



## SETUP INSTRUCTIONS INCLUDED: THE SHADE STORE APP & WIRELESS LINK

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### GETTING STARTED:

To control your motorized window treatments with The Shade Store app, you must:

- Download the free app from the Apple App Store.
- Purchase one or more Wireless Links depending on size of your space.



### ABOUT THE APP:

The Shade Store app allows you to control your motorized window treatments with your smartphone or tablet.

- Control individual and multiple window treatments
- Control scenes
- Timer functionality

# THE SHADE STORE V2 APP (APPLE DEVICES) UNPACKING & SETUP INSTRUCTIONS

## WHAT'S IN THE BOX:

- A** 1x Wireless Link Hub
- B** 1x 31" Power Cord
- C** 1x 39" Ethernet Cable
- D** 1x Power Adapter

## TECHNICAL SPECIFICATIONS:

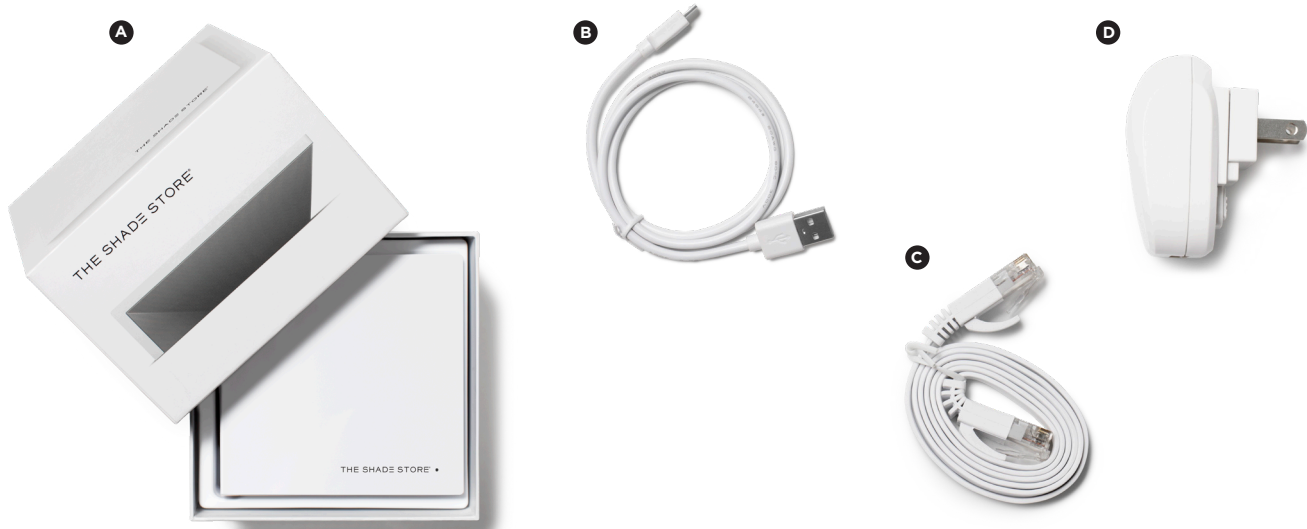
- Radio Frequency Range: ~100 feet (no obstructions)
- Radio Frequency: 433 MHz
- WiFi: 2.4 GHz or Ethernet Connectivity (CAT 5)
- Power: 5V DC
- For Indoor Use Only

## BEST PRACTICES:

- Bridge must be within signal range of motorized window treatments and WiFi router.
- WiFi network must be visible.
- In environments with multiple WAPs (wireless access points), all but one may need to be temporarily disabled.
- Security settings may need to be temporarily disabled.
- Do not connect Ethernet Cable to router until after the connection to Wi-Fi has been made.

## CAPABILITIES:

- Motors per Hub: 30
- Locations per Account: 5
- Hubs per Location: 5
- Rooms per Location: 20
- Scenes per Location: 20
- Timers per Location: 20



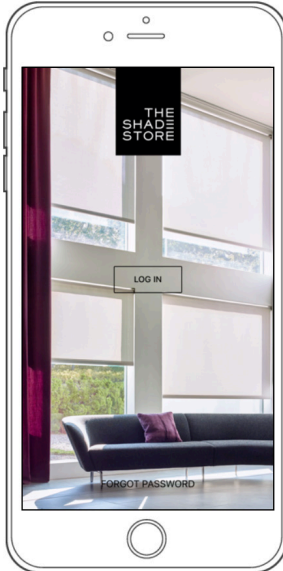
## UNPACKING THE WIRELESS LINK HUB:



1. Unbox the Wireless Link hub.
2. Insert the larger USB end of the power cord into the outlet power plug.
3. Insert the smaller micro USB end of the power cord into the Wireless Link hub.
4. Place the hub in a central location in your home and plug it into an outlet.

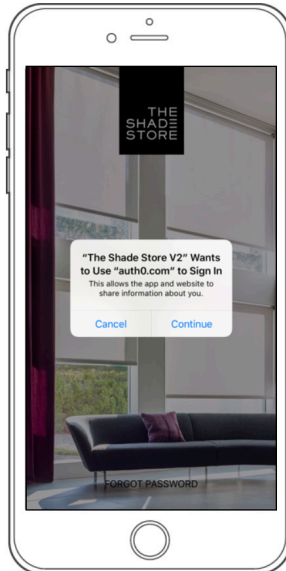
*PLEASE NOTE: You may need to try different locations for it to be within range of your desired window treatments.*

### STEP 1



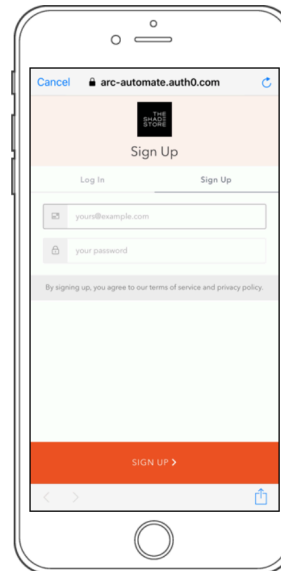
Open the  
The Shade Store V2 app.

### STEP 2



Select CONTINUE to  
proceed to the Sign Up screen.

### STEP 3



Create a new account by  
selecting SIGN UP.

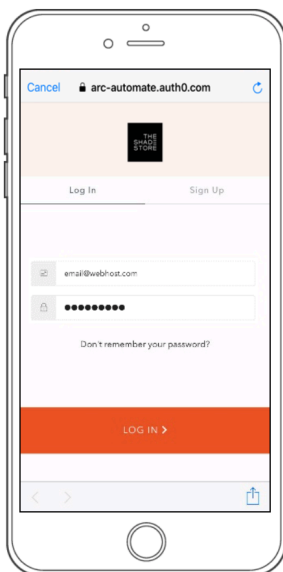
### STEP 4



Enter an email address and  
password for the new account.  
Select SIGN UP to proceed.

*PLEASE NOTE:  
You will receive an email to  
verify your email address.*

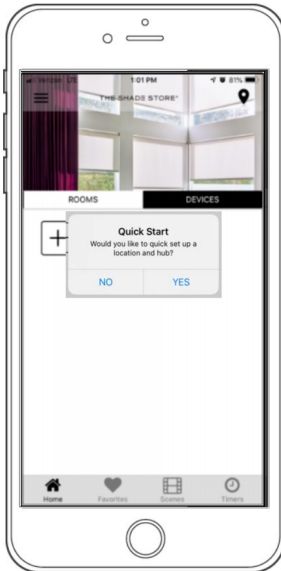
### ALREADY HAVE AN ACCOUNT?



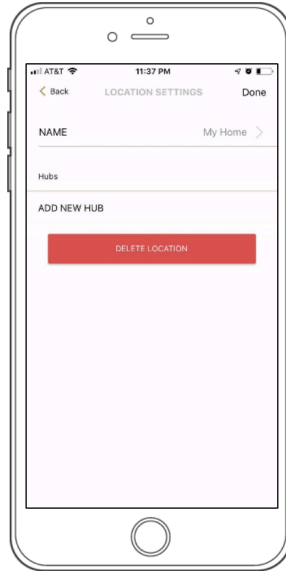
If you already have an account,  
simply enter your information  
and select LOG IN.

SETUP COMPLETE

### STEP 1



### STEP 2



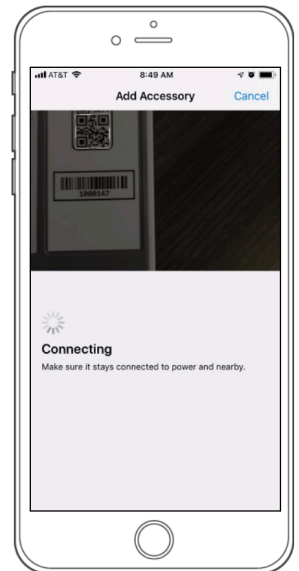
Select ADD NEW HUB.

### STEP 3



Select the hub you would like to pair to and select NEXT.

### STEP 4



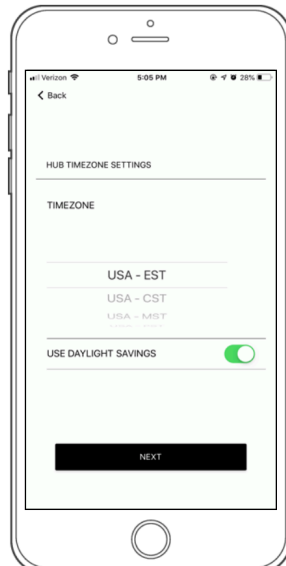
To allow Apple HomeKit functionality, scan the QR Code on the bottom of the hub.

### STEP 5



Select "Done" at top right of screen.

### STEP 6



Select the appropriate time zone and daylight savings setting based on your hub's location. Select NEXT to continue.

### STEP 7



Select NEXT to finalize setup.

### STEP 8



The hub has been set up and is ready to be used. Select DONE to go to the Location Settings screen.

**SETUP COMPLETE**

# THE SHADE STORE V2 APP (APPLE DEVICES)

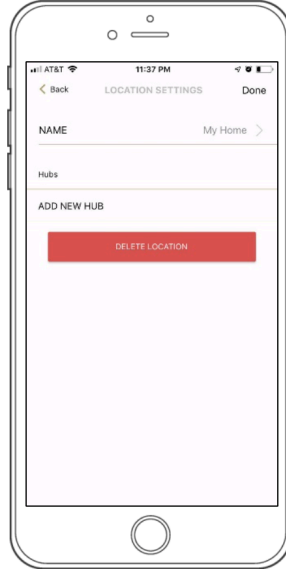
## PAIRING THE APP & WIRELESS LINK HUB - ADDITIONAL HUBS

### STEP 1



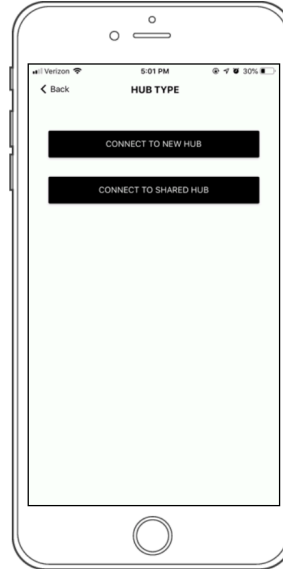
Select the three-bar menu button (≡) at the top left of the Home screen.

### STEP 2



Select ADD NEW HUB.

### STEP 3



Select CONNECT TO NEW HUB.

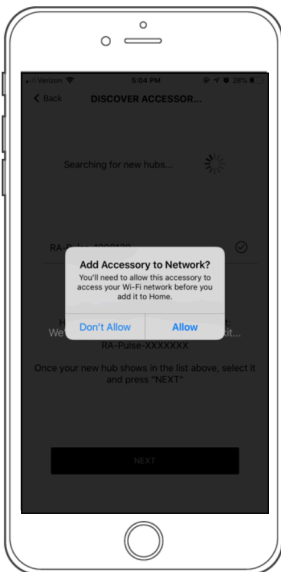
PLEASE NOTE: Do not select CONNECT TO SHARED HUB.

### STEP 4



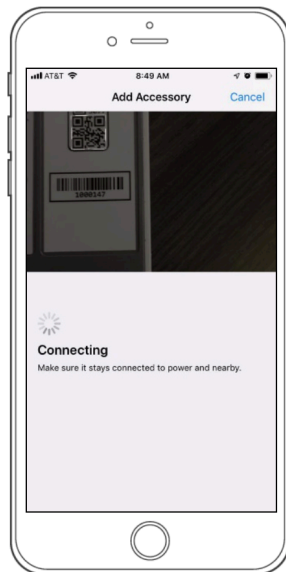
Select the hub you would like to pair to and select NEXT.

### STEP 5



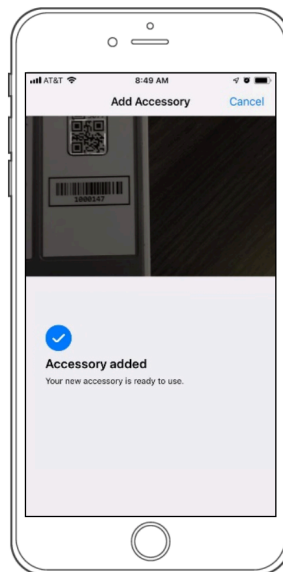
Select ALLOW to give the hub access to your WiFi network.

### STEP 6



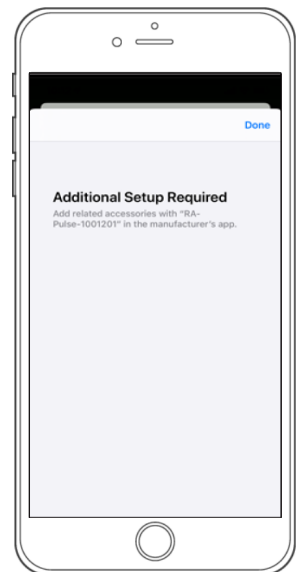
To allow Apple HomeKit functionality, scan the QR Code on the bottom of the hub.

### STEP 7



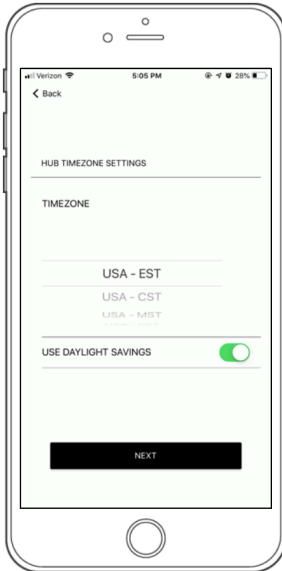
You will receive confirmation that Apple HomeKit functionality has been enabled.

### STEP 8



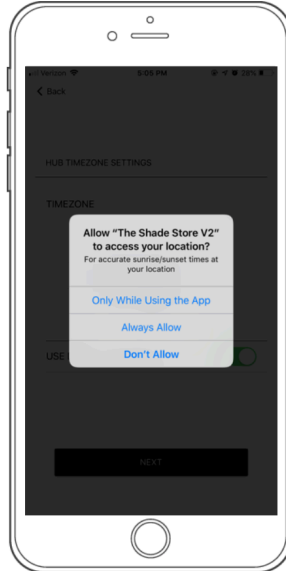
Select "Done" at top right of screen.

### STEP 9



Select the appropriate time zone and daylight savings setting based on your hub's location. Select NEXT to continue.

### STEP 10



Select desired location access.

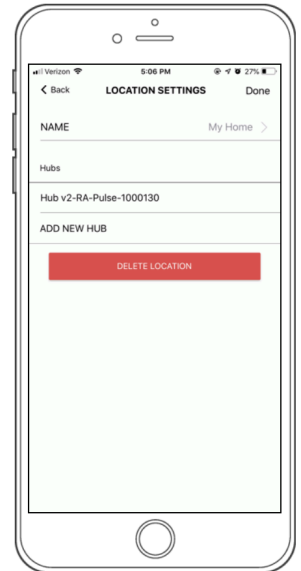
*PLEASE NOTE: 'Always Allow' will allow for the most accurate sunrise and sunset times at your hub's location.*

### STEP 11



Select NEXT to finalize setup.

### STEP 13

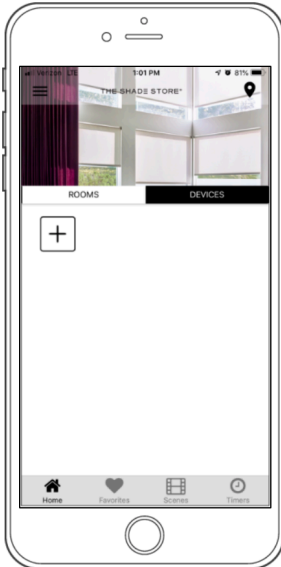


Select DONE at the top right corner of the screen to complete pairing process and go to the Home screen.

FOR TROUBLESHOOTING ASSISTANCE, PLEASE SEE LAST PAGES OF INSTRUCTIONS

SETUP COMPLETE

### STEP 1



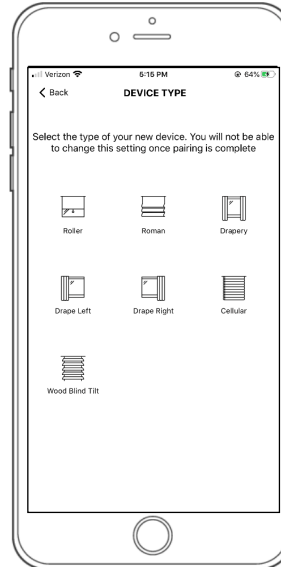
To add a motor, select **DEVICES** on the Home screen, then select the (+) icon.

### STEP 2



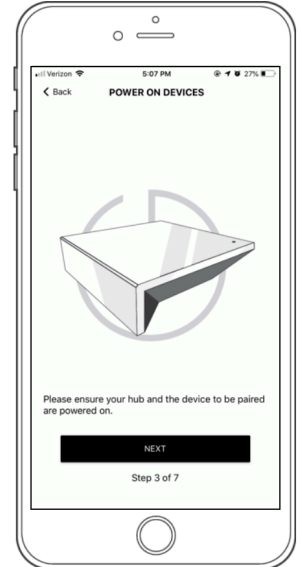
From the list of available hubs, select the hub you would like to pair the motor to.

### STEP 3



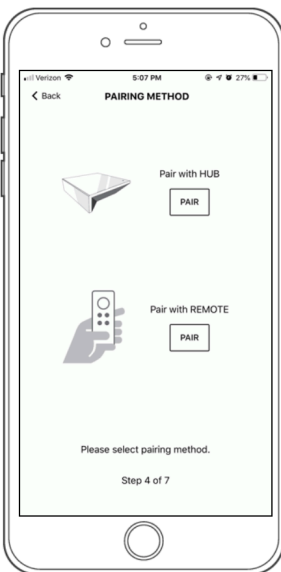
In the Device Type list, select the device you would like to pair.

### STEP 4



Make sure both the hub and the motors are turned on and select **NEXT**.

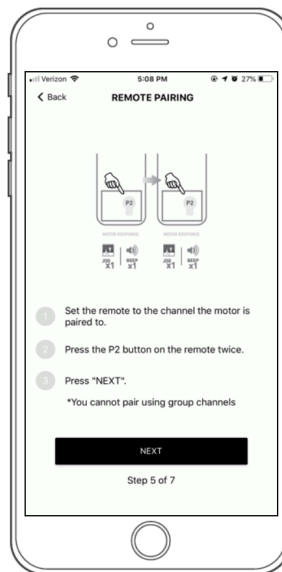
### STEP 5



Choose your preferred pairing method.

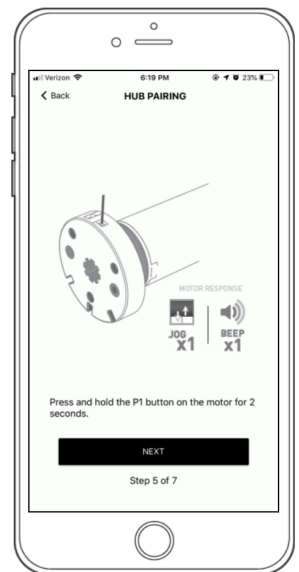
*PLEASE NOTE: We recommend 'Pair with REMOTE' because it's the most convenient.*

### STEP 6A PAIR WITH REMOTE



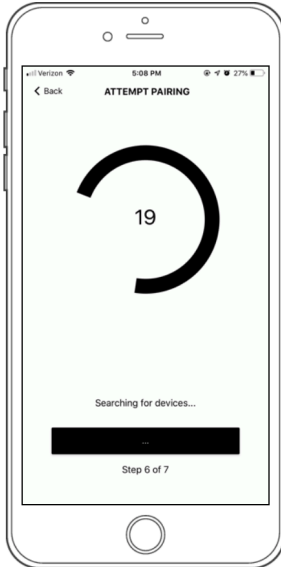
To pair a motor with your remote, select the desired channel for the motor (not channel 0). Remove the battery cover on the back of the remote and press the upper left P2 button once. The motor will respond by jogging up and down. Press the button a second time and the motor will jog again, indicating it is now paired.

### STEP 6B PAIR WITH HUB



To pair with hub, press and hold the programming button on the motor head until the motor responds, then select **NEXT**.

## STEP 7



Wait for the app to connect.

## STEP 8



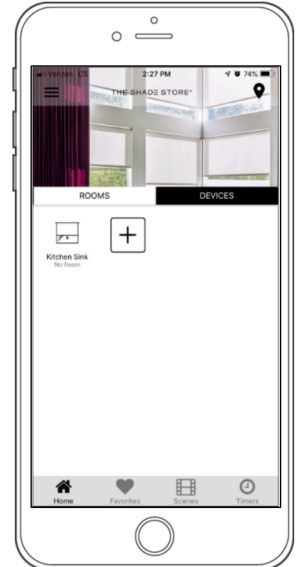
If the pairing process was successful, select NEXT. If pairing fails, please move the hub closer to the product and try pairing again.

## STEP 9



Select DEVICE NAME to name your device. Select DONE to complete setup.

## STEP 10

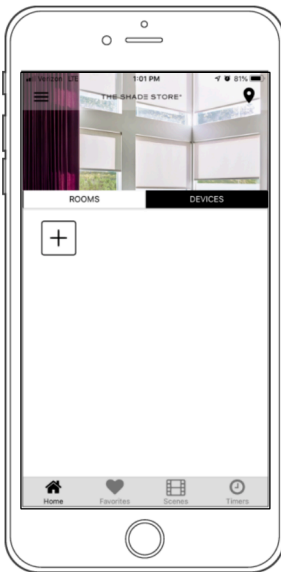


The information will take a moment to save. Once saved, it will show on the Home screen under Devices.

SETUP COMPLETE

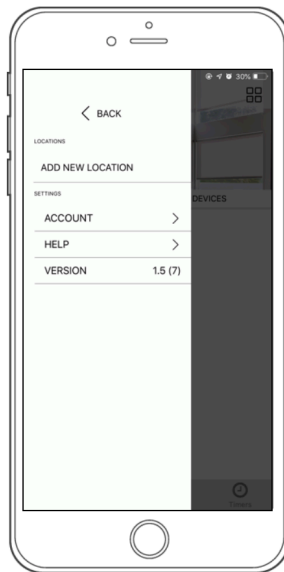


### STEP 1



Select the three-bar menu button (≡) at the top left of the Home screen.

### STEP 2



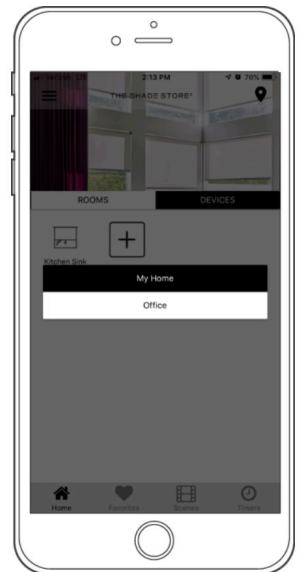
Select ADD NEW LOCATION.

### STEP 3



Select the default location and update the location name if desired (default name is **My Home**). Select OK, then DONE at the top right of the screen.

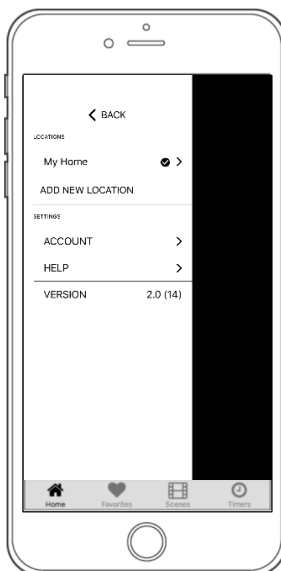
### STEP 4



To toggle between multiple programmed locations, select the location icon (📍) in the upper right corner.

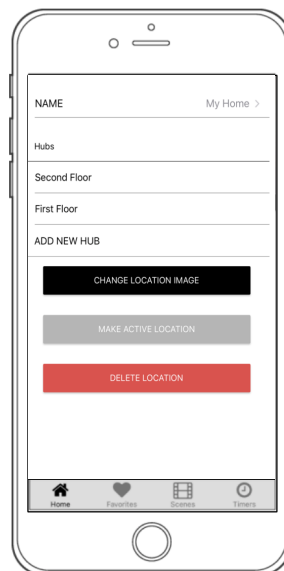
## CHANGE LOCATION IMAGE (OPTIONAL)

### STEP 1



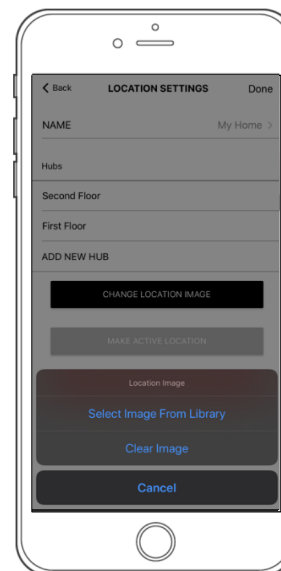
Select the Location that you would like to change the image for.

### STEP 2



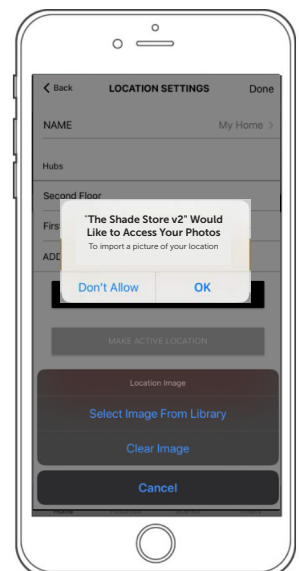
Select CHANGE NEW IMAGE.

### STEP 3



Choose to either Select Image from Library or to just clear the current image being used.

### STEP 4



Select OK to allow the app to access your photos. Select the desired photo.

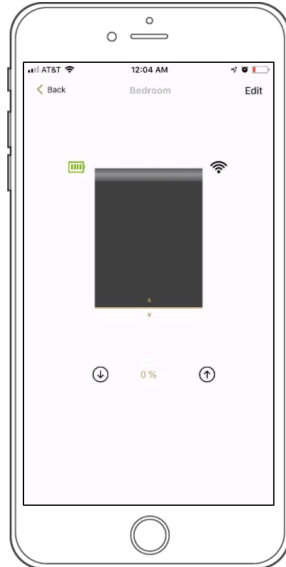
SETUP COMPLETE

## STEP 1



Select the device that you would like to operate.

## STEP 2



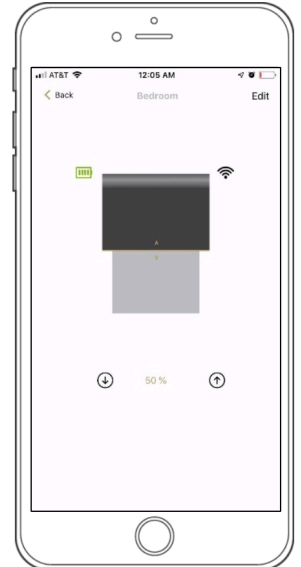
To close the shade, select the down button (⓪) at the lower left of the screen or drag the shade illustration to the bottom of the window.

## STEP 3



To open the shade, select the up button (Ⓢ) at the lower right of the screen or drag the shade illustration to the top of the window.

## STEP 4



To move the shade to a custom height, drag the shade illustration to the desired point in the window.

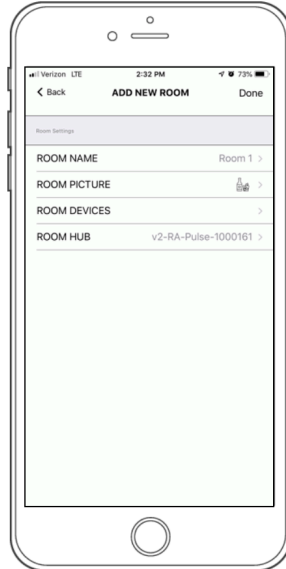
**SETUP COMPLETE**

### STEP 1



To create a room, on the Home screen select ROOMS, then select the (+) icon.

### STEP 2



Select ROOM NAME.

### STEP 3



Enter a name for your room and select OK.

### STEP 4



Select ROOM PICTURE.

### STEP 5



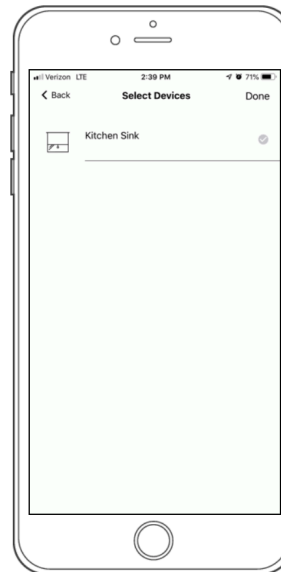
Select an appropriate icon to represent the room you are creating.

### STEP 6



Select ROOM DEVICES.

### STEP 7



Select devices to be added to room.

### STEP 8



Select DONE to complete setup.

## STEP 9



SETUP COMPLETE

The app will take a moment to finalize setup.

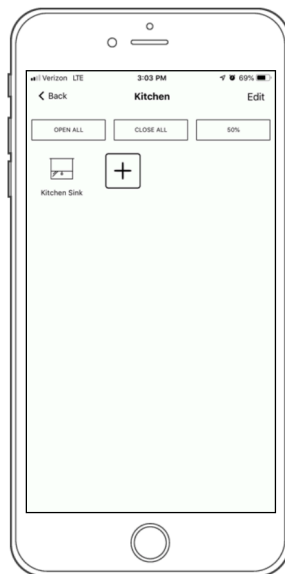
## OPERATING A ROOM

### STEP 1



Select the Room you would like to operate.

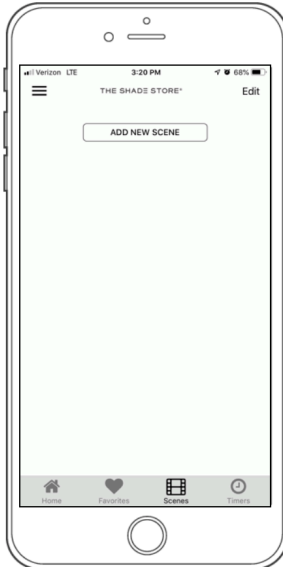
### STEP 2



Choose whether you want all shades to open, close, or move to their halfway point (50%).

SETUP COMPLETE

### STEP 1



On the Home screen select SCENES, then select ADD NEW SCENE.

### STEP 2



Select SCENE NAME.

### STEP 3



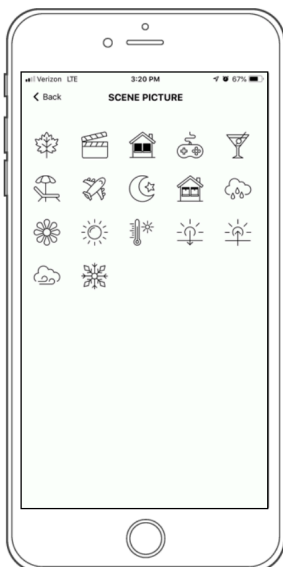
Enter your desired scene name and select OK. Make sure scene names are easy to remember and pronounce if you plan to use voice-controlled integrations.

### STEP 4



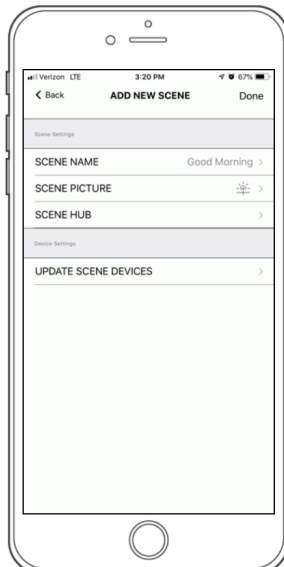
Select SCENE PICTURE.

### STEP 5



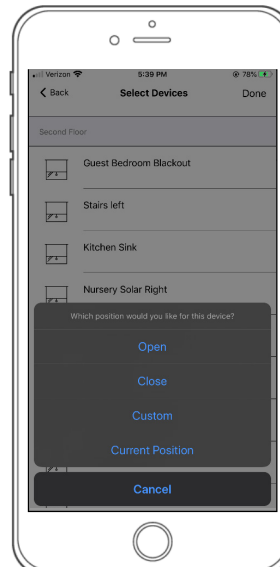
Select an appropriate icon to represent the scene you are creating.

### STEP 6



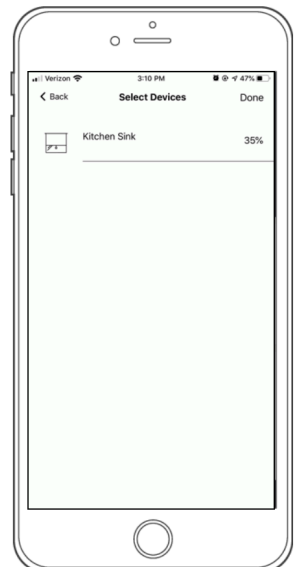
Select UPDATE SCENE DEVICES to add devices to the scene.

### STEP 7



Select what you would like the selected devices to do in the scene. (*Open, Close, set to a custom height, or set to Current Position*).

### STEP 8



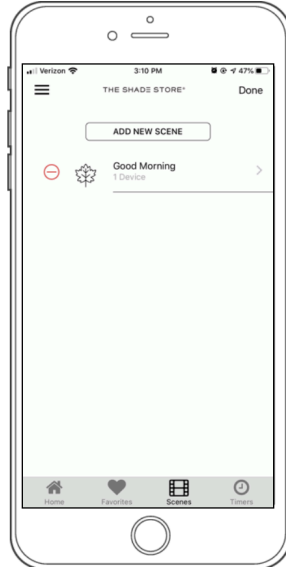
Select DONE.

### STEP 9



The app will take a moment to finalize setup.

### STEP 10



Select DONE again to complete setup.

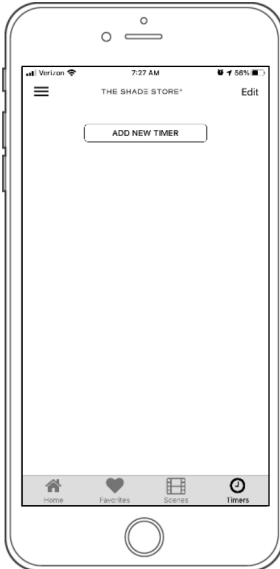
### HOW TO ACTIVATE YOUR SCENE



Simply select GO.

SETUP COMPLETE

### STEP 1



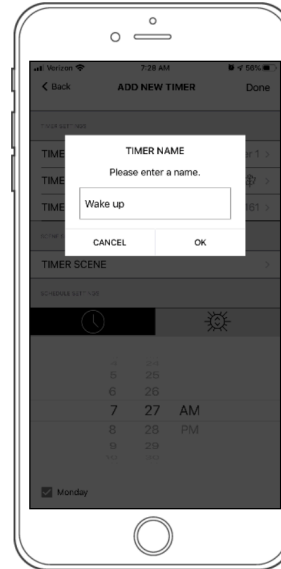
To create a timer, select **TIMERS** on the Home screen, then select **ADD NEW TIMER**.

### STEP 2



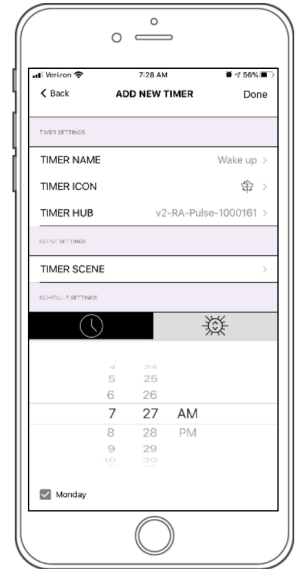
Select **TIMER NAME**.

### STEP 3



Enter your desired timer name and select **OK**.

### STEP 4



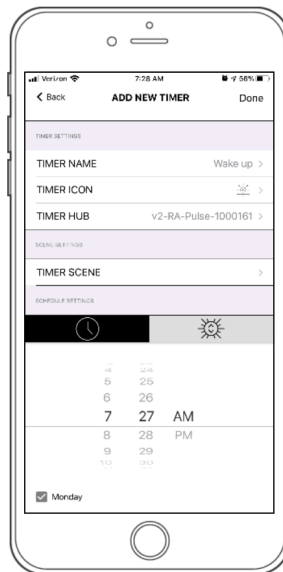
Select **TIMER ICON**.

### STEP 5



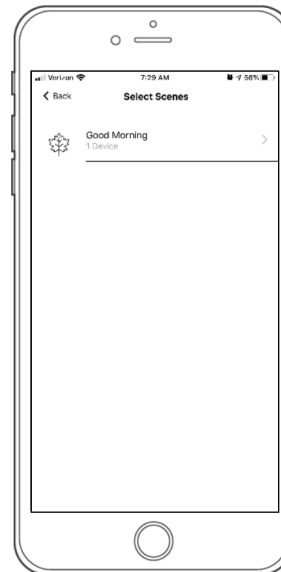
Select an appropriate icon to represent the timer you are creating.

### STEP 6



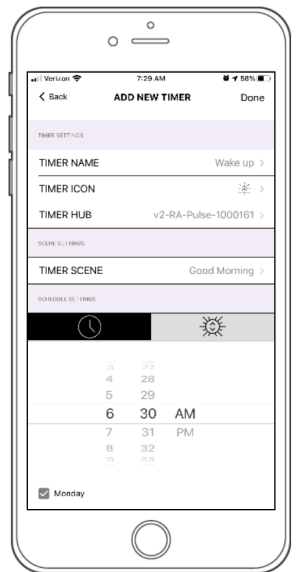
Select **TIMER SCENE**.

### STEP 7



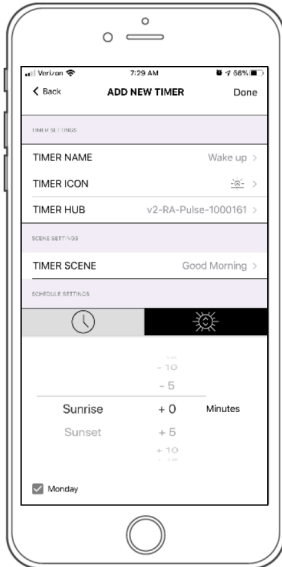
Select the scene you would like to associate with the timer.

### STEP 8



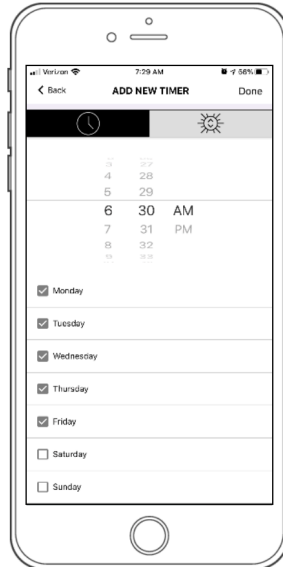
Set the time you would like the timer to activate.

### STEP 9



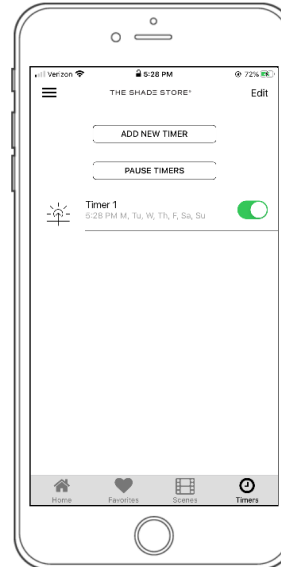
To set a timer to your local sunrise/sunset instead of a specific time, select the sun icon (insert here). Next, select how many minutes before or after you would like the timer to activate.

### STEP 10



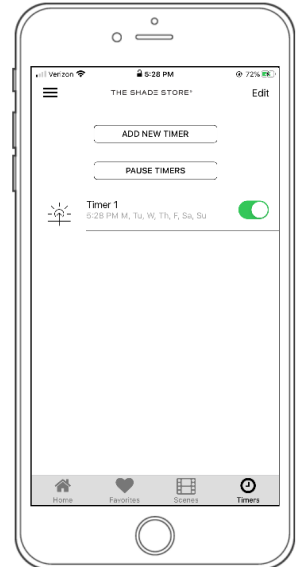
Select the days you would like the timer to activate, then select DONE to finalize setup.

### HOW TO ACTIVATE A TIMER



To activate a timer, toggle the switch to green.

### HOW TO PAUSE ALL TIMERS

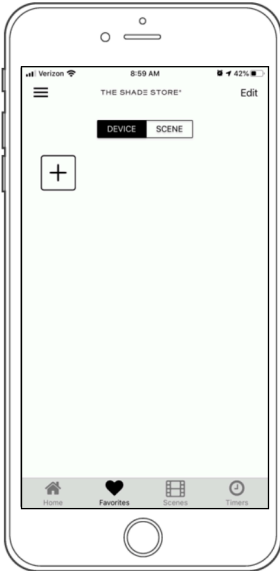


To pause all timers, tap PAUSE TIMERS.  
To reactivate all timers, tap RESUME TIMERS.

SETUP COMPLETE

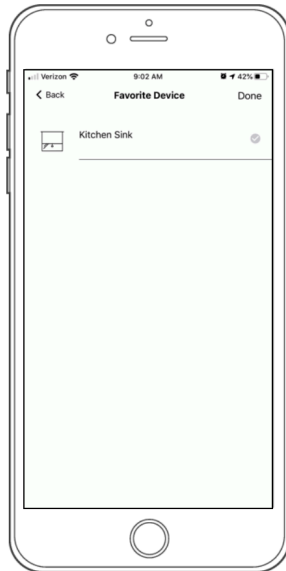


### STEP 1



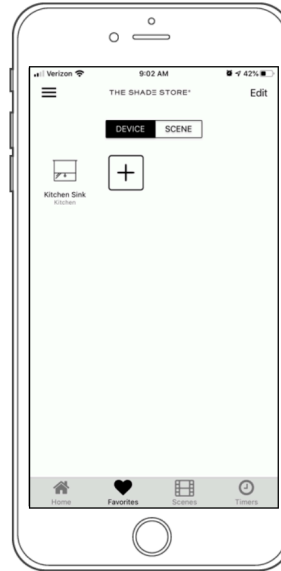
To create a Favorite, select FAVORITES on the Home screen. Next, select either DEVICE or SCENE, then select the (+).

### STEP 2



Select your desired device or scene from the list, then select DONE to complete setup.

### STEP 3



Your favorites will show on the Favorites screen under Device or Scene.

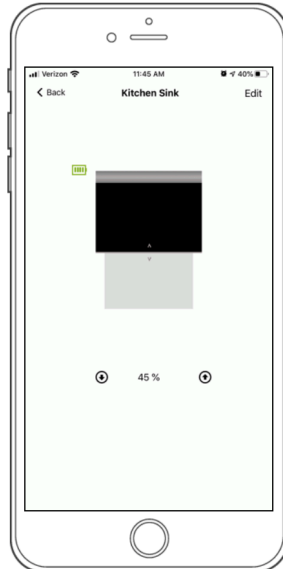
SETUP COMPLETE

### STEP 1



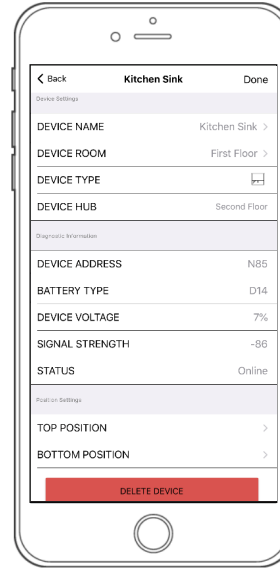
On the Home screen, select **DEVICES**, then select the device you would like to adjust limits on.

### STEP 2



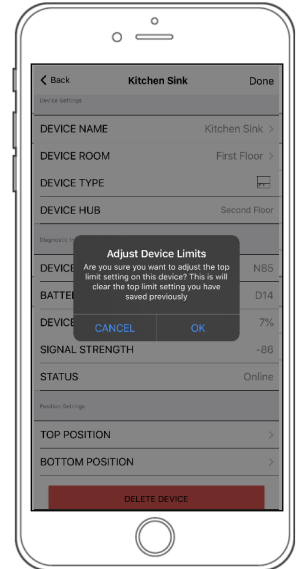
Select **EDIT**.

### STEP 3



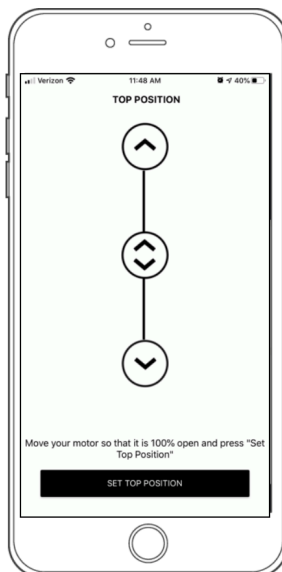
Select **TOP POSITION** or **BOTTOM POSITION**.

### STEP 4



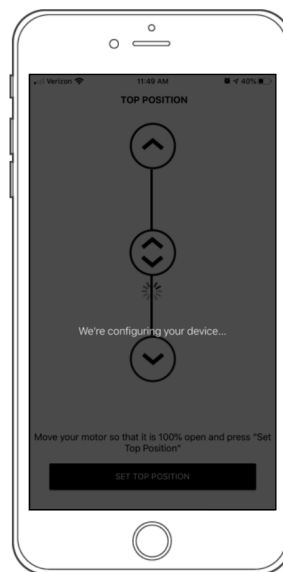
Select **OK** to confirm that you would like to adjust the selected position.

### STEP 5



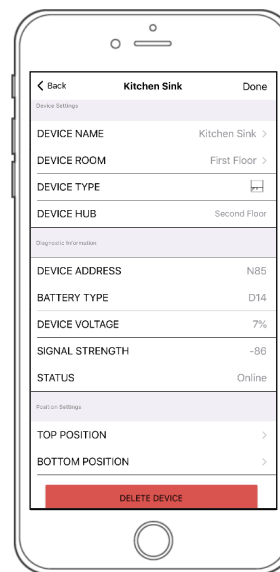
Adjust your shade to the desired position by tapping the single up (⤴) and down (⤵) buttons or by scrolling with the middle button (⤴). Once the desired position is reached, select **SET TOP/BOTTOM POSITION**.

### STEP 6



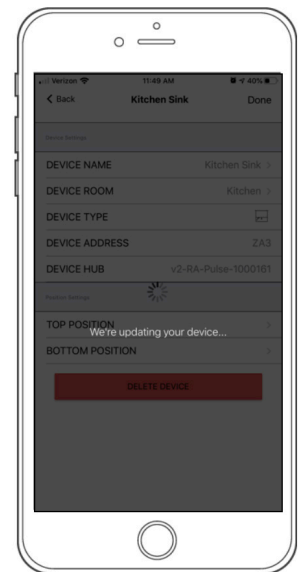
The app will take a moment to configure.

### STEP 7



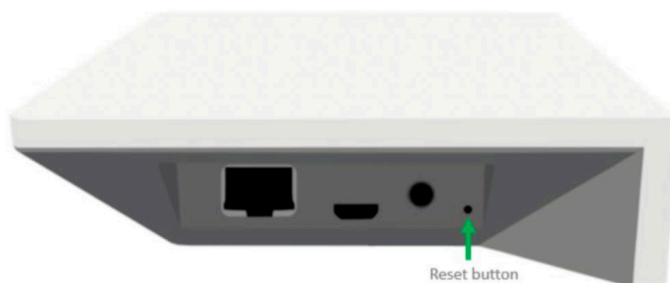
Select **DONE**.



### STEP 8












The app will take a moment to finalize setup.

1. Press the reset button labeled “R” with the end of a paper clip for 10 seconds. The LED light will display a series of long red blinks.
2. After 10 seconds, release the reset button. The LED will display a solid red light, then blink blue to notify it is in pairing mode.



COLOR	RESPONSE	STATUS
	RED LED - CONTINUOUS LONG BLINKS	No Wifi or active Network connection
	RED LED - SOLID / NO BLINKING	Paired to Wifi but no internet service Timers will still run

## LED INDICATION

COLOR	RESPONSE	STATUS
	BLUE LED - CONTINUOUS BLINKS	Ready to be paired (not paired to the internet) Default or after factory reset
	BLUE LED - CONTINUOUS SHORT BLINKS	Hub is Communicating with App Servers
	PURPLE LED - STEADY BLINKS	Receiving Firmware Update
	BLUE LED - SOLID / NO BLINKING	App Connected to Wireless Link
	RED LED - CONTINUOUS SHORT BLINKS	Wi-Fi Connection Has Been Lost (Router May Have Been Turned Off or Service Interrupted)
	ORANGE LED - LONG BLINKS	Reset Button Pressed
	BLUE LED - SOLID 2 SECONDS/NO BLINKING	Factory Reset Has Started (User Can Release Reset Button at Any Time)
	GREEN LED - 5 SECOND BLINK	Apple Home is Currently Pairing With App/Hub
	LED IS OFF	Offline

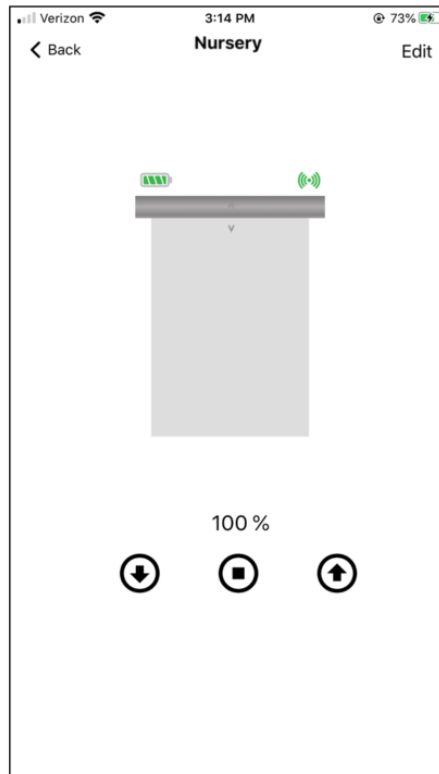
### APP SYMBOL IDENTIFICATION

#### Motor Battery Level Icons

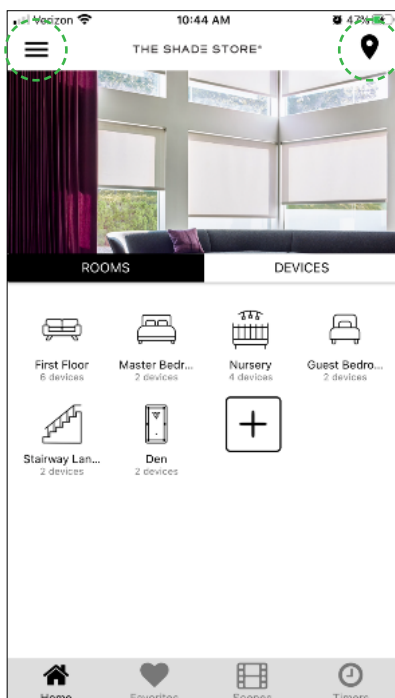


#### Signal Strength Icons

Connection between hub and motor



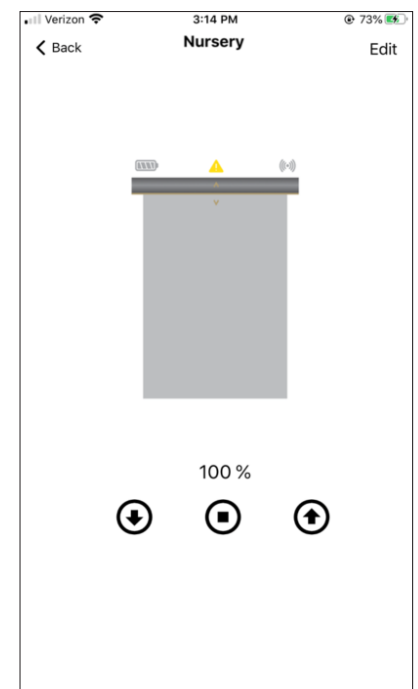
MENU



LOCATIONS

#### Motor Is Offline

Icons are greyed out and show last known value



**TROUBLE PAIRING HUB TO WIFI NETWORK**

1. Make sure that the latest version of the app has been downloaded.
2. Make sure that you are attempting to connect the correct hub to the correct app.
  - Wi-Fi Bridge (v1) = The Shade Store V1 app
  - Wireless Link (v2) = The Shade Store V2 app
3. Make sure that you are attempting to connect to a 2.4 GHz network.
  - If there is only one network broadcasting, make sure that it is the 2.4 GHz and not a 5 GHz.
4. Make sure that the device (phone or tablet) you are setting the app up on is connected to the 2.4 GHz network during the set up.
  - If the device is connected to both the 2.4 GHz network and the 5 GHz network, you will need to forget the 5 GHz network until the setup is complete. Once complete, you can reconnect to the 5 GHz network.
5. Make sure that the hub is within range of the router.
  - If necessary, move the hub next to the router during set up and after completed, it can be moved to another location (that location must still be within range of the router).
6. Make sure that if there are any Wi-Fi extenders/WAP's, they are disconnected during the set up process (they can be turned back on after set up is complete).
  - Please note that this applies to mesh networks as well.
7. Make sure that the hub has not been connected to the router via the supplied Ethernet cable until after the hub has been successfully paired to the Wi-Fi network.
8. Make sure that the network that you are attempting to connect to is visible. If it is not, it must be made visible during the set up.
9. Make sure that there is an active internet connection on the device you are working from.
10. There may be security settings on the Wi-Fi network that are preventing connection. If so, they may have to be temporarily disabled to allow for connection.
  - IT Network Administrators, please note;
    - Bridge Mode must be turned on
    - Client Isolation must be turned off
    - The Wireless Link uses TCP commands via port 1487
    - Static IP addresses are not used. MAC address for hub can be used to reserve a static IP address.
      - MAC address is found by going to applicable "Location" in app > Select applicable hub

**TROUBLE PAIRING SHADES TO HUB (AFTER HUB HAS BEEN PAIRED TO WIFI)**

1. Make sure that the bridge is within range of the shade/motor (approx. 60ft.).
2. Ensure that the hub is positioned on its base and not standing on its side (so that antenna within hub is properly positioned).
3. Move the hub around to different outlets to see which location gets the best reception.
4. Make sure that the bridge is not enclosed within a cabinet, closet, etc. as that will dampen the signal.
5. Expose the antenna on the motor and angle in towards room.
6. A TSS Repeater (or additional Wireless Link hub) may be needed to increase the radio frequency coverage range.

**HUB DISCONNECTED FROM WI-FI DUE TO POWER OUTAGE**

1. Unplug the hub from the outlet and plug it back in. Hub will reconnect to Wi-Fi automatically.

**CONNECTING TO A NEW ROUTER / CHANGED PASSWORD ON EXISTING ROUTER**

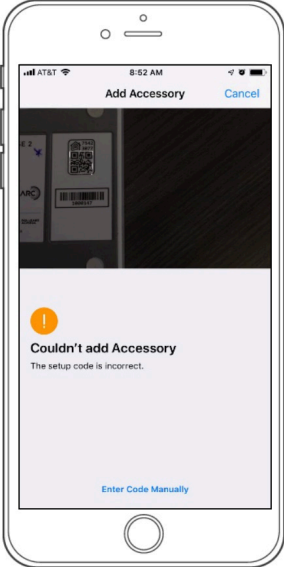
1. Will need to re-pair the hub to the Wi-Fi network via the steps outlined in the set up instructions (factory reset is not required).

**Note** – Integration with Apple Home is a required step in the set up process for the *The Shade Store V2* app on Apple devices.  
It is not something that can be bypassed.

**Tip** - It is best to keep Apple Home open on the device during the *The Shade Store V2* app set up process.

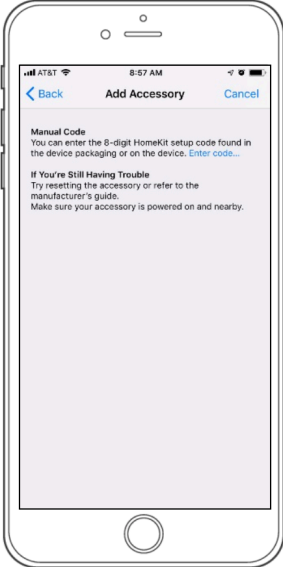
1.

**STEP 1**



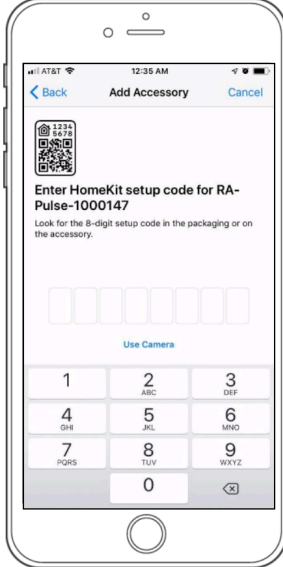
If the app does not recognize the QR Code, select ENTER CODE MANUALLY.

**STEP 2**



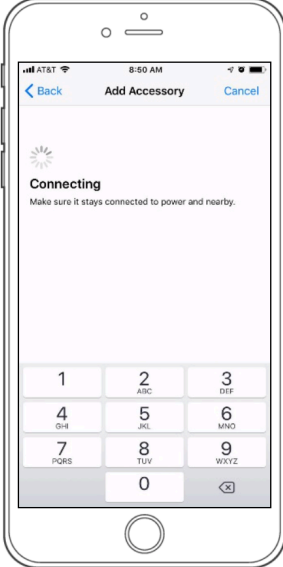
Select ENTER CODE.

**STEP 3**



Enter the 8-digit code located on your hub's label.

**STEP 4**



Wait for the hub to connect to the app.

2. Confirm that the Apple Home app is installed on the device being used for set up. If it is not, it must be downloaded in order to complete the set up process.
- If set up has been attempted a few times before recognizing that the Apple Home is not installed, once installed, it is possible that the Wireless Link hub may show in Apple Home multiple times. It will be necessary to delete all versions of the hub and attempt the *The Shade Store V2* app set up again once completed.
    - How to delete any Wireless Link hubs off of Apple Home;
      - Open Apple Home > Click the home icon at the top left corner of the screen > Scroll to "Hubs & Bridges" > Select the applicable Wireless Link hub or hubs > Select "Remove Bridge from Home"
      - Repeat as necessary until all applicable Wireless Link hubs are removed.
  - In extenuating circumstances, it may be necessary to delete the Apple Home app entirely and reinstall it so that all cached information can be cleared and you are able to start with a clean slate. Deleting it in the more traditional sense (holding down the app icon and selecting "Delete App") is not sufficient. It will be necessary to completely delete the app per the below steps.
    - How to properly delete the Apple Home app;
      - Go to settings > Select General > Select iPhone Storage > Scroll until you find "Home" > Select "Home" > Click on "Delete App" (not "Offload App")
3. Make sure that the Apple HomeKit Privacy Settings are not toggled **off** for *The Shade Store V2*.
- To check and resolve;
    - Go to "Settings" on Apple device > Search "HomeKit" (Screen that populates will be a list of apps that want access to HomeKit) > Toggle the slider on (green) for The Shade Store V2 app > Return to *The Shade Store V2* app to continue set up.

## SUPPORT RESOURCES:

**The Shade Store**  
800.754.1455  
help@theshadestore.com  
M-Sat / 9AM - 9PM EST