THE SHADE STORE®

Setup Instructions for iOS & Android

Table of Contents

The Shade Store Wireless Link | Setup Instructions for iOS & Android

The Shade Store Wireless Link Hub connects to home networks to unlock the luxury of automated shade control. Experience customization with scene and timer options as well as voice control via Google Assistant, Amazon Alexa, and Apple HomeKit.

THE APP ALLOWS FOR:

1. Individual and group control – Group shades by room and conveniently control them accordingly.
2. Remote connectivity – Control shades remotely, whether home or away, on a local network or an internet connection.
3. Smart Shade Prediction – Open or close shades with one tap depending on the time of the day.
4. Scene control – Personalize shade control and organize how your shades operate by specific daily events.
5. Timer functionality – Set and forget. Lower, raise and activate shade scenes automatically at the optimal time.
6. Sunrise and Sunset – Utilizing time zone and location, The Shade Store V2 App can automatically raise or lower automated shades according to the position of the sun.
7. Compatible IoT Integrations:
   - Amazon Alexa
   - Google Home
   - IFTTT
   - Samsung SmartThings
   - Apple HomeKit

GETTING STARTED

To experience automated shade control through the The Shade Store V2 App, you will need to have:

- Downloaded the free The Shade Store V2 App via the Apple App Store (available under iPhone apps or iPad apps for iPad devices) or Google Play for Android devices.
- Purchased one or more Wireless Links depending on the size of the area you would like to cover.
- Familiarized yourself with the app navigation guide below.
- Created a Location then pair a Wireless Link to that location. Our step-by-step guide will explain in more detail.

WIRELESS LINK TECHNICAL SPECIFICATIONS

- Radio Frequency range: ~ 60 feet (no obstructions)
- Radio Frequency: 433 MHz
- Wi-Fi 2.4 GHz or Ethernet Connectivity (CAT 5)
- Power: 5V DC
- For Indoor Use Only

BEST PRACTICES FOR PAIRING THE WIRELESS LINK WITH YOUR WI-FI NETWORK

- Only pair your Wireless Link via 2.4GHZ Wi-Fi.
- The Wireless Link must be within signal range of both the automated shades and 2.4GHZ Wi-Fi.
- If commissioning the Wireless Link without leveraging an ethernet connection AND on a dual band router, it is necessary to disable the 5Ghz Wi-Fi network within the router settings to enable setup on the 2.4Ghz Wi-Fi network successfully.
- If commissioning with an ethernet connection, it is not necessary to disable the 5Ghz Wi-Fi network.
- Check your phone and confirm if the Home App has been installed.
- Environments with multiple WAPs (wireless access points) may need all but the main router temporarily disabled.
- Security settings on your router and on phone may need to be temporarily disabled.
- Place the Wireless Link in a horizontal position. (avoid metal enclosures / ceiling or any other locations that may affect the range.
- Before starting the Wireless Link installation, make sure that all your shades are functional and charged. You can test the shade using a remote control or pressing a "P1" Button on the motor head.
- In case of range issues, it is recommended you deploy the antenna or reposition the Wireless Link in your installation.
- Add additional repeaters if it is required (Only two per location).

CAPABILITIES

- Motors per Wireless Link: 30
- Locations per account: 5
- Wireless Links per location: 5
- Rooms per Location: 30 per Wireless Link
- Scenes per Wireless Link: 20 (100 per location)
- Timers per Wireless Link: 20 (100 per location)

WHAT'S IN THE BOX?

A.
The Shade Store
Wireless Link

B.
USB Power
Supply

C.
32" (80cm) USB
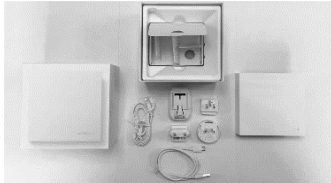Power Cord

D.
Ethernet cable

E.
Quick Start Guide

UNPACKING THE WIRELESS LINK

1. Unpack The Shade
Store Wireless Link.

2. Check the box contents.

3. Plug the USB Cord
into the Power Supply.

4. Connect the Micro USB
end into the back of the The
Shade Store Wireless Link.

5. Plug the Power Supply
into the outlet & place the
Wireless Link in a central
location in your home.

APP NAVIGATION

Side Menu	Reorder / Edit
	Shade Type
Shade Position	Shade Health Indicator
Shade Name	
	Tile
Associated Bedroom	

Home: Create a list of your shades, rooms and scenes in one place.
Shades: All the shades connected to The Shade Store Wireless Link will appear here
Rooms: Add shades to Rooms and control an entire room with 1 button
Scenes: Create a Scene that sets your shades to a particular position, e.g. Sunrise (all Open)
Timers: Show a list of Timers that can activate a scene or a single device
App Version: 3.0

Supported Device Types: *iOS 11 and higher Device Types, Android OS 6.0 OR HIGHER Mobile and Tablets - Tablet (Landscape is supported)*
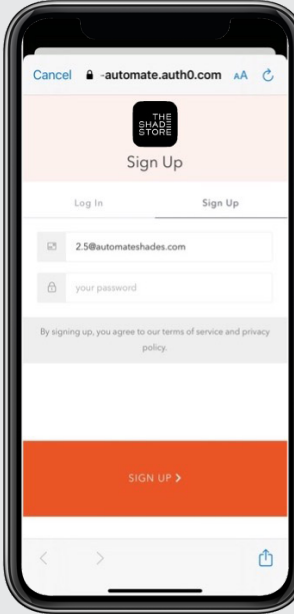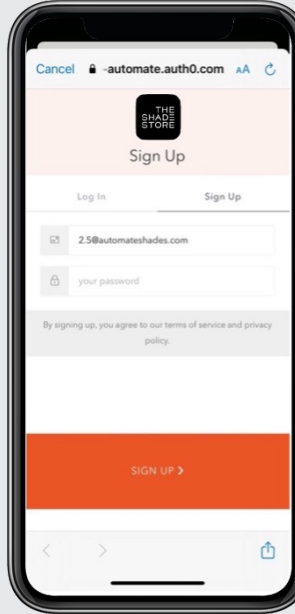
iOS - APP SIGNUP

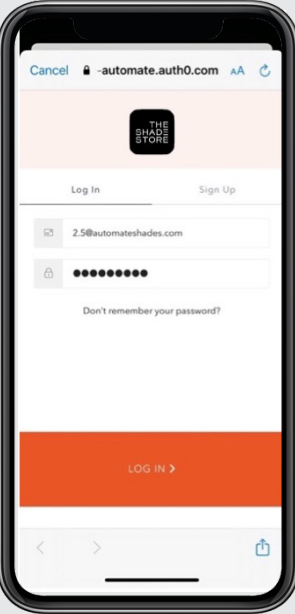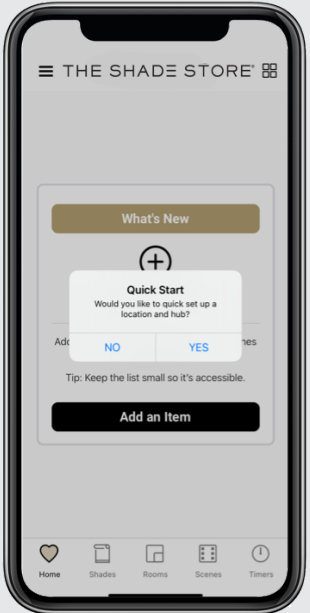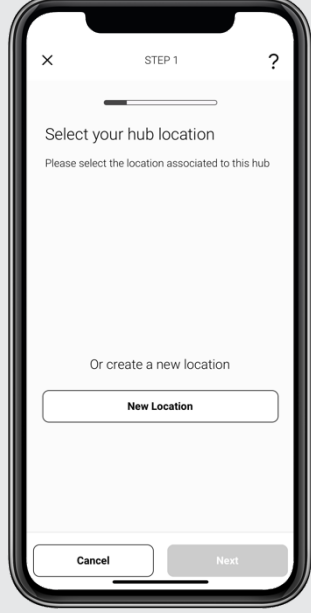| STEP 1 – Open the App	STEP 2 – Sign Up	STEP 3 – Sign Up	STEP 4 – Sign In
Open The Shade Store V2 mobile App.	If required, create a new account. Select Sign Up on the Top Right corner of the screen.	Creating an account will require an email address and password.	If you already have an account Log in with your account information.

iOS - QUICK START SETUP

NOTE: Wi-Fi only via a 2.4GHZ connection.
Quick Start prompt will only occur if there are no Locations in the App.

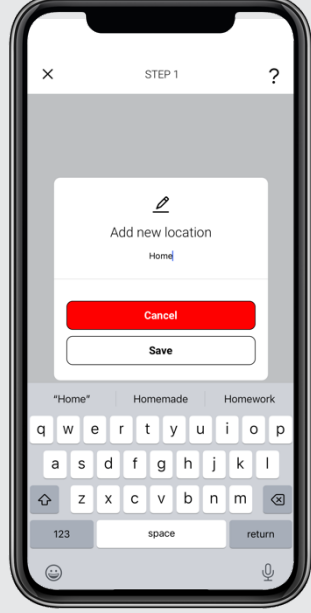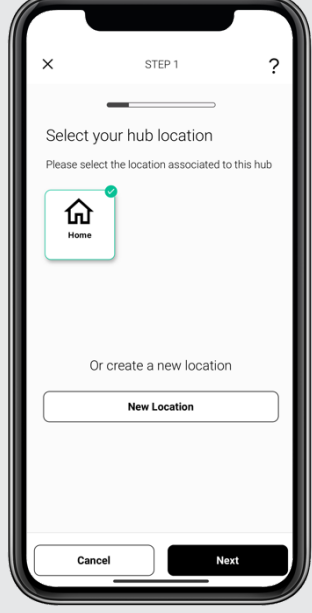| STEP 1 – Quick Start	STEP 2 – Add Location	STEP 2a – Name Location	STEP 3 – Select Location
Please power up the Hub then follow the Quick Start guide. Select "YES". (Ensure there are locations present).	Select New Location followed by next.	Name your location with your desired name.	Now select newly created location and press Next.

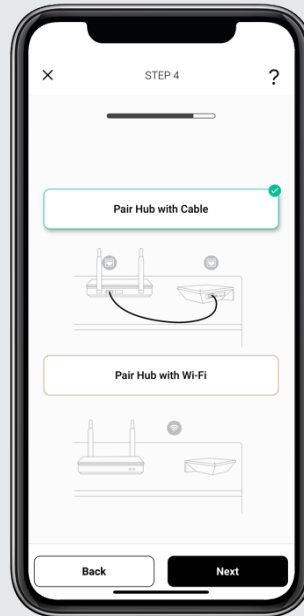| STEP 4 –Prepare for Setup	STEP 5 – Select Hub Type	STEP 6 – Choose Method	STEP 7 – Select Your Hub

STEP 4 –Prepare for Setup
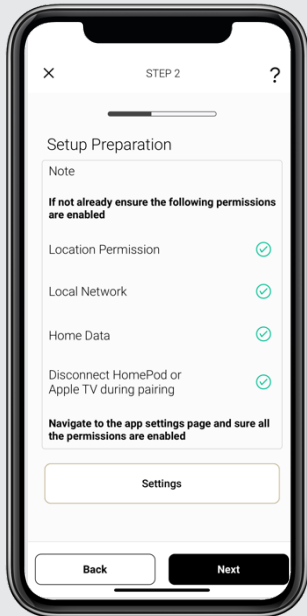
Confirm all of your permissions are enabled.
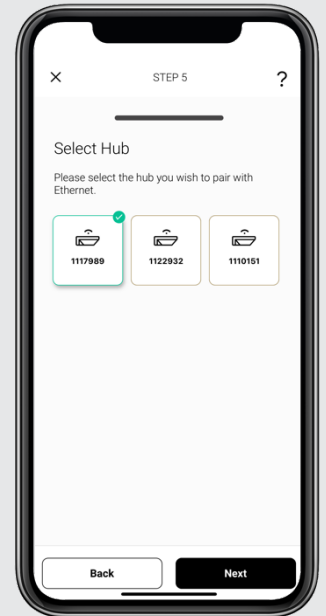
STEP 5 – Select Hub Type
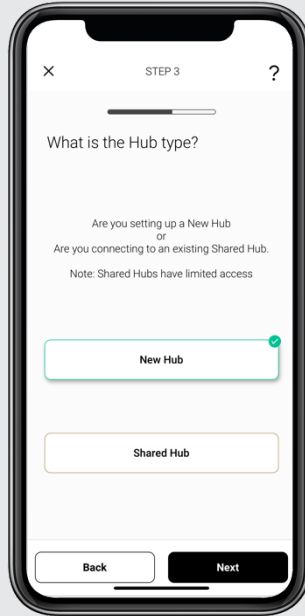
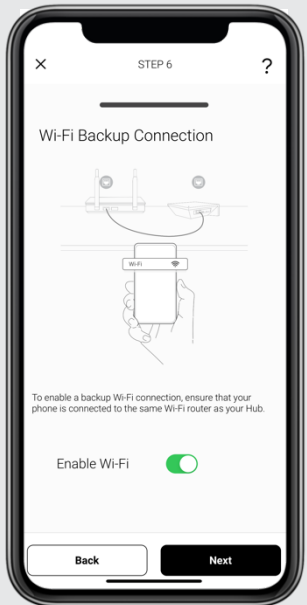Select New Hub and press Next.

STEP 6 – Choose Method

For this setup we are using PAIR HUB WITH CABLE method. For Wi-Fi pairing method refer to next section i.e. "Adding additional Hub".

STEP 7 – Select Your Hub

Select your Hub from the list which is connected to cable and press Next.

STEP 8 – Wi-Fi Backup	STEP 9 – Wi-Fi Password	STEP 9a – Saving Wi-Fi	STEP 10 – Scan QR code

STEP 8 – Wi-Fi Backup

Toggle Enable Wi-Fi ON to switch to Wi-Fi automatically when cable is off. This is required to disconnect the Wireless Link from your router's ethernet connection. If leaving connected to your router, you may leave this selection toggled off and skip to step 10.

STEP 9 – Wi-Fi Password
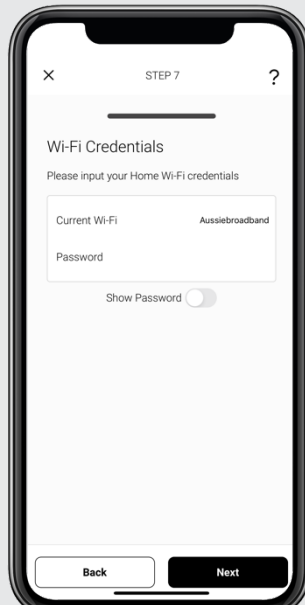
Put in the password for your Wi-Fi which is on the router the Hub is connected to.

STEP 9a – Saving Wi-Fi
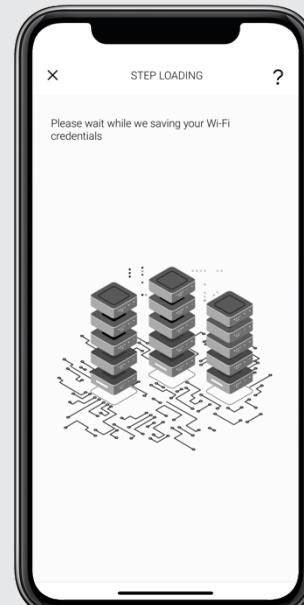
On this screen, wait momentarily as Wi-Fi credentials are being saved.

STEP 10 – Scan QR code

Now Scan QR code which is at the bottom of the Hub.

STEP 10a – Scan QR code
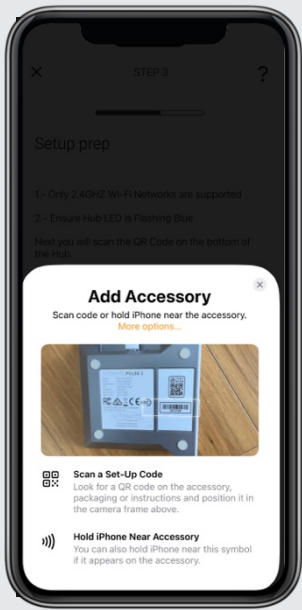
Scan the QR Code on the bottom of the Wireless Link to sync with HomeKit.

Step 10 HomeKit Discovery
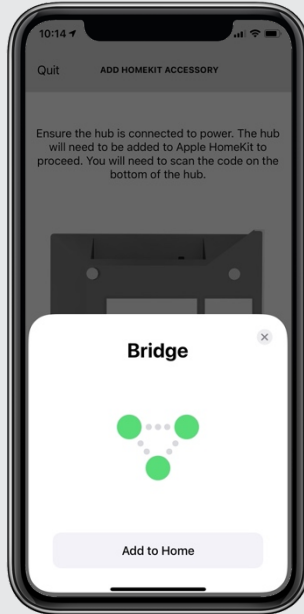
Select Add to Home.

STEP 11 – HK Location
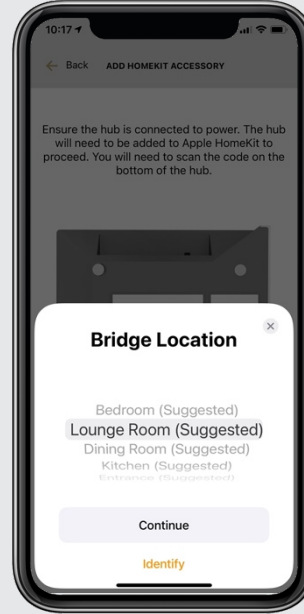
Select the Location where the Wireless Link will be placed. Select Continue.

STEP 12 – Name Hub
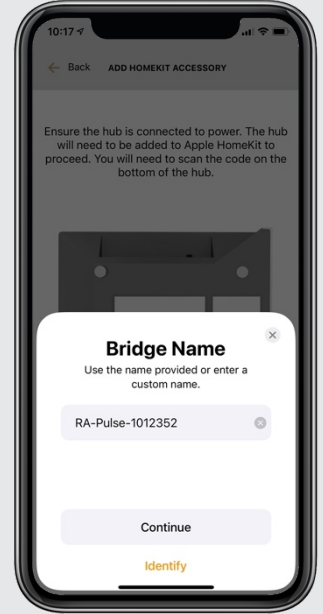
Enter a unique name for your Wireless Link to be identified in Homekit.

Step 13 – Select Time Zone
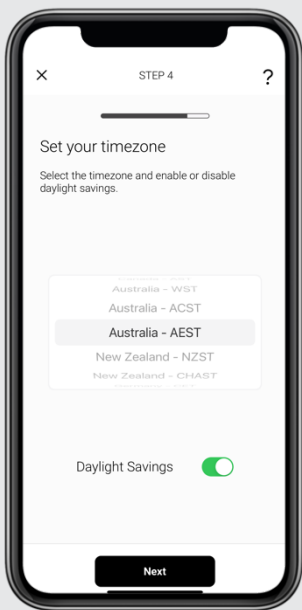
Select your time zone and press Next.

STEP 14 - Success
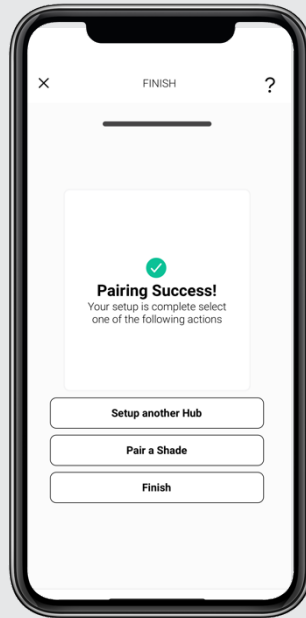
Wireless Link has been successfully paired.

ADDING ADDITIONAL WIRELESS LINK TO EXISTING LOCATION

| The Shade Store Wireless Link | Setup Instructions for iOS & Android
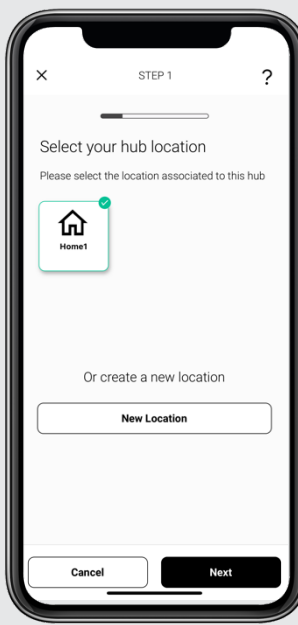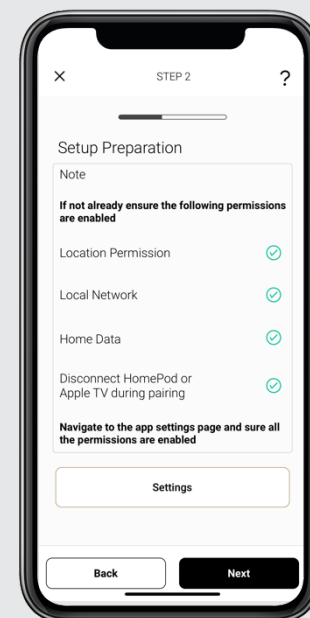
STEP 1 - Configure a Hub	STEP 2 – Add Hub	STEP 3 – Select Location	STEP 4 –Prepare for Setup
Select menu then the desired location.	Click on "ADD ANOTHER HUB" to start the process to setting up your Hub on the App.	Select location to add this Hub to.	Ensure all of your permissions are enabled.
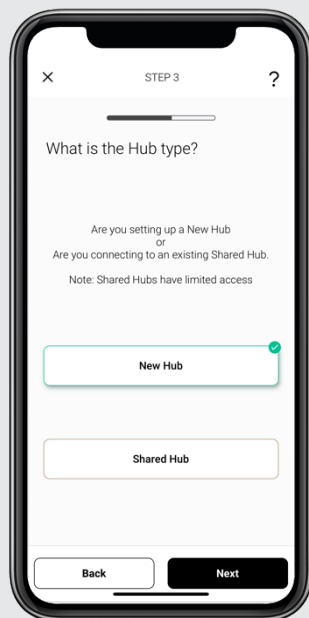
| STEP 5 – Hub Type	STEP 6 – Choose Method	STEP 7 – Scan QR code	STEP 7a – Scan QR code
Select New Hub and press Next.	For this setup, we are using PAIR HUB WITH Wi-Fi method. For Cable pairing method, refer to previous section i.e. "iOS - Quick Start Setup".	Scan QR code which is at the bottom of the Wireless Link.	Scan the QR Code on the bottom of the Wireless Link to sync with HomeKit.

Step 8 - HomeKit Discovery	STEP 9 – HK Location	STEP 10 – Name Hub	Step 11 – Select Time Zone

Step 8 - HomeKit Discovery

Select add to Home.

STEP 9 – HK Location

Select the Location where the Wireless will be placed. Select Continue.

STEP 10 – Name Hub
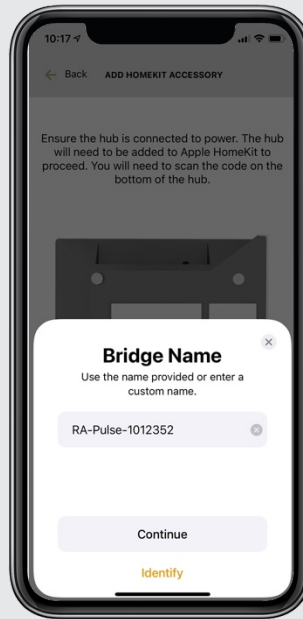
Enter a unique name for your Wireless Link to be identified in Homekit.

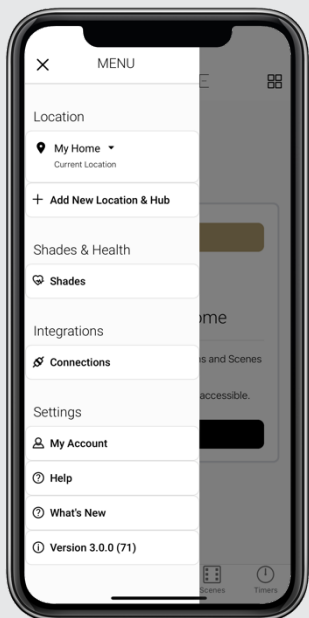**Step 11 – Select Time Zone**
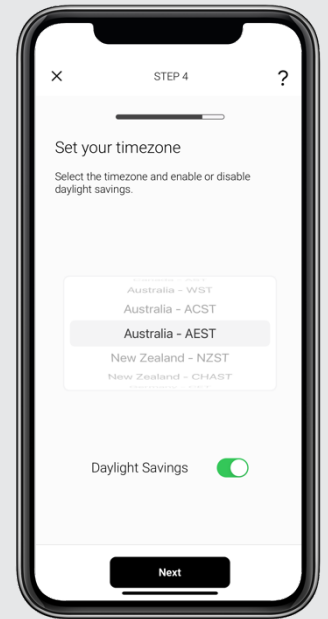
Select your time zone and press Next.

STEP 12 - Success

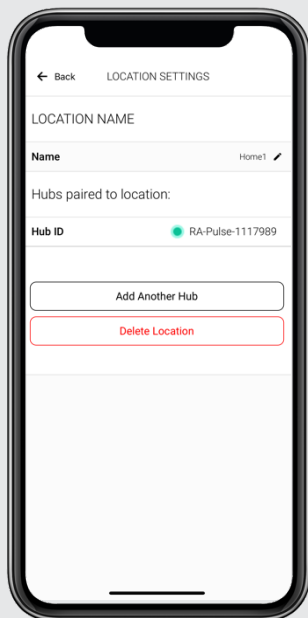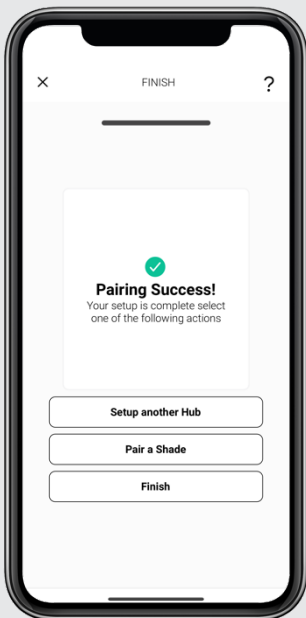Wireless Link has been successfully paired.

CONFIGURATION IN APPLE HOMEKIT – MANUAL OR SCANNED

STEP 1 – Open HomeKit App	STEP 2 - Scan Hub	STEP 3 – Select Hub	STEP 4 – Manual Code Entry

Open the Home App.
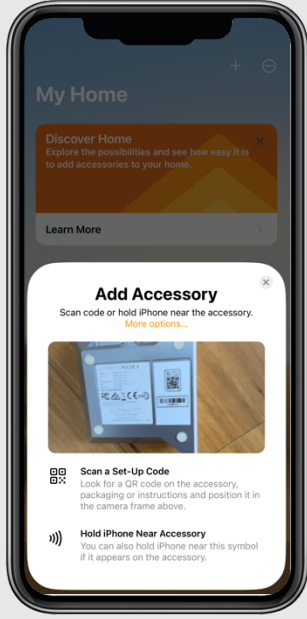
Scan the QR code at the bottom of the Wireless Link. If the Code does not scan, select "I don't have a Code or cannot scan".
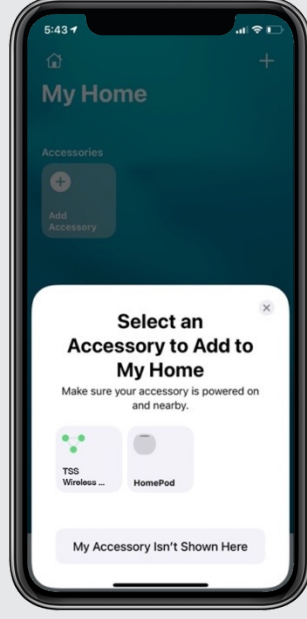
Select the TSS Wireless Link ... Device.
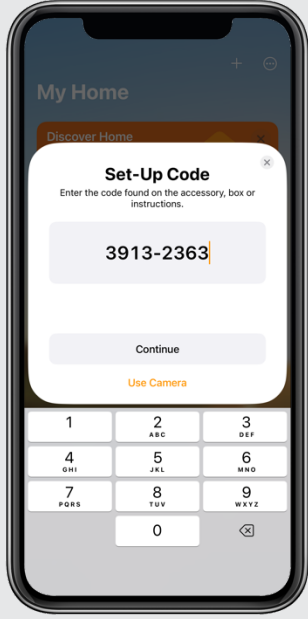
Manually enter the 8-digit code located underneath the Wireless Link.

STEP 1 –Select Hub Location	STEP 2 - Configure a Hub	STEP 3 - Configure a Hub	STEP 4 - Configure a Hub
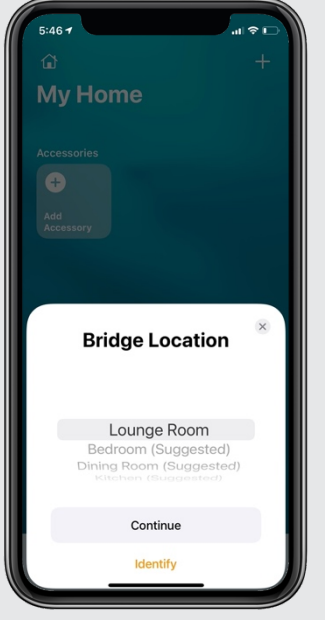
Select the location where the Wireless Link will be installed.
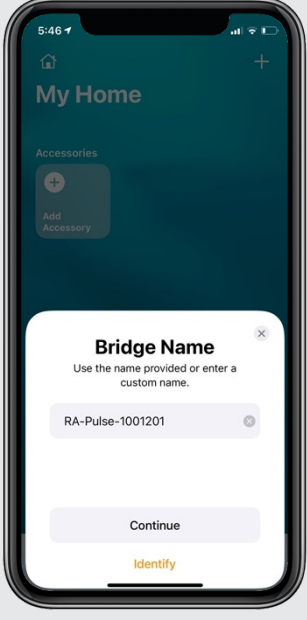
Enter a unique name for your Wireless Link.
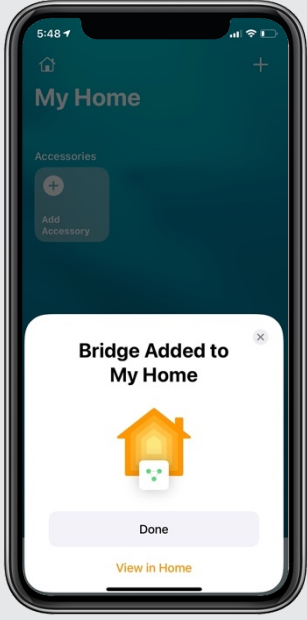
Setup complete select view in Home.
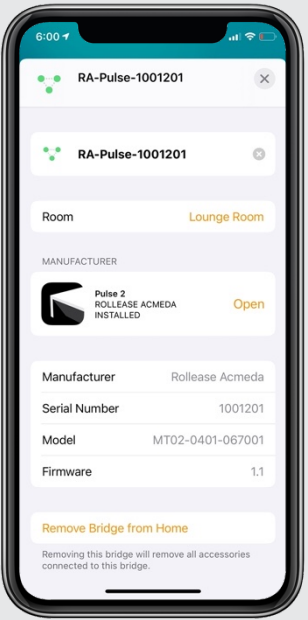
Verify Wireless Link.

ANDROID – APP SIGN UP
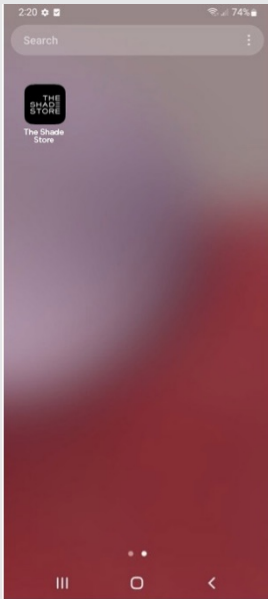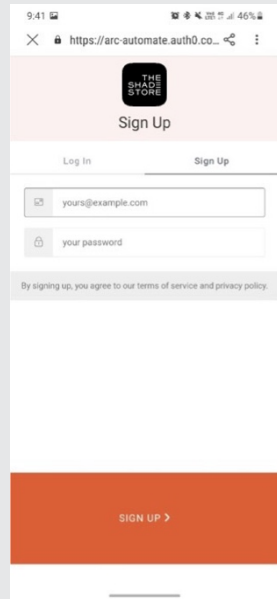
STEP 1 – Open the App	STEP 2 – Sign Up	STEP 3 – Sign Up	STEP 4 – Sign In
Open The Shade Store V2 mobile App.	If required, create a new account. Select Sign Up on the right tab of the screen.	Creating an account will require an email address and password.	If you already have an account, log in with your account information.
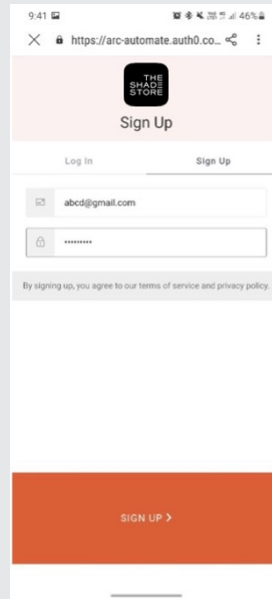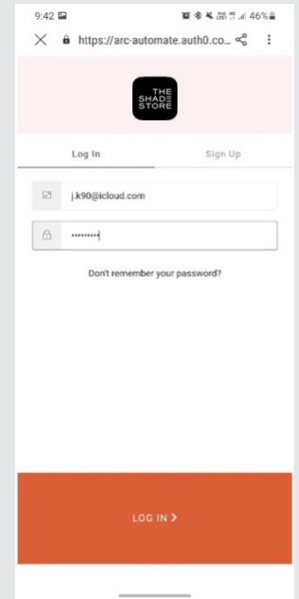
ANDROID – QUICK START SETUP

NOTE: Wi-Fi only via a 2.4GHZ connection.
Refer to troubleshooting for more information.
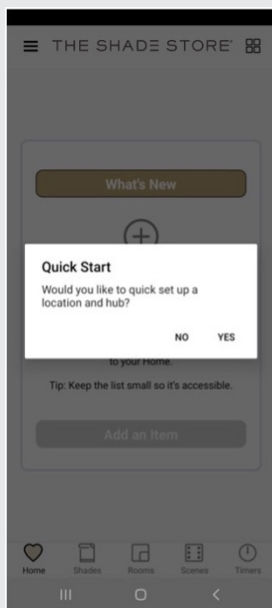
STEP 1 – Quick Start	STEP 2 – Add Location	STEP 3 – Location	STEP 4 – Location
Please power up the Hub then follow the Quick Start guide. Select "YES".	Select new location and press next.	Create a location name like "My Home".	Select the location you have just created.
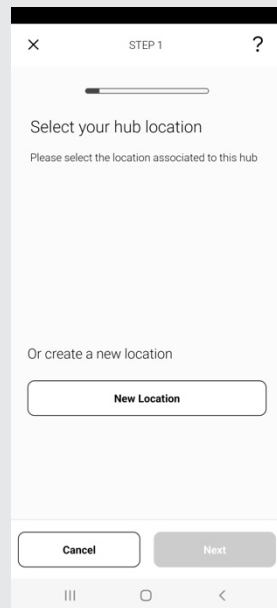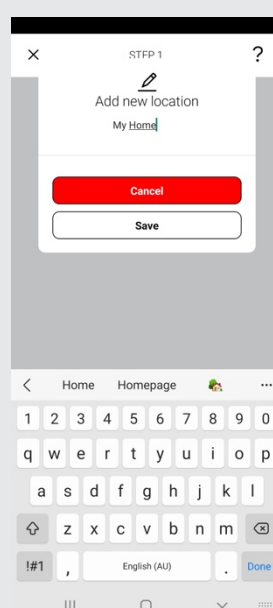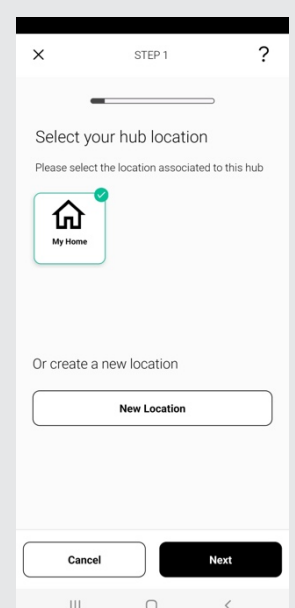
Step 5- Prepare for Setup

×   STEP 2   ?

Setup Preparation

Note

If not already ensure the following permissions are enabled

Location Permission ✓

Navigate to the app settings page and sure all the permissions are enabled

Settings

Back | Next
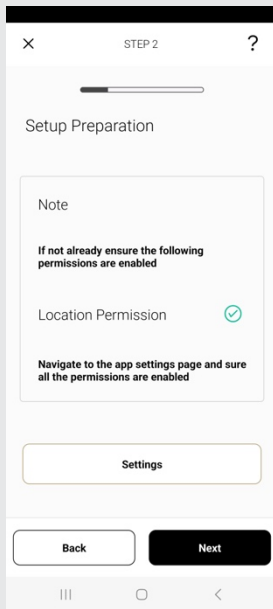
Ensure from settings that Location permission is allowed.

STEP 6 – Hub Type

×   STEP 3   ?

What is the Hub type?

Are you connecting to your new Hub or are you connecting to someone else's hub.(shared)

Note: Shared Hubs have limited access

New Hub ✓

Shared Hub

Back | Next
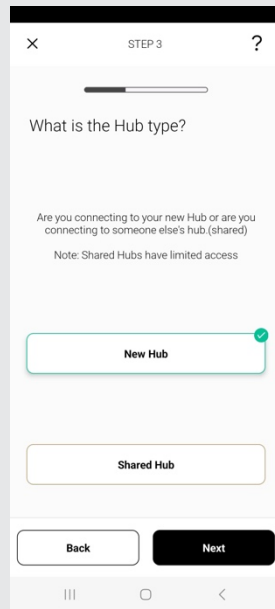
Select New Hub and press Next.

STEP 7 – Choose Method
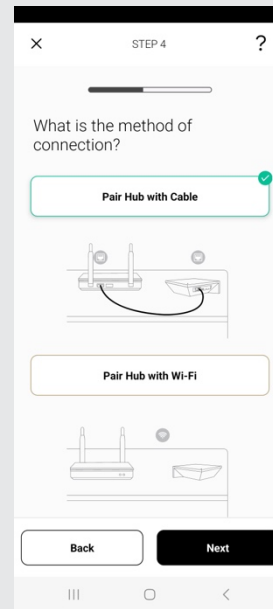
×   STEP 4   ?

What is the method of connection?

Pair Hub with Cable ✓

Pair Hub with Wi-Fi

Back | Next

For this setup, we are using PAIR HUB WITH CABLE method. For Wi-Fi pairing method, refer to next section i.e. "Adding additional Hub".

STEP 8 – Select Time Zone

×   STEP 5   ?

Set your timezone

Select the timezone and enable or disable daylight savings.

Australia - AEST

Daylight Savings ⬤

Back | Next
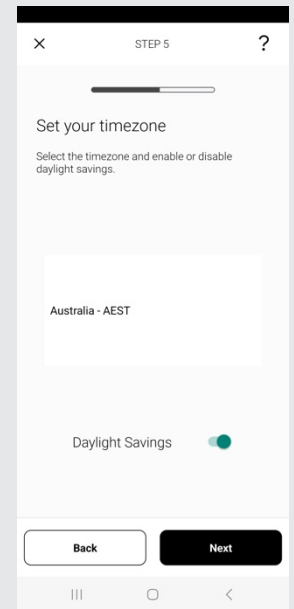
Choose your time zone and toggle on Daylight Savings if applicable.

STEP 9 – Select Your Hub
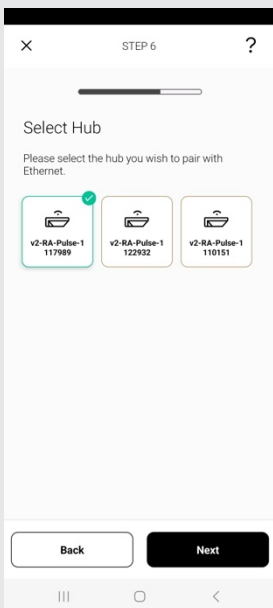
×   STEP 6   ?

Select Hub

Please select the hub you wish to pair with Ethernet.

v2-RA-Pulse-1 117989 ✓ | v2-RA-Pulse-1 122932 | v2-RA-Pulse-1 110151

Back | Next

Select your Hub from the list which is connected to cable and press Next.

STEP 8 – Wi-Fi Backup

×   STEP 7   ?

Wi-Fi Backup Connection

To enable a backup Wi-Fi connection, ensure that your phone is connected to the same Wi-Fi router as your Hub.

Enable Wi-Fi ⬤

Cancel | Next
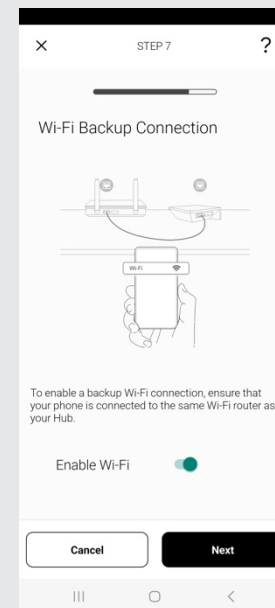
Turn Enable Wi-Fi toggle ON to switch to Wi-Fi automatically when cable is plugged off. If toggled off, press next, and App will take you to step 10.

STEP 9 – Wi-Fi Password

×   STEP 8   ?

Wi-Fi Credentials

Please input your Home Wi-Fi credentials

Current Wi-Fi   Aussiebroadband

Password   Type Password Here

Show Password

Back | Next
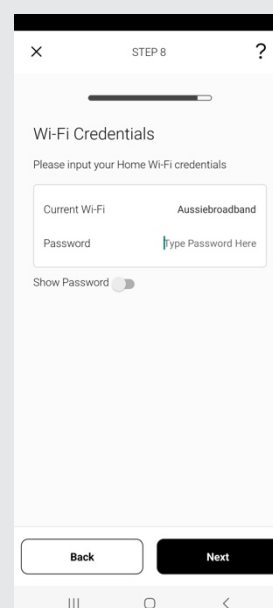
Put in the password for your Wi-Fi which is on the router the Hub is connected to and enter Next.

STEP 10 – Connecting

×   STEP 9   ?

Wi-Fi Credentials

Please input your Home Wi-Fi credentials

Current Wi-Fi   Aussiebroadband

Password   ••••••••••

Show Password

Connecting your Hub...

Back | Next
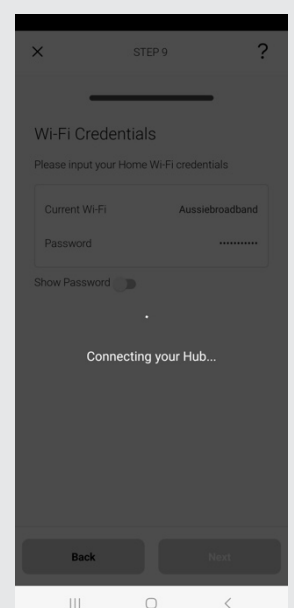
Now screen will show connecting your Hub and it connects Hub with internet.

STEP 11 – Nearly Done

STEP 9

Nearly Done...

Click next to finalize your hub pairing
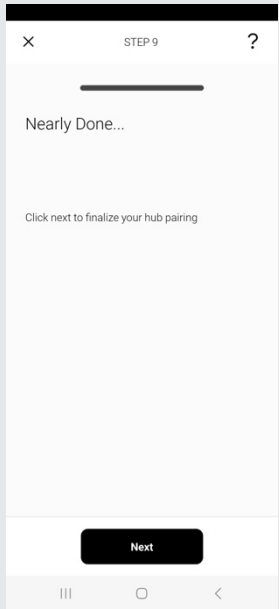
Next

Almost done, press Next on this screen.

Success

FINISH

✅

Pairing Success!
Your Hub has been successfully paired.

Setup another Hub

Pair a Shade

FINISH
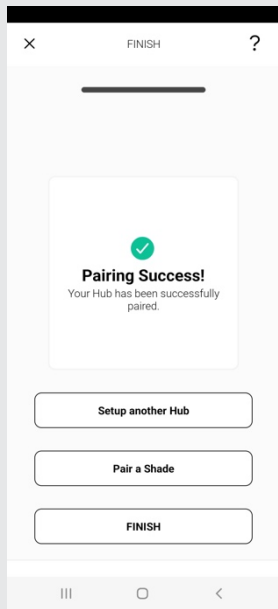
Complete. Now pair another Hub or start adding shades.

ADDING ADDITIONAL WIRELESS LINK TO EXISTING LOCATION (OR PAIR HUB WITH WI-FI)

STEP 1 - Configure a Hub

✕ MENU

Location

📍 **Home** ▲
Current Location

📍 **Home**

➕ **Add New Location & Hub**

Shades & Health

☂ **Shades**

Integrations

🔗 **Connections**

Settings

👤 **My Account**

⑦ **Help**

⑦ **What's New**

ⓘ Version 3.1.0 (88)
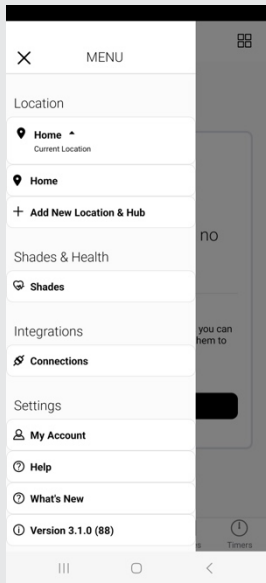
Select menu then the desired location.

STEP 2 – Add Hub

← Back   LOCATION SETTINGS

LOCATION NAME

Name   Home ✏

Hubs paired to location:

Hub ID   🔵 My House

Add Another Hub

Delete Location
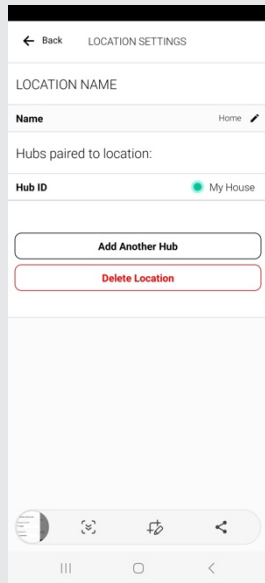
Click on "ADD ANOTHER HUB" to start the process to setting up your Hub on the App.

STEP 3 – Select Location

✕   STEP 1   ?

Select your hub location

Please select the location associated to this hub

🏠
Home

Or create a new location

New Location

Cancel   **Next**
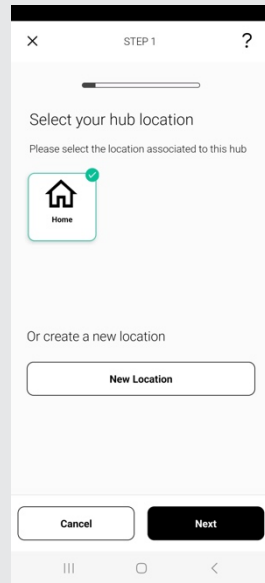
Select location to add this Hub to.

STEP 4 –Prepare for Setup

✕   STEP 2   ?

Setup Preparation

Note

If not already ensure the following permissions are enabled

Location Permission   ⊘

Navigate to the app settings page and sure all the permissions are enabled

Settings

Back   **Next**
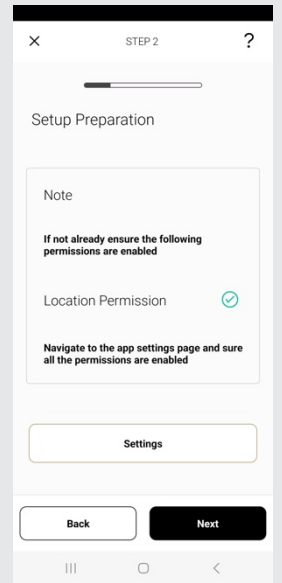
Ensure location permissions is enabled.

STEP 5 – Hub Type
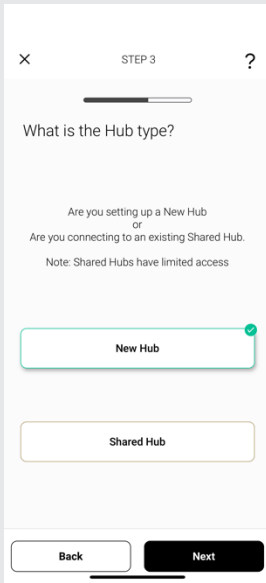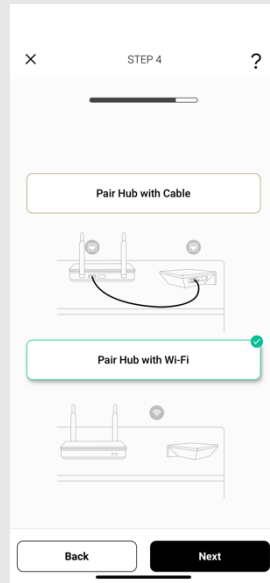
STEP 3 ?

What is the Hub type?

Are you setting up a New Hub
or
Are you connecting to an existing Shared Hub.

Note: Shared Hubs have limited access

New Hub ✓

Shared Hub

Back | Next

Select New Hub and press Next.

STEP 6 – Choose Method

STEP 4 ?

Pair Hub with Cable

Pair Hub with Wi-Fi ✓

Back | Next

For this setup, we are using PAIR HUB WITH WI-FI method. For Cable pairing method, refer to previous section i.e. "Android Quick Start Guide".

Step 7 – Select Time Zone

STEP 5 ?

Set your timezone

Select the timezone and enable or disable daylight savings.

Australia - AEST

Daylight Savings ⬤

Back | Next
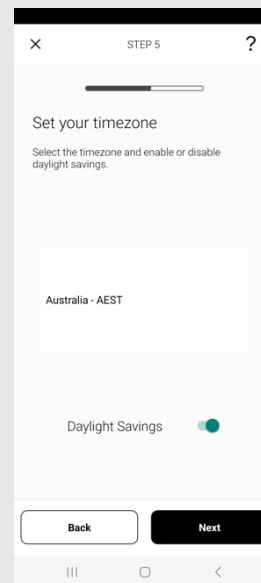
Choose time zone and if applicable, toggle on Daylight Savings.

STEP 8 - Connection

STEP 6 ?

Hub Connection

Current Connection
Aussiebroadband

⚠ 5 ghz or Mesh Wi-Fi Detected !
Note - Only connect to 2.4 ghz Networks.
Duel or Mesh Network could be problematic

Step 1
Ensure 'Current Connection' is set to 'Home Wi-Fi'

Step 2
Press Home > Settings > Wi-Fi > Connect to:
RA-Pulse-xxxxxx Network

Step 3
Ensure 'Current Connection' is: RA-Pulse-xxxxxx

Note
Once connected as 'unsecured connection' return to the app and press 'Next'

Next

Ensure the Wi-Fi that you going to use is displayed in current connection.

STEP 9 – Connection

STEP 6 ?

Hub Connection

Current Connection
RA-Pulse-1125799-F45618

Step 3
Ensure 'Current Connection' is: RA-Pulse-xxxxxx

Note
Once connected as 'unsecured connection' return to the app and press 'Next'
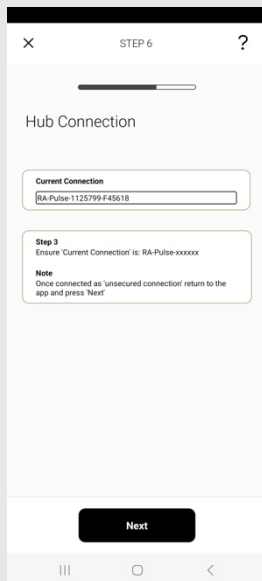
Next

Go to Wi-Fi Settings of your phone, find and select RA-Pulse Network.

STEP 9a – Connection

STEP 6 ?

Hub Connection

Current Connection
RA-Pulse-1125799-F45618

Step 3
Ensure 'Current Connection' is: RA-Pulse-xxxxxx

Note
Once connected as 'unsecured connection' return to the app and press 'Next'
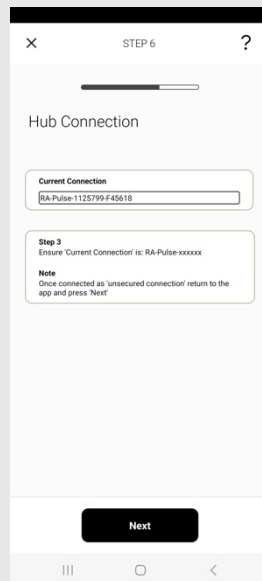
Next

After selecting RA-Pulse Network, go back to the app and ensure that current connection is now RA-Pulse and press Next.

STEP 10 – Connection

STEP 7 ?

Hub Connection

Current Connection
RA-Pulse-1125799-F45618

Note
Confirm the serial number under the Barcode matches with the first seven digits above, then press next.

Back | Next

Confirm the serial number on the Hub matched the current connection.

STEP 11 – Credentials

STEP 8 ?

Wi-Fi Credentials

Please input your Home Wi-Fi credentials

Current Wi-Fi   Aussiebroadband

Password   Type Password Here

Show Password ◯

Back | Next
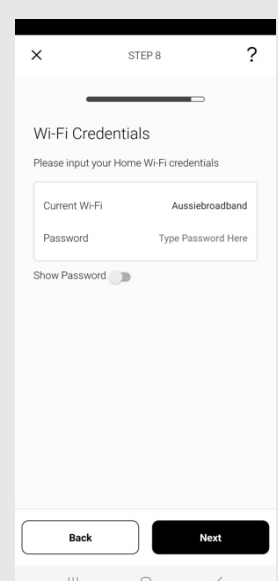
Now enter the current Wi-Fi credentials carefully and select next.
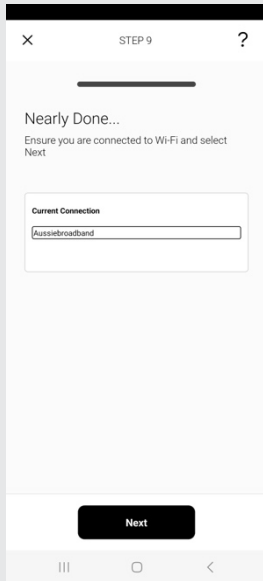
STEP 12 – Connection	STEP 13– Cloud Sync	Success
Ensure current connection is Home Wi-Fi and press Next.	Connecting...	Complete. Now pair another Hub or start adding shades.
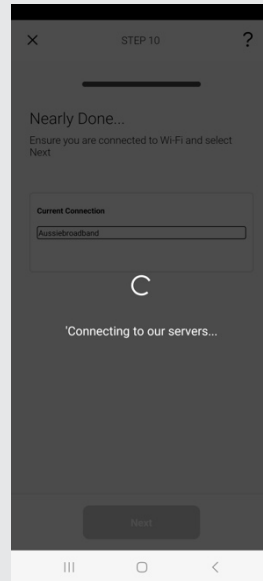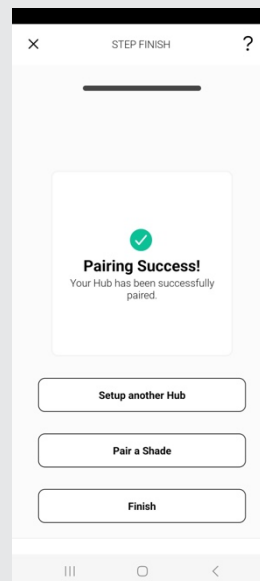
CREATING A LOCATION
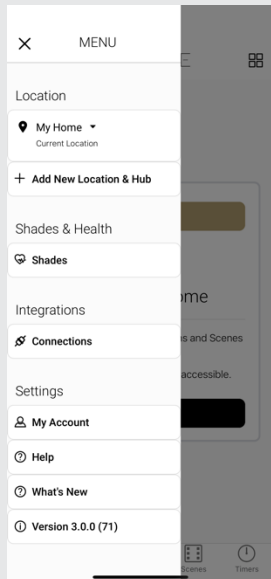
STEP 1 – Add Location	STEP 2 – Add Location	STEP 3 – Update Name	STEP 4 –Toggle
Open the App from the home screen and select the menu button, click "ADD NEW LOCATION & HUB".	Select new location and press next.	Change description of the location.	Select the location icon, and Long press the location to change the locations.
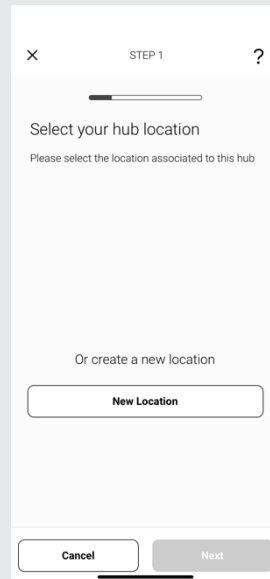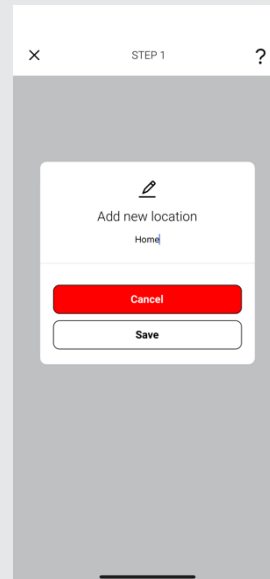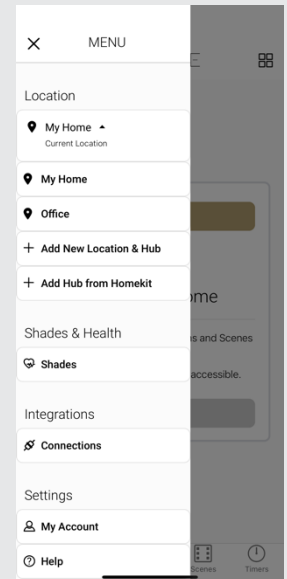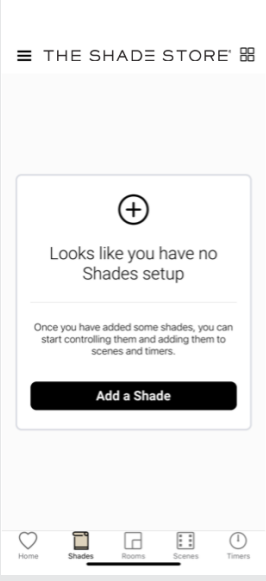
HOW TO PAIR A MOTOR TO THE APP

During the setup, the Wireless Link may need to be moved room to room during the pairing process.
We recommend setting up your motors with a remote prior to syncing with the App.
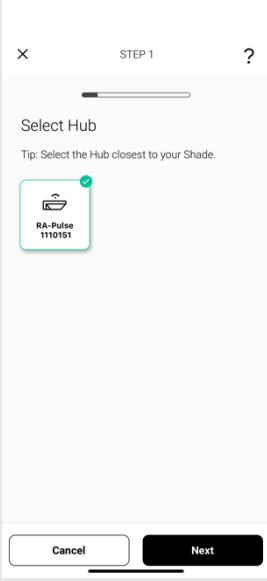
STEP 1	STEP 2 – Select Hub	STEP 3 – Device Type	STEP 4 – Name Shade
On the Shades screen, select the 'Plus' icon to add a new shade.	From the list select the Hub you wish to pair the motor to.	Select which device type best represents your shade. (**NOTE:** This can't be changed later).	Select the shade name from the list or create a custom name. Press next.
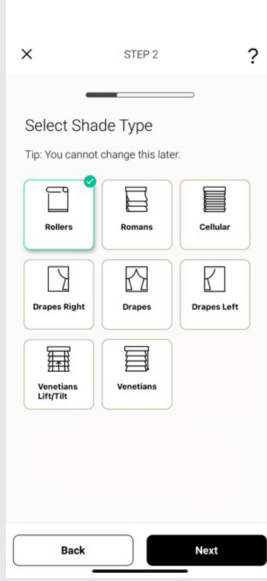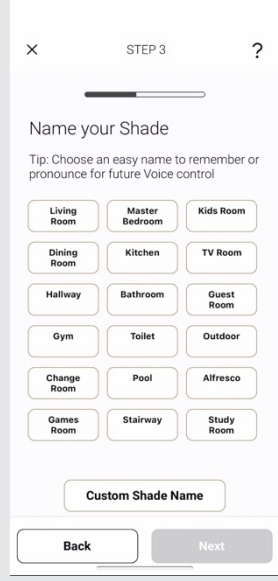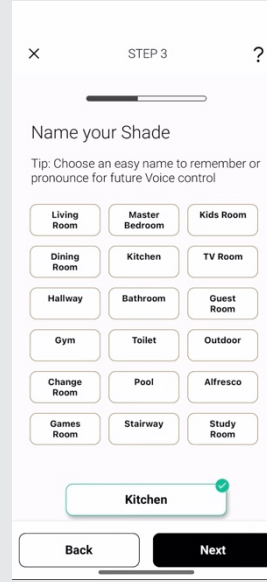
STEP 5 – Name Shade	STEP 6 – Name Shade	STEP 7 – Prepare Hub	STEP 8 – Pair Method
Type the custom name and select save.	The custom name will be displayed and press next. The shade name can be edited later.	Ensure the Hub is close by then press next.	Choose your pairing method: 'PAIR USING A REMOTE' or 'PAIR DIRECTLY TO THE SHADE'
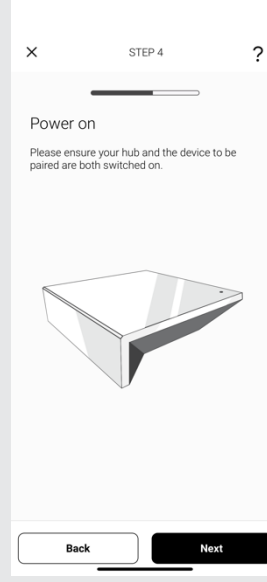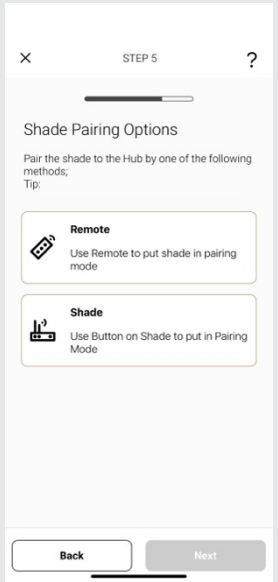
STEP 6 – Pair with Remote

Remote Pairing

Tip: You cannot pair using group channels

Step 1
Select Channel the shade is on.

Step 2
Locate and press the P2 button
Observe the Shade jog once.

Step 3
Press the P2 button again.
Observe the Shade jog a second time.

Step 4
Press NEXT within 5 Seconds.

Back   Next

Make sure the remote is tuned to the shade's individual channel (not Ch 0). Remove the remote battery cover and press the upper left P2 button Twice, then "Next".

STEP 7 – Pair without Remote

Shade pairing

Tip: P1 Button location varies by shade type

Step 1
Locate the P1 button on the Shade.

Step 2
Press and hold the P1 Button firmly until the motor jogs once. Release the button after 1 Jog.

Step 3
Press NEXT within 5 Seconds.

Back   Next

Press and hold the P1 button on the motor head ~2 seconds. The motor will jog up and down once and you will hear one audible beep. Press 'PAIR' on the app screen. Then press next.

STEP 8 – Pair a Shade

Pairing your Shade

Please wait whilst we pair your shade

Connecting...

Connecting your Shade to your Hub.

Pairing...

Wait as the App connects and pairs your shade. The shade will respond that its been paired.

STEP 9 – Success

Pairing your Shade

Please wait whilst we pair your shade

✓

Success!

Your Shade was added to your Hub

Pair another device   Done

If the pairing process was successful, Press 'Done" or pair another shade.

STEP 10 – Check

≡ THE SHADE STORE

My Shades   +

Living Room
No Room
STOPPED

Home Shades Rooms Scenes Timers

Tap the tile to test the shade long press the tile to proceed to the next screen.

STEP 11 – Check Details

← Back   DEVICE   ⚙

Living Room   ✎

77% OPEN

●   .ıll   🔋
ONLINE   GOOD   EXCELLENT

CLOSE   STOP   OPEN

Check icons are present, check the signal strength and battery. Press the settings icon to check shade details.

STEP 12 – Shade Ready

✕   SHADE SETTINGS   Done

Shade Information

Shade Name	Living Room ✎
Room	No Room →
ShadeType	Rollers
Paired Hub	v2-RA-Pulse-1110151
Shade Address	VHX
Power Source	Battery
Power Module Type	D24

Shade Health Information

Power Level	88%
Signal Strength	-75
Status	Online

Position Settings

Top Position	→
Bottom Position	→

Additional shade settings.

HOW TO CREATE A ROOM

STEP 1 – Create a Room
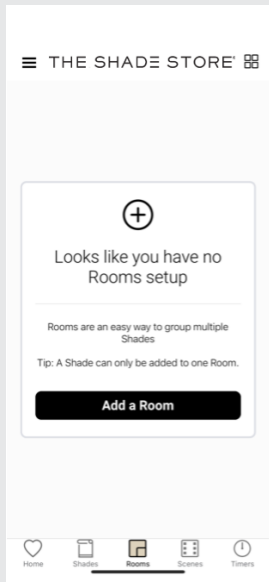
Once the Shade is paired to the App, click 'ROOMS' tab. Select the "Plus" icon to add a new room.

STEP 2 – Create a Room
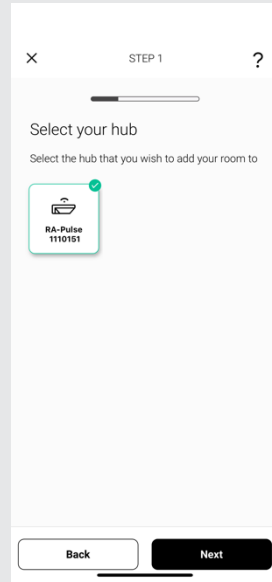
Select the hub that will be associated to the room. If not known, select any hub.

STEP 3 – Create a Room
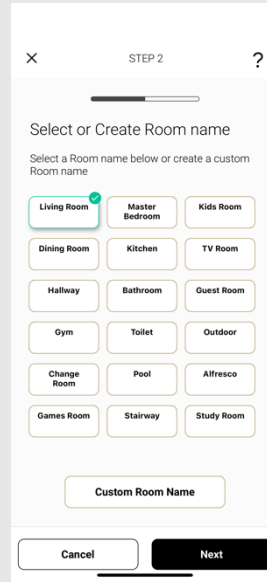
Select the room name from the list or create a custom name. Press next.

STEP 4 – Create a Room
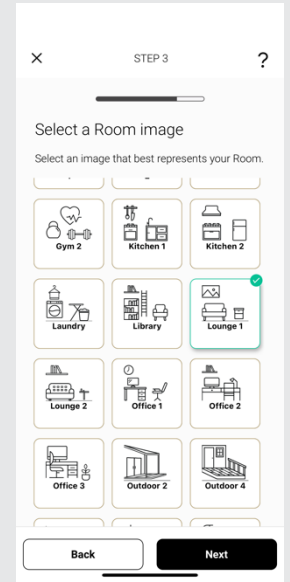
Select 'ROOM IMAGE' to select an icon to represent the room.
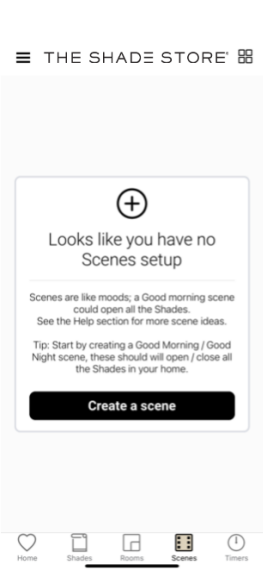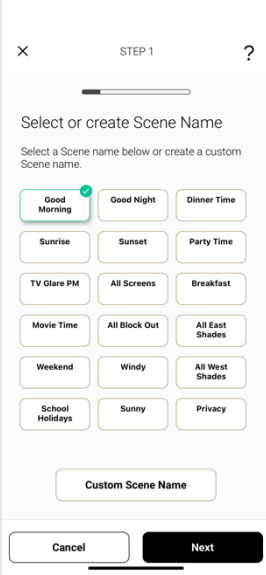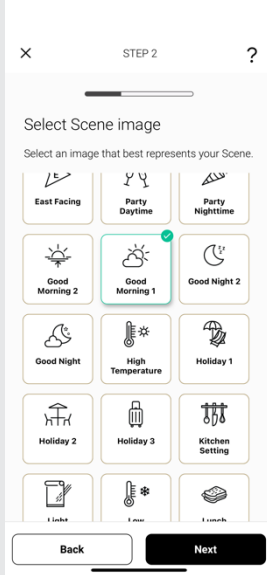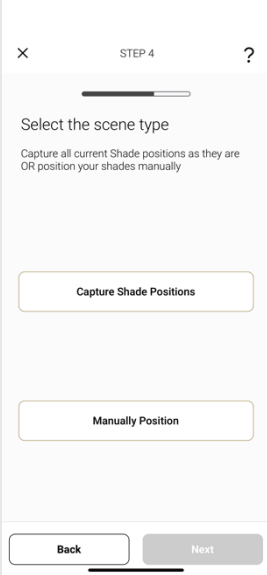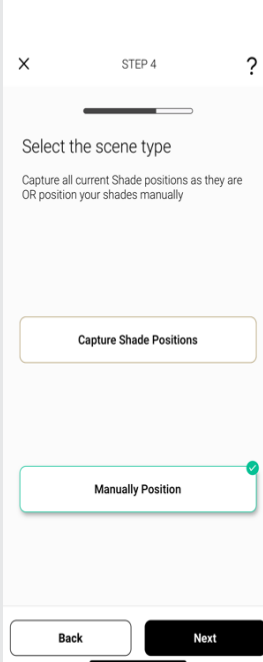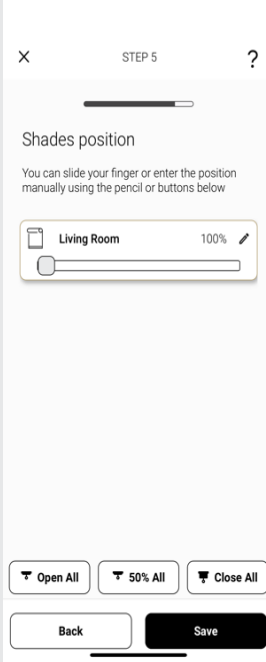
STEP 5 – Create a Room
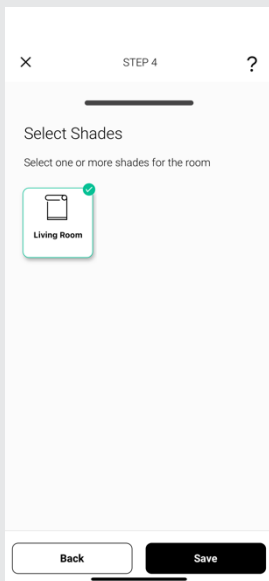
Select all the shades associated to that room. Then press Save.

HOW TO CREATE A SCENE

You can create scenes to set a treatment or group of treatments to specific heights or capture all the devices that you previously moved to the desired position even from the App or using a remote.

STEP 1 – Create a Scene	STEP 2 – Create a Scene	STEP 3 – Create a Scene	STEP 4 – Create a Scene

Select Scenes then, 'Create New Scene' to begin programming your desired scene.

Select the Scene name from the list or create a custom name. Press next.

Select the Scene Image that best suits your scene.

Either the current positions of the shades or Create a manual scene with manually setting the positions.

STEP 5 – Create a Scene	STEP 6 – Manual Scene	STEP 7– Manual Scene Creation

Select and press next.

Use presets open 50 or close to set the shade positions or manually set the positions by using the slider. Press save.

Your Scene can now be activated by pressing Go or Link that Scene to a Timer.

STEP 8 – Automatic Scene	STEP 9 – Save Scene

STEP 4

Select the scene type

Capture all current Shade positions as they are OR position your shades manually

Capture Shade Positions ✓

Manually Position

| Back | Next |

Set all devices with the remote to desired position. Then use the "Capture All Devices" button to create a scene of all current shades are positions. Select "Done".

STEP 5

Shades position

You can slide your finger or enter the position manually using the pencil or buttons below

Living Room   80% ✎

| Open All | 50% All | Close All |

| Back | Save |

Note the current positions of the shades and select Done to save that as a scene.

CREATING TIMERS

You can program timers to trigger the specific operation of your shades and scenes at your desired times throughout the day.

STEP 1 – Create a Timer	STEP 2 – Create a Timer	STEP 3 – Create a Timer	STEP 4 – Create a Timer

≡ THE SHADE STORE ⇵

⊕

Looks like you have no Timers setup

Timers will activate a Scene or a Shade on a schedule

Create a Timer

Home   Shades   Rooms   Scenes   Timers

Select 'TIMERS' then, 'CREATE NEW TIMER' to program your timer.

STEP 1

Select or create Timer Name

Select a Timer name below or create a custom Timer name.

Morning Wake ✓	Sunrise	Sunset
Good Night	Holiday Night	Holiday Day
TV Glare Close	Weekly Alarm	Weekends
Arrive Home Day	Left Home Day	All Blockouts
6:00 PM All Close	7:00 AM All Open	All Screens
Sleep In	Holiday Random	Night Shift

Custom Timer Name

| Cancel | Next |

Select the Timer name from the list or create a custom name. Press next.

STEP 2

Select Timer image

Select an image that best represents your Timer.

Five AM	Five PM	Four PM
Good Morning 1 ✓	Good Morning 2	Good Night
Holiday 1	Holiday 2	Holiday 3
Kitchen Setting	Mosquito Block	Music Afternoon

| Back | Next |

Select the Timer Image best suited.

STEP 3

Select a Scene or Shade

Tip: For controlling multiple Shades at the same time use the Scene option.

Select scene

Select a single shade

| Back | Next |

What will this timer activate? A Scene or a single shade?

STEP 5 – Create a Timer

×   STEP 3   ?

Select a Scene or Shade

Tip: For controlling multiple Shades at the same time use the Scene option.

Good Morning

Back   Next
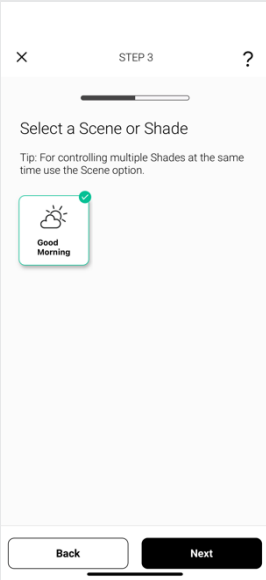
Select the appropriate scene that that timer will activate

STEP 6 – Create a Timer

×   STEP 4   ?

Select Timer Method

Will the Timer be activated at a specific Time or at Sunset / Sunrise?

Time Based

Smart Sunset or Sunrise

Back   Next
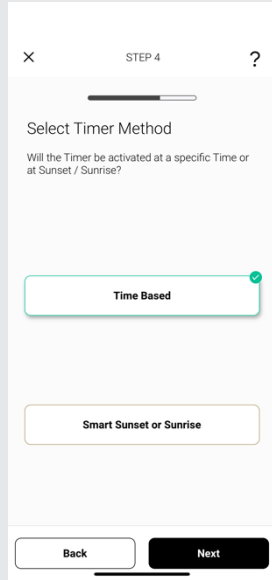
Select if the timer will be time based or based of sunset/sunrise.

STEP 7 – Create a Timer

×   STEP 5   ?

Select Time and Days

Select the recurring time of activation

06:00

03	07
04	58
05	59
06	00
07	01
08	02

MON   TUE   WED
THU   FRI   SAT
SUN

Back   Save
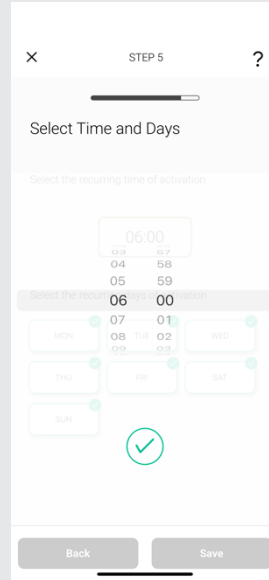
If timed select the time and press the green tick.

STEP 8 – Create a Timer

×   STEP 5   ?

Select Time and Days

Select the recurring time of activation

06:00

Select the recurring days of activation

MON   TUE   WED
THU   FRI   SAT
SUN

Back   Save
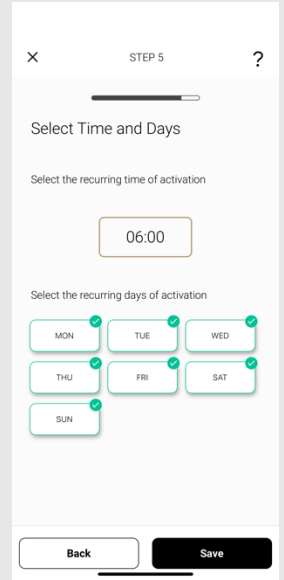
Select the days of the week that timer will be active and select Save.

STEP 9 – Creat a Timer

×   STEP 6   ?

Done

Create another Timer
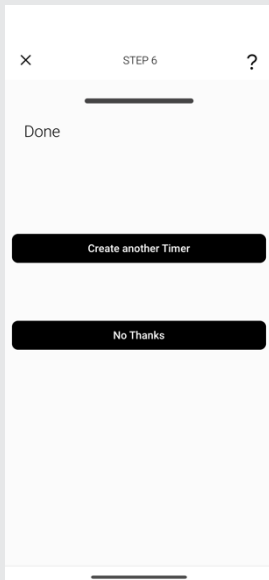
No Thanks

Create another timer or select No Thanks.

STEP 10 – Create a Timer

☰ THE SHADE STORE ⊞

Timers ⊕

PAUSE ALL TIMERS

Morning Wake
ON

♡   Home   Shades   Rooms   Scenes   Timers
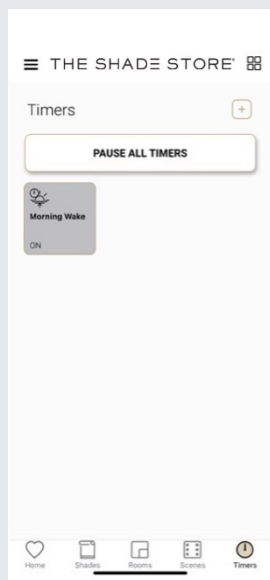
Your timer has now been created and switched on.

USER MANUAL

TILE CONTROL

One-Tap Control
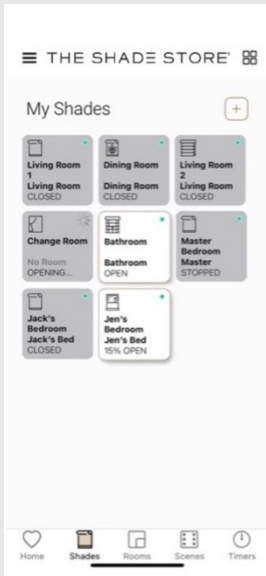
A single tap will move the shade. If the shade is open, it will close, or if it's closed, it will open. Tapping the tile while moving will change the direction.

Predictive Control
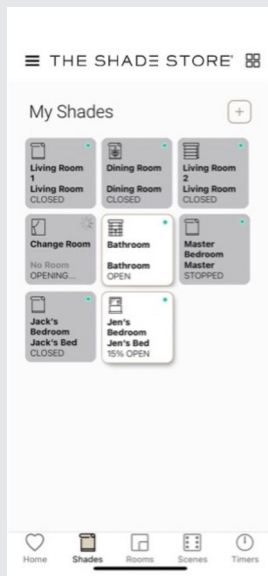
If the shade is in the middle, a single tap will open or close the shade depending on the time of the day (6am–4pm, it will open; other times, it will close).

Stop Controls
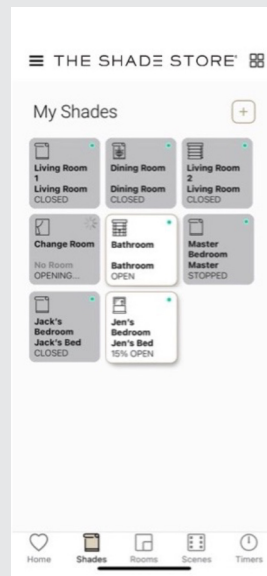
Double-tap a Shade Room or Scene to stop the shades.

Long Press Shade

Long press on any Tile, will allow additional control to move a shade to any position. As well as the shade health. Further shade information can also be accesses by pressing setting icon in the top right.

One-Tap Room Control
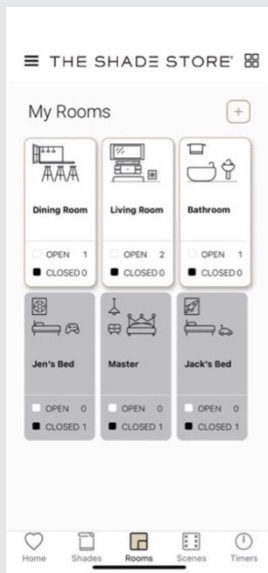
A single tap will move the Room. If the Room is open, it will close, or if it's closed, it will open. Tapping the tile while moving will change the direction. Double Tap will stop the room.

Further Room Control
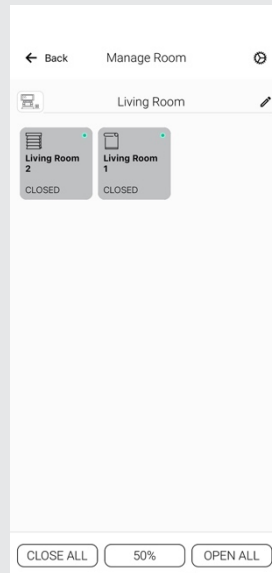
Long press on any Tile, will allow additional or individual control to shades in that room. Touch the tile to control a shade individually.

Scene Control
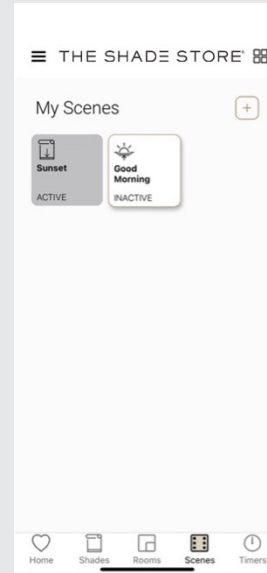
Scenes that are active in the preset position will be grey. Tap an inactive Tile to activate a scene. Double tap will stop the scene.

Timer Control
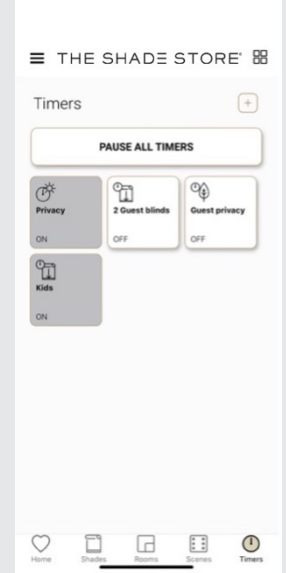
Activate or deactivate timers by pressing on the Tile itself. Pause and un-pause timers with the pause all timers button on the top.

SHADE HEALTH, HELP & OTHER
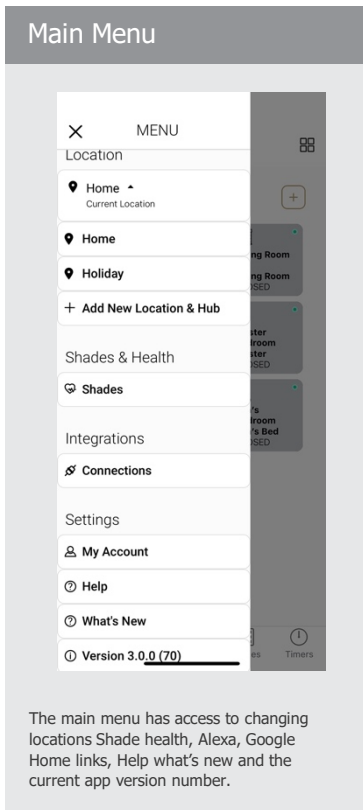
Main Menu

The main menu has access to changing locations Shade health, Alexa, Google Home links, Help what's new and the current app version number.
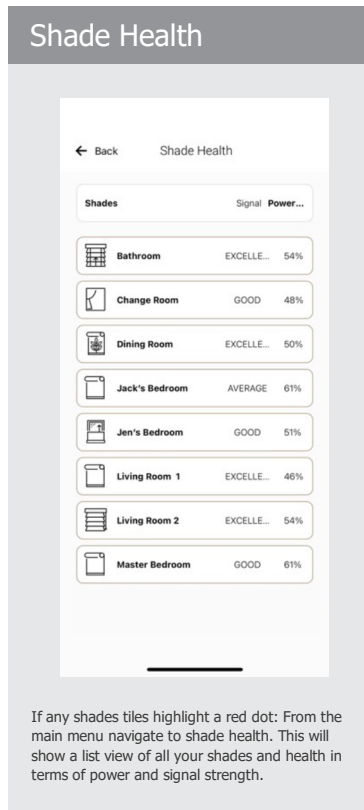
Shade Health

If any shades tiles highlight a red dot: From the main menu navigate to shade health. This will show a list view of all your shades and health in terms of power and signal strength.
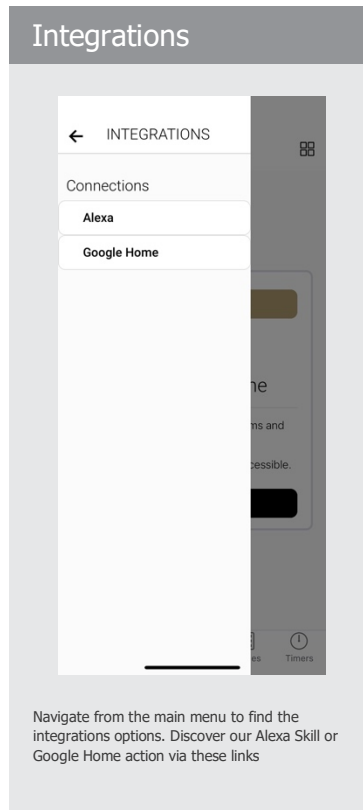
Integrations

Navigate from the main menu to find the integrations options. Discover our Alexa Skill or Google Home action via these links
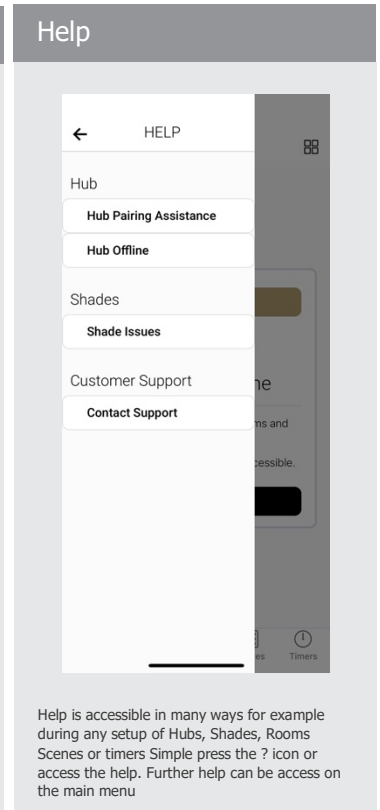
Help

Help is accessible in many ways for example during any setup of Hubs, Shades, Rooms Scenes or timers Simple press the ? icon or access the help. Further help can be access on the main menu

SIGNAL STRENGTH

SIGNAL EXCELLENT
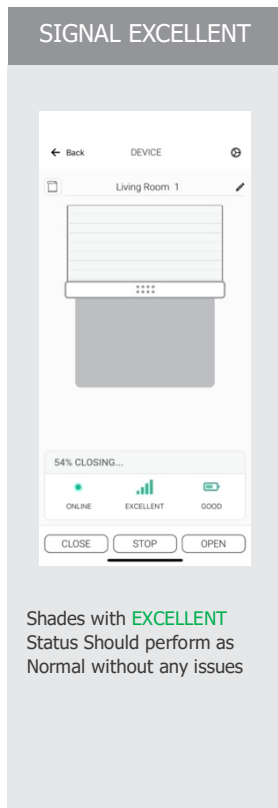
Shades with EXCELLENT Status Should perform as Normal without any issues

SIGNAL AVERAGE
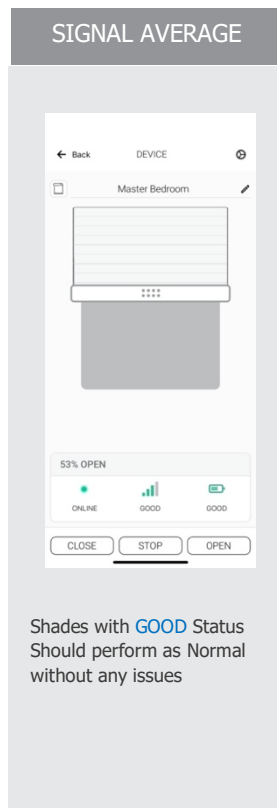
Shades with GOOD Status Should perform as Normal without any issues

SIGNAL GOOD
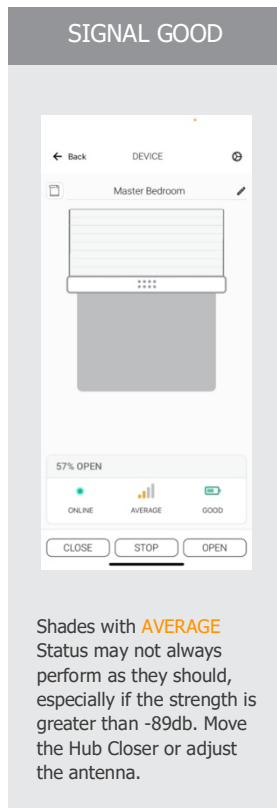
Shades with AVERAGE Status may not always perform as they should, especially if the strength is greater than -89db. Move the Hub Closer or adjust the antenna.

SIGNAL POOR
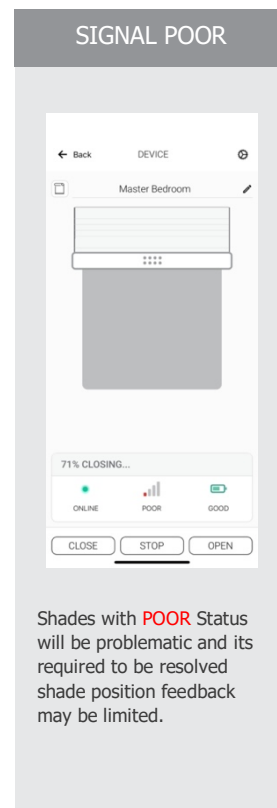
Shades with POOR Status will be problematic and its required to be resolved shade position feedback may be limited.
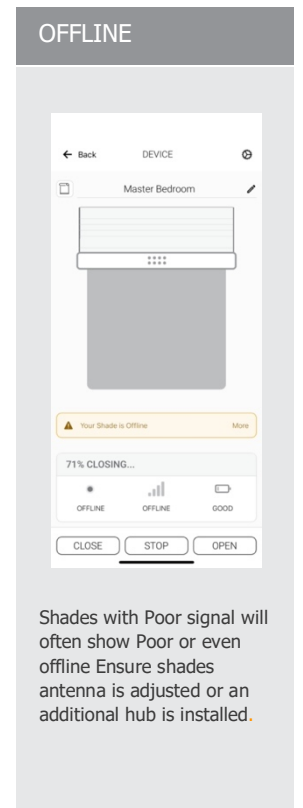
OFFLINE

Shades with Poor signal will often show Poor or even offline Ensure shades antenna is adjusted or an additional hub is installed.
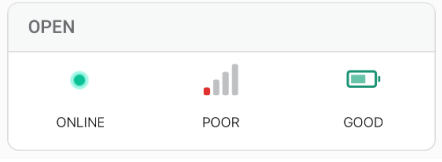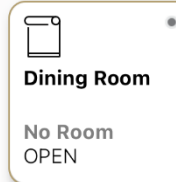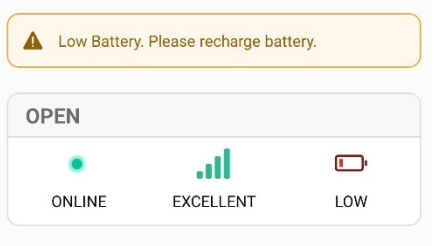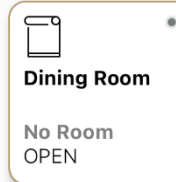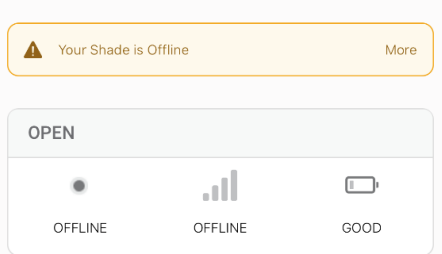
WIRELESS LINK LED BEHAVIOR

The light on your hub indicates a certain status. The below table indicates the color of the LED and what it means.

COLOR	RESPONSE	STATUS
	Blue LED blinks one time a second:	Ready for Pairing
	Violet LED short blinks five times a second:	Firmware Updating
	Blue and Red LED blinks for 3-5 Seconds	Wireless Link received configuration via the app while pairing
	Blue LED is Solid	Connected to Internet (Paired)
	Orange LED 1 times per second 10 times	Factory Reset Button Pressed (Paper Clip Needed)
	Red LED short blinks four times a second: (On for 100ms and off for 150ms).	Network Disconnected ISP down or Bumped from Network
	Red LED is solid	Wireless Link not connected to Wi-Fi (check within Range or if Bumped off Wi-Fi)
	Green LED Solid (On for 100ms and off 100ms)	While Pressing P Button on Wireless Link Clear Cache and Ready for Pairing
	LED is Off	Wireless Link is not connected to Power

SHADE HEALTH INDICATORS

Indicator	Shade Screen	Solution	Additional Solutions
Stairway No Room 24% OPEN	CLOSED ONLINE · EXCELLENT · EXCELLENT	System is operating as normal	If some shades don't operate or a timer has not run those shades may be offline.
Kitchen **Kitchen** OPEN	OPEN ONLINE · POOR · GOOD	Poor Signal – Adjust antenna and/or Wireless Link position.	**35%** Shades with Low Battery Percentages may not Function Correctly. Try Charging the Battery Shades with Low Signal Strength may need the Hub to be Repositioned Closer
	⚠ Low Battery. Please recharge battery. OPEN ONLINE · EXCELLENT · LOW	Low Battery – Recharge battery.	Ensure Hub is Placed Flat and in Open Sight Adjust Motor Antenna Cable for Better Reception
Dining Room No Room OPEN	⚠ Your Shade is Offline More OPEN OFFLINE · OFFLINE · GOOD	Shade Offline – Operate shade from remote, power cycle the Wireless Link.	**+1** Install a Second Hub if Required

EXCELLENT	GOOD	AVERAGE	POOR
Between 30 and -69	Between -69 and -81	Between -82 and -90	Less than -91
Operation of shades can be as expected	Operation of shades can be as expected	Shades close to the -90 value may be intermittent in some cases	Shades higher than -91 will problematic

| The Shade Store Wireless Link | Setup Instructions for iOS & Android

Troubleshooting Information

Not all Networks are compatible with The Shade Store Wireless Link.

INCOMPATIBLE NETWORKS – WIRELESS

- 2.4 GHz Networks only!
- The The Shade Store Wireless Link must be connected to a 2.4 GHZ network.
- The The Shade Store Wireless Link CANNOT connect to a 5 GHz Network

5 COMMON WI-FI SETUPS
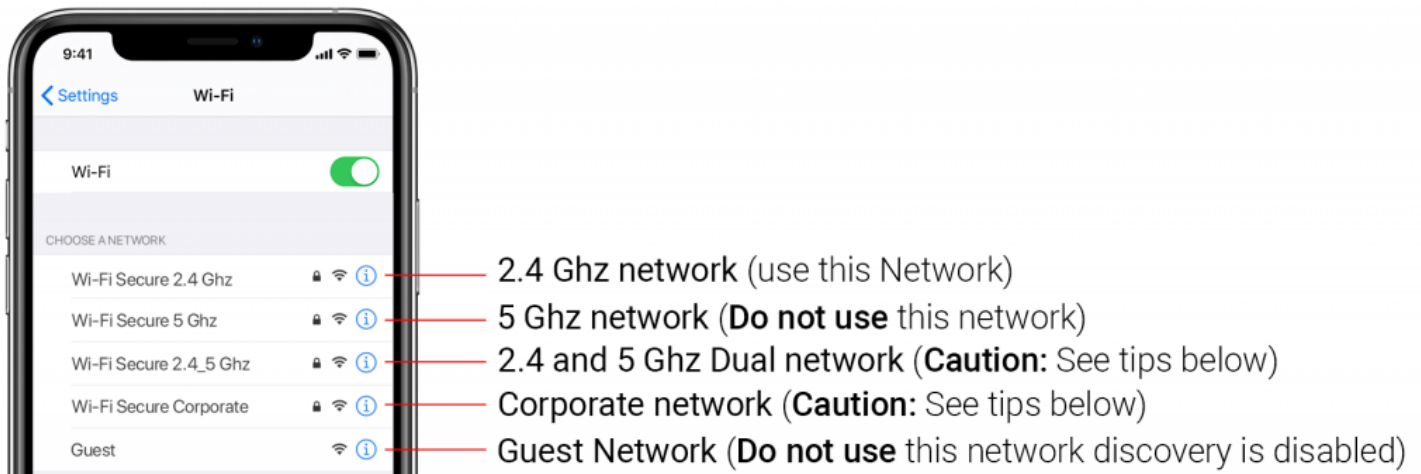
5 GHz NETWORKS
To set up your Wireless Link on a 5GHz only network, please pair using a direct ethernet connection.

DUAL-BAND NETWORKS
A dual-band network means the 2.4 GHz network and 5GHz are combined into one. The phone will automatically switch between the 2.4 GHz and 5 GHz band. If the phone is connected to the 5 GHz band, the Wireless Link pairing process will fail. Turn off Autojoin to the 5GHz network to set up via WiFi connection, or pair using a direct ethernet connection.

RESOLUTION FOR DUAL NETWORKS

Option 1
You can temporarily disable the 5ghz band in the Modem or Router settings while pairing the Wireless Link. Your Internet Service provider can guide you through this process.

Option 2
If you move far enough away from your modem, the phone should connect to the 2.4 GHz band, allowing the pairing process to go through. This may not always work, so ensure you know the location of the router and move as far away as possible. If pairing failure persists, proceed with Option 1.

Option 3
Disable your modem or router, create a hotspot with another device, name the hotspot and password identical

to your dual-band network. Pair the Wireless Link to the hotspot. Now turn your modem back on and turn the hotspot off. This will allow you to connect to the Dual Wi-Fi Network.

Current Wi-Fi Network   Temporary Hotspot

RESOLUTION FOR MULTIPLE ACCESS POINTS

In larger homes or corporate environments, pairing the Wireless Link while multiple access points are active can be troublesome.

Option 1
Disable the access points and pair to the modem only, re-enable the access points after pairing.

Option 2
Disable or your modem or router, create a hotspot with another device, name the hotspot and password identical to your network. Pair the Wireless Link to the hotspot. Now turn your modem back on and turn the hotspot off. This will allow you to connect to your Wi-Fi Network.

Network security settings could be interfering with the setup process.
Ensure you are NOT on the Guest network. Guest networks have discovery mode switch off and is troublesome.

GUEST NETWORK

Some companies or homes have network security settings more advanced than the typical homeowner. If you are setting up in this environment, please consult your network administrator. Ensure you remove firewall during the pairing process or create a DHCP reservation. This is a permanent IP address assignment

that is reserved. Using the Mac ID listed in under the Hub info, create a DHCP reservation to ensure that every time your hubs connects to your router, it will be given the same address.

SMART MESH NETWORKS

Mesh networks are becoming more common, which means you have a central router with Wireless Access Points (WAPs) around the home. Normally there are no issues, however on occasion it is required to deactivate all WAPs but the main router during the The Shade Store Wireless Link pairing process.

WHILE PAIRING   AFTER PAIRING
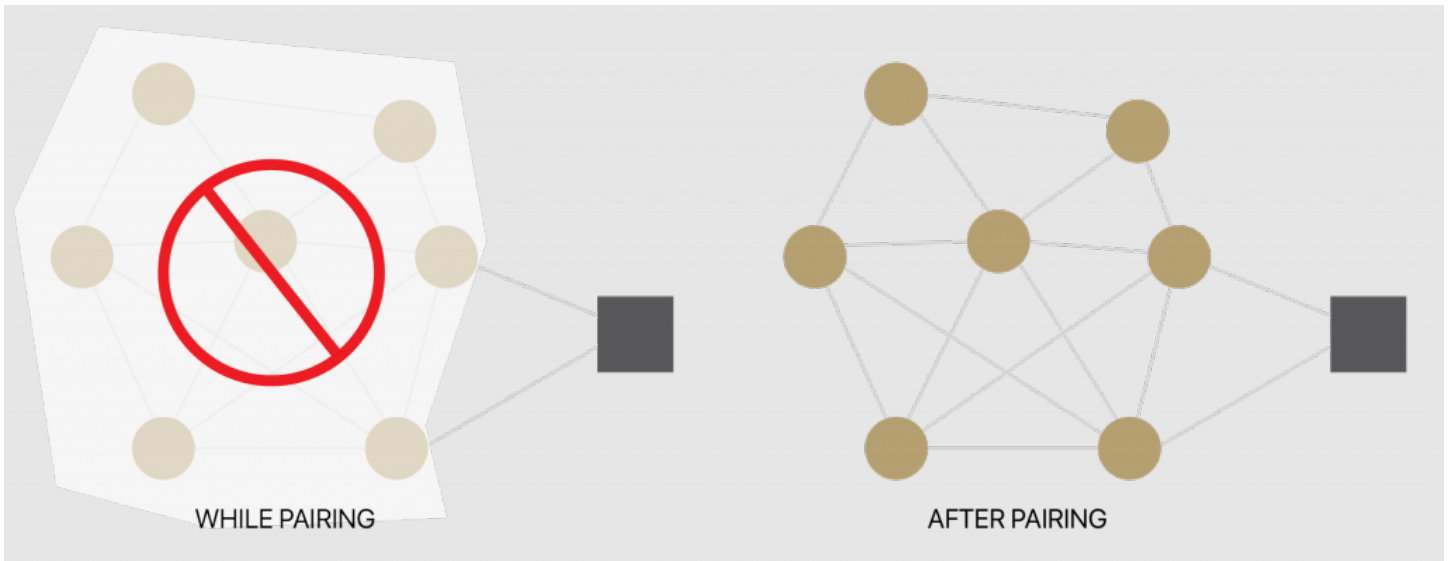
For Mesh networks, you can often control the 2.4 GHz/5 GHz capabilities in the router app for your system and potentially disable access points if necessary. Ensure you find the manufactures instructions on how to do this, which will allow you to pair the Wireless Link. Then go ahead and return settings as normal

Common Mesh Systems:

1. Google Nest Wi-Fi
2. Asus ZenWiFi AX (XT8)
3. Netgear Orbi
4. Netgear Orbi WiFi 6
5. Netgear Nighthawk MK63
6. Netgear Orbi AC1200
7. TP-Link Deco M5
8. Ubiquiti Amplifi HD
9. Linksys Velop
10. Amazon eero

SHADE ISSUES

Understanding Wireless Signal Strength

This article will help you understand your signal strength and offer solutions on how to improve it.

If you have seen a message in the app, you may find yourself on this page, thinking about how you can go about resolving this. One common cause may be that the shade is simply out of range, in relation to the Wireless Link.

To explain signal strength in simple terms, talking to a friend at 50db in a library will mean your friend will have no problem hearing you even if he/she is serval feet away. However, talking to your friend at the same noise level in a sports arena may mean they won't hear you at all, and the sound won't travel that far. In order for your friend to hear you, you need to take away the noise (interference), stand closer or talk louder. This methodology can be applied to wireless devices; take the Wireless Link closer to the shade and remove the interference or boost the signal.

Within our advanced motors, we can record the Received Signal Strength. When the shade communicates with the Wireless Link, it updates the last known Signal Strength (the raw value will be displayed in the settings menu for that device e.g. -76). If the Signal Strength value is between -50 to -81 the signal strength is excellent or good.

-60dB means it is in a good environment that has little interference while -95db means the signal needs is weak due to distance or interference.

We have made it easy for you to understand by ensuring the signal strength of the shade is shown in the device screen represented by one of these four categories; Excellent, Good, Average or Poor.

This indicator will also change color based on the table below. These values will fluctuate slightly as the Wireless Link or motor's environment degrades or gets better. If the signal strength is Average and 90 you may find it can worsen depending on the environment.

 some cases, shades with Poor signal strength may seem to operate just fine, but it may not always report an accurate position due to a poor signal.

Shades higher than -97 are known to be inoperable, and should be addressed.

So now that you understand what this means, what contributes to low signal strength, you ask?

Interference or low signal can be attributed to the following;

1. Physical obstructions in the home like concrete floors and walls
2. Metal infrastructure in home that absorbs the signal
3. Competing systems on the same radio frequency
4. Mirrors and (Windows Made from Low-E glass)
5. Baby monitors, Alarms, and doorbells
6. Other home appliances and devices.

So, how do you make the Wireless Link or shades perform better?

You have two options; you can move the Wireless Link closer but remember that can impact other shades, so before we do that let's adjust / check the antenna on the shade itself.

ADJUSTING THE MOTOR ANTENNA

Our motors can send and receive signals, it may be the Wireless Link sends the signal without any issues, but it may be when the motor sends the Wireless Link a signal, it gets lost.

Adjusting the antenna on the motor will certainly help, and we found even a minor adjustment can improve or degrade the strength by 25%.

Some motors allow you to wrap the antenna around the head of the motor, in which you can still keep it wrapped but you may need to slightly expose the antenna. See some illustrations and tips on how this can be done.

NOTE: *In some instances the antenna may get caught up in the fabric, so ensure it is free when moving the shade up and down.*

QUESTION: I've adjusted the antenna and it's improved, but it's still not satisfactory; what should I do?

MOVE THE WIRELESS LINK

The simple thing to do is invest in a second or even a third Wireless Link, allowing the system to operate as one.

But before you invest in a second Wireless Link, let's try some of the options listed below.

In some cases, moving the Wireless Link improves some shades but degrades others. After you adjusted or tried any of these options, be sure you check the signal strength of all the shades, as it may have improved one but degrade another. *Tip: Connect the Wireless Link into a power bank that allows you to place the Wireless Link anywhere while testing.*

Tips	Potential Result
Always deploy the Wireless Link in a horizontal position. The Wireless Link antenna was designed to have a better performance to spread the signal when the Wireless Link is placed horizontally.	could add +/- 5- 15% strength
Ensure the Wireless Link is in the open and not covered.	could add +/- 5- 15% strength
Simply rotating the Wireless Link 90 degrees while still flat on the surface could have a small impact and make the difference required.	could add +/- 2- 5% strength
Move the Wireless Link a foot or two higher and check again. If the Wireless Link is too high, move it lower. We recommend placing the Wireless Link no lower than 20 inches or 50cm from the floor. You may want to try a few options here and test the performance.	could add +/- 10- 20% strength
The more drastic thing you can do is move the Wireless Link closer to the affected shade. Often problematic shades (a lot of interference) need to be a lot closer than others. Move the Wireless Link and check the affected shade to see if the performance has improved.	could add +/- 10- 20% strength
Check the path of the signal from the Wireless Link to check the motor. If there are any items made of metal e.g. TV or microwaves or even an aquarium), try to move the Wireless Link to avoid these paths.	could add +/- 2- 5% strength
You could have other radio frequency interference, and you have 20-30 shades connected to one Wireless Link which may mean you may need an additional Wireless Link to allow a stronger signal strength per Wireless Link and ultimately spread the load.	could add +/- 10- 20% strength

REPEATERS

Repeaters are great if you have 1 or 2 problematic shades, they will assist to boost the signal. However when there are more than 2 problematic shades, and you tried all of the above with no success, need to install a second Wireless Link.

In some rare cases, it's found repeaters degrade the overall performance as it makes the signal path of some shades longer and creates additional unnecessary interference.

Tips

- Change the orientation of the repeater. Some environments require you to point the repeater vertically while others need horizontal orientations.
- Try putting the repeaters in other rooms
- Never use more than 2 repeaters per home.

CHARGE YOUR MOTOR

If you see the low battery icon, it may mean it is time to charge your motor. A depleted battery may also impact the signal strength, so ensure your shades are fully charged.

Wireless Link Offline Assistance

Your Wireless Link should always be connected to the internet.

• A blinking red light means there is no internet connection. This can happen when your Internet Service Provider (ISP) has an interruption of service. Check other internet devices connected to your Wi-Fi network. If they have lost internet access as well, then contact your ISP. Sometimes a simple power cycle of your router can fix this issue for all devices on your network.
• If the Red light is solid, it means the Wireless Link is not able to detect the Wi-Fi network it was configured to. This often happens because the Wireless Link is placed too far away from your Wi-Fi router. Try reconnecting your Wireless Link closer to your Wi-Fi router with as few obstructions as possible. Be mindful that moving your Wireless Link can reduce the signal strength to some of your paired shades. RF repeaters or an additional Wireless Link may be required if you notice reduced performance from your shades after moving your Wireless Link.
• No light illuminated on your Wireless Link means the Wireless Link is not getting adequate power. Ensure you are powering the Wireless Link with the included Micro USB cable and power brick. Ensure the Wireless Link is connected to a power outlet in your home and not devices that could provide intermittent power like computers or televisions. Test the power outlet with a different electrical device to ensure the outlet is providing adequate power. Certain router configurations can interfere with the Wireless Link's internet connection. These include:
• Router IP limits. Some Wi-Fi routers limit the number of devices that may be connected to it at one time. Check your router settings. You can create a permanent DHCP reservation to ensure your Wireless Link never gets kicked off your router due to limits. Review your router's manual or contact their support for more info.
• Newly placed Firewalls or other security measures can block the Wireless Link from properly connecting to the internet. Try whitelisting your Wireless Link's IP address within your router settings and see if the behaviour improves. Review your router's manual or contact their support for more info.
• If your Wireless Link is connected to your Wi-Fi router via an ethernet cable, ensure you have a solid connection. Try connecting to a different ethernet port on your Wi-Fi router if available. If you are connecting your Wireless Link to a third-party integration (BEMO, Control4) via ethernet, ensure that third-party device is connected to your router and provides internet access via its ethernet port.

LEGAL

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:
1) L'appareil ne doit pas produire de brouillage;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC&IC RF exposure requirements, a separation distance of 20cm or more should be maintained between the antenna of this device and persons during device operation. To ensure compliance, operations at closer than this distance is not recommended.

Les antennes installées doivent être situées de facon à ce que la population ne puisse y être exposée à une distance de moin de 20 cm. Installer les antennes de facon à ce que le personnel ne puisse approcher à 20 cm ou moins de la position centrale de l' antenne.
Limited by local law regulations, version for North America does not have region selection option.