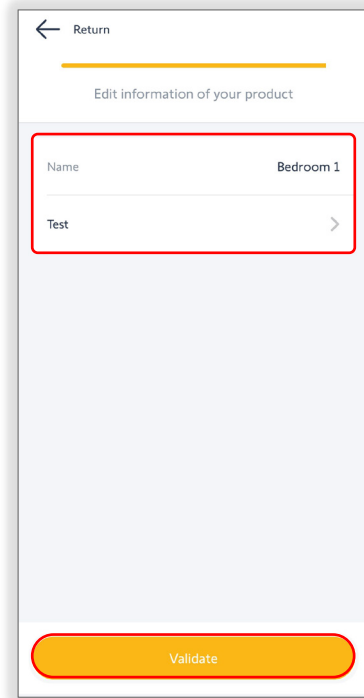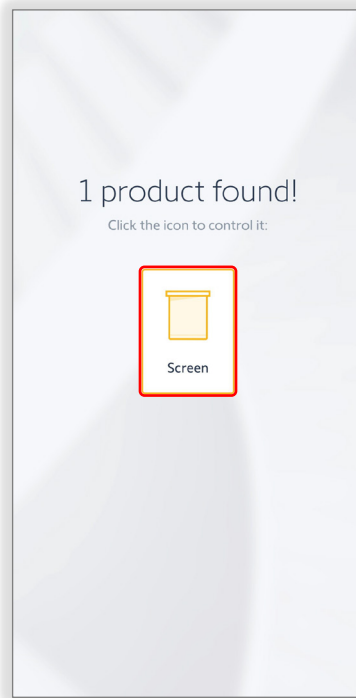
5. SELECT the following to test the device:

   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"
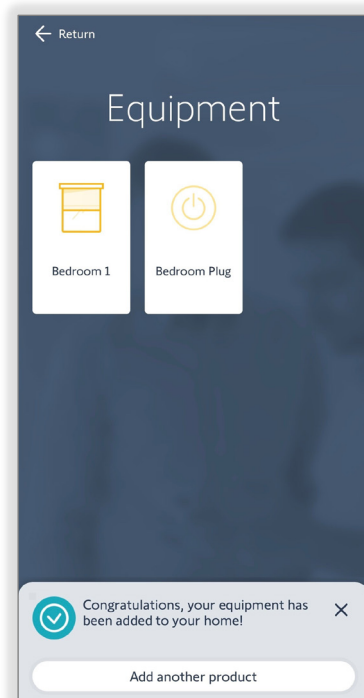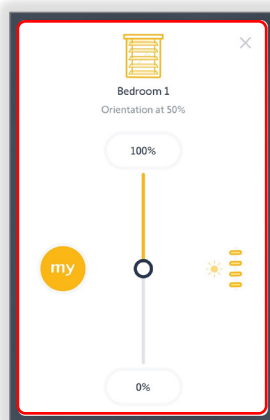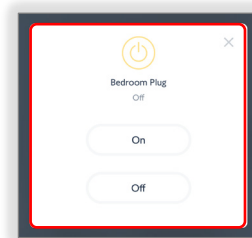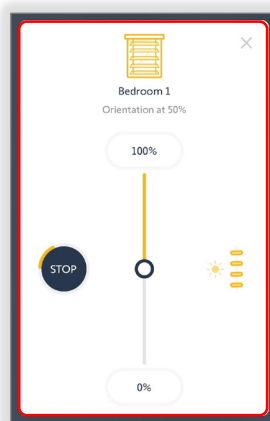
   This concludes adding this device. SELECT "Add another product" to return to Step 7 of the previous section or SELECT return.

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 instructions or device instructions 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"
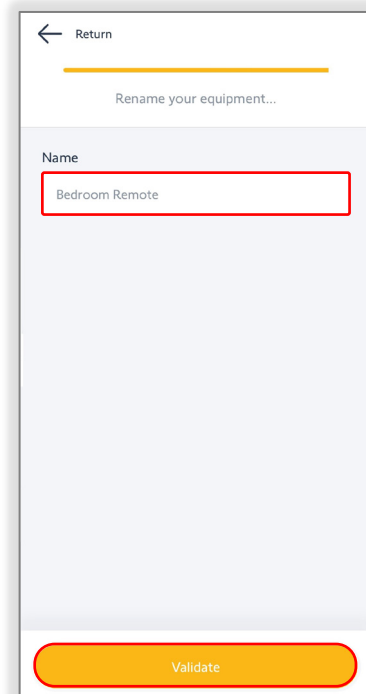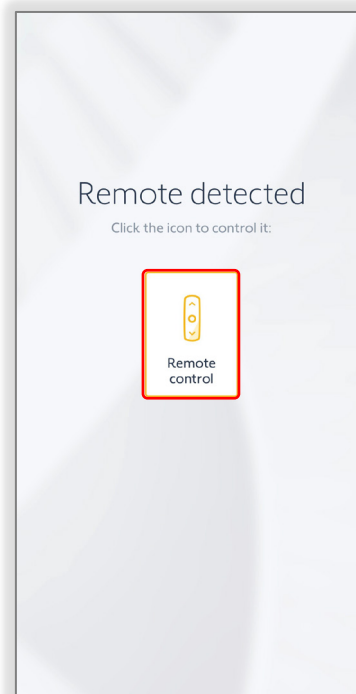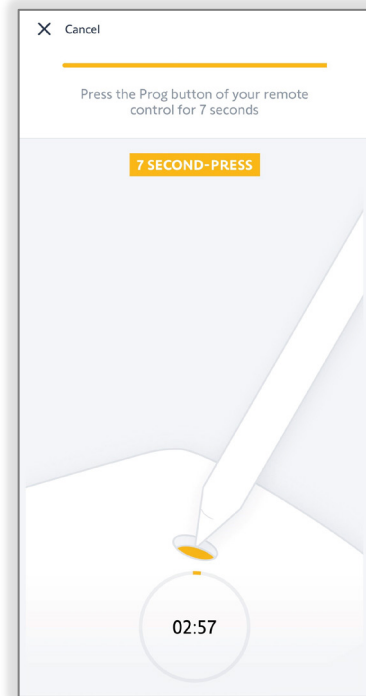
8. SELECT "Zigbee controls"

9. SELECT the Zigbee control
   Example: Bedroom Remote
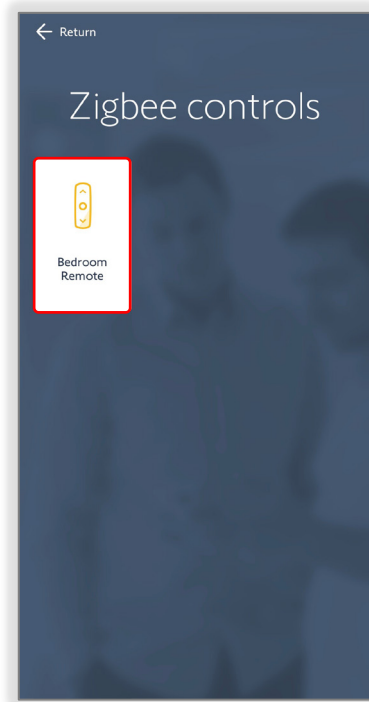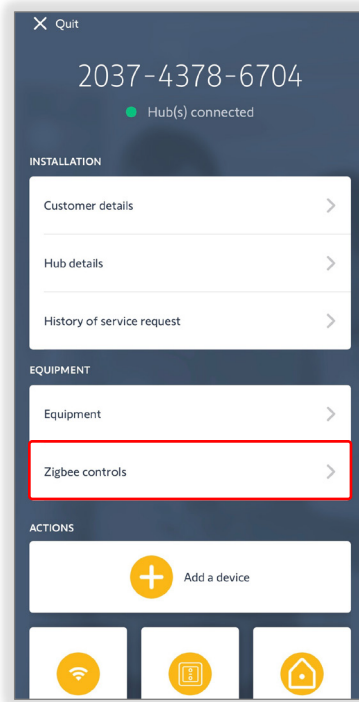
10. SELECT "Associated equipment(s)"

11. SELECT the channel on the remote
    that will be controlling the device
    Example: Channel 1
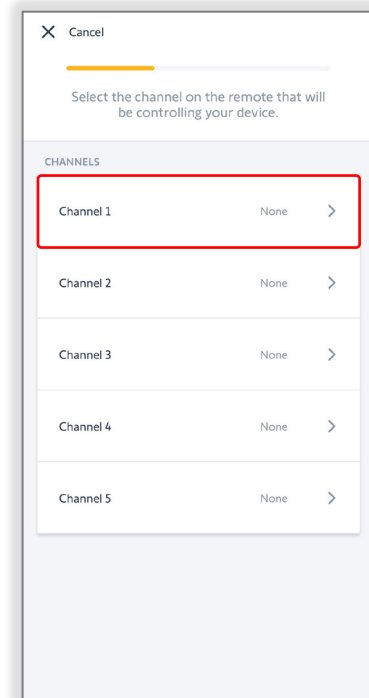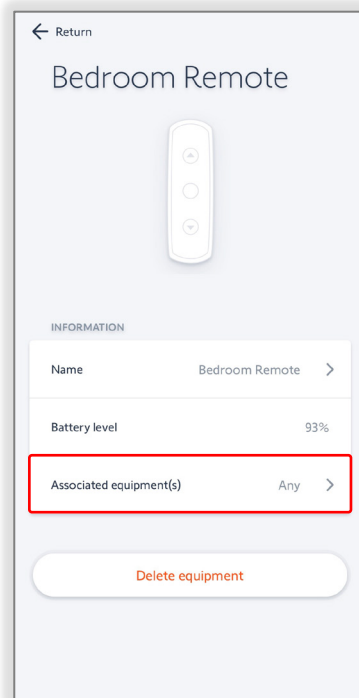
*NOTE: Smart Plugs and motors are unable to be controlled from the same channel of the Zigbee remote*

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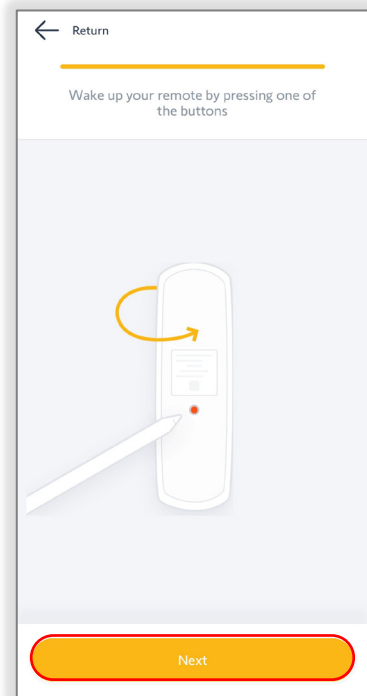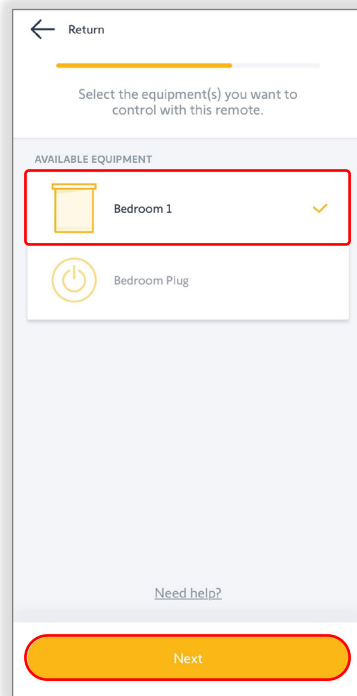
The associated equipment will now display the number of devices paired to the remote.

16. TEST the remote
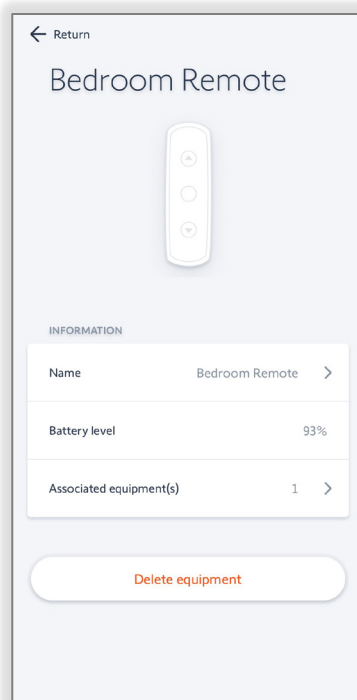
ADJUST DEVICES

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 "Equipment"

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.
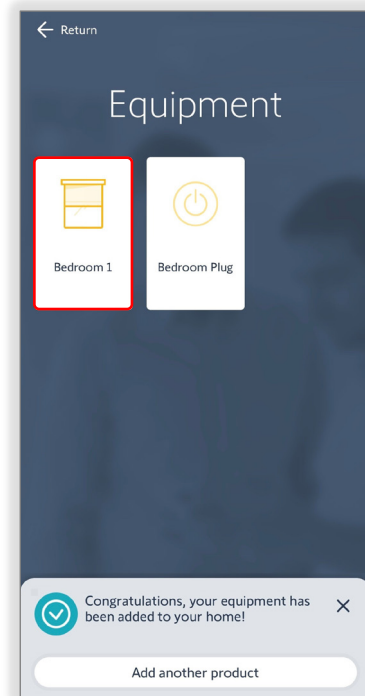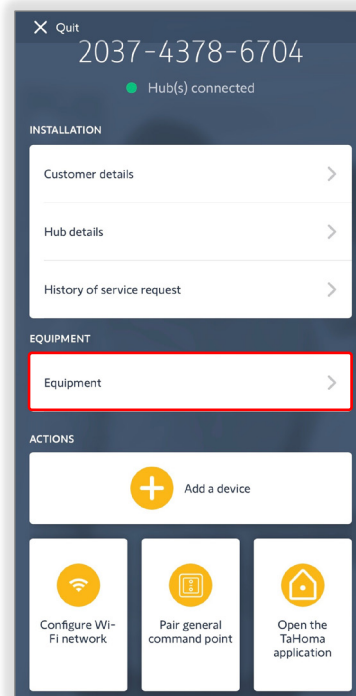
NAME THE DEVICE

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.
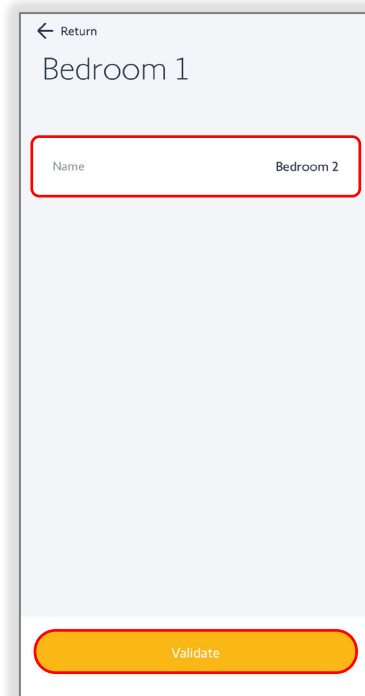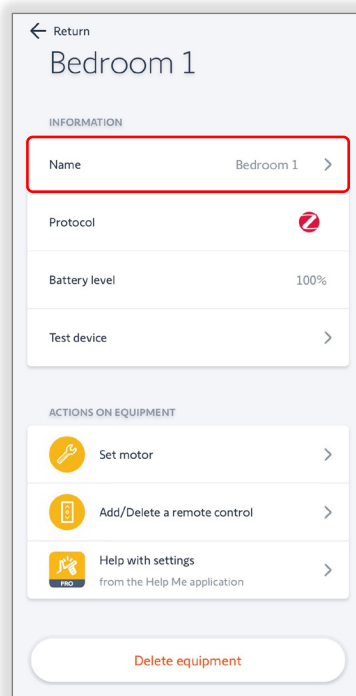
In the Information section, the device protocol and software version are displayed and do not require adjustment.

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

Software version
The current motor software version is displayed

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.

Help with settings

The button is available from the Device Information page to leave the TaHoma pro app to use the Help me by Somfy app for guidance with settings for Somfy products.

This prompts the user to download and access the Help me by Somfy application if not already available on the smart device.
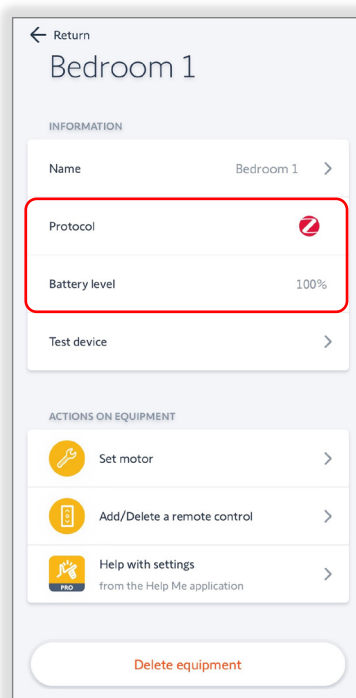
Example above for roller motors
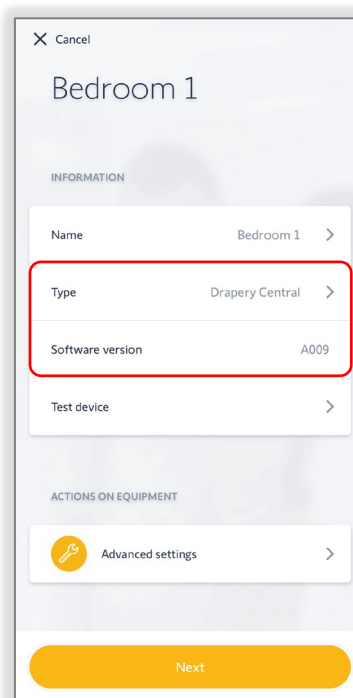
Example above for drapery motors
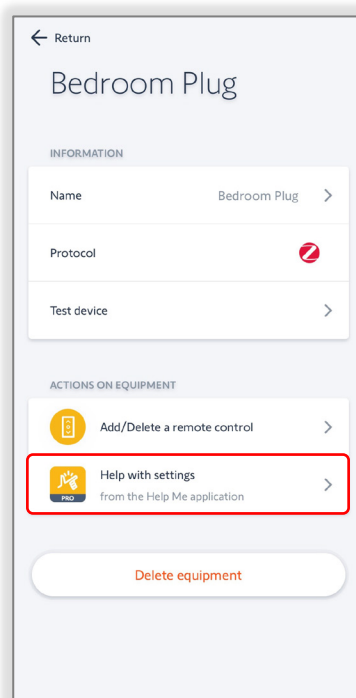
*Example above for smart plugs*

Help me by Somfy app screen

The process of configuring a motor includes testing the settings in the motor 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.
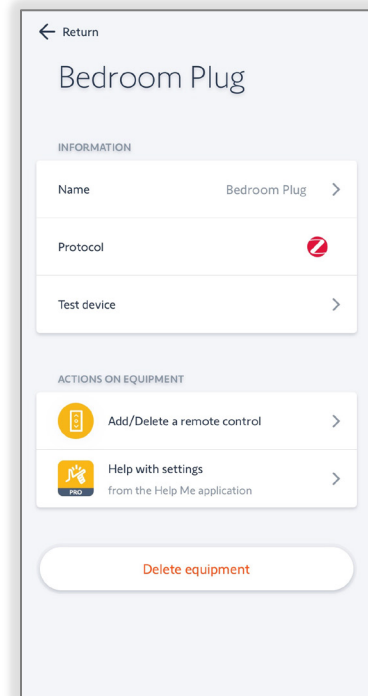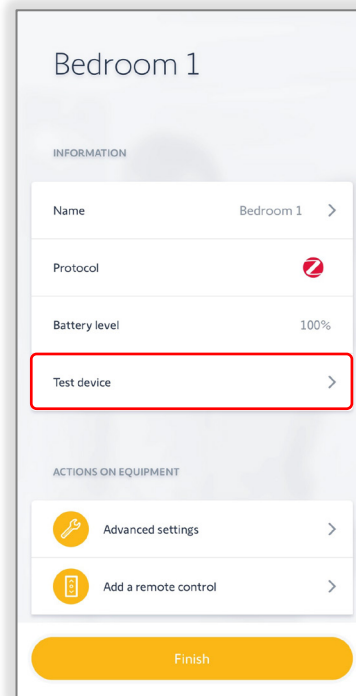
2. SELECT the following to test the device:

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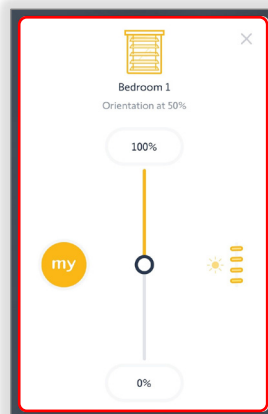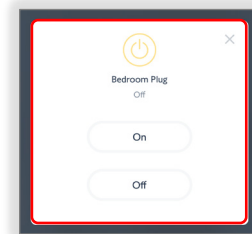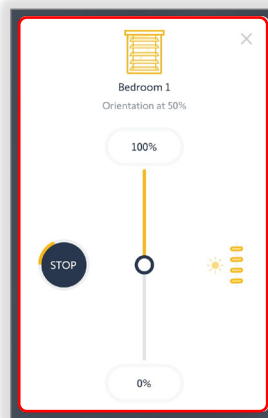
3. SELECT the X icon in the upper right corner of the window to close the Testing screen

   The motor will stop if moving.

The process of configuring a motor includes testing the settings set in the motor prior to completion.
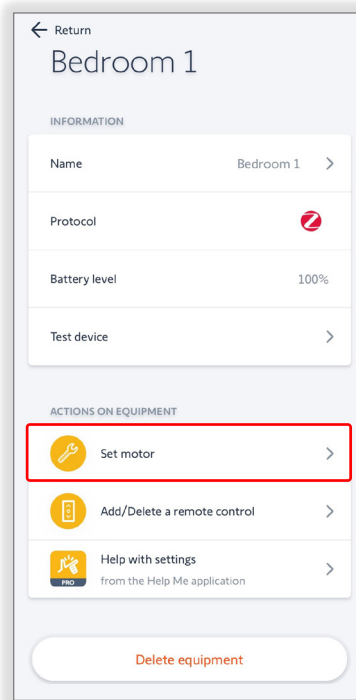
1. SELECT "Set motor" to adjust the advanced settings of the device

2. SCAN the QR code on the device

   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 instructions or device instructions to put the product into pairing mode.

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

   OR

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

   Ensure motors are up to date before project completion.

   The update process may take 5-10 minutes per motor.

4. SELECT "Advanced settings"

5. SELECT the following Advanced Settings to adjust:
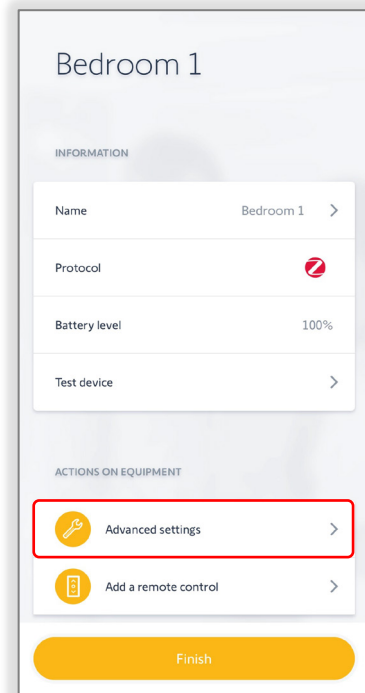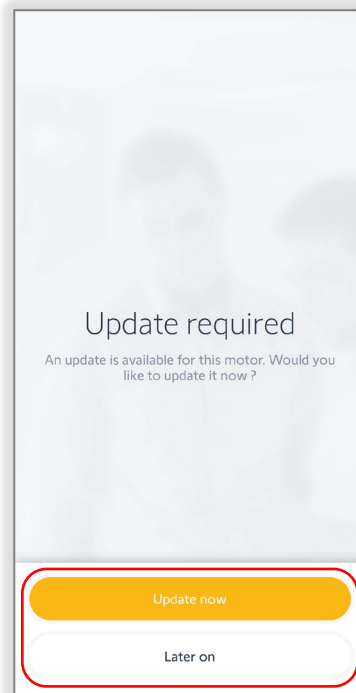
Rotation Direction

1. SELECT "Rotation direction"

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

   <div align="center">OR</div>

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

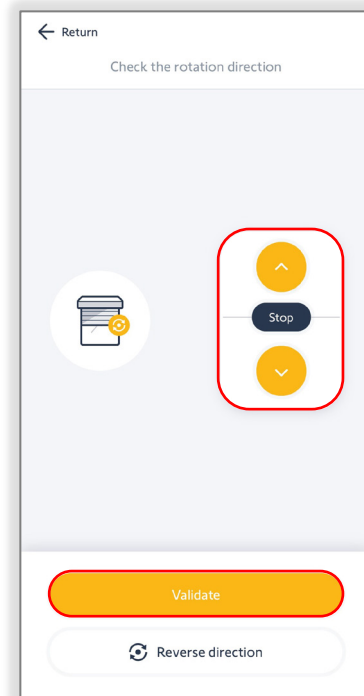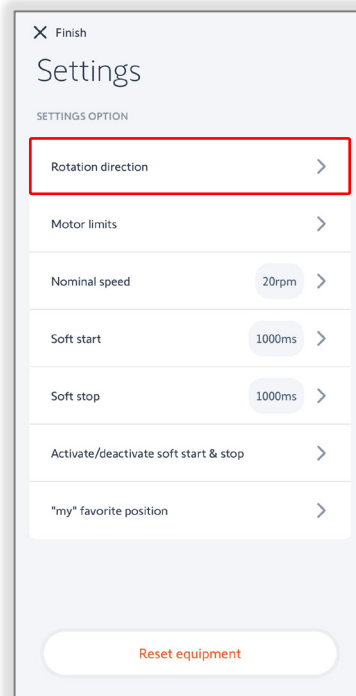2. SELECT "Reverse direction" if the motor rotation direction needs to be reversed

   The motor will jog once to confirm the reverse direction.

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

   The app will confirm the settings have been saved.

3. SELECT "Validate"

   The app will return to the device Settings page.

Motor Limits

1. SELECT "Motor limits"

2. SELECT "Up end limit/Open"

    OR

    SELECT "Down end limit/Closed"

    Follow the app instructions 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.
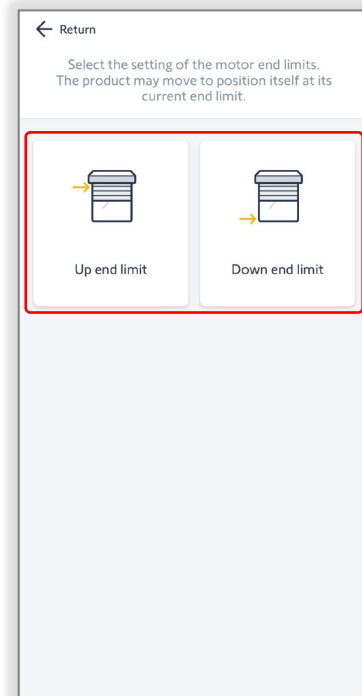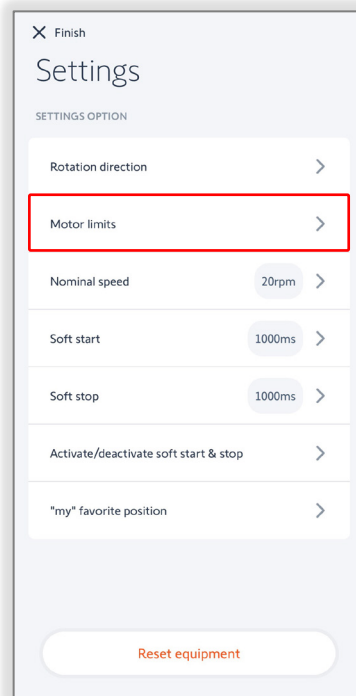
    The motor will not stop automatically when Continuous mode is enabled.

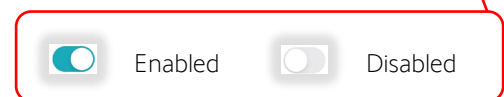   ***Take caution when using Continuous mode to prevent damage to the end product.***

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 "Validate"

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

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

Select the setting of the motor end limits. The product may move to position itself at its current end limit.

Up end limit   Down end limit
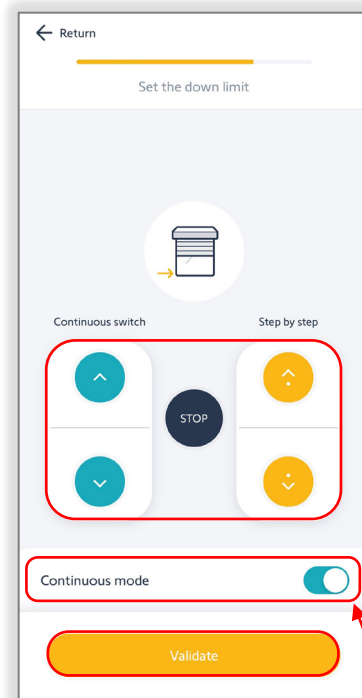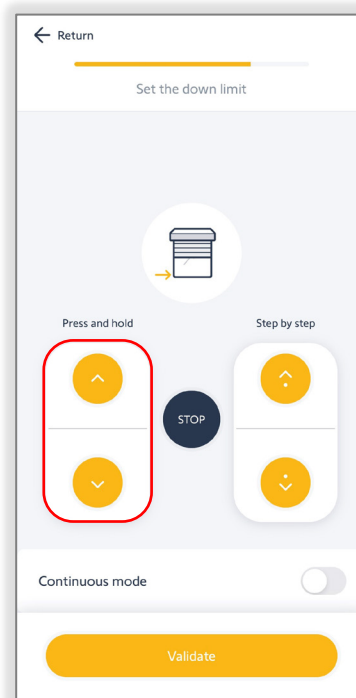
These preferences are disabled by default.

Enabled   Disabled

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 "Validate"

   The app will return to the Settings page.

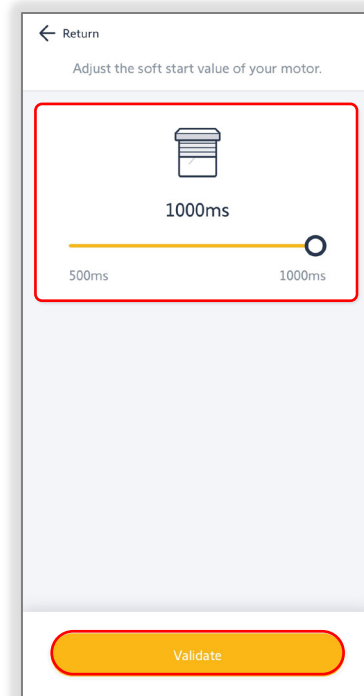   *To test the speed, SELECT "Finish," then SELECT "Test device" or use a paired remote to control the motor.*
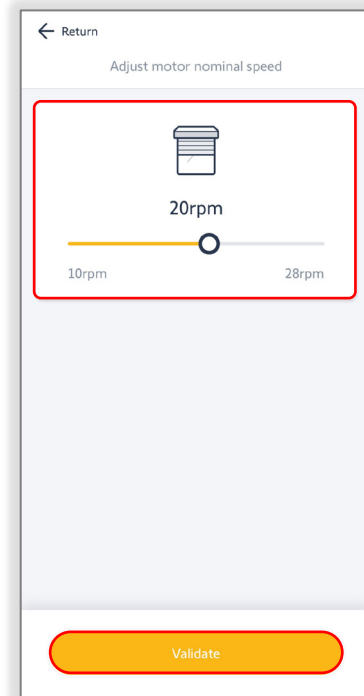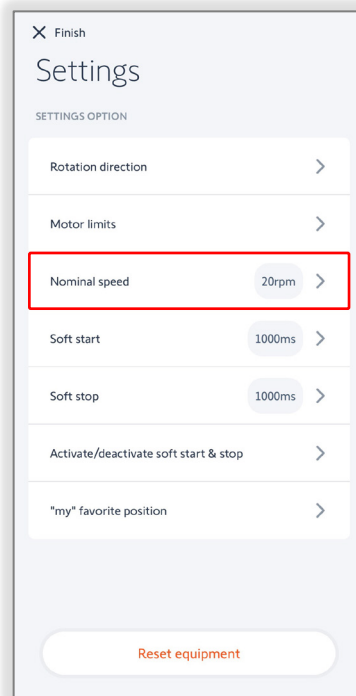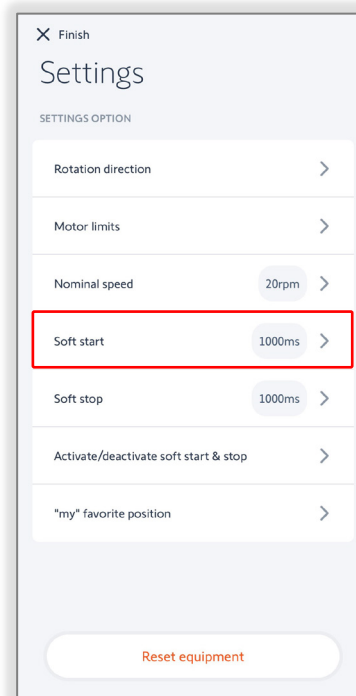
Soft Start

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 "Validate"

   The app will return to the Settings page.

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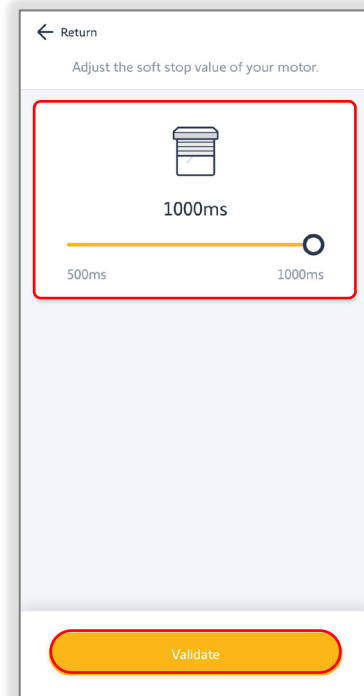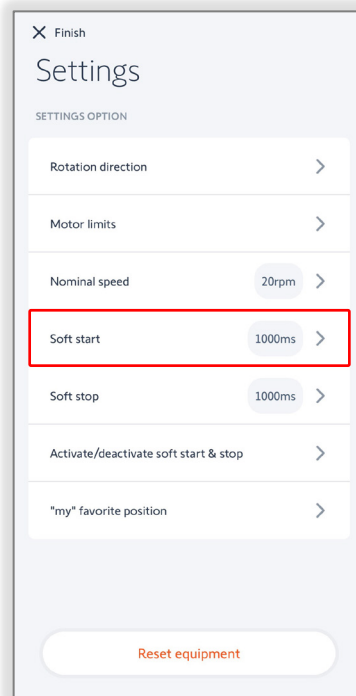
Soft Stop

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 "Validate"

The app will return to the 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 & Stop

Soft start & stop are not available for drapery motors.

1. SELECT "Activate/deactivate soft start & stop"

2. SELECT "Disabled" to deactivate soft start & stop

OR

SELECT "Enabled" to activate soft start & stop
Example: Enabled

3. SELECT "Validate"

The app will return to the Settings page.

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

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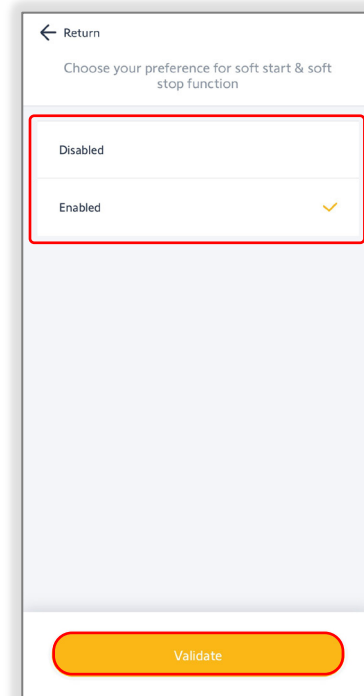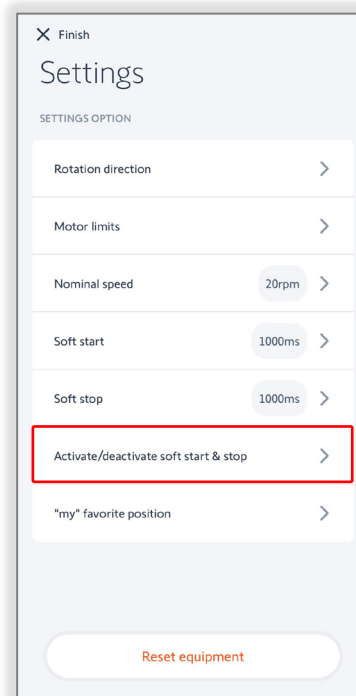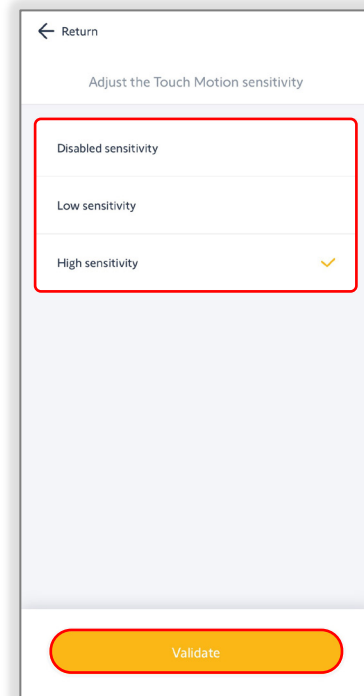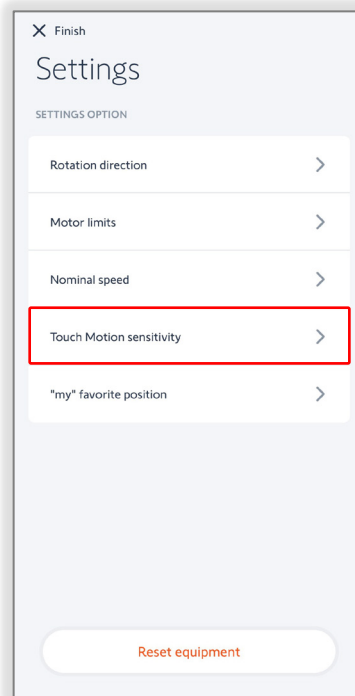
Touch Motion Sensitivity

Touch motion is only available for drapery motors.

1. SELECT "Touch Motion sensitivity"

2. SELECT the desired setting
    Example: High sensitivity

3. SELECT "Validate"

    The app will return to the Settings page.

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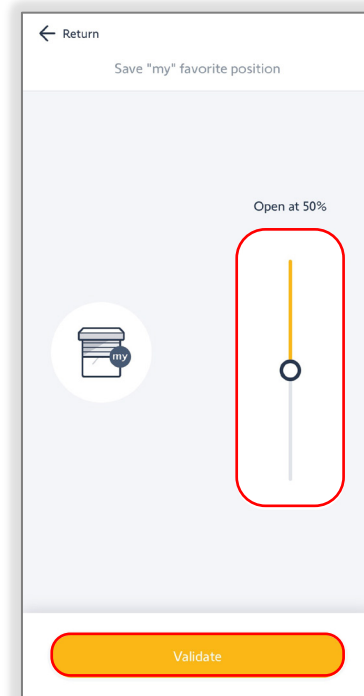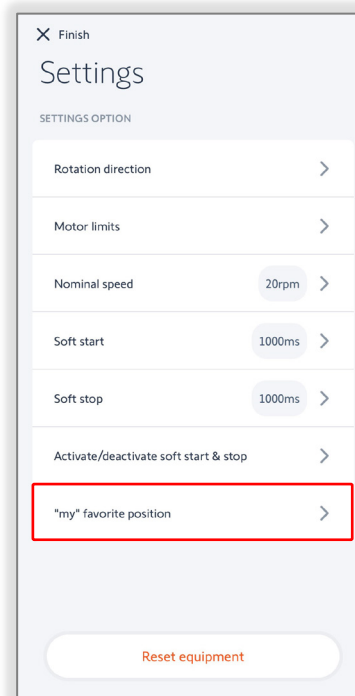
"My" Favorite Position

1. SELECT ""my" favorite position"

2. PRESS & RELEASE the slider to move the motor to a favorite position
    Example: 50%

3. SELECT "Validate"

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

    The app will return to the Settings page.

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

Reset Equipment

Reset equipment 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.
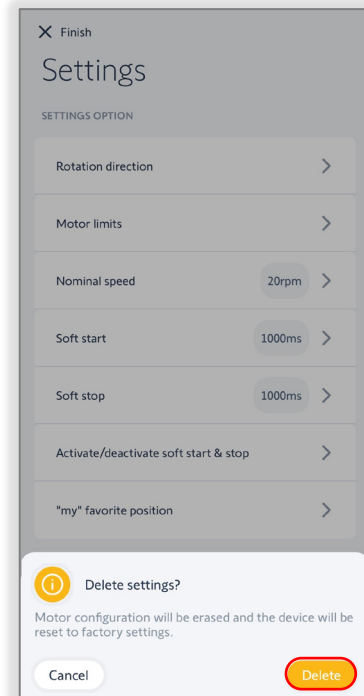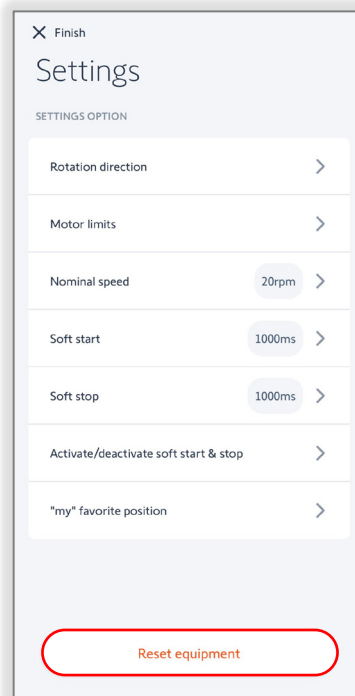
1. SELECT "Reset equipment"

2. SELECT "Delete"

The app will confirm the settings have been deleted.

*The motor will jog to confirm the reset.*

The app will return to the homepage.

The motor is now factory reset.

This concludes the process of Registering a TaHoma, 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 application" to redirect to the client's TaHoma application for moving devices to rooms and other user app installation requirements.
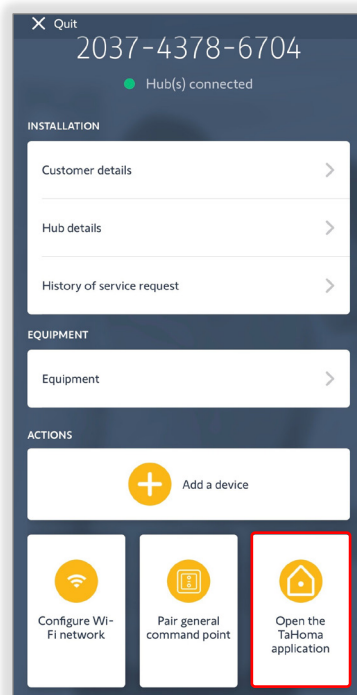
Reach an existing TaHoma box searches for assigned TaHomas by the customer, email address, location, TaHoma PIN-code, or project details.
If a TaHoma is not assigned to a dealer, the dealer must request access from the customer to complete the TaHoma configuration.
Searching for a TaHoma allows access to provide remote support to customer installations.
To search and assign a TaHoma to a dealer account, follow the steps below:

1. SELECT "Reach an existing TaHoma box"

2. ENTER a customer name, email, city postal code, TaHoma PIN-code, or project details to search for a customer, then SELECT "Search"

   OR

   SELECT "Scan the TaHoma QR code"

   Follow the app instructions to scan the QR code. Scan the QR code located on the bottom of the TaHoma hub.

   If the QR Code is not available, enter the PIN-code manually, then SELECT "Next" to continue.
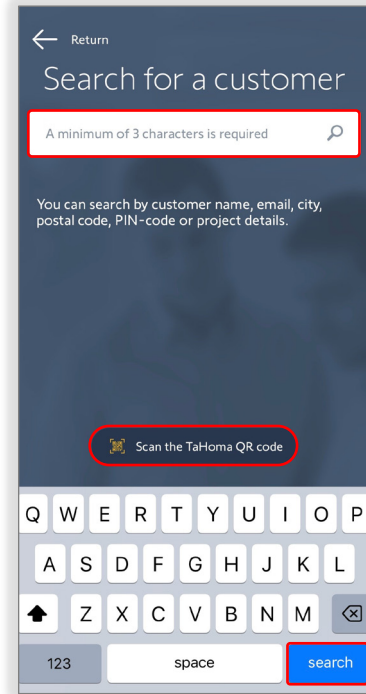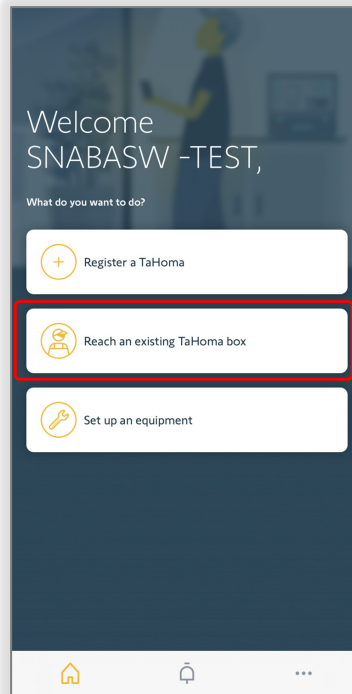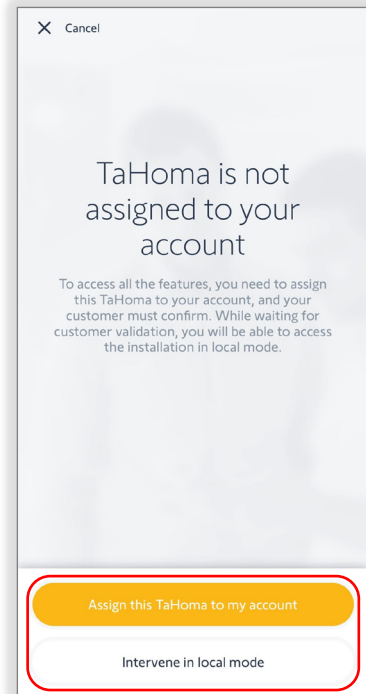
3. If the TaHoma is not assigned to the TaHoma pro dealer account, SELECT "Assign this TaHoma to my account"

   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.

4. ENTER the customer's email address to request full access to the TaHoma

5. SELECT "Operate locally on this hub"

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

   If the TaHoma is already registered, follow the app instructions to continue to the TaHoma Configuration page to perform additional tasks.

                    OR

   SELECT "Back to my installations" to continue searching for a TaHoma

Searching for a registered TaHoma allows access to provide remote support on customers installations.

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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.

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