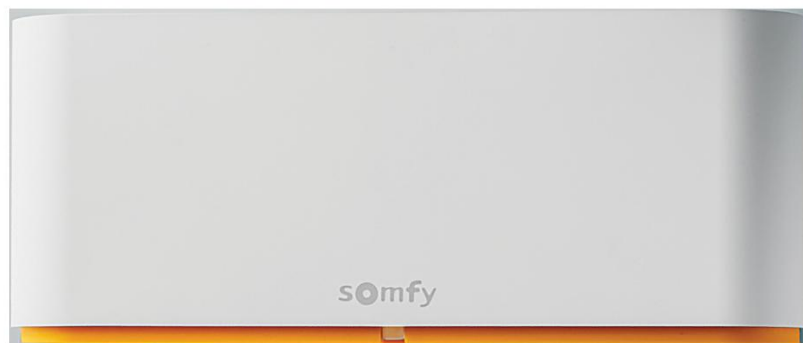# HOME DECOR

SOMFY ZIGBEE

INFO PACKET

Updated: 2/12/25

The TaHoma Switch can control up to 60 Somfy Zigbee products and 40 channels of RTS motorized products. The TaHoma App enables users to setup and configure their products and access their smart shading from anywhere.

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Somfy Tech Support 1-877-437-6639

WHY USE ZIGBEE:

Low Power Consumption: Zigbee is designed for devices that need to run on batteries for long periods. Its low power consumption is one of the main reasons it's favored in applications where energy efficiency is important, like smart home devices.

Duty Cycling: Motors go into a low power 'sleep' mode they are not actively transmitting or receiving data.

Mesh Networking: Zigbee supports mesh networking, which allows devices to communicate not just with a central hub but also with other devices in the network. This increases range and reliability, as devices can relay messages to extend coverage.

Self-Healing: If a device in the network goes down, the network will reconfigure the route to send the signal.

Scalability: The Somfy Zigbee network can support up to 60 Zigbee Motors and 15 Zigbee Remotes at one time as well as other Zigbee Protocol devices, such as Philips Hue light bulbs. It is easy to add Zigbee products to the network later.

Cooperative Integration: Zigbee is backed by a large ecosystem of devices and products that adhere to its standard, ensuring that different manufacturers' devices can work together. Such as: Philips Hue light bulbs, Alarm.com Security systems, and Sonos Speakers

Low Latency and High Reliability: Zigbee typically offers low latency and reliable communication, which is essential for time-sensitive applications. The Hub requires a message acknowledgement from devices, and if not received, it will resend the signal at least 3 times.

Security: Zigbee uses strong AES-128 data encryption, ensuring that data transmitted across the network remains secure. Each Zigbee device generates a unique **network key** that is used to encrypt and decrypt messages.

What is a Zigbee Network?

- **Zigbee Coordinator (ZC)** – The TaHoma Switch will be the Smart Controller. Its job is to establish the network itself, setup and maintain security, add devices to the network and manage communications between them. There can be only one Coordinator in the Zigbee network and it must be permanently powered.

- **Zigbee Router (ZR)** - Zigbee routers are **permanently powered** devices and these provide the back-bone of the Zigbee network. They direct communications between devices to create a literal route from one device to another. There can be many Routers within the Zigbee network and these are typically Smart Devices such as AC powered shades, smart plugs - any Zigbee device that is AC powered.

- **Zigbee End Device (ZED)** - End Devices are the most basic device on the network, they can only send or receive data, they can't carry out routing tasks. This means they can only communicate with Zigbee Routers or direct to the Zigbee Coordinator. End Devices are battery powered shades and remotes.

TaHoma Pro App for Installers

Serv-e-go is accessible through the app and the Somfy Website. www.somfypro.com
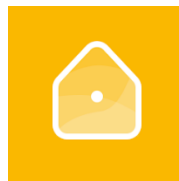
TaHoma by Somfy App for Home Owners

SOMFY ZIGBEE LABEL LOCATIONS

Label 1:
On the **Motor**

Label 2:
On **Packing Slip**

IMPORTANT: Zigbee Motors QR codes are on the packing slip! THIS NEEDS TO BE SAVED!
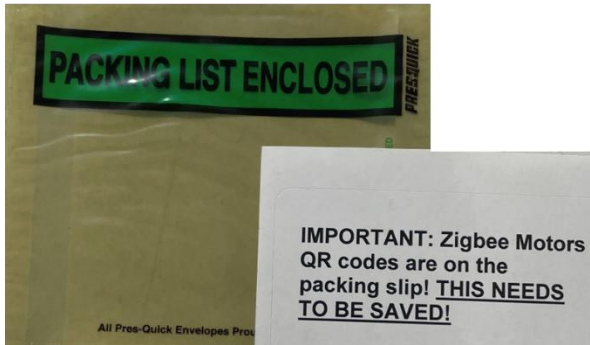
Label 3:
Bottom Bar Motor Side

Label 4: HD **Manufacturer Paperwork**

- Remember, you should keep a copy of the QR codes for your records.

Installation Instructions for Zigbee Motors with a TaHoma Switch

IMPORTANT!!

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

Note: The process is easier if the device and app are connected to the same WIFI as the TaHoma Switch is on.

Step 1: Log in to your account

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

Steps 3: Adding Smart Plugs (Easiest to setup close to the TaHoma)
Note: If asked to select a channel after clicking Zigbee, always choose Automatic.

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

Step 4: Add AC or DC plug-in Zigbee Motors
(ALL AC OR DC PLUG IN MOTORS MUST BE ADDED PRIOR TO ADDING ANY BATTERY MOTORS)

- **Note; the motor or device may need to be updated**
- Select Add a device
- Select the Zigbee icon at the top of the screen
- Wake up the motor by pressing the program button on the motor for one jog, the LED will begin blinking amber.
- Scan the QR code.
  - Once the motor is paired to the network, the motor will jog
  - Several seconds later, there will be a confirmation on your app screen
- Select Validate, (The App will ask " Bind the motor to the remote; Yes or No")
- The App will ask you to name/rename the motor.
  - **If you need to change the limits see step 6, or Set a "MY" position see step 7**
  - **Start at the * if changing limits or setting "MY" position now instead of coming back to it later.**
- You will be prompted to *add another product,* or you can select Add a device and repeat this process.
  ** If for any Reason you must reset the motor, please see Installing Motors Without the Limits Set for installation instructions **

Step 5: Add Battery Motors
- Follow the same procedure in Step 4 to pair the Battery Motors

Step 6: Changing Limits
- On the Main Screen Tap Devices
- Tap select shade
- Tap set Device
- *Tap Advanced Settings
- Tap Motor Limits
- Tap Which Limit; your options are the upper and lower limits
- Then move the shade using the controls on the screen.
  - **Warning**: If you choose to use the continuous mode movement option, care must be taken when setting the new shade limits as the shade will only stop when the stop button is pressed.
- When done click confirm

Step 7: Setting the "MY" Position

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

Step 8A: Adding a Remote

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

Step 8B: Adding Devices to Remote Later

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

Congratulations! You are now finished!

IN SUMMARY… It is important to follow the installation process in this order.

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

How to add RTS Motors to a TaHoma Switch

Step 1: Put Motor in Discovery Mode
- Push and Hold the Programming button till it jogs once.

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

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

Step 4: **Select Window Coverings**

Step 5: **Select Interior Shades**

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

Step 7: **Select Start the Discovery**

Step 8: The **Shade will jog once,** it's now discovered.

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

Step 10: **Test the Shade**

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

Step 12: **Rename the Shade is desired**

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

Installing NEW Motors <u>without</u> the Limits Set

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

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

Installation Instructions for Zigbee Motors
With the APP – NO TaHoma Switch

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

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

Note 1: If you walk away from the motors the Bluetooth connection will be lost and you will have to start over with that motor. You have Approx. 5 to 10 ft at most, if there is nothing to interfere with the signal.

Note 2: If you need to get back into a motor to make adjustments, you will need to scan the QR code again.

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

Note: To Factory Reset a Motor, press and hold the programming button 5 times, it will jog 3 times. Then the motor is reset.
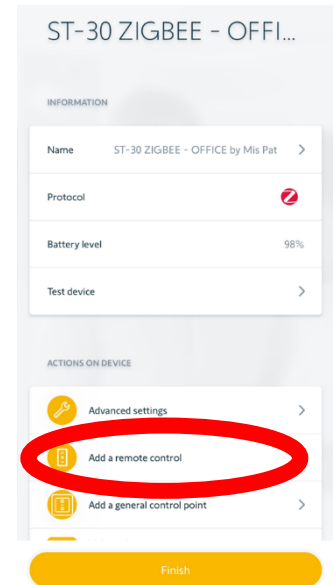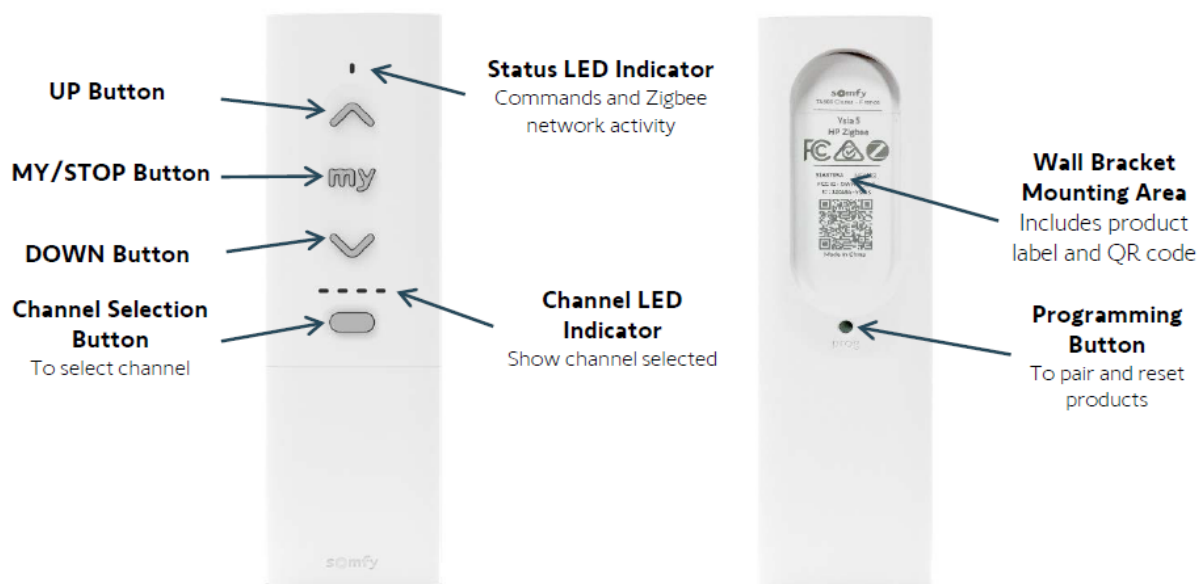
Installation Instructions for Zigbee Motors
With the Remote – No TaHoma Switch
(RTS Style Programming)

* Warning: if the installation requires more than one remote per motor, follow grouping remotes section (Phase 2) prior to adding motors to multiple remotes. *

** If a Tahoma Switch is present on the installation, use the TaHoma Switch or the Installation app.**

***Motors will have limits set and no remote paired, unless motors are purchased outright. ***

Remote Legends.

UP Button

MY/STOP Button

DOWN Button

Channel Selection Button
To select channel

Status LED Indicator
Commands and Zigbee network activity

Channel LED Indicator
Show channel selected

Wall Bracket Mounting Area
Includes product label and QR code

Programming Button
To pair and reset products

LED INDICATORS	LED OPERATION	LED TYPE	INDICATION
STATUS LED:	Blinking (GREEN)	VERIFICATION	Remote is sending a command
	Solid (GREEN)	VERIFICATION	Confirmation of setting applied to the motor
	Quick Blinking (AMBER)	SETTING	Remote in Setting Mode with a paired motor
	Blinking (AMBER)	SETTING	Remote is in scanning mode in a Somfy Zigbee solution – polling to pair motors
	Blinks 3 times (RED)	WARNING	Error with setting or sending a command
CHANNEL LED:	Solid (GREEN)	VERIFICATION	Indicate the selected channel NOTE: Channel 5 is indicated by 4 solid channel LEDs.

Pairing a Remote or Channel to a Motor

1. **Press and hold** the motor programming button for 3 seconds until the motor jogs.
2. **Wait** for the blinking amber LED on the motor
3. Locate the remote to use and select the channel to use if using a 5-channel remote
4. **Briefly press** the programming button of the remote to add
5. Confirm the remote LED begins blinking amber, then briefly blinks green then goes off, confirm motor LED blinks green then goes off followed by one jog.

Note: This may take several seconds; once the remote LED blinks green and goes off the remote pairing is complete. If unsuccessful, try again closer to the motor.

How to Adjust Limits

1. **Wake up** the motor
2. If using a multi-channel Ysia remote, press the channel selector button to choose the correct channel.
3. **Press and hold** the motor or paired remote programming button for 3 seconds until the motor jogs once.
4. While **nearby** the motor, **briefly press** the up and down buttons on the remote
5. **Press and hold** the up or down buttons to move the motor to the desired upper limit
6. **Briefly press** the "MY" and down buttons until the motor jogs once to confirm the new upper limit
7. **Press and hold** the up or down buttons to move the motor to the desired lower limit
8. **Briefly press** the "MY" and up buttons until the motor jogs once to confirm the new lower limit
9. **Press and hold** the remote up and down buttons for 5 seconds until the remote status led stops flashing green or briefly press the remote programming button, wait for the motor to jog once.

MOTOR STATUS LED INDICATORS:

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

Advanced Remote Settings

Grouping

Note: When remotes are added to an existing network, previous remote pairings are lost and need to be re-paired after the network sharing process.

1. Locate the paired remote and all additional remotes to combine on the same network
2. **Press and Hold** the Programming button on the remote to add the new remote until the remote status LED blinds red three times, then release.
3. **Confirm** the remote status LED is blinking amber
4. Repeat steps 2 and 3 for all additional remotes
5. Position all remotes in proximity (within 5 feet of each other) to share the network between each other
6. Using the existing paired remote, **briefly press** the programming button to share the network with additional next remote, the LED on both remotes will turn green
7. **Wait** until the LED blinks green to share the network with another (3rd) remote.
8. Repeat steps 5-7 for all additional remotes.
9. Remote pairing is lost during the network sharing process, recreate any previous pairings lost during the process – refer to pairing a remote or channel to a motor section (Phase 1).

Pairing additional Motor(s) to a Remote or Channel

Remotes and Channels allow for pairing multiple motors to the same group. Use the steps below to add motors to the group remote that is paired using the network of the first motor.

1. Locate the additional motor to add to the existing remote network.
2. **Press and hold** the motor programming button for 5 seconds until the motor jogs once.
3. **Wait** for the blinking amber LED on the motor.
4. **Position** the previously paired remote near each additional motor to add (Keep remote within 5 ft of the motor head)
5. **Briefly press** the remote programming button to pair it to the additional motor.
6. **Confirm** the remote LED blinks green, followed by the motor LED blinking green the LED will go off and the motor jogs.
7. Repeat the steps above for each additional motor
8. Confirm operation of all motors from the remote

Grouping channels of remote

Use the steps below to combine multiple channels that are paired to individual motors into a single channel of a 5-channel remote
The steps below can also be used to copy and paste channels from one remote to another

1. Locate the remote and identify the individual channels to combine.
2. Press the channel selection button to select the channel where the motors to be added to the group channel
3. Briefly press the remote programming button
4. Wait for the motor jog once
5. Repeat the operation with all desired channels

Delete a remote or channel

1. Locate the remote and select the channel (if using a 5-channel remote) to be deleted
2. Press and hold the remote programming button for 3 seconds, then release
3. Confirm the motor jogs once and the LED is blinking amber
4. Briefly press the up and down buttons to activate scanning mode of the remote in proximity of the motor to be removed

Note: if multiple motors are paired and the wrong motor is linked, briefly press the up and down buttons simultaneously on the remote to start a new scanning session and find the next motor in programming mode remote LED will blink amber then green, shortly after the motor LED goes out and jogs once.

5. Press and hold the remote programming button for 5 seconds until the remote LED goes solid green, then red, the motor LED blinks green, then goes off and the motor jogs once.
6. Test the remote or channel to confirm it has been deleted

NOTE: Remote status LED will blink red when channel or remote is deleted.

Setting "MY" Positions

1. **Confirm** the motor is powered
2. Locate the correct remote for the motor or group
3. Select the correct channel (if using a Ysia multi-channel remote)
4. **Press and Release** the Up or Down buttons to move the motor, then press the "MY" button at the desired favorite position to stop the motor
5. **Press and hold** the "MY" button until the motor jogs. Confirm the green LED on the remote is blinking.
      Note: Press and Hold for at least 5 seconds.
6. **Release** the "MY" button after the LED goes to solid green and the motor jogs once
7. Move the motor to the upper or lower limit, then double press the "MY" button to confirm the "MY" position is set.

FACTORY RESET INSTRUCTIONS
YSIA REMOTE:

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

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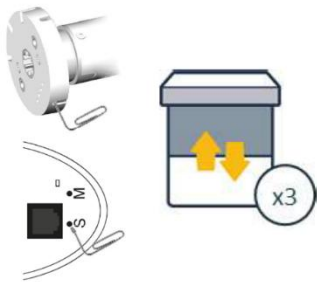
FACTORY RESET INSTRUCTIONS
MOTOR:

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

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

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

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

FACTORY RESET INSTRUCTIONS
SMART PLUG:

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

If having Equipment Difficulties
Call Somfy Tech (1-877-437-6639) and give them the Pin Number of the equipment and they can troubleshoot the problem for you.
NOTE: Always take a picture of the equipment/ Pin Number before you leave the jobsite.

Reset Instructions
TaHoma Switch: After Turnover to Home Owner

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

NOTE*: Both options can be done from the website or through the Somfy TaHoma App.*

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

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

Website

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

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

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

TaHoma App

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

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

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

Reset Instructions
TaHoma Switch: INSTALLERS App

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

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

If having Equipment Difficulties
Call Somfy Tech (1-877-437-6639) and give them the Pin Number of the equipment and they can troubleshoot the problem for you.
NOTE: Always take a picture of the equipment/ Pin Number before you leave the jobsite.

Checklist for Calling Somfy Tech Support

- Who are you? PRO ACCOUNT EMAIL AND PASSWORD
- Pro Account App Version
- Tahoma PIN #
- What is the problem? EX: a smart plug is not connecting
- Step where error occurred? EX: After Plugging in the smart plug and pressing the button on the side until the LED turns solid red, the smart plug still times out without connecting to the network.
- When did the problem happen? (Time and Date)
- How many devices using the login?
- How many devices are having this problem?
- Has the login ever worked?
- Can the login be used on another device?

Zigbee Reference Information:
Number of Zigbee Routers Needed Vs Shades

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

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

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

ZC = Zigbee Coordinator (TaHoma Switch)

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

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

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

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

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

Environmental considerations for optimal performance

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

Device considerations for optimal performance/Installation

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

Frequently asked questions

What Zigbee devices are compatible with the TaHoma Switch
- Any Zigbee 3.0 product or window covering can be controlled via the TaHoma by Somfy app for end users.

Can I use the TaHoma Switch if I don't have a wireless network connection?
- Yes. With the TaHoma Switch, you can connect to the internet with a hardwired connection using the TaHoma Ethernet Adaptor.

What Services are compatible with the TaHoma Switch?

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

Additional Information

- Battery Notifications:
    - **End User App** sends out a low battery notice at 12%.
    - **TaHoma Pro App** and Serv-e-Go send out yellow notifications when the battery is 6 to 12% and red/critical notifications when the battery is 0 to 5%.

- The Zigbee ST 40 uses the New USB-C Fast Charger, which **will be** standard on all Zigbee motors in the future. All other Zigbee Battery motors use the current charger

Future Updates

- Local Mode Setup (how to set up a Zigbee network when the Wifi/Hotspot is not available).