SMART HOME COLLECTION
by BUDGET BLINDS®

PULSE PRO HUB

Set up Instructions for iOS and Android

Pulse Pro Hub | Set up Instructions for iOS and Android

The Pulse Pro 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 Function that opens or closes 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 Pulse Pro can automatically raise or lower shades according to the position of the sun.
7. Compatible IoT Integrations:
   - Matter
   - Amazon Alexa
   - Google Home
   - IFTTT
   - Smart Things
   - Apple HomeKit (3rd party Matter hub required)

GETTING STARTED:

To experience automated shade control through the SHC app, you will need to have:

- Downloaded the free SHC app via the Apple Store (available under iPhone apps) or iPad apps for iPad devices.
- Purchased one or more Hub's 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 Hub to that location. Our step-by-step guide will explain in more detail.

PULSE PRO HUB TECHNICAL SPECIFICATIONS:

- Radio Frequency range: up to 100 feet with no obstructions
- Radio Frequency: 433 MHz
- Wi-Fi 2.4 GHz or Ethernet Connectivity (CAT5)
- Power: USB Type-C 5V DC
- For Indoor Use Only

BEST PRACTICES FOR PAIRING THE HUB WITH YOUR WI-FI NETWORK:

- Only pair your Hub via 2.4 GHz Wi-Fi.
- The Hub must be within signal range of both the automated shades and 2.4 GHz Wi-Fi.
- Ensure 5 GHz is disabled on your Wi-Fi router or disconnected from your mobile device.
- 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 Hub in a horizontal position. (Avoid metal enclosures / ceiling or any other locations that may affect the range.
- Before starting the Hub 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 Hub in your installation.
- Add additional repeaters as necessary (two max per location).

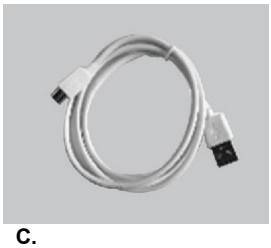
CAPABILITIES:

- Motors per Hub: 30
- Locations per account: 5
- Hubs per location: 5
- Rooms per Location: 30 per Hub
- Scenes per Hub: 20 (100 per location)
- Timers per Hub: 20 (100 per location)

WHAT'S IN THE BOX?

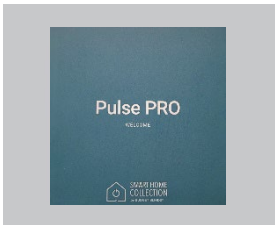
A.
Pulse Pro Hub

B.
USB Power Supply



C.
32" (80cm) USB Type-C Power Cord

D.
Ethernet cable



E.
Quick Start Guide

UNPACKING THE PULSE PRO HUB:

1. Unpack the Pulse Pro Hub.

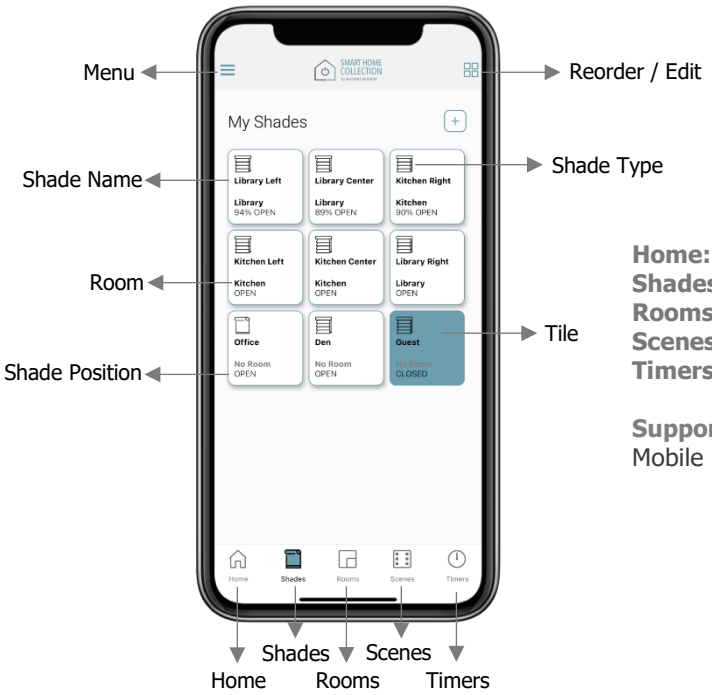
2. Check the box contents.

3. Plug the USB cord into the Power Supply

4. Connect the USB-C end into the back of the Pulse Pro Hub.

5. Plug the Power Supply into the outlet and place the Hub in a central location in your home.

APP NAVIGATION:

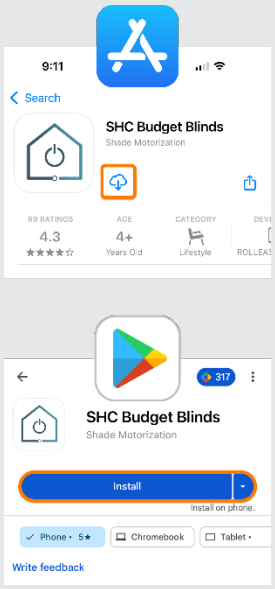


Home: Create a list of your shades, rooms, and scenes in one place.
Shades: All the shades connected to the Pulse Pro Hub will appear here.
Rooms: Add shades to rooms for one tap operation.
Scenes: Create a scene that sets your shades to a particular position.
Timers: Show a list of timers that can activate a scene or a single device.

Supported Device Types: iOS 11 and higher, Android OS 6.0 and higher. Mobile and tablet screens. (Tablet landscape is supported.)

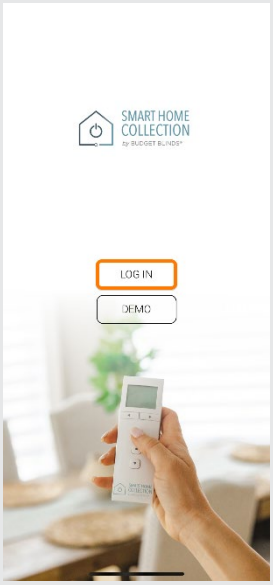
APP SETUP:

STEP 1 - Download App



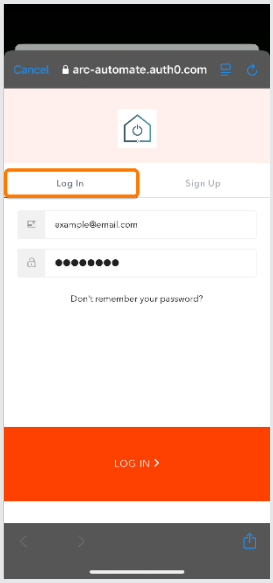
Download the **SHC** app in the Apple App store or in the Google Play store.

STEP 2 - Open the App



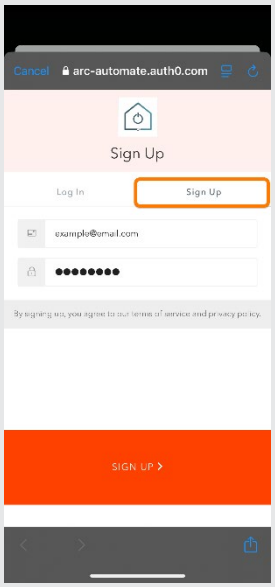
Open the app and select **LOG IN**.

STEP 3 - Log In



If you already have an account, enter your email and password, then select **LOG IN** below.

STEP 4 - Sign Up

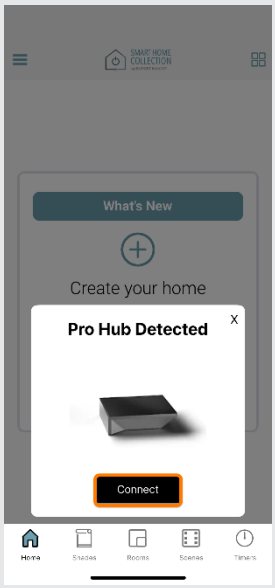


For new accounts, select **Sign Up**, enter an email and password, then select **SIGN UP**.

QUICK WI-FI SETUP:

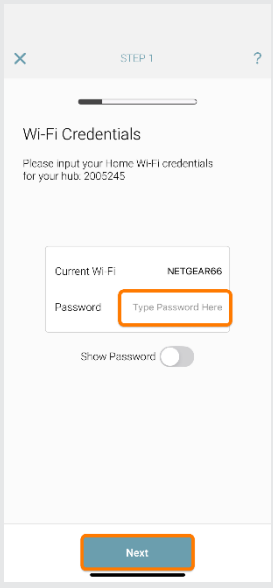
Note: Please ensure that all app permissions are enabled. For more information, see sections below for iOS and Android app permissions.

STEP 1 – Home Screen



Power on the Hub and ensure its blinking blue. Open the app and press **Connect** on the pop-up located on the **Home** screen.

STEP 2 - Wi-Fi Password

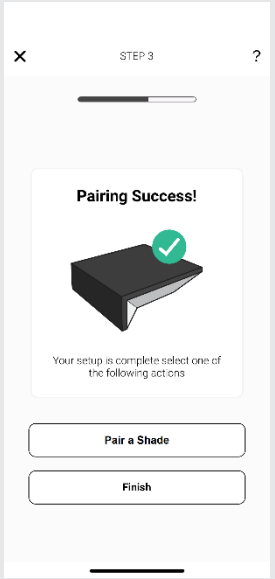


Enter your Wi-Fi password then select **Next**.

STEP 3 - Connecting

Wait while your Hub connects to your network.

STEP 4 - Finish

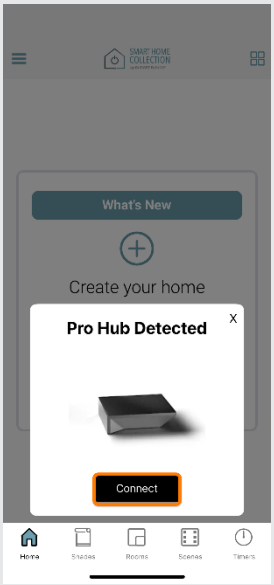


Hub has been successfully paired to your network and is now ready to have shades added.

QUICK ETHERNET SETUP:

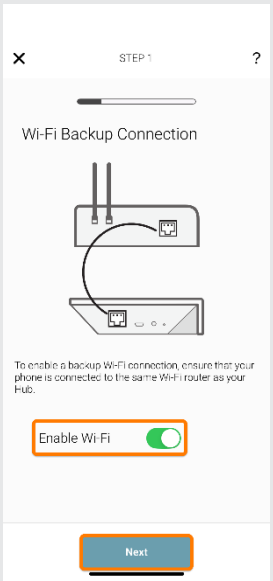
Please ensure that all app permissions are enabled. For more information, see sections below for iOS and Android app permissions.

STEP 1 - Home Screen



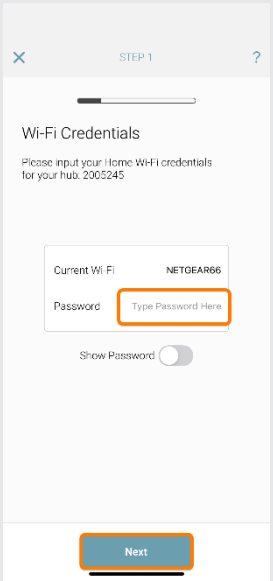
Power on and connect the Hub to Ethernet. Open the app and press **Connect** on the pop-up located on the **Home** screen.

STEP 2 - Wi-Fi Backup



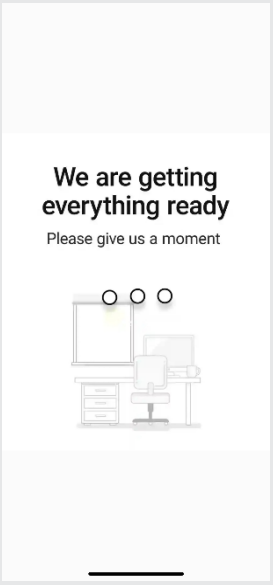
Toggle on **Enable Wi-Fi** to enable a Wi-Fi backup connection and press **Next**.

STEP 3 - Wi-Fi Password



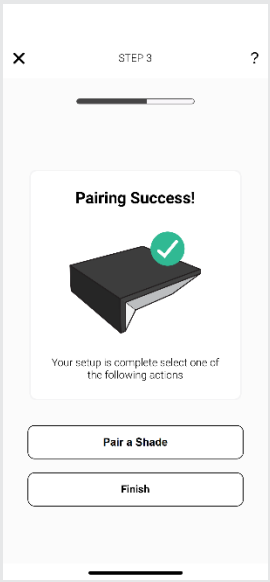
Enter your Wi-Fi password then select **Next**.

STEP 4 - Connecting



Wait while your hub connects to your network.

STEP 5 - Finish

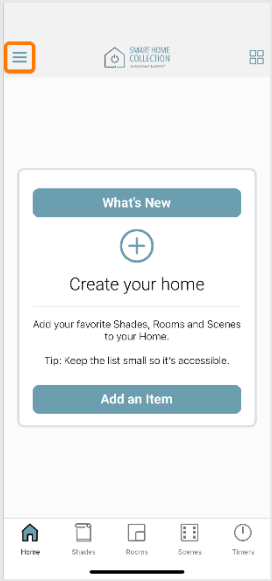


Hub has been successfully paired to your network and is now ready to have shades added.

ADDING AN ADDITIONAL HUB OR MANUAL SETUP:

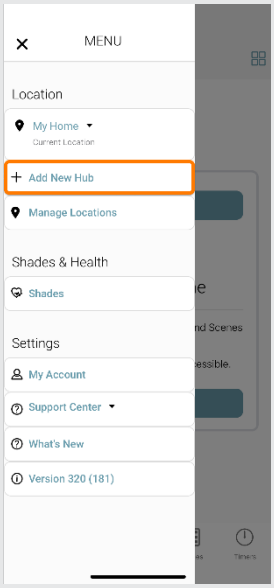
Please ensure that all app permissions are enabled. The Hub can be setup with or without Ethernet connected.

STEP 1 - Select Menu



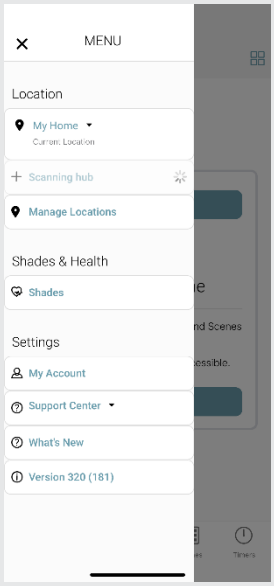
Power on and connect the Hub to Ethernet if desired. Open the app and select the **Menu**.

STEP 2 - Add New Hub



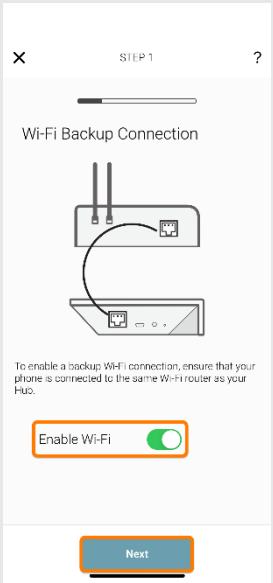
Select **+ Add New Hub**.

STEP 3 - Scanning



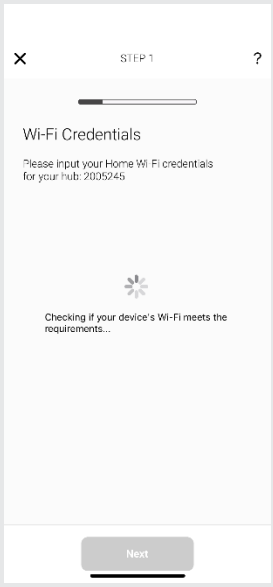
Wait while the app scans for your Pulse Pro Hub.

STEP 4 – Wi-Fi Backup



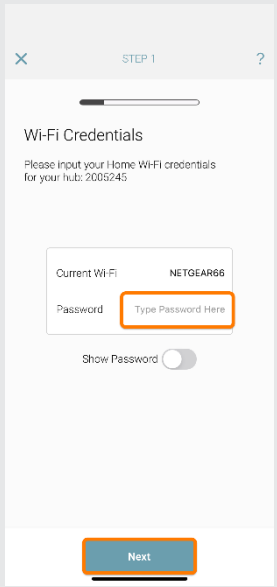
If Ethernet is connected, you can toggle Wi-Fi **off**. Otherwise, proceed with Wi-Fi setup.

STEP 5 - Scanning Wi-Fi



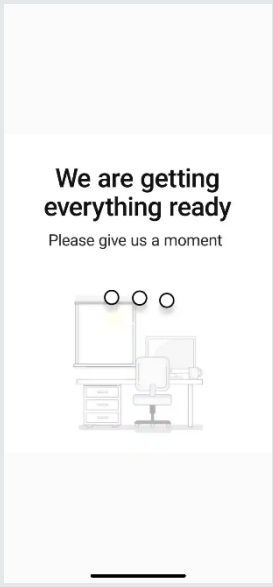
Wait while the app scans your Wi-Fi network.

STEP 6 - Wi-Fi Password



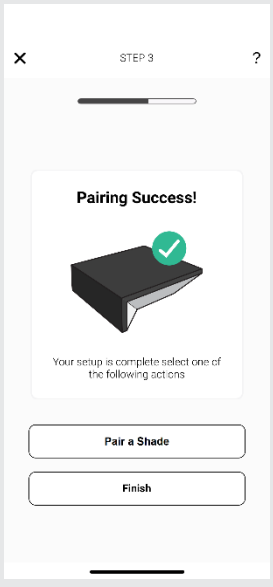
Type in your Wi-Fi password and ensure it is correct using the **Show Password** toggle. Then select **Next**

STEP 7 - Connecting



Wait while your Hub connects.

STEP 8 - Finish



Hub has been successfully paired to your network and is now ready to have shades added.

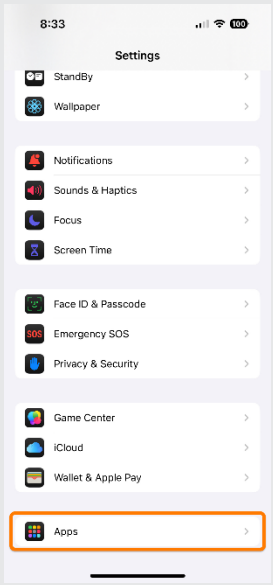
TROUBLESHOOTING APP PERMISSIONS [iOS]:

Permissions should be allowed when first opening the app. If permissions were not enabled, please follow steps below to enable them.

STEP 1 - Open Settings

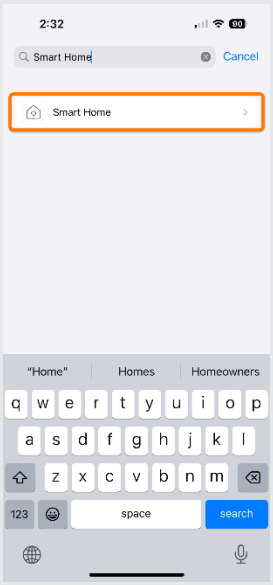
Open the **Settings** app.

STEP 2 - Select Apps



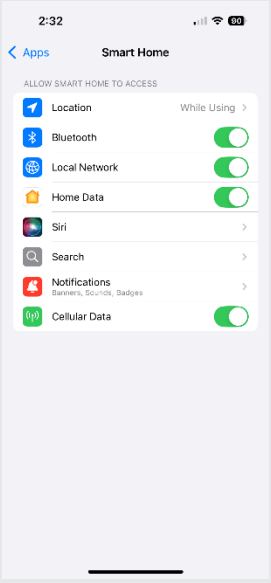
Scroll down and select **Apps**.

STEP 3 - Find Automate



Search for and select **AUTOMATE**.

STEP 4 - Permissions

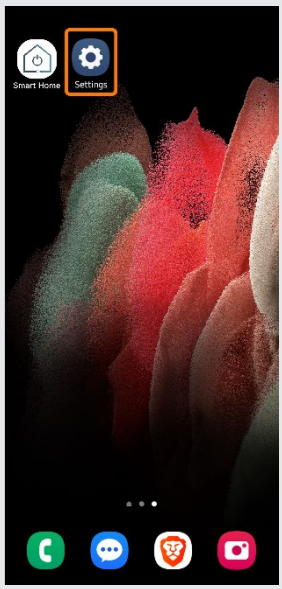


Ensure all permissions are toggled **on** and that Location permissions is set to **While Using** the app.

TROUBLESHOOTING APP PERMISSIONS [Android]:

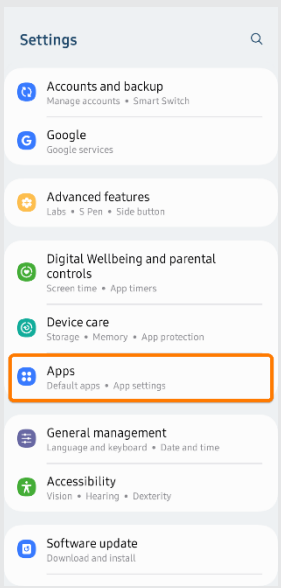
Permissions should be allowed when first opening the app. If permissions were not enabled, please follow steps below to enable them.

STEP 1 - Open Settings



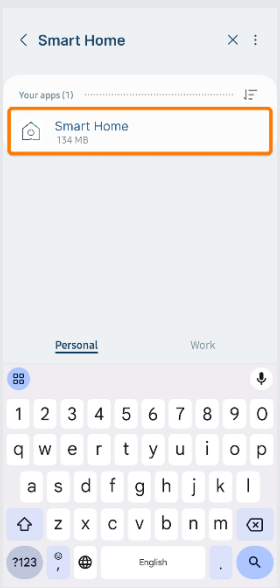
Open the **Settings** app.

STEP 2 - Select Apps



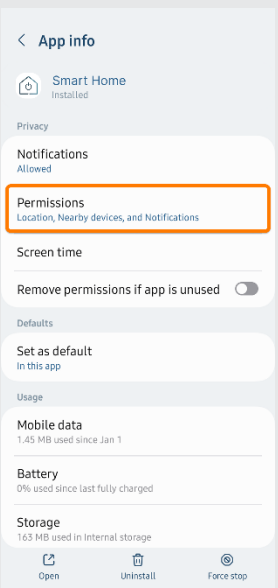
Scroll down and select **Apps**.

STEP 3 - Find Automate



Search for and select **AUTOMATE**.

STEP 4 - Permissions

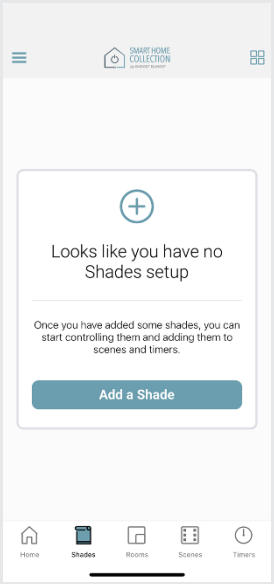


Select **Permissions** and ensure all permissions are allowed. (Location and Bluetooth)

HOW TO ADD A MOTORIZED SHADE:

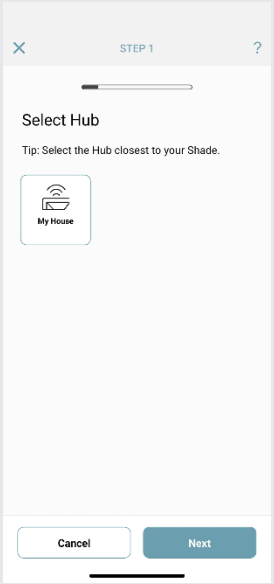
Note: Motorized shades must be setup and have limits set with a remote prior to adding them in the App.

STEP 1 - Shade Page



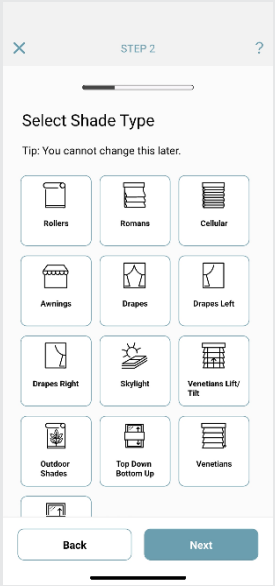
From the **Shades** page, select **Add a Shade** or the **+ button**.

STEP 2 - Select Hub



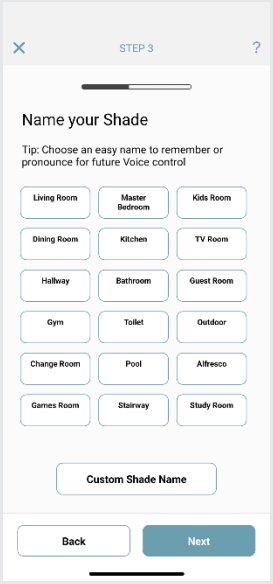
From the list, select the **Hub** you wish to pair a motorized shade to. Then select **Next**.

STEP 3 - Shade Type



Select the **Shade Type**, then select **Next**.

STEP 4 - Naming

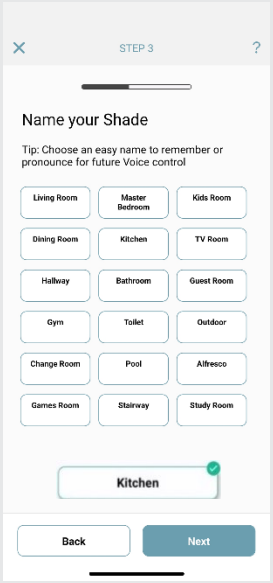


Select a preset name or create a custom name at the bottom.

STEP 5 - Custom name

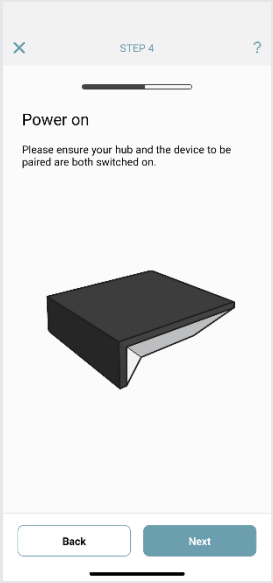
If creating a custom name, enter the name and then select **Save**.

STEP 6 - Submit name



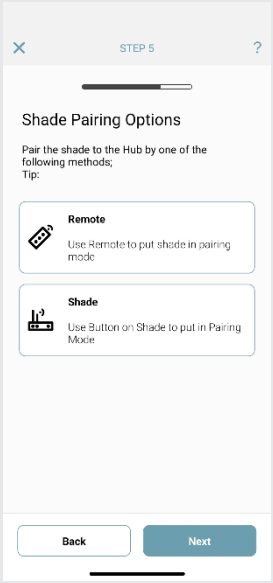
Once the name is selected, press **Next**.

STEP 7 - Power on



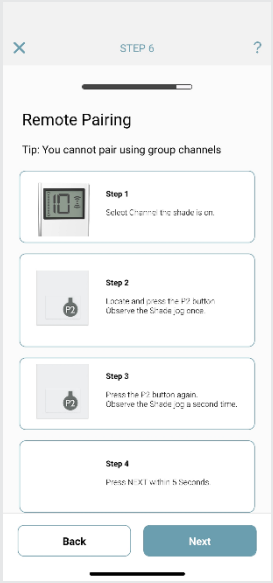
Ensure the Hub is powered on and in range of your motorized shade. Then select **Next**.

STEP 8 - Pair options



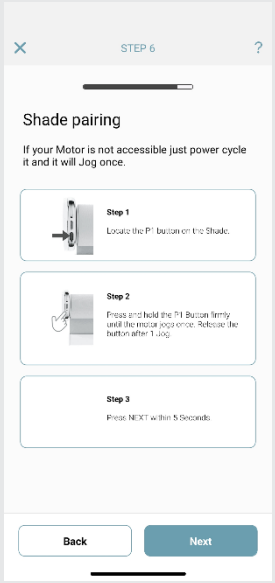
Select whether you would like to use the pairing button on the **Remote** or the button on the **Motorized Shade**.

STEP 9a - Remote pairing



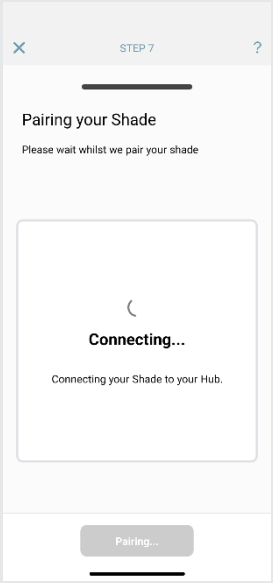
Follow the steps in the app. Then select **Next**. (P2 button is on the back of the remote.)

STEP 9b - Shade pairing



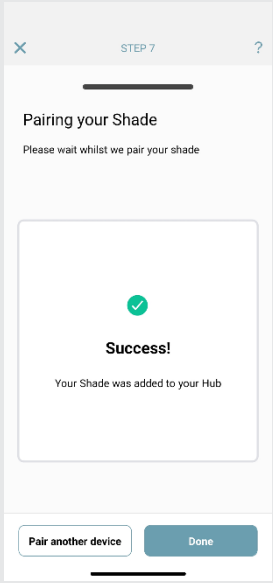
Follow the steps in the app. Then select **Next**.

STEP 10 - Connecting



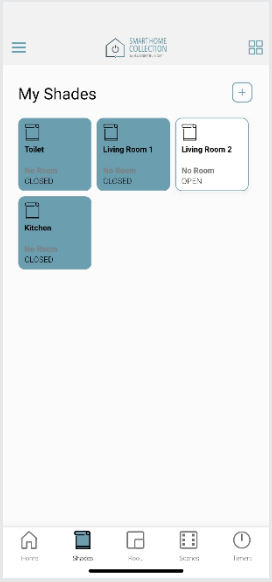
Wait while your motorized shade connects.

STEP 11 - Pairing Success



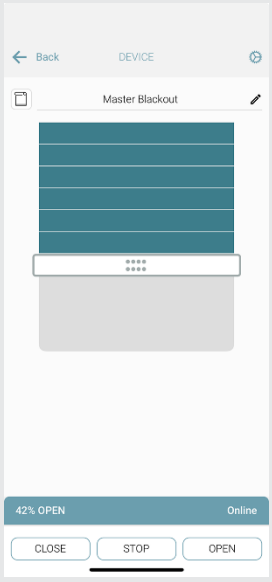
Once paired, select **Done**. Or select **Pair another device** to pair another motorized shade.

STEP 12 - Shade Control



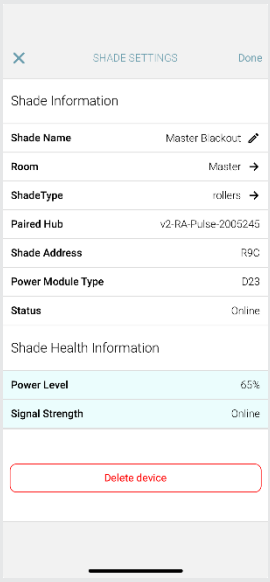
Added shades can be controlled from the **Shades** page. Tap a shade to open or close it.

STEP 13 - Device page



Tap and hold a shade to open the **Device** page. Here you can move the shade to any position.

STEP 14 - Settings

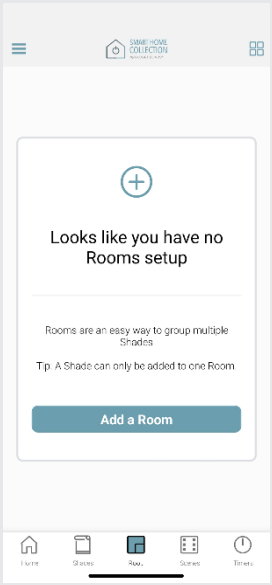


Press the settings gear in the top right to see additional info, battery level, and status.

HOW TO CREATE A ROOM:

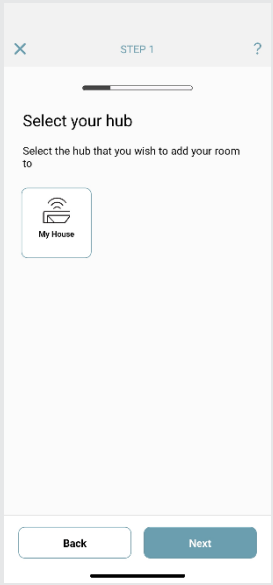
Create a room to group several shades under a single tile for group control.

STEP 1 - Room page



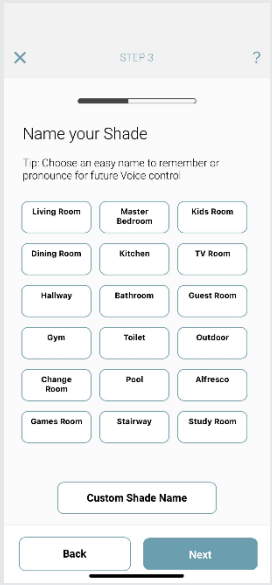
From the Rooms page, select **Add a Room** or the **+ button**.

STEP 2 - Select Hub



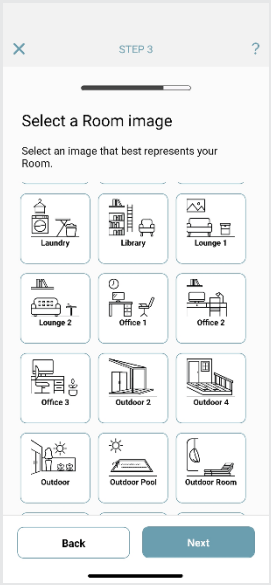
Select a Hub. Then select **Next**.

STEP 3 - Naming



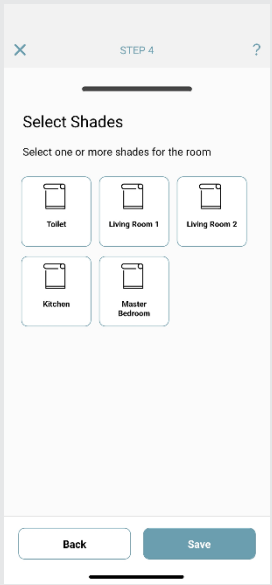
Select a preset room name or create a custom name at the bottom. Then select **Next**.

STEP 4 - Room image



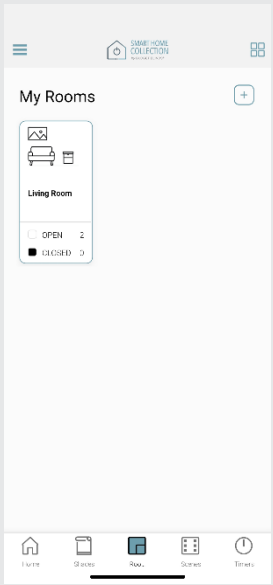
Select a preset image that will represent your room. Then select **Next**.

STEP 5 - Save



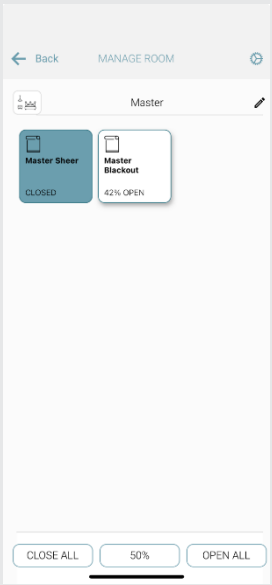
Select all the shades associated with the room. Then select **Save**.

STEP 6 - Room control



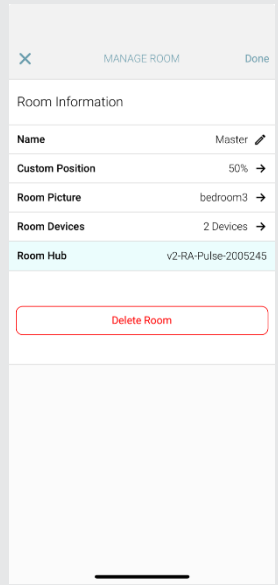
Added rooms can be controlled from the **Rooms** page. Tap the room to open or close all shades.

STEP 7 - Manage room



Tap and hold a room to open the **Manage Room** page. Control shades individually or together.

STEP 8 - Settings

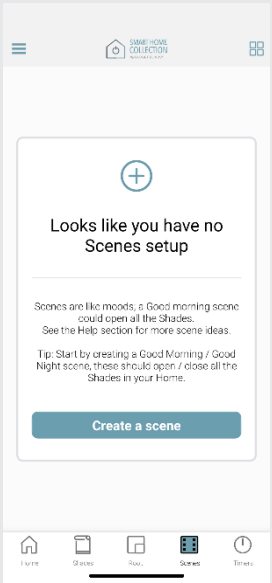


Press the settings gear in the top right to manage the room and set a **Custom Position**.

HOW TO CREATE A SCENE:

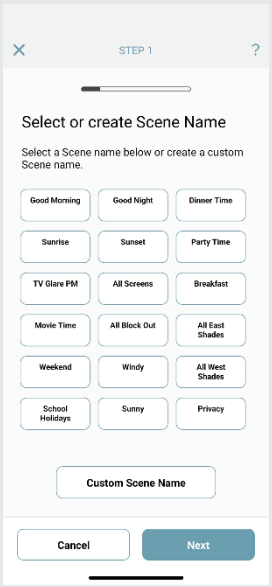
Scenes allow you to move several shades to an exact position under a single tile. (e.g. set all the shades to open or close.)

STEP 1 - Scene page



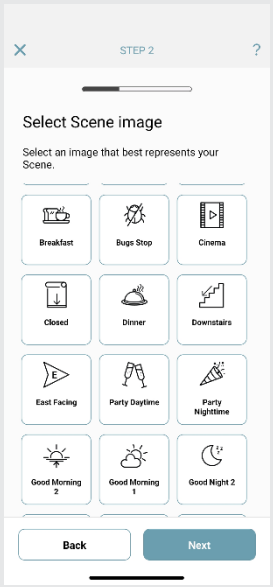
From the **Scenes** page, select **Create a scene** or the **+ button**.

STEP 2 - Naming



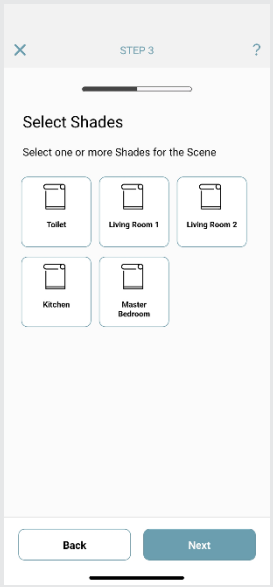
Select a preset name or create a custom name at the bottom. Then select **Next**.

STEP 3 - Scene image



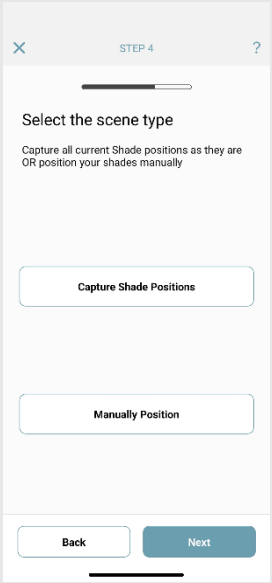
Select a preset image that will represent your scene. Then select **Next**.

STEP 4 - Select shades



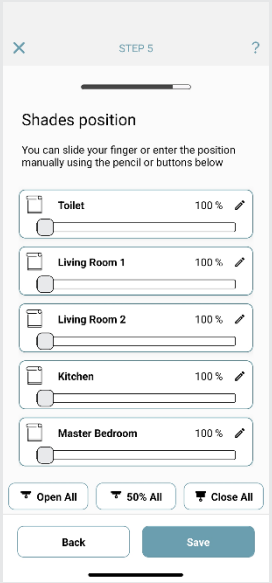
Select all the shades associated with the scene. Then select **Next**.

STEP 5a - Capture shades



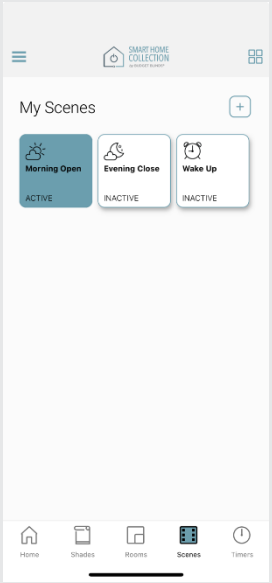
For **Capture Shade Position**, adjust shades with the remote. Otherwise, select **Manually Position**. Then select **Next**.

STEP 5b - Manual Position



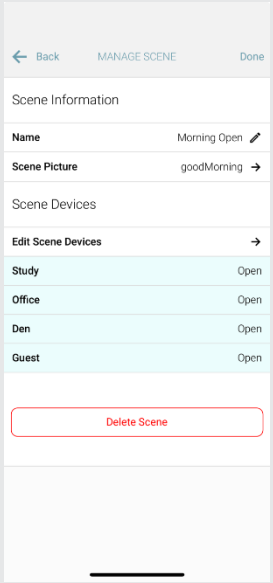
Set shades to desired positions. Then select **Save**.
(Open shade = 100%, Closed shade = 0%)

STEP 6 - Scene control



Added scenes can be controlled from the **Scenes** page. Tap the scene to activate it.

STEP 6 - Settings

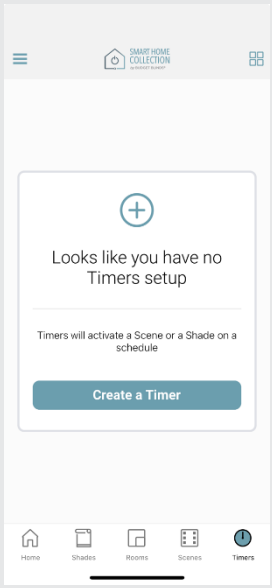


Tap and hold a scene to open the **Manage Scene** page. Check or edit the scene settings here.

HOW TO CREATE A TIMER:

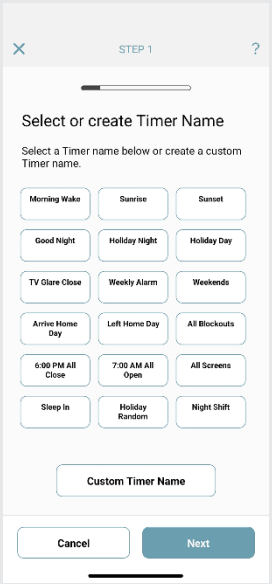
Create a timer to trigger a scene or a single shade automatically at a specific time of day or at sunrise/sunset.

STEP 1 - Timer page



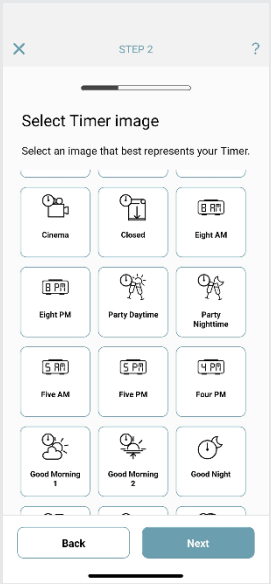
From the **Timers** page, select **Create a Timer** or the **+ button**.

STEP 2 - Naming



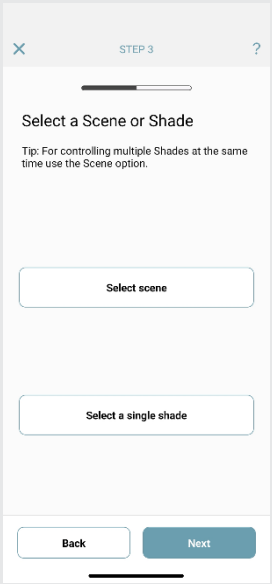
Select a preset name or create a custom name at the bottom. Then select **Next**.

STEP 3 - Timer image



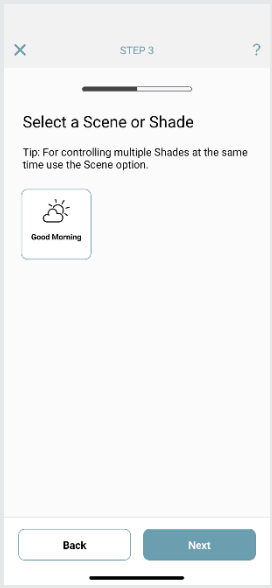
Select a preset image that will represent your timer. Then select **Next**.

STEP 4 - Choose type



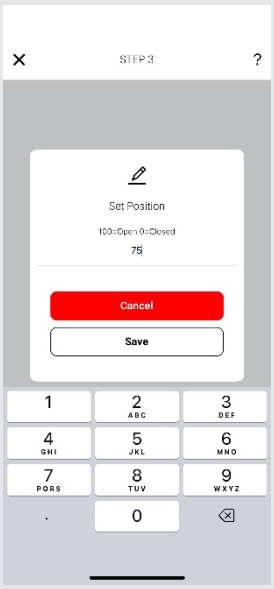
Choose whether the timer will trigger a **scene** or a **single shade**.

STEP 5a - Scene



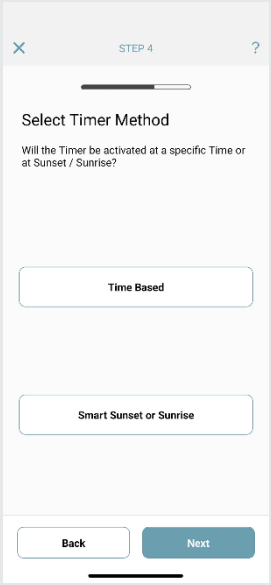
If a **scene**, then select one and press **Next**.

STEP 5b - Single shade



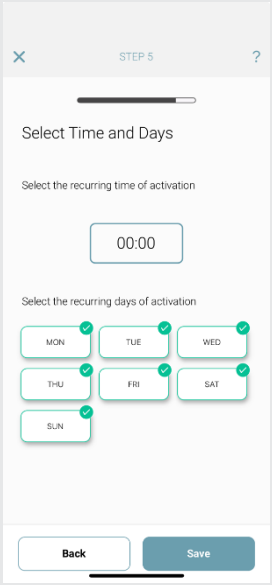
If a **shade**, then select one and enter a percentage. Press **Save** and then press **Next**.

STEP 6 - Timer method



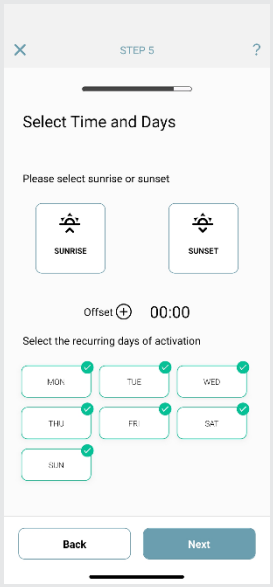
Choose whether the timer will trigger at a specific time of day or with sunrise/sunset.

STEP 7a - Time based



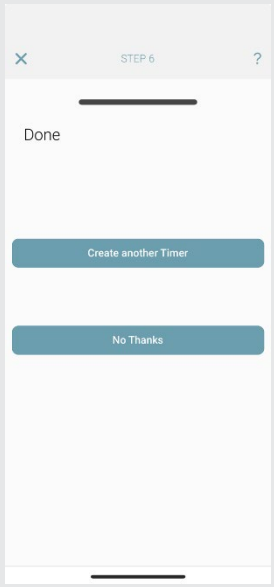
If **Time Based**, select a time and select which days the timer will trigger. Then select **Save**.

STEP 7b - Sunrise/Sunset



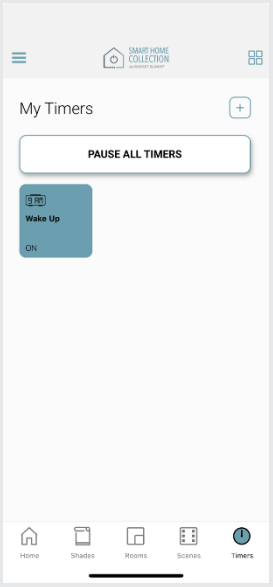
If **Smart**, select sunrise or sunset, set an offset if needed, and select days. Then press **Save**.

STEP 8 - Done



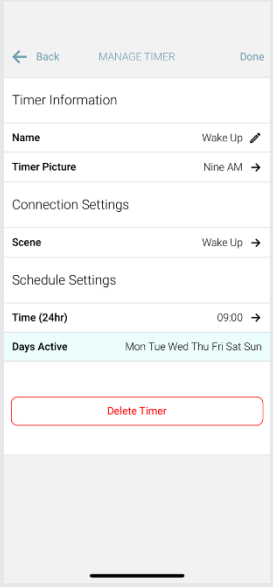
To create another timer for the same shade/scene, choose **Create another Timer**. Otherwise, select **No Thanks**.

STEP 9 - Toggling timers



Added timers can be turned on or off with a single tap from the **Timers** page.

STEP 10 - Settings

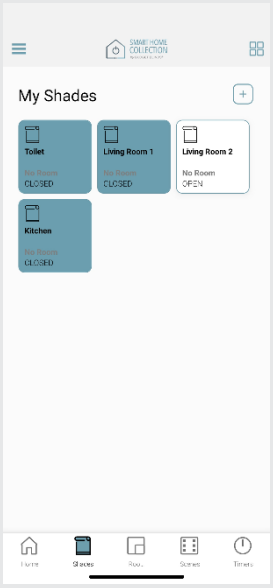


Tap and hold a timer to open the **Manage Timer** page. Check or edit the timer settings here.

USER MANUAL

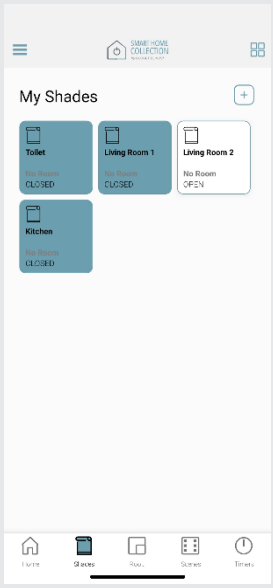
TILE CONTROL:

Shades - Tap Control



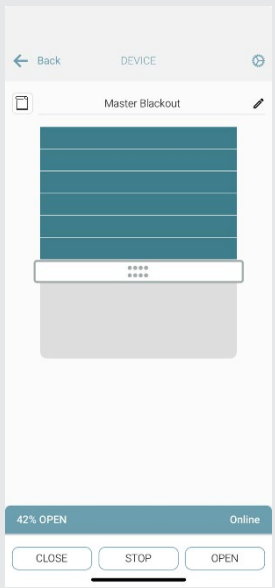
Shades can be controlled from the **Shades** page. Tap a shade to open or close it. Tap again to reverse the direction. Double tap to stop the shade.

Predictive Control



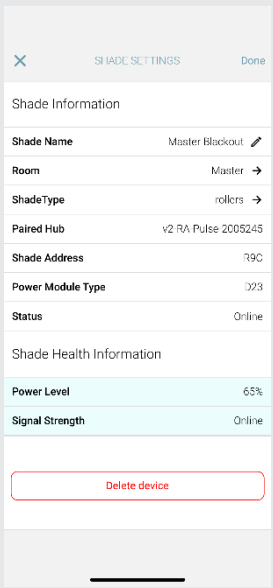
If the shade is in a position between open or closed, a single tap will open it from 6PM to 4PM and close it at other times.

Device Page - Slide Bar



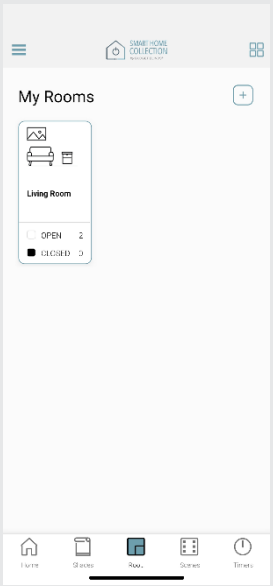
Press and hold a shade to open the **Device** page. Here you can move the shade to any position and view status information.

Shade Settings



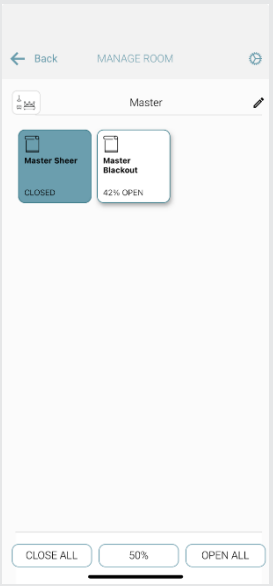
From the **Device** page, press the settings gear in the top right to see the power level, signal strength, and other information.

Rooms - Tap Control



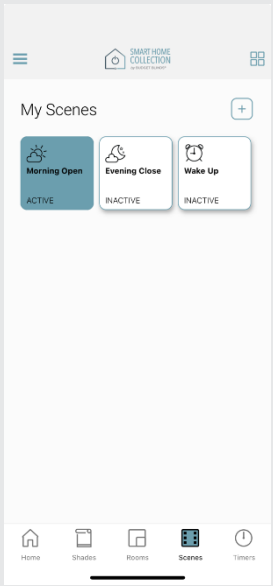
Rooms can be controlled from the **Rooms** page. Tap the room to open or close all shades in that room.

Manage Room



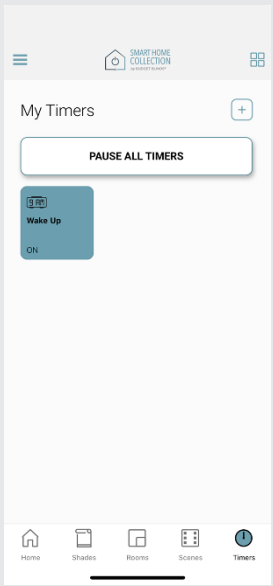
Press and hold a room to open the **Manage Room** page. Control one or all shades here.

Scene Control



Tap a scene to activate it. Double tap to interrupt it. If a scene is listed as **Active**, the shades are already in that position.

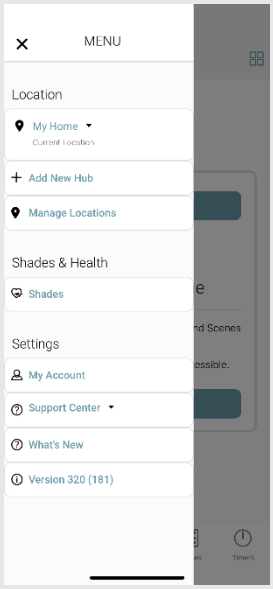
Timer Control



Timers can be turned on or off with a single tap from the **Timers** page.

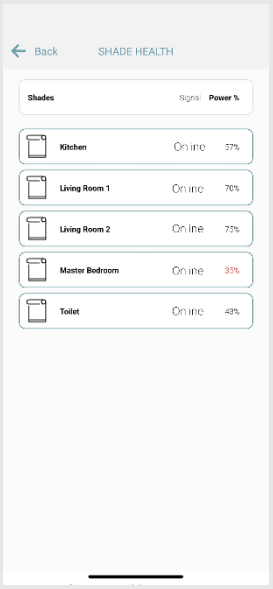
MENU NAVIGATION AND OPTIONS:

Main Menu



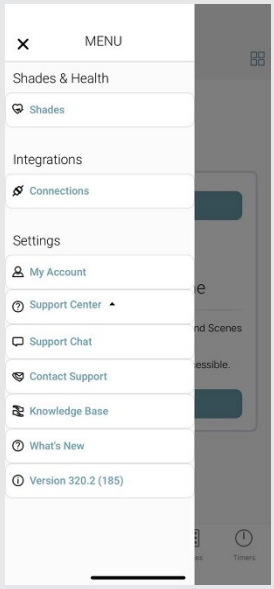
Press the ≡ in the upper left to open the Menu. View **Locations**, **Shades Health**, **Integrations**, and **Settings**.

Shade Health



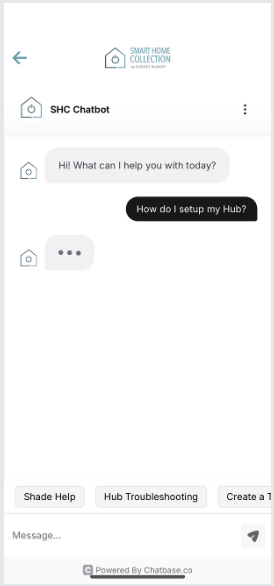
Under **Shades & Health**, select **Shades** to see signal strength and power/battery information for each of your shades.

My Account



Under **Settings**, select **My Account** to see details about your account, change the language, or sign out.

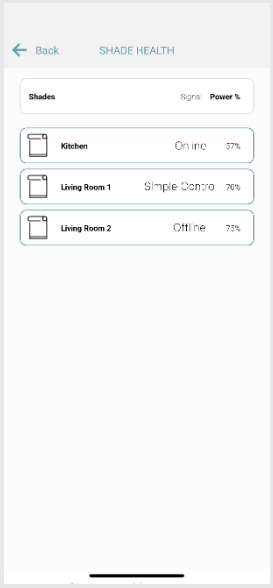
Support & Chat



Under **Support Center**, find additional resources and help, including our interactive **AI Assistant Support Chat.**

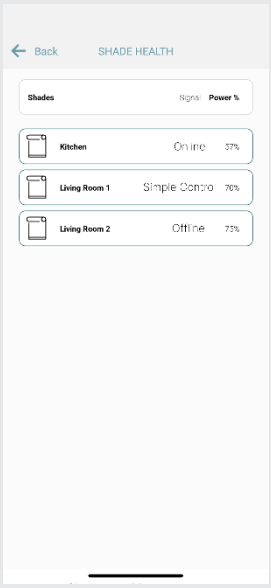
SHADE HEALTH AND STATUS:

Online



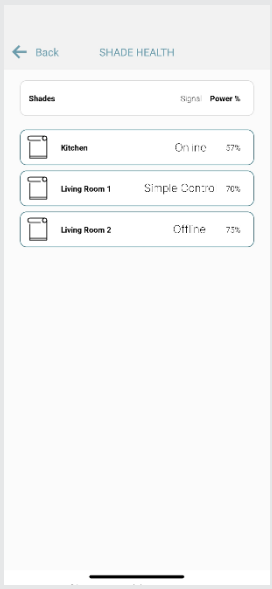
Online means that the shade and Hub can reach each other without issue. Shade position and power status will be shown.

Simple Control



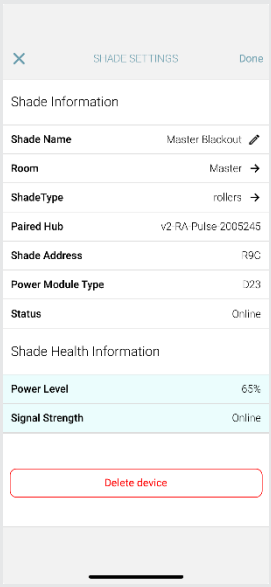
Simple Control means the Hub is not able to receive a signal back from the shade. The shade may still operate, but without status feedback.

Offline Shade



An **Offline** shade will not operate from the app. If the remote still works, adjust the antenna/Hub position. Otherwise, recharge the shade.

Shade Settings

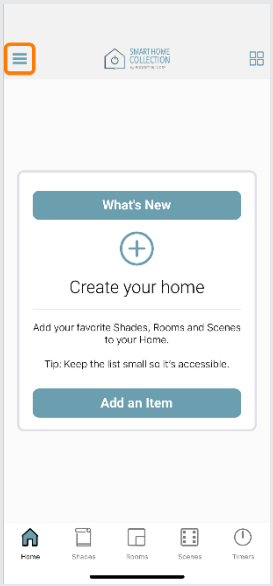


From the **Shade Health** page, select a shade to open the **Shade Settings** page. Here you can see an exact signal value.

HUB FIRMWARE AND UPDATES:

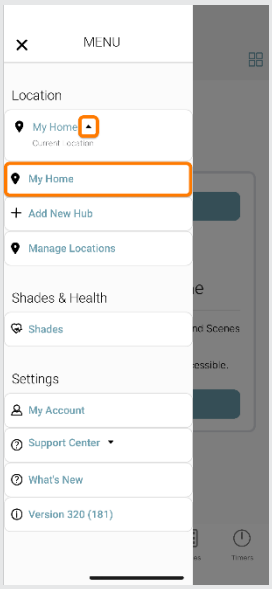
The Pulse Pro Hub will automatically update when able. However, you can manually check for and apply updates manually from the app if needed.

Automatic Updates



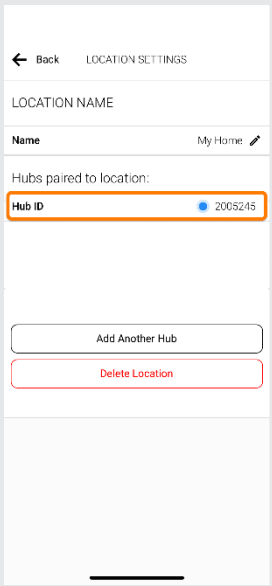
Press the ≡ in the upper left to open the **Menu**.

Manual Updates



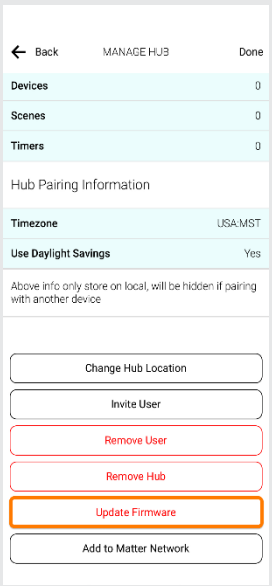
Open the ▼ **Dropdown** menu and select your location.

Offline Shade

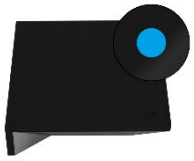
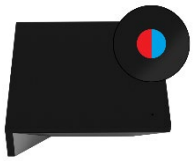
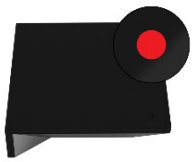
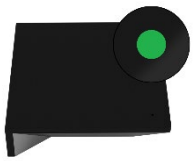
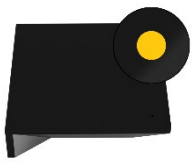
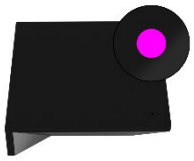
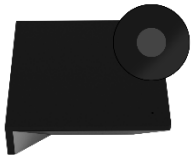


Under **Hubs paired to location**, select the desired Hub.

Shade Settings



Scroll down and select **Update Firmware**. This will check for and apply any available updates.

COLOR	PATTERN	STATUS
	Blinking Blue once per second.	Hub is in pairing mode and ready to be setup.
	Solid Blue.	Hub is paired and online.
	Blinking Red and Blue for 3-5 seconds.	Hub received and is saving network configurations during the setup process.
	Blinking Red 4 times per second.	Network down, ISP outage, or device bumped from network.
	Solid Red.	Wi-Fi connection lost. (Check Wi-Fi router is within range and functional.)
	Solid Green.	Soft reset initiated using the **P Button** on the Hub. (Hold **P Button** for 5 seconds or until the LED goes solid Green. Release to clear network information from the Hub.)
	Blinking Orange once per second.	Factory reset initiated using the **R Button** on the Hub. (Hold **R Button** for 10 seconds or until the LED goes solid Blue. Release to clear all information from the Hub.)
	Blinking Violet 5 times per second.	Hub firmware updating. (Do not disconnect power.)
	LED is off.	Hub not connected to power.

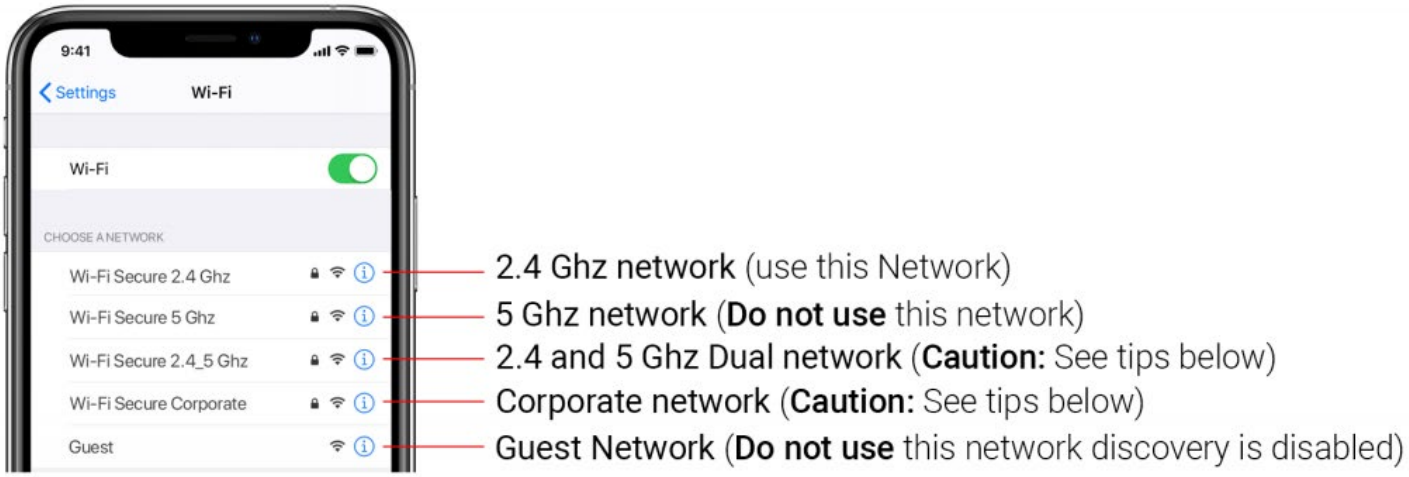
HUB PAIRING AND TROUBLESHOOTING

ETHERNET SETUP

The Pulse Pro Hub supports Ethernet setup out of the box. This setup process allows you to connect the Hub directly to your router using an Ethernet cable. Additionally, during this process, you can also set up Wi-Fi credentials on the Hub at the same time, which typically resolves most Wi-Fi connection issues.

WI-FI SETUP AND NETWORK TYPES

Not all Wi-Fi networks are compatible with the Pulse Pro Hub. See information below on network types and recommended solutions.



SPLIT NETWORKS

Some routers allow you to split 2.4 GHz and 5 GHz networks into separate names. When this happens, you'll see two distinct network names—one for 2.4 GHz and one for 5 GHz. If you're connected to the 5 GHz network, the Hub won't be able to connect. Make sure to connect to the 2.4 GHz network during setup.

DUAL-BAND NETWORKS

Some routers combine both 2.4 GHz and 5 GHz networks under a single network name. The router will typically automatically determine which band to use when pairing the Hub. If you have issues, try the following.

Solutions:

Option 1. Temporarily disable the 5 GHz band in the network or router settings during setup. The Internet Service Provider (ISP) can typically assist with this.

Option 2. Move further from the router. This may force a connection to the 2.4 GHz band (2.4 GHz has greater range than 5 GHz).

Option 3. Power off the Wi-Fi network. Create a hotspot with a second phone and set the name and password identical to the Wi-Fi network. Pair the Hub using the first phone connected to the hotspot. Then turn the hotspot off and re-enable the Wi-Fi network.

NETWORK SECURITY SETTINGS

School and corporate networks often have advanced security settings. In these cases, contact the site's network administrator or IT team for assistance. They may need to temporarily adjust the firewall or create a DHCP reservation. This ensures the Hub always gets the same IP address by assigning it a permanent reservation using the Hub's MAC ID.

GUEST NETWORKS

Most guest networks have discovery mode disabled, require confirmation through a webpage, or may not be secured with a password. For these reasons, the Hub won't be able to connect. Use a different network.

MULTIPLE ACCESS POINTS

Larger networks may have multiple Wireless Access Points (WAPs) to extend Wi-Fi coverage throughout the space. Each WAP provides a Wi-Fi connection. This can sometimes cause pairing or setup issues.

Solutions:

Option 1. Disable or turn off the additional access points and pair the Hub using only the primary access point. Once the Hub is successfully paired, you can re-enable the other access points.

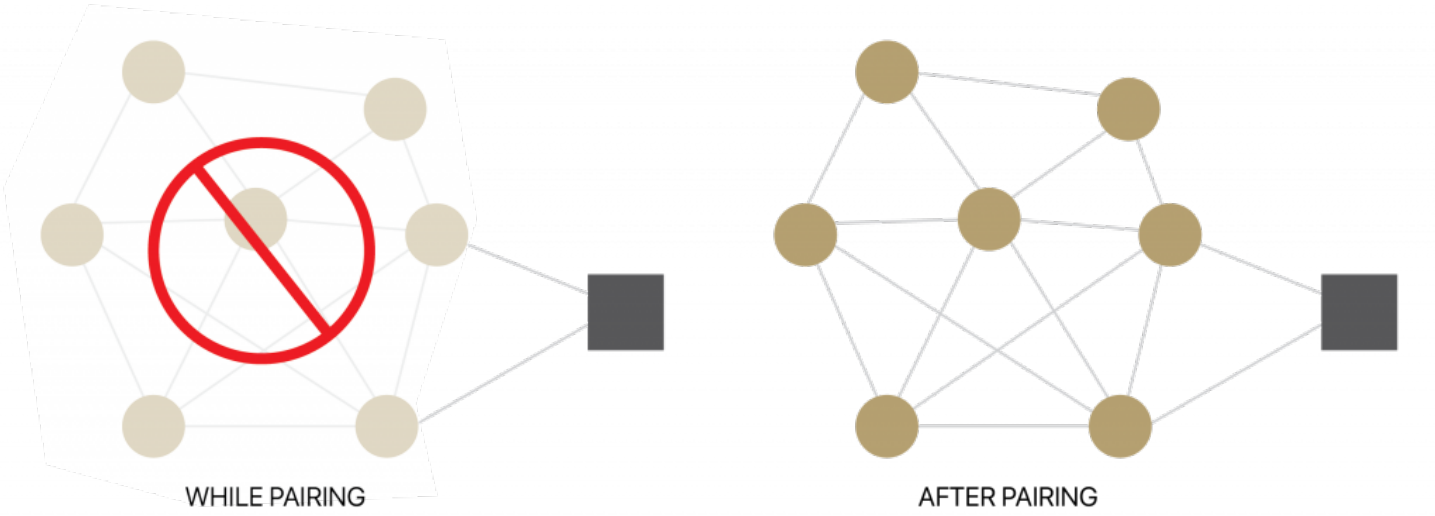
Option 2. Power off the Wi-Fi network and all access points. Create a hotspot with a second phone and set the name and password identical to the Wi-Fi network. Pair the Hub using the first phone connected to the hotspot. Then turn the hotspot off and re-enable the Wi-Fi network.

Current Wi-Fi Network

Temporary Hotspot

MESH NETWORKS

Mesh networks consist of a central router and multiple satellites or nodes that extend the Wi-Fi coverage. While mesh networks usually work well with the Pulse Pro Hub, in some cases, it may be necessary to temporarily disable or power off additional satellites during the pairing process.



Depending on the mesh system and brand, you may be able to temporarily disable the 5 GHz band and/or disable additional nodes using the router's app. Check the manufacturer's instructions for details or contact their support team for help. Once the Hub is paired, the 5 GHz band and nodes can be reconnected.

Common Mesh Systems:

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

SHADE SIGNAL ISSUES AND TROUBLESHOOTING

RF SIGNAL STRENGTH

The Hub is the central device that connects to the Internet via Ethernet Cable or Wi-Fi network. All communication with the shades occurs via radio frequency (RF) through the Hub, not through Wi-Fi. This distinction is important for troubleshooting, as Wi-Fi extenders or mesh systems will not improve shade signal strength.

RF signals, like those used to communicate with the shades, can be affected by obstacles such as walls, furniture, appliances, or other structures. To ensure reliable communication, the signal should travel as freely as possible between the Hub and the shade, with minimal obstructions in the path. If the signal encounters barriers, it can weaken or even be blocked entirely.

Generally, distance is only one factor when considering ways to improve signal strength. Moving the Hub to a more open space may improve signal better than just moving the Hub closer to the shades. RF signals generally perform better when there are fewer immediate obstructions even if the Hub is placed further away.

SIGNAL STRENGTH STATUS

The app displays the shade's status and its connection to the Hub. The following status labels reflect the current signal quality and connection.

- **Online**: The shade and Hub are within range of each other. The shade actively reports its position and battery level to the Hub.
- **Simple Control**: The Hub can send commands to the shade, but the shade cannot report back its position or battery level. Position updates are shown locally on the app, based on the last command sent, and the app will prompt the user to confirm whether the shade moved.
- **Offline**: The shade is not reporting its position or battery level, and the Hub cannot communicate with it. The app will prompt the user to confirm whether the shade moved. If the shade does not respond to commands or the remote, it is typically out of range, or the battery is too low to operate.

TROUBLESHOOTING SIMPLE CONTROL AND OFFLINE SHADES

If the shade is in Simple Control status, it means that the Hub can send commands to the shade, but the shade cannot send updates about its position or battery level. This typically happens when the shade is out of range of the Hub, but it should still function normally with remote control commands.

When a shade is Offline, it means the Hub is unable to communicate with the shade. The shade will not respond to commands from the app, and position and battery updates will not be sent to the Hub. If the handheld remote still operates the shade, it suggests that the shade is simply out of range of the Hub. However, if the remote does not work, it typically indicates that the shade's battery is low and needs recharging.

If your shade is unresponsive or intermittent, it is important to consider improving the signal strength. The most effective way to troubleshoot this is by ensuring the Hub and shade are within range of each other, with minimal obstructions between them. If the shade still does not respond, check the battery level and consider moving the Hub to a more open space for better signal reach.

WHAT CONTRIBUTES TO LOW SIGNAL STRENGTH?

Interference or low signal can be attributed to the following:

- Physical barriers like concrete, brick, stucco, or metal structures
- Other devices operating on the same radio frequency (e.g., baby monitors, alarms, doorbells)
- Low-E glass windows or metal-framed windows
- Large metal appliances (e.g. washers, dryers, refrigerators)
- A dead zone directly underneath the shade
- Confined or cramped spaces

HOW TO IMPROVE SHADE SIGNAL

To improve signal strength, there are two primary options: adjusting the motor's antenna or relocating the Hub.

ADJUSTING THE MOTOR ANTENNA

The motor both transmits and receives signals, but sometimes its return signal to the Hub can be lost. Adjusting the antenna can have a significant impact on signal strength.

Note: Ensure the antenna remains clear of the fabric during operation to prevent it from tangling.

MOVING THE HUB

Relocating the Hub can improve signal strength for some shades, though it may negatively affect others. After making adjustments, be sure to check the signal strength of all shades to ensure overall improvements. In some cases, adding a second or third Hub can extend coverage by creating additional zones of connectivity.

Tips	**Potential Result**
Always deploy the Hub in a horizontal position. The Hub's internal antenna has better signal performance when the Hub is placed horizontally.	could add +/- 5- 15% strength
Ensure the Hub is in an open environment and not covered or in an enclosed space.	could add +/- 5- 15% strength
Simply rotating the Hub 90 degrees while still flat on a surface may improve signal.	could add +/- 2- 5% strength
Move the Hub a foot higher from the floor or lower from the ceiling. We recommend placing the Hub 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
Move the Hub closer to the affected shade. Problematic shades may need to be a lot closer to the Hub than other shades. Avoid placing the Hub directly underneath the shade. Move the Hub and check the affected shade to see if the performance has improved.	could add +/- 10- 20% strength
Check the path of the signal between the Hub and the motor. If there are any items made of metal (e.g. TV or microwaves or even an aquarium). Try to move the Hub to avoid these.	could add +/- 2- 5% strength
If the shades are in opposite ends of the home or in separate locations (e.g. upstairs vs. downstairs) you may need an additional Hub, to allow a stronger signal strength per Hub and ultimately spread the load.	could add +/- 10- 20% strength

REPEATERS

Repeaters can be effective for addressing issues with one or two shades, as they help boost the signal. However, if more than two shades are problematic and previous solutions haven't worked, installing a second Hub is recommended.

In rare cases, repeaters may degrade overall performance by lengthening the signal path and introducing additional interference. See tips below:

- Adjust the repeater's orientation—some environments may require vertical placement, while others work better horizontally.
- Experiment with placing repeaters in different rooms.
- Limit the use of repeaters to no more than two per home.

CHARGE YOUR MOTOR

If a motor has started beeping when operated or if it no longer responds to the remote as well, then it needs to be charged. A depleted battery may also impact the signal strength, so ensure your shades are fully charged.

HUB OFFLINE TROUBLESHOOTING

Your Hub 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 network or ISP issues.
- If the red light is solid, it means the Hub is not able to detect the Wi-Fi network it was originally paired to. Try moving your Hub closer to your Wi-Fi router with as few obstructions as possible. Be mindful that moving your Hub can reduce the signal strength to some of your shades. RF repeaters or an additional Hub may be required if you notice reduced performance from your shades after moving your Hub.
- If the status light on the Hub is off, this typically means it is not receiving power. Ensure the Hub is connected to a standard electrical outlet in your home using the included Micro USB cable and transformer plug. Avoid using GFCI outlets. Test the power outlet with a different electrical device to ensure the outlet is providing adequate power.
- Certain router configurations can interfere with the Hub’s Internet connection. Review your router’s manual or contact their support for more info.
    - Some routers limit the number of devices that may be connected at one time. Check your router settings. You can create a permanent DHCP reservation to ensure your Hub never gets kicked off your router due to local IP address limits.
    - Newly placed Firewalls or other security measures can block the Hub from properly connecting to the Internet. Try whitelisting your Hub’s IP address within your router settings and see if the behavior improves.
    - If your Hub is connected via an Ethernet cable, ensure you have a solid connection. Try connecting to a different ethernet port on your router. If you are connecting your Hub to a third-party integration (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.