

LinkPro Z

Installation Instructions



v. 1.4 | 25 October 2022

Please use this QR Code to access more documents and Video Tutorials related to the product.



LinkPro Z

Thank you for purchasing an SI product. If you have any questions or need any assistance with your LinkPro Z, we would love to help you.

Technical Support: 512.832.6939

Hours of Support: 7:30am - 5pm CST

screeninnovations.com

screensupport@screeninnovations.com

shadesupport@screeninnovations.com

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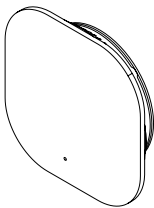
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INITIAL CONSIDERATIONS

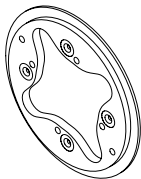
Thank you for your purchase of LinkPro Z.

This is a Zigbee Mesh Controller which operates at 2.4GHz. Minimize or eliminate any sources of RF interference and shielding. Any metal, wire, or foliage near the product can reduce or block the signal - reducing the operating range of the device. Other nearby transmitters may also cause interference.

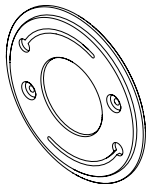
PARTS IN THE BOX



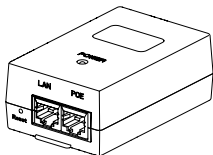
(1) LinkPro Z Unit



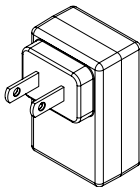
(1) Magnetic Mounting
Ring - Pre-installed



(1) Original
Mounting Ring

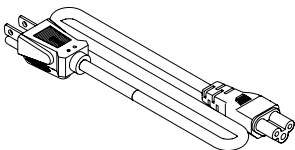


(1) 48v Passive PoE
Injector - Brick

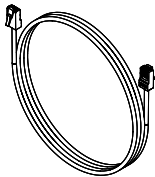


(1) 48v Passive PoE
Injector - Wall Wart

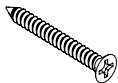
(1) TaHoma
App Quick
Start Guide



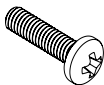
(1) Injector Power Cable



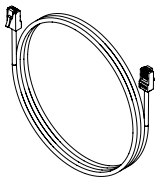
(1) 5 Meter CAT5e



(2) Mounting
Screws (PH2)



(2) Original Mounting
Ring Screws (PH2)



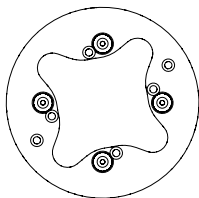
(1) 2 Meter CAT5e



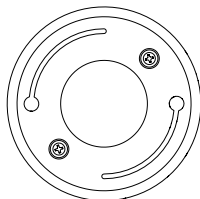
(2) Drywall
Anchors

INSTALLATION - CEILING/WALL MOUNT or MAGNETIC MOUNT

1. Position the Wall/ Magnetic mounting bracket in the desired location in the orientation illustrated.



Magnetic Mounting Ring
(preferred)



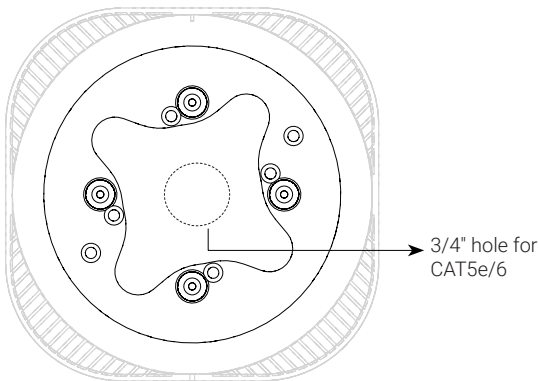
Original Mounting Ring

NOTE: Original Mounting Ring installation process is similar to Magnetic Mount. For more details contact support.

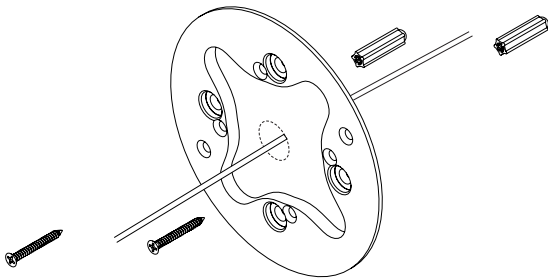
2. Mark the mounting hole locations (these holes are
- LinkPro Z - Installation

properly spaced for a standard 4/0 ceiling junction box if one is available). Drill holes using a 7/32" drill.

3. Drill a 3/4" hole in the center of the space illustrated for the CAT5e/6 cable.

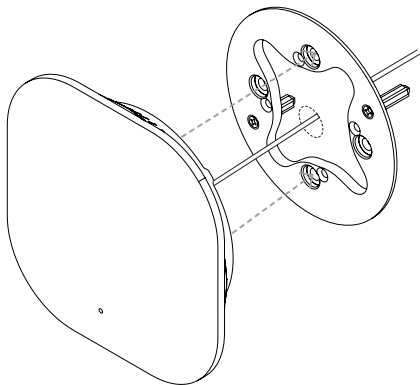


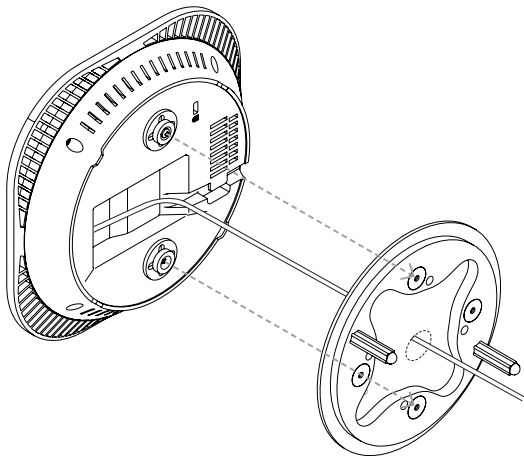
4. Gently drive the drywall anchors into the 7/32" holes. Locate your CAT5e/6 cable and pass it through the hole drilled.



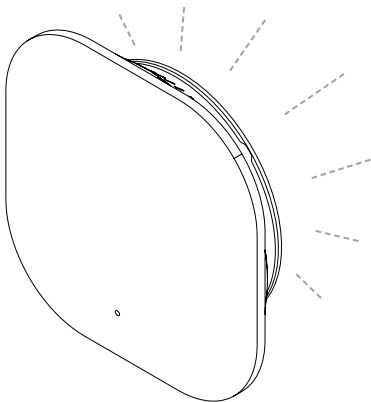
5. Mount the bracket to the ceiling using the provided Phillips screws in the orientation illustrated.

6. Plug in the LinkPro Z and align the magnets on the back of the device with two of the recessed areas illustrated below. The magnets should fit snug in the recessed areas, and the device should be flush against the bracket.

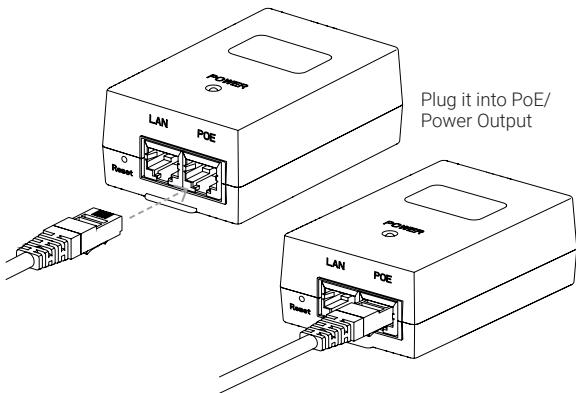




7. There should be an audible click.



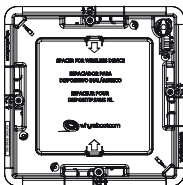
8. Now connect the other end of your CAT5e/6 to a PoE switch (sold separately)/ PoE injector (incl.)



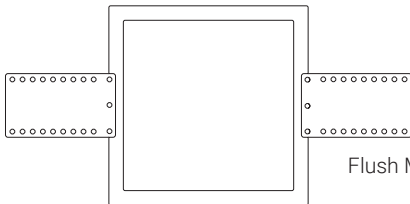
Note: A valid LAN connection is required for LinkPro Z. Connect a patch cable to the LAN port of this injector.

ADDITIONAL ACCESSORIES

(for Link Pro Z, purchased separately)



Flush Mount Kit



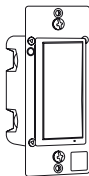
Flush Mount Kit Bracket

ADDITIONAL CONNECTIVITY PRODUCTS

(for Zigbee 3.0 Edge Routers ,
purchased separately)



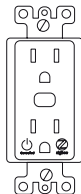
Smart Plug



Smart Light
Switch



Smart Outdoor
Plug

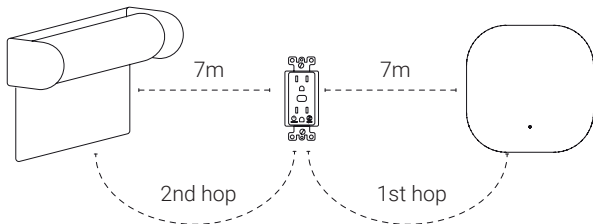


Smart Outlet

Note: For robust and low-latency Zigbee network and to improve battery performance maintain 7m between any Zigbee nodes*per room, 1 unit - up to 7 shades (every 8th shade add an additional unit).

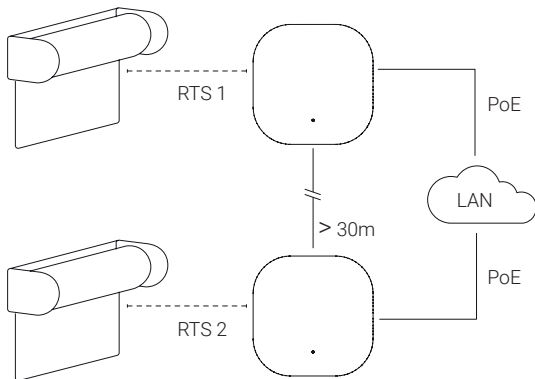
EXAMPLE SYSTEM DRAWING

(Ideal Zigbee 3.0 topology)



Note: Each Zigbee node should be within 7m of each other and a maximum of 7 hops from any end point to a mesh controller.

USING MULTIPLE LINKPRO Z UNITS (To extend the RTS range)



Note: To extend the range for RTS shades additional LinkPro Z units can be added to the system. These units communicate using PoE.

SET UP

NOTE: Before proceeding, ensure all Nano shades are installed.

1. Download Somfy's TaHoma application from the App Store or Google Play.



2. Power your LinkPro Z using a PoE switch or the provided PoE injector.
3. Open the TaHoma application and follow the instructions to create an account to link to the TaHoma.
4. Once the email address is verified, return to the TaHoma application and sign in to operate the shades associated with the LinkPro Z.

5. Navigate to the Configuration tab to setup additional Zigbee or RTS devices and follow the in-app instructions.

For more resources refer to screeninnovations.com/connectivity/linkpro-z/.

For any further assistance contact SI Support at 512.832.6939

TROUBLESHOOTING

Problem	Possible Cause	Action to Take
For Zigbee		
LinkPro Z LED is Red.	No internet connectivity.	Check network connection to the internet, and ensure the LinkPro Z is properly connected via PoE.
LinkPro Z LED if OFF.	No power.	Verify the switch connected to PoE is enabled for power or use included PoE injector.

Problem	Possible Cause	Action to Take
Need multiple LinkPro Z gateways.	Large amount of Zigbee devices.	Ensure each LinkPro Z has a unique email address when you register them in the app, & ensure you order them in our flow tool with different Zigbee channel for each LinkPro Z.
Alexa stops working.	Alexa/ TaHoma app not updating.	In the Alexa app, disable the TaHoma skill and then re-enable the TaHoma skill.
For RTS		
Drapes/ shades won't operate.	Remote button presses are too short.	When operating an RTS remote hold the buttons down for at least 2 seconds.

Problem	Possible Cause	Action to Take
Drapes/ shades won't operate.	The remote is being used out of range.	Move within 30ft. of the shade. If the issue persists, adjust the antenna to a new position, and make sure the antenna does not touch metal.
	The remote battery is out of place or drained.	Check that the red LED on the remote flashes when buttons are pressed. On the installation remote, pry off the back by hand and ensure the battery is fully seated in the battery tray. If the remote remains unresponsive, replace the battery with a CR2430 3V lithium cell.

Problem	Possible Cause	Action to Take
Cant add devices in TaHoma app	Ports blocked by router	Ports needed to be open 80 (TCP:HTTP-OTA) 123 (TCP/UDP-NTP port) 443 (TCP:HTTPS-overkiz) 802/803 (TCP:TLS port) 18888 (UDP:STATUS)
		Port Test https://ha401-overkiz-2048.overkiz.com:802 Use computer/ smart phone connected to same network as LinkProZ/ TaHoma, if no response, one or more ports are blocked by the router (continued to next page)



Secure Connection Failed

An error occurred during a connection to ha401-overkiz-2048.overkiz.com:802. Cannot communicate securely with peer: no common encryption algorithm(s).

Error code: SSL_ERROR_NO_CIPHER_OVERLAP

- The page you are trying to view cannot be shown because the authenticity of the received data could not be verified.
- Please contact the website owners to inform them of this problem.

[Learn more...](#)

Try Again

If you receive the above image in your browser then the ports are configured correctly.

FCC INFORMATION

This device complies with FCC RF radiation exposure limits set forth for general population. This device must be installed to provide a separation distance of at least 20cm from all persons and must not be co-located in conjunction with any other antenna or transmitter. 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.

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.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the 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.



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