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R-TEC RJ45 Integration Support Apple HomeKit Instruction Manual

Contents

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Integration Support – Apple® HomeKit

HomeKit – Your home at your command.

With the Home app, you can easily and securely control your HomeKit accessories from all your Apple devices.
Turn off the lights, see who's at the front door, adjust your
living room shade, turn up the music and so much more. The Home app makes all your connected devices work
harder – and smarter – for you.

 About Apple

HomeKit Apple HomeKit works with the R-TEC Hub to take control of your window treatments with your voice and
Siri.
No matter which compatible accessories you choose, the Home App makes it easy to set up and control all of
them, all from one place.

 G**etting Started**

Before connecting Savant to your R-TEC Hub, please ensure the R-TEC Hub and window treatments are working.
In order to control your window treatments with your voice, you will need the following:

- R-TEC Hub already setup and working

- R-TEC Automation® App and account

- Working window treatments with your R-TEC Automation® App

- Apple® HomeKit account and a compatible Siri device

The R-TEC Hub is a rich integration that supports discrete window treatment control and features a two-way
communication system offering real time window treatment position and battery level status. The R-TEC
Hub supports Ethernet Cable and Wireless Communication for home integration using the RJ45 port conveniently
located on the back.

Controlling Your R-TEC

Automation® Window Treatments Through Siri To create a seamless experience for hands free voice activation, consider the natural way you and your family would call a shade on any Siri enabled device. You may want to consider changing the name from Shade 1 to Living room Shade in your R-TEC Automation® App.

Scene Control

HomeKit allows you to set customized scenes to activate multiple devices, ensuring your window treatments and other smart home compatible devices all work together.

Group Control

Another method of operating window treatments through HomeKit is through rooms.

The Home App groups accessories by room, so you can easily control devices in any part of your house with a tap or a click.

These rooms need to be set up in the Home App, rooms created in the R-TEC Automation® App are not transferred over to Home App.

Once that room has been created in the Home App, triggering it to operate, is as simple as asking Siri to open / close that room.

Percentage Control

An individual window treatment or group can be sent to any percentage of openness. The percentage will be based on the programmed limits on the motor.

A shade that is completely raised to its upper limit is at 0%, while a shade that is completely lowered to its lower limit is at 100%.

Example:

- To move an individual shade only a little down, simply say "Hey Siri, set Bedroom Shade to 22%."

Quick Tips

Siri responds to names created in the R-TEC Automation® App. Avoid using the word drapery or shade in the R-TEC Automation® App description.

Example: Shade 1. This will conflict when you say open all shades. If you have changed the name of your shade in your R-TEC Automation® App, please ensure you force close the R-TEC Automation® App, then reopen the App. Open the Apple Home App tocheck the names migrated to Apple Home.

Example Voice Commands

Voice Command	Expected Window Treatment Movement or Response

Close / Open <treatment name>	Treatment will close / open to top or bottom limit
Close / Open <room name> shades / drapery	Room will close / open to top or bottom limit (rooms are set up in the Home App)
Set <treatment name> to <percentage>	Treatment will move to the called percentage. 100% is open. 0% is closed.
Close / Open <treatment name> to <percentage>	Treatment will move to the called percentage. 100% is open. 0% is closed.
Close / Open <treatment name> <a little bit>	Treatment will close or open 10% of the total limit to the direction of the called limit
Close / Open <treatment name> halfway	Treatment will move to 50% from top or bottom limit
Close / Open Shades	All shades in the R-TEC Automation® App will follow the close or open command
Close / Open Draperies	All draperies in the R-TEC Automation® App will follow the close or open command
Raise / Lower Shades	All shades in the R-TEC Automation® App will follow the close or open command

Are <treatment name> open?	Siri will respond yes or no your treatment is open or closed
What's the position of <treatment name>?	Siri will respond the percentage of the treatment percentage is "x"
What's the battery percentage of <treatment name>?	Siri will respond either Critical or Normal. Normal is above 50%. Critical means recharge now.

Integration Instructions

Initial Set Up

1. Open the HomeKit App.

2. From the Home Screen, select "Add Accessory" icon.

3. Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.

4. Press the "add to home" button on the screen to proceed adding the R-TEC Hub to the HomeKit App.

5. The Hub has been added on the HomeKit App.

6. Select a name for the Hub location and press the "continue" button to move forward with the configuration.

7. Confirm or edit the Hub name and press the "continue" button to move forward with the configuration.

8. Confirm the shade device and press the "continue" button to move forward with the configuration.

Shade Location

Living Room
Bedroom (Suggested)
Dining Room (Suggested)

1 of 4 Connected Blinds

Continue

Identify

Select a name for the Shade location and press the "continue" button to move forward with the configuration.

Shade Name

Use the name provided or enter a custom name.

Roller 3

1 of 4 Connected Blinds

Continue

Identify

Confirm or edit the shade name and press the "continue" button to move forward with the configuration.

4 Shades Added to My Home

Done

View in Home

The Hub is ready to be used. Press "Done" to start using the HomeKit app to control shades.

How to Operate the Window Treatments from the Home App

1

On the Home Screen, press and hold the "Shade Icon" to start controlling your shade.

2

Move the shade to any position desired, by scrolling the light gray line to any position.

3

Open the shade, by scrolling the light gray line to the top position.

4

Close the shade by scrolling the light gray line to the bottom.
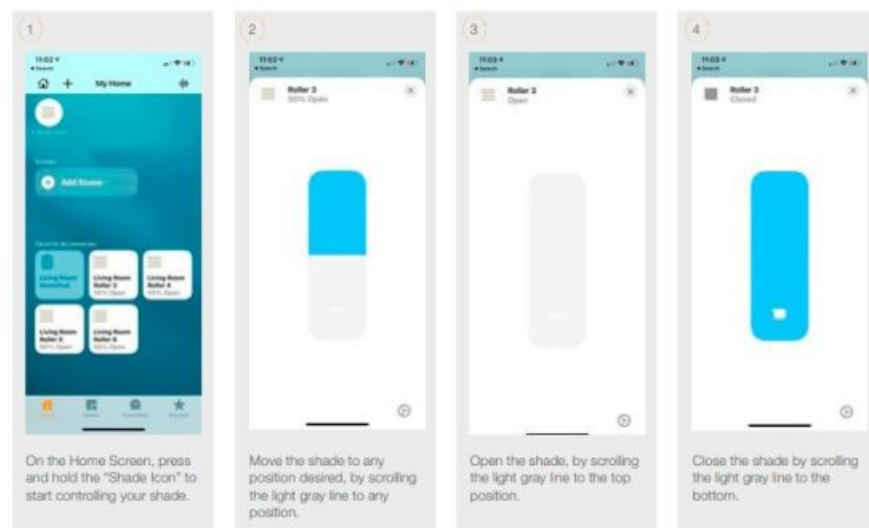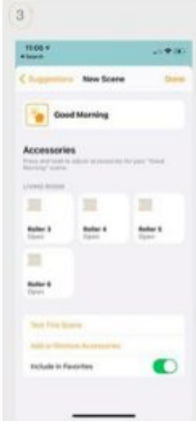
How to Create a Scene in the Home App

1. Click in the "+" and select the "Add Scene" button to begin programming your desired scene.

2. Select the suggested scene "Good Morning" in the Home App to create the scene.
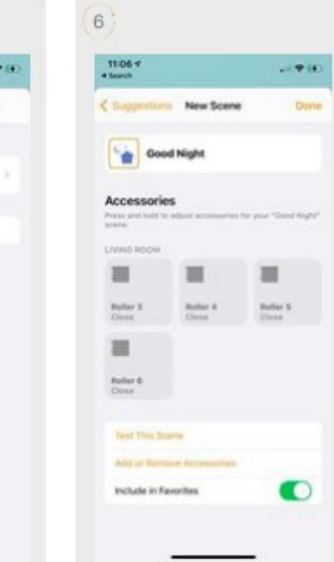
3. Move the shade to any position desired, before completing the set up to the scene.
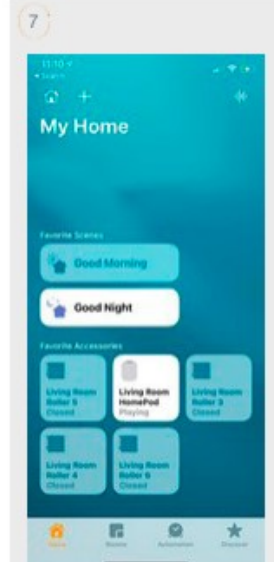
4. If you select the "Good Morning" Scene, you can Open a shade or group of shades, as have been programmed.

5. Select the suggested scene "Good Night" in the Home App to create the scene.

6. Move the shade to any position desired, before completing the set up to the scene.

7. If you select the "Good Night" Scene, you can Close a shade or group of shades, as have been programmed.
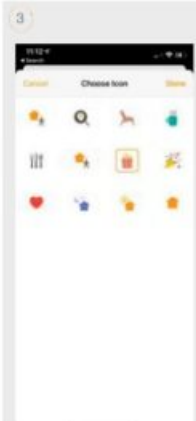
How to Customize a Scene from your R-TEC Hub
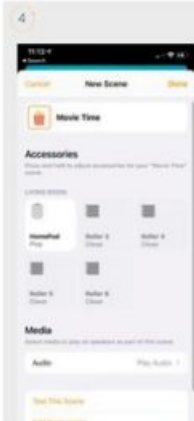
1. Click in the "+" and select the "Add Scene" button to begin programming your customized scene.

2. If you select the "Custom" Scene, you can create a customized scene for shades, with icon, name, and position desired.

3. Select the appropriate icon for the Scene.

4. Customize the name of your scene accordingly and set the desired position of your shade.

⑤

‹ New Scene   Media

Play Audio ✓
Pause Audio
Resume Audio
Adjust Volume Only

Choose Audio...

VOLUME

Use Current Volume
Set Custom Volume ✓
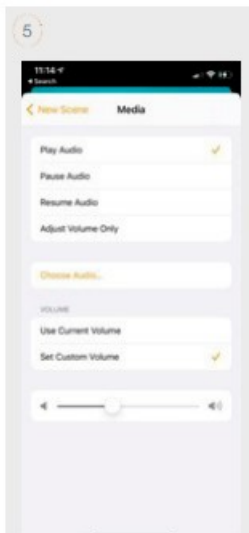
If you have any other
Homekit device available
on Home App you can
also include it into the
"Customized Scene" as the
Homepod device.

⑥

⌂ +   My Home   ✦

Favorite Scenes

Movie Time   Good Ni

Good Morning

Favorite Accessories

Living Room   Living Room   Living Room
Roller 5   HomePod   Roller 3
Closed   Playing   Closed

Living Room   Living Room
Roller 4   Roller 6
Closed   Closed
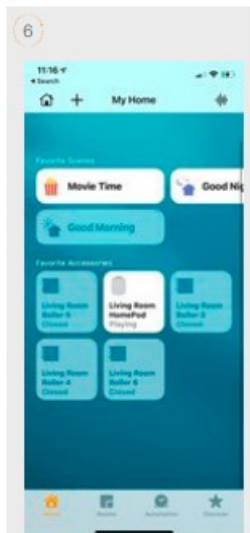
If you select the "Movie
Time" Scene, you can
move a shade or group of
shades, that have been
programmed. Also, you
can activate the Homepod
device.

How to Customize your Home App

①

Add Home   Done

Same Network

Hubs & Bridges

HOME WALLPAPER

Take Photo...
Choose from Existing

HOME NOTES
Add notes for people who are sharing your home.

If you prefer, customize
the Room color and name
according you desired.

②

‹ Back   Choose Wallpaper

HOME WALLPAPER

PHOTOS

Recents

Favorites

WhatsApp

Panoramas

Select which color or
image you want to use to
customize your Home App.

③

⌂ +   My Home   ✦

Favorite Scenes

Movie Time   Good Ni

Good Morning

Favorite Accessories

Living Room Living Room Living Room
Roller 5   HomePod   Roller 3
Closed   Playing   Closed

Living Room Living Room
Roller 4   Roller 6
Closed   Closed

Update the image the "old
color" on your Home App
as needed.

④

⌂ +   My Home   ✦

Favorite Scenes

Movie Time   Good Ni

Good Morning

Favorite Accessories

Living Room Living Room Living Room
Roller 5   HomePod   Roller 3
Closed   Playing   Closed

Living Room Living Room
Roller 4   Roller 6
Closed   Closed
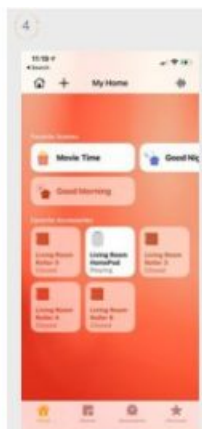
Update the image the "new
color" on your Home App
as needed.

Siri Expected Responses

On your phone, say "Hey Siri" or press and hold the side button to activate Siri for controlling your shades.

Ask Siri to open the shades.

Ask Siri to close the shades.

Ask Siri to provide you the battery level for the shades.
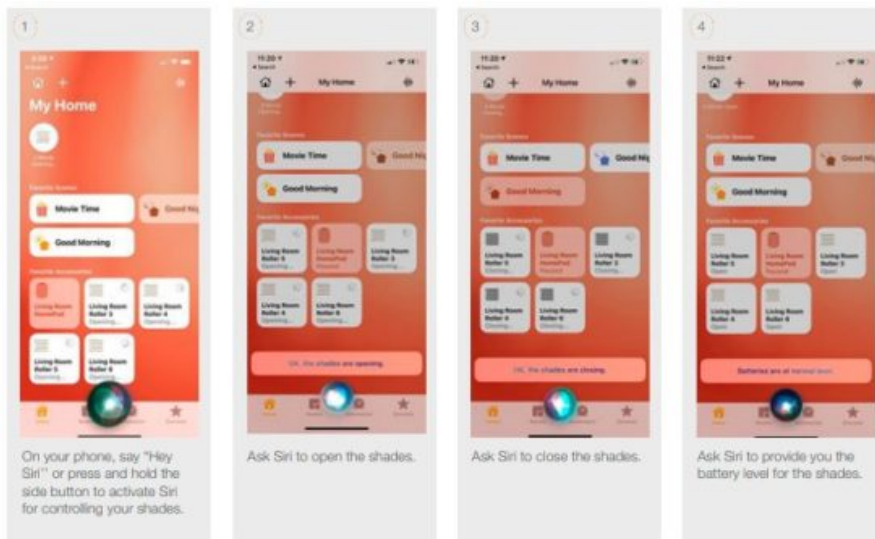
HomeKit Troubleshooting:

If you have failed to pair your R-TEC Hub to the R-TEC Automation® App or HomeKit, you may need to first remove the location in the Home App.
Here are the steps to clear the locations out of the apps.

How to Remove Locations from the R-TEC Automation® App

Open the R-TEC Automation® App.

Select location from the top left menu.

Select the location you want to delete and delete the locations.

Confirm that the Hub has been deleted from the R-TEC Automation® App.

Force Quit the app.
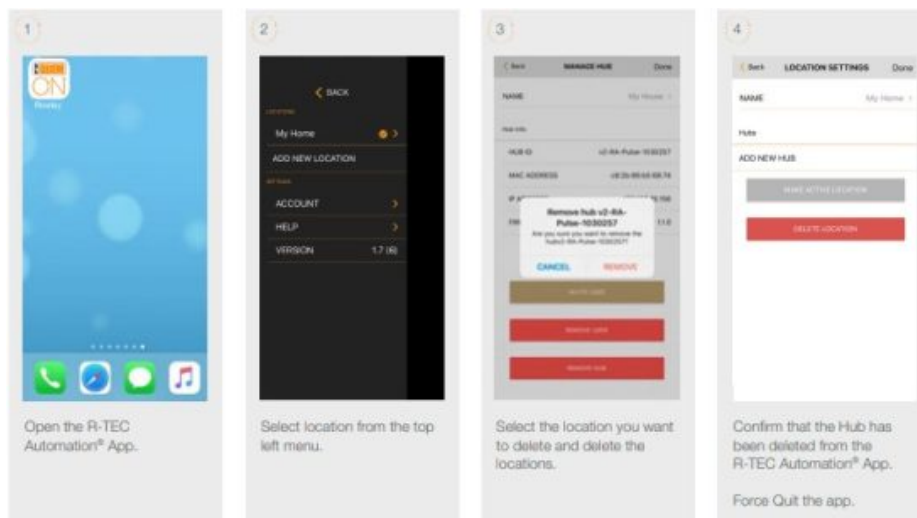
How to Remove Locations from the Home App

(1) Select Home App on your phone.	(2) Select "Home" icon in the top left and select "Home Settings".
(3) Select "Hubs and Bridges" on the list and select the RA-Pulse- XXXX device to be deleted.	(4) Delete only the RA-Pulse-XXXX device from the Living Room location.
(5) Select "Remove Bridge from Home" to proceed to delete only the R-TEC Hub from Home App.	(6) Press "Remove" button on the screen to delete the R-TEC Hub.
(7) Confirm that the other devices are still on the same Home App location as before and R-TEC Hub has been completed removed.	(8) All the other devices should still work from the same location in the Home App.

Finding the Apple Home app on iPhone, iPad, or iPod devices

In some cases the Apple® Home App may not be installed on your phone. Follow below steps install the Home App.

1	2	3

Select "Settings" and verify its installed. If it is not installed on your iPhone, download the app by visiting, apps.apple.com/us/app/home/id1110145103.
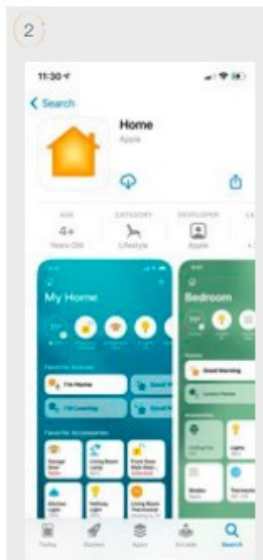
Download the Home App.
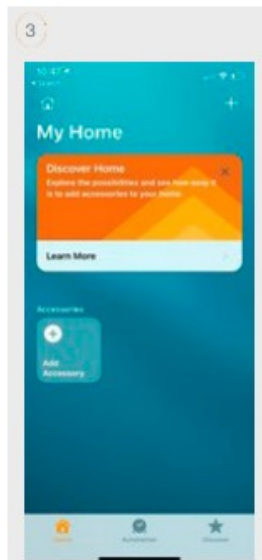
The Home App is now ready. Refer to the Initial Setup on pages 2 - 3.

Enable the HomeKit Privacy on your iPhone

In some cases, the user doesn't allow the Apple HomeKit on your phone, and it doesn't allow you pair your R-TEC Hub with the R-TEC
Automation® App. If you are facing a kind of issue, please follow the steps below.

1	2	3	4

Make sure the R-TEC Automation® App has Home Data permission. If it's not allowed, the pairing process will fail.

If it's not allowed, the R-TEC Hub will not come up, forbidding you to proceed with the pairing process.

If that happens, you can enable manually.

Select "Settings" and type HomeKit.

Press the HomeKit Privacy icon and enable the R-TEC Automation® App to work with HomeKit.

5	6	7
Press and toggle the button to enable R-TEC Automation® App to work with HomeKit.	If you are paring the Hub for the first time, you can use the "Quick Start" as a step to guide you to enable the R-TEC Automation® App to work with HomeKit.	The R-TEC Automation® App Guides you to enable the HomeKit permissions automatically.

Stuck on HomeKit – Can't Delete the Home from your HomeKit App

In some cases, the Apple HomeKit doesn't allow you to delete the home from the Home App. In order to delete the home from your HomeKit App, you need to reset your device completely and try again.

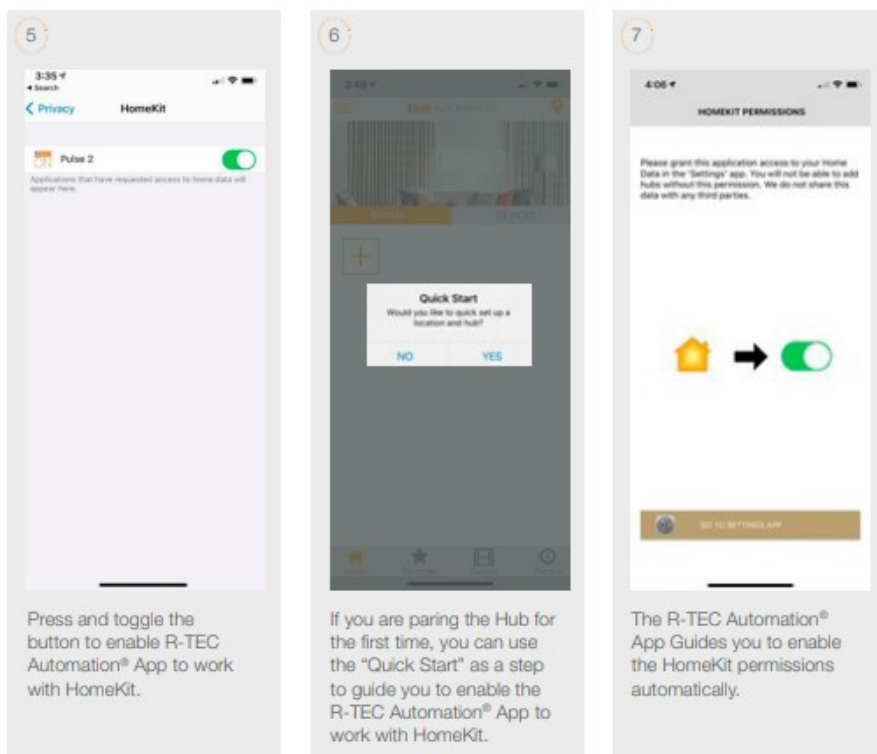| 1	2	1	2
If you cannot delete the R-TEC Hub from your Home App. Reset your device completely.	Press and Hold the Power Button for a few seconds and slide the power off button. After that, turn on your device and repeat the steps to remove the R-TEC Hub.	If you are not able to scan the QR code using the HomeKit App, check if your apple ID account has the Two-Factor Authentication ON.	Select "Settings" and go to "Password and Security," check if the Two-Factor Authentication is ON. If not, you need enable this option in order to use with HomeKit.

Can't use or scan the QR Code using HomeKit App

In order to use the HomeKit App in your devices, you need make sure that the Two-Factor Authentication is ON. If not, you can't use your
Home App to control any treatments. Follow the steps below in order to confirm that your Two-Factor Authentication is "ON" in your device.

Pair the R-TEC Hub from the Home App

It is possible to use the Home App as an alternative option to be provisioning the R-TEC Hub on the Wi-Fi and then start the configuration on the R-TEC Automation® App.

1

Press and hold the "P" button on the back of the Hub until the LED becomes green. Then, release the button. To get the Hub on pairing mode to repeat the pairing process.

2

From the Home Screen, select "Add Accessory" at the icon of the page.

3

Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.

4

The Hub is ready to be used. Press "Done" to start using the HomeKit app to control shades.

5

Select the "Hub" in your Automate App through the Home Kit pop up.

6

Select your HUB ID from that list and to proceed with the pairing process.

7

Select your respective "Time Zone and press "Next".

8

Allow the R-TEC Automation® App to use your location for daylight saving purposes and active timers.

9

Wait until the App completes the connection with the R-TEC Hub.

10

Press "Done" to finish the pairing process of your Hub using the R-TEC Automation® App.

Frequently Asked Questions

Q: What Does "HomeKit" mean for the R-TEC Hub?

A: R-TEC Automation window treatments can be operated by talking to Siri in your home if you have the R-TEC Hub connected to your Router via Lan or Wi-Fi and the free R-TEC Automation® App installed on an iOS device using iOS11.3 or higher with Apple® HomeKit. Also, you can send the commands to your window treatment operating any HomeKit-enabled products outside the home talking to Siri requires fourth Generation Apple TV or Homepod. For more information on HomeKit, visit https://support.apple.com/en-us/HT204893.

Q: Can I control my window treatments via Siri from anywhere?

A: Siri will only operate the window treatments if you are connected via local Wi-Fi. Alternatively set up a Home Pod, Apple TV or iPad as a home hub to grant you access to remotely control your HomeKit devices.

Q: What Apple hardware / software is required for HomeKit?

A: An iPhone®, iPad®, or iPod® touch with iOS 11.3 or later is required for HomeKit. You can check your iOS version in Settings > General > About > Version.
For remote access, you'll need to have a third generation or later Apple TV with software version 7.0 or later in your home or a Homepod Device. Follow the steps here to make sure you have a supported Apple TV or Homepod: https://support.apple.com/en-us/HT200008 or https://www.apple.com/homepod/.
Remote access through Apple TV may require you to log out of iCloud® and log back in on your Apple TV.
Tip: Siri® will be more responsive if you set the "Sleep After" setting to "Never" in Settings >. If you have any other issues setting up Apple TV, please contact Apple Customer Support.

Frequently Asked Questions

Q: What R-TEC Automation® hardware/software is required for HomeKit?

A: An R-TEC Hub is required, as well as the latest version of iOS R-TEC Automation® App.

Q: Do the R-TEC Hub with HomeKit features work with non-Apple smartphones & tablets (Android™)?

A: The R-TEC Automation® App for the R-TEC Hub is available for Android. However, Android devices do not have Siri and do not support third party HomeKit apps.

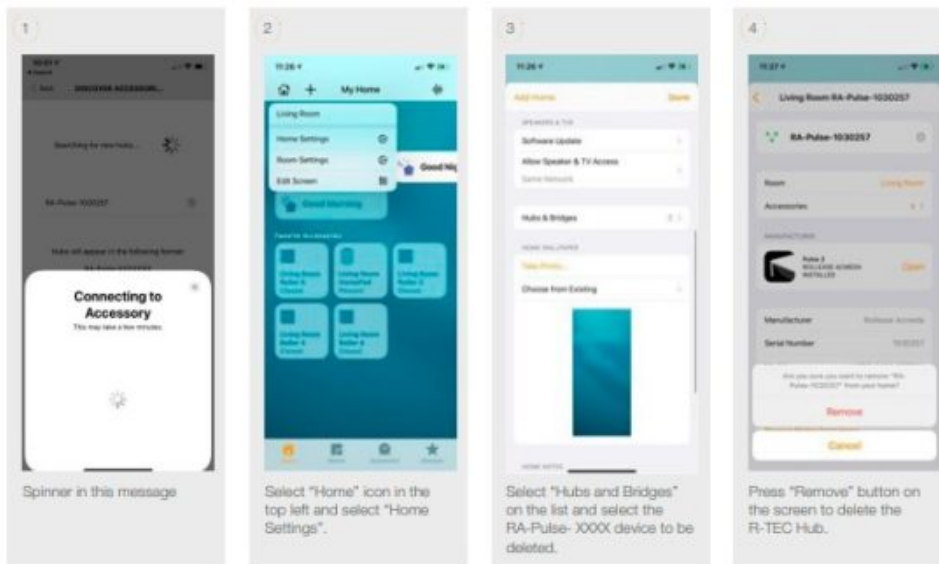**Q: Can everyone in the home use Siri from their own iOS device?**

A: Using the HomeKit App, you can share control with family and friends. And get notifications about the activity in your home so you never miss a thing.
For more information on HomeKit, visit https://support.apple.com/en-us/HT204893. Frequently Asked Questions

Q: How do I find the Apple Home App on iPhone OS 12.4.3 or below?

A: If your R-TEC Automation® App fails or with a message saying "ERROR", there is issue to connecting with your R-TEC Hub with HomeKit.
Please ensure your R-TEC Hub is removed from the HomeKit App and try again. Go to the HomeKit App (this App is on your iOS device whether you have used it or not), select the house icon in the upper left corner of the home screen, select 'Home Settings', select 'Hub Location' (Hub location is automatically added to 'Home' when pairing in app), scroll down and select 'Remove Home'. Go back to the R-TEC Automation® App and start from the beginning.

1	2	3	4
Spinner in this message	Select "Home" icon in the top left and select "Home Settings".	Select "Hubs and Bridges" on the list and select the RA-Pulse- XXXX device to be deleted.	Press "Remove" button on the screen to delete the R-TEC Hub.

If you want to start from the beginning, please ensure that you are pressing the "P" button on the back of the R-TEC Hub to repair it again either from R-TEC Automation® App or from HomeKit App.
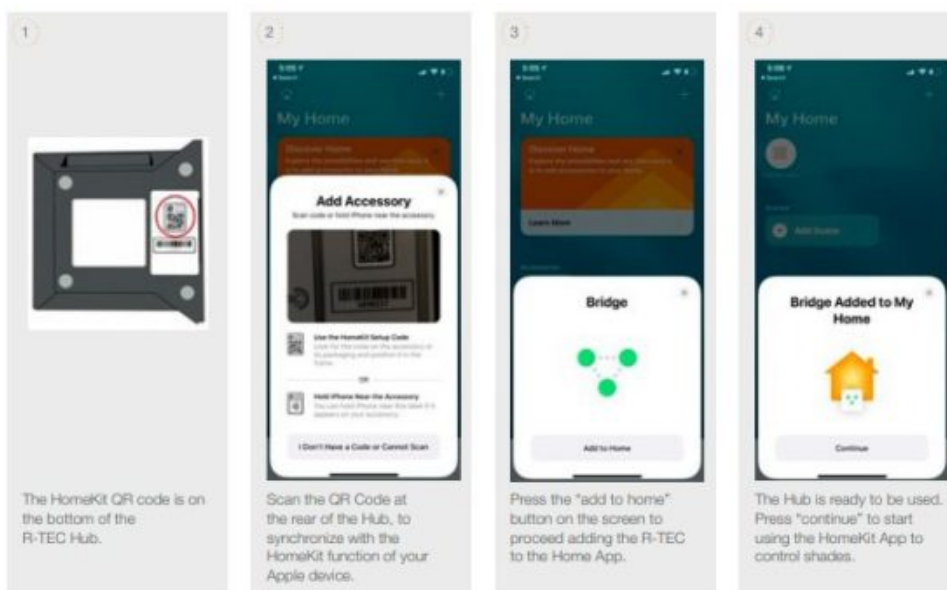

After remove, the R-TEC Hub from Home App, press and hold the "P" button on the back of the Hub until the LED becomes green. Then, release the button. To get the Hub on pairing mode to repeat the paring process.

Frequently Asked Questions

Q: Where is the HomeKit QR Code Located on the R-TEC Hub?
A: The HomeKit QR code is located on the bottom of the Hub. The house icon in the top left of the QR code represents the Home App for HomeKit.

1	2	3	4
The HomeKit QR code is on the bottom of the R-TEC Hub.	Scan the QR Code at the rear of the Hub, to synchronize with the HomeKit function of your Apple device.	Press the "add to home" button on the screen to proceed adding the R-TEC to the Home App.	The Hub is ready to be used. Press "continue" to start using the HomeKit App to control shades.

If the QR scan fails, you will be prompted to enter the setup code. This code is the eight-digit number located in the top right of the QR code.

1

Add Accessory

Scan code or hold iPhone near the accessory.

Use the HomeKit Setup Code
Look for the code on the accessory or its packaging and position it in the frame.

OR

Hold iPhone Near the Accessory
You just hold iPhone near the label if it supports on your accessory.

I Don't Have a Code or Cannot Scan

If you fail to scan the HomeKit QR Code, press "I don't have a code or Cannot Scan" to add it manually.

2

My Home

Movie Time

Select an Accessory to Add to My Home
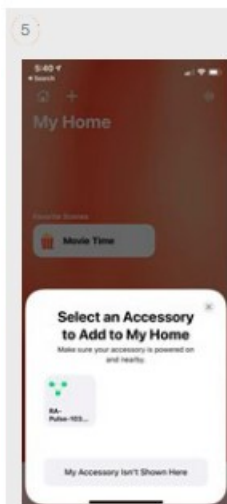Make sure your accessory is powered on and nearby.

My Accessory Isn't Shown Here

If your device still not showing up on the list, press "My accessory isn't shown here" to move to the next step.

3

My Home

Accessory Not Shown

Manual Code
You can enter the 8-digit HomeKit setup code found in the device packaging or on the device. Enter code.

Search for Accessory
If you just connected your accessory, wait a moment, then try again.

Reset Accessory
You may need to reset the accessory if it's not connecting, or if it's already connected to another home.

If You're Still Having Trouble
Try restarting the accessory or refer to the manufacturer's guide. Make sure your accessory is powered on and nearby.

Done

On the Home App screen, select "Enter Code" to enter it manually.

4

Enter HomeKit Setup Code

Look for the 8-digit code in the packaging or on the accessory.

Continue

Use Camera

1 2 3
4 5 6
7 8 9
0

Type the HomeKit Setup code available on the label on the bottom of the R-TEC Hub.

5

My Home

Movie Time

Select an Accessory to Add to My Home
Make sure your accessory is powered on and nearby.

RA-Pulse-103...

My Accessory Isn't Shown Here

The R-TEC Hub will show up as a new accessory available on Home App to be added.

6

My Home

Movie Time

**Connecting to Bridge**
This may take a few minutes.
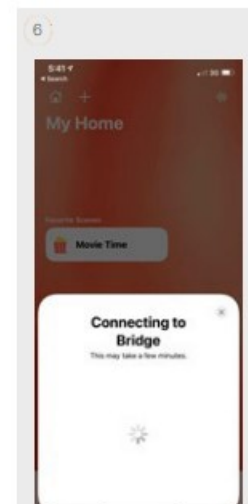
Select the R-TEC Hub and wait until the Home App complete the process to add the Hub into it.

Q: How to identify if my phone device is connected to a 2.4Ghz or 5Ghz?

A: When you use the HomeKit QR code to pair the R-TEC Hub, the app shows you if you are not connected to the proper network.

Use Home App to check and confirm if your device is connected to the 2.4Ghz network.
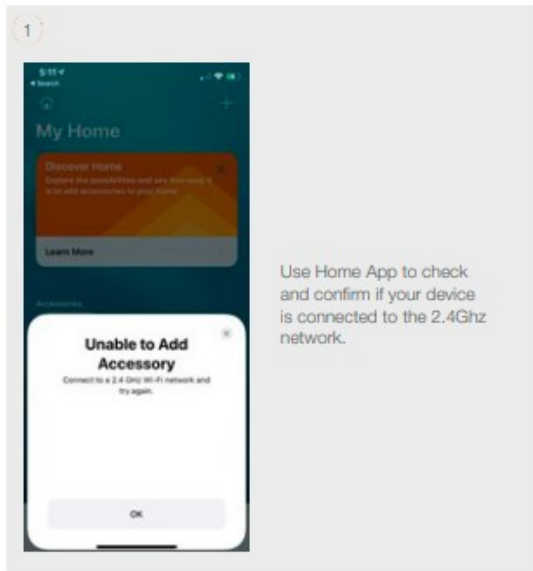
Still have Questions?

For questions about R-TEC Automation® products, contact our in-house experts at 866.985.3423.

Email us at RTECAutomation@RowleyCompany.com. For Technical Support, contact Apple at 1.800.275.2273 (US) or 1.800.263.3394 (Canada).

Read More About This Manual & Download PDF:

Documents / Resources

R-TEC RJ45 Integration Support Apple HomeKit [pdf] Instruction Manual
RJ45 Integration Support Apple HomeKit, RJ45, Integration Support Apple HomeKit

References

- **Connecting to App Store**
- **Identify your Apple TV model - Apple Support**
- **Add an accessory to the Home app - Apple Support**
- **HomePod - Apple**