

**PROGRAMMING GUIDE**  
**DEALER VERSION**



SOMFY  
TAHOMA PRO



# PROGRAMMING GUIDE

# SOMFY TAHOMA PRO – DEALER VERSION

VERSION 1.4 | MARCH 2024 | Prepared by PROJECT SERVICES

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# I. INTRODUCTION

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## **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](http://www.somfyu.com)

Additional individual product information is available on [Somfypro.com](http://Somfypro.com)

Refer to product specification sheets for more details on system limitations.

Subscribe to the Somfy YouTube Channel [www.youtube.com/somfysystems](http://www.youtube.com/somfysystems)

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



### SMART PHONE OR TABLET REQUIREMENTS

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

iOS: 15.0 or later

Android: 8.0 and up

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

Create and manage users from the Somfy Pro portal

Refer to the [Set Up section](#) of this guide to create an account

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

### MOBILE DEVICE CONFIGURATION

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

## PRODUCT COMPATIBILITY

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

### COMPATIBLE PRODUCTS:

#### WIREFREE

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

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

Sonessé® 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

Sonessé® 30 24V DC Zigbee #1241970

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

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

## USING MOTOR LABELS

Each Somfy Zigbee motor is supplied with 4 motor information labels that include the QR code to scan motors.

The QR code is the address label for the motor and will be scanned into the TaHoma pro app to make a connection with the motor. These codes will be used for the life of the product.

### **DO NOT DISCARD THE MOTOR INFORMATION LABELS!**

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

#### 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

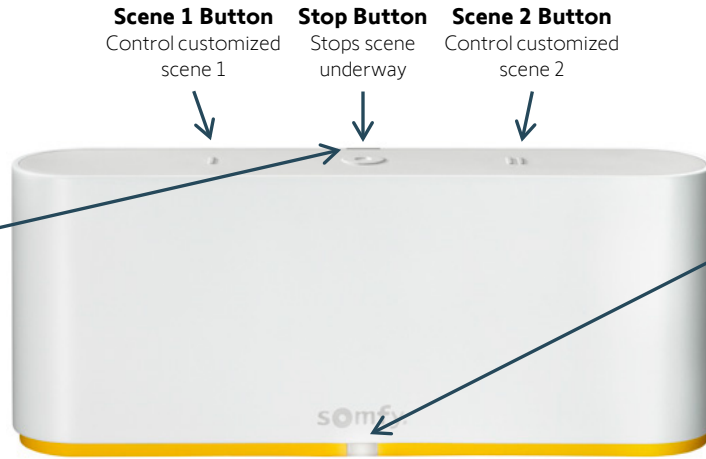
# BUTTONS & INDICATORS

## Zigbee Coordinator (ZC)

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

**TOP LED BEHAVIOR:**

- BLUE**  
WI-FI SETTING PROCESS
- WHITE**  
WI-FI RESEARCH – 2 TIMES  
WI-FI LOST – 1 TIME
- RED**  
SCENE STOPPED - SOLID  
CONNECTION OUTAGE - BLINKING
- OFF**  
STANDING BY
- AMBER**  
RESTARTING
- GREEN**  
TAHOMA PRO MODE



**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

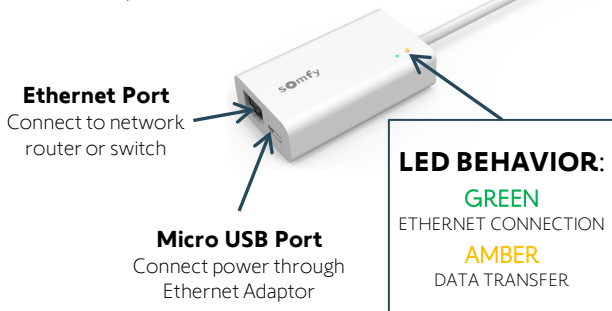


**Reset Button**  
PRESS & HOLD to reset TaHoma switch

### TaHoma® Ethernet Adaptor #1870470 (Sold Separately)

Connect for a wired local area network connection

**Micro USB**  
Connect to TaHoma® switch for power and Ethernet



**LED BEHAVIOR:**

- GREEN**  
ETHERNET CONNECTION
- AMBER**  
DATA TRANSFER

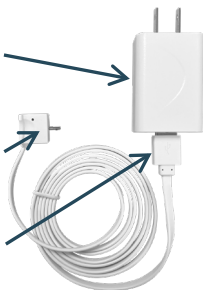
### Plug-in Power Supply Required (Included with TaHoma® switch)

Connect to line-voltage to power TaHoma switch

**Power Supply**  
Plug-in Transformer to line-voltage outlet

**Micro USB**  
Connect power to TaHoma switch

**Standard USB**  
Connect cable to Transformer



### Ysia 1 & 5 Zigbee Remotes

Ensure the remote is powered.

Pressing any button will illuminate the LED(s).

Status LED will blink **RED** if the battery level is not sufficient for programming.

*NOTE: Check the charge of the batteries in the remote*

**Ysia 1 Zigbee #1871153**  
**Ysia 5 Zigbee #1871154**

### Status LED Indicator

Commands and Zigbee network activity

**UP Button**

**MY/STOP Button**

**DOWN Button**

**Channel LED Indicator**

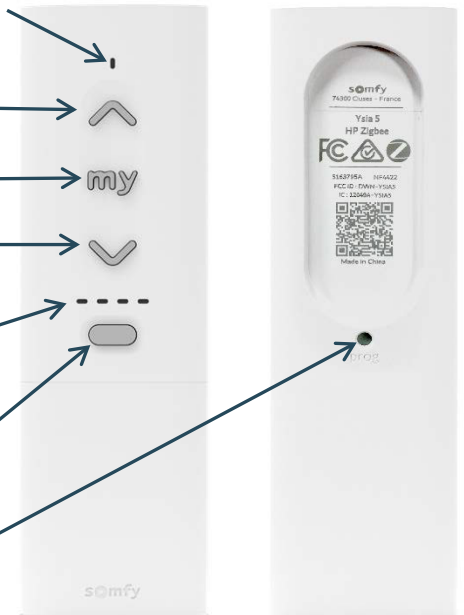
Show channel selected

**Channel Selection Button**

To select channel

**Programming Button**

To pair and reset products



# BUTTONS & INDICATORS

## ZIGBEE MOTORS & ROUTER

### WAKING THE MOTOR:

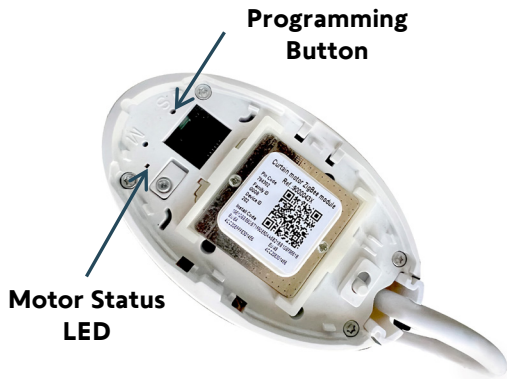
Ensure the motor has required power available.

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.

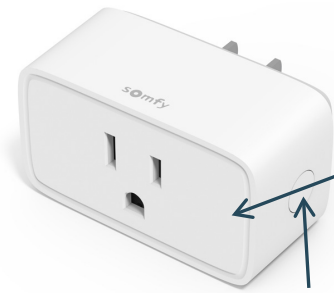
The motor will jog (briefly move up and down), and the LED will illuminate **GREEN** for 2 seconds.  
The LED will blink **AMBER** continuously during programming.

### DRAPER MOTOR



### **Smart Plug Zigbee #1871217**

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



#### **LED BEHAVIOR:**

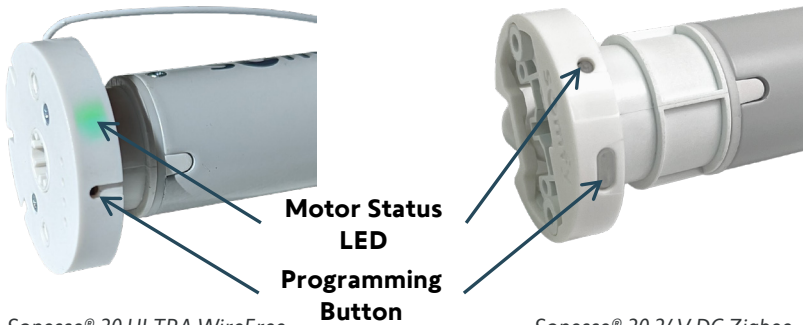
**RED**  
SOLID 3s – NOT CONNECTED  
POWERED – OUTPUT OFF

**AMBER / GREEN**  
FLASHING – PAIRING MODE

**GREEN**  
SOLID 3s – CONNECTED  
POWERED – OUTPUT ON

**OFF**  
NOT PAIRED  
NOT POWERED

### ROLLER MOTOR



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:**

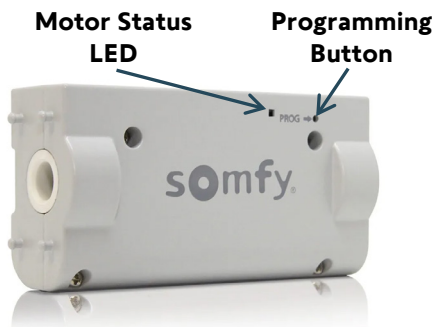
**AMBER**  
MOTOR IS NOT SET  
IN SETTING MODE  
IN ADJUSTMENT MODE

**GREEN**  
MOTOR IS CHARGING  
CONFIRMED SETTING

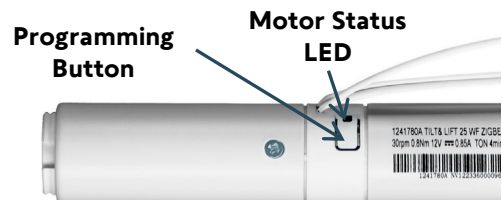
**RED**  
LOW BATTERY CHARGE  
THERMAL PROTECTION  
IMPOSSIBLE SETTING

**NOT ILLUMINATED** ONCE  
PAIRED AND OPERATIONAL

### TILT MOTOR



### CORD LIFT MOTOR





### III. BEFORE YOU BEGIN

#### POWER MOTORS

##### Sonesse® 30 24V DC Zigbee:

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



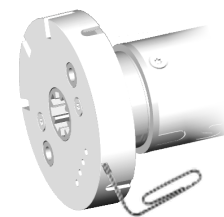
##### Waking the WireFree motor:

###### 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

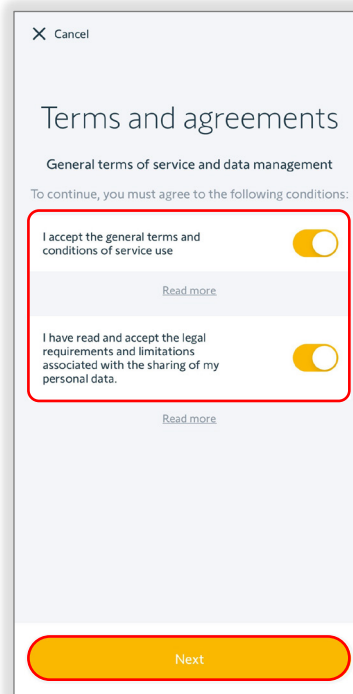
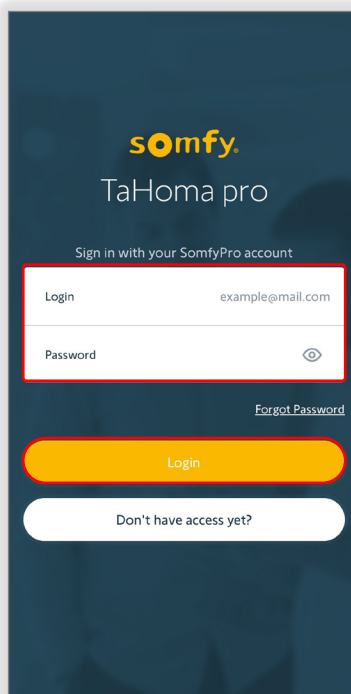
A Somfy Pro account is required to access the TaHoma pro app. Refer to the [Create Account section](#) of this guide to request access.  
An internet connection is required to login and have full access to the TaHoma pro app.

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

*This is required upon the initial TaHoma pro app connection.*

4. SELECT "Next"

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



## HOMEPAGE

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

Follow the process below using the steps throughout this guide:

### Configure a motor

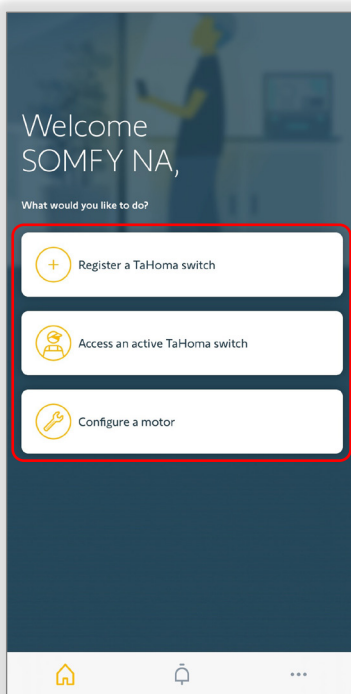
To configure Zigbee motors if limits are not already set

### Register a TaHoma switch

To complete the process of registering and commissioning a new TaHoma

### Access an active TaHoma switch

To connect to a TaHoma already registered and make any adjustments needed



Descriptions of each option:

### Register a TaHoma switch

Register a TaHoma to a customer and to start commissioning

### Access an active TaHoma switch

Search for a TaHoma already assigned to the dealer or to assign a TaHoma to the dealer

### Configure a motor

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

## NOTIFICATIONS

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

SELECT the Notifications icon to manage the following notifications:

### Validation requests

View requests for pending TaHoma assignments

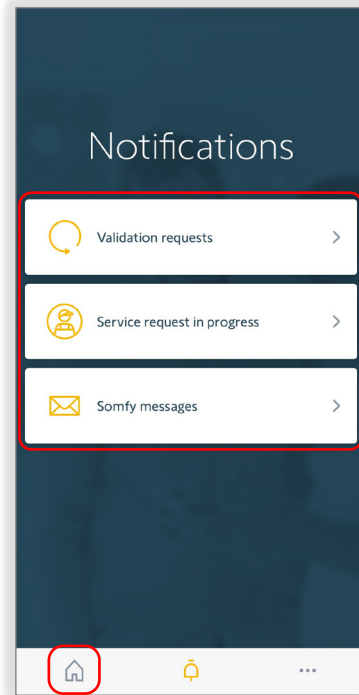
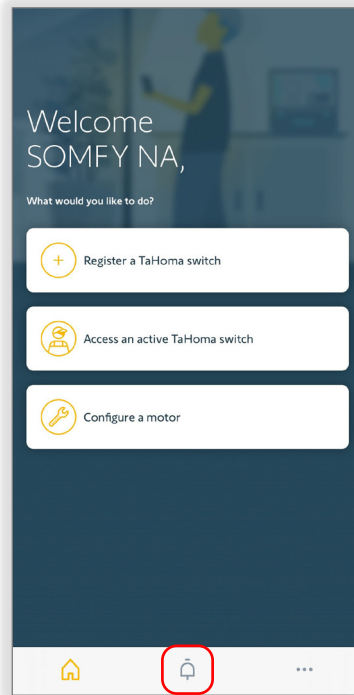
### Service request in progress

View service requests in progress

### Somfy messages

View Somfy messages regarding news and updates

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



## TAHOMA CONFIGURATION

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

### INSTALLATION

#### Client Info

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

#### System Info

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

#### History of service request

Select to view and send the TaHoma Commissioning report

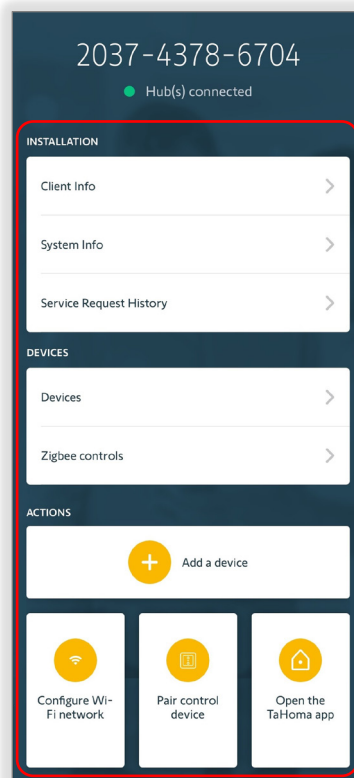
### DEVICES

#### Devices

Select to adjust or delete products paired to the TaHoma

#### Zigbee controls

Select to adjust or delete Zigbee remotes paired to the TaHoma



### ACTIONS

#### Add a device

Add new devices to a TaHoma

#### Configure Wi-Fi network

Select to adjust the network settings for the TaHoma

#### Pair control device

Select to add a new Zigbee remote

#### Open the TaHoma app

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

# V. COMMISSIONING

## CONNECT TO A ZIGBEE MOTOR

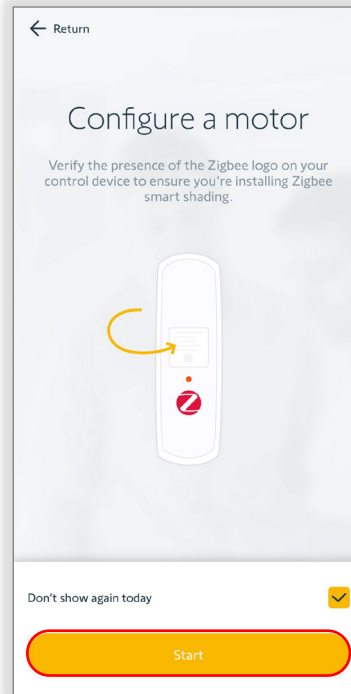
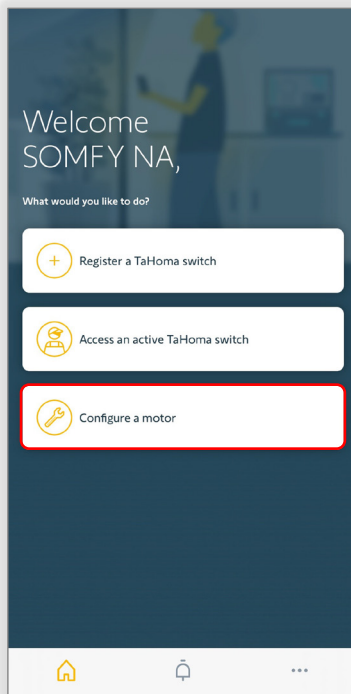
Configure a motor is a required step to ensure all motors have end limits set before being added to the TaHoma configuration. Once a motor configuration is saved, the motor limits are set. Device settings can be changed anytime the TaHoma pro app is connected to a device.

The settings of devices will vary per device type.

To operate and adjust devices, connect to a Zigbee motor by following the steps below:

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

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



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

OR

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

The following example will be deploying a TaHoma hub.

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

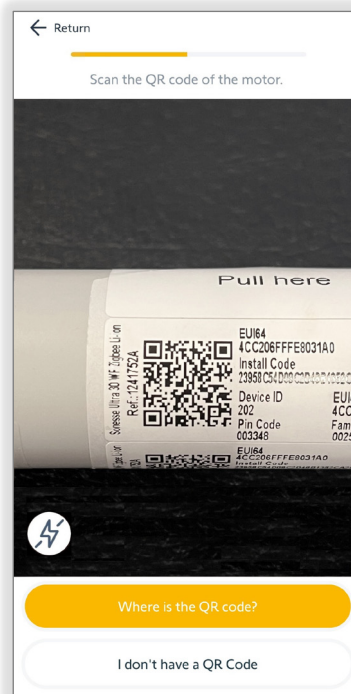
The QR code labels are attached to the body of the motor. Additional QR code labels are included to be used for project planning purposes, floor plans, cabling, etc.

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

OR

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

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



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

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

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

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

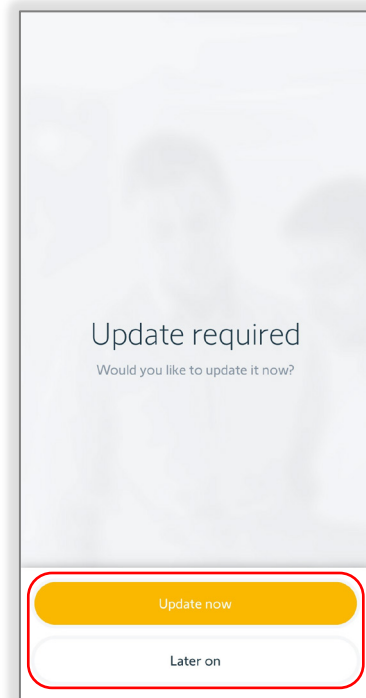
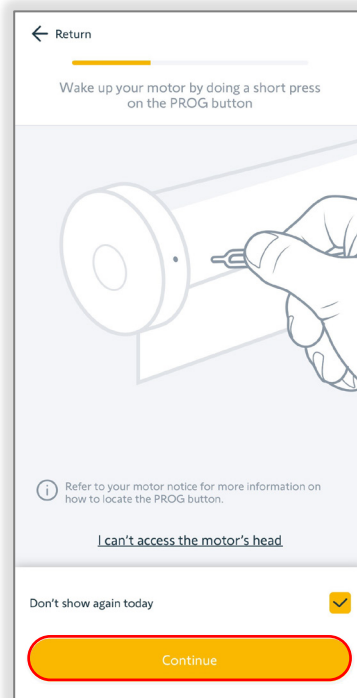
7. If an update is required for the motor, SELECT "Update now"

OR

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

Ensure the motor is up to date before project completion.

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



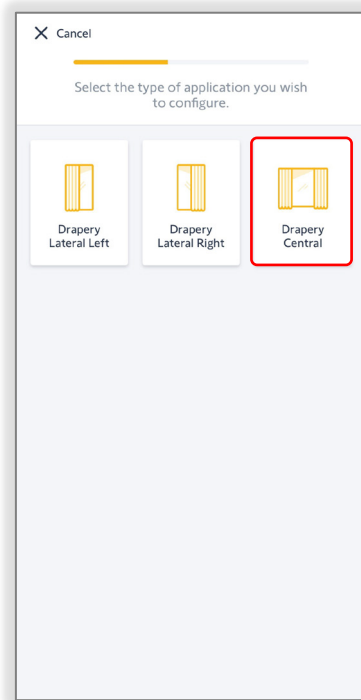
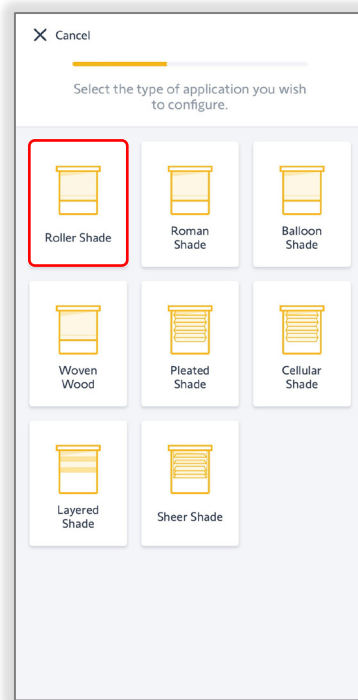
# CONFIGURE A ZIGBEE MOTOR

## Select the Type of Application

SELECT the type of application

*The application types displayed will vary by the motor type.*

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



## Check the Rotation Direction

1. CHECK the rotation direction

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

OR

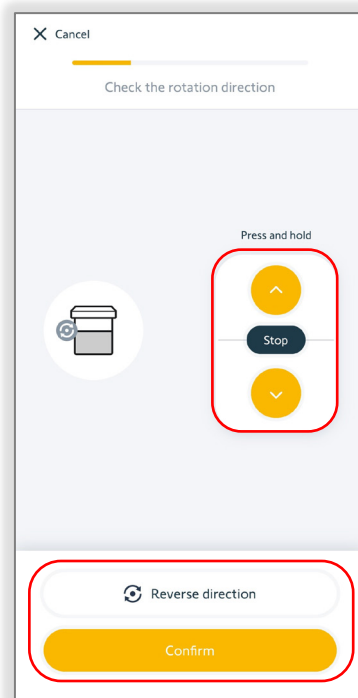
PRESS & RELEASE the UP or DOWN button to move the motor in small increments

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

*The motor will jog once to confirm the reverse direction.*

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

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



## SET LIMITS FOR A ROLLER OR CORD LIFT MOTOR

### Set the Motor Limits - Up Limit

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

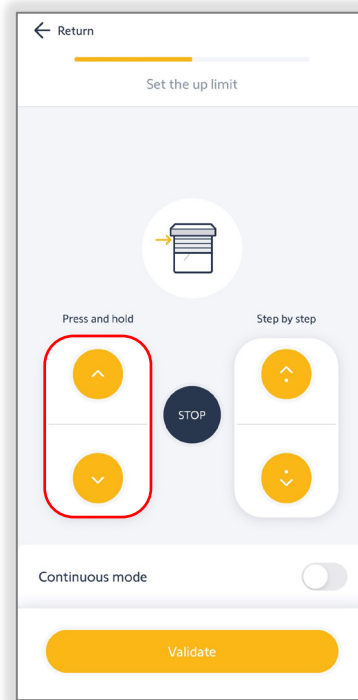
OR

ENABLE "Continuous mode"

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

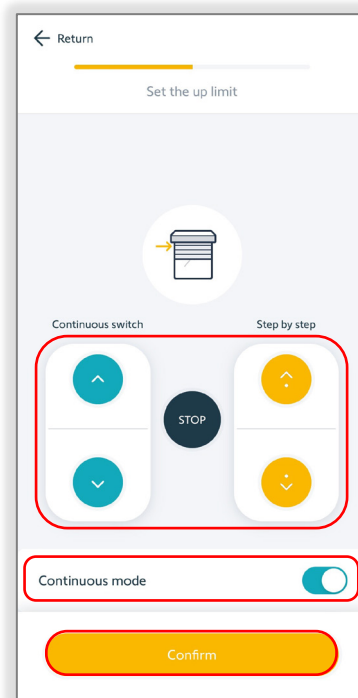
*Take caution when using Continuous mode to prevent damage to the product.*

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



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

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



*These preferences are disabled by default.*

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 "Confirm" to continue

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

*This concludes motor limit setting.*

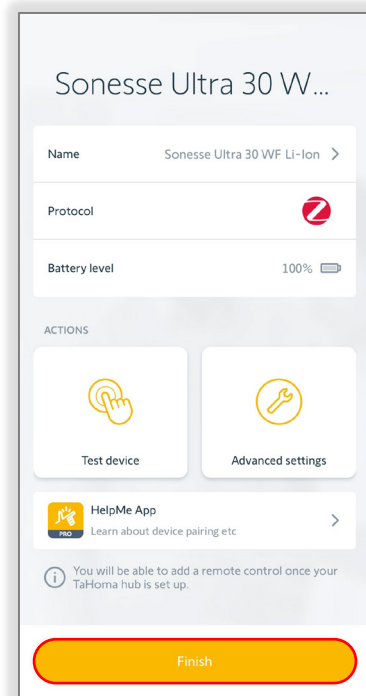
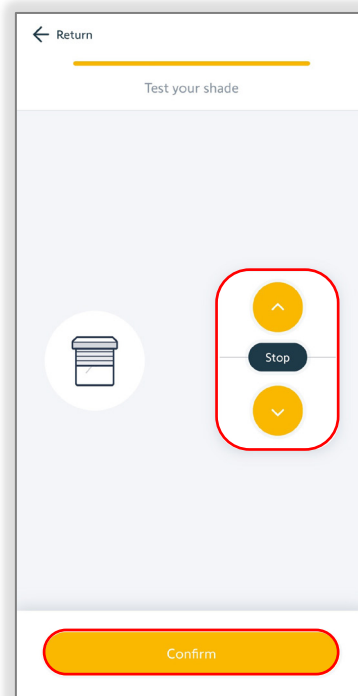
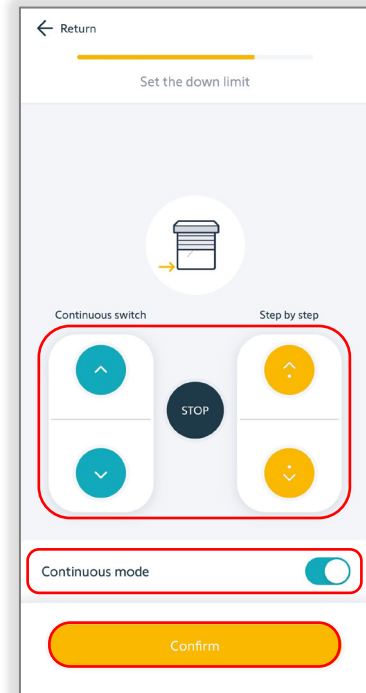
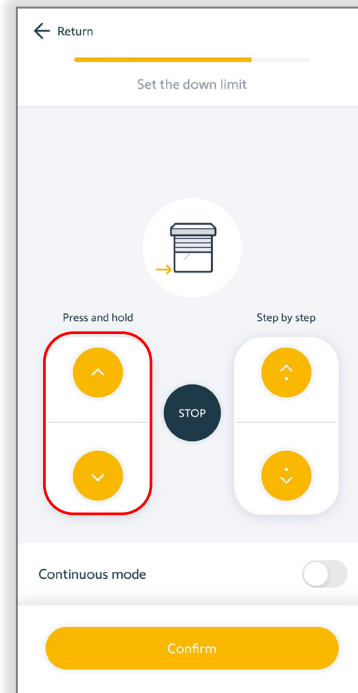
6. TEST operation of the device, then SELECT "Confirm"
7. SELECT "Finish," then SELECT "Next device" to configure another motor

OR

SELECT "Return to homepage"

Refer to the [Name The Device section](#) of this guide to change the name of the device.

Refer to the [Advanced Settings section](#) of this guide to adjust the additional settings of the device.

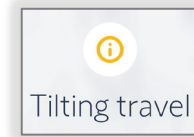


# SET LIMITS FOR A TILT ONLY MOTOR

## Understanding Tilting Travel

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

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



SELECT "I understand" to continue

## Set the Tilting Travel

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

The motor will jog once to confirm the up limit is set. To prevent damage to the product, avoid over-tightening the blind slats.

6. PRESS & HOLD the UP or DOWN button to move the motor in the direction of the down limit
7. RELEASE the button prior to the desired down limit
8. PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired down limit is reached
9. SELECT "Confirm" to continue

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

This concludes motor limit setting.

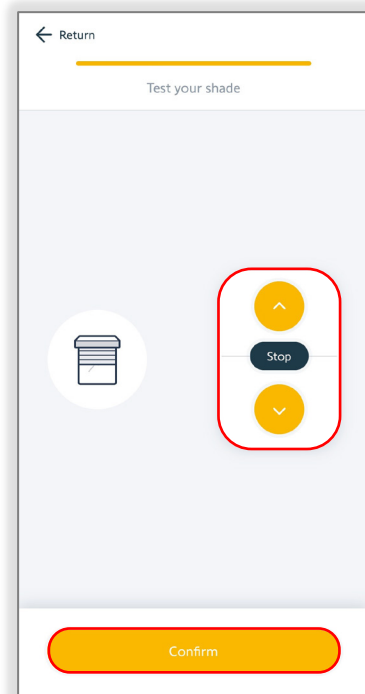
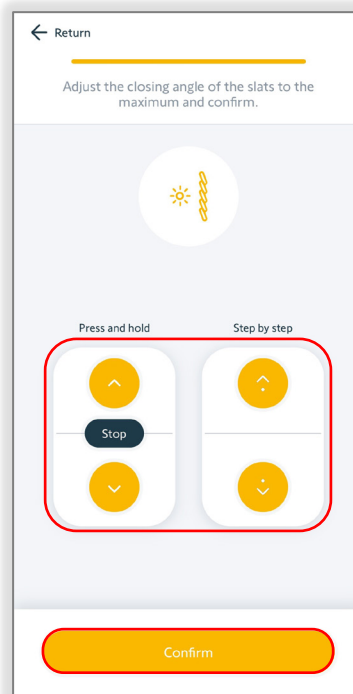
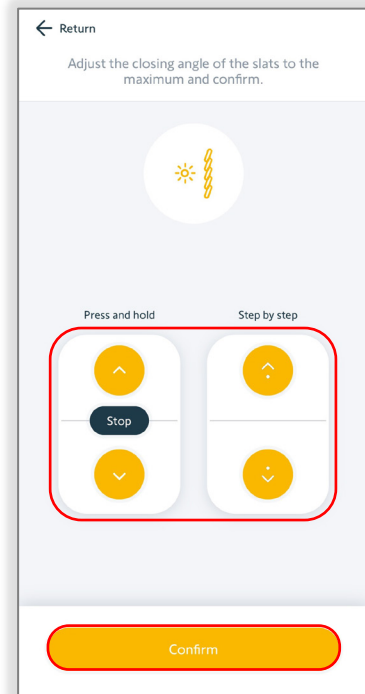
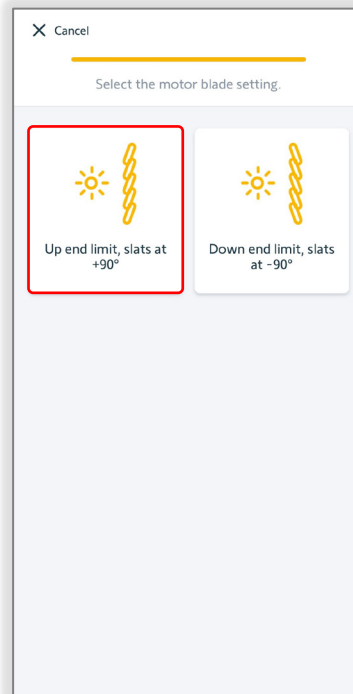
10. TEST operation of the device, then SELECT "Confirm"
11. SELECT "Finish," the SELECT "Next device" to configure another motor

OR

SELECT "Return to homepage"

Refer to the [Name The Device section](#) of this guide to change the name of the device.

Refer to the [Advanced Settings section](#) of this guide to adjust the additional settings of the device.



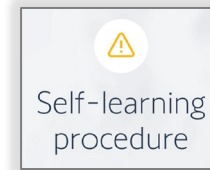
## SET LIMITS FOR A DRAPERY MOTOR

### Understanding the Self-Learning Procedure

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

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

SELECT "I understand" to continue



### Set the Drapery Motor Limits

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

The motor will start moving.

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

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

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

2. SELECT "Confirm"

This concludes motor limit setting.

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

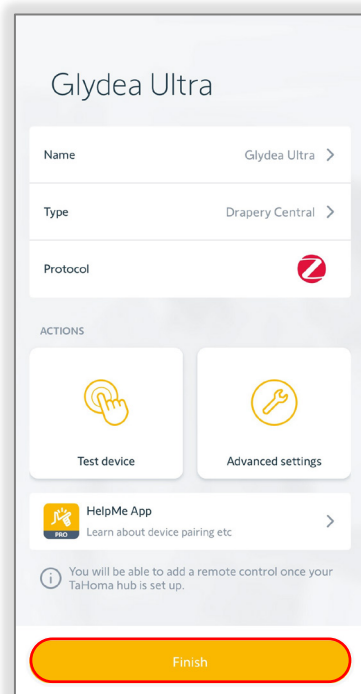
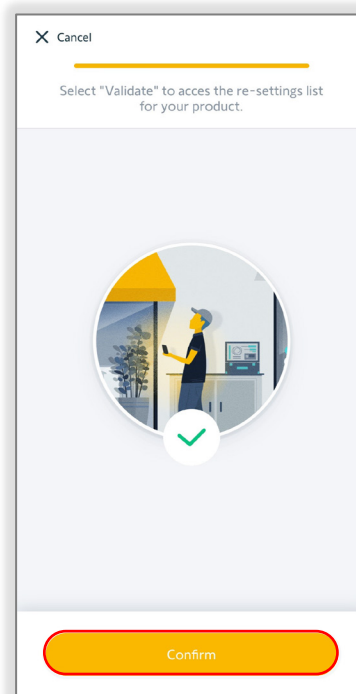
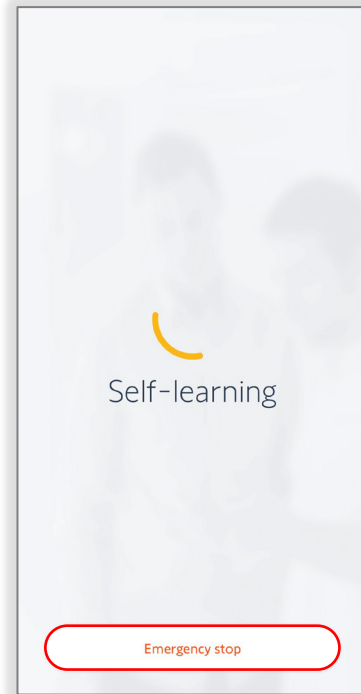
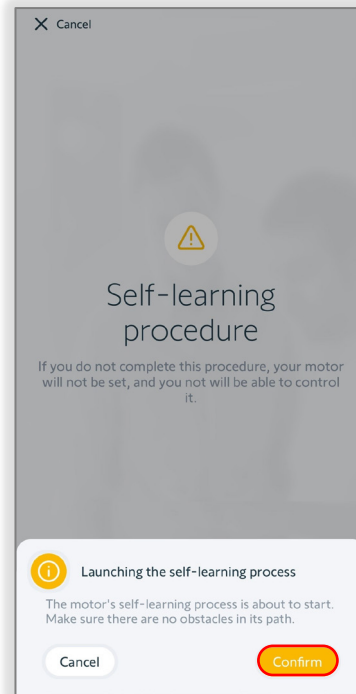
3. TEST operation of the device, then SELECT "Confirm"
4. SELECT "Finish," the SELECT "Next device" to configure another motor

OR

SELECT "Return to homepage"

Refer to the [Name The Device section](#) of this guide to change the name of the device.

Refer to the [Advanced Settings section](#) of this guide to adjust the additional settings of the device.



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

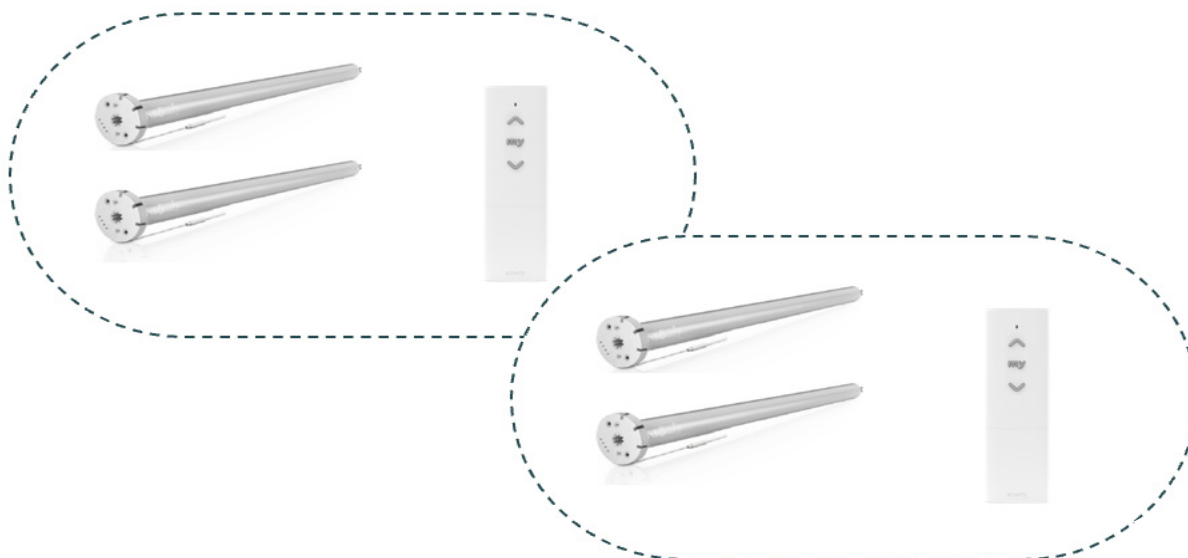
# CHOOSE YOUR SOLUTION

## CHOOSE STAND-ALONE OR TAHOMA

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

### Stand-alone Solution

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



Continue to the [Stand-alone Solution section](#) of this guide to pair devices to controls using TaHoma pro.

### TaHoma Solution

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



Continue to the [TaHoma Solution section](#) of this guide to setup a TaHoma system using TaHoma pro.

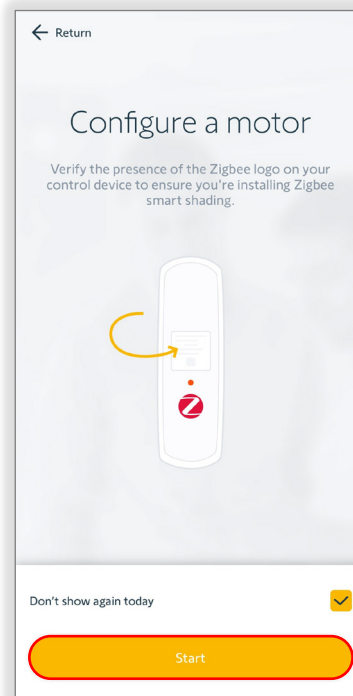
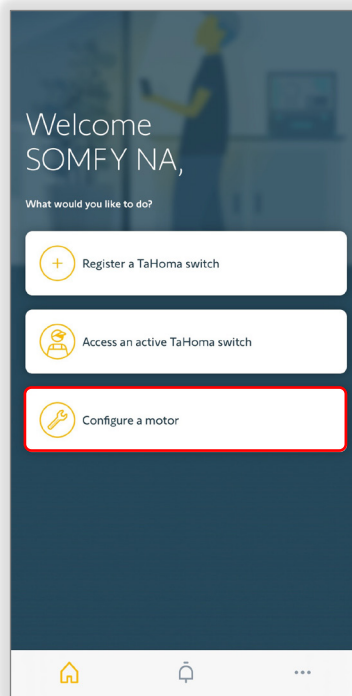
# STAND-ALONE SOLUTION

## ADD A REMOTE CONTROL

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

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

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



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

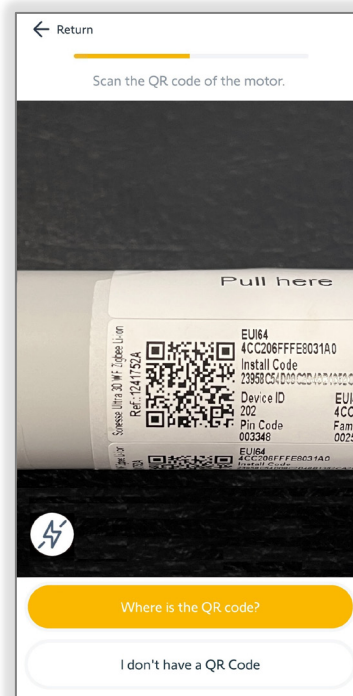
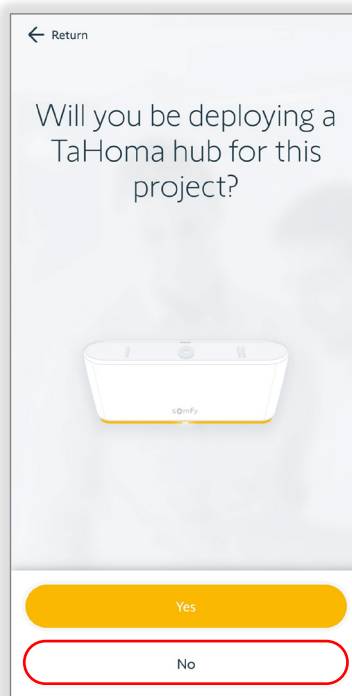
The QR code labels are attached to the body of the motor. Additional QR code labels are included to be used for project planning purposes, floor plans, cabling, etc.

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

OR

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

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



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

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

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

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

OR

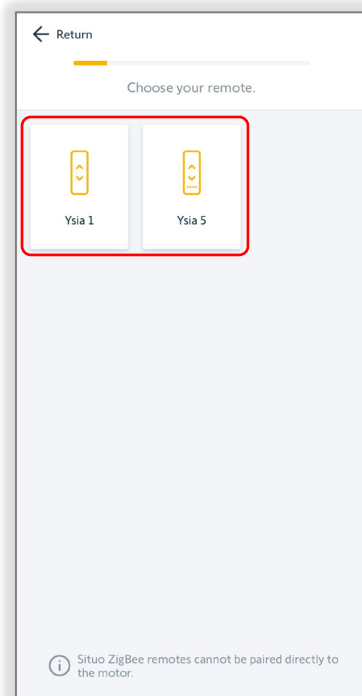
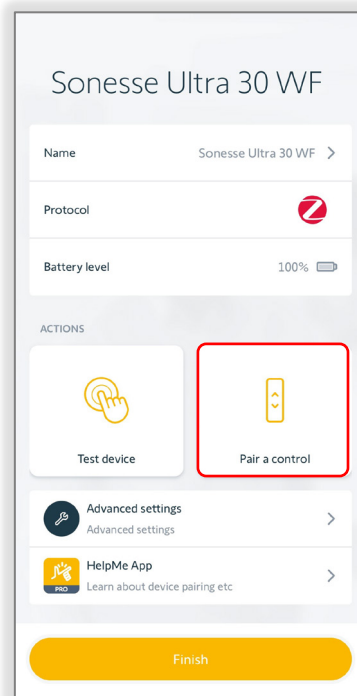
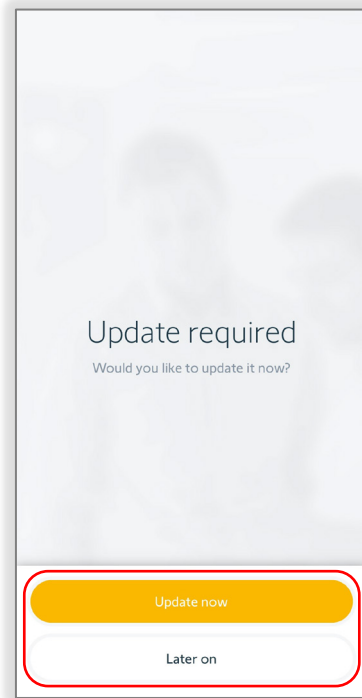
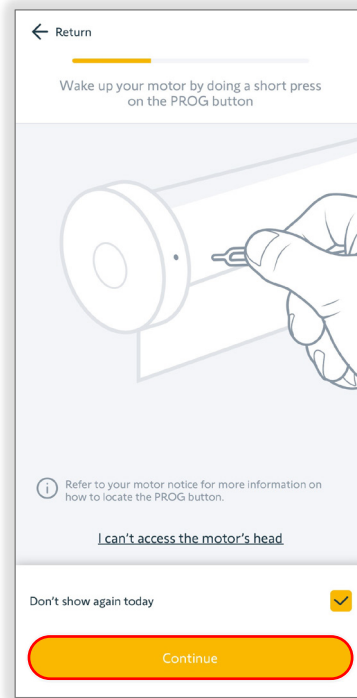
SELECT "Later on" to continue to load the motor settings

Ensure the motor is up to date before project completion.

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

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

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



11. CHOOSE one of the following:

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

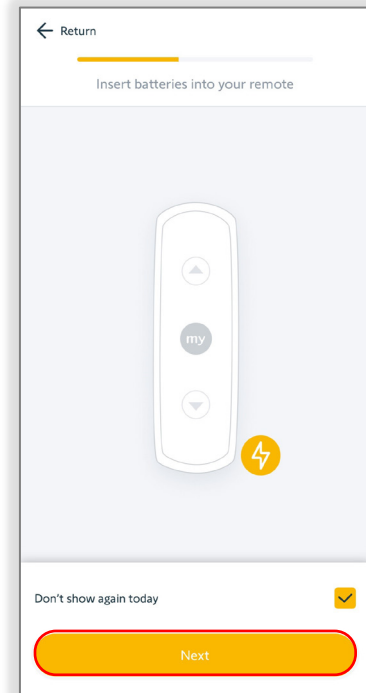
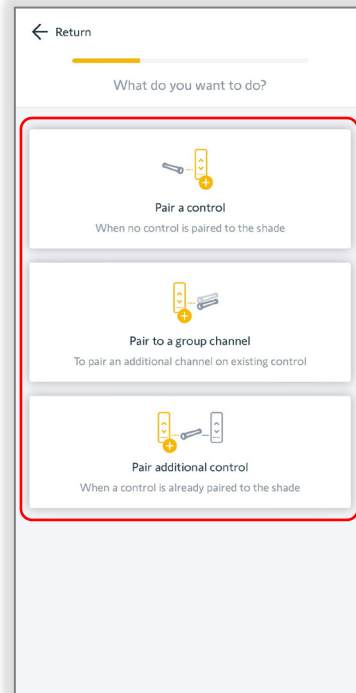
OR

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

OR

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

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



### Pair a Control

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

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

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

*The motor will jog once.*

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

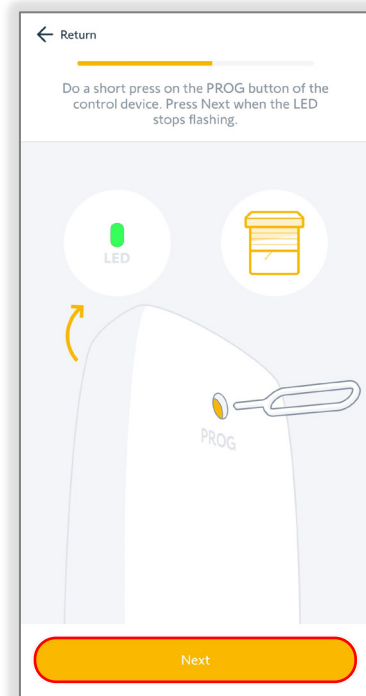
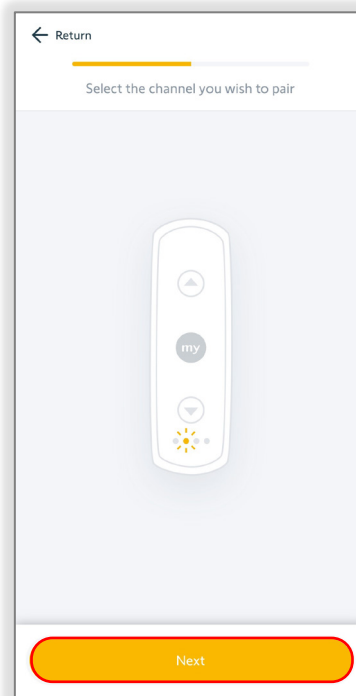
*NOTE: Complete this step within 3 minutes of the previous step.*

*Keep the remote near the motor.*

*The remote LED will flash AMBER then flash GREEN once.*

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

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



- TEST the remote control, then SELECT "Yes" if the remote operates the motor

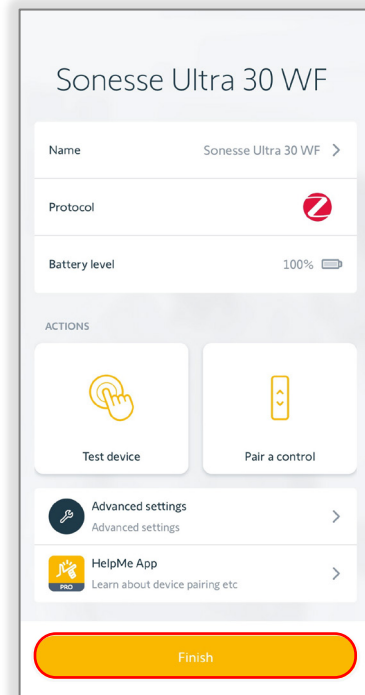
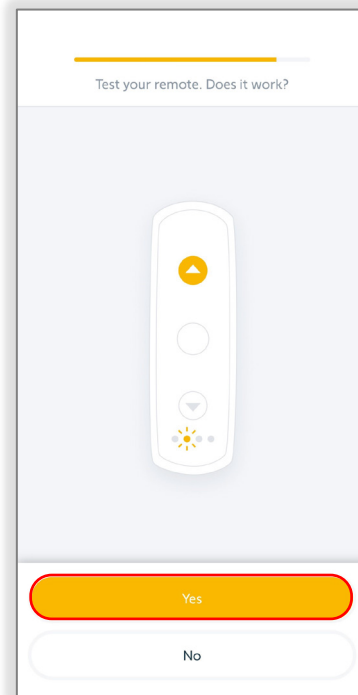
*This concludes pairing a control.*

OR

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

- SELECT "Finish"

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



### Pair to a Group Channel

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

*The motor will jog once.*

- BRIEFLY PRESS the PROG button on the back of the remote

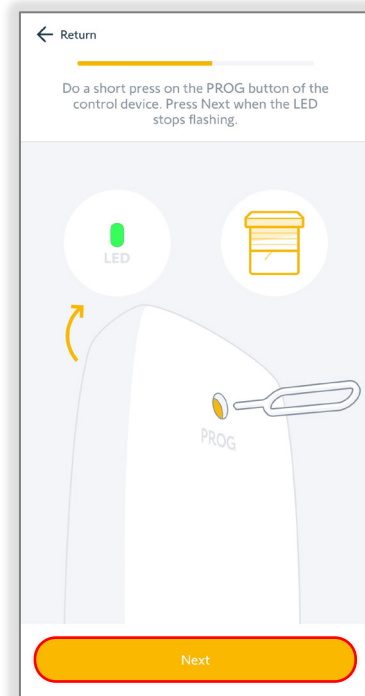
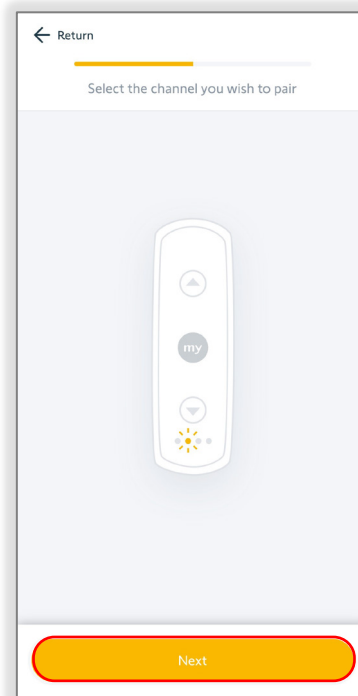
*NOTE: Complete this step within 3 minutes of the previous step.*

*Keep the remote near the motor.*

*The remote LED will flash **AMBER** then flash **GREEN** once.*

- SELECT "Next" when the remote LED stops flashing

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





- TEST the remote control, then SELECT "Yes" if the remote operates the motor

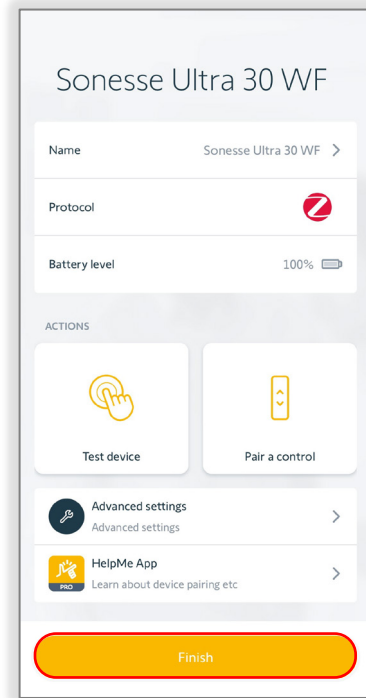
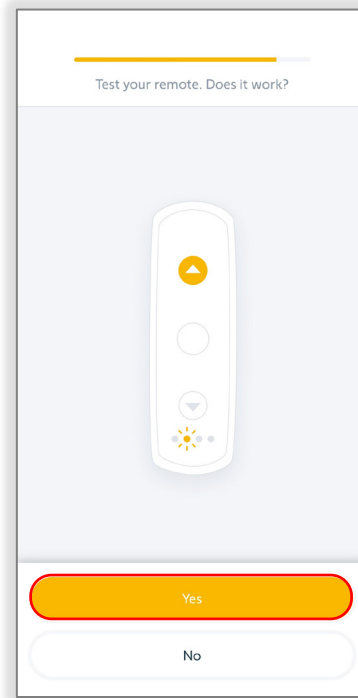
*This concludes pairing a control.*

OR

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

- SELECT "Finish"

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



# TAHOMA SOLUTION

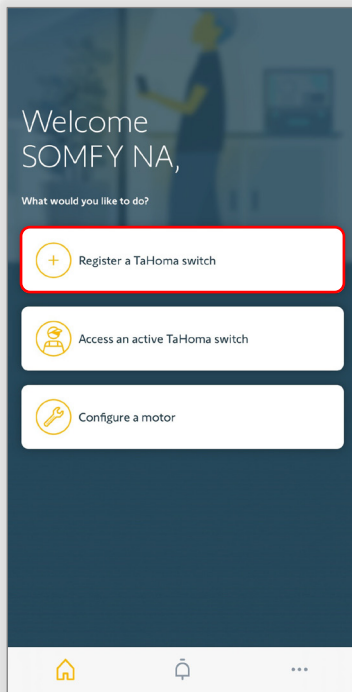
## REGISTER A TAHOMA SWITCH

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

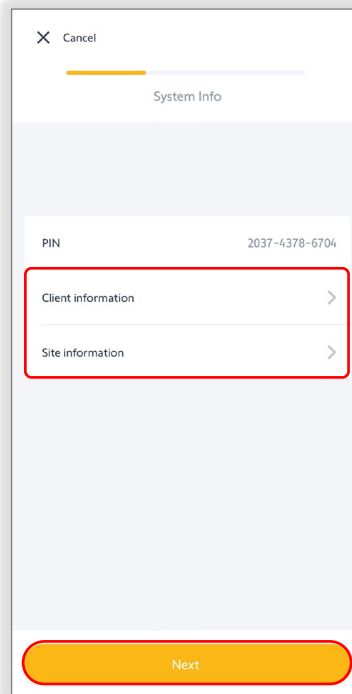
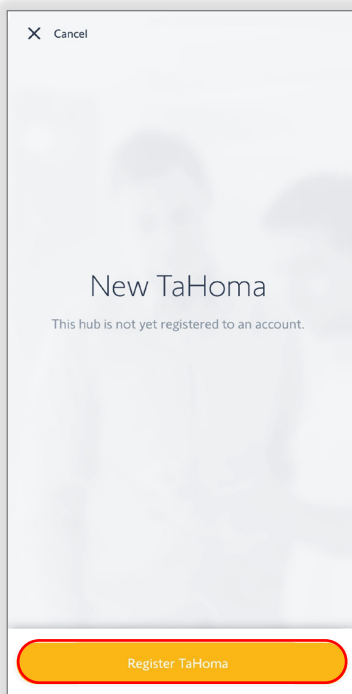
1. SELECT "Register a TaHoma switch"
2. SCAN the QR code on the bottom of the TaHoma hub

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

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



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

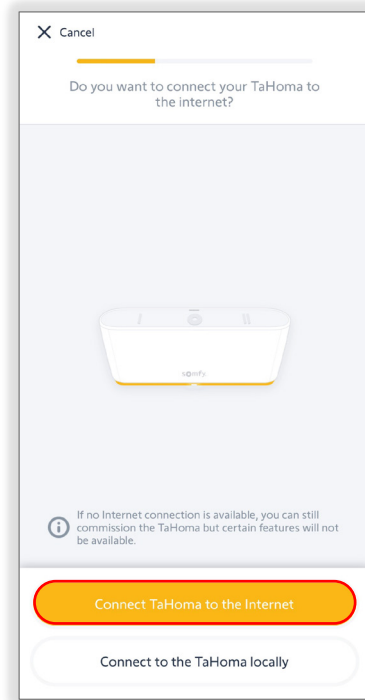
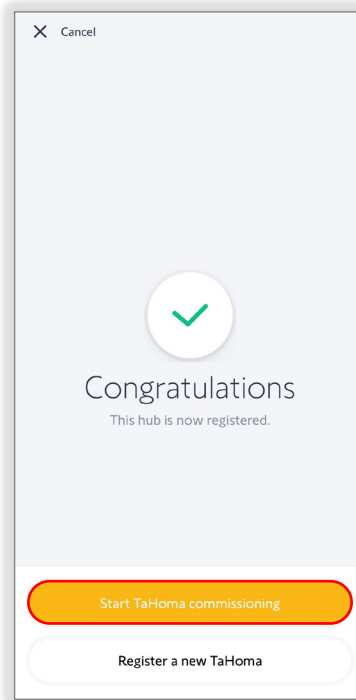


7. SELECT "Start TaHoma Commissioning"
8. SELECT "Connect TaHoma to the Internet"

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

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

*Follow the app instruction to connect to the TaHoma locally.*



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

OR

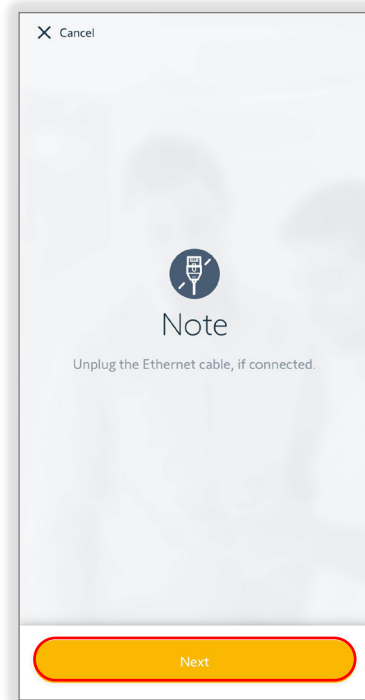
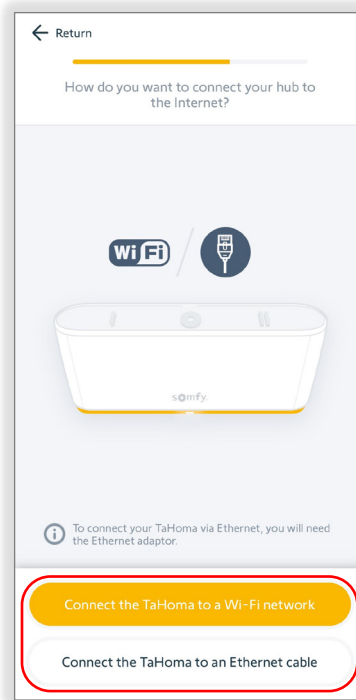
SELECT "Connect the TaHoma to an Ethernet cable"

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

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

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

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



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

Continue to the [Add Devices section](#) of this guide to add products to the TaHoma configuration.

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

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

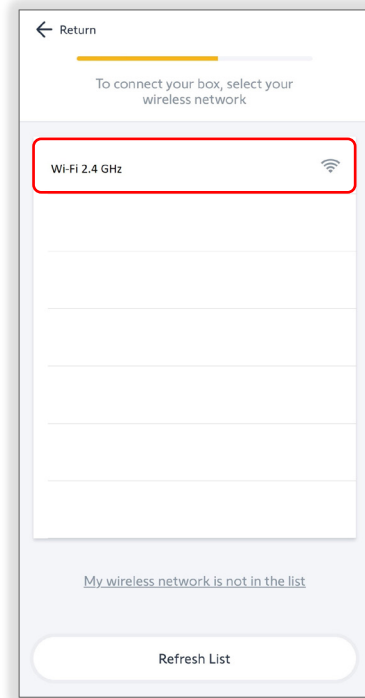
*Mobile device Bluetooth must be enabled.*

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

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

*TaHoma only connects to 2.4 GHz Wi-Fi networks.*

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



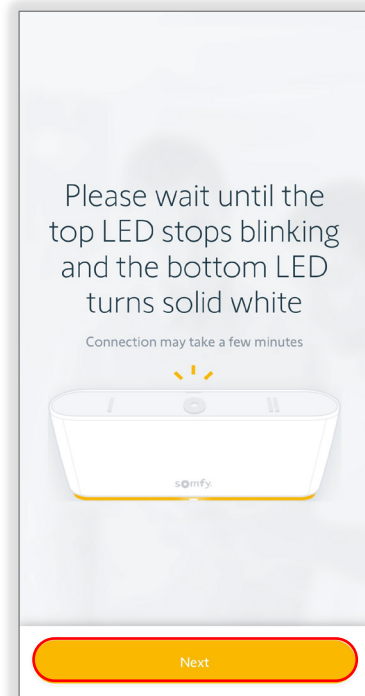
13. ENTER the password for the Wi-Fi network, then SELECT "Validate"

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

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

*If the "No box was detected" screen appears, the Wi-Fi connection was unsuccessful.*

*SELECT "Retry" and follow the app based on the status LED of the TaHoma switch.*



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

OR

SELECT "Light is red"

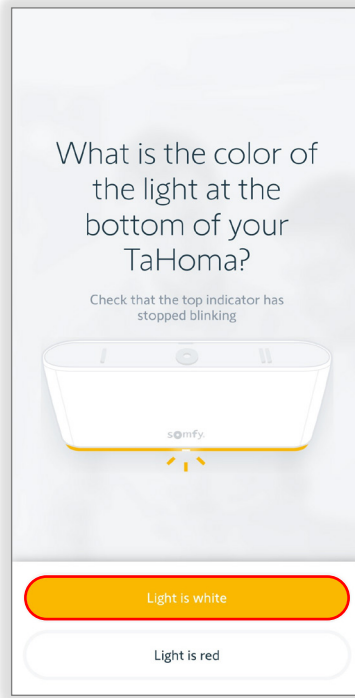
*RED indicates a connection failure. SELECT "Retry" then follow the app instruction to continue.*

16. SELECT "Finish"

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

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

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



## ADD DEVICES

Various products are added to a TaHoma configuration using the TaHoma pro app. Of these products, motors need their end limits set prior to being added. Refer to the [Configure A Motor section](#) of this guide to set motor limits prior to adding a motor to a TaHoma configuration.

**NOTE: If a Zigbee motor was previously paired to remote controls, all programmed remotes will be deleted. Remotes must be added last.**

To add devices to a TaHoma configuration, follow the steps below:

On the TaHoma Configuration page:

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

2. CHOOSE the protocol:

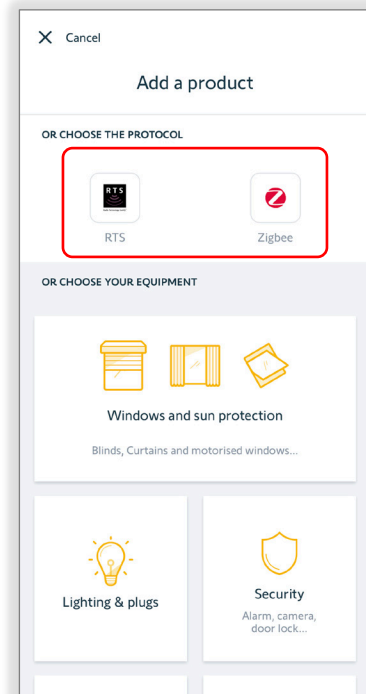
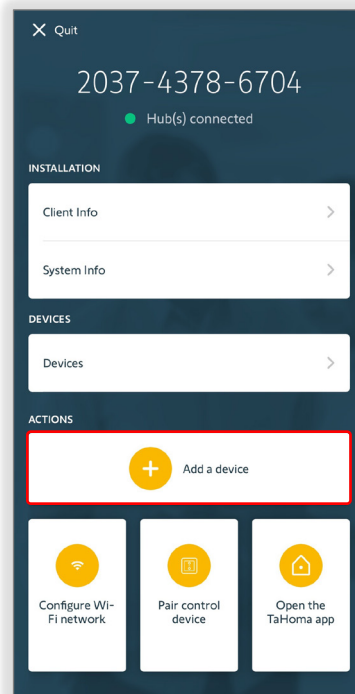
SELECT "Zigbee"

*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 instruction to add RTS devices to the Tahoma configuration.

For additional information on any RTS products, refer to product instructions or the Help me by Somfy app.

3. SELECT "Automatic"

OR

SELECT a specific Zigbee channel if necessary

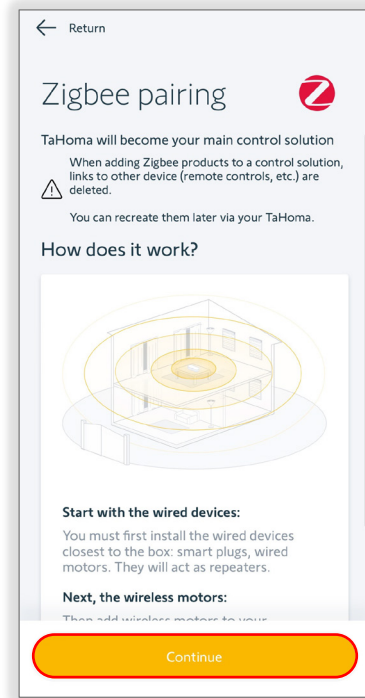
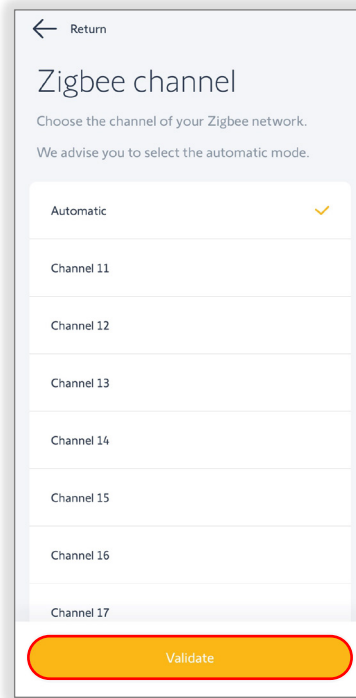
4. SELECT "Validate"

5. Follow the "How does it work?" process

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

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

6. SELECT "Continue"



### 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 instruction or device instructions to put the product into pairing mode.*



**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

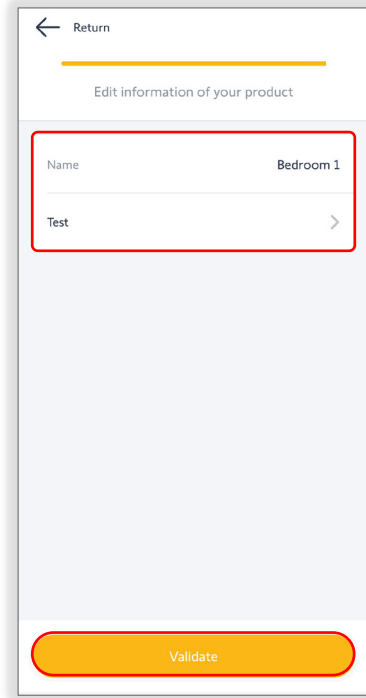
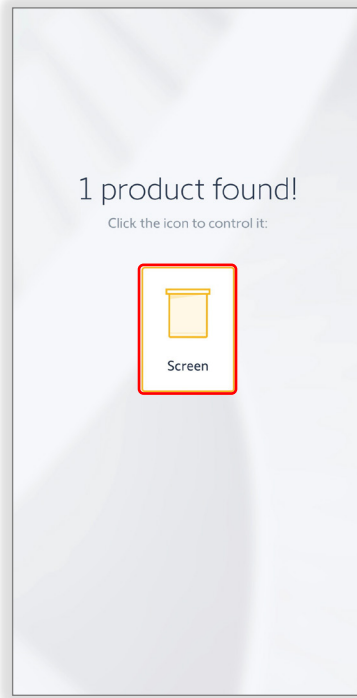
The name cannot exceed a 60-character limit.

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°**

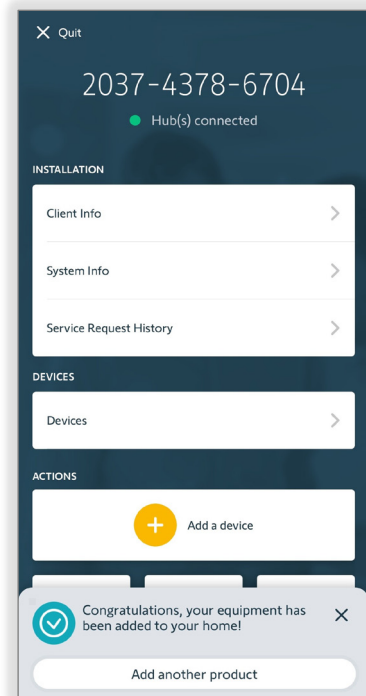
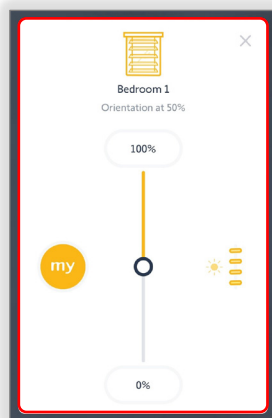
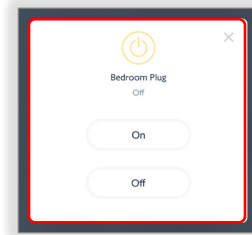
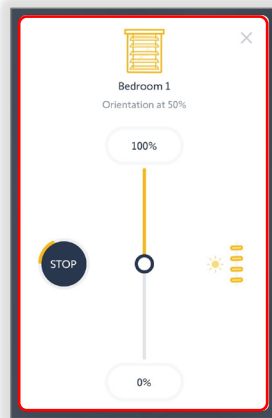
PRESS to turn on the plug or move the motor to the down limit

**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 6 of the previous section.

## Add a remote

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

On the TaHoma Configuration page:

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

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

2. SCAN the device QR code  
OR

SELECT "QR code missing or illegible?"

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

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

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

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

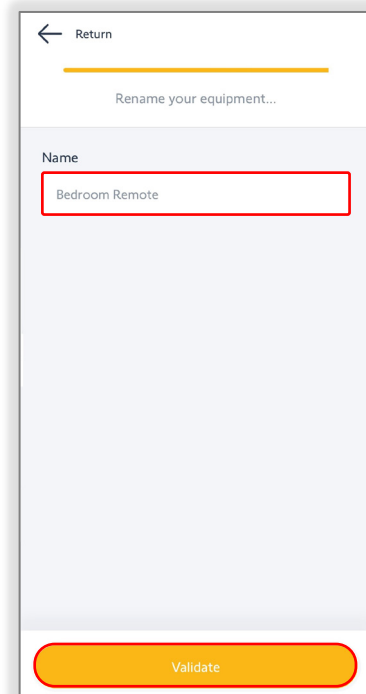
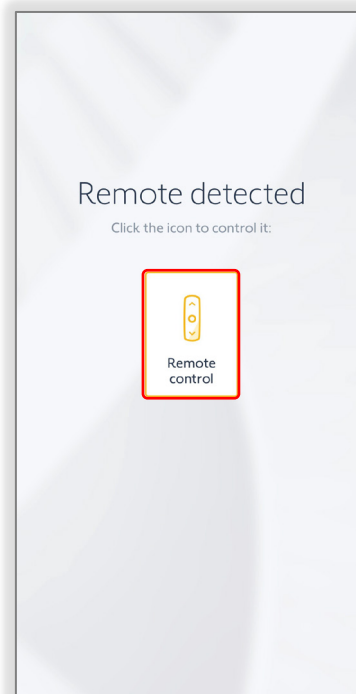
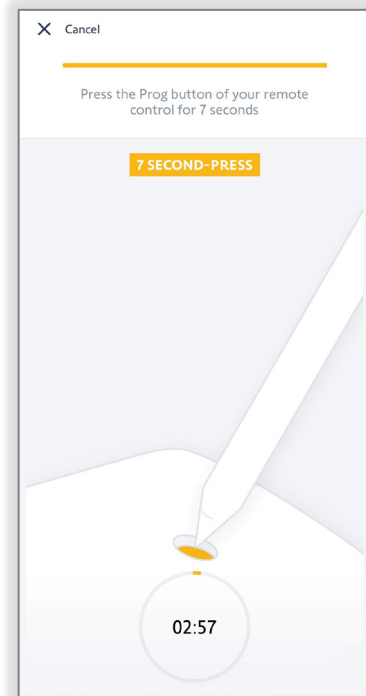
4. WAIT for the remote LED to go off  
**NOTE:** This indicates that the remote is being detected by the TaHoma.

5. SELECT the remote icon  
Example: Remote control

6. ENTER the remote name  
Example: Bedroom Remote

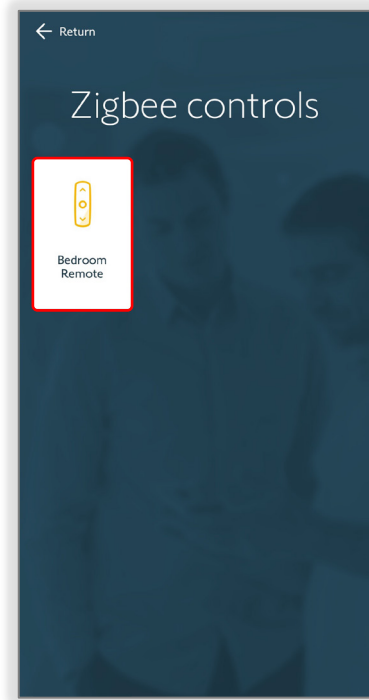
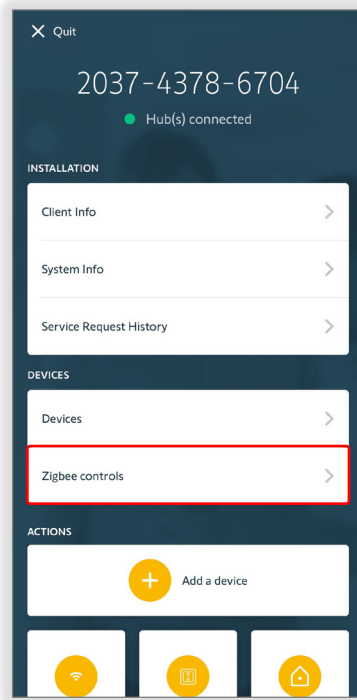
*The name cannot exceed a 60-character limit.*

7. SELECT "Validate"

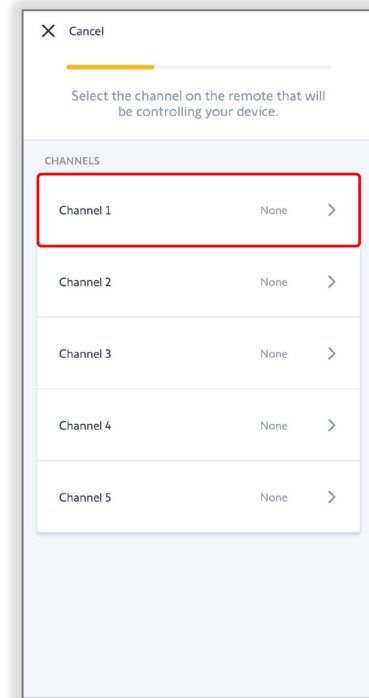
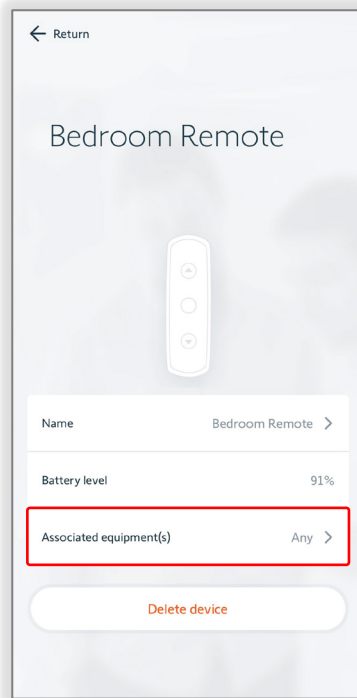




- 8. SELECT "Zigbee controls"
- 9. SELECT the Zigbee control  
*Example: Bedroom Remote*



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



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

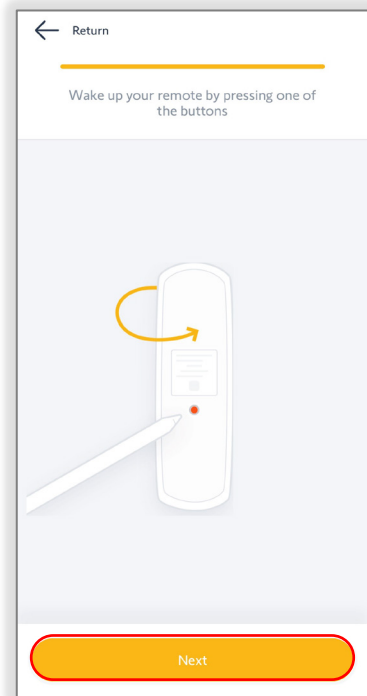
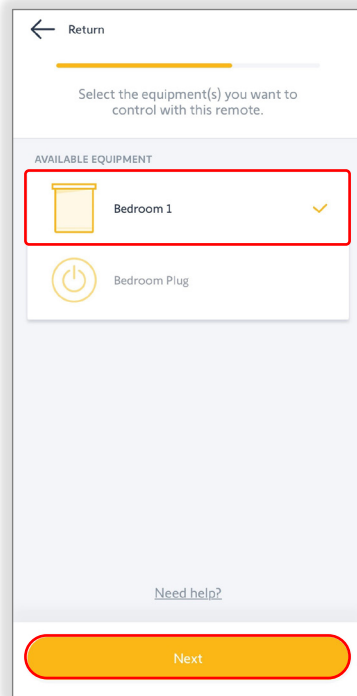
- 12. SELECT the desired equipment to control with this remote  
Example: Bedroom 1

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

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

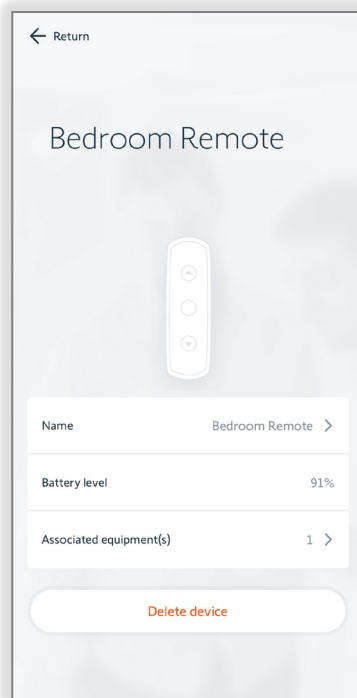
This concludes adding Zigbee remotes to the TaHoma configuration.

NOTE: The motor will not jog after synchronization.



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

- 16. TEST the remote



## ADJUST DEVICES

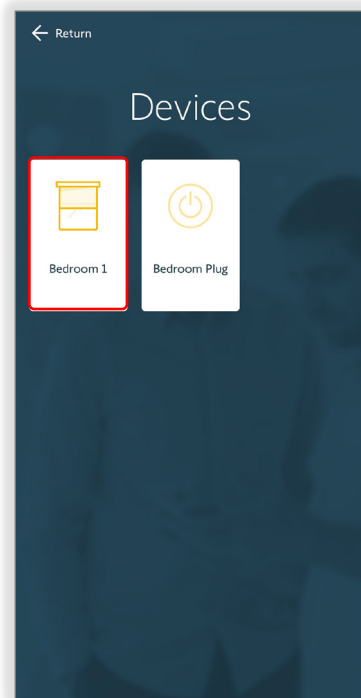
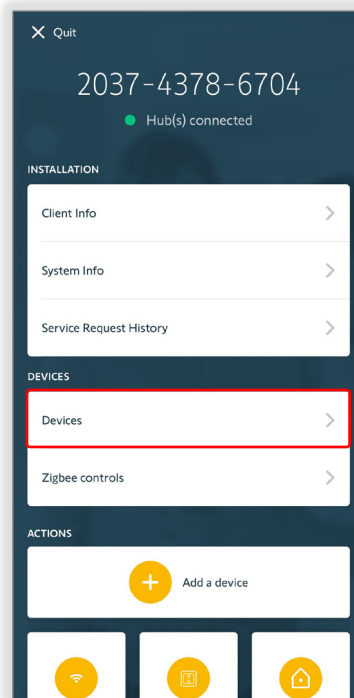
Register a TaHoma includes the ability to test a device or adjust settings. Device settings are available for change at each TaHoma pro app connection to the device. The device settings will vary by type of device. To adjust devices, follow the steps below:

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

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

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

Refer to the [Configure a Zigbee Motor section](#) of this guide to add a new Zigbee motor.



## NAME THE DEVICE

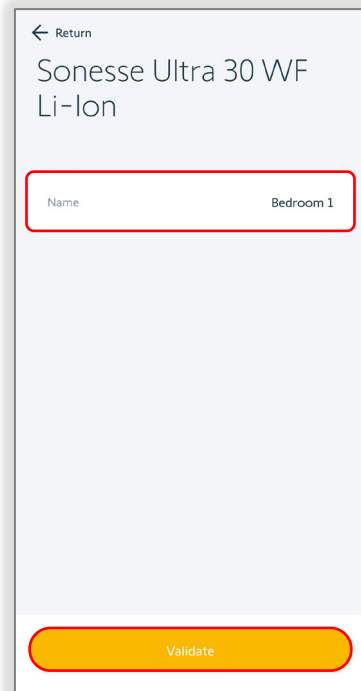
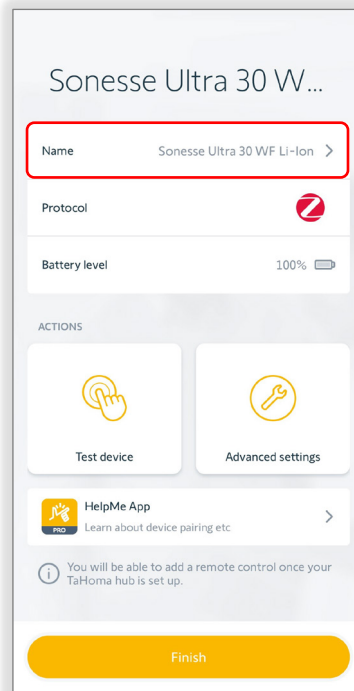
Each device allows for unique naming that is helpful for identifying the products within the systems when installed.

1. SELECT "Name"  
*The motor model displays by default.*
2. ENTER the name in the text field  
*Example: Bedroom 1*

*The name cannot exceed a 60-character limit.*

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

3. SELECT "Validate"  
*The app will return to the motor Information page displaying the new name.*



## DEVICE INFORMATION

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

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

### Protocol

The device protocol is displayed

### Battery level

The current battery level is displayed for battery motors only

Ensure the battery is fully charged before project completion.

### Type

The current type of application is displayed for drapery motors only

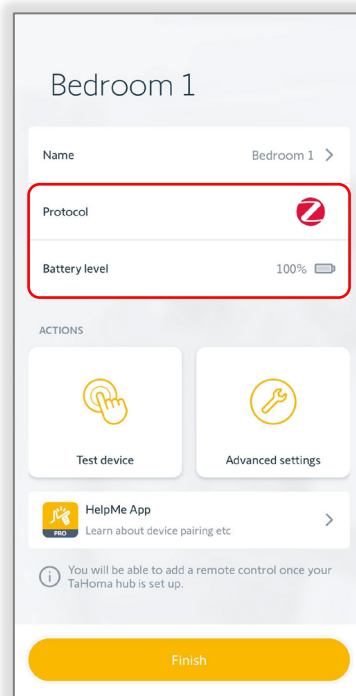
The latest available updates are suggested at the initial TaHoma pro app connection to the motor.

Ensure the motor is up to date before project completion.

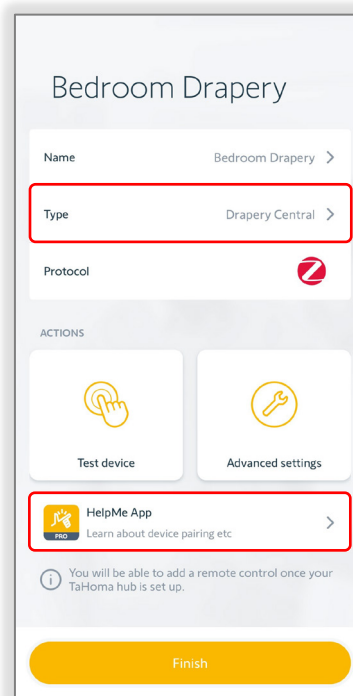
### HelpMe App

SELECT "HelpMe App" to use the Help me by Somfy app for guidance with installing and troubleshooting Somfy products.

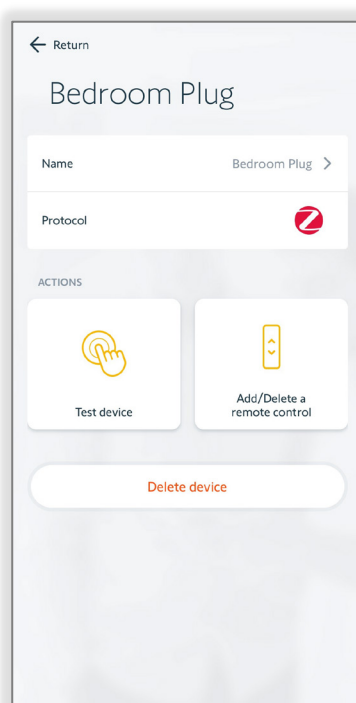
This prompts the user to download and install the Help me by Somfy application if not already available on the mobile device.



Example above for roller motors



Example above for drapery motors



Example above for smart plugs



Help me by Somfy app screen

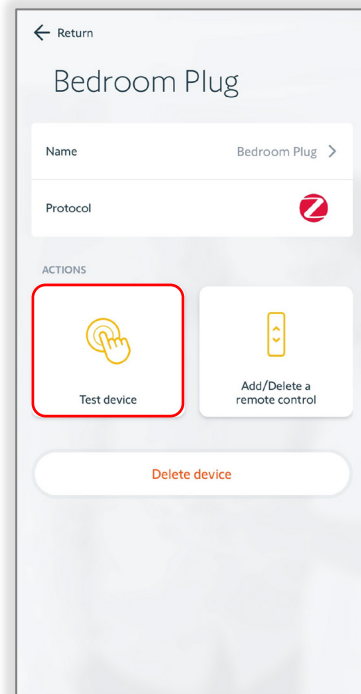
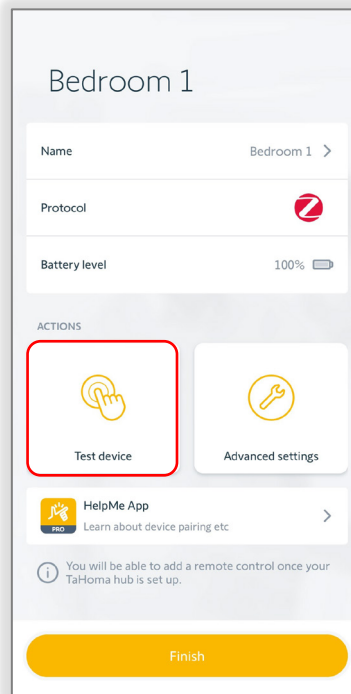
## TEST THE DEVICE

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

### 1. SELECT "Test device"

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

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



### 2. SELECT the following to test the device:

**On / Open / 100% / +90°**

PRESS to turn on the plug or move the motor to the up limit

**STOP**

PRESS to stop motor movements

**my**

PRESS to move the motor to a saved favorite position

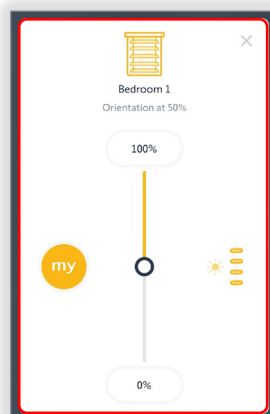
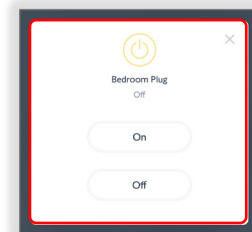
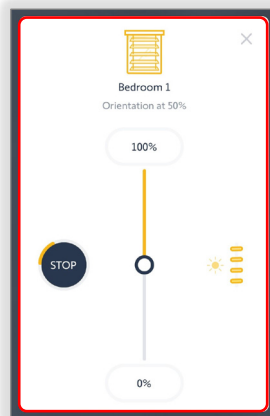
Refer to *Advanced Settings* on the next page to save the "my" position. The "my" position is optional for the motor configuration.

**Off / Close / 0% / -90°**

PRESS to turn on the plug or move the motor to the down limit

**Slider**

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



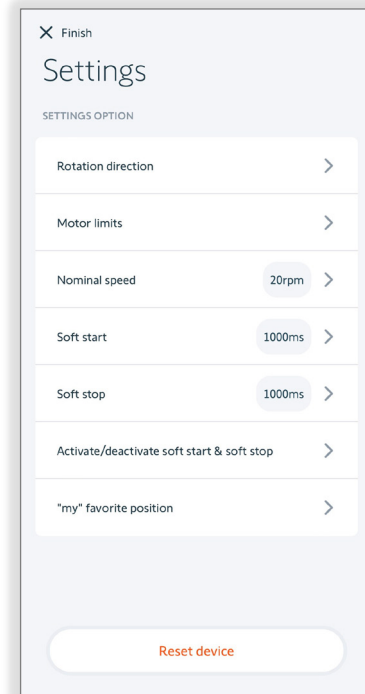
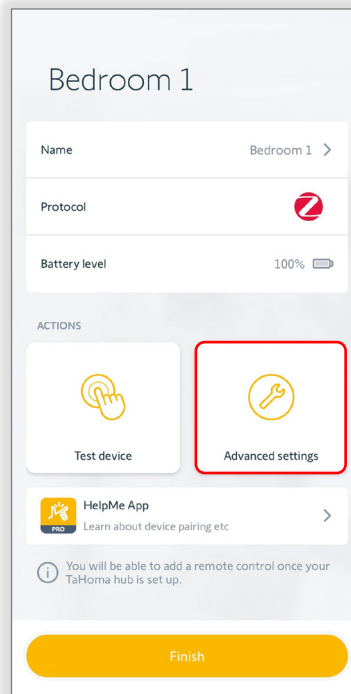
### 3. SELECT the X icon in the upper right corner of the window to close the Testing screen

The motor will stop if moving.

## ADVANCED SETTINGS

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

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



### Rotation Direction

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

*The motor will jog once to confirm the reverse direction.*

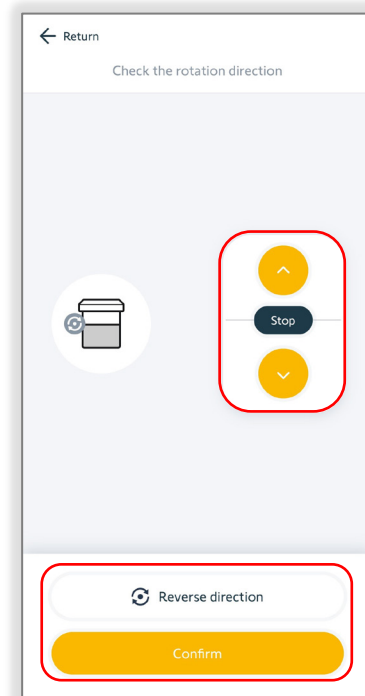
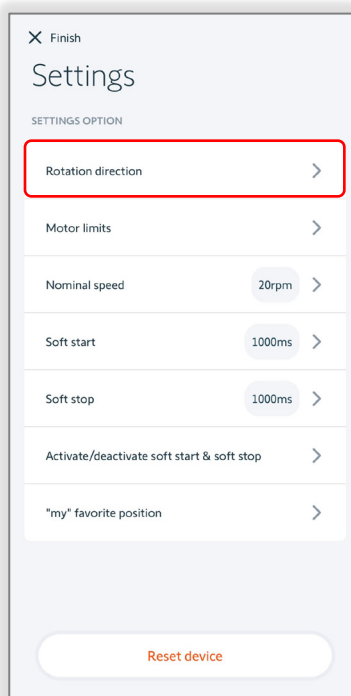
*A jog is a brief up/open and down/close motion of the motor.*

*The app will confirm the settings have been saved.*

3. SELECT "Confirm"

*The app will return to the device Settings page.*

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



## Motor Limits

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

OR

SELECT "Down end limit/Closed"

*Follow the app instruction to adjust the respective motor limits.*

*Example: Roller or cord lift motors*

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

OR

ENABLE "Continuous mode"

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

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

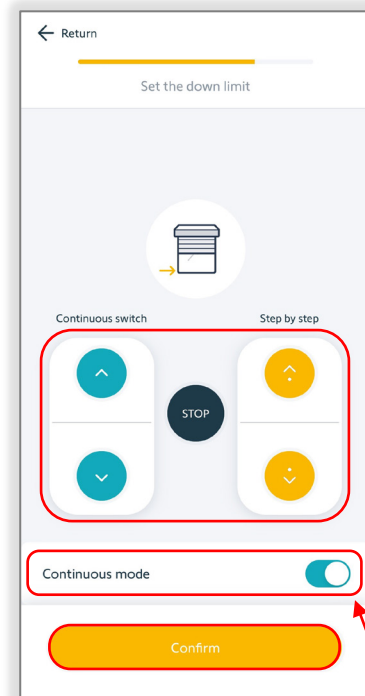
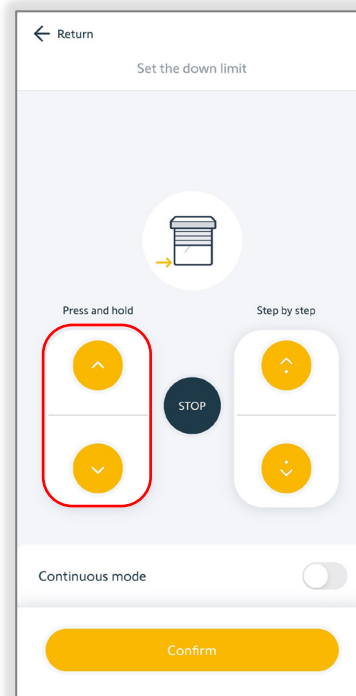
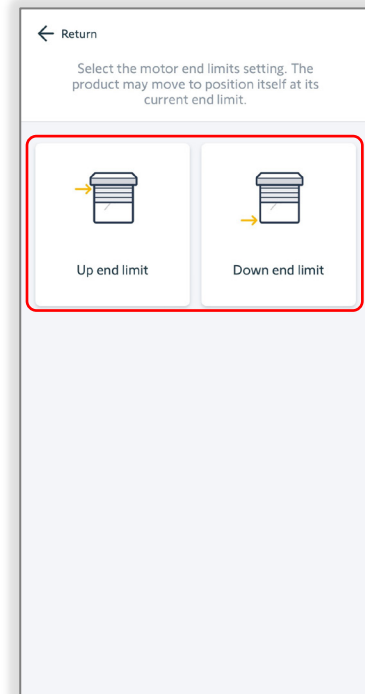
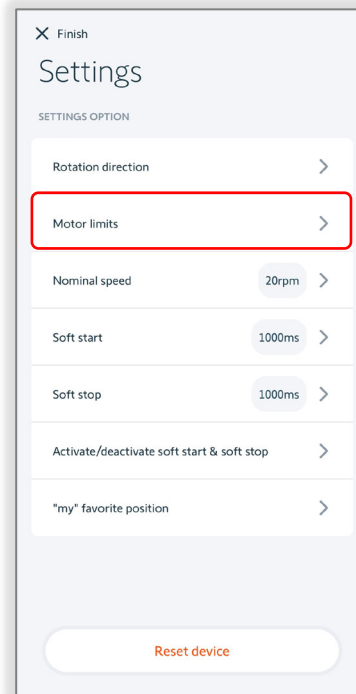
***Take caution when using Continuous mode to prevent damage to the end product.***

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

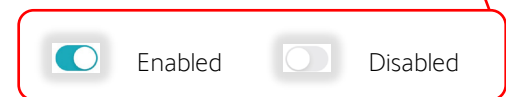
*The motor will jog once to confirm the limit is set.*

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

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



*These preferences are disabled by default.*



SELECT the toggle button to enable or disable.

## Nominal Speed

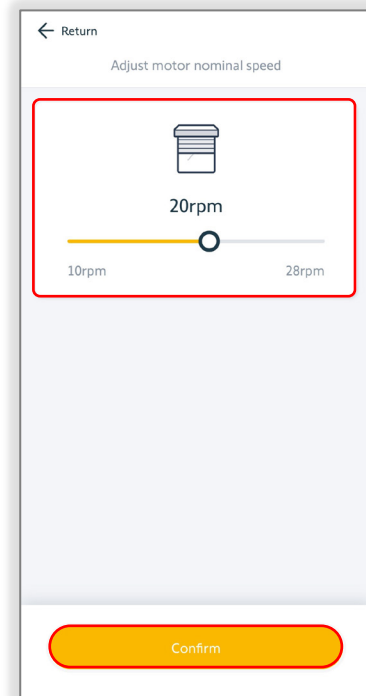
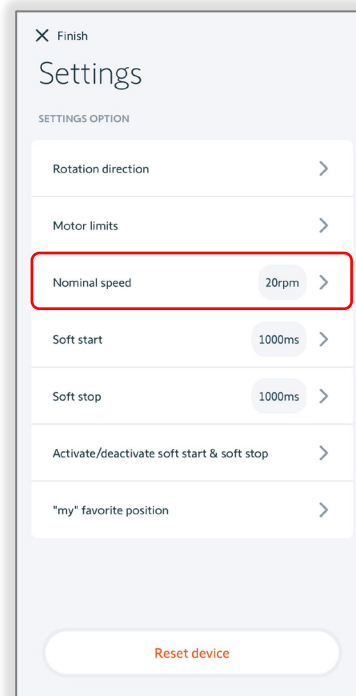
1. SELECT "Nominal speed"
2. PRESS & RELEASE the slider to adjust the speed  
*Example: 20rpm*

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

3. SELECT "Confirm"

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

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



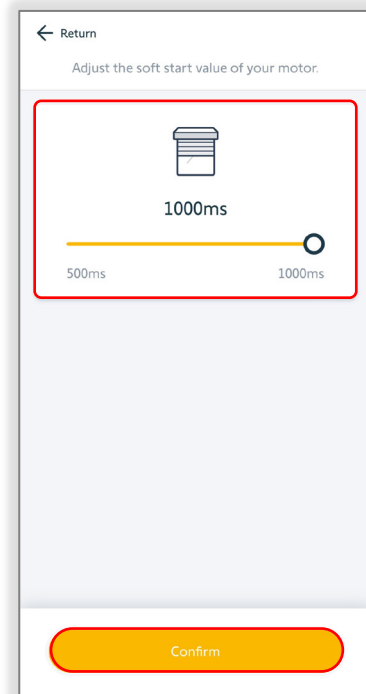
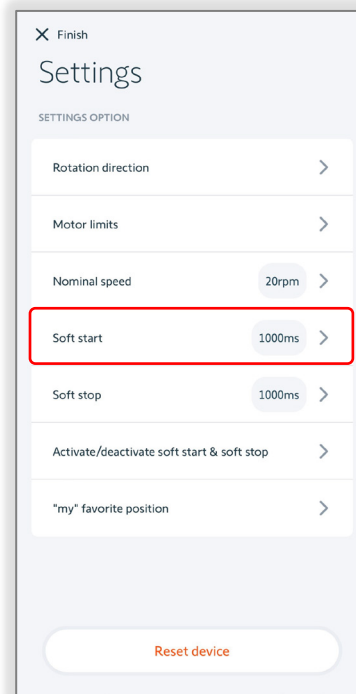
## Soft Start

*Soft start is not available for drapery motors.*

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

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

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





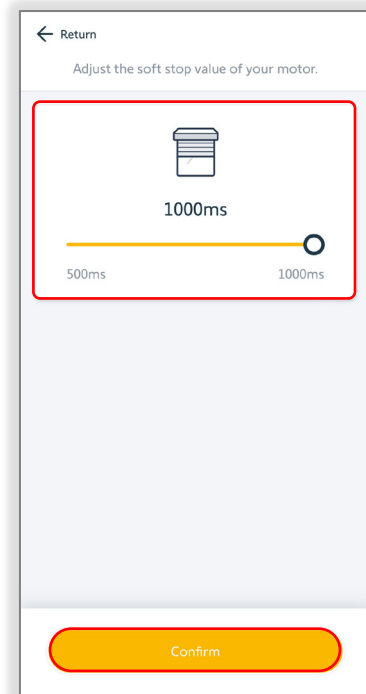
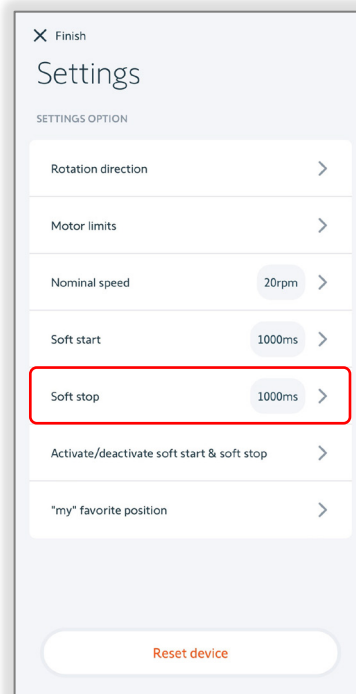
## Soft Stop

*Soft stop is not available for drapery motors.*

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

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

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



## Activate/Deactivate Soft Start & Soft Stop

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

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

OR

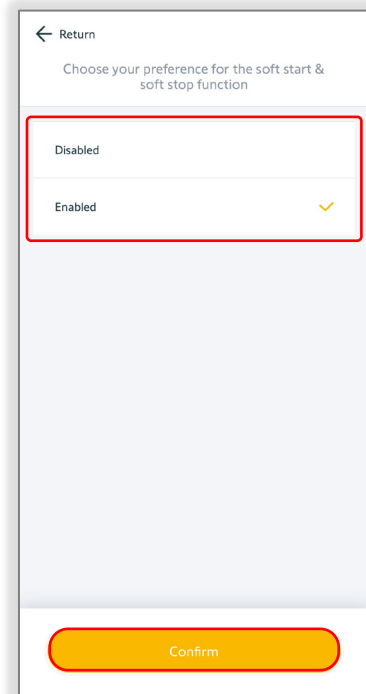
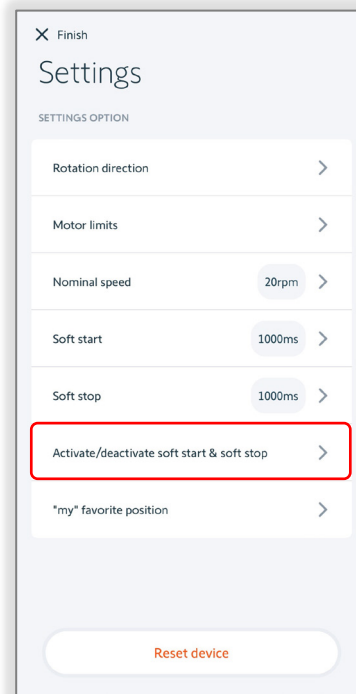
SELECT "Enabled" to activate soft start & soft stop  
*Example: Enabled*

3. SELECT "Confirm"

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

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

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



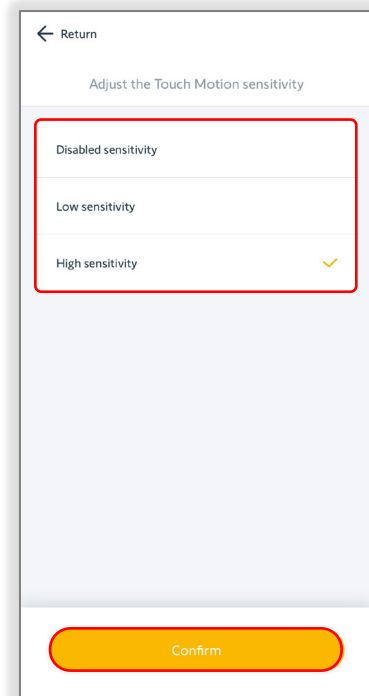
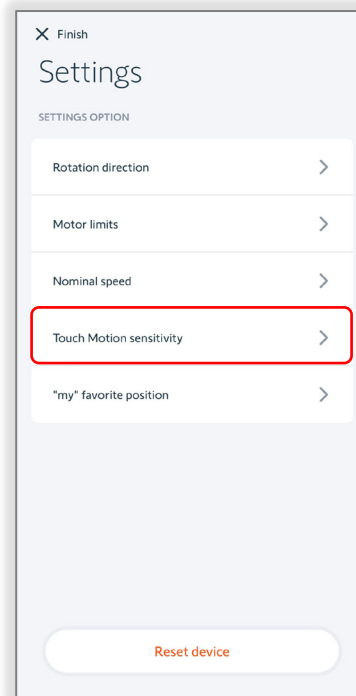
## Touch Motion Sensitivity

*Touch motion is only available for drapery motors.*

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

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

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



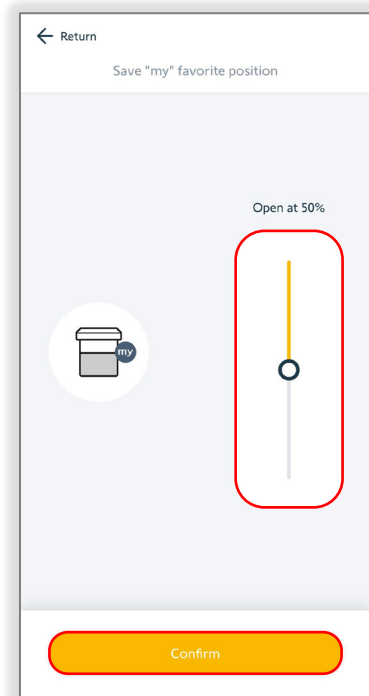
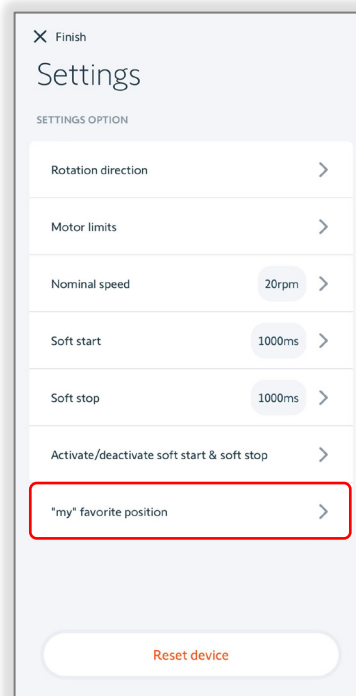
## "my" Favorite Position

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

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

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

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



## Reset Device

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

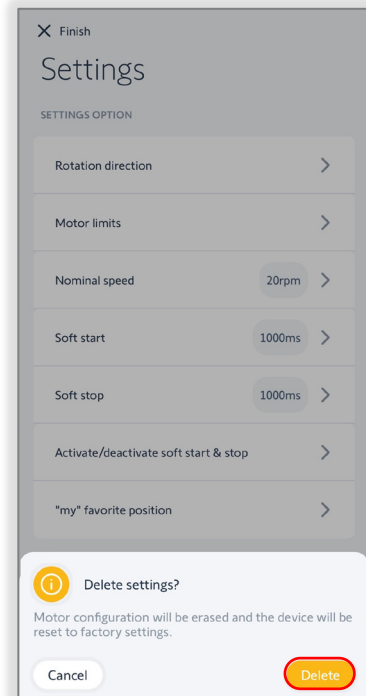
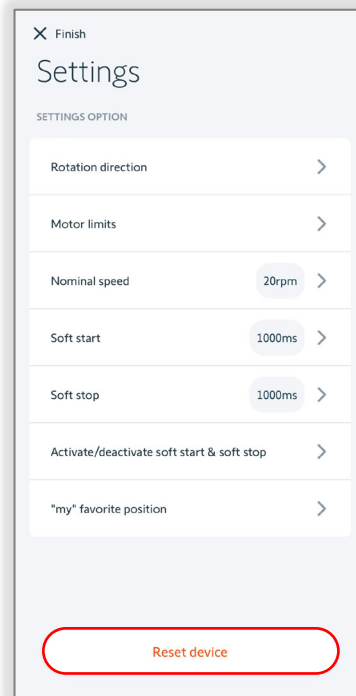
1. SELECT "Reset device"
2. SELECT "Delete"

*The app will confirm the settings have been deleted.*

*The motor will jog to confirm the motor is reset.*

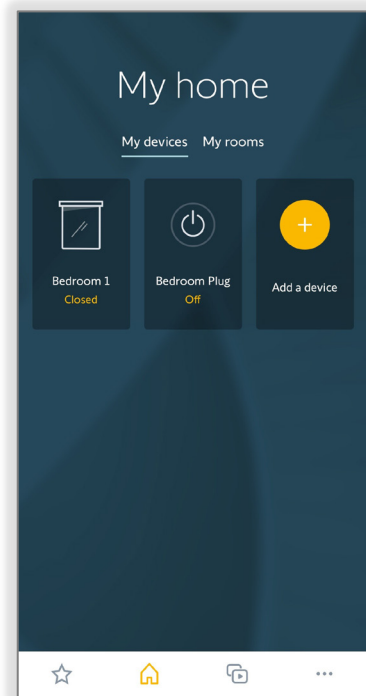
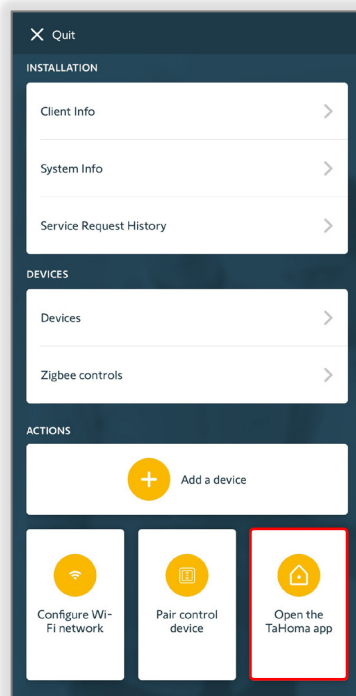
*The app will return to the homepage.*

*The motor is now factory reset.*



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

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



## ACCESS AN ACTIVE TAHOMA SWITCH

Access an active TaHoma switch searches for assigned TaHomas by the customer, email address, location, TaHoma PIN-code, or project details.

If a TaHoma is not assigned to a dealer, the dealer must request access from the customer to complete the TaHoma configuration.

Searching for a TaHoma allows access to provide remote support to customer installations.

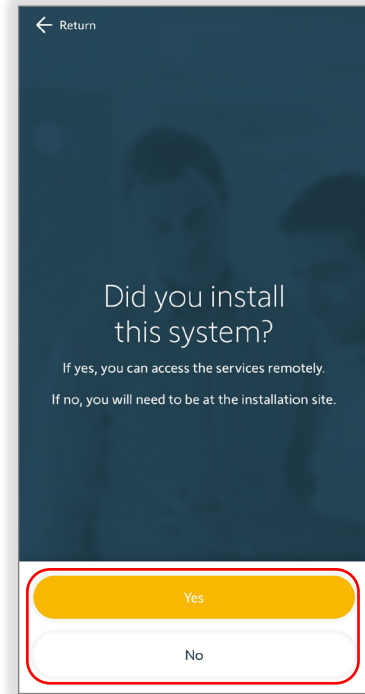
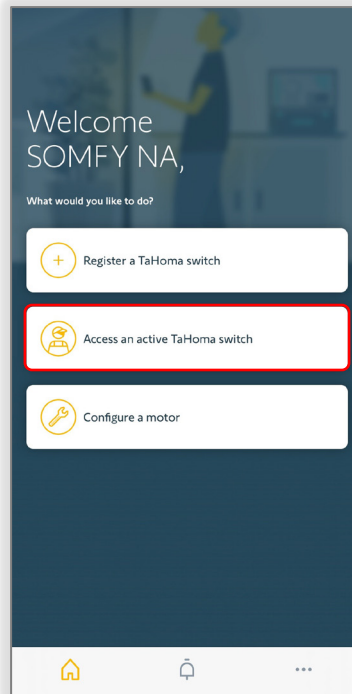
To search and assign a TaHoma to a dealer account, follow the steps below:

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

OR

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

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



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

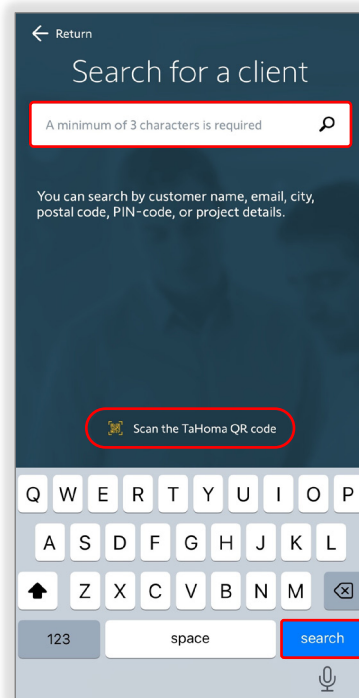
OR

SELECT "Scan the TaHoma QR code"

4. 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."



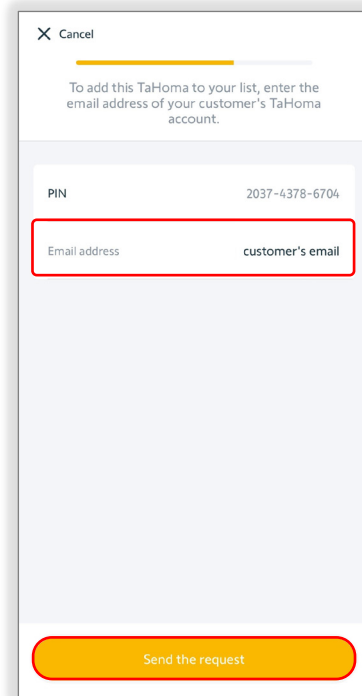
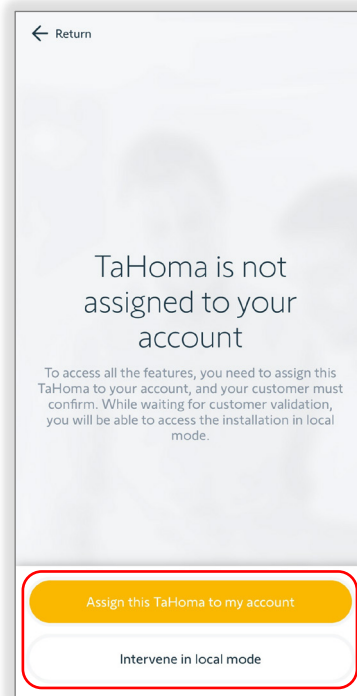
- If the TaHoma is not assigned to the TaHoma pro dealer account, SELECT "Assign this TaHoma to my account"

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.*

- ENTER the customer's email address to request full access to the TaHoma, then SELECT "Send the request"



- SELECT "Service this hub in local mode"

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

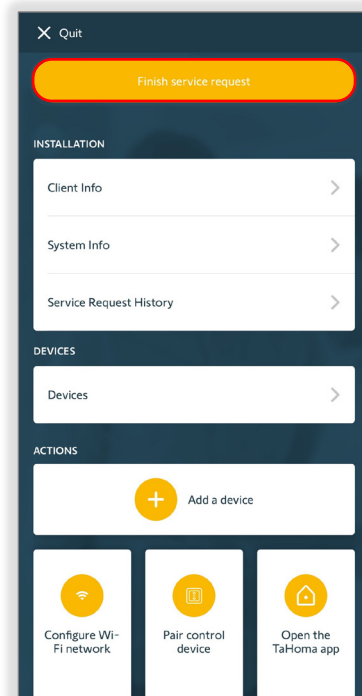
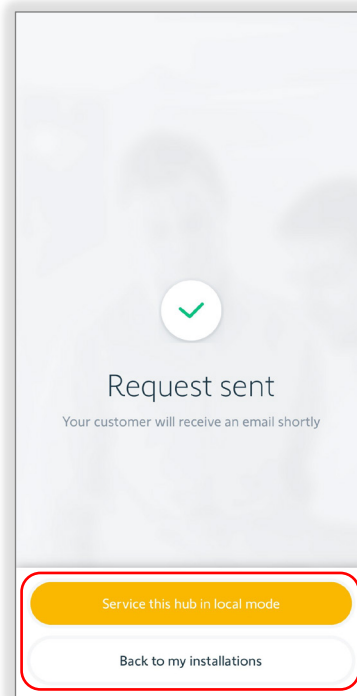
*If the TaHoma is already registered, follow the app instruction to connect to the TaHoma.*

OR

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

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

*Once the TaHoma service is complete, SELECT "Finish service request" to end the service.*



**FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT TECHNICAL SUPPORT:**

(800) 22-SOMFY (76639)

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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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