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Somfy TaHoma Hub

Somfy TaHoma Hub: Smart Home Gateway Instruction Manual

Model: TaHoma Hub (#1811731, #1870470)

Brand: Somfy

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Somfy TaHoma Hub. The TaHoma Hub is a smart home gateway designed to control Somfy Radio Technology Somfy (RTS) motorized blinds, shades, and awnings, and integrate with various smart home platforms and voice assistants.



Image: The Somfy TaHoma Hub, its accompanying smartphone application, and the Ethernet adapter for wired connectivity.

SETUP

Follow these steps to set up your Somfy TaHoma Hub and connect it to your motorized window coverings.

1. Download the TaHoma App

- Download the official Somfy TaHoma app from your device's app store. Ensure you download the correct version, as regional apps may exist.
- The app is compatible with iOS 11.0+ and Android 7.0+.

2. Connect the TaHoma Hub

The TaHoma Hub can connect via Wi-Fi or Ethernet. An Ethernet connection is required for setup on iPhones and iPads running iOS 18.3.2 & 18.4 Beta due to a temporary update. Android devices can use either Wi-Fi or Ethernet.

Fast and easy setup.

4:08

← Add Gateway

Remove the base of the gateway then scan the QR code

1

2

3

Download the app

Follow the setup wizard

Create groups, scenes, schedules and more

Connect by Wi-Fi® or Ethernet

Image: Visual guide for the three-step setup process: download app, follow wizard, create groups. Shows the hub and Ethernet adapter.

- **Ethernet Connection:** Connect the included Ethernet adapter to the TaHoma Hub and then to your router or network switch using an Ethernet cable.
- **Wi-Fi Connection:** Ensure your smartphone is connected to a 2.4GHz Wi-Fi network. The TaHoma Hub primarily uses the 2.4GHz band for initial setup. Mesh networks may automatically switch bands, potentially causing issues if your phone connects to 5GHz.



Image: The TaHoma Hub illustrating both Wi-Fi connectivity and the option for a wired Ethernet connection via the adapter.

3. Initial Configuration via App

1. Open the TaHoma app and follow the on-screen instructions to create an account or log in.
2. When prompted, remove the base of the gateway and scan the QR code located on the device.
3. For Wi-Fi configuration, press the configuration button on the back of the gateway until the LED indicator turns blue.



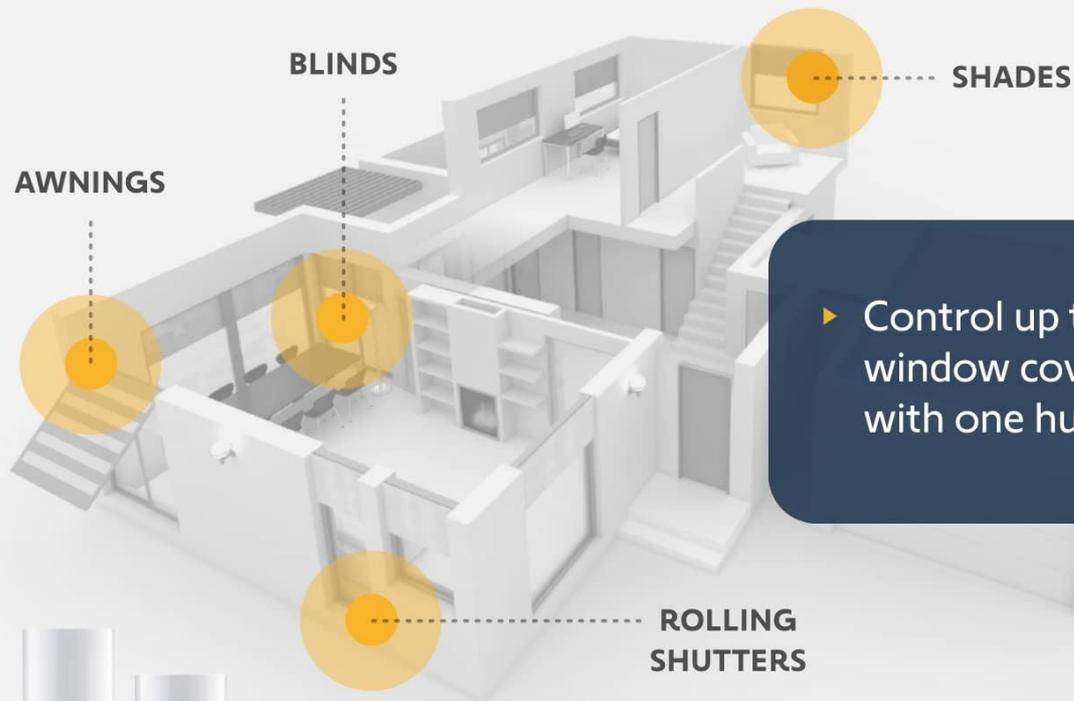
Image: App interface guiding the user to press the configuration button on the TaHoma Hub until the LED turns blue for Wi-Fi setup.

4. Follow the remaining steps in the app's setup wizard to complete the initial hub configuration.

4. Pairing RTS Devices

The TaHoma Hub controls Somfy Radio Technology Somfy (RTS) window coverings. It can control up to 40 RTS channels.

Works with any Radio Technology Somfy® (RTS) window covering.



▶ Control up to 40 window coverings with one hub



◀ Link multiple TaHoma® hubs for even greater coverage and control.

Image: Illustration of a home environment demonstrating control of various RTS window coverings (blinds, shades, awnings, rolling shutters) with a single TaHoma Hub, and the option to link multiple hubs for extended coverage.

1. Ensure the TaHoma Hub is placed in close proximity to the RTS device you wish to pair during the setup process. This is crucial for successful communication.
2. In the TaHoma app, navigate to the device pairing section.
3. Follow the app's instructions to put your RTS device into pairing mode (often involves pressing a small button on the device or its remote).
4. The app will search for and identify the device. A successful connection is often indicated by the shade "jogging" (moving slightly).
5. Repeat this process for all your RTS motorized window coverings.

Note: If you encounter "The identification of TaHoma equipment failed" errors, try resetting the hub and restarting the app. Patience is key during the pairing process.

OPERATION

The Somfy TaHoma Hub allows for convenient and customized control of your motorized window coverings and

integration with smart home systems.

1. Controlling Devices via TaHoma App

- **App Overview:** The TaHoma app provides an intuitive interface to manage your devices.



Simple, smart connectivity for Radio Technology Somfy® (RTS) blinds, shades and awnings.

Image: The Somfy TaHoma gateway alongside a smartphone displaying the TaHoma app interface, highlighting the connection between the gateway and the app.

- **Individual Control:** Select a specific shade, blind, or awning in the app to control its movement (up, down, stop) and precise positioning.



Image: The TaHoma app interface displaying various connected devices, including different types of shades and lighting controls.

- **Group Control:** Group multiple motorized window coverings to operate them simultaneously. This is useful for rooms with several windows or for controlling all coverings on a specific facade.
- **"My" Position:** Set a custom favorite intermediate position for your shades for quick recall.

2. Creating Scenes and Schedules

Enhance your home automation by creating scenes and schedules within the TaHoma app.

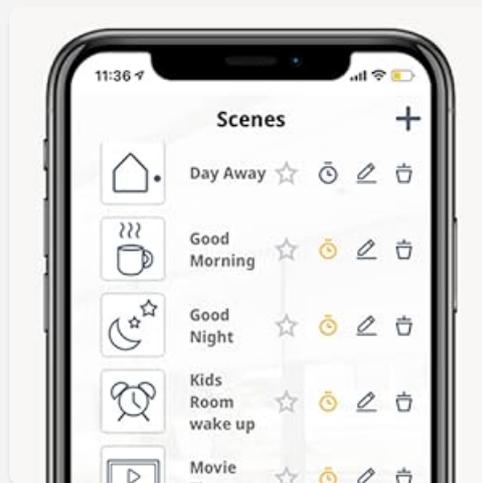


Image: The TaHoma app interface displaying a list of pre-configured scenes such as "Day Away," "Good Morning," and "Good Night," with options for editing and scheduling.

- **Scenes:** Combine actions for multiple devices (e.g., "Good Morning" scene to open bedroom shades and turn on smart lights).
- **Schedules:** Automate scenes or individual device actions based on specific times or days of the week. This allows for automatic adjustment of shades even when you are away from home.

3. Voice Control Integration

The TaHoma Hub integrates with popular voice assistants for hands-free control.

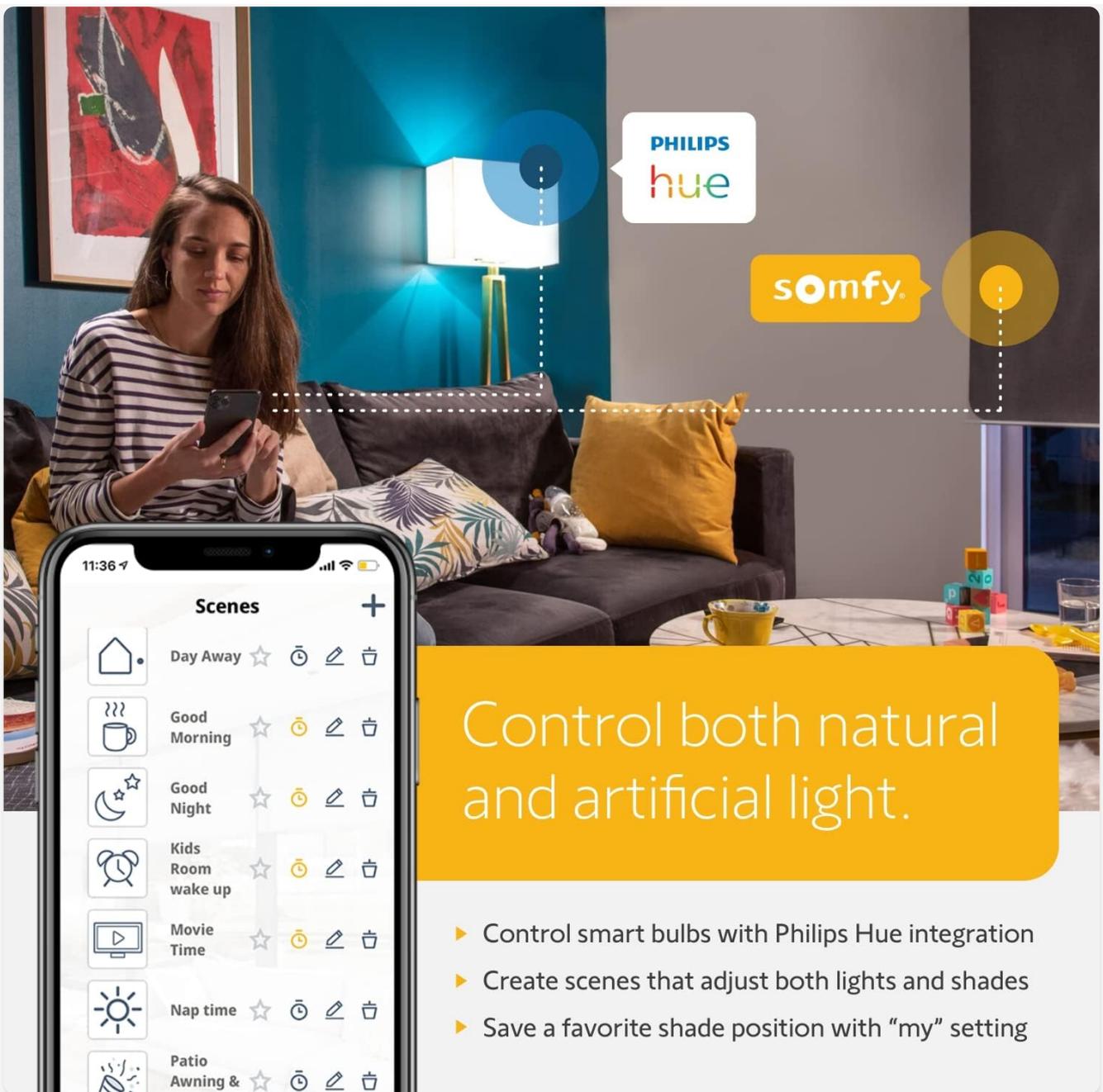


Image: A woman relaxing in a living room, illustrating the convenience of voice control with the phrase "Alexa, open the blinds." Logos for Google Assistant and Amazon Alexa are visible.

- Link your TaHoma account to your voice assistant (e.g., Amazon Alexa, Google Assistant) through their respective apps.
- Once linked, you can use voice commands to control your shades, blinds, and awnings.

4. Smart Home Platform Integration

The TaHoma Hub acts as a Wi-Fi to RTS bridge, allowing integration with various third-party smart home control systems.



PHILIPS
hue

somfy

Control both natural and artificial light.

- ▶ Control smart bulbs with Philips Hue integration
- ▶ Create scenes that adjust both lights and shades
- ▶ Save a favorite shade position with "my" setting

11:36

Scenes

	Day Away	☆	🕒	✎	🗑️
	Good Morning	☆	🕒	✎	🗑️
	Good Night	☆	🕒	✎	🗑️
	Kids Room wake up	☆	🕒	✎	🗑️
	Movie Time	☆	🕒	✎	🗑️
	Nap time	☆	🕒	✎	🗑️
	Patio Awning &	☆	🕒	✎	🗑️

Image: A woman using a smartphone to control smart lighting and shades, demonstrating the integration capabilities of Somfy with Philips Hue for precise control of natural and artificial light.

Plays well with others.



Image: The Somfy TaHoma Hub shown alongside logos of compatible smart home platforms, including Google Assistant, Amazon Alexa, SmartThings, Philips Hue, and Brilliant, indicating broad integration capabilities.

- Integrate with platforms like SmartThings, Philips Hue, and Brilliant to create a unified smart home experience.
- This allows for advanced automation, such as adjusting lighting and shades based on alarms, weather forecasts, or other smart home triggers.

MAINTENANCE

The Somfy TaHoma Hub requires minimal maintenance to ensure optimal performance.

- **Cleaning:** Wipe the exterior of the hub with a soft, dry cloth. Avoid using abrasive cleaners or solvents.
- **Ventilation:** Ensure the hub is placed in a location with adequate airflow to prevent overheating. Do not cover the device.
- **Software Updates:** Keep the TaHoma app updated to the latest version to benefit from new features, improvements, and security patches. The hub's firmware updates are typically managed automatically through the app.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Somfy TaHoma Hub.

Connectivity Issues

- **Wi-Fi Connection Failure:**
 - Ensure your smartphone is connected to a 2.4GHz Wi-Fi network during initial setup. The TaHoma Hub may not connect if your phone is on a 5GHz network, especially with mesh systems.
 - If using Wi-Fi, verify that the hub is within range of your Wi-Fi router.
 - Try restarting your Wi-Fi router and the TaHoma Hub.

- **Ethernet Connection Issues:**

- Confirm the Ethernet cable is securely connected to both the adapter, the hub, and your router/switch.
- Check your router's status to ensure the Ethernet port is active.

- **"Internet connection failed" messages:** Try rebooting the TaHoma Hub.

Device Pairing Problems

- **Shades not pairing:**

- Ensure the TaHoma Hub is physically close to the RTS device during the pairing process.
- Confirm the RTS device is in pairing mode as per its specific instructions.
- If you receive a "The identification of TaHoma equipment failed" error, try resetting the TaHoma Hub and restarting the app.
- Be patient; sometimes multiple attempts are required.

- **Shade "jogging" during setup:** This indicates successful communication between the TaHoma app/hub and the shade.

App Related Issues

- **App not working correctly:**

- Ensure you have downloaded the correct "TaHoma" app from your app store, not regional or older versions.
- Check for app updates and install them.
- Try force-closing and reopening the app.
- Clear the app's cache or reinstall the app if issues persist.

Previously Registered Hubs

- If your hub was previously registered to another owner, you may encounter difficulties during setup. Contact Somfy customer support for assistance in transferring ownership or resetting the registration.

SPECIFICATIONS

Feature	Detail
Manufacturer	Somfy
Model	TaHoma Hub (#1811731, #1870470)
Item Weight	15.5 ounces
Package Dimensions	7.6 x 5.75 x 3.27 inches
Color	White
Style	TaHoma WiFi with Ethernet Adaptor
Finish	Pure White
Shape	Rectangular
Power Source	Corded-Electric

Voltage	5 Volts
Amperage Capacity	50 Milliamps
Item Package Quantity	1
Number Of Pieces	3
Temperature Range	0-35 Degrees Celsius
Mounting Type	Protruding
Plug Format	A- US style
Switch Style	Remote
Certification	UL
Special Features	Easy to Install
Usage	Residential
Batteries Included?	No
Batteries Required?	No
Date First Available	November 30, 2021

WARRANTY AND SUPPORT

Warranty Information

For detailed warranty information regarding your Somfy TaHoma Hub, please refer to the official Somfy website or the documentation included with your product at the time of purchase. Warranty terms and conditions may vary by region.

Customer Support

If you require further assistance, encounter issues not covered in this manual, or need technical support, please contact Somfy customer service.

- **Online Support:** Visit the official Somfy website at [somfy.com](https://www.somfy.com) for FAQs, troubleshooting guides, and contact options.
- **Contact:** Specific contact details (phone, email) can typically be found on the Somfy website under the support section for your region.