

TaHoma Pro App

User Manual



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Somfy

TaHoma Pro App as a setting tool (Scenario 1)

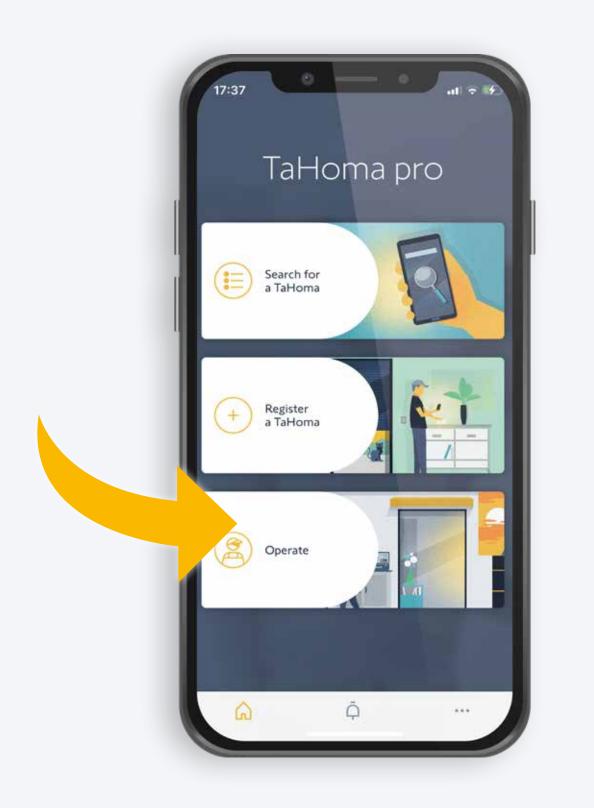


Target group:

Pro customers and installers who want to install and / or add new equipment to TaHoma switch.

Customer Services who guide and advice pro customers in installing new equipment to TaHoma switch.

Connecting equipment with the TaHoma® Pro app as a setting tool

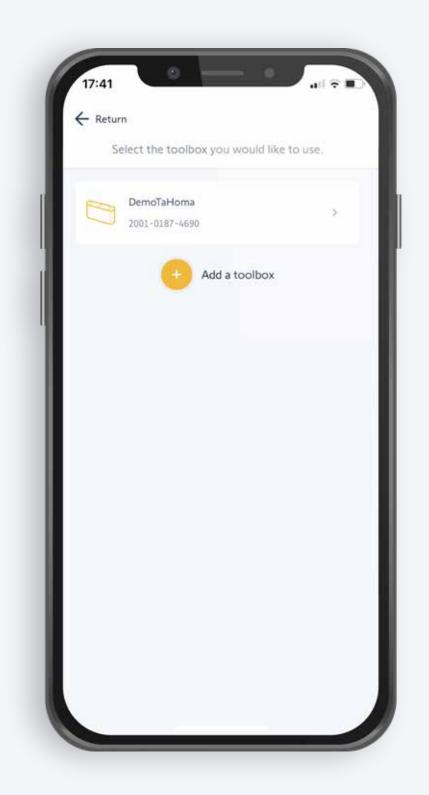


A cancel Conces your customer have a TaHoma?

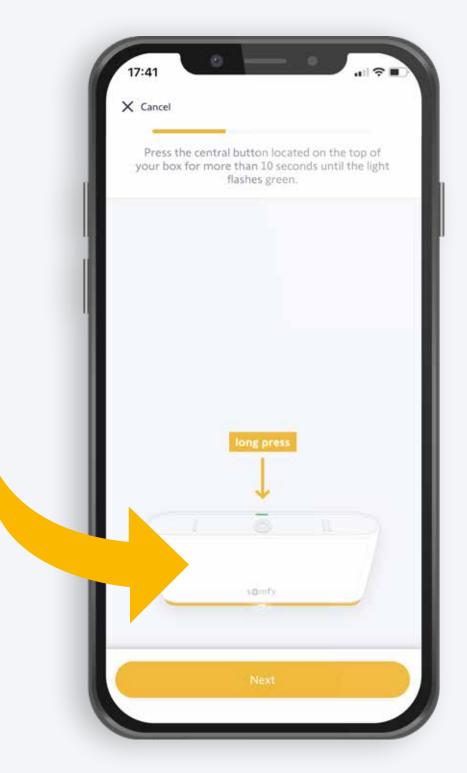
1. Open the TaHoma® Pro app and choose «Operate» 2. Select «No» if you want to use your own TaHoma as a setting tool

Activate TaHoma

Selecting and activating your TaHoma



3. Select your TaHoma®



4. Activate the dedicated Wi-Fi network of your TaHoma:

Tap and hold the central button for 10 seconds

- After 7 seconds a blue LED light starts to blink, a
 - green LED blinks after 10 seconds
- Confirm by tapping «Next»

Connect your smartphone with the TaHoma network

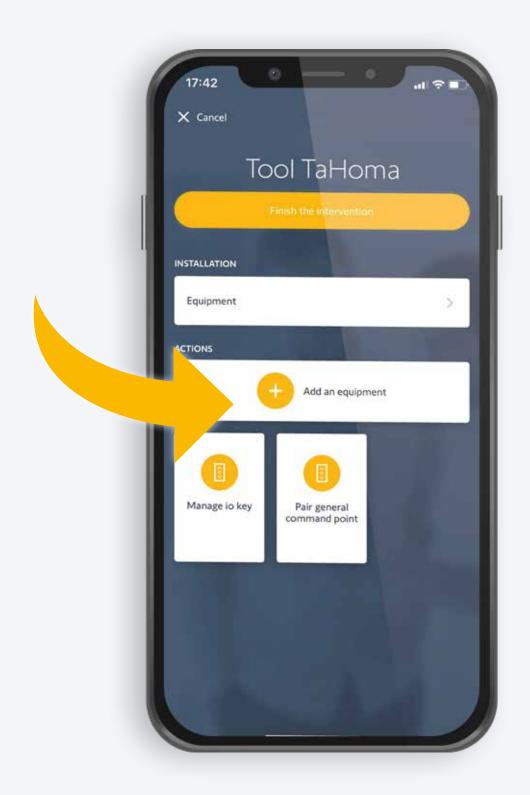


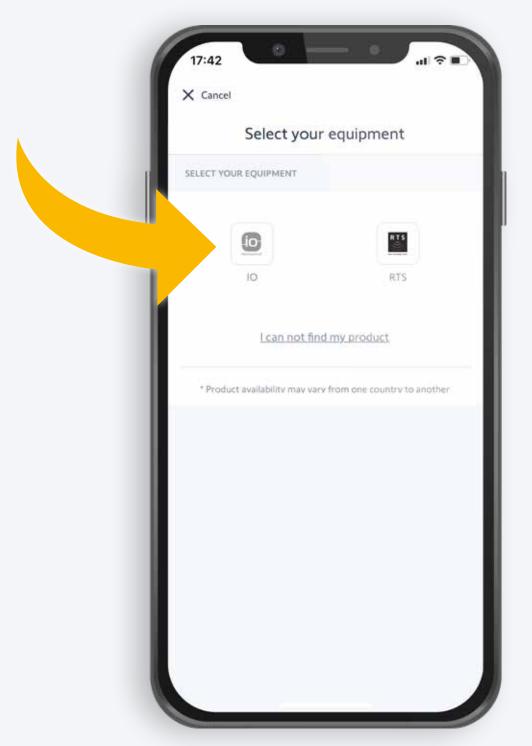
5. Connect with your TaHoma's Wi-Fi network

6. Intervention pop-up

- To finish setting up, tap on «Finish the intervention» to remove the temporary io key
- Tap on «I understand»

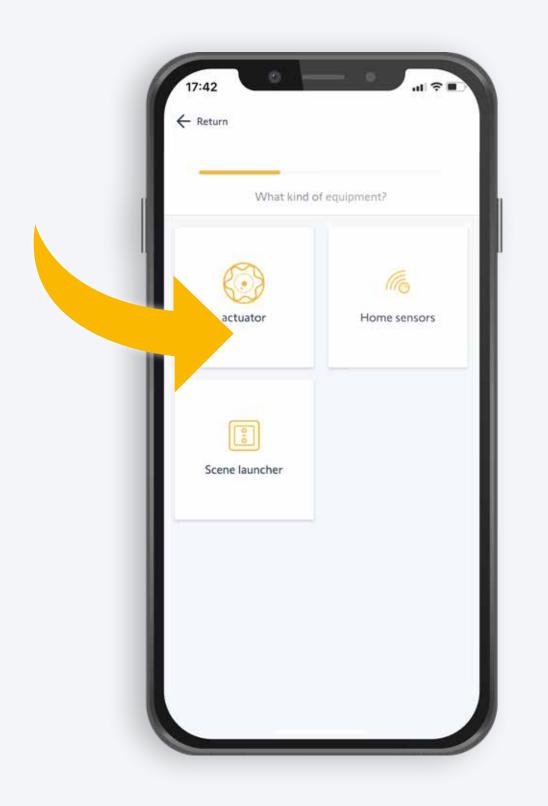
Connecting new equipment



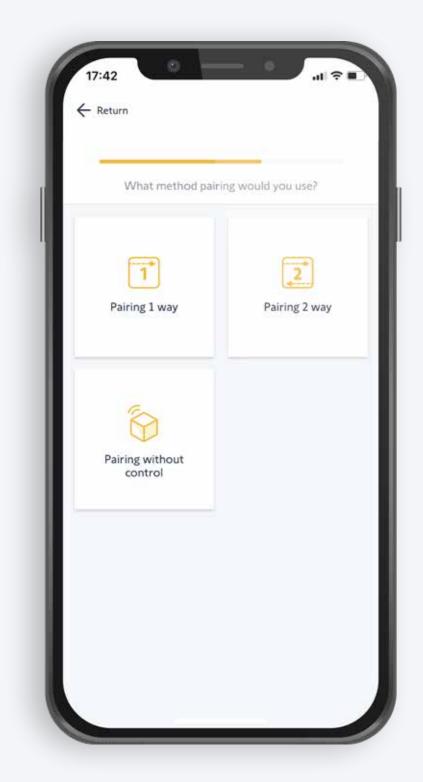


7. Select «Add an equipment»

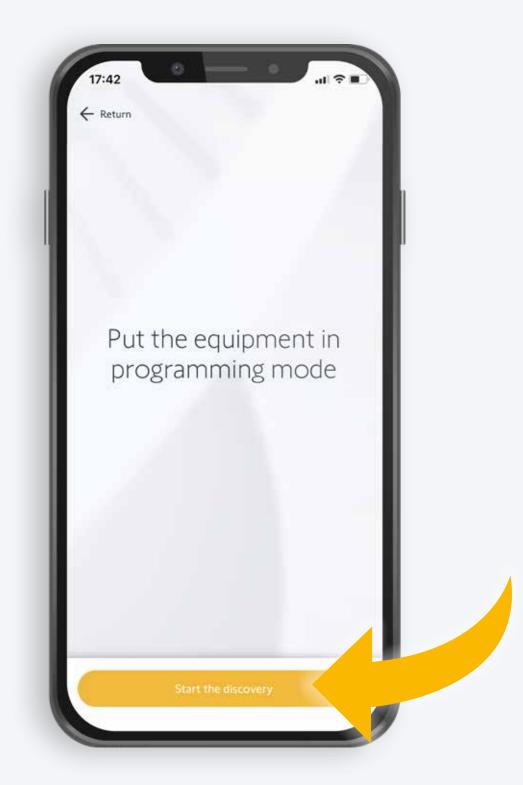
8. Select the «io» technology



 9. Select an actuator, a sensor or a scene launcher.
 In the image, an actuator has been selected.



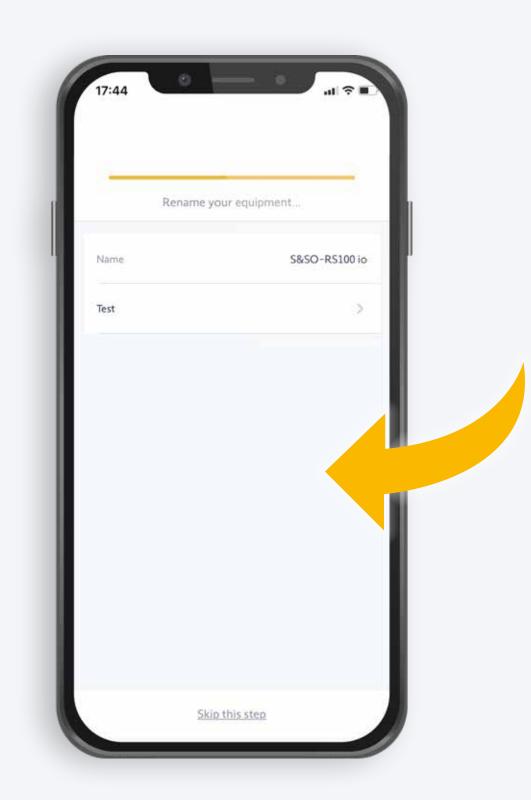
10. Tap the desired pairing mode; indicate if the motor is programmed with a 1-way or a 2-way transmitter, or if it is still in factory mode





11. Set your equipment in programming mode and let the app discover it

12. The app shows the equipment that was discovered



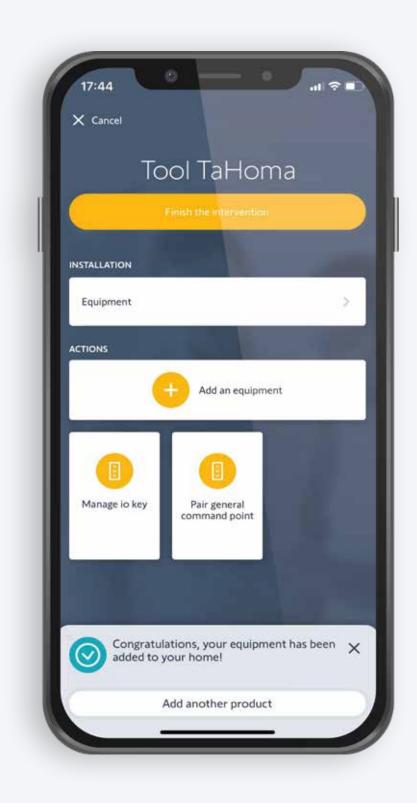
<complex-block>

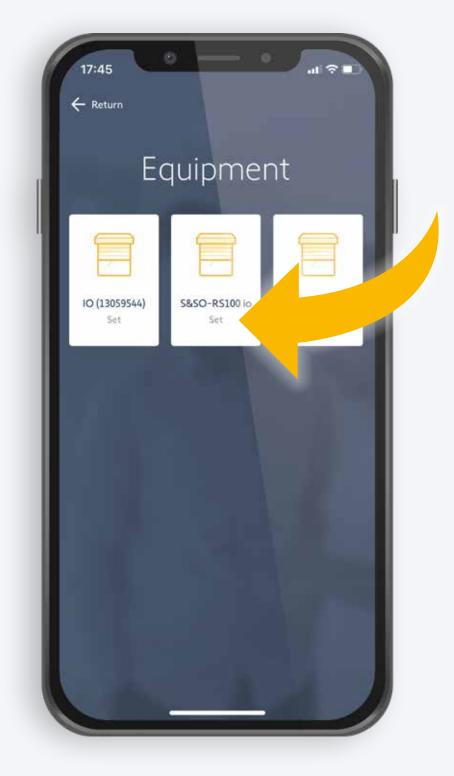
13. Rename the equipment and confirm, or skip this step

14. The equipment was successfully added to your home

Setting the motor

Setting the motor





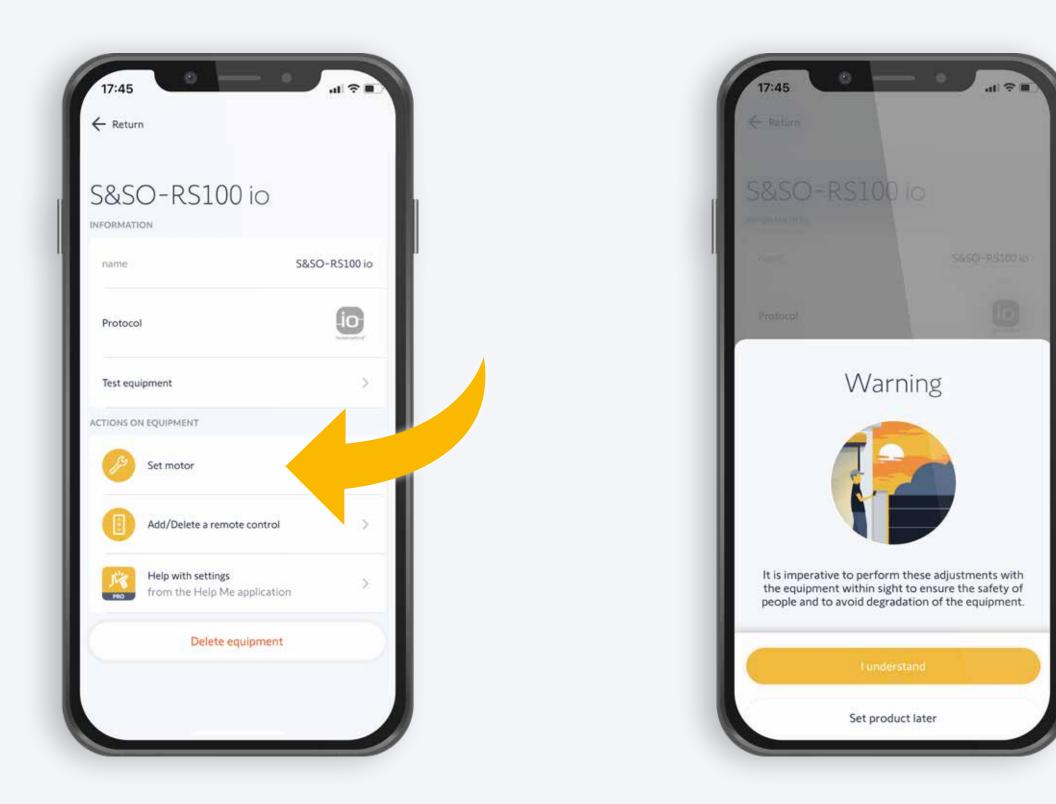
14. The equipment was successfully added to your home

15. In the app, go to the equipment and select the right motor

Please note: the RS100 io motor has been pre-selected (as indicated by the white background)

• Motors that are not selected have a dark background

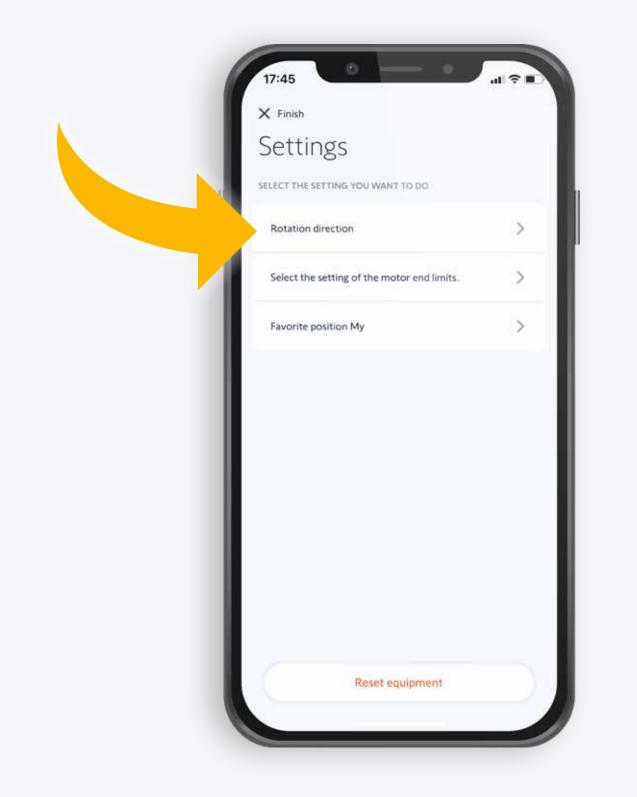
Setting the motor



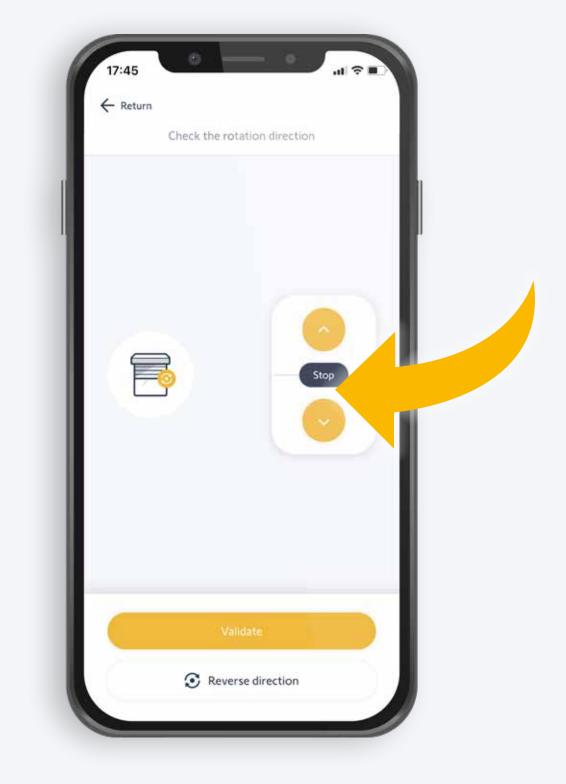
16. Select «Set motor»

• Warning: it is absolutely necessary to keep an eye on the equipment when you select the motor

Changing the rotation direction

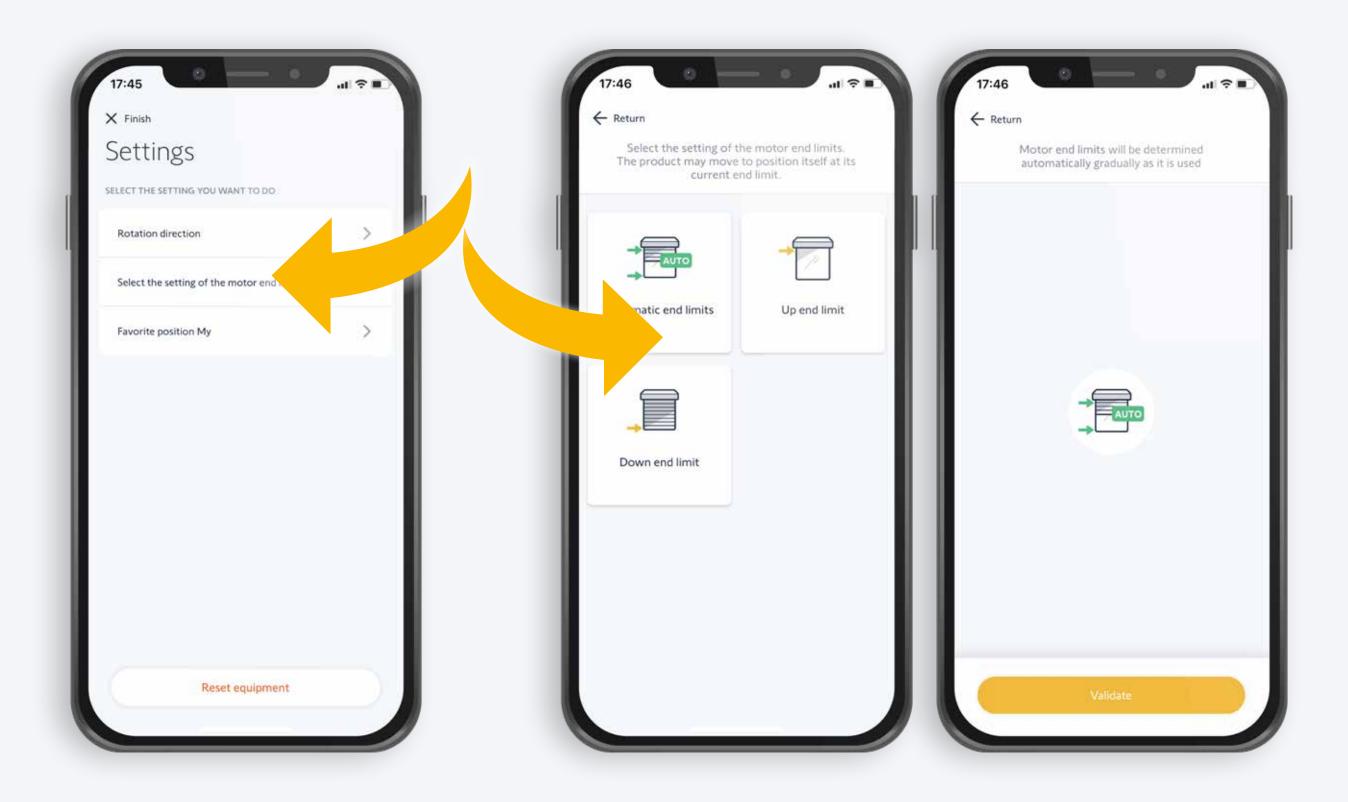


17. Change the rotation direction



- Check the direction with the up/down buttons
- Confirm or reverse the rotation direction
- If you reversed the rotation direction, check it again with the up/down buttons

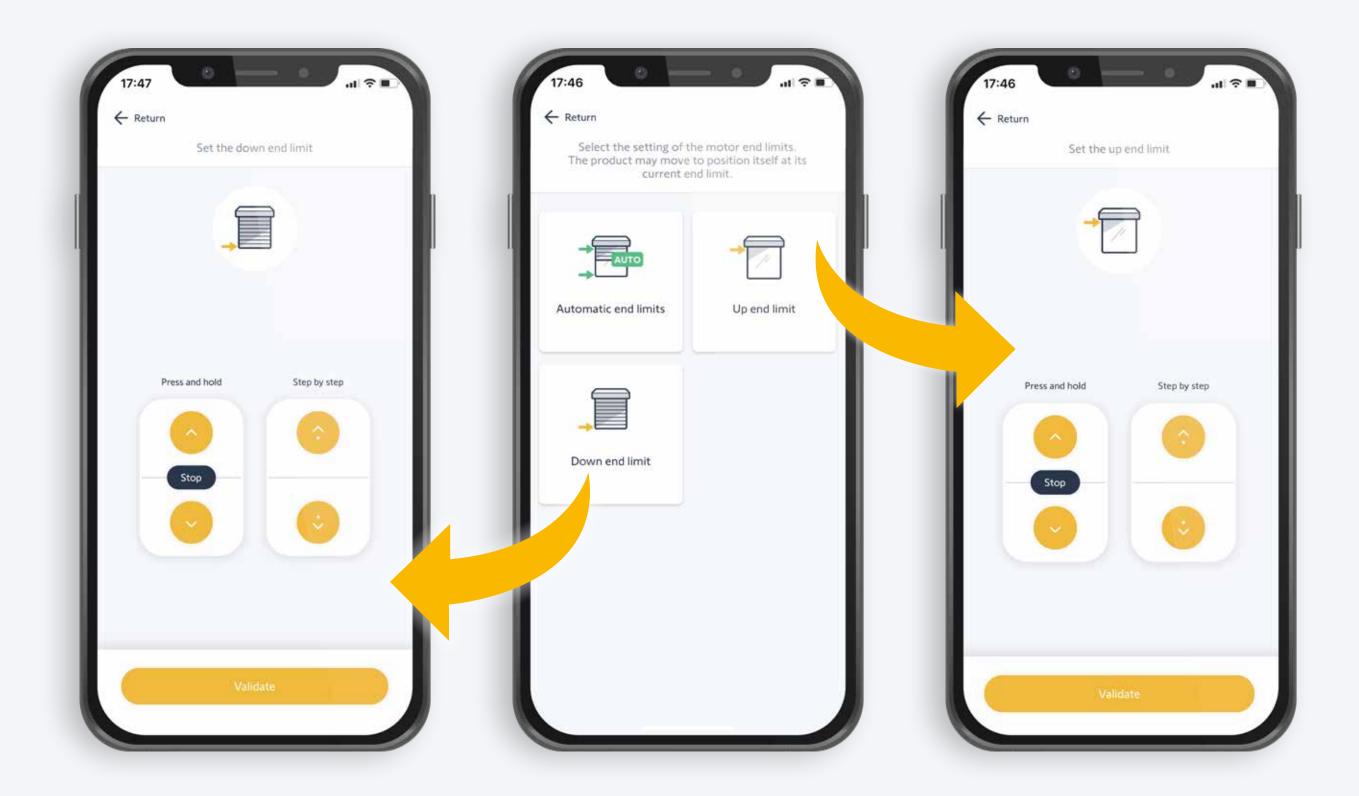
Setting automatic end limits



18. Set automatic end limits

- Choose the desired configuration
- • Confirm the configuration

Setting fixed end limits



19. Set fixed end limits

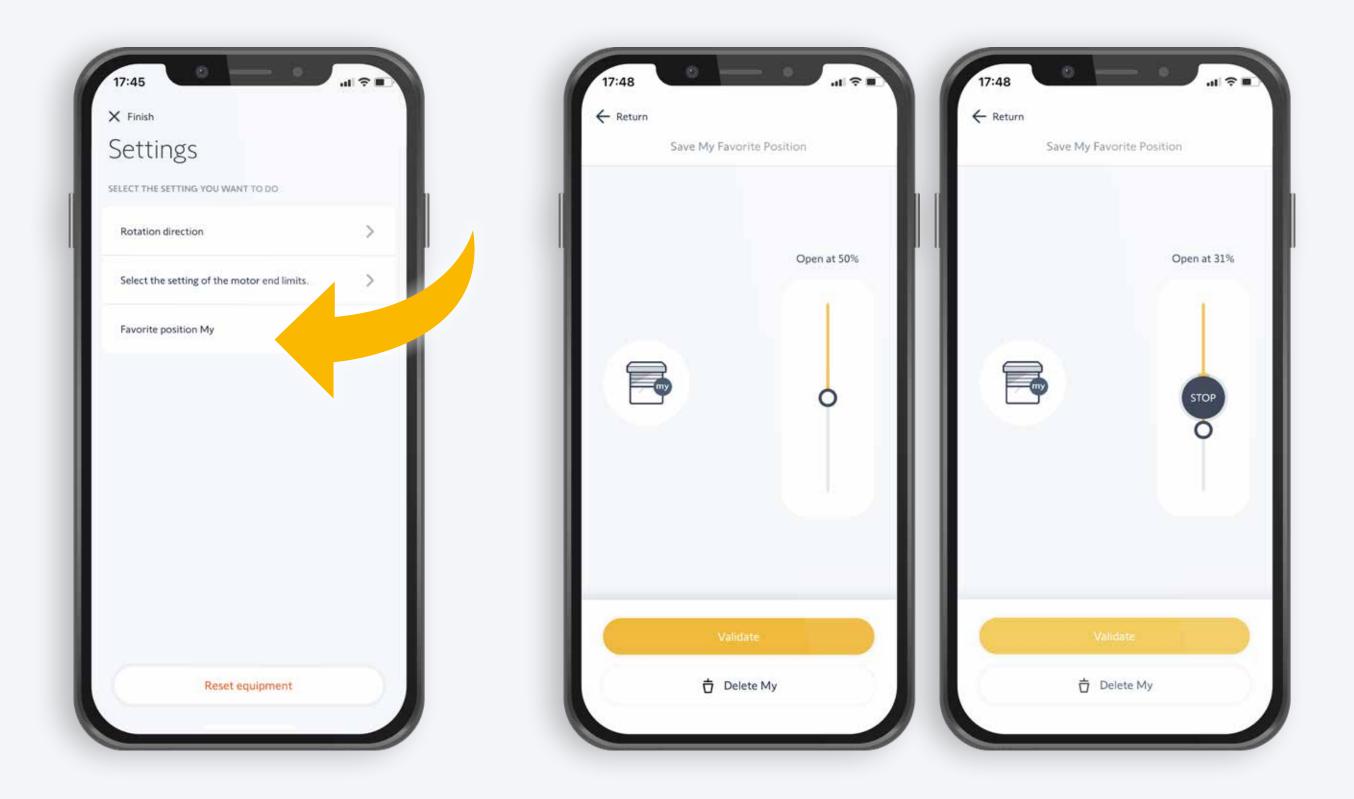
Lower end limit

- Tap on «Down end limit»
- Set the desired lower end limit for the equipment
- Confirm the end limit

Upper end limit

- Tap on «Up end limit»
- Set the desired upper end limit for the equipment
- Confirm the end limit

Setting your favourite position with «My»

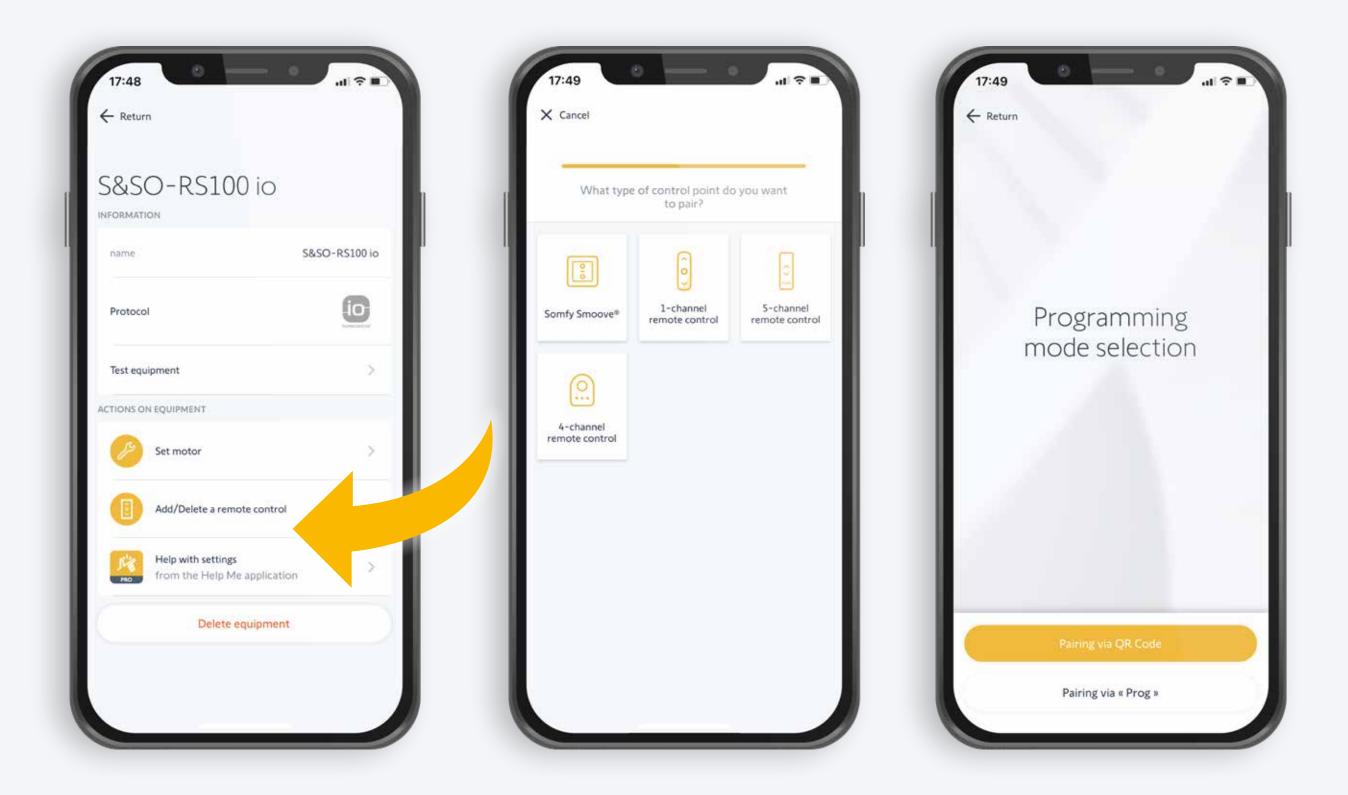


20. Setting your favourite position with «My»

• Set the desired «My» position for the equipment and confirm

Pairing a remote control

Pairing a remote control



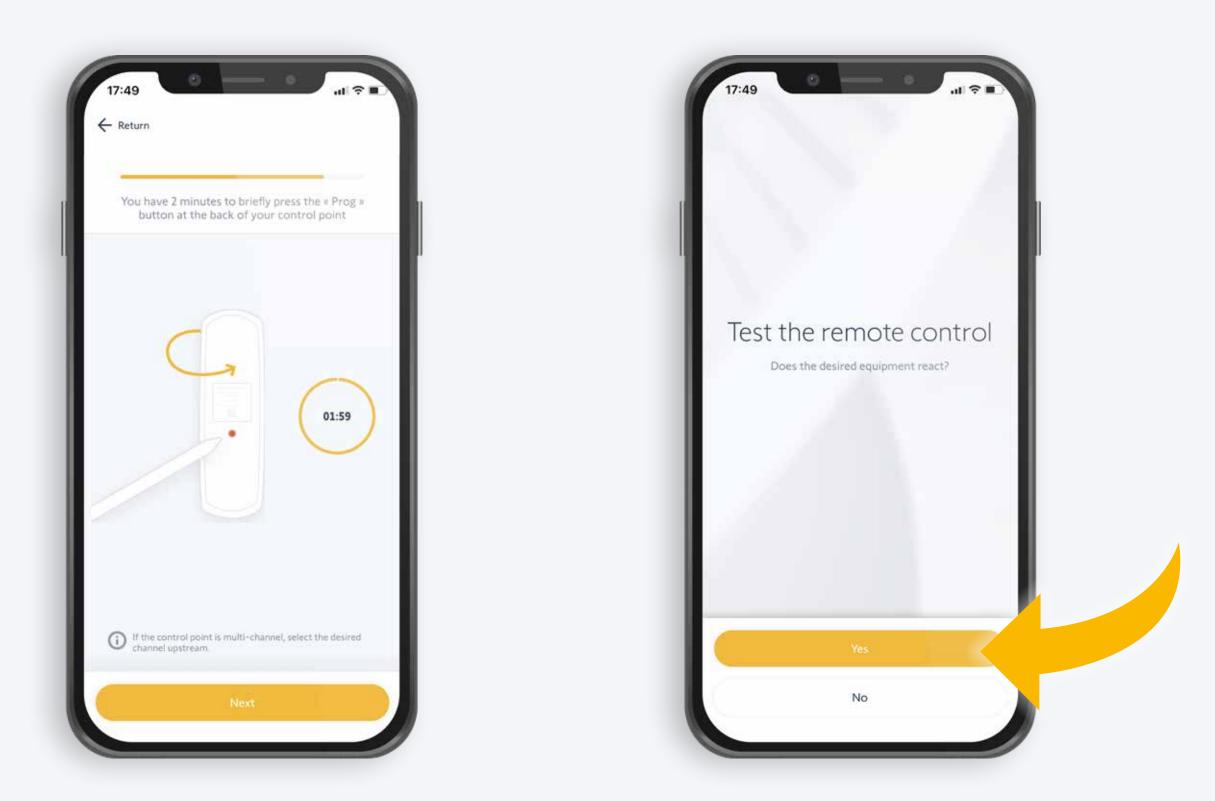
21. Pair a remote control

- Select «Add/Delete a remote contol»
- Select the programming mode
 - 1. Pair with QR Code or
 - 2. Pair with «Prog» button

*Note the RTS remote controls cannot be paired with

the QR code, but with the Prog button only

Pairing a remote control



22. You have 2 minutes to pair the remote control

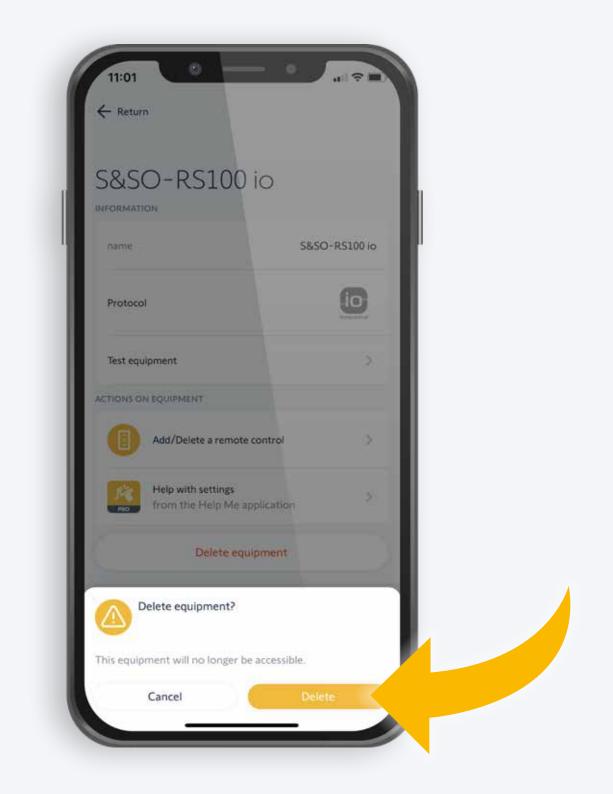
• Test if the remote control works: yes, or no

Removing a motor

Removing a motor

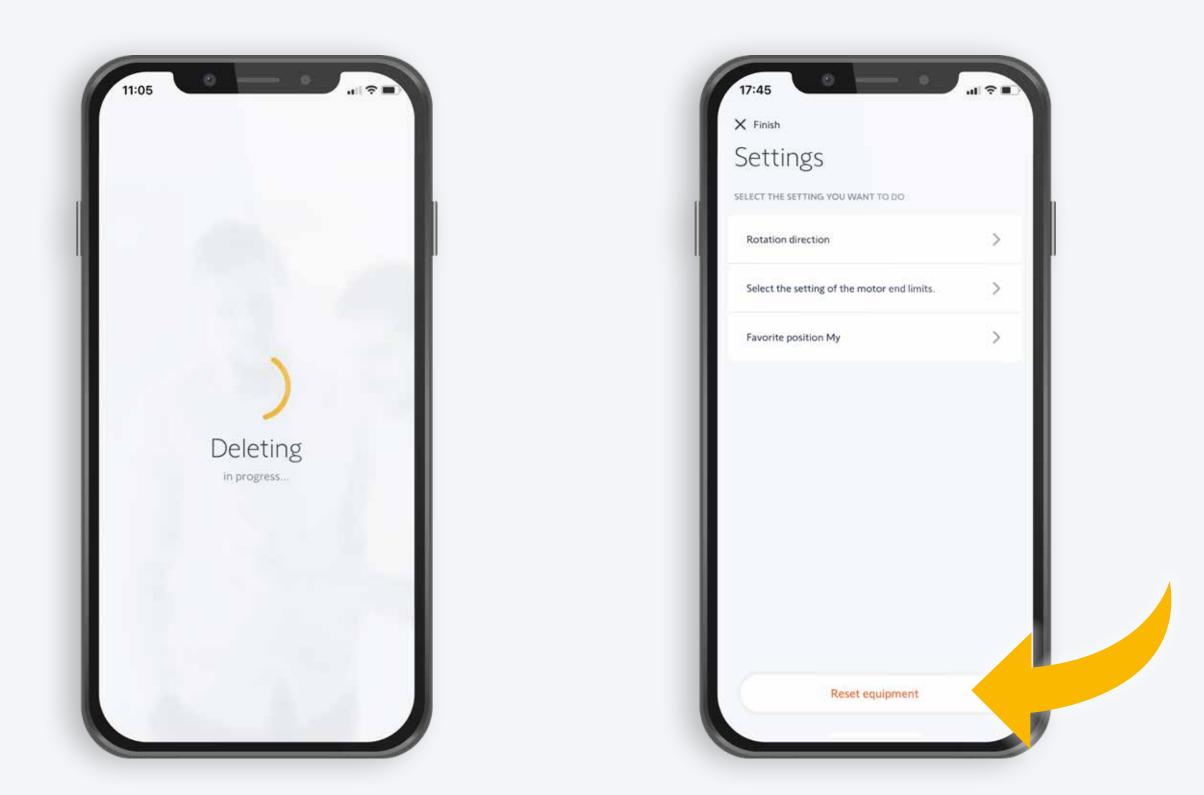
11:0 ← Ret 5&5		
INFC		S&SO-RS100 io
Proto Test e	quipment	
	ON EQUIPMENT	>
	Help with settings from the Help Me application	*
	Delete equipment	

23. Once you have finished customising your TaHoma, you must remove the motor from the TaHoma. If the motor is not removed, it can block future intervention efforts. The motor will then remain and can only be removed by resetting your TaHoma



- Select the motor you want to delete
- Tap «Delete equipment» and the motor will be removed from the TaHoma

Removing a motor



24. Removal is in progress; once finished, the motor is removed



Somfy

Connecting equipment with an existing TaHoma

(Scenario 2)

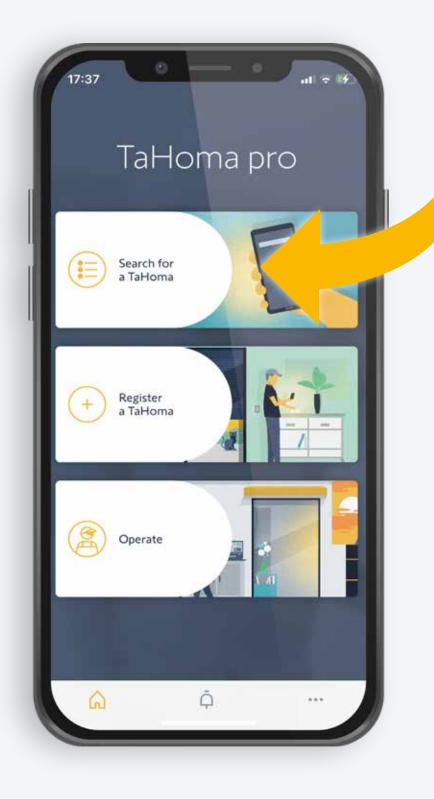


Target group:

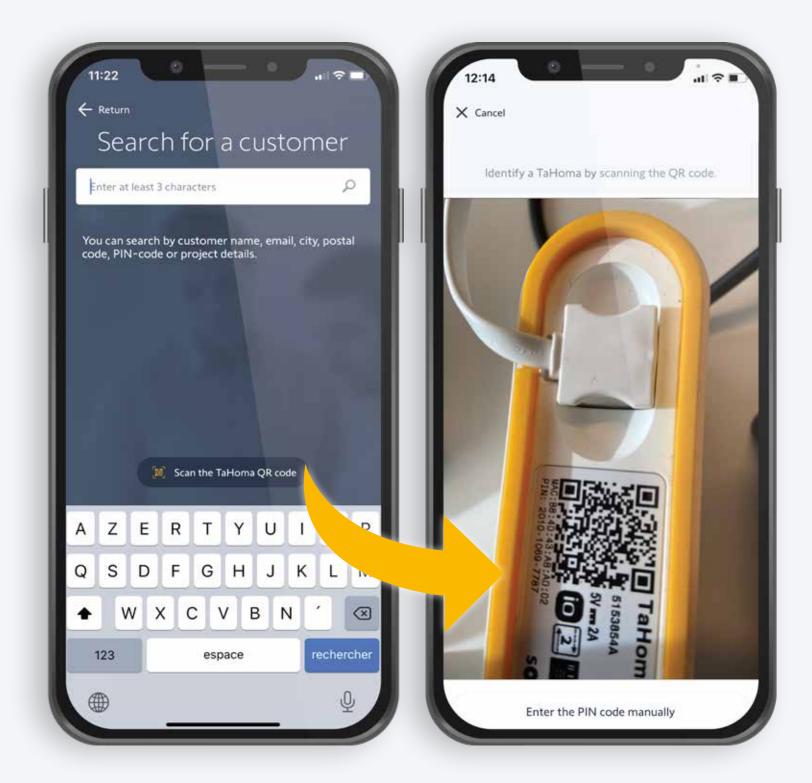
Pro customers and installers who want to connect new equipment with the TaHoma Switch of the end user. The TaHoma Switch is registered and connected to the internet.

Customer service staff who guide and advise Pro customers with connecting new equipment with the TaHoma Switch of the end user.

The end user's TaHoma Switch is registered and connected with the Internet



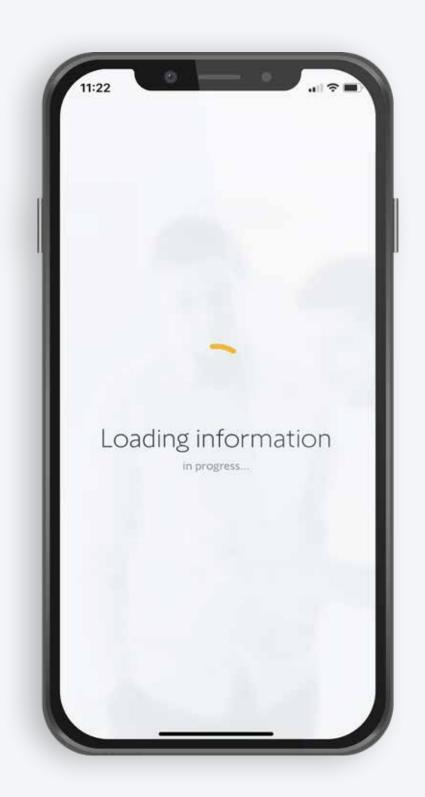
1.Open the TaHoma Pro app and tap «Search for a TaHoma»

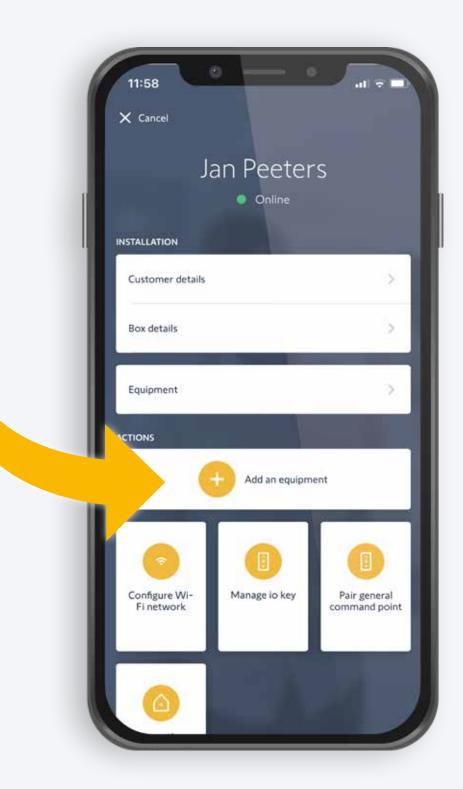


2. To search for the customer's TaHoma, select «Customer Name» or «Scan the TaHoma QR code»

Searching for a customer's TaHoma

Searching for the TaHoma



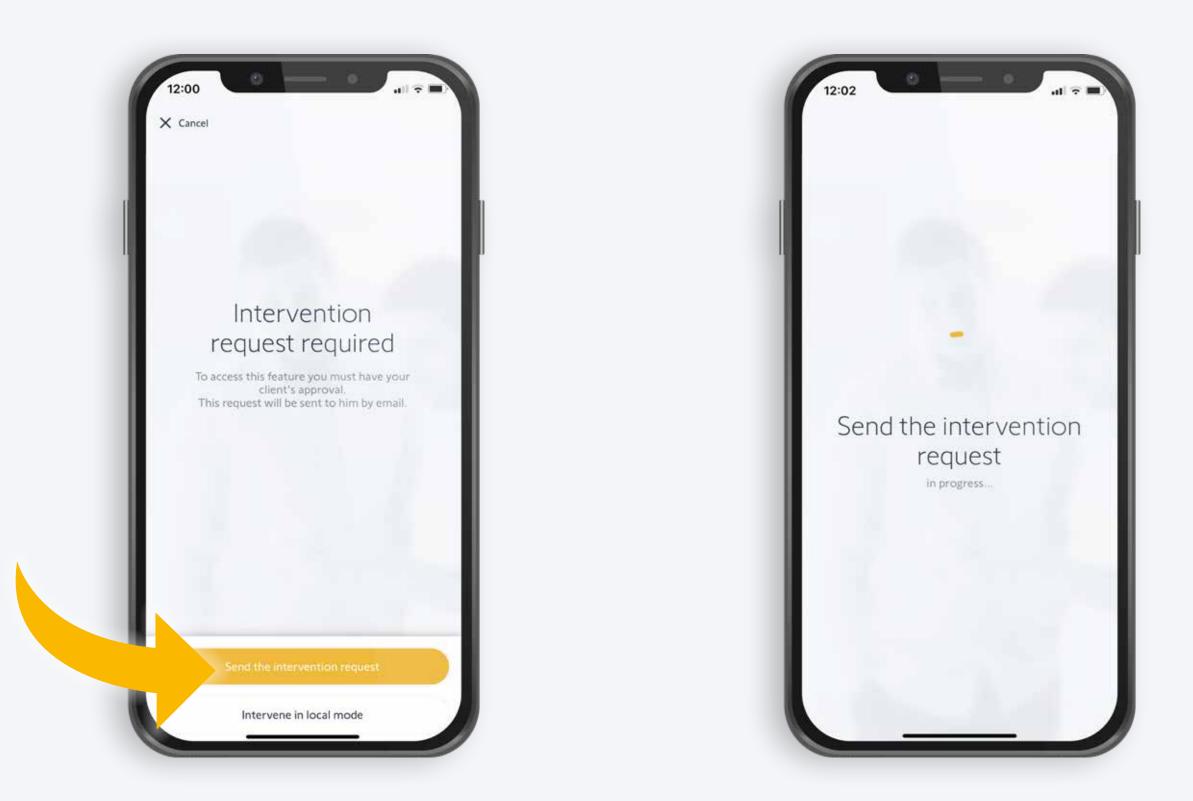


3. Searching in progress

4. Customer's TaHoma is found.

• Tap «Add an equipment»

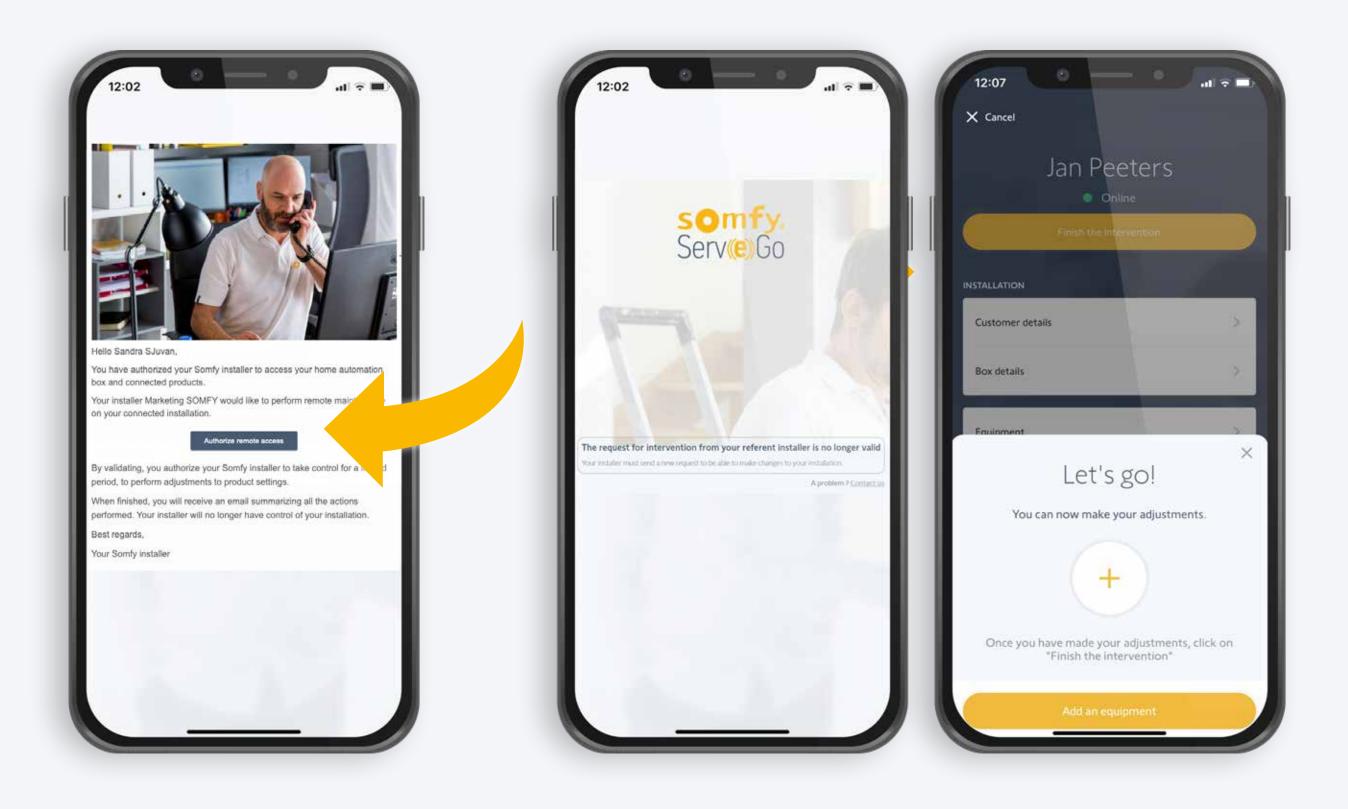
Intervention



5. Send an intervention request to the customer:

- Send the intervention request by email
- Or «Intervene in local mode»
- Tap on «Send the intervention request»

Intervention



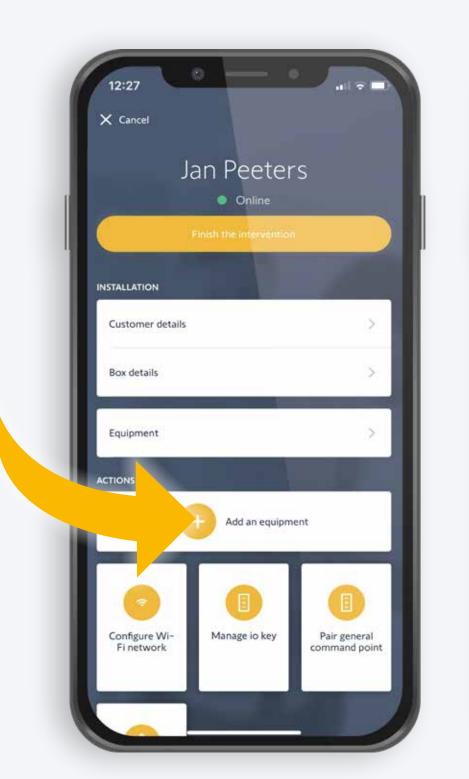
6. The customer receives an email in their TaHoma email account

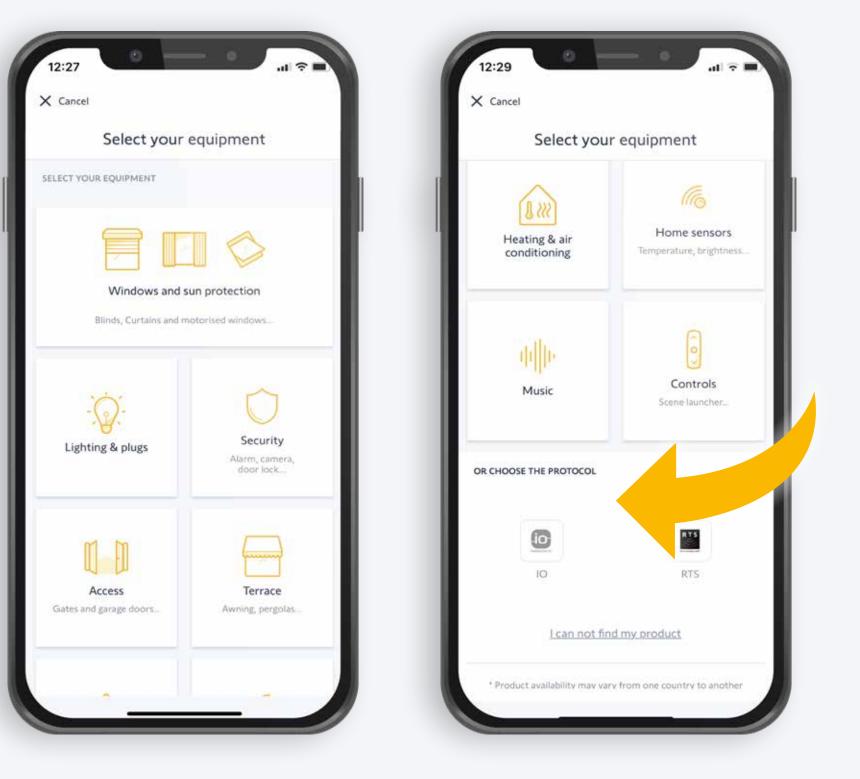
• The customer has to click «Authorize remote access»

7. The installer receives permission on their Pro app to make adjustments.

Connecting new equipment

Connecting new equipment

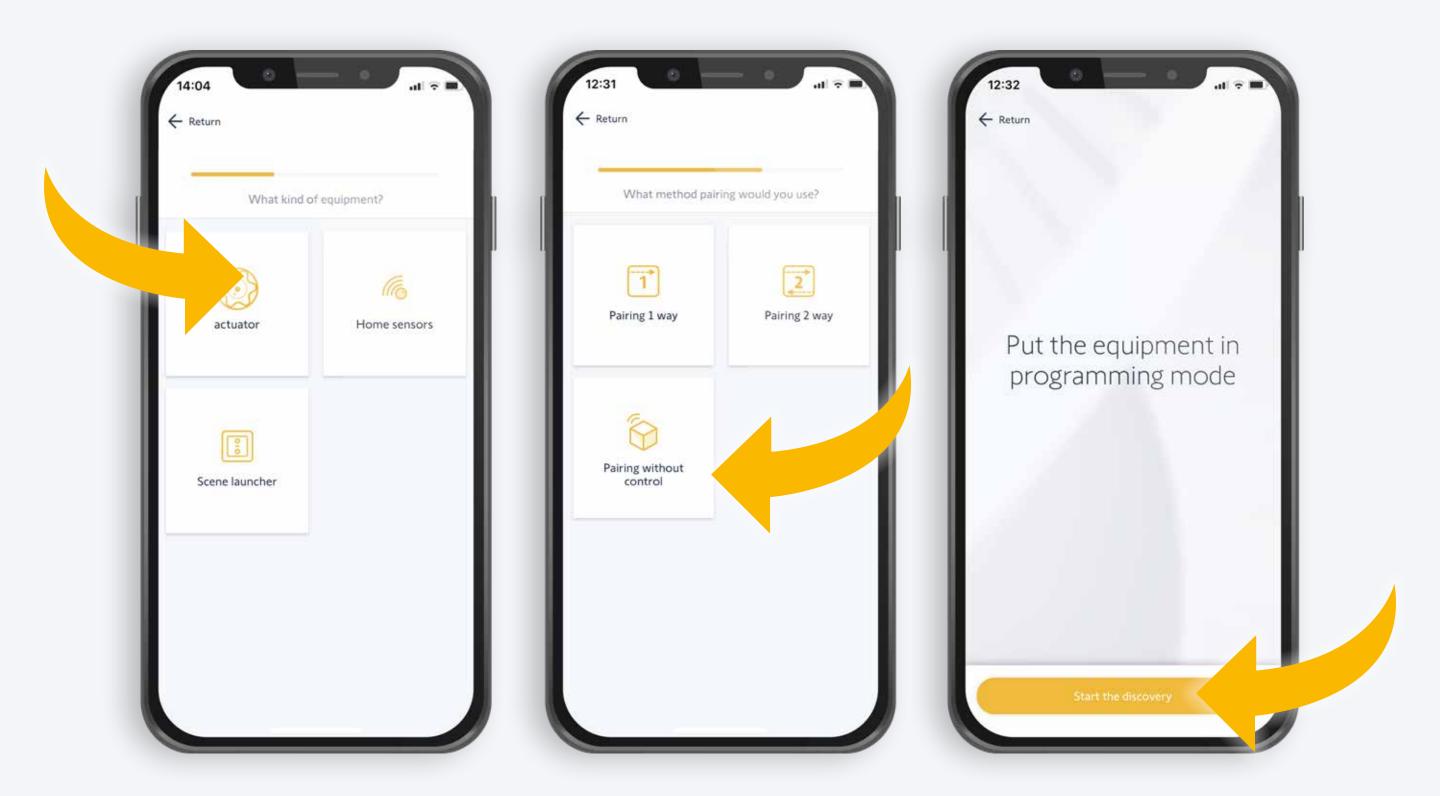




8. Connect new equipment with the customer's TaHoma

- Select the equipment if it is already set up
- or scroll down and select the «io technology»

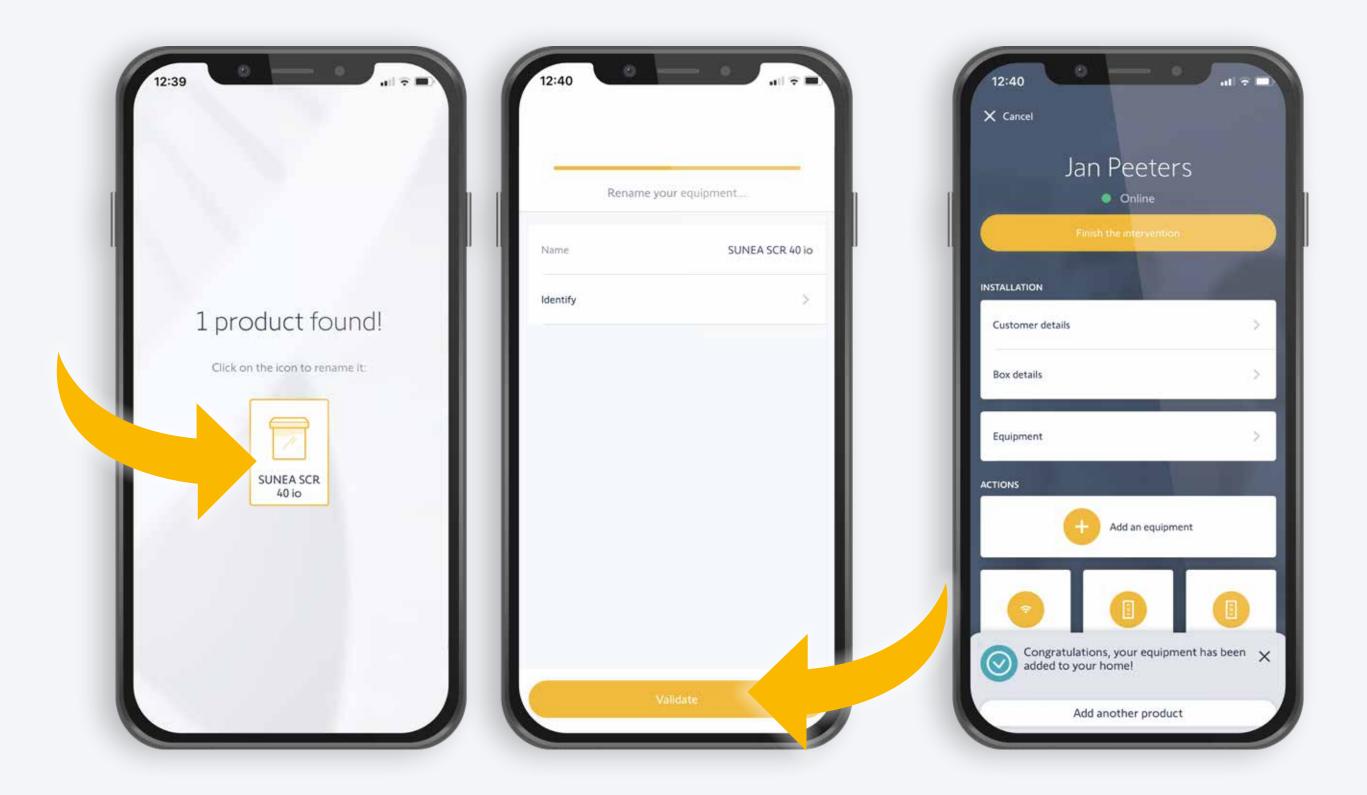
Connecting a new device



- Tap «Add an actuator»
- Tap «Paring without control» to connect a motor that has not yet been paired

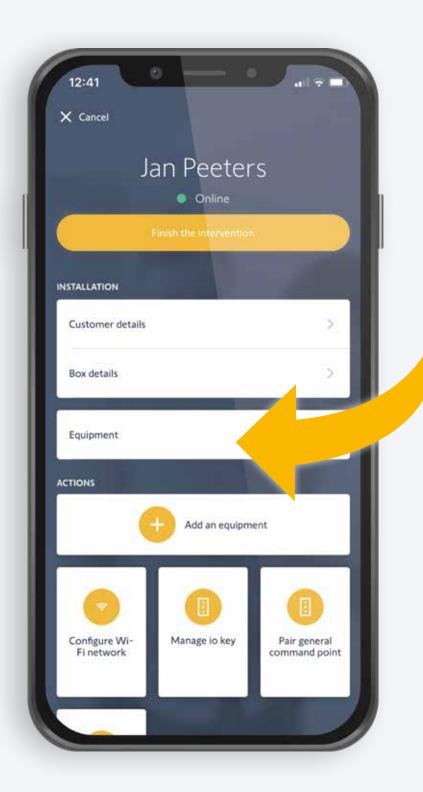
Put the equipment in programming mode:

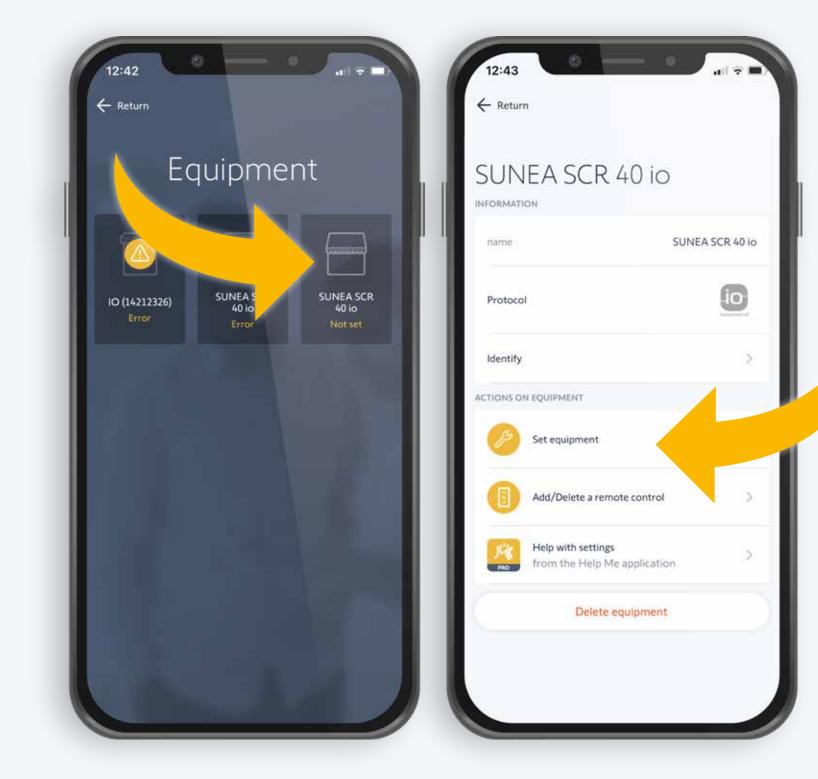
• Engage the motor and tap «Start the discovery»



9. Equipment found: Tap the icon 10. Rename the equipment or confirm

11. The equipment is connected with the TaHoma



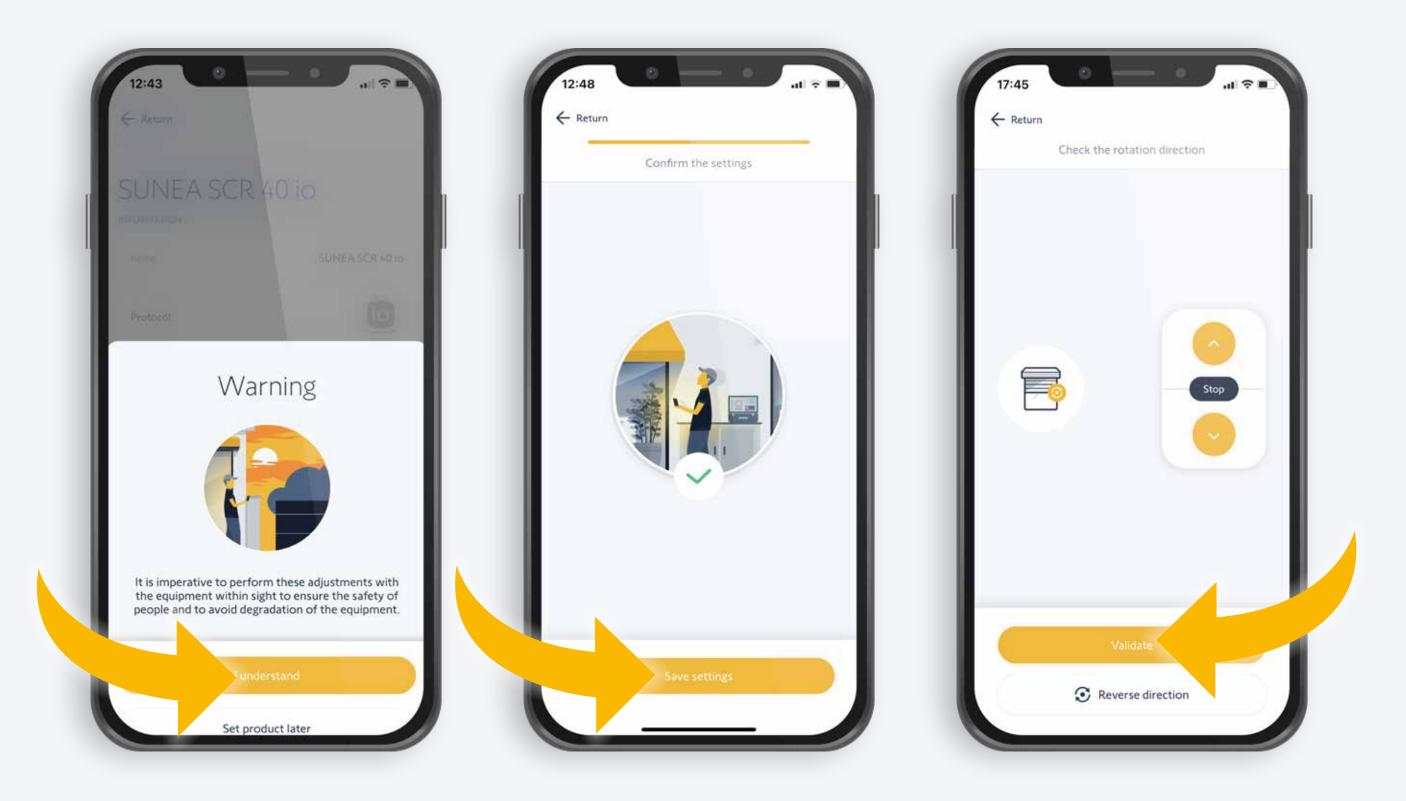


12. Tap «equipment» to set the motor

13. Select the motor you want to set

- Motors that are not selected have a dark back
 - ground, except for the SUNEA SCR 40 io
 - Select «Set equipment»

Setting the rotation direction



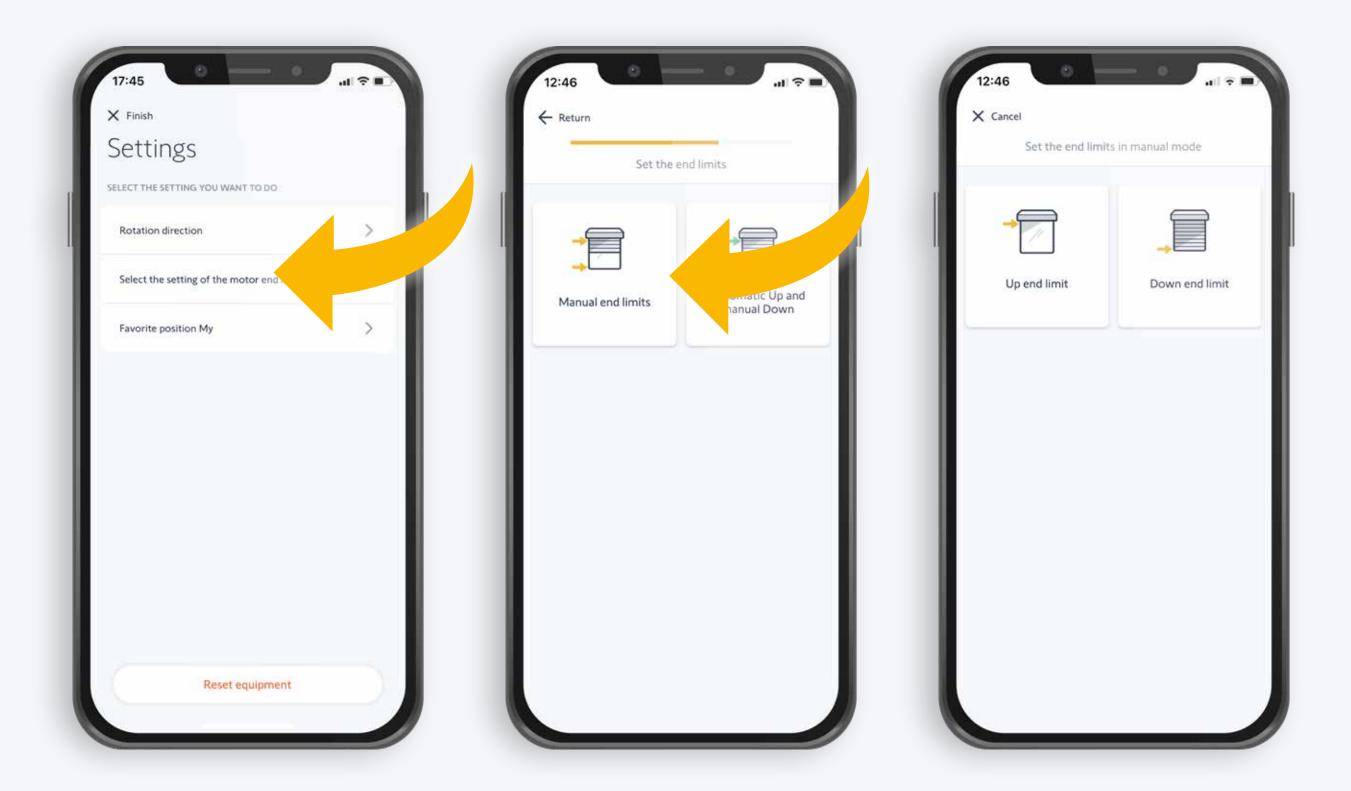
14. Confirm that you are in a location where you can observe the equipment you want to set

15. Save the setting

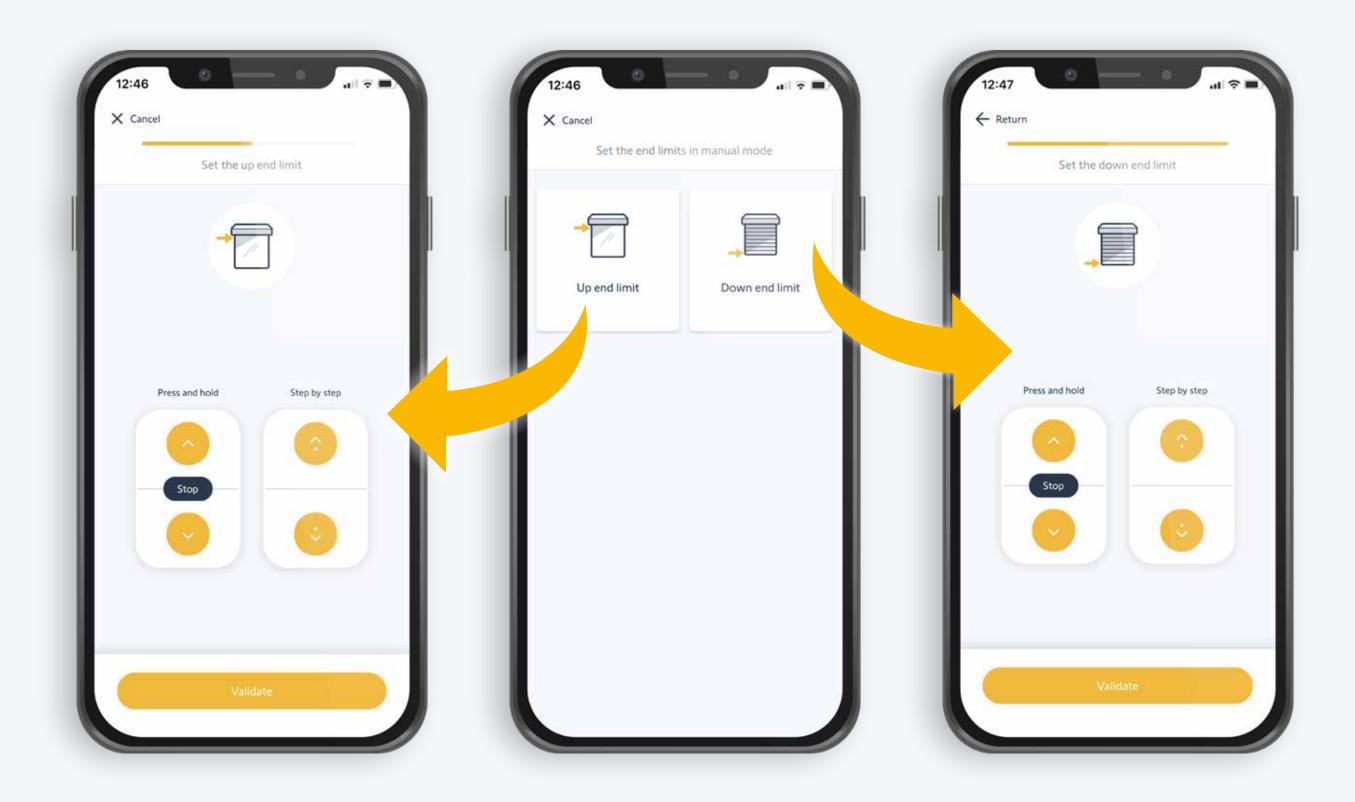
16. Check the rotation direction

Check with the up/down buttons

Confirm or reverse the rotation direction
If you reversed the rotation direction, check it again with the up/down buttons



17. Select the setting mode for this motor and follow the steps



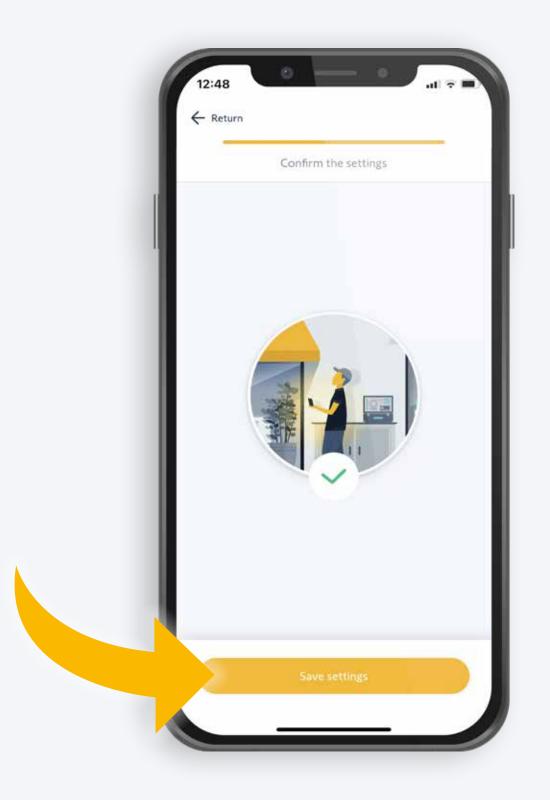
18. Setting fixed end limits

Upper end limit

- Tap «Up end limit»
- Set the desired upper end limit for the equipment
- Confirm your choice by tapping «Validate» this end limit

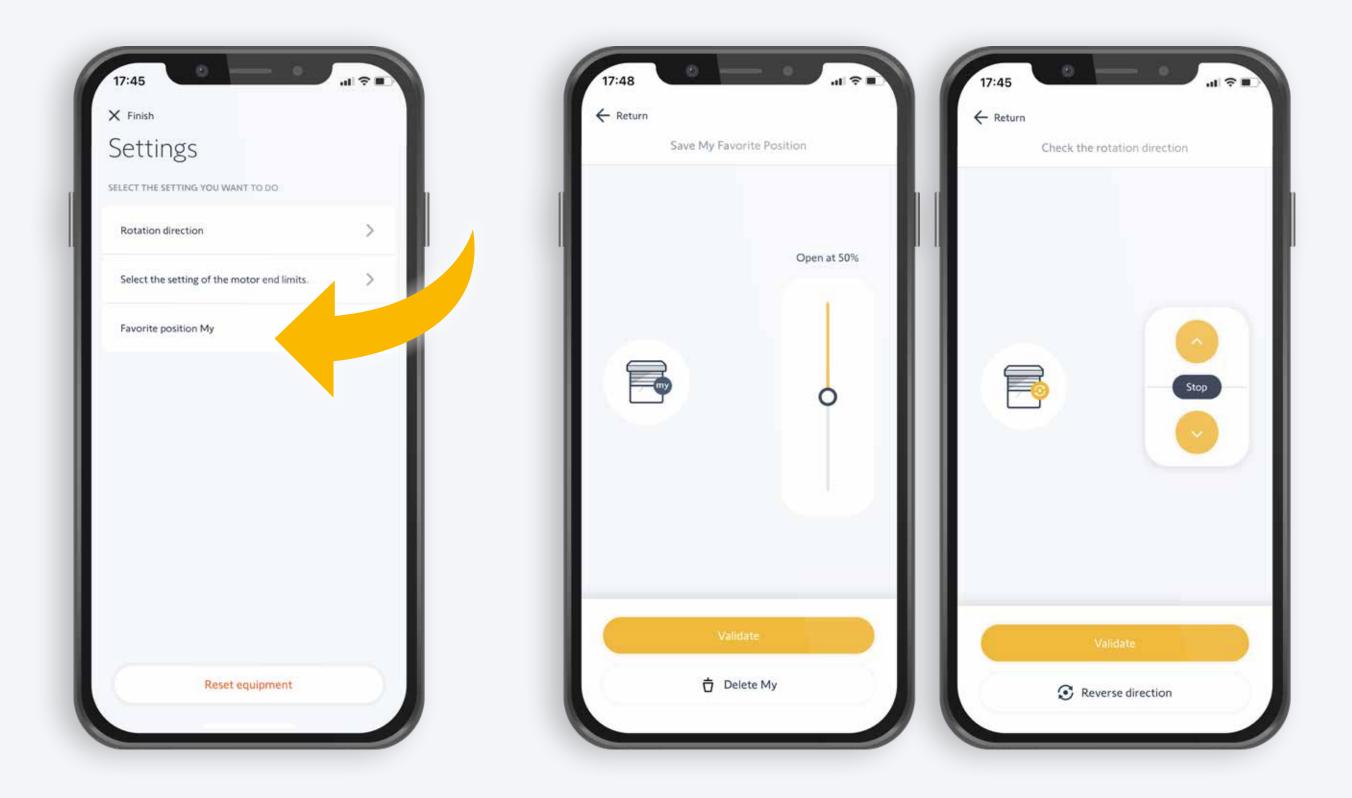
Lower end limit

- Tap «Down end limit»
- Set the desired lower end limit for the equipment
- Confirm your choice by tapping «Validate» this end limit



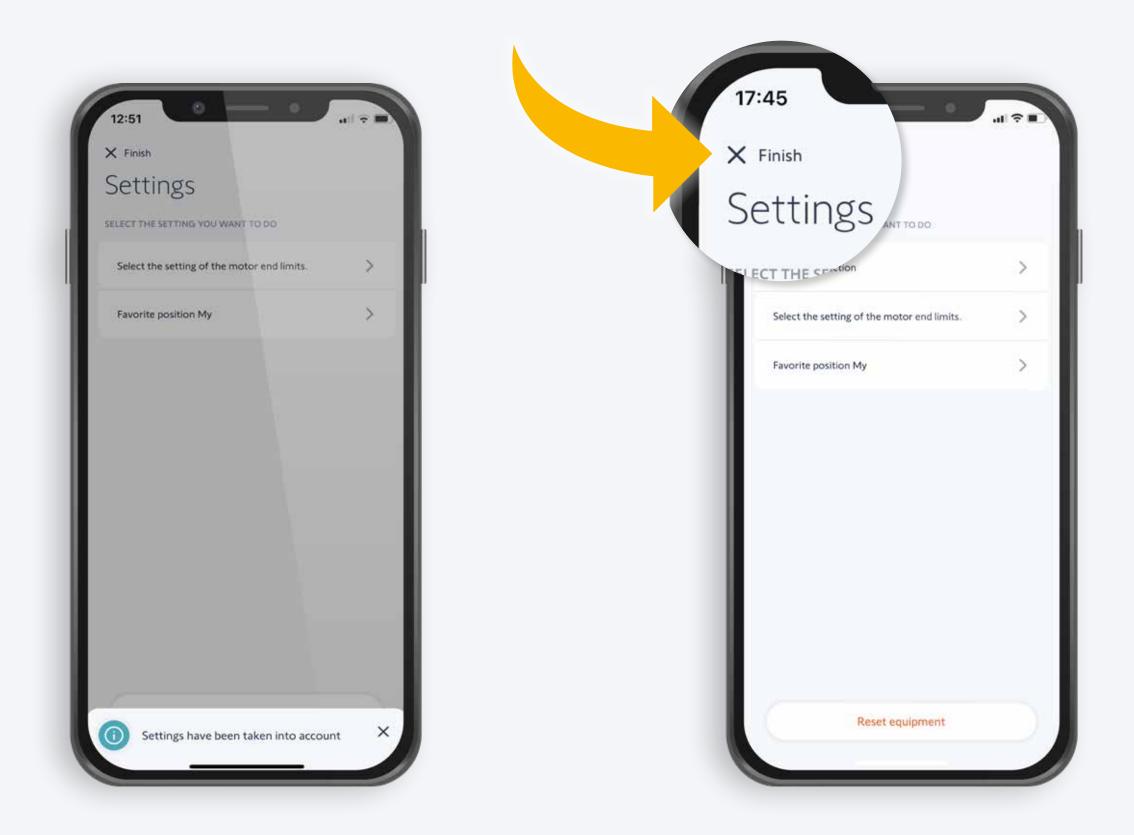
19. Save the setting

Setting your favourite position with «My»

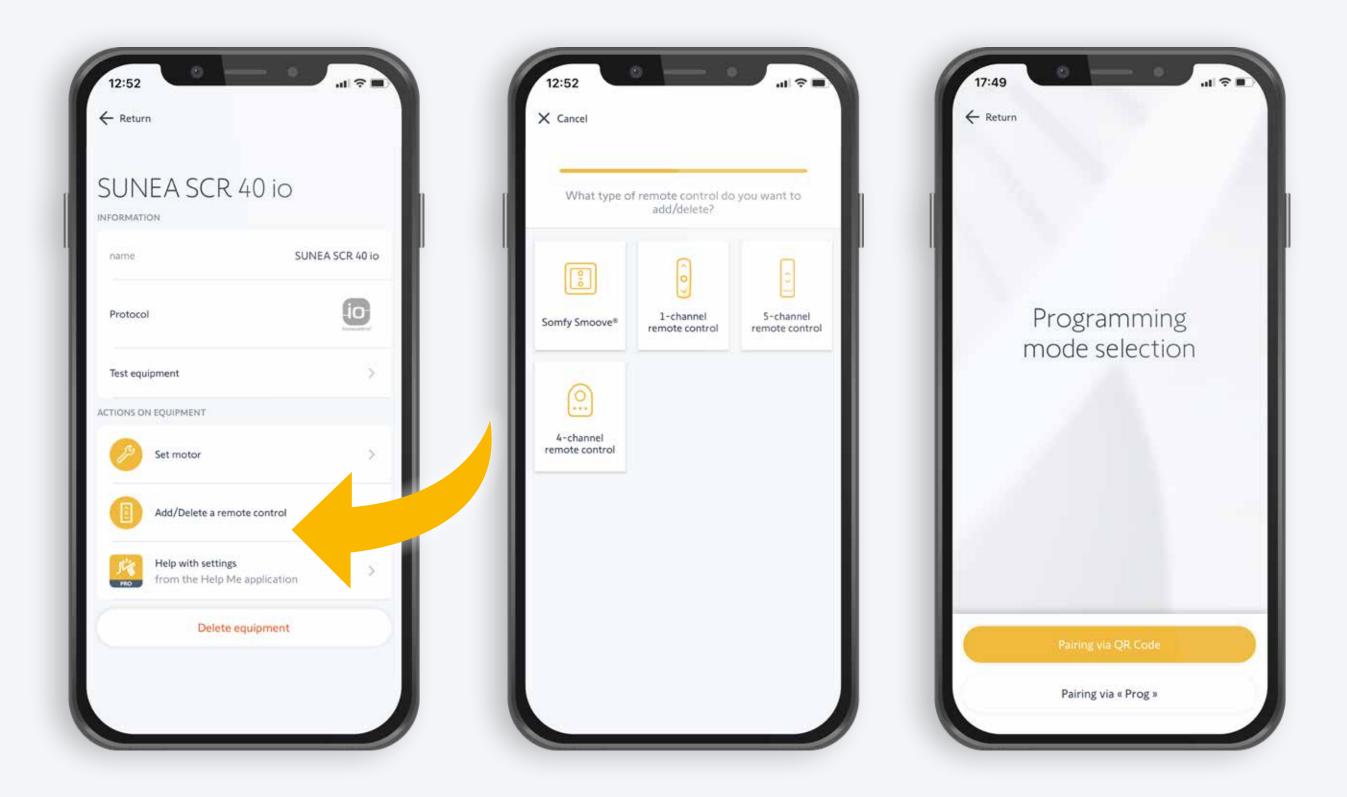


20. Setting your favourite position with «My»

• Set your favourite position for the equipment with «My» and confirm with «validate»



21. Finish the set-up by tapping Finish



22. Pair a remote control

- Select «Add/Delete a remote contol»
- Select the programming mode
 - 1. Pair with QR code or
 - 2. Pair with Prog button

*Note the RTS remote controls cannot be paired with

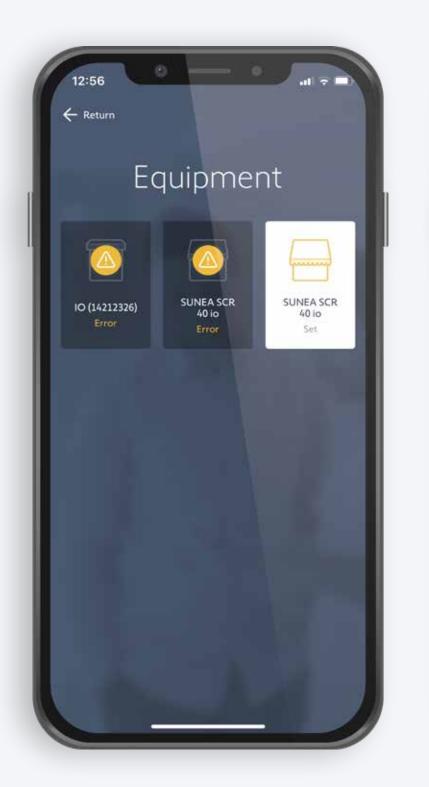
the QR code, but with the Prog button only





23. With a QR code

- The motor confirms the pairing with a vibration and you get the feedback on your display
 - Tap «finish» and return



12:41 × cancel Jan Peeters	ati 🕈 🗖	14:45 × cancel Finish the intervention and generate the report?
Online Finish the intervention		The summary of the intervention and your comment will automatically be sent by email to your customer. Comment (Optional)
INSTALLATION Customer details	>	Motor is added
Box details	>	
Equipment	×	
ACTIONS Image: Configure Wi-Fi network Image: I	Pair general command point	Validate the comment

24. With a QR code

- The white background highlights the equipment that is now paired
 - Tap Return again to go to the homepage
 - Tap «Finish the Intervention»
- You can add comments for the summary report that will be sent to the end user; tap «validate» to confirm



Connecting new equipment with a new TaHoma Switch, without registration of the TaHoma (Scenario 3)

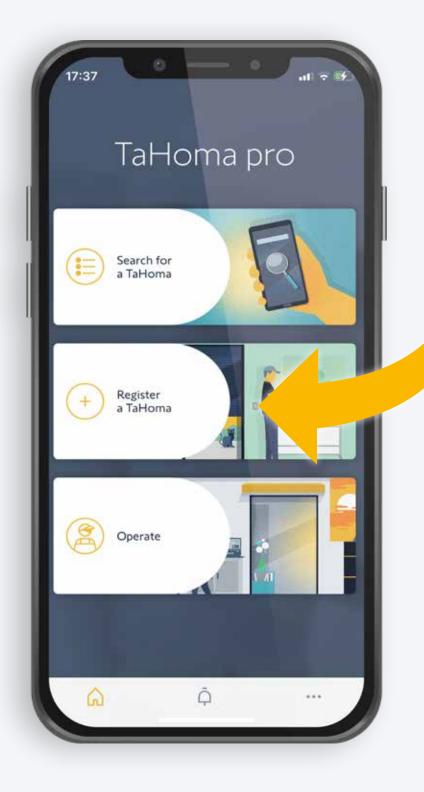


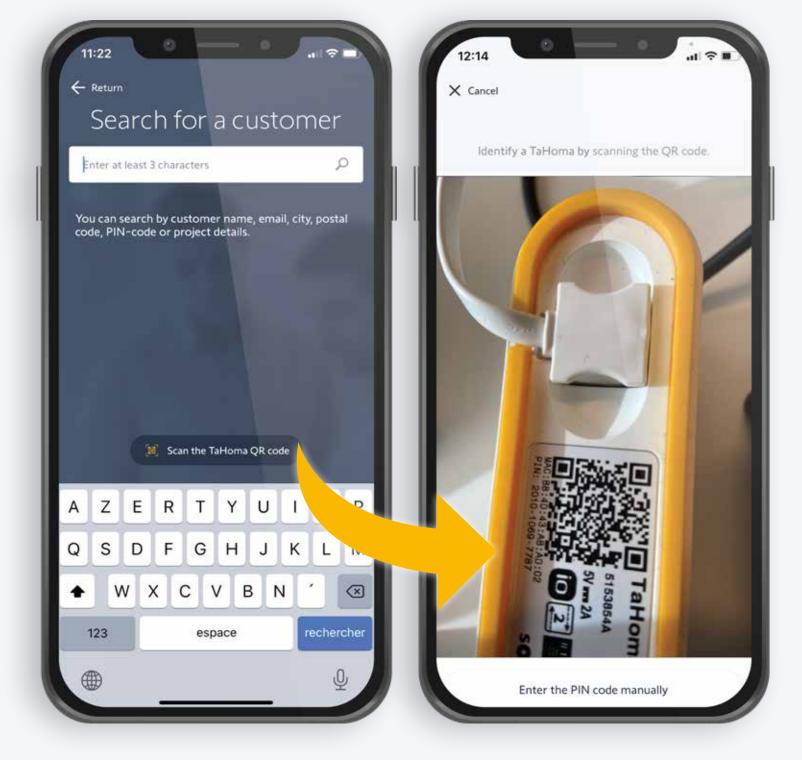
Target group:

Pro customers and installers who want to connect new equipment with the TaHoma Switch of the end user. The TaHoma Switch is not registered and not connected to the internet.

Customer service staff who guide and advise Pro customers with connecting new equipment with the TaHoma Switch of the end user.

The end user's TaHoma Switch is not registered and not connected with the internet





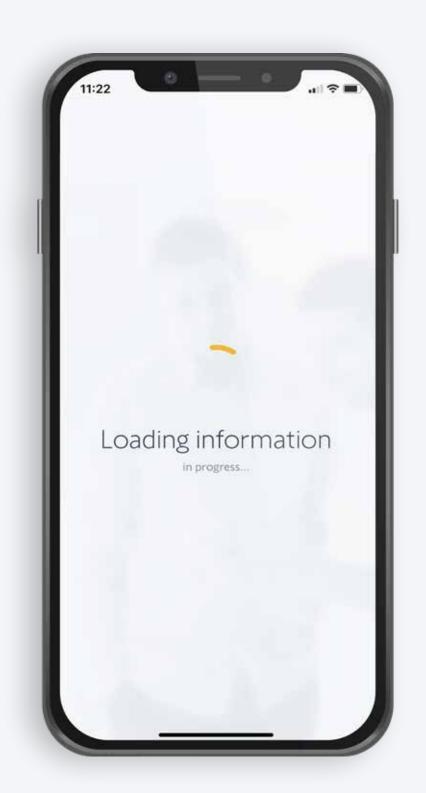
1. Pre-registration of the TaHoma.

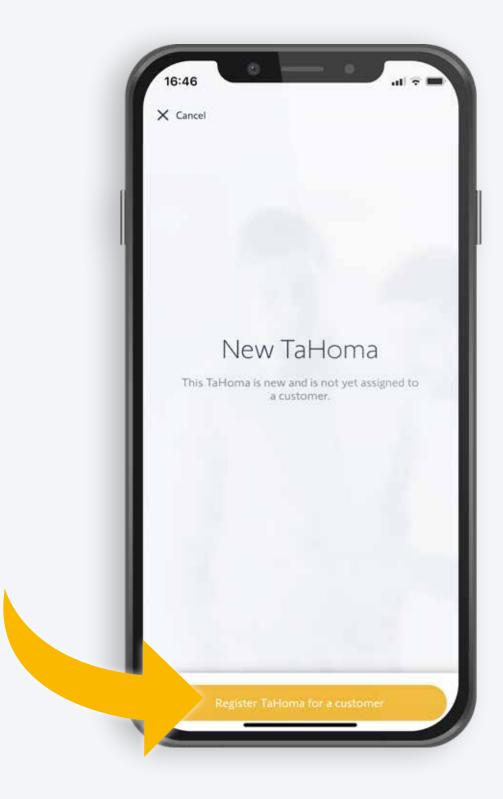
Open the TaHoma Pro app and go to «Register a TaHoma»

2. Search for the customer's TaHoma:

- Use the customer Name or
- ullet Enter the PIN manually, or
- «Scan the TaHoma QR code»

Searching for the TaHoma





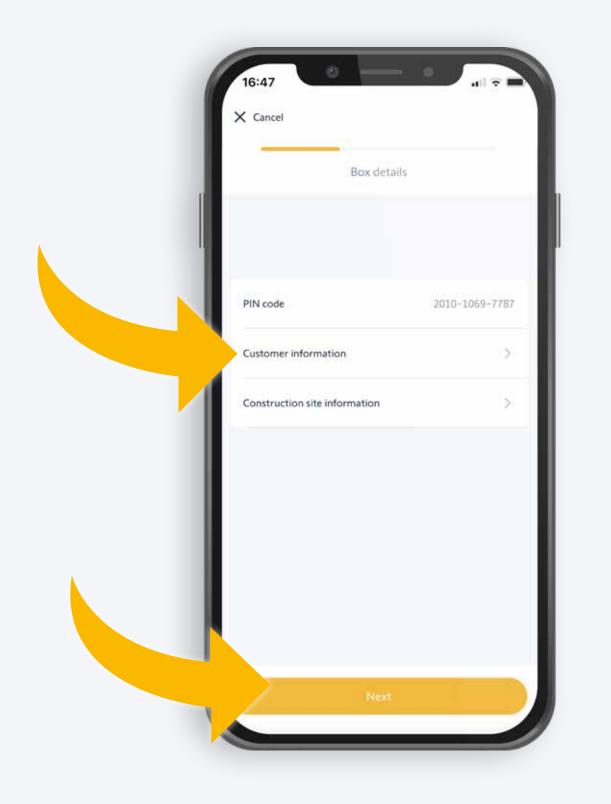
3. Loading information

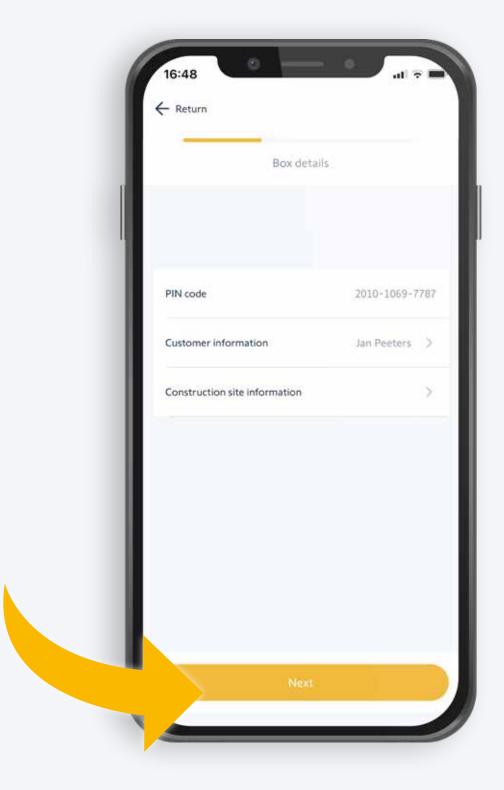
4. New TaHoma found

• Start the registration for the customer

Activating the TaHoma

Selecting and activating your TaHoma

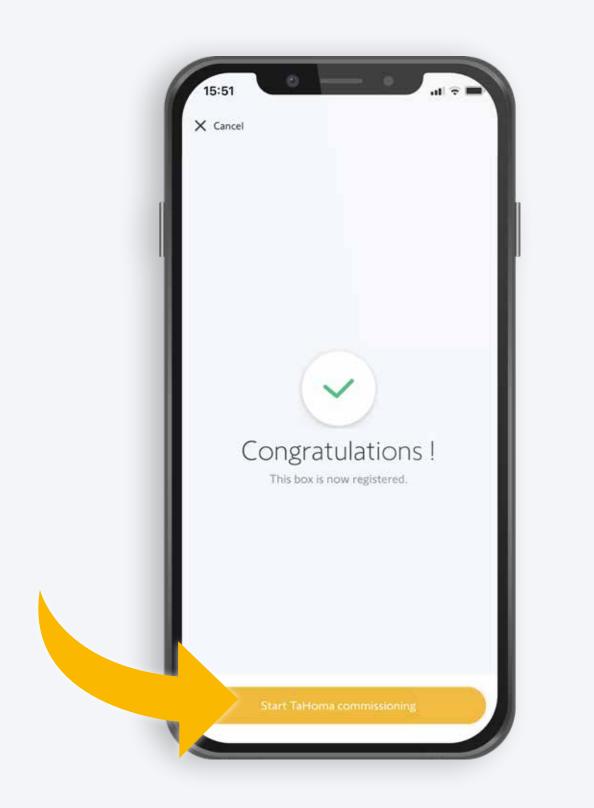


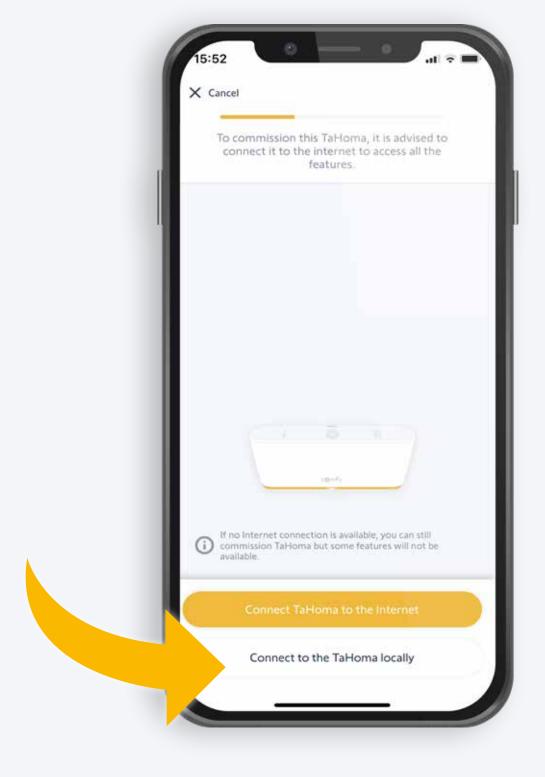


5. Fill in the customer's details and confirm, or tap «Next»

6. After entering the customer's name, continue by tapping «Next»

Selecting and activating your TaHoma

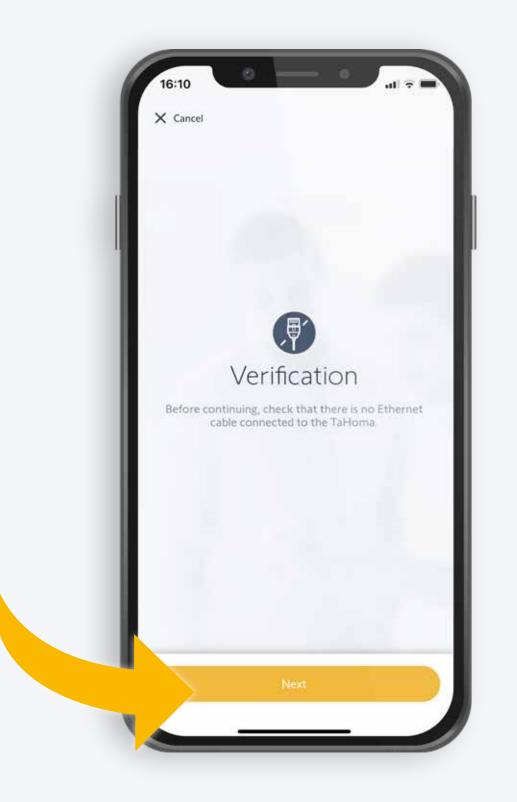


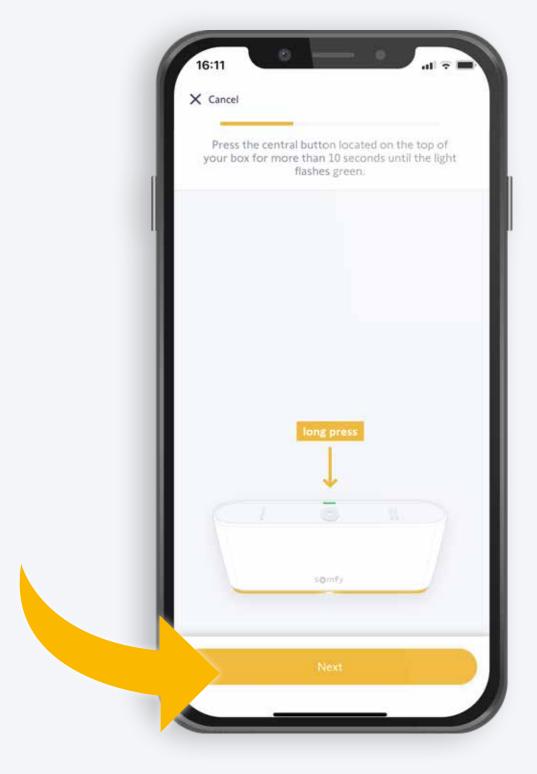


7. The Tahoma is registered.

- Tap: «Start TaHoma commissioning»
- Tap: «Connect to the TaHoma locally»

Selecting and connecting your TaHoma





8. Verify and connect

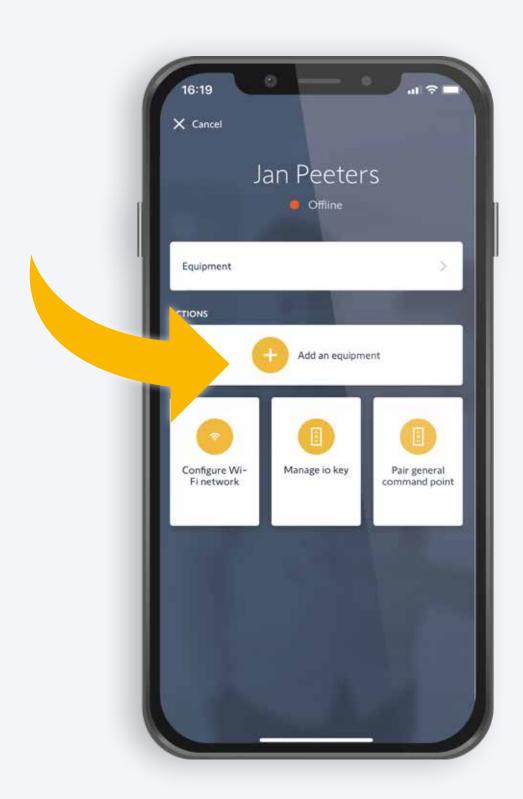
- Check that no ethernet cable is connected with the TaHoma and tap «Next»
- Hold the central button for > 10 sec until the light flashes green, then tap «Next»

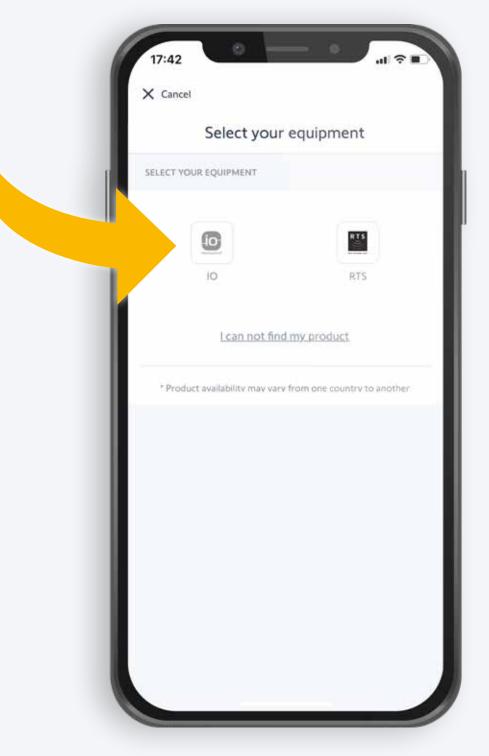
Connecting your smartphone with the TaHoma network



9. Connect with the Wi-Fi network of the TaHoma (not to the end user's Wi-Fi network!)

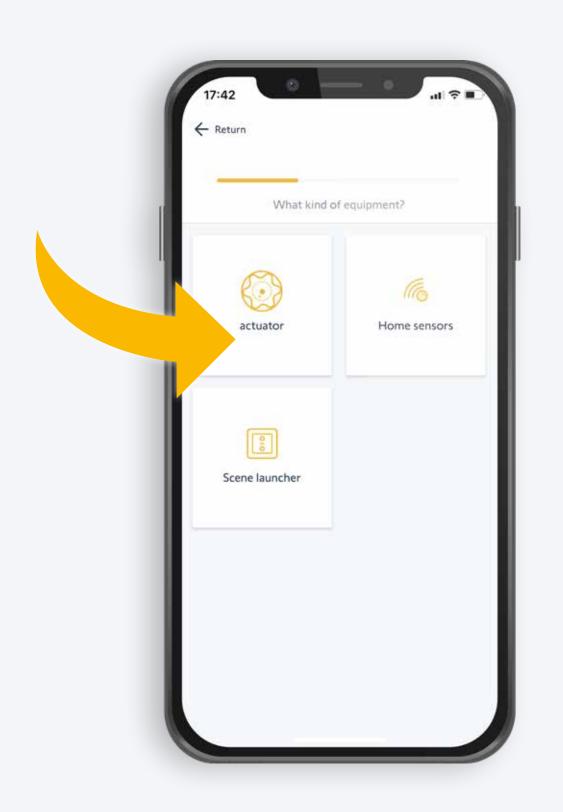
• The TaHoma is connected



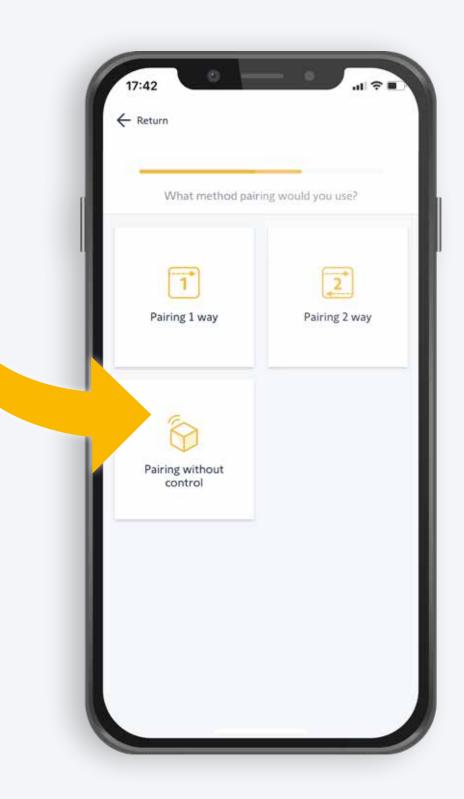


10. Select «Add an equipment»

11. Select the «io» technology



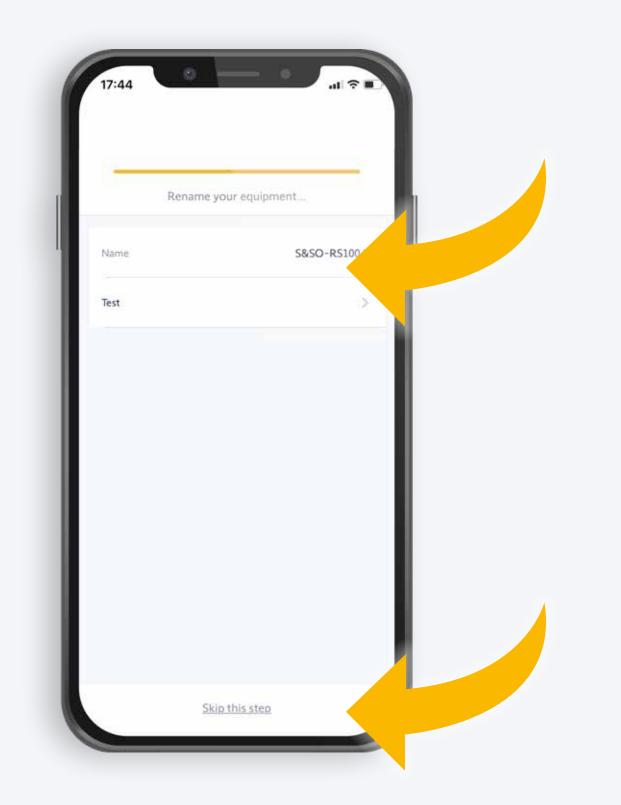
12. Select an actuator, sensor or scene launcher



13. Select the pairing mode:Pairing without controlfor a new motor



14. Set your equipment in programming mode and let the app discover the equipment 15. The app shows the equipment that was discovered; tap the icon

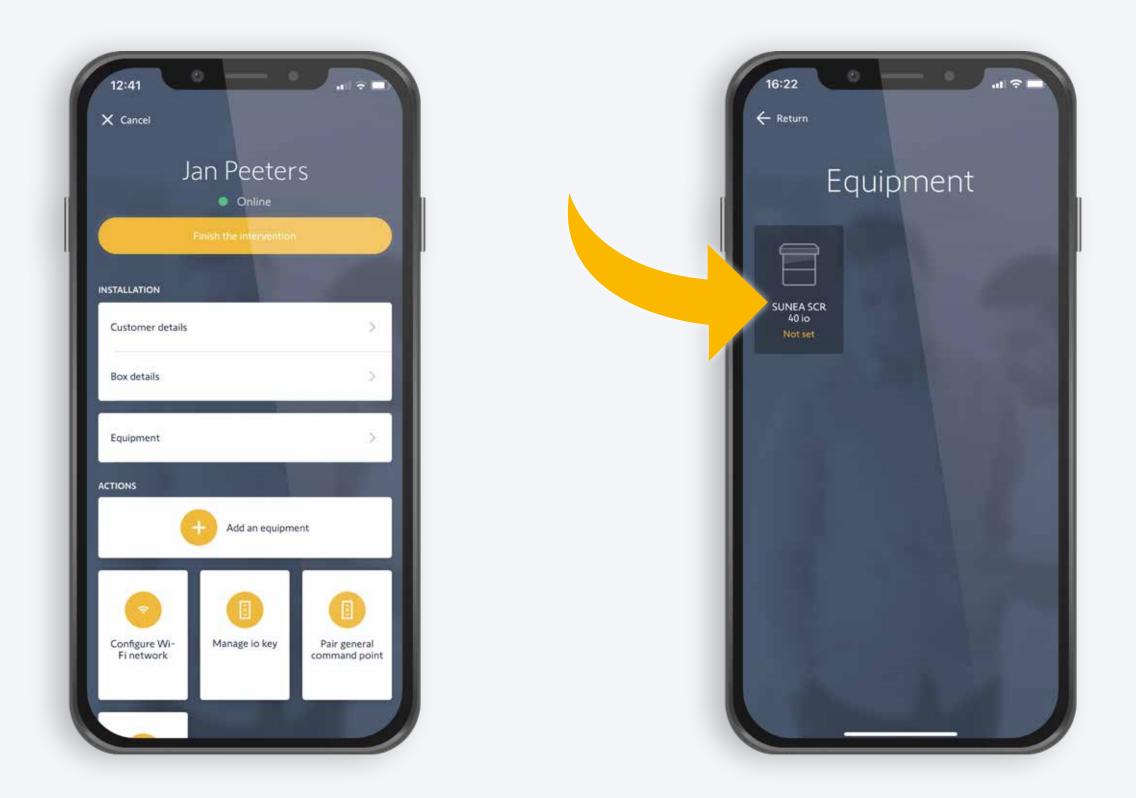


17:52 Cancel Jan Peeters Offline NSTALLATION Customer details Not details Not details Nistory of interventions Equipment ATIONS Customer Customer details Nistory of interventions N

16. Rename the equipment and confirm, or skip this step

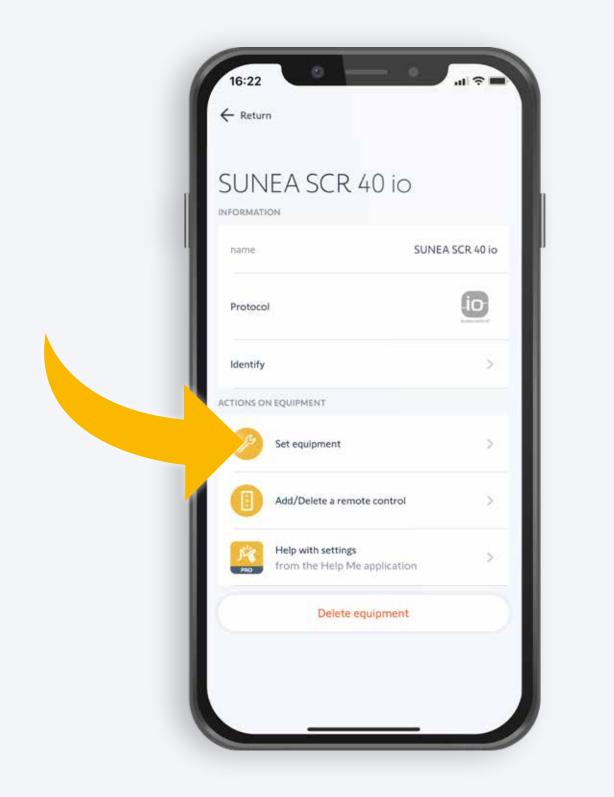
17. The equipment was successfully added to your home You can add more equipment or start setting up

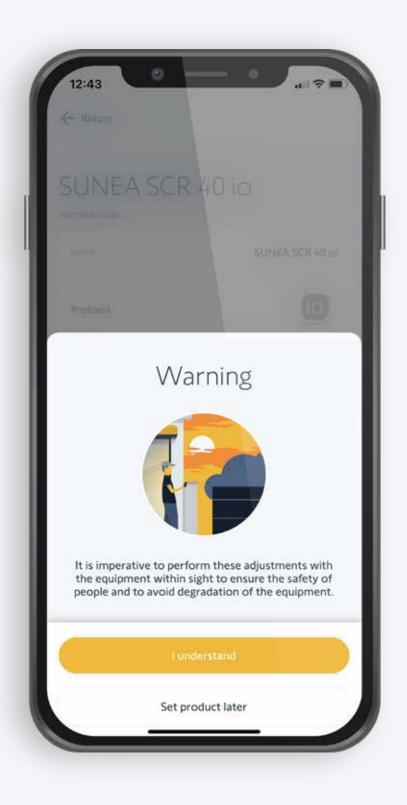
this equipment



18. Select the new equipment you want to set

• Motors that are not set have a dark background

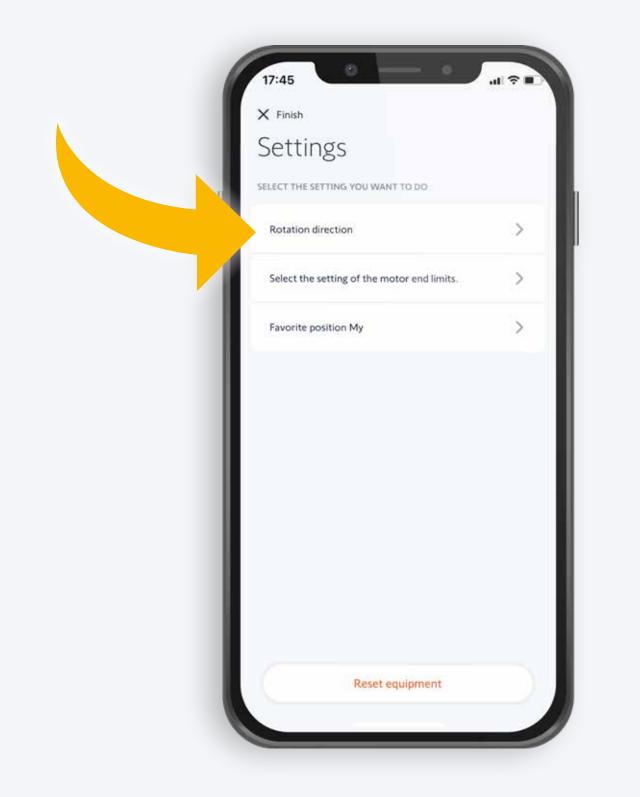




19. Select: «Set equipment»

• Warning: it is absolutely necessary to keep an eye on the equipment while setting the motor

Setting the rotation direction



17:45 Check the rotation direction The construction The constru

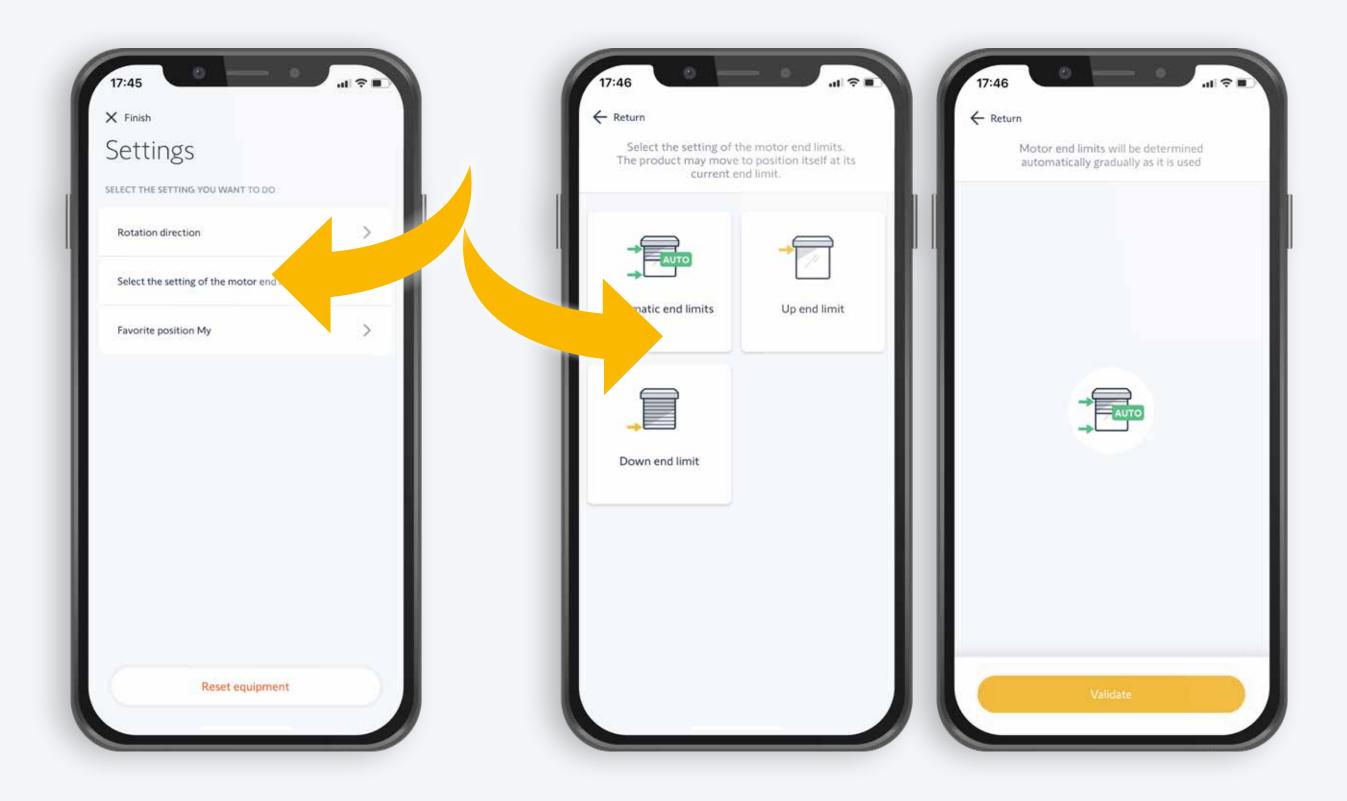
20. Change the rotation direction

- Check with the up/down buttons
- Confirm or reverse the rotation direction
- If you reversed the rotation direction, check it again with the up/down buttons

There are different options for setting the motor end limits, depending on the motor type:

a. Setting automatic end limitsb. Setting fixed end limits

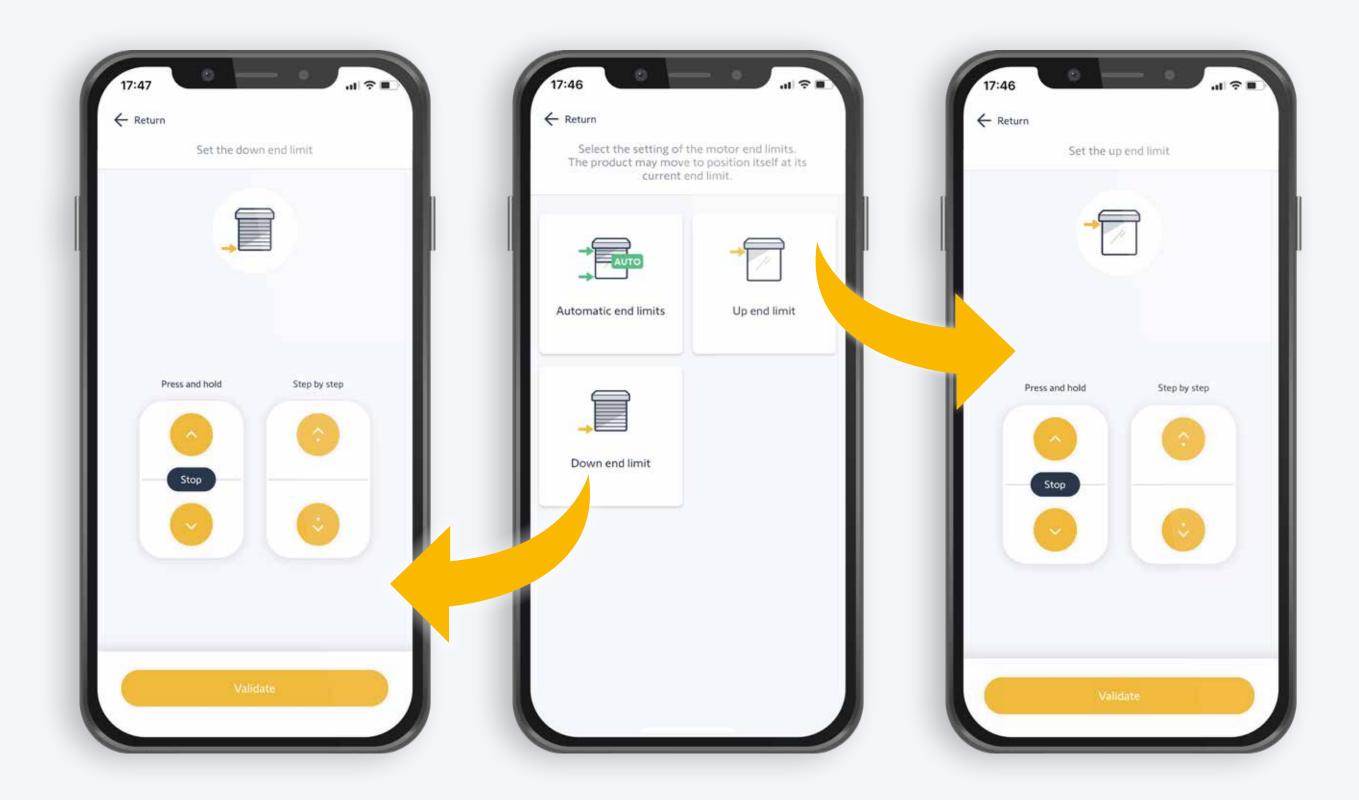
a. Setting automatic end limits



21. Set automatic end limits

- Select the desired configuration
- Confirm it

b. Setting fixed end limits



23. Set fixed end limits

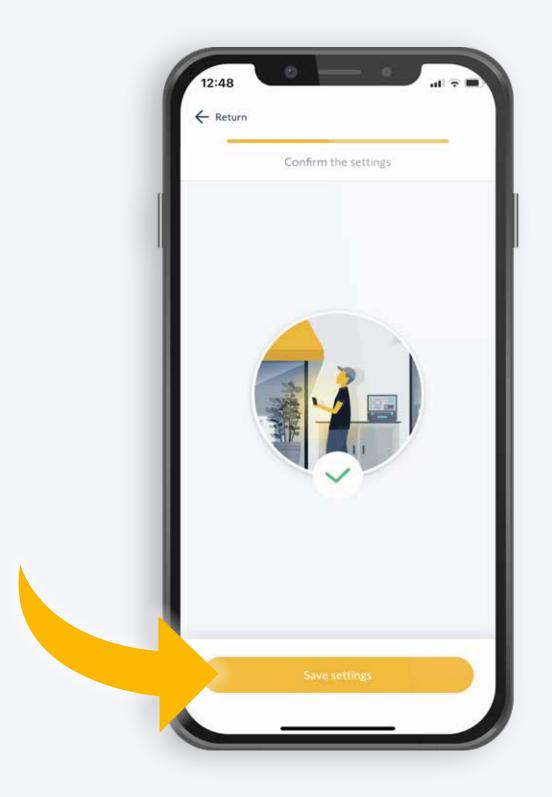
Lower end limit

- Tap on «Down end limit»
- Set the desired lower end limit for the equipment
- Confirm the end limit

Upper end limit

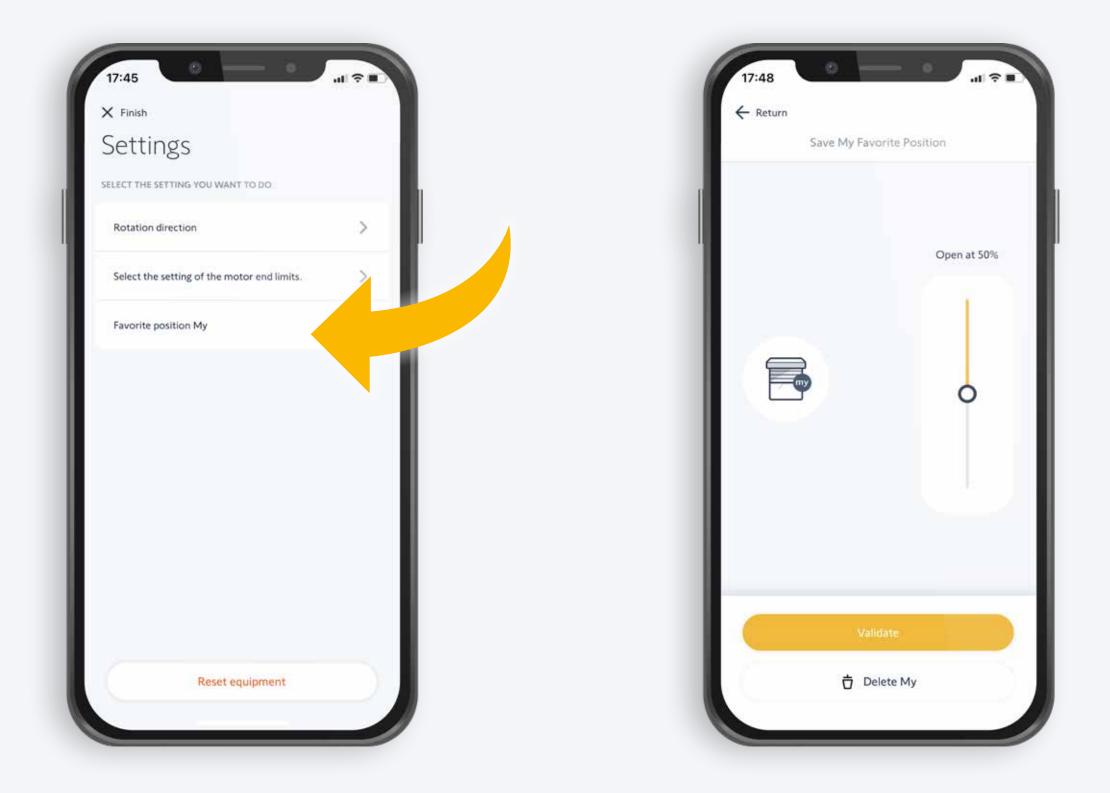
- Tap on «Up end limit»
- Set the desired upper end limit for the equipment
- Confirm the end limit

Setting end limits



22. Save your settings

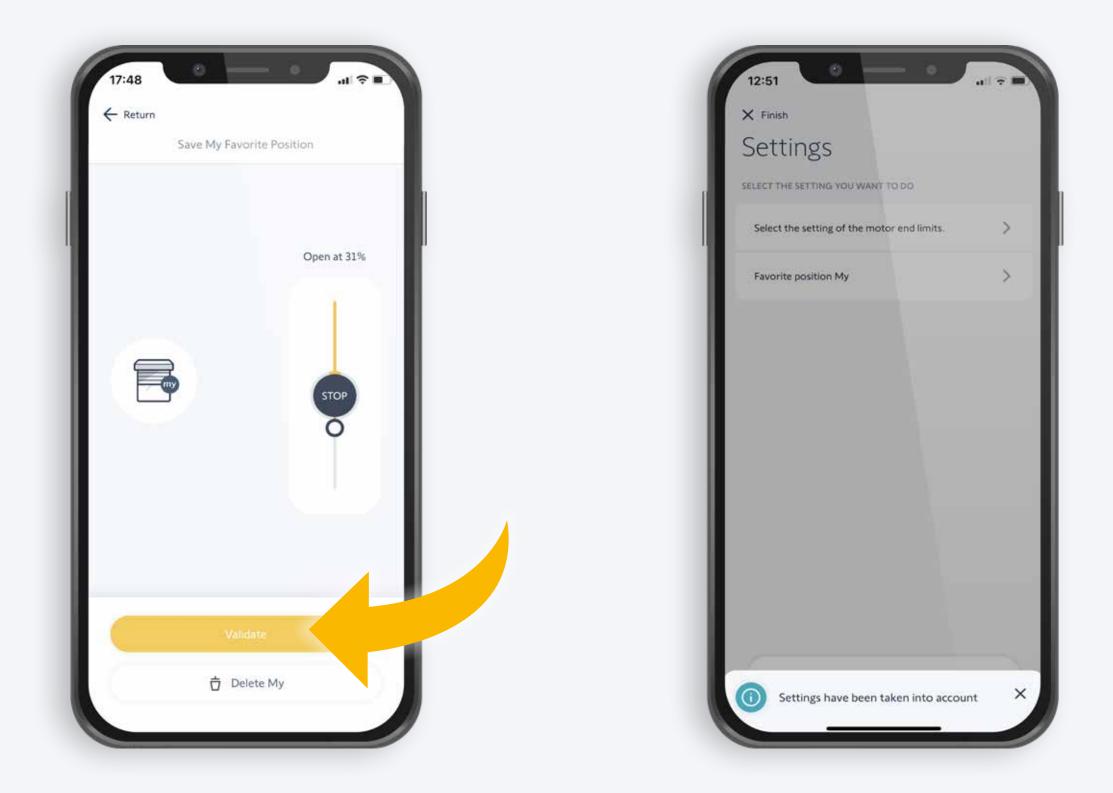
Setting your favourite position with «My»



23. Set the «My» position

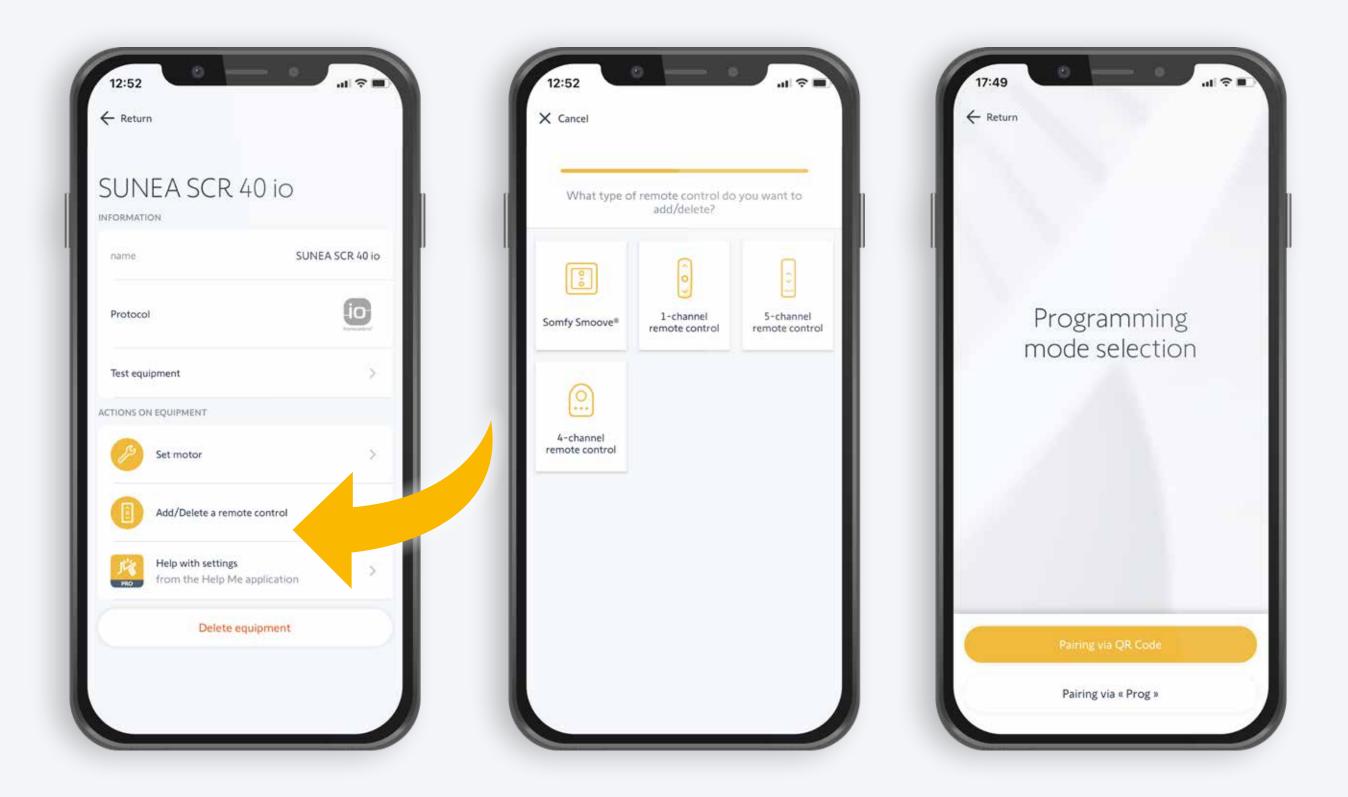
• Set the desired «My» position for the equipment and confirm

Setting your favourite position with «My»



24. Set the «My» position

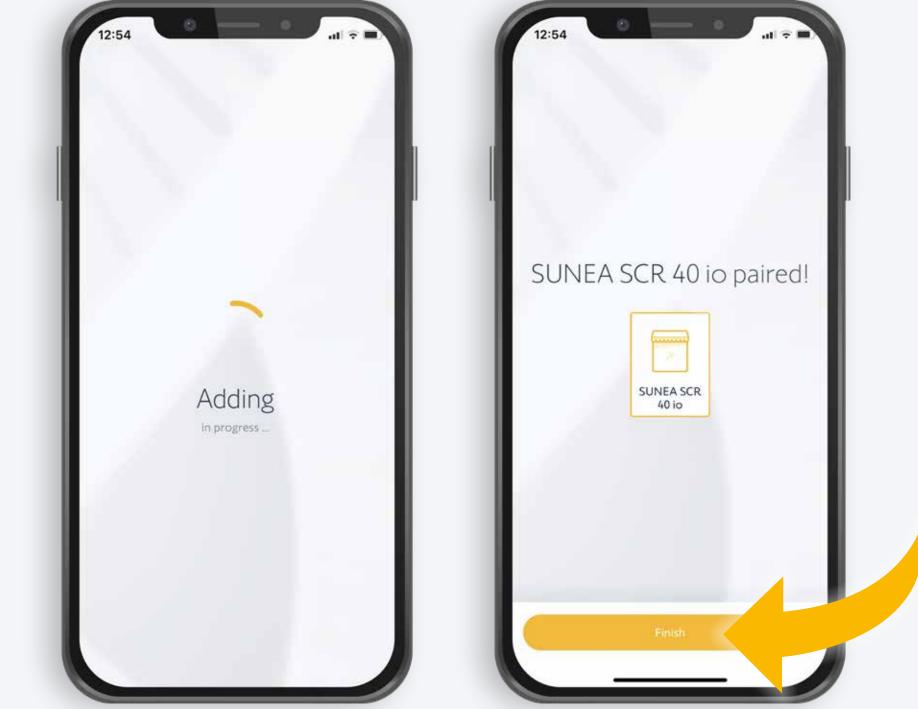
• Set the desired «My» position for the equipment and confirm with «Validate»



25. Pair a remote control

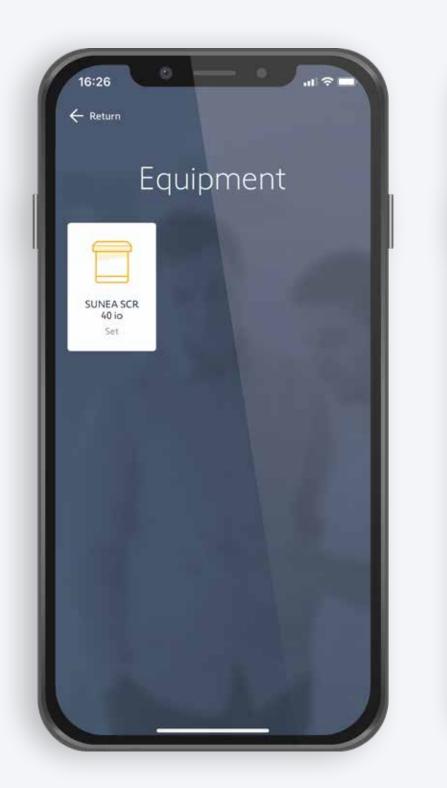
- Select «Add/Delete a remote contol»
- Select the programming mode
 - 1. Pair with QR code or
- 2.Pair with Prog button
- *Note the RTS remote controls cannot be paired with
- the QR code, but with the Prog button only



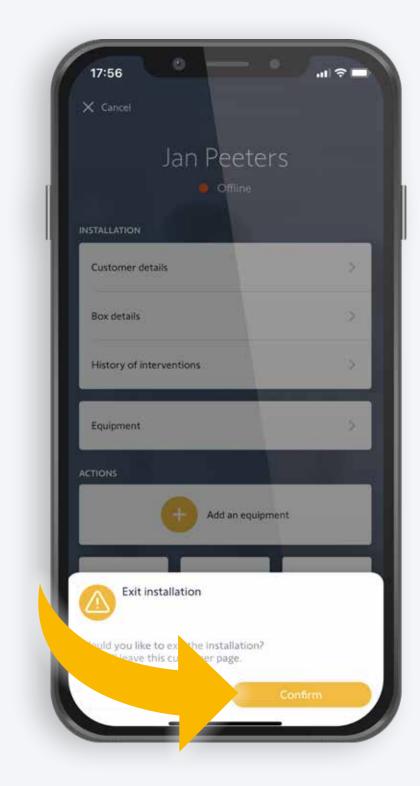


26. With a QR code

- The motor confirms the pairing with a vibration and feedback is displayed
 - Tap «finish» and return



Jan Peete Offline	rs
Customer details	>
Box details	2
History of interventions	>
Equipment	>
ACTIONS Add an equip Add an equip	ment



27. With a QR code

- The white background highlights the equipment that is now paired
 - Tap Return again to go to the homepage
 - Tap «Finish the Intervention»
- You can add comments for the summary report that will be sent to the end user; tap «validate» to confirm

Somfy

Serv-e-Go web application

(Scenario 4)

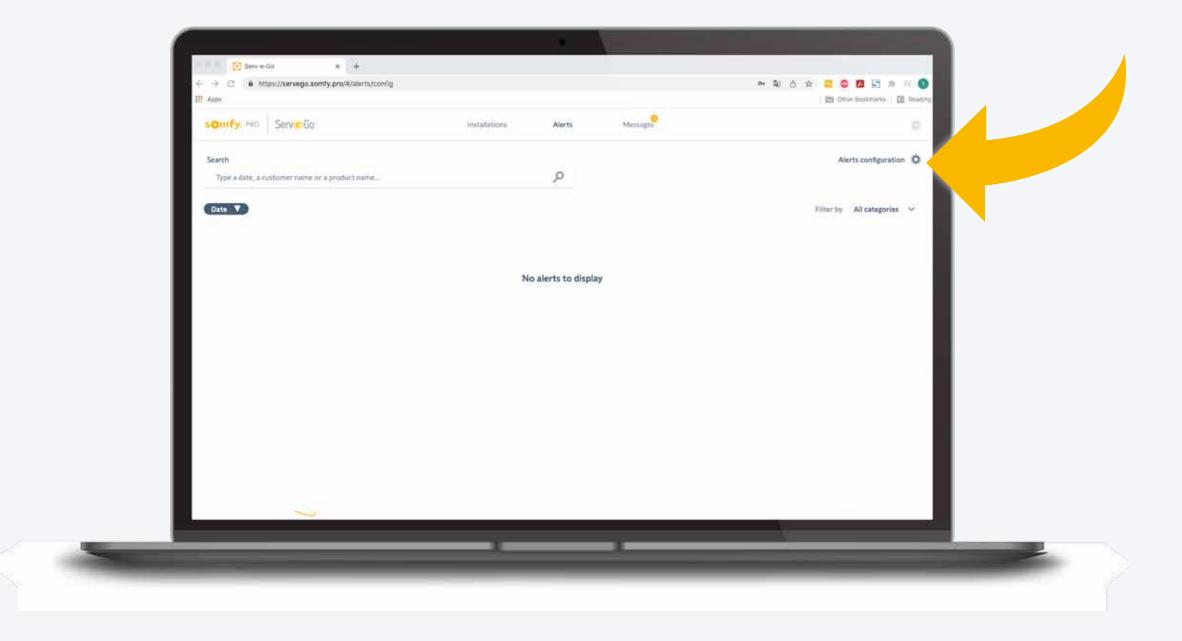


Setting and configuring alerts for all your connected TaHoma's

Somfy. No	Servie Go	Alerts	Messages		. 644) Other Bookmains 🔝 Reading	
		el husatemani My ass	goment requests				
	Try for example the sustamer name, sity or PIN code of th	e Installation			9	Q	
	Cuttomer	Itos Activation date	Serv-a-go optioo	Aleria			
	Tool Pro	10 C	÷		>		
	Sandra SJuvan	02/01/2022	\sim	10	>		
	Sietse Pilat	01/20/2022	\sim		>		
	TOTALLUX Outdoor	01/12/2022	\checkmark		>		
	Sandra Juvan	01/11/2022	\checkmark	1	>		
	coenlitjensøman.com Litjens	11/29/2021	\checkmark		>		
	Mieke Quaedvlieg	09/07/2021	\checkmark		>		

1. Log into Serv-e-Go with your Somfy Pro account

• Locate the «Alerts» button



2. Click «Alerts Configuration»

Alerts configuration						
Bulley Charles	on					
						1
Rafter shutter Elect Alert on high wurde	is problems r of double power suts (= 1 time per day)				•	6. In 1997
Low hattery problem Alert on number of	ns men kan battery level is reached per day (kejectate threshold)				•	6
As above as the fe	lowing number of low battery passages is reached 1 time					
	1 time			S tomas		
	U					
Sum protection abno Aiest if abnormal nu	email operation where of stops on obstacls at opening and classing \underline{I}^{μ} I times per d	(ay) or it abnormal number of the	rmal stopi († 1 time per day	6	•	
Sun protection						
Sun protection else Aiert on high numbe	rical problems of double power cots (> 1.1mm per day)				<u> </u>	
Sun protection defe Alert on which among	ct seneor default, as soon as the minimum battery level is reached or II th	iere 16.00 communication (kensor	out of order)		•	6
Sun protection was Alert to sitiadule a r	tenance alitamance vibit or awning intartning					6
As soon as then for	lowing number of cycles is reached					
			_			-
			-			

3. An overview of all possible Alerts configurations opens; the image shows «Roller Shutter».

somfy Ha	Installations	Alerts	Message	(中間) 合文 😄 💽 🎘	
and an well and an well and an an and an	angagaga ugag	Acto	Pressages.		
Alerts configuration					
Sun protection				•	
Alart on high number of thebin power cuts (+ 1 time per day)					
Sun protection defect sensor Alert on what hands default, as soon as the minimum battery level is reach	ed or if there is no communication (sen	oc out of britter)			
Sun protection maintenance Alert to schedule a inaintenance shift or averling InterDiving				<u> </u>	
As socia as the following number of cycles is reached.					
		13000 cycle	Sector 2.17		
1000 cycle		0	29000 cycle		1
		- or			
According to a defined number of years after the date of production			10 years		
1 year			O 10 years		
Abnormal operation for Access motorizations Abort 31 abnormal number of pocks with obstacle detection Selburdade them	heid				
		_			-
		-			

4. An overview of all possible Alerts configurations opens; the image shows «Sun Protection».

← → C ■ https://servego.somfy.pro/#/alerts/config III Apps			මා විදි රා රා 🛄 😳 📴 🐨 🎲 🕫 🕼 Reading	
somfy ne Serve.60	installations Alerts	Meinzgen	0.1	
Alerts configuration				
Access				
Absormal operation for Access motoribations Neri if absormal sumber of cycles with obstacle datection at opening (see	ustable threshold		 C 	
Upon reaching the following number of obstacles				
	5 obstacles			
I obstacle	0	10 obstactes		
Alteormal operation for Access metarisations Alexit # stimormal number of cycles with obstacle detection at closing (Adu	stable (trivalioid)		C	
Upon reaching the following number of obstacles				
	4 obstacles	22222		
1 obstacle	0	19 obstacles		
Access maintenance Asert to actuatule a maintenance shull (adjustable (threshold)			•	
As soon as the following number of cycles is reached				
	10000 cycle	-		
1000 cycle	0	20000 tycle		
 7				

- 5. An overview of all possible Alerts configurations opens; the image shows «Access».
- Configurations can be set for each product category. After configuration is complete, click the «Save» button at the bottom of the page.

