

somfy®

TaHoma Pro App

User Manual

EN

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TaHoma Pro App as a setting tool

(Scenario 1)

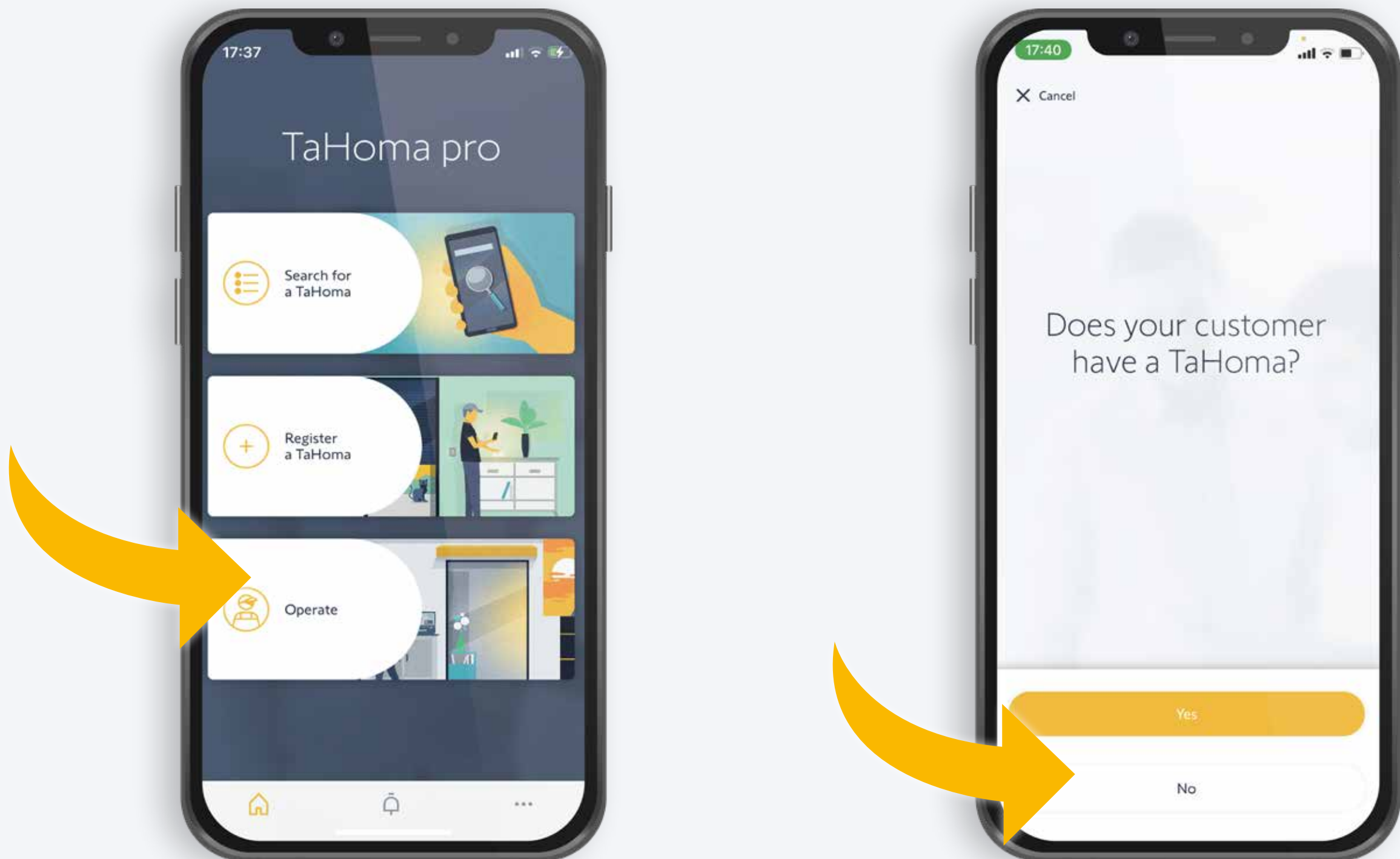
EN

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

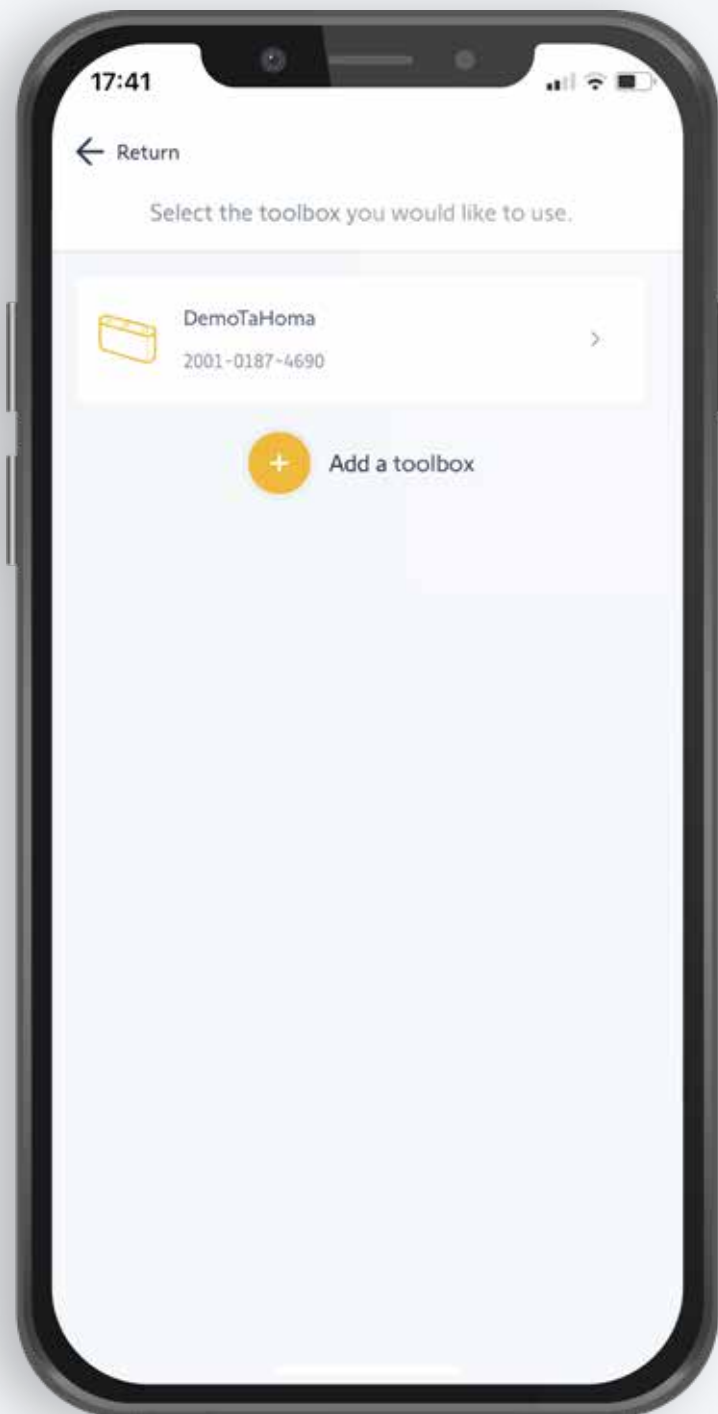


1. Open the TaHoma[®] Pro app and choose «Operate»

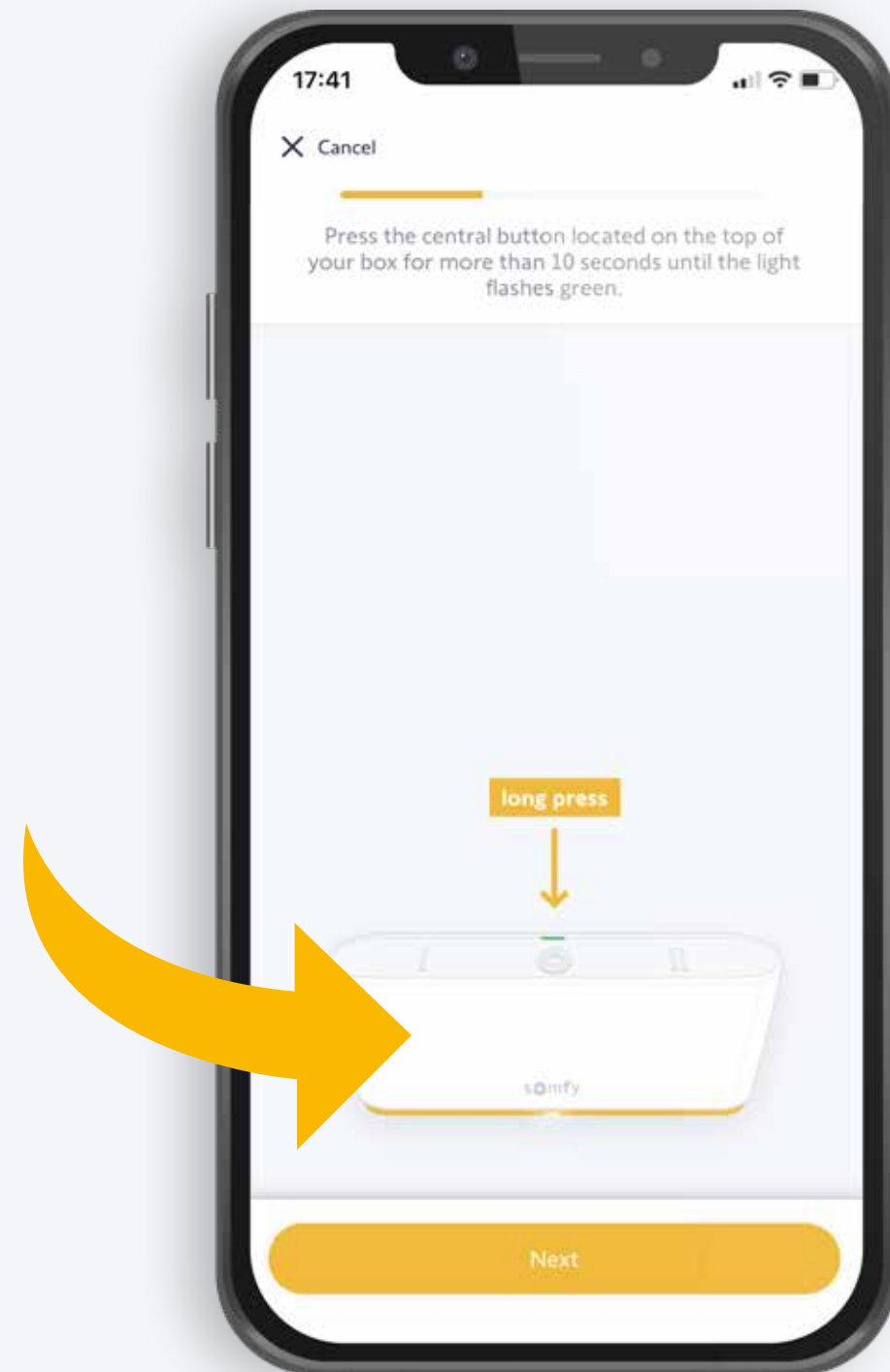
2. Select «No» if you want to use your own TaHoma as a setting tool

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



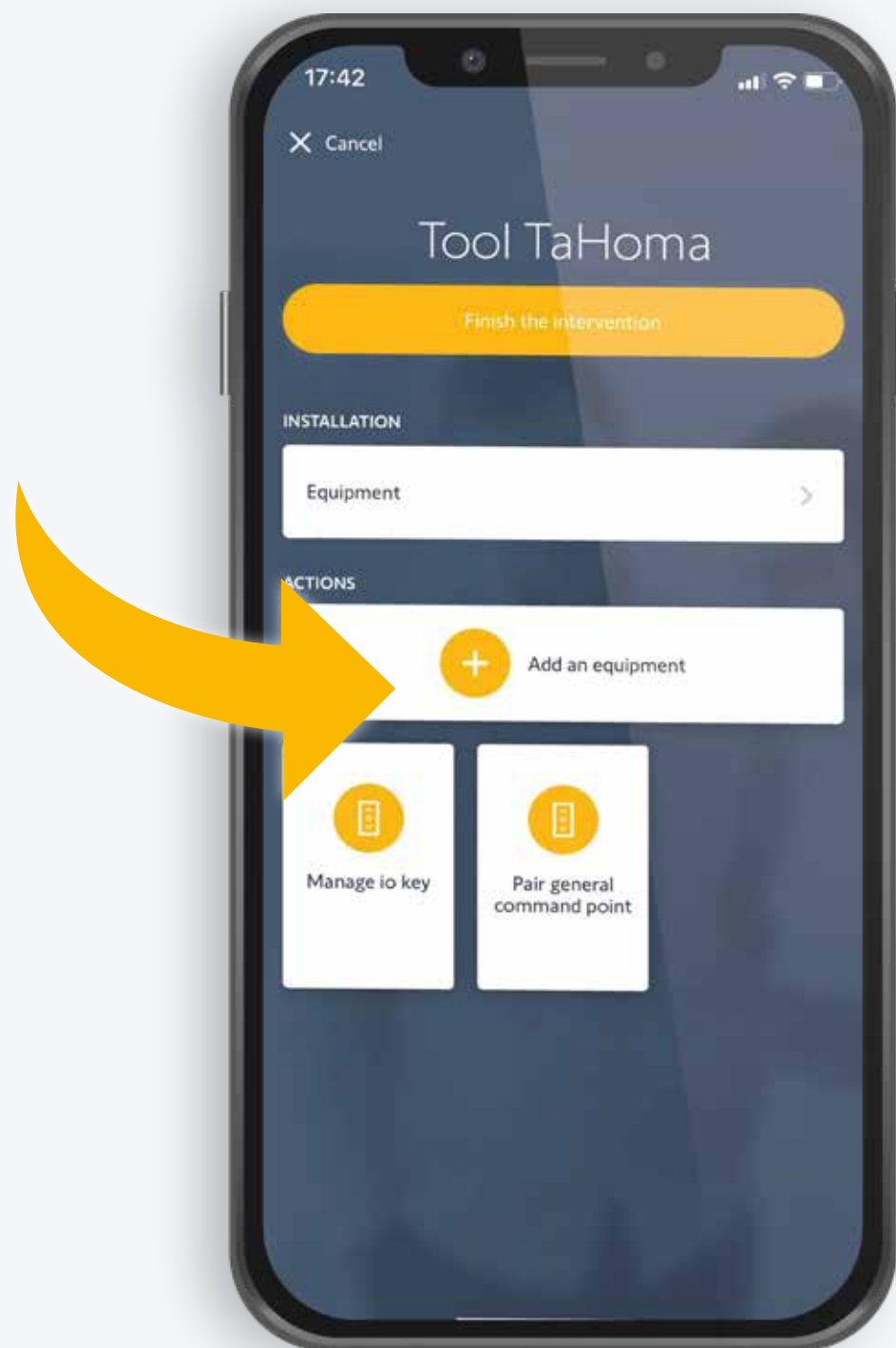
5. Connect with your TaHoma's Wi-Fi network

6. Intervention pop-up

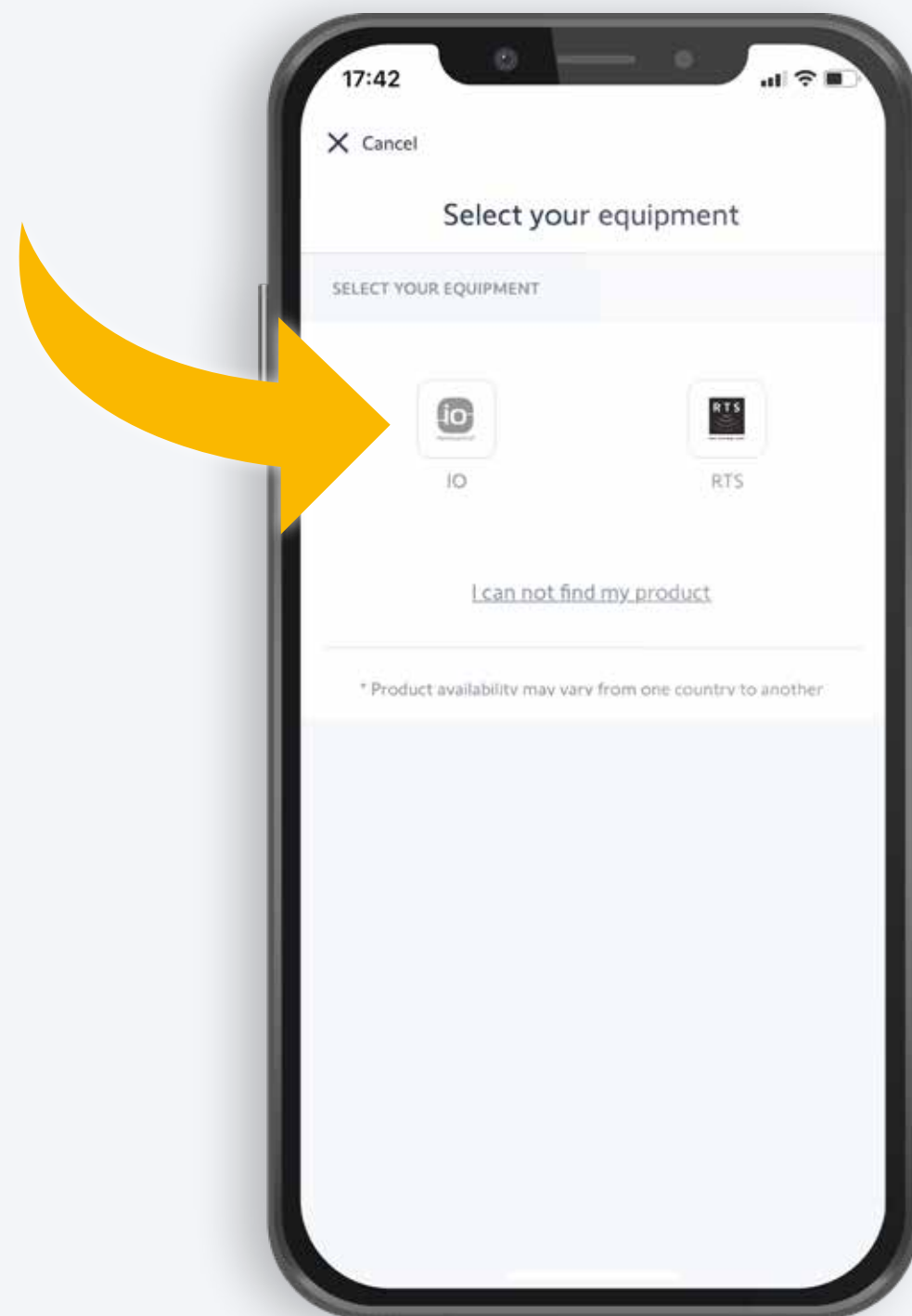
- To finish setting up, tap on «Finish the intervention» to remove the temporary io key
- Tap on «I understand»

Connecting new equipment

Connecting equipment with the TaHoma network

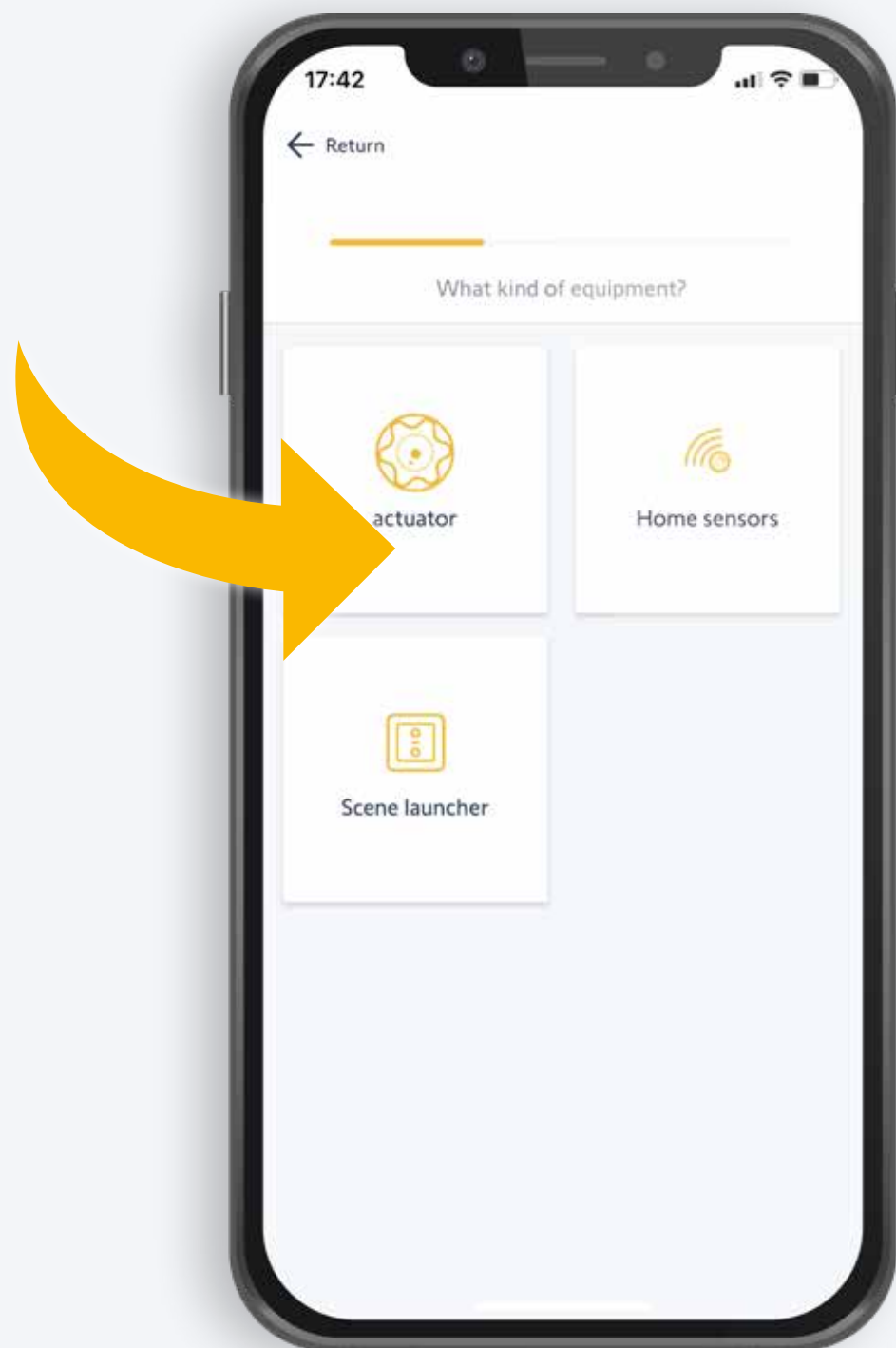


7. Select «Add an equipment»

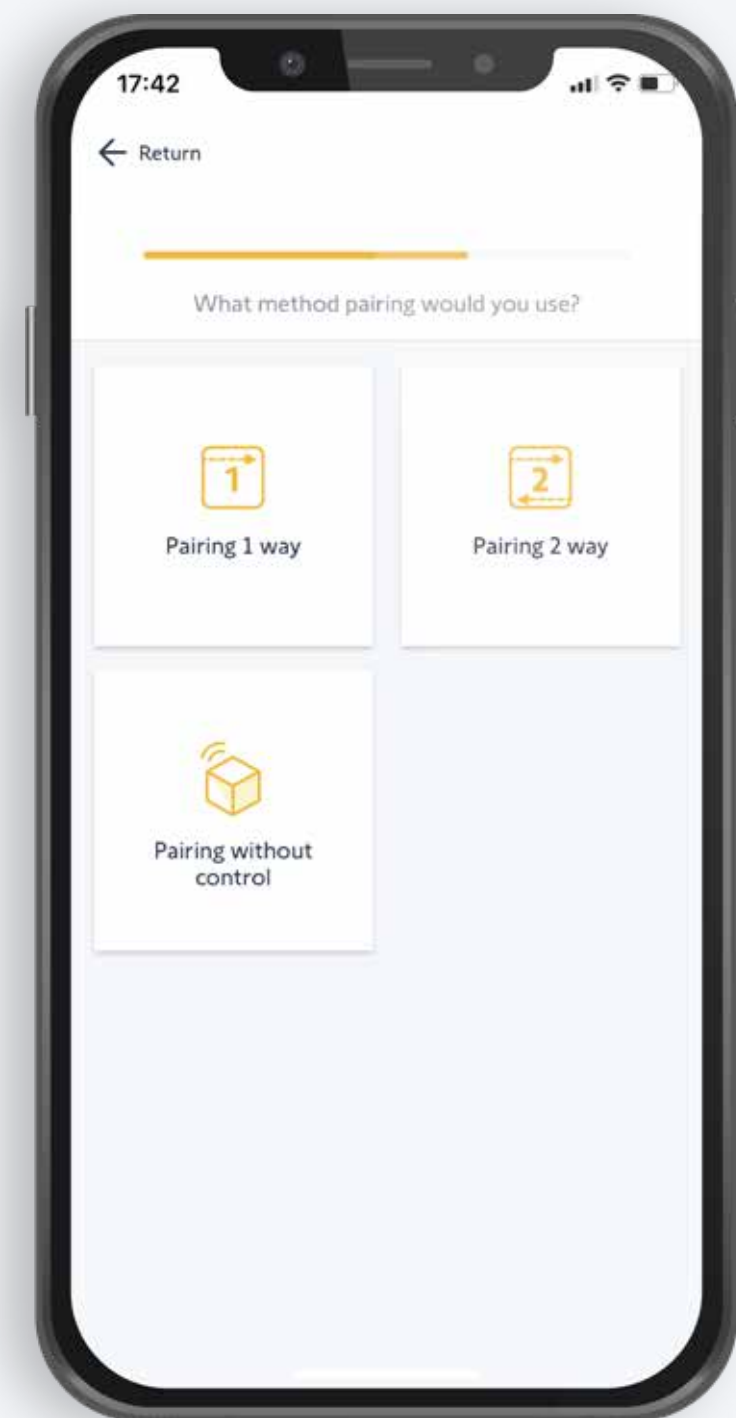


8. Select the «io» technology

Connecting equipment with the TaHoma network

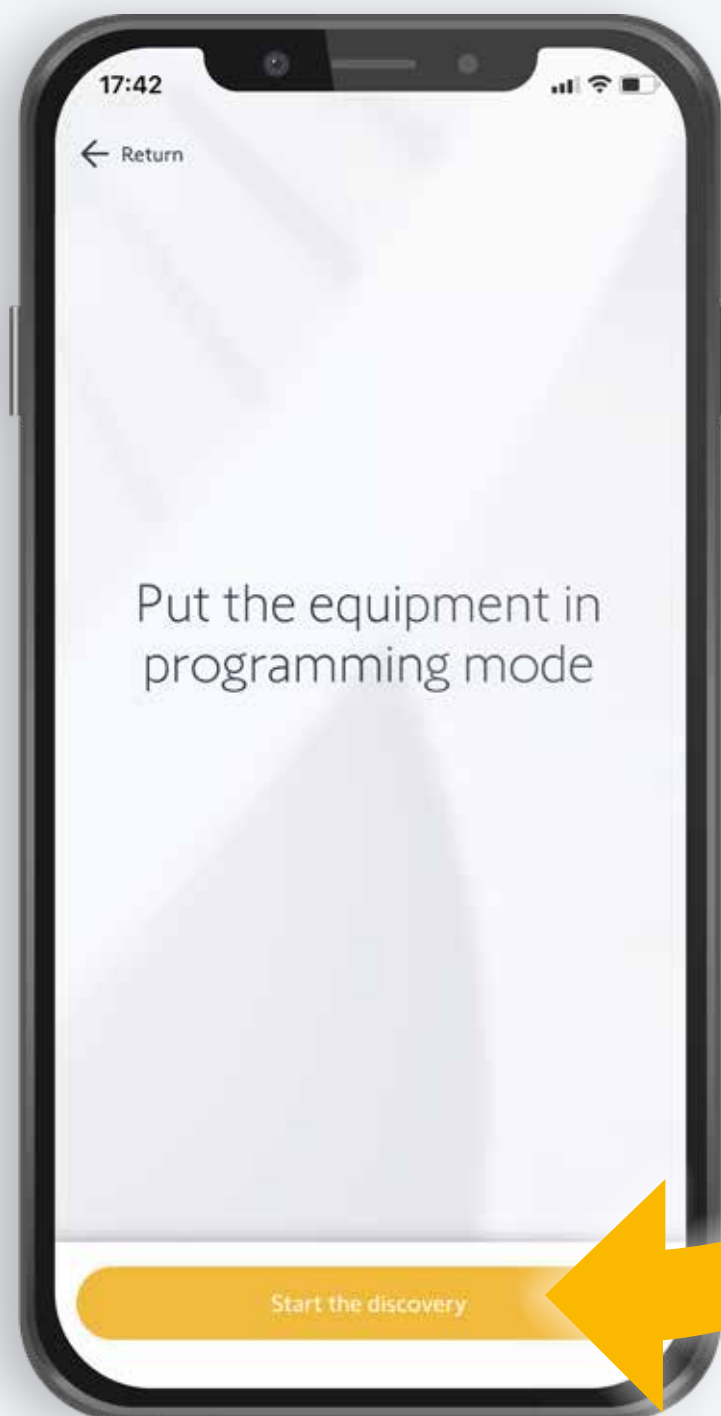


9. Select an actuator, a sensor or a scene launcher.
In the image, an actuator has been selected.

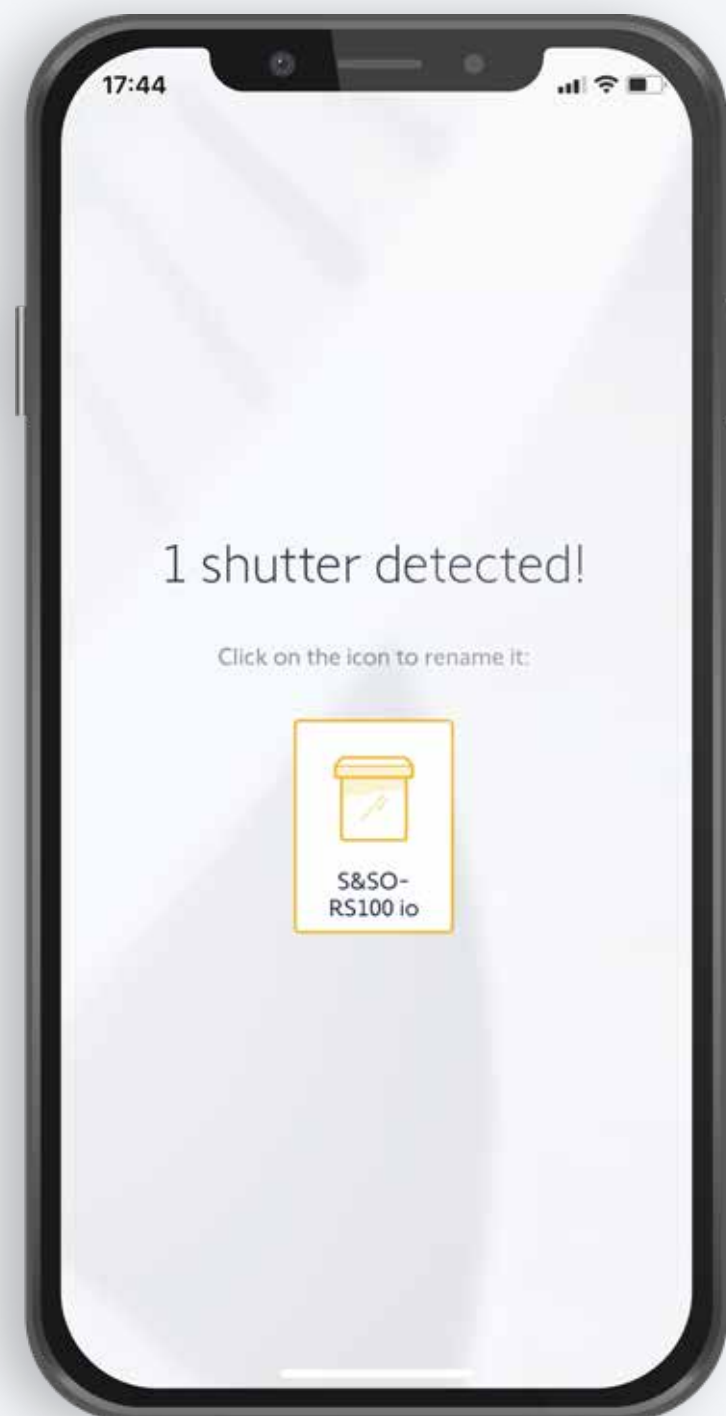


10. Tap the desired pairing mode; indicate if the motor is programmed with a 1-way or a 2-way transmitter, or if it is still in factory mode

Connecting equipment with the TaHoma network

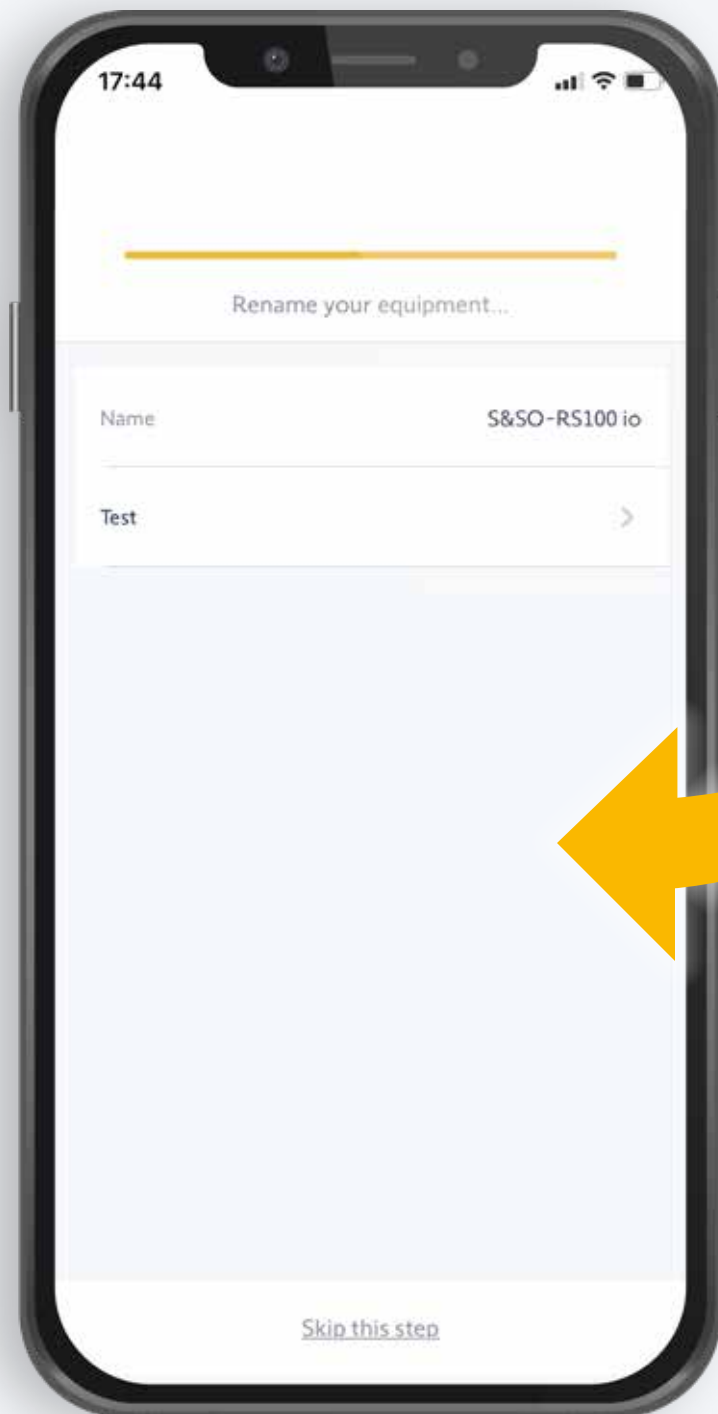


11. Set your equipment in programming mode and let the app discover it

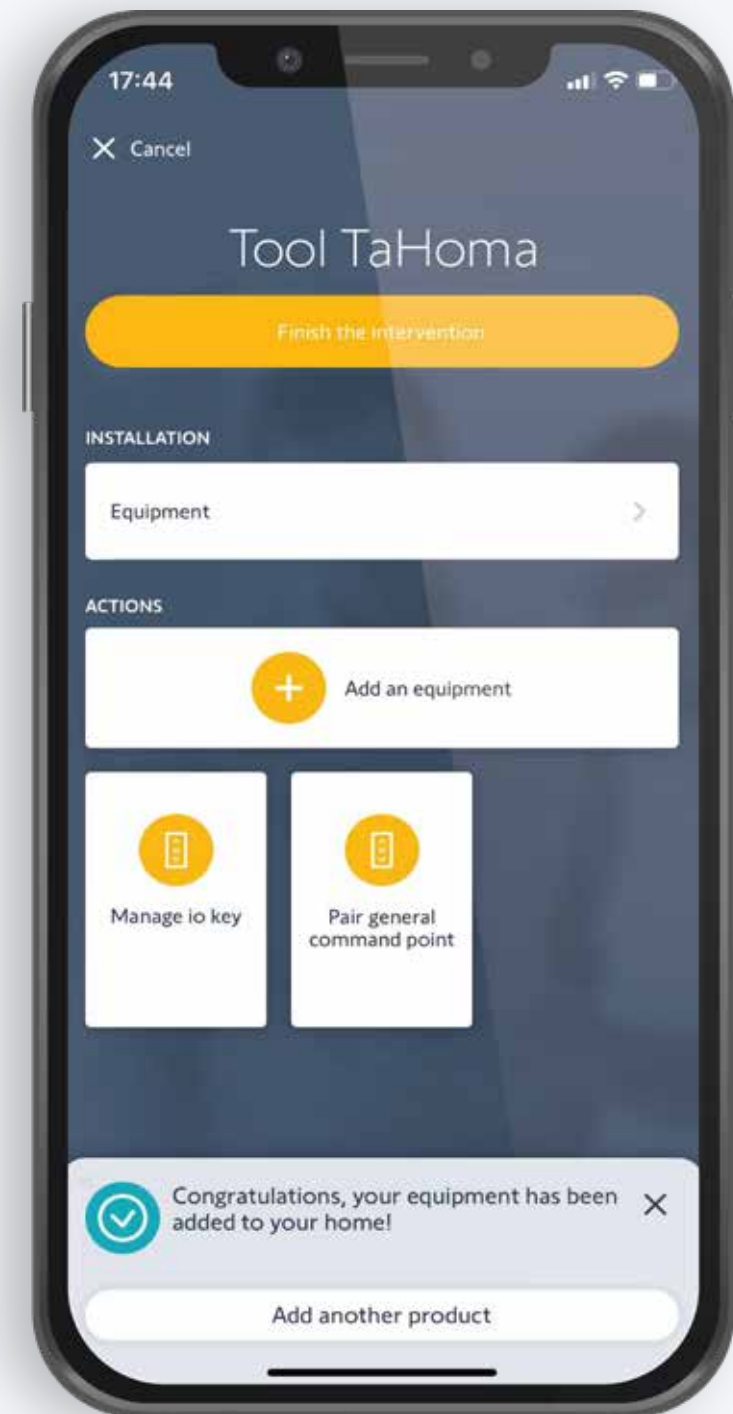


12. The app shows the equipment that was discovered

Connecting equipment with the TaHoma network



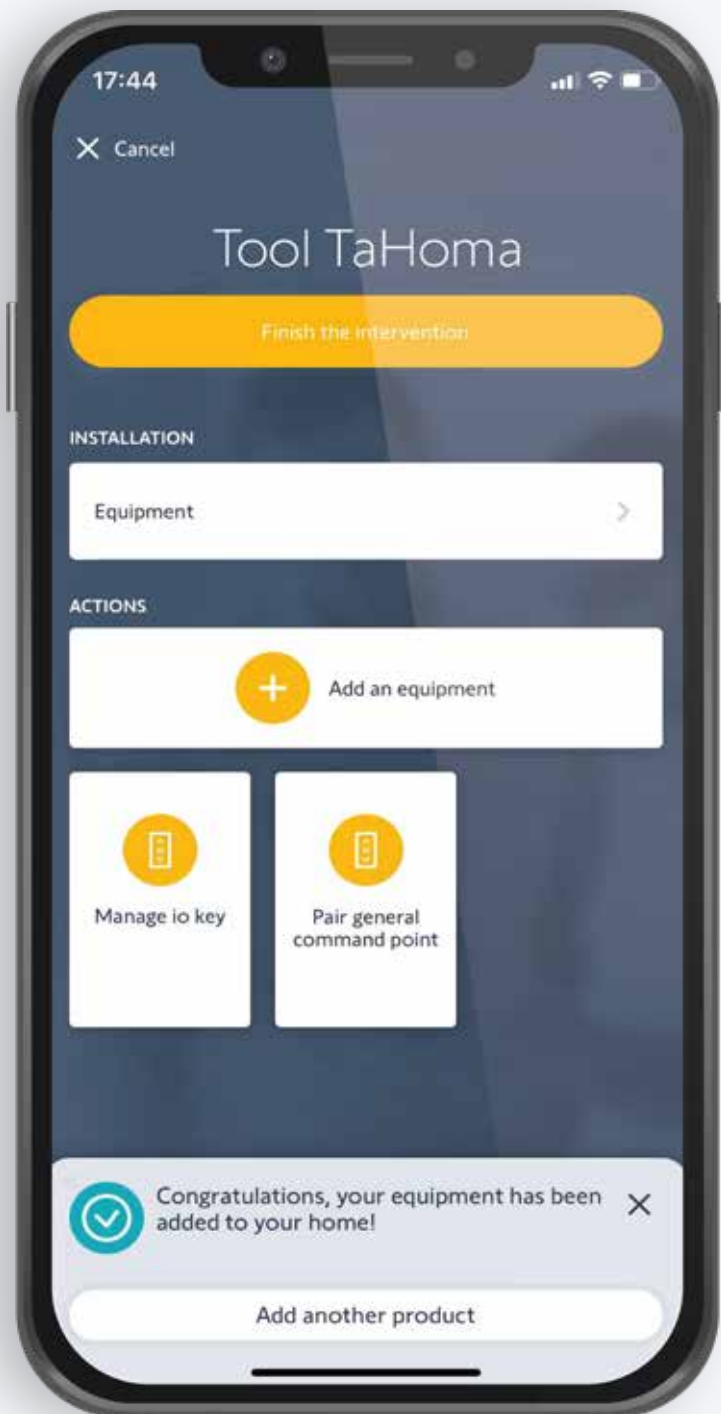
13. Rename the equipment and confirm, or skip this step



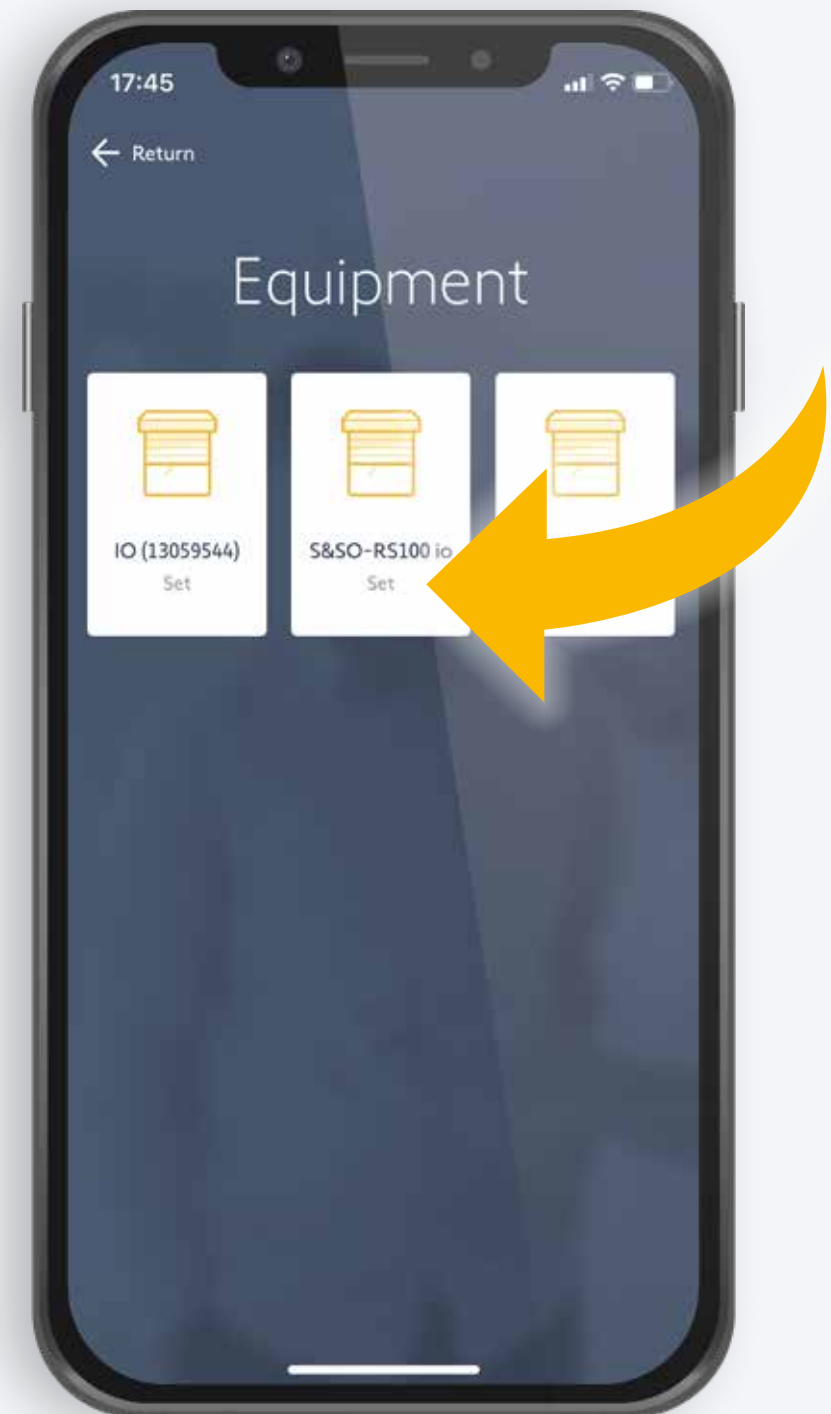
14. The equipment was successfully added to your home

Setting the motor

Setting the motor



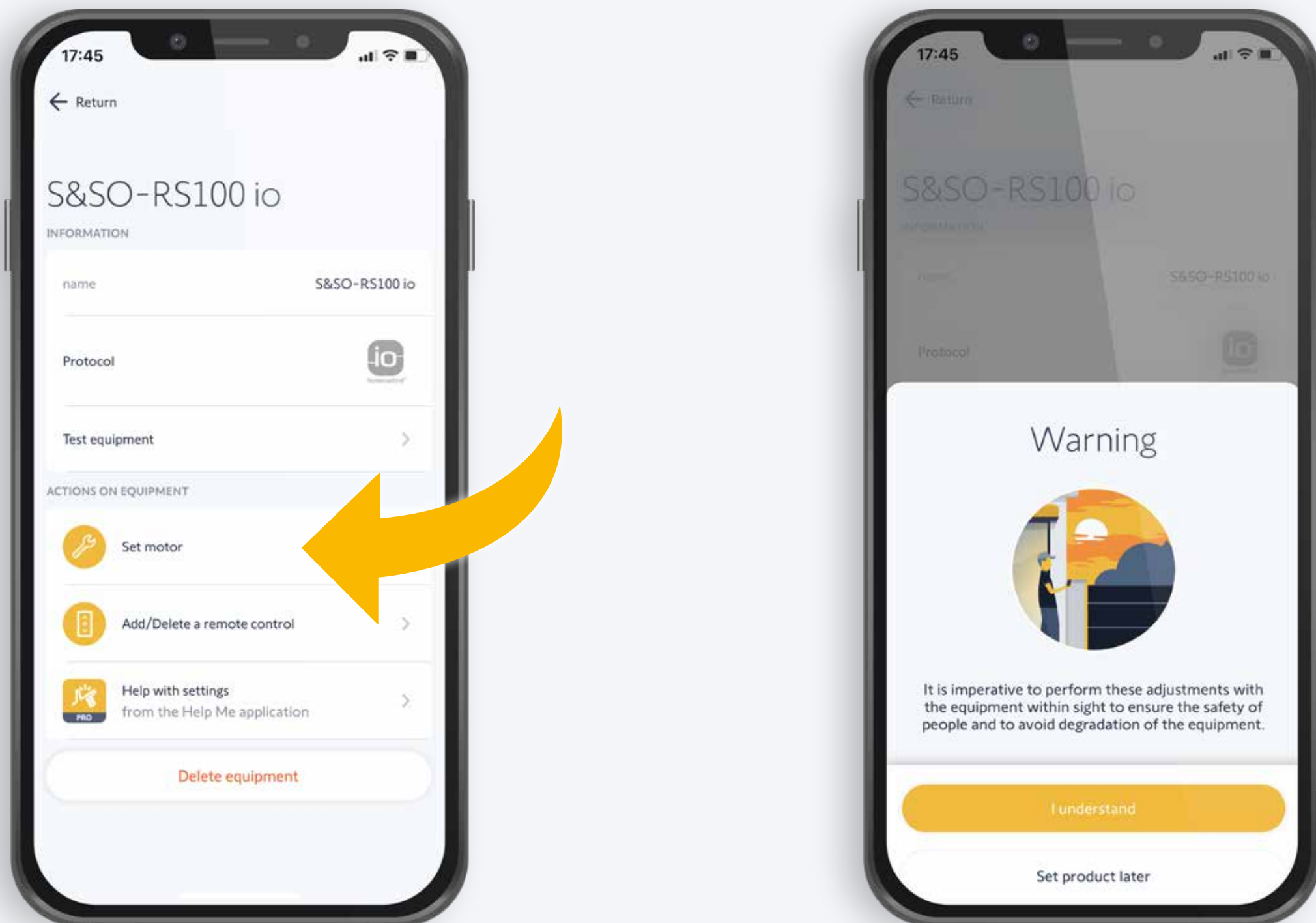
14. The equipment was successfully added to your home



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

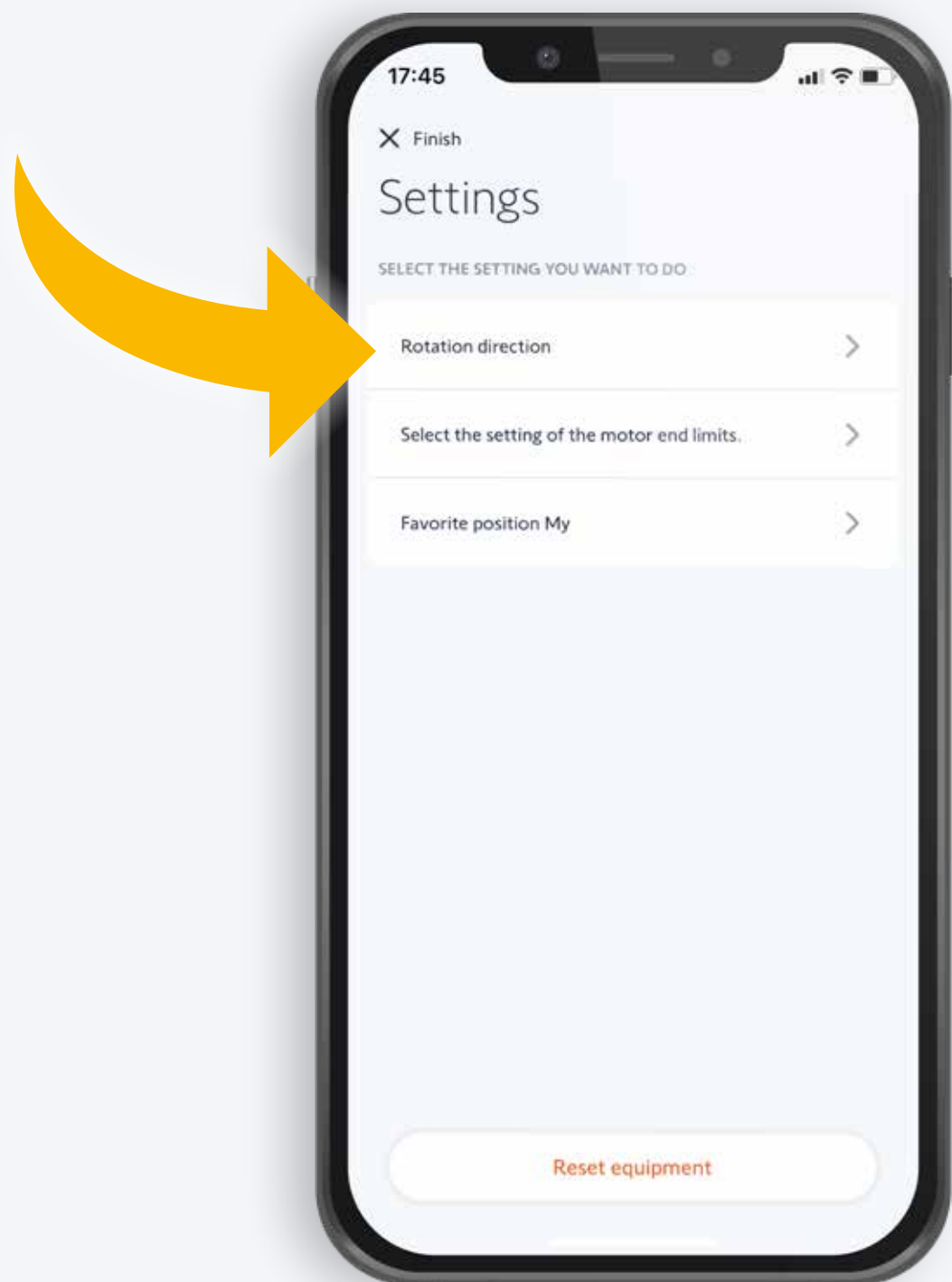
Setting the motor



16. Select «Set motor»

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

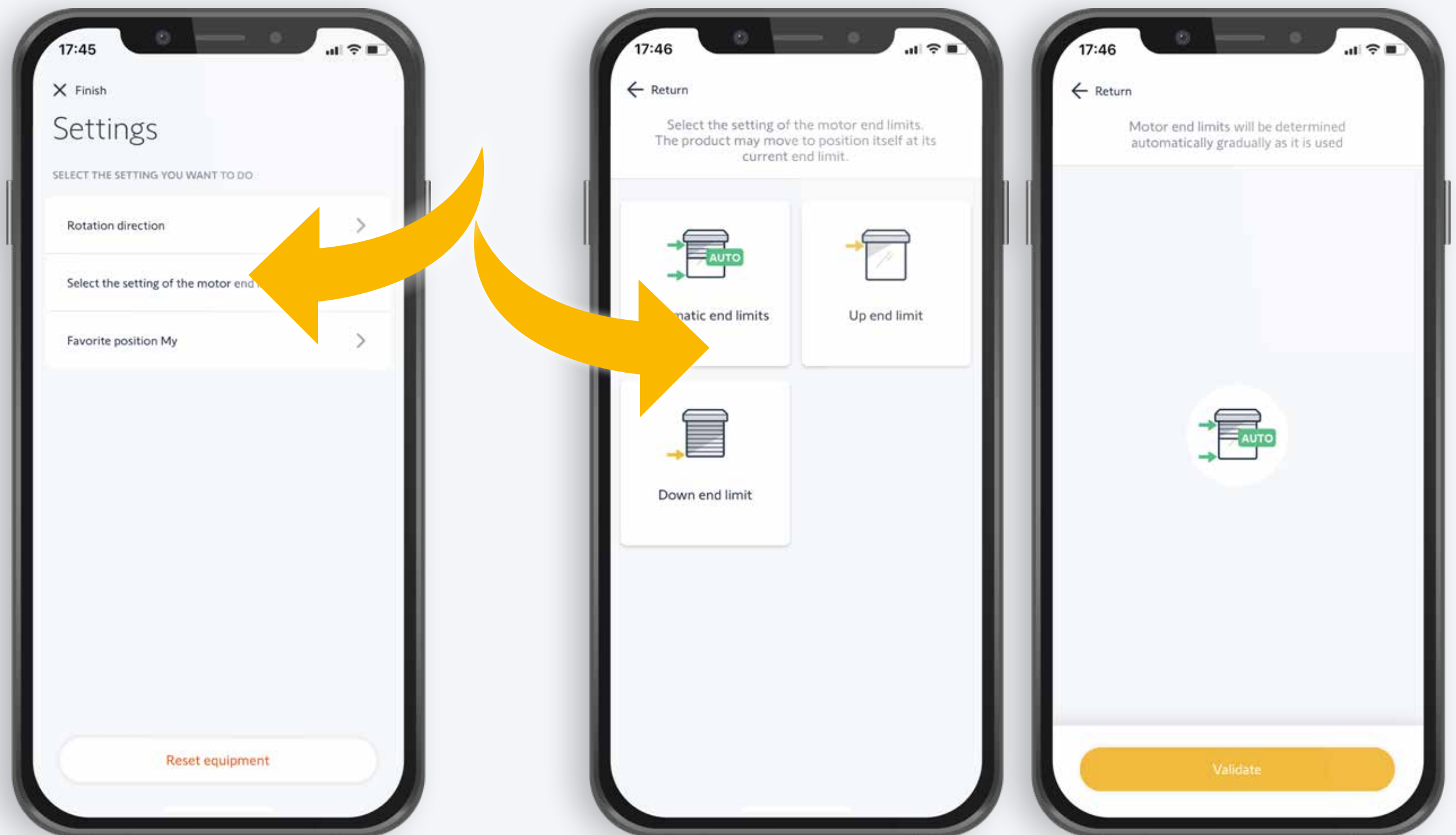
Changing the rotation direction



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

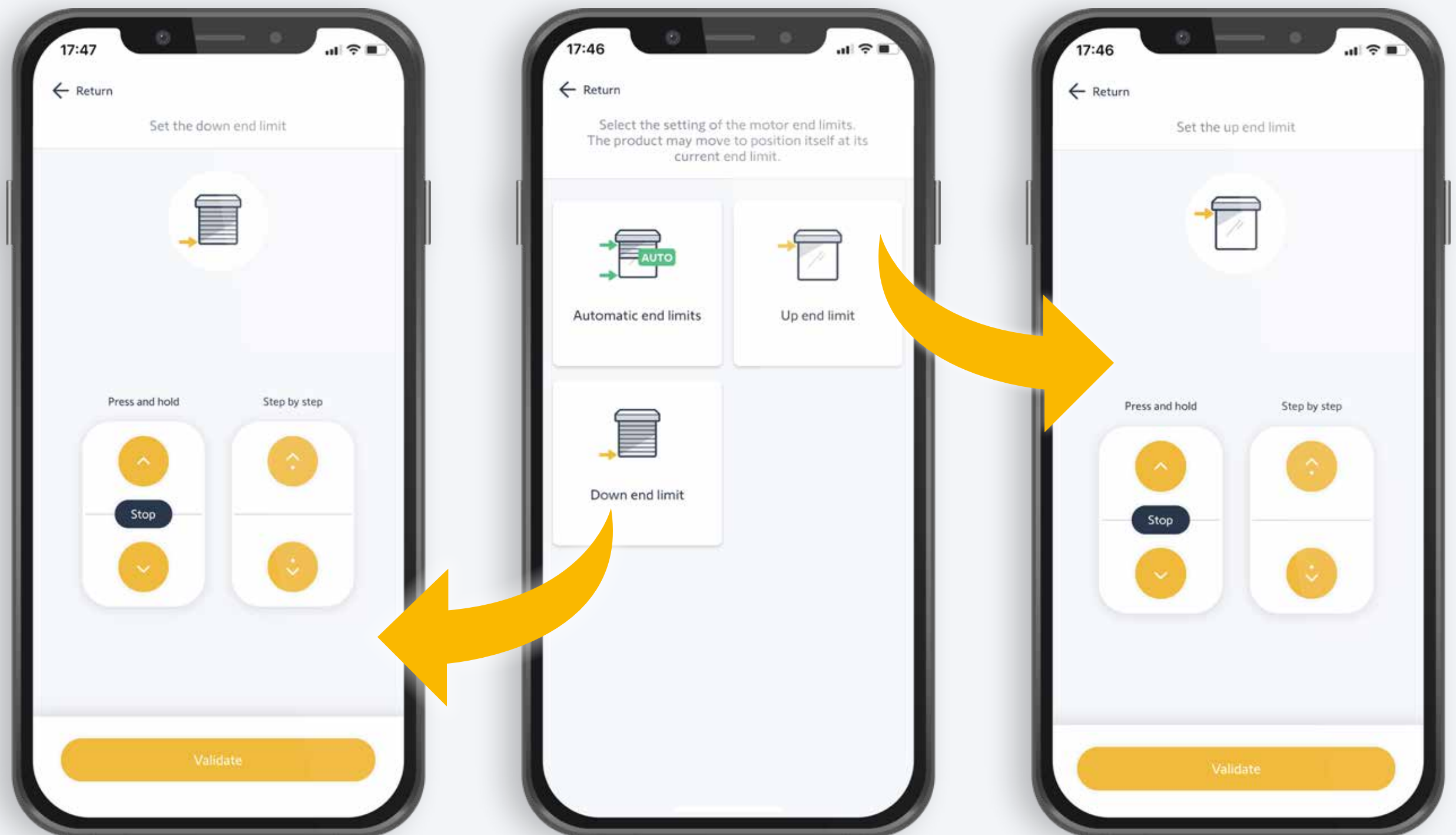
Setting automatic end limits



18. Set automatic end limits

- Choose the desired configuration
- • Confirm the configuration

Setting fixed end limits



19. Set fixed end limits

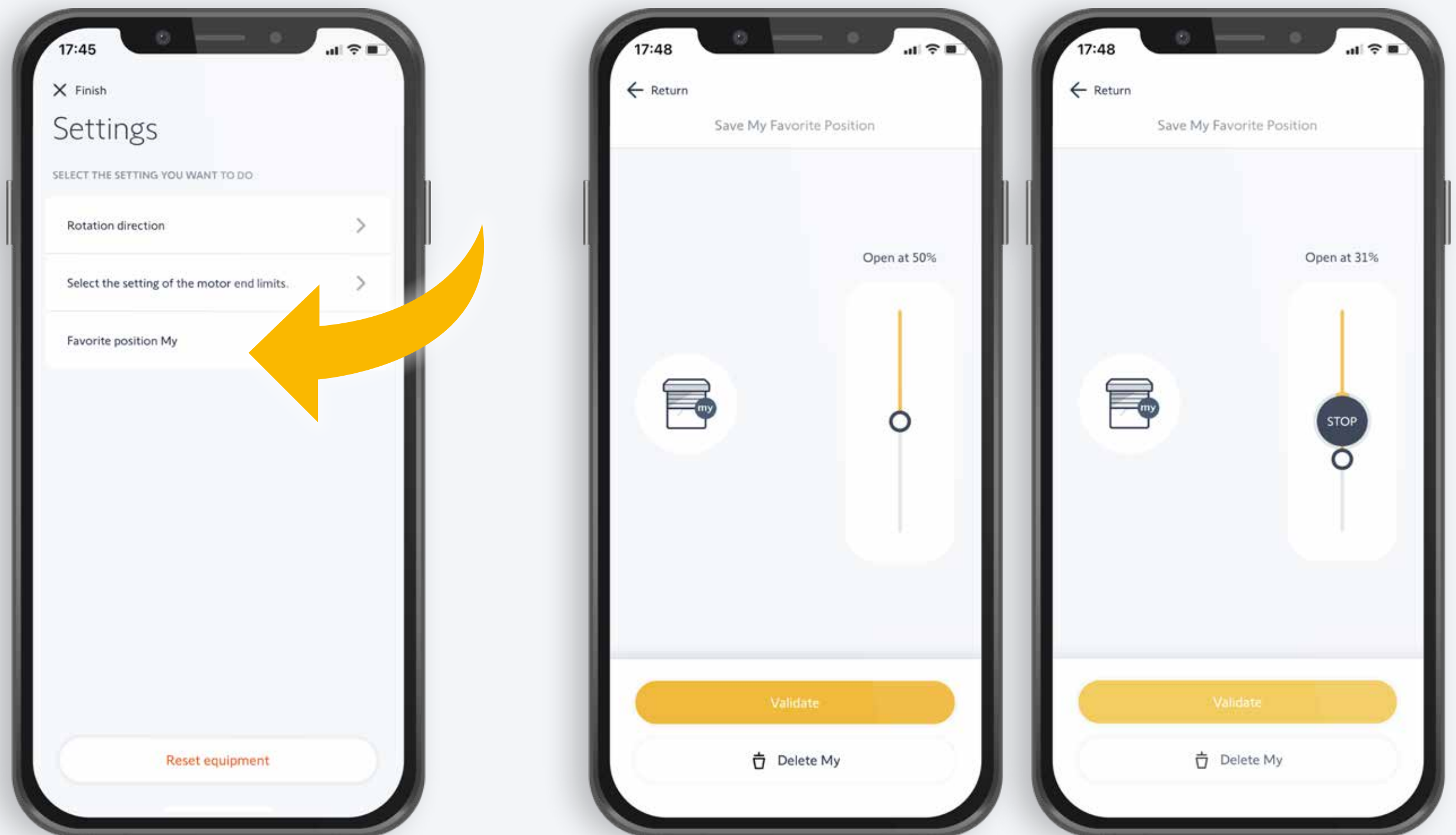
Lower end limit

- 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»

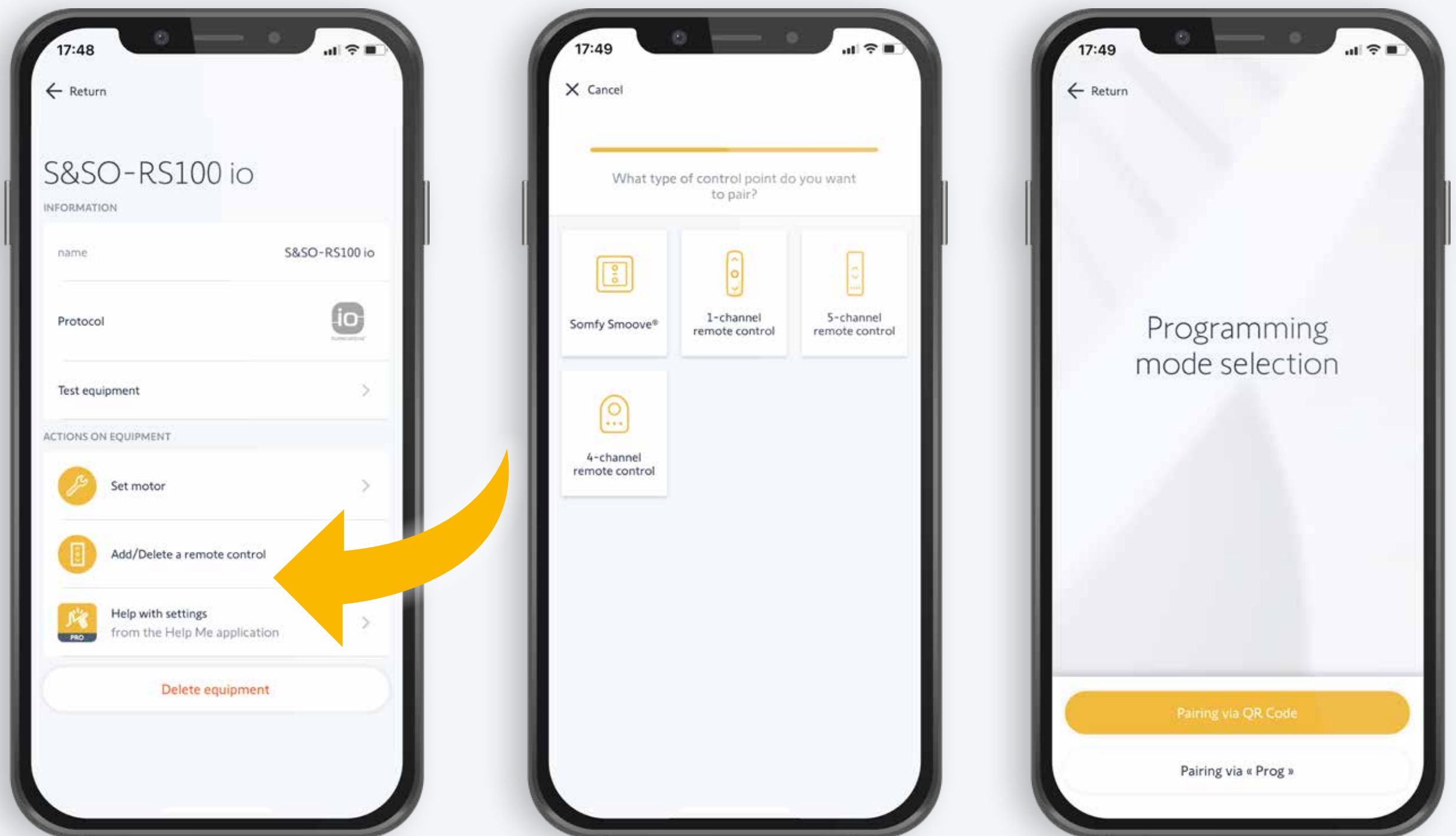


20. Setting your favourite position with «My»

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

Pairing a remote control

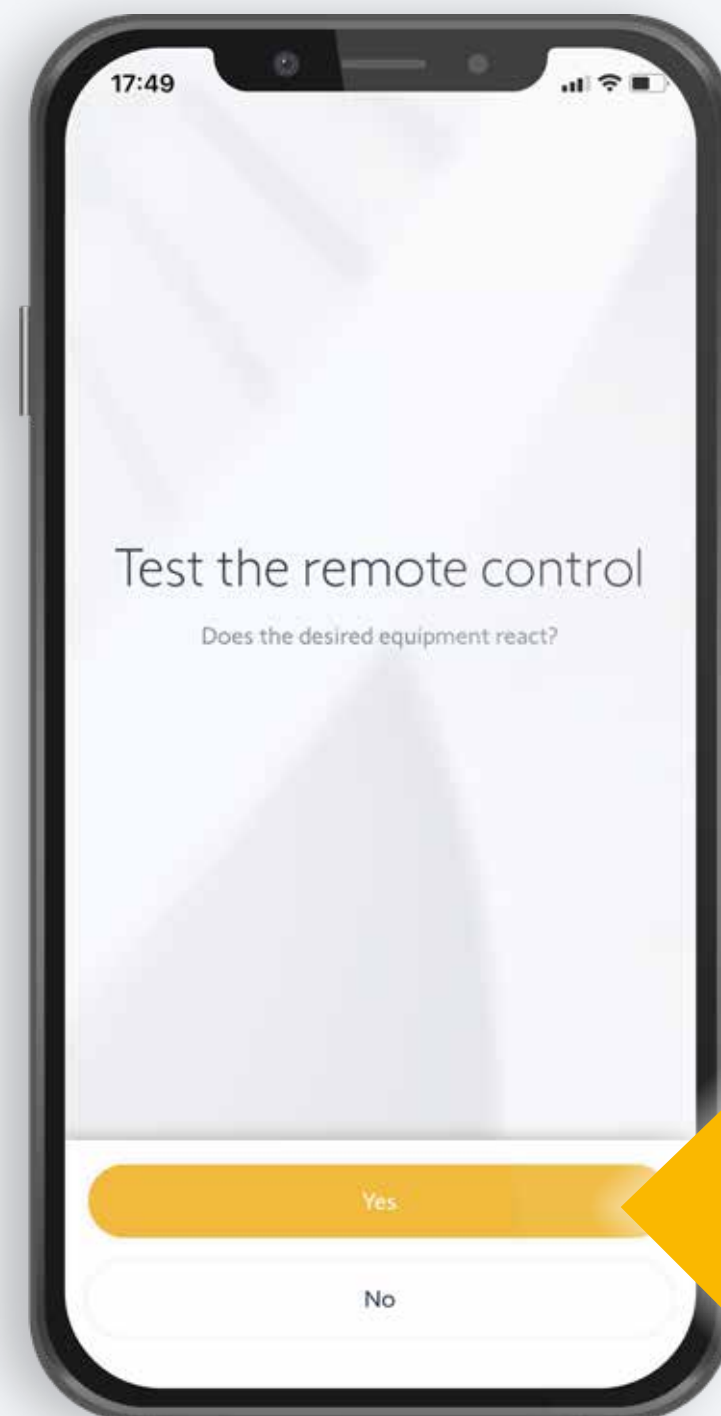
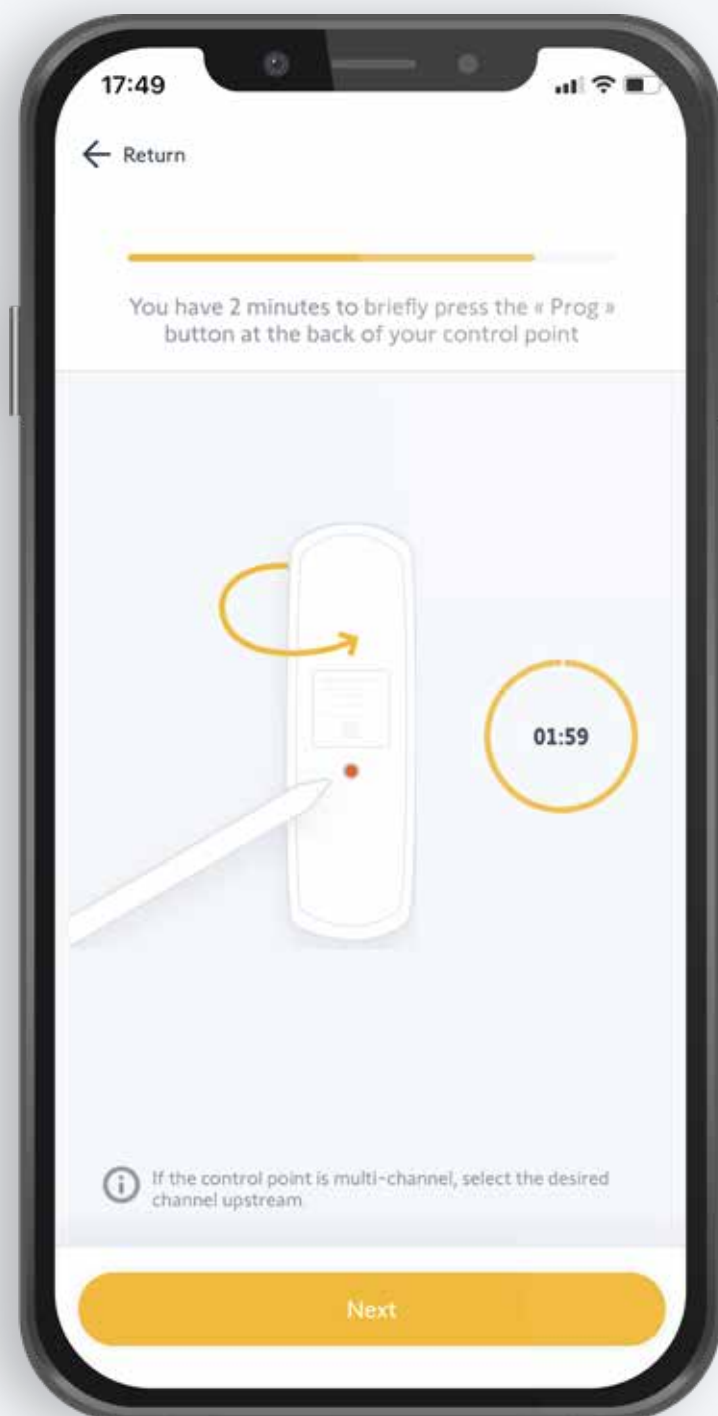
Pairing a remote control



21. Pair a remote control

- Select «Add/Delete a remote control»
 - 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

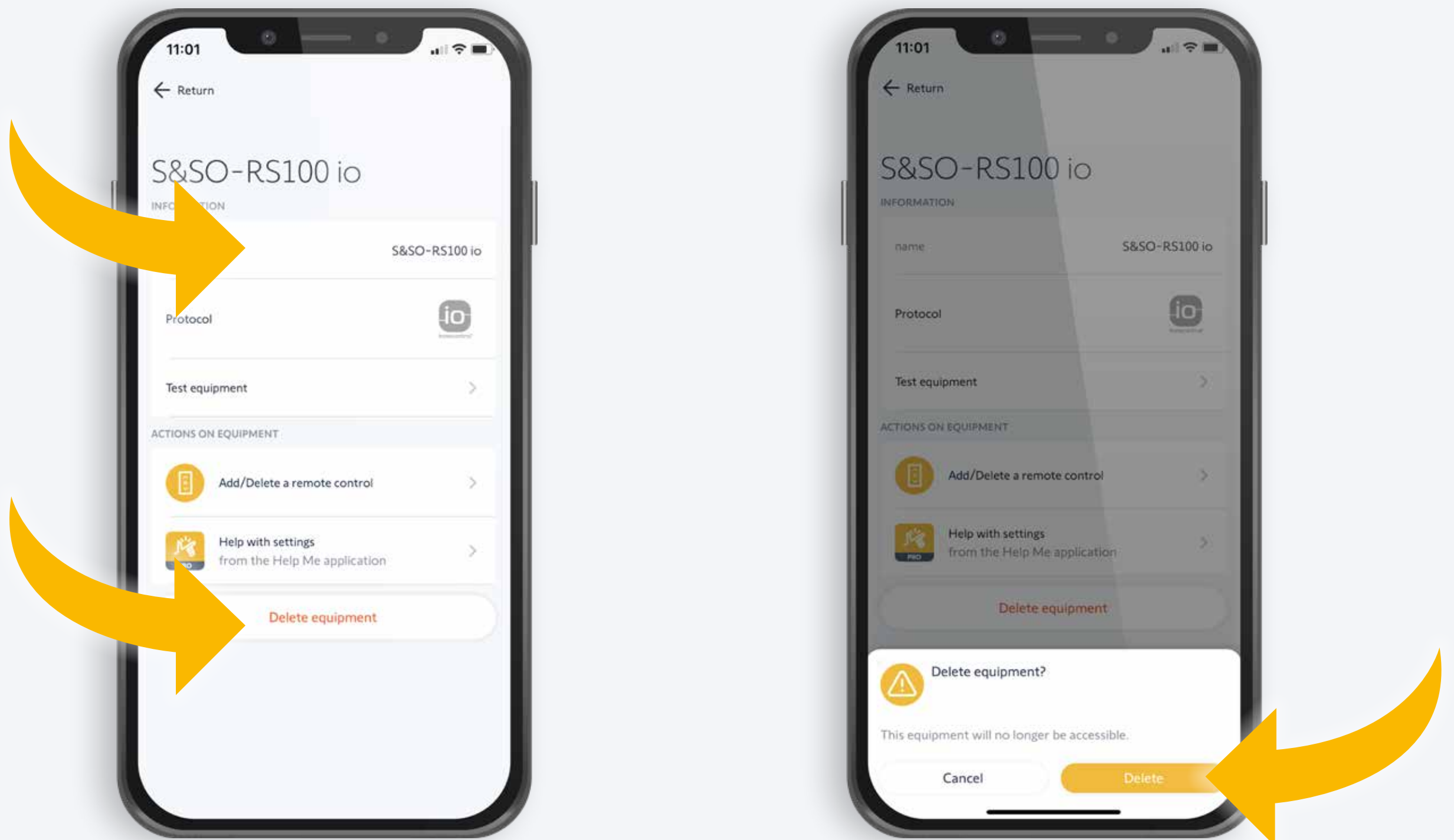


22. You have 2 minutes to pair the remote control

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

Removing a motor

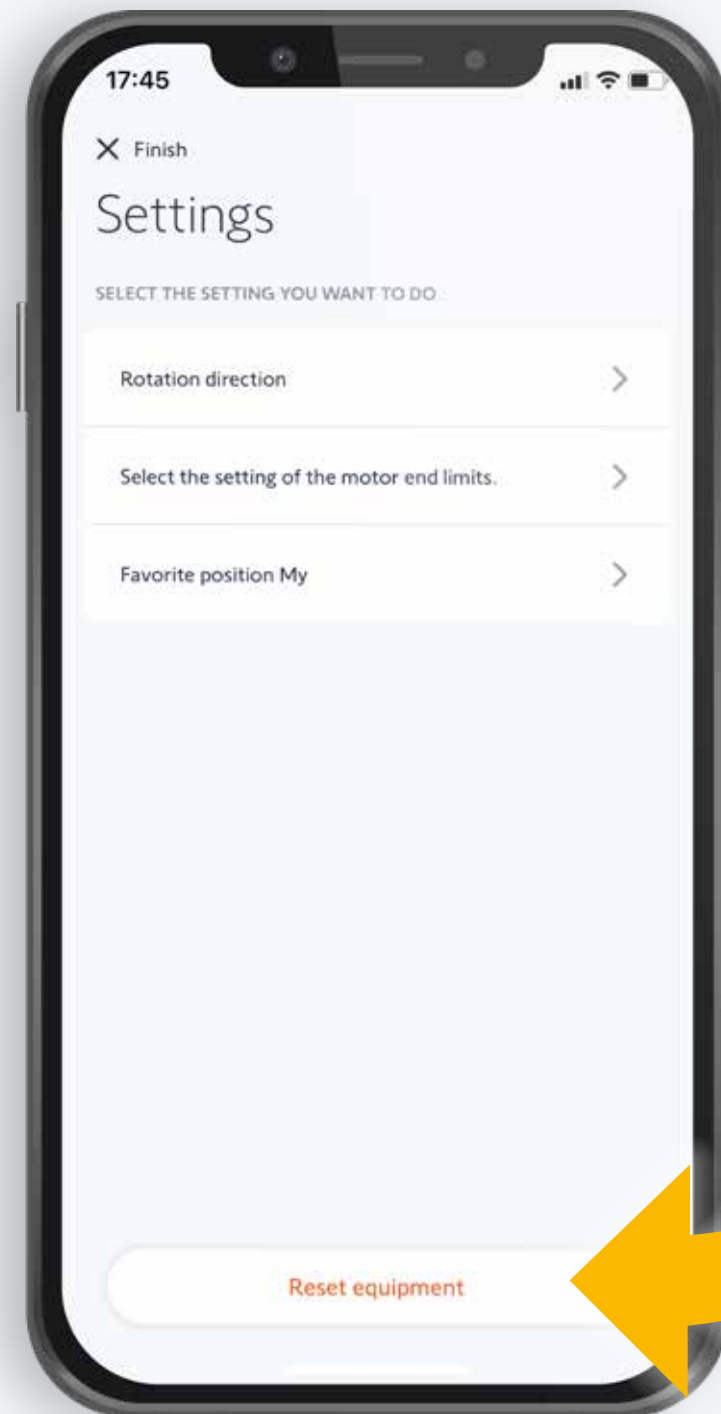
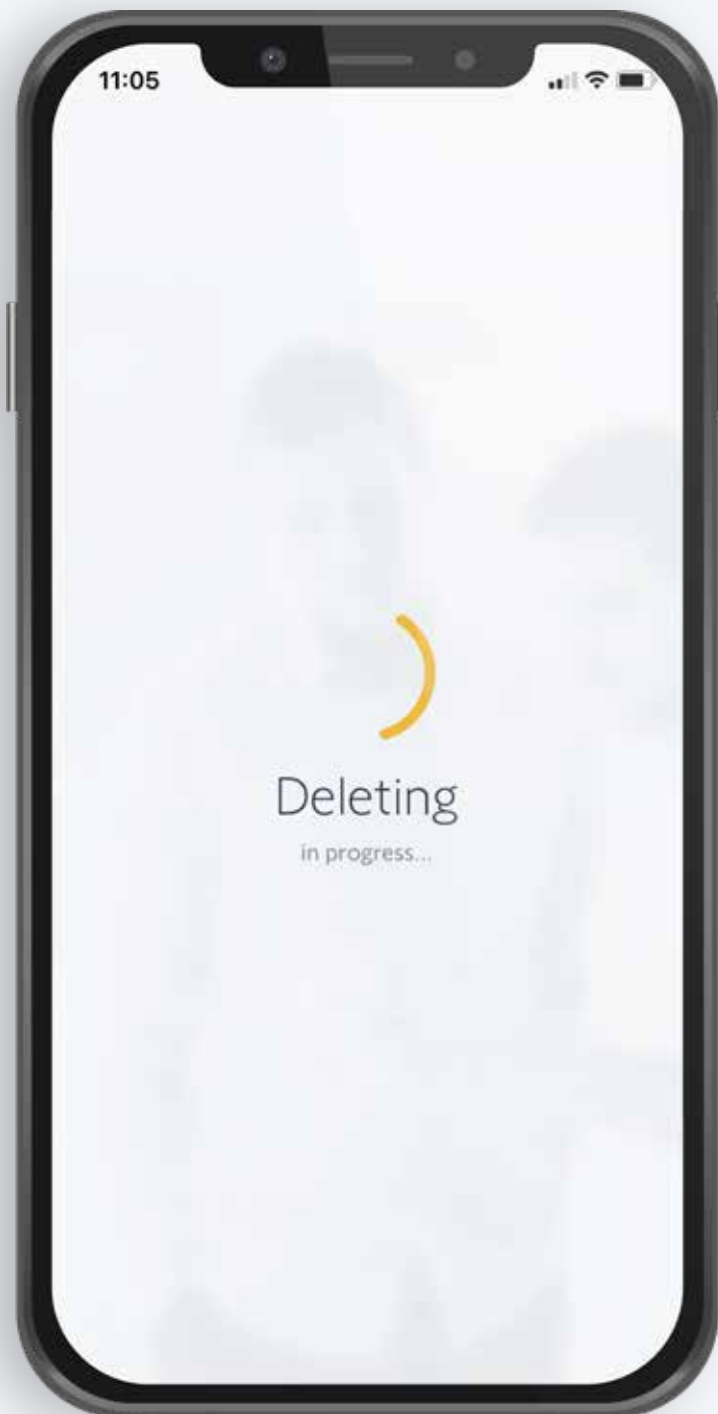
Removing a motor



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

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Connecting equipment with an
existing TaHoma

(Scenario 2)

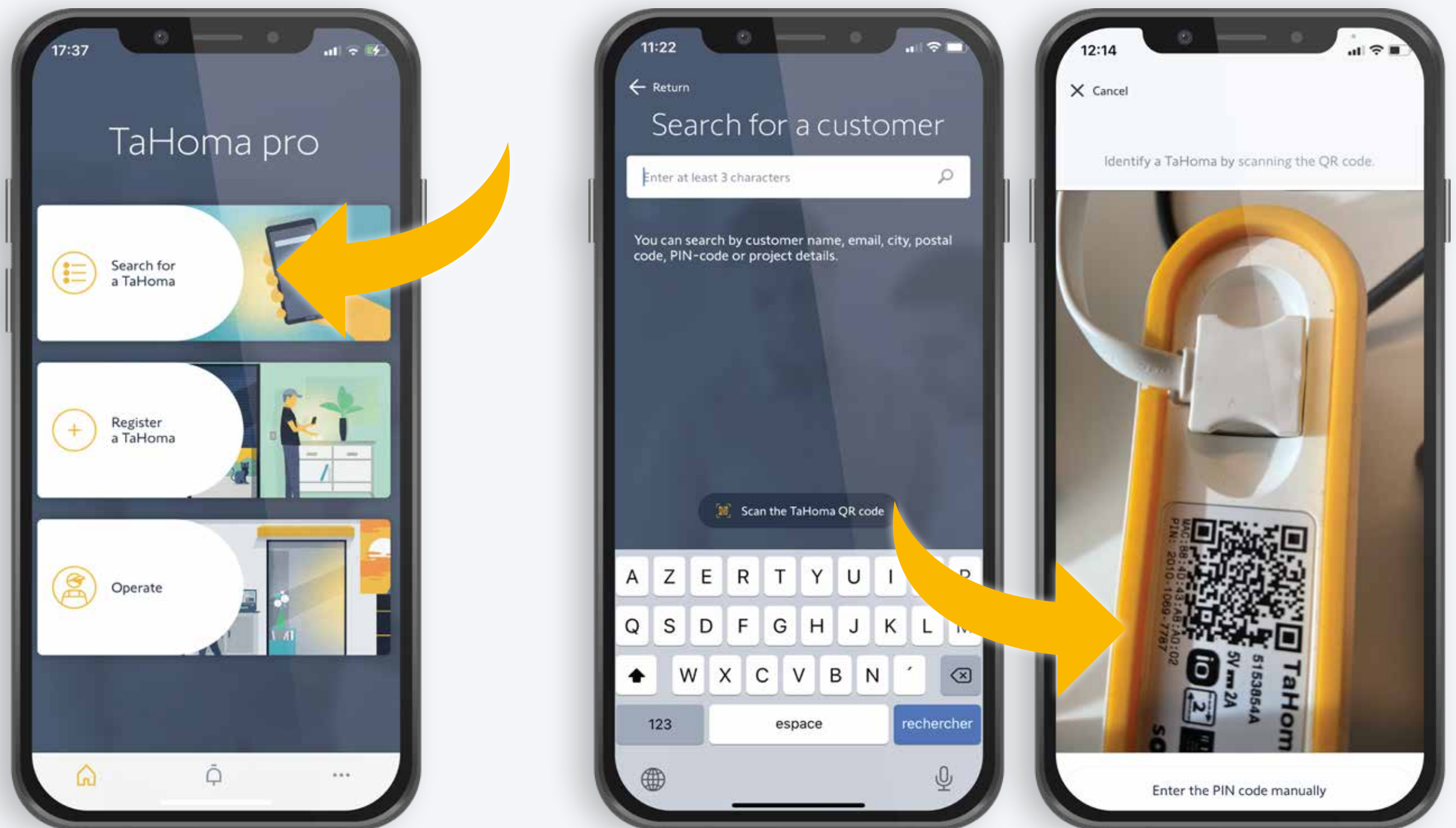
EN

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

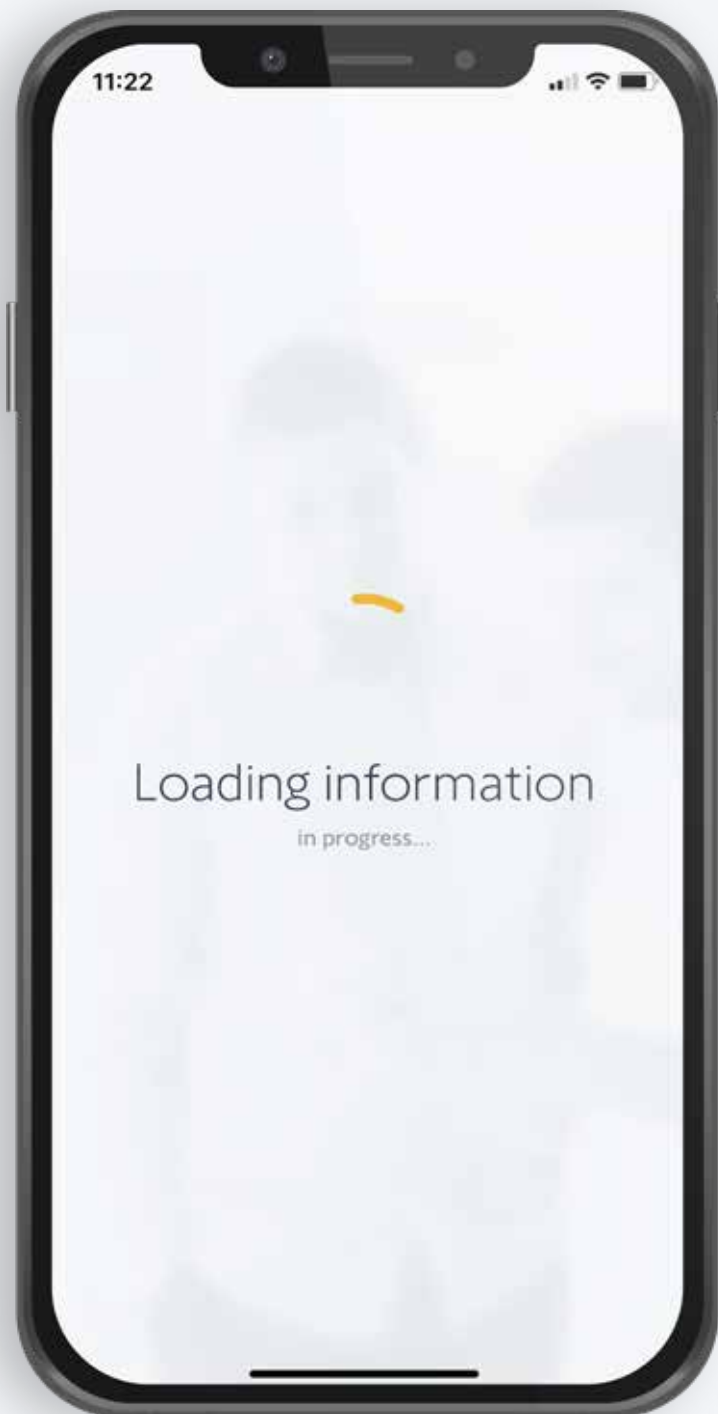


1. Open the TaHoma Pro app and tap «Search for a TaHoma»

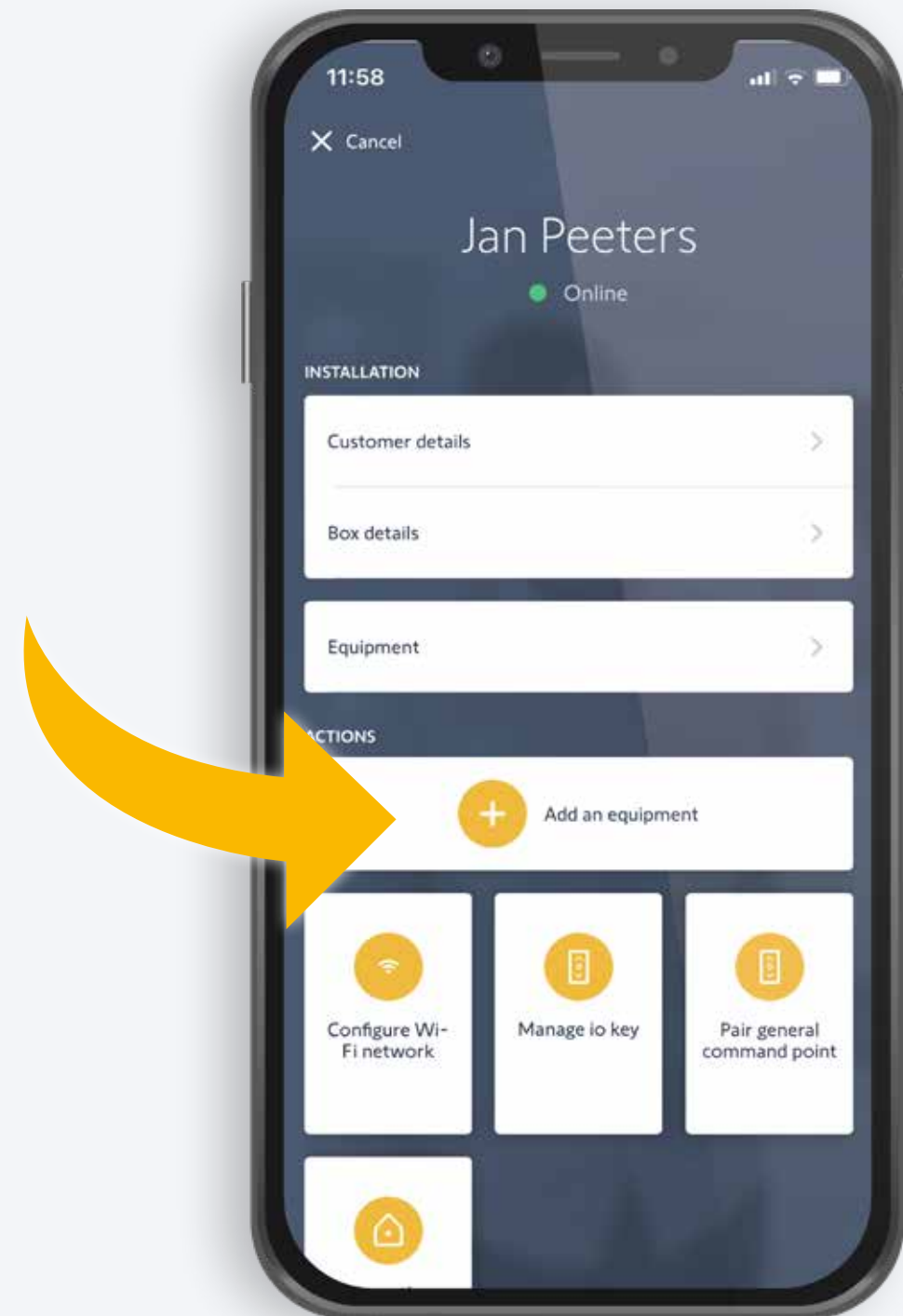
2. To search for the customer's TaHoma, select «Customer Name» or «Scan the TaHoma QR code»

Searching for a customer's
TaHoma

Searching for the TaHoma



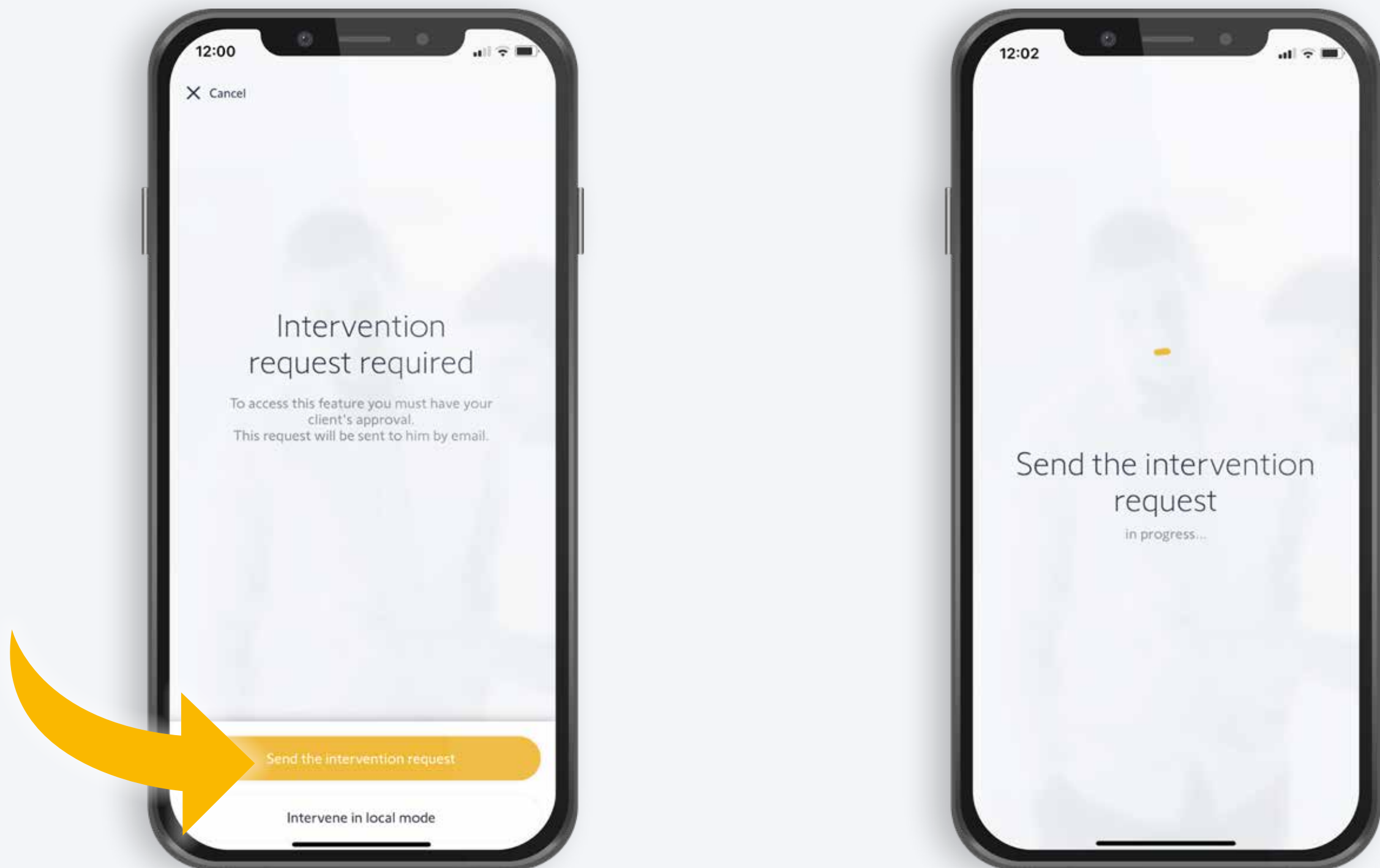
3. Searching in progress



4. Customer's TaHoma is found.

- Tap «Add an equipment»

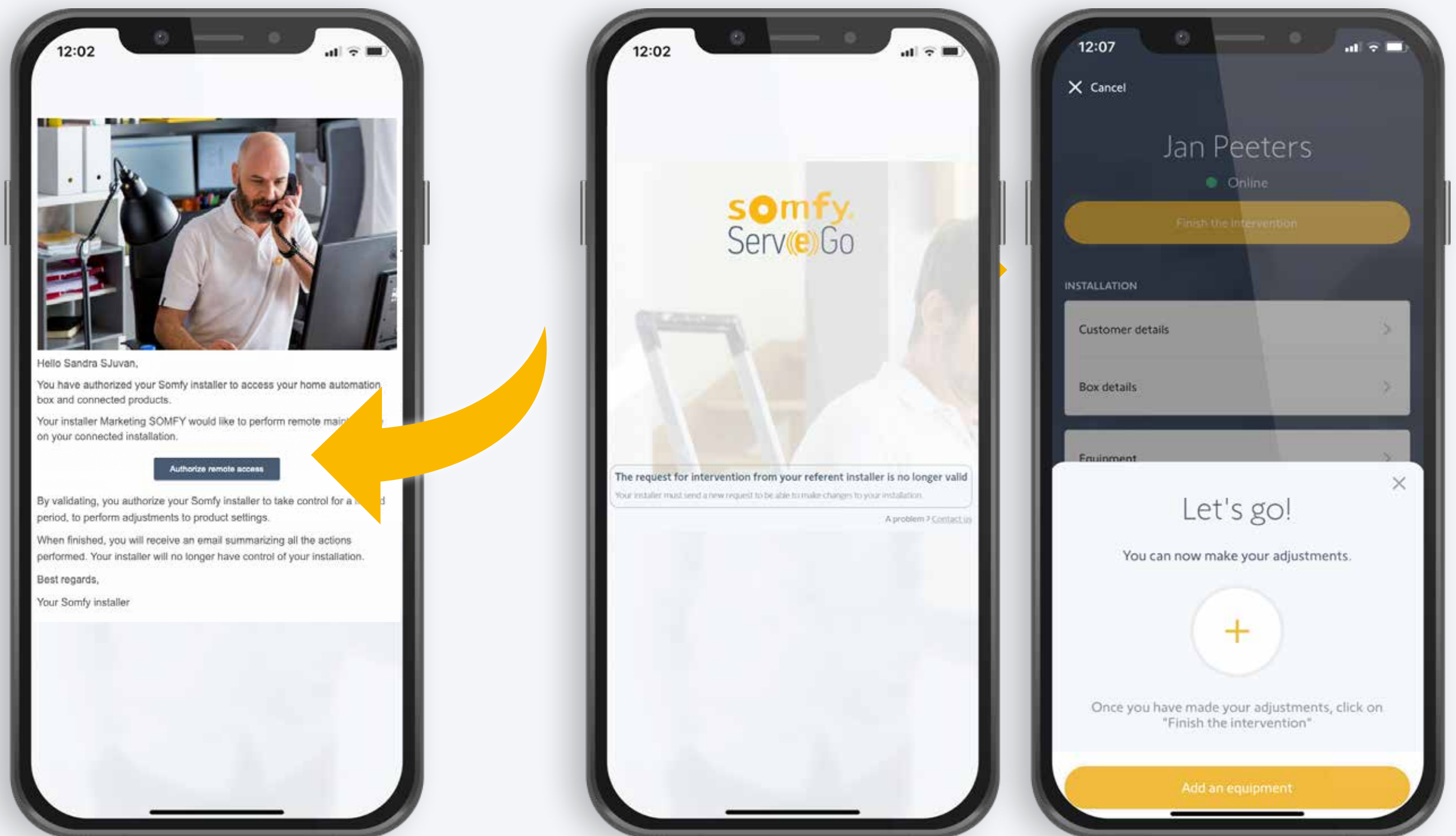
Intervention



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



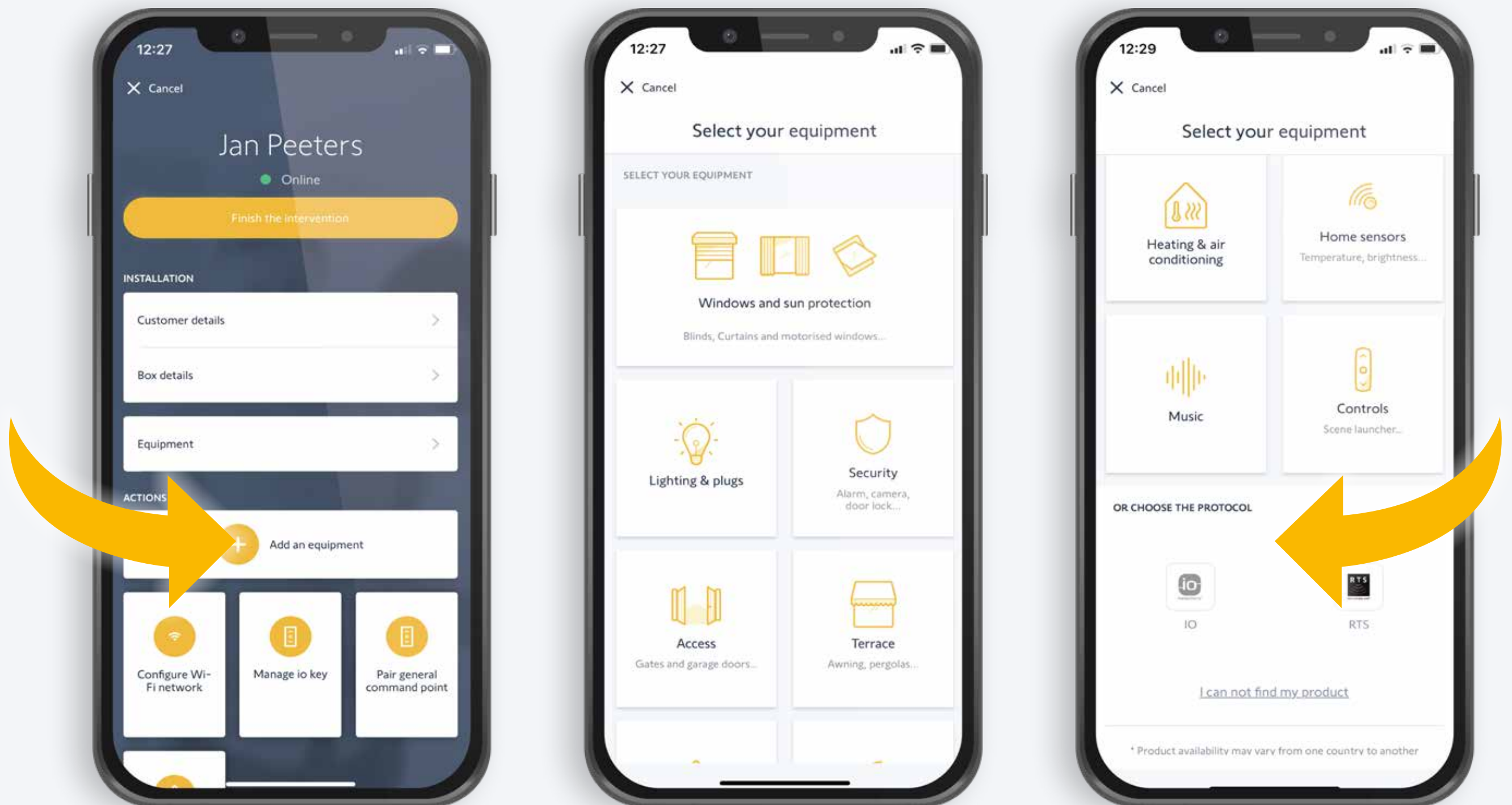
6. The customer receives an email in their TaHoma email account

- The customer has to click «[Authorize remote access](#)»

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

Connecting new equipment

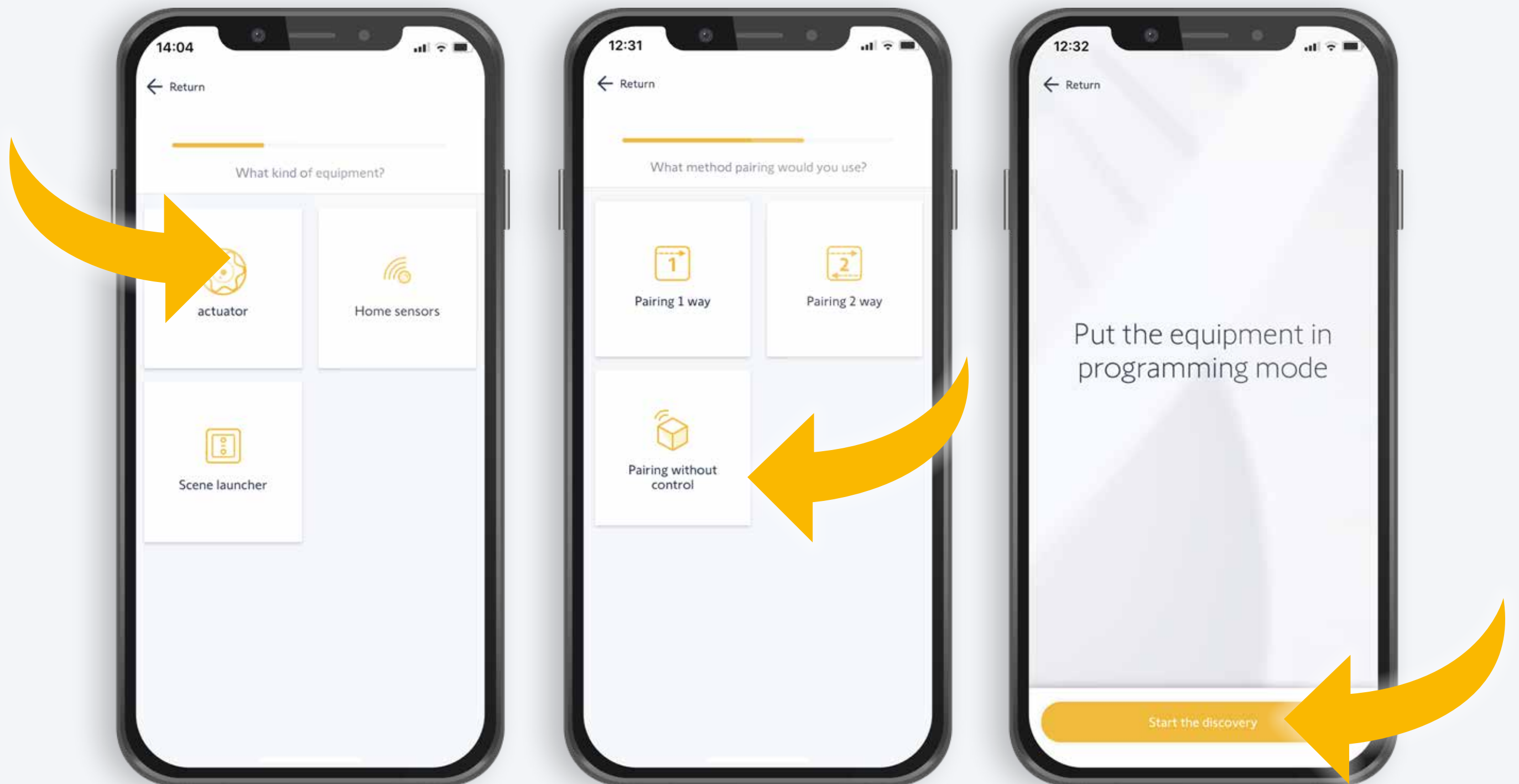
Connecting new equipment



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

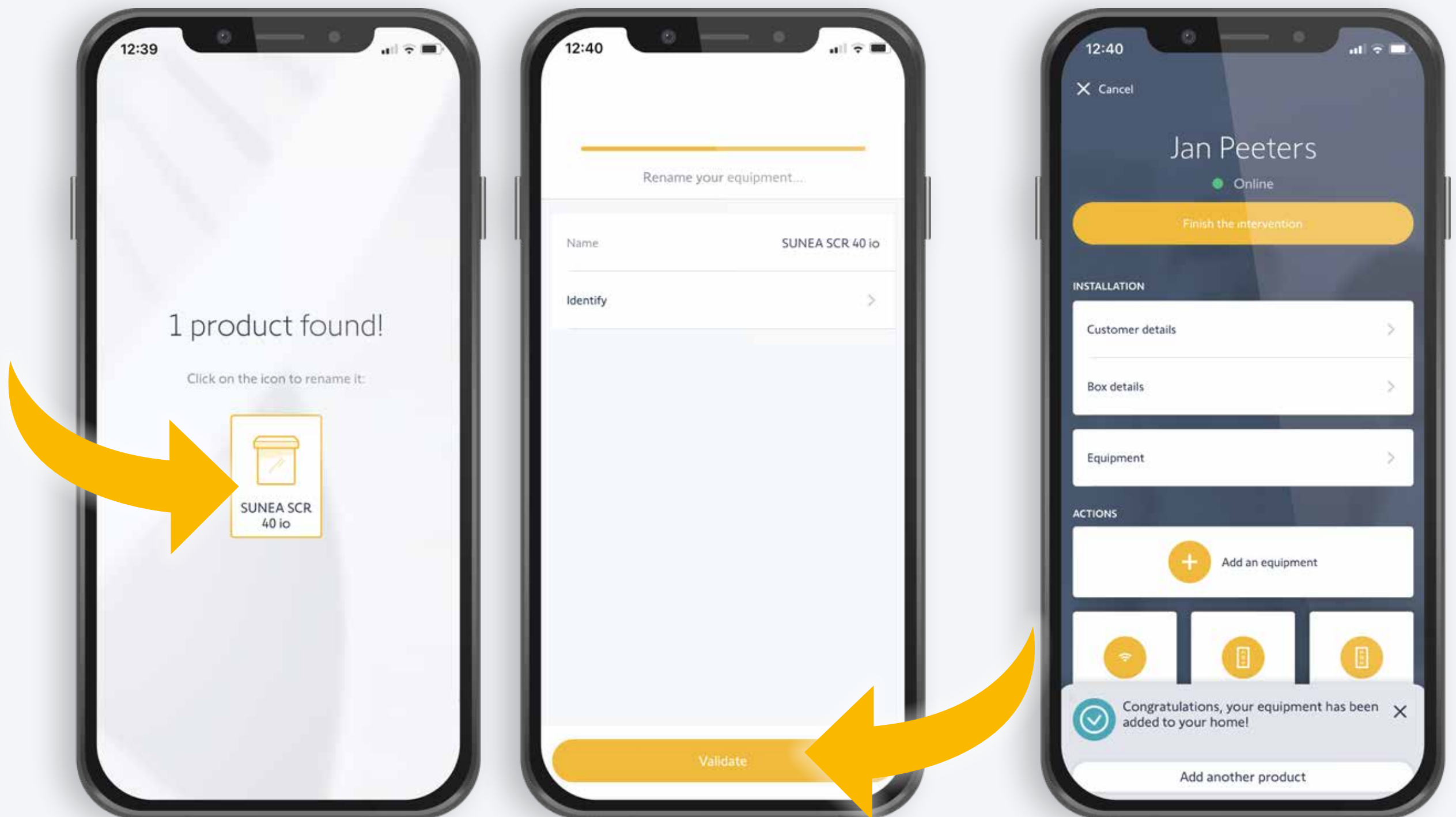


- Tap «Add an actuator»
- Tap «Pairing without control» to connect a motor that has not yet been paired

Put the equipment in programming mode:

- Engage the motor and tap «Start the discovery»

Connecting new equipment



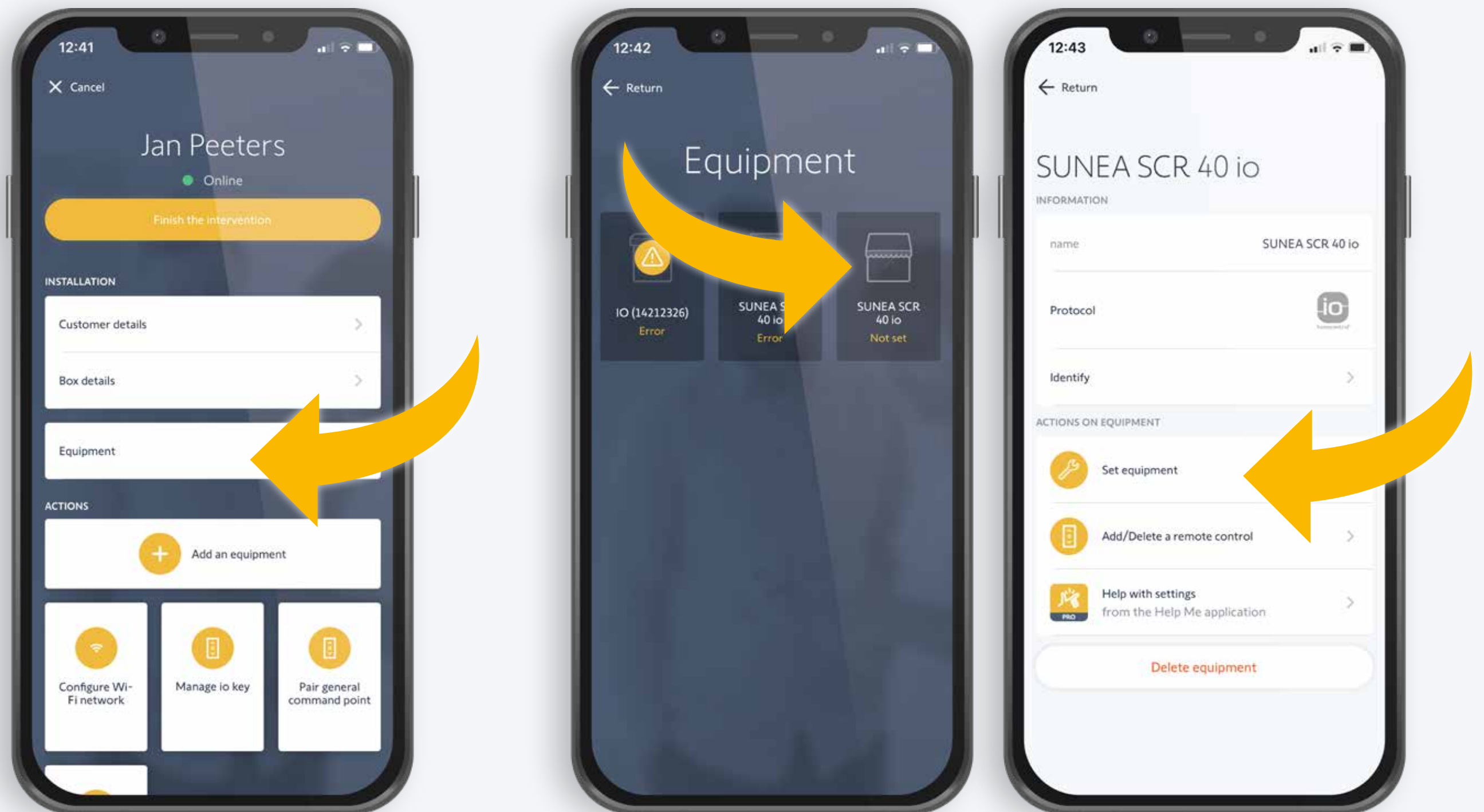
9. Equipment found: Tap the icon

10. Rename the equipment or confirm

11. The equipment is connected with the TaHoma

Setting the motor

Setting the motor

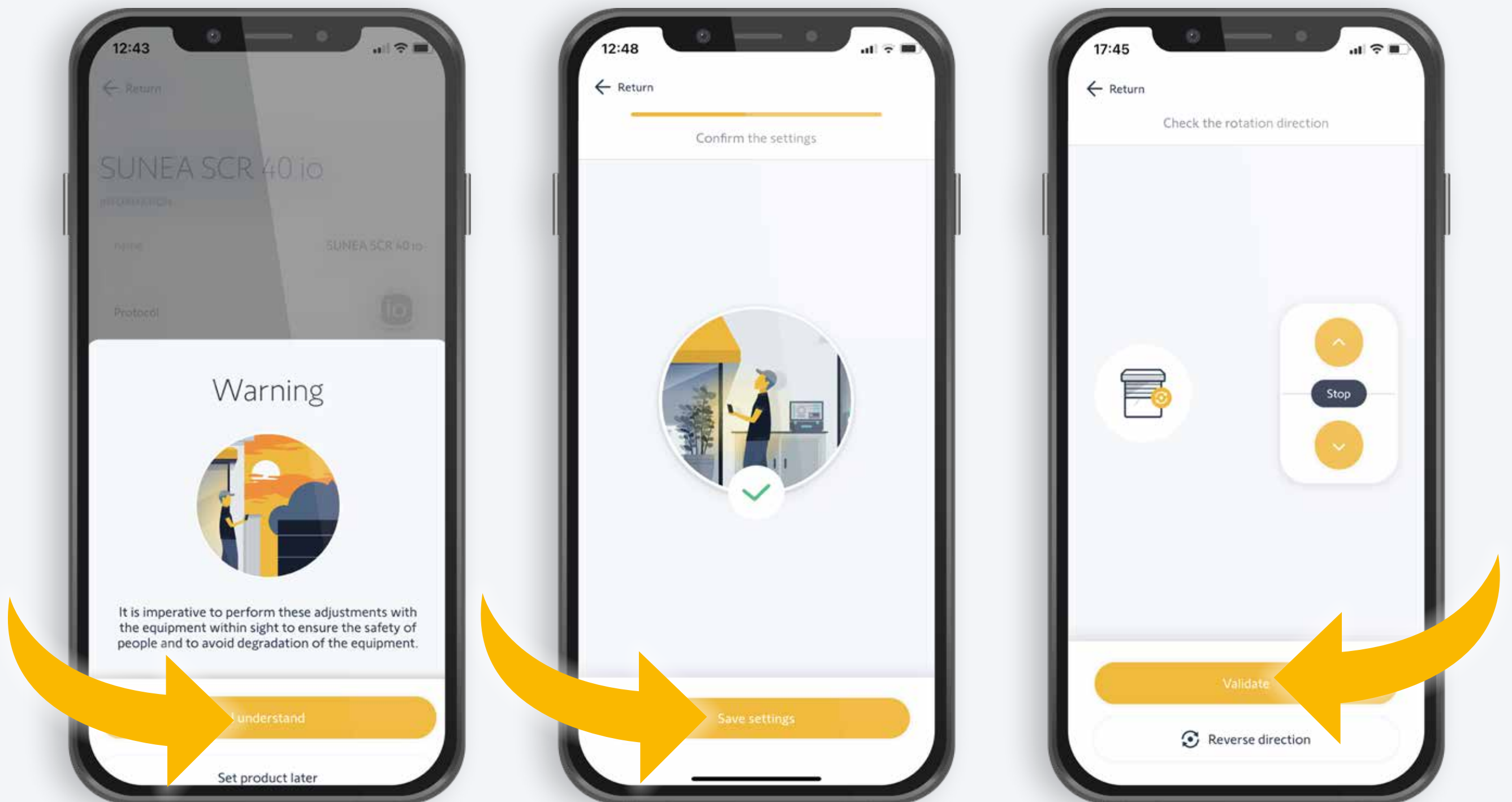


12. Tap «equipment» to set the motor

13. Select the motor you want to set

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

Setting the rotation direction



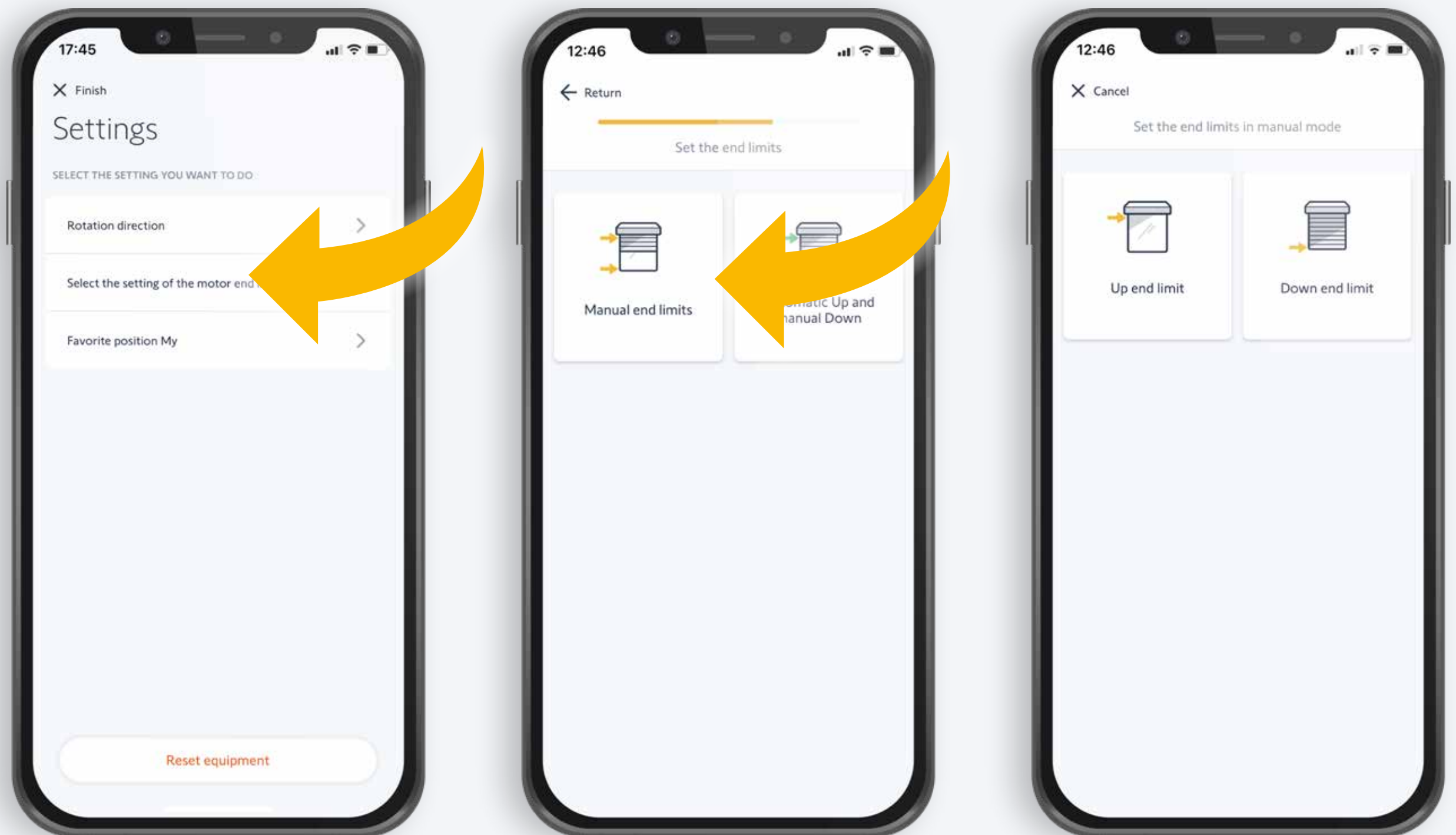
14. Confirm that you are in a location where you can observe the equipment you want to set

15. Save the setting

16. Check the rotation direction

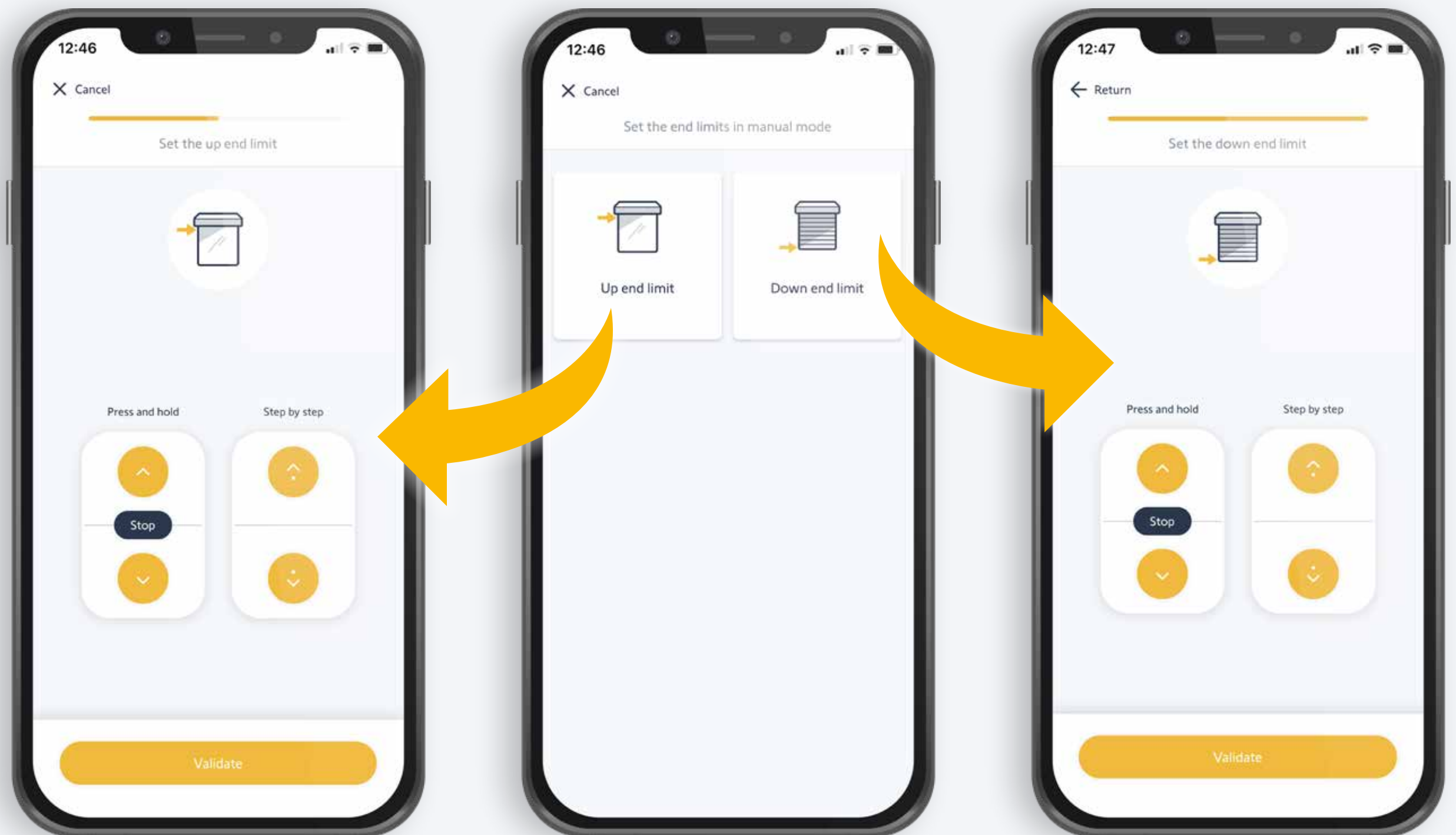
- **Check with the up/down buttons**
- Confirm or reverse the rotation direction
- If you reversed the rotation direction, check it again with the up/down buttons

Setting end limits manually



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

Setting end limits manually



18. Setting fixed end limits

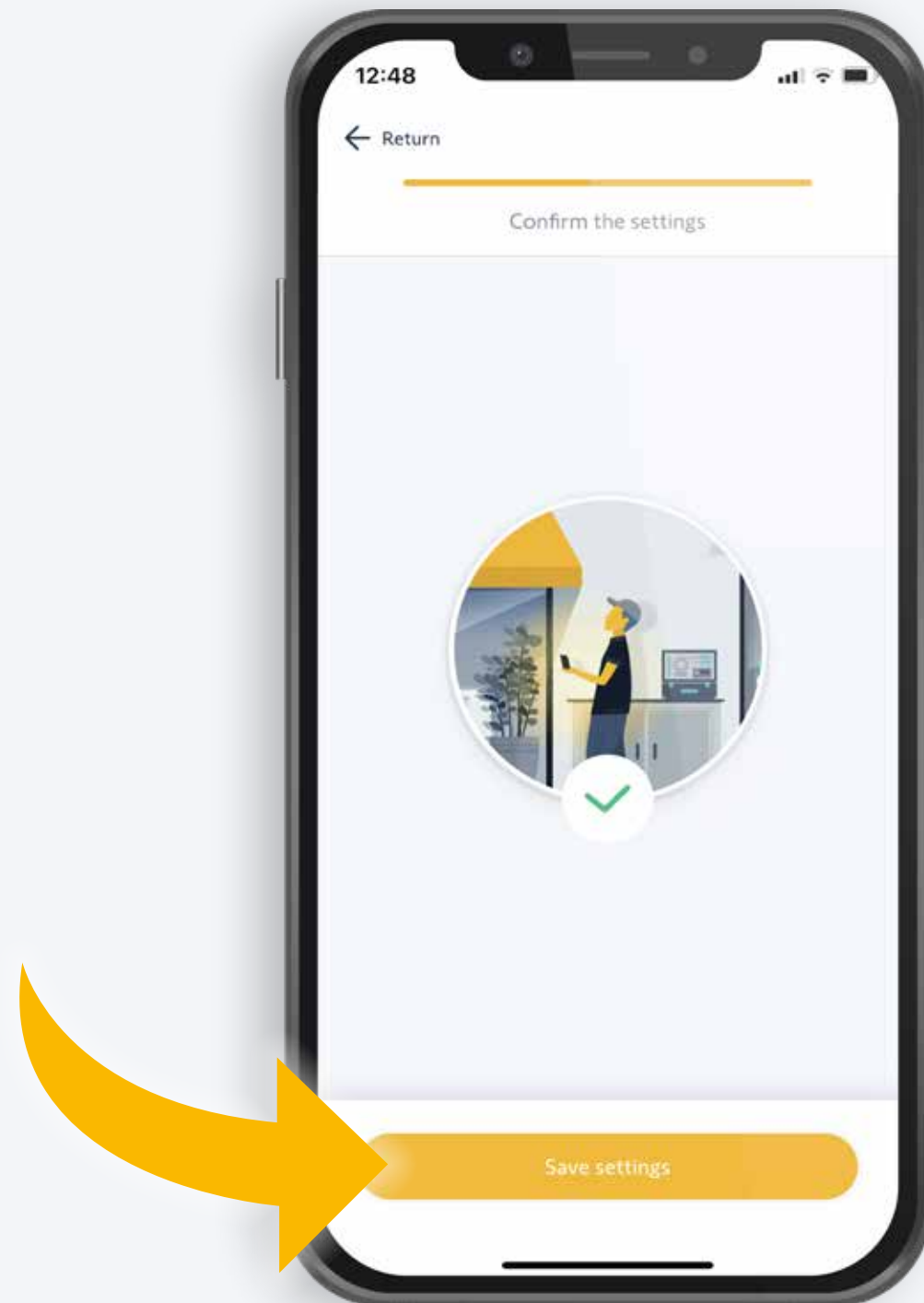
Upper end limit

- 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

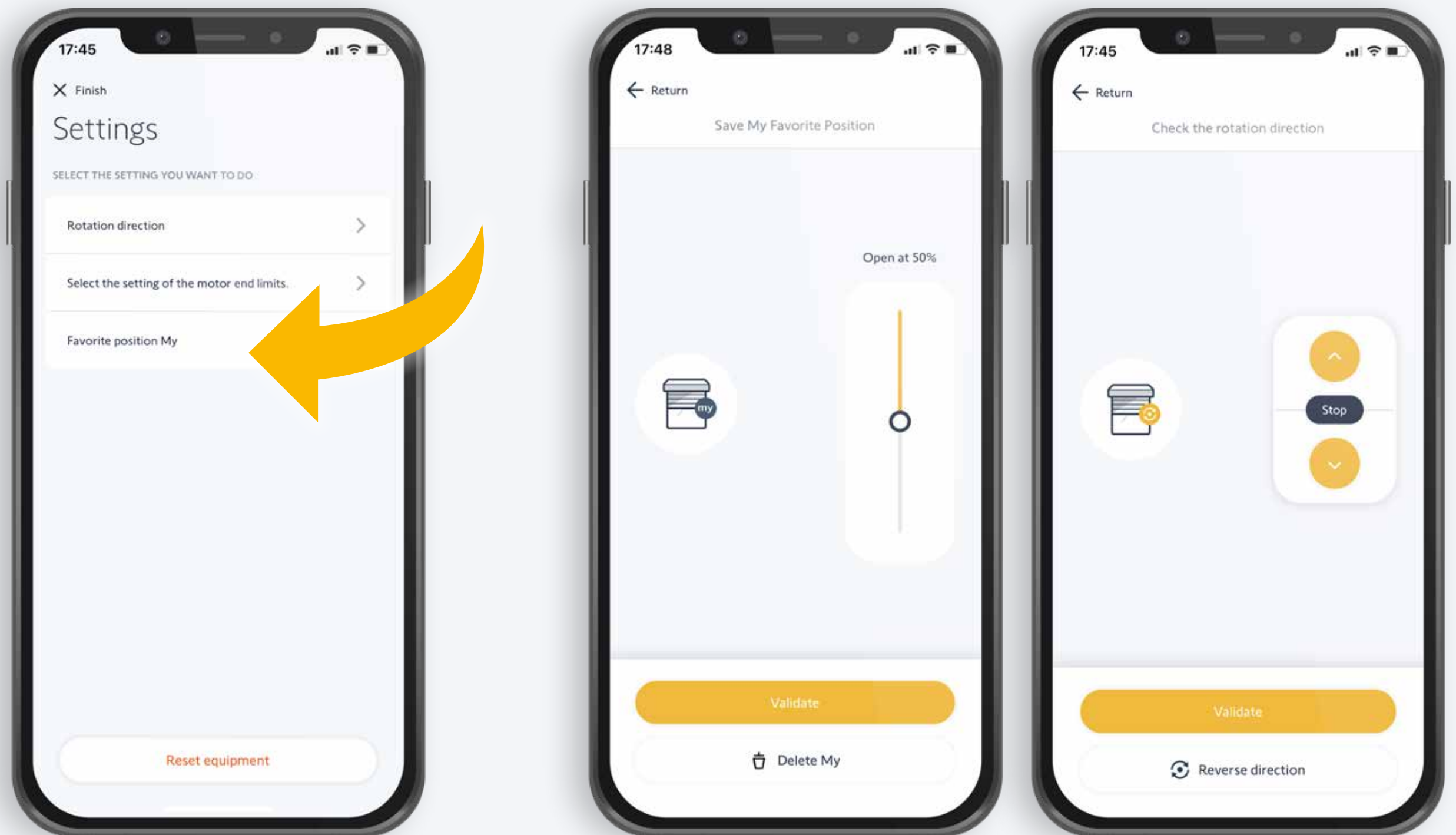
- Tap «Down end limit»
- Set the desired lower end limit for the equipment
- Confirm your choice by tapping «Validate» this end limit

Setting end limits manually



19. Save the setting

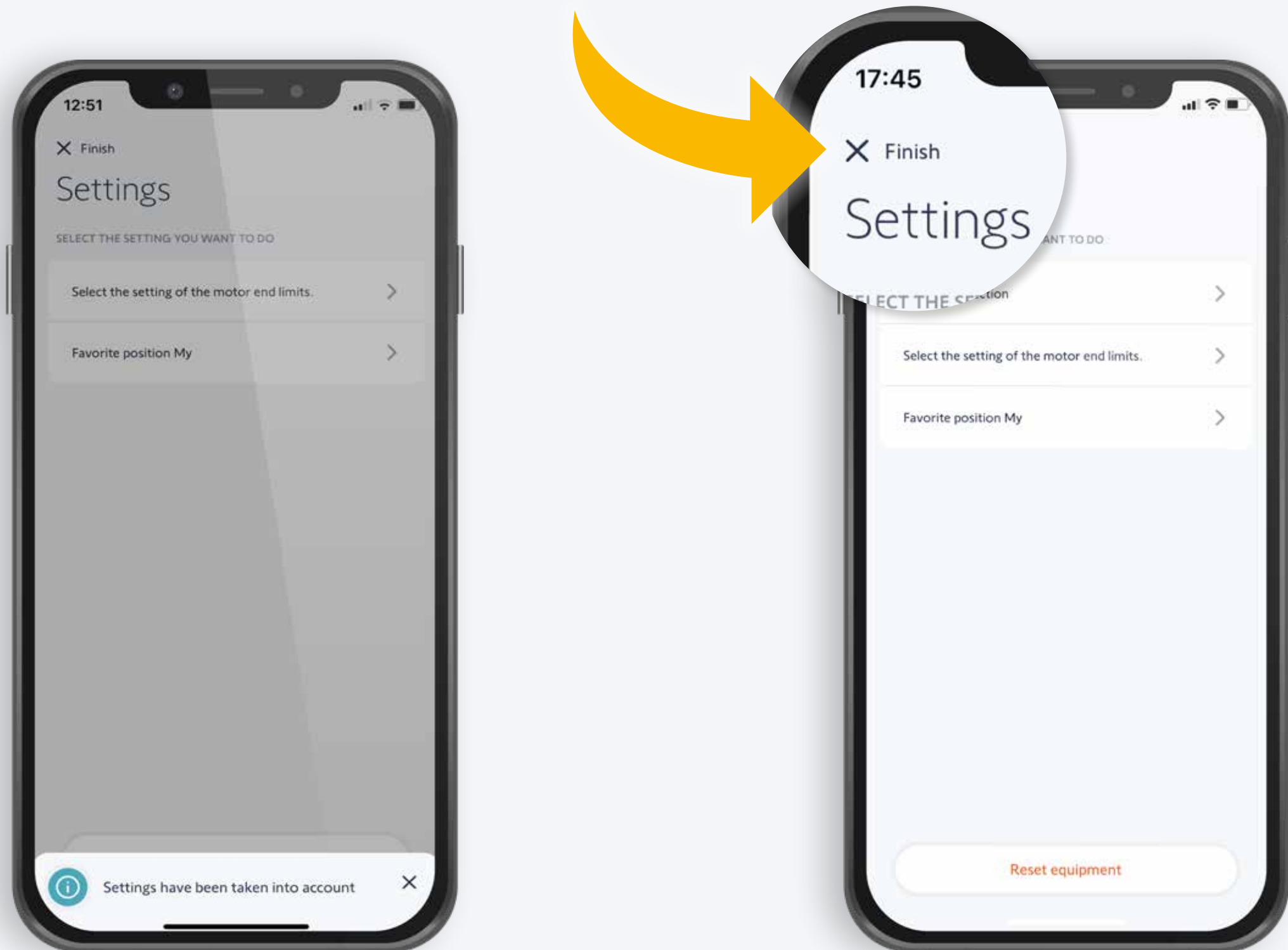
Setting your favourite position with «My»



20. Setting your favourite position with «My»

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

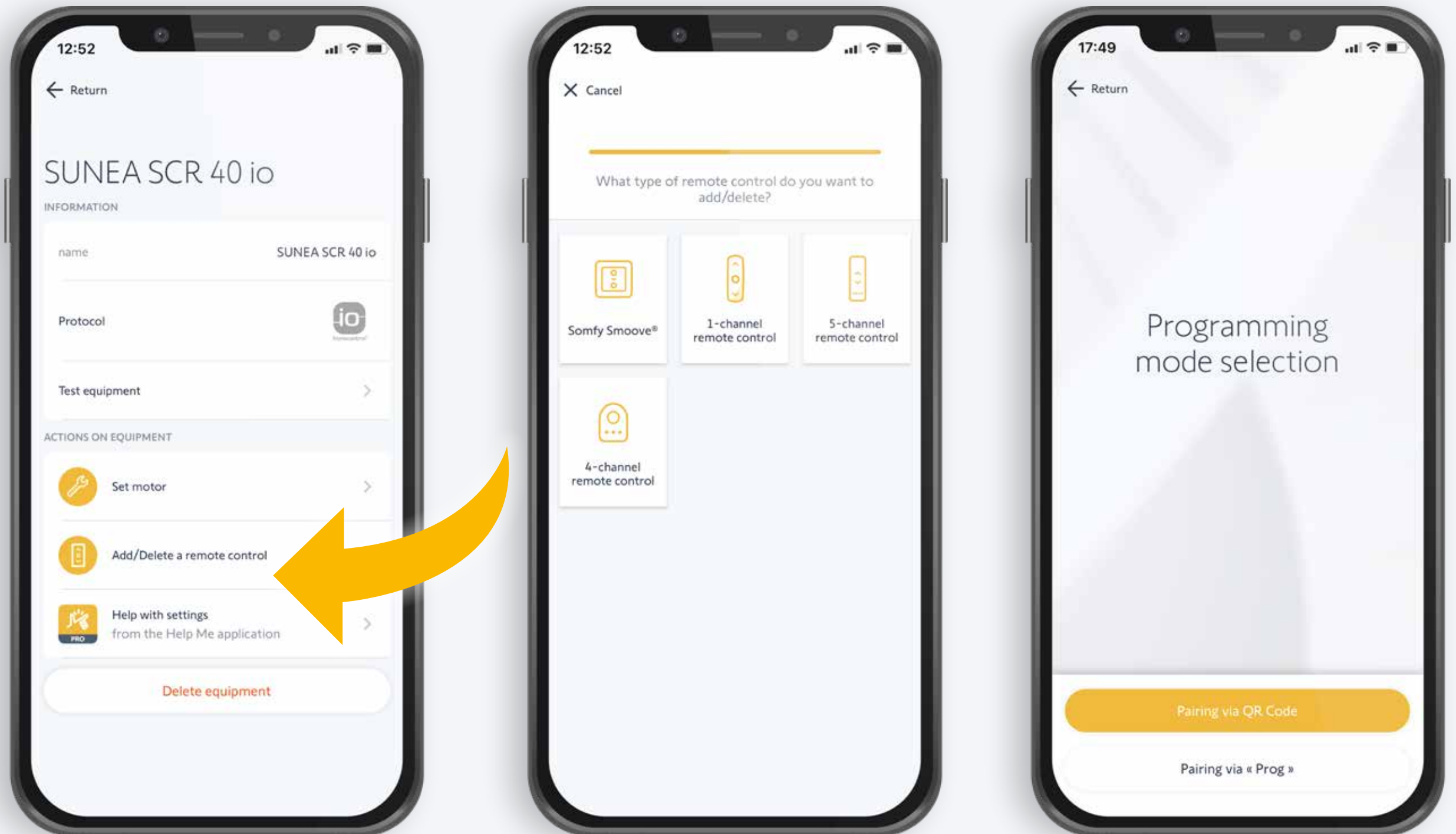
Setting end limits manually



21. Finish the set-up by tapping Finish

Pairing a remote control

Pairing a remote control



22. Pair a remote control

- Select «Add/Delete a remote control»
 - 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

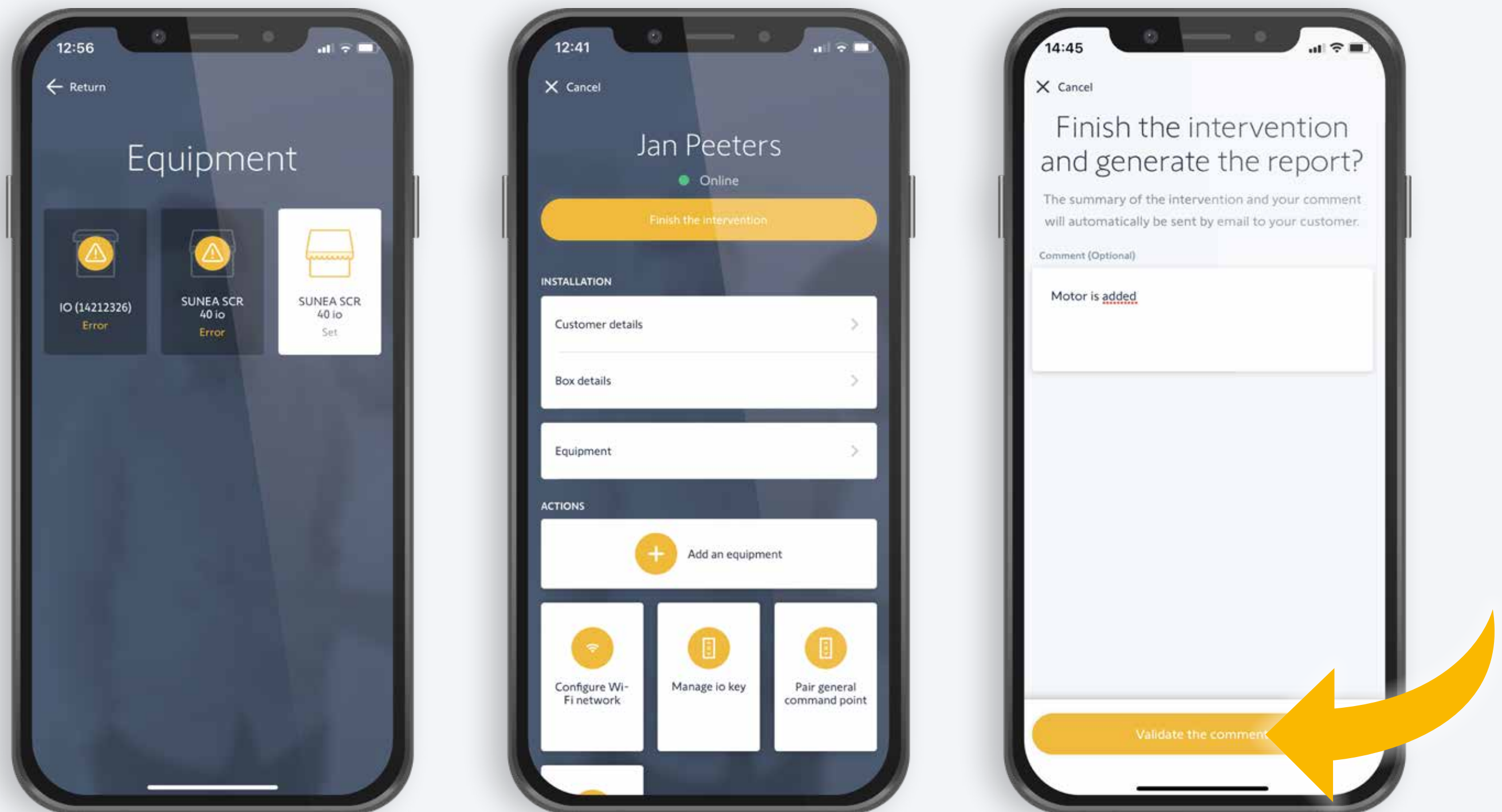
Pairing a remote control



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

Pairing a remote control



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)

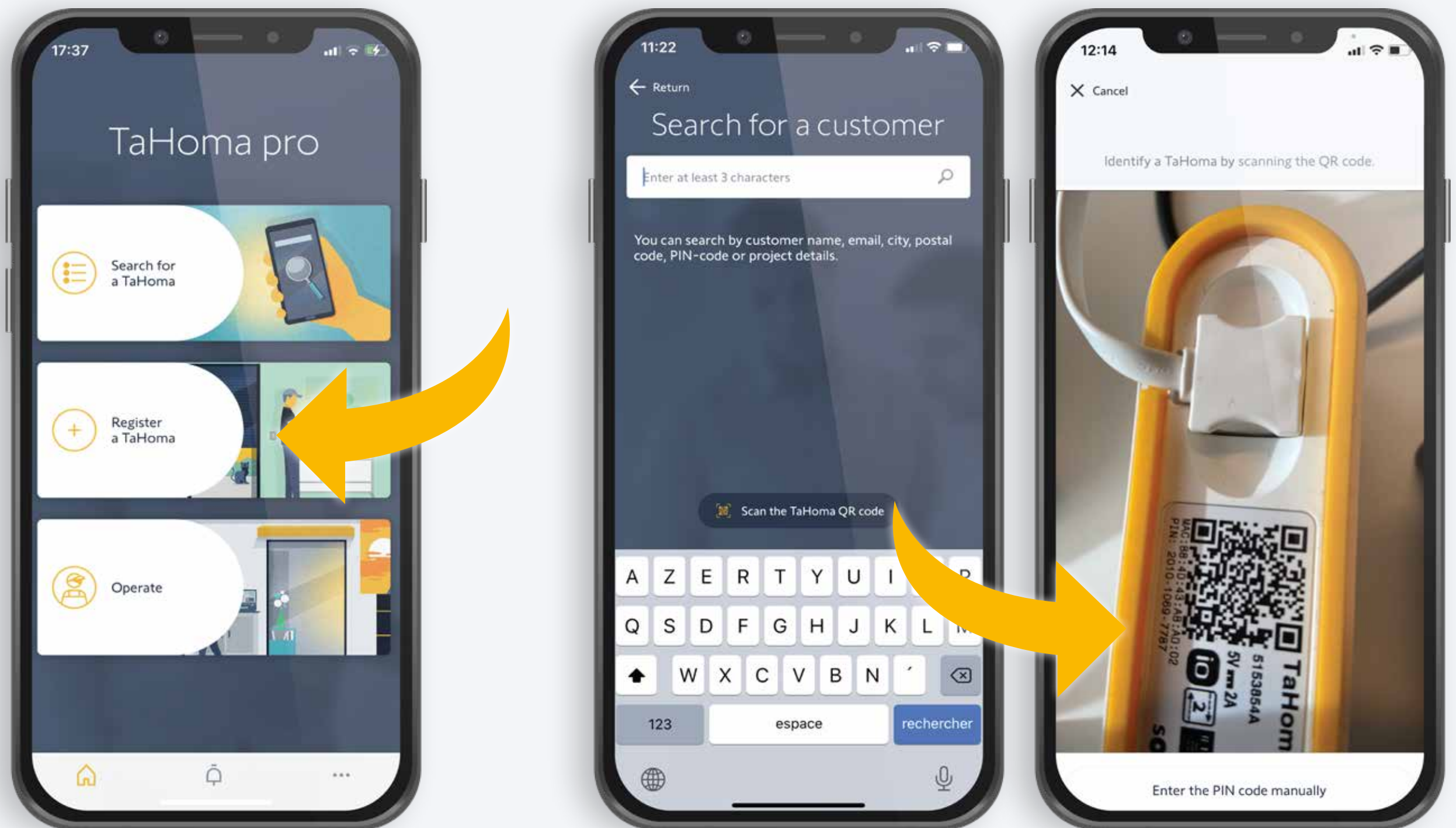


Target group:

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



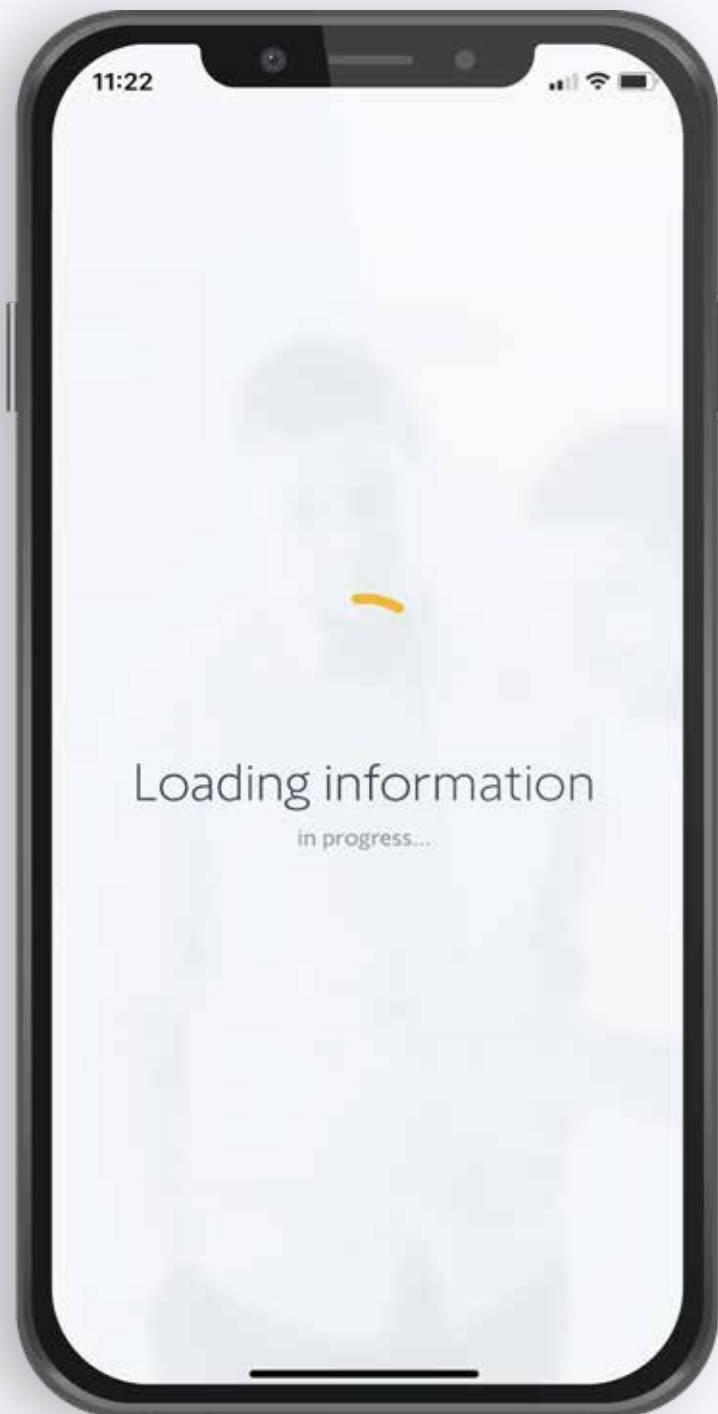
1. Pre-registration of the TaHoma.

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

2. Search for the customer's TaHoma:

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

Searching for the TaHoma



3. Loading information

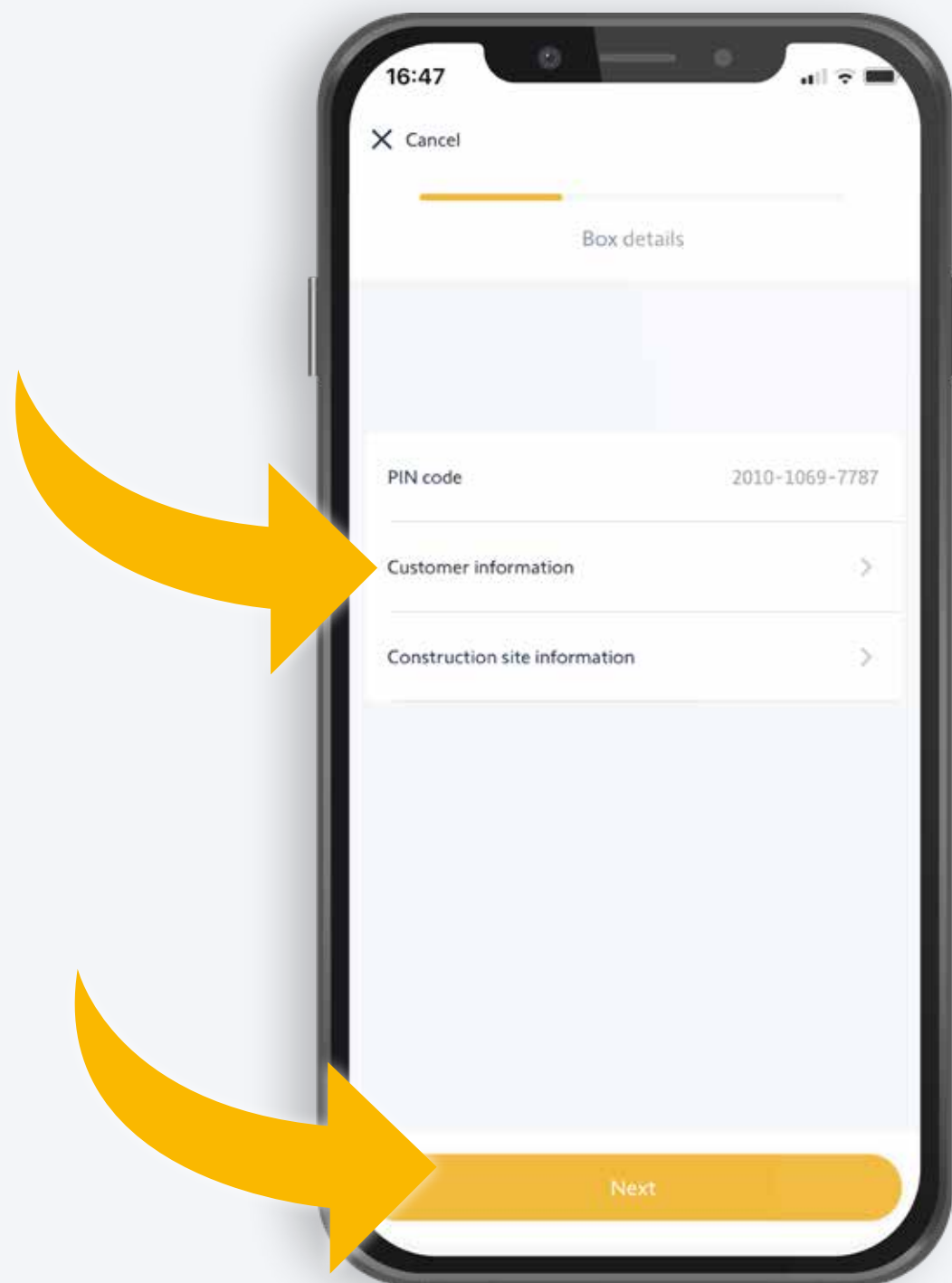


4. New TaHoma found

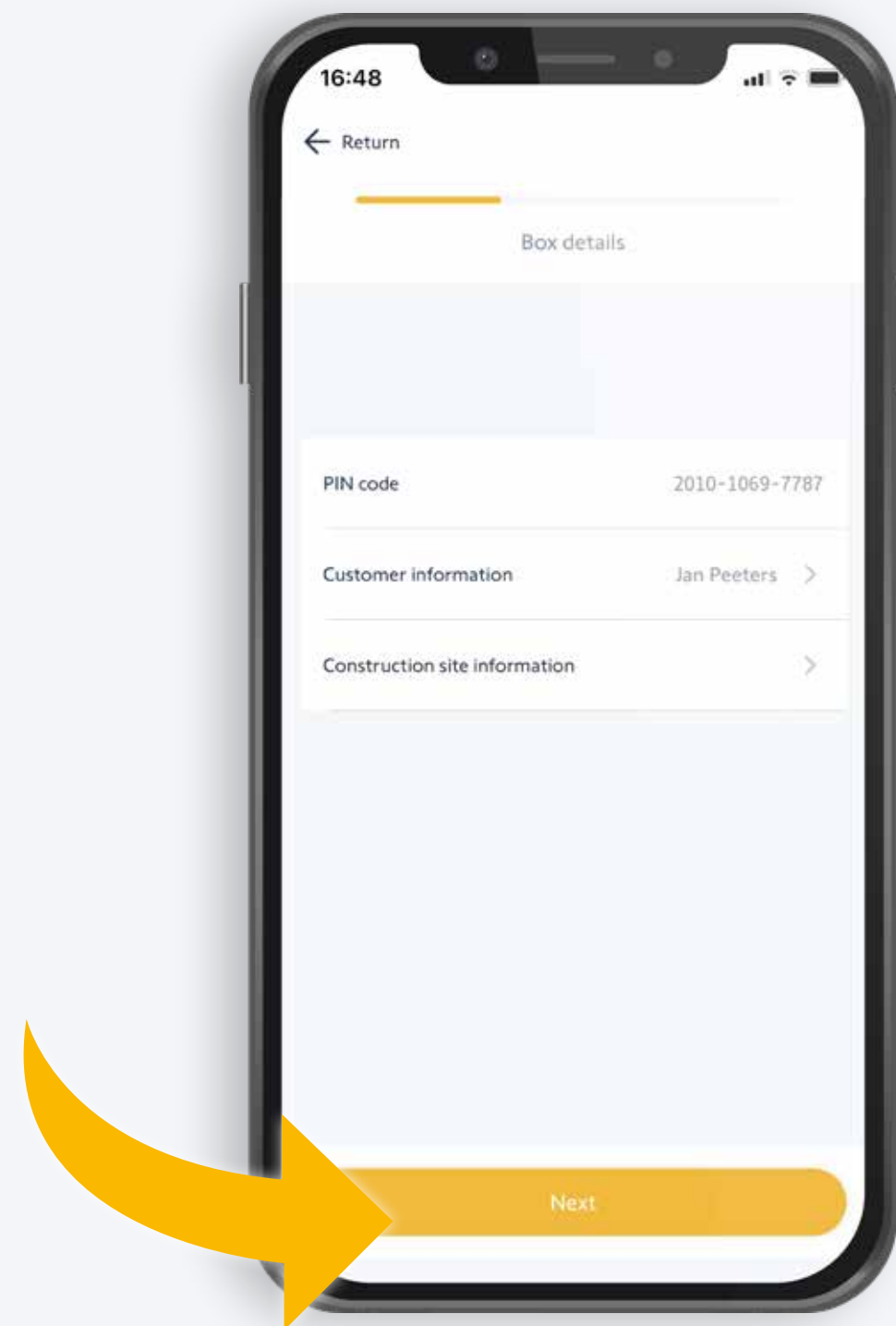
- Start the registration for the customer

Activating the TaHoma

Selecting and activating your TaHoma

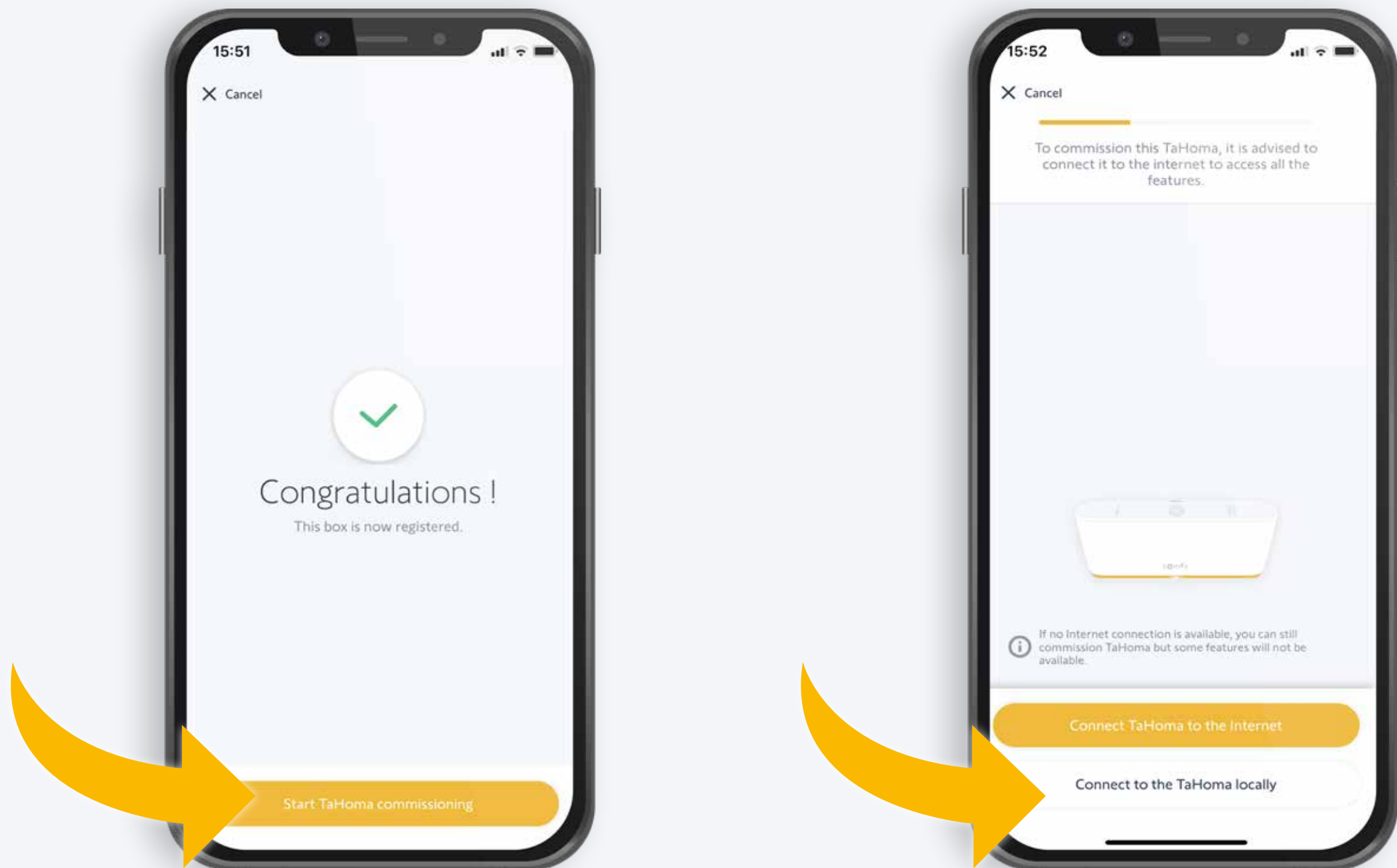


5. Fill in the customer's details and confirm, or tap «Next»



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

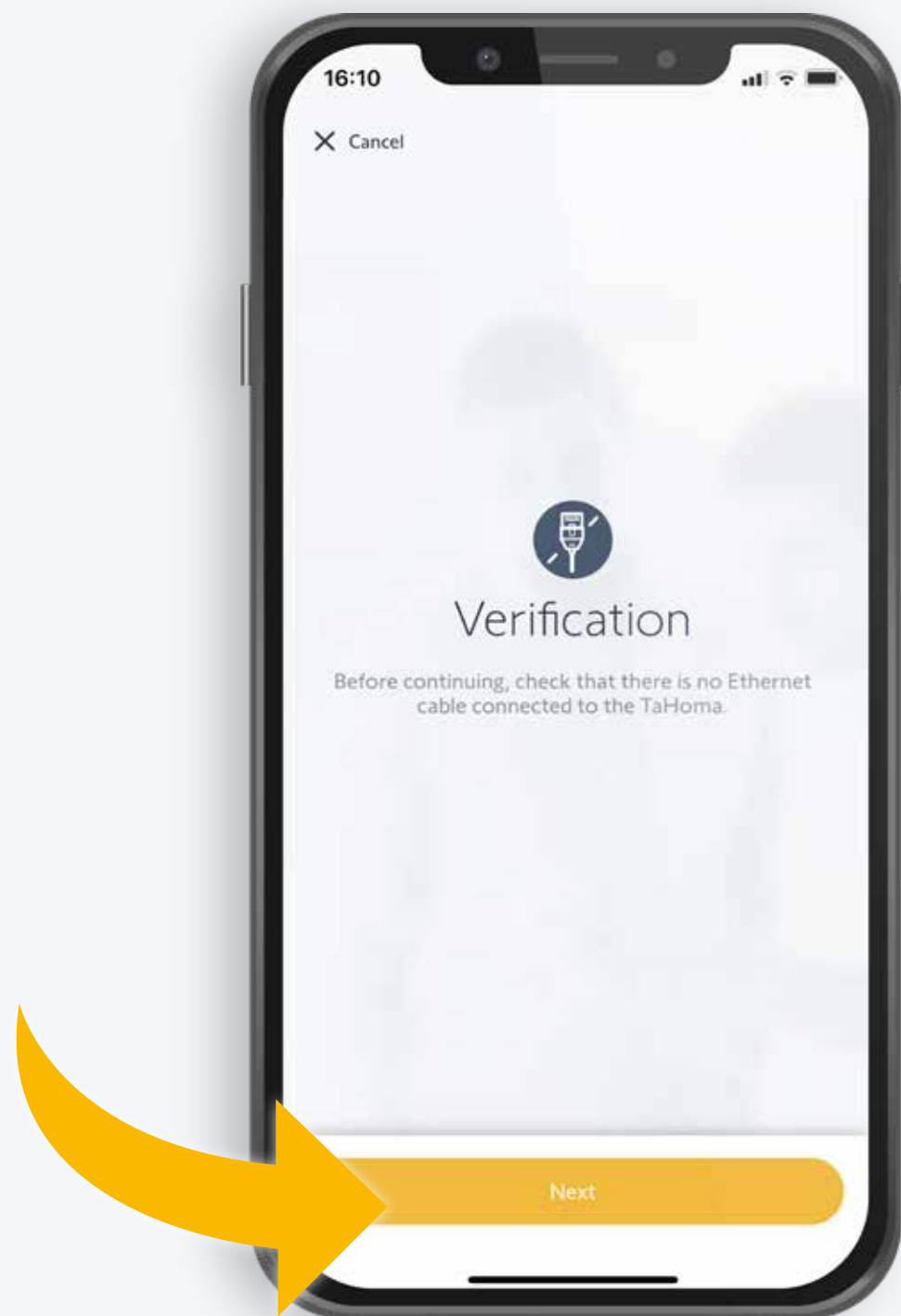
Selecting and activating your TaHoma



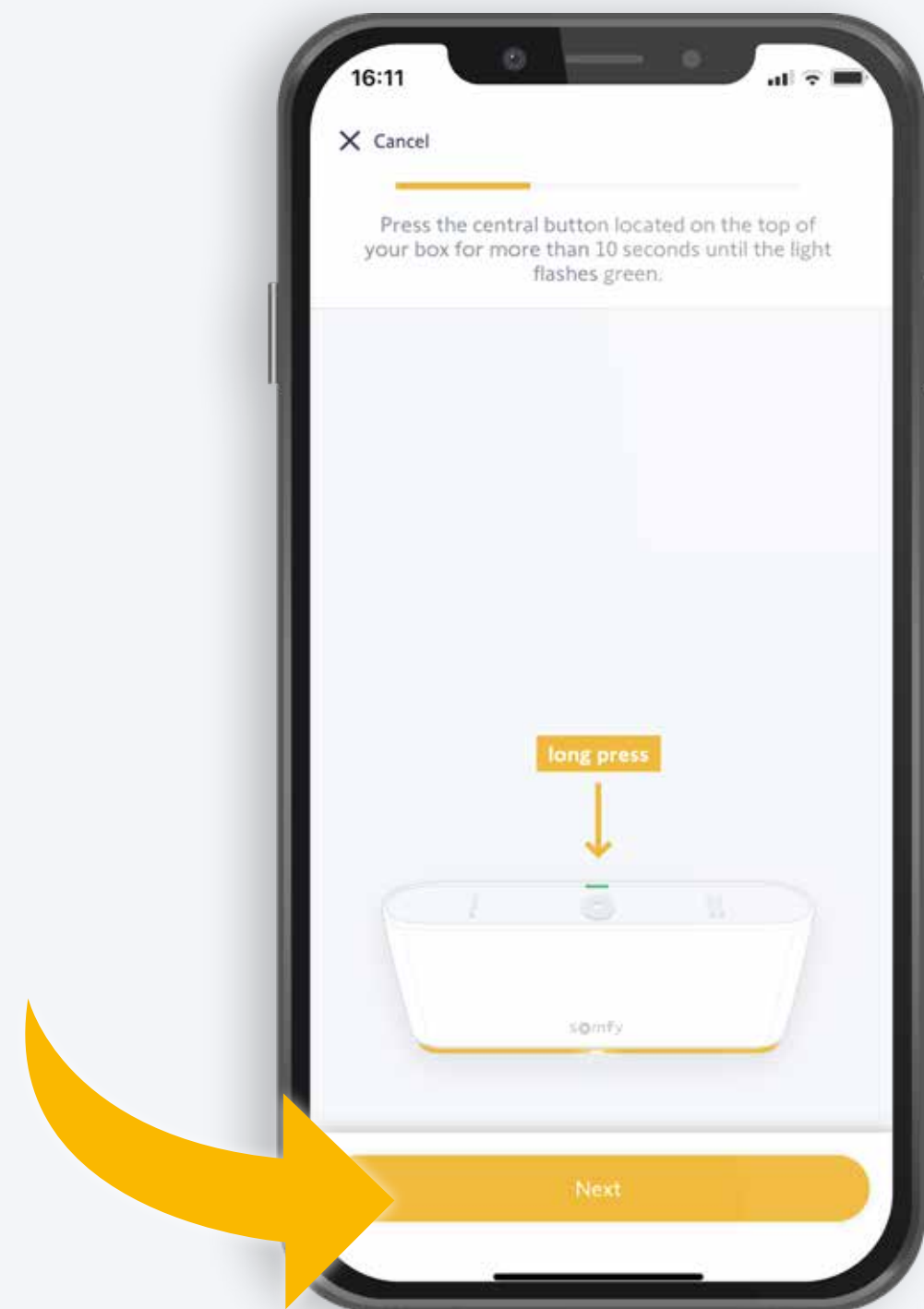
7. The Tahoma is registered.

- 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

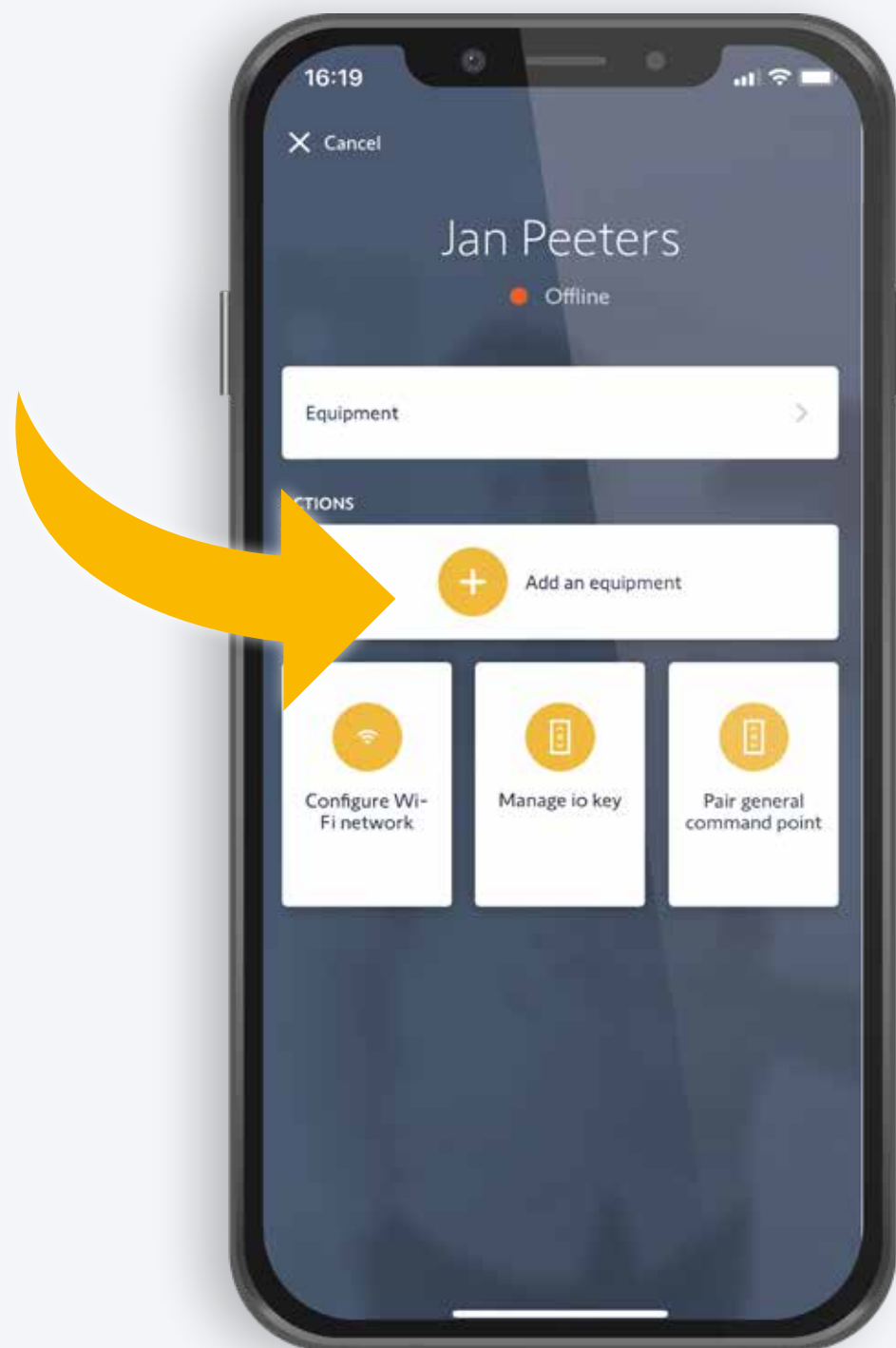


9. Connect with the Wi-Fi network of the TaHoma (not to the end user's Wi-Fi network!)

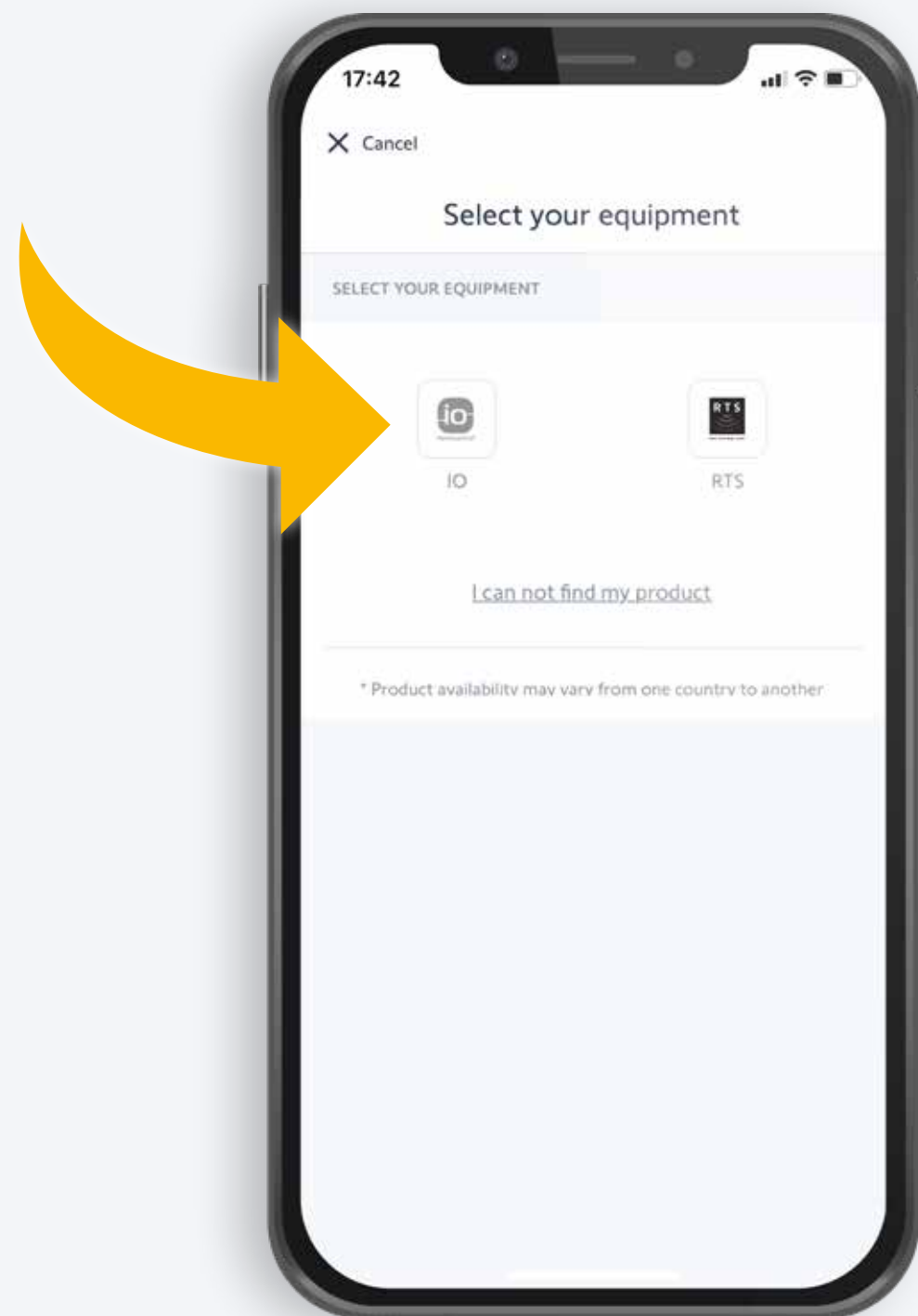
- The TaHoma is connected

Connecting new equipment

Connecting new equipment

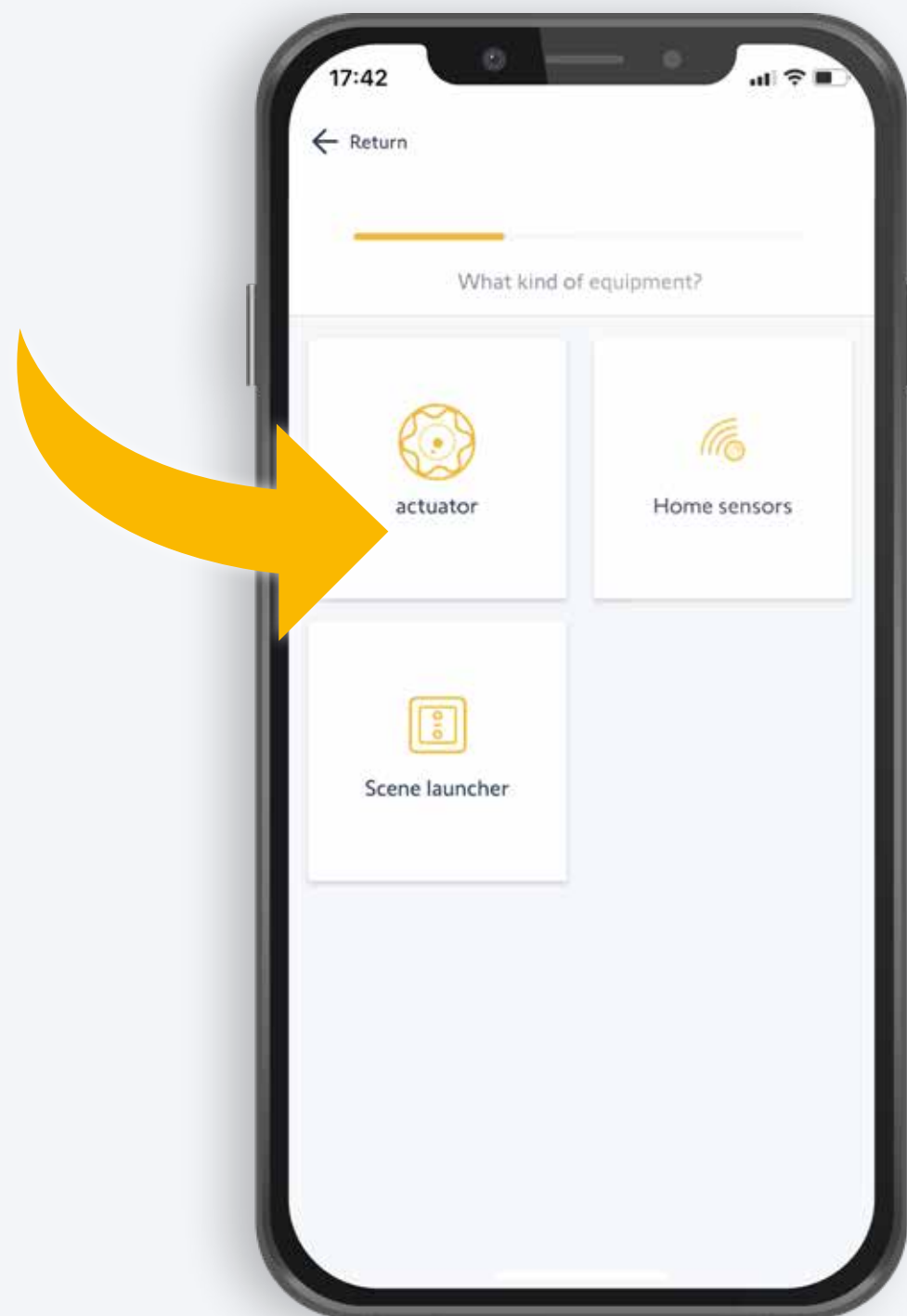


10. Select «Add an equipment»

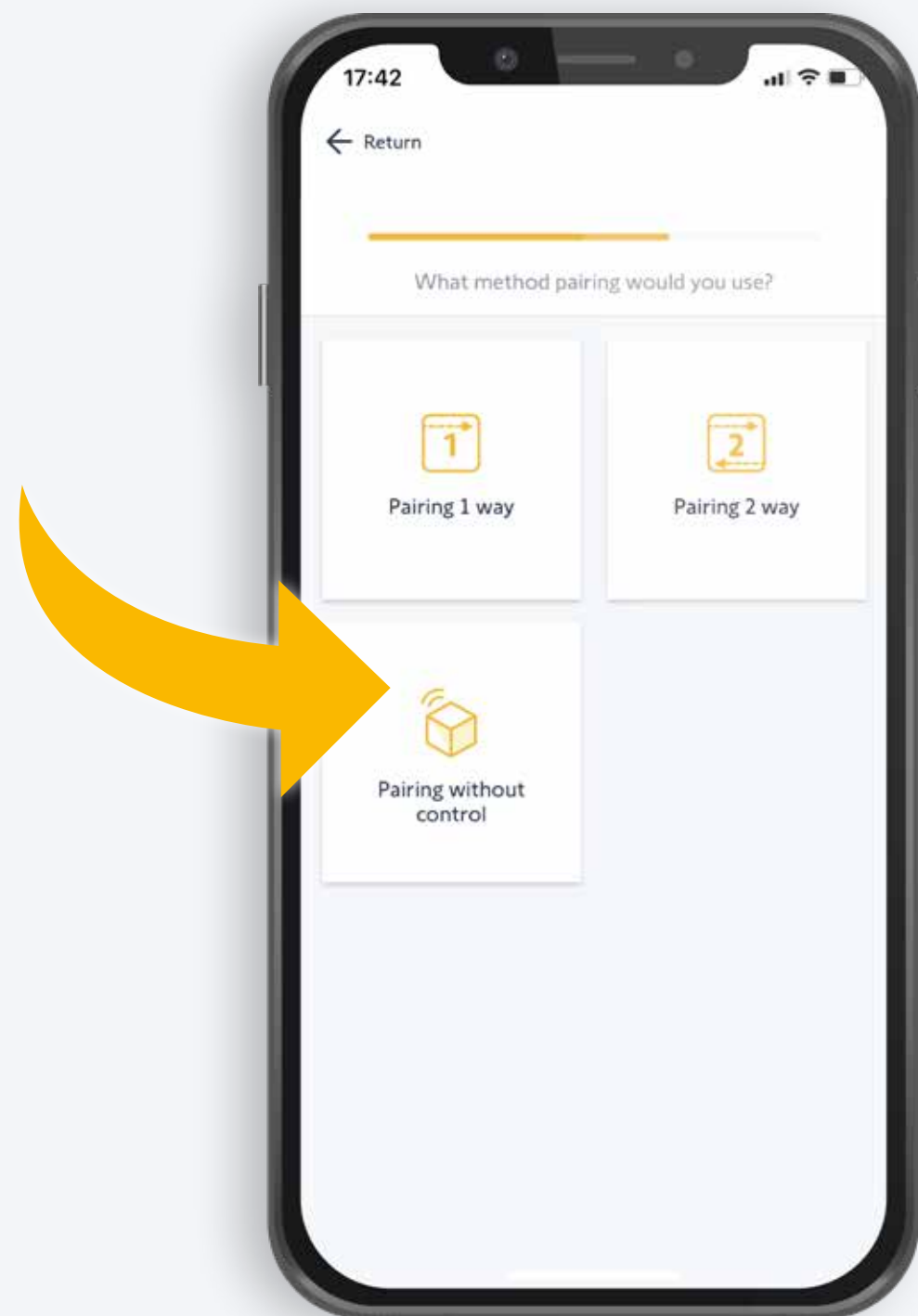


11. Select the «io» technology

Connecting new equipment



12. Select an actuator, sensor or scene launcher



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

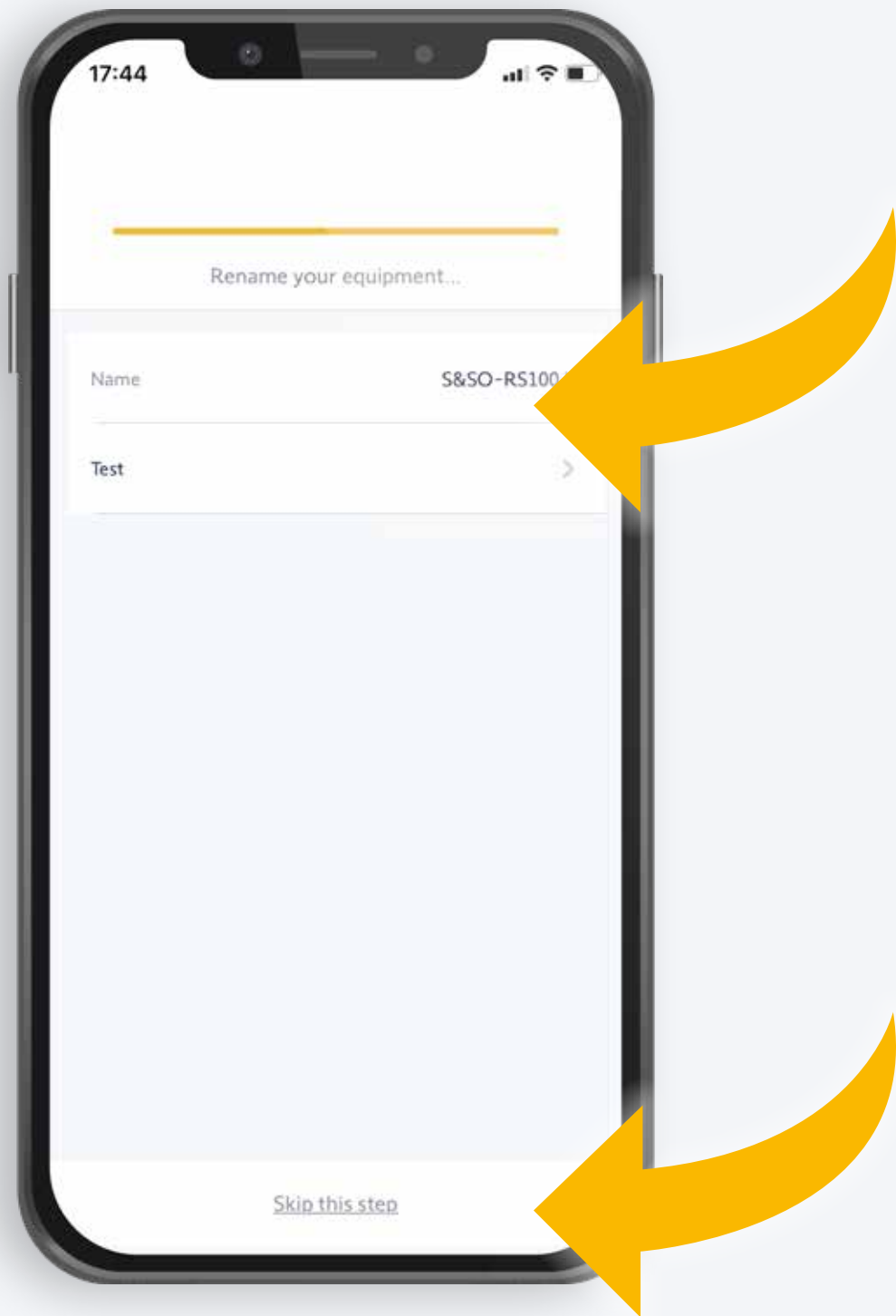
Connecting new equipment



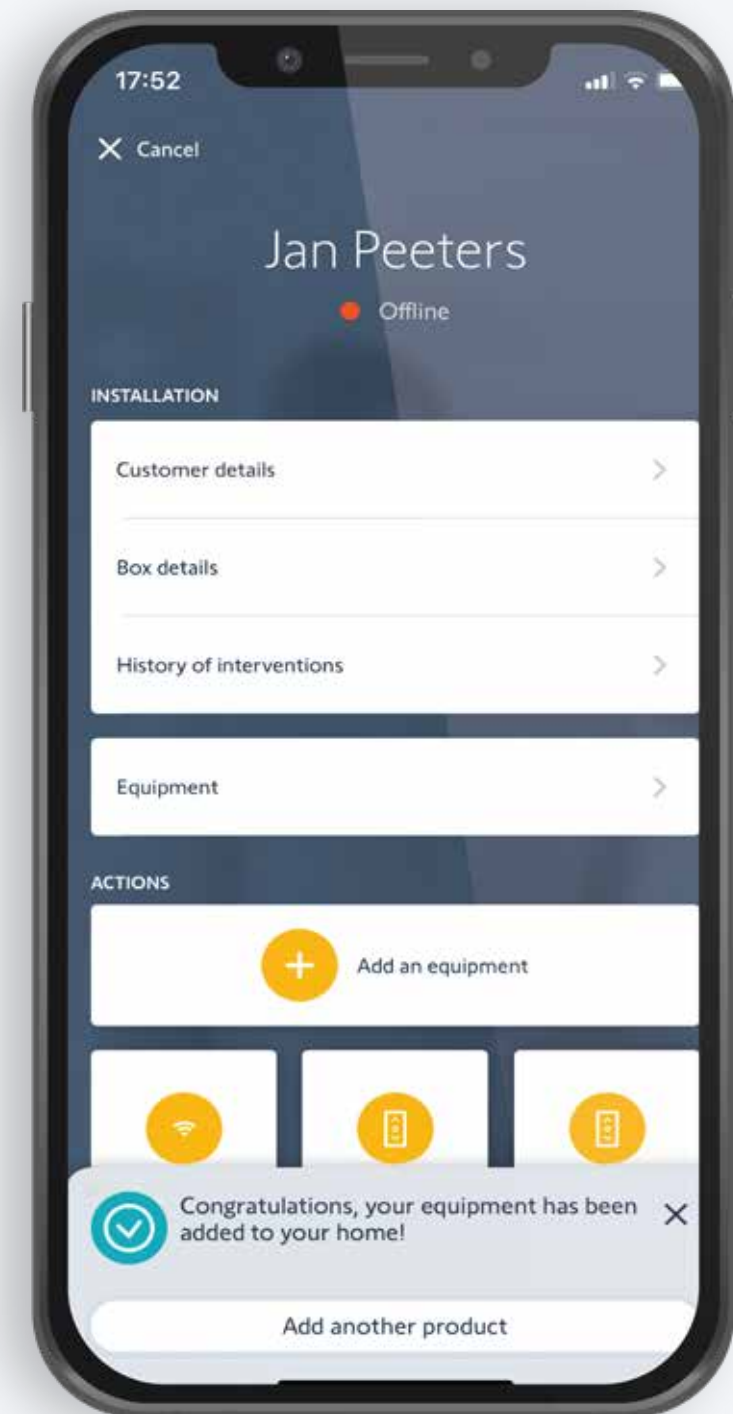
14. Set your equipment in programming mode and let the app discover the equipment

15. The app shows the equipment that was discovered; tap the icon

Connecting new equipment



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

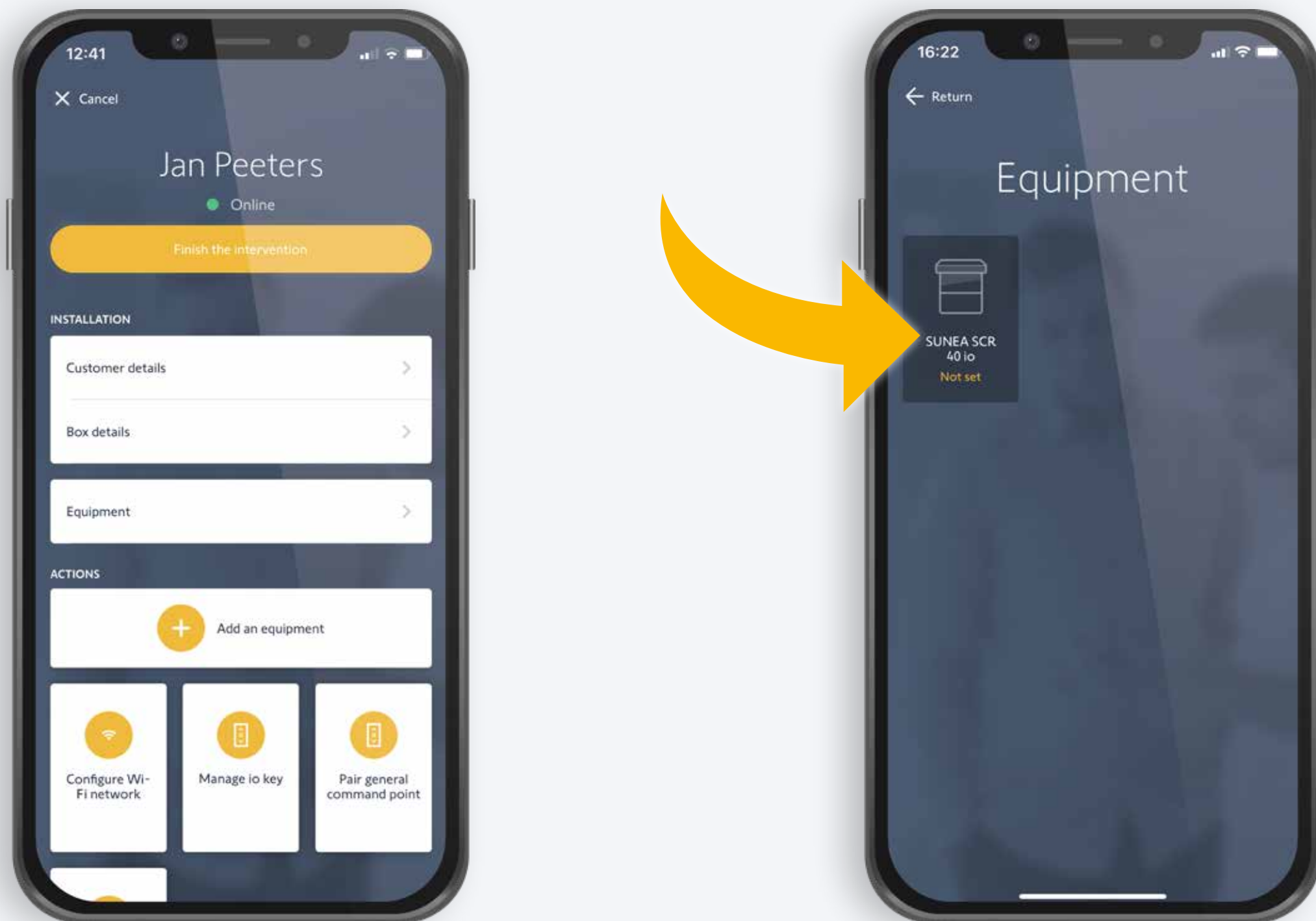


17. The equipment was successfully added to your home

You can add more equipment or start setting up this equipment

Setting the motor

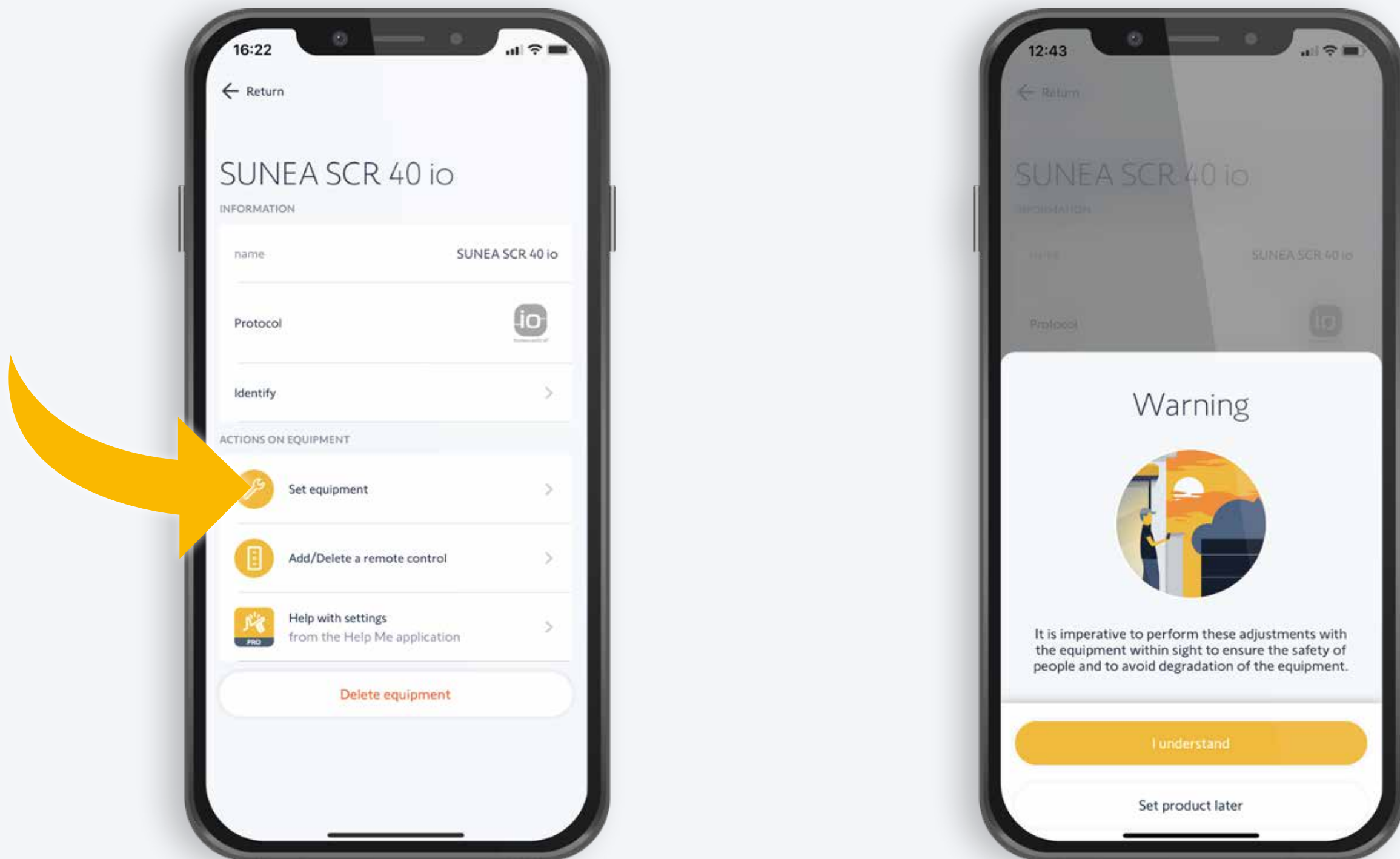
Setting the motor



18. Select the new equipment you want to set

- Motors that are not set have a dark background

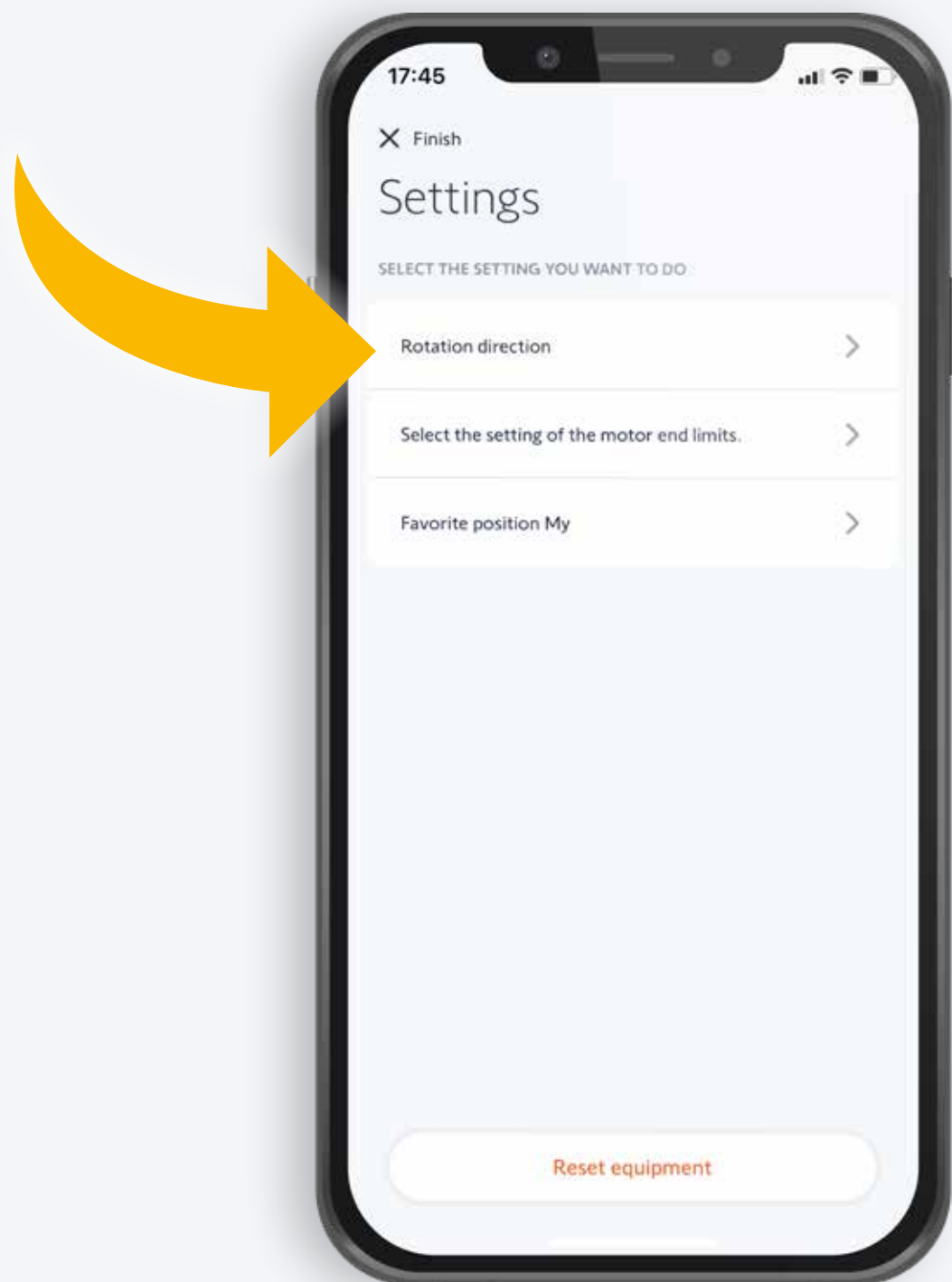
Setting the motor



19. Select: «Set equipment»

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

Setting the rotation direction



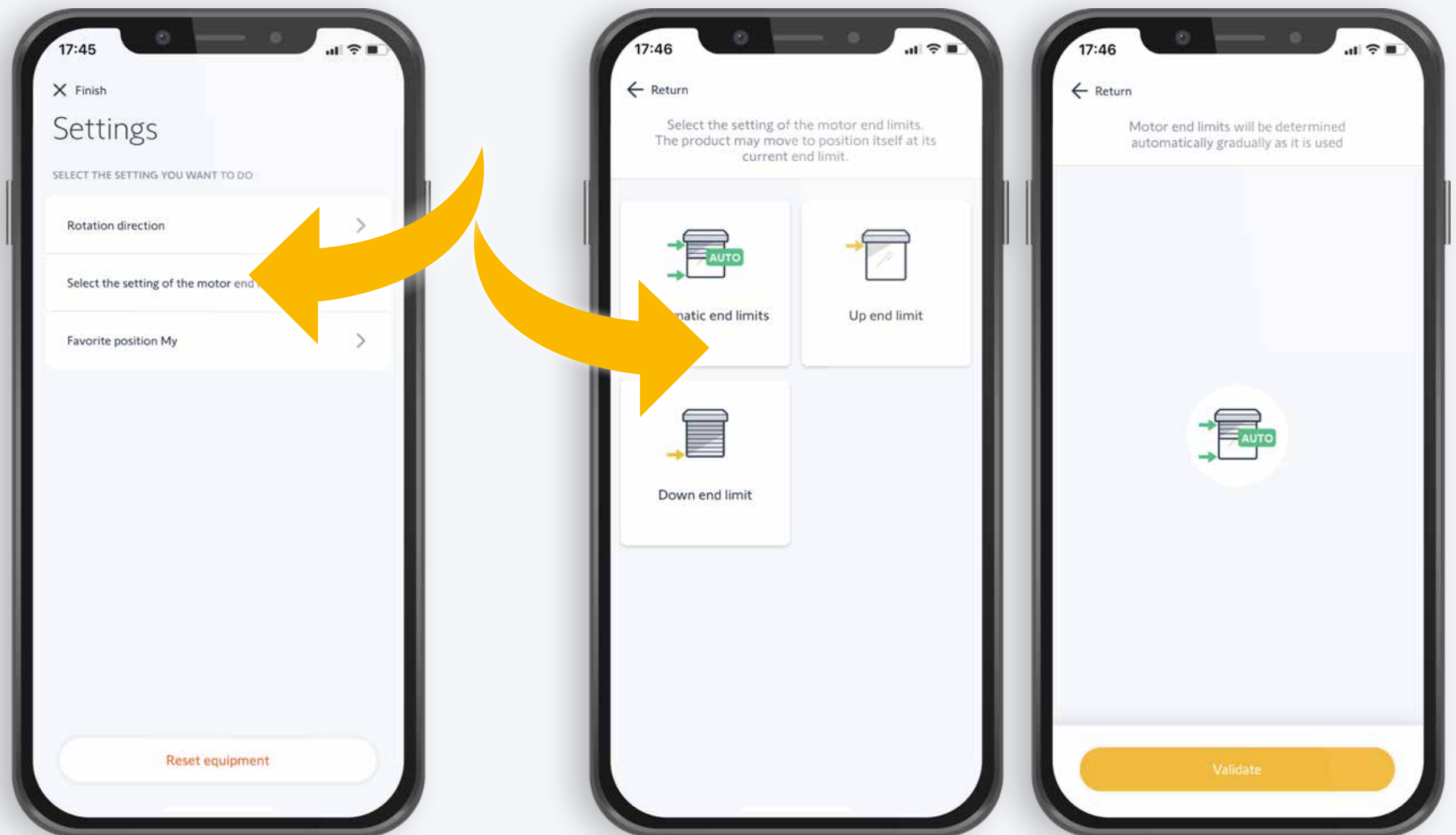
20. Change the rotation direction

- 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 limits
- b. Setting fixed end limits

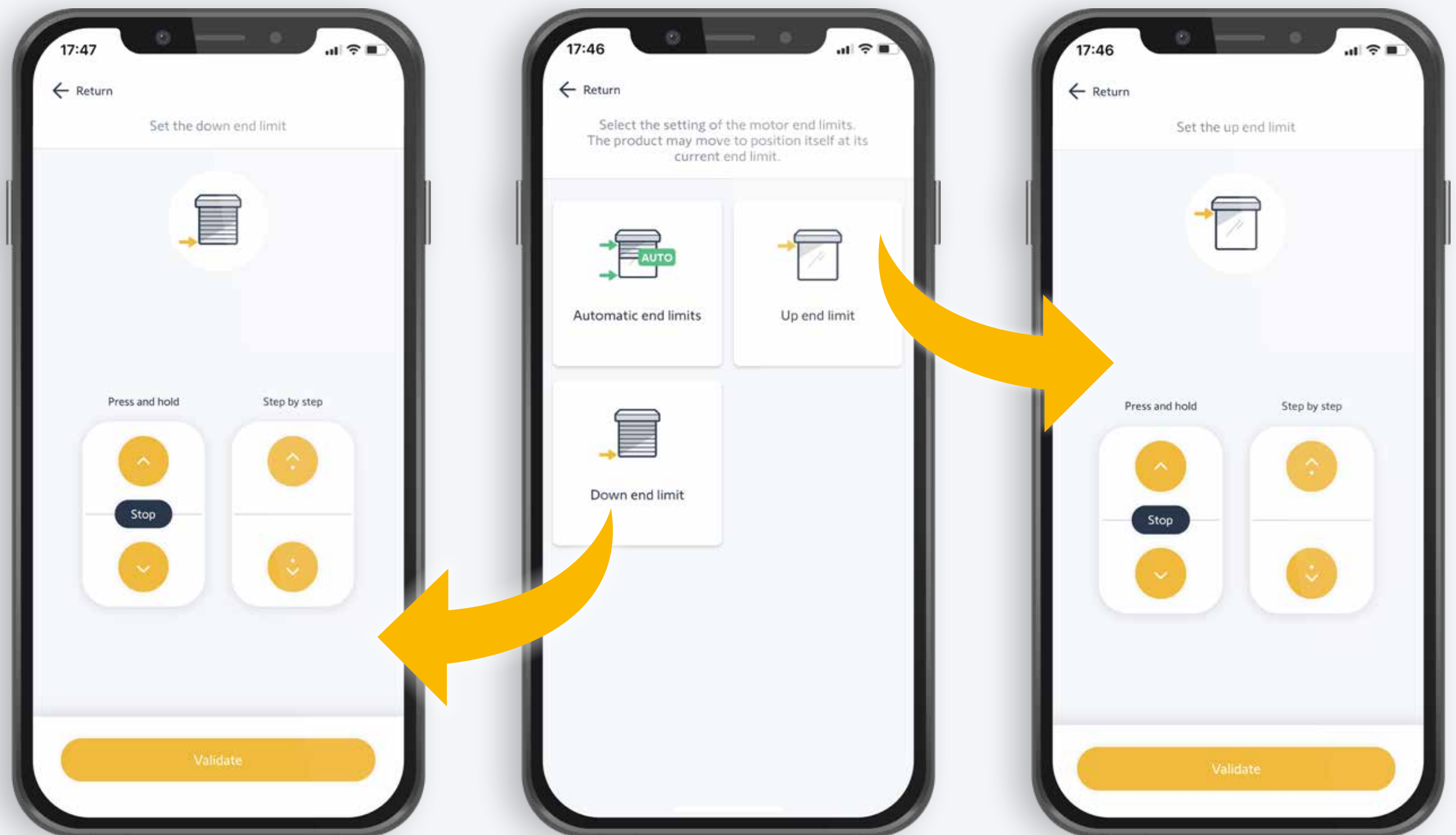
a. Setting automatic end limits



21. Set automatic end limits

- Select the desired configuration
- Confirm it

b. Setting fixed end limits



23. Set fixed end limits

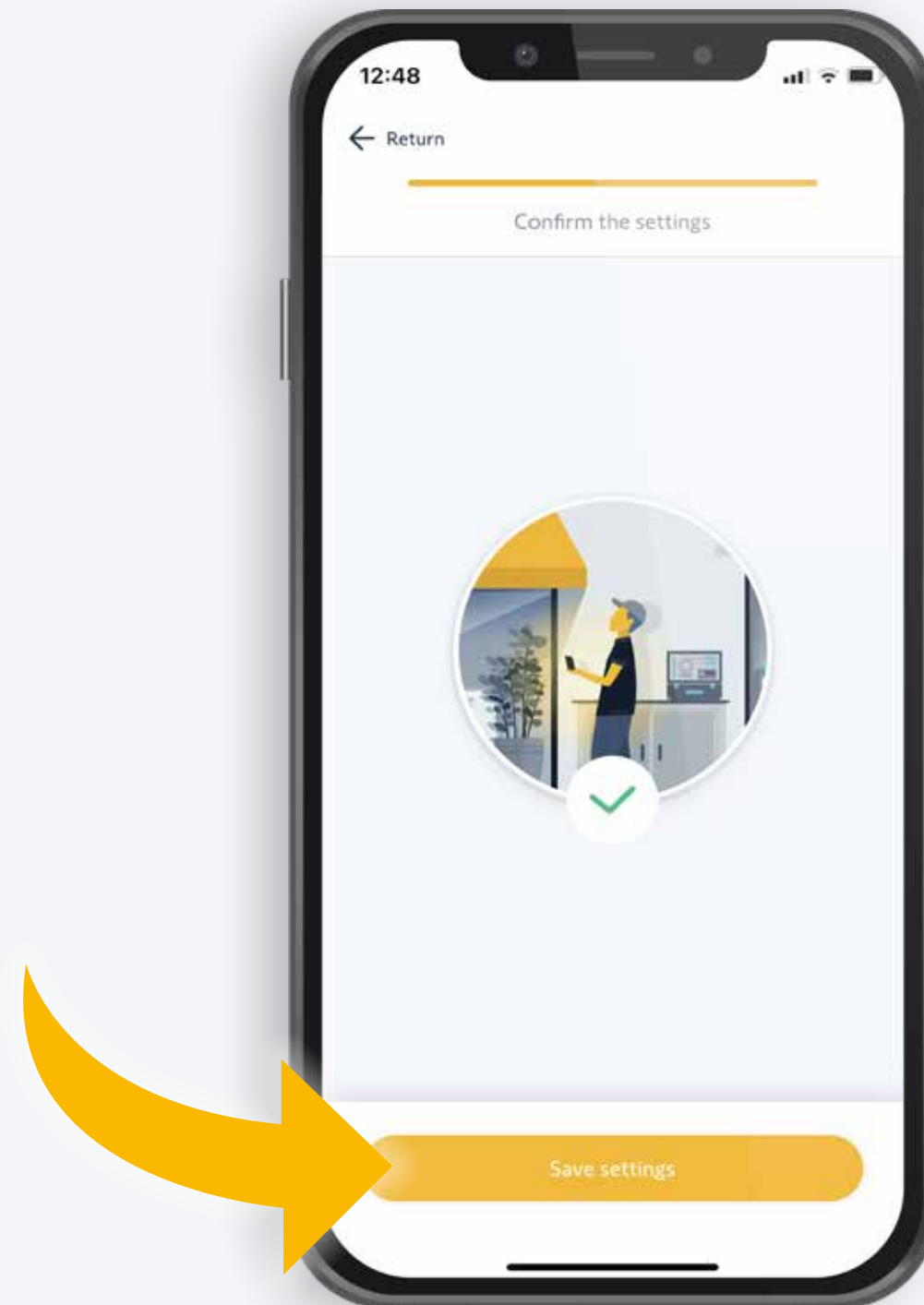
Lower end limit

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

Upper end limit

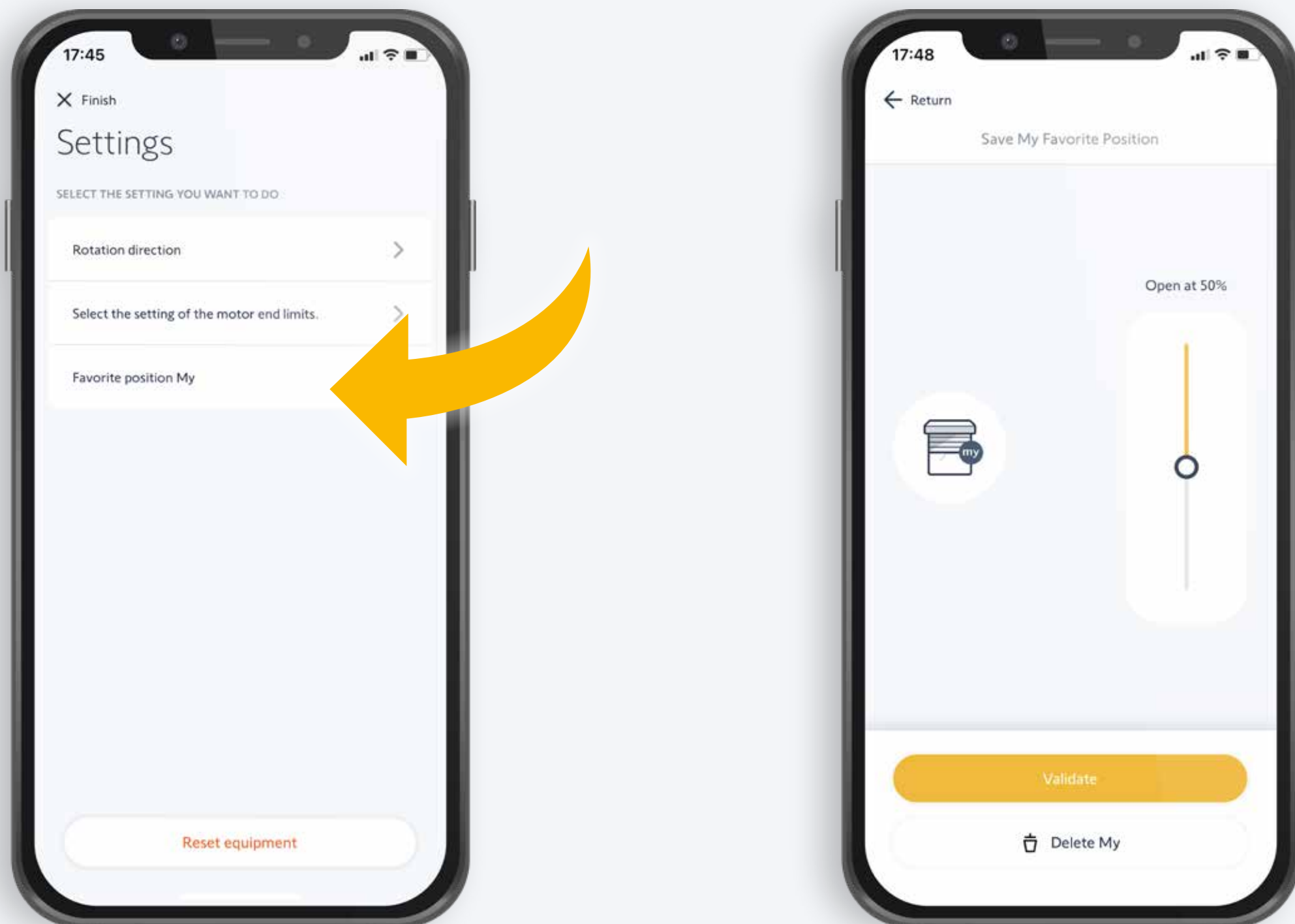
- Tap on «Up end limit»
- Set the desired upper end limit for the equipment
- Confirm the end limit

Setting end limits



22. Save your settings

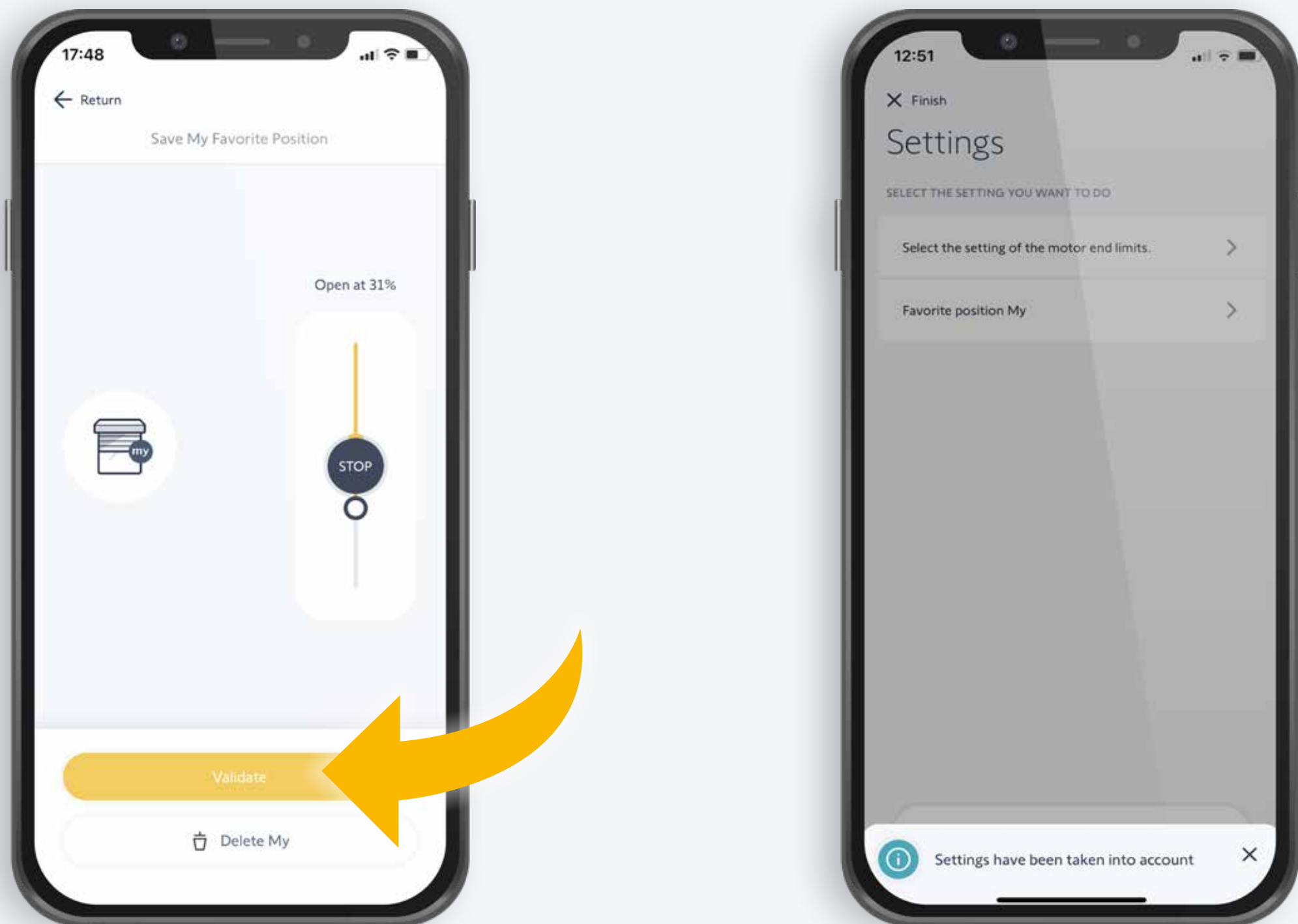
Setting your favourite position with «My»



23. Set the «My» position

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

Setting your favourite position with «My»

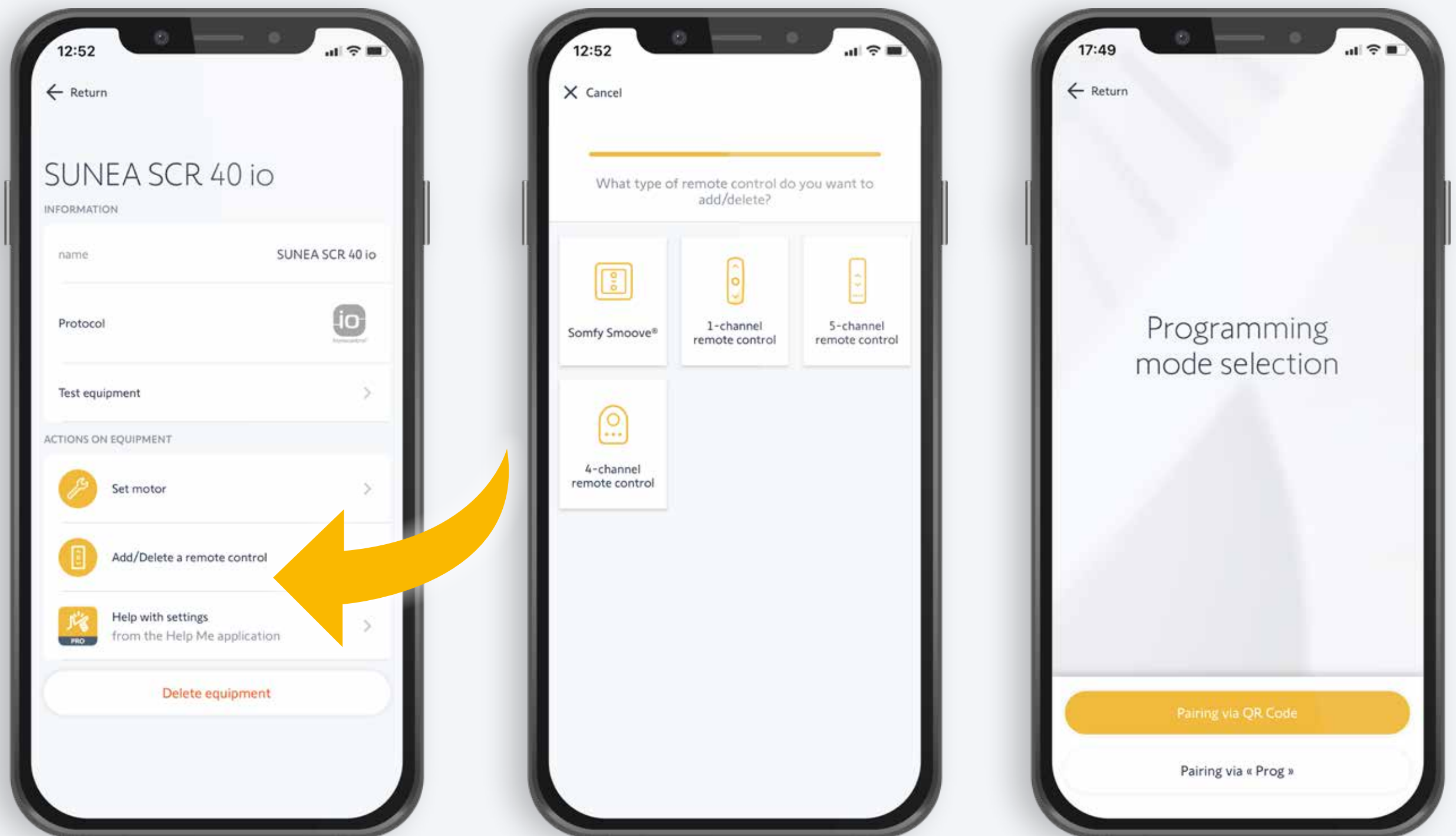


24. Set the «My» position

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

Pairing a remote control

Pairing a remote control



25. Pair a remote control

- Select «Add/Delete a remote control»
 - 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

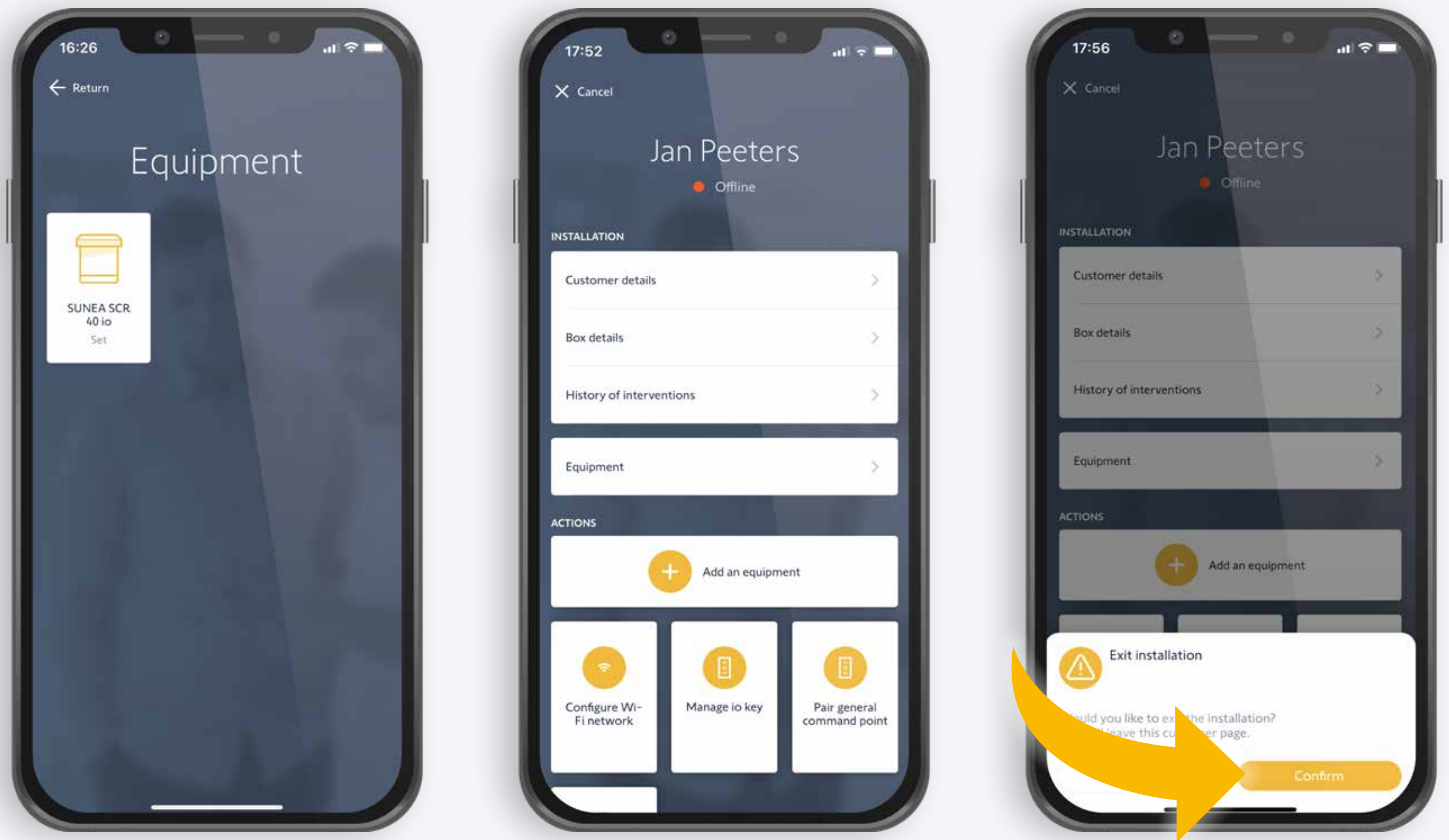
Pairing a remote control



26. With a QR code

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

Pairing a remote control



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

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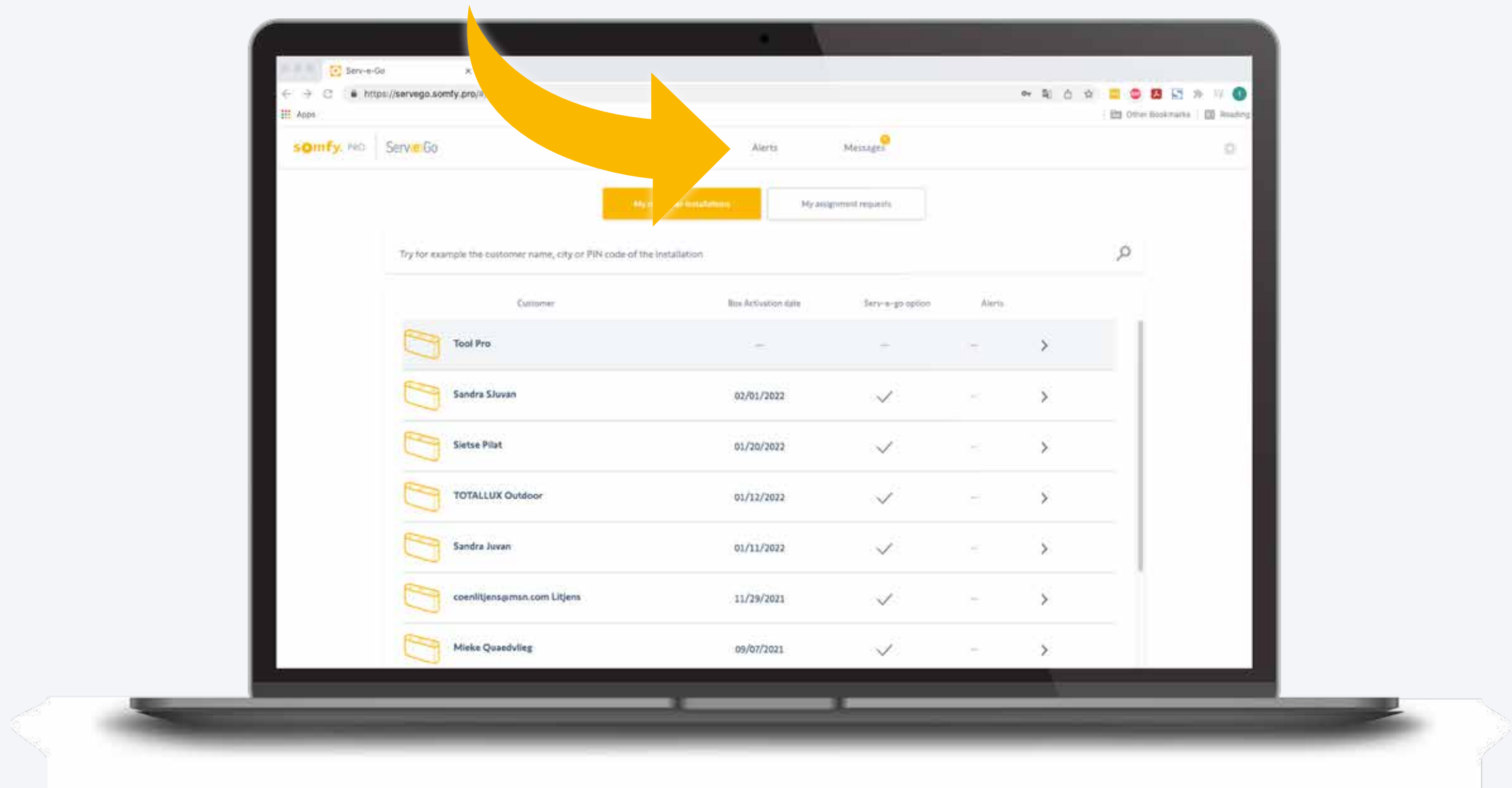
Serv-e-Go web application

(Scenario 4)

EN

Setting and configuring alerts for
all your connected TaHoma's

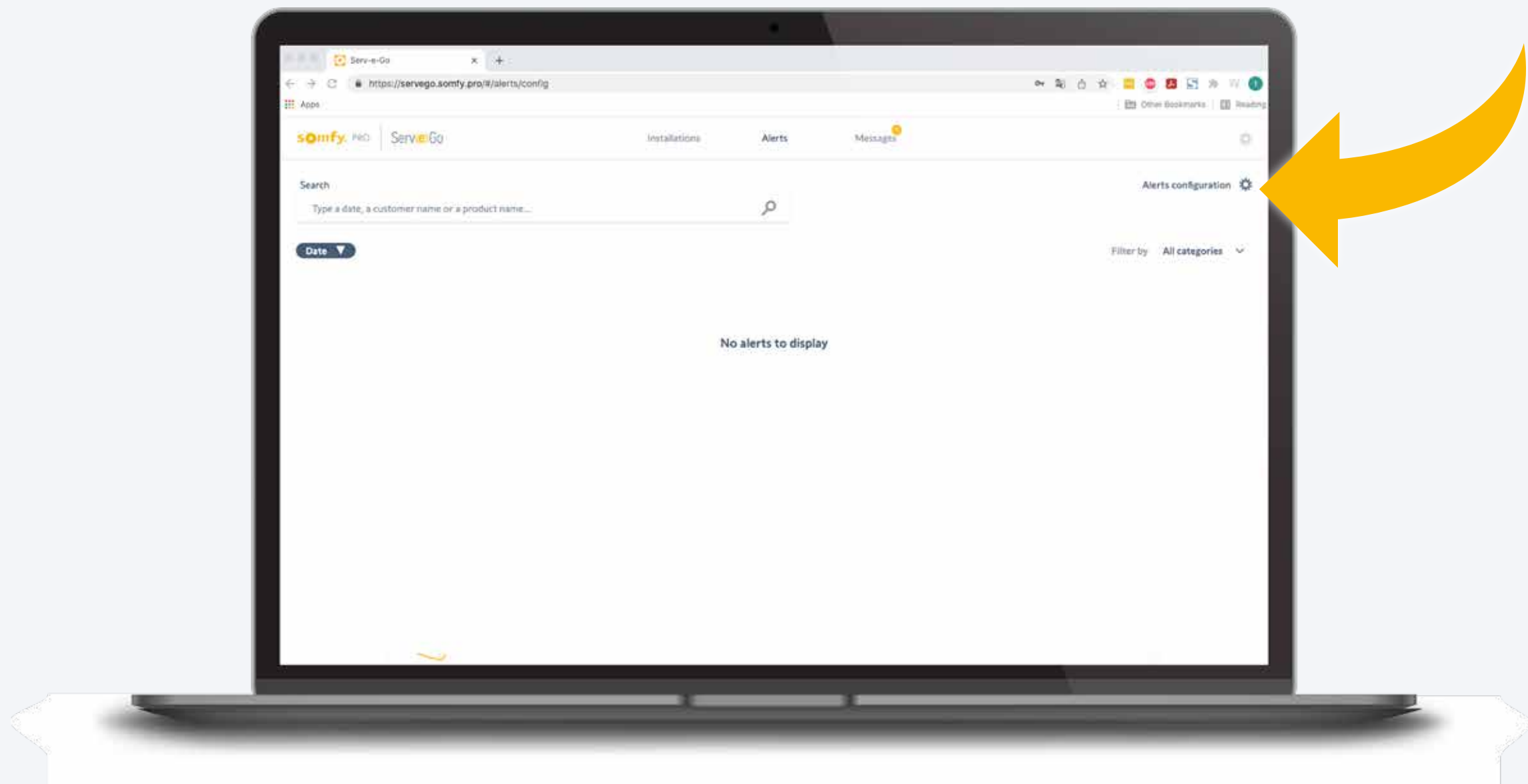
Serv-e-Go web application - Alerts



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

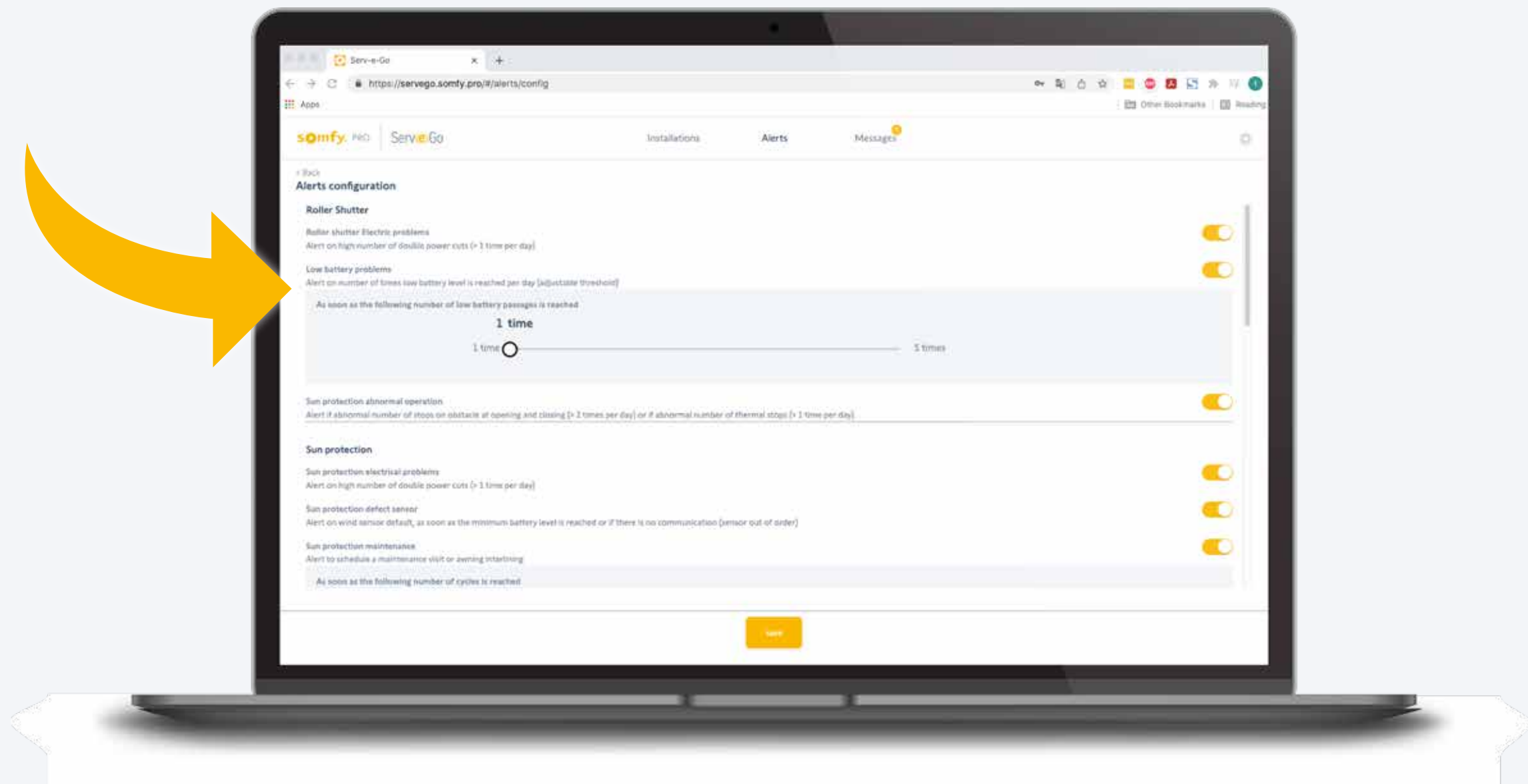
- Locate the «Alerts» button

Serv-e-Go web application - Alerts



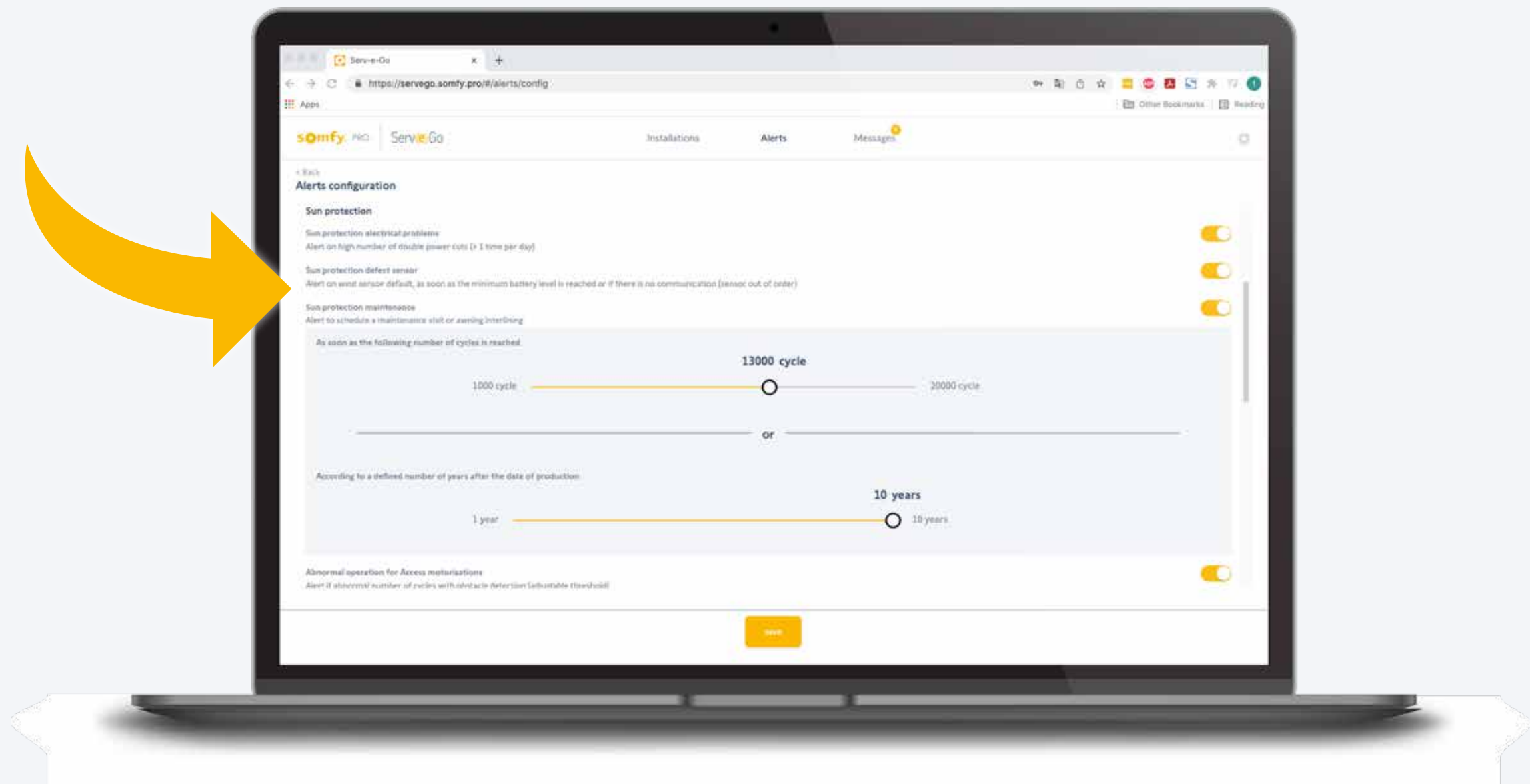
2. Click «Alerts Configuration»

Serv-e-Go web application - Alerts



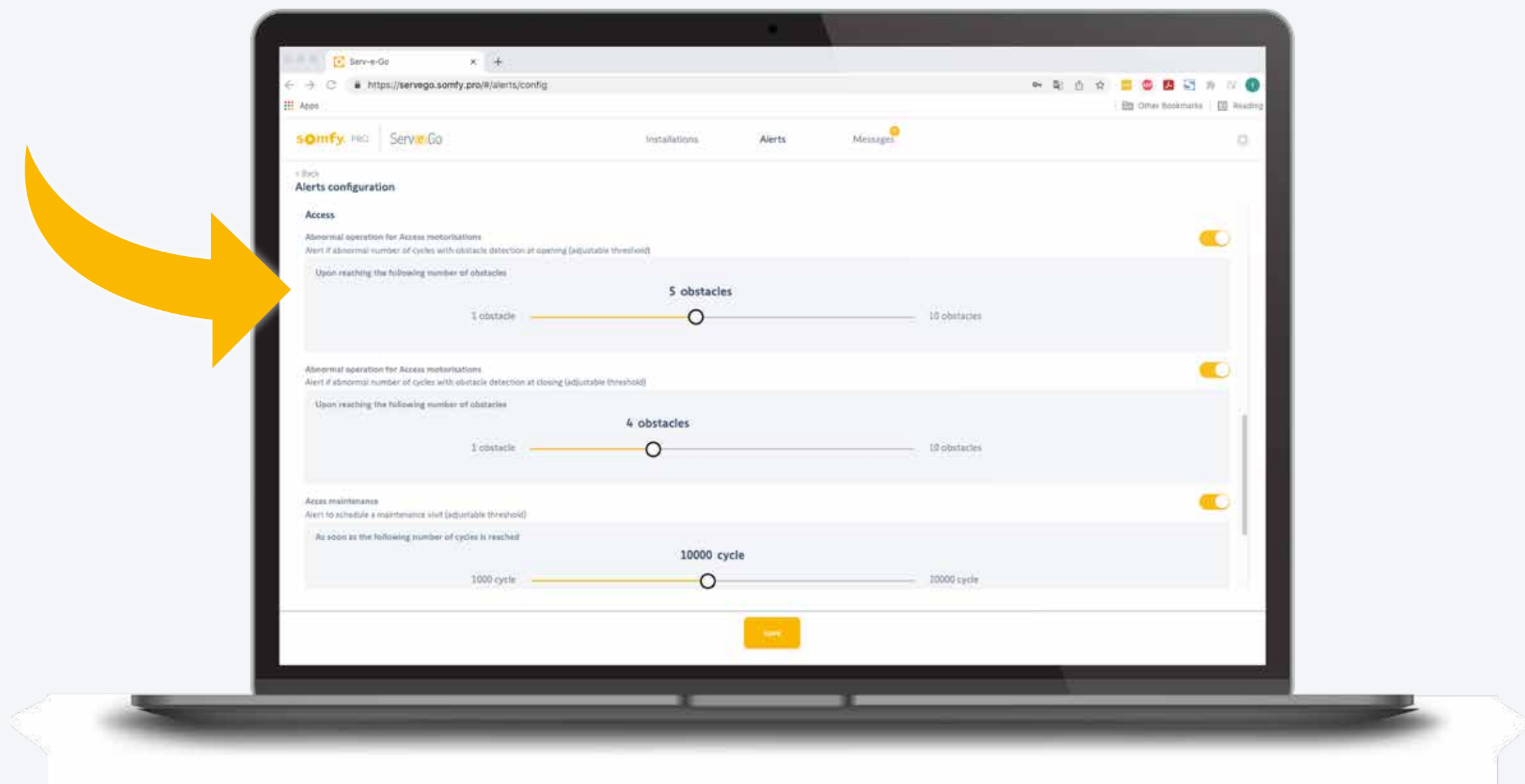
3. An overview of all possible Alerts configurations opens; the image shows «Roller Shutter».

Serv-e-Go web application - Alerts



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

Serv-e-Go web application - Alerts



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

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