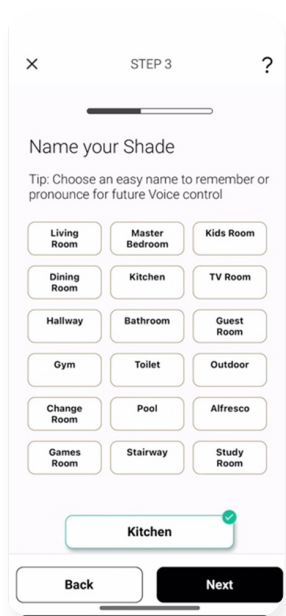


5 Name Shade

Type the custom name and select save.



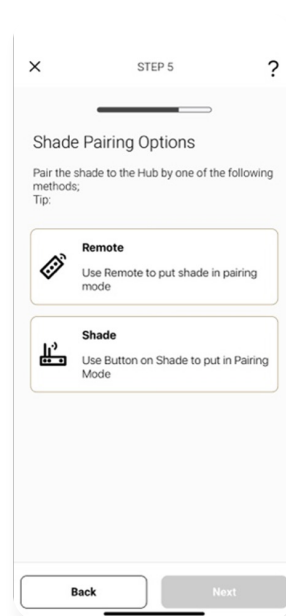
6 Name Shade

The custom name will be displayed and press next. The shade name can be edited later.



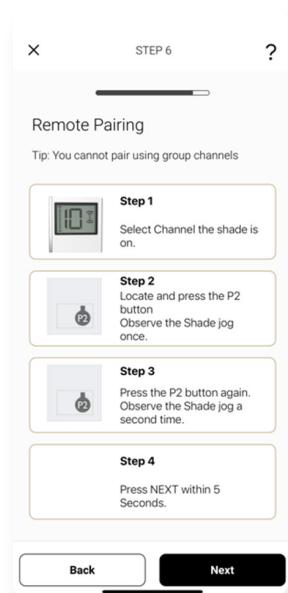
7 Prepare Hub

Ensure the hub is close by then press next.



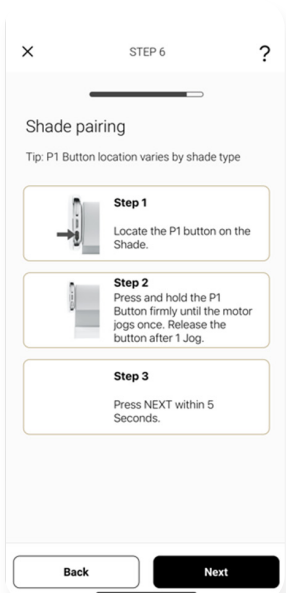
8 Pair Method

Choose your pairing method: 'PAIR USING A REMOTE' or 'PAIR DIRECTLY TO THE SHADE'



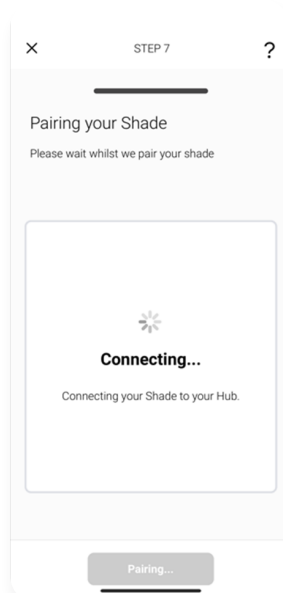
9a Pair With Remote

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". to the battery. The motor will jog up and down.



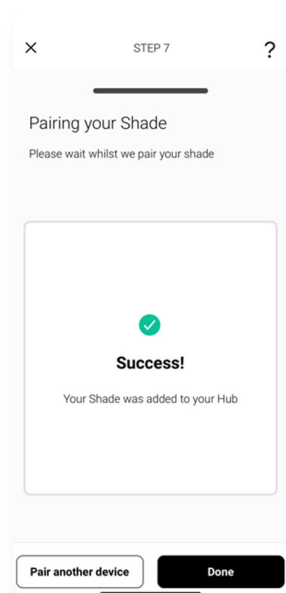
9b Pair Without Remote

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.



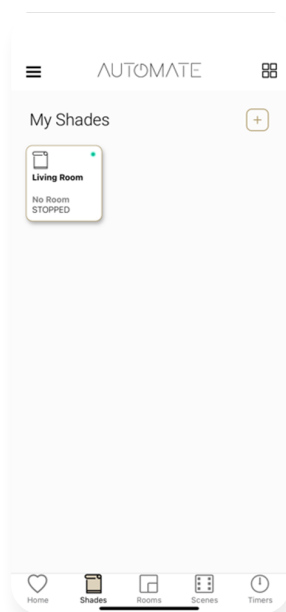
10 Pair a Shade

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



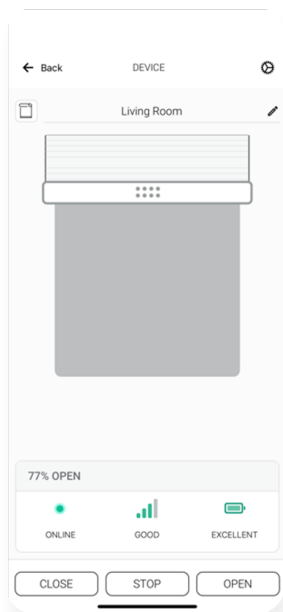
11 Success

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



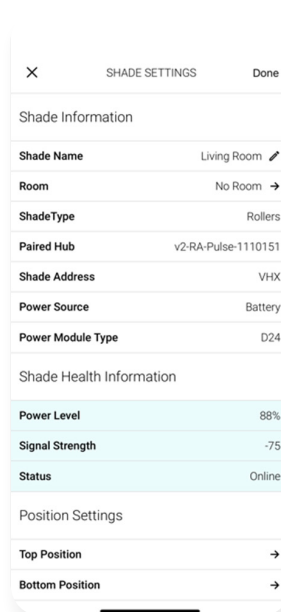
12 Check

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



13 Check Details

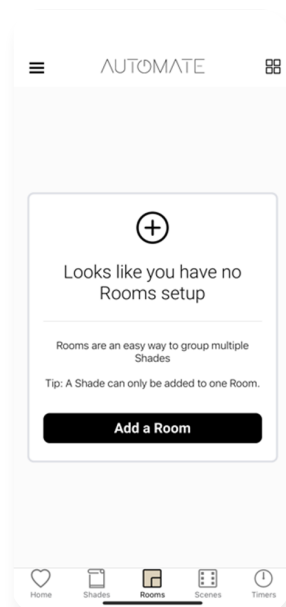
Check icons are present, check the signal strength and battery. Press the settings icon to check shade details.



14 Shade Ready

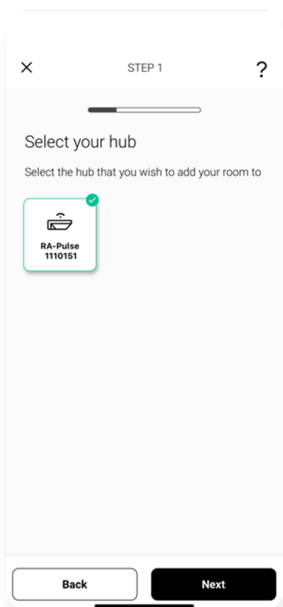
Additional shade settings.

HOW TO CREATE A ROOM



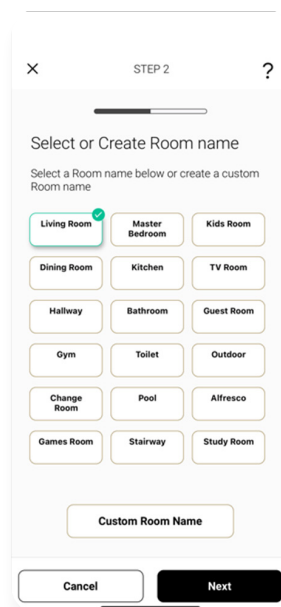
1 Create a Room

Once the Shade is paired to the App. Click 'ROOMS' tab. Select the "Plus" icon to add a new room.



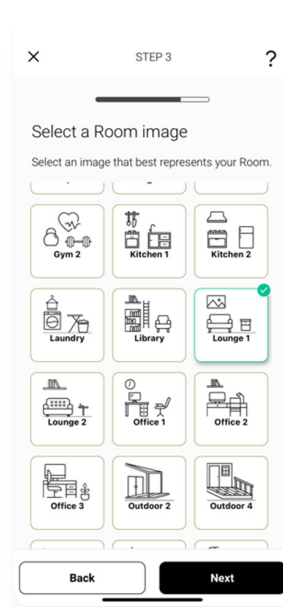
2 Create a Room

Select the hub that will be associated to the room. If not known select any hub.



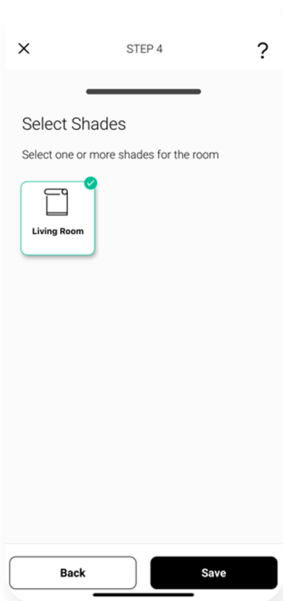
3 Create a Room

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



4 Create a Room

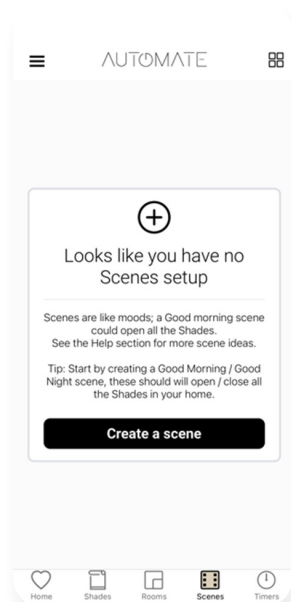
Select 'ROOM IMAGE' to select an icon to represent the room.



5 Create a Room

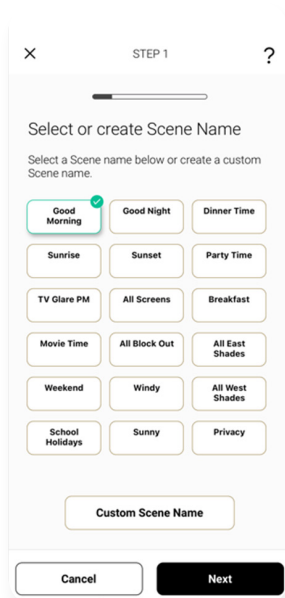
Select all the shades associated to that room. Then press Save.

HOW TO CREATE A SCENE



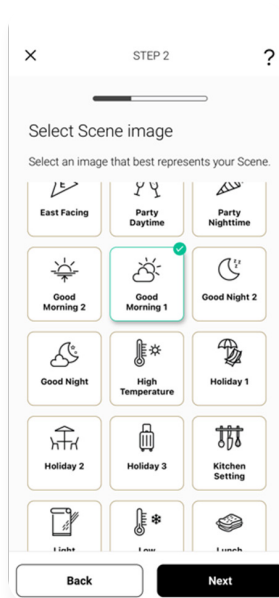
1 Create a Scene

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



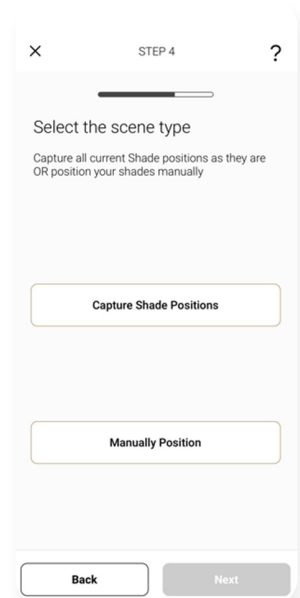
2 Create a Scene

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



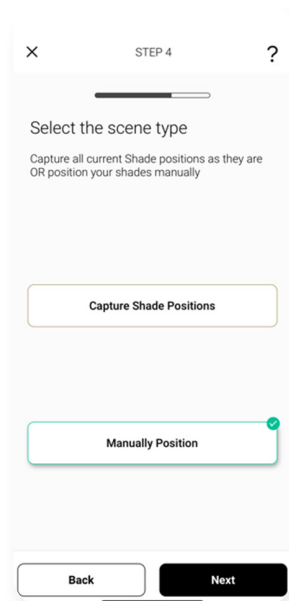
3 Create a Scene

Select the Scene Image that best suits your scene.

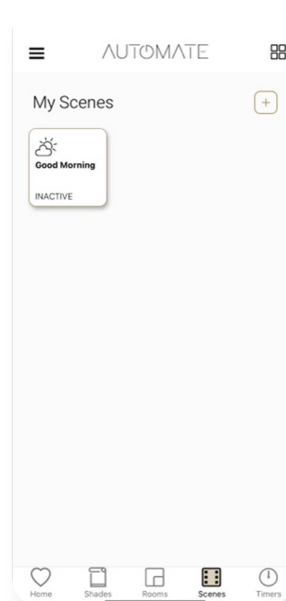
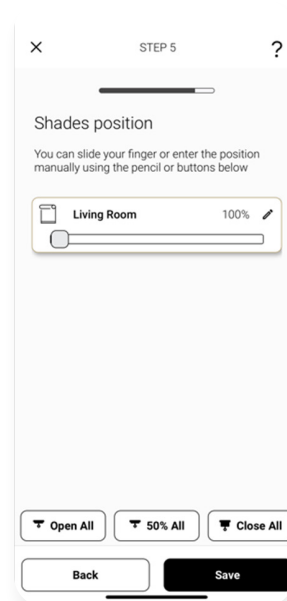


4 Create a Scene

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



Manual Scenes



5 Create a Scene

Select and press next.

6 Manual Scene

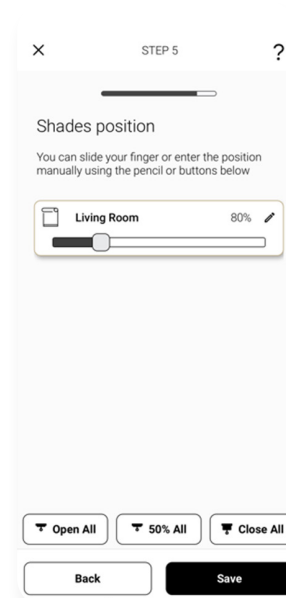
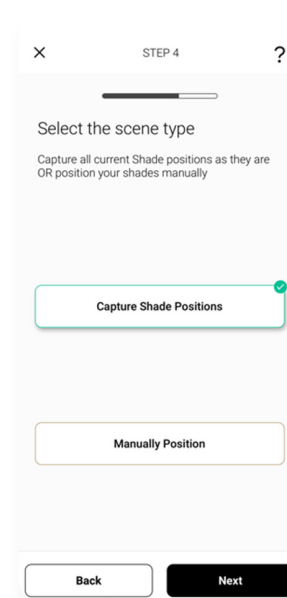
Use presents open 50 or close to set the shade positions or manually set the positions by using the slider. Press save.

7 Manual Scene Creation

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

Automatic Scenes

Start from Step 5



8 Automatic Scene

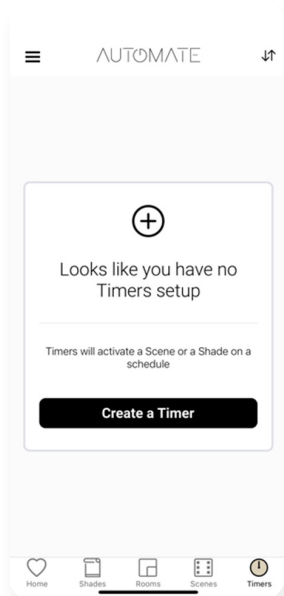
Automatic scene creation Set all devices with the remote to desired position. Then use the "Capture All Devices" button to create a scene of all current shades are positions. Select "Done".

9 Save Scene

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

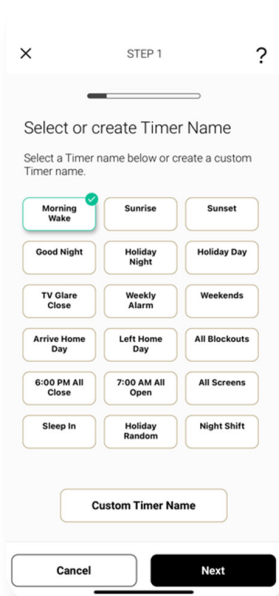
CREATING TIMERS

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



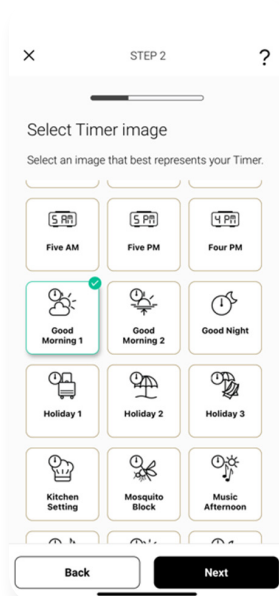
1 Create a Timer

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



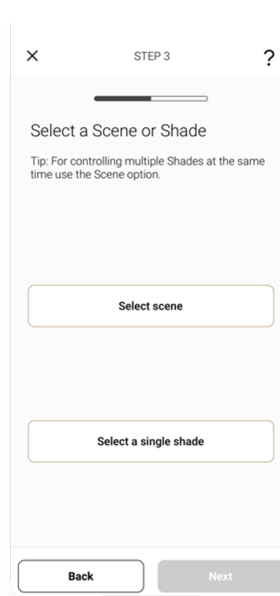
2 Create a Timer

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



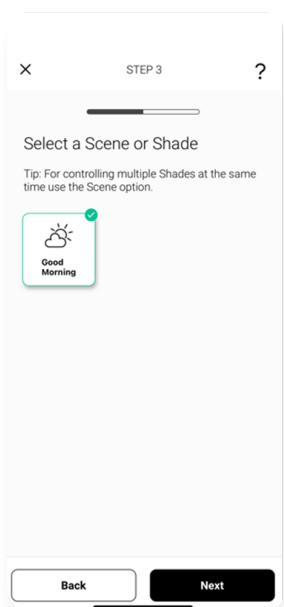
3 Create a Timer

Select the Timer Image best suited.



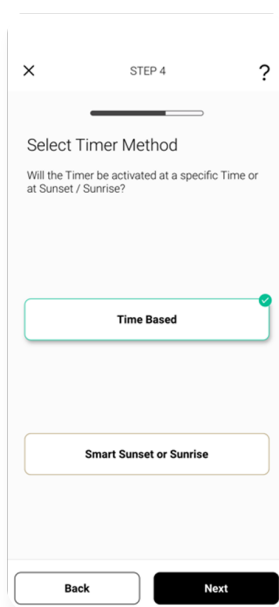
4 Create a Timer

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



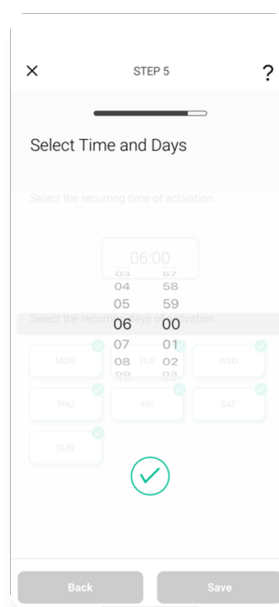
5 Create a Timer

Select the appropriate scene that timer will activate



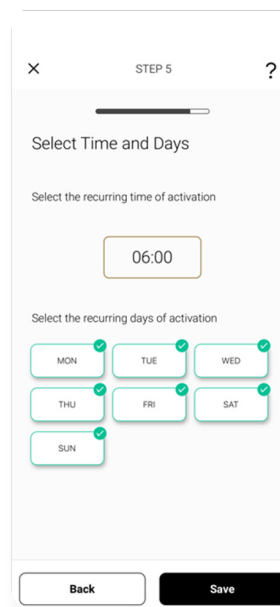
6 Create a Timer

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



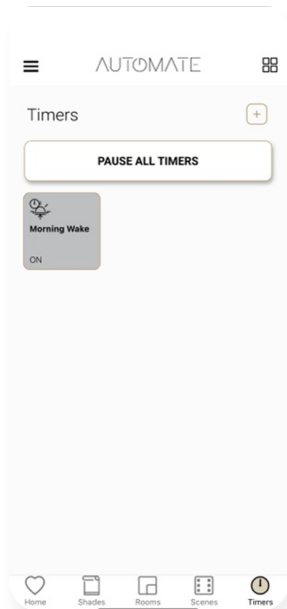
7 Create a Timer

If timed select the time and press the green tick.



8 Create a Timer

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



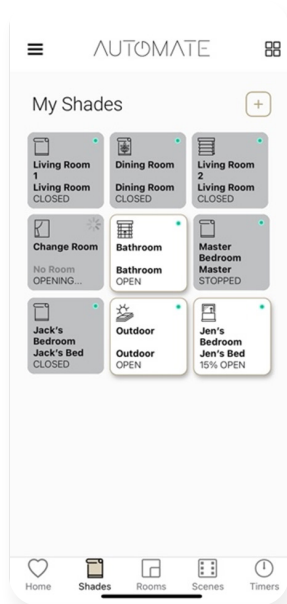
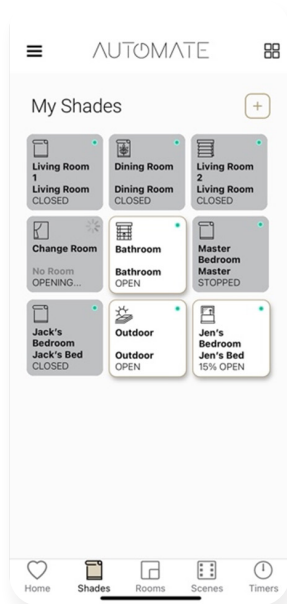
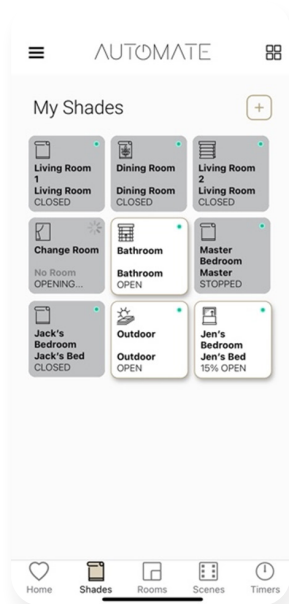
9 Create a Timer

Create another timer or select No Thanks.

10 Create a Timer

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

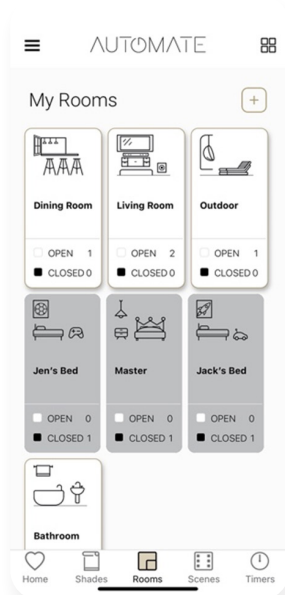
If the shade is in the middle a single tap will open or close the shade depending on the time of the day (open 6am to 4pm) other times, it will close.

Stop Controls

Double Tap a Shade Room or Scene to Stop the shades.

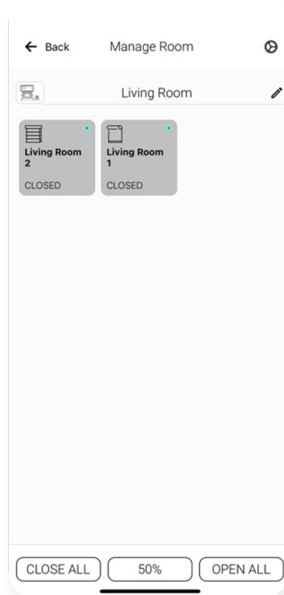
Long Press Shade

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 accessed by pressing setting icon in the top right.



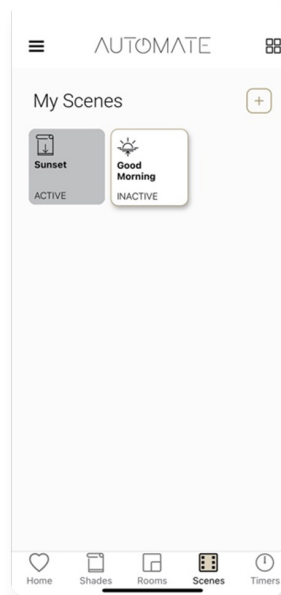
One Tap Room Control

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



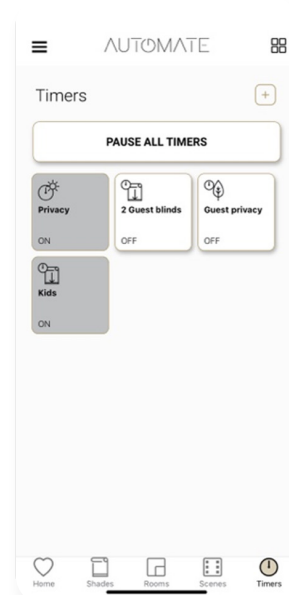
Further Room control

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

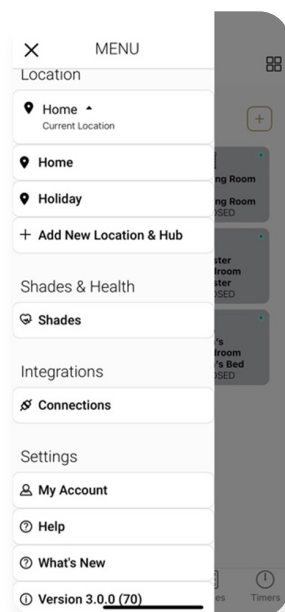
Scenes that are active in the preset position will be grey. Tap an inactive Tile to activate a scene. Double tap will stop the scene.



Timer Control

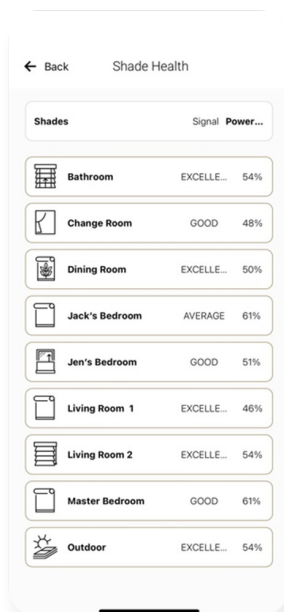
Activate or deactivate timers by pressing on the Tile itself. Pause and un-pause timers with the pause all timers button on the top.

SHADE HEALTH, HELP, & OTHERS



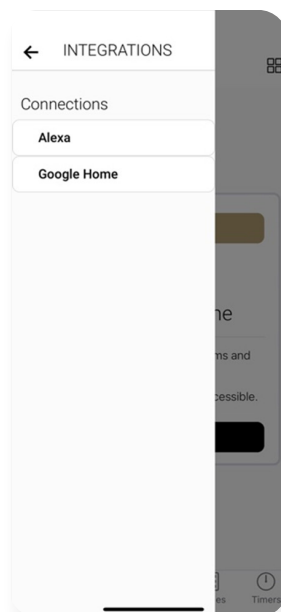
Main Menu

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



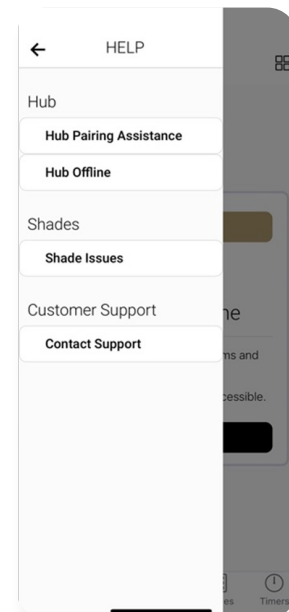
Shade Health

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



Excellent

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



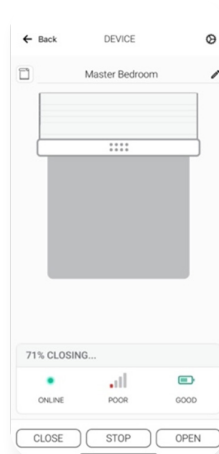
Good

Shades with GOOD Status Should perform as Normal without any issues.



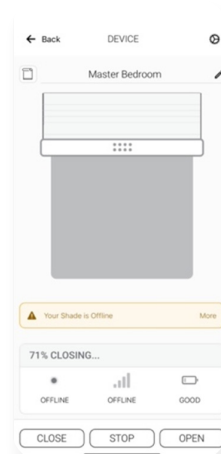
Average

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.



Poor

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












Offline

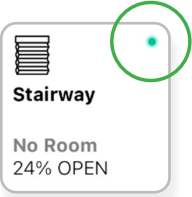


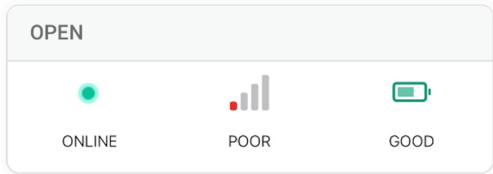

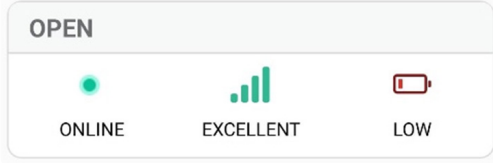



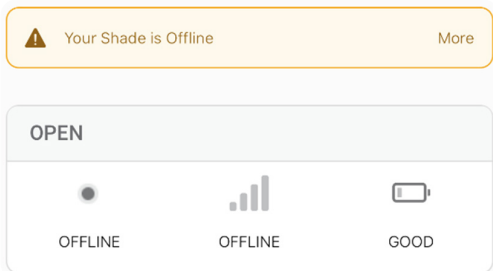


Shades with Poor signal will often show Poor or even offline Ensure shades antenna is adjusted or an additional hub is installed.

HUB LED BEHAVIOUR

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

Colour	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	Pulse 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 (Paperclip 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	Hub not connected to Wifi (check within Range or if Bumped off Wifi)
	Green LED Solid (On for 100ms and off 100ms)	While Pressing P Button on Hub Clear Cache and Ready for Pairing
	LED is Off	Hub is not connected to Power

SHADE HEALTH INDICATORS

Indicator	Shade Screen	Solution	Additional Solutions
 <p>Stairway</p> <p>No Room 24% OPEN</p>		System is operating as normal	If some shades don't operate or a timer has not run those shades may be offline.
 <p>Kitchen</p> <p>Kitchen OPEN</p>		Poor Signal Adjust antenna and/or hub position.	<div> 35% <p>Shades with low battery percentages may not function correctly. Try changing the battery.</p> </div>
	 	Low Battery Recharge battery.	<div>  <p>Shades with low signal strength may need the Hub to be repositioned closer.</p> </div> <div>  <p>Ensure the Hub is placed flat and in open sight</p> </div>
 <p>Dining Room</p> <p>No Room OPEN</p>		Shade Offline Operate shade from remote, power cycle the hub.	<div>  <p>Adjust the Motor antenna cable for better reception</p> </div> <div>  <p>Install a second Hub if required</p> </div>

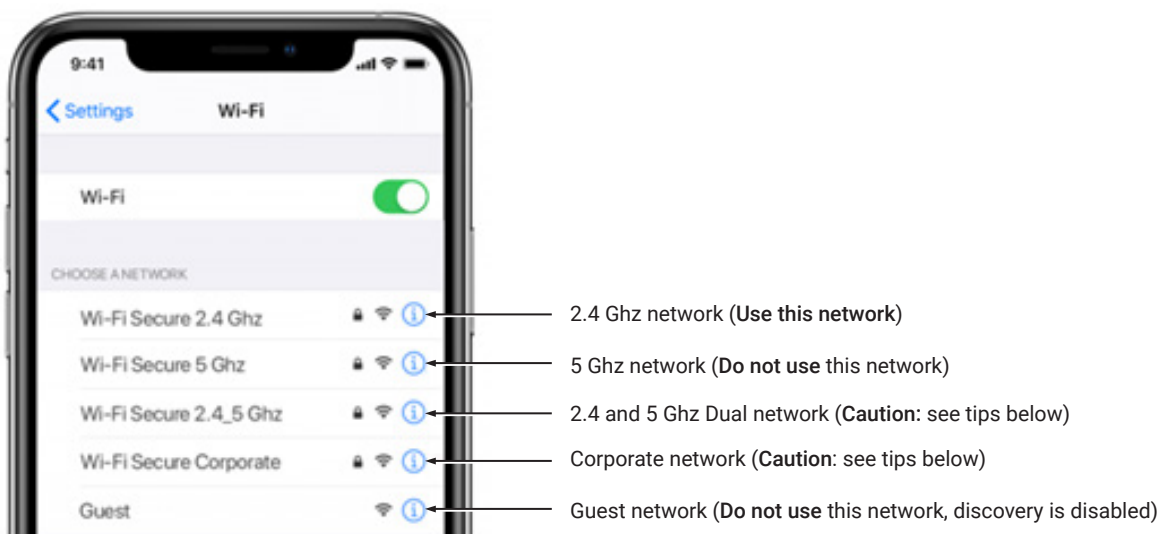
TROUBLESHOOTING INFORMATION

Not all Networks are compatible with the Pulse PRO

INCOMPATIBLE NETWORKS – WIRELESS

- 2.4 GHz Networks only
- The Pulse PRO must be connected to a 2.4 GHZ network
- The Pulse PRO CANNOT connect to a 5 GHz Network

COMMON WIFI SETUPS



5 GHZ NETWORKS

The Automate Pulse PRO Hub is not compatible with these networks. Turn OFF Autojoin to the 5 GHz network and 'Forget' that network. Connect to the 2.4 GHz network. (Only during the hub pairing process).

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 hub pairing process will fail.

RESOLUTION

Option 1

You can temporarily disable the 5ghz band in the Modem or Router settings while pairing the hub. 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 or your modem or router, create a hotspot with another device, name the hotspot and password identical to your dual-band network. Pair the hub to the hotspot. Now turn your modem back on and turn the hotspot off. This will allow you to connect to the Dual WiFi Network.



Current Wi-Fi Network



Temporary Hotspot

MULTIPLE ACCESS POINTS

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

Resolution

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 hub to the hotspot. Now turn your modem back on and turn the hotspot off. This will allow you to connect to your WiFi Network.

The 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 Pulse PRO 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 hub. Then go ahead and return settings as normal

Common Mesh Systems:

1. Google Nest WIFI
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

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 hub.

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 several 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 hub 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 hub 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 hub 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 HUB OR SHADES PERFORM BETTER?

You have two options; you can move the hub 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

The Automate Pulse PRO Hub is not compatible with these networks. Turn OFF Auto join to the 5 GHz network and 'Forget' that network. Connect to the 2.4 GHz network. (Only during the hub pairing process).

Our motors can send and receive signals, it may be the hub sends the signal without any issues but it may be when the motor sends the hub 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.

I've adjusted the antenna and it's improved, but it's still not satisfactory.

Move the Hub

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

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

In some cases, moving the hub 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 hub into a power bank that allows you to place the hub anywhere while testing.

Tips	Potential result
Always deploy the hub in a horizontal position. The hub antenna was designed to have a better performance to spread the signal when the hub is placed horizontally.	Could add +/- 5- 15% strength
Ensure the hub is in the open environment and not covered	Could add +/- 5- 15% strength
Simply rotating the hub 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 hub a foot or two higher and check again. If the hub is too high, maybe move it lower. 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
Then more drastic things you can do is move the hub closer to the affected shade. Often problematic shades (a lot of interference) need to be a lot closer than others. 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 from the hub 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 hub 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 hub which may mean 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 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 hub.

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.

CHANGE 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.

PULSE PRO OFFLINE ASSISTANCE

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 Wifi 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 hub is not able to detect the Wifi network it was configured to. This often happens because the hub is placed too far away from your Wifi router. Try reconnecting your hub closer to your Wifi router with as few obstructions as possible. Be mindful that moving your hub can reduce the signal strength to some of your paired shades. RF repeaters or an additional hub may be required if you notice reduced performance from your shades after moving your hub.
- No light illuminated on your hub means the hub is not getting adequate power. Ensure you are powering the hub with the included Micro USB cable and power brick. Ensure the hub 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 hub's internet connection. These include:
- Router IP limits. Some Wifi 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 hub 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 hub from properly connecting to the internet. Try whitelisting your hub'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 hub is connected to your Wifi router via an ethernet cable, ensure you have a solid connection. Try connecting to a different ethernet port on your Wifi router if available. If you are connecting your hub 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.