MOTORIZED SHADES
FEATURING Z-WAVE TECHNOLOGY

SPRINGS WINDOW FASHIONS

the Best Experience Company

TABLE OF CONTENTS

GETTING TO KNOW YOUR REMOTES

Standard Remote

The standard remote is used to control a single shade. It can also be used to control up to 12 shades at once.

NOTE: Not available with Sheer or Layered Shades.

UP button

LED light

DOWN button

FRONT

Battery compartment release*

Program button**

BACK
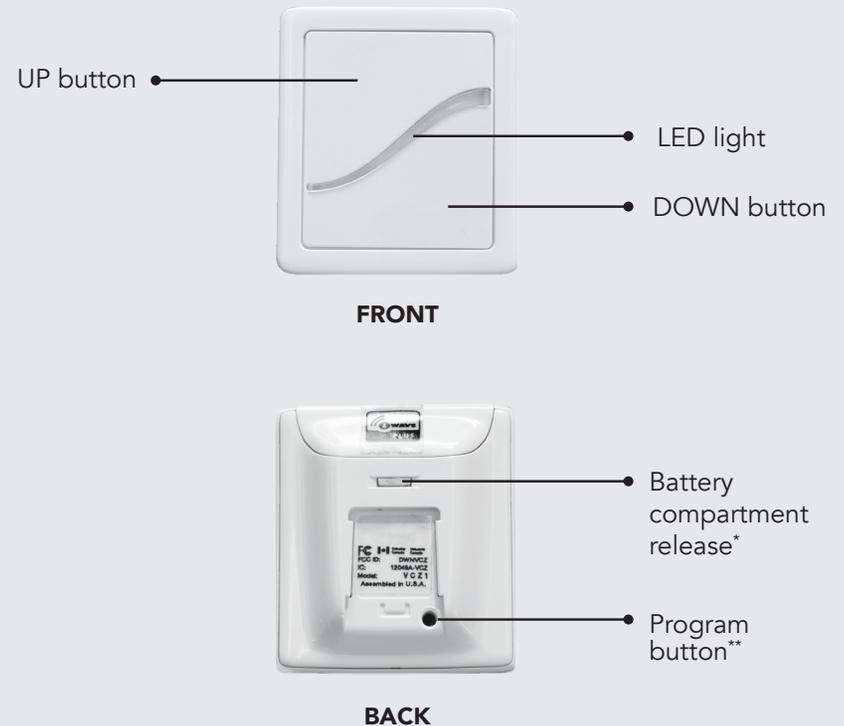
*Requires a screwdriver or similar tool to open.
**Press with a paper clip or similar tool.*

Plus Remote

The plus remote can control up to 12 shades in a group performing the same function.

UP button — LED light

DOWN button

HOME/STOP button

FRONT

Program button* — Battery screw access

BACK
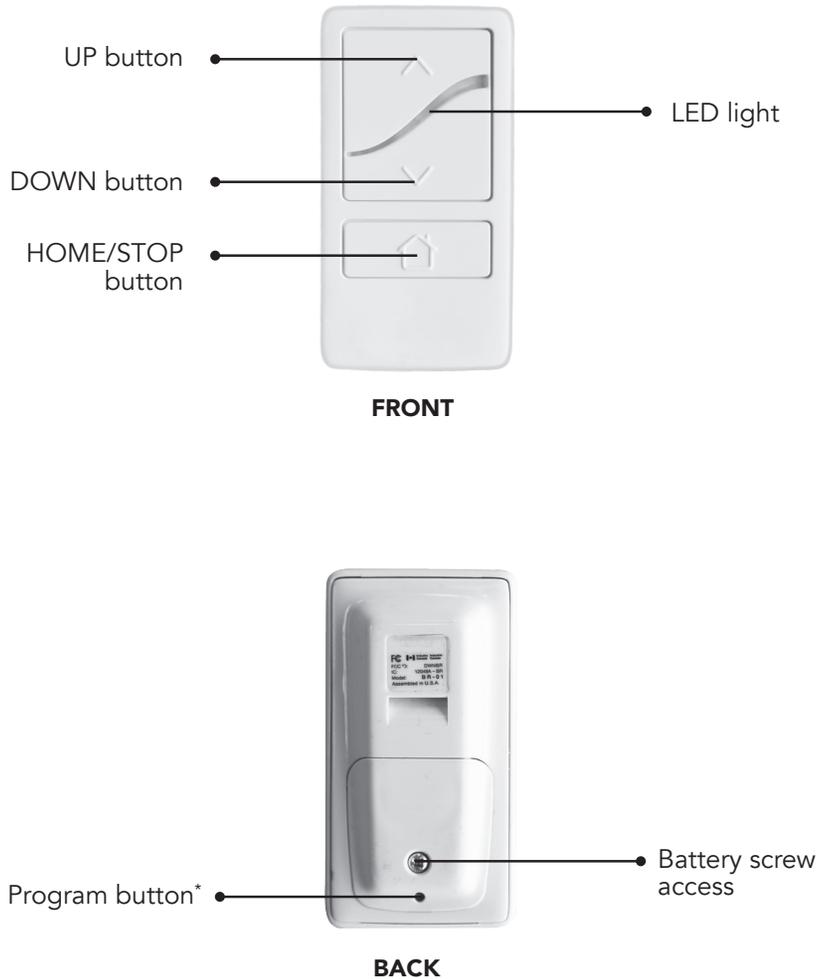
Press with a paper clip or similar tool.

Premium Remote

The premium remote has 12 available channels and can be paired with up to 24 shades in total. Each of the 12 channels can control up to eight (8) shades at once.

Display screen

UP button

DOWN button

LEFT button

HOME/STOP button

MENU/RIGHT button
Also used to select menu options or return to channel selection

FRONT

If you ordered a premium remote with your shades, your shades were included into the remote and will need assign each shade to a channel. See instructions on page 10 on assigning shades to channels.

Battery cover

BACK

Shade Program Button

The program button on the shade's headrail or motor end lets you move your shade without a remote. It's also used to perform various programming functions, discussed later in this manual.
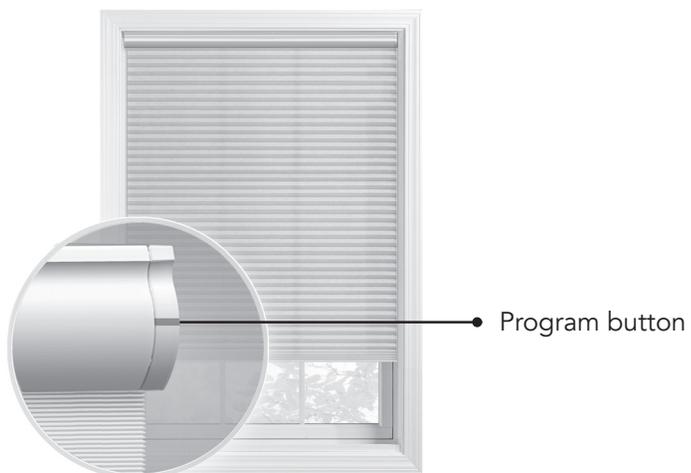
Program button

MOTOR FOR CELLULAR, PLEATED, AND CLASSIC/FRESCO ROMAN SHADES
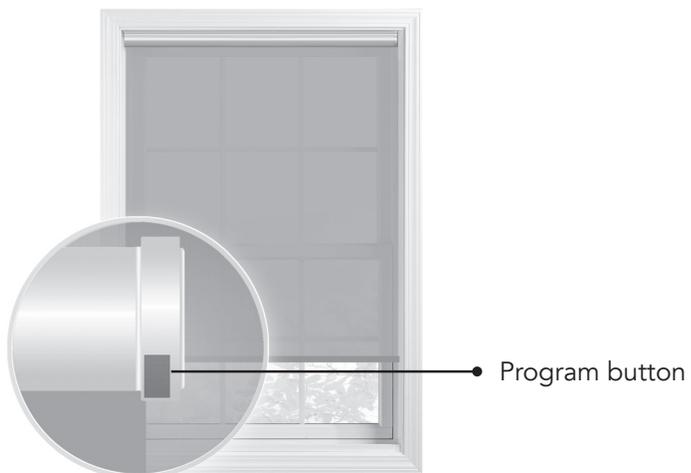
Program button

MOTOR FOR LAYERED, NATURAL SHADE, ROLLER, SHEER, SOLAR, TAILORED ROMAN, AND WOVEN WOOD SHADES

QUICK START GUIDE

Getting Your Remote Ready

For the Standard Remote or Plus Remote

Pull out the paper strip on the back of the remote.

For the Premium Remote

1. Remove the battery door.
2. Insert 2 AAA batteries.
3. Replace the battery door.

Getting Your Remote Ready

Gateway Device

First refer to the instructions included with your Gateway device to install the Motorization App on your mobile device. Connect your gateway to the adapter, then plug in the adapter to a constant power source. Once plugged in the blue LED light will flash once and turn off. Follow the instructions on page 32 to complete the set up.

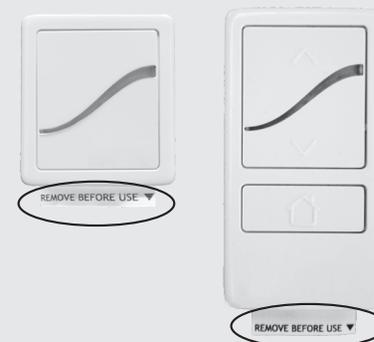Note: During set up: keep the gateway at a 90-degree angle to more easily see the LED indicator and recommend the gateway to be within 3-5 feet range of the shades. Once set up complete the gateway is flexible to accommodate tight spaces and can be placed anywhere within 65 feet of the shades. For setting up voice control using Amazon Alexa or Google Assistant, see pages XX

For your convenience, the gateway will work with any 5V2A USB power adapter.

Knowing Your Shade's Limits and Home Position

To help you get started quickly and easily, we set your shade up with predefined limits.

Upper Limit: The highest position your shade can reach. We pick a position that gives you the best view and also protects your shade from damage.

Lower Limit: The lowest position your shade can reach. This matches the shade length you ordered.

Home/Favorite Position: The HOME position is automatically set at to the midpoint of your shade. This can be adjusted to any point between the upper and limits

Not available with the standard remote.

You can adjust each of these positions to fit the needs of your home—just follow the instructions in the **Adjusting Your Shade's Limits and Home Position** section on page 11.

Controlling Your Shade

We preprogrammed your remotes to operate your shades. If you ordered a premium remote, see page 10 to assign each shade to a channel.

Legend			
●	Press and hold	⌃	Move up
◉	Press and release	⌄	Move down

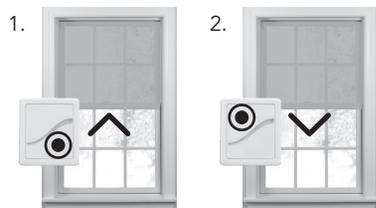### Open Your Shade Completely

Press and **release** the UP button.

Close Your Shade Completely

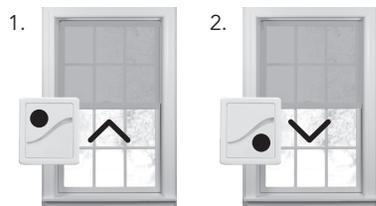Press and **release** the DOWN button.

Stop Your Shade While It's Moving

- While your shade is moving up, press and release the DOWN button or the HOME button.
- While your shade is moving down, press and release the UP button or the HOME button.

1.
2.

Adjust Your Shade

- Press and **hold** the UP button to move the shade up.
- Press and **hold** the DOWN button to move the shade down.
- Releasing the button will stop the shade.

1.
2.

Move Your Shade to the Home or Favorite Position

Press and **release** the HOME button.

Not available with the standard remote.

Assigning Shades to Channels (Premium Remote Only)

If you bought your shades and premium remote at the same time, your shades arrive already paired with your premium remote. However, you'll need to assign each shade to a channel (or multiple channels) to control them. Before beginning, we recommend that you complete the chart on page 43 to identify each shade number within the remote with your shade location/tag and preferred channel.

1. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select CHANNEL.

3. Select the channel you want to assign the shade to by scrolling left or right.

4. Select the shade you want to assign to the channel by scrolling up or down.

5. Press and hold the MENU/ RIGHT button for 2 seconds.
   The shade will jog and a checkmark will appear next to the shade number on the remote screen.

6. Repeat steps 3–5 for each shade.

> **NOTE**
> Maximum of 8 shades per channel.

Gateway Device

The Gateway device is used to control the shades via a motorization app. This device can connect with Amazon Alexa and Google Assistance for voice control. The gateway plugs into any outlet or USB appliance.

- The Gateway also works with any 5V 2A USB power adapter. Ensure gateway and adapter are plugged into a constant source of power.

- The Gateway must be setup on a Wi-Fi network that is a password product. 2.4GHz,. 5GHz, and unprotected hot spots are not supported.

- Each Gateway can control up to 30 devices (shades, remotes, etc.)

- Multiple Gateways can be added to one account to control more shades

- The gateway will cover ~2500 square feet (60-100ft) depending on a variety of factors including the number of walls, material of walls, etc.

Reset button
LED light
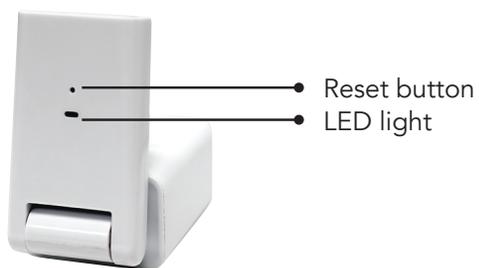
ADJUSTING YOUR SHADE'S LIMITS AND HOME POSITION

Use the instructions in this section to adjust your shade's upper and lower limits or home (favorite) position.

NOTE
If you don't press any buttons for 10 seconds while you're making these adjustments, the remote will time out. If that happens, just start the process over. If limits are set too close together, the shade will not move.

Adjusting the Upper Limit

For the Standard Remote or Plus Remote

Before You Start

If your remote currently controls a group of shades, you'll first need to target the specific shade that you want to adjust the upper limit for. To do that, perform the following steps first:
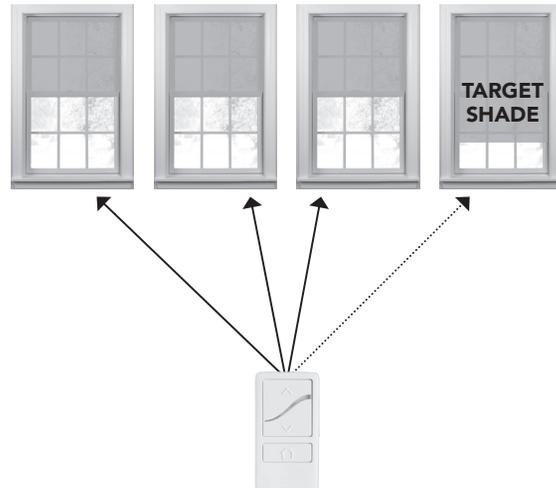
1. On the remote, press and release the program button on the back.
   The remote LED will flash green.

2. On the shade you want to adjust, press and hold the program button for 3 seconds.
   The shade LED will flash green and the shade will jog.

Even after you target a shade, all of the shades in the group will still move with the remote. However, nontargeted shades won't accept the new upper limit until you target them specifically.
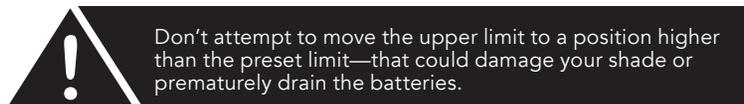
⚠️ Don't attempt to move the upper limit to a position higher than the preset limit—that could damage your shade or prematurely drain the batteries.

1. On the remote, press and release the UP button.
   Wait until the shade reaches its preset upper limit.

2. Press and hold the UP and DOWN buttons at the same time for 3 seconds. When the remote LED turns amber, release both buttons.
   The shade will jog.

3. Use the UP or DOWN buttons to move your shade to the new upper limit.

4. Press and hold the UP and DOWN buttons at the same time for 3 seconds. When the remote LED turns amber, release both buttons.
   The shade will jog. This means you've set your new upper limit.
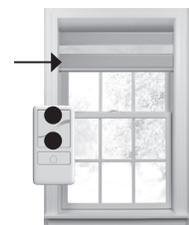
5. If you need to adjust another shade's upper limit, go back to the **Before You Start** section and repeat the steps for each shade.

NOTE
For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 19 and 20

For the Premium Remote

1. On the remote, press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > LIMITS.

3. To proceed past the warning message, press and hold the MENU/RIGHT button for 2 seconds.

4. Scroll left or right to select the shade you want to adjust the upper limit for.

5. With UPPER selected, press and hold the MENU/RIGHT button for 2 seconds.

   If the shade isn't already at the current upper limit, it will move to that position. If the shade is already at the current upper limit, it will jog.

6. Use the UP or DOWN buttons to move your shade to the new upper limit.

7. Press and hold the MENU/RIGHT button to set the upper limit.

   The shade will jog or have a flashing green light. This mean you've set your new upper limit.

NOTE
For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 19 and 20

## Adjusting the Lower Limit

For the Standard Remote or Plus Remote
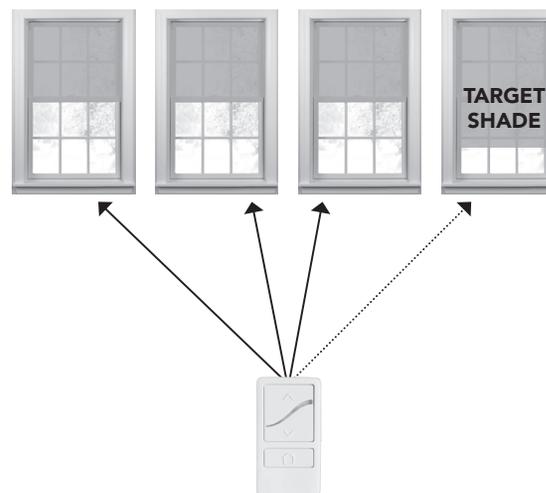
Before You Start

If your remote currently controls a group of shades, you'll first need to target the specific shade that you want to adjust the lower limit for. To do that, perform the following steps:

1. On the remote, press and release the program button on the back.

   The remote LED will flash green.

2. On the shade you want to adjust, press and hold the program button for 3 seconds.

   The shade LED will flash green and the shade will jog.

Even after you target a shade, all of the shades in the group will still move with the remote. However, nontargeted shades won't accept the new lower limit until you target them specifically.

⚠ Don't attempt to move the lower limit to a position lower than the preset limit—that could damage your shade.

NOTE
For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 19 and 20

1. On the remote, press and release the DOWN button.

   Wait until the shade reaches its preset lower limit.

2. Press and hold the UP and DOWN buttons at the same time for 3 seconds. When the remote LED turns amber, release both buttons.

   The shade will jog.

3. Use the UP or DOWN buttons to move your shade to the new lower limit.

4. Press and hold the UP and DOWN buttons at the same time for 3 seconds. When the remote LED turns amber, release both buttons.

   The shade will jog. This means you've set your new lower limit.

5. If you need to adjust another shade's lower limit, go back to the **Before You Start** section and repeat the steps for each shade.

NOTE
For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 19 and 20

For the Premium Remote

1. On the remote, press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > LIMITS.

3. To proceed past the warning message, press and hold the MENU/RIGHT button for 2 seconds.

4. Scroll left or right to select the shade you want to adjust the lower limit for.

5. Scroll to LOWER, then press and hold the MENU/RIGHT button for 2 seconds.

   If the shade isn't already at the current lower limit, it will move to that position. If the shade is already at the current lower limit, it will jog.

6. Use the UP or DOWN buttons to move your shade to the new lower limit.

   Press and hold the MENU/ RIGHT button to set the lower limit.

   The shade will jog or have a flashing green light. This mean you've set your new upper limit.

NOTE
For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 19 and 20

Adjusting the Home Position

Before you start, decide whether you want to adjust your shade's upper or lower limit. If you do, make those changes first—moving those limits will reset your home position.

Remember that the home position isn't available with the standard remote.

For the Plus Remote

Before You Start
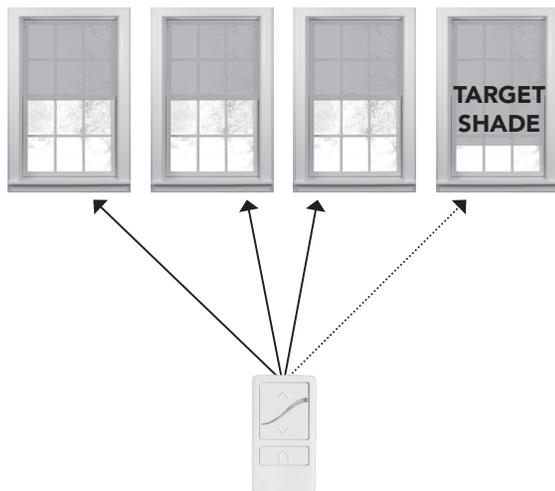
If your remote currently controls a group of shades, you'll first need to target the specific shade that you want to adjust the home position for. To do that, perform the following steps:

1. On the remote, press and release the program button on the back.
   The remote LED will flash green.

2. On the shade you want to adjust, press and hold the program button for 3 seconds.
   The shade LED will flash green and the shade will jog.

Even after you target a shade, all of the shades in the group will still move with the remote. However, nontargeted shades won't accept the new home position until you target them specifically.

1. On the remote, use the UP and DOWN buttons to move the shade to your desired home position.

2. Press and hold the HOME button for 3 seconds. When the remote LED turns amber, release the button.
   The shade will jog. This means you've set your new home position on that shade.

3. If you need to adjust another shade's home position, go back to the **Before You Start** section and repeat the steps for each shade.

Legend			
●	Press and hold	⌃	Move up
◉	Press and release	⌄	Move down

For the Sheer Shade Premium Remote

1. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > SET HOME.

3. Scroll left or right to select the shade you want to adjust with a new home position.

4. To Set your home position to the DOWN/CLOSED position begin with the shade in the DOWN/OPEN position, then press the UP button until the vanes close and release.

5. With the vanes in the DOWN/CLOSED position, press and release the HOME button.

   The shade will jog. This means you've set your new home position.

For the Layerd Shade Premium Remote

1. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > SET HOME.

3. Scroll left or right to select the shade you want to adjust with a new home position.

4. To Set your home position to the DOWN/OPEN position begin with the shade in the DOWN/CLOSED position, then press the UP button until the stripes open and release.

5. With the stripes in the DOWN/OPEN position, press and release the HOME button.

   The shade will jog. This means you've set your new home position.

For the Premium Remote

1. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > SET HOME.

3. Scroll left or right to select the shade you want to adjust with a new home position.

4. Hold the UP or DOWN buttons to move the shade to your new home position. This can be anywhere between the upper and lower limits.

5. Press and release the HOME button.

   The shade will jog. This means you've set your new home position.

Legend			
●	Press and hold	⋀	Move up
◉	Press and release	⋁	Move down

PAIRING YOUR REMOTES AND SHADES

We preprogrammed your remotes to operate your shades. However, you might decide to adjust the pairing—for example, you might lose a remote and need to pair a new one, or you might buy an additional remote after you buy your shades. This section shows you how to pair remotes and shades for a variety of control scenarios.

To make the instructions easy to follow, steps for the premium remote are separated into their own section.

NOTE
If you don't press any buttons for 10 seconds while you're making these adjustments, the remote will time out. If that happens, just start the process over.

Pairing Your Standard or Plus Remote

The standard remote and plus remote behave almost identically. The only difference between these remotes is that the plus remote has a home button, while the standard remote doesn't.

In this section, we cover pairing instructions for either the standard remote or plus remote. So while the remote images shown might not match the remote you're using, the steps will still work for you.

NOTE
The standard remote is not available with Layered or Sheer Shades.

STANDARD REMOTE

PLUS REMOTE

Legend			
●	Press and hold	⋀	Move up
◉	Press and release	⋁	Move down

Pair a Remote with a Shade

You might need to do this if you bought a new remote or shade. These steps apply only to the new remote or shade.

1. Reset the new remote to make sure you start with a clean slate.

   a. Press and hold the program button on the back of the remote for 15 seconds. When the LED stops flashing, release the button.

      The remote LED should flash green, amber, and red before turning off.

   b. On the new shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.

2. On the back of the new remote, quickly press and release the program button twice.

   The remote LED will flash amber and green.

3. On the new shade, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

   The shade will jog once, and all LEDs will turn off. The shade is now paired with the remote.

Pair a Remote with a Group of Shades

If you want to control a group of shades with one remote, follow these steps.

Before you start, decide which remote you want to control the group (known as the group remote). Note that you won't be able to control an individual shade with the group remote after you perform these steps. You can always adjust the remote's programming later.

1. Reset the group remote to make sure you start with a clean slate.

   a. Press and hold the program button on the back of the remote for 15 seconds. When the LED stops flashing, release the button.

      The remote LED should flash green, amber, and red before turning off.

   b. On the shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.

2. Pair the group remote with the shade group.

   a. On the group remote, quickly press and release the program button on the back twice.

      The remote LED will flash amber and green.

   b. On one of the shades in the group, press and hold the program button for 3 seconds. When the LED flashes green, release the button.

      The shade will jog once, and the shade LED will turn off. The shade is now paired with the remote.

   c. Repeat steps a–b for each shade in the group.

   If you want to control each shade individually as well as in a group, follow the steps in the next section.

Pair a Second Remote with a Shade

If you paired a group of shades with a group remote in the previous section, you might still want to control each individual shade within that group with separate, individual remotes. For example, you might want to control shades as a group with a plus remote, but still be able to control each shade individually with separate two-button remotes.

To do that, follow these steps.

1. On the group remote, quickly press and release the program button on the back twice.

   The remote LED will flash amber and green.

2. On the individual remote, press and hold the program button on the back for 3 seconds. When the LED flashes green, release the button.

   The LEDs on both remotes will turn solid green and then turn off.

3. On the individual remote, press and release the program button on the back.

   The remote LED will flash green.

4. On the shade you want to pair the individual remote with, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

   The LED on the individual remote will turn green, and the shade will jog. Both of your remotes will now control the shade.

5. Repeat steps 1–4 for each shade you want to control with an individual remote.

Pairing Your Premium Remote

Pair a Remote with a Shade

You might need to do this if you bought a new shade after your initial purchase.

1. On each shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.

   All remotes are now removed from the shades. However, the shades' upper, lower, and home positions are still set.

2. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

3. Select ZWAVE > INCLUDE.

4. On the shade you want to pair, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

   The remote's screen will indicate that the shade is now paired with the remote.

5. Repeat steps 2–4 for each shade you want to pair.

6. Assign the shade to a channel by following the steps on page 10.

Pair a Remote with a Group of Shades Already Controlled by a Plus Group Remote

If you bought a new premium remote and want to pair it with a group of shades that are already controlled by a plus remote group remote, follow these steps.

1. On the group remote, quickly press and release the program button on the back twice.

   The remote LED will flash amber and green.

2. On the premium remote, press and hold the MENU/RIGHT button for 2 seconds.

3. Select ZWAVE > LEARN.

   The group remote LED will flash green and then turn off. The premium remote will show JOINING on the screen.

4. Select SHADE > FIND > BEGIN.

   The premium remote will show FOUND SHADES.

5. Assign the shades to channels by following the steps on page 10.

Legend			
●	Press and hold	⋀	Move up
◉	Press and release	⋁	Move down

Pair a Second Remote with a Shade That's Already Controlled by a Premium Remote

If you paired a group of shades with a premium remote in the previous section, you might still want to control each individual shade within that group with separate, individual remotes.

To do that, follow these steps.

1. On the Premium Remote, press and hold the MENU/RIGHT button for 2 seconds.

2. Select ZWAVE > INCLUDE.

3. On the individual remote, press and hold the program button for 3 seconds. When the remote LED flashes green, release the button.

4. On the individual remote, press and release the program button on the back.

   The remote LED will flash green.

5. On the shade you want to pair the individual remote with, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

   The LED on the individual remote will turn green, and the shade will jog once. Both of your remotes will now control the shade.

6. Repeat steps 1–5 for each shade you want to control with an individual remote.

Pair a Second Remote with a shade that's already controlled by a premium remote

If you paired a group of shades with a premium remote in the previous section, you might still want to control each individual shade within that group with separate, individual remotes.

To do that, follow these steps.

1. On the Premium Remote, press and hold the MENU/RIGHT button for 2 seconds.

2. Select ZWAVE > INCLUDE.

3. On the new premium remote, press and hold the Menu/Right button for 2 seconds.

4. Select ZWAVE > LEARN

5. The group remote will show joining on the screen

6. Select SHADE > FIND > BEGIN

7. The premium remote remote will show found shades

8. Assign the shades to channels by following steps on page 10

Remove a Shade from the Premium Remote

You might need to do this if your shade needs to be sent in for repairs.

1. On the remote, press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select ZWAVE > EXCLUDE.

3. On the shade, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

   The remote's screen will indicate that the shade has been removed from the remote. The shade will jog.

Clear All Channels

If you want to clear all your current channel assignments and start over with assigning shades to channels, follow these steps.

1. On the remote, press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select SHADE > CLR CHNLS > CONFIRM.

   At this point, the shade menu is cleared. This means you can't select a shade from the remote or assign shades to a channel until you find them again.

3. Select FIND ALL > BEGIN.

   The screen will display SEARCHING (this might take a little while), and then display how many shades have been found.

   Your shades are now visible in the remote again. To create new channel assignments, follow the steps on page 10.

Legend			
●	Press and hold	⋀	Move up
◉	Press and release	⋁	Move down

Getting Started with the Motorization App and Gateway

Everything needed to get started using your gateway:

1. *Before you begin, confirm your phone's operating system is:*
2. *- iOS version 11 or greater*
3. *- Android version 8 or greater*

The gateway plugs into any outlet or USB appliance.

1. Install the Motorization App on your mobile device. Just look for it in the iOS App Store or on Google Play.

2. Open your Motorization App and select 'New to Motorization?'

3. Plug in your gateway to the included adapter and plug into a constant power source. For your convenience, the gateway will work with any 5V 2A USB power adapter. If you choose to plug it into an appliance, just make sure it is always connected to power. Once it's been plugged in, the blue LED will flash once and then turn off.

4. The app will prompt you to go to the Wi-Fi Settings menu on your mobile device to connect to your gateway. You will be required to enable your location. Select the Atom_###### temporary network. If the Atom temporary network is not visible, unplug then plug back in. If it is still not visible, tap Need Help in the app for troubleshooting tips.

5. Follow the prompts in your Motorization App. Once you have selected the gateway network, return to your app, and follow the prompts to complete the setup process. While your gateway is connecting to your home Wi-Fi, it should blink once per second. When it's connected the gateway will stop blinking.

6. Congratulations! Your gateway is now connected.

7. Follow the step-by-step instructions in the app. You will be required to validate your email to finalize setup. If you do not receive an email, please check your email filters. Once complete, your account will automatically be linked to the gateway. You will also be prompted to autodetect your location. Select 'Allow' and then 'Save'. Your account is now set up. Click 'Start' to enter the app and the click 'Connect' to select your gateway.

8. To add devices to your account, launch the Device Wizard by clicking the plus icon '+' in the top right corner of the Shades tab. Select 'Product' and choose the type of shade you would like to add. Follow the prompts to add your shades to your account. After your shades have been added, use the same Device Wizard to add your remotes to the gateway. You must add your shades to your account before adding your remotes. At the end of the Device Wizard for remotes, you will be prompted to pair your remote to the shade(s) you would like to control.

9. To connect with Alexa or Google Home after you have added all your shades and remotes, launch the Device Wizard by clicking the plus icon '+' in the top right corner of the Shades tab. Select 'Voice Assistants' and choose the type you would like to connect to. Follow the prompts in the Motorization App and your Digital Voice Assistant app to complete the process.

Once the Gateway is set-up, use these steps to add your shades and controllers.

To integrae your shades with the gateway and app device, you'll need to preform three tasks:

1. **Exclude**: Remove the current pairing between your shades and remotes.

2. **Include:** Add your shades and remotes to the home automation system

3. **Associate:** Pair remotes with your shades.

The following sections walk you through each task.

Step 1: (Exclude) Remove the Current Pairing Between Your Shades and Remotes

1. Reset each standard remote or plus remote plus remote, if you have them.

   a. Press and hold the program button on the back of the remote for 15 seconds until the remote LED stops flashing.
      The remote LED should flash green, amber, and red before turning off.

2. Reset your premium remote, if you have one.

   a. Press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

   b. Select ZWAVE > RESET.

   c. With LIKE NEW? selected, press and hold the MENU/RIGHT button until the screen no longer tells you to wait.

3. On each shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.
   All remotes are now removed from the shades. However, the shades' upper, lower, and home positions are still set.

Step 2: (Include) Add Your Shades and Remotes into the Motorization App

1. Choose product to add, then tap the > to launch the gateway Device Wizard.

2. Add each shade to the gateway by following the Device Wizard. NOTE: You need to add the shade(s) first before adding remotes.

3. Add each remote to the gateway by following the Device Wizard.

4. Pair the remotes to the shade(s) you would like to control.

Gateway & Motorization App: Set Up Routines
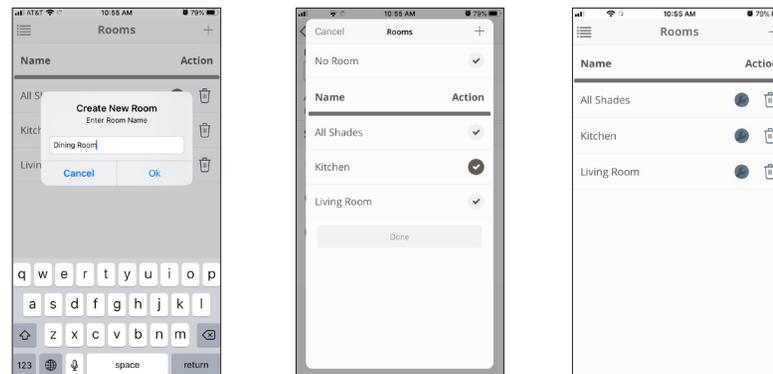
Set up routines to control multiple shades with the click of a button. Add timers to schedule and automate routines.
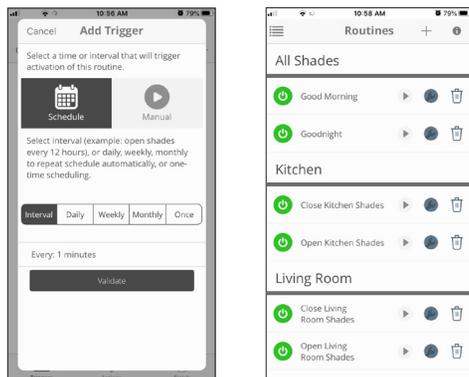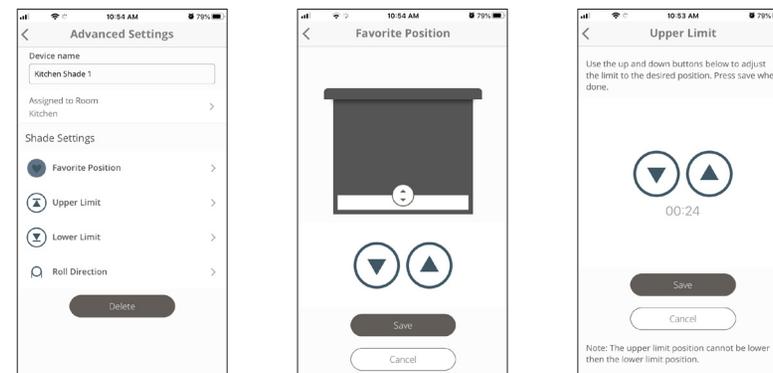

Gateway & Motorization App: Create Rooms

Create and group individual shades into rooms for easy access and control.

Gateway & Motorization App: Advanced Settings:

Easily control advanced shade settings, including limits and favorite positions.

INTEGRATING YOUR SHADES WITH A Z-WAVE® HOME AUTOMATION SYSTEM

Your shades and remotes operate using Z-Wave radio technology, which allows you to control your shades with many popular home automation systems.

To integrate your shades with a home automation system, you'll perform three tasks:

1. **Exclude:** Remove the current pairing between your shades and remotes.

2. **Include:** Add your shades and remotes to the home automation system.

3. **Associate:** Pair remotes with your shades.

The following sections walk you through each task.

Gateway and App Instructions

If you have purchased our Gateway and App, the above 3 steps will still apply. You will first need to follow Step 1 to exclude previous networks. After this you can follow the instructions in the Quick Start Guide that came with the gateway device to install the app and setup an account on the gateway. Then you can continue with Steps 2 and 3 to include devices and pair the remotes with the shades.

> **NOTE**
> If you don't press any buttons for 10 seconds while you're performing these steps, the remote will time out. If that happens, just start the process over.

Step 1: (Exclude) Remove the Current Pairing Between Your Shades and Remotes

1. Reset each standard remote or plus remote, if you have them.

    a. Press and hold the program button on the back of the remote for 15 seconds until the remote LED stops flashing.

        The remote LED should flash green, amber, and red before turning off.

2. Reset your premium remote, if you have one.

    a. Press and hold the MENU/ RIGHT button for 2 seconds to enter the menu.

    b. Select ZWAVE > RESET.

    c. With LIKE NEW? selected, press and hold the MENU/ RIGHT button until the screen no longer tells you to wait.

3. On each shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.

    All remotes are now removed from the shades. However, the shades' upper, lower, and home positions are still set.

Step 2: (Include) Add Your Shades and Remotes to the Home Automation System

> **NOTE**
> You need to add the shades first and then the remotes to your home automation system.

Add Your Shades

1. From your home automation system's user interface, select the option to enroll a new Z-Wave device.

    See your home automation system's instructions for details.

2. On one of your shades, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

    The shade should appear as a found Z-Wave device in your home automation system's user interface.

3. Repeat steps 1–2 for each shade.

Add Your Standard Remote or Plus Remotes

1. From your home automation system's user interface, select the option to enroll a new Z-Wave device.

    See your home automation system's instructions for details.

2. On one of your remotes, press and hold the program button on the back for 3 seconds. When the remote LED flashes green, release the button.

    The remote should appear as a found Z-Wave device in your home automation system's user interface.

3. Repeat steps 1–2 for each remote.

Add Your Premium Remote

1. From your home automation system's user interface, select the option to enroll a new Z-Wave device.

    See your home automation system's instructions for details.

2. On the remote, press and hold the MENU/RIGHT button to enter the menu.

3. Select ZWAVE > LEARN.

4. Repeat steps 1–3 for each remote.

Legend			
●	Press and hold	⋀	Move up
◉	Press and release	⋁	Move down

Step 3: (Associate) Pair Remotes with Your Shades

If you want to be able to control your shades with remotes as well as with your home automation system, follow these steps.

Pair a Shade with a Standard Remote or Plus Remote

1. On the remote, press and release the program button on the back.

    The remote LED will flash green.

2. On the shade, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

    The LEDs on the remote and shade will turn green, then turn off, and the shade will jog.

3. Repeat steps 1–2 for each shade you want to control with a remote.

Pair a Shade with a Premium Remote

1. On the remote, press and hold the MENU/RIGHT button for 2 seconds to enter the menu.

2. Select ZWAVE > ASSOCIATE.

3. On the shade, press and hold the program button for 3 seconds. When the shade LED flashes green, release the button.

    The shade will jog.

4. Repeat steps 1–3 for each shade you want to control with a remote.

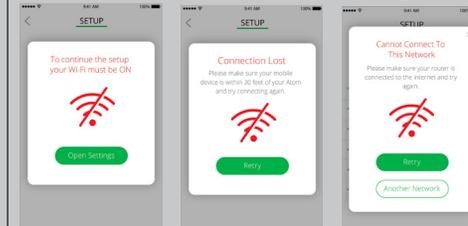5. Assign the shades to a channel by following the steps on page 10.

TROUBLESHOOTING
Motorization App and Gateway

PROBLEM	SOLUTION
What Does My Gateway's LED Status Mean?	• LED blinking once per second: The gateway is not connected to the Wi-Fi network. • LED blinking once every three (3) seconds: The gateway is connected to the router but not to the eZLO cloud server. • LED OFF: The gateway is connected to the server and everything is okay. • LED ON: The gateway is in the inclusion/exclusion mode (e.g., when adding or removing a Z-Wave device). When the gateway is in exclusion mode and the device is successfully excluded, the LED turns OFF (as confirmation) until you switch it again to inclusion. • LED blinking rapidly: The Z-Wave device being paired was detected by the gateway and it is being configured.
What Communication Protocols Does My Gateway Support	The gateway supports the Z-Wave protocol which is the leading smart-home technology found in millions of devices around the world. It is a low-powered, wireless technology with two-way communication, status updates, and the ability to work in a reliable, meshed network. Z-Wave lets smart devices connect with one another. Z-Wave products can be made "smart" with Z-Wave connectivity.
What Is the Range of My Gateway?	For Z-Wave protocol, the range is about 100 feet (30 meters) but it depends upon the materials in the way of the devices. Certain obstructions decrease the Z-Wave range: Each wall or obstacle (such as refrigerator, big screen TV, etc.) between the gateway and a Z-Wave device reduces the maximum range by approximately 25–30%. Brick, ceramic tile, granite, concrete walls, metal walls, mirrors, and smoked glass block Z-Wave signals more than walls made of wooden studs, plasterboard (drywall), clear glass, or plastic. Wall-mounted Z-Wave devices installed in metal junction boxes suffer a significant loss of range (approximately 20%) since the metal box blocks a large part of the Z-Wave signal.
Can I use a Repeater to Extend Range?	All Z-Wave devices that plug directly into an AC wall power outlet, such as smart switches and dimmers (for example the GoControl Plug-In Dimmer Module or Aeotec Dimmer 2), act as "repeaters." You can also buy a repeater as a stand-alone accessory device (for example, the Aeotec Range Extender). If your Z-Wave device does not appear to be communicating with the controller, try plugging in a repeater approximately halfway between the the Z-Wave device and the gateway.

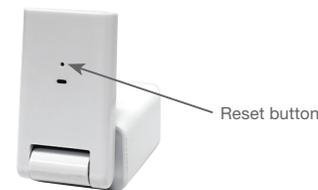|	
My Gateway Won't Connect to the Wi-Fi Network during the First Setup	Before and during the first setup, make sure that your phone's Wi-Fi is switched on, your Wi-Fi router is connected to the Internet, and your phone is within direct range of the gateway. Should any of these conditions not be met, the App may display an alert similar to this: If so, try resetting the gateway to factory defaults and retry. NOTE: The gateway device does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots. When no supported networks are found, the app displays an alert as shown below. In this case, try configuring your Wi-Fi network to use the 2.4GHz frequency range, or if it already does, make sure it is password protected
How Can I Reset My Gateway?	1. Wi-Fi Reset: Set network settings to factory defaults. With the gateway still plugged into the USB port, press the reset button twice within a lapse of less than two (2) seconds. The status LED blinks three times per second, and continues to blink until the reset process is finished (approximately seven (7) seconds). Once the reset process is complete, the LED blinks once per second until the gateway is connected to the Wi-Fi. 2. Soft Reset: This removes all the paired devices and resets the user settings, while still remaining on the configured Wi-Fi network. The status LED blinks fast as confirmation. With the gateway still plugged into the USB port for power, long-press on the reset button for seven (7) seconds (or more than five (5) but less than nine (9) seconds). The gateway will continue to blink until the reset process is complete (approximately 44 seconds). 3. Factory Reset: Reestablish all gateway settings to factory defaults. With the gateway still plugged into the USB port, long-press the reset button for more than 10 seconds. The Status LED turns ON solid as confirmation and continues to blink until the reset process is finished.
Where is the Reset Button on My Gateway	The Gateway has only one button, used for resetting the device. It is easy to find: it's recessed, inside the little hole near the rectangular LED. To access it, you will need a paper clip or something similar. See the above section for instructions on how to reset the gateway.

Reset button

How Can I Connect My Gateway to a Different Wi-Fi Network	NOTE: The gateway does not support 5GHz networks or nonpassword-protected Wi-Fi hotspots. There are two ways to connect the gateway to a different Wi-Fi network: 1. Removing the gateway from the account: • Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option) • On 'Select Location' page of your App, press 'Your Gateway Location' until you are prompted to remove the gateway. Hit 'Yes.' • Once the gateway is removed from your account, hit the 'plus icon' as if you were adding a new gateway and follow the instructions. • Once you are connected to the gateway's Access Point (Atom_700XXXXX), go back to the app and select the new network you want to connect your gateway to and enter the password. • Your gateway should be connected within a couple of minutes. 2. Without removing the gateway from the account: • Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option) • Then, on your App, hit the 'plus icon' as if you were going to add a new gateway and follow the instructions. • Once you are connected to the gateway's Access Point (Atom_XXXXXXXX), go back to the app and select the new network you want to connect your gateway to and enter the password. Then, you will get an error message saying that the gateway already belongs to another user. Hit 'OK.' The gateway should have already picked up the new Wi-Fi and be online.
I Don't Have an Internet Connection on My Phone After Resetting My Gateway (Factory or Network)	You might run into connectivity issues, if you previously set up your gateway on your mobile phone and your phone was once connected to— and remembers—the gateway's Access Point (Atom XXXXXX). Most mobile phones reconnect to known networks automatically. If this is the case, simply open your phone's network settings and connect back to your home network (optionally, you can have the phone forget the gateway's SSID to prevent this issue later on).
My Z-Wave Device Can No Longer Be Controlled From My App?	Make sure the device is within range. Certain obstructions decrease the Z-Wave range. For more information on the range of Z-Wave devices, see the section 'What is the Range of My Gateway' Check battery status for battery-operated devices Make sure the device is not blocked or contained by metal objects You can try placing the affected device in a closer position to the gateway. If moving it closer does not fix the issue, reconnect it. To connect it again, please try excluding the device from the gateway and adding it again within three (3) feet.

How do I Connect with Alexa or Google Home?	1. Follow the steps under 'Getting Started' to setup your gateway and account on the Motorization App. 2. Add all of your shades and then remotes to your account. Pair your remotes to your shades. 3. Open the 'Shades' tab and tap on the '+' icon in the top right corner to launch the device pairing wizard. 4. Select 'Voice Assistants'. 5. Choose the device you would like to connect to. 6. Follow the instructions and prompts in the Motorization app and Google or Alexa app to login with your Motorization credentials and to setup the list of shades you would like to control with your voice assistant.
My Device Was Detected but Is Not Properly Configured	If after inclusion the device is not showing up or is misbehaving (e.g., not showing any buttons or lacking device features), you should exclude it and re-include. If the device is in the pairing wizard list, it should configure properly after re-inclusion.
Can I Use a Device as a Trigger in a Routine?	No, this isn't possible yet, although it may be available in future releases of the App. However, you can create schedule-based and manually run routines.
I Can't Pair a Z-Wave Device to My Gateway	• Make sure the Z-Wave device (shade or remote) is within three (3) feet of the gateway during the first setup process. • All Z-Wave Motorized products are compatible with the gateway. If you are trying to add a Z-Wave device, check the Z-Wave operation frequency (it should be the same as the gateway): U.S. 908.42 MHz. The gateway is compatible with Z-Wave-enabled devices only. Devices that speak other communication protocols will not work. • Make sure the signal is not being blocked by metal objects. • If the device was previously added to another Z-Wave network, you need to unpair it from the other network as instructed in 'How to Unpair a Z-Wave Device that Was Previously Added to a Different Network.'

How to Unpair a Z-Wave Device That Was Previously Added to a Different Network	Follow these steps before pairing the Z-Wave device with a new gateway: 1. Open the App and log in to your account. 2. Open the 'Shades' screen and tap on the '+' icon to launch the device pairing wizard. 3. Select 'Products.' 4. Choose the shade from the list of devices and follow the instructions in the pairing wizard. 5. Start the countdown and tap on 'Retry' button. 6. Follow the instructions to unpair the device. Once the device is successfully unpaired press 'Try adding it again' in order to start adding the device. NOTE: If you are still unable to add the device, follow the instructions that came with your device to reset it and erase previous networks. For Z-Wave Motorized Shades you can erase the previous networks from the shade by pressing and holding the programming button until the shade "jogs" once (a brief up and down movement).
How to Unpair Z-Wave Devices	Follow these steps in order to unpair a Z-Wave device: 1. Open the App and log in to your account. 2. Open the 'Shades' screen, select the shade you want to unpair and press the '>' icon. 3. Open the advanced settings by pressing the gear icon located in the top right corner. 4. Press 'Delete' followed by 'Unpair.' This redirects you to the device pairing wizard to complete the unpairing process.
How to Pair Z-Wave Devices	Before you begin, confirm your operating system is: *IOS version 11 or greater* *Android version 8 or greater* Also, confirm that you have the latest version of the Motorization App (check for app updates on the Google Play and iOS App stores or confirm your phone is set to automatically install app updates.). 1. Open the App and log in to your account 2. Open the 'Shades' screen and start adding the new device (tap on the '+' icon to launch the device pairing wizard). 3. Select 'Products.' 4. Choose the shade from the list of devices and follow the instructions in the pairing wizard. 5. Start the countdown and press the programming button on your shade (according to the instructions). 6. Once the device is detected, you can name it and assign it to a room, then press 'Finish.' NOTE: All shades must be added before adding remotes. Once all shades and remotes are added, you need to pair your remotes to your shades so that you can control your shades with both the app and your remotes.

TROUBLESHOOTING
Remotes

PROBLEM	SOLUTION
I need to replace the batteries for my shade or remote.	**Replacing Batteries in the Shade's Non Rechargeable Battery Case** Insert eight AA lithium batteries per battery case. **Charging the Shade's Rechargeable Battery Pack** Plug in the lithium-ion charger to the rechargeable battery pack. When the LED indicator on the front of the charger changes to Green, the battery pack is fully charged. Unplug the charger and reconnect the battery pack to the shade. **Replacing Batteries in the Standard Remote or Plus Remote** Insert a #CR2430 lithium coin battery. You'll need a screwdriver to open the battery compartment. **Replacing Batteries in the Premium Remote** Insert two AAA batteries.
The programming steps aren't working.	If you don't press any buttons for 10 seconds while you're programming your remote or shade, the remote will time out. If that happens, just start the process over.
My shade doesn't respond when I press buttons on my remote.	If the LED on the remote doesn't light up when you press a button on the remote, replace the battery in the remote first. • For a standard remote or plus remote, you'll need a #CR2430 lithium coin battery. • For a premium remote, you'll need two AAA batteries. If that doesn't fix the issue, after checking battery orientation, replace the batteries in the shade. You'll need eight AA lithium batteries per battery case. If you have the rechargeable battery pack, charge the battery pack with the lithium-ion charger. If you've verified that the batteries in the remote and shade are good and you're still experiencing this issue, ensure that the motor's antenna is exposed. If you haven't already, remove any securing tape and position the antenna so that it's exposed and away from the shade headrail. Avoid crimping or damaging the antenna or power lead. Ensure that shade and remote are paired. See **Pairing Your Remotes and Shades** on page 21.
My shade will not move.	If LED on motor is green; confirm upper and lower limits are more than 12" apart. See Adjusting the Upper Limit section on page 12 or Adjusting the Lower Limit section on page 15.

Troubleshooting, cont.

My premium remote isn't working.	If your shade isn't responding to your premium remote, confirm that you're on the correct channel for the shade you're trying to operate. To check the channel, press any button on the remote and note which channel number is displayed. See page 10 for assigning shades to channels.
What do the LED colors on my remote mean?	If you press a button on your remote and the LED flashes: • Green: The battery in your remote is good. • Green and amber: The battery in your remote is low and will need to be changed soon. • Green and red: Replace the battery in your remote with a #CR2430 lithium coin battery.
What do the LED colors on my shade mean?	If you press the program button on your shade and the LED flashes: • Green: The power source—battery case is good • Green and amber: The power source—batteries are low and need to be changed or charged soon. • Green and red: Replace the batteries in the battery case with 8 AA lithium batteries or charge the rechargeable battery pack.

My shade moves in the opposite direction of the button I pressed on my 2-button or plus remote.	If the UP and DOWN buttons on your remote are reversed, follow these steps to switch them back. Note that you can perform these steps only with a standard remote or plus remote.
	1. Move the shade to any point between the upper and lower limits.
	2. Press and hold the UP and DOWN buttons at the same time for 3 seconds. When the remote LED turns amber, release both buttons.
	   The shade will jog.
	3. Press and hold the UP and DOWN buttons at the same time for another 3 seconds. When the remote LED turns amber, release both buttons.
	   The shade direction has now been reversed.

My shade moved in the opposite direction of the button I press on my premium remote.	If the UP and DOWN buttons on your premium remote are reversed, follow these steps to switch them back. Note: You can preform these steps only with the premium remote. 1. Press UP or DOWN to move shade off the upper or lower limit. On the remote, press and hold the 2. MENU/RIGHT button for 2 seconds to enter the menu. 3. Select SHADE > LIMITS. 4. Proceed past the warning message, press and hold the MENU/RIGHT button for 2 seconds. (caution: set limits can damage shade) 5. Scroll left or right to select the shade that needs corrected. 6. Scroll down to TRAV DIR, press and hold the MENU/RIGHT for 2 seconds. The shade will jog.

I want to start over with pairing my shades and remotes. How do I start fresh?	To remove the current pairing between your shades and remotes, and start fresh, follow these steps:
	For a Standard Remote or Plus Remote
	1. On the remote, press and hold the program button on the back for 15 seconds. When the remote LED stops flashing, release the button.
	   The remote LED should flash green, amber, and red before turning off.
	For a Premium Remote
	1. On the remote, press and hold the MENU/RIGHT button to enter the menu.
	2. Select ZWAVE > RESET.
	3. With LIKE NEW? selected, press and hold the MENU/RIGHT button until the screen no longer tells you to wait.
	
	⚠ Please use this procedure only when the network primary controller is missing or inoperable, or when instructed by a trained customer service representative.
	
	For a Shade
	1. Move the shade to its upper limit.
	2. On the shade, press and hold the program button for 7 seconds. When the shade jogs, release the button.
	   All remotes are now unpaired with the shade. However, the shade's upper, lower, and home positions are still set.

My shade doesn't go up or down as much as I want it to.	See the **Adjusting the Upper Limit** section on page 12 or the **Adjusting the Lower Limit** section on page 15.

Additional Troubleshooting Support

For video tutorials and the most up-to-date troubleshooting information, visit our Motorization Knowledge Base at **www.motorization.support**

Our customer service team is available at 1-800-221-6352, Monday through Friday from 8:30 a.m. to 7:00 p.m. Eastern.

You can also email us at motorization.support@springswindowfashions.com.

GLOSSARY

TERM	DEFINITION
Jog	A brief down-and-up movement of the shade.
Pairing Terminology	**Exclude** Removing the current pairing between your shades and remotes. **Include** Adding your shades and remotes to the same "shade network" (a group of shades and remotes that communicate with each other) or to a home automation system. **Associate** Pairing a shade with an additional remote when that shade is already controlled by a group remote or a home automation system. **Unassociate** Unpairing a remote when the shade is already controlled by a group remote or home automation system.
Program Button	On a standard remote or plus remote, the button on the back that lets you perform various programming functions as described in this manual. On a shade, the button on the headrail or motor end that lets you move your shade without a remote, or perform various programming functions as described in this manual.
Z-Wave	A radio frequency protocol for communicating between smart devices.

PREMIUM REMOTE TERM	DEFINITION
Channel	A group of shades that operates at the same time. Each channel can include a single shade or multiple shades.
Find	Locates existing shades in a shade network and adds the premium remote as an additional control.
Learn	Pairs the premium remote with an existing shade network as an additional remote.
Reset	Restores the remote back to a factory state by removing all memory of shade and remote pairings from the remote ⚠ Please use this procedure only when the network primary controller is missing or inoperable, or when instructed by a trained customer service representative.

Legend			
●	Press and hold	⌃	Move up
◉	Press and release	⌄	Move down

ABOUT Z-WAVE®

Z-Wave is a wireless mesh-networking protocol for reliable, intelligent home control of all Z-Wave compatible devices. Z-Wave devices can act as repeaters to create a mesh-network to ensure reliable communication regardless of the manufacturer or type of device. This product can be included and operated in any Z-Wave network with other Z-Wave certified devices from any other manufacturer. Z-Wave devices such as lamp modules, fan controllers, thermostats, dimmer switches, and many other types of home control devices are available from a wide range of manufacturers. The Z-Wave Alliance (www.z-wavealliance.com) provides a list of manufacturers of Z-Wave compliant devices. Z-Wave was created by Sigma Designs and more details on the technology can be found at www.z-wave.com.

This product can be included and operated in any Z-Wave network with other Z-Wave certified devices from other manufacturers and/or other applications. All nonbattery-operated nodes within the network will act as repeaters regardless of vendor to increase reliability of the network.

The current product controls may establish two Association Groups. Association Group #1 is a dedicated lifeline for secondary controls, primarily used for battery status reports, central scene cc, local reset cc. Association Group #2 is dedicated to slave shades nodes, with a maximum of 12 slave nodes. Normal shade control command will use Association Group #2.

FCC Class B Notice

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.
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. 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/television technician for help.

Modifications: Any modifications made to this device that are not approved by Springs Window Fashions may void the authority granted to the user by the FCC to operate this equipment.

For advanced technical information, contact customer service at 1-800-221-6352.

Battery Information for Shades

Use only eight AA lithium batteries, which are available through most hardware stores, pharmacies, and home centers.

CAUTION: Batteries must be installed as shown below. Failure to do so could result in injury and will invalidate your warranty. Do not mix type, brand, or old with new. Do not recharge, disassemble, heat (above manufacturer's specified temperature), or incinerate. Keep batteries out of reach of children and in original packaging until ready to use. Dispose of batteries properly.

Correct battery orientation and proper battery disposal must be followed.
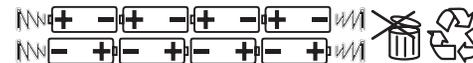
Industry Canada Notice

This device complies with Industry Canada License-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

For advanced technical information, contact customer service at 1-800-221-6352.

Shades Name/Location	Channel Assignment Shades on the same channel will operate as a group.											
	1	2	3	4	5	6	7	8	9	10	11	12
Example: Shade 1 - Kitchen			X	X	X							
Shade 1												
Shade 2												
Shade 3												
Shade 4												
Shade 5												
Shade 6												
Shade 7												
Shade 8												
Shade 9												
Shade 10												
Shade 11												
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Shade 17												
Shade 18												
Shade 19												
Shade 20												
Shade 21												
Shade 22												
Shade 23												
Shade 24												

The premium remote can include a single shade or multiple shades, maximum of 8 shades on one channel.

For video tutorials and additional help,
visit **www.motorization.support**

Customer Service
1-800-221-6352
motorization.support@springswindowfashions.com

SPRINGS WINDOW FASHIONS
the Best Experience Company