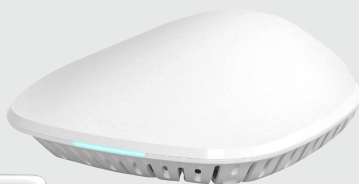
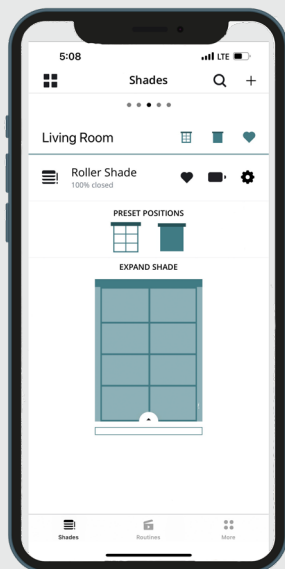


MOTORIZED SHADES



SPRINGS WINDOW FASHIONS
the Best Experience Company

TABLE OF CONTENTS

How to Install Your Motorized Shade

How to Install Your Battery Pack	3
How to Install Your Plug-In Transformer	6

Getting to Know Your Shade

Knowing Your Shade's Limits and Home Position	7
Shade Program Button.....	9

Motorization App (Bluetooth Pairing)

Motorization App Setup.....	10
Create Rooms.....	13
Advanced Settings (Adjusting Limits).....	13
Controlling Your Shades via App	14
Room Control.....	14
Shade Control.....	14
Standard Shades.....	15
Bottom Up/Top Down.....	15
Dual Shades.....	16
Create Routines via Bluetooth	17
Firmware Update.....	18
Shade Recovery.....	19

Premium Remotes

Getting Your Remote Ready.....	20
Premium Remote Instructions	21

Pairing Your Remotes and Shades

Pairing Your Premium Remote	22
Remove a Shade from Premium Remote	27
Clear All Channels.....	27
Assigning Shades to Channels (Premium Remotes Only)	28
Adjusting Limits.....	29
Setting Home Position	31

Standard/Plus Remote

Getting Your Remote Ready.....	33
Standard/Plus Remote Instructions	34
Pairing Your Standard or Plus Remote	35
Adjusting Limits.....	39
Home Position.....	43
Adjusting Your Sheer Shade's Home Position	45
Adjusting Your Layered Shade's Home Position	46
Controlling Your Shade with Remote	47

Getting Started with Motorization App and Gateway

Gateway Setup.....	48
Transfer Your Shades to the Gateway	50
Add Z-Wave Shades to the Gateway	51
Add a Remote to the Gateway	53

Integrating Your Shades with 3rd Party Z-Wave

Adding Voice Control to your Motorization App and Gateway.....

Frequently Asked Questions

Troubleshooting: Remotes and Power.....

Troubleshooting: Gateway.....

About Z-Wave

Industry Canada Statement

How to Install Power for Your Motorized Shade

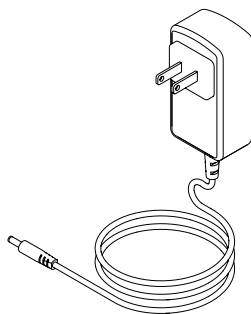
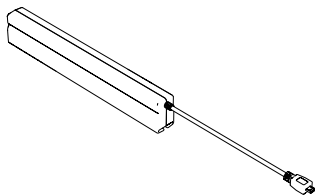
Battery pack location and installation

- 1a. If installing the rechargeable battery pack, the sealed battery pack is included and cannot be opened

NOTE: The rechargeable battery pack will be approximately 30% charged. Each pack will need to be charged to 100% before installing.

- 1b. Plug in li-ion battery charger to rechargeable battery pack

The LED will change to red to indicate charging. When the pack is fully charged, the LED will change to green. When fully charged, unplug the charger.

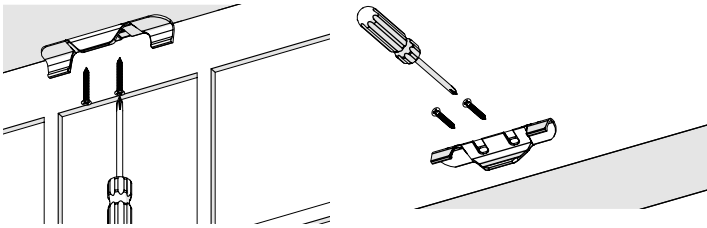
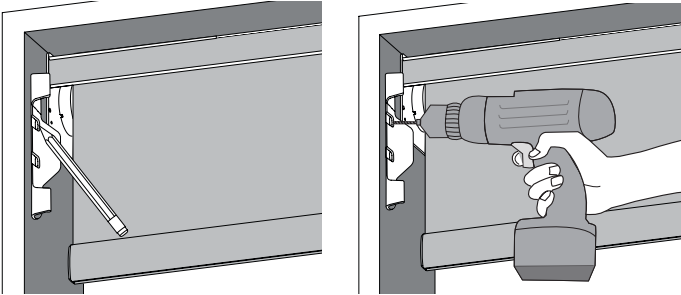


How to Install Power for Your Motorized Shade

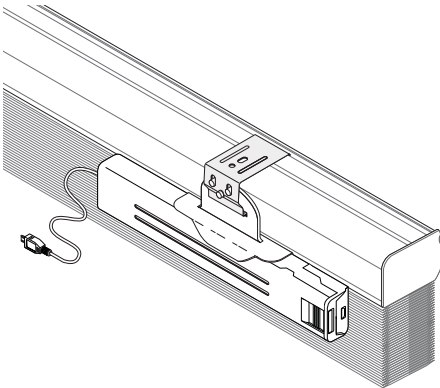
How to install your battery pack

Determine inside, inside with space-saving hanger, or outside mount; then follow directions for that mounting style

1. Mark and predrill screw holes, secure hanger



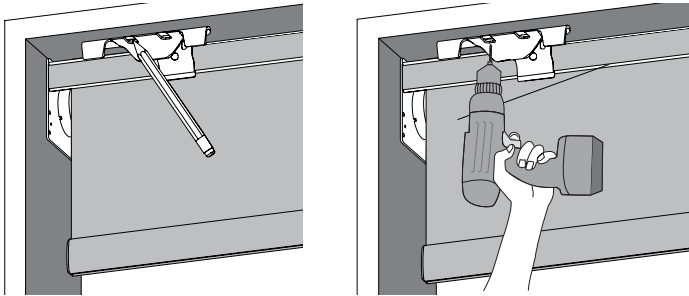
Rear view



Front view

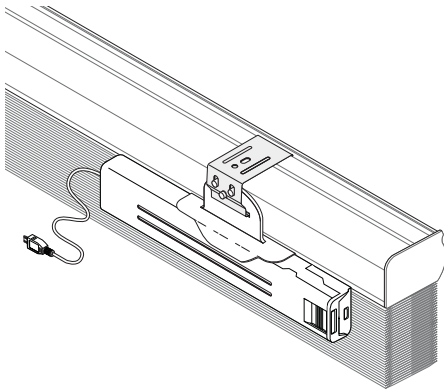
How to Install Power for Your Motorized Shade

How to install your battery pack (continued)



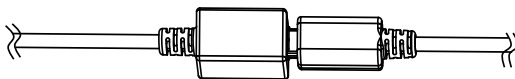
Rear view

2. Snap battery pack into hanger



Rear view

3. Connect battery wire connector to motor lead



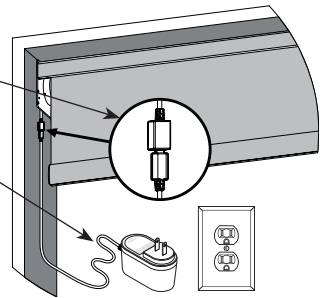
How to Install Power for Your Motorized Shade

How to install your plug-in transformer

Plug-in transformer installation

5. Insert plug-in transformer into outlet. Connect plug-in transformer wire connector to motor lead.

NOTE: Wire management components are not included, but can be purchased at a local hardware store or home improvement center to help disguise the power cord when using a plug-in transformer.



GETTING TO KNOW YOUR SHADE

Limits, Home and Favorite Position, Shade Programming Button



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.



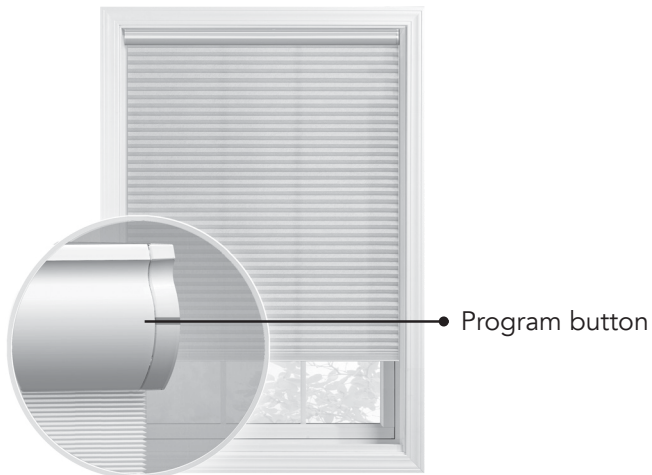
Layered Shade Home position is with the shade lowered with stripe open.

Sheer shade Home position is with the shade down and the vanes closed.

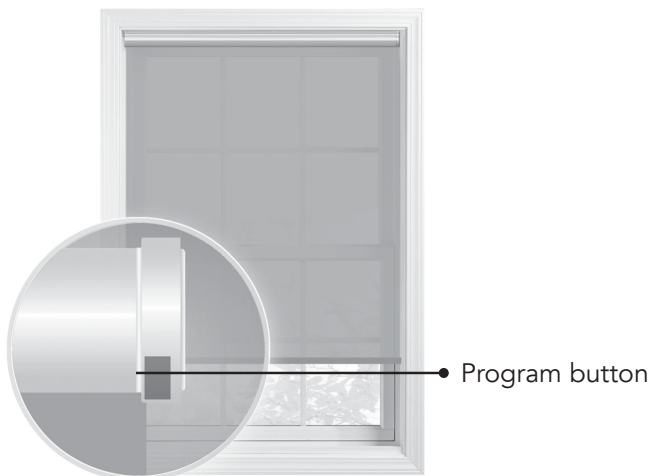
You can adjust each of these positions to fit the needs of your home—just follow the instructions in the **Adjusting Your Shade's Limits and Home Position** section on pages 13, 29, or 39 depending on your control type.

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.



**MOTOR FOR CELLULAR, PLEATED,
AND CLASSIC ROMAN SHADES**

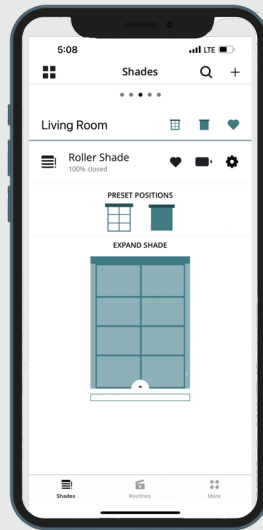


**MOTOR FOR LAYERED, NATURAL SHADE,
ROLLER, SHEER, SOLAR, TAILORED ROMAN,
AND WOVEN WOOD SHADES**

MOTORIZATION APP (BLUETOOTH PAIRING)

Motorization App

You can control your shades directly from your smartphone or tablet with Bluetooth. No dedicated remote necessary. Download the app from the Apple Store or Google Play store to get started. The app allows you to control all shade movements as well as schedule basic routines.



NOTE

For Bottom Up/Top Down shades, see app control information on page 15 and remote control information on page 21.

Motorization App Setup

Your shades come with embedded Bluetooth and Z-Wave capabilities. Bluetooth allows you to operate locally from a phone or tablet device without a remote or gateway device. Z-Wave allows you to operate your shades with a remote and pair them with third party services like Amazon Alexa or Google Home. Third party integration requires the gateway device. A single gateway can optimally control up to 20 devices.

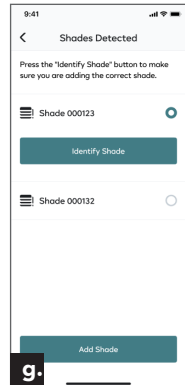
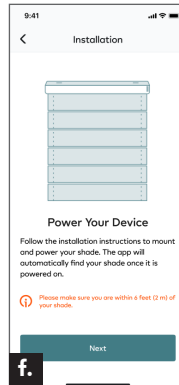
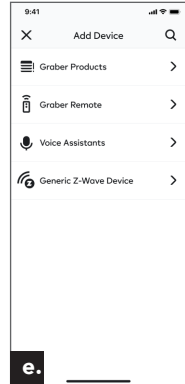
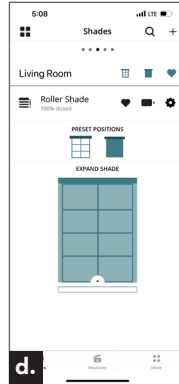
To pair your shades directly to your phone via Bluetooth:

1. Download and install the Motorization app on your iOS or Android device.
 - a. Once downloaded, click "New to Motorization" to create your account or log in to your existing account.
 - b. Create your username and password.
 - c. Set your location manually or automatically.

All set! From here, you can start adding Bluetooth shades.

Motorization App Setup

2. Your shades come from the factory with limits set and ready to be paired with your phone.
 - a. Ensure your shades are installed and powered on.
 - b. Once powered, they are automatically in pairing mode.
 - c. Initial Product setup screen will be prompted once account is created. You will choose to pair a shade without a Gateway.
 - d. In the app, navigate to the "Shades" tab and select the "+".
 - e. Select "Products".
 - f. Ensure your shade has power and select "Next".
 - g. All shades in Bluetooth range will show up on this screen.
 - h. To identify a specific shade, select a shade and tap "Identify Shade".
 - h. Choose your target shade and select "Add Shade".

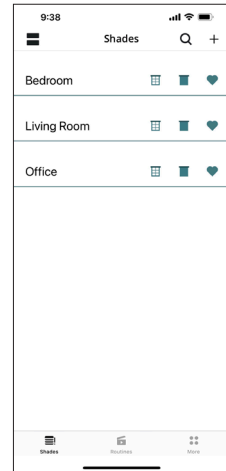
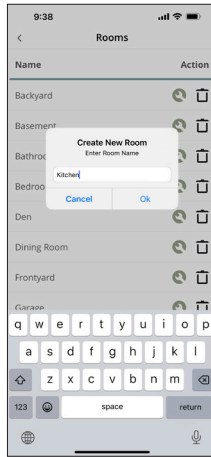
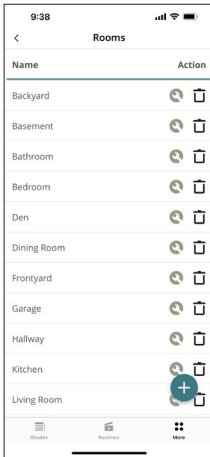


All set! From here you can name your shades, create rooms, schedule routines, etc.

Motorization App Setup

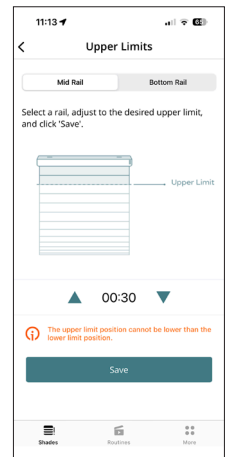
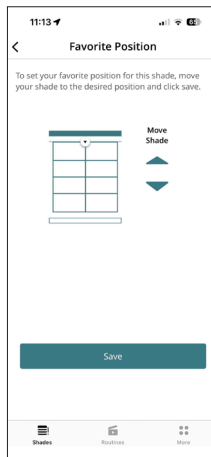
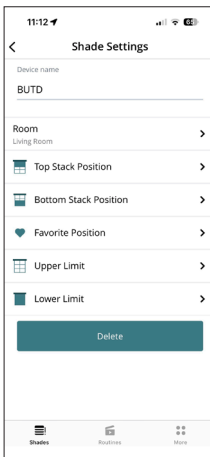
Create Rooms

Create rooms to group individual shades for ease of room management. For best performance limit 6 shades per room grouping. If a room has more than 6 shades, it is recommended to add a second room grouping (example Living Room 1 and Living Room 2).




Advanced Settings (Adjusting Limits and Setting Favorites):

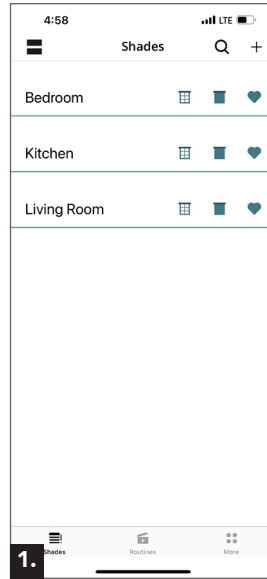
Select the gear icon to adjust custom settings including shade limits and favorite positions.




Controlling Your Shades Via App

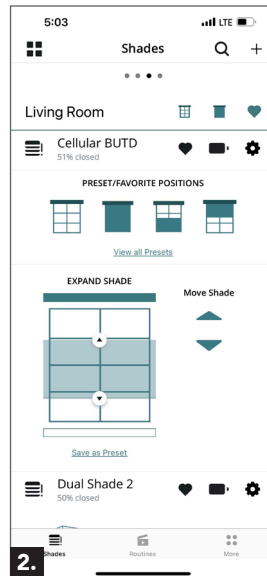
Room Control

1. You can control your shade with Room Control
 - a. Ensure the top left icon is . Select and switch to the individual shade view.
 - b. To use Room Control, select the Closed/Open/Favorite icon for the room you'd like to control



Shade Control

2. To control your shades individually
 - a. Ensure the top left icon is .
 - b. To view all shades within a room, scroll up and down
 - c. To switch from room to room, swipe left or right
 - d. Instructions for controlling individual shades are listed below based on shade type



Controlling Your Shades Via App

Standard Shades

1. Standard shades can be controlled with the slider, the preset open/closed/favorite positions, or scheduled with routines
 - a. To control the shade, slide the arrow to the desired position or select the desired open/closed/favorite icon

You can also control all shades grouped in a room with the Closed/Open/Favorite icons at the top of the screen



Bottom-Up, Top-Down Shades

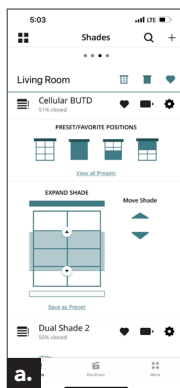
1. Bottom-up, top-down shades can be control via:
 - a. Slider: Slide the arrow to the desired position for either rail.

Note that sliding functionality can only be used when moving one rail away from the other.
 - b. Open/Closed/Top Stack/Bottom Stack presets: Select the icon to move shade to that position. Top and Bottom stack positions can be customized in shade settings

- c. Up/Down arrows that control both rails simultaneously: To move both rails up or down together, select the up or down arrows. Each press will move the rails 5%.

Note: your screen will update to show the shade position. Once released, the shade will receive the command and move to that location.

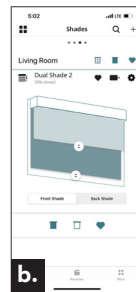
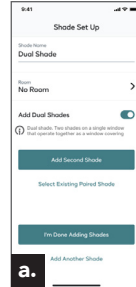
- d. Additional User-set presets: You can set up to 5 additional presets. To set a new preset, first move the shade to the desired position and then select "Save as Preset".



Controlling Your Shades Via App

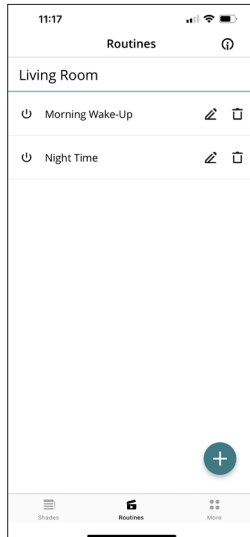
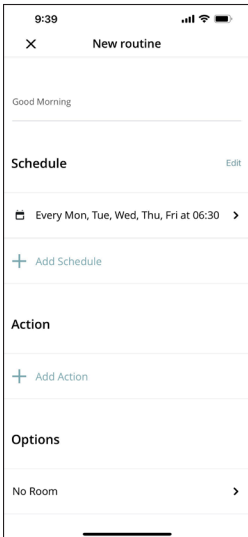
Dual Shades

1. Dual shades are a type of shade that combines two solar/roller shades in a single window. Typically a sheer/light filtering and room darkening/blackout shade are paired.
 - a. To create a dual shade configuration within the app, toggle "Add Dual Shade" during shade setup process.
 - b. Select "Add Second Shade" to add a new shade or "Select Existing Paired Shade" to add an existing shade
 - c. Dual shades are operated the same way as standard top-down shades.



Create Routines via Bluetooth

1. In the app, navigate to "Routines" tab on the bottom and select "+".
2. Name your routine.
3. Schedule the day(s) and time of your routine.
4. Select actions for your shades.
5. Select "Save Routine".



Step by step video available on <https://springs.freshdesk.com/support/home>

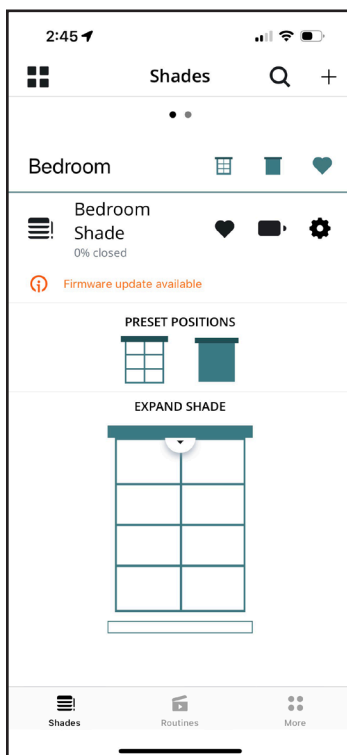
Firmware Update

Your Bluetooth enabled shades come with the ability to update firmware wirelessly over-the-air (OTA). When a new firmware update becomes available, your shade will display in orange text beneath its name, "Firmware update available."

How to Execute the Firmware Update

1. Ensure that you are within close proximity of the shade you are updating.
2. Enter the settings of your shade and select "Firmware Update."
3. During the update:
 - a. Ensure you keep the screen awake and remain in the app during the update process
 - b. Update time varies between iOS and Android. This process takes a few minutes to complete.

You will see an onscreen app notification, as well as a flashing green program button on the shade. This signifies your update is complete.

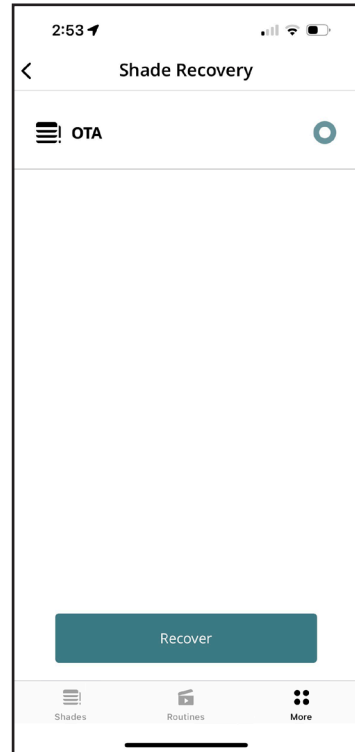


If you do not see a message that firmware was successfully updated, the update has not been successful. Proceed to page 19 to start shade recovery.

Shade Recovery

In the event that the firmware update is interrupted, you will lose the ability to control your shades. In order to regain control of the shade, you will need to use the Shade Recovery feature within the app and then complete the update.

1. Navigate to the “More” tab and select “Shade Recovery.”
2. Select the shades that need to be recovered. It should be named “OTA.”
3. Select “Recover” to begin the shade recovery process.



For gateway and voice control setup, continue to the Home Automation and Integration section.

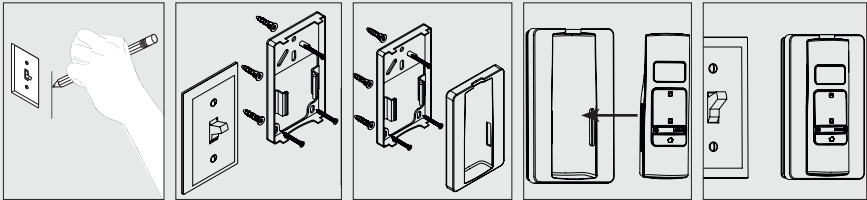
PREMIUM REMOTE: GETTING YOUR REMOTE READY

For the Premium Remote

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



HOW TO WALL MOUNT MULTI-CHANNEL REMOTE



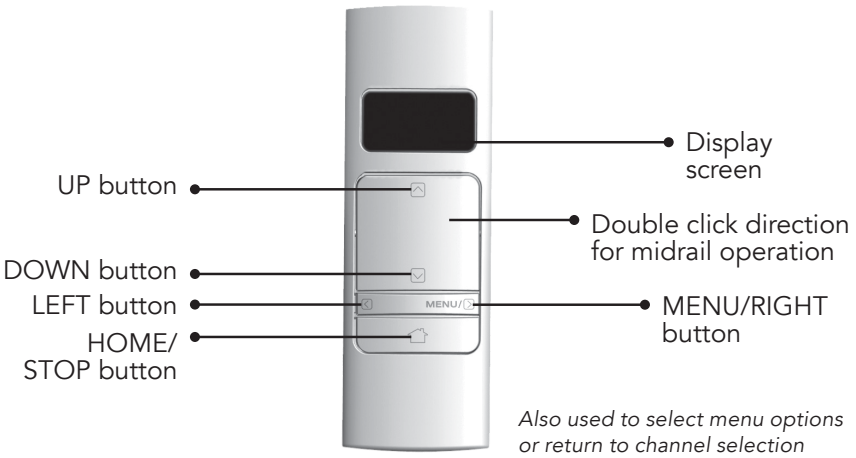
NOTE

If you did not order a gateway, your remotes will be paired directly with your shades. If you purchased or are setting up a gateway, remotes will be paired through the gateway to control your shades. Instructions on setting up the gateway with remotes are found above.

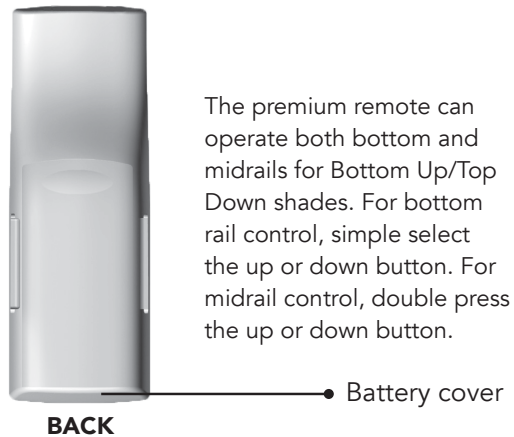
Premium Remote Instructions

Bottom Up/Top Down shades are exclusive to the 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. To control the bottom rail, single click the up/down buttons. To control the midrail, double click the up/down buttons.

Note: Rail control does not allow the mid rail and bottom rail to operate at the same time.



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 28 on assigning shades to channels.



The premium remote can operate both bottom and midrails for Bottom Up/Top Down shades. For bottom rail control, simple select the up or down button. For midrail control, double press the up or down button.

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, re-attempt the process.

Pairing Your Premium Remote

Pair a Remote with a Shade

You may 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 28.

Pairing Your Premium Remote

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 orange 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 28.



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 4–5 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 28.



Legend			
●	Press and hold	^	Move up
⦿	Press and release	∨	Move down

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 28.

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.

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.

Adjusting Limits

Adjusting the Upper Limit

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 means you've set your new upper limit.



NOTE

For Layered or Sheer shade: you must reset the home position if adjustments are made. See page 32.

Adjusting Limits

Adjusting the Lower Limit

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.

Note: Cellular Bottom Up/Top Down: Intermediate Rail cannot operate on a group channel.

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.
7. 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 page 32.

Setting 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.



For Bottom Up/Top Down shades, follow these steps:

1. Using operation steps from page 21, move your shade to desired home position.
2. Select SHADE > HOME.
3. Press and release the HOME button to set your new home position.

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 Layered 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.

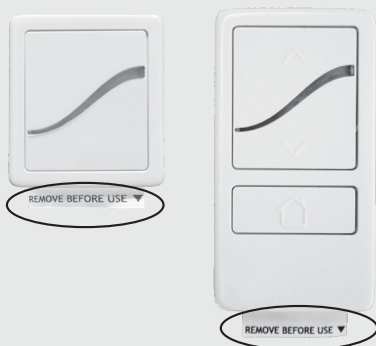
The shade will jog. This means you've set your new home position.



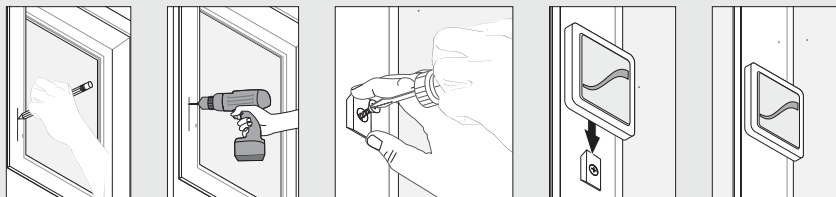
STANDARD/PLUS REMOTE: GETTING YOUR REMOTE READY

For the Standard Remote or Plus Remote

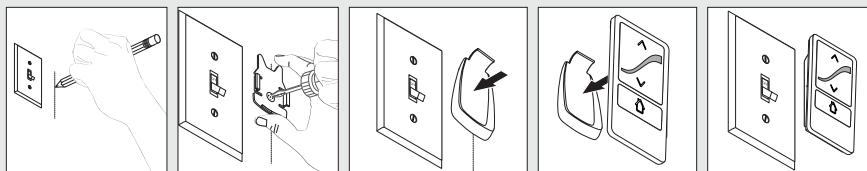
Pull out the paper strip on the
back of the remote.



HOW TO WALL MOUNT TWO-BUTTON REMOTE



HOW TO WALL MOUNT SINGLE-CHANNEL REMOTE

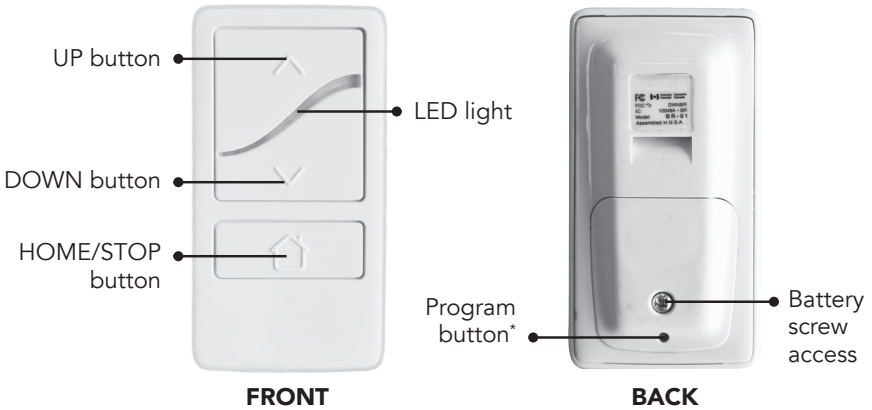


NOTE

If you did not order a gateway, your remotes will be paired directly with your shades. If you purchased or are setting up a gateway, remotes will be paired through the gateway to control your shades. Instructions on setting up the gateway with remotes are found starting on page 53.

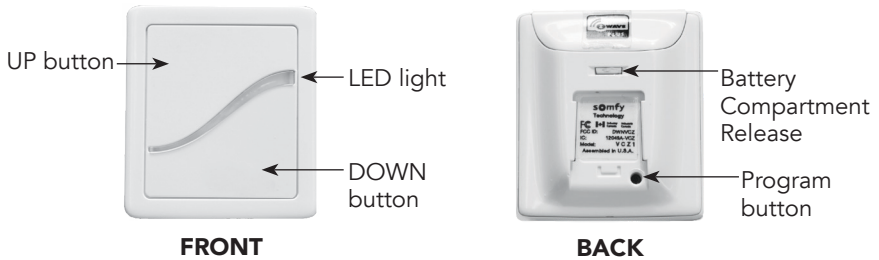
Standard/Plus Remote Instructions

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





*Press with a paper clip or similar tool.

TWO-BUTTON REMOTE



NOTE: Not available with sheer or layered shades

 WARNING	
<ul style="list-style-type: none">• INGESTION HAZARD: This product contains a button cell or coin battery.• DEATH or serious injury can occur if ingested.• A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours.• KEEP new and used batteries OUT OF REACH of CHILDREN.• Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body.	

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.



STANDARD REMOTE



PLUS REMOTE

NOTE

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

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, orange, 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 orange 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, orange, 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 orange 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 orange 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.



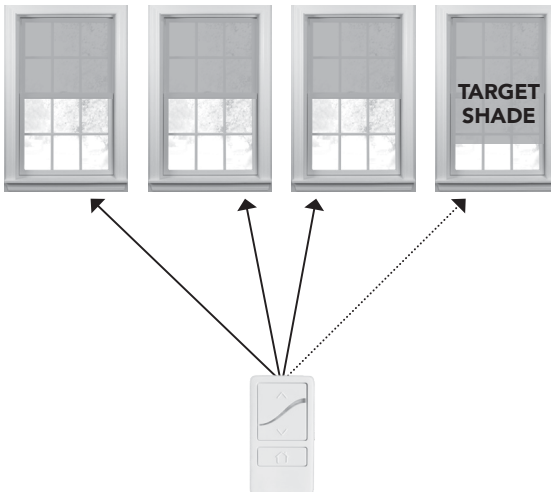
5. Repeat steps 3–4 for each shade you want to control with an individual remote.

Adjusting Limits

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

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.

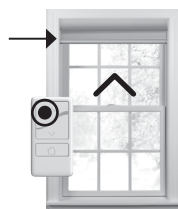


Don't attempt to move the upper limit to a position higher than the preset limit—that could damage your shade or prematurely drain the batteries.

Adjusting the Upper Limit

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 orange, release both buttons.

The shade will jog.

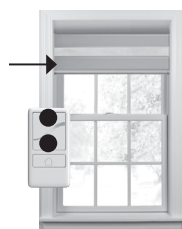


3. Use the UP or DOWN buttons to move your shade to the new upper limit.



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

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



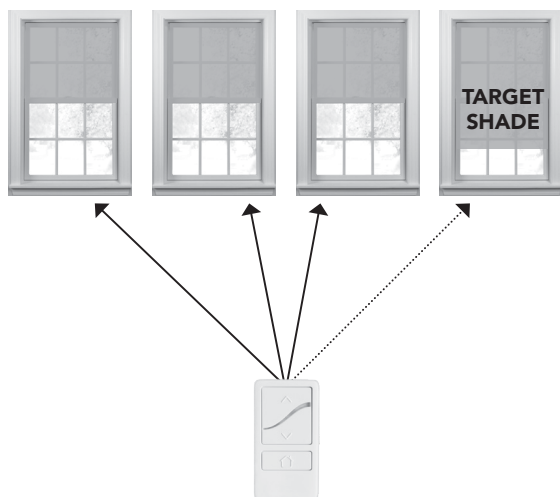
5. If you need to adjust another shade's upper limit, go back to the **Before You Start** section and repeat the steps for each shade.

NOTE

For Layered or Sheer shade: You must reset the home position if adjustments are made. See "Setting a Home Position" on pages 45 and 46,

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 45 and 46,

Adjusting the Lower Limit

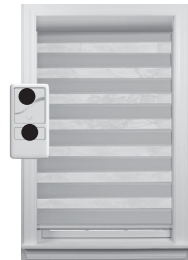
1. On the remote, press and release the DOWN button.

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 orange, 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 orange, 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 45 and 46,

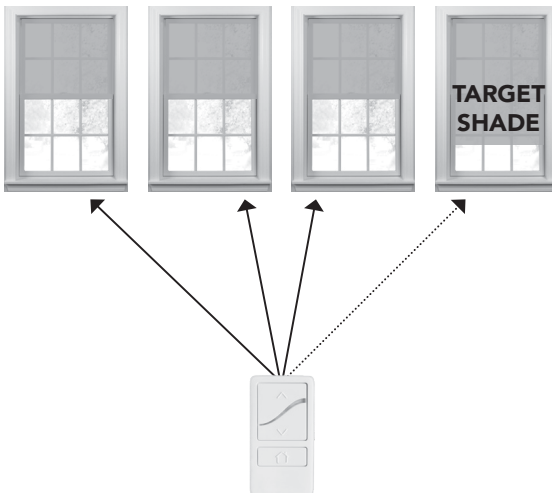
Adjusting the Home Position

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 orange, release the button.

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



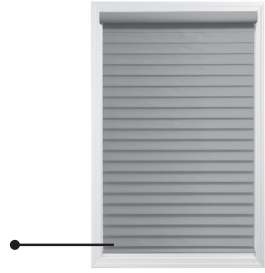
3. If you need to adjust another shade's home position, go back to the **Before You Start** section and repeat the steps for each shade.

See page 45 and 46 to adjust your Sheer Shade's and Layered Shade's Home Position

Legend			
●	Press and hold	⤴	Move up
⦿	Press and release	⤵	Move down

Adjusting Your Sheer Shade's Home Position

Your shade system's single-channel remote has been preprogrammed to control your shade. The default home position is preset to DOWN/CLOSED position. To change the home position, follow the steps below.



1. Start with the shade in the DOWN/OPEN position by pressing and releasing the DOWN button.



2. To set your home position to the DOWN/CLOSED position, begin with shade at the DOWN/OPEN position, then press and hold the UP button until the shade vanes close and release.



3. With the vanes in DOWN/CLOSED position, press and hold the home button until the LED flashes orange, then release.

The shade will jog and the new position is set.



Legend			
●	Press and hold	▲	Move up
⦿	Press and release	▼	Move down



If adjustment to upper and lower limits is needed, start with that programming and then reset the home position.

Adjusting Your Layered Shade's Home Position

Your shade system's single-channel remote has been preprogrammed to control your shade. The default home position is preset to DOWN/OPEN position. To change the position, follow these steps.



1. Start with the shade in the DOWN/CLOSED position by pressing and releasing the DOWN button.



2. To set your home position to the DOWN/OPEN position, begin with shade at the DOWN/CLOSED position, then press and hold the UP button until the shade layers open and release.



3. With the vanes in DOWN/OPEN position, press and hold the UP button until the LED flashes orange, then release.

The shade will jog and the new position is set.



If adjustment to upper and lower limits is needed, start with that programming and then reset the home position.

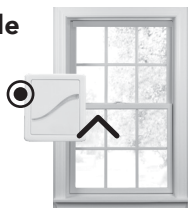
Controlling Your Shade with Remote

We preprogrammed your remotes to operate your shades. If you ordered a premium remote, see page 28 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.



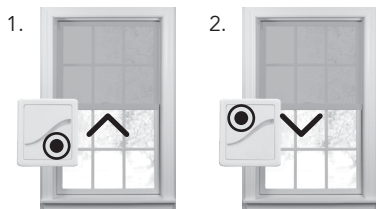
Close Your Shade Completely

Press and **release** the DOWN button.



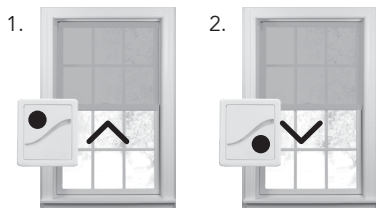
Stop Your Shade While It's Moving

- 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.



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.



Move Your Shade to the Home or Favorite Position

Press and **release** the HOME button.

Not available with the standard remote.



GETTING STARTED WITH THE MOTORIZATION APP AND GATEWAY



Before continuing, ensure you have completed steps in the Motorization App (Bluetooth Pairing) section.

- *Control your Gateway paired shades with the Motorization App from anywhere in the world.*
- *Shades can be integrated with voice-controlled smart home devices, like Alexa and Google Home.*
- *Set up Routines to open and close multiple shades at specific times, such as sunrise and sunset.*
- *Easily control single or multiple motorized shades (recommended up to 7 shades per gateway device*) directly from your mobile device.*

Everything needed to get started using your gateway:

- *Before you begin, confirm your phone's operating system is updated to the most recent version of iOS or Android.*
- *For 3rd Party Home Automation systems, see page 43.*

Step by step videos are available on
<https://springs.freshdesk.com/support/home>

- *Plug gateway with the provided power cord.*
- *The Gateway must be setup on a Wi-Fi network that is a password protected 2.4GHz and 5GHz.*
- *Each Gateway can control up to 8 devices (shades, remotes, etc.).*
- *The Gateway Pro is designed to control all shades within your home. For larger homes or homes with many obstructions such as brick walls, repeaters are recommended to extend the range of your gateway.*

CAUTION: Do not plug the shade battery into the Gateway Pro. Doing so can cause permanent damage to the Gateway Pro. To power the Gateway Pro, only use the power cable provided in the box.

Getting Started with the Motorization App and Gateway



Gateway Setup

The Gateway device is an optional upgrade for control in the Motorization app. This device allows you to control your shades remotely when you aren't at home and integrate with smart assistant devices. Note: If you are using remotes AND a gateway device, the remotes must be paired through the gateway device.

1. Install the Motorization App on your mobile device.
2. Open your Motorization App and select 'New to Motorization?'
3. Connect your gateway to the provided power cord. Once it is powered on, the LED light should change slowly from green to dark blue, then amber.
4. The app will prompt you to choose a method of connection. Connecting via ethernet is recommended as it will provide a more stable connection. If you choose the wireless connection the app will prompt you to go the Wi-Fi settings menu on your mobile device to make the connection. You will be required to enable your location. Select the Wifi_#### temporary network. If the temporary network is not visible, unplug then plug back in. Follow the prompts in your motorization app to complete set up. When the gateway is connected the LED lights will be a steady state of blue.
5. Congratulations! Your gateway is now connected.
6. Follow the step-by-step instructions in the app. You will be asked to validate your email to finalize setup. If you do not receive an email, please check your spam folder. 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.

Transfer Your Shades to the Gateway

Shade Transfer

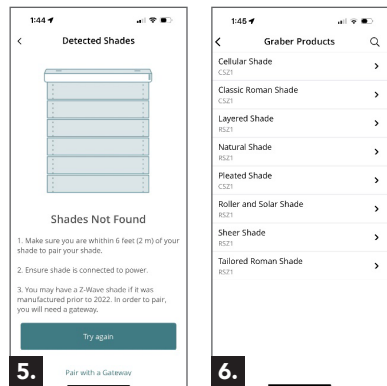
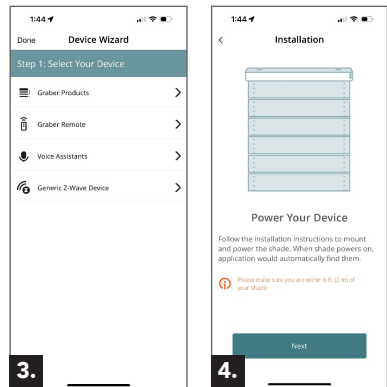
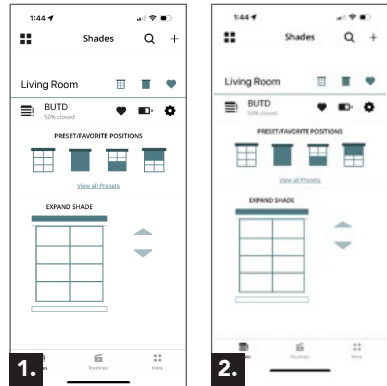
1. If not prompted after connecting to your new gateway, navigate to the "More" tab located at the bottom right of the screen.
2. Select "Shade Transfer."
3. In the pop-up, select "Transfer Shades," then select the shade you would like to transfer.
4. Once shade is selected, select "Transfer Shade to the Gateway."
 - a. During the shade transfer, please remain in line of sight of the shade.
5. The shade and gateway will automatically enter pairing mode. Once the transfer is initiated, the shade will confirm via a jogging action (a short up & down movement).
 - a. If you do not see a jog in the shade or an "inclusion in progress" notice in the app, the transfer did not initiate successfully.
 - b. Select "Reset Device." The shade should enter reset mode causing the LED to begin blinking. The shade will jog once complete.
 - c. Select "Try Adding It Again."
6. The shade should now successfully complete the transfer.
 - a. If applicable, transfer more shades or close out of the shade transferring process.



Before continuing please note, if you have set up routines with your Bluetooth shades, please remove these routines before transferring your shades to the Gateway. You will have to set routines up again once your shades are connected to the Gateway.

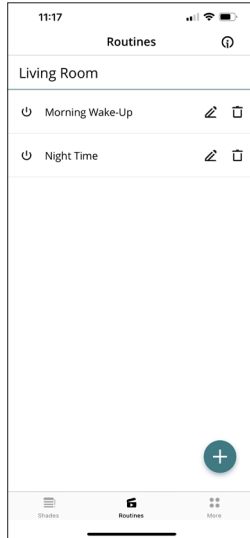
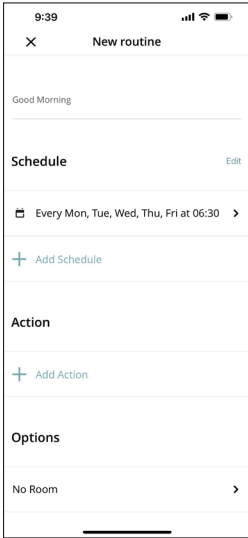
Add Repeaters to Extend the Range of the Gateway

1. Place repeaters strategically between the gateway and your shades while avoiding materials that may cause obstructions such as walls
2. Follow the instructions from the repeater to pair with gateway.



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. See app for instructions on how to schedule routines. See screen shots below for reference.



Step by step video available on motorization.support



Before continuing please note, if you have set up routines with your Bluetooth shades, please remove these routines before transferring your shades to the Gateway. You will have to set routines up again once your shades are connected to the Gateway.

Add a Remote with Your Gateway

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, orange, 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.



NOTE

Only complete step 3 if your Bluetooth or Z-Wave shades are not yet transferred or connected to the Gateway.

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.



Add a Remote with Your Gateway

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

To add a remote to your account, launch the Device Wizard by clicking the plus icon “+” within the Shades tab. Select remote and choose the type of remote you would like to add. Follow the prompts to add and associate the remote with with shades.

Add a Remote with Your Gateway

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 28.



INTEGRATING YOUR SHADES WITH A THIRD PARTY 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.

Gateway and App Instructions – See Page 48

To set up and control your shades with voice assistance – see page 57

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.

There is limited control with third party Bottom up/top down control

Adding Voice Control to your Motorization App and Gateway

Use the following instructions if you would like to add voice control to your shades using Amazon Alexa or Google Home through the Motorization App.

How to Enable the Skill on Your Alexa App

1. Select the More tab within the Amazon Alexa app
2. Select Skills and Games
3. Enter "Motorized Shade Control" in the Search Bar
4. Select Enable Skill
5. Login to your Motorization account
6. Onboard your shades and assign them to their designated rooms

How to Enable The Action on Your Google Home App

1. Navigate to the Settings tab of the Google Home app
2. Select Works with Google
3. Click the search icon and look for "Motorized Shade Control"
4. Login to your Motorization account
5. Onboard your shades and assign them to their designated rooms

Connecting 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

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, orange, 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 28.



FREQUENTLY ASKED QUESTIONS

Motorization App and Bluetooth

PROBLEM	SOLUTION
Can I give someone else access without giving my account information?	Once the account is set-up, you can create sub-users. <ul style="list-style-type: none">• There are three different levels of permissions you can assign to the guest account during set up.• The permission level descriptions are in the app.
Is a Gateway required to control my shades?	<ul style="list-style-type: none">• If your shades have a blue tip antenna, then they are ready to connect directly to your mobile device without a gateway. If your shades have a white tip antenna then a gateway will be required to pair you shades to your mobile device.• If you wish to have independent control away from your home, then a gateway will also be required.• Contact your local dealer for more information.• If you would like to use voice control, a gateway is required.
Are remotes compatible with Gateways?	<ul style="list-style-type: none">• Yes, remotes can be added to the Motorization App via the Gateway. This allows you to pair remotes to your shades without having to pair them manually and individually.
What is the range of Bluetooth?	Bluetooth has an approximate range of 30 feet but varies depending on the surrounding conditions.
How does Bluetooth work with a gateway?	Bluetooth allows for local connection to your shades. Pairing with a Gateway (via the shade transfer process) allows for you to access your shades away from the home and add voice assistant.
What is Shade Transfer?	Shade Transfer is a feature that allows you to transfer your Bluetooth connected shades to your gateway network when pairing a gateway to your account.
Shade not showing in detected screen when adding Bluetooth shades	<ul style="list-style-type: none">• Ensure you have a blue tip antenna.• Ensure Bluetooth is enabled within mobile device and ensure the app has been granted permission.• Power Cycle the shade by unplugging the power source from the shade and plugging it back in.• Ensure you are in line of sight of your shades.
Can I put multiple Bottom/Up Top/Down shades on a channel?	<ul style="list-style-type: none">• No. This function can only be controlled within the app.

FAQ, cont.


<p>What do the LED colors on my remote mean?</p>	<p>If you press a button on your remote and the LED flashes:</p> <ul style="list-style-type: none"> • Green: The battery in your remote is good. • Green and orange: 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.
<p>What do the LED colors on my shade mean?</p>	<p>If you press the program button on your shade and the LED flashes:</p> <ul style="list-style-type: none"> • Green: The power source—battery case is good • Green and orange: The power source—batteries are low and need to be charged soon.
<p>What Does My Gateway's LED Status Mean?</p>	<p>Powering Up Your Gateway:</p> <ul style="list-style-type: none"> • LED is red: Gateway is booting/powering on • LED is yellow: Gateway has successfully powered on • LED is flashing orange: Gateway is prepared to be connected to the internet or has lost internet connection <p>Updating the Firmware on Your Gateway</p> <ul style="list-style-type: none"> • LED is flashing pink: Firmware is updating • LED is green for 2 seconds: Firmware was successfully updated • LED is red for 2 seconds: Firmware update failed <p>Resetting Your Gateway:</p> <ul style="list-style-type: none"> • LED is flashing teal: Reset button has been held between 2-5 seconds, gateway will reboot • LED is flashing white: Reset button has been held between 5-10 seconds, gateway will perform a soft reset • LED is waving white: Reset button has been held between 10-20 seconds, gateway will perform a factory reset
<p>What Is the Range of My Gateway?</p>	<p>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.</p>
<p>Can I use a Repeater to Extend Range?</p>	<p>If you have Z-Wave devices plugged directly into an AC wall outlet such as smart switches and dimmers (for example the GoControl Plug-In Dimmer Module or Aeotec Dimmer 2), those will act as repeaters. You can also buy a repeater as a stand-alone accessory device (for example, the Aeotec Range Extender) to extend the range.</p>

TROUBLESHOOTING

Remotes and Power


PROBLEM	SOLUTION
I need to replace the batteries for my remote	<p>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.</p> <p>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.</p> <p>Replacing Batteries in the Premium Remote Insert two AAA batteries.</p>
My shade doesn't respond when I press buttons on my remote.	<p>If the LED on the remote doesn't light up when you press a button on the remote, replace the battery in the remote.</p> <ul style="list-style-type: none">• 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. <p>If you have the rechargeable battery pack, charge the battery pack with the lithium-ion charger.</p> <p>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.</p> <p>Ensure that shade and remote are paired. See Pairing Your Remotes and Shades on page 38.</p>
My premium remote isn't working.	<p>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 28 for assigning shades to channels.</p>
Firmware not updating	<ul style="list-style-type: none">• Stay close to the shade with app open.• Force close and reopen the app.• Restart the firmware update process<ul style="list-style-type: none">• If the firmware update is not completing, you may have to use the shade recovery feature found on page 19.

Troubleshooting, cont.

<p>My shade moved in the opposite direction of the button I press on my premium remote.</p>	<p>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.</p> <ol style="list-style-type: none"> 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.
<p>I want to start over with pairing my shades and remotes. How do I start fresh?</p>	<p>To remove the current pairing between your shades and remotes, and start fresh, follow these steps:</p> <p>For a Standard Remote or Plus Remote</p> <ol style="list-style-type: none"> 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. <p><i>The remote LED should flash green, orange, and red before turning off.</i></p> <p>For a Premium Remote</p> <ol style="list-style-type: none"> 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. <div data-bbox="298 938 710 1057" style="background-color: #333; color: white; padding: 5px; margin: 10px 0;">  <p>Please use this procedure only when the network primary controller is missing or inoperable, or when instructed by a trained customer service representative.</p> </div> <p>For a Shade</p> <ol style="list-style-type: none"> 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. <p><i>All remotes are now unpaired with the shade. However, the shade's upper, lower, and home positions are still set.</i></p>
<p>My shade doesn't go up or down as much as I want it to.</p>	<p>See Adjusting Limits section on pages 13, 29, or 39 depending on your control type.</p>

TROUBLESHOOTING

Gateway

PROBLEM	SOLUTION
<p>My Gateway Won't Connect to the Wi-Fi Network during the First Setup</p>	<p>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 in line of sight of the gateway. Should any of these conditions not be met, the App may display an alert similar to this:</p>  <p>If any of the conditions above present themselves, try resetting the gateway to factory defaults and retry.</p> <p>NOTE: 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 and 5GHz frequency range, or if it already does, make sure it is password protected</p>
<p>My Shades Can Longer No Be Controlled Through my Gateway.</p>	<ul style="list-style-type: none"> • Ensure the gateway is within range of the WiFi router. Certain obstructions can decrease the range of the gateway. If the gateway and shades are in different rooms with multiple obstructions repeaters are recommended. • Check battery status on the gateway. • Try to reconnect by re-adding the gateway to the app following steps on page 49.
<p>My shade moves in the opposite direction of the button I pressed on my 2-button or plus remote.</p>	<p>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.</p> <ol style="list-style-type: none"> 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 orange, release both buttons. <i>The shade will jog.</i> 3. Press and hold the UP and DOWN buttons at the same time for another 3 seconds. When the remote LED turns orange, release both buttons. <i>The shade direction has now been reversed.</i>

Troubleshooting, cont.

<p>How Can I Reset My Gateway?</p>	<p>Gateway Pro Reset</p> <ol style="list-style-type: none">1. WiFi Reset: Setting the network settings to factory defaults. Press and hold the program button for 2-5 seconds. The LED will blink three times per second. Once finished the LED will blink once per second until the gateway is connected to the WiFi.2. Soft Reset: Removing all devices, reset all settings and gateway stays connected to network. Press and hold the program for 5-10 seconds. The LED will blink ten times per second. The LED will start blinking after five seconds.3. Factory Reset: Resetting the gateway back to factory settings, removing all devices and networks. Press and hold the program button for 10-20 seconds. The LED will turn off once completed. The LED will start blinking after ten seconds. <p>Atom Reset</p> <ol style="list-style-type: none">1. WiFi Reset: Setting the network settings to factory defaults. Double press the program button within 1 second of each press. The LED will blink three times per second. Once finished the LED will blink once per second until the gateway is connected to the WiFi.2. Soft Reset: Setting the network settings to factory defaults. Press and hold the program button for 5-9 seconds. The LED will blink three times per second. Once finished the LED will blink once per second until the gateway is connected to the WiFi.3. Factory Reset: Removing all devices, reset all settings and gateway stays connected to network. Press and hold the program button for 10-18 seconds. The LED will blink ten times per second. The LED will start blinking after five seconds. <p>Plughub Reset</p> <ol style="list-style-type: none">1. WiFi Reset: Setting the network settings to factory defaults. Press and hold the program button for 5-9 seconds. The LED will blink three times per second. Once finished the LED will blink once per second until the gateway is connected to the WiFi.2. Soft Reset: Removing all devices, reset all settings and gateway stays connected to network. Press and hold the program button for 10-18 seconds. The LED will blink ten times per second. The LED will start blinking after five seconds.3. Factory Reset: Resetting the gateway back to factory settings, removing all devices and networks. Press and hold the program button for 20+ seconds. The LED will turn off once completed. The LED will start blinking after ten seconds.
<p>Where is the Reset Button on My Gateway</p>	<p>Gateway Pro Reset</p> <p>The reset button is a small pin hole located on the back of the gateway. To access it, you will need a paper clip or something similar. See the above section for instruction on how to reset the gateway.</p> <p>Atom</p> <p>The reset button is a small hole and 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.</p> <p>PlugHub</p> <p>The PlugHub has only one button, used for resetting the device as well as turning the smart plug feature on/off. It is easy to find: it's a large button, at the top of the device.</p>

Troubleshooting, cont.

<p>How Can I Connect My Gateway to a Different Wi-Fi Network</p>	<p>NOTE: The gateway does not support networks or nonpassword-protected Wi-Fi hotspots.</p> <p>There are two ways to connect the gateway to a different Wi-Fi network:</p> <ol style="list-style-type: none"> 1. Removing the gateway from the account: <ul style="list-style-type: none"> • Reset Wi-Fi as explained in How Can I Reset My Gateway? (first option) • On 'Select Location' screen 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 (WiFi_####), 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: <ul style="list-style-type: none"> • 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 (WiFi_XXXX), 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.
<p>I Don't Have an Internet Connection on My Phone After Resetting My Gateway (Factory or Network)</p>	<p>Navigate to your mobile devices network settings and ensure you are on your local network. You may be connected to the gateway's temporary network.</p>
<p>My Shades Can Longer No Be Controlled Through my Gateway.</p>	<ul style="list-style-type: none"> • Make sure your mobile device is within line of sight of your shades. • To to re-add the shades to your mobile application following steps on page 11.

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.

FCC ID: 2AAVX-CRZB
IC ID: 11392A-CRZB
Model: CRZB

FCC ID: 2AAVX-RRZB
IC ID: 11392A-RRZB
Model: RRZB

Contains:

FCC ID: QOO-BGM220S2
IC ID: 5123A-BGM220S2

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.

FCC/ISED Radio Frequency (RF) Exposure

This equipment complies with FCC and ISED Canada radiation exposure limits set forth for an uncontrolled environment. The user should avoid prolonged exposure within 20 cm of the antenna, which may exceed the FCC or RSS-102 radio frequency exposure limits.

Exposition aux fréquences radio (RF) de la FCC

Cet équipement se conforme aux limites d'exposition aux radiations de la FCC et de ISDE Canada, établies pour un environnement non contrôlé. L'utilisateur doit éviter une exposition prolongée à moins de 20 cm de l'antenne, qui peut dépasser les limites d'exposition aux fréquences radio FCC ou RSS-102.

Industry Canada Statement(s)

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 interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Déclaration(s) d'Industrie Canada

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

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

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

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