

# **TaHoma**

## Installation Instructions



INSTALLERS: Please leave this manual with the owner.



# INITIAL CONSIDERATIONS

Thank you for your purchase of TaHoma.

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.



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

TaHoma

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

**Technical Support:** 512.832.6939

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

screeninnovations.com

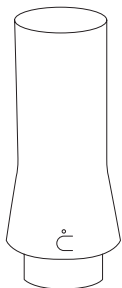
screensupport@screeninnovations.com

shadesupport@screeninnovations.com

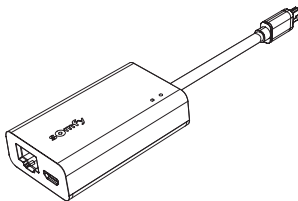
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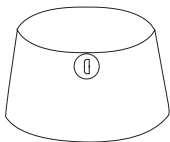
# PARTS IN THE BOX



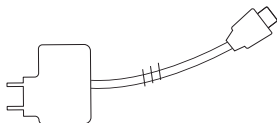
(1) TaHoma Unit



(1) USB/ Ethernet dongle



(1) TaHoma Base



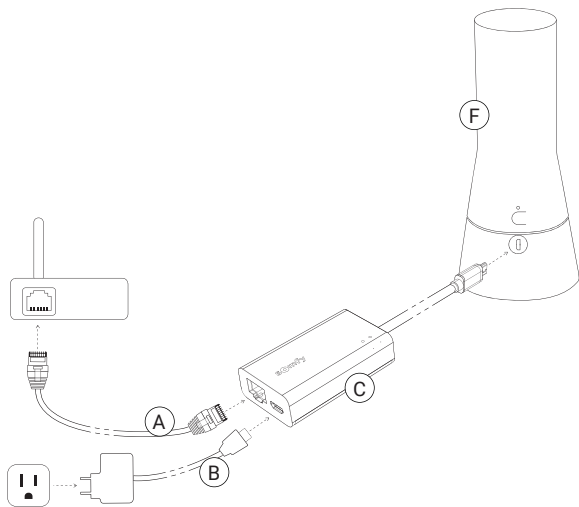
(1) USB cable and power adapter

(1) TaHoma App  
Quick Start Guide

(1) TaHoma installation  
instructions -These  
instructions

# SETUP STEPS

1. Identify a location that is central to all the screens/shades and has access to Ethernet and AC power.



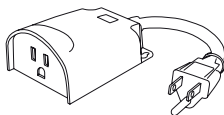
2. Connect USB/ Ethernet dongle(C) to the USB port on the TaHoma unit(F).
3. Connect your local area network or LAN cable to the RJ45 to the USB/ Ethernet dongle (A).
4. Finally, make the connections between the USB cable and the power adapter (B).

# ADDITIONAL CONNECTIVITY PRODUCTS & ACCESSORIES

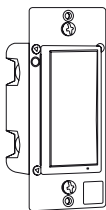
(for Zigbee 3.0 Edge Routers , purchased separately)



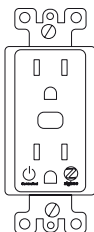
Smart Plug



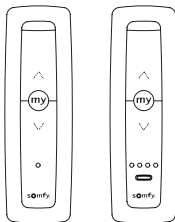
Smart Outdoor Plug



Smart Light Switch



Smart Outlet

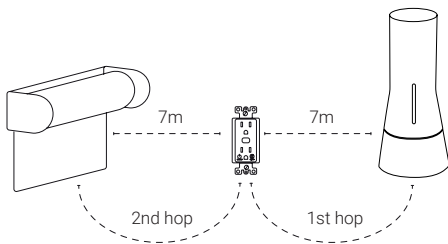


Situot remotes (1 channel and 4 channel)

**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

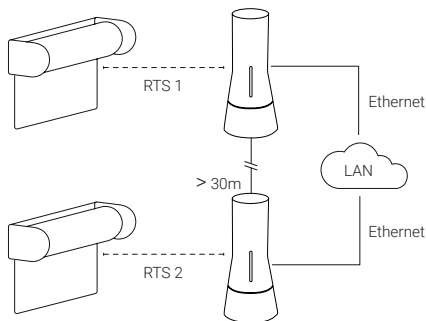
(Ideal Zigbee 3.0 topology)



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 TAHOMA UNITS

(To extend the RTS range)



Note: To extend the range for RTS screens/shades additional TaHoma units can be added to the system. These units communicate using Ethernet.

# SETTING UP TAHOMA APP

**Note:** Before proceeding, ensure all shade/screens are installed.

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



2. Power your TaHoma using the included USB dongle.
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 TaHoma.
5. Navigate to the Configuration tab to setup additional Zigbee or RTS devices and follow the in app instructions.

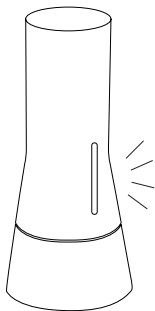


For more details on setting up the TaHoma app, please refer to our TaHoma app quick start guide by scanning this QR code or go to the link below.

<https://support.screeninnovations.com/accessories/tahoma/>



# TAHOMA LED FUNCTIONS



LED color	Function
Orange	TaHoma is booting up
Red	TaHoma has booted up but has no valid internet connection
Blue	TaHoma is in Bluetooth mode
Green	TaHoma is connected to the internet and can be controlled with the TaHoma app

For any further questions call Support at 512.832.6939, Ext. 415

## TROUBLESHOOTING

Problem	Possible Cause	Action to Take
For Zigbee		
TaHoma LED is Red.	No internet connectivity.	Check network connection to the internet, and ensure the TaHoma is properly connected via ethernet or Wifi.
TaHoma LED is OFF.	No power.	Check if the USB dongle is properly seated into TaHoma.

# TROUBLESHOOTING

Problem	Possible Cause	Action to Take
TaHoma LED is OFF.	No power.	Check if the USB is connected to the included power supply and that the AC is on.
Need multiple TaHoma gateways.	Large amount of Zigbee devices.	Ensure each TaHoma has a unique email address when you register them in the app, and ensure you order them in our flow tool with different Zigbee channel for each TaHoma.
Alexa stops working.	Alexa/ TaHoma app not updating.	In the Alexa app, disable the TaHoma skill and then re-enable the TaHoma skill.
<b>For RTS</b>		
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.
	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.

Problem	Possible Cause	Action to Take
	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.
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 <a href="https://ha401-overkiz-2048.overkiz.com:802">https://ha401-overkiz-2048.overkiz.com:802</a> . Use computer/ smart phone connected to same network as LinkProZ/ TaHoma, if no response, one or more ports are blocked by the router



#### Secure Connection Failed

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

Error code: SSL\_ERROR\_NO\_CYPHER\_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 this image in your browser then the ports are configured correctly.



**Screen Innovations**

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