

PROGRAMMING GUIDE
END USER VERSION



TAHOMA® BY SOMFY with
RADIO TECHNOLOGY SOMFY®
(RTS) MOTORS



somfy®

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I. INTRODUCTION

Who is this Guide for?

This guide is aimed at providing support and guidance to dealers and installers to set up a TaHoma system with RTS 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 register the TaHoma switch(es), add RTS motors after initial setup, or search to access already registered TaHoma switch installations using the TaHoma® by Somfy app with end-user account access.

For questions or assistance please contact technical support:
(800) 22-SOMFY (76639)

Get answers to your questions from our Somfy FAQ page: www.somfysystems.com/en-us/support/faq
Follow the steps to access Service & Support.

How should this Guide be used?

This guide is intended to be used as a reference manual.

II. OVERVIEW

DESCRIPTION

TaHoma® by Somfy is a mobile app dedicated to end-users for controlling shading products from smart devices. This app offers simple and intuitive control, customized settings, and adjustment of Somfy-powered smart shading solutions with RTS & Zigbee technology.

- The TaHoma system is configured quickly and efficiently through a step-by-step process from the app
- Every step to configure the TaHoma products is done via Bluetooth with the app
- Zigbee motors have QR codes to scan for a one-to-one connection, eliminating crosstalk

This guide is designed for a TaHoma system set up focused on RTS motors via a mobile device onsite at the end user locations.

RESOURCES & APPLICATIONS

Visit Somfy U for all the training you need – your pace, your place www.somfyu.com

Additional individual product information is available on Somfypro.com

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

Subscribe to the Somfy YouTube Channel www.youtube.com/somfysystems

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



SMART PHONE OR TABLET REQUIREMENTS

The TaHoma by Somfy 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

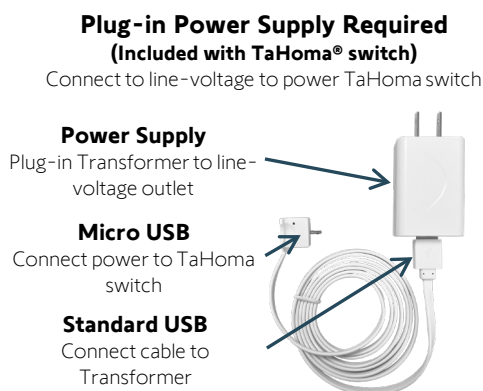
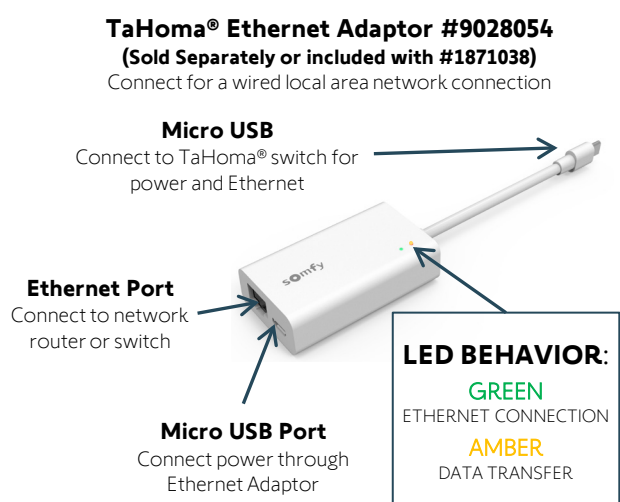
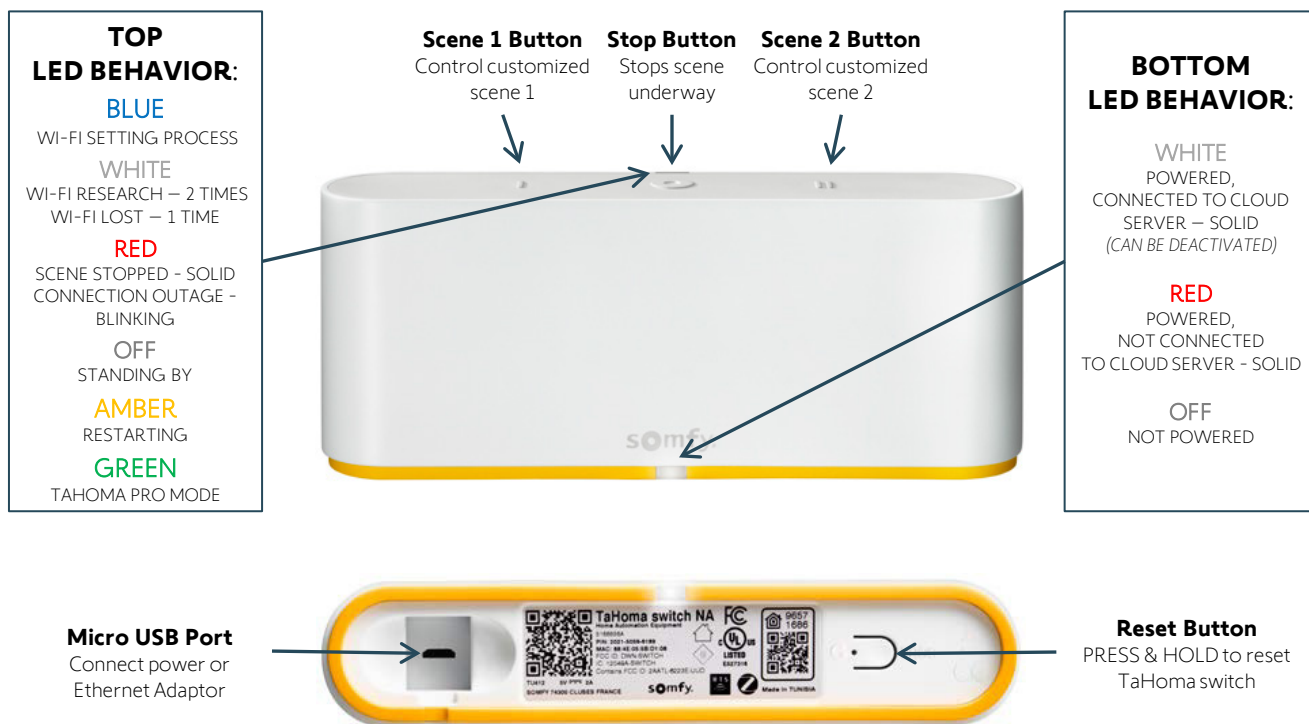
MOBILE DEVICE CONFIGURATION

- 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® by Somfy app
- TaHoma by Somfy supports a single device connection to each TaHoma switch

BUTTONS & INDICATORS

TaHoma Coordinator

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



BUTTONS & INDICATORS

Motors

WAKING THE MOTOR:

Ensure the motor has required power available.

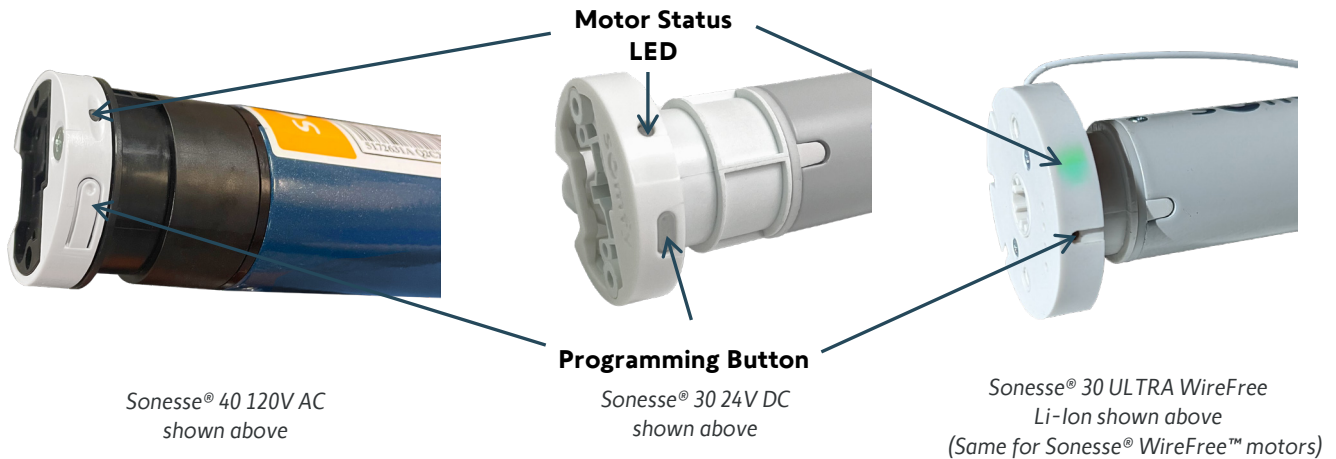
Using a small paper clip or similar, BRIEFLY PRESS the Programming Button on the head of the motor
OR

PLUG IN the battery supply/charger.

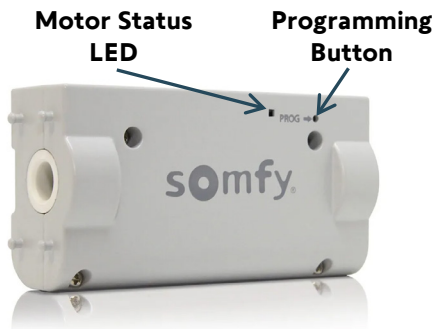
The motor will jog (briefly move up and down), and the LED will illuminate **GREEN** for 2 seconds.

The LED will blink **AMBER** continuously during programming.

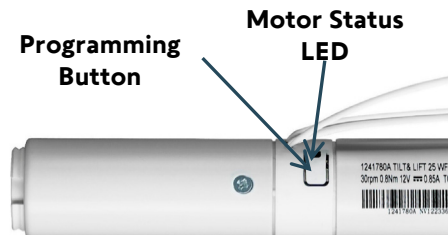
ROLLER MOTORS



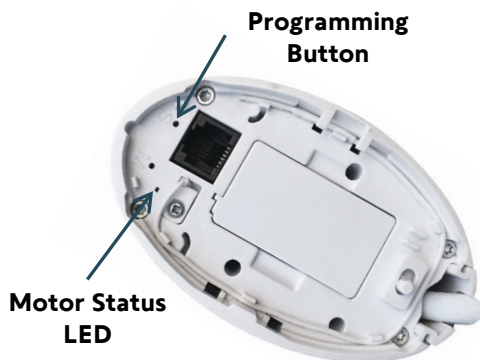
TILT MOTOR



CORD LIFT MOTOR



DRAPERY MOTOR



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

III. BEFORE YOU BEGIN

POWER MOTORS

Sonesse® 30 24V DC:

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



Sonesse® 40 120V AC:

- The Sonesse® 40 motor has a hardwired 7.9 in. (201mm) pigtail with Fast connectors. Following electrical local codes, apply power to the motor before proceeding.



Drapery:

- The Glydea Ultra 35 & 60 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:

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 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.

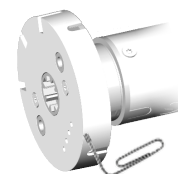


Waking the WireFree motor:

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



SET RTS MOTOR LIMITS

IMPORTANT: RTS Motor limit setting must be completed prior to adding the motors to the TaHoma system. Refer to the [RTS Pocket Programming Guide](#) for more details on settings limits using the range of RTS products. Additional product support is available on the Help me by Somfy app. Scan the QR codes below.

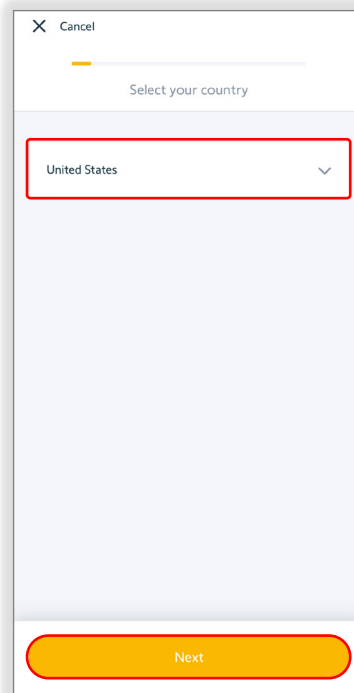
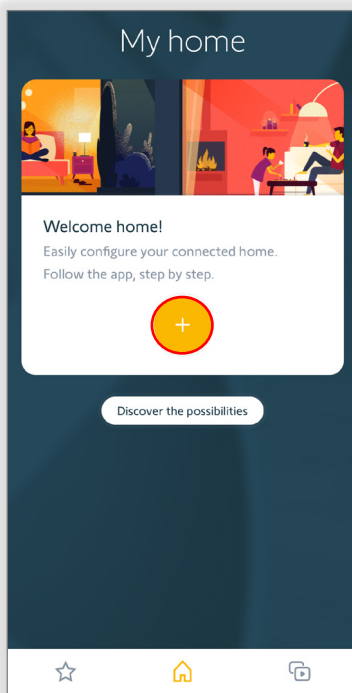


IV. COMMISSIONING

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:

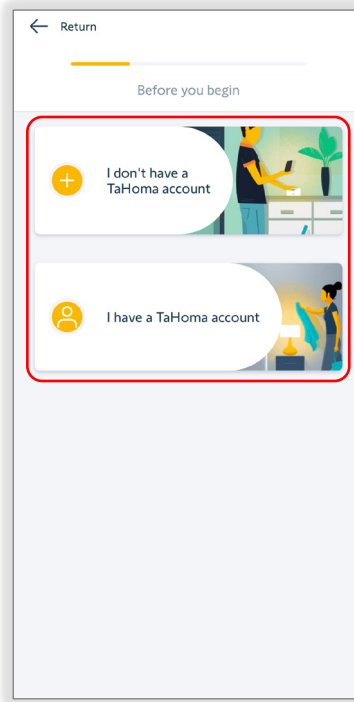
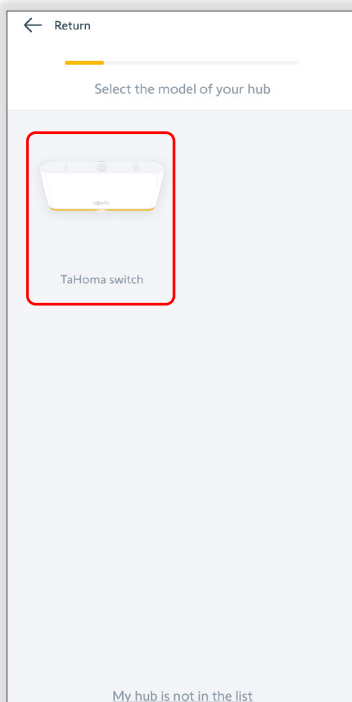
1. SELECT the + button to begin
2. SELECT the country for the project, then SELECT "Next"



3. SELECT "TaHoma switch"
4. SELECT "I don't have a TaHoma account", then follow the next steps

OR

SELECT "I have a TaHoma account" and skip to step 14

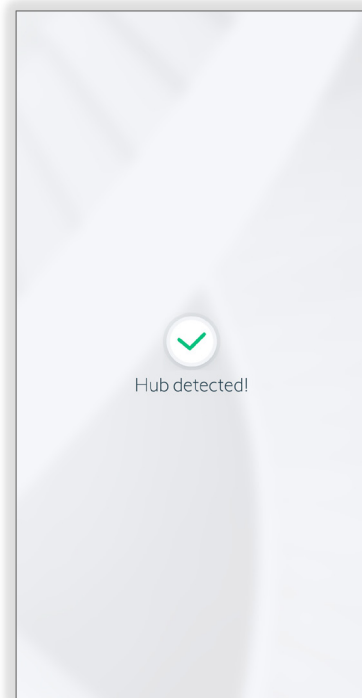
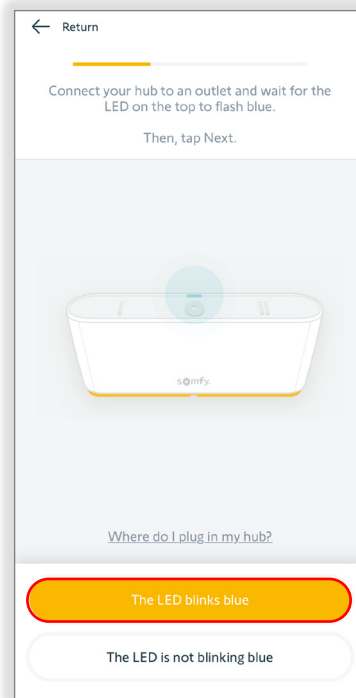


5. CONNECT the hub to power
6. PRESS & HOLD the top-center button on the TaHoma switch until the top LED flashes **BLUE**

7. SELECT "The LED blinks blue" to confirm the TaHoma switch status

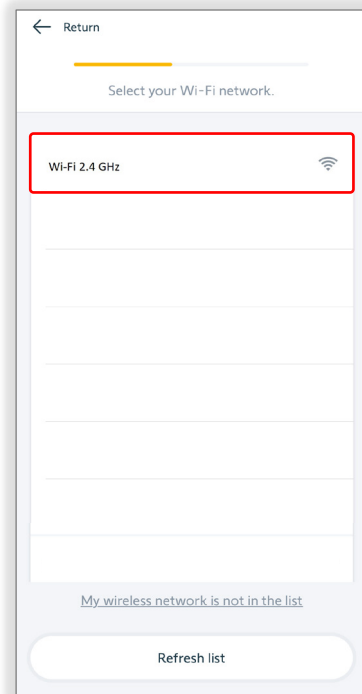
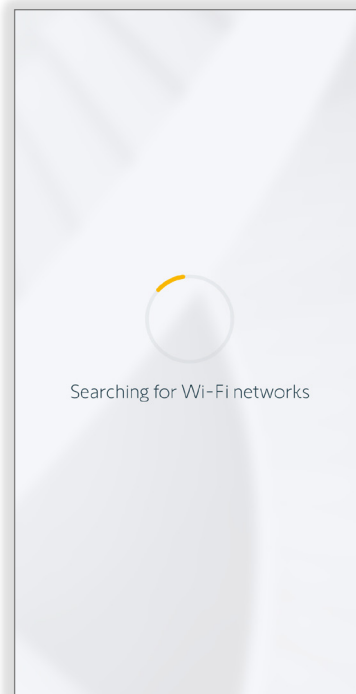
If the LED is not blinking blue, SELECT "The LED is not blinking blue" and follow the steps in the app.

8. WAIT for the detection of hub process to complete and result on the Hub detected screen

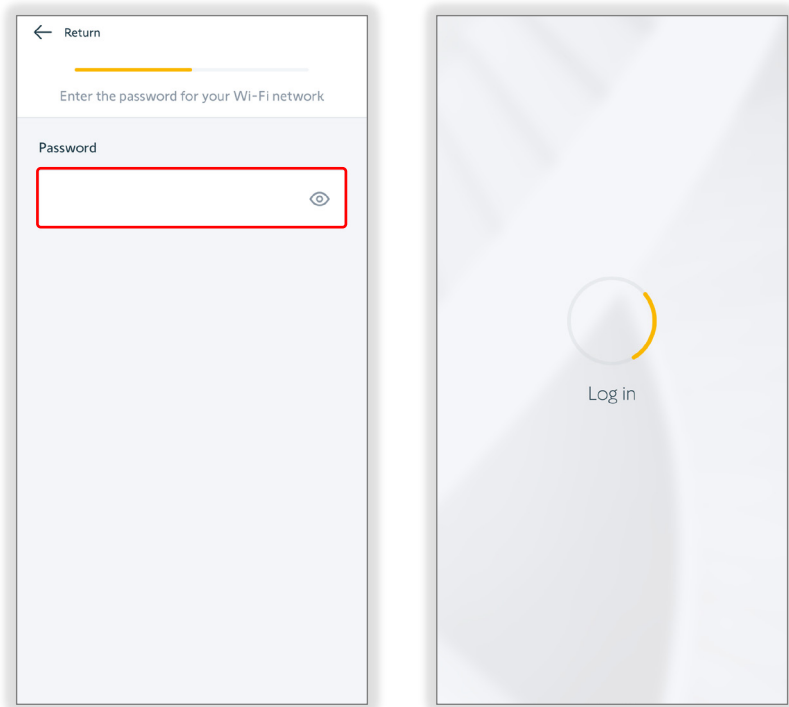


9. WAIT for the "Searching for Wi-Fi networks" process to finish
10. SELECT the Wi-Fi network to use from the list of networks found

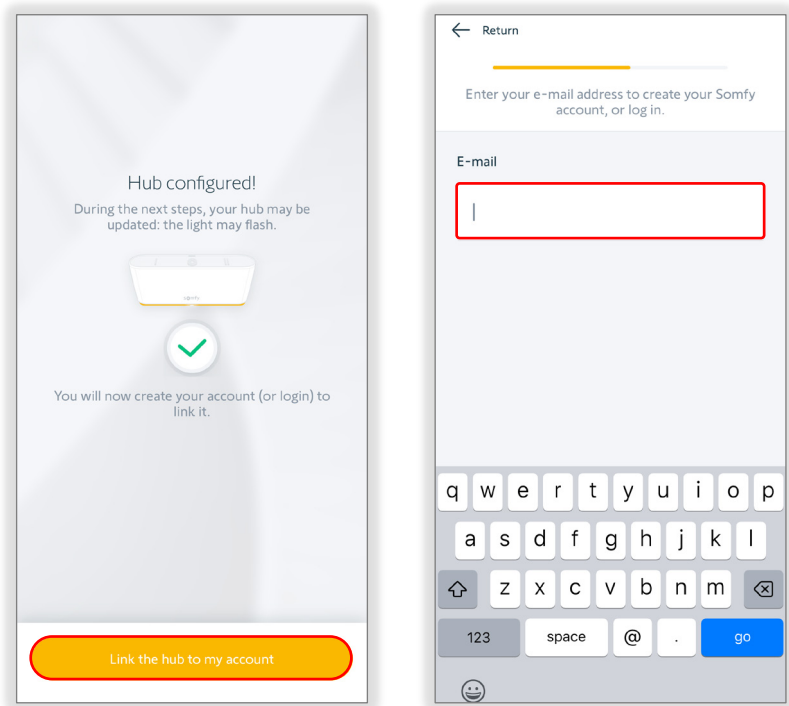
If a wireless network is not available as expected, SELECT "Refresh list" and if the network still doesn't appear, SELECT "My wireless network is not in the list" and follow the steps in the app.



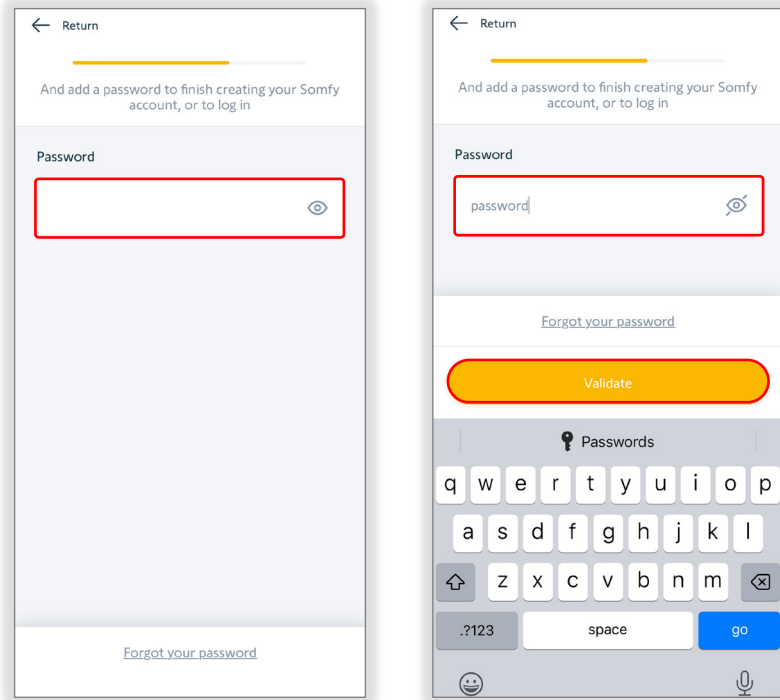
- 11. ENTER the password for the Wi-Fi network
- 12. WAIT for the TaHoma switch to Log in to the Wi-Fi network



- 13. Once the Hub configured! Screen appears, SELECT “Link the hub to my account”
- 14. ENTER the email address to create or log into an account, then SELECT “Validate”



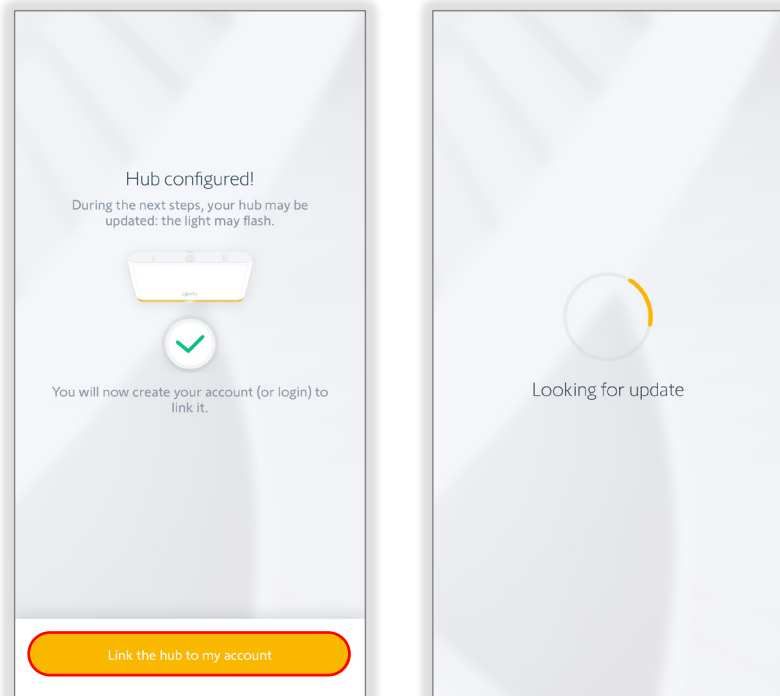
15. SELECT the Password field bring up the keyboard
16. ENTER the password for the account to be used
17. SELECT "Validate"



18. Once the Hub configured! Screen appears, SELECT "Link the hub to my account"

If creating an account, follow the steps from the app to continue through the Congratulations! Screen, then SELECT "Finish".

19. WAIT for the TaHoma switch to search for any pending updates available and following the prompts to proceed

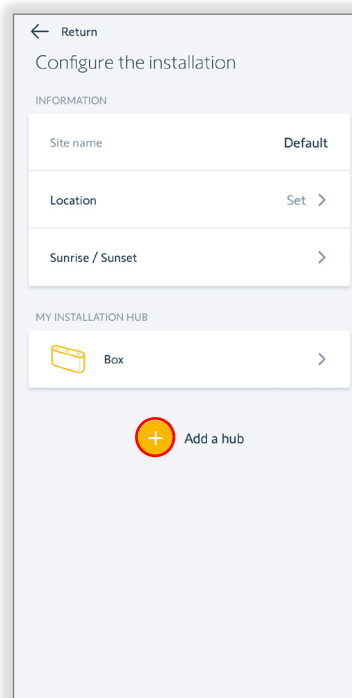
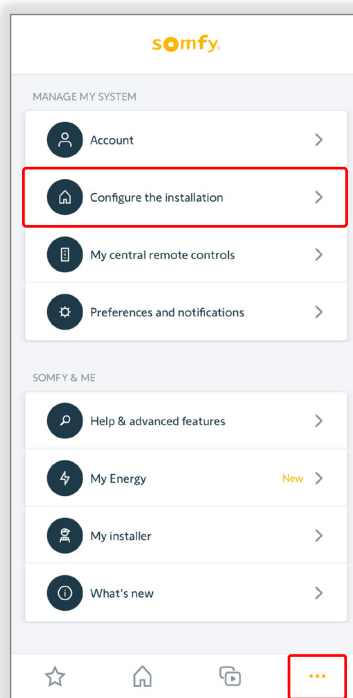


This concludes the process of registering a TaHoma to an end-user account by creating one or logging into an existing account. The next step will direct you to the TaHoma My home screen of the TaHoma by Somfy app.

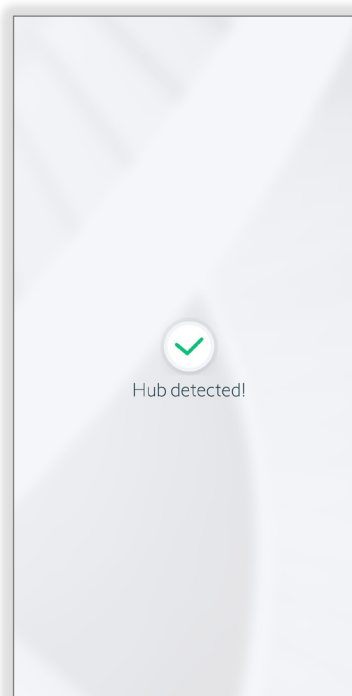
ADDING MULTIPLE TAHOMA SWITCHES

Multiple TaHoma switches are added to installations using RTS motors to allow for increasing the number of devices in the system. Follow the steps below to complete the process of adding TaHoma switches to systems supporting RTS devices. *A maximum of 10 TaHoma switches can be added for RTS devices only into a Zigbee system.*

1. NAVIGATE to the TaHoma Settings page using the 3-dot button on the bottom-right of the app screen
2. SELECT "Configure the installation" to open the Hubs information page
3. SELECT the "+" button to Add a hub

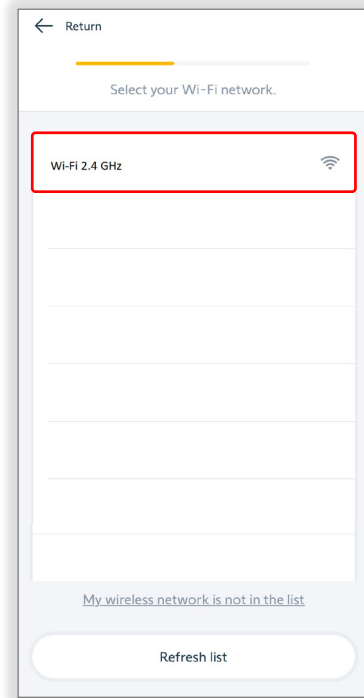
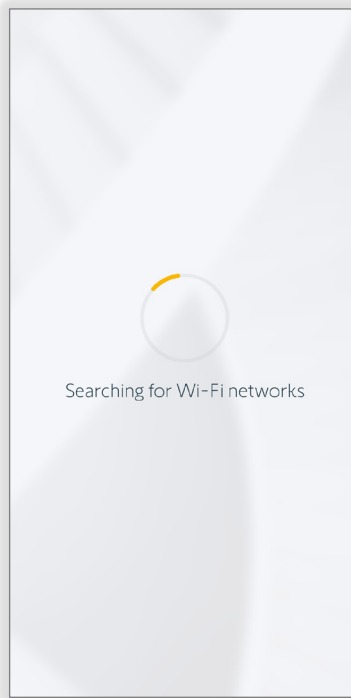


4. CONNECT the TaHoma to an outlet
5. PRESS & HOLD the top-center button on the TaHoma switch until the top LED flashes **BLUE**
6. SELECT "The LED blinks blue" to confirm the TaHoma switch status
If the LED is not blinking blue, SELECT "The LED is not blinking blue" and follow the steps in the app.
7. WAIT for the detection of hub process to complete and result on the Hub detected screen

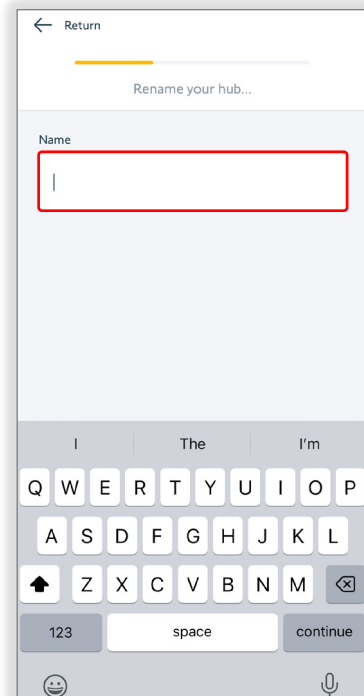
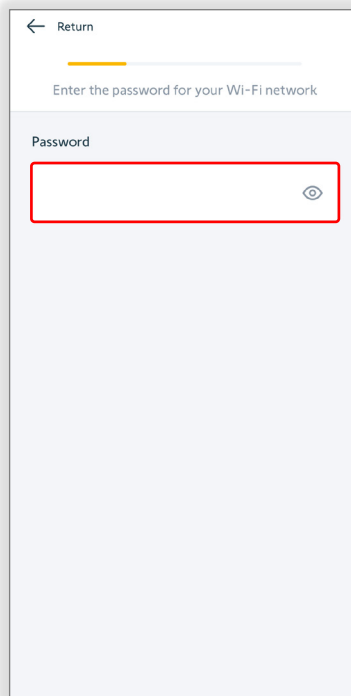


8. WAIT for the "Searching for Wi-Fi networks" process to finish
9. SELECT the Wi-Fi network to use from the list of networks found

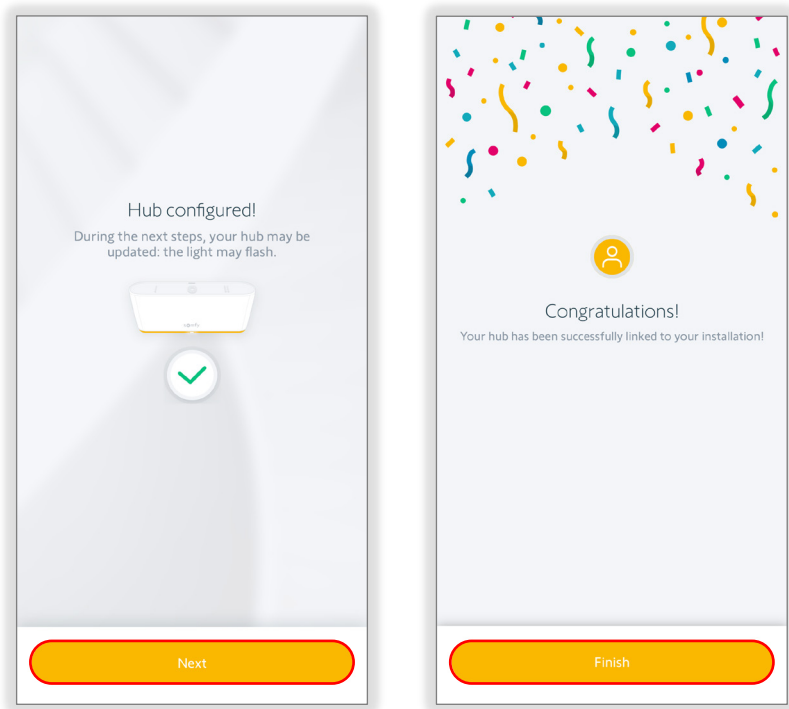
If a wireless network is not available as expected, SELECT "Refresh list" and if the network still doesn't appear, SELECT "My wireless network is not in the list" and follow the steps in the app.



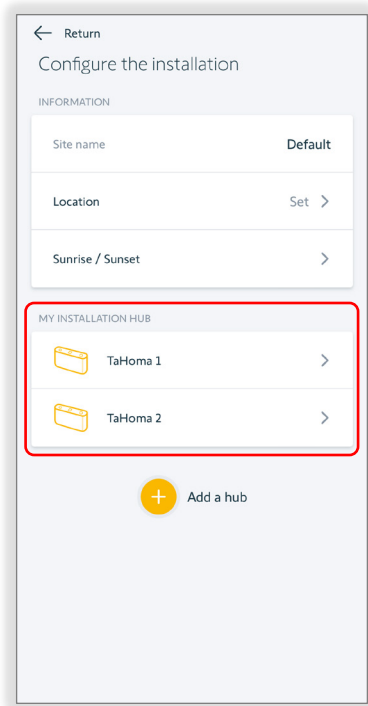
10. ENTER the password for the Wi-Fi network
11. WAIT for the TaHoma switch to Log in to the Wi-Fi network
12. TYPE in the name for the additional hub being added, then SELECT "continue"



- 13. CONFIRM the app progresses to the Hub configured! page, then SELECT "Next"
- 14. SELECT "Finish" on the Congratulations! page confirming the hub was added to the installation



- 15. CONFIRM the additional hub is listed in the MY INSTALLATION HUB area on the Configure the installation

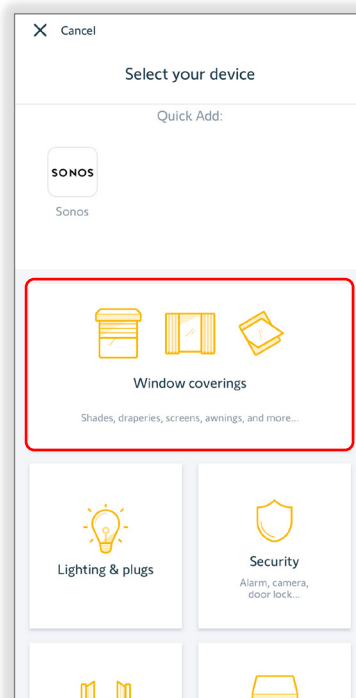
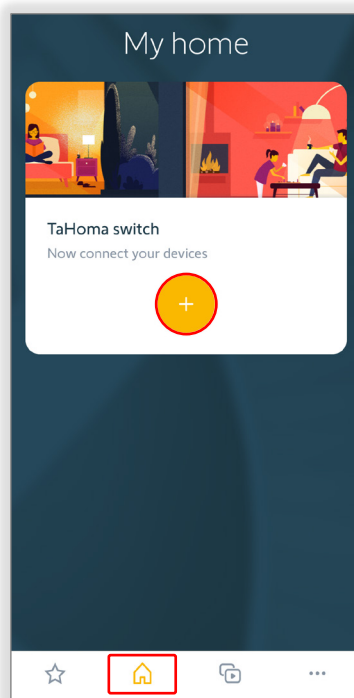


ADDING RTS MOTORS

Follow the steps below to complete the process of adding RTS devices to TaHoma systems using the TaHoma End User app.
IMPORTANT: RTS motor limits must be set before adding the device to the TaHoma system.

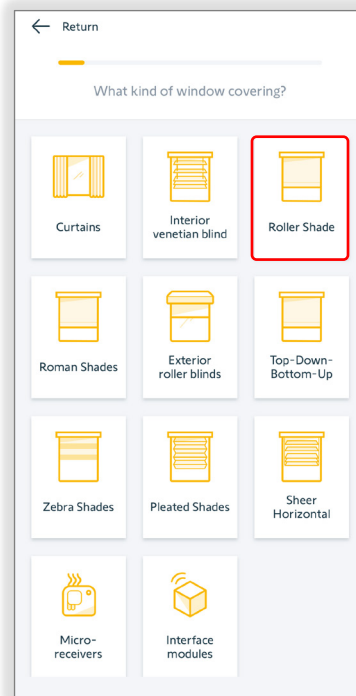
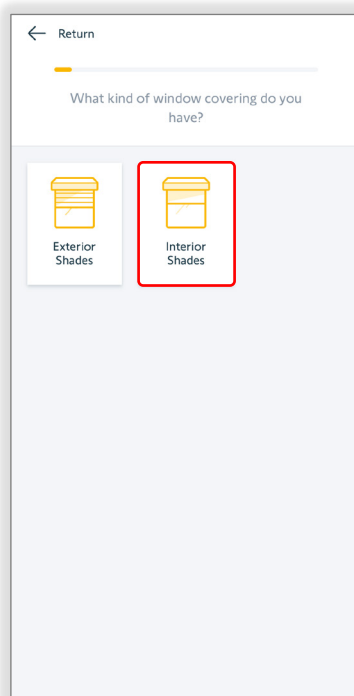
1. NAVIGATE to the TaHoma North America App, by SELECTING "Open the TaHoma app" on the TaHoma pro app homepage
2. SELECT the Home icon on the bottom of the app screen
3. SELECT "+" to add a motorized device
4. CHOOSE the type of device being added

Example: Window coverings



5. SELECT the additional details of the device type being added

Example: Interior Shades, then Roller Shade

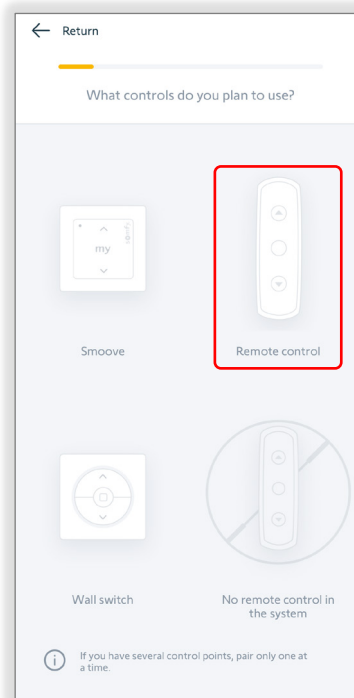


6. SELECT the type of control used for the device being added

Example: Remote control

7. SCAN the QR code on the back of the control device

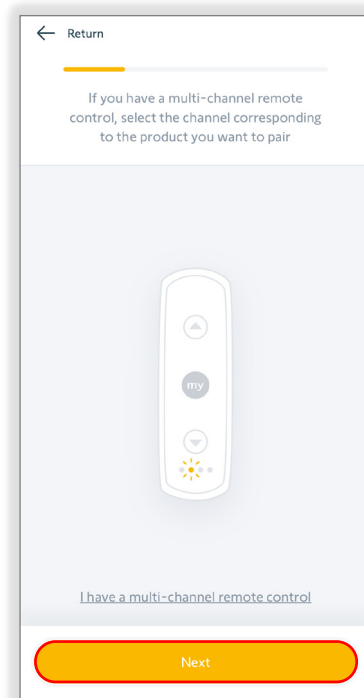
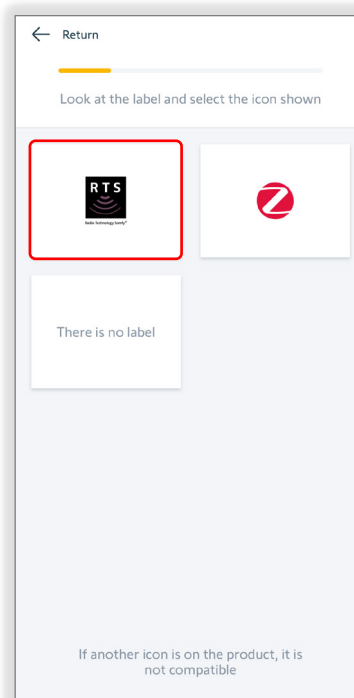
NOTE: If unable to use the QR code, SELECT "QR code missing or illegible". FOLLOW the steps to access the control device type.



8. SELECT the type of label on the control device or "There is no label" if the label is missing

Example: RTS

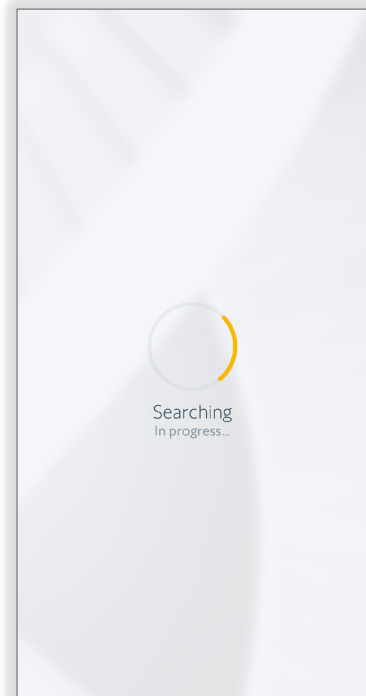
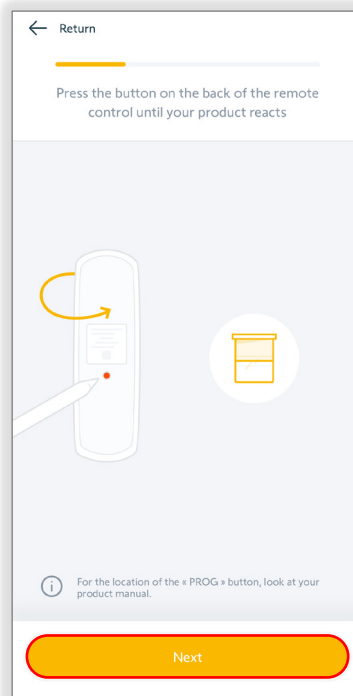
9. If using a multi-channel device, SELECT the preferred channel for pairing the new device, then SELECT "Next"



10. PRESS & HOLD the Programming button on the control device already paired to the device being added until the device reacts, then SELECT "Next"

11. WAIT for the searching process to complete

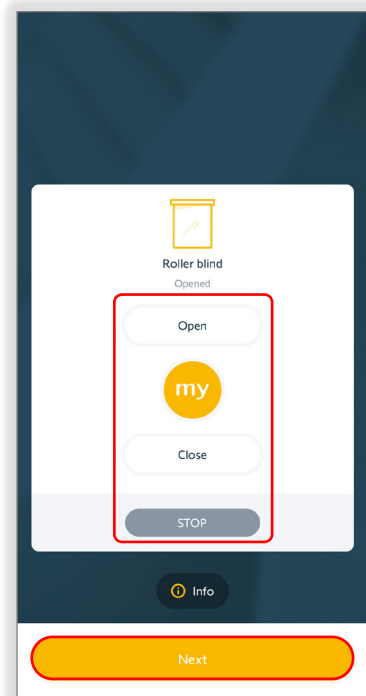
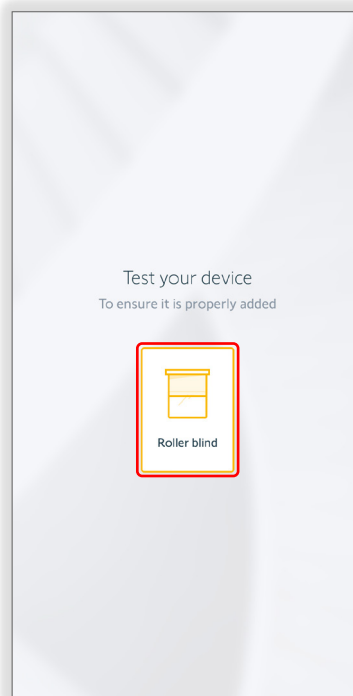
NOTE: This should be a brief wait



12. SELECT the button for the device added

Example: Roller blind

13. TEST the operation of the added device using the buttons available, then SELECT "Next"

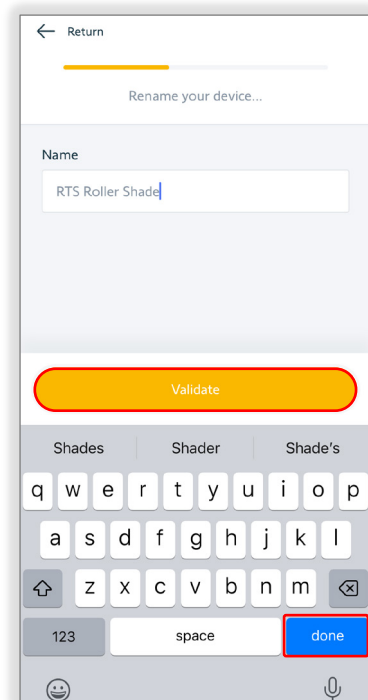
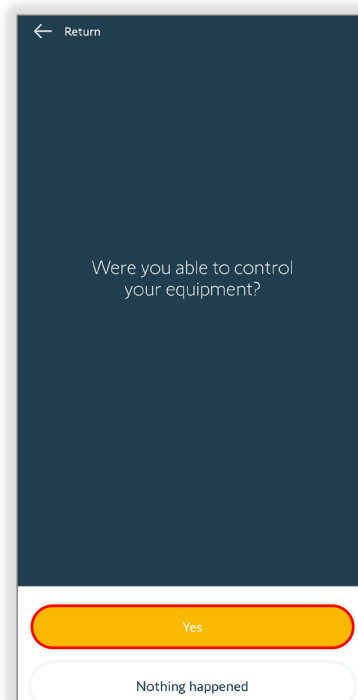


14. CONFIRM if the added device was able to be controlled, SELECT "Yes" if successful or "Nothing happened"

NOTE: If nothing happened, FOLLOW the steps to repeat the pairing process.

15. TYPE a name for the device, then SELECT "Validate" or "done" on the keyboard

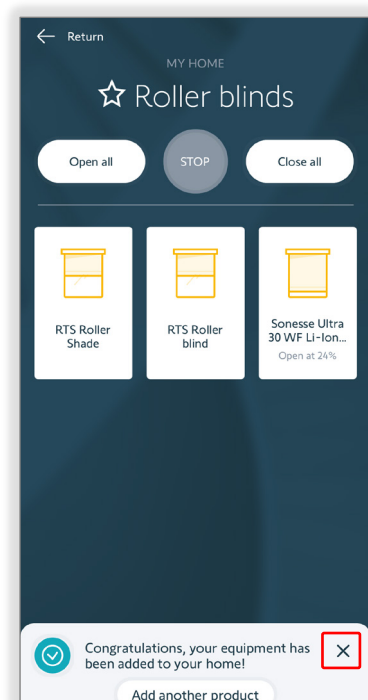
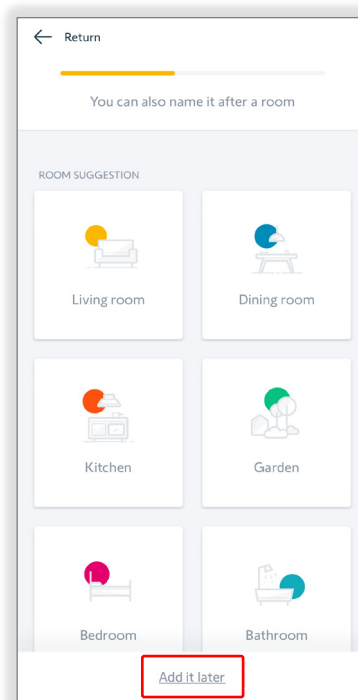
EXAMPLE: RTS Roller Shade



16. CHOOSE the room to add the device into or SELECT "Add it later"

NOTE: Similar devices will be grouped together by device type in the My devices selection of the My home app page.

This concludes adding this device. SELECT "Add another product" or the X to return to the products already added.



ADVANCED SETTINGS

Adding a device includes the ability to test a device, adjust settings and identify or delete the device. Device settings are available for change when selecting the device from the My home page. The device settings will vary by type of device. To adjust devices, follow the steps below:

1. SELECT the device from the TaHoma by Somfy My home page

Favorite Star: SELECT the grey star to add the device to the app Favorites page

Device Controls: SELECT Open, my, Close or STOP to control the device

2. SELECT "Advanced" to access the device Advanced Settings

Identify the device: SELECT "Identify the device" to see the motor jog

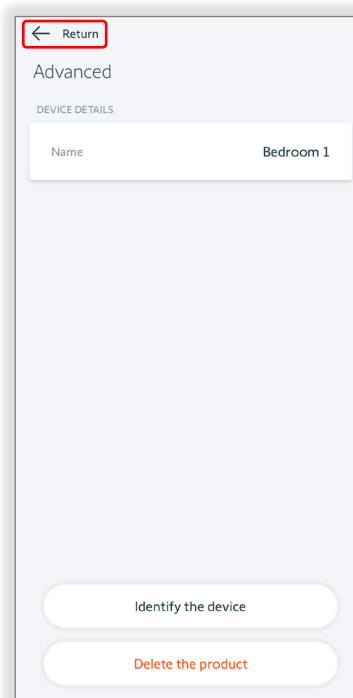
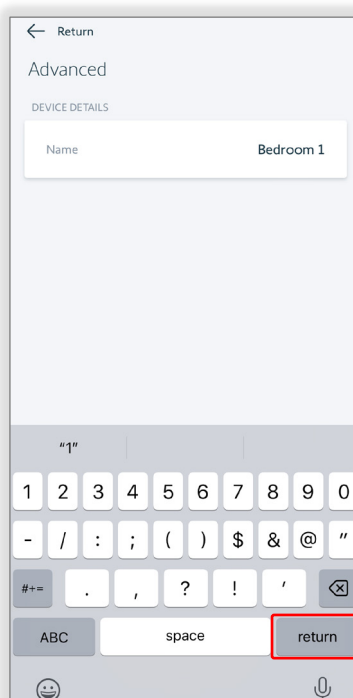
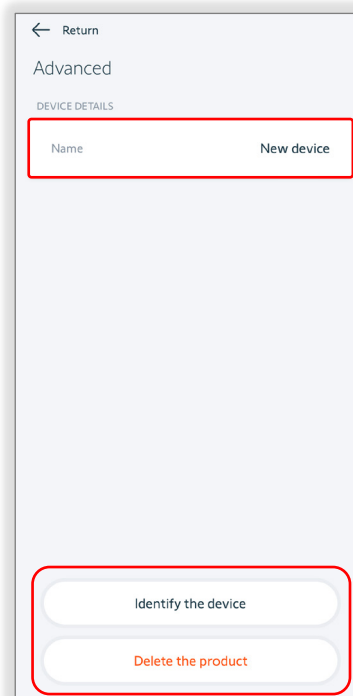
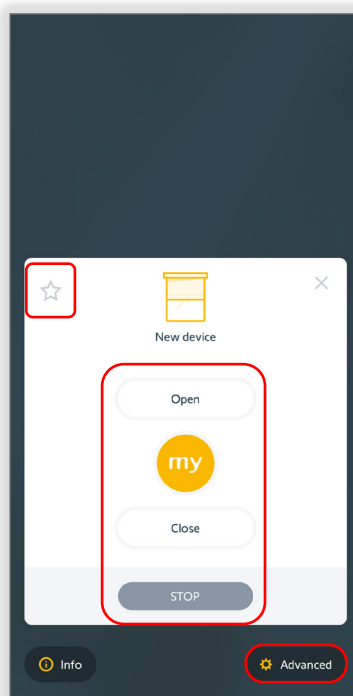
Delete the product: Used to remove the product from the TaHoma by Somfy app

3. SELECT the Name field to rename the device

4. TYPE the new name using the keyboard

5. SELECT "return" on the keyboard to exit the name editing

6. SELECT "Return" and "X" to return to the My home page



FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT TECHNICAL SUPPORT:

(800) 22-SOMFY (76639)

Get answers to your questions from our Somfy FAQ page: www.somfysystems.com/en-us/support/faq

Follow the steps to access Service & Support.

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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.

A BRAND OF **SOMFY** GROUP

New Jersey
121 Herrod Blvd.
Dayton, NJ 08810
T: (609) 395-1300
F: (609) 395-1776

Somfy Systems, Inc.
T: (800) 22-SOMFY
www.somfypro.com
Florida
1200 SW 35th Ave.
Boynton Beach, FL 33426
T: (561) 995-0335
F: (561) 995-7502

California
15301 Barranca Pkwy.
Irvine, CA 92618-2201
T: (949) 727-3510
F: (949) 727-3775

Somfy ULC
T: (800) 66-SOMFY
www.somfypro.ca
Canada
6411 Edwards Blvd.
Mississauga, ON L5T 2P7
T: (905) 564-6446
F: (905) 238-1491