**RTS**

Radio Technology Somfy

# SOMFY
# TAHOMA® PRO with
# RADIO TECHNOLOGY SOMFY®
# (RTS) MOTORS



somfy.

**PROGRAMMING GUIDE**

# SOMFY TAHOMA® PRO with RTS MOTORS

VERSION 1.0 | DECEMBER 2024 | Prepared by PROJECT SERVICES

## TABLE OF CONTENTS

# I.   INTRODUCTION

**Who is this Guide for?**

This guide is aimed at providing support and guidance to dealers and installers to set up 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 Somfy TaHoma pro app with Dealer(Installer) account access.

This guide discusses the programming of RTS motors using Dealer(Installer) account access within the Somfy TaHoma pro app and the TaHoma End User app.

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

## D E S C R I P T I O N

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

## R E S O U R C E S  &  A P P L I C A T I O N S

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

Additional individual product information is available on Somfypro.com

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

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

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

## S M A R T  P H O N E  O R  T A B L E T  R E Q U I R E M E N T S

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**

## M O B I L E  D E V I C E  C O N F I G U R A T I O N

- 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

## TaHoma Coordinator

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

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

**Scene 1 Button**
Control customized
scene 1

**Stop Button**
Stops scene
underway

**Scene 2 Button**
Control customized
scene 2

**BOTTOM**
**LED BEHAVIOR:**
WHITE
POWERED,
CONNECTED TO CLOUD
SERVER — SOLID
*(CAN BE DEACTIVATED)*

RED
POWERED,
NOT CONNECTED
TO CLOUD SERVER - SOLID

OFF
NOT POWERED

**Micro USB Port**
Connect power or
Ethernet Adaptor

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

**TaHoma® Ethernet Adaptor #9028054**
**(Sold Separately or included with #1871038)**
Connect for a wired local area network connection

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

**Ethernet Port**
Connect to network
router or switch

**Micro USB Port**
Connect power through
Ethernet Adaptor

**LED BEHAVIOR:**
GREEN
ETHERNET CONNECTION
AMBER
DATA TRANSFER

**Plug-in Power Supply Required**
**(Included with TaHoma® switch)**
Connect to line-voltage to power TaHoma switch

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

**Micro USB**
Connect power to TaHoma
switch

**Standard USB**
Connect cable to
Transformer

## 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
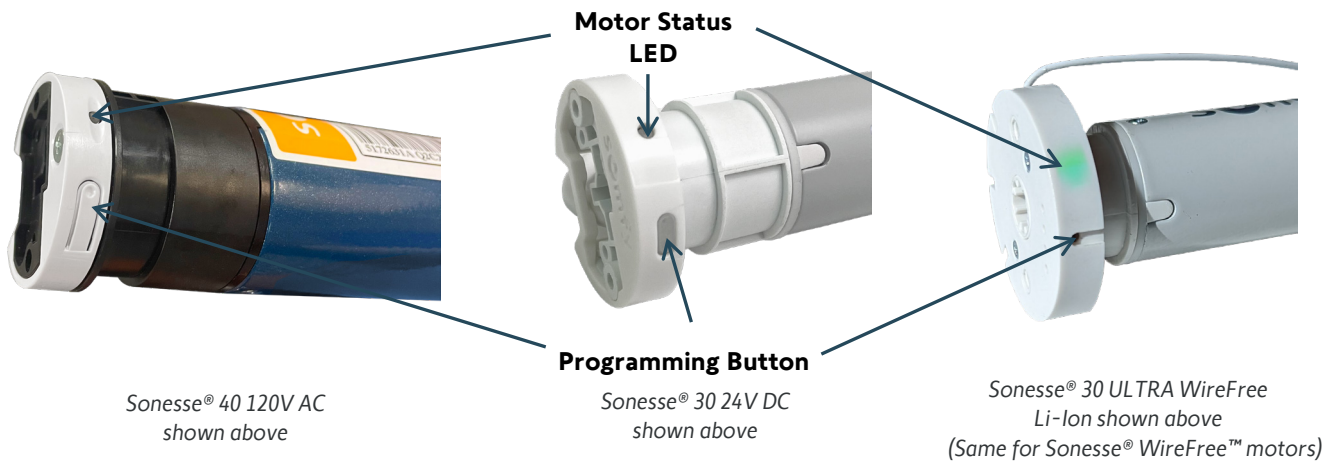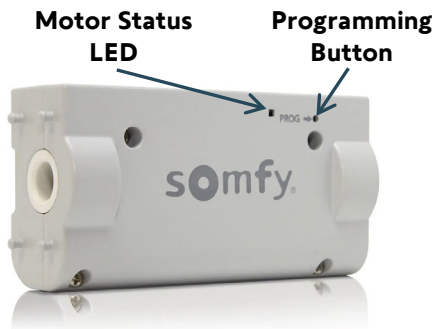OR
PLUG IN the battery supply/charger.
The motor will jog (briefly move up and down), and the LED will illuminate GREEN for 2 seconds.
The LED will blink AMBER continuously during programming.

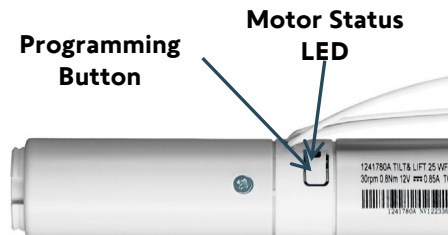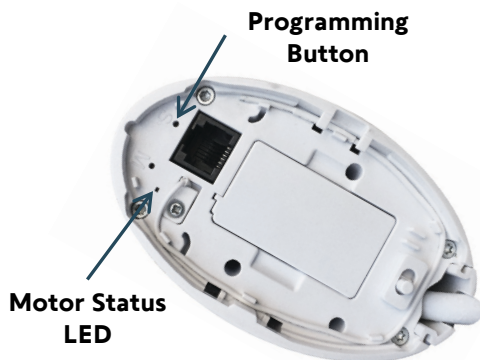### ROLLER MOTORS

**Motor Status LED**

**Programming Button**

*Sonesse® 40 120V AC shown above*

*Sonesse® 30 24V DC shown above*

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

### TILT MOTOR

**Motor Status LED**

**Programming Button**

### CORD LIFT MOTOR

**Programming Button**

**Motor Status LED**

### DRAPERY MOTOR

**Programming Button**

**Motor Status LED**

**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

## 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.
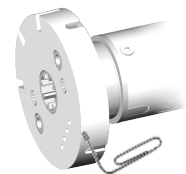
## Waking the WireFree motor:
**All WireFree motors:**
- Using a small paper clip or similar, BRIEFLY PRESS the recessed Programming button located on the head of the motor or plug in the battery supply/charger.

    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.
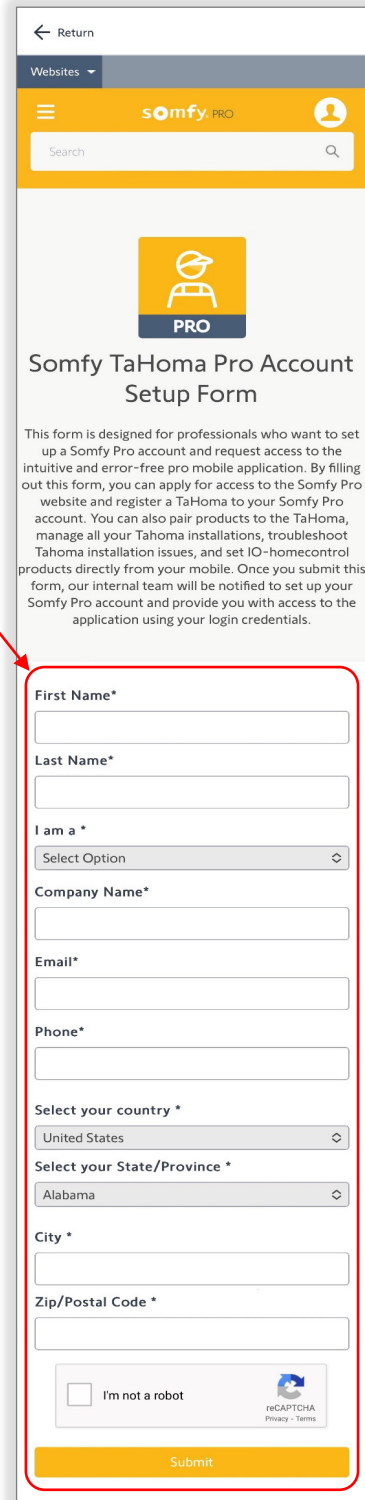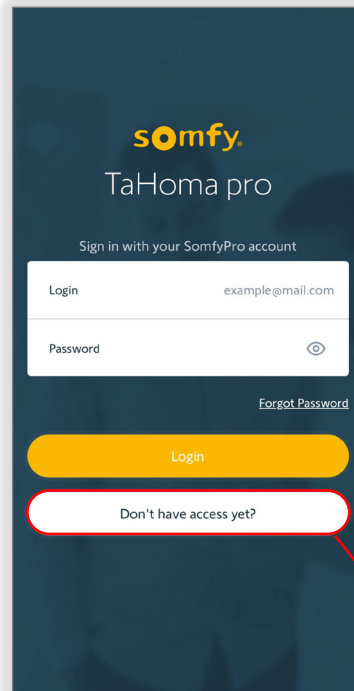
# IV. SET UP

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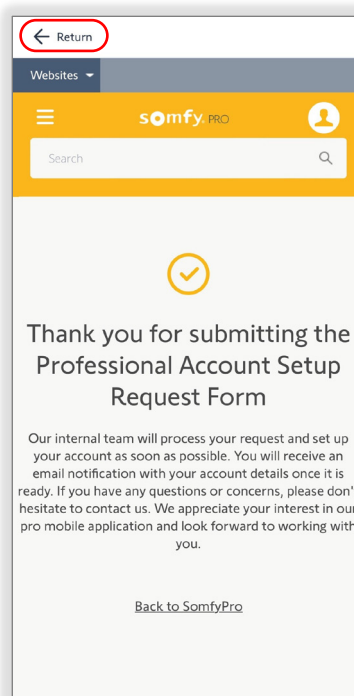
   *The Somfy Pro account validation may take 1 business day before access is available.*

   *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.*

## L O G I N

*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.*
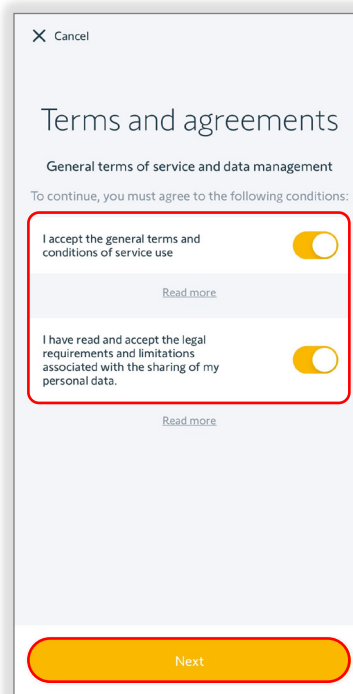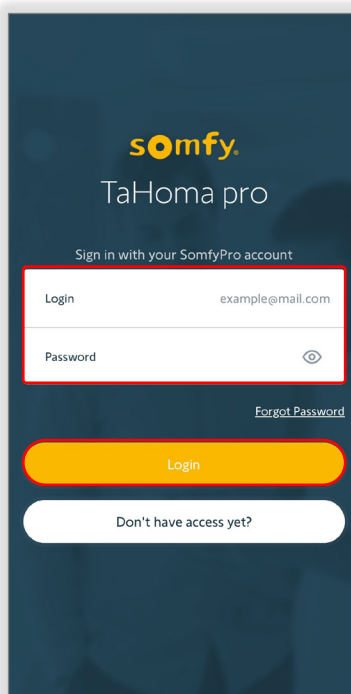
1. ENTER the Login email address and Password

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.*

## H O M E P A G E

*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:**

**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

**Configure a motor** (For Zigbee motors)
Limited to configure Zigbee motors if limits are not already set
*NOTE: Not used for RTS motors*
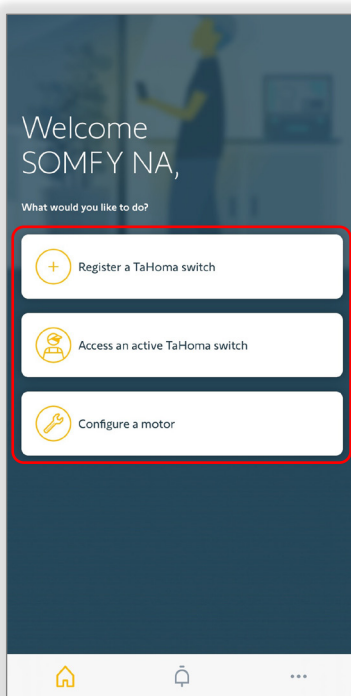
**Descriptions of each option:**

**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
*NOTE: Not used for RTS motors*

# 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**
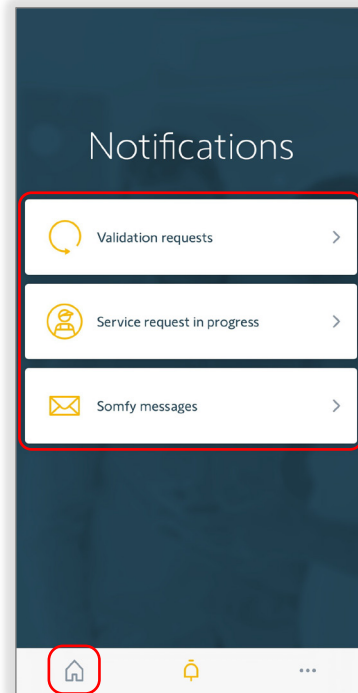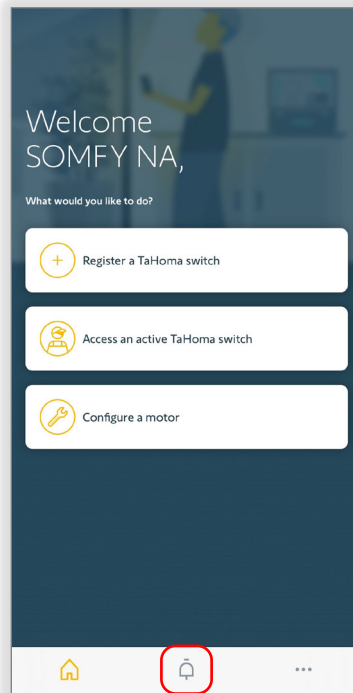View requests for pending TaHoma assignments

**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**
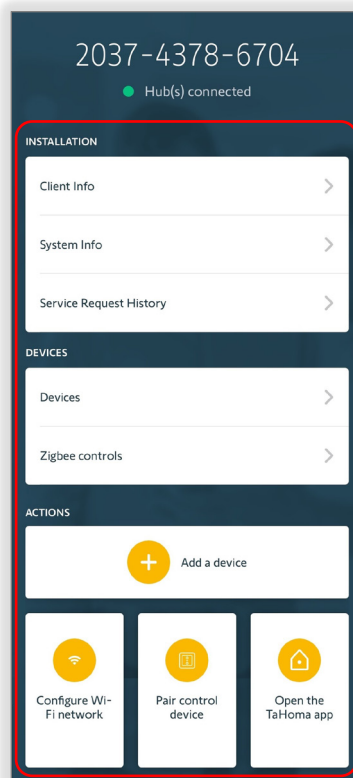Select to view and send the TaHoma Commissioning report

## 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
*(For Zigbee controls only)*

## 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
*(For Zigbee controls only)*

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

This option is used to access the TaHoma End User Application once the TaHoma(s) are setup using TaHoma pro.

# V. 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 "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."*
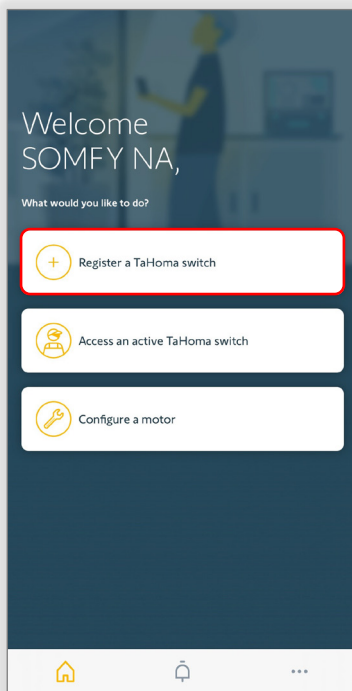
3. SELECT "Register TaHoma"

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"
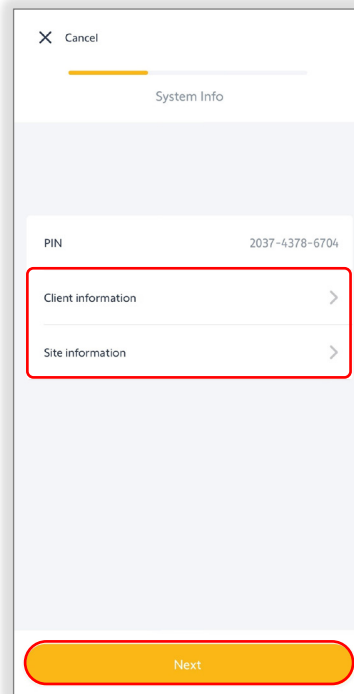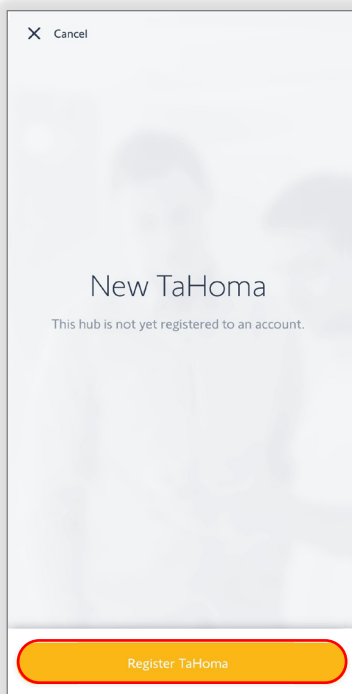
7. SELECT "Start TaHoma Commissioning"

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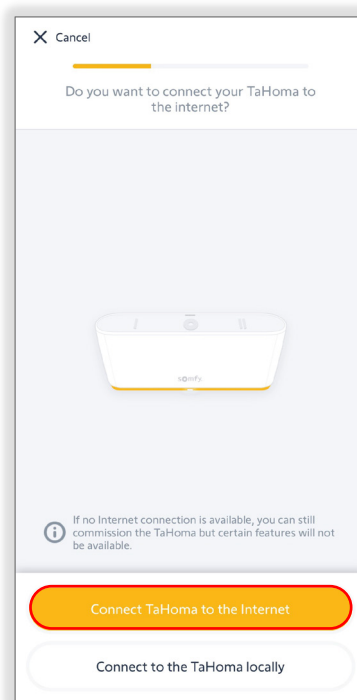
9. SELECT "Connect the TaHoma to a Wi-Fi network"

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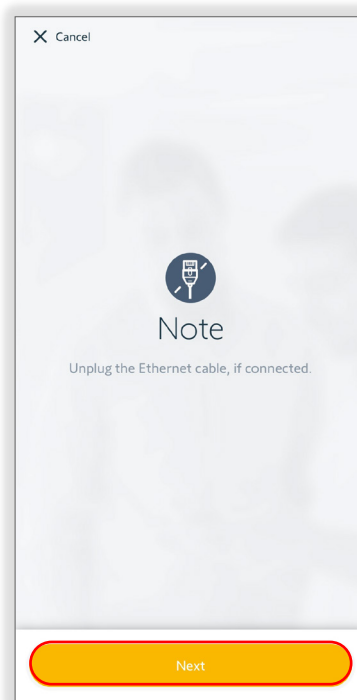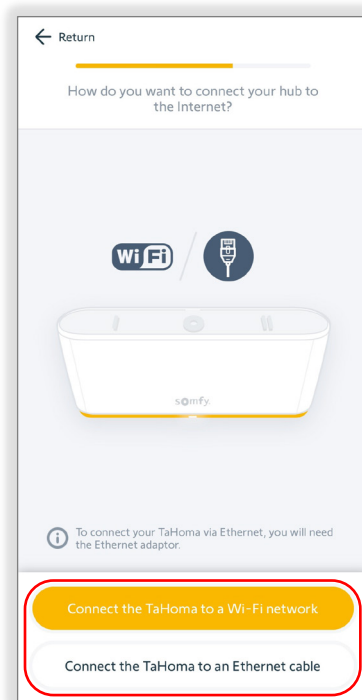
   *The TaHoma is online when the bottom LED remains solid WHITE.*

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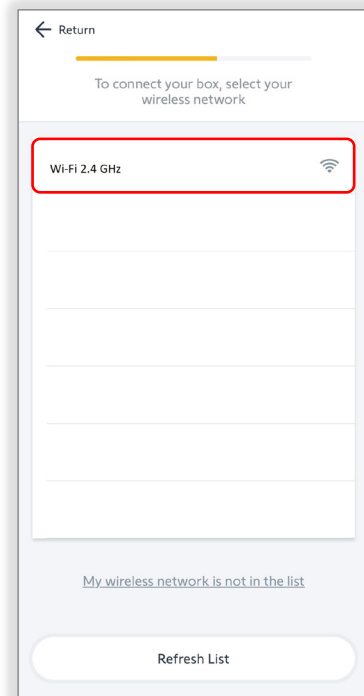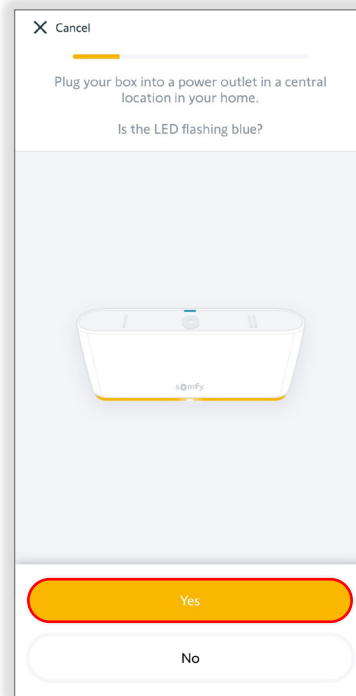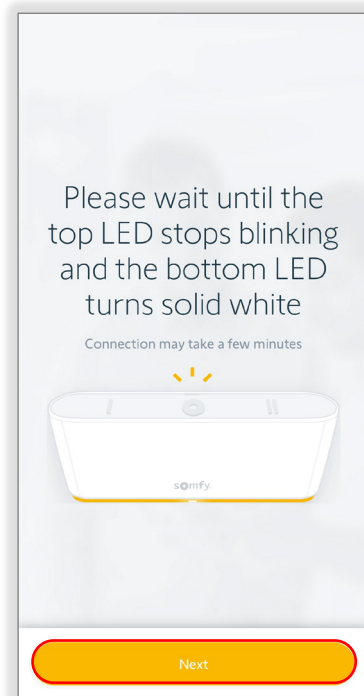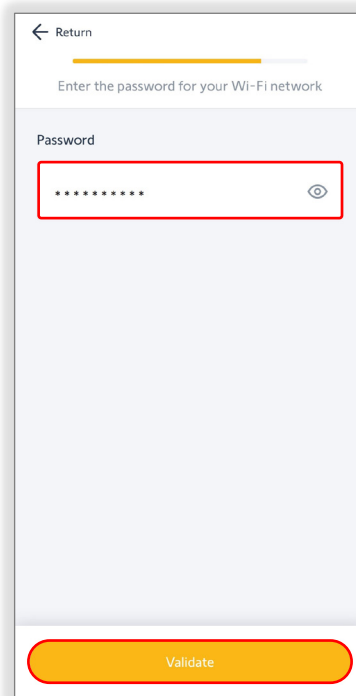
13. ENTER the password for the Wi-Fi network, then SELECT "Validate"

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.*

X Cancel

Plug your box into a power outlet in a central location in your home.

Is the LED flashing blue?

Yes

No

← Return

To connect your box, select your wireless network

Wi-Fi 2.4 GHz

My wireless network is not in the list

Refresh List

← Return

Enter the password for your Wi-Fi network

Password

**********

Validate

Please wait until the top LED stops blinking and the bottom LED turns solid white

Connection may take a few minutes

Next

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.*
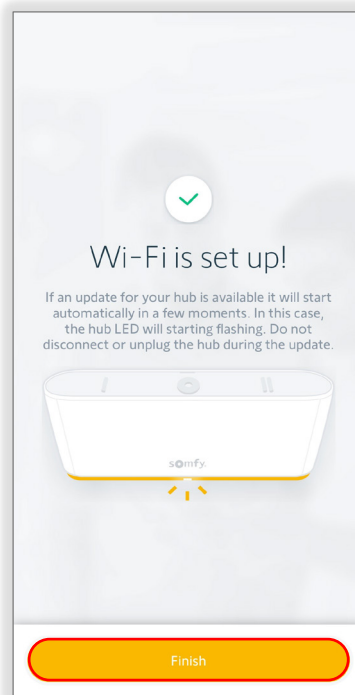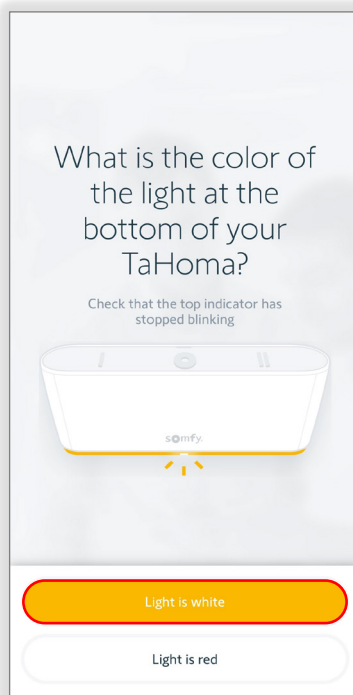
## ADD DEVICES

*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. 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 of the product or the type of equipment being added
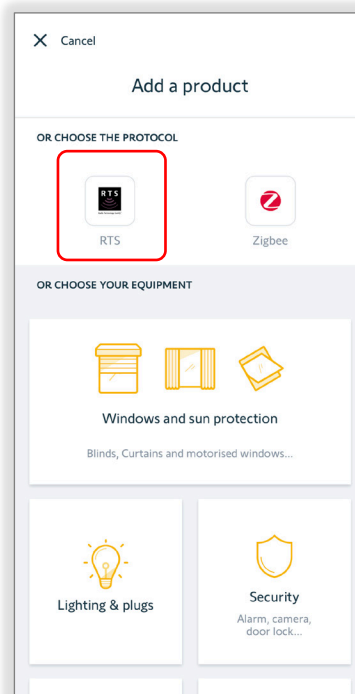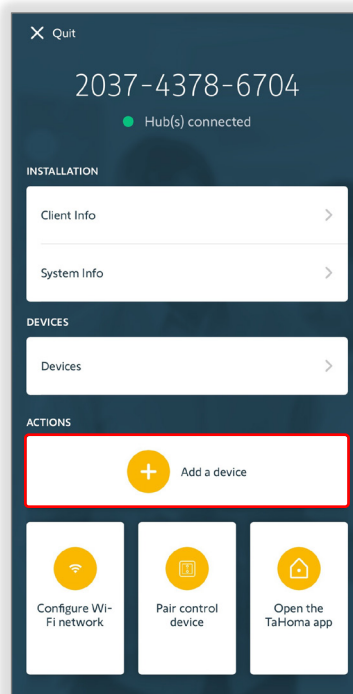
*The app will present notifications with suggested actions related to adding devices (Example shown on right)*

## Add RTS Motors

*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.*

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

2. PRESS & HOLD the programming button on the RTS motor head for 1 jog to put the motor in programming mode
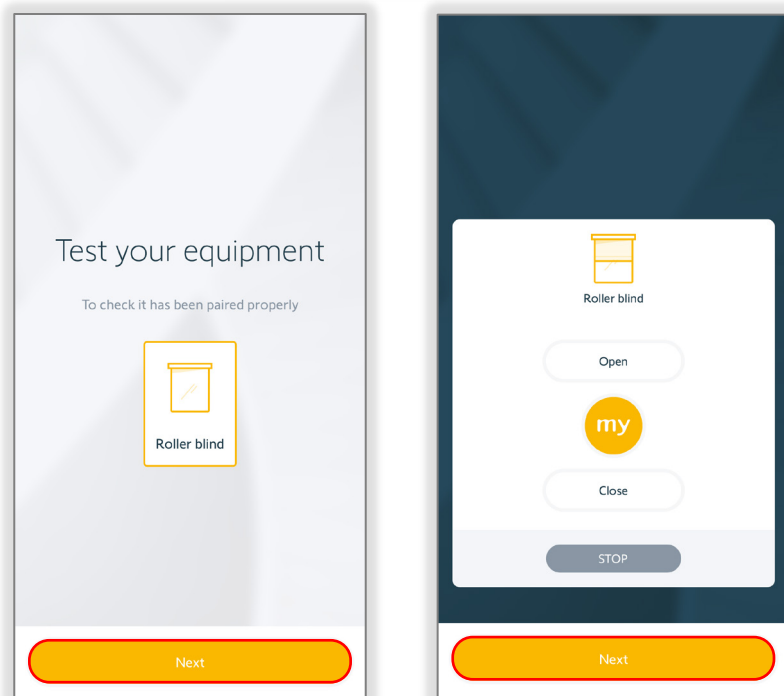
3. SELECT "Start the discovery"
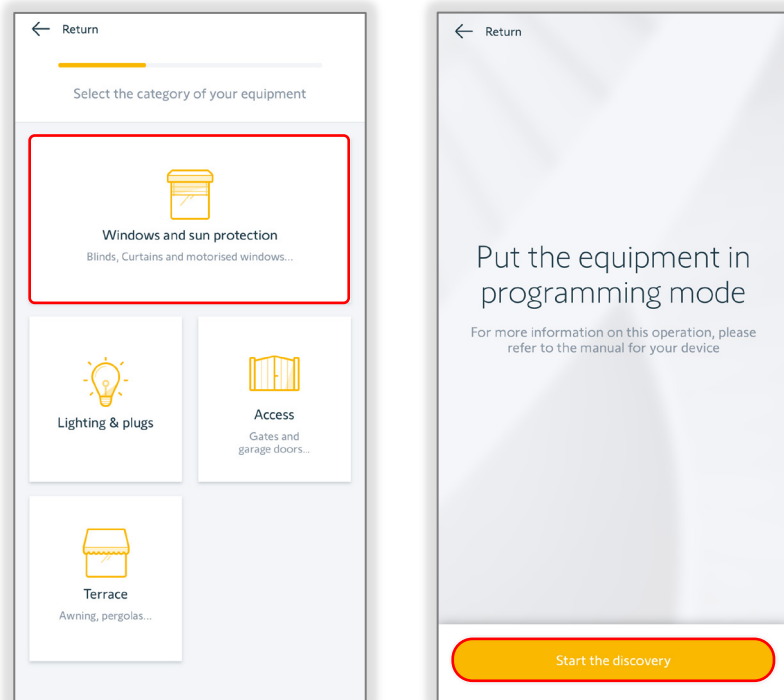


4. WAIT for the RTS Equipment addition scanning process to complete
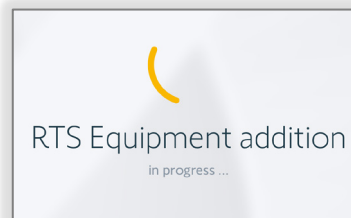


5. SELECT "Next" to proceed to testing the product added

6. TEST the operation of the product added to confirm pairing was successful

   *NOTE: Testing screens will vary based on the product type added.*

7. SELECT "Next"

8. CONFIRM if the product was operational as expected, if it operates correctly SELECT "Yes", if not, SELECT "Nothing happened" and follow the instructions on the next screen

9. If adding was unsuccessful, SELECT "Restart"

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

   ← Return

   **Were you able to control your equipment?**

   Yes

   Nothing happened

   ✕ Cancel

   It seems that the TaHoma box is too far from the product.

   Please try again the procedure of adding a product and move it closer to your box if possible.

   Restart

   I can't get the product closer

10. Once added successfully, SELECT the Name field to adjust the name

11. 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 2 of the Add Devices section.*

    ← Return

    Rename your equipment...

    Name

    Roller blind

    Rename it later

    ← Return

    Rename your equipment...

    Name

    RTS Shade 1

    Validate

    "1"

    1 2 3 4 5 6 7 8 9 0

    - / : ; ( ) $ & @ "

    #+= . , ? ! ' ⌫

    ABC    space    done

## 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 motor needs to be added to the TaHoma configuration, then end limits must be set before adding the motor.*
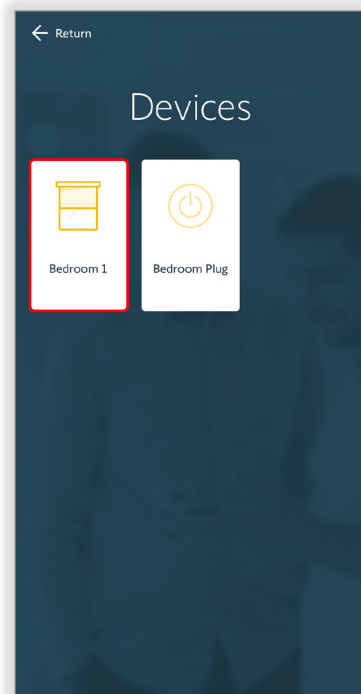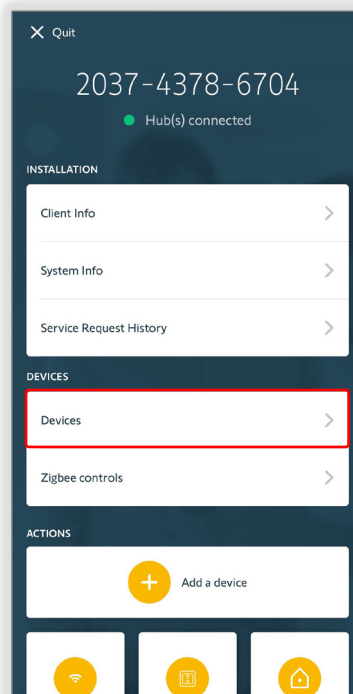
## NAME THE DEVICE

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

1. SELECT "Name"

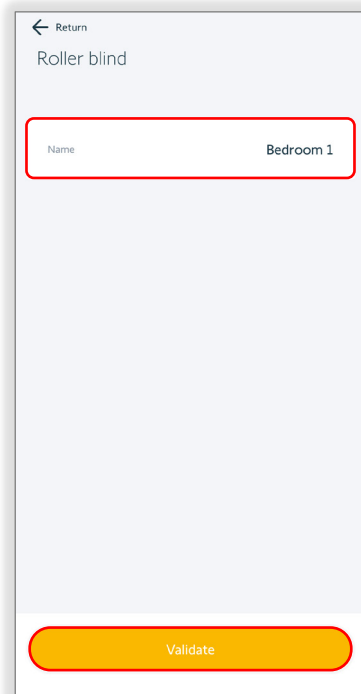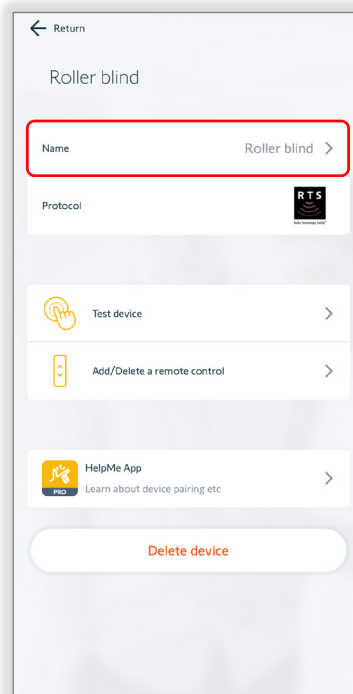   *The device type displays by default.*

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 name and device protocol are displayed and do not require adjustment.*

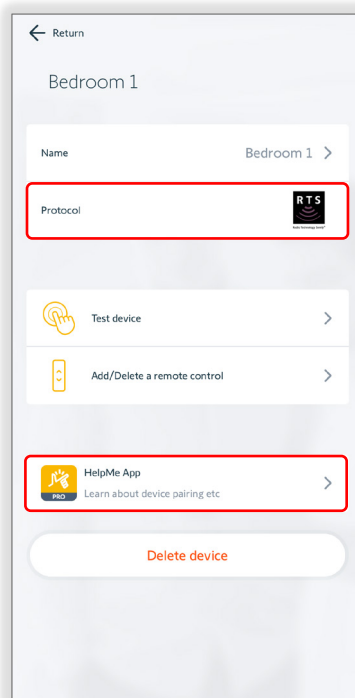*Examples: Roller, cord lift, tilt only motors, or drapery motors*

### Protocol
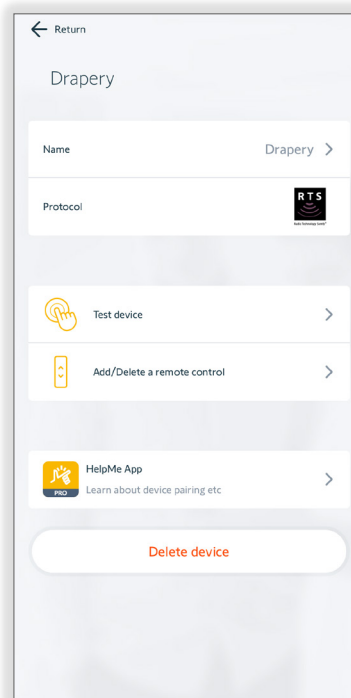The device protocol is displayed

### 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*

## 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 adjustments require adjustment from the control device.*

2. SELECT the following to test:

   **Open / On**
   PRESS to move the motor to the up limit or to turn on the plug

   **STOP**
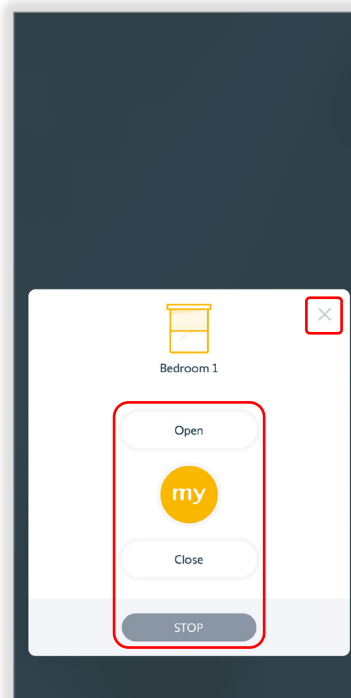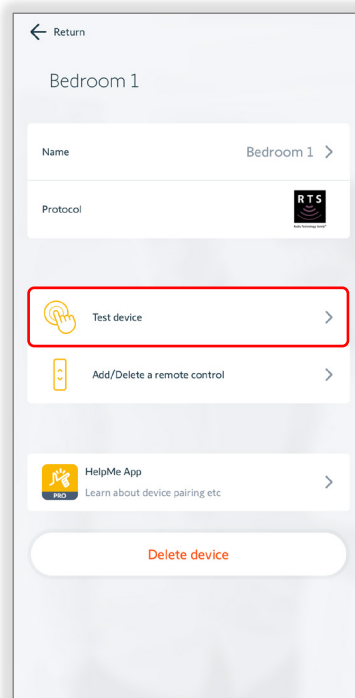   PRESS to stop motor movements

   **my**
   PRESS to move the motor to a saved favorite position

   **Close / Off**
   PRESS to move the motor to the down limit or to turn off the plug

3. SELECT the X icon to close the Testing screen

   *The motor will stop if moving.*

*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 Configuration page

2. SELECT "System info" to open the List of Hubs page

3. SELECT the "+" button to Add a hub
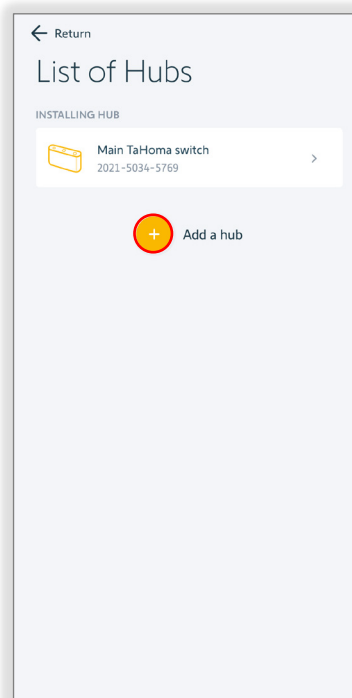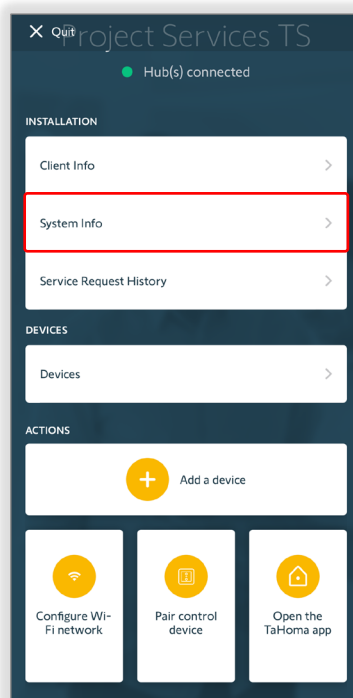
4. SCAN the QR code on the bottom of the TaHoma hub being added

   *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."*

5. SELECT in the Name field and ENTER the desired name of the additional TaHoma switch

6. SELECT "go" on the keyboard

7. WAIT for the Searching process to complete

8. FOLLOW from step 7 of the Register A TaHoma section of this guide
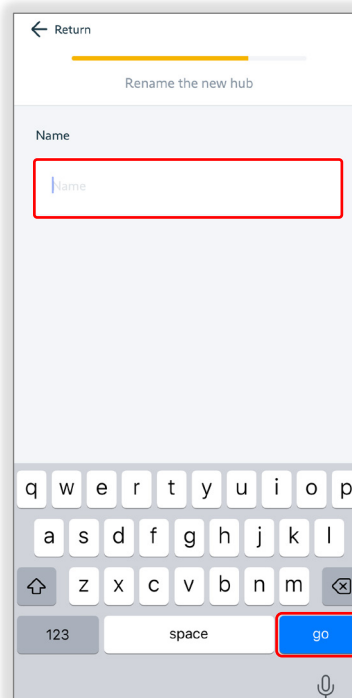
*Once the process of adding a TaHoma switch is complete, NAVIGATE to the TaHoma Configuration page then SELECT "List of Hubs" to access the added switch. REPEAT the process for adding more TaHoma switches to the system.*
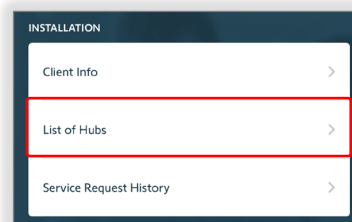
*Access an active TaHoma switch searches for assigned TaHomas by the customer, email address, location, TaHoma PIN-code, or project details.*
*If a TaHoma is not assigned to a dealer, the dealer must request access from the customer to complete the TaHoma configuration.*
*Searching for a TaHoma allows 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.*
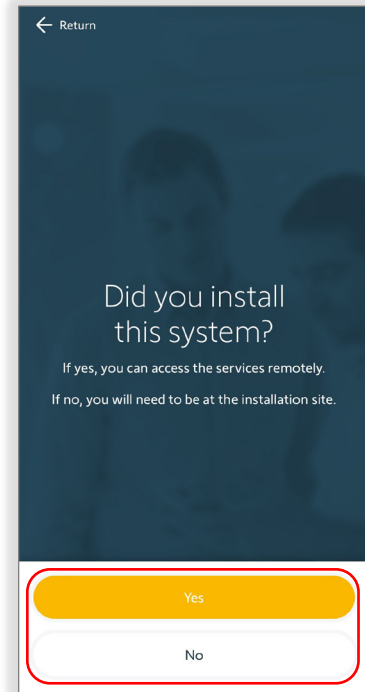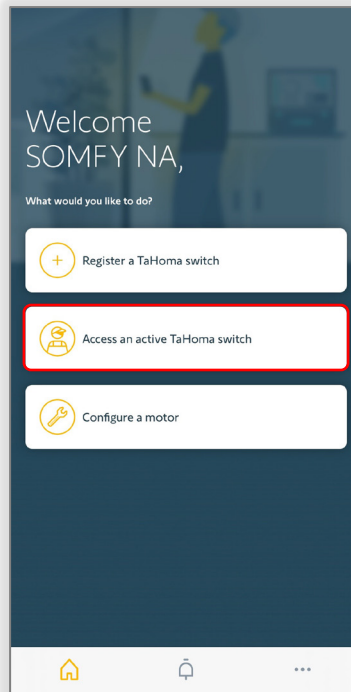
3. ENTER the client details or the TaHoma PIN, then SELECT "search"
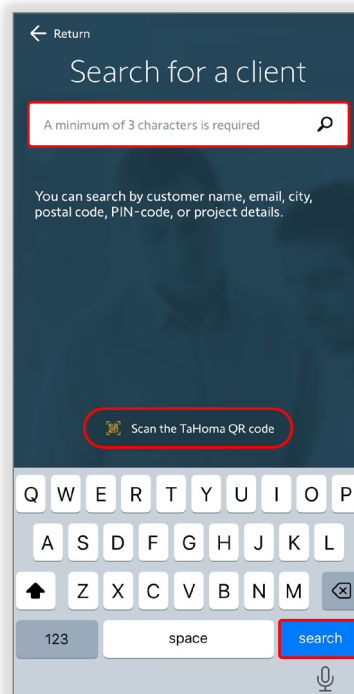
   OR

   SELECT "Scan the TaHoma QR code"

   *NOTE: A list of up to 5 favorite TaHoma units is now available on the Search for a client screen to allow for quicker access to the switch*

4. SCAN the QR code on the bottom of the TaHoma switch

   *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."*

5. 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.*

6. ENTER the customer's email address to request full access to the TaHoma, then SELECT "Send the request"
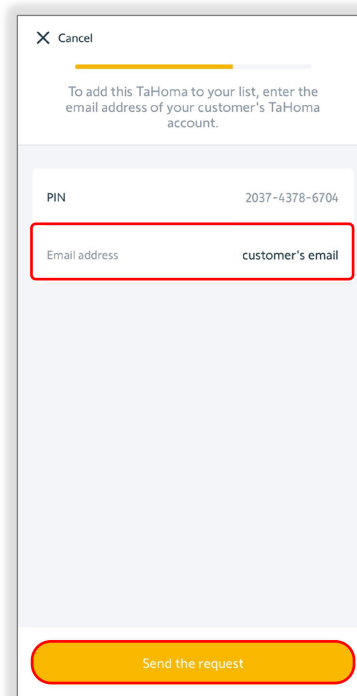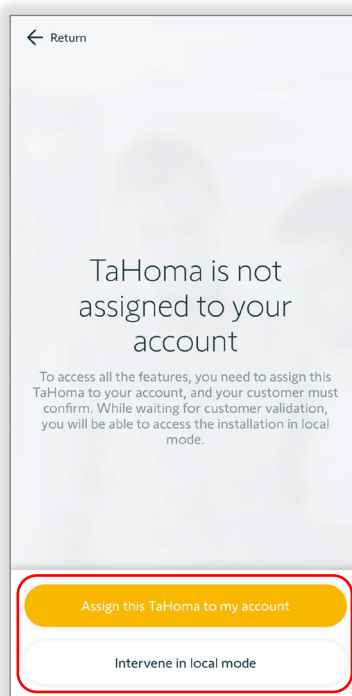
7. SELECT "Service this hub in local mode"

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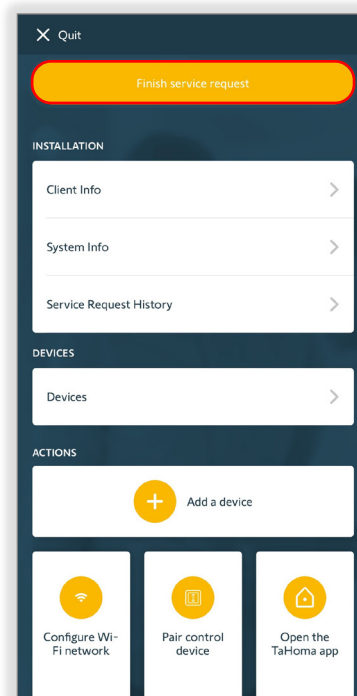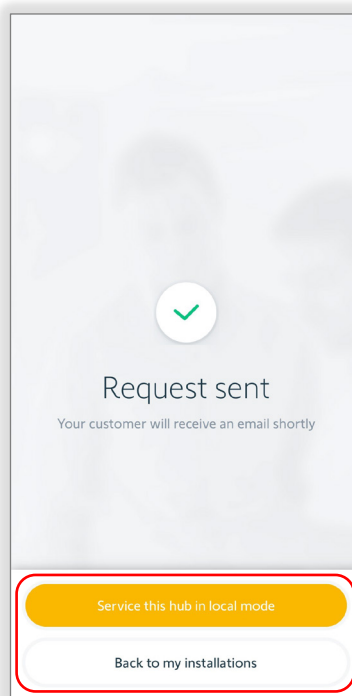
**FOR QUESTIONS OR ASSISTANCE PLEASE CONTACT TECHNICAL SUPPORT:**

(800) 22-SOMFY (76639)
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

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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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