



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

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

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.

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.

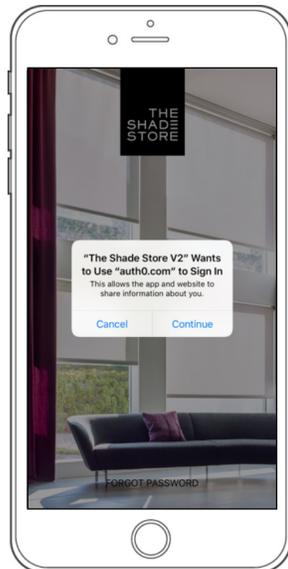
PLEASE NOTE: You may need to try different locations for it to be within range of your desired window treatments.

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.

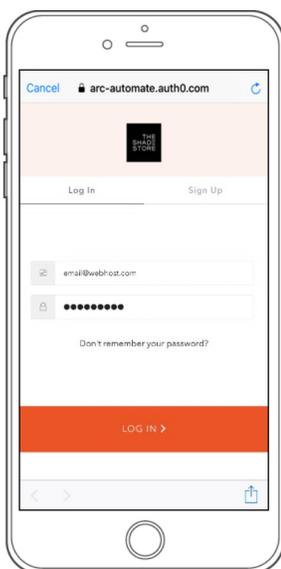
STEP 4



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.

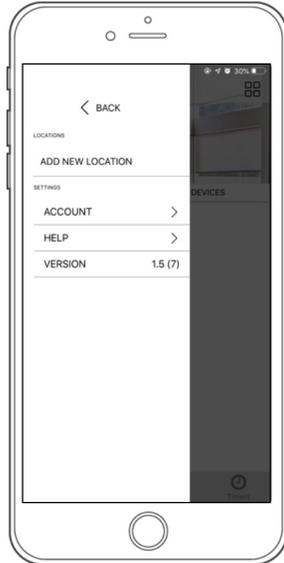
—————
SETUP COMPLETE
—————

STEP 1



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

STEP 2



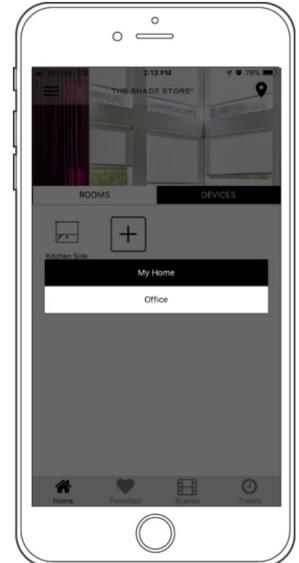
Select ADD NEW LOCATION.

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.

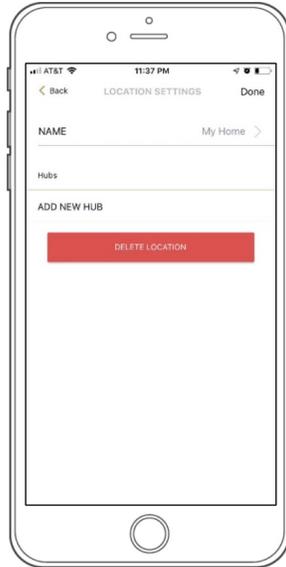
SETUP COMPLETE

STEP 1



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

STEP 2



Select ADD NEW HUB.

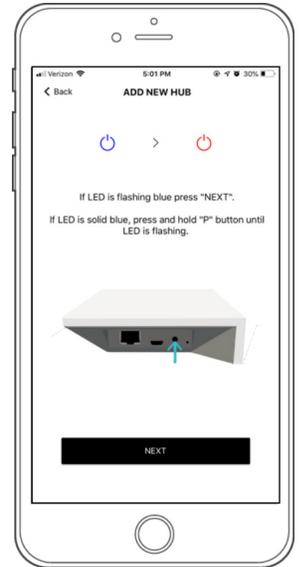
STEP 3



Select CONNECT TO NEW HUB.

PLEASE NOTE: Do not select CONNECT TO SHARED HUB.

STEP 4



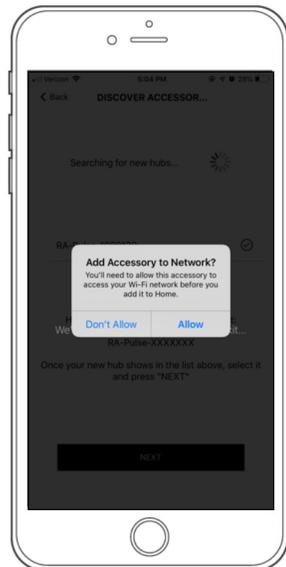
Refer to hub. If LED on top is flashing blue, select NEXT in the app. If it is solid blue, press & hold the hub's P button until it flashes, then select NEXT.

STEP 5



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

STEP 6



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

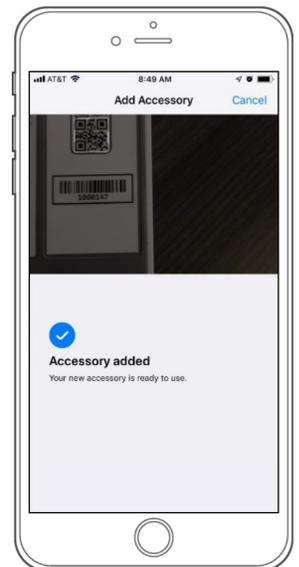
STEP 7



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

PLEASE NOTE: For Apple HomeKit troubleshooting, see page 7.

STEP 8



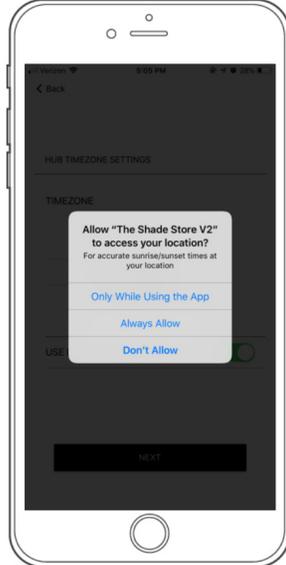
You will receive confirmation that Apple HomeKit functionality has been enabled.

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 12



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

STEP 13

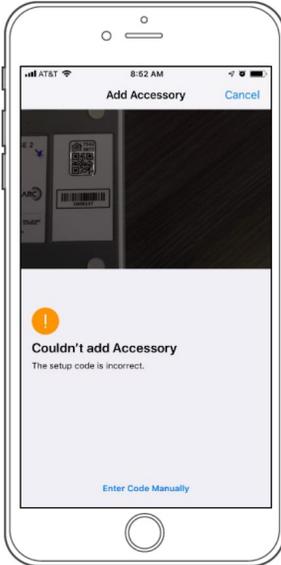


Select DONE at the top right corner of the screen to complete pairing process and go to the Home screen.

—————
SETUP COMPLETE
—————

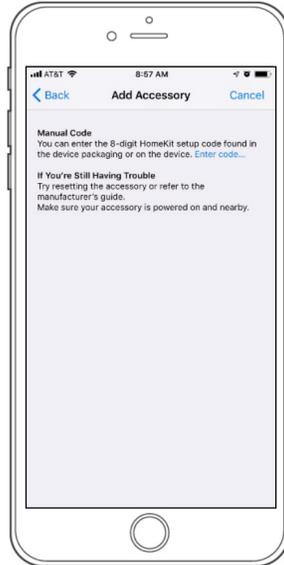
APPLE HOMEKIT TROUBLESHOOTING

STEP 1



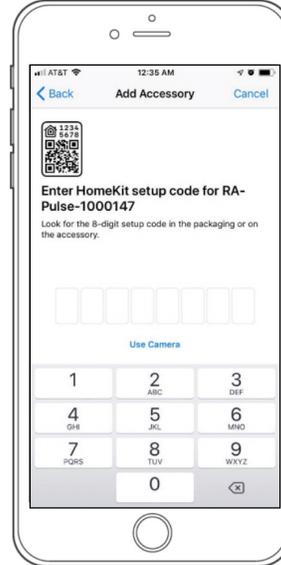
If the app does not recognize the QR Code, select ENTER CODE MANUALLY.

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.

SETUP COMPLETE

STEP 1



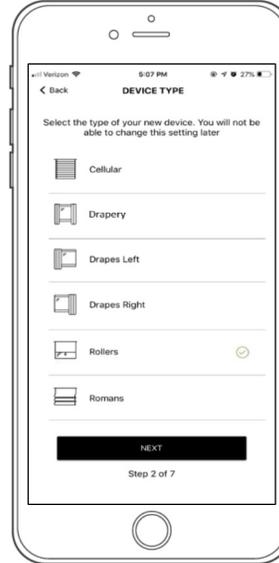
To add a motor, select **DEVICES** on the Home screen, then select the (+) icon.

STEP 2



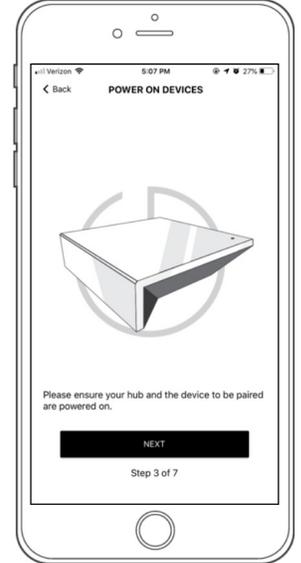
From the list of available hubs, select the hub you would like to pair the motor to.

STEP 3



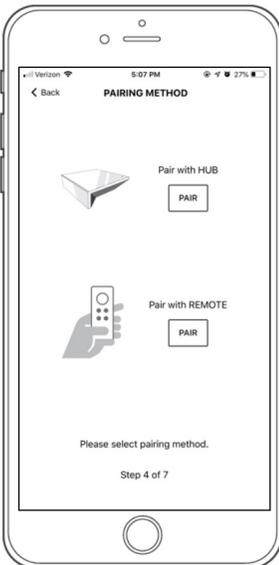
In the Device Type list, select the device you would like to pair.

STEP 4



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

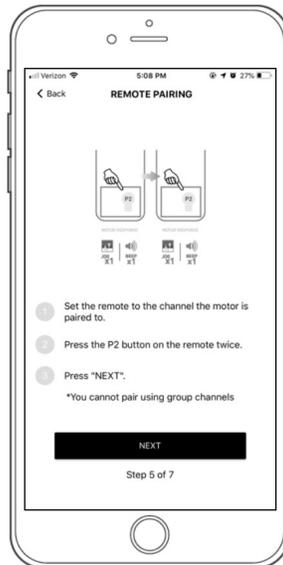
STEP 5



Choose your preferred pairing method.

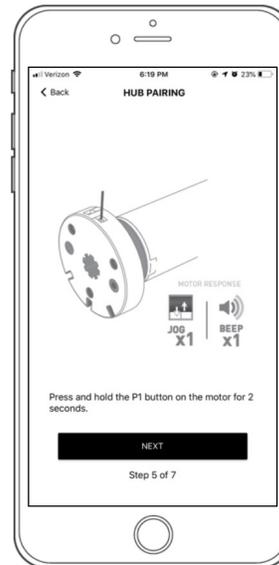
PLEASE NOTE: We recommend 'Pair with REMOTE' because it's the most convenient.

**STEP 6A
PAIR WITH REMOTE**



To pair with remote, select the device's channel (*not channel 0, and shades cannot be grouped with other shades*). Remove the remote battery cover and press the upper left P2 button twice until the motor responds, then select **NEXT**.

**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 device that you would like to operate.

STEP 2



To close the shade, select the down button (Ⓣ) 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

CREATING A ROOM

STEP 1



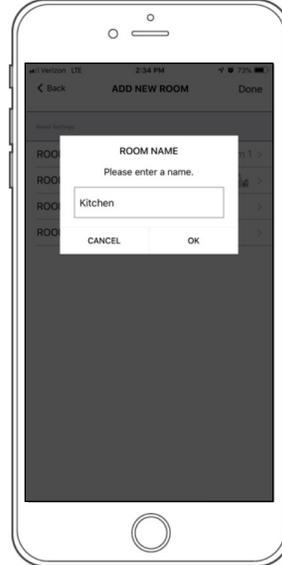
To create a room, on the Home screen select ROOMS, then select the (+) icon.

STEP 2



Select ROOM NAME.

STEP 3



Enter a name for your room and select OK.

STEP 4



Select ROOM PICTURE.

STEP 5



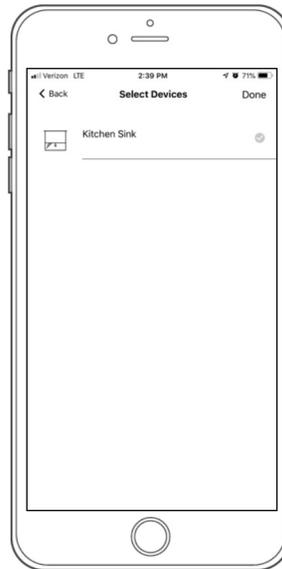
Select an appropriate icon to represent the room you are creating.

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.

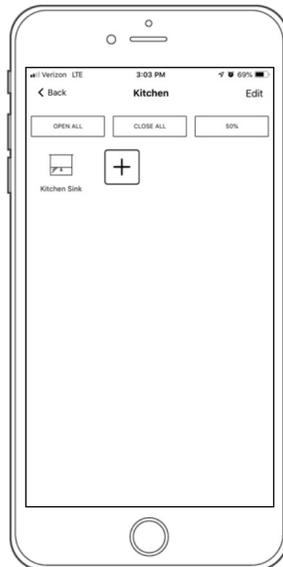
OPERATING A ROOM

STEP 1



Select the Room you would like to operate.

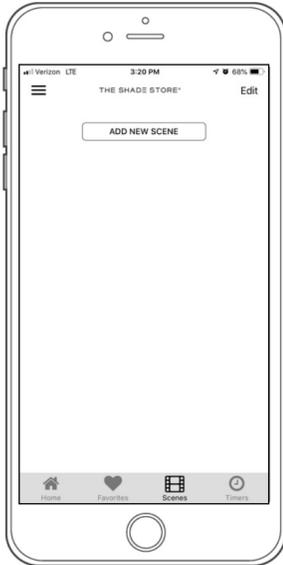
STEP 2



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



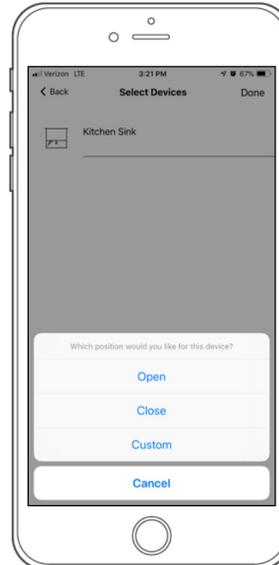
Select an appropriate icon to represent the scene you are creating.

STEP 6



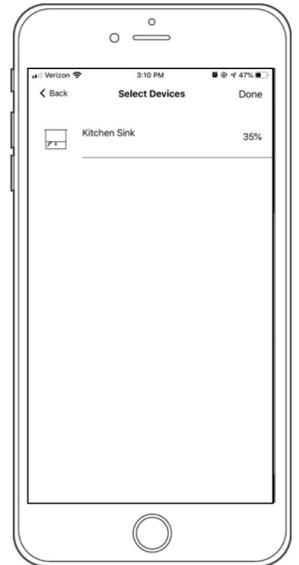
Select UPDATE SCENE DEVICES to add devices to the scene.

STEP 7



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

STEP 8



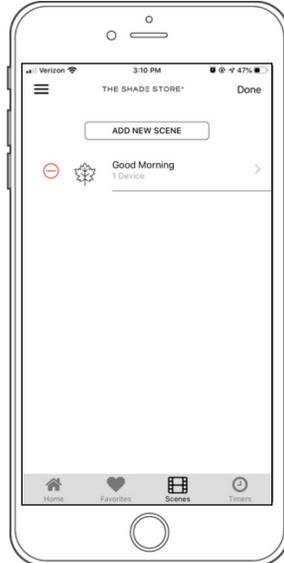
Select DONE.

STEP 9



The app will take a moment to finalize setup.

STEP 10



Select DONE again to complete setup.

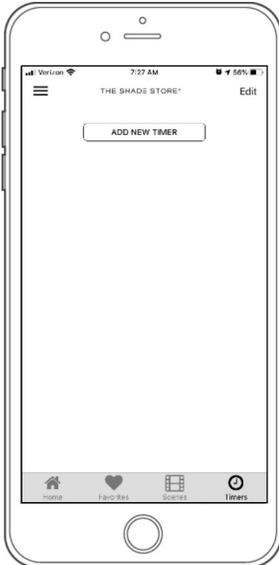
NOW ACTIVATE YOUR SCENE



Simply select GO.

SETUP COMPLETE

STEP 1



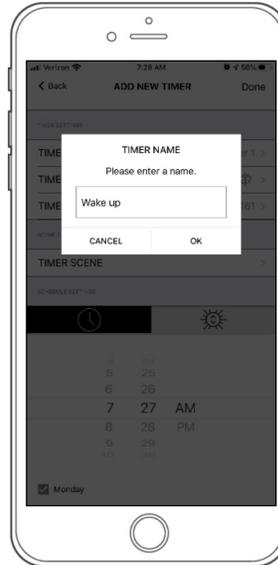
To create a timer, select **TIMERS** on the Home screen, then select **ADD NEW TIMER**.

STEP 2



Select **TIMER NAME**.

STEP 3



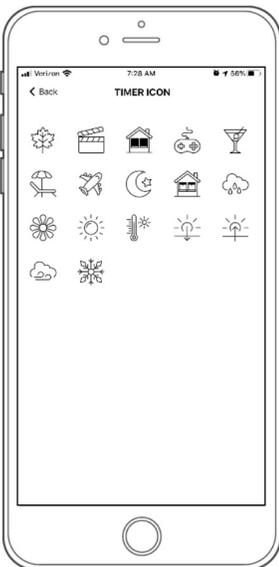
Enter your desired timer name and select **OK**.

STEP 4



Select **TIMER ICON**.

STEP 5



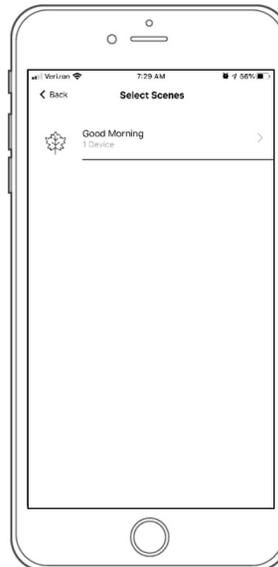
Select an appropriate icon to represent the timer you are creating.

STEP 6



Select **TIMER SCENE**.

STEP 7



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

STEP 8



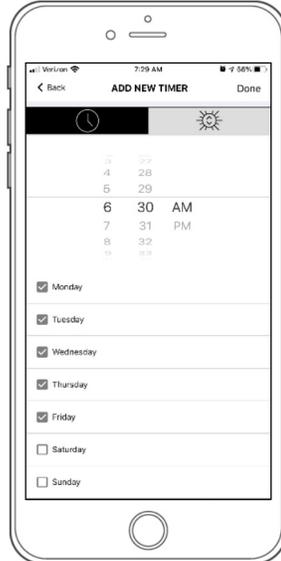
Set the time you would like the timer to activate.

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



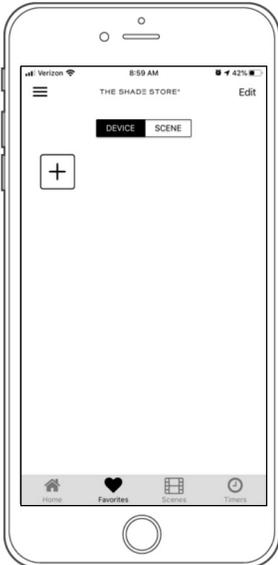
Select the days you would like the timer to activate, then select DONE to finalize setup.

HOW TO ACTIVATE A TIMER

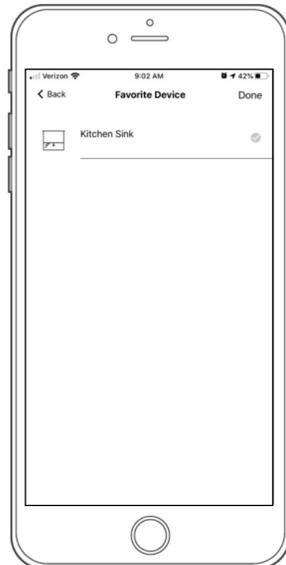


To activate a timer, toggle the switch to green.

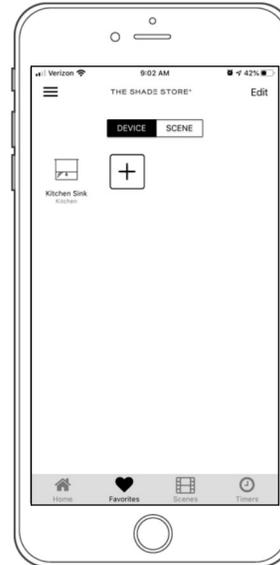
SETUP COMPLETE

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.

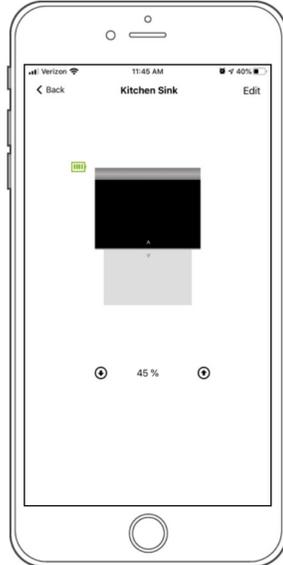
SETUP COMPLETE

STEP 1



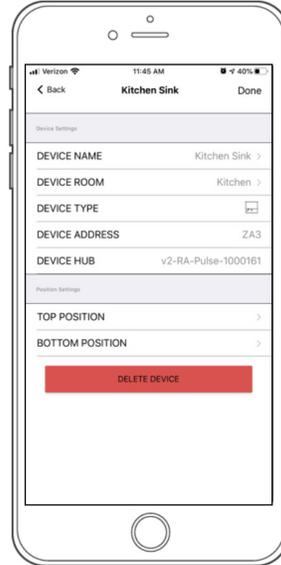
On the Home screen, select DEVICES, then select the device you would like to adjust limits on.

STEP 2



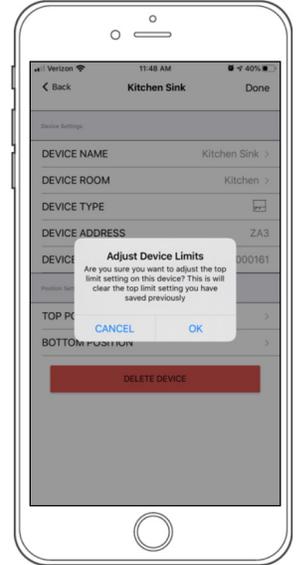
Select EDIT.

STEP 3



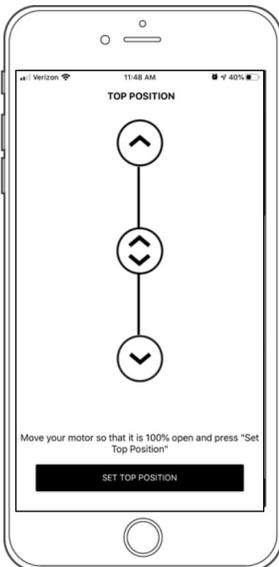
Select TOP POSITION or BOTTOM POSITION.

STEP 4



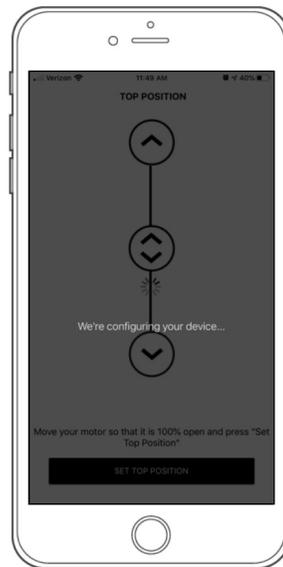
Select OK to confirm that you would like to adjust the selected position.

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



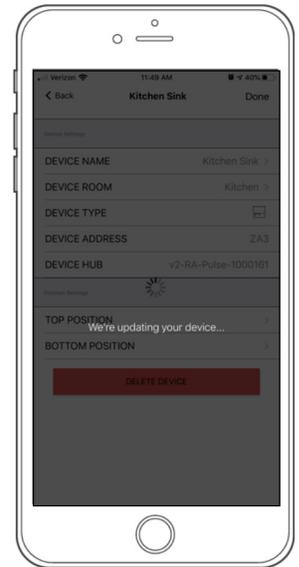
The app will take a moment to configure.

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.

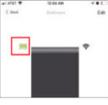
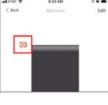


COLOR	RESPONSE	STATUS
	RED LED - CONTINUOUS LONG BLINKS	Reset Button Pressed
	RED LED - SOLID / NO BLINKING	Factory Reset Started

LED INDICATION

COLOR	RESPONSE	STATUS
	BLUE LED - CONTINUOUS BLINKS	Pairing Mode
	BLUE LED - CONTINUOUS SHORT BLINKS	Hub is Communicating with App Servers
	BLUE LED - CONTINUOUS LONG BLINKS	Hub is Connected to Wi-Fi but There is No Active Internet Connection (Shades Can Still Be Operated but Programming Functions May Be Limited)
	BLUE LED - SHORT BLINKS FIVE TIMES	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)
	RED LED - CONTINUOUS LONG BLINKS	Reset Button Pressed
	RED LED - SOLID / NO BLINKING	Factory Reset Has Started (User Can Release Reset Button at Any Time)
	GREEN LED - SHORT BLINKS	Apple Home is Currently Pairing With App/Hub
	GREEN LED - SOLID / NO BLINKING	P button Has Been Held Down (Hub is being sent into Pairing Mode without Clearing Information Off of Hub. User Can Release Reset Button at any Time to Send Hub into Pairing Mode)
	LED IS OFF	Offline

APP SYMBOL IDENTIFICATION

SYMBOL	MEANING	STATUS
	MENU	Access to Locations and Settings
	LOCATION	Toggle Between Programmed Locations
	SIGNAL ICON	Shade Connected to Hub
	BATTERY ICON: GREEN	Battery Level Greater Than 70%
	BATTERY ICON: YELLOW	Battery Level Between 50% and 70%
	BATTERY ICON: RED	Battery Level Less Than 50%
	MOTOR OFFLINE	Motor Not Receiving Power or out of Range of Hub

TROUBLESHOOTING

If you are not able to successfully connect to your network, please review the following common issues:

I cannot connect to my hidden WiFi network.

The Shade Store Wireless Link hub does not currently support pairing with hidden networks. To connect to a hidden network, you must unhide the network first. Once the network pairing process is complete you can re-hide the network and the hub will work without issue.

I have multiple access points and cannot complete the pairing process.

If you have multiple wireless access points, please turn off all but one to complete the network pairing process. Once the pairing process has been completed, you can turn on all of the wireless access points and the hub will work without issue.

I cannot connect to my 5GHz WiFi network.

The Shade Store Wireless Link hub does not currently support operation over a 5GHz network. It operates on a 2.4GHz network or by using a LAN CONNECTION (CAT 5). Since most routers are dual band and can support both network configurations, please make sure that the 2.4GHz band is turned on in your wireless router's settings, that it is the network being selected during the pairing process, and that your device is connected to the 2.4GHz network during the pairing process (it can be reconnected to the 5GHz network after the pairing process has been completed).

Network security settings are interfering with the setup process.

Some companies or large corporate offices have network security settings more advanced than the typical homeowner. If you are setting up in this environment, please consult your network administrator. It may be necessary to enable device-to-device communication. One solution is to use a device with a mobile data connection available in the background to complete the set-up process.

My Automate Pulse Hub 2 Is Not Consistently Working.

There are many things that can interfere with the radio communication that the The Shade Store Wireless Link hub uses. Try positioning the The Shade Store Wireless Link hub in a different location and/or closer to the shade to improve performance. Due to varying levels of interference it may be necessary to purchase additional The Shade Store Wireless Link hubs to extend the coverage throughout your location.

SUPPORT RESOURCES:

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