




**Pocket Programming Guide**



**SCAN** for more instructions

To view the Table of Contents for the full Zigbee Programming Guide, simply select the table of contents  icon.

Need help? Call: **(800) 22-SOMFY (76639)**



**SCAN to access the SomfyPro FAQ**

Fast answers to common questions

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# Digital Applications and Software

▶ To use this pocket guide, please ensure you have downloaded the **TaHoma® pro app**.



## TaHoma® pro app

Step-by-step motor setup directly from your phone.

*Tip: Make sure to log in with your company-assigned sub-account. Do not create a new account without first checking that a parent account exists.*



## Help me by Somfy app

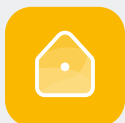
Visual walkthroughs to fix problems on the spot. Supports both RTS and Zigbee.



## Serv-e-Go®

Remote monitoring of Zigbee motor performance. Skip service visits. Identify issues instantly.

## End User Tools



## TaHoma® by Somfy app

For controlling smart home devices at any time, from anywhere.

# PAUSE: READ CAREFULLY

## Using Motor Labels

Every Somfy Zigbee motor includes **4 QR-coded labels**. These labels are required to set up and service the motor using the TaHoma® pro app — now and in the future.

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



Example above: On motor tube

**ONE** of the labels should remain on the body of the motor.

**ONE** of the labels should remain on the finished motorized product.

**ONE** of the labels should remain with the customer.

**ONE** of the labels should remain with you for your records.

### Suggested locations for the Motor Information Labels:

- Finished motorized products:
  - On the back of the hembar
  - Accessible motor cable
  - Motor cover (for drapery)
- Inside the cassette, headrail, or valance
- On the project work order sheet
  - On a floor map

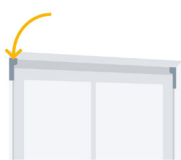


Example above: Shade hem bar

### Options for QR code placement:



On the motor antenna



On the top of a cassette



Inside the mounting bracket

# Commissioning



When commissioning a Stand-alone Solution (no hub), it is important to share the network between all transmitters and/or wall switches before commissioning motors.

## Connect to a Zigbee Motor

Before any motors can be added to your Zigbee ecosystem, they must be configured. This sets the end limits and stores the motor's settings. Update those settings anytime with the TaHoma® Pro app.

**For the TaHoma Solution (hub), the TaHoma must be commissioned prior to any motors being commissioned.**



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

- 1 SELECT "Configure a motor"
- 2 SELECT "Start"
- 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
  - *SELECT "Where is the QR code?" for assistance 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
- 6 PRESS the motor programming button to wake up the motor, then SELECT "Continue"

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

OR

SELECT "Later" 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

### Check the Rotation Direction

- 1 SELECT the type of application

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

- 2 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

- 3 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.

- 4 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 keeps the motor moving until the Stop button is pressed. Unlike PRESS & HOLD, it does not stop automatically, so caution is required to avoid damaging the products.

- 2 PRESS the UP or DOWN button to move the motor in the direction of the up limit
- 3 PRESS the Step by step UP or DOWN button to move the motor in small increments until the desired up limit is reached
- 4 SELECT "Confirm" to continue
  - The motor will jog once to confirm the up limit is set.

## 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 Step by step UP or DOWN button to move the motor in small increments until the desired down limit is reached
- 4 SELECT "Confirm" to continue
  - The motor will jog once to confirm the down limit is set.
- 5 TEST operation of the device, then SELECT "Confirm"
- 6 SELECT "Finish," then SELECT "Next device" to configure another motor

———— OR ————

SELECT "Return to Homepage"

### Additional Limit Setting Tutorials



Drapery motor



Tilt only motor



TDBU motor

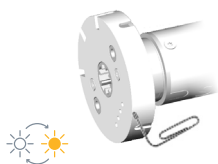


# Commissioning with an Ysia® remote

If configuring the motor through the app is not possible, please follow the instructions below.

1

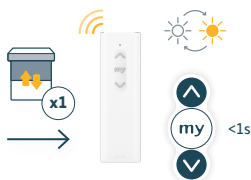
Activate programming mode on motor



**PRESS 2s** until **AMBER** LED blinks and motor jogs

2

Activate scanning mode on remote



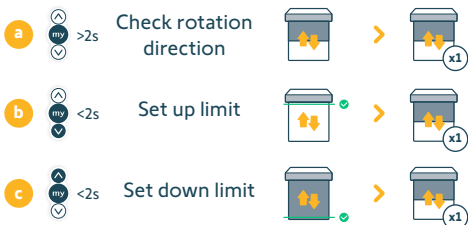
Remote will detect the **nearest** motor with a jog



If the wrong motor is linked, **BRIEFLY PRESS UP & DOWN** to start a new scan to find the next motor in programming mode. No need to unplug or put other motors into sleep mode.

3

Setting mode\*



\*Make sure to move the shade to the desired position before setting the limit.

4 Pair



<1s

5 Set "my" position & exit



Use the remote to move the shade to your desired favorite position. **PRESS & HOLD** the MY button for 5 sec until the LED stops flashing and turns solid **GREEN**.

>5s

# Stand-alone Solution

## Add a Remote Control

The Somfy Zigbee Stand-alone Solution allows paired remote controls to directly operate Zigbee motors - no hub required. Each motor must already be programmed.

**Expert Tip:** The status LED will blink **RED** if the battery level is not sufficient for programming. Replace the batteries in the remote if needed.



**To pair remote controls directly to operate motors, follow the steps below using the TaHoma pro app:**

- 1 SELECT "Configure a motor"
- 2 SELECT "Start"
- 3 SELECT "No" to configure a motor without a TaHoma hub
  - 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.
  - See page 4 for information on motor labels.
- 4 SCAN the QR code for the motor or window covering
- 5 PRESS the motor programming button to wake up the motor, then SELECT "Continue"
- 6 If an update is required for the motor, SELECT "Update now"  
**OR**  
SELECT "Later" 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.
- 7 SELECT "Pair a control"
- 8 SELECT the type of Ysia remote
  - Situ<sup>®</sup> Zigbee remotes cannot be paired directly to the motor.

**9** 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"

**2** PRESS the Channel Selection button on a multi-channel remote 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

- **Expert Tip:** *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 successful.*

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

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

**5** 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 and restart from Step 2

**6** 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

**1** Repeat **Pair a Control** steps 2-6

# TaHoma<sup>®</sup> Solution

## Register a TaHoma switch

Ensure the TaHoma<sup>®</sup> switch is centrally located within the installation area to maximize coverage. Also ensure that Bluetooth is enabled on the mobile device for wireless connection.



**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
    - **Expert Tip:** There are two QR codes on the bottom of the TaHoma. Scan the one closest to the power supply.
    - 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"
    - 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**.

**NOTE:** Continue to the "Add the 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 Smart Plugs, Motors, and Remotes

Various products can be added to a TaHoma configuration using the TaHoma pro app. Motors must have their end limits set first — see "Configure a Motor" section of this guide for instructions.

**Expert Tip:** 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 "RTS"
  - Refer to the "Add RTS Motors" section of this guide to add RTS motors.

———— **OR** ————

SELECT "Zigbee"

  - If this Zigbee product is being added to an existing Zigbee network, then proceed to Step 6 to continue.
- 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 & Zigbee Motors

**Expert Tip:** 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.

### 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, SELECT 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 or tilt up position.

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 or tilt down position.

Slider

HOLD & SLIDE to move the motor to a percent openness or tilt angle positions.

**6** CLOSE the testing window

**7** SELECT "Validate"

- This concludes adding this device. SELECT "Add another product" or the X to return to the TaHoma Homepage.

## Add RTS Motors

**1** FOLLOW the options to choose the appropriate category of the product being added

**2** SELECT "Start the discovery"

**3** WAIT for the RTS Equipment addition scanning process to complete

**4** SELECT "Next" to proceed to testing the product added

**5** TEST the operation of the product added to confirm pairing was successful

- Testing screens will vary based on the product type added.

**6** SELECT "Next"

**7** CONFIRM if the product was operational as expected

- If it operates correctly, SELECT "Yes."
- If it does not operate, SELECT "Nothing happened" and follow the instructions on the next screen.

**8** If adding was unsuccessful, SELECT "Restart"

- The app will suggest moving the product closer to the TaHoma switch if possible before trying the procedure again.

- 9 Once added successfully, SELECT the Name field to adjust the name
- 10 ENTER the product name  
*Example: RTS Shade 1*
  - The name cannot exceed a 60-character limit.
  - The app will not allow duplicate naming of the products.
  - After typing the name, SELECT "Validate" or the "done" key on the mobile device keyboard to close the keyboard.
  - This concludes adding this device. SELECT "Add another product" to return to Step 6 of the previous section.

## Add a remote

On the TaHoma Configuration page:

- 1 CONFIRM the TaHoma will become the main control solution, then SELECT the Zigbee icon or SELECT "Controls"
  - 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 until the status LED blinks GREEN and RED twice, then RELEASE
- 4 WAIT for the remote LED to go off
  - **Expert Tip:** 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.

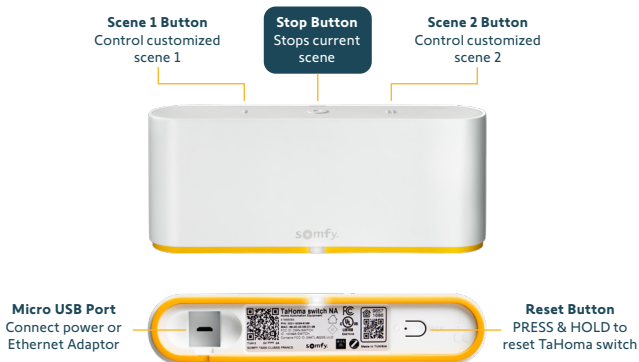
- 7 SELECT "Zigbee controls"
- 8 SELECT "Bind now" to continue the process, or SELECT "Bind later" to stop adding the remote
- 9 SELECT the channel in the app that will be controlling the device  
*Example: Channel 1*
  - *Smart Plugs and motors are unable to be controlled from the same channel of the Zigbee remote. Tilt motors will not bind on the same channel with roller shades or plugs.*
- 10 SELECT the device to be controlled with this remote  
*Example: Bedroom 1*
  - *Motor(s) will jog and Smart Plug LED(s) will blink **GREEN** when selecting the available equipment.*
- 11 SELECT "Next"
- 12 BRIEFLY PRESS the Programming button on the back of the remote
- 13 SELECT "Next"  
*This concludes adding Zigbee remotes to the TaHoma configuration.*
  - *The motor will not jog after synchronization.*
  - *The associated equipment will now display the number of devices paired to the remote.*
- 14 TEST the remote

## Button and LED Behavior

### Zigbee Coordinator (ZC)

TaHoma® switch: #1871037

TaHoma® switch (with ethernet adaptor): #1871038



#### Top LED Behavior

Indicator color/state	Scene Status
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

Indicator color/state	Scene Status
WHITE	Powered, connected to cloud server – Solid (can be deactivated)
RED	Powered, not connected to cloud server – Solid
OFF	Not powered

## Additional Chapters



**Adding multiple  
TaHoma switches**



**Adjust devices &  
Name the device**



**Test the device**



**Advanced settings**



**Manage Zigbee  
groups**



**Access an active  
TaHoma switch**



## Video Resources

For step-by-step video tutorials, visit our YouTube channel.



**Visit the full  
Zigbee playlist.**



# somfy®

## 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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