

Setup Instructions for iOS & Android



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

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

THE APP ALLOWS FOR:

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

GETTING STARTED

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

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

WIRELESS LINK TECHNICAL SPECIFICATIONS

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

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

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

CAPABILITIES

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

WHAT'S IN THE BOX?



A.
The Shade Store
Wireless Link



B.
USB Power
Supply



C.
32" (80cm) USB
Power Cord



D.
Ethernet cable



E.
Quick Start Guide

UNPACKING THE WIRELESS LINK



1. Unpack The Shade
Store Wireless Link.



2. Check the box contents.



3. Plug the USB Cord
into the Power Supply.



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



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

APP NAVIGATION




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

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


iOS - APP SIGNUP

STEP 1 – Open the App




Open The Shade Store V2 mobile App.

STEP 2 – Sign Up




If required, create a new account. Select Sign Up on the Top Right corner of the screen.

STEP 3 – Sign Up



Creating an account will require an email address and password.

STEP 4 – Sign In




If you already have an account Log in with your account information.

iOS - QUICK START SETUP


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

STEP 1 – Quick Start




Please power up the Hub then follow the Quick Start guide. Select "YES". (Ensure there are locations present).

STEP 2 – Add Location




Select New Location followed by next.

STEP 2a – Name Location



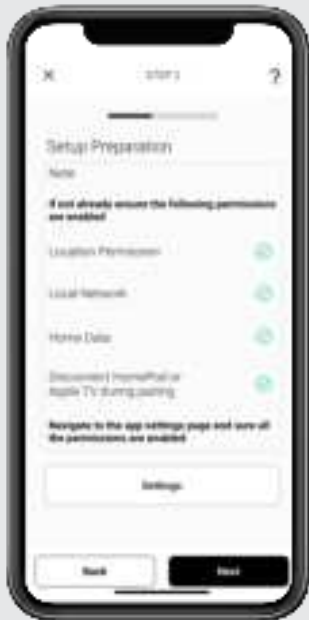
Name your location with your desired name.

STEP 3 – Select Location



Now select newly created location and press Next.

STEP 4 – Prepare for Setup



Confirm all of your permissions are enabled.

STEP 5 – Select Hub Type



Select New Hub and press Next.

STEP 6 – Choose Method



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

STEP 7 – Select Your Hub



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

STEP 8 – Wi-Fi Backup



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

STEP 9 – Wi-Fi Password



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

STEP 9a – Saving Wi-Fi



On this screen, wait momentarily as Wi-Fi credentials are being saved.

STEP 10 – Scan QR code



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

STEP 10a – Scan QR code



Scan the QR Code on the bottom of the Wireless Link to sync with HomeKit.

Step 10 HomeKit Discovery



Select Add to Home.

STEP 11 – HK Location



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

STEP 12 – Name Hub



Enter a unique name for your Wireless Link to be identified in Homekit.

Step 13 – Select Time Zone



Select your time zone and press Next.

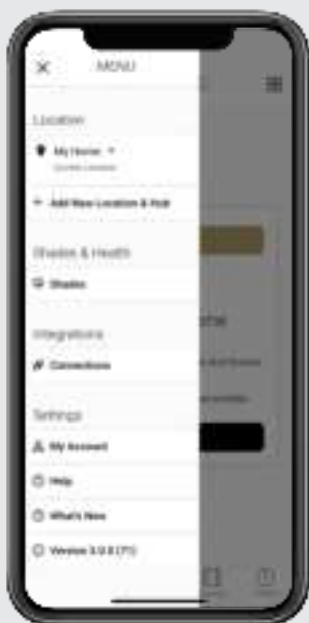
STEP 14 - Success



Wireless Link has been successfully paired.

ADDING ADDITIONAL WIRELESS LINK TO EXISTING LOCATION

STEP 1 - Configure a Hub



Select menu then the desired location.

STEP 2 – Add Hub



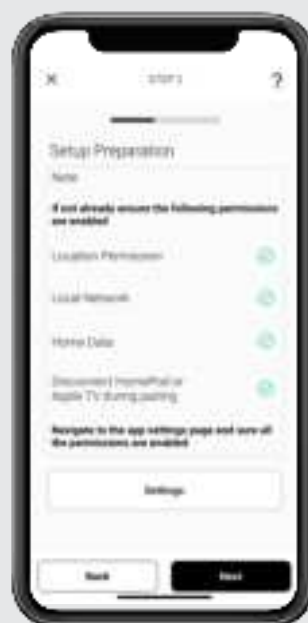
Click on "ADD ANOTHER HUB" to start the process to setting up your Hub on the App.

STEP 3 – Select Location



Select location to add this Hub to.

STEP 4 –Prepare for Setup



Ensure all of your permissions are enabled.

STEP 5 – Hub Type



Select New Hub and press Next.

STEP 6 – Choose Method



For this setup, we are using PAIR HUB WITH Wi-Fi method. For Cable pairing method, refer to previous section i.e. "iOS - Quick Start Setup".

STEP 7 – Scan QR code



Scan QR code which is at the bottom of the Wireless Link.

STEP 7a – Scan QR code



Scan the QR Code on the bottom of the Wireless Link to sync with HomeKit.

Step 8 - HomeKit Discovery



Select add to Home.

STEP 9 – HK Location



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

STEP 10 – Name Hub



Enter a unique name for your Wireless Link to be identified in Homekit.

Step 11 – Select Time Zone



Select your time zone and press Next.

STEP 12 - Success



Wireless Link has been successfully paired.

CONFIGURATION IN APPLE HOMEKIT – MANUAL OR SCANNED

STEP 1 – Open HomeKit App



Open the Home App.

STEP 2 - Scan Hub



Scan the QR code at the bottom of the Wireless Link. If the Code does not scan, select "I don't have a Code or cannot scan".

STEP 3 – Select Hub



Select the TSS Wireless Link ... Device.

STEP 4 – Manual Code Entry



Manually enter the 8-digit code located underneath the Wireless Link.

STEP 1 –Select Hub Location



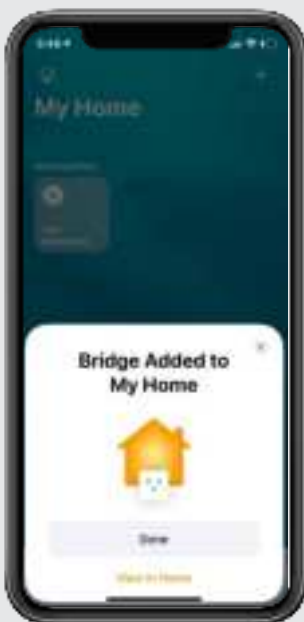
Select the location where the Wireless Link will be installed.

STEP 2 - Configure a Hub



Enter a unique name for your Wireless Link.

STEP 3 - Configure a Hub



Setup complete select view in Home.

STEP 4 - Configure a Hub



Verify Wireless Link.

ANDROID – APP SIGN UP

STEP 1 – Open the App



Open The Shade Store V2 mobile App.

STEP 2 – Sign Up



If required, create a new account. Select Sign Up on the right tab of the screen.

STEP 3 – Sign Up



Creating an account will require an email address and password.

STEP 4 – Sign In



If you already have an account, log in with your account information.

ANDROID – QUICK START SETUP

NOTE: Wi-Fi only via a 2.4GHZ connection.
Refer to troubleshooting for more information.

STEP 1 – Quick Start



Please power up the Hub then follow the Quick Start guide. Select "YES".

STEP 2 – Add Location



Select new location and press next.

STEP 3 – Location



Create a location name like "My Home".

STEP 4 – Location



Select the location you have just created.

Step 5- Prepare for Setup



Ensure from settings that Location permission is allowed.

STEP 6 – Hub Type



Select New Hub and press Next.

STEP 7 – Choose Method



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

STEP 8 – Select Time Zone



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

STEP 9 – Select Your Hub



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

STEP 8 – Wi-Fi Backup



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

STEP 9 – Wi-Fi Password



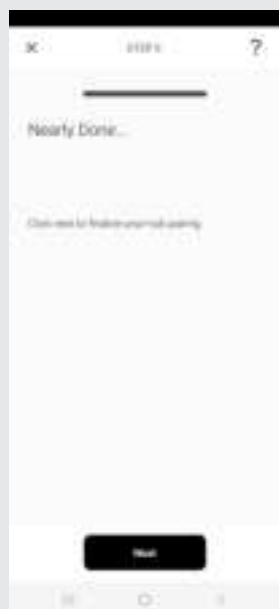
Put in the password for your Wi-Fi which is on the router the Hub is connected to and enter Next.

STEP 10 – Connecting



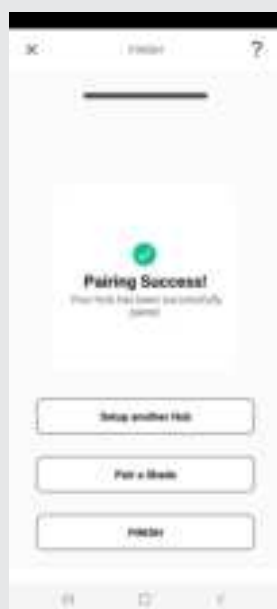
Now screen will show connecting your Hub and it connects Hub with internet.

STEP 11 – Nearly Done



Almost done, press Next on this screen.

Success



Complete. Now pair another Hub or start adding shades.

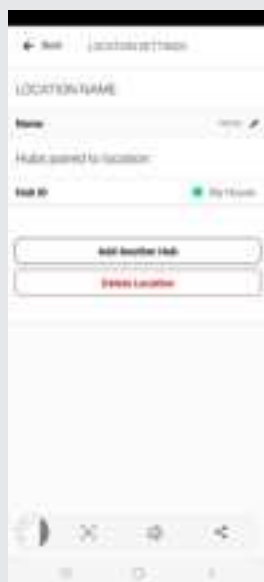
ADDING ADDITIONAL WIRELESS LINK TO EXISTING LOCATION (OR PAIR HUB WITH WI-FI)

STEP 1 - Configure a Hub



Select menu then the desired location.

STEP 2 – Add Hub



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

STEP 3 – Select Location



Select location to add this Hub to.

STEP 4 –Prepare for Setup



Ensure location permissions is enabled.

STEP 5 – Hub Type



Select New Hub and press Next.

STEP 6 – Choose Method



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

Step 7 – Select Time Zone



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

STEP 8 - Connection



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

STEP 9 – Connection



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

STEP 9a – Connection



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

STEP 10 – Connection



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

STEP 11 – Credentials



Now enter the current Wi-Fi credentials carefully and select next.

STEP 12 – Connection



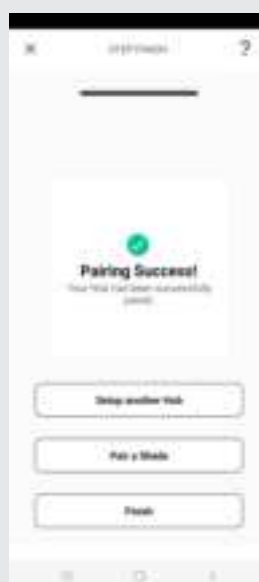
Ensure current connection is Home Wi-Fi and press Next.

STEP 13– Cloud Sync



Connecting...

Success



Complete. Now pair another Hub or start adding shades.

CREATING A LOCATION

STEP 1 – Add Location



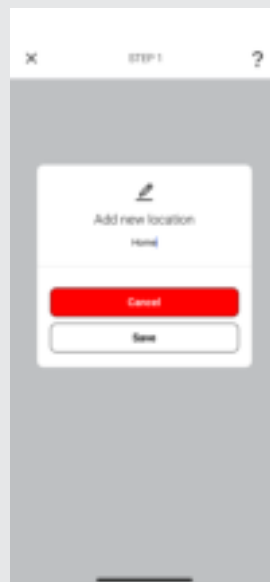
Open the App from the home screen and select the menu button, click "ADD NEW LOCATION & HUB".

STEP 2 – Add Location



Select new location and press next.

STEP 3 – Update Name



Change description of the location.

STEP 4 –Toggle

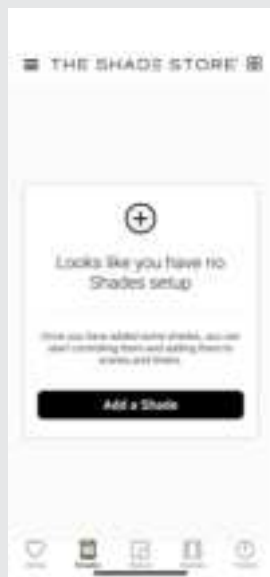


Select the location icon, and Long press the location to change the locations.

HOW TO PAIR A MOTOR TO THE APP

During the setup, the Wireless Link may need to be moved room to room during the pairing process. We recommend setting up your motors with a remote prior to syncing with the App.

STEP 1



On the Shades screen, select the 'Plus' icon to add a new shade.

STEP 2 – Select Hub



From the list select the Hub you wish to pair the motor to.

STEP 3 – Device Type



Select which device type best represents your shade. (**NOTE:** This can't be changed later).

STEP 4 – Name Shade



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

STEP 5 – Name Shade



Type the custom name and select save.

STEP 6 – Name Shade



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

STEP 7 – Prepare Hub



Ensure the Hub is close by then press next.

STEP 8 – Pair Method



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

STEP 6 – 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".

STEP 7 – Pair without Remote



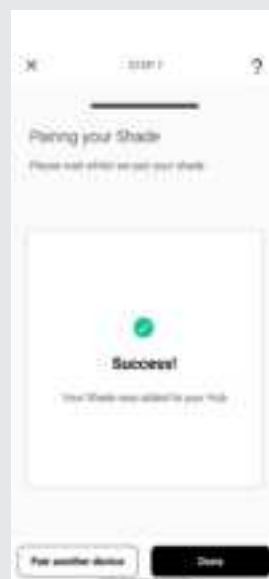
Press and hold the P1 button on the motor head ~2 seconds. The motor will jog up and down once and you will hear one audible beep. Press 'PAIR' on the app screen. Then press next.

STEP 8 – Pair a Shade



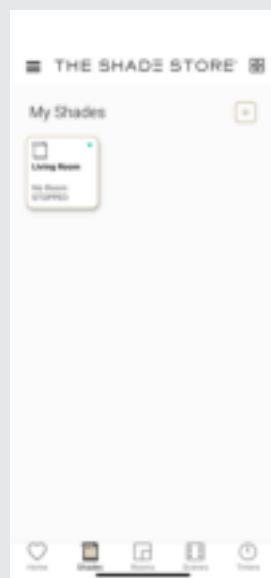
Wait as the App connects and pairs your shade. The shade will respond that its been paired.

STEP 9 – Success



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

STEP 10 – Check



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

STEP 11 – Check Details



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

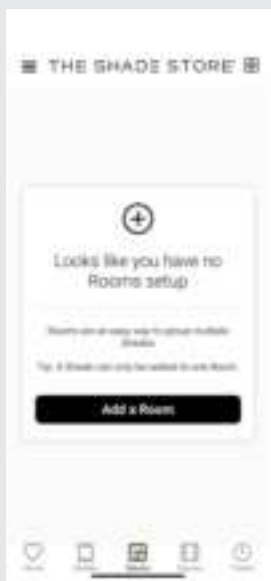
STEP 12 – Shade Ready



Additional shade settings.

HOW TO CREATE A ROOM

STEP 1 – Create a Room



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

STEP 2 – Create a Room



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

STEP 3 – Create a Room



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

STEP 4 – Create a Room



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

STEP 5 – Create a Room

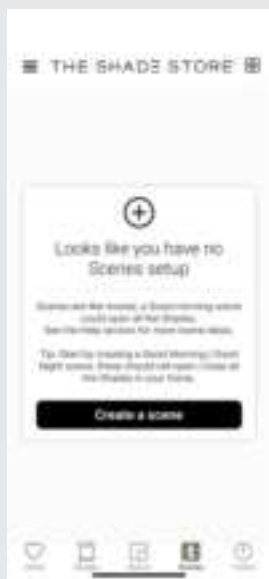


Select all the shades associated to that room. Then press Save.

HOW TO CREATE A SCENE

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

STEP 1 – Create a Scene



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

STEP 2 – Create a Scene



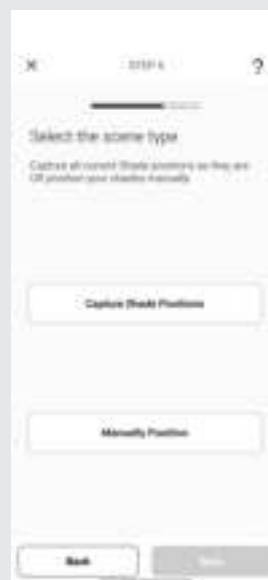
Select the Scene name from the list or create a custom name. Press next.

STEP 3 – Create a Scene



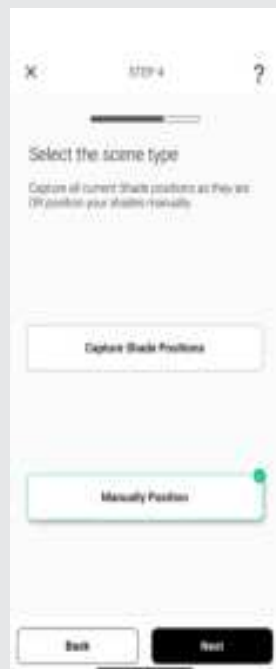
Select the Scene Image that best suits your scene.

STEP 4 – Create a Scene



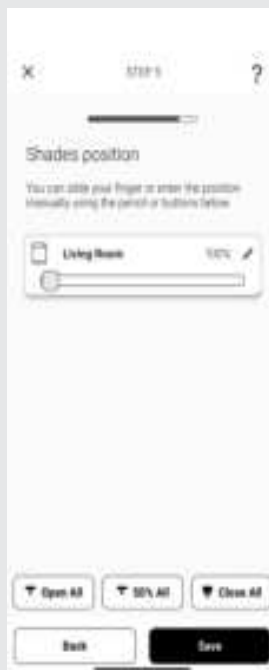
Either the current positions of the shades or Create a manual scene with manually setting the positions.

STEP 5 – Create a Scene



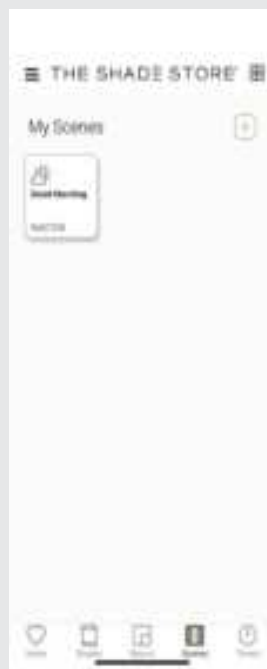
Select and press next.

STEP 6 – Manual Scene



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

STEP 7– Manual Scene Creation



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

Start from Step 5

STEP 8 – Automatic Scene



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

STEP 9 – Save Scene

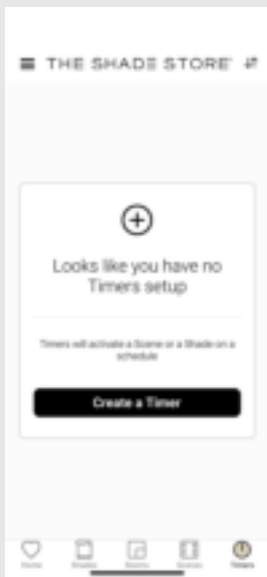


Note the current positions of the shades and select Done to save that as a scene.

CREATING TIMERS

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

STEP 1 – Create a Timer



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

STEP 2 – Create a Timer



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

STEP 3 – Create a Timer



Select the Timer Image best suited.

STEP 4 – Create a Timer



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

STEP 5 – Create a Timer



Select the appropriate scene that that timer will activate

STEP 6 – Create a Timer



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

STEP 7 – Create a Timer



If timed select the time and press the green tick.

STEP 8 – Create a Timer



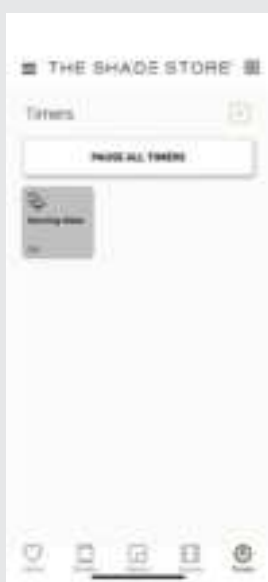
Select the days of the week that timer will be active and select Save.

STEP 9 – Create a Timer



Create another timer or select No Thanks.

STEP 10 – Create a Timer



Your timer has now been created and switched on.


USER MANUAL

TILE CONTROL

<div>One-Tap Control</div> <div></div> <div>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.</div>	<div>Predictive Control</div> <div></div> <div>If the shade is in the middle, a single tap will open or close the shade depending on the time of the day (6am–4pm, it will open; other times, it will close).</div>	<div>Stop Controls</div> <div></div> <div>Double-tap a Shade Room or Scene to stop the shades.</div>	<div>Long Press Shade</div> <div></div> <div>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.</div>
<div>One-Tap Room Control</div> <div></div> <div>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.</div>	<div>Further Room Control</div> <div></div> <div>Long press on any Tile, will allow additional or individual control to shades in that room. Touch the tile to control a shade individually.</div>	<div>Scene Control</div> <div></div> <div>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.</div>	<div>Timer Control</div> <div></div> <div>Activate or deactivate timers by pressing on the Tile itself. Pause and un-pause timers with the pause all timers button on the top.</div>


SHADE HEALTH, HELP & OTHER

Main Menu




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

Shade Health




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

Integrations



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

Help



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

SIGNAL STRENGTH

SIGNAL EXCELLENT



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

SIGNAL AVERAGE



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

SIGNAL GOOD



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

SIGNAL POOR



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










OFFLINE














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

WIRELESS LINK LED BEHAVIOR

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

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

SHADE HEALTH INDICATORS

Indicator	Shade Screen	Solution	Additional Solutions
		System is operating as normal	<p>if some shades don't operate or a timer has not run those shades may be offline.</p>
		Poor Signal – Adjust antenna and/or Wireless Link position.	<p>35% Shades with Low Battery Percentages may not Function Correctly. Try Charging the Battery</p> <p> Shades with Low Signal Strength may need the Hub to be Repositioned Closer.</p>
		Low Battery – Recharge battery.	<p> Ensure Hub is Placed Flat and in Open Sight</p> <p> Adjust Motor Antenna Cable for Better Reception</p>
		Shade Offline – Operate shade from remote, power cycle the Wireless Link.	<p> Install a Second Hub if Required</p>



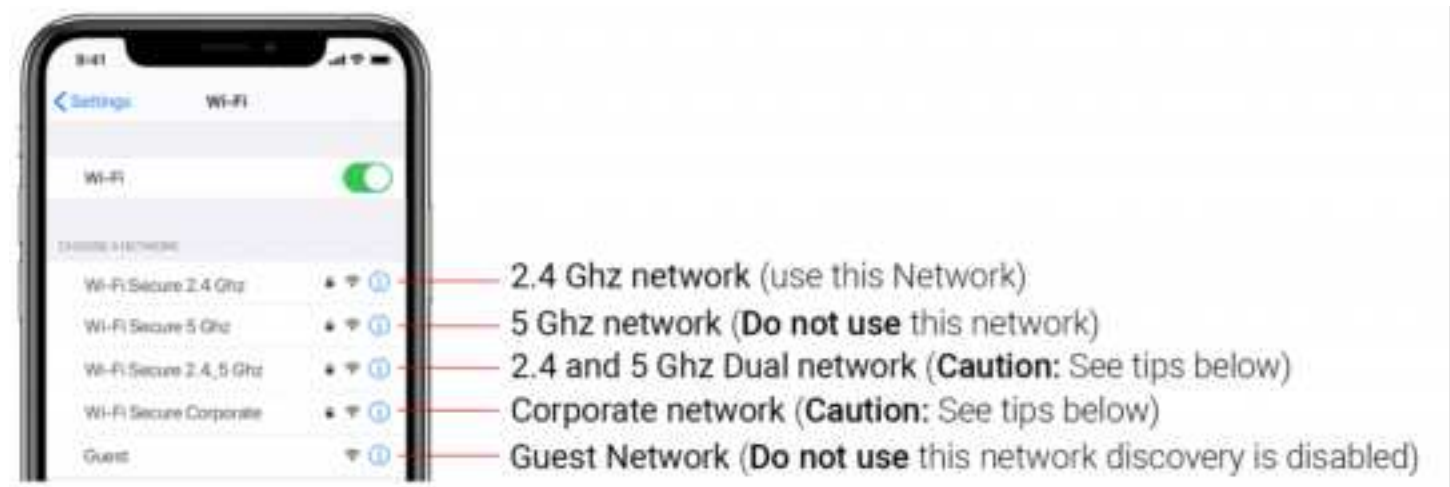
Troubleshooting Information

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

INCOMPATIBLE NETWORKS – WIRELESS

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

5 COMMON WI-FI SETUPS



5 GHz NETWORKS

To set up your Wireless Link on a 5GHz only network, please pair using a direct ethernet connection.

DUAL-BAND NETWORKS

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

RESOLUTION FOR DUAL NETWORKS

Option 1

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

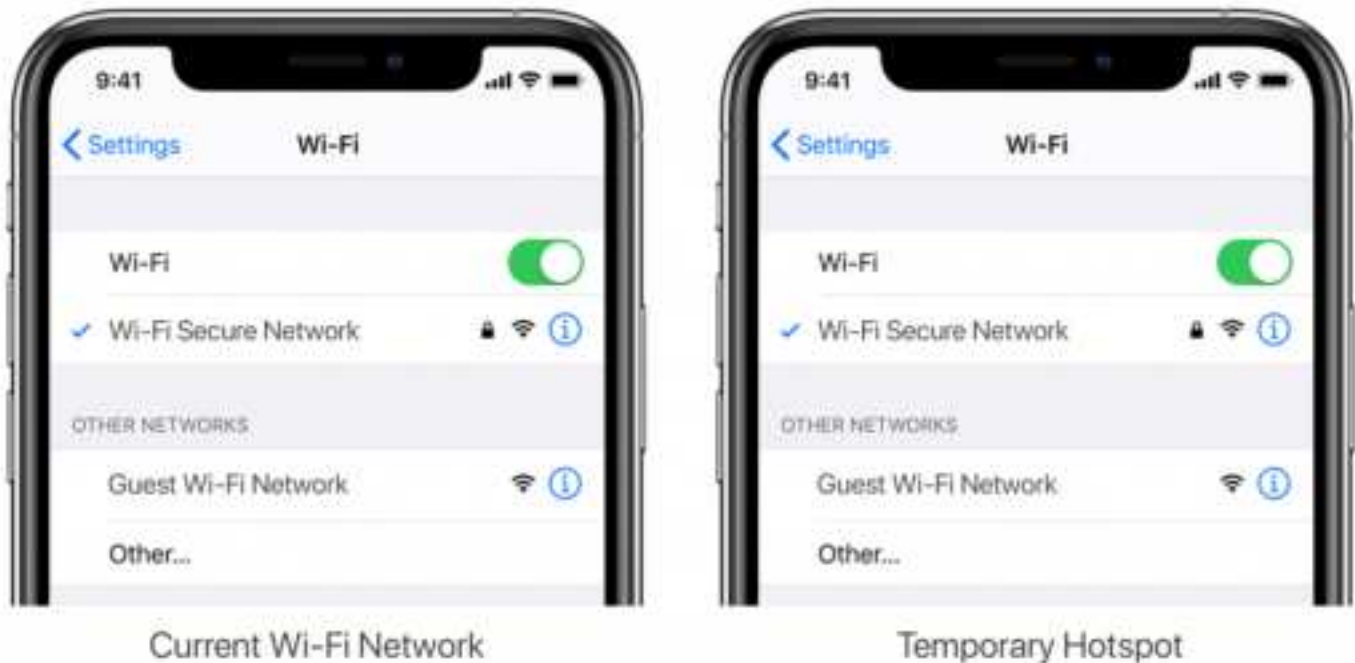
Option 2

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

Option 3

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

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



RESOLUTION FOR MULTIPLE ACCESS POINTS

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

Option 1

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

Option 2

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

Network security settings could be interfering with the setup process.

Ensure you are NOT on the Guest network. Guest networks have discovery mode switch off and is troublesome.

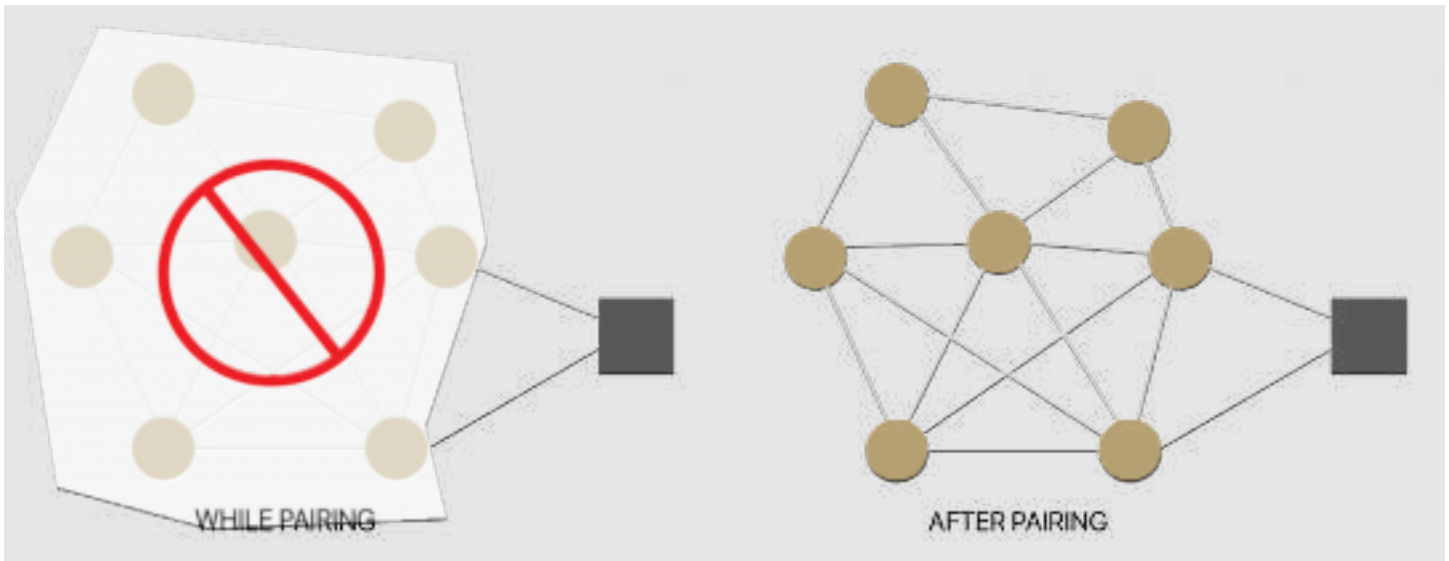
GUEST NETWORK

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

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

SMART MESH NETWORKS

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



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

Common Mesh Systems:

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

SHADE ISSUES

Understanding Wireless Signal Strength

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

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

To explain signal strength in simple terms, talking to a friend at 50db in a library will mean your friend will have no problem hearing you even if he/she is 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 Wireless Link closer to the shade and remove the interference or boost the signal.

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

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

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

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

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

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

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

Interference or low signal can be attributed to the following;

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

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

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

ADJUSTING THE MOTOR ANTENNA

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

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

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

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

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

MOVE THE WIRELESS LINK

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

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

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

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

REPEATERS

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

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

Tips

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

CHARGE YOUR MOTOR

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

Wireless Link Offline Assistance

Your Wireless Link should always be connected to the internet.

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

LEGAL

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

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

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) L'appareil ne doit pas produire de brouillage;
- 2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

Les antennes installées doivent être situées de façon à ce que la population ne puisse y être exposée à une distance de moins de 20 cm. Installer les antennes de façon 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.