

TROUBLESHOOTING GUIDE



SOMFY TAHOMA® ZIGBEE



FOR TECH SUPPORT TEAMS



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I. OVERVIEW

The Somfy Organization's strength has been demonstrated with 50 years of experience in motorization. As leaders in the shading industry with innovative and modern solutions for homes and commercial buildings, Somfy offers the widest range of strong, quiet motors and controls for all types of applications and technologies.

Who is this Guide for?

This guide is designed to provide support and guidance to tech support teams, helping dealers and installers quickly identify and resolve common issues during the installation or maintenance of the Somfy Zigbee-based motorized shading system.

What does this Guide contain?

This guide contains general instructions on how to identify and provide general resolutions for common issues that may arise during the Zigbee installation and commissioning process.

How should this Guide be used?

This guide is intended to be used as a reference manual.

For questions or assistance please contact technical support:
(800) 22-SOMFY (76639)

Get answers to your questions from our Somfy FAQ page: www.somfysystems.com/en-us/support/fag

Follow the steps to access Service & Support.

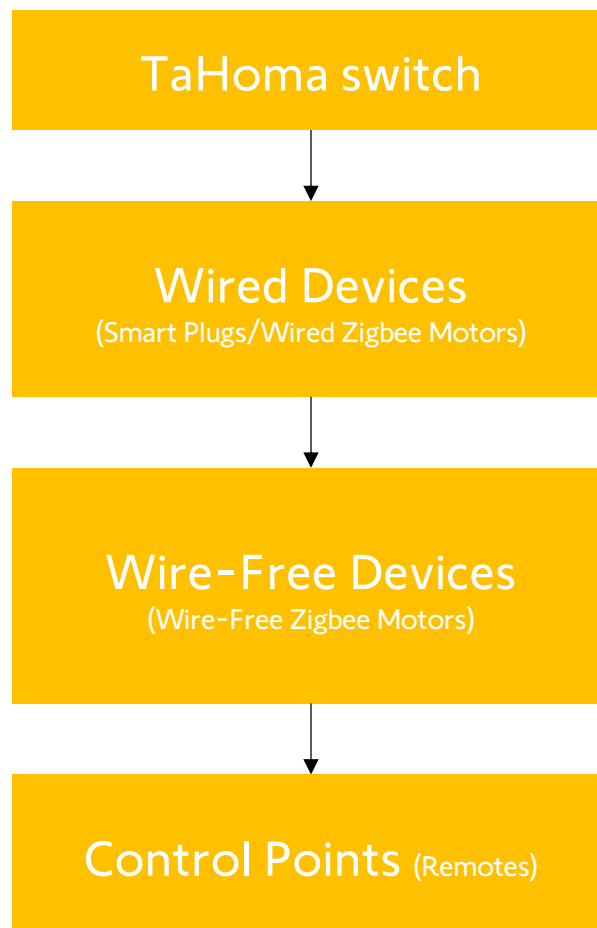
II. TAHOMA PRO ACCOUNT

BASIC REQUIREMENT FOR TAHOMA PRO ACCOUNTS

To ensure uninterrupted commissioning of the TaHoma installation, the installers must ensure that they have a valid pro account and can successfully log into their TaHoma pro apps before going to the site.

Best Practice (Preventive Step):

- Use **only 1 Somfypro account per phone/device** when logging into the TaHoma pro app.
- Using the same account on multiple phones/users may cause disconnections and “Service unavailable” errors.
- For multiple devices/users, create **sub-accounts** via the Somfypro website → **“Manage sub-accounts.”**
- To learn more about different types of pro accounts and their management, please visit [here](#)
- To build a strong Zigbee mesh network, please pair the devices to the TaHoma switch in the following order:



III. INCORRECT ACCOUNT LINKED

HUB LINKED TO INSTALLER INSTEAD OF HOMEOWNER'S ACCOUNT

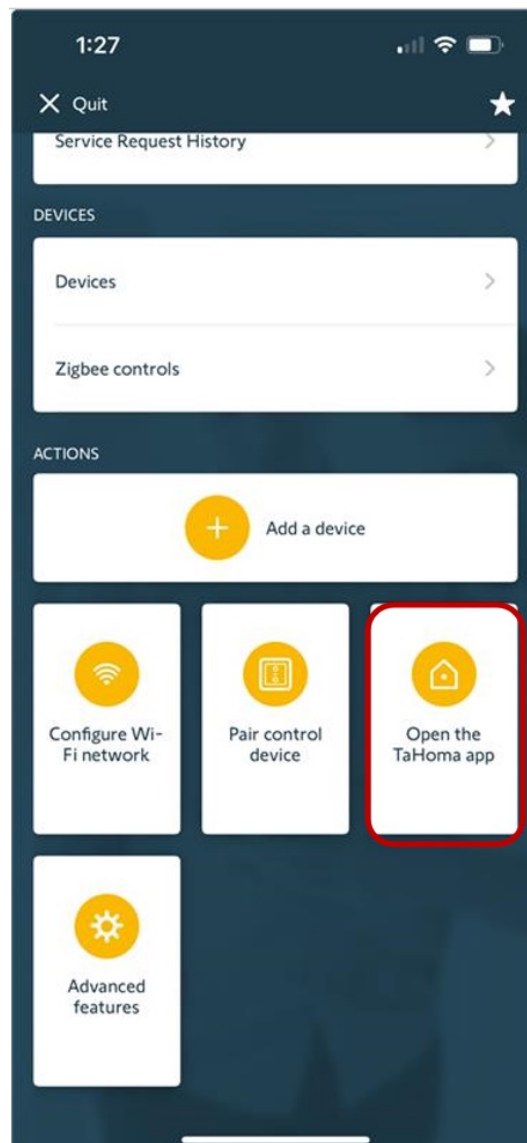
An installer used the TaHoma by Somfy (end user app) and linked the TaHoma switch setup to their own end user account while configuring/setting advanced features, such as scenes and schedules. Now, the setup needs to be transferred to the homeowner's account.

✓ Possible Causes & Resolutions:

The installer used TaHoma by Somfy (end user app) to do advanced settings instead of using the deep link feature through the TaHoma pro app

→ As an installer, use the TaHoma pro app for the entire commission and set up.

→ In the TaHoma pro app, select the deep link 'Open the TaHoma app' and set up the required advanced features.



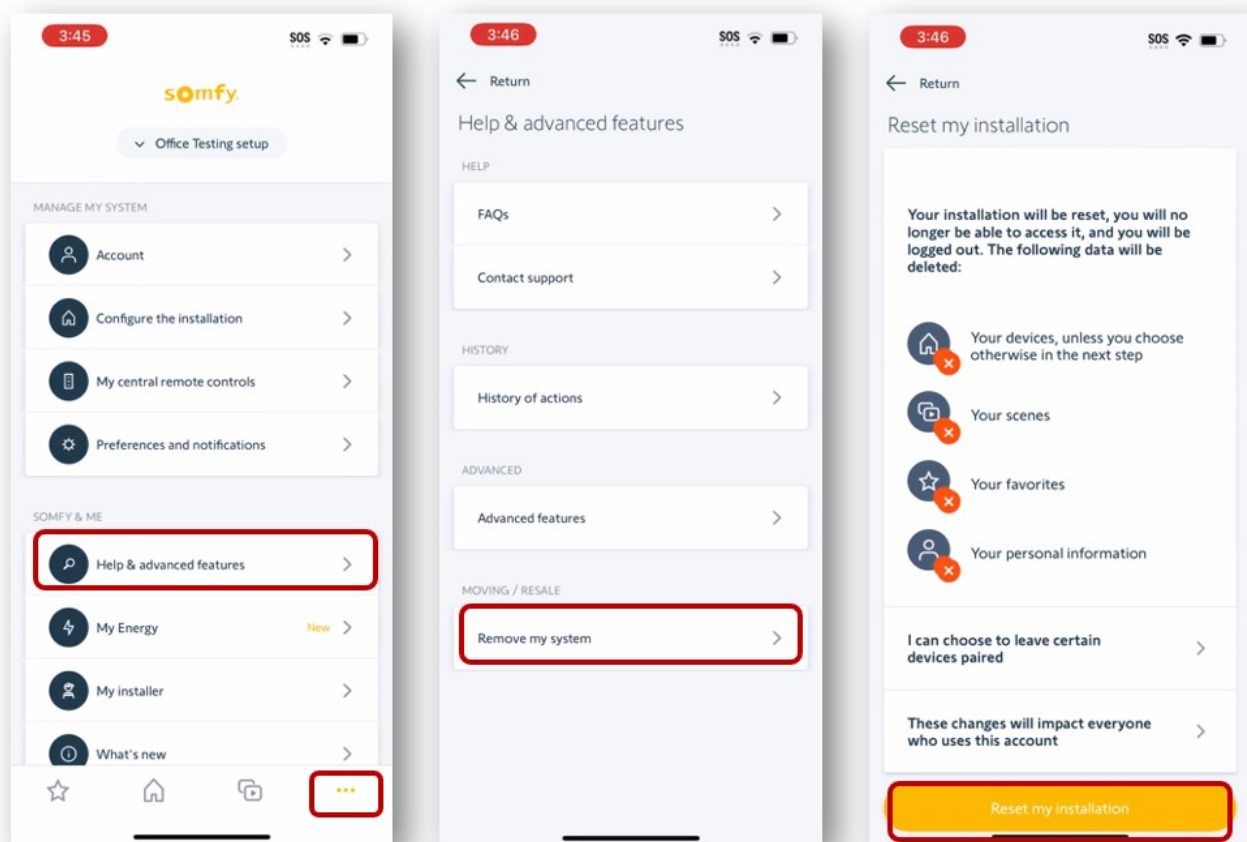
Best Practice (Preventive Step):

- **DO NOT** link the hub to the installer's own end user account when setting up advanced features.
- Ensure the installer has **logged out of their own personal account** in the TaHoma by Somfy (end user app) **before using the deep link feature** from the TaHoma pro app. Otherwise, they open their personal end user account through the Pro app deep link when trying to do the step.

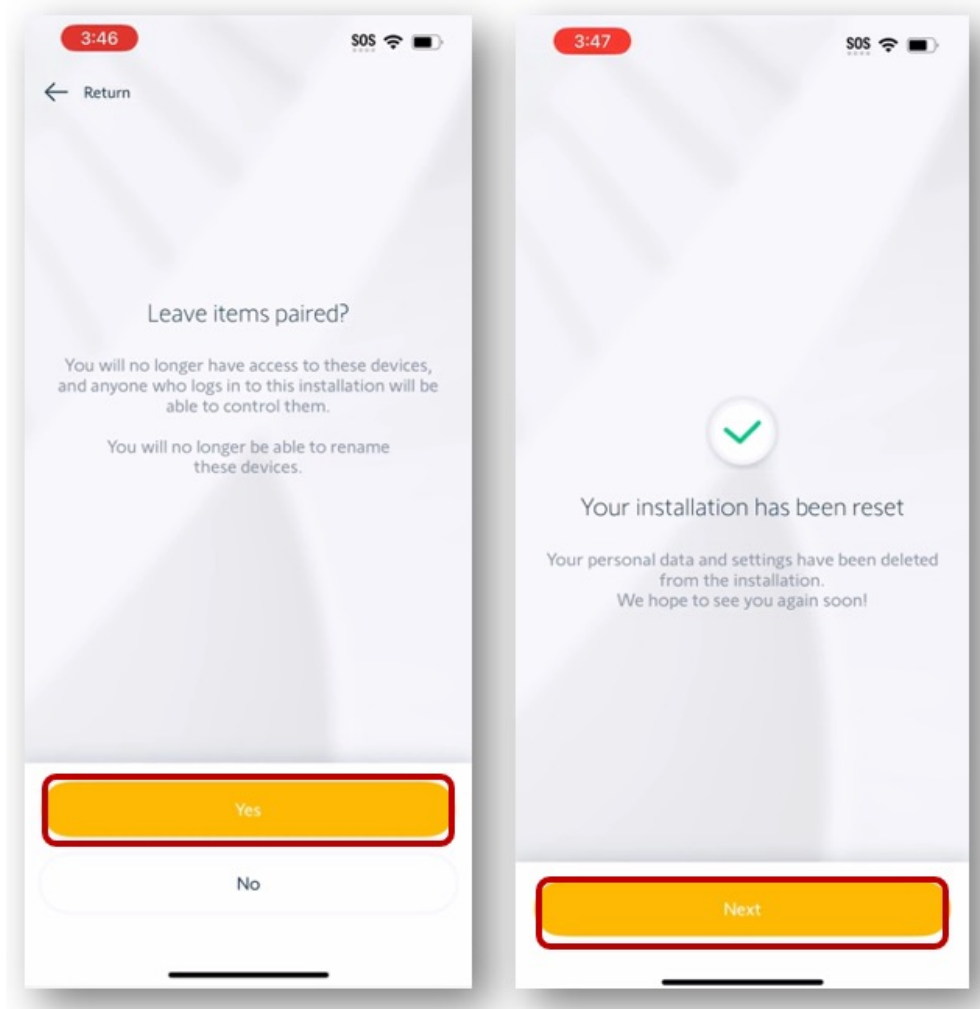
If Already Linked — How to Disassociate Installer Account:

Use the **'Move Out' feature** to remove the installer's end user profile from the hub setup.

Step-by-Step Instructions:



1. OPEN the 'TaHoma by Somfy' (end user) app
2. SELECT the "... " icon in the bottom of the navigation bar
3. SELECT 'Help & advanced features" located under "Somfy & Me"
4. SELECT 'Remove my system"
5. SELECT 'Reset my installation"



6. SELECT 'Yes' to leave the devices/motors paired to the TaHoma switch hub

NOTE: The user account will be unlinked from the TaHoma switch system, but TaHoma will retain all paired devices that the installer set up.

7. SELECT 'Next' to confirm the unlinking process

■ This will delink your account from the hub and allow a clean setup for the homeowner.

TAHOMA PRO APP NOT CONNECTING TO MOTOR

The TaHoma pro app is not connecting to the motor after scanning the QR code.

✓ Possible Causes & Resolutions:

Motor is in sleep mode

→ Press the button on the motor head to wake it up.

Motor is not connected to power

→ Verify that the power cables are securely connected, and the power source is live.



MOTOR DOES NOT CONNECT TO THE HUB

✓ Possible Causes & Resolutions:

Motor does not have limits

→ Set limits to the motor through 'Configure a Motor' in the TaHoma pro app and then add it to the TaHoma switch hub.

→ Test if motor limits are set by briefly pressing the 'PROG' button located on the motor head and checking if the shade moves to certain up and down limits. If there are no end limits set, the shade will not move to any position.

Motor is out of Zigbee range or lacks a strong mesh path

→ Relocate or add repeater nodes (smart plugs) between the motor and hub.

Motor is already paired to another hub/device (rare)

→ Test if motor limits are set by briefly pressing the 'PROG' button located on the motor head and checking if the shade moves to certain up and down limits. If there are no end limits set, the shades will not move to any position.

→ If the limits are set, press and hold the 'PROG' button on the motor head until the motor jogs twice (2 up and down motions of the shade). The motor is now in Zigbee pairing mode, which removes it from the current hub and allows it to be paired to the desired hub.

→ If the motor will not pair to the desired hub, press and hold the 'PROG' button on the motor head until the motor jogs three times. This will reset the motor to factory settings. Repeat the attempt to pair the motor.

Motor needs to be updated

→ Use the 'Configure a Motor' option in the TaHoma pro app to update the motor first and then try and pair again.

TAHOMA PRO APP NOT CONNECTING TO MOTOR

The shade does not respond to remote or app control consistently.

✓ Possible Causes & Resolutions:

Motor battery is low

→ Scan the motor QR code in the TaHoma Pro app and check the battery level. Charge if needed.

Zigbee radio range is low

→ Ensure a smart plug (repeater node) is installed between the hub and motor. Relocate the node if necessary to strengthen the mesh.

Antenna placement:

--> Ensure the antenna is hanging/placed correctly, not touching any metal object.

SHADE SPORADICALLY RESPONDS TO APP CONTROL

The shade does not consistently respond to commands delivered through the app.

✓ Possible Causes & Resolutions:

Weak Zigbee mesh

→ Add or relocate a smart plug (repeater node) closer to the motor or room.

Poor hub placement

→ Ensure the hub is placed at least 5 ft away from the Wi-Fi router.

Poor Wi-Fi connection to the hub

→ Move the hub to an area with better Wi-Fi or connect it directly to the router using an Ethernet cable.

YSIA REMOTE DOES NOT PAIR TO TAHOMA SWITCH

The shade does not respond to remote or app control consistently.

✓ Possible Causes & Resolutions:

•Low Zigbee range in the room

→ Ensure a smart plug or DC motor (acting as a repeater) is between the hub and remote. Relocate if needed.

•Remote paired directly to the motor during limit setting

→ Reset the remote by pressing and holding the 'PROG' button until the LED flashes red 3 times. If needed, remove the batteries for at least 5 seconds. Restart the batteries and attempt pairing again.

💡 Best Practice (Preventive Step):

•Always follow the correct order of pairing the products during setup. First, pair the TaHoma switch to all wired Zigbee devices, then add the wire-free Zigbee devices, and finally add the remotes.

NO QR CODE OR MISSING QR CODE ON MOTOR

The QR code is missing from the motor.

✓ Possible Causes & Resolutions:

Unable to connect the motor without the QR code

→ In the TaHoma Pro app, on the camera scanning screen, select "QR code missing" and follow the on-screen instructions.

The motor's limits are not set

→ Press the motor head 5 times for Bluetooth pairing mode, then use the TaHoma pro app to set the limits. (Please note that the user needs to be close to the motor as this uses BLE mode for pairing and limits setting.)

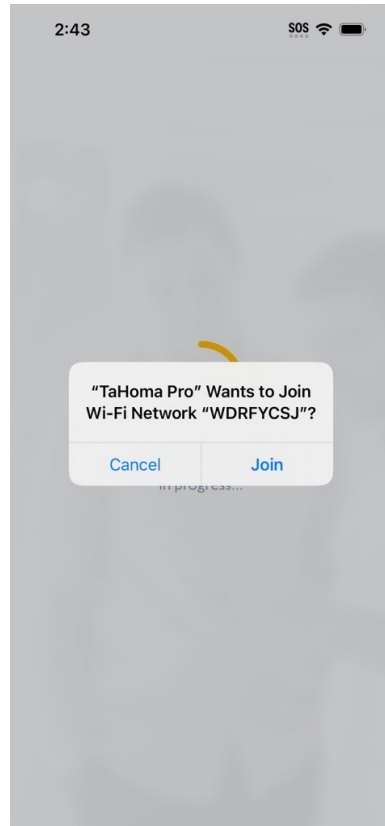
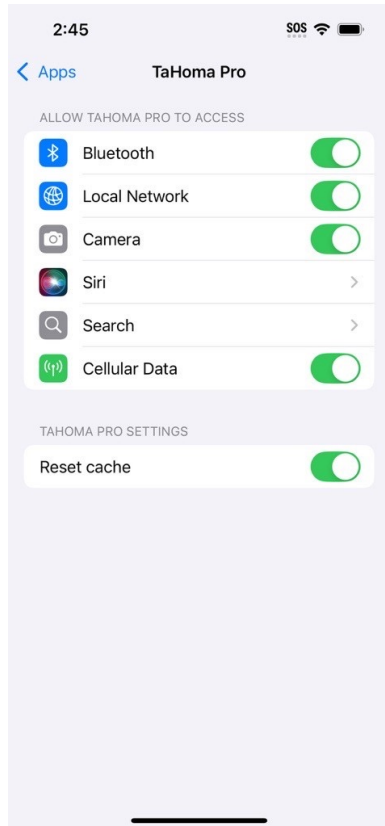
The motor's limits are set, but the motor needs to be added to the TaHoma switch hub

→ Press the button located on the motor head 10 times or press and hold the button until the motor jogs twice to set the motor in Zigbee pairing mode. Then use either the TaHoma pro app OR TaHoma by Somfy (end user app) to add it to the TaHoma switch hub.

HUB HAS WIFI CONNECTION FAILURE

Hub's LED remains solid blue, but the Wi-Fi connection never completes, and it fails.

✓ Possible Causes & Resolutions:



App Permissions Restricted

→ Go to the smartphone's **Settings > App Permissions**. Ensure that the app has **Location access enabled** (this is often required for hotspot scanning on Android).

•Wi-Fi Band Mismatch

→ Make sure the selected home Wi-Fi network is **2.4 GHz**, not 5 GHz. The hub does not support 5GHz networks.

•Incorrect Hub Hotspot Selection

→ Confirm that the user is connecting to the correct *hub* Wi-Fi hotspot.

- Mobile Data Interference:

→ Ask the user to temporarily turn off mobile data, then restart the connection process.

- App or OS Glitch

→ Restart the app and /or reboot the phone. Then try the setup process again from the beginning.

ERROR ADDING MULTIPLE MOTORS TO REMOTE

A "Synchronization Error" appears when adding multiple motors to a single remote channel.

✔ Possible Causes & Resolutions:

- Remote Configuration Glitch

→ Reset the remote by pressing and holding the 'PROG' button until the LED flashes red 3 times. If needed, remove the batteries for at least 5 seconds. Put back the batteries and attempt pairing again. **Then reassign motors to the desired channel.**

- App Sync Delay or Conflict

→ Close and **reopen the app**, then retry the process. Ensure no other motor is in programming mode during the attempt.

 **Action:** If the error **still persists after reset**, escalate to tech support. A bug may be causing the sync failure. Contact Somfy technical support to **log an incident ticket**. Include the TaHoma pro or the TaHoma by Somfy (end user) app version, mobile platform, and mobile software version, user login ID, and TaHoma switch PIN if applicable.

CONNECTIONS AND INDICATORS

TaHoma switch:



Top LED

Scene Status	Indicator color/state	Duration
Wi-Fi research	Blinking white 2 times	
Wi-Fi lost	Blinking 1 time	
Standing by	Off	
Scene launched	Slow blinking white	3 sec.
Scene stopped (via stop button)	Solid red	<1 sec.

Top indicator used for SCENE MANAGEMENT

Top indicator is also used:

- for Wi-Fi setting process (blinking blue) + connection outage (blinking red)
- as a restart indicator (orange)
- as an indicator for TaHoma pro mode activation, using the new TaHoma pro app (green)

Bottom LED

TaHoma® switch state	Indicator	
	Color	State
Box not powered	None	Off
Box powered and not connected to server	Red	Solid on
Box powered and connected to server	White	Solid on <i>Can be deactivated</i>

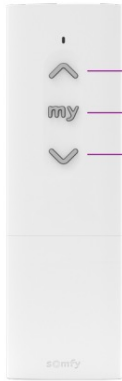
STANDARD use for power and server connection status

somfy®

CONNECTIONS AND INDICATORS

Ysia Remote:

1 channel front



5 channel front



Back



Element	Function
1	UP Button Up directional button
2	MY Button "my" favorite position or STOP button
3	DOWN Button Down directional button
4	LED Indicators Indicates channel selected
5	Channel Selector Button Select channel to operate
6	Programming Button Initiates Zigbee programming
7	QR Code To pair transmitter with the Zigbee network

Ysia Remote LED Behaviors:

LED INDICATORS	LED OPERATION	LED TYPE	INDICATION
STATUS LED: 	 Blinking (GREEN)	VERIFICATION	Remote is sending a command
	 Solid (GREEN)	VERIFICATION	Confirmation of setting applied to the motor
	 Quick Blinking (AMBER)	SETTING	Remote in Setting Mode with a paired motor
	 Blinking (AMBER)	SETTING	Remote is in scanning mode in a Somfy Zigbee solution - polling to pair motors
	 Blinks 3 times (RED)	WARNING	Error with setting or sending a command <i>NOTE: Check for low battery level in the remote</i>
CHANNEL LED: 	 Solid (GREEN)	VERIFICATION	Indicate the selected channel <i>NOTE: Channel 5 is indicated by 4 solid channel LEDs.</i>



Make the move

About Somfy®

For over 50 years, Somfy has been pioneering innovative motorization and automated solutions for window coverings and exterior shading products. With comfort, ease of use, security, and sustainability in mind, our seamless and connected solutions are designed to help people make the move to living spaces impactful for humans and with a reduced impact on nature.

A BRAND OF **SOMFY** GROUP

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